

Grid Pad

Manual

Product Name:Grid Pad 12

Model Name:GP12V1

Manufacture:Smartbox Assistive Technology Limited

Created by

Smartbox



Grid Pad Manual (Version 1.0)
English (UK)

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Welcome to Grid Pad, your complete communication
and access solution

Use any method of alternative access to communicate
using symbols or text, with powerful speakers to project your
voice.

Access your social media profiles and email, SMS text
messaging and control Windows applications. Jump into
YouTube and your online communities, complete homework
and documents. The Grid Pad is designed to connect you to
the world.

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In this section

- 1.1 What is included with your Grid Pad
- 1.2 Getting started with Grid Pad
- 1.3 Features



Introducing Grid Pad



What is included with your Grid Pad

Grid pad communication aid
Remote power button
Manual
Mounting plates and screwdriver
Power lead
Grid 3 training pack
Support magnet
Cleaning cloth
2x AAA batteries

The Grid Pad may also be supplied with an eye gaze unit.

Included Software

Grid 3

If supplied with eye gaze, additional drivers and software will be installed.

Grid Pad set up

1.2

Your Grid Pad can be supplied in one of two ways.

Communication only

This is sometimes known as kiosk mode. In this setup, the Grid Pad will boot directly into Grid 3 and can be used for communication. Certain features, such as accessible apps and the Windows desktop are switched off.

Unlocked

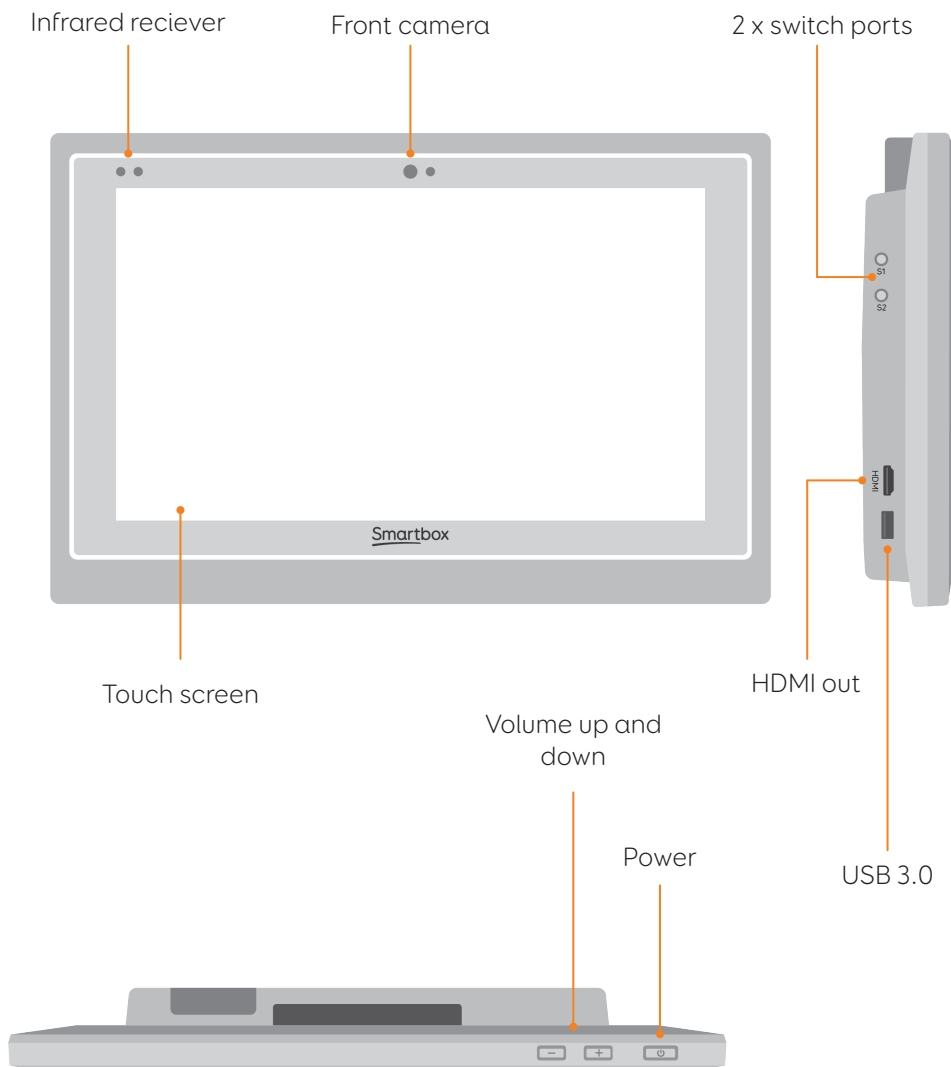
When unlocked the Grid Pad gives you full access to accessible apps as well as the Windows desktop and applications.

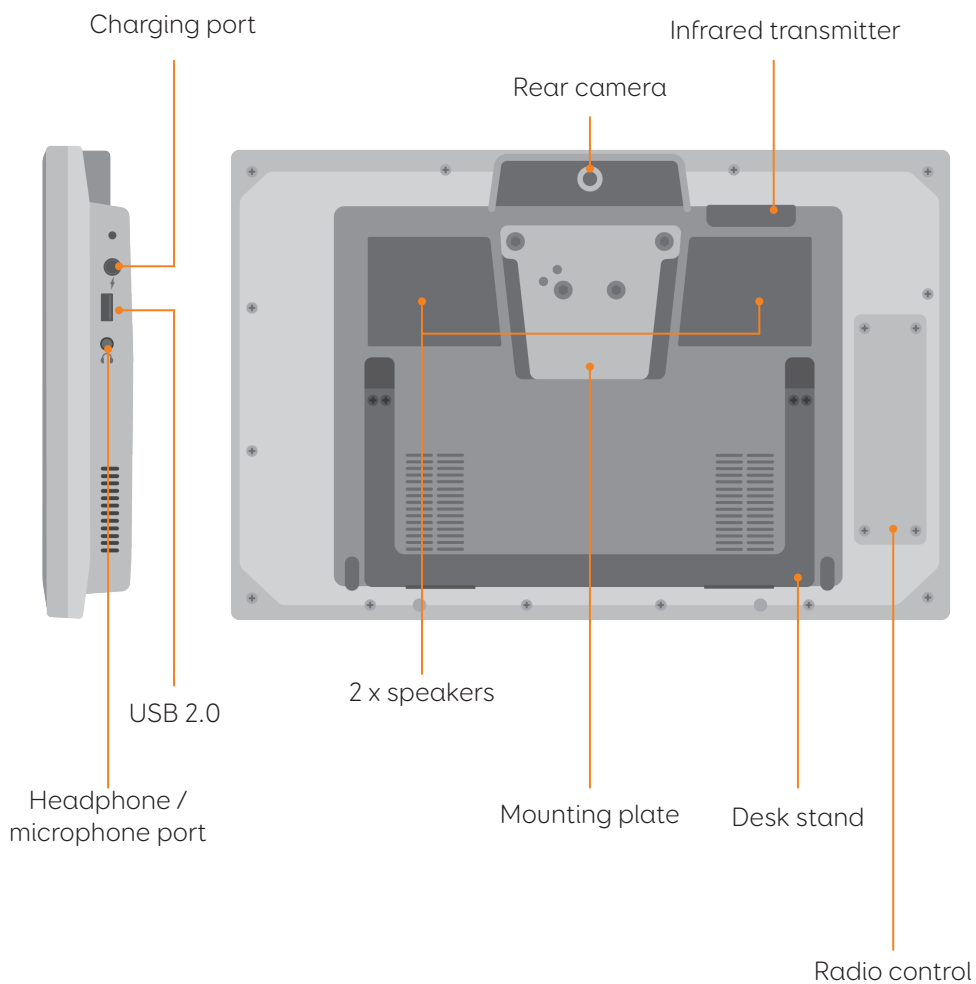
Changing your set up

If you would like to change how your Grid Pad has been set up, contact your Grid Pad supplier.

1.3 Features

Grid Pad

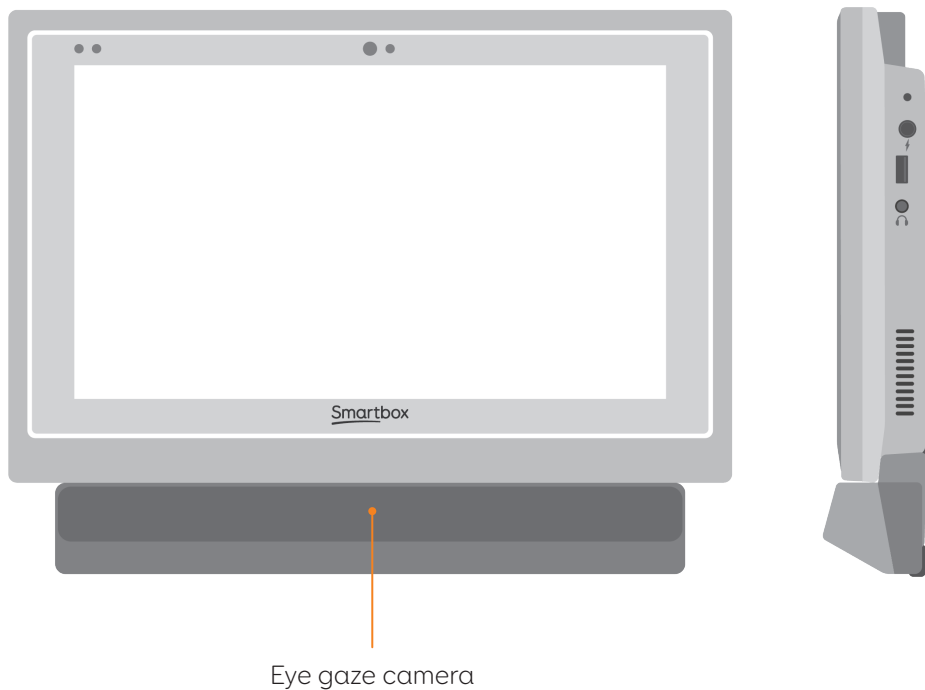




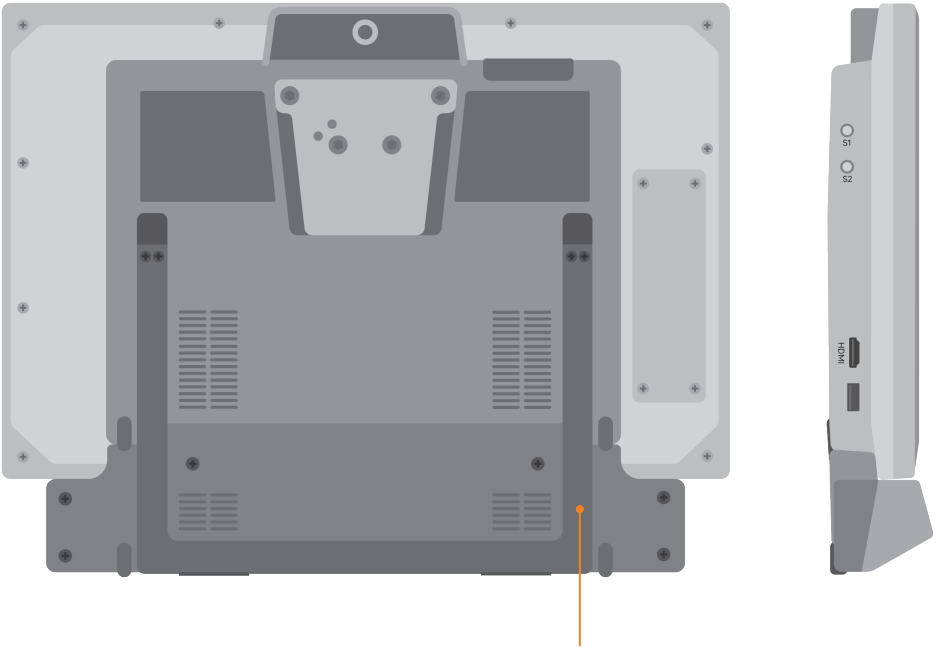
Grid Pad with eye gaze unit

When the Grid Pad is supplied with an eye gaze unit, nearly all the features remain intact. The desk stand is longer to accomidate the camera.

The USB 3.0 socket will be used for the camera connection.



For more information on attaching and removing the eye gaze unit see section X.X



Eye gaze desk stand

In this section

- 2.1 Turning on your Grid Pad
- 2.2 Create your user account
- 2.3 Choose your grid sets
- 2.4 Introducing Grid Explorer
- 2.5 Configure your access method



2

Quick start guide

2.1

Turning on your Grid

Before switching on your Grid Pad for the first time, it is best to plug in the power lead and charge the battery. Press the power button to turn the device on.

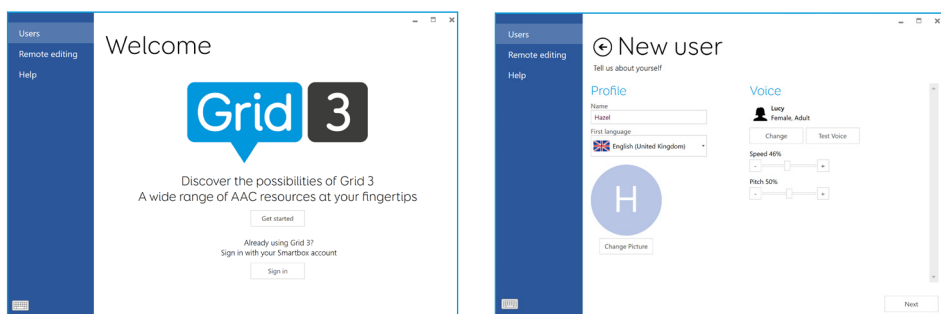


The device will boot into windows, and Grid 3 will automatically start.

Create your user account

2.2

Once Grid 3 has loaded, tap Get Started to create your account – then follow the instructions on the screen.



Grid 3 comes with a selection of voices for you to choose from. You can adjust the speed and pitch of each voice to suit your needs.

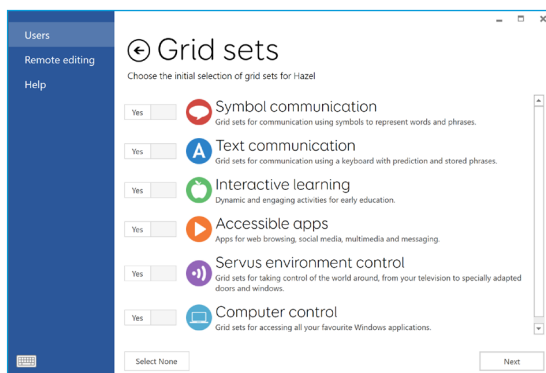
Your Smartbox Account

On the next page you can create a Smartbox Account. This enables you to use features such as remote editing and syncing between devices.

Tip: If you already have a Smartbox account you can log in to restore your account.

2.3 Choose your grid sets

Grid sets are the apps within Grid 3. Some grid sets may contain a complete symbol vocabulary for starting out with communication. Others may be designed for literate users to communicate as efficiently as possible.



Grid sets are organised into categories. Choose Symbol communication for grid sets like Super Core, which are ideal for early AAC users and emerging literacy. Choose Text communication for grid sets with powerful features for literate users.

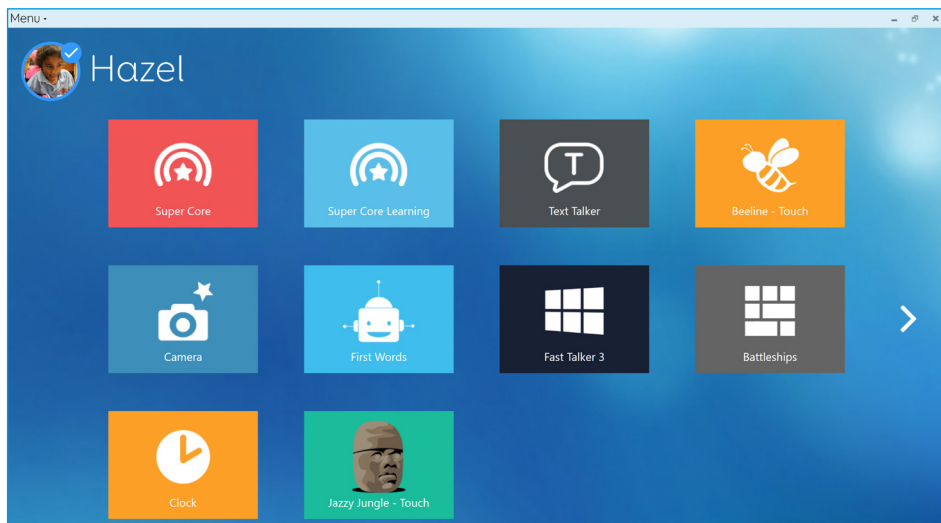
Grid sets will be added from these areas to your Grid Explorer. Ready for you to explore.

Tip: With your permission Grid 3 can learn the words you use most often to improve your prediction suggestions. You can change your Privacy settings at any time.

Introducing Grid Explorer

2.4

Grid Explorer is your Grid 3 homepage. From here you can browse and arrange your grid sets, add new grid sets and access your settings.



Tapping on a grid set will open it.

To return to Grid Explorer, tap the menu then select Grid Explorer.

2.5

Configuring your access method

You will need to choose the way you want to access your Grid Pad. There are multiple access methods available to you:

- Touch access
- Switch access
- Pointer access
- Voice access
- Eye gaze access

You will need the suitable hardware to configure your chosen access method. (See the relevant sections of this manual for more information on setting up your chosen access method).

Tip: Remember you can use multiple access methods together. Both Grid 3 and your Grid Pad are designed to be flexible. If you want to use a head pointer with a switch to activate, you can do that!

In this section

- 3.1 The Grid Pad desktop
- 3.2 Power
- 3.3 The remote power button
- 3.4 Charging your Grid Pad
- 3.5 Mounting your Grid Pad
- 3.6 Audio and speech
- 3.7 Using headphones and audio feedback
- 3.8 Screen brightness
- 3.9 Using another screen with your grid pad
- 3.10 Internet and network settings
- 3.11 Bluetooth

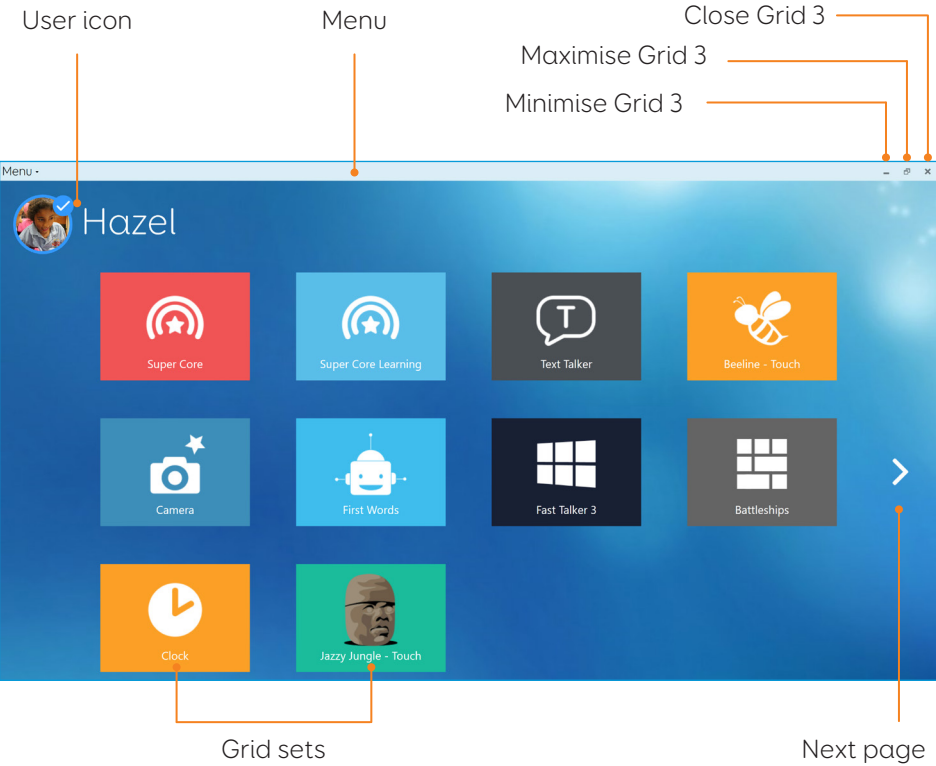


Using the Grid Pad

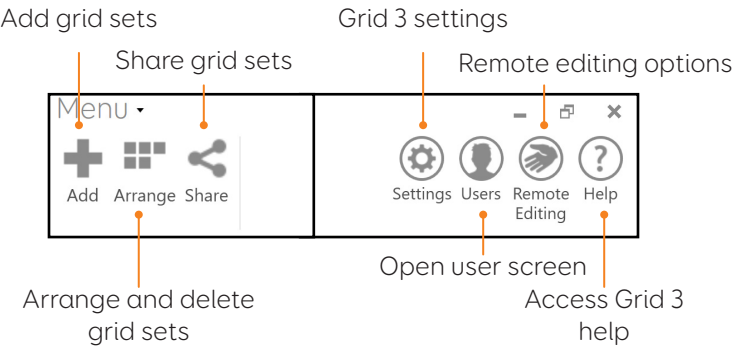
3.1

The Grid Pad desktop

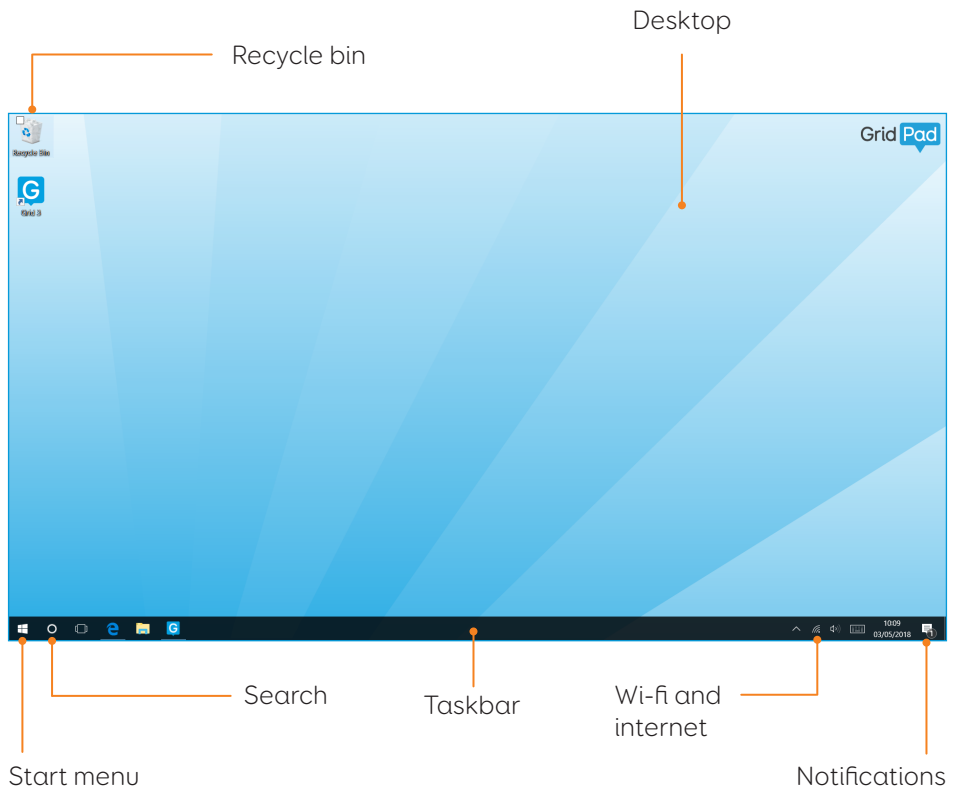
Grid Explorer



The Grid 3 menu



Windows desktop



3.2 Power

The power button is located on the top right of your Grid Pad. Press and hold the button to switch it on. Your device will boot or wake from sleep.



Shutting down your Grid Pad

When not in use, it is good practice to shut down your Grid Pad completely. This will give a chance for any automatic updates to be applied. It is also recommended to shut down your device before it is stored for transit.

Open the Start menu and tap the power icon. From here you can select Sleep, Shut down and Restart. Selecting Shut down will power the device down completely.

It is also possible to turn off your device from within Grid 3, by using the Turn off computer command. This command can be added to any grid set. (See the xx section of this manual for more information about these commands).

Force shut down

If you press and hold the power button for five seconds, your Grid Pad will shut down. Please note that this is only recommended in emergencies, and any unsaved work will be lost.

REMOTE POWER SWITCH

3.3

The remote power button

Your Grid Pad come supplied with a remote power button. This can be used to turn your device on, wake it from sleep or perform a complete shut down without having to touch the device.

Setup

Out of the box the remote power button will be paired with your Grid Pad. To use the remote power button, slide off the battery cover on the back and insert two AAA batteries. If you do not intend on using the remote power button, or need to store it for a long period, it is recommended to remove the batteries.

Attaching an additional switch

The remote power button has a 3.5mm jack built in. With this you can attach a compatible switch to toggle your Grid Pad on and off. You could position a switch in an easy to reach place, or use a foot switch to turn your device on. When a switch is attached, it will act exactly like the button.

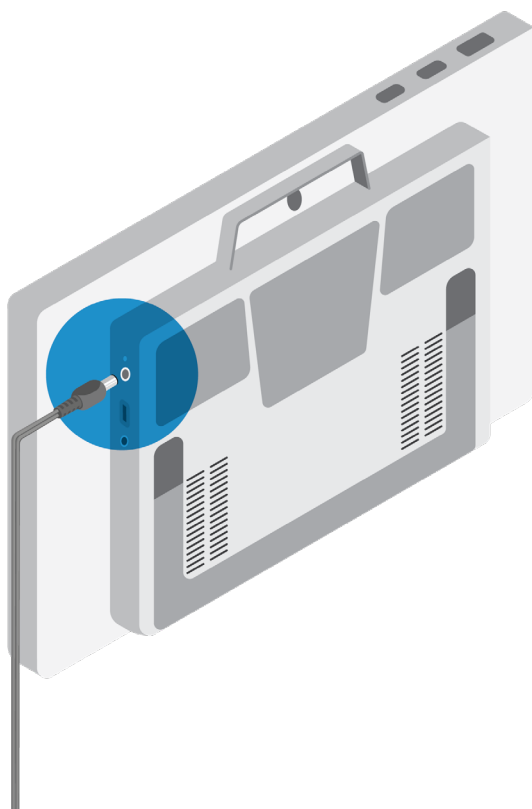
Note: The remote power button is only designed to turn the Grid Pad on and off, it cannot be used to access the device.

3.4

Charging your Grid Pad

To charge your Grid Pad, plug the power lead into the charging port on the left side of the device.

A full charge will take up to 10 hours. See the xx section for more information on looking after your battery.



Mounting your Grid Pad

3.5

Adjustable stand

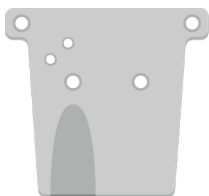
Your Grid Pad has an adjustable stand that can be folded out, to position your device on a desk or table comfortably.

Pull the stand from the bottom and adjust the angle to suit you. When finished, simply push the stand back in.

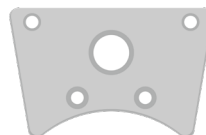


Using a desk, floor, or wheelchair mount

Your Grid Pad is supplied with both Daessy and Rehadapt mounting plates, so that you can securely mount and position your device.



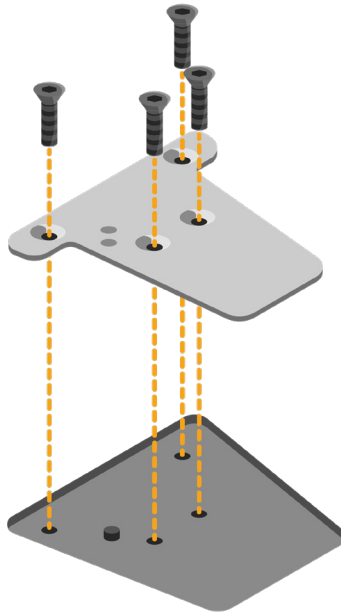
Rehadapt mounting plate



Daessy mounting plate

Changing the mounting plate

To change the mounting plate, lay your Grid Pad with the screen facing down on a flat surface. To prevent damage to the screen, place the device on something soft like a towel, cloth or newspaper. Use the supplied screwdriver to remove the four screws that secure the mounting plate to the Grid Pad.

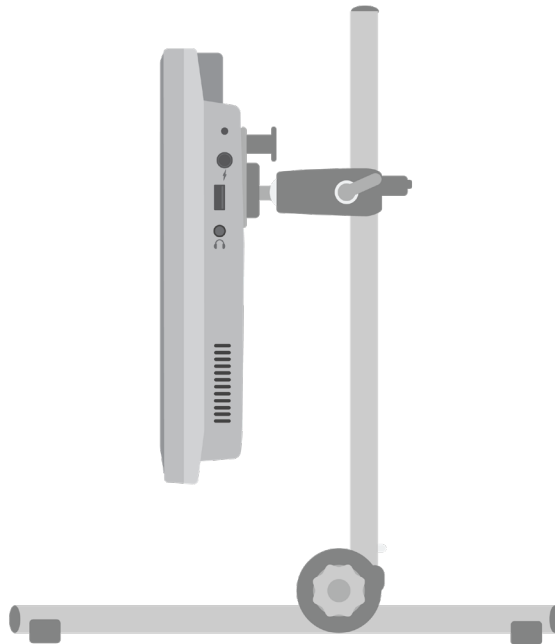


Once unscrewed, remove the mounting plate and replace it with the plate that you require. Use the screws supplied with the plate to attach it to the device and tighten with the provided screwdriver. The screws should be firmly attached so they do not come loose.

Mounting your Grid Pad on a desk or floor stand

With the correct mounting plate installed, you can attach the Grid Pad to your floor or desk stand. As you attach the device to the stand, be sure to hold the Grid Pad securely until the head of the stand is firmly docked with the mounting plate.

For further instructions on positioning see the documentation provided with your stand.



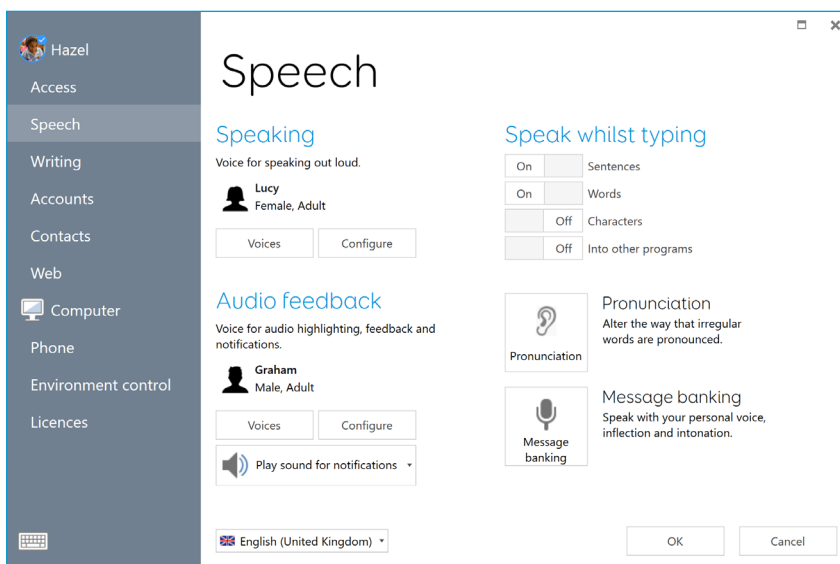
3.6

Audio and speech

Your Grid Pad has two main speakers, designed to make your sure your voice can be heard in any situation.

The device also has a headphone port, which can be used for personal audio. This is called audio feedback and can help you navigate Grid 3 by reading out labels, words, and actions while you communicate.

The audio settings in Grid 3 are found under **Settings - Speech**.



Speaking

Under the Speaking heading you will find settings relating to the voice projected from your Grid Pad.

You can choose from a selection of voices that are included with

Grid 3, or download and purchase more from our online voice store. Every voice has a demo available to trial.

You can also adjust the pitch, speed, and volume of your voice [here](#).

Audio feedback

Under Audio feedback you can choose and adjust the voice that Grid 3 will use for audio highlights, reading out labels and giving notifications. This can be completely different from your speaking voice to help differentiate between spoken and personal audio.

Windows settings

The Windows audio settings are found in the bottom right of your screen in the taskbar. Select these settings by right clicking, or pressing and holding the Speaker symbol.

Here you can access the volume mixer, playback devices, recording devices and sounds. If you are having issues with hearing certain audio, it is good to check you haven't muted one of the sound channels.



Using headphones and audio feedback

To use headphones with your Grid Pad without disrupting your speaking voice, connect your headphones to the headphone port.

Head to **Settings - Speech** and tap **Configure** under the Audio feedback heading. Then select Grid Pad headphones from the drop-down menu under Speakers.

Sending media audio through headphones

To listen to media such as music and videos privately, attach your headphones as normal and tap the Speakers icon in your Windows taskbar. Then select your headphones.

Tip: You can also use Bluetooth headphones or headsets with your Grid Pad. Once connected, these will be listed when you tap Configure under the Speakers heading.

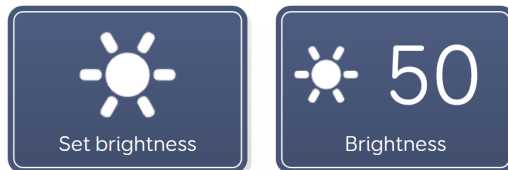
Screen brightness

3.8

The Grid Pad has an HD screen that supports a range of brightness levels, so it is easy to find a setting that suits you. The brightness of the screen can be adjusted both within Grid 3 and through the Windows settings.

Brightness command in Grid 3

When using Grid 3, you can adjust the brightness of the screen with the Brightness command. You can add this command to your grid sets in edit mode, using the Grid 3 commands when you create a cell. These cells can be set to cycle the brightness, increase or decrease the brightness of the screen, or set the screen to a specific value.



Tip: Using these commands you could create a cell that sets your Grid Pad to 'night mode' or a low brightness when you are watching TV or a movie.

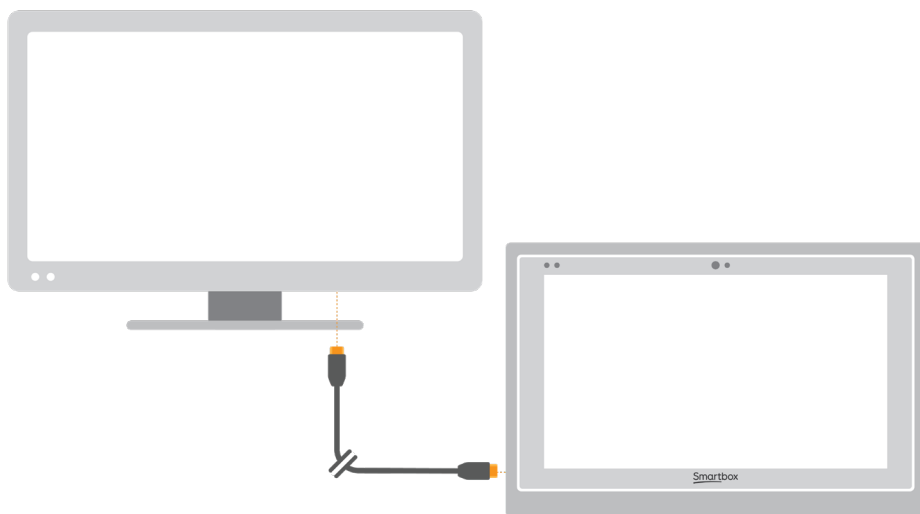
Windows settings

Open the Start menu and tap the settings cog. The Windows display settings are found under **Settings - System - Display**. From here you can change the brightness and adjust the size of Windows icons and menus.

3.9

Using another screen with Grid Pad

The HDMI socket enables you to connect your Grid Pad to a second screen, or even a projector. When you attach the device to a second screen, the default setting will mirror the screen of your Grid Pad. To adjust these settings in Windows, open the settings cog from the Start menu and go to **Settings - System - Display**, then scroll down to Multiple displays.



Here you can change the resolution for your Grid Pad and second screen, and choose to Extend your display. When selected, your desktop will cover both screens and enable you to multitask. Note that certain access methods such as eye gaze and head pointer are not compatible with extended displays.

Tip: If you are using a second screen, the additional processing required can have an impact on your device's battery life.

Internet and network settings

3.10

Wi-fi

Your Grid Pad connects to the internet using Wi-Fi. This is accessible from your Windows taskbar. Tap the Wi-Fi icon to bring up the list of nearby wireless networks. Select your network and enter the network password if applicable. You can also choose whether you want your device to remember this connection.

Tip: Windows has numerous privacy settings surrounding your internet connection. Be aware of what is visible to other network users, particularly if you are using a public connection.

Network settings

To view further Network settings, open the settings cog from the Start menu and go to **Settings – Network & Internet**. Here you can view the status of your internet connection, configure how the wi-fi connects to public and open networks, set up a VPN connection and more.

3.11

Bluetooth

You can connect many types of Bluetooth device to your Grid Pad – from headphones and headsets to smart phones, printers, and access methods.

Bluetooth is switched off by default. Open the settings cog from the Start menu and go to **Settings – Devices** to turn on Windows Bluetooth features. Toggle the tab to On and your Grid Pad will start scanning for nearby Bluetooth devices.

You may need to type in a pairing code, depending on the Bluetooth device you are trying to pair. Refer to the device's instructions for more information on how to pair.

Tip: Be aware that even when not in use, having Bluetooth switched on can have an impact on the battery life of your Grid Pad.

In this section

- 4.1 Switches
- 4.2 Pointer access
- 4.3 Touch access
- 4.4 Keyboard and mouse
- 4.5 Voice activation and access
- 4.6 Eye gaze



Access

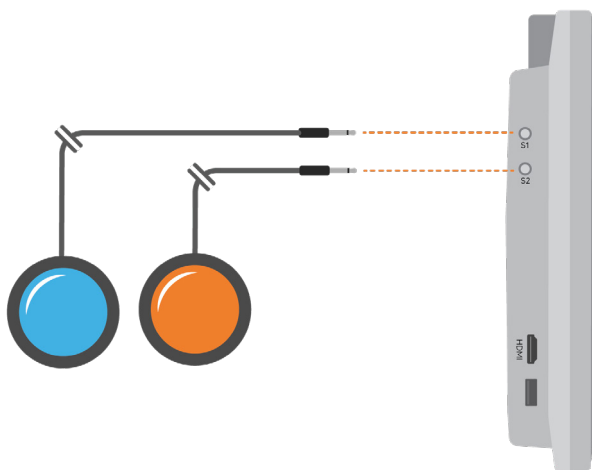
4.1

Switches

Grid Pad has two 3.5mm sockets that you can use to connect a variety of switches to your Grid Pad. There are different options available to customise how you navigate Grid 3, using one or two switches.

Connection

To connect a switch to your Grid Pad, plug its 3.5mm jack into one of the switch sockets on your Grid Pad. (These are labelled S1 and S2 respectively).



Once connected, open Grid 3 and go to **Settings - Access - Switches**. Selecting **Connection** under the Configuration heading will display a list of potential switches. Activate your switch and it will highlight in green.

Tip: You can connect additional switch adapters via USB if you need more switches.

Bluetooth switches

To connect a Bluetooth switch to your Grid Pad, follow the pairing instructions provided with your switch. Make sure you have Bluetooth enabled on your Grid Pad. You can then configure the switch as normal.

Switch options

Activation

When your switches are connected to your Grid Pad, you can decide how they act within Grid 3. You can choose between Switch Scanning, Switch elimination and Switch joystick.

Open **Settings – Access – Switches** and select the method you would like to use from the drop-down box. Tap **Activation** to configure your chosen method.

Switch scanning

Switch scanning highlights groups of cells in turn to locate the cell that you want. This method sends a selection bar across your grid in a linear fashion. You can choose to start with rows or columns. Activate your switch to select the row or column you want, and then scan through that row or column until you reach the desired cell. Activating your switch again will then select that cell. You can adjust the direction of scanning, the speed, and the way you want to activate cells. You can also configure highlighting options and how scanning will work with multiple switches.

Switch elimination

Switch elimination splits your grid into groups of cells, using two or four switches. This method focuses in on a group of cells every time you activate a switch, until you reach the cell you want. You can decide the elimination method, number of switches, highlighting colours and more. There are further options that enable additional switches to stop the elimination or go back a level.

Switch joystick

Switch joystick enables you to use a joystick game controller (connected via USB or Bluetooth) or a set of switches to select the cells in your grid. Navigate around a grid set freely and activate an additional switch to select the cells you desire.

You can personalise highlighting, movement, and activation options.

Switch commands

Switch commands enable you to trigger specific Grid 3 actions with your switches. Tap the **Commands** button and select one of your switches from the Add switch window. Then assign a command for your switch to trigger when activated. This could be putting the device to sleep, saying a particular phrase, or triggering an Environment Control option.

Pointer access

4.2

Grid 3 supports many pointing devices. These access methods use different technologies that let you guide the mouse cursor and interact with your Grid Pad.

Follow the instructions provided with your pointing device to connect it to your Grid Pad. You may need to install additional drivers and software for the device to work correctly.

Pointer settings are found in Grid 3 under **Settings - Access - Pointer**. You can choose how the cursor will activate cells, either with a click, hold, dwell, or using an additional switch. There are also options to use Zoom to click under the Computer control heading.

4.3

Touch access

The screen of your Grid Pad is fully touch accessible. You can access the touch screen settings in Grid 3 under **Settings - Access - Touch**. Here you select your highlighting preferences and can choose how you want to activate cells in Grid 3.

Activate last item touched means that the last place on the screen touched is the part that will be selected when released. Activate first item touched takes the first location touched and activates once the screen is released.

Touch and hold to activate gives you an adjustable length of time to press and hold your selection before it activates.

Using your touch screen as a switch

Your entire touch screen can act as a switch using Grid 3. To set this up go to **Settings - Access - Switches** and select the Connection under the Configuration heading. Use the drop-down menu to select Touch screen.

You can configure your touch screen presses in the same manner as Switch access.

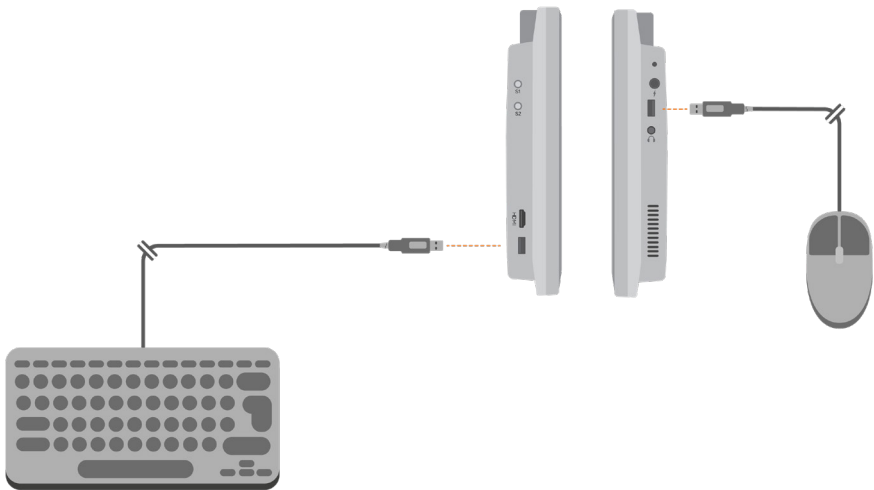
Using a keyguard

Your Grid Pad supports keyguards to help you make more accurate selections. Keyguards are usually custom made to fit your grid sets. (See the instructions provided with your keyguard, to mount it to your Grid Pad).

Keyboard and mouse

4.4

You can connect a keyboard and mouse to your Grid Pad using either the USB ports or via Bluetooth. To use a wired device, simply plug it in to one of the USB ports found on the side of the Grid Pad. USB keyboards and mice will automatically be detected in Windows.



To connect a Bluetooth keyboard or mouse, make sure that Bluetooth is switched on and follow the pairing instructions provided with your keyboard or mouse.

4.5

Voice activation and access

You can use your voice to access Grid 3. This requires an additional microphone or headset to be connected to your Grid Pad.

Once configured, voice commands are activated by speaking the wake-up phrase “Hey Grid 3...” followed by the text on the cell you desire.

Configuring voice access

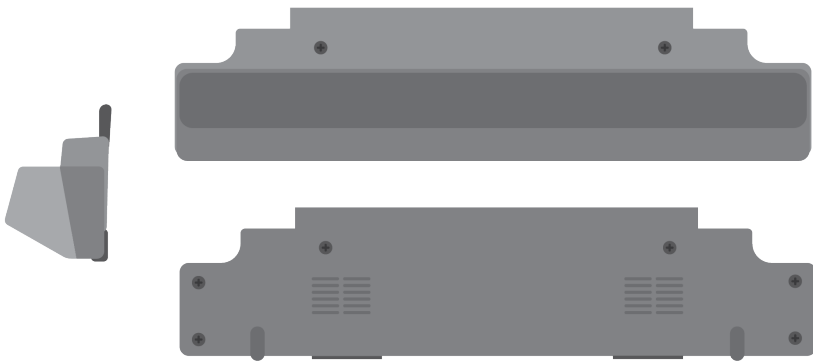
The settings to configure voice access are found in **Settings - Access - Voice**. From this screen you can select the microphone you wish to use by tapping the Audio input under Microphone heading. Once you have selected your microphone it is recommend that you use the Configure tool, followed by Improve accuracy to read out several test sentences.

You can set the “Hey Grid 3...” wake-up phrase to anything you like and adjust the length of time you need to issue your commands once the wake-up phrase has been activated.

You can choose to have a sound after the wake-up phrase has been activated, and once your selection has been made.

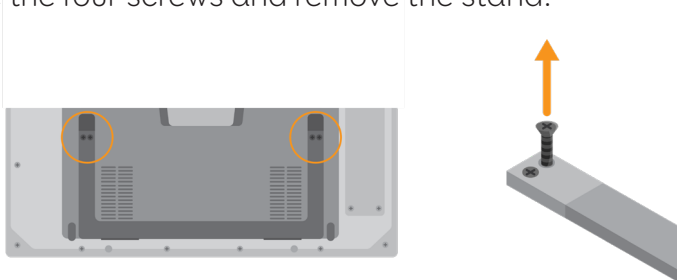
The Grid Pad Camera Unit

Your Grid Pad can support eye gaze access. Attach the Grid Pad Camera Unit to your Grid Pad to access the device with a range of cameras.

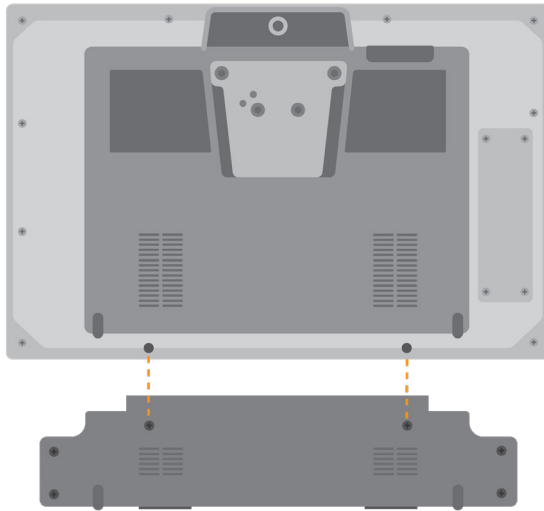


Attaching the Grid Pad Camera Unit

The camera module attaches to the bottom of your Grid Pad. Place the Grid Pad face down on a flat surface. The Grid Pad stand should then be removed. Use the provided screwdriver to remove the four screws and remove the stand.



Position the Grid Pad Camera Unit to align the screw holes align with the holes on the underside of your Grid Pad.



Attach the Grid Pad Camera Unit with the two provided screws and tighten with the included screwdriver, making sure they are firmly fixed.

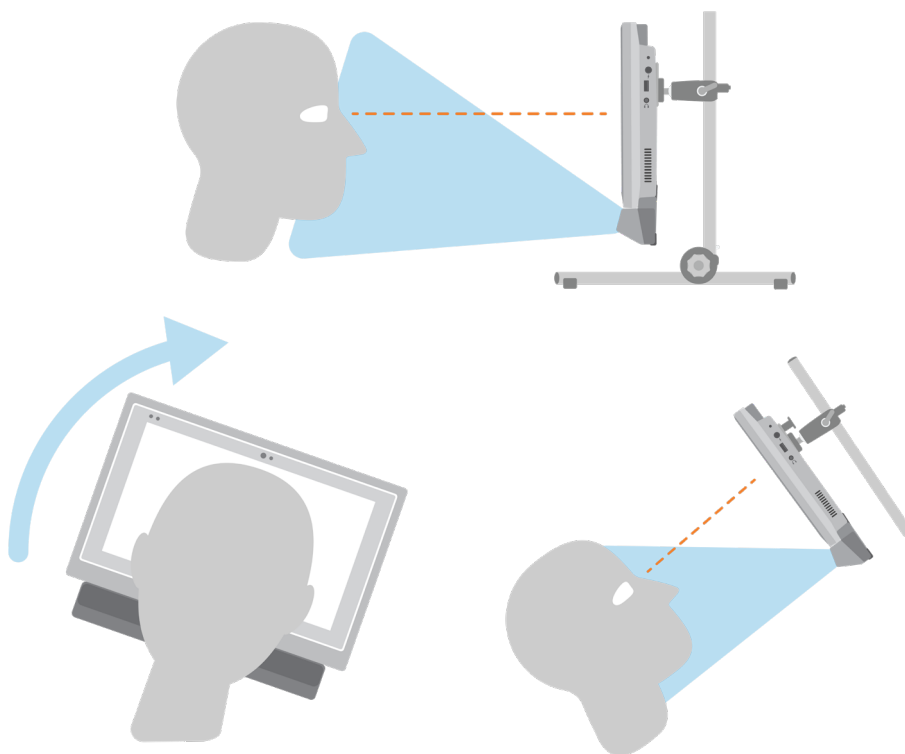
Plug the camera's USB connection into the USB 3.0 port on the right side of the Grid Pad. Do not use a USB hub or an extender cable as this may cause the camera to behave poorly.

Place the Eye Gaze stand where the Grid Pad stand used to be and use the screws to firmly fix the stand to the Grid Pad.

Depending on the camera that is inside the camera unit, you will need to install the appropriate software.

Setting up your Grid Pad for eye gaze access

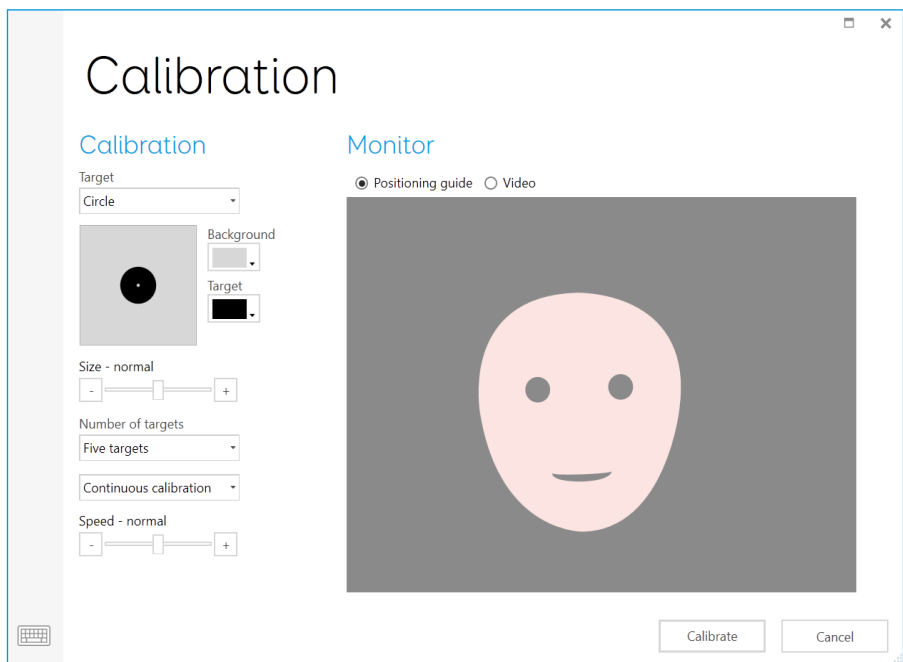
It is important to have your Grid Pad set up securely for eye gaze access. Position the device between 40cm and 75cm from your eyes, using either the built-in stand or mounted on a stand that suits you. The best position may vary depending on the camera you are using. (See the section Mounting your Grid Pad section of this manual for more information on mounting options).



Eye gaze cameras have a optimal distance. Ideally the camera should be placed so it is between 50cm and 70cm from your eyes. Beyond this, extra calibration may be required.



You can use the Grid 3 eye gaze monitor window to help you find the right distance and angle. This is found in **Settings - Access - Eye Gaze - Calibration**. Some cameras have a live view option which will give you a video feed from the camera.



Calibration

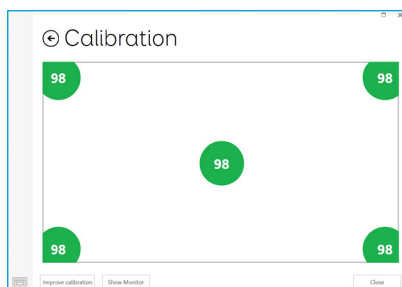
Calibrating the eye gaze camera helps it focus on how your eyes move around the screen. During a calibration you will be asked to follow targets around the screen, and the camera will score how accurate you are in holding your gaze in each location.

In Grid 3 open **Settings - Access** and select Eye gaze. Use the drop-down menu to select the camera you are using. Selecting Calibration will bring up the Calibration options. Some cameras have a live view option which will give you a video feed from the camera.

Using the Calibration options, you can select what the target will look like, the colour of the background, the size of the targets and the number of points to calibrate. You can also choose between continuous or a stepped calibration that enables you to tap the screen to progress between points.

Tap the Calibrate button to begin. There is a cross in the top right corner to cancel the calibration.

Once complete you will be given your calibration results.



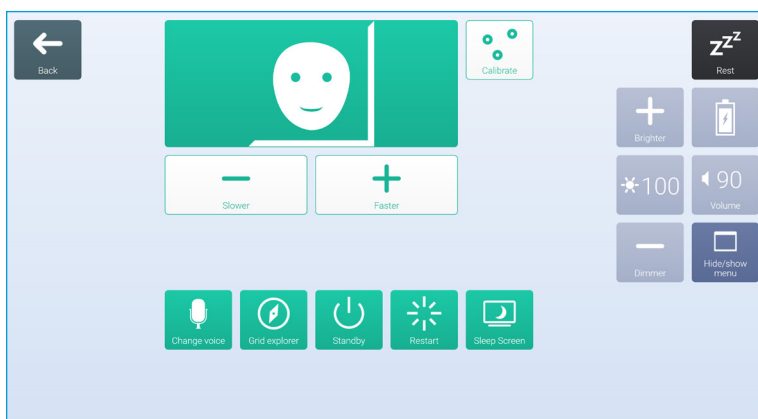
Calibrations are stored in the camera, so you do not need to calibrate every time you use the device. Calibration is recommended if there is a change in environment or positioning.

Improving your calibration

Once you have completed your first calibration, you can use the Improve calibration option to focus on any problem areas. This is a good opportunity to check the position of the device, and your surroundings for any potential interference such as reflections or strong daylight.

Calibrating from a grid set

You can start a calibration directly from a grid set with the Calibration command. Many grid sets have this option already in the settings grids. You can also use the Improve calibration command to focus on any difficult areas.



Configuring your eye gaze options

In Grid 3 you can customise how you want your eye gaze access to behave.

There are camera specific options listed under the Camera heading. This can include smoothing, which can even out the camera's response and make moving around the screen easier in some cases.

Certain cameras support tracking one or both eyes. This can be useful if tracking both eyes causes issues.

Under the Activate heading you can decide how you want to select cells. You can choose from Dwell to click, Blink to click or Press switch to click.

Dwell to Click

Dwell to click activates a cell after you have rested your gaze on it for a set time. You can choose how the speed of the dwell and how you want it to appear. You can also filter out repeat activations.

Blink to click

With blink to click selected you can highlight cells with your gaze and select them with a blink of a set duration. Minimum and maximum blink times can be set to filter out regular blinks.

Press switch to click

With press switch to click selected you can attach an additional switch to your Grid Pad to activate a cell that has been highlighted with your gaze. You will need to have set up your switch connection under **Settings - Access - Switch**.

Highlighting

You can select the options around the highlighting of cells with eye gaze. You can also choose to show a dot that represents how your gaze appear on the screen.

Computer control

Under the Computer control heading you can specify how you would like to interact with Windows.

Zoom to click

Zoom to click enables you to focus in on a part of the screen with a slow zoom, so you can pinpoint exactly where you want to interact with the screen. You can adjust the speed and level of magnification.

Dwell to click

Dwell to click lets you move the mouse around the screen with your gaze. When still, the dwell timer will appear.

Move mouse pointer

Move mouse pointer simply enables you to guide the mouse cursor around the screen without clicks.

Press switch to click

With Press switch to click you use the eye gaze camera to move the pointer around the screen and press your switch to make a selection. You will need to have connected a switch to your grid pad and configured it in **Settings - Access - Switch**.

Blink to click

Blink to click uses the eye gaze camera to move the pointer around the screen and blinks to make your selections. You can adjust the minimum and maximum blink times to prevent accidental activations.

Use eye gaze system's mouse control

Some eye gaze cameras have their own software with Computer control options. Use these settings to use their software instead of Grid 3 when in Computer control mode.

In this section

- 5.1 Introduction to Environment control
- 5.2 Transmitters
- 5.3 Servus environment control grid sets
- 5.4 Infrared controls
- 5.5 Setting up and radio device
- 5.6 Connecting a smart phone to your Grid Pad



5

Environment control



Introduction to environment control

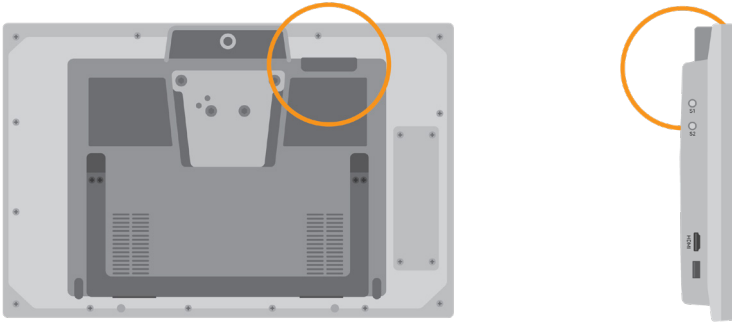
Your Grid Pad can control a range of devices to give you more independence. Infrared communication can learn to control your TV, set-top boxes, or other devices around your home. Your Grid Pad also supports radio switches to control lights, doors, windows and more.

Environment control settings are found in Grid 3 under **Settings - Environment control**.

Transmitters

5.2

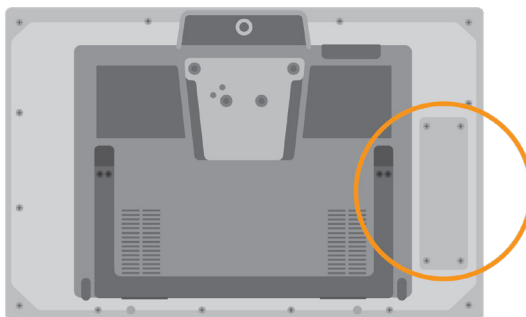
Your Grid Pad has two built-in transmitters. A GEWA infrared transmitter and a radio control transmitter can be found on the rear of the device.



The infrared transmitter and its broadcast angle

Changing the radio transmitter

Your Grid Pad is supplied with either an EasyWave or Z-Wave transmitter. If you need to swap the transmitter, you can access the port by unscrewing the panel.

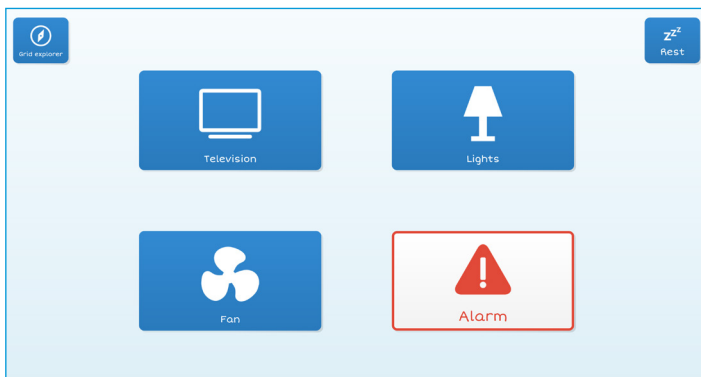


The radio transmitters are attached to the device via USB. Disconnect the installed transmitter and replace. You may also need to install appropriate drivers for your transmitter.

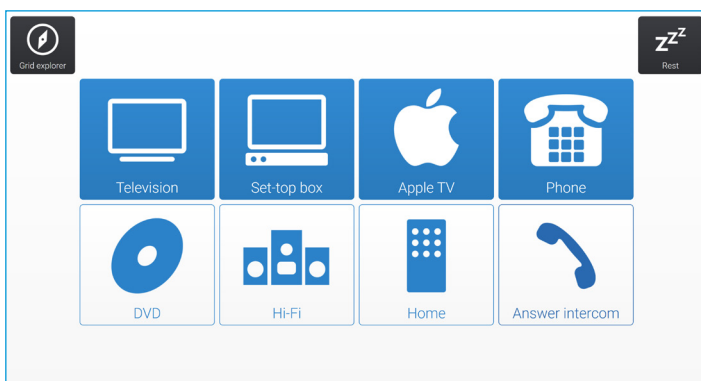
5.3

Servus Environment Control grid sets

Grid 3 comes with two readymade grid sets for Environment Control: Servus Environment Control and Simple Servus Environment Control.



Simple Servus environment



Servus environment control

Tip: More Environment Control resources are available through Online Grids. Explore using new voice activated devices such as Google Home and Amazon Alexa to control your home.

Setting up an infrared remote

The Servus Environment Control grid sets are ready for variety of devices and appliances. To use them you will need to teach your Grid Pad the correct infrared codes.

Using Infrared remote files

We keep a database of different IR remote codes for many home entertainment devices. Before you start setting up your devices, check the list to see if we have the relevant codes pre-programmed to save you time. These files are stored as .remote files. To find our current list of remotes visit:

Thinksmartbox.com/ir-remotes

Installing a remote file

To install a .remote file, download the file you need from our website, close down Grid 3 and open your File Explorer.

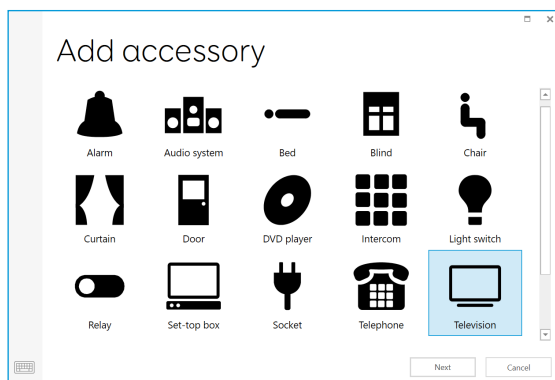
Navigate to: **Users\Public\Documents\Smartbox\Grid 3\Environment Control Accessories**

Copy the .remote file into this folder and open Grid 3.

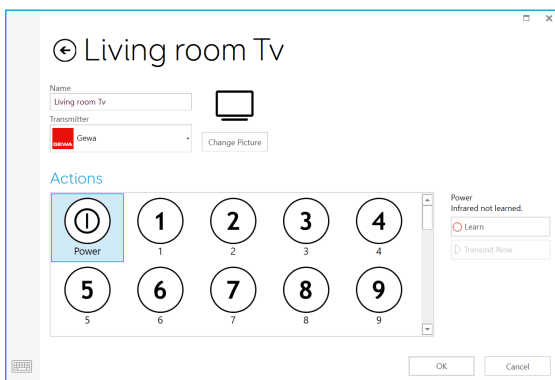
In Grid 3 Go to **Settings - Environment control** and you will now see the new device listed.

Setting up an infrared remote manually

To set up a remote manually, open Grid 3 and go to **Settings - Environment control**. Under the Accessories heading tap Add.

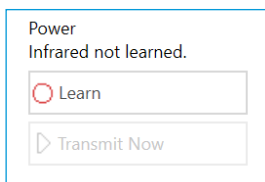


You will see a list of various accessories. Select the type you would like to configure (for example Television), and you will be taken to the learning screen.



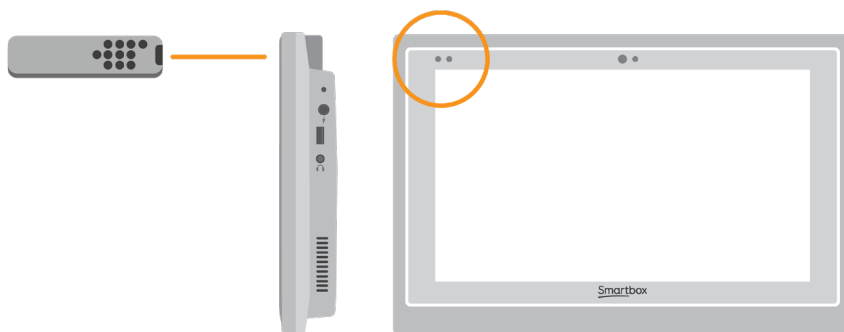
Here you can name your device (useful if you will be using more than one of the same type), change the icon and most importantly, learn the actions.

Select the action you wish to learn, for example Power, then tap the Learn button on the right side of the window.



The Learn infrared window will appear and you will be asked to follow the on-screen instructions.

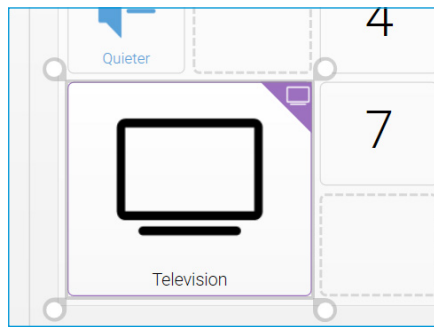
Remember to point your remote directly at the front of your Grid Pad. You will see the red receiver LED in the top left. When the IR code is received, this LED will blink once.



Once complete, the action will turn green and you can test the recording by tapping Transmit now. Follow these steps for each corresponding action that appears on your remote, then click OK to save and go back to the Environment control window.

Controlling multiple accessories

If you are controlling more than one of the same type of accessory, you can use auto content cells in your Environment Control grid sets. If you have a TV in the bedroom and in the living room for example, you can create two Television auto content cells to select the device you are sending commands to.



Unique infrared commands

If you have an accessory or toy with only a few functions, you can use the Infrared command to create a cell that transmits a specific action. When you add the Infrared command you will be taken to the Learn Infrared window. Follow the instructions on the screen and click OK to add the command to a cell.

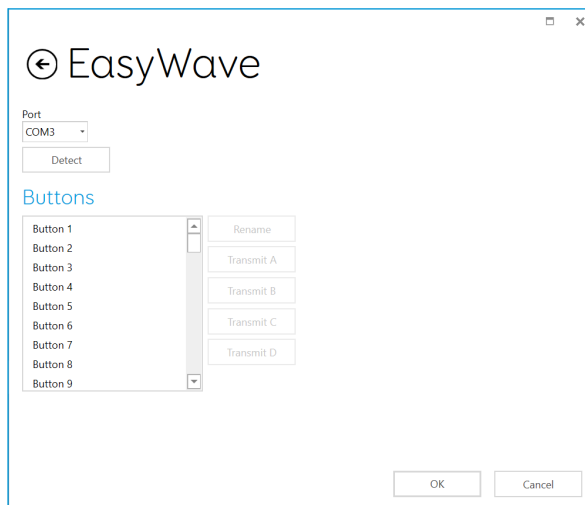
Setting up a radio device

5.5

To use an EasyWave or Z-Wave radio device, you must first pair it with your Grid Pad and then configure how it behaves. In this example we are using an EasyWave socket, however the same instructions apply for Z-Wave devices.

Pairing an EasyWave socket

Go to **Settings - Environment control** and tap on Transmitters. Highlight EasyWave and tap Configure.



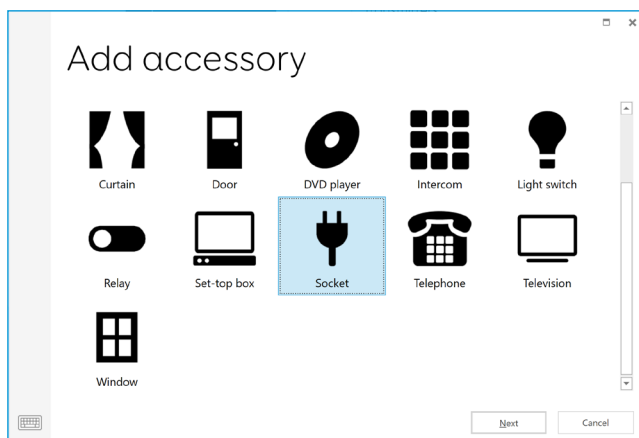
You will then need to assign a button to the socket. Select one of the buttons from the menu and click Rename. This will be helpful if you are going to be using more than one socket. Give the button a recognisable name and tap enter.

Plug your EasyWave socket into a mains socket and press the button once to enter training mode. The LED will flash in a steady pattern.

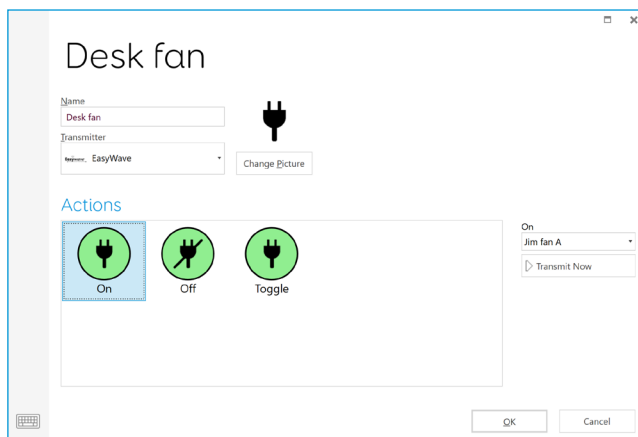
In Grid 3 highlight your newly named button and tap on Transmit A. On your EasyWave socket, press the button three times. This will return the device to operating mode. Now you can tap Transmit A to toggle the socket to on and Transmit B to toggle it off.

Adding the paired socket to an accessory

Once your socket has been paired, you can assign it to an accessory and use it in the Servus Environment Control grid sets. In **Settings - Environment control**, under the Accessories heading, tap Add. From the Add accessory window select Socket and tap Next.

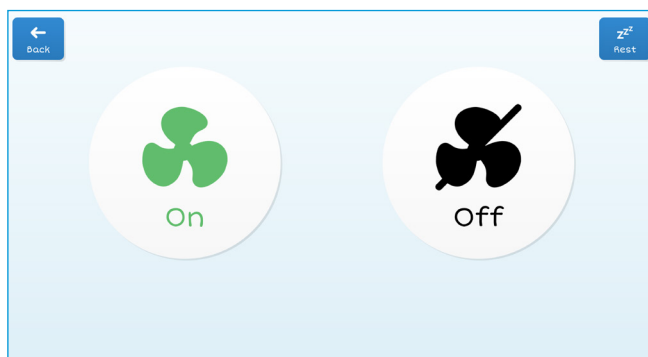


You can now give the accessory a name. This is useful if you are using more than one at the same time. In this example, the socket is being used to control a desk fan.



Under the actions box, select On. In the drop-down box to the right, select the name of your button followed by A (Fan A, for example). Next select the Off action and assign this to the name of your button followed by B. Tap OK to save your settings and return to the Environment control window.

Your socket will now be listened under accessories and will be ready to use in your Servus Environment Control grid set. To test, you can use the Fan grid to toggle the socket on and off.





Connecting a smartphone to your Grid Pad

Your Grid Pad can connect to an Android smartphone, enabling you to send and receive text messages and phone calls. Note that while this is an option on many Android smartphones, there are several models that do not support the Remote Phone app. Check with your local Smartbox dealer for advice on compatible models. You will also need to licence the software.

Before purchasing any licenses, we recommend that you test the phone setup with a free trial version to ensure that your phone, Grid Pad and Grid 3 are all working together correctly.

Installing the Remote Phone application

On Desktop

You can install the Remote Phone desktop app from the Support folder on your Grid Pad. Open the Start menu and select Support Documents. Run the CallCentre.exe installer. Once complete, the software will open and will be ready to pair with your phone.

Tip: You can also download the latest version of the Remote Phone desktop application from www.justremotephone.com

On your smartphone

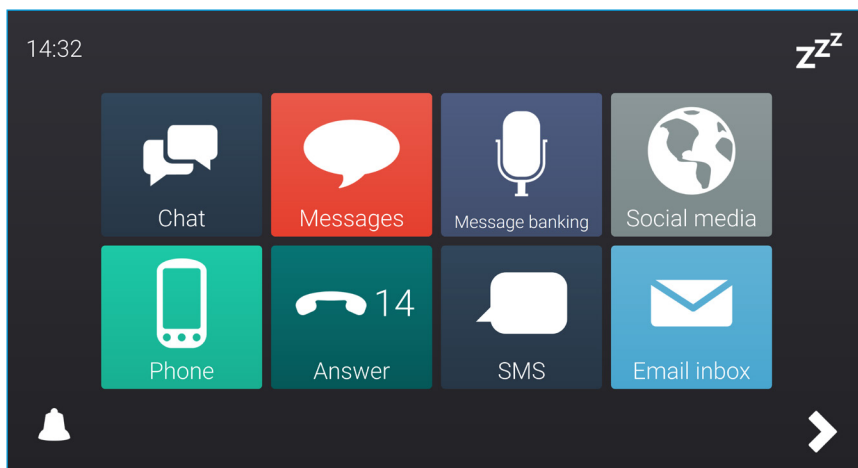
You will also need to install the Remote Phone app on your phone. To find the app, open your internet browser and go to **www.justremotephone.com**. There are two versions of the app, a full paid for version and a 15-day free trial. Before purchasing the full version, we recommend downloading the trial version to ensure your phone is compatible with the software.

To use the remote phone system your phone must have Bluetooth turned on.

Setting up Grid 3

Make sure CallCenter is running on your Grid Pad. In Grid 3 open Settings – Phone. At this point Grid 3 will request access to CallCenter. Tick the ‘remember answer’ box in the pop-up window and tap Grant.

Now you can open an SMS or phone grid set, such as Fast Talker 3, and use the mobile functions.



Fast Talker 3

In this section

- 6.1 Introducing Grid 3
- 6.2 Adding grid sets
- 6.3 Useful commands to control your Grid Pad from Grid 3
- 6.4 Grid 3 accounts



Grid 3

6.1

Introducing Grid 3

Grid 3 is installed and ready to use on your Grid Pad. Grid 3 is a complete AAC software package, designed to help you communicate and connect with the world around you. Everything in Grid 3 can be tailored to suit you and how you want to access your Grid Pad.

Launching Grid 3 on Start-up

Grid 3 is set to open automatically when you start your Grid Pad. You can turn this setting off by opening Grid 3 and navigating to Settings – Computer and setting the Launch Grid 3 with Windows toggle to Off.

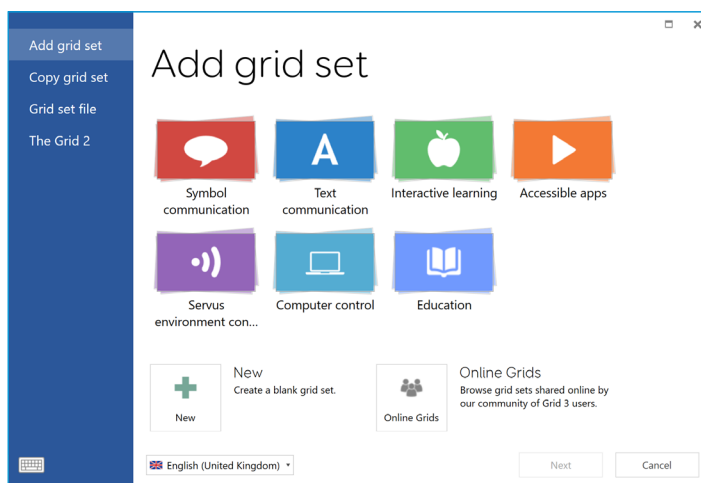
You can also change which grid sets are opened when Grid 3 launches from the User window under the Startup heading.

Adding grid sets

6.2

Grid sets are the 'apps' of Grid 3. Each grid set has been built to meet the needs of the user, from offering dynamic sentence creation using symbols and core words, accessible keyboards with unique grammar features to learning grid sets with fun animations and scenes.

To add a grid set to Grid 3, tap the menu and select the Add grid set option.



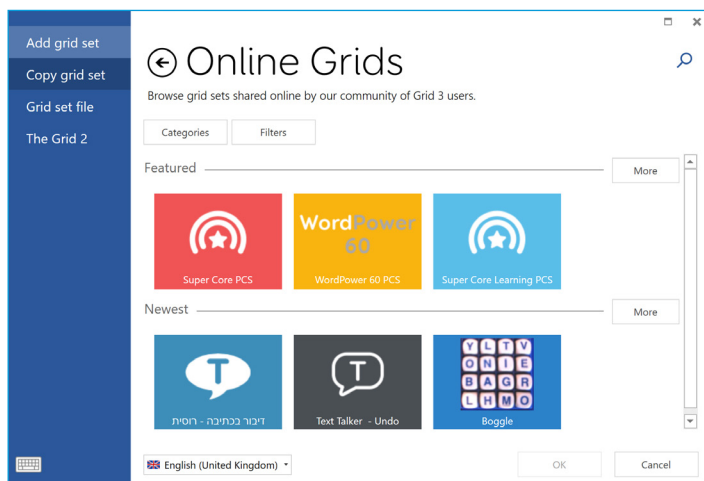
Select one of the catagories to list the avaiable grid sets. Each grid set has a description to help you choose the right one for your needs. Some sections, such as Super Core, contain more grid sets to choose from inside. Once you have selected the grid set you would like to download, you will see the grid sets full description, as well as any alternative versions, which may have different symbol sets or access options.

New grid sets

If you select New from the Add grid set window you can create a blank grid set. From here you can use Grid 3's editing tools to create whatever you need.

Online Grids

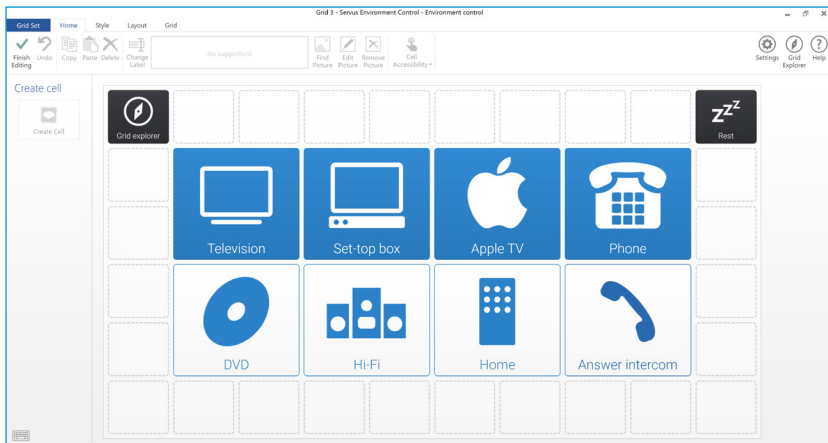
The Online Grids service allows Grid 3 users to share grid sets and download them to their device. By selecting Online Grids from the Add Grid set window you can search and browse shared grids by



Editing grid sets

Grid 3 has a complete set of tools designed to make editing and creating grids simple. Opening edit mode will enable you

to make changes to the grid you are currently using. You can add and remove cells, rows, columns, commands and more. Edit mode is reached through the Grid 3 Menu or by pressing F11 on a connected keyboard.



See the Grid 3 training materials supplied with your Grid Pad for more information on editing grids.

6.3

Useful commands to control your Grid Pad from Grid 3

These commands can be added to cells in your grid sets to control various functions of your Grid Pad directly from Grid 3.

Turn off computer	This command will shut down the Grid Pad including all open programs.
Sleep screen	The Grid Pad's screen will switch off. Unlike the Standby computer command, you can use your access method to switch the screen back on.
Battery	This command displays a cell with the remaining battery life as an icon.
Battery percentage	This command displays a cell with the remaining battery life as a percentage.
Grid Explorer	This command will take the user back to Grid Explorer to choose another grid set.
Brightness	This command can be set to cycle through several brightness levels.
Rest cell	The rest cell will deactivate every cell on a grid, apart from the Rest cell. This can be used to give you a break when using eye gaze or head pointer access and prevents unwanted activations.
Calibrate	This command starts a new eye gaze calibration.

Grid 3 Accounts

6.4

For users who wish to access many of Grid 3's online features. on the **Settings - Accounts** screen you can manage which accounts are connected to Grid 3. You can connect your Email, Smartbox account, Dropbox and any Remote editors who have access to your grid sets.

Email

Grid 3 can connect directly to Outlook, Hotmail, Gmail and Yahoo accounts with your username and password. You can also use POP3/SMTP to connect to other email providers.

Smartbox Account

Your Smartbox account gives you access to Remote Editing, backing up your grids in Dropbox and sharing your creations in Online Grids. Simply sign in with your email and password or create a new account.

Dropbox

Connecting Grid 3 to Dropbox allows you to backup your grid sets and sync between devices. Connecting to Dropbox also allows for remote editors to connect to Grid 3 to modify grid sets from other devices.

Remote editors

Remote editors allows you to authorise and deauthorise other Smartbox accounts to edit grid sets on your device.

In this section

- 7.1 Software updates
- 7.2 Getting the most out of your battery
- 7.3 Cleaning and storing your Grid Pad



Looking after your Grid
Pad

Grid 3 updates

Grid 3 is frequently updated with new features and support for new access methods. If an internet connection is available, Grid 3 will automatically scan for any updates. If an update is available a notification will appear in the top right corner of Grid 3.

Tap the icon to open Smartbox update and install the latest version of Grid 3.

To turn off automatic updates, navigate to **Settings - Computer** and set the toggle to Check for updates.

Tip: You can opt in to Early access updates in Grid 3 under **Settings - Computer**. An early access release may have new features for you to try, but be aware that these may be untested with your device and are subject to change.

Smartbox update

You will find Smartbox update software in your Start menu by default. Open the program and click Next to begin an automated internet update for all Smartbox software installed on your device. Your Grid Pad will need to be connected to the internet to check for updates.

Windows updates

Windows update settings are found under **Settings - Update & security**. From this screen you will see the status of any pending updates. You can choose to switch off automatic updates. Note

that this does not stop Microsoft delivering security updates. Microsoft rolls out larger Windows updates roughly once a year. At Smartbox we will test these internally before we advise when the update is ready for Grid Pad.



Getting the most out of your battery

Grid Pad has a large battery, designed to last all day.

Estimated battery life

We stress test our batteries in a range of situations, from intensive use to more conservative usage. For more information on how we test our batteries visit:

Thinksmartbox.com/battery-life

The Grid Pad will last for approximately 15 hours, and 10 hours when using eye gaze as your access method.

Viewing your remaining battery life

In Grid 3 you can add the Battery command to a cell to view your remaining battery life. In Windows you can display how much battery life you have remaining, by tapping the battery icon in the taskbar at the bottom of your screen.

Making the most of your battery

The Grid Pad battery has been designed to keep you talking and accessing your device all day. With Grid 3, there are a number of features to help you keep talking even longer.

Sleep screen

You may wish to take some time away from your device, or turn off the screen to watch TV. Sleep screen enables you to turn the Grid

Put screen off when you choose, and wake it up again using your chosen access method.

Once activated, the Sleep screen command will power down the screen, without shutting the device down entirely. To reactivate the screen, you will need to activate your access method again. If you are using eye gaze access, gazing at the centre of the screen will reawaken your device.

You can customise your Sleep screen settings by going to **Settings - Computer**. Here you can turn on automatic dimming, screen off and the dwell time to wake with eye gaze.

Brightness commands

Use the Set brightness commands in Grid 3 to increase or decrease the brightness of the screen. If you are looking to conserve battery, having the brightness set to low can help. Smartbox recommends the brightness of the screen be set to 70%.



Cleaning and storing your Grid Pad

Cleaning your device

The front glass of your Grid Pad can be cleaned using a microfibre cloth. Your Grid Pad should be cleaned regularly with an antibacterial wipe. You can also use alcohol-based wipes to clean both the screen and the outer case of the Grid Pad.

Do not use spray cleaning fluid, gel, or polish directly onto your Grid Pad, or immerse the device in water.

Storing your Grid Pad

When not in use, your Grid Pad should be stored safely. Do not rest or press hard objects against the screen. Disconnect any devices plugged into the ports of the Grid Pad, including USB ports, switch ports and the power lead.

Storing the remote power button

When packing away your Grid Pad, it is recommended to remove the AAA batteries from the remote power button and remove any connected switches.

In this section

- 8.1 Smartbox support
- 8.2 Specification
- 8.3 Safety notices
- 8.4 Statement of compliance
- 8.5 Battery warnings



Appendices



8.1 Smartbox support

Online support

The Smartbox team is here to help you make the most of your Grid Pad and Grid 3. You can raise a support ticket over email, use our online chat box or search the knowledge base.

[Thinksmartbox.com/smart-support](https://thinksmartbox.com/smart-support)

Online chat

Online chat support is available from our website or accessed directly from your Windows Start menu. Opening hours are listed in the chat window.

Remote support in Grid 3

Our support team can use a remote connection to deliver hand on support over an internet connection. If you are asked to create a remote support session you can do this directly in Grid 3. Go to **Menu - Help** and select Remote Support.

Knowledge Base

Our Smartbox Knowledge base is full of tips, guides and troubleshooting tools to help you get the most from your Grid Pad and Grid 3.

[Thinksmartbox.com/knowledge-base](https://thinksmartbox.com/knowledge-base)

Other support

You can reach our UK support team between 9am – 5:30pm (5pm Friday) by phone:

+44 (0) 1684 578868

If your Grid Pad was supplied outside of the UK, please contact your local Smartbox Partner. You can find our international partners at:

[Thinksmartbox.com/where-to-buy](https://thinksmartbox.com/where-to-buy)

Facebook community

Our Smartbox Facebook Community is a great way to meet, chat and network with other Smartbox users. Not only is it a great place to ask questions and share stories. Our team all like to get involved too! Join the conversation at:

[Thinksmartbox.com/facebook](https://thinksmartbox.com/facebook)

8.2 Specification

Device

Processor:	Intel Core i5-7Y54, 4mb cache, up to 3.20GHz
RAM:	8GB DDR3
Hard disk drive:	SSID SATA III, 128GB
Operating System:	Windows 10 Pro
Display:	12.5 inch 1920 x 1080 with anti glare

Access

2 x 3.5mm switch ports
3.5mm Headphone / microphone combo port
1 x USB 2.0 port
1 x USB 3.0 port

Eye Gaze

Optional Grid Pad Eye Gaze Camera (sold separately)

Environment control

GEWA Infrared
EasyWave or Z-Wave radio

Mounting

Built in stand
Mounting plate (Daessy and Rehadapt)

Connectivity

Dual band wireless AC 8265
Bluetooth 4.2 LE

Other information

Front camera:	2mp
Rear camera:	5mp
Battery life:	15 hours
Battery life with eye gaze:	10 hours
Charge time:	10 hours
Dimensions:	335x 223 x 45mm
Weight:	2.7Kg



Safety notices

The Grid Pad is not to be used as a life supporting device in case of loss of function due to power loss or technical issues.

IP rating

The Grid Pad is rated IP54

Drop test

The Grid Pad has been drop tested to a distance of one metre. Note that this does not include any attached accessories.

Water and other liquids

The front of the Grid Pad can withstand light rain and splashes. Avoid allowing water on the back on the device. Do not immerse the Grid Pad in liquids.

Avoiding hearing damage

Using headphones and speakers at high volume can cause permanent hearing loss. Always keep the volume of a device at a safe level.

Power supply and batteries

The Grid Pad contains a rechargeable lithium ion battery. Over time the performance of the battery will degrade. The usage time for the Grid Pad after a full charge can become shorter over time.

For optimal performance, the Grid Pad should not be charged at extreme temperatures, below 0°C or above 45°C. At these temperatures the batteries will charge slowly or not at all.

Do not expose the Grid Pad to fire or temperatures above 90°C as these conditions can cause the battery to malfunction, ignite or explode. Please take care when storing your Grid Pad.

Only charge the Grid Pad with the supplied power lead. Using unofficial power supplies may cause severe damage to the Grid Pad and cause fire. If the Grid Pad's power lead is lost or damaged, contact your supplier.

The Grid Pad is not a user serviceable device. Beyond the instructions in this manual, do not open the casing of the Grid Pad or its power lead as this can cause damage to the device and yourself.

When the Grid Pad's battery is depleted, and the device is not connected to a power source, the device will automatically shut down to avoid damaging the battery and hardware. The operating system will attempt to do this as safely as possible, however it is recommended to attach the power lead before the Grid Pad shuts down.

The battery that powers the Grid Pad is subject to regulations, check with your postal service or courier before shipping to ensure safe delivery of your device.

Traveling with your Grid Pad

When traveling, ensure the Grid Pad is sufficiently protected from knocks and bumps.

There are strict regulations for lithium ion batteries on airplanes. Different airlines have differing rules, so it is recommended to contact your airline before you travel. More information can be found [here](https://www.caa.co.uk/passengers/before-you-fly/baggage/items-that-are-allowed-in-baggage):

[Caa.co.uk/passengers/before-you-fly/baggage/items-that-are-allowed-in-baggage](https://www.caa.co.uk/passengers/before-you-fly/baggage/items-that-are-allowed-in-baggage)

Temperature

If used in hot temperatures or direct sunlight, the Grid Pad may reach temperatures which can trigger automatic shutdown. This is a safety feature to prevent lasting damage to the device. If this occurs, please wait until the device has cooled before restarting. Do not block the vents.

Ensure the device is shut down before storing or placing into a bag.

Mounting

Follow the instructions for both the Grid Pad and any stands when mounting the Grid Pad. While we have taken every precaution to make this an easy and safe process, it is up to you to ensure the device is mounted safely.

Emergencies

The Grid Pad should not be your only way of making an emergency call or raising an alarm.

Safety

If damaged, small parts may detach from the Grid Pad device. These can present a choking hazard. Young children should be supervised when using the device.

Epilepsy warning

Some people with photosensitive epilepsy are susceptible to seizures when exposed to certain lights or light patterns. If you feel odd or nauseous when in front of the Grid Pad, particularly if you are using it with an eye gaze camera, move away from the device and consult a medical professional.

Eye gaze safety

Prolonged use of an eye tracking device may strain eye muscles. Take frequent breaks and rest if eye fatigue is noticed.

Disposing of the Grid Pad

The Grid Pad should be disposed of in accordance to local regulations for the disposal of electrical and electronic equipment.

Warranty

The Grid Pad is covered under the standard 2-year warranty from the time of purchase.

Repairs

The Grid Pad is not a user serviceable device. If your device requires repair, please contact your local Smartbox dealer. For more information visit thinksmartbox.com.

Statement of compliance

8.4

The Grid Pad is a class 1 medical device.

The Grid Pad complies with the requirements of directive 93/42/EEC (MDD) – Medical Device Directive, as amended by 2007/47/EC.

The Grid Pad is subject to Directive 2001/96/EC of the European Parliament and the Council of the European Union on waste electrical and electronic equipment (WEEE) and should not be disposed of as unsorted municipal waste. Please utilise your local WEEE collection facilities in the disposal of this product.

2004/108/EC (EMC) – Electromagnetic Compatibility Directive

2006/95/EC (LVD) – Low Voltage Directive

The Grid Pad complies to 2011/65/EU (RoHS 2) – Restriction of hazardous substances Directives

WEEE

FCC Statement

The Grid Pad complies with Part 15 of the FCC's Rules for transmission regulations.



8.5

Battery warnings

Do not dismantle, open or shred the battery.

Do not expose the batteries to heat or fire, and avoid storage in direct sunlight.

Do not short-circuit the battery.

Do not store the battery haphazardly in a box or drawer where it may be short-circuited by other metal objects.

Do not subject the battery to mechanical shock.

In the event of a battery leaking, do not allow the liquid to come in to contact with the skin or eyes. If contact has been made, wash the affected area with copious amounts of water and seek medical advice.

Do not use any charger other than that specifically provided for use with the equipment, and refer to the manufacturer's instructions or equipment manual for proper charging instructions.

Do not use any other battery with the equipment unless approved by Smartbox.

Battery usage by children should be supervised.

Keep the battery clean and dry.

Wipe the battery with a clean dry cloth if it becomes dirty.

Do not leave a battery on prolonged charge when not in use. After extended periods of storage, it may be necessary to charge and discharge the battery several times to obtain maximum performance.

Retain the original product literature for future reference.

Only use the battery in the application for which it was intended.

When possible, remove the battery from the equipment when not in use.

Dispose of according to local regulations.



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GP12-MAN-A

FCC Caution.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.