Grid Pad 15

Manual

Created by

Smartbox

Grid Pad 15 Manual.indd 1 22/09/2020 09:14

Smartbox

Grid Pad 15 Manual
English (UK)
September 2020

Copyright ©2020 Smartbox Assistive Technology
thinksmartbox.com

Grid Pad 15 Manual.indd 2 22/09/2020 09:14

Grid Pad 15

Welcome to Grid Pad, your complete communication solution

Contents

1. Introducing Grid Pad 6

1.1 What is included with your Grid Pad 8
1.2 Grid Pad setup 9
1.3 Features 10

2. Quick start guide 14

2.1 Turning on your Grid Pad 16
2.2 Creating your user account 17
2.3 Choosing your grid sets 18
2.4 Introducing Grid Explorer 19
2.5 Configuring your access method 20

3. Using your Grid Pad 22

3.1 Your Grid Pad desktop 24
3.2 Power 26
3.3 The remote power button 28
3.4 Charging your Grid Pad 30
3.5 Mounting your Grid Pad 31
3.6 Audio and speech 34
3.7 Using headphones and audio feedback 36
3.8 Second screen 37
3.9 Screen brightness 38
3.10 Using another monitor with your Grid Pad 39
3.11 Internet and network settings 40
3.12 Bluetooth 41

4. Access 42

4.1 Switch access 44
4.2 Pointer access 47
4.3 Touch access 48
4.4 Keyboard and mouse access 49
4.5 Voice activation and access 50

Grid Pad 15 Manual.indd 4 22/09/2020 09:14

4.6 Eye gaze 51

5. Environment Control 60
5.1 Introduction to Environment Control 62
5.2 Transmitters 63
5.3 Servus Environment Control grid sets 64
5.4 Infrared controls 65
5.5 Setting up a radio device 69
5.6 Connecting a phone to your Grid Pad 72

6. Grid 3 74
6.1 Introducing Grid 3 76
6.2 Adding grid sets 77
6.3 Useful commands to control your Grid Pad from Grid 3 80
6.4 Grid 3 accounts 81

7. Looking after your Grid Pad 82
7.1 Software updates 84
7.2 Getting the most out of your battery 86
7.3 Cleaning and storing your Grid Pad 88
7.4 Anitmicrobial finish 89

8. Appendices 90
8.1 Smartbox support 92
8.2 Grid Pad specification 94
8.3 Device specification 96
8.4 Symbol explanation 97
8.5 Safety notices 98
8.6 Statement of compliance 108
8.7 Battery warnings 114

Grid Pad 15 Manual.indd 5 22/09/2020 09:14

In this section

1.1 What is included with your Grid Pad
1.2 Grid Pad setup
1.3 Features

1

Introducing Grid Pad

1.1 What is included with your Grid Pad

Grid Pad communication aid
Remote power button
Manual
Mounting plate and screwdriver
Power lead
Grid 3 Getting started guide
Cleaning cloth
2x AAA batteries
Optional port labels

Your 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 pre-installed.

Grid Pad 15 Manual.indd 8 22/09/2020 09:14

Grid Pad setup

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 Windows desktop are switched off.

Unlocked

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

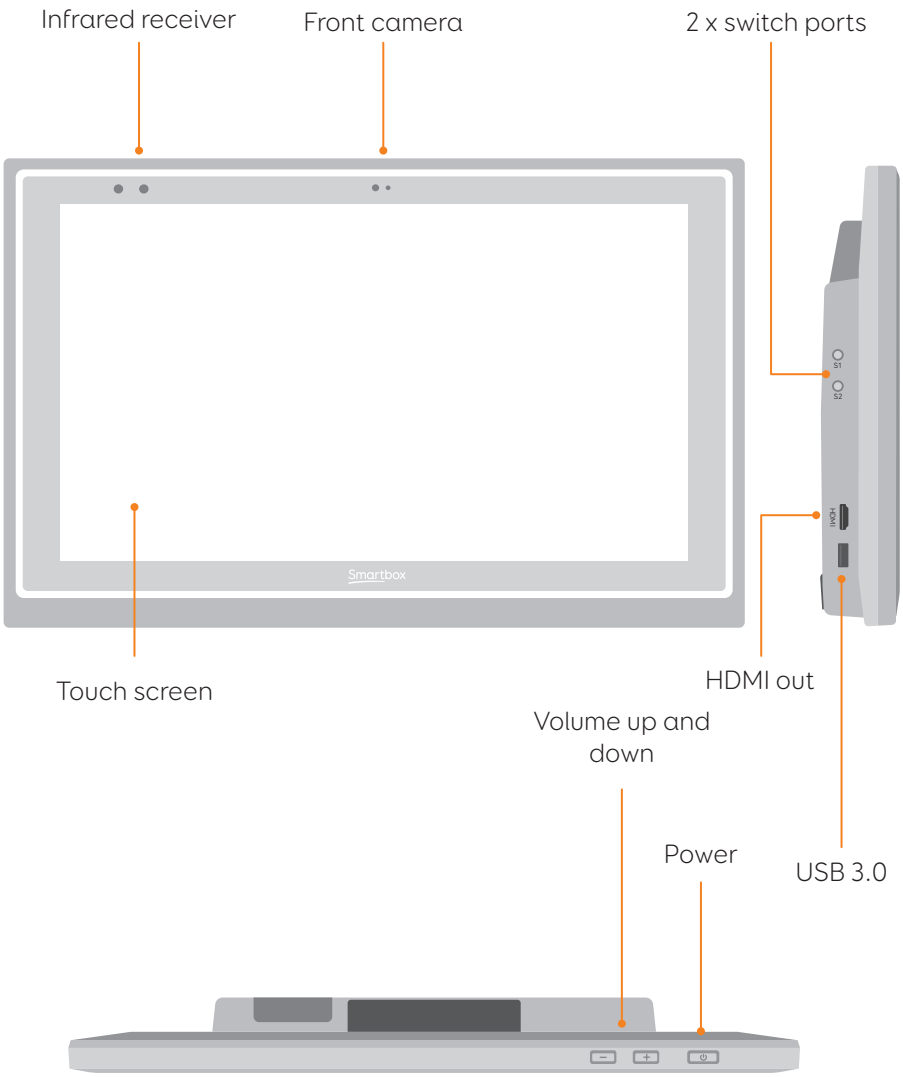
Changing your set up

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

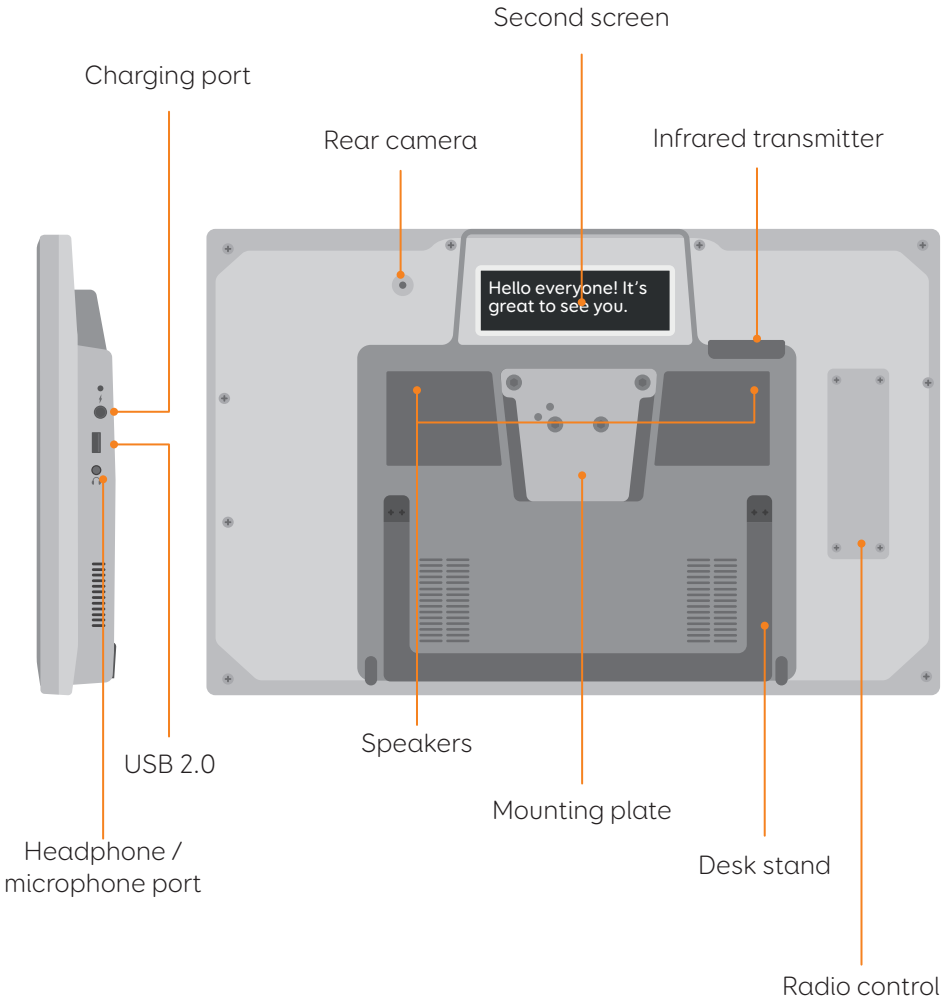
Grid Pad 15 Manual.indd 9 22/09/2020 09:14

1.3 Features

Grid Pad 15



Grid Pad 15 Manual.indd 10 22/09/2020 09:14



Grid Pad 15 Manual.indd 11 22/09/2020 09:14

Grid Pad 15 with eye gaze unit

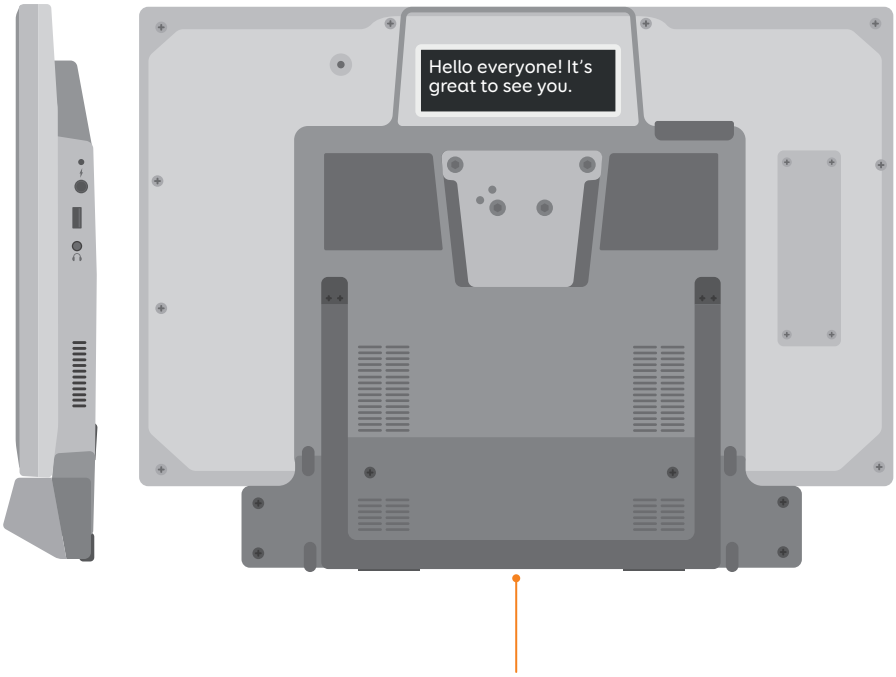
When the Grid Pad is supplied with an eye gaze unit, it comes with a longer desk stand to accommodate the camera.

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

Eye gaze camera

Grid Pad 15 Manual.indd 12 22/09/2020 09:14

For more information on attaching and removing the eye gaze unit see section 4.6.



Grid Pad 15 Manual.indd 13 22/09/2020 09:14

In this section

2.1 Turning on your Grid Pad
2.2 Creating your user account
2.3 Choosing your grid sets
2.4 Introducing Grid Explorer
2.5 Configuring your access method

2

Quick start guide

2.1 Turning on your Grid Pad

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 to turn the device on, the LED will light up to signal the device is starting.

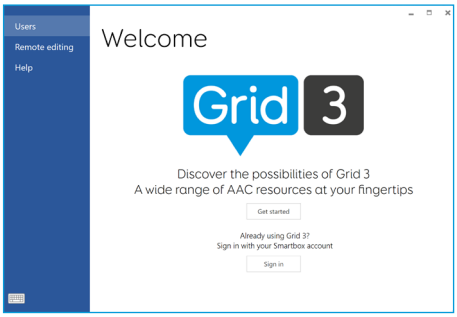
Your Grid Pad will automatically load Grid 3 when turned on.

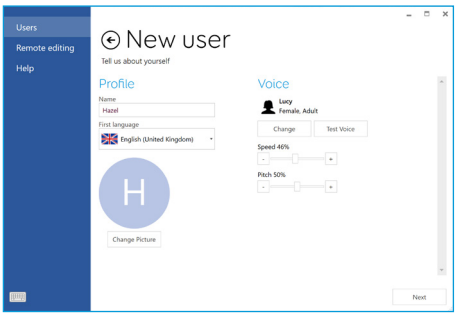
Grid Pad 15 Manual.indd 16 22/09/2020 09:14

Creating your user account

2.2

Once Grid 3 has loaded, tap Get started to create your account and 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

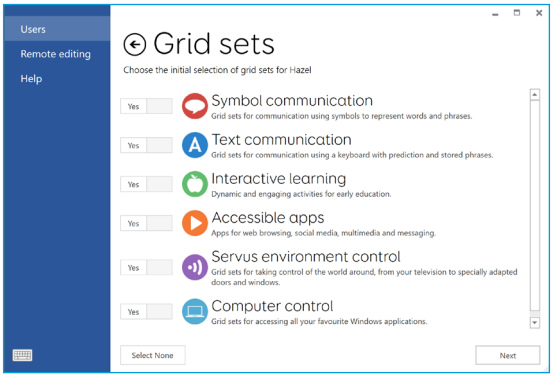
On the next screen you can create a Smartbox Account. This enables you to use features such as remote editing and syncing between devices.

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

Grid Pad 15 Manual.indd 17 22/09/2020 09:14

2.3 Choosing your grid sets

A grid set is like an app 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 from each category you select are added to your Grid Explorer, ready for you to explore.

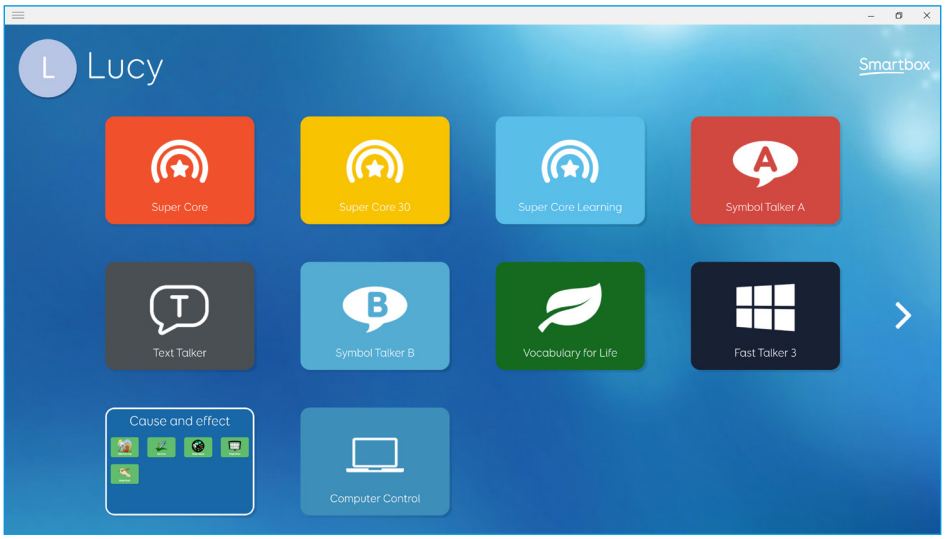
Tip: With your permission Grid 3 can learn the words you use most often to improve your prediction suggestions. You can change this in your Privacy settings at any time.

Grid Pad 15 Manual.indd 18 22/09/2020 09:14

Introducing Grid Explorer

2.4

Grid Explorer is your Grid 3 home screen. 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.

Grid Pad 15 Manual.indd 19 22/09/2020 09:14

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. See the relevant sections of this manual for more information on setting up your chosen access method.

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

You will need the suitable hardware to configure 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!

Grid Pad 15 Manual.indd 20 22/09/2020 09:14

Grid Pad 15 Manual.indd 21 22/09/2020 09:14

In this section

3.1 Your 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 Second screen
3.9 Screen brightness
3.10 Using another screen with your Grid Pad
3.11 Internet and network settings
3.12 Bluetooth

3

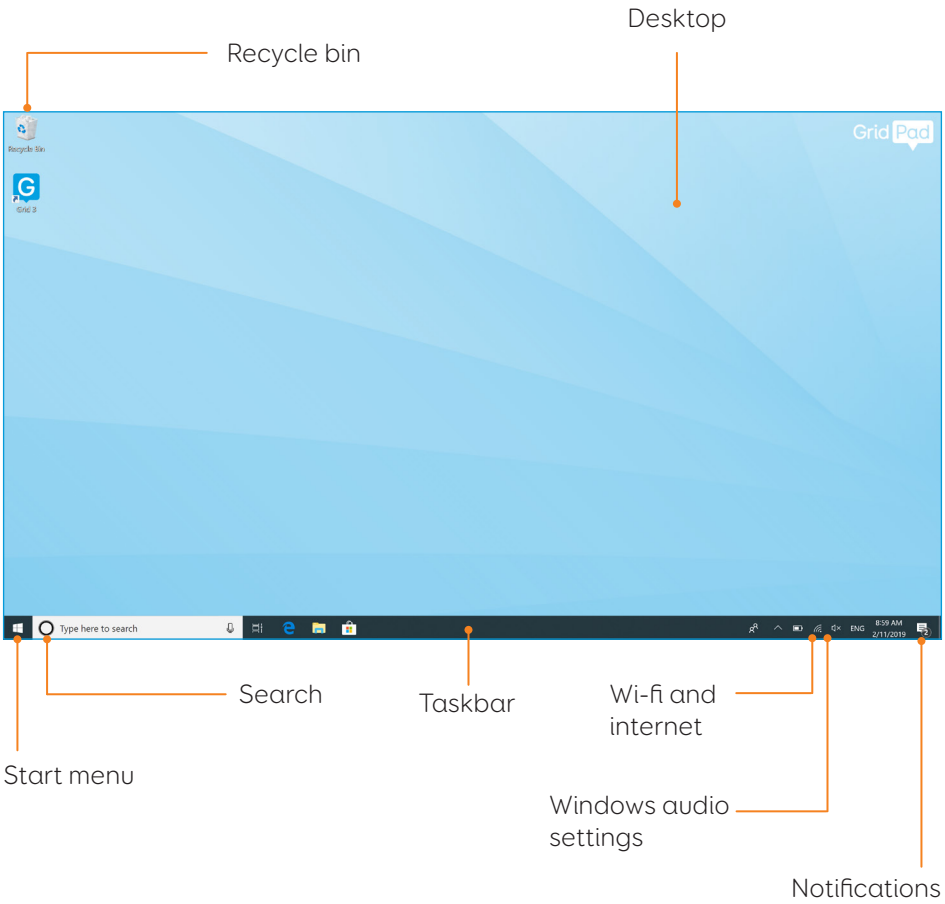
Using your Grid Pad

3.1 Your Grid Pad desktop

Grid Explorer

Grid Pad 15 Manual.indd 24 22/09/2020 09:14

Windows desktop



Grid Pad 15 Manual.indd 25 22/09/2020 09:14

3.2 Power

The power button is located on the top right of your Grid Pad. Press 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 any automatic updates a chance to be applied. We also recommend that your device is shut down 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 section 6.3 of this manual for more information about these commands).

Grid Pad 15 Manual.indd 26 22/09/2020 09:14

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 that any unsaved work will be lost.

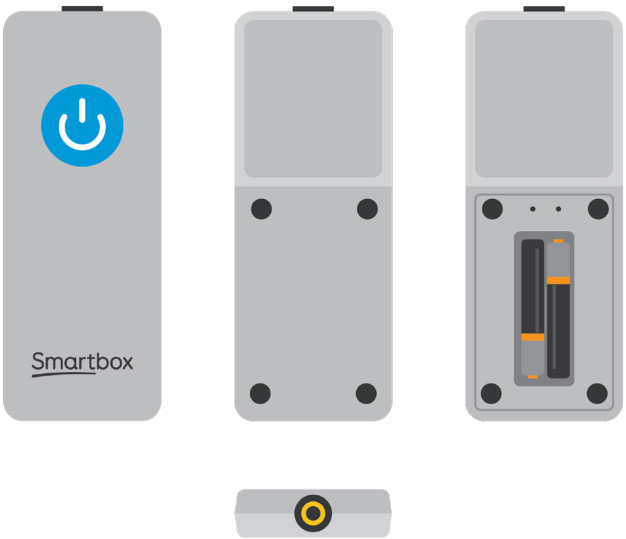
Grid Pad 15 Manual.indd 27 22/09/2020 09:14

3.3 The remote power button

Your Grid Pad comes supplied with a remote power button. This is designed to enable anyone to turn on their device either using the built in button or a separate switch.

Setup

The remote power button will already be paired with your Grid Pad. To use the remote power button, remove 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, we recommend that you remove the batteries.

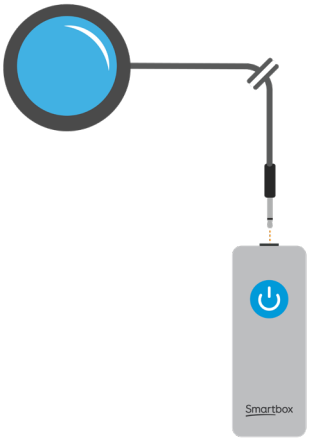


Grid Pad 15 Manual.indd 28 22/09/2020 09:14

Using the remote power button

Press the power button once to turn your Grid Pad on or wake it from sleep.

In the event of a crash, press and hold the button for 5 seconds to force the Grid Pad to shut down. Note you may lose work and unsaved changes!



Attaching an additional switch

The remote power button has a built in 3.5mm jack. You can use this to attach a compatible switch to turn your Grid Pad on. When a switch is attached, it will act exactly like the button.

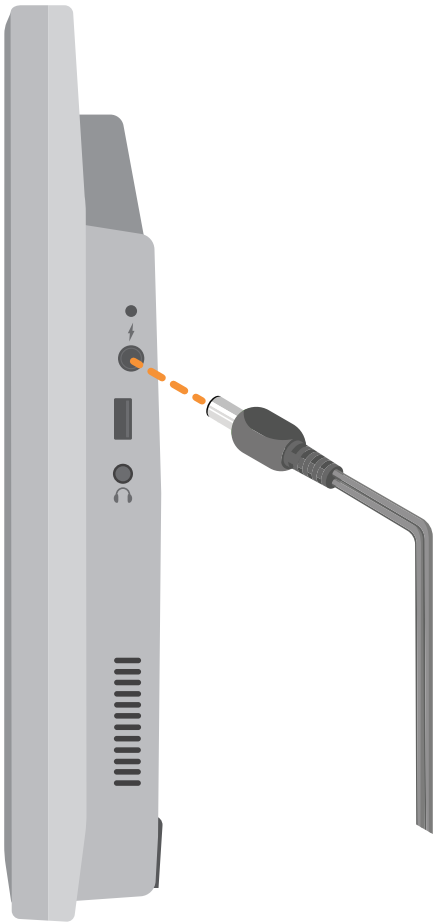
Note: The remote power button is only designed to turn the Grid Pad on or wake your device from sleep, it cannot be used to access Grid 3.

Grid Pad 15 Manual.indd 29 22/09/2020 09:14

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 section 7.2 for more information on looking after your battery.



Grid Pad 15 Manual.indd 30 22/09/2020 09:14

Mounting your Grid Pad

3.5

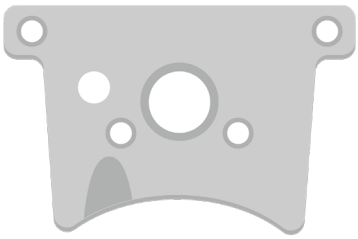
Adjustable stand

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 a mounting plate for both Rehadapt and Daessy, so that you can securely mount and position your device.

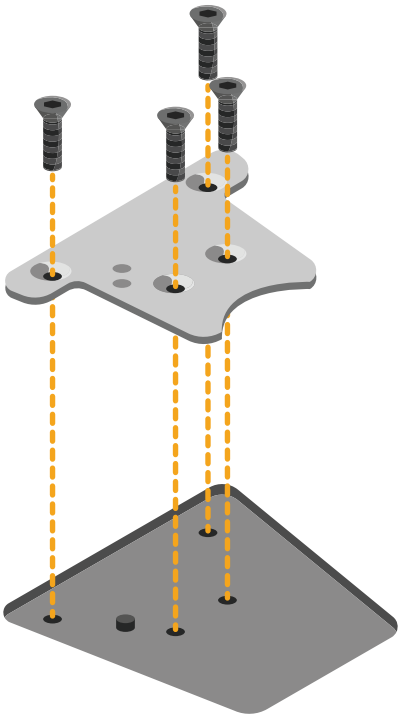


Mounting plate

Grid Pad 15 Manual.indd 31 22/09/2020 09:14

Removing the mounting plate

To remove 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 your Grid Pad.

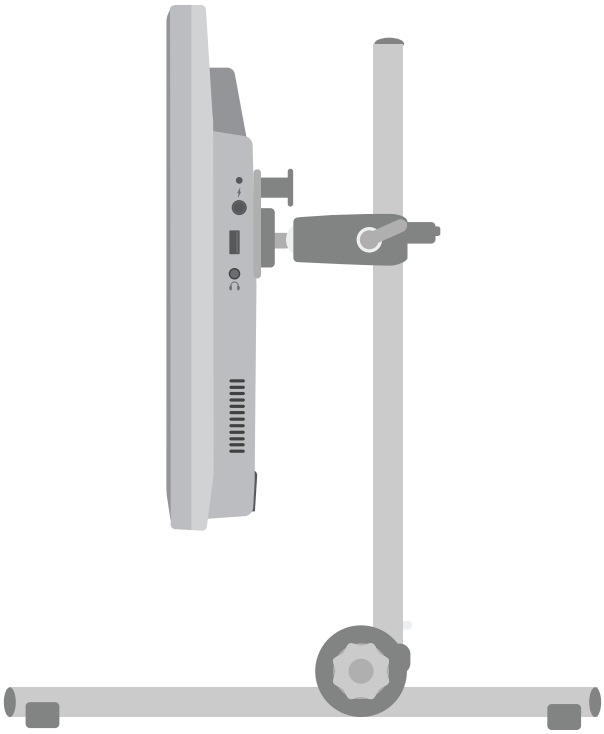


Grid Pad 15 Manual.indd 32 22/09/2020 09:14

Mounting your Grid Pad on a desk or floor stand

With the correct mounting plate attached, you can fit the Grid Pad to your wheelchair mount, floor stand 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.



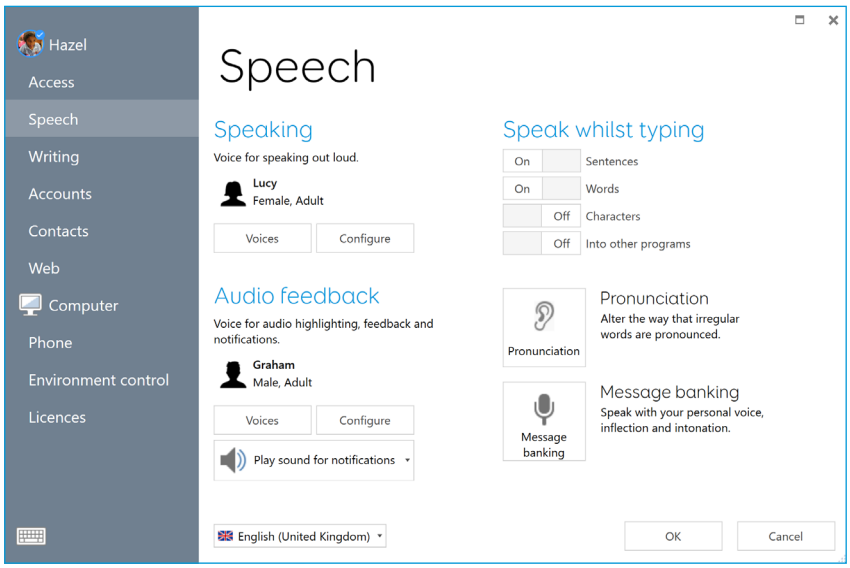
Grid Pad 15 Manual.indd 33 22/09/2020 09:14

3.6 Audio and speech

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

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 Speaking you will find settings for the to the voice projected from your Grid Pad.

Here you can choose from a selection of voices that are included

Grid Pad 15 Manual.indd 34 22/09/2020 09:14

with Grid 3, or available to download.

You can also adjust the pitch, speed, and volume of your voice.

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 audio settings

The Windows audio settings are found in your Windows taskbar in the bottom right corner of your screen. You can get to these settings by right clicking, or pressing and holding the Speaker icon.

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

Grid Pad 15 Manual.indd 35 22/09/2020 09:14

3.7 Using headphones and audio feedback

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

Go to **Settings - Speech** and tap **Configure** under Audio feedback. 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 Speaker 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.

Grid Pad 15 Manual.indd 36 22/09/2020 09:14

Second screen

3.8

The Grid Pad's Second screen displays the text that appears in your Grid 3 chat window.

You can toggle the screen on and off in your grid set's settings page.

Second screen on

Second screen off

The Second screen is linked to your Speak as you type settings. You can choose to display each letter or word as you type it, or wait until you've completed your sentence and selected 'speak'.

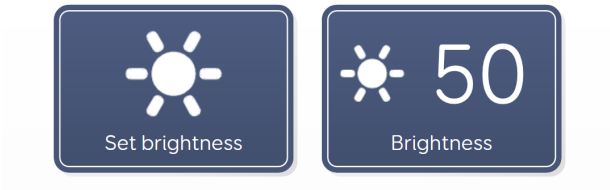
Grid Pad 15 Manual.indd 37 22/09/2020 09:14

3.9 Screen brightness

The Grid Pad has a full 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 your Windows settings.

Brightness command in Grid 3

When using Grid 3, you can adjust the brightness of the screen using the Brightness command. You can add this command to your grid sets in edit mode, 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 brightness 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 display settings

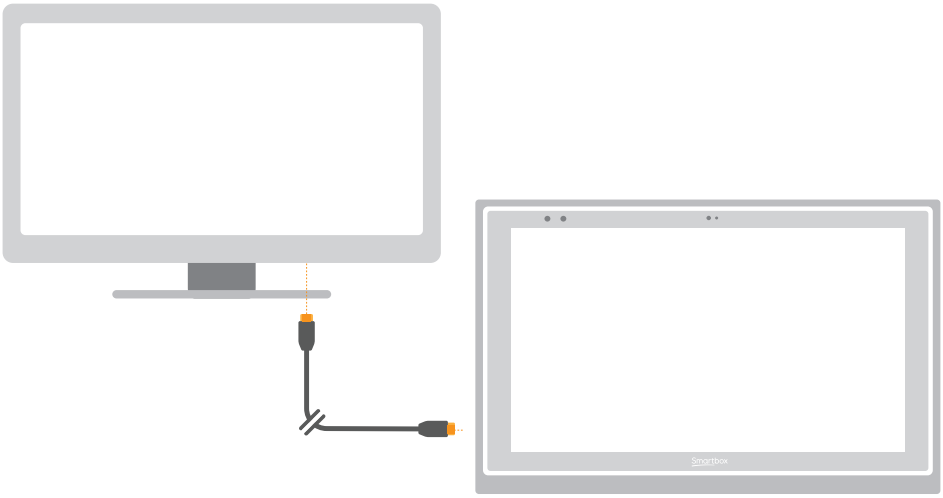
Open the Start menu and tap the settings cog. The Windows display settings are found under **Settings - System - Display**. From here you can change the brightness, and adjust the size of Windows icons and menus.

Grid Pad 15 Manual.indd 38 22/09/2020 09:14

Using another monitor with your Grid Pad

3.10

The HDMI socket enables you to connect your Grid Pad to a monitor, or even a projector. When you attach the device to a monitor, 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 monitor, and choose to Extend your display. When this is selected, your desktop will cover both displays and enable you to multi-task. Note that certain access methods such as eye gaze are not compatible with extended displays.

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

Grid Pad 15 Manual.indd 39 22/09/2020 09:14

3.11 Internet and network settings

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.

Grid Pad 15 Manual.indd 40 22/09/2020 09:14

Bluetooth

3.12

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. Move 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 reduce the battery life of your Grid Pad.

Grid Pad 15 Manual.indd 41 22/09/2020 09:14

In this section

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

4

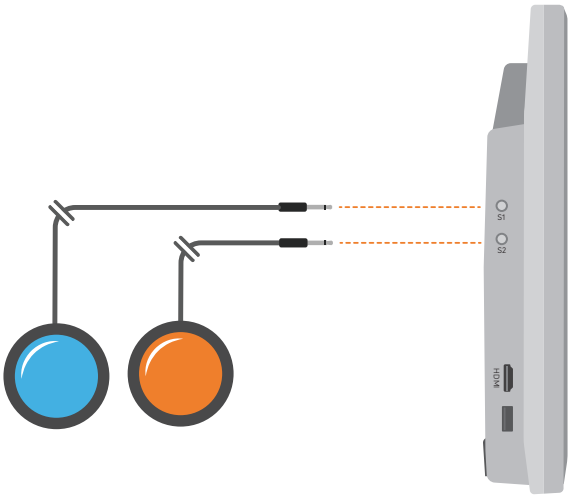
Access

4.1 Switch access

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 Configuration 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.

Grid Pad 15 Manual.indd 44 22/09/2020 09:14

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 menu. 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 highlights and scans through the cells in 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.

Grid Pad 15 Manual.indd 45 22/09/2020 09:14

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.

Grid Pad 15 Manual.indd 46 22/09/2020 09:14

Pointer access

4.2

Grid 3 supports many pointing devices. These access methods 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.

You can also choose how you access your device using Computer Control such as Zoom to move and Click.

Grid Pad 15 Manual.indd 47 22/09/2020 09:14

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 you touch the screen is the part that will be selected.

Activate first item touched takes the first location touch 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

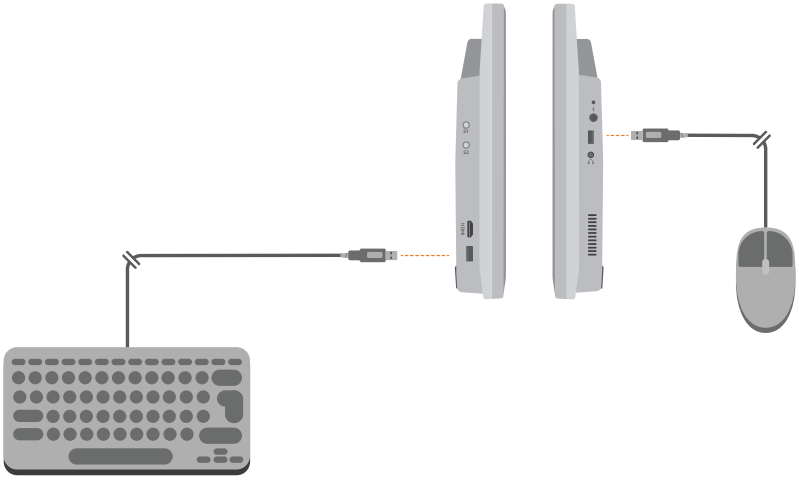
Your Grid Pad supports keyguards to help you make more accurate selections. Keyguards are usually custom made to fit your grid sets. (To mount your keyguard, please refer to the keyguard instructions provided)

Grid Pad 15 Manual.indd 48 22/09/2020 09:14

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.

Grid Pad 15 Manual.indd 49 22/09/2020 09:14

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. We recommend a USB or Bluetooth microphone or headset.

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. Once you have selected your microphone we 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 also choose to have a sound after the wake-up phrase has been activated, and once your selection has been made.

Grid Pad 15 Manual.indd 50 22/09/2020 09:14

Eye Gaze

4.6

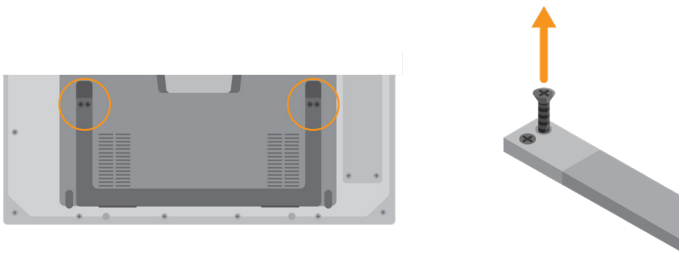
The Grid Pad camera unit

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

Tip: There is also a range of mounting plates for many eye gaze cameras. Contact Smartbox for more information.

Attaching the Grid Pad camera unit

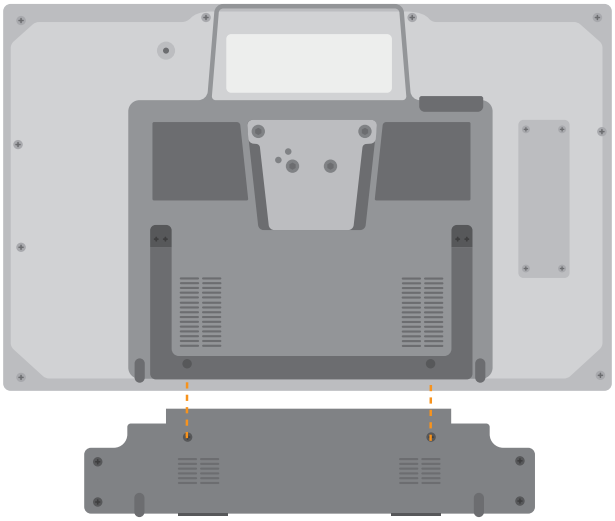
The camera module attaches to the bottom of your Grid Pad. Place the Grid Pad face down on a flat surface, rasie the stand by 45 degrees, and remove the desk stand. Use the provided screwdriver to remove the four screws.



Grid Pad 15 Manual.indd 51 22/09/2020 09:14

. Position the Grid Pad camera unit to align the screw holes 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 perform poorly.

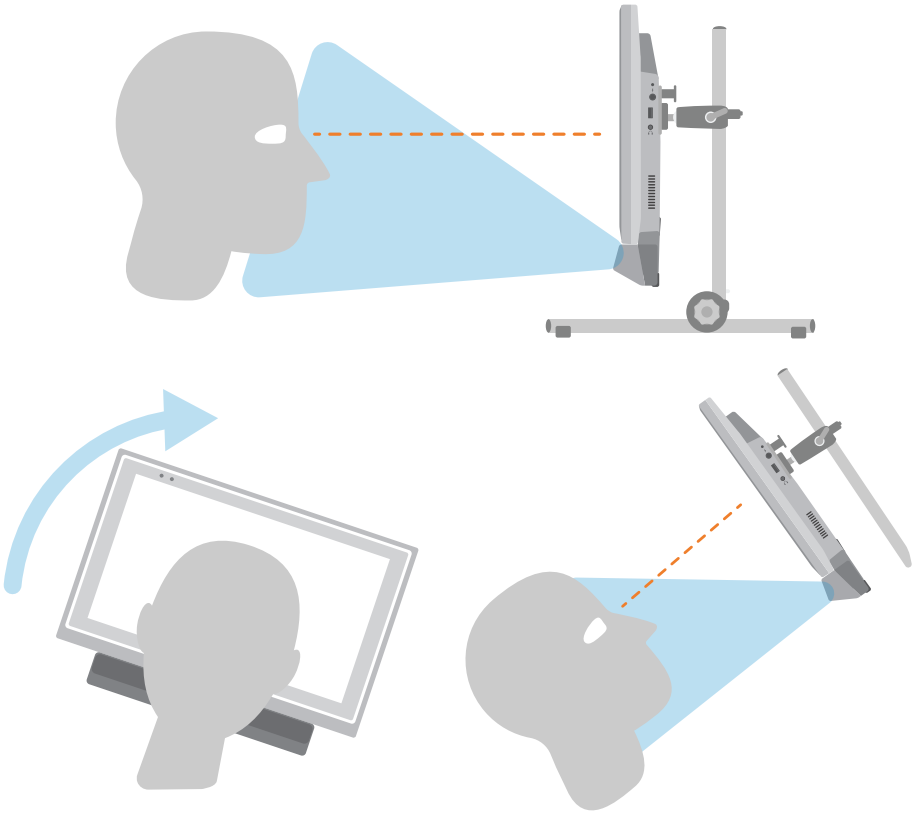
Place the longer eye gaze stand where the Grid Pad stand used to be and use the four screws to firmly fix the stand to the Grid Pad.

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

Grid Pad 15 Manual.indd 52 22/09/2020 09:14

Setting up your Grid Pad for eye gaze access

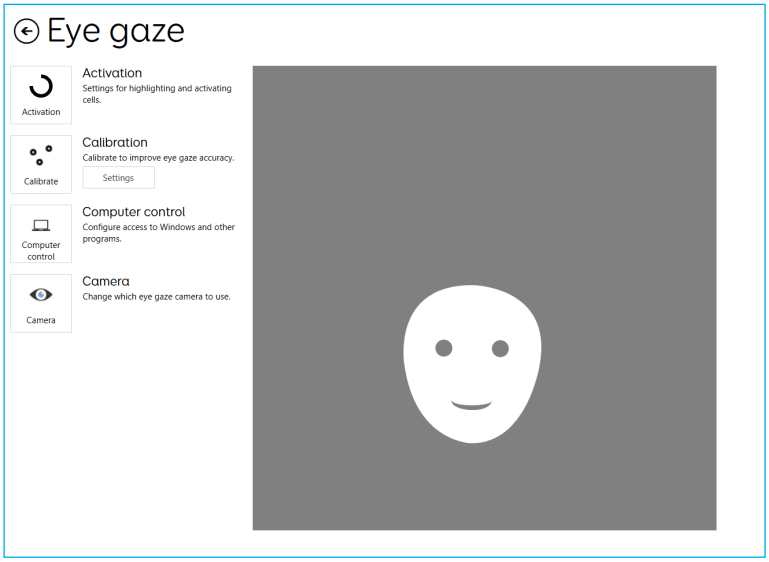
It is important to have your Grid Pad set up securely for eye gaze access. Position the device between 40cm and 75cm from your eyes, using either the built-in stand or mounted on a stand that suits you. The best position may vary depending on the camera you are using. (See the Mounting your Grid Pad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



Grid Pad 15 Manual.indd 53 22/09/2020 09:14

Different eye gaze cameras have their own optimal distance. Ideally the camera should be placed so it is between 50cm and 70cm from your eyes.

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**. Some cameras have a live view option, which will give you a video feed from the camera.



Grid Pad 15 Manual.indd 54 22/09/2020 09:14

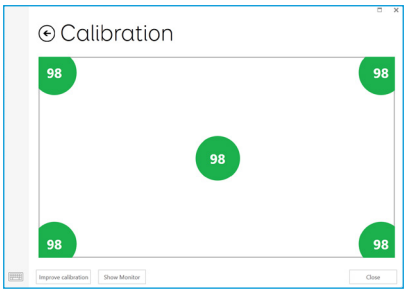
Calibration

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 your camera. Choose **Settings** to bring up the Calibration options.

Using the Calibration options, you can select how your target will look, the colour of the background, 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. You can cancel your calibration by clicking the cross in the top right. Once complete you will be given your calibration results. The camera will remember your calibration, so you do not need to calibrate every time you use your device. Recalibrating is recommended if there is a change in environment or positioning.



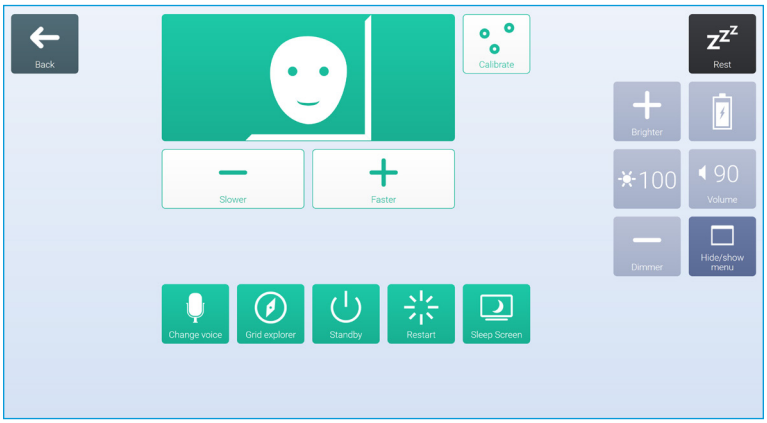
Grid Pad 15 Manual.indd 55
22/09/2020 09:14

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. Some grid sets have this option already in the Settings grid. 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

Grid Pad 15 Manual.indd 56 22/09/2020 09:14

the Camera. This can include smoothing, which evens 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 Activate you can decide how you want to select cells. You can choose from dwelling, blinking or pressing a 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 the speed of the dwell and how you want it to appear. You can also filter out repeat activations.

Blink to click

Blink to click allows you to 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

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

Grid Pad 15 Manual.indd 57 22/09/2020 09:14

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

Move pointer, no click

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

Move pointer, 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**.

Move pointer, 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.

Grid Pad 15 Manual.indd 58 22/09/2020 09:14

Move pointer, dwell to click

Move the mouse pointer around the screen with your gaze and a dwell will begin when still.

Dwell to move and click

Dwell to click lets you move the mouse around the screen with your gaze. When still, the dwell timer will appear. With this option you will not see the mouse pointer on the screen.

Zoom to move and 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.

Use your eye gaze system's mouse control

Some eye gaze cameras have their own software with Computer control options. You can use this software instead of Grid 3's Computer control options.

Other eye gaze cameras

If you want to use the Grid Pad with a camera you already own, mounting plates are available for a range of popular devices. Refer to you local dealer and supplied instructions to mount alternative cameras.

Grid Pad 15 Manual.indd 59 22/09/2020 09:14

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 a radio device
5.6 Connecting a phone to your Grid Pad

5

Environment Control

5.1 Introduction to Environment Control

Your Grid Pad can control a range of devices to give you more independence. With infrared technology your Grid Pad can learn to control your TV, set-top boxes, or other devices around your home. Your Grid Pad also includes a radio transmitter that can be used to control lights, doors, windows and more.

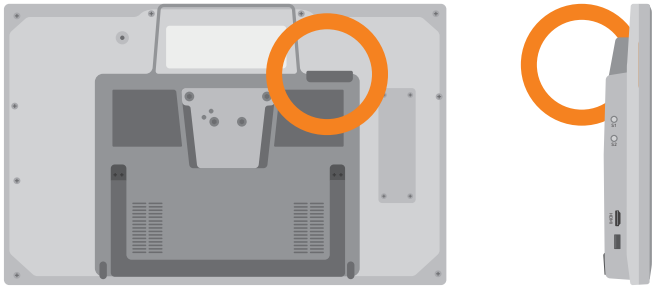
Environment Control settings are found in Grid 3 under **Settings - Environment control**.

Grid Pad 15 Manual.indd 62 22/09/2020 09:14

Transmitters

5.2

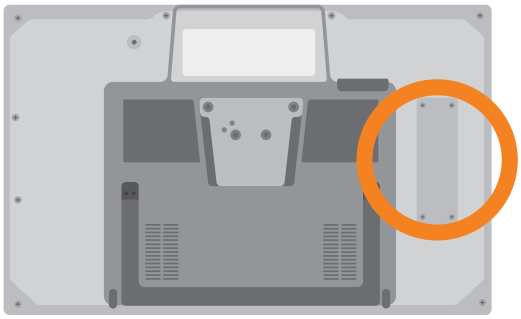
Your Grid Pad has two built-in transmitters. A GEWA infrared transmitter and a radio control transmitter can be found on the rear of the device.



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 on the back of your device.

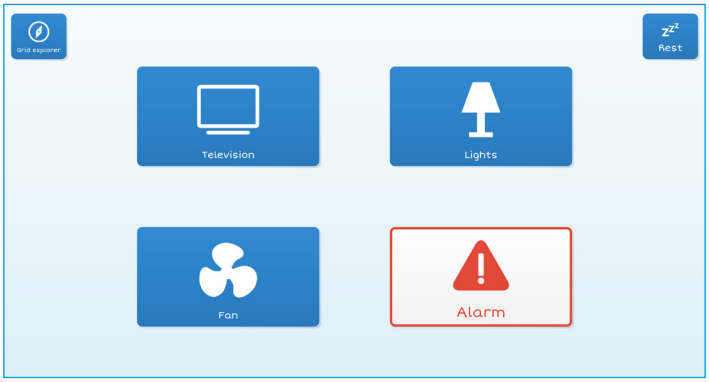


Disconnect the installed transmitter and replace it with your chosen transmitter. You may also need to install the appropriate drivers for your transmitter.

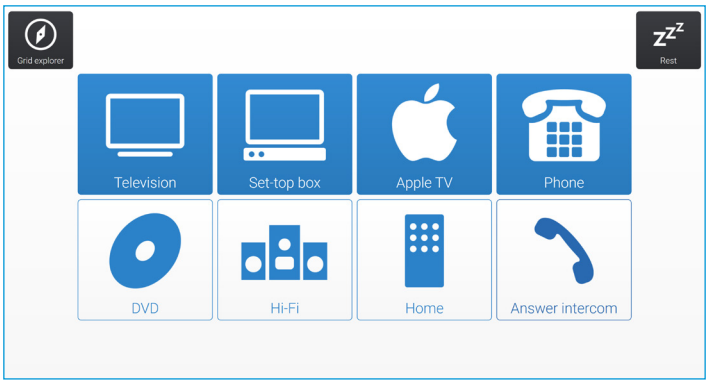
Grid Pad 15 Manual.indd 63 22/09/2020 09:14

5.3 Servus Environment Control grid sets

Grid 3 comes with two ready-made grid sets for Environment Control: Servus Environment Control and Simple Servus Environment Control.



Simple Servus Environment Control



Servus Environment Control

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

Grid Pad 15 Manual.indd 64 22/09/2020 09:14

Infrared controls

5.4

Setting up an infrared remote

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

Using Infrared remote files

We keep a list 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**

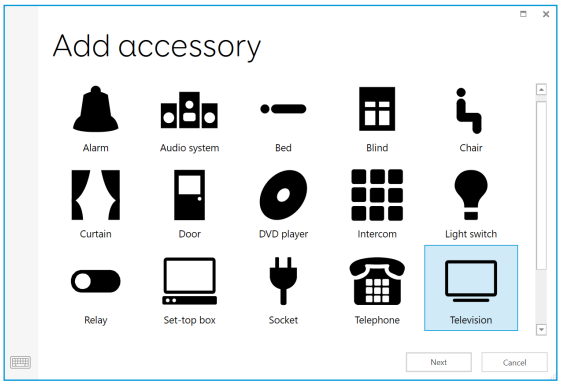
Copy the .remote file into this folder and open Grid 3.

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

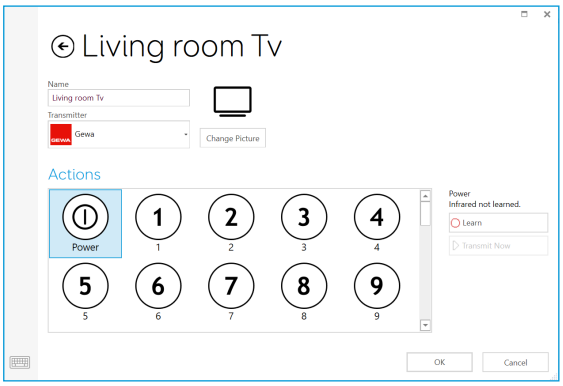
Grid Pad 15 Manual.indd 65 22/09/2020 09:14

Setting up an infrared remote manually

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



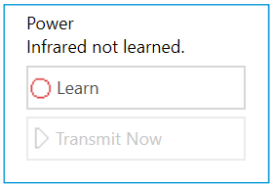
You will see a list of accessories. Select the type you would like to configure, and you will be taken to the learning screen.



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.

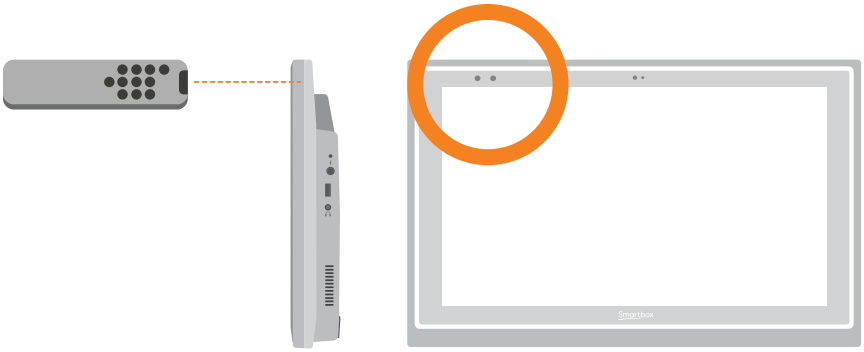
Grid Pad 15 Manual.indd 66 22/09/2020 09:14

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 instructions on the screen.

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.

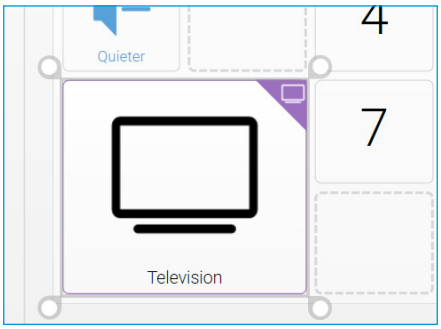


Once complete, the action will turn green and you can test it by tapping Transmit now. Follow these steps for each corresponding action that appears on your remote, then click OK to save and go back to the Environment control window.

Grid Pad 15 Manual.indd 67 22/09/2020 09:14

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 choose which TV 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 of 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.

Grid Pad 15 Manual.indd 68 22/09/2020 09:14

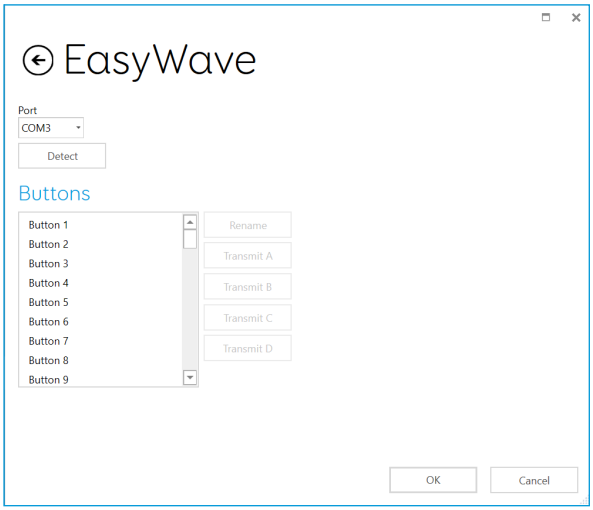
Setting up a radio device

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 the following 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 select **Transmitters**. Highlight EasyWave and tap **Configure**.



You will 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.

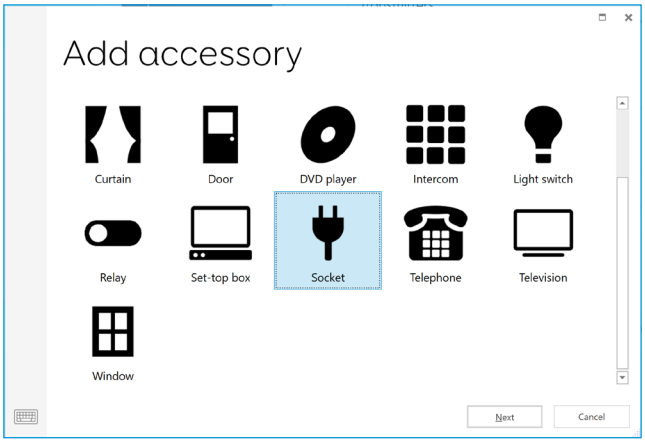
Grid Pad 15 Manual.indd 69 22/09/2020 09:14

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

Adding the paired socket to an accessory

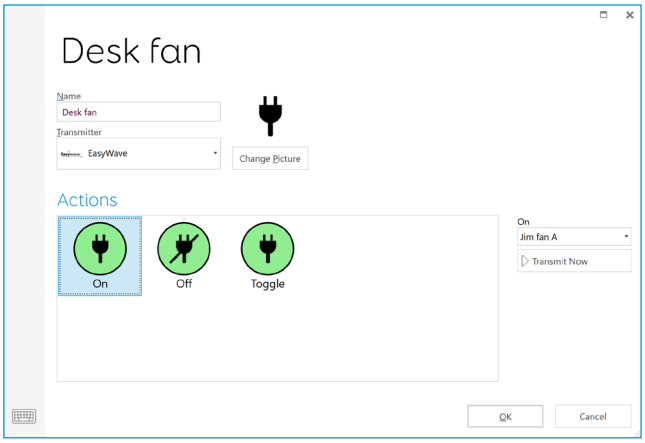
Once your socket has been paired, you can assign it to an accessory and use it in the Servus Environment Control grid sets. In **Settings - Environment control**, tap Add under Accessories.

From the Add accessory window select Socket and tap Next.



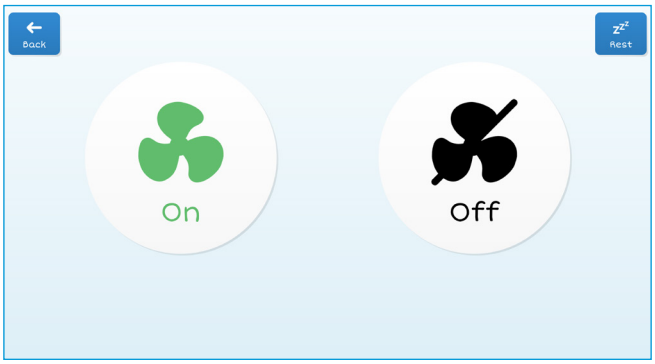
You can now give the accessory a name. This is useful if you are using more than one at the same time. In this example, the socket is controlling a desk fan.

Grid Pad 15 Manual.indd 70 22/09/2020 09:14



Under actions, select On and choose the name of your button from the drop-down menu (Desk fan A for example). Next select the Off action and assign this to the name of your button followed by the letter B. Tap OK to save your settings and return to the Environment control window.

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



Grid Pad 15 Manual.indd 71
22/09/2020 09:14

5.6 Connecting a phone to your Grid Pad

Phones supported

We have tested with a wide range of smartphones, both old and new to make sure that the phone feature works as expected, however there are many different devices out there!

We always recommend trying a few options to find the right phone for you before buying.

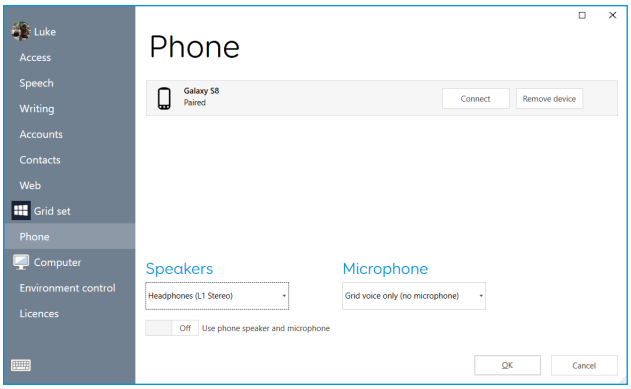
Android

Android devices running Android 6 and above (Samsung, Google Pixel, Sony and more)

iPhone

iPhone 6 and above running the most recent OS (iOS13 at time of writing)

Open Grid, select the menu and select **Settings - Phone**.



Grid Pad 15 Manual.indd 72 22/09/2020 09:14

Discoverable phones will appear on the Phone screen.

Tap **Connect** next to your phone to begin pairing.

Your phone will display a notification to confirm, often with a pin code. Select 'Confirm' or 'Yes' on this to continue pairing.

You may also get a couple of additional prompts and notifications on your phone while it pairs. These are to allow Grid access to various functions. Accept all of these.

Once pairing is complete you will see a list of what your phone can do while it is connected to Grid.

Your phone will also begin to sync messages and calls, so you may start to see pop ups in Grid.

Grid Pad 15 Manual.indd 73 22/09/2020 09:14

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

6

Grid 3

6.1 Introducing Grid 3

Grid 3 is installed and ready to use on your Grid Pad. This complete AAC software package is 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 switching off the Launch Grid 3 with Windows toggle.

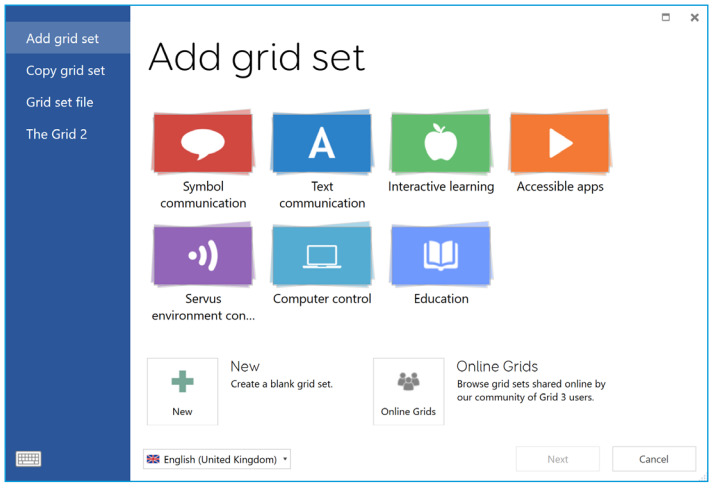
You can also change which grid sets are opened when Grid 3 launches. Your grid sets will be listed in the drop-down menu under start up.

Grid Pad 15 Manual.indd 76 22/09/2020 09:14

Adding grid sets

6.2

To add a grid set to your Grid Explorer (the home screen of Grid 3), tap the menu and select Add grid set.



Explore the different categories to choose your grid sets. Each grid set has a description to help you find the right one for your needs. Some categories contain groups of related grid sets within a folder. Once you have selected your grid set, you will see the full description, as well as any alternative versions, with different symbol sets or access options.

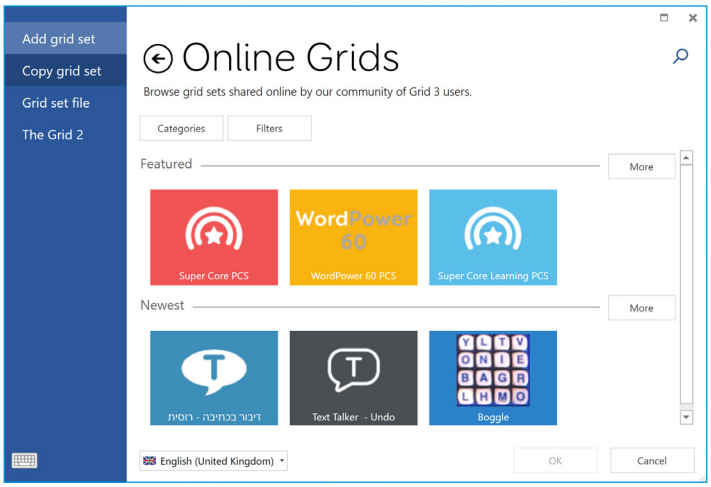
New grid sets

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

Grid Pad 15 Manual.indd 77 22/09/2020 09:14

Online Grids

Online Grids enables you to share grid sets and download them to your Grid Pad. Selecting Online Grids from the Add Grid set window you can search and browse shared grids from Smartbox and other users.



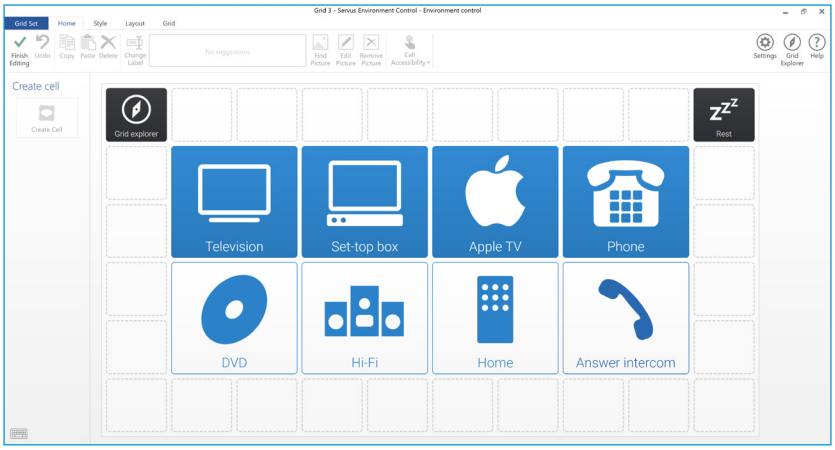
Editing grid sets

Grid 3 comes with 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 set you are currently using. You can add and remove cells, rows, columns, commands and more.

You can get to edit mode by tapping **Menu - Edit grid**, or by pressing F11 on a connected keyboard.

Grid Pad 15 Manual.indd 78 22/09/2020 09:14

For more information on editing grid sets, see the Getting started with Grid 3 guide supplied with your Grid Pad.



Grid Pad 15 Manual.indd 79 22/09/2020 09:14

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	Shuts down the Grid Pad including all open programs
Sleep screen	Switches off your Grid Pad's screen. Unlike the Standby computer command, you can use your access method to switch the screen back on
Battery	Displays a cell with the remaining battery life as an icon
Battery percentage	Displays a cell with the remaining battery life as a percentage
Grid Explorer	Take you back to Grid Explorer to choose another grid set
Brightness	Cycle through several brightness levels
Rest cell	Deactivate every cell in your grid set, except 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	Starts a new eye gaze calibration

Grid Pad 15 Manual.indd 80 22/09/2020 09:14

Grid 3 Accounts

6.4

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, backs up your grid sets in Dropbox, and enables you to share your grid sets via Online Grids. Simply sign in with your email and password or create a new account from within Grid 3.

Dropbox

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

Remote editors

From the accounts window you can also list other Smartbox accounts that can remotely edit the grid sets on your device.

Grid Pad 15 Manual.indd 81 22/09/2020 09:14

In this section

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

7

Looking after your Grid Pad

7.1 Software updates

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

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

Smartbox update

You will find the 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 any updates.

Grid Pad 15 Manual.indd 84 22/09/2020 09:14

Windows updates

Windows update settings are found under **Settings - Update & security** from your Start menu. On 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 will roll 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.

Grid Pad 15 Manual.indd 85 22/09/2020 09:14

7.2 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 conservative to intensive usage. For more information on how we test our batteries visit:

thinksmartbox.com/battery-life

Your Grid Pad will last for approximately 14 hours, or 9 hours when using eye gaze as your access method.

Viewing your remaining battery life

You can add the Battery command to a cell in your grid set to view your remaining battery life from within Grid 3. In Windows you will need to tap the battery icon in the taskbar at the bottom of your screen to see how much battery life you have remaining.

Making the most of your battery

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 for example. Sleep screen enables you to turn the Grid Pad screen off when you choose, and wake it up

Grid Pad 15 Manual.indd 86 22/09/2020 09:14

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, 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, the length of time before the screen automatically turns 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%.

Grid Pad 15 Manual.indd 87 22/09/2020 09:14

7.3 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

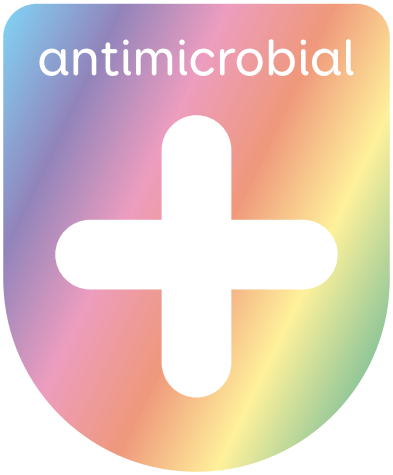
When packing away your Grid Pad, we recommend removing the AAA batteries from the remote power button and disconnecting any switches.

Grid Pad 15 Manual.indd 88 22/09/2020 09:14

Antimicrobial finish

7.4

The antimicrobial casing on Grid Pad 15 helps to prevent the growth of many common bacteria and fungi on your device. This technology is embedded in the casing and cannot be wiped off when you clean your device.



Grid Pad 15 Manual.indd 89 22/09/2020 09:14

In this section

8.1 Smartbox support
8.2 Grid Pad specification
8.3 Device specification
8.4 Symbol explanation
8.5 Safety notices
8.6 Statement of compliance
8.7 Battery warnings

8

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 our knowledge base of support articles.

thinksmartbox.com/smart-support

Online Chat

Online chat support is available from our website. Opening hours are listed in the chat window.

Tip: You can also access our Online Chat directly from your Windows Start menu.

Remote support in Grid 3

Our support team can use a remote connection to deliver hands 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

Grid Pad 15 Manual.indd 92 22/09/2020 09:14

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 list of international partners at:

thinksmartbox.com/where-to-buy

Facebook Community

Our Facebook Community is a great way to get in touch and keep up with the latest news. This group of Smartbox users is growing everyday and is the perfect place to ask for advice, share ideas and find inspiration.

If you have any questions, our network of assistive technology specialists, Smartbox Users, parents, carers and therapists will be on hand to help you out.

thinksmartbox.com/facebook

Grid Pad 15 Manual.indd 93 22/09/2020 09:14

8.2 Grid Pad specification

Device

Processor:	Intel Core i5-7Y54, 4MB cache, up to 3.20GHz
RAM:	8GB DDR3
Hard disk drive:	SSD SATA III, 256GB
Operating system:	Windows 10 Pro
Display:	15.6 inch 1920 x 1080 with anti glare
Second screen:	4.6 inch 800 x 300

Ports

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

Environment Control

GEWA Infrared
EasyWave or Z-Wave radio

Mounting

Built-in stand
Mounting plate (Daessy and Rehadapt)

Grid Pad 15 Manual.indd 94 22/09/2020 09:14

Connectivity

Dual band wireless AC 8265
Bluetooth 4.2 LE

Other information

Front camera:	2 mp
Rear camera:	5 mp
Battery life:	14 hours
Battery life with eye gaze:	9 hours
Charge time:	10 hours
Dimensions:	524 x 259 x 42 mm
Weight:	3 Kg

Eye gaze

Optional Grid Pad Eye Gaze Camera (sold separately)

Grid Pad 15 Manual.indd 95 22/09/2020 09:14

8.3 Device specification

Grid Pad is a communication aid designed for people with disabilities who cannot speak or have complex access needs.

Model Number: GP15A

Operating environment

Temperature	0 - 40°C
Relative humidity	0 - 90%
Atmospheric pressure	70 kPa to 106 kPa

Storage and transport environment

Temperature:	-20°C - 60°C
Relative humidity:	0 - 90%
Atmospheric pressure:	50 kPa to 106 kPa

Safety classification

Protection against electrical shock	Class II and internally powered
Protection against harmful ingress of water and particulate matter	IPX0
Mode of operation	Continuous
Type of applied part	BF
Applied part	Screen, enclosure

Grid Pad 15 Manual.indd 96 22/09/2020 09:14

Symbol explanation

8.4

Symbol	Meaning
	Headphone port
HDMI	High definition media input port
	Charging port
S1	Switch port 1
S2	Switch port 2
CE	Conformity European symbol to declare conformity with EU legislation.
FC	Federal communications commission symbol to declare conformity with US legislation.
	Waste electrical and electronic equipment symbol to indicate you should dispose of this equipment in accordance with local regulations.
	Power button symbol
+	Increase volume symbol
-	Decrease volume symbol
	Read the manual symbol

Grid Pad 15 Manual.indd 97 22/09/2020 09:14

8.5 Safety notices

Grid Pad 15 has been tested as a Class 1 medical device. Specifications and standards have been listed in the Compliance section of this manual.

Please consider these safety warnings to ensure safe operation of your Grid Pad.

Application

Intended Use

- It is used as a voice output communication aid (VOCA).
- It is used to control a Windows computer
- It is used to operate external devices via environmental control (EC).

Intended User

It is designed for individuals with complex communication and/or access needs. Complex communication and/or access difficulties may arise as a result of a variety of conditions including but not limited to:

- Developmental disorders, e.g. cerebral palsy, developmental verbal dyspraxia, autistic spectrum disorder (ASD), developmental language disorder (DLD), global delay.
- Acquired disorders, e.g. cardiovascular accident (CVA/stroke), dementia, traumatic/acquired brain injury (TBI/ABI)

It may also be used by individuals with complex access requirements in the absence of communication difficulties for

Grid Pad 15 Manual.indd 98 22/09/2020 09:14

computer control, environmental control and non-face-to-face communication e.g. including but not limited to individuals with:

- Spinal cord injury
- Degenerative neuromuscular disease (e.g. muscular dystrophy, spinal muscular atrophy)

Intended environment

It can be used in a variety of settings in which the individual is likely to wish to utilise it for the above intended use. These settings may include but are not limited to:

- private homes
- supported living homes
- nursing care facilities
- schools, colleges, universities
- in the community, e.g. shops, restaurants
- hospitals (acute, rehabilitation and community)

Significant contra-indications, warnings and precautions

Although designed to assist with expressive communication, it should be used in combination with a range of augmentative and alternative communication (AAC) methods and therefore should not be relied on in isolation to enable an individual to communicate expressively.

Other methods of AAC may include the use of paper-based systems, sign language or the use of eye pointing frames. Despite this, it is recognised that individuals with signification

Grid Pad 15 Manual.indd 99 22/09/2020 09:14

communication and/or access difficulties will rely heavily on a VOCA (in this instance Grid Pad) to communicate given the significant enhancement to expressive communication that a VOCA often brings.

Although designed and manufactured to be extremely robust and reliable, it is possible to lose function due to power loss or other technical issues. For this reason, it should not;

- be used as a life supporting device.
- be relied upon for well-being.
- be relied upon as the user's only way of making an emergency call or alarm.
- be used to administer medicine.
- be relied upon as the only method of interaction with EC devices.

It is also not intended to provide information which is used to take decisions with diagnosis or therapeutic purposes.

When the device is working with other equipment, there may be inference between device and connecting equipment. For this reason, Grid Pad should not be used:

- in an MRI environment.
- in an X-ray environment
- in a military environment.
- in a harsh RF environment.

Grid Pad 15 Manual.indd 100 22/09/2020 09:14

Avoiding hearing damage

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

Durability

Your Grid Pad is tough and rugged but must be handled with care when moving around. It has been drop tested to one metre. Please note this does not include accessories.

Water and liquids

The back of your device is not protected. Do not get water or liquids on the back of the device, especially in the ports or vents.

Incidents

If a serious incident occurs in relation to the device, please report to Smartbox (repairs@thinksmartbox.com) and the competent authority of your member state.

Contact with user

Conditions for Safe Contact - Time

Accessible part	Contact time limit
Metal accessible part	Less than 1 minute
Plastic accessible part	Less than 10 minutes
Screen	Less than 10 minutes

Grid Pad 15 Manual.indd 101 22/09/2020 09:14

Conditions for Safe Contact - Temperature

Accessible part	Maximum Temperature while Device is in use (ambient temperature 40°C)
Metal accessible part	50.1
Plastic accessible part	46.1
Screen	44.9

⚠ Touching the surface of the device with broken skin may aggravate a wound.

⚠ Infants or high-risk groups should not touch the surface of the device if there is a chance of burning the skin.

Power supply and batteries

Your Grid Pad contains a rechargeable lithium ion battery. All rechargeable batteries degrade over time. The usage time for a Grid Pad after a full charge can become shorter over time.

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

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

Grid Pad 15 Manual.indd 102 22/09/2020 09:14

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

When your 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 your Grid Pad shuts down.

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

Do not place your device in a place where the power adapter plug is difficult to disconnect from the socket.

Only our authorized personnel be allowed to replace the battery. Otherwise, personal injury or equipment damage could occur.

Do not service or perform maintenance on the device while the device is in operation. Make sure to shut the device down and unplug all cables before starting and service or maintenance work on the device.

Transporting your Grid Pad

When in transit, ensure your Grid Pad is sufficiently protected from knocks and bumps.

Grid Pad 15 Manual.indd 103 22/09/2020 09:14

There are strict regulations for lithium ion batteries on airplanes. Rules vary between airlines, so it is recommended to contact your airline before you travel.

Temperature

Do not block the vents.

Ensure that you shut down your device before storing or placing into a bag.

If used in hot temperatures or direct sunlight, your Grid Pad may reach temperatures that can trigger an automatic shutdown. This is a safety feature to prevent lasting damage to the device. If this occurs, please wait until your device has cooled before restarting.

Mounting

When mounting your Grid Pad, follow the instructions in both your Grid Pad and your mounting system manufacturer's guide. 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.

Please use the dual Daessy and Rehadapt mounting solution provided. Ensure the mounting system you select is correct for you needs and perform a risk analysis if required.

Ports & Connections

Accessories connected to ports for a SIGNAL INPUT/OUTPUT

Grid Pad 15 Manual.indd 104 22/09/2020 09:14

must be compliant to the IEC standard 60601-1 or 60950-1/62368-1.

Other safety

If damaged, small parts may detach from your Grid Pad. These can present a choking hazard. Young children and people with cognitive disabilities should be supervised when using the device. They should also be supervised when unpacking the device as packaging can present a choking hazard.

Grid Pad is not sterile. Do not operate with open wounds, or whilst undergoing invasive medical treatments.
Grid Pad is supplied with a power cable and can be used with cabled accessories. These can present a strangulation hazard.

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 your 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 your Grid Pad

Do not dispose of your Grid Pad in general household or office

Grid Pad 15 Manual.indd 105 22/09/2020 09:14

waste. Your Grid Pad should be disposed of in accordance with local regulations for the disposal of electrical and electronic equipment.

Warranty

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

Repairs and Maintenance

Your Grid Pad is not a user serviceable device. If your device requires a repair, please contact your local dealer.

EMC and Harsh Environments

When the device is working with other equipment, there may be inference between the device and connecting equipment.

Grid Pad should not be used:

- in a military environment.
- in a harsh RF environment.
- in an MRI environment.
- in an X-ray environment.

Troubleshooting and Customer Support

In most cases, restarting your device will cure any problems. To restart your device, Select Start and then select **Power - Shut down**. If your device has crashed, hold down the power button or

Grid Pad 15 Manual.indd 106 22/09/2020 09:14

remote power button for 5+ seconds to hard shutdown. Press it again to turn it back on.

If this does not fix the problem, contact support at:
thinksmartbox.com/smart-support

Please have your serial number ready. This can be found under the stand on your device.

Grid Pad 15 Manual.indd 107 22/09/2020 09:14

8.6 Statement of compliance

EU / CE Statement

Hereby, Smartbox Assistive Technology Ltd. declares that this radio equipment complies with Directive 2014/53/EU. The frequencies used by the wireless networking feature of this product are the 2.4 GHz range.

The full text of the EU declaration of conformity is available here: **thinksmartbox.com/GP15-DOC**

Applicable Directives

This equipment complies with the requirements of the EU harmonised legislation; Medical Devices Directive 2007/47/EC (including EMC Directive 2014/30/EU and LVD Directive 2014/35/EU), Medical Devices Directive 93/42/EEC as amended by 2007/47/EC, RoHS Directive 2011/65/EU. WEEE Directives 2012/19/EU.

Directives and Standards

EN 60601-1:2006/A1:2013

Medical electrical equipment - Part 1: General requirements for basic safety and essential performance

EN 60601-1-2:2015

Medical electrical equipment - Part 1-2: General requirements for basic safety and essential performance - Collateral Standard: Electromagnetic disturbances - Requirements and tests

Grid Pad 15 Manual.indd 108 22/09/2020 09:14

EN ISO 14971:2012

Medical devices - Application of risk management to medical devices

EN 61000-3-3:2013

Electromagnetic compatibility (EMC) - Part 3-3: Limits - Limitation of voltage changes, voltage fluctuations and flicker in public low-voltage supply systems, for equipment with rated current < = 16 A per phase and not subject to conditional connection

EN 50581:2012

Technical documentation for the assessment of electrical and electronic products with respect to the restriction of hazardous substances

WEEE Directives 2012/19/EU

Waste Electrical and Electronic Equipment

FCC Statement

FCC ID: 2APXM-GP15A

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

This device complies with part 15 of the FCC Rules. Operation is

Grid Pad 15 Manual.indd 109 22/09/2020 09:14

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.

For use in North America

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.

Grid Pad 15 Manual.indd 110 22/09/2020 09:14

RF warning for Portable device:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The mobile device is designed to meet the requirements for exposure to radio waves established by the Federal Communications Commission (USA). These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the body is 0.659 W/kg.

For body operation, this device has been tested and meets FCC RF exposure guidelines when used with any accessory that contains no metal and that positions a minimum of 0mm from the body. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

For use in Canada

IC: 24965-GP15A

Industry Canada Class B Emissions Compliance Statement
This Class B digital apparatus complies with Canadian ICES-003.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser)

Grid Pad 15 Manual.indd 111 22/09/2020 09:14

gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotopically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The device is designed to meet the requirements for exposure to radio waves established by the Innovation, Science and Economic

Grid Pad 15 Manual.indd 112 22/09/2020 09:14

Development Canada's. These requirements set a SAR limit of 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported under this standard during product certification for use when properly worn on the body is 0.659 W/kg.

Le dispositif est conçu pour répondre aux exigences de l'exposition aux ondes radio créée par la science et l'innovation, développement économique Canada. Ces exigences limite de sar de 1.6 W / kg en moyenne pour un gramme de tissu. La valeur de r - s en vertu de cette norme plus élevée au cours de la certification de produits déclarés pour une utilisation bien portés sur le corps est 0.659 W/kg.

Grid Pad 15 Manual.indd 113 22/09/2020 09:14

8.7 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.

The charger is an important part of the equipment, do not use any charger other than that specifically (Model: MANGO40S-12BB-ES) provided for use with the equipment, and refer to the manufacturer's instructions or equipment manual for charging instruction.

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.

Grid Pad 15 Manual.indd 114 22/09/2020 09:14

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.

Dispose of the battery according to local regulations.

Grid Pad 15 Manual.indd 115 22/09/2020 09:14

Grid Pad 15 Manual.indd 116 22/09/2020 09:14

Grid Pad 15 Manual.indd 117 22/09/2020 09:14

Grid Pad 15

Smartbox

thinksmartbox.com

Grid Pad 15 - Manual - UK - B

Grid Pad 15 Manual.indd 118 22/09/2020 09:14