

Touch Pad

Manual

Created by
Smartbox



Smartbox

Document: Touch Pad - Manual - UK - I
Language: English
Date of issue: February 2022

Copyright © 2022 Smartbox Assistive Technology



Touch Pad

Touch Pad is a lightweight communication device designed for easily portable touch access with a loud integrated speaker to make sure you are heard.

Get the **best start** with your new communication aid



Scan me with your phone or visit:
thinksmartbox.com/touch-pad-welcome



Contents

Getting started

1.	What is included with your Touch Pad	6
2.	Powering on your Touch Pad	7
3.	Device guide	8
4.	Charging your Touch Pad and speaker	10
5.	Magnetic adapter	11
6.	Creating your user account	12
7.	Choosing your grid sets	13
8.	Introducing Grid Explorer	14
9.	Shutting down your Touch Pad	16

Doing more

10.	Mounting your Touch Pad	17
11.	Attaching the shoulder strap	19
12.	Internet and network settings	20
13.	Bluetooth	21

Access

14.	Touch access	22
15.	Keyguards	23
16.	Other access options	24

Grid

17.	Introducing Grid 3	26
18.	Adding grid sets	27
19.	Grid 3 Accounts	30



Getting help

20.	Smartbox support	32
21.	Updates	34

Safety

22.	Touch Pad specification	35
23.	Usage	37
24.	Symbol explanation	38
25.	Safety notices	39
26.	Battery warnings	45

Notes	47
-------	----



What is included with your Touch Pad

- Touch Pad communication aid
- Shoulder strap
- Power lead with USB C
- Optional magnetic charger
- USB C to A adapter
- Cleaning cloth
- Carry bag

Included software

- Grid

Optional

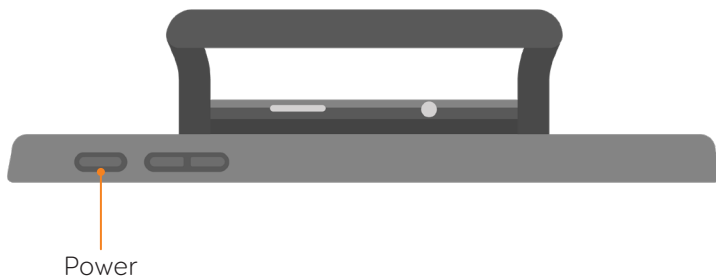
- Mounting plate, spacer and Allen key



Powering on your Touch Pad

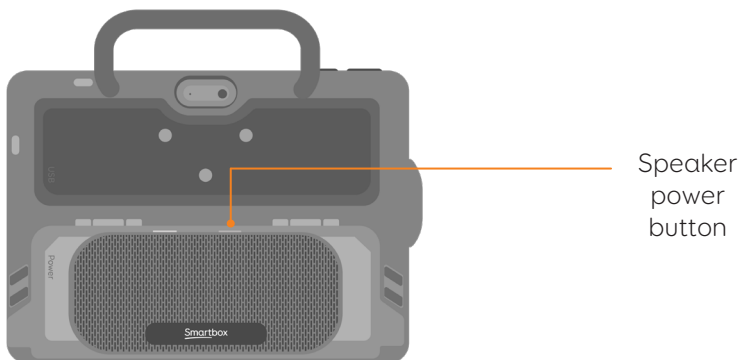
2

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



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

While the device boots, also press the Speaker power button to turn on the bluetooth speaker.





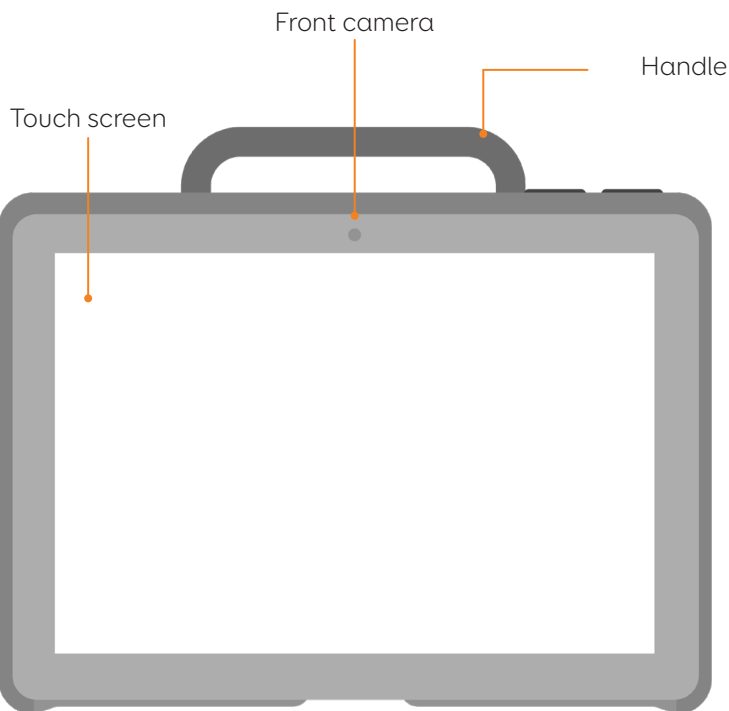
3

Device guide



Power

Volume up
and down

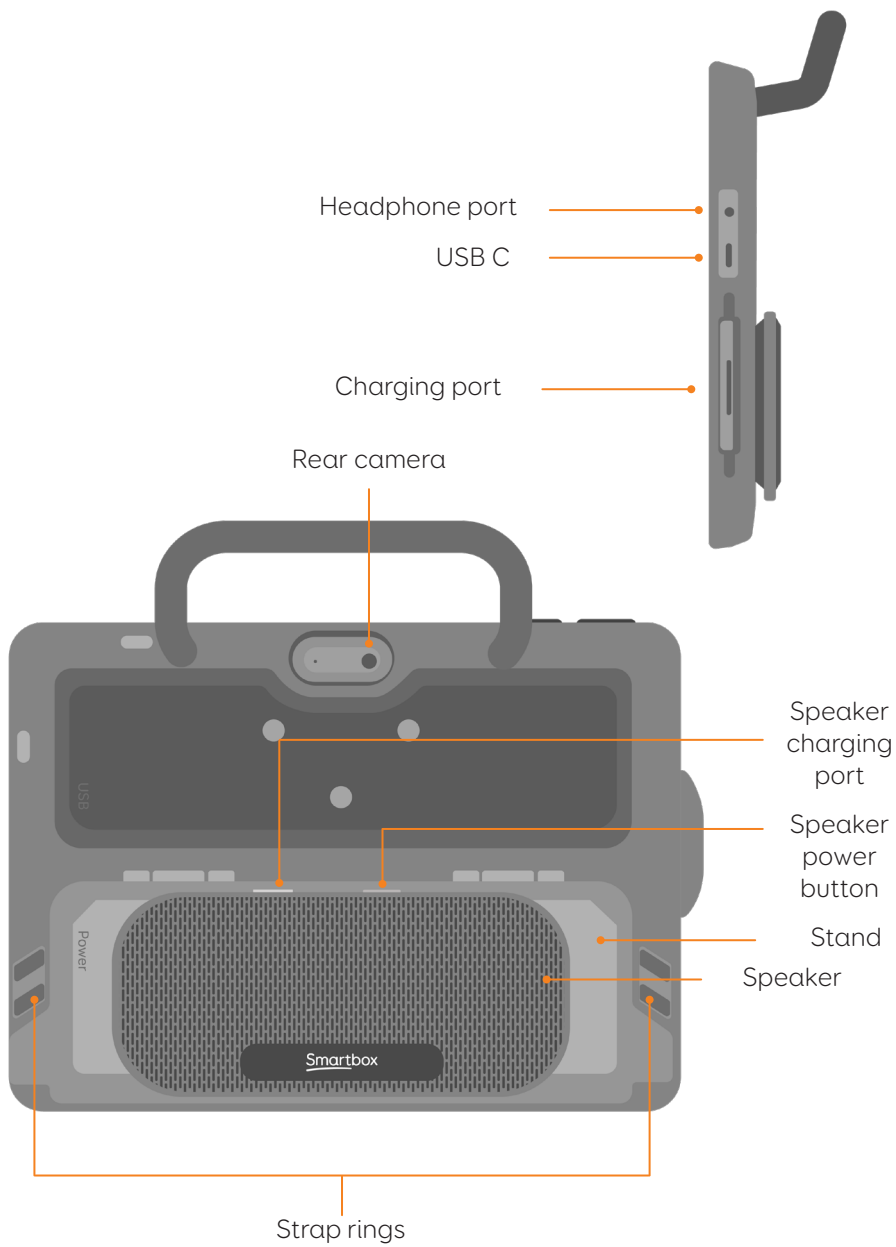


Touch screen

Front camera

Handle







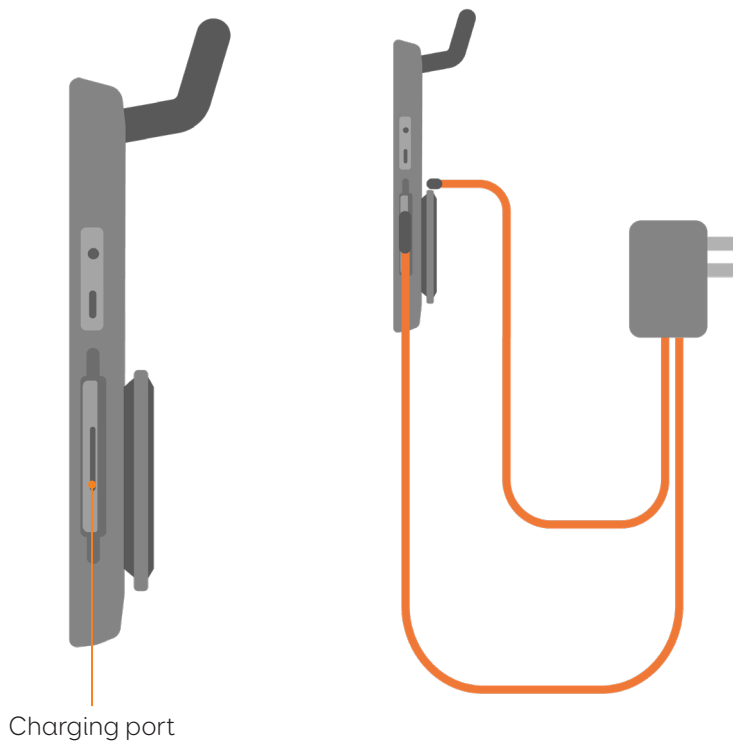
4

Charging your Touch Pad and speaker

To charge your Touch Pad, plug the power lead into the charging port on the left side of the device. It attaches magnetically to the port.

To charge both the Touch Pad and the speaker at the same time use the provided charging lead with USB C.

A full charge will take up to 3 hours.

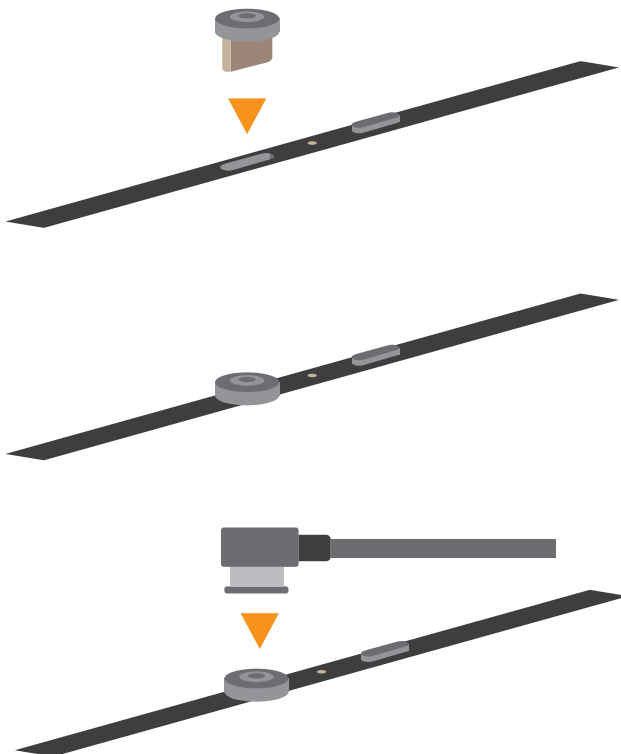




Magnetic adapter

5

You can also use the magnetic adapter by attaching the connector to the speaker, and swapping the USB C cable for the cable provided with the magnetic charger.

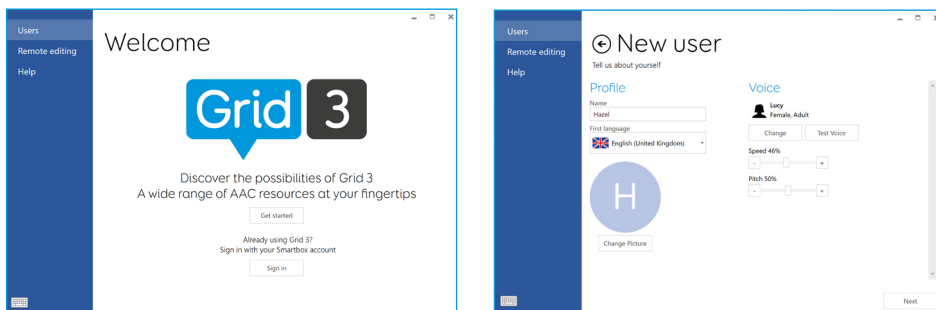




6

Creating your user account

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 free Smartbox Account. This enables you to use features such as remote editing and syncing between devices.

Tip: If you already have a Smartbox Account and Dropbox you can log in and sync grid sets to your device.

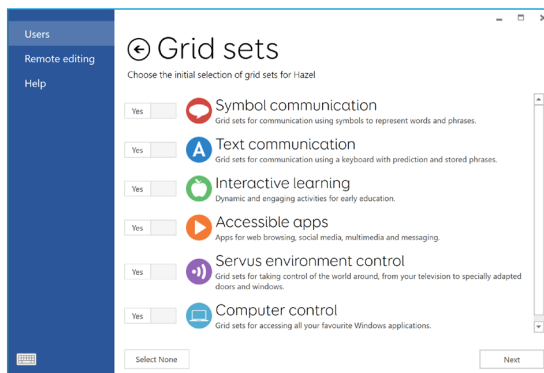




Choosing your grid sets

7

A grid set is like an app within Grid 3. Some grid sets may contain a complete symbol vocabulary for communication. Others may be designed for literate users to communicate as efficiently as possible.



Grid sets are organized 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 that you select are placed in 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.

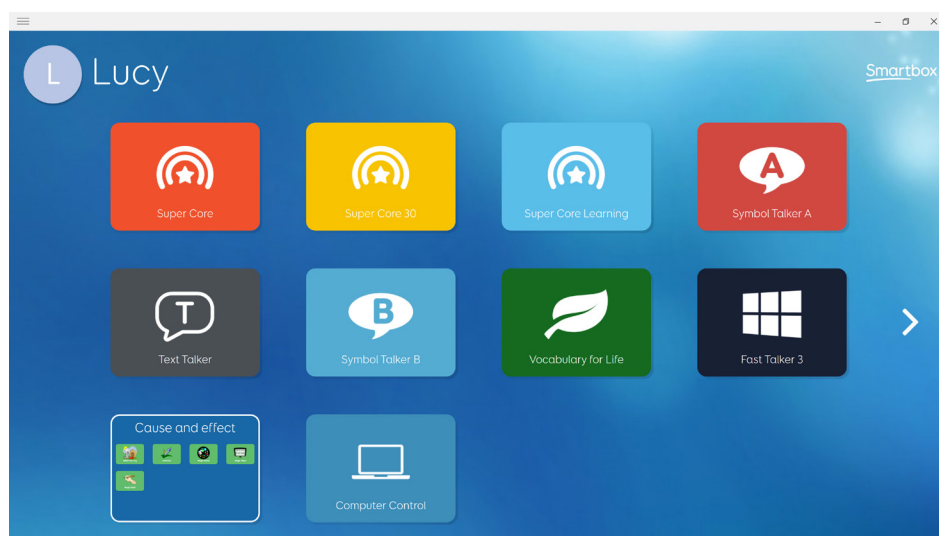


8

Introducing Grid Explorer

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.

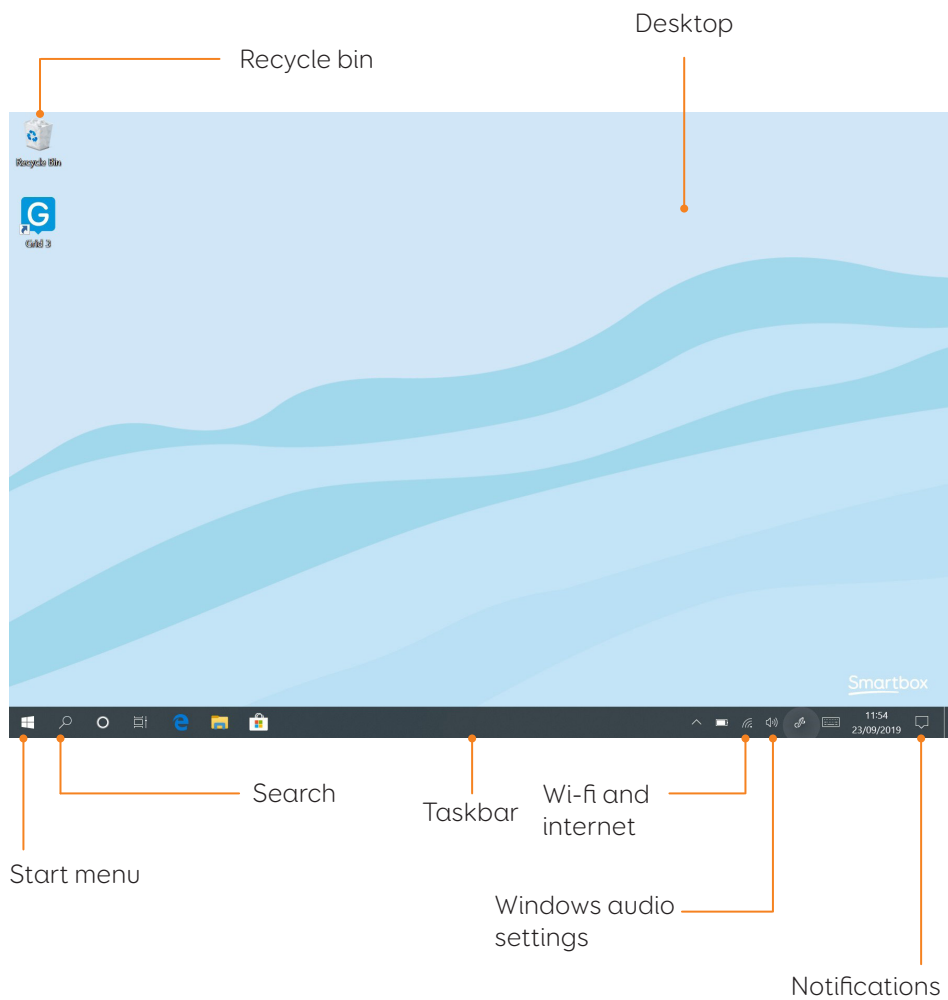
Tapping on a grid set will open it.



To return to Grid Explorer, tap the menu then select **Grid Explorer**. Some grid sets will have the option for the user to navigate back to the Grid Explorer home page.



Windows desktop





9

Shutting down your Touch Pad

When not in use, it is good practice to shut down your Touch 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.

You can also turn off your device from within Grid 3, by using the Turn off computer command. This command can be added to any grid set.

Force shut down

If you press and hold the power button for ten seconds, your Touch Pad will shut down. Please note that this is only recommended when the Touch Pad is non-responsive. Any unsaved work will be lost.



Mounting your Touch Pad

10

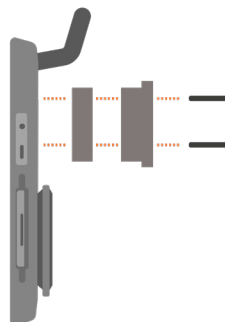
Using a desk, floor, or wheelchair mount

To mount your Touch Pad, you will need the optional dual mounting plate that will attach to either Daessy or ReHadapt.

Attaching the mounting plate

To attach the mounting plate, lay your Touch 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. You will need the supplied Allen key, mounting plate and the three screws.

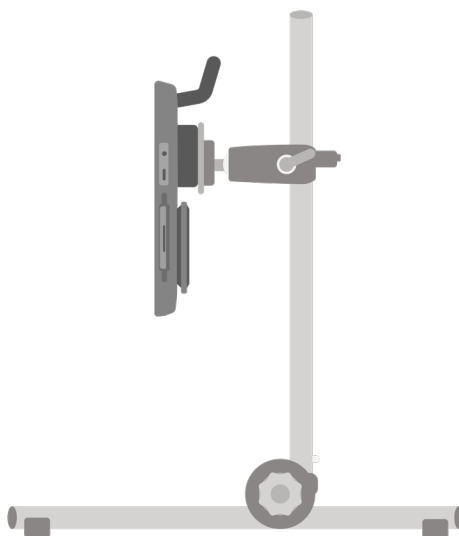
Remove the stickers covering the three screw holes. Use the supplied Allen key to remove the three screws located on the back of the your Touch Pad as shown below





Mounting your Touch Pad on a desk or floor stand

With the correct mounting plate attached, you can fit the Touch Pad to your wheelchair mount, floor stand or desk stand. As you attach the device to the stand, be sure to hold the Touch 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.





Attaching the shoulder strap

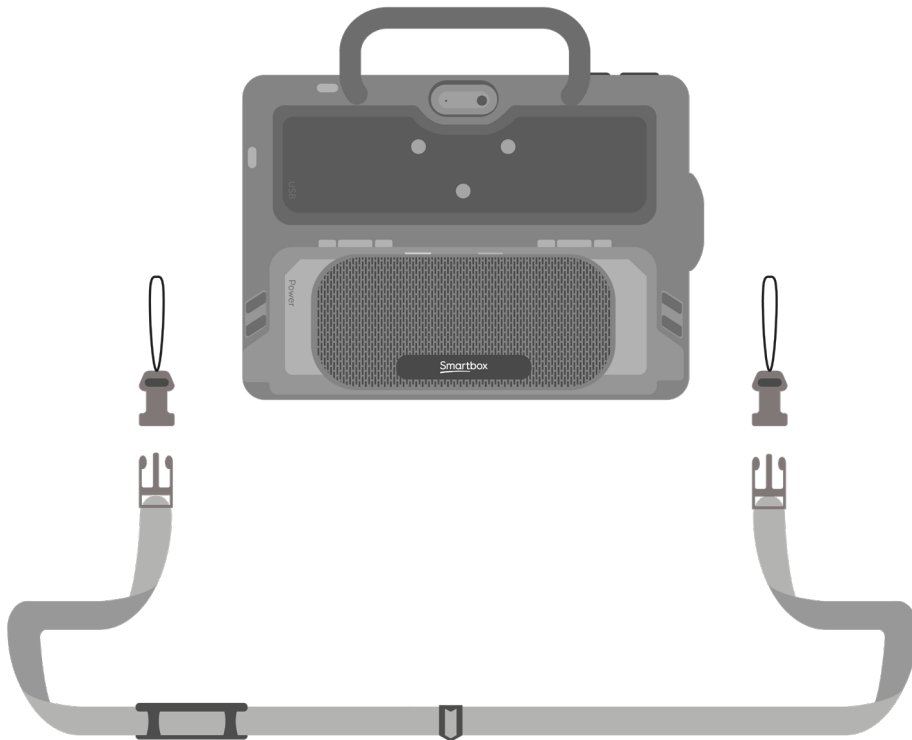
11

Your Touch Pad is supplied with a shoulder strap. These clip to the rings on the back of the device and can be easily attached and removed as you need.

First loop the clips to the case of the Touch Pad.

Then you can attach the longer strap.

The strap can be adjusted to a suitable length.





12

Internet and network settings

Wi-Fi

Your Touch 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 icon 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.



Bluetooth

13

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

Bluetooth is switched on by default. To adjust this, open the settings icon from the Start menu and go to **Settings - Devices** to see Windows Bluetooth features. Move the tab to On and your Touch Pad will start scanning for nearby Bluetooth devices.

When connecting a new device via Bluetooth, 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: The Touch Pad speaker is connected to the device via Bluetooth, if you turn off Bluetooth you will not be able to use the speaker!



14

Touch access

The screen of your Touch 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.





Keyguards

15

Keyguards allow you to make more accurate selections on the touch screen and prevents mistakes. Keyguards are usually custom made for your chosen grid sets.

The Touch Pad keyguards use a unique octopus backing that allows them to be attached and removed without any adhesives or magnetic fixings.

Attaching a keyguard

Place the keyguard over the Touch Pad's screen with the fixing side down. Push the keyguard firmly to the screen and the octopus backing will grip the screen.

Removing a keyguard

Run a finger along the edge of the keyguard (you can also use a credit card or similar) and lift it from the screen, the octopus backing will disengage and you can cleanly remove the keyguard.



16

Other access options

Switch and pointer access

To connect a switch or pointing device to the Touch Pad you will need to either use a USB adapter (supplied) or connect the switch via Bluetooth.

Further access settings can be found in the Grid 3 documentation.

Voice

The Touch Pad has a built in microphone that can be used for Grid 3's voice access features.

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.





17

Introducing Grid 3

Grid 3 is installed and ready to use on your Touch 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 Touch Pad.

Launching Grid 3 on Start-up

Grid 3 is set to open automatically when you start your Touch 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 set is opened when Grid 3 launches. Your grid sets are listed in the Startup drop-down box in **Settings - User**.

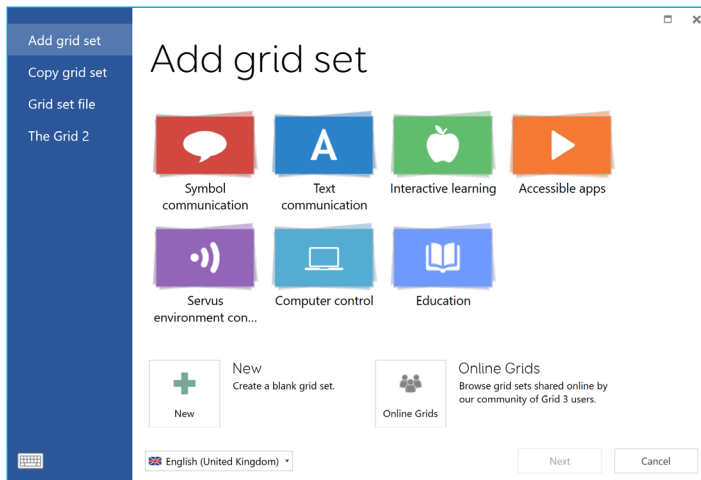




Adding grid sets

18

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

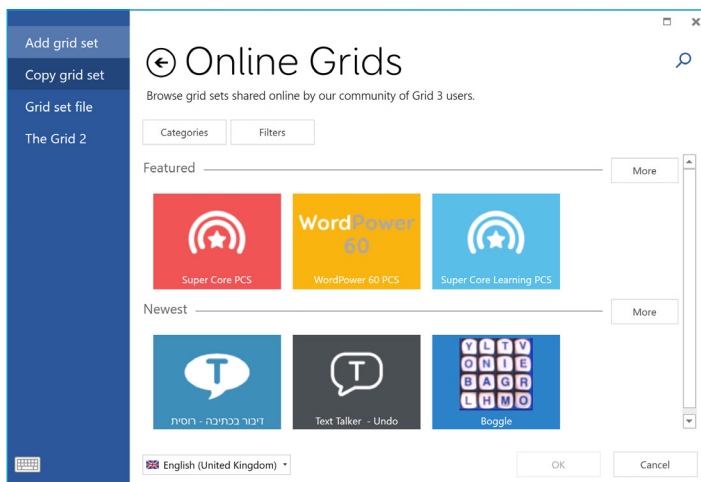




editing tools to create whatever you need.

Online Grids

Online Grids lets you share grid sets with others and download grid sets to your Touch Pad. Select Online Grids from the Add Grid set window and search or browse shared grids from Smartbox and other users.



Editing grid sets

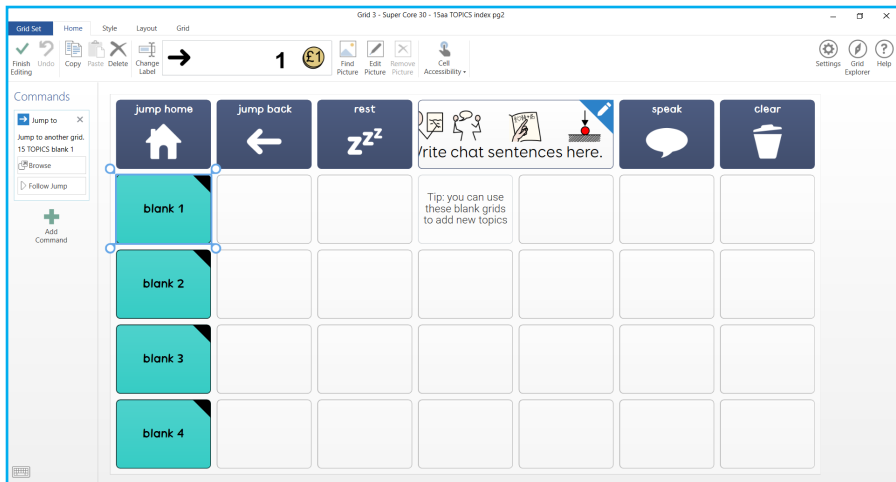
Grid 3 comes with a complete set of tools designed to make editing and creating grids simple. Opening edit mode will enable you to make changes to the grid set you are currently using. You can add and remove cells,





rows, columns, commands and more.

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





19

Grid 3 accounts

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 for your device.





20

Smartbox support

Online support

The Smartbox team is here to help you make the most of your Touch 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 Touch Pad and Grid 3.

thinksmartbox.com/knowledge-base

Other support

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

thinksmartbox.com/partners

Contact us

You can reach our UK team weekdays on:

01684 578868

You can email us at:

support@thinksmartbox.com



Updates

New features and updates are available for your device regularly.

When you update your device and software, not only do you receive the latest features, you also receive important security fixes. We always recommend you keep your device up to date.

Grid

When your device is connected to the internet, Grid will look for any updates when it starts up. If an update is available, you will see this notification in the top right of Grid. Tap the icon to start the update.



Windows

Windows updates are sent out by Microsoft on a regular basis to improve your experience, resolve bugs and prevent security issues.

Windows will usually update automatically when it is shut down or restarted. You can check for updates manually by selecting **Windows Settings - Update & Security**.





Touch Pad specification

22

Device:	Microsoft Surface Go 3
Processor:	Intel® Pentium® Gold 6500Y 3.40GHz
RAM:	4GB
Hard disk drive:	64GB EMMC
Operating System:	Windows 10 Pro
Display:	10.5" 1920 x 1280 with toughened glass and antiglare screen protector

Access

Touch screen

Connectivity

WiFi 6: IEEE 802.11 a/b/g/n/ac/ax

Bluetooth 5.0

USB C (USB C to A adapter supplied)

Other information

Front camera: 5 Megapixels

Rear camera: 8 Megapixels

Battery life: 8.5 hours

Charge time: up to 3 hours

Dimensions: 260 x 215 x 60 mm

Weight: 1Kg



Touch Pad upgrade specification

Device:	Microsoft Surface Go 3
Processor:	Intel® Core™ i3-10100Y, 3.9GHz
RAM:	8GB
Hard disk drive:	128GB
Operating System:	Windows 10 Pro
Display:	10.5" 1920 x 1280 with toughened glass and antiglare screen protector

Access

Touch screen

Connectivity

WiFi 6: IEEE 802.11 a/b/g/n/ac/ax

Bluetooth 5.0

USB C (USB C to A adapter supplied)

Other information

Front camera: 5 Megapixels

Rear camera: 8 Megapixels

Battery life: 7 hours

Charge time: up to 3 hours

Dimensions: 260 x 215 x 60 mm

Weight: 1Kg



Usage

23

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

Model Number: ST10B-SG3
ST10B-SG3-8GB

Operating environment

- Temperature: 0 - 35°C












Choking hazard

If you choose to use the magnetic connector, note that it is detachable and could be a choking hazard. If in doubt, continue to use the supplied USB-C cable.



24

Symbol explanation

Symbol	Meaning
	Headphone port
	Charging port
	Conformity European symbol to declare conformity with EU legislation.
	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
	Compliant with Restriction of Hazardous Substances legislation
	DC input





Safety notices

25

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

Application

Touch Pad is a communication aid designed to assist and augment your quality of life. It has been designed and manufactured to be extremely robust and reliable, but it is possible to lose function due to power loss or other technical issues.

For this reason your Touch Pad:

- is not to be used as a life supporting device.
- is not be relied upon for well-being.
- is not to be relied upon as the user's only way of making an emergency call or alarm.
- should not be used to administer medicine.

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 Touch Pad is tough and rugged but must be handled with care when moving around and has been drop tested. Please note this does not include accessories.

Water and liquids

Your Touch Pad should not be exposed to rain or immersed in water. Ports are not IP rated.

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

Contact with user

Do not touch the w of your Touch Pad with broken or burnt skin as this may aggravate wound.

Power supply and batteries

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

For optimal performance, your Touch Pad should not be charged at extreme temperatures of below 0°C (32°F) or above 45°C (113°F). At these temperatures your battery will charge slowly or not at all.

Do not expose your Touch Pad to fire or temperatures above 90°C





(194°F) as these conditions can cause the battery to malfunction, ignite or explode.

Only charge your Touch Pad with the supplied power lead. Using unofficial power supplies may cause severe damage to your Touch Pad and cause fire.

When your Touch 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 cord before your Touch Pad shuts down.

The battery that powers your Touch 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 power lead plug is hard to be disconnected from socket.

Do not replace battery yourself. Return your device to its supplier for the battery to be serviced.

Transporting your Touch Pad

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

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

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

If used in hot temperatures or direct sunlight, your Touch Pad may reach temperatures that can trigger an automatic shut down. 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 Touch Pad, follow the instructions in both your Touch 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 mounting plate designed for the Touch Pad. Ensure the mounting system you select is correct for you needs and perform a risk analysis if required.

Other safety

If damaged, small parts may detach from your Touch 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.





Touch Pad is not sterile. Do not operate with open wounds, or whilst undergoing invasive medical treatments.

Touch Pad is supplied with a power lead 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 Touch Pad, particularly if you are using it with an eye gaze camera, move away from the device and consult a medical professional.

Disposing of your Touch Pad

Do not dispose of your Touch Pad in general household or office waste. Your Touch Pad should be disposed of in accordance with local regulations for the disposal of electrical and electronic equipment.

Warranty

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



Repairs and Maintenance

Your Touch 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 device and connecting equipment.

Touch 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 remote power button for 10+ 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 on the back of your device





Battery warnings

26

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 official 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.

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 the battery according to local regulations.





Touch Pad

Smartbox
thinksmartbox.com

Touch Pad - Manual - UK - I