

USER GUIDE



















 GrandPad®

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This guide covers many of the common features of the GrandPad but your specific GrandPad may differ slightly. As always, feel free to contact GrandPad customer support with any questions.

Start with the basics

GrandPad is built with you in mind. No complications. A simple and secure way to stay connected with the people you love and to be entertained throughout the day.

Home Screen

Tap an application (app) button to use the feature. Apps are managed by your family admin and can be turned on/off for a custom experience.

Home Screen Buttons

Each colored button opens an app that does something different. Learn about each app on the following pages.

The word "New" will appear to indicate there is newly added content to view.

Swipe or tap with your finger to navigate

Use the stylus to aid stability and accuracy

Page Instructions

On nearly every screen, you'll see instructions. When in doubt, always check here.

Charging Cradle

Easy to use wireless charging station doubles as a hands-free tablet holder (see pg 4).

Protective Case

'Wakes up' the screen automatically when opened and sends it to sleep when closed to preserve battery life.

Enhanced Speakers

Both sides of the GrandPad have premium-sound, high-quality, front speakers for crisp, clear listening.

Power Button

Press and hold the button located on the outer edge to force power on/off.



How to use the charging cradle

The charging cradle is the primary way to keep your GrandPad powered and ready for use. Choose a location that is in reach regularly. We suggest placing it beside your favorite comfy chair or bedside table.

STEP 1

POWER UP THE CRADLE

Plug the charging cradle into a standard 120-volt wall outlet

A small green light will appear on the left side of the charger indicating that the power is on.



STEP 2

KEEP YOUR GRANDPAD CHARGED WIRELESSLY

Place your GrandPad on the charging cradle facing forward (as shown) and it will automatically start charging

- A white light turns on to verify the charge.
- The device will charge with the protective cover closed (as shown) or flipped open.

Place your GrandPad on the charging cradle every night—in the morning it will be fully charged.



An 8-foot long power cord is attached to the charging cradle.

DISPLAY A PHOTO SLIDESHOW FOR ALL TO SEE

As your GrandPad is charging, keep the protective cover open, and after some time a slideshow of all your photos will play automatically.





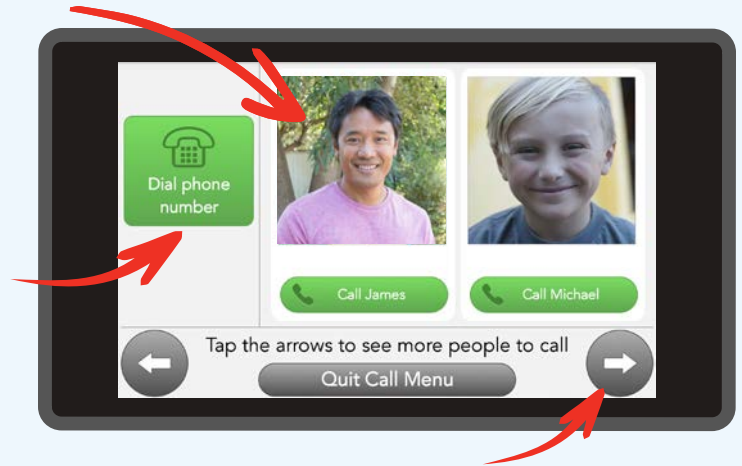
Call: Talk to others by voice or video calls. Only your private contacts can reach you. That means no more scammer or robocalls!

STEP 1

SELECT THE PERSON YOU'D LIKE TO CALL

Tap the picture of a person you would like to call

- Tap "Dial phone number" to dial the phone number yourself.
- Tap the arrows to see more contacts.
- Tap "Quit Call Menu" to go back to the home screen.



STEP 2

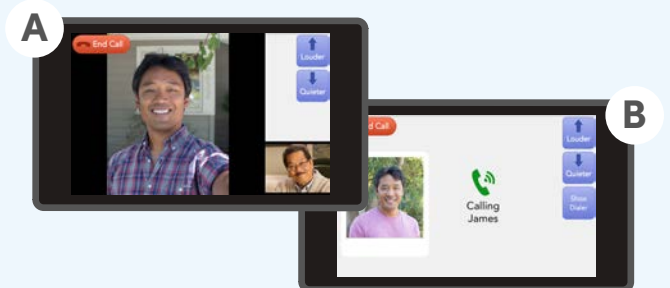
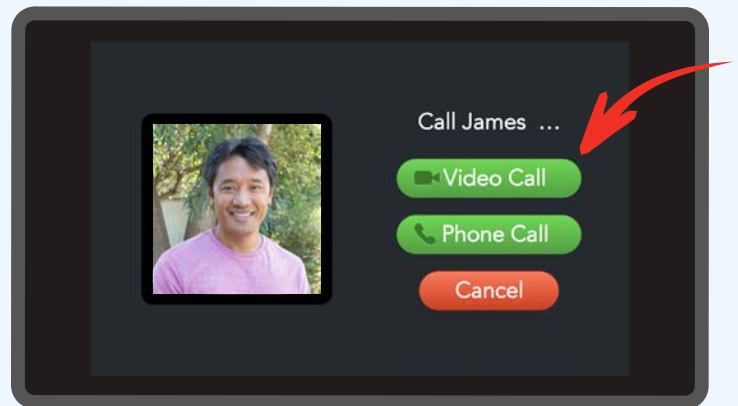
CHOOSE HOW YOU WOULD LIKE TO TALK

A Tap "Video Call" if you wish to see the person as you talk

Video calls are a great way to see the expression and environment of the person you are speaking to.

B Tap "Phone Call" to hear them like on a regular telephone call

- Tap "End Call" to end the conversation and return to the call menu (step 1).





Zoom Multi-party Video Call: Connect with multiple people at the same time. Great for birthday parties, community activities, and much more.

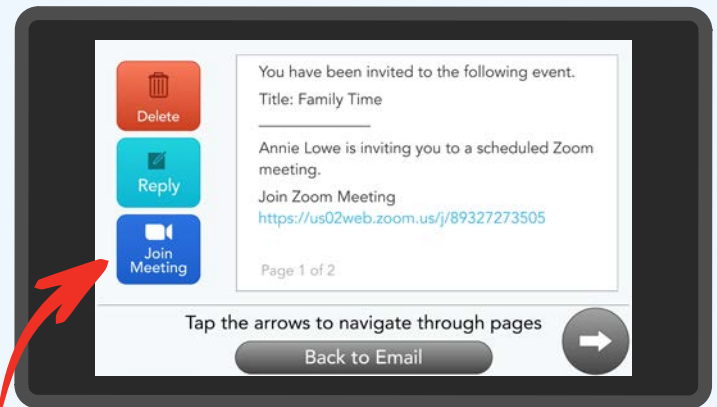
STEP 1

JOIN A VIDEO CALL BY AN EMAIL INVITATION

Use the Email app (not Zoom) to locate your Zoom video call invitation

- Open the Email invitation and tap "Join Meeting".

Note: If you're the first to enter the call you will not see others. Please wait.



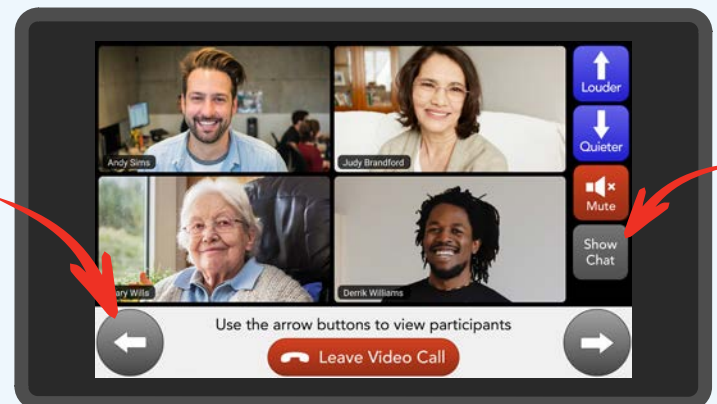
Delete the email once a meeting is over to avoid confusion in the future.

STEP 2

ENJOY THE VIDEO CALL

Up to 4 people can be seen on one screen at a time. Tap the arrows to see more participants

- Tap "Show Chat" to view messages participants can type out for clarity.
- Tap the right arrow to see more participants in the grid view.
- Tap the left arrow all the way to return to the active speaker in full screen.



Manual Zoom Meeting ID Entry

Optionally, if you are provided a meeting ID enter it from the Zoom Video Call app.

- Tap "Join Video Call" after entering the meeting ID. Some meetings may additionally require a password to join.



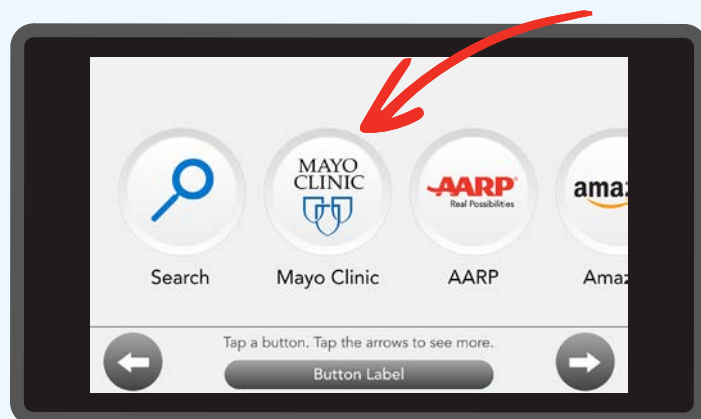


Internet: Browse, shop, play games, watch videos, or whatever you enjoy from the push of a button.

STEP 1 SELECT A SITE TO VIEW

Tap a button to go to that website

- Tap the arrows to see more sites.
- Tap "Search" and type a word or phrase to search with Google.

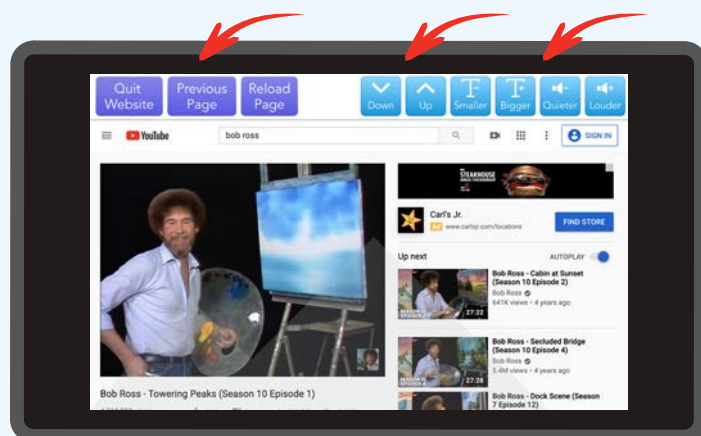


The GrandPad can either have unrestricted Internet access for the more confident user, or preapproved websites can be added as buttons for quick and easy access. Ask your family admin or call support for assistance.

STEP 2 ENJOY SURFING THE WEB

Use the persistent navigation bar to browse between web pages and adjust the experience

- Tap the navigation buttons to return to the previous page or quit and return to the site selection page (step 1).
- Tap "Down" or "Up" to move the page vertically to view more of the website.
- Adjust the volume and size of text (some sites may display text as an image; these areas will not be adjusted).





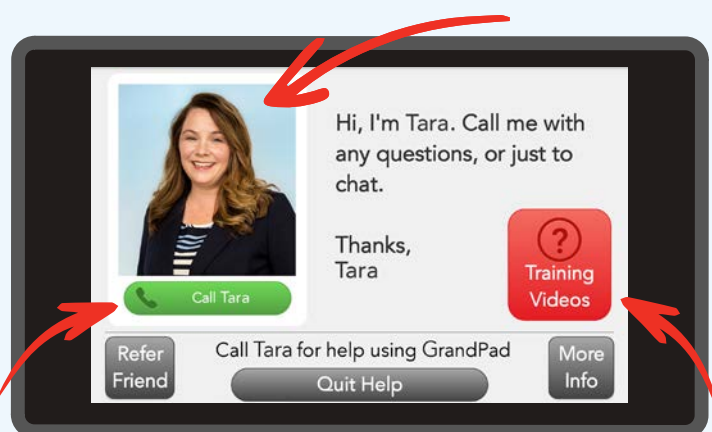
Help: Get help by watching our Training Videos or by calling your GrandPad support team.

A specialist from our customer support team is readily available to help you.

NEED HELP? CALL US

Tap the photo of the agent to initiate a call to our customer support team

- Tapping the "Call" button allows us to pull up your information and verify the account without asking potentially stressful security questions.

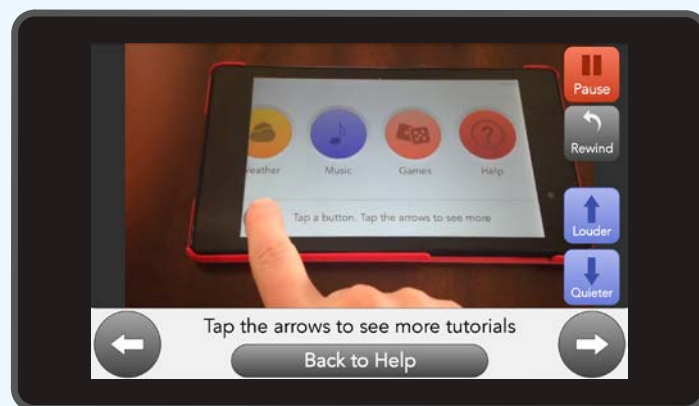


We will do our best to connect you with the same customer support agent (as long as they're available), hoping you can become familiar with each other over time. Our goal is to answer in 15 seconds or less — no hold music or long wait times.

WATCH TUTORIALS

Tap "Training Videos" to be guided through select GrandPad apps

- Use the player controls to adjust the volume, rewind, and pause so you can learn at your own pace and comfort level.



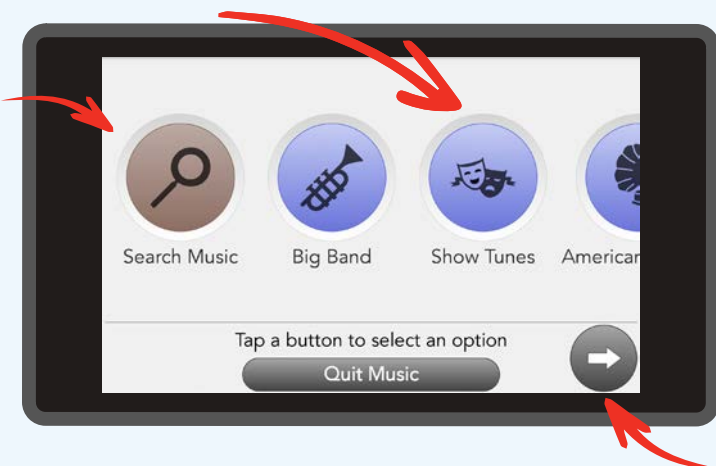


Music: Listen to specific songs by searching or by tapping the preselected music genres at any time, even while using other GrandPad apps.

STEP 1 PICK A MUSIC GENRE

Tap a music genre to start listening

- Tap the arrows to see more genres.
- Tap "Search Music" and follow the prompts if you would like to hear a specific song or artist.



The Search feature uses a keyboard, so use the stylus pen if you would like more stability and accuracy.



STEP 2 LISTEN TO MORE SONGS

Tap the arrows to begin a new song within the current genre

When a song is complete, another song will automatically play.

- Tap "Play Music In Background" to listen while using other GrandPad apps after quitting the Music app.
- Tap "Music" while using other apps to open playback controls or adjust volume levels.





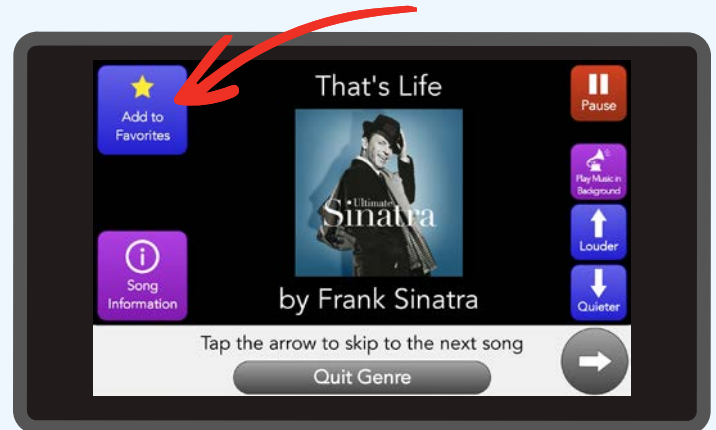
Favorite Music: From the Music app, listen to the songs you want when you want by adding them to this special album made by you.

STEP 1

START AN ALBUM OF YOUR FAVORITE SONGS

Tap "Add to Favorites" while listening to a song

Songs will be added to the "Favorite Music" button for easy playback at any time (step 4).

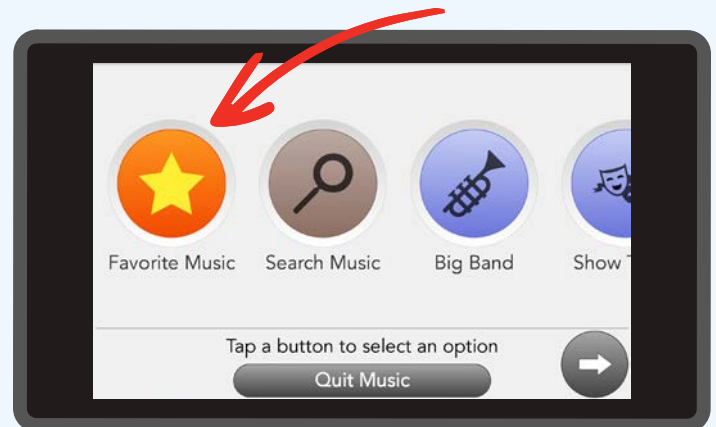


STEP 2

PLAY SONGS ADDED TO YOUR FAVORITES

Tap "Favorite Music" to listen to all the songs you have added

- The album button will appear after a song has been added.



“We know through research and from feedback from our users, their families, and caregivers, that music is incredibly powerful in stimulating cognition, reducing isolation, and reducing depression.”

– Scott Lien, CEO and Co-founder, GrandPad



Photos: Imagine this as a large photo album that you are making with your family and friends — but it's especially for you!

STEP 1

SELECT AN ALBUM

Tap the **"All Photos"** button to see all the photos on your GrandPad

Tap **"Favorites"** to view previously marked photos. The button is only visible when 1 or more photos are marked (step 2).




Tap **"Start Slideshow"** to see a carousel of photos full-screen. A new image will show every 10 seconds. Tap the screen to exit.

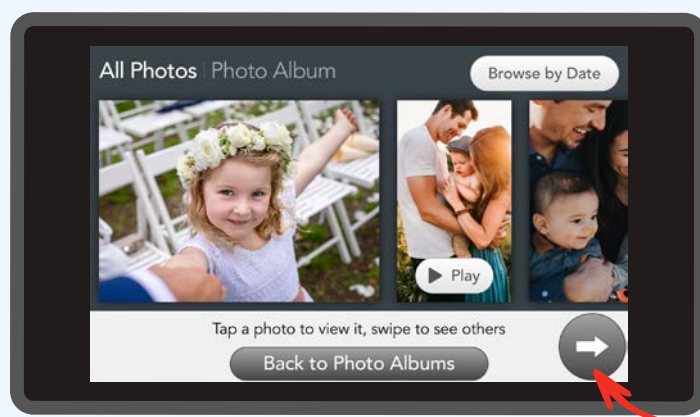
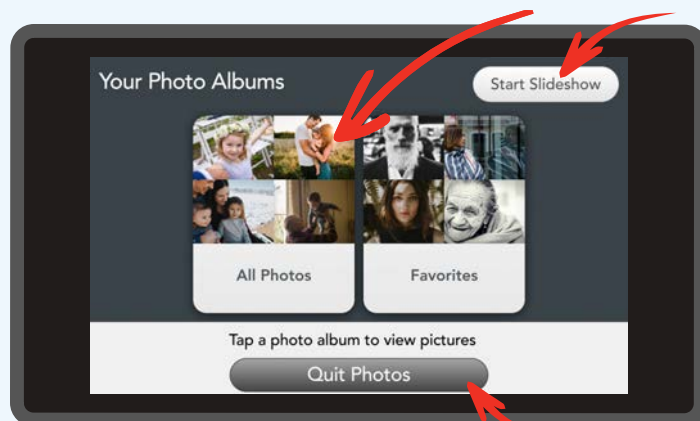
STEP 2

VIEW AND INTERACT

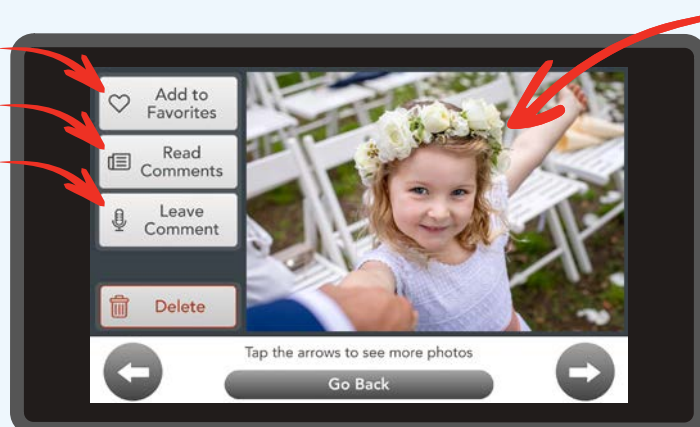
Tap arrows to scroll through all the photos within a selected album

Tap a photo to see the photo details. Tap the photo again (or wait a moment) to view in full-screen and tap again to exit.

-  Tap **"Add to Favorites"** to add the photo to your favorites album for quick and frequent viewing.
-  Tap **"Read Comments"** to view a description or comments on the photo from your family and friends.
-  Tap **"Leave Comment"** for others to hear your reaction to the photo.



Videos are indicated by a **"Watch Video"** button. Tap it to start.



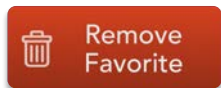
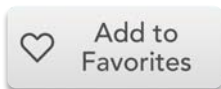
STEP 3

FIND PHOTOS BY DATE

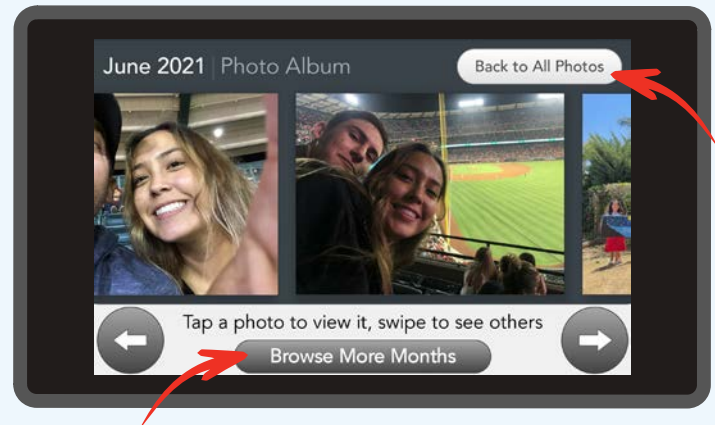
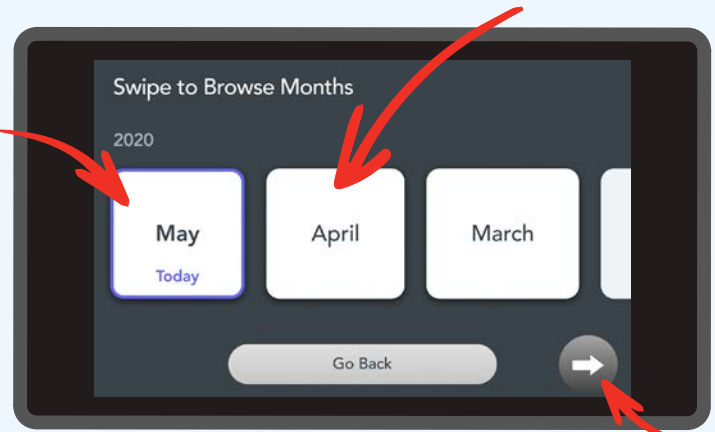
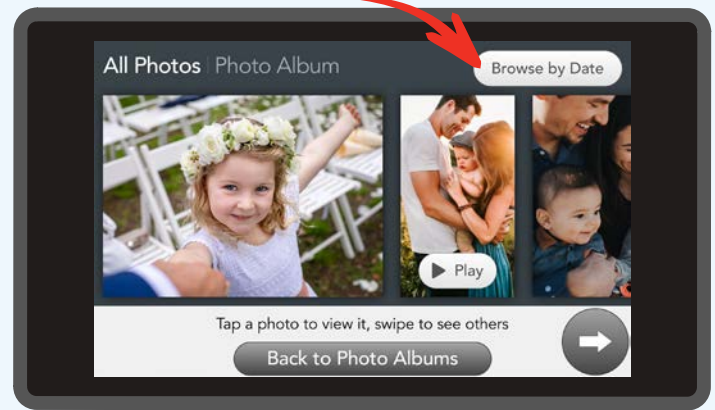
Within an album, tap "**Browse by Date**" to view by the year and month that photos were added to your GrandPad.

- The card highlighted "Today" helps to visually identify the current month.
- Tap the arrows to view more months.
- Tap "Back to All Photos" to return to the album.
- Tap "Browse More Months" to return to the month selector.

Cards that display "No Photos" are not tappable as they are empty.



While viewing a photo you particularly enjoy, tap "**Add to Favorites**" and it will be placed in the "Favorites" album for quick and frequent viewing. Add and remove photos from Favorites as often as you'd like, they are always visible in the All Photos album (see page 11).



Oops! Did you delete a photo from your All Photos album by accident?
No worries, contact customer support and we can put it back.

ENJOY SHARING ALL YOUR PHOTO ALBUMS

Use the GrandPad camera to take photos of your printed albums and share them with all your contacts. Photos taken will appear in the All Photos album. Not only does this rekindle memories, but also creates a protected digital copy.



Photos Commenting: Your contacts can leave descriptions and messages to each others photos or videos. Be sure to read them and if you'd like, you can then share your reactions back to them.

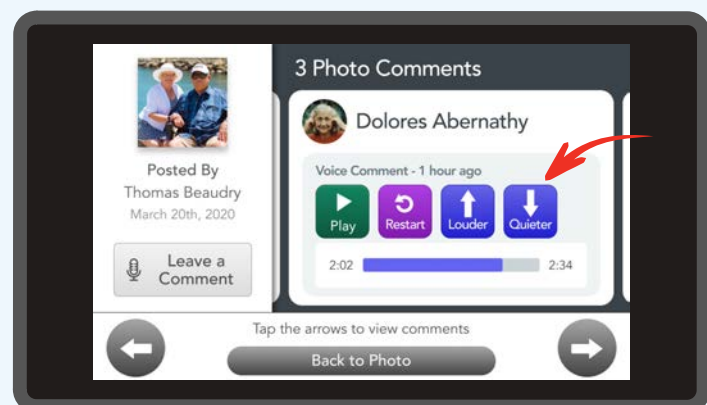
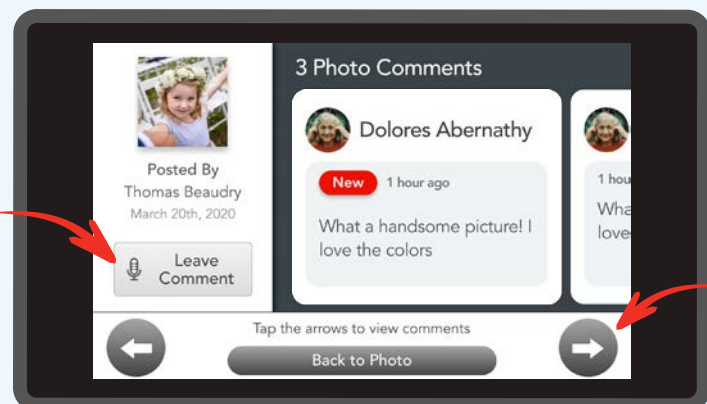
VIEW COMMENTS

Open a photo or video and then tap "Read Comments"

Comments are displayed as individual cards and are viewed independently.

- "New" indicates you have not yet seen this comment card.
- Tap the arrows to scroll through all the comment cards.
- Tap "Read Full Photo Comment" to see the complete message and then tap "Back to Photo Comments" to return to previous screen.

To listen to audio comments use the displayed playback controls on the card.

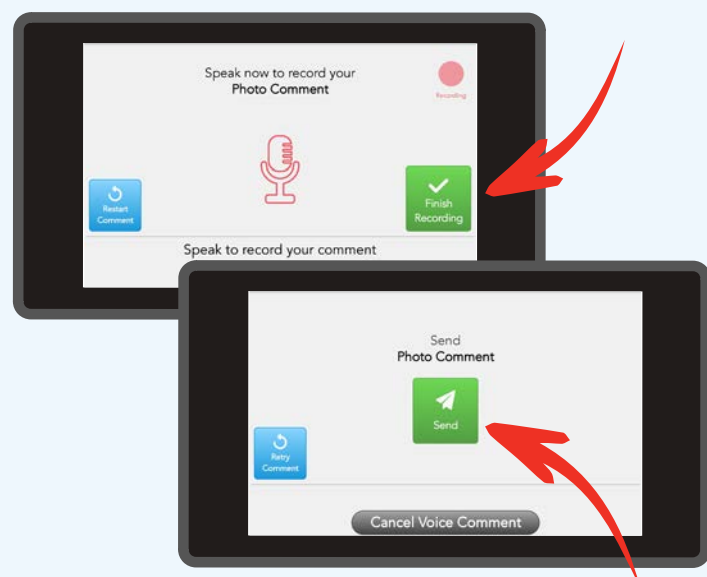


RECORD A COMMENT

Tap "Leave Comment" to record an audio message with your reaction

A ready, set, go, prompt will alert prior to recording.

- Tap "Finish Recording" when done speaking your message.
- Tap "Send" to add your comment and send a notification to all your contacts.
- Tap "Retry Comment" to delete and start recording again.
- Tap "Cancel Voice Comment" to delete and return to photo detail.





Radio: Tune in to your favorite AM/FM music, talk, and sports stations from anywhere. We've added some recommended stations to get you started.

STEP 1 CHOOSE A STATION

Tap a radio station to start listening

Touch anywhere on a large station card. A new screen will appear (step 2) and automatically begin playing.

Preset stations are managed by your family administrator or you may contact customer support via the Help button to add or remove stations to your liking.

- Tap "Quit Radio" to return to the home screen.



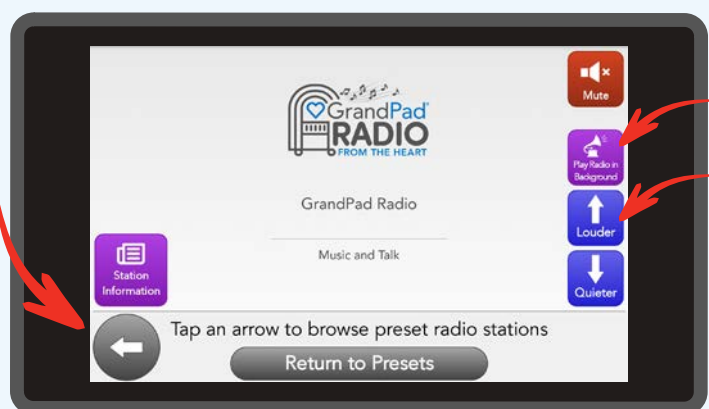
Plugin your headphones (not included) for a more personal experience.



STEP 2 CHANGE THE STATION

Use the bottom navigation arrows to browse other preset stations

- Tap the arrows to hear more stations.
- Tap "Louder" or "Quieter" to adjust the volume to your comfort level.
- Tap "Play Radio in Background" to continue listening while using other apps. Within other apps, tap "Radio Controls" to open playback controls or adjust volume levels.



Did you know GrandPad has a music and talk radio station? Tune in by pressing the GrandPad Radio card.



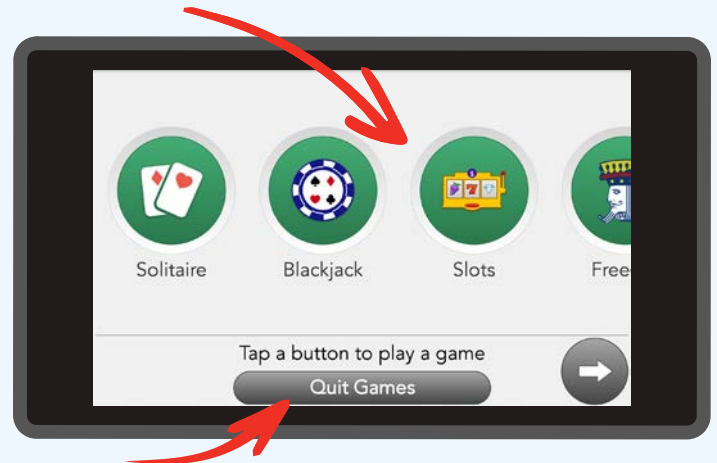
Games: Keep the mind sharp and the fun going by playing GrandPad made games designed specifically for ease of use and without ads!

STEP 1 CHOOSE A GAME

Tap the game you'd like to play

Some games may ask if you'd like to play with "Two Players." Select this option if you'd like to play with others. It's a great way to spend time with your family.

- Tap the arrows to view more games.
- Tap "Quit Games" to return to the home screen. Any game progress will be saved so that you can continue gameplay right where you left off.



STEP 2 PLAY THE GAME

Follow the game instructions on the bottom of the screen

Some games, on first open, will prompt you to learn how to play by watching a training video. To access this video again, select the "options" button in the lower left-hand corner.



**Join the fun by participating in GrandPad tournaments.
Event details are sent to your GrandPad email app.**

Select from these custom-designed, ad-free games & puzzles.

Solitaire



Bingo



Bridge



Word Scramble



Memory



Slots



Blackjack



Crossword



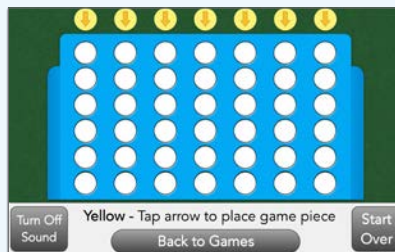
Tic Tac Toe



Freecell



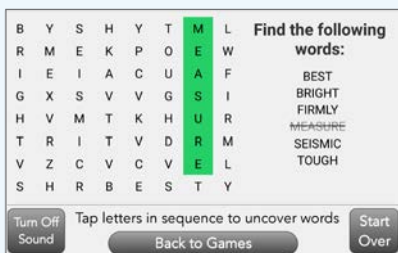
Four in a Row



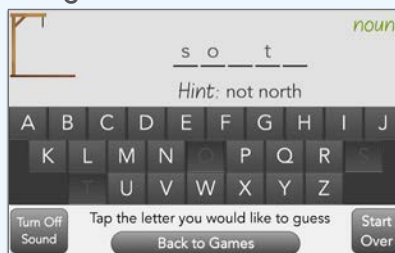
Hearts



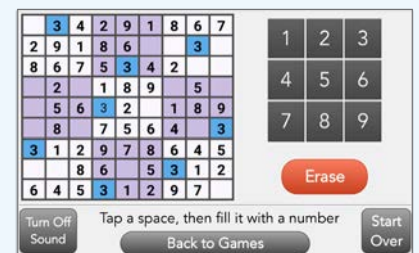
Word Search



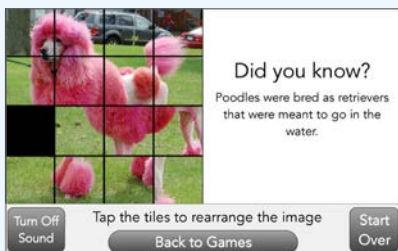
Hangman



Sudoku



Tiles



Texas Hold'em



Spider Solitaire





Email: Receive messages sent from your contacts immediately and photos shared will show in your photo library automatically.

STEP 1

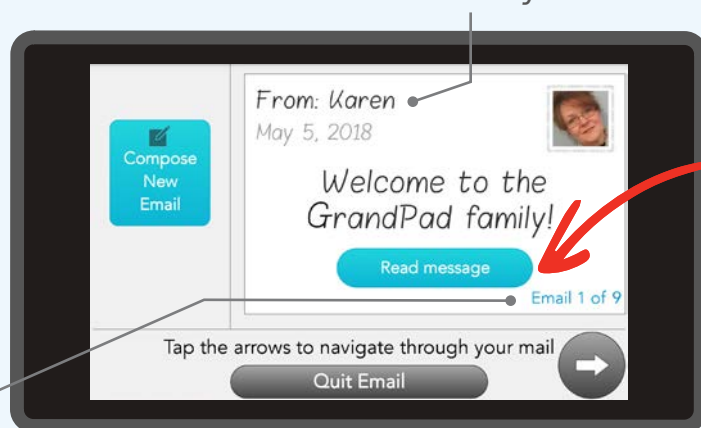
OPEN THE MESSAGE SENT TO YOU

Tap the "Read message" button to open and read your new email

Note: In this example, we are reading the first of nine emails. You can flip through all nine emails using the arrow buttons.

■ "Quit Email" returns to the home screen.

Shows the sender of your email.



STEP 2

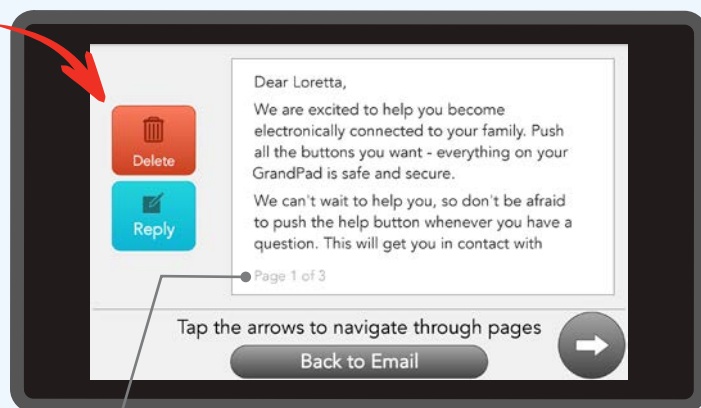
READ THE MESSAGE

Use the arrows to flip through more pages of the message

■ Tap "Delete" if you do not need to read it again.

■ Tap "Reply" if you'd like to send a response to the sender.

■ Tap "Back to Email" to return to the first email screen (step 1).



Indicates the total number of pages within this sample email.

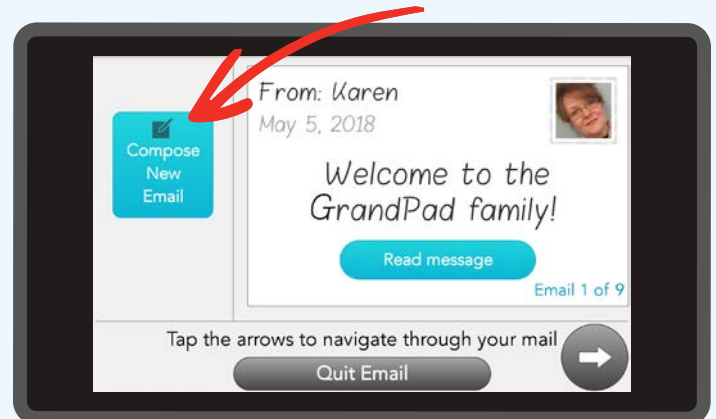
WHAT IS EMAIL? It's an Internet service that allows you to send and receive electronic letters. Emails are much like postal letters except that they are delivered immediately and you can read them on your GrandPad.

Send Voice Recorded Emails: Send voice messages instantly to your contacts. They will love to hear your voice and have the ability to listen to your message at any time.

STEP 1 BEGIN A NEW MESSAGE

Tap "Compose New Email" to start

Use this feature to send a voice message. If you'd prefer to type out your message, please call customer support.

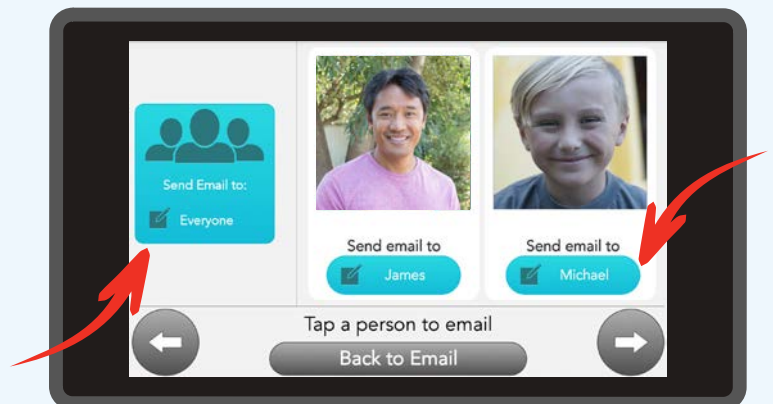


STEP 2 SELECT WHO YOU'D LIKE TO MESSAGE

Tap the image of the person you'd like to email individually

Note: Tapping "Send Email to Everyone" will include all those in your GrandPad.

■ Tap "Back to Email" to cancel and return to the previous screen.



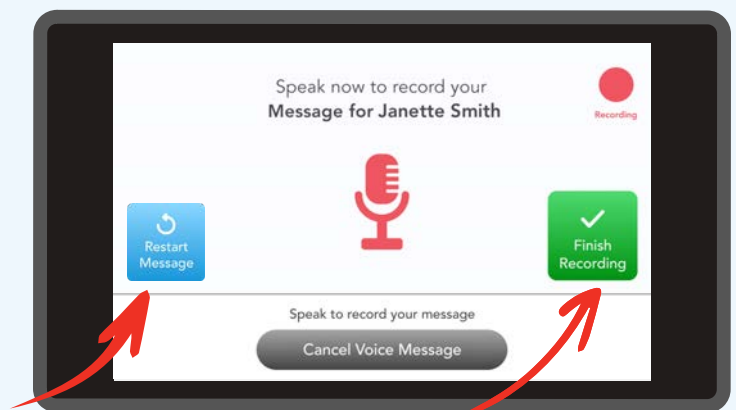
STEP 3 RECORD A MESSAGE

Begin speaking your message after the prompt. Tap "Finish Recording" when done and

■ Tap "Send" to complete the email and immediately send to the recipient.

■ Tap "Restart Message" to erase and start over.

■ Tap "Cancel Voice Message" to end the recording. It will not be sent or saved.





Weather: Check your current weather and 5-day forecast as well as all your contacts in their local time.

STEP 1 CYCLE THROUGH YOUR CONTACTS

Tap the arrows to view each of your contact's weather information

- Tap "View 5-Day Forecast" to see an extended weather forecast.

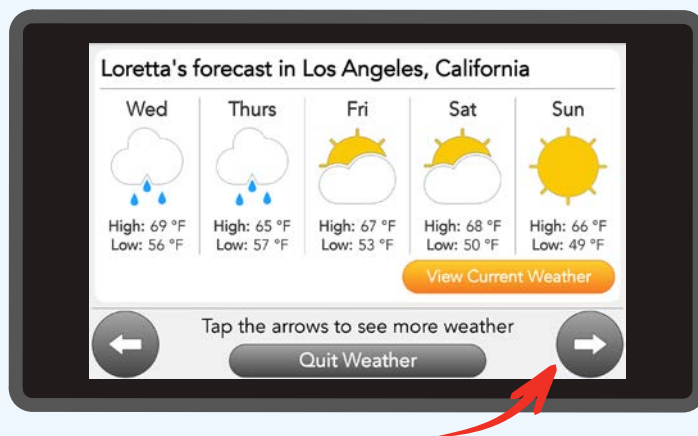


Would you like to see the weather conditions of other locations?
Do you prefer to read the temperature as Celsius? Simply use the
Help app to contact customer support. We're ready to help!

STEP 2 VIEW THE 5-DAY FORECAST

Tap the arrows to view the forecast for your other contacts

The information displayed is refreshed up to the minute, but weather information can change frequently. Be sure to check back often for the most current reports.





Camera: Take and share photos and videos with your loved ones. Photos you take will be automatically added to the Photos app.

STEP 1 TAKE A PHOTO

Point the camera at the subject and tap "Take Photo" when ready

If it seems like things are upside-down, just rotate the GrandPad right side up.

- Tap "Switch to Front Camera" to take a photo of yourself—*selfie*!



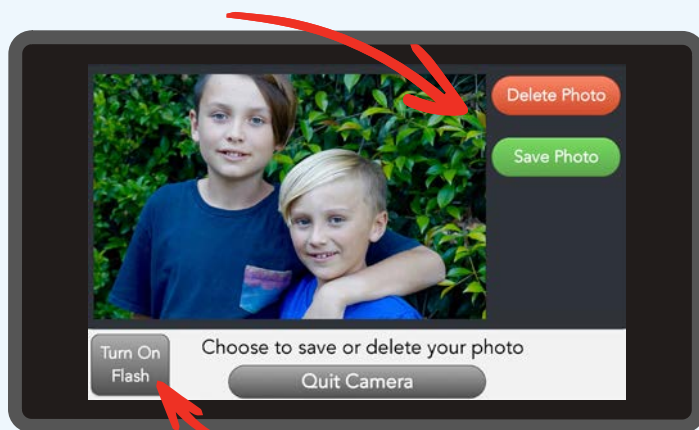
The camera lens and flash are on the back of the GrandPad. Be careful to not cover it with your finger or the protective case.

STEP 2 REVIEW THE PHOTO

Decide if you'd like to delete or save the photo

After the photo is taken, it will freeze the frame for you to review.

- Tap "Delete Photo" to erase it from your GrandPad and return to the previous screen.
- Tap "Save Photo" to add it to your All Photos album. Then you will be asked if you want to share it with your family.



Use "Turn On Flash" in low light environments or if the image seems dark.



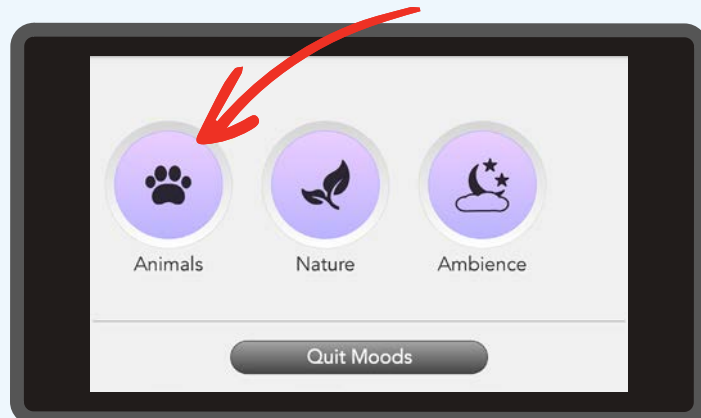


Moods: Watch and listen to relaxing videos of nature, animals, seasons, and more.

STEP 1 SELECT A CATEGORY

Tap a button to view moods related to a category

- Tap "Quit Moods" to return to the home screen.

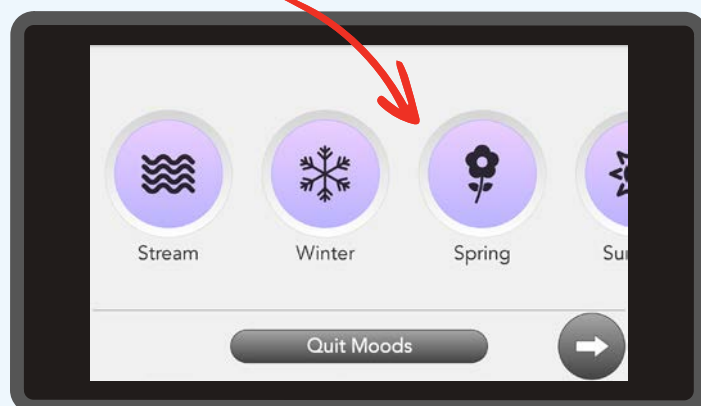


STEP 2 SELECT A MOOD

Tap a button to view that mood

- Tap the arrows to scroll through more video options.
- Tap "Back to Moods" to return to the category selector (step 1).

Moods auto-play in full screen and without interruption.

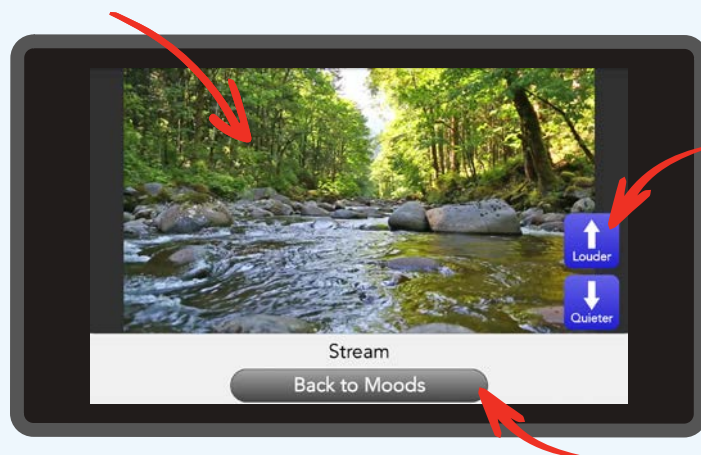


STEP 3 OPEN VIDEO CONTROLS

Tap the center of the screen at any time to open the video controls.

Tap the video to return to full-screen.

- Tap "Louder" to increase sound.
- Tap "Quieter" to decrease sound. Tap multiple times to turn sound off.
- Tap "Back to Moods" to return to Moods selector buttons (step 2).



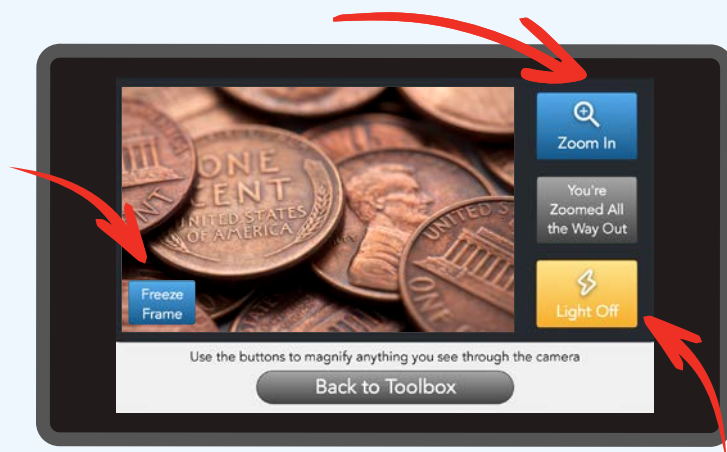


Toolbox: Includes a magnifying glass, flashlight, and calculator to help in your day-to-day.

MAGNIFYING GLASS

Point the camera at an object just like a physical magnifying glass

- Tap "Zoom In" or "Zoom Out" to see the object larger or smaller.
- Tap "Freeze Frame" to stop motion. Great for reading long paragraphs or to assist a shaky hand.
- Tap "Light On" to turn on a light on the back of the GrandPad.



FLASHLIGHT

Tap "Turn On Flashlight" to activate the light on the back of the GrandPad

- Tap "Turn Off Flashlight" to deactivate.
- Tap "Back to Toolbox" to cancel and return to the previous screen. Light will automatically turn off.

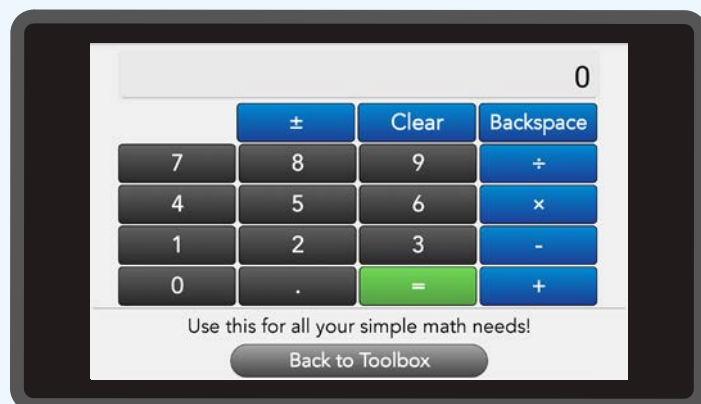
Note: Be sure the flap of the protective case is not blocking the light.



CALCULATOR

Use the simple calculator as you would a physical calculator

Note: The last calculation will not be stored after exiting the calculator app.





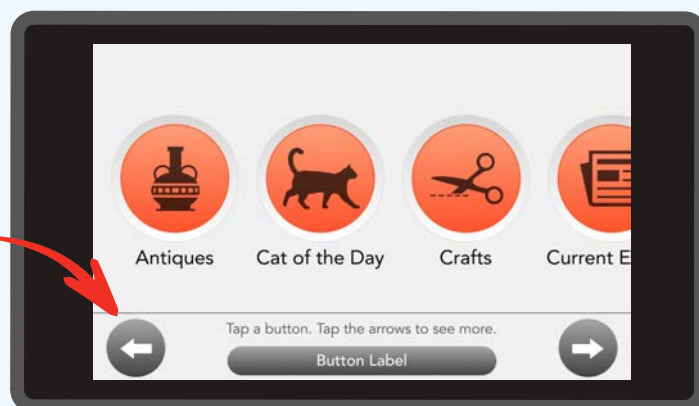
Articles: Read curated articles from a wide variety of sources. Check back each day for new content.

STEP 1 CHOOSE A TOPIC

Select from the GrandPad curated topics to view the enclosed articles

- Tap the arrow buttons to see more topics to choose from.

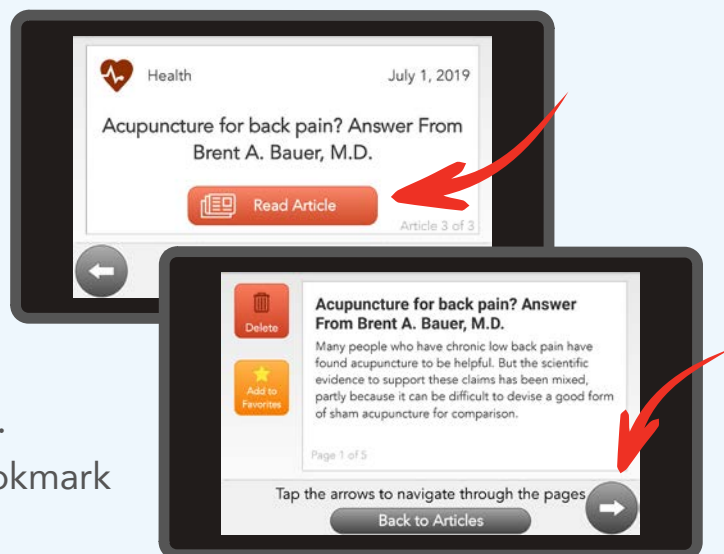
Note: If you see the word "New" in front of a topic that indicates that a new article has been added to that topic.



STEP 2 SELECT AN ARTICLE TO VIEW

Tap the arrows to view additional articles to read within the topic

- Tap "Read Article" to open the article.
- Tap the arrows to forward through pages.
- Tap "Add to Favorites" if you'd like to bookmark the specific article. It will appear in the "Favorites" button on the Topics screen.



AVAILABLE TOPICS (updated daily or throughout the week): Cat of the Day, Dog of the Day, Pet of the Day, NASA Photo, Daily Photo, Weekly History, Historical Conflicts, Media History, Sports History, Nature, Laugh, Current Events, Religion, Travel, Home and Garden, Recipes, Antiques, Health, Crafts, Met Museum, GrandPad Blog with tips and tricks.

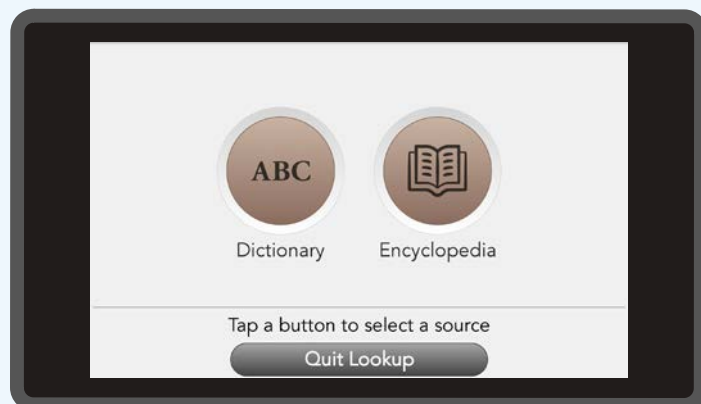


Lookup: Search words or topics with our simplified and safe dictionary or encyclopedia.

STEP 1

SELECT EITHER THE DICTIONARY OR ENCYCLOPEDIA

Use the Dictionary to view word meanings and Encyclopedia for topical studies.



STEP 2

SEARCH THE SUBJECT OR WORD

A Use the keyboard by tapping the letters with your finger or stylus

Tap "Numbers" to switch the keyboard to enter numbers. Tap "Letters" to switch back.

B Tap "Search" and select the result that best matches your request

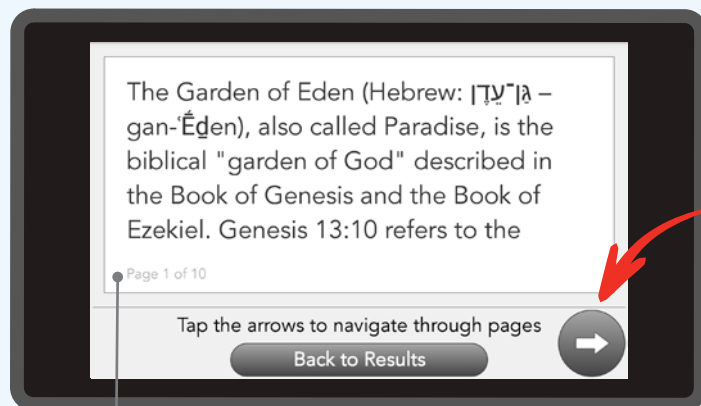


STEP 3

GROW IN KNOWLEDGE AND UNDERSTANDING

Use the arrows to navigate between articles with multiple pages

Tap "Back to Results" to return to the previous screen.



Indicates the total number of pages of the search result.



Settings: This advanced feature is used to manage your GrandPad's connection to a WiFi account. Ask your family admin or call customer support for help.

STEP 1

SETUP A WiFi NETWORK

Tap "WiFi" to start connecting your GrandPad to an existing network

Run a "Speed Test" on an already connected network to evaluate its performance.

STEP 2

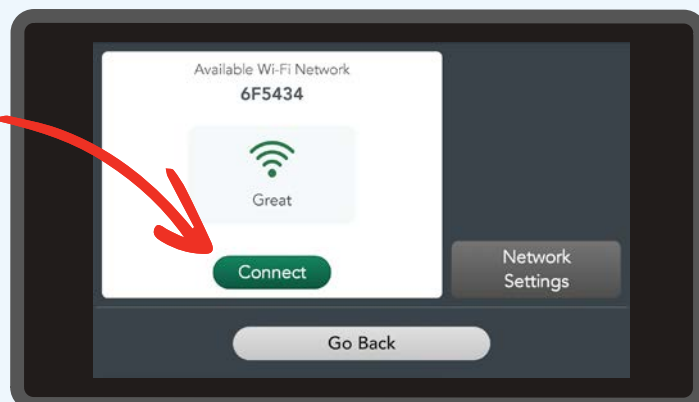
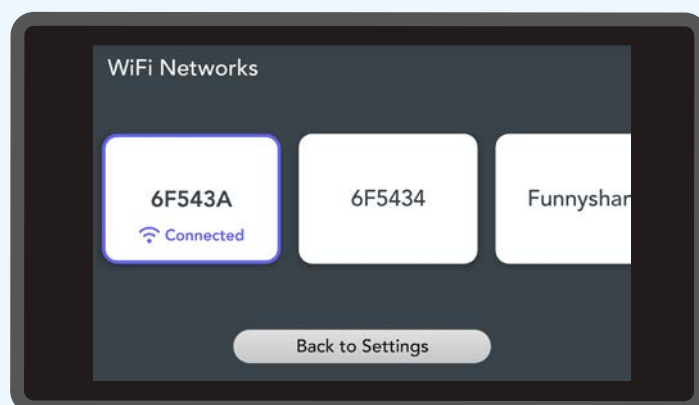
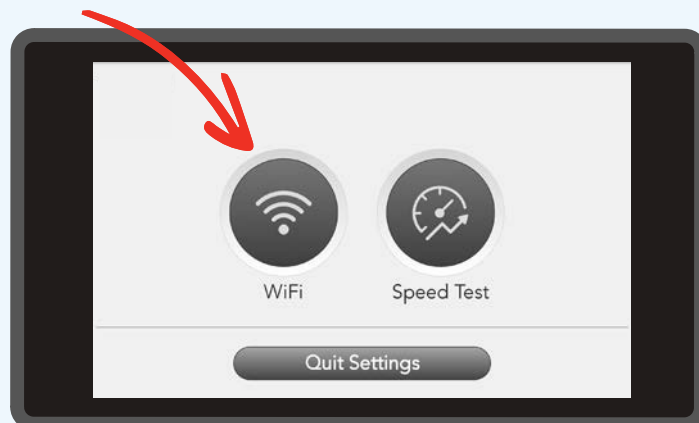
CONNECT TO A KNOWN NETWORK

Tap the network name to join

You will then see the network:

- Tap "Connect" and type the password.
- On the following screen tap "Submit", getting a success or failed menu.

Note: If a network has a 'Terms of service' notification will appear in a web-view after joining the network.



To disconnect from a network, tap into the network you're connected to and select the red "Disconnect" option. If you would like to re-connect to this network, select the green "Connect" option. You will not be required to input the password again. This is only required if you follow the "Forget Network" steps.

The GrandPad app connects you to your loved ones.



Tell your friends and family members to use the free companion app on their Apple and Android phones and tablets to share pictures and videos, make video calls, and stay connected with you on your GrandPad.



Visit GrandPad.net to learn more about GrandPad products and services.

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