



## Support available for The Grid 2

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The Grid 2 was developed by Smartbox. The Grid 2 communication and computer access software is available on devices that support Windows Vista, XP, 7, or 8.

The Grid 2 has been superseded by Grid 3 and no longer available for download but support in programming and troubleshooting is still available for The Grid 2 software. Your primary Speech Pathologist will be able to support you but if you are looking for more support you could try the following:

### ILC Assistive Technology Service

Independent Living Centre

[technology@ilc.com.au](mailto:technology@ilc.com.au) or 9381 0600

[www.ilc.com.au](http://www.ilc.com.au)



### Zytecq

Zytecq is a Melbourne-based, Australian supplier of assistive technology. They specialise in speech generating devices and have Speech Pathologists on staff that are available for support and training, via phone, email and Skype. Zytecq provides a range of equipment, training, trials, and services Australia wide.



*Training and support:* Zytecq offers phone support via a freecall number; online support in the form of useful resources and information; remote access to Windows-based devices; Skype video support; face to face training and support by appointment; and paid online training and support packages.

Zytecq produces a blog and electronic newsletter. To sign up to their newsletter, enter your name and email address on the homepage of their website.

*Hire:* Zytecq offer a range of options for trialling equipment when supported and coordinated by a primary therapist. Support and guidance is available throughout the trial period. Trials are typically free with the cost of returning the equipment covered by the borrower. Waitlists may apply to some devices.

#### Contact information:

Email: [info@zytecq.com.au](mailto:info@zytecq.com.au)

Phone: (03) 9696 2944

Fax: (03) 9696 1755

Freecall: 1800 818 353

<http://www.zytecq.com.au>

This resource was developed by the Assistive Technology Team at the Independent Living Centre WA.

Phone: 08 9381 0600 | Web: [www.ilc.com.au](http://www.ilc.com.au) | Email: [help@ilc.com.au](mailto:help@ilc.com.au)

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## Smartbox

<https://thinksmartbox.com/>

Smartbox is a UK based company who develop hardware and software for individuals with disabilities. Their technologies include communication aids, environmental control, computer control, and interactive learning.

## Manuals and Online Support

- Smartbox support page: <https://thinksmartbox.com/smart-support/knowledge-base/>
- Smartbox Assistive Technology YouTube Channel:  
<https://www.youtube.com/channel/UCCuKGigoHKFmTwGLm1n8OgA>

## Websites for more information

- Online sharing of The Grid 2 grids (Online Grids):  
<https://grids.thinksmartbox.com/en/grid-bundles/search/by-category/grid2>
- Zyteq: [http://www.zyteq.com.au/products/software/the\\_grid\\_2](http://www.zyteq.com.au/products/software/the_grid_2)

## Apps

- Grid Player <https://thinksmartbox.com/product/grid-player/>  
<https://itunes.apple.com/au/app/grid-player/id456278671?mt=8>

This app can support some Grid sets made with the Grid 2 but not all. (*Will not support PODD 15*)



**Grid Player** 4+  
Sensory Software International  
Free



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