

# USER GUIDE



 GrandPad<sup>®</sup>

# START WITH THE BASICS

GrandPad® is built with you in mind. No complications. A simple and secure way keep you connected with the ones you love.

Swipe or tap with your finger to navigate.

## Home Screen

Access all your pre-loaded applications (apps) from the home screen.

## Home Screen Buttons

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

"New" will appear before an app title to indicate there is added content to view.

Use the stylus pen to help increase stability and accuracy.

## Enhanced Speakers

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

## Page Instructions

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

## Charging Cradle

Return the GrandPad back to the charging cradle for charging.

## Protective Case

Always leave the case on to protect your GrandPad.

## Arrow Buttons

Tapping the arrows will let you see more buttons on the home screen and more content within each app.

Questions? Need help? Call (800) 704-9412

 GrandPad®

# HOW TO USE THE CHARGING CRADLE

## 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 power is on.



## STEP 2

### KEEPING YOUR GRANDPAD CHARGED

Place your GrandPad on the Charging Cradle (as shown) and it will automatically turn on

- A white light turns on to verify charging.
- 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!



### 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.





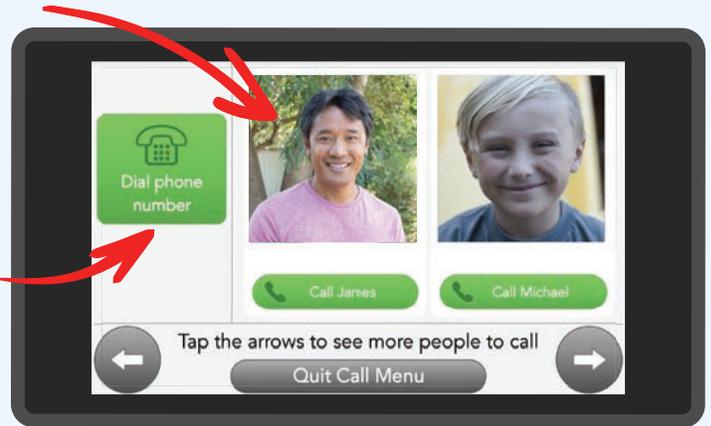
CALL

## 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 out to any number.
- Tap the arrows to see more contacts.
- Tap "Quit Call Menu" to go back to the home screen.



## STEP 2

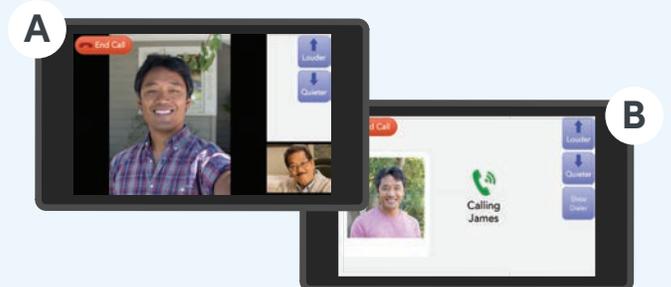
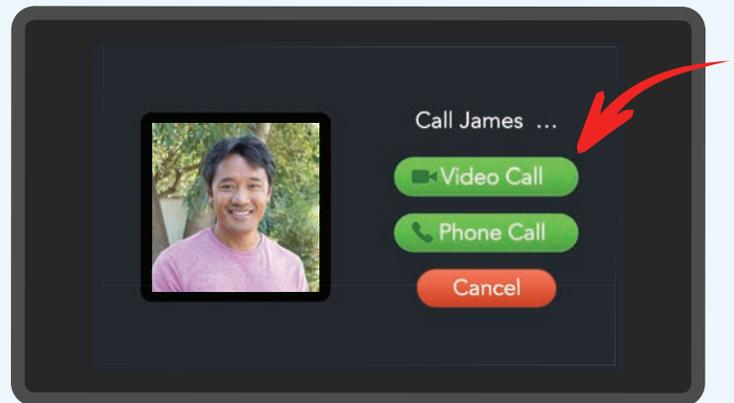
### CHOOSE HOW YOU WOULD LIKE TO TALK

**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).





## READ EMAIL

### 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 home screen.

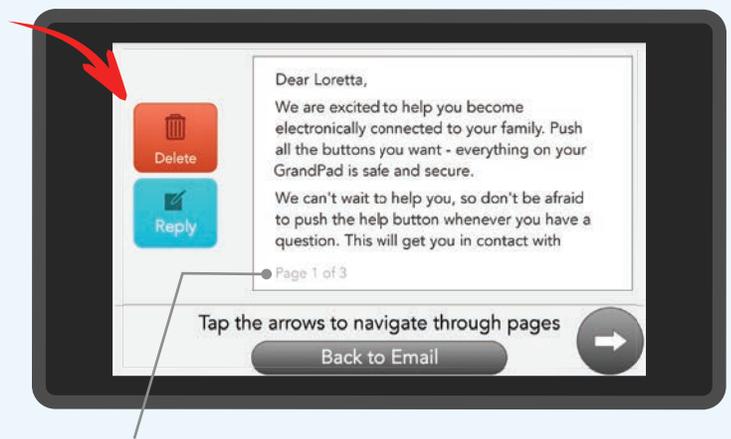
Shows the sender of your email.



### 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 as shown in step 1.



**WHAT'S AN 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.

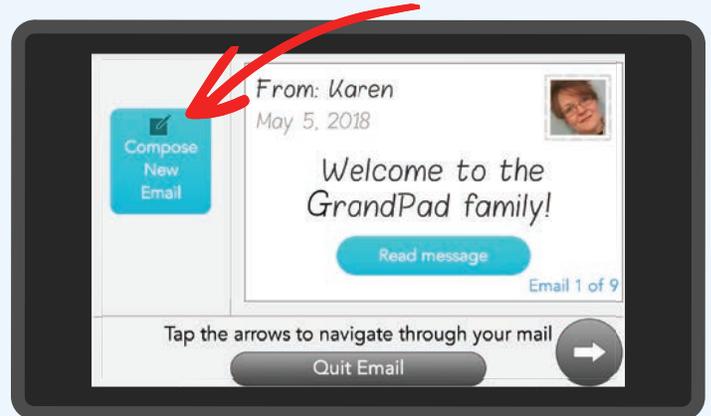


## COMPOSE EMAIL

### 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 our Help line.

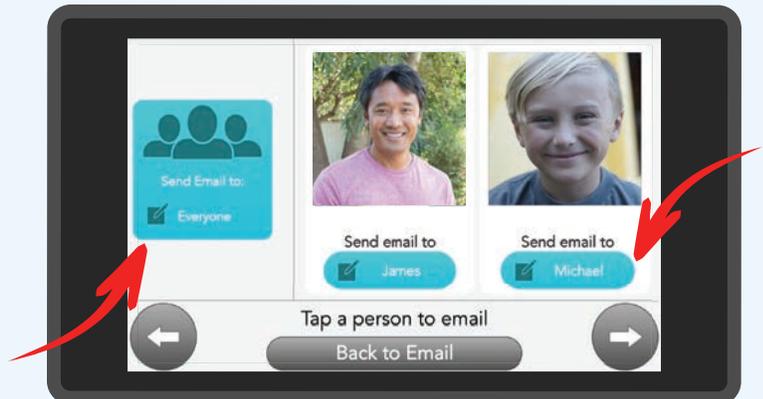


### STEP 2 SELECT THOSE YOU'D LIKE TO MESSAGE

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.

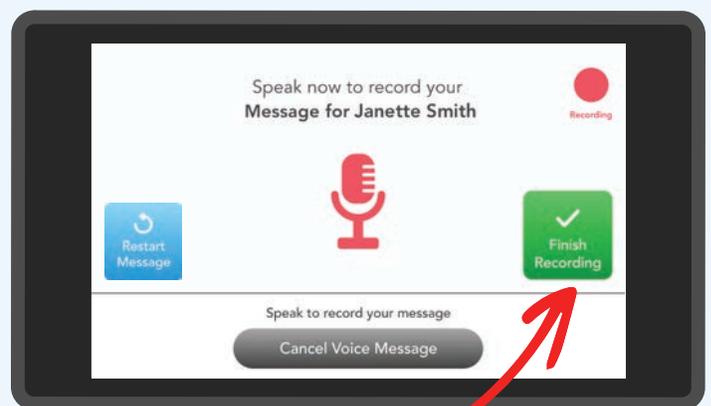
- Tap "Back to Email" to cancel and return to the previous screen.



### STEP 3 RECORD A MESSAGE

Recording will automatically begin after a prompt. When done speaking, tap "Finish Recording"

- Tap "Cancel Voice Message" to end the recording and cancel the message. It will not be sent or saved.





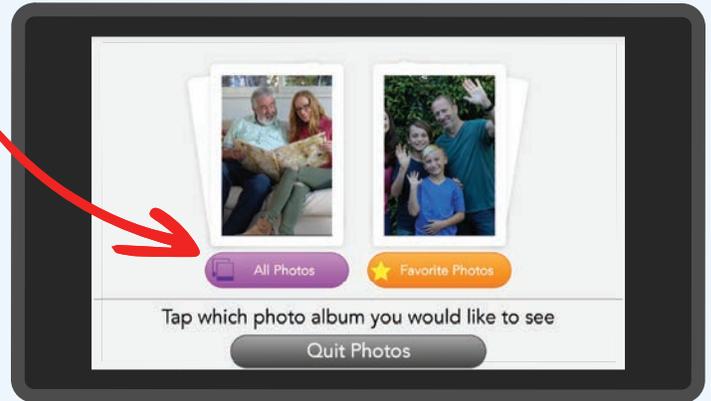
## PHOTOS

### STEP 1

## VIEW SHARED PHOTOS

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

Note: The Favorite Photos album is a collection of only your favorite photos selected within the All Photos album.



### STEP 2

## SEE MORE PHOTOS

Tap the arrows to see more pictures

- 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 (if one exists).
- Tap "Leave comment" for others to hear your reaction to the photo.

After a time, you'll see the photo get larger and the buttons disappear—this is "Full screen mode". Press anywhere on the screen to bring back the controls.





## CAMERA

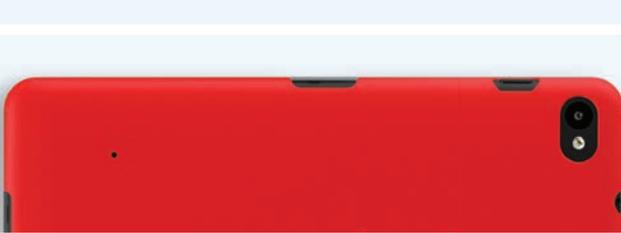
### STEP 1

## 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 completely from your GrandPad and return to 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.





WEATHER

## How's the weather?

Check the current weather and the 5-day forecast of all your GrandPad contacts.

### STEP 1 CYCLE THROUGH YOUR CONTACTS

Tap the arrows to view each of your contacts weather information

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

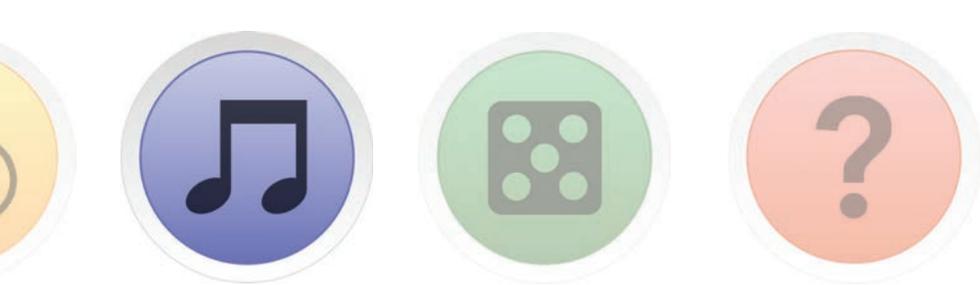


### STEP 2 VIEW THE 5-DAY FORECAST

Tap the arrows to view the forecasts of other GrandPad contacts

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.



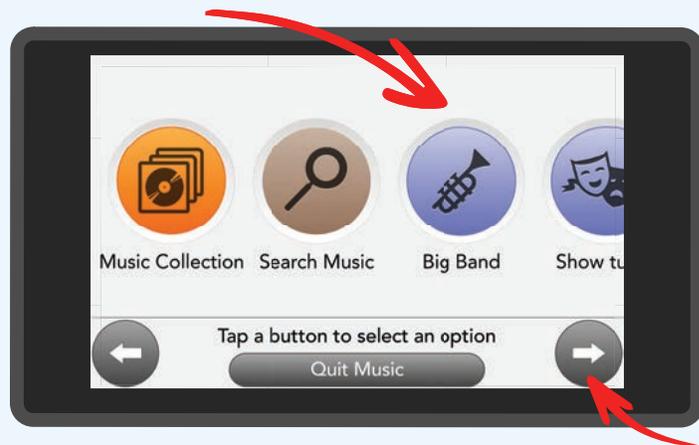


## MUSIC

### STEP 1 PICK A MUSIC GENRE

Tap a music genre to start listening

- Tap "Search Music" and follow the prompts if you'd like to hear a specific song or artist.
- Tap "Music Collection" for quick access to songs you've chosen (step 2).



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

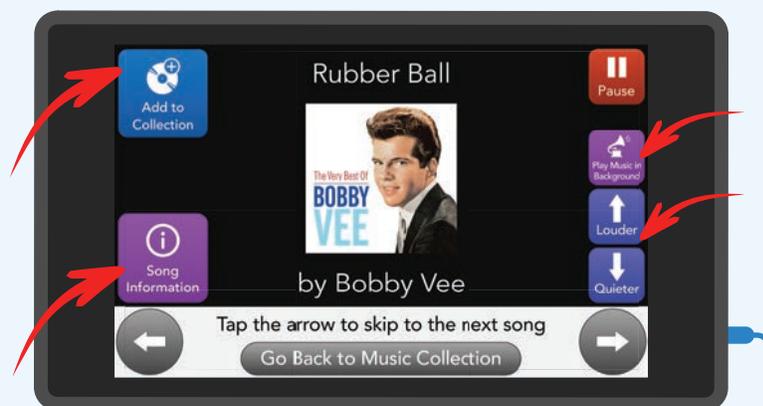


### STEP 2 LISTEN TO A DIFFERENT SONG

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

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

- Tap "Louder" or "Quieter" to adjust the volume to your comfort level.
- Tap "Add to Collection" to add the song to your music collection.
- Tap "Background Music" to listen while using other GrandPad apps.



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





## GAMES

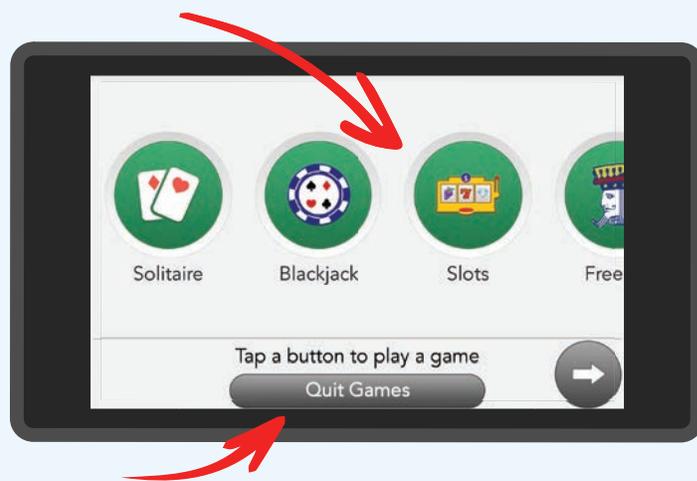
Keep your mind sharp and the fun going!

### STEP 1 CHOOSE A GAME

Tap the game you'd like to play

Note: 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 "Quit Games" to return to the home screen.

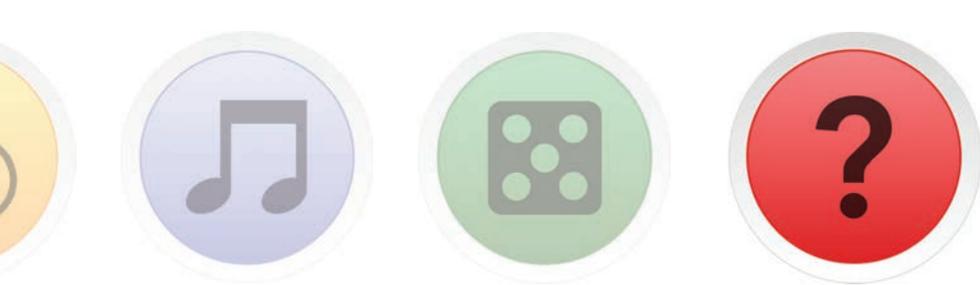


### STEP 2 PLAY THE GAME

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.





HELP

## A specialist from our Membership Experience team is available to help.

Tap the photo of the Member Experience specialist to call our white-glove, live customer support

- Tap "Training Videos" to watch step-by-step tutorials regarding the features on your GrandPad.

Contact us through your GrandPad and we can pull up your information and verify the account without asking potentially stressful security questions or passwords.



**We're here for YOU!**  
Give us a call to resolve an issue or just to hear a friendly voice.

If you, a friend, or anyone in your family has any further questions, visit our website at [www.GrandPad.net](http://www.GrandPad.net), or call the number below.

Questions? Need help? Call (800) 704-9412

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