

# TRIAL GUIDE



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<b>Head Office</b>	<ul style="list-style-type: none"><li>• General Enquiries</li></ul>	<a href="mailto:office@linkassistive.com">office@linkassistive.com</a> (08)7120 6002
<b>Link Assistive Loans</b>	<ul style="list-style-type: none"><li>• Loans requests</li><li>• Loan enquiries</li><li>• Device return enquiries</li></ul>	<a href="mailto:loans@linkassistive.com">loans@linkassistive.com</a> (08)7120 6002
<b>Technical Support</b>	<ul style="list-style-type: none"><li>• Device hardware issues</li><li>• Device software support</li></ul>	<a href="mailto:support@linkassistive.com">support@linkassistive.com</a> (08)7120 6002
<b>Speech Pathology Clinical Support</b>	<ul style="list-style-type: none"><li>• Client specific support</li><li>• Implementation of the device</li></ul>	<a href="mailto:charlene@linkassistive.com">charlene@linkassistive.com</a> <a href="mailto:loren@linkassistive.com">loren@linkassistive.com</a> <a href="mailto:jessica@linkassistive.com">jessica@linkassistive.com</a> <a href="mailto:amy@linkassistive.com">amy@linkassistive.com</a>

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(08)7120 6002

# 1. Trial Steps and Considerations

<b>Before Your Trial</b>	
Complete loan request	<p>Complete online: <a href="https://linkassistive.com/equipment-loan-form/">https://linkassistive.com/equipment-loan-form/</a></p> <p>Any questions please contact <a href="mailto:loans@linkassistive.com">loans@linkassistive.com</a></p> <p><i>Request any accessories you require eg switches, mounts</i></p>
Confirm dates for loan	Link Assistive Loans will contact you offering dates, confirm delivery address
Complete the Loan Agreement Form	<p>You will receive a loan agreement form. Sign and return it to <a href="mailto:loans@linkassistive.com">loans@linkassistive.com</a></p> <p><i>Link Assistive has insurance for the equipment when it is in transit to and from the borrower. The individual or organization signing the Equipment Loan Agreement is liable for all costs if the equipment is damaged, lost or stolen.</i></p>
Record details of device to trial	<b>See “2. Communication System Summary”</b>
Contact Link Assistive for support if required	Our clinical team is available for support if you are unfamiliar with the device and software
Set goals for trial	<p>Set goals to record during the trial. The following pages in the handbook can support you with this.</p> <p><b>See “3. Goals for Trial”</b></p>
Begin familiarising with software	<p>Download the trial software, begin programming, decide on set up and layout so you are ready to go when device arrives.</p> <p><b>See “4. Support Resources”</b></p>
Set up appointments with the client	During the trial it is recommended you see and stay in touch with your client regularly
<b>Your Trial</b>	
Receive device	The device will be delivered to your preferred address on the day before your trial is due to commence
Charge device and turn on	<p>Check the device is charged prior to taking to the client.</p> <p><i>Should the equipment not operate properly when it arrives, please notify Link Assistive immediately upon noticing the malfunction and request instructions.</i></p>

Check accessories	Check you have received all accessories, mounts you are expecting
Program and customise device to the individual	Make further programming and customisations as needed throughout trial.  <i>Devices get reset when they are returned.</i>
Record data during the trial	<b>See “5. Trial Records”</b>
Troubleshoot Technical Difficulties	Call or email Link Assistive for support (08) 7120 6002 <a href="mailto:support@linkassistive.com">support@linkassistive.com</a>  Link Assistive will use Teamviewer to log into your device.  Booking an appointment time is preferred  <b>See “7. Accessing technical support”</b>
<b>At the End of the Trial</b>	
Back up device	Save the programming at the end of the trial to USB or cloud account (MyTobii Dynavox, Smartbox Account)
Return device	Post/ courier device on the end date of your trial or next business day
Evaluate the trial	Consider the strengths and weaknesses of the communication device trialled and whether goals were achieved.  <b>See “5. Trial Evaluation”</b>
Consider alternative device options and complete further trials as required	Identify the key features the individual needs and whether each device supports these features.  Use the SETT Framework <a href="https://bit.ly/settframeworktool">https://bit.ly/settframeworktool</a> and/or Link Assistive Feature Matching Chart to help you <a href="http://bit.ly/CommunicationDeviceFeatureMatching">http://bit.ly/CommunicationDeviceFeatureMatching</a>  Tobii Dynavox Webinar: <a href="http://bit.ly/featurematching">http://bit.ly/featurematching</a>
Complete funding application if required	Include information about all device trials, feature comparisons and goals.  <b>NDIS AT Form:</b> <a href="https://bit.ly/ndisatforms">https://bit.ly/ndisatforms</a>  <i>For information regarding AT Australian Standards (or ISO AT standards) see <a href="https://www.linkassistive.com/product-compliance-ndis/">https://www.linkassistive.com/product-compliance-ndis/</a></i>  <i>For information regarding product warranty see <a href="https://www.linkassistive.com/product-compliance-ndis/">https://www.linkassistive.com/product-compliance-ndis/</a></i>

## 2. Communication System Summary

Record details of the device being loaned for future records and to support funding applications

<b>Device Name:</b>	
<b>Software:</b>	
<b>Page set/ vocabulary:</b>	
<b>Access method &amp; settings</b>	
<b>Mounting system:</b>	
<b>Supplier of trial device:</b>	Link Assistive: (08) 7120 6002, <a href="mailto:support@linkassistive.com">support@linkassistive.com</a>
<b>Support Websites/ resources:</b>	
<b>Trial start date:</b>	
<b>Trial end date:</b>	

### Frequency of use throughout the trial:

continuously       multiple time a day       a few times a week       other \_\_\_\_\_

### Where the system was used during the trial:

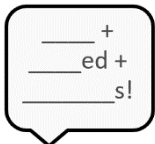
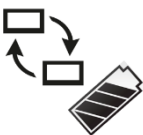


home       school       work       community       other \_\_\_\_\_

*Take photos /video of the device set up, communication page set etc*

### 3. Goals for the Trial

**Individual's (NDIS) Goal:**





Set sub-goals across the four areas of communicative competence for the trial (Light & McNaughton, 2014). Ensure your goals are specific and measurable (SMART). You may not have a goal in every area but aim for 3-4 goals in total.

<p><b>Linguistic</b></p> 	<p><b>Operational</b></p> 
<p><b>Social</b></p> 	<p><b>Strategic</b></p> 

**Information on goal setting and suggestions of goals:**

- Pathways for Core First Goals Grid <https://www.tobiidynavox.com/learn/pathways/>
- Dynamic AAC Goals Grid 2 <https://bit.ly/dagg2assessment>
- Setting Goals for AAC <https://ilc.com.au/ilc-tech-resources-communication/>
- Ready Set Goal <https://bit.ly/readyssetgoalsaltillo>

## 4. Support Resources

<p><b>Link Assistive Resources</b></p> 	<p><b>Webinars</b> <a href="https://www.linkassistive.com/live-webinars/">https://www.linkassistive.com/live-webinars/</a>  <b>FAQs</b> <a href="#">Link Assistive Wiki</a>  <a href="#">You Tube Page</a>  <b>Assessment and Implementation Resources</b> <a href="https://linkassistive.com/tobii-dynavox-resources/">https://linkassistive.com/tobii-dynavox-resources/</a>  <b>Product AT Standards and Warranty</b>  <a href="https://www.linkassistive.com/product-compliance-ndis/">https://www.linkassistive.com/product-compliance-ndis/</a></p>
<p><b>Tobii Dynavox Resources</b></p>  <p><i>Software:</i>  Tobii Dynavox Snap, Communicator 5, Computer Control</p> <p><i>Hardware:</i>  Indi, I-110, I-13, I-16, Eye Mobile Plus</p>	<p><b>User Manuals &amp; Online training</b>  Click on the device or software specific to your trial  <a href="https://www.tobiidynavox.com/support-training/">https://www.tobiidynavox.com/support-training/</a></p> <p><b>Webinars</b>  There are several free webinars by Tobii Dynavox available with information on feature matching, assessment and implementation if you are new to the area of AAC. They are approximately an hour long:  <a href="http://bit.ly/webinartobiidynavox">http://bit.ly/webinartobiidynavox</a></p> <p><b>Software downloads &amp; Trials</b></p> <ul style="list-style-type: none"> <li>• TD Snap <a href="https://bit.ly/snaptrial">https://bit.ly/snaptrial</a></li> <li>• TD Snap PODD <a href="https://bit.ly/snappoddtrial">https://bit.ly/snappoddtrial</a></li> <li>• Communicator 5 <a href="https://bit.ly/c5trial">https://bit.ly/c5trial</a></li> </ul> <p><b>Tobii Dynavox Professionals Account</b>  This program gives speech pathologists free full access to Tobii Dynavox software: <a href="https://bit.ly/TDprofessionals">https://bit.ly/TDprofessionals</a></p> <p><b>Pathways for Core First</b>  Free companion app with lesson plans, goals grid, editing videos for Snap Core First <a href="http://bit.ly/PathwaysCoreFirst">http://bit.ly/PathwaysCoreFirst</a></p>
<p><b>Smartbox Resources</b></p>  <p><i>Software:</i>  Grid 3, Look to Learn, Look to Read</p>	<p><b>User Manuals &amp; Online training</b>  <a href="https://thinksmartbox.com/smart-support/">https://thinksmartbox.com/smart-support/</a></p> <p><b>Software downloads &amp; Trials</b></p> <ul style="list-style-type: none"> <li>• Grid 3 <a href="https://thinksmartbox.com/product/grid-3/">https://thinksmartbox.com/product/grid-3/</a></li> <li>• Look to Learn <a href="https://thinksmartbox.com/product/look-to-learn/">https://thinksmartbox.com/product/look-to-learn/</a></li> <li>• Look to Read <a href="https://thinksmartbox.com/download-look-to-read/">https://thinksmartbox.com/download-look-to-read/</a></li> </ul>
<p><b>Rehadapt Mounting Resources</b></p> 	<p>If you have requested a mount with your trial Rehadapt have a series of Mounting Made easy videos to support you <a href="https://bit.ly/mountsupport">https://bit.ly/mountsupport</a>.  <i>If you anticipate you will need support to fit the mounts, particularly wheelchair mounts please contact us prior to the trial to arrange support.</i></p>

# 5. Trial Records

*Duplicate this page as required*

<b>Goal:</b>			
<b>Date</b>	<b>Description of Situation (activity/ environment/ communication partner)</b>	<b>What happened (what the individual did)</b>	<b>Comments (eg prompts given)</b>

<b>Goal:</b>			
<b>Date</b>	<b>Description of Situation (activity/ environment/ communication partner)</b>	<b>What happened (what the individual did)</b>	<b>Comments (eg prompts given)</b>

**Cool things that happened!**

*Take video and photos to add evidence of how the device was used during the trial as further evidence.*

# 6. Trial Evaluation

Familiarise yourself with the NDIS AT Form if Applying for NDIS Funding

## Overall impressions of trial device

Strengths	Weaknesses

Does it support the individual to achieve their goals?

How?

Does it meet features required by individual now and into the future?

How?

Will it meet changing needs of the individual? (eg language growth, changing skills, change in access)

How?

Does it facilitate social and/or economic participation?

How?

Is it cost effective?

Describe

How do similar devices compare? (complete feature matching comparison/ SETT Framework)

Features > Devices Trialled					

Does the individual and their key support people want to go ahead with the communication system?

Why?



# 7. Accessing Technical Support

Link Assistive can provide technical support over phone, email and by logging in remotely to your communication device via TeamViewer. **Please ensure your device is connected to the internet.**

To book a support time contact (08) 7120 6002 or [support@linkassistive.com](mailto:support@linkassistive.com).

Our technical support team is based in Adelaide.

## Using TeamViewer

### 1. Connect your device to the internet

All our devices are Windows computers. Close any software you have open and connect to wifi by using the short cut on the bottom righthand toolbar. You may need to use the arrow up to find the wifi icon.

### 2. Launch Teamviewer

You will see the TeamViewer icon on your device desktop. If you can't see it go to the Windows start menu and type in "Teamviewer"



### 3. Provide the ID Number and password to us

Allow Remote Control

Your ID

Password

### 4. We will then log in and take over your device!