

TD Navio Recall Information

Preparation

This document describes how to prepare for your TD Navio Midi or TD Navio Maxi recall repairs. Follow the instructions to back up your device and communication app data, secure your personal information, and prepare alternative communication options.

When you have completed the steps in the Preparation section, proceed to *Initiate the repair process, page 9*. If you need help, please contact Support. We know this takes time and effort, and we are here to help.

NOTICE

Prevent data loss

Your device may be reset during the repair process. In the case of a reset, all of the personal data and settings on the device will be cleared. It is the responsibility of the user to back up device data prior to sending the device in for repairs. Failing to do so can result in permanent loss of the data. Follow the steps in this document carefully to back up your device.

Make a note of user account information

1. Make a note of your Apple ID and password.
2. Make a note of your myTobiiDynavox login and password.

How do I Create a myTobiiDynavox Account?

Go to [Create a myTobiiDynavox account](#) to create a myTobiiDynavox Account.

Back up your TD Navio with iPadOS



The information might show graphics from iOS, but the instruction is the same for iPadOS.

A device back up makes a copy of your device information, including personal files, apps, photos, and settings. The backup file can be used to restore your device back to the way it was after it has been reset. To back up your TD Navio, follow this instruction:

Language	Link
English	https://support.apple.com/en-us/108366
German	https://support.apple.com/de-de/108366
French	https://support.apple.com/fr-fr/108366
Spanish	https://support.apple.com/es-mx/108366
Dutch	https://support.apple.com/nl-nl/108366
Swedish	https://support.apple.com/sv-se/108366
Norwegian	https://support.apple.com/no-no/108366
Danish	https://support.apple.com/da-dk/108366
Simplified Chinese	https://support.apple.com/zh-cn/108366
Japanese	https://support.apple.com/ja-jp/108366

Support for Your Tobii Dynavox Device

Get Help Online

See the product-specific Support page for your Tobii Dynavox device. It contains up-to-date information about issues and tips & tricks related to the product. Find our Support pages online at: <https://www.tobiidynavox.com/pages/product-support>

Contact Your Solution Consultant or Reseller

For questions or problems with your product, contact your Tobii Dynavox solution consultant or authorized reseller for assistance. They are most familiar with your personal setup and can best help you with tips and product training. For contact details, visit <https://www.tobiidynavox.com/pages/contact-us>.

Italian	https://support.apple.com/it-it/108366
Finnish	https://support.apple.com/fi-fi/108366
Arabic	https://support.apple.com/ar-sa/108366
Bulgarian	https://support.apple.com/bg-bg/108366
Polish	https://support.apple.com/pl-pl/108366
Slovenian	https://support.apple.com/sl-si/108366
Estonian	https://support.apple.com/et-ee/108366
Portugese	https://support.apple.com/pt-pt/108366
Croatian	https://support.apple.com/hr-hr/108366
Icelandic	https://support.apple.com/is-is/108366
Hebrew	https://support.apple.com/he-il/108366

Connect your TD Navio to Wi-Fi



The information might show graphics from iOS, but the instruction is the same for iPadOS.

To connect your TD Navio to Wi-Fi, follow this instruction:

Language	Link
English	https://support.apple.com/en-us/111107
German	https://support.apple.com/de-de/111107
French	https://support.apple.com/fr-fr/111107
Spanish	https://support.apple.com/es-mx/111107
Dutch	https://support.apple.com/nl-nl/111107
Swedish	https://support.apple.com/sv-se/111107
Norwegian	https://support.apple.com/no-no/111107
Danish	https://support.apple.com/da-dk/111107
Simplified Chinese	https://support.apple.com/zh-cn/111107
Japanese	https://support.apple.com/ja-jp/111107
Italian	https://support.apple.com/it-it/111107
Finnish	https://support.apple.com/fi-fi/111107
Arabic	https://support.apple.com/ar-sa/111107
Bulgarian	https://support.apple.com/bg-bg/111107
Polish	https://support.apple.com/pl-pl/111107
Slovenian	https://support.apple.com/sl-si/111107
Estonian	https://support.apple.com/et-ee/111107
Portugese	https://support.apple.com/pt-pt/111107
Croatian	https://support.apple.com/hr-hr/111107
Icelandic	https://support.apple.com/is-is/111107
Hebrew	https://support.apple.com/he-il/111107

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Back up your TD Snap user

Back up to myTobiiDynamox (recommended)



1. Select the **Edit** button.
2. Select the **User** tab.
3. Select the arrow to the right of the current user.



4. Select the **Backup** button beside the name of the user you would like to back up.
5. Select **Backup to myTobiiDynamox**.
If you are not currently logged in to your myTobiiDynamox account you will be prompted to do so now.
6. Enter a name for your user backup file, then select **Next**.
It may be helpful to include the backup date in the file name.
7. Select **Done**.

Back up to a Local File



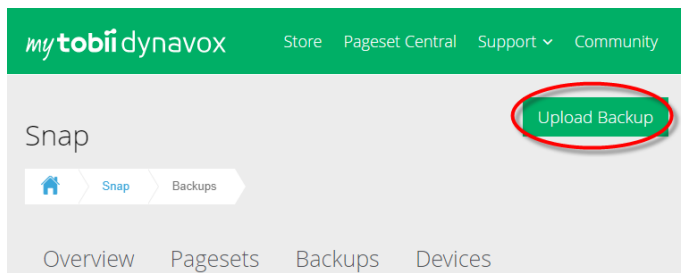
1. Select the **Edit** button.
2. Select the **User** tab.
3. Select the arrow to the right of the current user.



4. Select the **Backup** button beside the name of the user you would like to back up.
5. Select **Back up to a local file**.
6. Enter a name for the backup file.
7. Select **Backup**.
8. Move or copy the backup file from *Files > On My iPad > TD Snap > UserBackups* to cloud storage or another device.



Local user backup files can also be moved to myTobiiDynamox manually. Use your web browser to go to myTobiiDynamox.com and log in, then go to *Snap > Backups* and select **Upload Backup**.



Back up your TD Talk user



1. Start TD Talk.
2. Select one of the following ways to access the dashboard.
 - Fixate your gaze below the screen, in the middle of the eye tracker or the area of the eye tracker.
 - Swipe up from the space bar.


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The  (Dashboard) button will become visible in the lower middle part of the screen.

3. Select the  (Dashboard) button to open the Dashboard.

4. Select the  (Settings) action to open the TD Talk Settings.

5. Look for the  (Log in) icon in the top-left corner of the screen.

6. Use the keyboard to type in your user name in the **Username** field.

7. Use the keyboard to type in your password in the **Password** field.

8. Select the **Log in** button.

9. Select the **Backup** button.

The date the backup is made and from which device will show to the left of the Backup button when a backup is done.

10. Select the  (Close) button to exit .

Clear credit card information



The information might show graphics from iOS, but the instruction is the same for iPadOS.

To remove a payment method from your Apple Account, follow this instruction:

Language	Link
English	https://support.apple.com/en-us/118291
German	https://support.apple.com/de-de/118291
French	https://support.apple.com/fr-fr/118291
Spanish	https://support.apple.com/es-mx/118291
Dutch	https://support.apple.com/nl-nl/118291
Swedish	https://support.apple.com/sv-se/118291
Norwegian	https://support.apple.com/no-no/118291
Danish	https://support.apple.com/da-dk/118291
Simplified Chinese	https://support.apple.com/zh-cn/118291
Japanese	https://support.apple.com/ja-jp/118291
Italian	https://support.apple.com/it-it/118291
Finnish	https://support.apple.com/fi-fi/118291
Arabic	https://support.apple.com/ar-sa/118291
Bulgarian	https://support.apple.com/bg-bg/118291
Polish	https://support.apple.com/pl-pl/118291
Slovenian	https://support.apple.com/sl-si/118291
Estonian	https://support.apple.com/et-ee/118291

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Portugese	https://support.apple.com/pt-pt/118291
Croatian	https://support.apple.com/hr-hr/118291
Icelandic	https://support.apple.com/is-is/118291
Hebrew	https://support.apple.com/he-il/118291

Optional: Print TD Snap pages for communication

While your device is being repaired, it is helpful to have printed communication boards available. Recommended pages to print: keyboards, Core Words, Quickfires, and Topics pages that you use most frequently.

If you don't have a printer connected to your device, follow the steps to save the PDF files to your iCloud or email or Airdrop them to yourself to print from another device.

Pre-made printable communication boards are also available for download in the section *Resources, page 10*



1. Select the **Edit** button.
2. Select the **Page** tab.



3. Select **Print** in the editing toolbar on the right side of the screen. The Select Pages to Print dialog opens. You can also print from the **Print Pages** section on the Page tab.
4. The current page is added to the print queue by default. Select additional pages from the list to add them to the print queue.
 - Type in the Search field to search by Page Name.
 - To add all pages in the current search results to the print queue, check **Select All**.
 - If you check Select All, then uncheck Select All, your print queue is reset.
 - To remove pages from the print queue, select the **X** beside the page name.
5. When the desired pages have been added to the print queue, select **Next**.



6. Choose your print options. The page preview updates to reflect the current settings.



- **Message Bar:** Disable this setting to hide the Message Bar on the printed page(s).
 - **Toolbar:** Disable this setting to hide the Toolbar on the printed page(s).
 - **Link visualization:** Disable this setting to hide the link indicator icons on link buttons on the printed page(s).
 - **Button usage counts:** Enable this setting to show the current button usage counts on the printed page(s).
Note: Data tracking must be enabled to see button usage counts.
7. When you have finished choosing your print options, select **Print**.
 8. Print or save as PDF.
 - Send to your printer: Choose your printer and configure your preferred settings, then select **Print**.

Support for Your Tobii Dynavox Device


Get Help Online

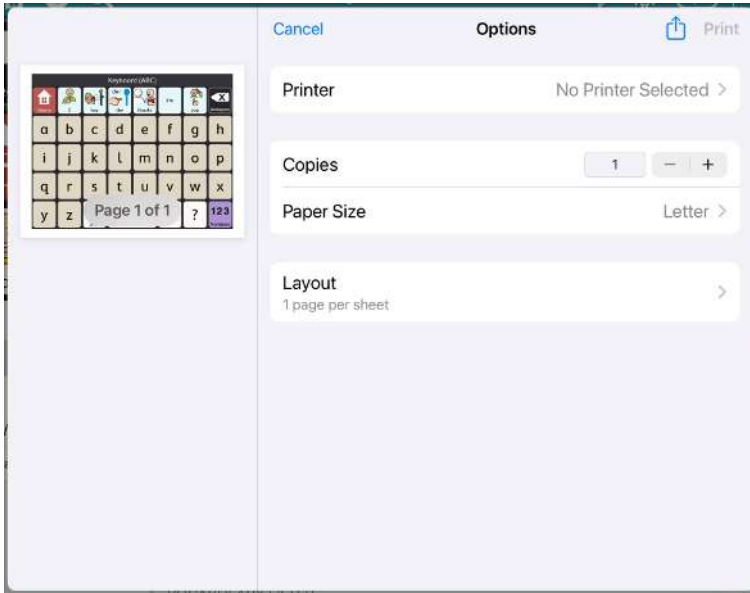
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- **Save as PDF:** Select  Share, then choose an option for either sending the PDF to yourself via AirDrop, Messages, or Mail or select Save to Files to save to your iCloud drive. Access your PDF from another device with printing capability and print.




Optional: Print TD Talk pages for communication


You need to make sure your AirPrint-enabled printer and your TD Navio are connected to the same Wi-Fi network. To print from TD Talk, follow these steps.

1. Go to the page to print in TD Talk.
2. Press the **Power** button and the **volume +** or **volume -** buttons at the same time.
3. Select the new small window containing the screen shot in the lower-left corner of the screen.

4. Select the  (Share) button.

5. Select the  (Print) button.
6. Print or save as PDF.

- **Send to your printer:** Choose your printer and configure your preferred settings, then select  (Print) .

- **Save as PDF:** Select  (Share), then choose an option for either sending the PDF to yourself via AirDrop, Messages, or Mail or select Save to Files to save to your iCloud drive. Access your PDF from another device with printing capability and print.

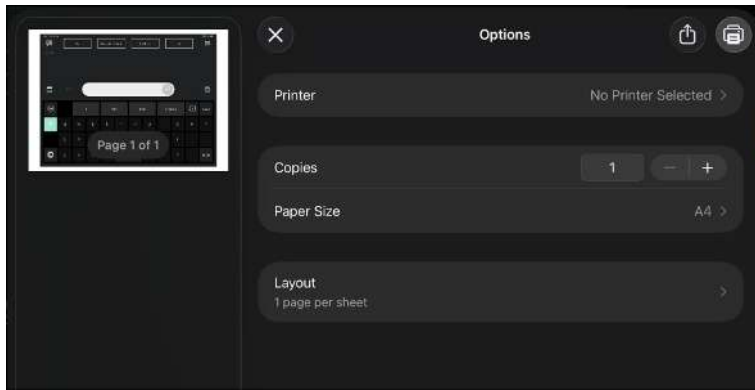
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Optional: Download apps to a temporary device

If you have another compatible device available, such as an iPad, you can download your communication apps and restore your backed up user data to continue communicating while your TD Navio is being repaired.


Download TD Snap

1. From the Home screen, open AppStore ()
2. Select the Search tab

Search for **TD Snap** ()

3. Select the **Get** button next to the TD Snap app.
4. Select the **Install** button.
5. Enter your Apple ID password.
6. Select the **Confirm** button.
7. Select the **Open** button when the download is finished.

Download TD Talk

1. From the Home screen, open AppStore ()
2. Select the Search tab

Search for **TD Talk** ()

3. Select the **Get** button next to the TD Talk app.
4. Select the **Install** button.
5. Enter your Apple ID password.
6. Select the **Confirm** button.
7. Select the **Open** button when the download is finished.

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Restore your TD Snap user

Before completing the steps below, in TD Snap go to *Edit > User > myTobiiDynamox Account* and log in using your myTobiiDynamox credentials. This will enable speech on this device using one of the companion licenses that are included with your TD Navio.

To manage your companion licenses, visit myTobiiDynamox.com, log in, and select *My Account > Licenses*.

Restore a user from myTobiiDynamox



1. Select the **Edit** button.
2. Select the **User** tab.
3. Select the arrow to the right of the current user.
4. Select **New User**.
5. Select **Restore Existing User**.
6. If you are not currently logged in to myTobiiDynamox, enter your email and password then select **Next**.
7. Choose a user backup file from the list, then select **Next**.

Restore a user from a local file

Note: Before completing the steps below, you must copy your .sub backup file to *Files > On My iPad > TD Snap > UserBackups*






1. Select the **Edit** button.
2. Select the **User** tab.
3. Select the arrow to the right of the current user.
4. Select **New User**.
5. Select **Restore Existing User**.
6. Select **Restore from a local file**.
7. Select a user backup file from the list, then select **Restore User**.

Restore your TD Talk user

1. Fixate your gaze below the screen, in the middle of the eye tracker or the area of the eye tracker.




The  (Dashboard) button will become visible in the lower middle part of the screen.

2. Select the  (Dashboard) button to open the Dashboard.
3. Select the  (Settings) action to open the TD Talk Settings.
4. Look for the  (Log in) icon in the top-left corner of the screen.
5. Use the keyboard to type in your user name in the **Username** field.
6. Use the keyboard to type in your password in the **Password** field.
7. Select the **Log in** button.
8. Select the **Restore** button.

The date the restore is made will show to the left of the Restore button when a restore is done.



9. Select the  (Close) button to exit .

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Initiate the repair process

Our team will guide you through the next steps, including packing your device and setting up free shipping, and provide support throughout the repair process.

To begin the process, please complete the online recall form:

- **Global:** <https://www.tobiidynavox.com/pages/td-navio-recall>
- **US:** <https://us.tobiidynavox.com/pages/td-navio-recall>
- **SE:** <https://se.tobiidynavox.com/pages/td-navio-recall>

Alternatively, you can contact support by phone or email. Please have your TD Navio serial number available. The serial number is below and to the right of the fold out leg on the bottom of the device.

Global Office

Phone: +46 (0)8 522 950 20

Hours: Mon.–Fri., 9 am–5 pm (CET)

E-mail: support.eu@tobiidynavox.com

North America Office

Phone: +1-800-344-1778, option 1

Hours: Mon.–Fri., 9 am–9 pm (ET)

E-mail: support.na@tobiidynavox.com

What should I send in with my device?

Please send only the TD Navio device itself.

- Do not include chargers, cables, accessories, or other equipment.
- Leave the protective case on the device.

You will receive clear shipping instructions, including packaging guidance, when your repair authorization (within the United States) or repair merchandise authorization (outside the United States) is issued.

Post-repair restore

If your device was reset during the repair process, follow the steps below to restore your device from your backup files. Most devices are not reset during repair, so only perform these steps if necessary.

Restore your device from a backup



The information might show graphics from iOS, but the instruction is the same for iPadOS.

To restore your device from a backup, follow this instruction:

Language	Link
English	https://support.apple.com/en-us/118105
German	https://support.apple.com/de-de/118105
French	https://support.apple.com/fr-fr/118105
Spanish	https://support.apple.com/es-mx/118105
Dutch	https://support.apple.com/nl-nl/118105
Swedish	https://support.apple.com/sv-se/118105
Norwegian	https://support.apple.com/no-no/118105
Danish	https://support.apple.com/da-dk/118105
Simplified Chinese	https://support.apple.com/zh-cn/118105
Japanese	https://support.apple.com/ja-jp/118105

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Italian	https://support.apple.com/it-it/118105
Finnish	https://support.apple.com/fi-fi/118105
Arabic	https://support.apple.com/ar-sa/118105
Bulgarian	https://support.apple.com/bg-bg/118105
Polish	https://support.apple.com/pl-pl/118105
Slovenian	https://support.apple.com/sl-si/118105
Estonian	https://support.apple.com/et-ee/118105
Portugese	https://support.apple.com/pt-pt/118105
Croatian	https://support.apple.com/hr-hr/118105
Icelandic	https://support.apple.com/is-is/118105
Hebrew	https://support.apple.com/he-il/118105

Resources

Print communication board instructions

The AAC user can touch items on the communication board. Use the letters on the communication board to spell words. If touching items is challenging, the board can be used with a partner as follows.

1. Confirm how the AAC user indicates "yes." This could be by saying yes, nodding their head, looking up, etc. Also ask if the AAC user wants the communication partner to guess what they are spelling or not.
2. The partner points to each row in sequence and says "Is it this row?" or names the row by number or letter ("Is it row 1?", "Is it the A row?"). Pause between rows to give the AAC user time to respond.
3. The AAC user indicates "yes" when their partner has reached the row they want. If the AAC user does not indicate "yes", go through the rows again.
4. The partner points at and names the items in the indicated row ("Is it A?", "Is it B?", "Is it mistake?", etc).
5. The AAC user indicates "yes" when their partner has reached the item that they want. If the AAC user does not indicate "yes", go through the items in that row again.
6. Repeat steps 2-5 until the AAC user completes their message.

Afrikaans

Page Set	URL
Express	https://download.mytobiidynavox.com/Resources/printable_comm_boards/TD_Snap_Express_all_af_ZA.pdf

Arabic

Page Set	URL
Partner assisted scanning	https://download.mytobiidynavox.com/Resources/printable_comm_boards/Partner_assisted_scanning_ar.pdf
Core First 5x5	https://download.mytobiidynavox.com/Resources/printable_comm_boards/TD_Snap_CoreFirst_5x5_all_ar.pdf
Core First 6x6	https://download.mytobiidynavox.com/Resources/printable_comm_boards/TD_Snap_CoreFirst_6x6_all_ar.pdf

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Page Set	URL
Core First 7x7	https://download.mytobiidynavox.com/Resources/printable_comm_boards/TD_Snap_CoreFirst_7x7_all_ar.pdf
Express	https://download.mytobiidynavox.com/Resources/printable_comm_boards/TD_Snap_Express_all_ar.pdf

Bulgarian

Page Set	URL
Partner assisted scanning	https://download.mytobiidynavox.com/Resources/printable_comm_boards/Partner_assisted_scanning_bg-BG.pdf

Danish

Page Set	URL
Partner assisted scanning	https://download.mytobiidynavox.com/Resources/printable_comm_boards/Partner_assisted_scanning_da.pdf
Core First 5x5	https://download.mytobiidynavox.com/Resources/printable_comm_boards/TD_Snap_CoreFirst_5x5_da.pdf
Core First 6x6	https://download.mytobiidynavox.com/Resources/printable_comm_boards/TD_Snap_CoreFirst_6x6_da.pdf
Core First 7x7	https://download.mytobiidynavox.com/Resources/printable_comm_boards/TD_Snap_CoreFirst_7x7_da.pdf
Express	https://download.mytobiidynavox.com/Resources/printable_comm_boards/TD_Snap_Express_all_da_DK.pdf
Text	https://download.mytobiidynavox.com/Resources/printable_comm_boards/TD_Snap_Text_da.pdf

Dutch

Page Set	URL
Partner assisted scanning	https://download.mytobiidynavox.com/Resources/printable_comm_boards/Partner_assisted_scanning_nl.pdf
Core First 5x5	https://download.mytobiidynavox.com/Resources/printable_comm_boards/TD_Snap_CoreFirst_5x5_nl.pdf
Core First 6x6	https://download.mytobiidynavox.com/Resources/printable_comm_boards/TD_Snap_CoreFirst_6x6_nl.pdf
Core First 7x7	https://download.mytobiidynavox.com/Resources/printable_comm_boards/TD_Snap_CoreFirst_7x7_nl.pdf
Express	https://download.mytobiidynavox.com/Resources/printable_comm_boards/TD_Snap_Express_all_nl_NL.pdf

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Page Set	URL
Text	https://download.mytobiidynavox.com/Resources/printable_comm_boards/TD_Snap_Text_nl.pdf

English - Australia

Page Set	URL
Express	https://download.mytobiidynavox.com/Resources/printable_comm_boards/TD_Snap_Express_all_en_AU.pdf
Motor Plan 30	https://download.mytobiidynavox.com/Resources/printable_comm_boards/TD_Snap_MotorPlan30_all_en_AU.pdf
Motor Plan 40	https://download.mytobiidynavox.com/Resources/printable_comm_boards/TD_Snap_MotorPlan40_all_en_AU.pdf
Motor Plan 66	https://download.mytobiidynavox.com/Resources/printable_comm_boards/TD_Snap_MotorPlan66_all_en_AU.pdf

English - Great Britain

Page Set	URL
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