# Assistive Devices Resource Service

## Frequently Asked Questions:  Face to Face Communication Devices:

**Q.  What do I do if I forget to how to do something?**

**A.**

- Re-read the training notes.
- Go to the hardware/software manufacturer website for more support.

**Q.  What if I want to put other apps on my child's device?**

**A.**

- Having other apps on the device can be very distracting for your child.  We recommend that you do not load other apps.

**Q.  A new device/app just came out that I think is better than the one we purchased. Can we get it**

**A.**

- There is no government funding for a new device or app, if the one that your child was prescribed is still meeting his/her needs.

**Q.  There is an update for the app.  Should I download it?**

**A.**

- Yes.  It is a good idea to load updates for the communication app.
- Note that some updates might change how to: program, change settings or make backups. Please see the app manufacturer's website for updated tutorials.

**Q.  There is an update for the Operating System (OS).  Should I download it?**

**A.**

- Check the app manufacturer's website to make sure that the app is compatible with the latest version of the OS.
- We recommend waiting at least a few weeks to ensure any compatibility issues are found and fixed before you download.

**Q.  What if I have a technical issue with the device or app?**

**A.**

- Re-read the training notes and try any trouble-shooting strategies given.
- Contact the device or app manufacturer for assistance.

***If after trying these suggestions you are not sure what to do next, call your ADRS CTF.