

FAQs

Windows 11 update

Will Smartbox devices now come with Windows 11 installed?

Smartbox will continue to ship devices with Windows 10 for the time being.

Will Smartbox devices be compatible with Windows 11?

Grid Pad 10s, Grid Pad 12, Grid Pad 15 and the standard Touch Pad (model ST10A) were developed before the release of Windows 11 - so they are not currently compatible. The latest Touch Pad (model ST10B) is compatible with Windows 11.

Will Smartbox devices support Windows 11 in the future?

There are plans to assess the demand for Windows 11 and review the upgrade compatibility.

Is Grid 3 compatible with Windows 11?

Yes, Grid 3 will work with Windows 11 in the same way it does with Windows 10. You will only notice changes to the user interface if you use Computer Control.

Does Smartbox recommend Windows 11?

As Windows 11 is still very new, we recommend that you wait and allow for any issues to be resolved by Microsoft in the next few updates before upgrading.

Please check the [Windows 11 system requirements](#) before you upgrade. There is also a [PC Health Check app](#) available to check compatibility.

If your device is not compatible or you see a warning message from Microsoft asking you not to upgrade, do not upgrade your software.

Why would I want to upgrade to Windows 11?

Windows 11 is the latest operating system from Microsoft, and includes some [new features](#). You can try Windows 11 and [revert back to Windows 10](#) within 14 days if you don't like it.

Support for Windows 10

Windows 10 will be officially supported by Microsoft until [October 2025](#), which includes continuous servicing and support.



I've upgraded and now I can't access the start menu

When Windows 11 first loads, the start menu is in the middle of the taskbar at the bottom of your screen.

If you are a Computer Control user, the Grid 3 default location for the on-screen keyboard covers the start menu. You can change the start menu position in Windows Settings:

- Open **Settings**
- Click on **Personalization**
- Click the **Taskbar behaviours** settings
- Use the **Taskbar alignment** drop-down menu and select:
Left to align the Start menu and buttons to the left to match Windows 10
Centre to align the taskbar items to the centre of the screen

Alternatively, you could move the Grid 3 on-screen keyboard using the **Move grid** cells.

Why can't I see the option to upgrade?

- Your device may not be compatible
- Windows 11 may not be ready for your device yet (the schedule is from late 2021 - 2022)

Why can't I access the new Android app store in Windows 11?

Windows 11 will feature a new Android apps store, however this will not be available until 2022.