

# Activate Your Speech App's Subscription

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Before you begin, please make sure You have the device in front of you, and it is connected to an unrestricted Wi-Fi.

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## Step 1: Visit the [Subscription Self-Service Support Hub](#)



### Funding Request Number

\*

FN12345

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### QuickTalker Freestyle User Name

\*

First Name

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\*

Last Name

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Search

1. Enter your Funding Request Number and the name of the person using the QuickTalker, then hit “*Search*”

1

2

3

4

### Funding Request Number

\*

FN23323

### QuickTalker Freestyle User Name

\*

Mary

\*

Test

Search

Start a Subscription

Renew a Subscription

- 1.5. A “*Start a Subscription*” option should appear. If not, please double check that the funding request number and the users name is correct



2

3

4

**We're excited for you to take the next step in supporting your loved one's communication journey. This setup guide will walk you through activating your Speech App Subscription.**

1. Creating a new Apple Account and iCloud email address
2. Unlocking your device
3. Installing your subscription speech app
4. Redeeming the gift card for the subscription
5. Activating the subscription in the app
6. Backing up your speech app

**Creating a new Apple Account on your QuickTalker Freestyle**  
***Before you begin:***

- DO NOT create a child account
- DO NOT use a personal email
- DO NOT connect to family sharing
- SAVE your login information

Carefully follow the steps shown in the video below:



\* I have read the above and created a new Apple account.

Next

2. Follow the steps in the video to create an adult dedicated Apple Account for the QuickTalker. Once it's created and signed in, please check the box seen above and hit "**Next**"



Please note that a valid serial number is required in order to process your request. For help finding your serial number, please click [here](#).

### Device Serial Number

\*

XXXXXXXXXX

### QuickTalker Freestyle Apple Account Email Address

\*

ablecare@icloud.com

### QuickTalker Freestyle Apple Account Email Address Password

\*

Password123

Your device may have come with the speech app Proloquo2go or you may have previously requested that Proloquo2go be added to your device.

Please select if you would like to keep or remove Proloquo2go from your device:

\*

- I would like to keep Proloquo2go on my device.
- I would like to have Proloquo2go removed from my device. I understand that when Proloquo2go is removed, all data for the app will be deleted. If you wish to keep your Proloquo2go data, please back up your vocabulary to Dropbox before completing this form.
- I don't have Proloquo2go on my device.

Submit

3. Enter the QuickTalker's serial number (found in Settings > General > About), and the Apple Account that's signed into the device. After that, choose whether or not you'd like to keep Proloquo2Go. If you don't see that app on the device, choose the bottom option. Then, hit "**Submit**"



Wait up to 5 minutes for the App Store and Safari to appear on the home screen of the device.

When they appear you can move on to the below steps to install the app from the App store.

**Installing your subscription speech app**

1. Tap the App store. In the search bar, type in your subscription speech app name (for example: TD Snap)
2. Install the speech app by tapping "Get" next to the app icon
3. Wait for the app to finish installing, and click "**GET MY GIFT CARD**" below to proceed with redeeming the gift card.

*Don't see Safari or the App Store? Tap the dropdown list below for help.  
Call us at (651) 294-3101 if the tips below don't resolve your issue.*

Still not seeing the apps?



**GET MY GIFT CARD!**

4. Follow the instructions provided to install your speech app. Once the app starts downloading, you can hit "**GET MY GIFT CARD**" where you'll receive a confirmation pop-up seen below



**Your request has been submitted!**  
Look for your gift card in the Apple email account on your QuickTalker Freestyle device.

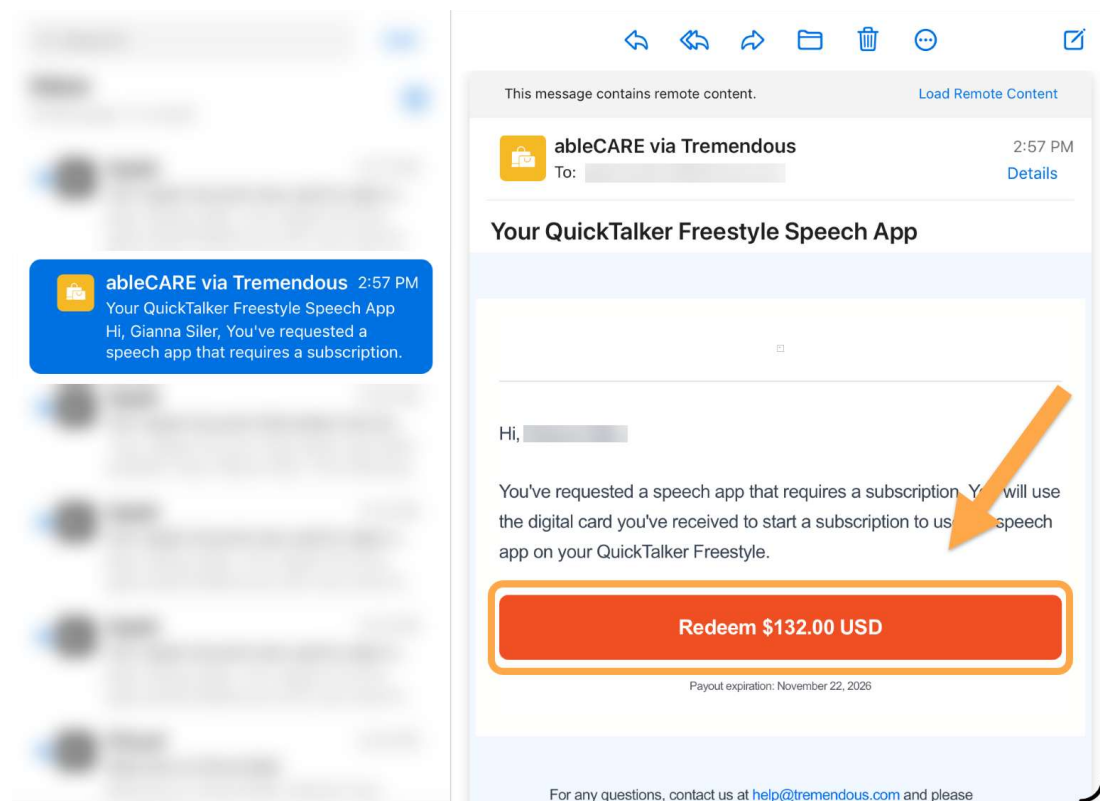
You can close this browser.

5. Once you see this pop-up, proceed to the next steps
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## Step 2: Activate the Gift Card Code

1. Open the inbox for the email used to create the Apple ID
  - ❖ **NOTE:** If an @icloud.com email was used to create the account that's logged into the QuickTalker, the inbox will automatically be open in the Mail app. If an @gmail.com or other third-party provider was used for the account, the inbox will have to be logged into separately on the QuickTalker or a personal device

If you don't see the gift card in the Mail app/iCloud website, please go to the bottom of the document for troubleshooting steps.



2. Click on the “**Redeem \$132.00 USD**”



You've requested a speech app that requires an subscription. With the assistance of ableCARE, you will use the digital card you've received to start a subscription to use the speech app on your QuickTalker Freestyle.

**Redeem \$132.00 USD**

Payout expiration: November 22, 2026

3. Click "**Redeem \$132.00 USD**" again in the browser window



**View code**

4. Click "**View Code**"

## Apple Gift Card

\$132.00



Code number

\*\*\*\* \*  
\*\*\*\* \*  
\*\*\*\* \*  
\*\*\*\* \*

PIN

\*\*\*\*\*



Card details are protected.  
Activate to use your balance.

Activate Card

5. Click “*Activate Card*”

### Activate Card

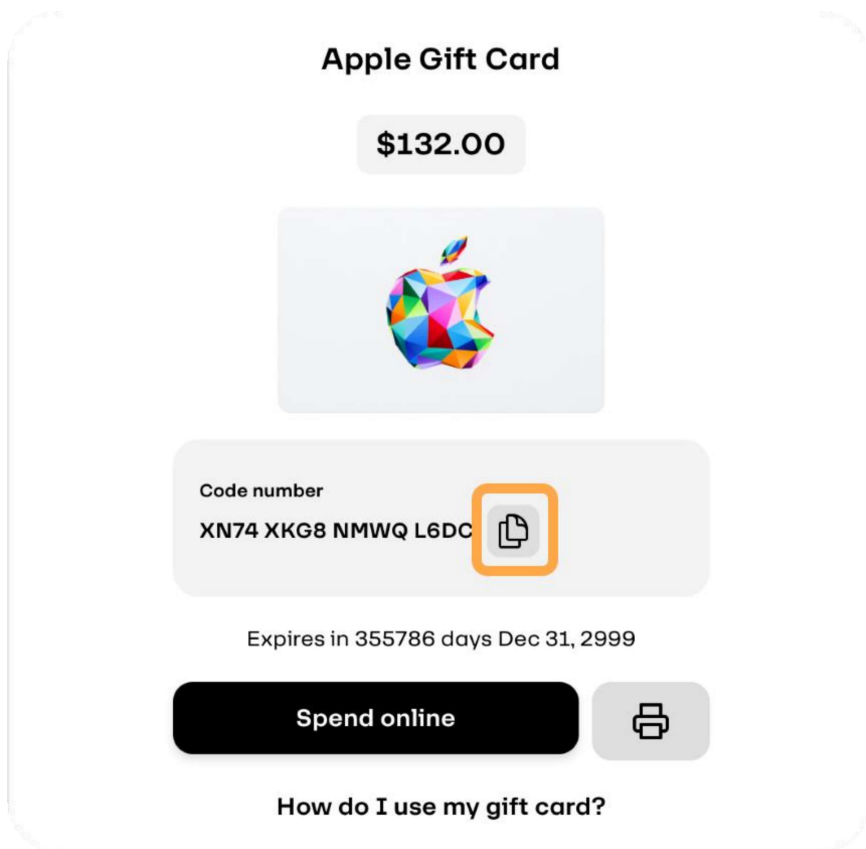


Once activated this card may not be canceled, and will not expire.

Wait for now

Continue

6. Click “*Continue*”

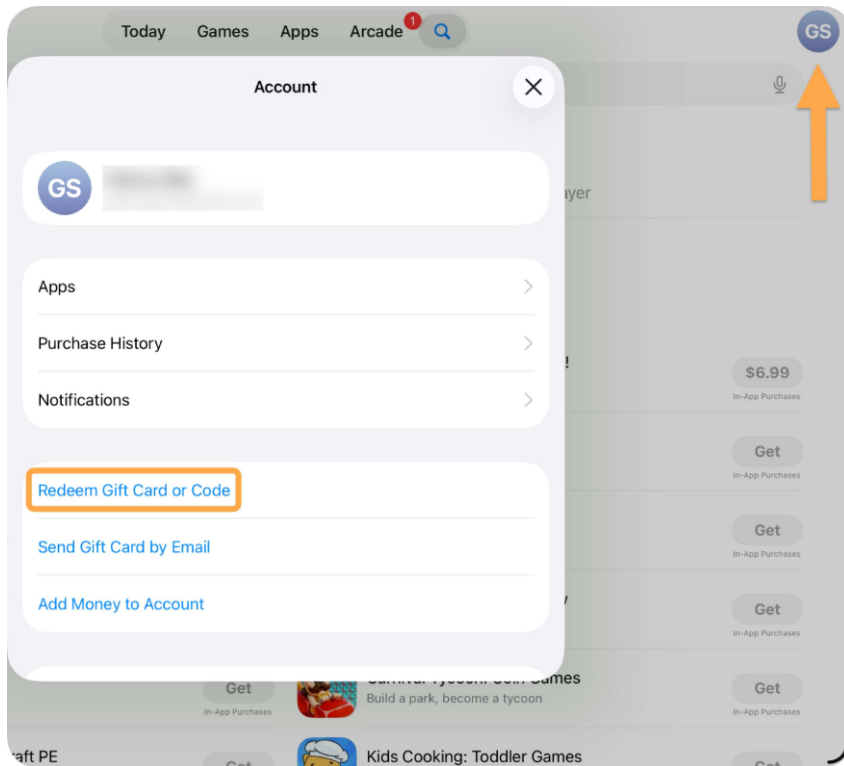


7. If you're on the device, click the copy button next to the code. If you're not on the device, leave this page up so you can see it, and move onto the next step on the QuickTalker device.
- 

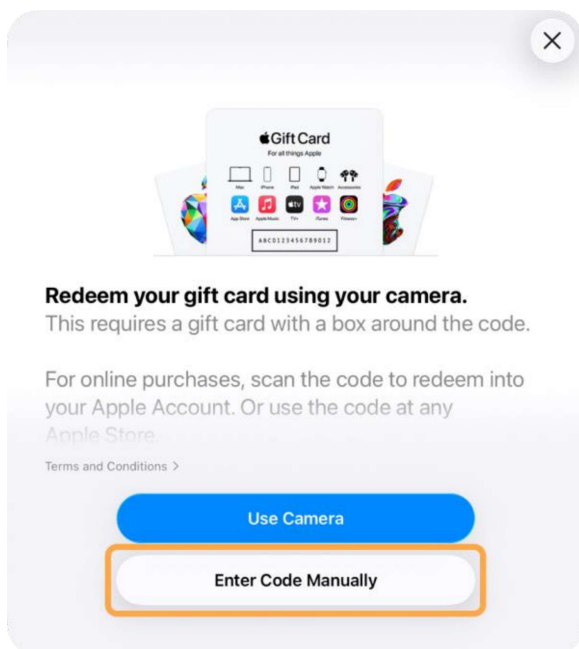
### Step 3: Redeem the Gift Card



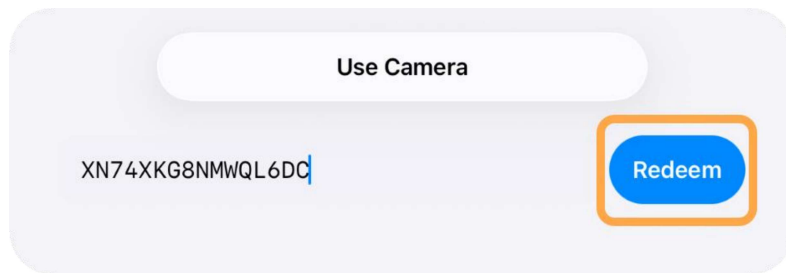
1. Open the App Store



2. In the upper right, you should see a gray circle with initials or a profile picture in it, click on the circle
3. Click ***“Redeem Gift Card or Code”***



4. Click ***“Enter Code Manually”***



5. Paste or type the code into the field by tapping where it says “**Code**” and then “**Paste**” will show up
6. Hit “**Redeem**”

**NOTE:** An Apple TV or other app promotion offer may appear after clicking “**Redeem**”, you can exit out if the pop-up and hit “**Okay**” on the pop-up that asks “**Are you sure?**”

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## Step 4: Activate the TD Snap Subscription

1. Open the TD Snap App
2. Click on “*New User*”
3. Enter in the first name of the child/client
4. Skip past the TobiiDynavox login
  - ❖ If you can’t get the keyboard to go down, click the down arrow on the bottom right

We encourage creating a Tobii Dynavox account later on and signing into it in the app as this allows you to back up your page set to the cloud. To create a Tobii Dynavox account, visit their [account creation page](#)

**The following steps are starter recommendations, if you have different preferences for some options, feel free to change them. These can be changed at any time within TD Snap’s settings**

5. Click on “*Needs text with symbol support*”
6. Click on “*Touch*”
7. Choose “*Motor Plan*”

8. Click on “*Motor Plan 40 (United States or United Kingdom)*”
9. Click on “*Not Now*” for the tour pop-up
  - ❖ If you hit “*Ok*”, just click next until you finish the tour and then click “*Done*”
10. Click on the speech bubble with a line through it in the upper right-hand corner
11. Click on “*1 Month Free - Subscribe \$9.99 / Month*”
12. Hit “*Subscribe*” again, and enter in the Apple ID password
13. If the account has no billing address an “*Invalid Address*” pop-up will appear, hit “*Continue*”
  - ❖ **NOTE:** Occasionally, TD Snap will make you open the settings instead of providing the “*Continue*” option. If this happens, please go to settings, click on the Apple Account in the upper-left corner, and use the following steps:
    - Click “*Payment & Shipping*”, enter the Apple ID password if prompted
    - A page requesting a debit or credit card will appear, hit the back button
    - Click where it says “*Billing Address*” and the child/client’s name
    - Click “*Edit*” in the upper-right corner
    - If you are the parent/caregiver, enter in your address. If you are the SLP, enter in your clinic/school’s address and phone number
    - Once that saves, go back to TD Snap and click “*Subscribe*” again, and it should activate for you.
14. If you’re the parent/guardian, enter your address and phone number. If you’re the SLP, you can enter in either the client’s address and phone number, or your school/clinic’s address and phone number
  - ❖ No one will be billed or called by entering this information, Apple just requires billing information to activate the subscription.
15. Hit the blue check mark in the upper-right corner

## You're all set!

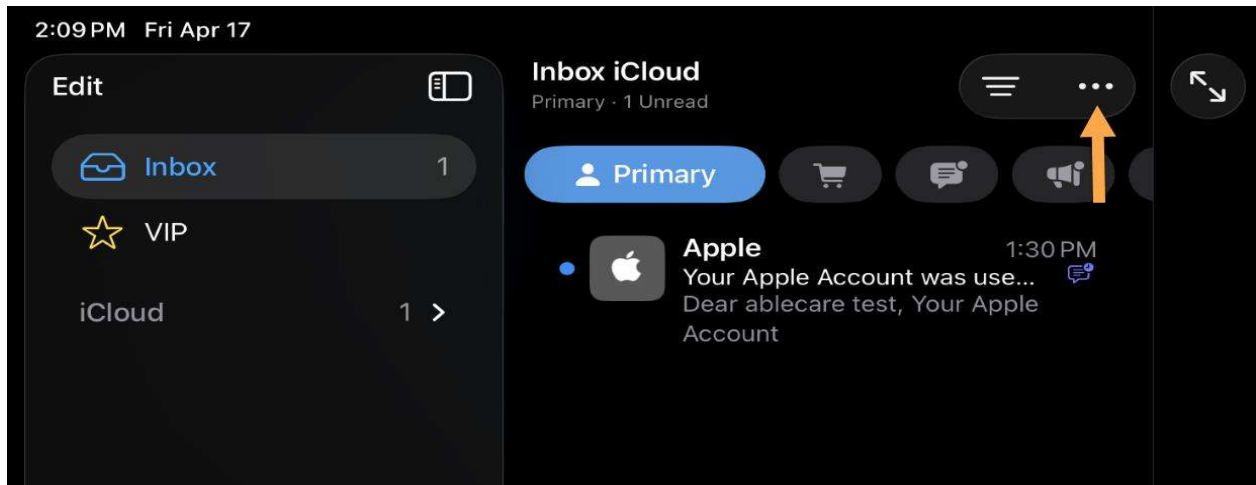
*If you have any additional questions or concerns, please contact the ableCARE team*

Phone: 651-294-3101

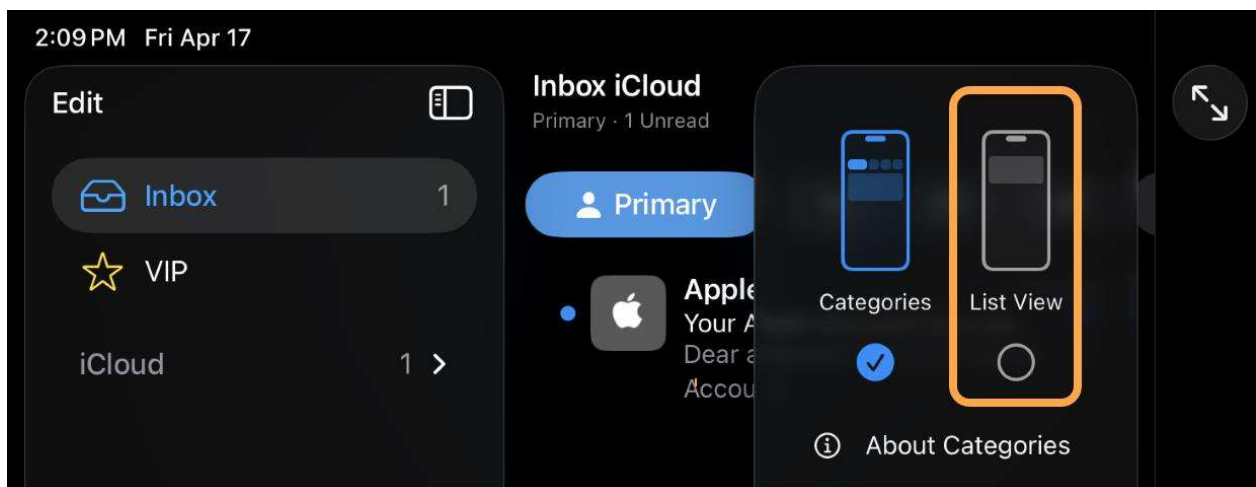
Email: [ablecare@ablenetinc.com](mailto:ablecare@ablenetinc.com)

If you don't see the gift card in the Mail app/website, please make sure that categories are turned off by following the steps below:

In the Mail app:

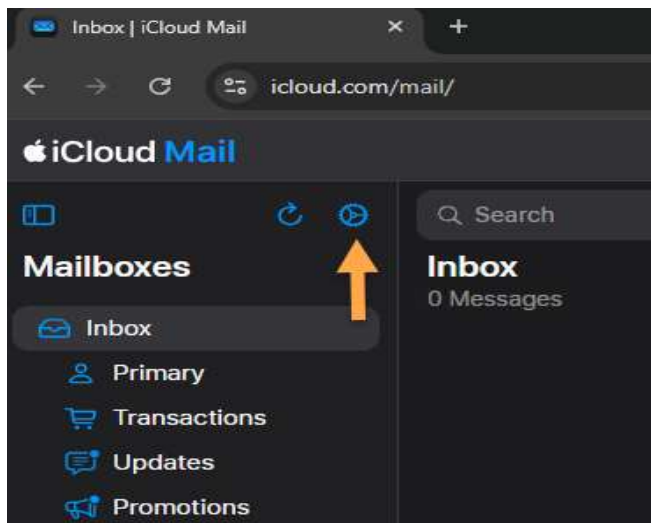


- Click the 3 dots above the inbox

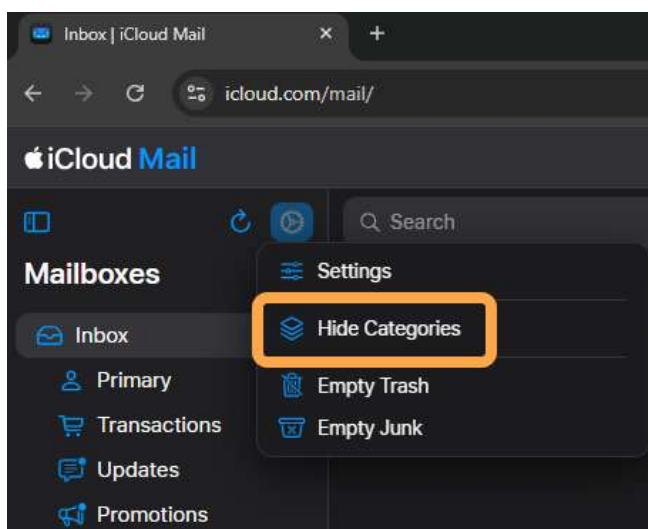


- Make sure that "List View" is checked

**On the iCloud website:**



- Click on the gear icon above the Mailboxes



- If categories are turned on, you'll see "Hide Categories" and you'll want to click that

**If categories are turned off and you're still not seeing the gift card in either the Mail app or the iCloud website, please give us a call at 651-294-3101 and we can resolve the issue.**