

Join-In for Communicator 5

Frequently Asked Question

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General Questions

Getting started with Join-In

1. What are the requirements for running Join-In for Communicator 5?
 - a. A Windows 10 device.
 - b. Communicator 5, version 5.5.4 or higher.
2. I am using eye gaze or head-mouse. How do I control the dwell time and highlight colors when selecting an item from the browser area (direct selection)?

Join-In default Page set Settings is “Dwell”. To change the dwell parameters -

- a. Open the page set “Join-In Options” and click **Accessibility Settings**.
- b. Click the parameter you want to change –
 - i. **Toggle Eye Gaze Dwell** – this parameter needs to be **on** for both eye gaze and head-mouse users.
 - ii. **Dwell Duration** – click to select the dwell duration when selecting directly from the browser area is enabled (direct selection).
 - iii. **Dwell Color** – click to change the Dwell Color when using direct selection.
 - iv. **Selection Color** – click to change the highlight color of the item that is selected when working with arrows.
 - v. **Close Table** – click if you opened a table (times or colors) and you wish to close it without selecting.
- c. Click **Back** and then **Apply Changes**.

Note: the values you define here will apply to all the direct selection areas in all Join-In apps. It will not affect the accessibility parameters on the Communicator 5 pages.

3. I am using switches. What do I need to do so that Join-In will work for me?
 - a. Open the page set “Join-In Options”.
 - b. Click **Page Set Settings**.
 - c. Click **Arrows** and then **Back**.
 - d. Click **Apply Changes**.

Arrows will appear on all the pages where you are required to select an item from the browser area (direct selection) and will allow you to navigate to the desired item and select it.

4. I am using Touch. What do I need to do so that Join-In will work for me?
 - a. Open the page set “Join-In Options”.
 - b. Click **Page Set Settings**.
 - c. Click **Touch** and then **Back**.
 - d. Click **Apply Changes**.
5. I am using a joystick or another mouse alternative. What do I need to do so that Join-In will work for me?
 - If you are using Dwell selection, your settings should be exactly like an eye-gaze user, except of the Toggle Eye Gaze Dwell parameter, which needs to be turned off.
 - If you are using Click selection, your settings should exactly like the settings for Touch users.
6. I made changes to the Accessibility Settings in “Join-In Options”, but it did not change anything. Why is that?

Changes made to the Accessibility Settings affect the way you select items directly from the browser area (direct selection, for example – when selecting a YouTube video). It does not affect the way you select from the Communicator 5 pages of the Join-In apps.

7. I made changes to the Page Set Settings in “Join-In Options”, but it did not change anything. Why is that?

Changes made to the Page Set Settings affect the way you select items directly from the browser area (direct selection, for example – when selecting a YouTube video). It does not affect the way you select from the Communicator 5 pages of the Join-In apps.

Problems related to all the applications

1. I have many open Join-In windows on my device. Is there an efficient way to close them all?
 - a. Go to your Communicator 5 Home Page.
 - b. Open the page set – “Join-In Close All” and click **Close All**
2. I want to close the window that is currently open on my device. How can I do it?
 - a. Each accessible app has a **Menu** button. Click it and then click **Utilities**.
 - b. In the Utilities screen click **Close Window**.
3. I clicked on many buttons, but the app does not respond. What should I do?
 - a. Each accessible app has a **Menu** button. Click it and then click **Utilities**.
 - b. In the Utilities screen click **Recover**. This should renew the connection between the Communicator 5 buttons and the app. If that does not work, exit to Communicator 5 Home Page by selecting **Close and Exit**, and start the app again.
4. It is hard for me to read the content on the screen. What can I do?

In most of the apps you can have Communicator 5 read the content for you (automatically or manually) and you can control the font size.

- a. Click the **Menu** button. In some of the apps you will find the **Turn Auto Read On** button there, in some you will need to select **Options** to get to this button.
- b. The same goes for the **Turn On Text Enlargement** button. Turn it on if you want the text to be enlarged.
- c. If you want the text to be enlarged more, click **Additional Options**, and change the Font Size.
- d. In all apps you can also go the Utilities page (**Menu** and then **Utilities**), and either zoom in or zoom out. Your zoom level will be saved for that app.

Accessible Netflix

1. After clicking **Netflix**, I see all my Netflix available profiles. How do I select one?

Click **Menu**, then **Options**, and then **Switch Profile**. Use the **Previous Profile** and **Next Profile** buttons to go to the profile you want to select. Once there, click **Select Profile**.

2. Is there a way to skip Profile Selection?

You can set up a default profile. If you have one, the app will take you directly to that profile, skipping the selection phase. Click **Menu**, then **Options**, and then **Switch Profile**. Use the **Previous Profile** and **Next Profile** buttons to go to the profile you want to set as your default. Once there, click **Set as Default**. Click **Select Profile** to enter this profile.

3. I am in Netflix Home (first screen) and no movie / series is selected. Nothing works. What do I need to do?

The only button that will work on Netflix Home, before any item is selected, is the **Play** button, which allows you to play the movie / series that is running at the top of the page. Use the arrows to select the first item, and then all buttons will work.

4. When clicking “Kids” the application starts behaving in a strange way. What do I need to do?

The **Kids** button on the Netflix Menu works well only if there is a Kid’s profile in the account. A kid’s profile is defined in your Netflix account, outside of Accessible Netflix. Once such profile is defined, the **Kids** button will take you to that profile, and will provide kids navigation capabilities. It is recommended to define a default kids’ profile.

If you clicked **Kids** and there is no Kids’ profile in the account, you need to click the **Kids Menu** and select **Exit Kids**.

5. From the Netflix Menu I click **Genres**, but nothing happens. How do I browse by genre?

The **Genres** button works only if you are in **TV Shows** or in **Movies** since Netflix supports browsing by genre only in these categories.

- a. If you are in in one of these two categories and you click **Genres**, the genres window will open on the browser side, and using the buttons on the left side will allow you to navigate to a specific genre and then select it.
 - b. If you are in another category (**Latest, My List...**) and you clicked **Genres** by mistake, simply hit **Close** to go back to the Netflix Menu.
6. From the Netflix Menu I have selected TV Shows (Movies / Latest / My List). The content on the right side has been updated. How do I browse it?

Click **Back** to start browsing the content, using the arrows.

7. I clicked **Seasons and Episodes** while playing a movie. When I click the arrows, it changes the volume, why?

Season and Episodes works only on TV Shows, where there are seasons and episodes.

8. What does the **Explore All** button on Netflix Home do?

Opens all the items that belong to the line that you are on (**My List, Recommended**, etc.).

Accessible YouTube

1. I am in the app Home Page. How can I select a video?

You can review the videos on the browser area. You can select the **More** button (highlighted, on the browser area) using your eyes, to review more proposals. Once you are ready to select, click the **Select** button. This will highlight all the videos on the right side and you will be able to select one using your eyes.

2. I have selected a video, and it opened. How can I control it?

Once the video is open, click the **Go to Video** button. This will take you to full screen mode and allow you to control the video.

3. I clicked **Select**, but I want to change my mind and keep browsing. How do I do it?

Click the **Pause Dwell** to go back to browsing.

4. How do I search for videos?

Click **Menu** and then click **Search**.

5. Can I change the number of videos presented in my home, my search results, and my history?

Yes, click **Menu, Options, Additional Options** and then – **Change Table Size**.

6. I clicked **History**, but it does not show my watching history. Why?

To view your watching history you need to be logged into your Google account. This can be done by clicking **Login and Info** on the first page (below the YouTube button).

7. I clicked **Related Videos**, and the video I am watching keeps playing on the background. Is this OK?

This is how it is supposed to work. Click pause before going to **Related Videos** if you do not want to be distracted.

8. Can I switch to other page sets and keep YouTube playing in the background?

Yes. While playing a video, click **Menu, Exit (Communicator Home Page)**, and then **Exit Only**.

Accessible Instagram

1. I opened the app, and many buttons do not work. What do I need to do?

Start by clicking the **Down** button. Only then all the buttons will become active.

2. The **Play/Pause** button, and the **Gallery** buttons do not appear all the time. Why?

These buttons appear only when there is a video to play, or a pictures gallery to browse.

3. How do I select a post from the Explorer?

Click **Menu**, then **Explorer**. Use the **Up** and **Down** buttons, to browse the pages. Once you found a post that you want to select, click **Select**. Now you can select the post, using your eyes. After the post comes up, click the **Go to Post Page**.

4. I clicked **Select**. Can I change my mind and continue browsing?

Yes, click **Pause Dwell** and continue browsing.

5. I clicked **Go to Post Location** and nothing happened. Why?

This button works only if the post author specified a location.

6. I clicked **Follow / Unfollow** and nothing happened. Why?

This button works only if you are on a specific post.

Accessible Spotify

1. I entered the app first page (home). How do I start?

Click the arrows to start browsing the items on your home page. When you find one that you want to listen to – click **Select**.

2. I selected an artist and it took me to the artist's page. What do I do next?

You need to select one of the categories of content below the artist's name. Starting with **Popular and More** will allow you to browse the artist most popular content using the arrows. You can also browse by **Albums**, **Compilations** – any category of content that appears on the artist page.

3. I started playing a song. How do I control the volume?

Click **Back to the Playlist / Artist / ...** and select **Spotify Menu**. On the Menu you will find the **Player Volume**.

4. I started playing a song. Can I switch to playing it from another connected device?

Yes, you can. Click **Back to the Playlist / Artist / ...** and select **Spotify Menu**. On the Menu you will find the **Player Control**. Under Player Control you will find **Connect to Device**. There you can select the device you want to connect to.

5. How do I switch between playing the songs one by one, to Shuffle Play?

Click **Back to the Playlist / Artist / ...** and select **Spotify Menu**. On the Menu you will find the **Player Control**. Under Player Control you will find **Toggle Shuffle**.

6. What does the **See All** button do?

Opens all the content in the line that is selected. If there is no additional content it will do nothing (you can check if "See All" is written above the line you are browsing).

7. Can I leave the music to play in the background when I exit the app?

Yes. There are two ways to do it –

- Use the **Exit Only** button when exiting to Communicator 5 Home Page.
- Continue to play on an external device (see question #4 above).

Accessible Facebook

1. I am browsing my feed. A post with a video is highlighted. Can I control the video?

Clicking **Select Post** will open the video and allow you to control it.

2. The **Full Text** button on the home page seems to be doing nothing. What does it do?

If there is a “see more” message in the highlighted post, this button will show the full text of the post.

3. The **Translate Post** button on the Post Options page does not work. What does it do?

This button allows you to review the translation of posts that Facebook offers to translate (only posts where a message “see translation” appears in the post). Translations will be offered based on the users’ settings in Facebook.

4. Below the highlighted post, it says “X comments” but I see none. How can I see the comments?

If the comments are hidden, you have two options –

- Click **More Comments**.
- Click **Post Options** and then **Show/Hide Comments**.

5. How can I publish a post?

From Facebook home page click **Post Options**, and then **New Post**.

6. How can I delete or edit a post?

From Facebook home page, make sure that the post that you want to delete is highlighted, click **Post Options**, and then **Delete Post** (or **Edit Post**). Note – you can delete/edit only posts that Facebook allows you to delete/edit (your own...).

7. Can I reply to a comment?

Yes. With the relevant post highlighted, click **Comments**, and using the **Comment Up** and **Comment Down** buttons navigate to the comment you would like to reply to. Then click **Additional Options** and **Reply to Comment**.

Accessible Facebook Messenger

1. How can I browse my contacts in an efficient way?

Click the **Browse Contacts** button. It opens a table with your contacts on the browser area. If you have more than one page of contacts, the **More** button will appear on the table. You can move between the pages, by clicking this button (which is eye-gaze enabled). Once you are ready to select a specific contact, click the **Select** button and select a contact using eye-gaze. Then click **Exit** to go back to Facebook Messenger home page, to send and review messages to/from this contact.

2. How can I browse my messages in an efficient way?

Use the **Next Contact** and **Previous Contact** buttons to navigate between your contacts. Once a contact is highlighted you can use the **Messages** buttons (up and down), to go over this contact messages and read them.

3. How can I get messages read to me, open messages with media, reply to a specific message etc.?

Use the **Next Contact** and **Previous Contact** buttons (or **Browse Contacts**) to navigate to the contact that you are interested in. Once the contact is highlighted, click **Chat View**, and use the **Previous Message** and **Next Message** buttons to get to the message you want to select. You can also use the **Messages** buttons (with arrows up and down) to navigate through messages faster.

4. In the Chat View page, there is an **Emotion** button. What does it do?

This button allows you to add an emoji (“Emotion”) to the highlighted message. Your contact will see this emoji on his side.

5. Can I call a contact?

Yes. When the contact you want to call is highlighted, click **Call** and select one of the options – **Audio Call** or **Video Call**.

6. Can I accept or reject an incoming call?

Yes. When you get a call, click **Call** and select one of the options – **Answer Call** or **Reject Call**.

7. Can I send messages while on an audio or video call?

Yes. While on a call, click **Chat**. This will allow you to send messages to your contact, while on the call. Your partner will have to open the chat as well, to see your messages.



Accessible WhatsApp

1. How can I browse my contacts in an efficient way?

Click the **Browse Contacts** button. It opens a table with your contacts on the browser area. If you have more than one page of contacts, the button **More** will appear on the table. You can move between the pages, by clicking this button (which is eye-gaze enabled). Once you are ready to select a specific contact, click the **Select** button and select a contact using eye-gaze. Then click **Exit** to go back to WhatsApp home page, to send and review messages to/from this contact.

2. How can I browse my messages in an efficient way?

Use the **Next Contact** and **Previous Contact** buttons to navigate between your contacts. Once a contact is highlighted you can use the **Chat Up** and **Chat Down** buttons, to go over this contact messages and read them.

3. How can I get messages read to me, open messages with media, reply to a specific message etc.?

Use the **Next Contact** and **Previous Contact** buttons (or **Browse Contacts**) to navigate to the contact that you are interested in. Once the contact is highlighted, click **Chat View**, and use the **Message** buttons (up and down) and **Page** buttons (up and down) to get to the message you want to select.

4. I tried to send a file / picture to a contact, but after clicking **Send** nothing happened. Why?

You need to click send, only when the file / picture that you want to send is selected. If you click **Send** when a directory is selected, nothing will be sent, and the dialogue box for selecting a file / picture will be closed.

5. Can I create a new group?

Yes. Click **Menu**, and then – **Create Chat Group**. You will now be able to browse your contacts and add them to the group. Once you are done, click **Create Group**, and give your group a name. Once you have created a group, you can send and receive messages in the group.

Accessible SMS (Android Messages)

1. Which app do I need on my phone / tablet with sim, to run Accessible SMS?

You need the app **Messages by Google** (details in the following link <https://messages.google.com/>). Note that this app does not work on an iPhone (or on a tablet with iOS).

2. How can I browse my contacts in an efficient way?

Click the **Browse Contacts** button. It opens a table with your contacts on the browser area. If you have more than one page of contacts, the button **More** will appear on the table. You can move between the pages, by clicking this button (which is eye-gaze enabled). Once you are ready to select a specific contact, click the **Select** button and select a contact using eye-gaze. Then click **Exit** to go back to SMS home page, to send and review messages to/from this contact.

3. How can I browse my messages in an efficient way?

Use the **Next Contact** and **Previous Contact** buttons to navigate between your contacts. Once a contact is highlighted you can use the **Chat Up** and **Chat Down** buttons, to go over this contact messages and read them.

4. How can I get messages read to me, open messages with media, reply to a specific message etc.?

Use the **Next Contact** and **Previous Contact** buttons (or **Browse Contacts**) to navigate to the contact that you are interested in. Once the contact is highlighted, click **Chat View**, and use the **Message** buttons (up and down) and **Scroll Chat** buttons (up and down) to get to the message you want to select.

5. I want to send a gif to my contact, but after clicking **Send Gif** no gifs appear. What do I do?

Click the **Search Gif** and type in the search phrase. Then use the arrows to select the gif you want to send. Once it is highlighted, click **Select Gif** to send it.

6. What does the **Start Group Chat** button do?

This button allows you to send a message to a group of contacts. After clicking it, you will be asked to add contacts to the group. Once you are done, you can click **Start Chat** and send the message to the group.

7. I tried to send a file / picture to a contact, but after clicking **Send** nothing happened. Why?

You need to click send, only when the file / picture that you want to send is selected. If you click **Send** when a directory is selected, nothing will be sent, and the dialogue box for selecting a file / picture will be closed.

Accessible MSN (Microsoft News)

1. At the top of my screen, there is an area where articles are changing all the time. Can I browse these articles?

Yes. Once this object is selected, the **Slider** buttons will appear. You can use these buttons to browse the items in that area.

2. Sometimes I am browsing articles, and it seems like the app skips some of them (and jumps to the next one). Can I change it?

This will be the case if you are in the Skip Ads mode. Click the **Scroll Through Ads** button if you want to change it.

3. I clicked **Open Article**, and it brought me to a screen that allows me to scroll up and down and read the article. On this screen I see a **Video** button and a **Gallery** button. What do these buttons do?

If the article contains a video, or a pictures gallery, these buttons will allow you to control these items. When scrolling, if a video or a picture gallery is highlighted, click the appropriate button to control the highlighted item.

4. I clicked **Open Article**, and it brought me to a screen that allows me to scroll up and down and read the article. On this screen I see a button that says **Reading Enabled**. After clicking it, it changes to **Regular Scrolling**. What does this button do?

When in **Reading Enabled** mode, scrolling will highlight the article, paragraph by paragraph. If you click **Read**, Communicator 5 will read the highlighted paragraph for you.

Accessible Google Calendar

1. I selected the Accessible Calendar page set from Communicator 5 home page, but it took me to a Google Login page. Why?

Accessible Calendar requires you to be logged in to a Google account, as Google calendar does not work otherwise. You can log in by clicking **Login and Info** on the first page (below the Calendar button).

2. I am clicking **Next Event** and **Previous Event**, but nothing happens. What do I need to do?

For these buttons to work, there needs to be a day selected (highlighted) and an event scheduled for that day. If no day is selected, click **Next Day** to select the first day that is presented on the screen.

3. How can I navigate between dates?

- Use the **Previous Day** and **Next Day** buttons to move day by day.
- Use the **Previous Period** and **Next Period** buttons to move period by period.
- Use the **Today** and **Go to Date** buttons to select a specific date.

4. How do I edit an existing event?

Make sure it is selected and click View Event. After that click **Edit Event**.

5. After clicking **Edit Event** nothing happened. Why?

The reason can be that you do not have permissions to edit the event.

6. I clicked **Add Event** but was unable to add a new event. What do I need to do?

Make sure there is a selected day (a day that is highlighted) before clicking this button. When creating the event, you will be able to change the date, but a date is needed to start the event creation process.