

Frequently Asked Question

Join-In for Communicator 5

General Questions

Getting started with Join-In

What are the system requirements for running Join-In for Communicator 5?

- Tobii Dynavox Communicator 5.5.4 or later
- One of the following type of devices
 - An Tobii Dynavox I-Series I-13/I-16
 - A Windows 10 device

Is my dwell time in Communicator and the dwell time when I am selecting in the browser the same?







No, you can have a different dwell time in communicator than in the browser that allows you more accuracy. See *How do I change the dwell time when selecting within the browser for Eye gaze or Head mouse?*.

Which selection methods can I use in the Accessible Apps?

The following selection methods can be used:





- Eye gaze
- Head mouse
- Touch
- Switch

How do I change the dwell time when selecting within the browser for Eye gaze or Head mouse?







1. Open the page set  **Join-In Options**.
2. Select the  **Join-In Options** button.
3. Select  **Accessibility Settings**.
4. Select the  **Dwell Duration** button.
5. Select the desired dwell duration from the table.
6. Select the  **Back** button.
7. Select the  **Apply Changes** button.

How do I change the dwell feedback color when selecting within the browser for Eye gaze or Head mouse?







1. Open the page set  **Join-In Options**.
2. Select the  **Join-In Options** button.

3. Select  **Accessibility Settings**.
4. Select the  **Dwell Color** button.
5. Select the desired dwell feedback color from the table.
6. Select the  **Back** button.
7. Select the  **Apply Changes** button.








How do I change the dwell feedback color when selecting within the browser for Eye gaze or Head mouse?

1. Open the page set  **Join-In Options**.
2. Select the  **Join-In Options** button.
3. Select  **Accessibility Settings**.
4. Select the  **Dwell Color** button.
5. Select the desired dwell feedback color from the table.
6. Select the  **Back** button.
7. Select the  **Apply Changes** button.

How do I change the high lightning color when using switch scanning (arrows)?

1. Open the page set  **Join-In Options**.
2. Select the  **Join-In Options** button.
3. Select  **Accessibility Settings**.
4. Select the  **Selection Color** button.
5. Select the desired highlight color from the table.
6. Select the  **Back** button.
7. Select the  **Apply Changes** button.









How do I change access method to switch scanning (arrows)?

1. Open the page set  **Join-In Options**.
2. Select the  **Join-In Options** button.
3. Select    **Pageset Settings**.
4. Select the  **Arrows** button.
5. Select the  **Back** button.







6. Select the  **Apply Changes** button.

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









How do I change access method to touch?

1. Open the page set  **Join-In Options**.
2. Select the  **Join-In Options** button.
3. Select    **Pageset Settings**.
4. Select the  **Touch** button.
5. Select the  **Back** button.
6. Select the  **Apply Changes** button.

How do I use dwell with joystick or an another mouse alternative?

1. Open the page set  **Join-In Options**.
2. Select the  **Join-In Options** button.
3. Select  **Accessibility Settings**.
4. Select the  **Toggle Eye Gaze Dwell** button to off..
5. Select the  **Back** button.
6. Select the  **Apply Changes** button.

How do I use touch with joystick or an another mouse alternative?

1. Open the page set  **Join-In Options**.
2. Select the  **Join-In Options** button.
3. Select    **Pageset Settings**.
4. Select the  **Touch** button.
5. Select the  **Back** button.
6. Select the  **Apply Changes** button.

Why are the changes made to the Accessible Settings in Join-In Options not implemented?



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

Why are the changes made to the Pageset Settings in Join-In Options not implemented?




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

Troubleshooting Join-In




How can all the apps be closed at once?

1. Go to the Home Page of Communicator 5.
2. Select the page set  **Join-In Close All**.
3. Select the  **Close All** button.

How can an open window be closed?

1. Select the  **Menu** button in the app.
2. Select the page set  **Utilities..**
3. Select the  **Close Window** button.




The app has stopped responding, what can be done?

1. Select the  **Menu** button in the app.
2. Select the page set  **Utilities..**
3. Select the  **Recover** button.







This should renew the connection between the Communicator 5 buttons and the app. If that does not work, see *The Recover action did not work, what can be done?*

The Recover action did not work, what can be done?





1. Select the  **Menu** button.
2. Select the  **Exit (Communicator Home Page)** button.
3. Select the  **Close and Exit** button.

The content is hard to read, can the text be automatically read to the user?









In most of the apps the user can have Communicator 5 read the content aloud (automatically or manually) and the the font size can be controlled.

1. Select the  **Menu** button.
2. There are two ways from here
 - In some of the apps
 - a. Select the  **Turn Auto Read On** button to toggle auto read on.
 - If the **Turn Auto Read On** doesn't exist in the App Menu
 - a. Select the  **Options** button.
 - b. Select the  **Turn Auto Read On** button to toggle auto read on.



The content is hard to read, can the text be enlarged?

1. Select the  **Menu** button.
2. There are two ways from here
 - In some of the apps
 - a. Select the  **Turn Auto Read On** button to toggle auto read on.
 - If the **Turn On Text Enlargement** doesn't exist in the App Menu
 - a. Select the  **Options** button.
 - b. Select the  **Turn On Text Enlargement** button to toggle auto read on.


The content is hard to read, can the font size be changed?

1. Select the  **Menu** button.
2. Select the  **Options** button.
3. Select the  **Additional Options**
4. Select the  **Change Font Size** button.
5. Select font size from the table.
6. Select the  **Apply Changes** button.
7. Select the  **Back** button.
8. Select the  **Back** button.
9. Select the  **Back** button.




Can the user zoom in the content?


1. Select the  **Menu** button in the app.
2. Select the page set  **Utilities..**

3. Select the  **Zoom In** button.

 The zoom level will be saved for that app.







Can the user zoom out the content?

1. Select the  **Menu** button in the app.
2. Select the page set  **Utilities..**
3. Select the  **Zoom Out** button.








 The zoom level will be saved for that app.

Accessible Netflix

How does the user change the profile in Netflix?

1. Select the  **Menu** button.
2. Select the  **Options** button.
3. Select the  **Switch User** button.
4. Navigate to the profile to use with the  **Previous Profile** button and/or the  **Next Profile** button.
5. Select the  **Select Profile** button

How does the user set a default profile in Netflix?

1. Select the  **Menu** button.
2. Select the  **Options** button.
3. Select the  **Switch User** button.
4. Navigate to the profile to use with the  **Previous Profile** button and/or the  **Next Profile** button.
5. Select the  **Set as Default** button.
6. Select the  **Select Profile** button

What is the Kids application?










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 the Netflix account, outside of Accessible Netflix.



Once such profile is defined, when the user selects the **Kids** button the Kids default kids profile is activated with kids navigation capabilities.

It is recommended to define a kids' profile and to set a default kids profile in Accessible Netflix.

How does the user set a default kids profile in Netflix?








1. Select the  **Menu** button.
2. Select the  **Options** button.
3. Select the  **Switch User** button.
4. Navigate to the profile to use with the  **Previous Profile** button and/or the  **Next Profile** button.
5. Select the  **Set as Default Kids** button.
6. Select the  **Select Profile** button
7. Select the  Exit button.
8. Select the  **Back** button.

How can the user exit the Kids profile.

1. Select the  **Kids Menu** button.
2. Select the  **Exit Kids** button.

How can the user browse by genre?

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

1. Go to  **TV Shows** or  **Movies**
2. The genres window will open on the browser side.
3. Navigate to the required genre with the  **Up**,  **Down**,  **Left** and  **Right** buttons
4. Select the  **Select** button.

How can the content, on the right hand side, be browsed after selecting TV Shows (Movies/ Latest/My List/Genre)

Select the  **Back** button to start browsing the content, using the Netflix Home Page.

Why is the arrow buttons on the Season and Episode page changing the volume when a movie is playing?

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

What does the Explore All button on Netflix Home do?

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