How to Sync a Smartphone with the Eyegaze Edge®

Grid can connect to your smartphone to allow you to make calls and send text messages.

This guide will show you how to connect your phone and answer some common questions.

What can you do when you connect a smartphone to Grid?

- Send and receive calls via Grid
- Use your Grid voice on calls
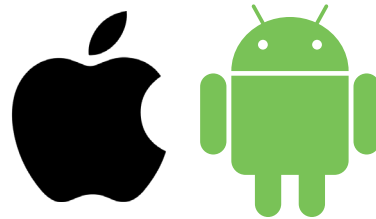- Listen to your calls through your device

- Send and receive text messages
- Read symbolised text messages
- Read out your messages

Getting started

You will need:

- Grid for Windows (Grid 3) version 48 or above
- A smartphone that supports Bluetooth

Phones supported

Android
Android devices running Android 6 and above (Samsung, Google Pixel, Sony and more)

iPhone
iPhone 6 and above running the most recent OS (iOS13 at time of writing)
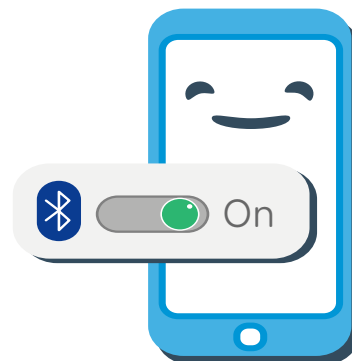Tip: Looking for Bluetooth? Look for this icon on your phone. It's usually found under your phone settings.
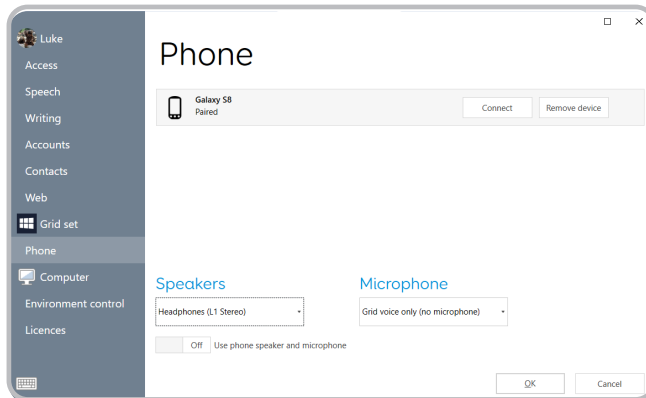
How to connect your phone
Step 1:

Check to see if your phones Bluetooth is on.

Step 2:

Open Grid on the Eyegaze Edge®, select menu (three lines located at the top left corner of the screen), then select "Settings" - Phone.
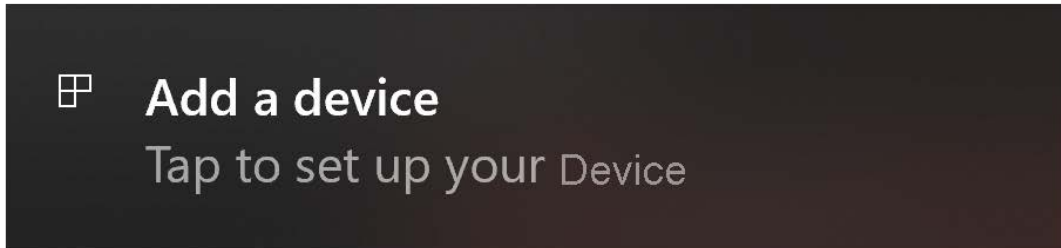

Step 3:

Tip: If you don't see your phone on the list, you may need to set your phone to be Discoverable.

On iPhone, this is a toggle on the Settings - Bluetooth screen. On Android phones, this can vary, certain phones have a discoverable toggle on the Bluetooth settings screen, other phones only become discoverable if the Bluetooth settings screen is open.

1. Tap the phone then select "Connect" next to your chosen phone's name to begin pairing.

2. Your phone will display a notification to confirm, often with a pin code. Select 'Confirm' or 'Yes' to continue pairing.

You may also get a couple of additional prompts and notifications on your phone while it pairs. These are to allow Grid access to various functions. Accept all of these.

Step 4: On the iPhone

For iPhones to allow all functionality

1.) Go to blue tooth settings on the phone

2.) Select "Eyegaze Edge" and tap on the info icon to the right (i)

3.) Toggle on "show notifications" and "sync contacts", ensure that phone favorites, phone recents, and all contacts are selected.

Step 5: On the Eyegaze Edge®

Go back to your phone settings in the Grid menu.

1.) Click on your phone then select "disconnect" to the right.
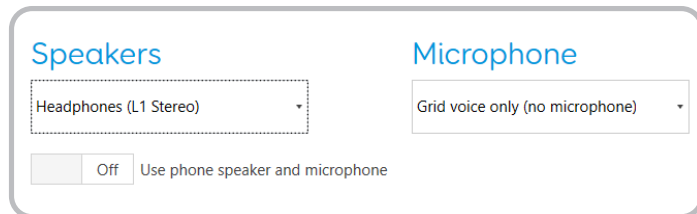
2.) Once disconnected, select "connect".

Step 6:

Once pairing is complete you will see a list of what your phone can do while it is connected to Grid.

Your phone will also begin to sync messages and calls, so you may start to see pop ups in Grid.

Phone audio settings

On the Phone settings screen you can choose how you want to send your voice and where you will hear your callers.

Speaker

This drop down box lists all the audio devices you have connected to your communication aid. This allows you to send your call audio through either your device's speakers, or another device like headphones or a Bluetooth speaker
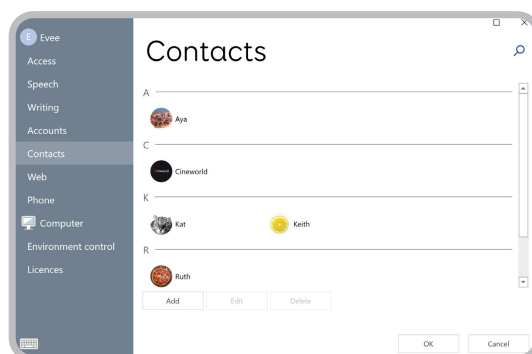
Microphone

Choose where you want to send audio from. Your device will often have a microphone built in, and you can also select any connected headsets. No matter what you choose, you will always be able to send Grid's voice directly.

Tip: It is best to use headphones if you are intending on using a microphone otherwise you can cause the audio to feedback!

There is also a toggle to use the phone speaker and microphone, this will disable Grid's audio being sent to the phone.

Managing contacts

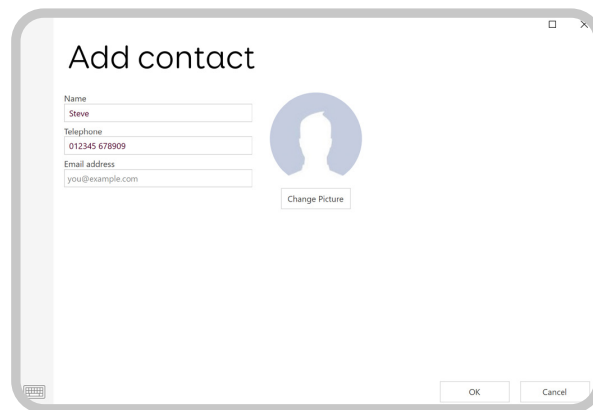Every Grid user has their own contact list. This is separate from your phone's contacts and address book.

A contact is made up of a name, image, phone number and email address.

Where can I add or remove contacts?

Contacts are accessed in Menu - Settings - Contacts.

Here you can select Add to make a new contact, or highlight an existing contact and use Edit to make any changes or Delete to remove.

Some grid sets also allow you to add, edit and remove contacts without accessing the menu.

Troubleshooting

With all the different models of phones, operating systems and communication aids there maybe times where you need some extra help getting things working.

The following tips can help solve many issues, however you can always visit thinksmartbox.com. There you can find many more answers, guides and ways to contact us to answer your queries directly.

My phone only says it has some functionality (repeat steps 4 or 5)

Check in your Bluetooth settings on your phone that you have all permissions ticked (including contact sharing and notifications), then in Grid - Settings - Phone select Disconnect next to your phone, then Connect again and you should see your phone has all options available.

Do I still have to use the CallCenter and JustRemotePhone apps to use my phone with Grid?

No, you only need your phone and Grid, no additional apps are needed. If you previously used CallCenter and JustRemotePhone, and you do not use them for anything outside of Grid, you can remove them.

Do I need to update my grid sets?

No, if you have previously been using your phone with Grid, you do not need to update your grid sets to use the phone features.

Can I share contacts between my phone and Grid?

Not at the moment, Grid has its own contact list that is stored for each user.

Can my phone be connected to other Bluetooth devices while it is connected to Grid?

Yes! Although this can mean that you will have to configure some options such as audio output on your phone.

Can I use group messaging when connected to Grid?

No, group messaging on both iOS and Android use a different system to regular text messaging which is not open for Grid to connect to.

My phone is neither Android or iOS, will it work?

Possibly. We have tested with some 'feature' phones that are available and these often support some functions, usually calls and sending Grid's voice. Text messaging often requires further permissions which often can't be granted on feature phones.