



EYEGAZE

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Eyeworld & Phone Sync FAQ

Q: Can I sync contacts with my phone?

A: Automatic syncing of contacts is not available. We suggest adding in your most used contacts using the mouse & keyboard when your caretaker or Eyegaze representative is available.

You can do this by selecting "Contacts" on the second page of the Eyeworld home screen.

Q: Can I send or receive attachments while texting?

A: It's not currently possible to send or receive attachments (photo, video, audio, or files) with the built-in texting app, but Whatsapp is a good alternative for advanced users to send or receive media.

You can get to it from the "Social" icon on your Eyeworld home page. Learn more about Whatsapp here - <https://faq.whatsapp.com/>

Q: Can I text to multiple people at once?

A: It's not currently possible to send or receive messages to multiple people at once using the built-in texting app, but Whatsapp is a good alternative for advanced users wanting to create or join group messaging threads.

You can get to it from the "Social" icon on your Eyeworld home page. Learn more about Whatsapp here - <https://faq.whatsapp.com/>

Q: Why should I turn off the "Show notification when you receive a call" setting?

A: The notification that comes up is not eye tracking accessible. You will not be able to close out of it without using a mouse or switch, and it may cause eye tracking users to get stuck when it pops up.

Q: Why can I make/receive calls but can't see or send texts?

A: Your phone is not allowing the Eyegaze Edge to perform these functions. Restart Eyeworld and check Settings-Devices-Phone to be sure your phone is connected, then go into bluetooth settings on your phone.

On iPhone, tap the blue "i" next to "Eyegaze Edge" on the list of connected devices. On Android, tap the gear icon next to "Eyegaze Edge". You should see one or more switches (or permissions) to turn on, most importantly "show notifications".

You will need to restart your Eyegaze Edge for these changes to take effect. If you do not see any permissions, try restarting your Eyegaze Edge and checking if you hear the connection chime when Eyeworld starts up.

If you're still having trouble, see "Resetting Eyeworld Bluetooth Connection"

Q: How can I answer phone calls?

A: Keep your phone nearby with the ringer turned on. You can use the answer button on the home page to pick up a call when it comes in.

Q: How can I speak on the phone and hear the other line?

A: On iPhone, turn on the accessibility setting that uses speakerphone by default when calls are answered. Instructions on this are provided in the smartphone setup training video.

On Androids, you will need a 3rd party app that accomplishes the same thing. We cannot guarantee that the Google Play store will always have a working solution for your specific device.

The app you will use varies based on your device and what is currently available in the Google Play store.

Q: Why is my phone switching back and forth between "paired" and "connected"?

A: In most cases, smartphones have no available functions to perform when Eyeworld is not open, or when Eyeworld is not actively performing a function involving the smartphone.

The phone will automatically switch between being paired and connected based on whether texting or calling functions are available at that moment.

Q: How can I turn the sound Eyeworld makes when I get a text or call?

A: Navigate to "C:\Program Files (x86)\Eyegaze" and copy the file "quiet.wav", then go to "C:\Program Files (x86)\Mind Express 5\Plugins\GSM" and paste the file you copied earlier.

The sound file for texts is "S.wav" and the one for calls is "R.wav". Deleting either of these and renaming the "quiet.wav" file to replace them would silence the corresponding sound.

RESETTING EYEWORLD BLUETOOTH CONNECTION

1. On your smartphone, go to bluetooth settings and find the Eyegaze Edge. It may not show up under connected devices, so you may need to scroll further down the list to find it.
2. On iPhone, tap the blue "i" next to "Eyegaze Edge". On Android, tap the gear icon next to "Eyegaze Edge".
3. Tap the "Forget this Device" (iPhone) or "Unpair" (Android) button.
4. Turn bluetooth off and on to be sure the Eyegaze Edge is removed from the list.
5. On your Eyegaze Edge, open the start menu and search for "Bluetooth and other devices settings".
6. Find your smartphone on this page and click it, then click "Remove Device".
7. Restart your Eyegaze Edge along with your smartphone, then follow the instructions to pair your phone again.