Using a smartphone with Grid

Contents

Introduction

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, manage contacts, highlight grid sets that you can use 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
- Your communication aid needs to have Bluetooth (Grid Pad 12, 10, 8, Surface Touch and Eye Gaze Essentials)
- Your smartphone must support Bluetooth

Phones supported

We have tested with a wide range of smartphones, both old and new to make sure that the phone feature works as expected, however there are many different devices out there!

We always recommend trying a few options to find the right phone for you before buying.

Android

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

iPhone

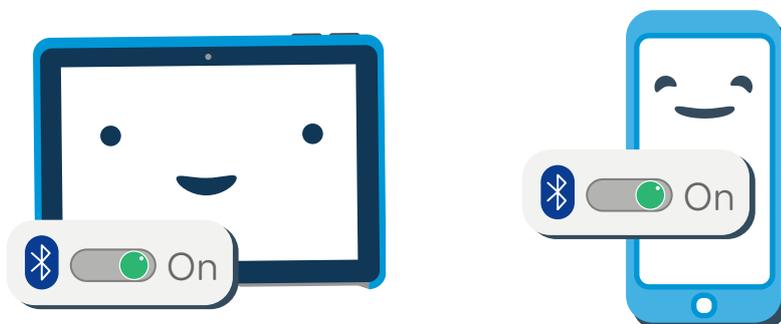iPhone 6 and above running the most recent OS (iOS13 at time of writing)

Tip: Looking for Bluetooth? Look for this icon on your phone and communication aid. It's usually found under your device's settings screen.
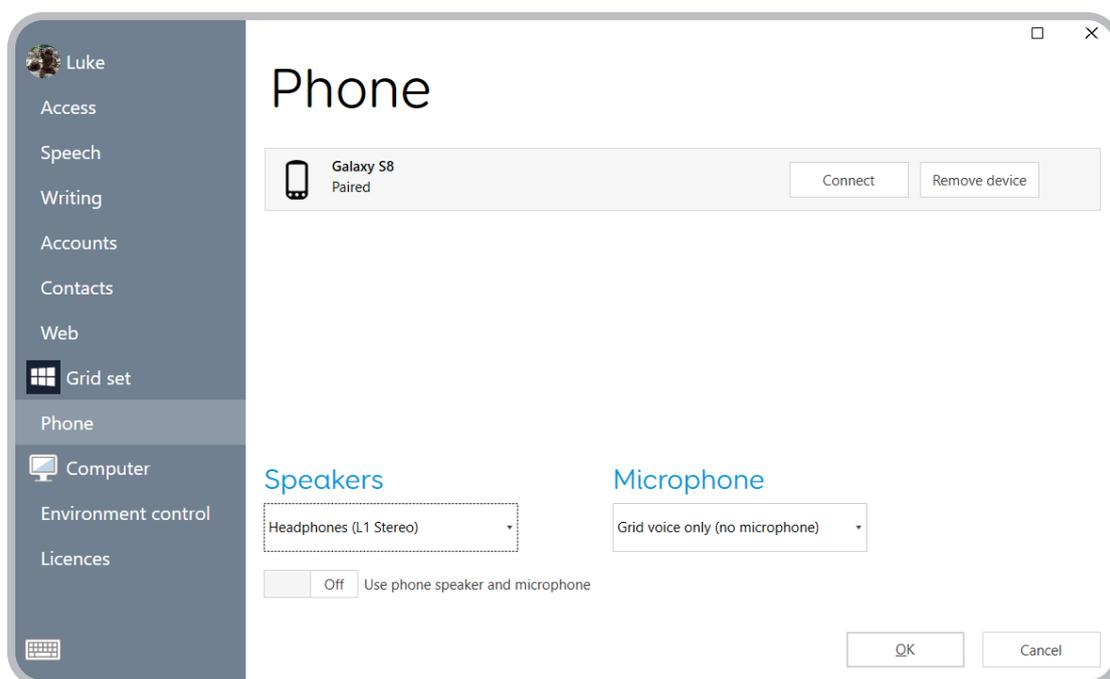
How to connect your phone

Step 1:

Check you have Bluetooth switched on, both on your phone and your communication aid.

Step 2:

Open Grid, select the menu and select **Settings - Phone**.

Step 3:

Discoverable phones will appear on the this screen.

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.

Tap **Connect** next to your chosen phone's name to begin pairing.

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

Grid Pad would like to pair with your phone
Pin: 123456

Yes

Tip: Your communication aid may show a similar prompt, ignore this!

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.
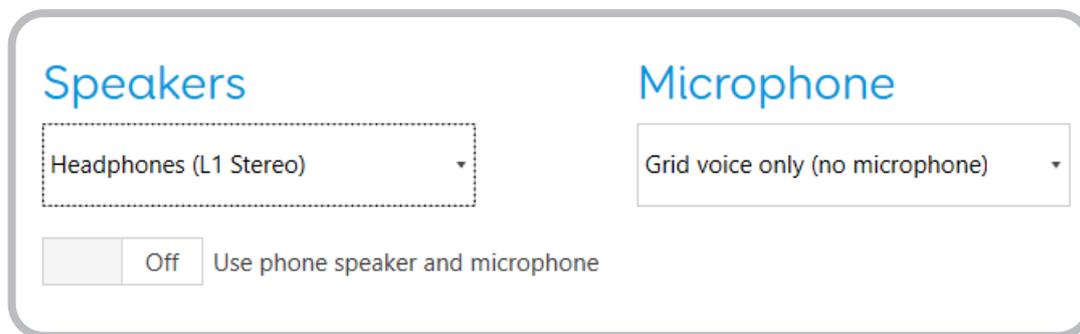
Step 4:

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.

Grid sets for phones

Once your phone is connected, you can find many grid sets in Grid have phone features as standard.

Text based grids

Fast Talker and Fast Talker Large Cell

Both Fast Talker and Fast Talker Large Cell have dedicated areas to answer calls, create and edit contacts, send and receive text messages as well as a flexible keyboard with smart grammar and prediction.

You can access the SMS grid from the home grid.

You can add these grid sets in **Menu - Add grid set - Text communication**.

Alpha Core

The Alpha Core grid set offers a range of accessible keyboards which lets you find the right layout for you, then use this to access a range of other apps. You can edit your contacts and use text messaging.

You can find text messaging under **Topics - SMS Inbox**.

You can add this grid in **Menu - Add grid set - Text communication**.

Symbol based grids

Wordpower 60 and 100

Both Wordpower 60 and 100 have a text messaging grid. Use the grid to build your messages with core words and send these to your friends and family. You can also make and answer calls and edit contacts.

You can find the smartphone options under the Groups grid under TXT or Mobile.

You can add these grid sets in **Menu - Add grid set - Symbol communication.**

Vocabulary for Life

Vocabulary for Life is aimed at young adults and is focused on supporting independence. Vocabulary for Life provides functional language for a range of everyday situations and offers text messaging grids.

You can find the SMS grid under **Special - SMS**

You can add this grid set in **Menu - Add grid set - Symbol communication.**

Symbol Talker D

Symbol Talker is a topic based grid set that lets you build sentences in a logical order. You can send and receive messages which will have symbols to highlight keywords.

You can find the SMS grid under **Special - SMS**

You can add this grid set in **Menu - Add grid set - Symbol communication.**

Beeline

Beeline is a symbol-based core vocabulary system that allows you to build sentences with a huge range of words. You can send and receive text messages in the SMS section.

You can find the SMS grid under **Special - SMS**

You can add this grid set in **Menu - Add grid set - Symbol communication.**

Text messaging

SMS

The SMS grid is a basic set of tools to read your messages and reply using a simple QUERTY keyboard.

You can add this grid in **Menu - Add grid set - Accessible apps.**
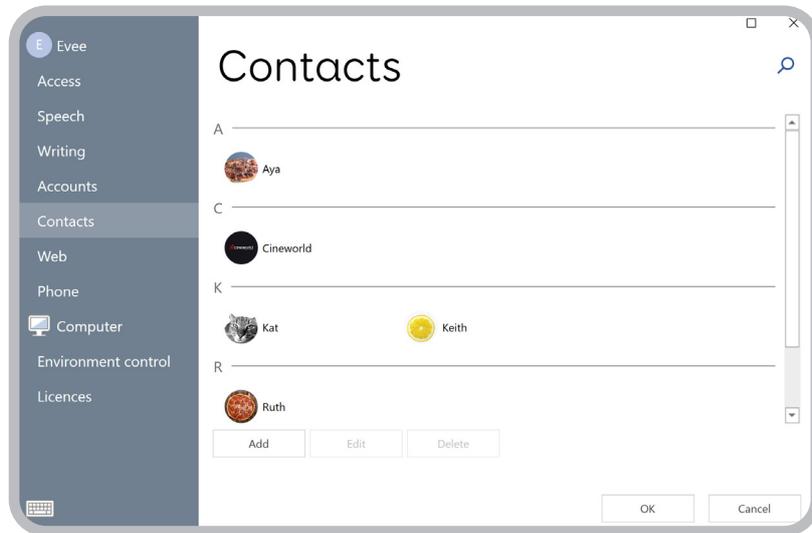
Simple SMS

The Simple SMS grid set gives you the same access to your text messages, but also adds symbols above keywords. When composing a reply, there is a selection of quick phrases and message starters, as well as access to a keyboard.

You can add this grid in **Menu - Add grid set - Accessible apps.**

Managing contacts

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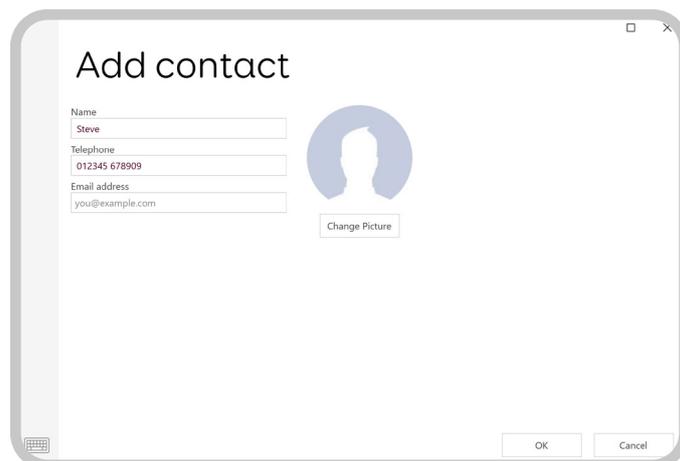

A contact is made up of a name, image, phone number and email address.

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

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.

What versions of Windows are supported?

Versions of Windows 8.1 and above support this feature.

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.

Which phones are supported?

Android phones running version 6 and iPhone 6 or later are supported. We have tested a large number of handsets to make sure they are compatible but there are too many for us to try them all! If you have any trouble using your phone with Grid 3, please contact our Support Team and they can help you.

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.

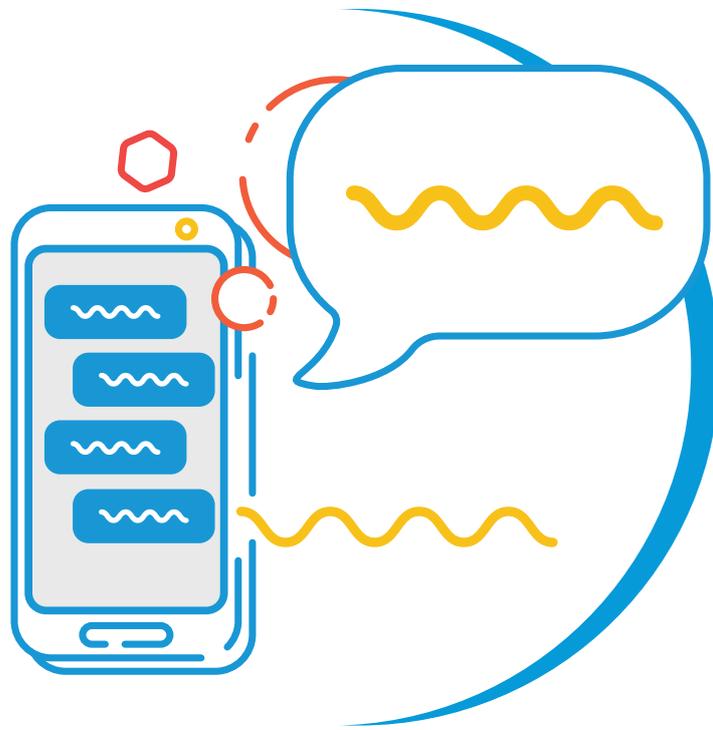## Do I need the latest phones to use this feature?

No! As long as your phone supports Android 6 or iOS13 you should be fine.

I use Grid for iPad, can I use this feature?

No, this is only available for Grid on Windows.

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.

Smartbox

Smartphone Guide (Version 1.0)
English (UK)

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