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# Join-In for Communicator 5

## Frequently Asked Questions



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# Getting Started

## What are the requirements for using Join-In with Communicator 5?

- A Windows 10 device.
- Communicator 5, version 5.5.4 or higher.

## How do I start using Join-In?

- You need an active subscription or free trial period.
- Download the Join-In Browser and Join-In Page Sets.
- Consult the subscription and installation instructions in the [Getting Started](#) training cards.

# Accessibility

## How do I set Join-In up to work with the device I am using and my accessibility preferences?

- Open the Join-In Settings page set from your home page (or first add it to your home page if you have not already done so).
- Consult the [Join-In Settings](#) training cards for detailed information, then follow these four steps to get set up:
  1. **Set Control Method** – the input method used to operate your device.
  2. **Set Selection Method** – the way you want to choose items in the browser.
  3. **Adjust Device Settings** – set a range of preferences such as timing and color.
  4. **Test Provisional Settings** – see how your settings will work in practice.

## I don't notice any changes after adjusting my accessibility preferences in the Join-In Settings app. Why is that?

- Many of the Join-In accessibility settings only affect the way you select items from the browser area – using **Direct Selection** or **Indirect Selection**. This is only relevant in certain contexts within each app.
- The way you work with the Communicator 5 toolbar can only be adjusted in Communicator 5 Advanced Settings. Your Join-In Settings do not affect how the buttons on the toolbar work – only the pages and buttons that you see.
- Consult the [Join-In Settings](#) training cards for detailed information.

# Accessibility

## 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 content for you (automatically or manually) and you can control the font size.
- Click the **Menu** button. In some apps you will find the **Auto Read** button there, while in others you will need to select **Options** to get to this button.
- The same goes for the **Text Enlargement** button. Use **Toggle** or turn it **On** if you want the text to be enlarged.
- To adjust the size of the enlarged text, click **Additional Options**, then change the **Font Size**.
- 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.

## What is the difference between using Touch as my Control Method, and using the Allow Touch accessibility setting?

- If your main Join-In **Control Method** (input device) is **Touch**, the browser presents 'selectable areas' to you by highlighting them in a colored border. In these situations, the Communicator 5 Toolbar receives a message from the browser when you touch an item to make a selection, and it knows to redirect you to the right page afterward. The rest of the screen is automatically blocked for touch access in order to prevent unintentional selections.
- If you are using a different **Control Method**, touch can be used as a secondary or temporary access method in troubleshooting scenarios. You can turn regular **Touch Access** on and off in Join-In Settings, or on the **Utilities** page of all apps. Applications are not optimized for working with this touch in this way, and the toolbar will not automatically be redirected to match the actions you take by touching the browser.

# Troubleshooting

**I have many Join-In Browser windows open on my device. Is there a way for me to close them all quickly?**

- Open the Join-In Close All page set from your home page (or first add it to your home page if you have not already done so).
- Click **Close All**.

**I want to close the window that is currently open and in focus. How can I do it?**

- Navigate to the **Menu** page of the app you are using, then click **Utilities**. On the [Utilities Page](#) click **Close Window**.

**I clicked many buttons, but the app does not respond at all. What should I do?**

- The connection between the Communicator 5 Toolbar and the Join-In Browser may have been lost. The **Recover** tool can be used to repair it.
- Navigate to the **Menu** page of the app you are using, then click **Utilities**. On the [Utilities Page](#) click **Recover**.
- If that does not work, exit to Communicator 5 Home Page by selecting **Close and Exit**, and start the app again.

**Part of the app I am using does not seem to work correctly, but the rest of it seem fine. What is going on?**

- Join-In uses the regular website for all of the supported applications. We change the way the site looks and behaves to make it more accessible, but we don't control the underlying content.
- Sometimes new features or layout changes are implemented by the companies running the websites we use. These changes can sometimes cause our software to not work properly in certain situations.
- When this happens we work provide a fix as soon as possible, and it should not be long before an update is available. If any updates are available when you open any Join-In app (as long as no other Join-In windows are already open), the latest software is automatically downloaded to your device.
- You can report a problem like this by writing to us at [info@d-bur.com](mailto:info@d-bur.com)