EZConversation — Manual for Speech-Language Pathologists

A clinical and configuration guide. For a family-facing introduction, see the parent manual. This document assumes familiarity with AAC, and covers what the app does linguistically, what it does not do, and how to set it up for a specific client.

---

1. What kind of system this is

EZConversation is a **grid-based symbol AAC app for the iPad**, with two key features that most grid-based AAC apps lack:

1. **Listening Mode**: the iPad's speech recognition hears the communication partner, and the app fills the grid with the vocabulary most likely to be needed for a reply.
2. **The Sentence Builder**: a grammar engine that turns telegraphic tap sequences into grammatical English before they are spoken.

Vocabulary, grammar, topic selection and voice output all run on the iPad, and work without a network connection.

Speech recognition is the one exception, and it matters for privacy review. Listening Mode uses Apple's speech recognition (`SFSpeechRecognizer`). The app does not request on-device-only recognition, so **partner audio may be sent to Apple's servers for transcription**, exactly as system dictation is. See §8 before using it in a setting with FERPA, HIPAA, or district privacy obligations.

The design premise

EZConversation **does not require the user to encode morphology or function words**. There is no `my` tile, no `and` tile, no `–ing` tile, no `is` tile, and no possessive marker. The user taps content words in roughly semantic order, and the app supplies inflection, articles, copulas, prepositions, conjunctions and case.

This is a trade-off. The benefit is a short path from what the user wants to say to a fluent sentence, for a user who struggles most with function words. The cost is that the user has no direct control over those forms. A user who *can* mark morphology has no tile with which to do so, and the app's reading of an ambiguous sequence stands unless a partner edits it in the message bar.

It is a good fit for a client with a strong semantic core and weak morphosyntax. It is a poor fit for a client whose goal is independent grammatical encoding, or a literate client who wants word-for-word control. The keyboard's Phrase mode (§7) allows typed sentences to be spoken exactly as written, but it is not the main way the app is meant to be used. This should be decided before setting anything up.

2. The Sentence Builder in detail

2.1 How it processes a tap sequence

A tap sequence has **no punctuation, capitalisation, or prosody**. It is only an ordered list of tiles. The engine:

1. **Merges number tiles.** Digit tiles are one per tap, so "2" "1" becomes 21.
2. **Drops accidental repeats.** A tile tapped twice in a row counts once ("I need need help" → "I need help"). The exception is `go go`, the periphrastic future ("I go go school" → "I am going to go to school").
3. **Treats time expressions as adverbs**, such as "last night", "five minutes ago" and "next week", so that they do not take articles or fill argument slots.
4. **Splits the sequence into clauses** (see 2.2).
5. **Applies a fixed sequence of rules to each clause** (see 2.3).

2.2 Clause segmentation

Clause boundaries are found before any morphology is applied, because case, agreement and copula insertion all work within a clause.

A note about tiles. Most subordinators have **no tile in the app**. There is no *because*, *if*, *while*, *unless*, *until*, *since* or *that* tile. Only three of the words below can be tapped: **before** and **after** are in the Time topic, and **when** is in Questions. In all three cases, the topic they are in suggests the non-subordinating reading (a time word, a question word). Everything else in this list can only be entered with the **Type** keyboard or as a **custom word**.

So the subordinator rules mainly exist so that typed and custom input is handled correctly, and so that *before*, *after* and *when* work in either reading. For a client working only from the grid, the boundary that comes up most is the **asyndetic** one at the end of this list, which needs no conjunction at all.

A boundary is placed at:

- **Subordinating conjunctions**: because / if / when / while / unless (typed, except *when*). Also before / after / until / since, but **only when a finite clause follows**: "before bed I read" keeps *before* as a preposition, while "before I eat" does not. This is what allows the *before* and *after* tiles to be used as ordinary time words.
- **Complementizer "that"** (typed only).
- **A coordinator introducing a finite clause**: "dog bark **and cat sleep**". This is also typed only, since there is no *and* tile.

- **Attitude-verb complements**: think / know / say / believe / hope / remember, and similar. These give "I think **she is happy**" a nominative embedded subject.

  Control verbs (*want, need, tell, ask*) are **not** included. Their NP + V complement stays accusative with a to-infinitive: "I want **her to go**", not "I want she goes".

- **Asyndetic boundaries**: a nominative pronoun or name starting a new predicate after a complete clause, with no conjunction tapped. "I want water **I want cookie**" → *"I want water and I want a cookie."* The engine supplies the *and*, since there is no conjunction tile and the tap sequence has no punctuation.

  A clause is kept open if its verb still needs an object, a verbal complement, or a complement clause. So "I see dog run" stays one clause ("I see a dog run"), and so does "I feel I need go" ("I feel like I need to go").

Conjuncts with no subject of their own borrow the previous clause's subject, so that agreement, tense and negation apply. The copy is then removed for coordination ("he run and swim" → "he runs and swims") or kept for subordination ("I sad because tired" → "I am sad because I am tired").

2.3 What the rules cover

Grouped by their clinical names:

Argument structure and case

There is **one tile per person, and it is always the nominative form**: *I, you, he, she, it, we, they*. There is no *me*, *him*, *her*, *us* or *them* tile, and no *my* or *his*. Case is chosen from position, not by the user. The I/me/my distinction is the morphology this population may struggle with most, which is why no tile asks for it.

- **Nominative → accusative in object position.** This is the case rule that comes up from tile input, because every pronoun tile is nominative and some end up in object position: "give I book" → "give **me** a book"; "he friend she" → "he is friends with **her**"; "take I store" → "take **me** to the store."
- **Nominative → possessive** before a noun, using a repeated person tile (described below): "I like I car" → "I like **my** car."
- **Accusative → nominative in subject position** ("me want cookie" → "I want a cookie"). This can only be reached from the **Type** keyboard or custom words, since there is no accusative tile.
- **Dropped subjects** are supplied when a clause-initial verb cannot be an imperative: "want go home" → "I want to go home."
- **Role assignment** (subject / agent / patient) happens before agreement, so objects never trigger verb agreement.

Verb morphology

- Third-person singular present: "he go" → "he goes"; "bird fly" → "the bird flies."

- Past tense from a past-time word anywhere in the utterance. The whole utterance shifts, across clauses, including inserted copulas (is → was) and inserted negation (don't → didn't).
- Future from "tomorrow" / "next week": "tomorrow I eat pizza" → "tomorrow I will eat pizza"; "tomorrow I happy" → "tomorrow I will be happy." An existing modal is left alone: "I can go tomorrow" is unchanged.
- Periphrastic future: "I go eat pizza" → "I am going to eat pizza."
- Progressive: a subject + gerund gets the right form of *be*.
- Gerund complements: "done eat" → "done eating"; also after keep / avoid / mind, and "stop".

Function-word insertion

- **Infinitival "to"** after control verbs: "I want go" → "I want to go."
- **Prepositions a verb requires**: look **at**, talk **to**, wait **for**, go **to**, listen **to**.
- **Destinations**: "take I store" → "take me to the store."
- **A companion before a destination**: "Sam go with I park" → "Sam goes with me to the park."
- **Infinitive after an indefinite pronoun**: "I need something eat" → "I need something to eat."
- **Placement**: "put book bag" → "put a book in the bag"; "put cup table" → "put a cup on the table."
- **Purpose infinitives**: "I go store buy milk" → "I go to the store to buy milk."
- **Wh-infinitives**: "tell I how eat food" → "tell me how to eat food", while a finite wh-clause keeps its shape: "I ask what you want."

Determiners

- Definite article where the noun needs one: "dog go" → "the dog goes."
- Indefinite article, with a/an, on countable objects: "I see a cat", "she has an idea."
- Generic plurals after preference verbs: "I like dog" → "I like dogs."
- Quantifier + noun: "2 cookie" → "2 cookies", with plural agreement following. "a lot" takes "of" and pluralises a count noun: "a lot toy" → "a lot of toys", "a lot food" → "a lot of food".
- Mass nouns take no article: "I eat pizza", "I need water."
- Family terms and names take none: "mom goes", not "the mom goes."
- Place phrases without articles are kept: "I go to bed", "I go to school."

Copulas (verbless predicates)

A subject plus a bare predicate is a complete utterance in AAC, so the verb is supplied:

Rule	Example
Predicate adjective	I cold → *I am cold*
Predicate locative	I home → *I am home*
Locative PP	book under table → *the book is under the table*

Rule	Example
Predicate NP	Paul I friend → *Paul is my friend*
Wh-copula	where mom → *where is mom*; who you → *who are you*; who I → *who am I*
Existential	there cookie → *there is a cookie*; there nothing → *there is nothing*; there boy girl → *there is a boy and a girl*
Demonstrative	that I bag → *that is my bag*
Ambient adjective	dark → *it is dark*
Have-state	I headache → *I have a headache*
Friends-with	I friend boy → *I am friends with the boy*

Two of these are deliberately narrow. The **ambient copula** only applies to a fixed list of 28 *environment* adjectives (dark, loud, cold, bright, hot, quiet, rainy, sunny, windy, messy, crowded, and others), 20 of which can be tapped from the grid. So a bare "loud" becomes "it is loud", while a bare adjective describing a person stays bare: "tired" stays *tired*, not "it is tired". **Have-state** only applies to a list of condition nouns, so an ordinary N N pair stays possessive: "Sam bag" → "Sam's bag".

This contrast is worth showing to a partner, since both are single-tile utterances that behave differently: **loud** → *it is loud* (about the room), **tired** → *tired* (about the speaker, left for the partner to interpret).

Possession

There is no possessive tile. A possessive is made by **repeating a person tile** before a noun:

Taps	Output
I like I car	I like **my** car
he like he car	he likes **his** car
give I I book	give **me my** book
Matilda bag	**Matilda's** bag

The same `I … I …` pattern is *coordination* when a full predicate follows ("I want food I want water"). The difference is that a repeated pronoun is a possessor when a verb already governs the first one, and an accidental double tap when nothing does.

Body parts are possessed automatically: "stomach hurts" → "**my** stomach hurts"; "I hurt knee" → "I hurt **my** knee". The possessor is the clause's subject, but only when the subject is a *pronoun*. A name does not tell the engine *he* or *she*, so a named subject gets no possessor ("mom brush teeth" → "mom brushes teeth"). An imperative with no subject is read as addressed to the listener: "brush teeth" → "brush **your** teeth."

Coordination

There is no *and*, *but* or *because* tile, so coordinated words are tapped with nothing between them:

- "cat dog go" → "the cat and the dog go" (with plural agreement)
- "I tired hungry" → "I am tired and hungry" (one shared copula)
- "he run and swim" → "he runs and swims"
- "I want water I want cookie" → "I want water and I want a cookie"

Degree words are left out of the adjective rule, so "more happy" does not become "more and happy".

Negation

There is a "no" tile, but no "don't", "doesn't", "isn't" or "not" tile:

Taps	Output
I no like it	I don't like it
he no go	he doesn't go
I no happy	I am not happy
yesterday he no go	yesterday he didn't go
I no headache	I have no headache

Other uses of "no" are kept ("no more", "no thank you").

Questions

Wh-questions are built in two stages:

- Do-support is added early, so it goes through agreement and tense: "where he go" → "where **does** he go", and "where he go yesterday" → "where **did** he go yesterday".
- The auxiliary is moved to the front last, because it may have been added by an earlier rule, such as the *am* in "why am I sad" or the *don't* in "why don't I feel good".

A clause never gets a second auxiliary if it already has one or is negated. Neither stage applies when the wh-word is the subject ("who eats pizza"), or when the question is embedded, which keeps statement order: "I know where she goes."

Word-class ambiguity

Many core AAC words can be a noun or a verb, or a verb or an adjective, such as *drink, play, work, clean, watch, sleep, hurt*. The engine decides each one from the surrounding words, and again in each conjunct. In "mom cook and dad clean", the parallel structure gives the verb reading ("dad cleans", not "dad is clean").

2.4 What it does *not* do

- **Comparatives and superlatives** are not constructed ("bigger", "biggest").
- **Dative shift** is not performed.
- **Reflexives** are not generated ("himself", "myself").
- **Past tense without a time word.** Past tense comes from a time word. Without one, "I eat" stays in the present tense. To get past tense, the client taps a time word such as "yesterday".
- **Perfect aspect** ("I have eaten") is not constructed.
- **Prosody.** A question is not spoken with rising intonation.

2.5 Correcting the output in the message bar

The message bar shows what the engine did:

- **Small chips** between the word chips are the words the engine added. A chip showing a dash means nothing was added there. **Tapping a chip switches its word off** (it shows a dash), and tapping it a couple more times brings it back. There is no menu of alternatives, so the only change possible is to keep or remove the word. Whatever the bar shows is what is spoken.
- **A crossed-out word chip** is a tile the engine folded into another word, such as the "no" in "why don't I feel good", or an accidental double tap. It can still be removed.

This is worth teaching to any partner who will be supporting the client's output.

---

3. Listening Mode (partner-speech routing)

What it is: the wide **TAP TO LISTEN** button records the partner's speech, transcribes it using Apple's speech recognition (see the privacy notes in §1 and §8), and fills the grid with relevant words.

What it produces:

- **Suggested tiles**: names and multi-word place names taken from what was said (for example, "New York"), plus the words the app considers most likely. These are shown first, in bold.
- **Topic tiles**: the words of every topic that scores above a threshold, most likely first, without anything already suggested. Each topic has its own header.

All of it opens on a **Heard** tab in the tab bar, scrolled to the top.

Word order within a topic adapts to the client. Words this client says often move toward the front, and unused words keep their usual order.

Clinical framing. Listening Mode helps the client reach words faster depending on what the partner says. It does not predict what the client wants to say, and it never speaks or selects words on its own. Every word can still be reached through Topics, Search and Type.

Things to watch for:

- **Partner over-reliance.** A partner who asks closed questions gets a grid of closed-question answers. If you are targeting longer utterances, model with Topics rather than relying on the button.
- **Recognition errors in noise.** Accuracy, accents, and performance in a noisy classroom depend on Apple's speech recognition. Press it again, or choose the topic by hand.
- **First use asks for two permissions**, microphone and speech recognition. If either is denied, the app shows a message explaining how to turn it on in the iPad's Settings app. It is best to grant both during device setup. On a managed district iPad, confirm that the MDM profile does not block them.

Context carries across turns, so consecutive utterances are routed better than isolated ones. Returning **Home** clears that context.

---

4. Vocabulary organisation

4.1 The three tile types

These behave differently, so it is important that every partner knows them:

Type	Where	On tap	Grammar applied?
Instant Words	Fixed strip under the message bar	**Spoken immediately**	No
Pinned words	Their own **Pinned** tab, first in the tab bar on every screen	Added to message bar	Yes
Topic / suggested / custom	The grid	Added to message bar	Yes

Instant Words are *yes, no, wait, help, I don't know, stop*: six responses that should not wait for a sentence to be built. They cannot be changed. Their clinical role is repair, refusal and protest, which are only useful if they are immediate. Make sure any partner working with the client knows they are there.

Pinned words are the core vocabulary: pronouns, high-frequency verbs (*go, want, need, like, feel, have, get, make, see, help*), social words, time words, and the digits 0–9. They can be edited, and are the main thing you will adjust. They are on a tab of their own, whose layout never changes, so motor plans for core words stay the same.

4.2 Topics

There are 26 topics, shown as large picture cards, with the most generally useful first: Yes / No, Hello, Be Polite, Feelings, I Need, Questions, People, Names, Food, Animals, Things To Do, Places, My Body, Not Well, Clothes, Colors, Describing, Time, Calendar, Weather, School, Money, Devices, Home Stuff, Where, My Words.

One **tab bar** sits above the grid on every screen. Home's tabs (*Pinned*, *People*, *Phrases*, *My Words*, each shown once it has content) are fixed on the left, followed by the most recently opened topics, newest first, up to seven tabs in total. Going back to a tab never changes the order of the bar, so tab positions can be learned.

Some words have a different picture depending on the topic: "chicken" is a bird under Animals, and food under Food.

Names contains only the client's own people. **People** starts with them, followed by general family terms.

4.3 Colour coding

Tiles are **not** colour-coded by word class. Colour shows where a tile comes from: **light grey** for pinned words, **dark grey** for the current topic, and **blue** for names (the client's people, custom words marked as a person, and words suggested by Listening Mode).

If your practice relies on Modified Fitzgerald Key colouring for aided language stimulation, note that it is not used. Topic cards are still colour-coded by topic.

4.4 Symbol set

Tiles use OpenMoji (concrete nouns) and Mulberry Symbols (abstract AAC vocabulary). Both are CC BY-SA, and the attribution ships with the app.

---

5. Setting the app up

5.1 People & Pets

Toolbar → **People**. Each entry has a name, person or pet, and an optional photo. The photo is shown on the tile, and only the name is spoken.

This is a good first step for every client, since names come up constantly and no built-in vocabulary can supply them. People appear on the Home screen's People tab, in the Names topic, and at the start of the People topic.

5.2 Custom words, and the category question

Toolbar → **Add Word**. A custom word has a word or phrase, an optional photo from the camera roll, and a **category**:

A person · A place · A thing · An action · Describes things · Describes actions

This is the app's name for a part-of-speech tag, and the grammar engine uses it. An *action* is conjugated and takes "to" after *want* or *need*; *a thing* gets the correct indefinite article; *a place* takes "the", like "the park". *A person* also gives the tile the blue name colour.

If the category is left blank, the app guesses from the word's form (a bare noun, or a verb if it ends in *-ing*). This often works for a concrete noun and often doesn't for anything else.

If you add a word while inside a topic, you can place it on Home, in that topic, or both, and the category may be filled in from the topic. Check it rather than accepting it as is. A word that is already in the app's dictionary keeps its existing grammar, whatever category is chosen. **My Words** (toolbar) lists the custom words for editing or removal.

5.3 Pinned words

Toolbar → **Pinned**. Add, remove, or **Restore Defaults** (it asks twice). Reorder them by dragging in Reorder mode (§5.5).

Every pinned word is shown on the Pinned tab, so a shorter list is quicker to scan. For a new client, it is best to start small and add words as their core vocabulary grows.

Do not add `my`, `your` or `his`. They will not do what the client expects, since possession comes from a repeated person tile, and they bring back the I/me/my distinction the app is designed to remove.

5.4 Home phrases

Toolbar → **Phrases**. Whole sentences on the Home screen, each with an optional photo. The easiest way to add them is to tap **Save** on a sentence the client has just built, which keeps their own construction. New phrases go first.

Some common examples: break requests, "all done", help requests, greetings, and anything used in a scripted routine.

5.5 Reorder mode

Toolbar → **Reorder** lets you drag tiles on whichever Home tab is showing (Pinned, Phrases or My Words). You are arranging the actual grid. Tap **Done** when finished.

People are dimmed and cannot be dragged, because the app sets their order.

If the client is building automaticity on tile positions, it is best to stop reordering, since a stable position matters more than an ideal one.

---

6. Access and accessibility settings

Toolbar → **Settings**. Changes are saved immediately.

Touch

Setting	Range	Clinical use
Hold time before a tile speaks	0.3–2.0 s (default 0.5 s)	Holding a tile speaks that word *without* adding it to the message, as a preview. Raise it for a client who rests on tiles, and lower it for a client who finds holding slow.
Ignore repeated taps on a tile within	0–2 s (off by default)	Ignores a second tap on the same tile. Useful for tremor, spasticity, or a bouncy touch. It only applies to the same tile, so a different second word is unaffected. Around 0.5 s is a reasonable start.
Tile size	Small / Medium / Large	Trades words per screen against target size. Tiles that don't fit can be scrolled to.

Dragging to scroll the grid never speaks or adds a word, which is relevant for a client who drags rather than lifts.

Voice (Settings → Voice and speech)

Setting	Range	Clinical use
Age	Kid / Teen / Grown-up (default Kid)	Sets the starting pitch of the voice.
Vocal quality	Type A / B / C	Three different system voices. An iPad with fewer voices installed shows fewer options.
Pitch, Speed, Volume	Sliders	Adjust the voice from there. **Hear it** plays a sample. Set the voice with the client wherever they can show a preference.

The voice follows the account to other iPads.

Other

Setting	Clinical use
Speak each word when tapped	Off by default. Speaks each tile as it is added. This can help a client who benefits from confirming each selection, and can support modeling. Turn it off for a client it distracts. The whole sentence is still spoken on **Speak**.

Setting	Clinical use
Supporter modeling	Turn this on while you or a caregiver model on the client's iPad. Sentences spoken while it is on are not saved to Recent, do not train the keyboard's predictions, and are not counted in progress reports. An orange banner shows while it is on, and it resets to off every time the app launches.

Access methods. Access is by direct touch. Currently, there is no switch scanning, eye-gaze integration, auditory scanning or head-pointer support.

---

7. Other features

Search: searches every topic, the client's people, custom words and pinned words, with exact starts shown first. Each result shows where it comes from. It is the quickest way to check whether a word exists before adding it as a custom word.

Type: an on-screen keyboard with a prediction row that learns from what the client says. It has two modes, switched with the **Words / Phrase** button:

- **Words** (default): each typed word becomes its own tile, and the grammar is applied as usual. Inflected forms are recognised, so a typed "he wants" or "the dogs" is read correctly, and "I wants" is corrected to "I want". A typed word the app doesn't know is capitalised, so it is treated as a name rather than "the sam".
- **Phrase**: the whole line becomes one tile and is spoken exactly as typed.

Recent: the last 50 spoken sentences. Each can be spoken again, **loaded back into the message bar as its original tiles** for editing, or deleted, and there is a **Clear All**. A **Most used** tab lists sentences said more than once, most often first. Loading a sentence back lets you take something the client said and expand it together.

Progress reports: see §8.

---

8. Accounts, reports, and privacy

Accounts and backup

With an account, the app signs in when it opens and backs up people, custom words, pinned words, home phrases, recent sentences, the keyboard's predictions, and settings.

Licences. A school or clinic is invoiced directly and receives a licence code, which staff enter once per device. Families can instead subscribe in the app through the App Store.

The reporting dashboard

A dashboard on the website shows each linked client's usage over the last 90 days: total sentences, sentences by week, which topics they came from, the number of unique words, and average sentence length by week.

Linking to a client's account. As a security feature, clinicians must be linked from their client's account.

1. Sign in on the website and choose **"I'm an SLP / clinician"** as your role.
2. On the client's account, sign in, open *"Who can see your reports"*, and press **Generate invite code**.
3. Enter that code under **Redeem an invite code** on your own dashboard.

Codes last seven days and link one person each. The client's account can see everyone linked to it and remove any of them at any time.

Interpreting the data

- **It counts words spoken through the app, not language.** It is usage data, and is not a substitute for a language sample.
- **Average sentence length counts tiles tapped, not words spoken.** Words the app added are not included, and a multi-word tile such as "thank you" counts as one. It is not MLU in morphemes, and should not be reported as MLU without explanation.
- **Anything modeled with Supporter modeling off is counted as the client's.**
- **Data from before the link is included.** Once linked, you will see the full 90-day history, including sentences from before you were working with the client.

There is no data export. If you need other measures, plan to collect them yourself.

Privacy

What is stored. The sentences the client speaks are stored on our servers so the reports can be produced. The reports show counts and word inventories rather than the sentences themselves. Clearing Recent in the app (**Clear All**) also deletes the stored copy. Confirm this fits your setting's records policy.

Listening Mode and audio. The app does not save audio. What the partner said is only used to choose which tiles to show, and is not saved or backed up. However, **transcription is performed by Apple, not by this app**. The app does not require on-device recognition, so Apple's speech framework may send the audio to Apple's servers, under Apple's privacy policy, the same way system dictation does. Anything a partner says while Listening Mode is recording should be treated as possibly leaving the device.

In practice:

- **Listening Mode is optional.** Every word can be reached through Topics, Search and Type, and nothing is captured unless the button is pressed.
- **If your setting requires that no student or patient speech leave the device,** either confirm that on-device recognition is guaranteed on your specific hardware and iPadOS version, or ask staff not to use Listening Mode.
- **The client's own tile selections are never recorded as audio.** Only the partner's speech is captured, and only while the button is active.

---

9. Suggested setup sequence

1. **Decide whether the trade-off in §1 fits.** A client with strong semantics, weak morphosyntax, and direct touch access is a good fit. A client who needs scanning access, or whose goal is independent grammatical encoding, is a poor fit.
2. **Personalise before you teach.** Add people first, then 5–15 custom words with photos and categories.
3. **Trim the pinned words** to the client's actual core vocabulary, and add more later.
4. **Set the touch settings** (tile size, hold time and repeated-tap delay) and confirm the client can reliably hit their targets before working on language.
5. **Teach the three tile types to every partner**, especially that Instant Words are spoken immediately and are not added to the message bar.
6. **Set the voice with the client**, wherever they can show a preference.
7. **Teach possessives.** Tapping a person's tile again before a noun ("I like I car") produces "my", which is not obvious without being shown.
8. **Model on the device**, with Supporter modeling on. Since the app supplies the grammar, you can model at a semantic level.
9. **Introduce Listening Mode last**, once the client can navigate topics independently, so it speeds up finding words rather than replacing that skill.
10. **Use Save and Recent** to keep the client's own constructions, rather than adding phrases you expect them to use.

---

10. Reporting a grammar problem

If a sequence of taps produces the wrong sentence, please send it through Settings → About → **Contact Support** with:

- the **exact tiles tapped**, in order;
- the **sentence the app spoke**;
- the **sentence it should have spoken**;

- whether any chip in the message bar was changed.

If the sentence used a custom word, please say which category it was given, since that affects the grammar.