

**myMMX<sup>®</sup> tc Windows**  
**User Guide**

**MMX<sup>®</sup>**



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# 1 Welcome to myMMX tc

Welcome to myMMX tc, software designed for deaf, hard-of-hearing, and speech-impaired people.

With myMMX tc you can communicate with a variety of common video phones that are commonly used by the deaf and the hard-of-hearing as well as with fixed and mobile phones.

This guide describes functions dedicated to Windows based devices. It is possible to either click with the mouse or press directly on the screen and in this guide we will use “click”. The content is intended for end users who want to communicate with each other through both text and video.

**Note!** Basic knowledge in Windows is necessary.

## 1.1 Before Starting

Before you start using the myMMX tc, make sure that:

- An account has been created and activated for you
- You have received your login user name and password
- The software is properly installed
- The PC is equipped with a webcam and sound functions. If needed, connect headset, separate microphone and speakers
- Your equipment is working
- You sit in a position from where the called person easily can see your video picture
- The lighting is sufficient.

**Note!** If the software is not installed, it is recommended that you contact your administrator. For details on installation, see *section 2, Installing myMMX tc*.

**Note!** When the Dialer page is displayed your video picture is automatically displayed and you can check that your position, background and light are adequate.

### 1.2 How to Use This Guide

Take your time to familiarize with this user guide and read the sections of special interest for you. If you are a newcomer, start studying *section 5, Using myMMX tc* together with *section 4, Interface*.

If you are familiar with myMMX tc you can use the user guide as a reference book.

Here are some main issues and where you will find information about them.

If you want to:	then:
Familiarize with the myMMX tc interface	See section 4, Interface
Start and close myMMX tc	See <i>section 3, Starting and Closing myMMX tc</i>
Use myMMX tc	See <i>section 5, Using myMMX tc</i> and <i>section 6, Additional Functions</i>
Change settings	Search for settings you want to change in <i>chapter 7, References</i> and follow the instructions. Note that default settings normally work with myMMX tc
Use keyboard shortcuts	See <i>section 7.1.8</i> , which describe keyboard shortcuts available by default.

## 2 Installing myMMX tc

### 2.1 New Installation

To install the myMMX tc:

1. Access the download address where the installation program is stored.

**Note!** If the installation program is distributed in another way, please contact your system administrator to get applicable download information.

**Note!** Windows requires that administrator privileges are available during a new installation.

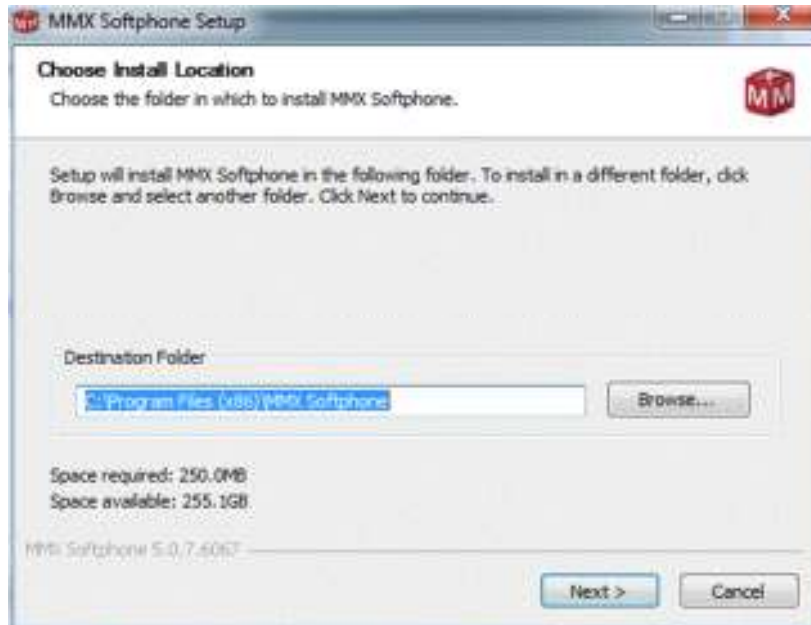
**Note!** Depending on the local environment, additional dialogs may appear during the installation procedure.  
If the installation procedure fails, please contact your system administrator.

**Note!** If a “Warning” dialog box appears, confirm to run the installation file.

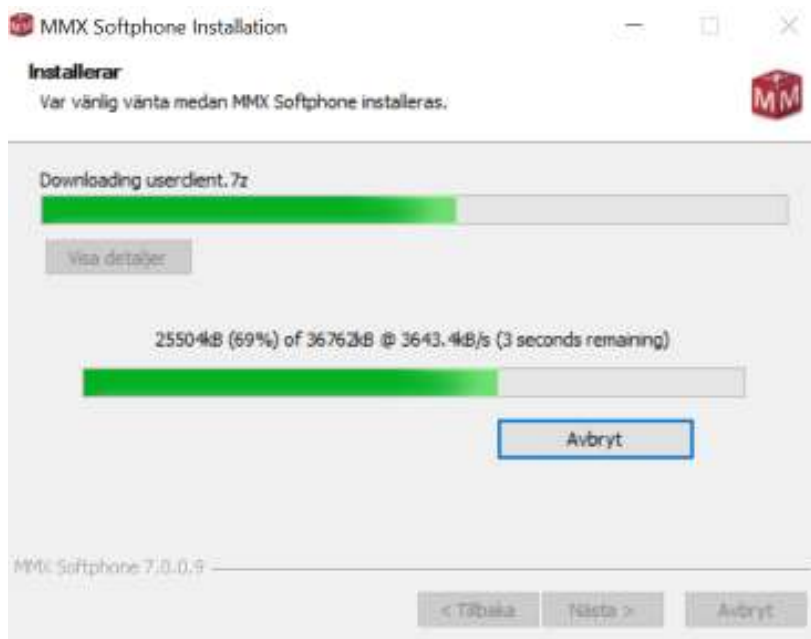
2. Click the installation icon, the following dialog box appears:



3. Click the **Run** button, the destination folder of the program installation is defined in this dialog. If you want to change the default folder for installing the myMMX, type the folder path or browse for the folder using the **Browse** button.



4. Click the **Next** button, the installation starts.



5. When the installation has finished, the following dialog box appears.





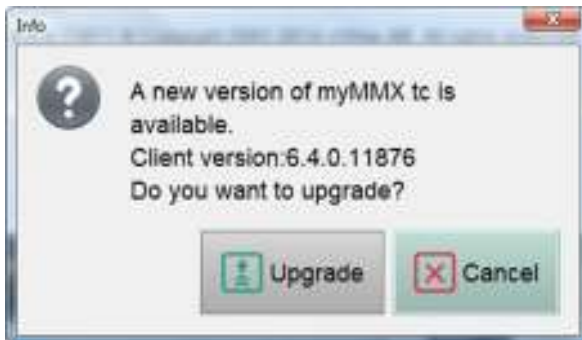
6. Click the **Finish** button, the installation wizard disappears and, if the "Run myMMX" check box was selected, the program will start and display the **Login** dialog. The installation is now complete.

## 2.2 Program Update

Generally, when a new program version is available on the server you are connected to, a popup window is displayed informing about the new program version. Depending on your current version and the relation to the new available version, you will either be informed that a new version is available to download or that your version is too old to continue to use.

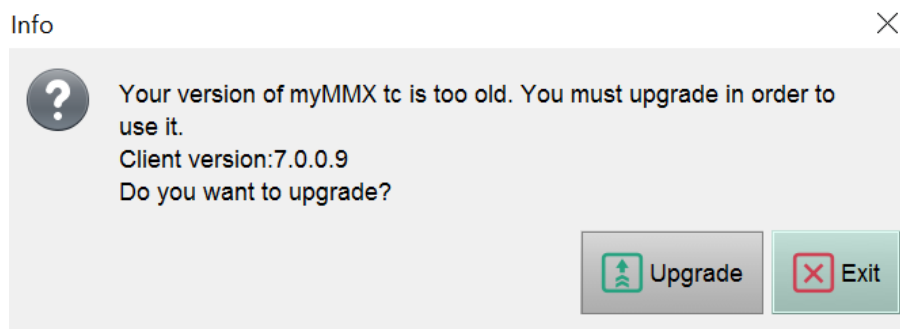
### 2.2.1 Available Version

If the popup window below is displayed when you start myMMX tc, you can continue to use your current version without upgrading. Accepting the update procedure will automatically install the new version, which after successful installation is ready to be used.



### 2.2.2 Mandatory Upgrade

If the popup window below is displayed when you start myMMX tc, your version cannot be used and you need to upgrade to continue using myMMX tc. Accepting the update procedure will automatically install the new version, which after successful installation is ready to be used.

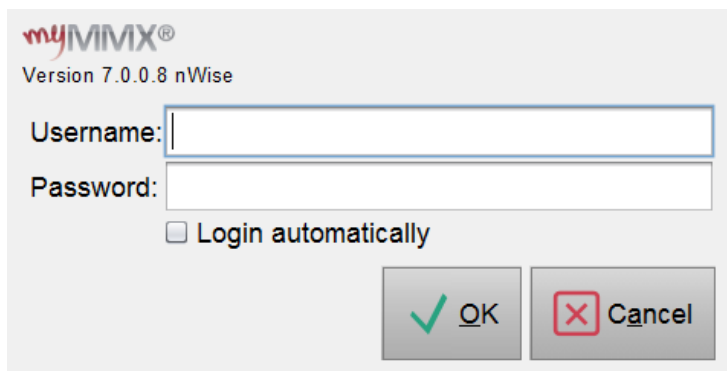


## 3 Starting and Closing myMMX tc

### 3.1 Starting

To start myMMX tc:

1. Double-click the myMMX tc icon or start the program from the Windows Start Menu.
2. Type your username and password in the **Login** dialog box.
3. Click **OK**.



**Note!** If you do not want the **Login** dialog box to be displayed next time you log in, select the **Login automatically** check-box.

### 3.2 Closing

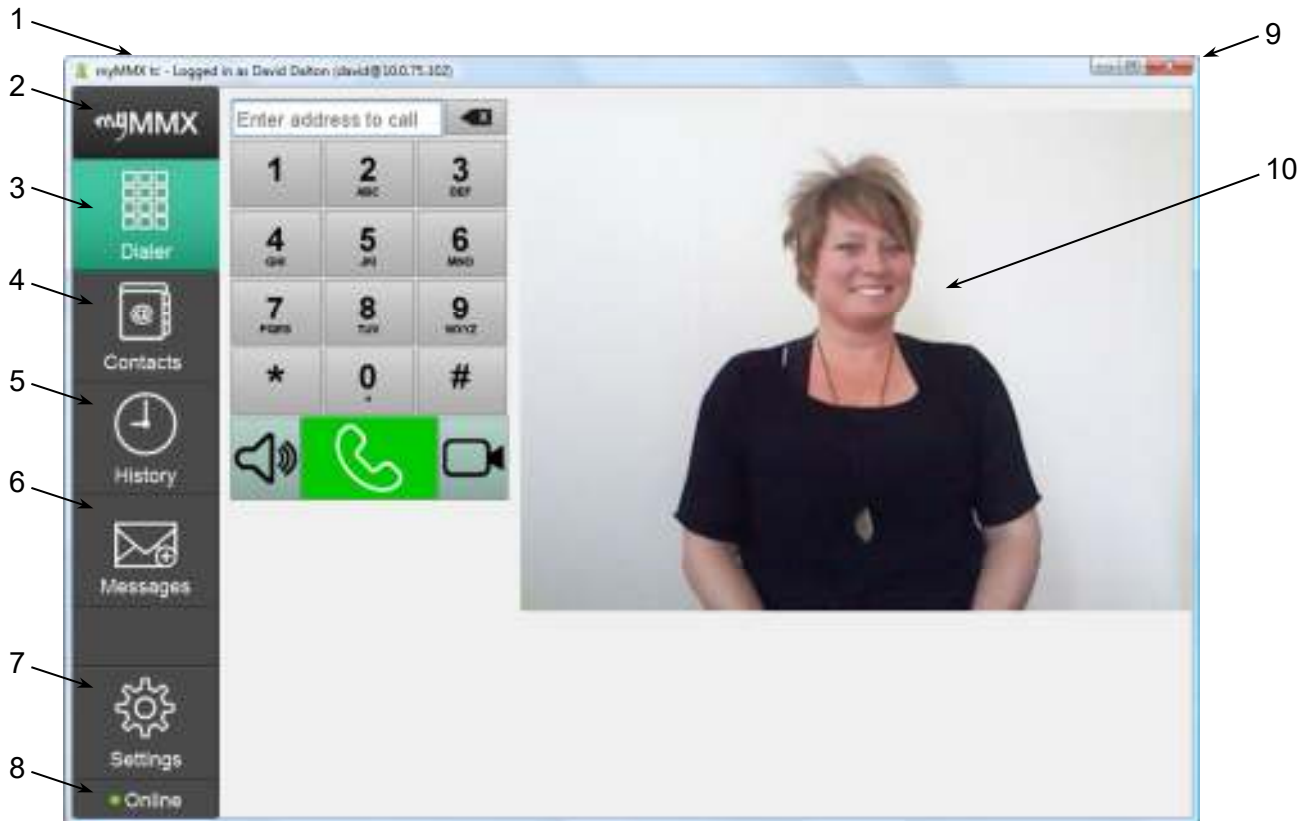
To close myMMX tc, click the Windows **Close** button. A confirmation dialog is displayed, click **OK** to close and exit.




## 4 Interface – myMMX tc

### 4.1 Windows Interface

The figure below shows the Windows interface for myMMX tc. When the Dialer page is displayed you can check that your environment regarding position, background and light is adequate.



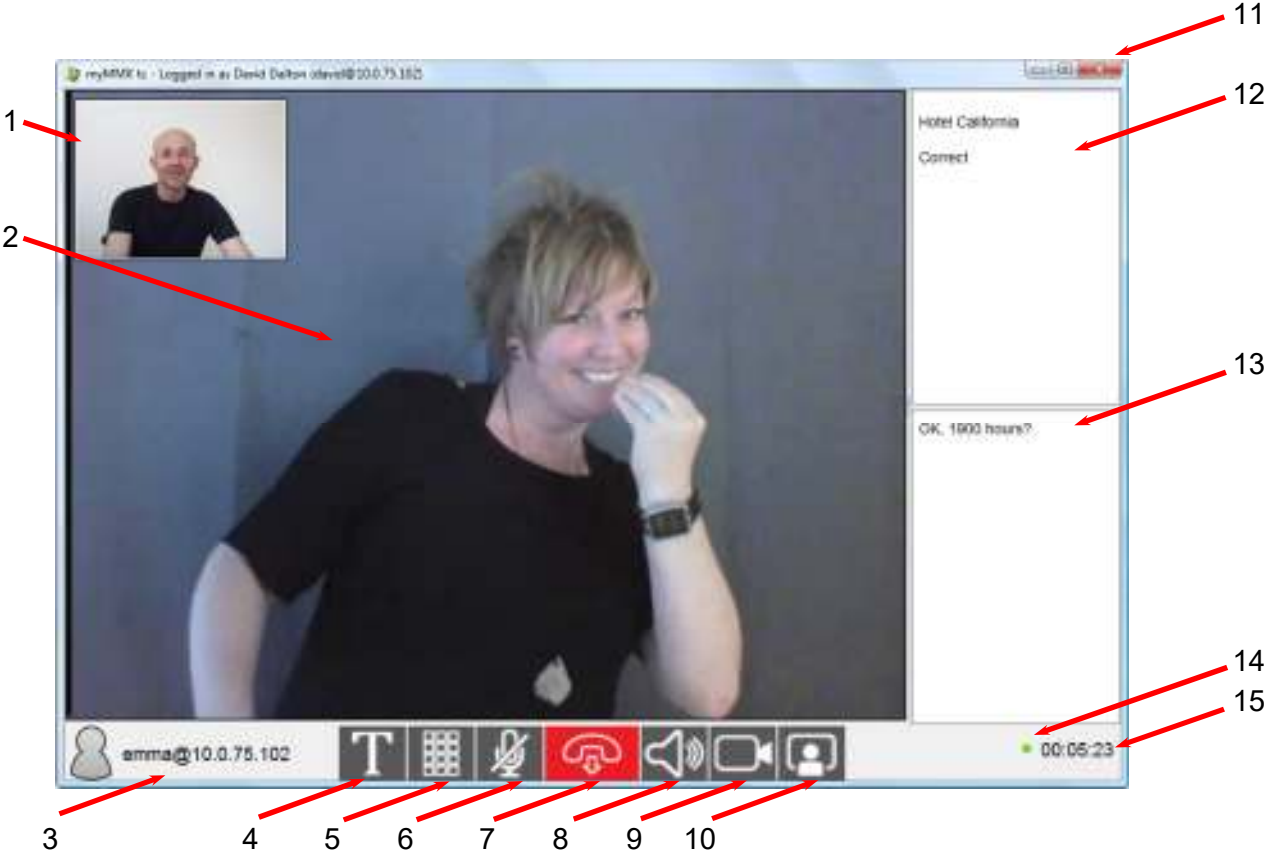
**Note!** There may be some variations in the interface layout due to the parameters set by the system administrator and the currently set personal settings available in the **Settings** options tab, see *section 7.1*.

No.	Description
1	<p><b>Title bar</b></p> <p>Your name and sip address are displayed.</p>
2	<p><b>Program name</b></p> <p>The program name myMMX is displayed in the upper left corner. Click the icon to display the <b>About</b> popup with general information, e.g. regarding program version, different addresses and licenses.</p> 
3	<p><b>Dialer icon</b></p> <p>Click the icon to display the number keypad with included number field.</p>
4	<p><b>Contacts icon</b></p> <p>Click the Contacts icon to display the list with all your contacts and the available services, i.e. the common phonebook items.</p>
5	<p><b>History icon</b></p> <p>Click the History icon to display the list with the incoming and outgoing calls.</p>
6	<p><b>Messages icon</b></p> <p>Click the Messages icon to display the list with received messages. Unread messages are indicated by the + icon.</p>
7	<p><b>Settings icon</b></p> <p>Click on the Settings icon to display the available settings options, refer to section 7.1.</p>

No.	Description
8	<b>Connection Status icon</b> Displays the connection status: <ul style="list-style-type: none"><li>• Online, green symbol</li><li>• Limited, yellow symbol</li><li>• Offline, red symbol</li></ul> Contact your system administrator for further assistance if the connection is limited or offline.
9	<b>Windows buttons</b> The standard windows buttons; minimize, maximize/restore and close.
10	<b>Presentation area</b> The available screen area displays the currently selected application tab.

### 4.2 The Call Session

When a call has been established, the call session is displayed with all information about the current call session.



No.	Description
1	<b>Own video picture</b> Shows your own video picture.
2	<b>Incoming video picture</b> Shows the incoming video picture.
3	<b>Connected party</b> The number/address to the person you are connected to.
4	<b>Text section</b> The text areas will alternately be shown and hidden.
5	<b>Touch Tone (DTMF)</b> A separate window with a touch tone keypad is displayed.
6	<b>Sound – microphone</b> Turn on/off the microphone.
7	<b>End call button</b> Click to end the current call.
8	<b>Sound – speakers</b> Turn on/off the speakers. <b>Note:</b> Be sure that the speaker sound is not turned off in Windows.
9	<b>Transmitting own video picture</b> Click to turn off the transmitting of your picture to the caller / called person, a static picture is displayed on their device.
10	<b>Own video picture</b> Shows your own video picture if activated.
11	<b>Windows close button</b> Can alternatively be used to close the call session.
12	<b>Text sections</b> The text fields include the text conversations.
13	Depending on current setting, you have either a common text field or two separate text fields for your text and the incoming text.



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No.	Description
14	<b>Call status</b> Displays the call status: <ul style="list-style-type: none"><li data-bbox="360 376 751 409">• Online, green symbol</li><li data-bbox="360 427 823 461">• Packet loss, yellow symbol</li><li data-bbox="360 479 751 512">• No traffic, red symbol</li></ul>
15	<b>Call time</b> The elapsed time for current call.

## 5 Using myMMX tc

This chapter describes the basic call handling in myMMX tc, including:

- Handle incoming and outgoing calls
- Communicate with the other party using video and text.
- Ending and saving calls (text communication).

### 5.1 Handling Incoming Calls

This section describes the alternatives to handle incoming calls.

#### 5.1.1 Notifying

When receiving a call you will be notified by:

- A visual alert, i.e. an incoming call dialog box telling who is calling (might be the MMX user name or SIP address)

and:

- A sound alert, e.g. a ring signal



Optionally, you can attach:

- A lamp, vibrator or another soundless notification device.

### 5.1.2 Answer

When you receive an incoming call, with additional notification by sound, vibration or both, click the **Answer** button to accept the call (you can reject the call by clicking the **Reject** button).



Icon	If Clicking the...	Then...
	<b>Answer button</b>	The caller will be connected to you.
	<b>Reject call button</b>	The caller will receive a busy state.

### 5.1.3 Automatic Answer

If you have activated automatic answer, remember to select if your video picture will be displayed directly when the call is setup.

You make the selection in the **Incoming Calls** option in **Settings**, see section 7.1.5.

### 5.2 Making Calls

There are several ways of making a call:

- Using the dialer (keypad)
- Using the contacts
- Using the call history list
- Using the messages list.

Regardless of which of the above stated ways to make a call you use, either of the following occurs:

- If the call is answered, the Call session is displayed and you can start the dialog.
- If the called party is busy or blocked, you will receive **Busy** as indication.
- If the called party does not answer, you will receive **No Answer** as indication.
- If the called party has activated the **Media mail** function you will first receive an answer message and then you can select to leave a message as video, text or sound depending on organization and equipment.

**Note!** For all types of calls made in myMMX, the current settings in the **Dialer** of the **No sound** and **No video** buttons will decide the type of call that is made.

#### 5.2.1 Using the Dialer

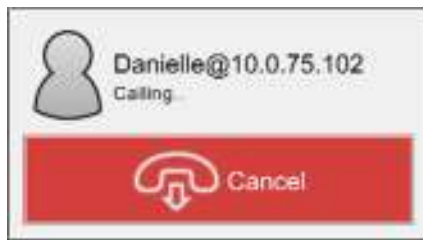
To use the Number field:

1. Click the **Dialer** icon to display the number keypad with included number field.
2. Enter a phone number or address in the **Number field**.



3. Click the **Call** button to make the call.  
For calls when no video is desired, click first the **No video** button.

For calls where no sound is desired, click first the **No sound** button.



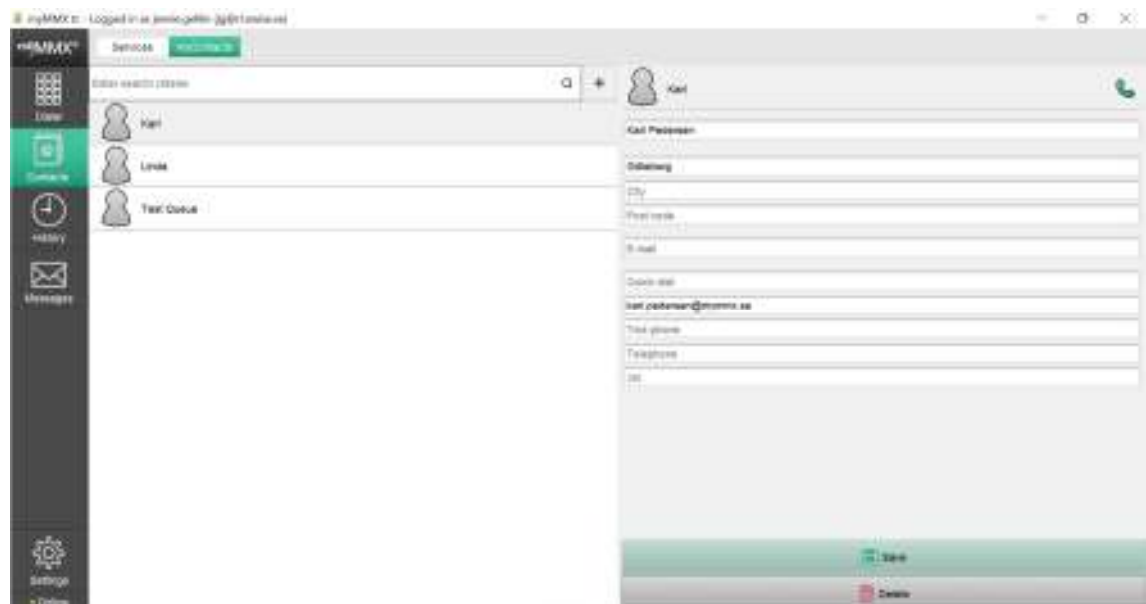
## 5.2.2 Using the Contacts

To use the Contacts:

1. Access the Contact list by clicking the **Contacts** icon.
2. The common contacts are displayed when the left tab **Services** is selected. Your personal contacts are displayed when tab **myContacts** is selected. When the **myContacts** tab is selected and you cannot see the desired contact; type a name, address, phone number or part of them, in the **Search** field. The search result is displayed continuously.



3. Select and click the icon for desired contact (if only one contact is displayed when searching, the contact information is displayed directly).



4. Click the **Call** button or double click the contact to make the call.

⇒ **Tip** To display all contacts in the Contact list again, clear the **Search** field and all contacts are displayed automatically.

---

**Note!** For more information about how to add contacts and other kind of contact handling, see *section 6.1, Contact list Administration*.

### 5.2.3 Using the Call history

When using the Call history:

1. Access the Call history by clicking the **History** icon.
2. Made and received calls are displayed with the most recent call at the top.



3. Select desired contact and click the **Call** button or double click the contact to make the call.

## 5.2.4 Using the Messages list

When using the list with received messages:

1. Access the Messages list by clicking the **Messages** icon.
2. Received messages are displayed with the most recent at the top.



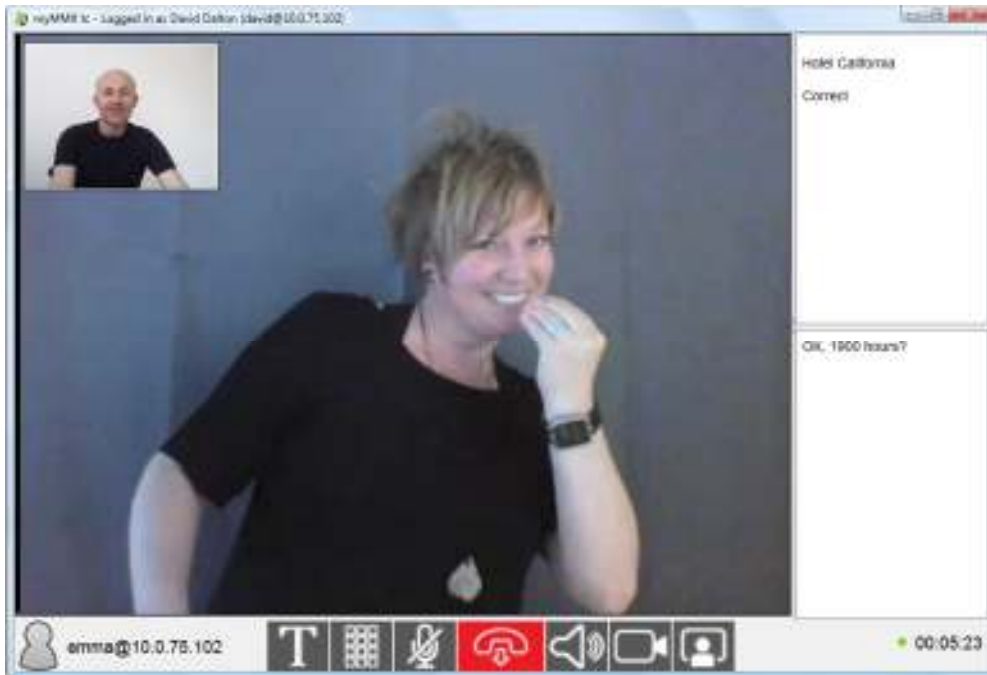
3. Select desired contact and click the **Call** button or double click the contact to make the call.

### 5.3 Communication

The communication with the caller / called person is normally based on video. If available, text can be used as a complement as well as sound.

#### 5.3.1 Video Communication

The caller / called person is visible in the call session as shown in the figure below. The video picture of you that is sent to the caller can be displayed, if the Own video function is activated, as a small picture in the upper left corner.



In the right part of the call session tab you can communicate with text.

When the text fields are horizontally separated, your text field is the lower one and the text entered by the other party is displayed in the upper text field.

When the text fields are vertically separated, your text field is the one to the right. The size of the text fields are easily changed by using the shortcuts; the – sign to increase and the + sign to decrease the fields.

**Note!** Depending on current settings, the text fields are either separated or a common text field is shared by both parties. For further information about how to set the text fields, see *section 7.1.3*.

### 5.4 End Calls

To end a call, click the **End call** button.





## 6 Additional Functions

### 6.1 Contact list Administration

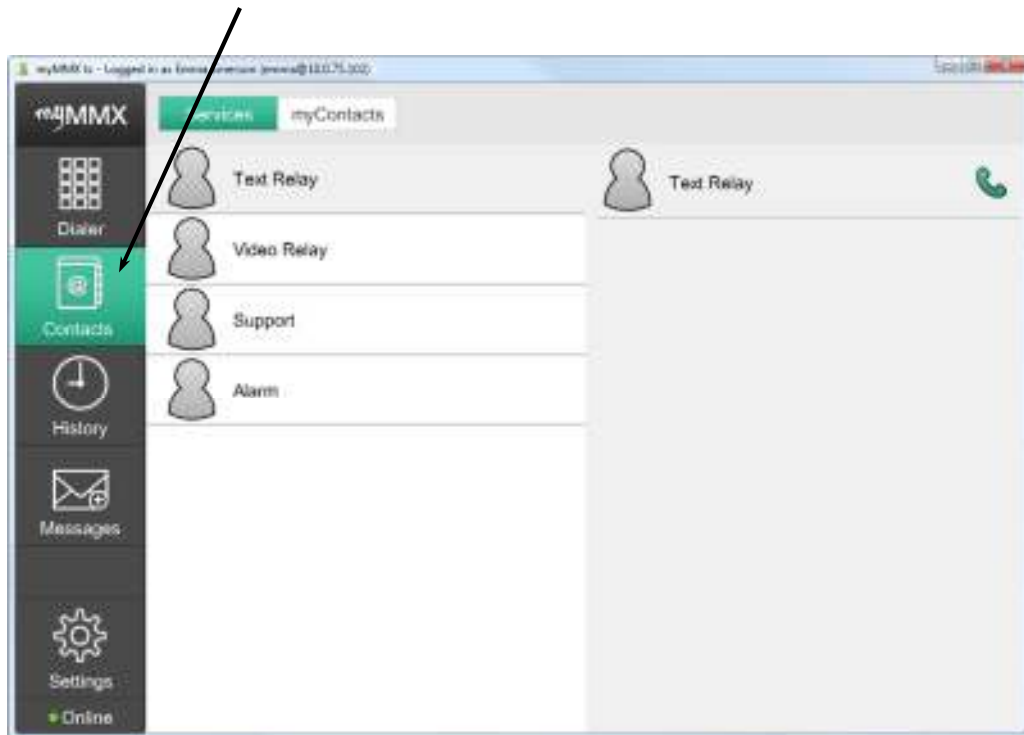
The Contact list contains:

- Services - can only be edited by the system administrator
- Personal contacts - can be edited by the user.

#### 6.1.1 Accessing the Contact list

To access the Contact list:

- Click the **Contacts** icon.

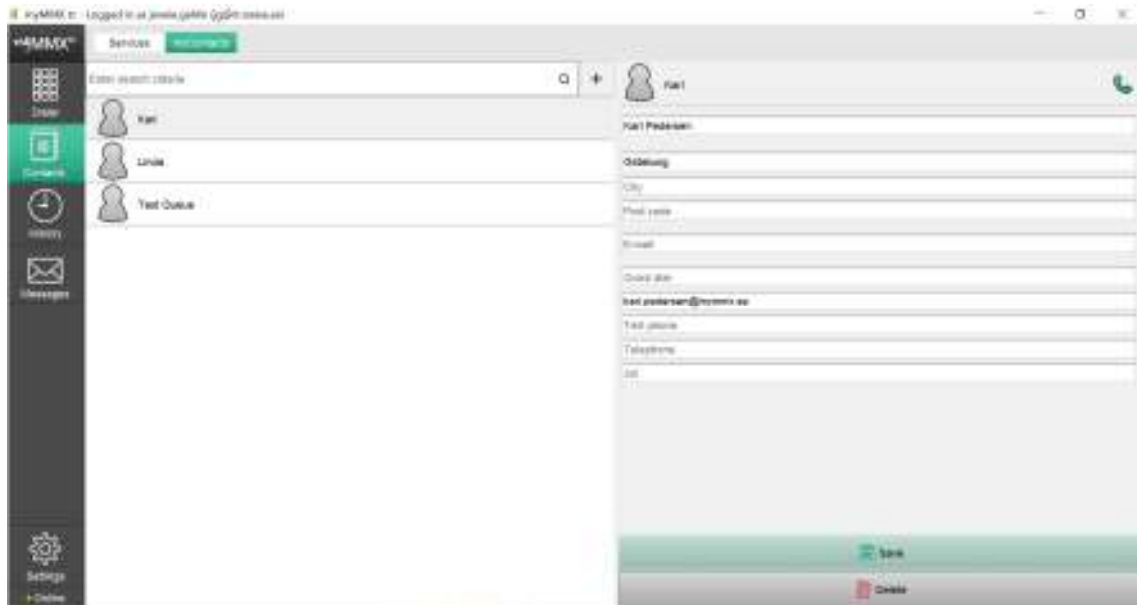


**Note!** If an image has been added for the contact, the default icon is replaced by the selected image.

### 6.1.2 Adding Contacts

To add a contact:

1. Select the **myContacts** tab.
2. Click the **+** icon to the right of the **Search** field, an empty contact sheet appears.



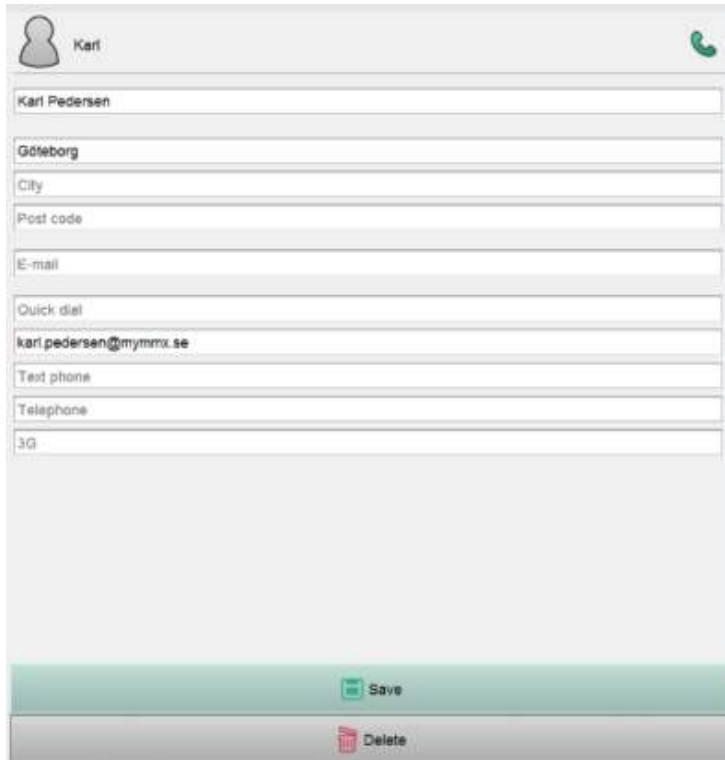
**Note!** The displayed fields in the contact sheet may vary and depends on the current configuration defined by the system administrator.

3. Enter applicable data in the fields; click **Save** to save the new contact. The quick dial number is used in the number field as a speed dial.

### 6.1.3 Editing Contacts

To edit a contact:

1. Select and click the contact you want to edit, current contact information is displayed.



The screenshot shows the contact editing interface for 'Karl Pedersen'. At the top, there is a profile icon and the name 'Karl'. Below this is a green telephone icon. The contact information is displayed in a list of fields: 'Karl Pedersen', 'Göteborg', 'City', 'Post code', 'E-mail', 'Quick dial', 'karl.pedersen@mymmx.se', 'Text phone', 'Telephone', and '3G'. At the bottom, there are two buttons: a green 'Save' button and a red 'Delete' button.

2. Change information in the contact sheet and click **Save** to save the changes.

### 6.1.4 Deleting Contacts

To delete a contact:

1. Select and click the contact you want to delete.



2. Click the **Delete** button, a confirmation dialog is displayed.



3. Click **OK** to delete the contact.

## 6.2 Handling Text Conversations

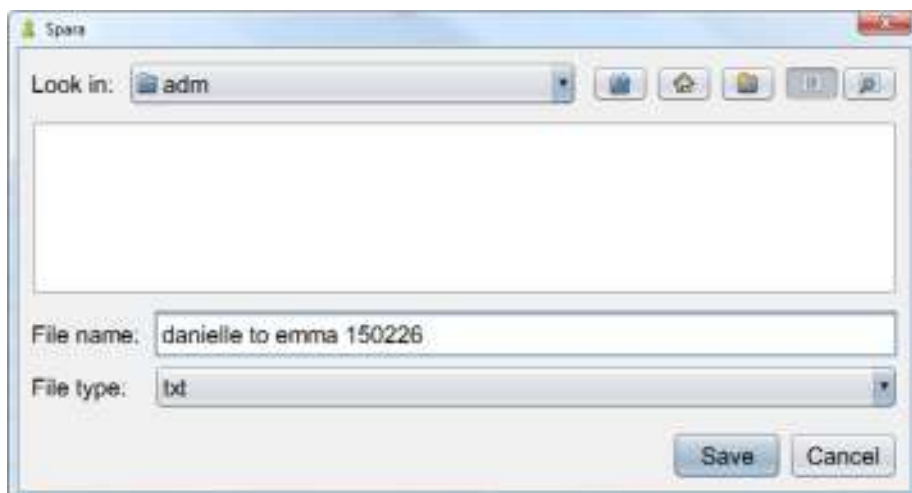
### 6.2.1 Saving Text Conversations

Text conversations can be saved after a completed conversation as follows:

1. Select the **History** tab.
2. Select the desired call, the text conversation is displayed to the right.



3. Click the **Save** button below the text conversation.
4. A **Save** dialog box appears.



5. Select a folder, enter a file name and click **Save**.

### 6.3 Media mail Messages

You can create a message that can be used when you cannot answer.

This answer message can be created as a video, sound or text message as well as any combination of these media types.

The callers can answer with a message, which also can be of any media type or any desired combination. These answer messages are then listed as your messages.

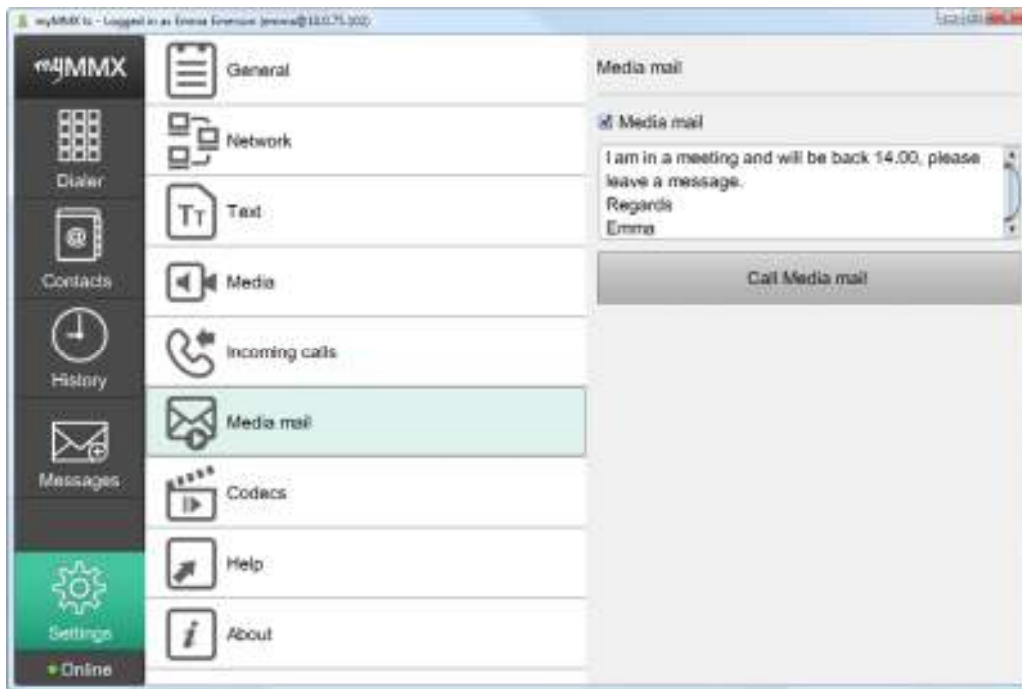
Also, calls to you when you are not logged in are displayed as messages, showing date and time the call was made and address of the caller.

Support of each media type is required to facilitate the functionality.

#### 6.3.1 Create an Answering Message

To create your answering message:

1. Click the **Settings** icon.
2. Select the **Media mail** option.



3. Enter/change text in the text field; entered text is saved automatically.
4. Click the **Call Media mail** button to record/change your video (audio) message by following the instructions given in the Media mail service.

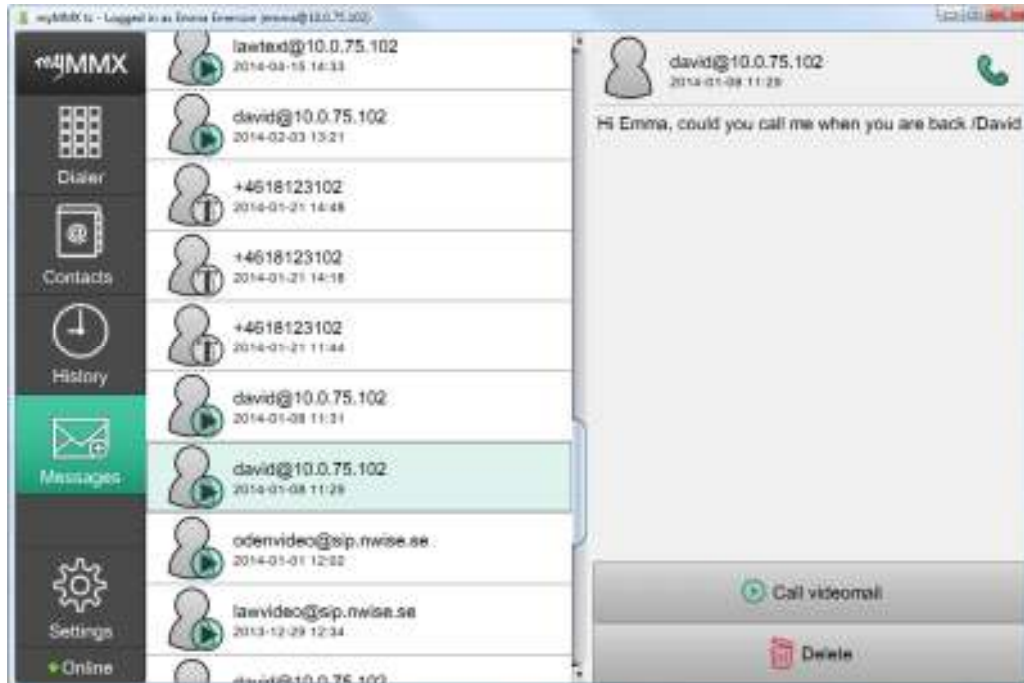
**Note!** The check box option **Media mail** must be activated whenever you want your answer message to be used.

### 6.3.2 Receiving and Reading Messages

When you have received a new message; the **Messages** icon changes to inform you that those new messages are available.

To read the new messages:

1. Access the Message list by clicking the **Messages** icon.



Received messages are displayed with the most recent message at the top.

Messages with only text have a "T" indicating text and messages with video and/or sound are illustrated with a play icon.

2. Click on the message to display the message, text is displayed directly but sound and video messages are accessed by clicking the **Call media mail** button, a call is made to the Media mail service which will play the message directly in your PC.
3. Delete a message by clicking the **Delete** button, a confirmation dialog is displayed.

### 6.3.3 Call Forwarding

To call forward your calls:

1. Click the **Settings** icon.
2. Click **the Incoming calls** option
3. Check the box **Enabled** below “*Call forwarding unconditional*” and enter call forwarding route in the field “*Address to forward to*”.



Incoming calls

---

Automatic answer

Enabled

Send video on automatic answer

Call forwarding unconditional

Enabled

Address to forward to

\_\_\_\_\_

Alerting

Choose sound file

telephoning2.wav

▶

External alerting system

COM3

Lynx device ID



## 6.4 Toggle Text and Speech

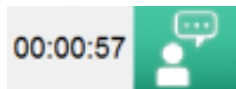
### 6.4.1 Activate a Speech Call Session

During an active text call session, i.e. when talking to a text telephone device, you can activate a speech call by using the function dedicated to toggle between text and speech.

1. A text call session is active and the **Toggle Text and Speech** button indicates a text call.



2. Click the **Toggle Text and Speech** button to activate the speech function, the button indicates a speech call.



3. To change back to a text call session, click the **Toggle Text and Speech** button again.

# 7 References

This chapter describes the settings options.

The settings options are related to the communication and the user interface.

**Note!** All settings changed are activated immediately after your changes if nothing else is stated.

## 7.1 Settings

All settings are available by clicking the **Settings** icon and it is assumed that the **Settings** tab is selected in the sections below.

### 7.1.1 General

Click the **General** option.

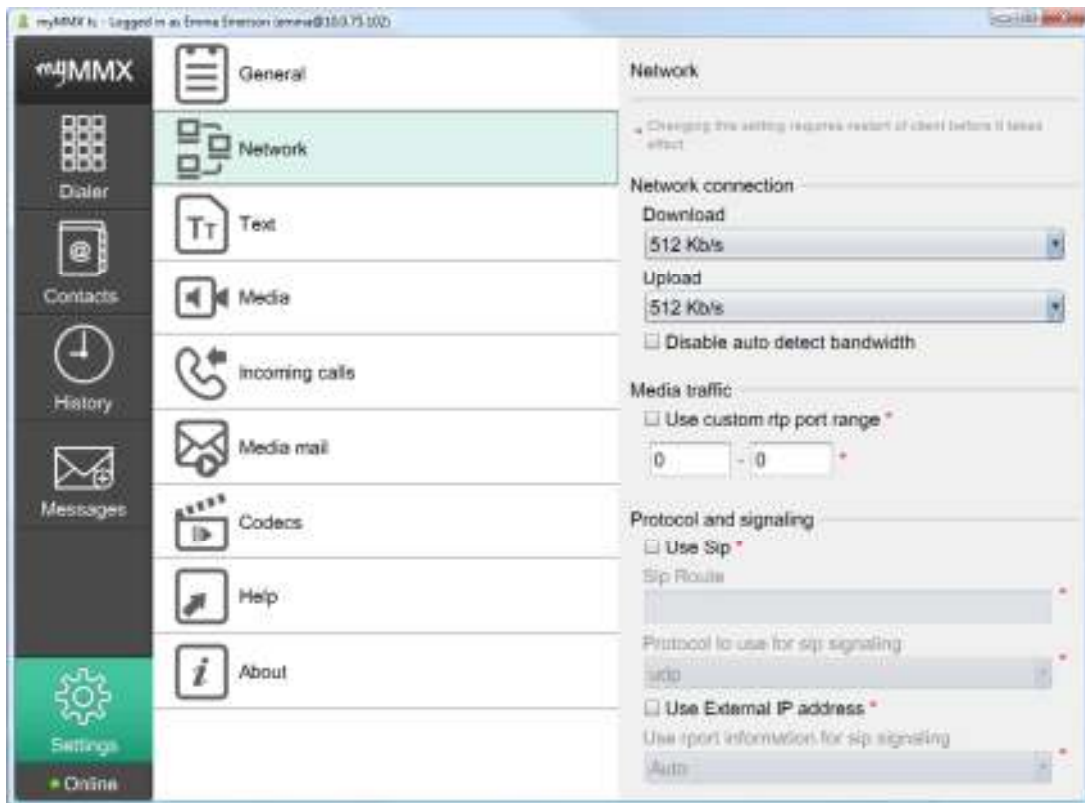


- Select font size in the interface.
- Select applicable video and audio devices in the drop down menus.
- A check box regarding saving text conversation; if checked the conversations are always saved and if not checked, you will receive a question after each call.

- A default folder for saving the text conversations can be selected.
- Select **Clear call history** to clear the history list.

### 7.1.2 Network

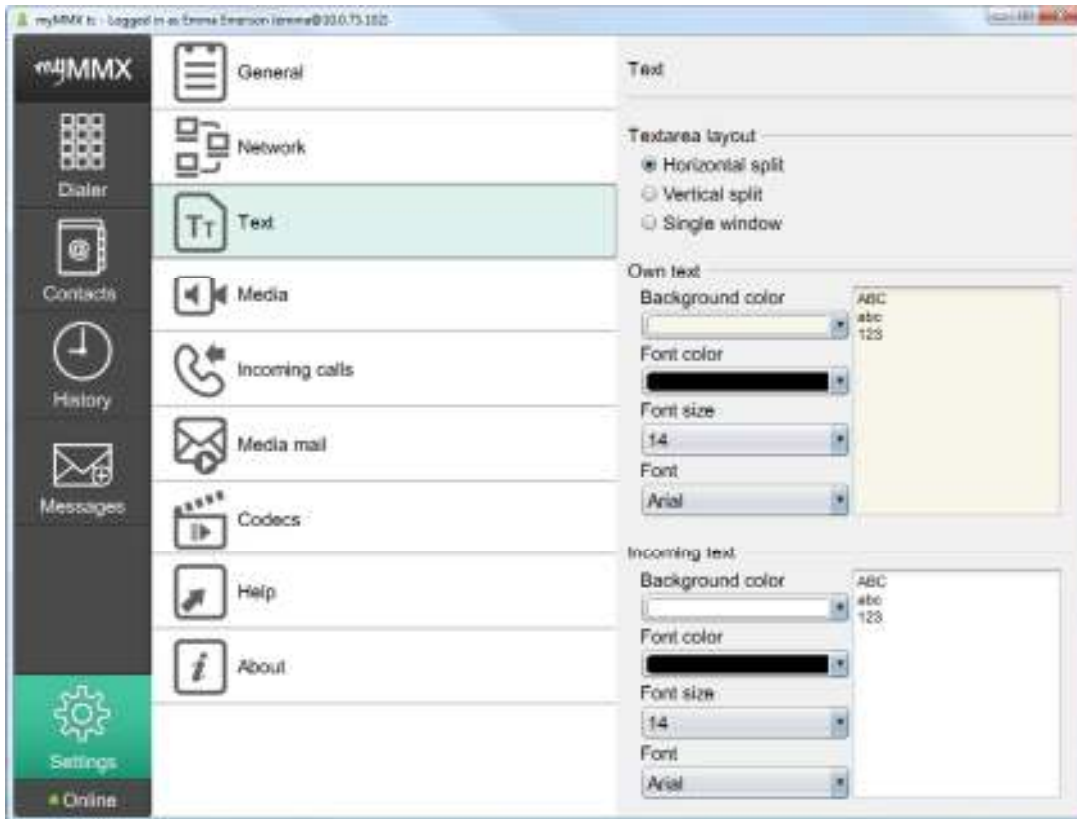
Click the **Network** option.



- **Network connection download**; the traffic downstream capacity can be selected.
- **Network connection upload**; the traffic upstream capacity can be selected.
- **Disable auto detect bandwidth**, check to activate the function.
- **Use custom rtp port range**; enter dedicated port range for used media.
- **Use SIP**; check to activate SIP.
- **SIP Route**; if a SIP proxy is needed, the address is entered here.
- **Protocol to use for SIP signaling**; udp is used as default and tcp can be used whenever an environment requires tcp.
- **Use External IP address**; check to activate usage of external IP address. Usually not used, but if neither SIP nor STUN is working this option might be an alternative.
- **Use rport information for SIP signaling**; the rport information can be set to Auto (default), On or Off.

### 7.1.3 Text

Click the **Text** option.



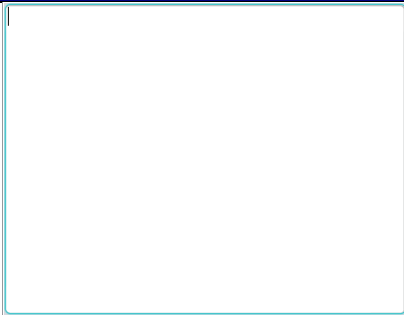
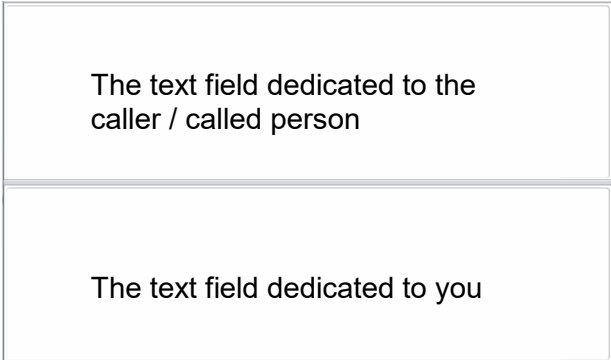
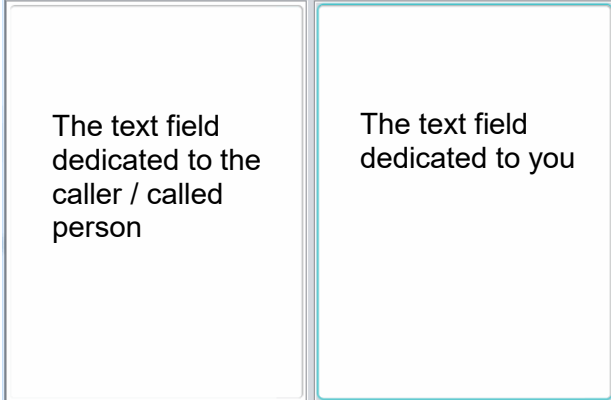
- The layout of the text area can be set.
- Set the background colors for the incoming respectively own text.
- Set the font colors for the incoming respectively own text.
- Set the font size for the incoming respectively own text.
- Set the font for the incoming respectively own text.

**Note!** The changes of background color, font color, font and font size are immediately displayed in the preview windows.

#### Text area layout

The options for text area layout will have the following effects:

Option	myMMX tc Interface Appearance
Single window	One common text field for you and the caller / called person.

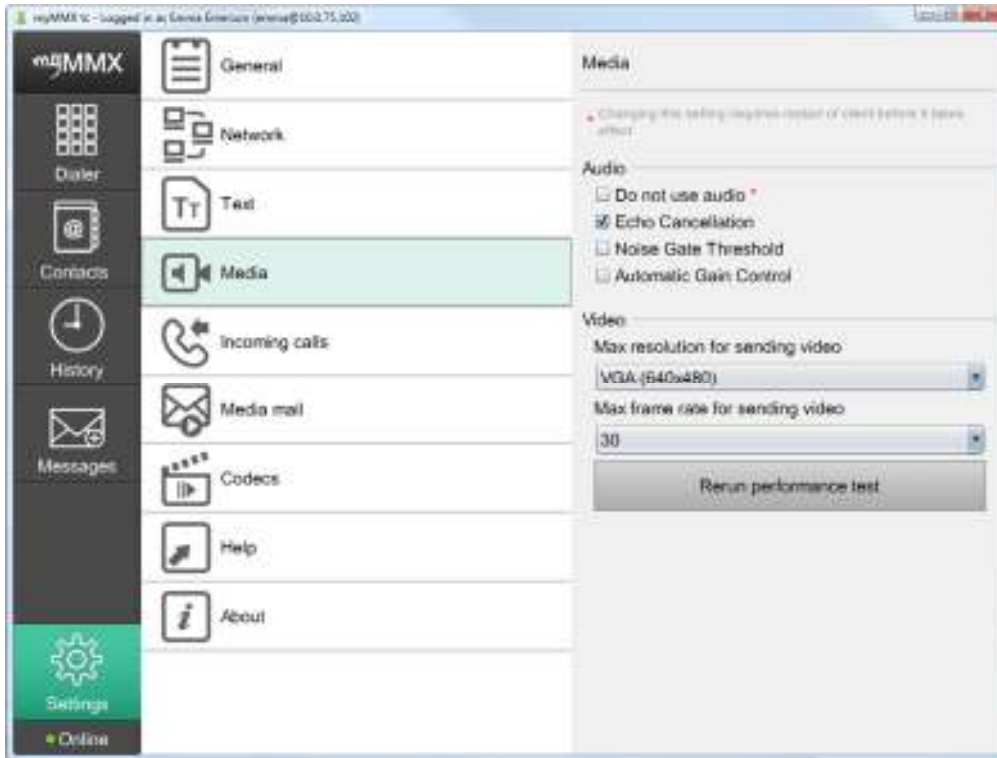
Option	myMMX tc Interface Appearance
	
Horizontal split	<p data-bbox="587 600 1374 667">One text field dedicated to the caller / called person and one dedicated to you.</p> 
Vertical split	<p data-bbox="587 1077 1374 1144">One text field dedicated to the caller / called person and one dedicated to you orientated side by side.</p> 

⇒ **Tip** The text area can be made larger or smaller in relation to the video area by dragging the pointer to move the split line, as indicated in the figure below. Alternatively, use the shortcuts; the – sign to increase and the + sign to decrease the fields.



### 7.1.4 Media

Click the **Media** option.



#### Audio:

- A check box can be used to deactivate sound facilities.
- **Echo Cancellation**, select to activate echo cancellation feature.
- **Noise Gate Threshold**; select to activate noise gate threshold feature.
- **Automatic Gain Control**; select to activate gain control feature

#### Video:

- **Max resolution for sending video**, defines the upper limit of the resolution sent by the own video picture.
- **Max frame rate for sending video**, defines the upper limit of the frame rate sent by the own video picture.
- **Rerun performance test**, check the network settings.

## 7.1.5 Incoming Calls

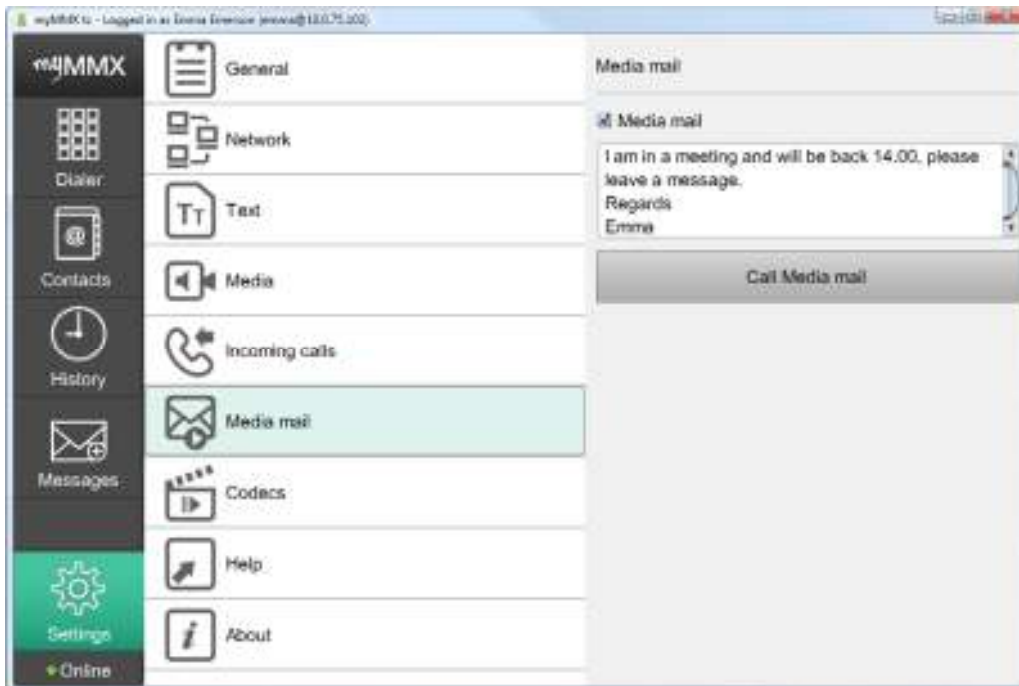
Click the **Incoming calls** option.



- **Automatic answer**, incoming calls are automatically answered when the check box is selected.
- If you have activated automatic answer, choose to display your video picture directly when the call is setup.
- **Call forwarding unconditional**, check the box to activate call forwarding of your calls and specify the call forwarding route in the field “*Address to forward to*”.
- **Choose sound file**, select check box and desired sound file used for incoming calls.
- **Play icon**, used to play the selected sound file.
- **External alerting system**, an external system using for example light or vibration can be connected to one of the usb ports of the PC and used to alert for incoming calls.

### 7.1.6 Media mail

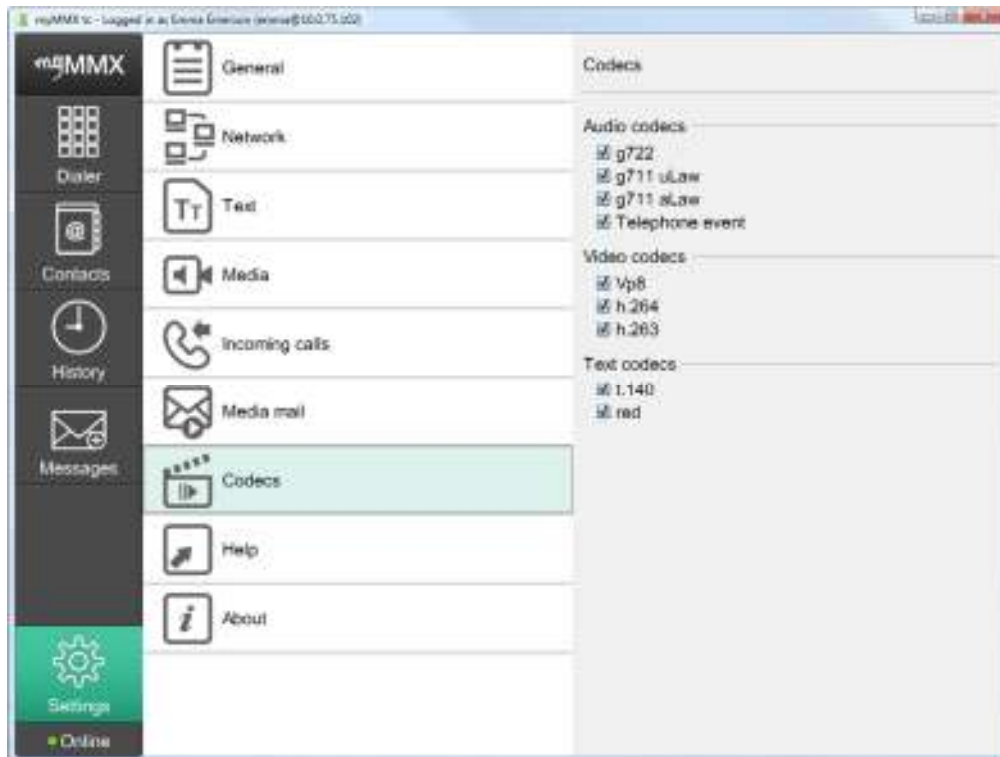
Click the **Media mail** option to record, activate and/or change your answer message, refer to section 6.3.1 above.





### 7.1.7 Codecs

Click the **Codecs** option.



- **Audio codecs**, select the audio codecs to be used.
- **Video codecs**, select the video codecs to be used.
- **Text codecs**, select the text codecs to be used.

### 7.1.8 Help

Click the **Help** option to display common commands that are available through keyboard shortcuts.



**Note!** The keyboard shortcuts are configurable and can be set by the system administrator. The stated shortcuts are the default settings.

#### Shortcuts available when a call is active:

Action	Shortcut
Open own video	Ctrl+O
End a call	Ctrl+Shift+H
Show/hide text fields	Ctrl+T
Turn on/off DTMF	Ctrl+W
Turn on/off microphone	Ctrl+Shift+N
Turn on/off sound	Ctrl+N
Larger text field	+

Smaller text field	-
Turn on/off video	Ctrl+I
Toggle full screen	Ctrl+F
Toggle Text and Speech	Ctrl+Shift+W
Shift focus to text field	Ctrl+Shift+T

### Shortcuts with general availability:

Action	Shortcut
Make a call	Ctrl+D
Make a call without video	Ctrl+Shift+D
Shift focus to number field	Ctrl+R

### 7.1.9 About

The About option displays general information, e.g. regarding program version, different addresses and licenses.

