

myMMX[®] tc iOS
User Guide

MMX[®]



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1 Welcome to myMMX tc

Welcome to myMMX tc iOS, mobile clients 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 iPads. The content is intended for end users who want to communicate with each other through both text and video.

Note that the interface for iPhones are slightly different compared to iPads, mainly due to the need to access screens through extra key strokes and the screen orientation.

1.1 Before Starting

Before 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
- 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 chapter 2, Installing myMMX tc.

Note! The pictures in this guide may vary depending on device and thus the appearance on the screen may look different. Note also that the name of keys, use of joystick and arrow keys may differ between different mobile models.

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*.

In *section 7, References* you will find the available settings options.

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</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

2 Installing myMMX tc

Installation procedures for the myMMX tc clients are described below.

2.1 New Installation

Note! For details about installing programs, consult the documentation delivered with your mobile phone

To install the myMMX mobile for iOS devices:

1. Access the **App Store**.
2. Search for **myMMX**.
3. Select the **myMMX** application.
4. Press the **Free** button.
5. Press the **Install** icon.
6. The application is being installed.
7. Press **Open** to start the application.
8. Enter your user name and your password.
9. Press **OK**.
10. The installation is now complete.

Note! The user name and password are saved after the installation and saved in your mobile device. From now on, myMMX will automatically login when starting the program.

2.2 Program Update

Generally, when a new program version is available on the server you are connected to, the common notification for an iOS application is activated. 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

Once you have the myMMX installed, there is no login procedure required.

To start myMMX:

1. Press the myMMX icon.
2. The network settings are tested and the dialer is displayed.



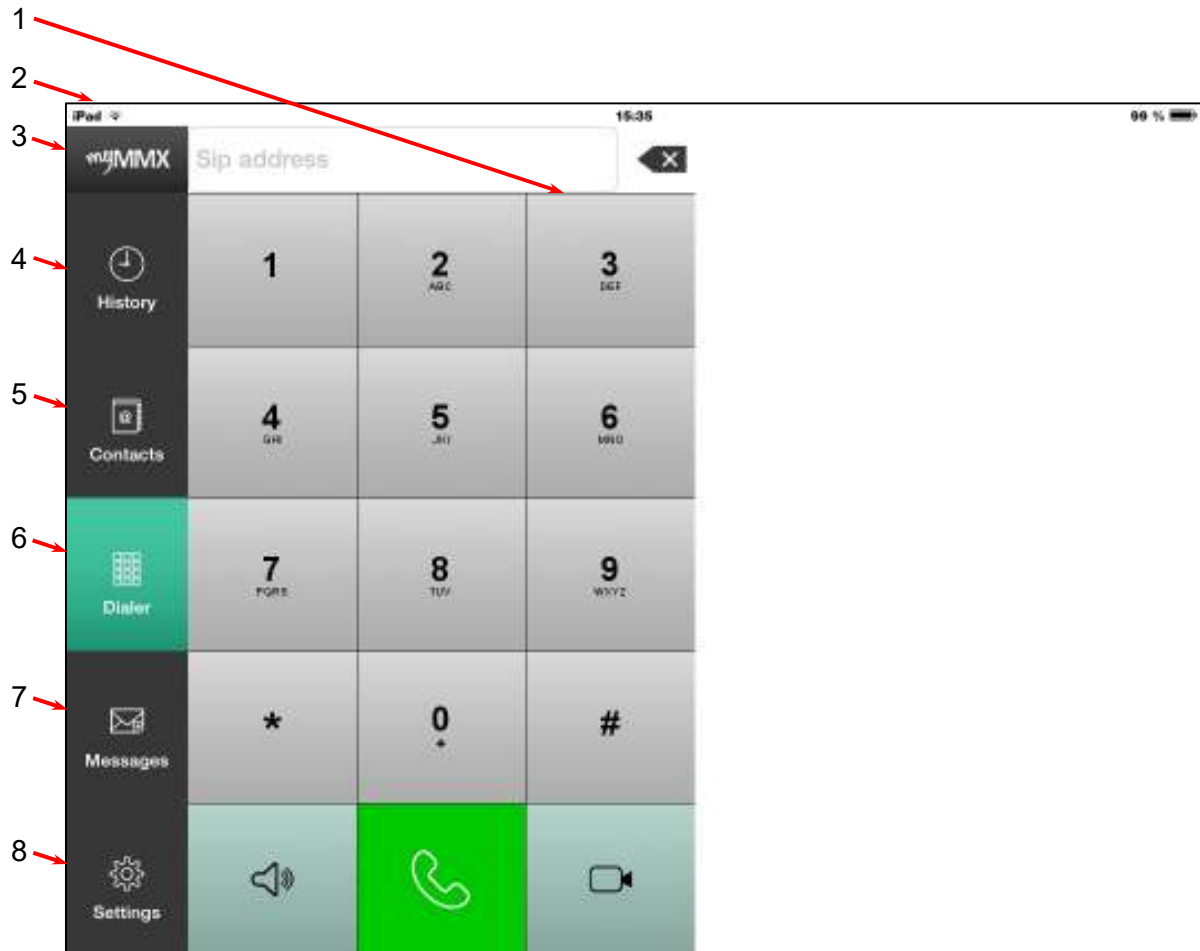
3.2 Logging Out

To logout, preferably for another user to immediately login, press **Settings** and select **Logout**.

4 Interface – myMMX tc

4.1 iOS iPad Interface

The figure below shows the interface for an iOS iPad client.



No.	Description
1	<p>Presentation area</p> <p>The available iPad area displays the currently selected application option.</p>
2	<p>Application icons and iOS information</p> <p>The icons displayed are depending on your device and include e.g. currently active applications, battery power level and time.</p> <p>Also, the green program icon indicates that the myMMX session is up and running.</p>

No.	Description
3	Program name The program name myMMX is displayed in the upper left corner.
4	History icon Press the History icon to display the list with the incoming and outgoing calls. If there are missed calls, it is indicated by the History icon with a + sign.
5	Contacts icon Press the Contacts icon to display the list with all your contacts and the available services, i.e. the common phonebook items.
6	Dialer icon Press the icon to display the number keypad with included number field.
7	Messages icon Press the Messages icon to display the list with received messages. If there are unread messages, it is indicated by the Messages icon with a + sign.
8	Settings icon Press the Settings icon to display the available settings options, refer to section 7.1.

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.

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

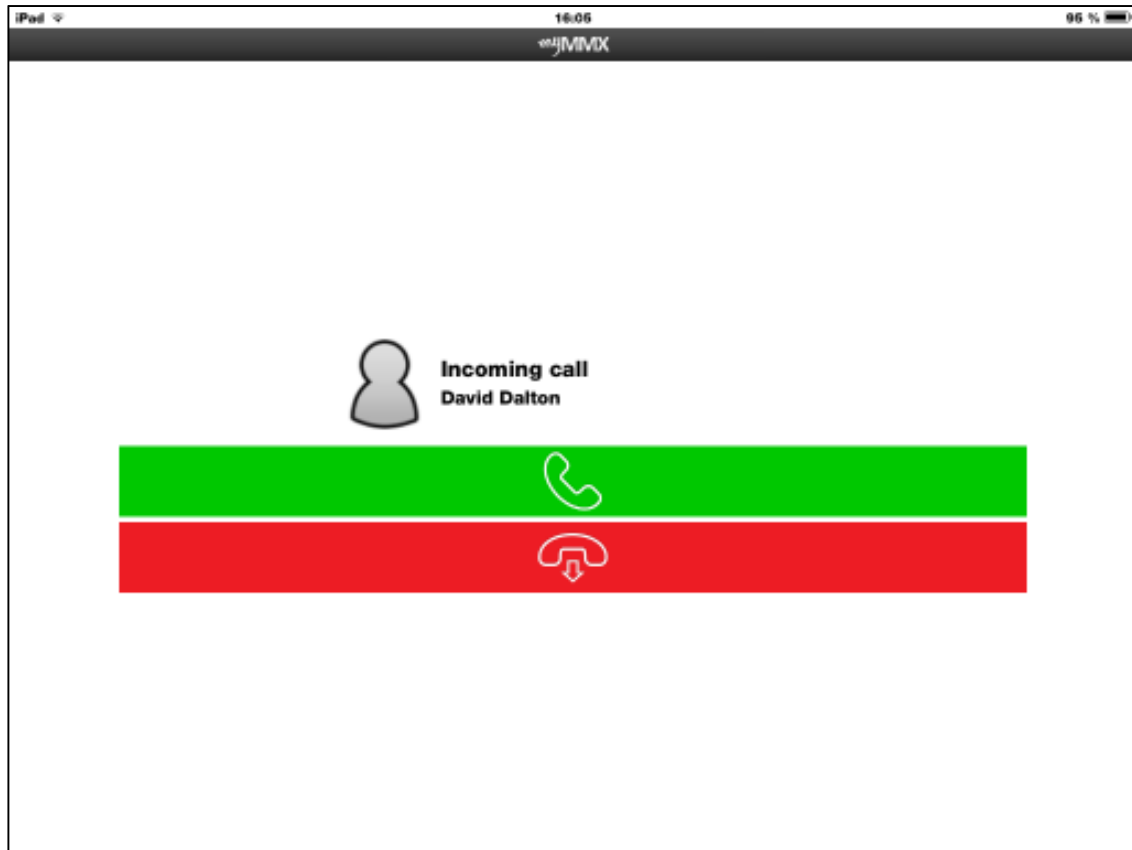
Mobile devices are often equipped with camera flash light and vibrator.

If the mobile has a camera flash light, it can be set to flash if the option is activated, see section 7.1.

5.1.2 Answering

To answer a call:

1. When the mobile phone rings (sound or vibration or both), press the **Answer** icon to accept the call (you can reject the call by pressing the **Reject** icon).



2. Wait until the call is connected, the video picture of the caller / called person is automatically displayed and you can start to communicate.



3. Continue the video communication; see *section 5.3.1, Video Communication*.
4. End the call. For details, see *section 5.4; End Calls*.

5.2 Making Calls

There are several ways of making a call:

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

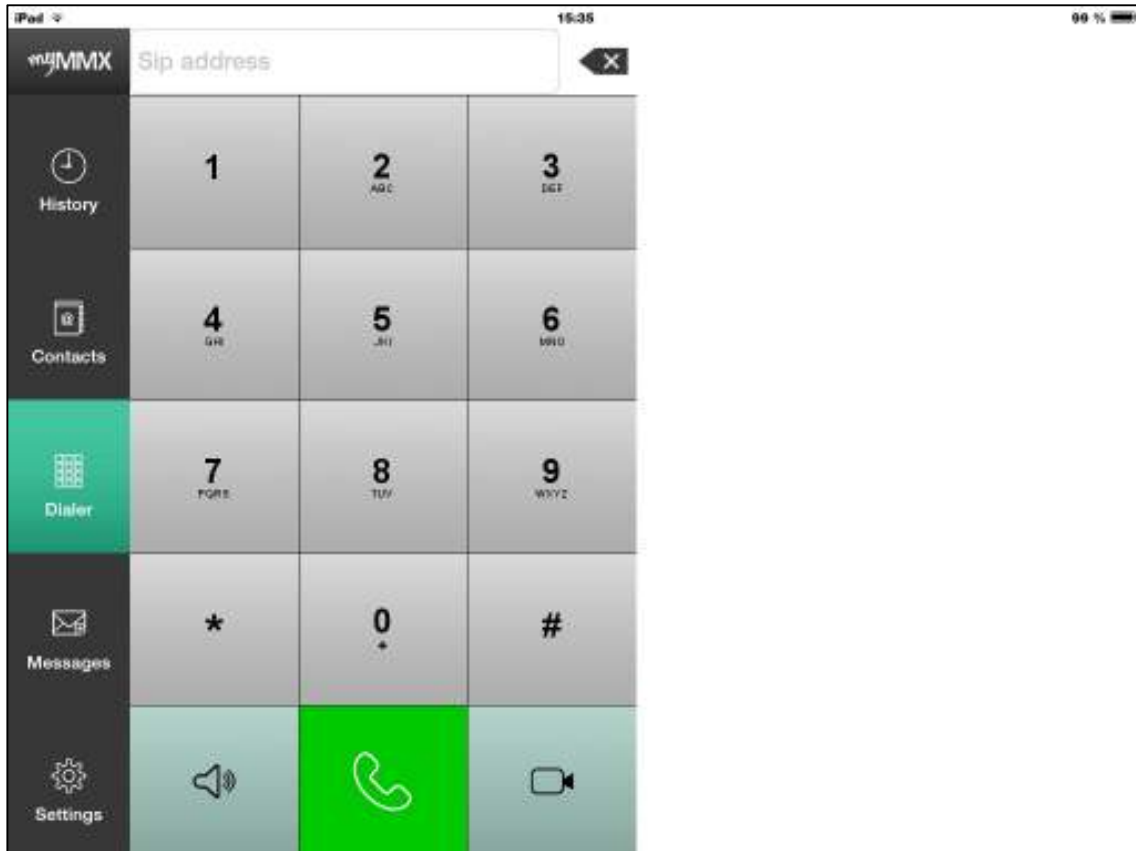
5.2.1 Using the Dialer

To use the dialer:

1. Press the **Dialer** icon to display the number keypad with included number field.
Note: Press the number field to access the alphanumerical keypad.
2. Enter number by using the dial pad and press the **Call** button.
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.

or

Enter an address by using the alphanumerical keypad.





3. Press **Done** when the address is completely entered.
4. Press the **Call** button.
5. Wait until the call is connected, the video picture is automatically displayed and you can start to communicate. Entered text is displayed in the dedicated text fields.

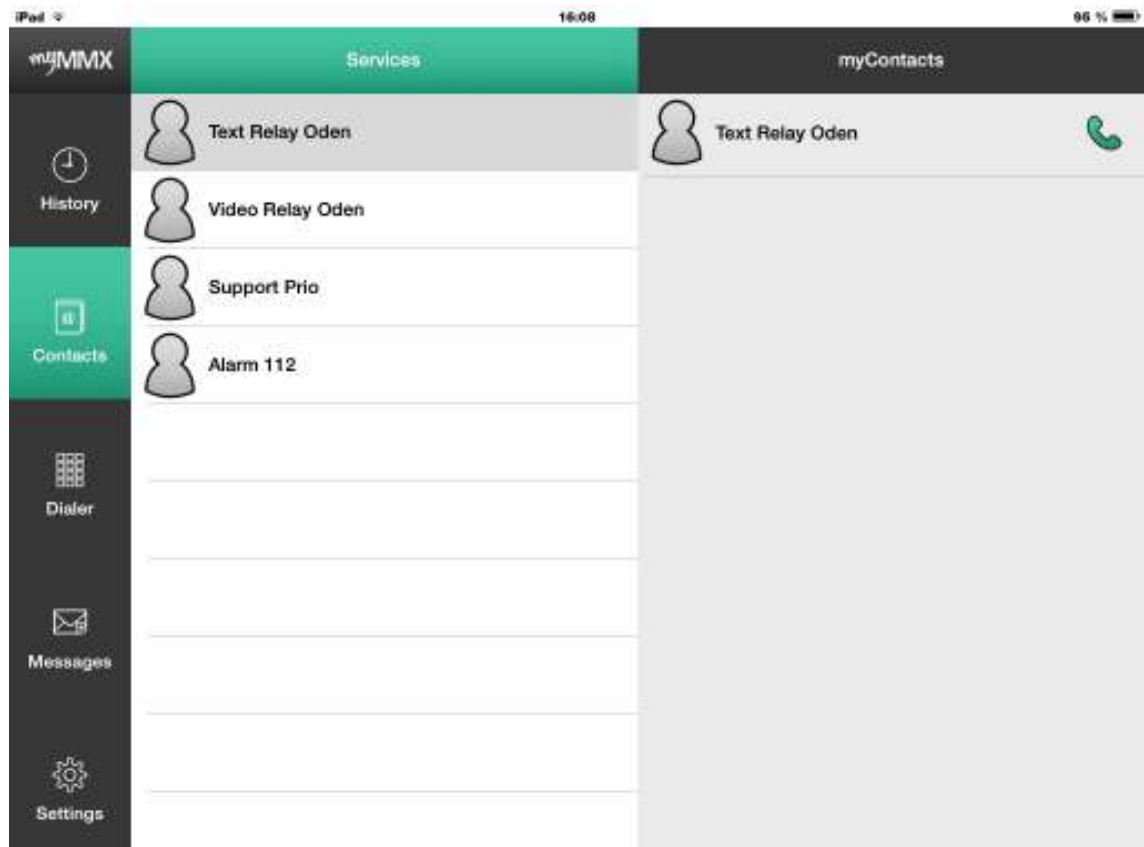


6. Continue the video communication; see *section 5.3.1, Video Communication*.
7. End the call. For details, see *section 5.4; End Calls*.

5.2.2 Using the Contacts

To use the Contacts:

1. Press 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. Press the **Backspace** key to clear the search field and display the complete list again.



3. Select the contact you want to call by pressing the **Call** button icon; the number is called directly.
4. Wait until the call is connected, the video picture is automatically displayed and you can start to communicate.
5. Continue the video communication; see *section 5.3.1, Video Communication*.
6. End the call. For details, see *section 5.4; End Calls*.

5.2.3 Using the Call history

When using the Call history:

1. Access the Call history list by pressing the **History** icon.
2. Made and received calls are displayed with the most recent call at the top. A missed call is indicated by a + sign in the **History** icon. The + sign disappears when you open and leave the call history list.

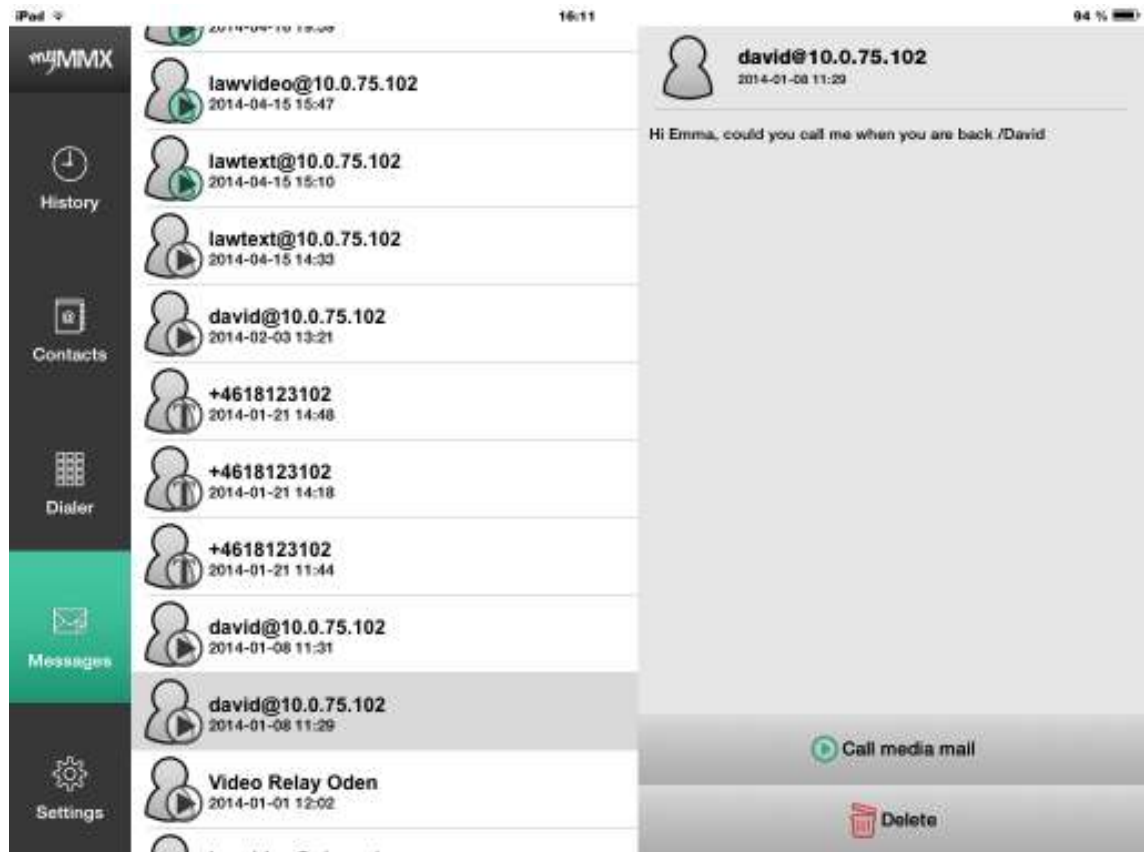


3. Select contact to call by pressing the contact (or service), the number is called automatically.
4. Wait until the call is connected, the video picture is automatically displayed and you can start to communicate.
5. Continue the video communication; see *section 5.3.1, Video Communication*.
6. End the call. For details, see *section 5.4; End Calls*.

5.2.4 Using the Messages list

When using the list with received messages:

1. Access the Messages list by pressing the **Messages** icon.
2. Received messages are displayed with the most recent at the top. Unread messages are indicated by a + sign in the **Messages** icon.



3. Select contact to call by pressing the related message.
4. Press the **Call** icon in the right part of the screen to call the contact, the number is called automatically.
5. Wait until the call is connected, the video picture is automatically displayed and you can start to communicate.
6. Continue the video communication; see *section 5.3.1, Video Communication*.
7. End the call. For details, see *section 5.4; End Calls*.

5.3 Communication

The communication with the caller / called person is normally based on video but both text and sound can be used as a complement.

5.3.1 Video Communication

The caller / called person is visible on the screen as shown in the figure below. The video picture of you that is sent to the caller can be displayed, if the own camera function is activated, as a small picture.

If text is entered by the person you are talking to, it is seen in the upper text field and text entered by you is seen in the lower part of the picture.



Available functions during the video communication:

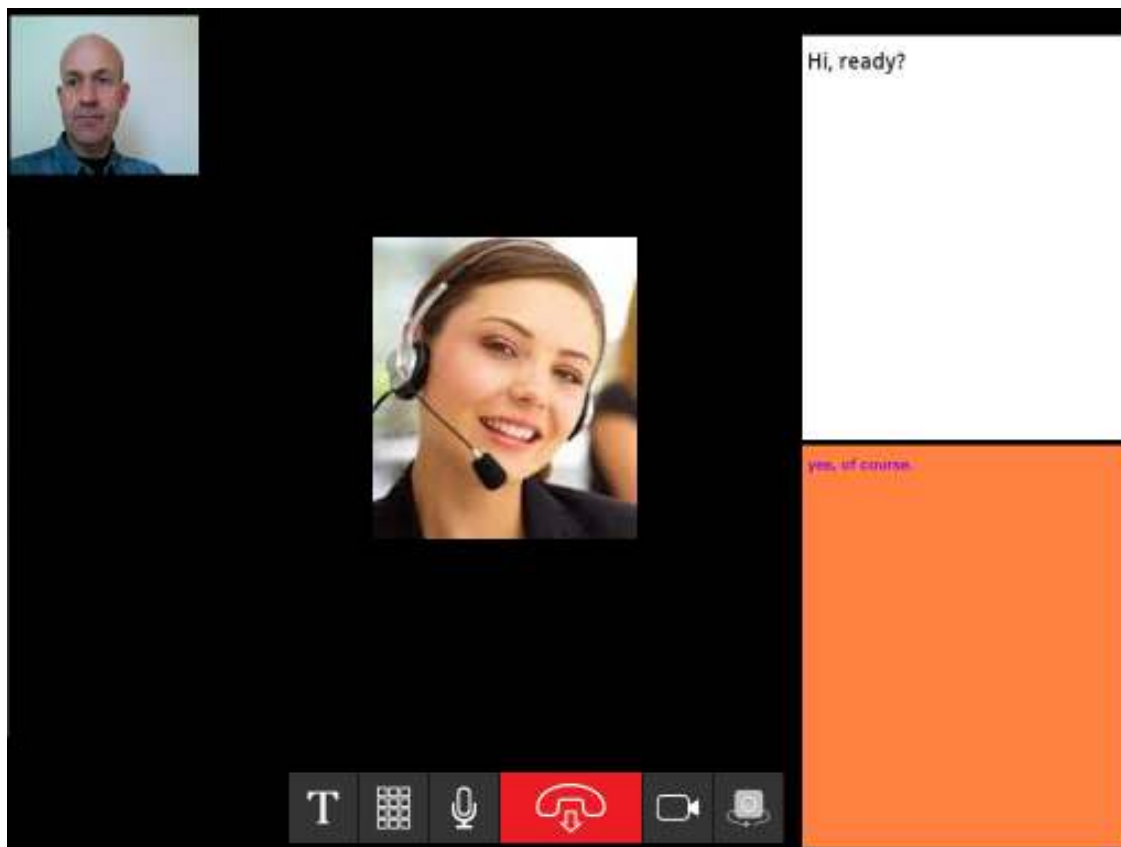
- Hide and display entered text continuously by pressing the **Text** icon marked “T”.
- Press the **Touch Tone (DTMF)** icon to display a touch tone keypad, the video picture is still displayed together with the control functions.
- Press the **Microphone** icon to turn on / off the microphone.
- Press the **End call** icon to immediately disconnect the call.
- Press the **Video** icon to turn off the transmitting of your picture to the caller / called person, a static picture is displayed on their device.

- Press the **Front/Rear camera** icon to switch between the front and rear camera of your mobile. Note that the camera option needs to be active to be able to switch between front/rear cameras.

5.4 End Calls

To end a call:

1. Press the **End call** icon.



2. The call is immediately disconnected.

6 Additional Functions

6.1 Contact Administration

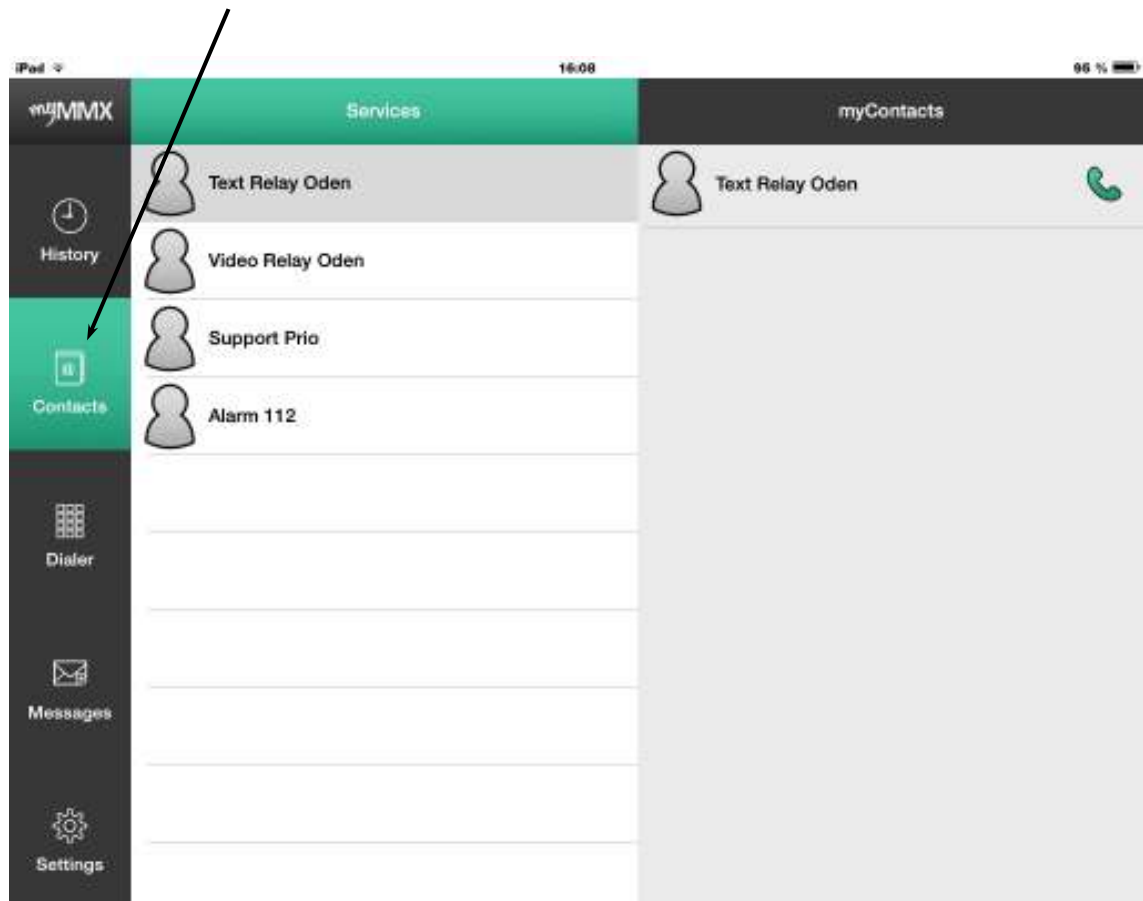
Display your contacts by pressing the **Contacts** icon and select the **myContacts** tab. These personal contacts can be edited by you.

Remember that the predefined common contacts are accessed through the **Services** tab. These contacts can only be edited by the system administrator.

6.1.1 Accessing the Contacts

To access the Contact list:

- Press the **Contacts** icon.

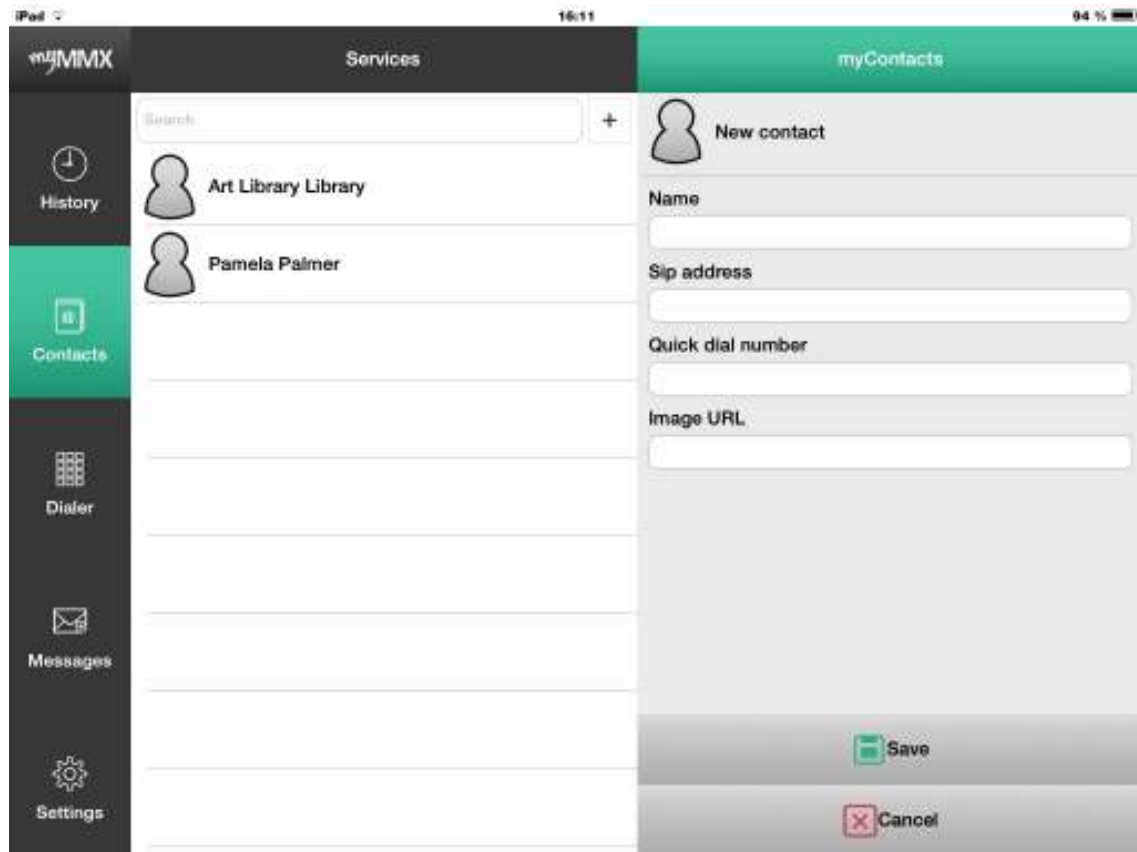


Note! If an image has been added for the contact, the default icon is replaced by the selected image.

6.1.2 Adding Contacts

To add a contact:

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

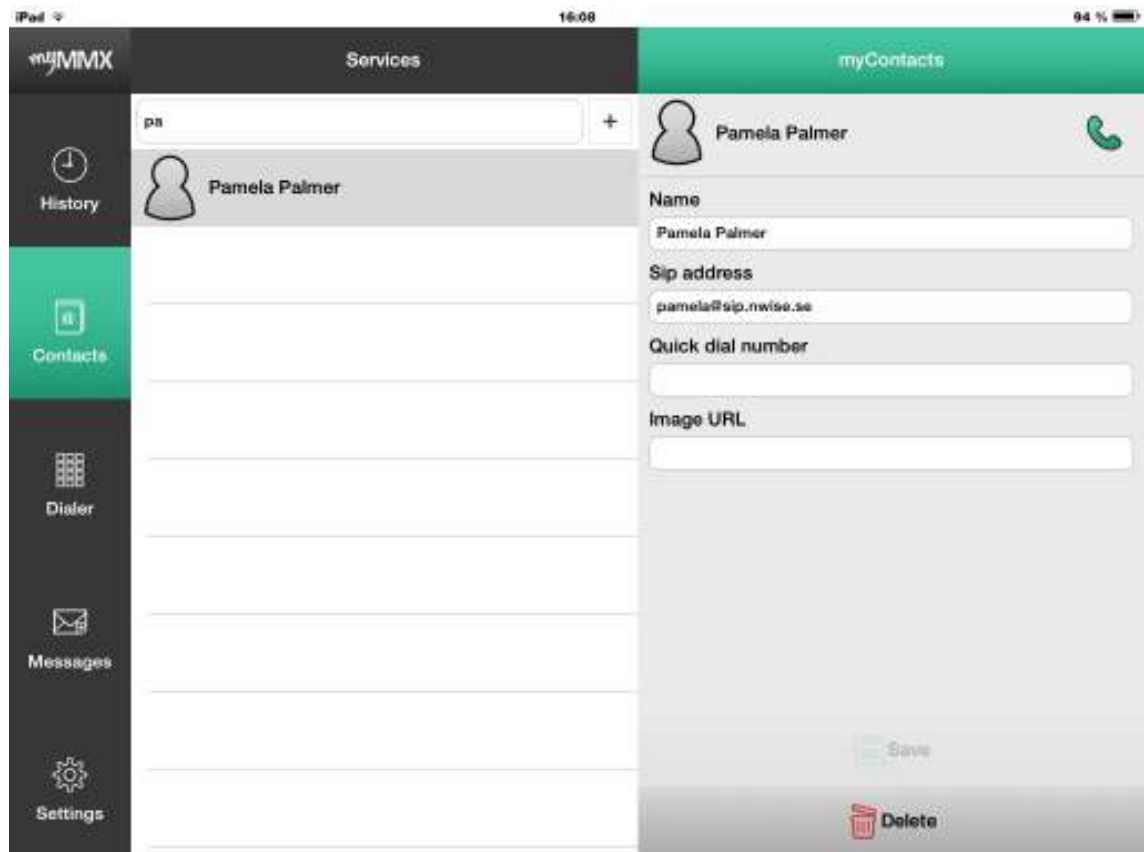


3. Enter name, SIP address and quick dial number in corresponding fields and image if available; press **Save** to save the new contact.
The quick dial number is used in the number field as a speed dial.

6.1.3 Editing Contacts

To edit a contact:

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

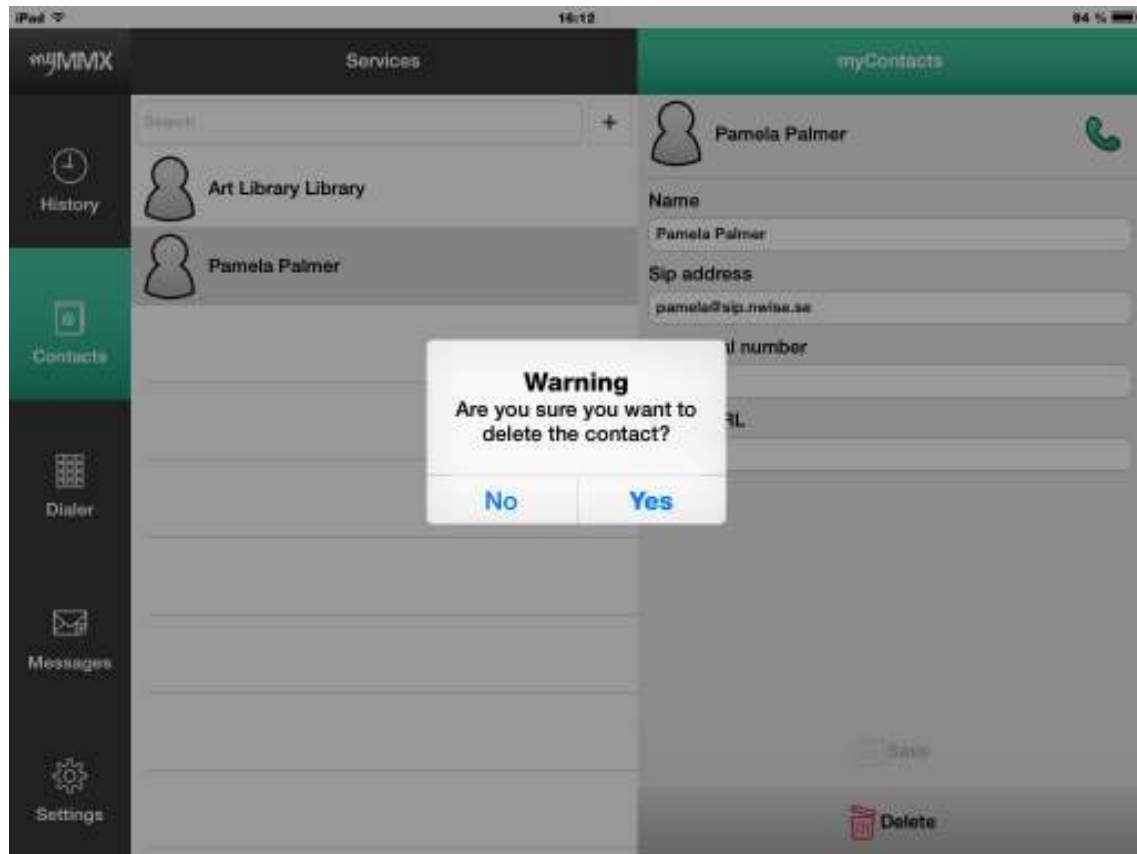


2. Change information in the contact sheet, press **return** and the **Save** to save the changes.

6.1.4 Deleting Contacts

To delete a contact:

1. Select and press the contact you want to delete.
2. Press the **Delete** button, a confirmation dialog is displayed.



3. Press **Yes** to delete the contact.

6.2 Media mail Messages

You can create a message in your mobile 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.

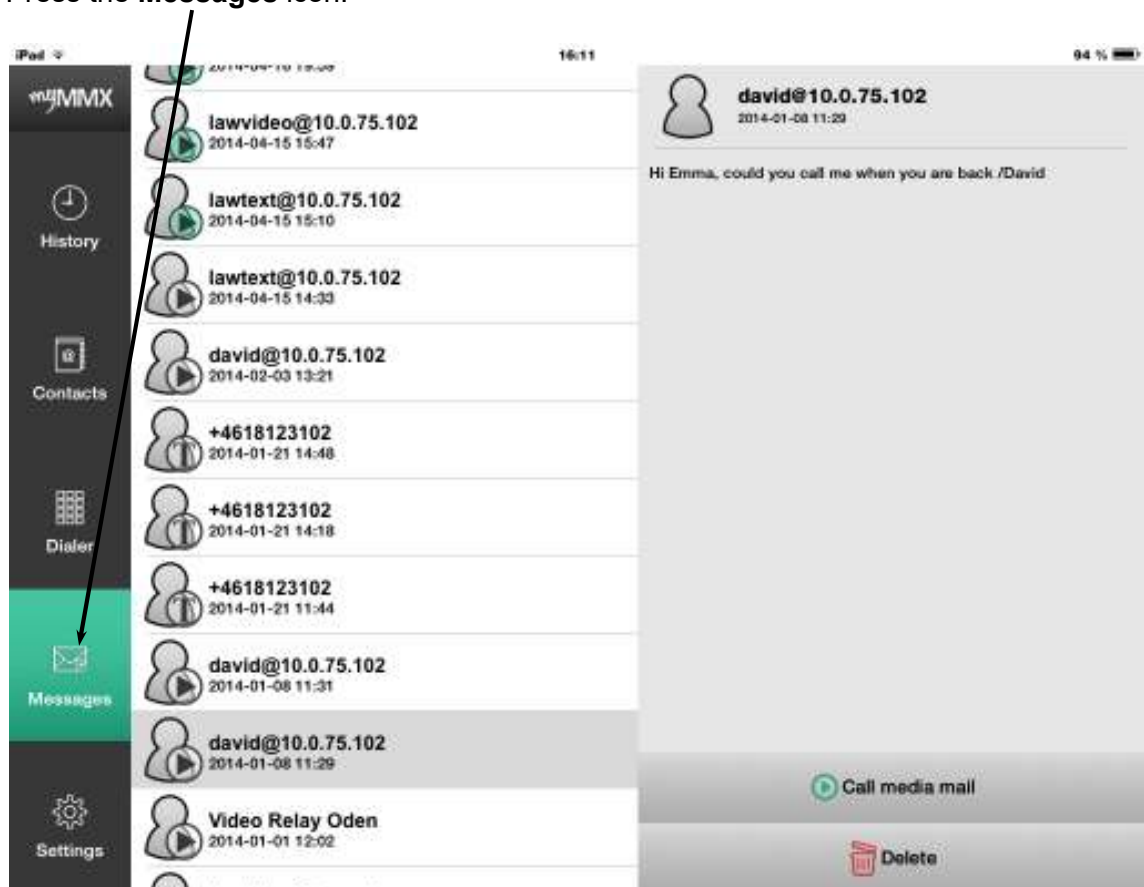
Also, calls to you when you are not logged in are displayed as messages, showing date and time the call was made and address of the caller.

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

6.2.1 Read new Messages

To read new messages:

1. Press the **Messages** icon.



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

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

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

6.2.2 Change your Answer Message

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



3. Enter/change text in the text field and press **Save** to save your text message.
4. Press 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 enabled** must be activated whenever you want your answer message to be used.

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 pressing the **Settings** icon and it is assumed that the Settings tab is selected in the sections below.

7.1.1 General

Press the **General** option.



- Select **Clear history** to clear the history list.

- 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. -> check box missing in iOS but exists in Android!

7.1.2 Network

Press the **Network** option.



- **Media port interval**; port interval used for video, sound and text communication.
- **SIP route**, if a SIP proxy is needed, the address is entered here.
- **Stun**, check if your network requires STUN to avoid the firewall to block the traffic.
- **Media proxy**, check if your network requires Media proxy to avoid the firewall to block the traffic.

7.1.3 Text

Press the **Text** option.



Text includes options for:

- Set the font color for both incoming respectively own text.
- Set the text background color for both incoming respectively own text.
- Set the font size for both incoming respectively own text.

7.1.4 Media



Press the **Media** option to activate:

- **Use audio**; check to activate sound.
- **Echo Cancellation**, check to activate echo cancellation feature.
- **Automatic Gain Control**; check to activate gain control feature.
- **Run cpu test**, check the network settings.

7.1.5 Incoming call

Press the **Media** option.



- **Use flash;** the camera flashlight can be used as an alert for incoming calls by checking the box (if camera flash light available on the iPad).

7.1.6 Media mail

Press the **Media mail** option to record, activate and/or change your answer message, refer to section 6.2.2 above.



7.1.7 About

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



7.1.8 Logout

Select **Logout** from your session, preferably to facilitate for another user to immediately login on the iPad.

