MMX® DB

Version 4.0

Train the Trainers Guide

Document version 1

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1 Introduction

1.1 About this guide

Intended reader

This user manual is intended for MMX DB trainers. The purpose is to provide in-depth technical understanding of MMX DB functionality.

Typographical conventions

Text that appear on screen or in VoiceOver is marked as **bold**.

To indicate a sequence of menu entries, the selections are separated with a colon. Example: Open **Settings: General.**

References to other documents are marked with *italic text*.

Associated documents

For details about how to operate MMX DB, see the separate document *MMX DB User manual.*

Outline of this document

This Train the Trainers Guide is organized into three sections:

- Overview of MMX DB
- Getting started with MMX DB
- Screens and their settings in MMX DB
- Settings for different user groups in MMX DB

1.2 Overview of MMX DB

What is MMX DB?

MMX DB is an accessible videophone, designed for deafblind users with adaptive technologies. It connects to partnered Video Relay Services and integrates video and text within a call. In the call, the user can sign to the screen and receive response back in text.

Technology in MMX DB

The technology behind the text in MMX DB is called Real Time Text, more commonly known as RTT. By using software-based RTT instead of hardware-based TTY (teletypewriter), we no longer need to rely on obtaining a physical device for text-based telecommunications.

Required accounts for using MMX DB

You need to have a user account in order to use MMX DB. There are two different types of accounts, depending on how you plan to use MMX DB.

- As a trainer, you need a Demo Account.

- As a consumer, you need a Validated Consumer Account.

See details about each account in the separate document *MMX DB User manual.*

Limitations of current version of MMX DB

In the current version of MMX DB (4.0), it is not possible to save the text conversation from a call.

Also, there are no MMX DB specific shortcuts to use in the navigation.

1.3 Types of calls in MMX DB

Types of calls you can make with MMX DB

You can make the following three different types of calls with MMX DB:

- Voice call

- Point-to-point call with other VRS devices

- RTT calls

Read more below in separate blocks about each type of call.

Description of voice calls in MMX DB

When the consumer dials a voice number, the call is automatically connected to a video relay service (VRS). The system platform instantly informs the interpreter that the call is coming from MMX DB and the interpreter promptly answers the call via text.

Example: Hello, this is Mary, how may I direct your call?

When the interpreter connects to the voice at the other end of the call, the consumer signs to the camera in front and the interpreter voices to the hearing person on the other end of the line. When the hearing person responds back in voice, the interpreter types back via text.

Description of point-to-point calls in MMX DB

A call between two videophones is called a point-to-point call. This occurs when a deafblind consumer wishes to call a sighted sign language user. In this case, just like with a VRS call, the sighted sign language user types back to the consumer. For this to work, the sighted user's videophone must be RTT-compatible and have a keyboard attached to their videophone.

Description of RTT calls in MMX DB

In the case where neither party on a call has any sight, the two parties can communicate directly using MMX DB and type text to each other.

1.4 Turn-based communication

Conversation etiquette without visual or audible cues

Without visual or audible cues for turn-taking during communication, it is difficult to know when one part is finished and the other may start. The conversation can then become confusing and overlapping.

To overcome this issue, a protocol for turn-based communication is often used as signals for turn-taking.

List of turn-taking signals

The following turn-taking signals are commonly used by consumers and agencies:

- GA (Go ahead): Means I am done talking, it is your turn now.

- SK (Stop kill): Means I am hanging up now, the call is ended.

- GA to SK: Means I am about to hang up soon.

- Hands resting: If one end of the call is signing, the visual cue of resting your hands is similar to GA.

2   Getting started with MMX DB

Workflow for starting MMX DB

To get MMX DB up and the running, you need to perform the following steps:

1. Download and install MMX DB on your device.

2. Verify adaptive technologies

3. Log in to MMX DB and navigate

4. Adjust the settings in MMX DB

See details and instructions for each of the above steps in separate blocks below.

Step 1: Install and start MMX DB

Download and install MMX DB according to the instructions in the separate document *MMX DB User manual*.

Step 2: Verify adaptive technologies

Activate your planned adaptive technology equipment. This may be the activate VoiceOver, Zoom, or refreshable braille displays.

If you encounter problems, please contact the manufacturer of these products for further assistance.

Step 3: Log in to MMX DB and navigate

See instruction for how to log in to MMX DB and details about navigation commands in the separate document *MMX DB User manual*.

Step 4: Adjust the settings in MMX DB

You can customize MMX to fit your preference.

The settings are tied to your account. This means that the settings will be the same on all your devices if you log in with the same account.

3   Screens in MMX DB

In this chapter

This chapter provides an overview of the screens in MMX DB. The following information is provided for each screen:

- How you navigate to the screen

- The content of the screen

- The settings related to the screen

For instruction for use, please see separate document *MMX DB User manual*.

3.1 Description of the Start screen

Navigate to the Favorite contacts screen

When you start MMX DB, you immediately land on the **Start** screen.

When navigating in MMX DB, you can always go back to the **Start** screen via the **Back** button at the top on each screen. You may have to use the **Back** button repeatedly, depending on how deep in the menus you are. At present, there is no shortcut for accessing the **Start** screen.

Contents of the Start screen

The **Start** screen contains up to 6 buttons with visual icons. The buttons are displayed in the following order, starting from left to right, top-down:

- Favorite contacts

- Contacts

- Recents

- Messages

- Dialer pad

- Settings

Settings related to the Start screen

You can adjust which buttons to display in **Settings: General: Start screen settings**.

You can also set the app to always return to the **Start** screen after a call. The default setting is that the app returns to the previous screen.

3.2 Description of the Favorite contacts screen

Navigate to the Favorite contacts screen

You reach the **Favorites contacts** screen via the **Favorites** button on the **Start** screen.

Contents of the Favorite contacts screen

The **Favorite contacts** screen contains a list of the contacts that you have marked as favorites.

When you select a contact in the list of favorites, you immediately make the call.

Settings related to the Favorite contacts screen

There are no settings related to the **Favorite contacts** screen

If you want to edit the contact or remove it from favorites, you have to do it via the **Contacts** screen.

3.3 Description of the Contacts screen

Navigate to the Contacts screen

You reach the **Contacts** screen via the **Contacts** button on the **Start** screen.

Contents of the Contacts screen

The **Contacts** screen provides a list of previously saved contacts and a button for adding new contacts.

When you select a contact in the list, you have the following options:

- Call the contact

- Add the contact to favorites

- Edit the contact

- Delete the contact

There are two different types of contacts: Sticky contacts and personal contacts.

You cannot edit or delete sticky contacts. They are the main contacts for Global VRS services.

Settings related to the Contacts screen

There are no settings regarding to the **Contacts** screen.

3.4 Description of the Recents screen

Navigate to the Recents screen

You reach the **Recents** screen via the **Recents** button on the **Start** screen.

Contents of the Recents screen

The **Recents** screen provides a list of all your latest calls.

All types of calls are listed:

- Outgoing and incoming calls

- Missed and unanswered calls

A visual icon and the VoiceOver text indicate if the call was outgoing, incoming, missed, or unanswered.

When you select a recent call in the list, you have the following options:

- Call the contact

- Add the number to contacts

- Delete the recent call from the list of recent calls

Settings related to the Recents screen

There are no settings regarding to the **Contacts** screen.

3.5 Description of the Messages screen

Navigate to the Messages screen

You reach the **Messages** screen via the **Messages** button on the **Start** screen.

Contents of the Messages screen

The **Messages** screen contains the incoming messages that callers have left for you. The most recent message is listed on at the top.

A visual icon and the VoiceOver text indicate if you have read the message or if it is new, unread.

Settings related to the Messages screen

In order to receive messages, you must not have deactivated the setting for receiving messages in **Settings: Messages: Activate messages**. The default setting is to allow messages.

The messages can be text messages or video message, depending on your settings. You can select to only receive text messages (no video messages) in **Settings: Messages: Text settings: Only receive text messages**. The default setting is to receive only text messages.

You can edit your personal text message in **Settings: Messages: Text settings: Personal text message.**

You can record a new personal video message in **Settings: Messages: Media settings: Record your personal message.**

You can view your personal video message in **Settings: Messages: Media settings: View your personal message.**

3.6 Description of the Dialer screen

Navigate to the Dialer screen

You reach the **Dialer** screen via the **Dialer** button on the **Start** screen.

Contents of the Dialer screen

The **Dialer** screen provider you with a **Number** field and a **Call** button.

Settings related to the Dialer screen

There are no settings regarding to the **Contacts** screen.

3.7 Description of the Settings screen

Navigate to the Settings screen

You reach the **Settings** screen via the **Settings** button on the **Start** screen.

Contents of the Settings screen

The Settings screen contains a menu with the following buttons:

- General
- Accessibility
- In call
- Messages
- About
- Logout

The content of each of these buttons are describes briefly below.

Contents in the Settings menu: General

In the **General** settings you can decide what buttons you want to display on the **Start** screen.

Contents in the Settings menu: Accessibility

In the **Accessibility** settings you can adjust the following:

- Braille settings (Braille length, Braille output mode, Braille status cells)

- App color (background and primary color)

Contents in the Settings menu: In call

In the **In call** settings you can adjust the following:

- Text mode (Braille or Standard)

- Incoming and outgoing text font, size, and color.

- Which media should be enabled (video, audio, microphone)

- Video size

- Hide or show

Contents in the Settings menu: Messages

In the **Messages** settings you can adjust the following:

- Activate messages

- Personal message: Text settings

- Personal message: Media settings

Contents in the Settings menu: About

In the **About** page you can find information about the following:

- Your username

- Your number

- Version of MMX DB

- Terms of use

- Privacy policy

- Licenses

- Copyright

4 Settings for different user groups

4.1 Settings for braille-display users

List of settings for braille-display users

The following settings are specifically related to the use of braille displays:

- Text mode

- Braille length

- Braille output mode

- Braille status cells

- Hide settings panel during calls

Each of the settings in the list above are describes in more detail in a separate block below.

Set Text mode: Braille

If you use a braille display you can select braille text mode in MMX DB. This will chunk the text into sequences that lets you decide the reading pace, and also makes it easier to skip through longer texts.

Path to the text mode setting:

Settings: In call: Text mode: Braille

Set Braille length

If you are using a braille display you may want to limit how many characters to handle at a time. This is useful when you receive longer texts since it allows to easily scroll through the text.

Depending on you Braille display, you may select a length in the range of 8-80 characters.

Path to the Braille length setting:

Settings: Accessibility: Braille length

Set Braille output mode: uncontracted or contracted

You can set MMX DB to use uncontracted or contracted braille. In uncontracted braille you can choose between uncontracted six-dot braille or uncontracted eight-dot braille.

Path to the Braille output mode setting:

Settings: Accessibility: Braille output mode

Set Braille status cells

By activating the braille status cells, some of the cells on your braille display are allocated for showing the status of the current item in the app. You can select none, one or both of two different status displays:

- **General status:** One cell is allocated for general status display, plus one buffer cell.

- **Text status:** Two cells are allocated for text status display, plus one buffer cell.

If you select both status displays, three cells are used for status display and one cell is buffer.

Path to the Braille status cells setting:

Settings: Accessibility: Braille status cells

Hide or show settings panel during calls

During calls, you have access to a settings panel where you switch on and off your camera, the recipient's video, the audio etc.

You may want to hide the settings panel during calls for a simpler interaction. The panel is only hidden if you have connected a braille display to your device.

Path to the Braille length setting:

Settings: In call: Settings panel accessibility

4.2 Settings for low-vision users

List of settings for low-vision users

The following settings are specifically related to the needs of low-vision users:

- App color

- Font, size, and color of incoming and outgoing text in calls

- Video size in calls

Each of the settings in the list above are describes in more detail in a separate block below.

Set app color

You can select a dark or a light background theme in MMX DB.

You can also select the primary, contrasting color.

These selections only affect how buttons and menu text are displayed, not the in-call text.

Path to the app color settings:

Settings: Accessibility: App color

Set font, size, and color of incoming and outgoing text in calls

You can make it easier to distinguish between incoming and outgoing text in calls by selecting different colors, fonts, and sizes of the texts.

Path to the set the font and size of in-call text:

Settings: In call: Font

Path to the set the color of in-call text:

Settings: In call: Text color

Set video size in calls

The default video size in calls is small. You can set the video to medium or large size, or no video at all.

Path to the set the video size in calls:

Settings: In call: Video size

Back cover

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