

*my*MMX[®] DB

Version 4.1

User manual – Braille/VoiceOver

Document version D

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1 Introduction

1.1 About this user manual

Intended reader

This user manual is intended for users of myMMX DB that use a braille display connected via VoiceOver for the interaction with the app.

Typographical conventions

Text that appears 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 **Options: General**.

1.2 Known software behaviors and issues

Screen and braille display shut down if your hand is too close

In your iPad or iPhone there is a proximity sensor that is intended to shut down the screen when holding the device to the ear to not make any involuntary selections.

Due to a software bug in the operating system (iOS) of iPad and iPhone, the proximity sensor cannot be deactivated. Therefore, when using myMMX DB, you may experience that the screen is shut down or the braille display is disconnected when you move your hand too close to the iPad or iPhone.

If you experience that the screen or braille display is disconnected, just remove your hand from the iPad or iPhone. If needed, you can try shifting focus from the text field and then back again.

Short delay when initiating a call when using braille display

When a call is initiated, there is a few seconds delay when your braille displays disconnects via Bluetooth.

This is because the Apple's phone services briefly disable Bluetooth for a few seconds at the beginning of each call. The connection is re-established to normal braille state after about 5 seconds.

1.3 Account requirements

Required accounts for using myMMX DB

There are two different types of account that you may need to use myMMX DB, depending on how you plan to use myMMX 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 respective section below.

1.3.1 Demo Account for trainers

Description of Demo Account for trainers

As a trainer, you need a Demo Account. The FCC (Federal Communications Commission) has ruled that an active consumer VRS account cannot be used for demonstration or training purposes.

The Demo Account is a “non-compensable” account in which the VRS provider cannot invoice the FCC for minutes incurred when making VRS calls.

Limitations when using a Demo Account

When you are using a demo account, you can make any calls, similar to a standard consumer VRS account. However, you may not make personal calls using the demo account to a VRS-interpreted call.

How to acquire a Demo Account

The agency you are working with should already have a Demo Account license before you begin working with a consumer. If a Demo Account license is not yet available, please contact us at info@access256.com for more information.

1.3.2 Validated Consumer Account for consumers

Description of Validated Consumer Account for consumers

As a consumer, you need a Validated Consumer Account. The consumer account is a standard VRS account, similar to what you would expect

when applying for an account with a traditional videophone VRS provider.

Requirements on the consumer

To apply for a Validated Consumer account, the FCC requires the following from the consumer:

- the consumer must be deaf, hard-of-hearing, or DeafBlind
- the consumer has a reasonable level of conversational sign language skills (ASL or Spanish sign language).
- the consumer is a resident of the United States and its territories.

Proof of residence is needed from URD

Because the FCC requires proof of residence, it has implemented a new verification program called User Registration Database (URD) in 2017. When a VRS provider receives an application, the application is forwarded to URD. URD then runs a check against a database to validate that the individual is known to reside in the United States. If, however, URD does not find the applicant in its database, it will return the application to the VRS provider to request additional information.

At this point, the VRS provider may contact the consumer and ask for additional documentation, such as a government issued state ID, copy of utility bill.

How to acquire a Validated Consumer Account

To apply for a standard validated consumer account, visit <https://globalvrs.com>

2 Install and start myMMX DB

Note: You must be granted a license to use myMMX DB

To use myMMX DB, you must be granted a license. If you are uncertain, please contact us at info@access256.com.

How to install myMMX DB on iPad or iPhone

1. Open **AppStore** on your iPad or iPhone.
2. Select **Search**.
3. Enter **myMMX DB** in the search field.
4. Select the **myMMX DB** app.
5. Select the **GET** button.
6. Select the **Install** button.
7. Enter the password for your AppleID and select the **Sign In** button.

Configure voice over and braille after installation

After you have installed the app, you need to start configuring it. You will need to accept to use camera and microphone and read any special instruction that you should consider for this particular version. This is what you should do after installation:

1. Make sure that voice over is on, to trigger the braille onboarding.
2. Log in (see instructions below). You should now be able to see the new page and run the braille onboarding and configure the braille options.

Configure the orientation of your device - Known behavior

Be aware that if your orientation is locked on your device, your video image may be transmitted in the wrong angle received by the other calling party. There are two ways to address this, both using **Control Center**:

Alternative 1: When using myMMX DB, open **Control Center** (Dots 2, 5 Space bar on your braille display) and turn off locked orientation until you get the right position and then lock the orientation again in **Control Center**. (You may need to do this each time you use myMMX DB.)

Alternative 2: Using **Control Center**, turn off locked orientation permanently. Other apps you use on your device may be affected by unlocked orientation.

How to log in to myMMX DB

The first time you use myMMX DB you need to log in. You do not have to log in next time unless you explicitly log out.

1. Open **myMMX DB**.

Result: If you are not already logged in, the log in screen is displayed.

2. Select the **Select Region** button and then select which region that applies to you.

3. Enter your username in the text field **Username**.

4. Enter your password in the text field **Password**.

5. Select the **Login** button.

Result: If you have activated VoiceOver, you will be asked about whether you are using a braille display.

6. Select the **Yes**.

Result: You will be guided to make the optimal options for the display.

Note: If the braille options are not correct, you may not be able to interact properly with your braille display.

8. Select the Next button after reading the information about keeping the screen clear in order not to disturb the Bluetooth function.

9. Select **Grant** when the app asks you to grant permission to use microphone, camera, and to receive push notifications. Then select **OK, OK** and **Allow** to grant all three permissions.

3 Navigation with braille display

About navigation commands in myMMX DB

You can use all the common braille commands for navigation in myMMX DB.

There are also some keyboard shortcuts that are specific for myMMX DB.

Common braille commands for navigation

- Move to next item: Dot 4 and space bar
- Move to previous item: Dot 1 and space bar
- Move to top of screen: Dots 1, 2, 3 and space bar
- Move to bottom of screen: Dots 4, 5, 6 and space bar
- Go back to previous screen: Dots 1, 2 and space bar
- Select an item: Dots 3, 6 and space bar
- Return to IOS Home screen (leave the app): Dots 1, 2, 5 and space bar

Specific myMMX DB commands for navigation

With a braille display or an external keyboard, you can use the following shortcuts in myMMX DB:

- Move to **Favorites** page: press **f**
- Move to **Contacts** page: press **c**
- Move to **Dialer** page: press **d**

- Move to **Recents** page: press **h** (as in History)
- Move to **Answering machine** page: press **m** (as in Messages)
- Move to **Options** page: press **o**

Options for braille display

You can find the following accessibility options for braille displays in

Options: Braille:

- **Braille length**
- **Braille output mode**
- **Braille status cells**

You can find the following in-call settings for braille displays in

Options: In call:

- **Text mode**
- **Settings panel accessibility**

See chapter 7 [Options in myMMX DB](#) for instructions regarding the options.

4 Making calls

4.1 Make a call from dialer, contacts, or recent calls

How make a call using the dialer pad

1. Start myMMX DB.
2. Select the **Dialer** button.
3. Enter the number you want to call in the **Number** field.
4. Select the **Call** button.
5. Communicate using audio, video, or text, depending on your settings.
6. To end the call, select the **Hang up** button.
7. Click the **Close** button to close the call screen.

How make a call with using contacts

1. Start myMMX DB.
2. Select the **Contacts** button.
3. Select the contact that you want to call. The contacts are sorted in alphabetical order based on first name.
4. Select the **Call contact** button.
5. Communicate using voice, sign language or text, depending on your settings.
6. To end the call, select the **Hang up** button.
7. Click the **Close** button to close the call screen.

How make a call from list of recent calls

1. Start myMMX DB.
2. Select the **Recents** button.
3. Select the contact that you want to call.
4. Select the **Call** button.
5. Communicate using voice, sign language or text, depending on your settings.
6. To end the call, select the **Hang up** button.
7. Click the **Close** button to close the call screen.

How to answer an incoming call

1. Select the **Answer** button.
2. Communicate using voice, sign language or text, depending on your settings.
3. To end the call, select the **Hang up** button.

Notification of missed calls

You get notified of missed calls in several ways:

- by a push notification on your device
- by a notification on the myMMX DB app icon
- by a notification on the **Recents** button on the **Front page** in myMMX DB.

How to reject an incoming call

1. Select the **Reject call** button.

4.2 Saved text conversations

Text conversations are automatically saved

Your text conversations are automatically stored after the call has ended.

- You can read previous conversations via the **Recent calls** screen.
- You can share saved conversations to **Message, Mail, Notes, Save to file** etc.
- You can delete a saved conversation.

How to read a previous conversation

1. Select the **Recents** button on the **Front page**.
2. Select the call you want to display.
3. Select the **Open call conversation** button to open the **Saved conversations** page.
4. The saved conversation is displayed on the top of the page.

How to delete a previous conversation

1. Select the **Recents** button on the **Front page**.
2. Select the call you want to display.
3. Select the **Open call conversation** button to open the **Saved conversations** page.
4. Select the **Delete conversation** button.

5 Save contact

How to register a new contact

1. Select the **Contacts** button on the **Start screen**.
2. Select the **Add contact** button.
3. Enter the contact's first name in the **First name** text field.
4. Enter the contact's surname in the **Surname** text field.
5. Enter the contact's number in the **Number** text field.
6. If you want the contact to be a favorite, select the **Is not a favorite contact** button.
7. Select the **Save contact** button.
Result: The new contact is now saved in the list of contacts. The contacts are displayed in alphabetical order, based on the contact's first name.

How to register a recent number as a contact

1. Select the **Recents** button in the **Start screen**.
2. Select the number that you want to save as contact.
3. Select the button **Add caller to contacts**.
4. Enter the contact's first name in the **First name** text field.
5. Enter the contact's surname in the **Surname** text field.

6. If you want the contact to be a favorite, select the **Is not a favorite contact** button.

7. Select the **Save contact** button.
Result: The contact is now saved in the list of contacts. The contacts are displayed in alphabetical order, based on the contact's first name.

6 Retrieve messages from answering machine

Notification of new messages

When you have received new messages, you can get notified in two ways:

- Push notification on your device
- A notification on your **Message** button on the **Front page**. The notification is a VoiceOver-message as well as a visual plus sign.

How to retrieve messages

1. Select the **Answering machine** button on the **Front page**.
2. Select the message that you wish to consume.
3. Depending on the type of message:
 - If text message: The text message is displayed at the top in the **Message details** page.
 - If video message: Select the **Play** button to play the video message.

7 Options in myMMX DB

How to access options

1. Open the **Front page** of myMMX DB.
2. Select the **Options** button.

7.1 General options

7.1.1 Buttons on the Front page

Optional buttons on the Front page

You can select which buttons you want to display on the **Front page**. You cannot remove the **Options** button. All other buttons are optional.

The following buttons are available to display on the **Front page**:

- **Favorites**
- **Contacts**
- **Recents**
- **Answering machine**
- **Dialer**

How to set up default buttons on the Front page

1. Open **Options: General: Front page settings**.
2. Select the buttons that you want to display on the **Front page**.

7.1.2 App color options

Optimize contrast with app color options

You can select the app colors on background as well as text and buttons that provide you with the best visible contrast.

The default options for app colors in myMMX DM is yellow text on a dark (black) background.

You cannot select a background theme and a text color that results in too low contrast. For example, if you have a light background, you cannot select a yellow text color.

How to change the background color theme

1. Open **Options: General: App color**.
2. Under the heading **Background theme**, select the color theme for the background.

Note: If you switch from a dark to a light background theme, the color of the buttons and text will automatically change to a dark color to optimize contrast.

How to change the buttons and text color

1. Open **Options: General: App color**.

2. Under the heading **Buttons and text color**, select the color theme for the foreground.

Note: You cannot select a text color that results in a too low contrast to the background theme. If you cannot select the desired button and text color, try another background color.

7.1.3 Accessibility heading on pages

What is accessibility headings?

If you use VoiceOver you may benefit from a bit more information about each page in the app. You may therefore activate this “invisible heading” that contains more information.

Activate accessibility heading on pages

1. Open **Options: General**.
2. Select the button **Accessibility heading on pages**.

7.2 Braille options

The braille options in myMMX DB must be similar to the device settings

It is important that your options for braille display in myMMX DB are similar to the device settings for braille (in **Options: Accessibility: VoiceOver: Braille** for your device).

If the options in the app and on the device do not correspond, the braille display will not work properly.

Why set a length for Braille displays

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.

How to set braille length

1. Open **Options: Braille: Braille length**.
2. Select a length in the list, ranging from 8 to 80. The default value is 15.

How to set braille output mode

1. Open **Options: Braille: Braille output mode**.
2. Select one of the following braille output modes:
 - **Uncontracted Six-dot Braille**
 - **Uncontracted Eight-dot Braille**
 - **Contracted Braille**

What is 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.

How to set braille status cells

1. Open **Options: Braille: Braille status cells**.
2. Select or deselect one or both of the following status display modes:
 - **General status is visible on braille display**
 - **Text status is visible on braille display**

7.3 In call options

Options during calls

The **In call** option contain the following options:

- **Text:** You can select text optimization, delay, font, and text color on incoming and outgoing text.
- **Media:** You can enable or disable video, audio, and microphone and also change the video size.
- **Accessibility:** You can select to hide the settings panel during calls, and which page to return to after a call – start screen or previous page.

7.3.1 Text options in calls

Description of text modes

If you use a braille reader you can set the text mode to **Braille**. This will chunk the text into sequences that lets you decide the reading pace, and also makes it easier to skip through longer texts.

If you do not use a braille reader you can set the text mode to **Standard**. This will let the text flow just as the user enters the text.

How change text optimization

1. Open **Options: In call**.
2. Under the heading **Text**, select **Text optimization**.

3. Select **Standard** or **Braille**.

How change text delay of incoming visual text

1. Open **Options: In call**.
2. Under the heading **Text**, select **Text delay**.
3. Select the desired delay. The options are between no delay and stepwise up to one second.

7.3.2 Media options in calls

Default options for media in calls

The default options for media in calls are that video and audio are enabled from start. The microphone is by default disabled from start. The default video size is small.

Below is a short explanation to clarify what the option mean:

- **Use video in call:** A video of both you and the other caller is displayed in the call interface. If you deactivate the video during calls, the whole area is used for text display.
- **User audio in call:** You can audibly hear the interpreter or other caller.
- **Use microphone in call:** The interpreter or other caller can hear you.

If you want to disable any of the media options, see separate instructions below.

How to disable video in calls

1. Open **Options: In call**.
2. Under the heading **Media**, select the **Enabled media** button.
3. Deselect the button **Use video in call**.

How to disable audio in calls

1. Open **Options: In call**.
2. Under the heading **Media**, select the **Enabled media** button.
3. Deselect the button **Use audio in call**.

How to enable microphone in calls

1. Open **Options: In call**.
2. Under the heading **Media**, select the **Enabled media** button.
3. Select the button **Use microphone in call**.

How to set video size in calls

1. Open **Options: In call**.
2. Under the heading **Media**, select the **Video size** button.
3. Select one of the following options in the list:
 - **No video**
 - **Small** (default setting)
 - **Medium**
 - **Large**

7.3.3 Accessibility options in calls

How to hide the in-call settings panel for braille displays

Note: This option is only relevant if you have connected a braille display to the mobile device.

1. Open **Options: In call**.
2. Select the **Settings panel accessibility** button.
3. Select one of the following options:
 - **Hide settings panel (VoiceOver)**
 - **Show settings panel (VoiceOver)**

How to set default screen after a call

1. Open **Options: In call**.
2. Select the **Post call action** button.
3. Select one of the following options:
 - **Return to Front page**
 - **Return to previous screen**

7.4 Answering machine options

How to deactivate the answering machine

1. Open **Options: Answering machine**.
2. Deselect the **Activate answering machine** button.

How to set up or change a personal greeting text

1. Open **Options: Answering machine**.
2. Under the heading **Personal greeting**, select the **Your personal text greeting** button.
3. Enter your greeting in the text field **Personal greeting text**.

How to receive only text messages (no video messages)

1. Open **Options: Answering machine**.
2. Under the heading **Personal greeting**, select the **Your personal text greeting** button.
3. Select the button **Receive text greetings only**.

How to record a new video greeting

Note: This function may not be available, depending on your service provider.

1. Open **Options: Answering machine**.

2. Under the heading **Personal greeting**, select the button **Your personal video greeting**.
3. Select the button **Record your video greeting**. The recording will start automatically within a few seconds.
4. Select the **Hang up** button to end the recording.

How to view your personal video greeting

Note: This function may not be available, depending on your service provider.

1. Open **Options: Answering machine**.
2. Under the heading **Personal greeting**, select **Your personal video greeting** button.
3. Select the button **View your video greeting**.
4. Select the **Hang up** button to end when you have finished.

8 Information about your account and myMMX DB

How to access information about your user account

1. Open **Options: About**.
2. Your username is displayed on the **Username** button.
3. Your own number is displayed on the **Number** button.

How to verify current myMMX DB version

1. Open **Options: About**.
2. The current app version is displayed on the **Version** button.

How to access information about terms of use, privacy policy, licenses, and copyright

1. Open **Options: About**.
2. Select one of the following buttons:
 - **Terms of use**
 - **Privacy policy**
 - **Licenses**
 - **Copyright**

Log out from your user account

If you want to use another user account in myMMX DB, you first have to log out before logging in with your new user account.

You do not have to log out every time you close myMMX DB.

1. Open **Options: About**.
2. Select the **Logout** button.

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