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# *ntouch Mobile*

## *for Android OS Devices*

# **User Guide**

*App Version 8.0*

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**Version 8.0**  
**February 29, 2016**

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# New 8.0 Features

## What's New in 8.0?

Sorenson's ntouch Mobile for Android 8.0 app includes these new features:

- **Call Waiting**— The Call Waiting feature lets you answer an incoming call while you are already in a call.
- **Favorites** — The Favorites feature lets you create a list of favorite contacts. You can store your most important contacts in the Favorites list to make them easy to find quickly. Using the Favorites list is especially helpful if you have a large number of contacts. You can add a phone number to your Favorites list at the time you create the contact or afterwards. You can open your Favorites list on the *Phonebook* screen.
- **Hide My Caller ID** — The Hide My Caller ID feature lets you make videophone calls that do not send Caller ID information in your outgoing calls. When this feature is enabled, you will not be able to call Sorenson users who have enabled the “Don't Accept Anonymous Calls” feature (described below) on their endpoints.
- **Don't Accept Anonymous Calls** — The Don't Accept Anonymous Calls feature lets you reject incoming videophone calls that do not have Caller ID information. This feature can help reject solicitation calls or calls from people who are hiding their Caller ID information. Remember, if you turn on the Don't Accept Anonymous Calls feature, other Sorenson users will not be able to call you if they have enabled the “Hide My Caller ID” feature (described above) on their endpoints.
- **N11 Dialing** — The N11 Dialing feature which lets you dial 211, 311, 511, 611, 711 and 811 numbers yourself. In the past, you could only directly dial 411 and 911 calls. When you dial an N11 number, your call will be connected to the appropriate service, if that service is available. All N11 calls are handled as Sorenson Relay calls, except 611 calls which are directly routed to Sorenson Customer Support. N11 services are not available in all areas. Your provisioned 911 Location address is used for N11 phone number look-up. If you have a non-standard address format, N11 number look-up may fail. The N11 numbers are: **211** = Community information and referrals; **311** = Non-emergency police dispatcher; **411** = Phone directory assistance; **511** = Traffic and transportation information; **611** = Customer service (directly dials Sorenson Customer Service); **711** = State TTY relay service; **811** = Local utility “call-before-you-dig” service; **911** = Emergency dispatcher.
- **Yelp Search** — The Yelp Search feature lets you search for phone numbers of local businesses. This feature replaces the Sorenson Directory feature in previous releases.
- **New VRS Call** — The New VRS Call feature gives you more control when making Sorenson VRS calls. After the interpreter ends the hearing side of a VRS call, you can then dial the phone number for a new call yourself instead of having to sign the number to the interpreter and you stay connected to the same interpreter.
- **Spanish Contact** — This feature lets you choose to show the SVRS Espanol contact in your Contacts list or hide this contact if you do not use Sorenson's Spanish VRS.
- **Company Name** — This feature lets you add a company name to the contact records in your Phonebook.

# Set Up ntouch Mobile

You can install the ntouch Mobile for Android app on your device by downloading the app from the Google Play Store.

**Step 1.** After installing the ntouch Mobile app, tap the **ntouch** icon as shown below.

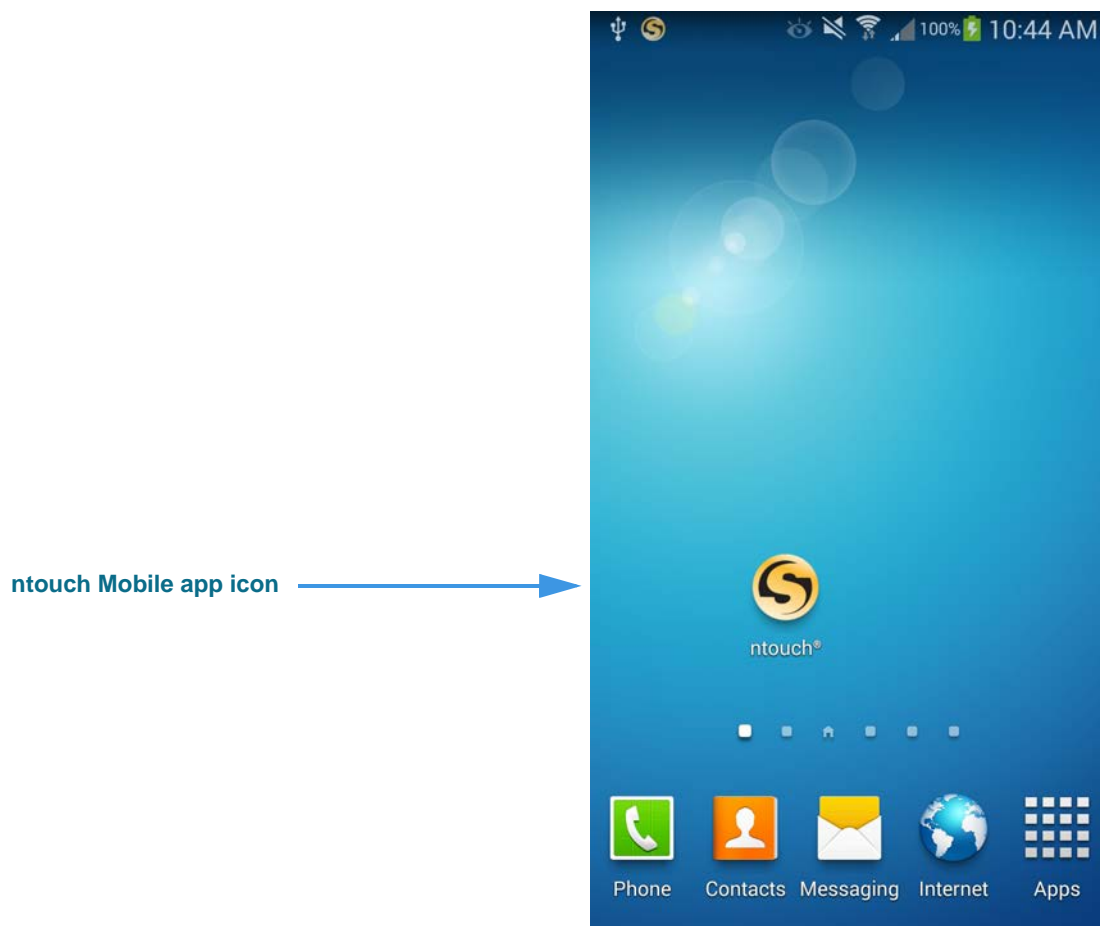


Figure 1 — ntouch Mobile app icon on main screen

**Note:** The **ntouch** app icon was put on the main screen of the phone that was used to create these sample figures. You can manually add the app icon to the main screen yourself after you install the ntouch Mobile app.

- Step 2. Because this is the first time you will have opened the ntouch Mobile app, you will see the Login Info screen shown below.

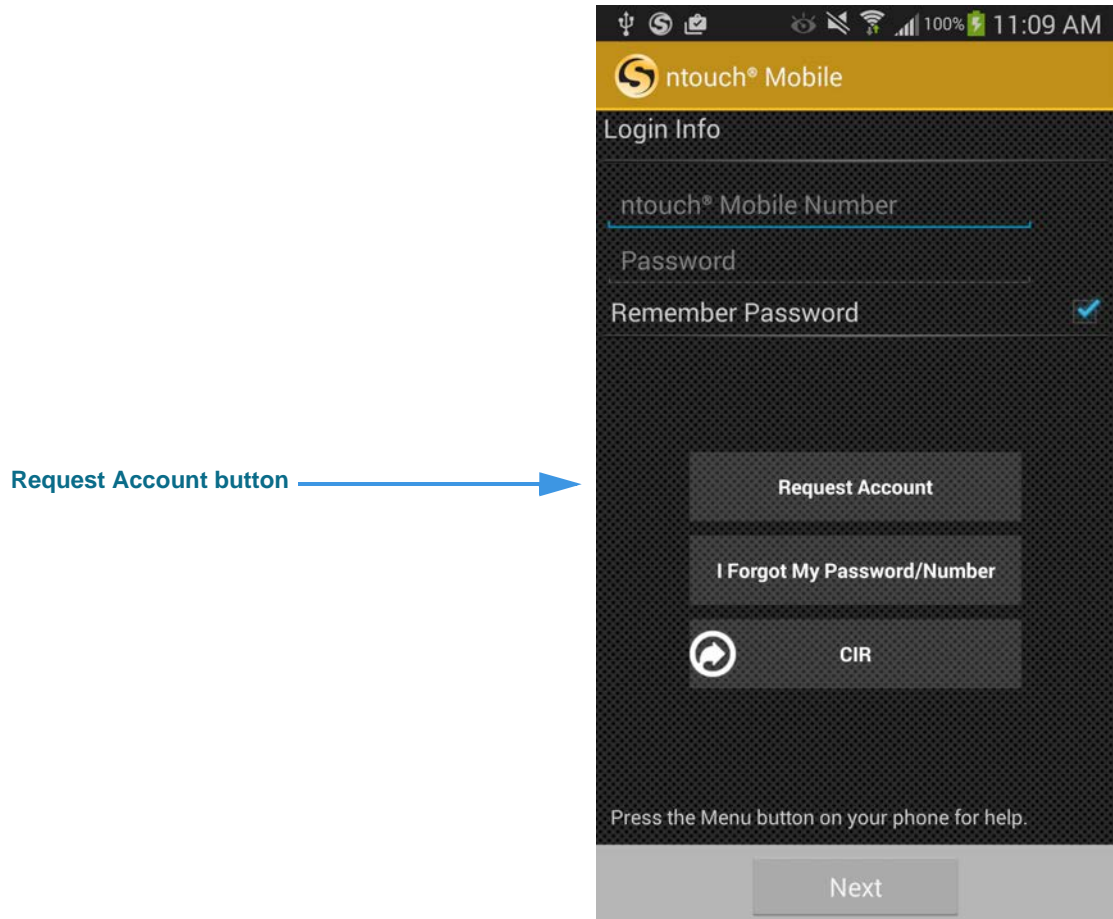


Figure 2 — Login Info screen

If you already have your ntouch Mobile phone number and password, you can enter them into the fields at the top of the screen. If you do not yet have an ntouch Mobile account, tap the **Request Account** button to open a website at which you can request an account. When your account is created, you will receive by email a unique ntouch Mobile phone number which you can enter on this screen.

**Note:** You can tap the **CIR** button to make a videophone call to a Sorenson Customer Information Representative (CIR). If you call CIR, the person who helps you can tell you the phone number and password assigned to your ntouch Mobile account.

## Set Up ntouch Mobile

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- Step 3. If you already have your ntouch Mobile number and password, tap the **ntouch Mobile Number** field to display the keypad as shown below.

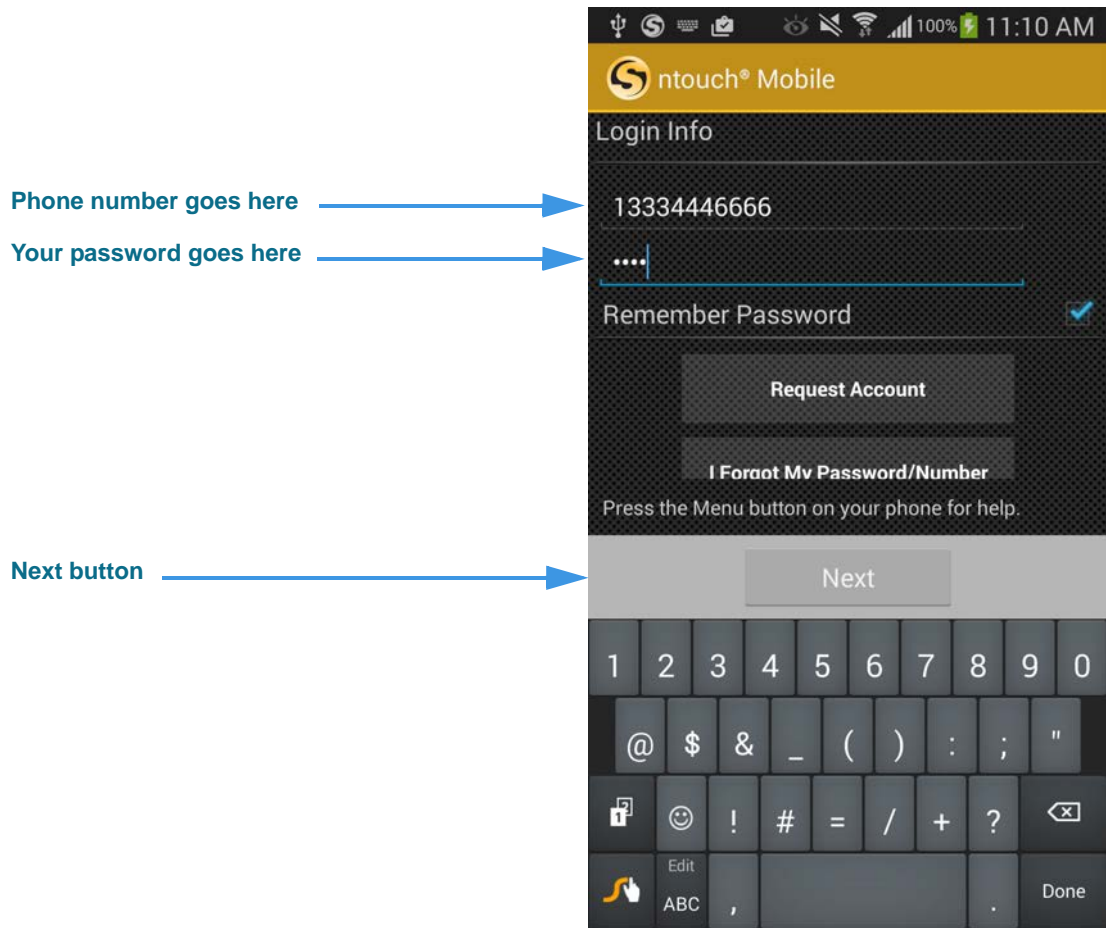
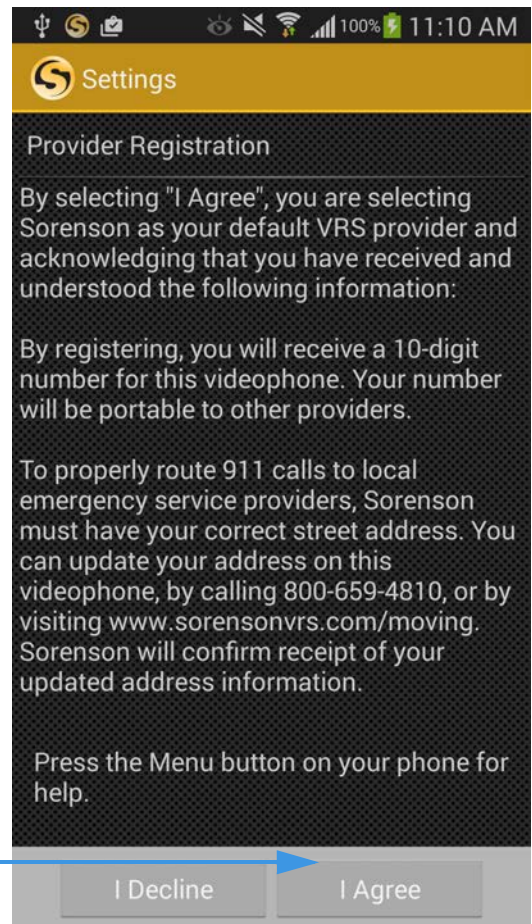


Figure 3 — Entering number and password to register

- Step 4. Tap the **ntouch Mobile Number** field and type in your phone number.
- Step 5. Move to the **Password** field and then enter your account password.
- Step 6. Tap the **Next** button to register the app to your account.

Step 7. After the app connects to Sorenson, you will see the screen shown below.



I Agree button

Figure 4 — Provider Registration screen

You must read and accept the *Provider Registration* screen. By accepting, you will have selected Sorenson as your default VRS provider and certified that you have received and understood certain information described on the screen.

Step 8. Carefully read all the text on the screen.

Step 9. When ready, select the **I Agree** button.

## Set Up ntouch Mobile

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Step 10. After accepting, you will see the screen shown below.

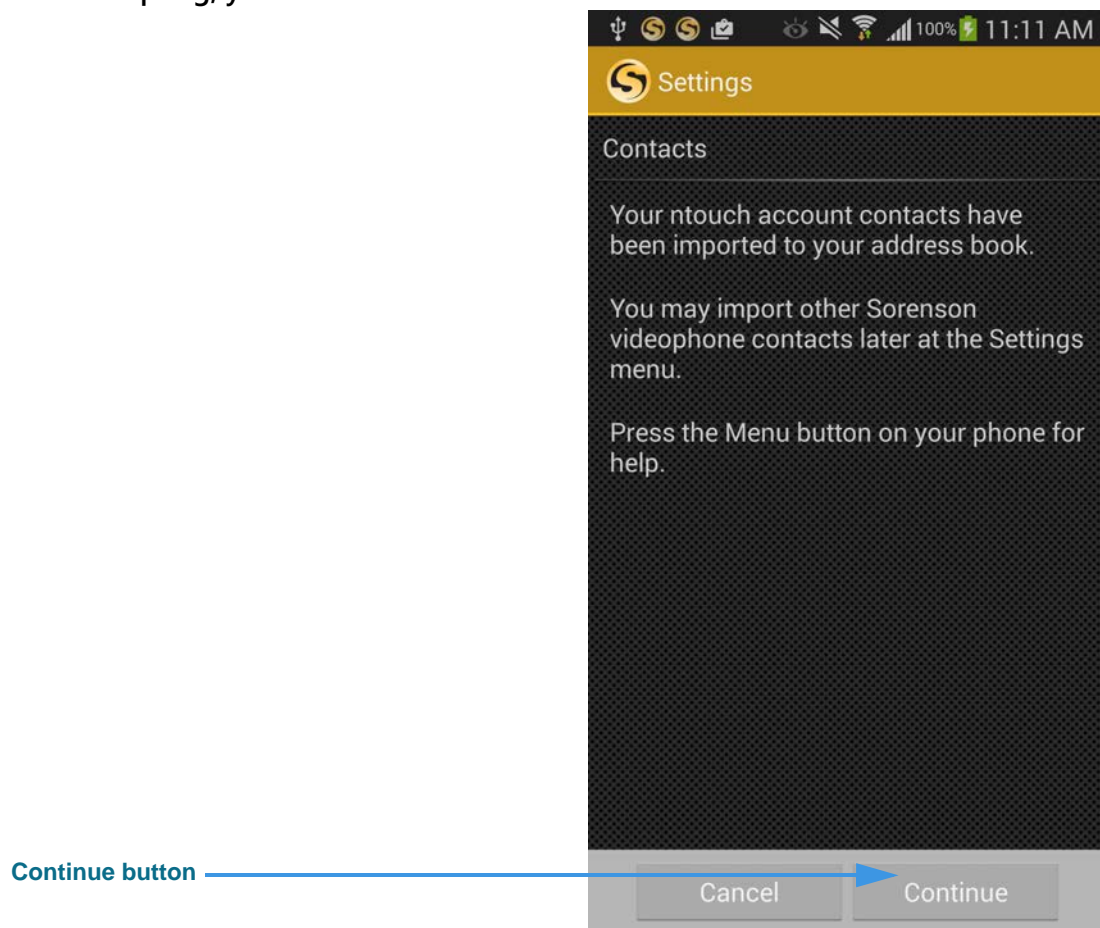
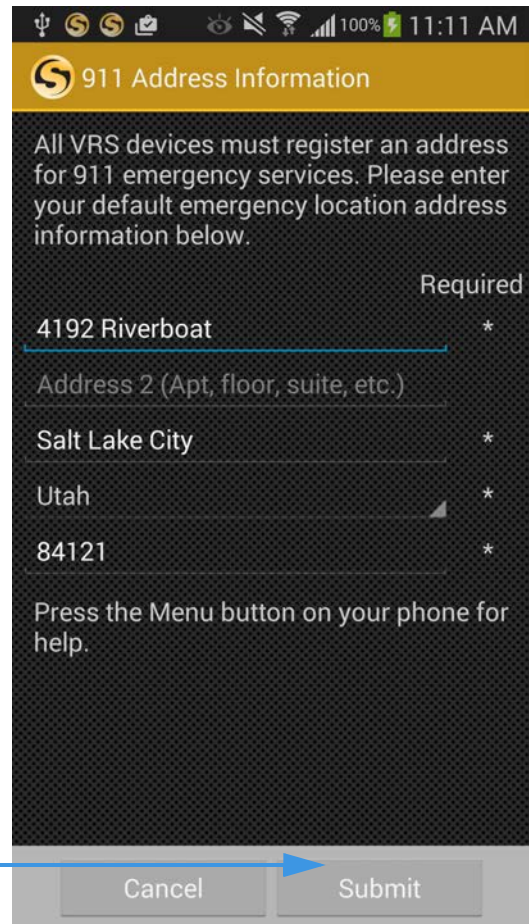


Figure 5 — Import Videophone Contacts screen

This screen appears to tell you that any *existing* contacts from your ntouch Mobile account have been imported into your Phonebook. You can also choose to import contacts from another Sorenson videophone account from the *Settings* screen.

Step 11. Tap the **Continue** button to open the screen shown below.



Submit button

Figure 6 — 911 Address Information screen

This screen shows the address registered for your ntouch Mobile account. If you are unable to sign your current location to the Sorenson VRS interpreter during a 911 call, the default address you enter here will be given to the emergency services dispatcher. Because this is a mobile device, you should probably *enter the address where you are most likely to be* at any give time. For example, you could enter your home address or your work address.

Step 12. Enter (or edit) your default 911 address in the fields on the screen.

Step 13. When ready, tap the **Submit** button to send your address to Sorenson.



## Set Up ntouch Mobile

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Step 14. After sending your address, you will see the dialog shown below.

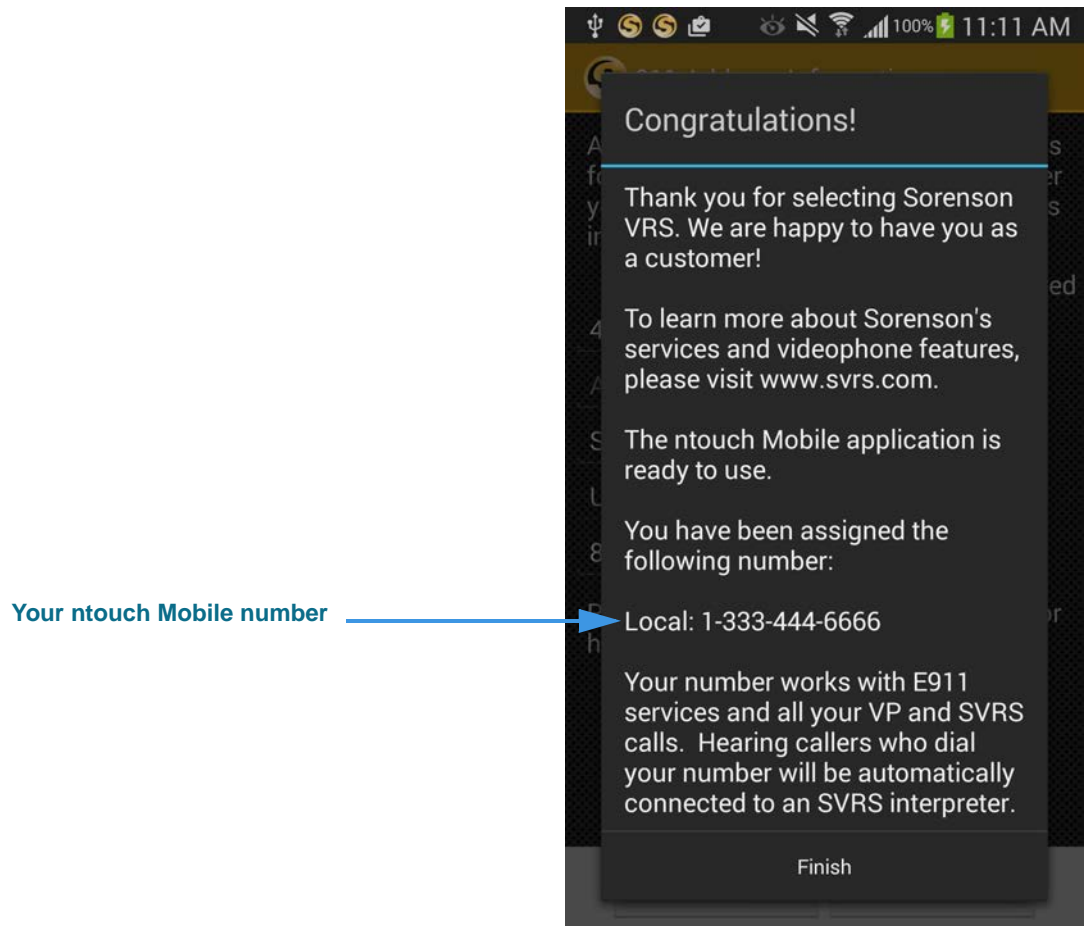


Figure 7 — Congratulations message

When this dialog appears, the registration of your ntouch Mobile account on your Android device is complete. Your new ntouch Mobile phone number is shown near the bottom of the screen. Your new number is also shown on the app's *Home* screen.

Step 15. Tap the **Finish** button to proceed and open the dialog shown below.

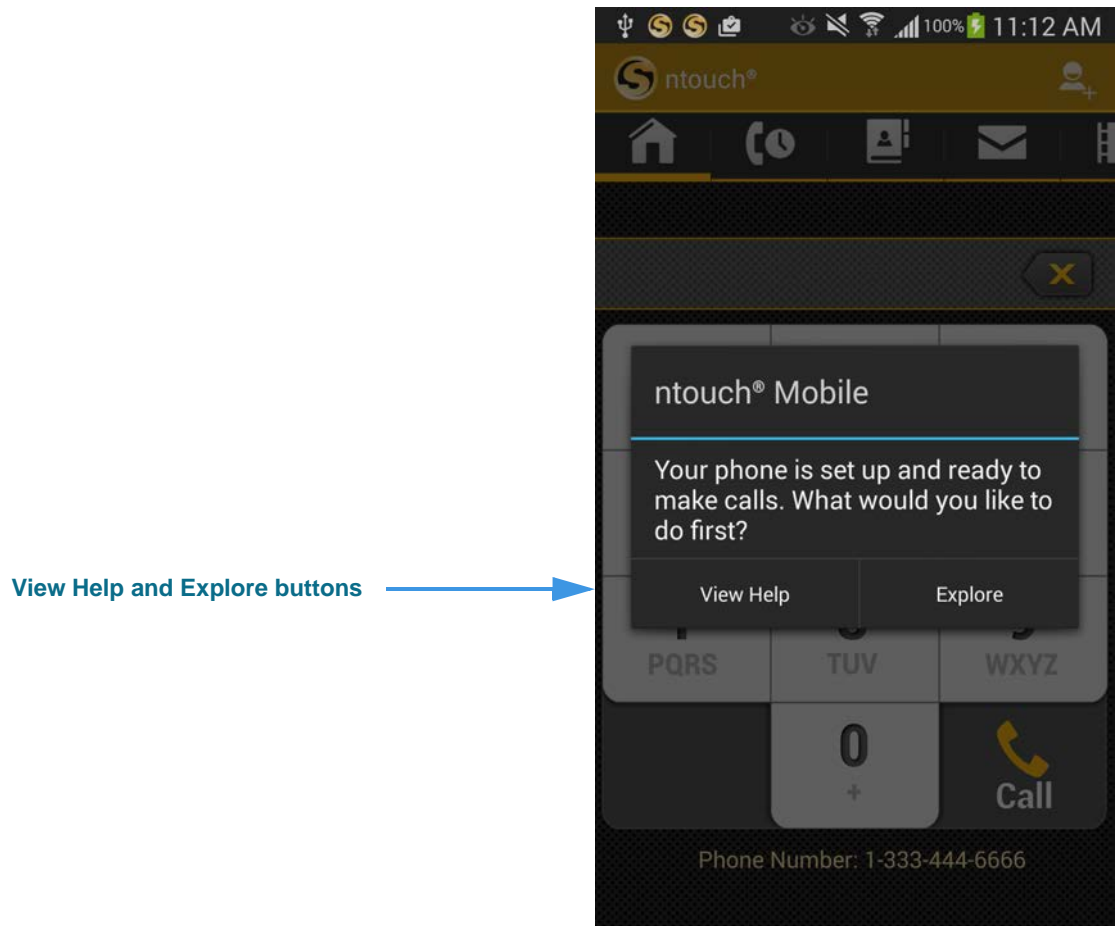


Figure 8 — *What to do first* dialog

This dialog appears after you have registered the ntouch Mobile app. You can choose to:

- Watch a Help video about ntouch Mobile, or
- Explore the ntouch Mobile app on your own.

Step 16. Tap the **View Help** or the **Explore** button to start using ntouch Mobile.

# Make and Receive Calls

ntouch Mobile's *Home* screen is used to make outgoing calls to hearing or deaf people. You can make or receive calls from any hearing person through Sorenson VRS (SVRS). You can also make calls to and receive calls from other deaf videophone users.

## To Make an Outgoing Call

- Step 1. Tap the **Home** button to open ntouch Mobile's Home screen shown below.
- Step 2. Enter the phone number of the person or business you want to call.

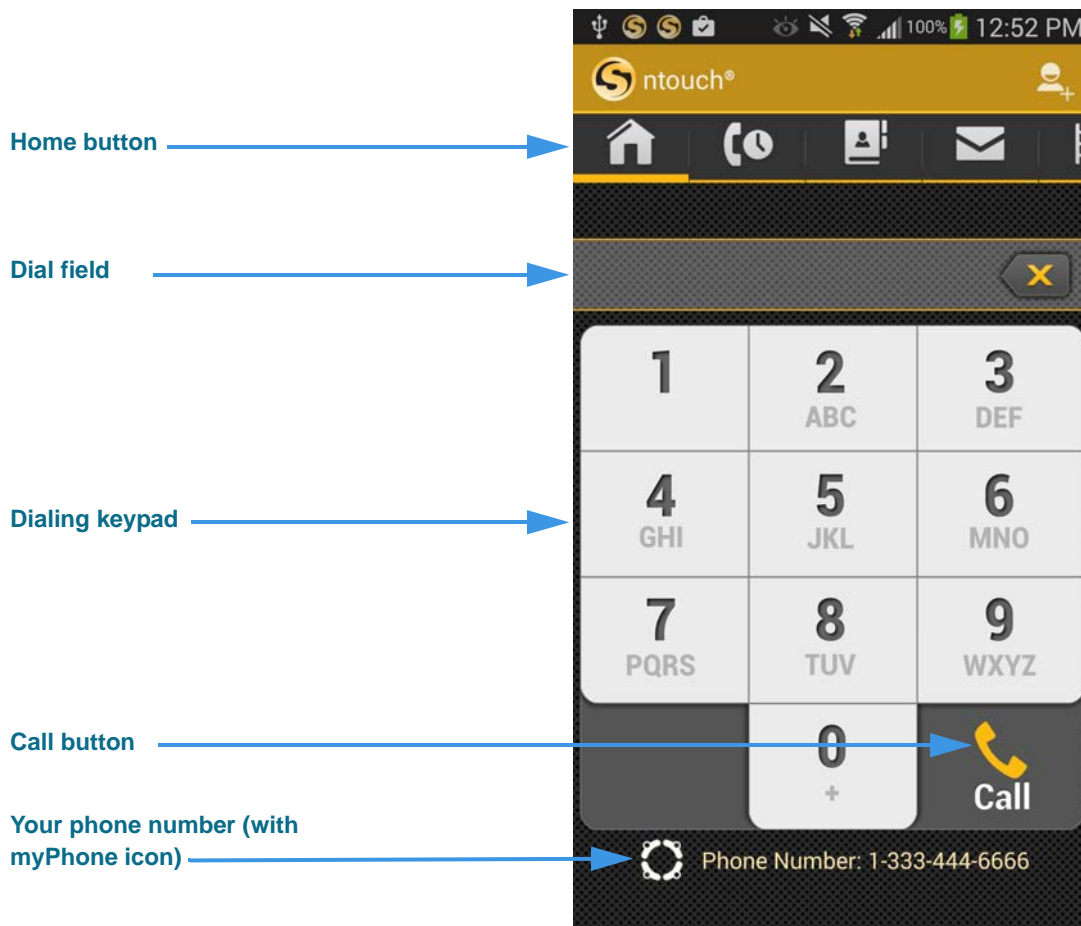


Figure 9 — Home screen

Your phone number (or myPhone number if you are a member of a myPhone Group) is shown at the bottom of the screen. The **myPhone icon** (as shown in the above sample image) will appear to the left of the number if you are a member of a myPhone Group.

- Step 3. Tap the **Call** button when ready to dial the number.

Step 4. The screen will then look like the image shown below.

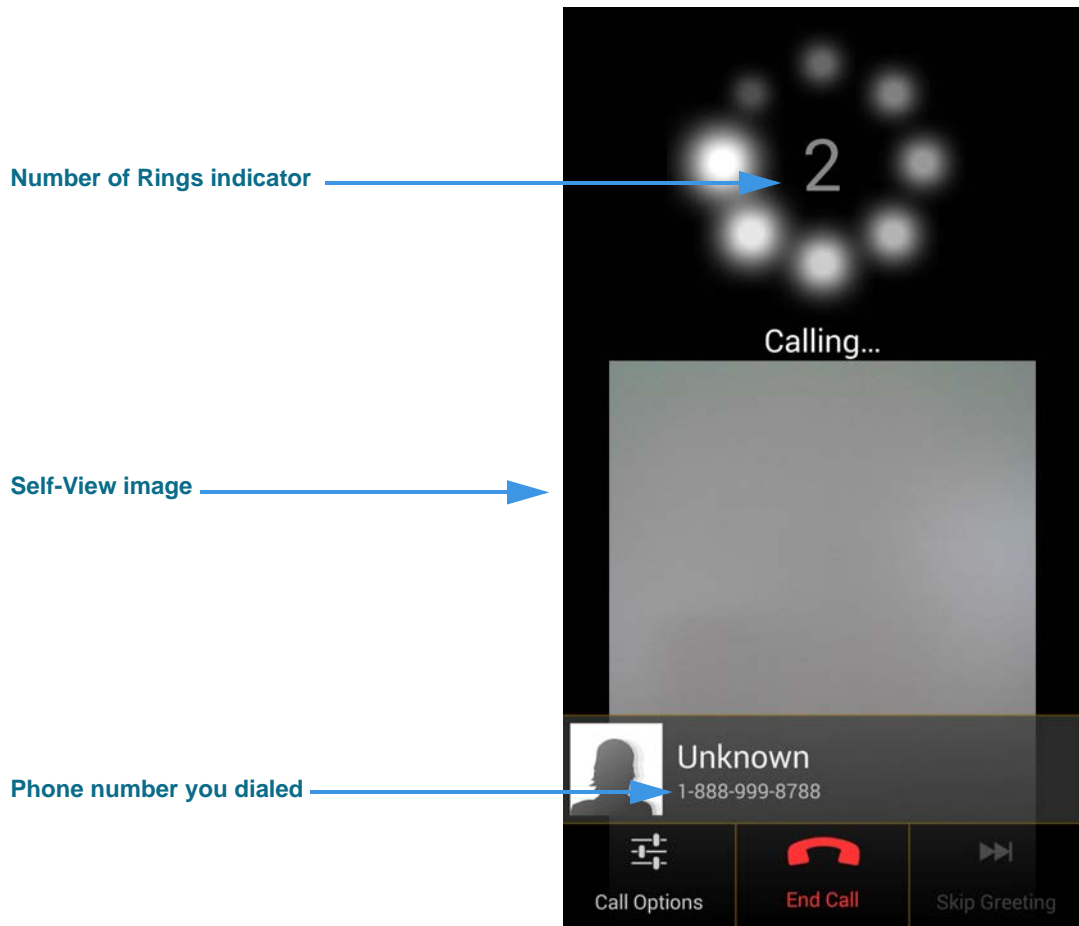


Figure 10 — Dialing screen with Rings indicator

The *Calling* screen shows the Self-View image that is being captured by the device's front-facing camera. In this sample image, a gray field is shown in the image area.

The Number of Rings indicator appears when you call another Sorenson videophone user. You will not see this indicator when you are making an SVRS call to a hearing person. In that case, you would see an image showing a “Hold Server” message until your call is answered by an SVRS interpreter.

## Make and Receive Calls

Step 5. When the call is answered, the screen will look like the image shown below.

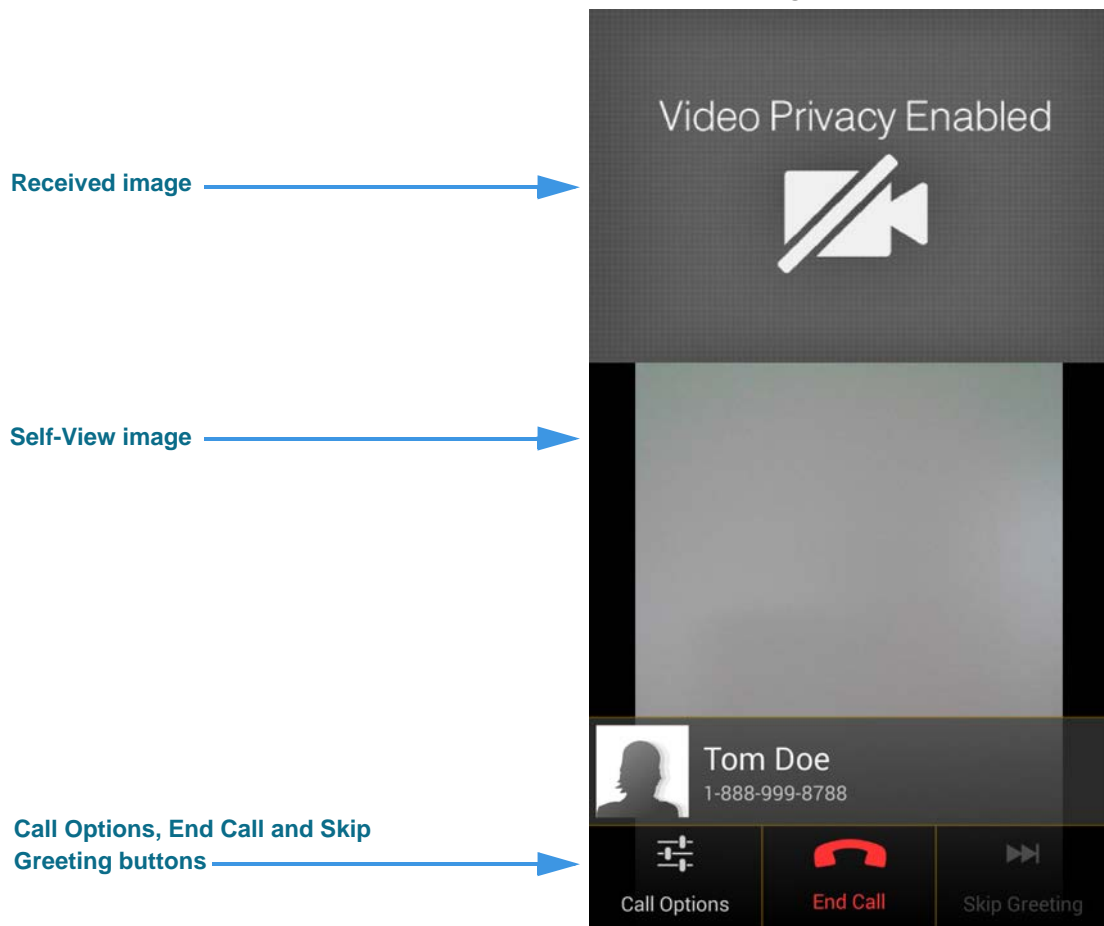


Figure 11 — In-Call screen

This *In-Call* screen shows the video image being *received* by the phone above the Self-View image. You may need to carefully position your device so that the other person can clearly see your video image.

The Menu bar at the bottom of the screen contains three buttons. The **End Call** button hangs up a call. Tapping the **Call Options** button opens a pop-up menu at which you can choose to share text or other information, turn the microphone on and off, to share your location, a contact information, or text as part of the Self-View video image. See **Page 23** for more information.

You can also transfer the call. See **Page 19** for more information.

Step 6. When ready to hang up, tap the **End Call** button to end the call.

## To Receive an Incoming Call

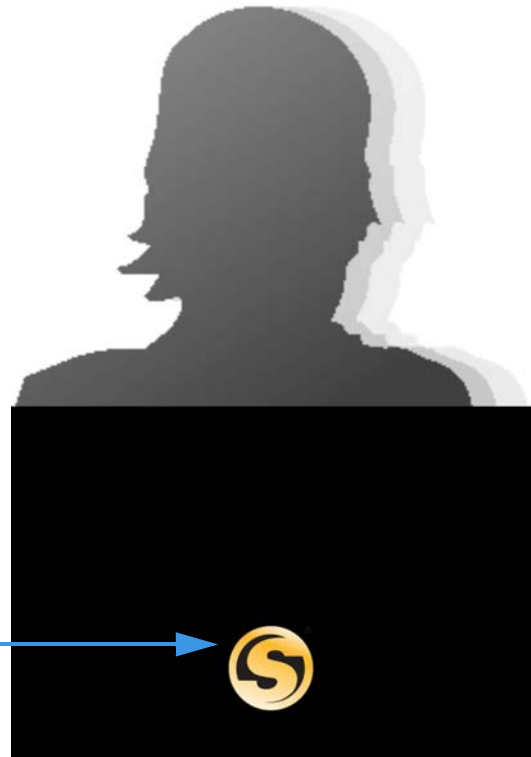
You can receive incoming videophone calls when the ntouch Mobile app is running in the foreground *or* in the background. If you force-quit the ntouch Mobile app, you cannot receive videophone calls until you launch the app again.

Step 1. When you receive an incoming call, a dialog will appear as shown below.

Incoming Call notice



Incoming Call From  
Tom Doe



Answer button



Figure 12 — Incoming Call screen

Step 2. Swipe the **Answer Call** button to the right to answer the call.

Step 3. As the call is being connected, you may briefly see a “Connecting” message.

## Make and Receive Calls

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Step 4. After the call is connected, the screen will look like the image shown below.

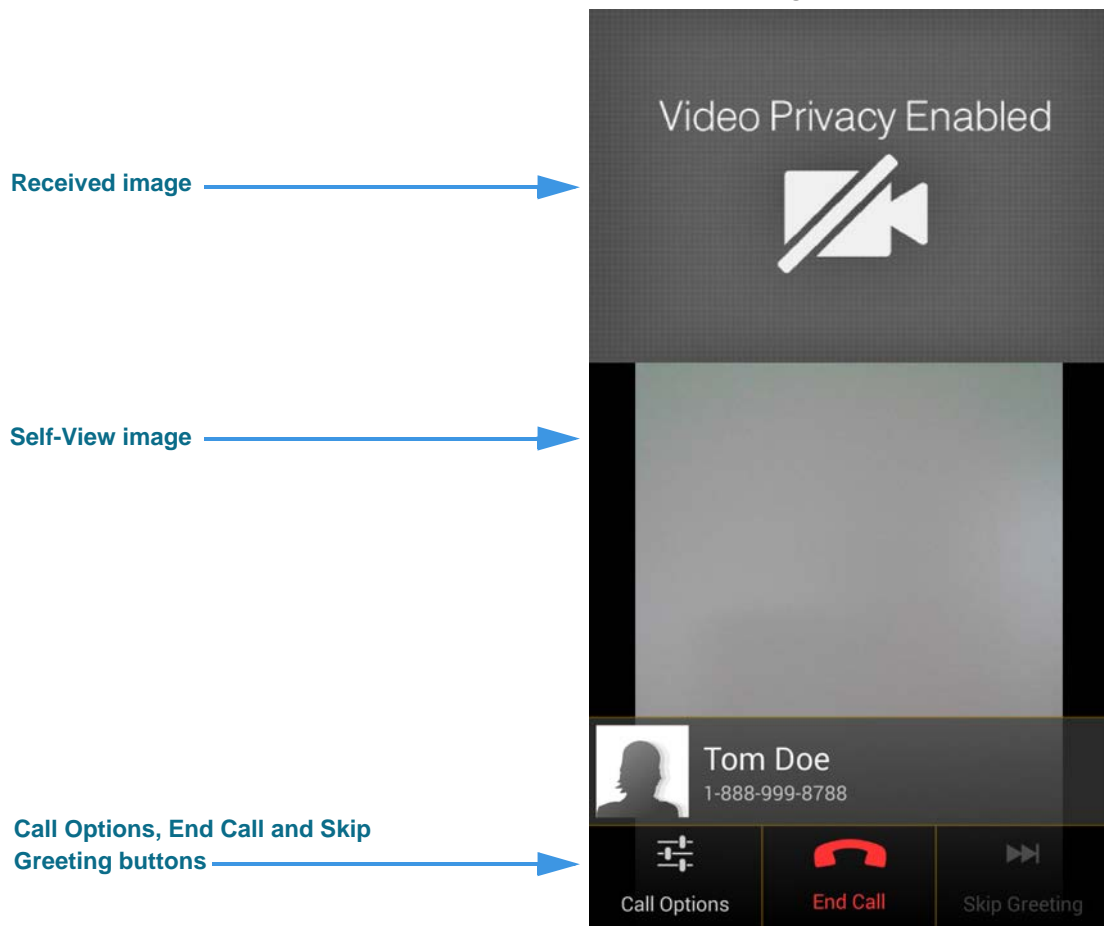


Figure 13 — In-Call screen

The Menu bar at the bottom of the screen contains three buttons. The **End Call** button hangs up a call. Tapping the **Call Options** button opens a pop-up menu at which you can choose to share text or other information, turn the microphone on and off, to share your location, a contact information, or text as part of the Self-View video image. See **Page 23** for more information.

You can also transfer the call. See **Page 19** for more information.

## To See the Call Waiting Feature

ntouch Mobile for Android supports the Call Waiting feature. With Call Waiting, you can answer an incoming call while you are already in a call. You must enable this feature at the *Settings* screen before it will be available to you during calls.

Step 1. Start at the **Incoming Calls Settings** screen as shown below.

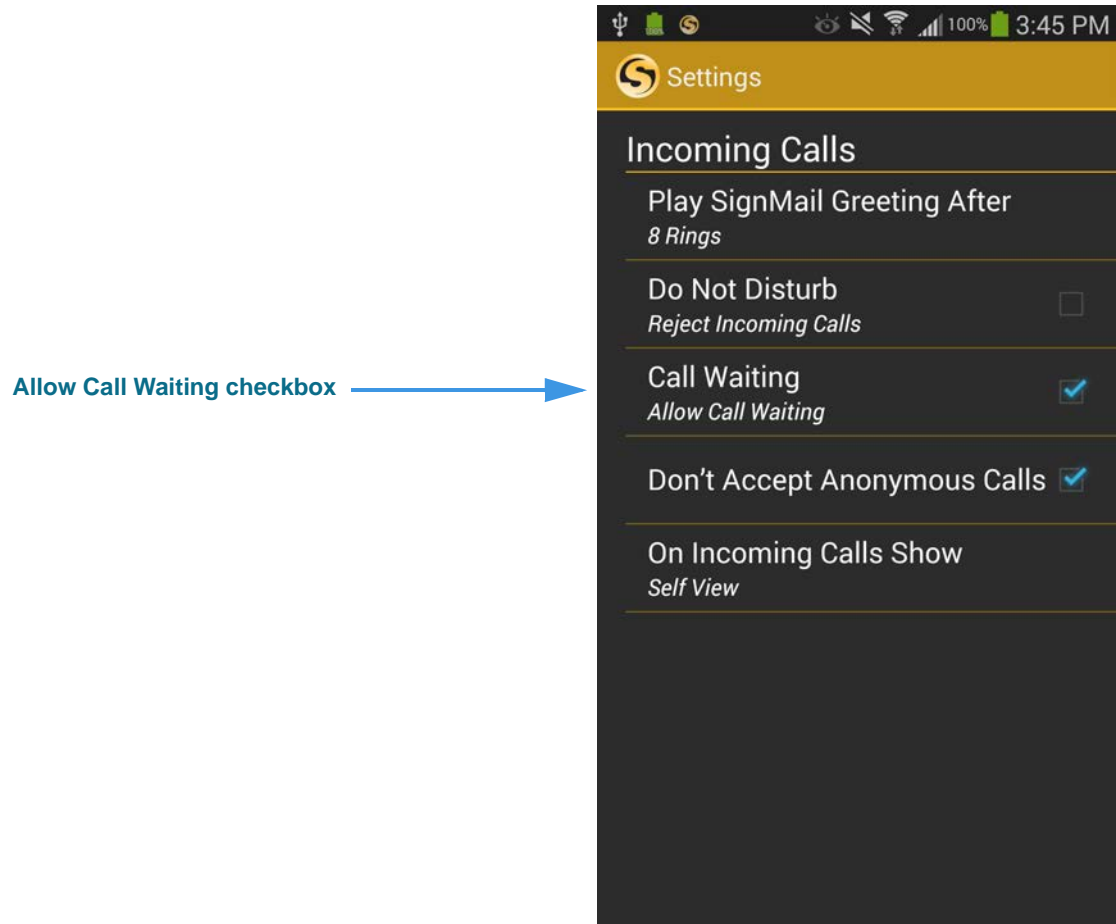


Figure 14 — *Incoming Calls Settings* screen

Notice the new **Call Waiting** checkbox. Select this checkbox to enable ntouch Mobile's Call Waiting feature.



## Make and Receive Calls

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Step 2. If you receive an incoming call while you are in an active call, you will see the screen shown below.

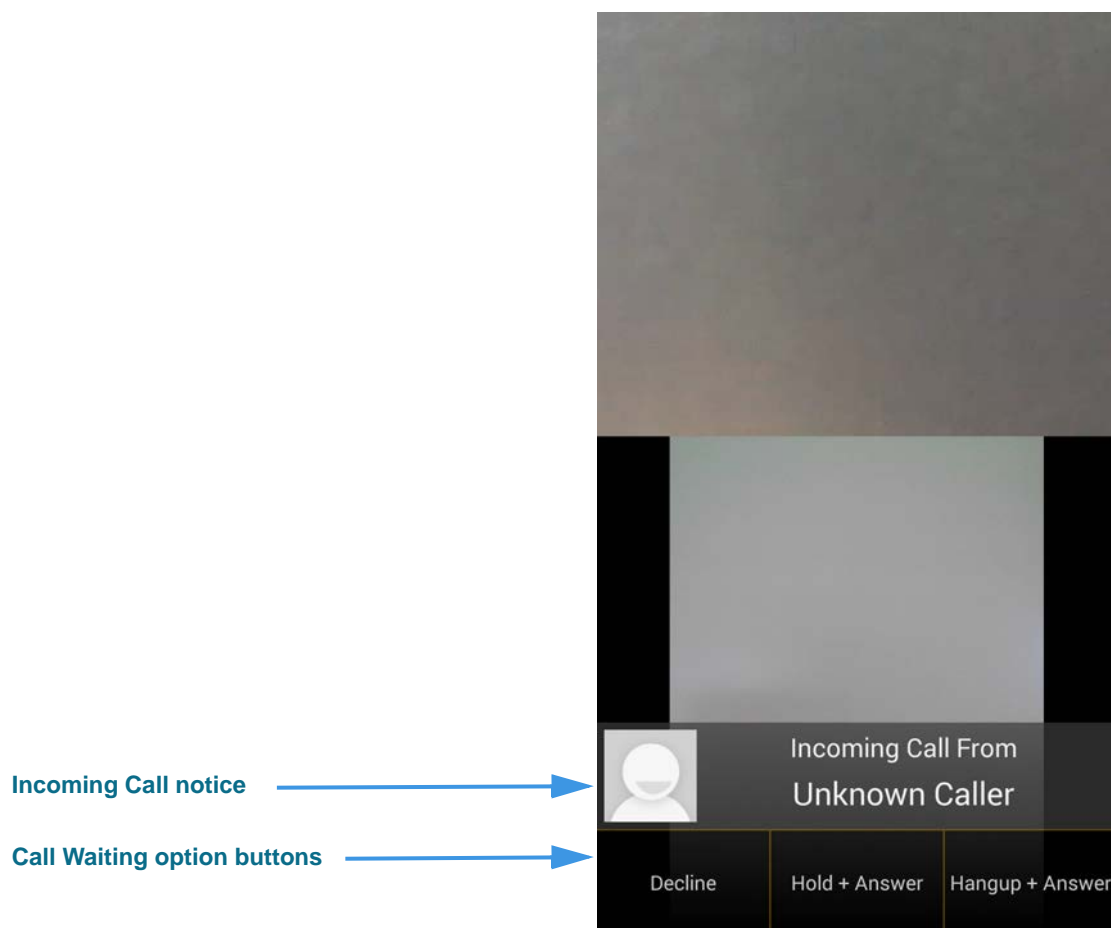


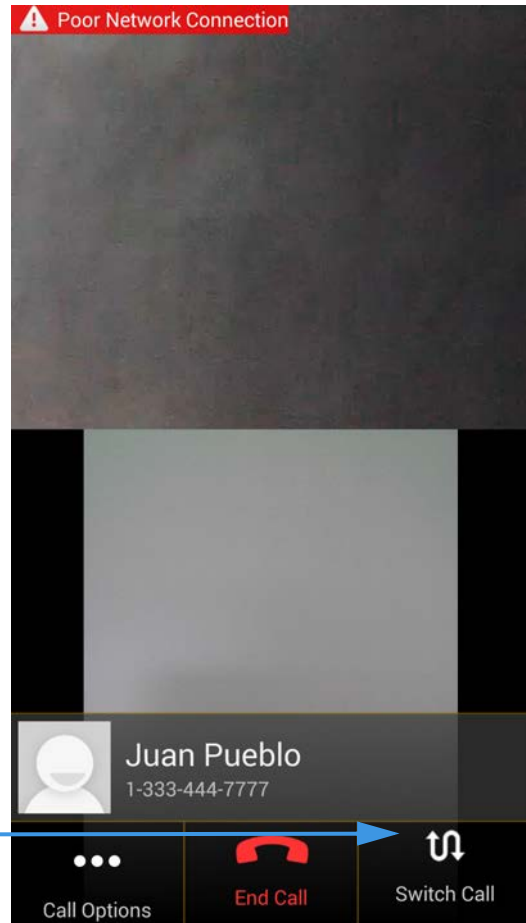
Figure 15 — Incoming Call notice and Call Waiting option buttons

When you receive an incoming call, an Incoming Call message will appear showing the Caller ID information for the new call. You can respond in three ways:

- Selecting the **Decline** button will decline the incoming call and continue your current call. The call will then appear as a missed call in the Call History list.
- Selecting the **Hold + Answer** button will place your current call on hold and answer the incoming call.
- Selecting the **Hang Up + Answer** button will hang up your current call and answer the incoming call.

Step 3. Select one of the three buttons to answer or decline the call.

**Step 4.** If you put the original call on hold, you can switch back to that call by first displaying the status bar as shown below.



Switch Call button

Figure 16 — Switch Call button on status bar

Notice the **Switch Call** button in the status bar. You can use this button to switch back to the call you put on hold. Doing so will put the current call on hold. You can continue to switch back and forth between calls as long as both calls remain active. If one party hangs up, you will no longer see the Switch Call button in the status bar.

**Step 5.** Select the **Switch Call** button to return to the original call.

## Make and Receive Calls

### To Transfer a Call

You can transfer an active call with one Sorenson endpoint to another Sorenson endpoint or to a hearing phone number. You can also transfer an active call to a member of your myPhone Group (if you have one), to a contact's phone number, to a phone number in your Call History list, or you can enter a phone number to dial.

The Call Transfer feature is subject to these **restrictions**:

- Calls must be between Sorenson endpoints (i.e., use the SIP protocol).
- The Call Transfer feature must be enabled for both users' endpoints.
- Active calls to a Sorenson Hold server cannot be transferred to another number.
- Active calls to Sorenson Technical Support, CIR, or the Field Help Desk cannot be transferred to another number.
- Active calls to Sorenson VRS (i.e., when an interpreter is connected to the call) cannot be transferred to another number.

**Step 1.** Tap the **Call Options** button during a call to display the menu shown below.

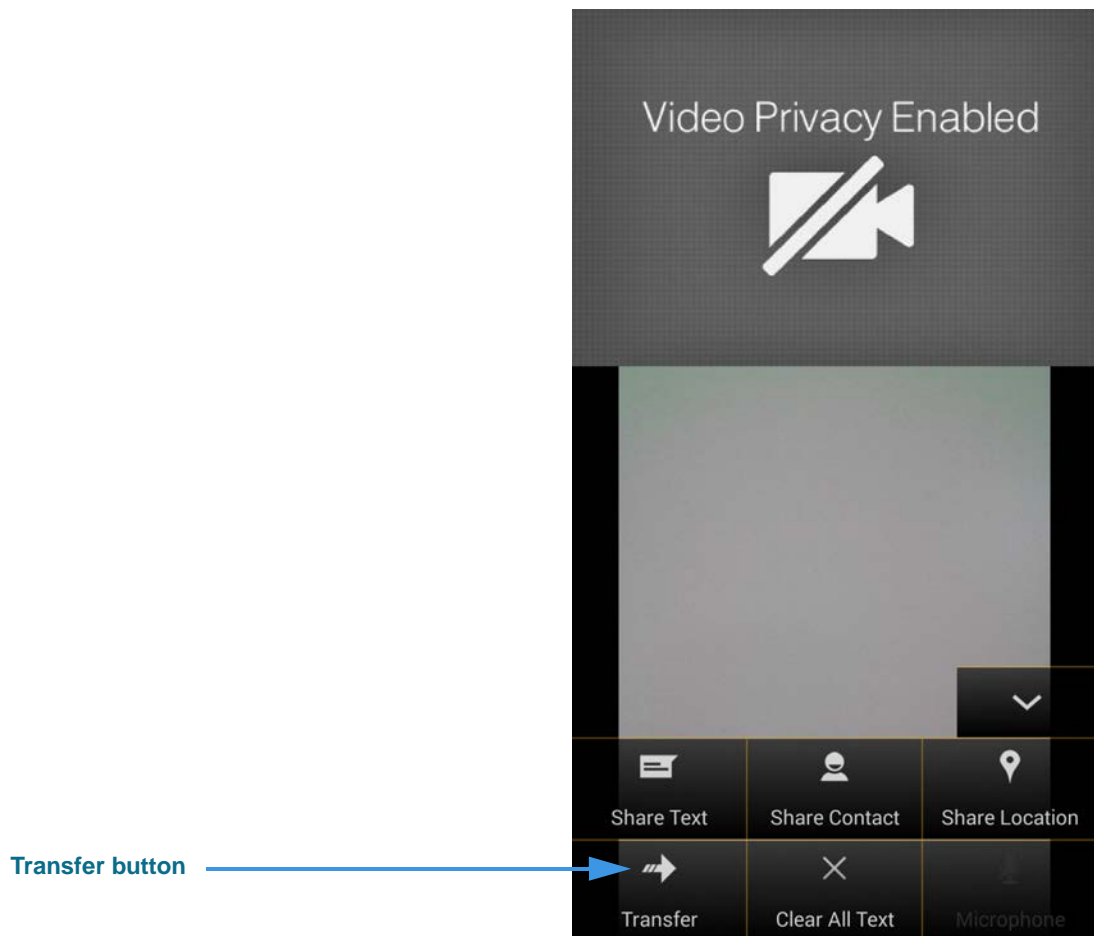


Figure 17 — Transfer button in Call Options menu

Notice the **Transfer** button at the bottom-left of the pop-up menu.

Step 2. Tap the **Transfer** button to display the dialog shown below.

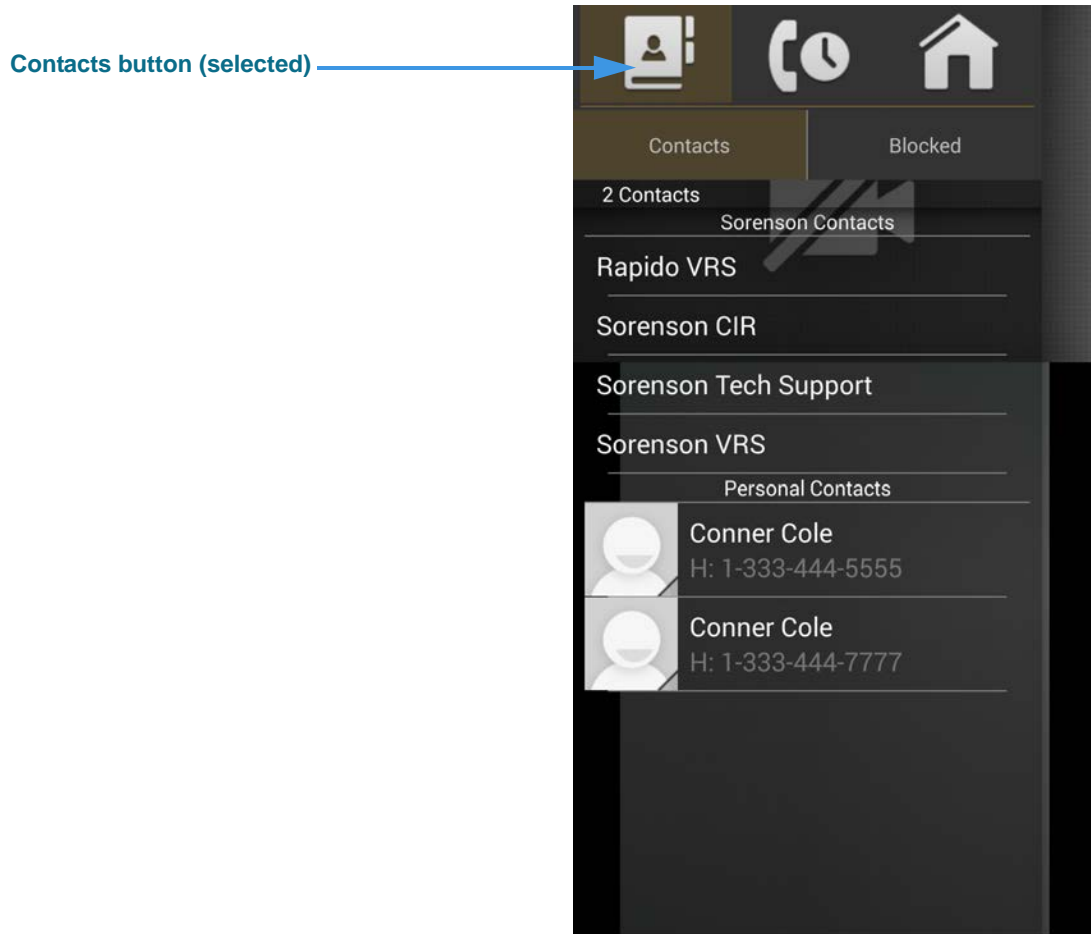


Figure 18 — *Transfer Call* dialog, *Contacts* option

Notice that this dialog contains three option buttons:

- Select **Contacts** to choose a contact to which you want to transfer the call. This option is selected by default when you first open the dialog.
- Select **Call History** to choose a recent caller to which you want to transfer the call.
- Select **Dial** to enter a phone number to dial and transfer the call.

Step 3. To transfer the active call to a number in your Phonebook's Contact list, first select a contact from the list. If the contact has more than one number stored, you must then select the number you want to use. The call will then be transferred.

## Make and Receive Calls

- Step 4. To transfer the active call to a number in your Call History lists, first tap the **Call History** button to display the dialog shown below.

Call History button (selected)

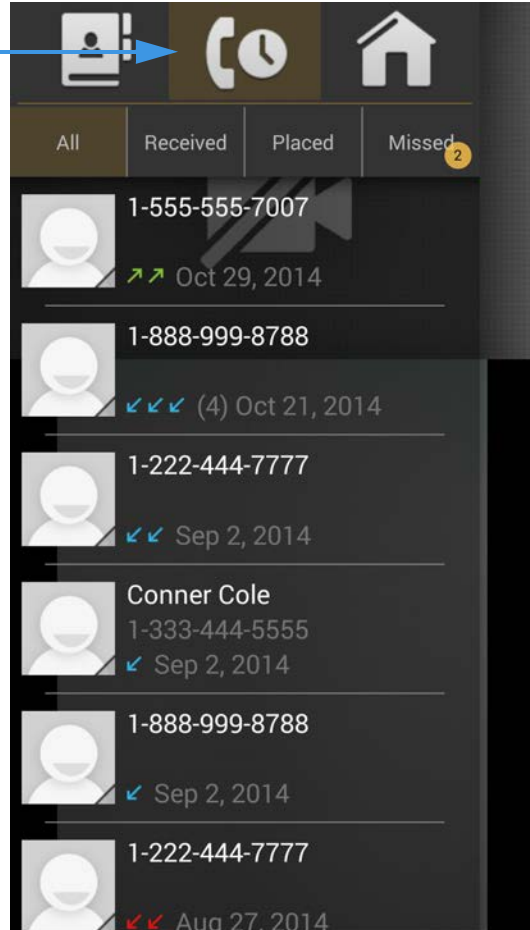


Figure 19 — *Transfer Call* dialog, Call History option

- Step 5. To transfer the active call to a number in your Call History, first select a list (All, Received, Placed, Missed). Then select a contact from the list. The call will then be transferred.

- Step 6. To transfer the active call to a phone number you enter, first tap the **Dial** button to display the dialog shown below.

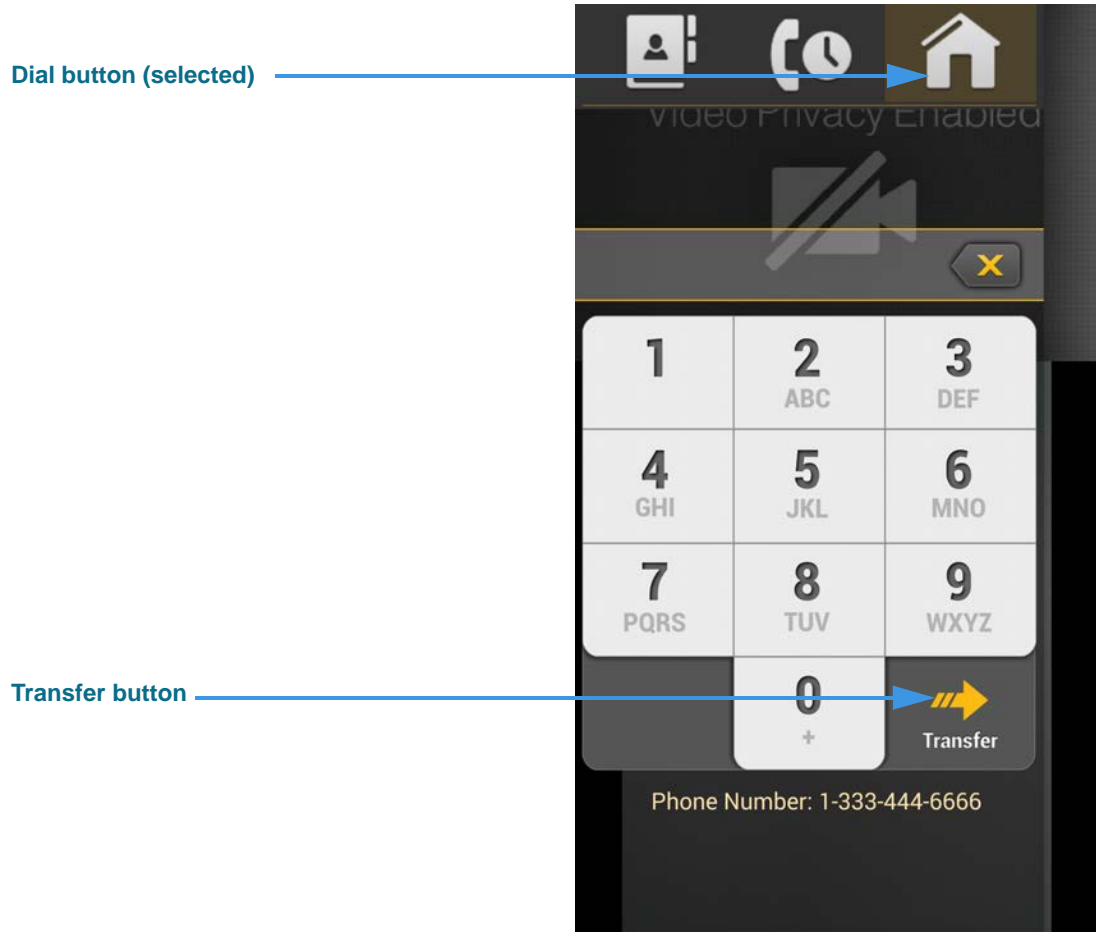


Figure 20 — *Transfer Call* dialog, Dial number option

- Step 7. Use the dial pad buttons to enter the number you want to dial.
- Step 8. Tap the **Transfer** button to transfer the call to the specified number.

## Share Text, Contacts and Location

ntouch Mobile's Share feature lets you share your location, the phone numbers of your contacts and any text with another Sorenson videophone user. You can use the Share options during a call, when recording a Deaf SignMail video, or when calling hearing numbers because the Sorenson interpreter can see the text or contacts that you share.

You can also share text messages during a call which you have saved before the call begins. The Saved Text function lets you save up to 10 short text messages to use during calls.

ntouch Mobile also includes the popular Share Location feature which lets you find and share your approximate current address location during calls.

### To Add Saved Text Messages

Step 1. Tap the **Settings** button to display the screen shown below.

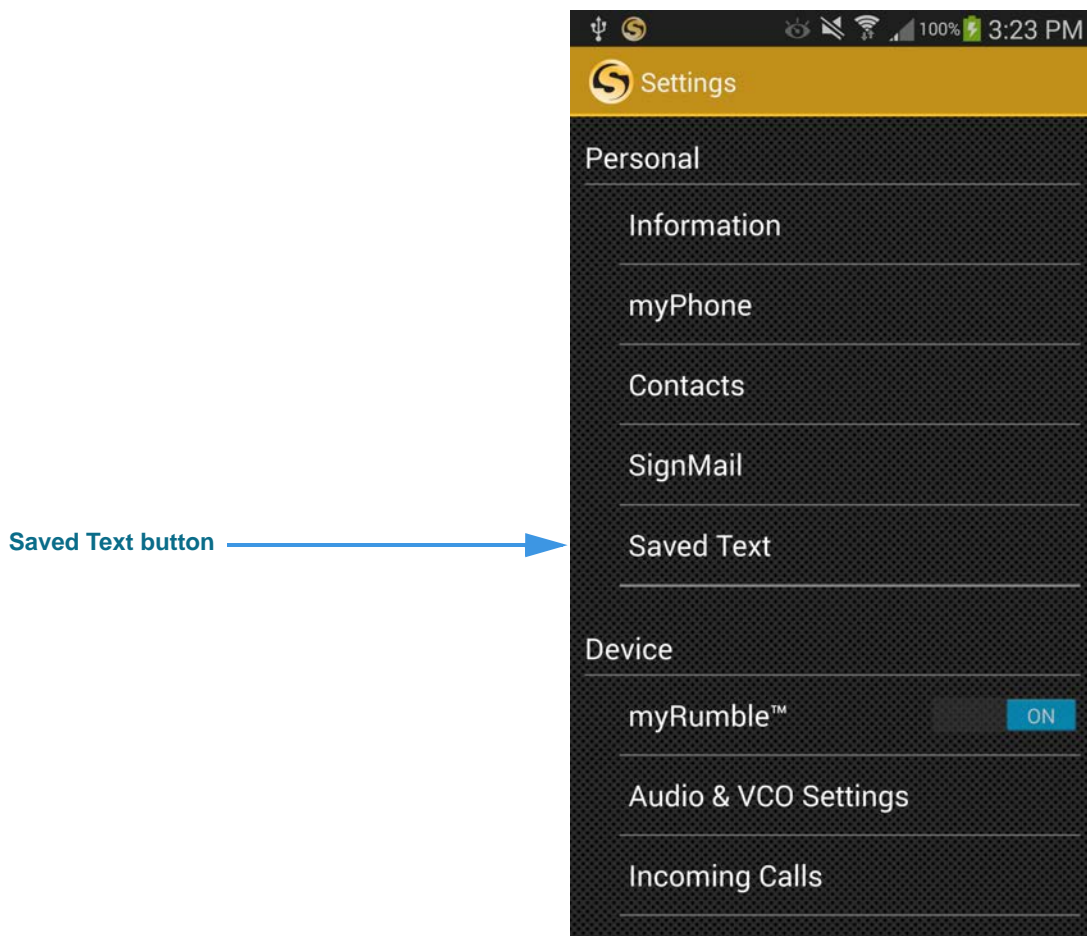


Figure 21 — Saved Text button on *Settings* screen

Step 2. Tap the **Saved Text** button to display the screen shown below.

**Add Line button**

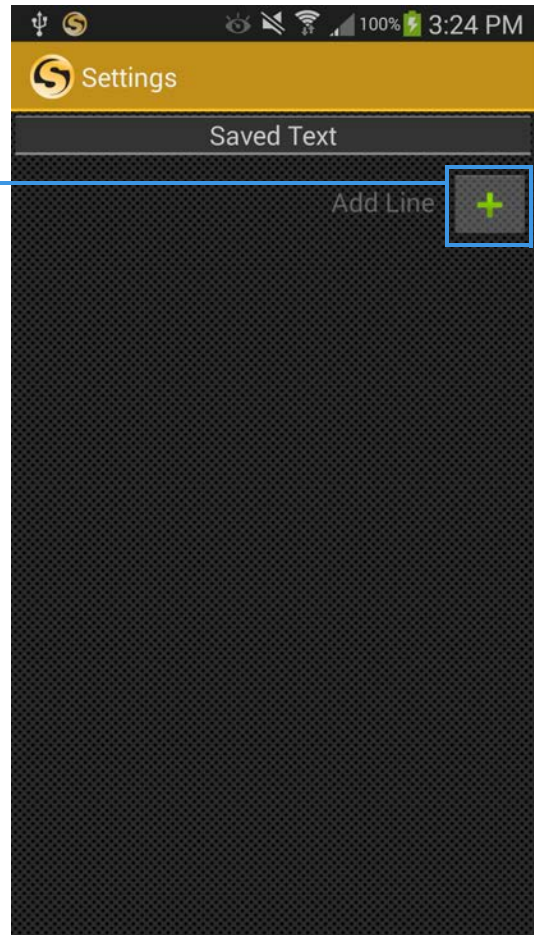


Figure 22 — *Saved Text* screen

The Saved Text screen lets you enter up to five (5) text messages which you can use during calls. In this example image, there are no saved messages. To add one, select the **Add Line** button.



## Share Text, Contacts and Location

- Step 3. Select the **Add Line** button to display the Saved Text dialog. Tap the text entry line in the dialog to display the screen shown below.

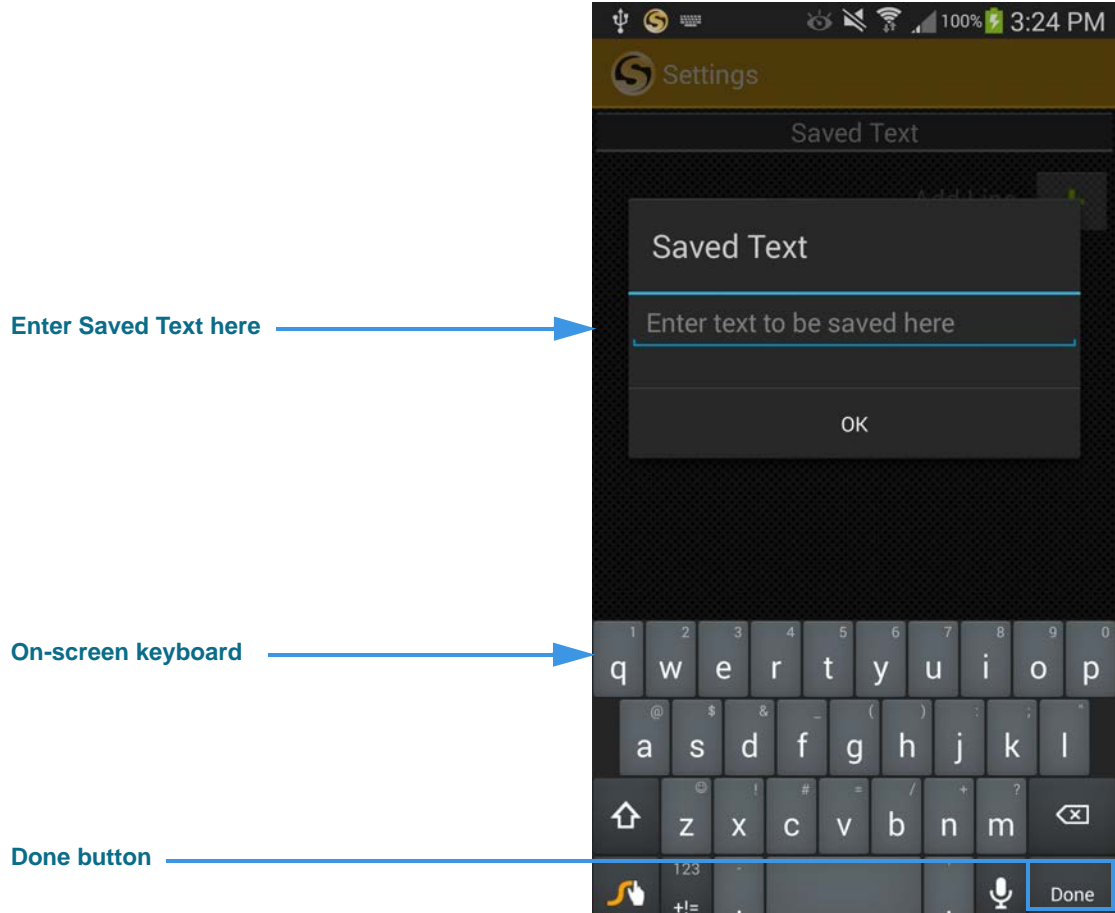


Figure 23 — Saved Text entry dialog

Notice that an on-screen keyboard has appeared over the screen. Also notice the **Done** button on the keyboard which is used to close the keyboard.

- Step 4. You can now use the device's on-screen keyboard to enter the text to want to save in the text entry field. For example, if you want to save your address as a saved text message, you could start by entering some text such as, "My new address is...".

- Step 5. Tap the keyboard's **Done** button when finished entering text to display the screen shown below.

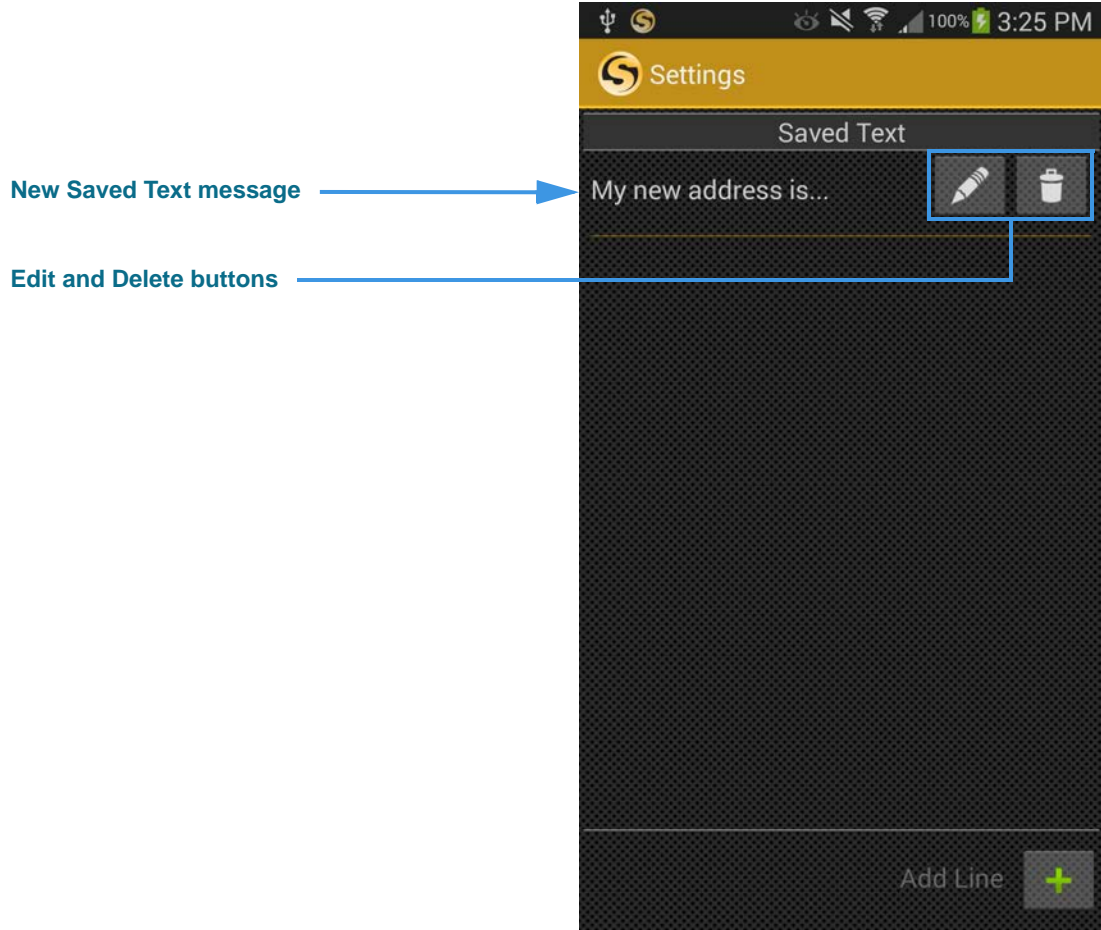


Figure 24 — New Saved Text message on *Saved Text* screen

Notice that the text you entered has been added as a new Saved Text message at the top of the screen. The **Edit** and **Delete** buttons are located to the right of the saved message.

- Step 6. You can repeat the above steps to enter up to ten (10) Saved Text messages.

### To Use Saved Text During Calls

After you have created one or more Saved Text messages, you can use this feature during any active videophone call with another Sorenson user or SVRS interpreter.

**Step 1.** Dial a call so that the Call screen is open as shown below.

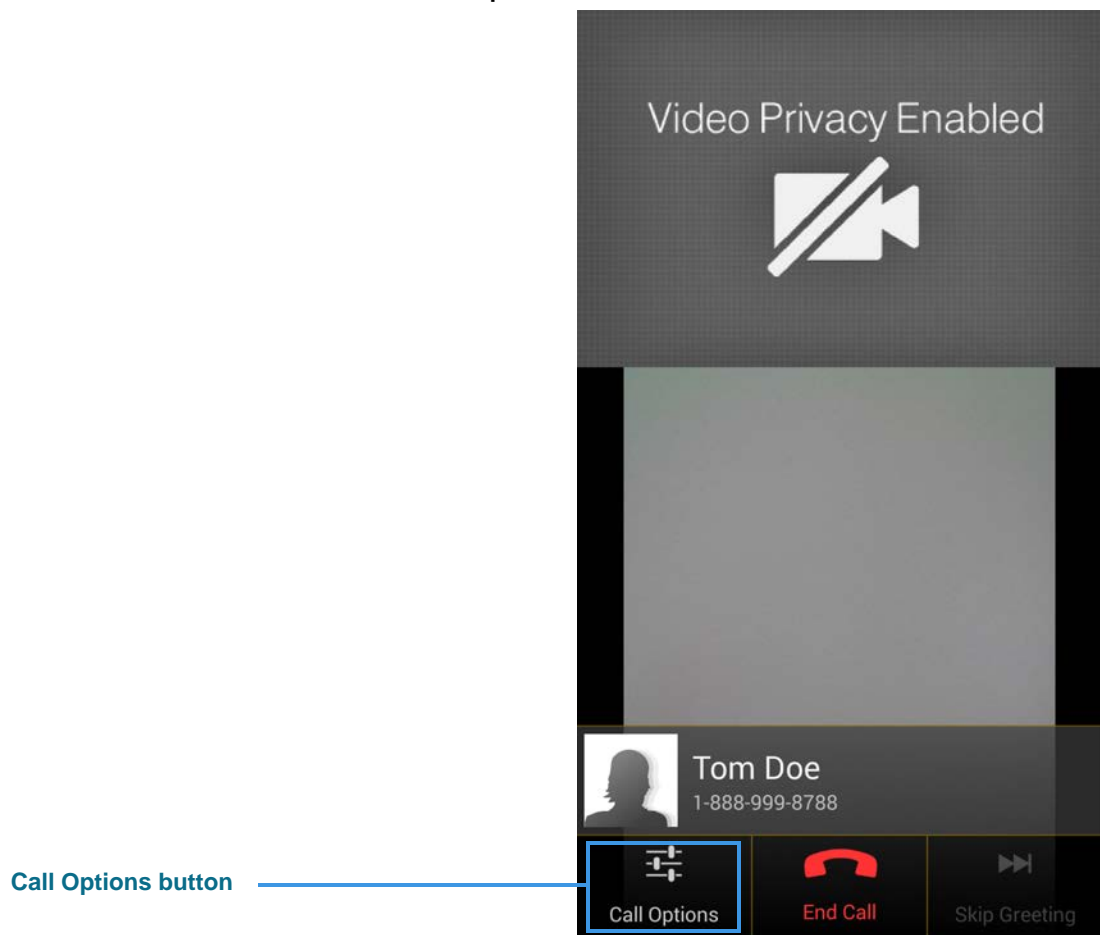


Figure 25 — Call Options button on *Call* screen

Notice the **Call Options** button at the bottom-left of the screen. By selecting the Call Options button during a call, you can choose to share text with the person you called (or with the Sorenson interpreter).

Step 2. Tap the **Call Options** button to open the pop-up menu shown below.

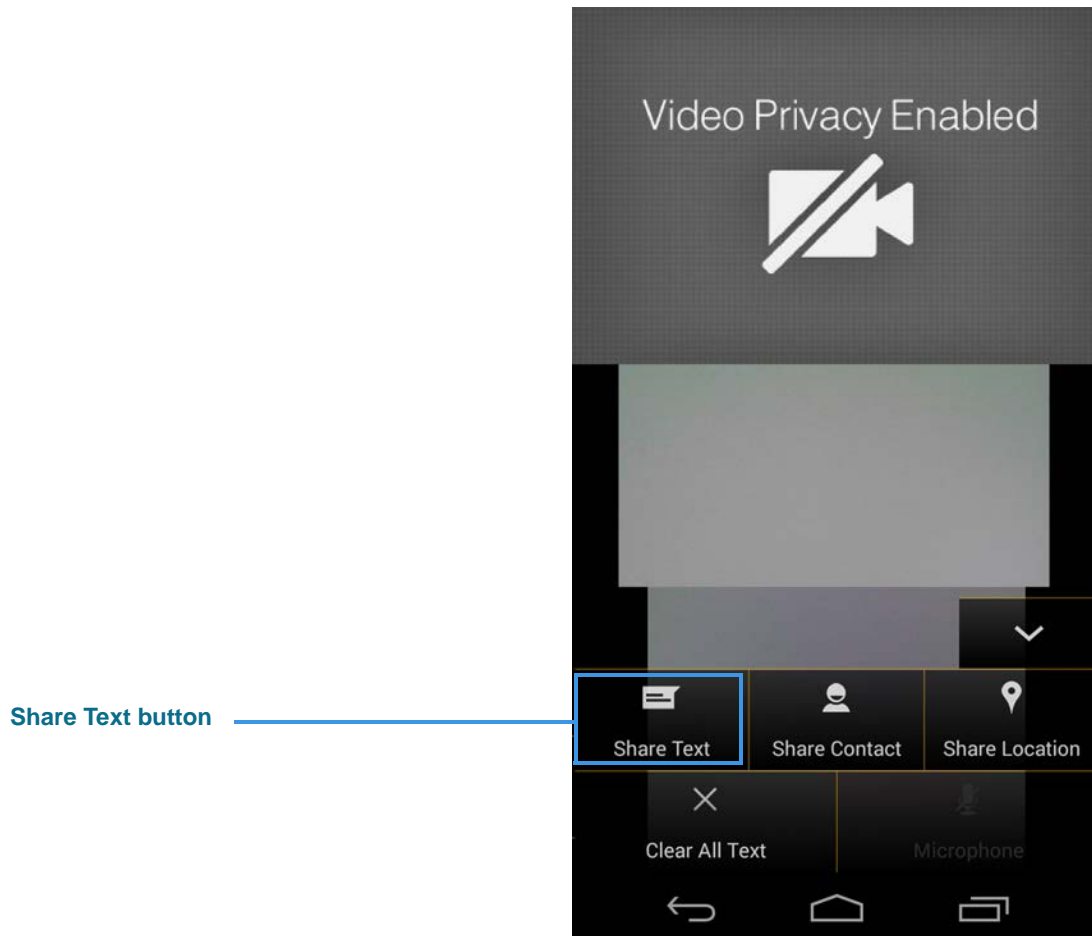


Figure 26 — Share Text button in Call Options pop-up menu

Selecting the **Call Options** button has opened a pop-up menu containing these options:

- Select the **Share Text** button to enter text to select one of your Saved Text messages, if you have entered any, with the caller.
- Select the **Share Contact** button to select to share information about one of your contacts with the caller.
- Select the **Share Location** button to share your current location with the caller.
- Select the **Clear All Text** button to clear (erase) the text that you have already shared with a caller.

## Share Text, Contacts and Location

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Step 3. Tap the **Share Text** button to open the screen shown below.

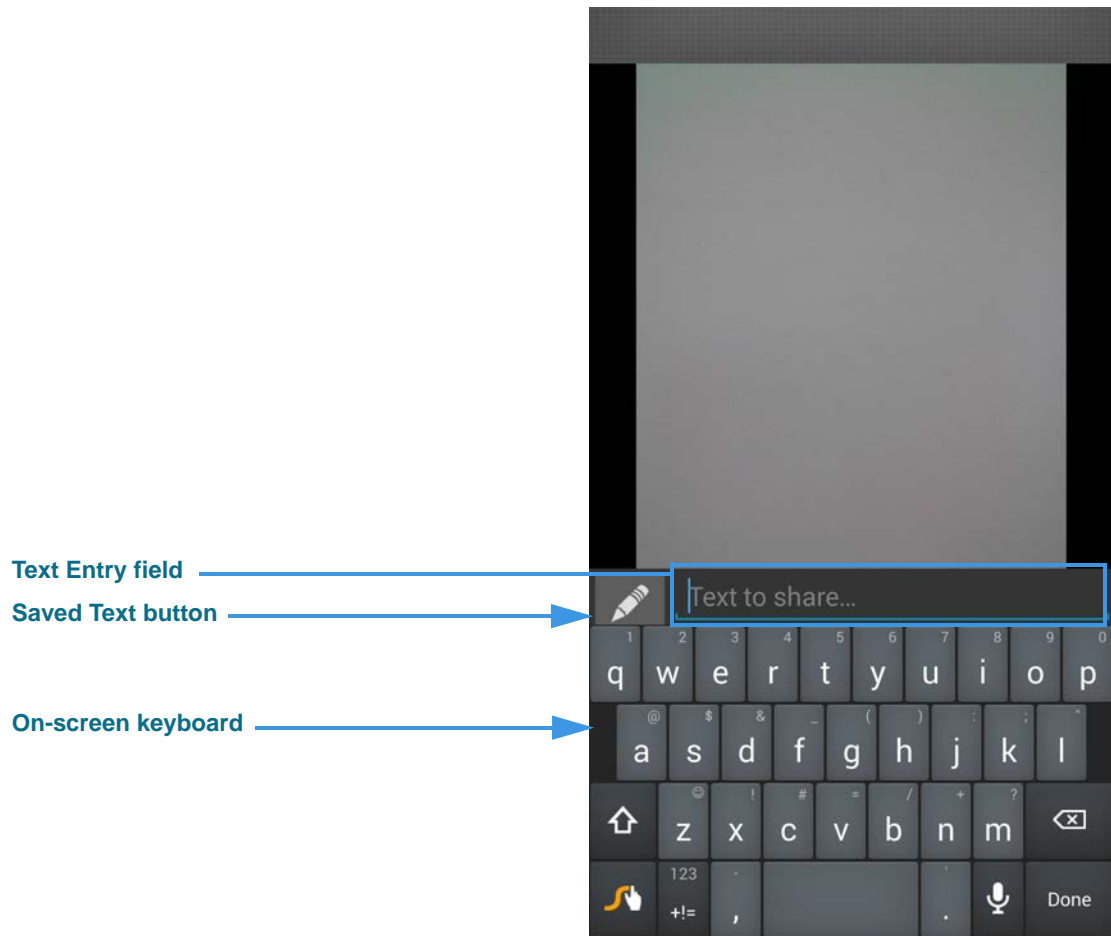


Figure 27 — Text entry field on *Call* screen

Notice that an on-screen keyboard has appeared over the screen. The **text entry field** is on top of the keyboard. You can now enter any text you want to share with the other Sorenson user. Also notice the **Saved Text** button. You must select this button to see the Saved Text messages, if any, that you added before starting the call. You can also use the **Saved Text** button to add more saved messages during the active call.

Step 4. If desired, use the keyboard to enter **the text** to you want to share. To share one of your Saved Text messages, go to the next step.

- Step 5. If you want to select one of the Saved Text messages, select the **Saved Text** button to open the screen shown below.

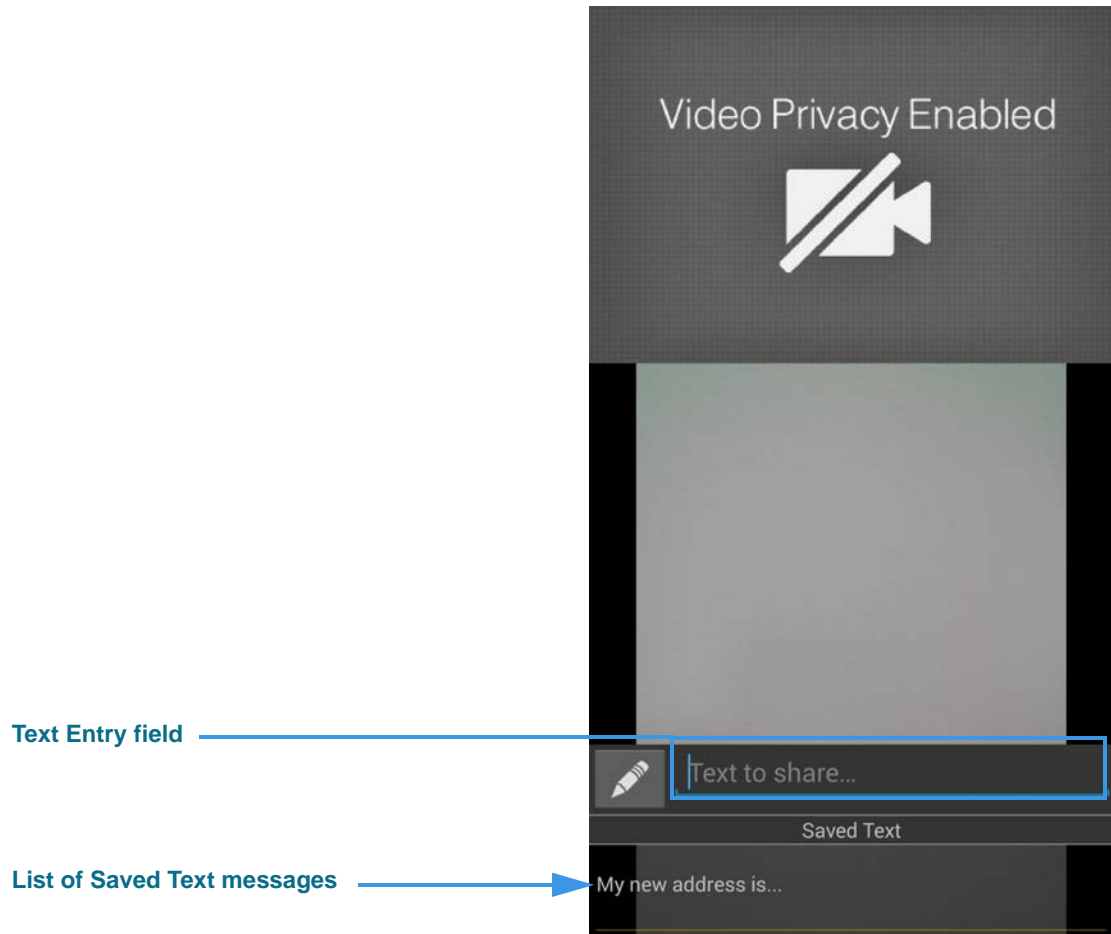


Figure 28 — Saved Text list on *Call* screen

Notice that a list of Saved Text messages has replaced the keyboard at the bottom of the screen. You can now select any one of the messages to move the text into the text entry field and immediately display the text to the other Sorenson user.

## Share Text, Contacts and Location

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Step 6. Tap the device's **Back** button to display the screen shown below.

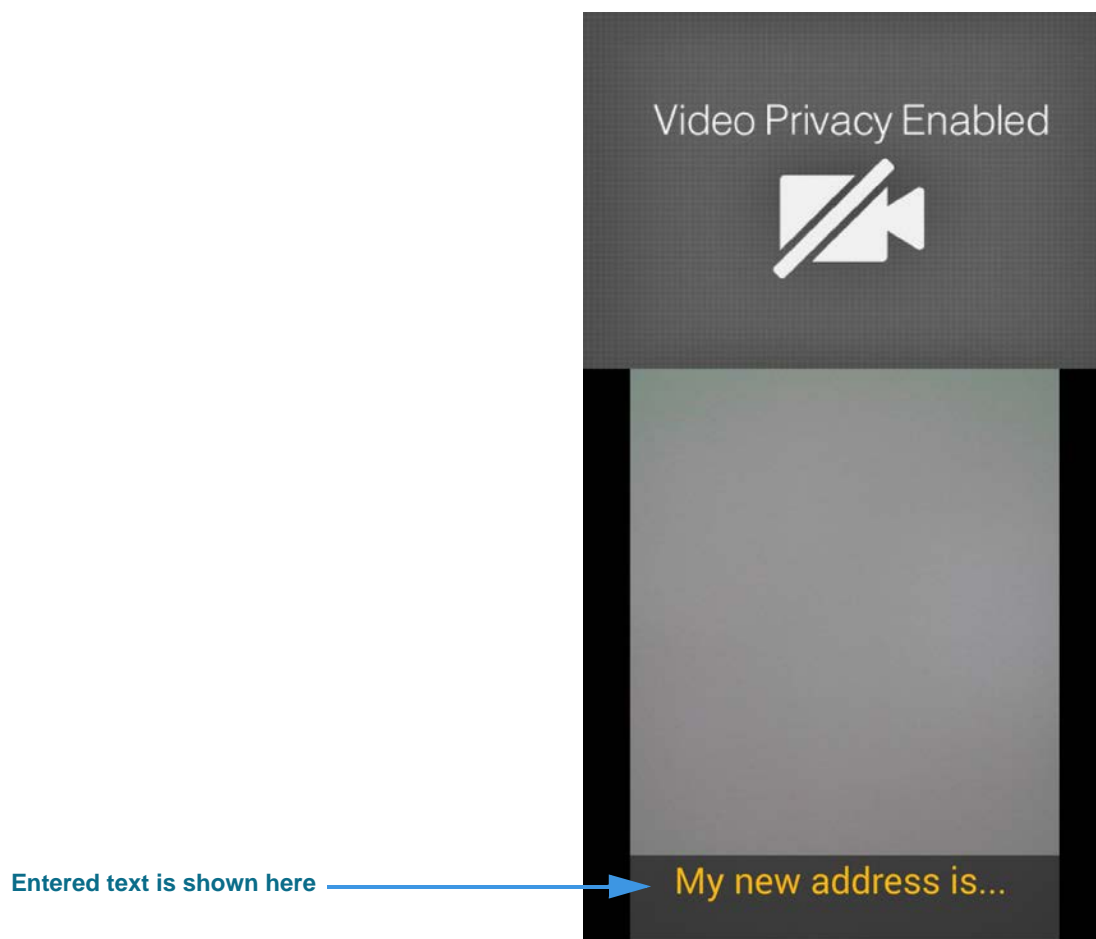


Figure 29 — Text shown on Self-View image area

Notice that the text you entered is displayed in the Self-View image area near the bottom of the screen to show you what the other Sorenson user will see.

## To Share a Contact During Calls

- Step 1. Start with the Call Options pop-up menu open at any active call screen or at the SignMail recording screen as shown below.

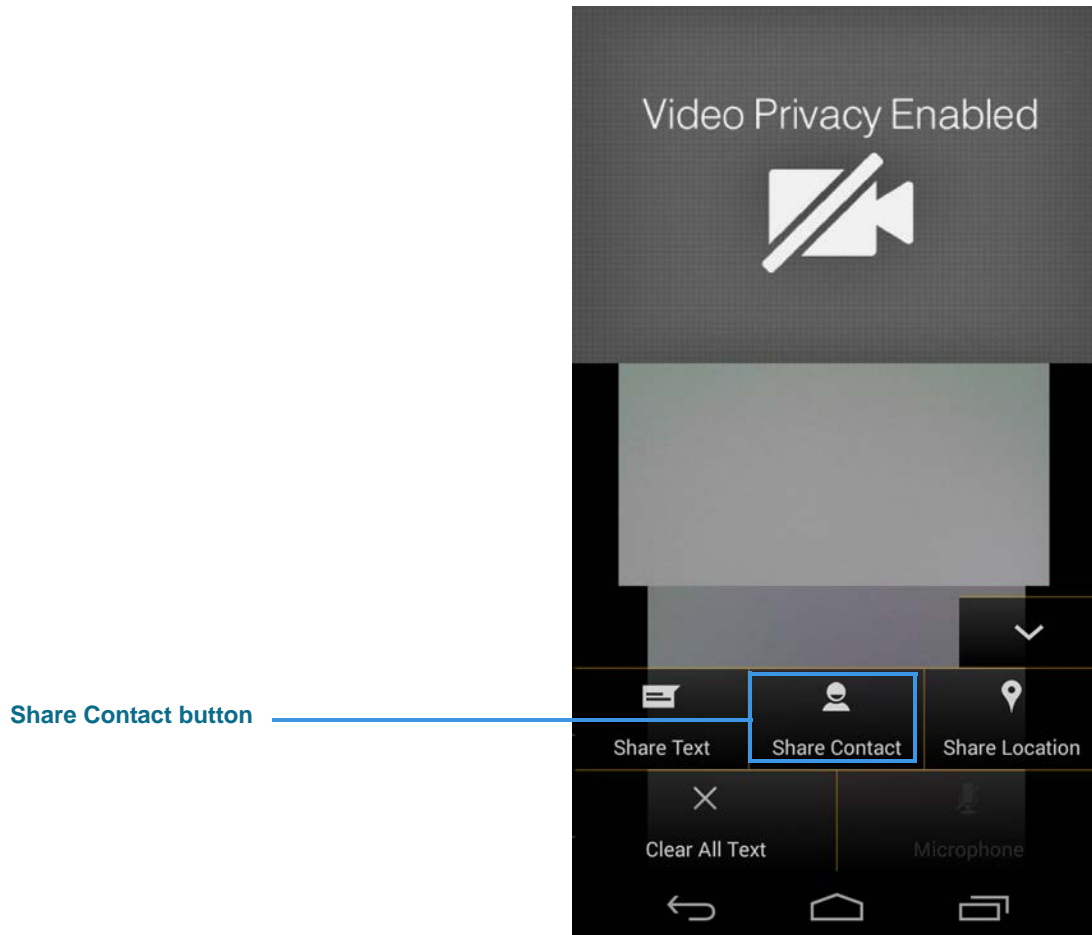


Figure 30 — Share Contact button in Call Options pop-up menu



## Share Text, Contacts and Location

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Step 2. Tap the **Share Contact** button to display the screen shown below.

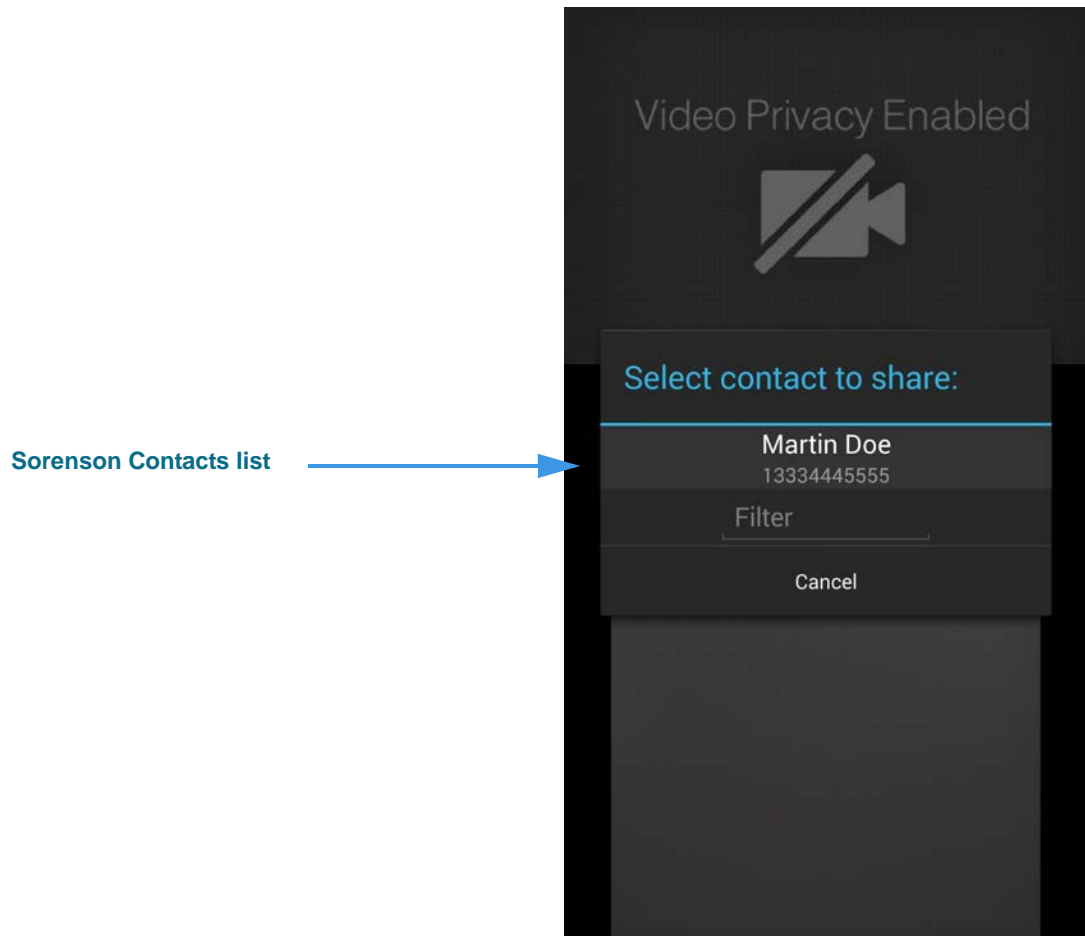


Figure 31 — *Sorenson Contacts list* screen

Notice that the Sorenson Contacts list has appeared. You can use this list to find the contact that you want to share with the other Sorenson user. In this example, only one contact with one phone number has been added to the list. For contacts with more than one phone number, each number will be shown as a separate entry in the list.

- Step 3. Tap **the contact** that you want to share to display a screen similar to the example shown below.

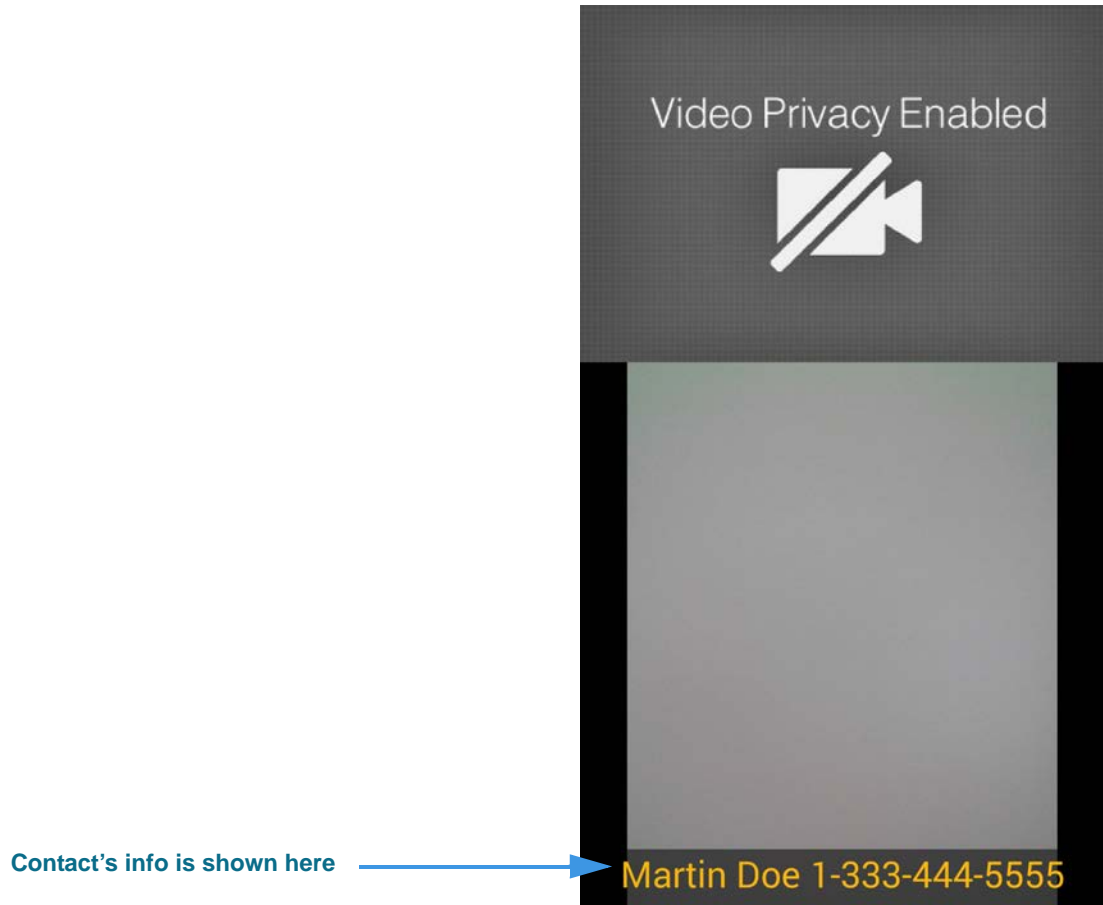


Figure 32 — Contact information shown on screen

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Notice that the name and phone number(s) of the contact you selected are displayed in the Self-View image area near the bottom of the screen to show you what the other Sorenson user will see.

**To Share Your Location During a Call**

- Step 1. Start with the Share pop-up menu open at any active call screen or at the SignMail recording screen as shown below.

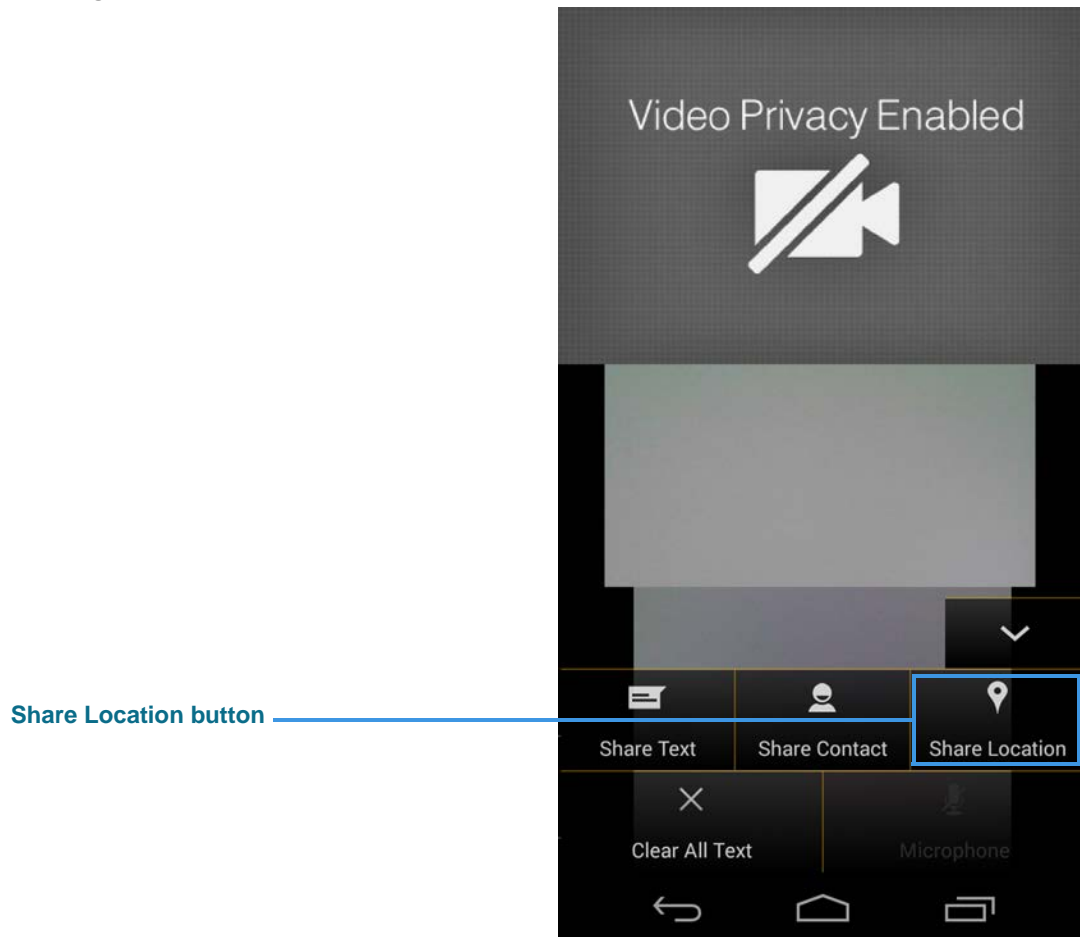


Figure 33 — Share Location button in Share pop-up menu

---

Step 2. Tap the **Share Location** button to display the screen shown below.

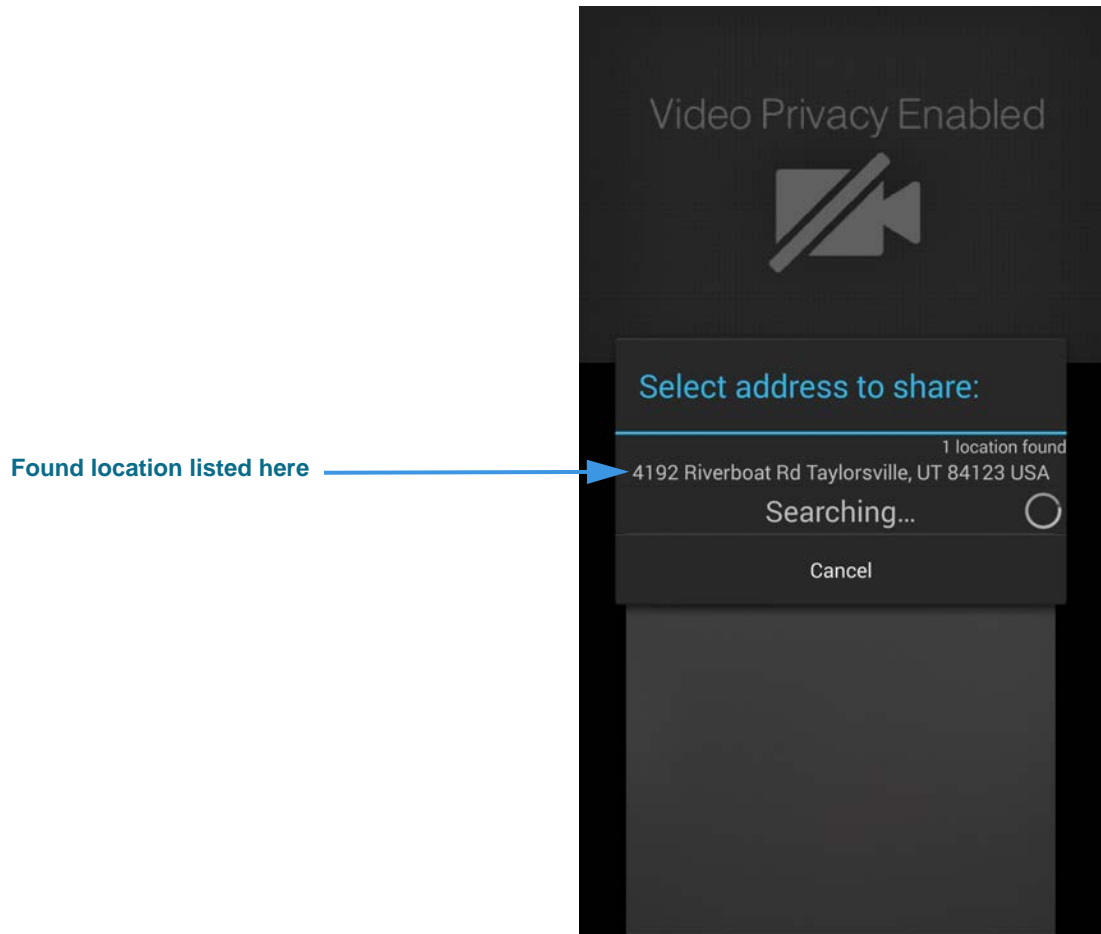


Figure 34 — Found location dialog

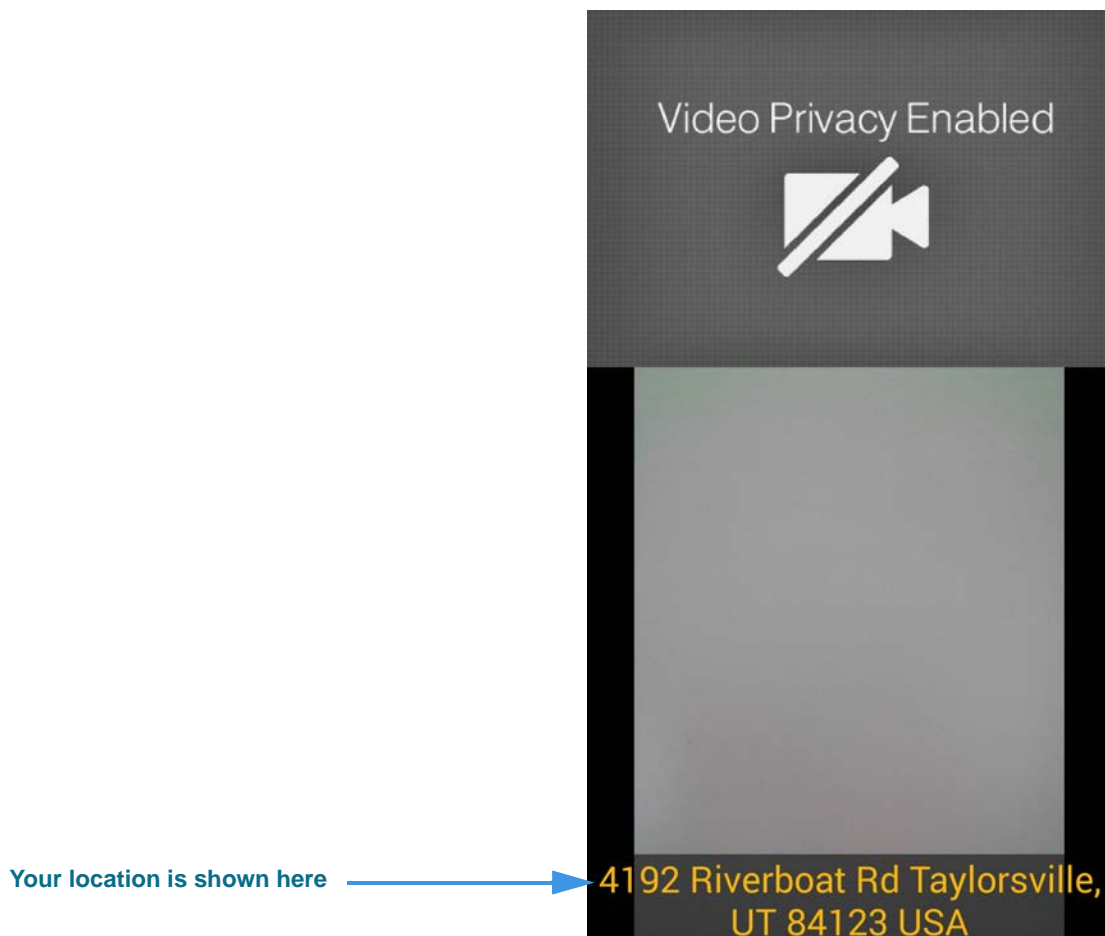
Notice that this screen shows your approximate location and the closest known address.

**Note:** You must have Location Services enabled on your device for this feature to work.

## Share Text, Contacts and Location

---

- Step 3. Tap the **address shown** if correct to display a screen similar to the example shown below.



Your location is shown here

Figure 35 — Location information shown on screen

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Notice that your location as reported by the device's Location Services is displayed in the Self-View image area near the bottom of the screen to show you what the other Sorenson user will see.

# Use Voice Carry Over (VCO)

ntouch Mobile's 1-Line Voice Carry Over (VCO) calling feature lets you make SVRS VCO calls using just your Android device. You do not need a separate voice telephone.

## To Set Up 1-Line VCO

Step 1. Tap the device's **Menu** button to display the screen shown below.

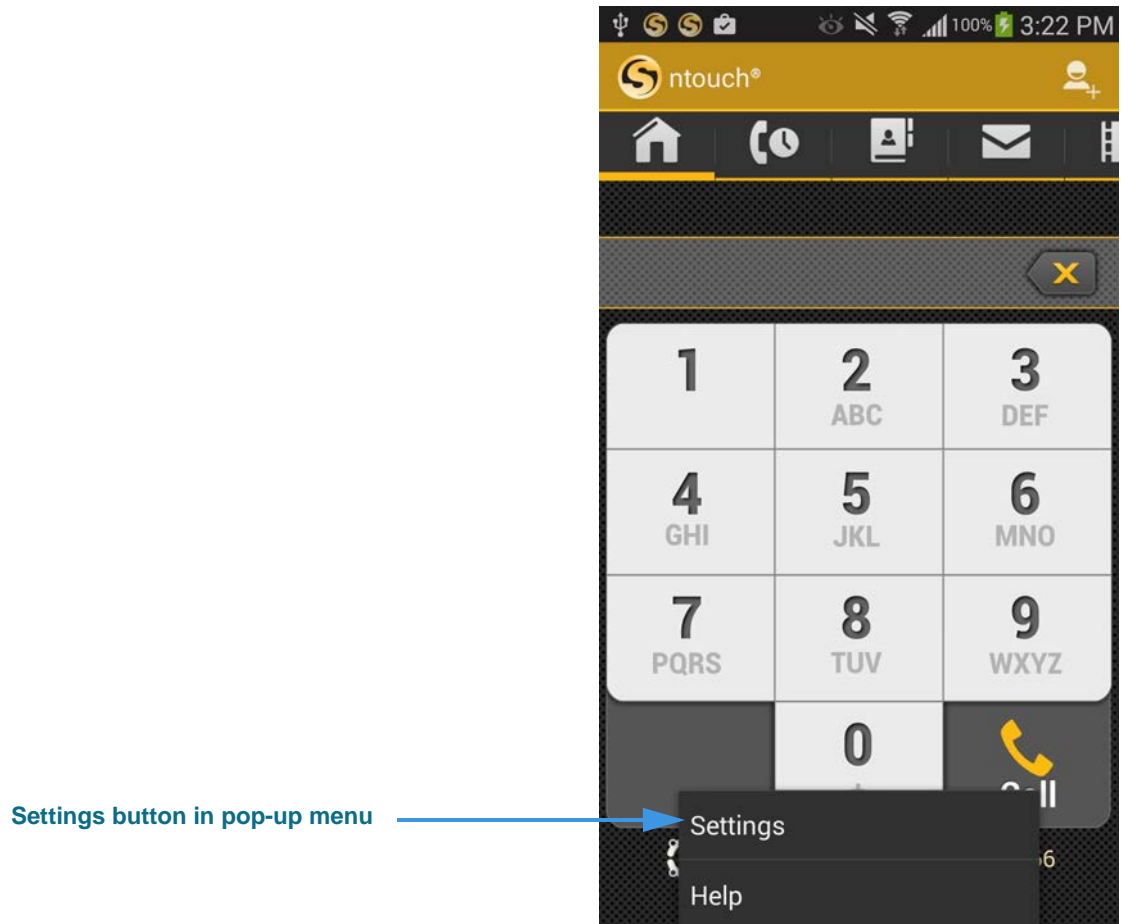


Figure 36 — VCO controls on *Settings* screen

## Use Voice Carry Over (VCO)

---

Step 2. Tap the **Settings** button to display the screen shown below.

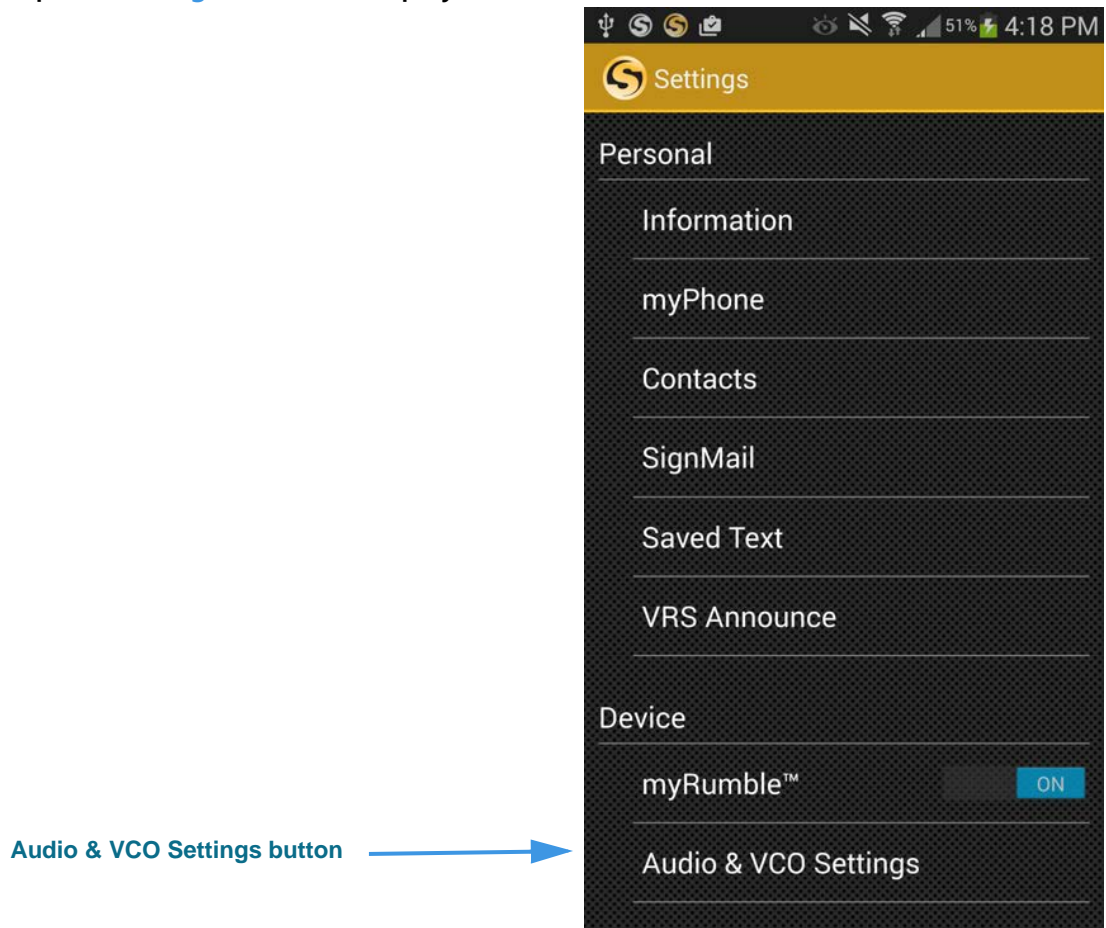


Figure 37 — Settings screen

---

Notice the **Audio & VCO Settings** button near the bottom of the screen.

Step 3. Tap the **Audio & VCO Settings** button to display the screen shown below.

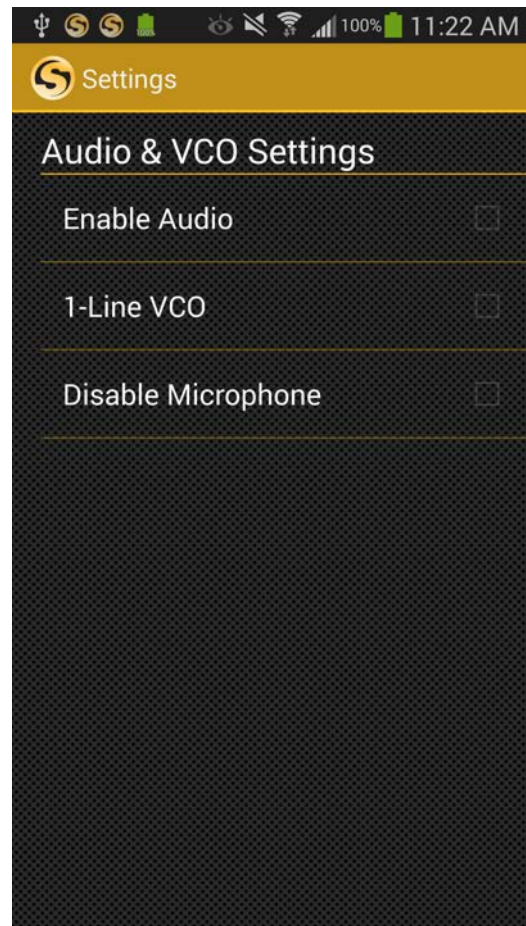


Figure 38 — Audio & VCO Settings screen

You can use the three checkboxes on this screen to enable (turn on) the device's built-in audio, to enable (turn on) the 1-Line VCO feature, and to set the default setting for the microphone (checked is off; unchecked is on).

**Note:** *In addition to the built-in microphone, ntouch Mobile can also use any Bluetooth device connected to the Android device. This feature lets you make 1-Line VCO calls with a compatible Bluetooth headset (e.g., for telecoil use).*



## Use Voice Carry Over (VCO)

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Step 4. Tap the **1-Line VCO** button to display the screen shown below.

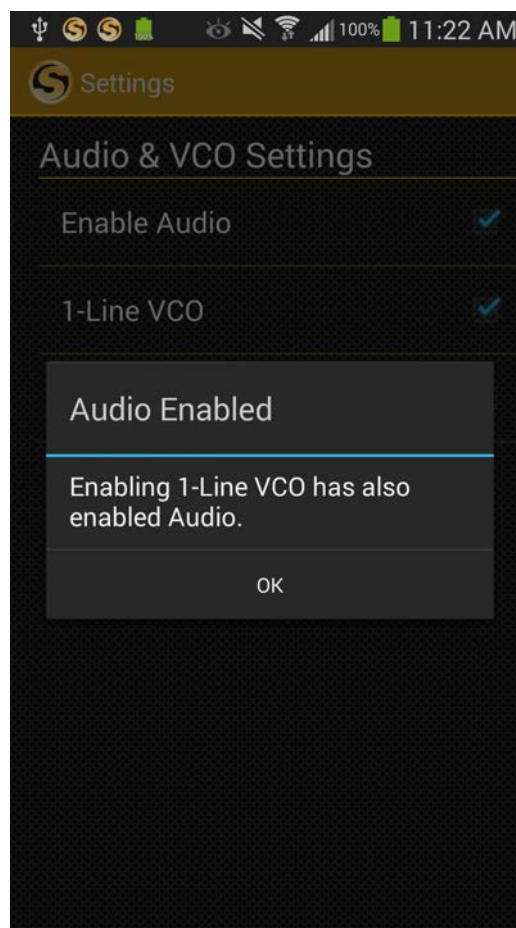


Figure 39 — *Audio Enabled* dialog

This dialog tells you that when you enabled the 1-Line VCO feature, the **Enable Audio** feature was also turned on.

Step 5. Tap the **OK** button to return to the previous screen as shown below.

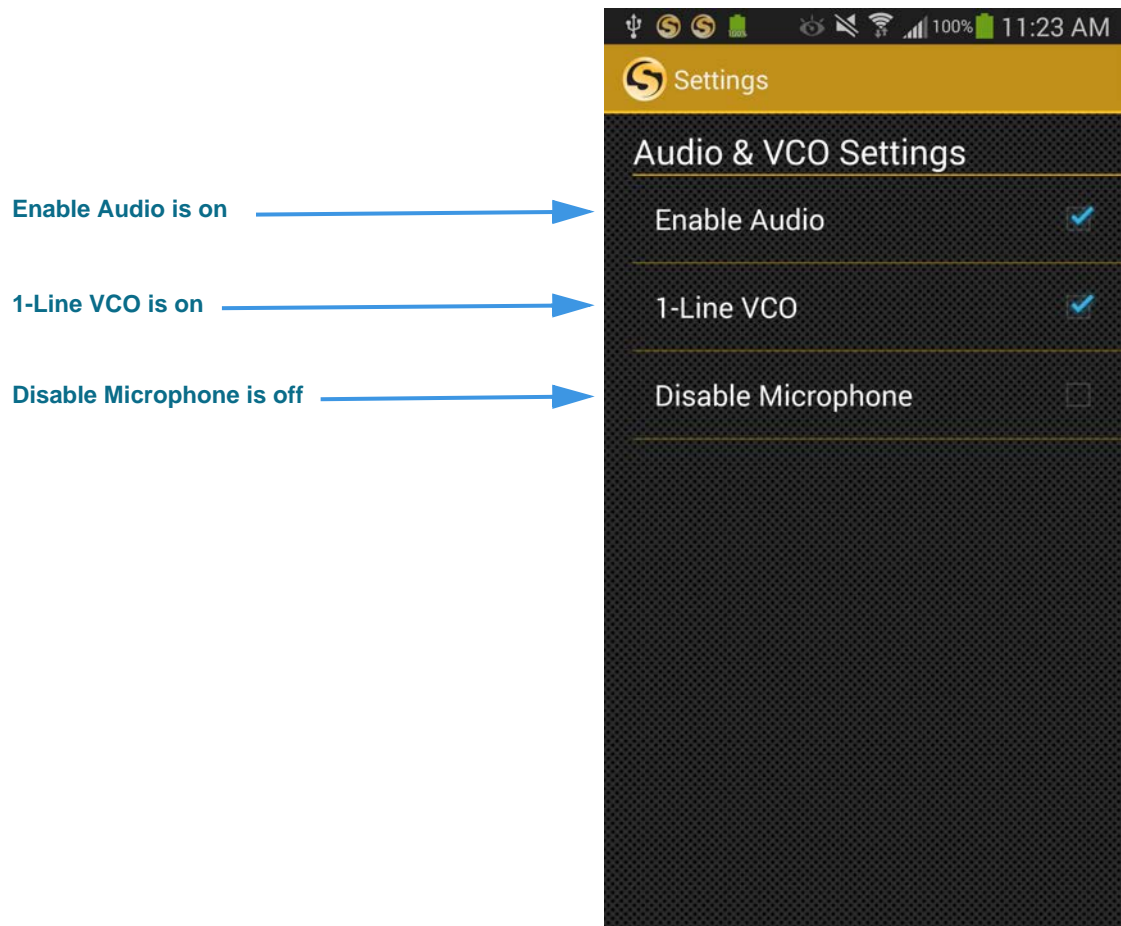


Figure 40 — Settings screen, 1-Line VCO Enabled

Step 6. Tap the device's **Back** button to return to the Settings screen.

Step 7. Tap the device's **Back** button to return to the Home screen.

## Use Voice Carry Over (VCO)

---

Step 8. Tap the device's **Menu** button to display the pop-up menu as shown below.

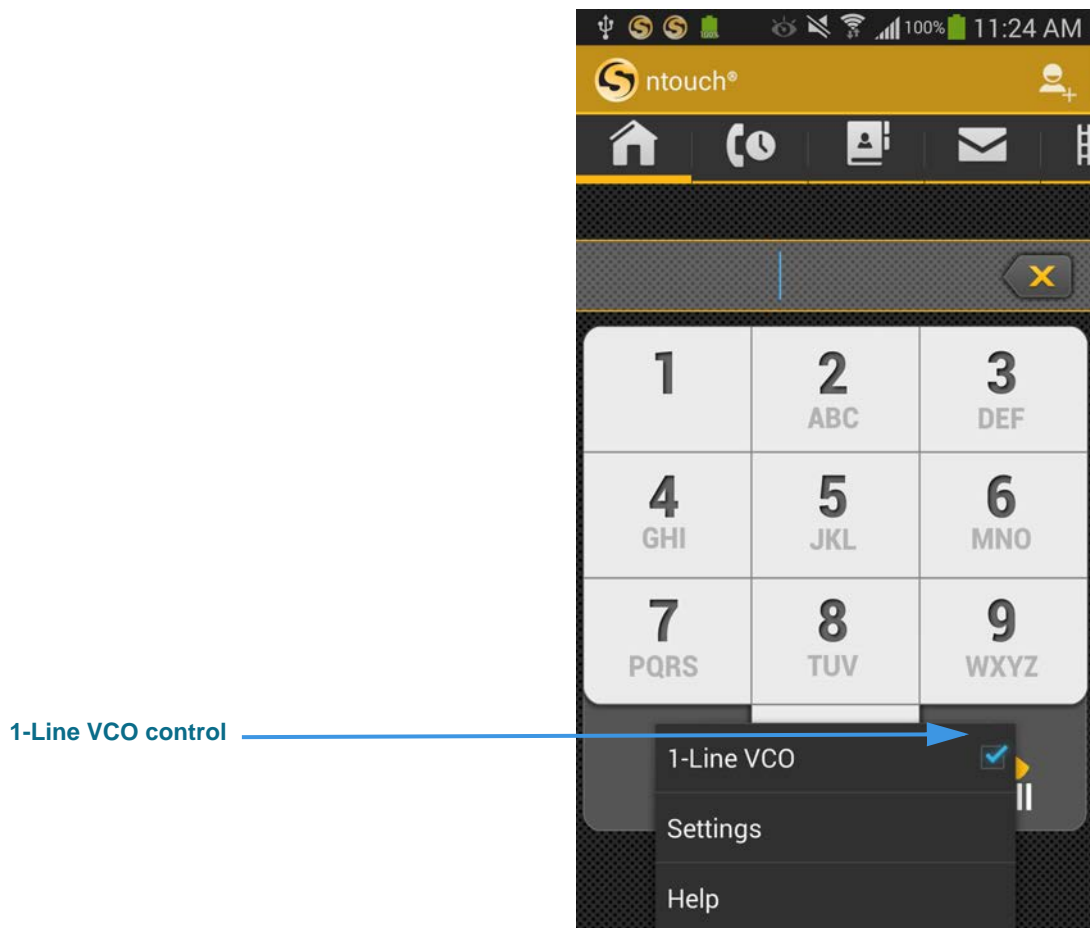


Figure 41 — Home screen, 1-Line VCO Enabled

---

Notice that the *Home* screen's pop-up menu now includes a **1-Line VCO** control. You can use this control to quickly turn the VCO feature on and for your calls. Just tap the checkbox to remove the checkmark to turn VCO off. Tap the checkbox again to restore the checkmark to turn VCO on. You will only see this control in the menu if you have enabled the 1-Line VCO feature.

### To Make a 1-Line VCO Call

- Step 1. Dial your SVRS call at the Home screen.
- Step 2. When the call is answered, the interpreter will know you are making a VCO call. The In-Call screen will look like the image shown below.

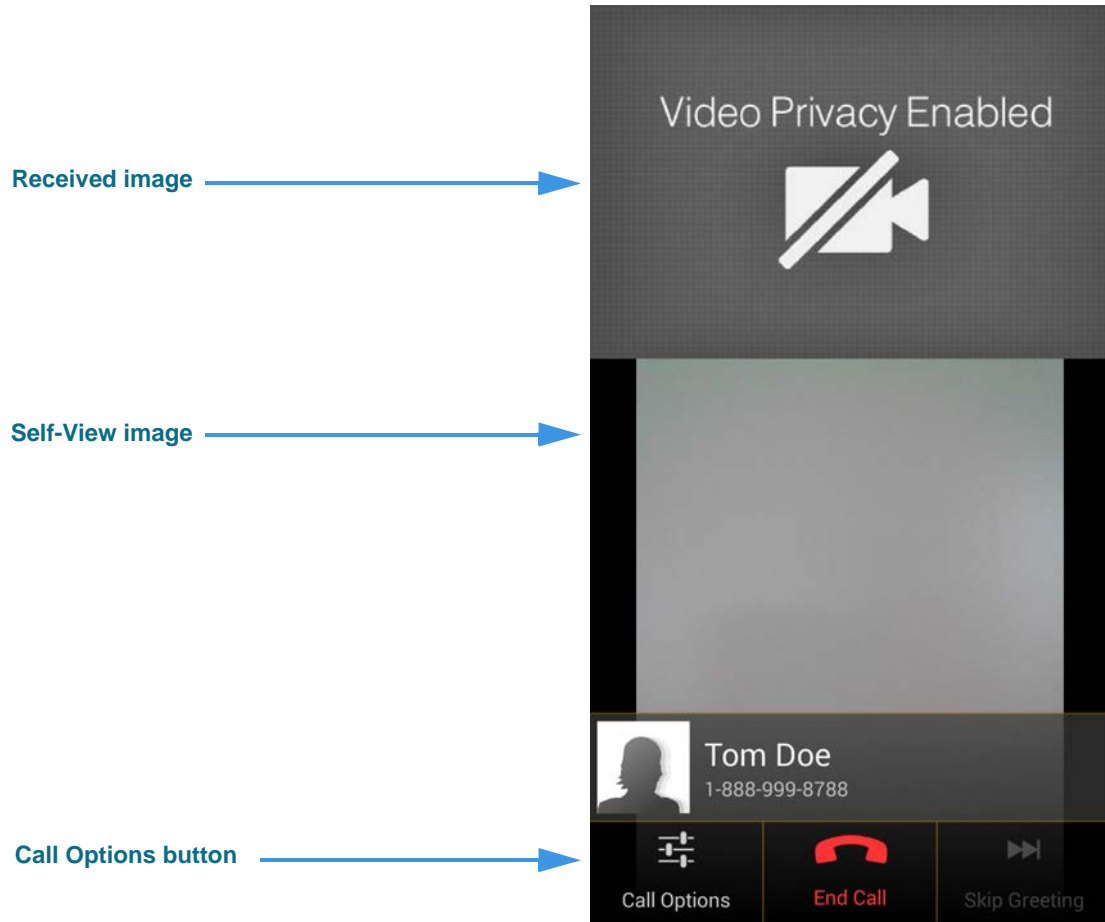


Figure 42 — In-Call screen

- Step 3. When connected, you can speak to the person you called using your own voice. The audio picked up by the Android device's microphone will be sent with the video signal.
- Step 4. To briefly mute the microphone (or a connected Bluetooth device), first tap the [Call Options](#) button to show the [Microphone On/Off](#) button at the bottom-right of the call screen.
- Step 5. When you are ready to hang up, tap the [End Call](#) button.

## Use Personal SignMail Greeting

ntouch Mobile includes a Personal SignMail Greeting feature that lets you record your own SignMail greeting video. You can customize your greeting with text messages, or create a text-only greeting (i.e., no video image). You can change your personal greeting as often as you like, switch back to use the default Sorenson greeting, or use no greeting.

### To Record a Personal Greeting

Step 1. Tap the device's Menu button, then tap the app's **Settings** button to display the screen shown below.

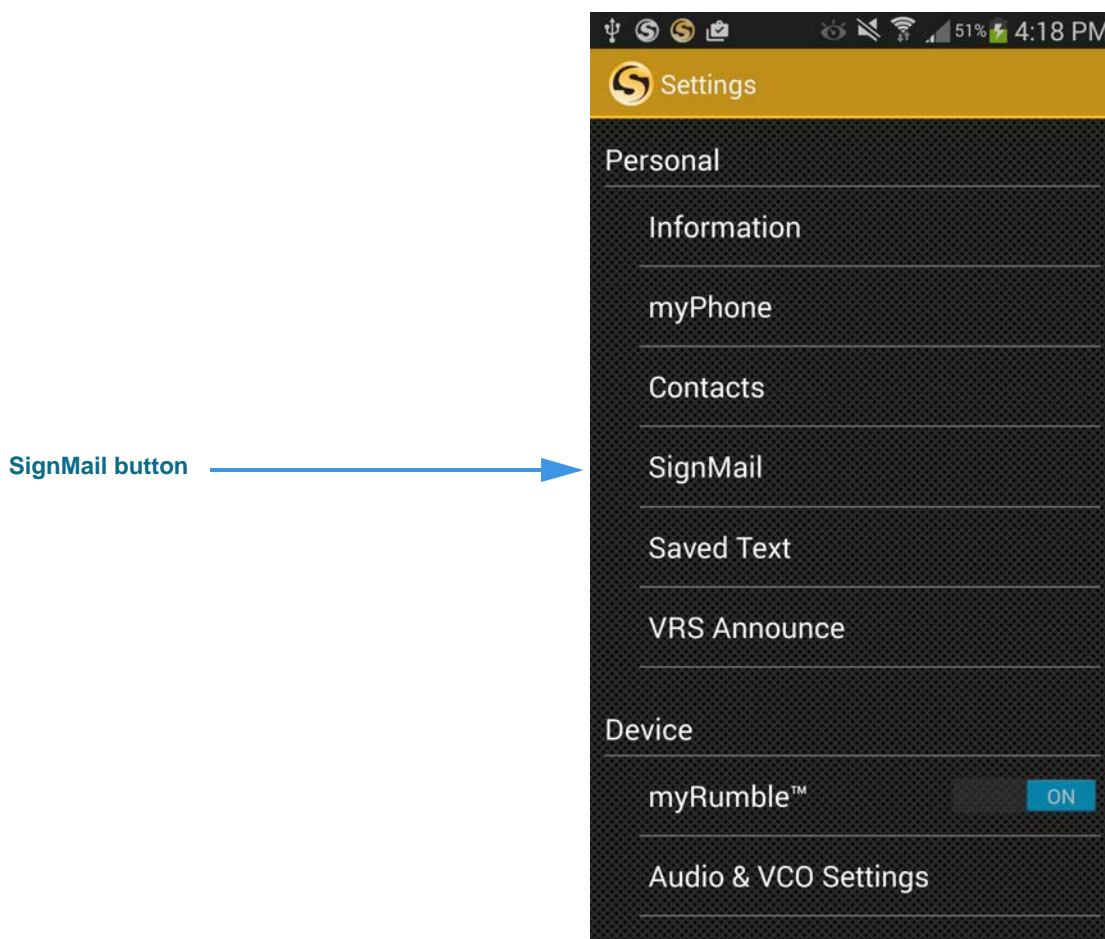


Figure 43 — SignMail Greeting button on Settings screen

Notice the **SignMail** button located in the *Personal* group of buttons.

Step 2. Tap the **SignMail** button to display the screen shown below.

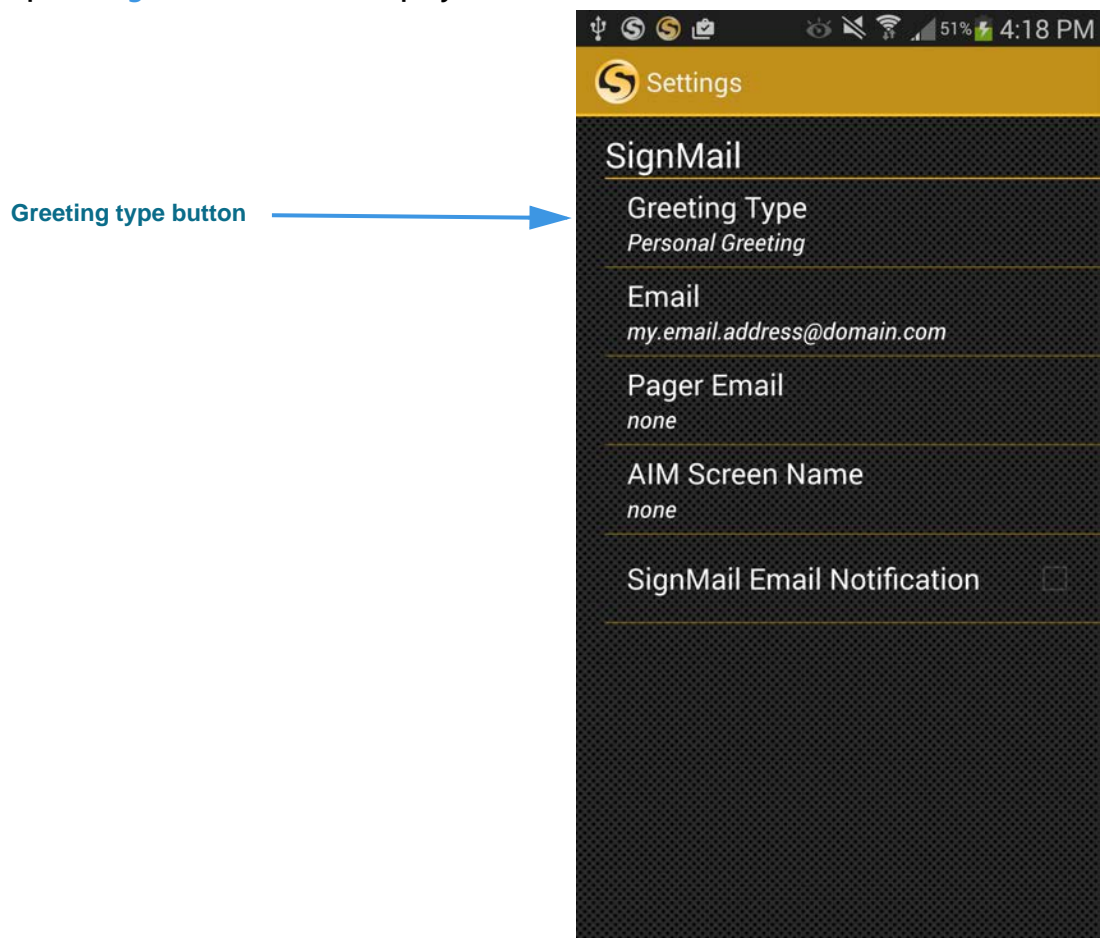


Figure 44 — *SignMail Settings* screen

Notice the **Greeting Type** button near the top of the screen.

## Use Personal SignMail Greeting

Step 3. Tap the **Greeting Type** button to display the screen shown below.

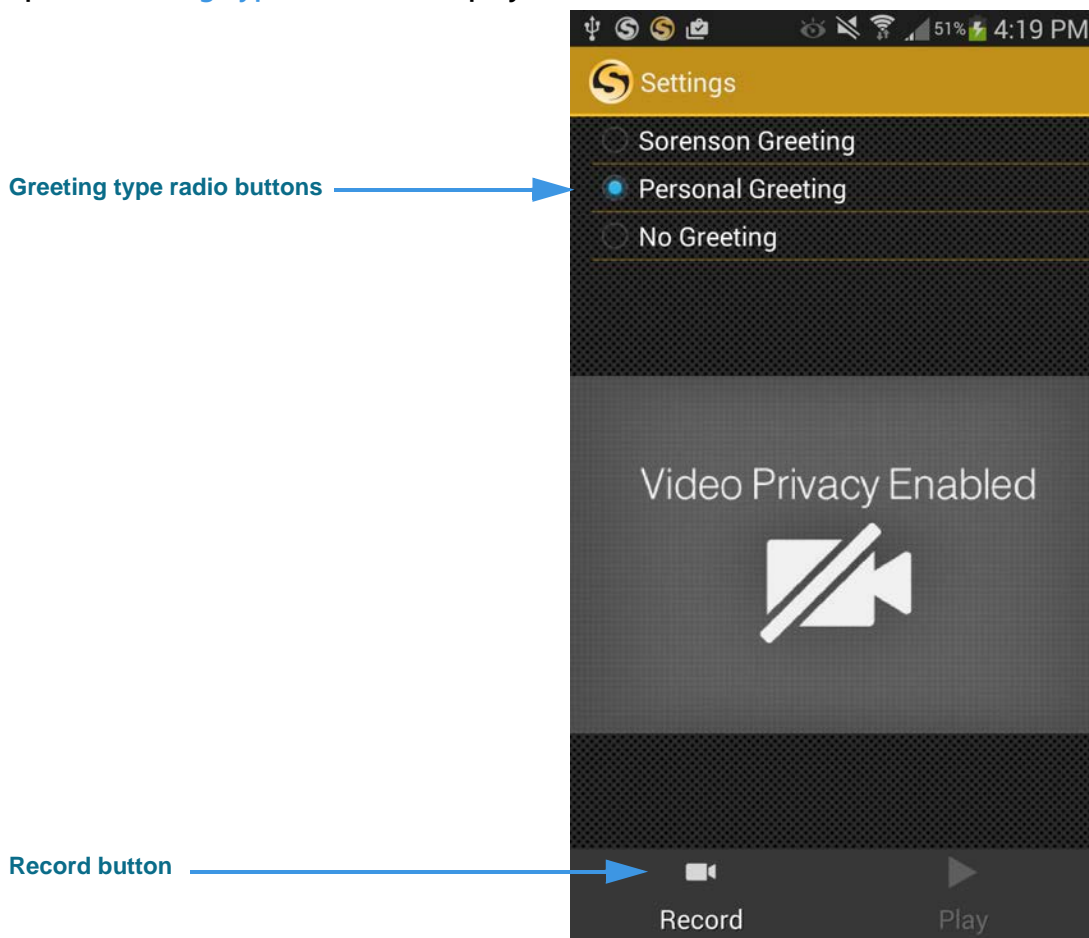


Figure 45 — *SignMail Settings Greeting Type* screen

Notice the three greeting type buttons located in the top of the screen. You can choose to use the **Sorenson Greeting**, record a **Personal Greeting**, or use **No Greeting**.

You can select the **Record** button to record a greeting. You can select the **Play** button to play either the Sorenson Greeting or a Personal Greeting that you have recorded.

Step 4. Tap the **Record** button to display the screen shown below.

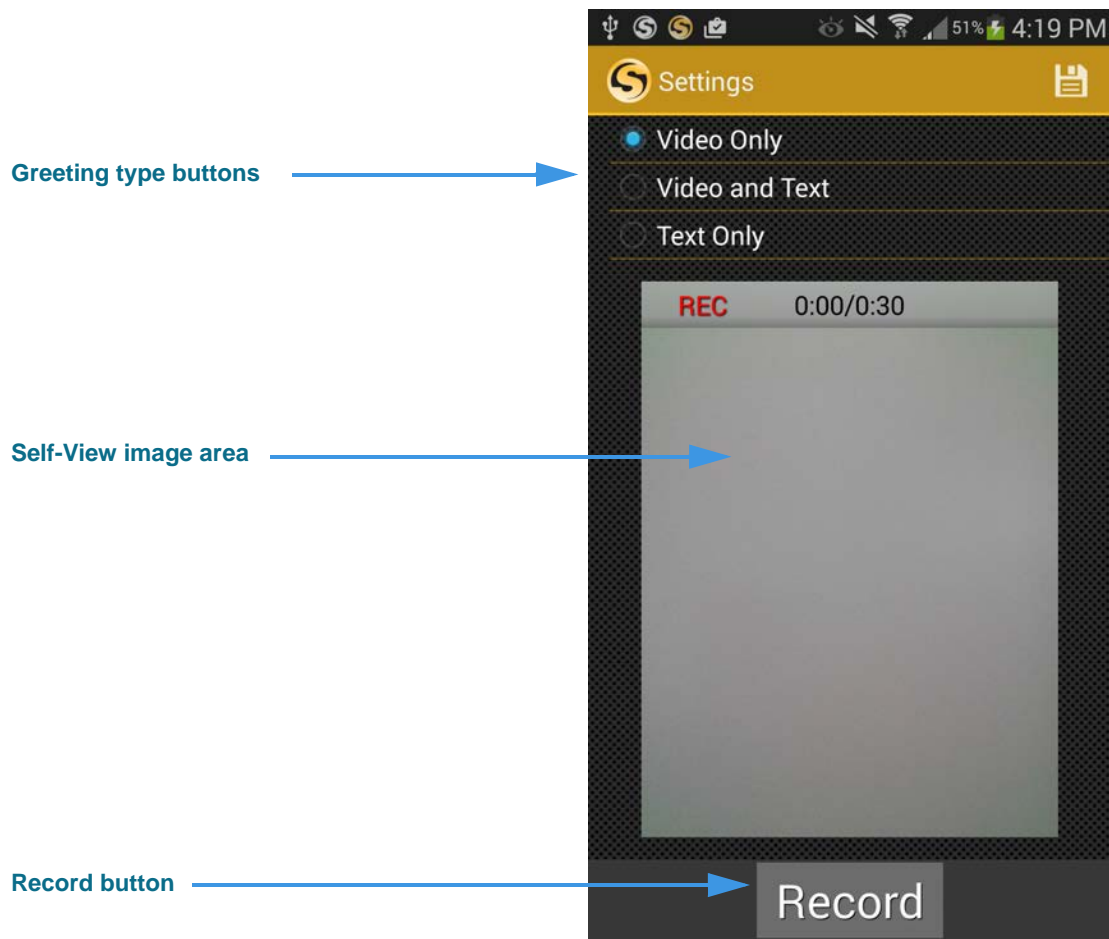


Figure 46 — Record Greeting screen, Video Only button selected

Notice the three greeting type buttons near the top of the screen. You can choose one of three greeting options:

- Select the **Video Only** option to record up to a 30-second video of yourself.
- Select the **Video and Text** option to add a text field at the bottom of the Self-View area in which you can type a short text message using your computer's keyboard. The text message appears over the video image that you record.
- Select the **Text Only** option to remove the video image from the recording. Only the text you enter in the field will be shown as your 30-second greeting video.

The **Record** button is used to start a recording. The Self-View image area shows the image being captured by the device's camera.



## Use Personal SignMail Greeting

- Step 5. To record, first tap the **Video Only** button and then tap the **Record** button to display the screen shown below.

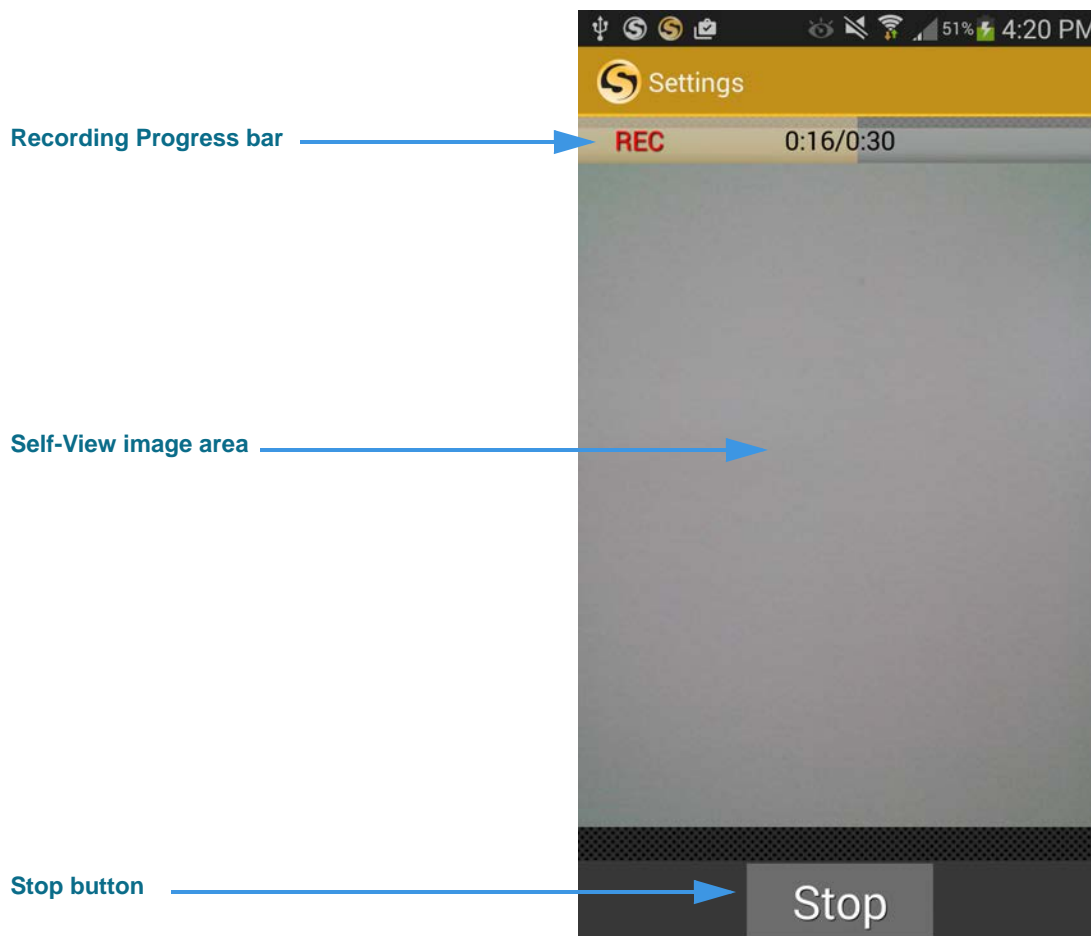


Figure 47 — Record Greeting screen, recording in progress

Notice that once recording has started, the **Recording Progress** bar appears and begins to move from the left to the right of the screen. The bar shows the elapsed time of the recording compared to the 30-second limit. The **Stop** button has replaced the Record button. You can stop the recording at any time by selecting the Stop button. The recording will stop automatically at the end of the 30-second limit.

Step 6. When finished recording, tap the **Stop** button to display the dialog shown below.

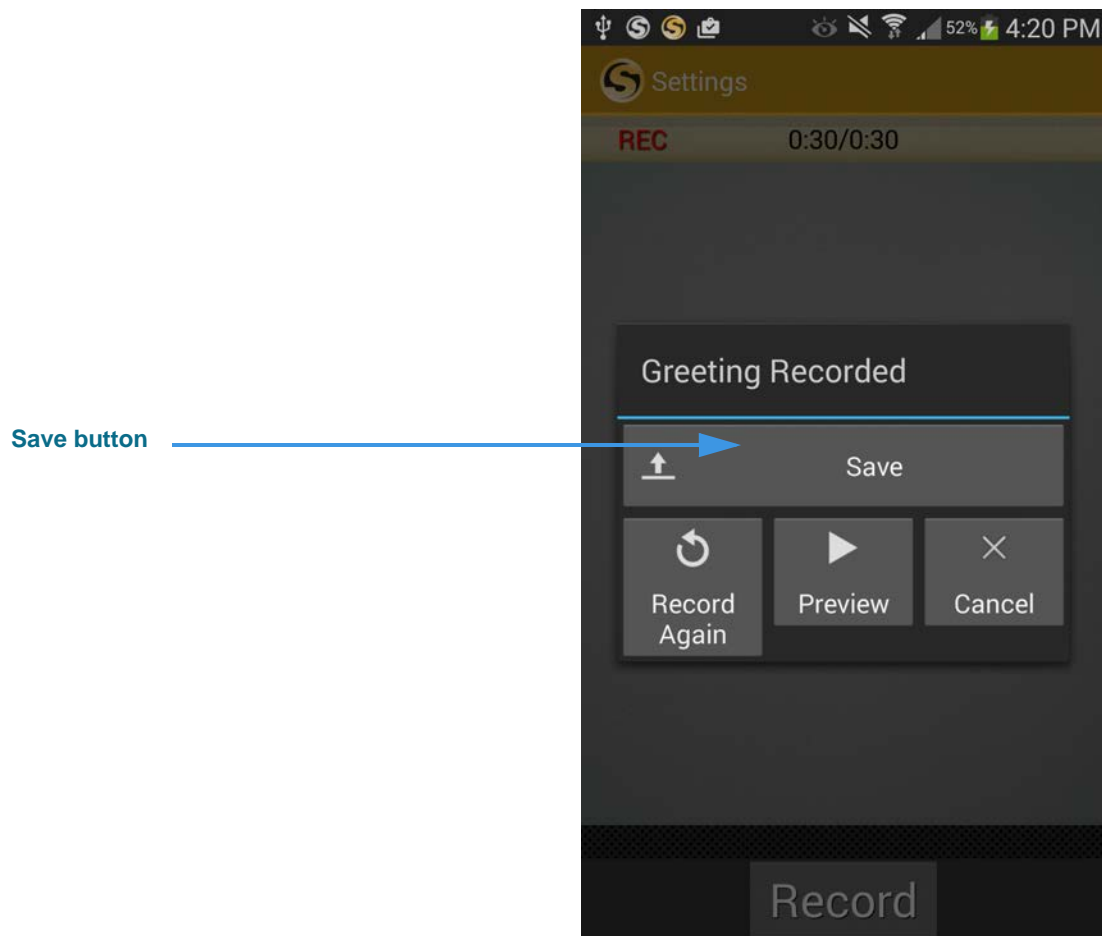


Figure 48 — Record Greeting screen, recording complete

Step 7. When finished recording, select the **Save** button to save your greeting video.

You can use the **Preview** button to view the video before saving. If you want to start over, select the **Record Again** button again to repeat the process. Use the **Cancel** button to exit and delete the recorded video.

If you want to record a video with text or a text only greeting, first select the correct greeting type button and then repeat the recording process. For example, you might find it useful to add a short text message to a video to provide a phone number you want to have callers use to reach you.

## Send Deaf SignMail

ntouch Mobile's Deaf SignMail feature lets you record and send SignMail videos for other Sorenson videophone users who do not answer your calls.

### To Record a Deaf SignMail

- Step 1. Dial the phone number for any Sorenson user. If the person you call does not answer, you will see a "SignMail Greeting" video as shown below.

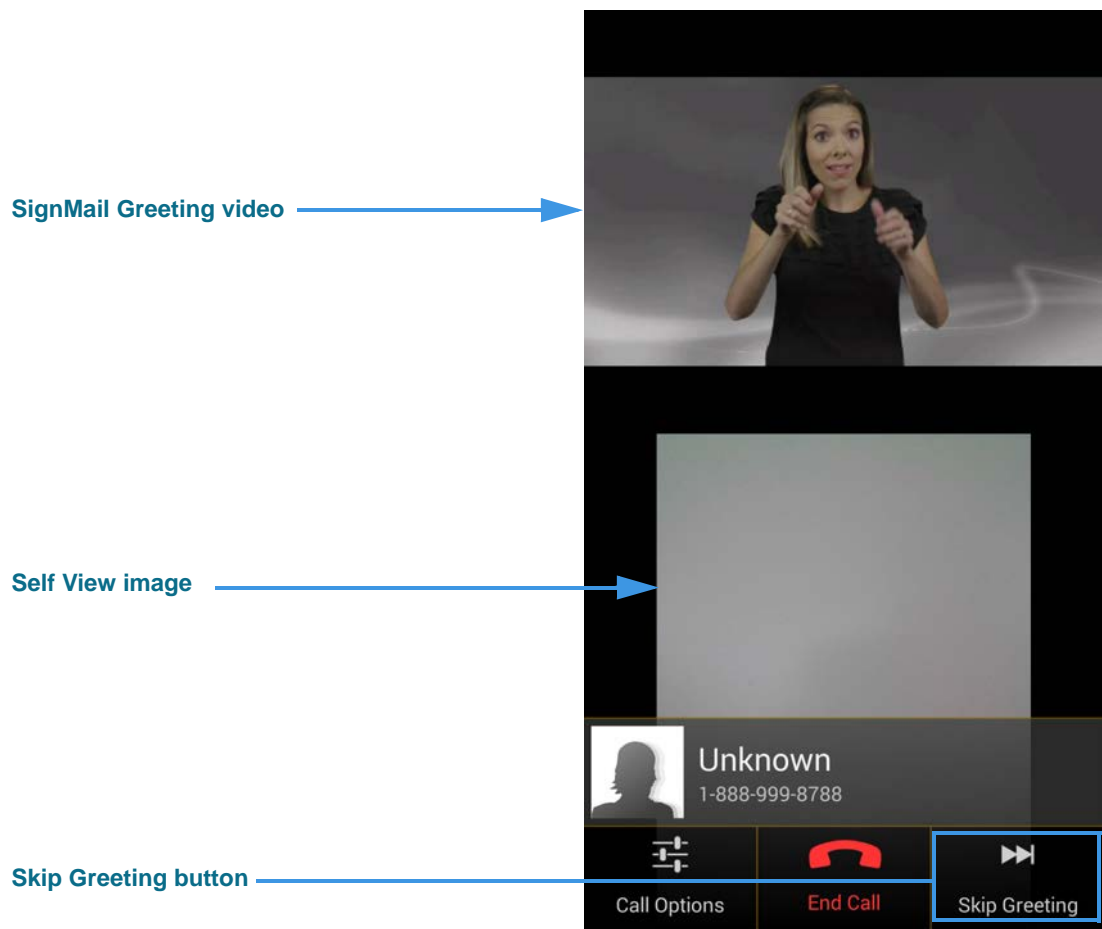


Figure 49 — Deaf SignMail Greeting video

You can tap the **Skip Greeting** button at the bottom-right of the screen to stop playback of the greeting video and go directly to the recording screen. If this button is not visible, touch the screen anywhere to display the menu bar.

Step 2. The greeting video ends with a “Ready, Set, Go” signal shown below.

Ready, Set, Go signal

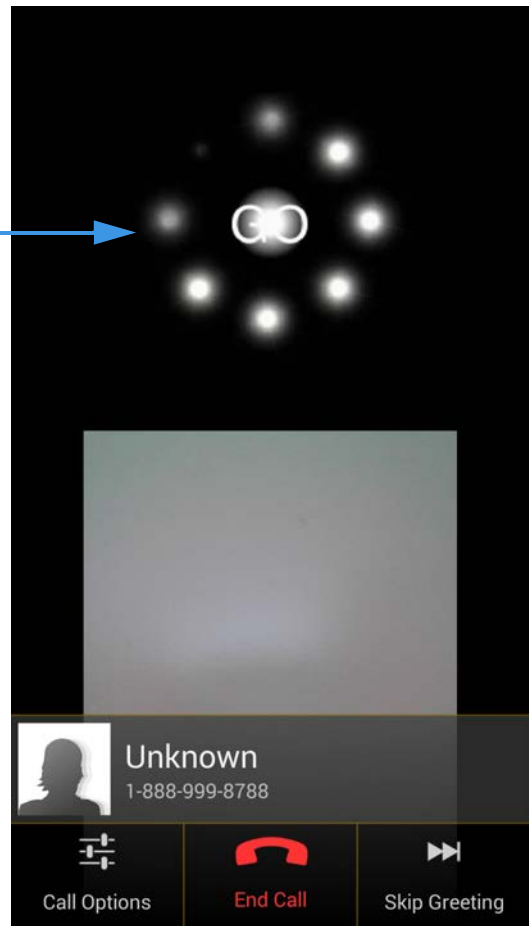


Figure 50 — Ready, Set, Go signal

The Ready, Set, Go signal shows you that recording is about to begin. When you see this signal, put the device in a good position for recording your SignMail video.

## Send Deaf SignMail

- Step 3. You can start recording when you see the red **REC** indicator and the Progress bar shown below. You can record a video message of up to 60 seconds.

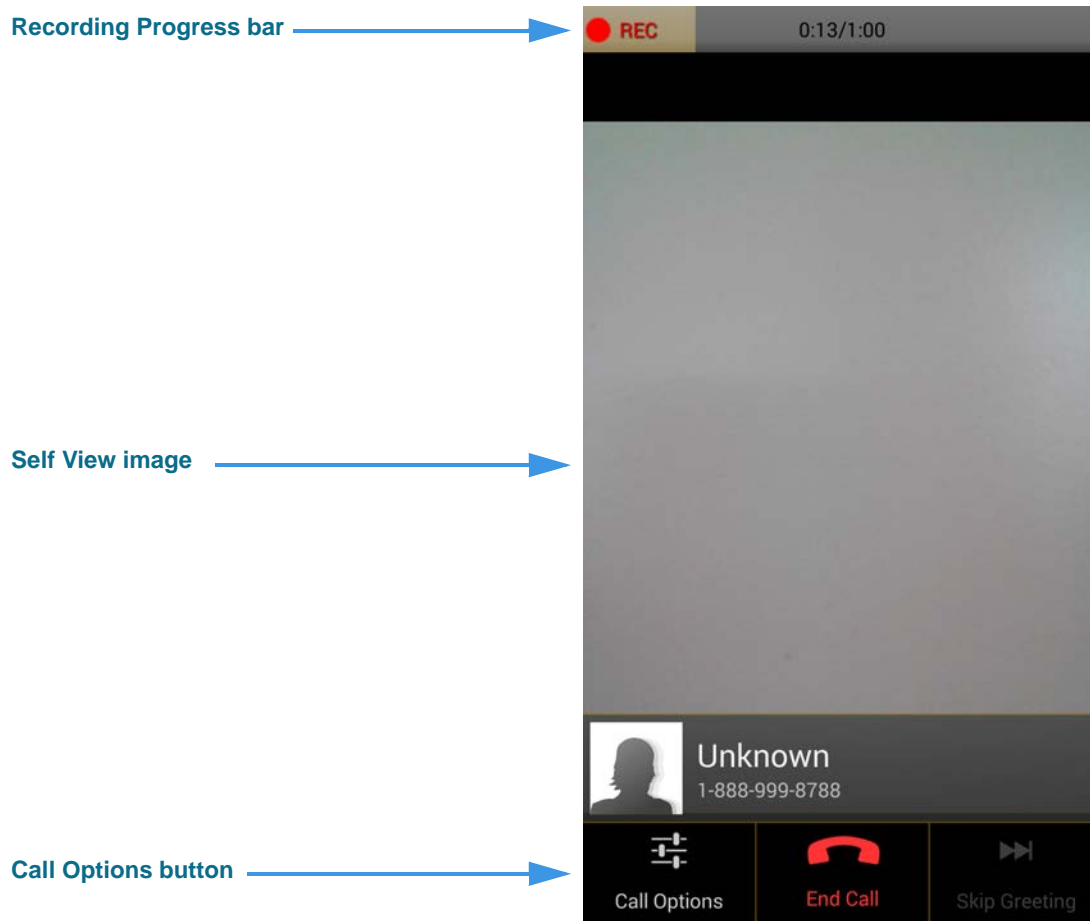


Figure 51 — Deaf SignMail recording screen

The Recording Progress bar shows how much time has elapsed since recording was started. You can record for the full 60 seconds or you can choose to end the recording sooner. This sample image shows the menu bar open at the bottom of the screen. The menu bar will disappear after a few seconds, but you can recall it by tapping the screen.

You can tap the **End Call** button to stop the recording of the SignMail video before 60 seconds.

You can tap the **Call Options** button to display the Share features to share text, contacts, or location. See **Page 23** for details.

- Step 4. When recording stops automatically, or after you tap the [End Call](#) button, a pop-up dialog will appear as shown below.

Confirm SignMail Send dialog

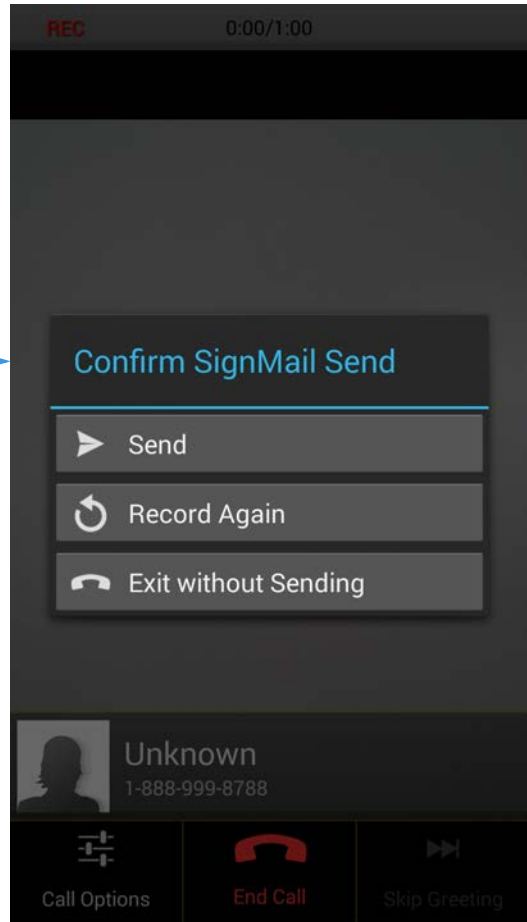


Figure 52 — SignMail recording, Confirm SignMail Send menu

The pop-up dialog shows three options. You can choose to **Send** the video you recorded, to **Record Again**, or to **Exit without Sending**. If you exit, you will also discard the video.

- Step 5. Tap the [Send](#) button to send the SignMail video.
- Step 6. You will then be back at the Home screen.

# View Your SignMails

ntouch Mobile's *SignMail* screen lets you view SignMail videos received from both hearing callers through SVRS and from other deaf Sorenson users.

## To View a SignMail

Step 1. Tap the **SignMail** button to open the screen shown below.

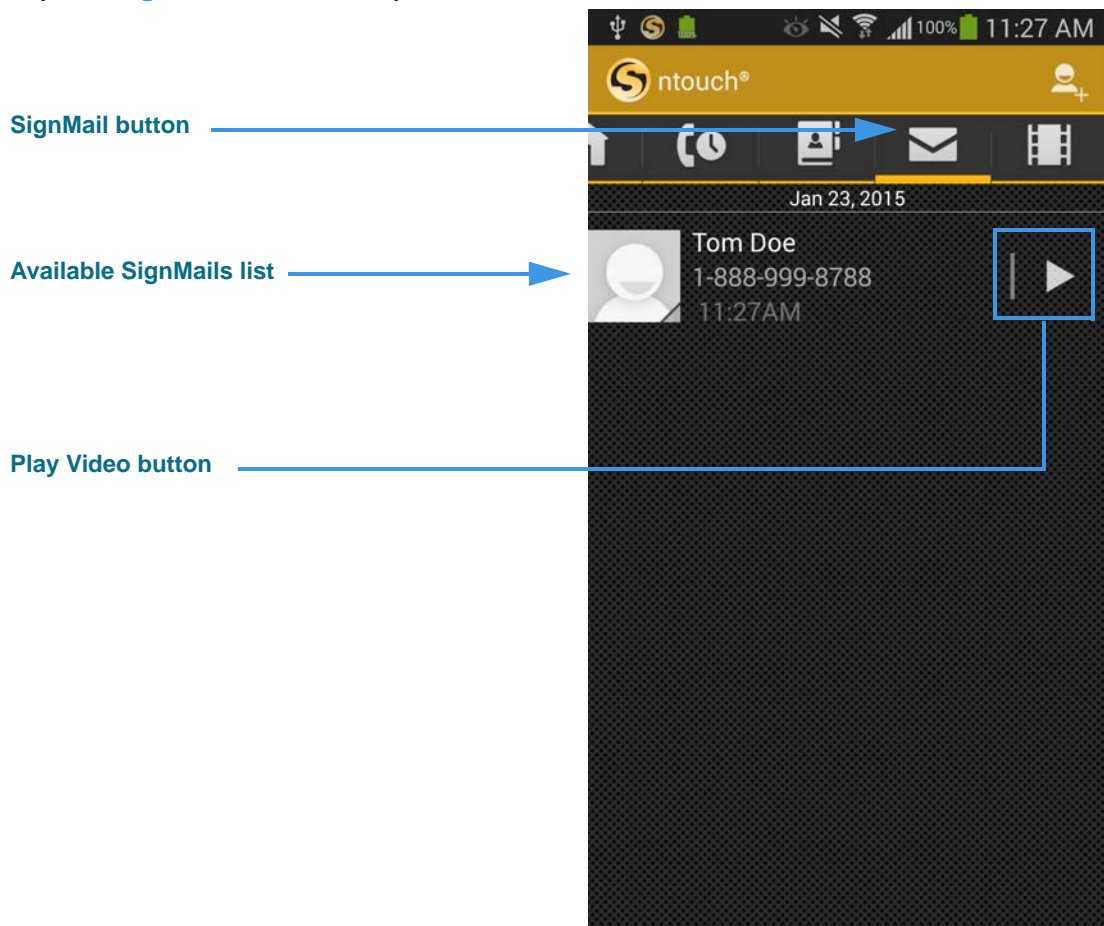


Figure 53 — *SignMail* screen

The list of available SignMail videos is shown in the center of the screen. This sample image shows just one video in the SignMail List.

The **Play Video** buttons are located at the right of each entry in the list. The phone number associated with the SignMail and the date and time the video was received are shown as part of each entry in the list.

Step 2. Tap on the **SignMail name** to open the screen shown below.

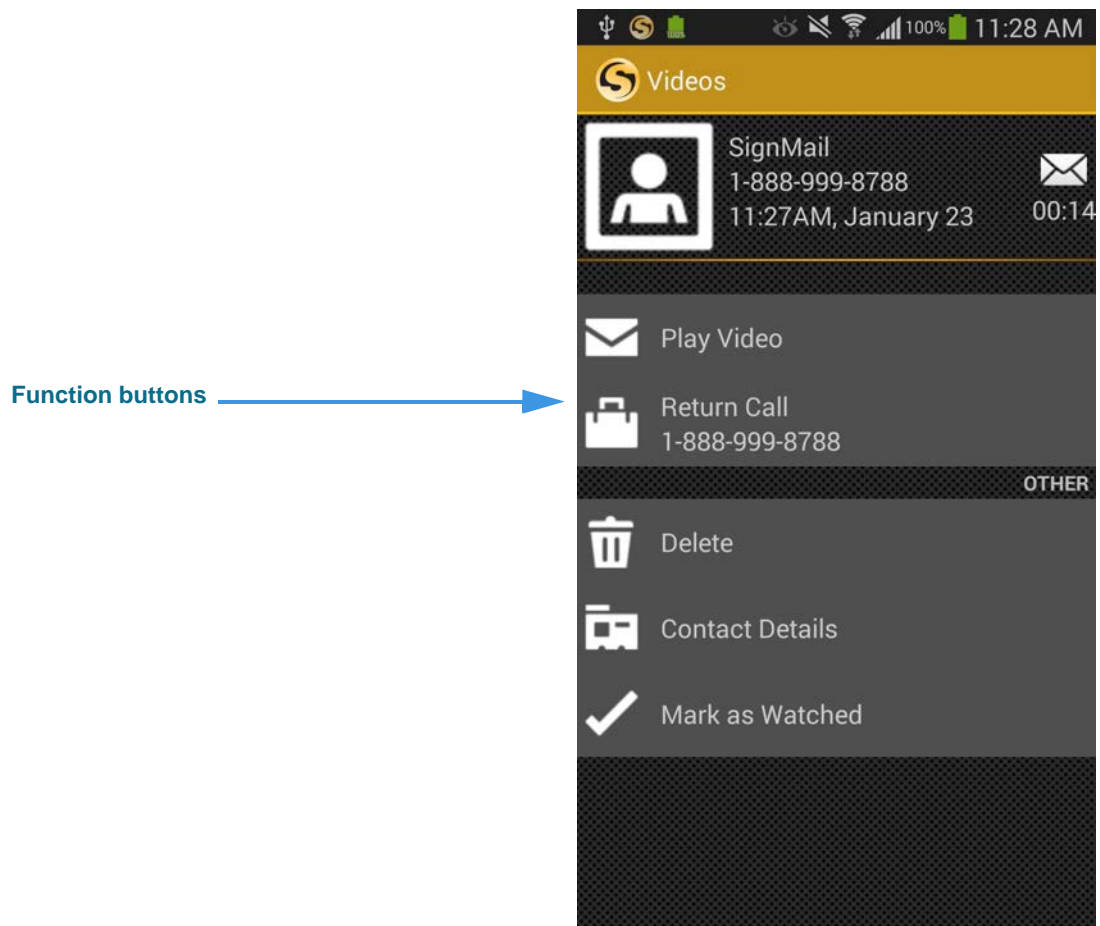


Figure 54 — SignMail Functions screen

This is the SignMail functions screen. You can choose the **Play Video**, **Return Call**, **Delete** and **Contact Details** and **Mark as Watched** functions.

The **Delete** button is used to delete just this one SignMail. You *cannot* recover deleted SignMails.



## View Your SignMails

Step 3. Tap the **Play Video** button to open the screen shown below.

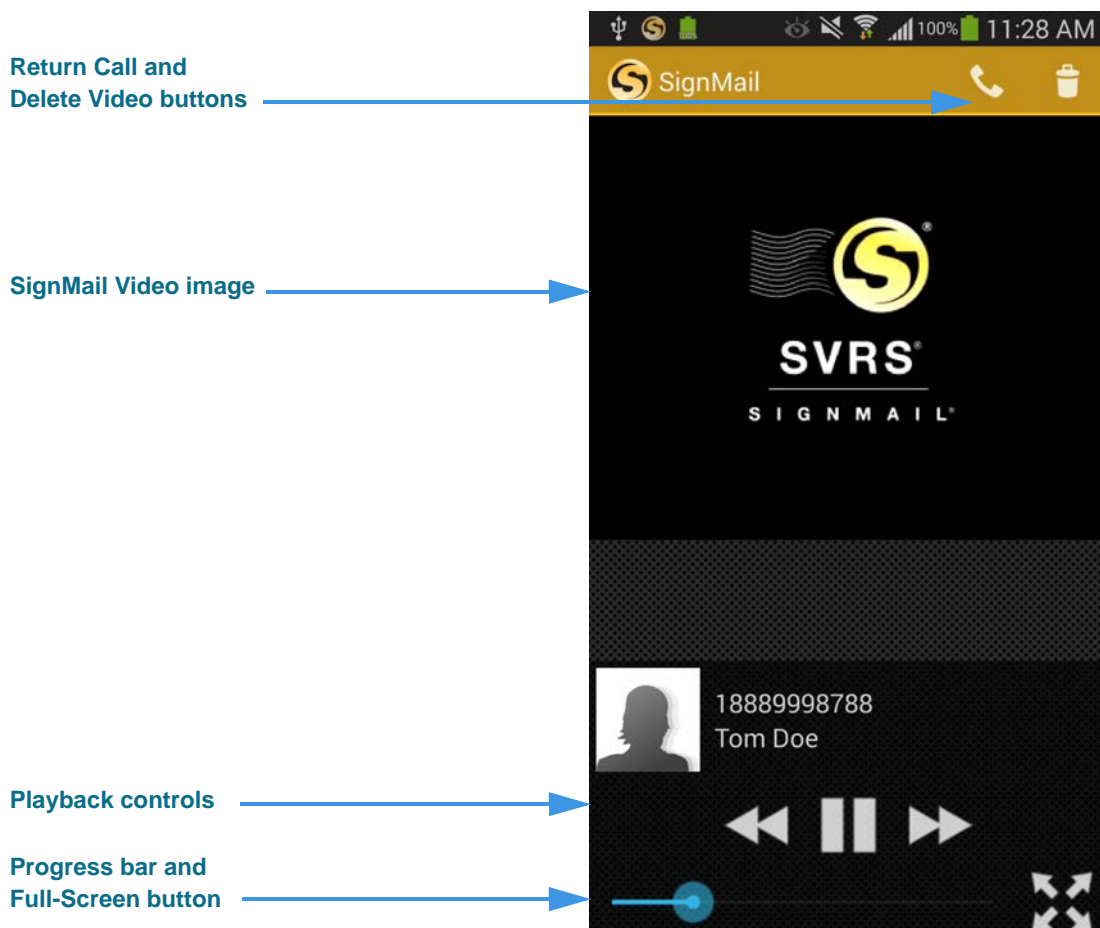


Figure 55 — SignMail Playback screen

The **Return Call** and **Delete Video** buttons are located at the top-right of the screen. These buttons duplicate the functions on the previous screen.

The middle area of the screen contains the video image area. The **Playback** controls, **Progress Bar**, and **Full-Screen** button are near the bottom of the screen. Tapping the Full-Screen button will use the entire screen area for the video image.

## To Delete SignMails

Step 1. Tap the device's **Menu** button to open the pop-up menu shown below.

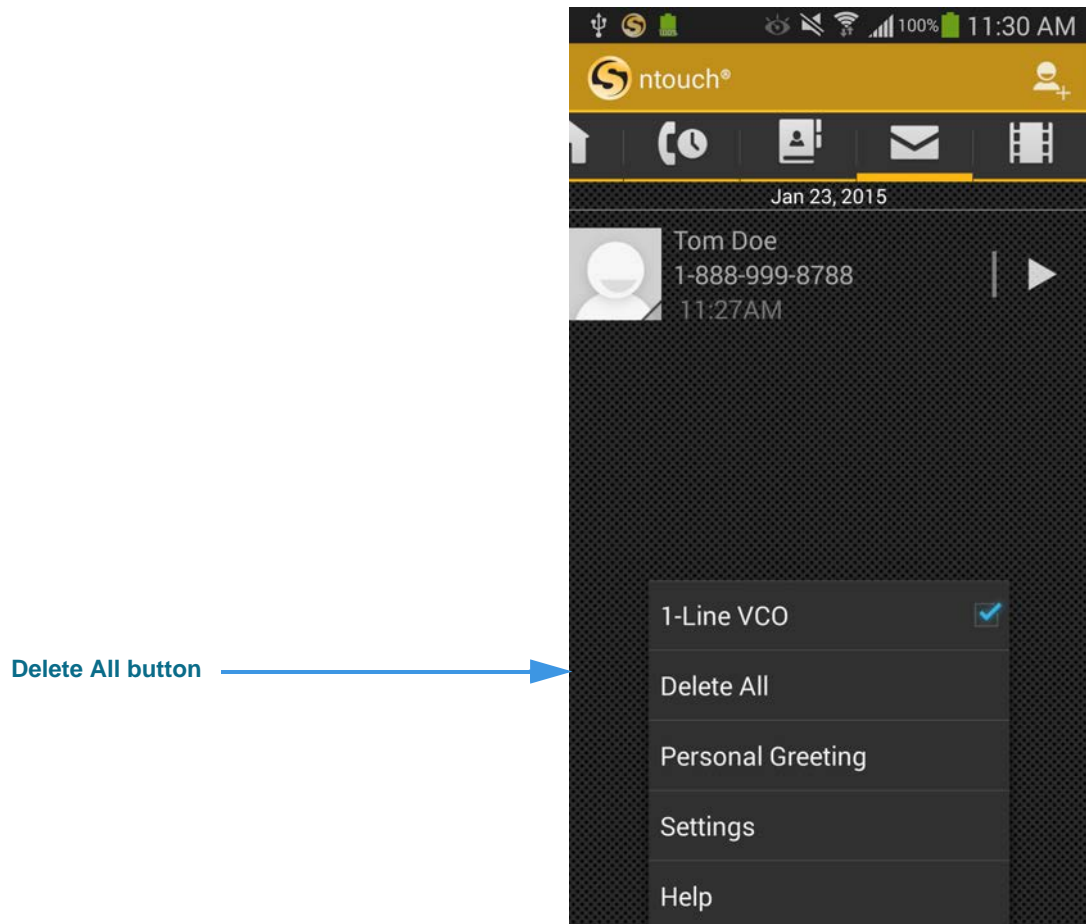


Figure 56 — Menu drop-down menu on *SignMail* screen

You can use the **Delete All** button to permanently delete *all* of the videos from the *SignMail* screen at once. Keep in mind you *cannot* recover deleted videos.

You can use the **Personal Greeting** button to open the *SignMail Settings* screen. You can use the **Settings** button to open the main *Settings* screen.

Step 2. Tap the **Delete All** button to delete all SignMail videos at once.

**Note:** *Most often, you will want to delete videos one at a time instead of the entire list all at once. See **Step 6 on Page 67** to see how to delete individual videos. Remember, you cannot recover any SignMail videos that you delete.*

## View Your SignMails

---

Step 3. Tap the **Delete All** button to open the dialog shown below.

Delete confirmation dialog

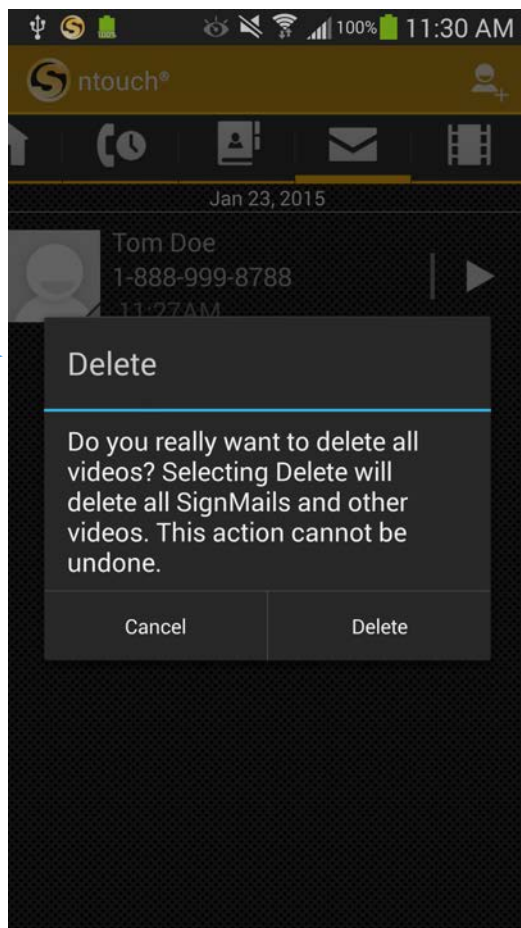


Figure 57 — Delete dialog

---

Step 4. Tap the **Delete** button to delete all SignMails. Tap **Cancel** to exit without deleting.

Step 5. To delete just one video, first open SignMail functions screen shown below.

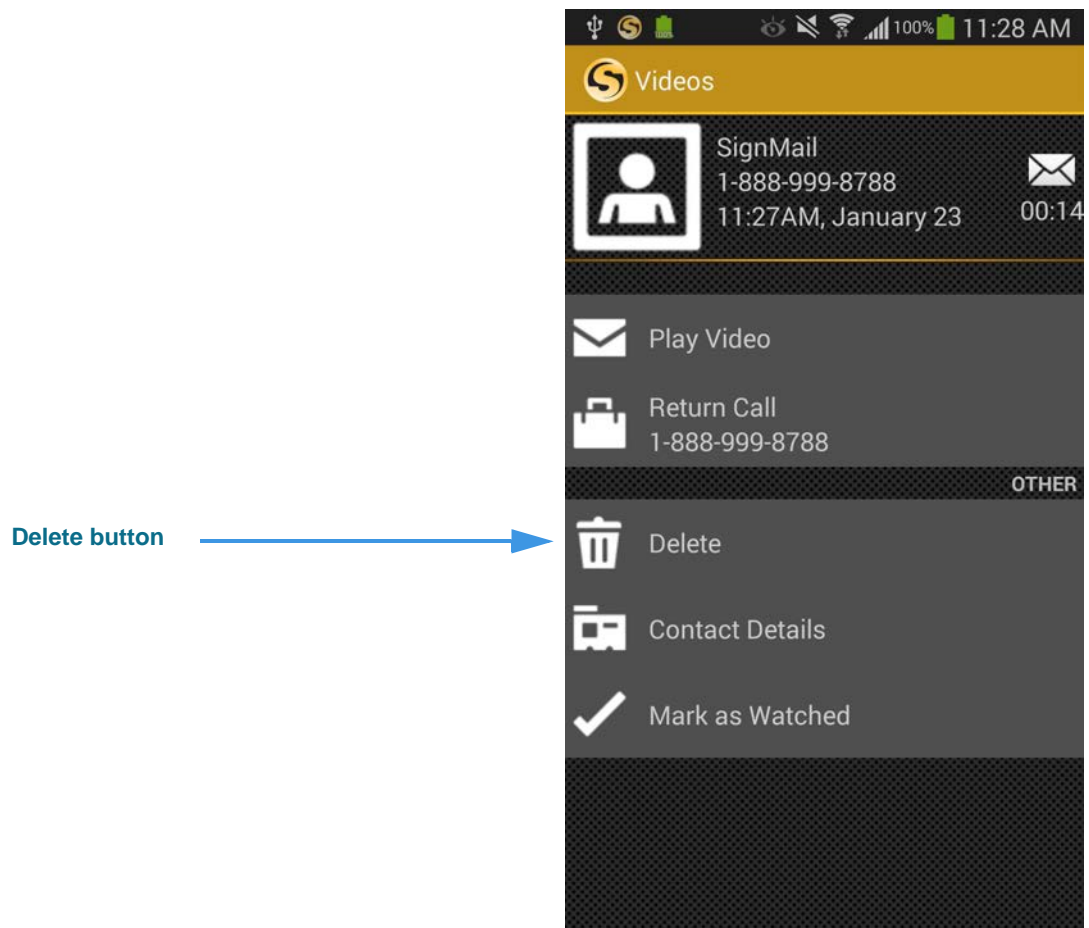


Figure 58 — SignMail Functions screen

You can use the **Delete** button to delete just this one SignMail.

## View Your SignMails

---

Step 6. Tap the **Delete** button to see the dialog shown below.

Delete confirmation dialog

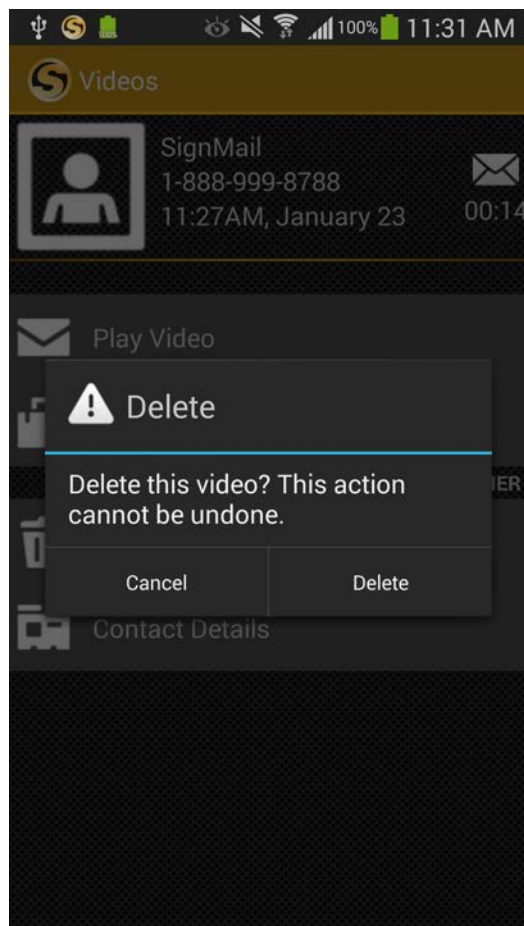


Figure 59 — Delete dialog

---

Step 7. Tap the **Delete** button to delete the selected SignMail. Tap **Cancel** to exit without deleting.

## See Call History

ntouch Mobile's *Call History* screen lets you see lists of your recent calls. You can choose to see a list of all calls, or just your missed calls, received calls, or placed calls. You can quickly place calls to any number in your Call History lists.

### To Use a Call History List

**Step 1.** Tap the **Call History** button to open the screen shown below.

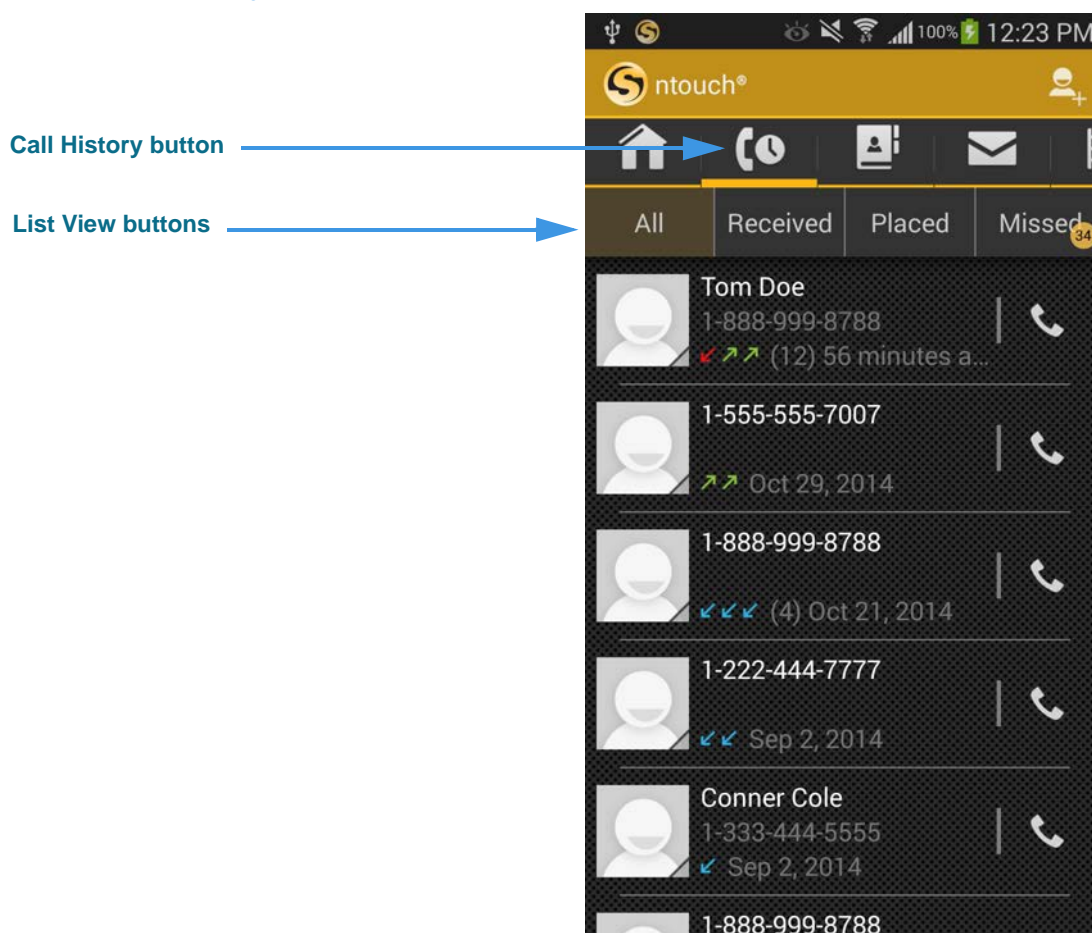


Figure 60 — *Call History* screen

This is the *Call History* screen. The **List View** buttons are used to display the **All**, **Received**, **Placed**, and **Missed** call lists. The default view is All calls.

## See Call History

Step 2. Tap the **Received** list view button to open the screen shown below.

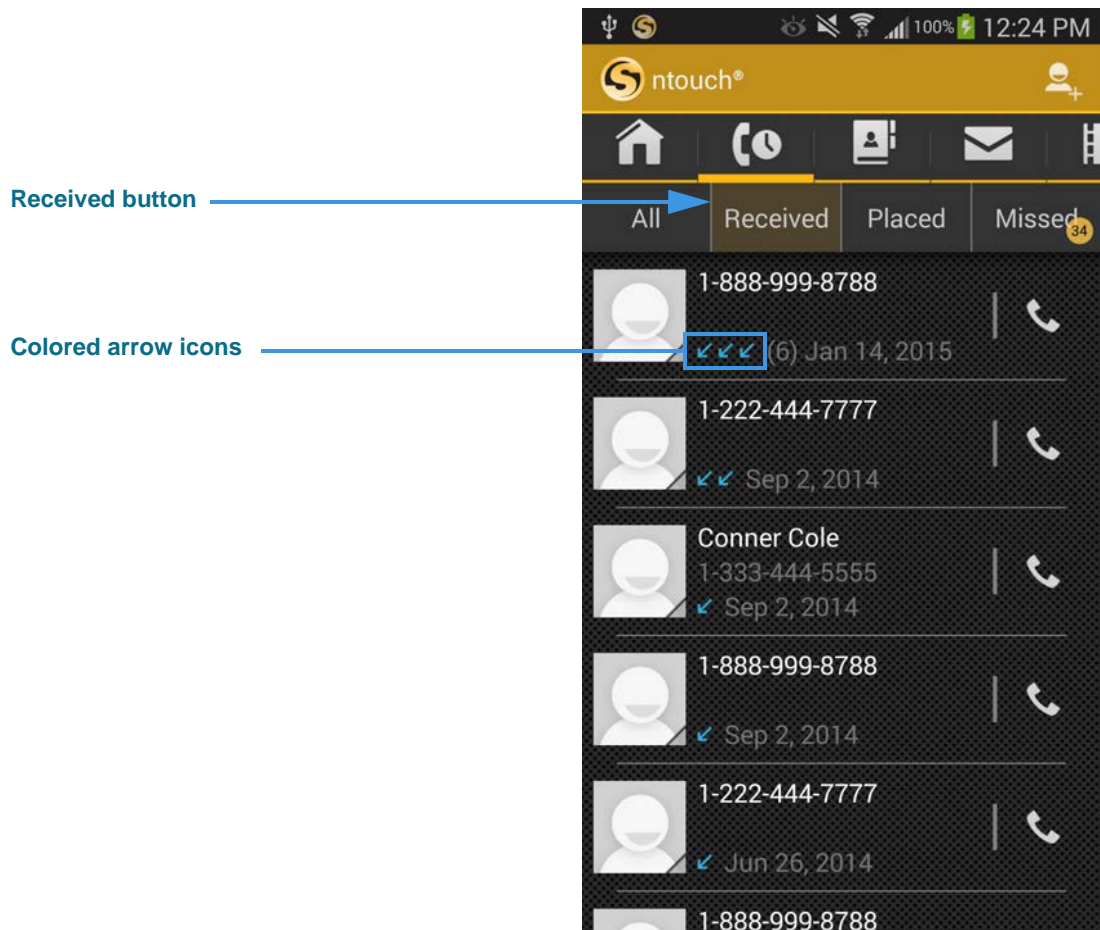


Figure 61 — Received calls list on *Call History* screen

Notice the colored arrow icons in each of the call records. A **green** arrow (points to the upper-right) indicates placed calls. A **blue** arrow (points to the bottom-left) indicates a received call. A **red** arrow (points to the bottom-left) indicates a missed call.

## To Return a Call

Step 1. Tap the **Return Call** button for any call on the screen shown below.

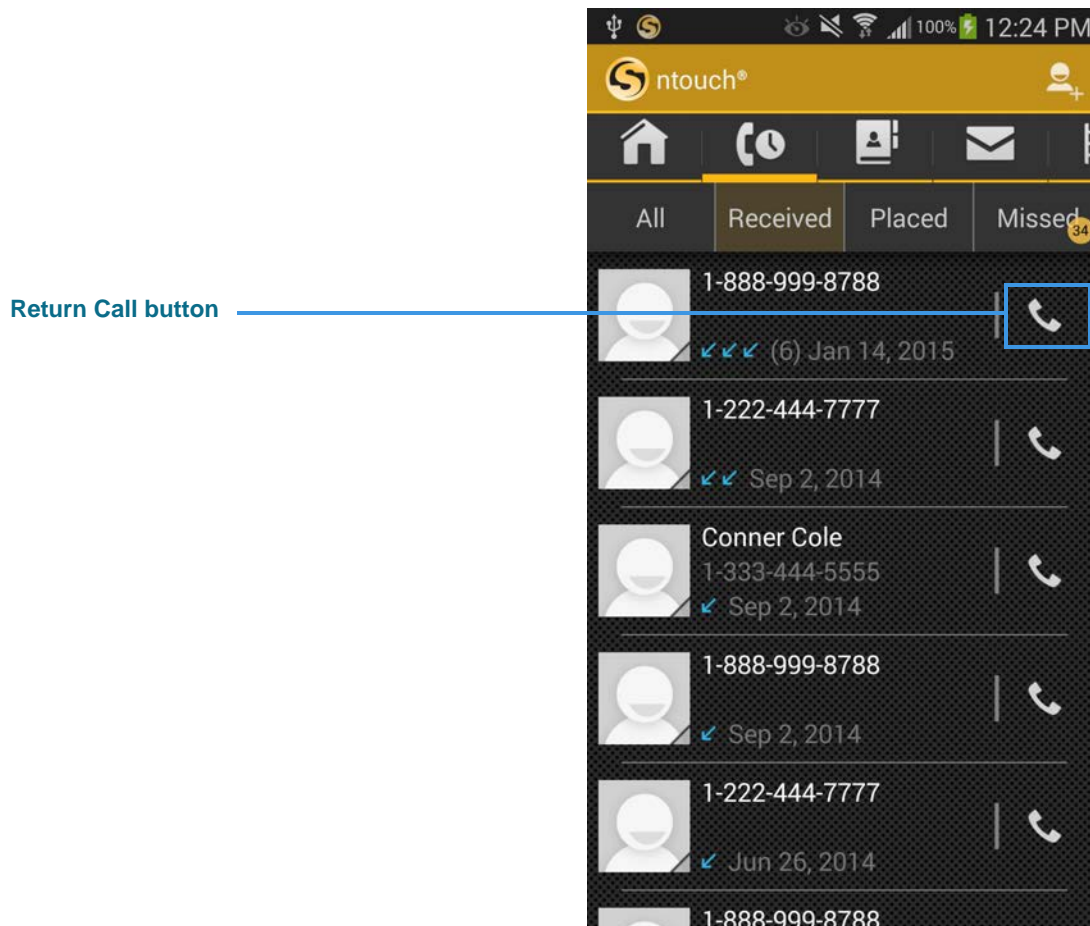


Figure 62 — Return Call button

- Step 2. Proceed with your call when the call dialing screen appears.
- Step 3. Hang up to end the call.



## See Call History

### To Add a Contact

- Step 1. To add a contact from the Call History screen, first find the **Add Contact** button as shown below.

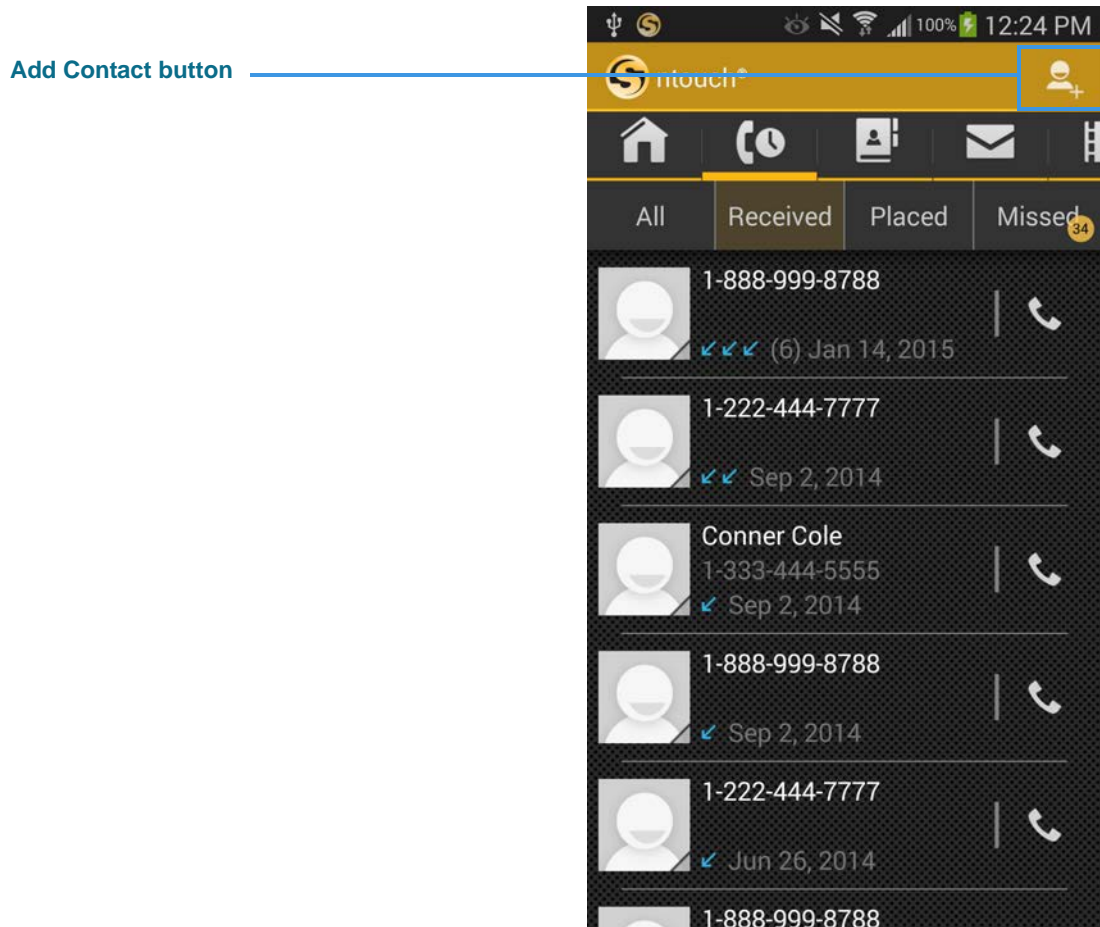


Figure 63 — Add Contact button

You can add a new contact by tapping the Add Contact button. Or, you can tap an avatar icon for one of the call history records to add a contact for that caller. In this case, the phone number associated with the call history record will be pasted into the “Home” phone number field for you.

If a contact’s name is shown in a call history record (for example, “Connor Cole” in the sample image), you can tap the avatar icon to open the Edit Contact screen at which you can make changes to the existing contact record.

Step 2. Tap the **Add Contact** button to display the screen shown below.

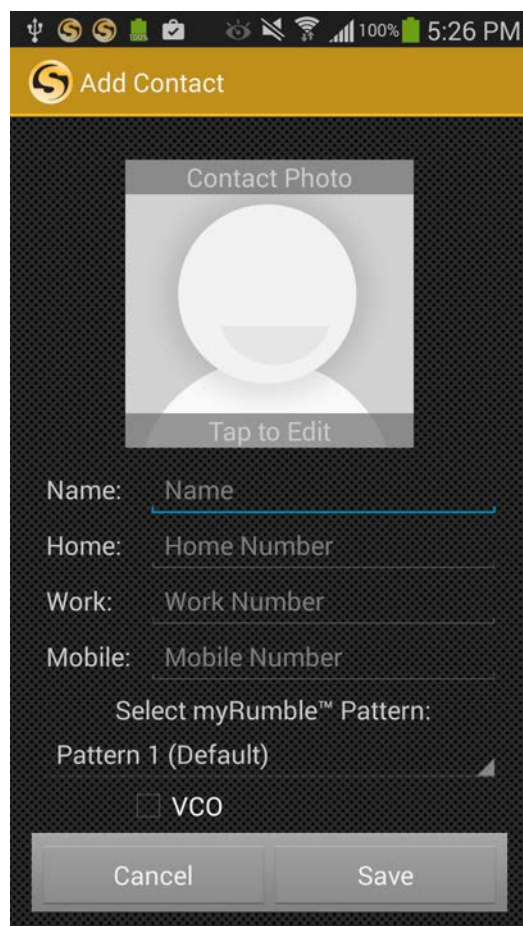


Figure 64 — Add Contact screen

To add a contact, fill in the fields on this screen. You can save up to three phone numbers per contact named **Home**, **Work** and **Mobile**. You can choose a custom myRumble pattern for this contact from the **Select myRumble Pattern** drop-down. You can also specify whether this contact will use VCO and/or a Spanish interpreter.

Step 3. Tap the **Save** button to save the new contact record.

## See Call History

### To Block a Caller

Step 1. Tap and hold (long-press) on any [call record you want to block](#) to open the screen below.

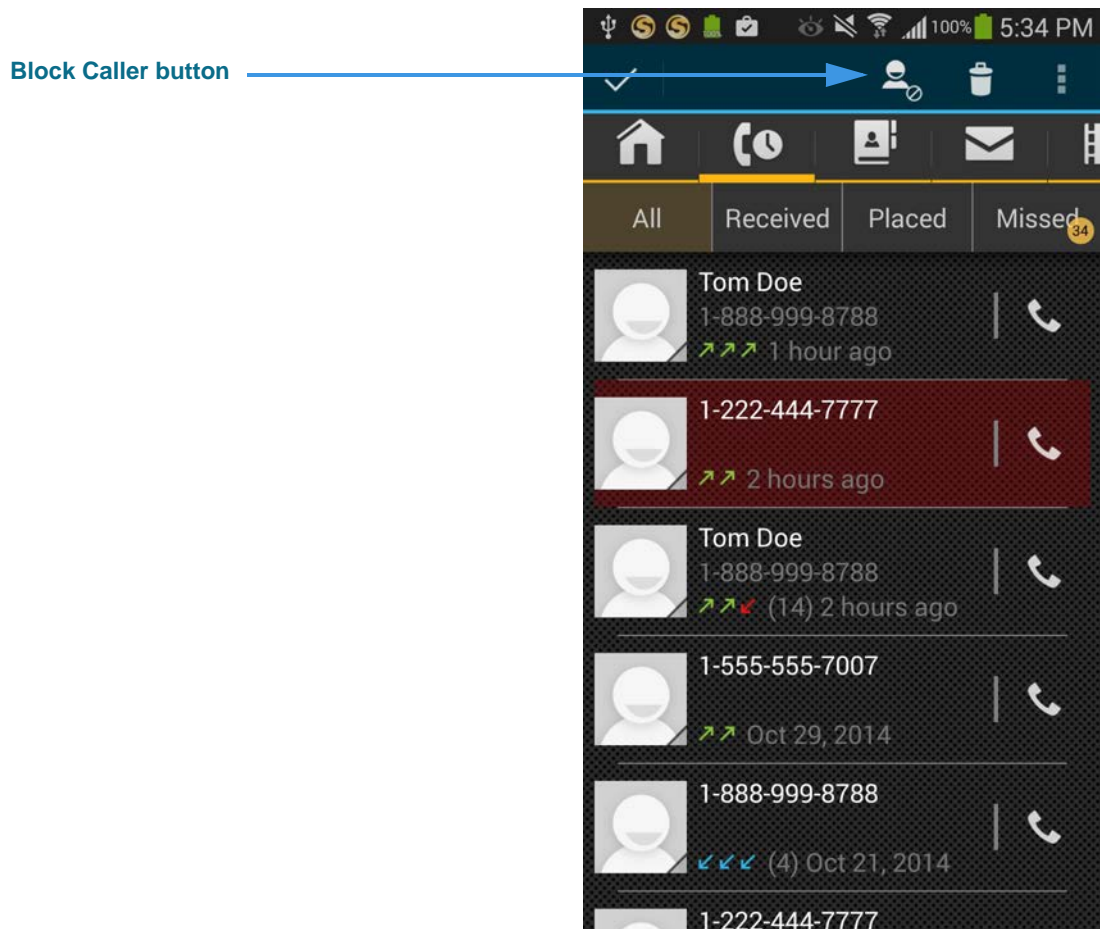


Figure 65 — Block Caller button on *Call History* screen

Notice the call record to be blocked is highlighted and the **Block Caller** button has appeared at the top-right of the screen. You can repeat the long-press tapping to select and highlight multiple call history items so that you can block several callers at once.

Step 2. Tap the [Block Caller](#) button to add the selected phone number(s) to the Block List.

## Add a Profile Photo

ntouch Mobile's Profile Photo feature lets you take a snapshot photo of yourself using your device's camera. Profile photos are stored with your Sorenson profile record.

When you make outgoing calls to other Sorenson endpoint users, your profile photo will be displayed in the incoming call dialog and will also appear in the Call History, SignMail and Phonebook lists if a contact record for your phone number is saved on the endpoint.

You have the option to choose how widely you will share your profile photo. You can choose to share your profile photo with *everyone* or you can choose to limit the sharing to *only those contacts* which are stored in your Phonebook. Do not add a profile photo if you never want anyone to see your photo.

### To Add a Profile Photo

Step 1. Tap the **Settings** button to display the screen shown below.

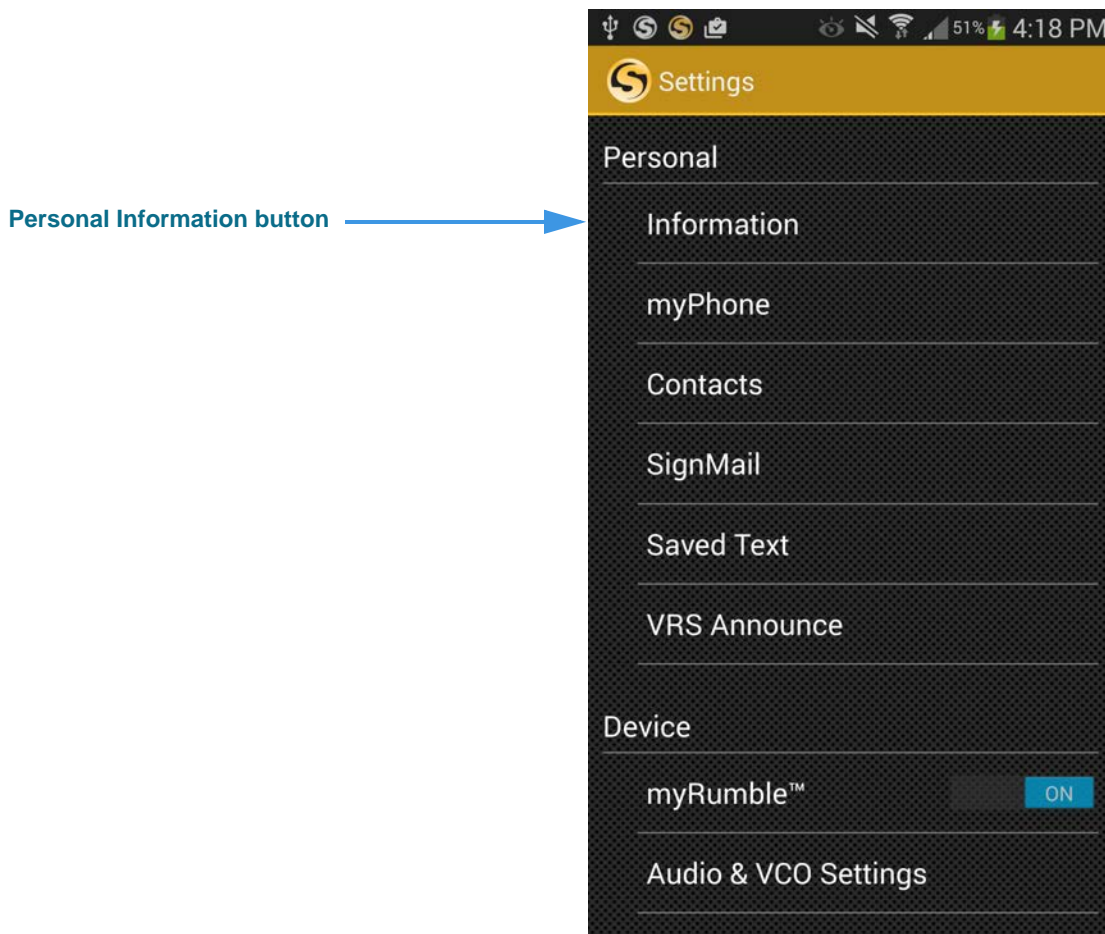


Figure 66 — Personal Information button on Settings screen

## Add a Profile Photo

---

Step 2. Tap the **Personal Information** button to display the screen shown below.

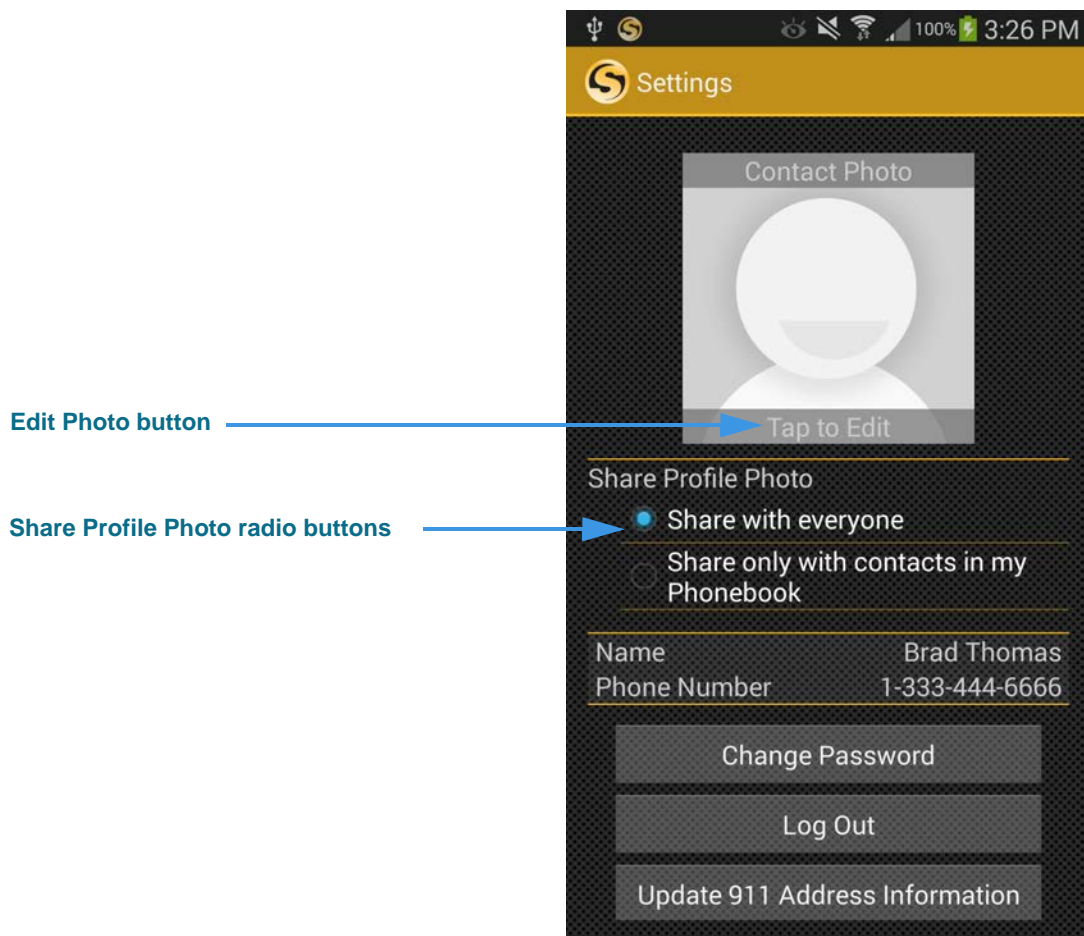


Figure 67 — Profile Photo buttons on *Personal* screen

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Notice the **Share Profile Photo** radio buttons. You can choose to share your profile photo with *everyone* or *only with contacts* in your Phonebook. If you do not want anyone to see a profile photo of you, then do not add one.

The **Edit Photo** button is used to add, change or remove a profile photo.

Step 3. Tap the **Edit Photo** button to display the screen shown below.

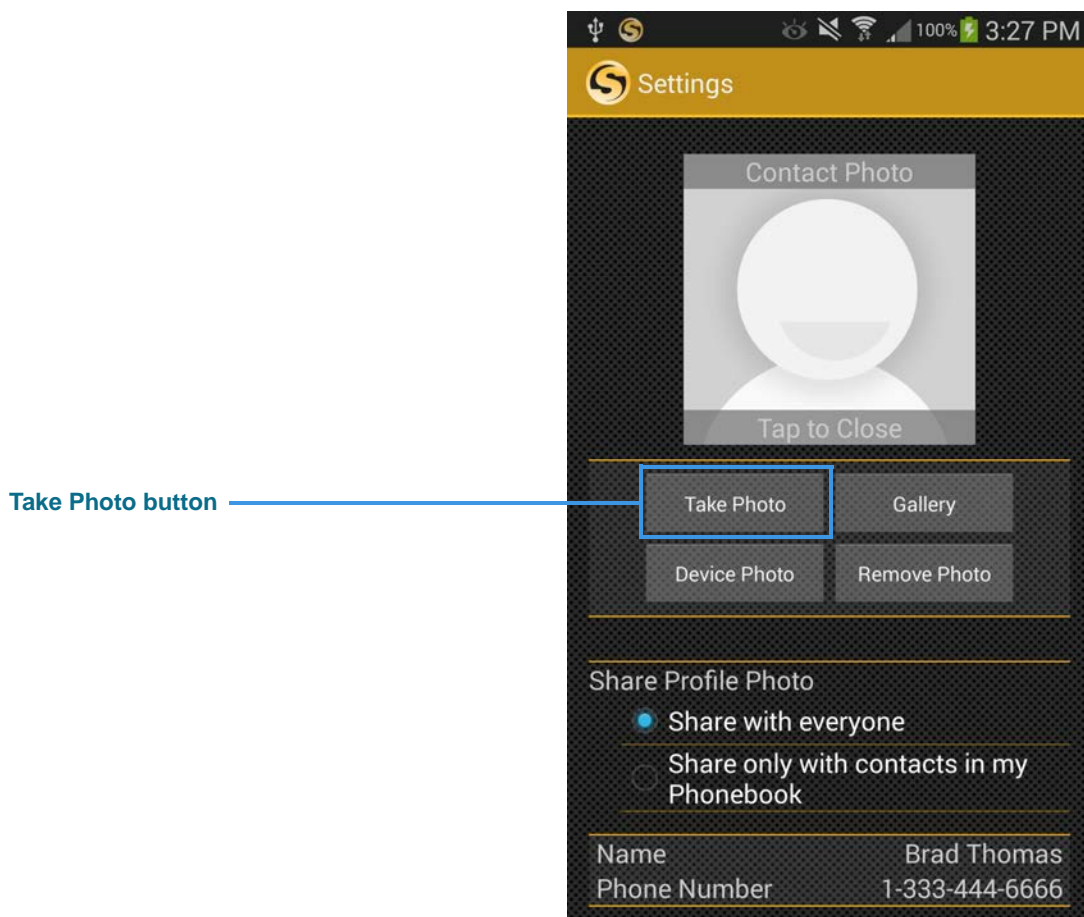


Figure 68 — Profile Photo buttons on *Personal* screen

Selecting the **Edit Photo** button has displayed these buttons in the middle of the screen:

- Select the **Take Photo** button to use your device's camera to take your photo.
- Select the **Device Photo** button to use the current photo, if any, stored with your device's user profile.
- Select the **Gallery** button to find and select a photo from your device's Gallery app instead of taking a photo.
- Select the **Remove Photo** button to remove the current photo from your profile.

## Add a Profile Photo

---

Step 4. Tap the **Take Photo** button to display the screen shown below.

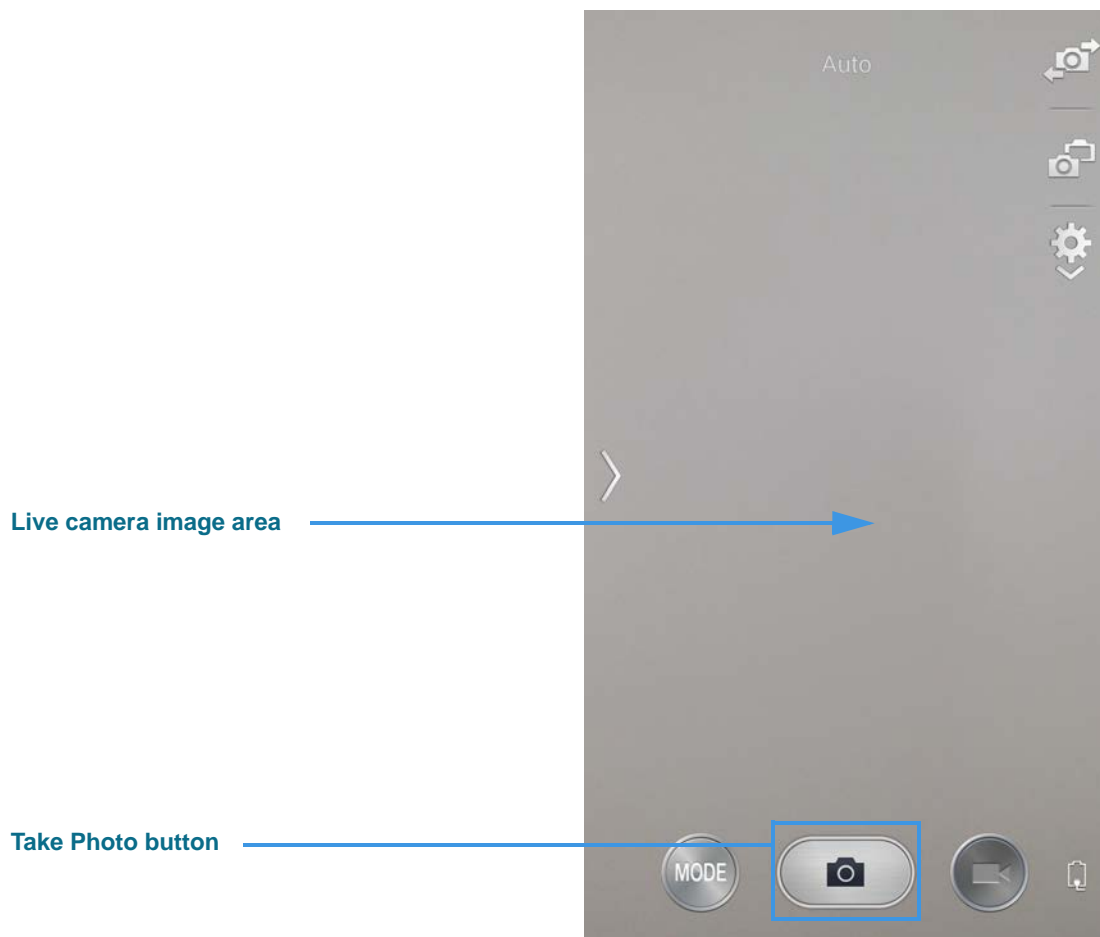


Figure 69 — Take Photo screen

---

Notice the oval button with a camera icon below the camera image area. After positioning the device to show the image you want, tap this button to take the photo.

- Step 5. Position yourself so that the live camera image area shows the photo you want to take. Then tap the white, unlabeled **Take Photo** button to take the photo and display the screen like the example shown below.

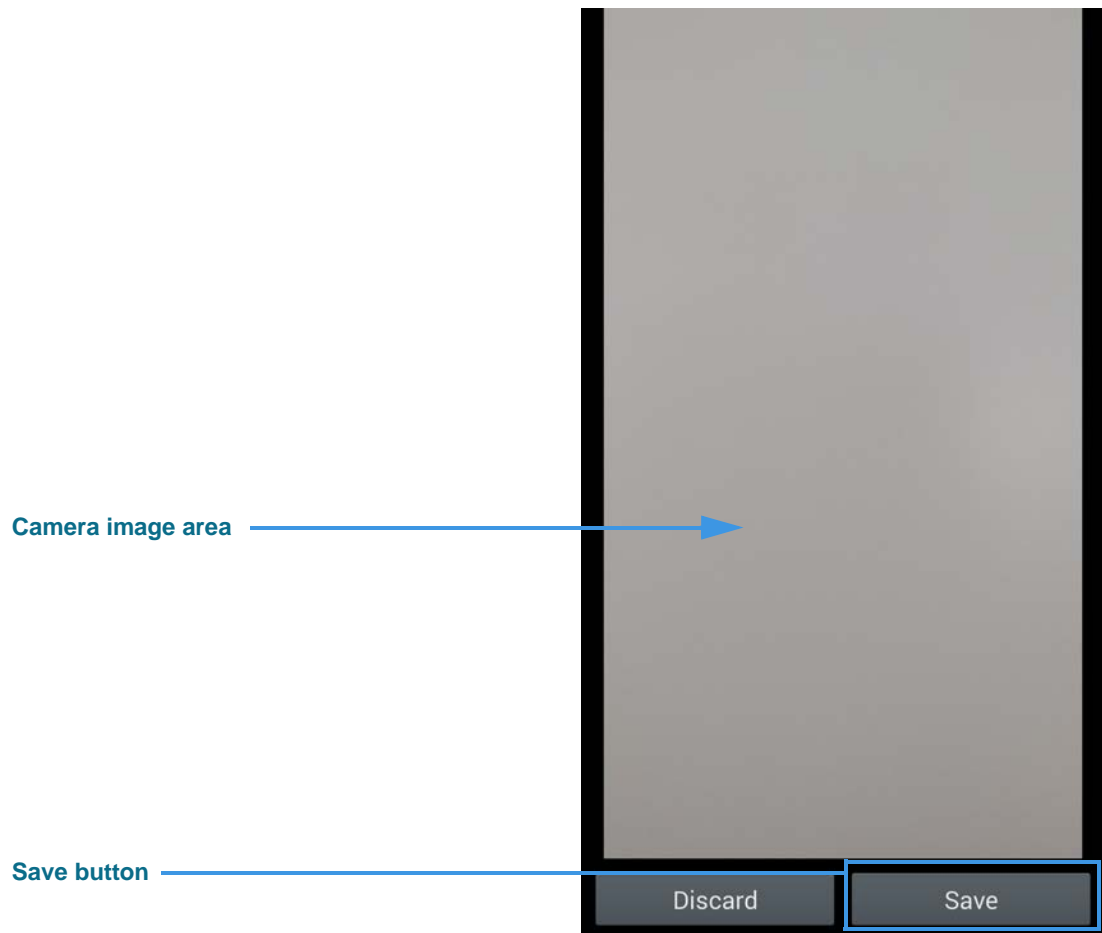


Figure 70 — *Save or Discard Photo* screen

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This screen shows the photo that you captured at the previous screen. The two buttons at the bottom of the screen let you **Discard** the photo or **Save** it as your Profile photo.

You can repeat the process of taking a photo until you are satisfied with the results.



## Add a Profile Photo

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Step 6. Tap the **Save** button to display the screen shown below.

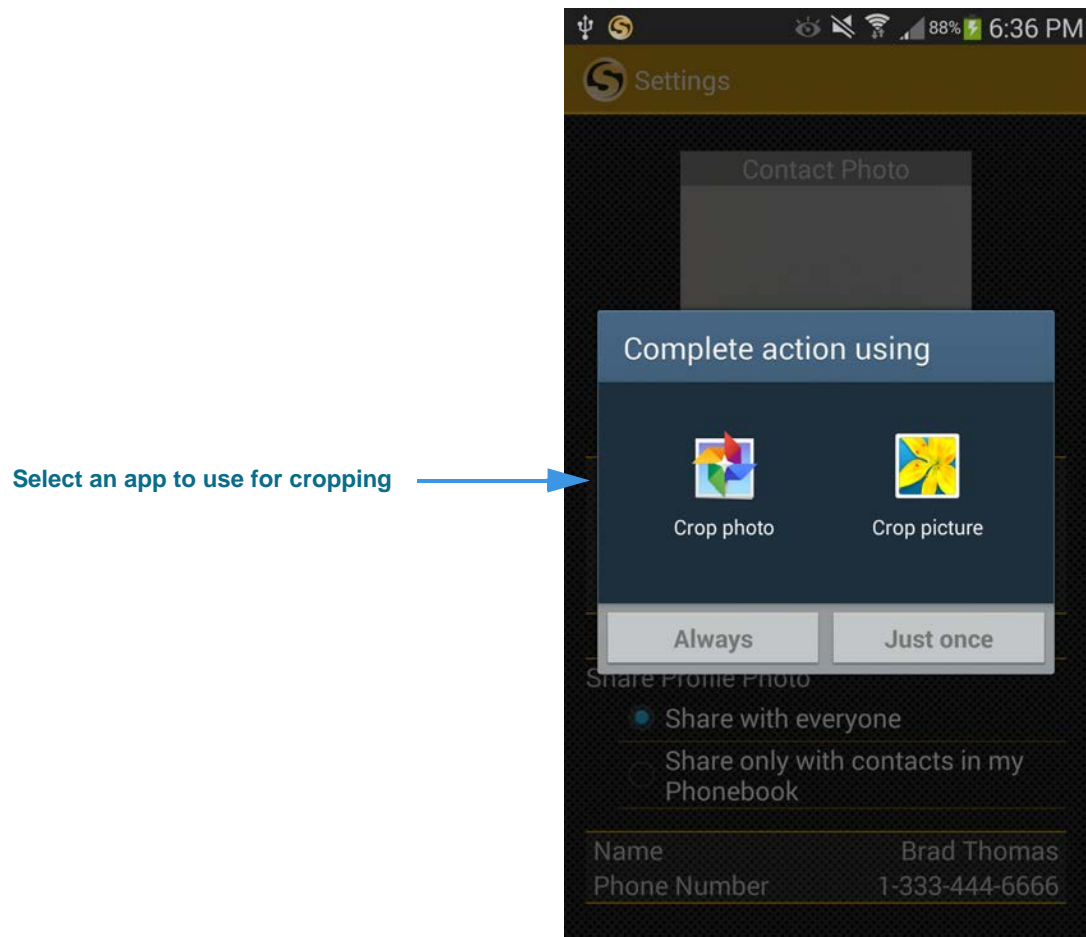


Figure 71 — *Complete action using* dialog

The Android operating system has displayed this *Complete action using* dialog which asks you to select which app you want to use to crop the photo.

- Step 7. Select one of the apps shown in the dialog. Tap the **Just once** button to display the screen shown below.

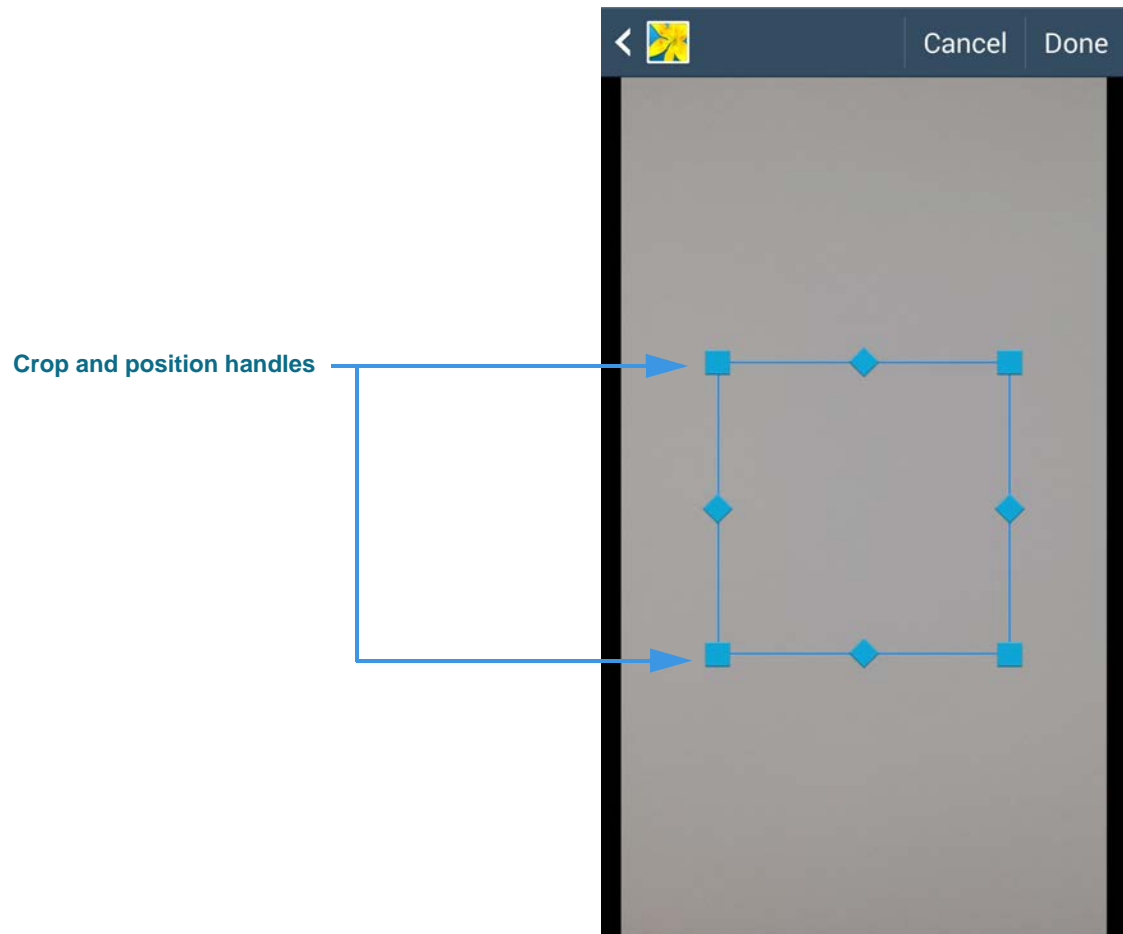


Figure 72 — Crop and position photo screen

- Step 8. Drag the crop and position handles to select the part of the image you want to use. Then select the **Done** button to save the photo to your Sorenson profile record.

## Add a Profile Photo

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### To Add a Photo to a Contact

You can add a photo to any of your Sorenson contacts. You can add the photo to an existing contact or at the time you create a new contact record. To use contact photos, you must first turn on (enable) the display of contact photos on the *Personal* screen.

- Step 1. Tap the **Phonebook** button to open the Phonebook screen.
- Step 2. Tap the **Contacts** button to open your Contacts list as shown below.

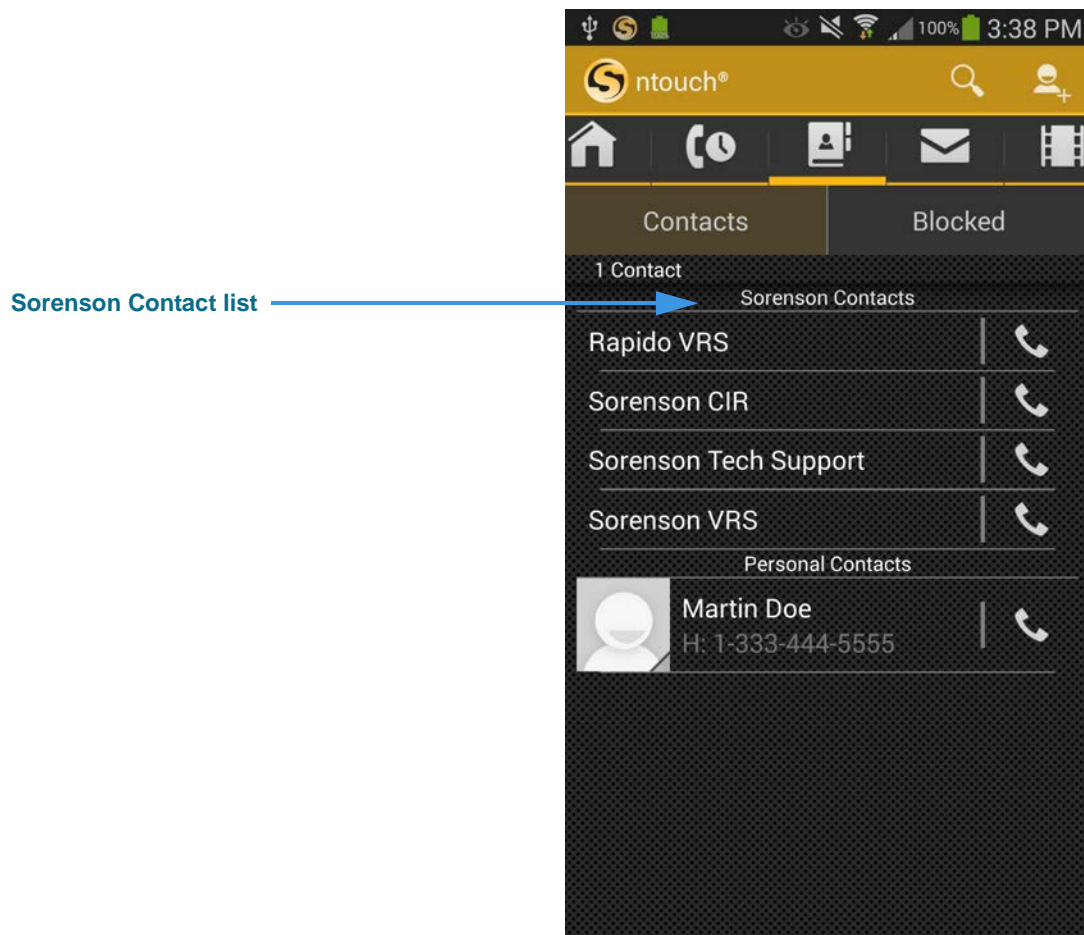


Figure 73 — Sorenson Contacts list screen

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- Step 3. Tap one of your **existing contact records** to display a screen like the example shown below.

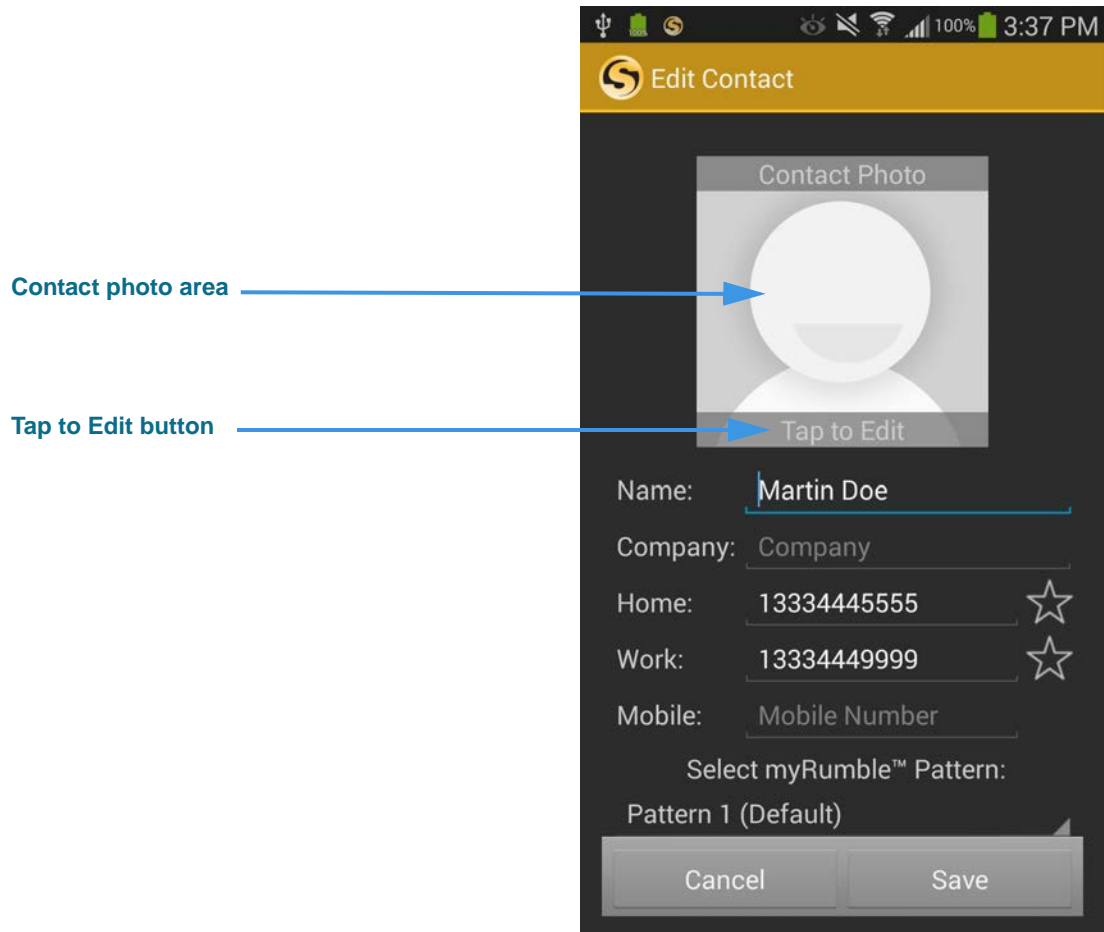


Figure 74 — Contacts screen

Notice the generic icon in the contact photo area. To add or change the photo, you must first select to edit the contact record by tapping the **Tap to Edit** button.

## Add a Profile Photo

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Step 4. Tap the **Tap to Edit** button to display the screen shown below.

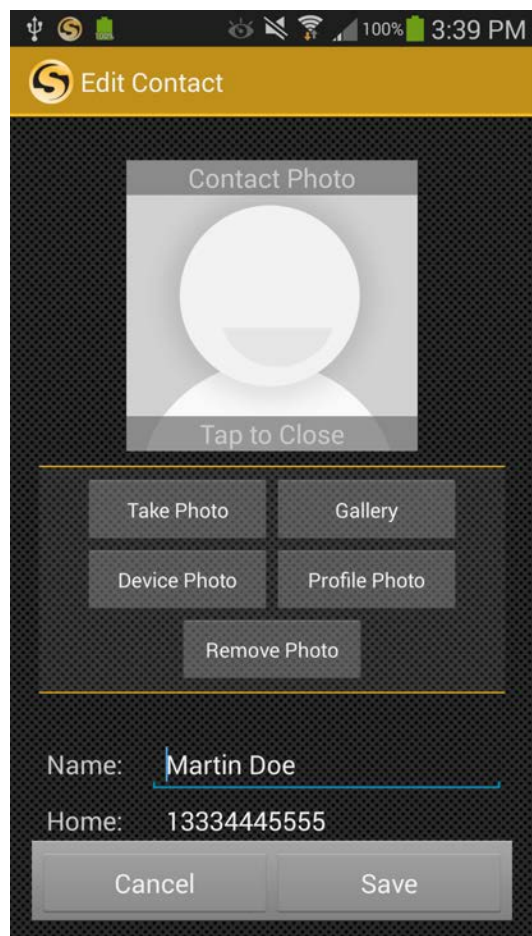


Figure 75 — *Edit contact screen*

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Tapping the **Tap to Edit** button has displayed these buttons in the middle of the screen:

- Select the **Take Photo** button to use your device's camera to take your photo.
- Select the **Device Photo** button to use the current photo, if any, stored with your device's user profile.
- Select the **Gallery** button to find and select a photo from your device's Gallery app instead of taking a photo.
- Select the **Remove Photo** button to remove the current photo from your profile.

Step 5. After you select one of the buttons to add a photo to this contact, you can fill in (or edit) the fields on the screen for the contact's name and phone number(s). You can also set the Spanish VRS and/or VCO options for this contact.

# Use the Phonebook

ntouch Mobile's *Phonebook* screen lets you see the names and phone numbers that you have stored in your Sorenson Contacts List.

## To Call a Contact

Step 1. Tap the **Phonebook** button to open the screen shown below.

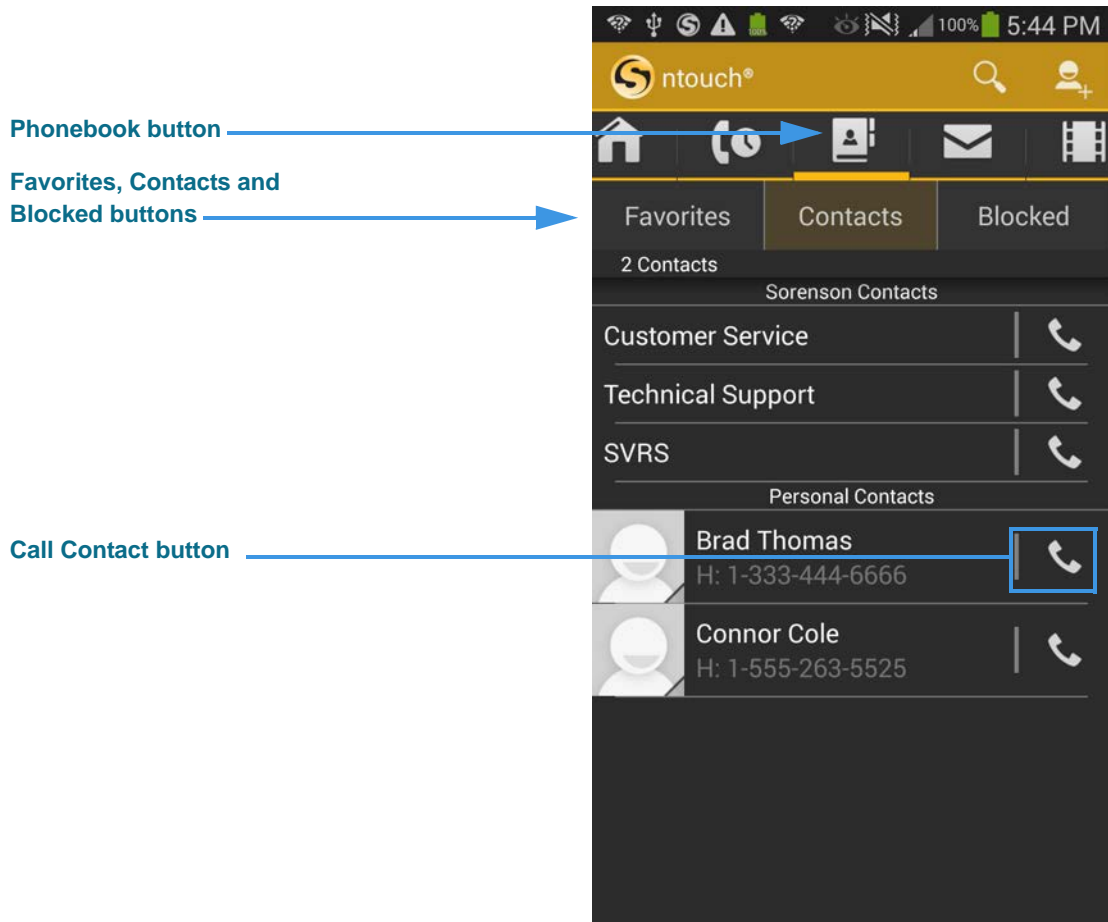


Figure 76 — Phonebook screen

Notice the **Favorites**, **Contacts** and **Blocked** buttons. You use these buttons to select to view the Favorites, Contacts or Block list. Tap the **Call Contact** button to call a contact.

Step 2. Tap the **Call Contact** button to place an outgoing call to this contact.

Step 3. Proceed with your call when the call dialing screen appears.

Step 4. Hang up to end the call.

### To Add/Edit a Contact

Step 1. Start at the Phonebook screen shown below.

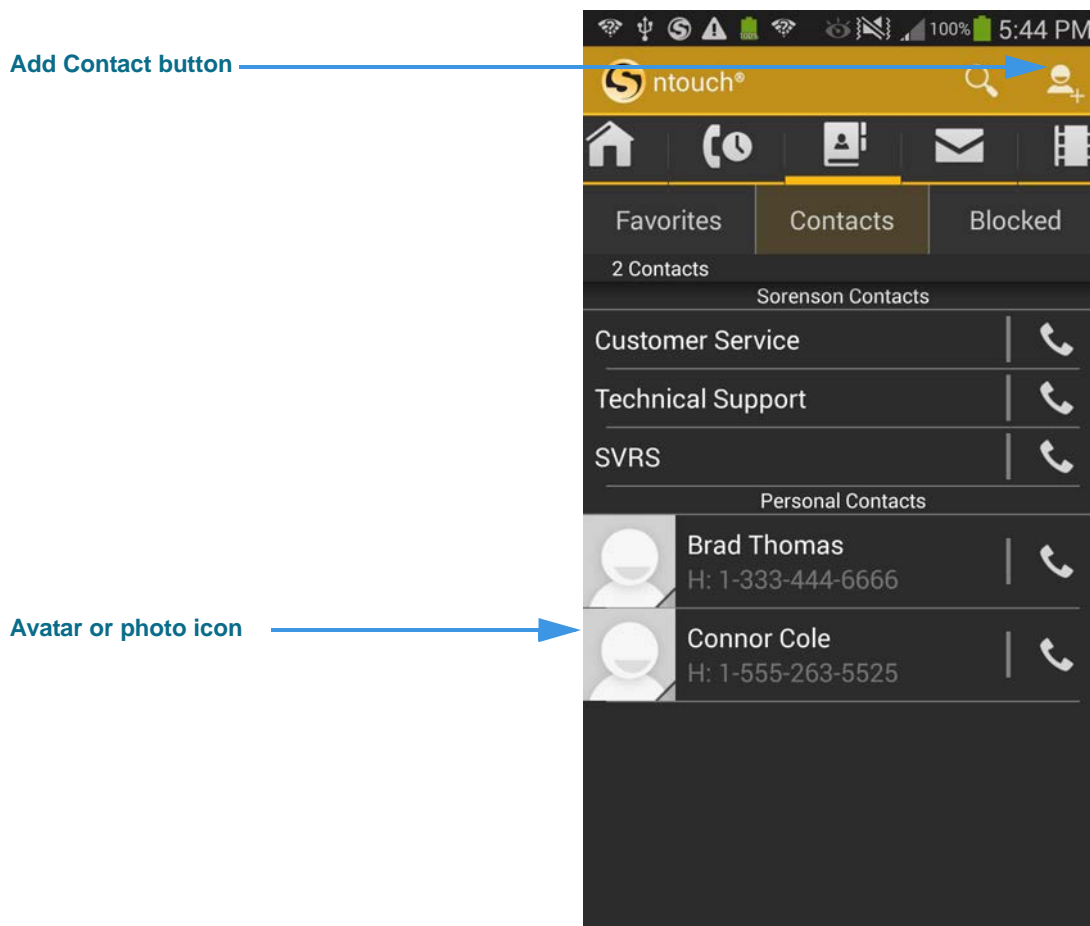


Figure 77 — Add Contact button, Phonebook screen

Notice the **Add Contact** button near the top-right of the screen. To edit an existing contact, tap the contact's avatar icon (or photo) to open the contact for editing.

The **Search** button (looks like a magnifying glass) is to the left of the Add Contact button. You can use this button to search your contact records for a specific contact name.

Step 2. Tap the **Add Contact** button to open the screen shown below.

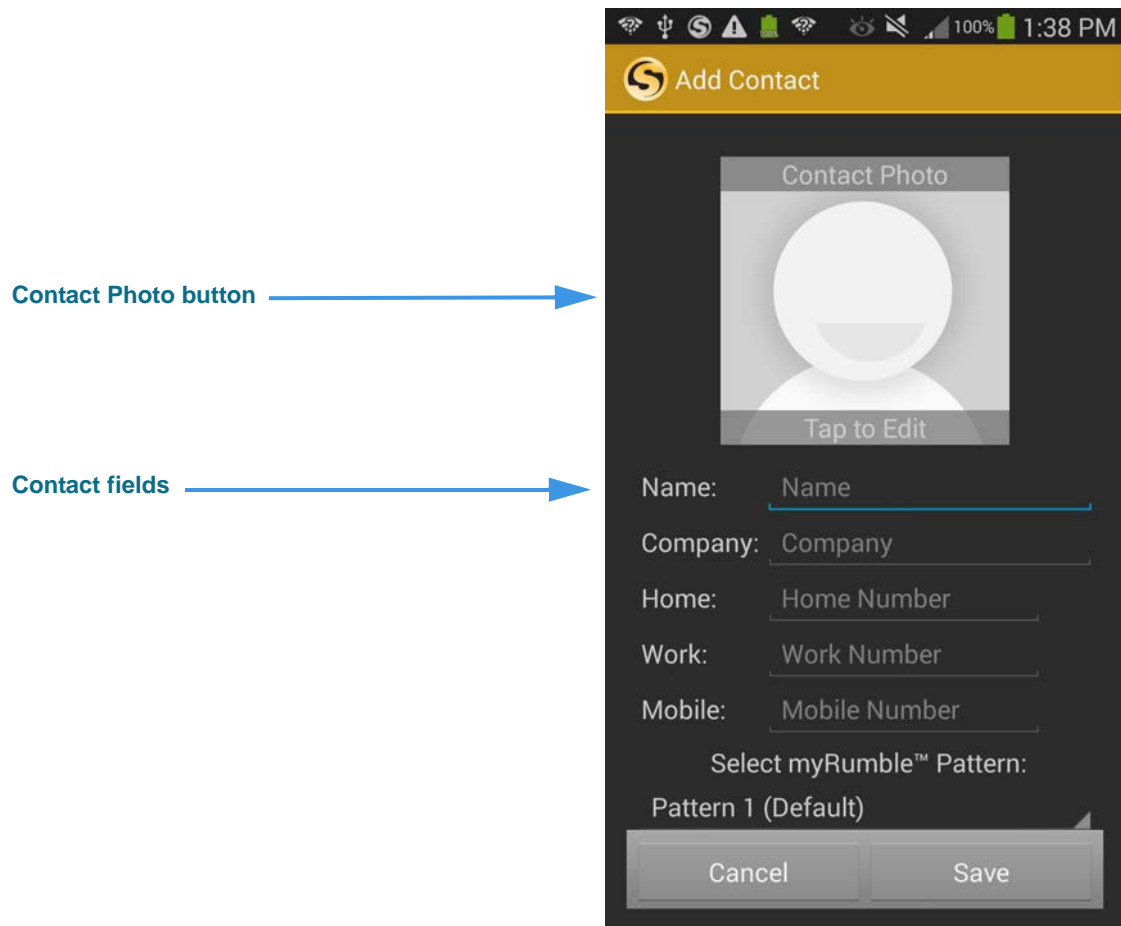


Figure 78 — Add Contact screen

You must enter a **name** and at least one **phone number** for the contact. The **Company** field is optional. You can save up to three phone numbers per contact named **Home**, **Work** and **Mobile**. You can choose a custom myRumble pattern for this contact from the **Select myRumble Pattern** drop-down. You can also specify whether this contact will use VCO and/or a Spanish interpreter.

You can tap the **Contact Photo** button if you want to assign a photos stored on your Android device to a contact record.

An on-screen keyboard will appear when you tap on any of the entry fields. You can scroll the screen with the keyboard displayed or dismiss the keyboard to see all the fields on the screen at once.



## Use the Phonebook

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- Step 3. Make any desired changes to the number fields and controls on the screen as shown below.

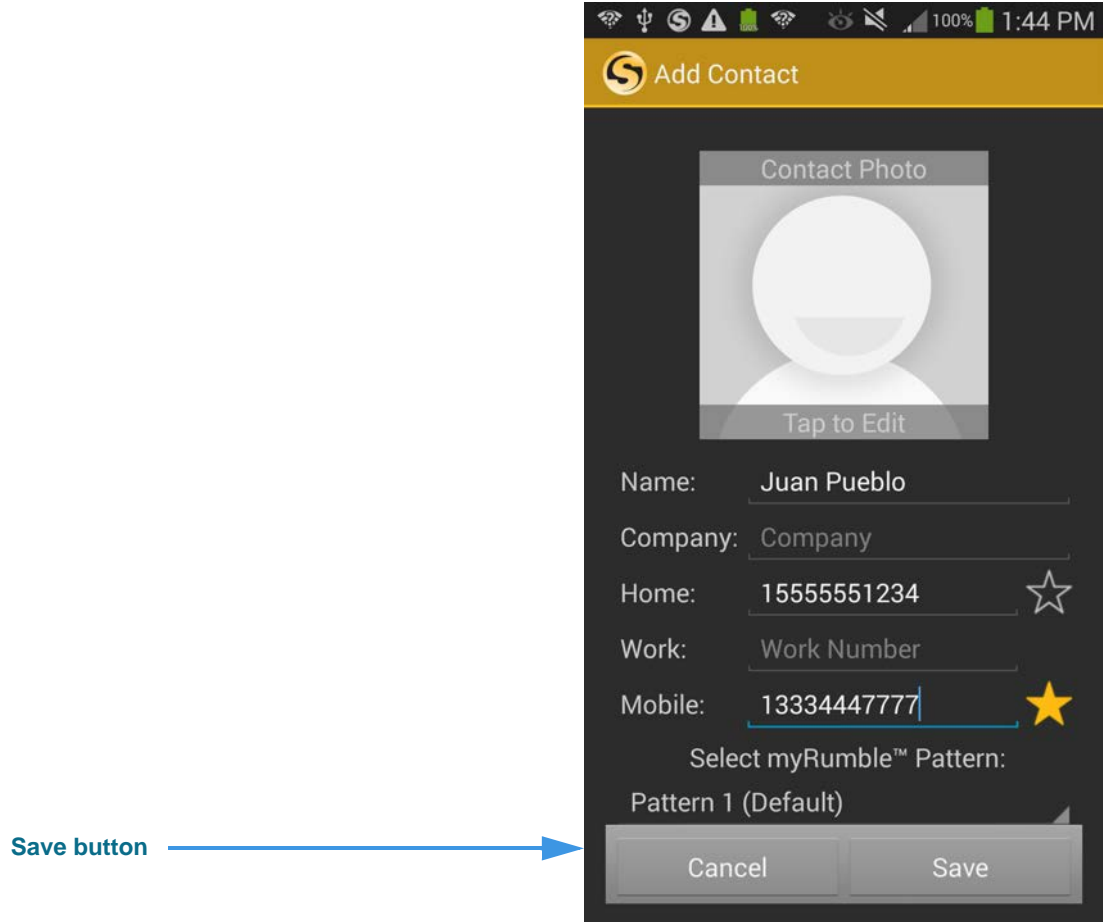


Figure 79 — Add Contact screen

- Step 4. Tap the **Save** button to save the new contact to the Phonebook.

## To Use the Favorites Feature

The Favorites feature lets you create a list of favorite contacts that can be view separately in the Phonebook. You can add a remove contacts from the Favorites list at any time.

Step 1. Select the **Phonebook** button to open the screen shown below.

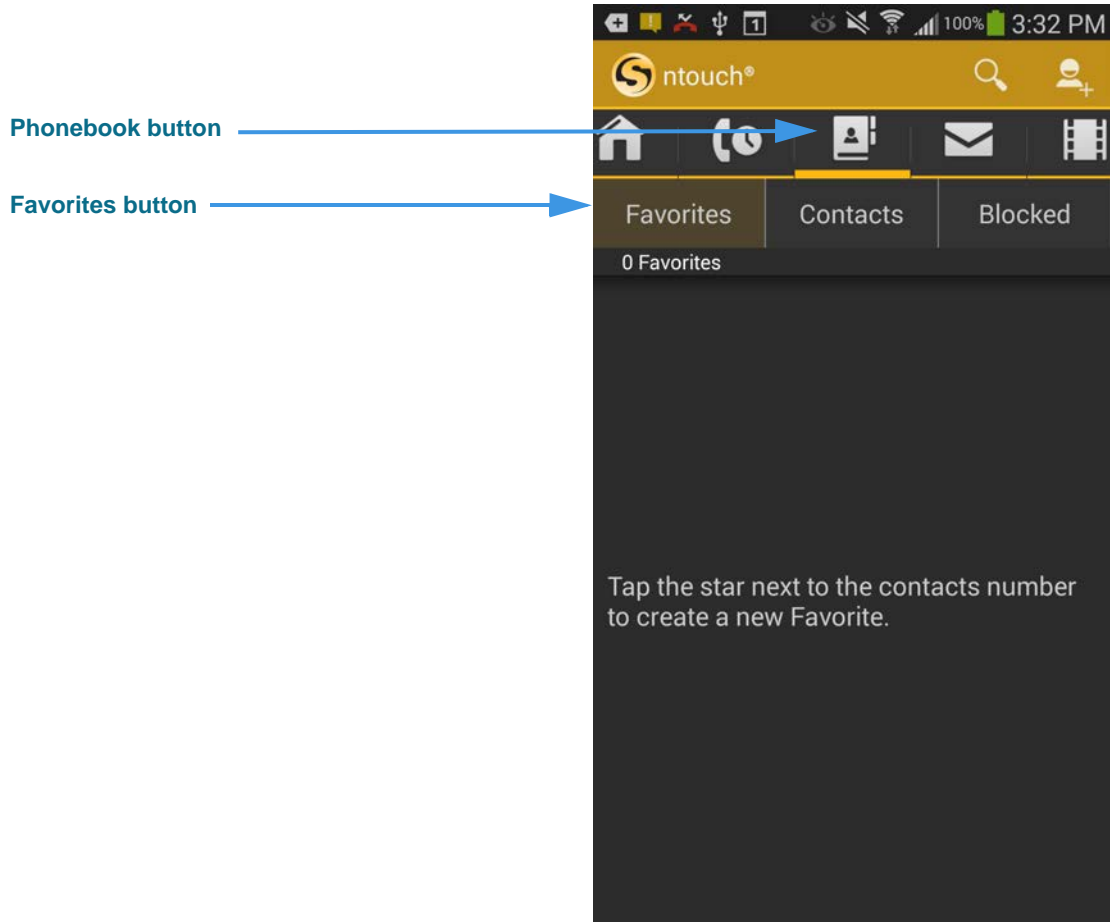


Figure 80 — Phonebook screen

Notice the message in the empty Favorites list. This message appears in this example shot because there are no favorite contacts in the Favorites list. To add one, you must edit the contact record of the contact(s) you want to add as favorites.

## Use the Phonebook

Step 2. Open the **contact** you want to add as a Favorite as shown in the example below.

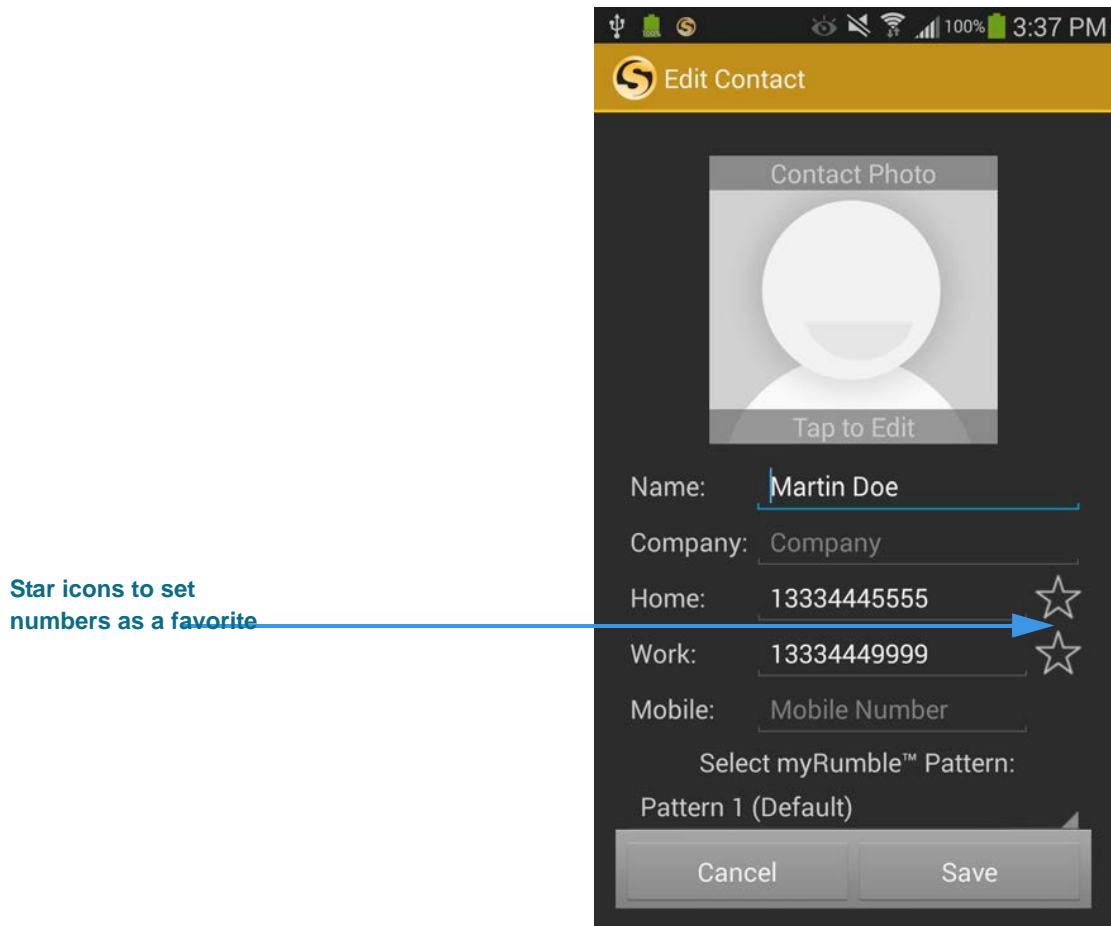


Figure 81 — Selected contact opened

Notice the **star icon** to the right of each of the phone number fields. By selecting the icon (that is, to make the icon turn yellow), you add that number to the Favorites list.

- Step 3. Select one or more of the **star icons** to add the number(s) to the Favorites list to display the screen shown below.

Star icon selected (highlighted)

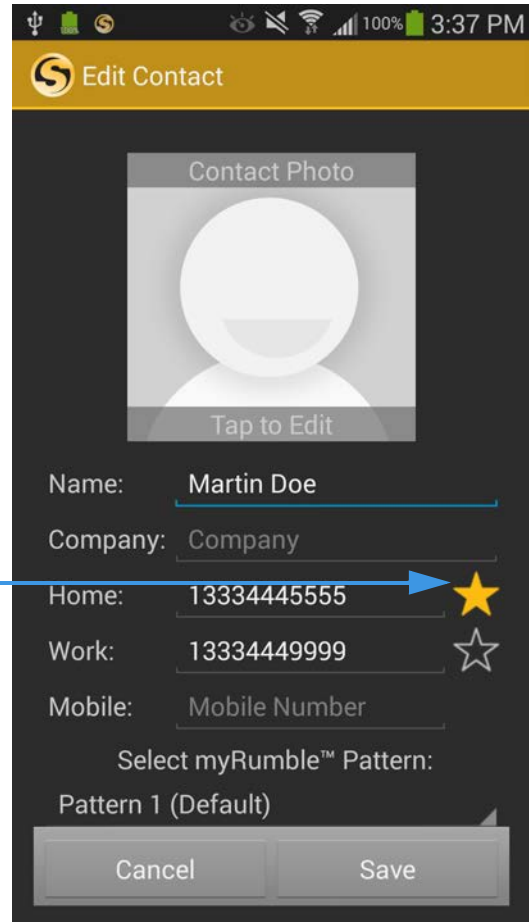


Figure 82 — Star icon selected for one number

You can select the star icon for one or more numbers to add the number(s) as favorites.

## Use the Phonebook

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Step 4. Open the **Favorites** screen again to see the screen shown below.

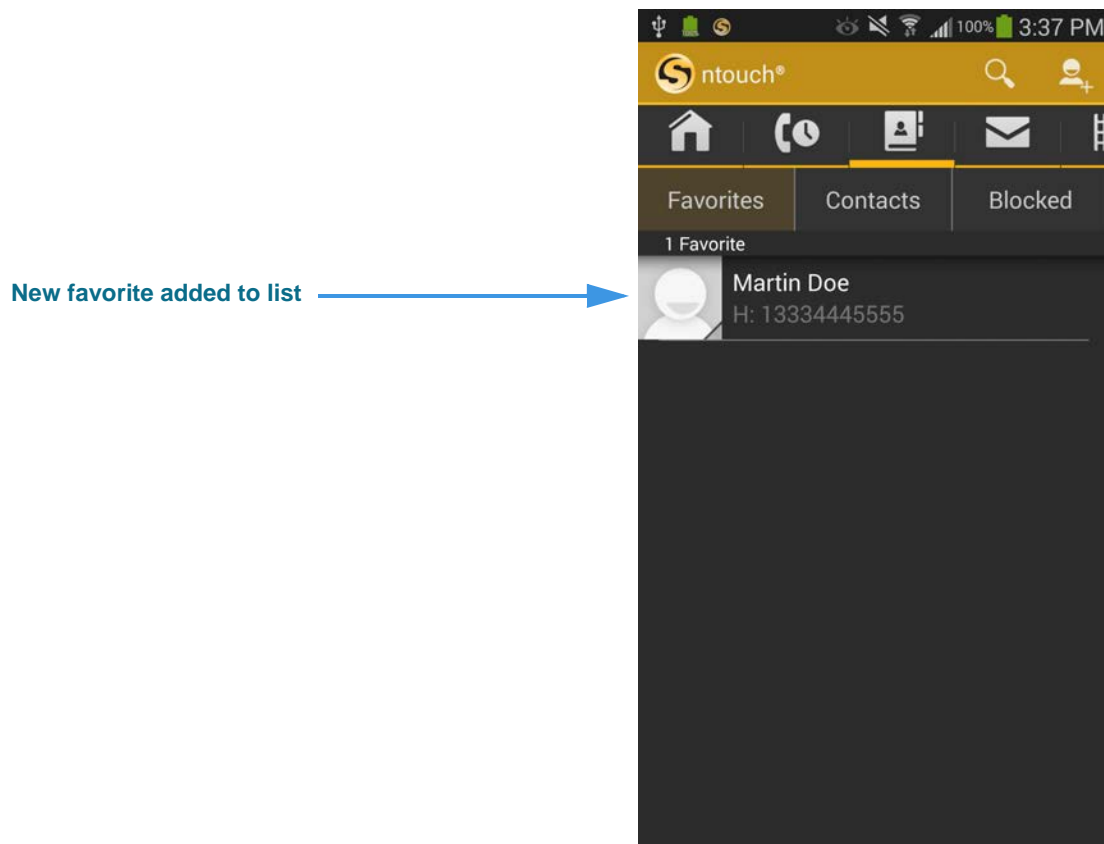


Figure 83 — Favorites screen open, number added to list

---

Notice that the Home phone number for the “Martin Doe” contact was added to the Favorites list in this sample.

## To Delete a Contact

Before following the steps below, be aware that you will **not** be asked to confirm that you want to delete a contact. *You cannot recover deleted contacts.*

- Step 1.** Start at the Phonebook screen. Tap and hold (long-press) on the contact that you want to delete. You will then see the screen shown below.

Delete Contact button

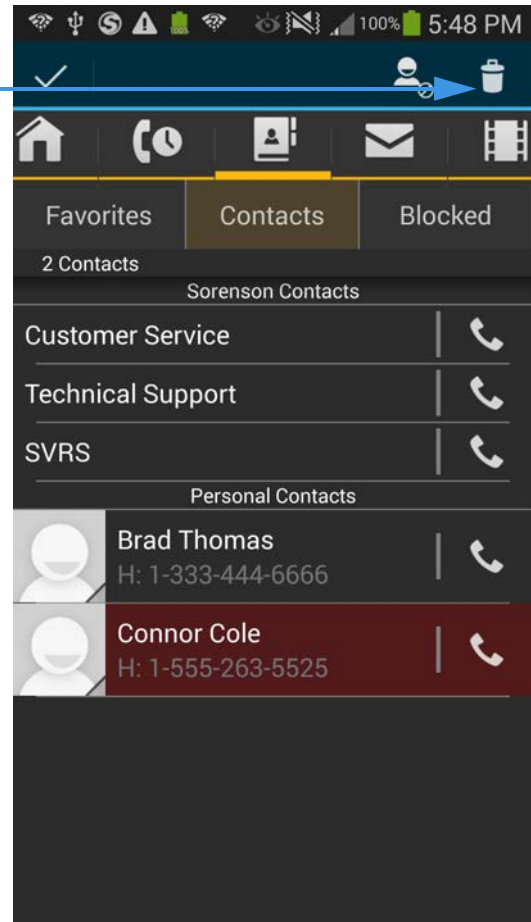


Figure 84 — Delete Contact button

Notice the **Delete Contact** button at the top-right of the screen (looks like a trash can). The contact named “Juan Pueblo” at the bottom of the screen is selected (highlighted in yellow). You selected this contact by long-pressing on the contact’s name.

**Note:** You will **not** be asked to confirm that you want to delete a contact. You cannot recover deleted contacts.

- Step 2.** Tap the **Delete Contact** button to delete the contact record. You will not be asked to confirm the deletion.

### To Add Blocked Numbers

There are two ways to add numbers to ntouch Mobile's Block List in the Phonebook. You can add an existing contact to the list or you can add a new phone number directly. This section describes how to add a blocked phone number directly to the Block list.

- Step 1. Start at the Phonebook screen.
- Step 2. Tap the **Blocked** button to open the screen shown below.

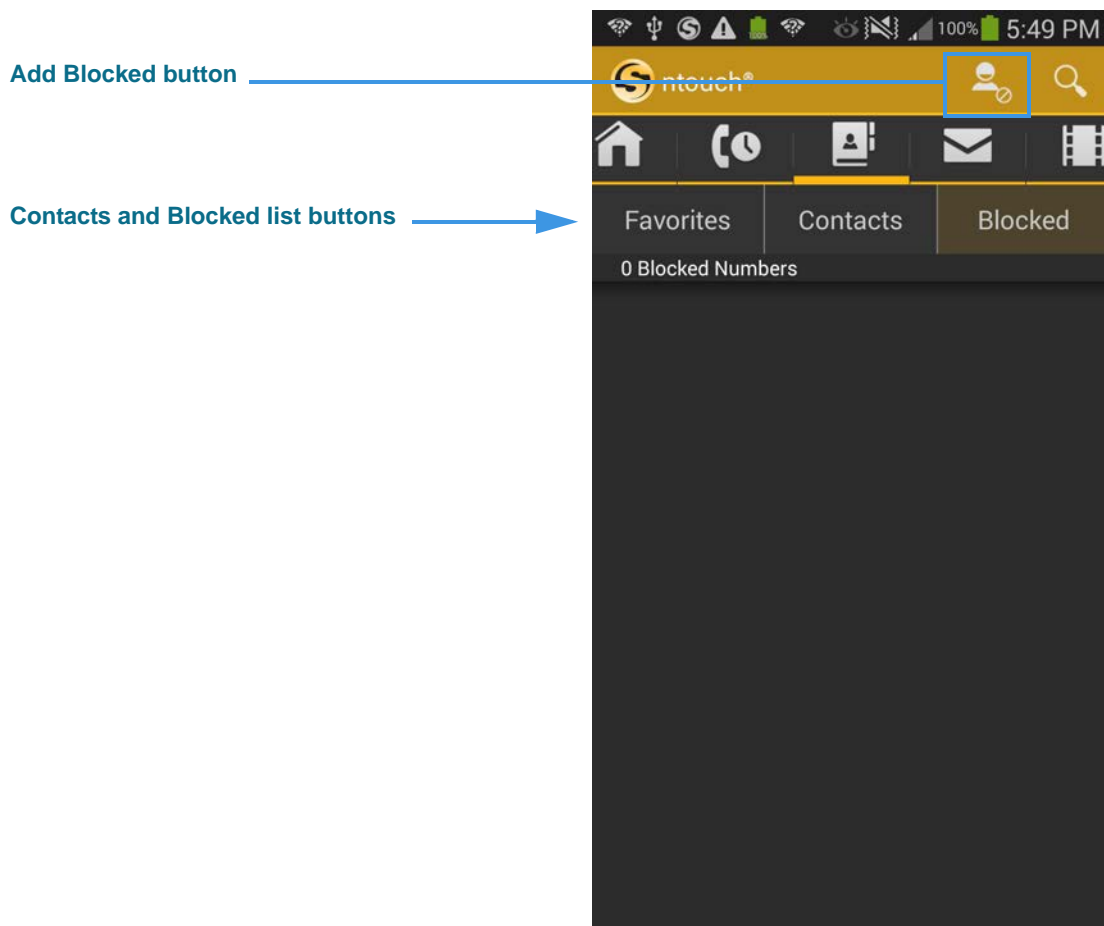


Figure 85 — Block list screen

This screen shows a list of all the phone numbers currently in ntouch Mobile's Blocked List. Notice in this sample image there are no blocked phone numbers in the Blocked list. You use the **Add Blocked** button to add more numbers to the list.

Step 3. Tap the **Add Blocked** button to open the screen shown below.

Description and Phone Number fields →

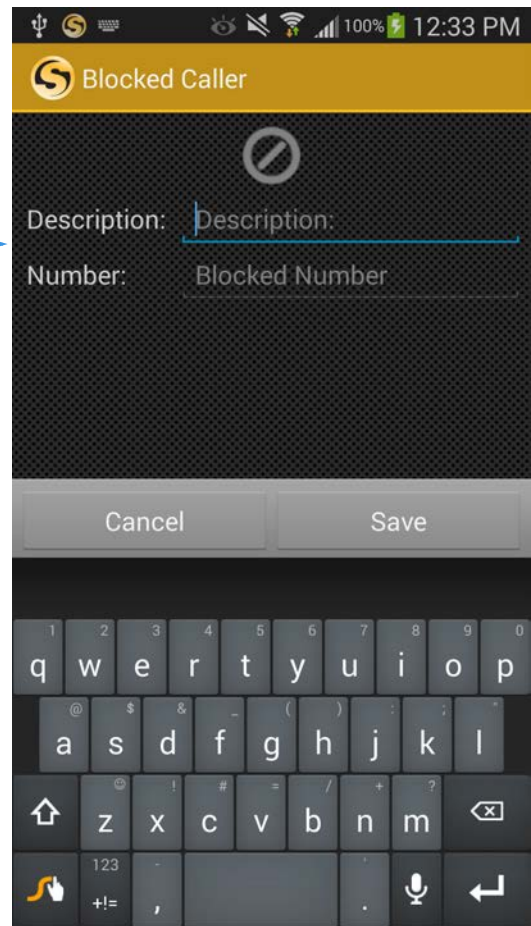


Figure 86 — Add Blocked Caller screen

You must enter a description/name and a phone number into the two fields on this screen. If you do not know the person or business' name, you can enter something like "Solicitor" to identify the caller.

Step 4. Enter a description/name and a phone number.

Step 5. Tap the **Save** button to add the number to the Blocked list.



### To Block an Existing Contact

This section describes how to add an existing contact to the Blocked list.

- Step 1. Start at the Phonebook screen.
- Step 2. Tap and hold (long-press) on **the contact you want to block**. You will then see the screen shown below.

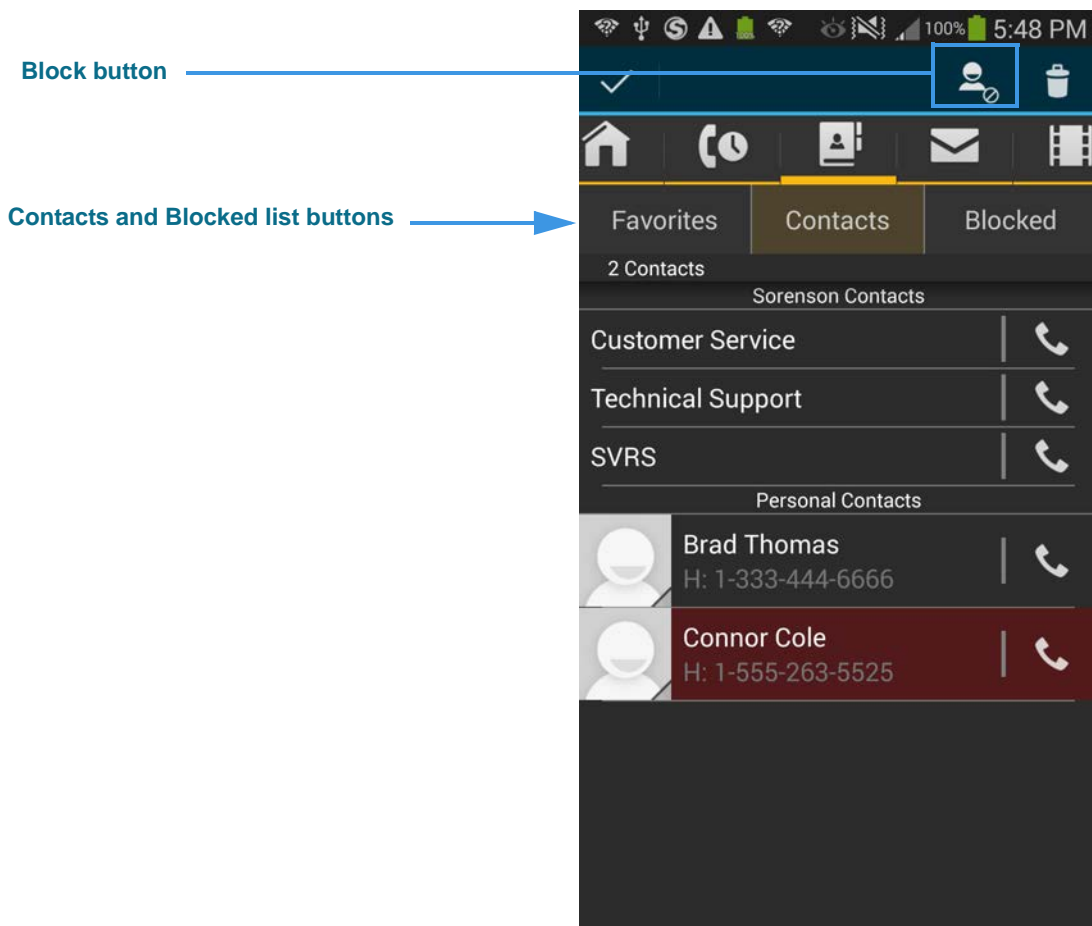


Figure 87 — Block button, Phonebook screen

Notice the **Block** button near the top-right of the screen. The contact named “Juan Pueblo” is selected (highlighted in yellow). This contact was selected by long-pressing on the contact’s name.

- Step 3. Tap the **Block** button to block the selected contact.

Step 4. Tap the **Blocked** list button to open the screen shown below.

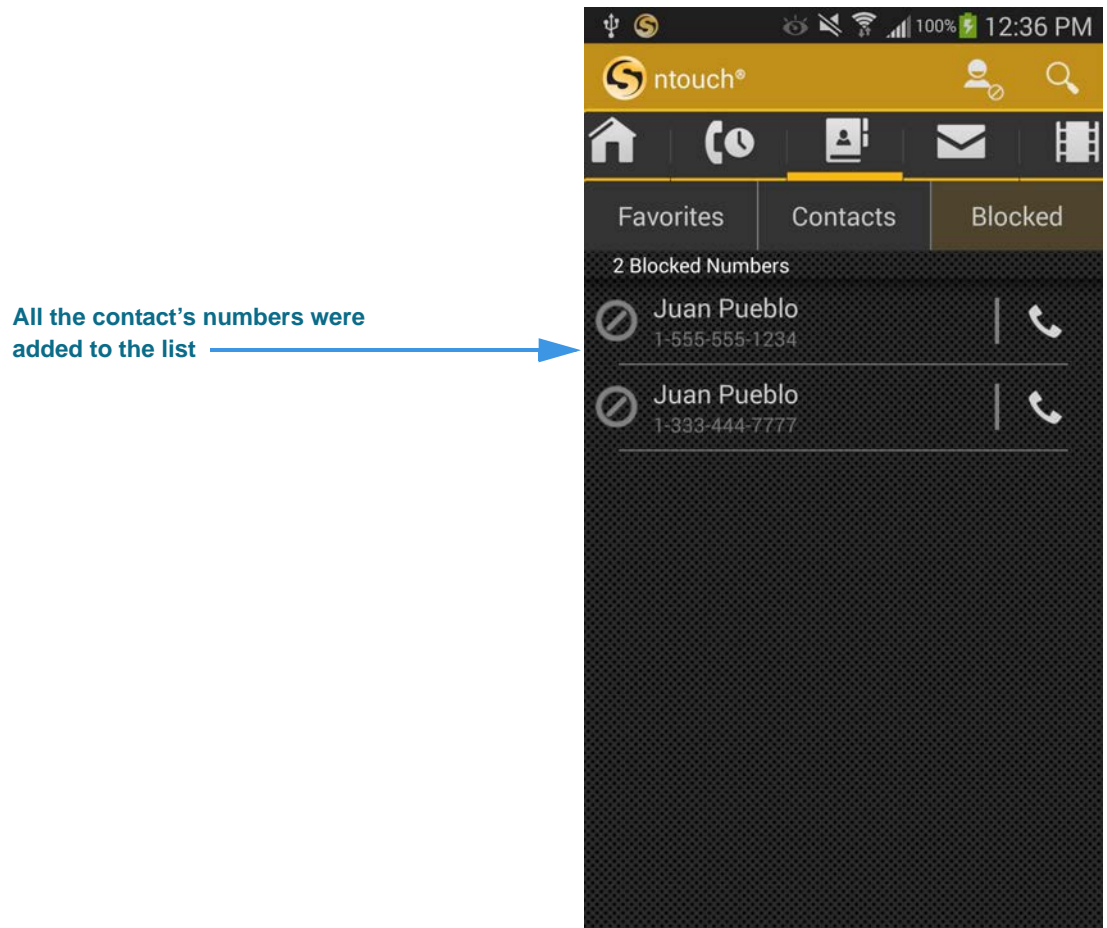


Figure 88 — Blocked list

Notice that all the phone numbers stored for the contact will be blocked at once.

### To Unblock a Number

- Step 1. Start at the Phonebook screen.
- Step 2. Open the Blocked list. Tap and hold (long-press) on the specific phone number you want to unblock. You will then see the screen shown below.

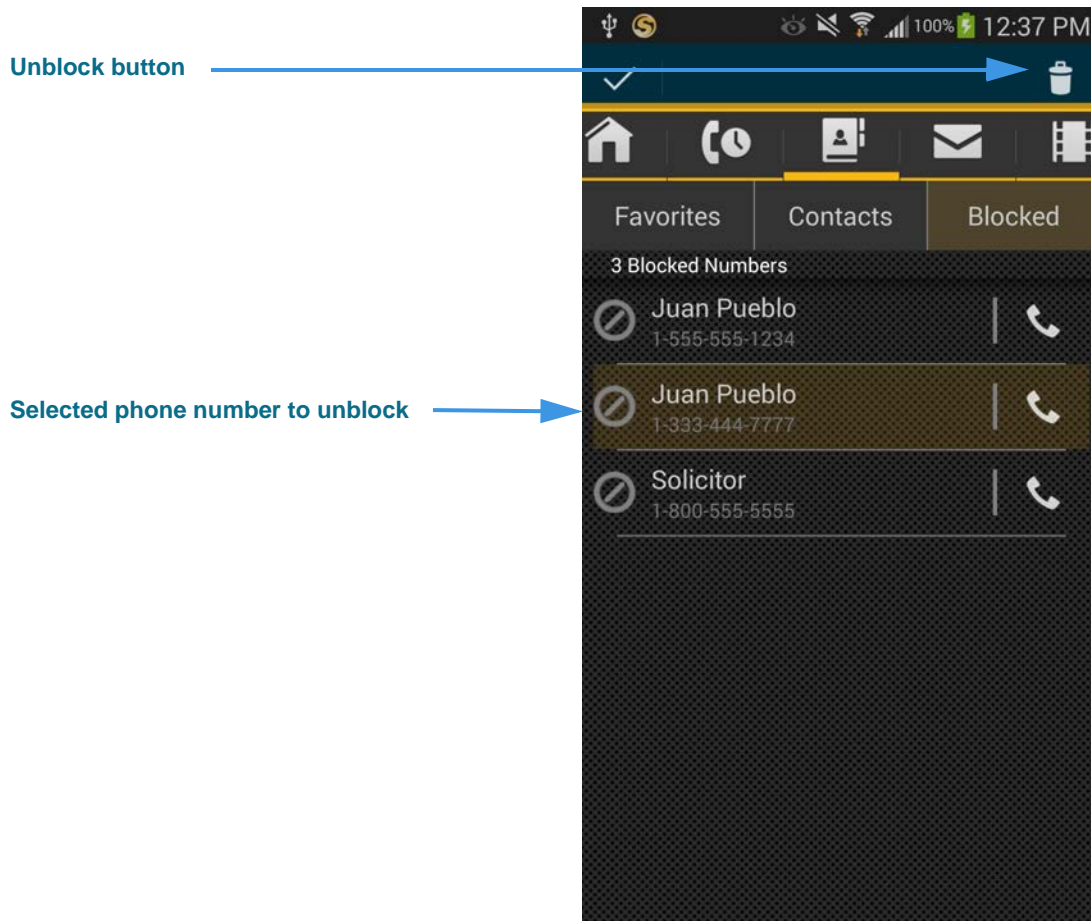


Figure 89 — Block Contact button

Notice the **Unblock** button at the top-right of the screen. One of the numbers for the contact named “Juan Pueblo” is selected (highlighted in yellow). You selected this number by long-pressing on the contact’s name. You can also repeat the long-press tapping to select and highlight multiple items so that you can unblock several numbers at once.

- Step 3. Tap the **Unblock** button to remove the selected number(s) from the Blocked list.

# Use the Video Center

ntouch Mobile's Video Center offers a wide variety of video content organized into multiple channels, programs, and episodes.

## To Find a Video to View

Step 1. Tap the **Video Center** button to open the screen shown below.

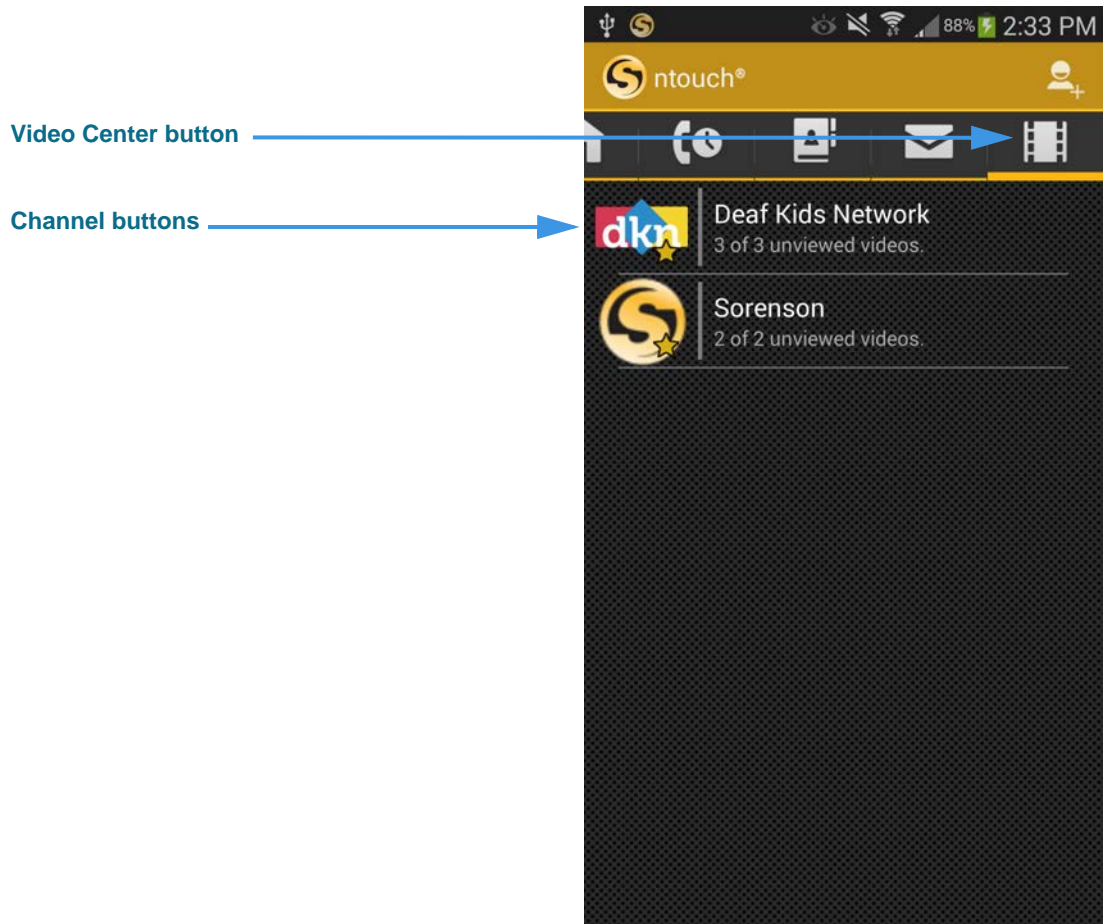


Figure 90 — Video Center screen

A list of video channels is shown in the center of the screen. The channels have names like “Sorenson,” “Deaf Kids Network,” “SIGNetwork,” and “FCC News.” These names are only examples. The specific channels that you will see will vary over time.

## Use the Video Center

Step 2. Tap one of the **channel names** to open a screen like the one shown below.

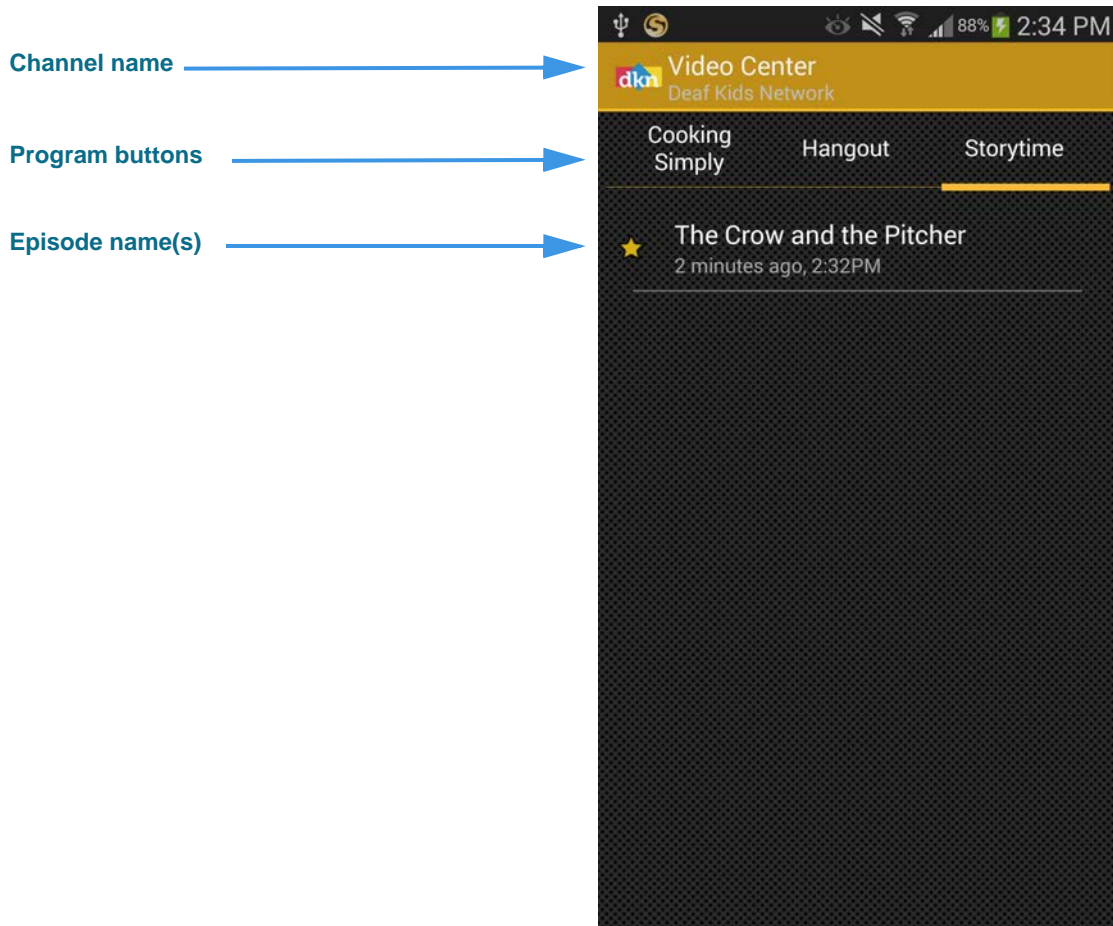


Figure 91 — FCC News channel screen

Tapping a channel name has displayed the screen that shows the available programs and episodes for the selected channel. In this example, there are three programs on the “Deaf Kids Network.” The “Storytime” program which is selected in this example image has one episode named “The Crow and the Pitcher.”

You *cannot* delete videos from the Video Center. The list will be updated regularly by Sorenson.

You can view a video by tapping on its name in the list. The *View Video* screen looks exactly the same as for SignMail videos. See **Page 57** for an example.

## Use Yelp Search

The Yelp Search feature lets you search for phone numbers of local businesses using ntouch Mobile's Fast Search feature. Your device's Location Services help you find and call businesses near your current location. To see a list of Yelp search results, just type a search term (such as "Pizza") in the search field. The search results from the Yelp service will be shown in a list. You can visit the Yelp results for an item or make a call.

- Step 1. Select the **Search** button to open the Fast Search screen.
- Step 2. Type a **search string** (such as "Pizza" or "Pazzo") into the search field as shown below.

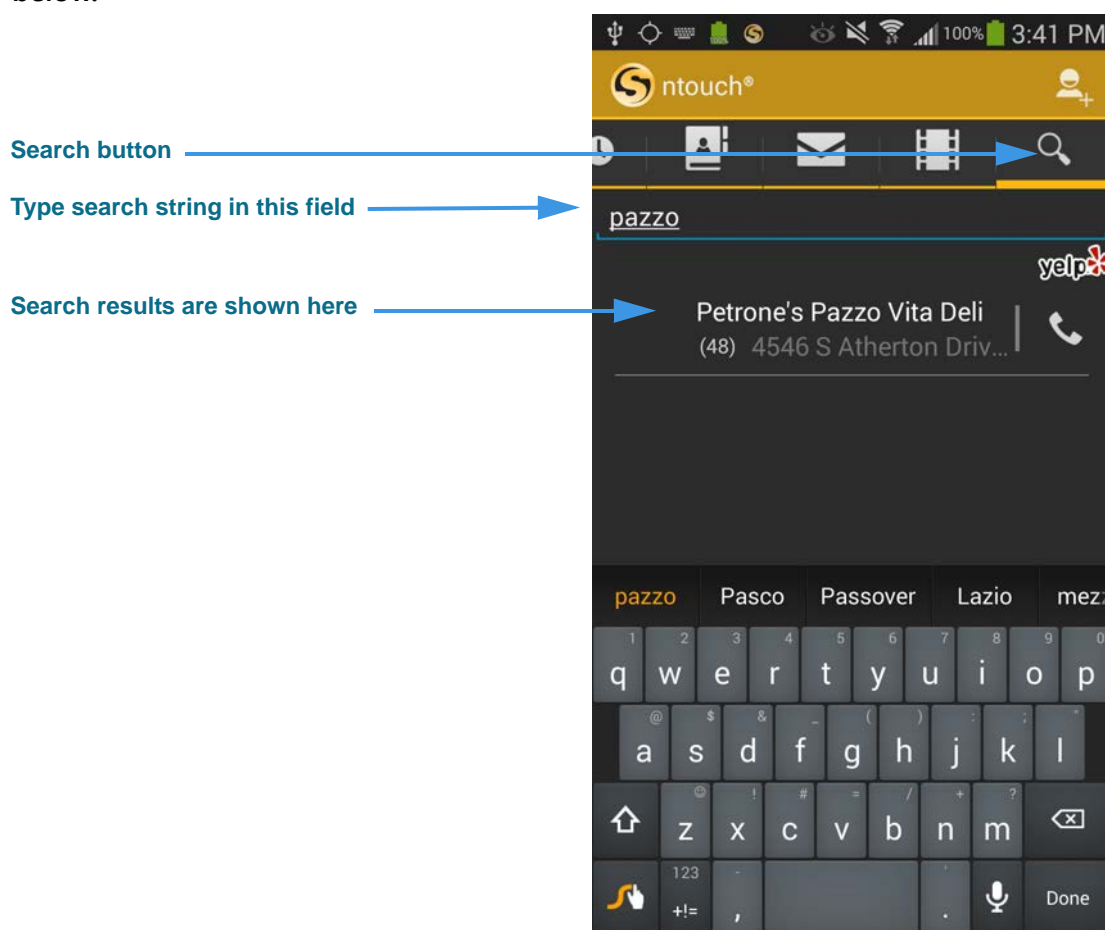


Figure 92 — Yelp Search Results on *Directory* screen

Notice that the Yelp logo appears at the top-right corner of the screen. The listed business names and phone numbers are the results returned by Yelp for the search term you entered. In this example, the search term entered was "pazzo." ntouch Mobile uses your 911 Location Information to limit the results to those closest to your home location.

Notice the phone icon at the right side of the search result. You can tap this icon to make a call to the search result. If you tap on the search result, you will open the Yelp page for that business.

## Use Yelp Search

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Step 3. To open the Yelp page, tap the [search result](#) to open the screen shown below.

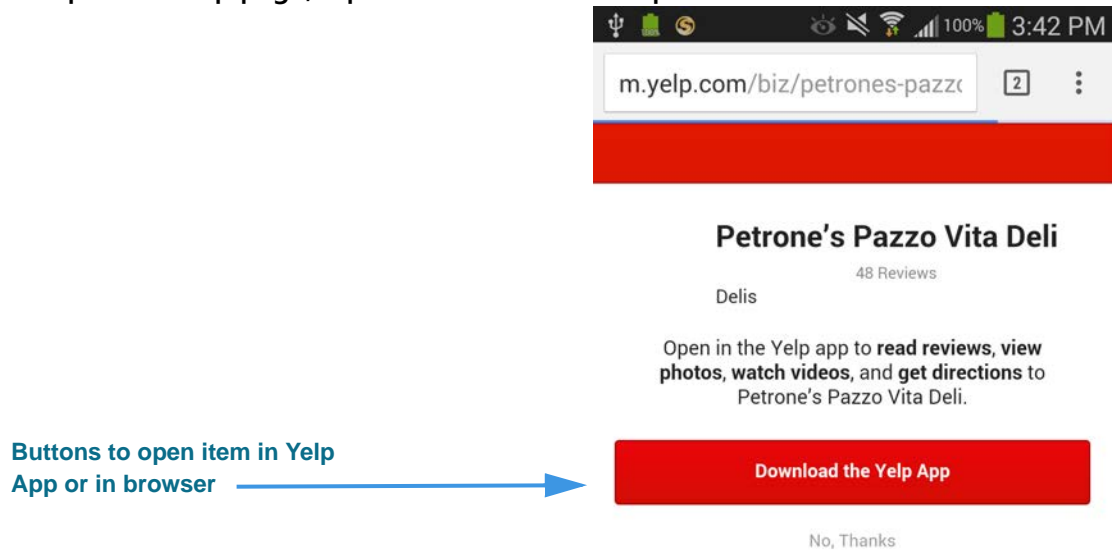
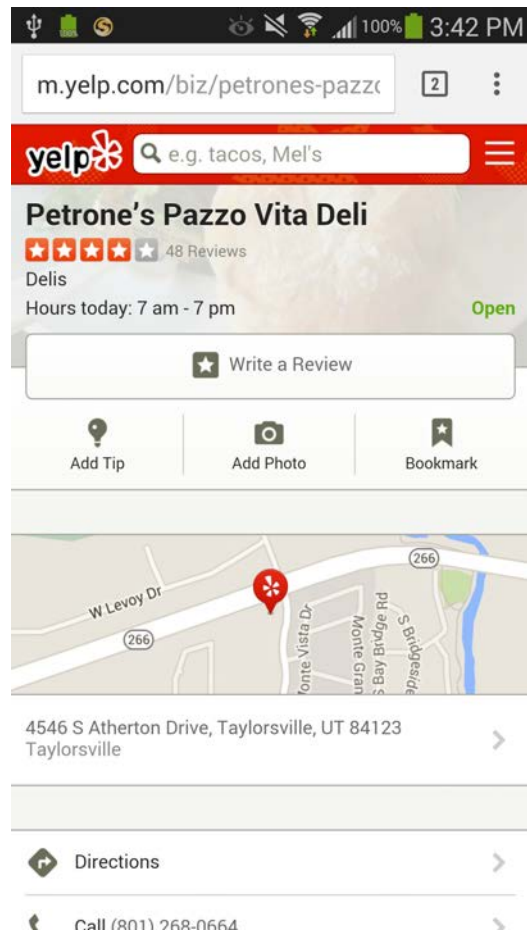


Figure 93 — Choose app or browser screen for Yelp item

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Notice you can choose to open the search results page in the Yelp app (if you have it installed already) or continue in the browser window that has been opened.

Step 4. Select the **No, Thanks** link to open the screen shown below.



Phone number for business →

Figure 94 — Yelp.com search results page

This is the Yelp.com search results page. Scroll the screen to find the phone number for this business. Tap the number to dial a call using ntouch Mobile.



## Use Yelp Search

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Step 5. Select the [phone number](#) link to open the dialog shown below.

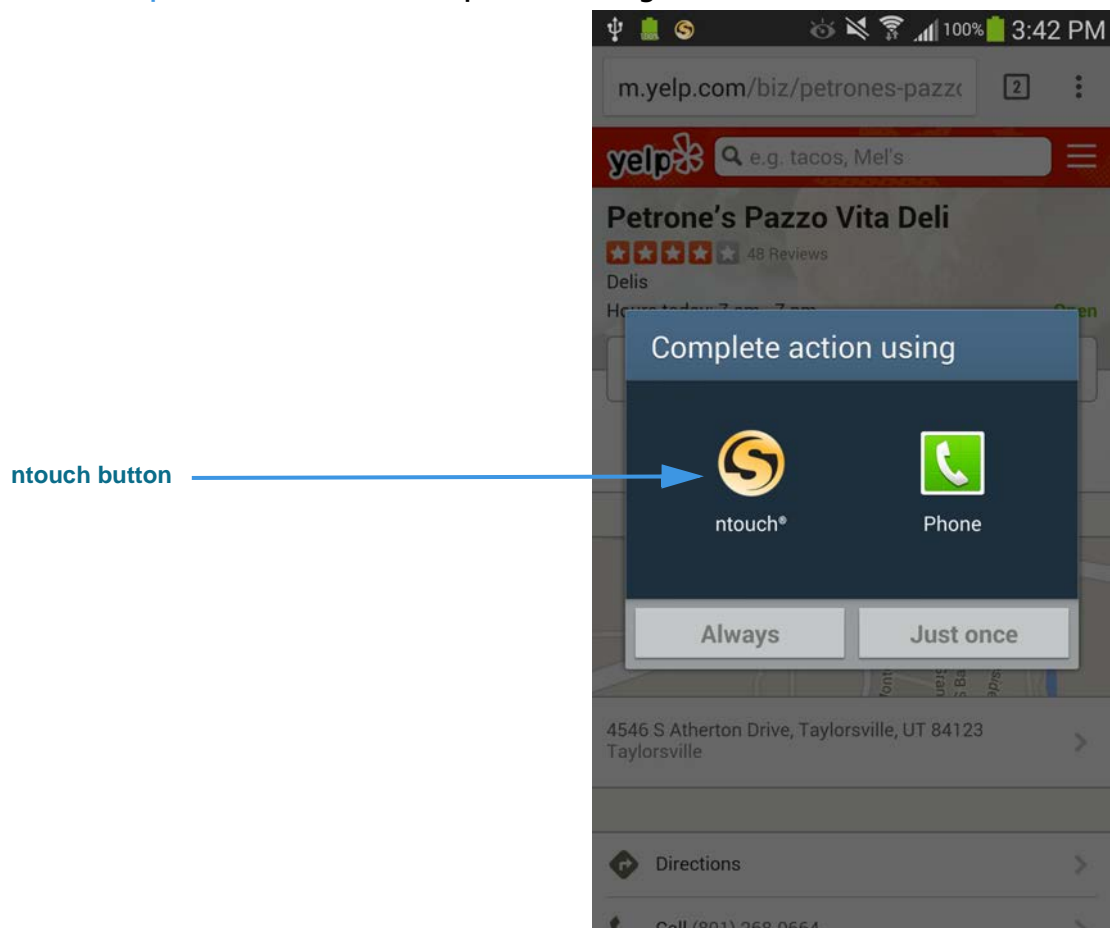


Figure 95 — Complete action using dialog

Selecting the **ntouch** button in the dialog will place a call using ntouch Mobile.

# Change Settings

ntouch Mobile's *Settings* screen lets you manage your ntouch account profile and configure certain app settings such as the myRumble feature, microphone default settings, and 1-Line VCO settings.

## To View Setting Controls

- Step 1. Start at the Home screen.
- Step 2. Tap the device's **Menu** button to open the pop-up menu shown below.

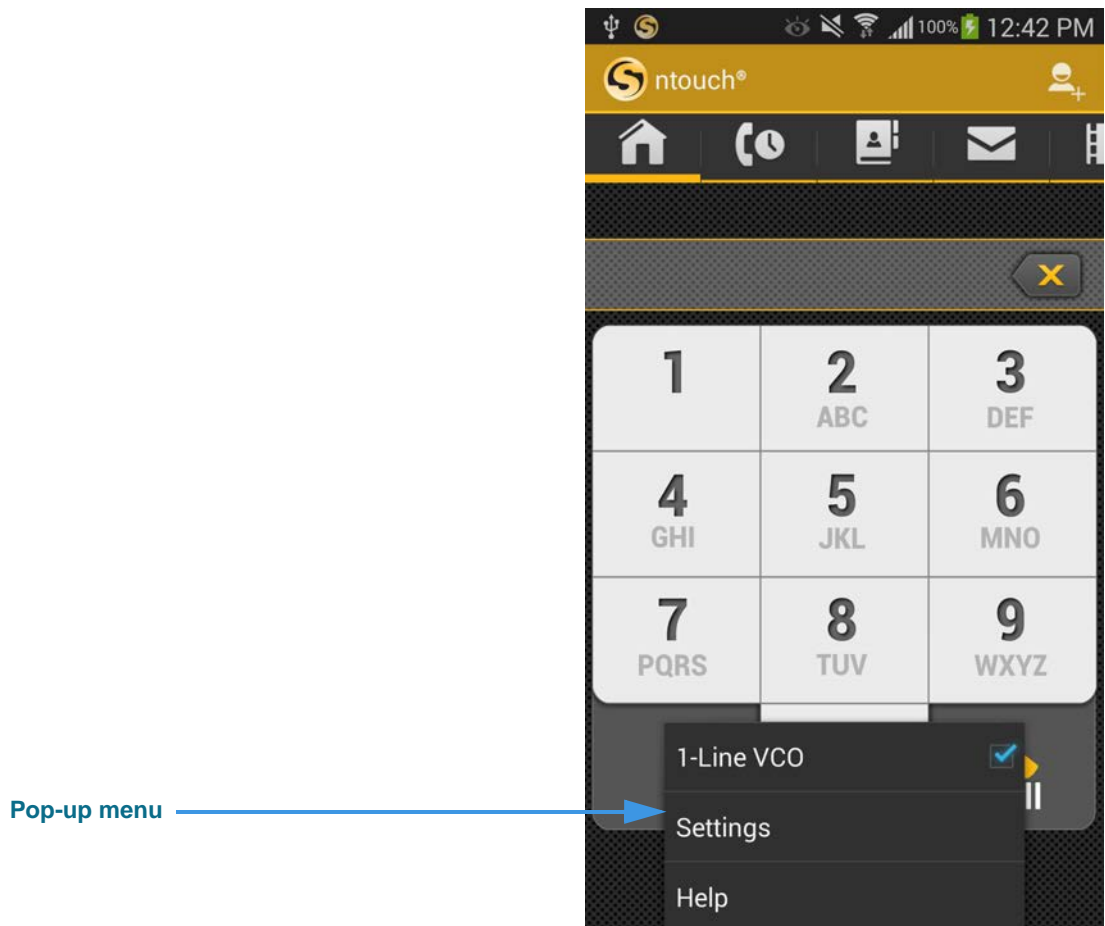


Figure 96 — Menu drop-down menu on *Home* screen

Notice that there are three options in this version of the pop-up menu: **1-Line VCO**, **Settings** and **Help**.

## Change Settings

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Step 3. Tap the **Settings** button to open the screen shown below.

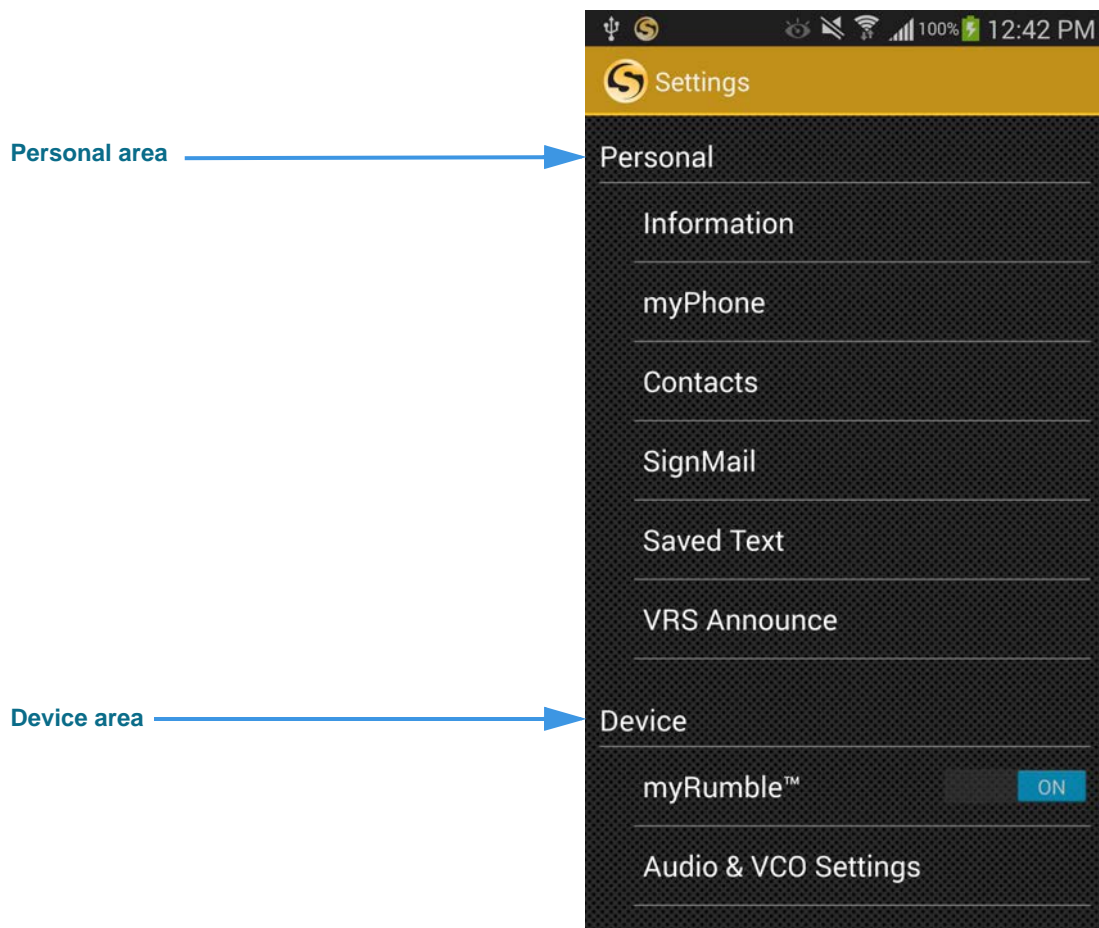


Figure 97 — Settings screen, top half

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This is the *Settings* screen. The buttons and controls on the screen are grouped into three areas, *Personal*, *Device*, and *Other*. You will need to scroll down to see all three areas.

The *Personal* area contains the **Information**, **myPhone**, **Contacts**, **SignMail**, **Saved Text**, and **VRS Announce** buttons.

To use the **SignMail** button to record a Personal SignMail Greeting, see **Page 45**.

To use the **Saved Text** button to add saved text messages to use during calls, see **Page 23**.

To use the **Audio & VCO Settings** button enable the 1-Line VCO and in-call audio feature and set the microphone default setting, see **Page 38**.

Step 4. Scroll the screen to see the bottom part of the screen as shown below.

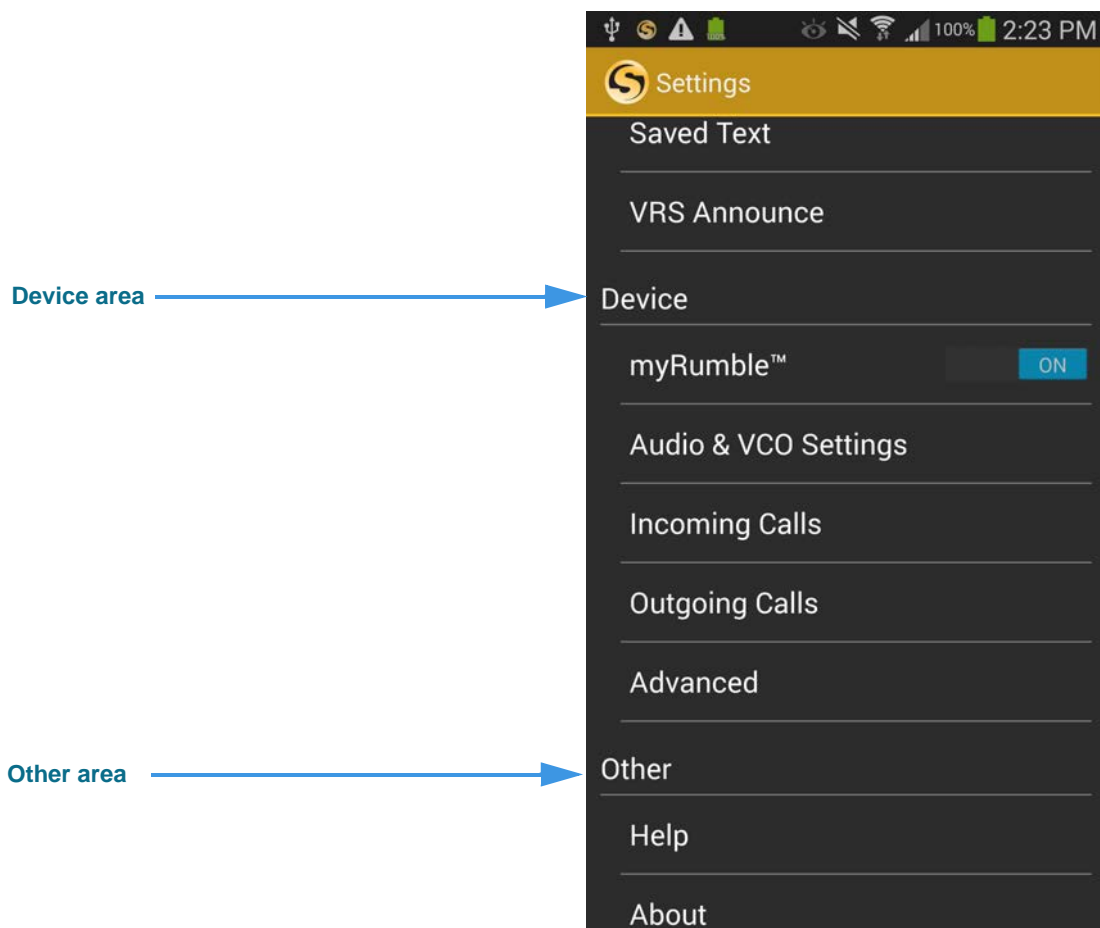


Figure 98 — *Settings* screen, top half

The Device area contains the **myRumble**, **Audio & VCO Settings**, **Incoming Calls**, **Outgoing Calls** and **Advanced** buttons.

## Change Settings

### To View Personal Information

- Step 1. Start at the Settings screen.
- Step 2. Tap the **Information** button to open the screen shown below.

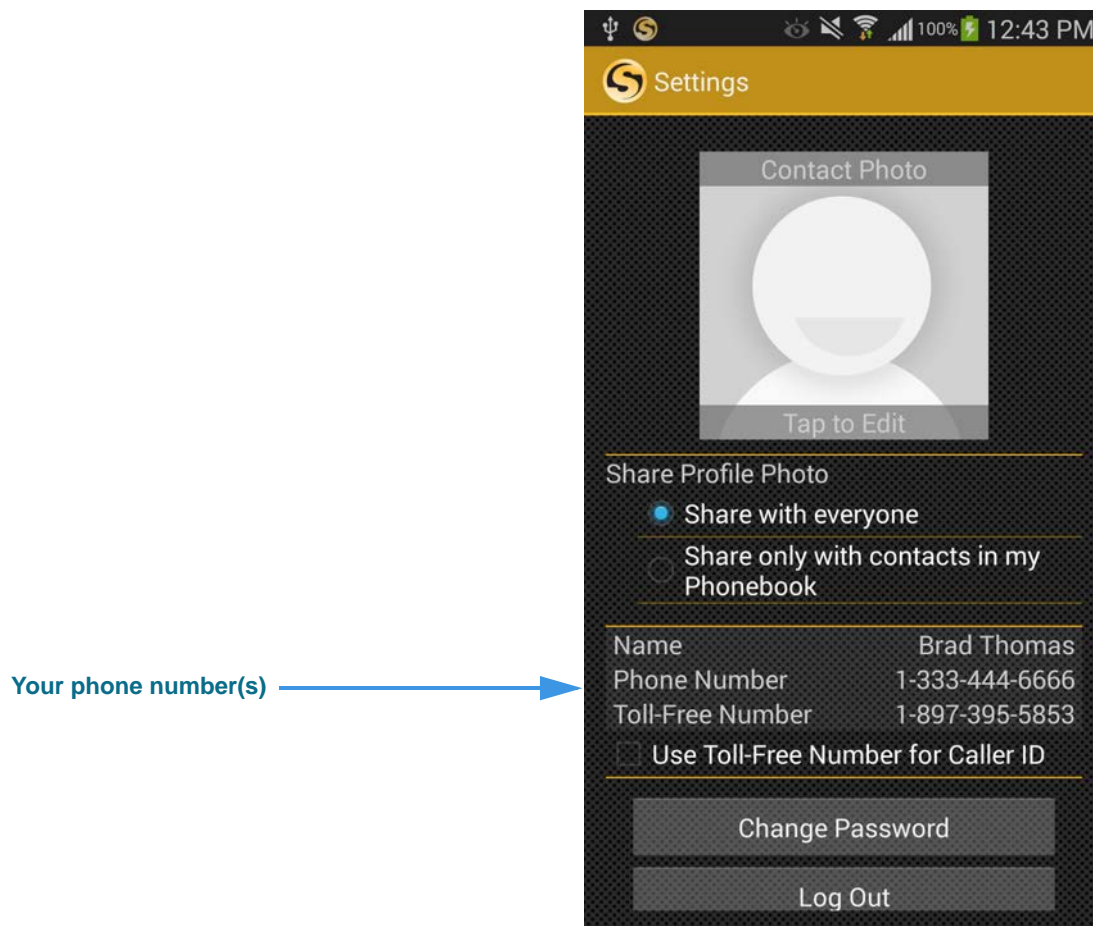


Figure 99 — Personal Information Settings screen

Your name and phone number(s) are shown near the middle of the screen. If you are a member of a myPhone Group, your myPhone number will be shown here. You will also see an **Account Information** button at the bottom of the screen. Selecting this button displays your name and the phone number assigned to this device.

Select (check) the **Use Toll-Free Number for Caller ID** to use your toll-free number (if you have one) for Caller ID.

The use of the **Change Password**, **Log Out**, and **Update 911 Address Information** buttons is described in the following sections.

## To Change Your Password

- Step 1. Start at the Personal Information screen.
- Step 2. Tap the **Change Password** button to open the screen shown below.

Password fields

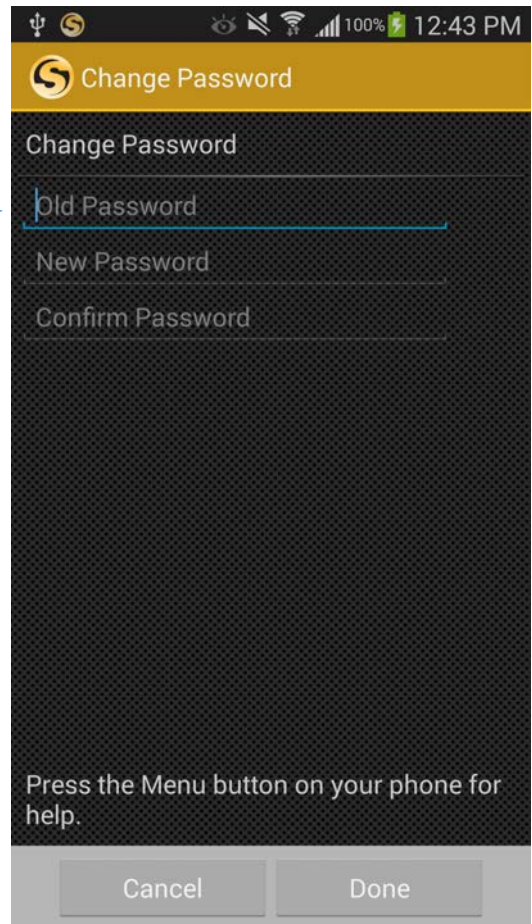


Figure 100 — Change Password screen

To change your password, you must enter your old and new password into the correct fields on this screen. You must then enter your new password again to confirm the change. If you are a member of a myPhone Group, using this screen will change your myPhone password for all members of your group.

- Step 3. Enter your old and new passwords into the correct fields. A keyboard will appear on the screen when you first tap the **Old Password** field.
- Step 4. Tap the **Done** button when ready to change your password. If you entered the correct old password and the same new password in the New and Confirm fields, the app will allow your password to be changed.

### To Log Out and In

- Step 1. Start at the Personal Information screen.
- Step 2. Tap the **Log Out** button. When asked if you are sure you want to log out, select the **Log Out** button to open the screen shown below.

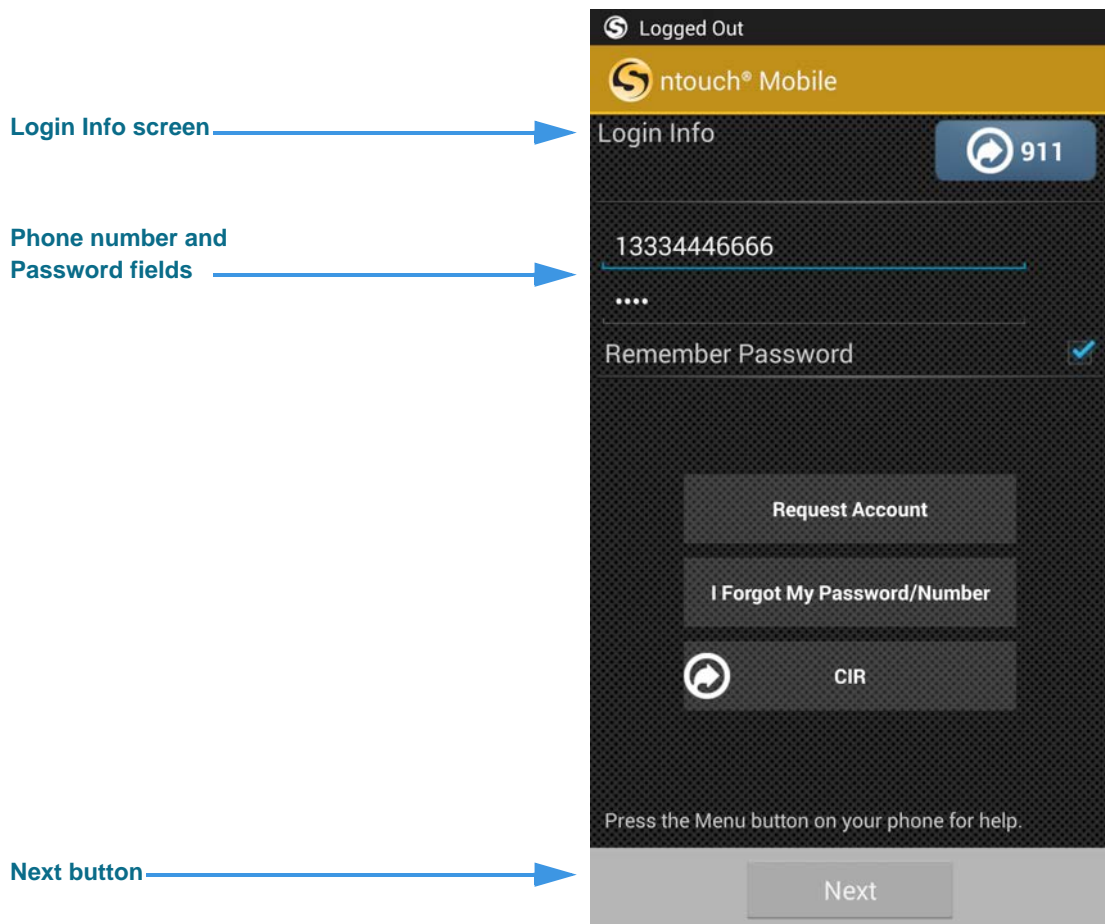


Figure 101 — Login Info screen

This is the *Login Info* screen that appears when you are logged out of the app. You can now change the “Remember Password” setting. When this checkbox is unchecked, you will have to enter your password each time you log in to the app.

You can use the **911** button to make an SVRS 911 call even when logged out of the app.

You can use the three buttons in the middle of the screen to request an account (if you do not have one), open a website to reset your password, or call Sorenson CIR.

- Step 3. Enter your phone number and password, then tap the **Next** button to log in to your ntouch account. If you do not remember this information, follow the steps in the next section.

## To Reset Your Password/Request Your Phone Number

- Step 1. Start at the Login Info screen.
- Step 2. Tap the **I Forgot My Password/Number** button to open the screen shown below.

Request fields and buttons

The screenshot shows a mobile browser interface for the Sorenson SVRS website. The page title is 'Password and Local Number Request'. The form includes the following fields and elements:

- First Name \***: Text input field with an asterisk indicating it is required.
- Last Name \***: Text input field with an asterisk indicating it is required.
- Email \***: Text input field with an asterisk indicating it is required.
- Phone number**: Text input field.
- How can we help you? \***: A dropdown menu with 'Send me my password' selected.
- Submit**: A yellow button.

Below the form, there are several promotional banners for 'Apply for rebates', 'Sorenson myPhone', 'VIDEO CENTER', 'SUPPORT', and 'COMMUNITY'. The footer contains links for 'CONTACT', 'SITE MAP', 'FID DECLARATION', 'PRIVACY POLICY', '1111 LEGAL DISCLAIMER', and 'HELP USER AGREEMENT'.

Figure 102 — Password/Number Request web page

You can use this page to request that Sorenson reset your account password and/or send you the local 10-digit number for any of your devices (e.g., ntouch PC/Mac, Mobile/Tablet, VP-200/ntouch VP) or your device's MAC ID.

You must enter your name and the email address you gave to Sorenson when your account was first set up. You must also select the device type for your request. Finally, you must choose what type of help you are requesting from the drop-down list.

- Step 3. Enter the required information in the **Request** fields and buttons.
- Step 4. Select the **Submit** button. If you entered the correct email address, you will receive an email from Sorenson with the information you requested.



### To Update 911 Address Information

- Step 1. Start at the Personal Information screen.
- Step 2. Tap the [Update 911 Address Information](#) button to open the screen shown below.

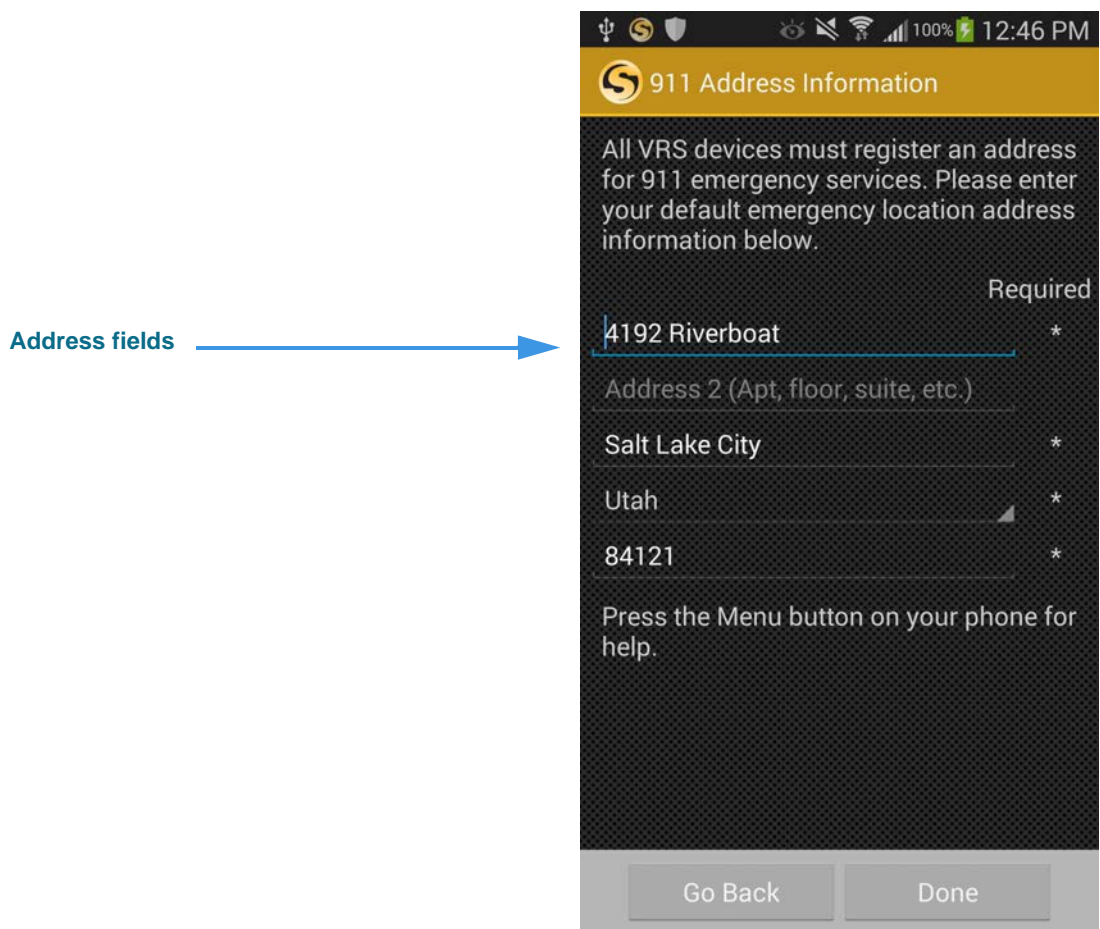


Figure 103 — 911 Address Information screen

This screen shows the address registered for your ntouch Mobile account. This “default address” will be given to the emergency services personnel if you cannot sign your current address. You saw this screen during the registration process, but you can update your address information at any time.

You should enter the address where you are most likely to be at any given time. For example, you could enter your home address or your work address.

- Step 3. Make any necessary changes to the fields on the screen, and then tap the [Done](#) button to submit the updated address.
- Step 4. If you are not making changes to your address information, tap the [Go Back](#) button to return to the Personal Information screen.

## To See/Edit myPhone Settings

- Step 1. Start at the Settings screen.
- Step 2. Tap the **myPhone** button to open the screen shown below.

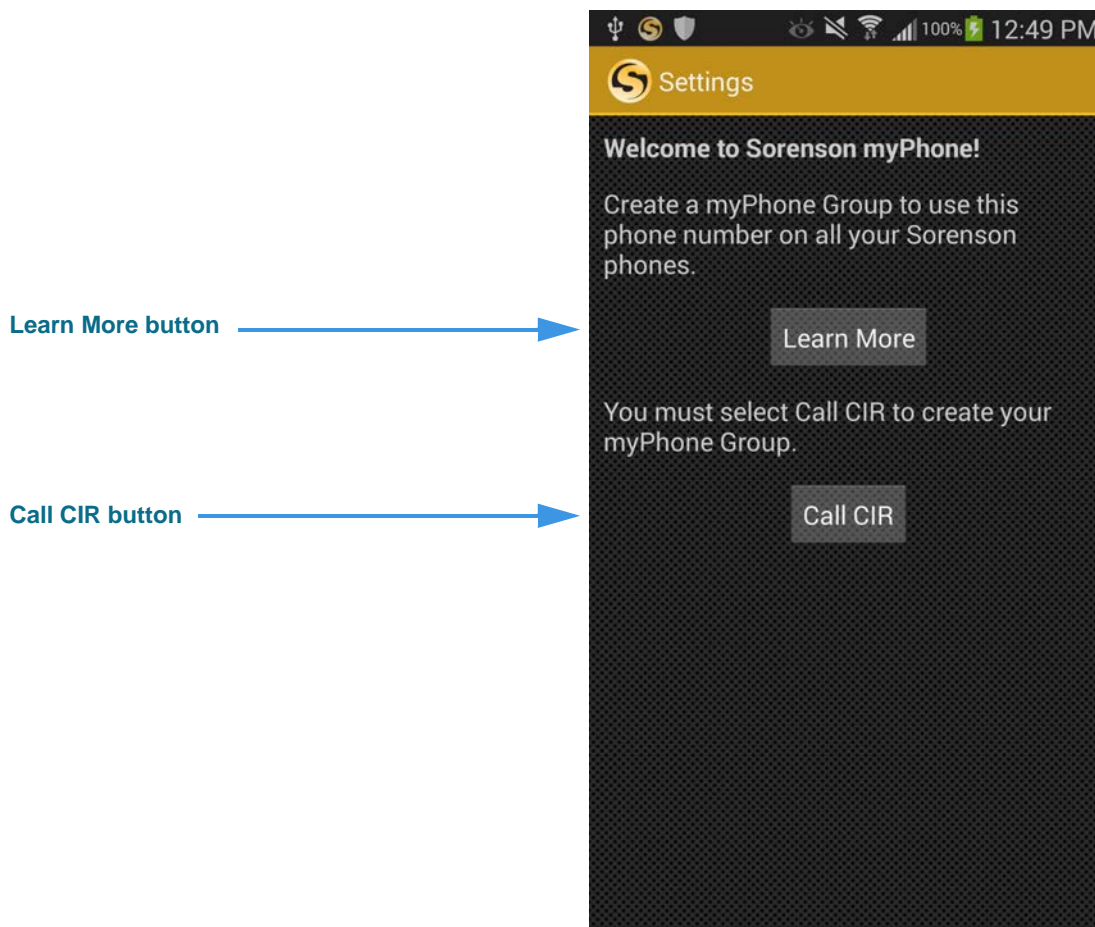


Figure 104 — Welcome to Sorenson myPhone screen

This screen explains that you can create a myPhone Group by calling the Sorenson CIR department. Tap the **Learn More** button to view a short ASL video that describes the myPhone feature.

- Step 3. Tap the **Call CIR** button to call Sorenson CIR. Ask for help creating your myPhone Group.

## Change Settings

- Step 4. After your myPhone Group has been created, you can open the myPhone Settings screen to see the members of your group and your myPhone number.

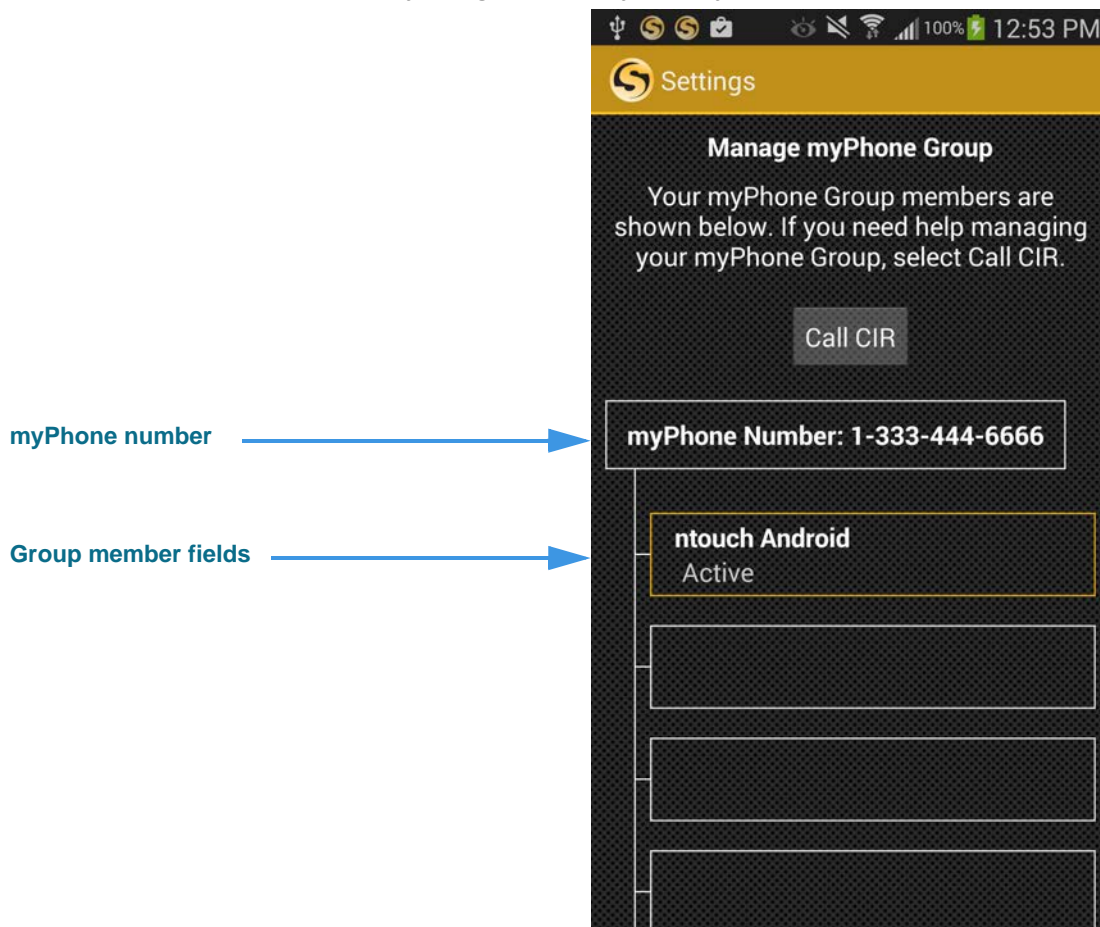


Figure 105 — Manage myPhone Group screen

The five fields in the middle of the screen show the names of the members of your myPhone Group. You will have to scroll to see all five fields. A myPhone Group can contain one to five members. In this example image, there is just one group member named “ntouch Android.” If you need to make any changes to your group, you must call the Sorenson CIR department.

- Step 5. Select [Call CIR](#) to make a call to Sorenson CIR. Ask for help managing your myPhone Group.

## To Change Contact Settings

- Step 1. Start at the Settings screen.
- Step 2. Tap the **Contacts** button to open the screen shown below.

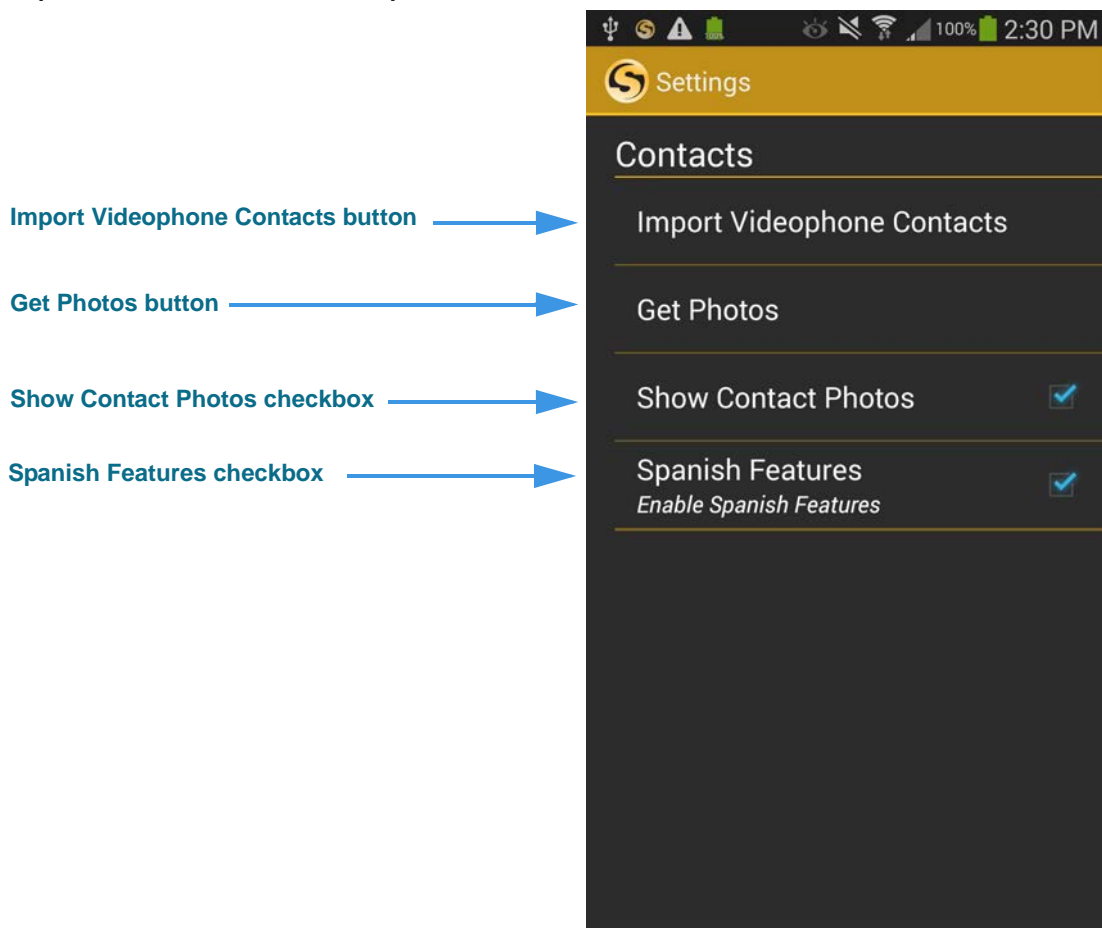


Figure 106 — *Contacts* screen

The **Import Videophone Contacts** button lets you import contacts from a Sorenson videophone account if you have the account's phone number and password (if the endpoint is an ntouch VP, you will also need the videophone's MAC ID). If you need help locating this information, see the Reset Your Password/Request Your Phone Number heading on **Page 104**.

The **Show Contact Photos** checkbox lets you enable the contact photos feature. When enabled, the **Get Photos** button will be shown. The Get Photos button is used to download the Sorenson Profile photos for all of your existing contacts who are also Sorenson users that have Profile photos. See **Page 68** for details on Profile photos.

The **Spanish Features** checkbox is used to enable (show) the SVRS Espanol contact in the Phonebook's Contacts list.

## Change Settings

Step 3. Tap the **Import Videophone Contacts** button to open the screen shown below.

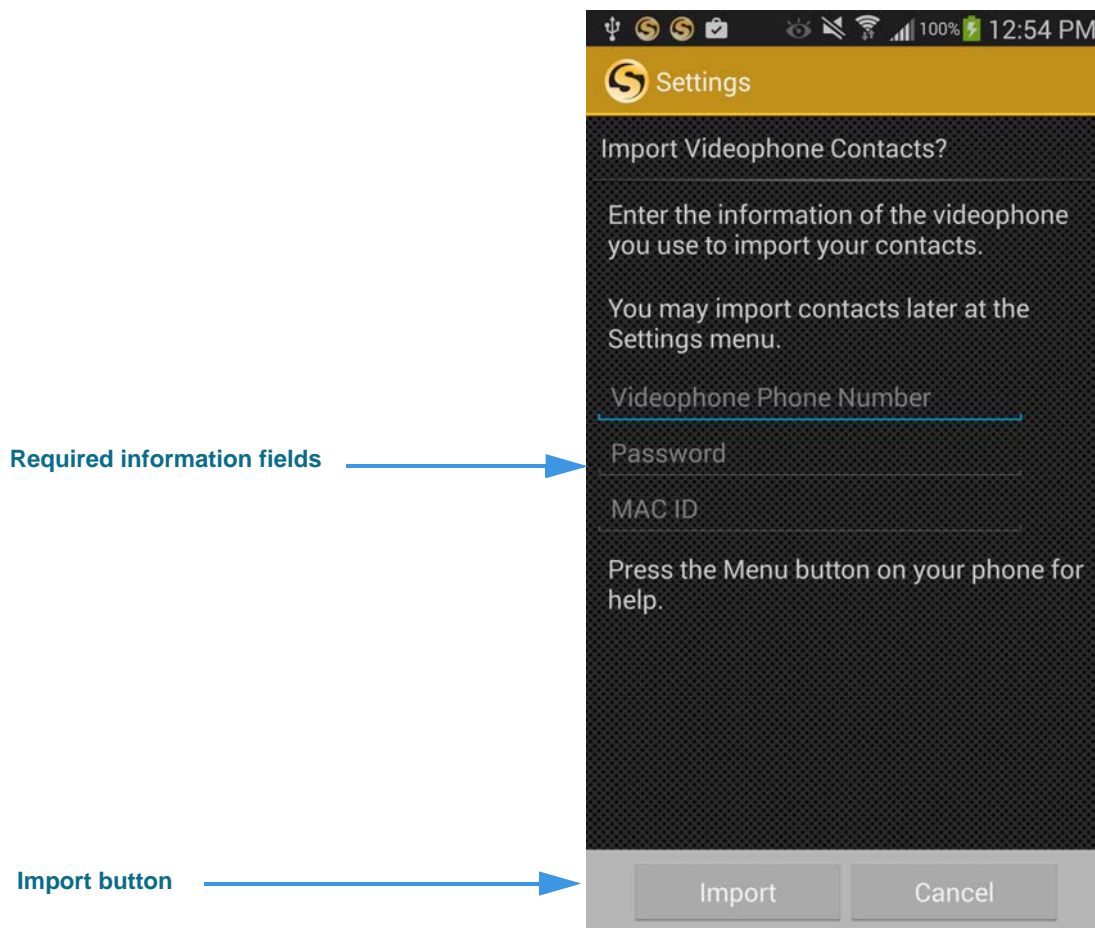


Figure 107 — *Import Contacts* screen

- Step 4. Enter the required information into the fields on the screen.
- Step 5. Tap the **Import** button to import the contacts. You will see a message if the contacts were imported successfully.
- Step 6. Tap the **Show Contact Photos** checkbox to enable (show) contact photos in the Phonebook.
- Step 7. Tap the **Get Photos** button to import Profile photos for your Sorenson contacts. You will see a message if the contacts were imported successfully.
- Step 8. Tap the **Spanish Features** checkbox to enable (show) the SVRS Espanol contact in the Phonebook's Contacts list. Uncheck the box to disable (hide) this contact.

## To Set SignMail Settings

- Step 1. Start at the Settings screen.
- Step 2. Tap the **SignMail** button to open the screen shown below.

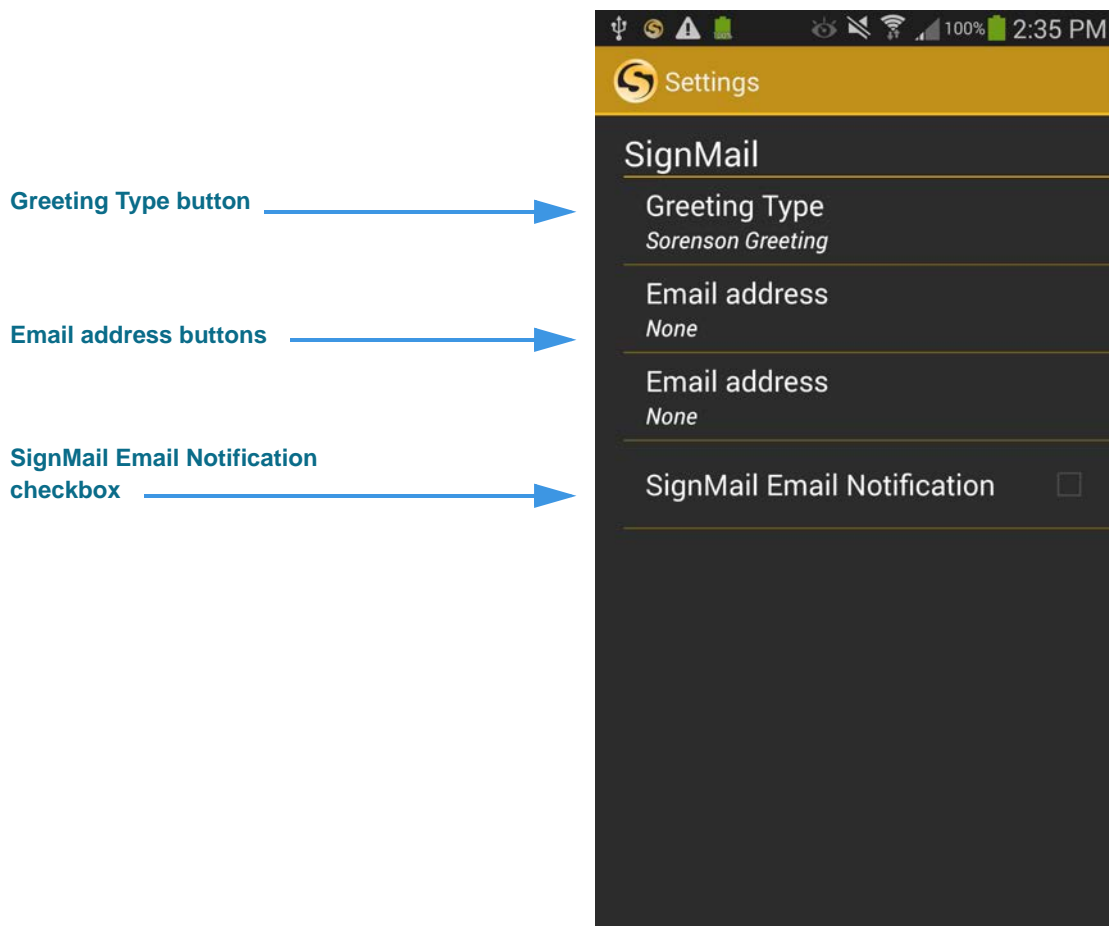


Figure 108 — *myRumble Patterns* dialog

The **Greeting Type** button is used to record a Personal SignMail Greeting video. See **Page 45** for details. The two **Email address** buttons are used to specify an email address to which you want SignMail notification messages sent. The **SignMail Email Notification** checkbox lets you turn on/off the option to have emails sent to you when you receive SignMail videos.

- Step 3. Tap the button for the email address you want to edit. A dialog will appear in which you can enter the address at which you want to receive notifications.
- Step 4. Tap (check) the **SignMail Email Notification** checkbox to enable the notifications. Uncheck the box to turn off the feature.

## Change Settings

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### To Select a VRS Announce Option

- Step 1. Start at the Settings screen.
- Step 2. Tap the **VRS Announce** button to display the screen shown below.

VRS Announce option  
buttons

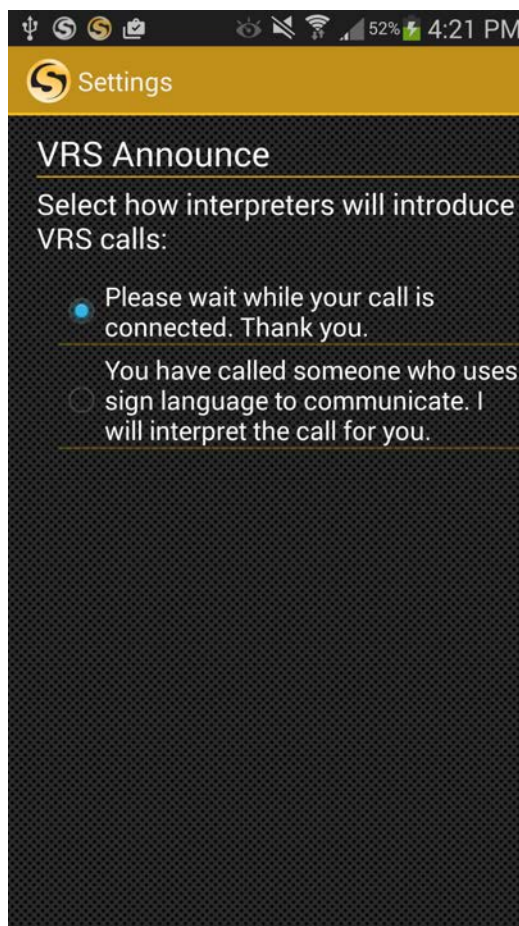


Figure 109 — VRS Announce screen

- Step 3. Select which of the two announcements you want the VRS interpreter to use when introducing your VRS calls to a hearing person.
- Step 4. Tap device's **Back** button to return to the main Settings screen.

## To Set a myRumble Pattern

- Step 1. Start at the Settings screen.
- Step 2. Scroll the screen to see the bottom part of the screen as shown below.

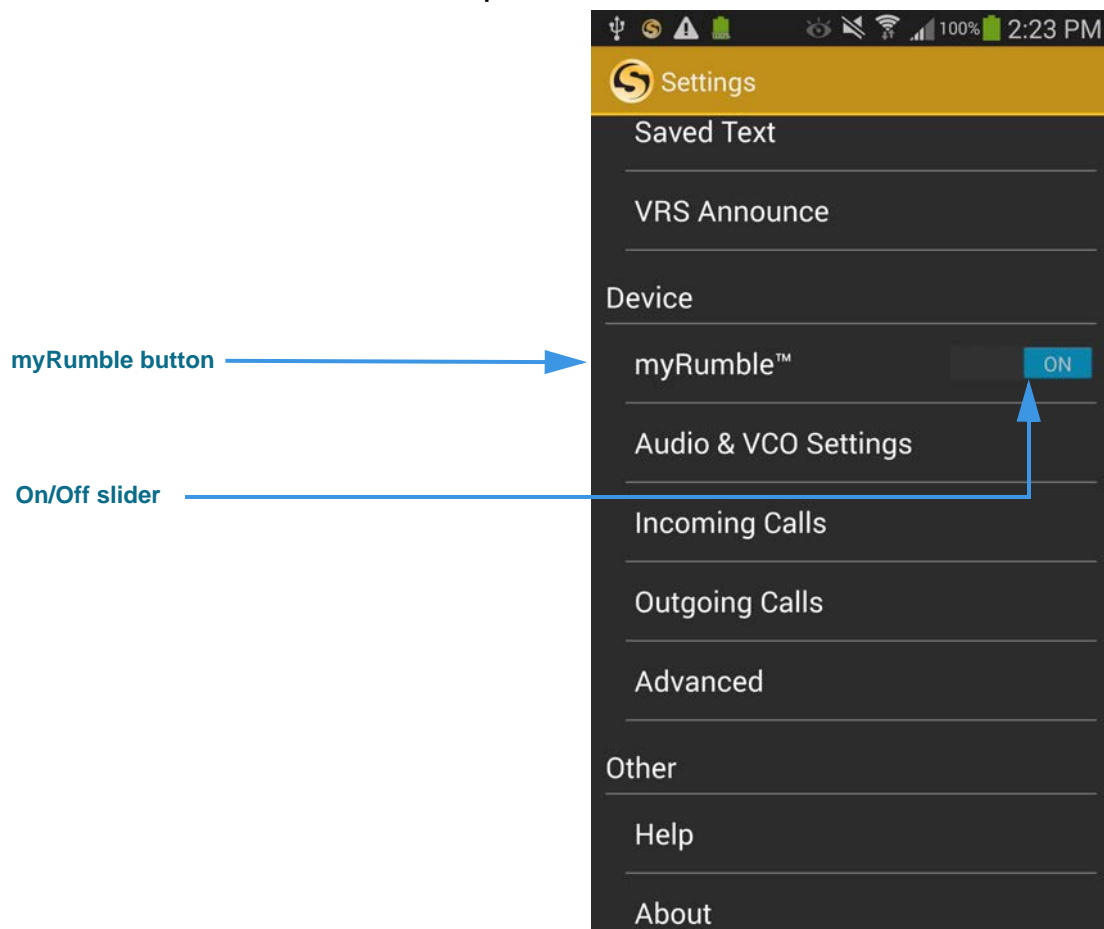


Figure 110 — Settings screen, myRumble button and slider

The myRumble feature can be turned on and off quickly by tapping the **ON/OFF** slider control. To make changes to the feature's settings, tap the **myRumble** button itself.



## Change Settings

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Step 3. Tap the **myRumble** button to open the screen shown below.

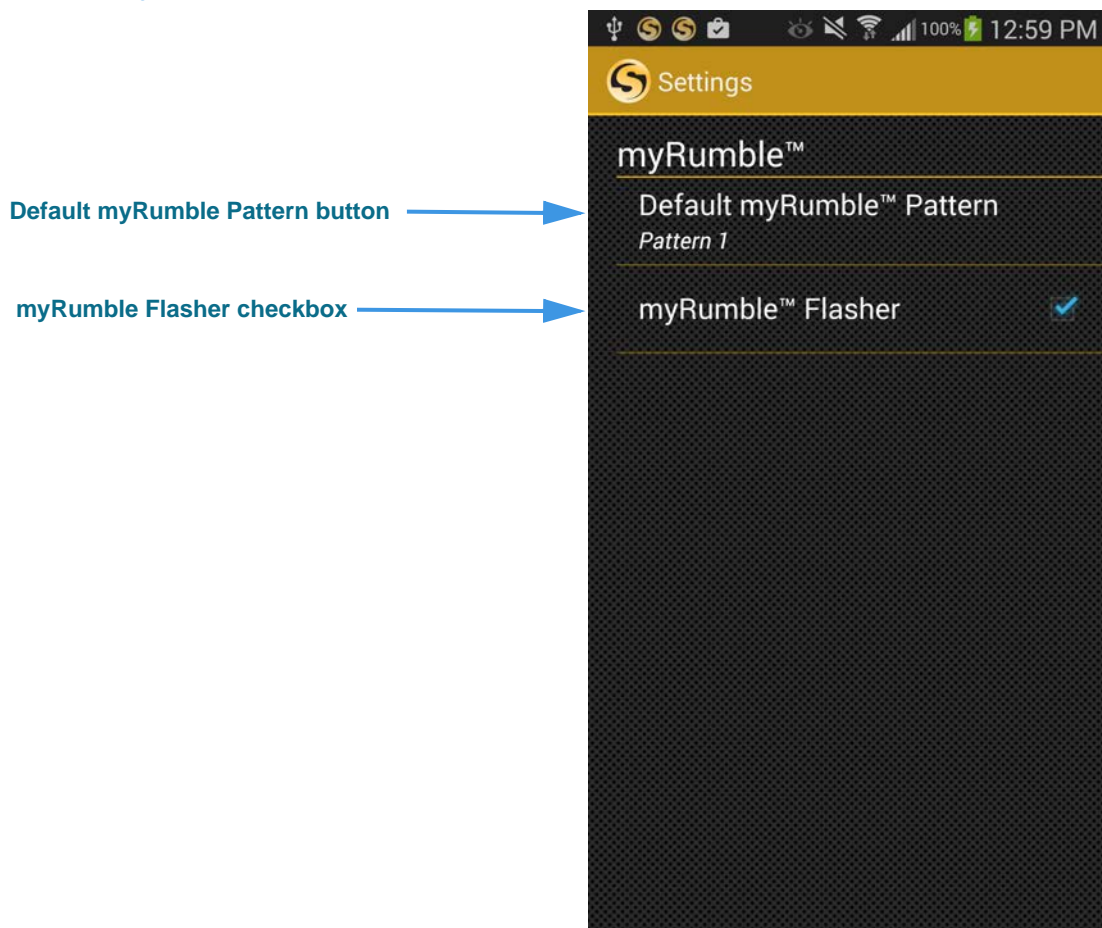


Figure 111 — *myRumble Patterns* dialog

The **Default myRumble Pattern** button opens a dialog that shows 10 pre-defined pattern options plus a “No vibration” option. The **myRumble Flasher** checkbox lets you enable the flasher feature. When checked (enabled) the device will flash its LED and vibrate with the selected myRumble pattern.

- Step 4. Tap the **Default myRumble Pattern** button to open a dialog in which you can the vibration pattern you want to use for all incoming calls.
- Step 5. Tap (check) the **myRumble Flasher** checkbox to use this feature. The device will then flash its LED and vibrate to demonstrate the selected pattern.

## To Change Incoming Call Settings

- Step 1. Start at the Settings screen.
- Step 2. Tap **Incoming Calls** button to open the screen shown below.

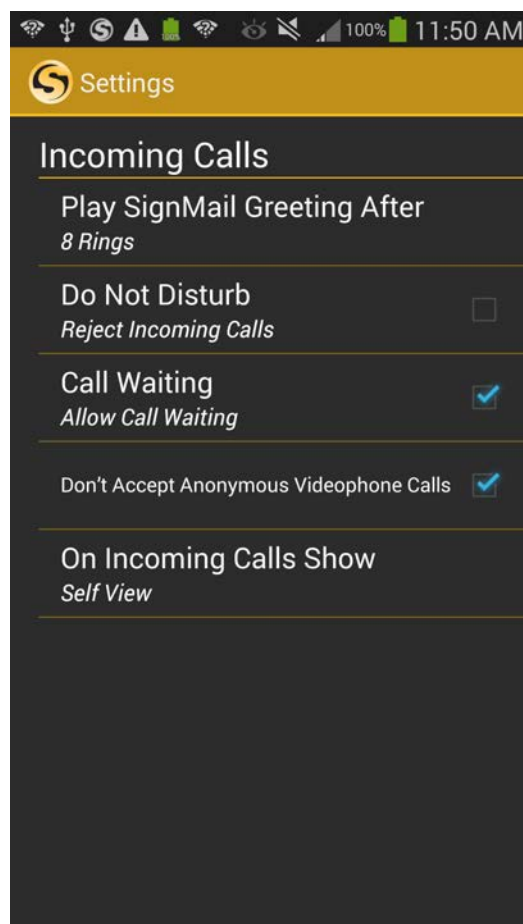


Figure 112 — Play SignMail greeting after dialog

The **Play SignMail Greeting After** button opens a dialog that provides options for 1 to 15 rings before the greeting will start. The default setting is 8 rings. The **Do Not Disturb** checkbox lets you choose to reject all incoming calls. Use this option carefully because you will not receive notifications of incoming calls. The **Call Waiting** checkbox lets you choose to enable the Call Waiting feature. The **Don't Accept Anonymous Calls** checkbox lets you choose to reject incoming calls that do not have Caller ID information. This feature can help reject solicitation calls or calls from people who are intentionally hiding their Caller ID information. The **On Incoming Calls Show** button lets you choose to see either the Self View image or the flasher when you receive an incoming call.

- Step 3. Tap the **Play SignMail Greeting After** button to select a the number of rings to use for all incoming calls.
- Step 4. Tap (check) the other checkboxes if you want to use those features.
- Step 5. Tap the **On Incoming Calls Show** button to select which option you want to use.

### To Change Outgoing Call Settings

- Step 1. Start at the Settings screen.
- Step 2. Tap the **Outgoing Calls** button to open the screen shown below.

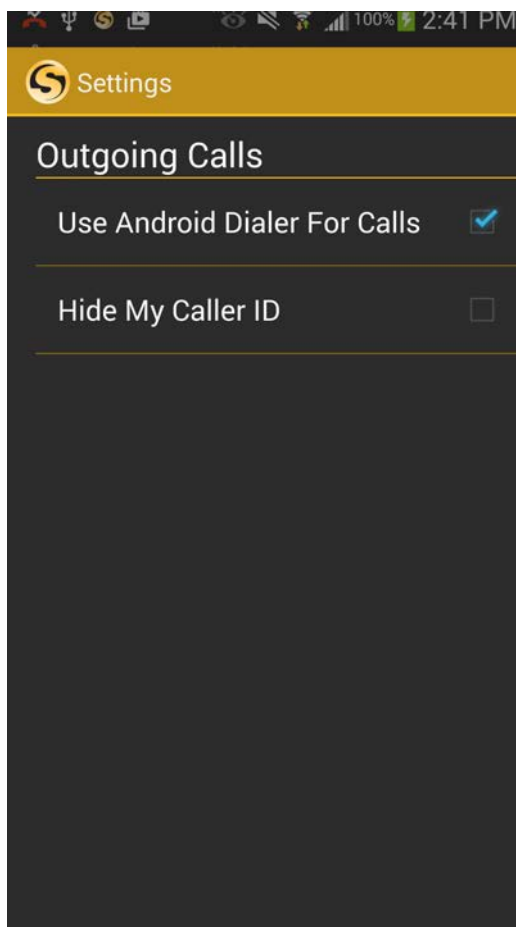


Figure 113 — Advanced Settings screen

The **Use Android Dialer For Calls** checkbox lets you choose to allow the ntouch app to make outgoing videophone calls using the Android device's Phone dialing app. *When this option is enabled (checked), your phone cannot make outgoing voice phone calls.* If you want to be able to make voice telephone calls, you must disable (uncheck) this checkbox. *In most cases, you will want to leave this enabled (checked).*

The **Hide My Caller ID** checkbox lets you choose to make videophone calls that do not send Caller ID information in your outgoing calls. When enabled, you will not be able to call Sorenson users who have enabled the “Don't Accept Anonymous Calls” feature on their endpoints.

- Step 3. Tap (uncheck) the Use Android Dialer for Calls checkbox if you want to make outgoing voice telephone calls. In most cases, you will not uncheck this box.
- Step 4. Tap (check) the **Hide My Caller ID** checkbox if you want to use this feature.

## To Change Advanced Settings

- Step 1. Start at the Settings screen.
- Step 2. Tap the **Outgoing Calls** button to open the screen shown below.

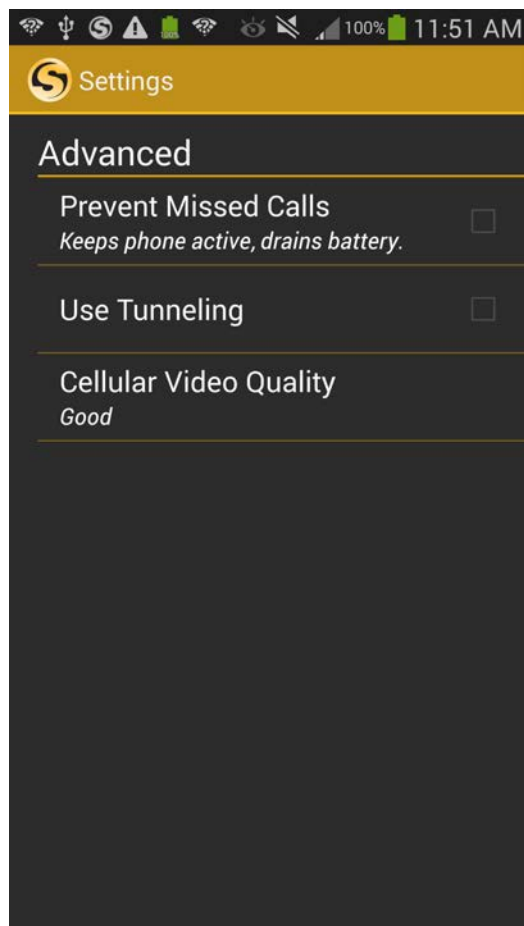


Figure 114 — Advanced Settings screen

The **Prevent Missed Calls** checkbox is used to keep the ntouch app (and thus the phone itself) active so that you do not miss any calls; doing so uses more battery power.

Normally, the **Use Tunneling** checkbox should be disabled (unchecked). If you have video image problems due to network problems, please call Sorenson Technical Support and ask for help settings these two options. Do not select this checkbox unless Sorenson Technical Support tells you to do so. This feature is used to provide network connectivity in certain situations. Selecting the checkbox when not needed can cause problems.

The **Cellular Video Quality** checkbox lets you open a dialog in which you can choose from three settings to control the amount of cellular data used for videophone calls. The options are: **Good (least data)**, **Better (more data)**, and **Best (most data)**.

- Step 3. Tap (check) the Prevent Missed Calls checkbox if you want to use this feature.
- Step 4. Tap the **Cellular Video Quality** button to open a dialog in which you can select which data usage option you want to use.

# Use App Help

ntouch Mobile has a variety of built-in Help options. You can access the *Help* screen from the app's pop-up menu or from the *Settings* screen.

## To See the Help Options

Step 1. Tap the device's **Menu** button to display the pop-up menu as shown below.

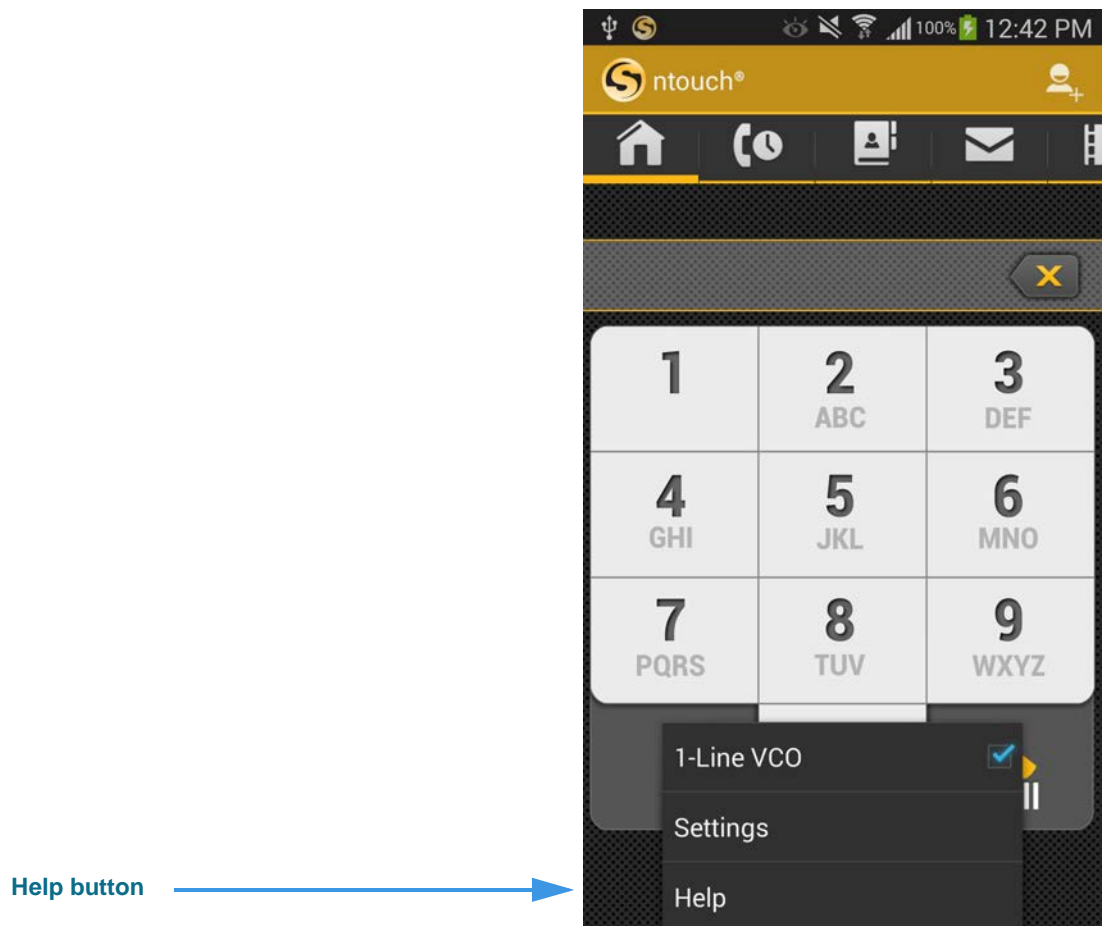


Figure 115 — Home screen, drop-down menu open

Notice that the *Home* screen's pop-up menu includes a **Help** button.

Step 2. You can also start at the Settings screen. Scroll down until the screen looks like the image shown below.

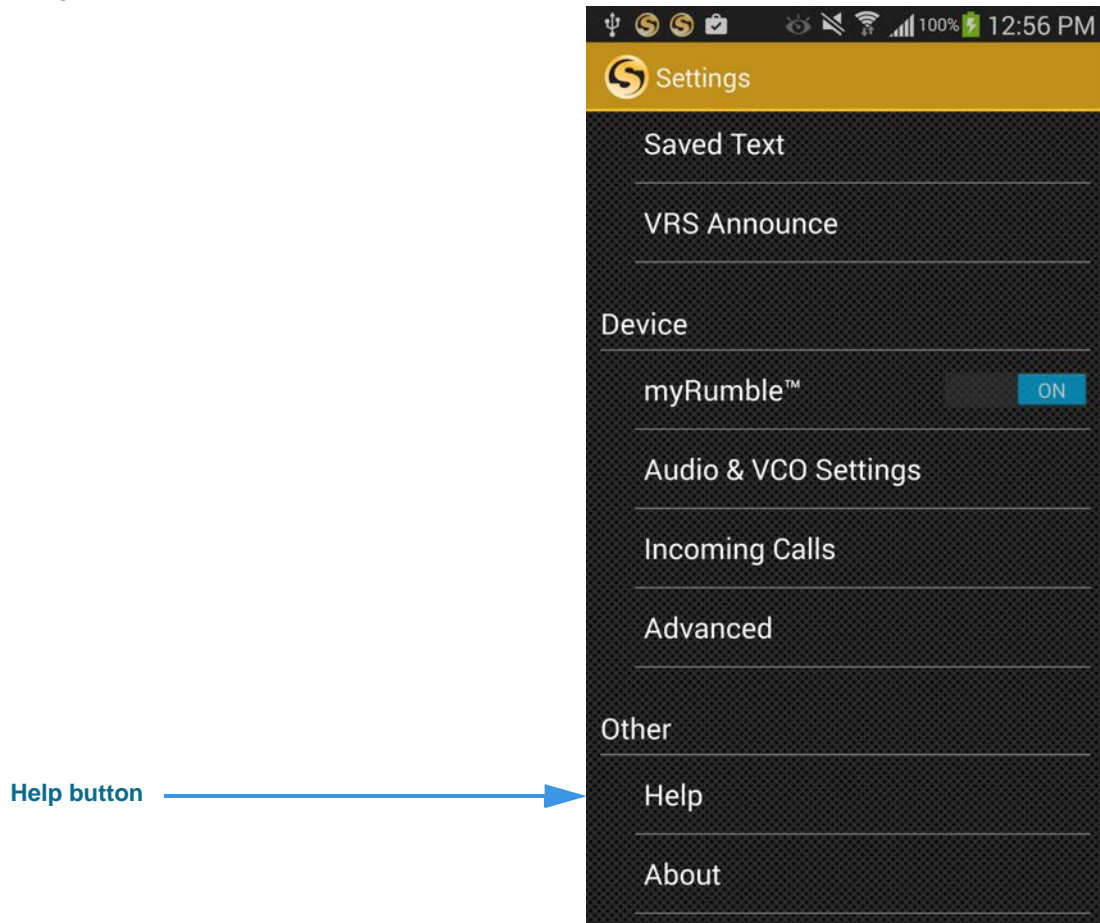


Figure 116 — Settings screen, Help and About buttons

The **Help** button is located in the *Other* area of the screen. Tap the **About** button to see the version number of the ntouch Mobile app and your ntouch phone number.

## Use App Help

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- Step 3. Tap the **Help** button from the pop-up menu or Settings screen to open the screen shown below.

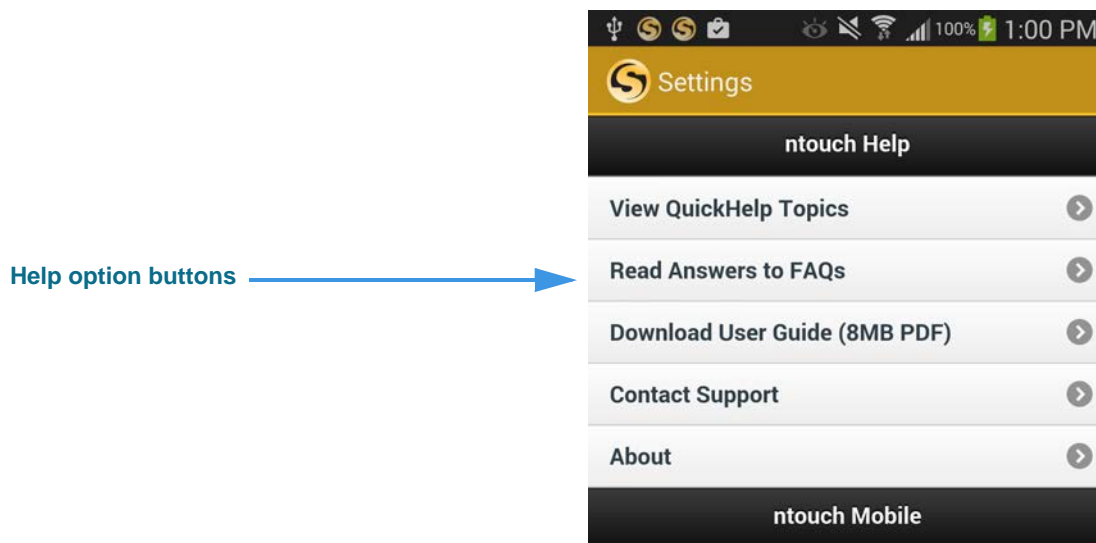


Figure 117 — Help screen

The buttons on this screen link to the various ntouch Mobile Help options. You can choose to view a list of **QuickHelp Topics** that describe how to use basic app features, read answers to Frequently Asked Questions (**FAQs**), download this **User Guide in PDF** format, or see a list of links to **Contact Sorenson Technical Support** or visit our website.

The Help options may be updated over time, so remember to check this screen often.

- Step 4. Tap any one of the buttons on the screen to choose a Help option.

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