ntouch Mobile

for Android Devices

User Guide

App Version 3.0

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ntouch Mobile

Overview

What Is ntouch Mobile for Android?

Sorenson's ntouch Mobile lets you make and receive Sorenson VRS calls using an Android device with front- and back-facing camera. You can also make videophone calls to other Sorenson and non-Sorenson users with ntouch Mobile.

What's New in ntouch Mobile for Android 3.0?

Sorenson's ntouch Mobile for Android 3.0 offers these new features:

- **In-App Dialer/Call History**– The 3.0 app has an entirely new design that closely matches other ntouch products. The 3.0 ntouch Mobile for Android app includes a *Home* screen with in-app call dialer and complete Call History feature.

- **Phonebook Feature** – The Phonebook feature has been enhanced to include an in-app Contacts list. In previous releases, the ntouch app used the device's native Contacts app to manage contacts. The new in-app Contacts list was needed to support the upcoming myPhone feature.

- **SignMail Features** – Like the other 3.0 ntouch apps, the Android app's SignMail feature is separate from the enhanced Video Center feature. The app also includes full support for recording Deaf SignMail videos.

- **Video Center Feature** – The enhanced Video Center allows for video content to be presented as multiple episodes, programs, and channels.

- **1-Line Voice Carry Over (VCO) Feature** – The 3.0 app includes the new 1-Line Voice Carry Over (VCO) calling feature. Users can make SVRS VCO calls using just the Android device. A separate voice telephone is not required.

What Is this Document?

This *User Guide* describes how to use ntouch Mobile for Android with an HTC smart phone. Although many of the standard features of the Android operating system are explained and demonstrated here, this document does *not* explain how to use the Android phone or the Android operating system.

Register ntouch Mobile

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

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

ntouch Mobile app icon

Figure 1: ntouch Mobile app icon on main screen

Note: *The **ntouch** and **SVRS 911** app icons were put on the main screen of the phone that was used to create these sample figures. You can manually add these two icons to the main screen yourself after you install the ntouch Mobile app.*

2. Because this is the first time you will have opened the ntouch Mobile app, you will see the Product Agreement Notice screen shown below.
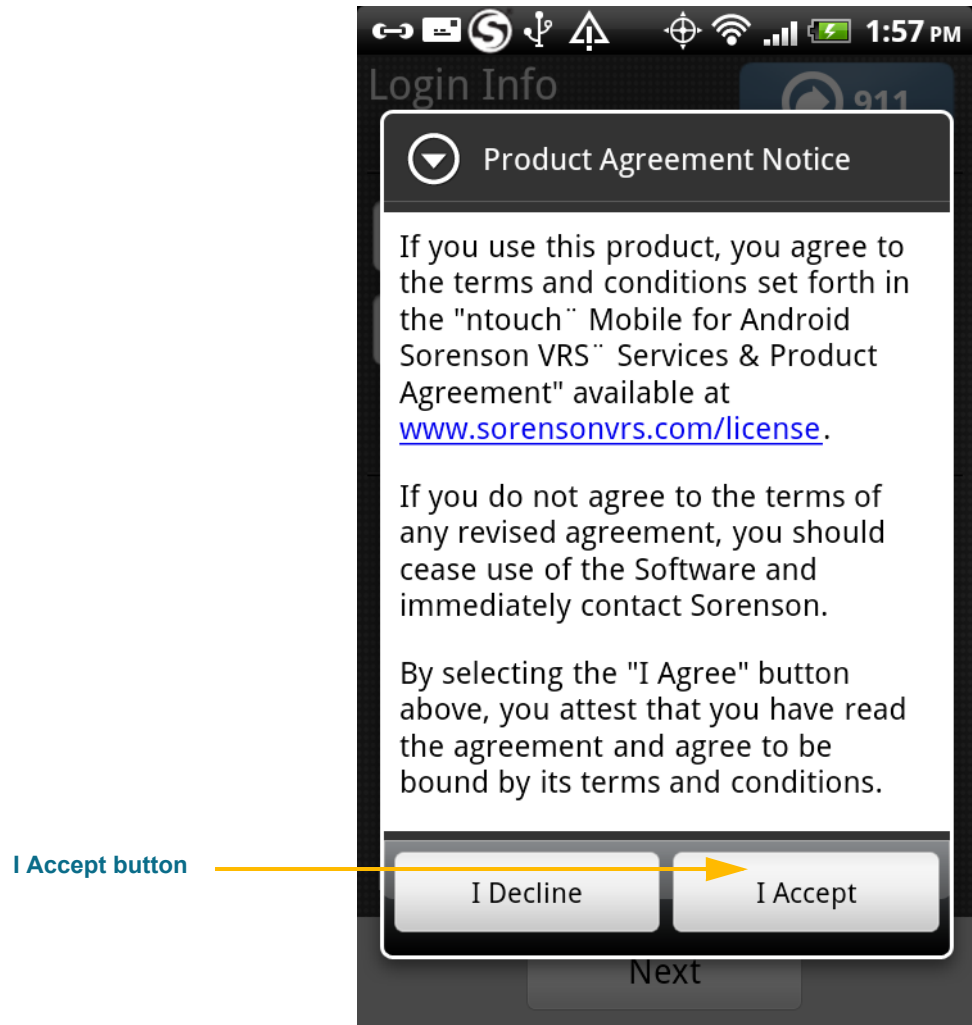

I Accept button

Figure 2: Top part of the *Product Agreement Notice* screen

You must accept the product agreement to be able to use the ntouch Mobile app. If you decline to accept the agreement, the app will close.

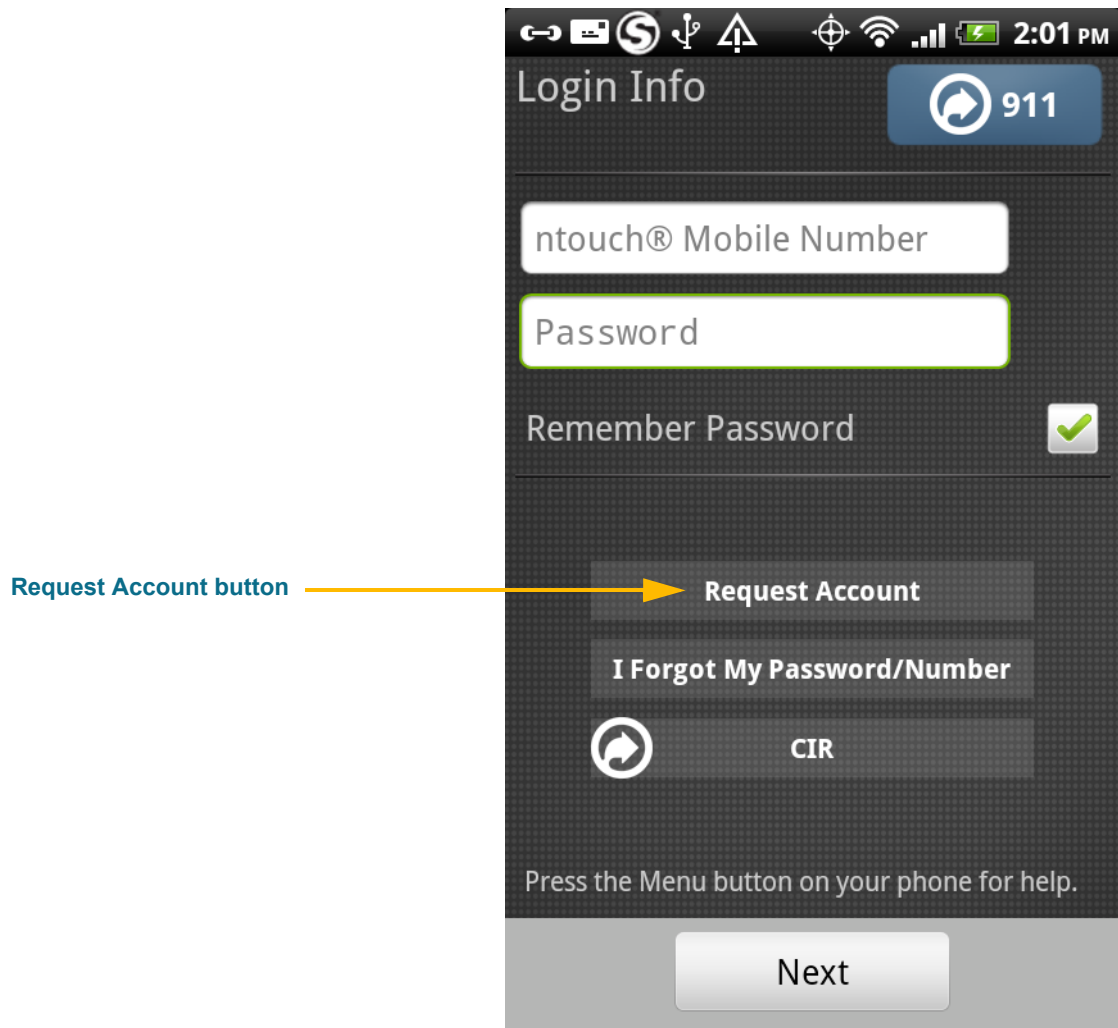3. Tap the I Accept button to open the screen shown below.

Figure 3: *Login Info* screen

The **Request Account** button opens a website at which you can request an ntouch Mobile account. After your account is created, you will be assigned a unique ntouch Mobile phone number.

4. Tap the Request Account button. When the web page opens on your phone's display, complete the request form. You will receive your new ntouch Mobile phone number and password by email.

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

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

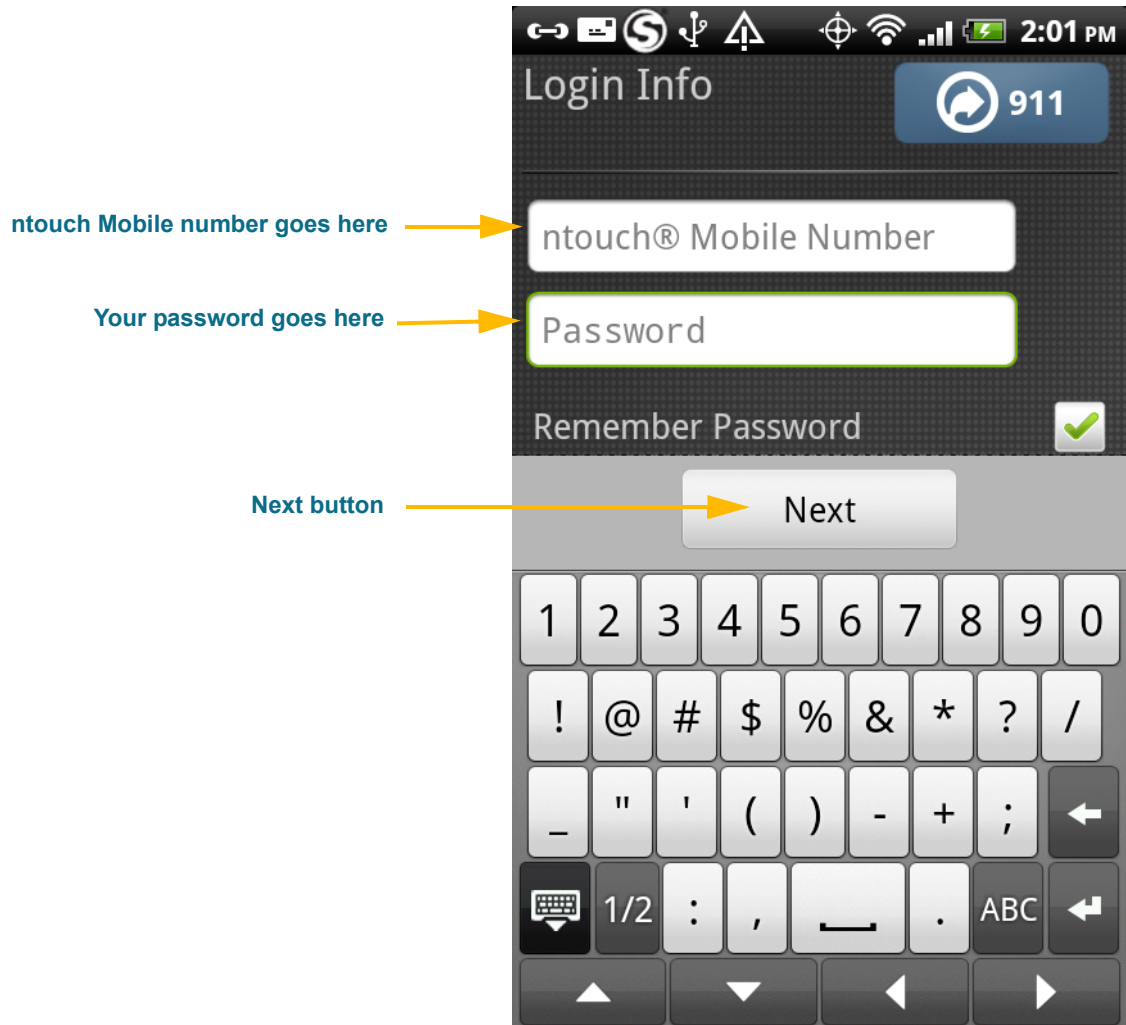ntouch Mobile number goes here

Your password goes here

Next button

Figure 4: Entering number and password to register

6. Tap the ntouch Mobile Number field and type in your phone number.

7. Move to the Password field and then enter your account password.

8. Tap the Next button to register the app to your account.

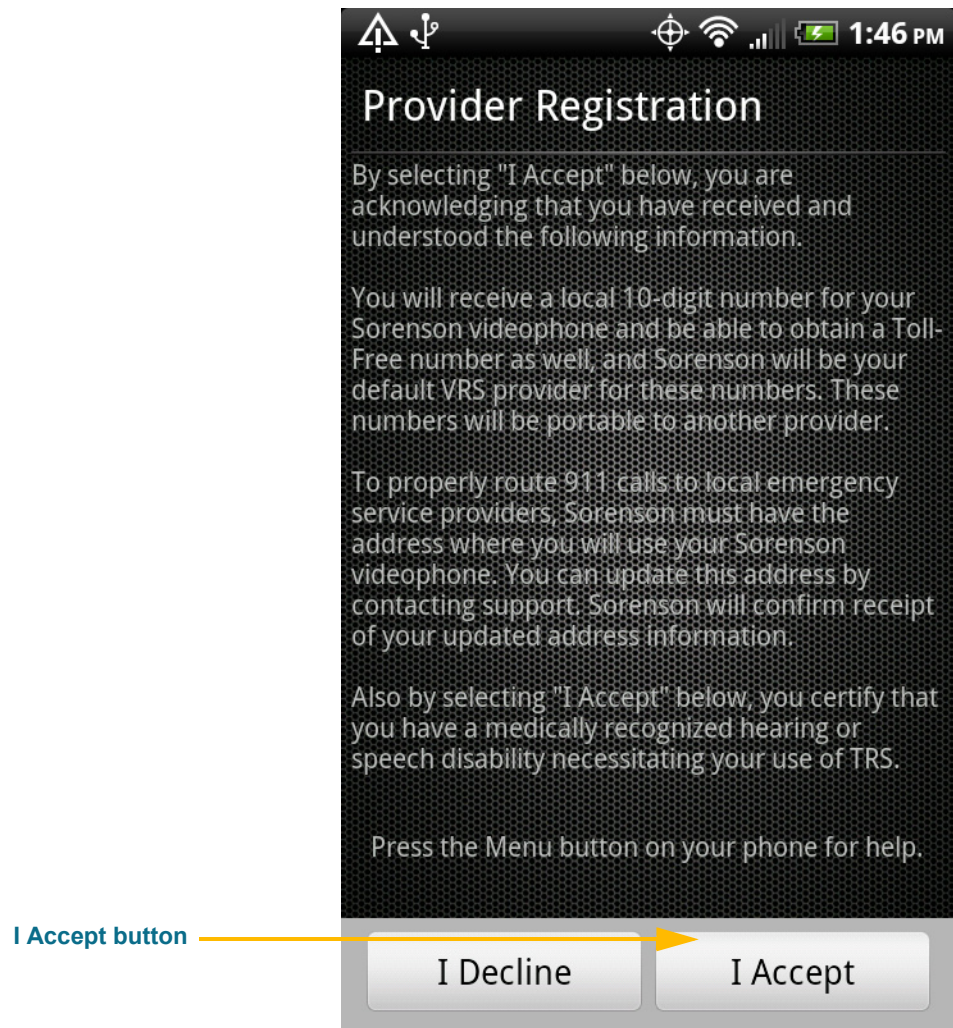9.   After the app connects to Sorenson, you will see the screen shown below.

Figure 5: *Provider Registration* screen

You must read and accept the *Provider Registration* screen. By accepting, you will have certified that you have received and understood certain information and that you certify that you have a medically-recognized hearing or speech disability that requires your use of the Telecommunications Relay Service (TRS) provided by ntouch Mobile.

10. Carefully read all the text on the screen.

11. When ready, select the I Accept button.

12.   After accepting, you will see the screen shown below.
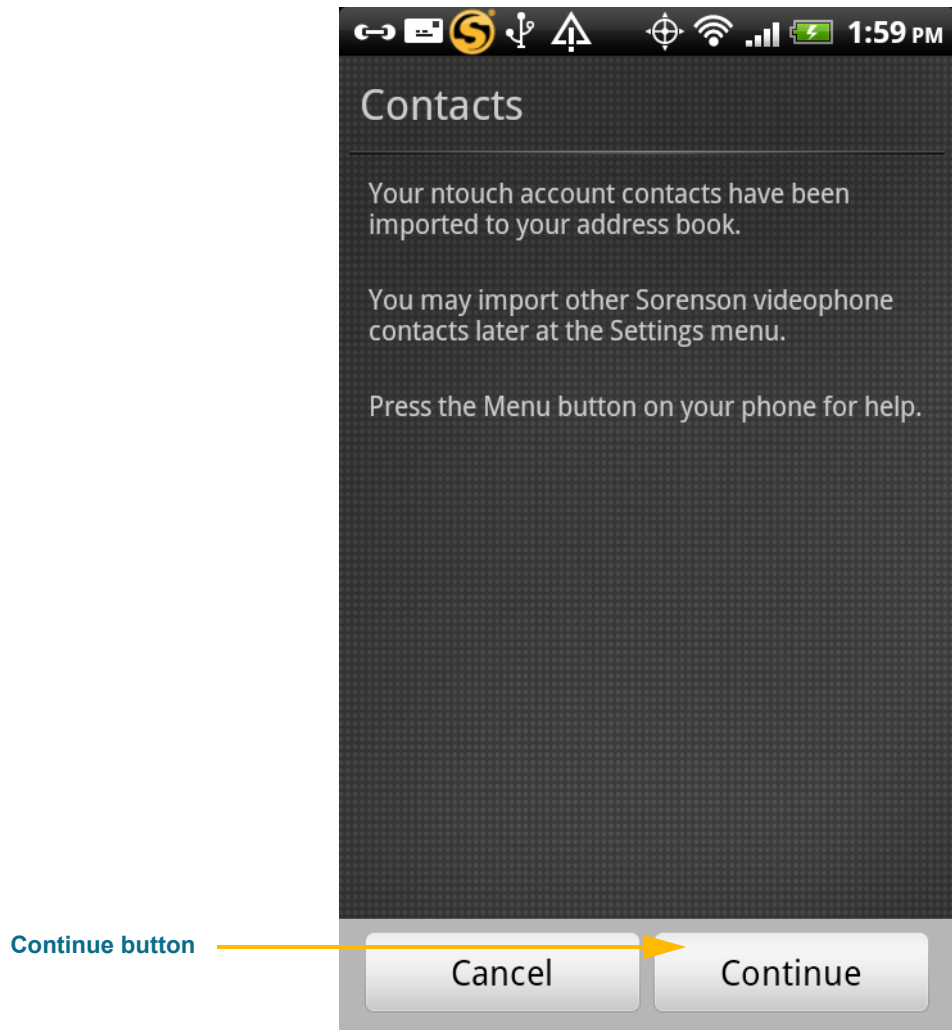
Continue button ———————

Figure 6: *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.

13.   Tap the Continue button to open the screen shown below.

Figure 7: *911 Address Information* screen

This screen shows the address that was 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. 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.

14.   Enter your default 911 address in the fields on the screen.

15.   When ready, tap the Submit button to send your address to Sorenson.

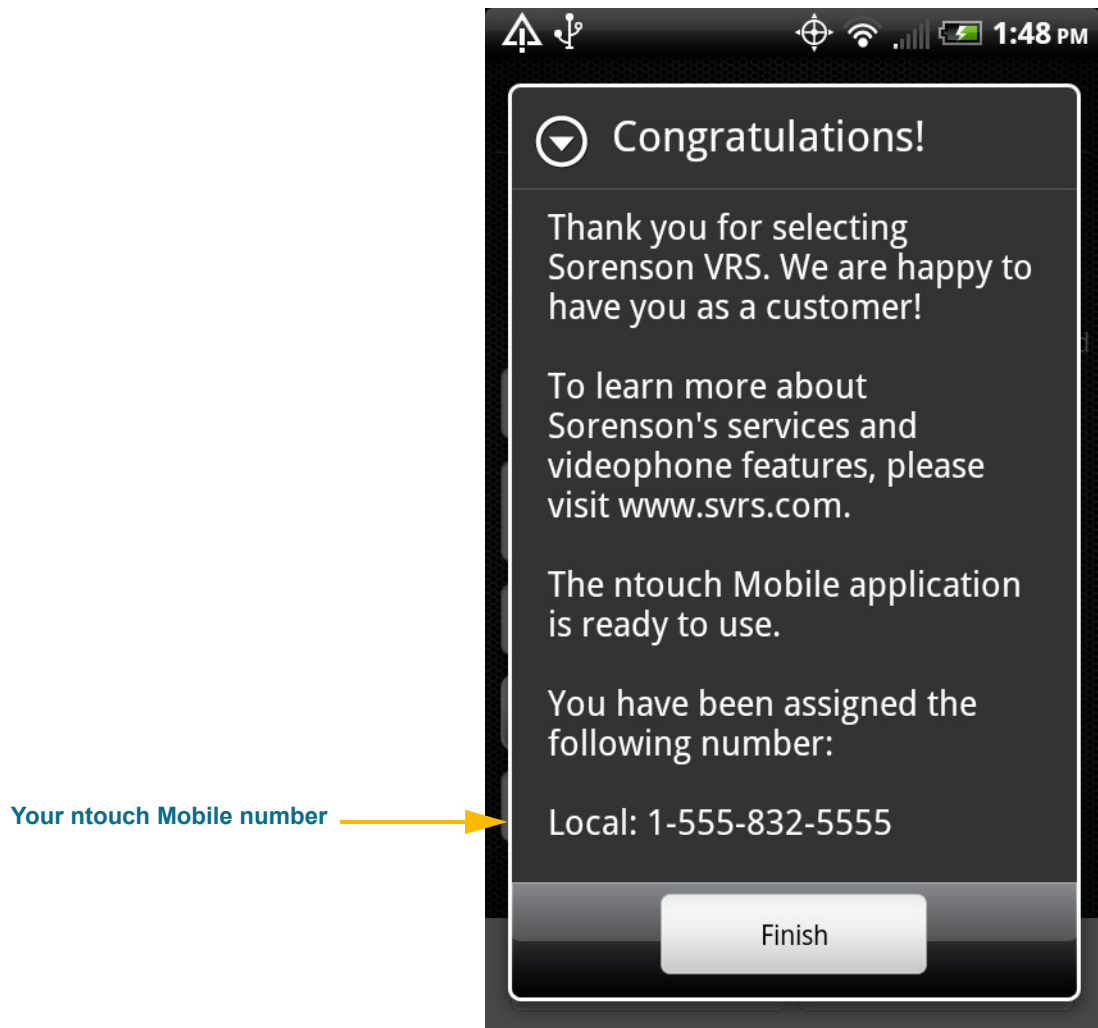16. After sending your address, you will see the dialog shown below.

Your ntouch Mobile number

Figure 8: *Congratulations* message

When this dialog appears, the registration of your ntouch Mobile account on your Android phone 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.

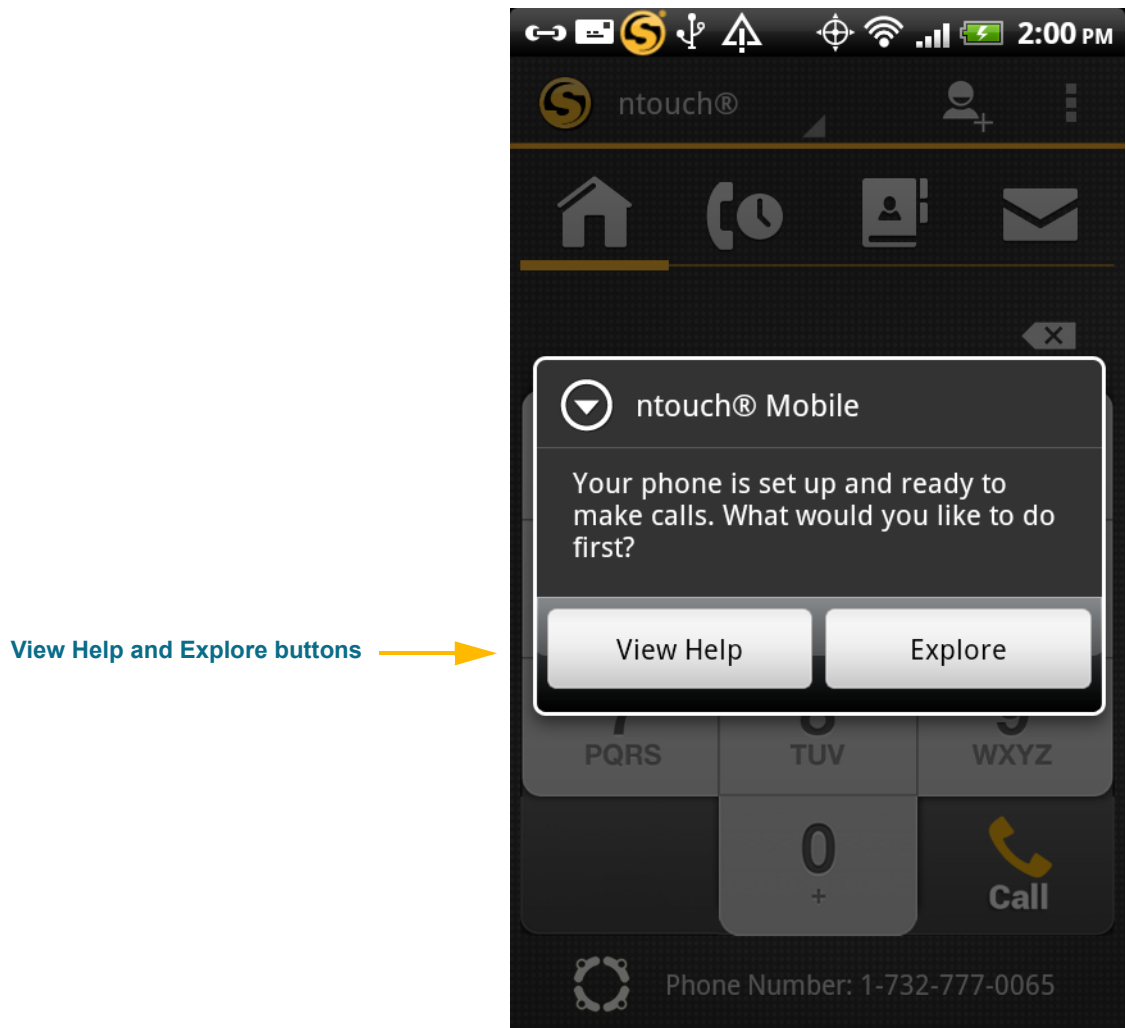17. Tap the Finish button to proceed and open the dialog shown below.

View Help and Explore buttons

Figure 9: *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 ntouch Mobile on your own.

18. 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

1. Tap the Home button to open ntouch Mobile's Home screen shown below.

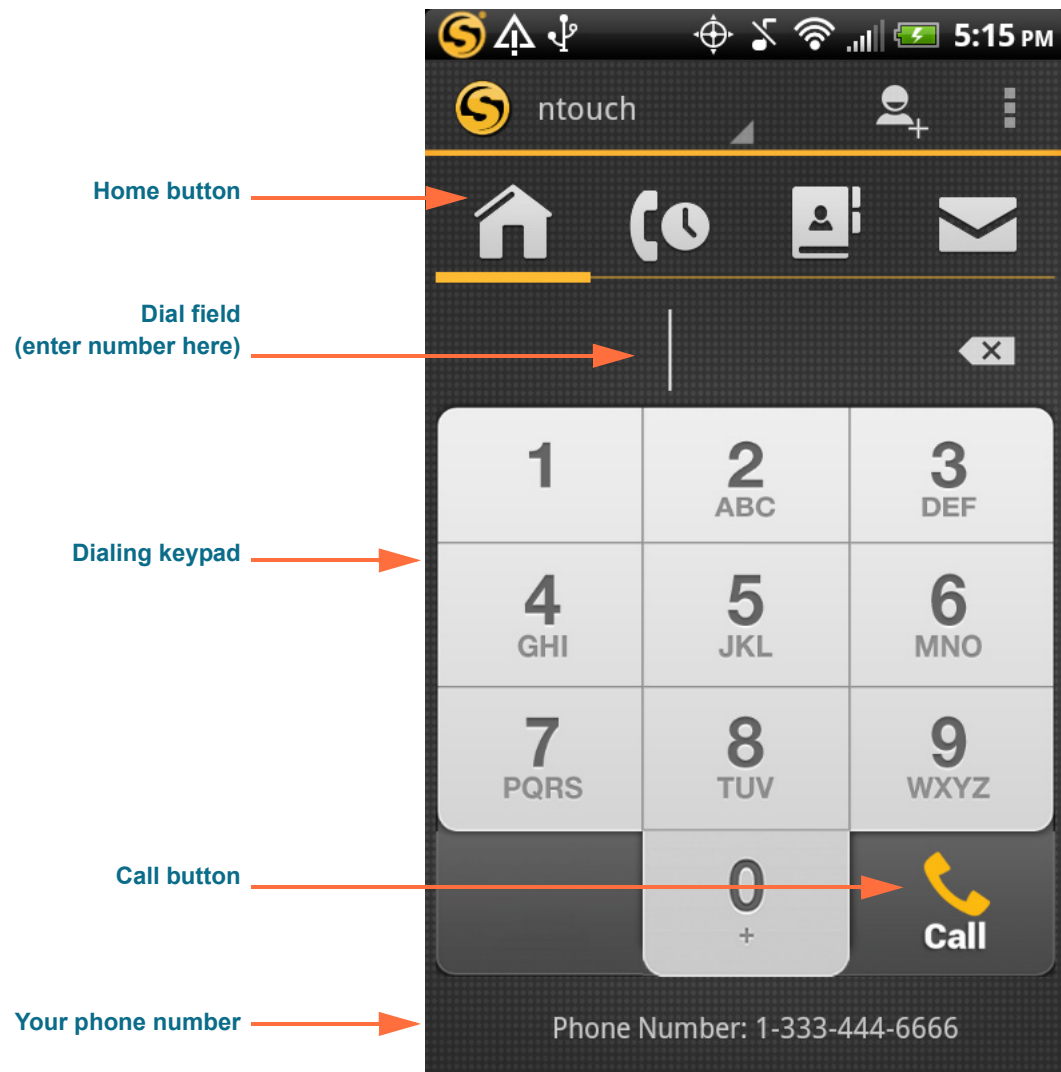2. Enter the phone number of the person or business you want to call.

Figure 10: *Home* screen

3. Tap the Call button when ready to dial the number.

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

Number of Rings
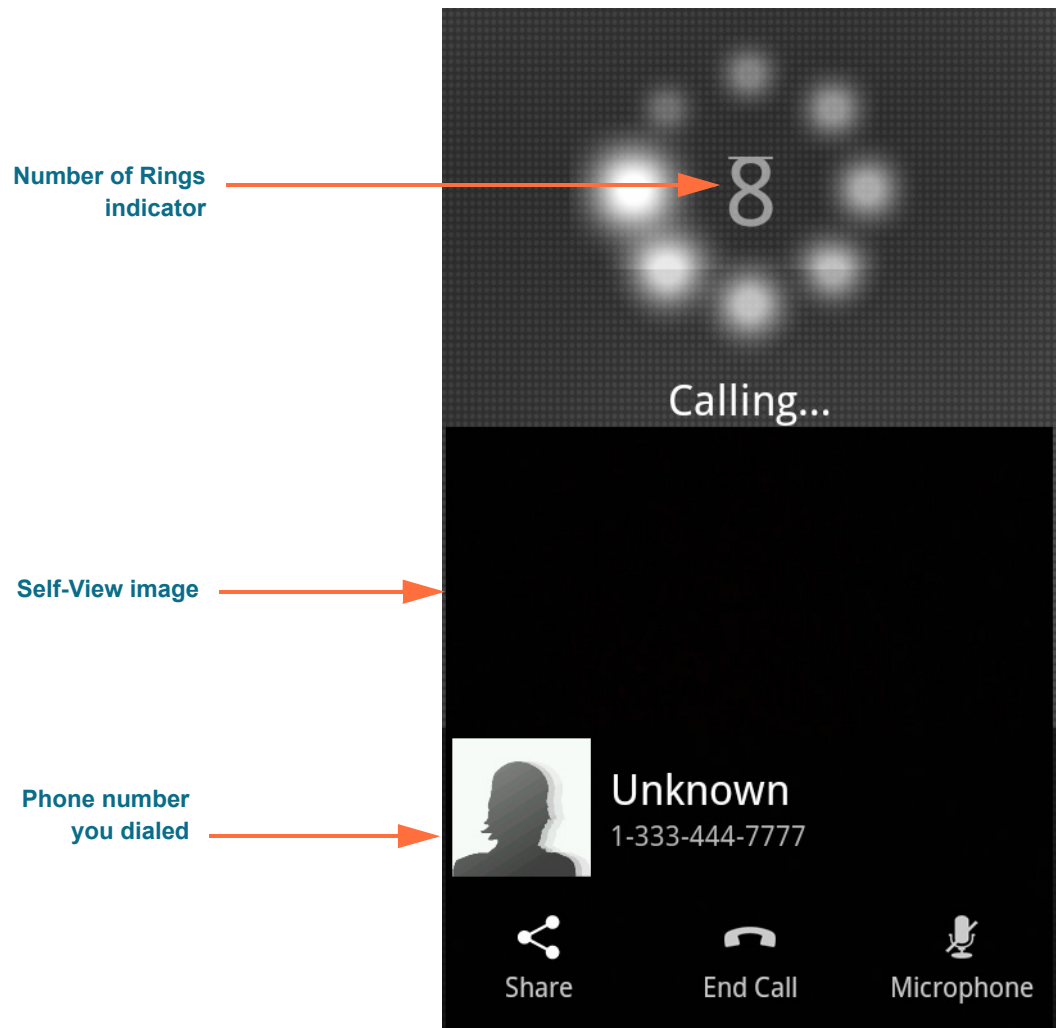indicator

Self-View image

Phone number
you dialed

Figure 11: *Dialing* screen with Rings indicator

This screen shows the video image being *sent* by the phone (that is, the Self-View image). The Self-View video is captured by the device's front-facing camera.

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.

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

Received image

Self-View image

Microphone button
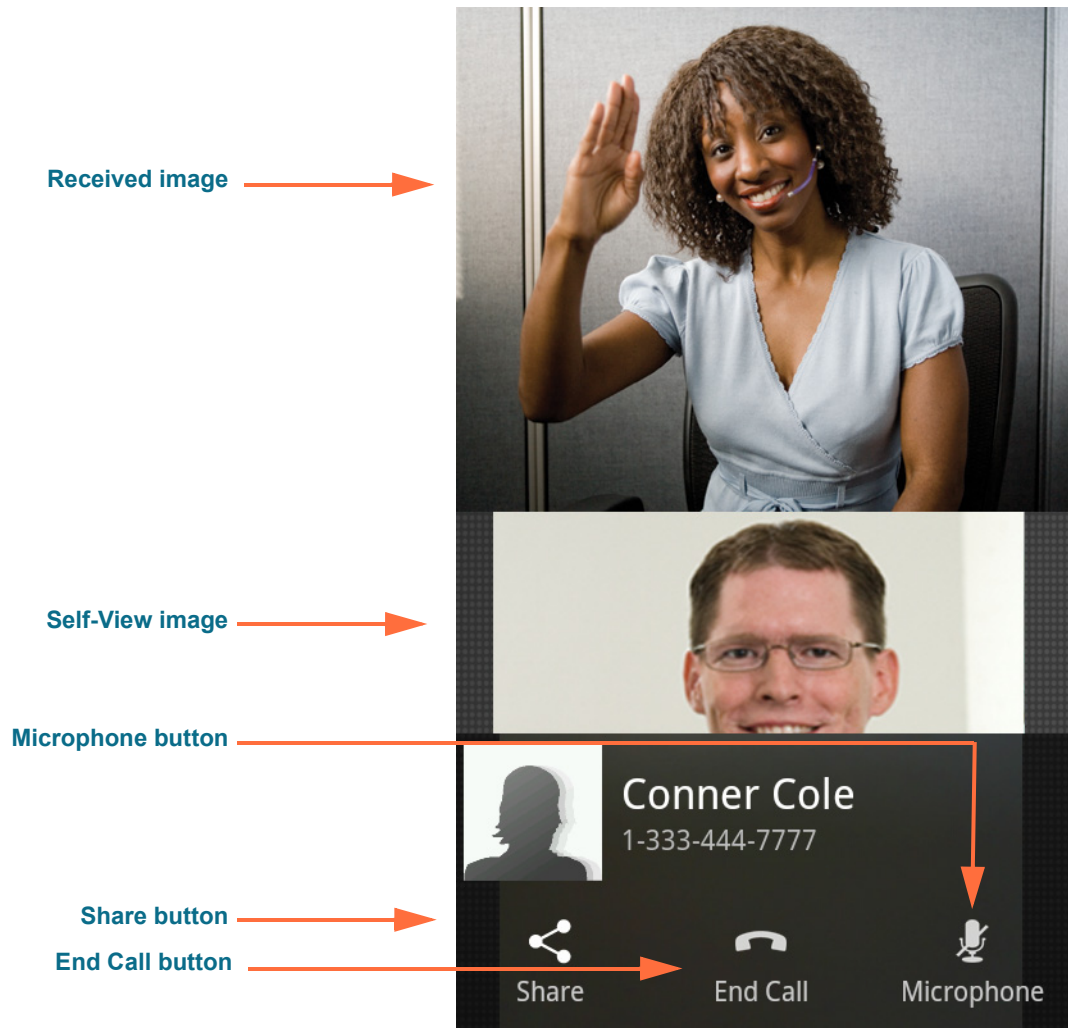
Share button

End Call button

Figure 12: In-Call screen

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

The **End Call** button hangs up a call. If Audio is enabled at the *Settings* screen, you can use the **Microphone** button to turn on and off the audio signal sent with the video image. This feature is useful for 1-Line Voice Carry Over (VCO) calls.

The **Share** button lets you choose to share your location, a contact's name and number, or any text as part of the Self-View video image. See **Page 26** for more information.

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.

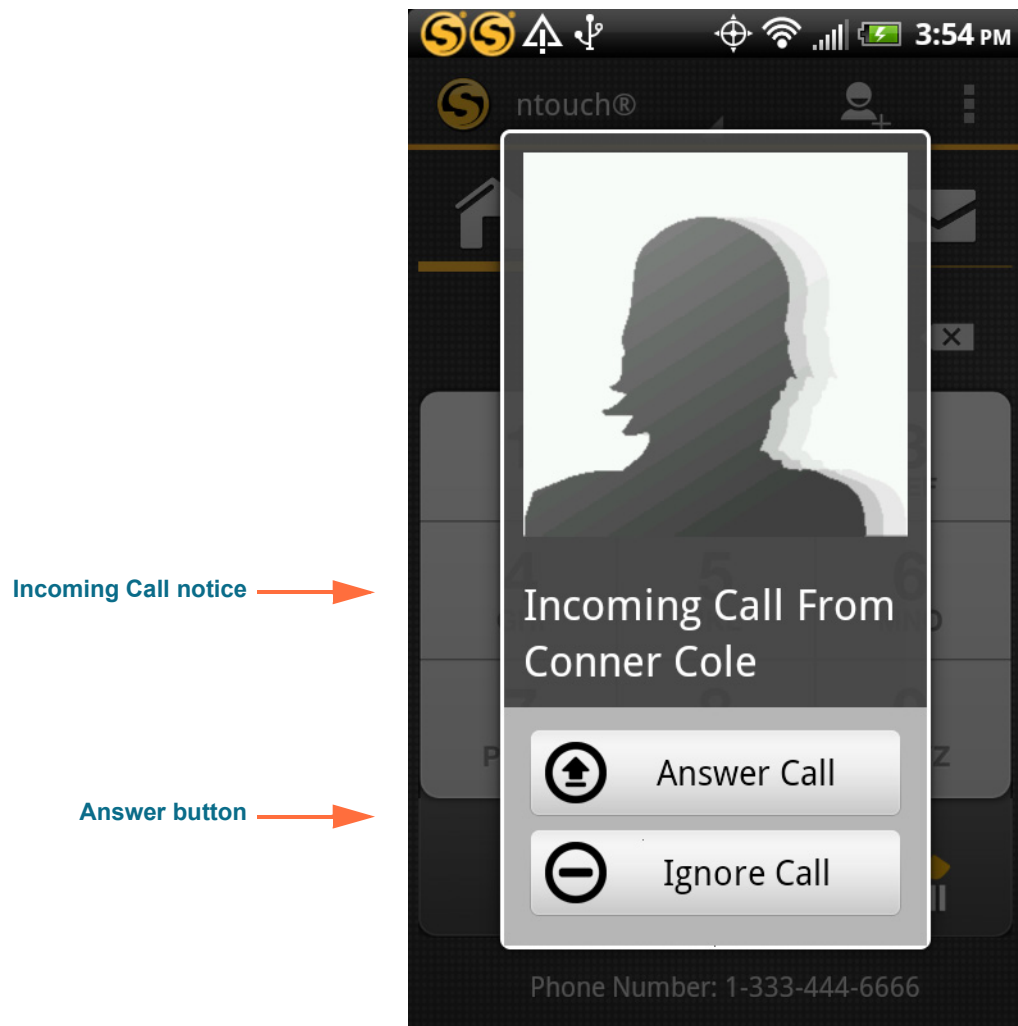1.   When you receive an incoming call, a dialog will appear as shown below.

Incoming Call notice ————→

Answer button ————→

Figure 13: *Incoming Call* screen

2.   Tap the Answer Call button to answer the call.

Note: *If you tap the **Ignore Call** button, you will dismiss the Incoming Call dialog. If the caller is another Sorenson users, he/she can leave you a SignMail video message.*

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

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

Received image
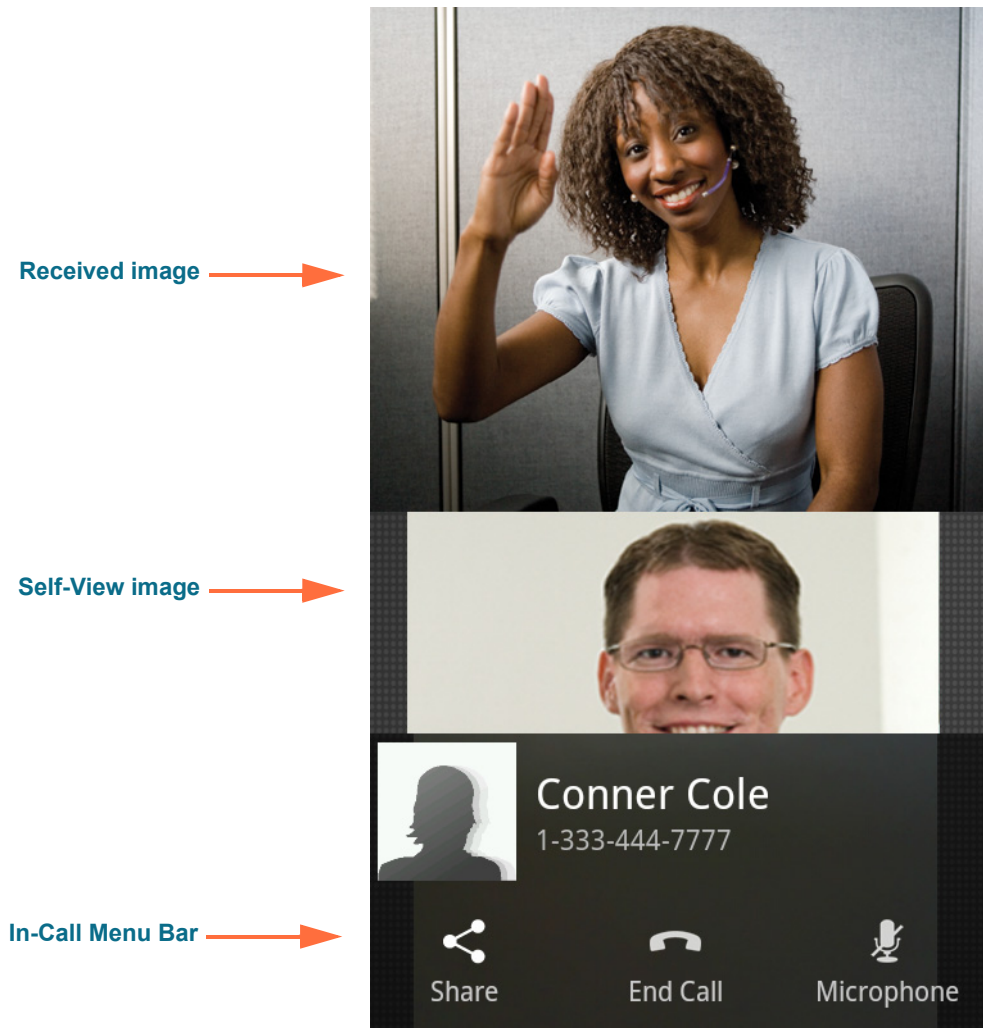
Self-View image

In-Call Menu Bar

Figure 14: *Active Call* screen for incoming call

The In-Call screen for incoming calls looks the same as the screen for outgoing calls.

The In-Call Menu Bar contains the **Share**, **End Call**, and **Microphone** buttons. The Menu Bar will disappear after a few seconds. Tap the screen to display it again.

If you were called by a hearing person through Sorenson VRS (SVRS), you will see the interpreter's ID number appear at the top of the screen as shown in this sample image.

Use 1-Line 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 make 1-Line VCO calls using ntouch Mobile for Android.

To Set Up 1-Line VCO

1. Tap the Settings button to start at ntouch Mobile's Settings screen shown below. You will have to scroll the screen to see the 1-Line VCO control.
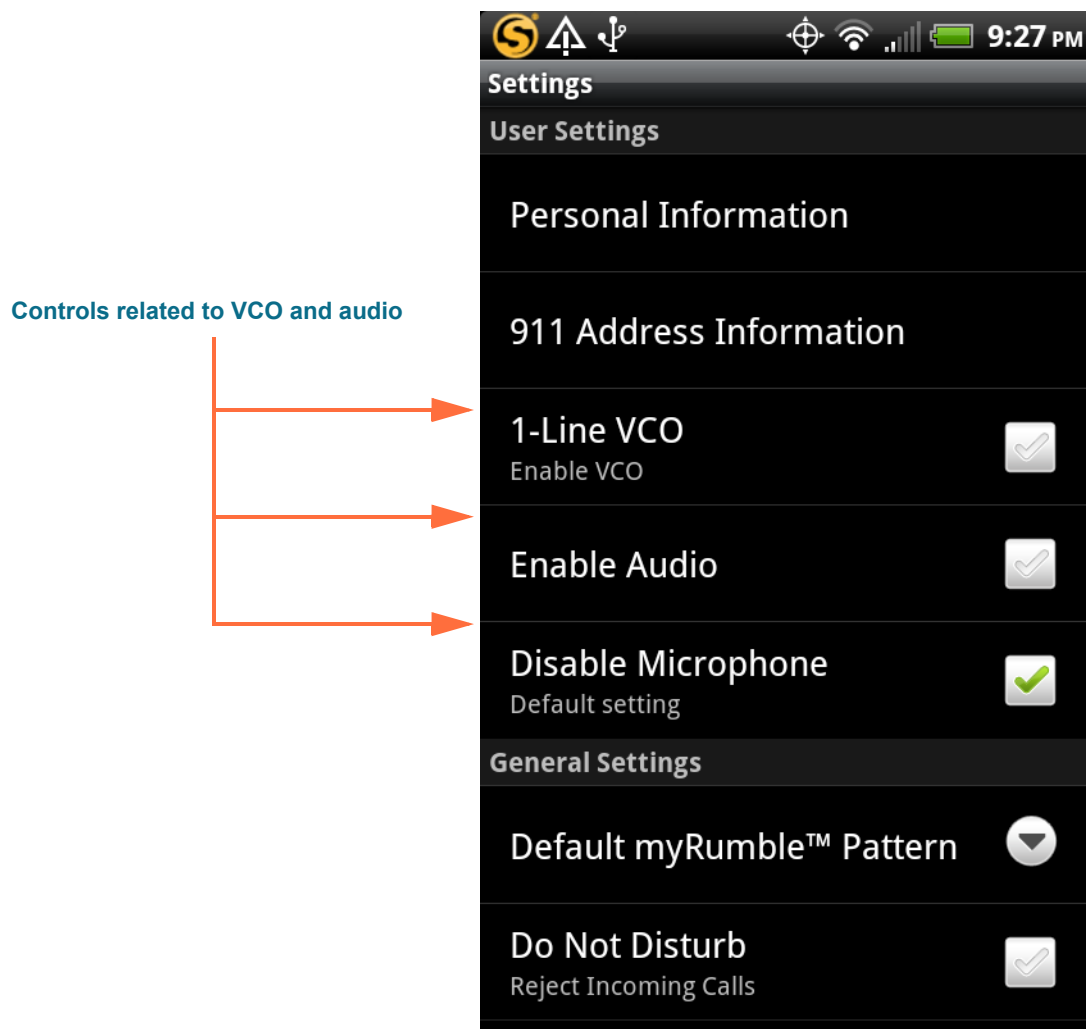
Controls related to VCO and audio

Figure 15: VCO controls on *Settings* screen

You can use the three controls near the center of the screen to enable (turn on) the 1-Line VCO feature, enable the device's built-in audio system, and to select the default On/Off setting for the device's microphone.

2.	Tap the 1-Line VCO button to turn on the VCO feature. You will then see the dialog shown below.
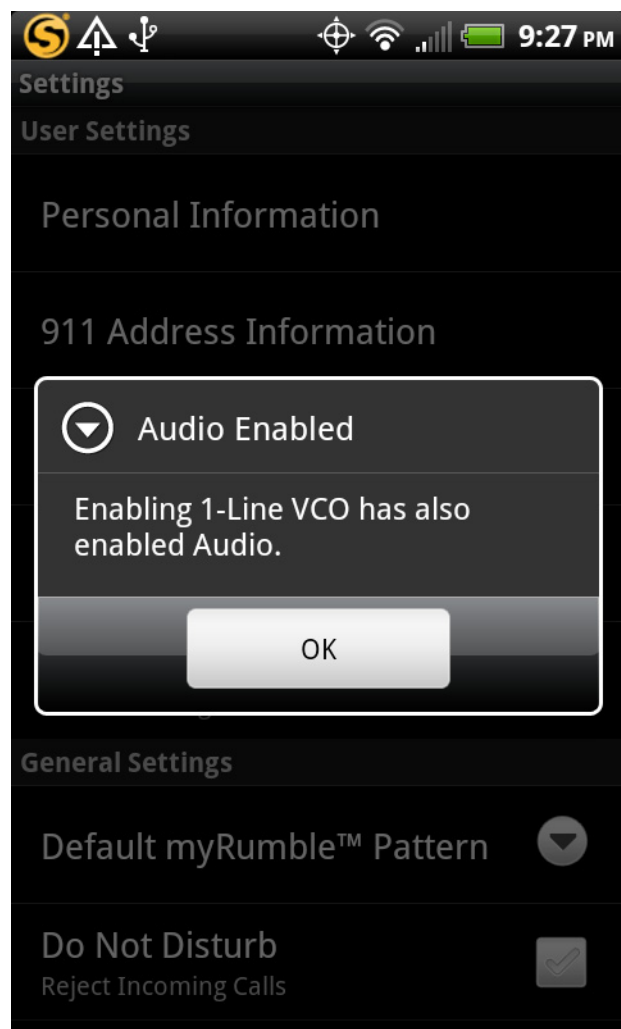

Figure 16: Audio Enabled dialog

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

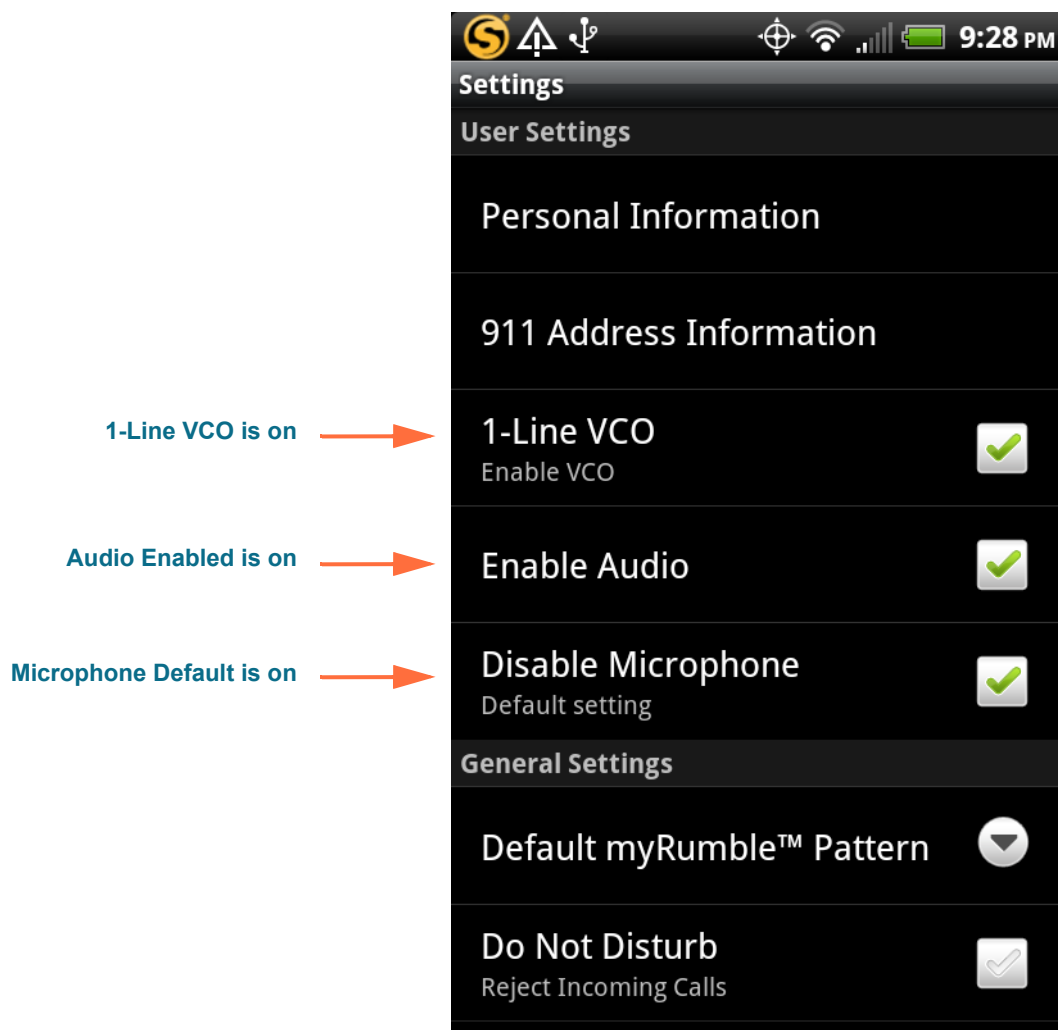3. Tap the OK button to return to the Settings screen as shown below.

1-Line VCO is on →

Audio Enabled is on →

Microphone Default is on →

Figure 17: *Settings* screen, 1-Line VCO Enabled

Notice that the **1-Line VCO** and **Enable Audio** controls are enabled (turned on).

You can use the **Microphone Default** control to set whether the device's microphone is on or off by default. You can also turn the microphone on and off during your calls. See **Page 21** to see how to use the Microphone button on the In-Call screen.

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).*

4.   Tap the Home button to return to the Home screen.

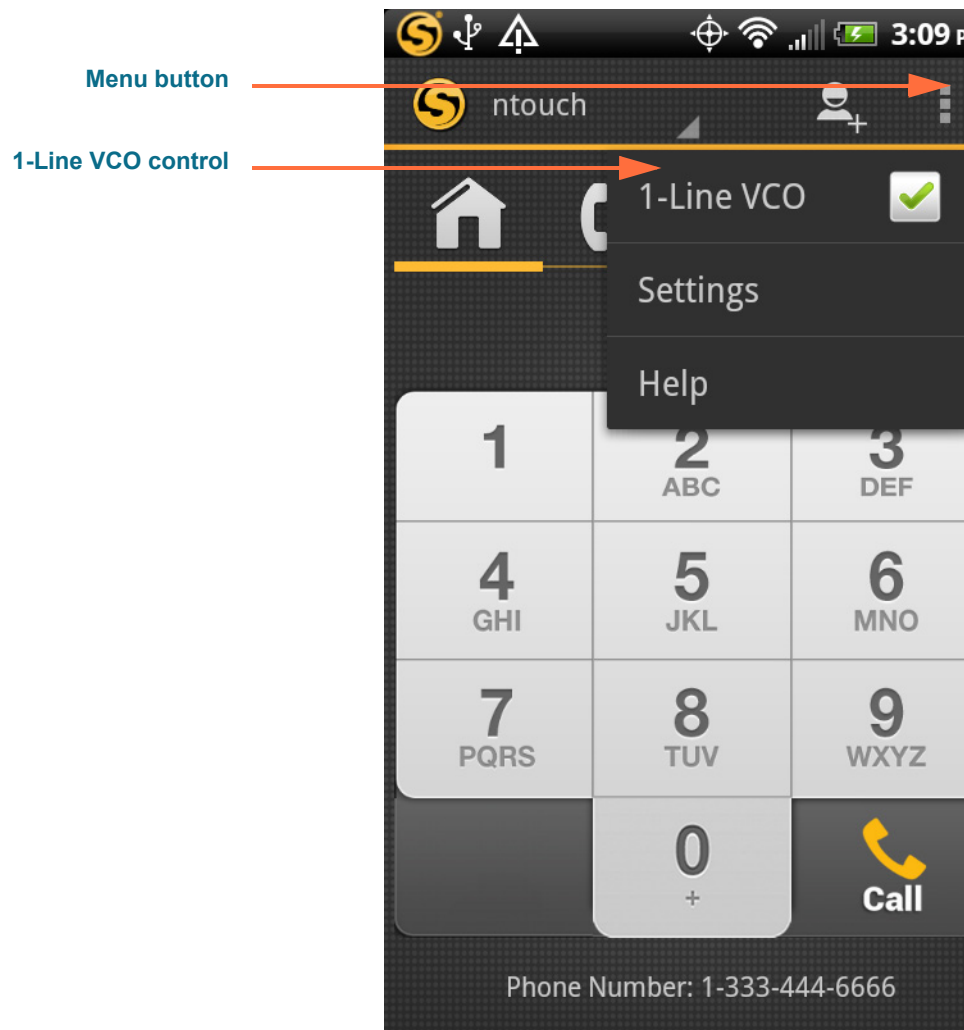5.   Tap the Menu button at the upper-right corner of the screen to display the drop-down menu as shown below.

Menu button

1-Line VCO control

Figure 18: *Home* screen, 1-Line VCO Enabled

Notice that the *Home* screen's drop-down 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 green checkmark to turn VCO off. Tap the checkbox again to restore the green checkmark to turn VCO on. You will only see this control in the drop-down menu if you have enabled the 1-Line VCO feature at the *Settings* screen.

To Make a 1-Line VCO Call

1. Dial your SVRS call at the Home screen.

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.
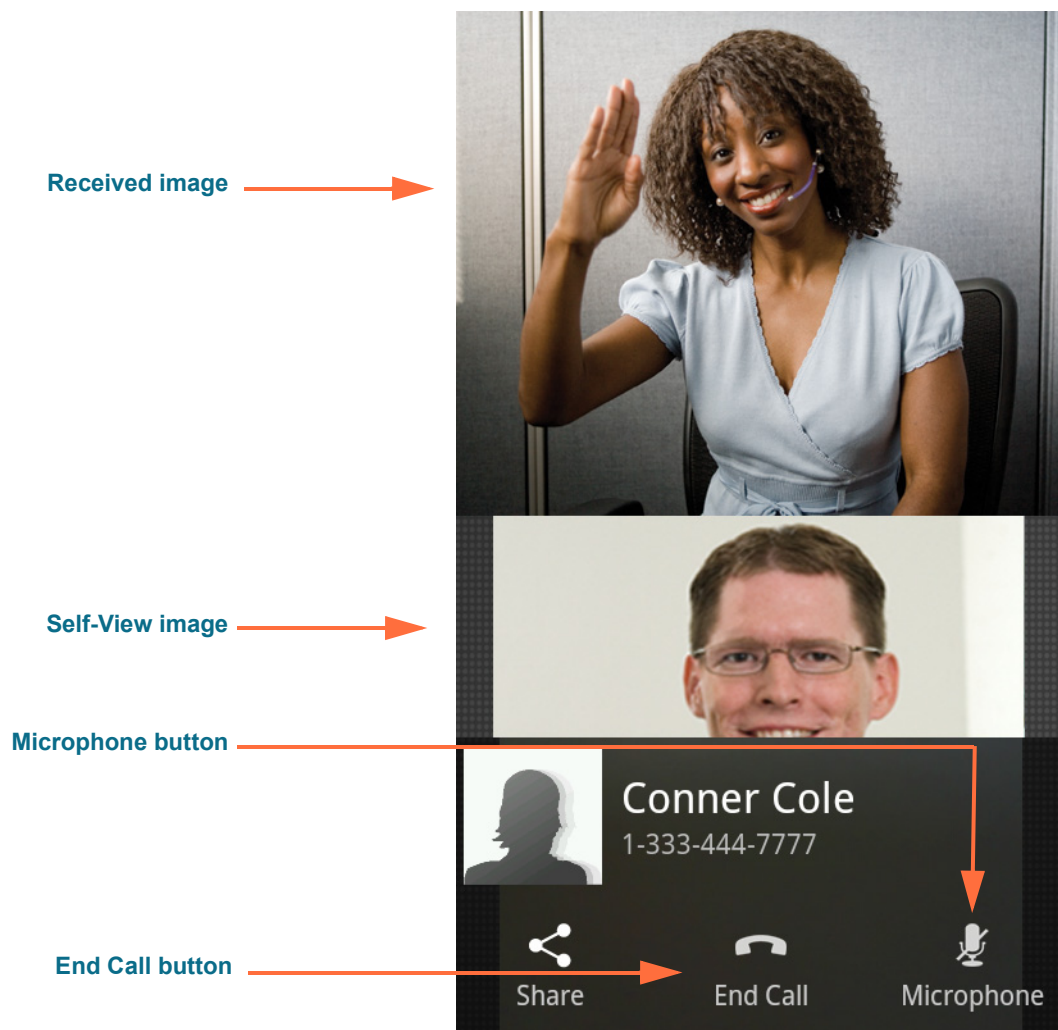

Received image

Self-View image

Microphone button

End Call button

Figure 19: In-Call screen

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.

4. To briefly mute the microphone (or a connected Bluetooth device), tap the Microphone On/Off button at the bottom-right of the call screen.

5. When you are ready to hang up, tap the End Call button.

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

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.
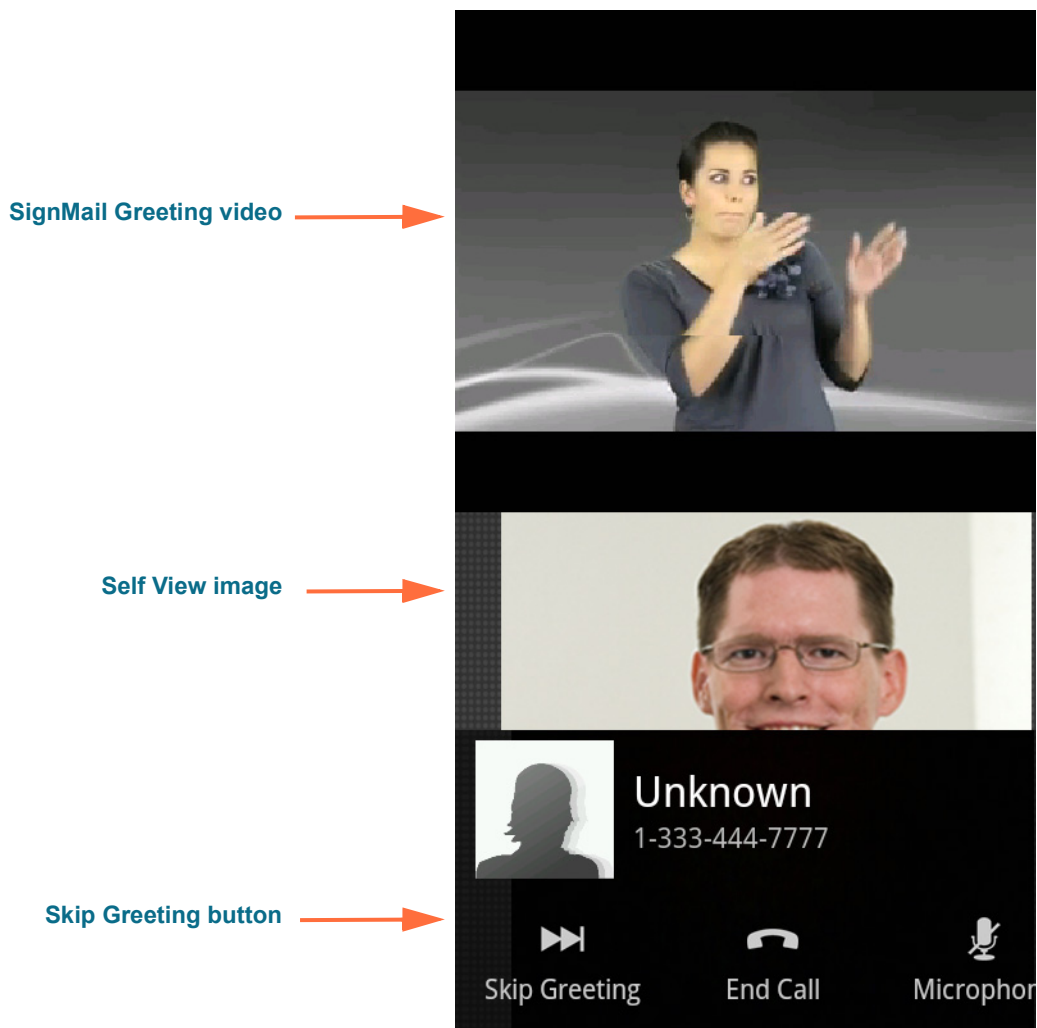
SignMail Greeting video ———▶

Self View image ———▶

Skip Greeting button ———▶

Figure 20: *Deaf SignMail Greeting* video

You can tap the **Skip Greeting** button at the bottom-left 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.

2. **The greeting video ends with a "Ready, Set, Go" signal shown below.**
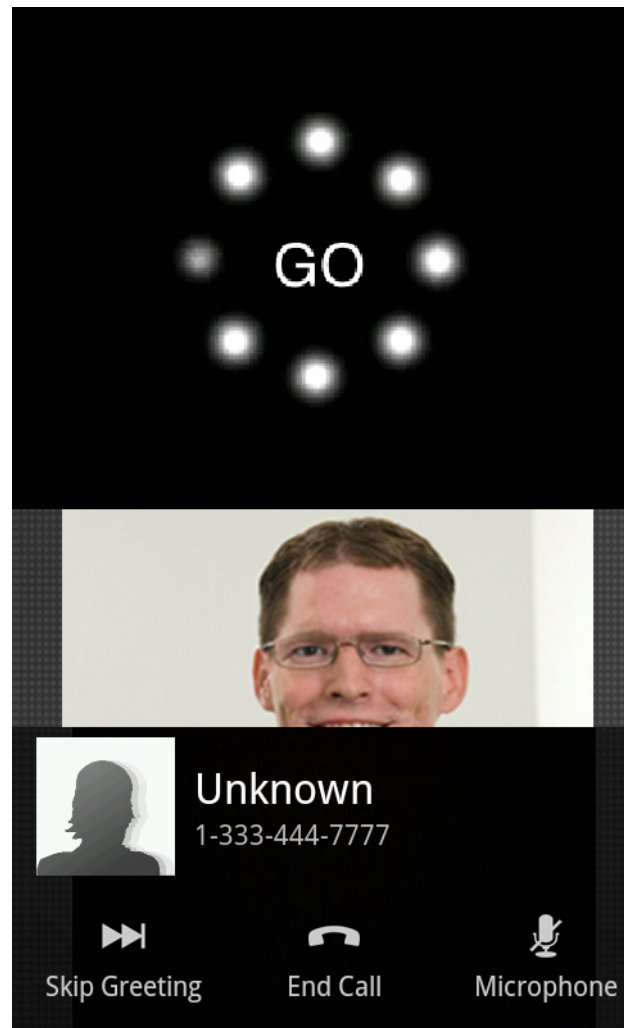
Ready, Set, Go signal —————————➤

Figure 21: 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.

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.

Recording indicator

Recording Progress bar

Self View image

Share button

Figure 22: 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 in the middle of the menu bar to stop the recording of the SignMail video before 60 seconds.

Notice the **Share** button at the bottom-left corner of the screen. You use this button to choose what kind of information you want to share. Any information you share will be recorded as part of the SignMail video. The Share feature is described in the next section of this document.

4.   **When recording stops automatically, or after you tap the End Call button, a pop-up dialog will appear as shown below.**
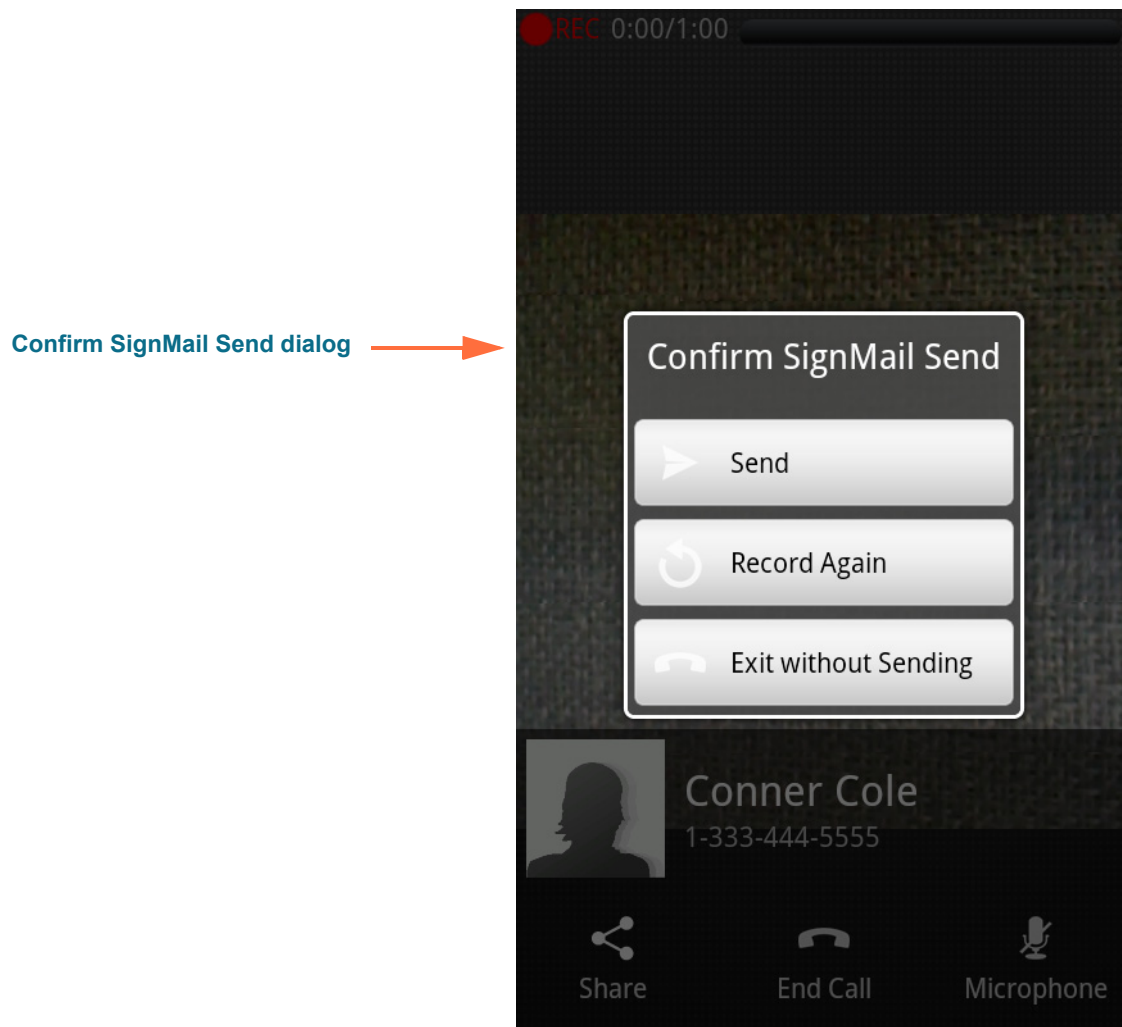
Confirm SignMail Send dialog ➝

Figure 23: SignMail recording, Confirm SignMail Send menu

The pop-up dialog shows three options. You can choose to send the video you recorded, to record the video again, or to exit. If you exit, you will also discard the video.

5.   **Tap the Send button to send the SignMail video.**

6.   **You will then be back at the Home screen.**

Share Location, Contacts, Text

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

To Open the Share Menu

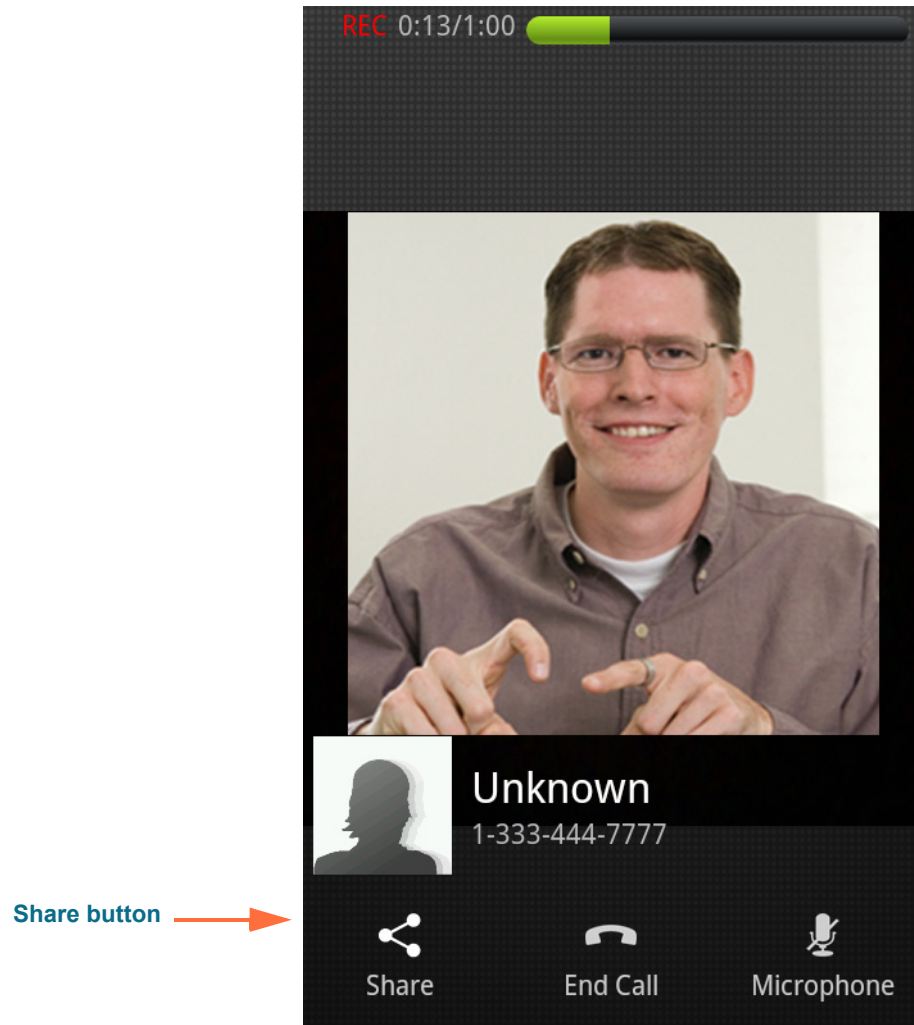1. Start at any call screen or at the SignMail recording screen as shown below.

Figure 24: Share pop-up menu

Notice the **Share** button at the bottom-left corner of the screen. You use this button to choose what kind of information you want to share. Any information you share will be recorded as part of the SignMail video. You can also use this button on any In-Call screen to share information during any active call.

2.   Tap the Share button to open the pop-up dialog shown below.
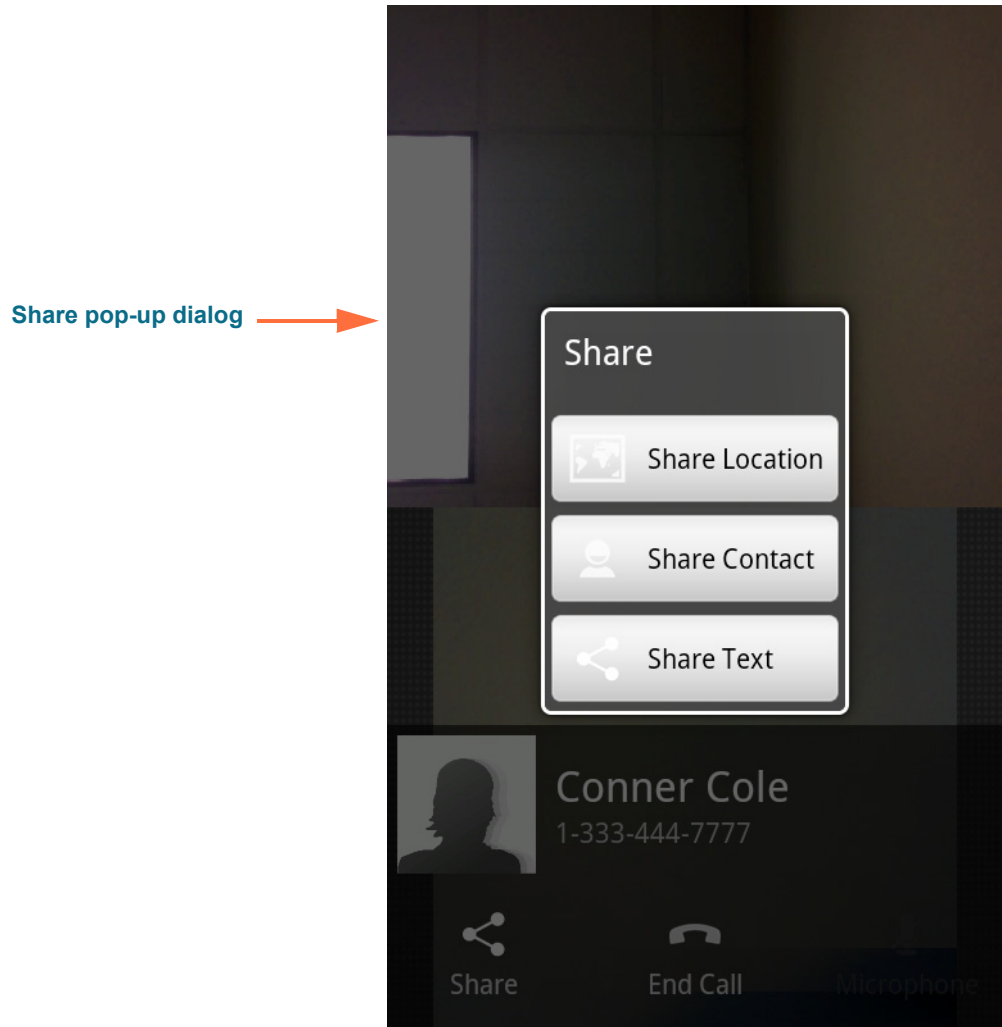
Share pop-up dialog ⟶

Figure 25: Share pop-up menu

The three buttons in the pop-up dialog let you choose to share your current location, information about one or more of your contacts, or any text that you would like to type on the screen. Each of these options is described in detail on the next few pages.

To Share Your Location

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

Share Location button ———▶
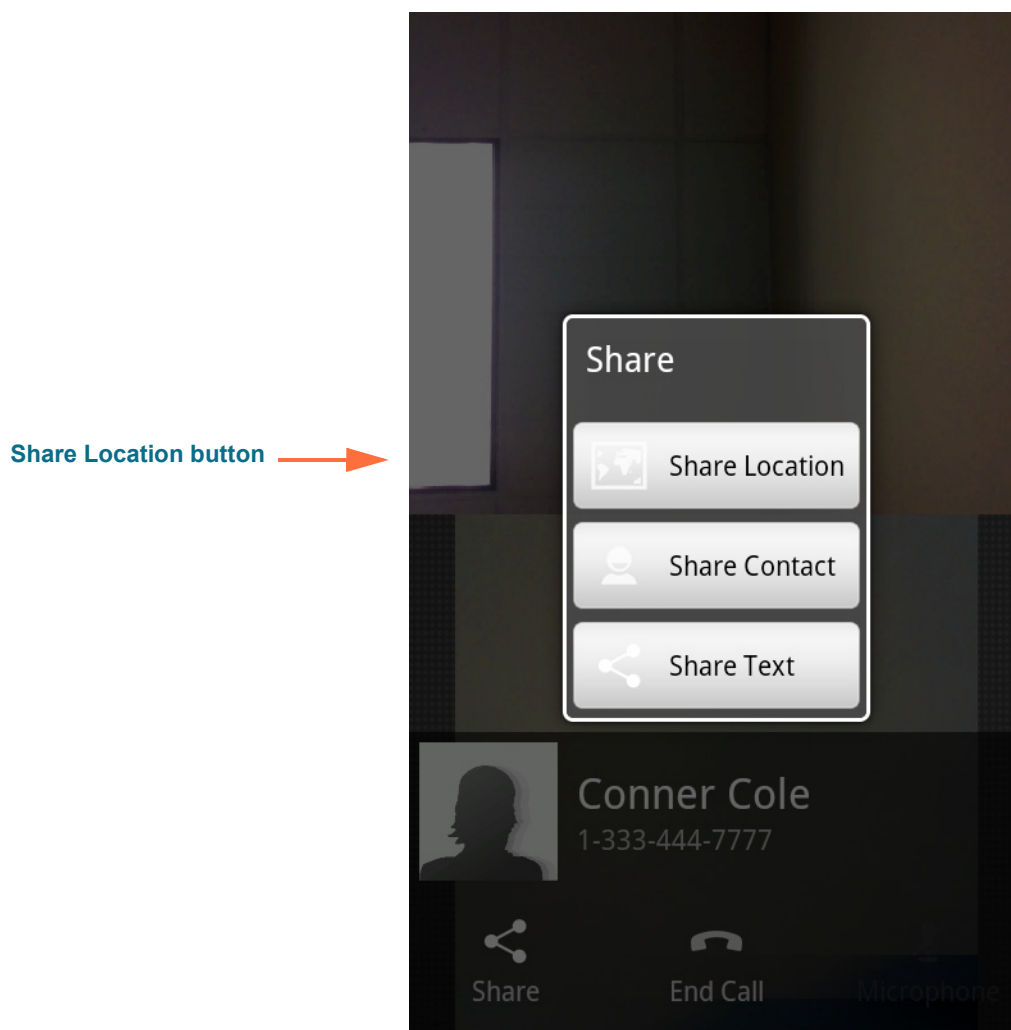
Figure 26: Share Location button in pop-up menu

2.   Tap the Share Location button in the pop-up menu.

3.   You may see a dialog that asks if you want to allow ntouch Mobile to use your current location information. If you see this dialog, tap OK to proceed.

Note: *The image shown above is a sample. A real image would not show the gray background behind the pop-up menu. The Received and Self-View images would appear there instead.*

4. You will then see a dialog appear as shown below.

Select address to share dialog →

Select address to share:

2 locations found

River Grande Way
Taylorsville, UT 84123
USA

2070 E 3335 S
Salt Lake City, UT 84109
USA

Searching...

Cancel

Conner Cole
1-333-444-7777

Share   End Call
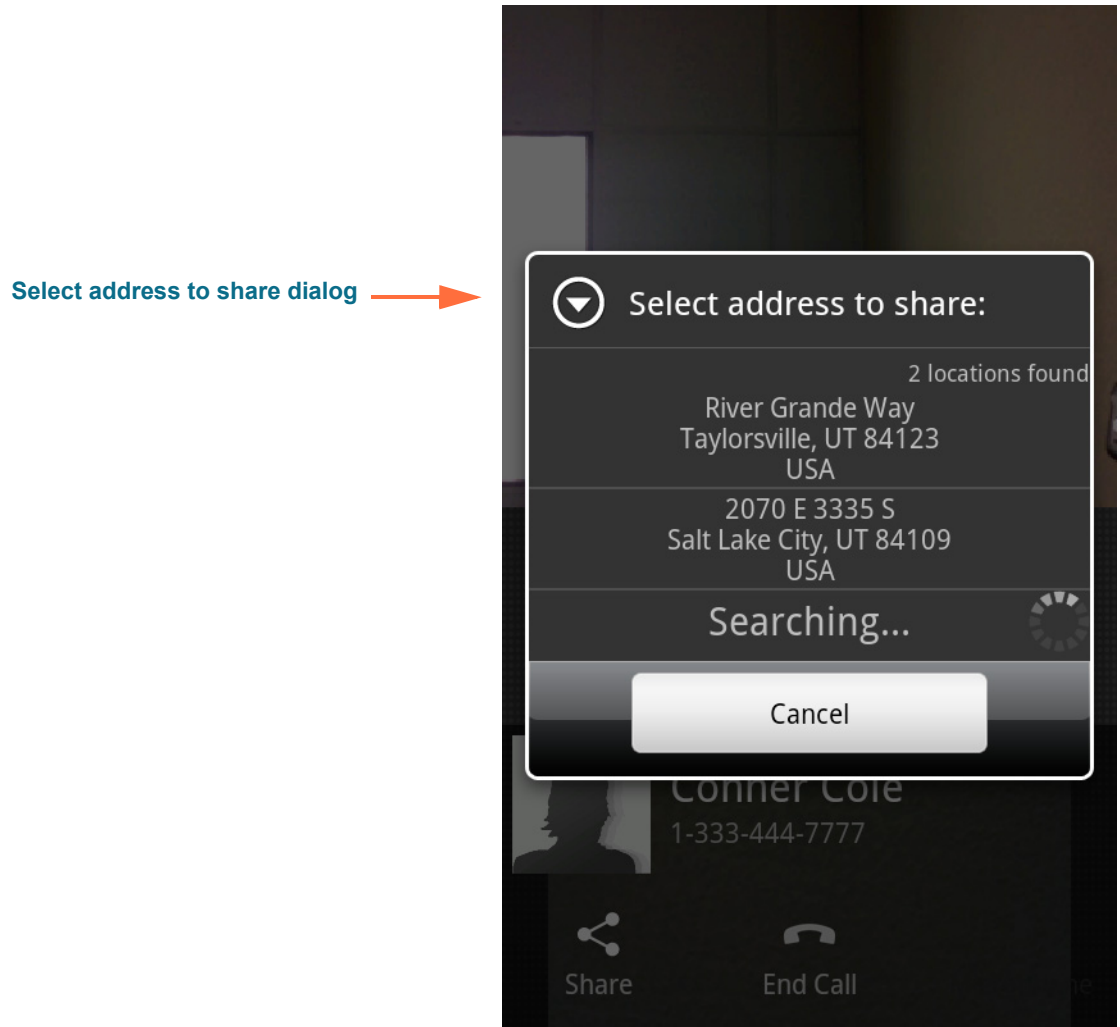
Figure 27: *Select address to share* dialog

This dialog shows you a list of nearby addresses detected by your Android phone. You must select the address that you believe is closest to your real current location.

5. Tap the address button closest to you in the pop-up menu.

6.   You will then see a screen similar to the one shown below.

**Your location is
shown on screen**

River Grande Way
Taylorsville, UT 84123
USA
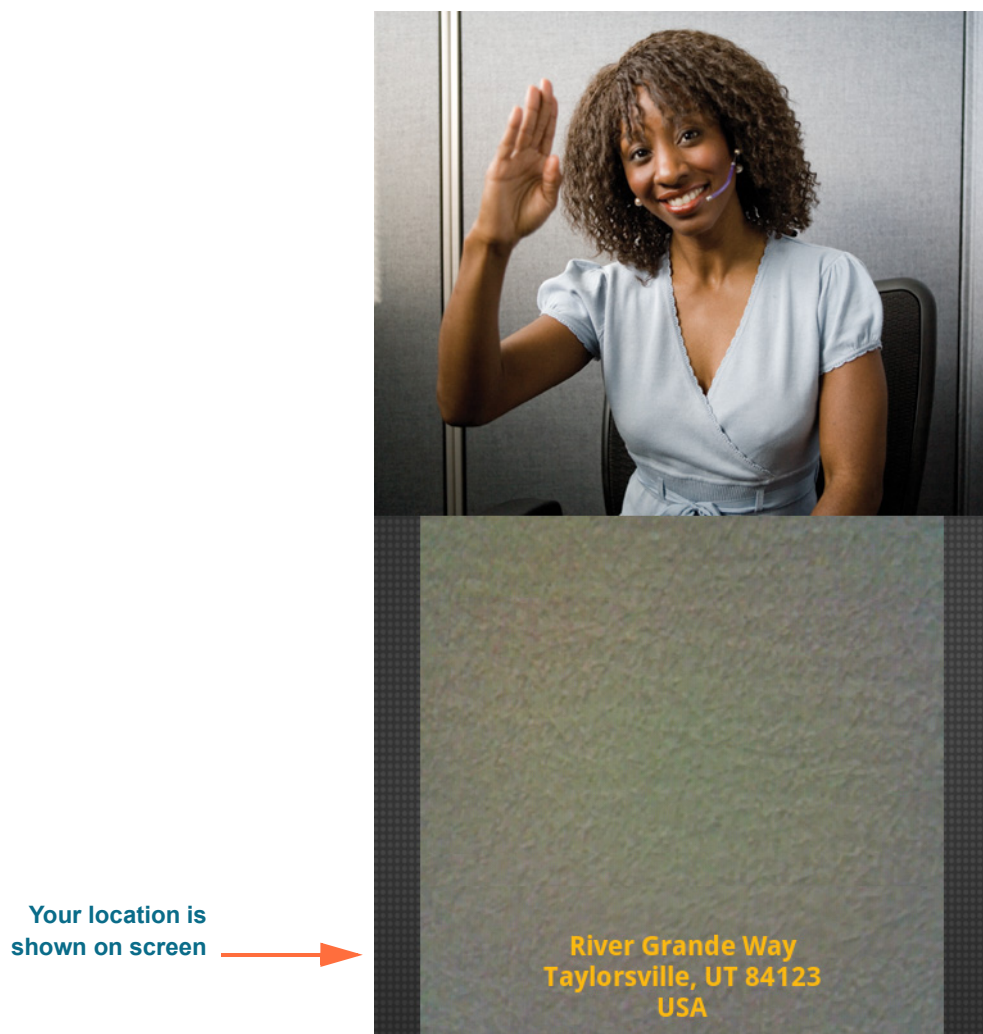
Figure 28: Current location shown on screen

Your current address will be displayed as text near the bottom of the Self-View image. The person you called will see the text just as you see it.

If you choose to display the In-Call Menu Bar while using the Share feature, you will see that the Share button will be highlighted in yellow. The highlighting means that the one of the share functions is active.

Note: *The image shown above is a sample. A real image would not show the gray background behind the yellow letters of the address.*

To Share a Contact

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

Share Contact button ———————▶
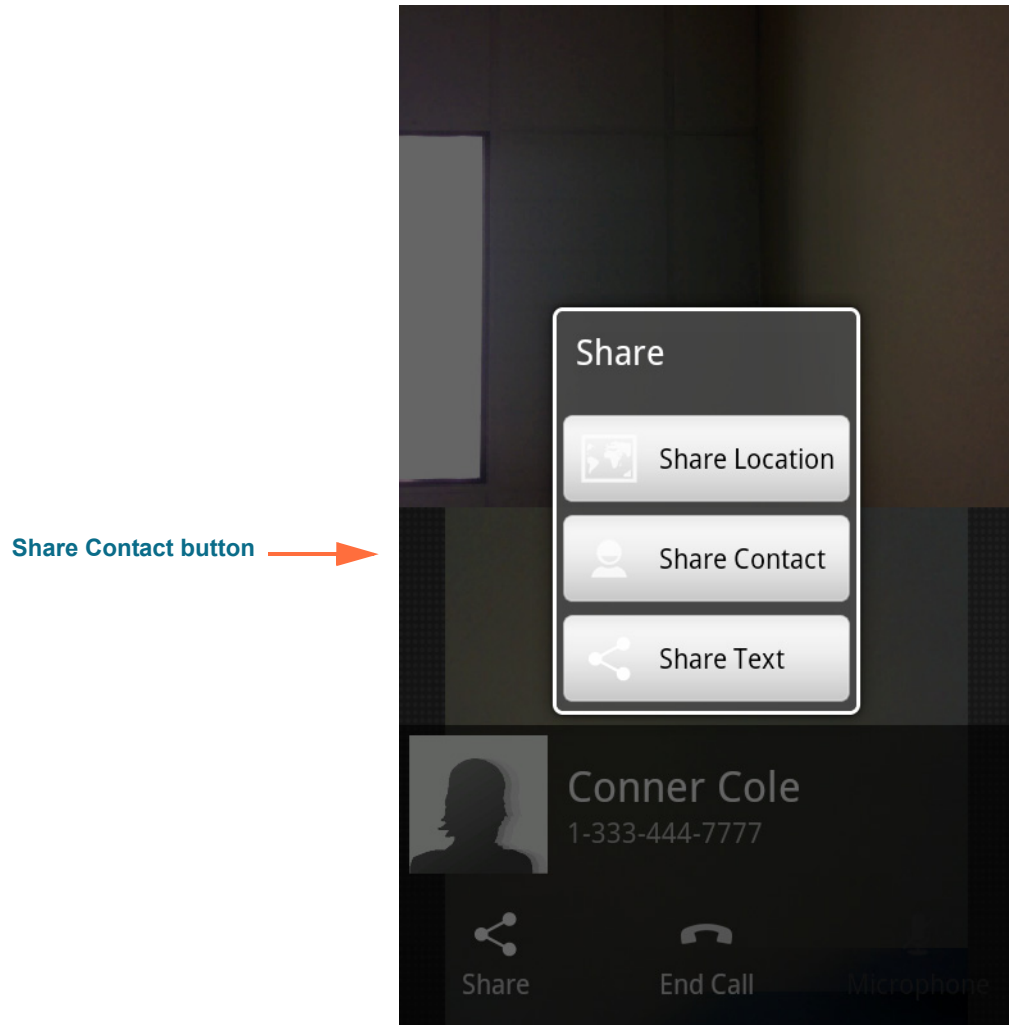
Figure 29: Share Contact button in pop-up menu

2. Tap the Share Contact button in the pop-up menu.

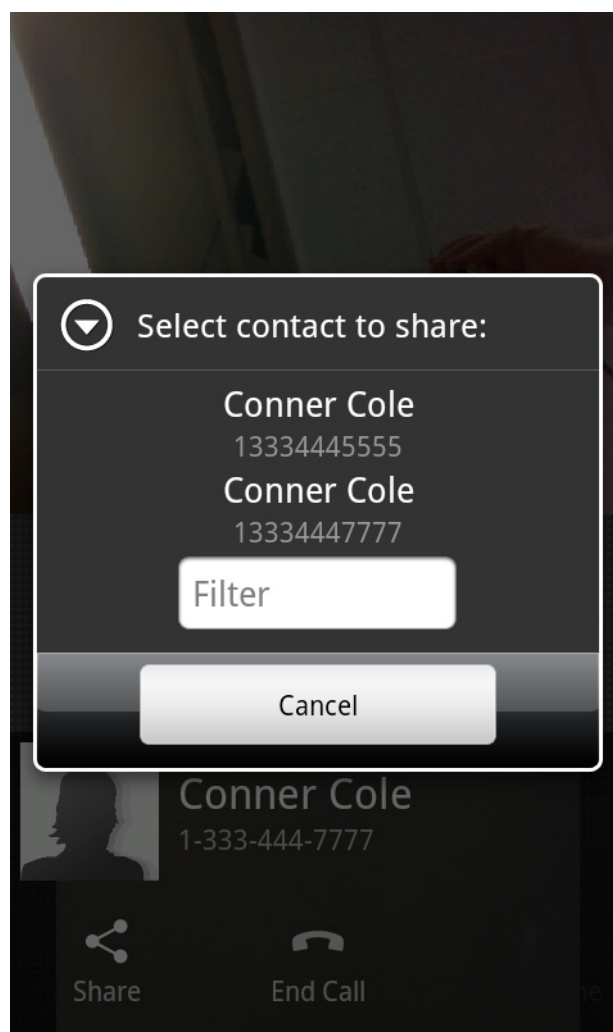3.   You will then see a screen similar to the one shown below.

**Figure 30:** *Sorenson Contacts List* screen

This screen shows your Sorenson Contacts List. You use this list to find the contact that you want to share. You can use the Filter field to help you find the contact or number you want. Just tap the field to display the on-screen keyboard. Then enter the text or number you want to find.

4.   Tap the name/number of the contact that you want to share.

5.   You will then see a screen similar to the one shown below.

Contact's info is
shown on screen

Conner Cole
1-333-444-5555
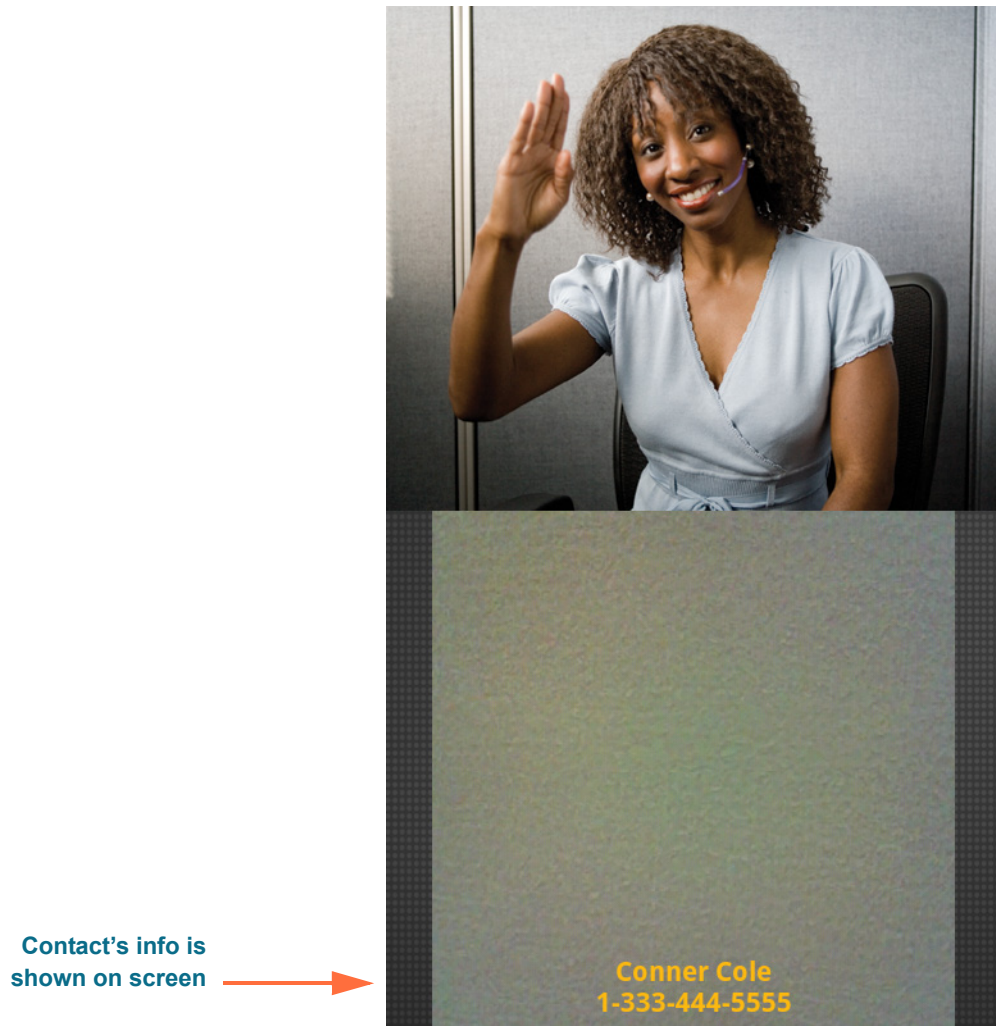
Figure 31: Contact information shown on screen

The name and phone number of the contact you selected will be displayed as text near the bottom of the screen.

Note: *The image shown above is a sample. A real image would not show the gray background behind the yellow letters of the contact's name and number. The Self-View image would appear there instead.*

To Share Text

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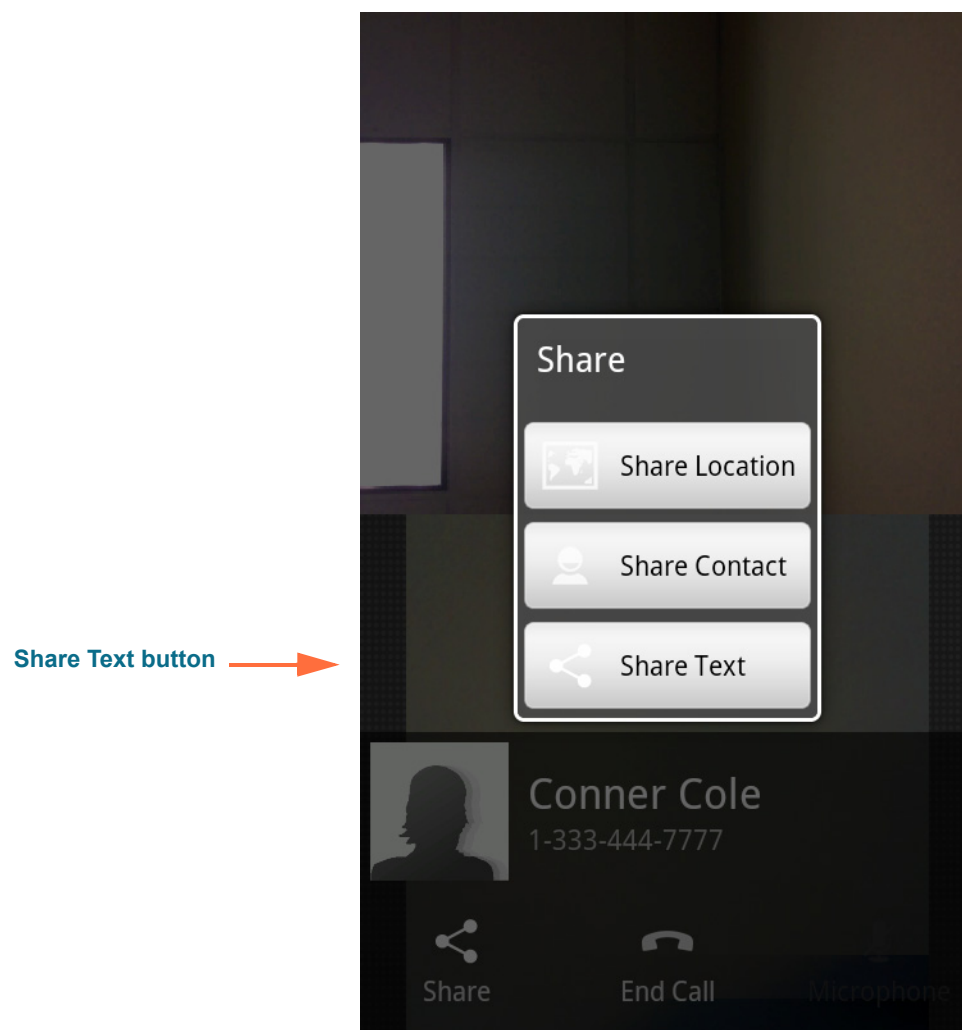
Share Text button ———➤

Figure 32: Share Text button in pop-up menu

2. Tap the Share Text button in the pop-up menu.

3. Tap inside the Share Text dialog that has appeared on the screen.

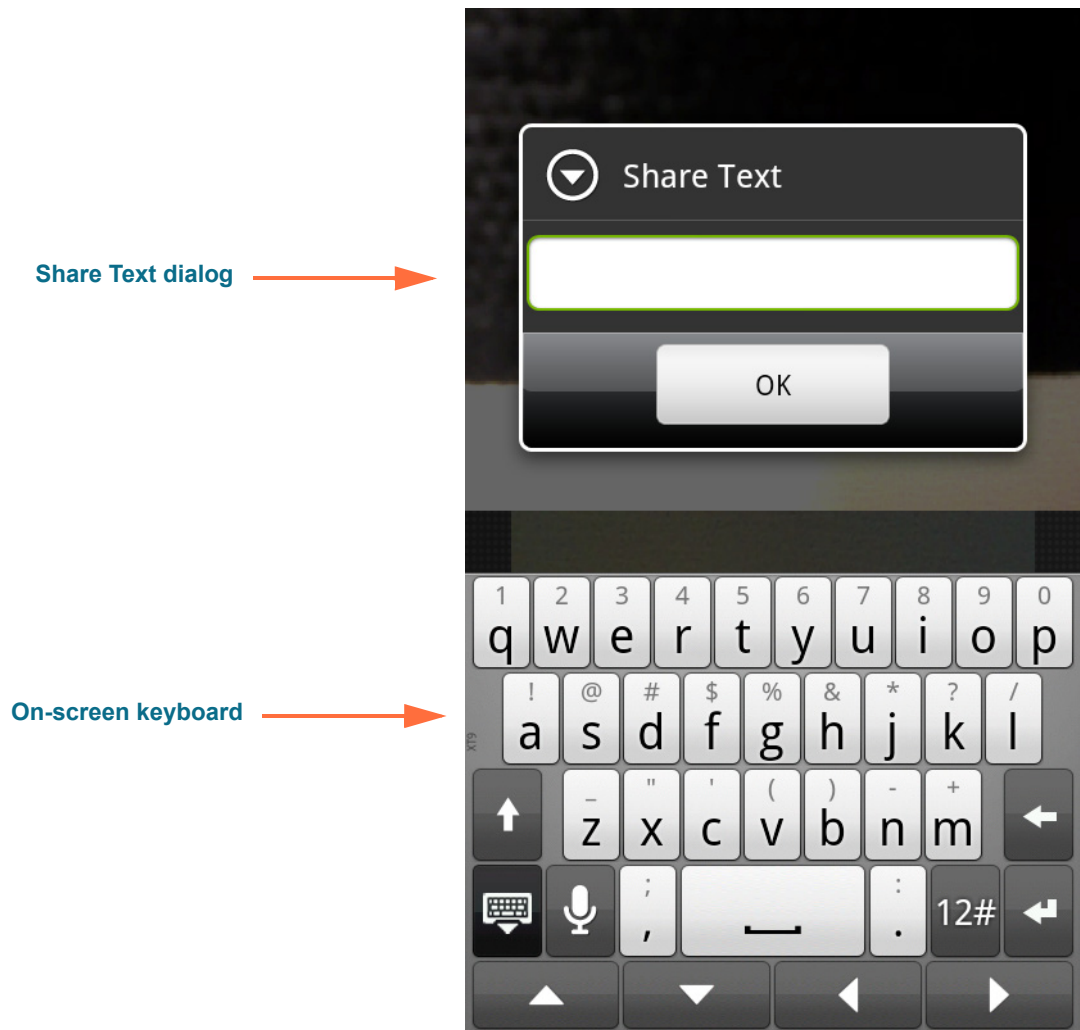4. You will then see a screen similar to the one shown below.

Share Text dialog ————————▶

On-screen keyboard ————————▶

Figure 33: Share Text dialog with on-screen keyboard

Tapping in the Share Text dialog opened the on-screen keyboard You can now enter the text you want to share.

5. Enter the text to be shared. For example, you could type "hello."

6. Tap the OK button when finished entering text.

Note: *The image shown above is a sample. A real image would show the received video image behind the keyboard.*

7. You will then see a screen similar to the one shown below.

Text you entered is shown on screen →
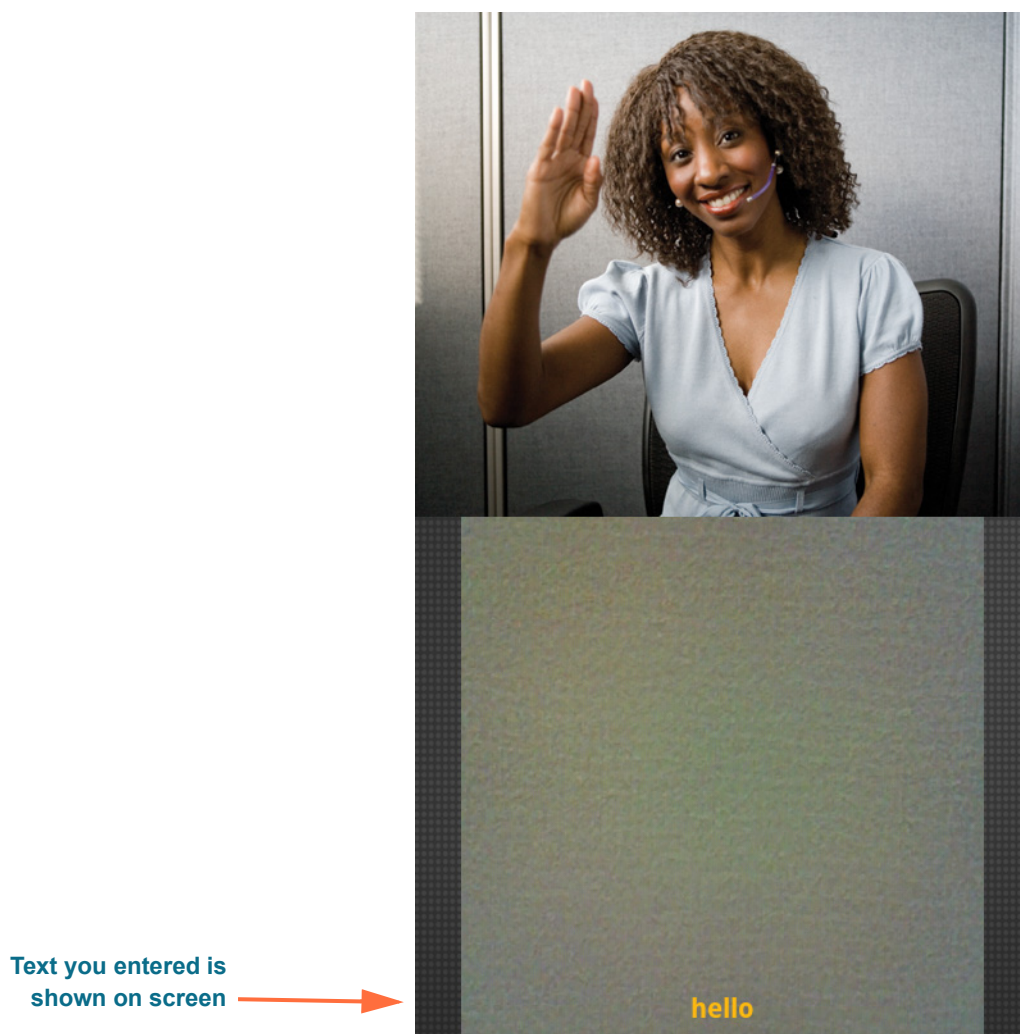
Figure 34: Contact information shown on screen

The text you entered will be displayed as text near the bottom of the screen.

Note: *The image shown above is a sample. A real image would not show the gray background behind the yellow letters of the text that you entered. The Self-View image would appear there instead.*

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, incoming calls, or outgoing calls.

To Use a Call History List

1. Tap the Call History button to open the screen shown below.
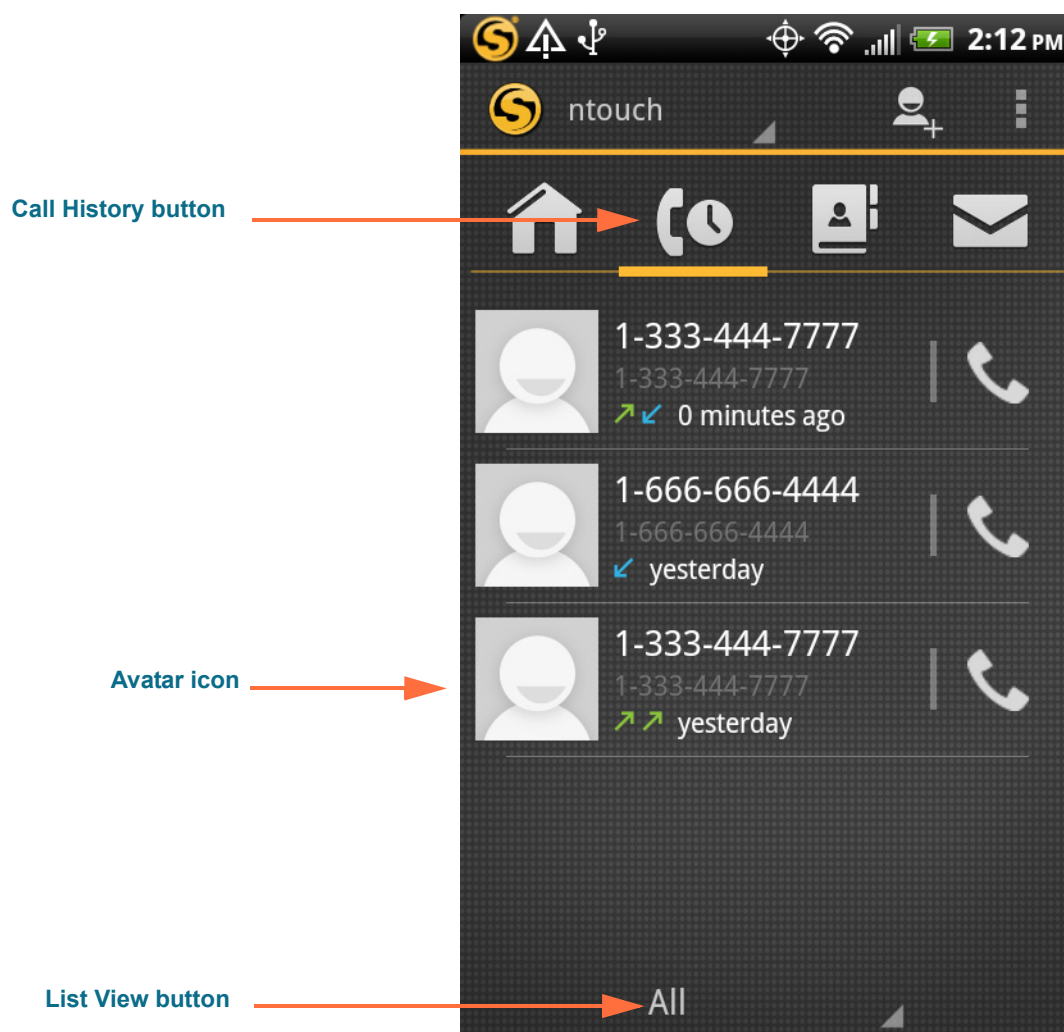
Figure 35: *Call History* screen

This is the *Call History* screen. The **List View** button at the bottom-center of the screen is used to display the All, Missed, Incoming, or Outgoing calls lists. The default view is All calls.

You **cannot** delete call history records.

2. Tap the List View button to open the menu shown below.

Colored arrow icons

List View menu opened
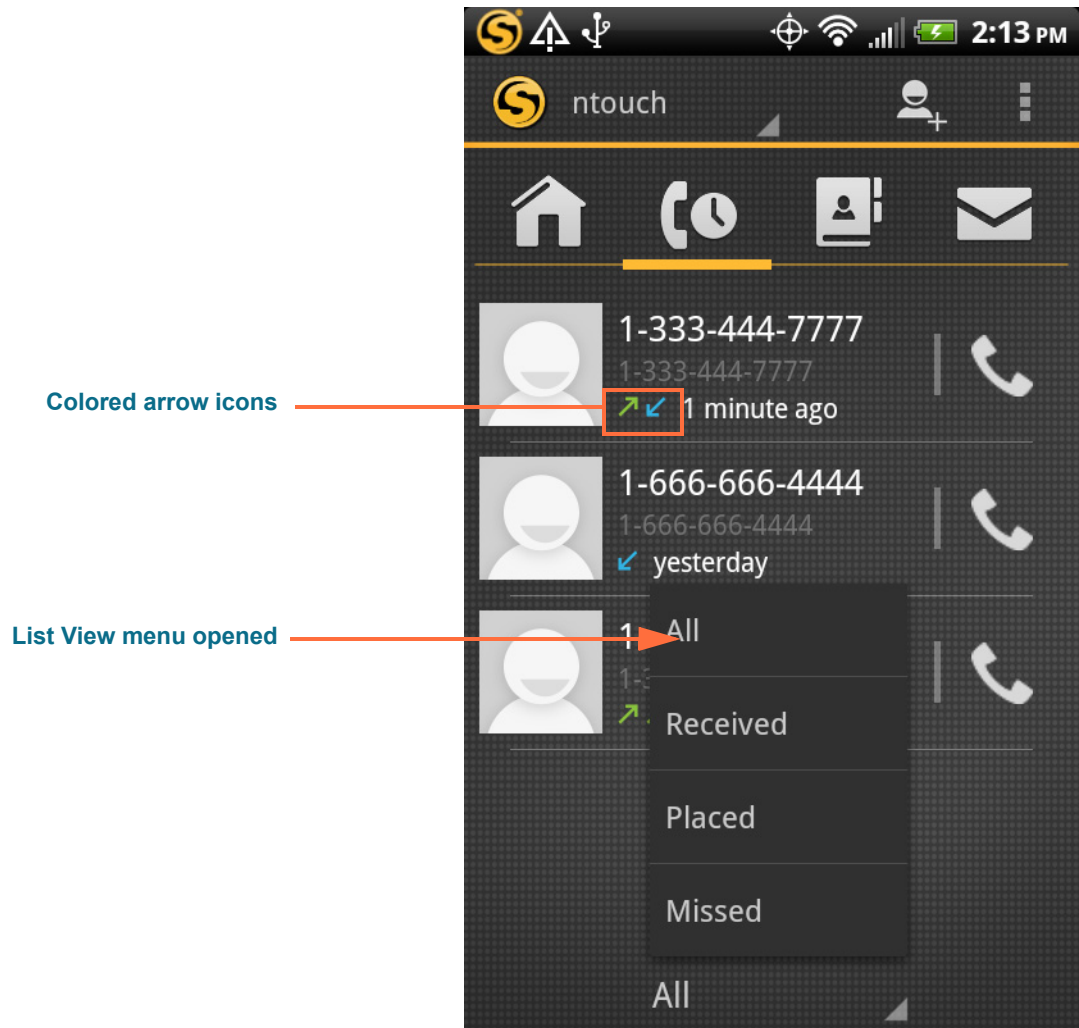
Figure 36: List pop-up menu on *Call History* screen

There are four buttons in the menu: **All, Received**, **Placed** and **Missed**. You can select any of the options to display a list screen for those calls.

Notice the colored arrow icons in each of the call records. A **green** arrow (points to the upper-right) indicate 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.

3.   Tap the Received button in the menu to display a list of the received calls as shown below.

Blue arrow icon (received call)

Received view selected
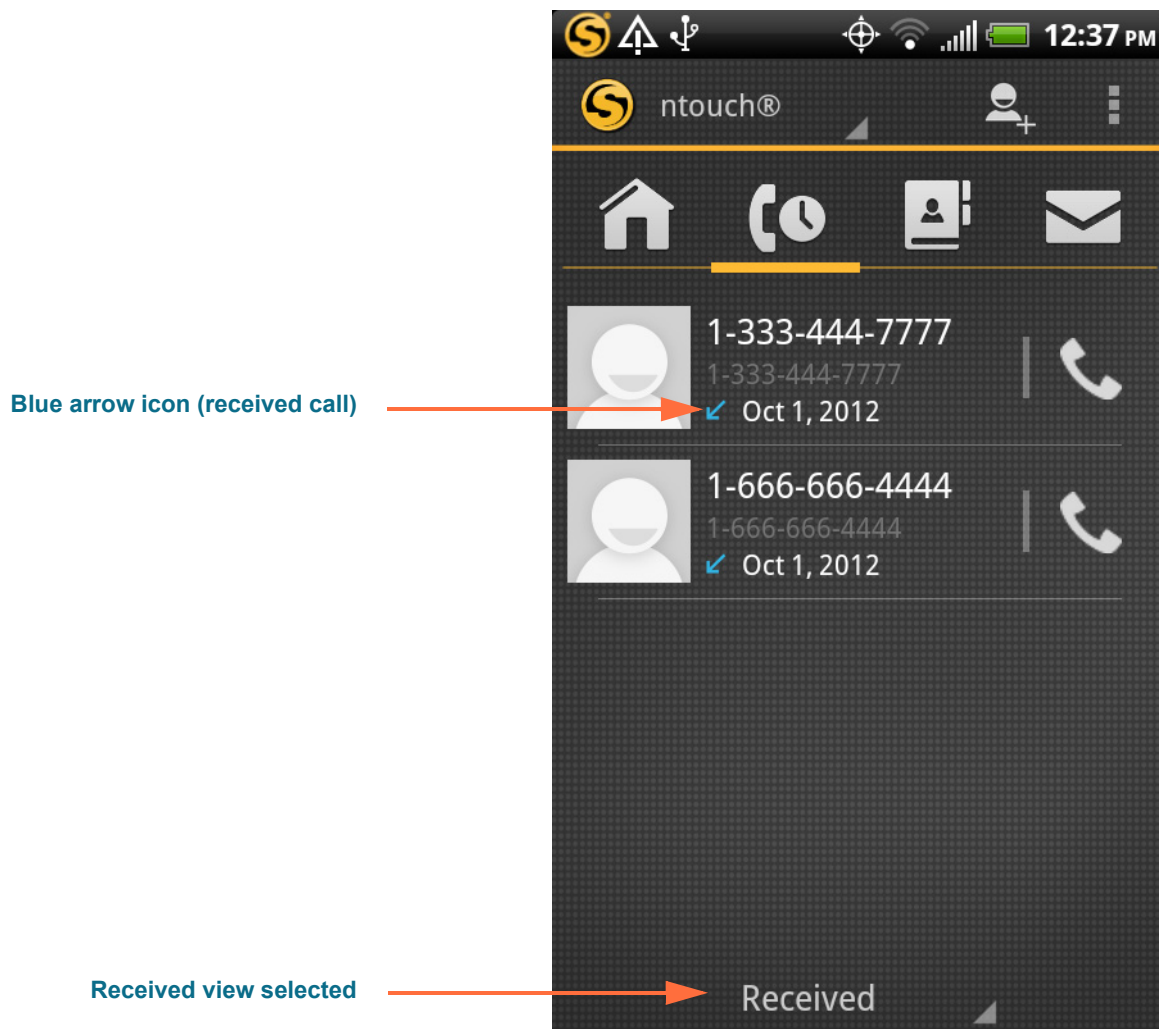
Figure 37: Received list on *Call History* screen

The list now shown on the screen contains a record of all your received calls.

To Return a Call

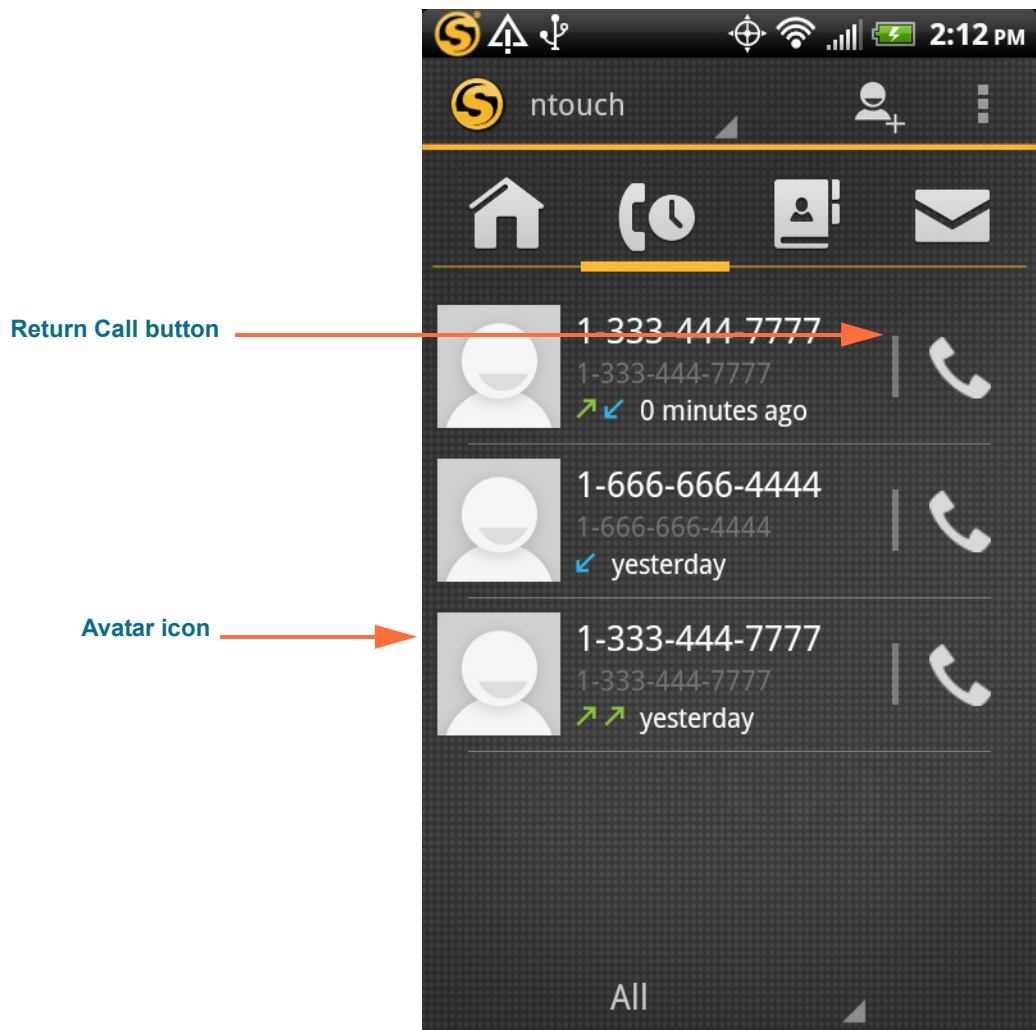1. Tap the phone number for any call record to open the screen shown below.

Return Call button ⟶

Avatar icon ⟶

Figure 38: Return Call button

2. Proceed with your call when the call dialing screen appears.

3. Hang up to end the call.

To Add a Contact

       1.   Tap on a call record's avatar icon to open the screen below.

**Phone number from call
history record pasted here**

Pop-up keyboard
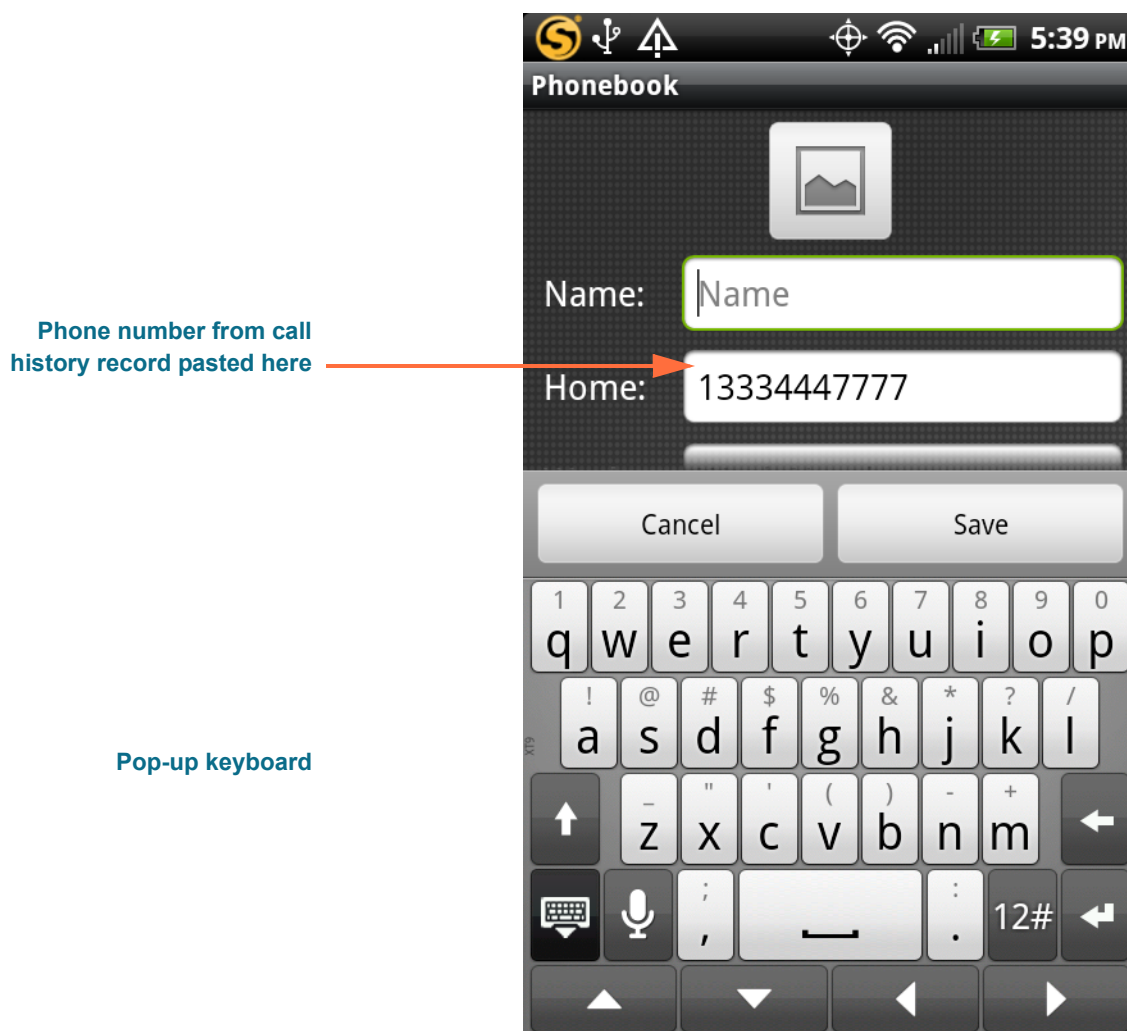
Figure 39: *Add Contact* screen in Phonebook

Tapping the avatar icon has opened ntouch Mobile's Phonebook's **Add Contact** screen. You can now add a contact record for this caller.

Notice that the phone number associated with the call history record has been pasted into the "Home" phone number field for you.

To Block a Caller

1. Tap and hold (long-press) on any call record's phone number to open the screen below.

Block Caller button →
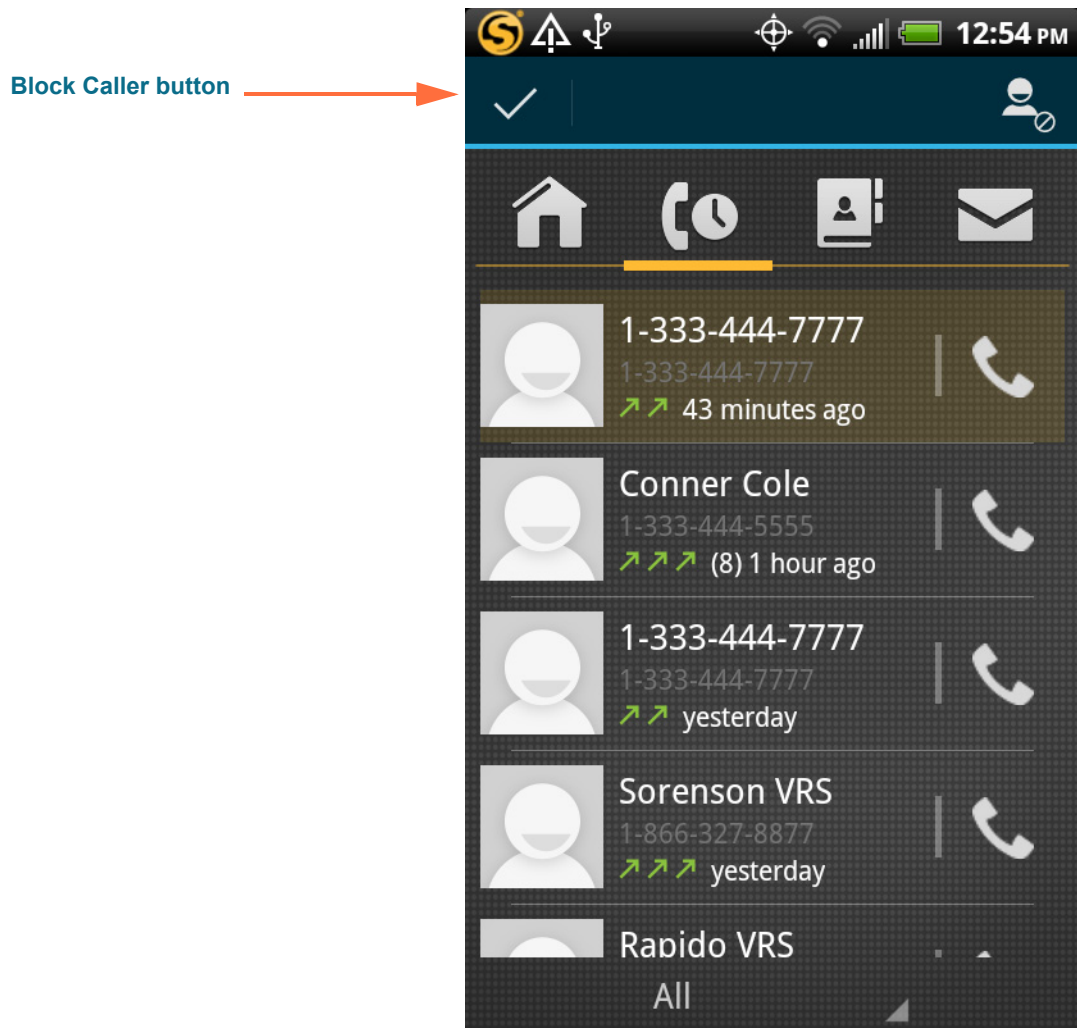
Figure 40: Block Caller button on *Call History* screen

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.

2. Tap the Block Caller button to add the selected phone number to the Block List.

Use 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

1. Tap the Phonebook button to open the screen shown below.
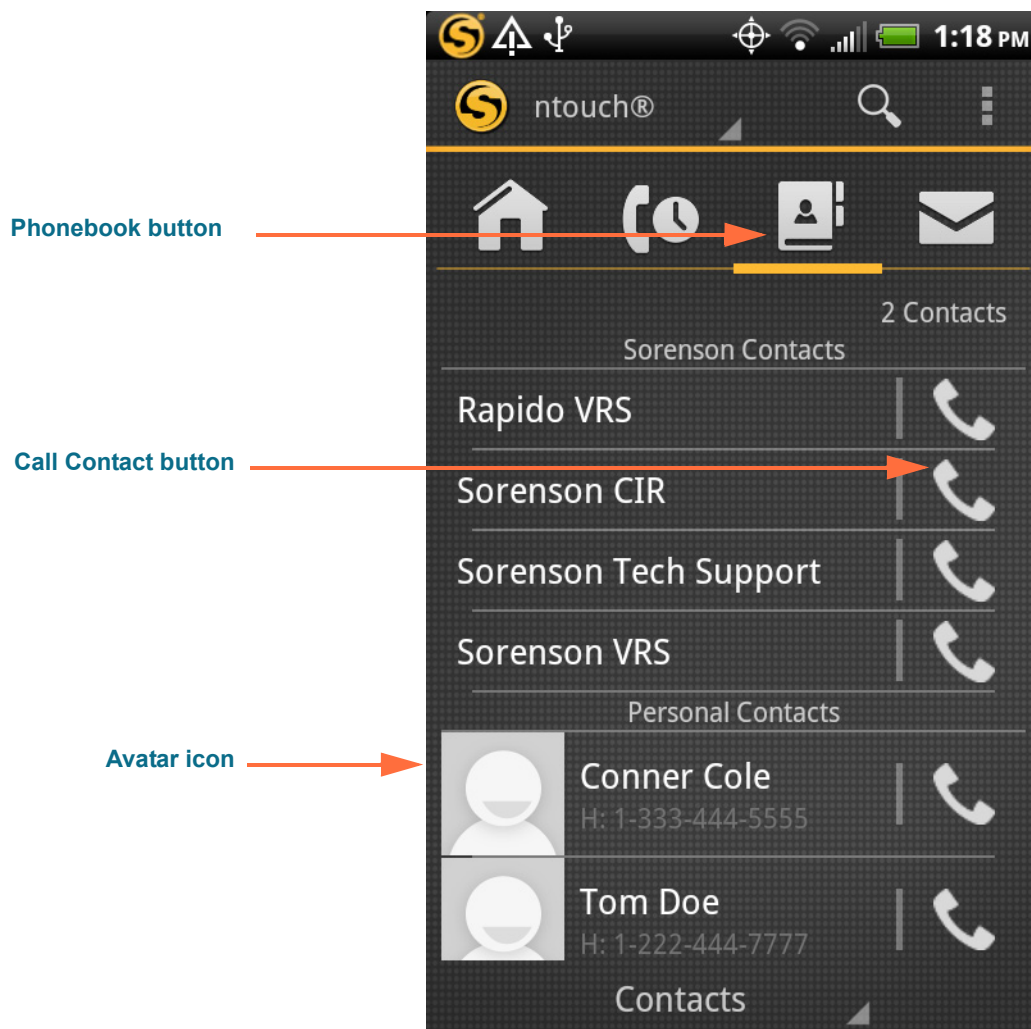
Figure 41: *Phonebook* screen

Notice the **Call Contact** button to the right of each contact record.

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

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

4. Hang up to end the call.

To Find a Contact

1. Start at the Phonebook screen shown below.
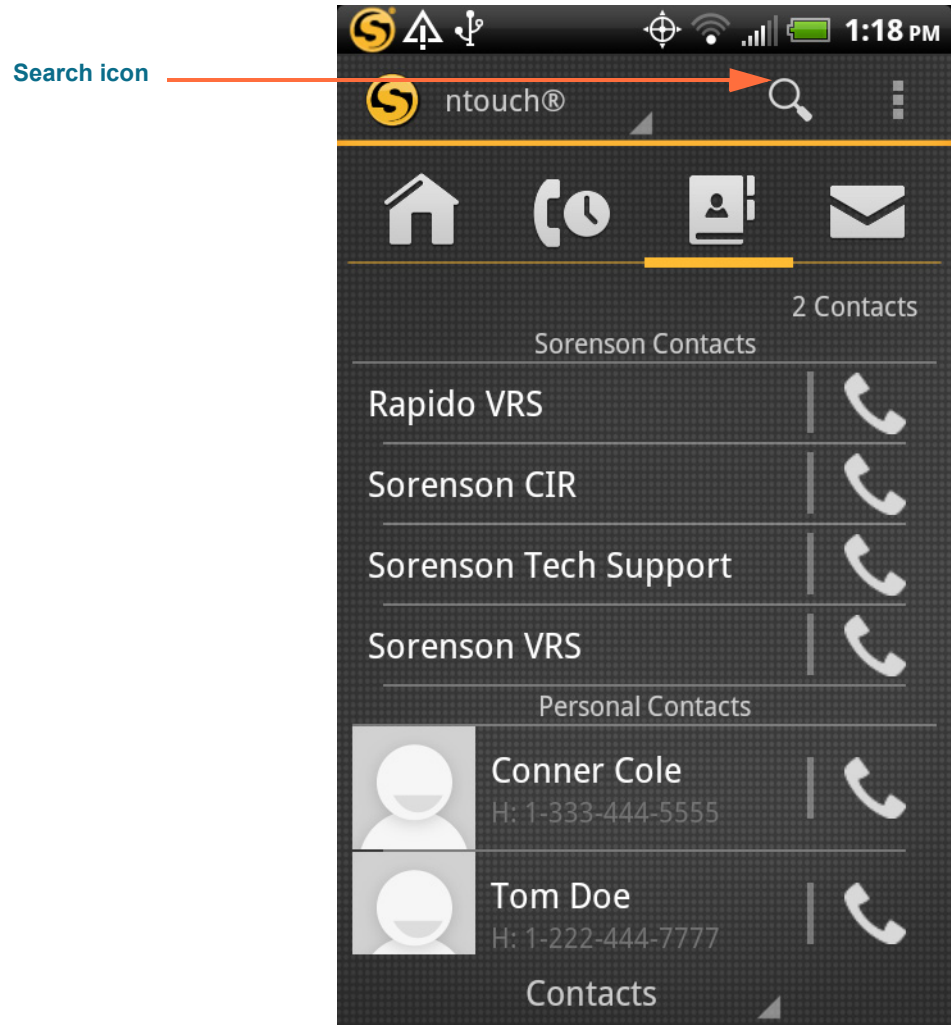
Search icon

Figure 42: *Phonebook* screen, Search icon

Notice the **Search** icon (looks like a magnifying glass) near the top-right of the screen. You can tap this icon to display the Search button which you can use to search for a specific contact.
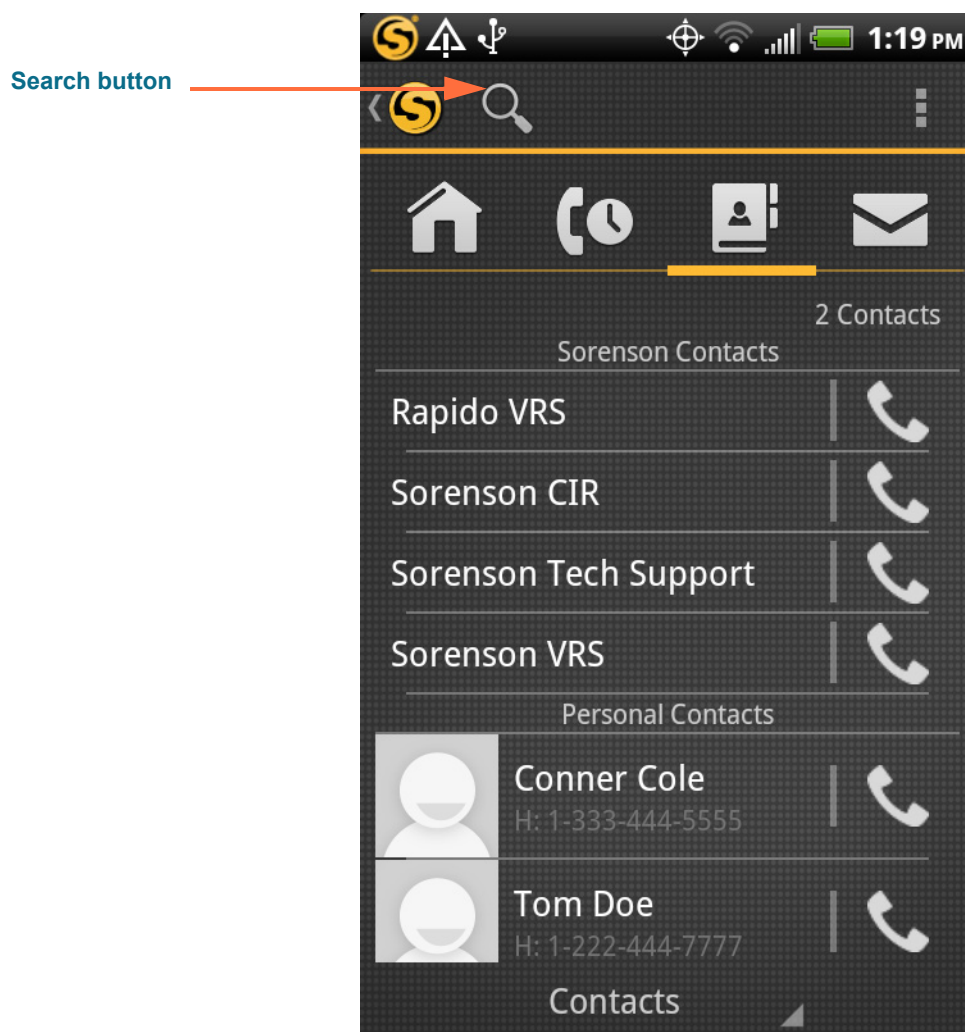
2. Tap the Search icon to open the screen shown below.

Search button

Figure 43: *Phonebook* screen, Search button

Notice the **Search** button (looks like a magnifying glass) located near the top-left of the screen. You can tap this icon to display the Search field.

3. Tap the Search button to open the screen shown below.
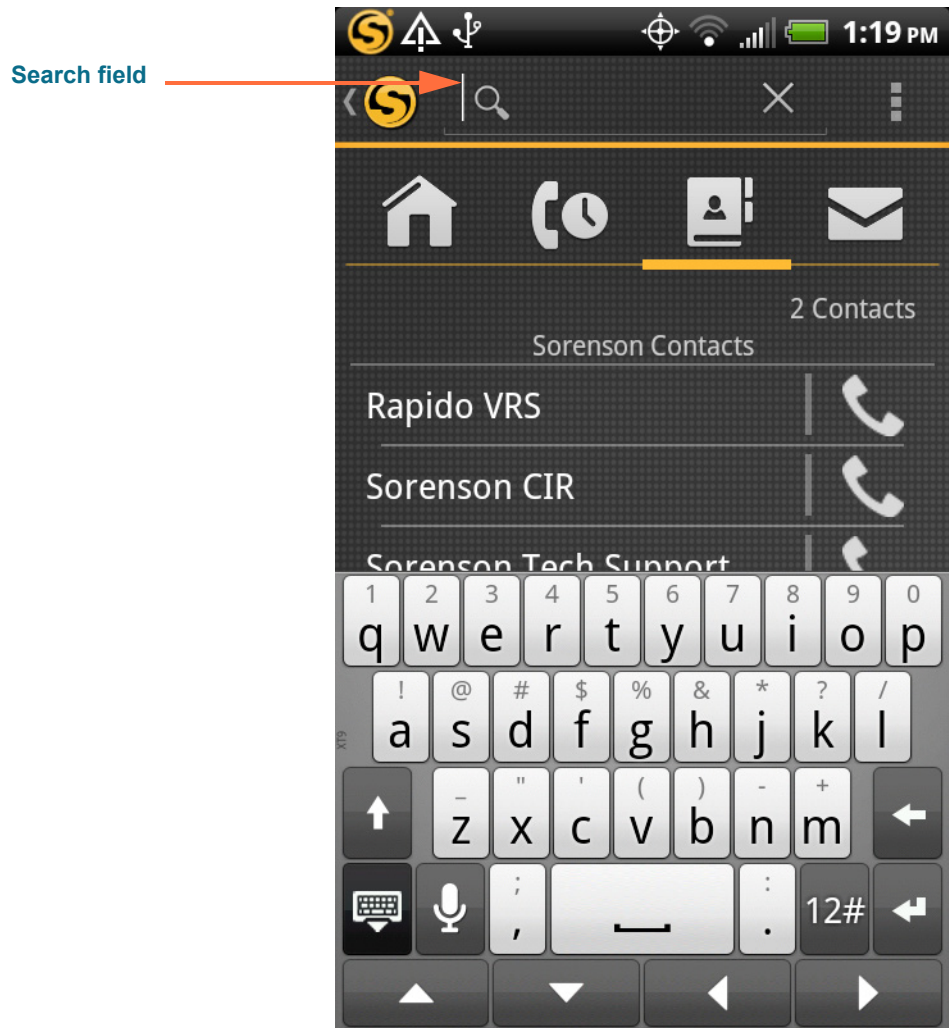
Search field

Figure 44: *Phonebook* screen, Search field

Notice that the **Search** field has appeared at the top of the screen. An on-screen keyboard has appeared to allow you to enter the name of the contact you want to find.

4.   Enter the name (or part of the name) of the contact you want to find. The name "doe" was entered in the sample image shown below.
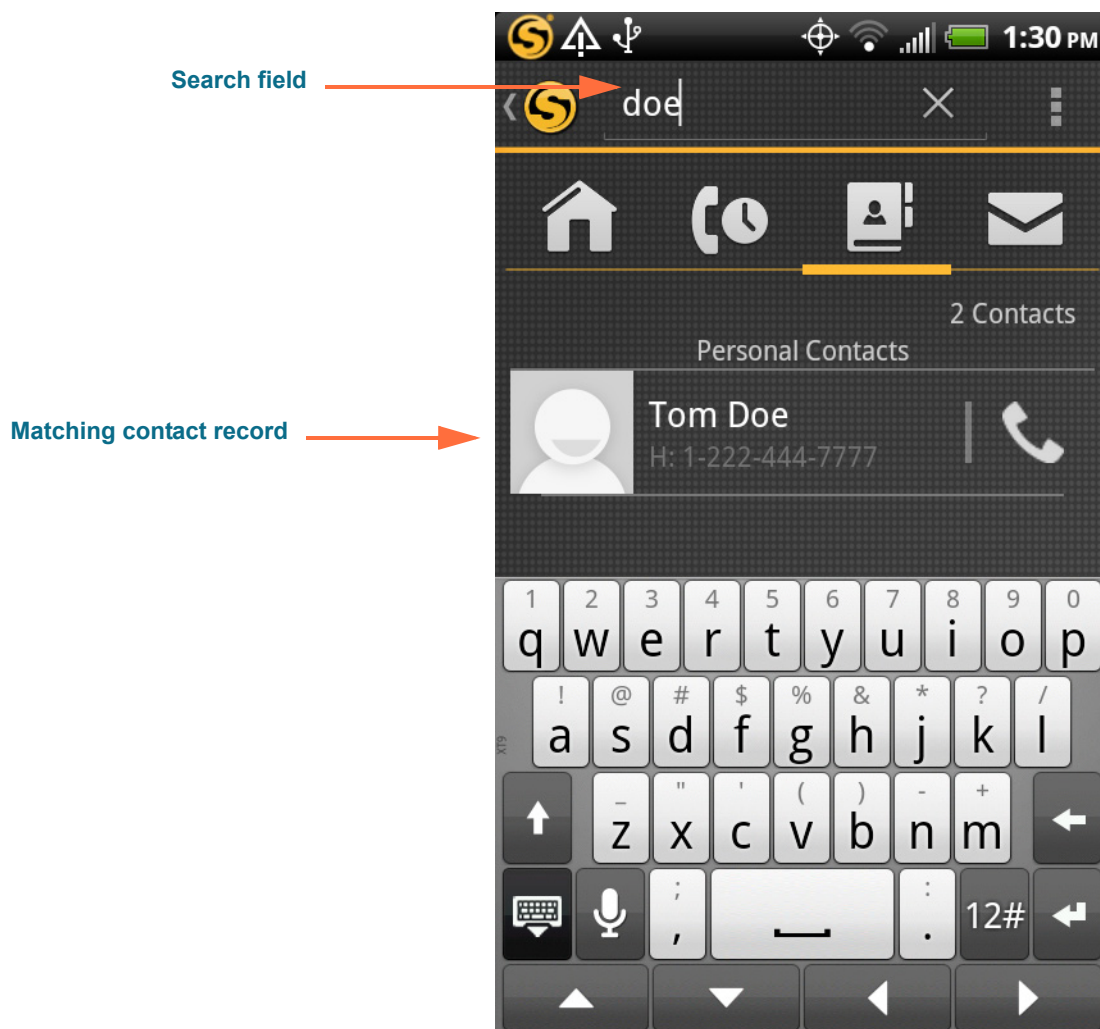

Figure 45: *Phonebook* screen, contact found

Notice that the contact named "Tom Doe" is displayed at the top of the list. You can now proceed to call, edit, or delete this contact record.

To Add/Edit a Contact
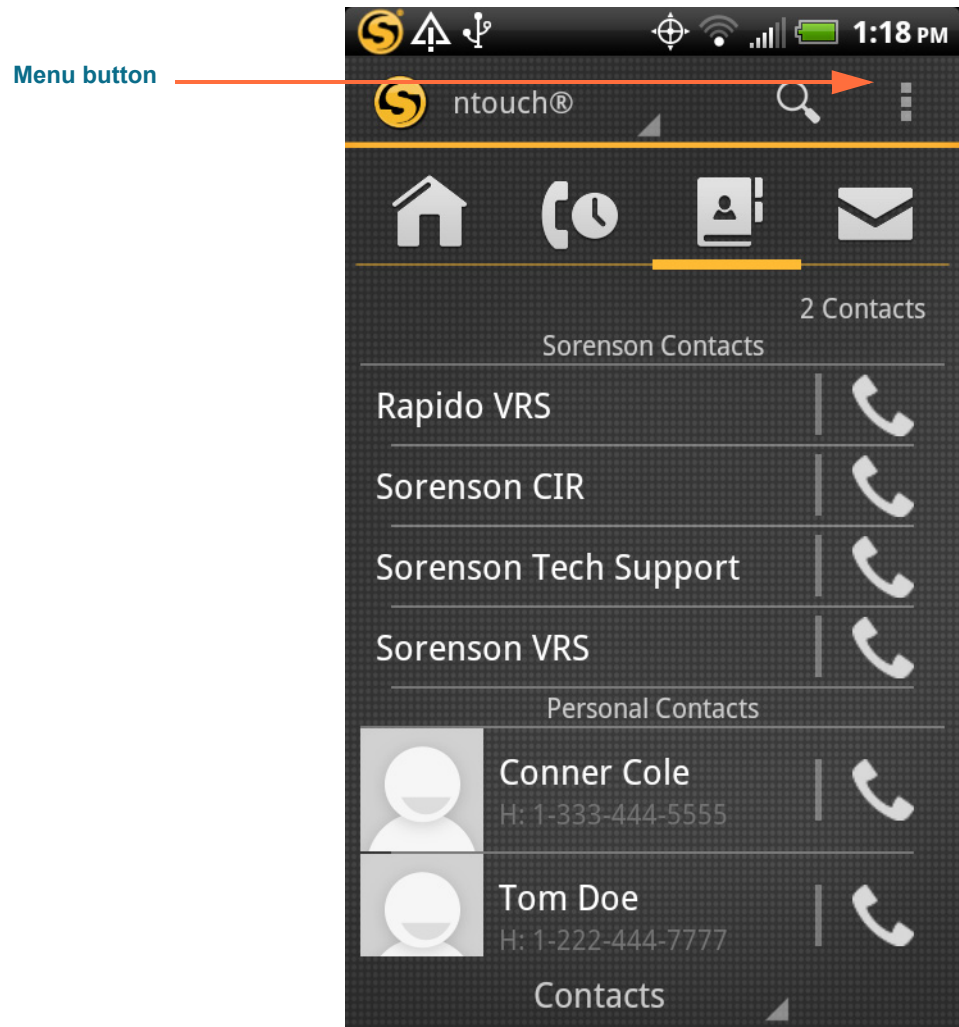
1. Start at the Phonebook screen shown below.

Figure 46: *Phonebook* screen, Menu button

Notice the **Menu** button near the top-right of the screen. You can use this button to open the Phonebook's drop-down menu.
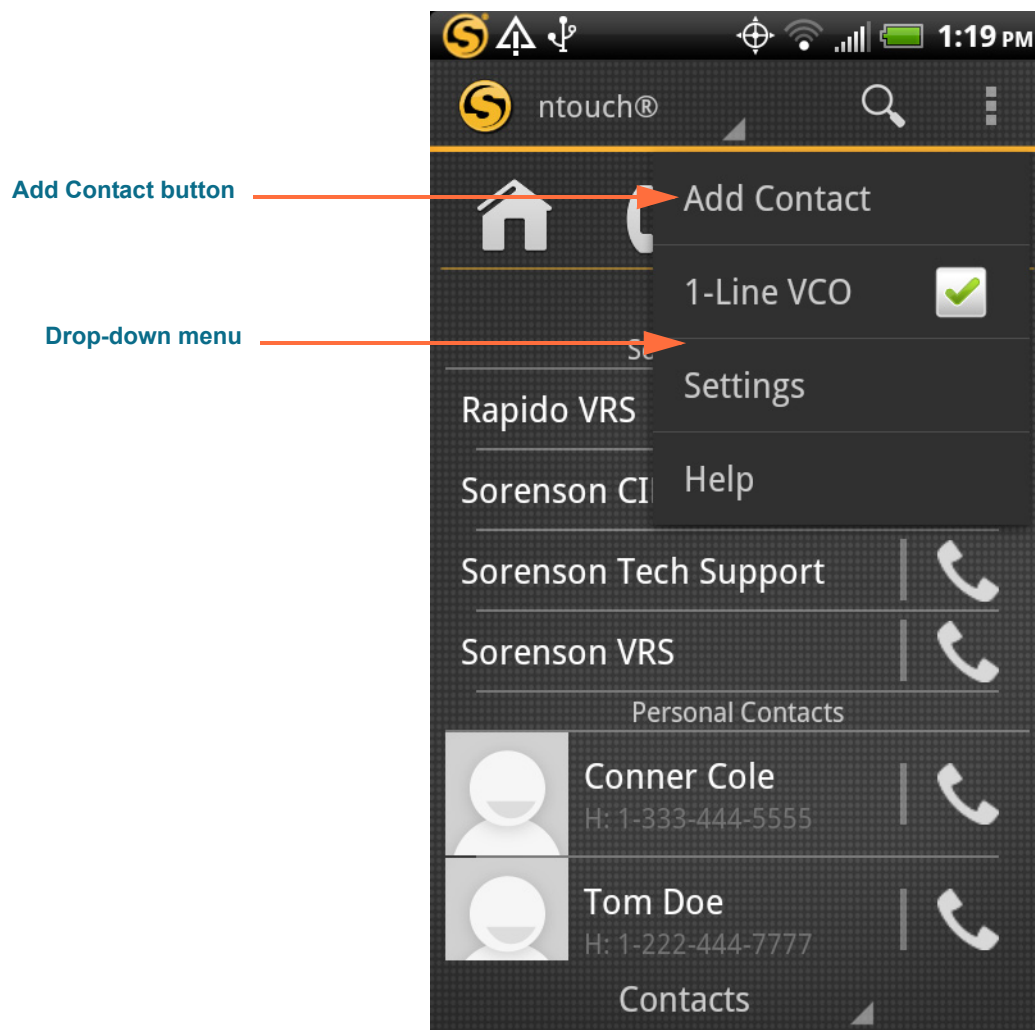
2. Tap the Menu icon to open the screen shown below.

Figure 47: *Phonebook* screen, drop-down menu open

Notice that the *Phonebook* screen's drop-down menu includes a **Add Contact** button.

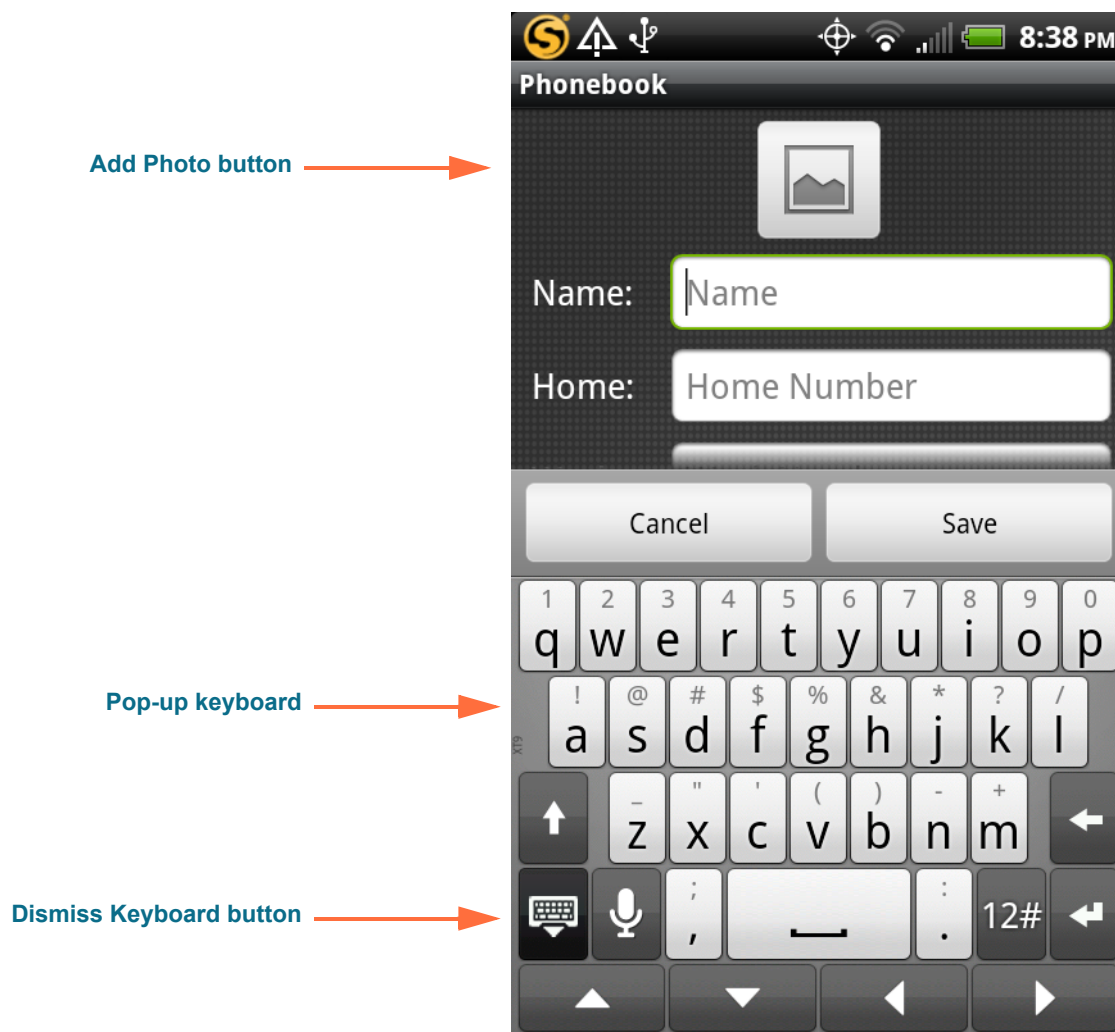3. Tap the Add Contact button to open the screen shown below.

Add Photo button ⟶

Pop-up keyboard ⟶

Dismiss Keyboard button ⟶

Figure 48: *Add Contact* screen

An on-screen keyboard has appeared to allow you to enter the name and phone number(s) for the new contact record. You must enter a name and at least one phone number for the contact.

You can scroll the screen with the keyboard displayed or dismiss the keyboard to see all the fields on the screen at once.

You can tap the **Add Photo** button (the icon above the Name field) if you want to assign a photos stored on your Android device to a contact record.

4.   Tap the Dismiss Keyboard button to display the screen shown below.
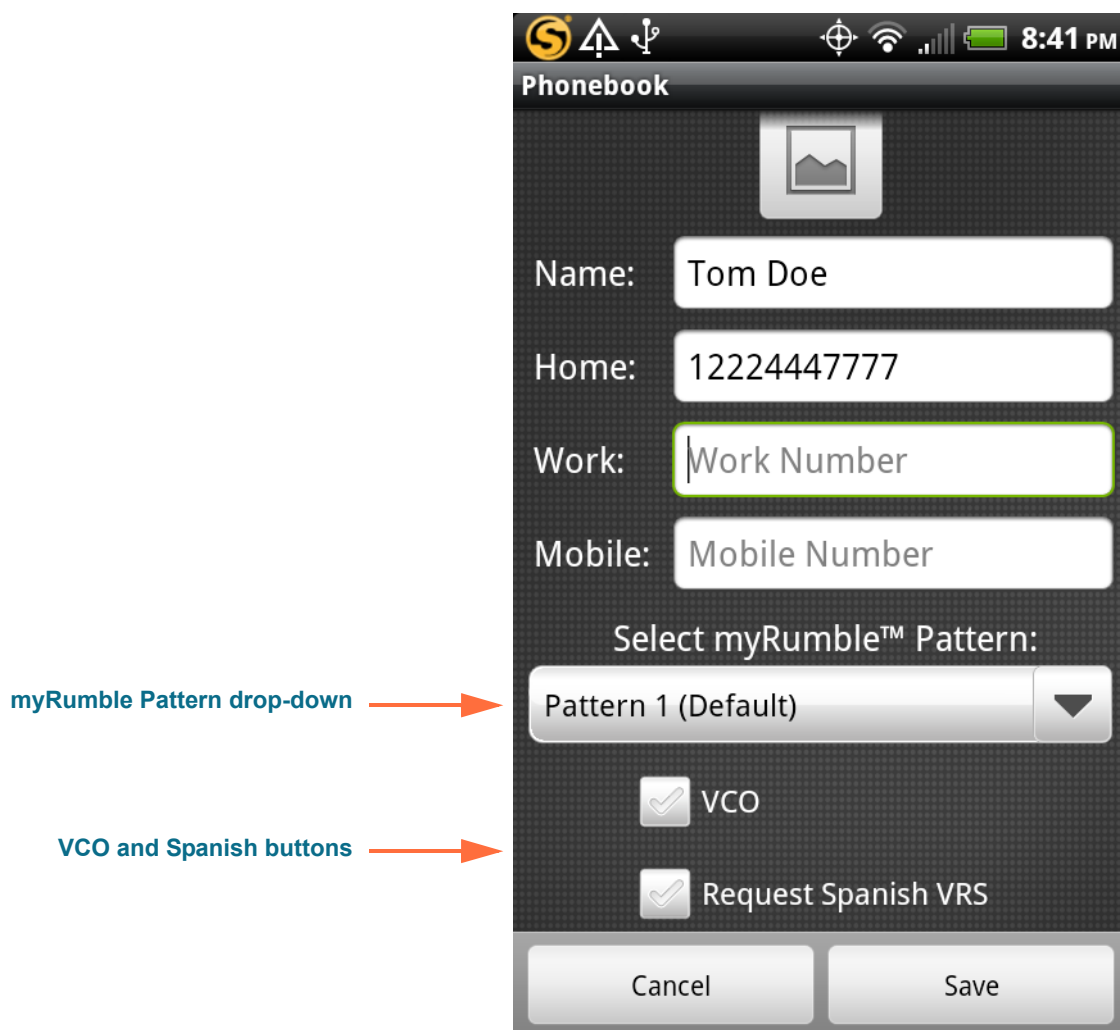

myRumble Pattern drop-down ———————→

VCO and Spanish buttons ———————→

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.

5.   Make any desired changes to the number fields and controls on the screen.

6.   Tap the Save button to save the new contact.

7.   To edit a contact, tap on the contact's avatar icon at the Phonebook screen to open the contact record.

8.   Make any desired changes, then tap the Save button to save the changes you have made.

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. The next section describes how to add an existing contact to the Block List.
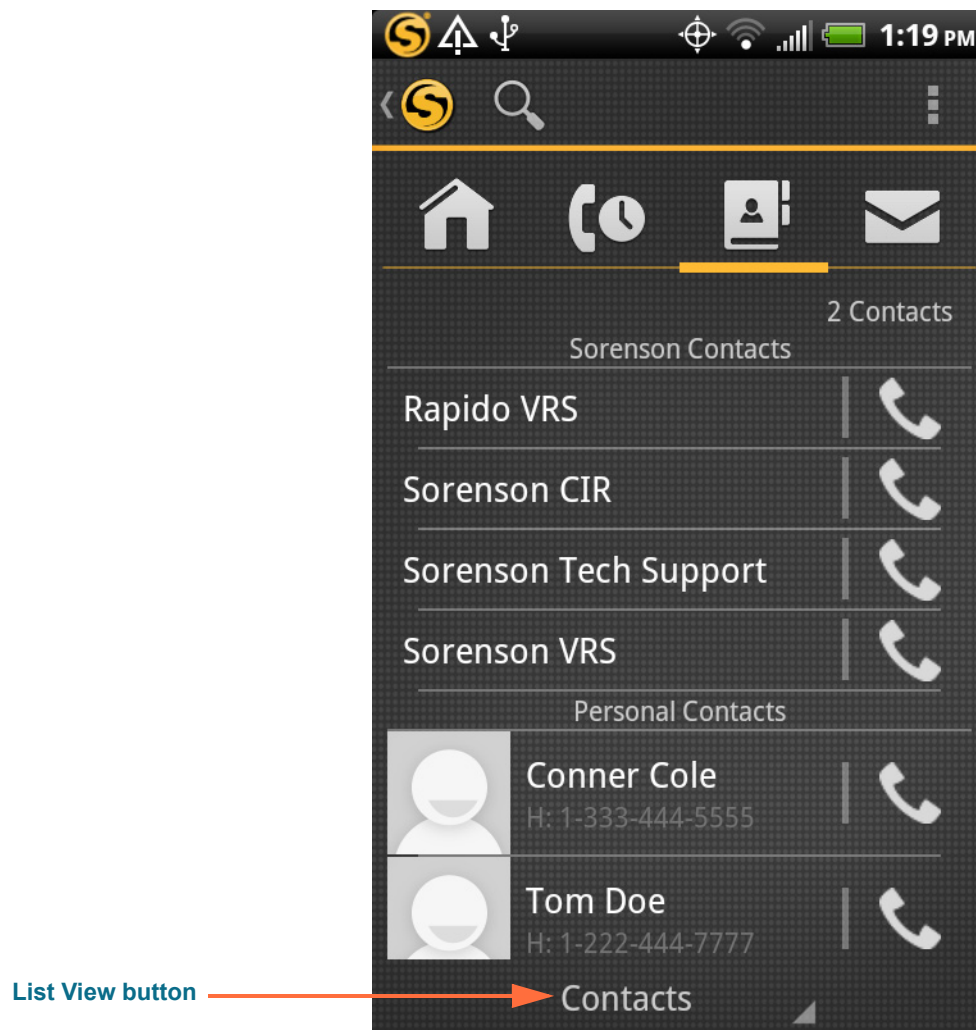
1.   **Start at the Phonebook screen shown below.**

List View button

Figure 50: *Phonebook* screen, List View button

Notice the **List View** button at the bottom of the screen.

2. Tap the List View button. Then tap the Blocked button to open the screen shown below.

Add Blocked button

Block List
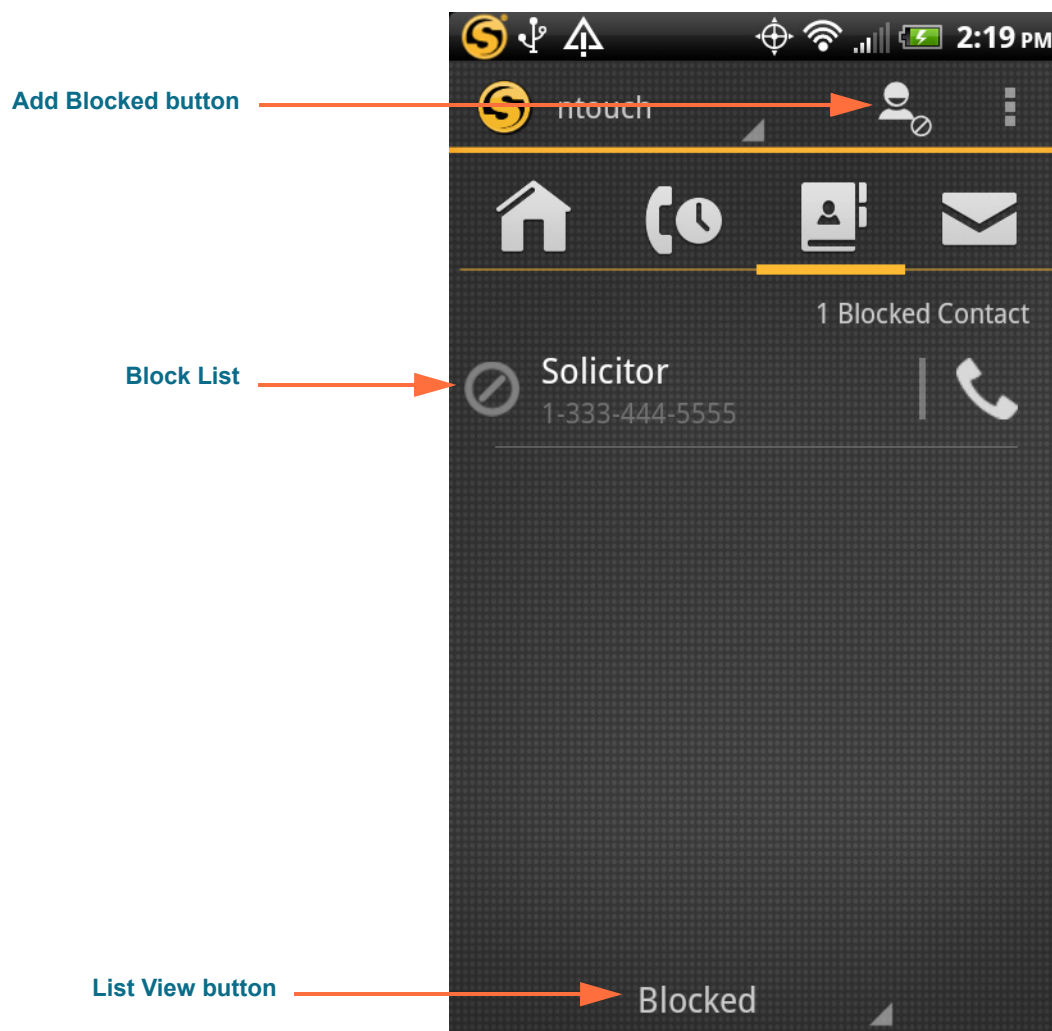
List View button

Figure 51: *Block List* screen

This screen shows a list of all the phone numbers currently in ntouch Mobile's Block List. This sample image shows one entry in the list. You can use the **Add Blocked** button to add more numbers to the list.

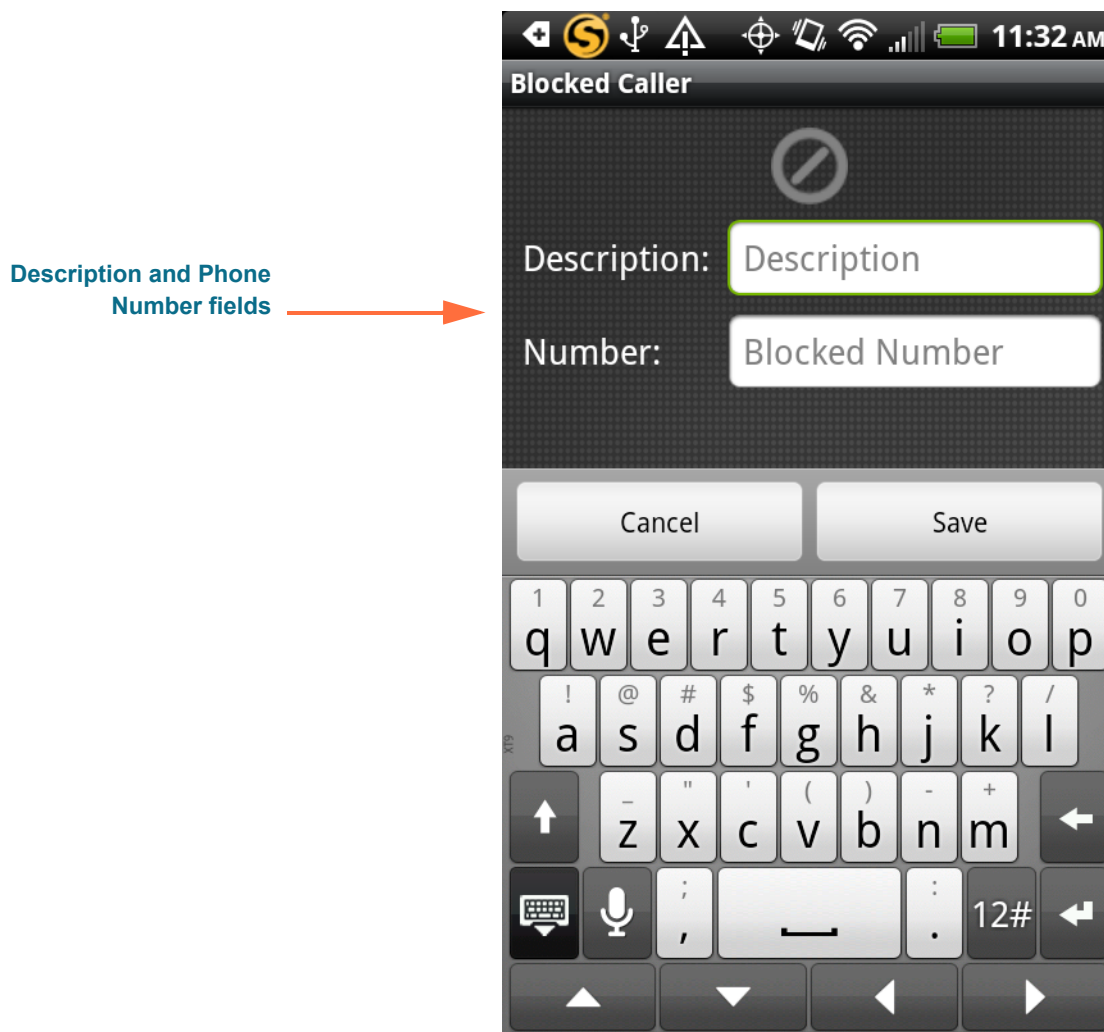3.   Tap the Add Blocked button to open the screen shown below.

Description and Phone Number fields ➝

Figure 52: *Add Blocked Number* 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.

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

5.   Tap the Save button to add the number to the Block List.

To Block a Contact

1. Start at the Phonebook screen. Tap and hold (long-press) on the contact that you want to block. You will then see the screen shown below.
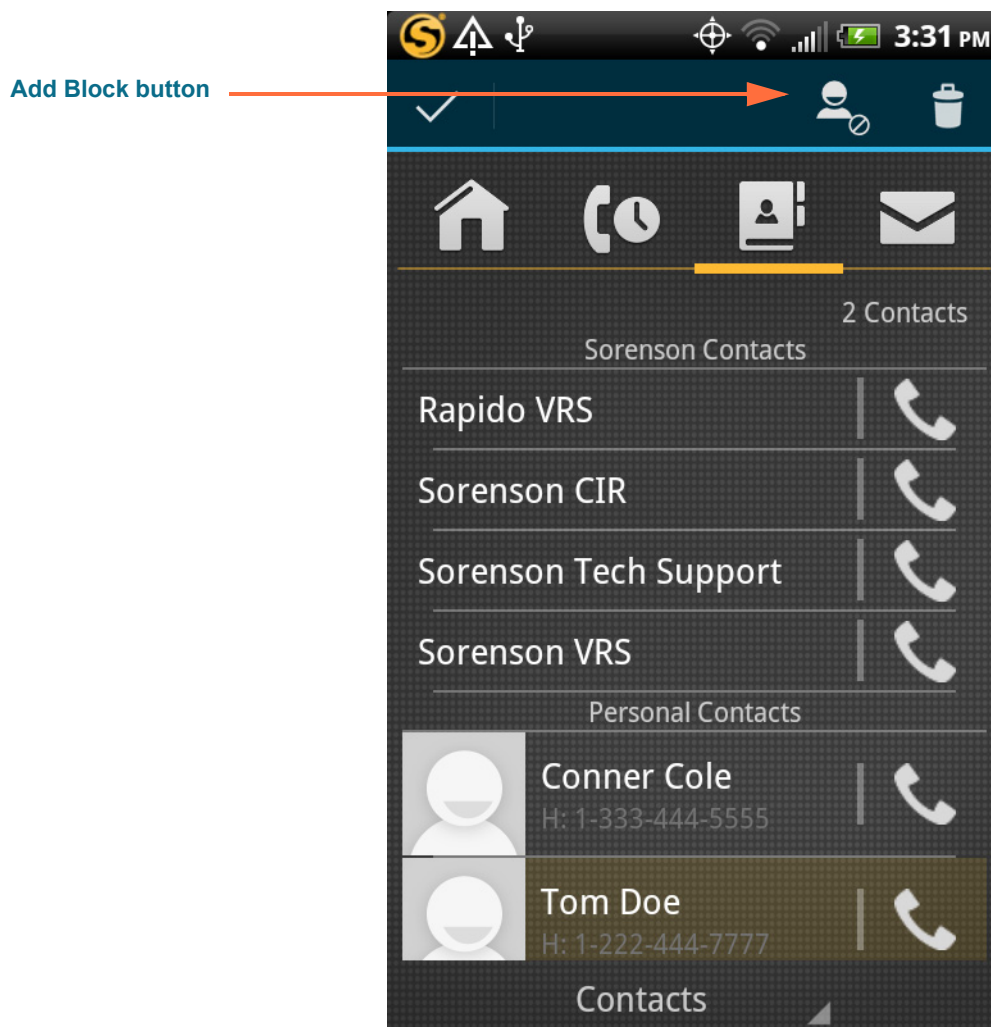
Add Block button

Figure 53: Block Contact button

Notice the **Add Block** button at the top-right of the screen. The contact named "Tom Doe" at the bottom of the screen is selected (highlighted in yellow). You selected this contact by long-pressing on the contact's name.

2. Tap the Add Block button to open the screen shown below.
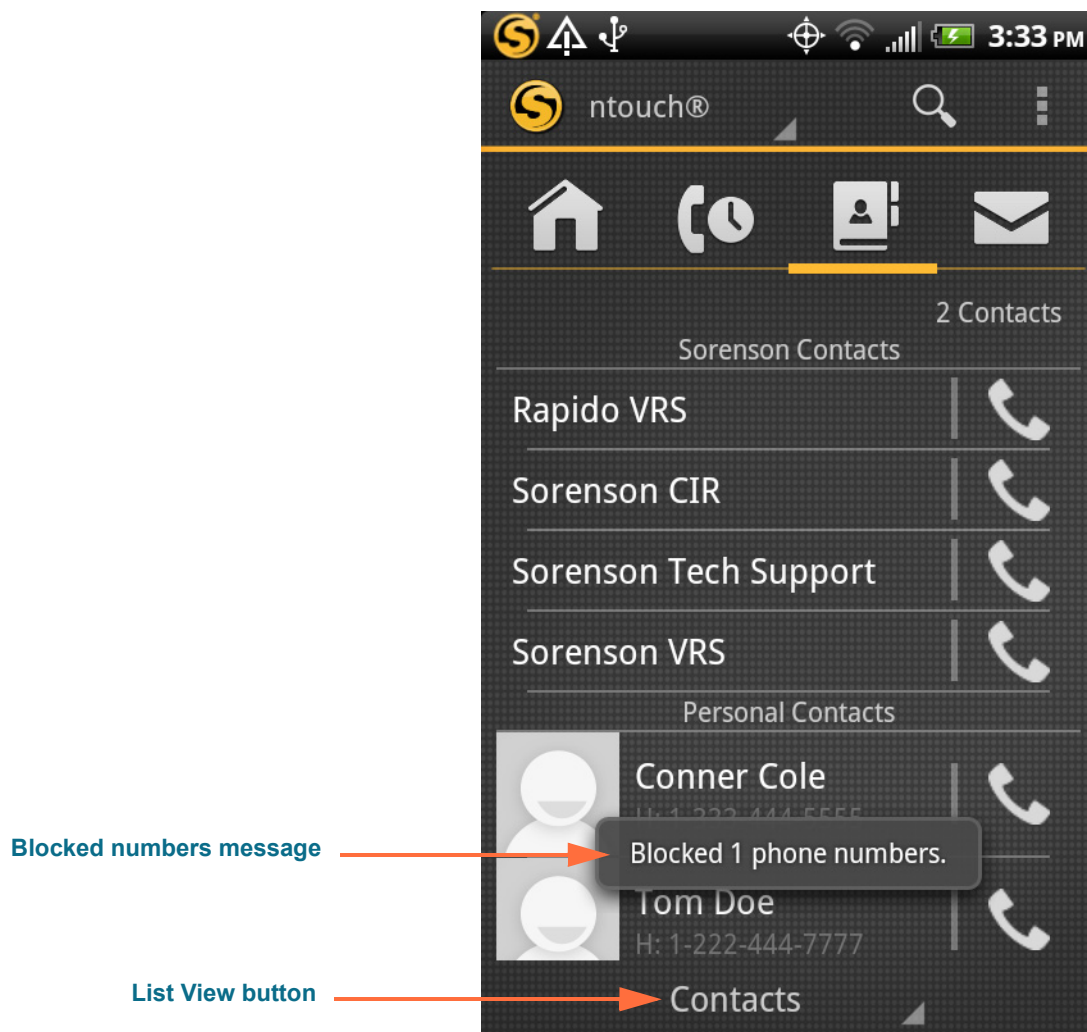

Blocked numbers message

List View button

Figure 54: Blocked numbers message

Notice that a message has appeared over the list of contacts (shown near the bottom of the screen in this sample image). This message will tell you how many phone numbers were blocked. All phone numbers stored for a contact will be blocked at once.

You can use the **List View** button to switch to the Block List screen to see the number(s) you have blocked for this contact.

3.   Tap the List View button and then the Blocked button to open the screen shown below.

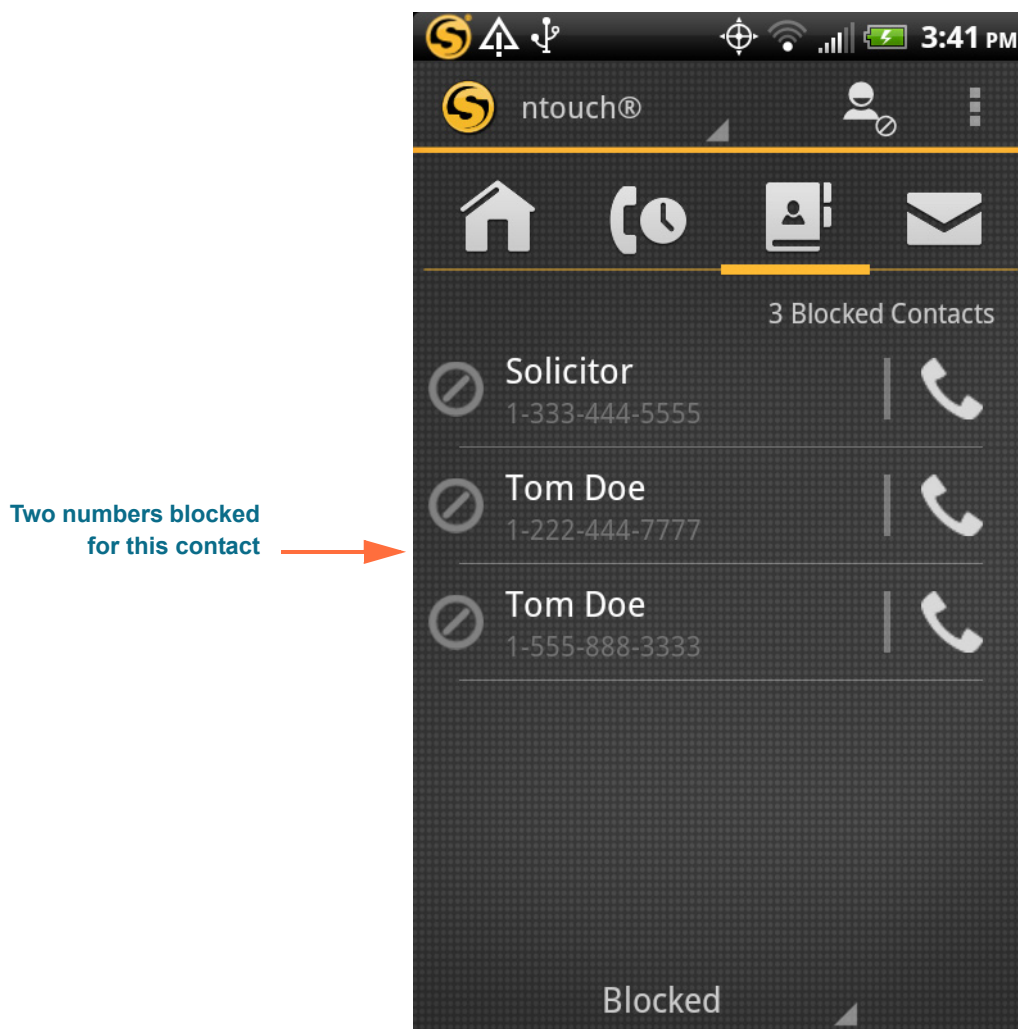**Two numbers blocked for this contact** →

Figure 55: *Blocked* screen

Notice that in this sample image, two phone numbers have been blocked for the contact named "Tom Doe."

4.   If you want to block other contacts, repeat Steps 1 and 2.

To Unblock a Number

1. Start at the Phonebook screen.

2. Open the Block List. Tap and hold (long-press) on the number that you want to unblock. You will then see the screen shown below.
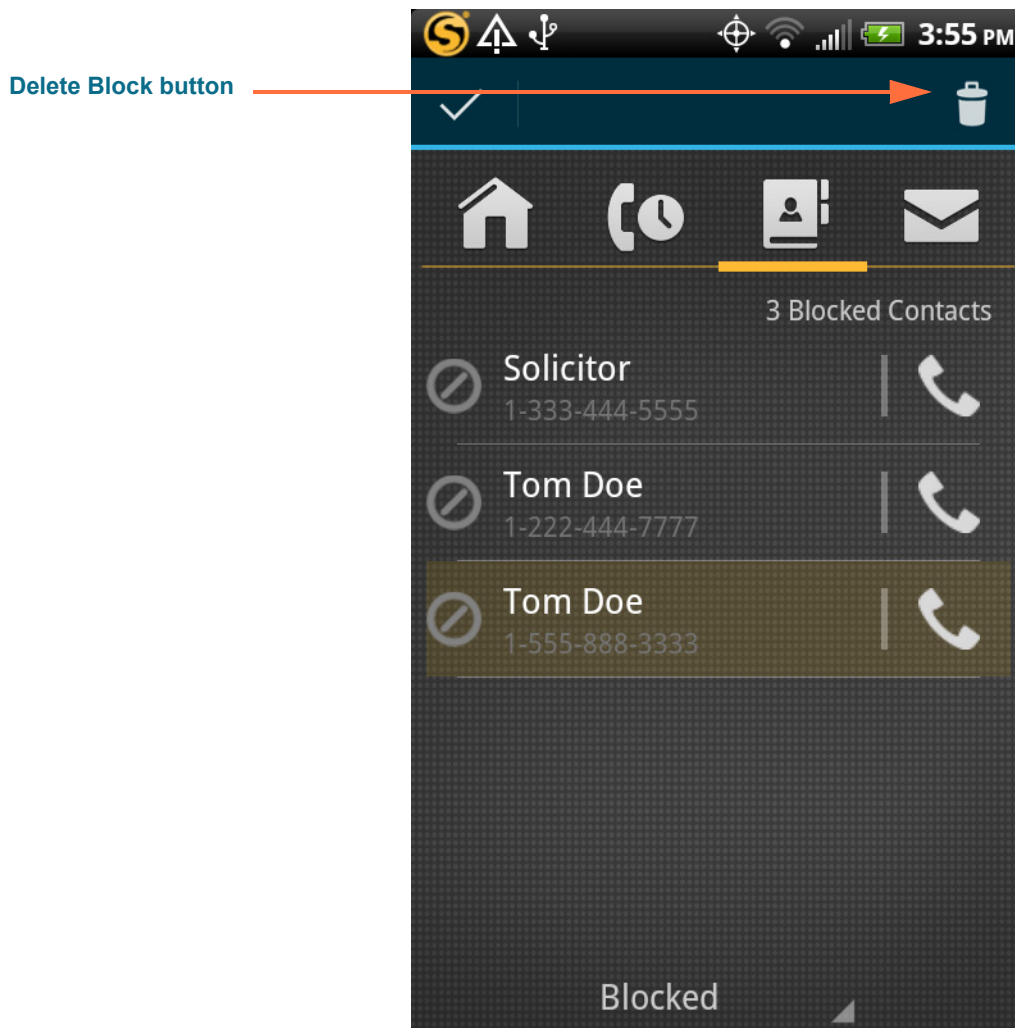
Delete Block button

Figure 56: Block Contact button

Notice the **Delete Block** button at the top-right of the screen. One of the numbers for the contact named "Tom Doe" at the bottom of the screen 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.

3. Tap the Delete Block button to remove this number from the Block List.

4. If you want to unblock other numbers, repeat Steps 1 and 2.

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.*

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.**
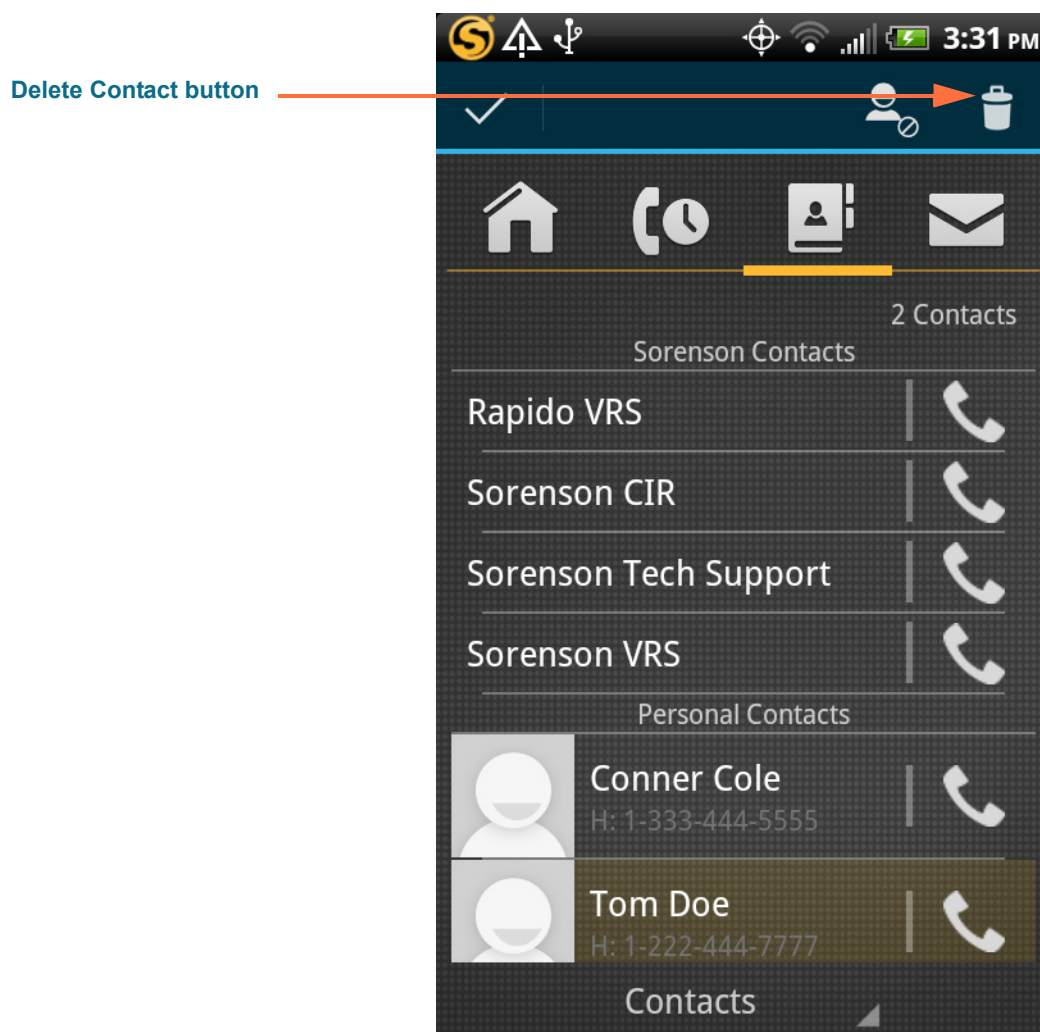
Delete Contact button ────────────→

Figure 57: Delete Contact button

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

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

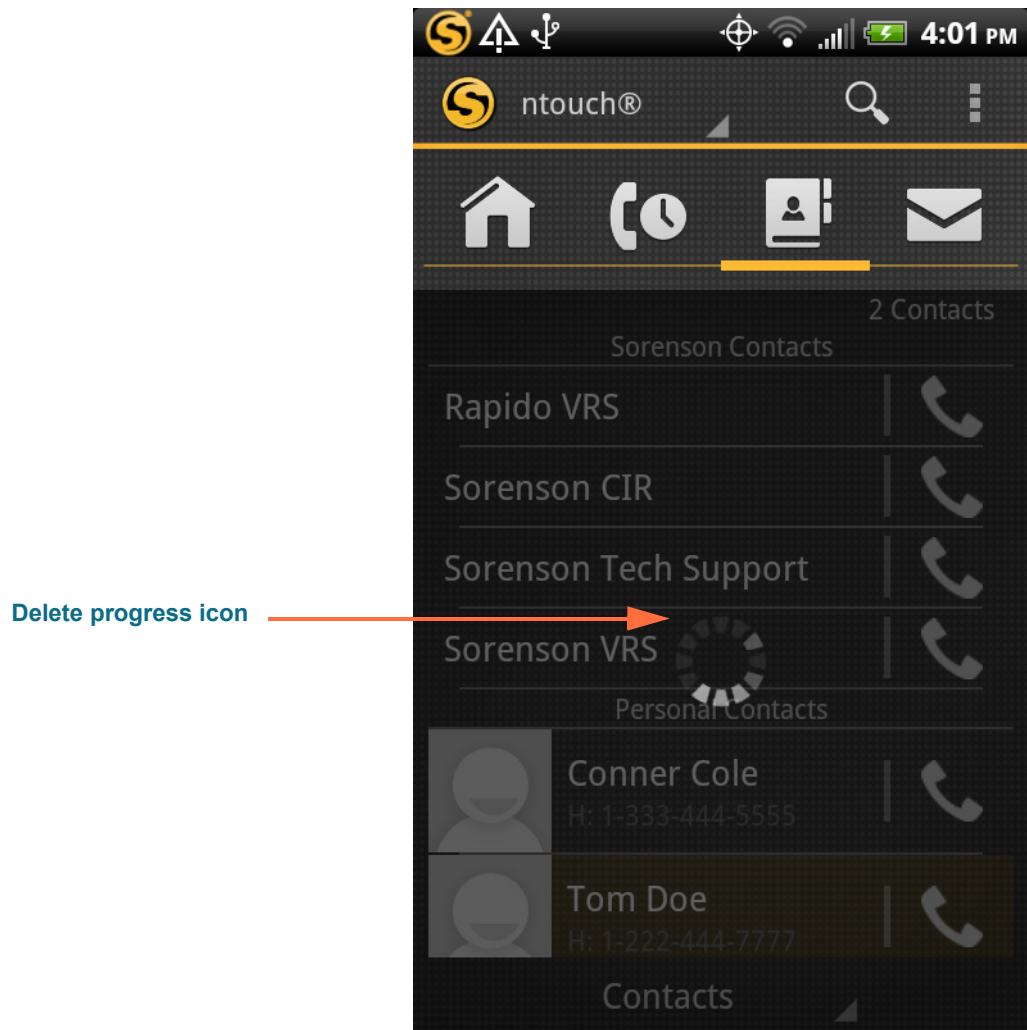2.   Tap the Delete Contact button to open the dialog shown below.

Delete progress icon

Figure 58: Delete progress icon

As the contact is being deleted, you will see a "progress icon" like the one shown in this sample image. You cannot recover a deleted contact.

View 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

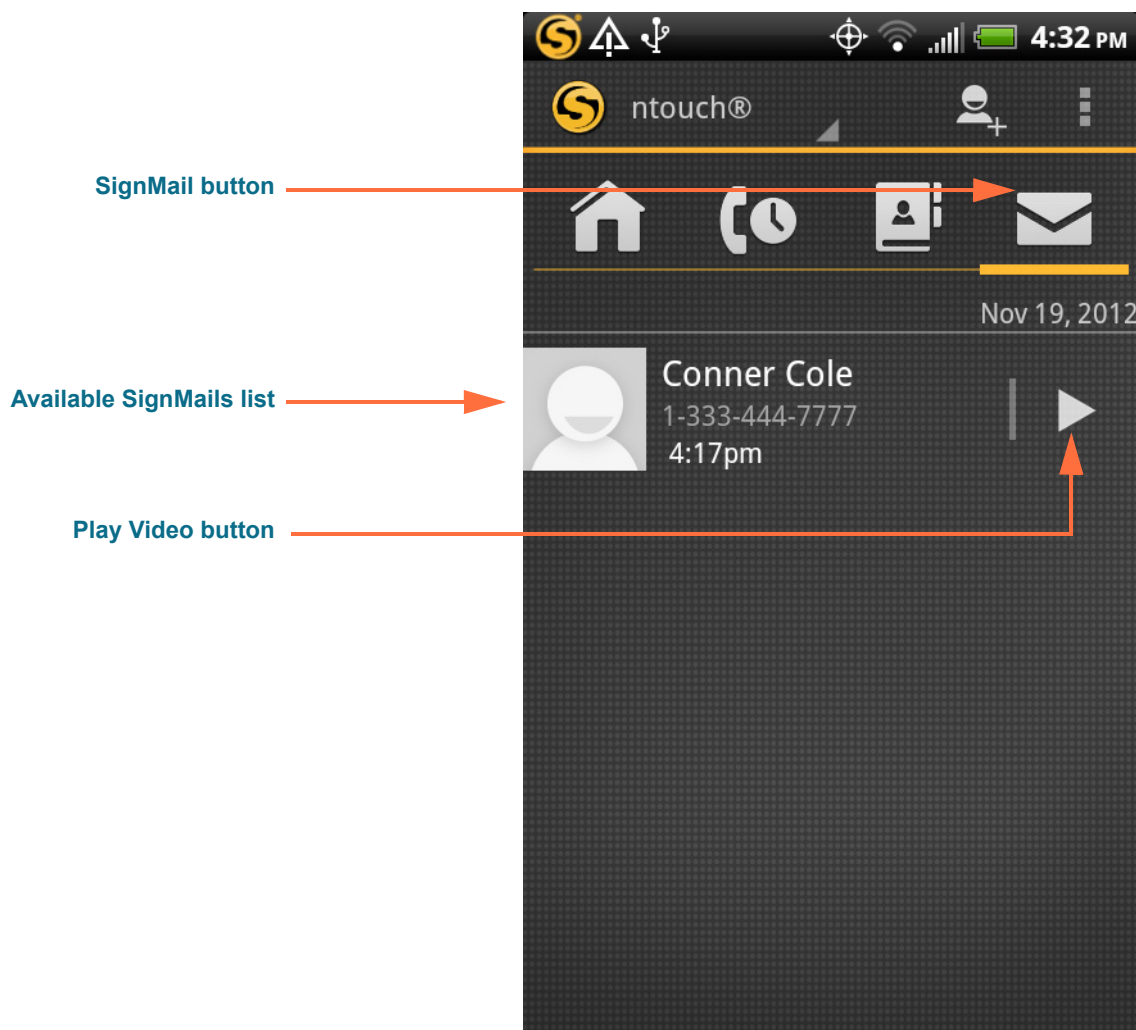1.   Tap the SignMail button to open the screen shown below.

SignMail button

Available SignMails list

Play Video button

Figure 59: *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.

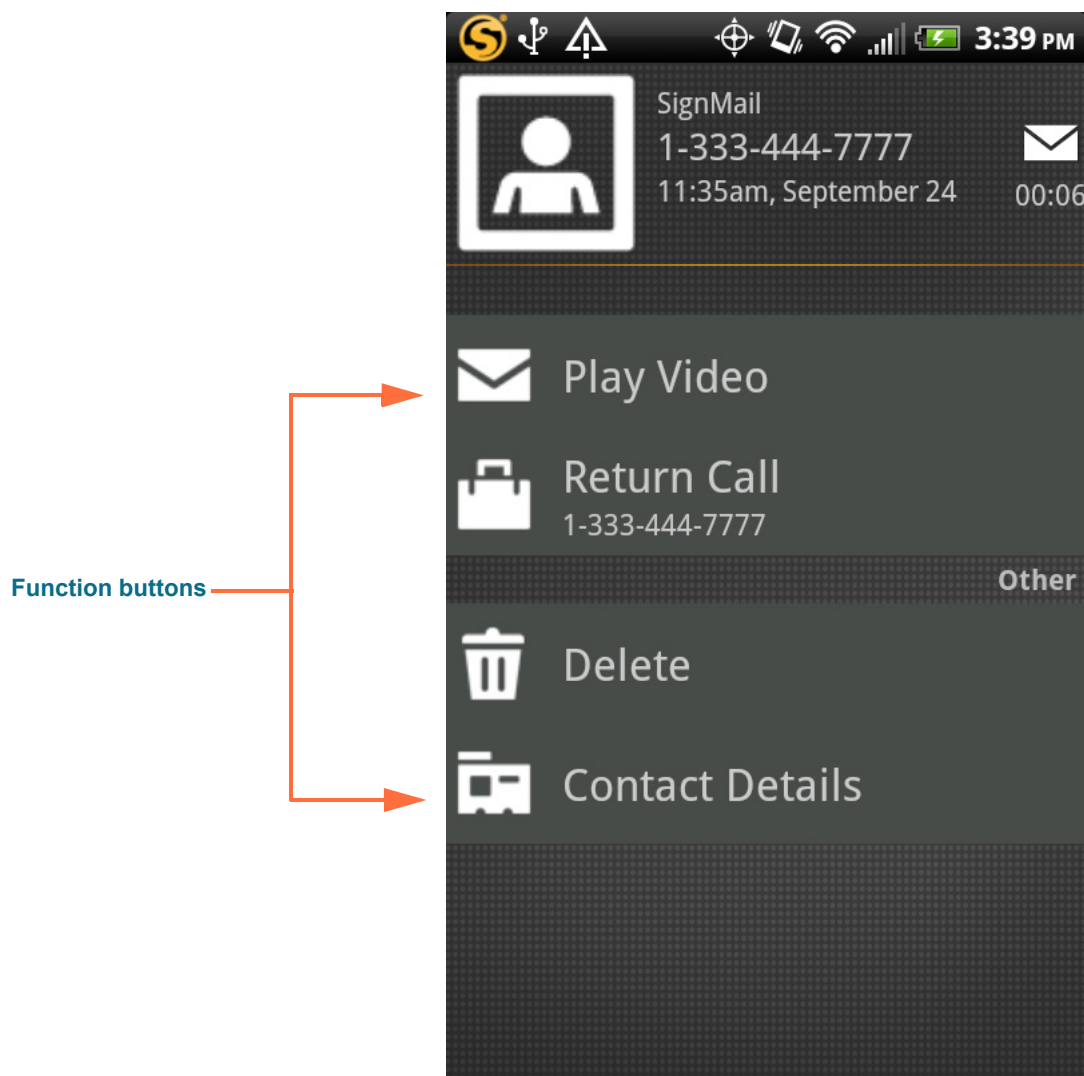2. Tap on the SignMail name to open the screen shown below.

Function buttons

Figure 60: *SignMail Functions* screen

This is the SignMail functions screen. You can choose from the **Play Video**, **Return Call**, **Delete** and **Contact Details** function options.

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

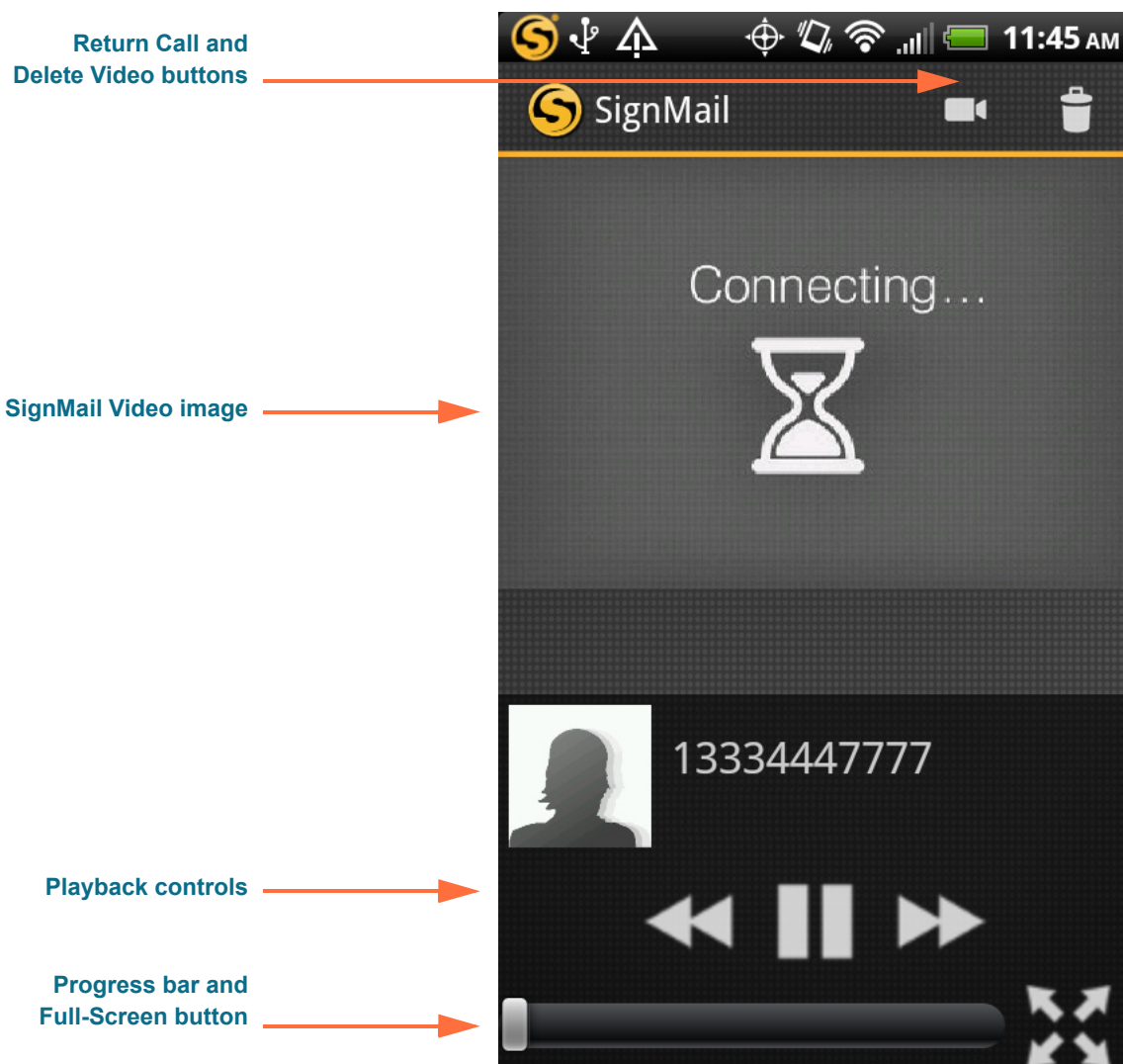3. Tap the Play Video button to open the screen shown below.

Return Call and Delete Video buttons

SignMail Video image

Playback controls

Progress bar and Full-Screen button

Figure 61: *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

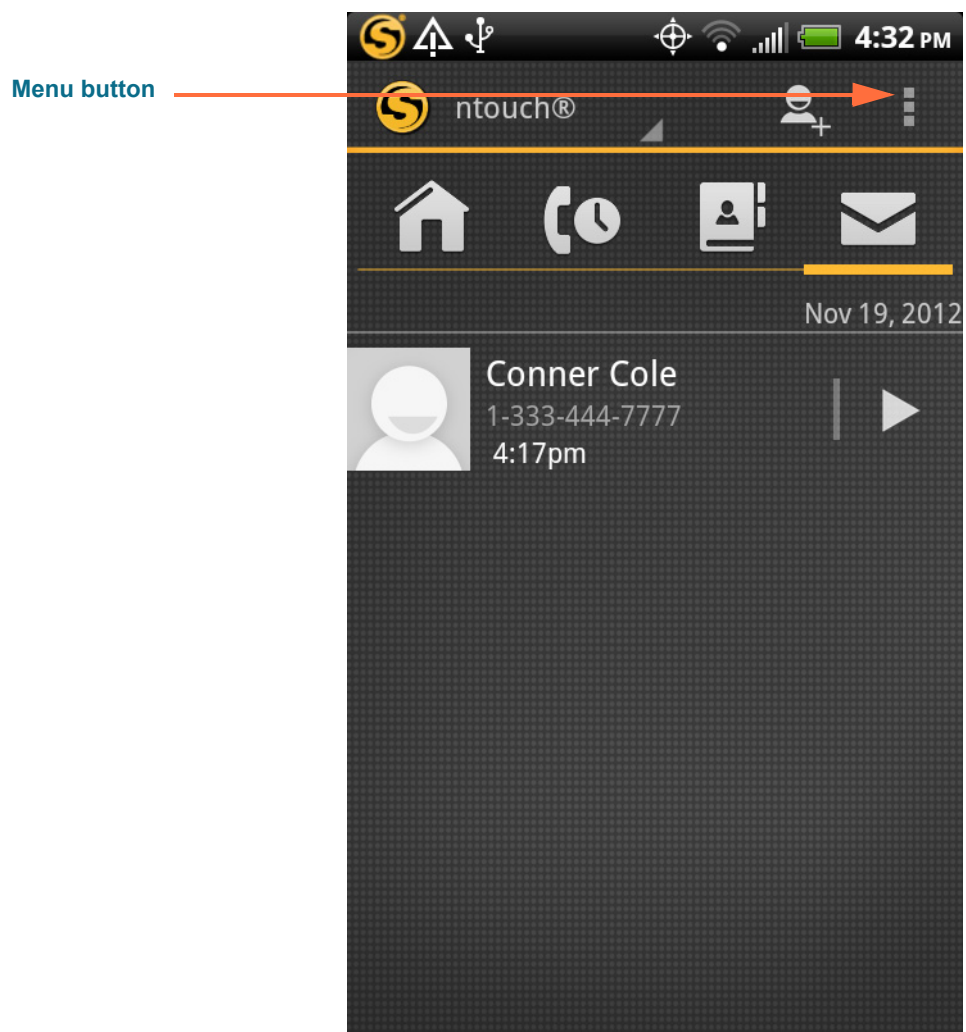1. Start at the SignMails screen as shown below.

Menu button

Figure 62: *SignMail* screen

The Delete All function is available in the drop-down menu for the *SignMail* screen.

2. Tap the Menu button to open the drop-down menu shown below.
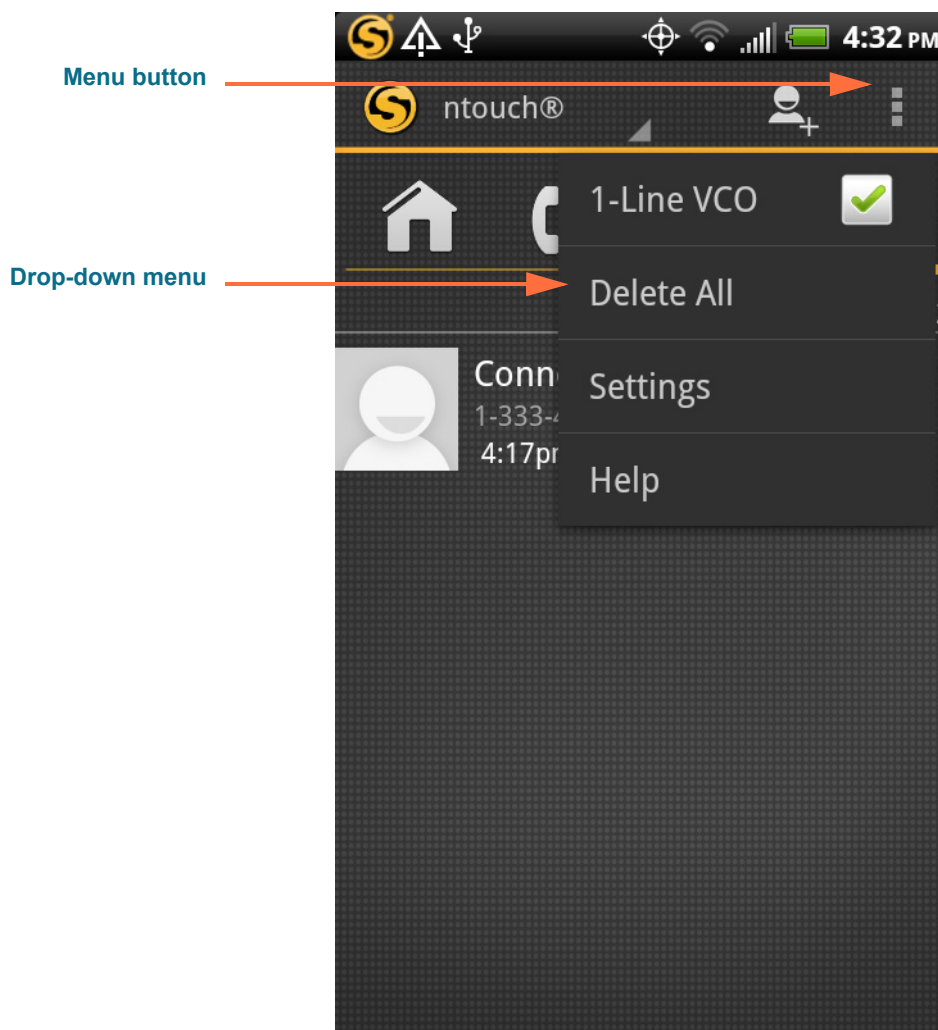

Figure 63: Menu drop-down menu on *SignMail* screen

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.

3. Tap the Delete All option 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.*

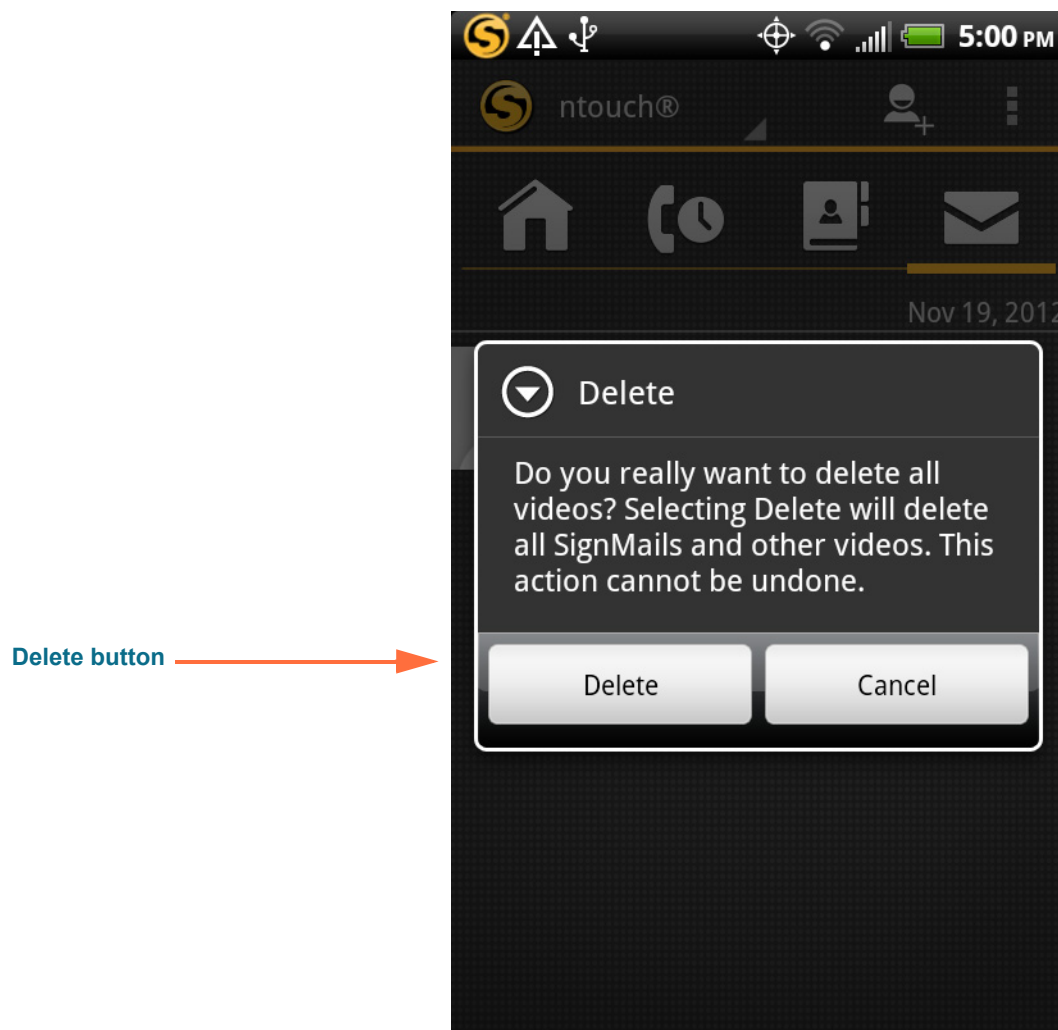4. Tap the Delete All button to open the dialog shown below.

Delete button

Figure 64: *Delete dialog*

5. Tap the Delete button to delete all SignMails. Tap Cancel to exit without deleting.

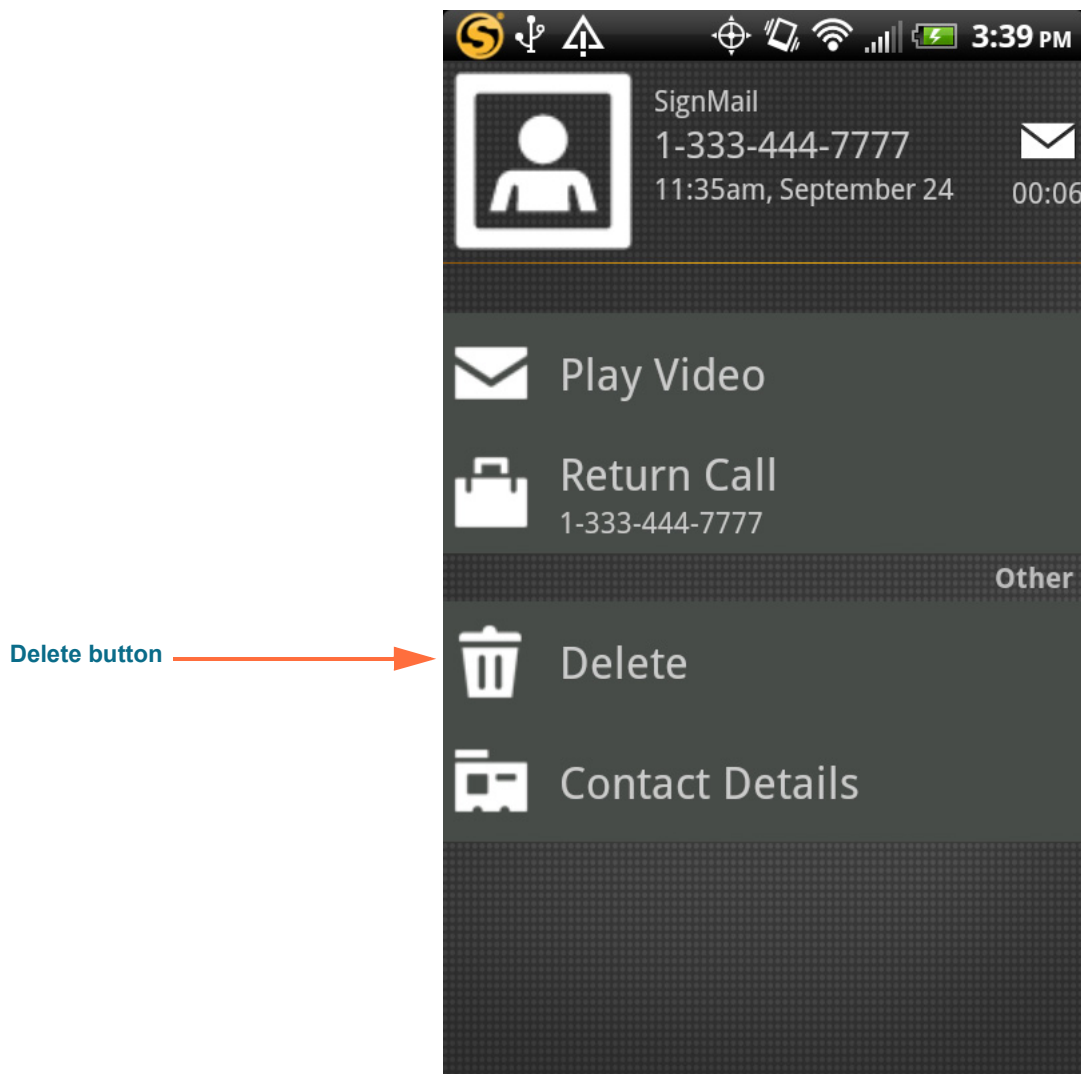6.   To delete just one video, first open SignMail functions screen shown below.

Delete button

Figure 65: *SignMail Functions* screen

You can use the **Delete** button to delete just this one SignMail.
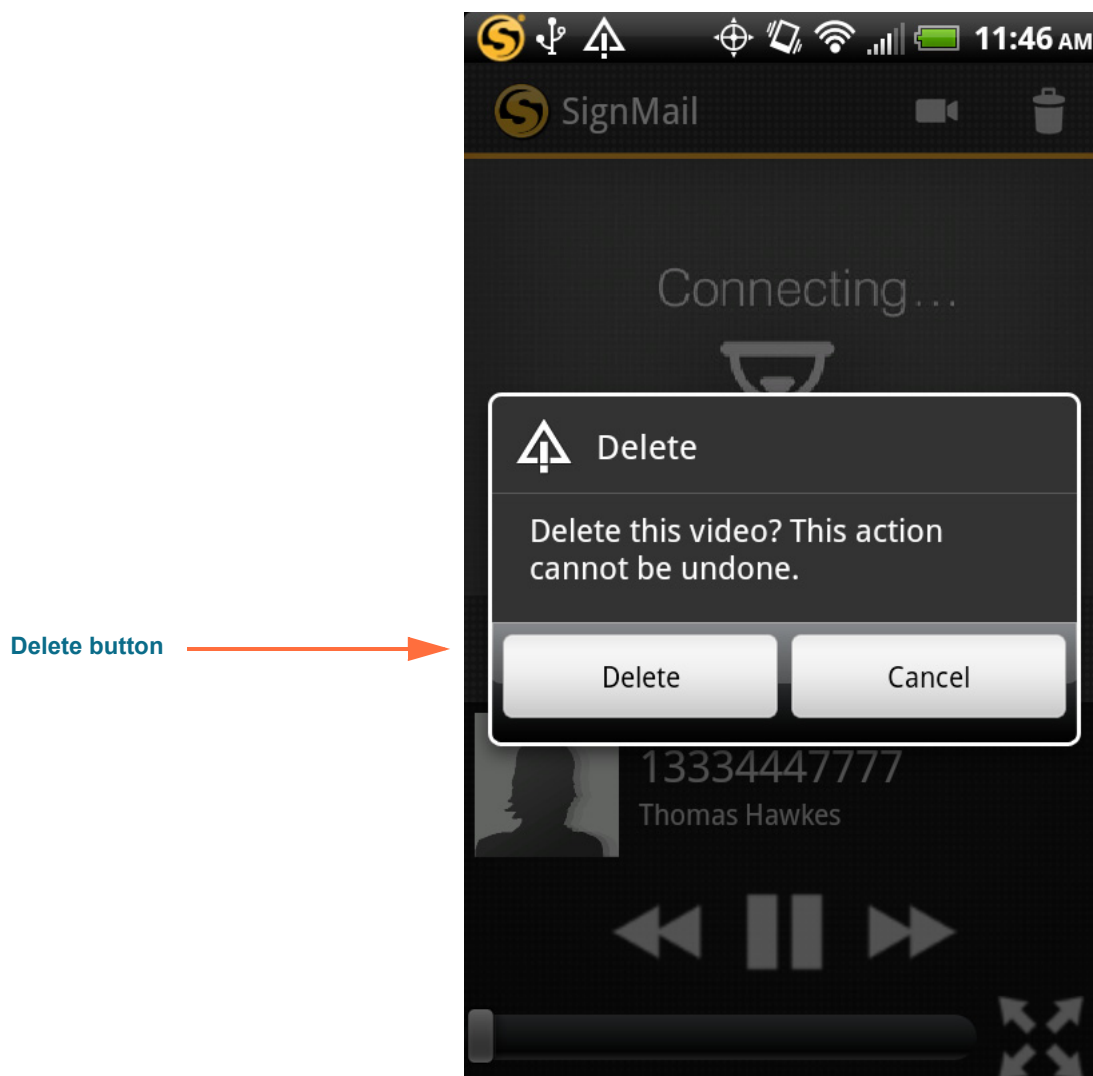
7.   Tap the Delete button to see the dialog shown below.

Delete button ⟶

Figure 66: *Delete dialog*

8.   Tap the Delete button to delete the selected SignMail. Tap Cancel to exit
without deleting.

Use Video Center

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

To Find a View to View

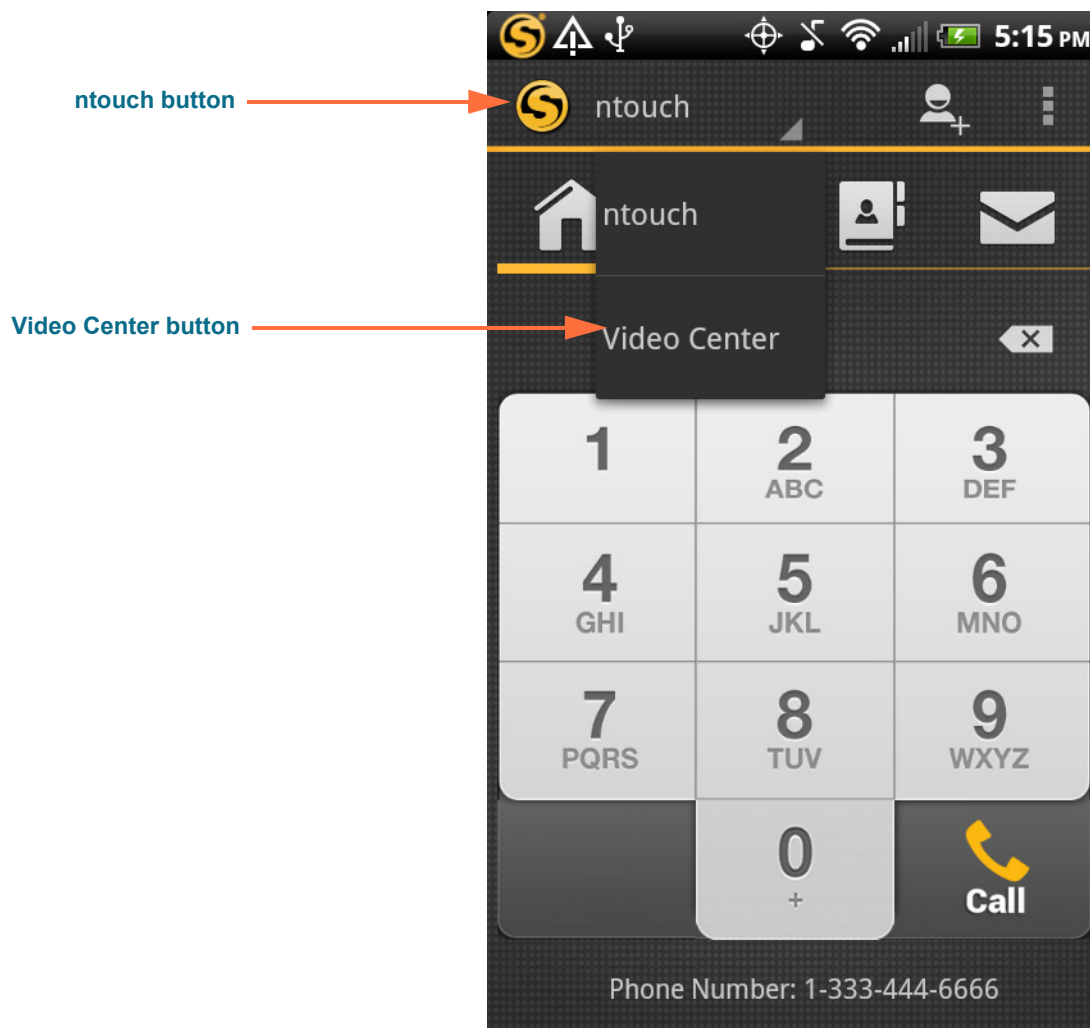1.   Tap the ntouch button to open the drop-down menu shown below.

Figure 67: ntouch drop-down menu

Notice that there are two options in the drop-down menu: **ntouch** and **Video Center**. You can select the Video Center button from the menu to open the *Video Center* screen.

2.   Tap the Video Center button to open the screen shown below.

Video Center button

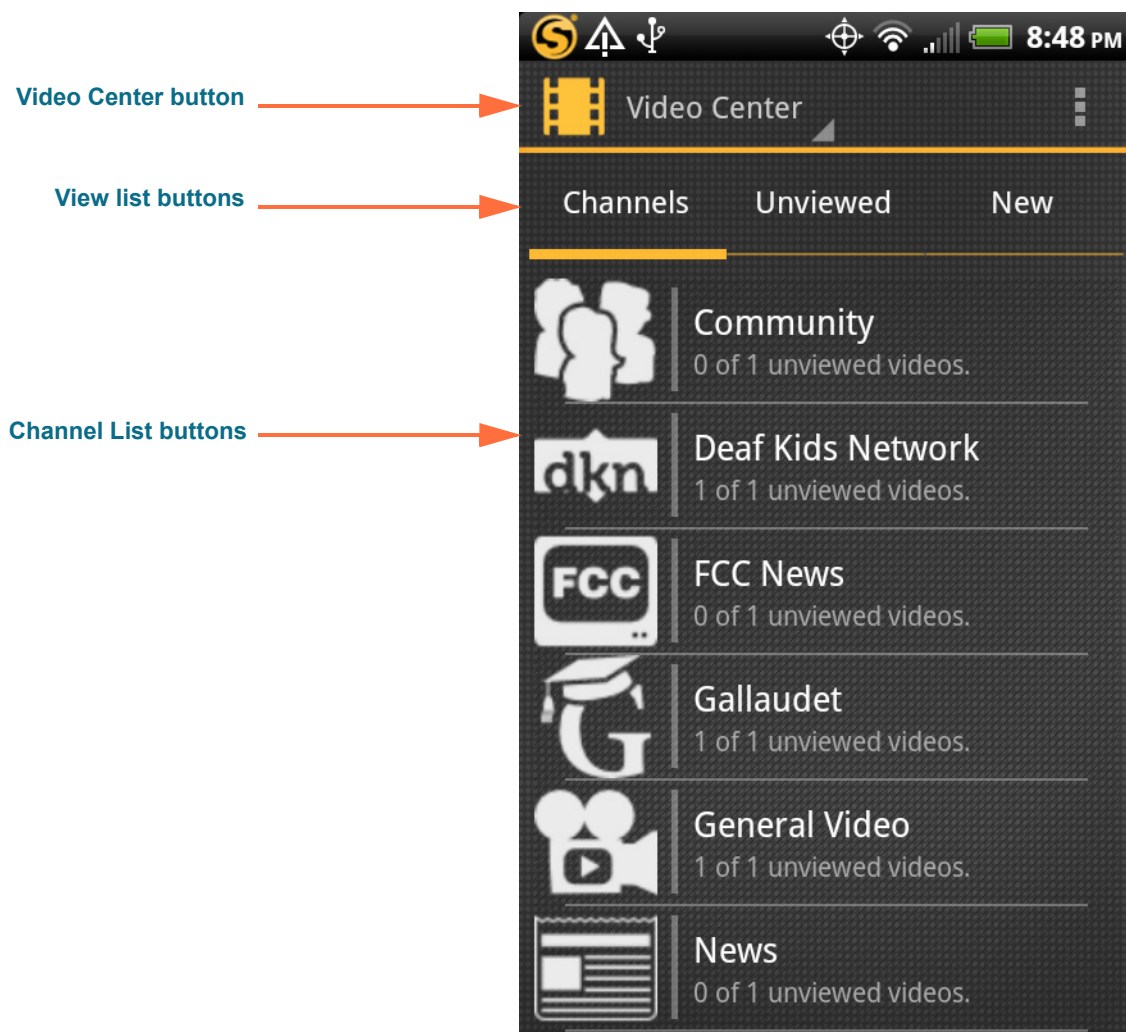View list buttons

Channel List buttons

Figure 68: *Video Center* screen

The **View List** buttons are used to select which list of videos is displayed: the **Channels** list, the **Unviewed** list, or the **New** list. The Channels list is selected by default when the *Video Center* screen is opened. The Unviewed list shows just those videos that you have not yet viewed. The New list shows videos that have been added since you last opened the Video Center.

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

You can tap the **Video Center** button to open the drop-down menu which will show the **ntouch** button used to return to the ntouch screen.

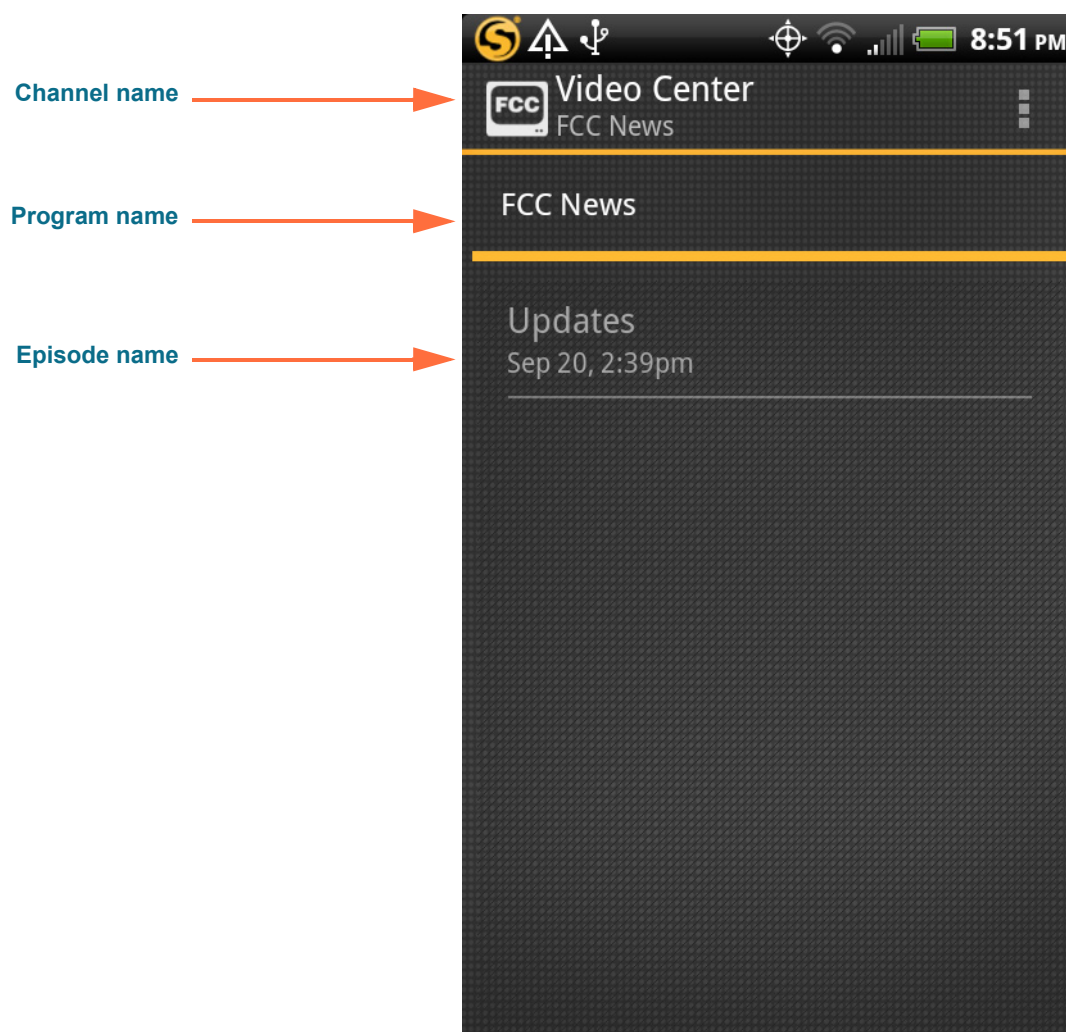3.   Tap one of the channel names to open a screen like the one shown below.

Channel name ————————→

Program name ————————→

Episode name ————————→

Figure 69: *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 sample image, there is only one program and one episode on the FCC News channel.

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 63** for an example.

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

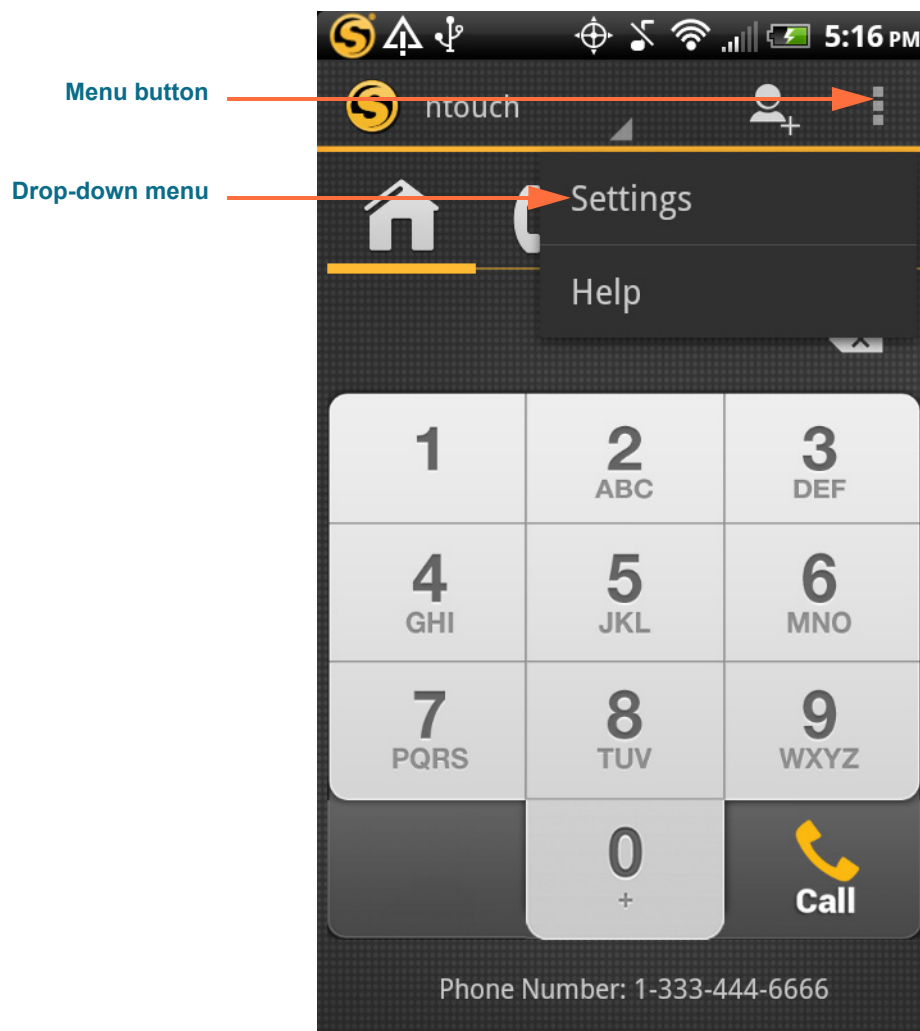1.   Tap the More button to open the screen shown below.

Figure 70: Menu drop-down menu on *Home* screen

Notice that there are two options in this version of the drop-down menu: **Settings** and **Help**. If the 1-Line VCO feature were enabled, it would also be shown in the menu.

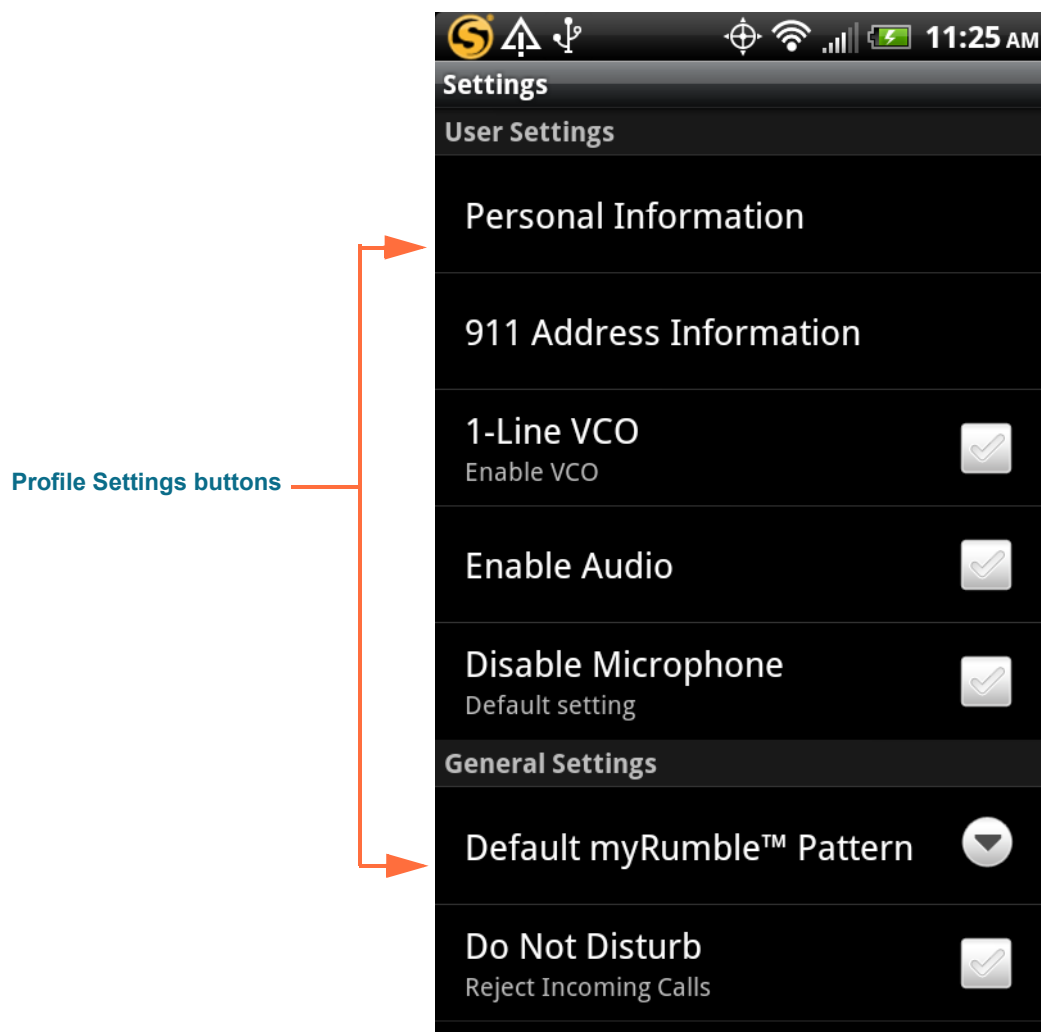2.   Tap the Settings button to open the screen shown below.

Profile Settings buttons

Figure 71: *Settings* screen, top half

This is the *Settings* screen. The buttons and controls on the screen are grouped into three areas. The "User Settings" area near the top of the screen provides access to the account information, 911 address information, and the 1-Line VCO and audio controls. The "General Settings" area contains controls for the myRumble Pattern feature and many of the other main controls for the app. The "Help" area near the bottom of the screen provides access to the app's built-in Help feature.

You will need to scroll down to see all the areas of the screen.

To View Personal Information

1. Tap the Personal Information button on the Settings screen to open the screen shown below.
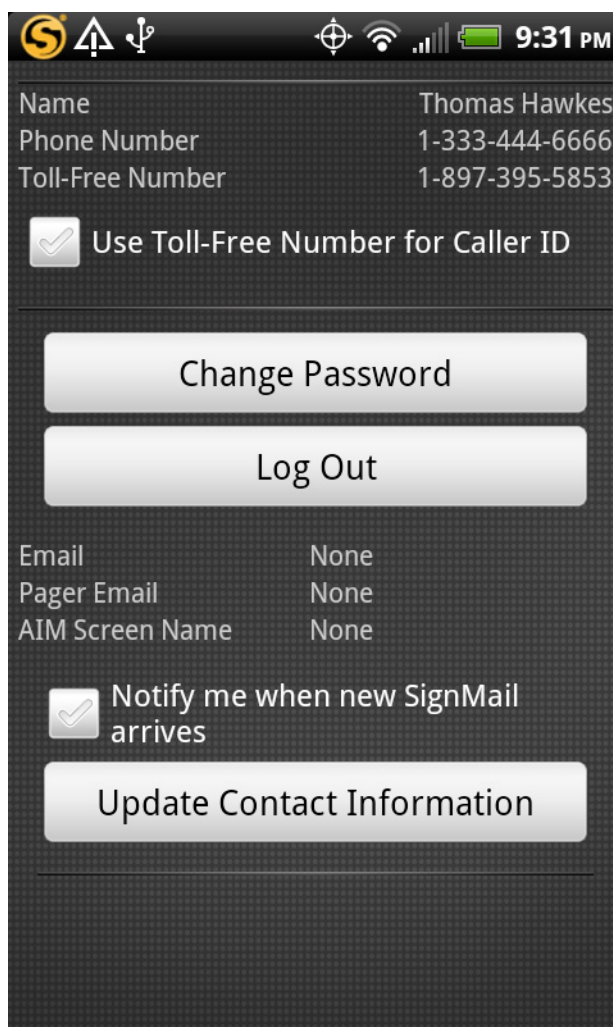
Your ntouch phone number(s) ⟶

Figure 72: *Personal Information* screen

This is the *Personal Information* screen. The area at the top shows your name and phone number(s). The **Use Toll-Free Number for Caller ID** control lets you choose to use your toll-free number (if you have one) for Caller ID. The use of the **Change Password** and **Log Out** buttons are described in the following sections.

The **Notify me when new SignMail arrives** control lets you turn on the option to have emails sent to you when you receive SignMail videos to your ntouch Mobile account.

You must use the **Update Contact Information** button to enter the email address(es) or AIM screen name to be used for SignMail notifications. See **Page 79** for details.

To Change Your Password

1. Start at the Personal Information screen.

2. Tap the Change Password button to open the screen shown below.
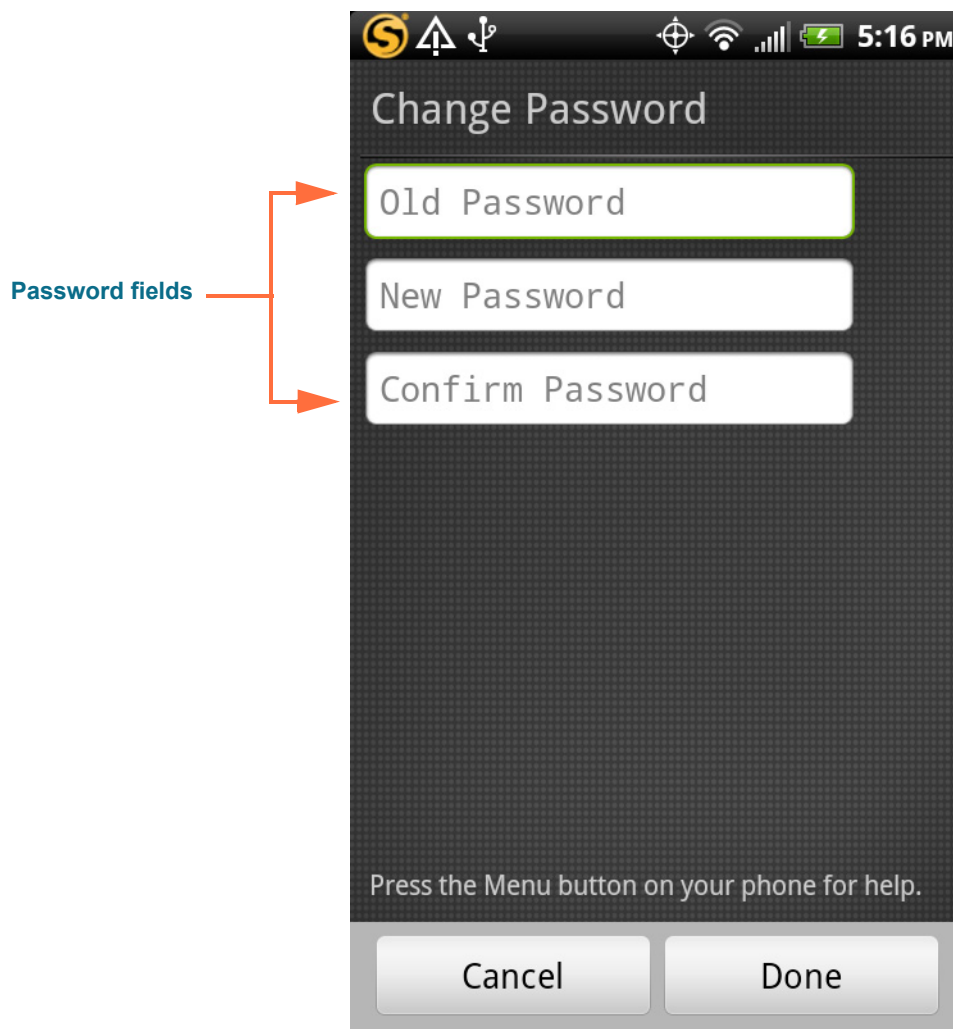

Password fields

Figure 73: *Change Password* screen

You must enter your old and new password into the correct fields on this screen. You must enter your new password twice to confirm the change.

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.

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

1. Tap the Personal Information button on the Settings screen to open the screen shown below.
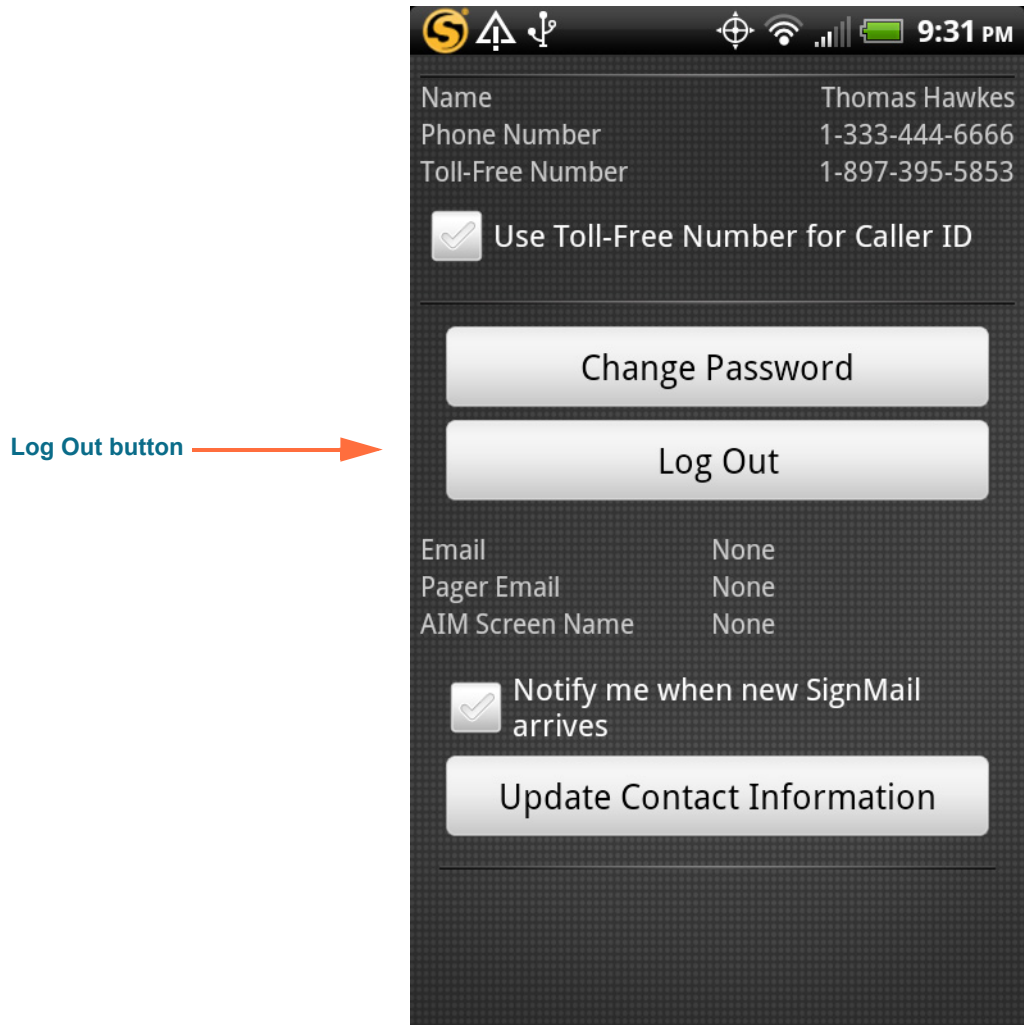
Log Out button ————————→

Figure 74: Log Out button on *Account Information* screen

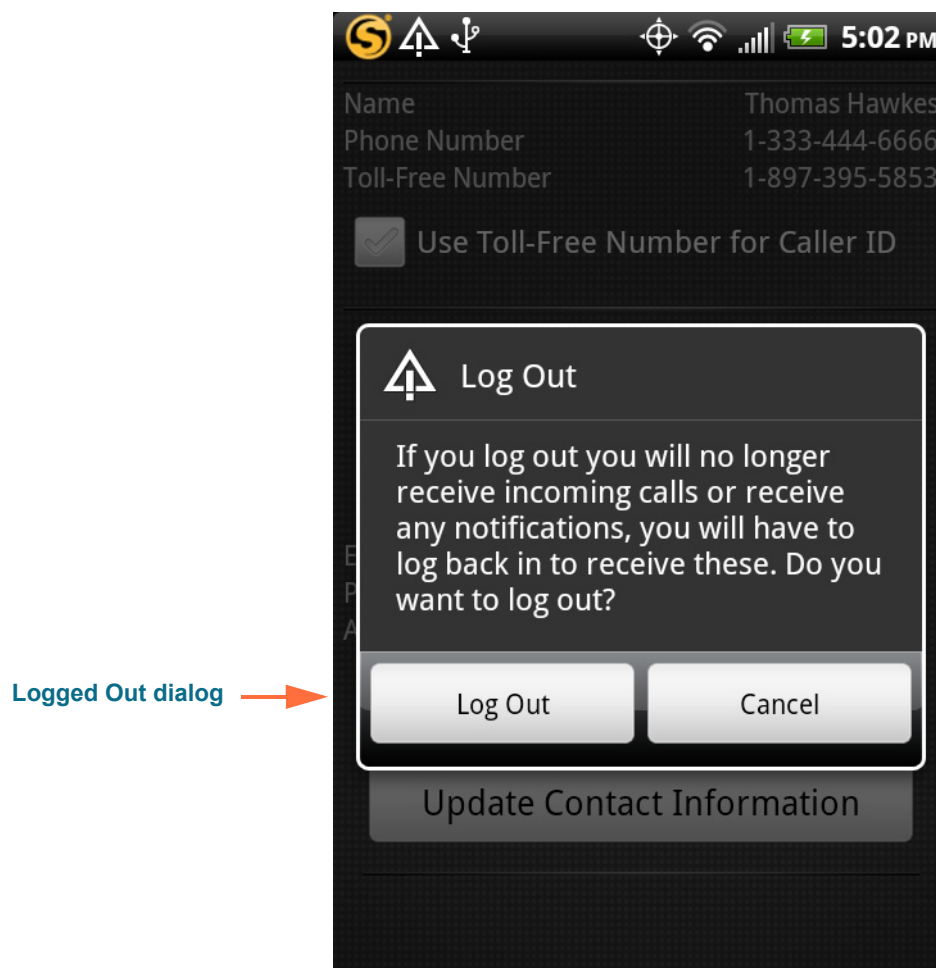2. Tap the Log Out button to open the dialog shown below.

Figure 75: *Log Out* dialog

This is the *Log Out* dialog that appears to inform you of the consequences if you log out of the app.
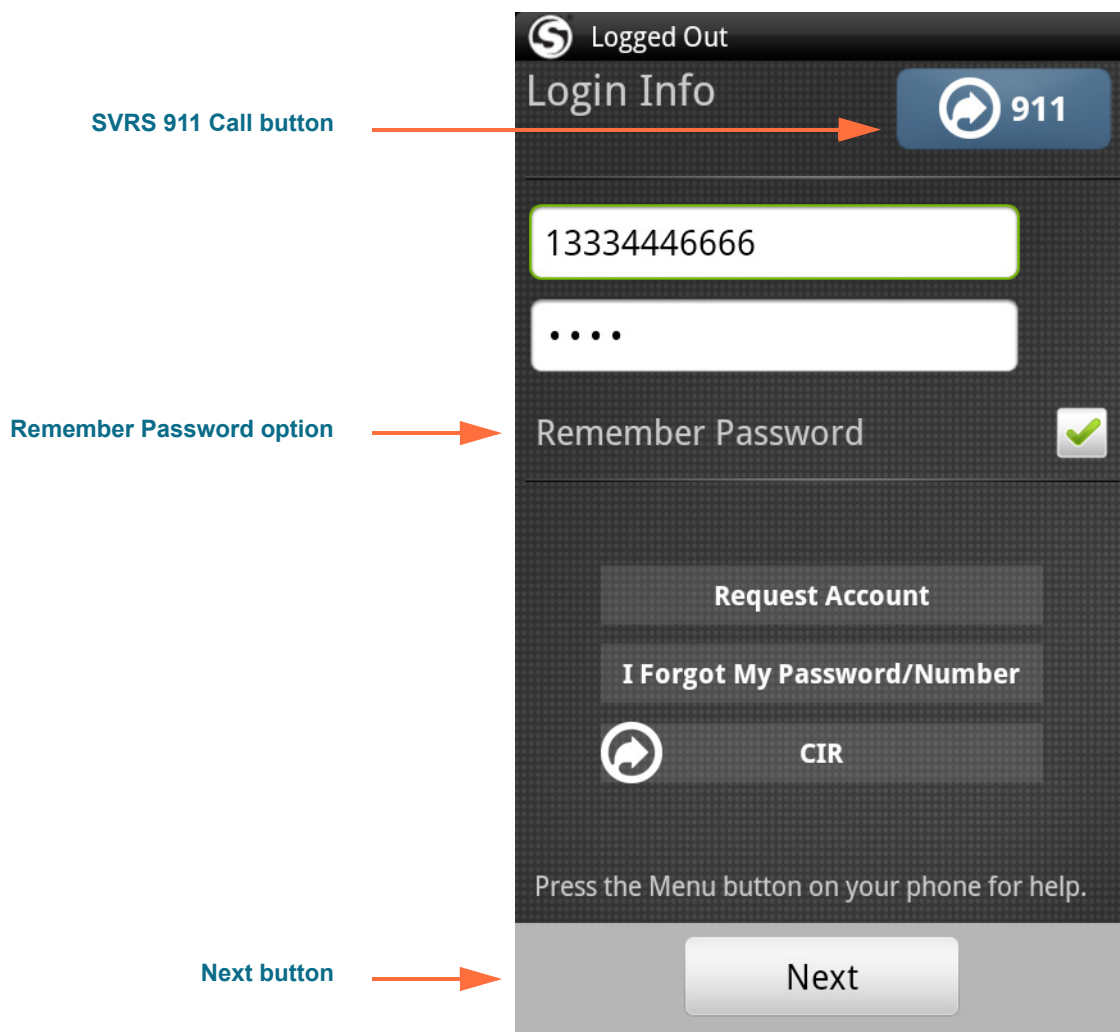
3. Tap the Log Out button to open the screen shown below.

SVRS 911 Call button

Remember Password option

Next button

Figure 76: *Account Info* dialog when logged out

This is the *Login Info* screen as it looks when you are logged out of the app. You can now change the "Remember Password" option by tapping on its control button. When the option is off, you will have to enter your password each time you log in to the app.

Notice that you can make an SVRS 911 call even when you are logged out of the app.

4. Tap the Next button to log in to your ntouch account.

To Update Contact Information

1. Tap the Update Contact Information button on the Personal Information screen to open the dialog shown below.
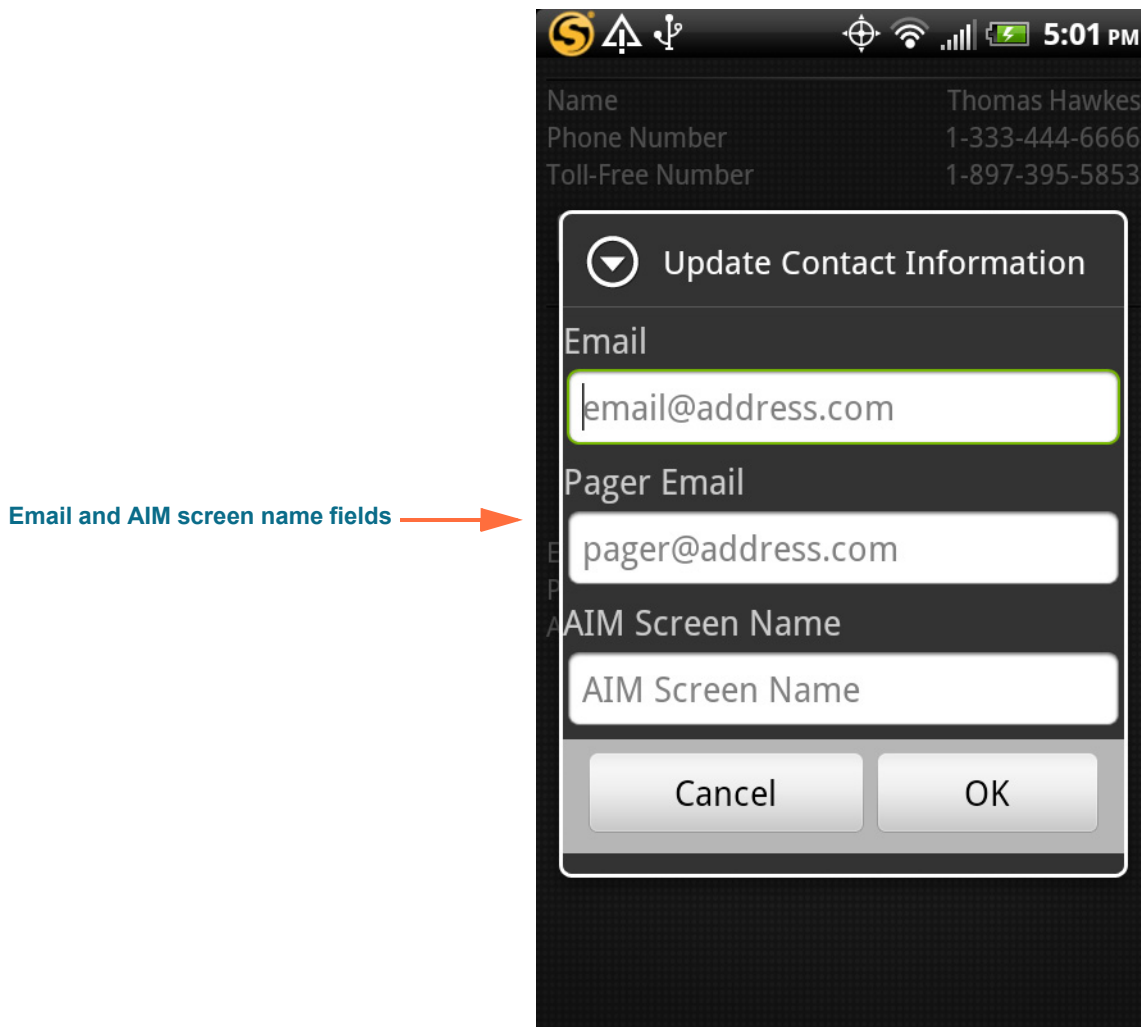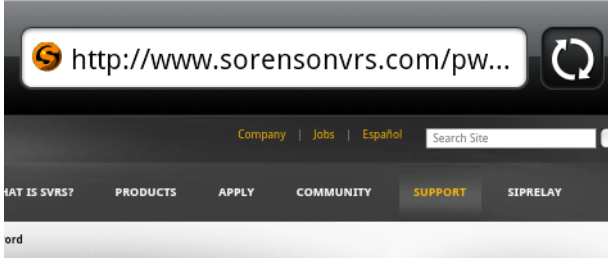
Email and AIM screen name fields →

Figure 77: *Update Contact Information* dialog

This is the *Update Contact Information* dialog. If you have selected to receive email notifications when you receive SignMail videos, you must also enter at least one email address in this dialog. You can enter any email address in the top field, an email address that is linked to a pager phone number in the middle field, or your AIM (AOL Instant Messenger) screen name in the bottom field.

2. Enter your email address(es)/screen name in the appropriate fields.

3. Tap OK to save the information.

To Reset Your Password/Request Your Phone Number

1.   Start at the Login Info screen.

2.   Tap the I Forgot My Password/Number button to open the screen shown
      below.

Request fields and buttons

Figure 78: *Password/Number Request* page, top

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, 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.

3.   Enter the required information in the Request fields and buttons.

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 Info

1. Tap the 911 Address Information button on the Settings screen to open the screen shown below.

Figure 79: *911 Location Info* 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.

2. Make any necessary changes to the fields on the screen, and then tap the Done button to submit the updated address.

3. If you are not making changes to your address information, tap the Go Back button to return to the Settings screen.

To Set a myRumble Pattern

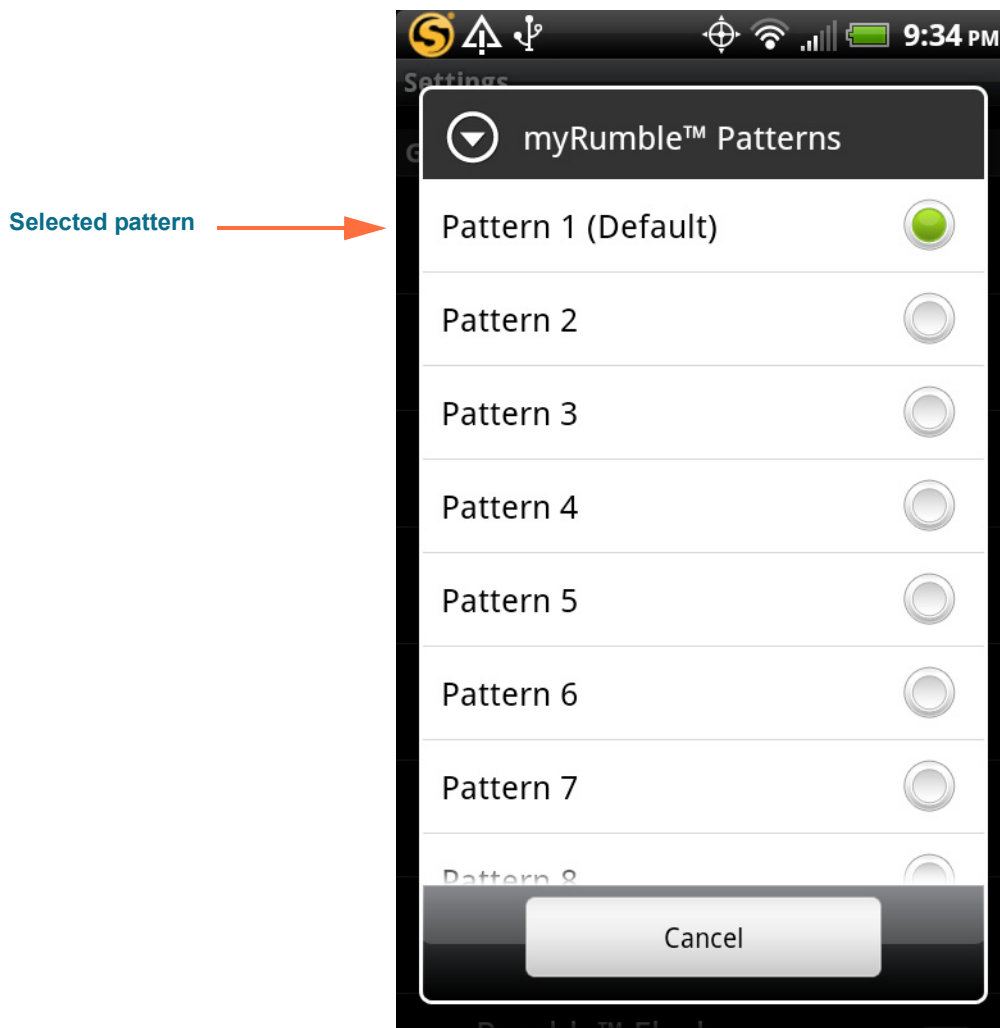1. Tap the Default myRumble Pattern drop-down on the Settings screen to open the dialog shown below.

Figure 80: *myRumble Patterns* dialog

This dialog provides 10 pre-defined pattern options and a "No vibration" option. You will have to scroll the dialog to see all the options.

2. Tap the button for the vibration pattern that you want to use for all incoming calls.

3. The phone will flash its LED and vibrate to demonstrate the selected pattern. You will return automatically to the Settings screen.

To Import Videophone Contacts

1.   Tap the Import Contacts button on the Settings screen to open the screen shown below.

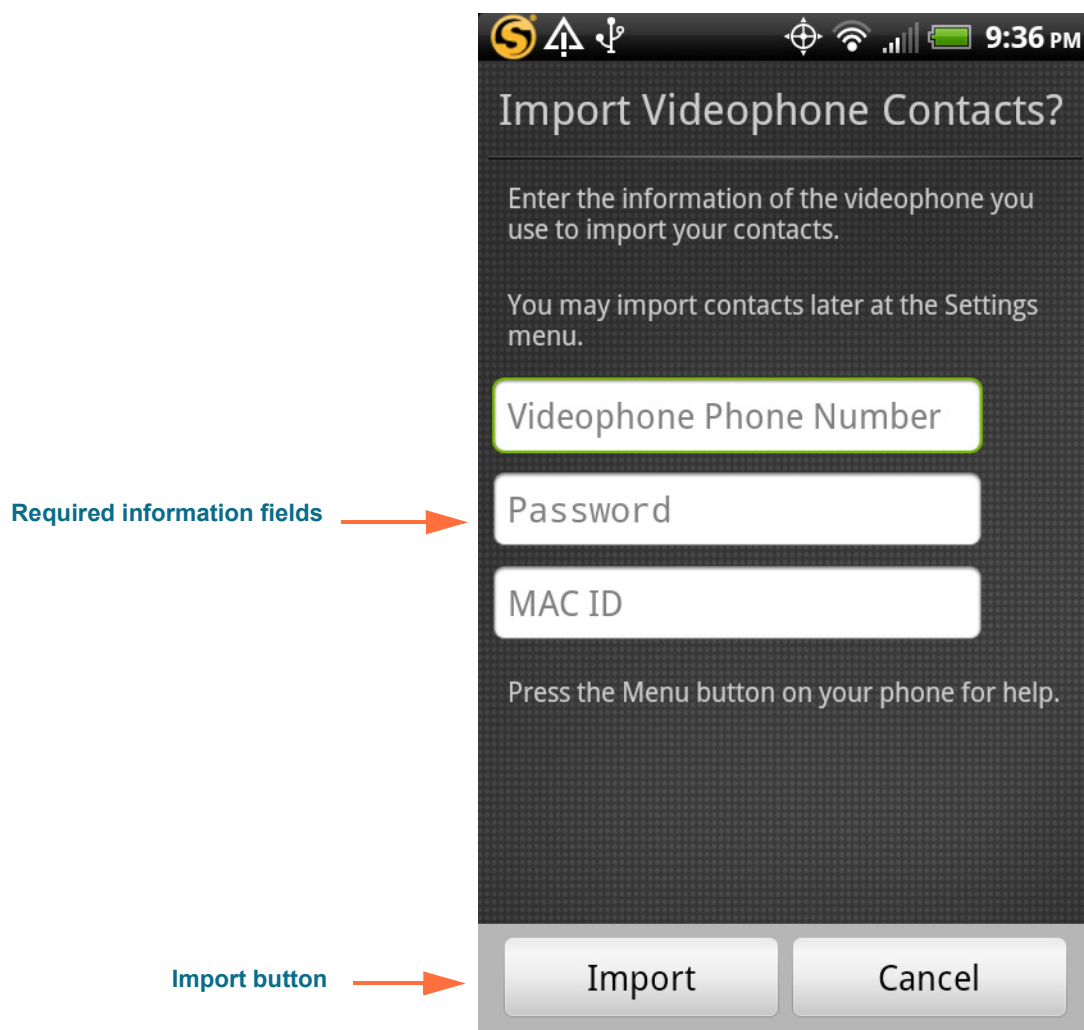**Required information fields**

Import button

Figure 81: *Import Contacts* screen

You can import contacts from a Sorenson videophone account if you have the account's phone number and password and the videophone's MAC ID. If you need help locating this information, see the Reset Your Password/Request Your Phone Number heading on **Page 79**.

2.   Enter the required information into the three fields on the screen.

3.   Tap the Import from Videophone Account button to import the contacts. You will see a message if the contacts were imported successfully.

4.   Tap the Settings button to return to the Account Info screen.

To Set the Ring Count

ntouch Mobile lets you set the number of rings before the device answers incoming calls and starts playing the SignMail greeting video. The default setting is 8 rings.

1. Tap the Play SignMail greeting after drop-down on the Settings screen to open the dialog shown below.
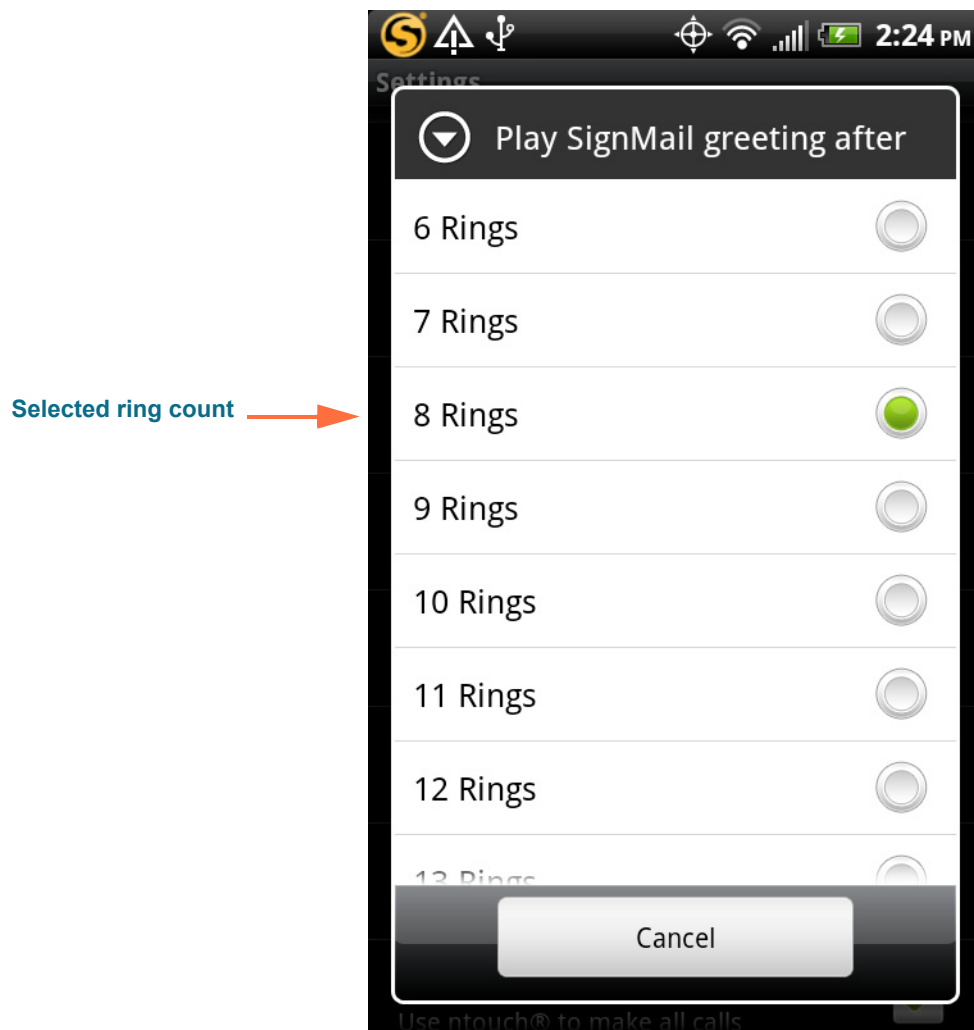
Selected ring count ———►

Figure 82: *Play SignMail greeting after* dialog

This dialog provides options for 1 to 15 rings. The default setting is 8 rings. You will have to scroll the dialog to see all the options.

2. Tap the button for the ring count that you want to use. You will return automatically to the Settings screen.

To Set the Network Speed

ntouch Mobile allows you to set the speed setting for data transmission. In most case, you should leave this setting at its default, the "Auto" setting.

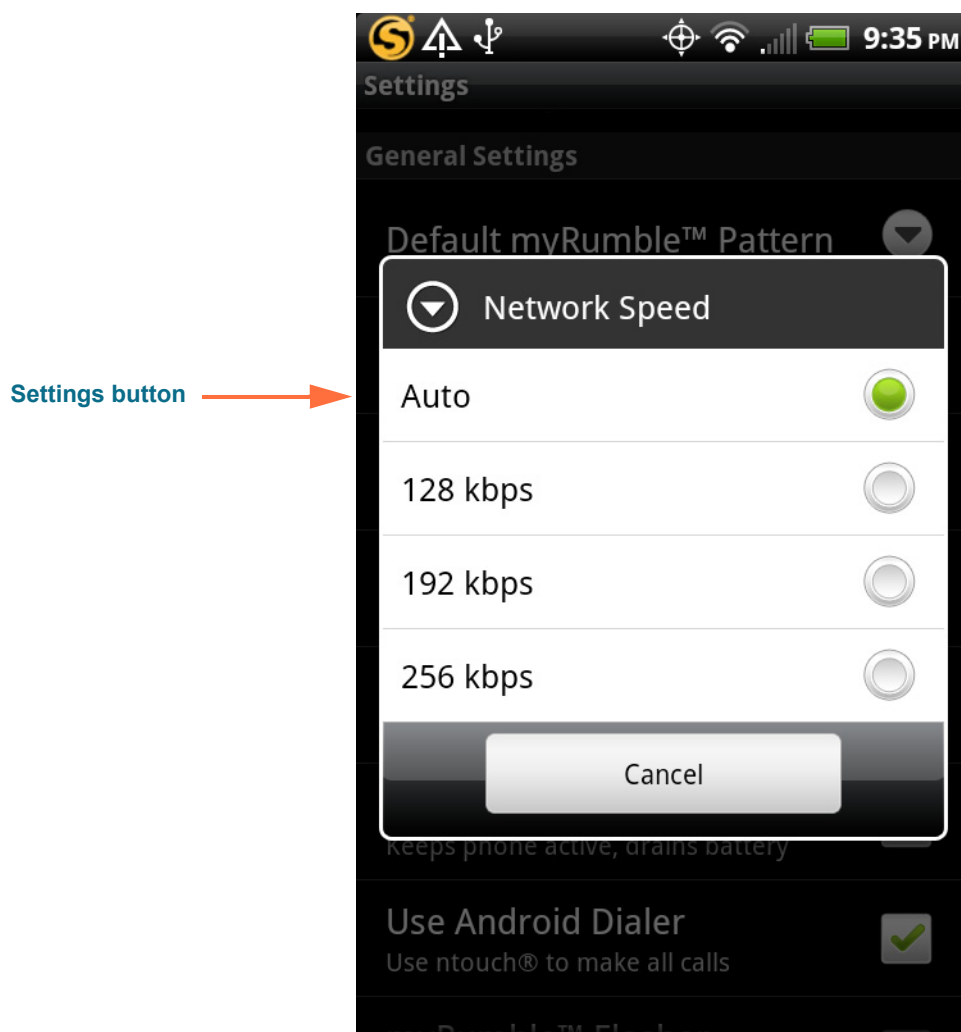1. Tap the Network Speed drop-down on the Settings screen to open the dialog shown below.

Settings button

Figure 83: *Network Speed* dialog

In most cases, you should *not* change this setting. The "Auto" option will usually provide the best video image quality. If you have video image problems that you think might be caused by a slow network connection, please call Sorenson's Technical Support department. Ask for assistance in making the correct setting on ntouch Mobile's *Network Speed* screen.

To Change Other Settings

You can make changes to four other app settings at the Settings screen. The steps below describe these four settings.

1. Start at the Settings screen. Scroll down until the screen looks like the image shown below.
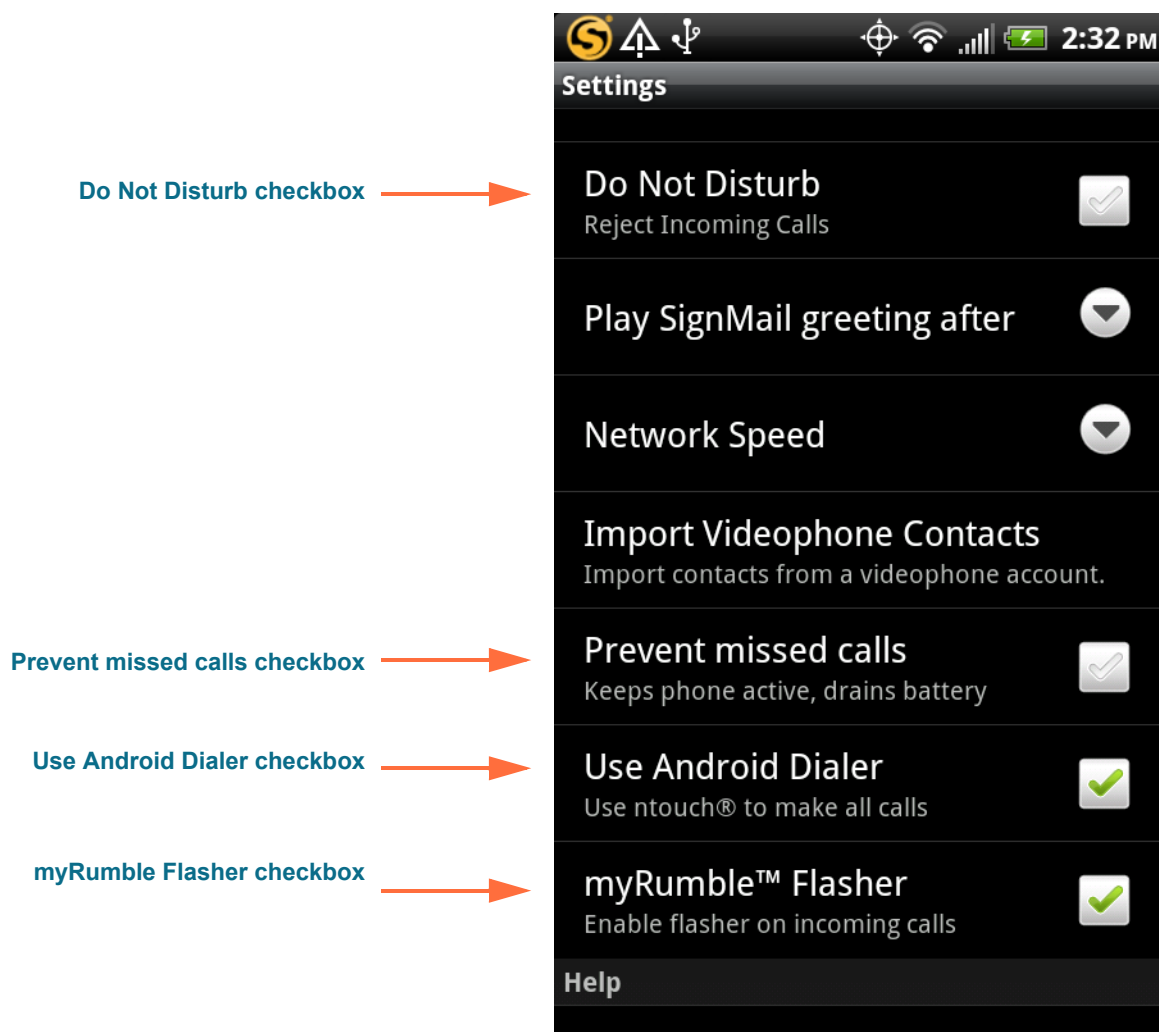
Do Not Disturb checkbox ⟶

Prevent missed calls checkbox ⟶

Use Android Dialer checkbox ⟶

myRumble Flasher checkbox ⟶

Figure 84: *Settings* screen, four settings highlighted

Enabling the **Do Not Disturb** checkbox will reject all incoming calls. Enabling the **Prevent missed calls** checkbox uses more battery power, but keeps the phone active so that you do not miss calls. Enabling the **myRumble Flasher** checkbox turns on the phone's LED flasher light (if equipped) so that it flashes with the myRumble vibration.

Enabling the **Use Android Dialer** option by selecting the checkbox lets the ntouch app make outgoing videophone calls using the Android device's Phone dialing app. *When this option is enabled, your phone cannot make outgoing voice phone calls.* f you want to be able to make voice telephone calls, you must deselect (uncheck) this checkbox.

Use App Help

ntouch Mobile has a variety of built-in Help options. You can view How-To videos in ASL, view QuickHelp topics, read answers to FAQs, download this *User Guide*, or contact Sorenson Support. You can access the *Help* screen from the app's drop-down menu or from the *Settings* screen.

To See the Help Options

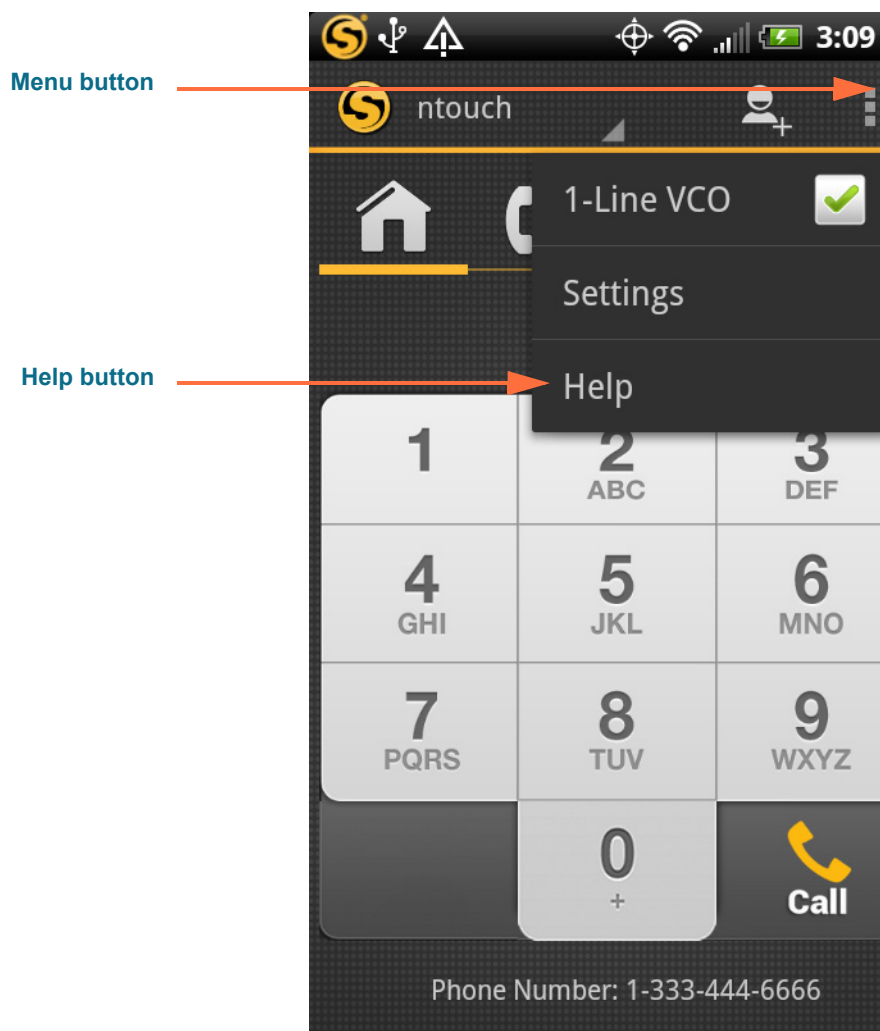2.   Tap the Menu button to display the drop-down menu as shown below.

Menu button

Help button

Figure 85: *Home* screen, drop-down menu open

Notice that the *Home* screen's drop-down menu includes a **Help** button.

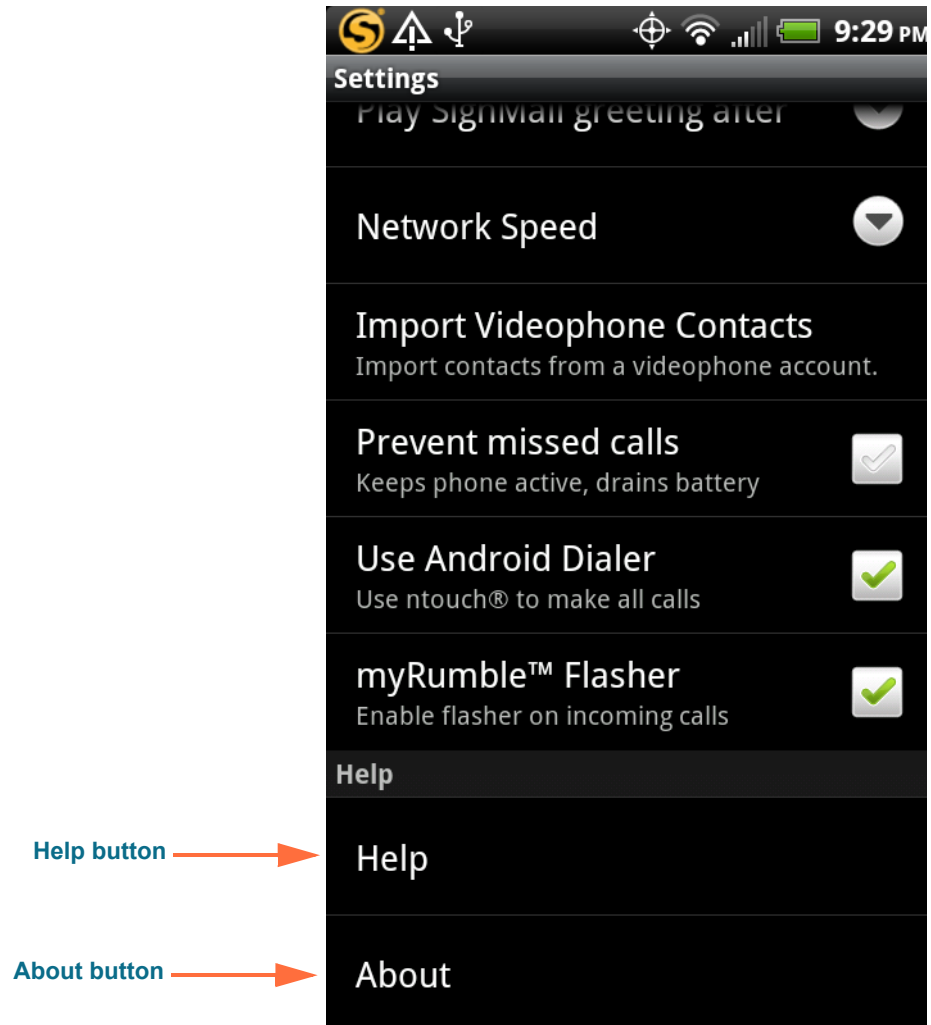3. You can also start at the Settings screen. Scroll down until the screen looks like the image shown below.

Figure 86: *Settings* screen, Help and About buttons

The **Help** button is located in the Help area near the bottom of the screen. The **About** button displays a screen that shows the version number of the ntouch Mobile app and your ntouch phone number.

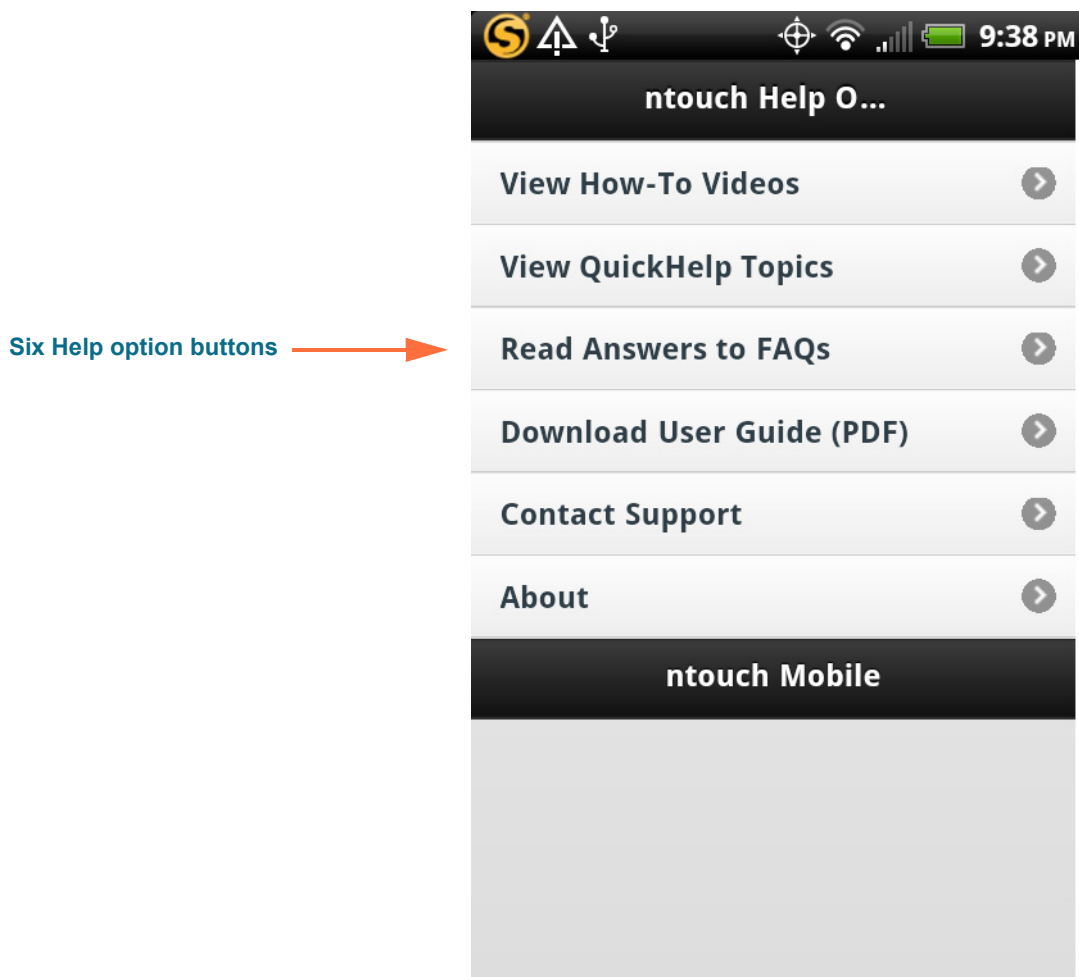4. Tap the Help button from the drop-down menu or from the Settings screen to open the Help screen shown below.

Six Help option buttons →

Figure 87: *Help* screen

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

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

5. Tap any one of the buttons on the screen to choose a Help option.

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