# ntouch VP

# *User Guide*

## *Version 8.0*

## Table of Contents

**Firmware 8.0**
**February 29, 2016**

# New 8.0 Features

## *What's New in 8.0?*

Sorenson's ntouch VP 8.0 firmware includes these new features:

- **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 *Home* screen or from 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

- **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.

# Hardware Overview

ntouch VP is made up of three separate hardware devices: the **Main Unit**, the **Remote Camera Unit** (RCU), and the hand-held **remote control**. The Main Unit connects to the Remote Camera Unit with a USB cable attached to the RCU. The Main Unit connects to a standard TV set or to an HDTV using either a composite video cable or an HDMI cable. ntouch VP supports both Standard and High Definition video signals.

## *Take a Quick Look at ntouch VP*

Step 1.   Look at this picture to see how ntouch VP's three hardware devices could be arranged next to an HDTV television screen.



Remote Camera

Remote Control
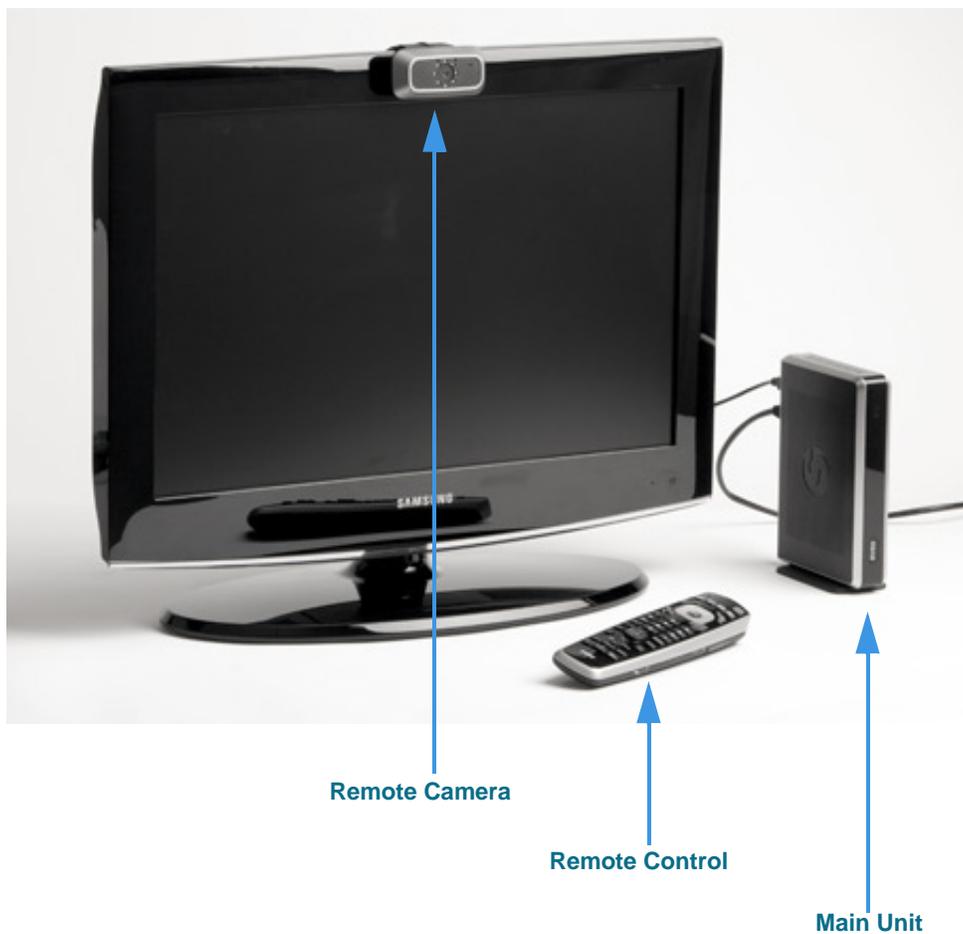
Main Unit

**Figure 1:** ntouch VP shown with an HDTV

***Note:*** *A television set is not provided with ntouch VP.*

Step 2.     Look at this picture to see ntouch VP's Main Unit. The SVRS button on the front panel is called the "Quick Connect" button.

You can press this Quick Connect button to dial an SVRS call, answer an incoming call, or hang up a call without touching the remote. You might have to press the button once to wake up the VP and then press it again to make an SVRS call.

SVRS "Quick Connect" button
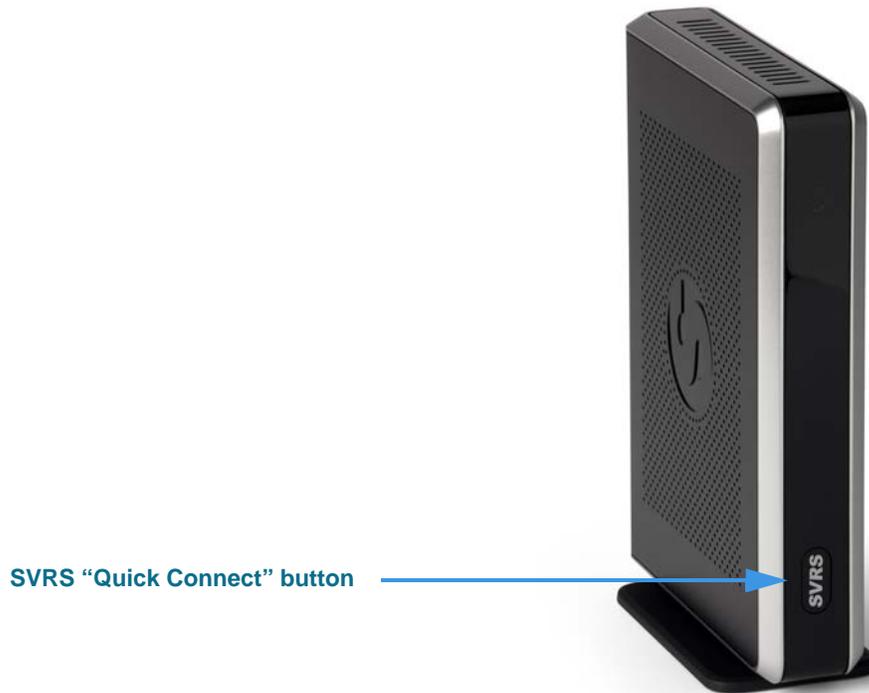
**Figure 2:** Main Unit and SVRS Quick Connect button

Step 3.     Look at this picture to see the ports on the back panel of the Main Unit.

The Sorenson Trainer who installed ntouch VP in your home or office will have connected cables to these ports.

**Figure 3:** Back panel of ntouch VP Main Unit

Step 4.     Look at this picture to see ntouch VP's Remote Camera Unit (RCU). The LightRing is located around the camera lens. You do not have to focus or adjust the camera lens.

**LightRing around the lens**

**Fixed-focus lens**

**Figure 4:**  Remote Camera Unit with LightRing and lens

Step 5.     Look at this picture to see ntouch VP's hand-held remote control unit. The arrangement of the buttons is very similar to those on the VP-200's remote control.

**Figure 5:**  ntouch VP Remote Control

Step 6.     Go on to the next two pages to learn about the keys on the remote control unit.

*User Guide*

Power Key

Phonebook Key
Missed Calls Key
Home Key
Video Center Key

Cancel Key
Flash Key
Enter Key
Arrow Keys
Keyboard Key

Status Key

Number Keypad

Dot Key
Clear Key
Camera Direction Keys

Theirs Key
Mine Key

Page Up/Down and
Zoom In/Out Rocker Switch

View Keys

Video Privacy Key
Help Key
Microphone Key

# Remote Control Keys

**Camera Direction Keys:**
Moves the videophone camera's view for electronic pan and tilt

**Cancel Key:**
Cancels the current action

**Clear Key:**
Clears all text entered into a field

**Arrow Keys:**
Moves highlighting around the screento select buttons and fields

**Dot Key:**
Used to dial an IP address or a URL

**Enter Key:**
Selects the highlighted item

**Flash Key:**
Makes the LightRing flash on the videophone of the person you called

**Help Key:**
Displays the Help screen

**Home Key:**
Displays the Home screen

**Keyboard Key:**
Displays the onscreen keyboard

**Microphone Key:**
Toggles the microphone on/off

**Mine Key:**
Selects your camera to allow for electronic pan and tilt adjustments

**Missed Calls Key:**
Displays the Missed Calls screen

**Number Keypad:**
Used to enter phone numbers in a dial field or for a contact record

**Page/Zoom Rocker Switch Key**
Used to page up and down lists and to zoom the image in and out

**Phonebook Key:**
Displays the Phonebook screen

**Power Key:**
Turns the videophone on and off

**Status Key:**
Displays the current in-call connection status (i.e., upload/download speeds, frames/second, percent packet loss)

**Theirs Key:**
Selects the camera of the person you called to allow adjustments

**Video Center Key:**
Displays the Video Center screen

**Video Privacy Key:**
Toggles the camera on/off to allow for privacy during calls

**View Keys (Self, Mode, Move):**
Self – Toggles Self View on and off.
Mode – Toggles Full Screen View and Windowed View modes.
Move – Moves the Self View image around the four corners of the screen.

# User Interface Overview

ntouch VP's user interface (UI) is designed to be easy to understand and to use. There are six main screens that you access by selecting six buttons at the left side of the screen. Most screens contain one or two columns that hold buttons, fields, and lists.

You use the **Arrow** and **Enter** keys on the remote control to move around the screen and to select items. A printed *Remote Control Guide* is provided with each ntouch VP.

The best way to learn the user interface is to see it in action. The steps in this section show you how to move around ntouch VP's UI and how to access the six main screens.

## *To Learn About the Interface*

**Step 1.** Take a few minutes to learn the about the various parts of the Home screen. The blue captions and arrows around the image below show important parts of the UI.
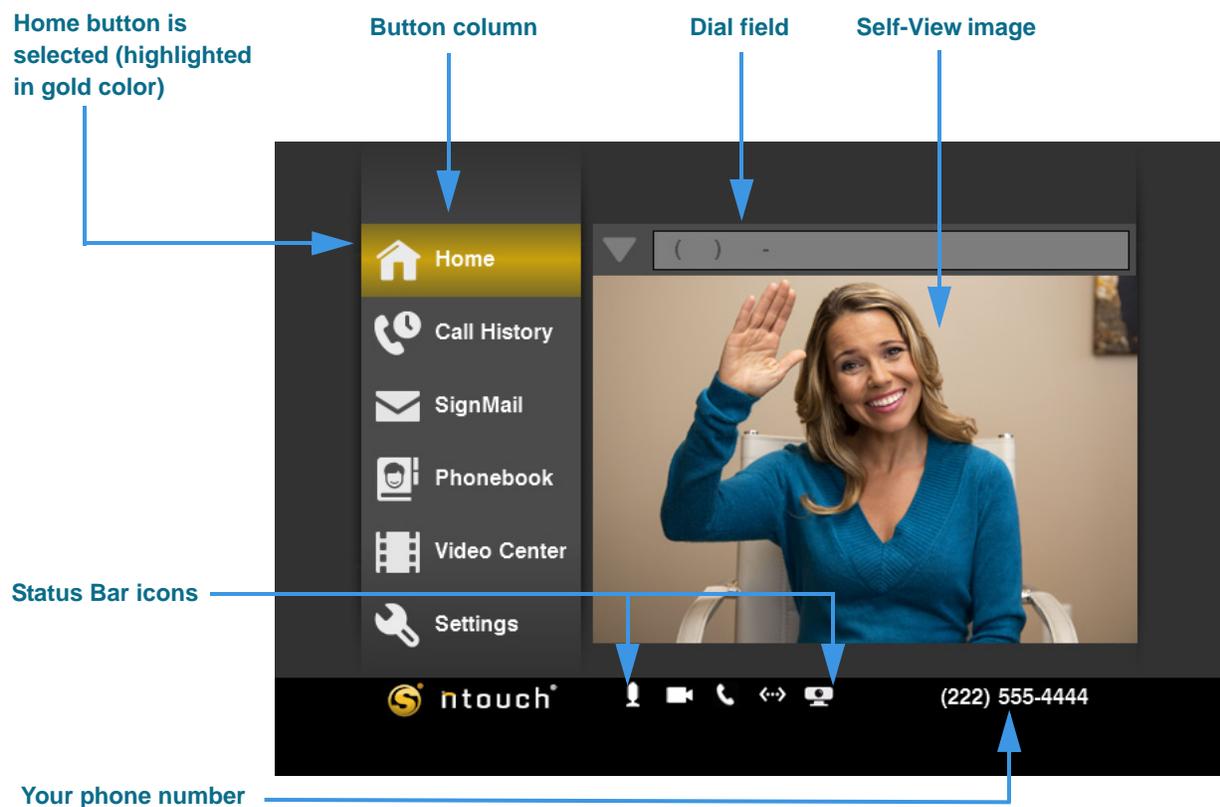


**Figure 6:** Home screen elements

> **Note:** The Status Bar icons are used to show the status of the In-Call Audio setting, the Video Privacy setting, the Do Not Disturb mode setting, the Ethernet connection, and the Remote Camera Unit connection. See **Page 15** for more information about the Status Bar icons.

**Step 2.** You will use the Arrow keys on the remote control to move around the screen. Use the Enter key located in the center of the four Arrow keys to select things on ntouch VP's user interface. A close-up view of this group of keys is shown below.

**Four Arrow keys on the silver ring**

**Enter key is in the center**
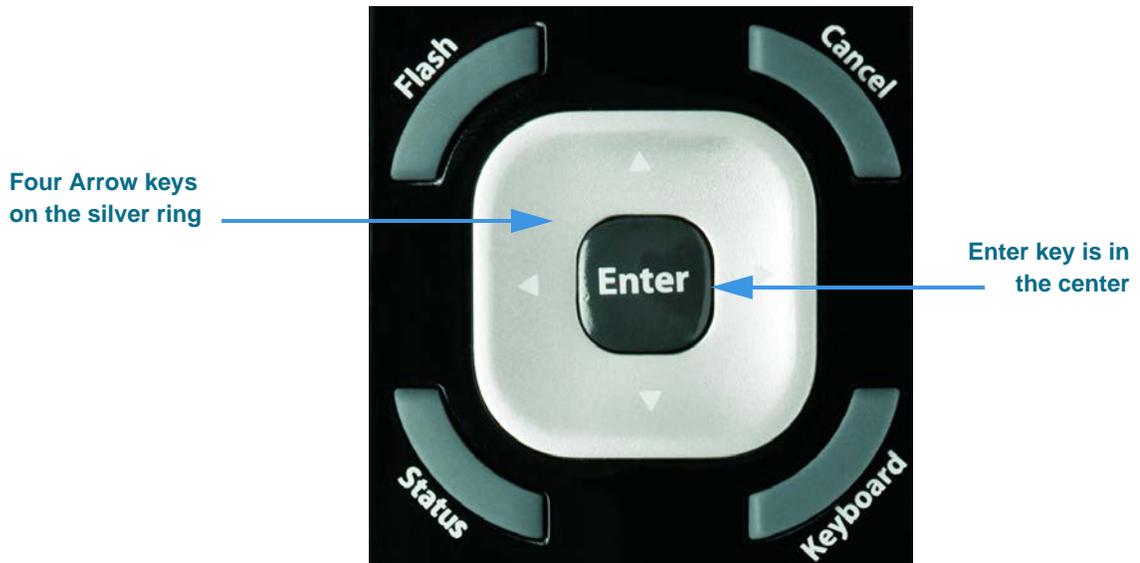


**Figure 7:** Remote control cursor buttons

**Step 3.** Use the Arrow keys on the remote control to move to and select the Dial field as shown below. Notice how the Dial field is now highlighted in a gold color.

**Dial field is now highlighted in gold**
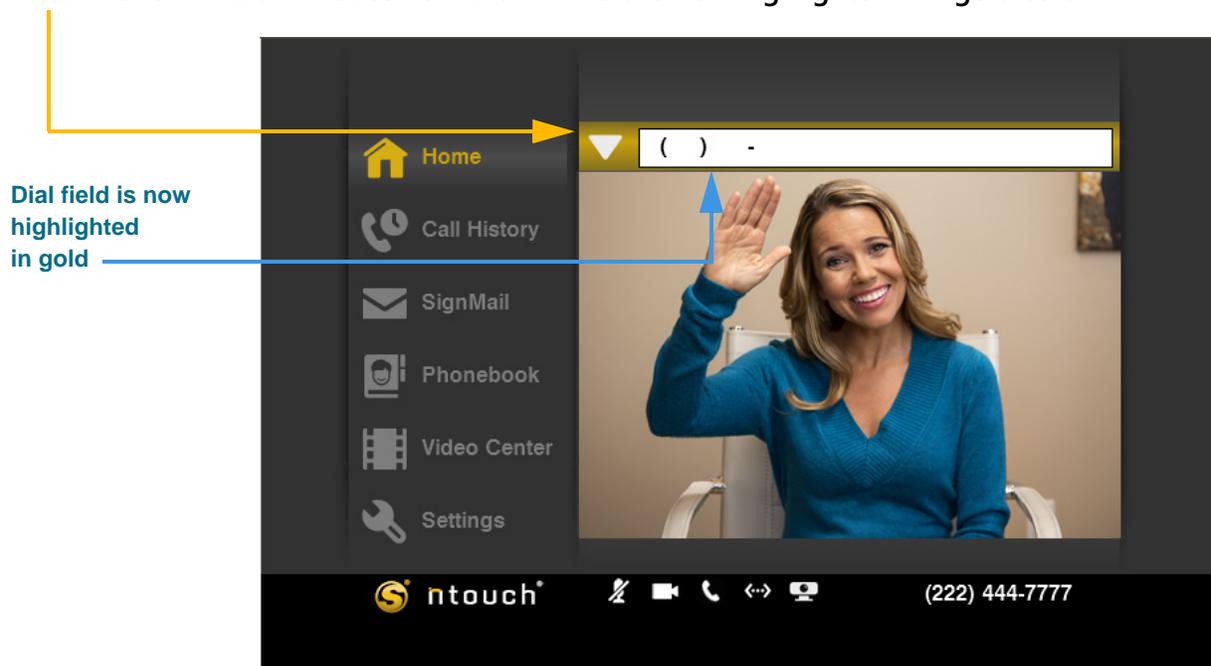


**Figure 8:** Dial field highlighted and selected

**Note:** *The yellow arrow on the above image shows you where to move to on the screen image. You will see these used throughout this guide to show you where to move. The blue arrows and captions point out important parts of the user interface.*

Step 4.    Press the Enter key on the remote control to display the call list shown in the image below. Notice how the call list has replaced the Self-View image. You can use this list as a "speed dial" to help you quickly redial any recent phone numbers.
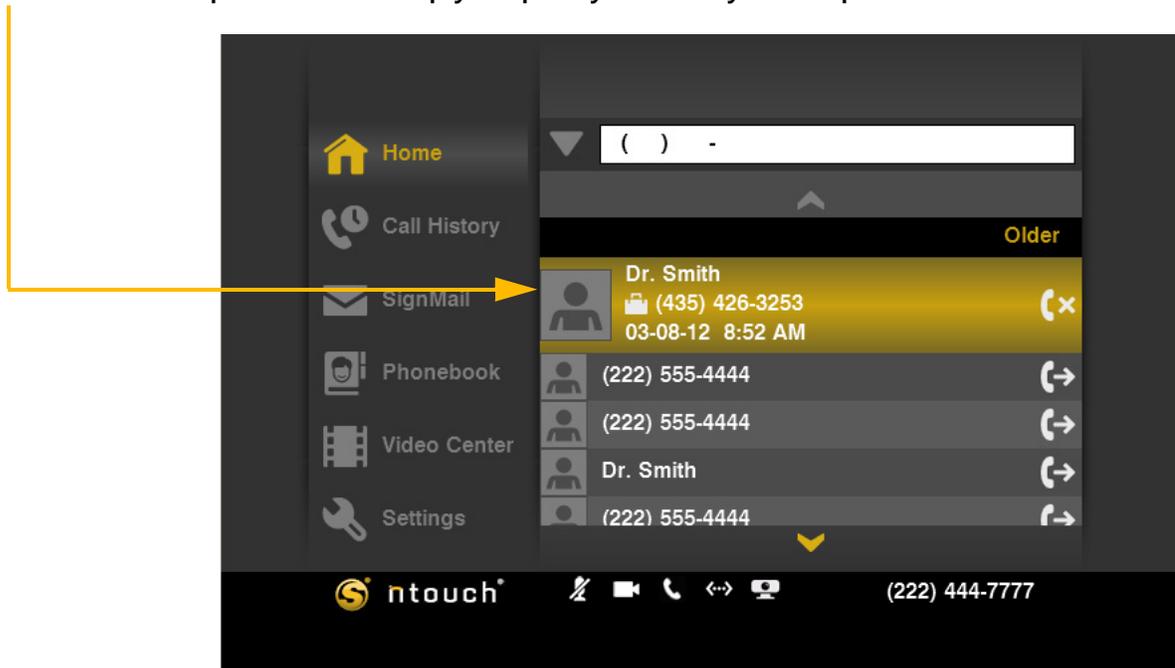


**Figure 9:** Call History list on Home screen

Step 5.    Use the remote control to move back to the left side of the screen. You will then see the Home screen and your Self-View image again as shown below.
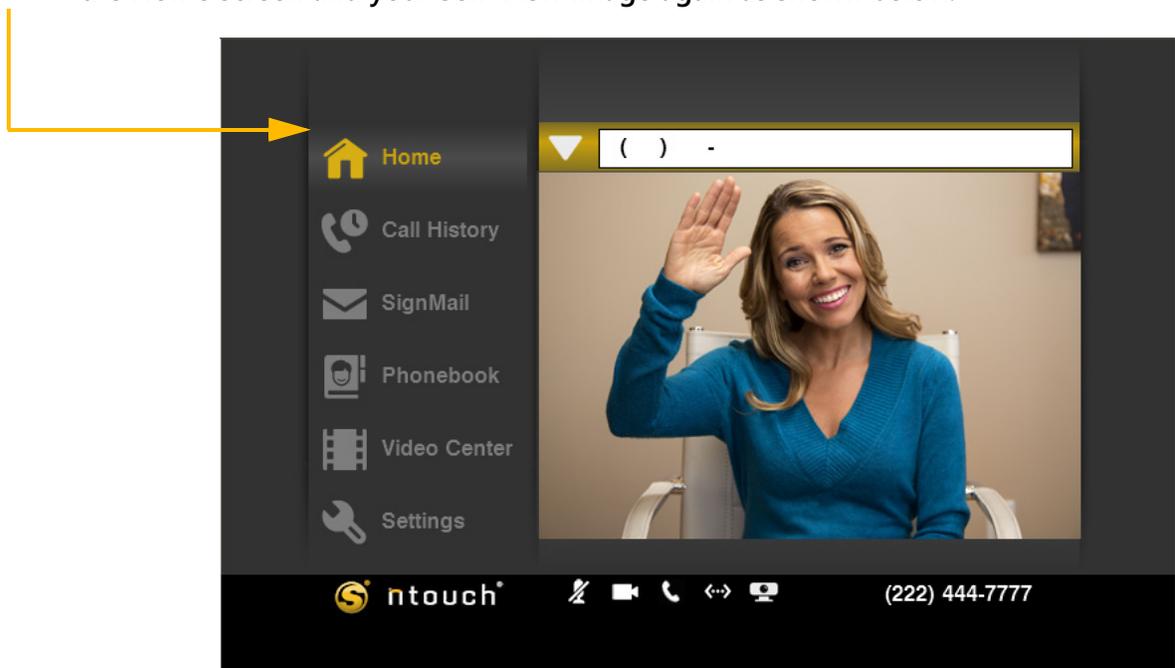


**Figure 10:** Home button selected on Home screen

Step 6.    Use the remote control to move down the left column to select the Call History button. You will then see the Call History screen as shown in the image below.
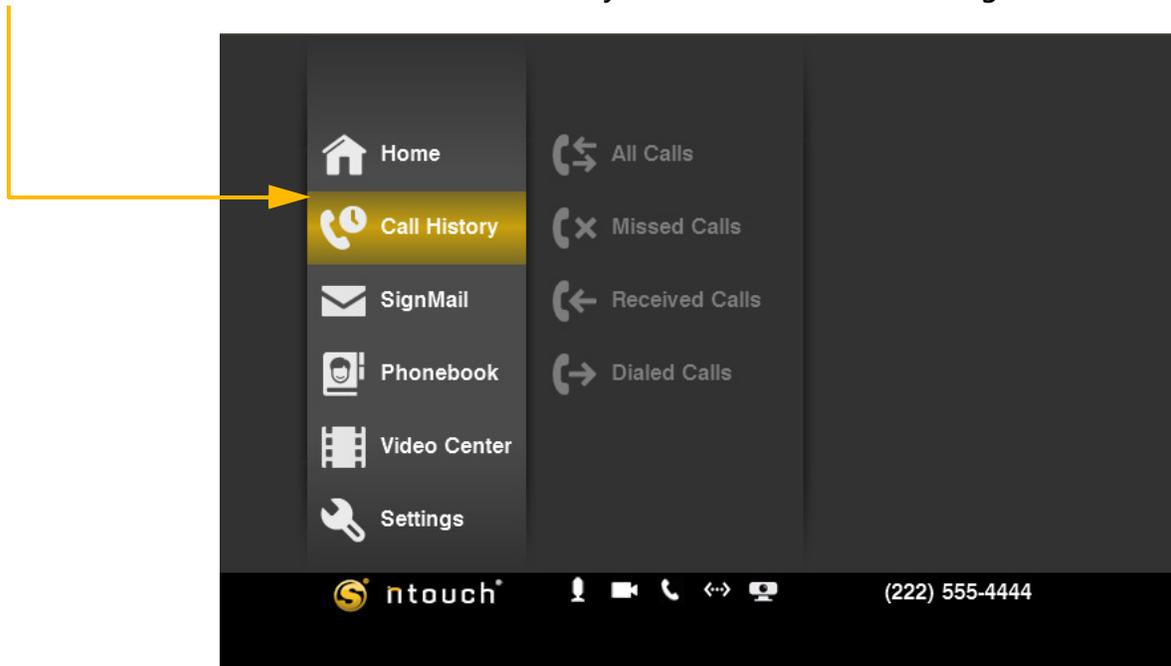


**Figure 11:** Call History button selected

Step 7.    Use the remote to move to the Video Center button. This is the Video Center screen.
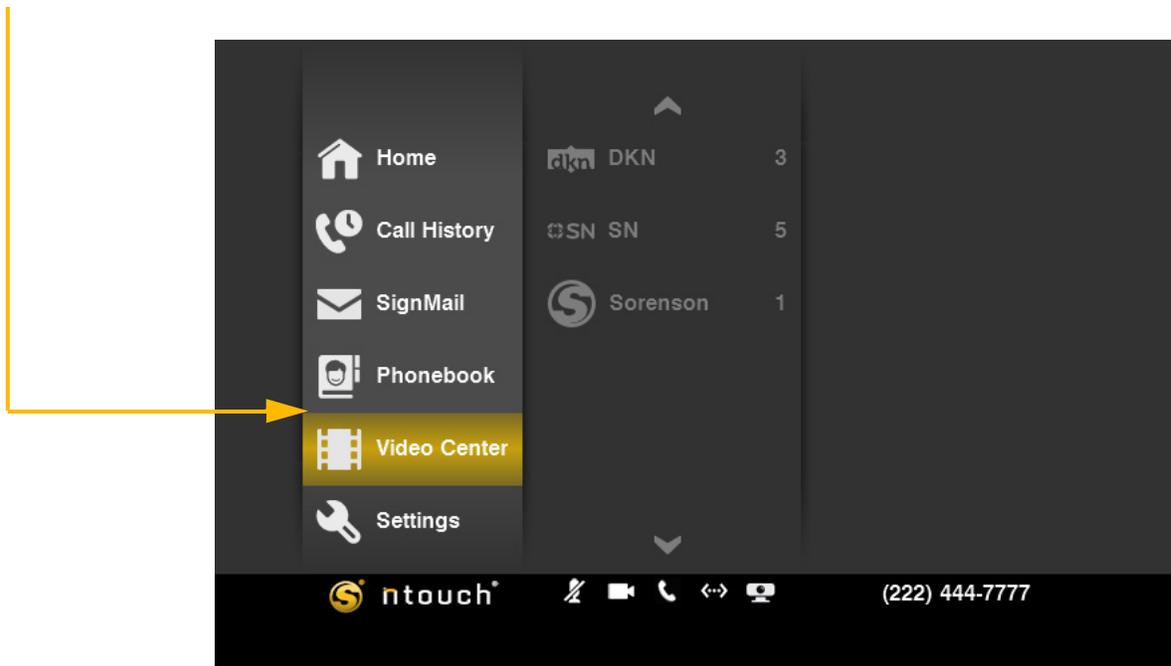


**Figure 12:** Video Center button and screen

**Step 8.**   Use the remote to move to the Phonebook button. This is the Phonebook screen.
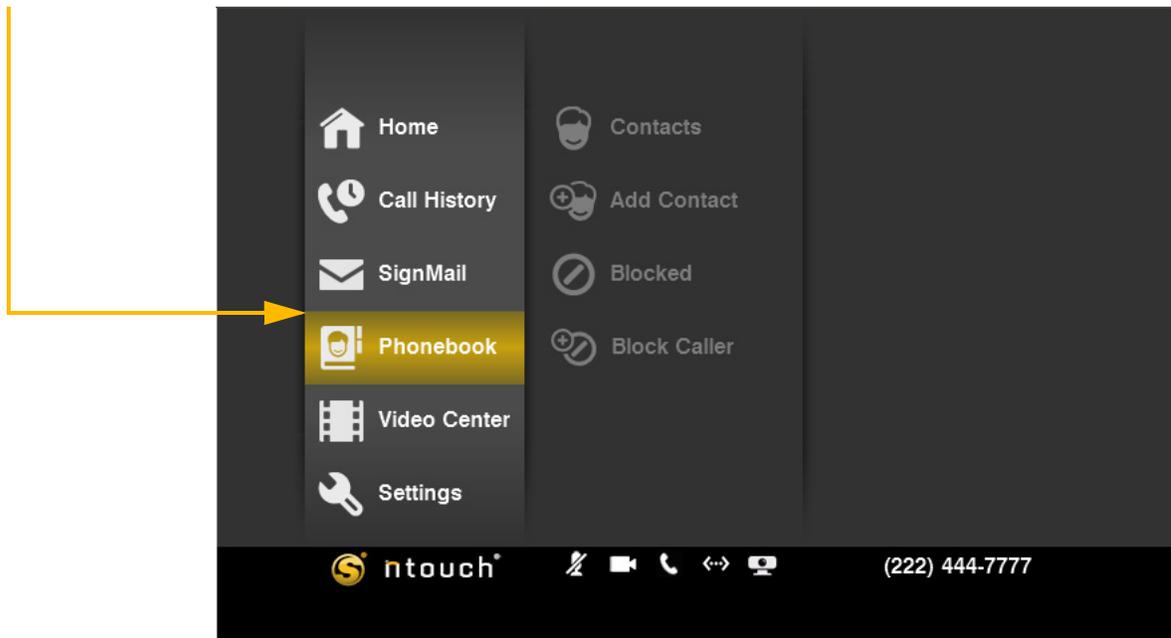


**Figure 13:** Phonebook button and screen

**Step 9.**   Use the remote to move to the Settings button. This is the Settings screen.
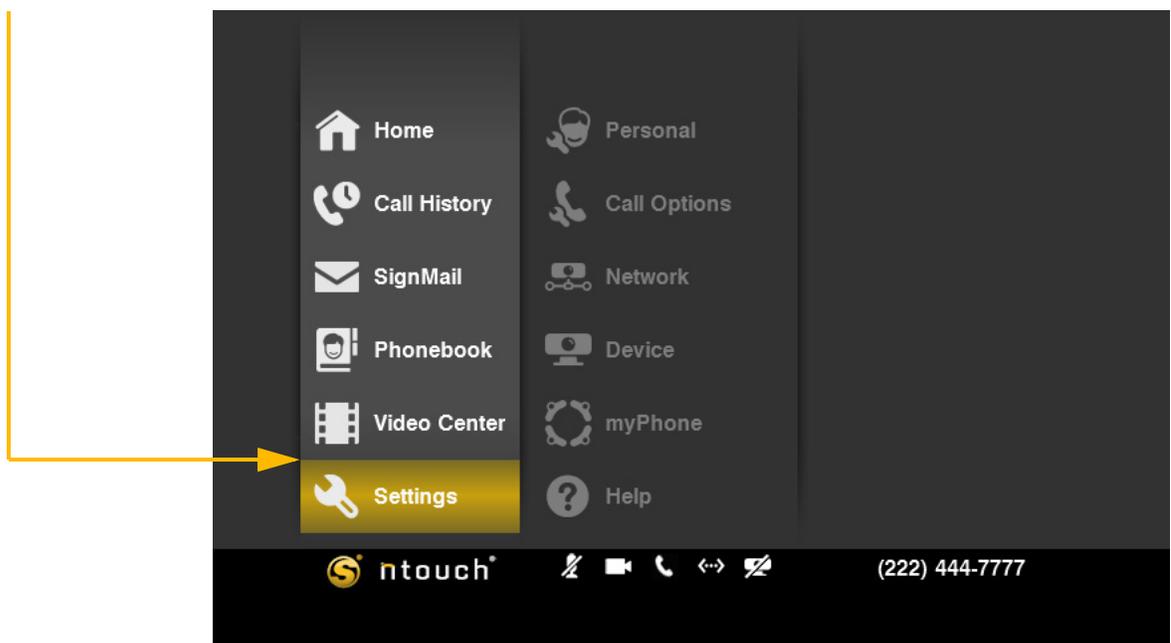


**Figure 14:** Settings button and screen

Step 10.  Use the remote to move to the right to highlight the Personal button. Notice that a third column of buttons has appeared near the right side of the screen. This new column of buttons is used to access the five Personal settings screens.

**New column of buttons has appeared**
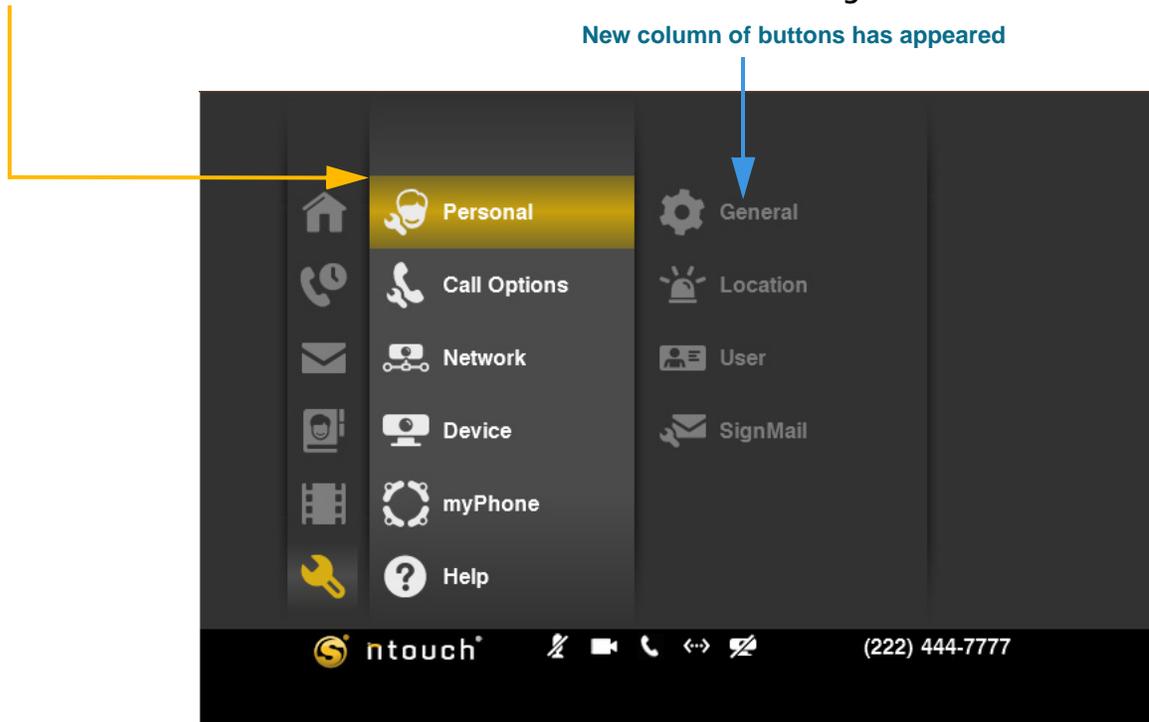


**Figure 15:** Personal button and right column buttons

Step 11.  Move to the right again to select the General button. Notice how the two columns at the left side of the screen have shrunk to show just button icons.

**Both columns have shrunk**
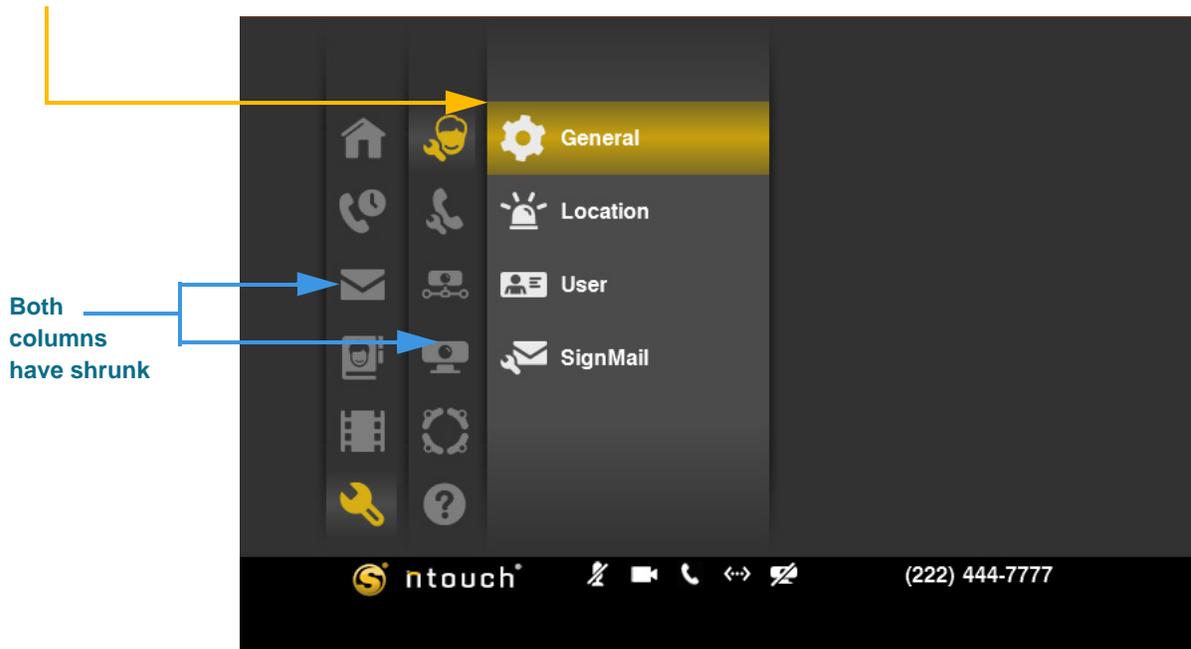


**Figure 16:** General button

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**Step 12.**    Move back to the left column and stop at the Settings button. You will see how to access and use all of the settings screens later in this guide. Notice the five icons in the Status Bar area. You will learn about these icons in the next section.



**Status Bar icons**
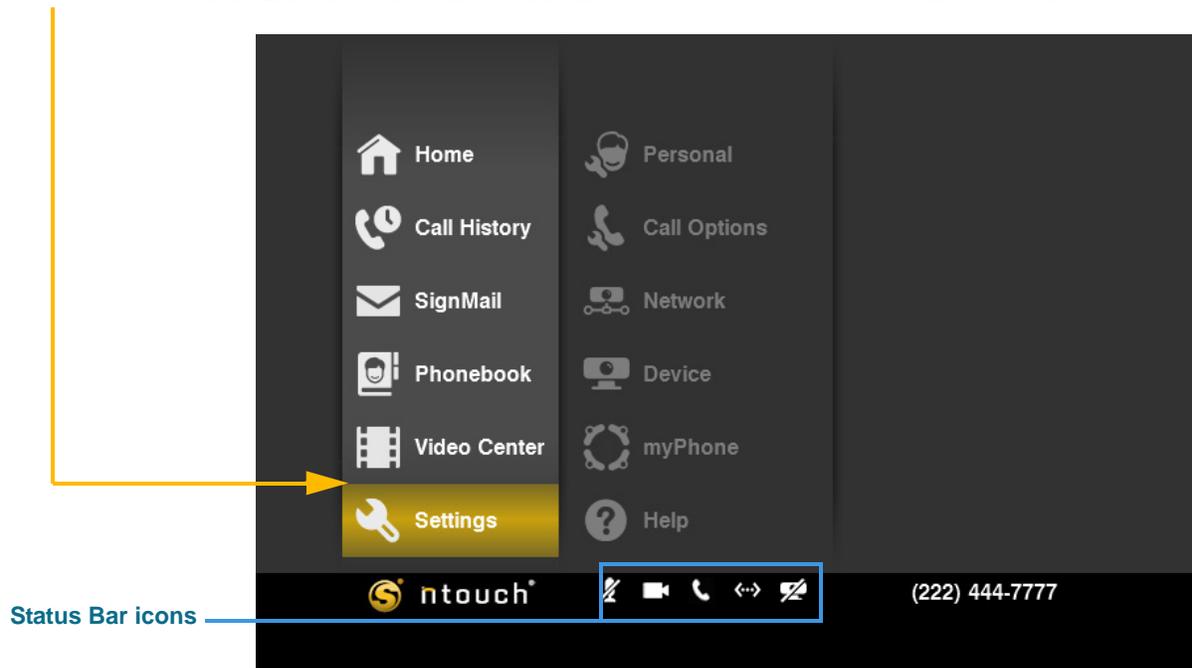
**Figure 17:** Settings button

**Step 13.**    Look closely at the four keys at the top of the remote control as shown in the image below. You can use these four keys to go directly to three of the main screens that you have just visited or to go directly to the Missed Calls list screen.



Go to Contacts list

Go to Missed Calls list

Go to SignMail list

Go to Home

**Figure 18:** Remote control quick-access buttons

**Step 14.**    If you like, you can now practice using these four keys. When you are finished practicing, go on to the next section to learn about the Status Bar icons.

## *To Use Status Bar Icons*

A row of five icons appears at the bottom of most ntouch VP screens. These five icons show the current status of five important features of the ntouch VP videophone.

Step 1.  **Look at the image below to see a close-up view of the Status Bar icons. Study the table below the image to learn what the icons mean.**



**Microphone**

**Video Camera**

**Phone Handset**

**Ethernet Symbol**

**Remote Camera Unit**
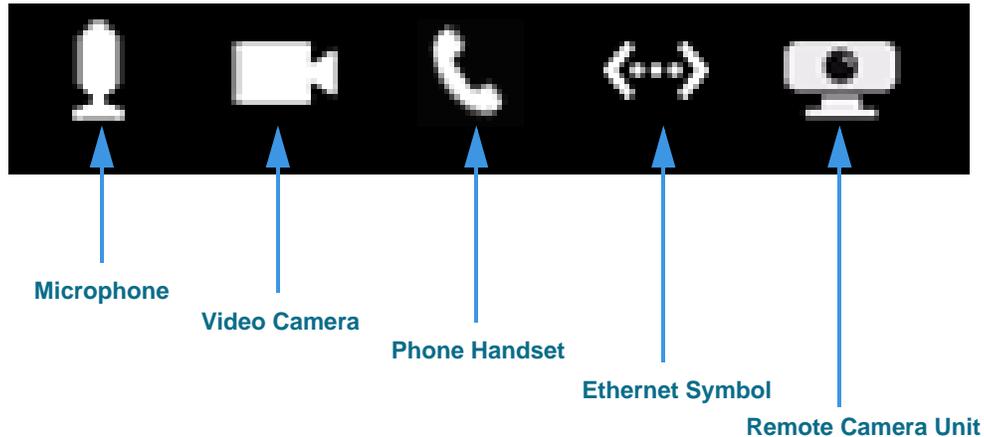
**Figure 19:** Status Bar icons

## Status Bar Icon Details

| Feature | Description |
|---------|-------------|
| **Microphone** | Shows whether the In-Call Audio feature is turned on or off. A slashed icon indicates that the feature is off. A button on the remote control toggles this feature on and off.<br><br>This icon will disappear if the videophone's audio feature is turned off. The checkbox named "Enable In-Call Audio" on the *Audio Settings* screen controls this feature. |
| **Video Camera** | Shows whether Video Privacy feature is turned on or off. A slashed icon indicates that the feature is off. A button on the remote control toggles this feature on and off. |
| **Phone Handset** | Shows whether the Do Not Disturb feature is turned on or off. A slashed icon indicates that the feature is off. This feature is controlled on the Incoming Call Settings screen. |
| **Ethernet Symbol** | Shows whether the videophone's Ethernet connection is working. If the icon is slashed, the Ethernet cable is disconnected from the router or modem. |
| **Remote Camera Unit** | Shows whether the Remote Camera Unit (RCU) is connected and working properly. If the icon is slashed, the RCU is disconnected from the Main Unit. |

**Table 1:** Status Bar Icon details

Step 2.  **Go on to the next section to learn how to make and receive videophone calls.**

# Make and Receive Calls

You can make outgoing calls to and receive incoming calls from both hearing and deaf callers using ntouch VP. You can call any hearing person through Sorenson VRS (SVRS). You can also call other deaf videophone users directly (point-to-point calling).

To be able to call someone using ntouch VP, you just need to know that person's telephone number or the IP address of the videophone or other device that they use.

When you dial a hearing person's telephone number, your call automatically goes through Sorenson VRS. The Sorenson interpreter who answers your call will place a voice telephone call to the hearing person's phone number. When the hearing person answers, the interpreter will begin relaying the conversation to you in ASL.

ntouch VP supports both 1-Line and 2-Line Voice Carry Over (VCO) calls. See the "Use Voice Carry Over (VCO)" section that starts on **Page 41** for instructions.

## *To Make an Outgoing Call*

**Step 1.** Select the Home button to display the Home screen. Move to the Dial field as shown below.
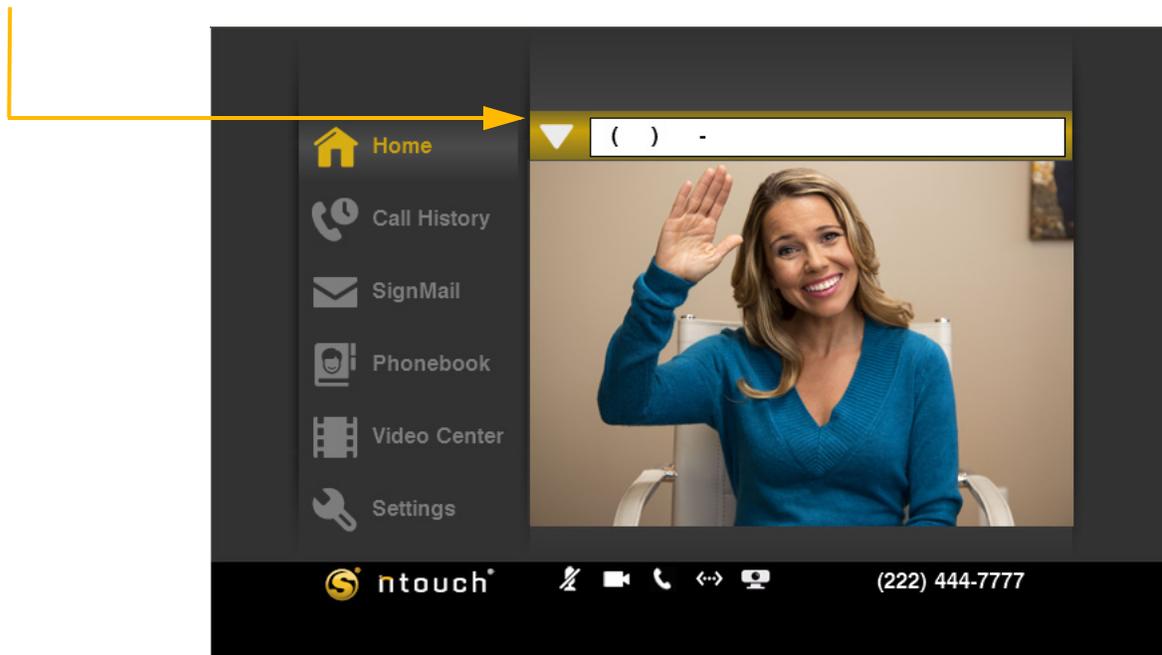


**Figure 20:** Home screen with Dial field selected

**Step 2.**    **Enter the phone number that you want to call in the Dial field.**
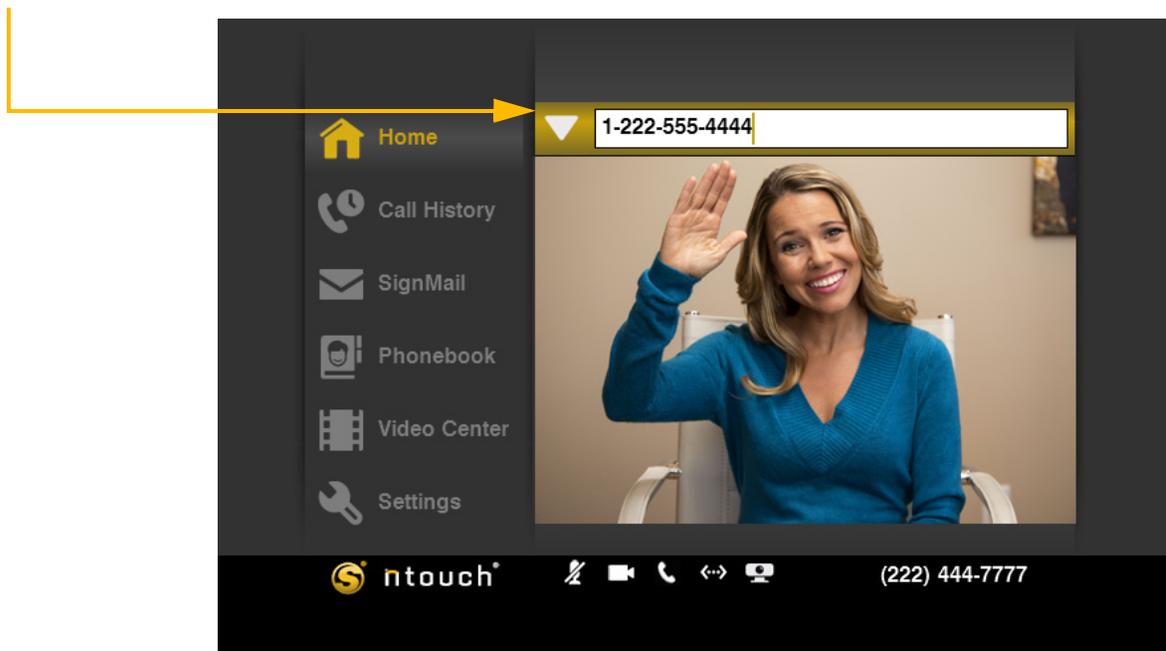


**Figure 21:**  Number entered in Dial field

**Step 3.**    **The Dialing screen appears. Notice the Number of Rings indicator.**
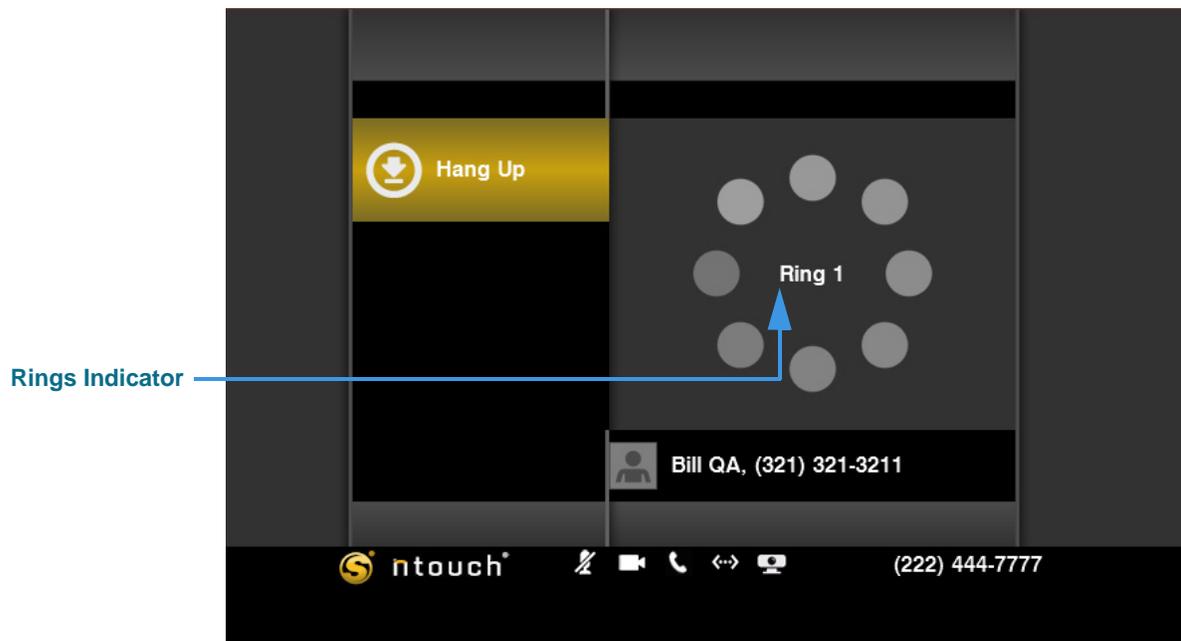


**Figure 22:**  Dialing screen with Rings Indicator

Step 4.    When the caller appears on the screen, begin your conversation. The sample below shows Full Screen mode which includes the Self-View and Received video images.



**Self-View image**

**Received video image**
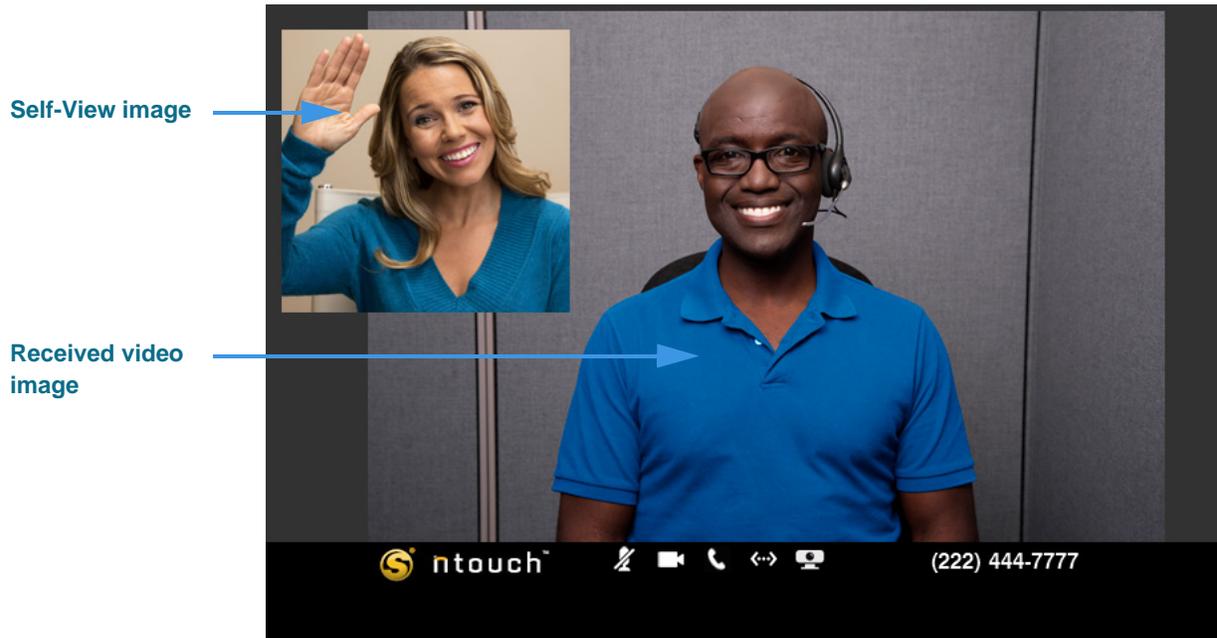
**Figure 23:** In-Call screen, Full Screen view

Step 5.    To end your call, press the Enter key on the remote control to display the In-Call Status Bar. The Hang Up button will then appear in the Status Bar as shown below.



**In-Call Status Bar**
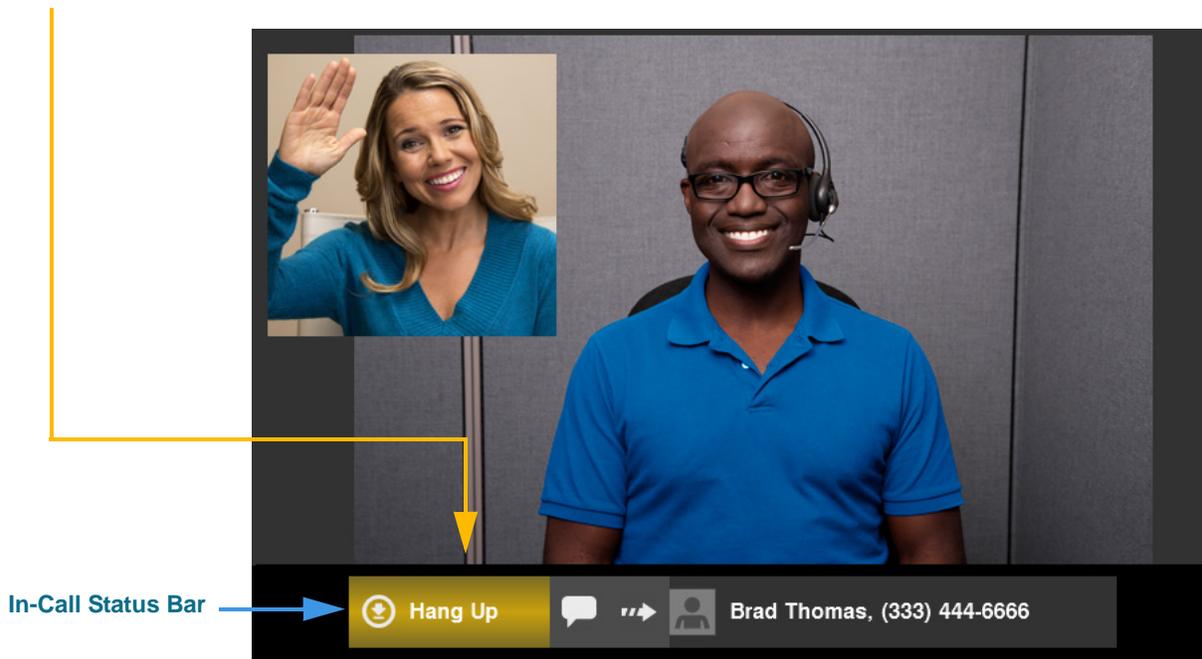
**Figure 24:** Hang Up button

Step 6.    Select the Hang Up button to end the call and return to the Home screen.

## *To Answer an Incoming Call*

**Step 1.**    Look for the Incoming Call dialog to appear. Select the Answer button.
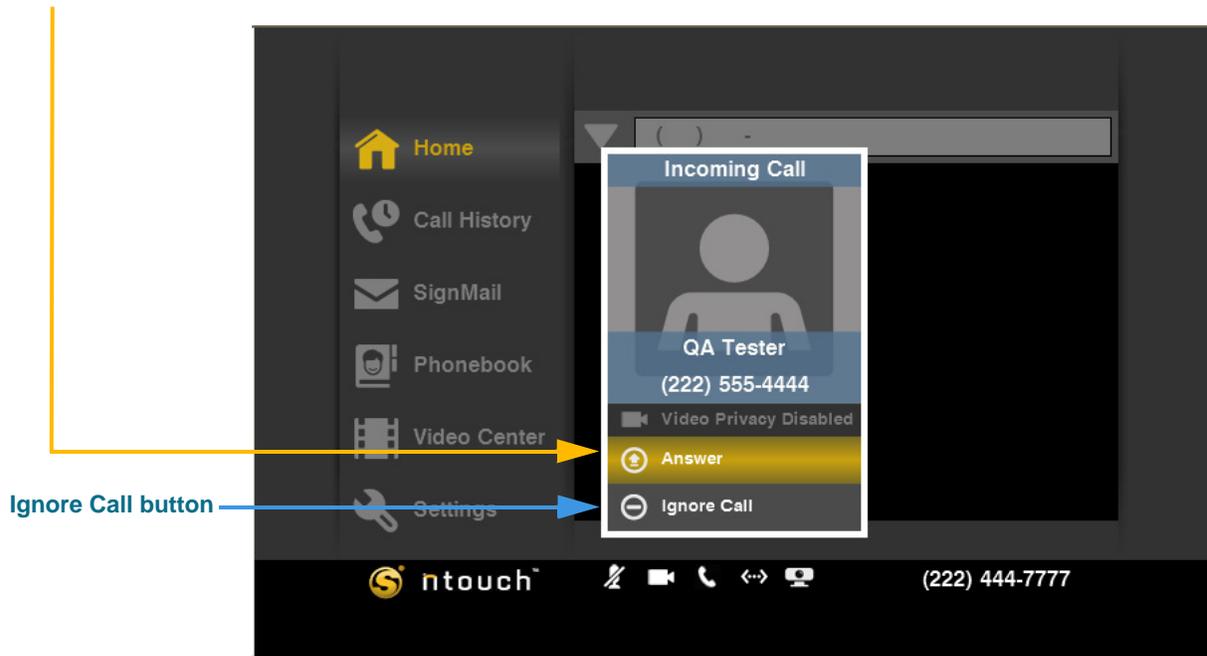


**Figure 25:** Home button

> ***Note:***    *If you do not want to answer the incoming call, select the Ignore Call button.*

**Step 2.**    When the caller appears, begin your conversation.



**Figure 26:** Dial field

You can change the placement and size of the two video images by pressing the "View" buttons on the bottom of the remote control.

Step 3.     To end your call, press the Enter key on the remote control to display the Status Bar. The Hang Up button will appear on the screen as shown below.
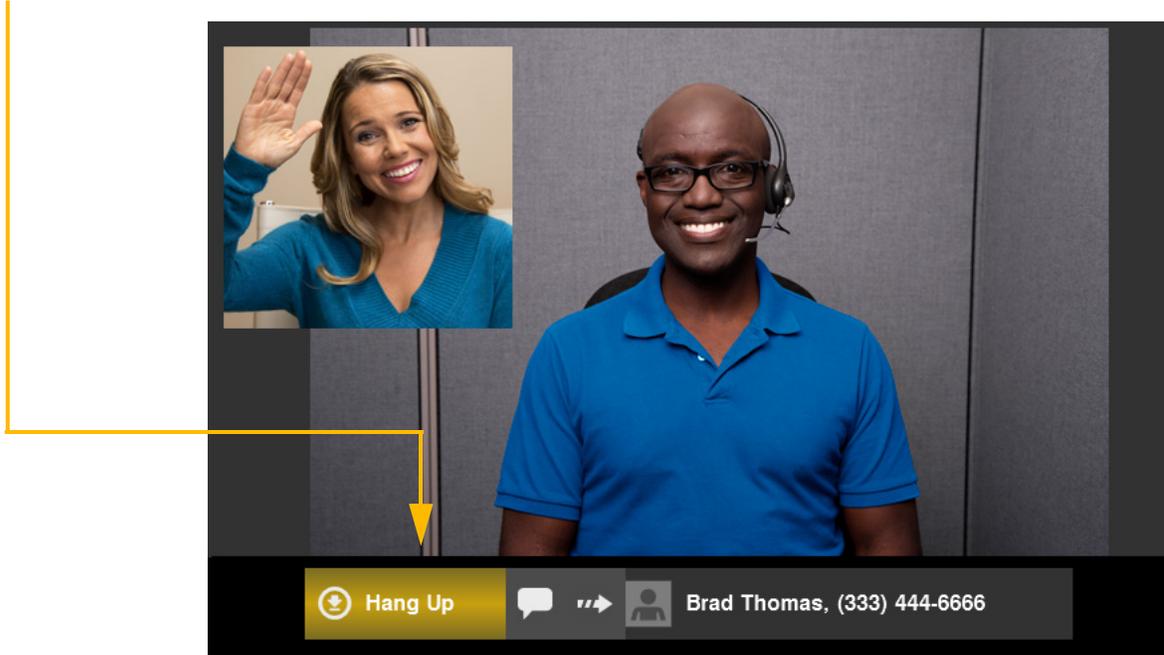


**Figure 27:** Hang Up button

Step 4.     Select the Hang Up button to end the call.

Step 5.     You will then be back at the Home screen as shown below.
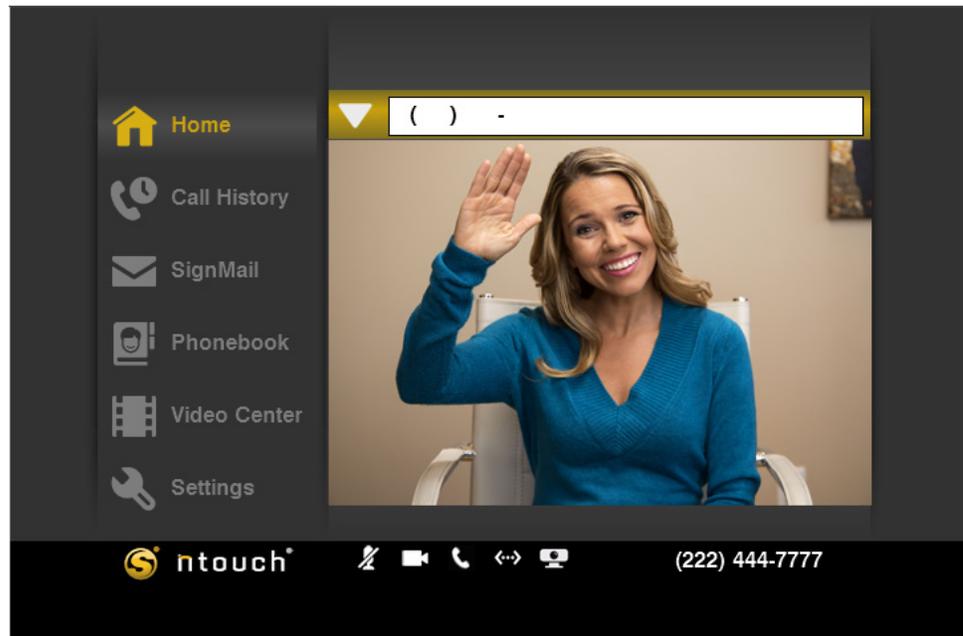


**Figure 28:** Home screen after hang up

## *To Use Number Entry During Calls*

ntouch VP's Number Entry feature lets you directly enter numbers during SVRS calls. This feature is useful when you want to respond to automated "phone tree" systems. This feature saves time by giving you control during a call rather than the interpreter. The numbers you enter using the remote control keypad are displayed on the screen and are sent as audio "Dial Tone Multi-Frequency" (DTMF) signals.

The Number Entry feature works through ntouch VP's Share Text feature. See the steps that start on **Page 35** for details on using the Share Text feature during a call.

Step 1.    To enter numbers directly during an active call, use the numeric keypad on the remote control to enter numbers. The numbers will appear on the screen as outgoing text as shown in the sample image below.



**Numbers appear in the Outgoing text field**

12345678910 11 12 13

Hang Up           Brad Thomas, (333) 444-6666
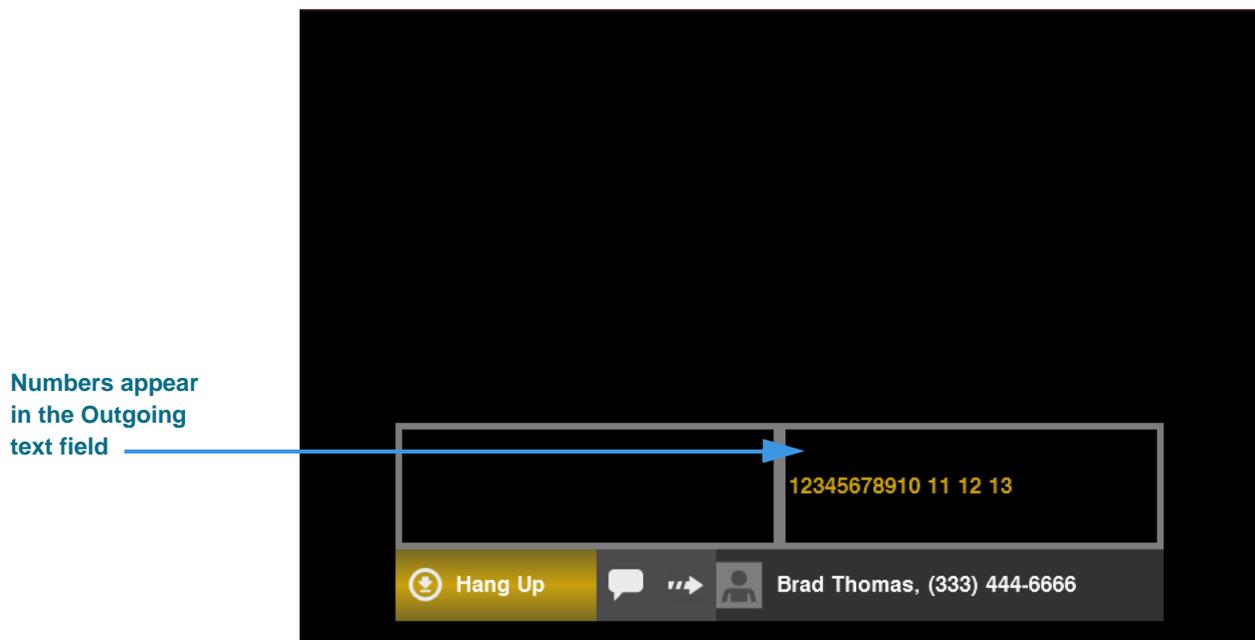
**Figure 29:** Numbers in Outgoing text field on active call screen

If you need to clear all the text from the screen, you can use the **Close** button in the Share Text pop-up menu.

## *To Redial a Recent Call*

**Step 1.** You can redial any of your recent outgoing or incoming calls from the Home screen. To do so, select the empty Dial field to reveal the list of calls as shown below.
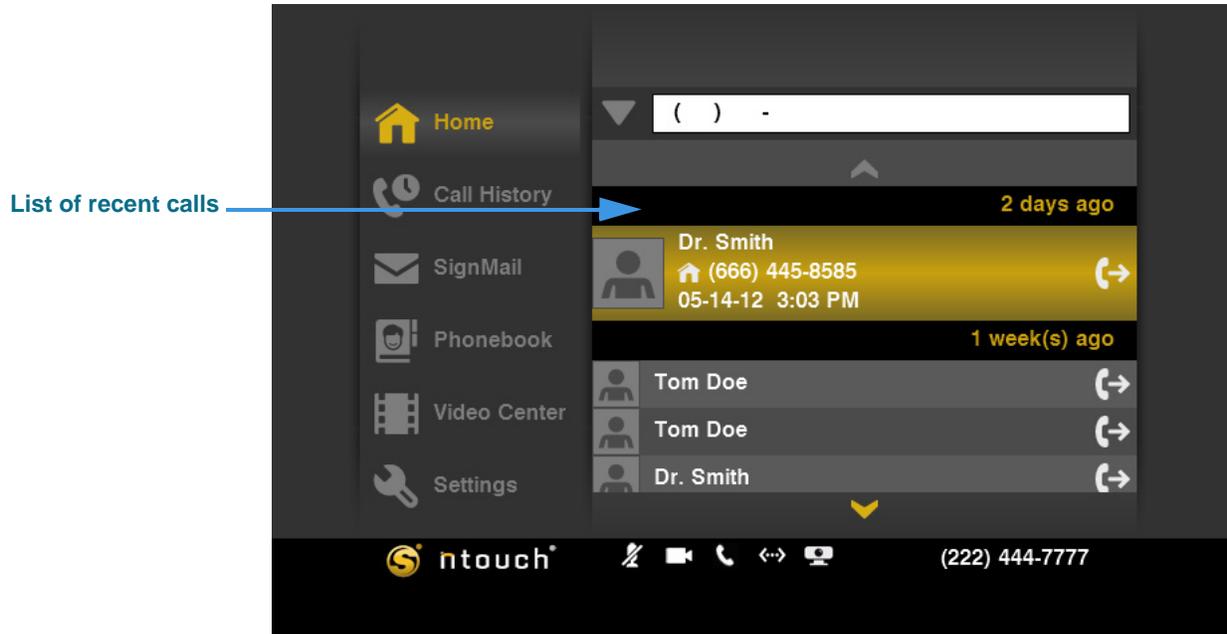


**Figure 30:** Recent Calls list on Home screen

**Step 2.** Select the call that you want to redial. The Dialing screen appears as shown below.
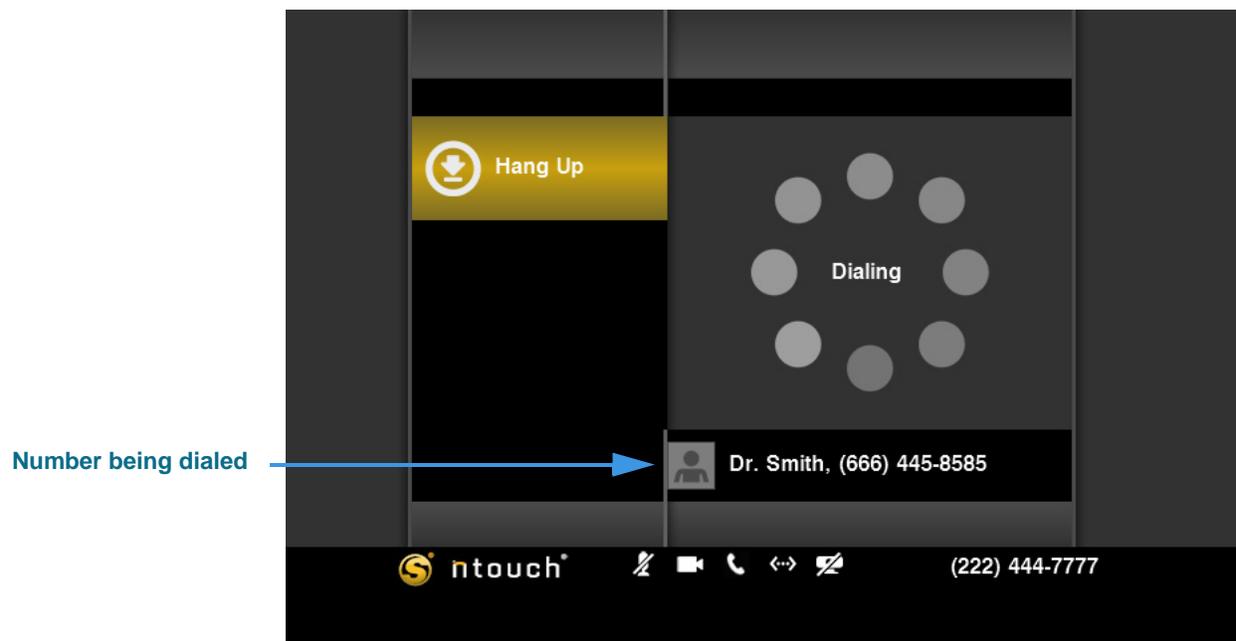


**Figure 31:** Dialing a recent call

> **Note:** *ntouch VP will dial the number that was associated with the recent call even if the contact record for the caller, if any, contains more than one phone number.*

## *To Check For Missed Calls/New SignMails or Videos*

**Step 1.**     Whenever you return to the ntouch VP after you've been away a while, look for the screen saver shown in the example below. The screen saver will tell you if you have missed calls or received new SignMails or other videos during your absence.

**Missed Calls and New Messages screen saver**
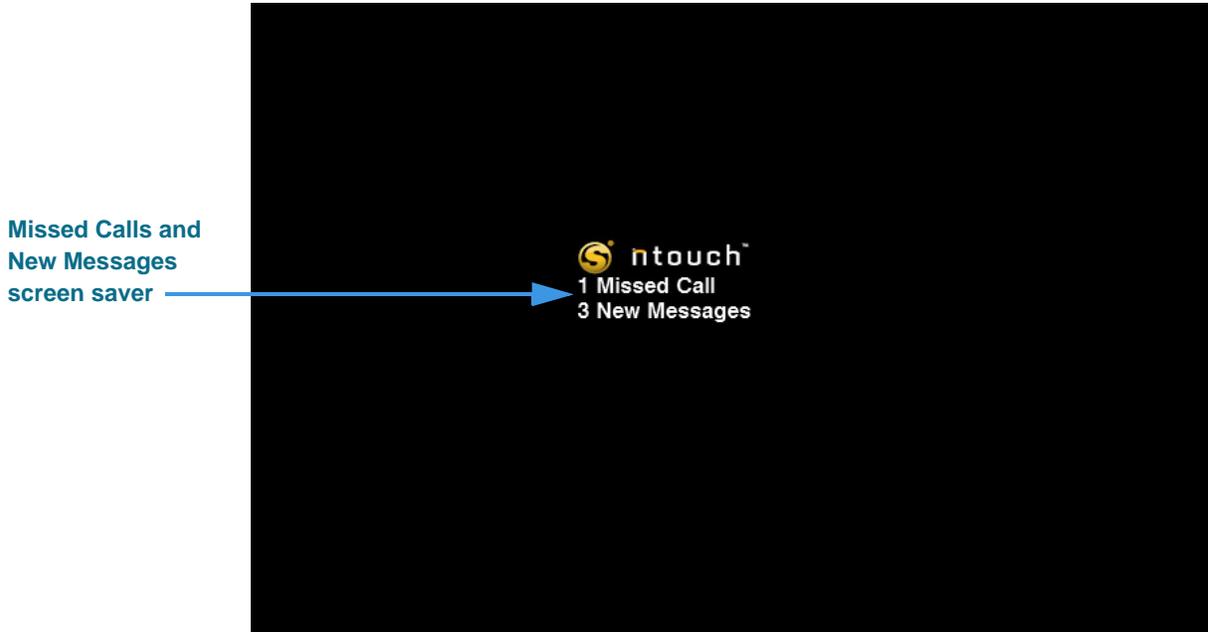
**Figure 32:** Screen saver showing missed calls and new videos

**Step 2.**     If the Home screen is displayed instead of the screen saver, look for blue and white icons over the Call History, SignMail, and Video Center buttons as shown below.

**Icons showing the number of missed calls and/or new SignMails**

**New Content icon**
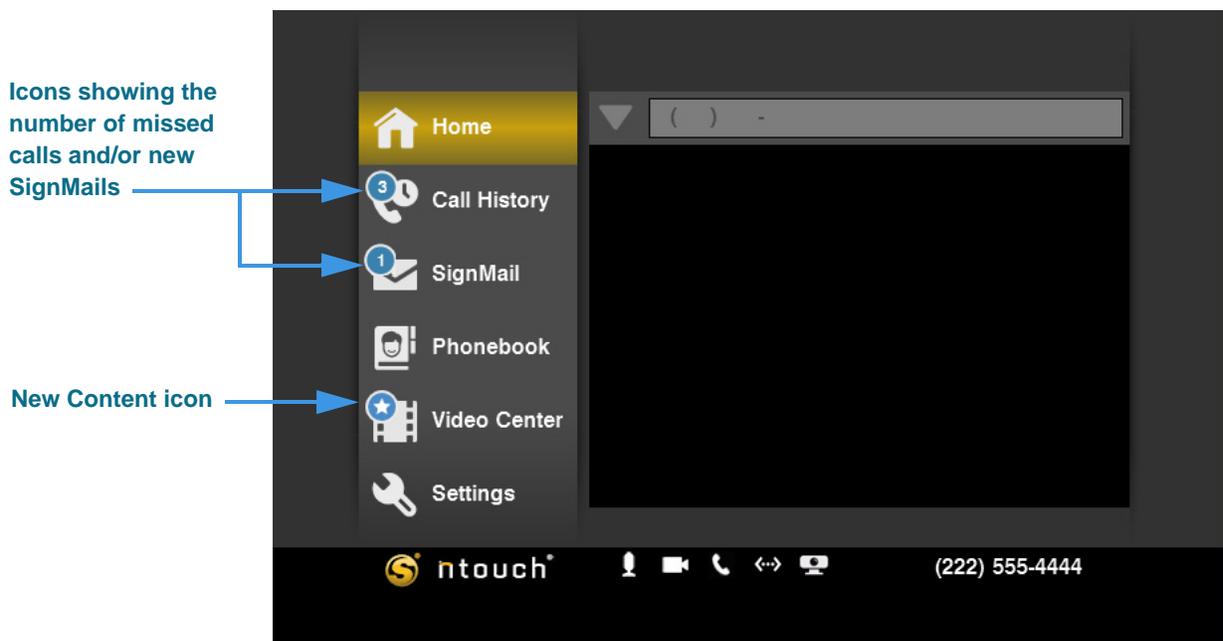
**Figure 33:** Missed Calls, New SignMails and Videos icons

## *To Recognize Incomplete or Busy Calls*

Step 1.    If your call to a non-Sorenson videophone or other endpoint cannot be completed for some reason, you will see the dialog shown below.
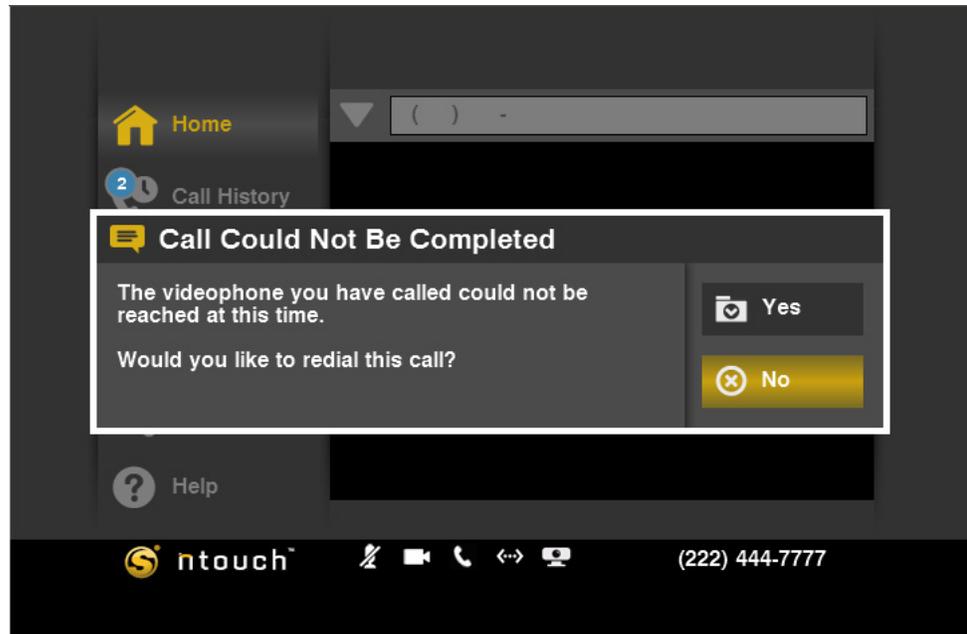


**Figure 34:**  Call Not Completed dialog

Step 2.    If the non-Sorenson videophone or other endpoint you called is busy with another call, you will see the dialog shown below.
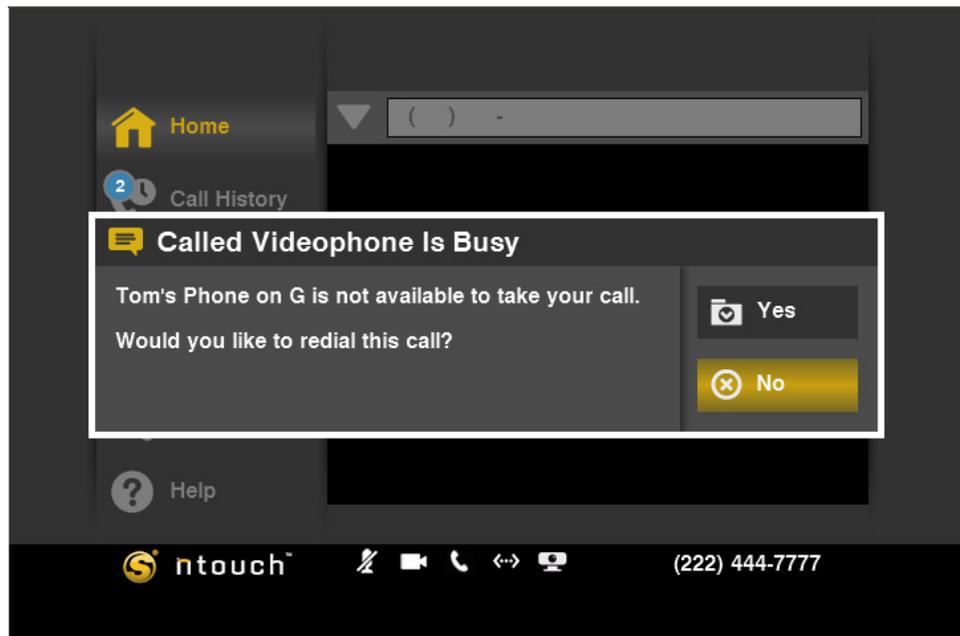


**Figure 35:**  Called Videophone is Busy dialog

# Use Call Transfer

ntouch VP's Call Transfer feature lets you easily transfer an active call to another Sorenson phone number or to a hearing phone number through SVRS. You can choose to transfer the call to a contact's phone number, to a number in your Call History list, or you can enter the phone number to be dialed by ntouch VP. If you are a member of a myPhone Group, you can transfer a call to another member of your group.

**Note:** *This feature works only for calls that use the **SIP** protocol. When a call is made using the **H.323** protocol, the Transfer feature will not be available. Calls between ntouch VP and a VP-200 use H.323. Most calls between non-Sorenson endpoints use H.323.*

## To Use the Feature

Step 1.    At an active call screen, press the Enter key on the remote control to display the In-call Menu Bar as shown below.



**Two new buttons**

**In-call Menu Bar**

🔽 Hang Up        💬 ⇢   👤 Brad Thomas, (333) 444-6666
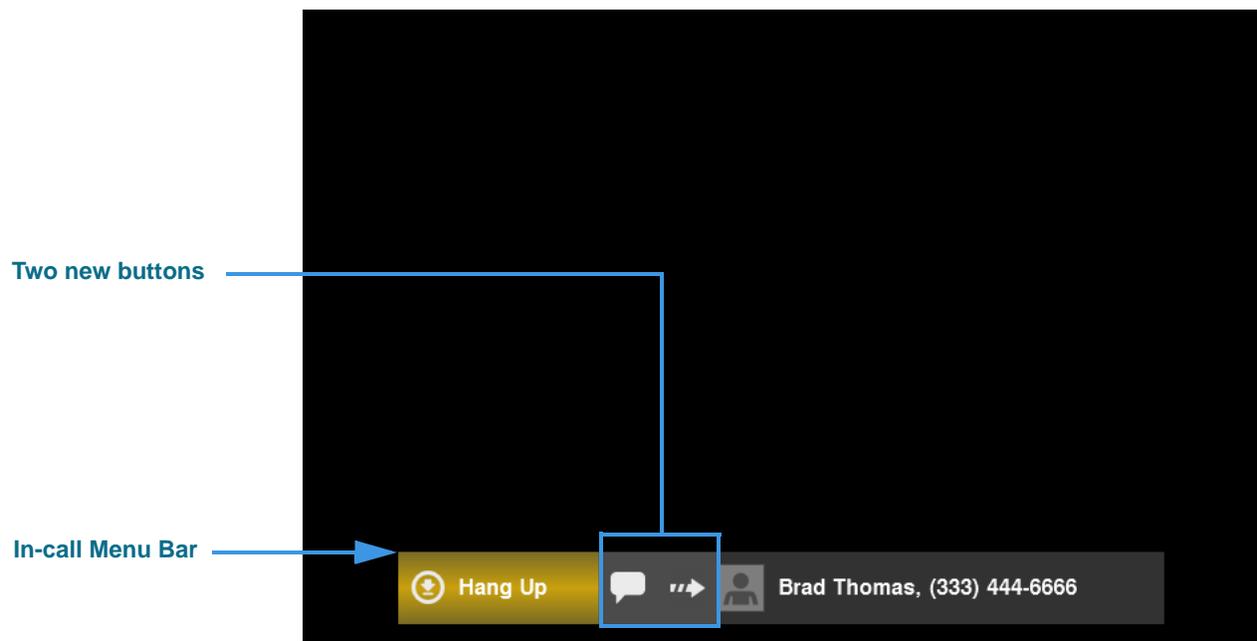
**Figure 36:**  In-call Menu Bar on active call screen

Notice that the **Hang Up** button is highlighted in the In-call Menu Bar. Also notice the two buttons located to the right of the Hang Up button. These other buttons are used to access the **Share Text** and **Transfer Call** features.

**Step 2.** Use the remote control to move to the Share Text button as shown below.
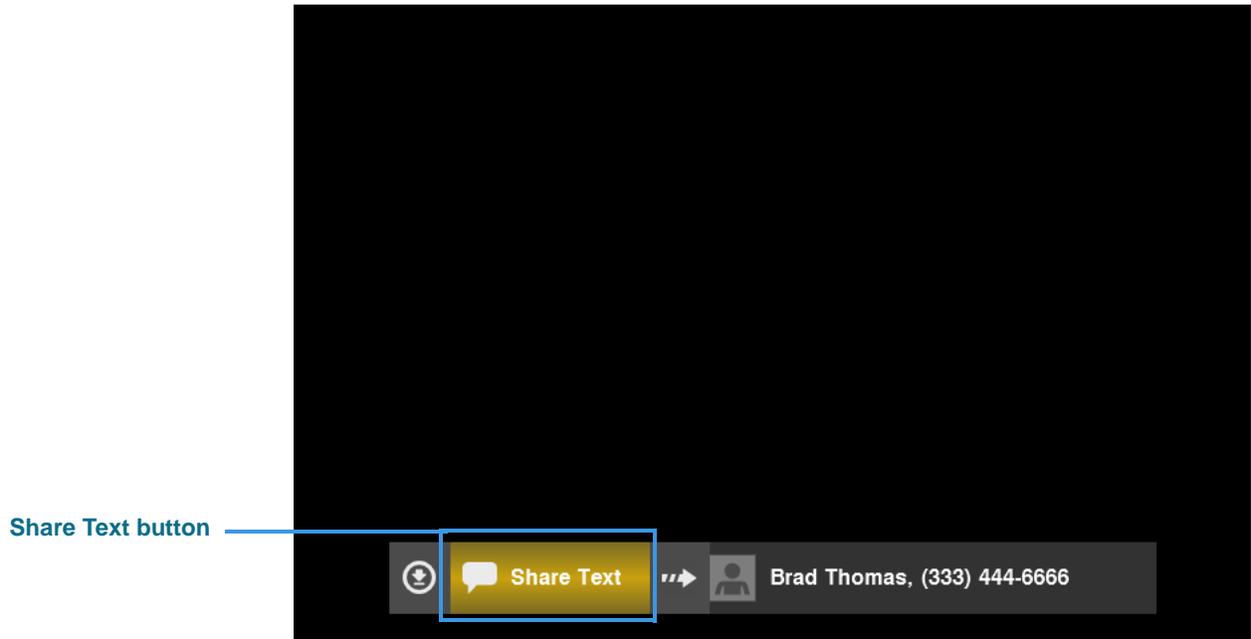
**Share Text button**



**Figure 37:** Share Text button on active call screen

**Step 3.** Use the remote control to move to the Transfer button as shown below.
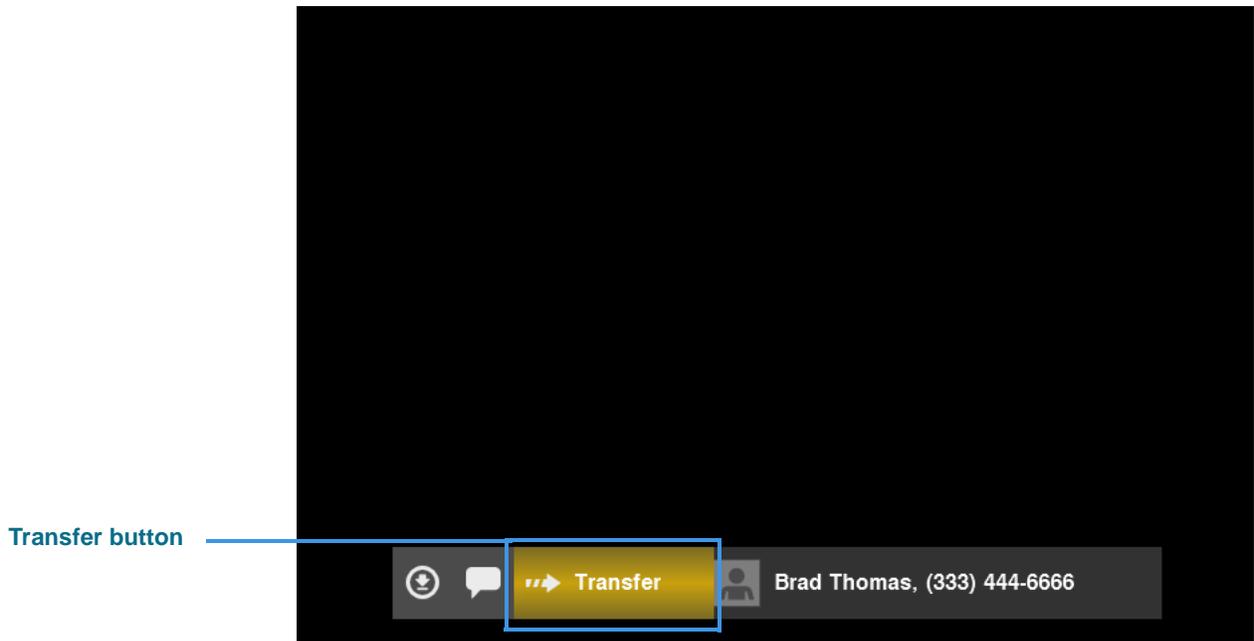
**Transfer button**



**Figure 38:** Transfer button on active call screen

**Step 4.** **Select the Transfer button to display the screen shown below.**

**Call Transfer pop-up menu**
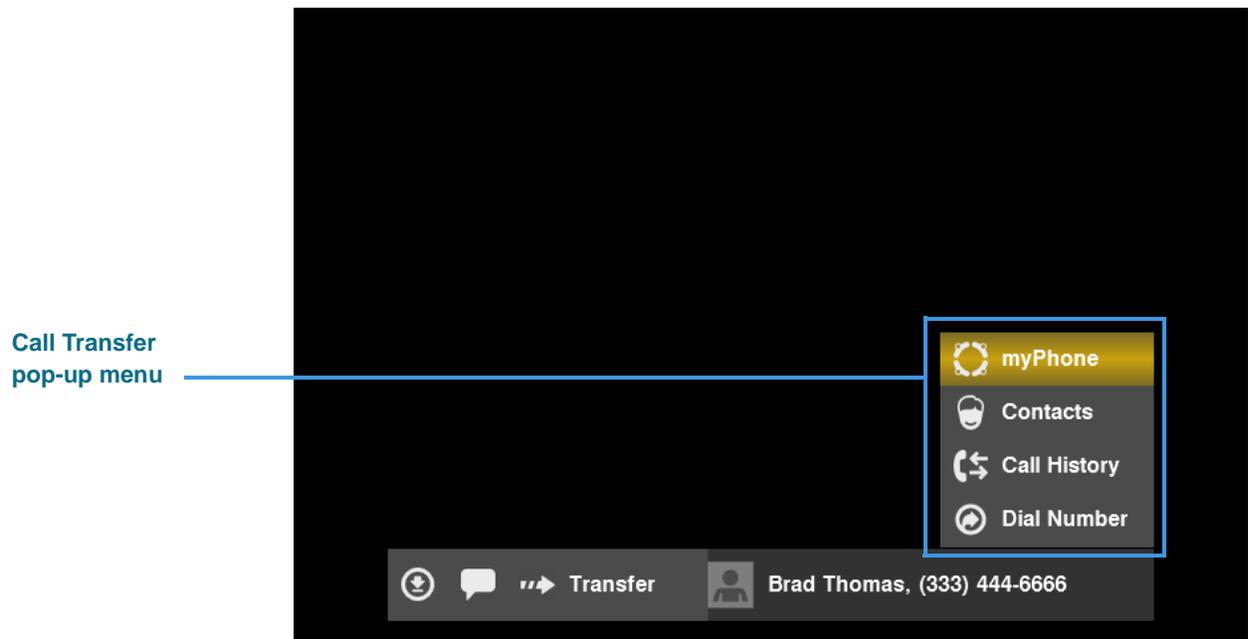


**Figure 39:** Transfer pop-up menu on active call screen

The pop-up menu lets you choose where to transfer this call. The myPhone option will appear when your ntouch VP is a member of a myPhone Group.

**Step 5.** **To transfer this call to a member of your myPhone Group, select the myPhone button to display the screen shown below.**

**myPhone Group member List**
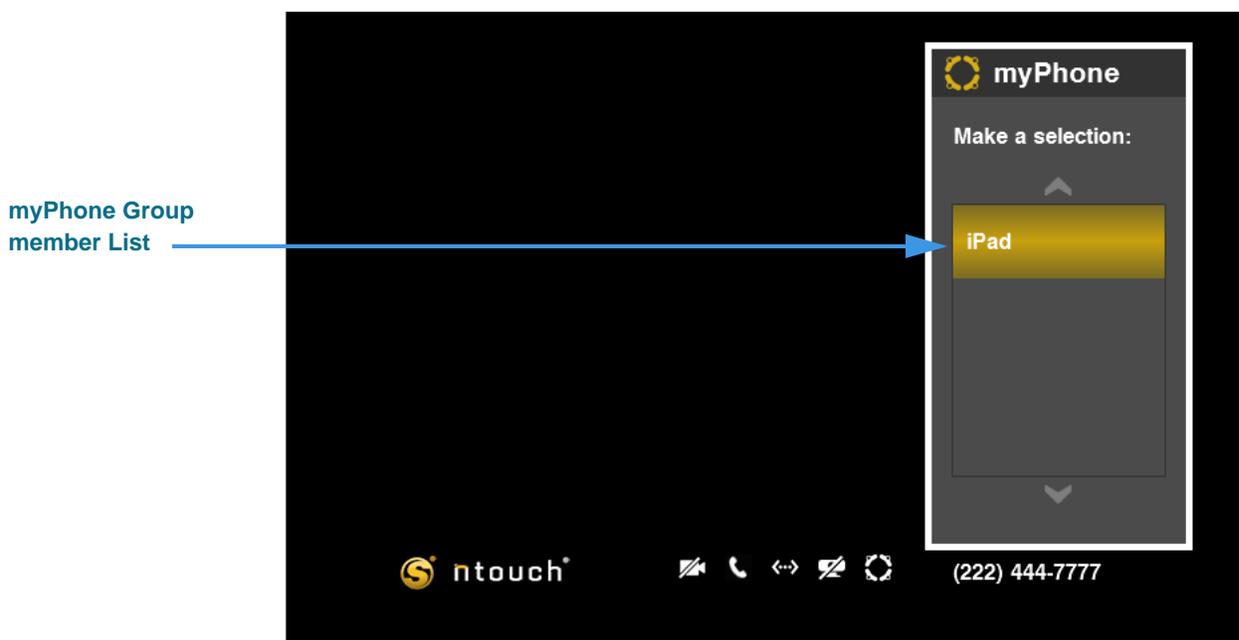


**Figure 40:** *myPhone* dialog on active call screen

**Step 6.** **Select the myPhone Group member to which you want to transfer this call. The call will be transferred and you will return to the Home screen.**

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**Step 7.** To transfer this call to one of your contacts, select the Contacts button at the screen in Figure 39 to display the screen shown below.

Contacts List ──────▶
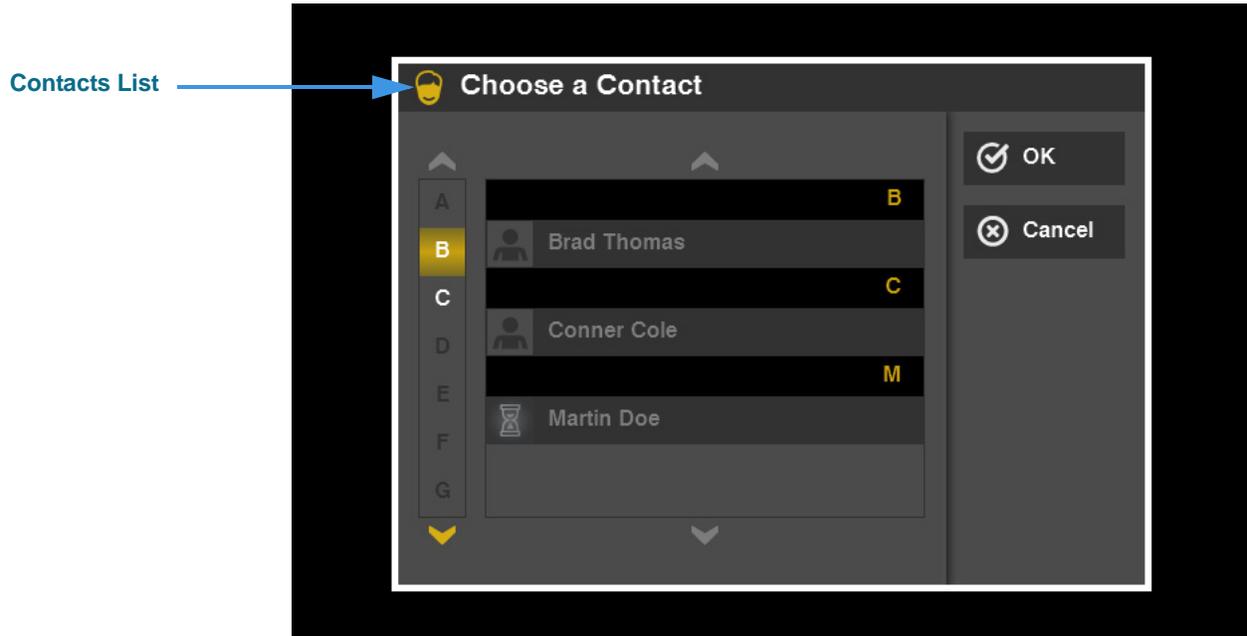


**Figure 41:** *Choose a Contact* dialog

**Step 8.** Move to the contact to which you want to transfer the call as shown below.
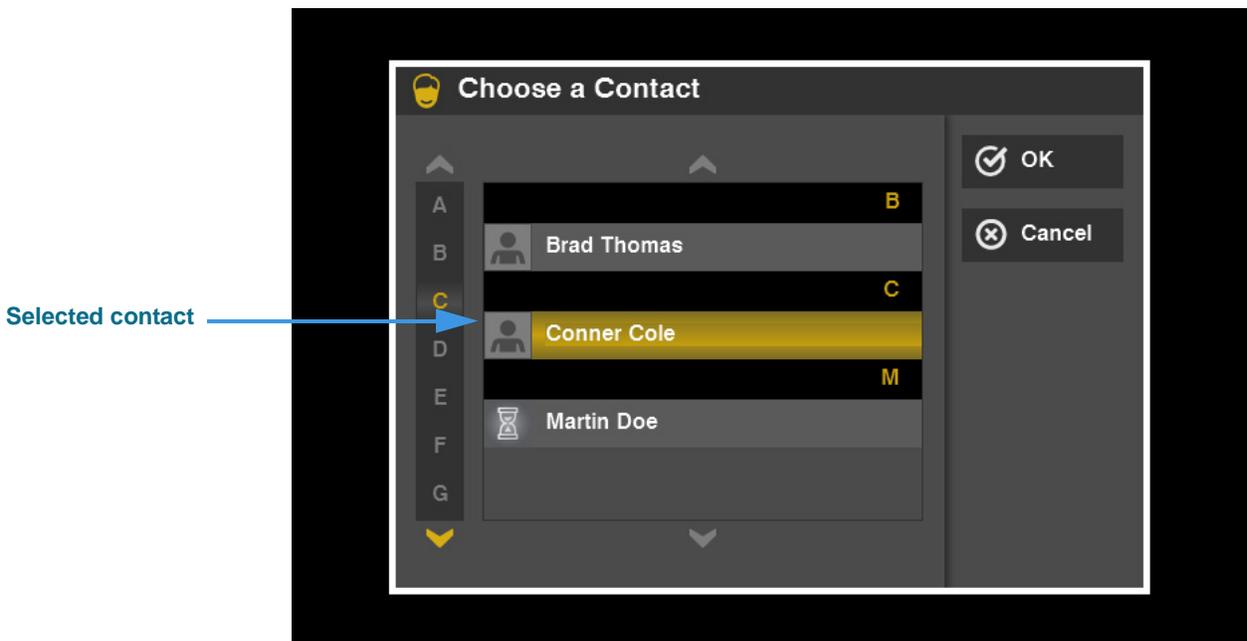
Selected contact ──────▶



**Figure 42:** Contact selected in Choose a Contact dialog

**Step 9.** Select the contact to which you want to transfer this call. The call will be transferred and you will return to the Home screen.

**Step 10.** To transfer this call to one of the numbers in your Call History list, select the Call History button at the screen in Figure 39 to display the screen shown below.
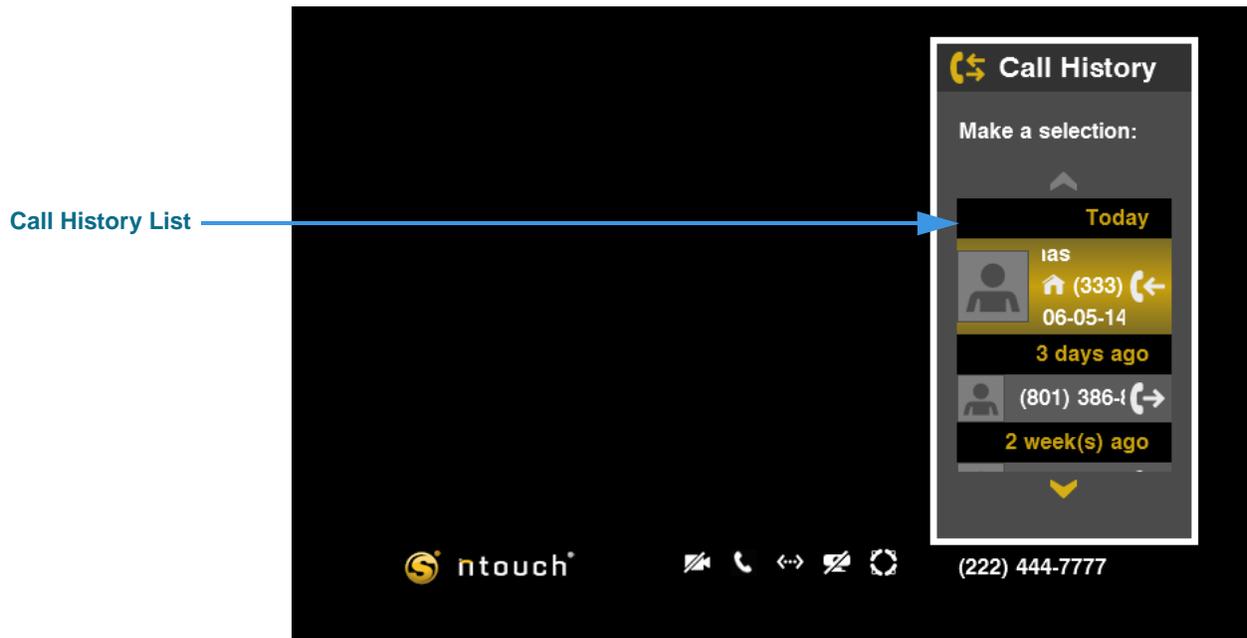


**Figure 43:** *Call History* dialog on active call screen

**Step 11.** Select the call history record to which you want to transfer this call. The call will be transferred and you will return to the Home screen.

**Step 12.** To enter a phone number to which you want to transfer this call, select the Dial Number button at the screen in Figure 39 to display the screen shown below.
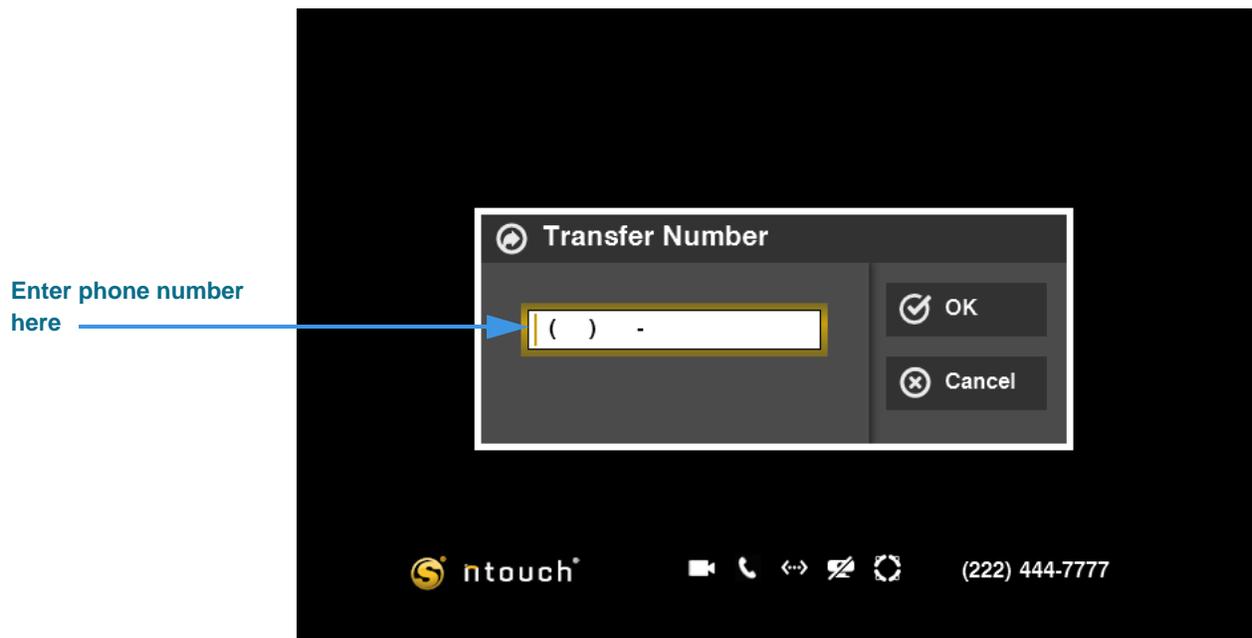


**Figure 44:** *Choose a Contact* dialog

**Step 13.** Enter the phone number to which you want to transfer this call, then select OK.

# Share Text and Contacts

ntouch VP offers the popular "Share" feature which includes a Share Text and a Share Contacts function. You can share text messages during a call which you have saved before the call begins. The Saved Text function lets you save up to 5 short text messages to use during calls. The Share Contacts function lets you share information about any of your contacts (name, phone numbers) during a call.

## To Add Saved Text Messages

**Step 1.** At the Home screen, select the Settings button and then move to the Call Options button as shown below.

**Call Options button** ⟶
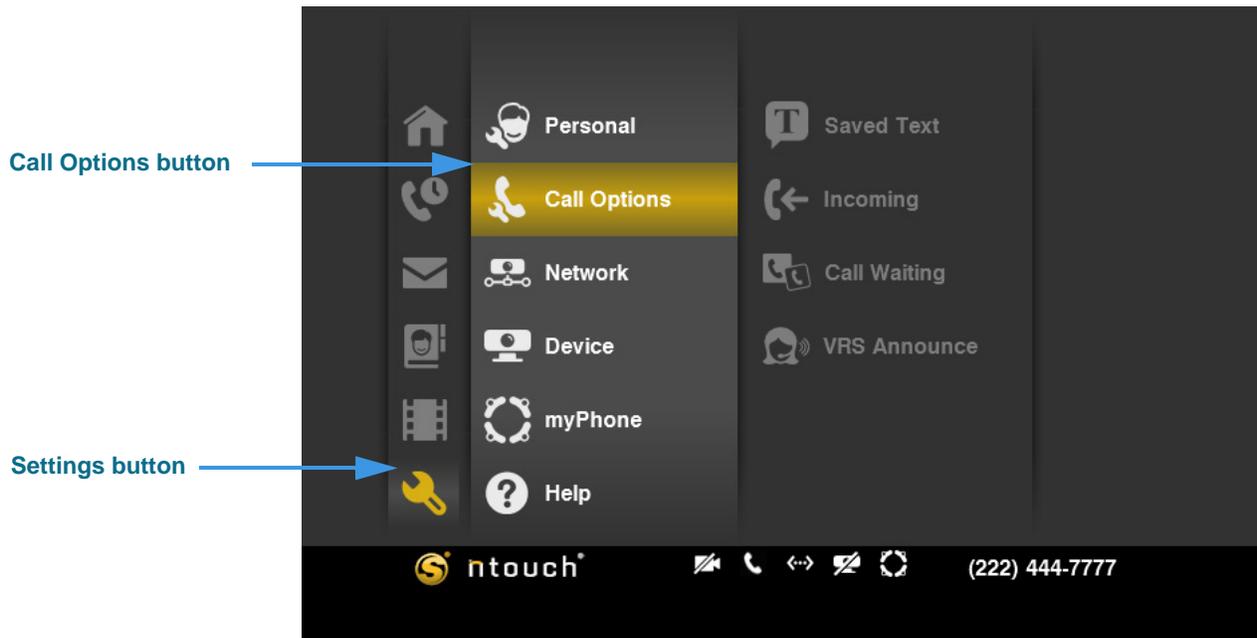
**Settings button** ⟶

**Figure 45:** Call Options button on *Settings* screen

**Step 2.**    Move to the Saved Text button as shown below.
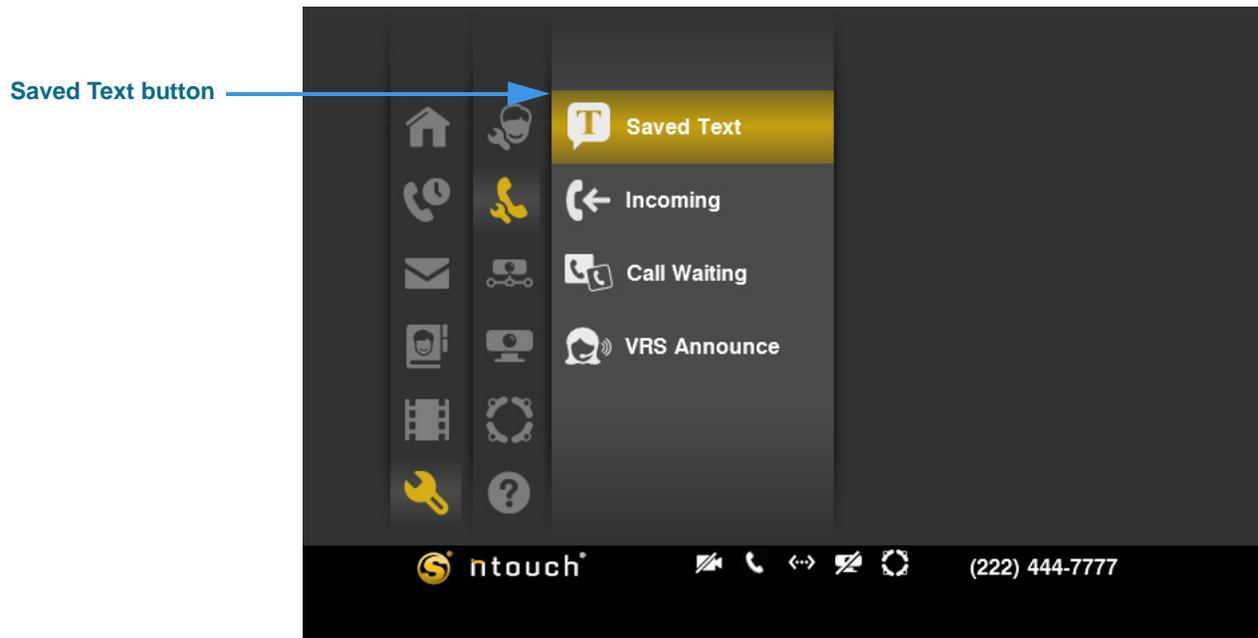
Saved Text button



**Figure 46:** Saved Text button on *Call Options Settings* screen

**Step 3.**    Select the Saved Text button to display the screen shown below.

Select to modify
drop-down list

Enter Save Text field
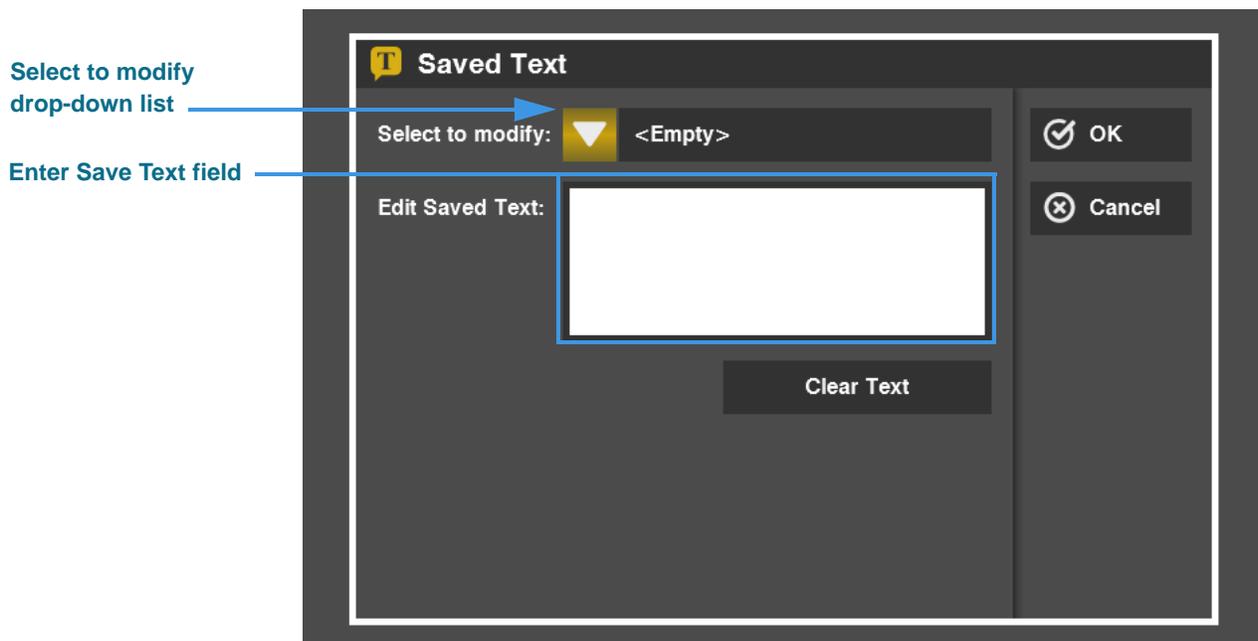


**Figure 47:** *Saved Text* screen

You add or edit any one of the ten (10) Saved Text messages using the **Select to modify** drop-down list. The text you enter will appear in the **Edit Saved Text** field.

## *To Add a Saved Text Message*

**Step 1.**   **Select the Select to modify drop-down list.**
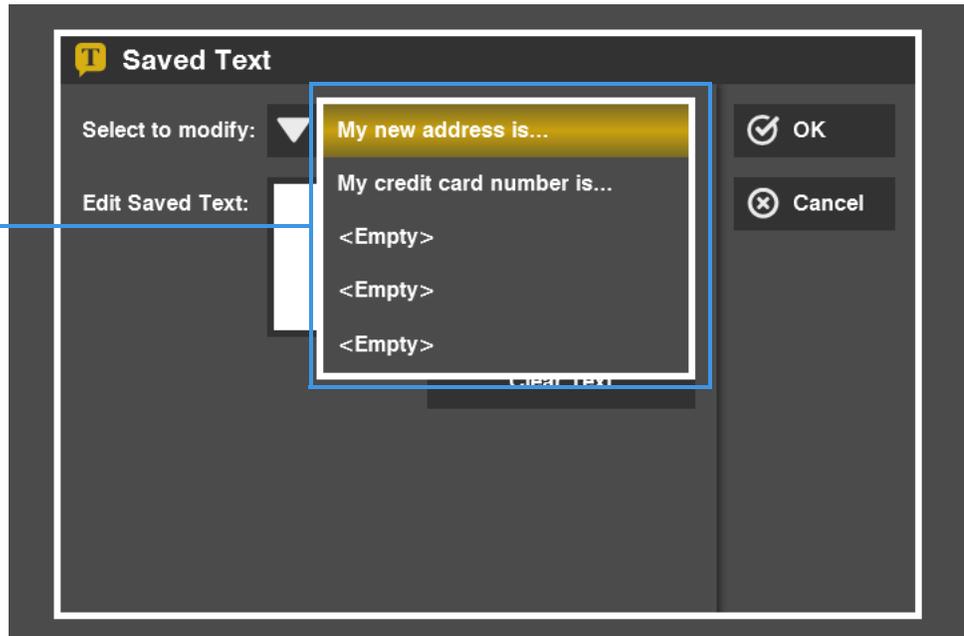


**Figure 48:**  Open *Select to modify* drop-down list

In this example, there are two Saved Text messages. Three are marked as "<Empty>"

**Step 2.**   **Select which one of the five Saved Text messages you want to add or to change.**

**Step 3.**   **Move to the Edit Saved Text field so that it is highlighted as shown below.**
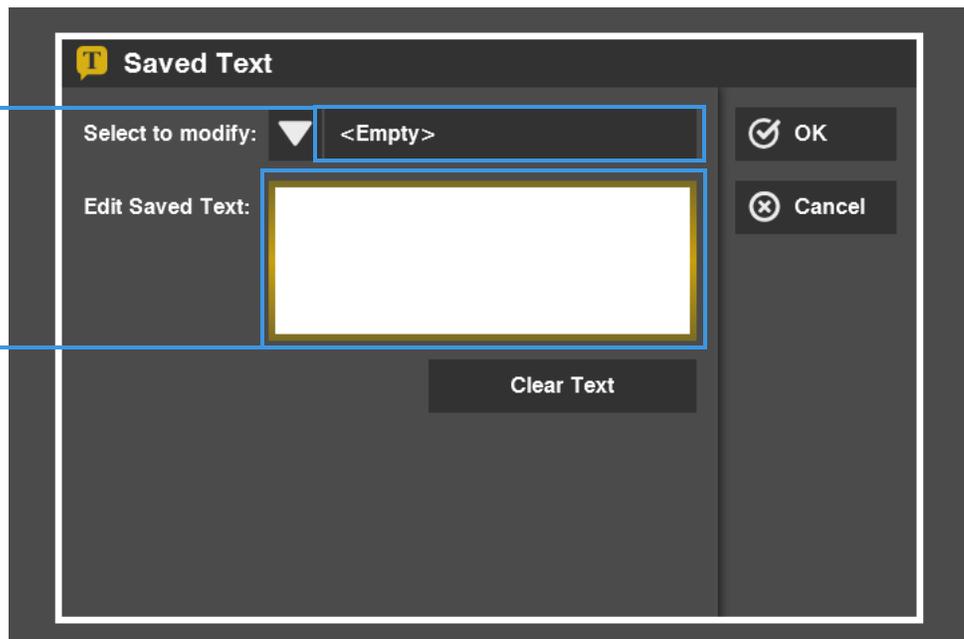


**Figure 49:**  Edit Saved Text field on *Saved Text* screen

In this example image, an *<Empty>* item was selected from the drop-down list.

**Step 4.**   Press the Keyboard key on the remote control to display the screen shown below.
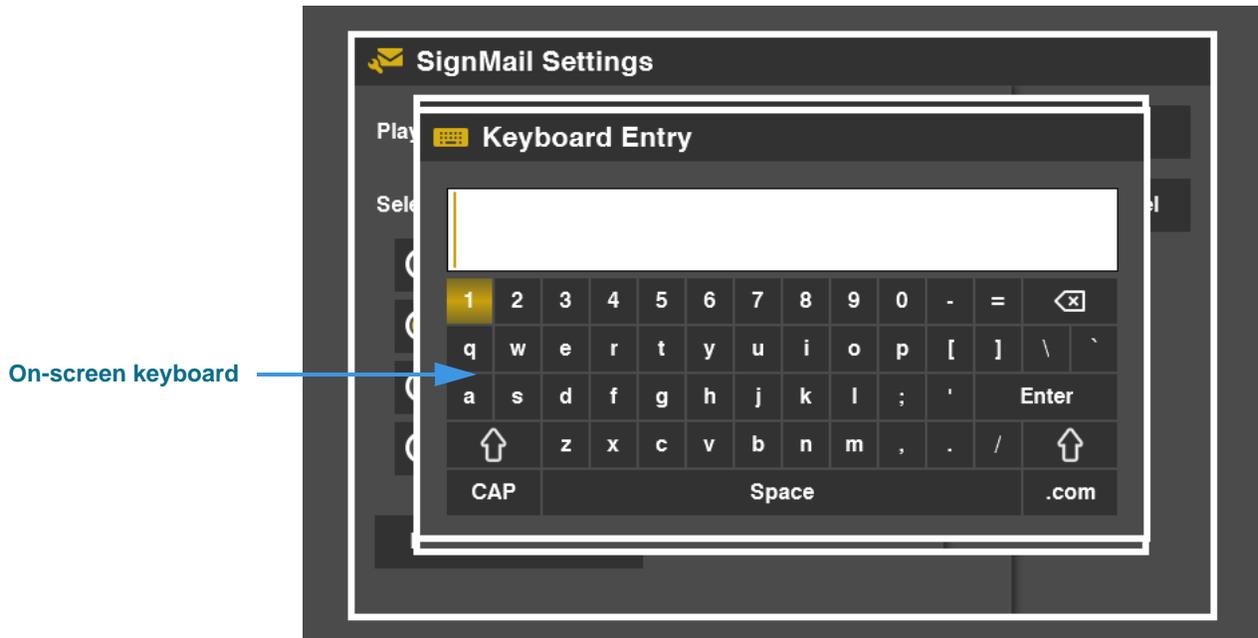


**Figure 50:** *Keyboard Entry* dialog

You use this dialog to enter text (letters or numbers) to be saved. You can use the remote control's numeric keypad to directly enter numbers into the dialog.

**Step 5.**   Use the on-screen keyboard to enter the text as shown in the example below.
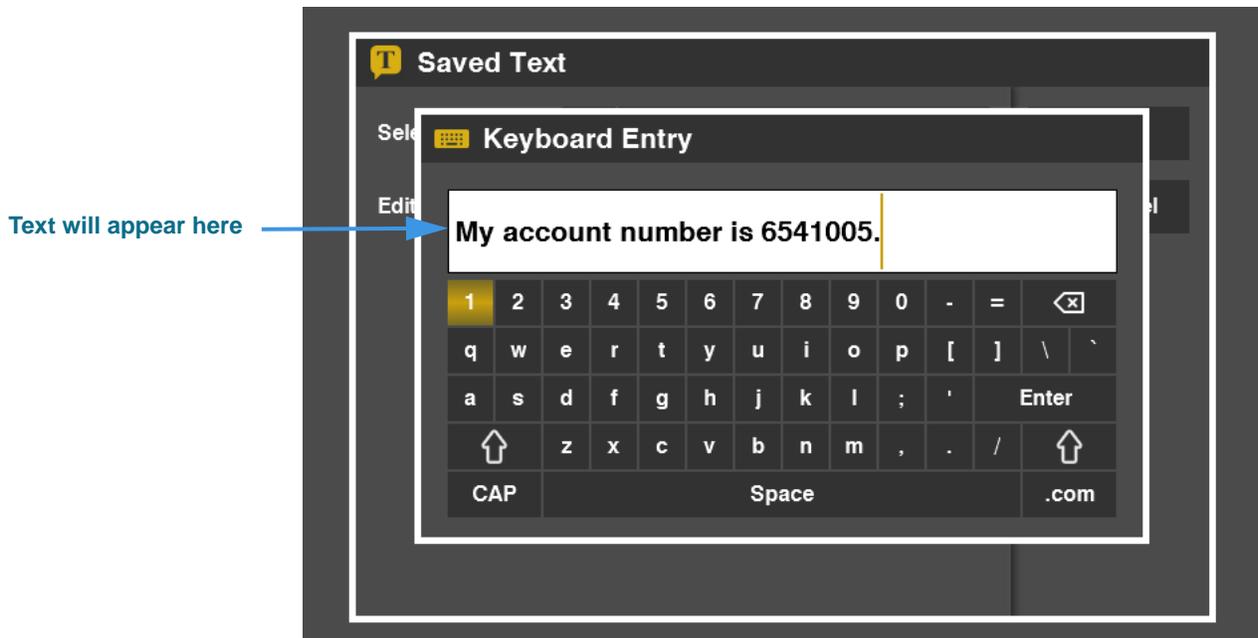


**Figure 51:** Entering text using the *Keyboard Entry* dialog

This sample image shows an *example* of some text you might want to display during a call. Any personal information you enter, such as a credit card number, is safely stored on the videophone itself. None of your saved text message are sent to, or stored by, Sorenson.

**Step 6.** When finished entering text, press the Keyboard key to exit the dialog and return to the screen shown below.

**Text has appeared here and here**
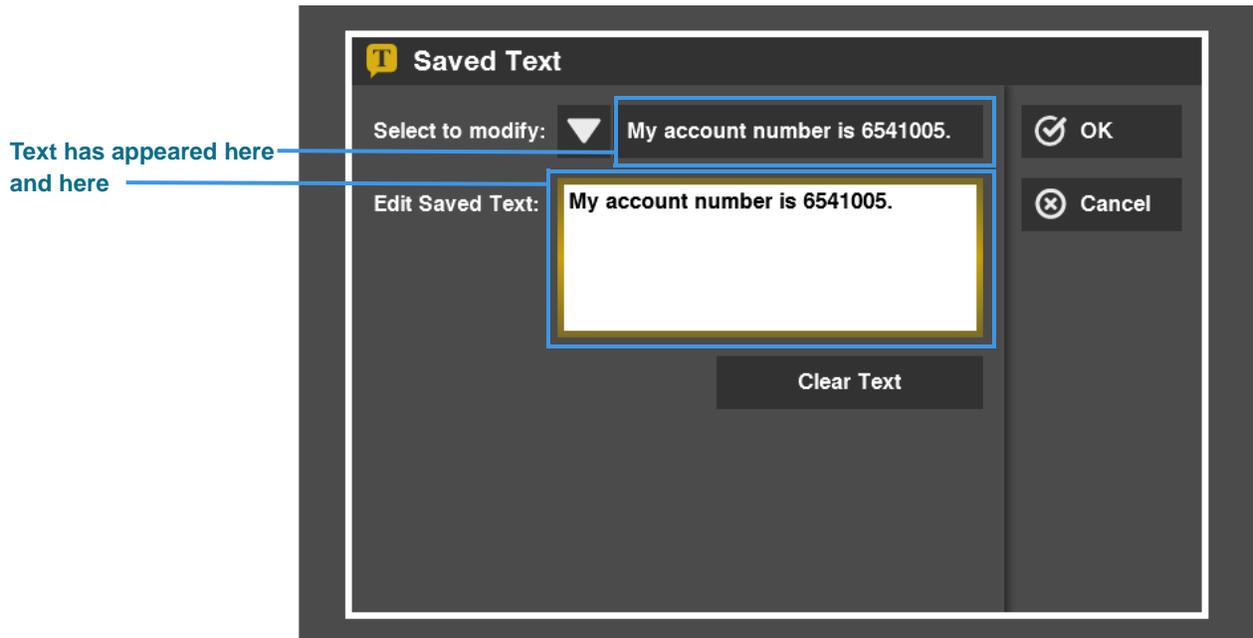


**Figure 52:** Entered text shown on the *Saved Text* screen

You can **repeat** this process (**Steps 1 through 6** above) to enter more Saved Text messages. When you are ready to exit the screen, select the **OK** button.

**Step 7.** If you want to erase a Saved Text message, first select the item from the drop-down list. Then, move to and select the Clear Text button as shown below.
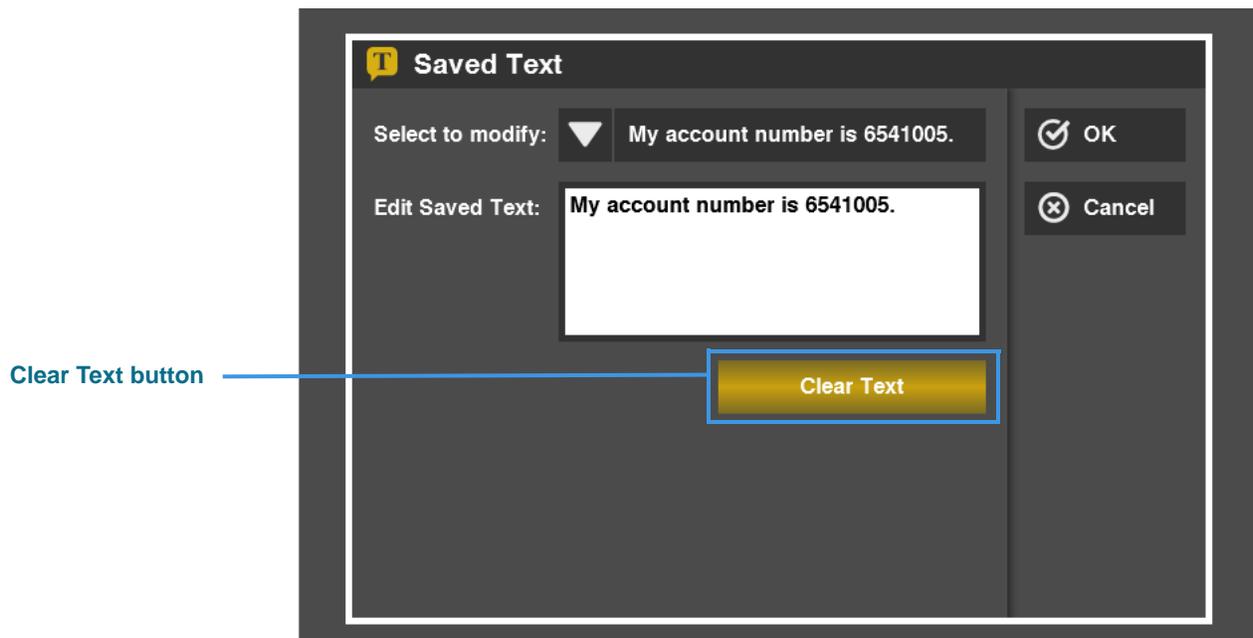
**Clear Text button**



**Figure 53:** Clear Text button on *Saved Text* screen

The selected Saved Text message will be permanently erased from the videophone.

## *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.

**Step 1.** **At an active call screen, press the Enter key on the remote control as shown below.**



In-call Menu Bar ────────────►  ⊕ Hang Up    💬  ⁱⁱ➔  👤 Brad Thomas, (333) 444-6666
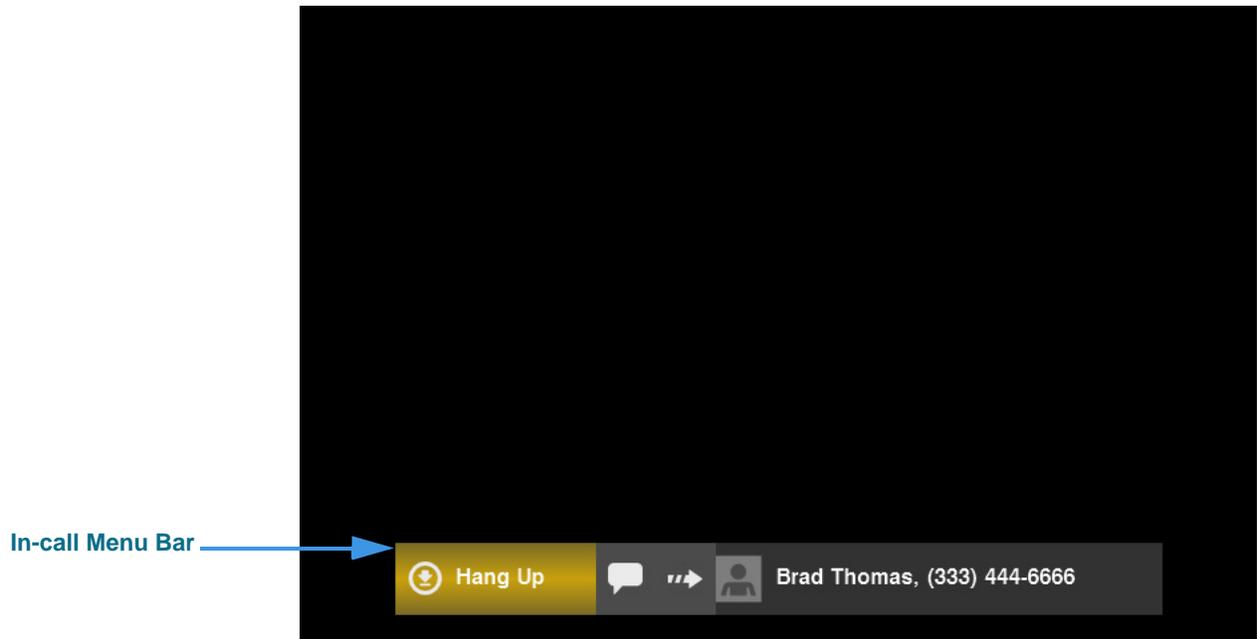
**Figure 54:** In-call Menu Bar on active call screen

**Step 2.** **Use the remote control to move to the Share Text button as shown below.**



Share Text button ────────  ⊕  💬 Share Text   ⁱⁱ➔  👤 Brad Thomas, (333) 444-6666
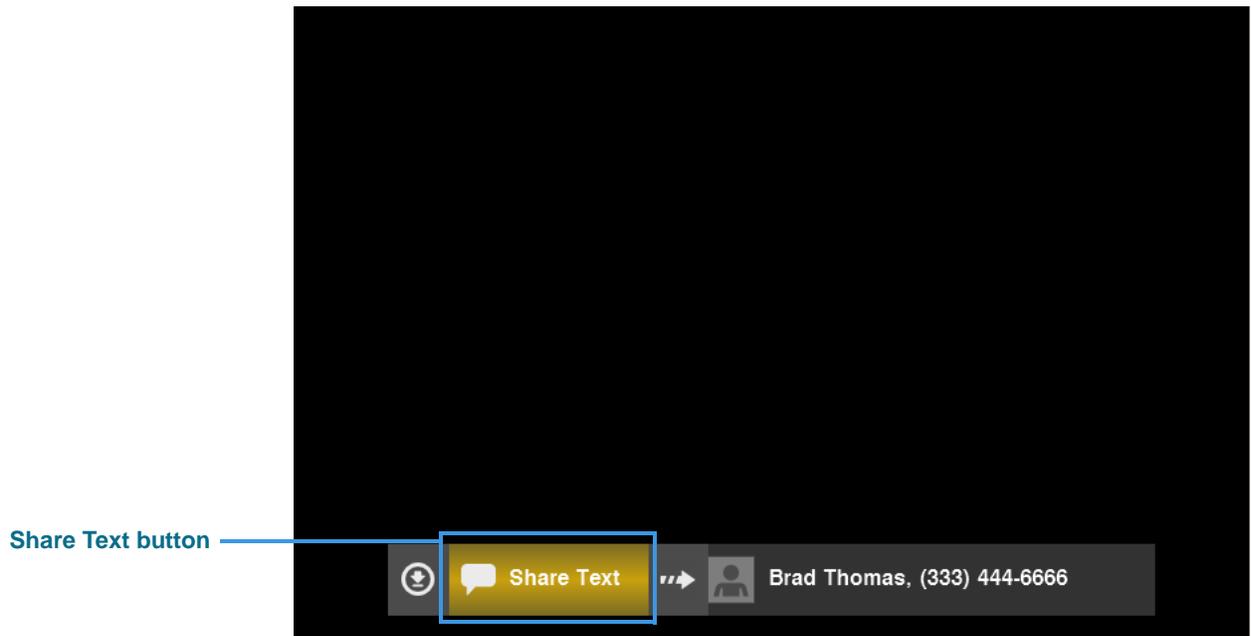
**Figure 55:** Share Text button on active call screen

**Step 3.**  Select the Share Text button to open the pop-up menu shown below.
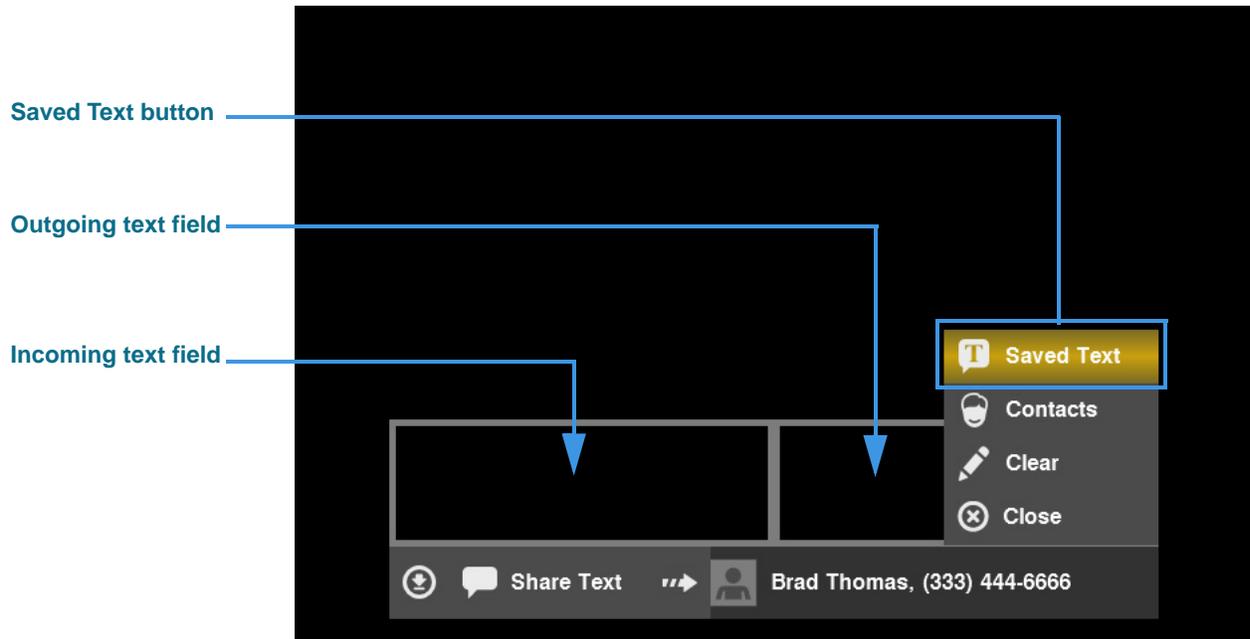


**Figure 56:**  Saved Text button in Share Text pop-up menu

The **Saved Text** button lets you select a Saved Text message to share with the caller. **Contacts** lets you select to share one of your contact records. **Clear** lets you clear both the outgoing and incoming text fields. **Close** lets you close both text fields on the screen.

**Step 4.**  Select the Saved Text button to display the pop-up menu shown below.
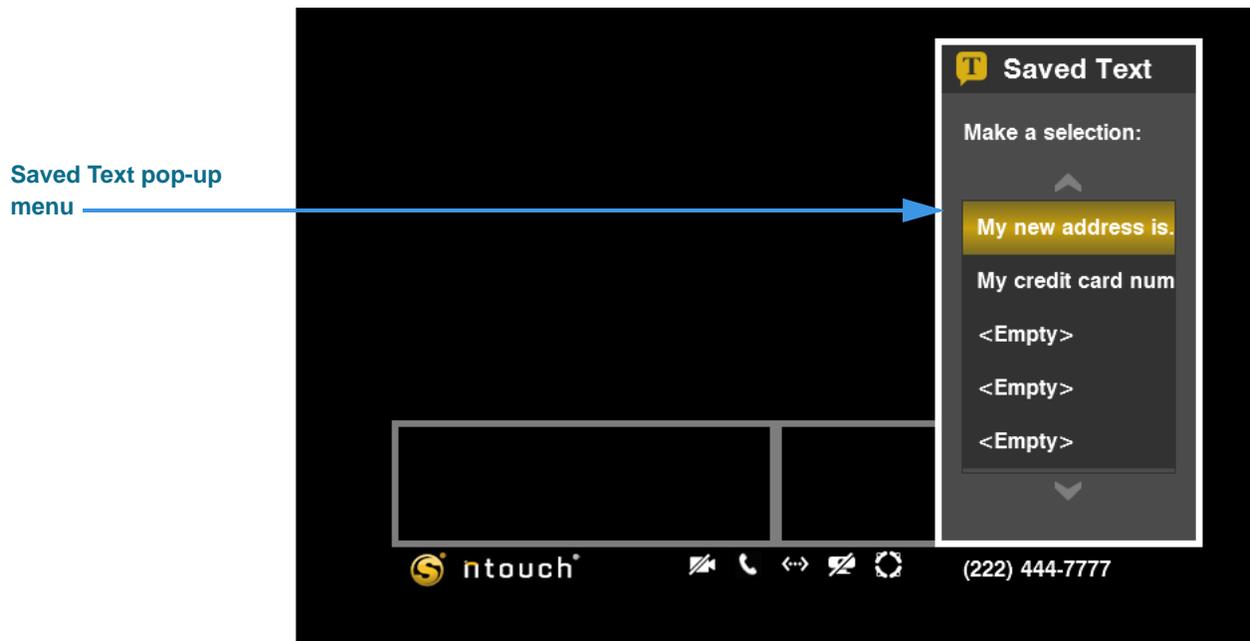


**Figure 57:**  Saved Text pop-up menu

Notice that the Saved Text pop-up menu contains a list of the five possible Saved Text messages. In this example image, two of the five have been created and saved.

**Step 5.** **Select the** desired entry **to put the saved text in the outgoing text field as shown.**



Selected Saved Text
entry moved to the
outgoing text field

My new address is...

ⓢ ntouch    (222) 444-7777
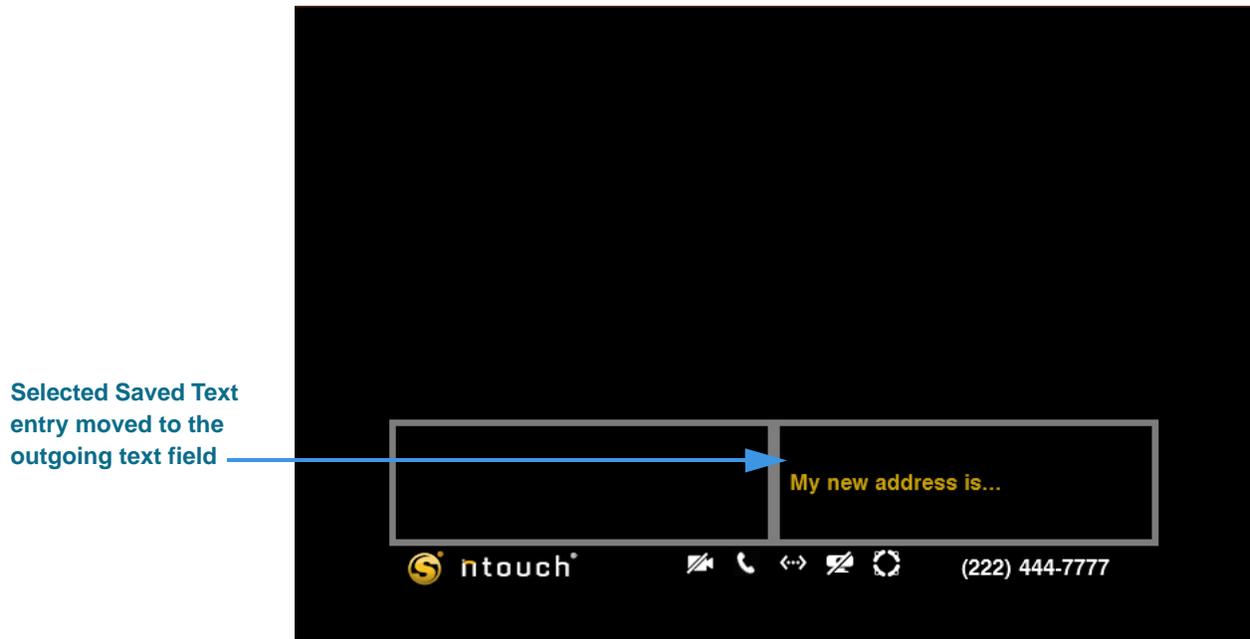
**Figure 58:** Saved Text entry shown in outgoing text field

Notice that the selected Saved Text entry now appears in the outgoing text field.

**Step 6.** **To clear the text from the outgoing text field, first display the in-call menu bar and select the Share Text button. Then, select the** Clear **button as shown below.**



Clear button

🅃 Saved Text
👤 Contacts
✎ Clear
⊗ Close

My new addres

⊕ 💬 Share Text  ⇢ 👤 Brad Thomas, (333) 444-6666
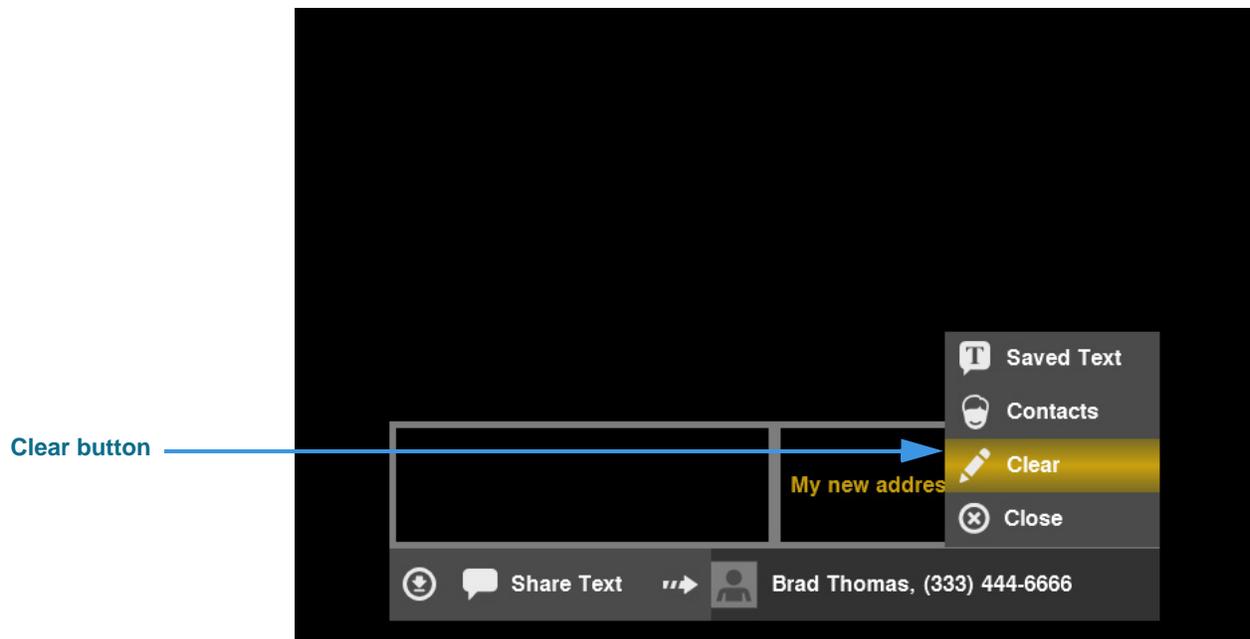
**Figure 59:** Clear button in Share Text pop-up menu

The text in both the outgoing and incoming text fields will be cleared. To close the two text fields, select the **Close** button from the pop-up menu.

## *To Share a Contact During Calls*

You can use the Share Text menu to share a contact record with a caller during a call.

**Step 1.** **At an active call screen, press the Enter key on the remote control as shown below.**
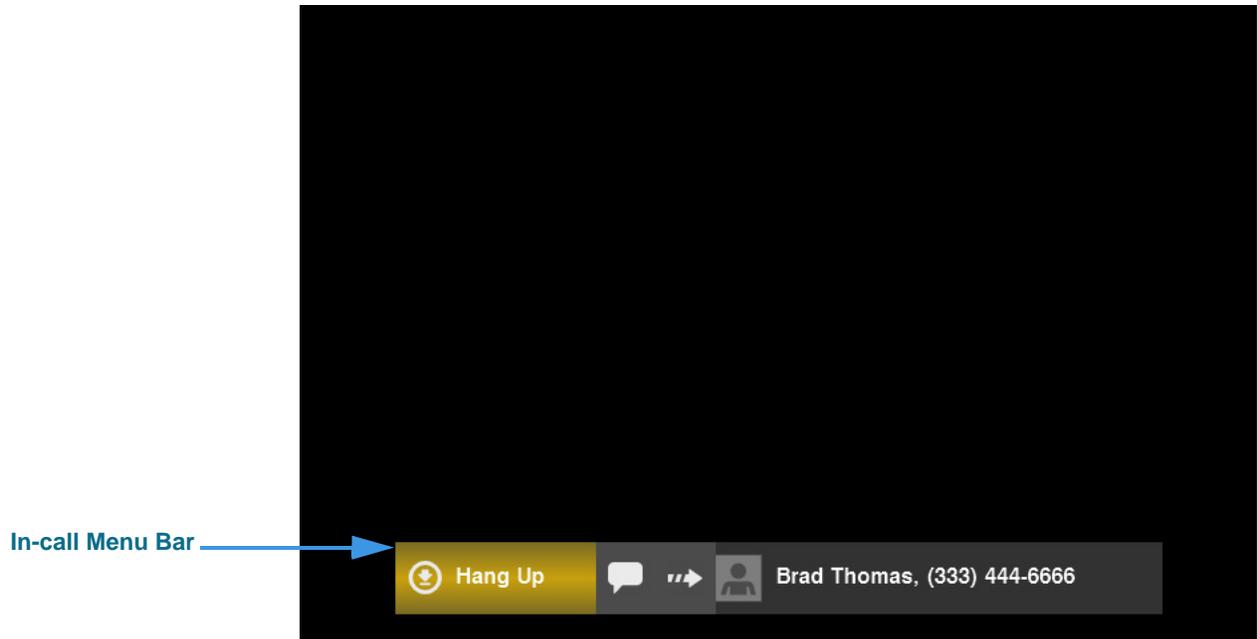
**In-call Menu Bar**



**Figure 60:** In-call Menu Bar on active call screen

**Step 2.** **Use the remote control to move to the Share Text button as shown below.**
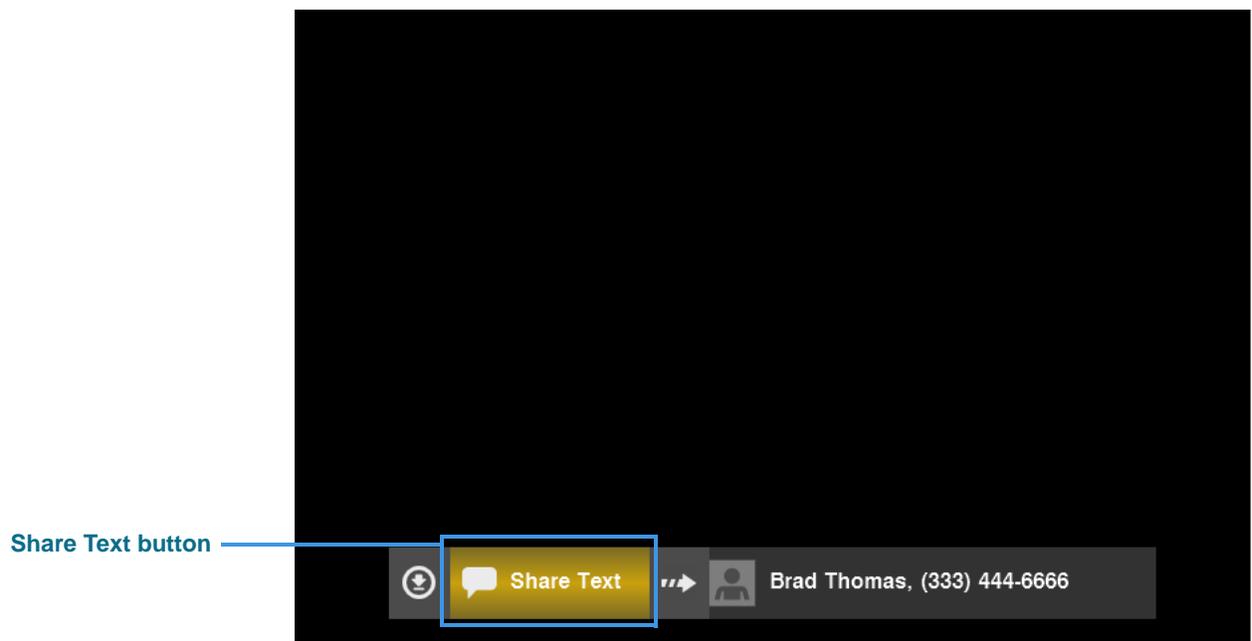
**Share Text button**



**Figure 61:** Share Text button on active call screen

**Step 3.** Select the Share Text button to open the pop-up menu and then move to the Contacts button as shown below.
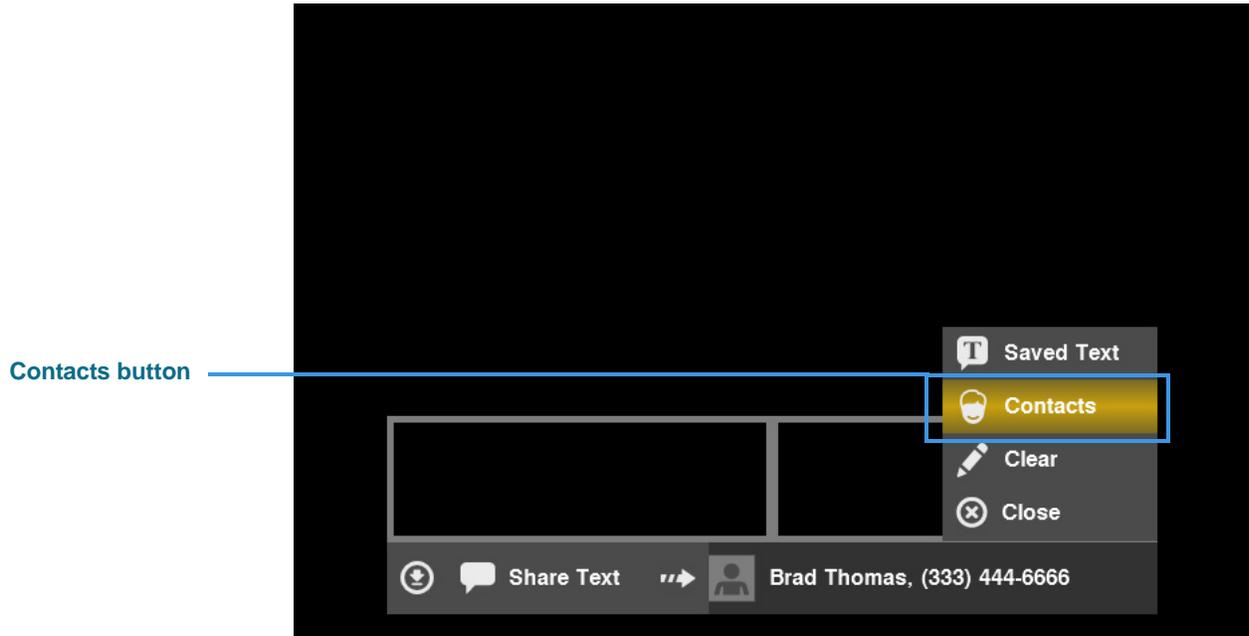
Contacts button



**Figure 62:** Contacts button in Share Text pop-up menu

**Step 4.** Select the Share Text button to open the pop-up menu shown below.

Choose a Contact dialog
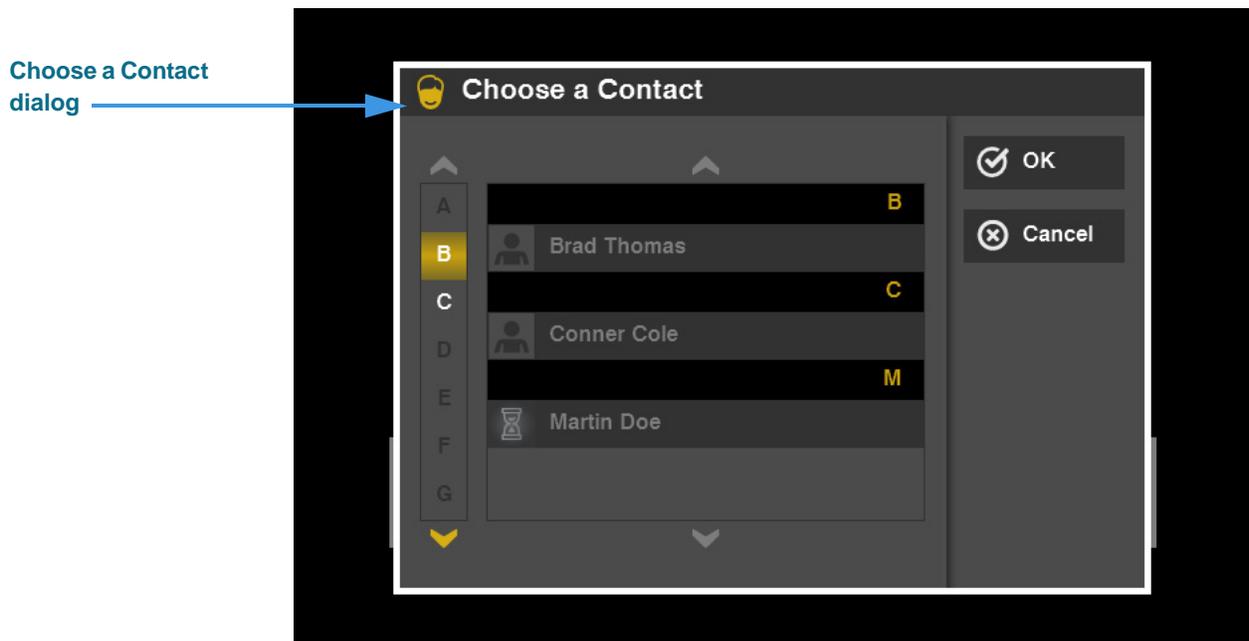


**Figure 63:** Choose a Contact dialog

The *Choose a Contact* dialog lets you choose which contact you want to share.

Step 5.    Select the contact entry you want to share to display the screen shown below.

**Selected contact
shown here**

Name: Conner Cole; Home: (555) 555-7007;

ntouch                                        (222) 444-7777
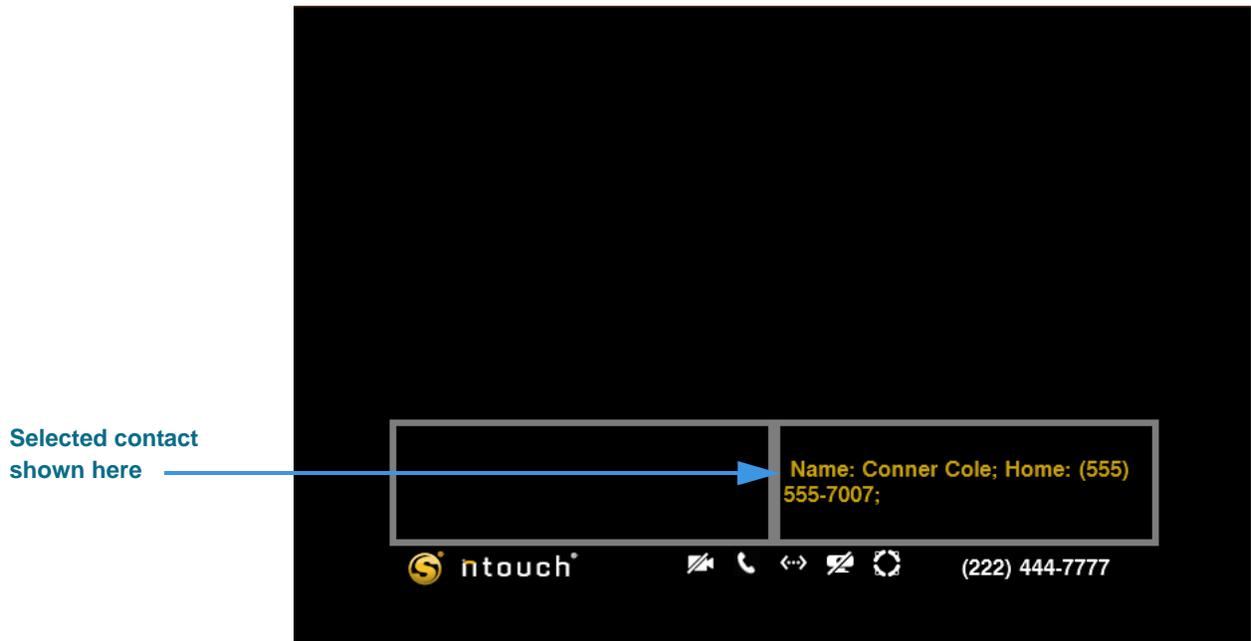
**Figure 64:** Contact record shown in outgoing text field

The name and phone number(s) for the selected contact will be shown in the outgoing text field.

# Use Voice Carry Over (VCO)

ntouch VP includes both a 1-Line Voice Carry Over (VCO) and 2-Line VCO feature. In addition, the In-Call Audio feature can be used during point-to-point (P2P) calls. The microphone inside ntouch VP's Remote Camera Unit (RCU) is used to pick up audio near the videophone.

**Note:**    *In firmware prior to 3.0, the 2-Line VCO feature was simply called "the VCO feature."*

## *To Turn On the Feature*

**Step 1.**    **Select the Settings button to open the menu shown below.**
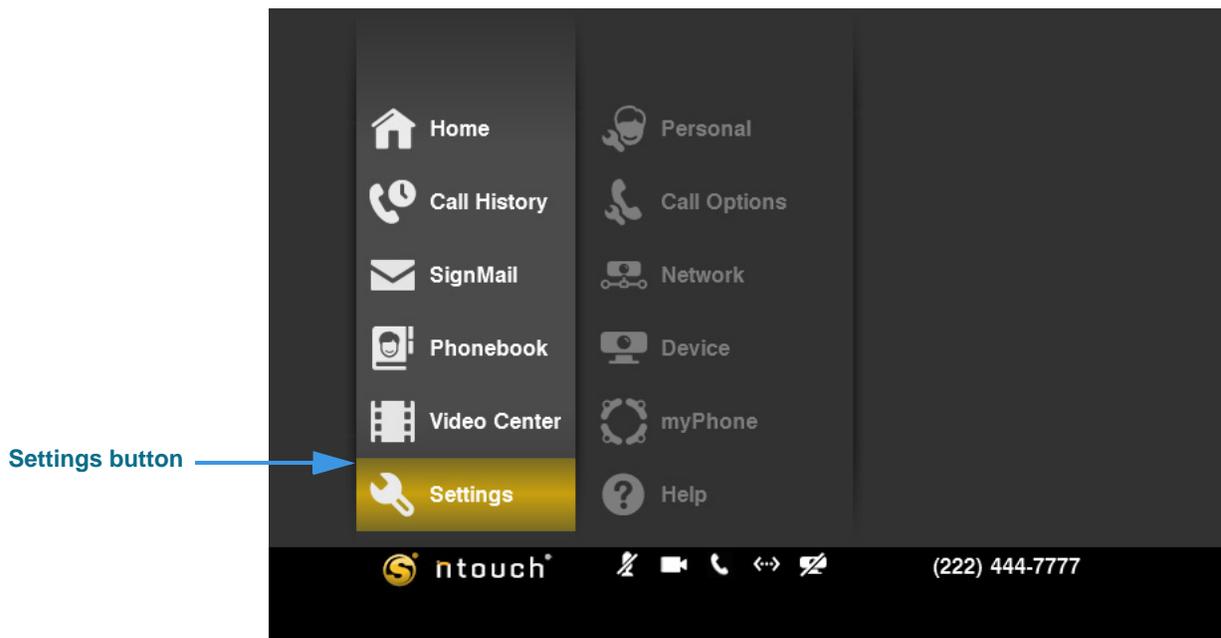


**Figure 65:** Settings button selected

**Step 2.**    Move to the Device button to display the screen shown below.
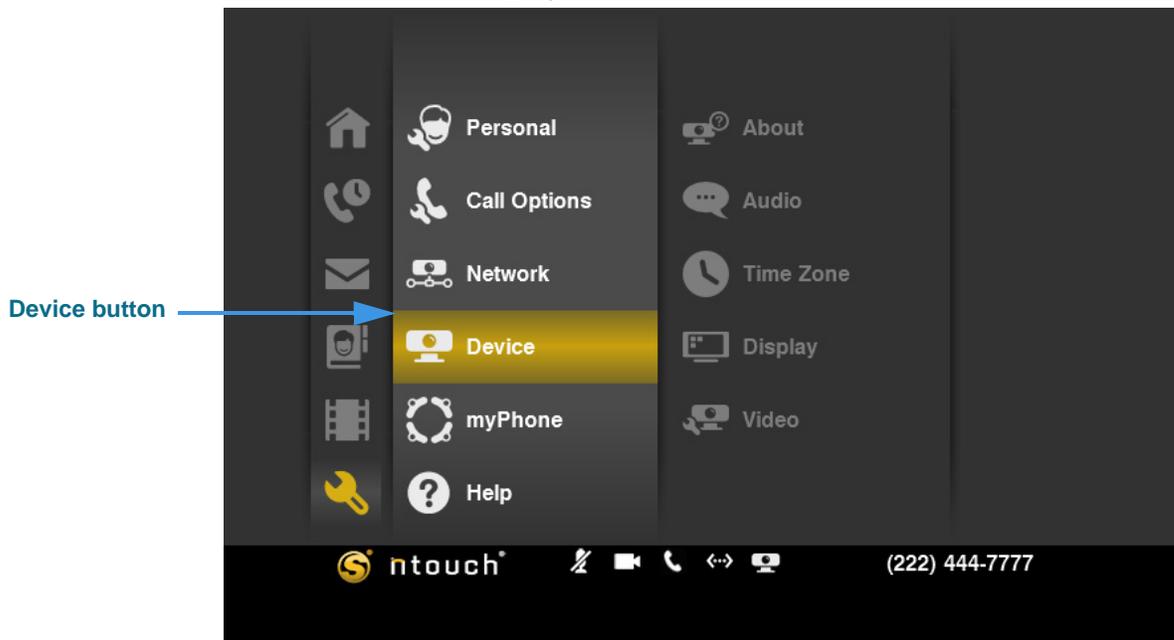


Device button

**Figure 66:**  Device button selected

Notice the addition of the **Audio** button to the Device menu.

**Step 3.**    Move to the Audio button to display the screen shown below.
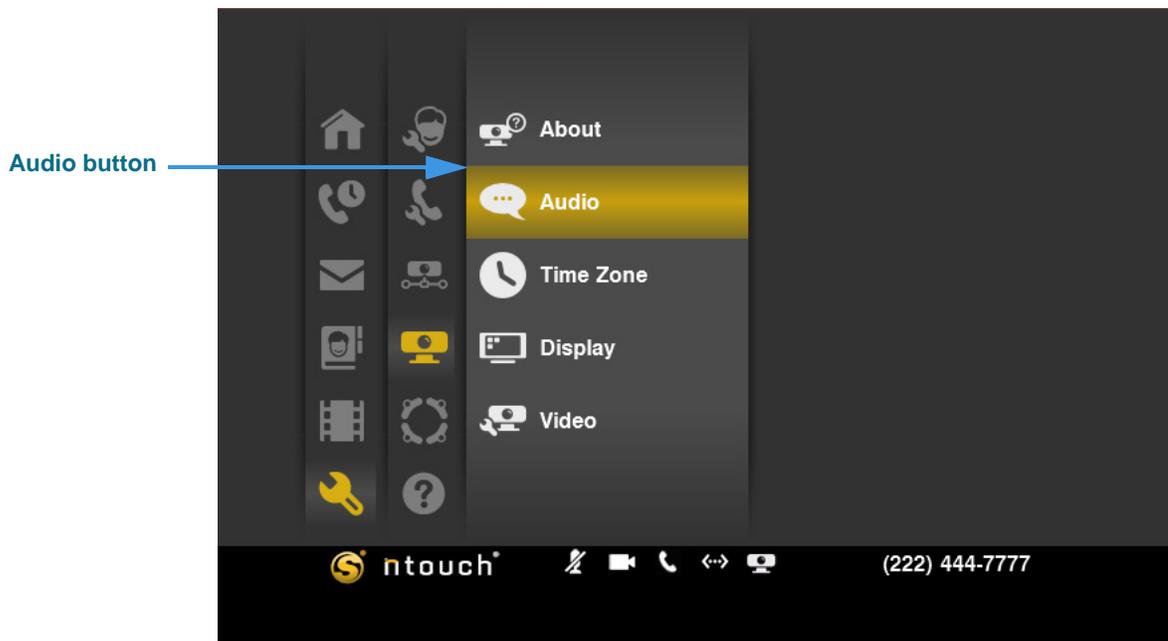


Audio button

**Figure 67:**  Audio button selected

**Step 4.**     Select the Audio button to open the screen shown below.



**Enable In-Call Audio checkbox**

**VCO options**
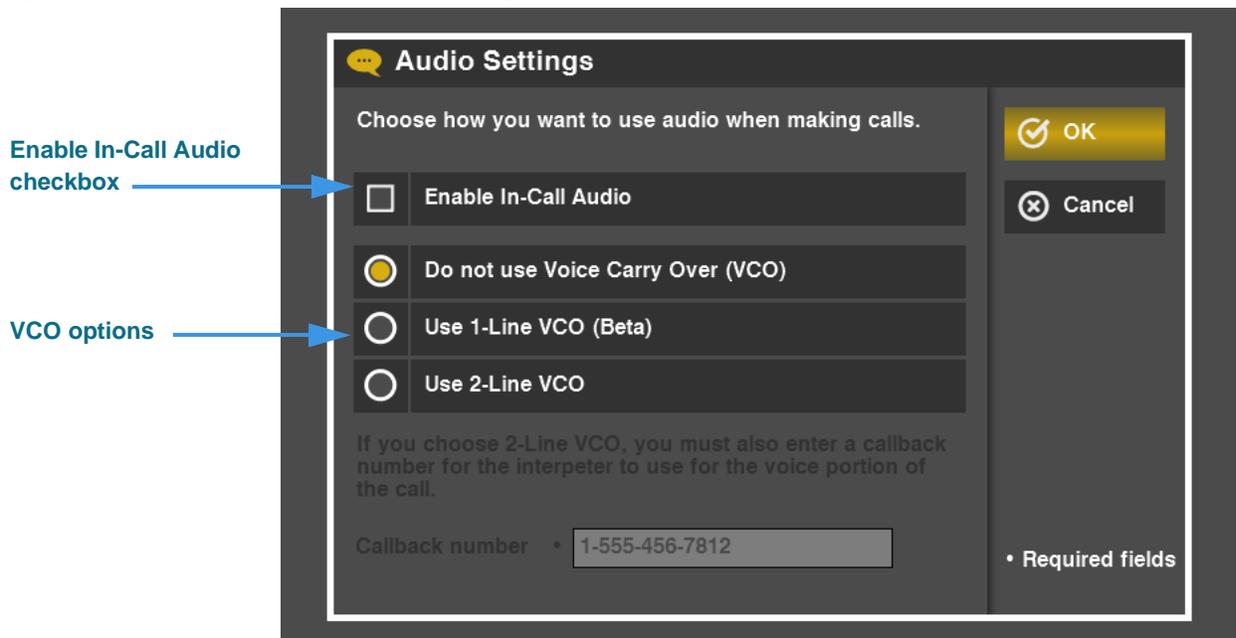
**Figure 68:**  *Audio Settings* screen, audio disabled

This is the *Audio Settings* screen. You can use this screen to enable the In-Call Audio feature and to select to use either the 1-Line VCO or 2-Line VCO feature.

**Step 5.**     Select the 1-Line VCO radio button as shown below.



**1-Line VCO option**
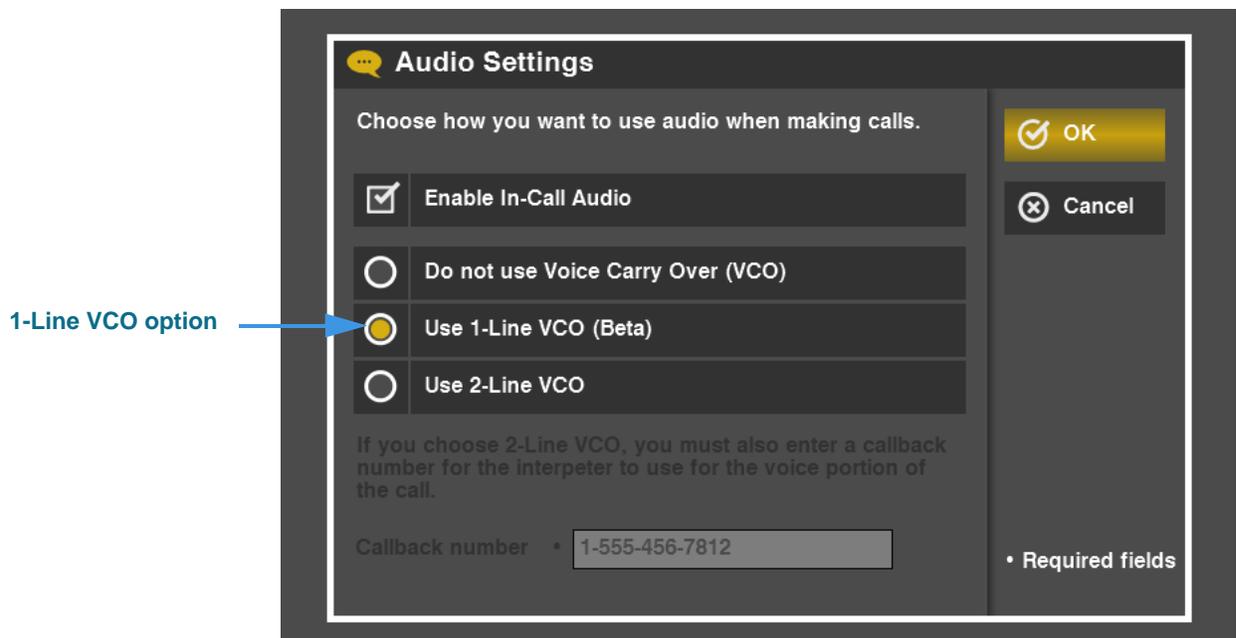
**Figure 69:**  *Audio Settings* screen, 1-Line VCO enabled

Notice that enabling 1-Line VCO has automatically enabled the In-Call Audio feature.

**Step 6.** Select the OK button to exit the screen.

Because the 1-Line VCO feature uses ntouch VP's built-in audio hardware, you can make SVRS VCO calls using just your ntouch VP. You will not need to have a separate voice telephone for **1-Line** VCO Calls.

If you want to enable the 2-Line VCO feature instead, go on to the next step.

**Step 7.** Select the 2-Line VCO radio button as shown below.



**2-Line VCO option**

**Callback number field**

*(Audio Settings screen)*

- Audio Settings
- Choose how you want to use audio when making calls.
- ☑ Enable In-Call Audio
- ○ Do not use Voice Carry Over (VCO)
- ○ Use 1-Line VCO (Beta)
- ◉ Use 2-Line VCO
- If you choose 2-Line VCO, you must also enter a callback number for the interpeter to use for the voice portion of the call.
- Callback number • 1-555-456-7812
- OK
- Cancel
- • Required fields

**Figure 70:** *Audio Settings* screen, 2-Line VCO enabled

Notice that enabling the 2-Line VCO feature has enabled the **Callback number** field.

The 2-Line VCO feature works exactly the same as in previous firmware releases. That is, if you choose 2-Line VCO, you must enter a Callback number and you must have a separate voice telephone of some kind available to you near your ntouch VP.

*Note:* *After you enable either the 1-Line VCO or 2-Line VCO feature, all calls that you make will be VCO calls. If you want to turn off VCO calling, you must return to the Audio Settings screen to disable the VCO feature.*

**Step 8.**    Select **OK** to save your selections and return to the screen shown below.

Audio "on" icon
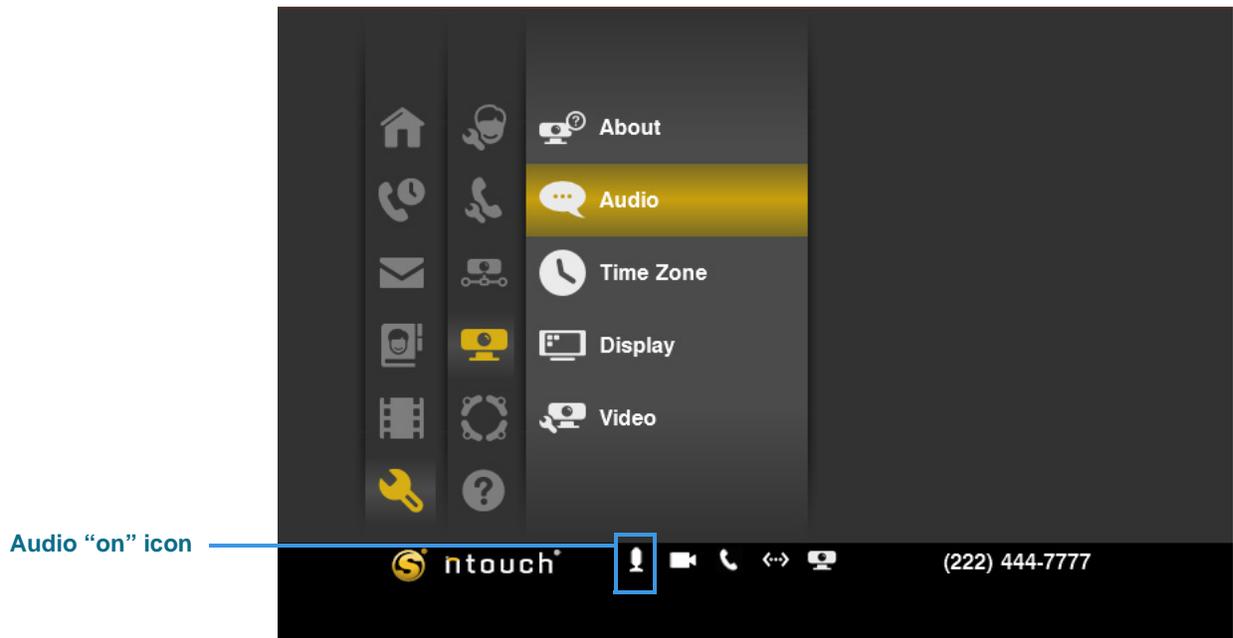
**Figure 71:** Audio icon enabled ("on")

Notice that the **Audio** icon (shaped like a microphone) has appeared in the bottom-center part of the screen. This icon has appeared because you just enabled the In-Call Audio feature. You can turn off ("mute") the audio by pressing the **Audio Privacy** key on the remote control. The Audio icon will then have a slash through it as shown below.

Audio "off" icon

**Figure 72:** Audio icon disabled ("off")

## *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 see that you are making a VCO call. The interpreter will then call the hearing person. The In-Call screen will look like the example shown below.
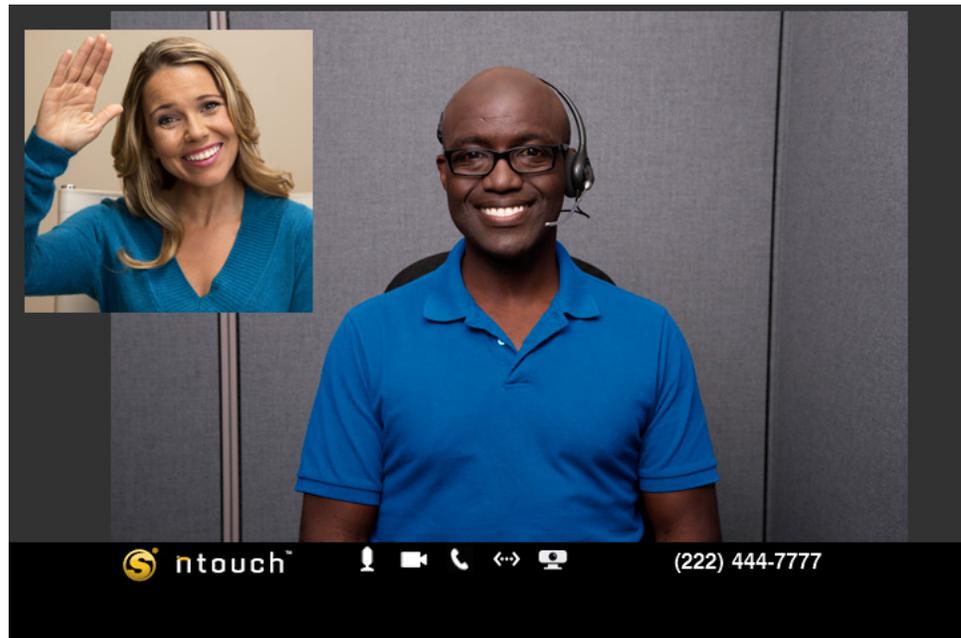


**Figure 73:** In-Call screen, 1-Line VCO enabled

Step 3.   When connected, you can speak to the person you called using your own voice. The audio picked up by the microphone in ntouch VP's Remote Camera Unit (RCU) will be sent with the video signal. The interpreter will sign the hearing person's part of the conversation to you.

Step 4.   If you do not want to use VCO for any call, just tell the interpreter that you do not want to make a VCO call. The interpreter will not connect the voice call. Instead, the interpreter will place a regular SVRS call to the hearing number you dialed.

## *To Make a 2-Line VCO Call*

Step 1.     Dial your SVRS call at the Home screen.

Step 2.     When the call is answered, the interpreter will see that you are making a VCO call and will place a voice call to your Callback number. You must answer that voice call and then wait.



**Figure 74:** In-Call Screen

Step 3.     After you answer the voice call to your Callback number, the interpreter will then call the hearing person. When the hearing person answers, you can start speaking. The interpreter will sign the hearing person's part of the conversation to you.

Step 4.     If you do not want to use VCO for any call, just tell the interpreter that you do not want to make a VCO call. The interpreter will not connect the voice call. Instead, the interpreter will place a regular SVRS call to the hearing number you dialed.

# Use Personal SignMail Greeting

ntouch VP's Personal SignMail Greeting feature lets you record your own SignMail greeting video. You can customize your greeting video by adding text messages, or create a text-only greeting. You can change your personal greeting as often as you like. You can switch back to the Sorenson greeting video or even use no greeting.

The *SignMail Alerts* screen is now accessed from the *SignMail Settings* screen.

## *To See the Personal Greeting Options*

Step 1. At the Home screen, select the Settings button to display the screen shown below.
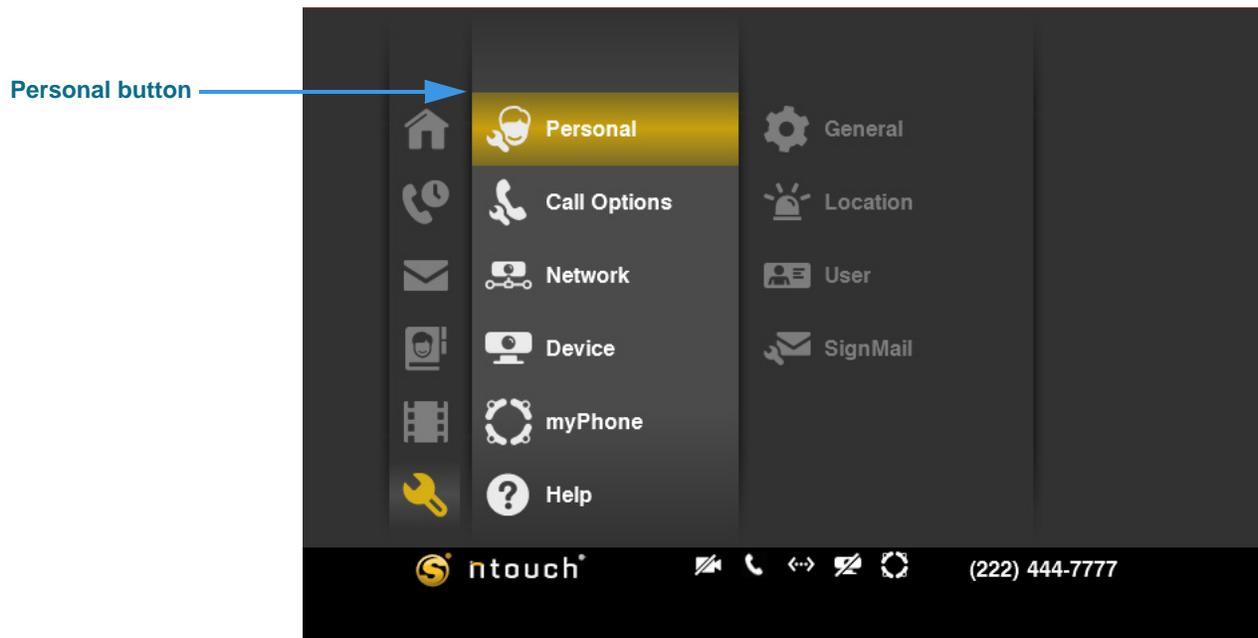


**Figure 75:** Personal button on *Settings* screen

**Step 2.**     Select the Personal button and then move to the SignMail button shown below.
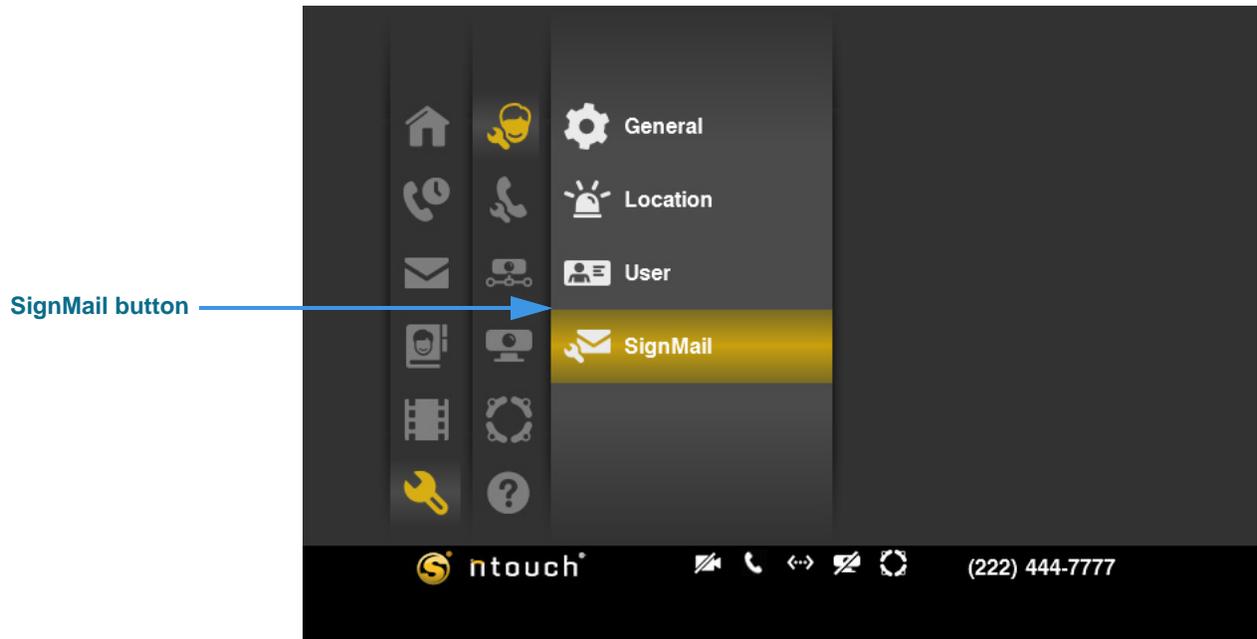


**Figure 76:** SignMail button on *Personal Settings* screen

**Step 3.**     Select the SignMail button to display the screen shown below.
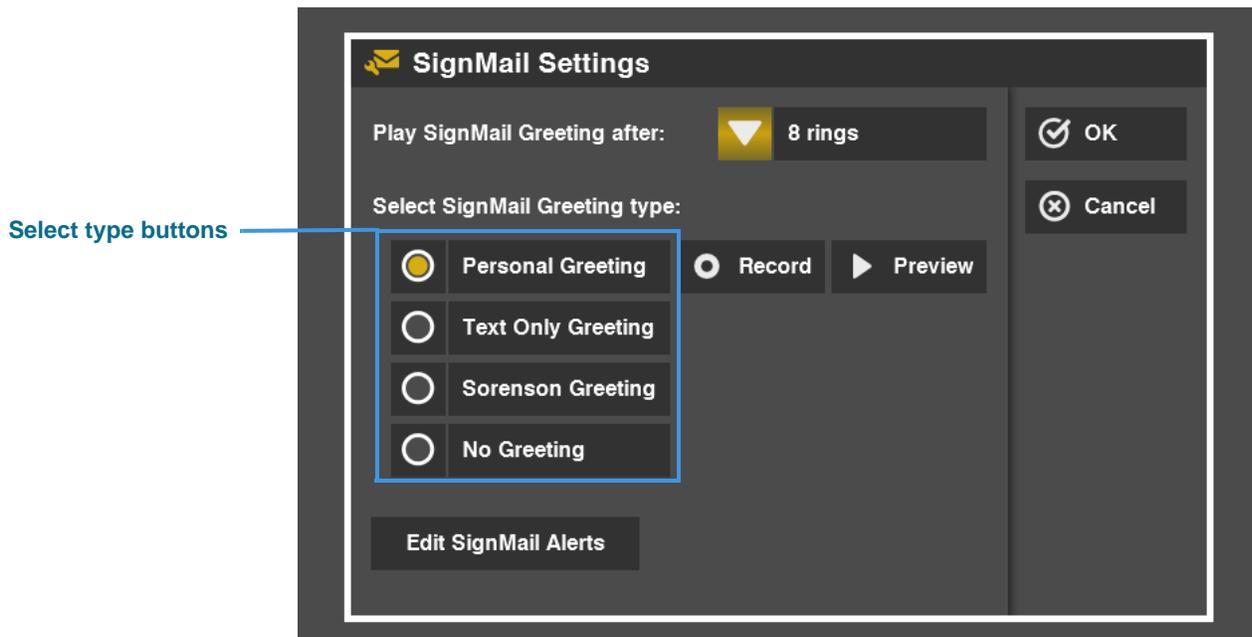


**Figure 77:** Select type buttons on *SignMail Settings* screen

Notice the four "Greeting type" radio buttons. You use these buttons to select to record a personal greeting (with or without text), use a text-only greeting, use the default Sorenson greeting, or use no greeting video. The function buttons to the right of each type (in this example, **Record** and **Preview**) will change depending on the type of greeting you select.

## *To Record a "Video Only" Greeting*

**Step 1.**  Move to the Record button to display the screen shown below.
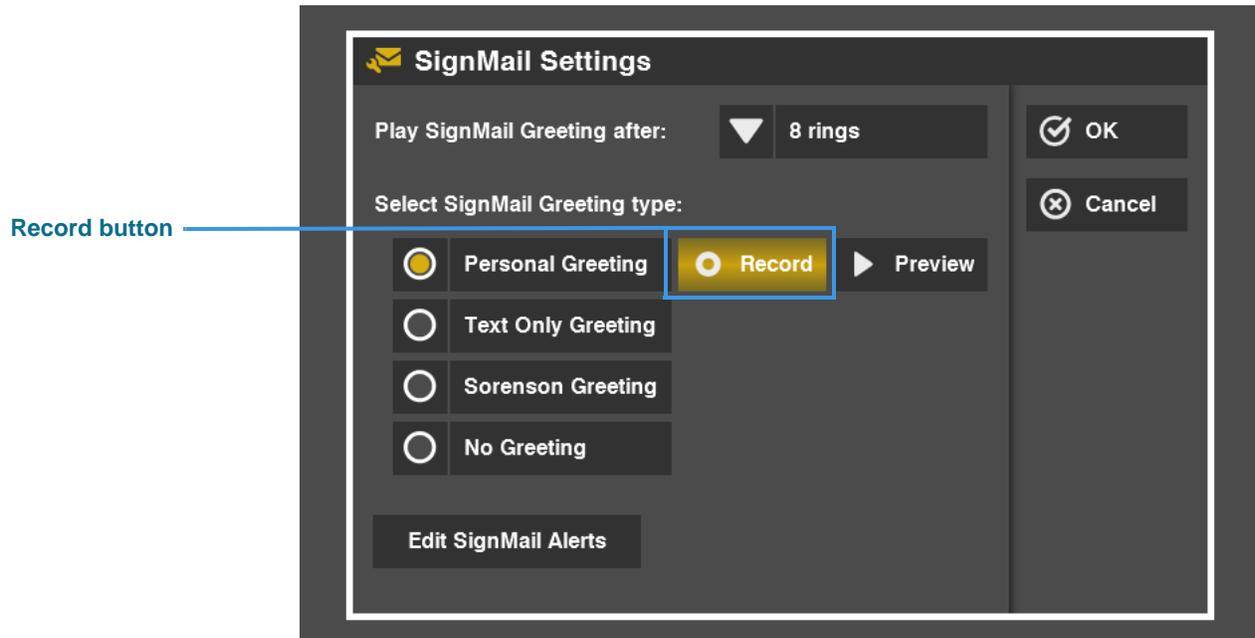


**Record button**

**Figure 78:**  Record button for Personal Greeting type

**Step 2.**  Select the Record button to display the screen shown below.



**Select Greeting type dialog**
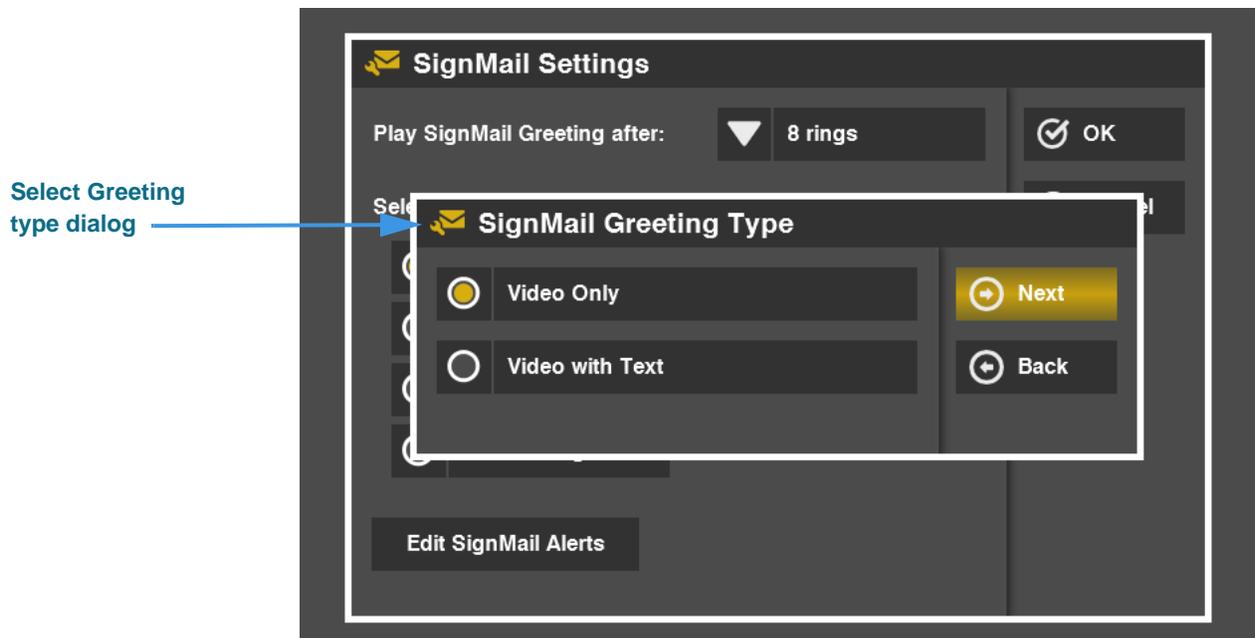
**Figure 79:**  *SignMail Greeting Type* dialog

Notice that a dialog has appeared in which you can select to record a **Video Only** greeting or a **Video with Text** greeting. You will select the Video Only option.

**Step 3.** Select the Video Only button and then the Next button to open the screen below.



**Figure 80:** *Record* screen for Personal SignMail Greeting

The *Record* screen contains a Self View image area so that you can see your image as it is being recorded by ntouch VP's camera. The **Record** button is used to start the recording.

**Step 4.** Select the Record button to start recording as shown in the screen below.



**Figure 81:** *Record* screen during recording

**Step 5.** Use the Stop button to stop recording. When finished recording, select the Save button.

**Step 6.** You will be back at the SignMail Settings screen. You can use the Preview button to view the personal greeting you just recorded as shown below.
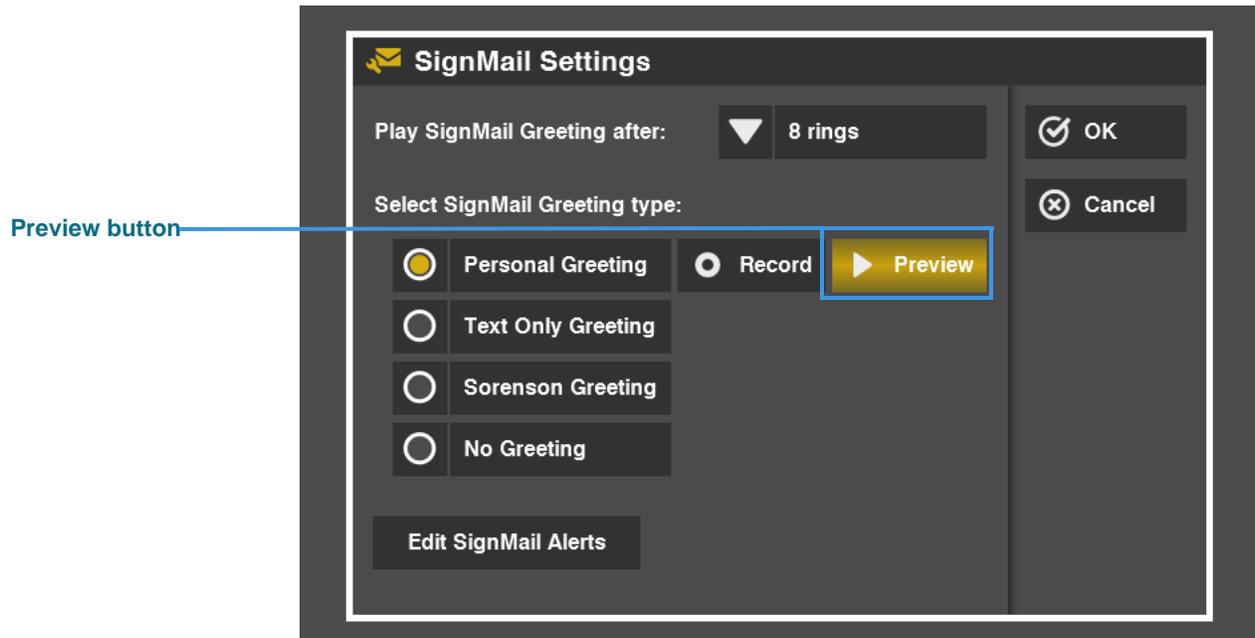


**Figure 82:** Preview button for Personal Greeting type

**Step 7.** If you select the Preview button, but you have not yet recorded a personal greeting, you will see dialog shown below.
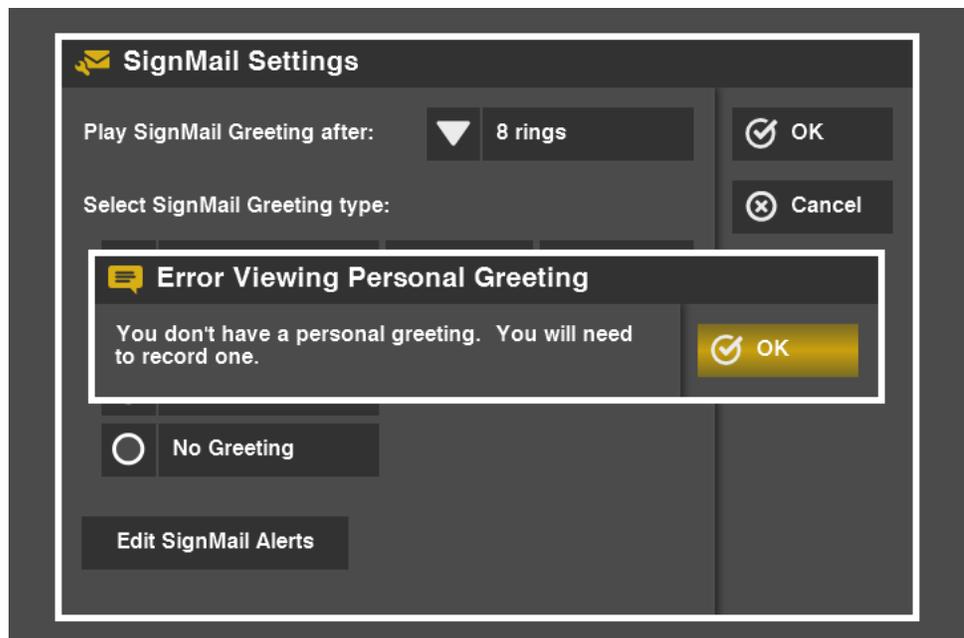


**Figure 83:** *Error Viewing Personal Greeting* dialog

## *To Record a "Video With Text" Greeting*

Step 1. Move to the Record button to display the screen shown below.
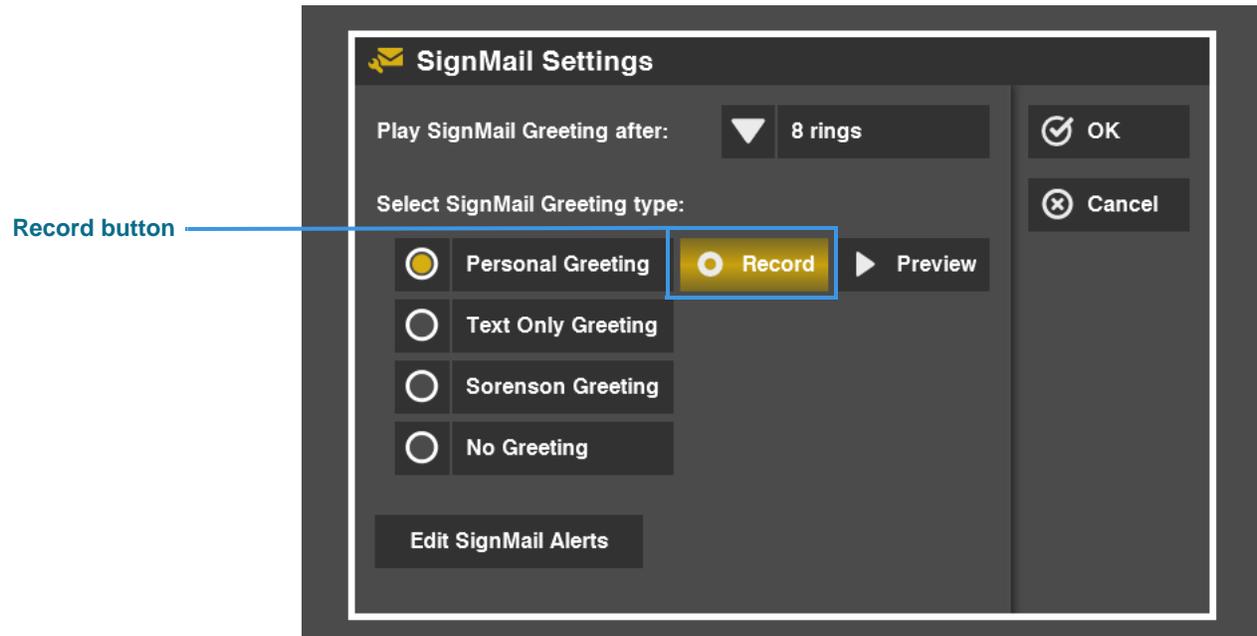


**Figure 84:** Record button for Personal Greeting type

Step 2. Select the Record button to display the screen shown below.
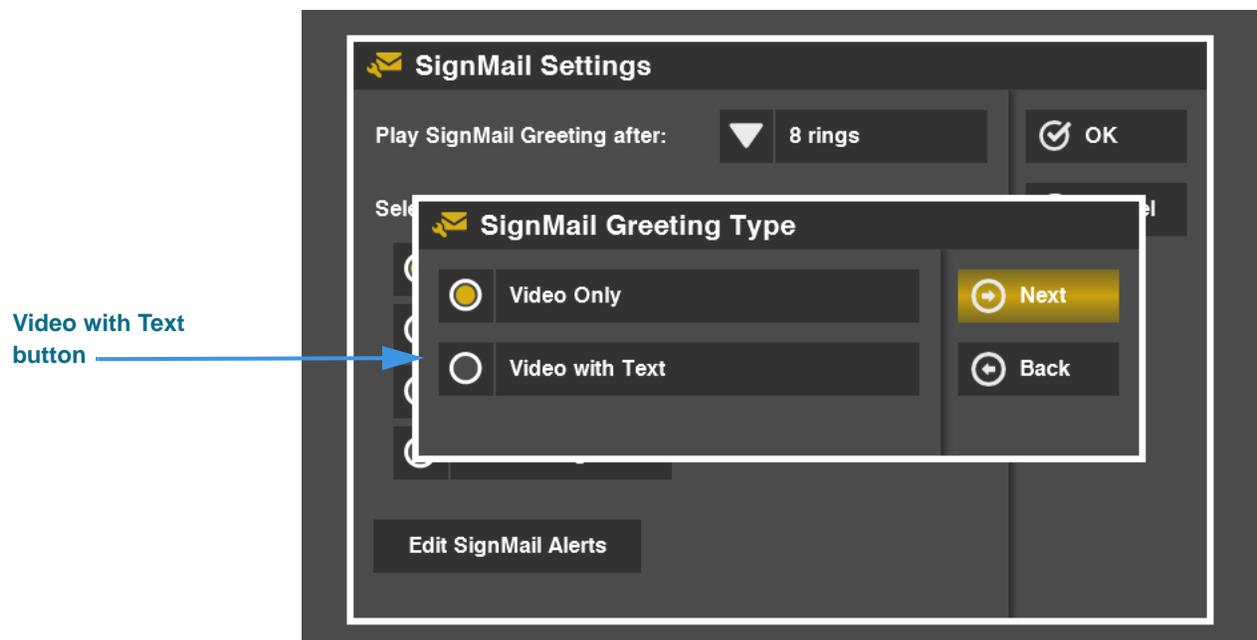


**Figure 85:** *SignMail Greeting Type* dialog

Notice that a dialog has appeared in which you can select to record a **Video Only** greeting or a **Video with Text** greeting. You will select the Video with Text option.

**Step 3.**     Select the Video with Text button. Select the Next button to open the screen below.



**Figure 86:**  *SignMail Greeting Text* dialog

The *SignMail Greeting Text* dialog contains a drop-down list from which you can choose a built-in text item and a text entry field where you can enter text using the remote control.

**Step 4.**     If you want to select some text from the list of "built-in" (Saved Text) items, select the drop-down list to display the screen shown below.
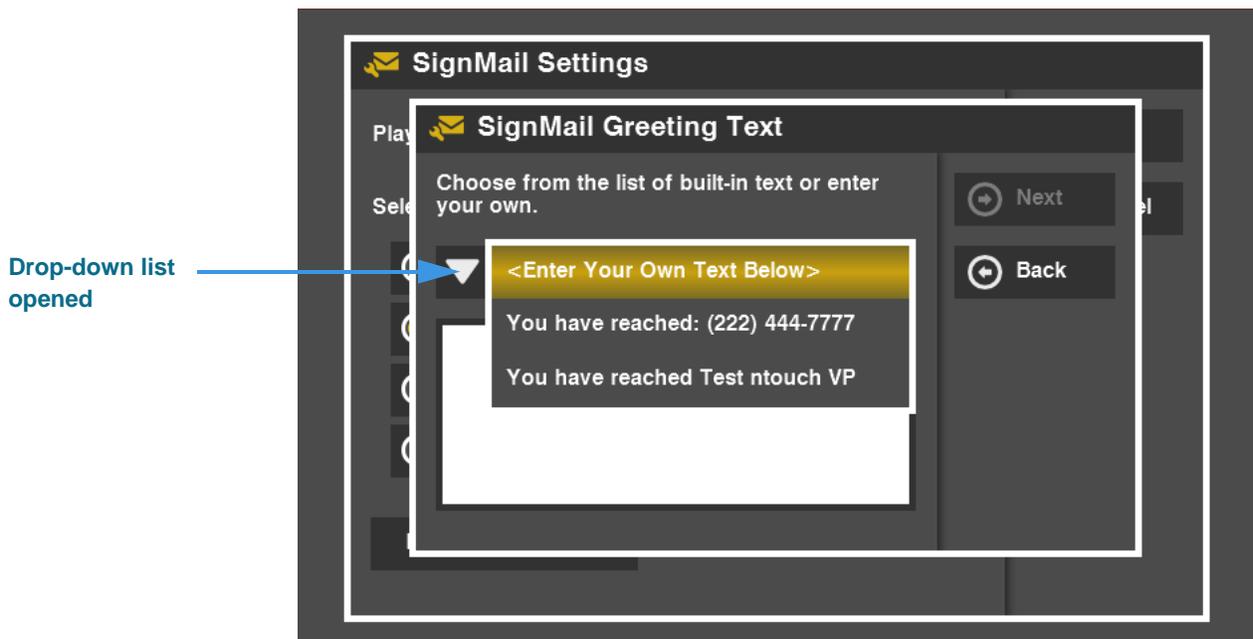


**Figure 87:**  *SignMail Greeting Text* dialog, drop-down list open

Notice the two built-in text entries in this example. One shows your phone number, the other shows your name (in this example, the name is "Test ntouch VP").

**Step 5.**  Select an item from the drop-down list to display the screen shown below.



**Text appears in the drop-down list and the text entry field**
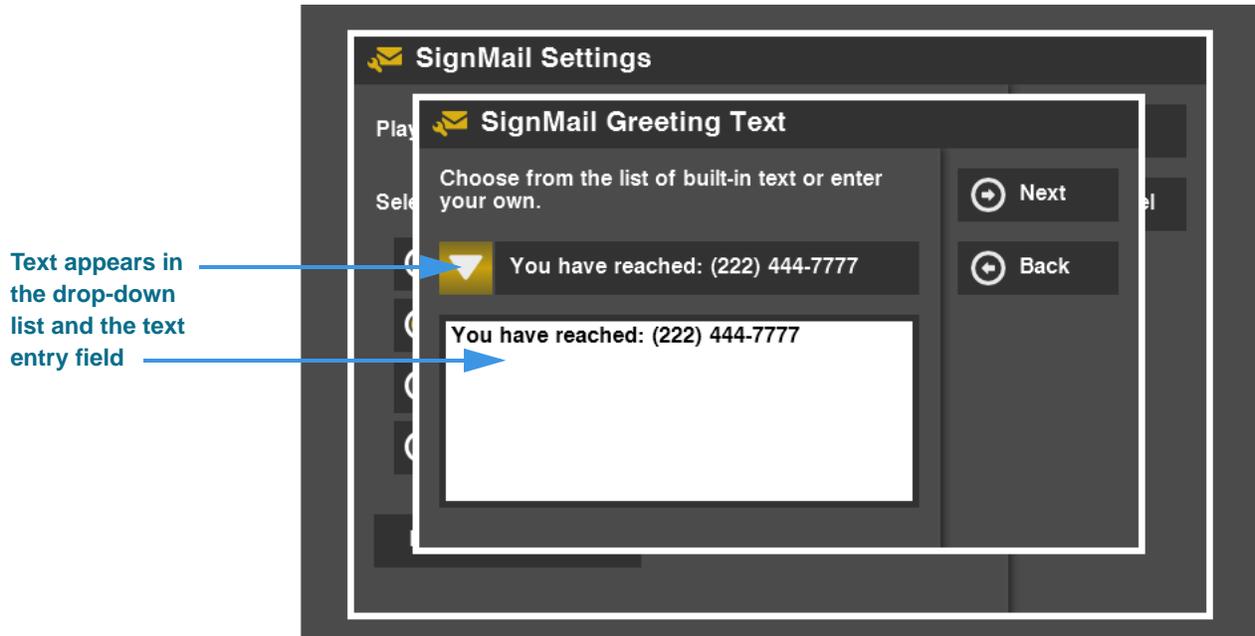
**Figure 88:** *SignMail Greeting Text* dialog, built-in text selected

The text you select will be shown in both the drop-down list and the text entry field. See the Saved Text section which begins on **Page 25** to see how to create more text items.

**Step 6.**  If you want to enter text using the on-screen keyboard, move to the text entry field. Then press the Keyboard key on the remote control to open the screen below.



**Text entry field**
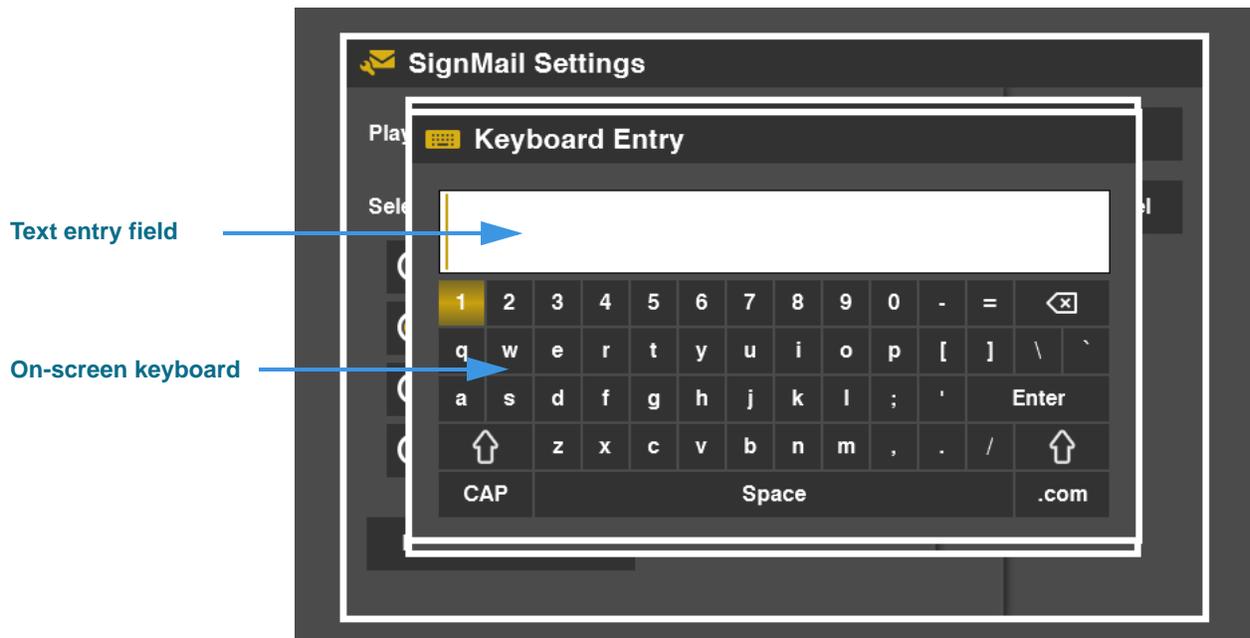
**On-screen keyboard**

**Figure 89:** *Keyboard Entry* dialog

You use this dialog to enter text (letters or numbers) to be saved. You can use the remote control's numeric keypad to directly enter numbers into the dialog.

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**Step 7.**     After entering the text using the on-screen keyboard, select the Enter button on the keyboard to display the screen shown below.

**Entered text appears here**
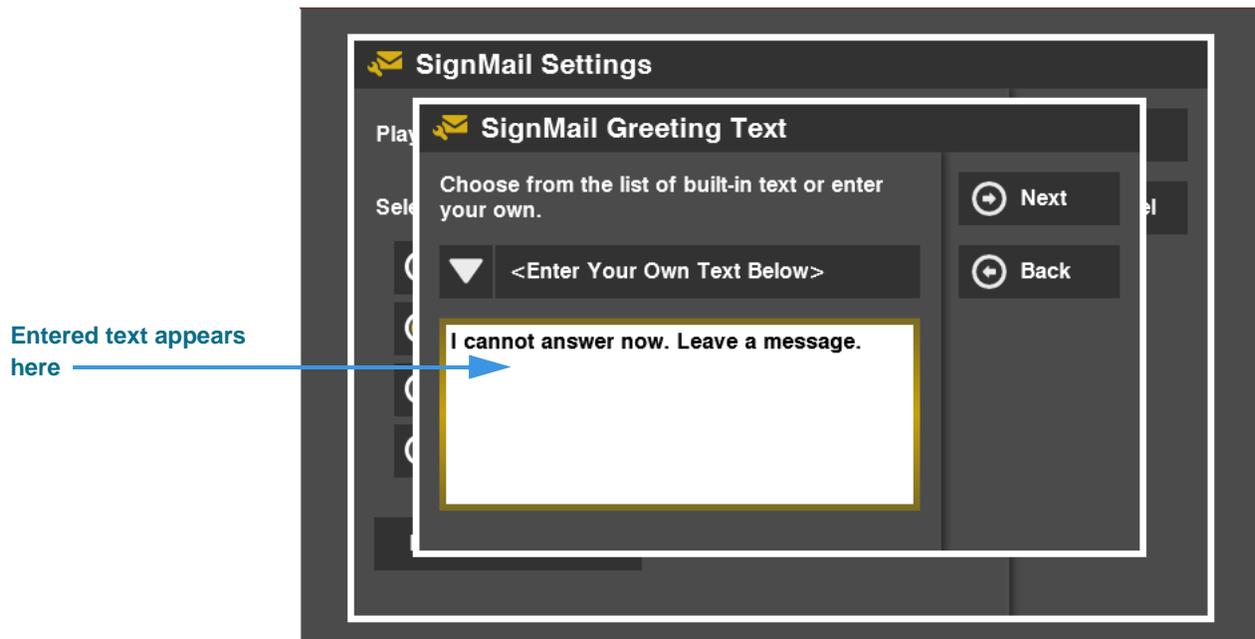
**Figure 90:** *SignMail Greeting Text* dialog, entered text in field

**Step 8.**     Select the Next button to go to the Record screen.

**Step 9.**     Select the Record button to start recording as shown in the screen below.

**Stop button**

**Figure 91:** *Record* screen during recording

**Step 10.**    Use the Stop button to stop recording. When finished recording, select the Save button. The text will be shown over the image when the video is played back.

## *To Record a "Text Only" Greeting*

**Step 1.** Move to the Edit button to display the screen shown below.
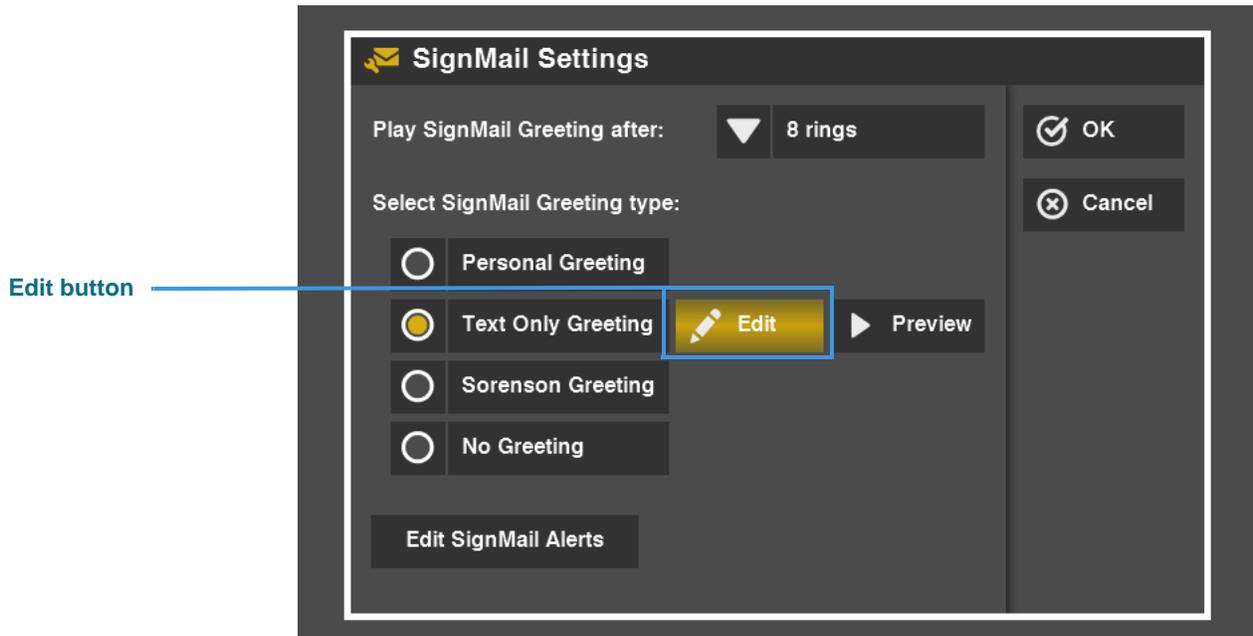


**Figure 92:** Edit button for Text Only Greeting type

**Step 2.** Select the Edit button to display the screen shown below.



**Figure 93:** *SignMail Greeting Text* dialog

The *SignMail Greeting Text* dialog contains a drop-down list from which you can choose a built-in text item and a text entry field where you can enter text using the remote control.

**Step 3.** If you want to select some text from the list of "built-in" (Saved Text) items, select the drop-down list to display the screen shown below.

**Drop-down list opened**
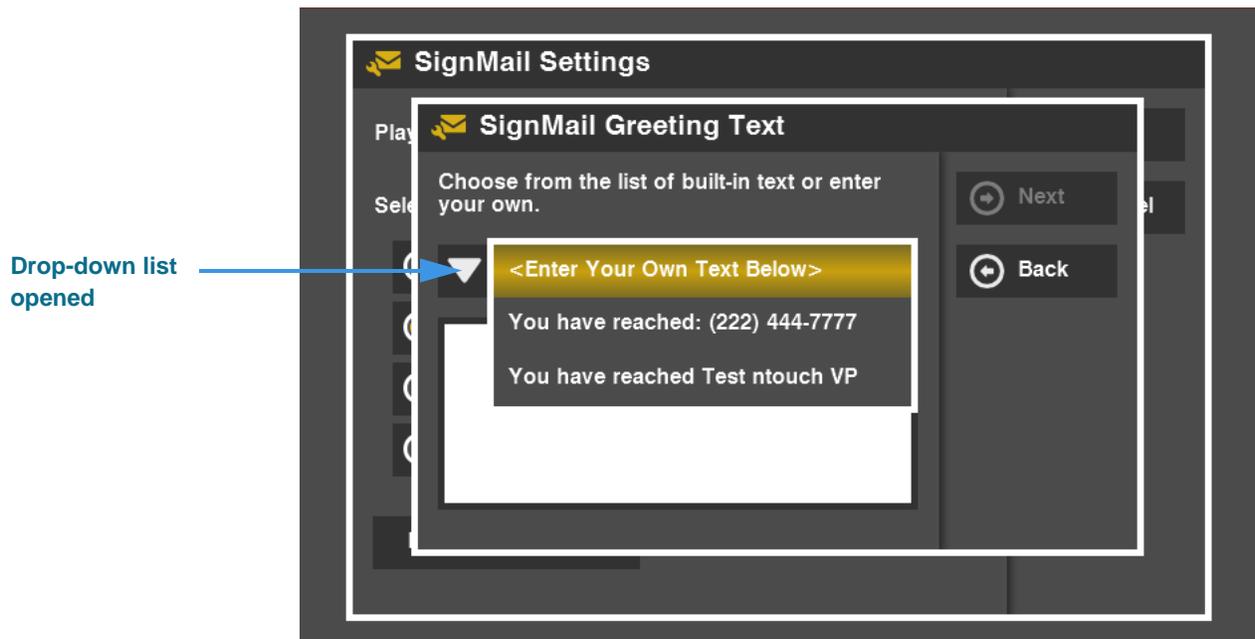


**Figure 94:** *SignMail Greeting Text* dialog, drop-down list open

Notice the two built-in text entries in this example. One shows your phone number, the other shows your name (in this example, the name is "Test ntouch VP").

**Step 4.** Select an item from the drop-down list to display the screen shown below.

**Text appears in the drop-down list and the text entry field**
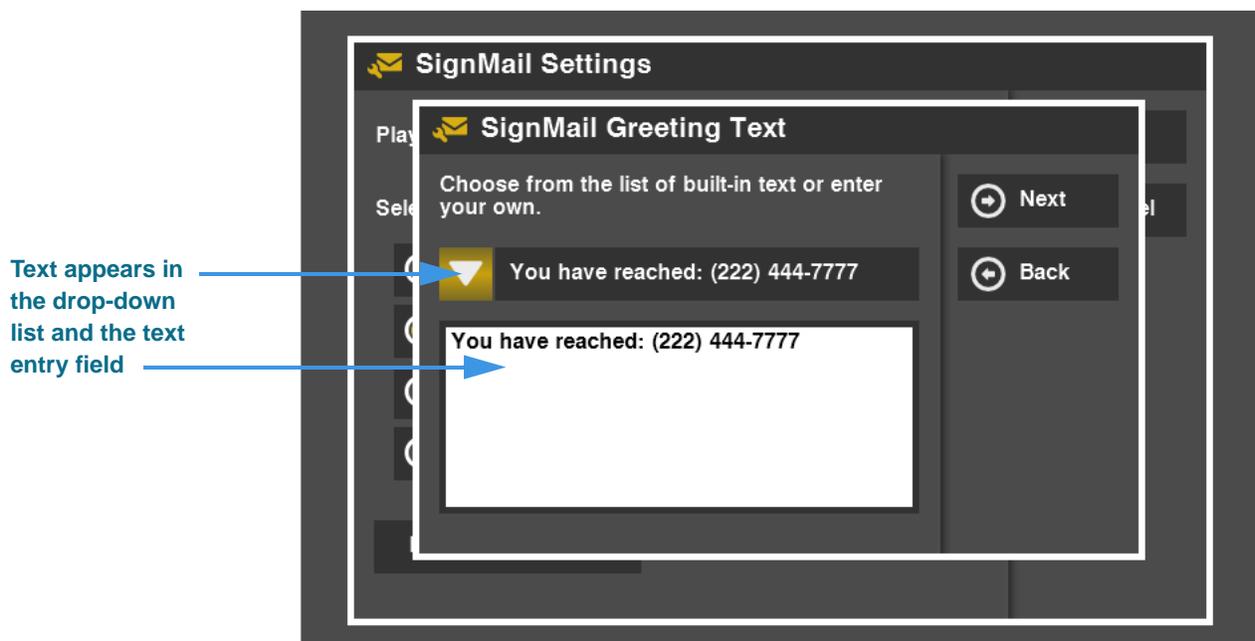


**Figure 95:** *SignMail Greeting Text* dialog, built-in text selected

The text you select will be shown in both the drop-down list and the text entry field. See the Saved Text section which begins on **Page 25** to see how to create more text items.

**Step 5.** If you want to enter text using the on-screen keyboard, move to the text entry field. Then press the Keyboard key on the remote control to open the screen below.
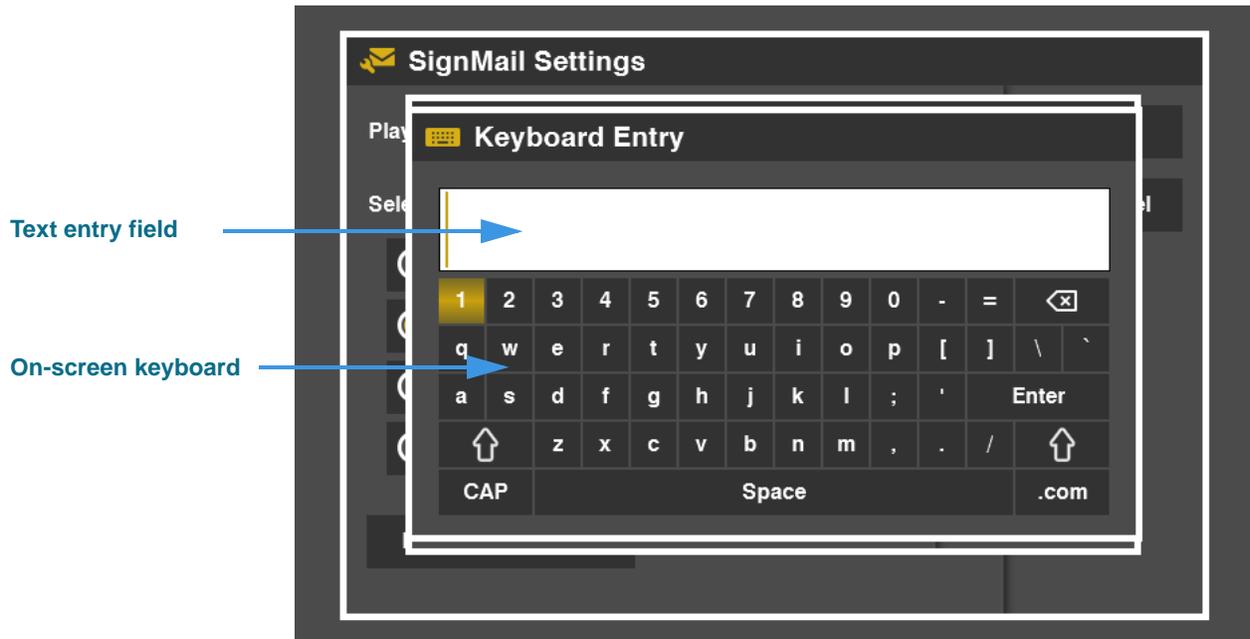


**Figure 96:** *Keyboard Entry* dialog

You use this dialog to enter text (letters or numbers) to be saved. You can use the remote control's numeric keypad to directly enter numbers into the dialog.

**Step 6.** After entering the text using the on-screen keyboard, select the Enter button on the keyboard to display the screen shown below.
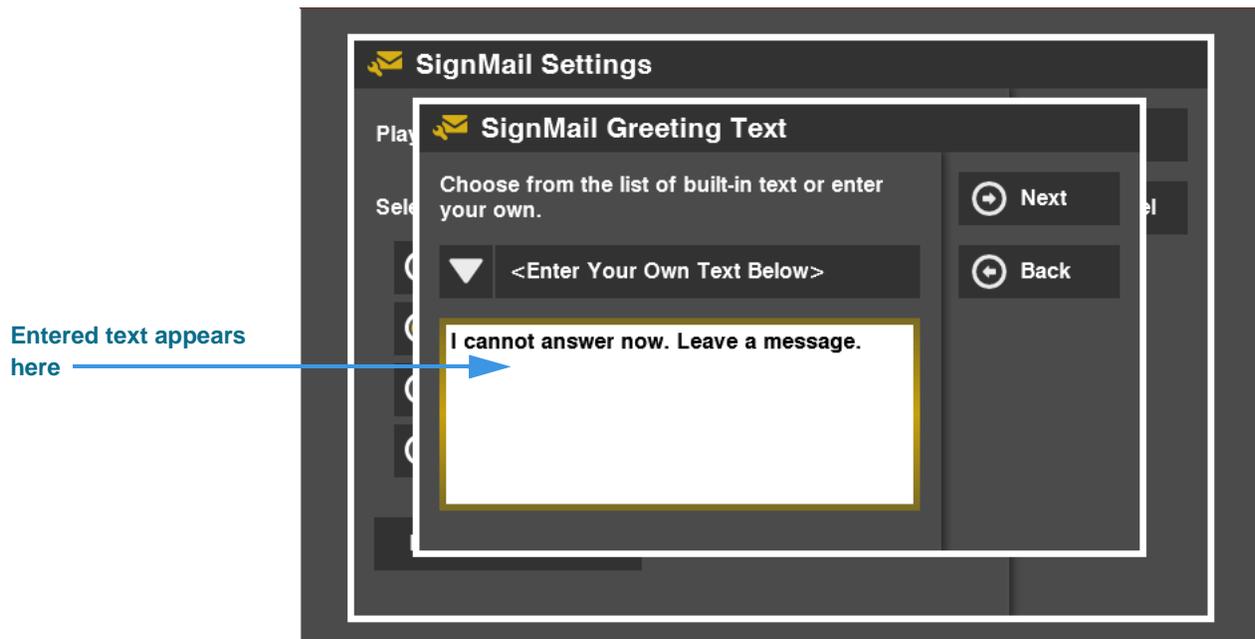


**Figure 97:** *SignMail Greeting Text* dialog, entered text in field

**Step 7.** Select the Next button to go to the Record screen.

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**Step 8.** Select the Save button to save the text greeting as shown in the screen below.

Save button



**Figure 98:** *Record* screen during recording

The text you selected or entered will be shown as a video image when callers leave a SignMail message. Select the **Save** button to save and exit this screen.

**Step 9.** You will be back at the SignMail Settings screen. You can use the Preview button to view the text only greeting you just created as shown below.
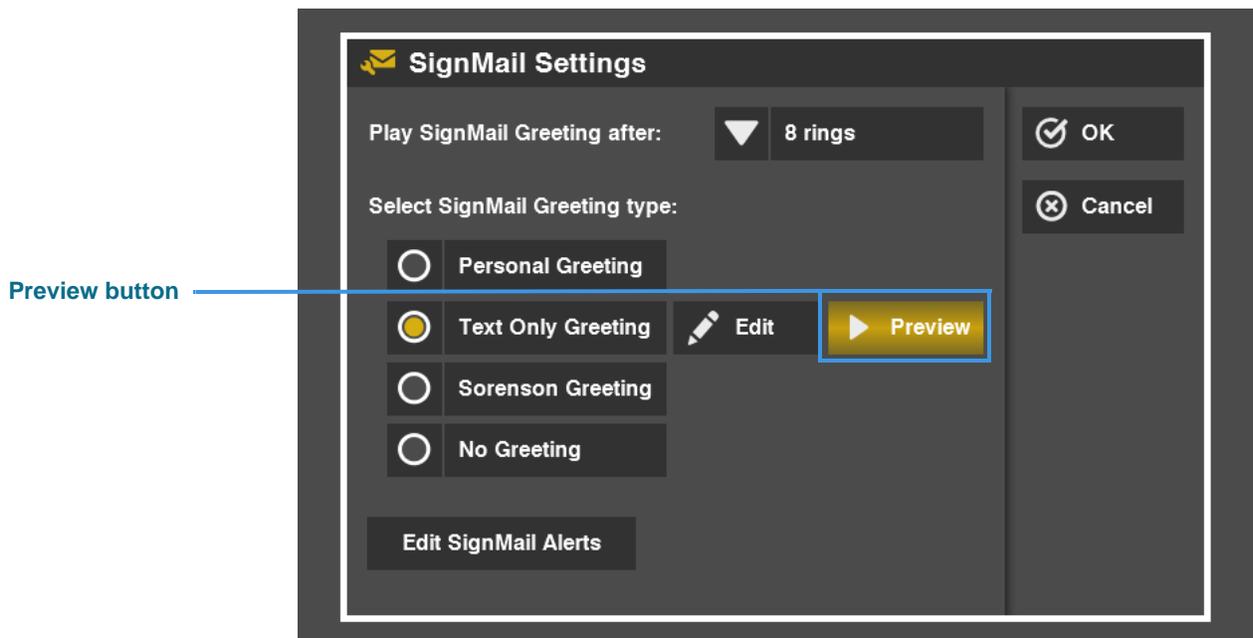
Preview button



**Figure 99:** Preview button for Text Only Greeting type

## To Set Your SignMail Alerts

**Step 1.**     Select the Edit SignMail Alerts button on the SignMail Settings screen shown below.

**Edit SignMail Alerts
button**
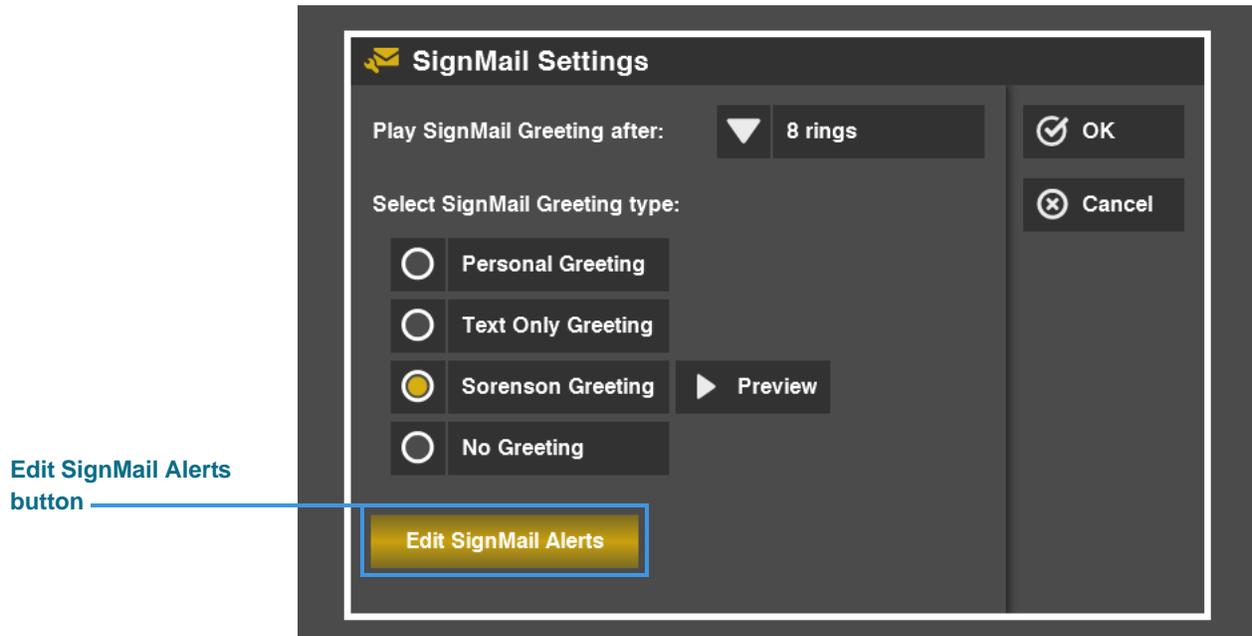


**Figure 100:** Edit SignMail Alerts button

**Step 2.**     Select the checkbox to enable the fields on the screen as shown below.
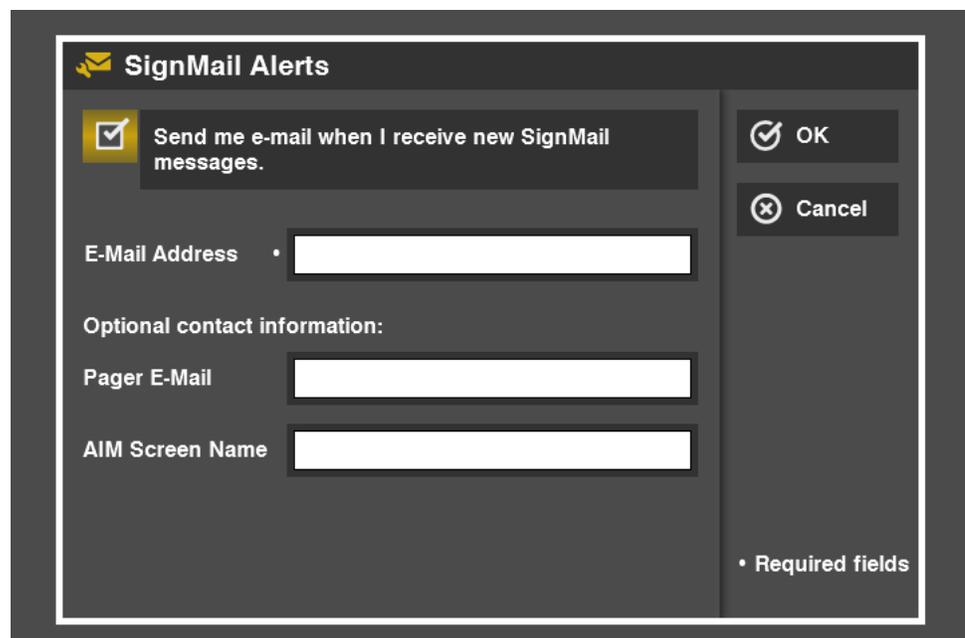


**Figure 101:** *SignMail Alerts* screen, checkbox and fields enabled

**Step 3.**     Enter the required information in the fields on the screen. Only the E-Mail Address
field is required.

**Step 4.**     Select the OK button to return to the SignMail Settings screen.

## User Guide

# Send Deaf SignMail

ntouch VP includes the popular SignMail feature that allows hearing people to leave SignMail video messages if you cannot answer their calls.

ntouch VP also offers a feature named **Deaf SignMail**. Using ntouch VP, you can record and send SignMail videos to other Sorenson videophone users who do not answer your calls. Sorenson VP-200 users can *receive* and *view* Deaf SignMails.

You can set the number of rings before ntouch VP will automatically answer incoming calls from other Sorenson videophones or devices. The Deaf SignMail greeting will begin playing when ntouch VP answers a call after **8** rings. If you want to set a lower number of rings to make your ntouch VP answer calls sooner, see **Page 125**.

## *To Record a Deaf SignMail*

Step 1.     Dial the number for any Sorenson videophone user. If the person you called does not answer, you will see a "SignMail Greeting" video like the example shown below.
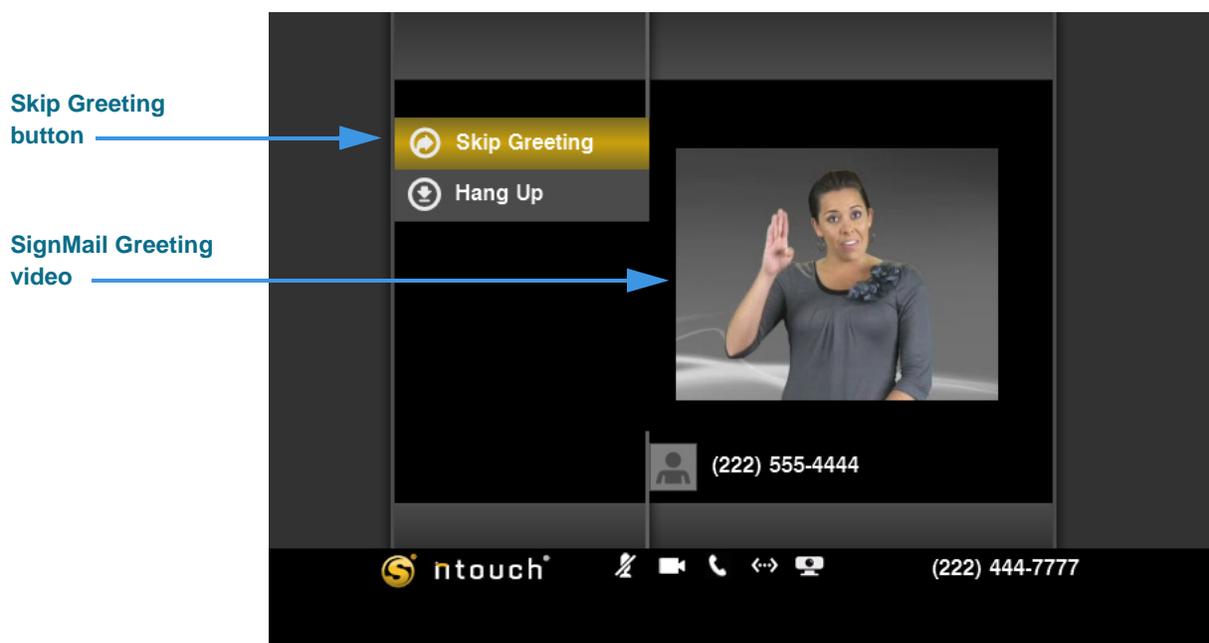


**Figure 102:** SignMail greeting video

Notice the **Skip Greeting** button just above the **Hang Up** button. You can select this button to cancel the playback of the short SignMail greeting video. You will then go straight to the recording screen.

*Note:*     *You will only see the SignMail Greeting video if you have called another Sorenson user. The Deaf SignMail feature is not supported by non-Sorenson videophones.*

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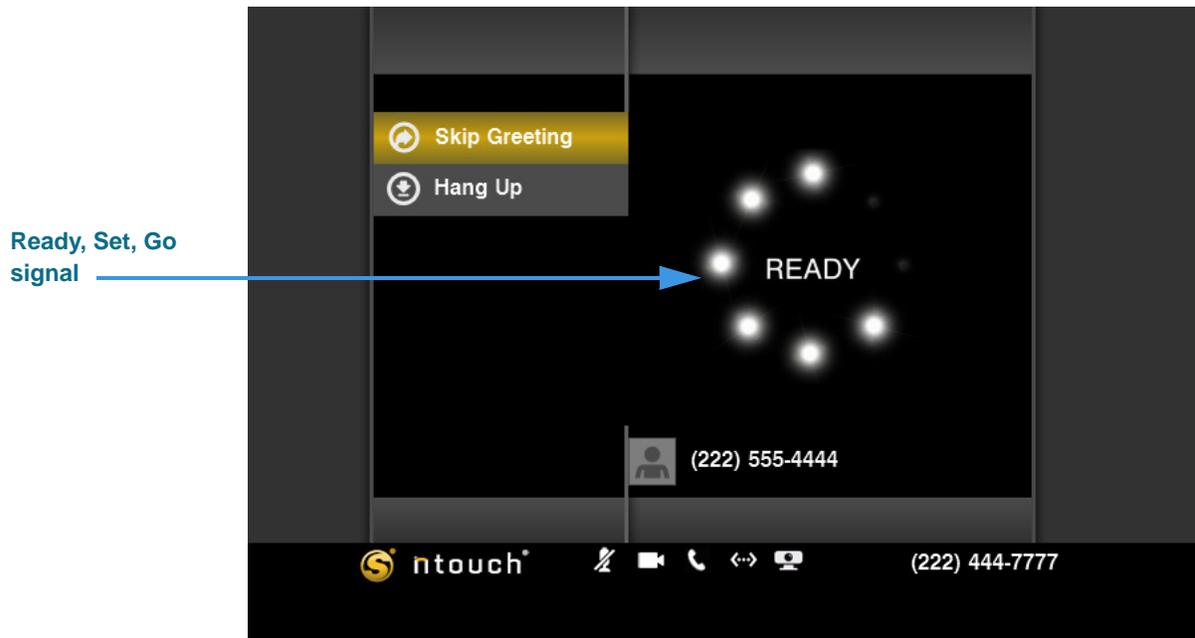


**Ready, Set, Go signal**

**Figure 103:** Ready, Set, Go signal

**Step 3.** You can start recording your SignMail when you see the Recording... progress bar shown below.



**Recording Progress Bar**
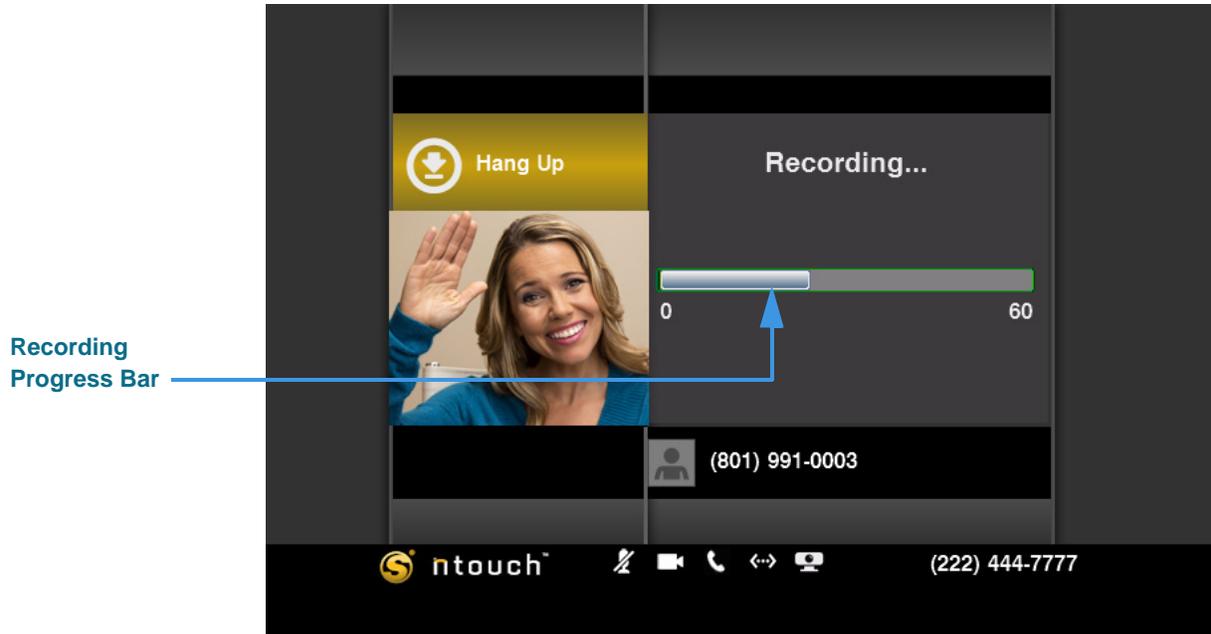
**Figure 104:** SignMail Recording screen

**Step 4.**     When finished recording, the confirmation dialog shown below will appear.
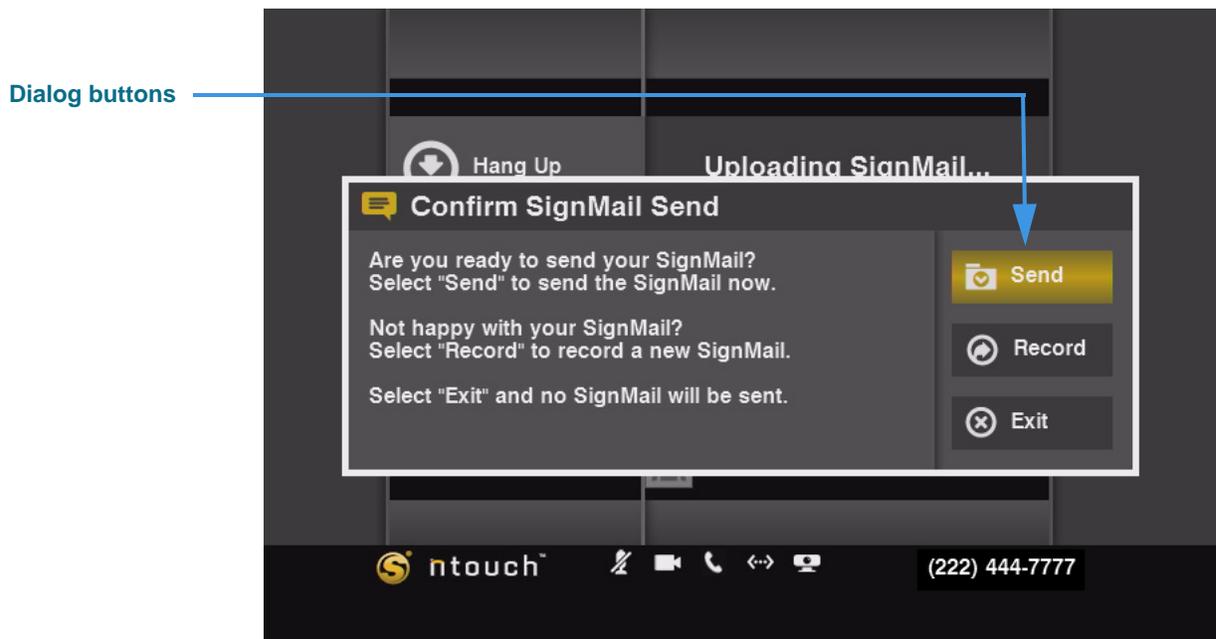


**Figure 105:** Confirm SignMail Send dialog

**Step 5.**     Select the Send button to send this SignMail video. Select Record if you want to re-record the video. Select Exit if you want to cancel the recording of a video.

**Step 6.**     If you choose to send the SignMail video, the video will appear in the Video Center list of the Sorenson videophone user that you called. When the video is played back, the user will then see that the video is a Deaf SignMail.

# View Your SignMails

When playing back your SignMail videos, you can use the playback controls on the screen to start, stop, or rewind the video so that it plays from the beginning again. You can also see detailed information about the video, such as its length in minutes and seconds. You can also call the sender of the SignMail, add a new contact for the sender, delete a selected SignMail video, or block any new calls and videos from the sender.

## *To See Your SignMail List*

Step 1.    Select the SignMail button. A list will appear in the middle of the screen. The list shows all the SignMail videos currently available for you to view.

A list of SignMail videos has appeared
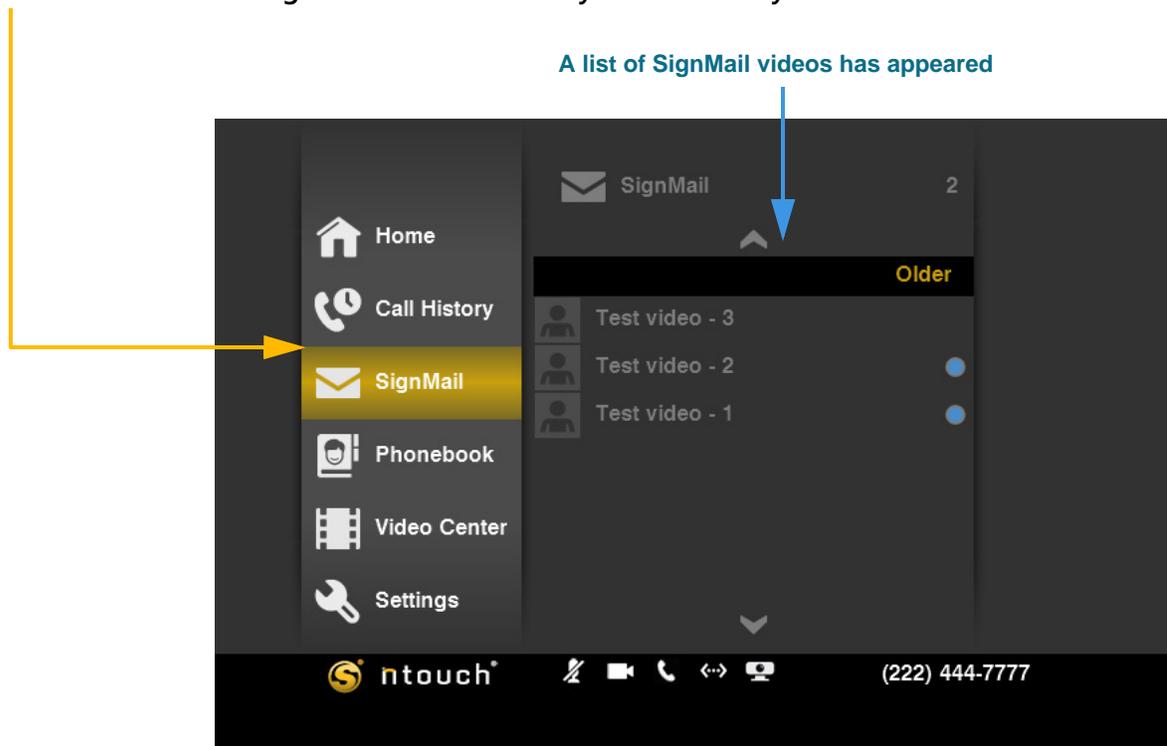


**Figure 106:** SignMail button and list

ntouch VP can receive SignMail videos from deaf callers or from hearing callers through Sorenson VRS. You may not know who sent you the SignMail until you view the video.

**Step 2.** Move to the right to select a video from the list. Notice the menu to the right of the list. This menu contains a list of functions you can perform on the selected video.



Menu has appeared
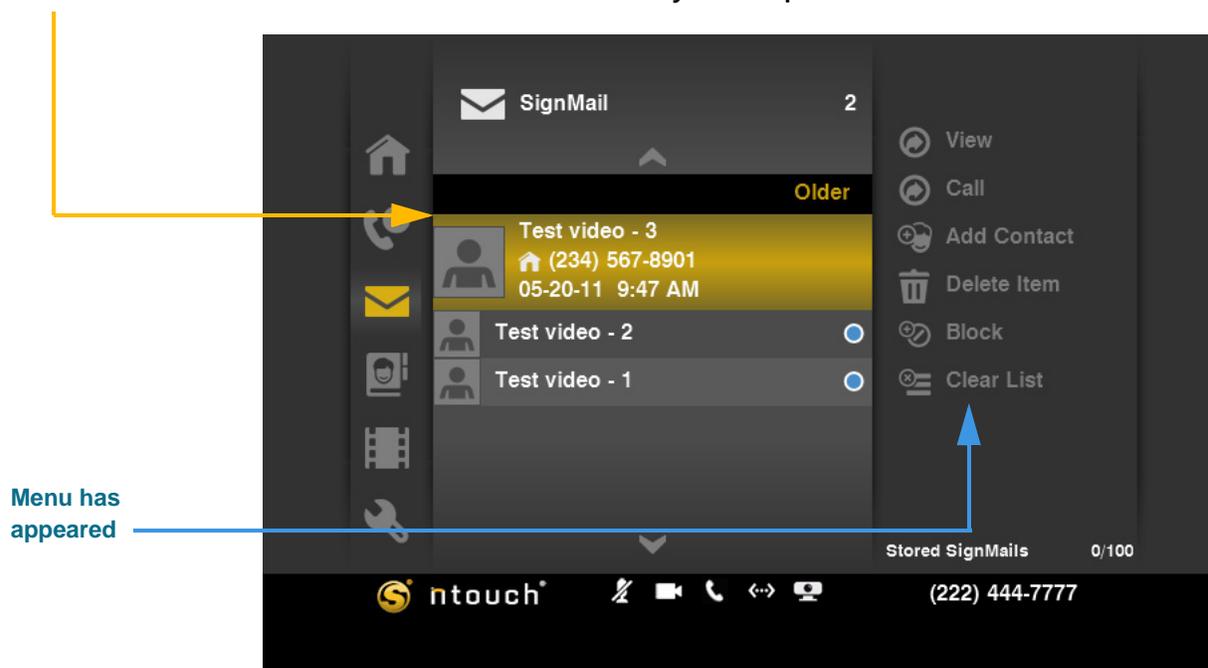
**Figure 107:** Video List, one selected

**Step 3.** Notice the blue dots at the right side of the name of some, or all, of the videos. These blue dots mean that you have not yet viewed the SignMail video(s).



Blue dots show unviewed videos
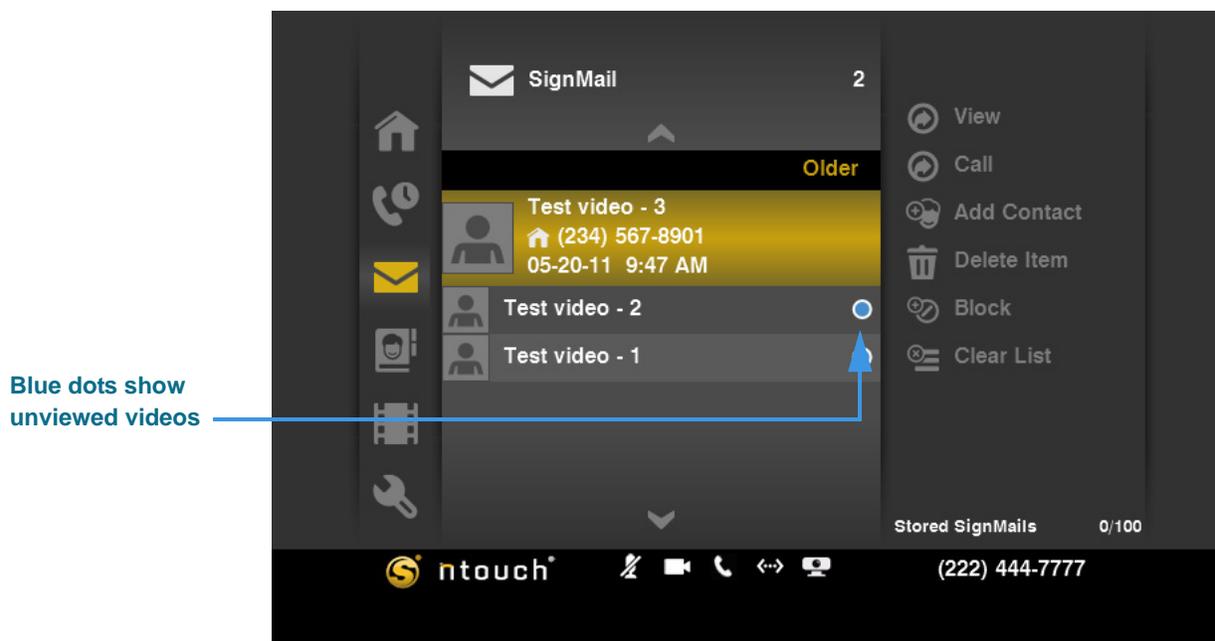
**Figure 108:** Blue dots show unviewed videos

**Step 4.** Go on to the next page to learn how to use the menu functions to view videos.

## *To View a Video*

Step 1.    Select the video that you want to view from the list. Then select the View button from the menu.
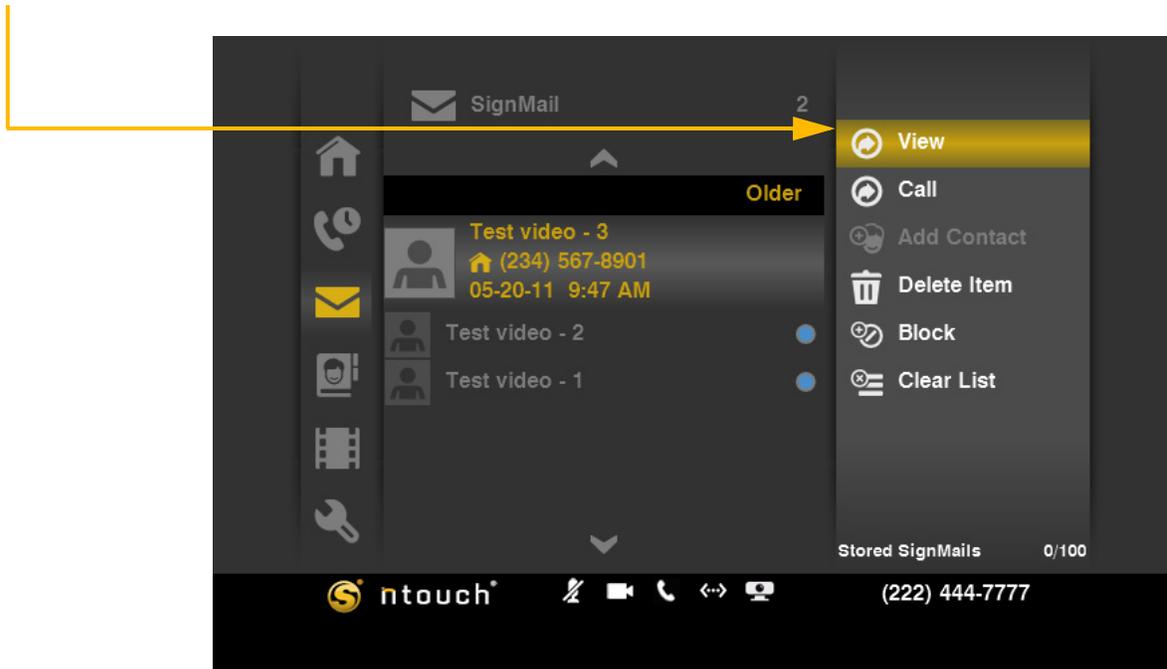


**Figure 109:**  View button

Step 2.    The View Video screen appears. The selected video will begin playing. Notice the function and playback control buttons at the right side of the screen.
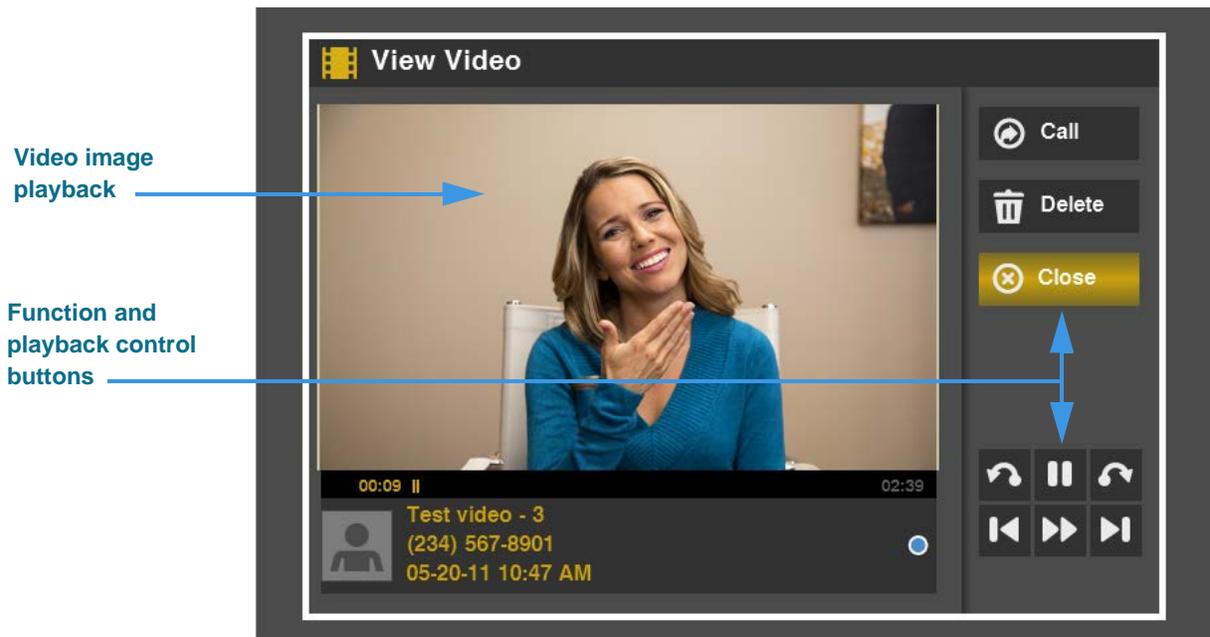


**Figure 110:**  View Video screen

**Step 3.** Look at the bottom half of the screen. This area shows information about the video and its download progress. There are six video playback control buttons. Study the table below the image to learn how to use the buttons.



Playback Control buttons

Information Area
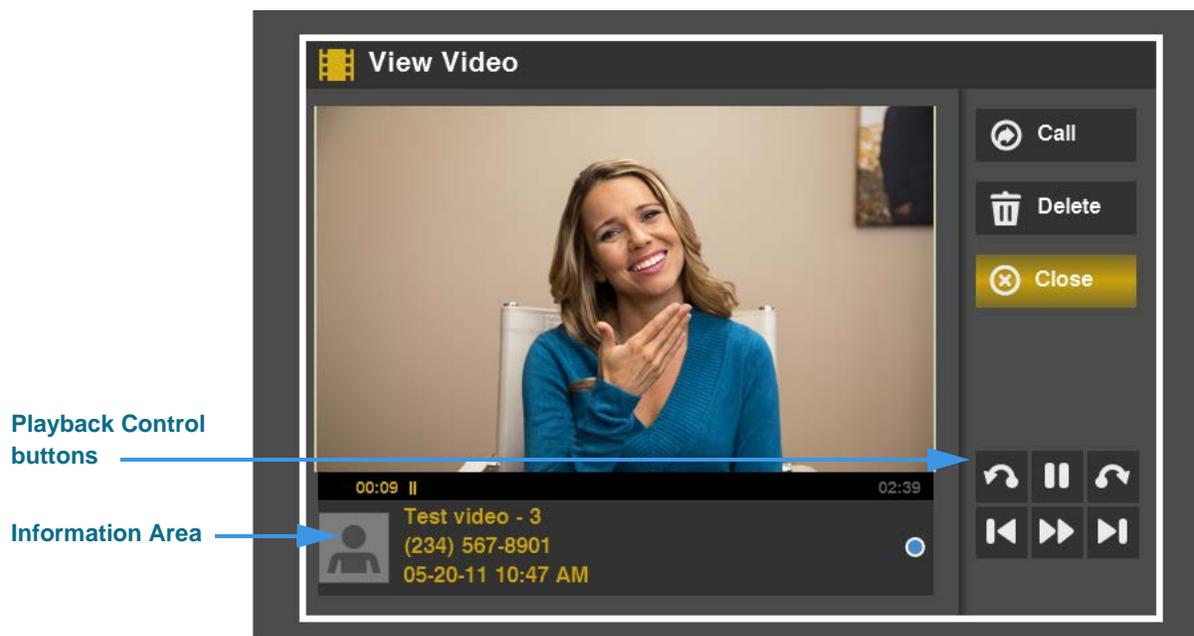
**Figure 111:** View Video controls

## View Video Details

| Feature | Description |
|---|---|
| **Call button** | Select this button to call the sender of this SignMail video. |
| **Delete button** | Select this button to permanently delete this video from the SignMail list. |
| **Close button** | Select this button to close the View Video screen and return to the SignMail list. |
| **Download Status Indicator and Information Area** | These areas shows information about the video and its downloading and playback progress. The length of the video is shown in minutes and seconds. |
| **Playback Controls** | These six buttons are used to control the video playback. The top row of buttons from left to right are: **Skip Back**, **Pause/Play**, and **Skip Forward**. If the buttons are grayed-out, they are not available for the selected video.<br><br>The bottom row of buttons from left to right are: **Rewind to Beginning**, **Fast Forward**, and **Jump to End**. If the buttons are grayed-out, they are not available for the selected video. |

**Table 2:** View Video details

**Step 4.** Select Close when you are finished viewing the video.

## *To Call a Sender*

Step 1.      Select a video from the list. Then select the Call button from the menu.
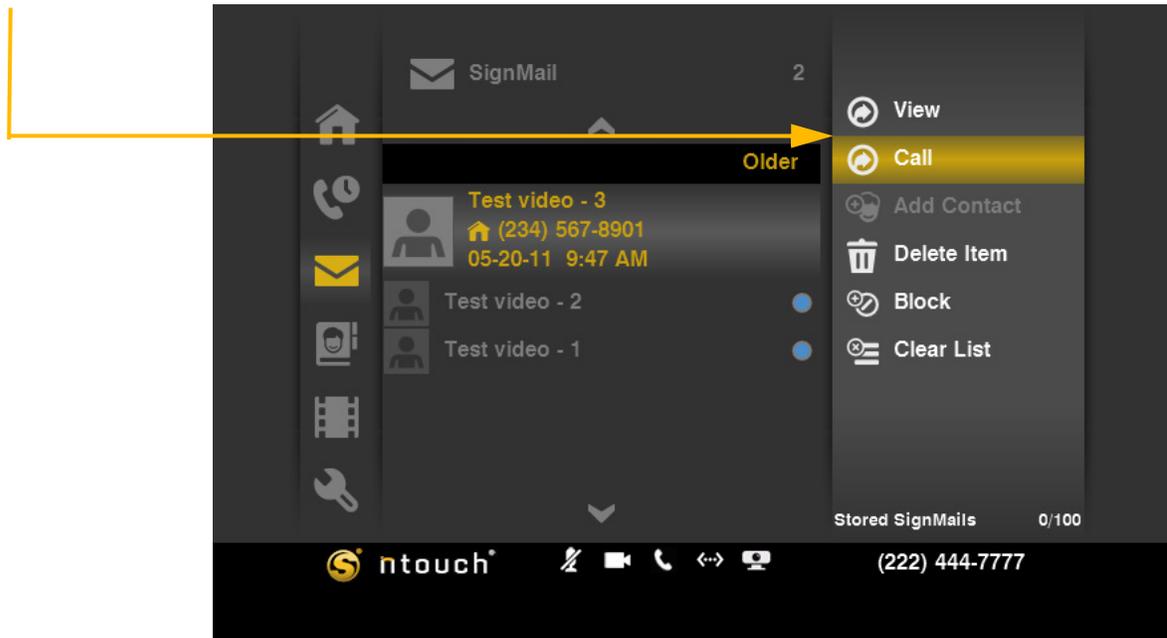


**Figure 112:**  Call button

Step 2.      The Dialing screen appears. Complete your call as usual when the person answers.
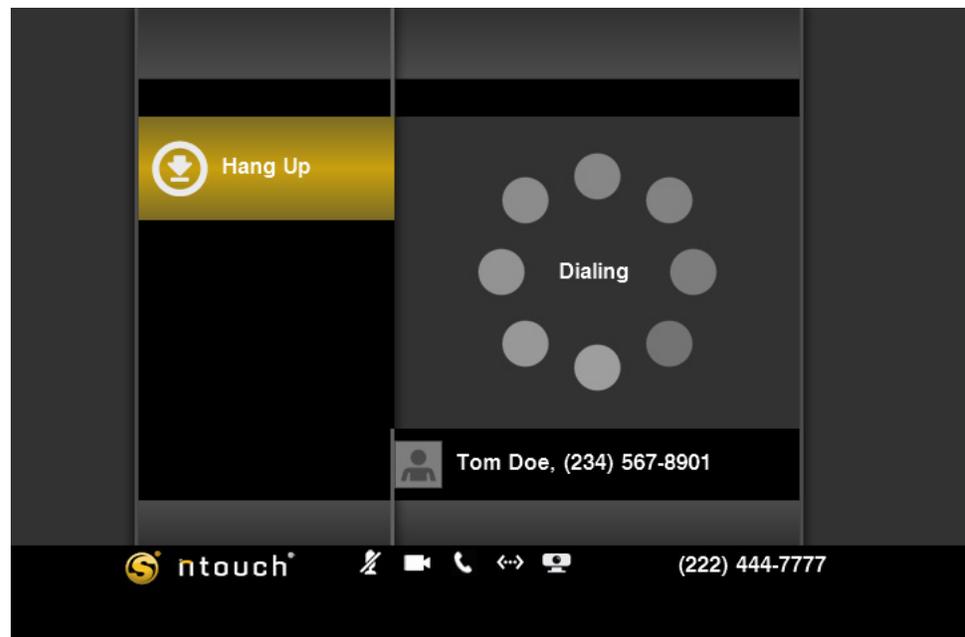


**Figure 113:**  Dialing screen

Step 3.      After you hang up, you will be back at the Video list screen where you started.

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## *To Add a Contact*

**Step 1.** Select a video from the list. Then select the Add Contact button from the menu.
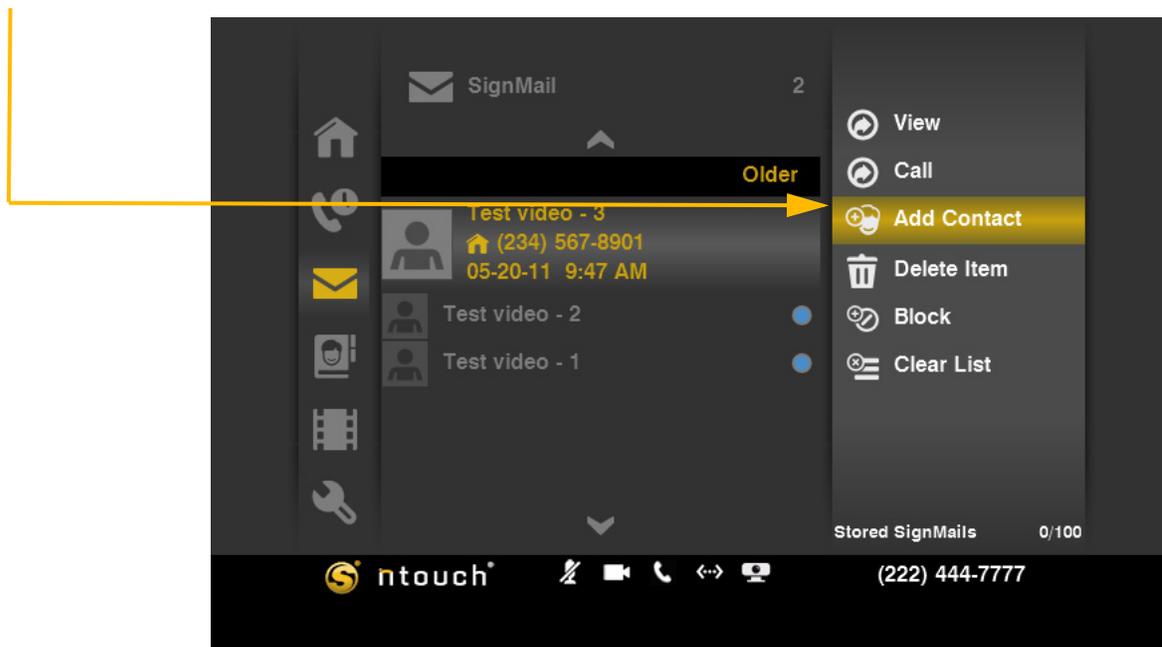


**Figure 114:** Add Contact button

If the **Add** button is grayed-out, a contact record already exists for the sender of this video.

**Step 2.** The Add Contact screen appears. Complete the required entries in the fields.
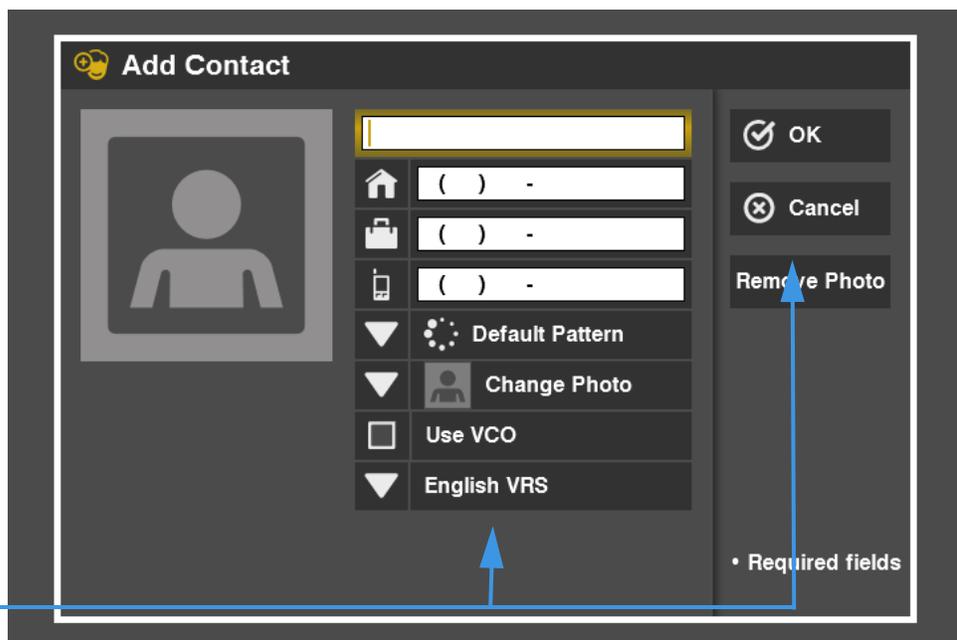


**Figure 115:** Add Contact screen

**Step 3.** Select OK to save the contact record. Select Cancel to exit without saving.

## *To Delete a Video*

Step 1.    Select a video from the list. Then select the Delete Item button from the menu.
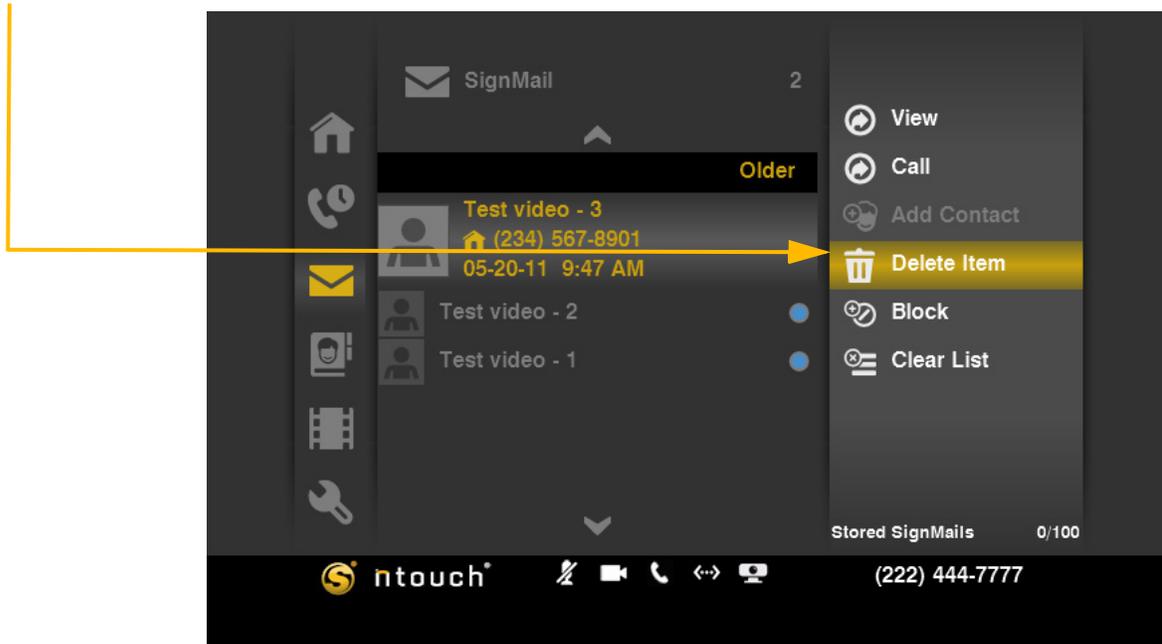


**Figure 116:**  Delete Item button

Step 2.    A confirmation dialog appears. Select Yes to delete just this one video from the list. Select No to exit without deleting.
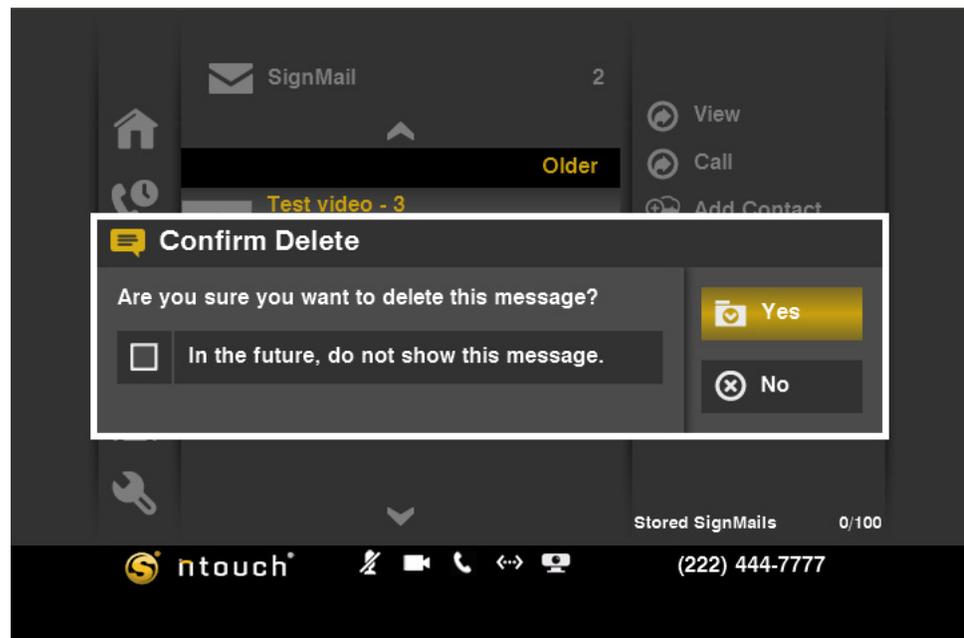


**Figure 117:**  Confirm Delete dialog

***Note:***    *Remember that you cannot recover deleted videos.*

## *To Block a Sender*

Step 1.     Select a video from the list. Then select the Block button from the menu.
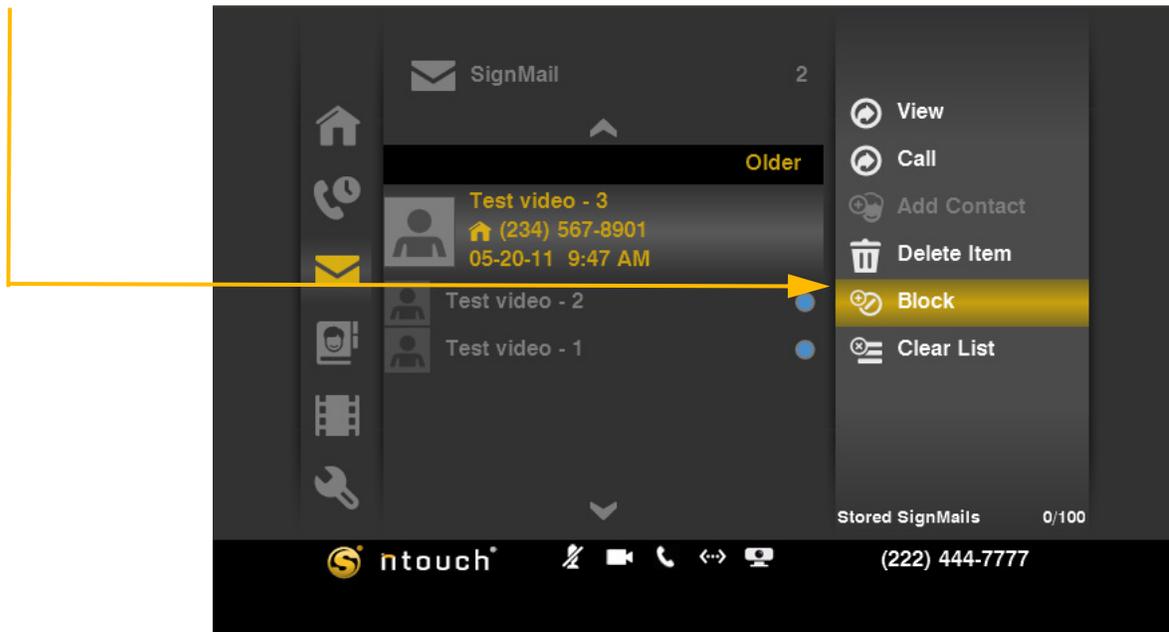


**Figure 118:** Block button

Step 2.     The Add Blocked Phone Number dialog will appear. You can enter a descriptive name in the first field. The second field will already contain the phone number to be blocked. The phone number came from the SignMail video.
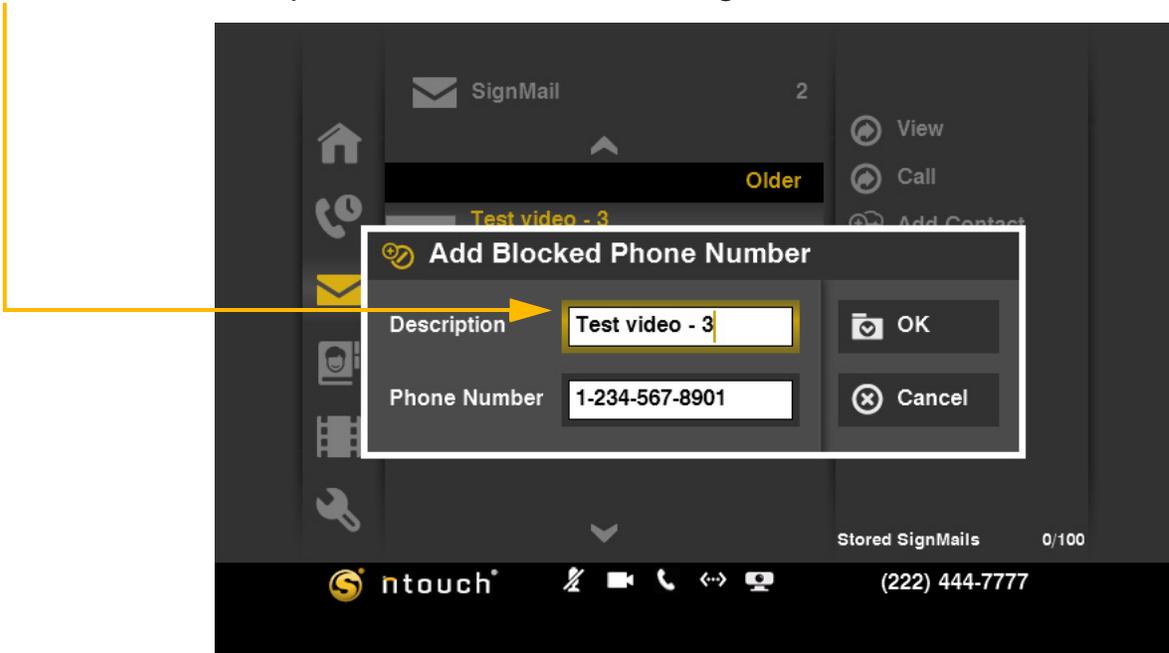


**Figure 119:** Add Blocked Phone Number dialog

Step 3.     Select OK to block any future SignMail videos from this number. Select Cancel to exit the dialog without blocking the number.

## *To Clear All Videos*

Step 1.      Select a video from the list. Then select the Clear List button from the menu.
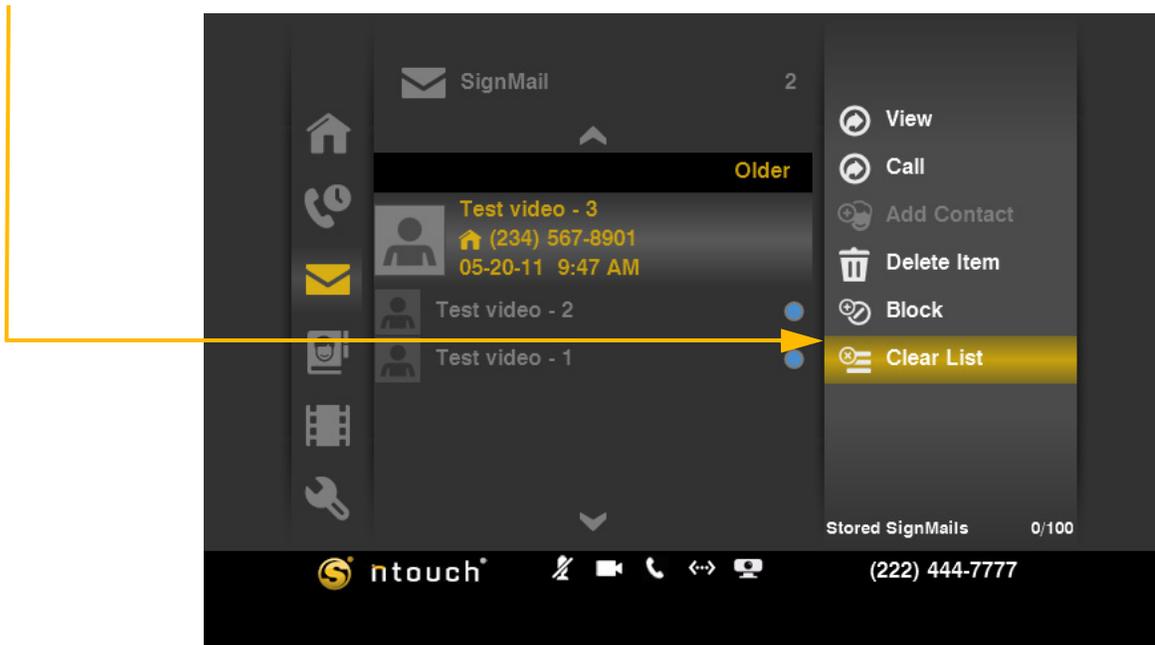


**Figure 120:**  Clear List button

Step 2.      A confirmation dialog appears. To delete all videos at once, select Yes. To exit without deleting, select No.
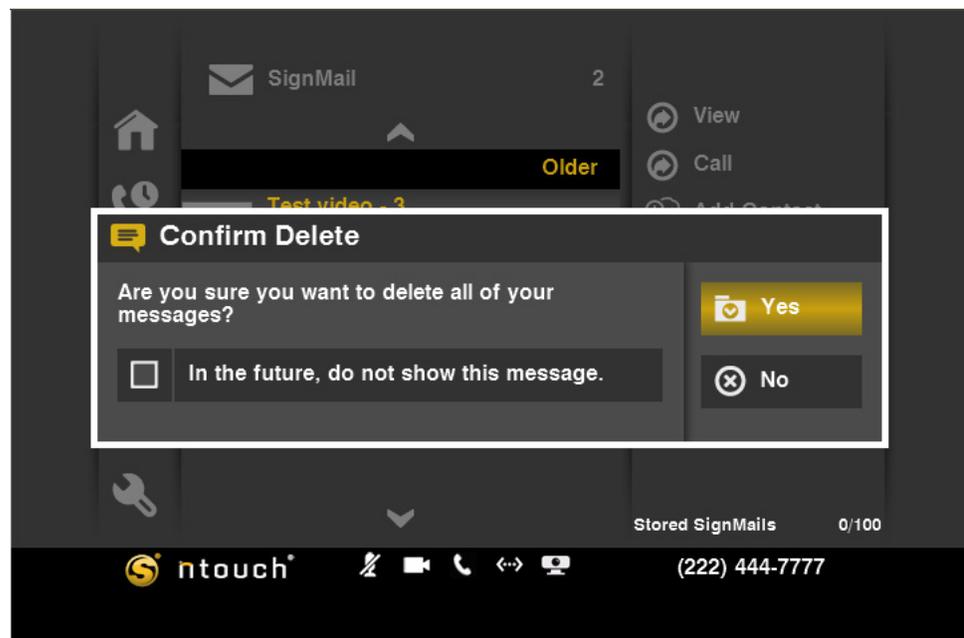


**Figure 121:**  Confirm Delete dialog

***Note:***    *Remember that you cannot recover deleted videos.*

# See Call History

ntouch VP keeps a record of all outgoing calls you make and all incoming calls you receive from hearing or deaf people. You can use the Call History feature to look at a list of *all* your calls or you can choose to look at just the *missed*, *received*, or *dialed* calls.

The Call History feature lets you easily redial any caller in the Call History list. You can add new contact records to ntouch VP's Phonebook directly from the Call History list.

You also have the option to block incoming calls from specified phone numbers. When you block a phone number, ntouch VP will automatically reject all incoming calls and SignMails from that number. You cannot block certain Sorenson numbers (such as from Sorenson Technical Support) using this feature.

You can "clean up" the Call History list by deleting individual calls from the list or by choosing to delete all calls in the list at once. Any call records that you delete are gone forever. You cannot restore a call record after it has been deleted.

## *To Select and See a Call List*

**Step 1.**   **Select the** Call History **button.**
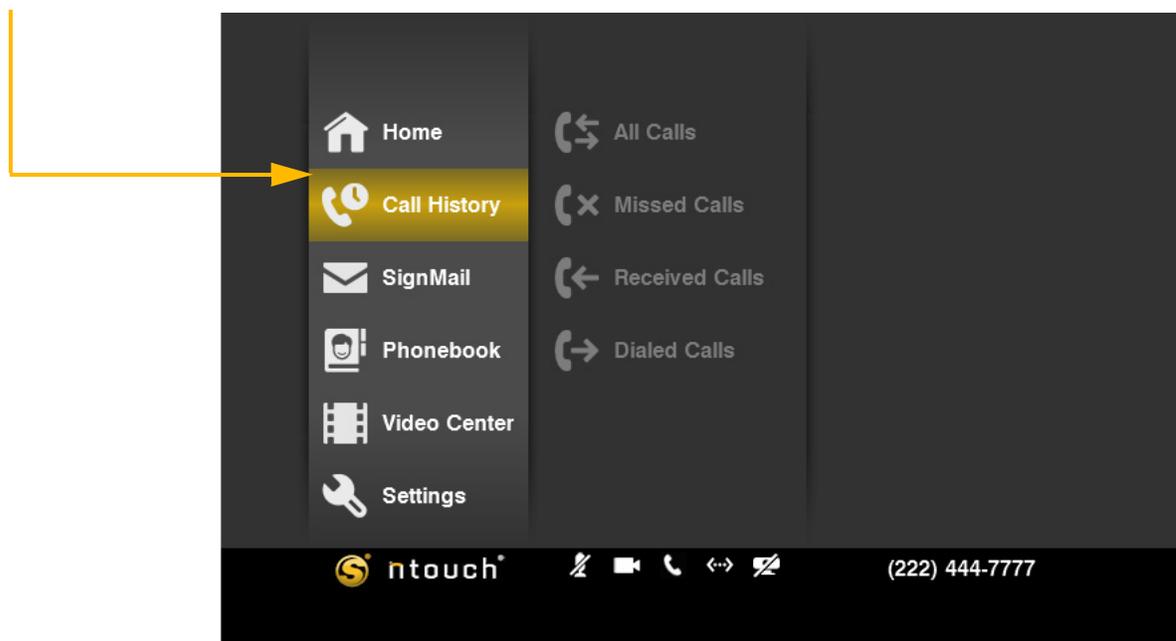


**Figure 122:** Call History button

You can go directly to the Call History screen by pressing a key on the remote control.

Step 2.    Select one of the four buttons to display the call list that you want to see. The All Calls button is selected in this example.
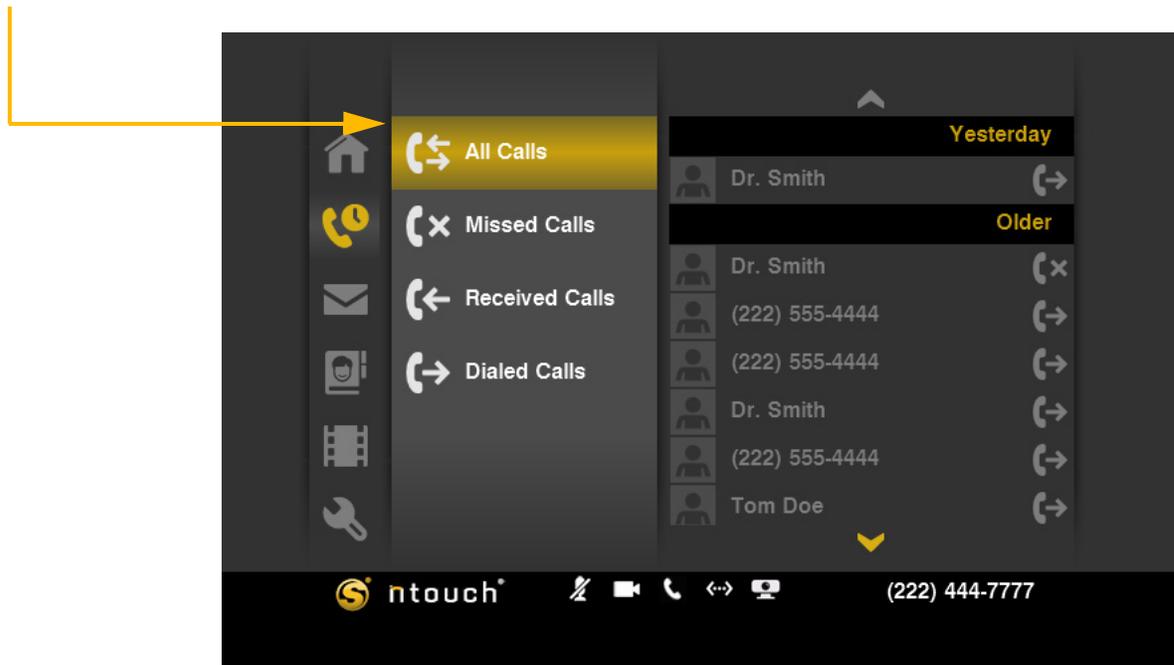


**Figure 123:** All Calls button and List

Step 3.    Select one of the other buttons. The Missed Calls button is selected in this example.
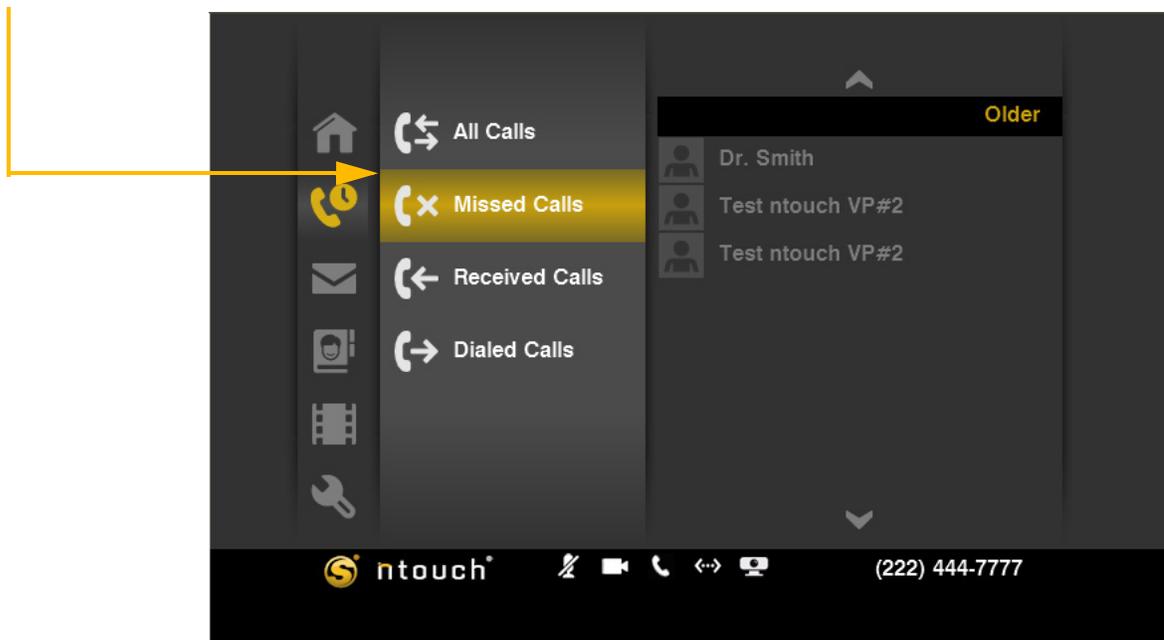


**Figure 124:** Missed Calls button and List

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**Step 4.**    Select the other two buttons to see the other two lists. The Received Calls button is selected in this example.
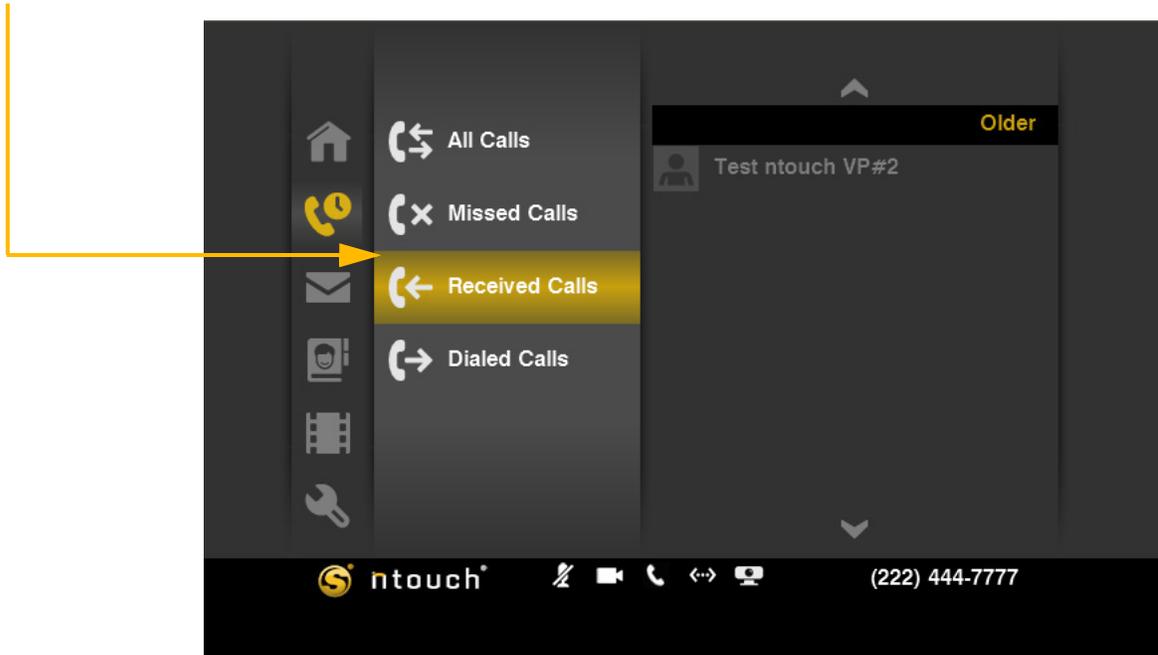


**Figure 125:** Received Calls button and List

**Step 5.**    As you look at each of the four lists, you will notice that they look very similar. Because there is only one Call History list, the four buttons simply let you choose which group of calls you want to see at one time. The difference between the four lists is simply which numbers from the All Calls list are shown.

**Step 6.**    When you are ready to continue, go on to the next few pages to learn about the functions you can perform on the calls shown in the four Call History lists.

## To Make Calls from Any List

Step 1.    Select the list that you want to view (for example, the All Calls list). Then select one of the calls from that list. Notice that a menu has appeared to the right of the call list. This menu contains a list of functions you can perform on the selected call.



Menu has appeared
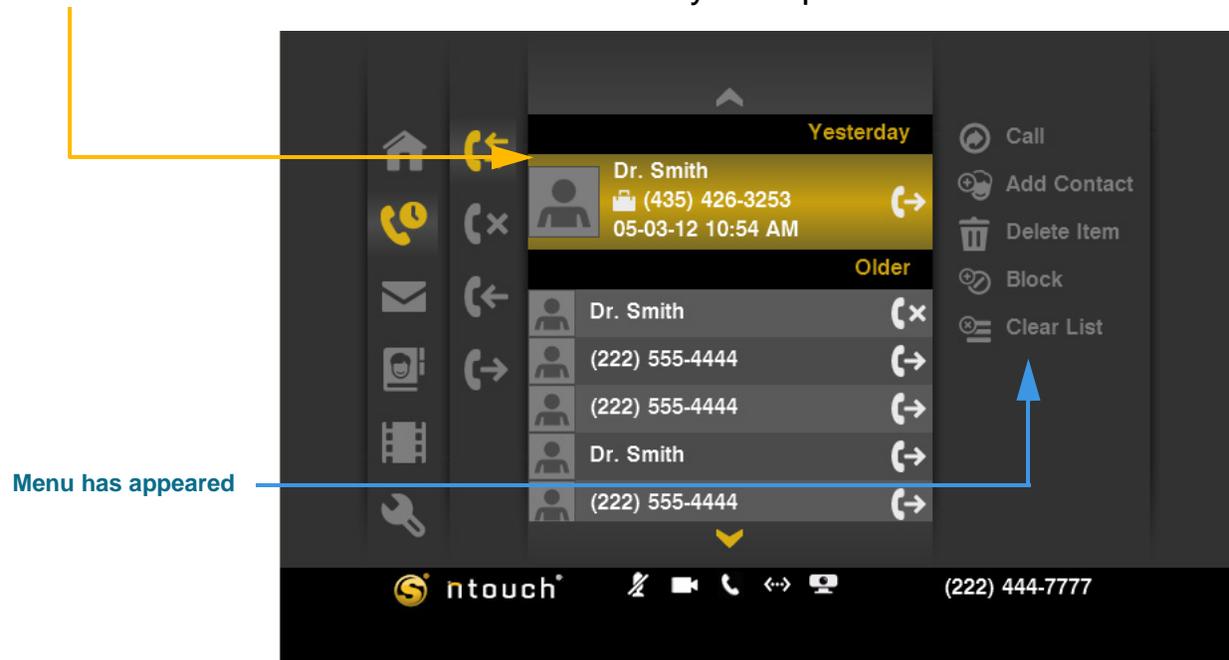
**Figure 126:**  Call selected in list

Step 2.    Select the **Call** button from the menu.
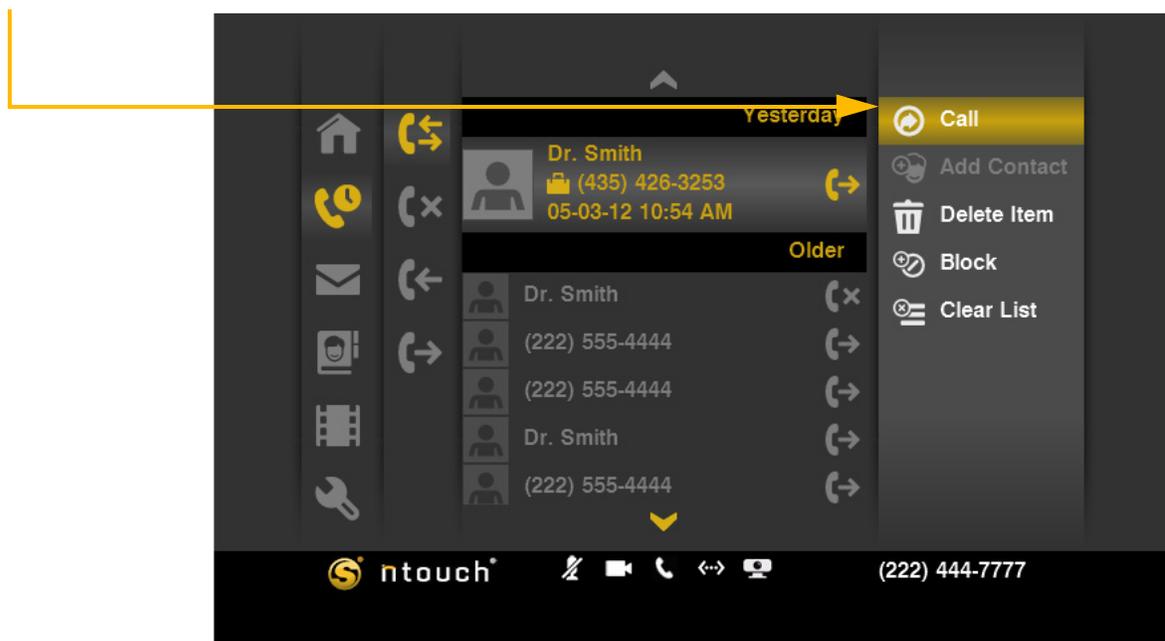


**Figure 127:**  Call button in menu

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**Step 3.** **The Dialing screen appears. Complete your call as usual when the person answers.**
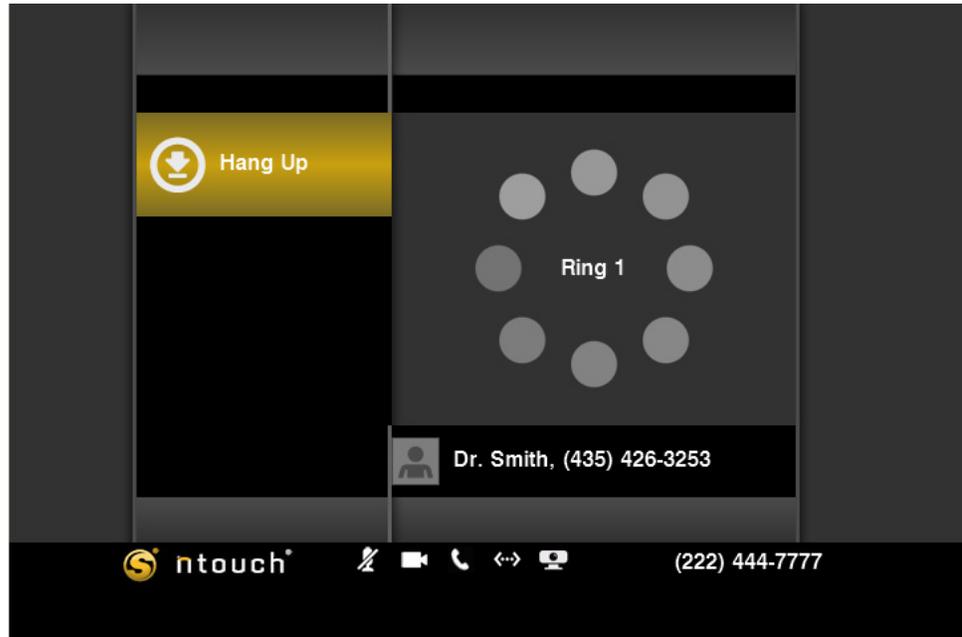


**Figure 128:** Dialing screen

> *Note:* *ntouch VP will dial the number that was associated with the call even if the contact record for the caller, if any, contains more than one phone number.*

**Step 4.** **After you hang up, you will be back at the call list screen where you started. The call you just made will appear in the list as shown in the example below.**
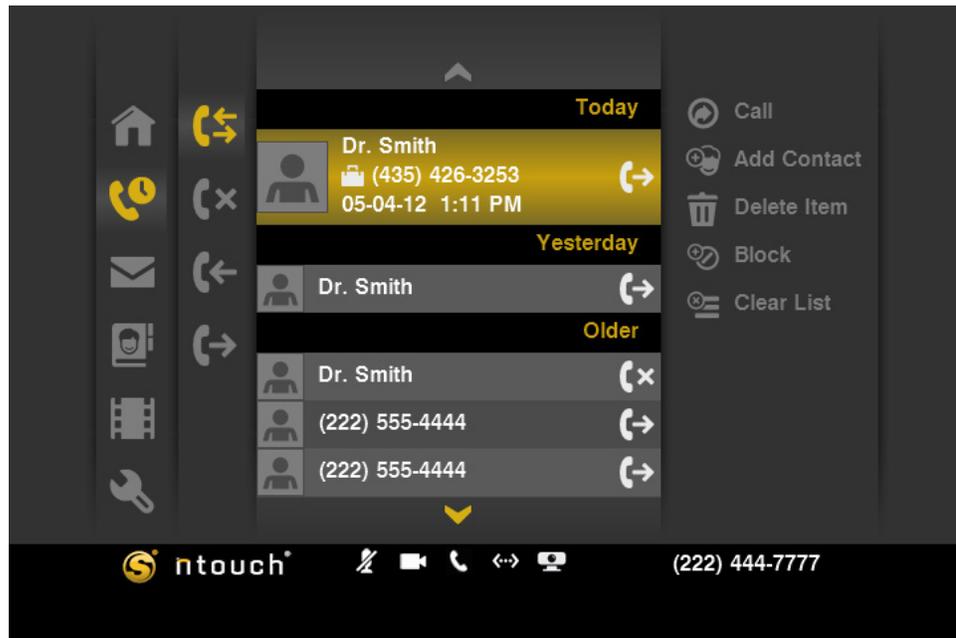


**Figure 129:** List screen with last call

## *To Add a Contact*

**Step 1.**     Select the list you want to view (All, Missed, etc.). Then select a call from the list.
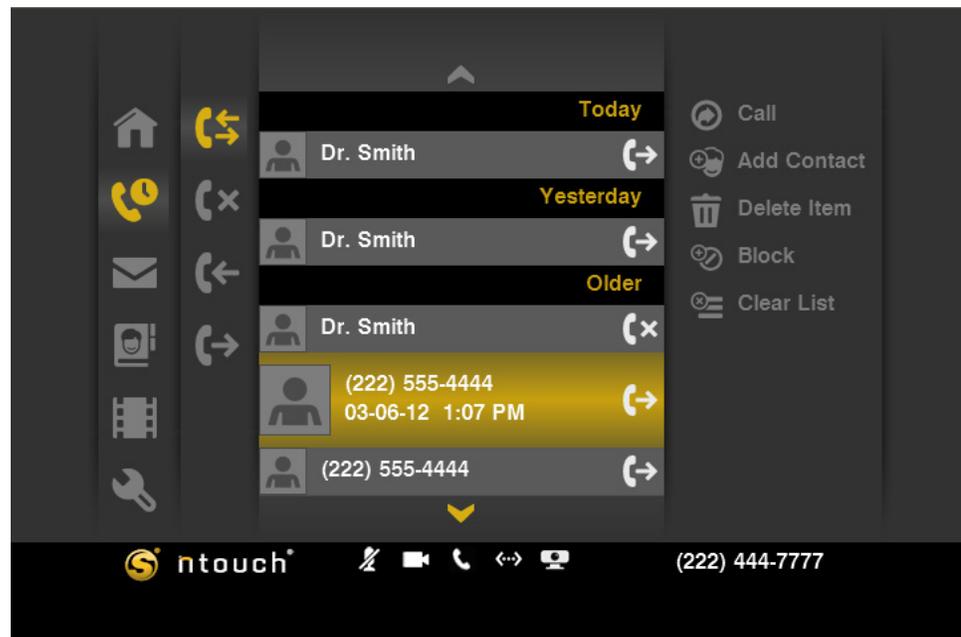


**Figure 130:**  Call selected from list

**Step 2.**     Select the Add Contact button from the menu.
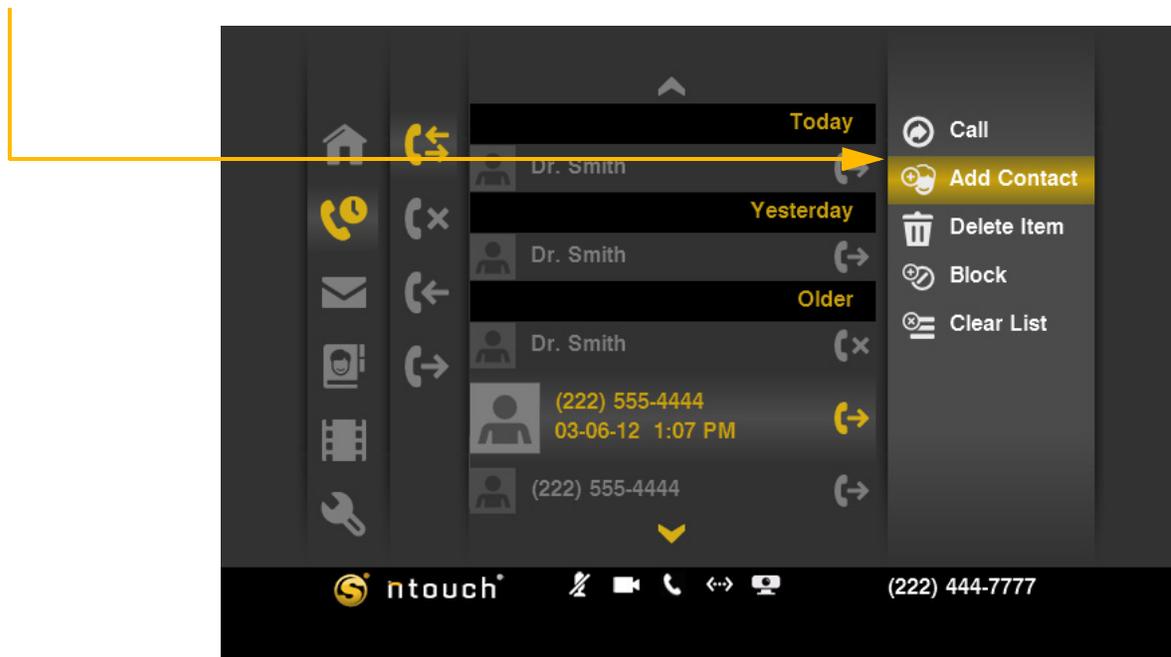


**Figure 131:**  Add Contact button

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**Step 3.** The dialog below appears. You can choose to add this number to a new contact or an existing contact. To add the number to a new contact, select New Contact.

**Add Number to New or Existing Contact dialog**

**Default selection**
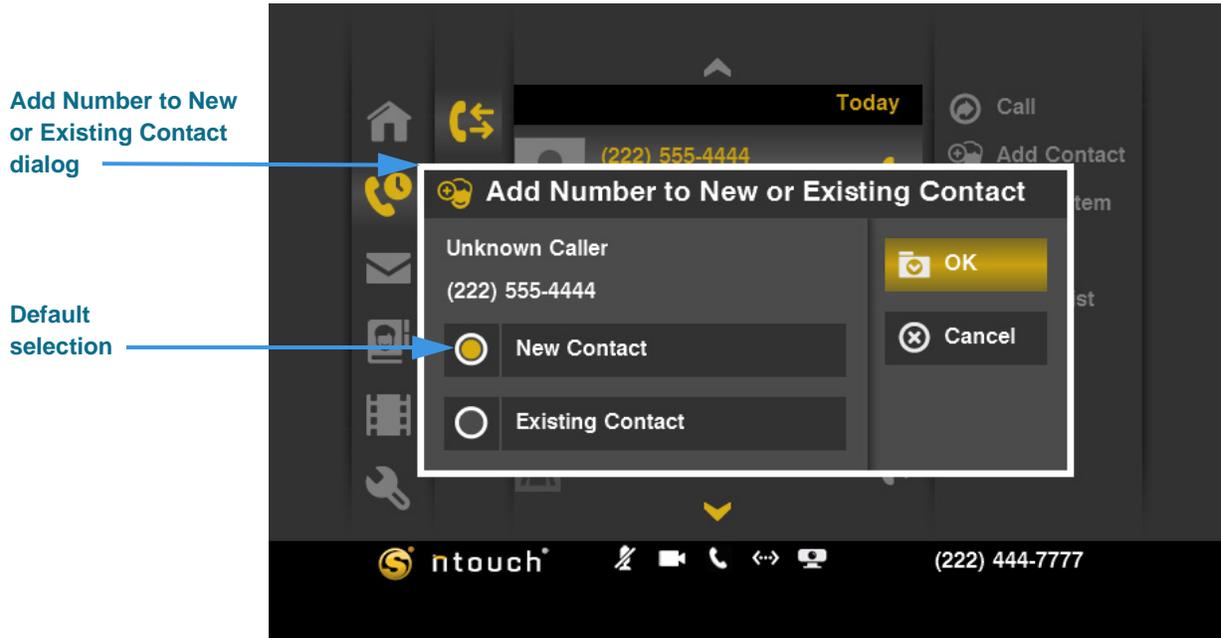


**Figure 132:** *Add Number to New or Existing Contact* dialog

**Step 4.** The Add Contact screen appears. Study the table on the next page to learn about the fields and buttons. Then make your selections and entries on the screen.

**Phone number is now in Home field**

**Fields and buttons**
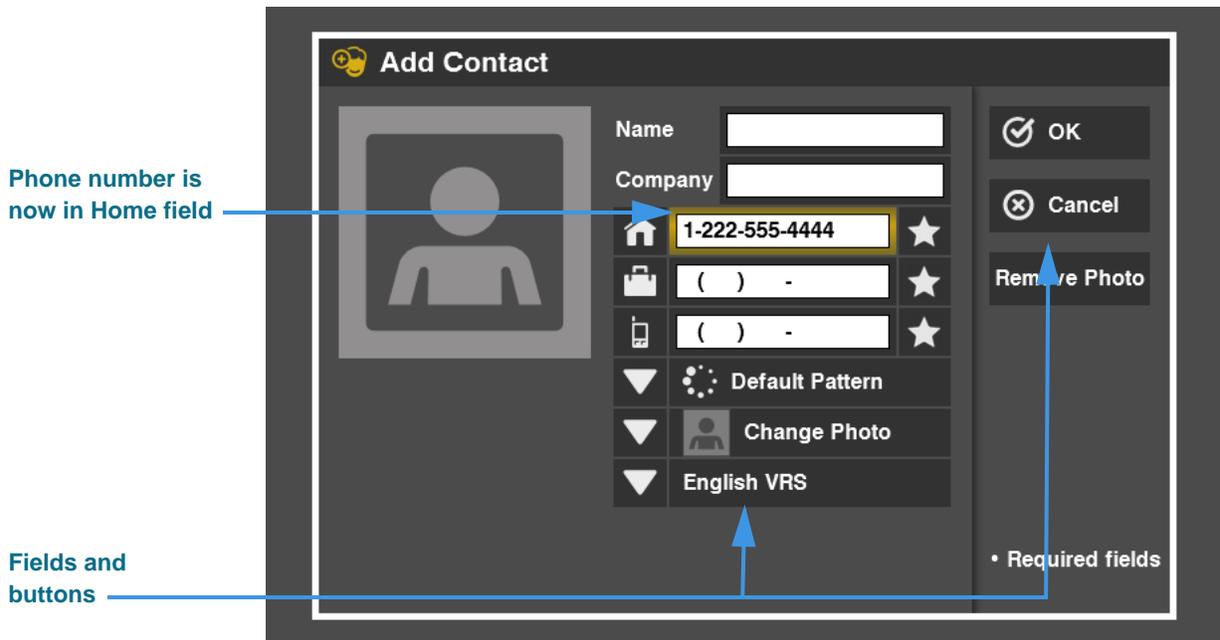


**Figure 133:** Add Contact screen

> **Note:** *The three (3) phone number fields in the center of the screen are for Home, Office, and Mobile phone numbers. Unique icons are used for each of the three fields.*

| Feature | Description |
|---|---|
| **Name field** | Enter a name in this field to identify this new contact record. A phone number will appear in this field until you replace the number with a name. |
| **Company field** | Enter a company name, if desired, in this field. Using the Company Name field is optional. |
| **Number fields** | Enter the contact's 10-digit voice or videophone number (format is 123-456-7890) into one of the three number fields. The fields are Home, Office, and Mobile. You can also enter an IP address in these fields. If you enter an IP address, you cannot change the Default Pattern setting for this contact. |
| **Default Pattern drop-down list** | Select the LightRing pattern to be used for this contact. Unless you deliberately change the selection here, the default pattern will be used for this contact. |
| **Change Photo drop-down list** | Select an avatar icon or profile photo to be used for this contact. When you select the drop-down list, a large number of icons will appear. Choose the one you want to use for this contact. You can select a profile photo if one has already been saved for the phone number you entered for this contact. |
| **Use VCO checkbox** | See Page 41 to learn how to use the 1-Line and 2-Line VCO features. |
| **English VRS drop-down list** | Select your preference of English or Spanish VRS for this contact record. Your preference will be sent to the Sorenson VRS interpreter when you place a call. |

**Table 3:** Add Contact details

Step 5.    Select **OK** to save the new contact record. Select **Cancel** to exit without saving.

**Step 6.** To see how to add a phone number to an existing contact, select Existing Contact in the dialog in Figure 134 as shown in the image below.
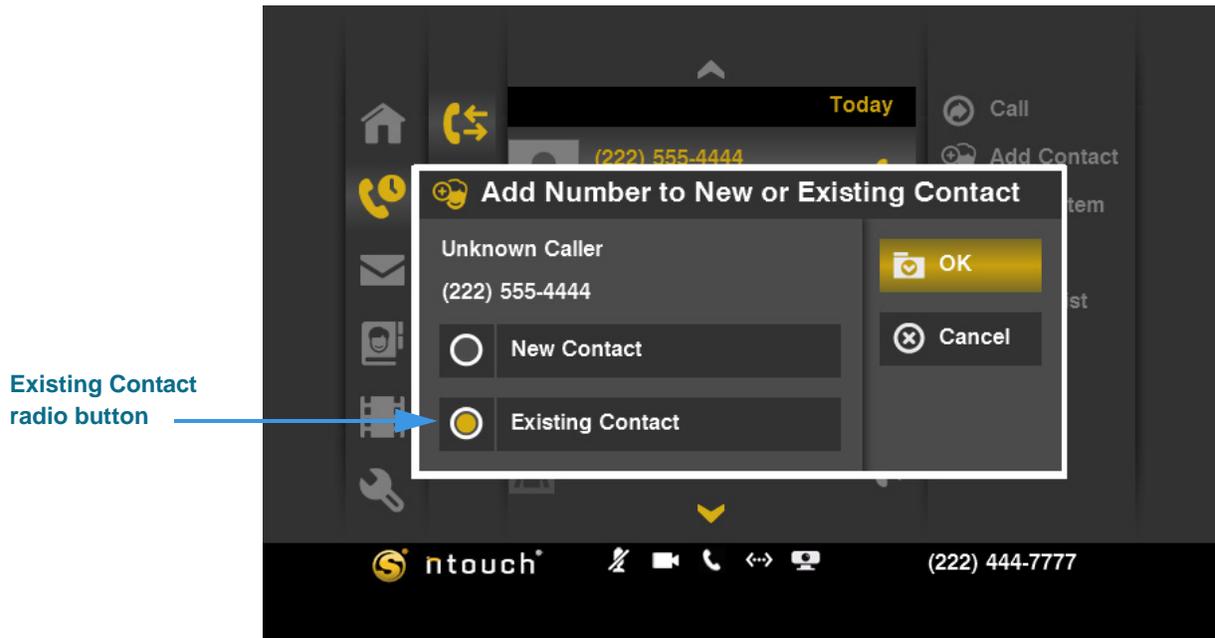


**Figure 134:** *Existing Contact* radio button selected

**Step 7.** Select the OK button to display the dialog shown in the image below.
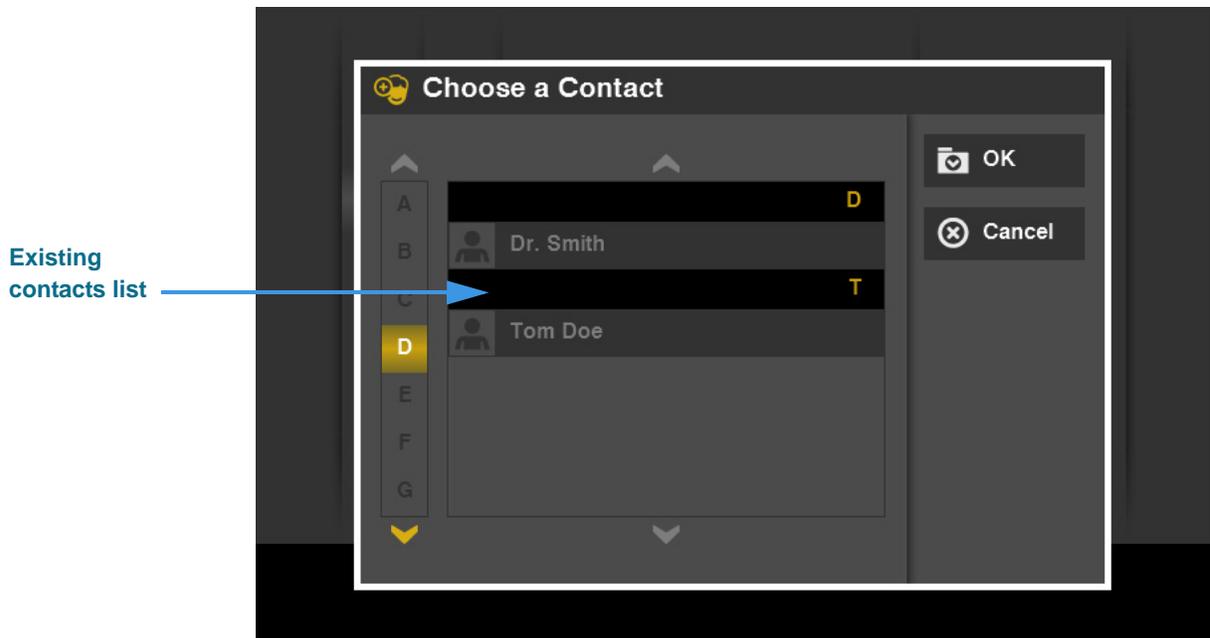


**Figure 135:** *Choose a Contact* dialog

**Step 8.** After highlighting a contact in the list, select the OK button to display the screen shown in the image below.

Select Phone Number
Type dialog
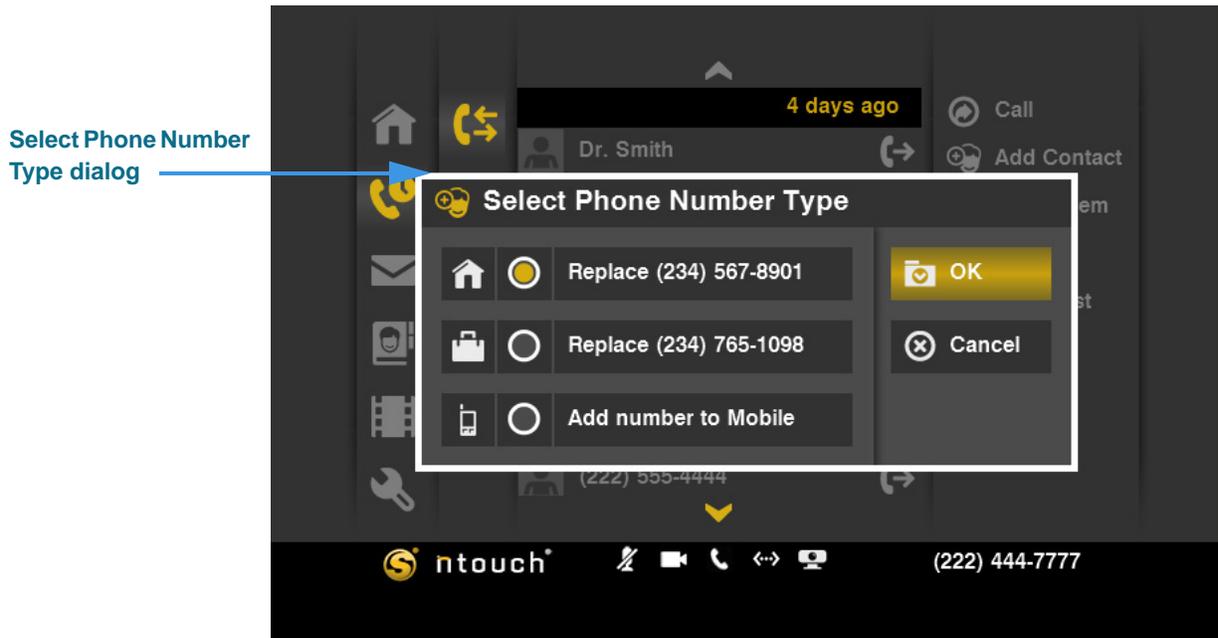
**Figure 136:** *Select Phone Number Type dialog*

**Note:** *The options in this dialog will vary depending on the numbers that have already being stored for the existing contact.*

**Step 9.** Select the Add number to Mobile radio button as shown in the image below.

Add Number to
Mobile radio
button
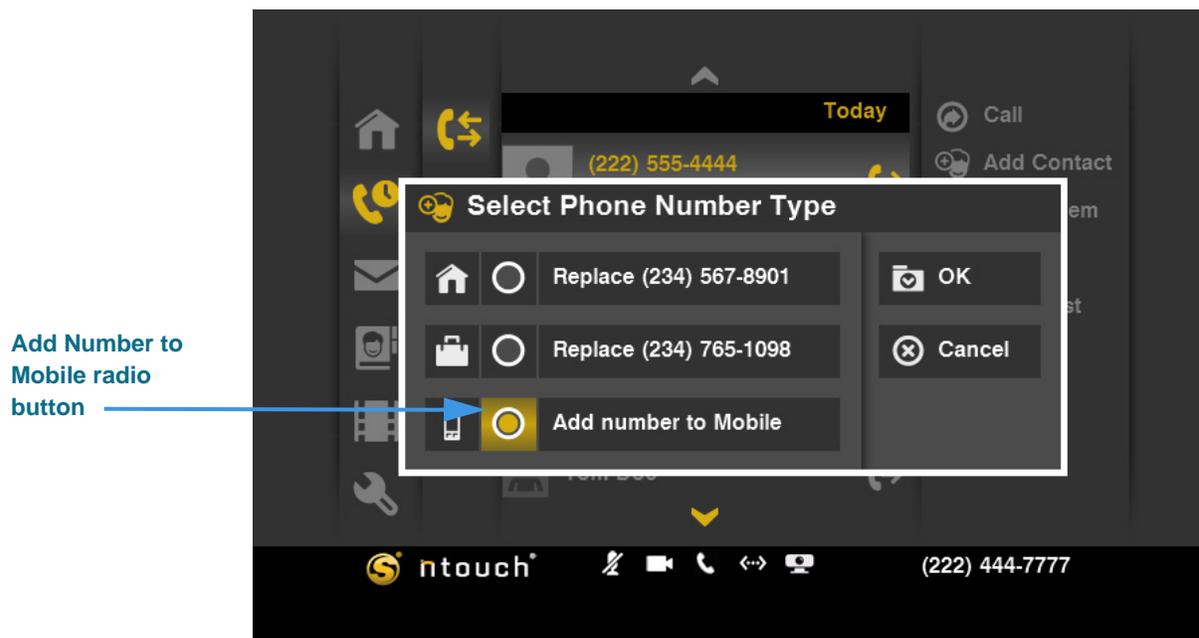
**Figure 137:** *Add number to Mobile radio button*

**Step 10.** Select the OK button in the dialog to display the Call History list again as shown in the image below.



**Selected phone number** →
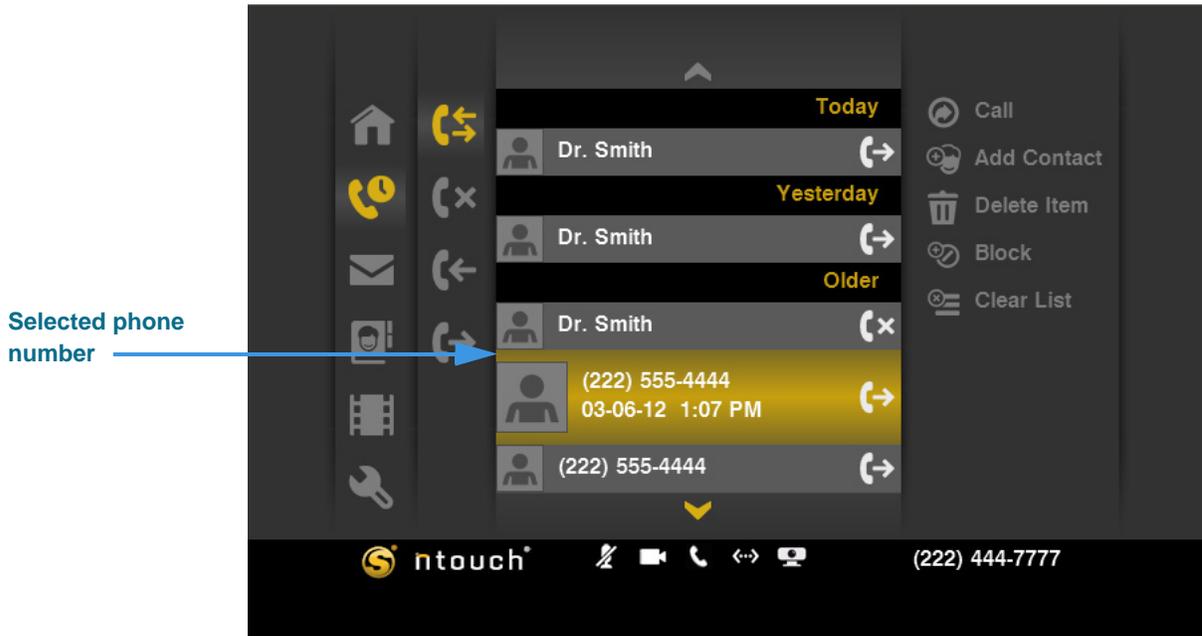
**Figure 138:** Call History list

**Note:** *Because the Call History lists are "snapshots" of events that have happened in the past, the phone numbers shown for the existing entries in the list will not change after a number has been added to a new or existing contact.*

## To Delete One Call from a List

Step 1.    Select the list that you want to view (All, Missed, etc.). Then select a call from the list.
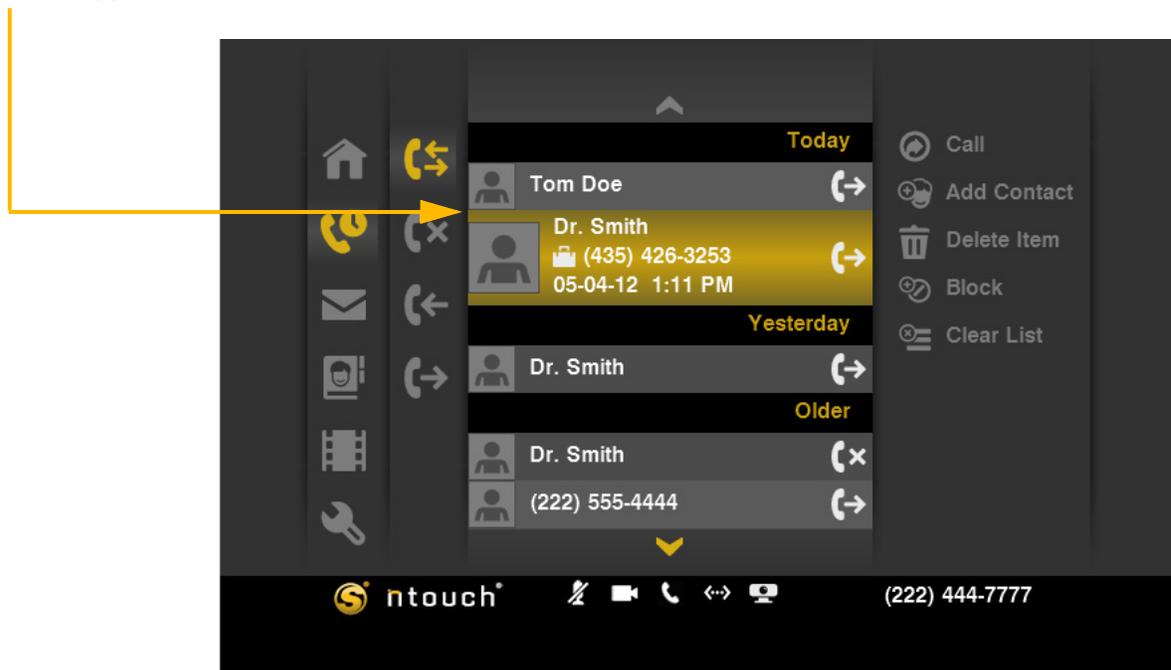


**Figure 139:** Call selected from list

Step 2.    Select the Delete Item button from the menu.
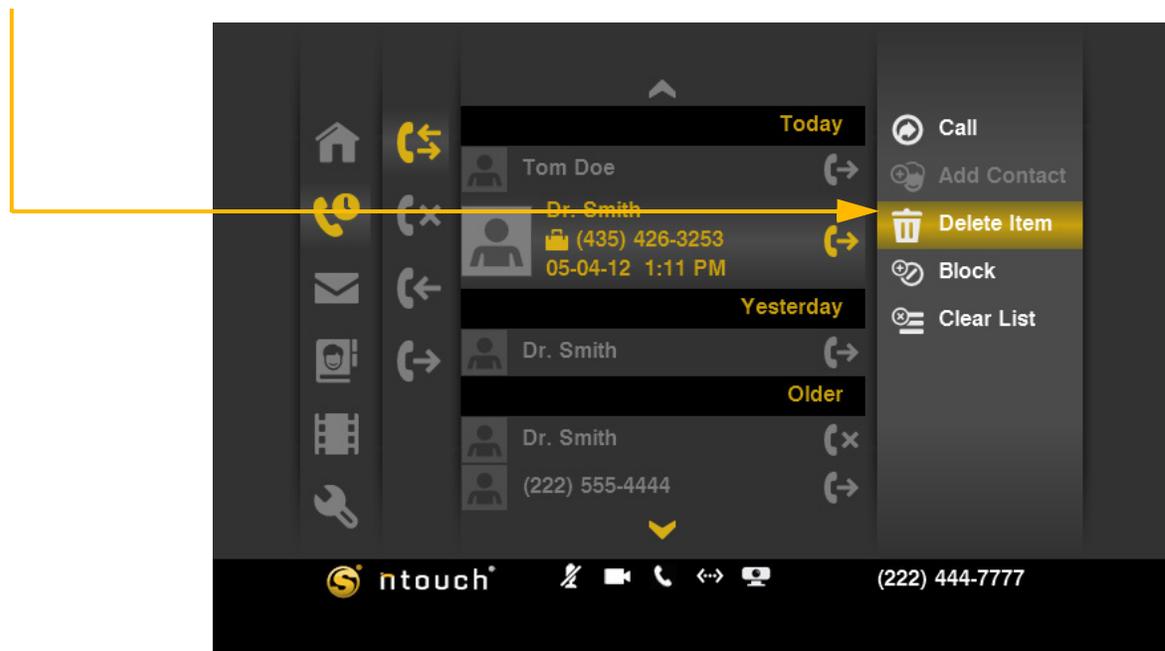


**Figure 140:** Delete Item button

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**Step 3.**  A confirmation dialog appears. Select Yes to delete just the selected call from the list. Select No to exit without deleting the call.
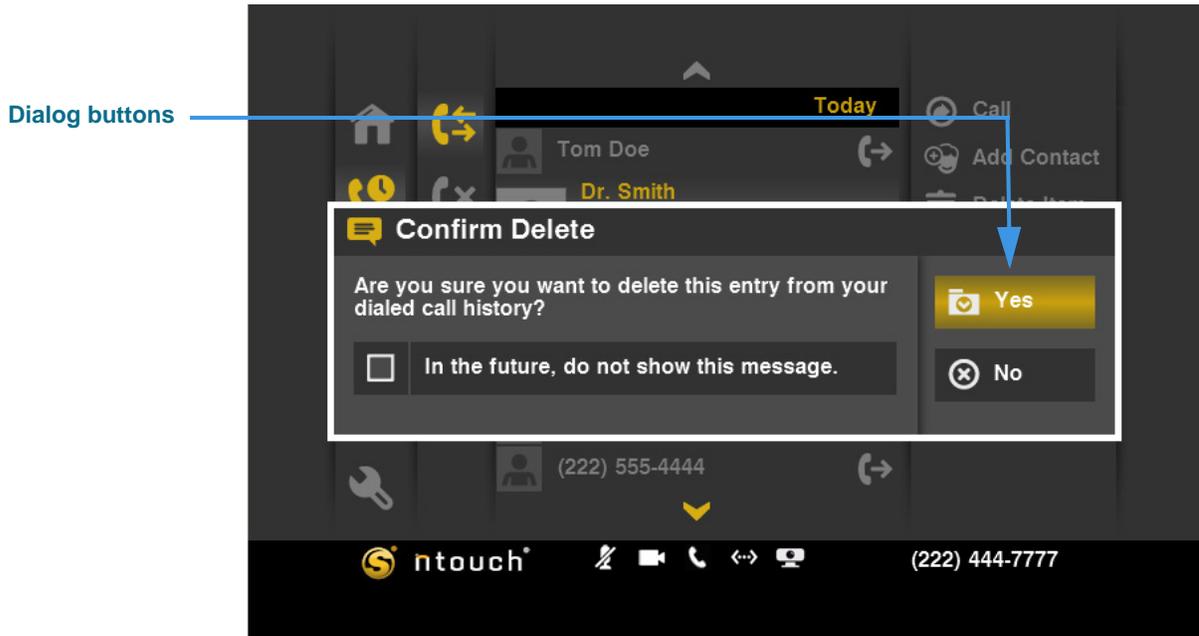


**Figure 141:** Dialing screen

**Note:**  *Be careful when using the Delete Item function. Remember that you cannot recover deleted call records.*

## *To Block a Phone Number*

Step 1. Select the list that you want to view (All, Missed, etc.). Then select the call you want to block. You will not receive calls or SignMails from numbers you choose to block.
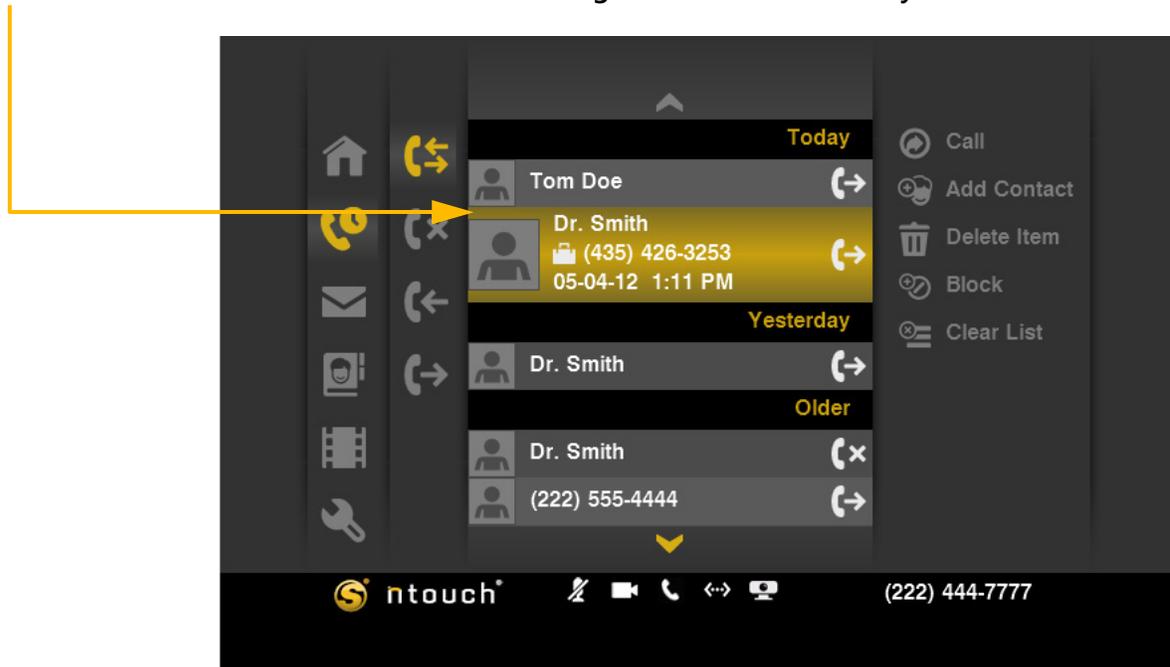


**Figure 142:** Call selected from list

Step 2. Select the **Block** button from the menu.
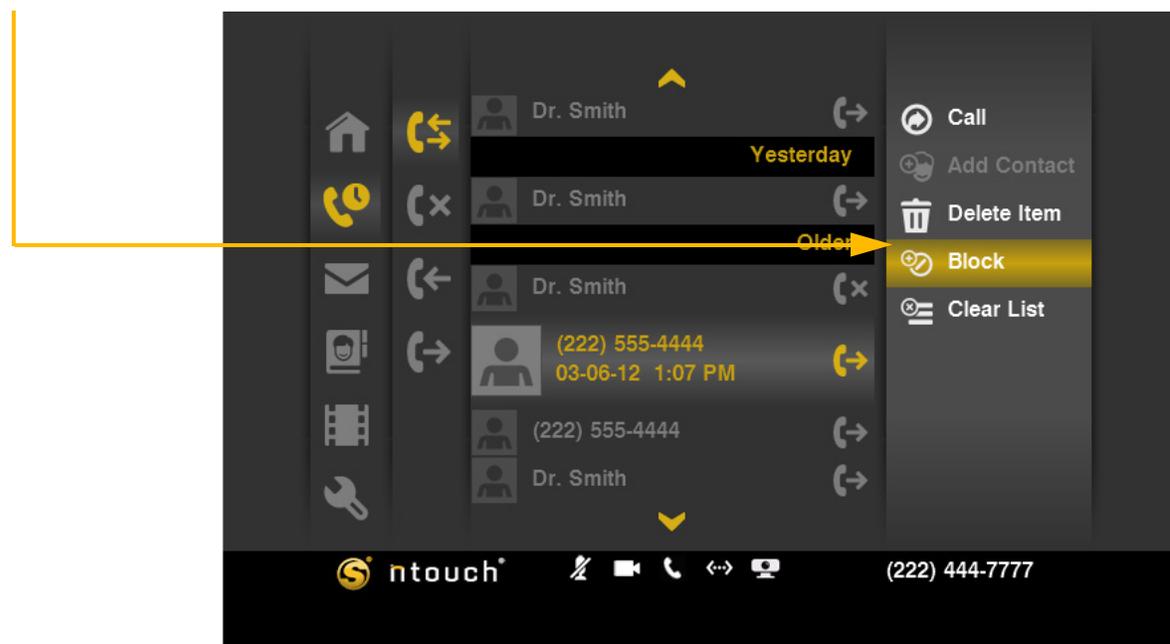


**Figure 143:** Block button

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**Step 3.**	The Add Blocked Phone Number dialog appears. You can enter a description in the first field. The second field will already contain the phone number to be blocked.
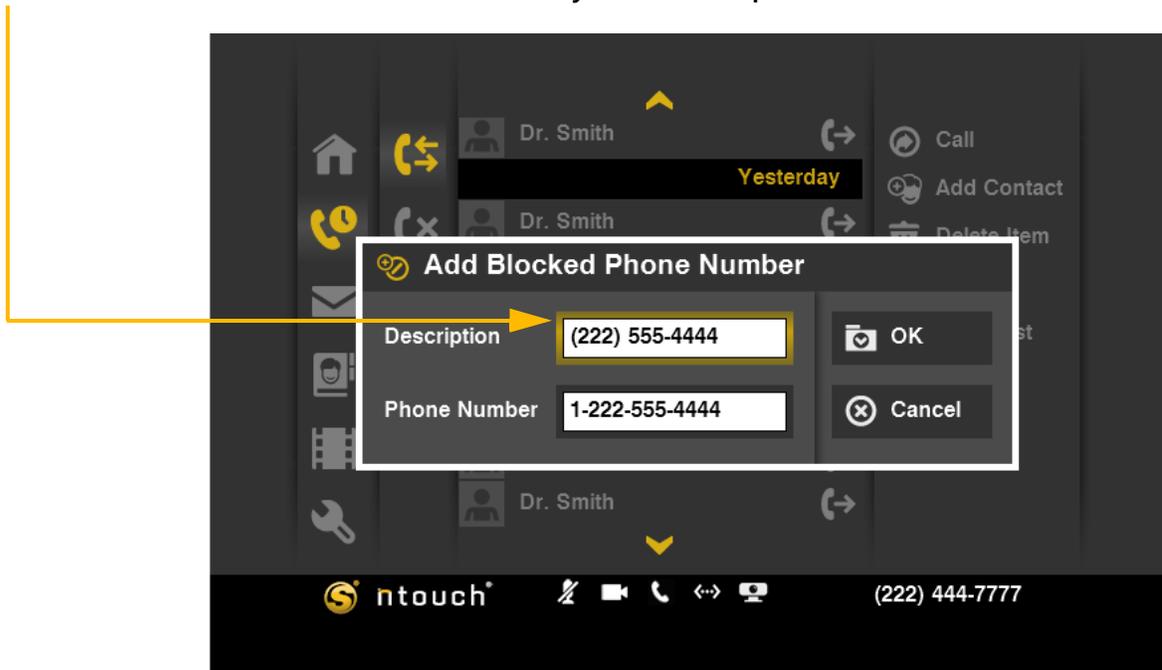


**Figure 144:** Add Block Phone Number dialog

| Feature | Description |
|---|---|
| **Description field** | Enter a name or description of the person or number to be blocked in this field. A phone number will appear in this field until you replace the number with a name. |
| **Phone Number field** | The phone number to be blocked will appear in this field. |

**Table 4:** Add Blocked Phone Number details

*Note:*	*You cannot block certain Sorenson phone numbers with this feature (for example, Sorenson Technical Support).*

**Step 4.**	Select OK to block any future calls or SignMails from this number. Select Cancel to exit the dialog without blocking the number.

## *To Clear All Calls from All Lists*

Step 1.    Select any one of the lists (All, Missed, etc.). Then select any call from the list.
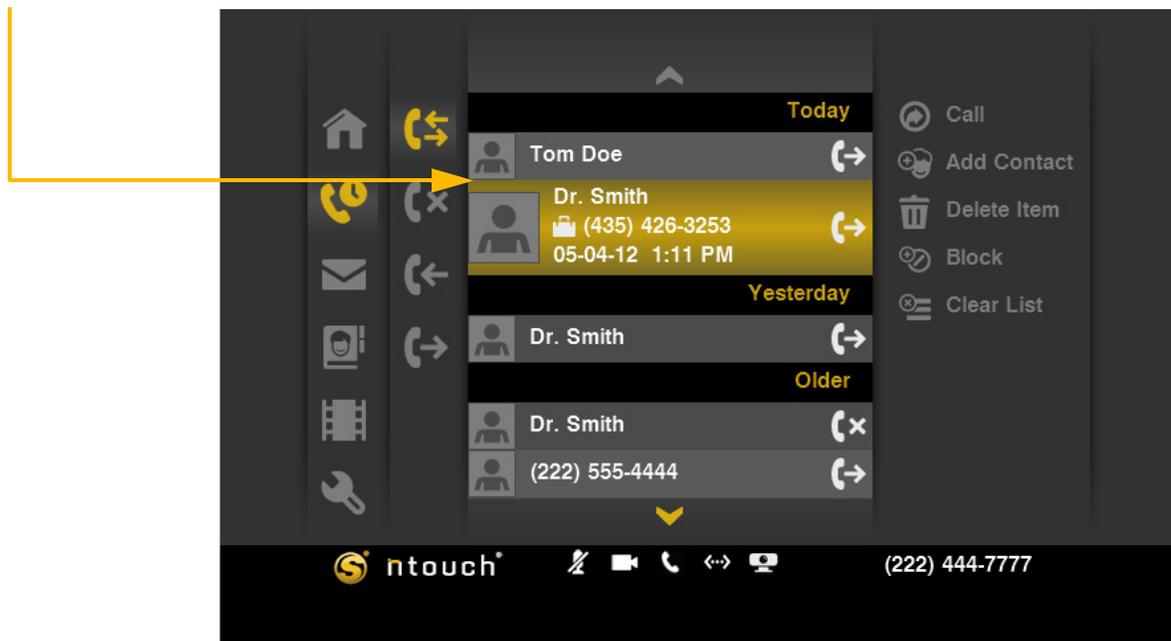


**Figure 145:**  Call selected from list

Step 2.    Select the *Clear List* button from the menu.
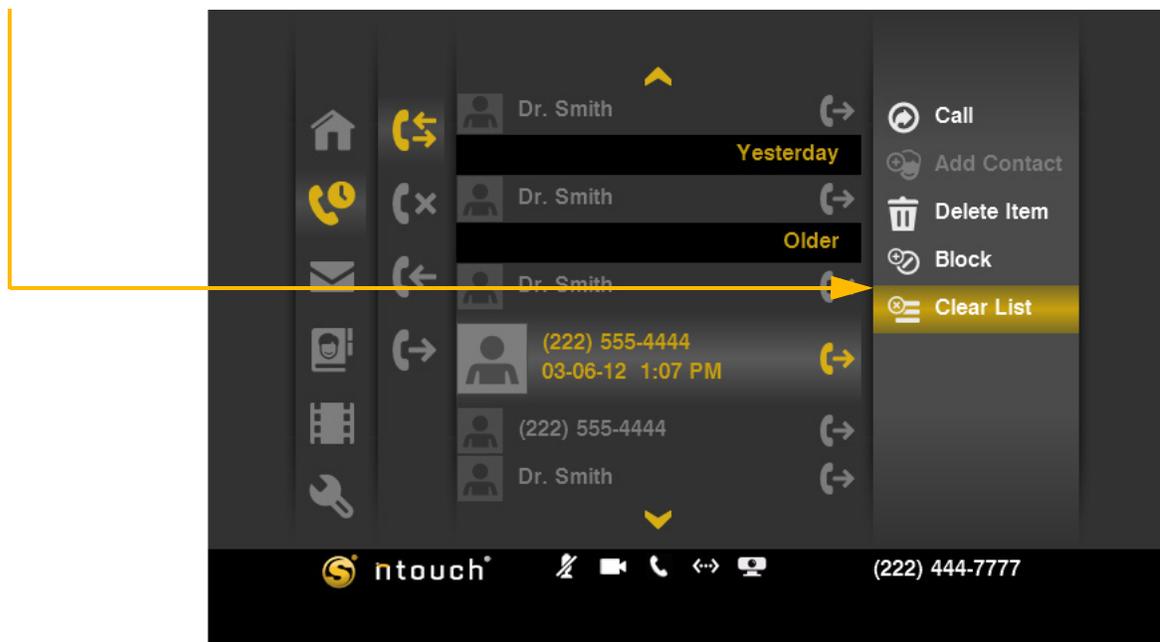


**Figure 146:**  Clear List button

**Step 3.** A confirmation dialog appears. To delete all calls in the Call History list at once, select Yes. To exit without deleting, select No.
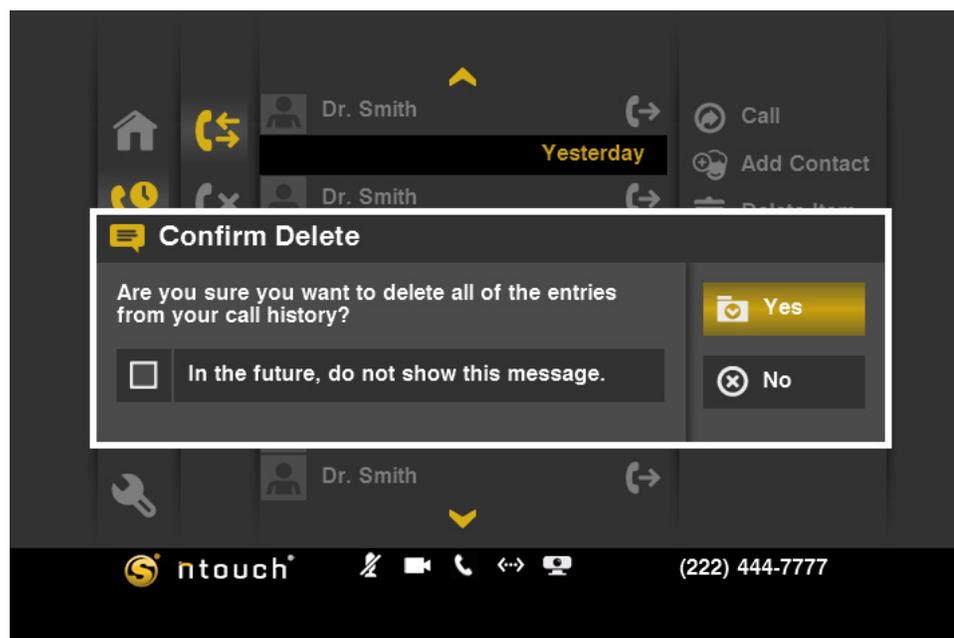


**Figure 147:** Delete Confirmation dialog

*Note:* *Be careful when using the Clear List function. Remember that you cannot recover deleted call records.*

# Add a Profile Photo

ntouch VP's Profile Photo feature lets you take a snapshot photo of yourself using your videophone'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. If you never want anyone to see a profile photo of you, then do not add one to your ntouch VP.

## *To Add a Profile Photo*

**Step 1.**  **At the Home screen, select the** Settings **button to display the screen shown below.**
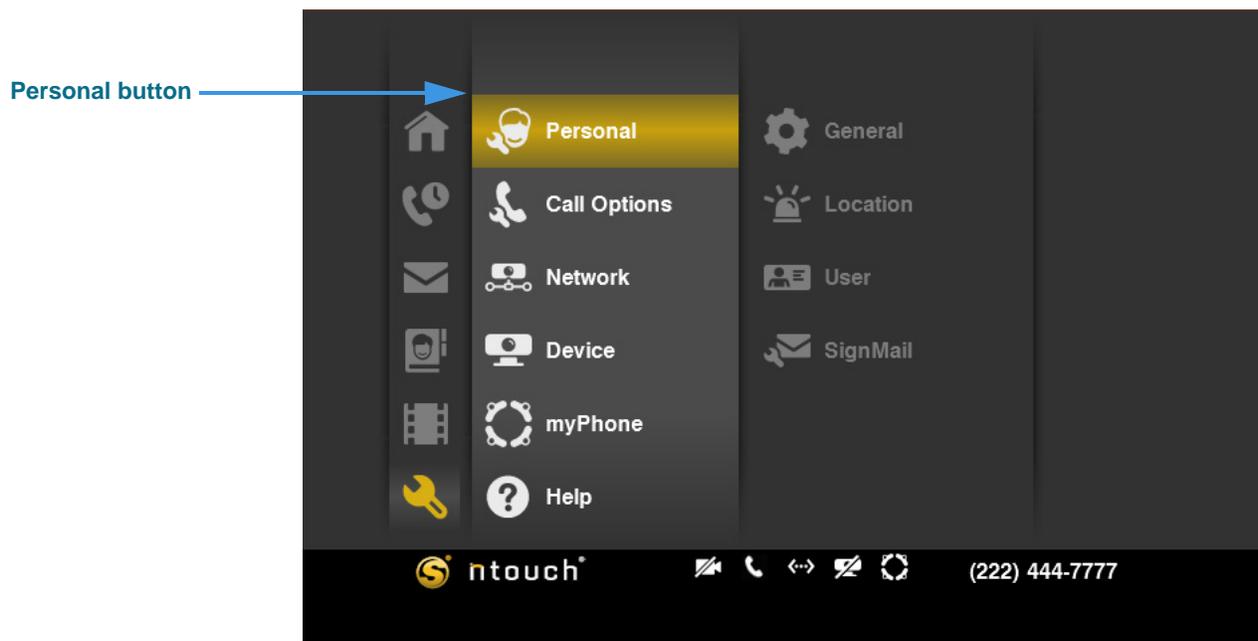


**Figure 148:** Personal button on *Settings* screen

**Step 2.** Select the Personal button and then move to the User button shown below.
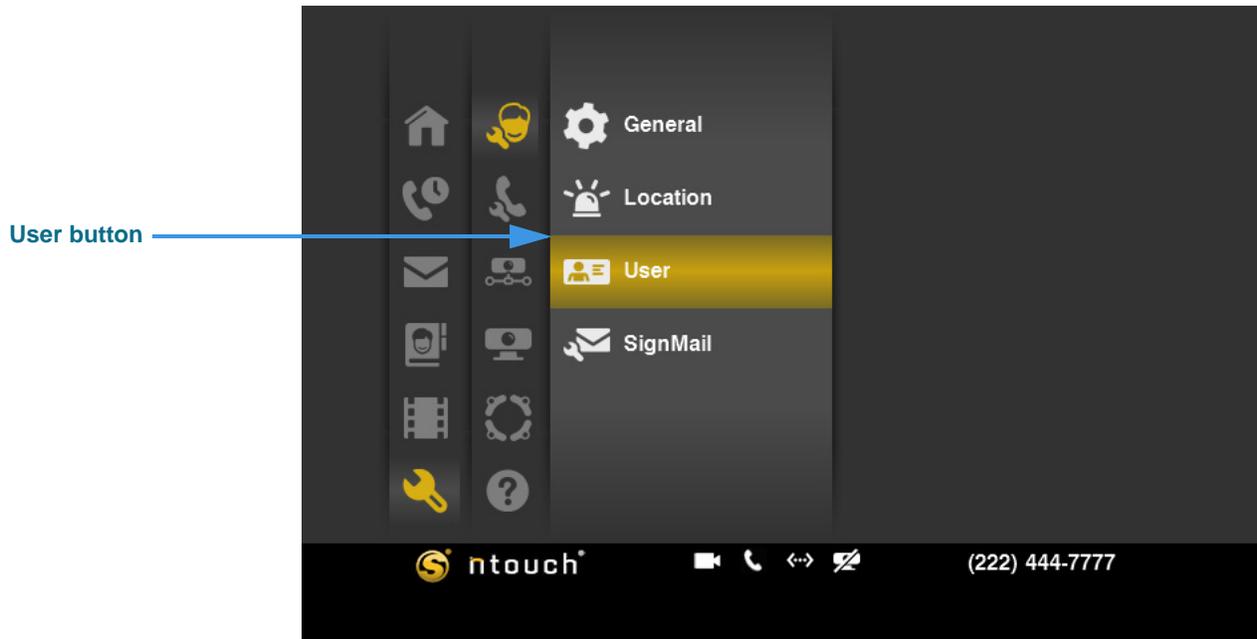


**Figure 149:** User button on *Personal Settings* screen

**Step 3.** Select the User button to display the screen shown below.
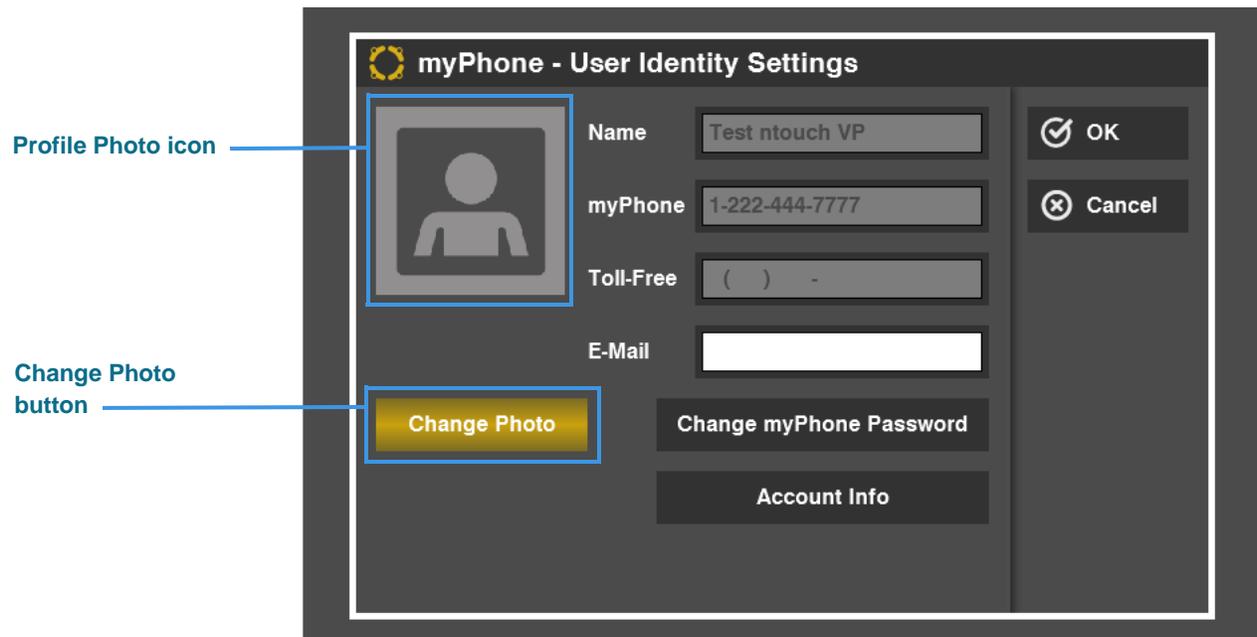


**Figure 150:** Select type buttons on *SignMail Settings* screen

Notice the new **Profile Photo icon** and the **Change Photo** button on this *User Identity Settings* screen. The **Change Password** button and the fields on the screen (i.e., **Name**, **Local**, **Toll-Free** and **E-Mail**) have been moved to the center of the screen. Notice that if you are part of a myPhone Group as shown in this example, the button will read "Change myPhone Password."

**Step 4.** Select the Change Picture button to display the screen shown below.
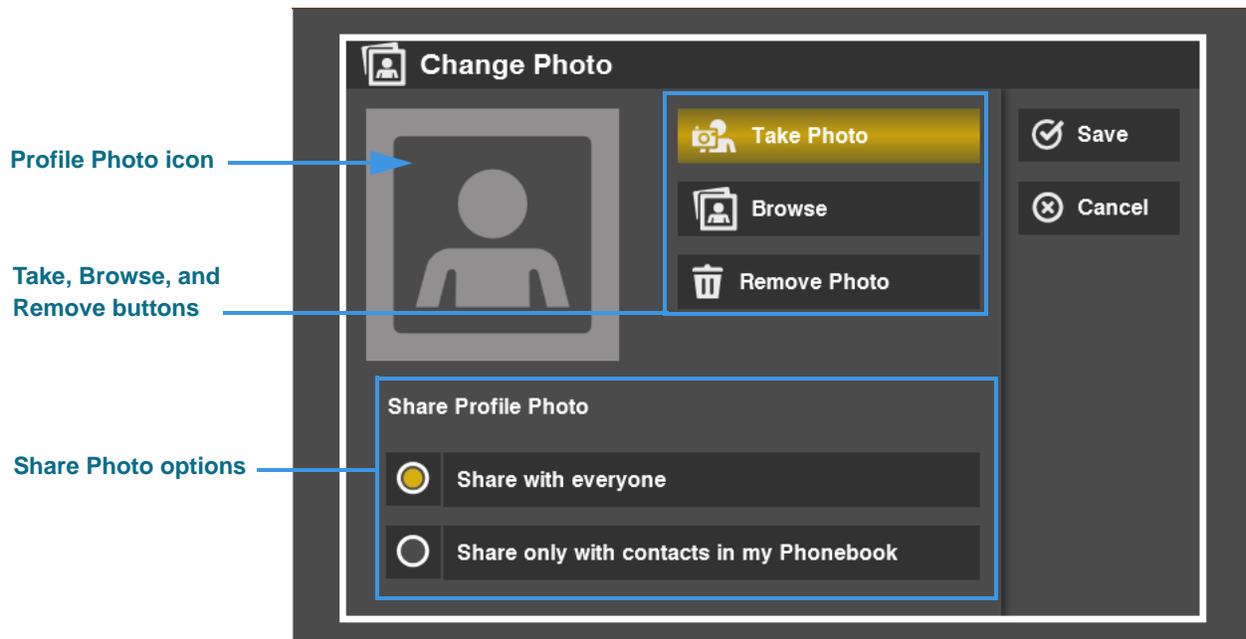


**Figure 151:** *Change Photo* screen

Notice the two **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 or avatar icon, then do not add one.

You can use the **Take Photo** button to use ntouch VP's camera to take your photo.

You can use the **Browse** button to choose one of the available avatar icons instead of taking a photo.

You can use the **Remove Photo** button to remove the current photo or avatar icon from your profile.

**Step 5.** Select the Take Photo button to display the screen shown below.
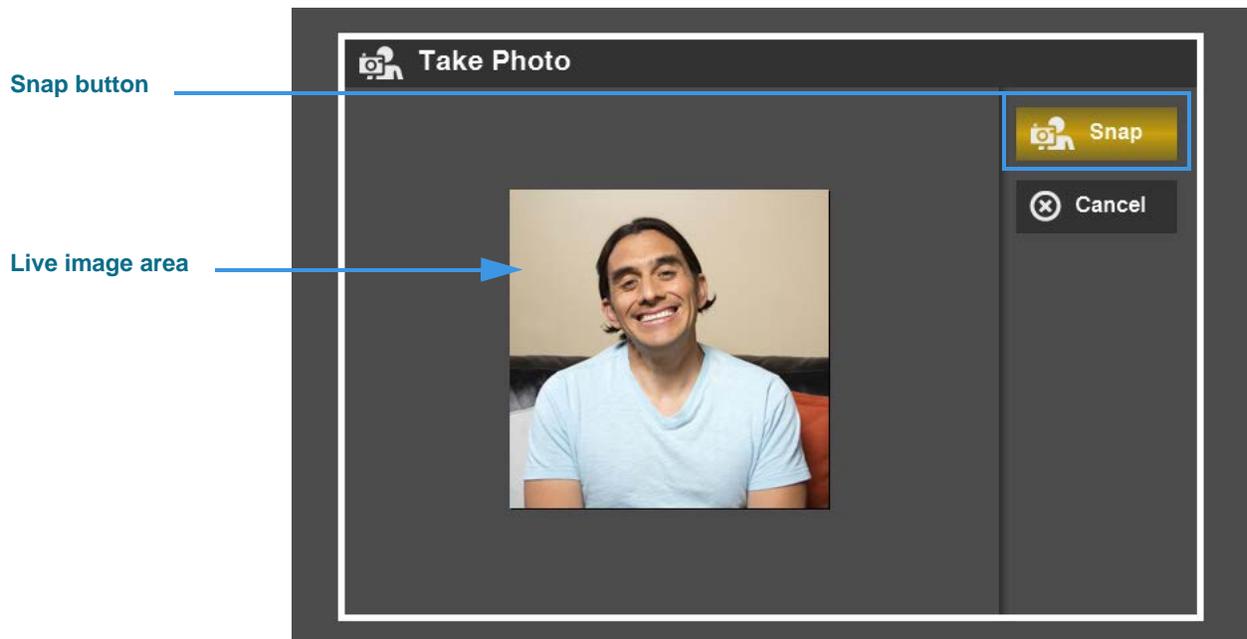


**Figure 152:** *Take Photo* screen

**Step 6.** Position yourself so that the live image area shows the photo you want to take. Select the Snap button to use ntouch VP's camera to take a photo.

**Step 7.** You will return to the screen shown below.
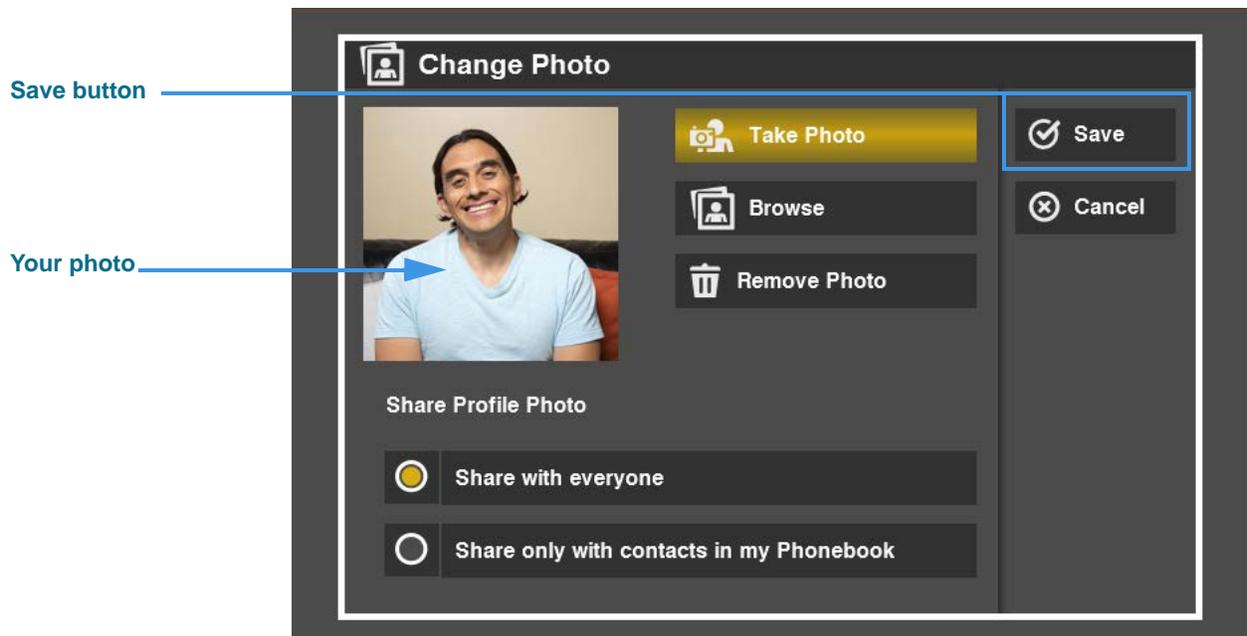


**Figure 153:** *Change Photo* screen

You can repeat the process of taking a photo until you are satisfied with the results. Select the **Save** button when ready to save the photo to your Sorenson profile record.

# Use the Phonebook

ntouch VP's Phonebook can store up to 500 contact records. ntouch VP's Call History feature is linked to the Phonebook to let you quickly add new contact records to the Phonebook. You can also add new contact records directly to the Phonebook.

After you add a new contact to the Phonebook, you can call that person by opening the Phonebook and looking up the contact. The Phonebook is organized alphabetically to make it easy for you to find the contacts you want to call. You can use the Phonebook's Searchable Contacts feature to quickly move through the alphabetical list of contacts.

The Phonebook's 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 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.

The Phonebook also lets you see and manage your Blocked numbers list. When you block a phone number, ntouch VP will automatically reject all incoming calls and SignMails from that number. You cannot block certain Sorenson numbers (such as Sorenson Technical Support) using this feature.

You can "clean up" the Phonebook by deleting individual contact records. Any records that you delete are gone forever. You cannot restore a contact after it has been deleted.

## To See Your Contacts List

**Step 1.**    **Select the Phonebook button.**
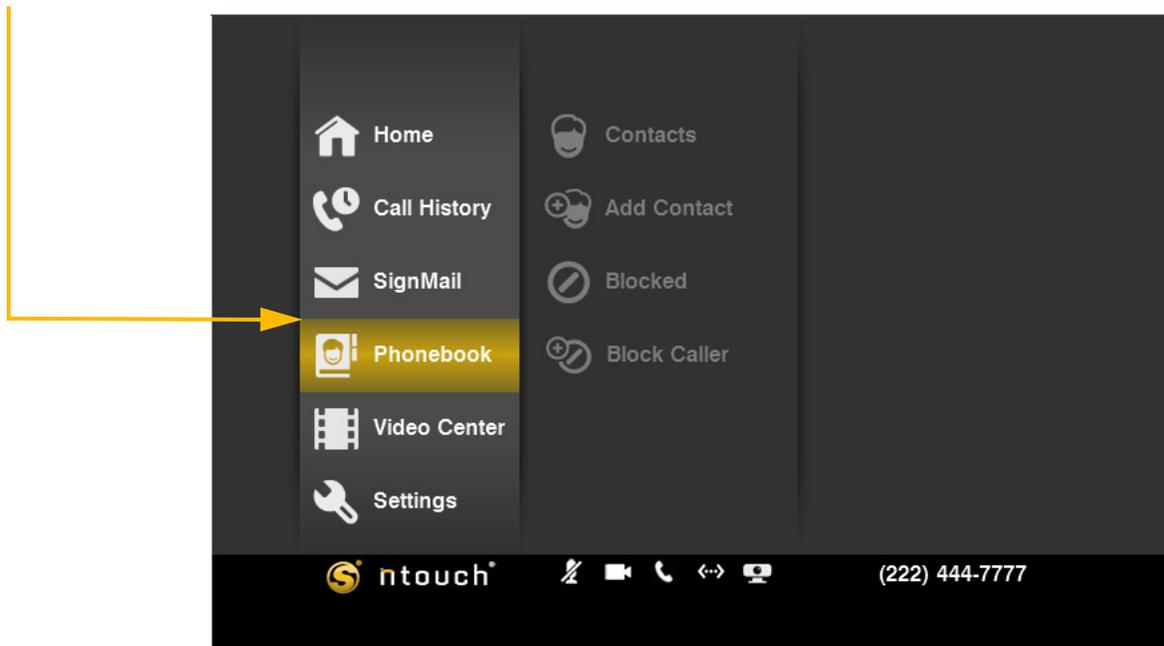


**Figure 154:** Phonebook button

You can go directly to the Phonebook screen by pressing a key on the remote control.

**Step 2.**     Select the Contacts button.
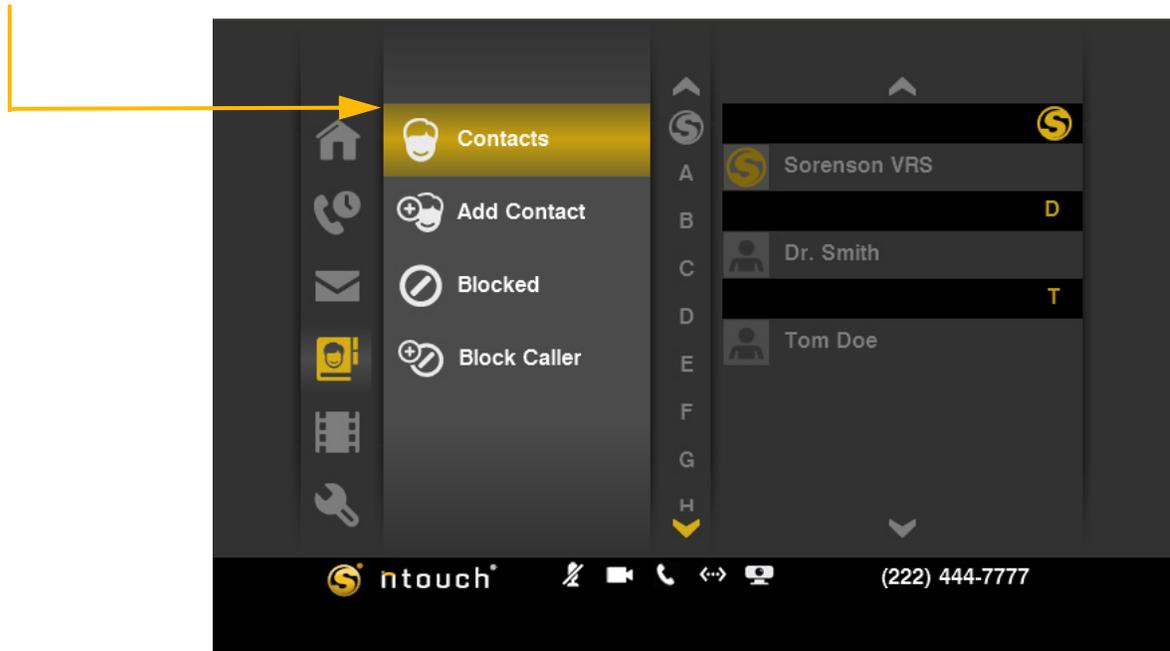


**Figure 155:** Contacts button

**Step 3.**     Move to the Alphabet column. Select any letter from the column to display the records stored under that letter. In this example, there are only two contact records.
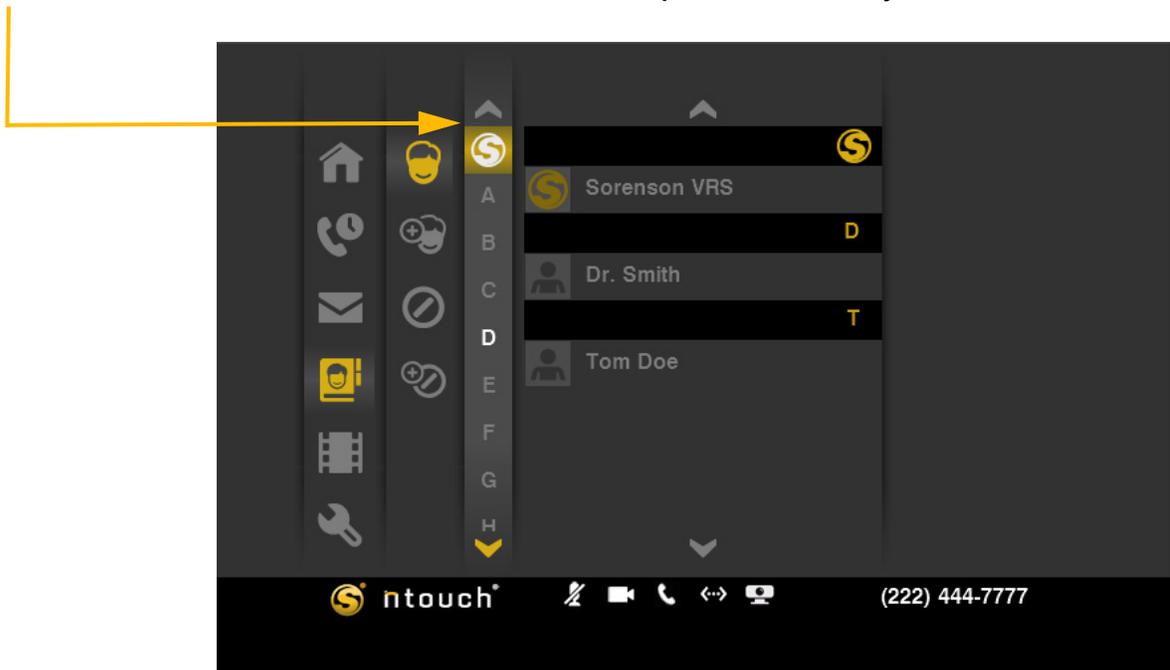


**Figure 156:** Alphabet column selected

> **Note:**    *You do not have to use the Alphabet column if you do not find it helpful for you. You can directly select any of your contacts by moving up and down the list.*

**Step 4.** Select the Sorenson VRS contact located at the top of the list.
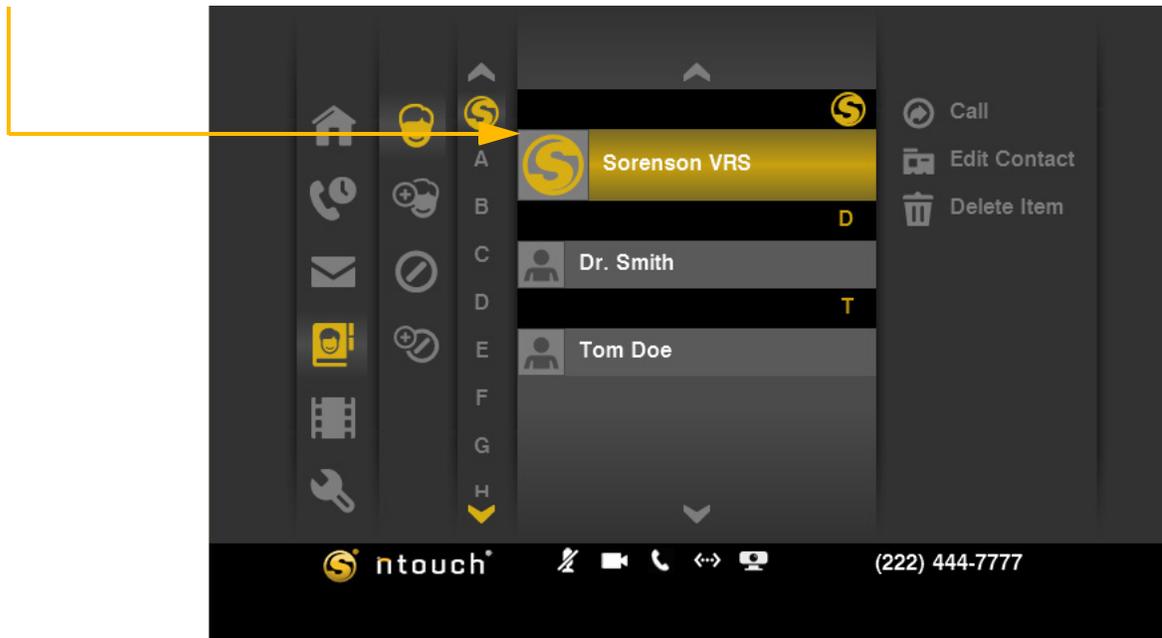


**Figure 157:** Contact record selected

**Step 5.** If you have many contacts, you can jump to any part of the list by pressing one of the number keys on the remote control. This is the "Searchable Contacts" feature. For example, press the 2 key on the remote control to show the dialog below.
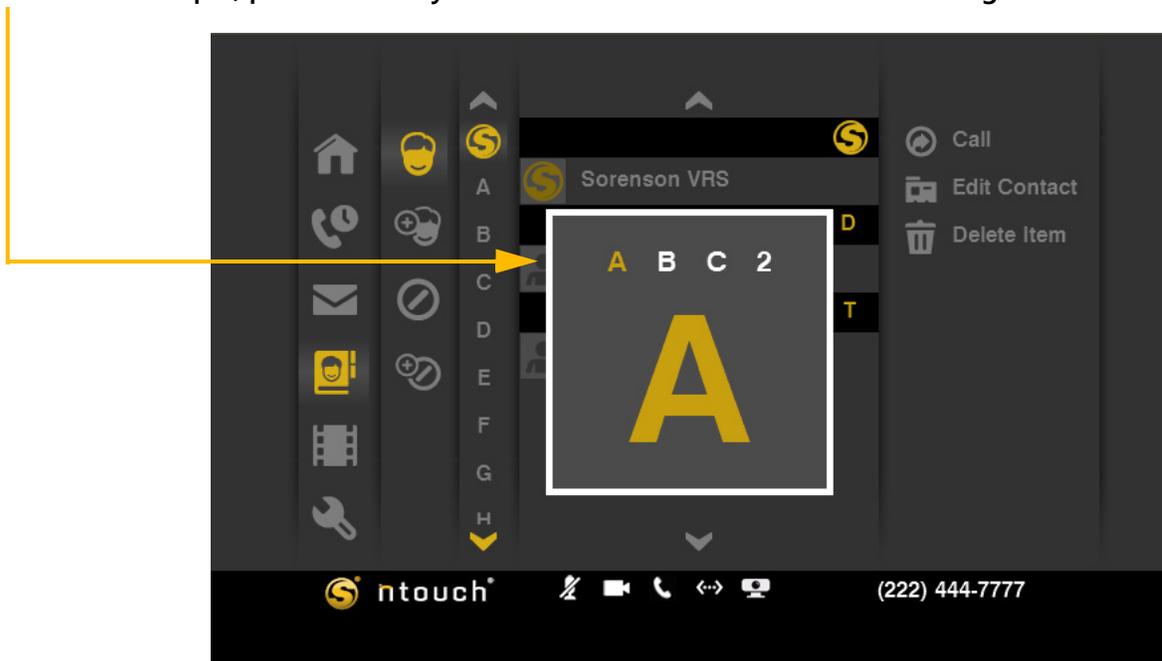


**Figure 158:** Searchable Contacts "A"

**Step 6.** This dialog shows the letters A, B, and C and the number 2. The letter "A" is highlighted in gold which means it is selected. If you keep pressing the number key on the remote, you will move through the other letters linked to that number.

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**Step 7.**    Press the **2** key again to see the letter "B" as shown below.



**Figure 159:** Searchable Contacts "B"

**Step 8.**    Press the **2** key again to see the letter "C" as shown below.
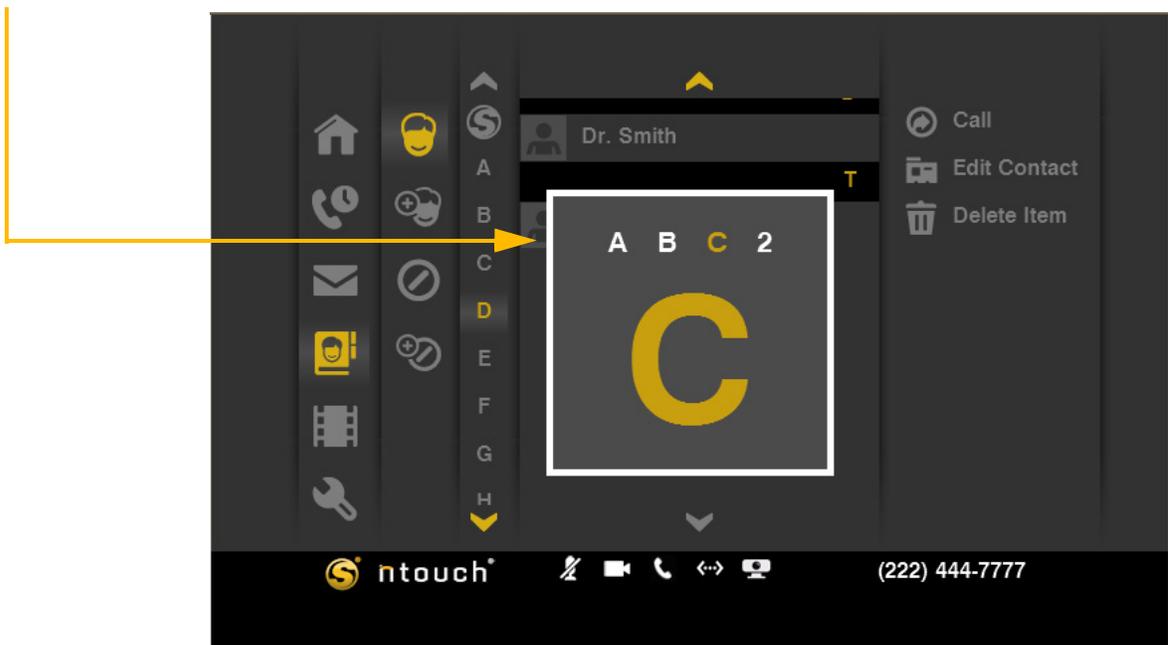


**Figure 160:** Searchable Contacts "C"

**Step 9.**    After a moment, ntouch VP will show you the contacts that match or are nearest to the letter you selected. You can scroll up and down through the list by pressing the **Page Up/Page Down** keys on the remote control. You can press the **Enter** key on the remote after you select a letter to immediately go to that group of contacts.

**Step 10.** Select a contact from the list. The name "Dr. Smith" is selected in this example. This name (which starts with "D") is nearest to the "C" you selected in the previous step.
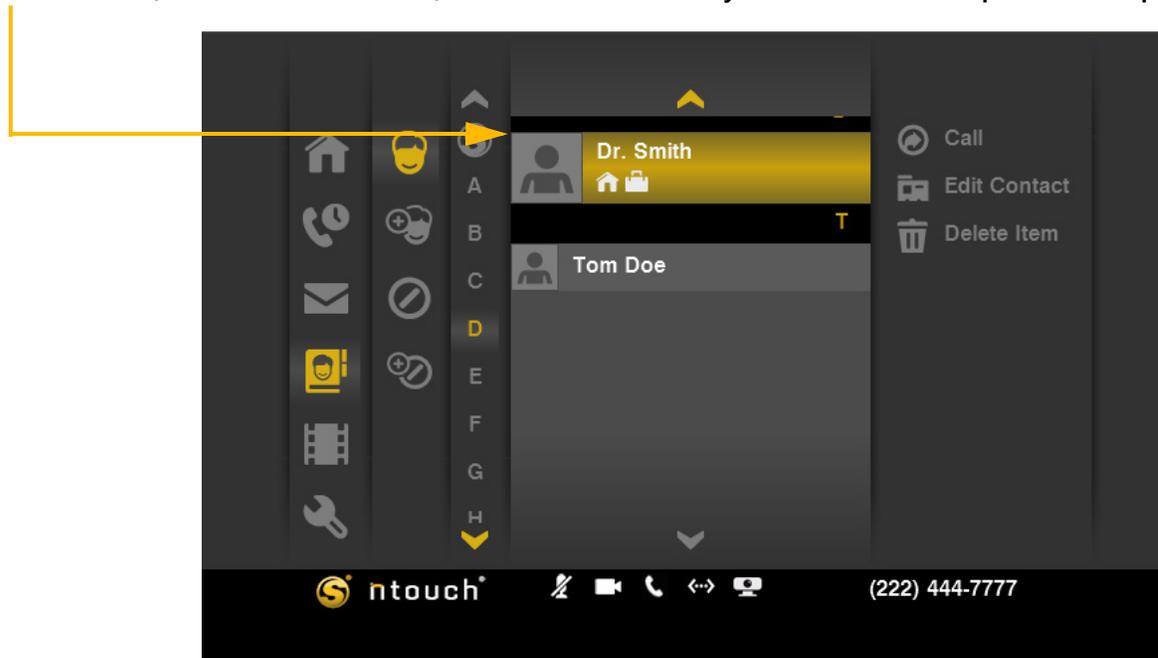


**Figure 161:** "Dr. Smith" contact record selected

**Step 11.** Notice the menu at the right of the list. The menu contains a list of functions you can perform on the selected contact. You can call, edit, or delete the contact.

**Menu has appeared**
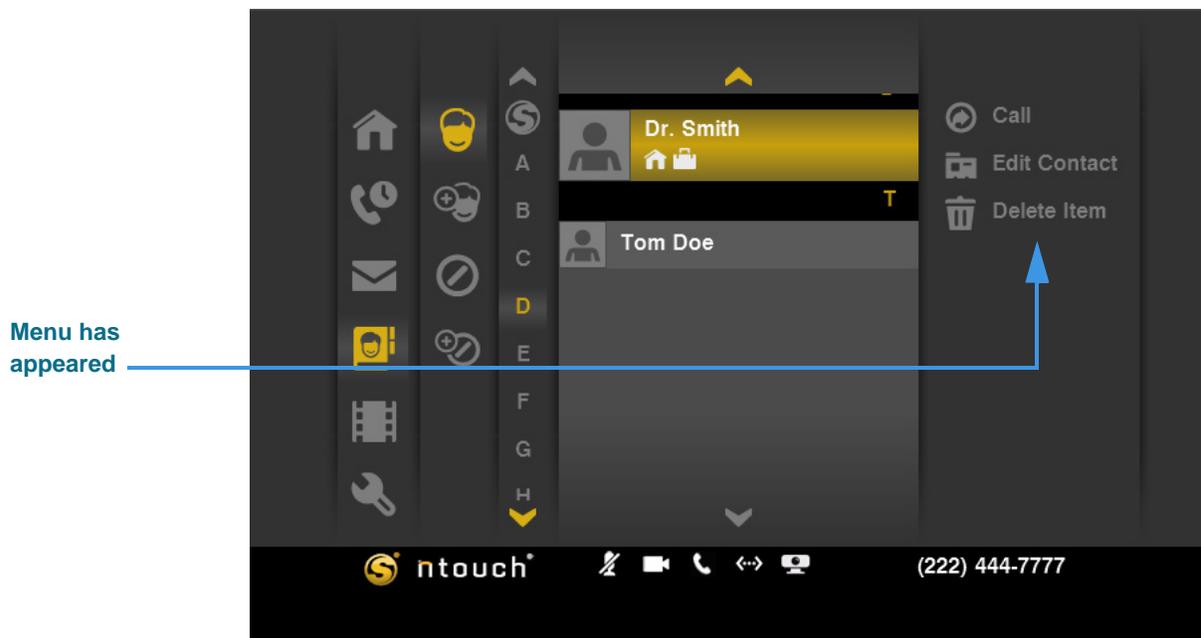


**Figure 162:** "Dr. Smith" contact record selected

**Step 12.** Go on to the next few pages to learn how to use the Call, Edit, and Delete menu functions on the contacts in the list.

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## *To Call a Contact*

Step 1.   Select the contact you want to call from the list. Then select the Call button from the menu.
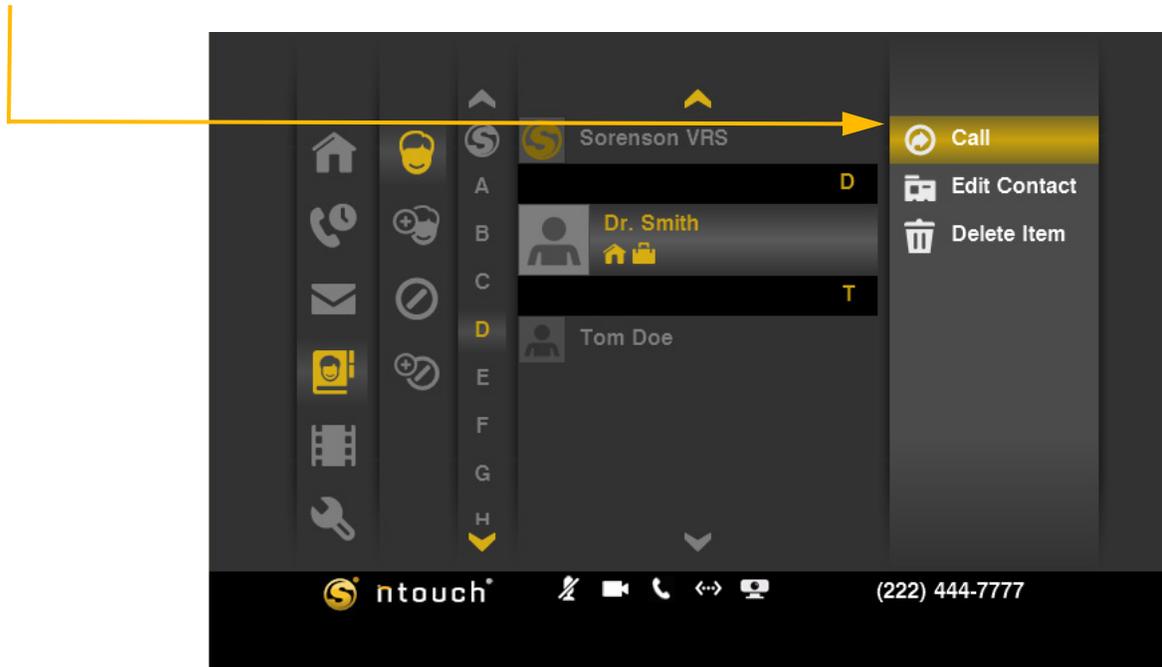


**Figure 163:** "Dr. Smith" contact record selected

Step 2.   If more than one phone number is stored for a contact, a dialog will appear. Select the number you want to dial from the list and then press the remote's Enter key.
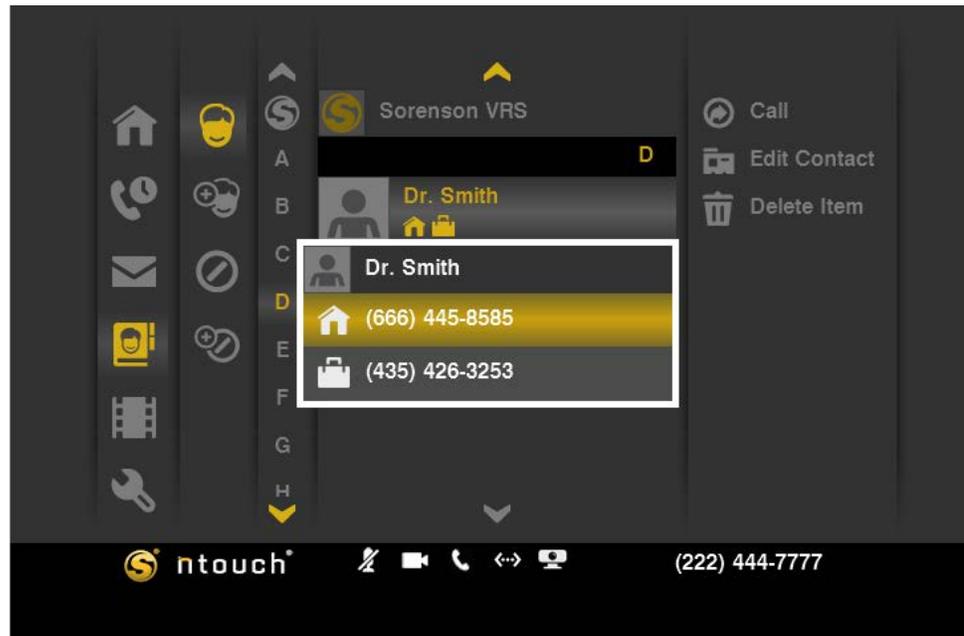


**Figure 164:** Multiple number dialog

**Step 3.**    The Dialing screen appears. Complete your call as usual when the person answers.
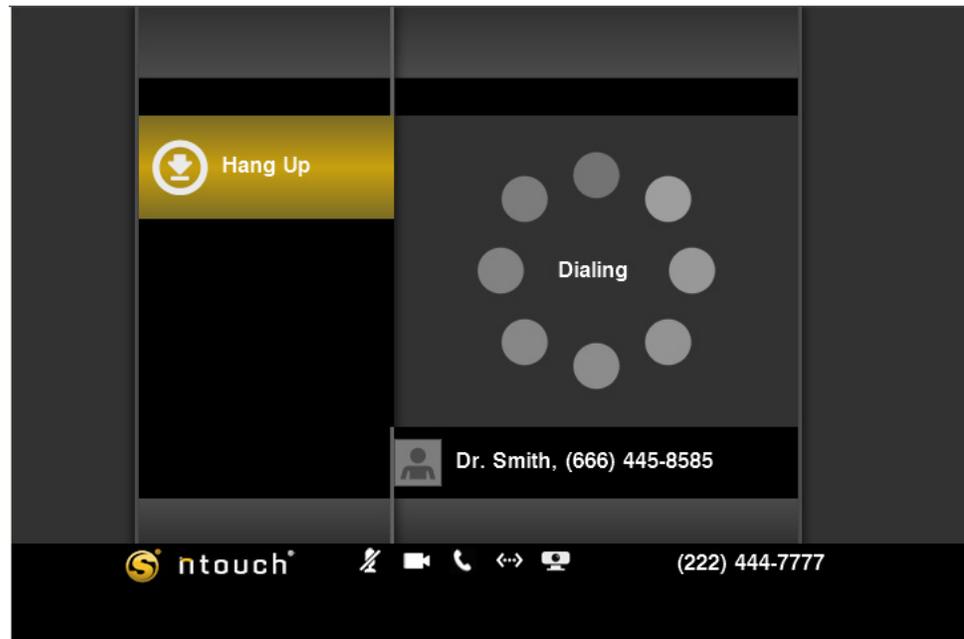


**Figure 165:** Dialing screen

**Step 4.**    After you hang up, you will be back at the contact list screen where you started.

## *To Edit a Contact*

**Step 1.**    **Select a contact to be edited. Then select the** Edit Contact **button from the menu.**
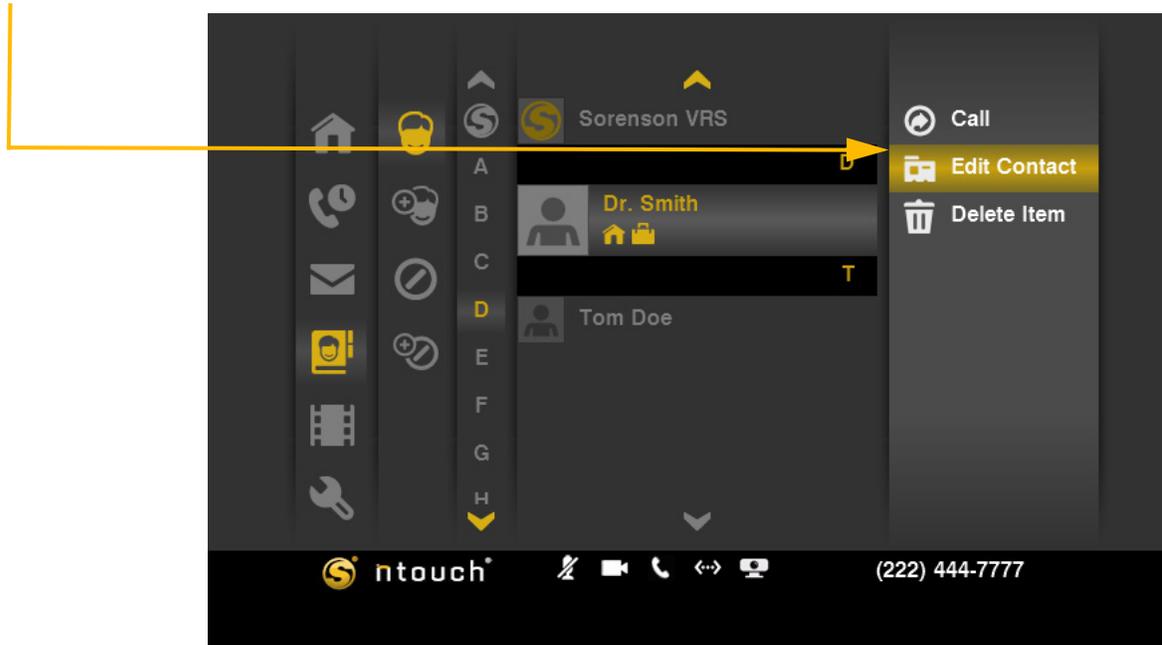


**Figure 166:**  Edit Contact button

**Step 2.**    **The Edit Contact screen appears. Complete the required entries in the fields.**

**Need Help Here?**
If you need help understanding the fields and options on this screen, see the table on Page 81.

**Fields and buttons**
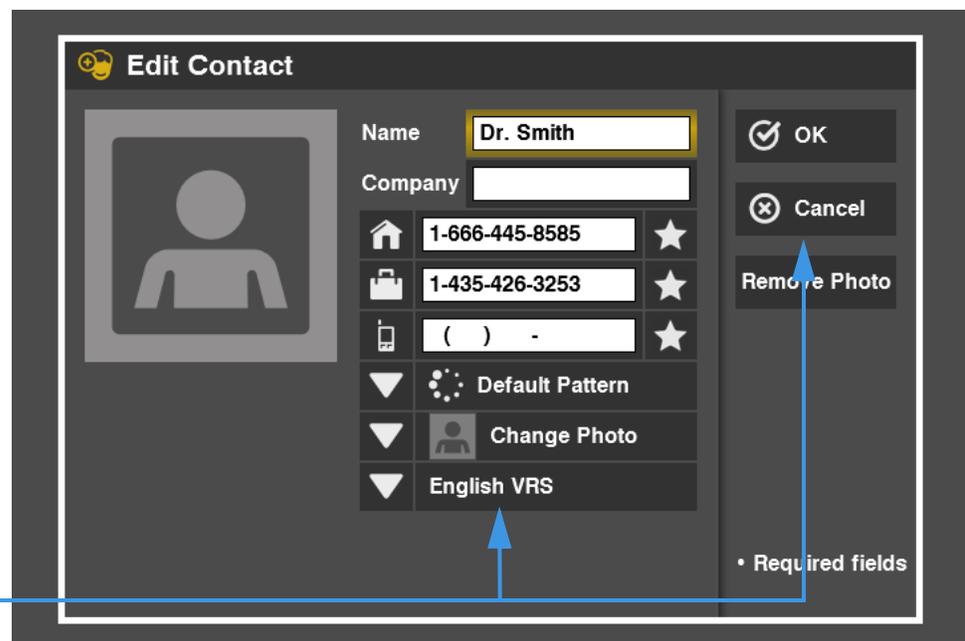


**Figure 167:**  Edit Contact screen

**Step 3.**    **Select** OK **to save any changes you made to this contact record. Select** Cancel **to exit without saving. You will then be back at the Contacts list screen.**

*ntouch VP 8.0*

## *To Delete a Contact*

Step 1.     Select the contact to be deleted. Then select the Delete Item button from the menu.
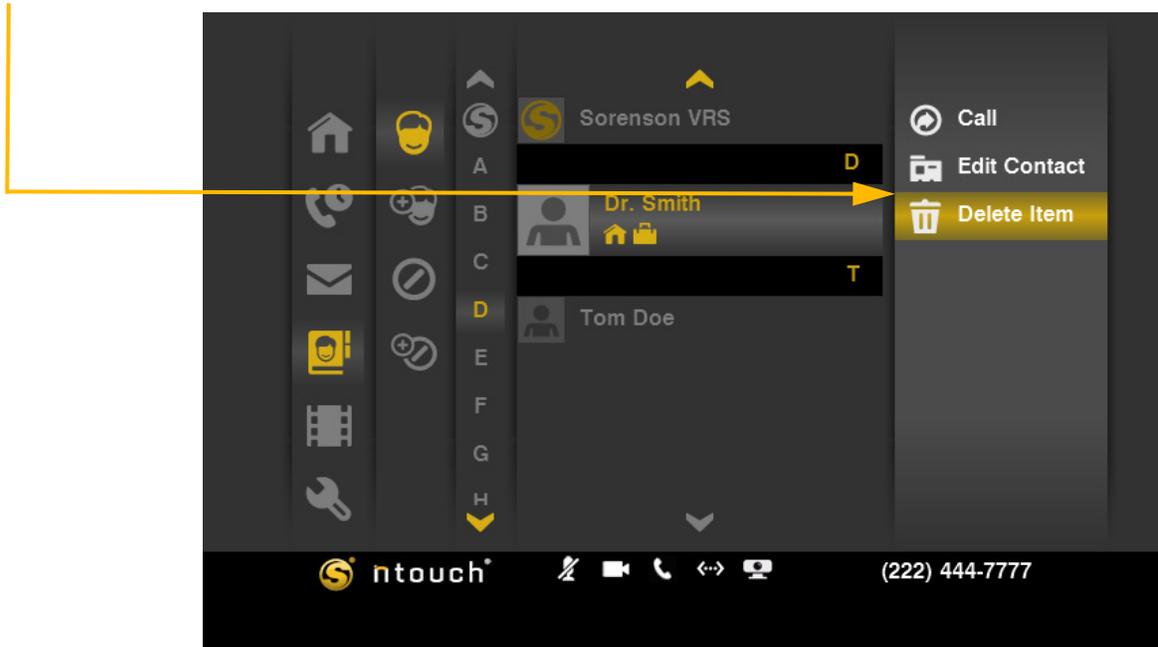


**Figure 168:**  Delete Contact button

Step 2.     A confirmation dialog appears. To delete only this one contact from the list, select Yes. To exit without deleting, select No.
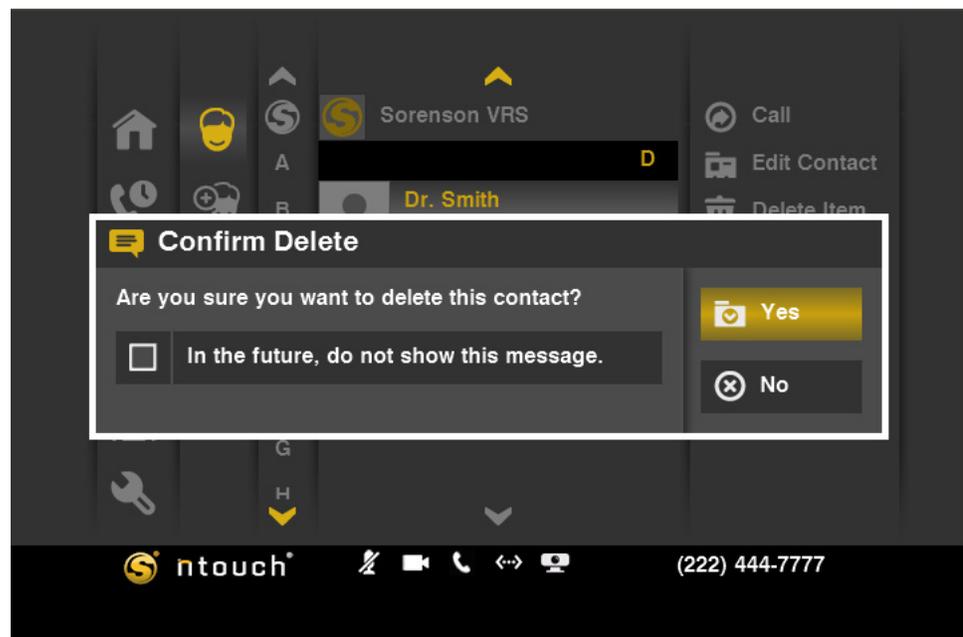


**Figure 169:**  Confirm Delete dialog

**Note:**     *You cannot recover deleted contacts.*

**User Guide**

## *To Add a Contact*

**Step 1.** **Select the Phonebook button. Then select the New Contact button.**
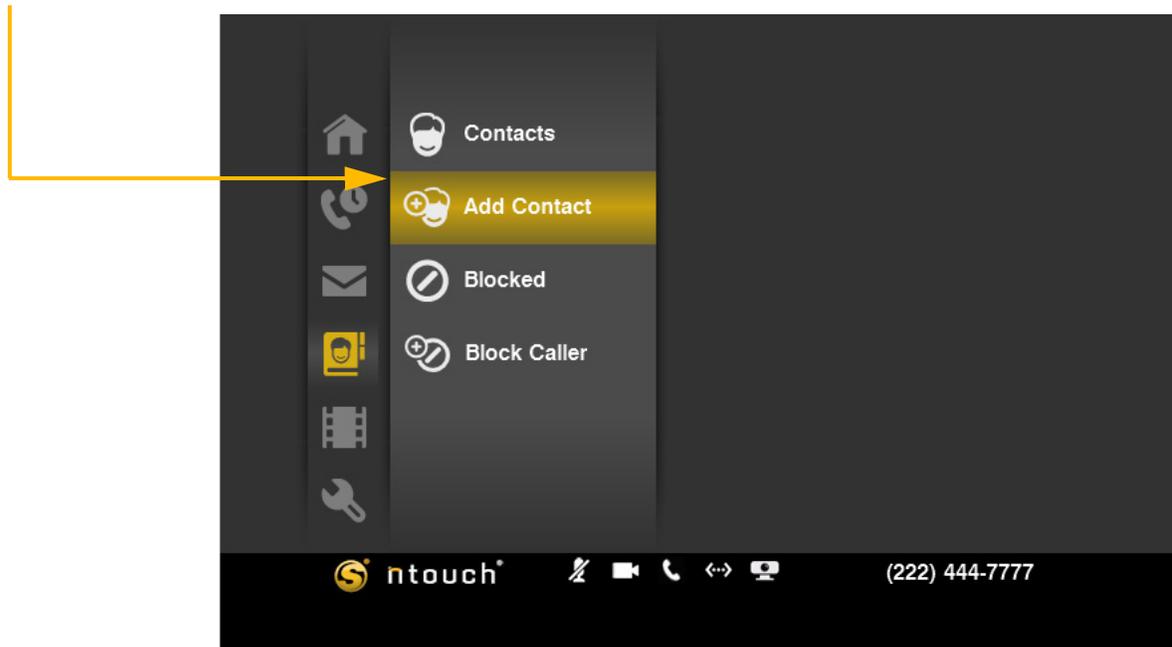


**Figure 170:** New Contact button

**Step 2.** **The Add Contact screen appears. Notice all the fields are empty for a new contact.**

**Need Help Here?**

If you need help understanding the fields and options on this screen, see the table on Page 81.

**Fields and buttons**
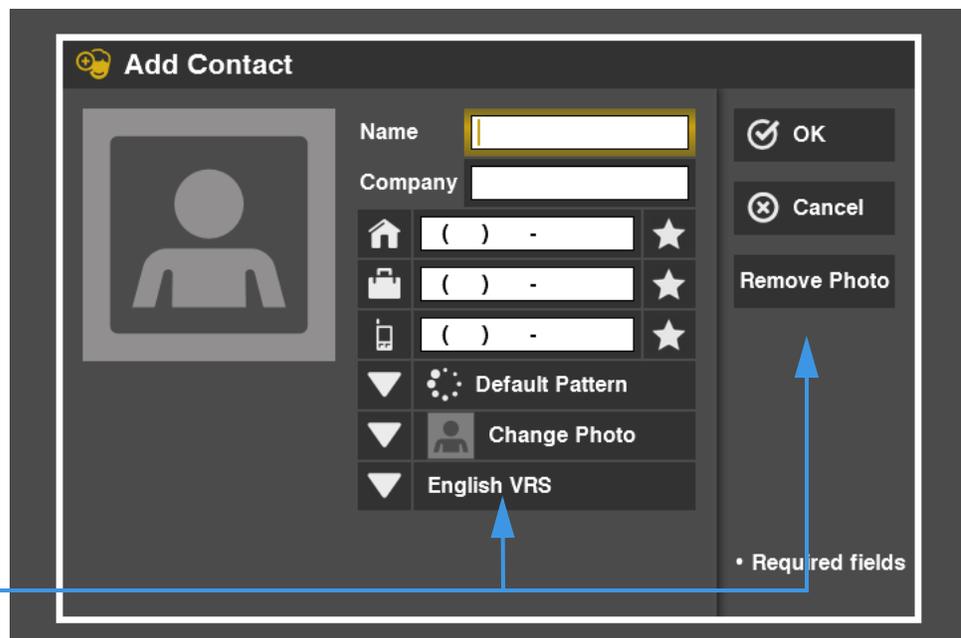


**Figure 171:** Add Contact screen

Step 3.    Starting at the top field, enter a name for this new contact record. As an example, this contact is named "Simon Garfunkel." Enter a phone number for this contact.
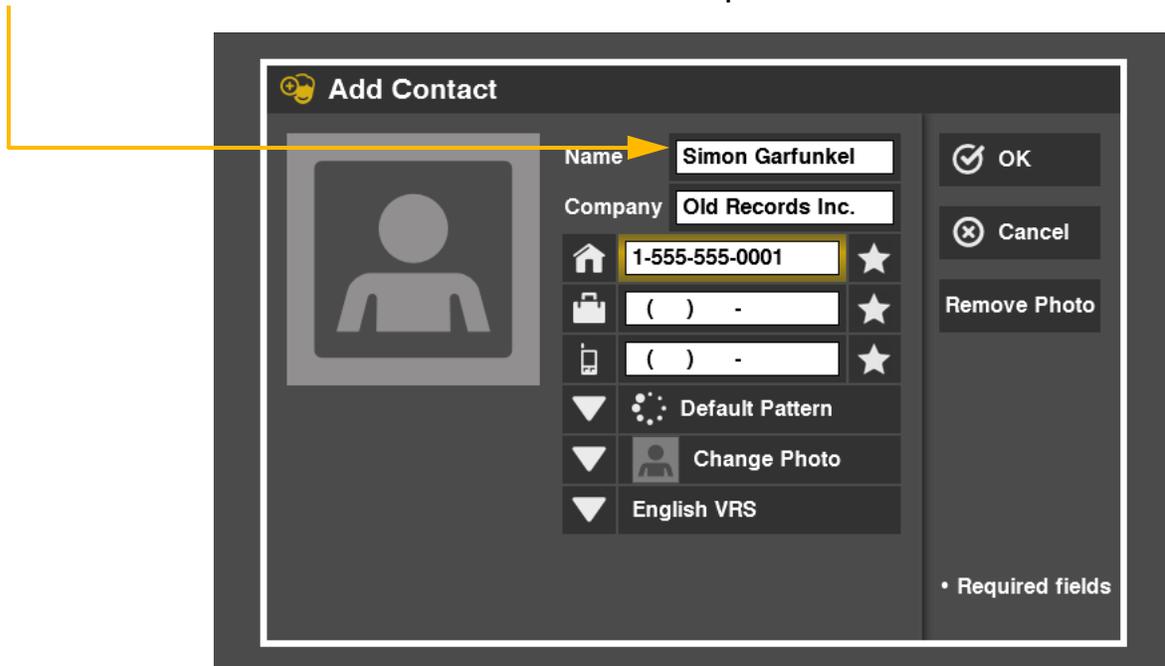


**Figure 172:** Name and number entered

Step 4.    Select the Default Pattern drop-down list to reveal a list of LightRing options as shown below. Select the desired pattern from the list or turn off the feature.
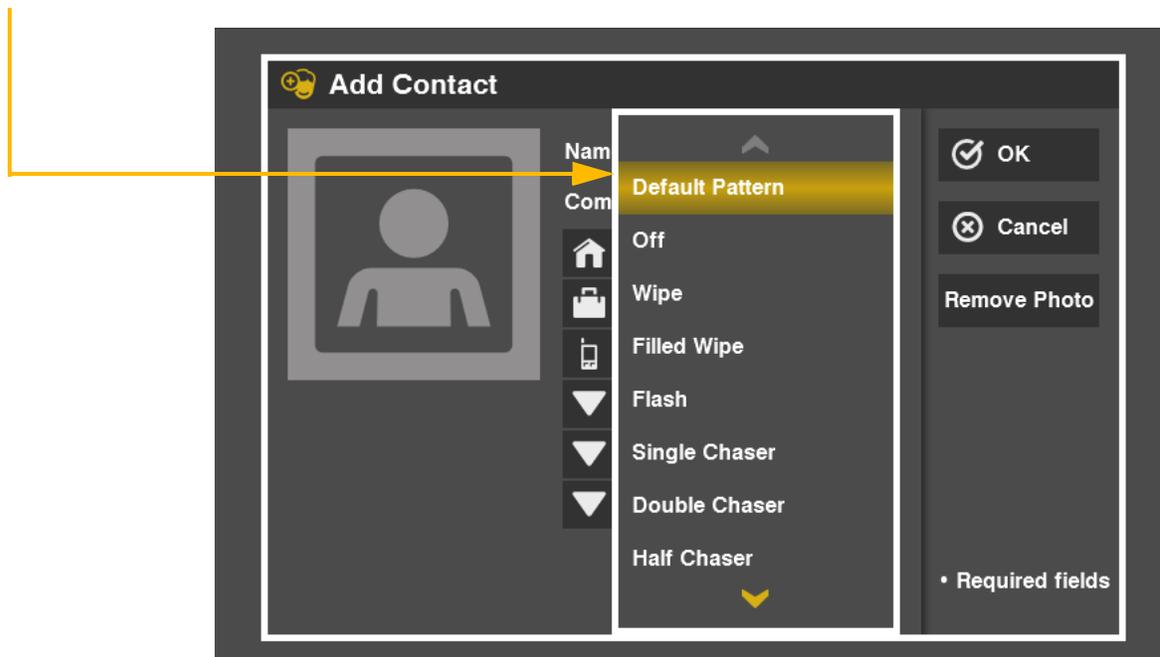


**Figure 173:** LightRing pattern drop-down list

**Step 5.**    Select the Change Photo button to display the screen shown below.



**Profile photo (if one exists)**

**Change Photo pop-up menu**
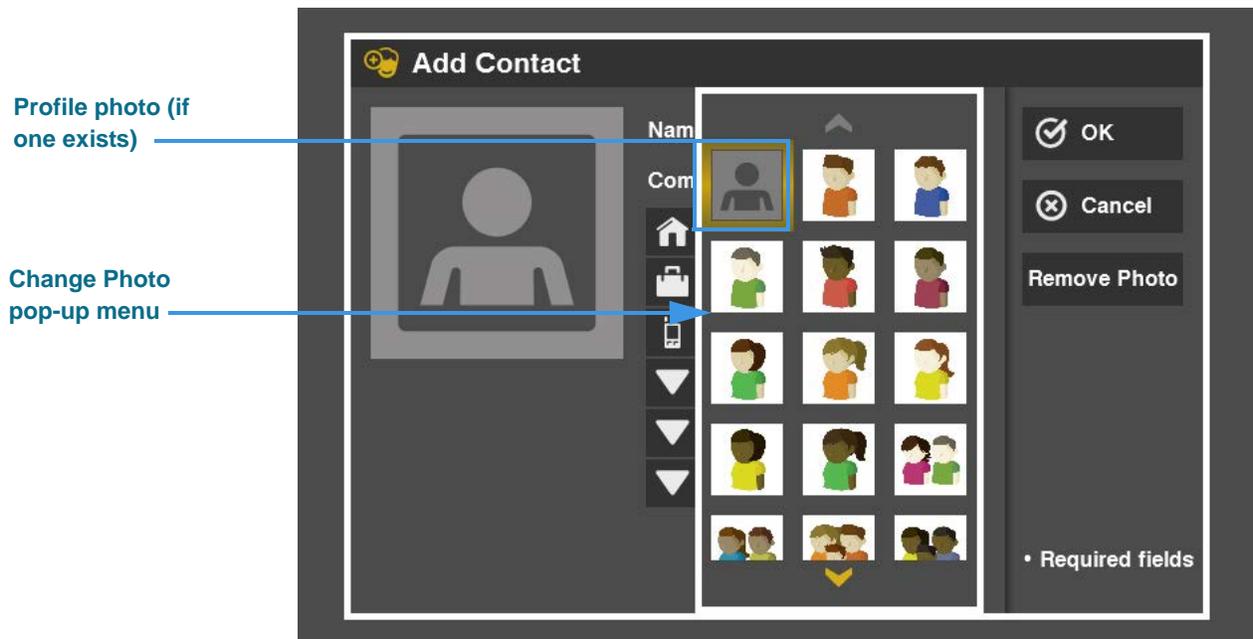
**Figure 174:** Change Photo pop-up on *Add Contact* screen

From the **Change Photo** pop-up menu, you can select one of the an avatar icons or select the Profile photo, if one has been saved for the phone number you entered, for this contact. A generic profile photo image is shown in this example.

**Step 6.**    Select the profile photo stored for this number or select an avatar icon.

**Step 7.**    If you have enabled the feature and want use the VCO for this contact, select the Use VCO checkbox.

**Step 8.**    To show your preference for a Spanish VRS interpreter, select the English VRS drop-down list, and then select Spanish VRS from the drop-down list.

**Step 9.**    When finished, select OK to save the new contact.

## *To See/Edit Blocked Numbers*

Step 1.    Select the Phonebook button. Then select the Blocked button. A list of blocked numbers will appear to the right. The list will be empty until you add numbers.
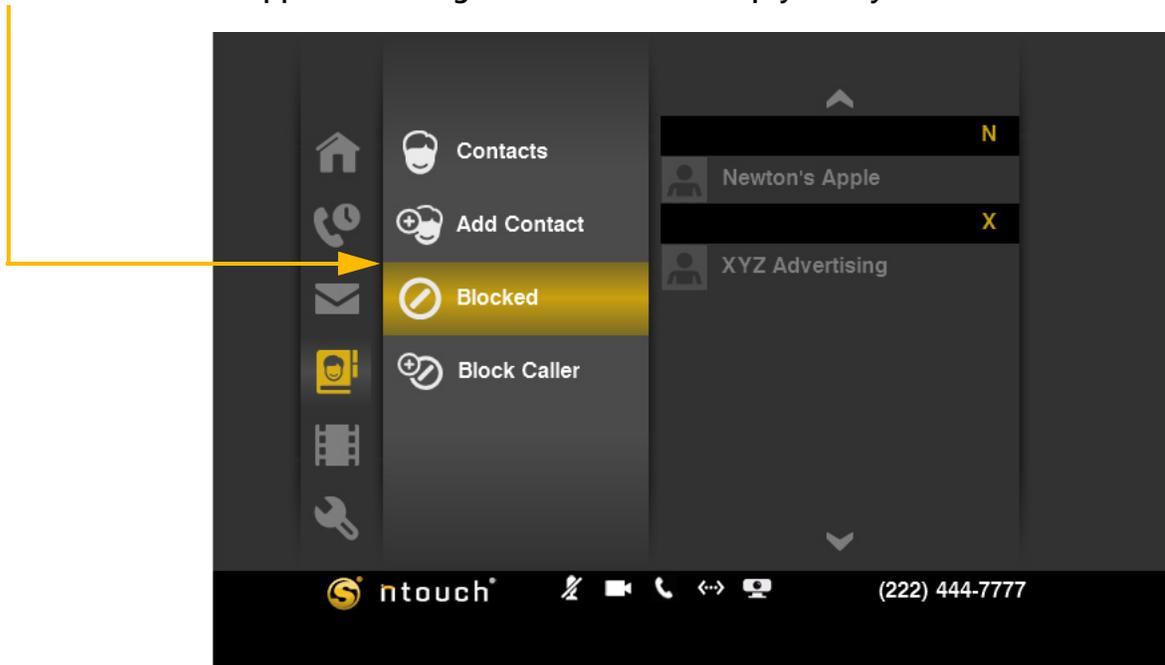


**Figure 175:**  Blocked button

Step 2.    Select one of the blocked numbers in the list. In this example, there are two blocked numbers: one is named "Newton's Apple" and one is named "XYZ Advertising."
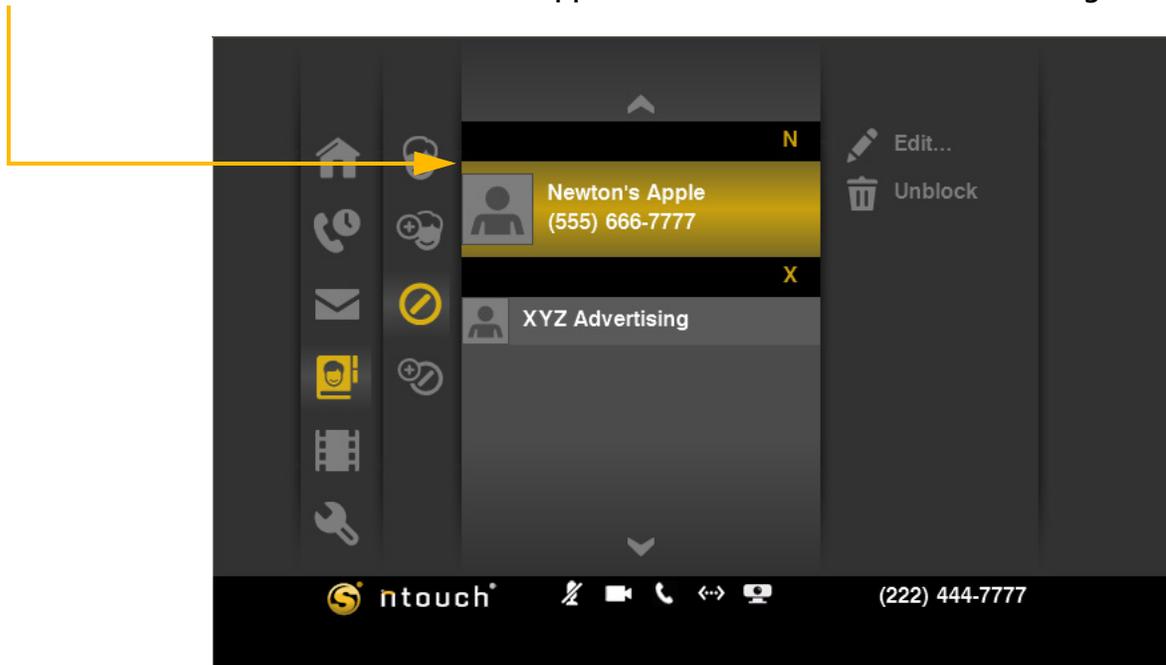


**Figure 176:**  Block list

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**Step 3.**     To make changes to the blocked number, select the Edit… button from the menu.
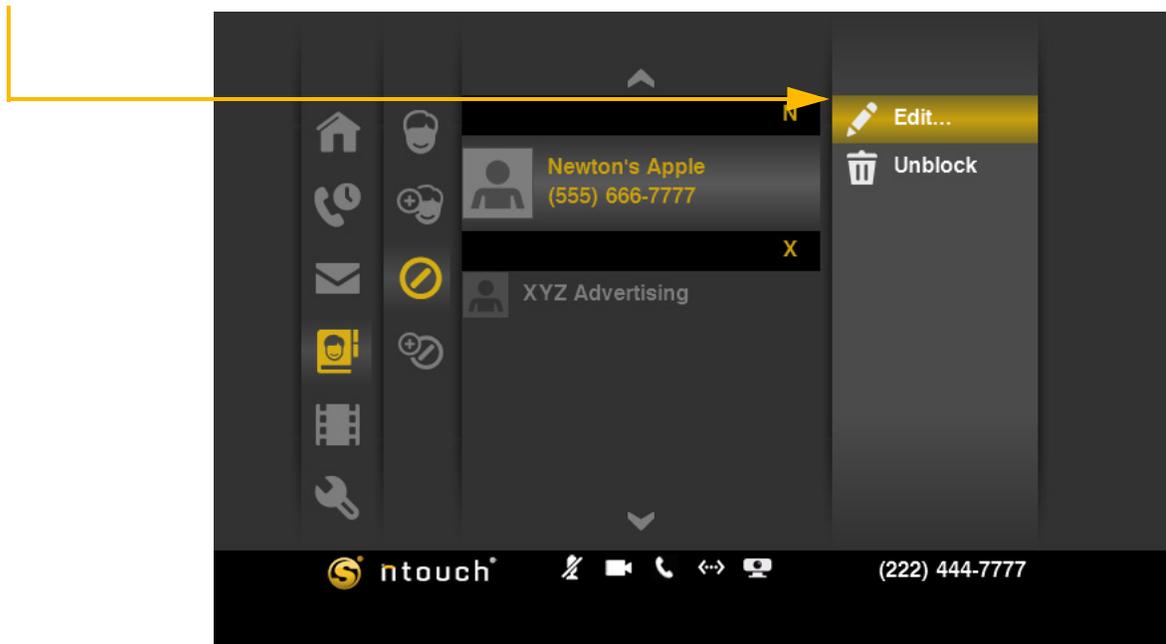


**Figure 177:** Edit… button

**Step 4.**     The Edit Blocked Phone Number dialog appears. You can enter a description in the first field. The second field will already contain the phone number to be blocked.
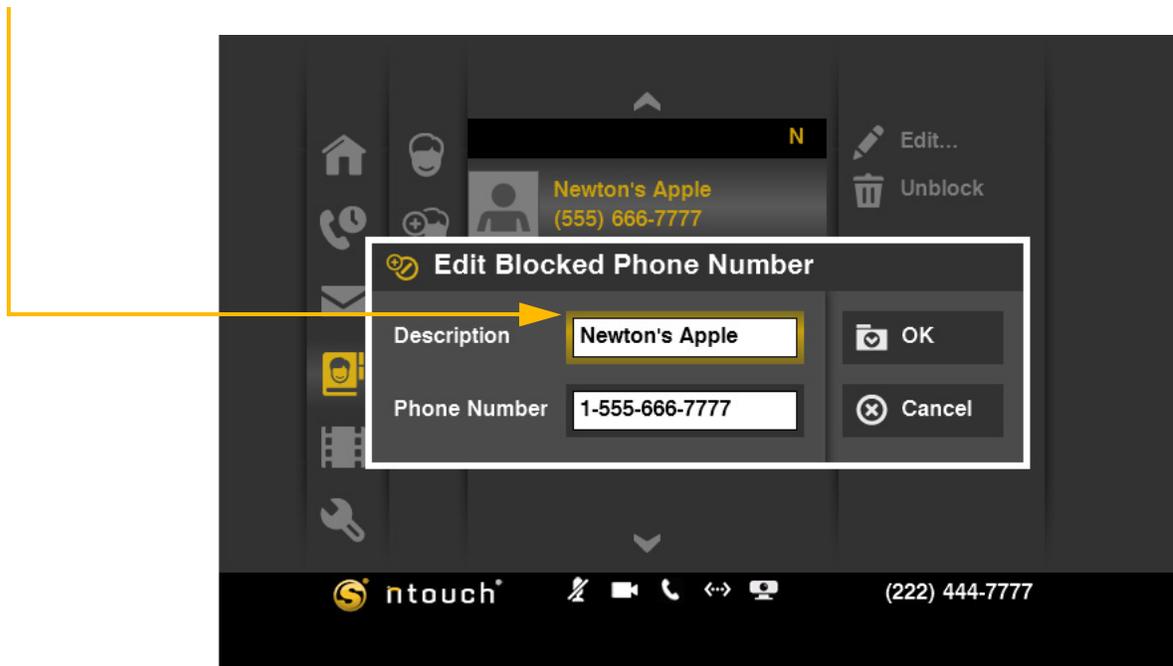


**Figure 178:** Edit Blocked Phone Number dialog

**Step 5.**     Select OK to save the changes. Select Cancel to exit the dialog without saving.

## *To Unblock a Number*

Step 1.     Select a blocked number from the list. Then select the Unblock button the menu.
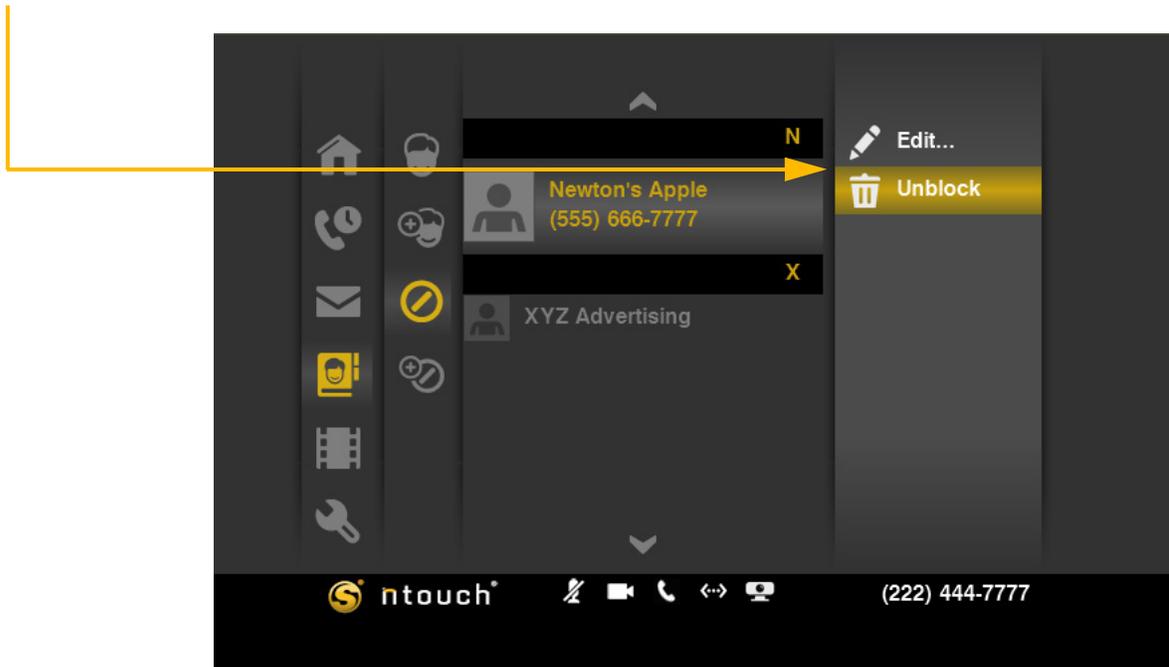


**Figure 179:** Unblock button

Step 2.     A confirmation dialog appears. Select Yes to delete (unblock) the selected blocked
            number. Select No to exit without deleting the number.
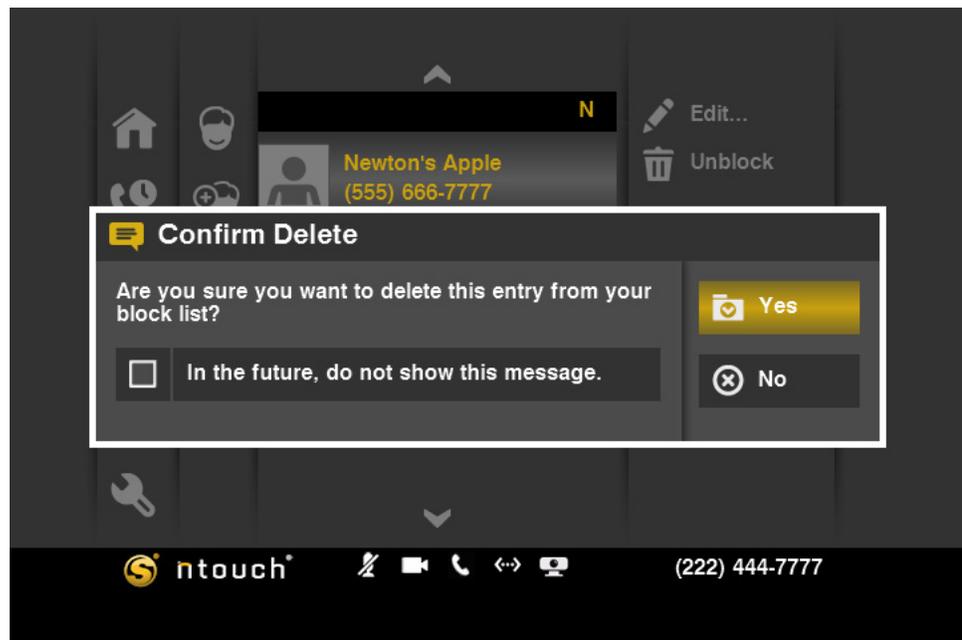


**Figure 180:** Confirm Delete dialog

**Note:**     *Remember that you cannot recover deleted numbers.*

## *To Add Blocked Numbers*

**Step 1.**  Select the Phonebook button. Then select the Block Caller button.
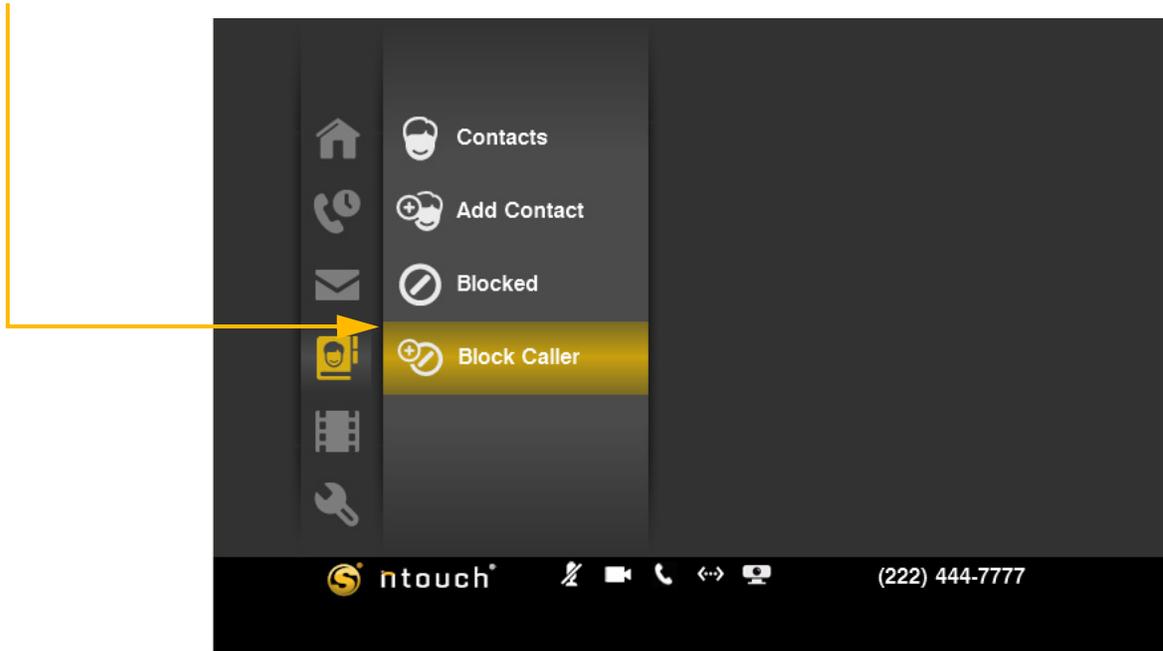


**Figure 181:** Block Caller button

**Step 2.**  The Add Blocked Phone Number dialog appears. Enter a name and a phone number into the two fields.
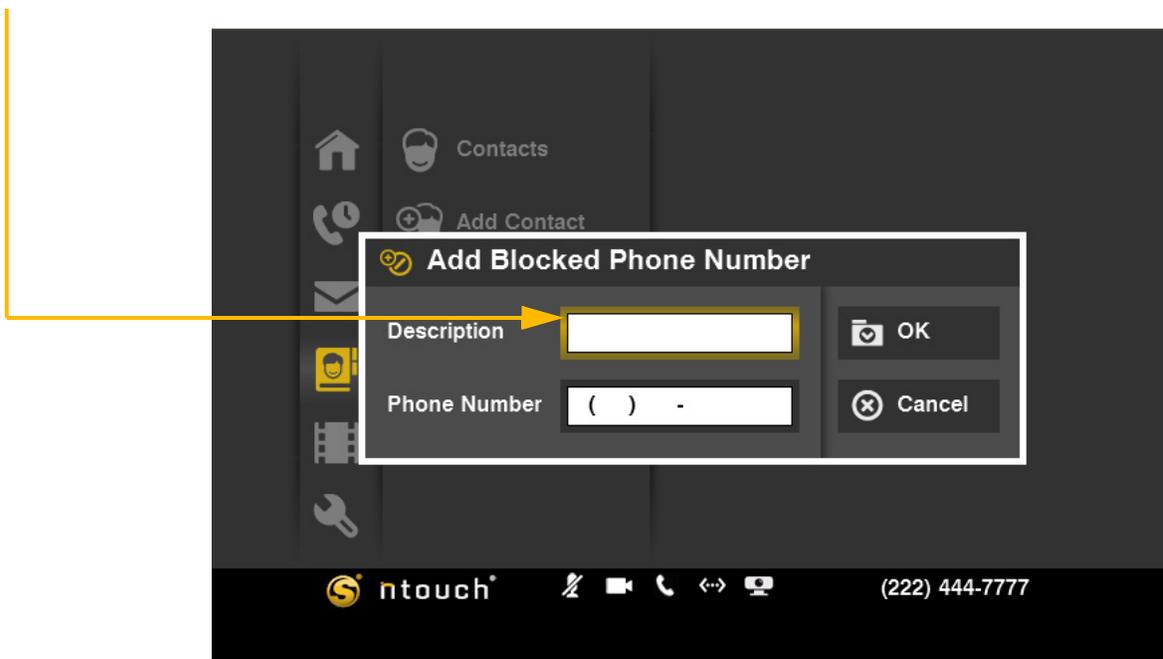


**Figure 182:** Add Blocked Phone Number dialog

**Step 3.**  Select OK to save the blocked number. Select Cancel to exit without saving.

## *To Use the Favorites Feature*

**Step 1.** At the Home screen, select the Phonebook button to open the screen shown below.
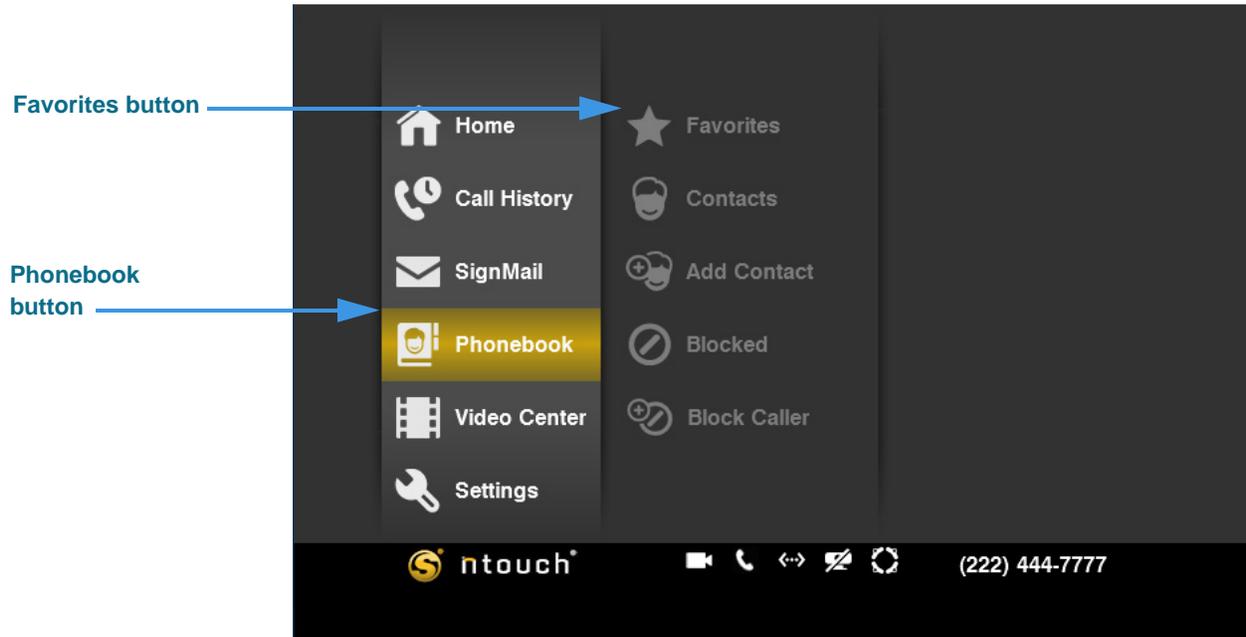


**Figure 183:** Phonebook button on *Home* screen

Notice the new **Favorites** button in the middle panel of the screen.

**Step 2.** Move to the Favorites button to open the screen shown below.
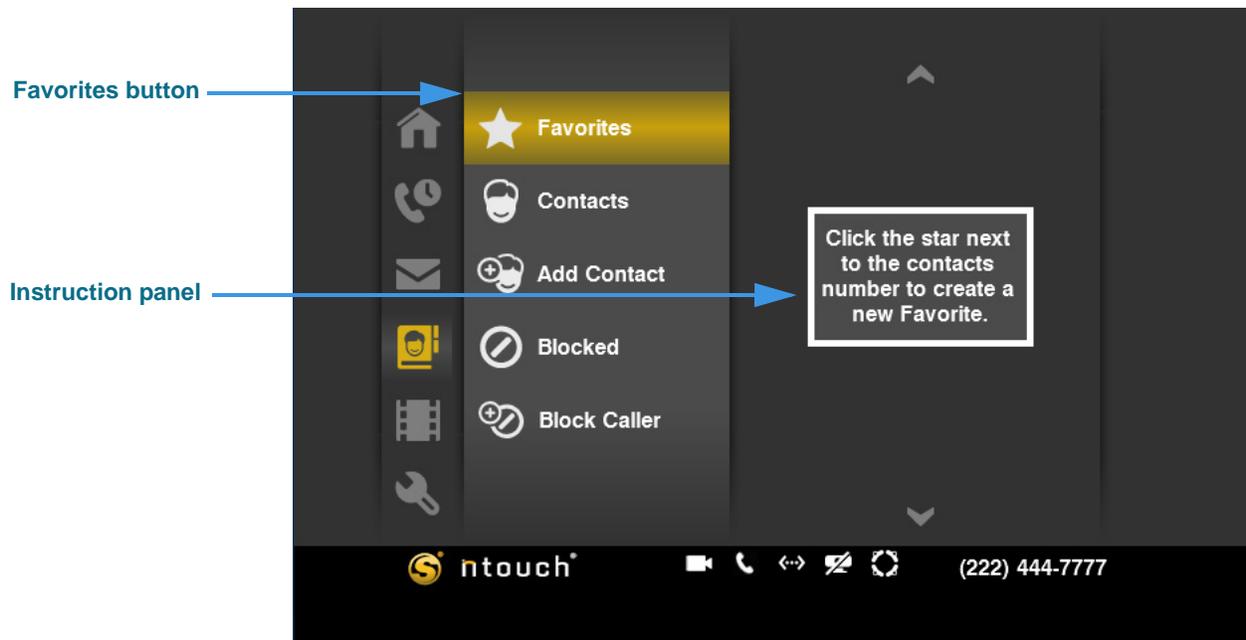


**Figure 184:** Favorites button selected

Notice the instruction panel that appears in the empty Favorites list. This instruction 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.

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**Step 3.** Move to the Contacts button to open the screen shown below.



Contacts button

Contacts list
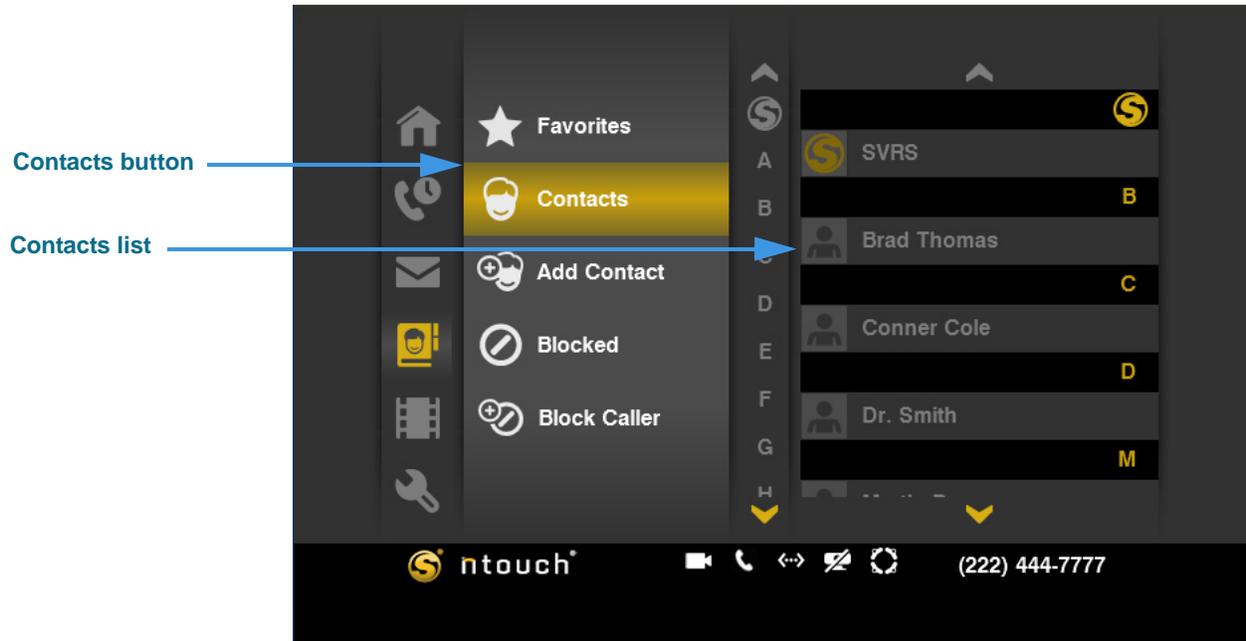
**Figure 185:** Contacts button selected

**Step 4.** Select the contact you want to add as a Favorite to open the screen shown below.



Edit Contact button

Selected contact
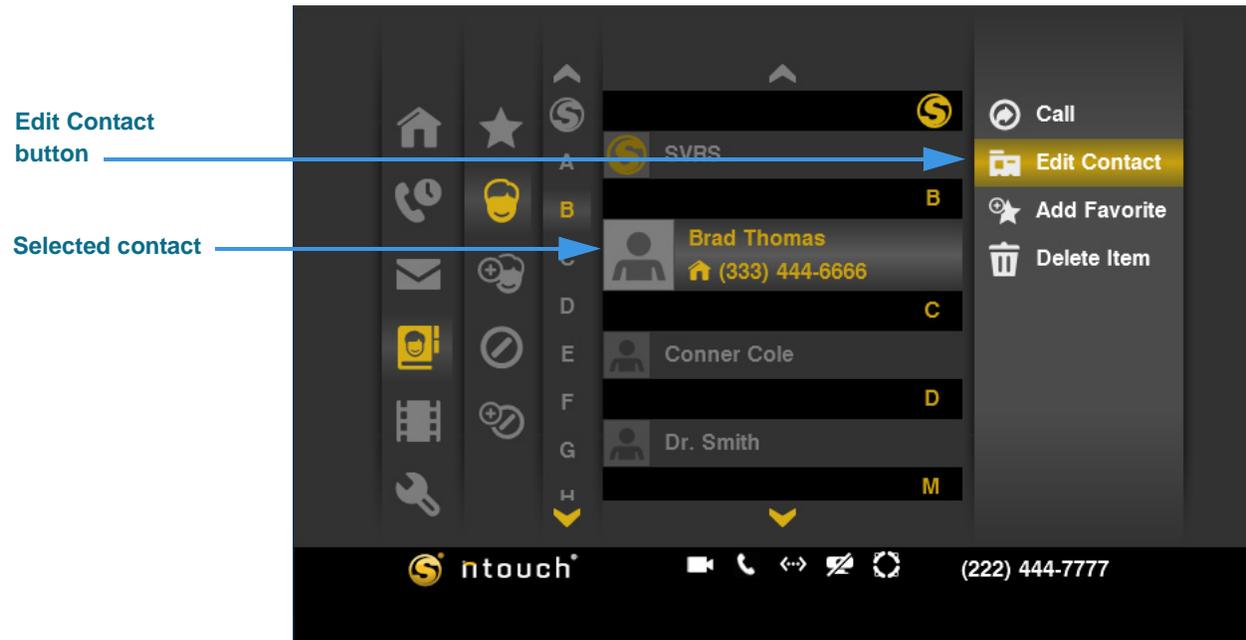
**Figure 186:** Edit Contact button highlighted

**Step 5.**    Select the Edit Contact button to open the screen shown below.



**Star icon to set number as a Favorite**
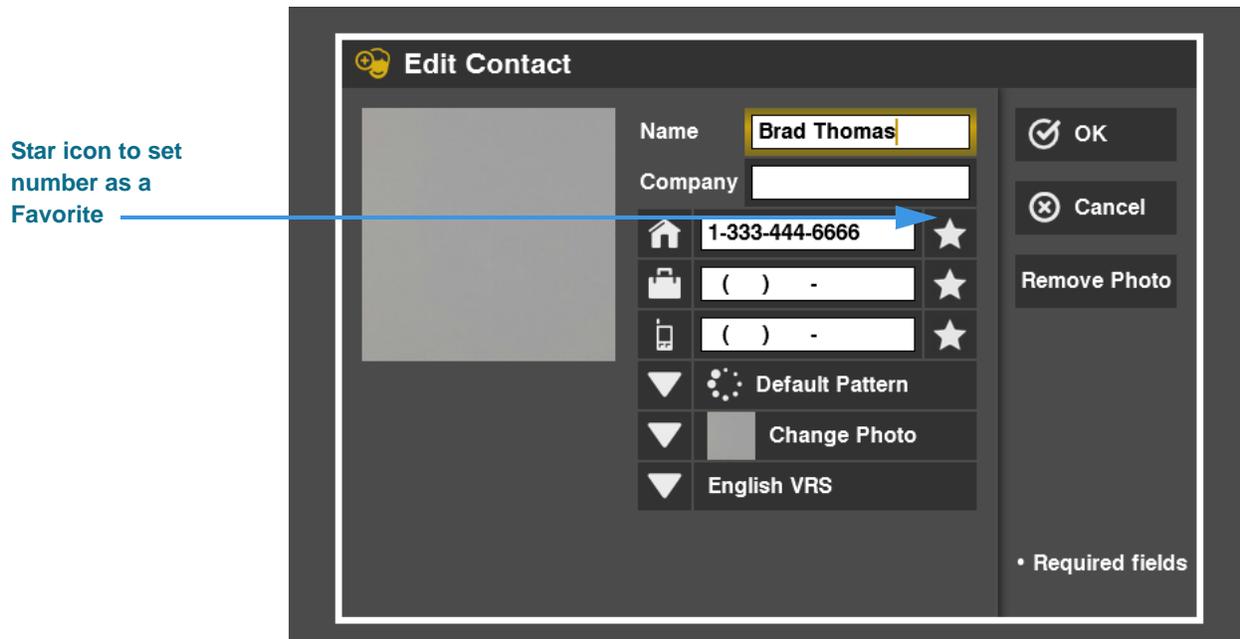
**Figure 187:** Edit Contact screen

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

**Step 6.**    Select one or more of the star icons to add the number(s) to the Favorites list.

**Step 7.**    Select OK to return to the Contacts list screen.

**Step 8.**    Move back to the Favorites button to open the screen shown below.



**Favorites button**

**New favorite added to list**
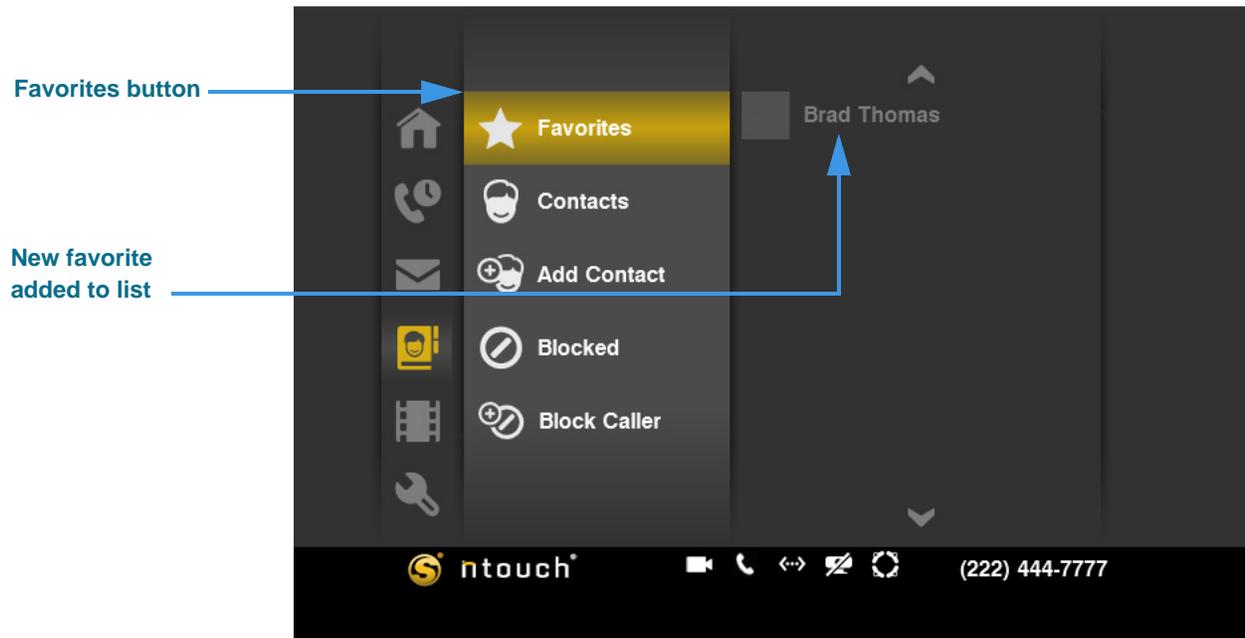
**Figure 188:** New Favorites added to list

**User Guide**

Notice the name of the contact you marked with the star icon is now in the Favorites list. Move to the contact to see an icon showing the type of number (Home, Work or Mobile).

**Step 9.    Select one of the contacts in the Favorites list to open the screen shown below.**
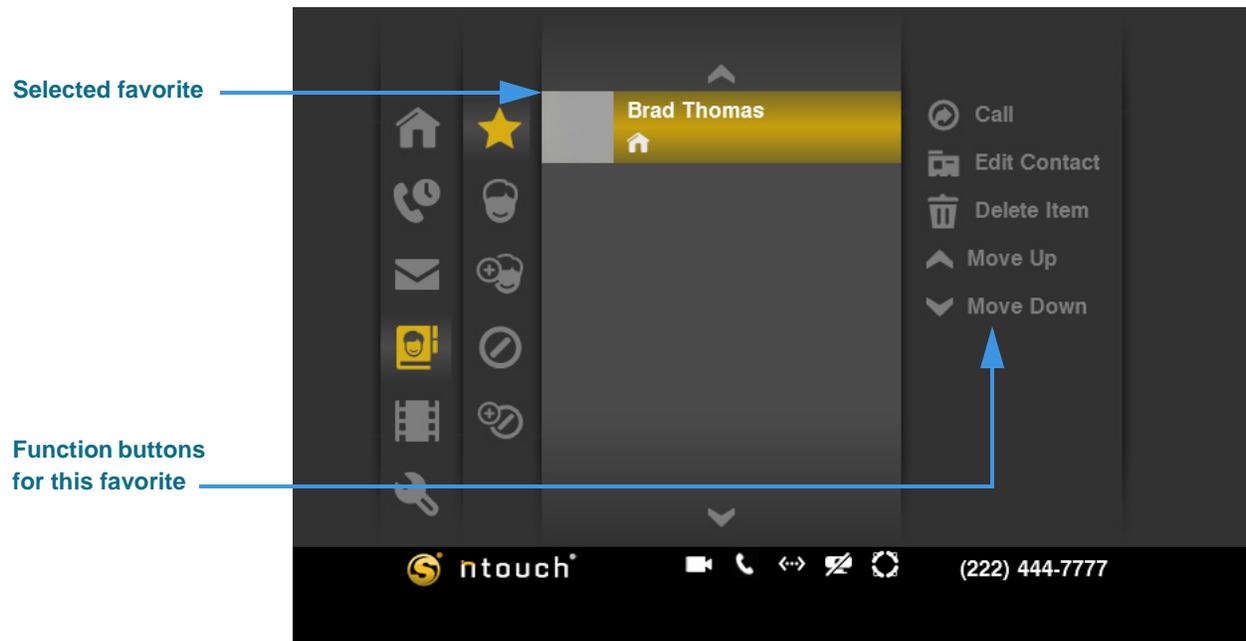


**Figure 189:** Function button for selected Favorite contact

Notice the function buttons in the right-side panel. You can move the contact up or down the in list using the **Move Up** and **Move Down** buttons.

When you are at the Home screen, you can access the Favorite's list quickly. You can also open the Favorites list from the Phonebook menu.

**Step 10.** From the Home screen, first move to the Dial field as shown below.

**Dial field on Home screen**
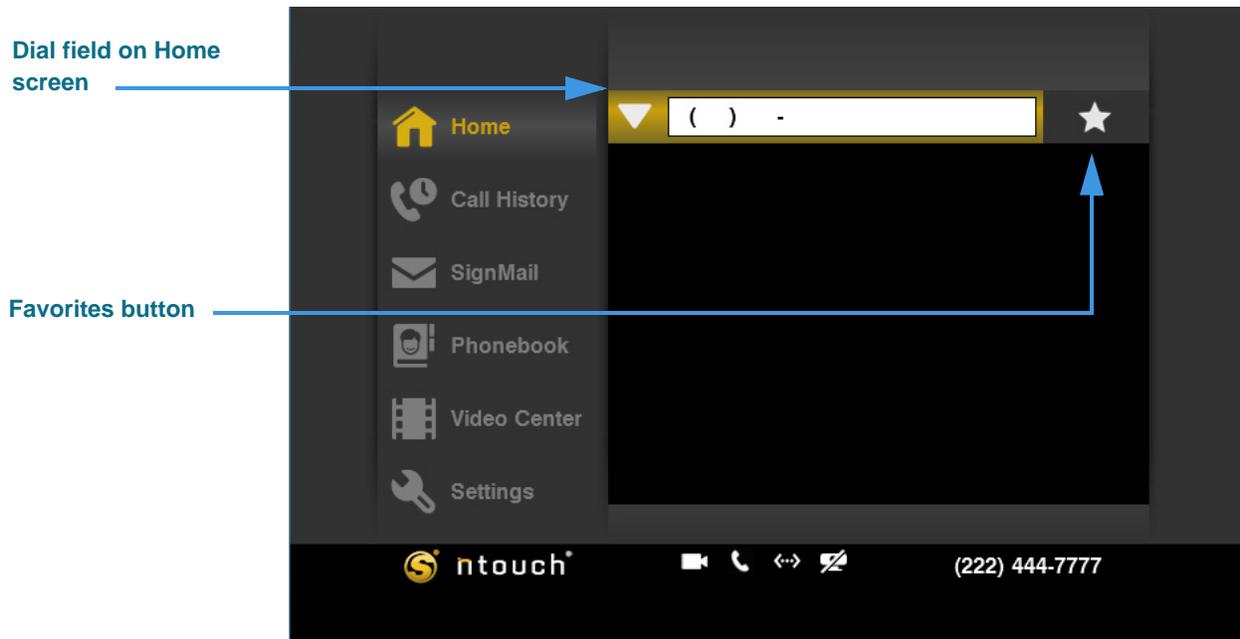
**Favorites button**

**Figure 190:** Favorites button *Home* screen

Notice the **star icon** to the right of the Dial field. This is the **Favorites** button.

**Step 11.** Select the star icon (Favorites button) to open the screen shown below.

**Favorites list open**

**Favorites button highlighted**
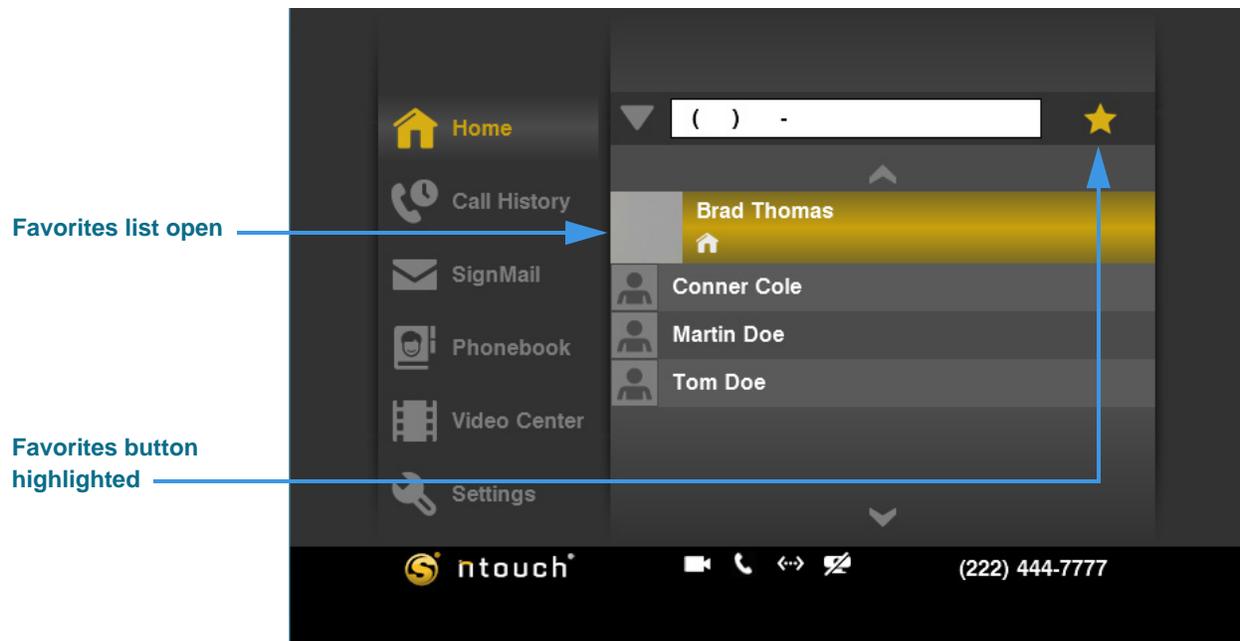
**Figure 191:** Favorites list open on *Home* screen

Notice that the Favorites list is now opened under the Dial field. You can quickly select a contact to dial from the list.

# Use the Video Center

ntouch VP's Video Center includes entertainment and informational videos organized under multiple channels, programs, and episodes.

When playing back any type of video, you can use the playback controls on the screen to start, stop, or rewind the video so that it plays from the beginning again. You can also see detailed information about the video, such as its length in minutes and seconds.

## *To See the Available Videos List*

**Step 1.**   **Start at the Home screen.**

**Step 2.**   **Move to the Video Center button to display the screen shown below.**
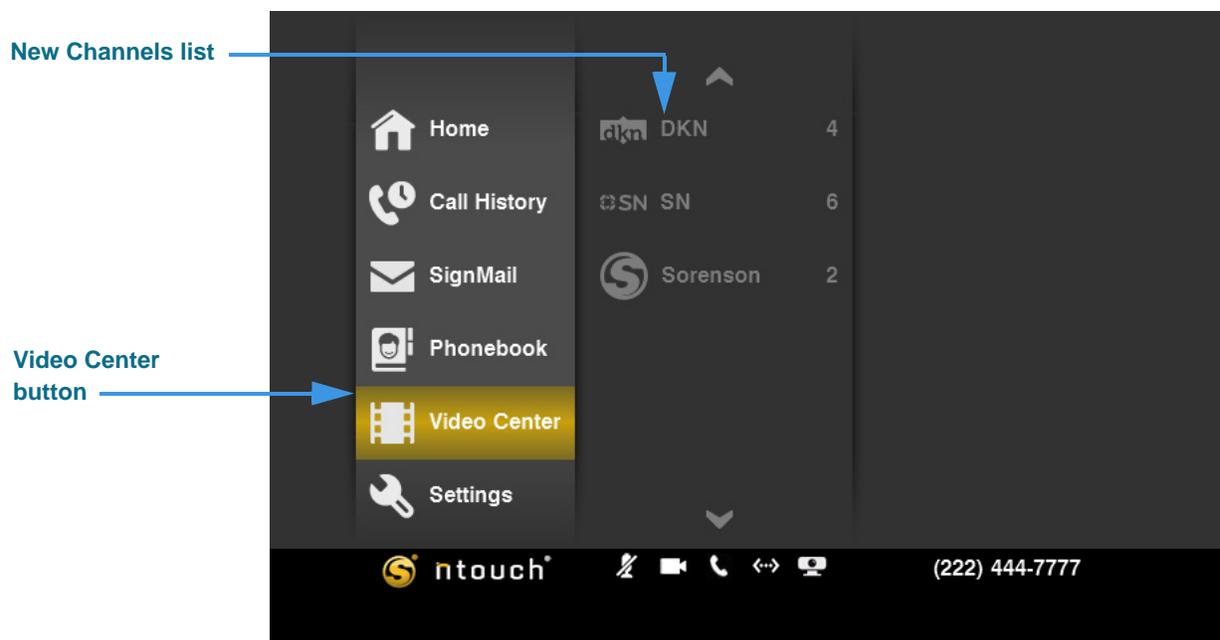


**Figure 192:** Video Center button selected

Notice that a Channels list has appeared in the center column of the screen. This list will change whenever Sorenson makes new videos available to you in the Video Center.

The example channels that are shown in the above image are the "DKN" (Deaf Kids Network), "SN" (SIGNetwork) and "Sorenson" channels. You will see different channel names at different times, so be sure to check back often to see what's new.

**Note:**   *See **Page 23** to see the icon that will appear on the Home screen whenever new videos are available in the Video Center.*

**Step 3.** **Move to the center column to display the screen shown below.**

**Number of unviewed videos in this channel**

**Selected channel is highlighted**

**Program name**

**Episode name**
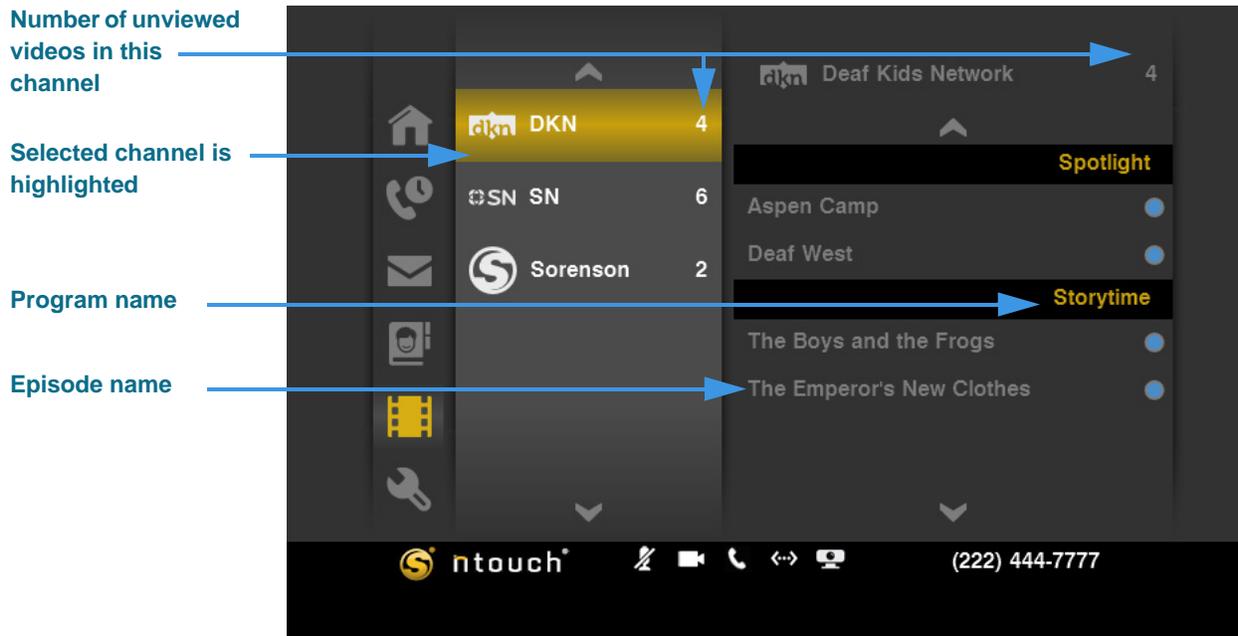


**Figure 193:** Channels list selected

After selecting a channel from the center list, the right side of the screen will show a list of available programs for this channel. The individual episodes shown for each program is also shown in the list. You **cannot** delete videos from the Video Center yourself.

**Step 4.** **Move to the right column to display the screen shown below. Notice the function menu that has appeared in the right column.**

**Selected episode is highlighted**
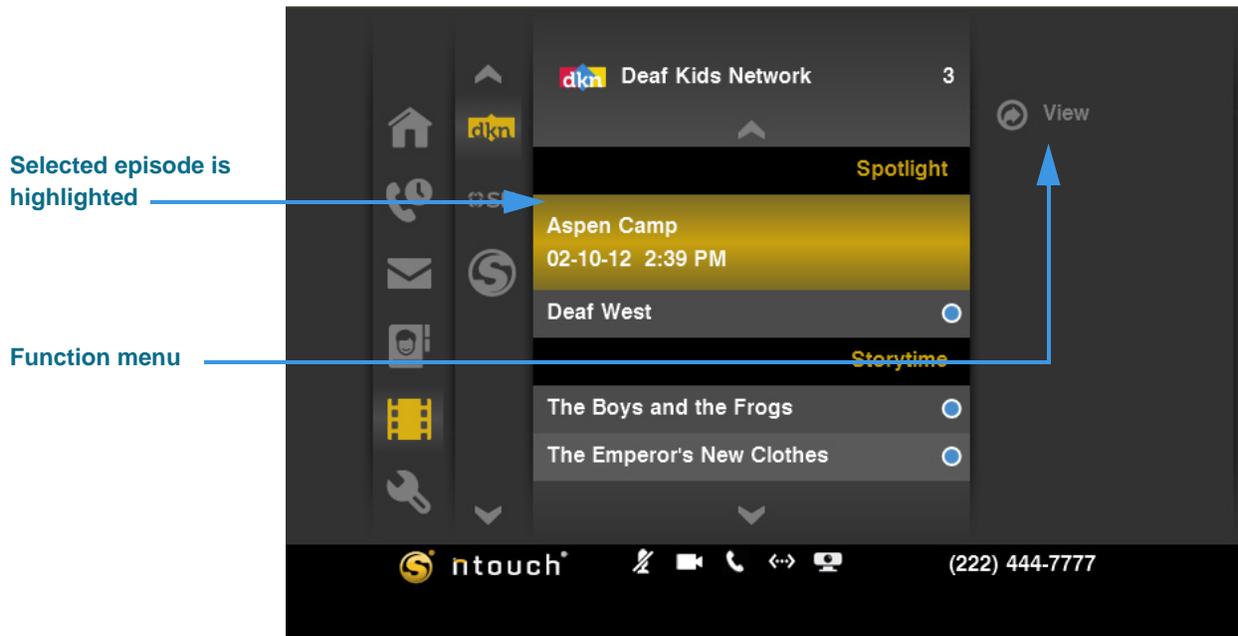
**Function menu**



**Figure 194:** Episode selected

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**Step 5.**    **Move to the right to display the screen shown below.**
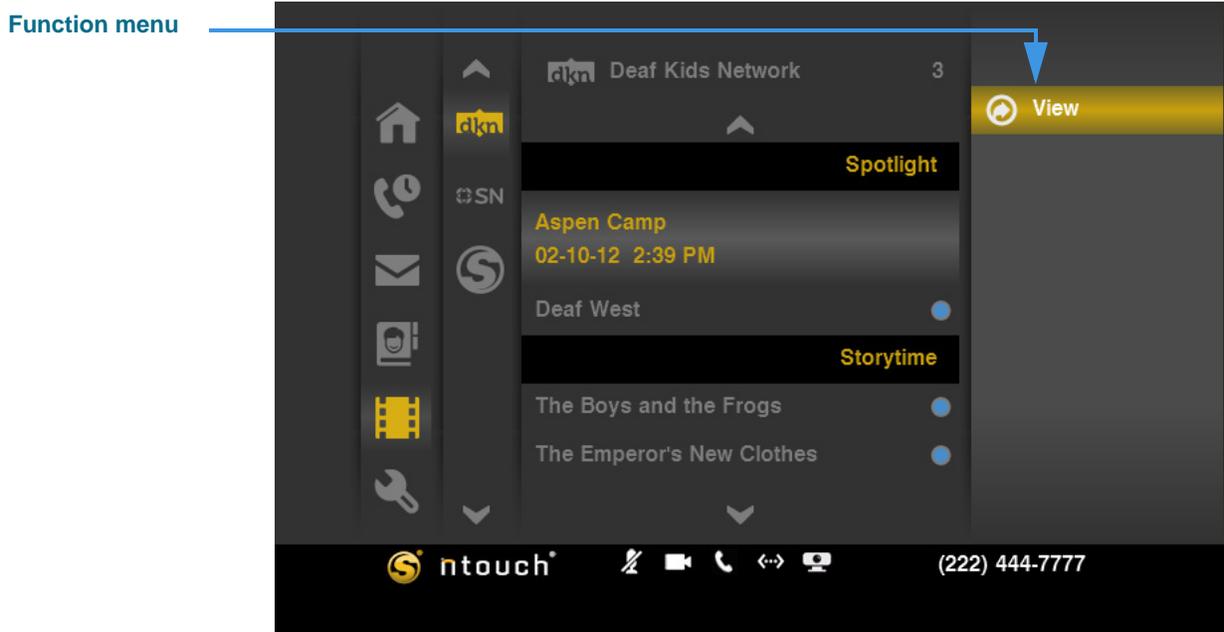
Function menu



**Figure 195:** Function menu highlighted

**Step 6.**    **Select the View button to open the View Video screen. The video will begin playing. Notice the function and playback control buttons at the right side of the screen.**

Name of video
being played
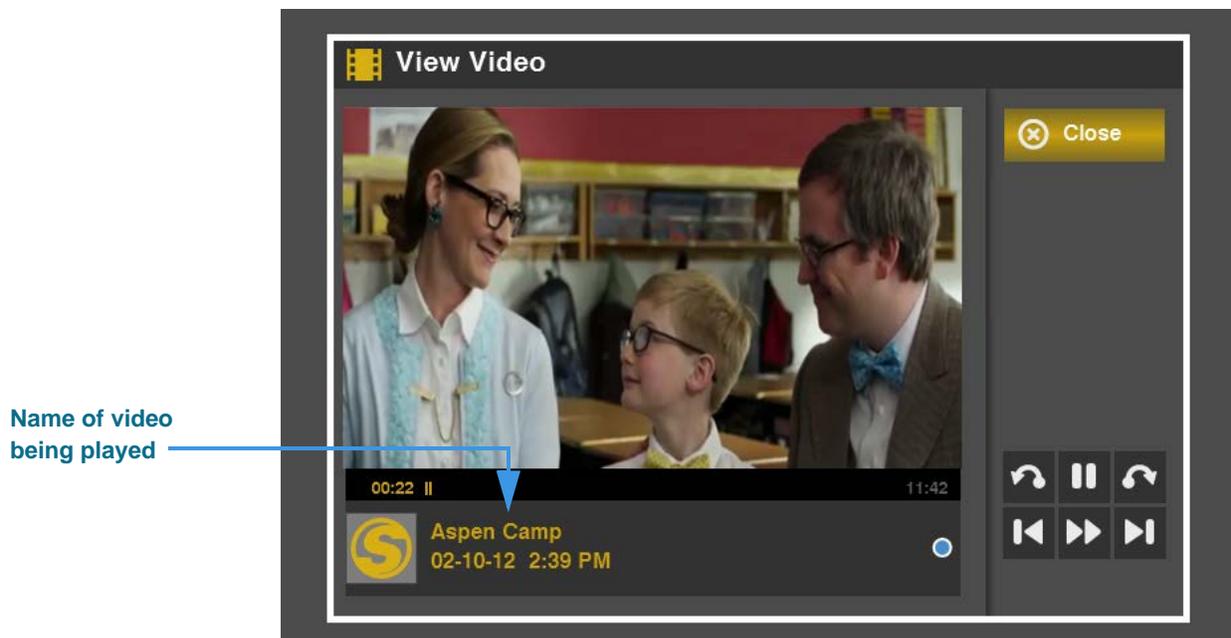


**Figure 196:** *View Video* screen

**Note:**    *The View Video screen is also used for viewing SignMail videos. See **Page 68** for details on using the playback controls on this screen.*

# Change Settings

ntouch VP has five main Settings screens that you can use to configure how the videophone works or to get help. The screens are named *Personal*, *Call Options, Network*, *Device*, and *myPhone*. Each of these main screens has between one and five individual settings screens that are accessed from a menu. The individual screens are:

Personal settings screens: **General**, **Location**, **User**, and **SignMail**.

Call Options settings screens: **Saved Text**, **Incoming**, **Call Waiting**, and **VRS Announce**.

Network settings screens: **Profiles**, **New Profile**, and **Port Settings**.

Device settings screens: **About**, **Audio**, **Time Zone**, **Display**, and **Video**.

myPhone settings screen: **Manage myPhone Group**. This option will appear only if your ntouch VP is a member of a myPhone Group. For help setting up a myPhone Group, please call Sorenson CIR (Customer Service).

The Settings menu screen also provides access to the *Help* screen. See **Page 162** for details on using the Help options to call CIR (Customer Service) or Technical Support.

## *To See/Edit Personal Settings*

Step 1.    Select the Settings button. Notice that the Settings menu has appeared in the middle of the screen.
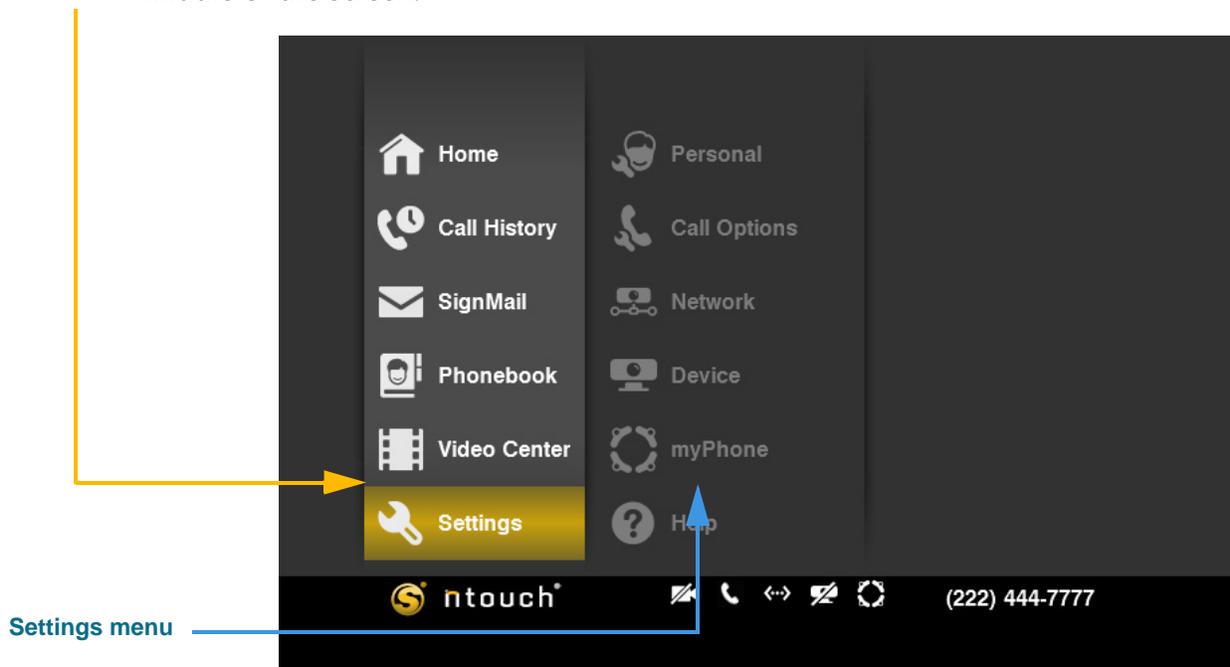


**Settings menu**

**Figure 197:** Settings button and menu

**Step 2.**     Move to the Personal button. Notice that the Personal menu has appeared in the middle of the screen.
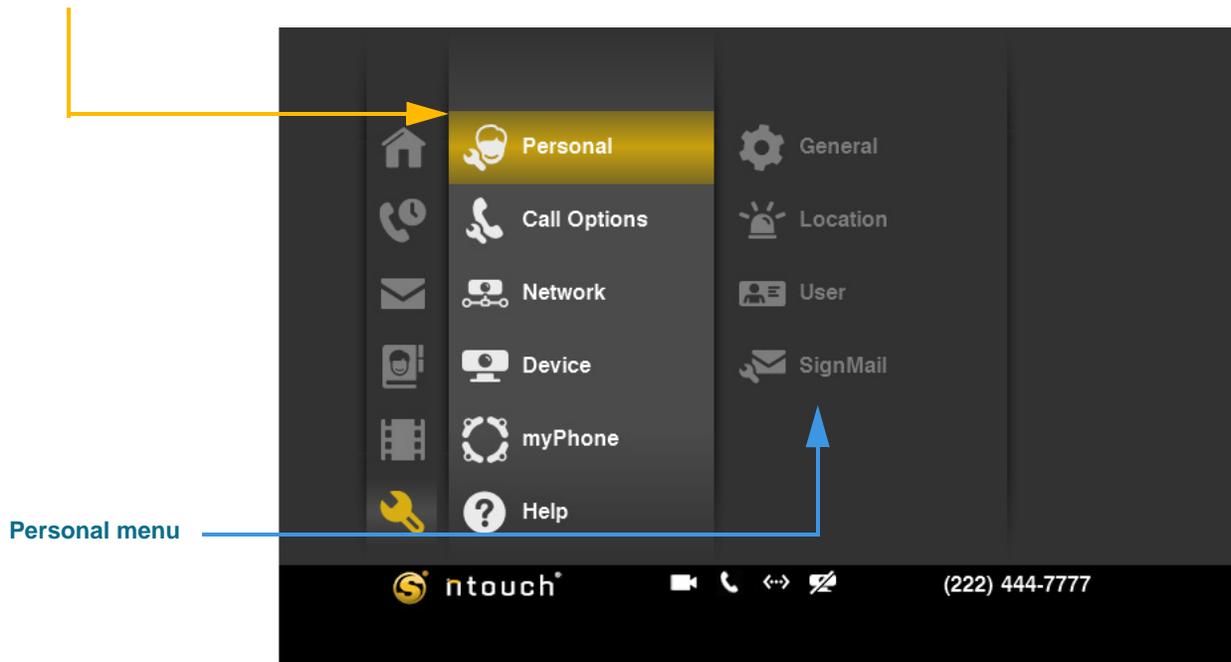


**Personal menu**

**Figure 198:** Personal button and menu

**Step 3.**     Move to the General button in the Personal menu. Then select the button.
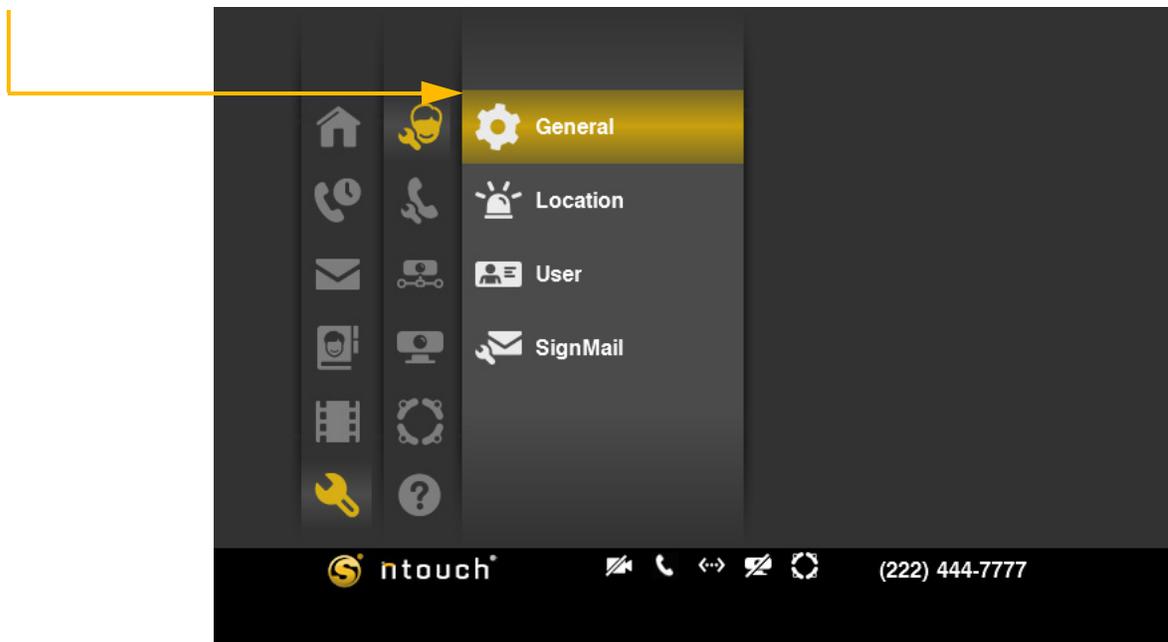


**Figure 199:** General button

**Step 4.** The General Preferences screen appears.
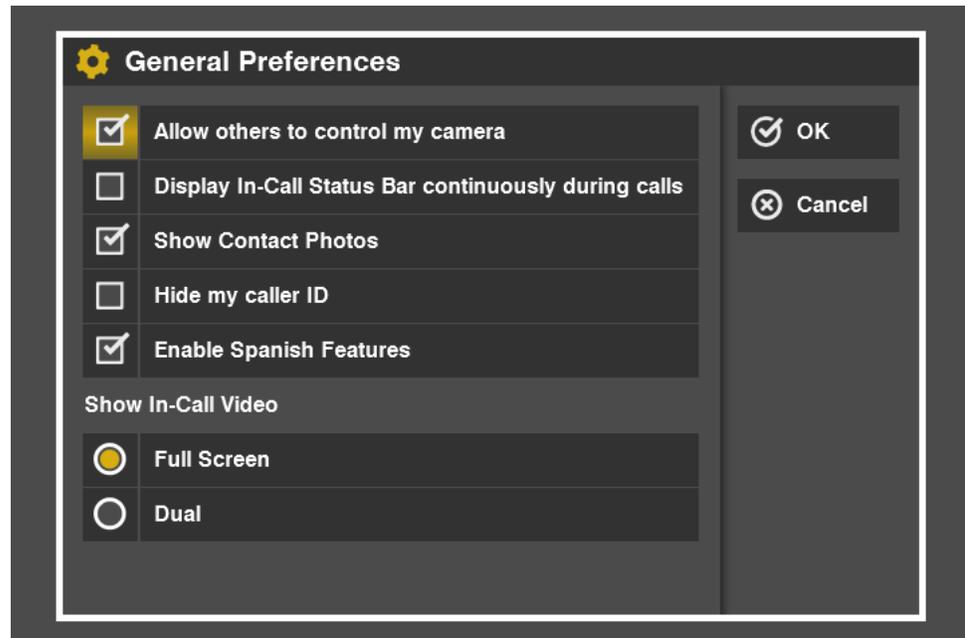
**Step 5.** Study the table below. Then select the settings you want to use.

| Feature | Description |
|---|---|
| **Allow others to control my camera checkbox** | Select this checkbox to allow users of other Sorenson videophones to control the pan, tilt, and zoom of the ntouch VP camera during a call. The **Mine** and **Theirs** keys on the remote control are used to switch between controlling the remote camera (Theirs) and your own camera (Mine). |
| **Display In-Call Status Bar continuously during calls checkbox** | Select this checkbox to display the In-Call Status Bar continuously during a call. |
| **Disable In-Call Audio (turn off microphone) checkbox** | Select this checkbox to disable In-Call Audio by turning off ntouch VP's internal microphone. |
| **Show Contact Photos checkbox** | Select this checkbox to enable the Contact Photos feature. If you disable the feature, you will not see contact photos in the Phonebook or in any other list. |
| **Hide my caller ID** | Select this checkbox to hide your Caller ID information from outgoing VP calls. |
| **Enable Spanish Features** | Select this checkbox to show the SVRS Espanol contact in the Phonebook's Contacts list. |
| **Show In-Call Video radio buttons** | The two radio buttons are used to set the default In-Call Video setting. You can choose between **Full Screen** and **Dual** mode. You can switch between modes during a call by pressing the **Mode** key on the remote control to switch between the two options. |

**Table 5:** General Preferences screen details

**Step 6.** Select OK to save the changes. Select Cancel to exit without saving.

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**Step 7.** Move to the Location button. Then select the button.
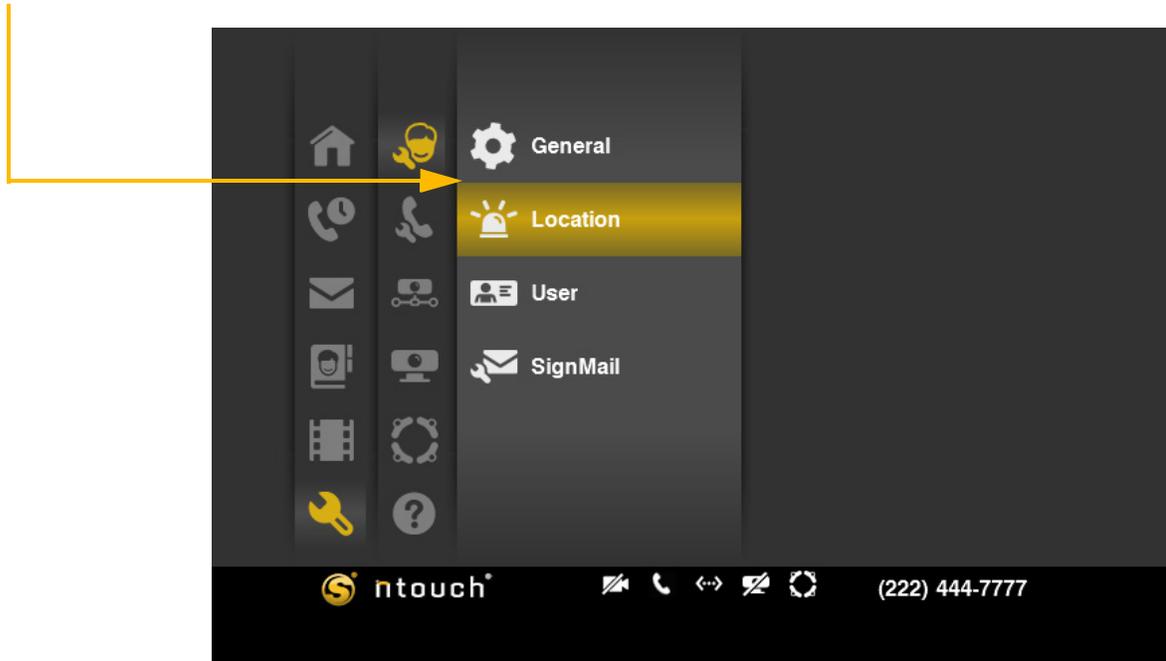


**Figure 201:** Location button

**Step 8.** The 911 Location Info screen appears.



**Figure 202:** *911 Location Info* screen

You must make an entry in all of the fields on this screen except for the *Address 2* field. All of the other fields are marked with a white dot to show that they are required fields.

**Step 9.** Study the table below to learn about the settings. Then select the settings you want to use.

| Feature | Description |
|---|---|
| **Address field** | Enter the street number and name of the location of the ntouch VP videophone in this field. This address may be different than your home address. |
| **Address 2 field** | Enter the apartment or unit number, if any, of the address in this field. |
| **City field** | Enter the city name of the address in this field. |
| **State drop-down list** | Enter the state name of the address in this field. |
| **ZIP field** | Enter the ZIP code of the address in this field. |
| **Address Status area** | This area shows the current "provisioning" status of the entered address information. The status will change if you make changes to any of the fields. The possible entries are:<br><br>• **Not Submitted** — means the address currently on the screen has *not* been sent to Sorenson for validation and provisioning with 911 services.<br><br>• **Submitted** — means the address currently on the screen *has been* sent to Sorenson for validation and provisioning with 911 services. |

**Table 6:** 911 Location Info screen details

**Step 10.** Select OK to save the changes. Select Cancel to exit without saving.

**Step 11.** Move to the User button in the Personal menu. Then select the button.
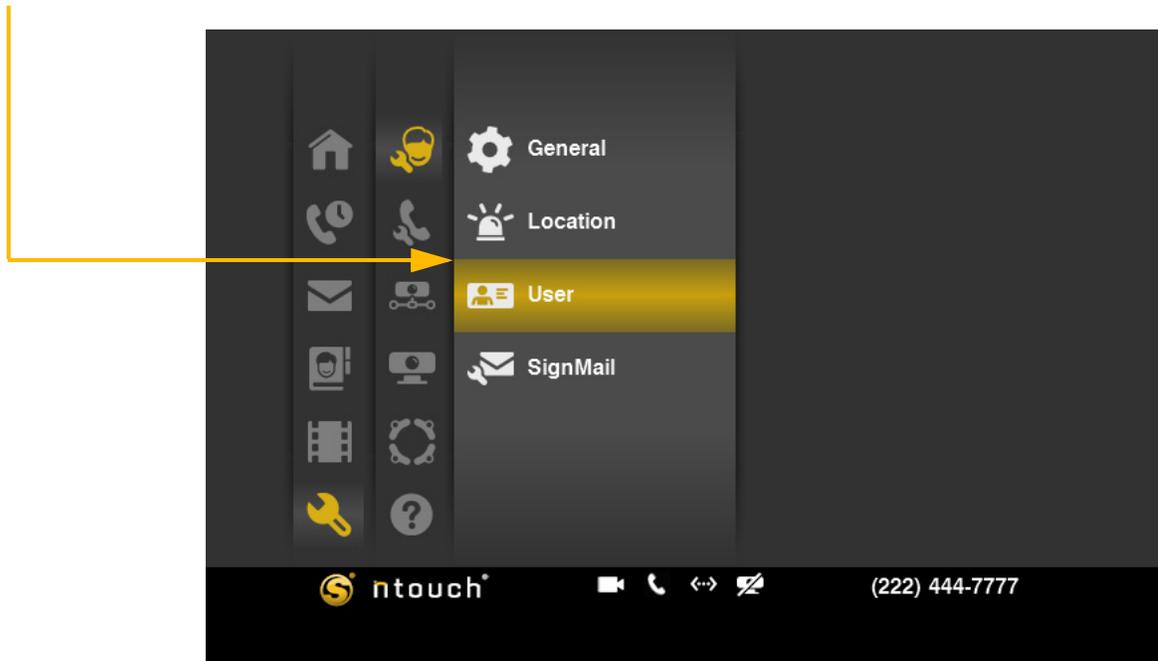


**Figure 203:** User button in Personal menu

**Step 12.** The User Identity Settings screen appears. This example shows the appearance of the screen when ntouch VP is part of a myPhone Group.
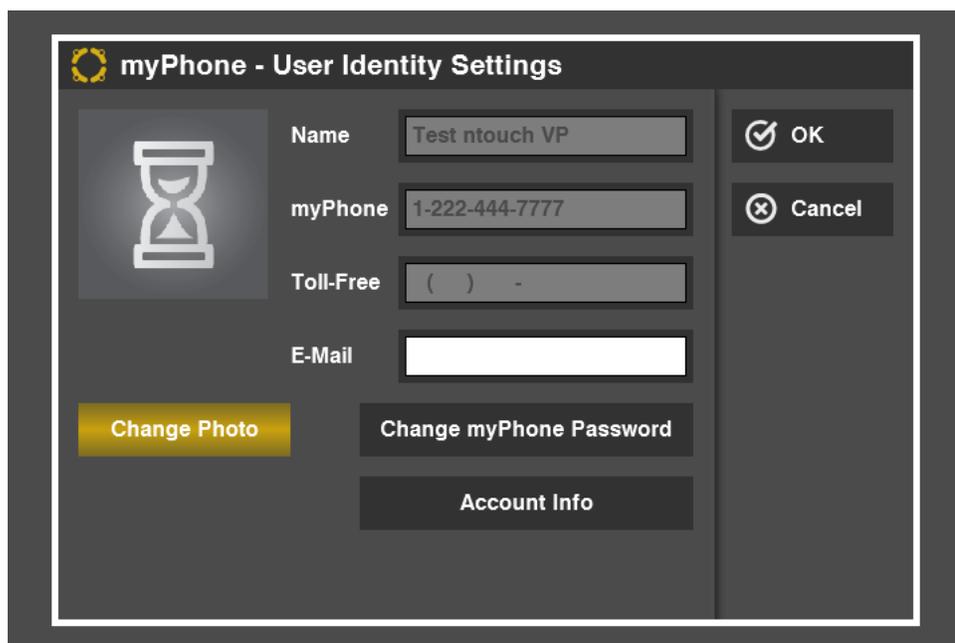


**Figure 204:** User Identity Settings screen

**Step 13.** Study the table below to learn about the settings. Then select the settings you want to use.

| Feature | Description |
|---------|-------------|
| **Name field** | This field contains your name. You cannot change this field yourself. If you need to change the name, please contact Sorenson Technical Support. |
| **Local (or myPhone) field** | This field contains your phone number (or the number of the myPhone Group). You cannot change this field. |
| **Toll-Free field** | This field shows the toll-free 10-digit number assigned to your Sorenson user account, if you have one. You cannot change this field. |
| **E-mail field** | Enter the email address that you want to associate with your Sorenson user account in this field. Entering an email address is optional; you do not have to put an entry here. |
| **Change Photo button** | Use this button to add a profile photo to your ntouch VP user account. See the section that starts on **Page 91** for details about adding a profile photo. |
| **Change Password button** | Use this button to change the password associated with your Sorenson user account. |
| **Account Info button** | Use this button to display the User Identity Settings screen as it would appear if this ntouch VP were not a member of a myPhone Group. You cannot change any of the fields, but you can see the Local number assigned to this ntouch VP. |

**Table 7:** User Identity Settings screen details

**Step 14.** Select OK to save the changes. Select Cancel to exit without saving.

**Step 15.** Move to the SignMail button in the Personal menu. Then select the button.
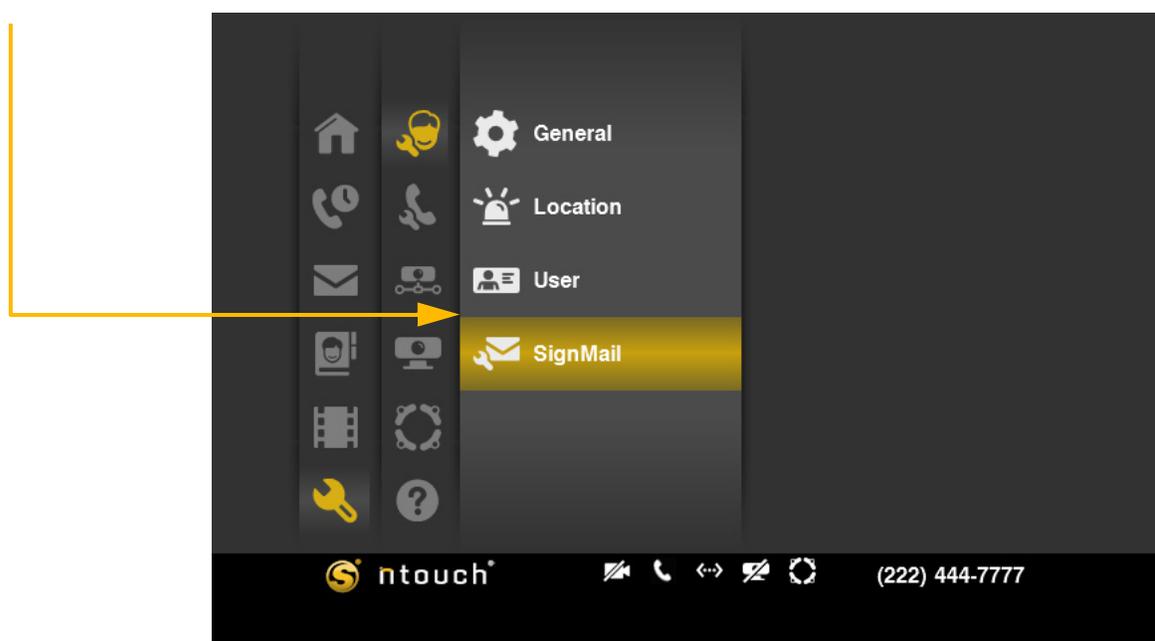


**Figure 205:** Incoming button in Personal menu

**Step 16.** The SignMail Settings screen appears.
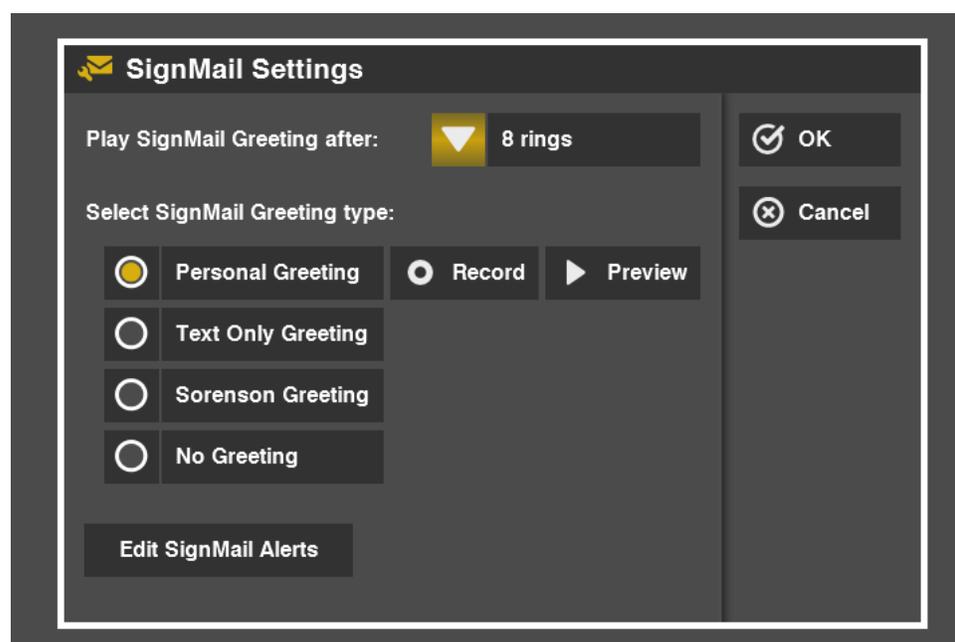


**Figure 206:** Incoming Call Settings screen

For complete instructions for using this screen, see the section which starts on **Page 48**.

**Step 17.** **Study the table below to learn about the settings. Then select the settings you want to use.**

| Feature | Description |
|---|---|
| **Play SignMail Greeting After drop-down list** | Use this drop-down list to select the number of rings you want to allow before ntouch VP automatically answers the call and begins playing the selected SignMail greeting. |
| **Select SignMail Greeting Type radio buttons** | This group of four radio buttons are used to select the type of SignMail greeting you want to use for your ntouch VP. You can select from the following options:<br><br>•   **Personal Greeting**<br>•   **Text Only Greeting**<br>•   **Sorenson Greeting**<br>•   **No Greeting**<br><br>See the section that starts on **Page 48** for instructions on using these four options. |
| **Edit SignMail Alerts button** | Use this button to open the SignMail Alerts screen. See the steps below and the section that starts on **Page 61** for instructions on setting your SignMail alerts. |

**Table 8:** SignMail Settings screen details

**Step 18.** **Select the Edit SignMail Alerts button.**



**Figure 207:** SignMail Alerts screen

Step 19.  Study the table below to learn about the settings. Then select the settings you want to use.

| Feature | Description |
|---------|-------------|
| **Send me e-mail when I receive new SignMail messages checkbox** | Select this checkbox to turn on the SignMail alerts feature. SignMail alerts are emails that notify you that you have received a new SignMail video in the Video Center. If you turn on this feature, you must also enter a valid email address in the *E-mail Address* field on this screen. |
| **E-mail Address field** | Enter the email address to which you want SignMail alerts to be sent in this field. If you enter an invalid email address here, you will not be able to receive email notifications. Even if you enter an invalid email address, you will still be able to receive and view SignMail videos. |
| **Pager E-mail field** | If you wish, you can enter the email address that is associated with your pager in this field if you want SignMail alerts to be sent to your pager. <br><br> If you do not have a pager connected to an email address, or if you do not want to use this feature, you can ignore this field. |
| **AIM Screen Name field** | If you wish, you can enter the screen name associated with your AIM (AOL Instant Messaging) account in this field if you want SignMail alerts to be sent to your AIM account. Your AIM screen name is not the same as your AOL email address. <br><br> You must be logged in to AIM to receive SignMail alert notifications.Your ability to receive SignMail alerts will depend on your privacy settings. Please refer to AOL's AIM Help for information about privacy levels if you have questions. |

**Table 9:** SignMail Alerts screen details

## *To See/Edit Call Options Settings*

Step 1.　Select the Settings button. Notice that the Settings menu has appeared in the middle of the screen.
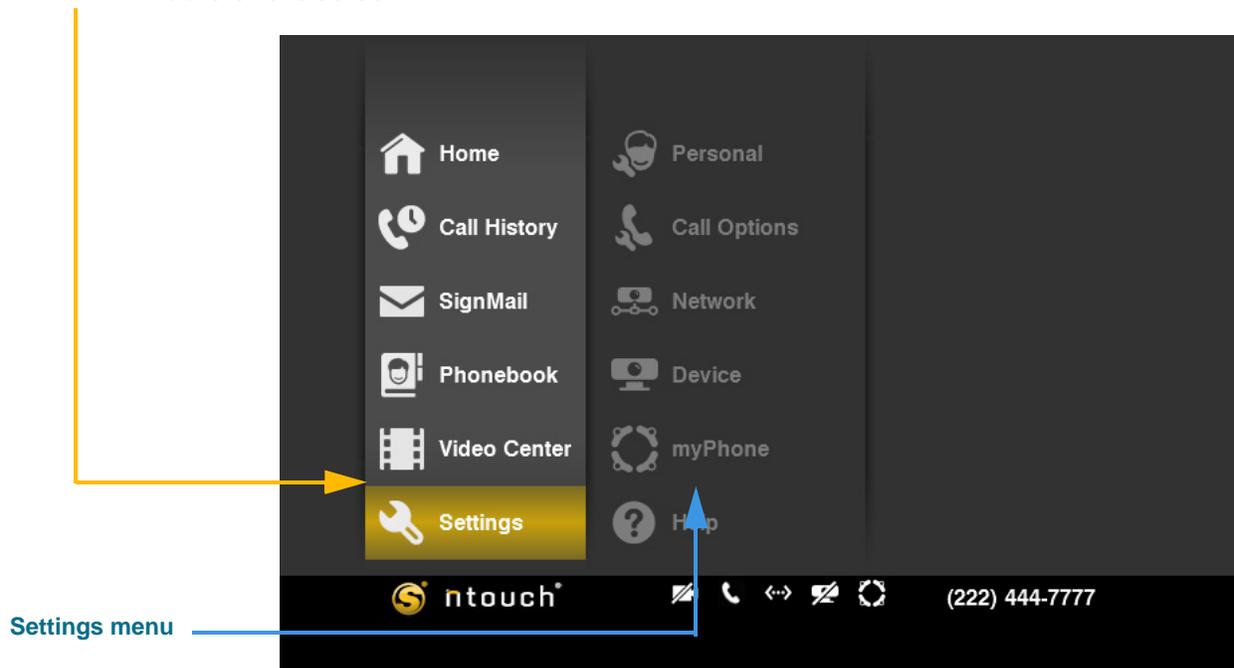


**Settings menu**

**Figure 208:** Settings button and menu

Step 2.　Move to the Call Options button. Notice that the Call Options menu has appeared in the middle of the screen.
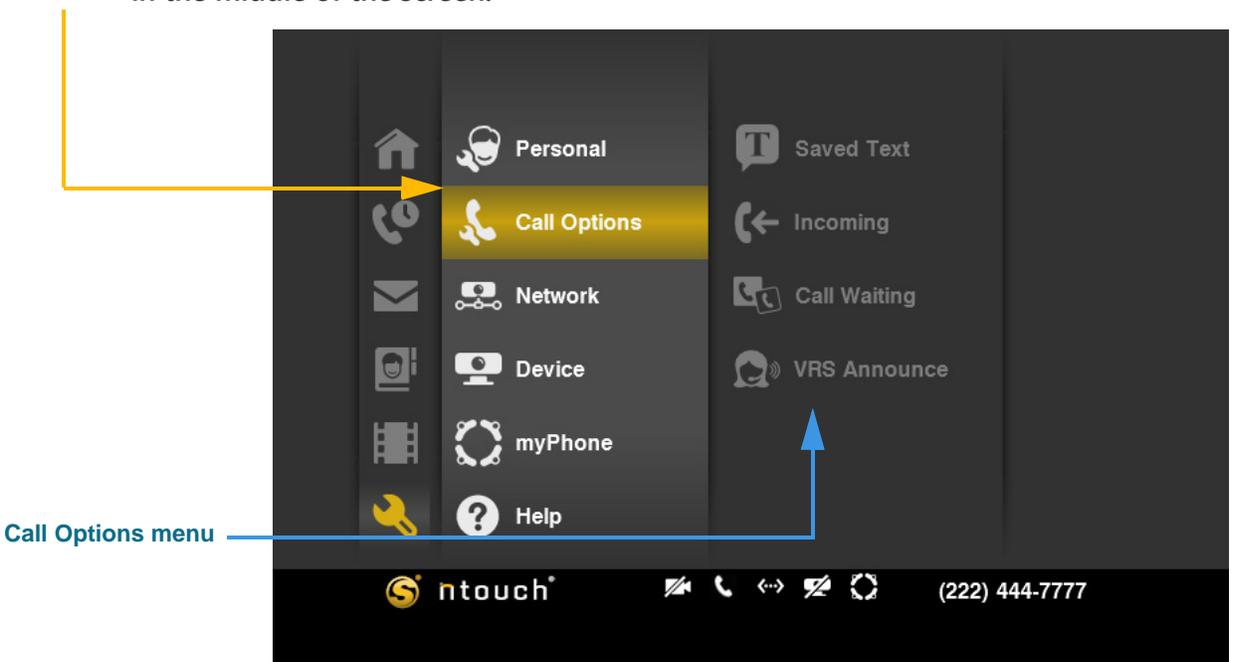


**Call Options menu**

**Figure 209:** Call Options button and menu

*ntouch VP 8.0*

**Step 3.**   Move to the Saved Text button in the Call Options menu. Then select the button.
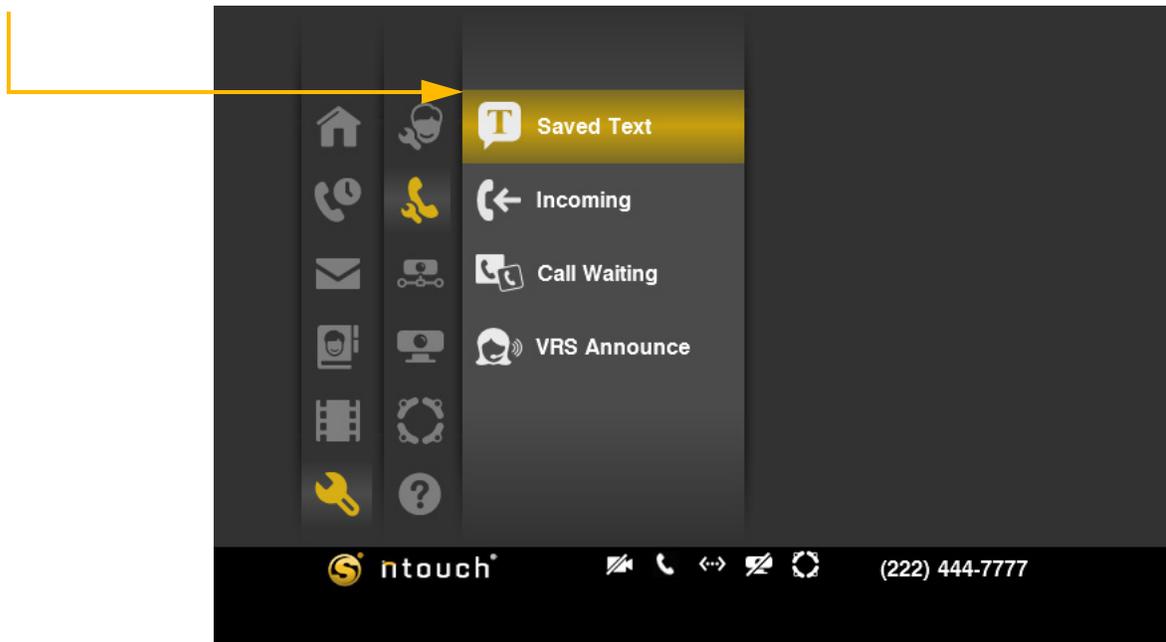


**Figure 210:** Saved Text button

**Step 4.**   The Saved Text screen appears.
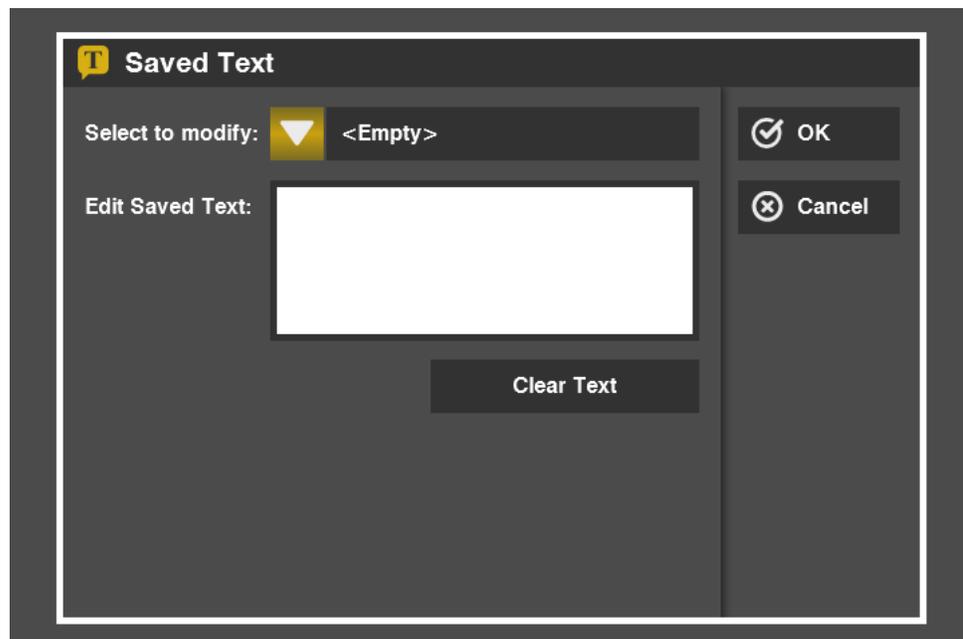


**Figure 211:** *Saved Text* screen

For complete instructions for using this screen, see the section which starts on **Page 30**.

**Step 5.**     **Study the table below to learn about the settings. Then select the settings you want to use.**

| Feature | Description |
|---------|-------------|
| **Select to Modify drop-down list** | Use this drop-down list to select which one of the five allowed saved text messages you want to add or edit. See the section that starts on **Page 30** for instructions on using this feature. |
| **Edit Saved Text field** | This field will display the text of the selected saved text message. Pressing the Keyboard key on the remote control when you have selected this field will display the on-screen keyboard. You use the on-screen keyboard to enter or edit the text message. |
| **Clear Text button** | Use this button to erase a text item. |

**Table 10:** Saved Text screen details

**Step 6.**     **Select OK to save the changes. Select Cancel to exit without saving.**

**Step 7.**     **Move to the Incoming button in the Call Options menu. Then select the button.**
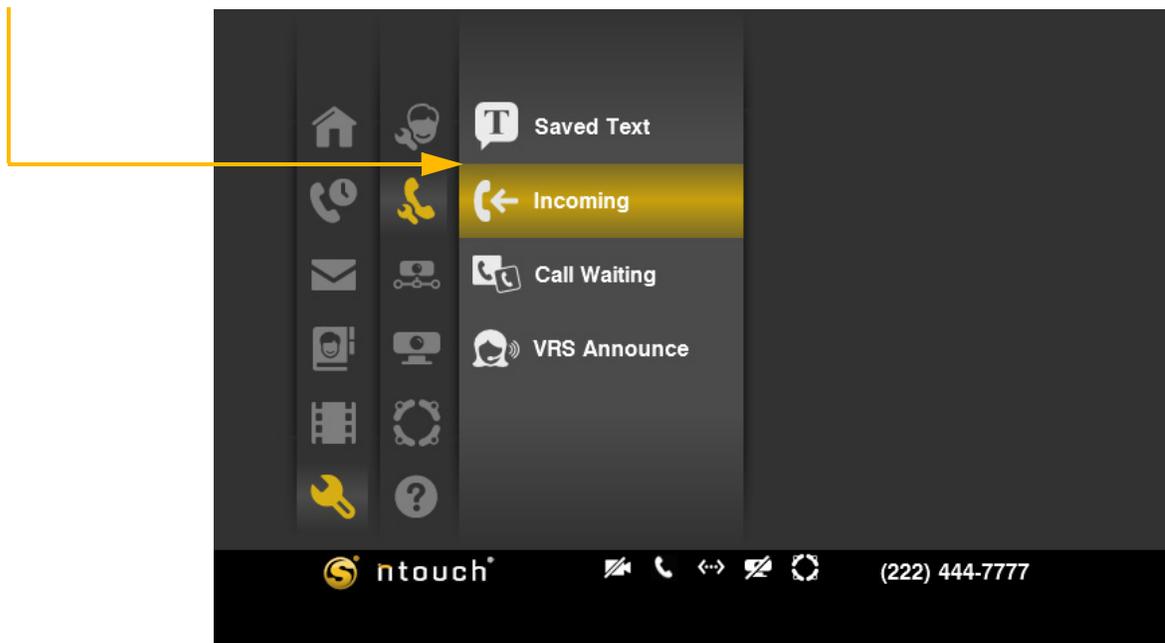


**Figure 212:** Incoming button

**Step 8.**     **The Incoming Call Settings screen appears.**
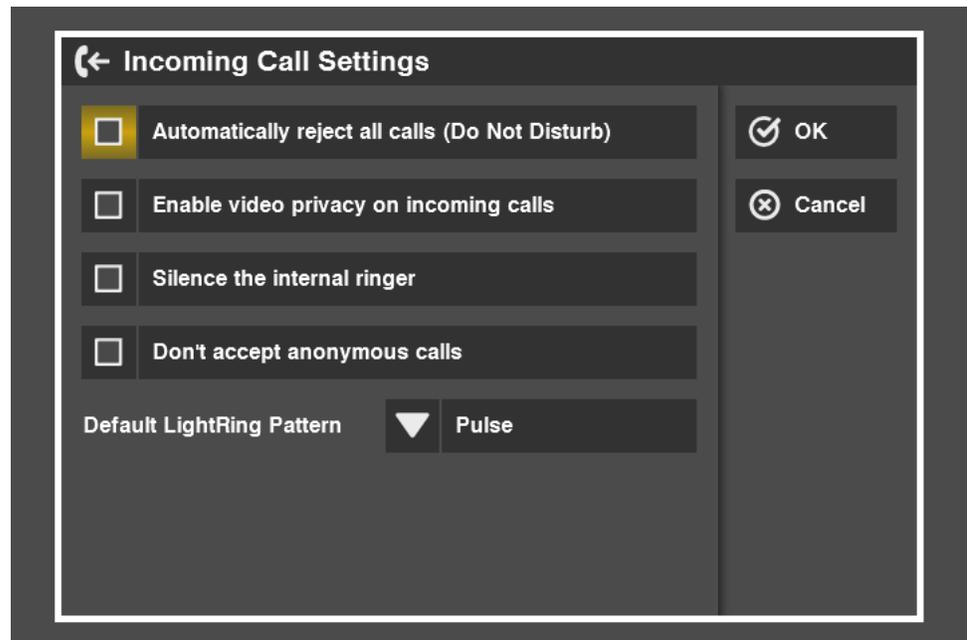
**Figure 213:** Incoming Call Settings screen

**Step 9.**     **Study the table below to learn about the settings. Then select the settings you want to use.**

| Feature | Description |
|---|---|
| **Automatically reject all calls. (Do Not Disturb) checkbox** | Select this checkbox to turn off the Incoming Call Alert and reject all incoming calls. All incoming calls will be recorded as missed calls. |
| **Enable video privacy on incoming calls checkbox** | Select this checkbox to enable Video Privacy mode on all incoming calls. The Remote Camera Unit will not send a video image while this mode is active. You can turn Video Privacy off and on by pressing the **Video Privacy** key on the remote control. |
| **Silence the internal ringer checkbox** | Select this checkbox to turn off ntouch VP's internal ringer so that when calls come in, the LightRing will flash but the videophone will not make any sound. |
| **Don't accept anonymous calls** | Select this checkbox to have ntouch VP automatically reject incoming calls that do not include Caller ID information. This feature can help you to reject solicitation calls or calls from people who are intentionally hiding their Caller ID information. |
| **Default LightRing Pattern drop-down list** | Use this drop-down list to select how you want ntouch VP's LightRing to flash for contacts for whom you have not specified a unique LightRing pattern. The options are: Off, Wipe, Filled Wipe, Flash, Single Chaser, Double Chaser, Half Chaser, Dark Chaser, Pulse, Alternate Flash and Fill and Unfill. |

**Table 11:** Incoming Call Settings screen details

**Step 10.**    **Select OK to save the changes. Select Cancel to exit without saving.**

Step 11.    Move to the Call Waiting button in the Personal menu. Then select the button.
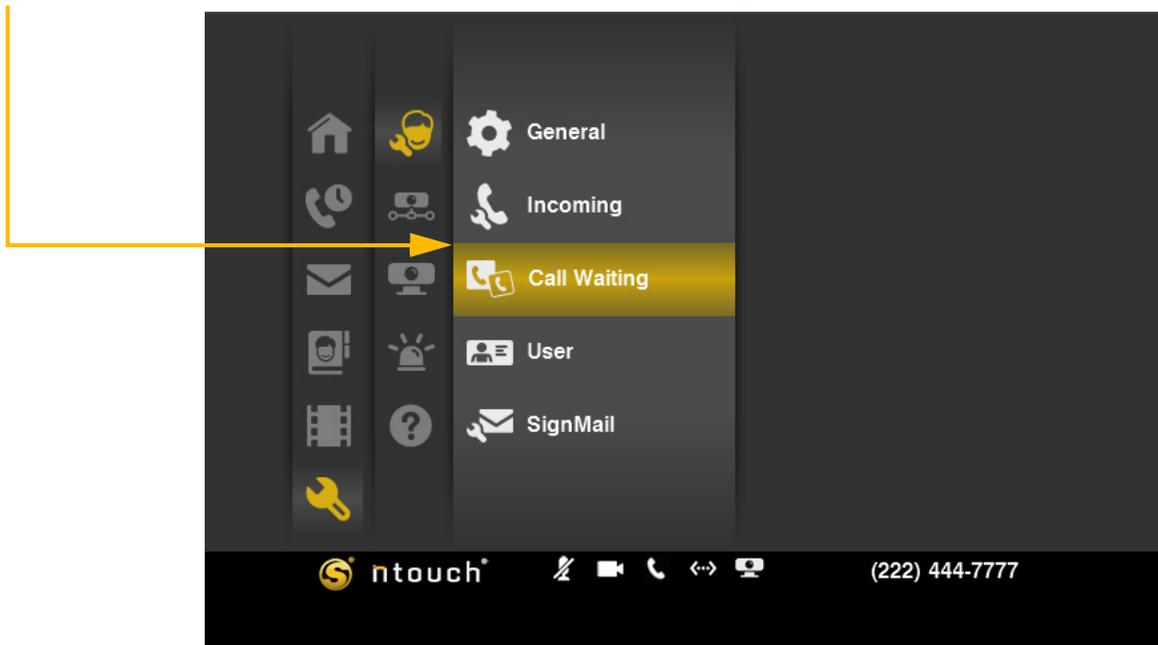


**Figure 214:** Call Waiting button in Personal menu

Step 12.    The Call Waiting Settings screen appears.
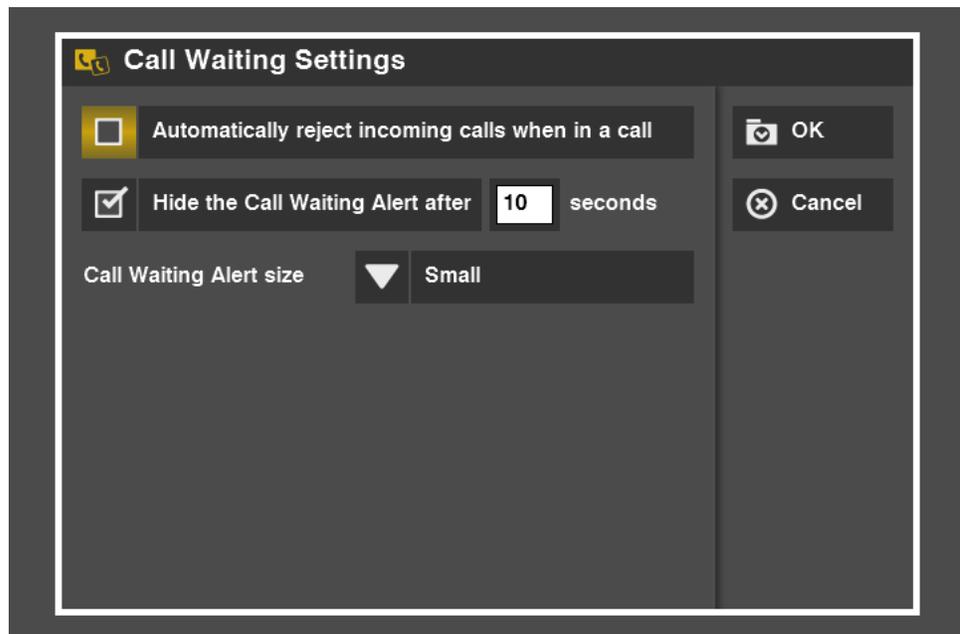


**Figure 215:** Call Waiting Settings screen

**Step 13.** Study the table below to learn about the settings. Then select the settings you want to use.

| Feature | Description |
|---|---|
| **Automatically reject incoming calls when in a call checkbox** | Select this checkbox to turn off the Incoming Call notice during active calls. All incoming calls will be recorded as missed calls. |
| **Hide the Call Waiting Alert after __ seconds checkbox and field** | Select this checkbox to hide the Incoming Call notice after a specific number of seconds. The default number of seconds is 10. |
| **Call Waiting Alert size drop-down list** | Use this drop-down list to select the size of the Incoming Call notice. |

**Table 12:** Call Waiting screen details

**Step 14.** Select OK to save the changes. Select Cancel to exit without saving.

**Step 15.** Move to the VRS Announce button in the Personal menu. Then select the button.
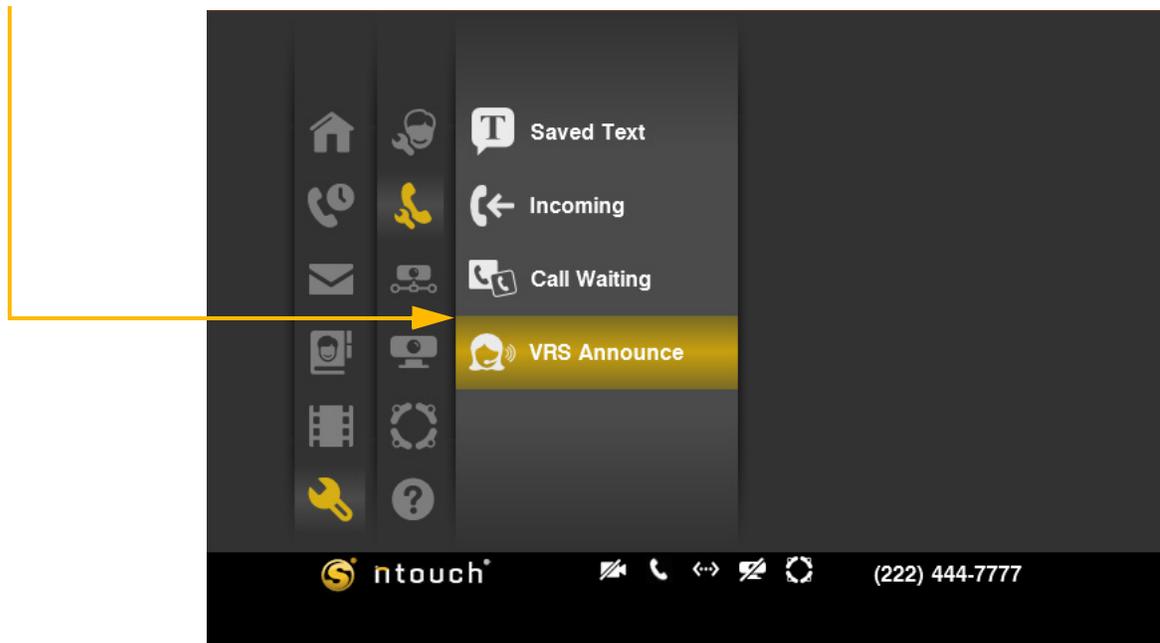


**Figure 216:** Call Waiting button in Personal menu

**Step 16.** The VRS Announce screen appears.
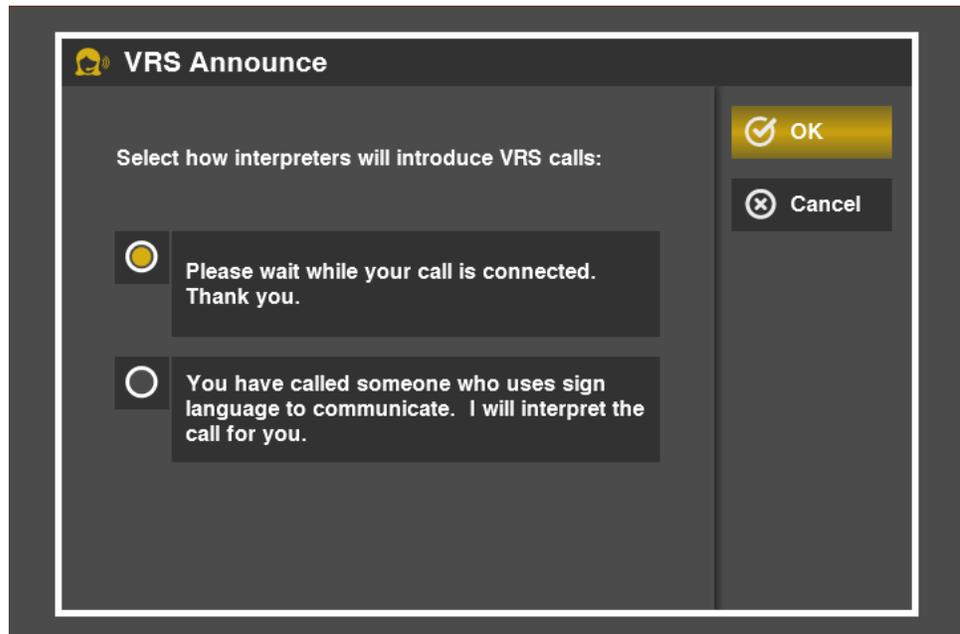


**Figure 217:** VRS Announce screen

**Step 17.** Study the table below to learn about the settings. Then select the settings you want to use.

| Feature | Description |
|---------|-------------|
| **Select how interpreters will introduce VRS calls radio buttons** | Select one of these two radio buttons to choose which announcement you want the Sorenson VRS interpreter to say to the hearing caller when connecting a VRS call. The second option is longer, but gives more information about what to expect. |

**Table 13:** VRS Announce screen details

**Step 18.** Select OK to save the changes. Select Cancel to exit without saving.

## *To See/Edit Network Settings*

Step 1.    Select the Settings button. Notice that the Settings menu has appeared in the middle of the screen.
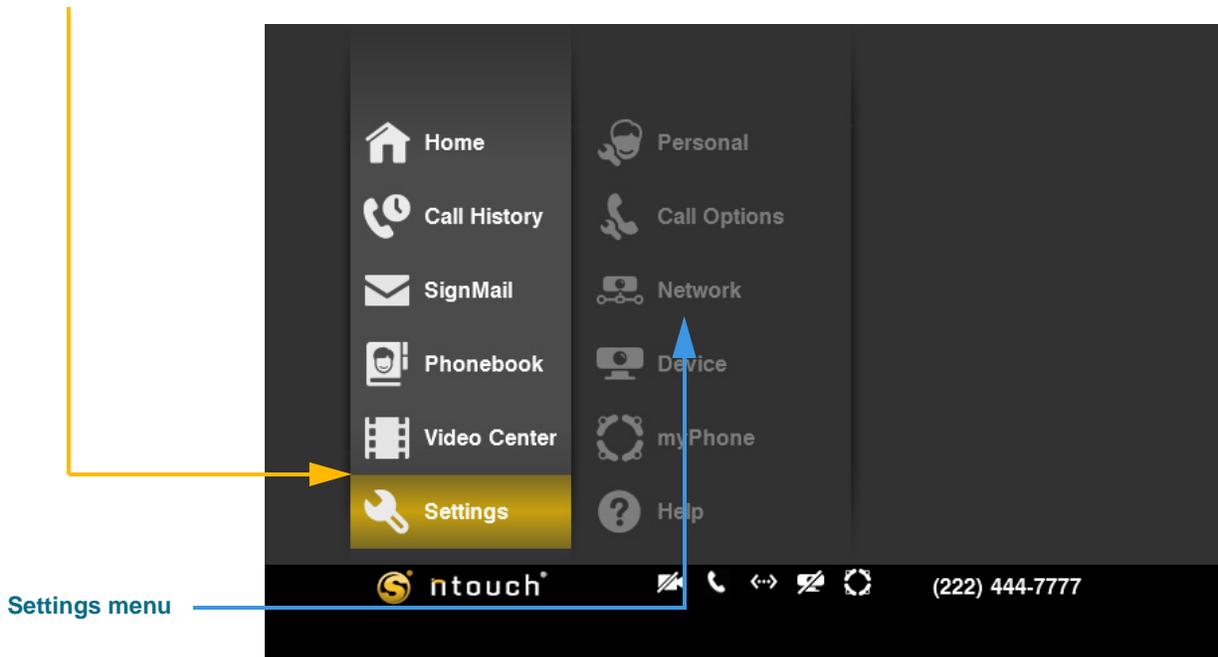


**Figure 218:** Settings button and menu

Step 2.    Move to the **Network** button. Notice that the Network menu has appeared in the middle of the screen.
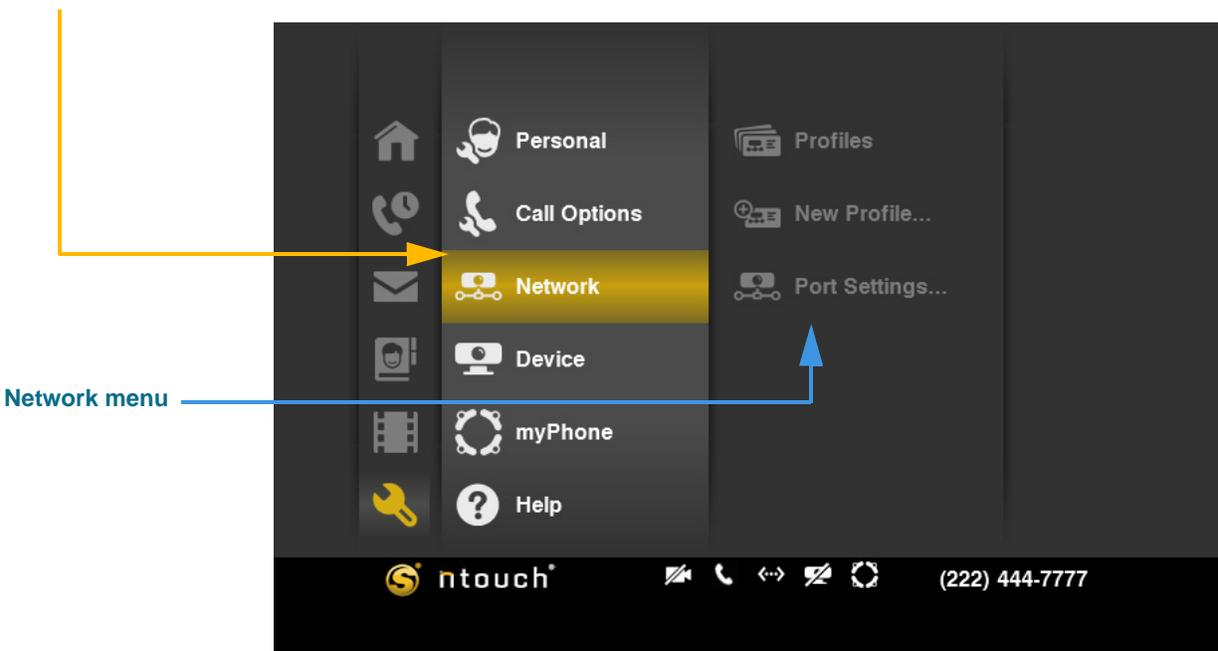


**Figure 219:** Network button and menu

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**Step 3.** Move to the Profiles button. Then, select the button. You will then see a list of existing profiles. The only pre-created profile is named "Default (active)."

**List of profiles**
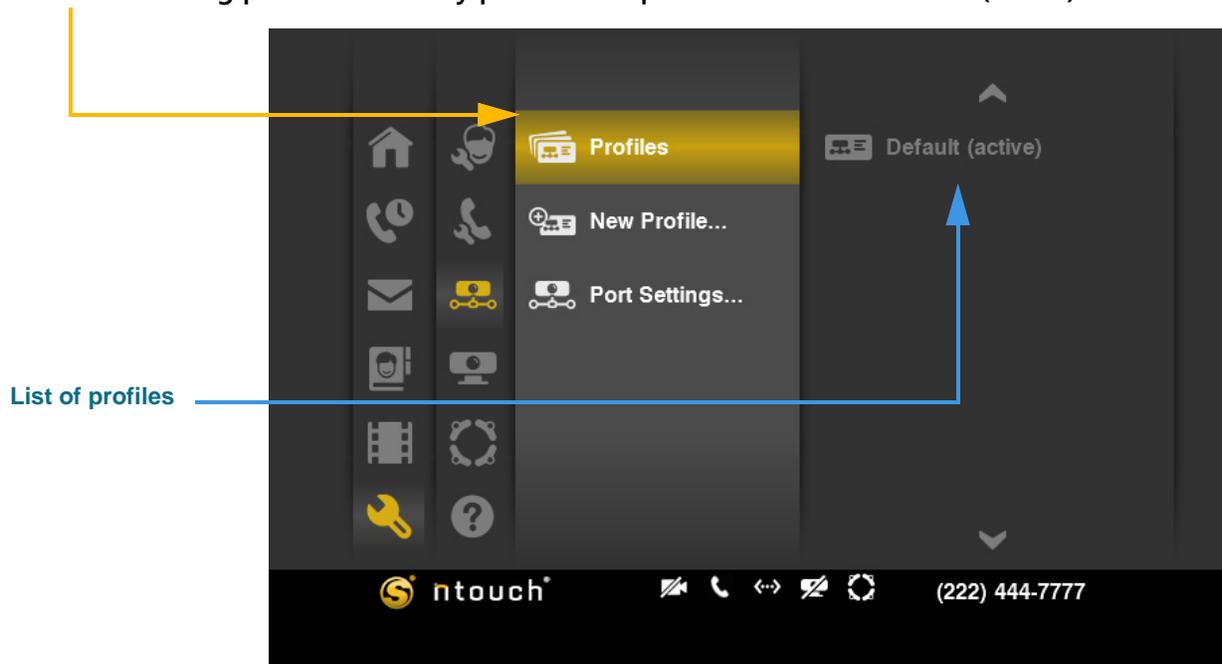
**Figure 220:** Profiles button in Network menu

**Step 4.** To create a new profile, move to the New Profile... button in the Network menu. Then, select the button.

**Do Not Change Settings**
Please contact Technical Support if you need help with or have questions about the network settings.
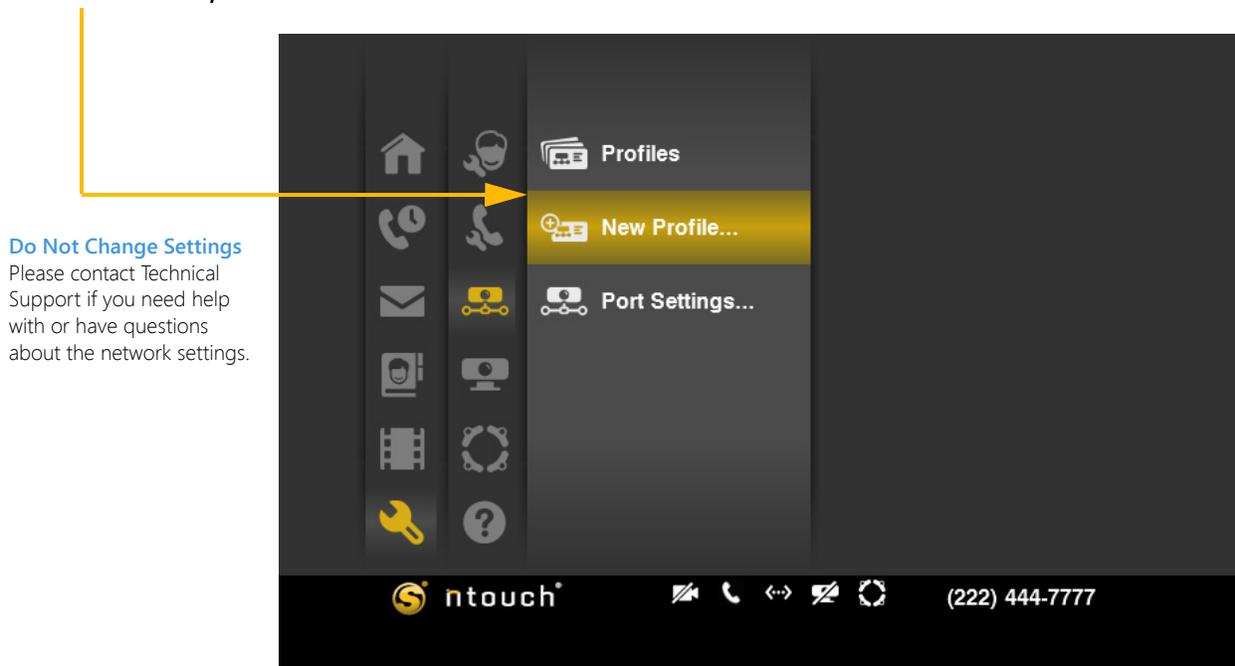
**Figure 221:** New Profile... button in Network menu

**Step 5.**    The New Network Profile screen appears.



**Figure 222:** New Network Profile screen

**Step 6.**    Study the table below to learn about the settings. Then select the settings you want to use. Please contact Sorenson Technical Support for help with network settings.

| Feature | Description |
|---|---|
| **Use DHCP checkbox** | Select this checkbox if ntouch VP is connected to a router with a DHCP (Dynamic Host Configuration Protocol) server. When this checkbox is selected, all other fields on the screen will be inactive (DHCP provides this information). |
| **IP Address field** | This field contains the static IP address to be used by the videophone. If you are not using DHCP, you *must* make a valid entry in this field. |
| **Subnet Mask field** | This field contains the Subnet Mask to be used by the videophone. If you are not using DHCP, you *must* make a valid entry in this field. |
| **Gateway field** | This field contains the IP address of the gateway (router) to which ntouch VP is connected. If you are not using DHCP, you *must* make a valid entry in this field. |
| **Primary DNS field** | This field contains the IP address of a Primary DNS server. If you are not using DHCP, you *must* make a valid entry in this field. |
| **Secondary DNS field** | This field contains the IP address of a Secondary DNS server. |
| **MAC Address field** | This field shows the MAC ID number of the videophone. |

**Table 14:** New Network Profile screen details

**Step 7.**    Select Next to save the changes and go on. Select Cancel to exit without saving.

**Step 8.** The Network Speed screen appears.
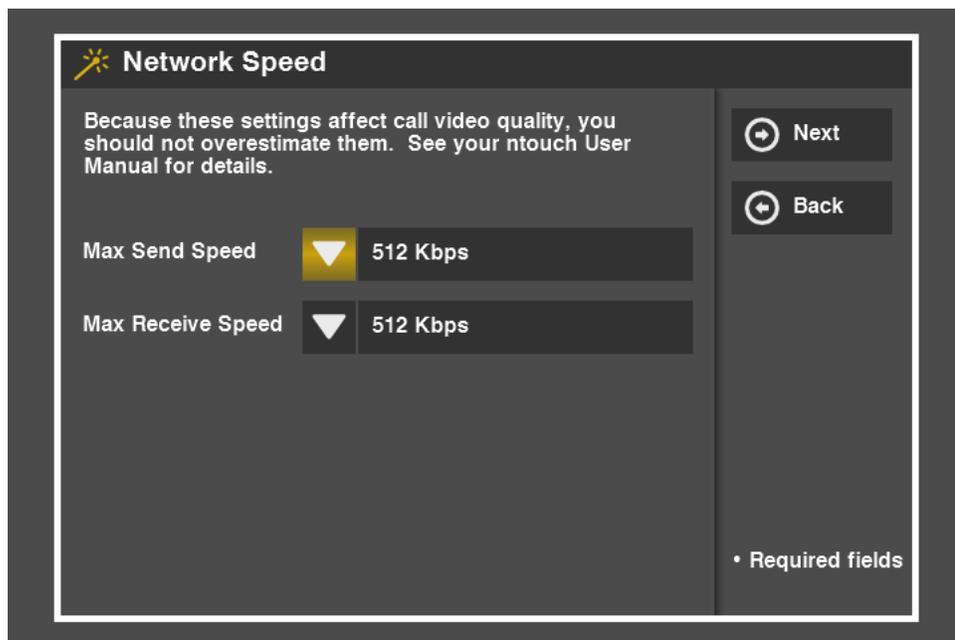


**Figure 223:** Network Speed screen

**Step 9.** Study the table below to learn about the settings. Then select the settings you want to use.

| Feature | Description |
| --- | --- |
| **Max Send Speed** | Use this drop-down list to select speed setting that is less than or equal to the maximum Send (**upload**) speed in Kilobits per second (Kbps) that you are certain is provided by your high-speed Internet connection. The default setting is 512Kbps. <br><br> The options are: 112. 128, 192, 256, 320, 384, 448, 512, 576, 640, 704, 768, 832, 896, 960, 1024, 1152, 1280, 1408, and 1536 Kbps. |
| **Max Receive Speed** | Use this drop-down list to select speed setting that is less than or equal to the maximum Receive (**download**) speed in Kilobits per second (Kbps) that you are certain is provided by your high-speed Internet connection. The default setting is 512Kbps. <br><br> The options are: 112. 128, 192, 256, 320, 384, 448, 512, 576, 640, 704, 768, 832, 896, 960, 1024, 1152, 1280, 1408, and 1536 Kbps. |

**Table 15:** Network Speed screen details

**Step 10.** Select Next to save the changes and go on. Select Back to return to the previous screen if you need to make changes before going on.

Step 11.    The Network Profile Name screen appears.



**Figure 224:**  New Network Profile screen

Step 12.    Study the table below to learn about the one field on this screen. Then enter a profile name in the field.

| Feature | Description |
|---|---|
| **Enter a name for this network profile field** | Enter a name for this network profile. For example, you could enter "My Home Profile." |

**Table 16:**  Network Profile Name screen details

Step 13.    Select Finish to create the new profile. Select Back to return to the previous screen if you need to make changes before creating the new profile.

**Step 14.** Move up to the Profiles screen. The profile you added will now be shown in the list. The profile name used in the example shown below is "MyHomeProfile."
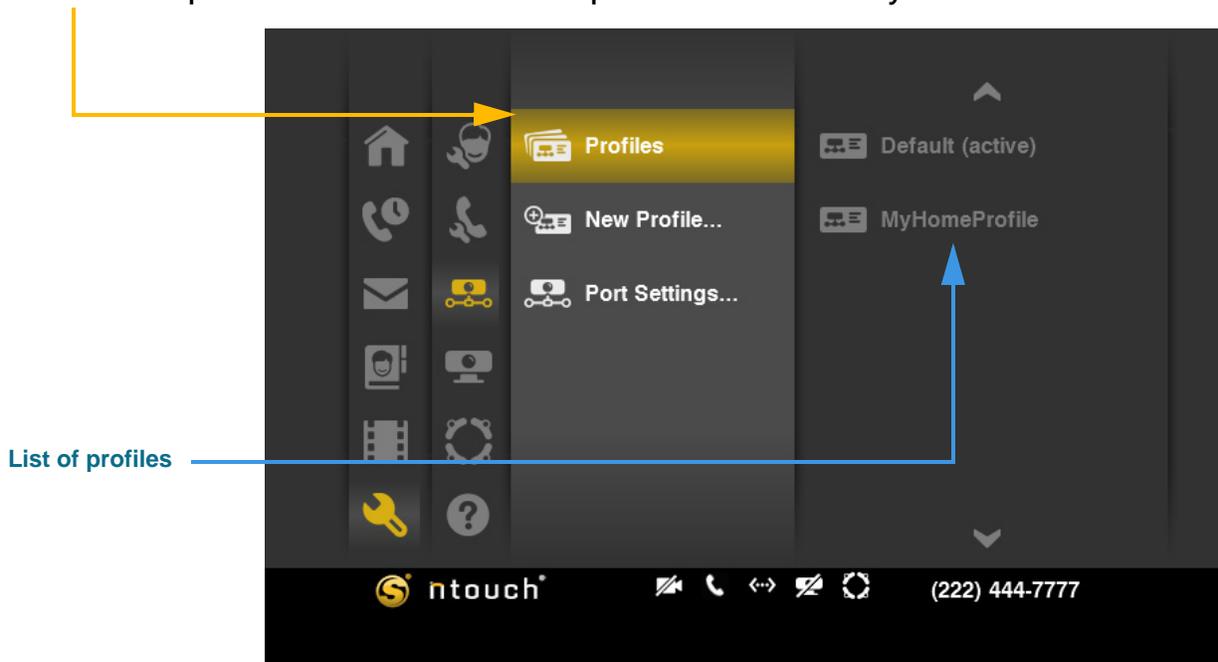


**Figure 225:** New profile shown in list

**List of profiles**

**Step 15.** To make the new profile active, you must first select the profile from the list.

**Step 16.**    After you select the new profile, a menu appears to the right. Select the Connect button to activate and then connect to the selected profile.
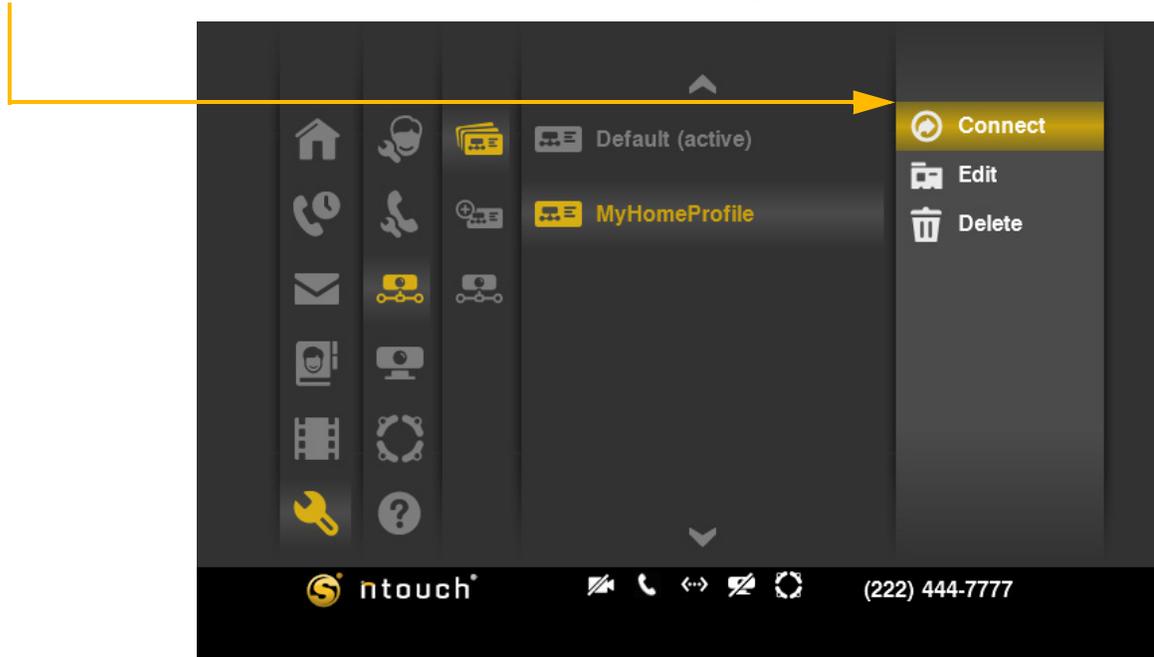


**Figure 226:**  Connect button in menu

**Step 17.**    A message appears as the network settings are being updated to use the new profile. When the process is complete, the message will disappear.
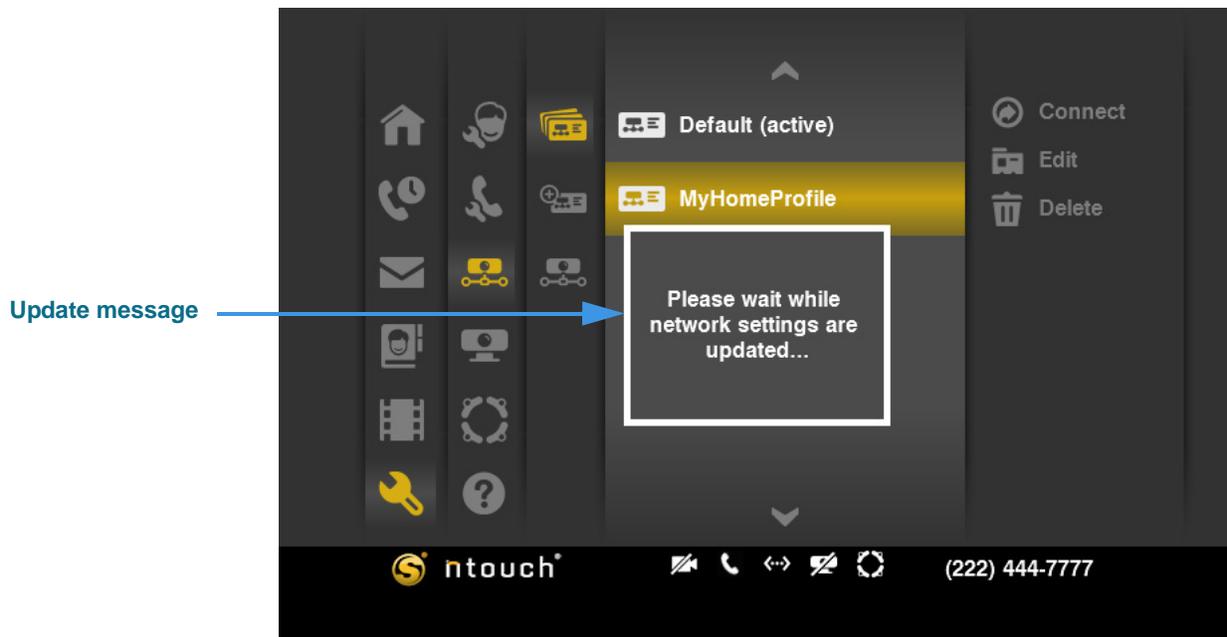


**Figure 227:**  Network settings update message

**User Guide**

**Step 18.** To edit the active profile, or any other profile, first select the profile from the list. Then select the Edit button from the menu.

**Do Not Change Settings**
Please contact Technical Support if you need help with or have questions about the network settings.
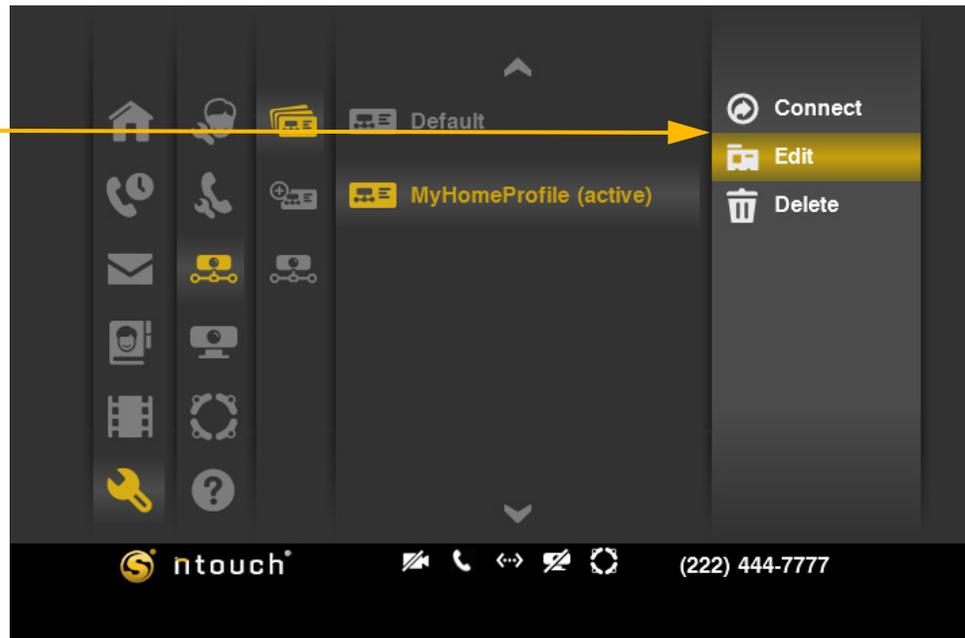


**Figure 228:** Edit button in menu

**Step 19.** The Network Profile Settings screen appears. Select the Profile Name button.
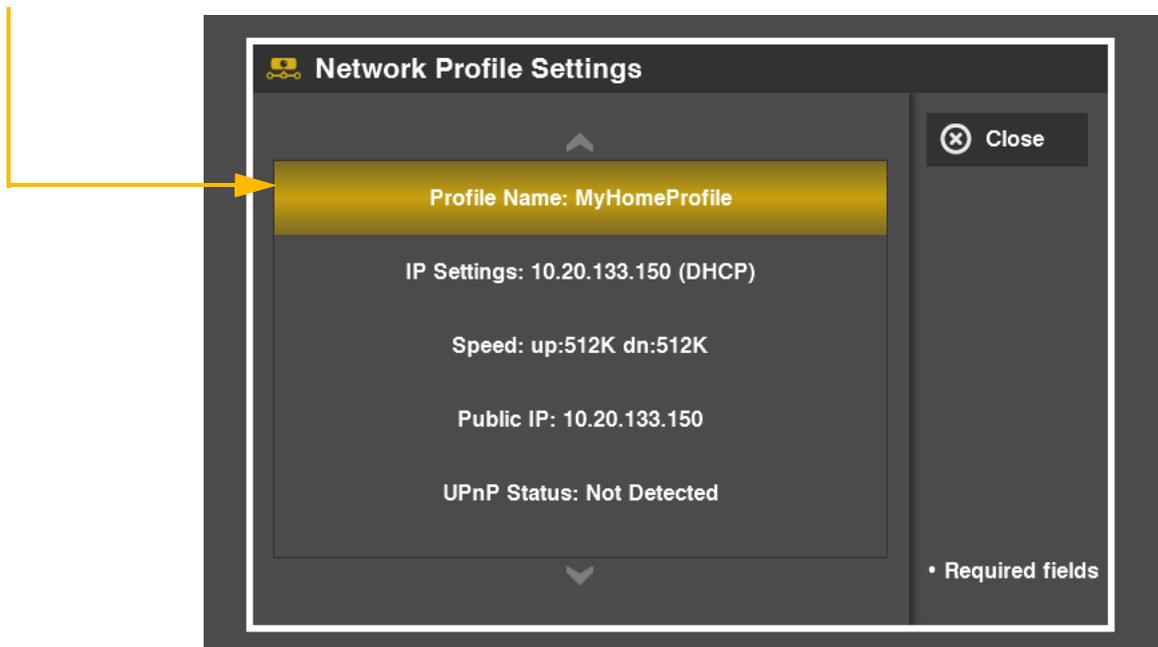


**Figure 229:** Profile Name button

**Step 20.** The Network Profile Name screen appears. Make changes as needed to the name.



**Figure 230:** Network Profile Name screen

**Step 21.** Select OK to save the changes. Select Cancel to exit without saving. You will then be back at the Network Profile Settings screen (Figure 229).

**Step 22.** Select the IP Settings button at the screen shown in Figure 229.

**Step 23.** The IP Address Settings screen appears. Make changes as needed to the settings.

**Need Help Here?**
If you need help with the fields and options on this screen, see Page 137.



**Figure 231:** IP Address Settings screen

***User Guide***

**Step 24.** Select OK to save the changes. Select Cancel to exit without saving. You will then be back at the Network Profile Settings screen (Figure 229).

**Step 25.** Select the Speed button at the screen shown in Figure 229.

**Step 26.** The Network Speed screen appears.

**Need Help Here?**
If you need help with the fields and options on this screen, see Page 138.
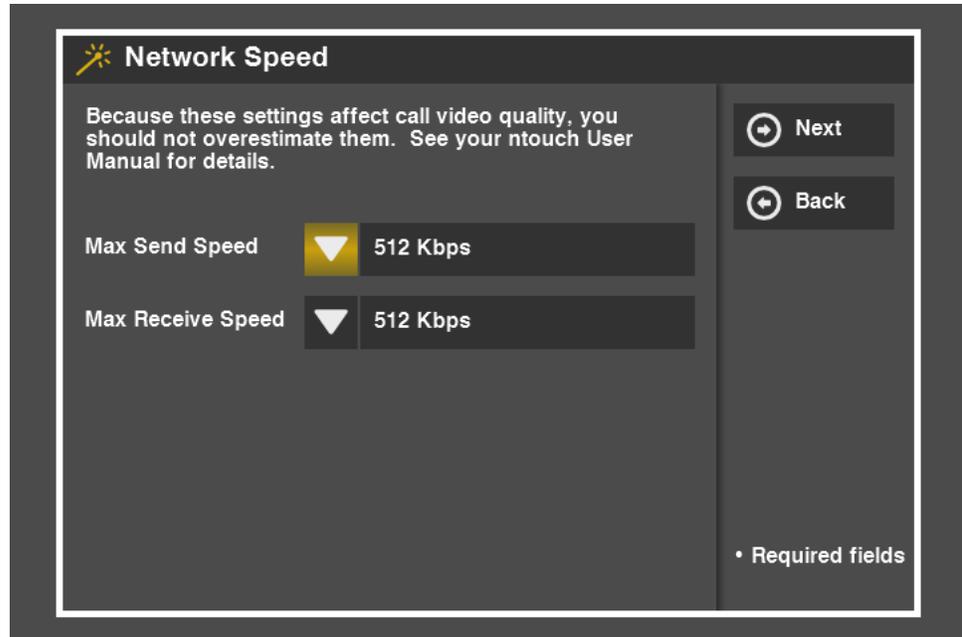


**Figure 232:** Network Speed screen

**Step 27.** Make changes as needed to the settings. Select OK to save the changes. Select Cancel to exit without saving. You will then be back at the Network Profile Settings screen (Figure 229).

**Step 28.** Select the Public IP button at the screen shown in Figure 229.

**Step 29.** The Public IP Settings screen appears. The screen will be locked as shown in the sample image below.



**Need Help Here?**
If you need help with this screen, please call Sorenson Technical Support.
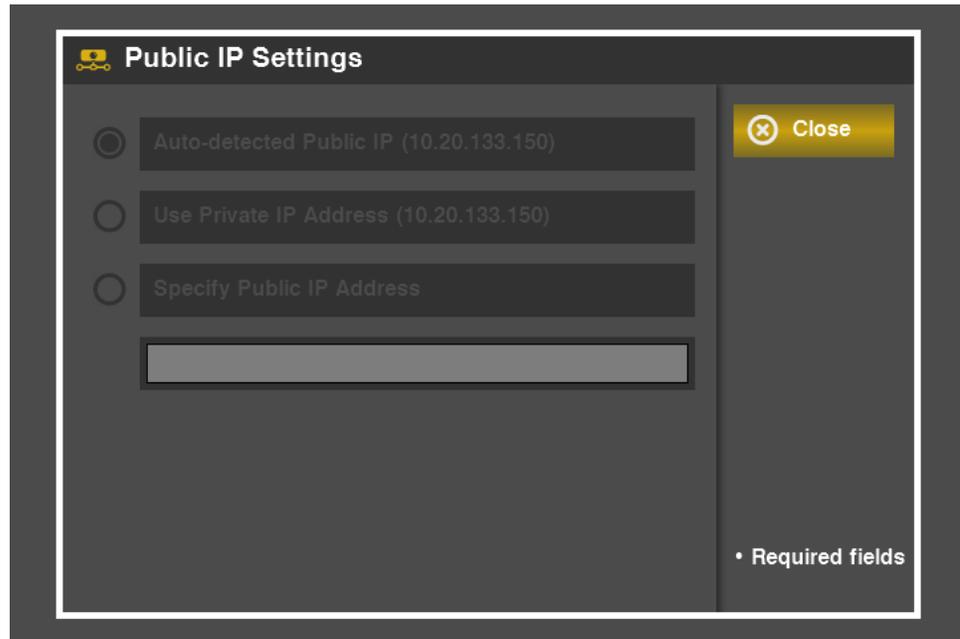
**Figure 233:** Public IP Settings screen

**Step 30.** The table below describes the settings, but you will need to contact Sorenson Technical Support if you need to make changes here.

| Feature | Description |
|---|---|
| **Auto-detected Public IP radio button** | Select this button if ntouch VP is connected to a NAT (Network Address Translation) router so that ntouch VP can automatically detect its Public IP address. The detected IP address is displayed in parentheses. Leaving this checkbox **selected** is usually the proper configuration. |
| **Use Private IP Address radio button** | Select this button if ntouch VP is connected to a private local area network (LAN). When connected to a private network, the videophone might not be able to place or receive calls outside of the private network. The IP address detected by the videophone will be displayed in parentheses. |
| **Specify Public IP Address radio button and field** | Select this button to manually assign a Public IP address to ntouch VP. You will need to use this option if the Auto-detect Public IP Address feature fails to provide the required network connectivity. If you select this button, enter the Public IP address to be used in the field provided. |

**Table 17:** Public IP Settings screen details

**Step 31.** Select Close. You will then be back at the Network Profile Settings screen.

**Step 32.** Select the UPnP Status button at the screen shown in Figure 229.

**Step 33.** The Port Settings screen appears. You cannot change any settings on this screen.



**Need Help Here?**
If you need help with this screen, please call Sorenson Technical Support.
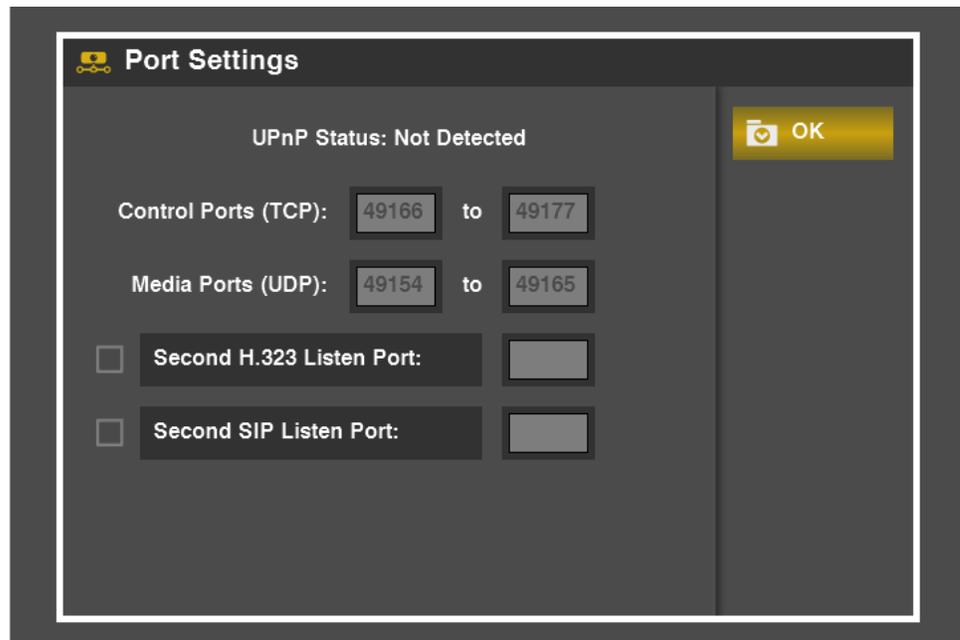
**Figure 234:** Port Settings screen

**Step 34.** Select OK. You will then be back at the Network Profile Settings screen.
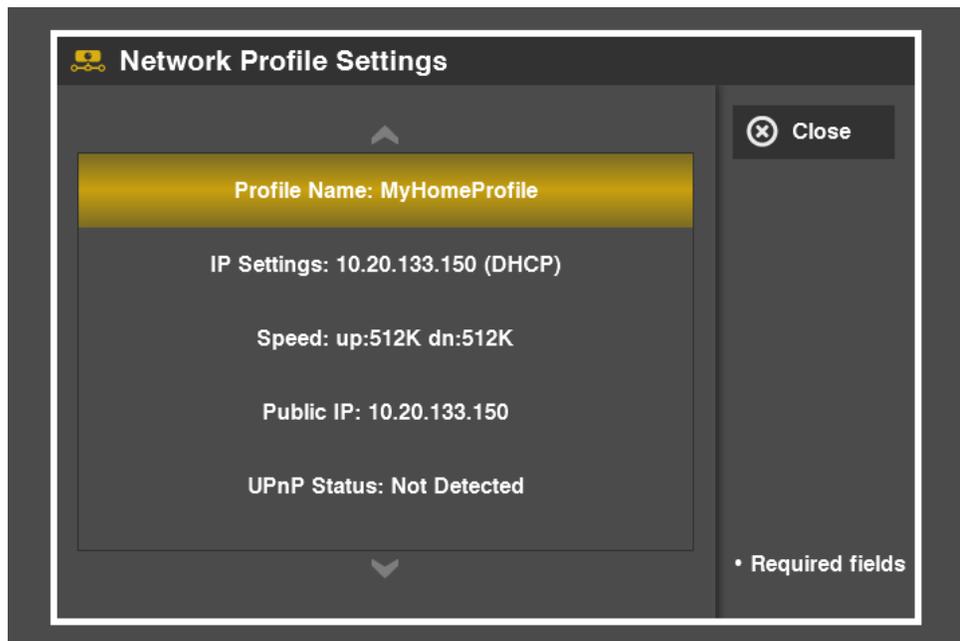


**Figure 235:** Network Profile Settings screen

**Step 35.** Select Close. You will then be at the Network Profile screen shown in screen (Figure 228). You can then connect to the new profile as shown in Step 14 on Page 141.

**Step 36.**   To delete a profile, first select the profile, then select the Delete button.
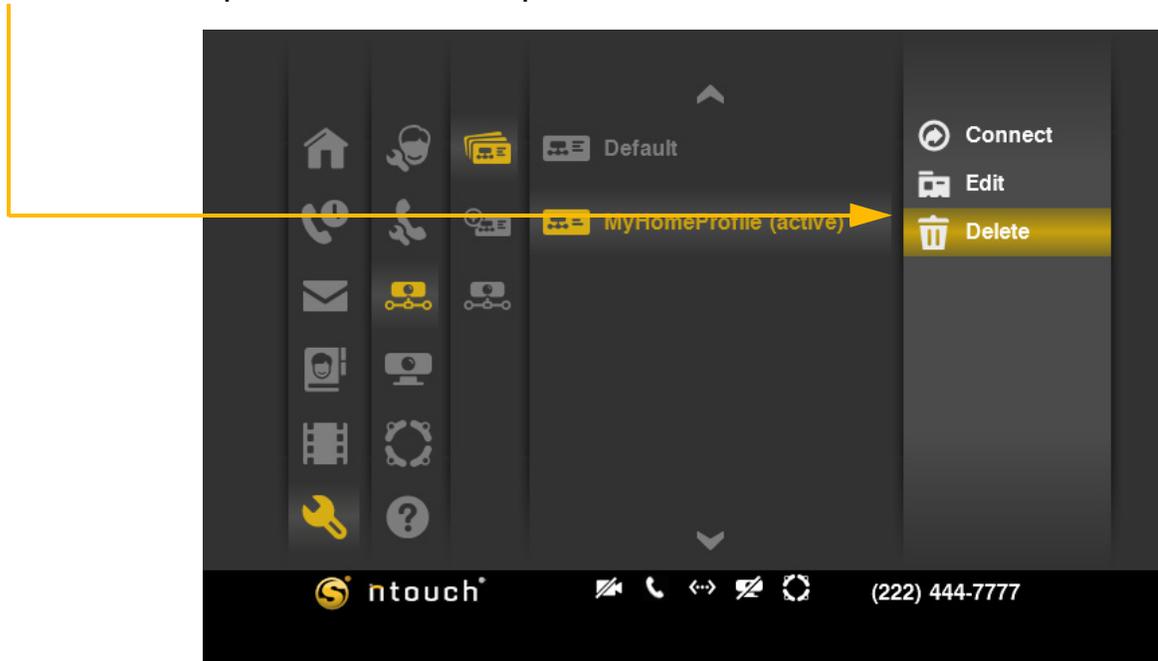


**Figure 236:**  Delete button in menu

**Step 37.**   The Delete Network Profile dialog appears.
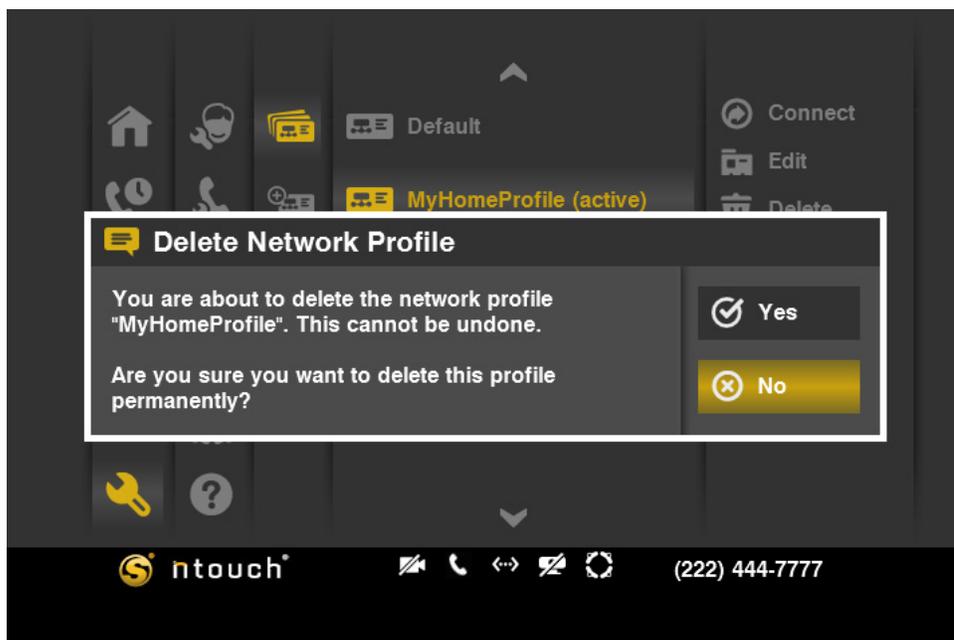


**Figure 237:**  Delete Network Profile dialog

**Step 38.**   Select Yes to delete the selected profile. Select No to exit without deleting.
          ***Note:***   *You cannot recover deleted profiles.*

**User Guide**

## *To See/Edit Device Settings*

Step 1.    Select the Settings button. Notice that the Settings menu has appeared in the middle of the screen.
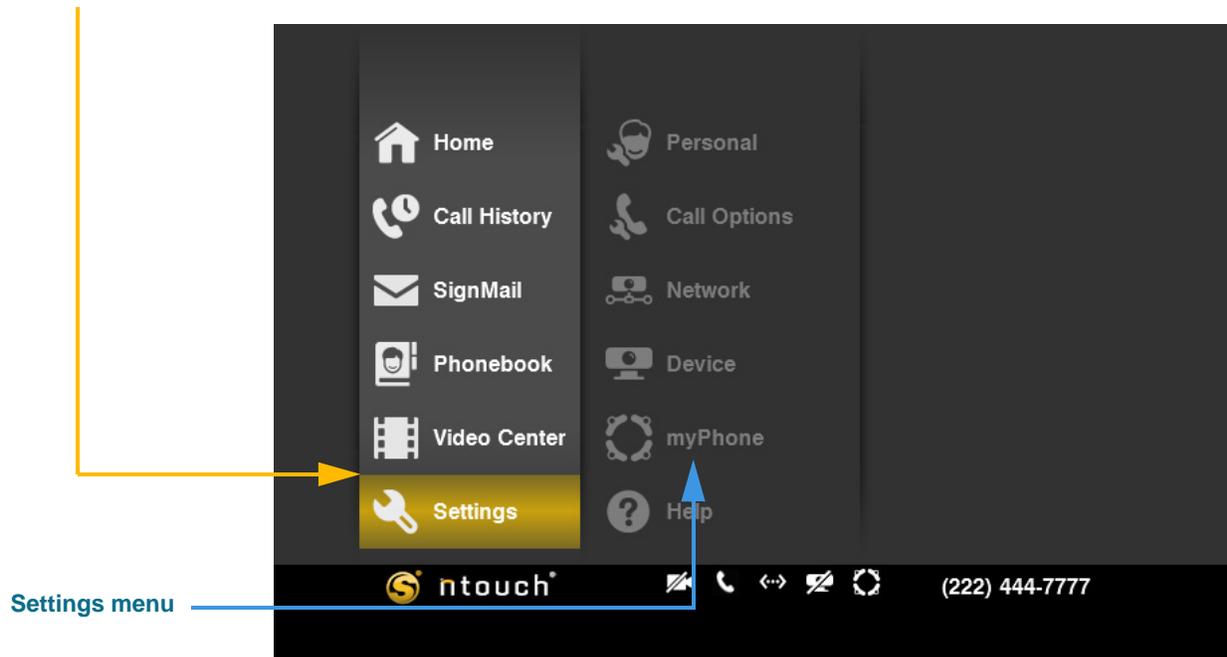


Settings menu

**Figure 238:**  Settings button and menu

Step 2.    Move to the Device button. Notice that the Device menu has appeared in the middle of the screen.
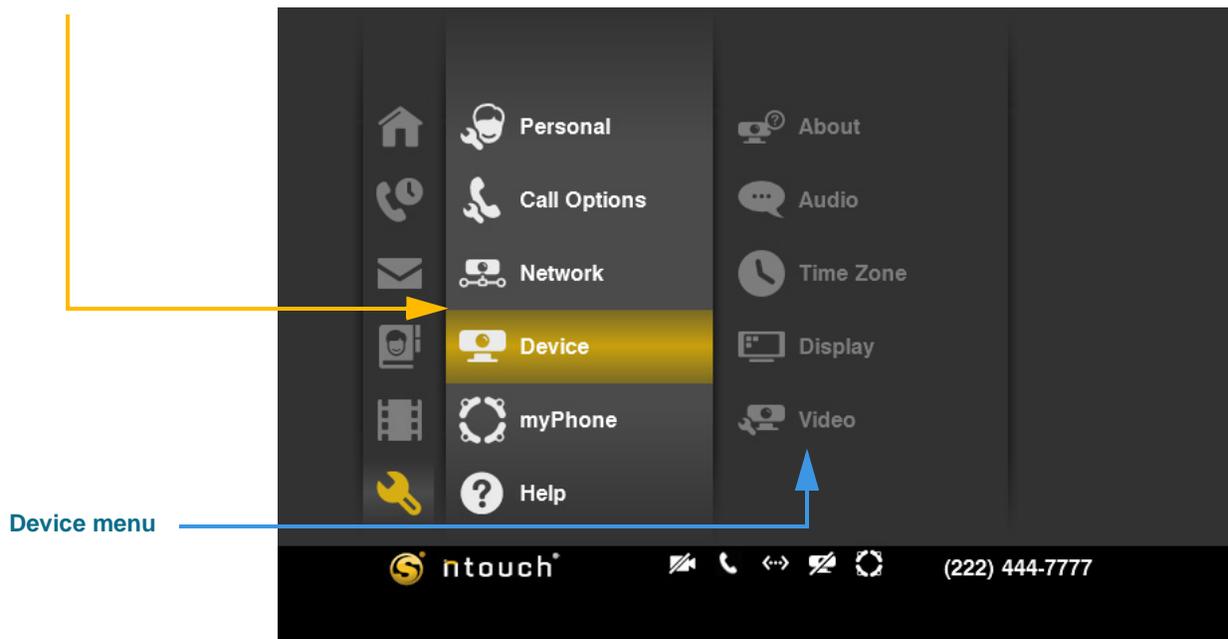


Device menu

**Figure 239:**  Device button and menu

*ntouch VP 8.0*

**Step 3.**    Move to the **About** button in the Device menu. Then select the button.
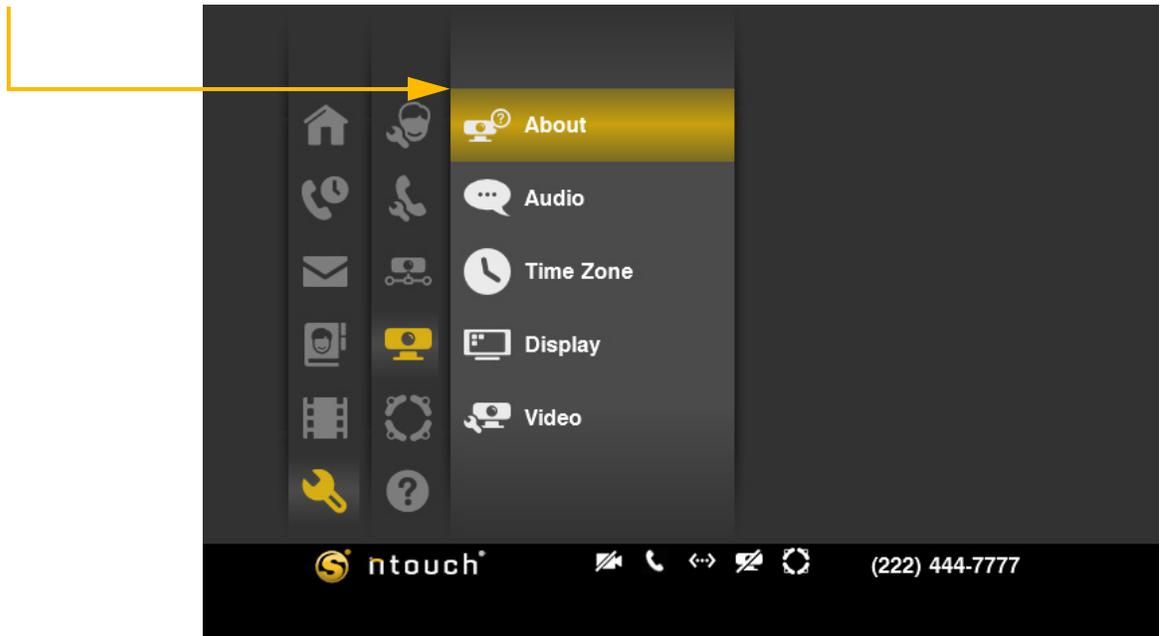


**Figure 240:** About button in Device menu

**Step 4.**    The About Your Sorenson ntouch screen appears.
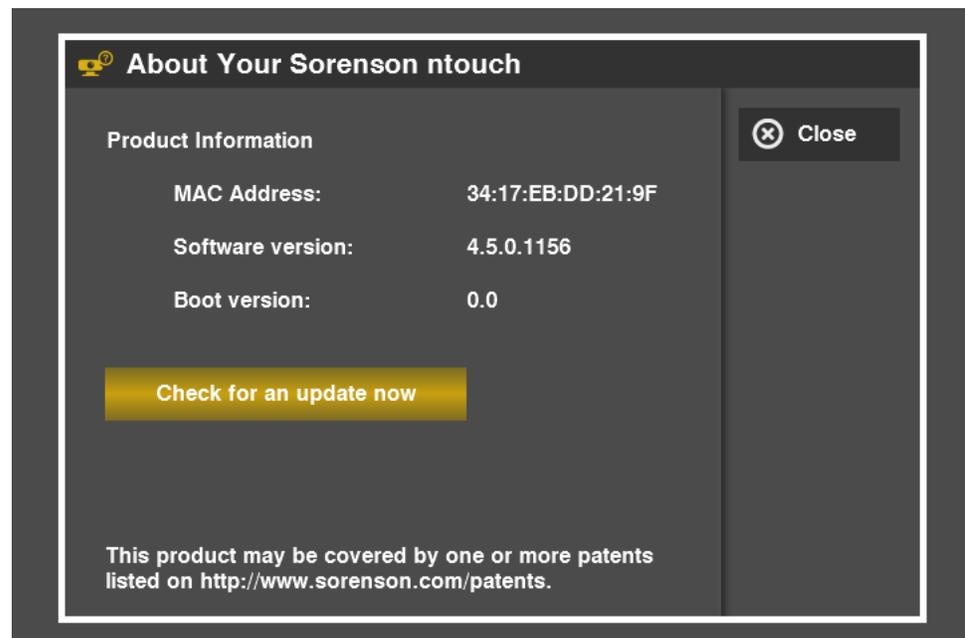


**Figure 241:** About Your Sorenson ntouch screen

**Step 5.** Study the table below to learn about this screen.

| Feature | Description |
|---|---|
| **MAC Address** | This area shows the MAC ID of the videophone. |
| **Software version** **Boot version** | This area shows ntouch VP's Software and Boot versions. This information can be useful for troubleshooting purposes if you contact Sorenson Technical Support or Customer Information. |
| **Check Now button** | This button is used to check for software updates. If an update is found, it will be automatically installed and you will then be informed by another dialog that the videophone has been updated. The videophone will then reboot itself automatically. |
| **Patent information** | This area shows the website address for patent information for ntouch VP. |

**Table 18:** About Your Sorenson ntouch screen details

**Step 6.** To check for a software update for ntouch VP, select the Check Now button.

**Step 7.** Select Close to return to the screen shown in Figure 240.

**Step 8.** Move to the Audio button in the Device menu. Then select the button.
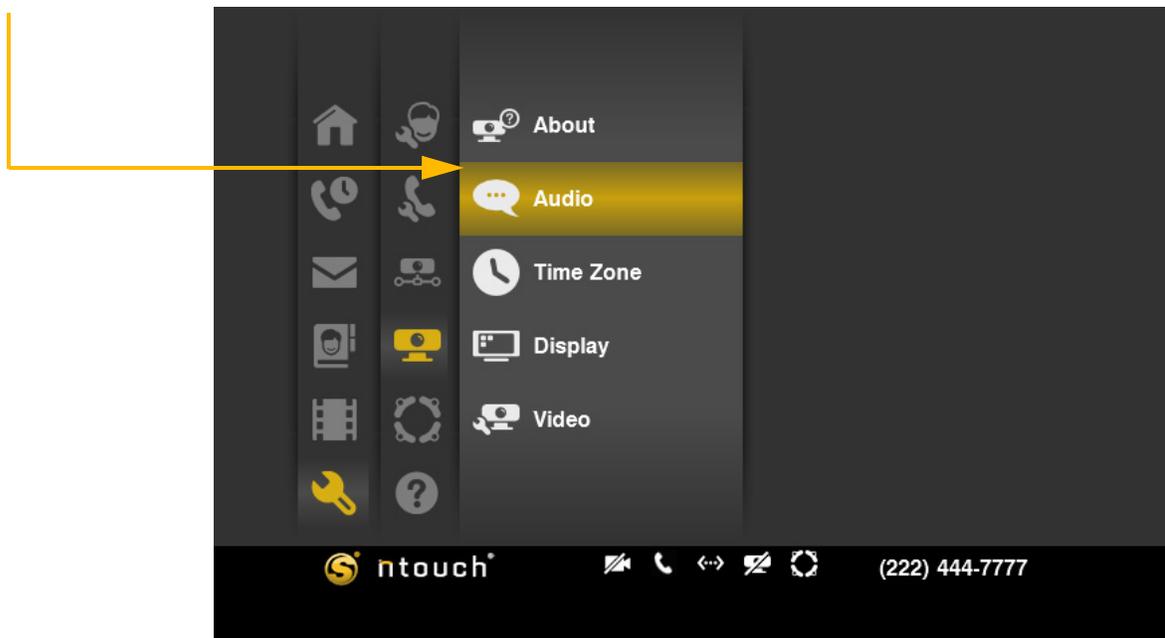


**Figure 242:** VCO button in Device menu

**Step 9.** The Audio Settings screen appears.
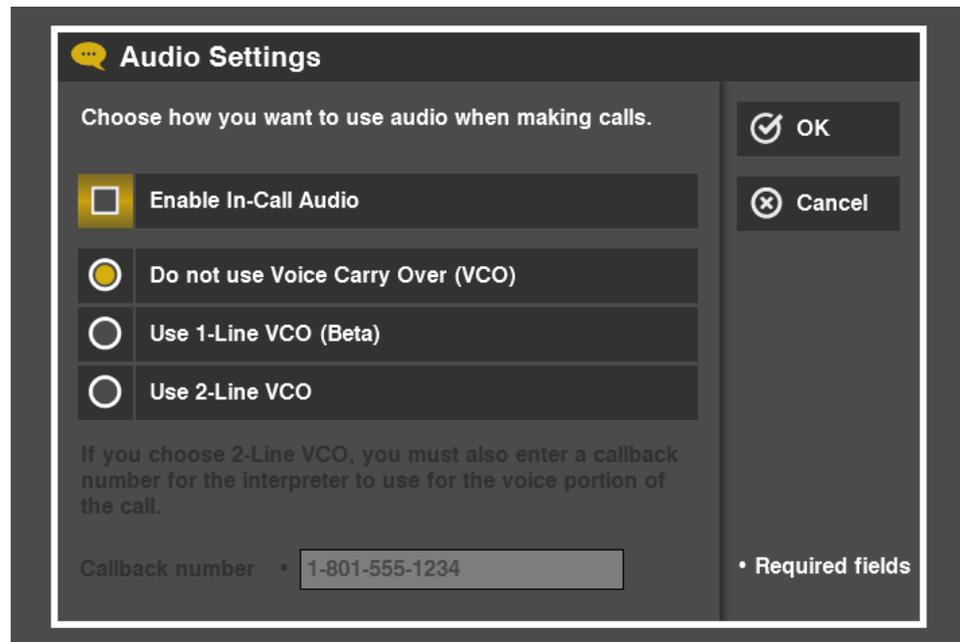


**Figure 243:** Audio Settings screen

**Step 10.** Study the table below to learn about the settings. Then select the settings you want to use.

| Feature | Description |
|---|---|
| **Enable In-Call Audio checkbox** | Select this checkbox if you want to enable the In-Call Audio feature. The feature is automatically enabled when the 1-Line VCO option is selected. |
| **Do not use Voice Carry Over (VCO) button** | Select this button to disable (turn off) both 1-Line and 2-Line VCO features. |
| **Use 1-Line VCO button** | Select this button to enable the 1-Line VCO feature. |
| **Use 2-Line VCO button** | Select this button to enable the 2-Line VCO feature. |
| **Callback number field** | Enter the 10-digit phone number in this field of the voice telephone that you will use for the voice portion of your 2-Line VCO calls. When you make an SVRS VCO call, the Sorenson interpreter will call you back on a voice telephone line using the Callback phone number you enter. |

**Table 19:** Audio Settings screen details

**Step 11.** See the section that starts on Page 41 for more information about using the Voice Carry Over and In-Call Audio features.

**Step 12.** Select OK to save the changes. Select Cancel to exit without saving.

**Step 13.** Move to the Time Zone button in the Device menu. Then select the button.
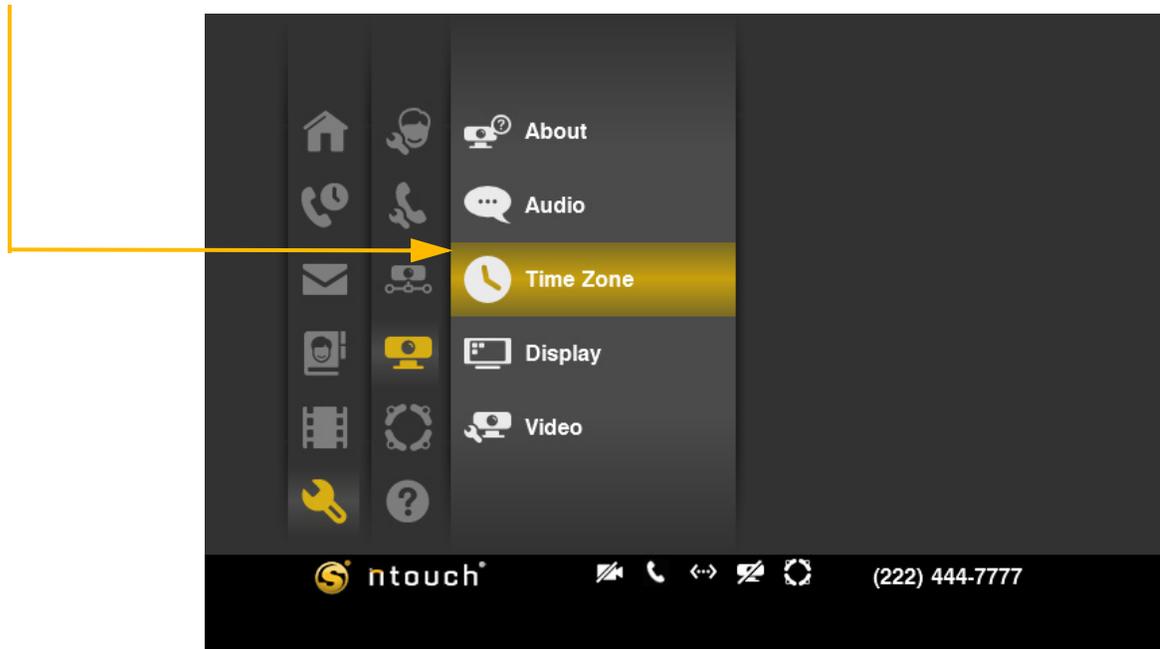


**Figure 244:** Time Zone button in Device menu

**Step 14.** The Time Zone Settings screen appears.
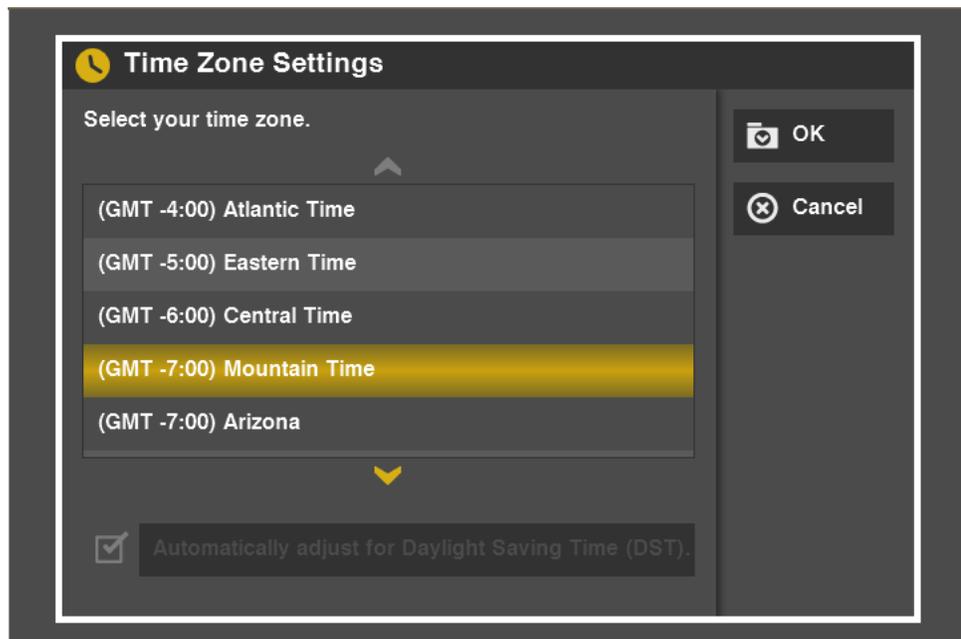


**Figure 245:** Time Zone Settings screen

**Step 15.** Study the table below to learn about the settings. Then select the settings you want to use.

| Feature | Description |
|---|---|
| **Select your time zone list** | Select the time zone in which you live from this list. |
| **Automatically adjust for Daylight Saving Time (DST) checkbox** | You cannot change this setting. If you live in an area of the United States that recognizes Daylight Saving Time (DST), this checkbox will be checked by default. The checkbox will not be checked for the Alaska and Hawaii time zones because these two states do not recognize DST. |

**Table 20:** Time Zone Settings screen details

**Step 16.** Select OK to save the changes. Select Cancel to exit without saving.

**Step 17.** Move to the Display button in the Device menu. Then select the button.
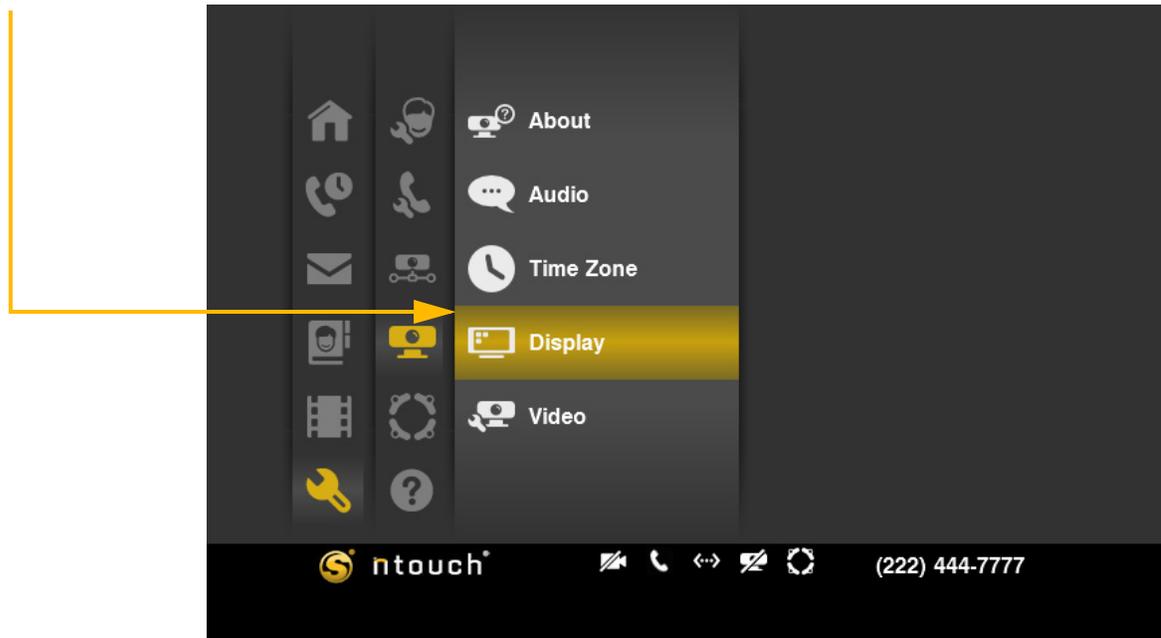


**Figure 246:** Display button in Device menu

**Step 18.**    The Display screen appears.



**Button color
drop-down lists**
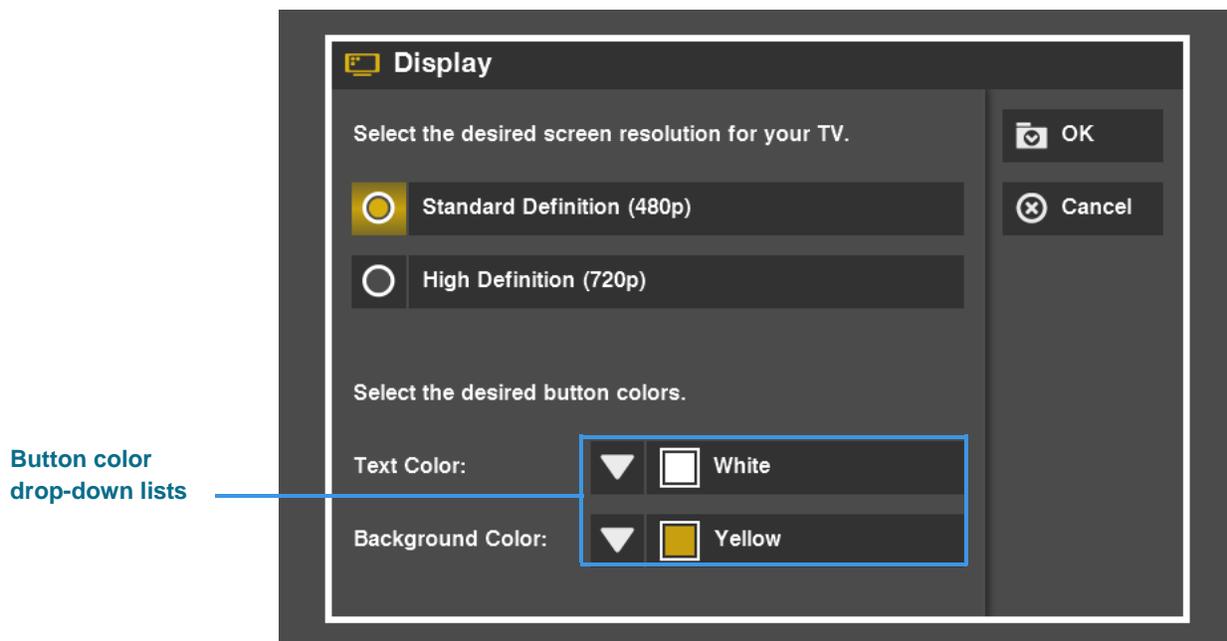
**Figure 247:**  Screen Resolution screen

**Step 19.**    Study the table below to learn about the settings. Then select the correct screen
resolution setting for your TV.

| Feature | Description |
|---|---|
| **Select the desired screen resolution for your TV radio buttons** | Select the radio button for Standard or High Definition video output. |
| | You **must** use the Standard Definition (480p) option if ntouch VP is connected to a television using a composite video cable (a cable with a single yellow plug on each end). This option sends a 480i signal over a composite video cable. |
| | You can use either the Standard Definition (480p) or the High Definition option (720p) if ntouch VP is connected to a television using an HDMI cable. |
| | The High Definition option creates a larger display area on the television screen compared to the image created by the Standard Definition option. |
| | When ntouch VP is connected using an HDMI cable, you can select either resolution option. Try both options to see which one you like the best. |
| **Select the desired button colors drop-down lists for Text Color and Background Color** | Use these two drop-down lists to set the colors used for the text and the background of all buttons in the user interface (UI). |
| | The Text Color drop-down list changes the color of the text on the buttons. |
| | The Background Color drop-down list changes the color of the background color used for the buttons. |

**Table 21:**  Display screen details

**Step 20.** To see an example use of the Button Color feature, first select the Text Color drop-down list to display the screen shown below.
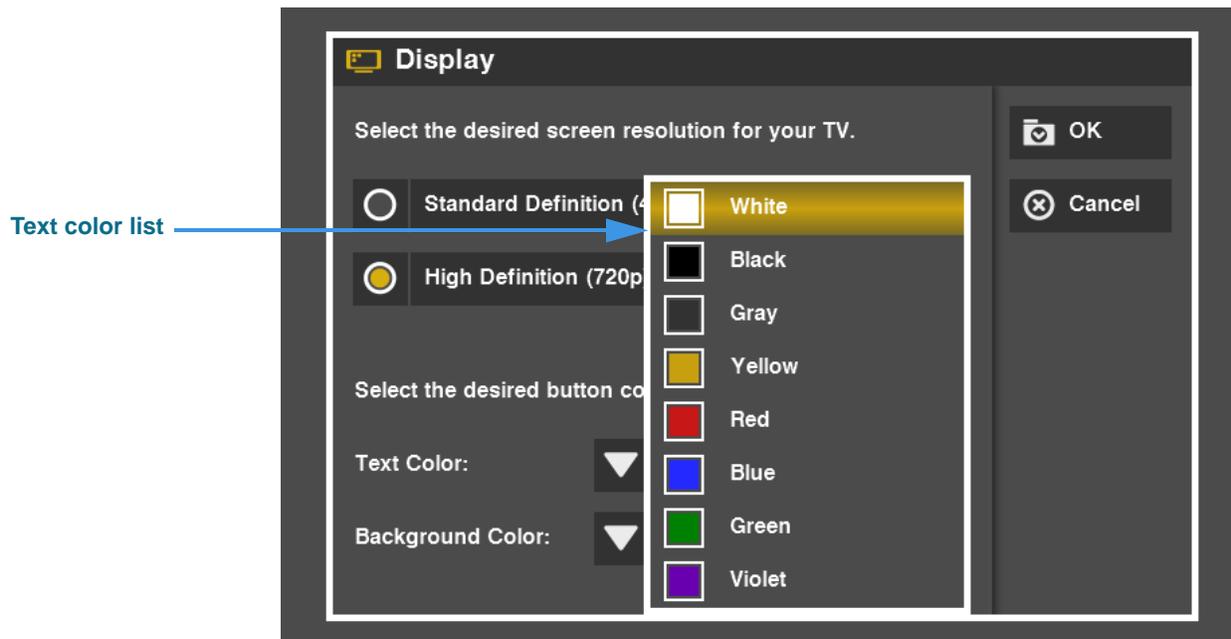


**Figure 248:** Text Color drop-down list opened

**Step 21.** Select Black from the list to display the screen shown below.
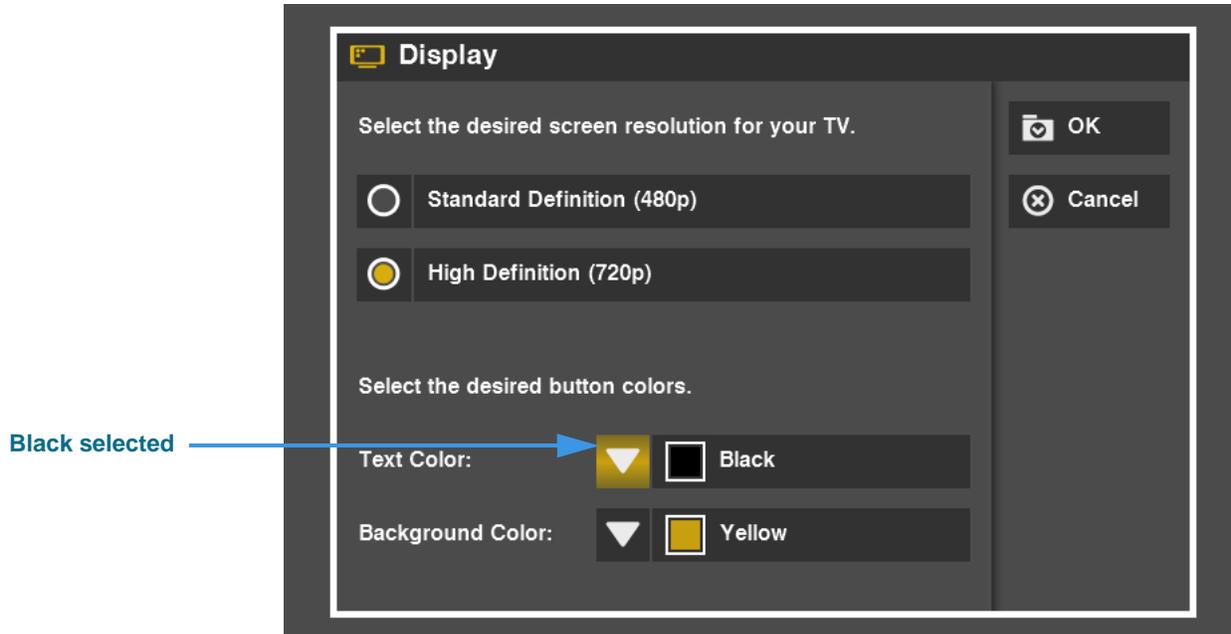


**Figure 249:** Black selected for the Text color

**Step 22.**   Select the Background Color drop-down list to display the screen shown below.
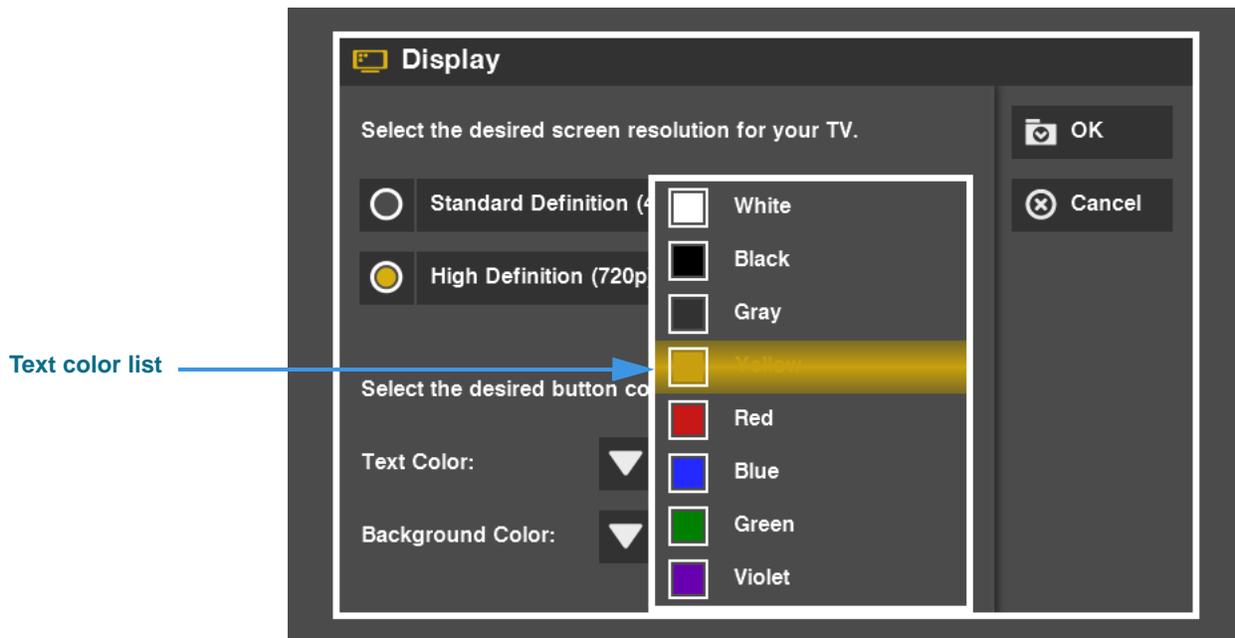


**Figure 250:** Background Color drop-down list opened

**Step 23.**   Select White from the list to display the screen shown below.
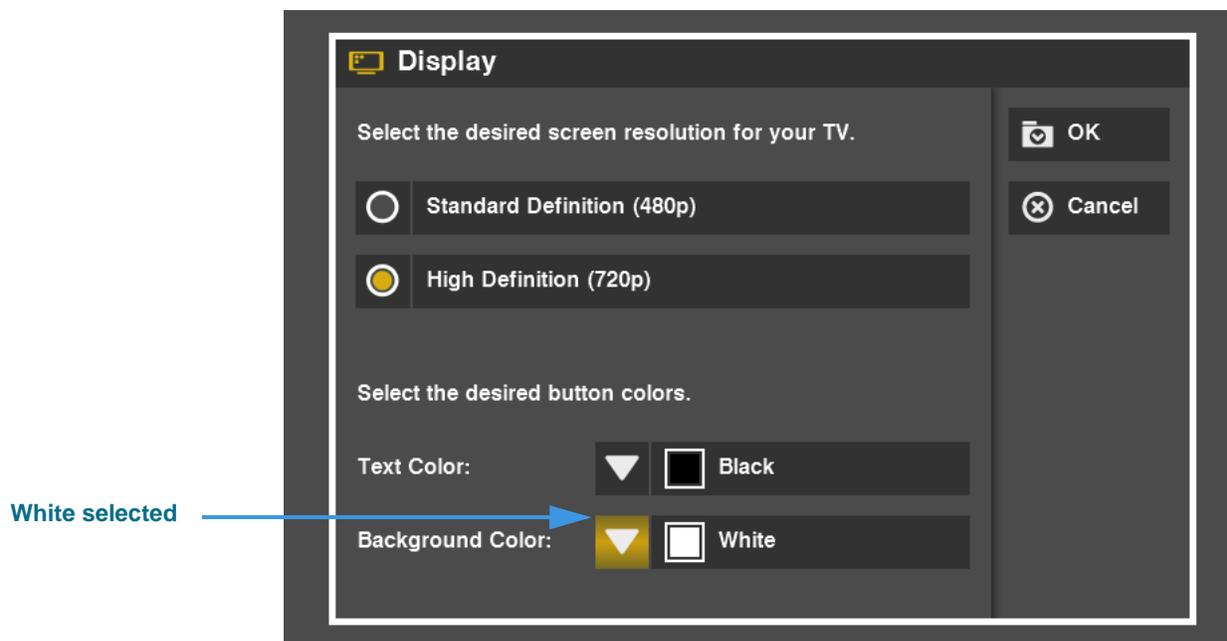


**Figure 251:** White selected for Background color

**Step 24.** Move to and select the OK button to save the color changes as shown below.
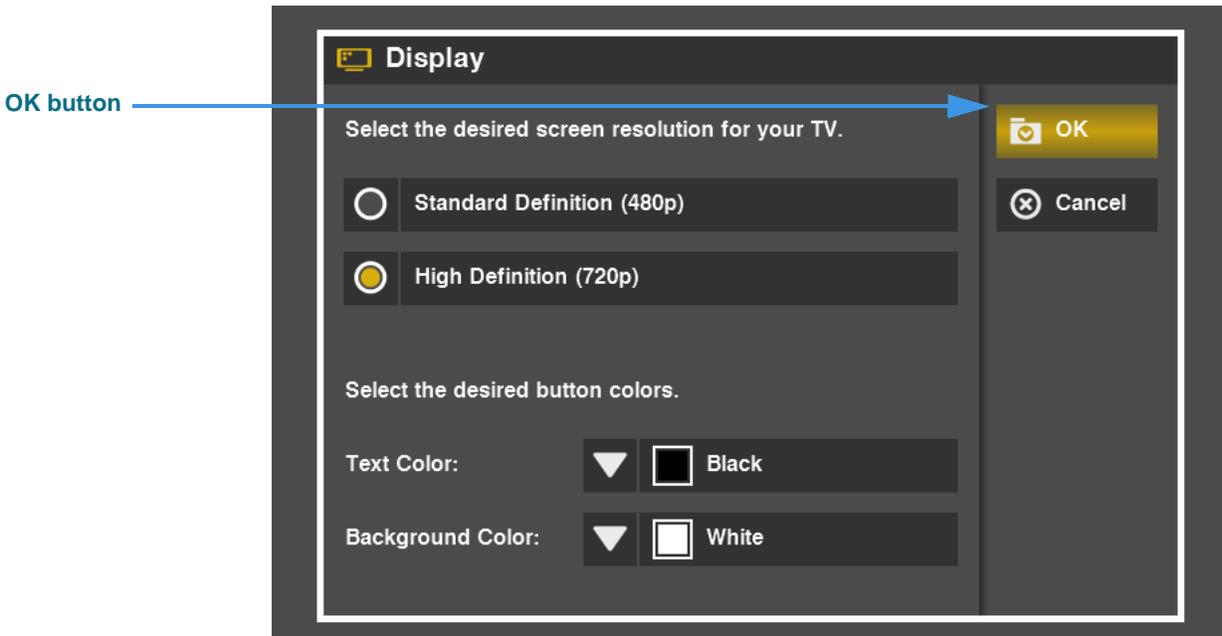
OK button ————



**Figure 252:** OK button highlighted

**Step 25.** You will then see the Device options menu as shown in the image below.

New colors are used
for this button ————
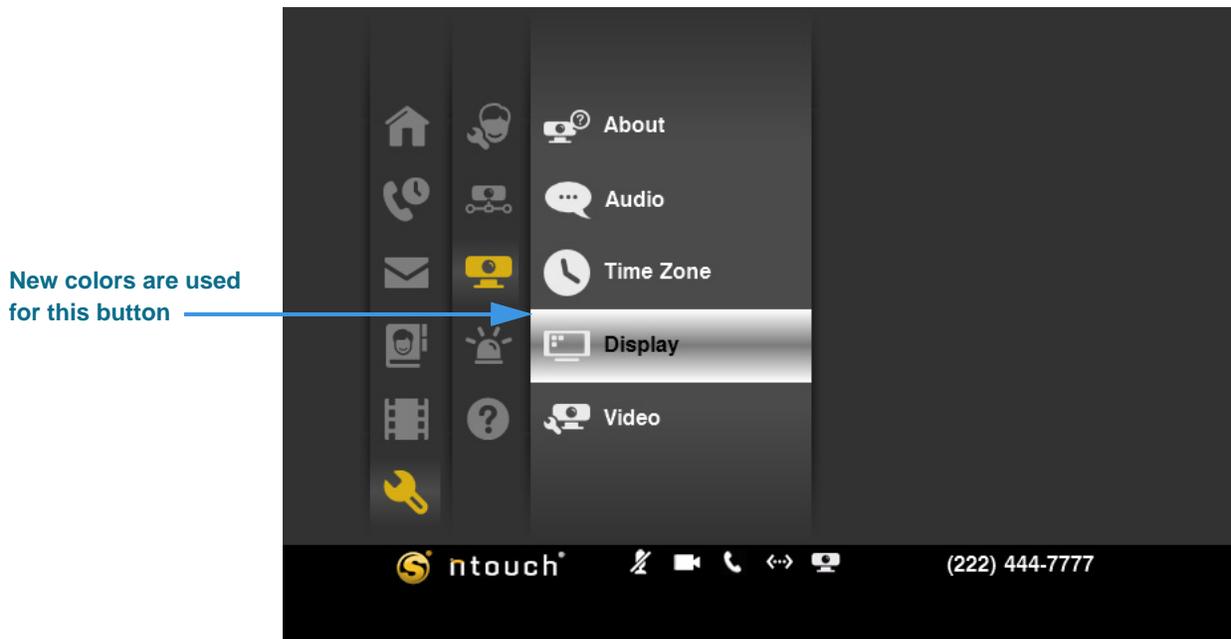


**Figure 253:** Display button in new colors

Notice the Display button is now shown in **black** type over a **white** background. The default combination is **white text** on a **yellow background**.

**Step 26.** Move to the Video button in the Device menu. Then select the button.
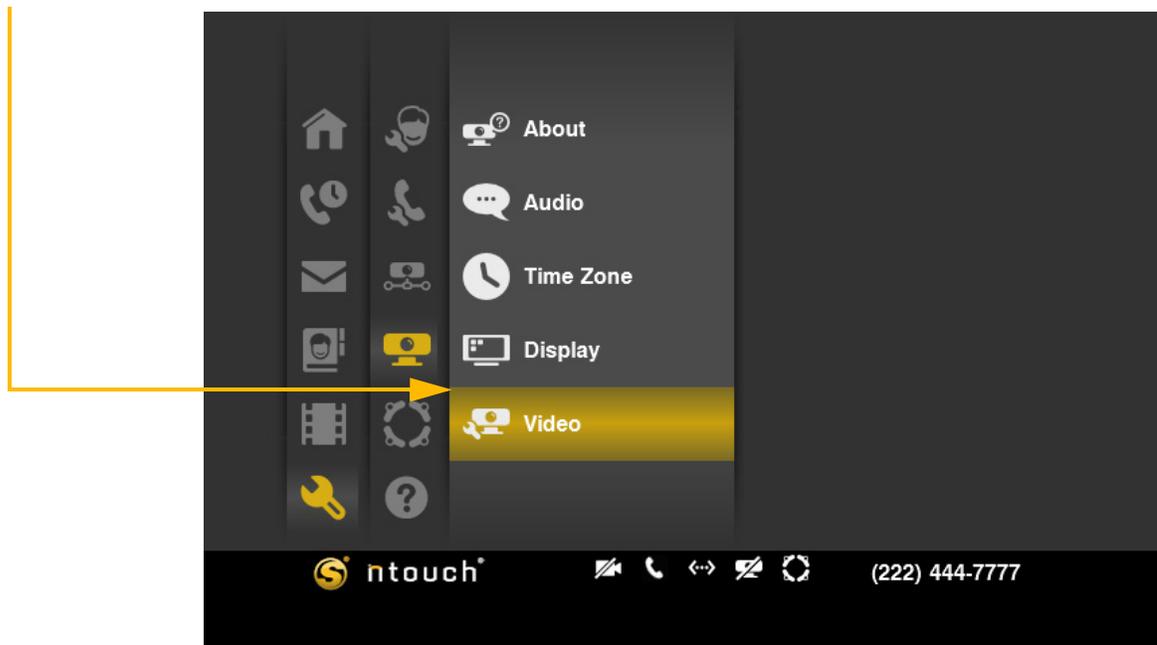


**Figure 254:** Video button in Device menu

**Step 27.** The Video Settings screen appears.
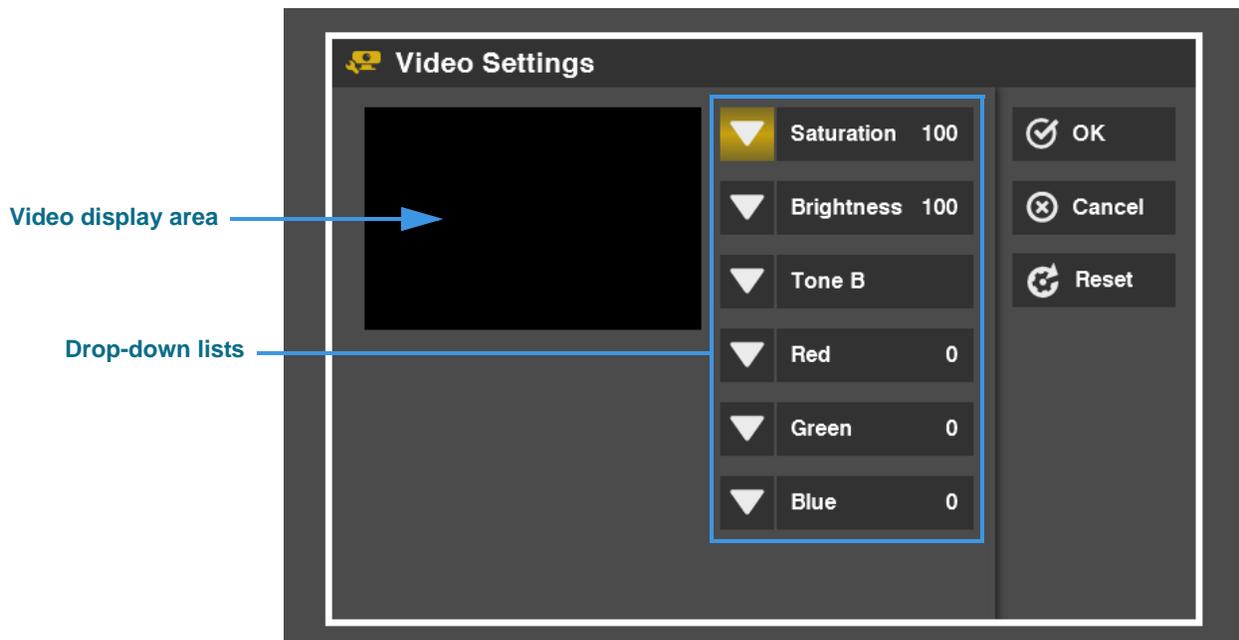


**Figure 255:** Video Settings screen

Step 28.   **Study the table below to learn about the settings. Then adjust the two sliders to the desired settings.**

| Feature | Description |
|---|---|
| **Video display area** | Shows the changes made to the video image as you move a selected drop-down list and its slider. |
| **Saturation drop-down list and slider** | Select this drop-down list and then move the slider left or right to adjust the relative intensity of the colors shown in the video image. Colors will appear brighter at a high saturation level and darker or more "washed out" at a lower saturation level. |
| **Brightness drop-down list and slider** | Select this drop-down list and then move the slider left or right to adjust the overall brightness of the image. |
| **Tone drop-down list** | This drop-down list provides a Tone A and Tone B color options. When your videophone is first installed, your Sorenson Trainer will make the correct selection to match the camera installed with your videophone.<br><br>You do not need to change this setting unless you are instructed to do so by Sorenson Technical Support. |
| **Red, Green and Blue drop-down lists and sliders** | Select any one of these drop-down lists and then move the slider left or right to adjust the intensity of the selected color in the video image.<br><br>Moving the slider to the right will increase the level of the selected color. Moving the control to the left will decrease the level. The effects of the change can be seen in the video display area of the screen.<br><br>The Saturation control can be used in combination with the Red, Green, and Blue controls. Colors will appear brighter at higher saturation levels and darker (or "washed out") at lower saturation levels. |

**Table 22:**  Video Settings screen details

Step 29.   **Select OK to save the changes. Select Cancel to exit without saving. Select Reset if you want to reset the sliders to their default settings.**

## To See myPhone Settings

Step 1.    Select the Settings button. Notice that the Settings menu has appeared in the middle of the screen. If your ntouch VP is already a member of a myPhone Group, you will see a menu option named "myPhone" as shown in the example below.
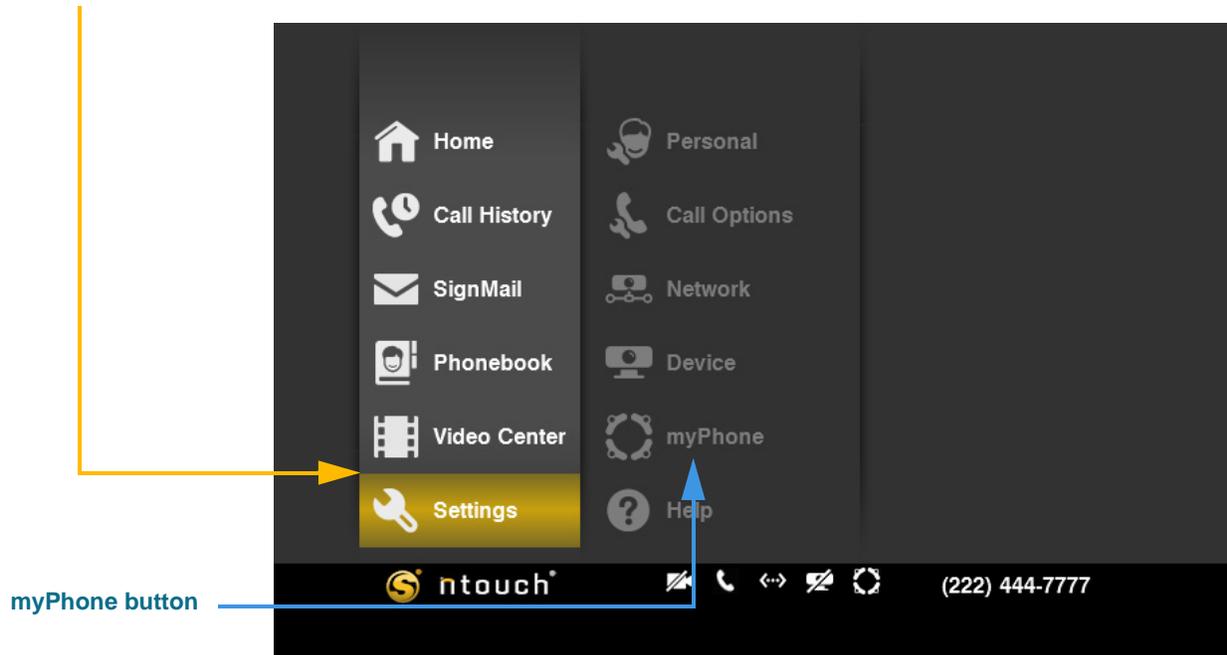


**myPhone button**

**Figure 256:** Settings button and menu

Step 2.    Move to the myPhone button. Then select the button.
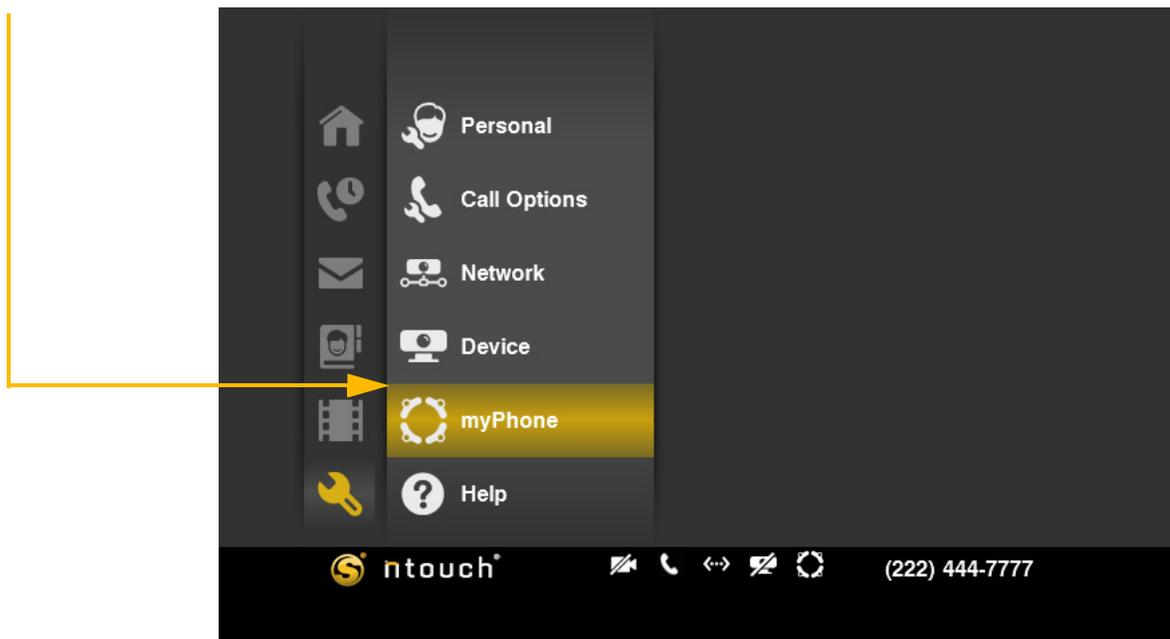


**Figure 257:** myPhone button

Step 3.     The Manage myPhone Group screen appears.

**List of myPhone Group members**

**Your myPhone phone number**
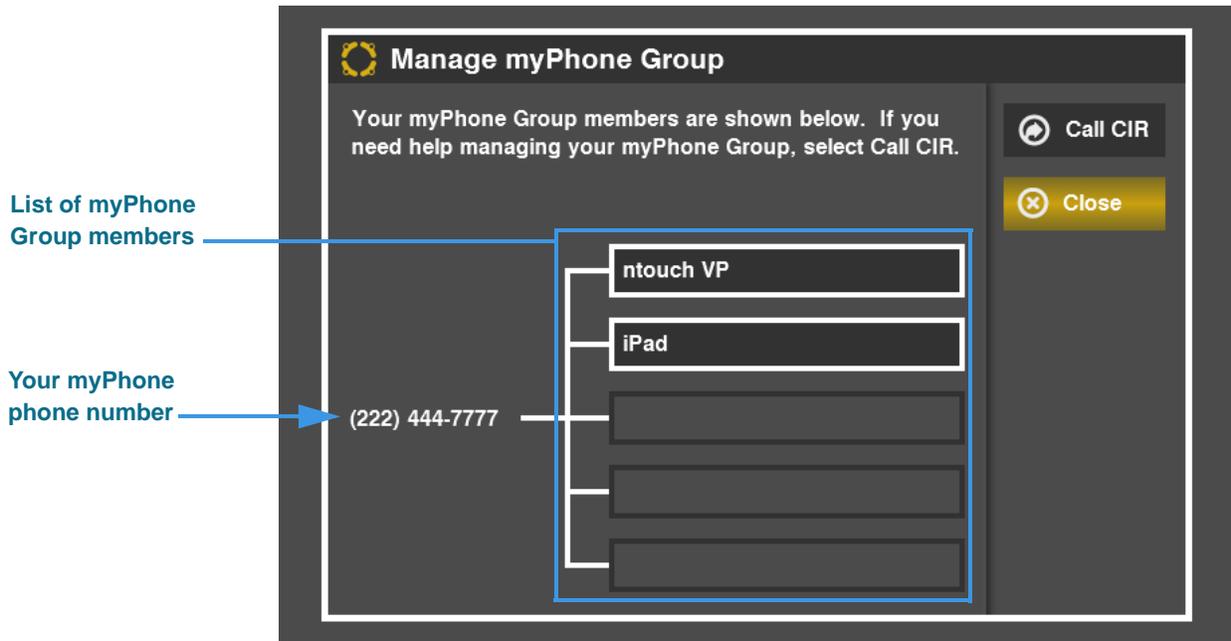


**Figure 258:** Manage myPhone Group screen

Step 4.     Study the table below to learn about the information on this screen. You cannot change the settings on this screen. If you need help managing your myPhone Group, contact Sorenson CIR (Customer Service).

| Feature | Description |
|---------|-------------|
| **Your myPhone Group phone number** | Shows the phone number used by all members of a myPhone Group. When a call is made to this phone number, will group members (i.e., ntouch endpoints) will receive notice of the call. You can answer the call using any endpoint. |
| **List of myPhone Group members** | Shows a list of the current members of the myPhone Group. Up to five ntouch endpoints can join a myPhone Group.<br><br>To make changes to your group, call Sorenson CIR (Customer Service) and ask for assistance. |

**Table 23:** Manage myPhone Group screen details

# Get Help

You can call the Sorenson CIR (Customer Service) or our Technical Support departments for help with your videophone.

## *To Call Customer Service*

**Step 1.**    Select the Settings button as shown below.
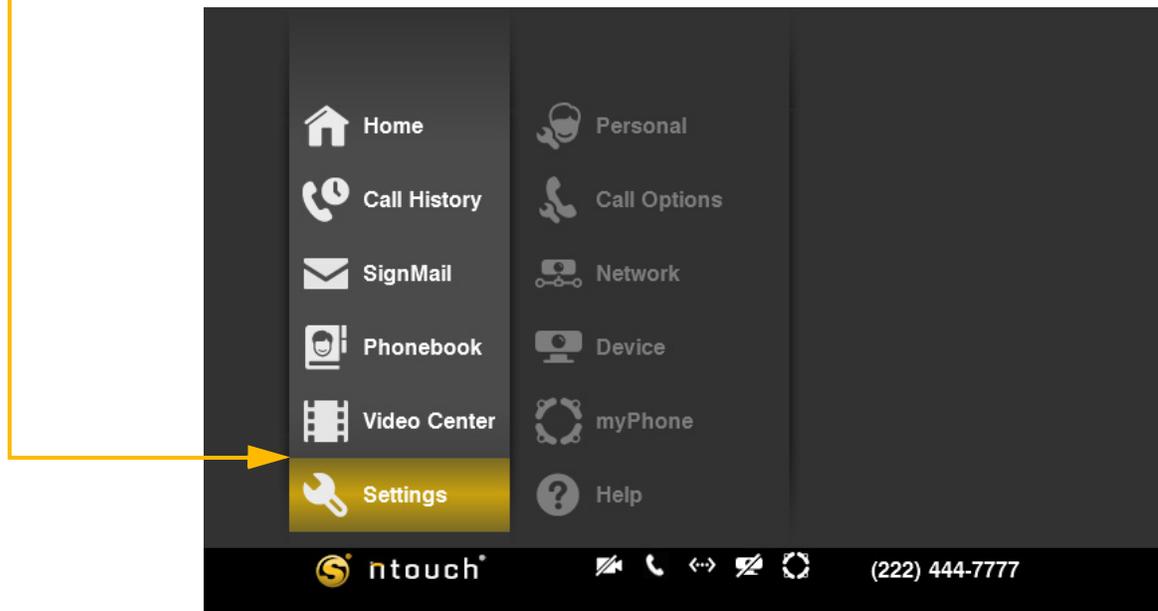


**Figure 259:** Settings button and menu

**Step 2.**    Select the Help button to display the Help menu shown below.
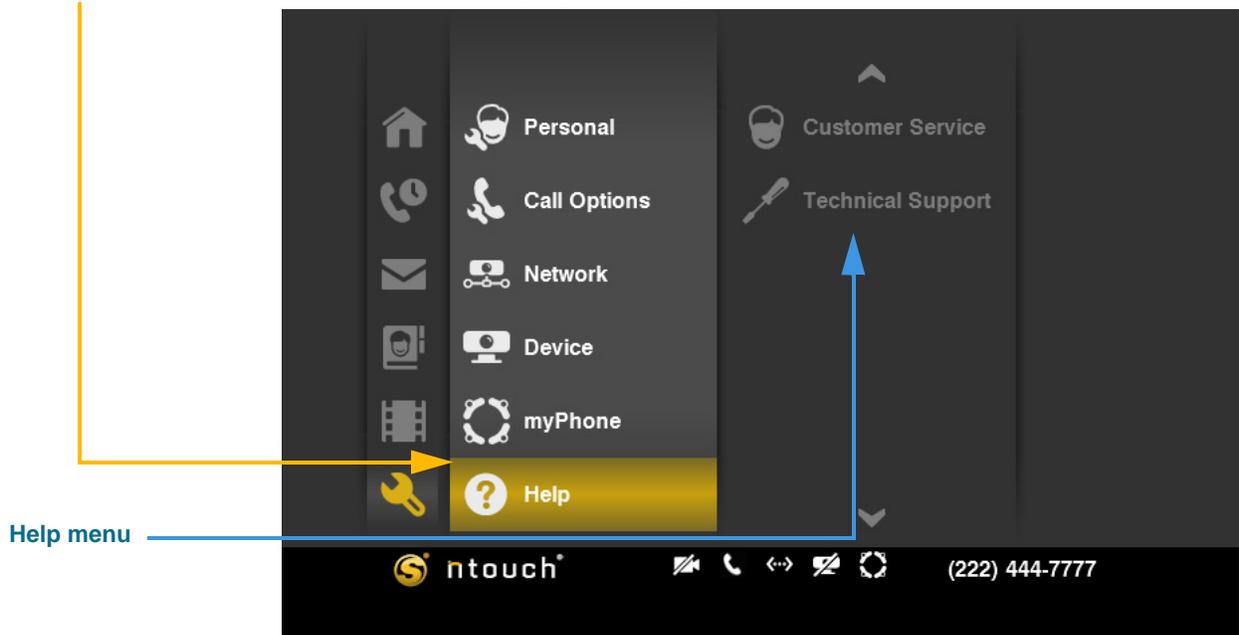


Help menu

**Figure 260:** Help button and menu

Step 3.    Move to the Customer Service button to display the screen shown below.
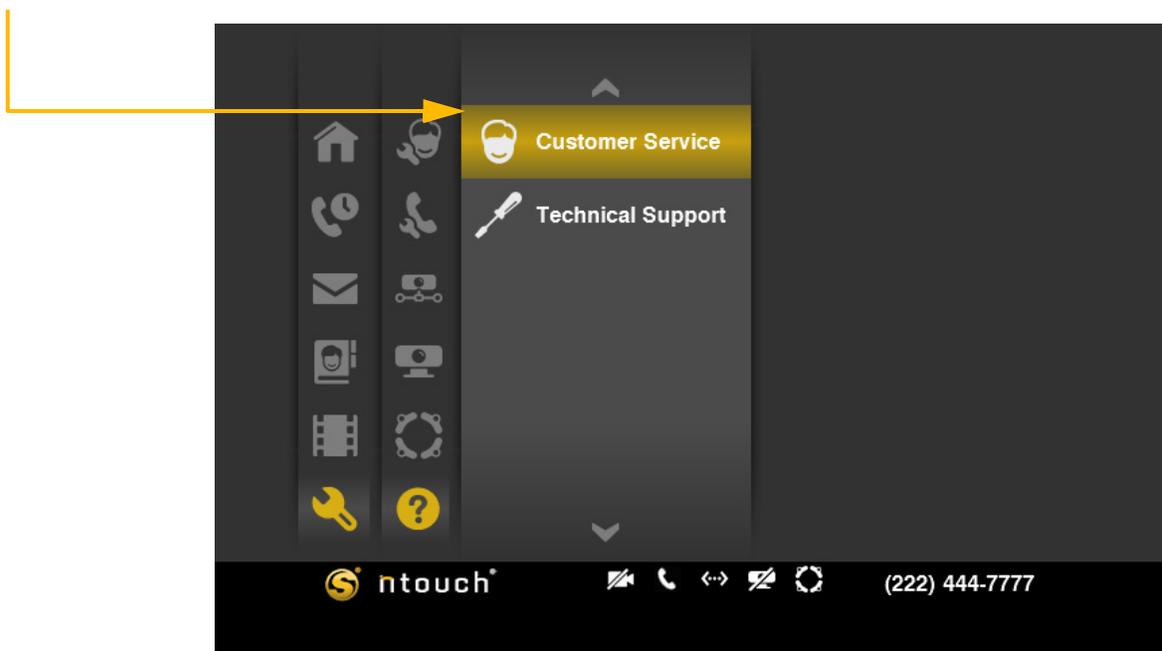


**Figure 261:** Customer Service button on Help menu

Step 4.    Select the Customer Service button to display the Customer Service dialog.
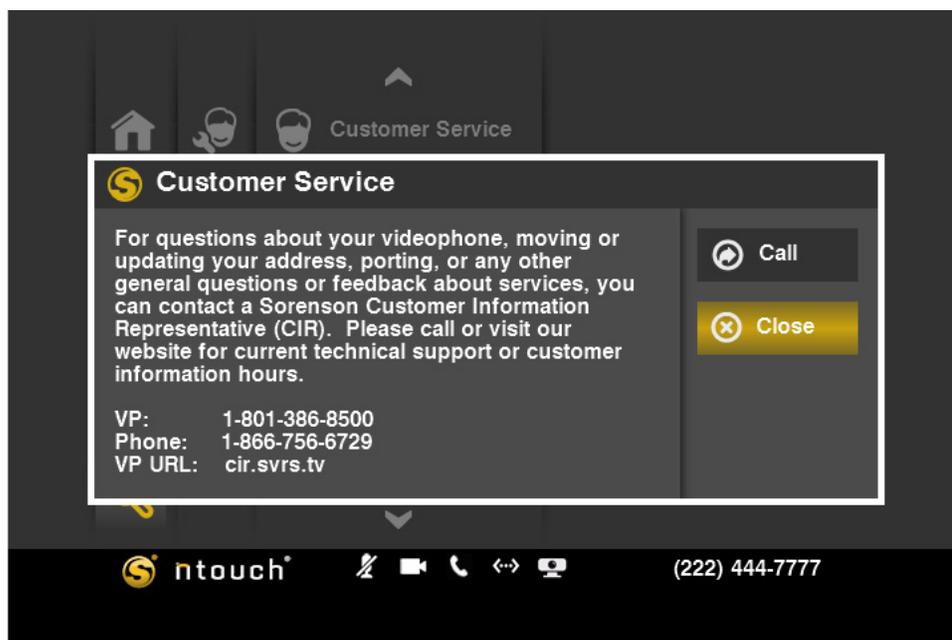


**Figure 262:** Customer Service dialog

Step 5.    Select Call to place a call to Customer Service. Select Close to exit without calling. After placing the call or exiting, you will then be back at the screen shown in Figure 261.

## *To Call Technical Support*

Step 1.     Select the Technical Support button to display the Technical Support dialog.



**Figure 263:** Technical Support dialog

Step 2.     Select Call to place a call to Technical Support. Select Close to exit without calling.