
ntouch VP

Videophone User Guide

Version 3.0

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Firmware 3.0
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Introduction

What's New in 3.0?

Sorenson's ntouch VP Version 3.0 offers these new features:

- **New 1-Line VCO Feature** — ntouch VP now includes a new 1-Line VCO feature in addition to the existing 2-Line VCO feature. A new *Audio Settings* screen is used to turn on the new In-Call Audio feature needed by the 1-Line VCO feature and to select which type of VCO is enabled. You must choose to enable either the 1-Line or 2-Line feature; you cannot use both at the same time.
- **New In-Call Audio for P2P Calls** — ntouch VP's new In-Call Audio feature also supports audio for point-to-point (P2P) calls. The microphone inside ntouch VP's Remote Camera Unit (RCU) is used to pick up audio near the videophone.
- **New Sorenson myPhone Feature** — ntouch VP now supports Sorenson's new myPhone feature. With myPhone, you can group up to five Sorenson ntouch products into one "myPhone Group." When your myPhone Group is created, each of the ntouch products added to the group becomes a "member" of that group. All group members share a single local phone number and one Phonebook, Call History, SignMail, Video Center and Block List. When your myPhone phone number is called, all members of your group will ring at once.

What's In this Document?

This document covers these topics:

- Overview of the videophone's hardware and user interface
- How to make and receive videophone calls
- How to set up VCO calling and how to make VCO calls
- How to record and send Deaf SignMail videos
- How to use the Call History feature
- How to view SignMail videos sent to your videophone number
- How to use the Phonebook feature
- How to view videos made available to you in the Video Center
- How to change the videophone's settings
- How to call Sorenson to get help using the videophone

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.

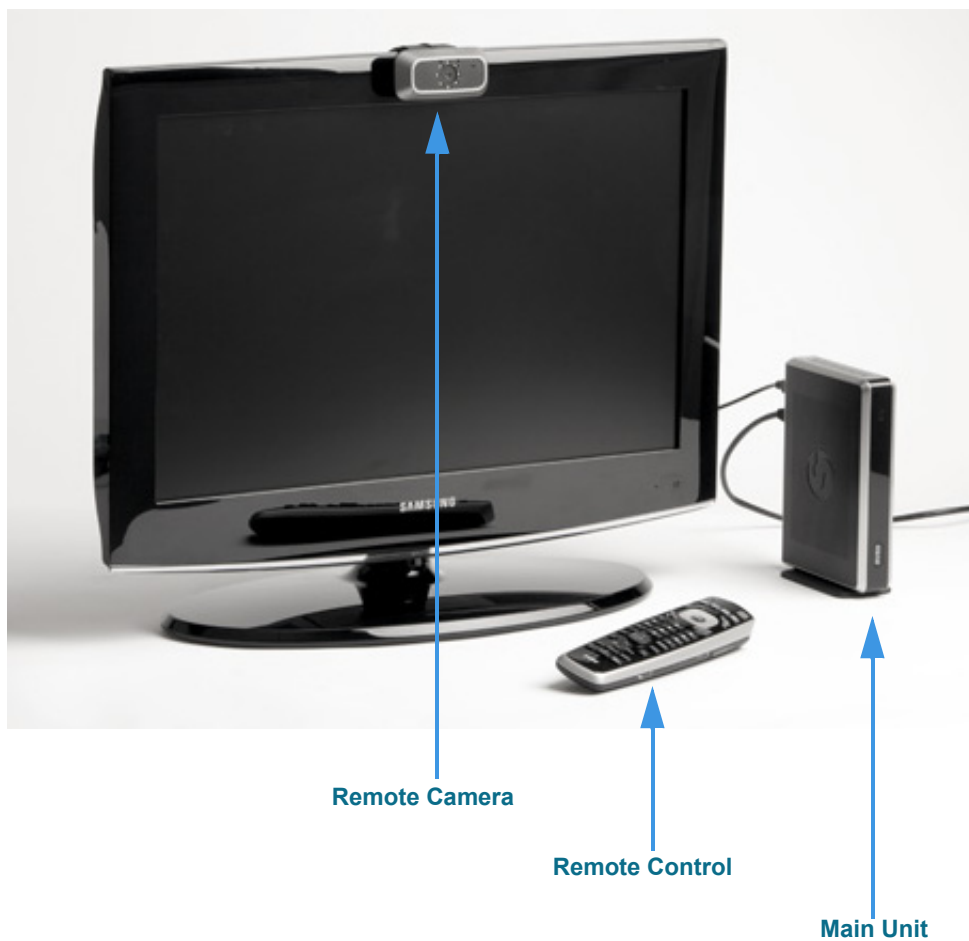


Figure 1: ntouch VP shown with an HDTV

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.

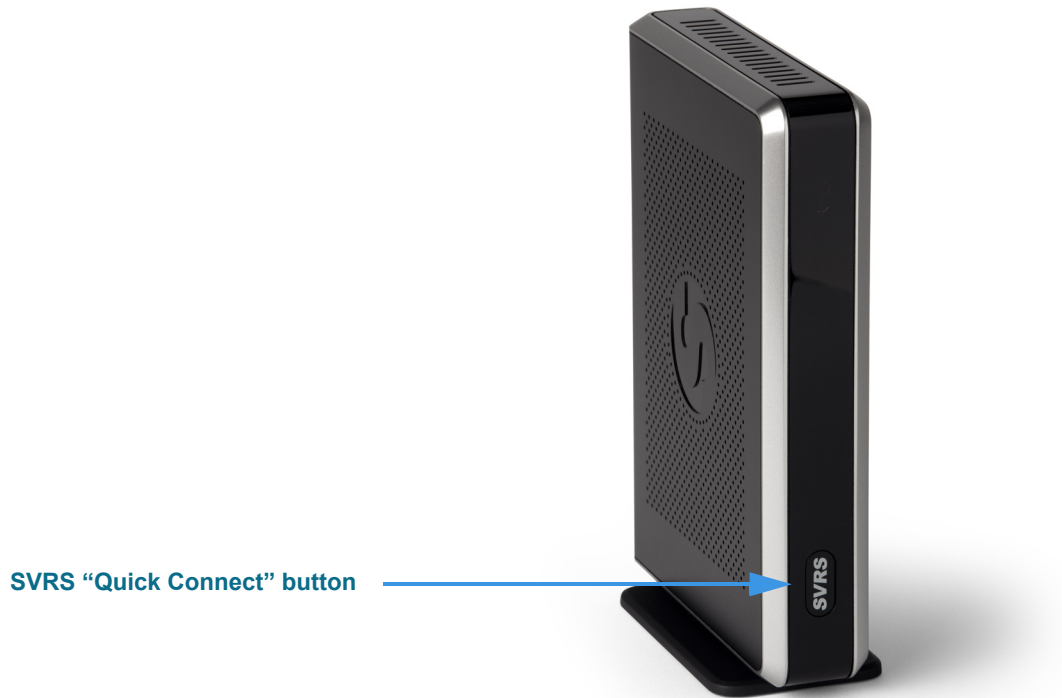


Figure 2: Main Unit and SVRS Quick Connect button

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.

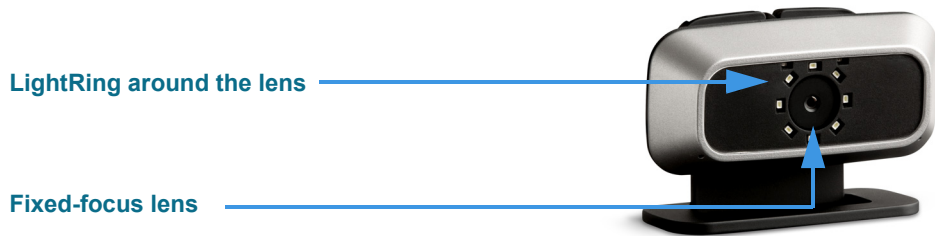


Figure 4: Remote Camera Unit with LightRing and lens

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.



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 screen to 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.

Learn How to Find Your Way Around

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.

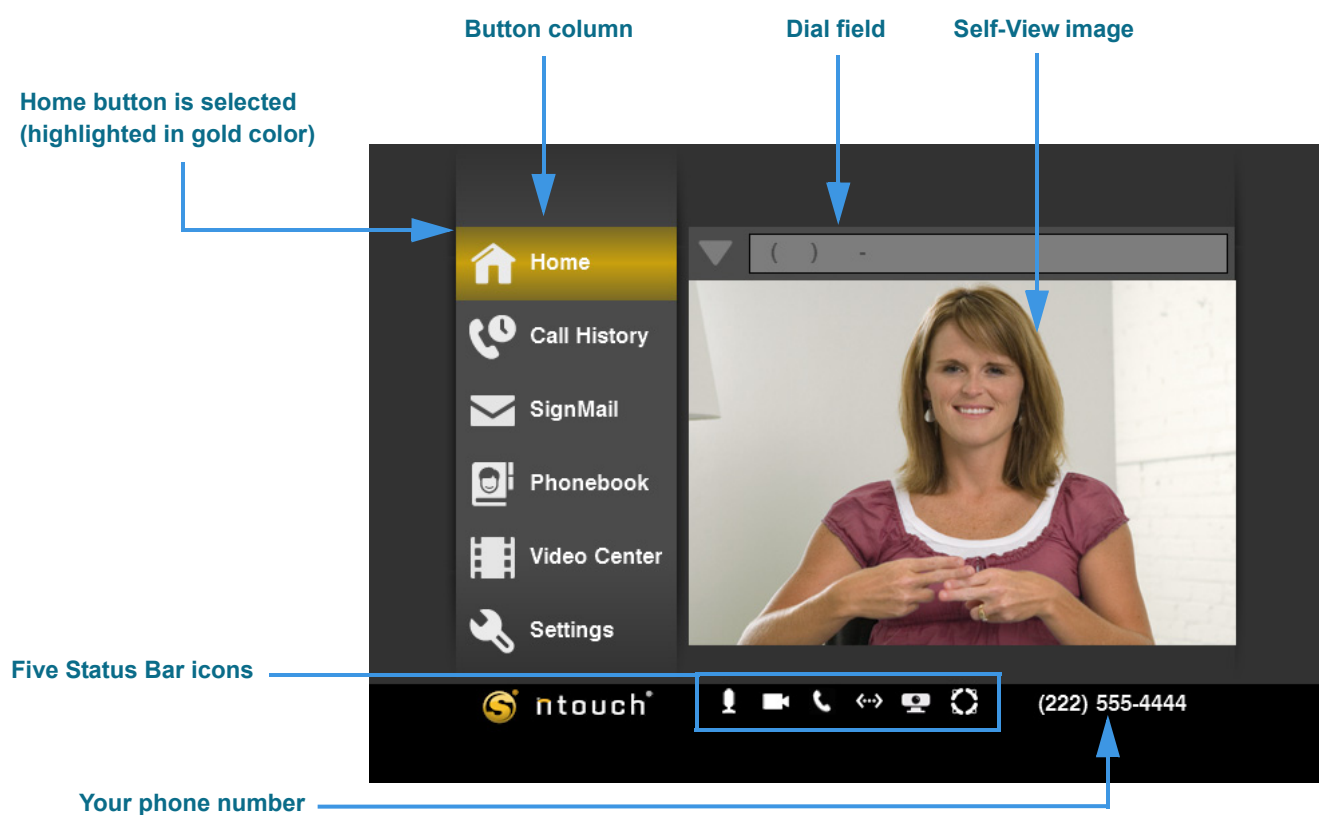


Figure 6: Home screen elements

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

Note: The five 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 details.

- 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.

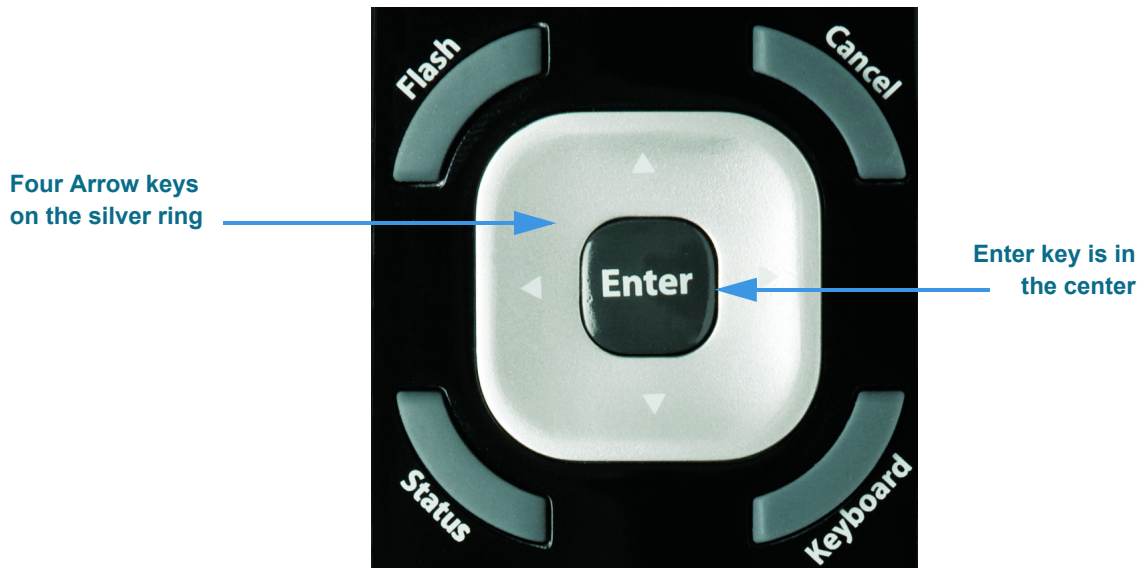


Figure 7: Remote control cursor buttons

- 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.

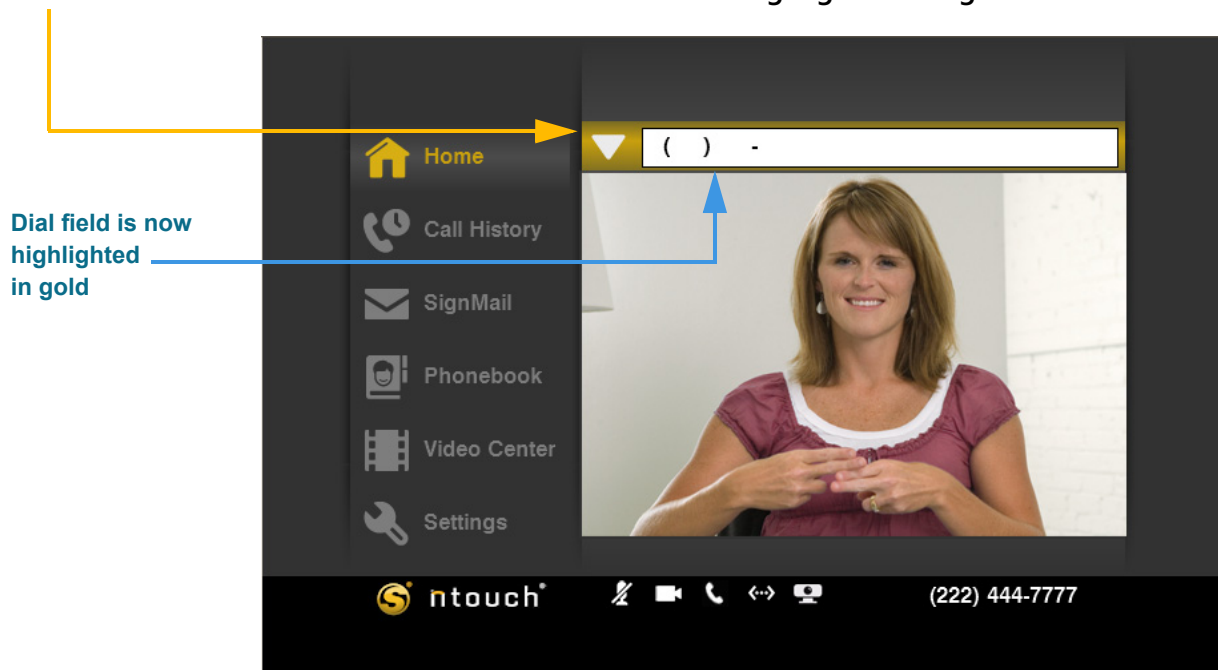


Figure 8: Dial field highlighted and selected

Note: The yellow arrow used over the above image shows you where to move to on the sample screen image. These yellow arrows are used throughout this guide to show you where to move. The blue arrows and captions are used to 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.

To Call a Number

First select the number you want to call. Then, press the Enter key on the remote to call the number.

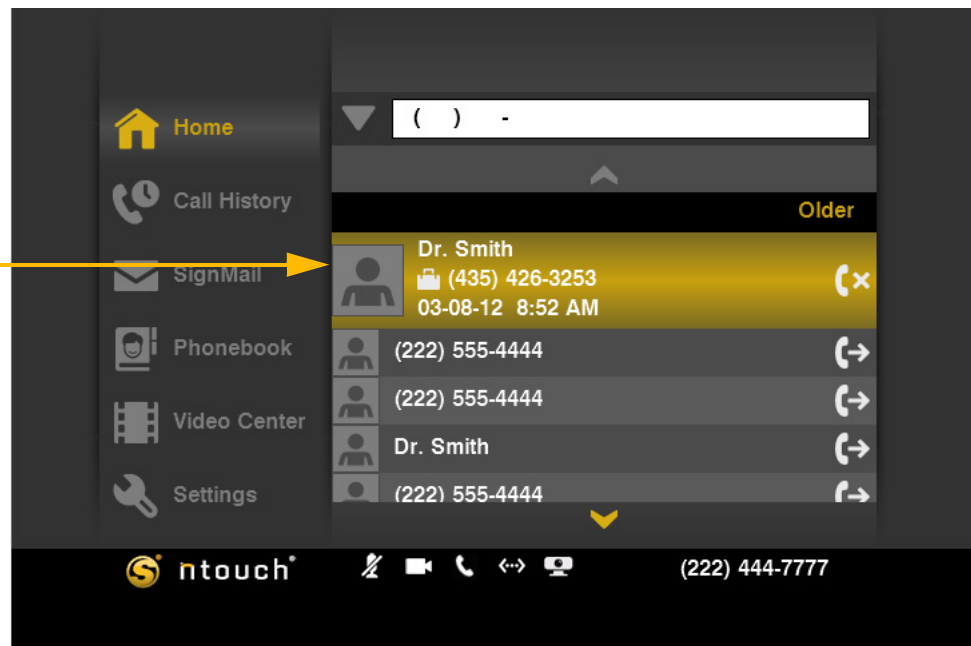


Figure 9: Call History list on Home screen

- 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.

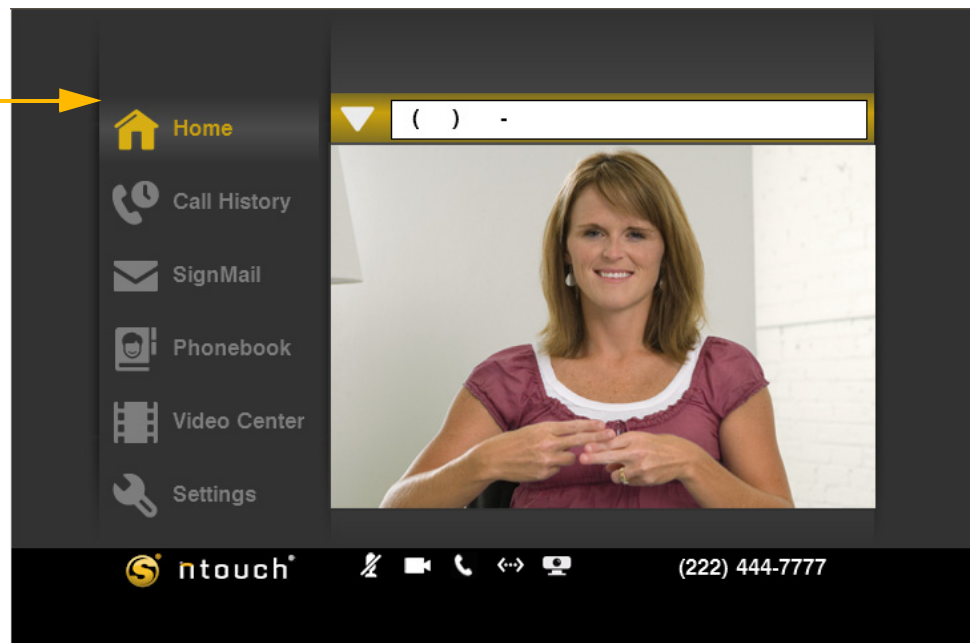


Figure 10: Home button selected on Home screen

- 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.

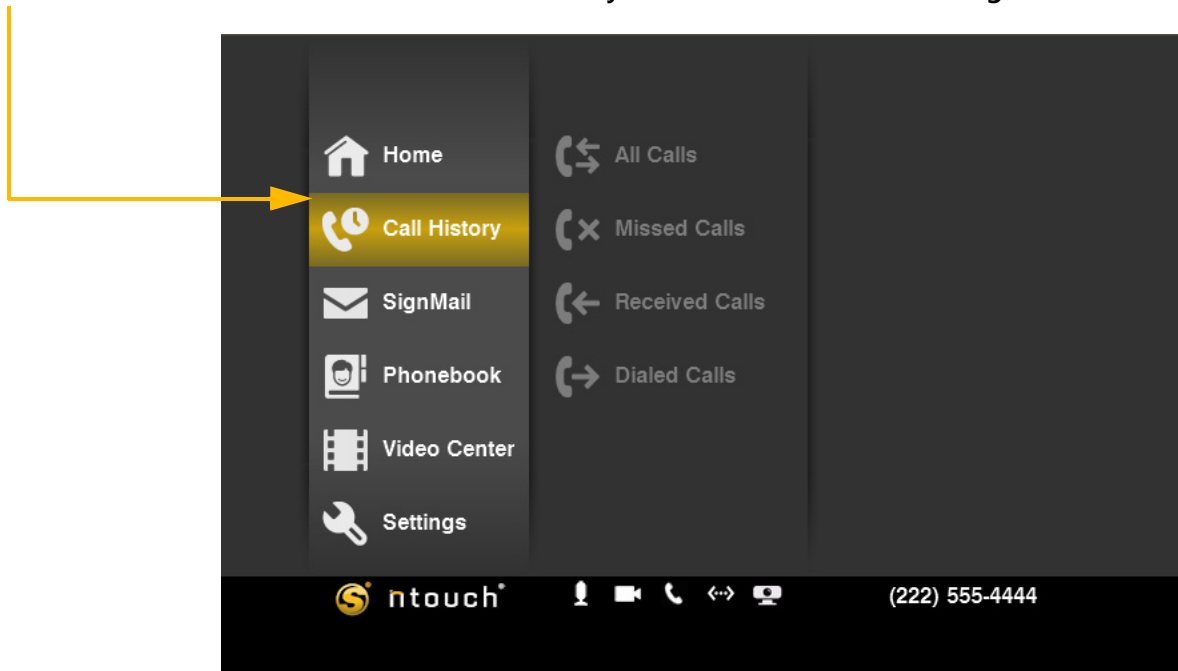


Figure 11: Call History button selected to show Call History screen

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

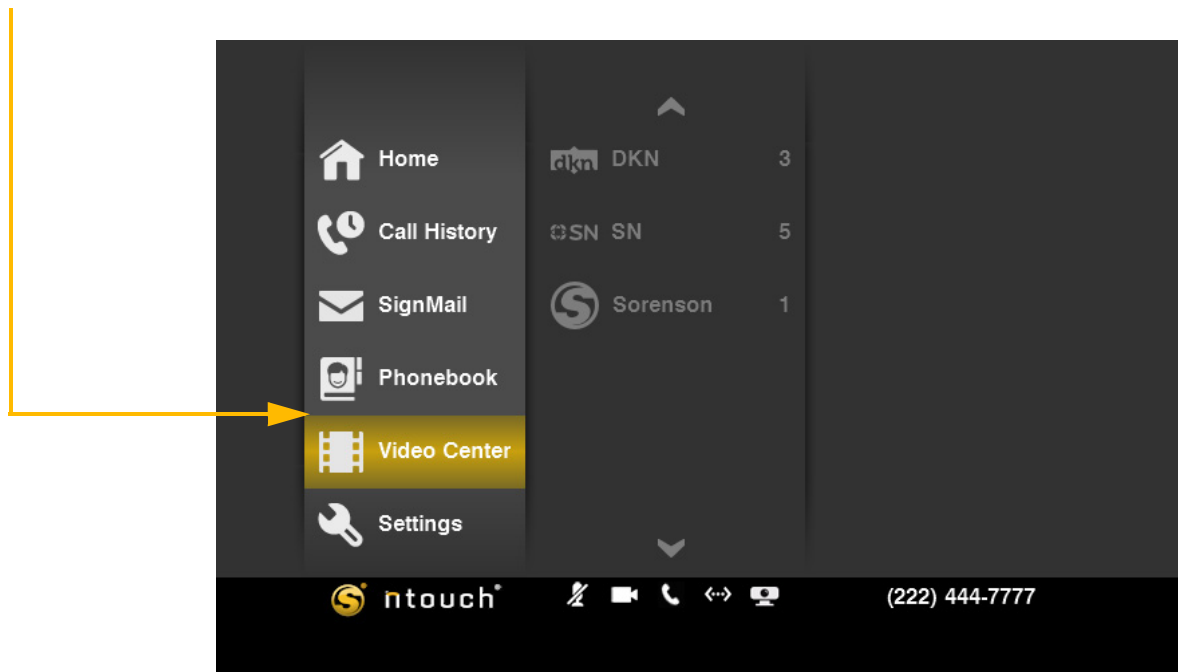


Figure 12: Video Center button and screen

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

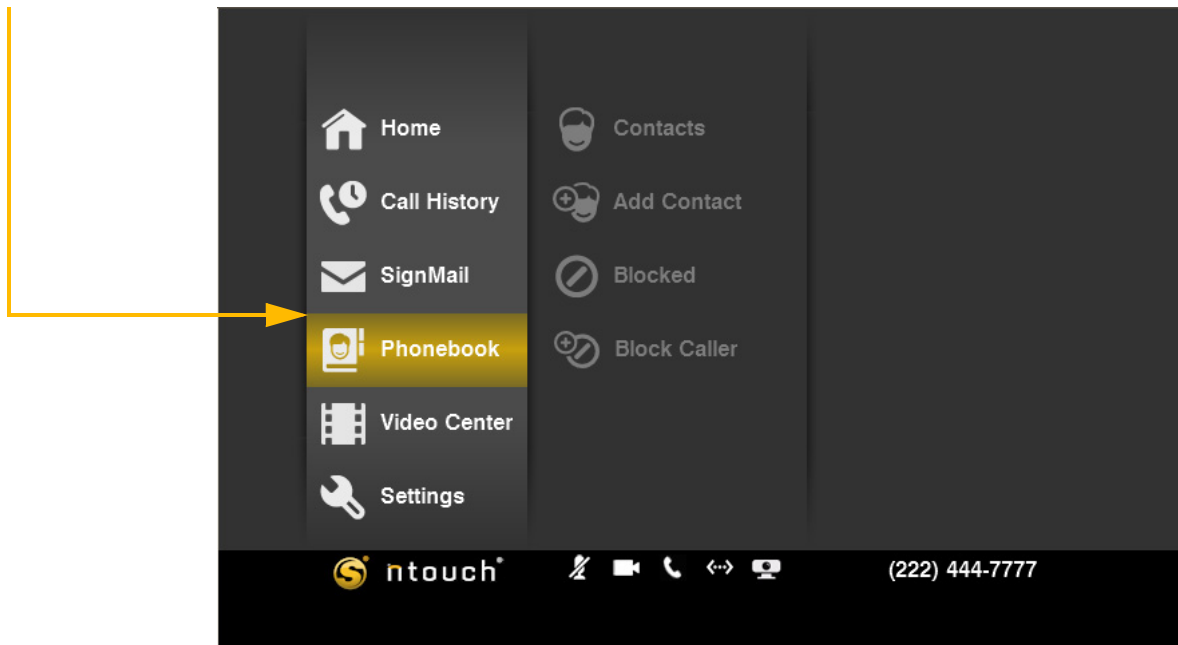


Figure 13: Phonebook button and screen

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

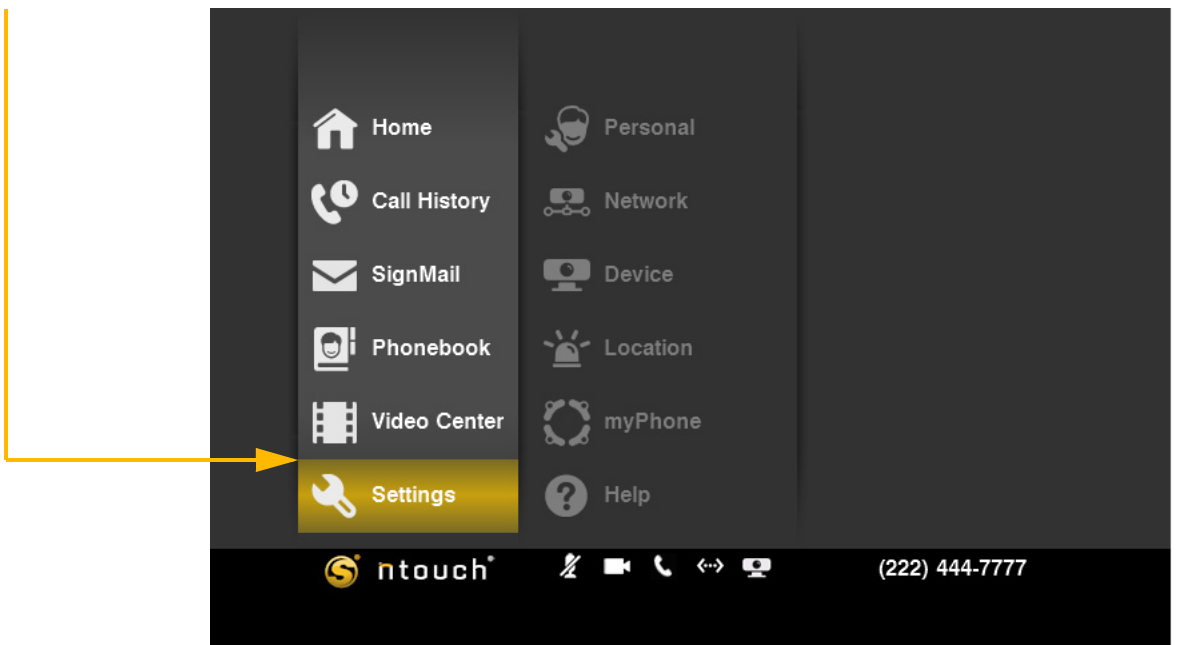


Figure 14: Settings button and screen

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.

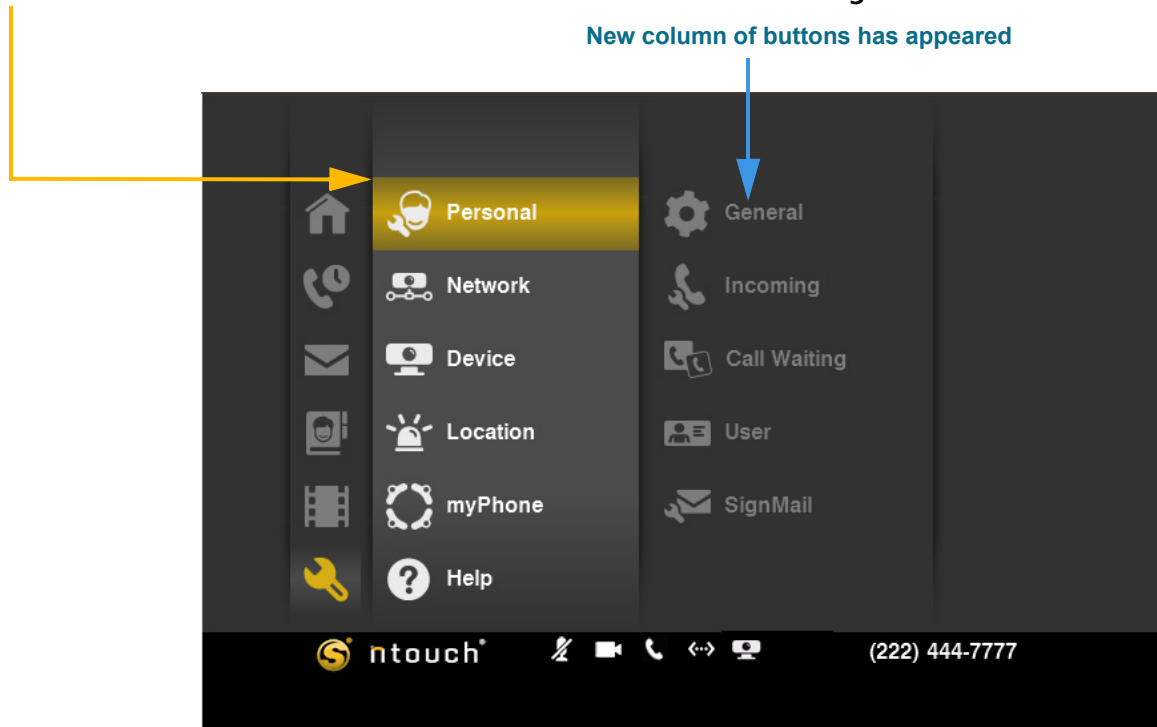


Figure 15: Personal button and right column buttons

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.

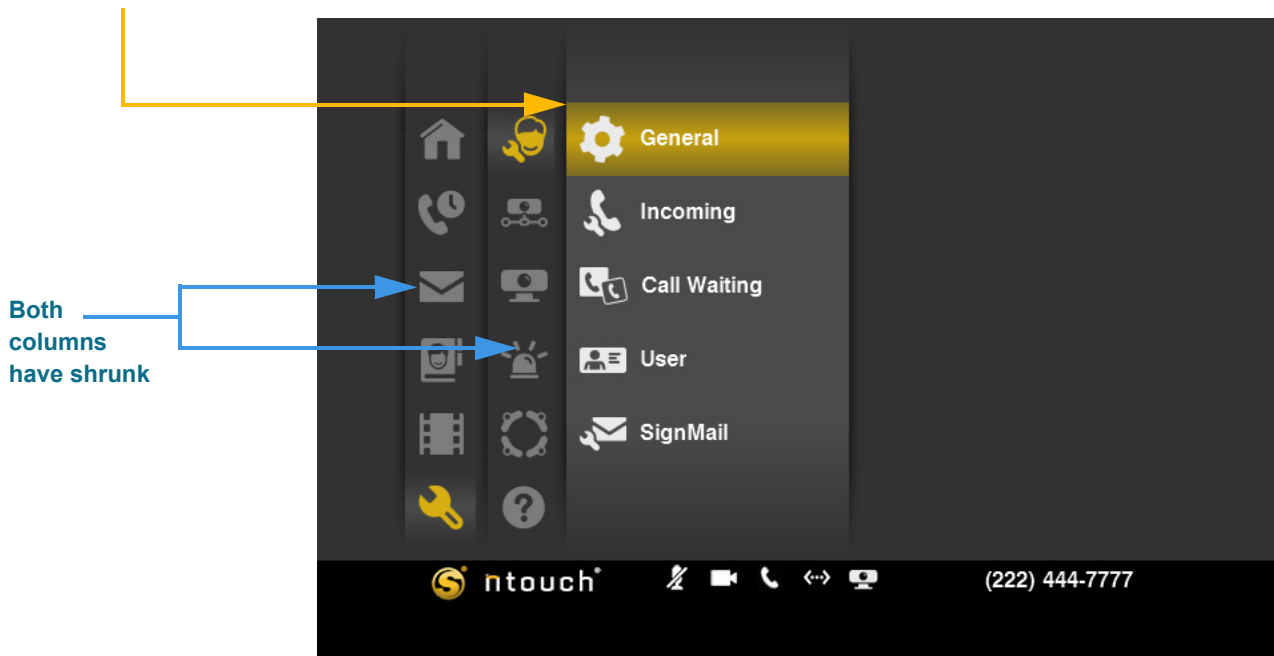


Figure 16: General button

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.

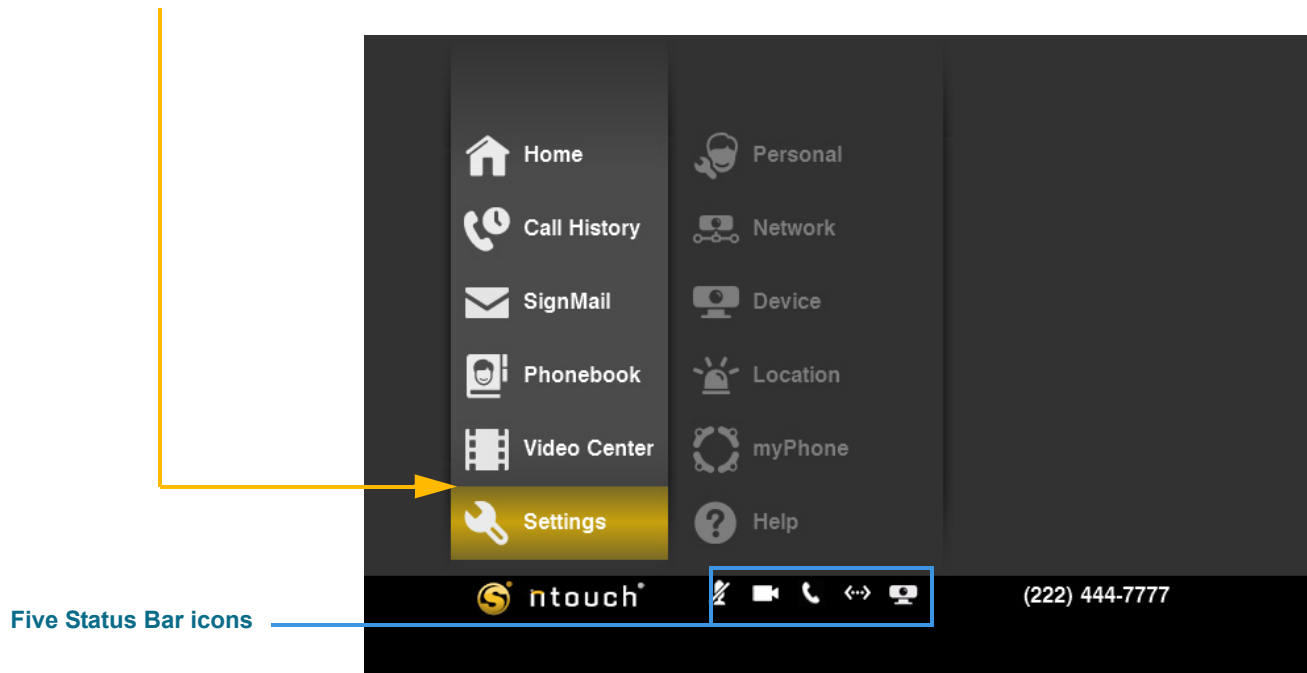


Figure 17: Settings button

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.



Figure 18: Remote control quick-access buttons

Step 14. If you like, you can now practice using these four keys. Or, you can practice moving through the user interface using the Arrow and Enter keys. When you are finished practicing, go on to the next section to learn about the Status Bar icons.

Status Bar Icons

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

Study the Status Bar Icons

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.

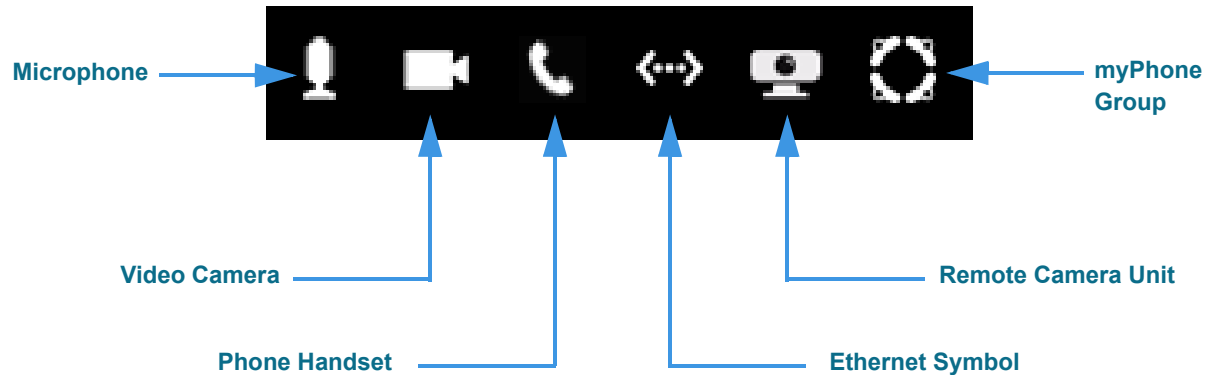


Figure 19: Status Bar icons

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. This icon will disappear if the videophone's audio feature is turned off. The checkbox named "Enable In-Call Audio" on the <i>Audio Settings</i> 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.
myPhone Group	Shows that this videophone is a member of a myPhone Group. When the icon is displayed, the phone number at the bottom-right of the screen is a myPhone number.

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).

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 1-Line or 2-Line VCO" section that starts on **Page 24** 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.

Remote Quick-Access Keys

You can go directly to the Home screen by pressing a key on the remote control. See Page 14.

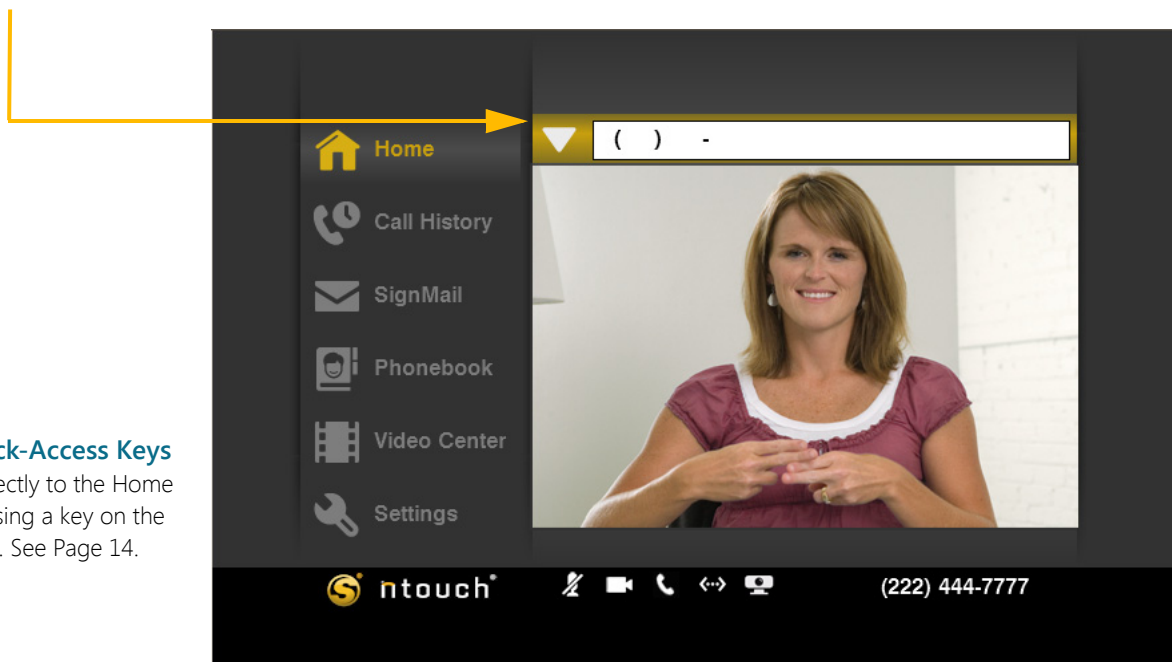


Figure 20: Home screen with Dial field selected

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

Dialing Options

You can enter any 10-digit local number or IP address in the Dial field. ntouch VP will automatically place the correct type of call.

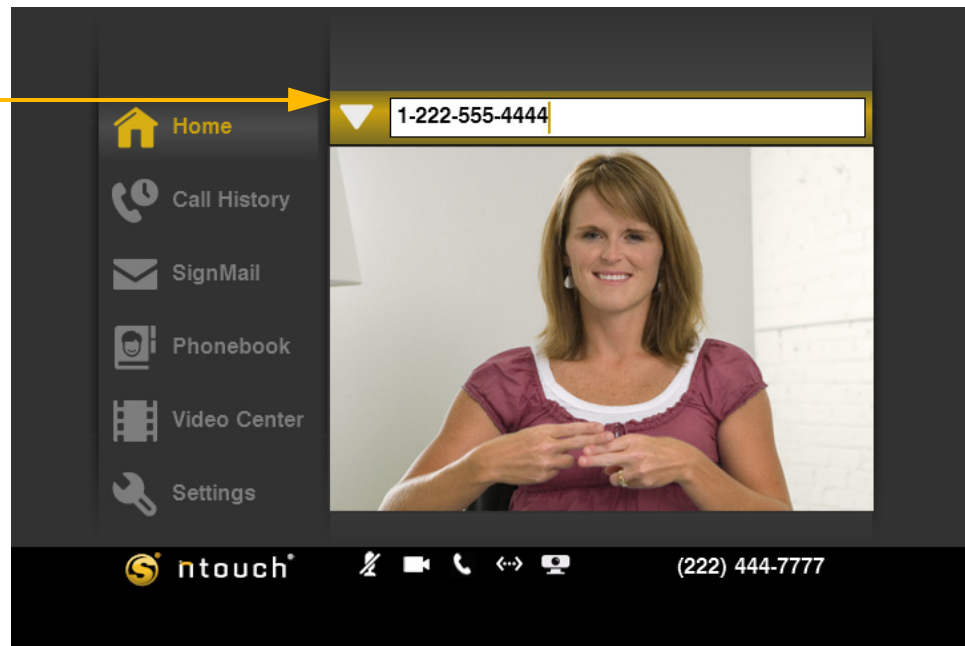


Figure 21: Number entered in Dial field

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

Rings Indicator

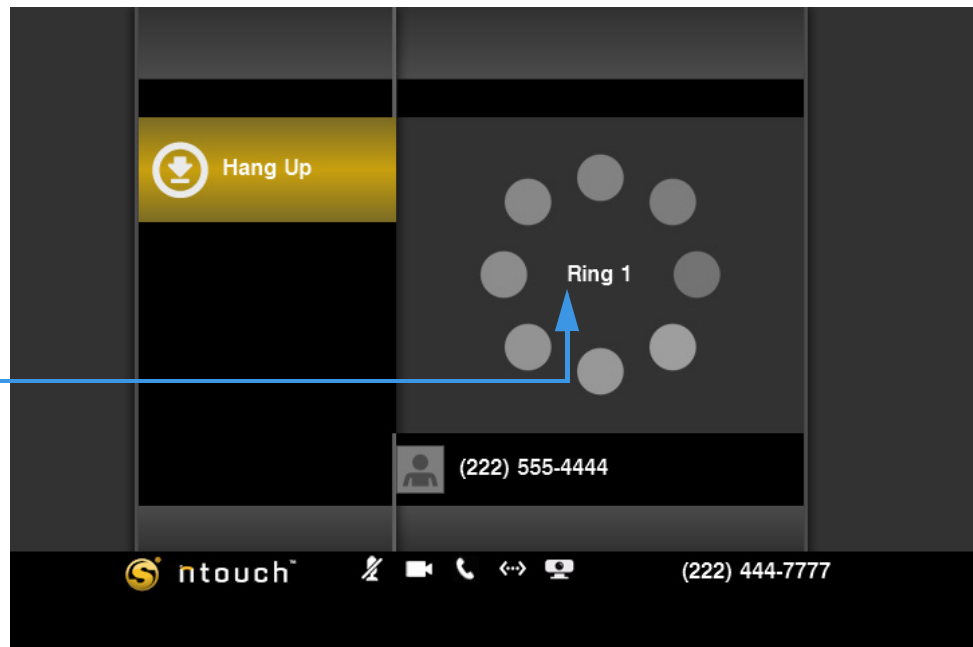


Figure 22: Dialing screen with Rings Indicator

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.



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.



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.

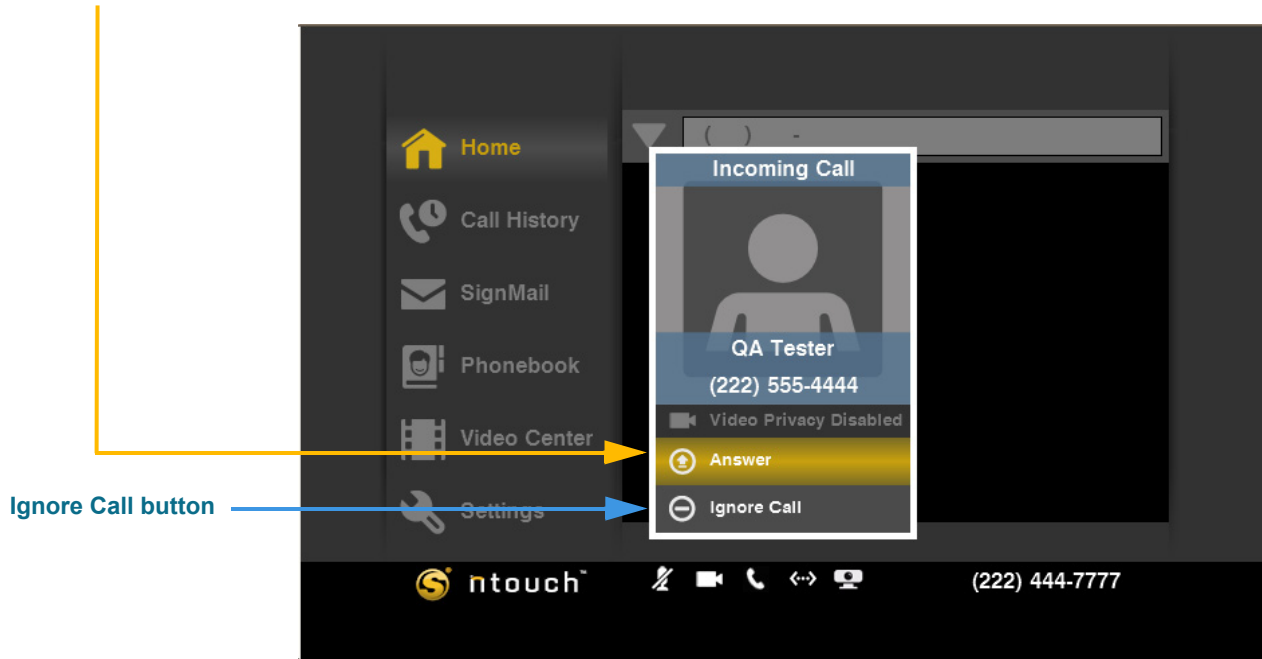


Figure 25: Incoming Call dialog

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.

Self-View Options

You can change the placement and size of the two video images by pressing the three “View” buttons at the bottom of the remote control.

See Page 80 to learn how to change the default In-Call view to either Windowed or Dual mode.



Figure 26: Dial field

- 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.

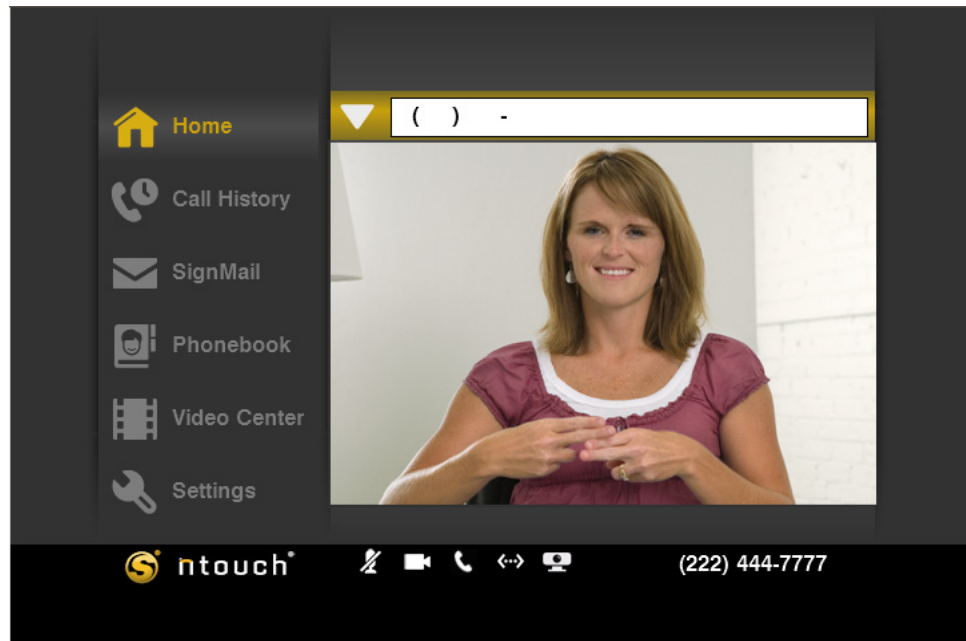


Figure 28: Home screen after hang up

To Use Call Waiting

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

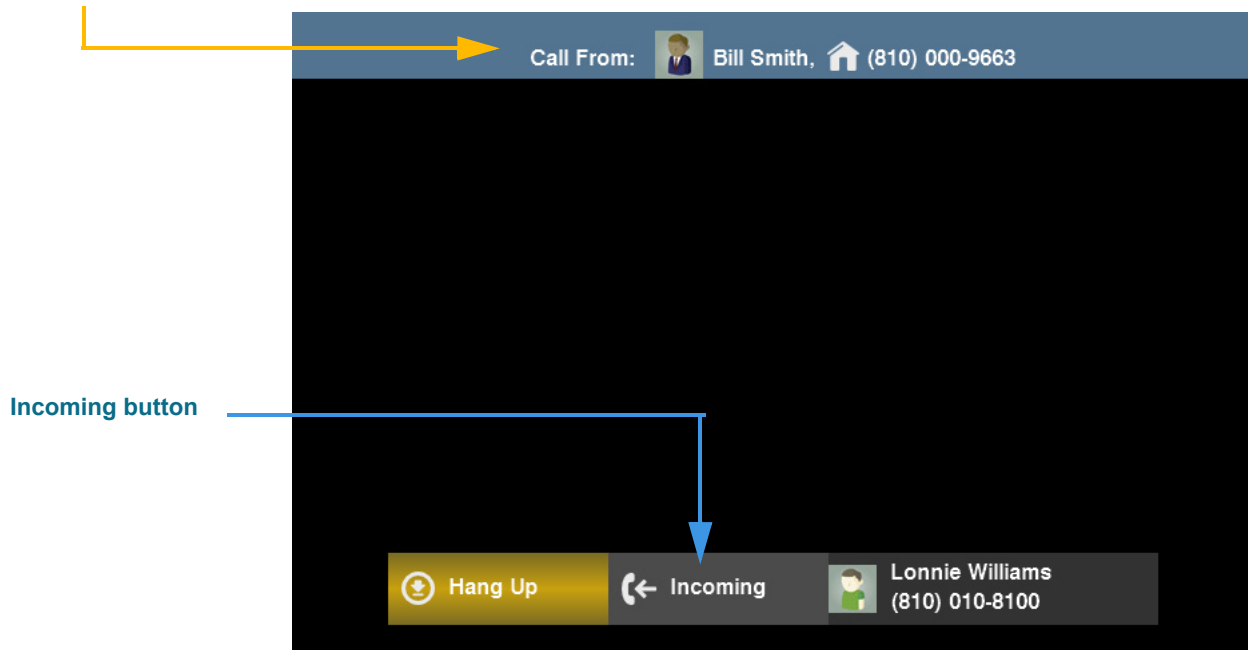


Figure 29: Call Waiting incoming call notice

Step 2. The Incoming Call dialog shown below will appear. The call handling buttons in the dialog let you choose to **Hold + Answer**, **Hangup + Answer**, or **Ignore Call**.

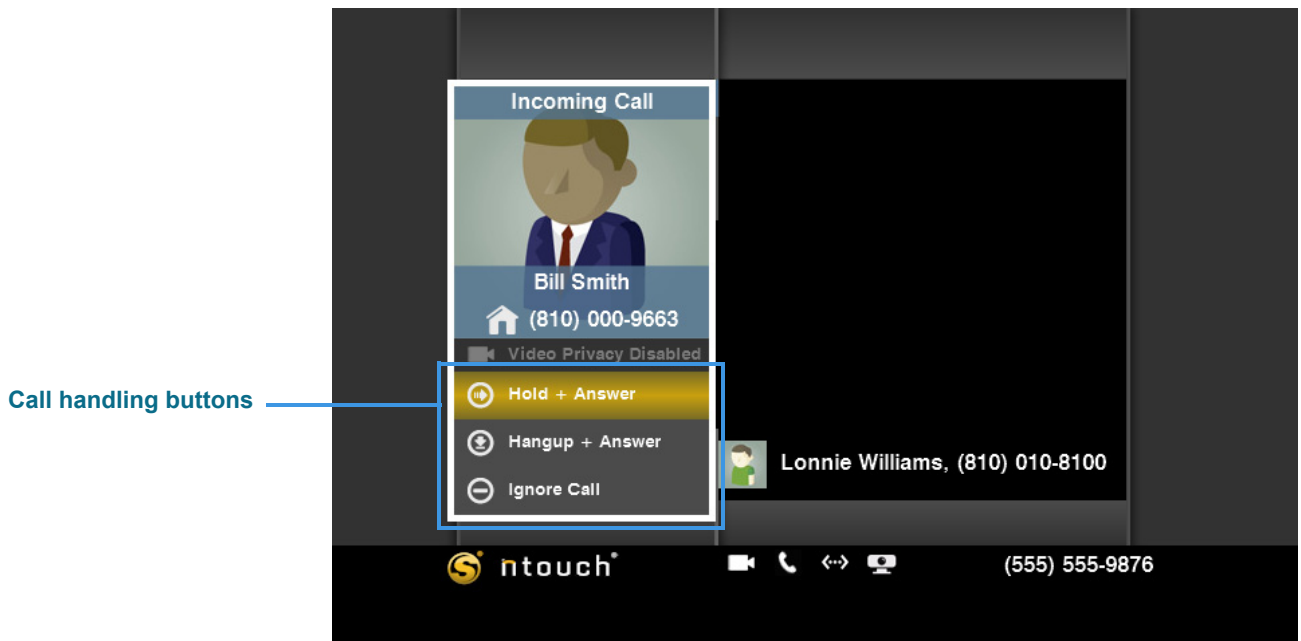


Figure 30: Call handling buttons

You can switch back to a call you placed on hold by pressing the **Enter** key on the remote control to display the status bar. Select the option to switch calls.

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.

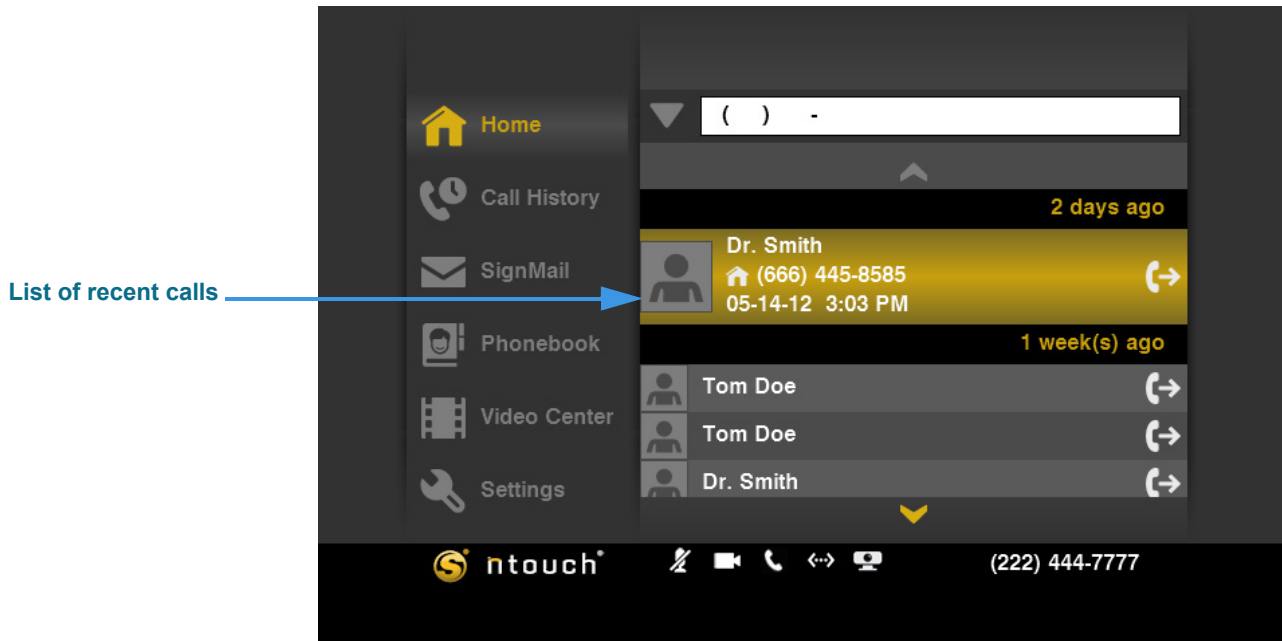


Figure 31: Recent Calls list on Home screen

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

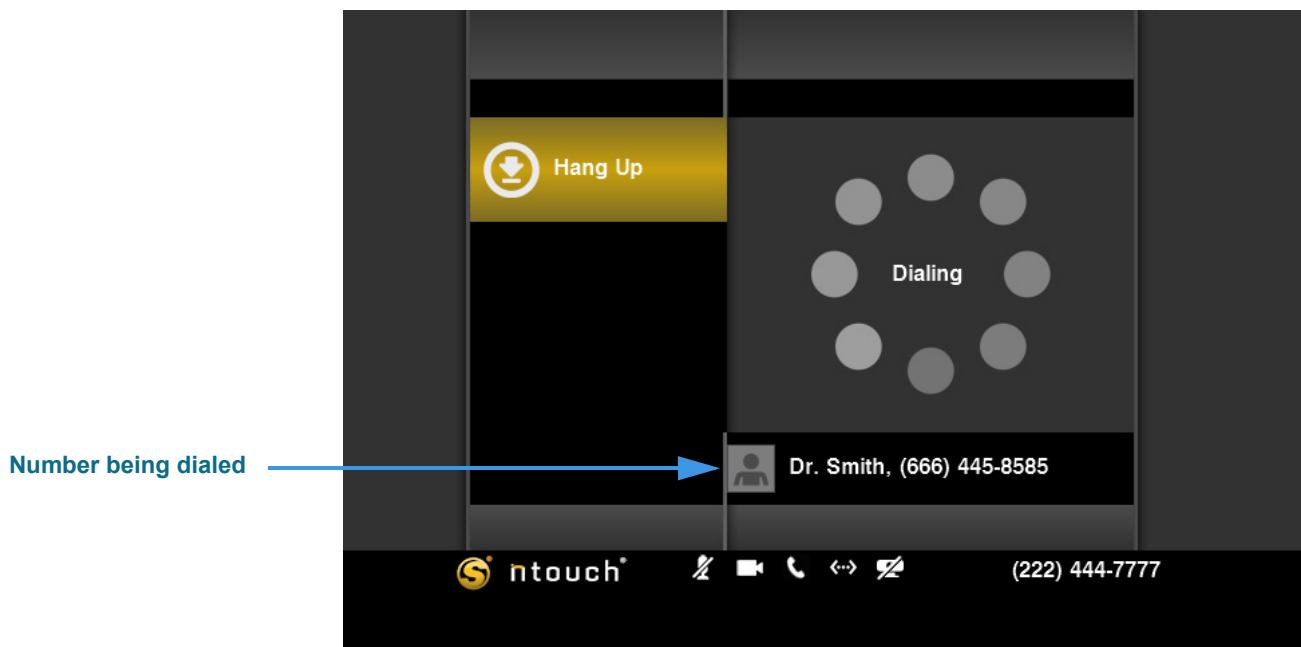


Figure 32: Dialing a recent call

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.

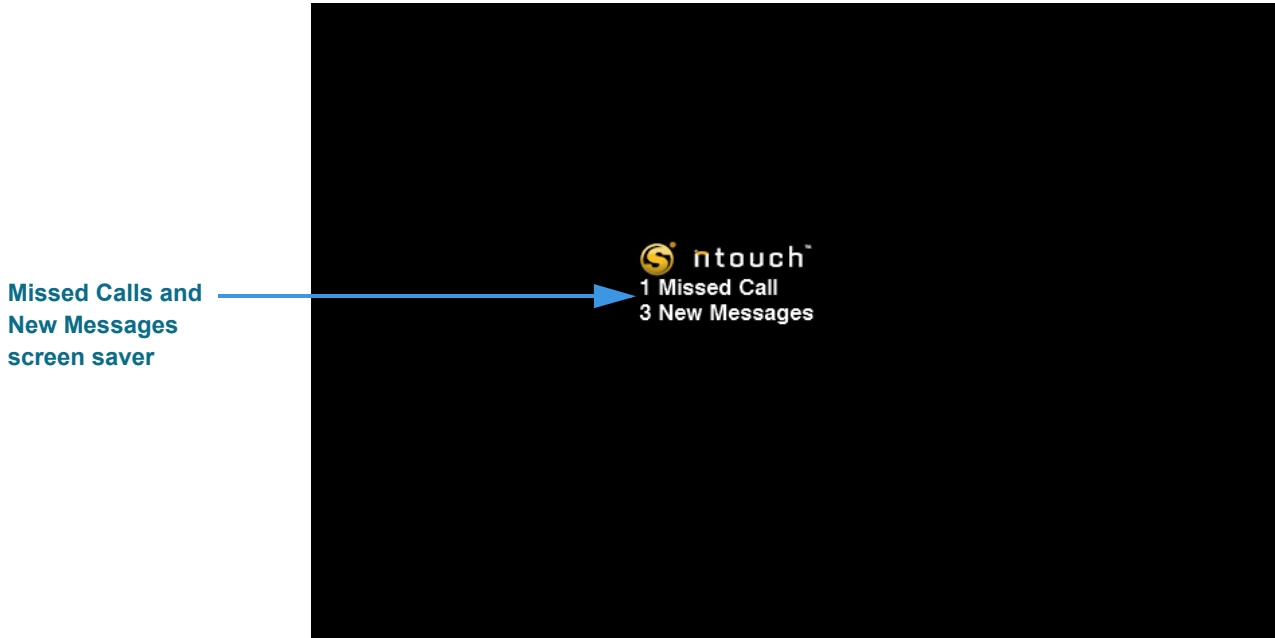


Figure 33: Screen saver showing missed calls and new videos

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.

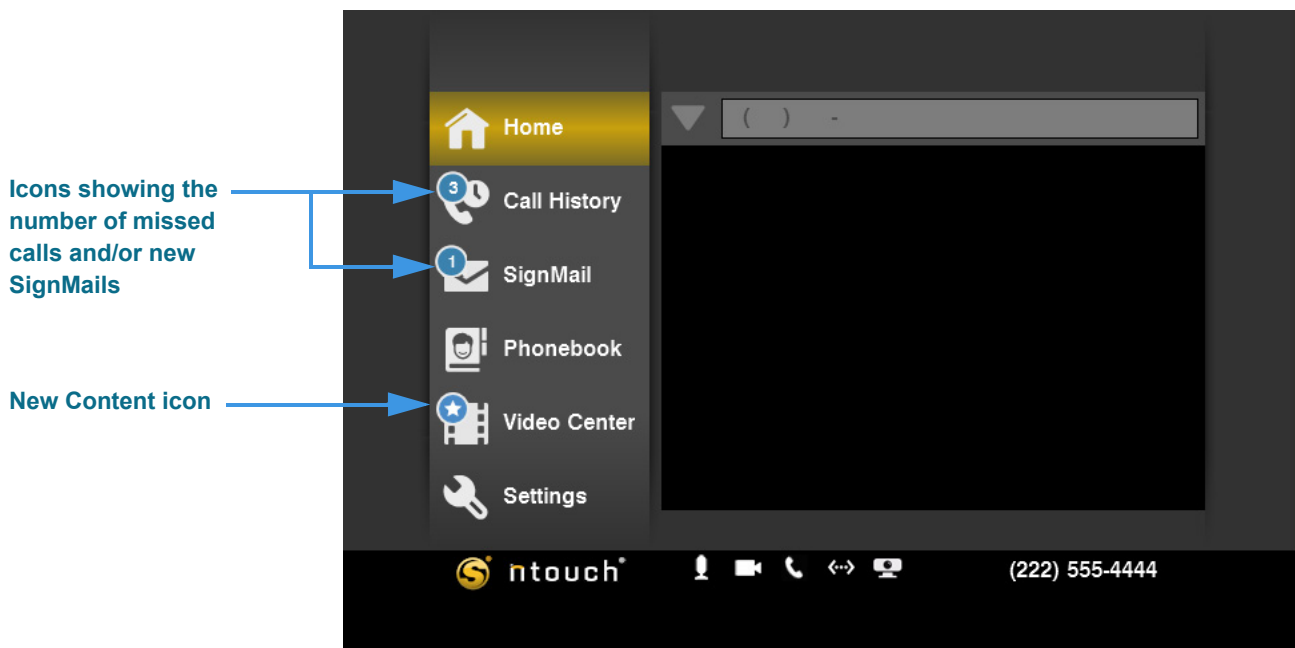


Figure 34: Missed Calls, New SignMails and Videos icons

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.

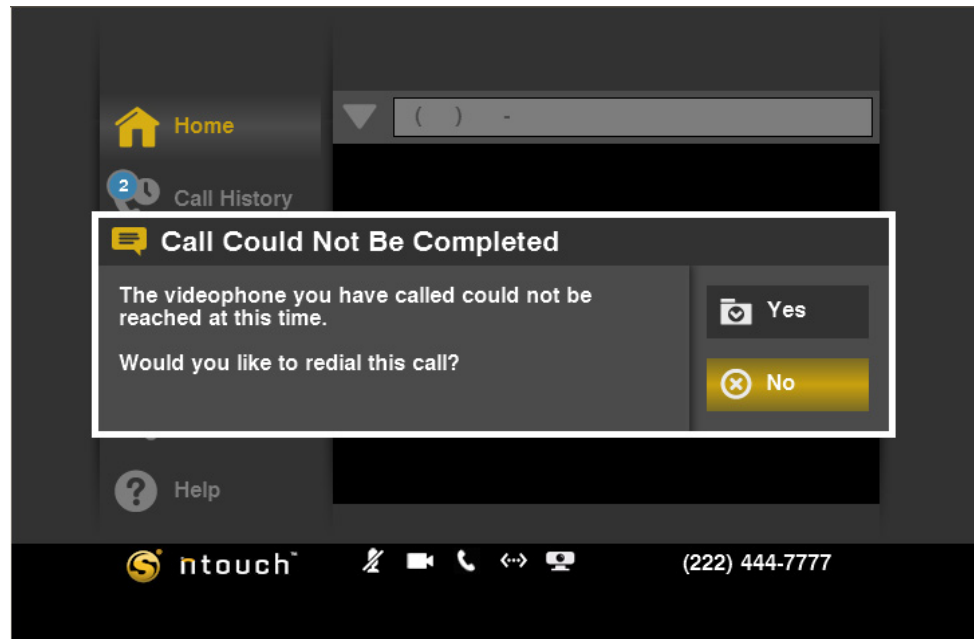


Figure 35: Call Not Completed dialog

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

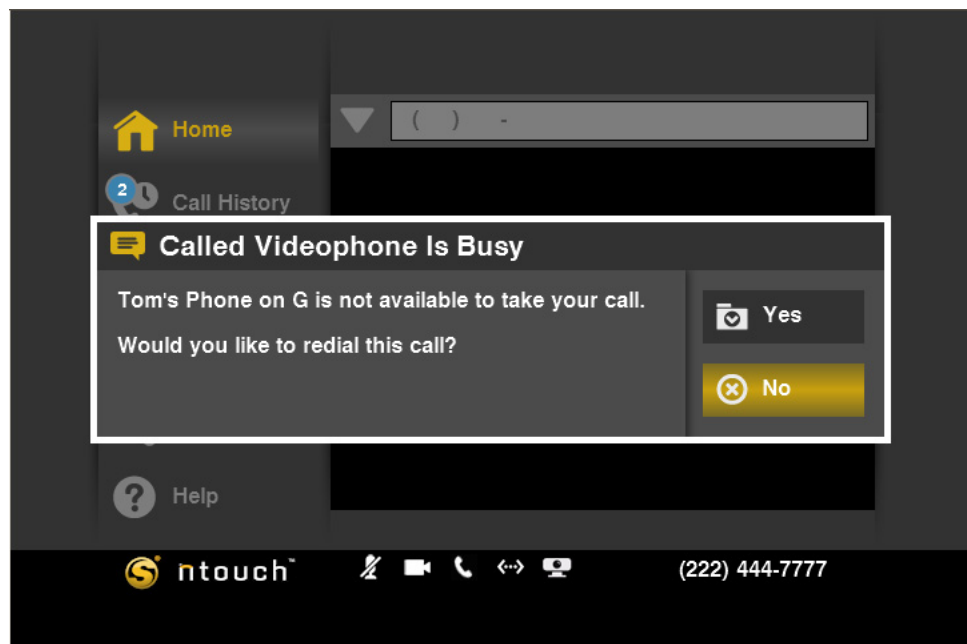


Figure 36: Called Videophone is Busy dialog

Use 1-Line or 2-Line VCO

ntouch VP 3.0 includes a new 1-Line Voice Carry Over (VCO) feature. You can also continue to use the familiar 2-Line VCO feature if you like. In addition, a new In-Call Audio feature can be used during point-to-point (P2P) calls. The microphone inside the Remote Camera Unit (RCU) is used to pick up audio near the videophone.

Note: In previous firmware, 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.

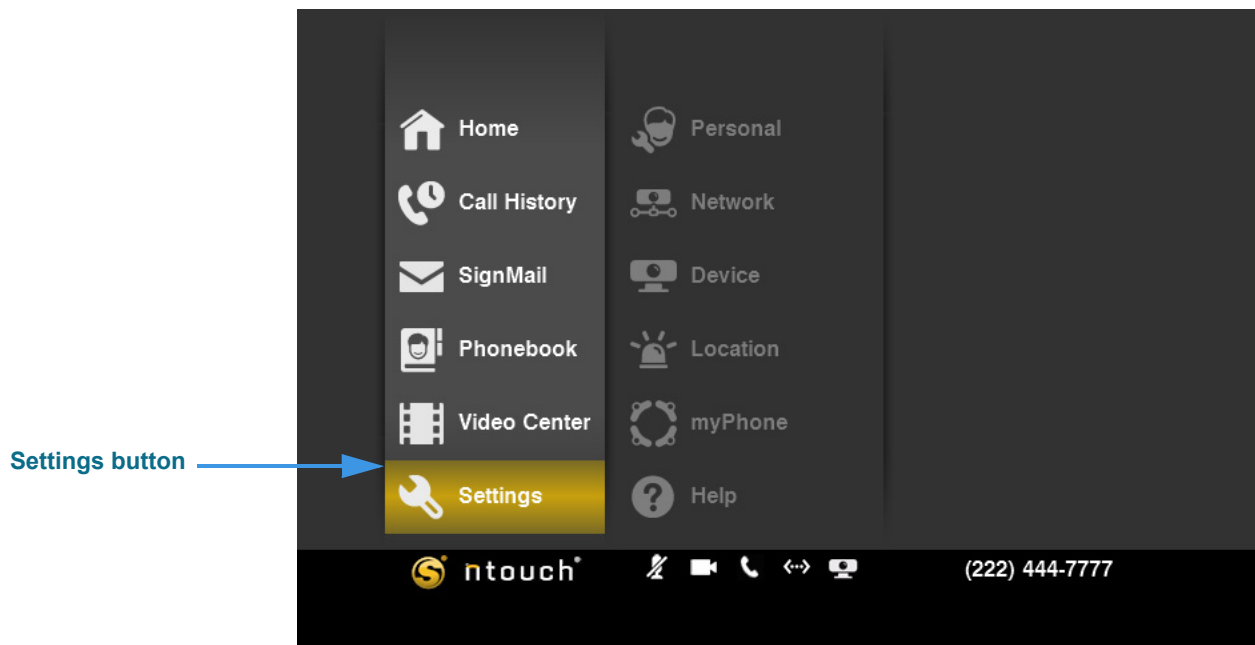


Figure 37: Settings button selected

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

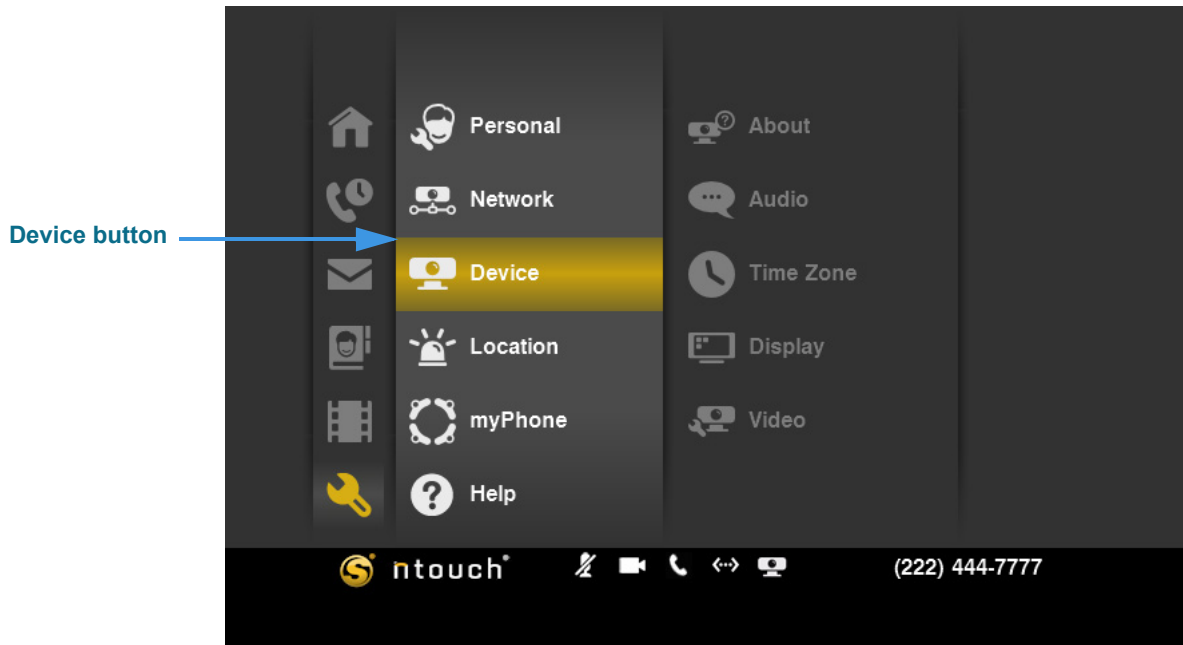


Figure 38: Device button selected

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

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

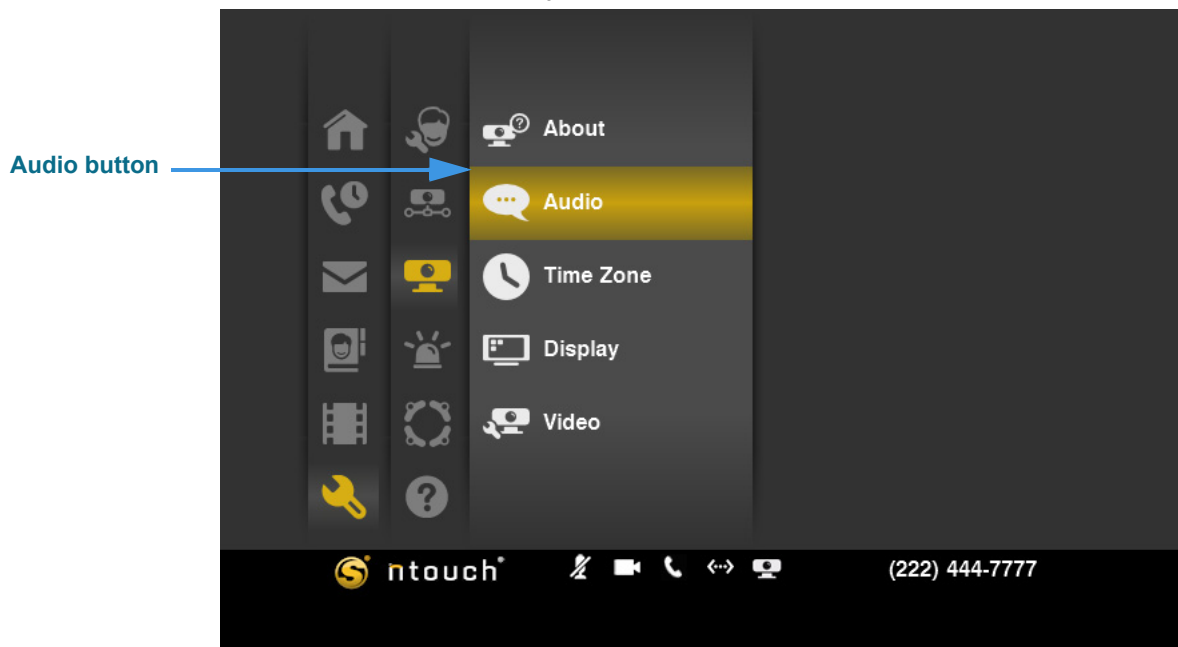


Figure 39: Audio button selected

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

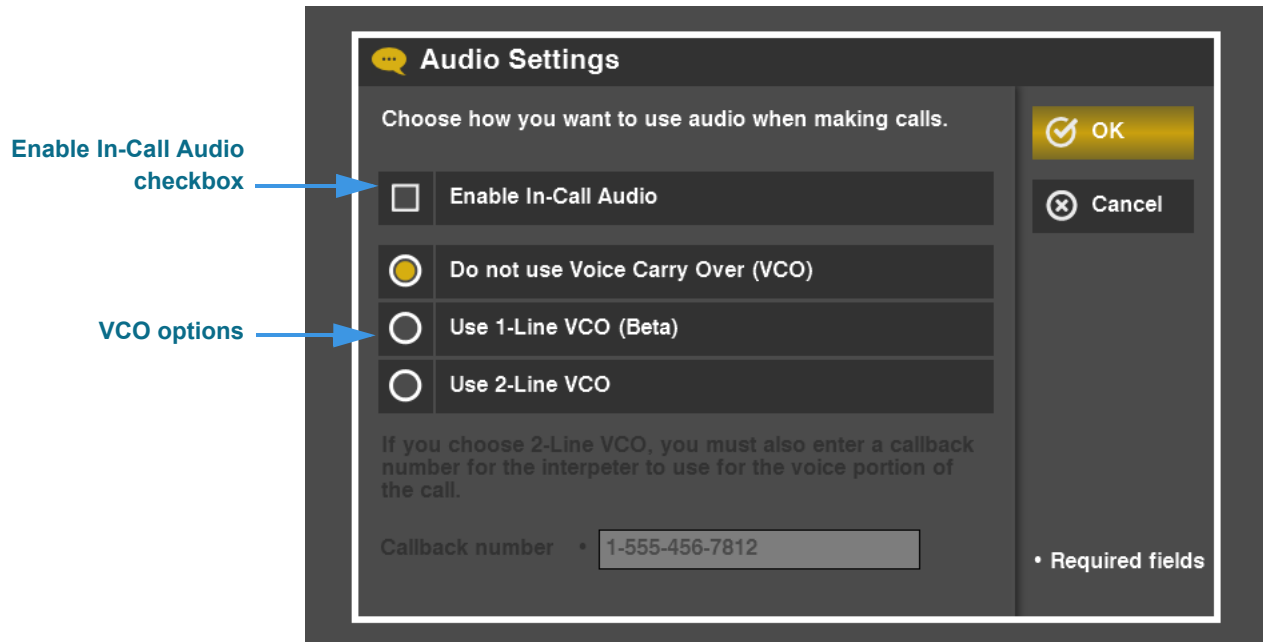


Figure 40: *Audio Settings* screen, audio disabled

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 features.

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

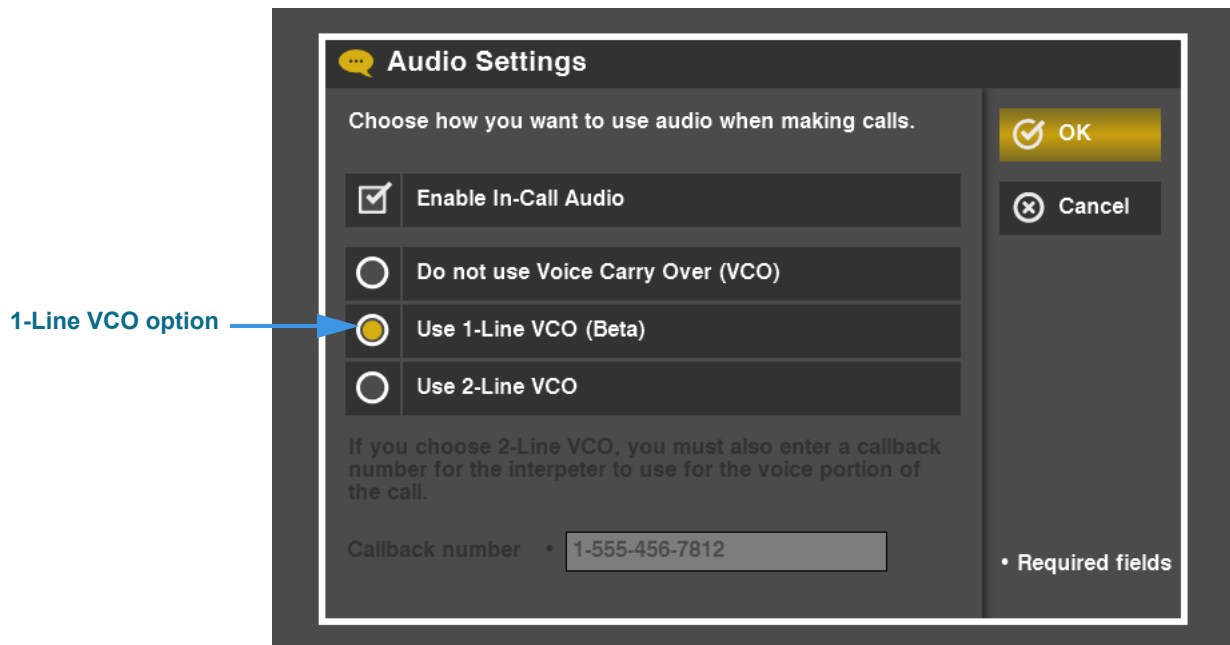


Figure 41: *Audio Settings* screen, 1-Line VCO enabled

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

You can now 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 6. Select the **2-Line VCO** radio button as shown below.

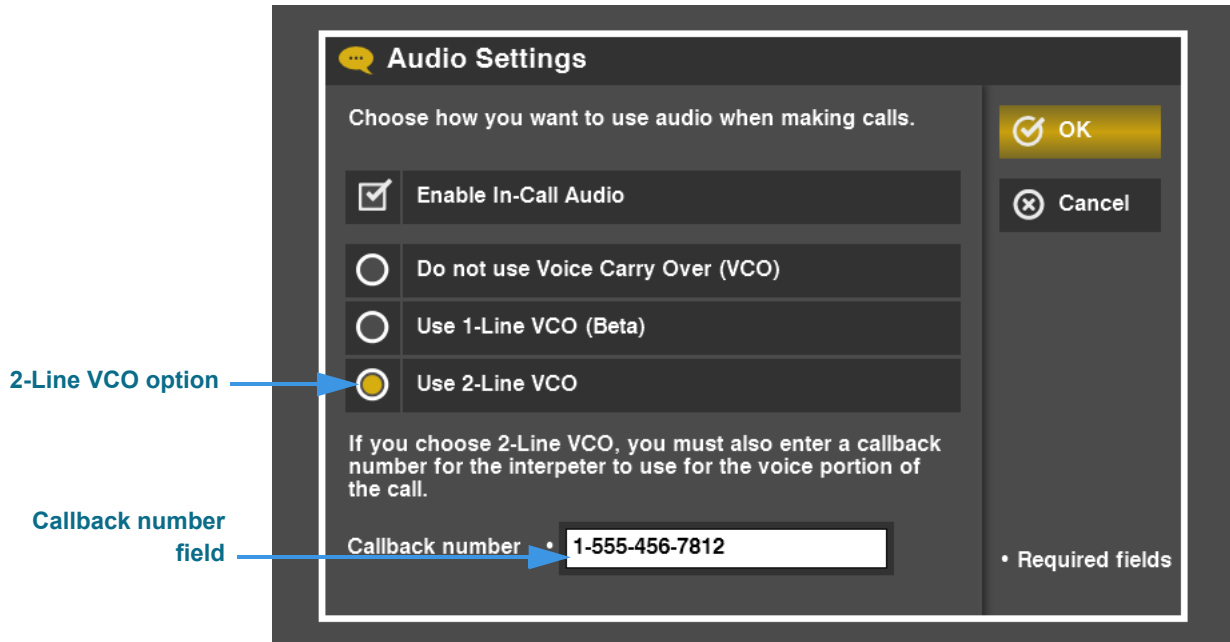


Figure 42: Audio Settings screen, 2-Line VCO enabled

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

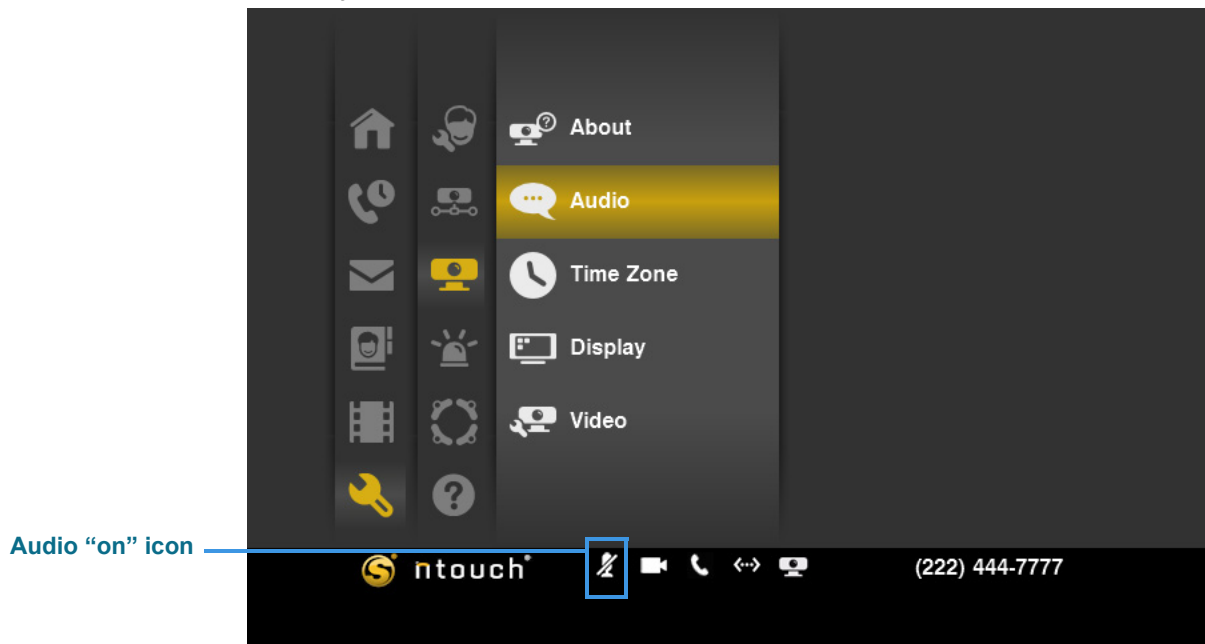


Figure 43: Audio icon enabled ("on")

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.

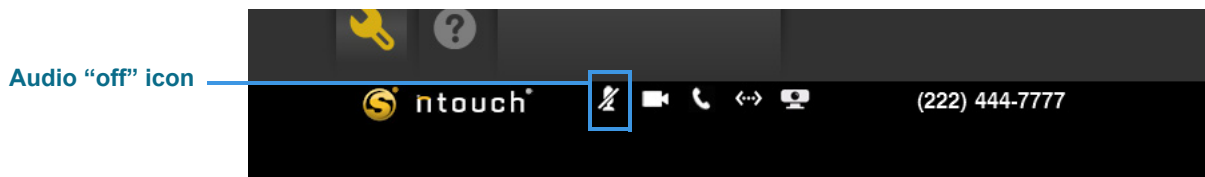


Figure 44: Audio icon disabled ("off")

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 45: 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.

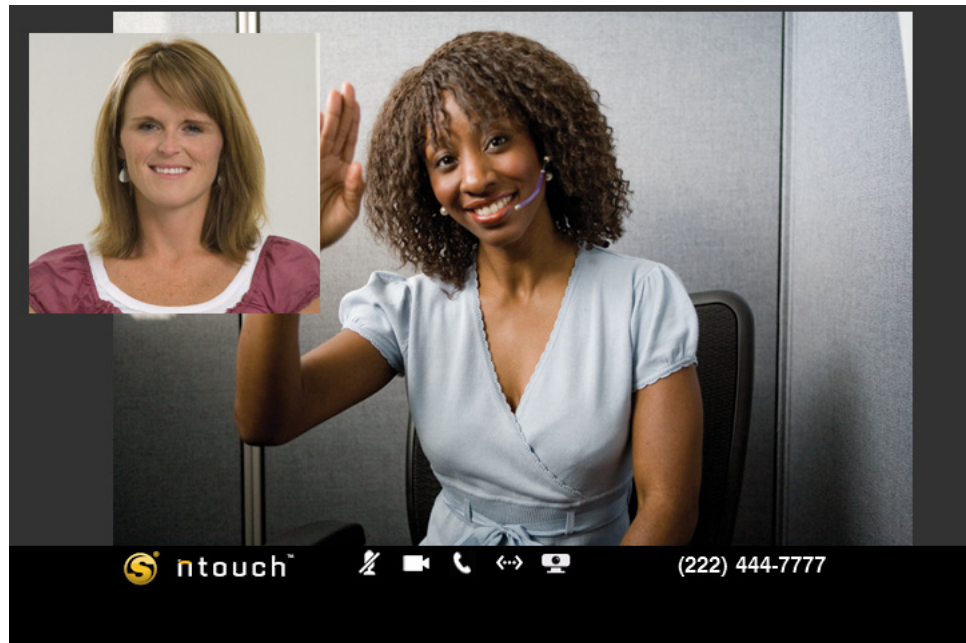


Figure 46: In-Call Screen

- 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.

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 an exciting new feature named **Deaf SignMail**. With ntouch VP, you can record and send SignMail videos to other Sorenson videophone users who do not answer your calls. VP-200 users can *receive* and *view* Deaf SignMails. Only ntouch VP, ntouch Mobile, ntouch Tablet and ntouch PC users can *record* 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 **83**.

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.

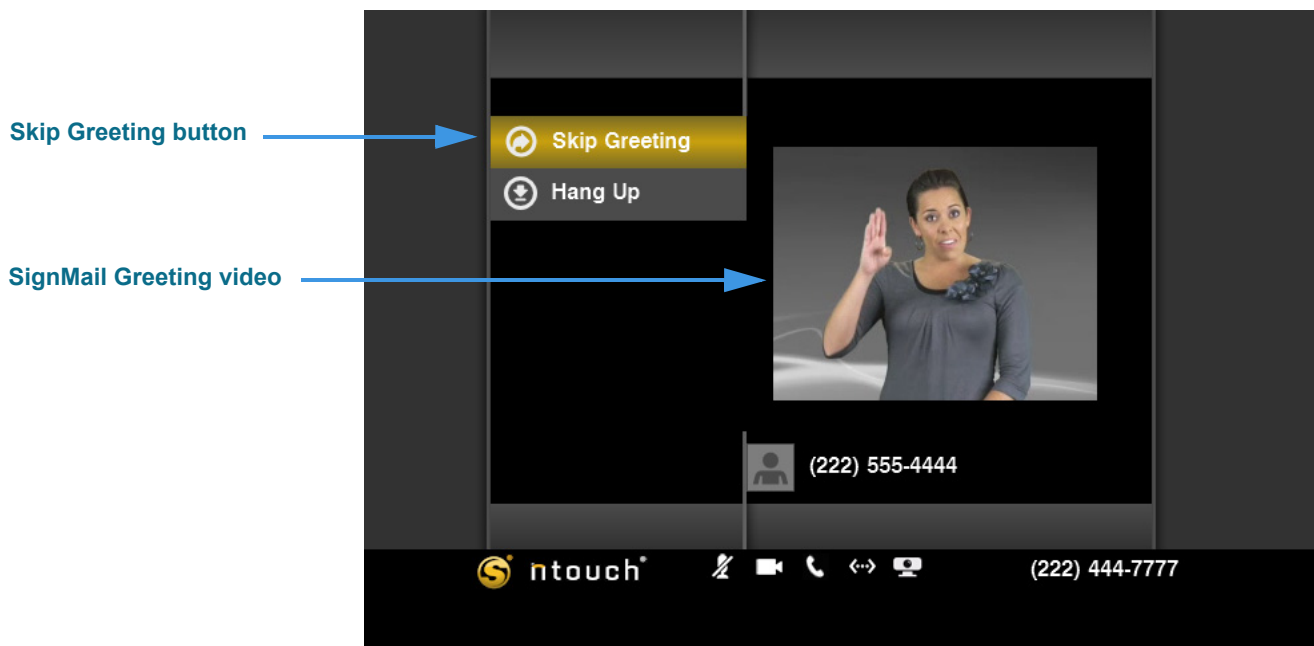


Figure 47: SignMail greeting video

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.

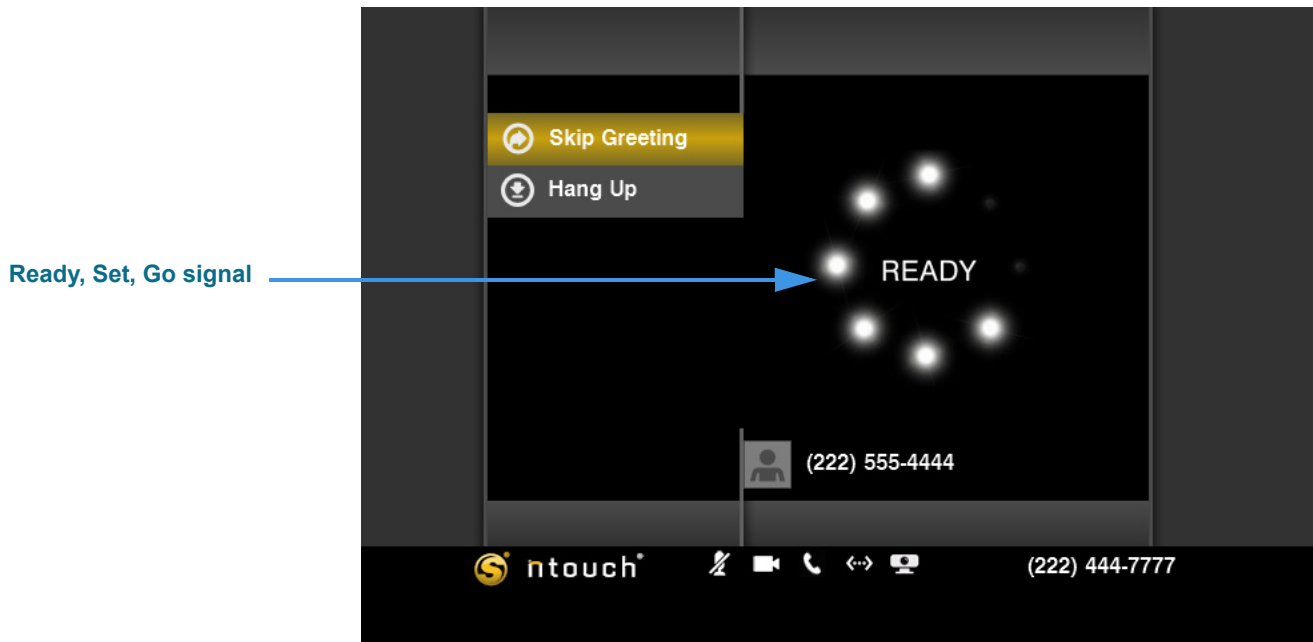


Figure 48: Ready, Set, Go signal

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

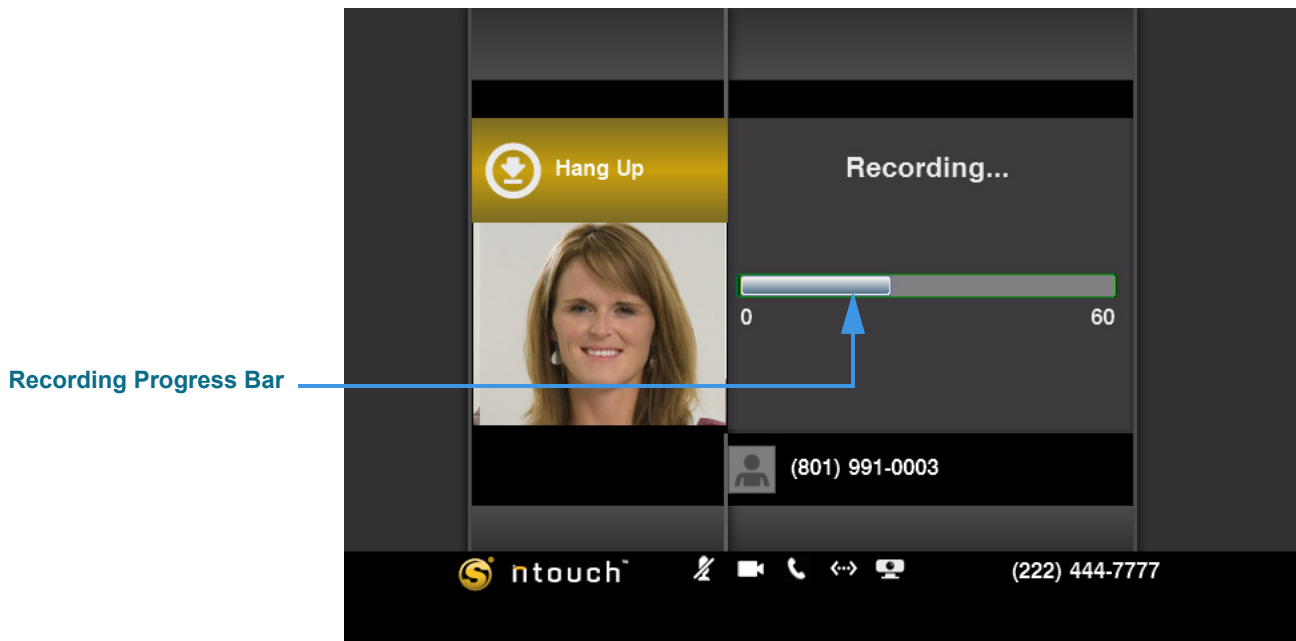


Figure 49: SignMail Recording screen

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

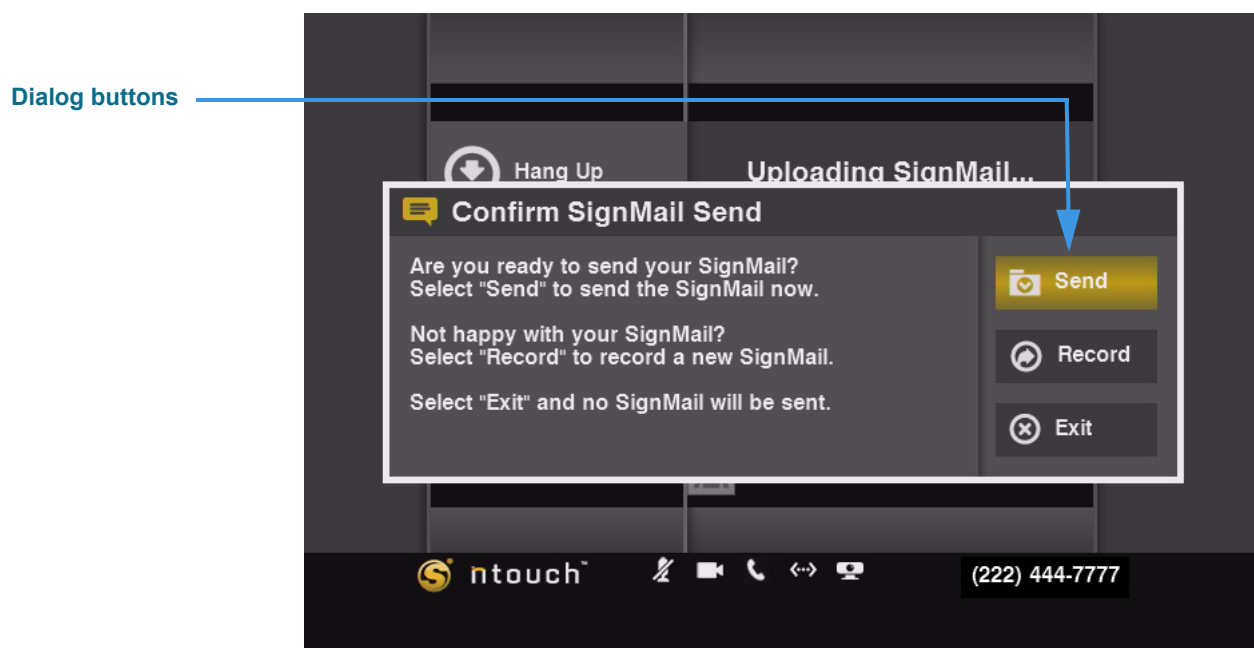


Figure 50: Confirm SignMail Send dialog

- 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.

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.

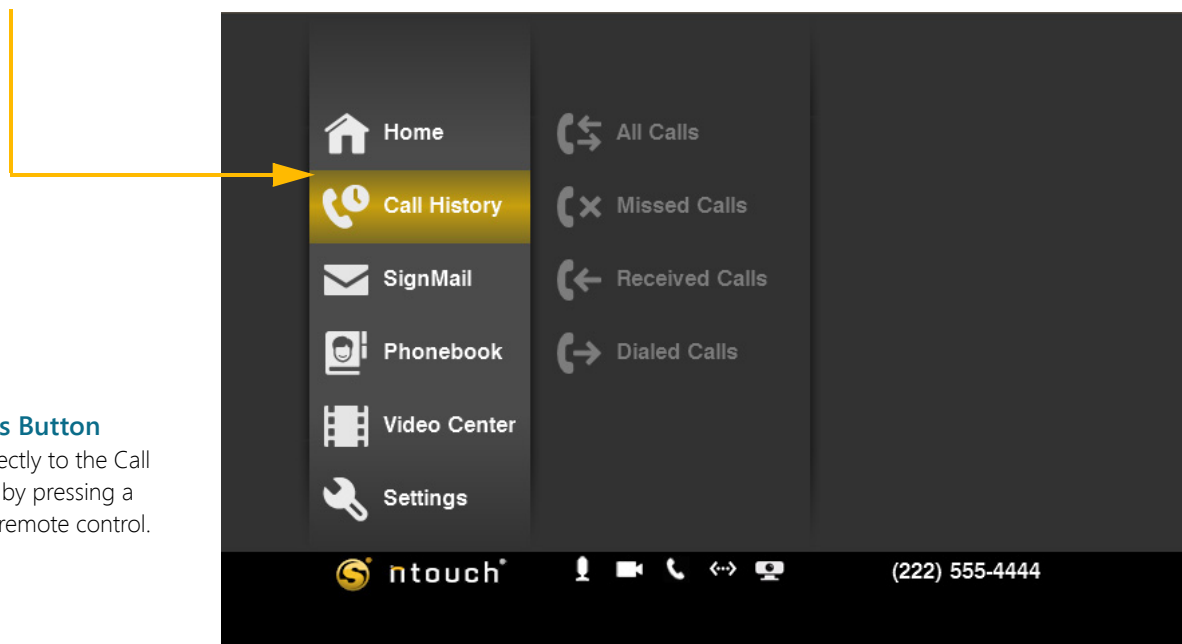
The Call History feature lets you easily redial any caller in the Call History list. You can add new contact records to ntouch VP's Phonebook directly from the Call History list.

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.



Quick-Access Button

You can go directly to the Call History screen by pressing a button on the remote control. See Page 14.

Figure 51: Call History button

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.

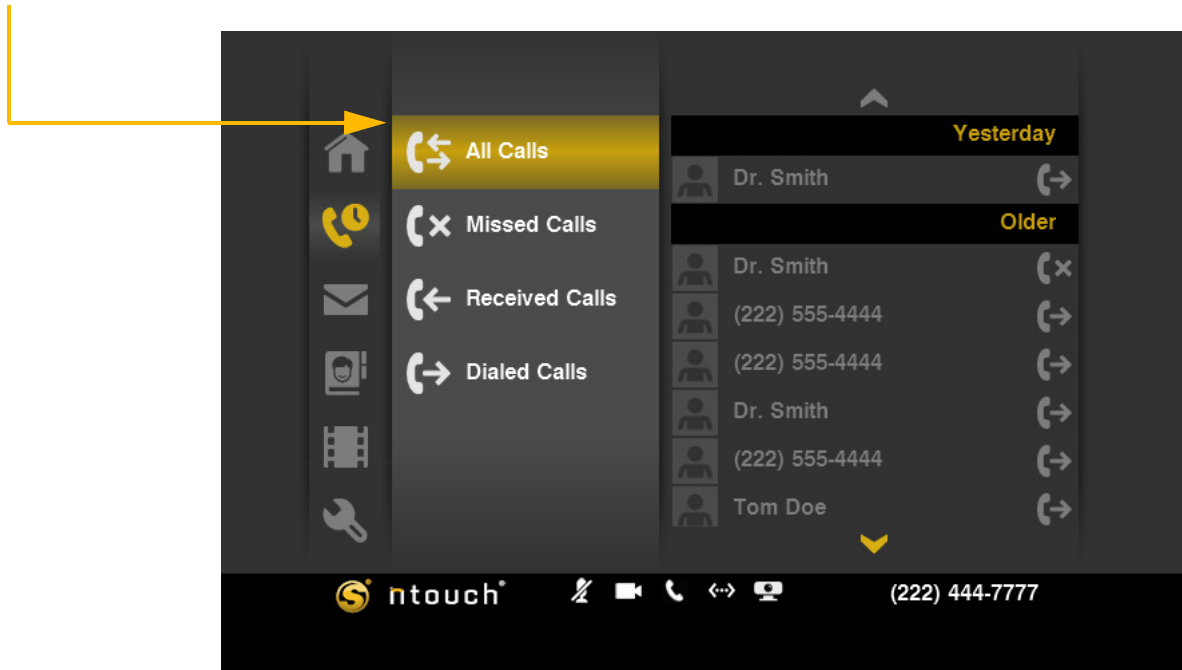


Figure 52: All Calls button and List

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

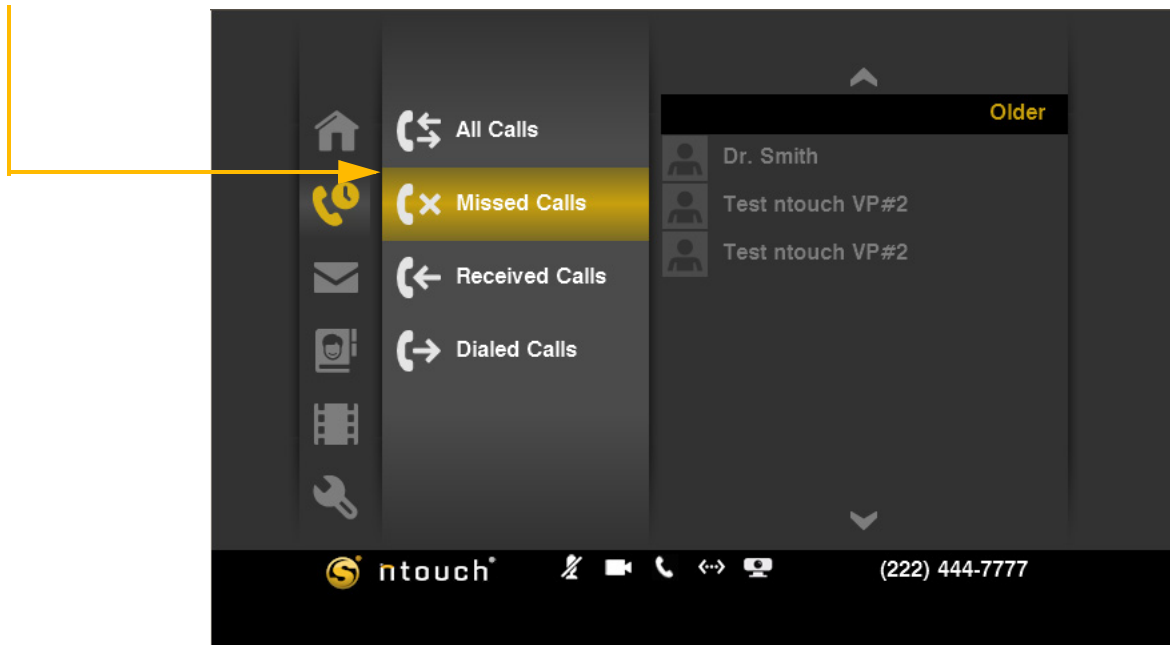


Figure 53: Missed Calls button and List

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

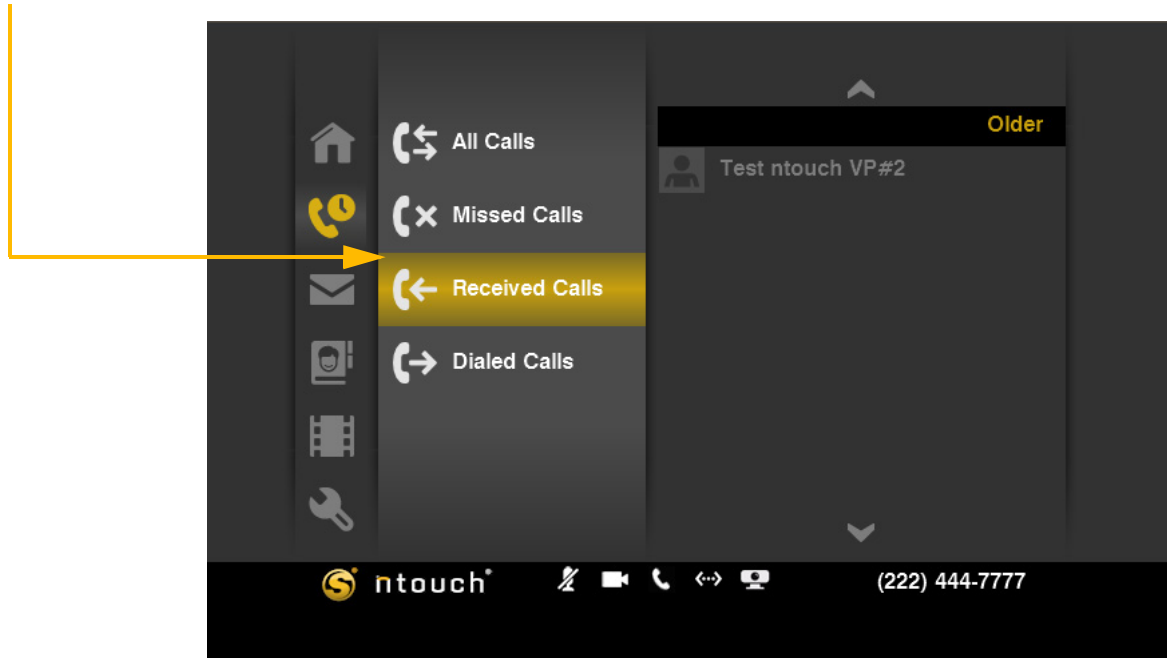


Figure 54: Received Calls button and List

- 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.

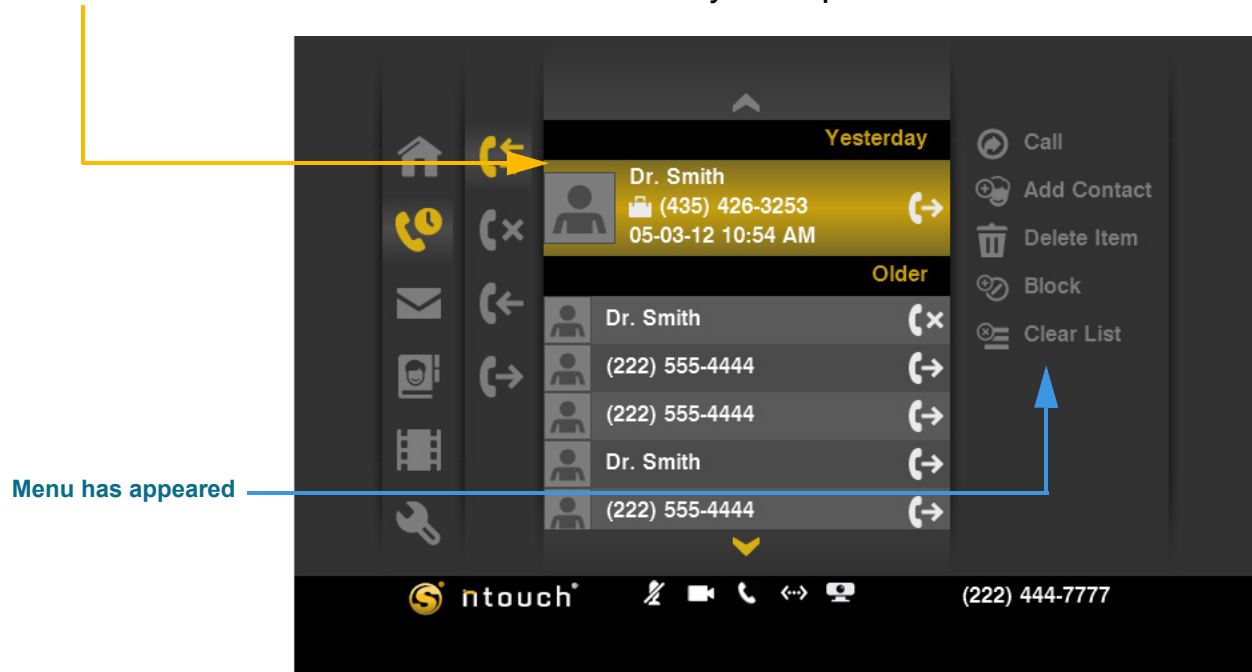


Figure 55: Call selected in list

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

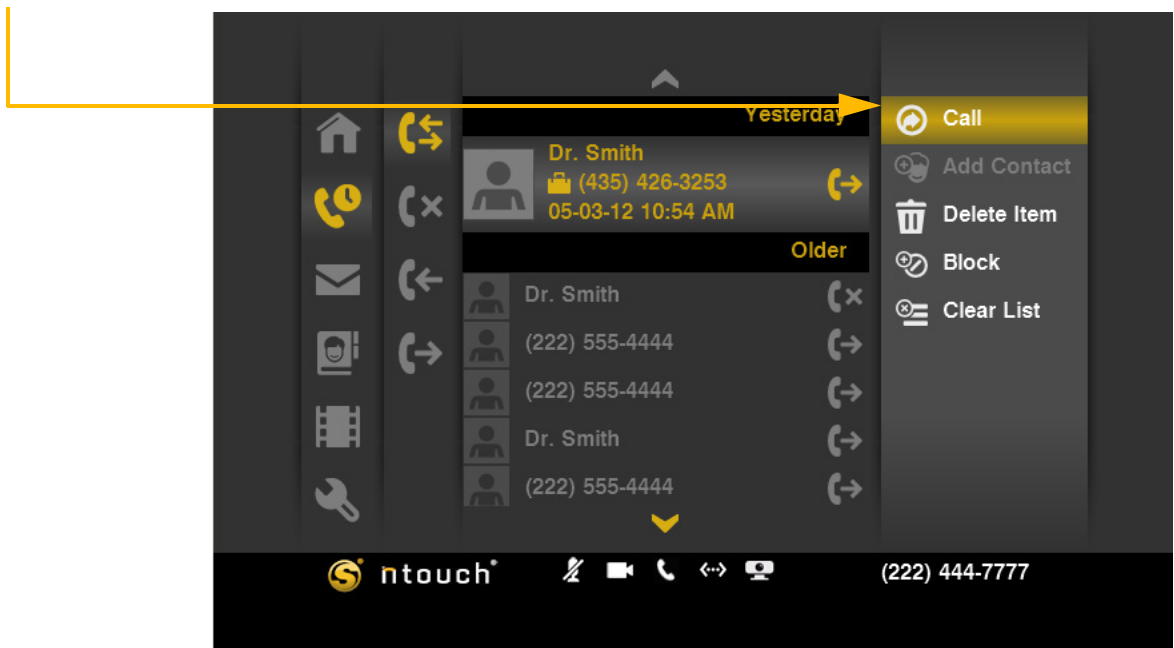


Figure 56: Call button in menu

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

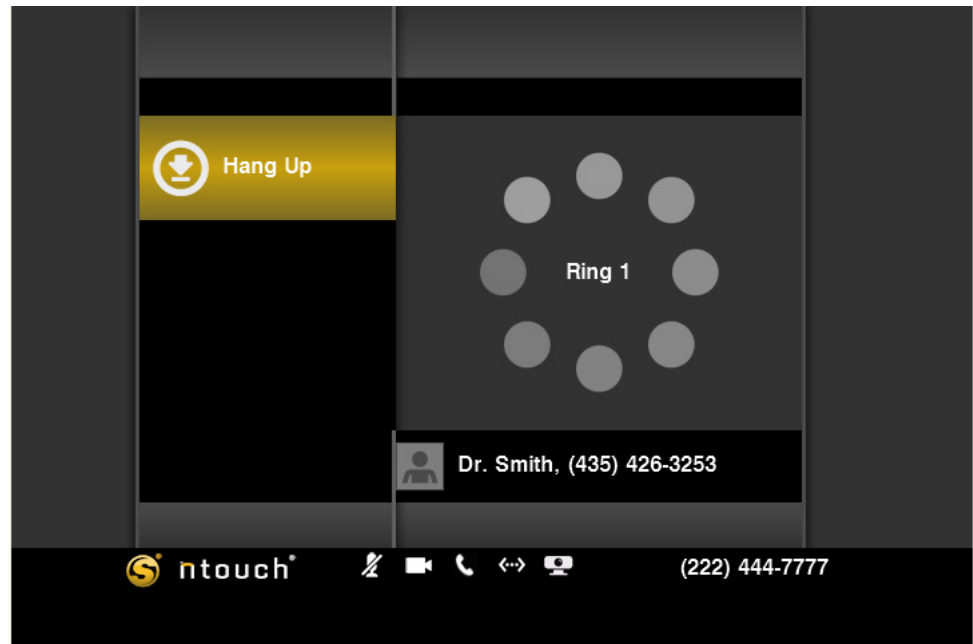


Figure 57: Dialing screen

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.

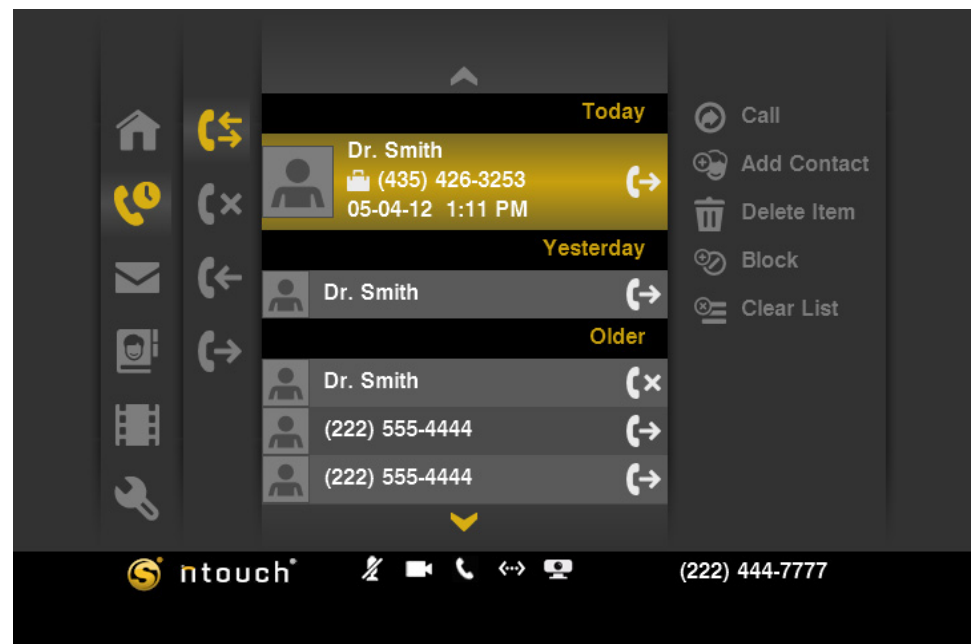


Figure 58: List screen with last call

Quick-Dial with Remote

You can quickly dial a highlighted number in a list by pressing the Enter key on the remote.

To Add a Contact

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

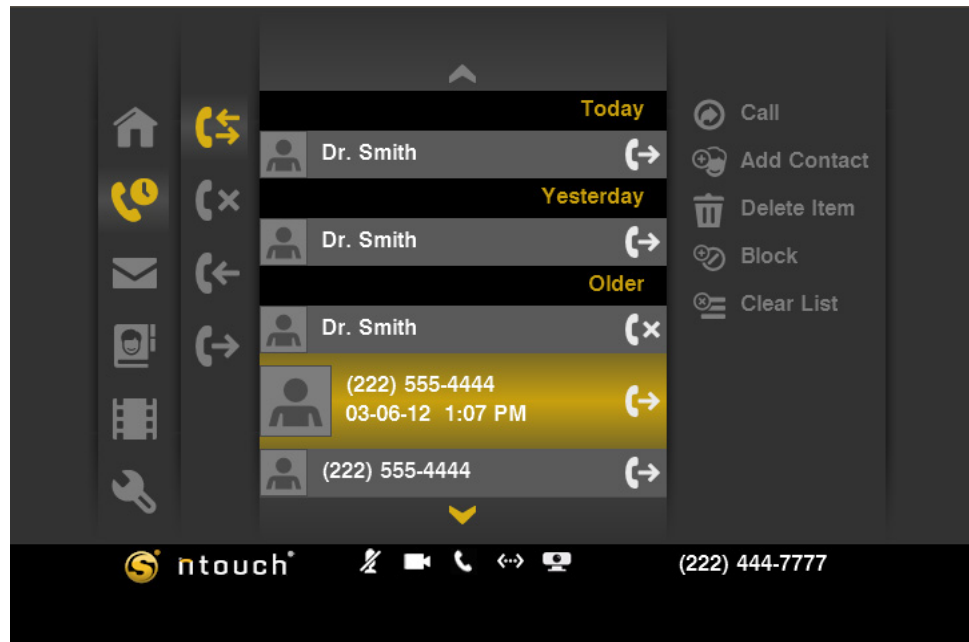


Figure 59: Call selected from list

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

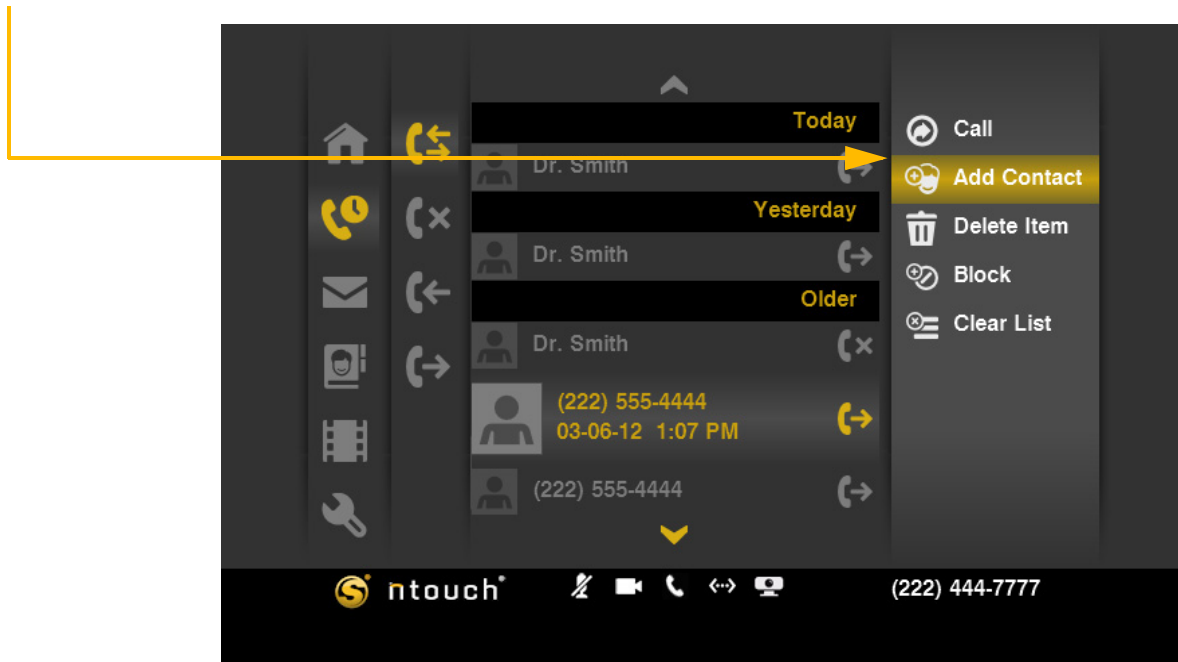


Figure 60: Add Contact button

- Step 3. The dialog shown in the image below appears. You can now choose to add this number to a new contact or to an existing contact. To see how to add the number to a new contact, select **New Contact**.

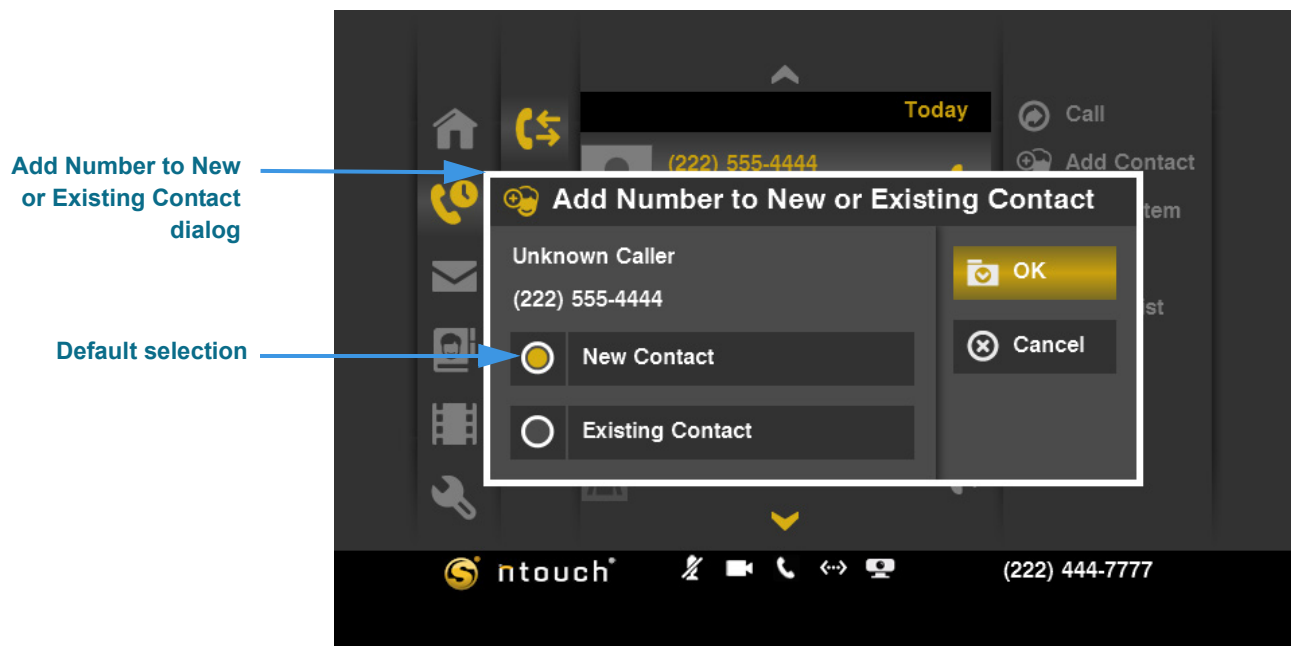


Figure 61: Add Number to New or Existing Contact dialog

- Step 4. The Add Contact screen appears. Study the table below the image to learn about the fields and buttons. Then make your selections and entries on the screen.

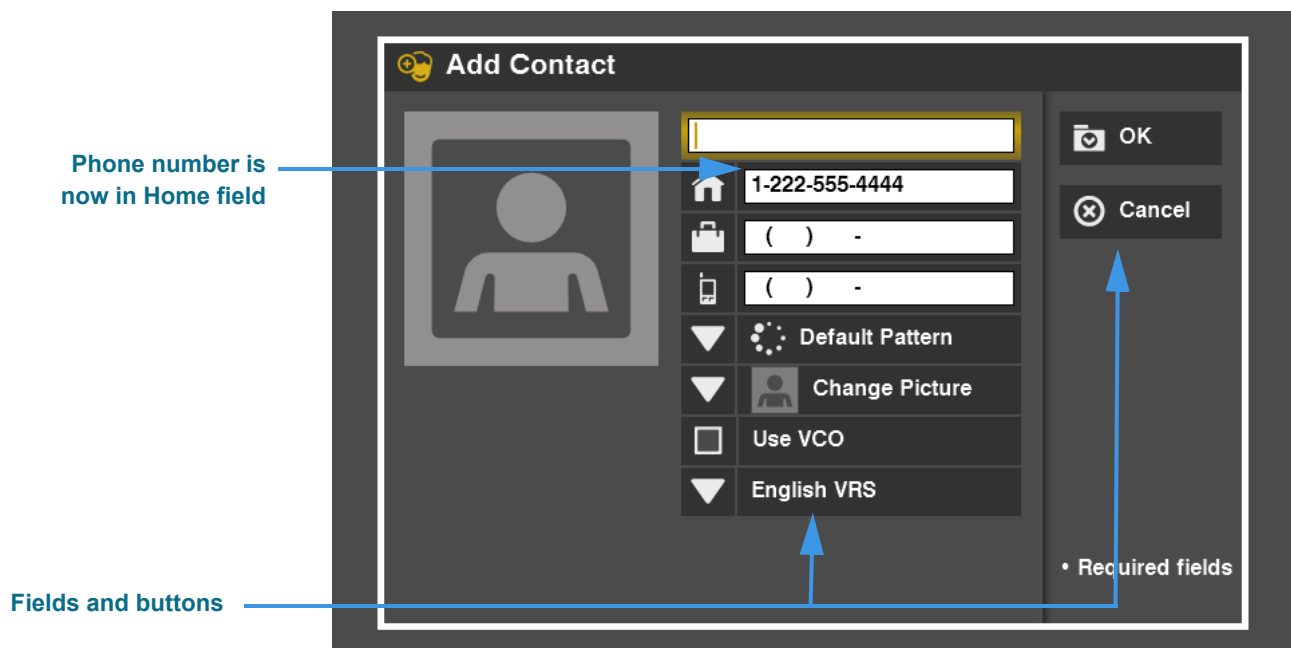


Figure 62: Add Contact screen

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.

Add Contact Details

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.
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 Picture drop-down list	Select an avatar icon 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 cannot select a photo file in this version of the firmware.
Use VCO checkbox	See Page 25 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 2: Add Contact details

- Step 5. Select **OK** to save the new contact record. Select **Cancel** to exit without saving.
- Step 6. You will then be back at the list screen shown in Figure 59.
- Step 7. To see how to add a phone number to an existing contact, select **Existing Contact** in the dialog in Figure 59 as shown in the image below.

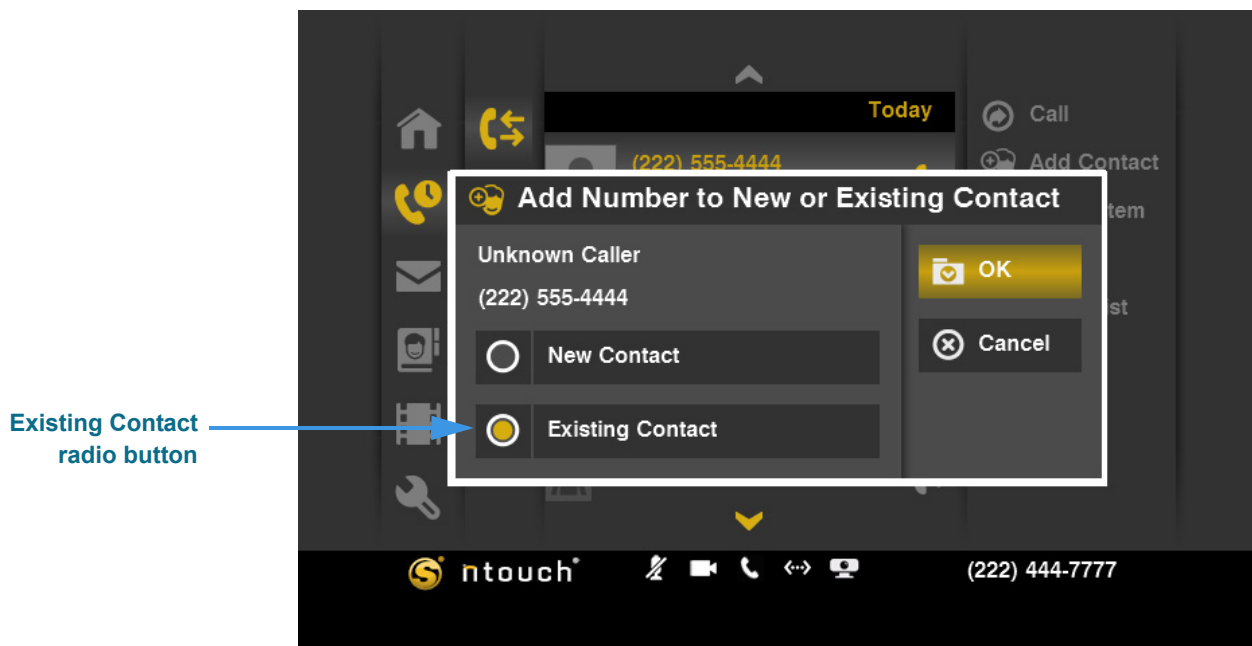


Figure 63: Existing Contact radio button selected

Step 8. Select the **OK** button to display the dialog shown in the image below.

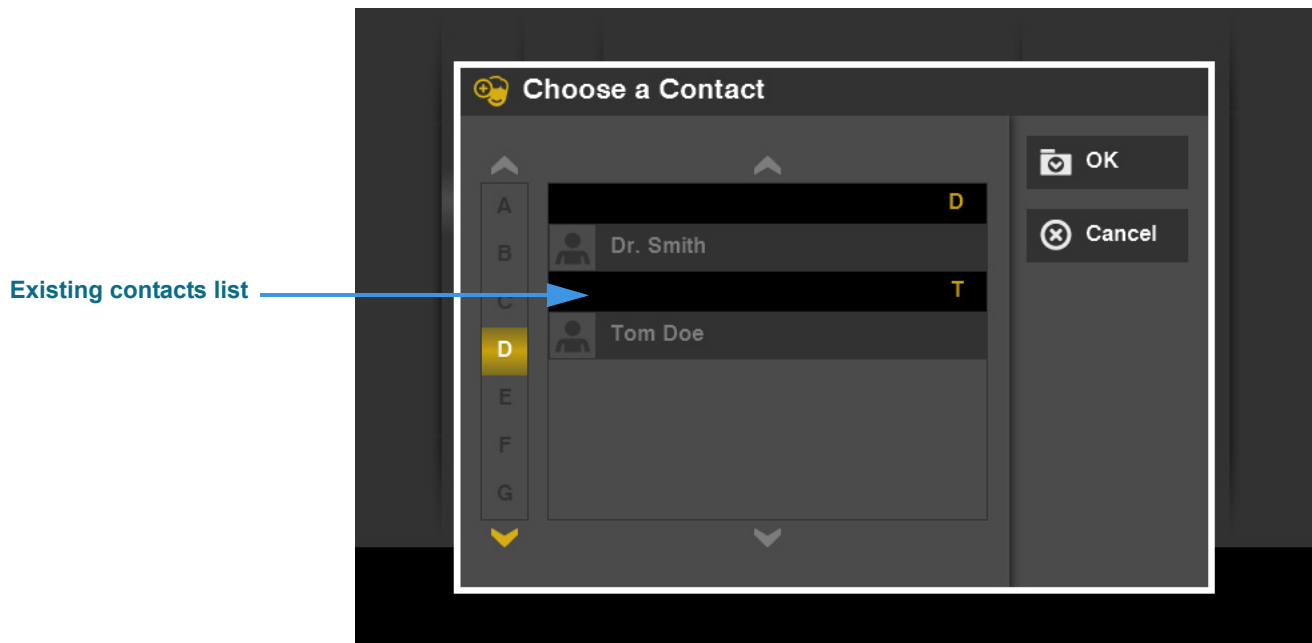


Figure 64: Choose a Contact dialog

Step 9. After highlighting a contact in the list, select the **OK** button to display the screen shown in the image below.

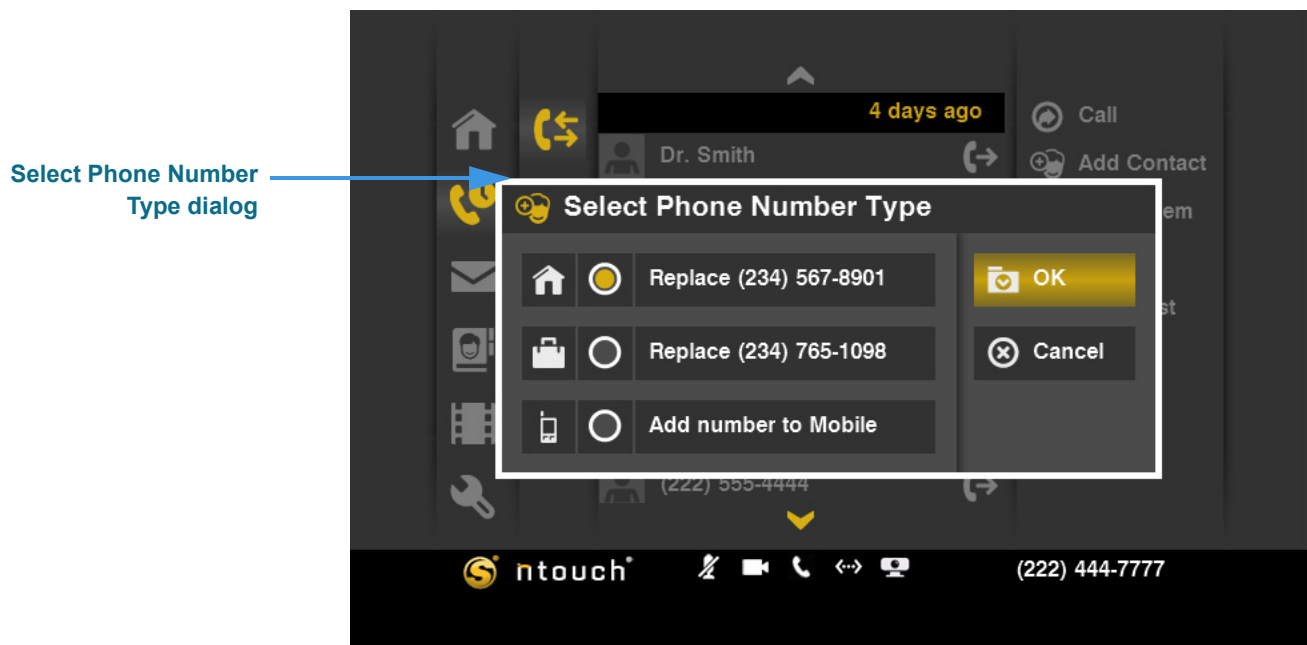


Figure 65: Select Phone Number Type dialog

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

Step 10. Select the **Add number to Mobile** radio button as shown in the image below.

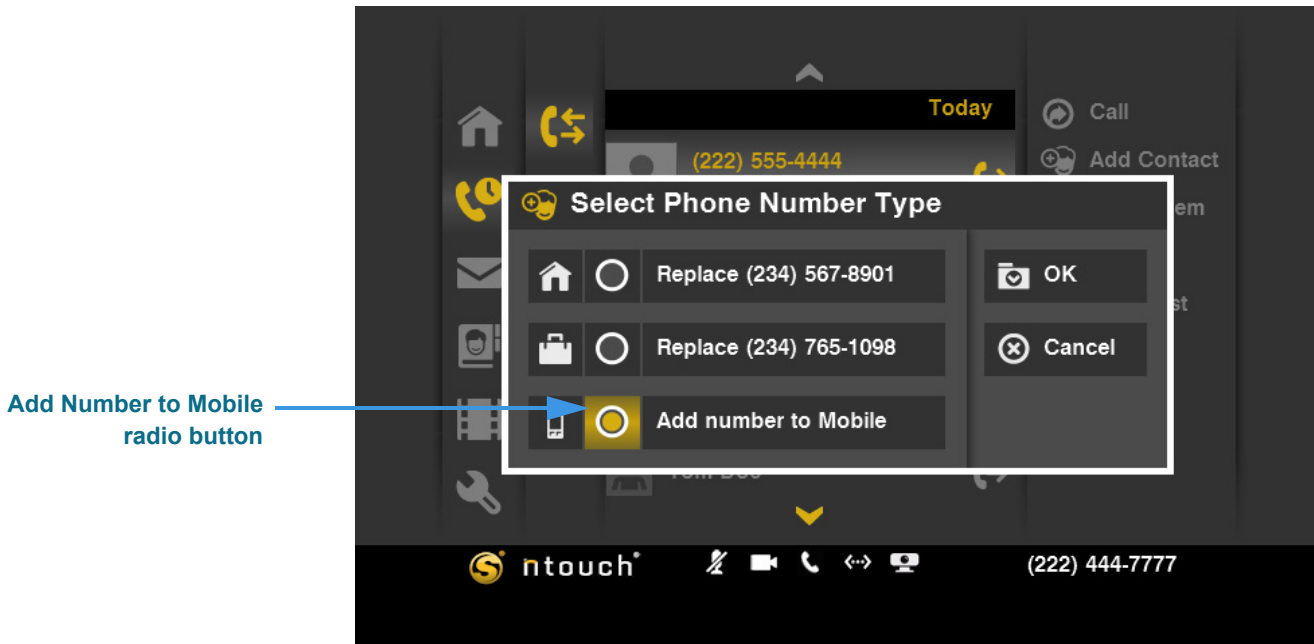


Figure 66: Add number to Mobile radio button

Step 11. Select the **OK** button in the dialog to display the Call History list again as shown in the image below.

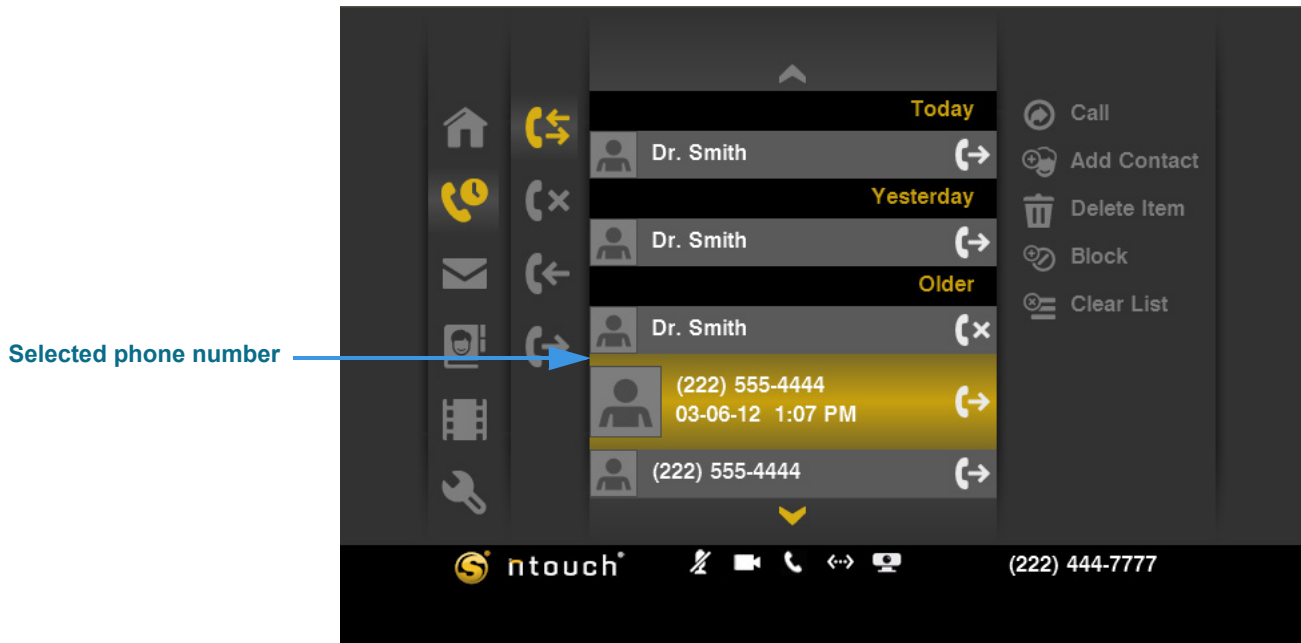


Figure 67: Call History list

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.

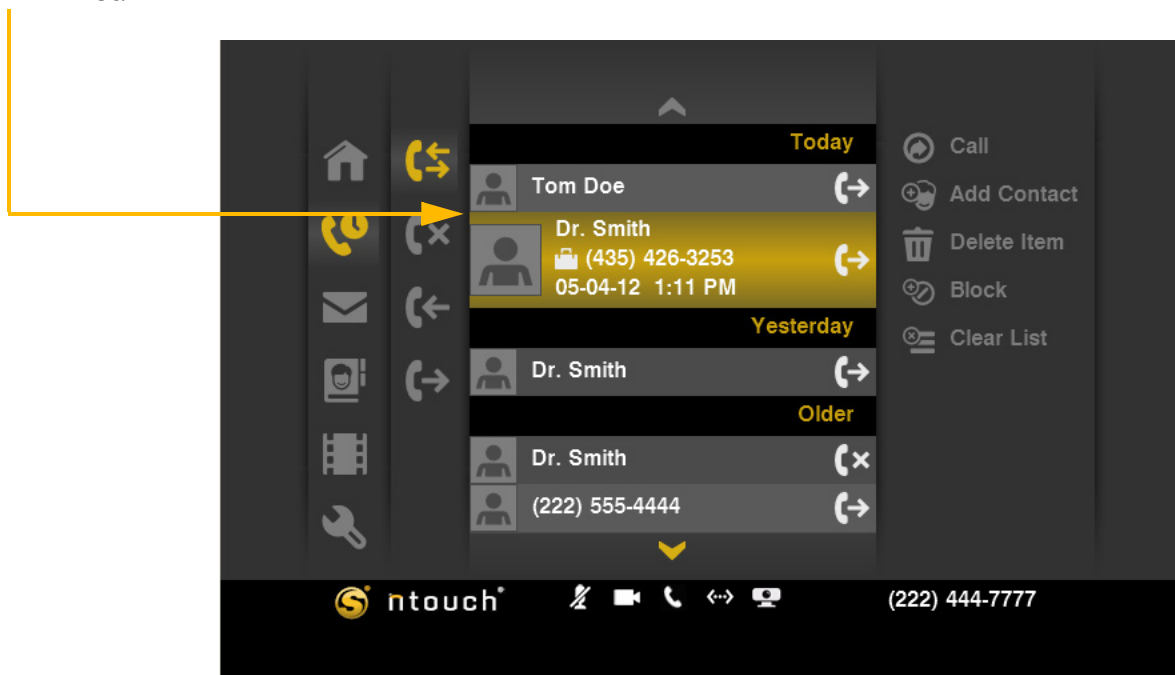


Figure 68: Call selected from list

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

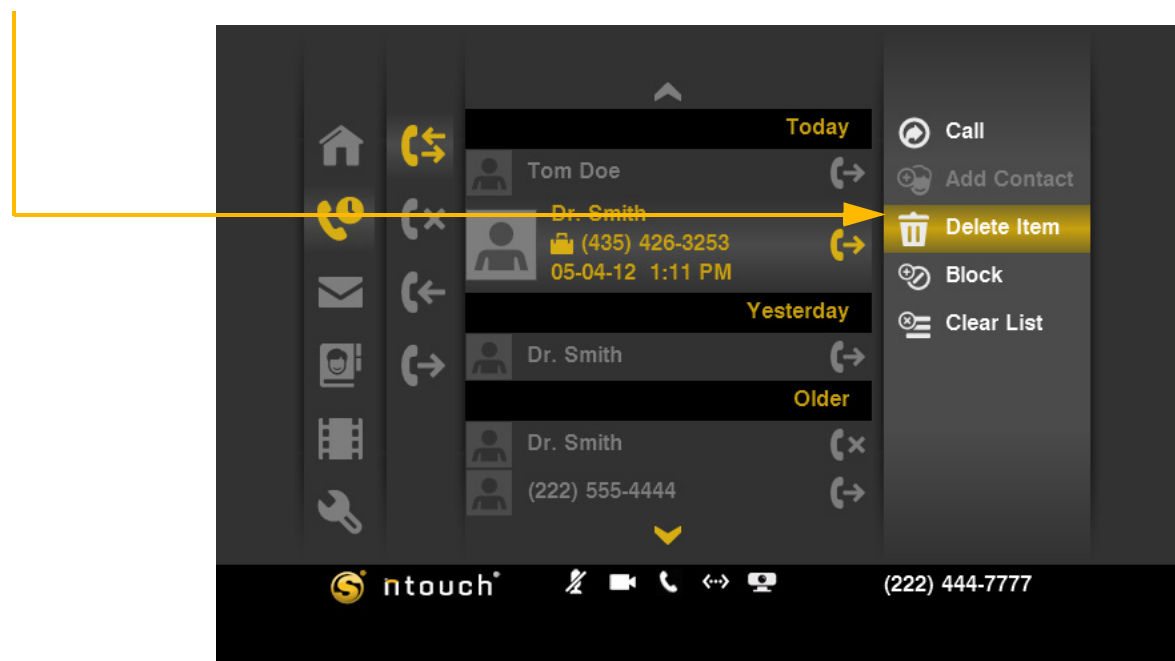


Figure 69: Delete Item button

- 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.

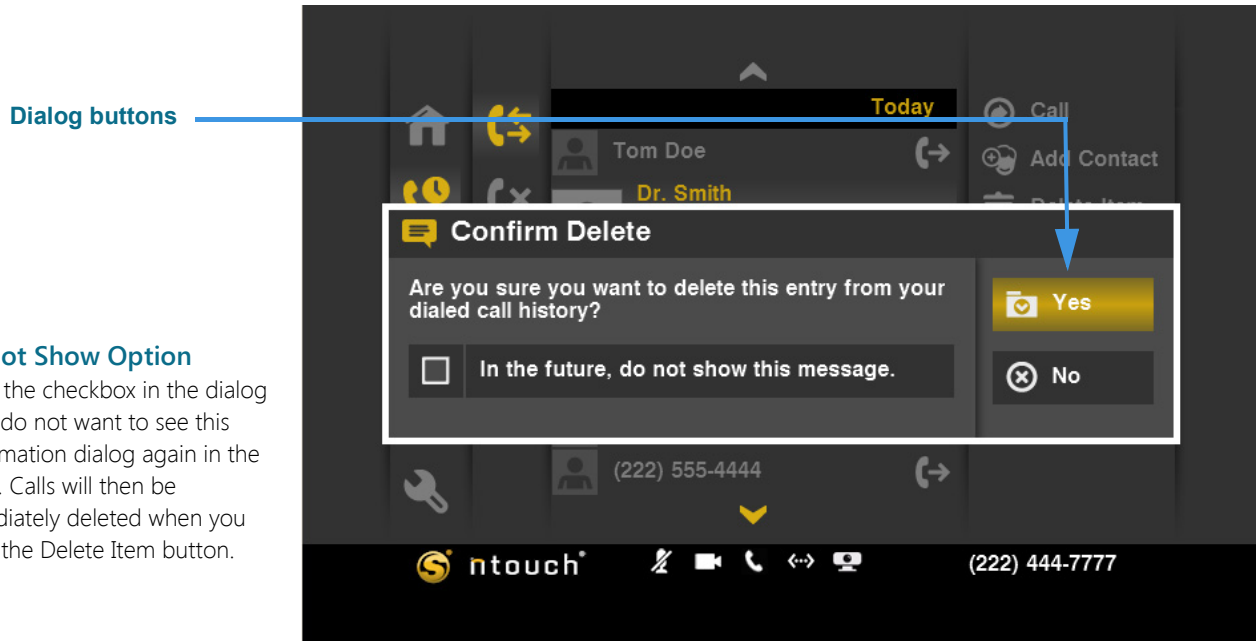


Figure 70: Dialing screen

Note: Be careful when using the Delete Item function. You cannot recover deleted call records.

- Step 4. You will then be back at the list screen shown in Figure 66.

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.

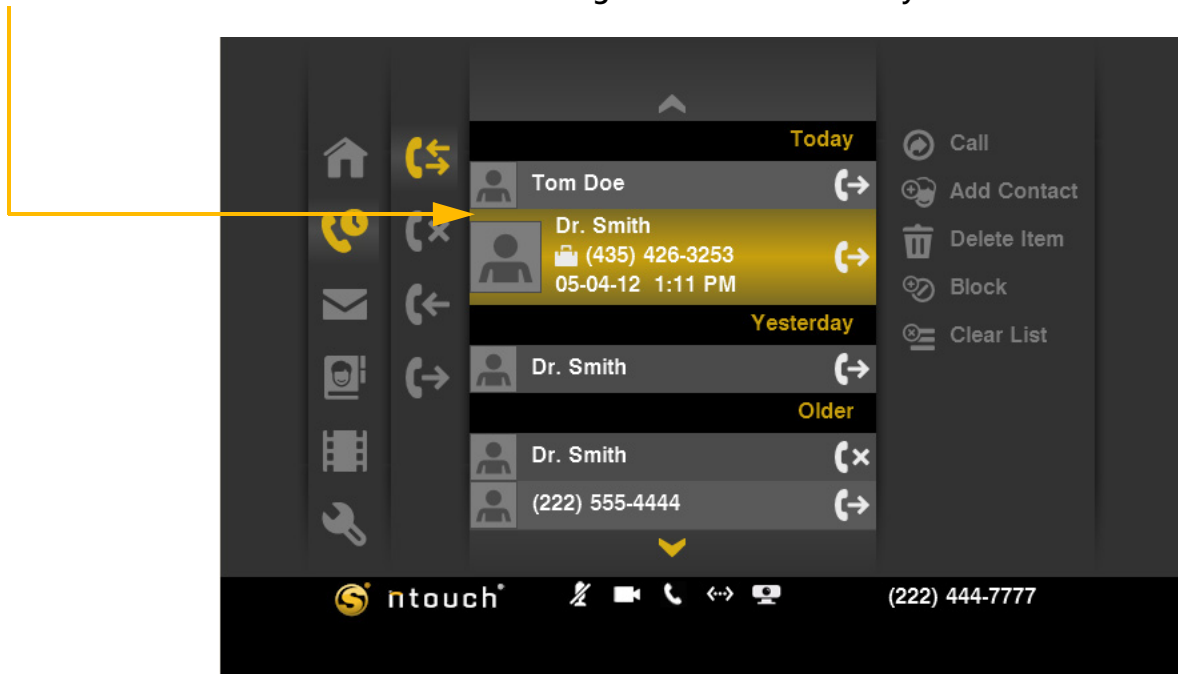


Figure 71: Call selected from list

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

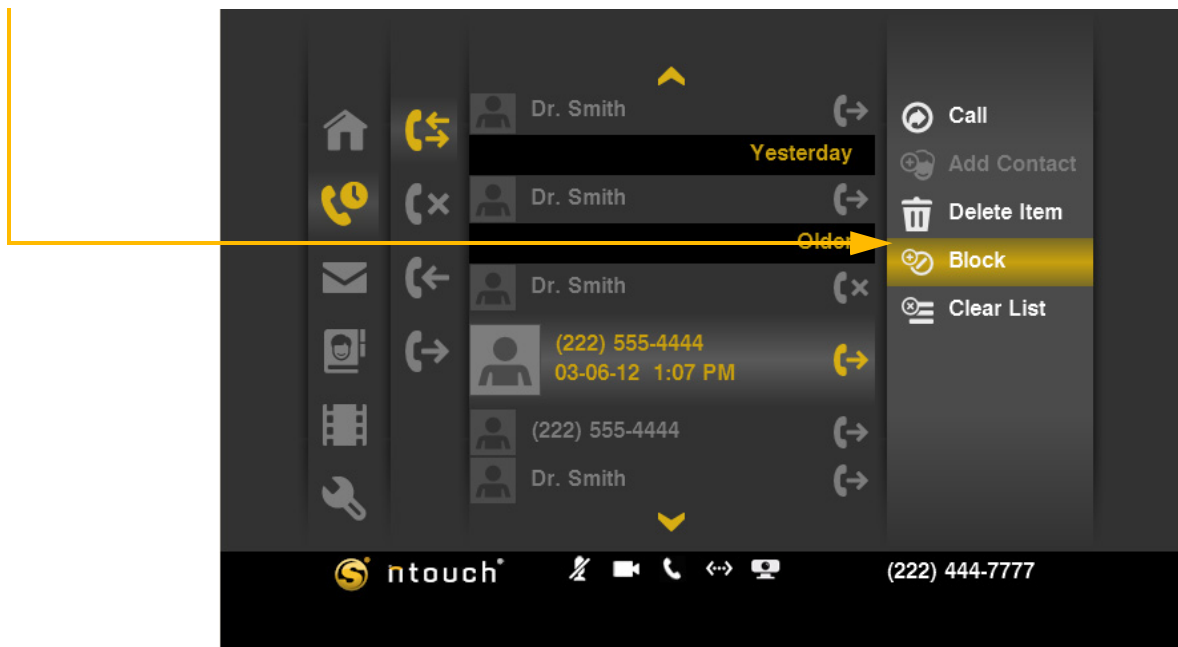


Figure 72: Block button

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.

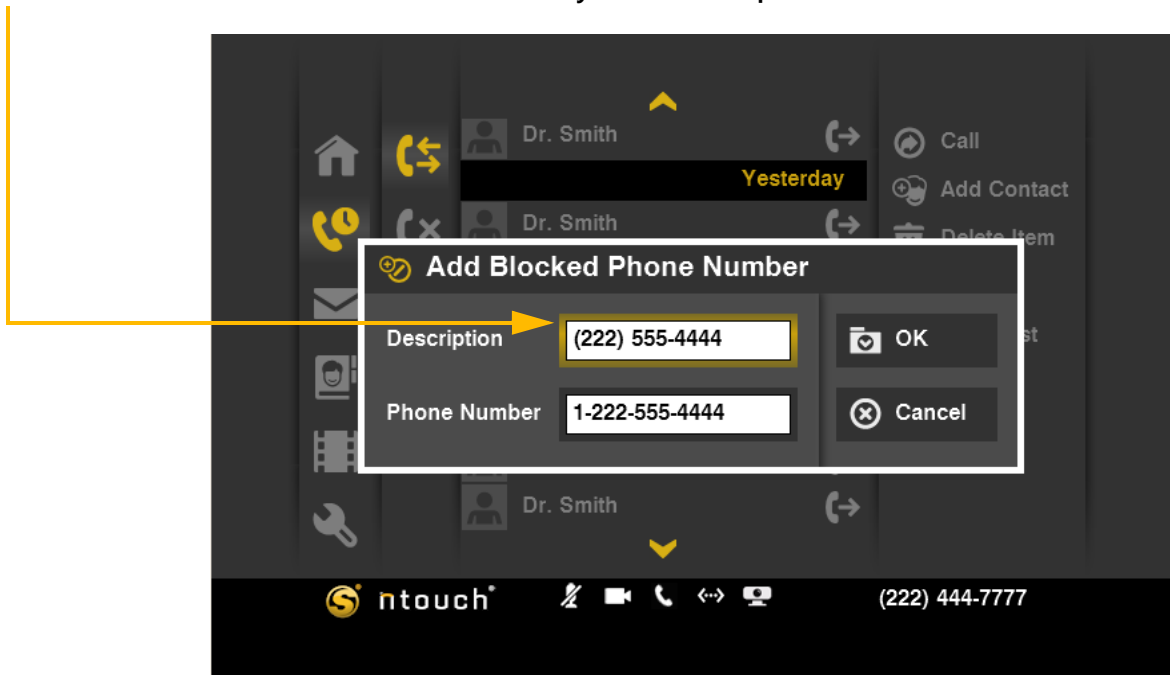


Figure 73: Add Block Phone Number dialog

Add Blocked Phone Number Details

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 3: 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.

Step 5. You will then be back at the list screen shown in Figure 69.

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.

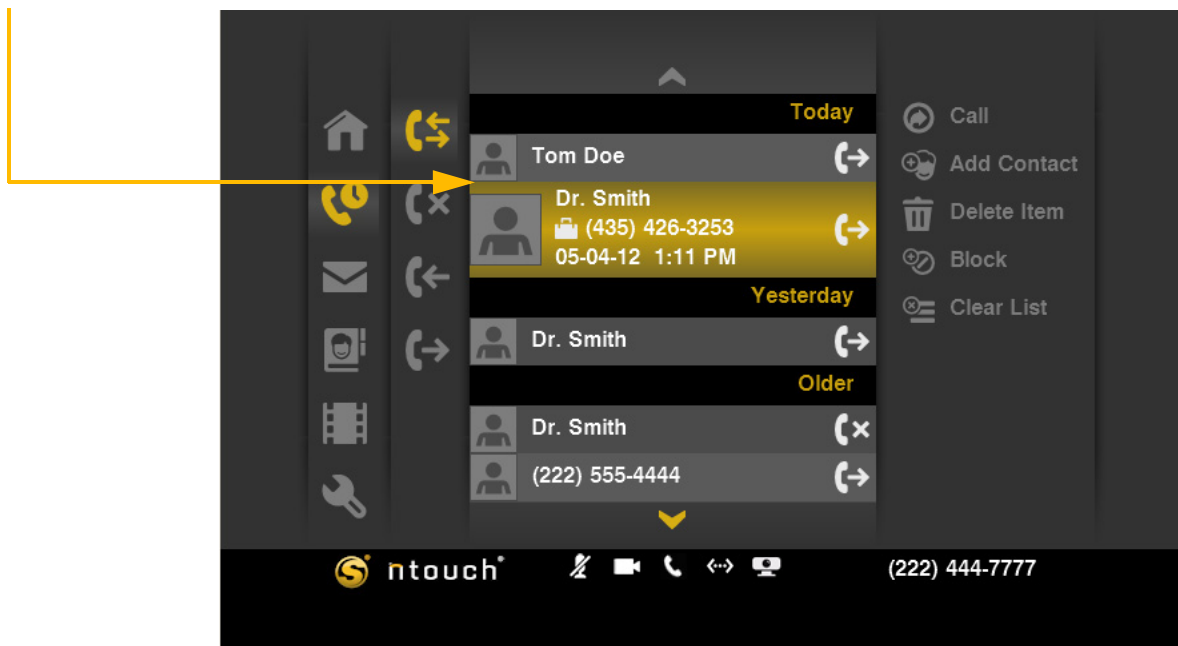


Figure 74: Call selected from list

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

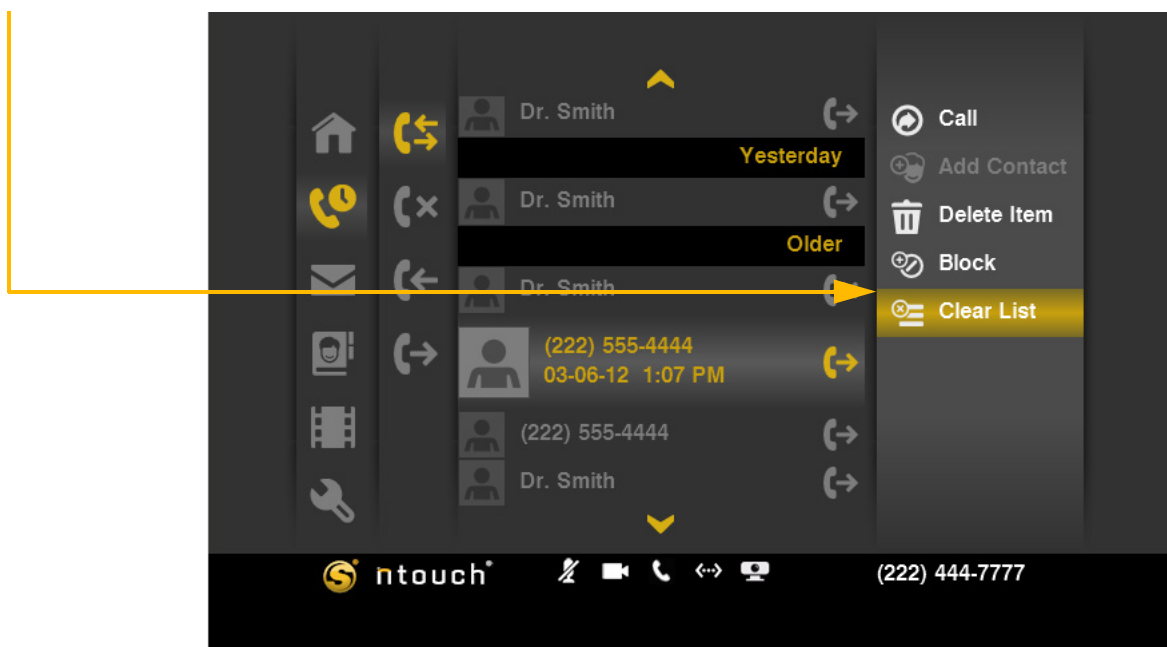


Figure 75: Clear List button

- 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**.

Do Not Show Option

Select the checkbox in the dialog if you do not want to see this confirmation dialog again in the future. All calls will then be immediately deleted when you select the Clear List button.

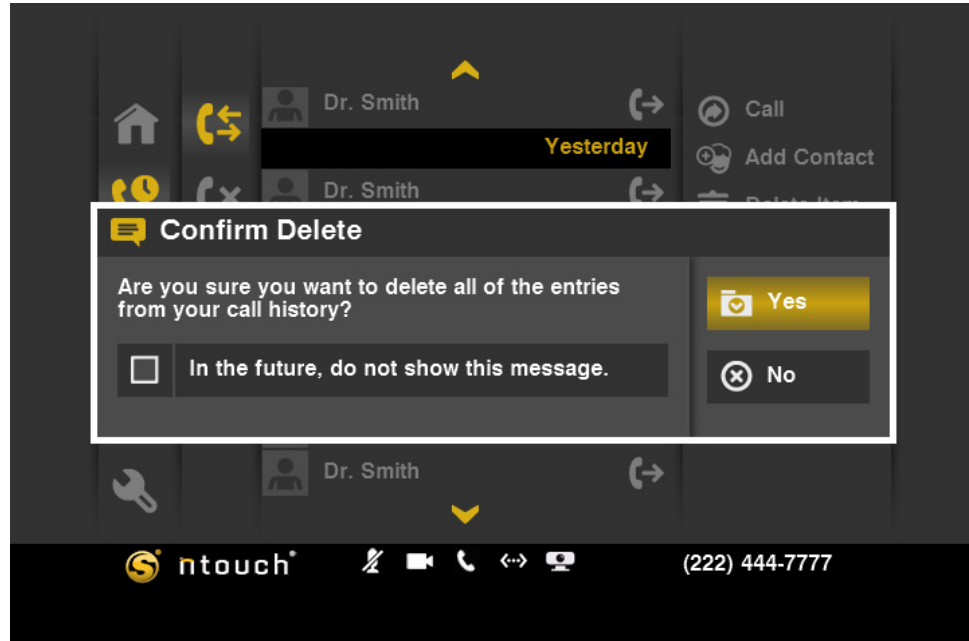


Figure 76: Delete Confirmation dialog

Note: Be careful when using the Clear List function. You cannot recover deleted call records.

- Step 4. You will then be back at the list screen shown in Figure 72.

View Your SignMails

ntouch VP's SignMail feature is now separate from the Video Center feature. You can now see all of your SignMails in a separate list.

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.

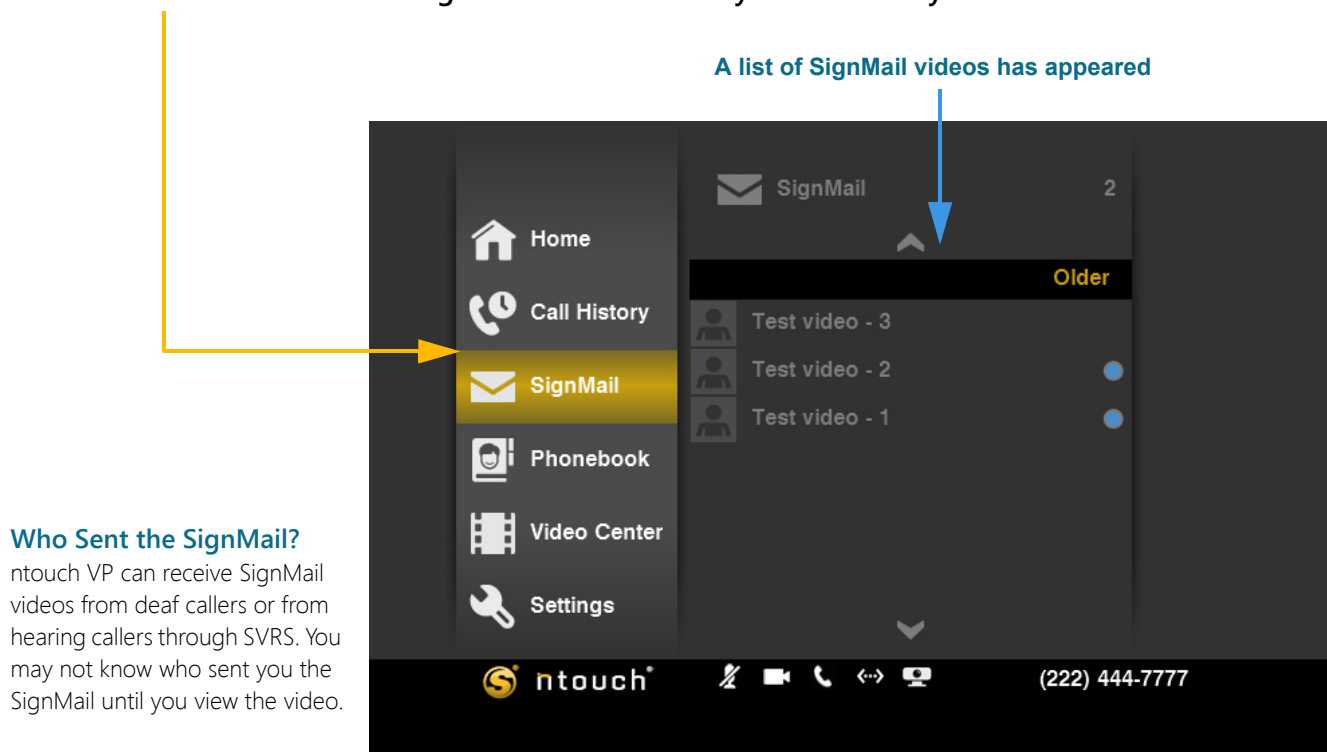


Figure 77: SignMail button and list

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.

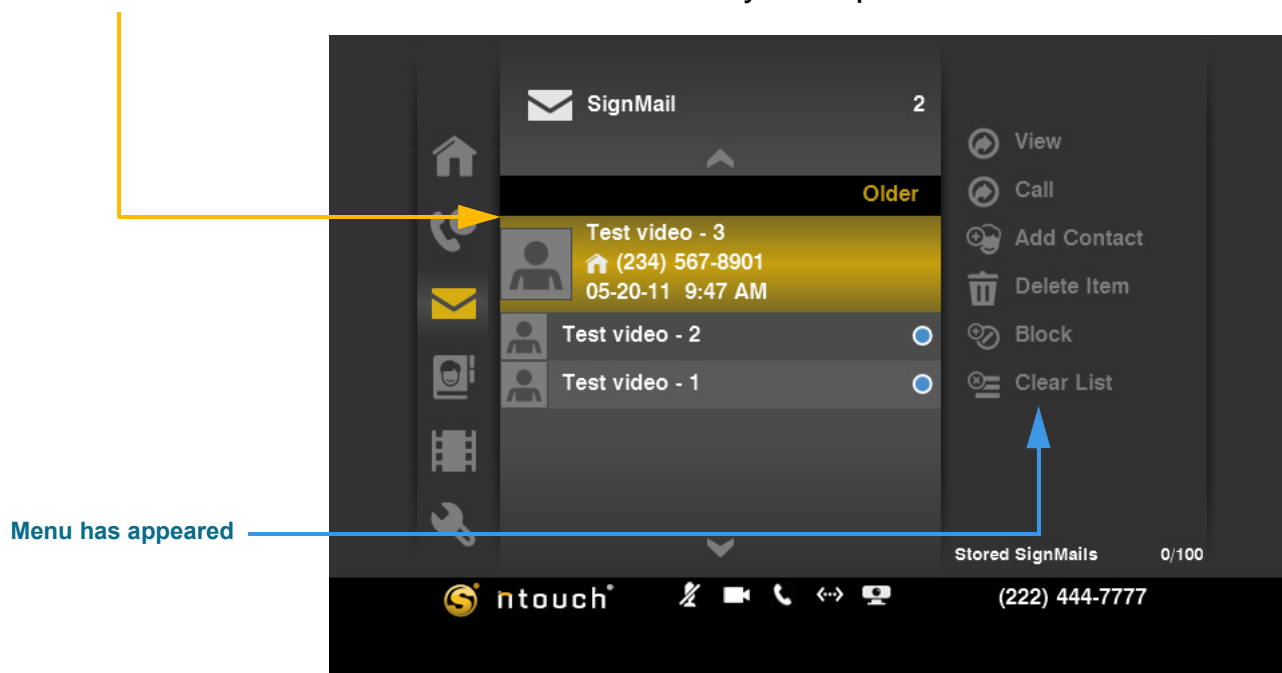


Figure 78: Video List, one selected

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).

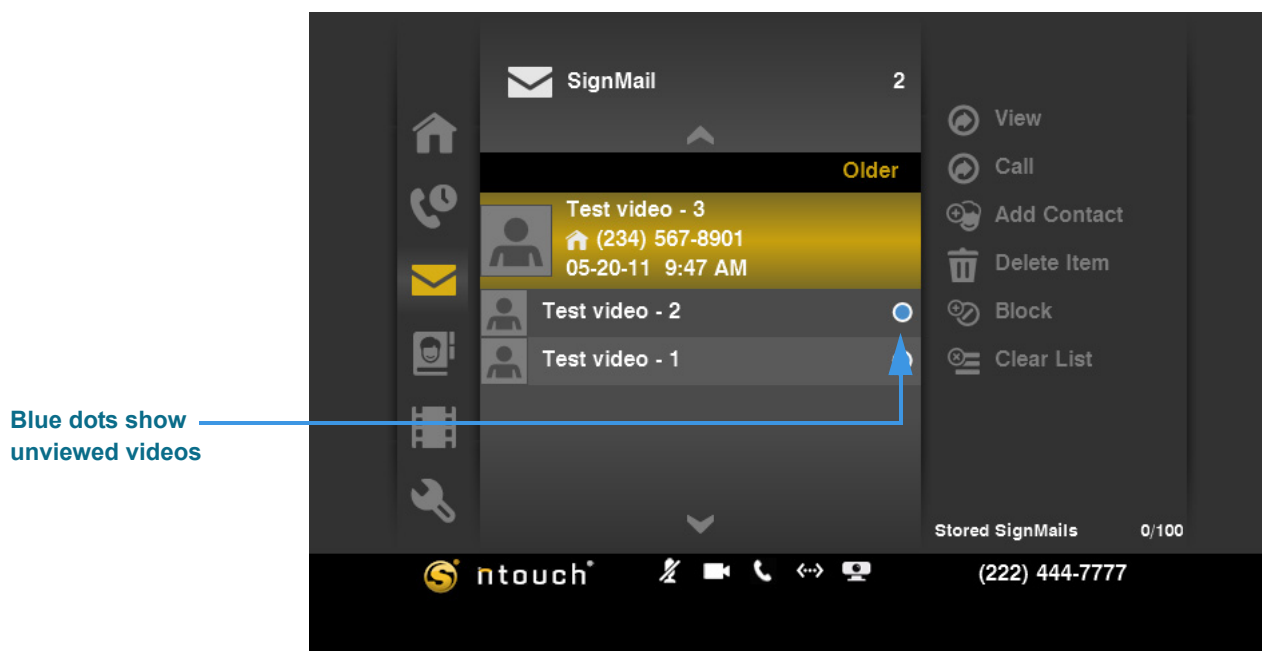


Figure 79: Blue dots show unviewed videos

Go on to the next few pages to learn how to use the menu functions on the 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.

Quick View with Remote

You can also view the highlighted video by pressing the Enter key on the remote.

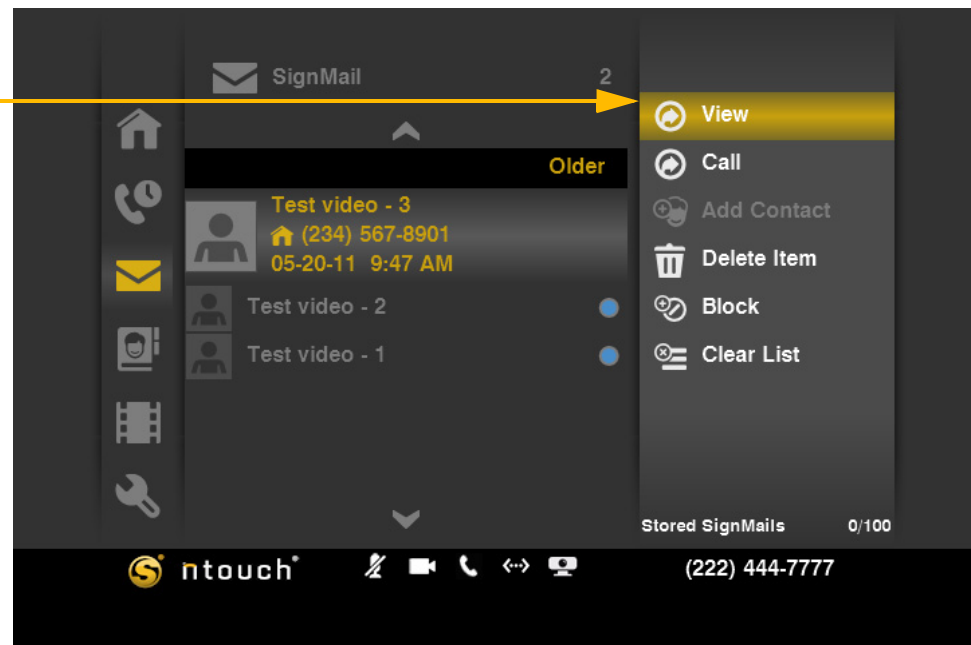


Figure 80: View button

- 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 81: 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.



Figure 82: View Video controls

View Video Details

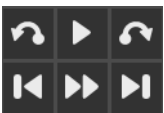
Feature	Description
Call button	Select this button to call the sender of this SignMail video.
Delete button	Select this button to permanently delete this video from the SignMail list.
Close button	Select this button to close the View Video screen and return to the SignMail list.
Download Status Indicator 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	<p>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.</p> <p>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.</p> 

Table 4: View Video details

- Step 4. Select **Close** when you are finished viewing the video.
- Step 5. You will then be back at the SignMail videos list screen.

To Call a Sender

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

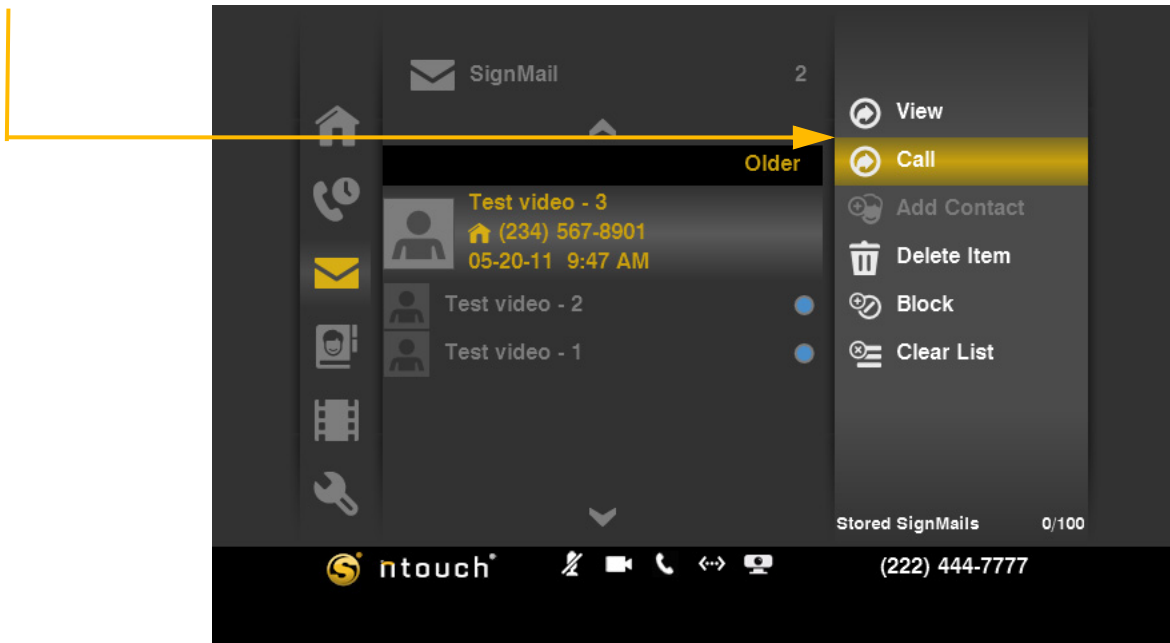


Figure 83: Call button

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

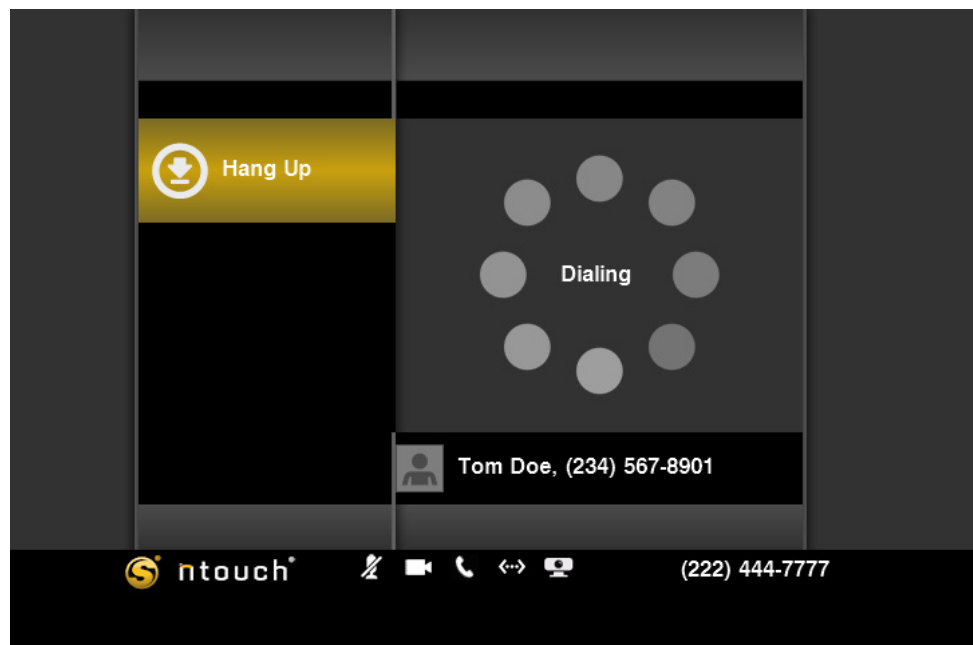


Figure 84: Dialing screen

Step 3. After you hang up, you will then be back at the SignMail videos list screen.

To Add a Contact

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

Gray Add Contact Button?

If the Add Contact button is grayed-out, a contact record has already been added for the sender of this video.

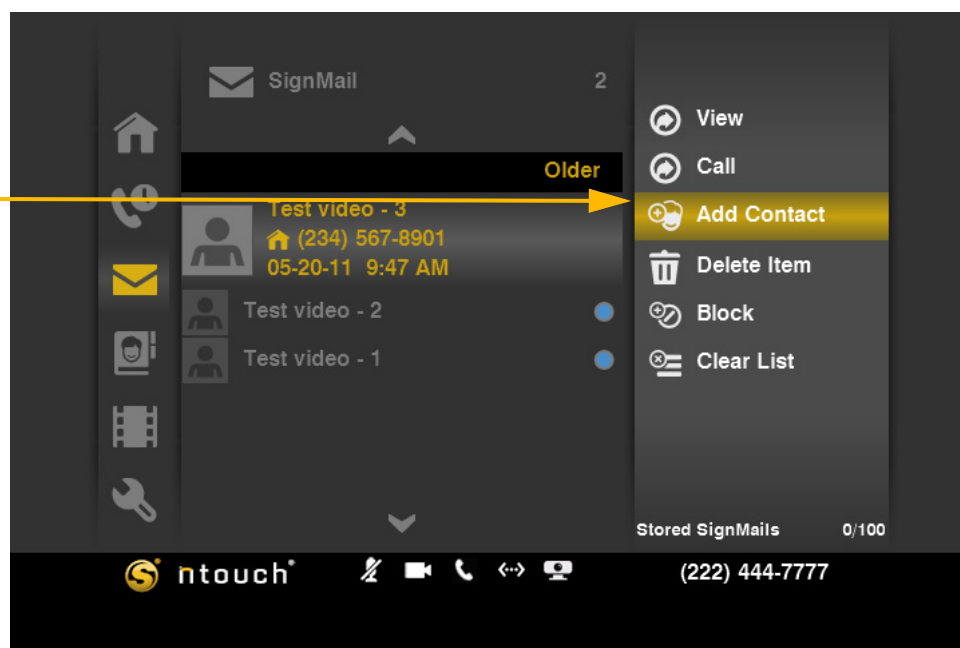


Figure 85: Add Contact button

Step 2. The Add 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 41.

Fields and buttons

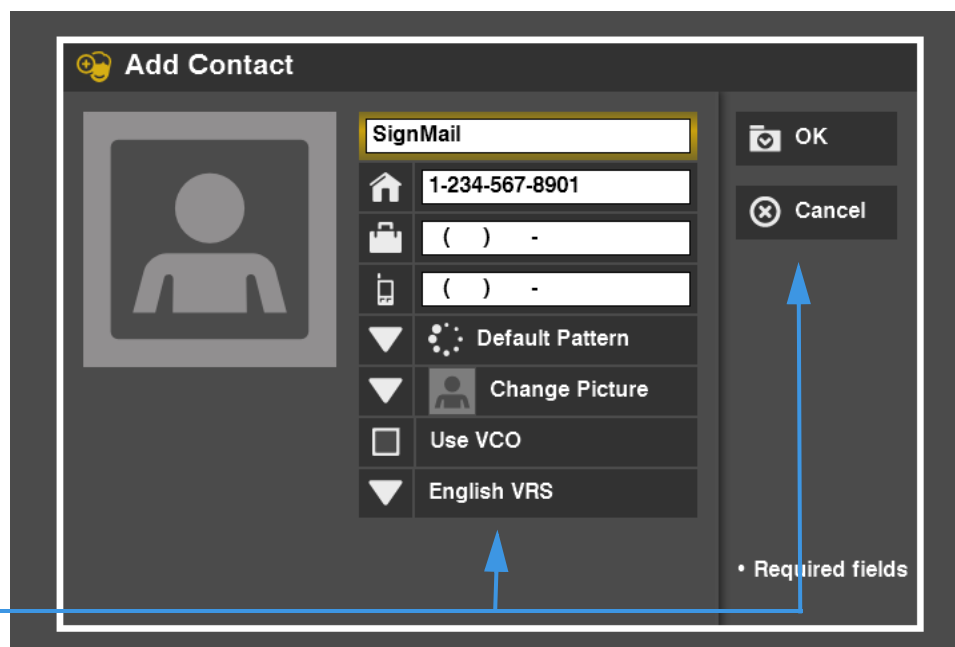


Figure 86: Add Contact screen

Step 3. Select **OK** to save the contact record. Select **Cancel** to exit without saving. You will then be back at the SignMail videos list screen.

To Delete a Video

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

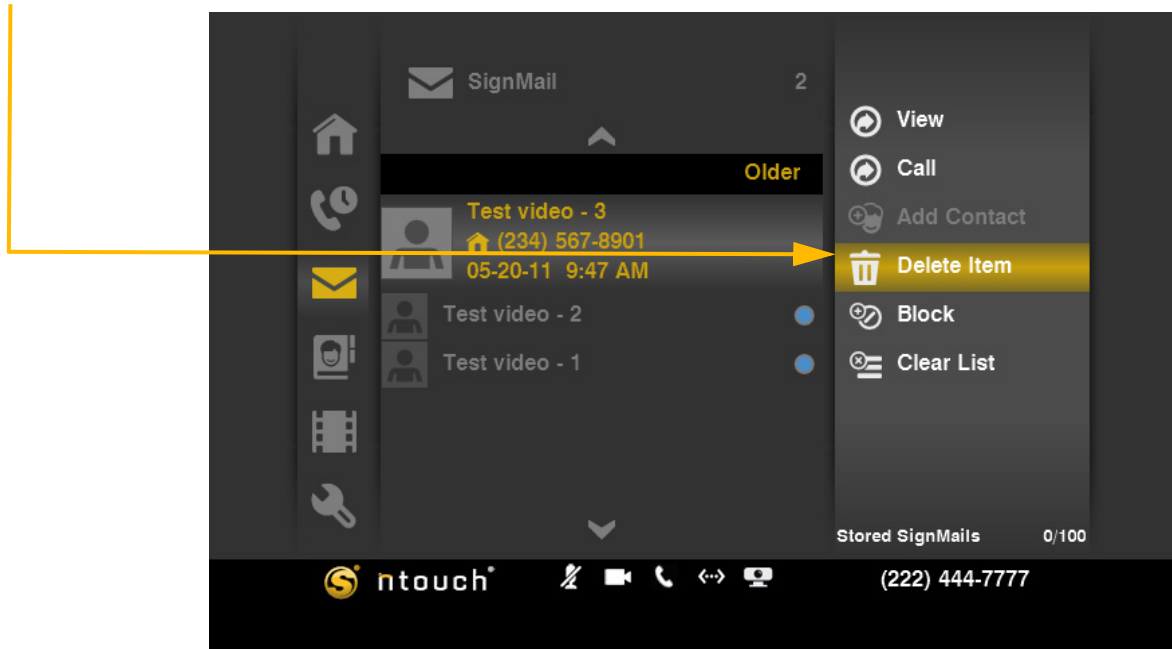


Figure 87: Delete Item button

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

Do Not Show Option

Select the checkbox in the dialog if you do not want to see this confirmation dialog again in the future. The video will then be immediately deleted when you select the Delete Item button.

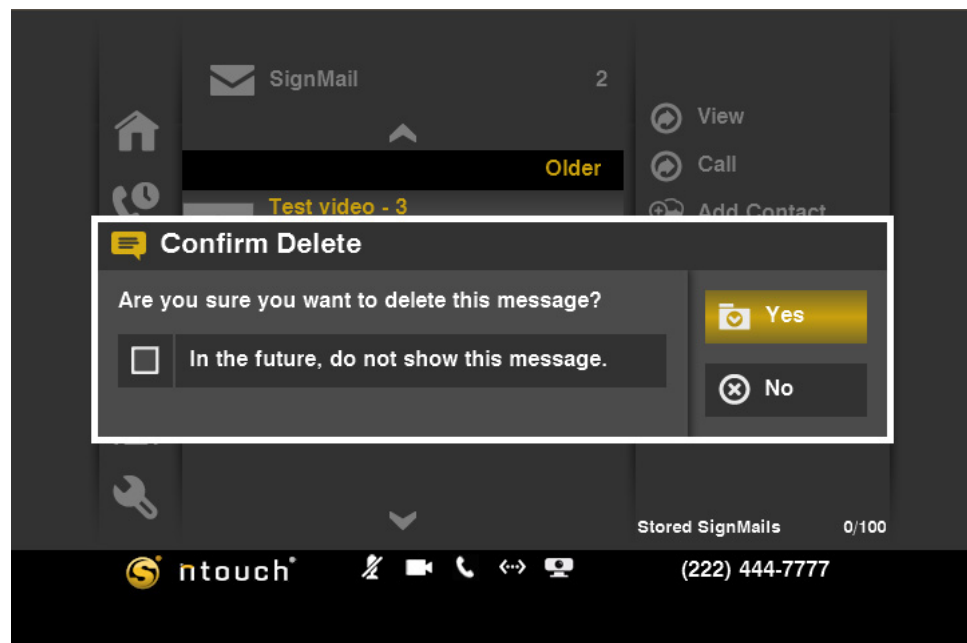


Figure 88: Confirm Delete dialog

Note: You cannot recover deleted videos.

Step 3. You will then be back at the SignMail videos list screen.

To Block a Sender

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

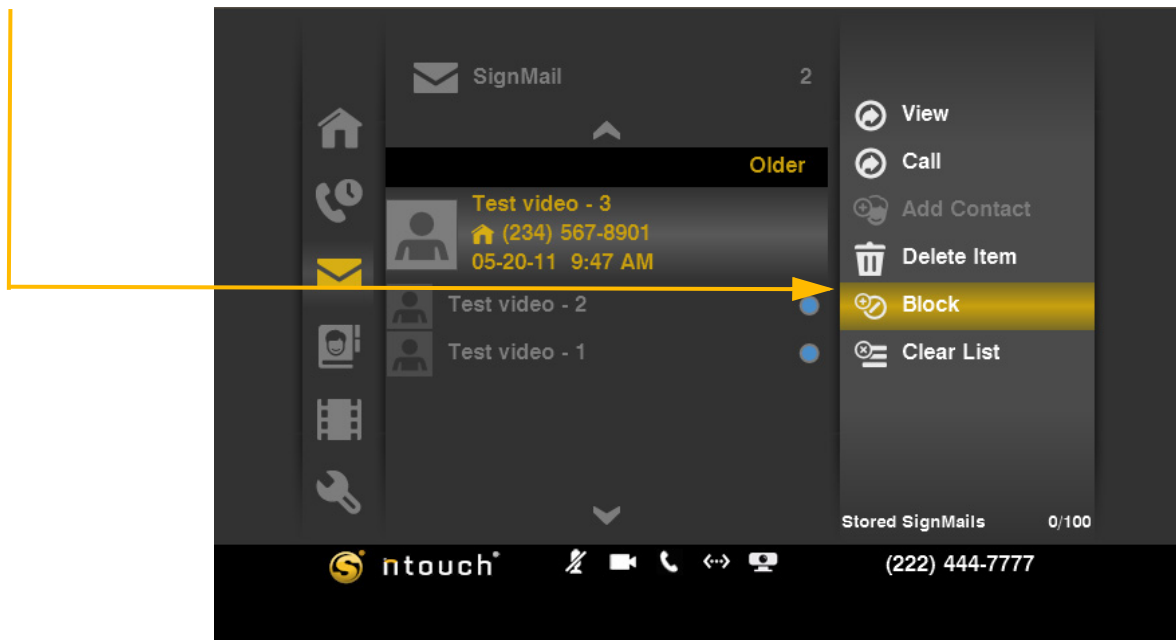


Figure 89: Block button

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.

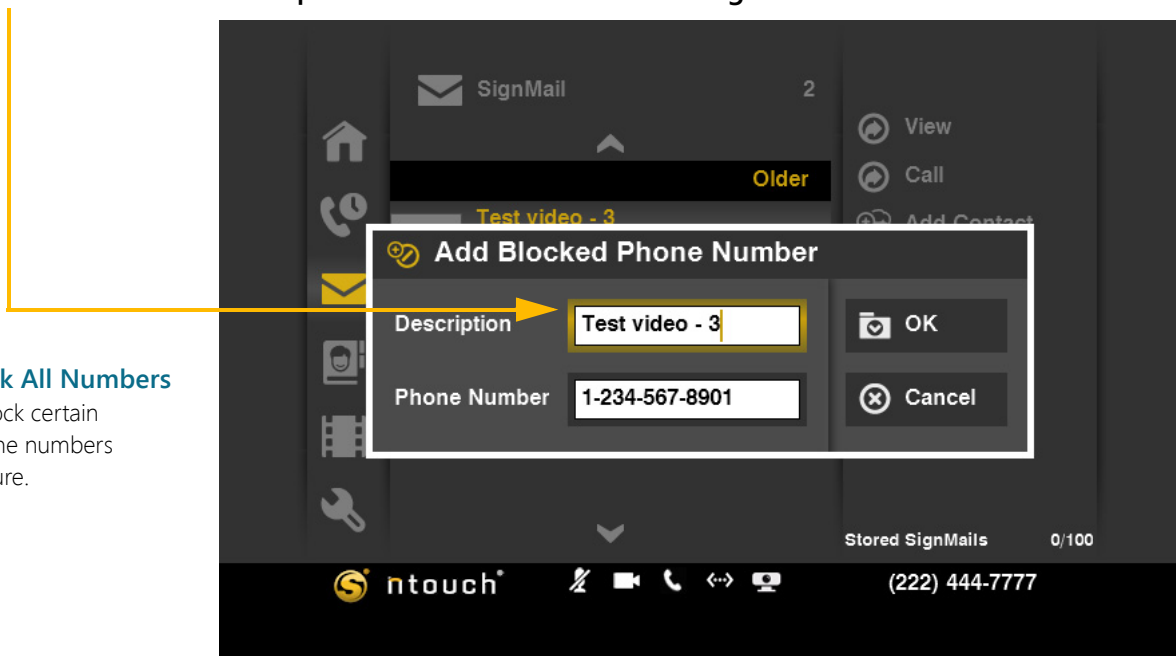


Figure 90: Add Blocked Phone Number dialog

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

Cannot Block All Numbers

You cannot block certain Sorenson phone numbers using this feature.

To Clear All Videos

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

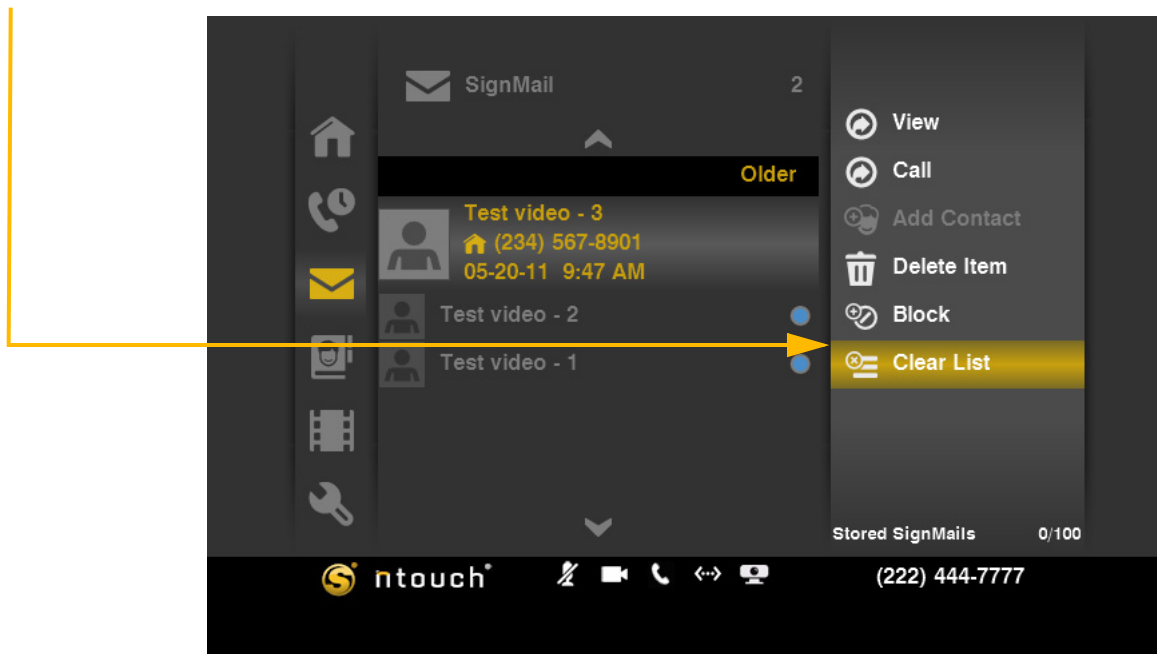


Figure 91: Clear List button

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

Do Not Show Option

Select the checkbox in the dialog if you do not want to see this confirmation dialog again in the future. All videos will then be immediately deleted when you select the Clear List button.

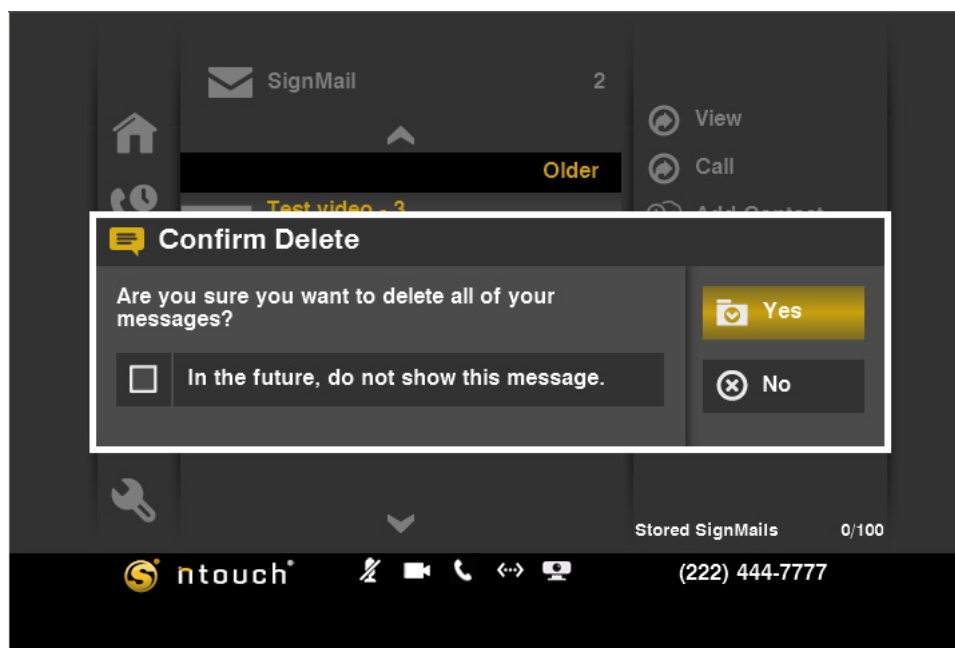


Figure 92: Confirm Delete dialog

Note: You cannot recover deleted videos.

Step 3. You will then be back at the SignMail videos list screen.

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 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.

Quick-Access Key

You can go directly to the Phonebook screen by pressing a key on the remote control. See Page 14.

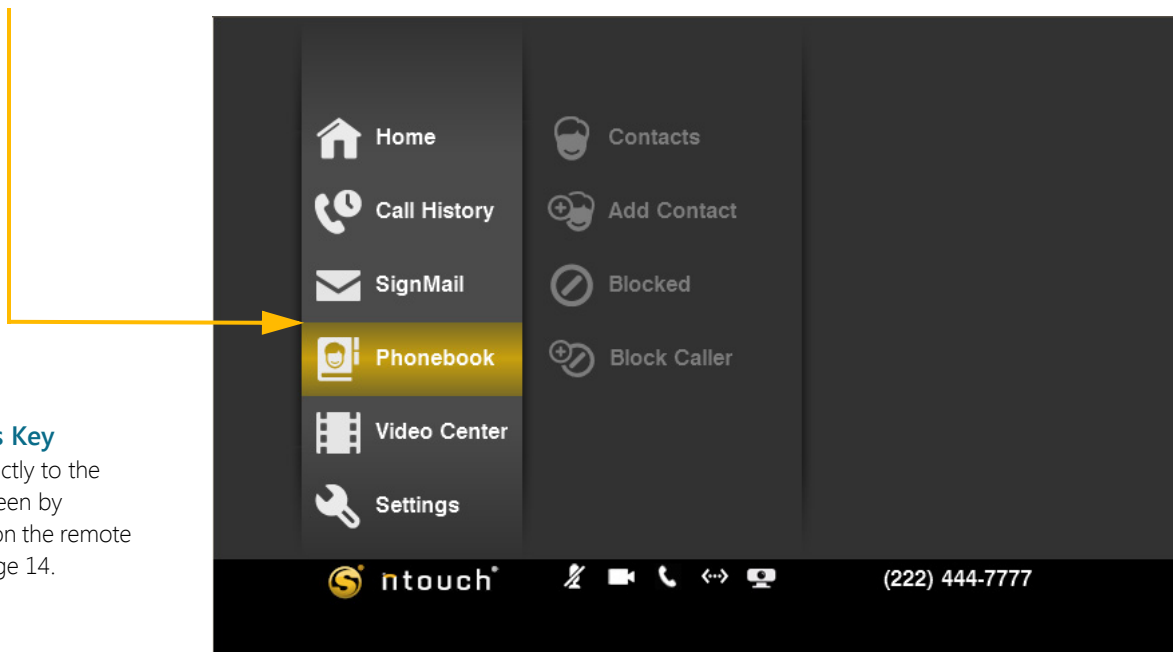


Figure 93: Phonebook button

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

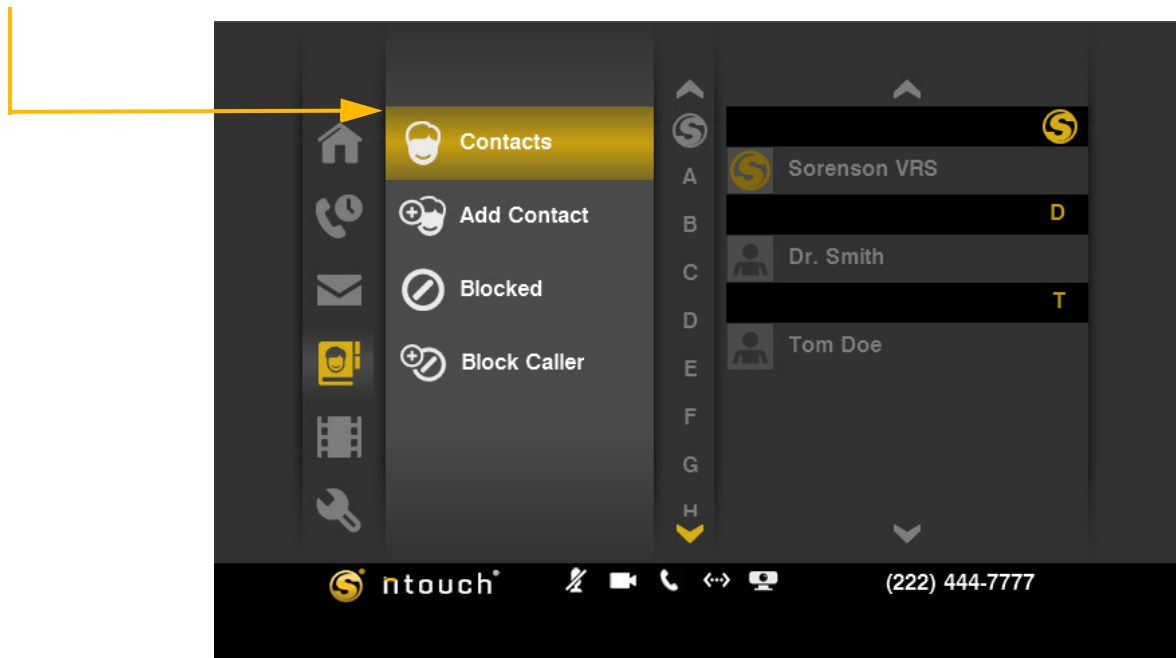


Figure 94: Contacts button

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.

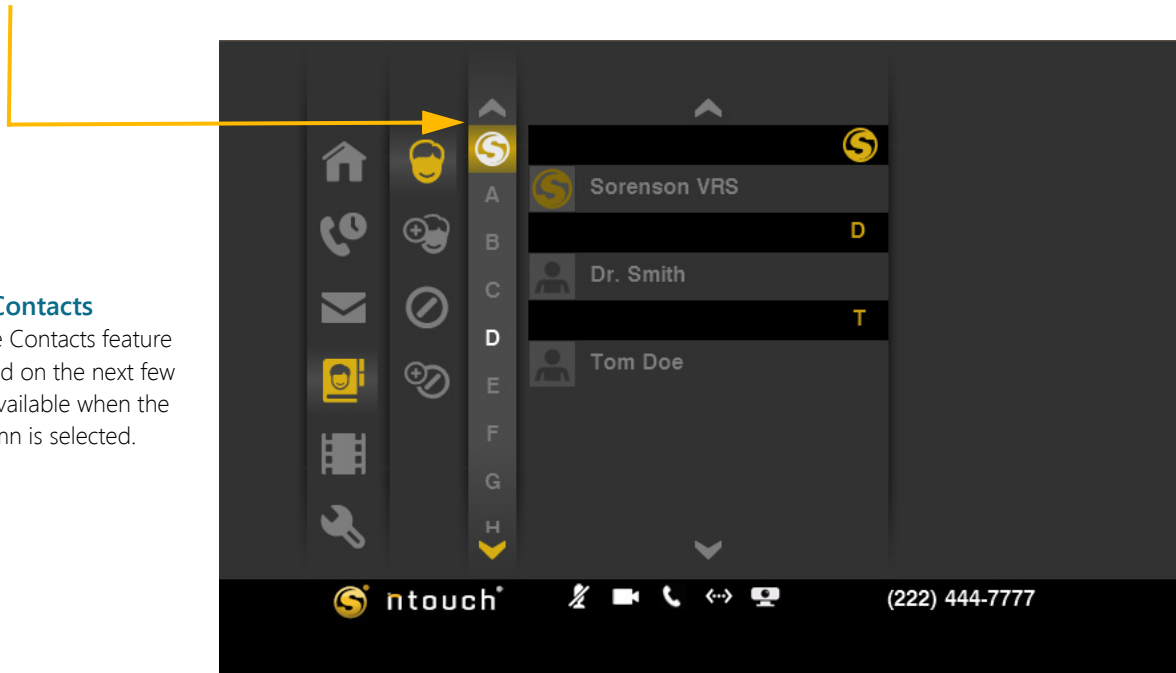


Figure 95: Alphabet column selected

Searchable Contacts

The Searchable Contacts feature that is described on the next few pages is also available when the Alphabet column is 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.

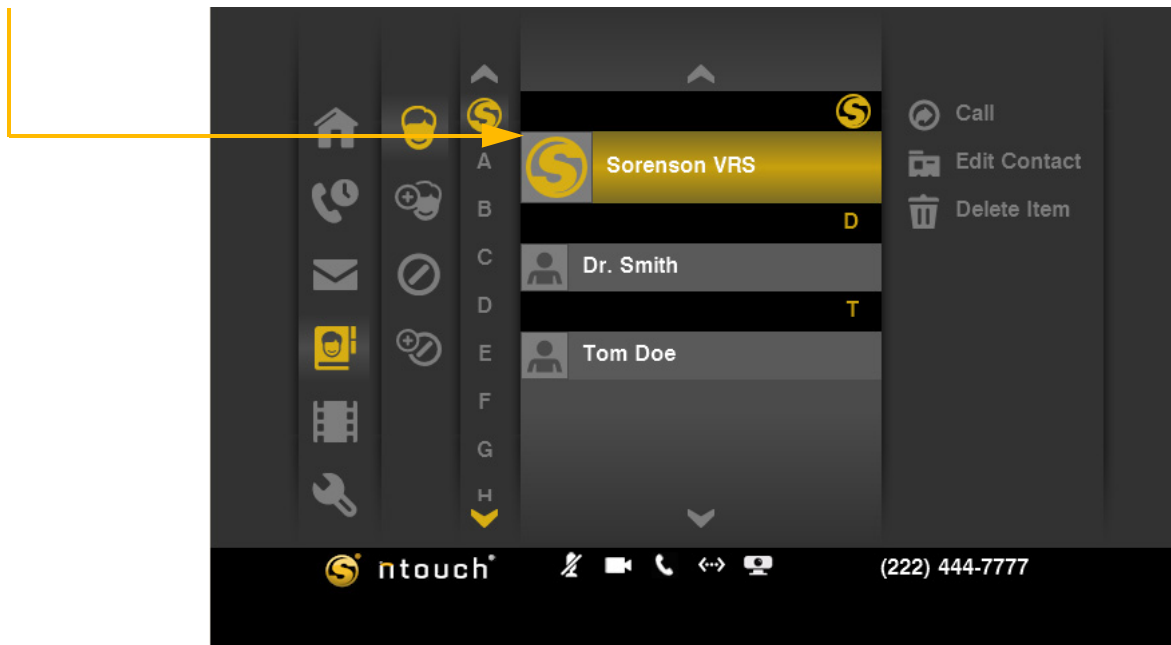


Figure 96: Contact record selected

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.

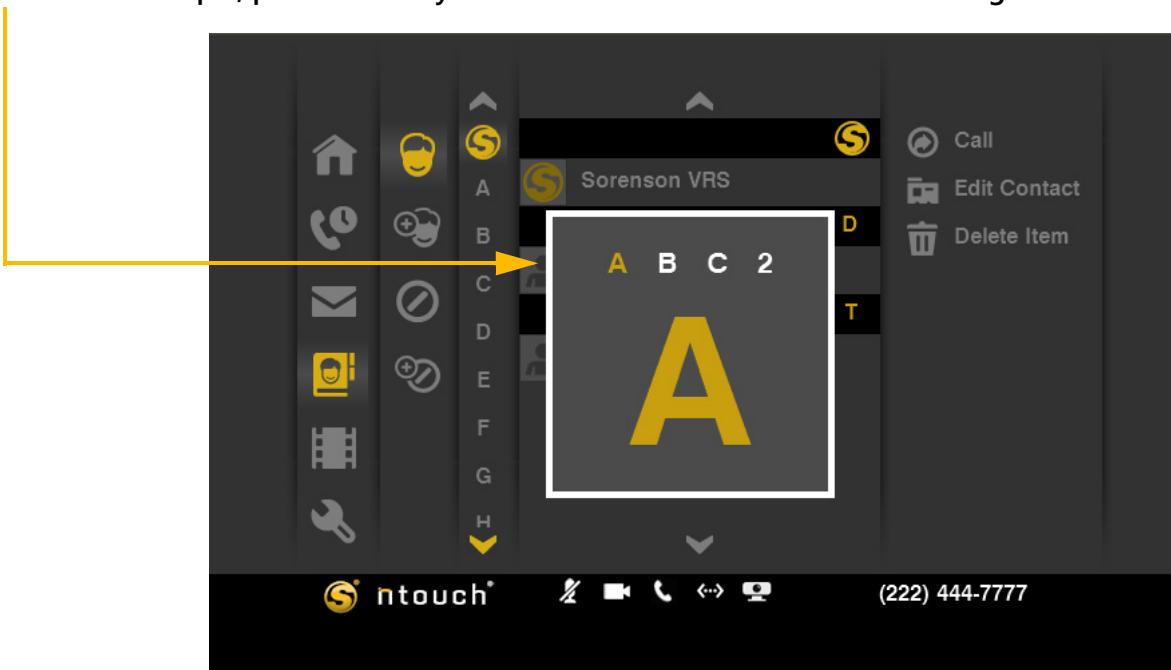


Figure 97: Searchable Contacts “A”

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.

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



Figure 98: Searchable Contacts "B"

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



Figure 99: Searchable Contacts "C"

Another Search Aid

You can also use the Page Up/Down rocker key on the remote control to move quickly through the names in the Contacts list.

Step 9. After a moment, ntouch VP will show you the contacts that match or are nearest to the letter you selected. You can also 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.

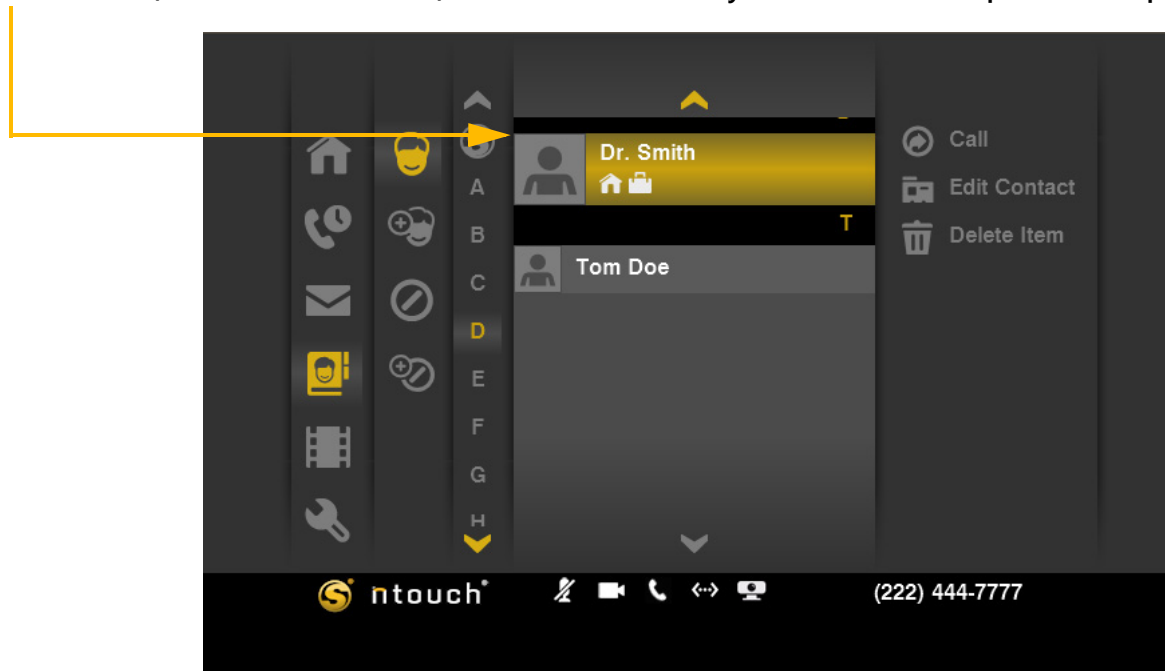


Figure 100: "Dr. Smith" contact record selected

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.

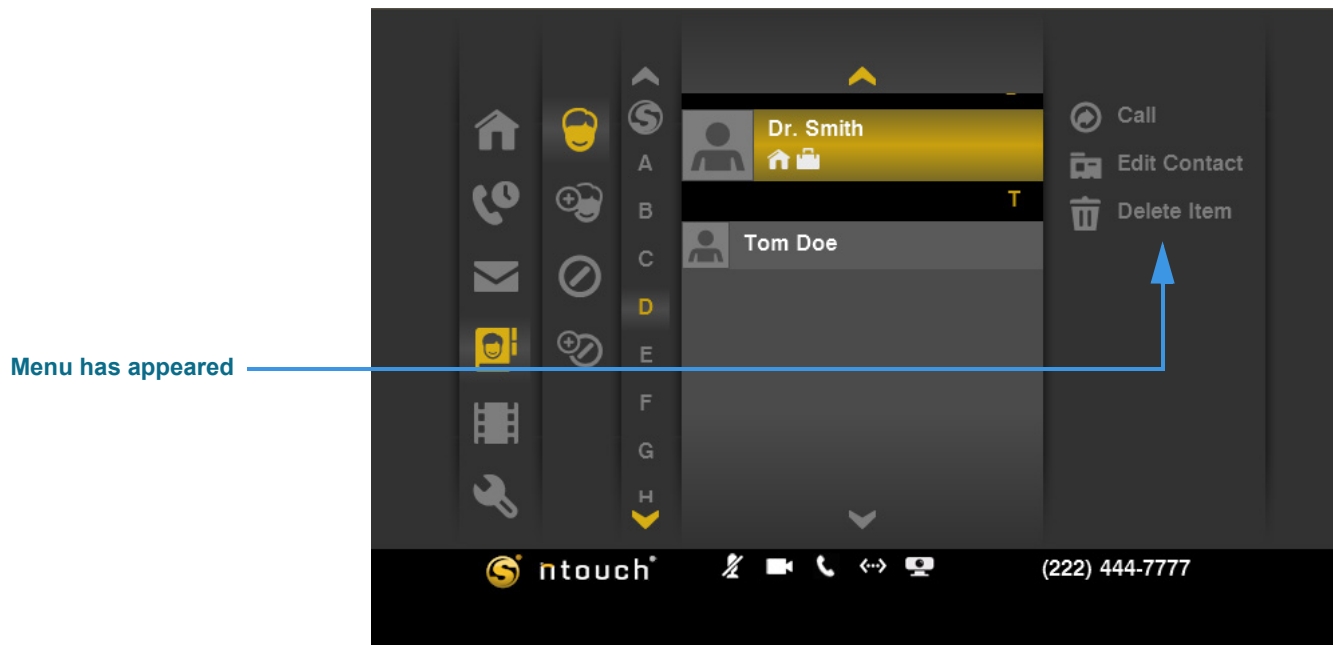


Figure 101: "Dr. Smith" contact record selected

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.

To Call a Contact

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

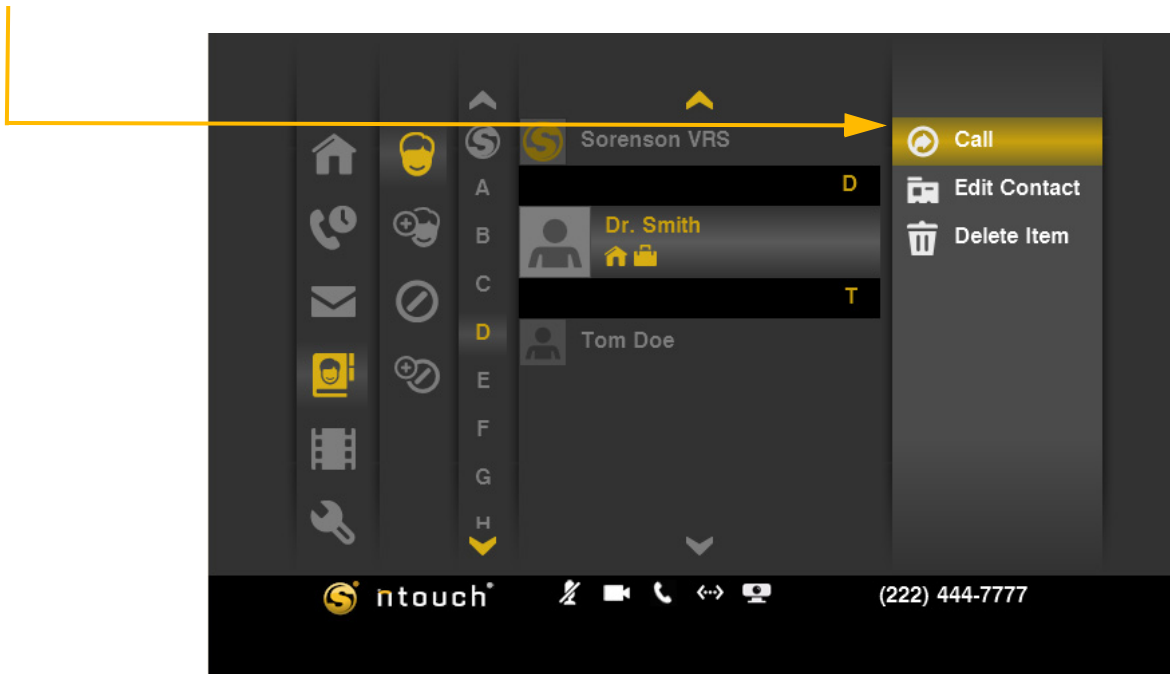


Figure 102: "Dr. Smith" contact record selected

- 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.

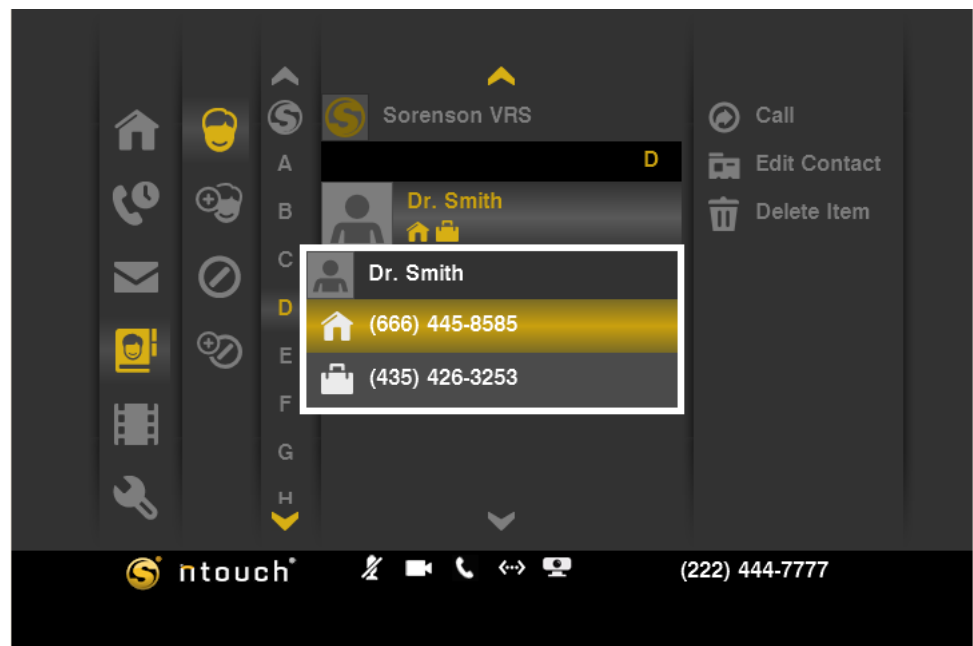


Figure 103: Multiple number dialog

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

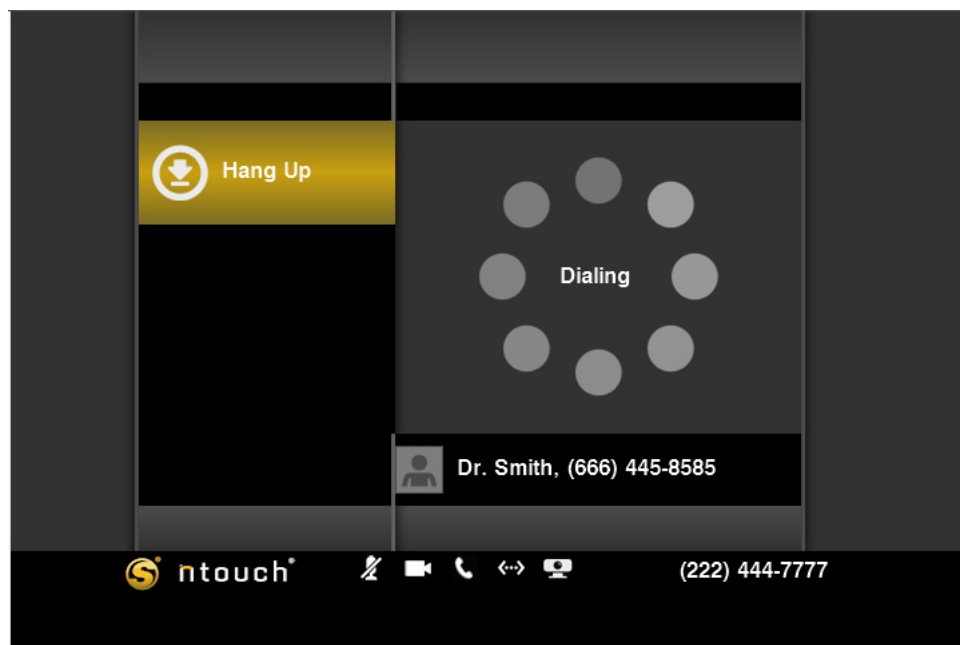


Figure 104: Dialing screen

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.

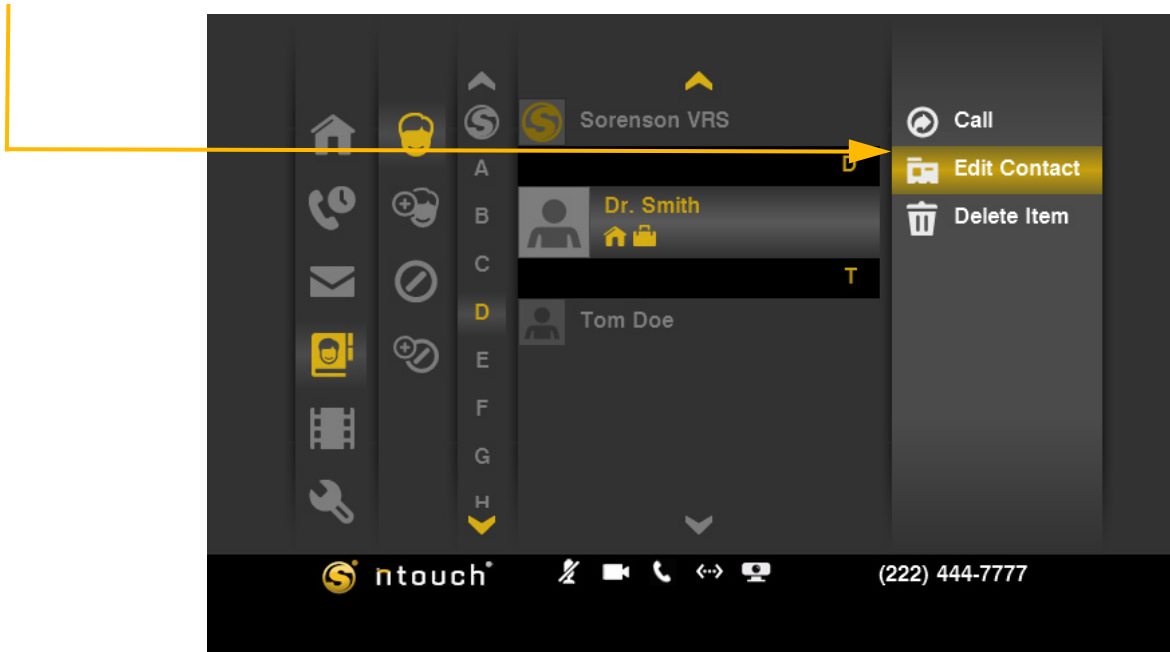


Figure 105: Edit Contact button

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 41.

Fields and buttons

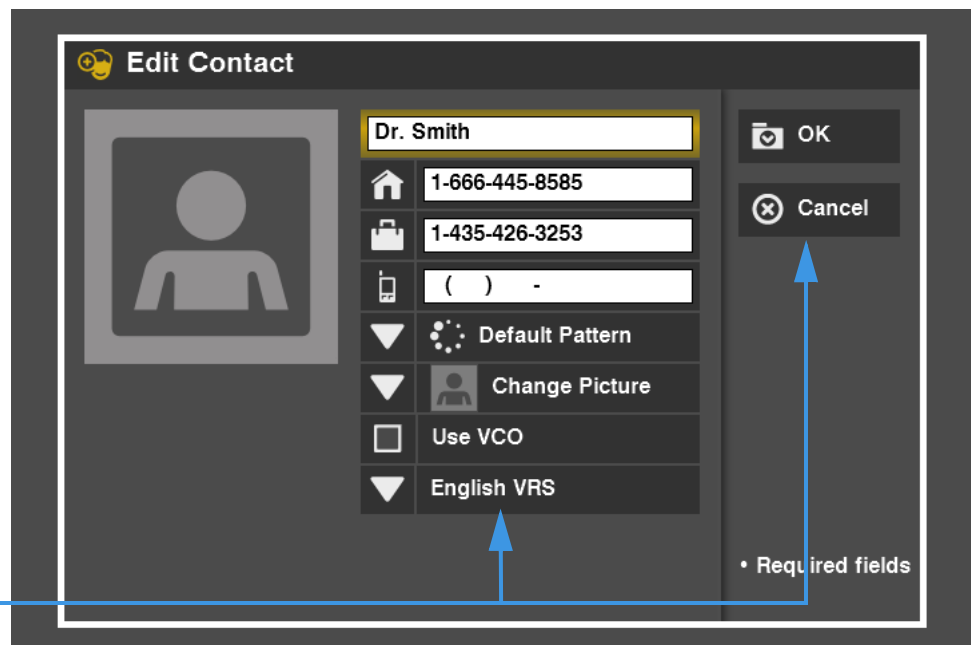


Figure 106: Edit Contact screen

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.

To Delete a Contact

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

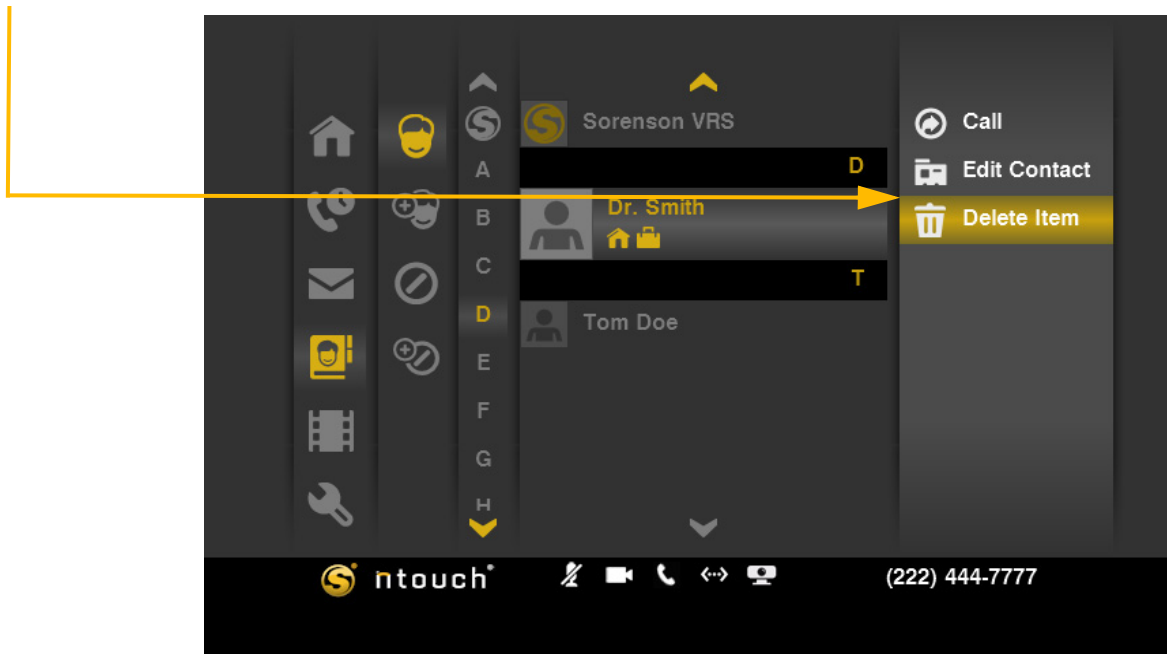


Figure 107: Delete Contact button

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

Do Not Show Option

Select the checkbox in the dialog if you do not want to see this confirmation dialog again in the future. The contact will then be immediately deleted when you select the Delete Item button.

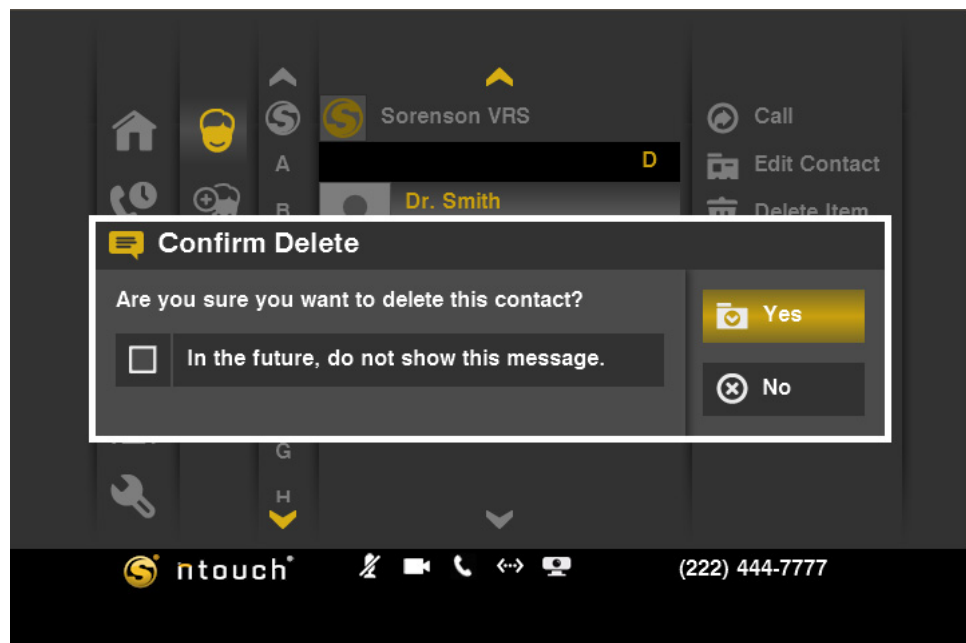


Figure 108: Confirm Delete dialog

Note: You cannot recover deleted contacts.

Step 3. You will then be back at the Contacts list screen.

To Add a Contact

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

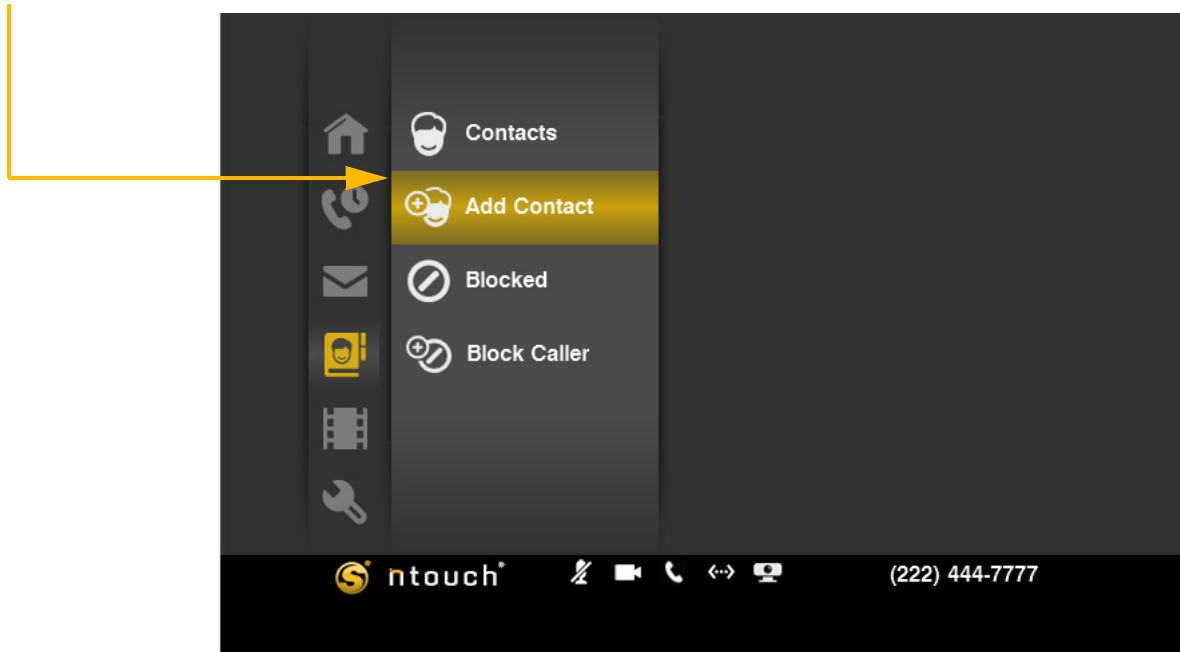


Figure 109: New Contact button

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 41.

Fields and buttons

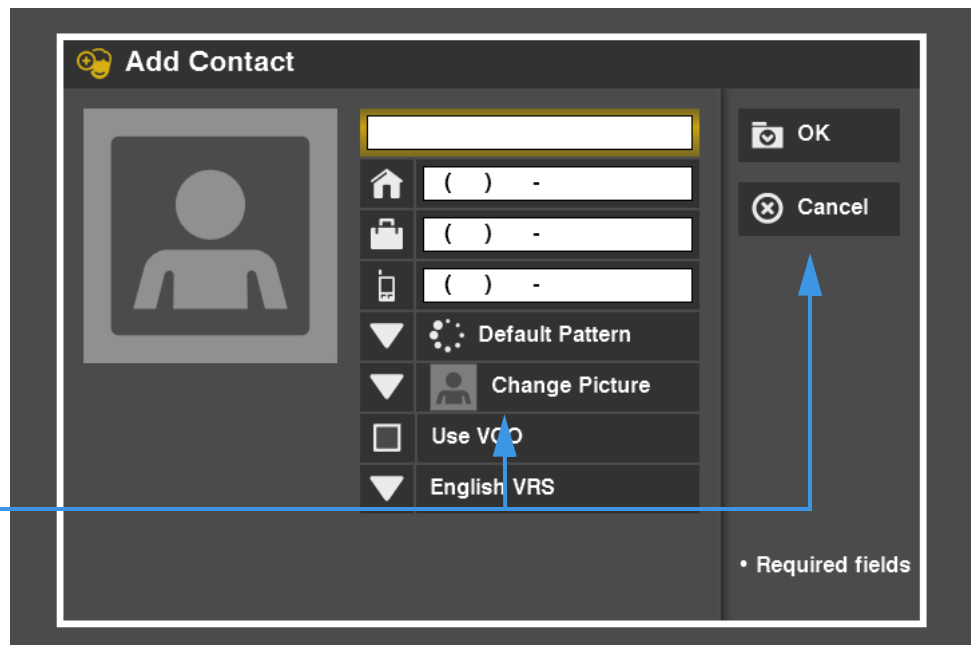


Figure 110: Add Contact screen

- 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.

Want to Use VCO?
If you want to use VCO for all your SVRS calls, see Page 24 for instructions.

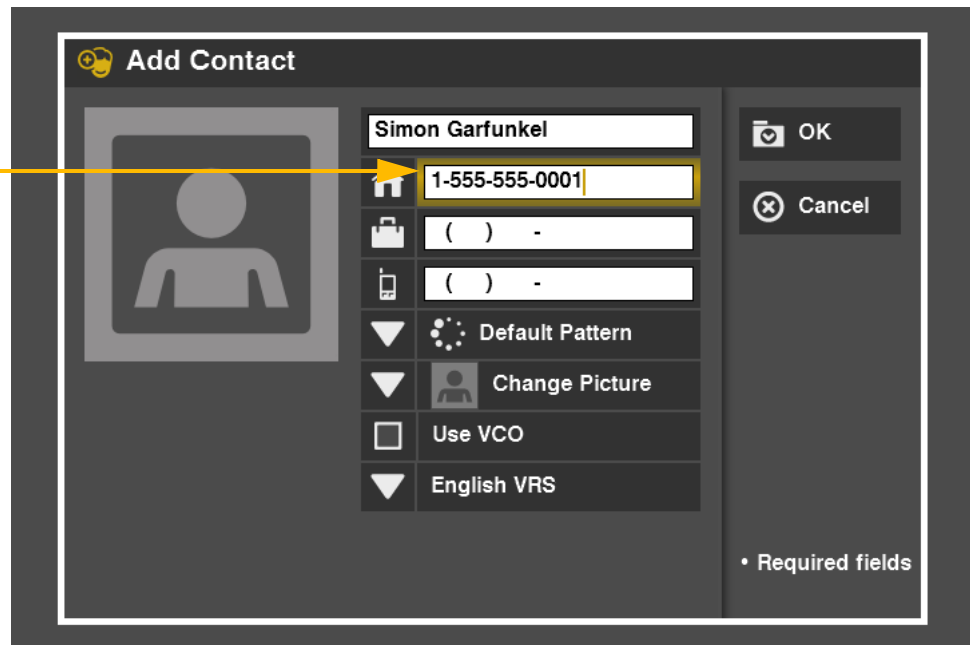


Figure 111: Name and number entered

- 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.

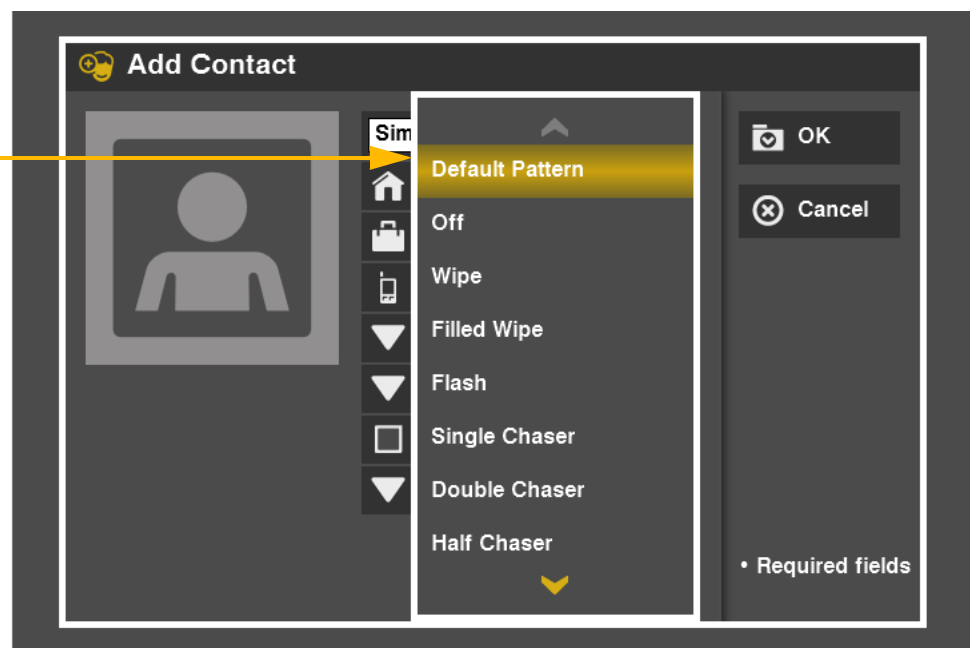


Figure 112: LightRing pattern drop-down list

- Step 5. Select the **Change Picture** drop-down list to select an avatar for this contact.

- Step 6. To show your preference for a Spanish VRS interpreter, select that option from the drop-down list. When finished, select **OK** to save the contact record.

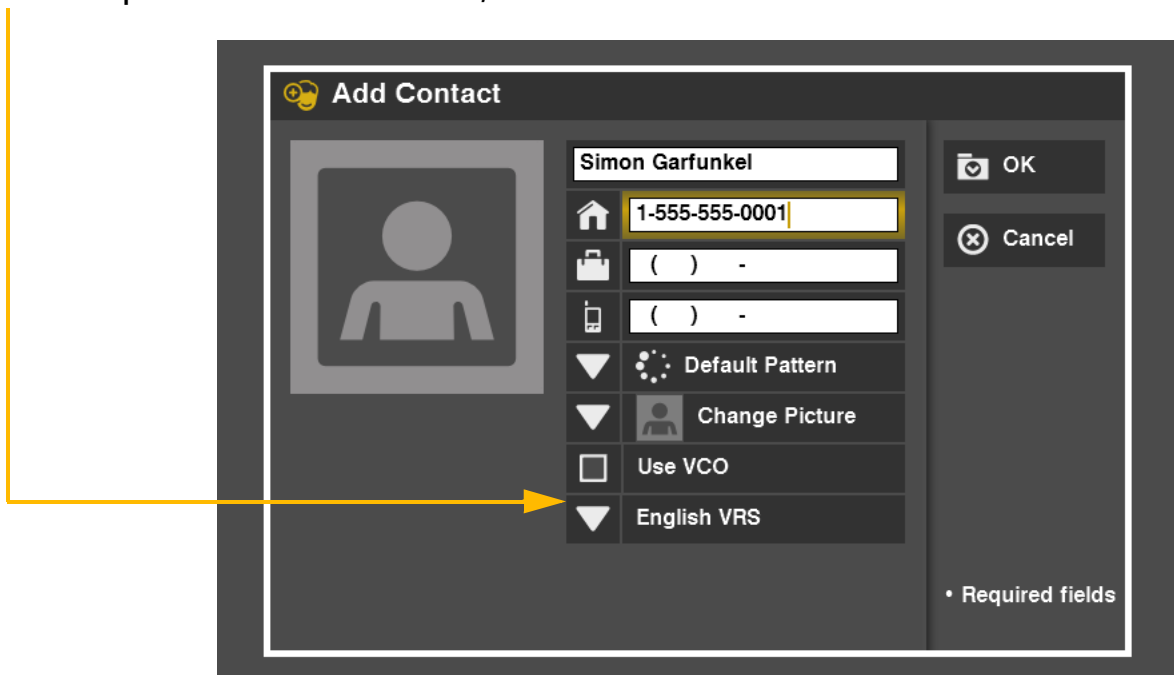


Figure 113: OK button on Add Contact screen

- Step 7. A "Please Wait..." message may be shown briefly as the record is added. You will then be back at the screen shown in Figure 109.

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.

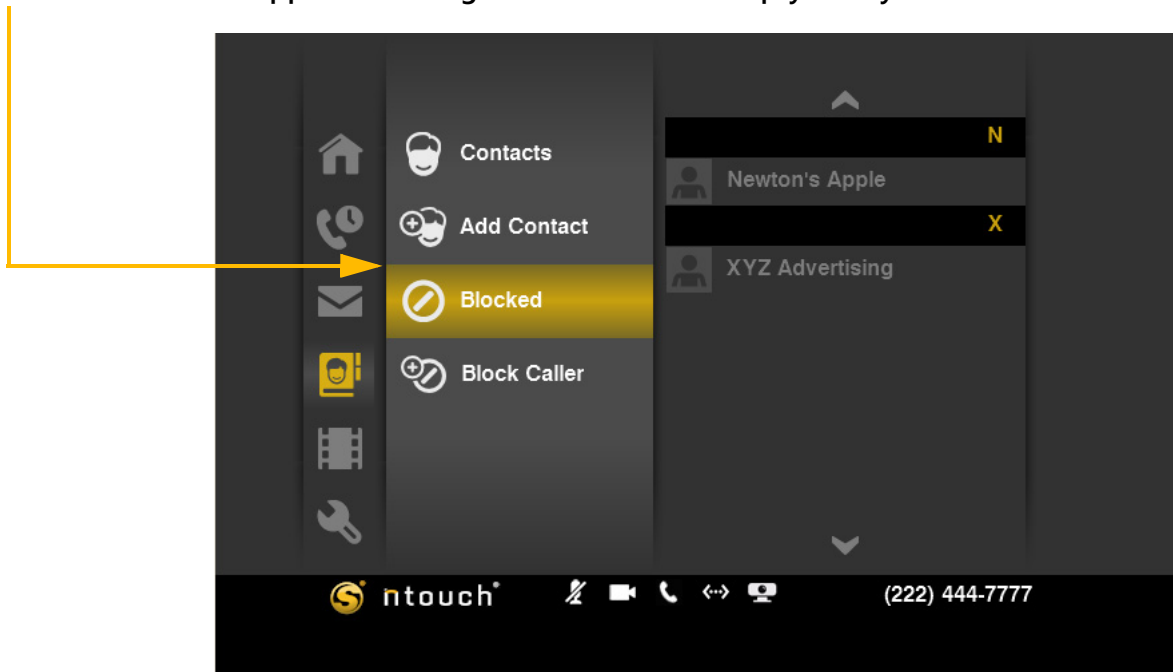


Figure 114: Blocked button

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."

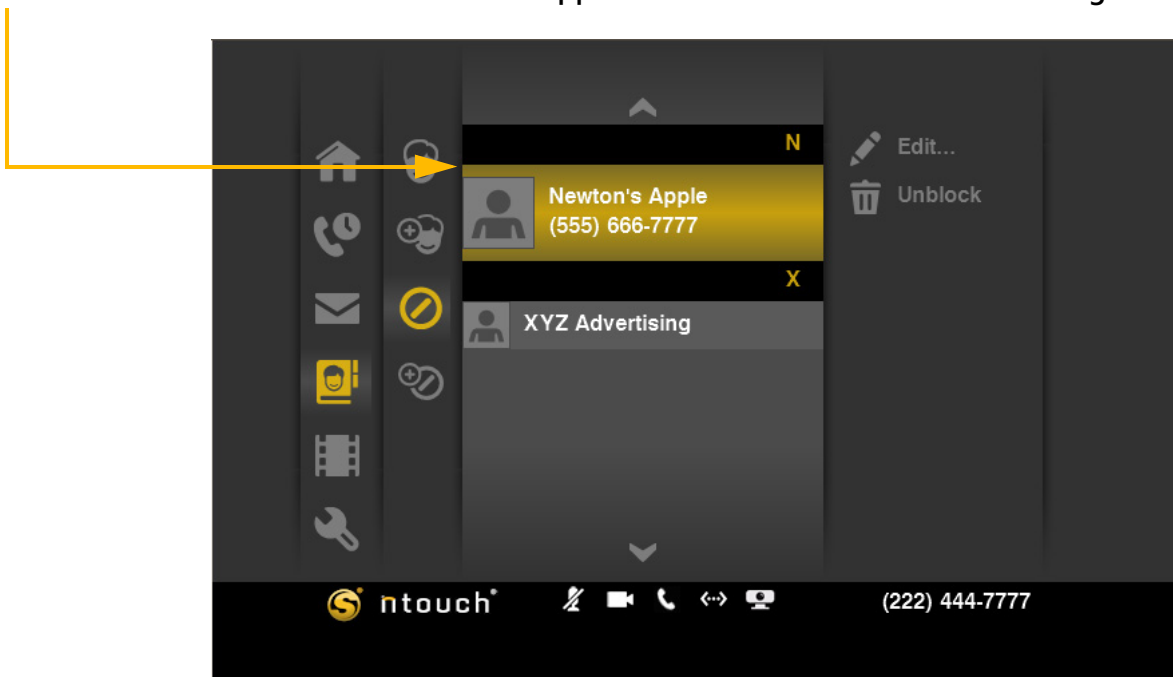


Figure 115: Block list

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

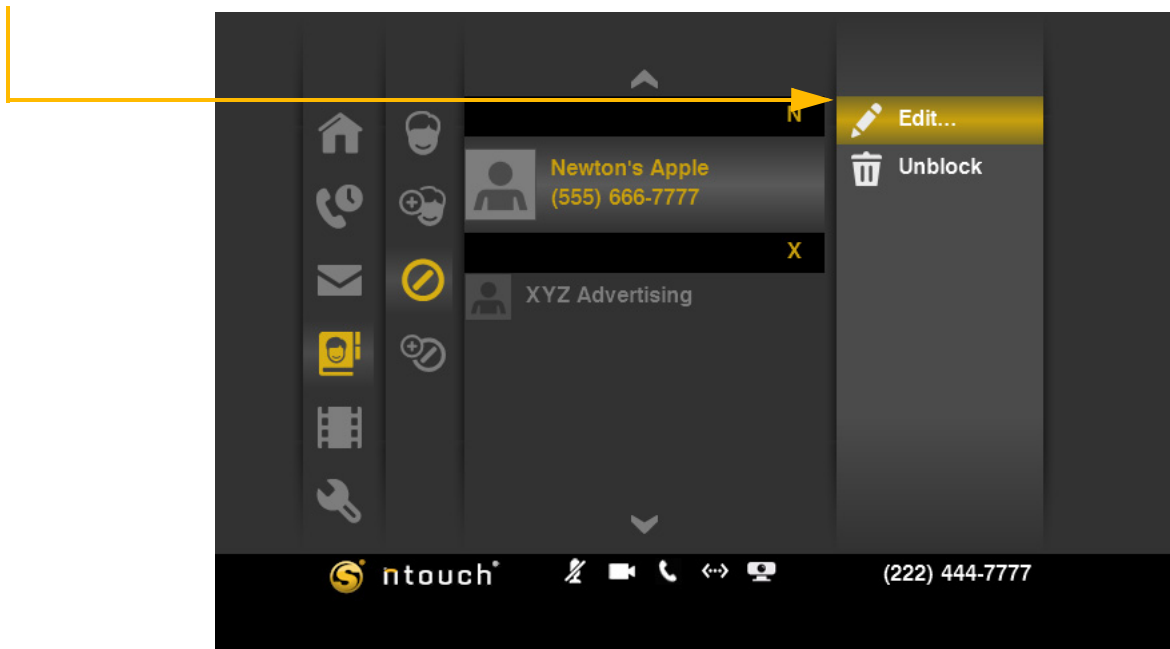


Figure 116: Edit... button

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.

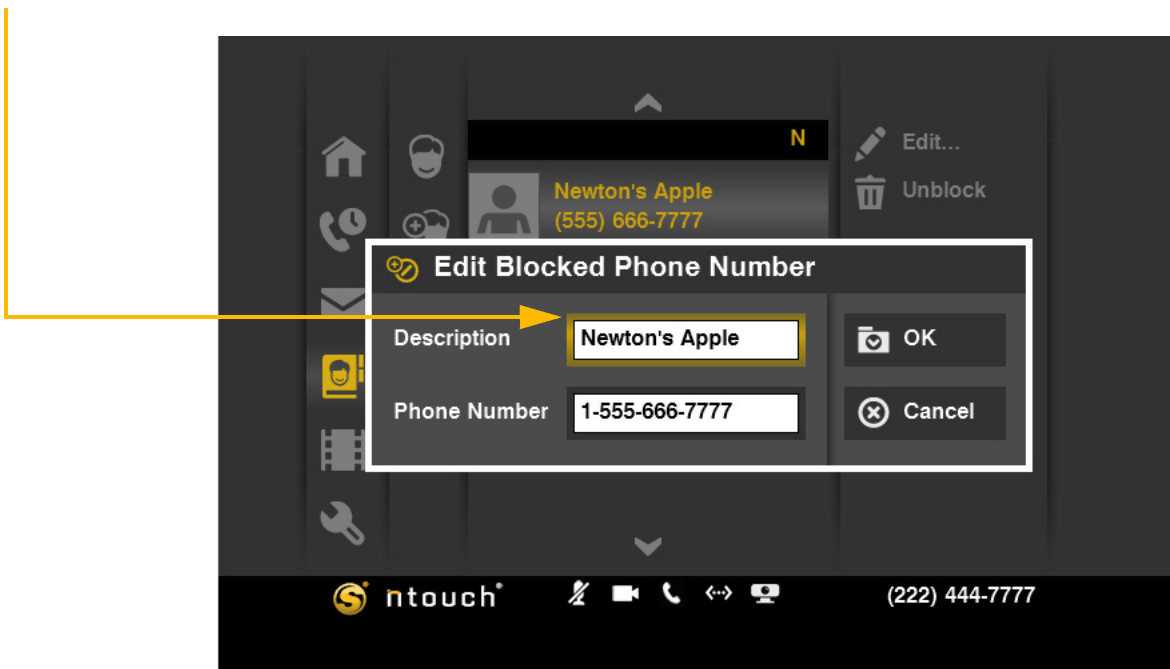


Figure 117: Edit Blocked Phone Number dialog

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 from the menu.

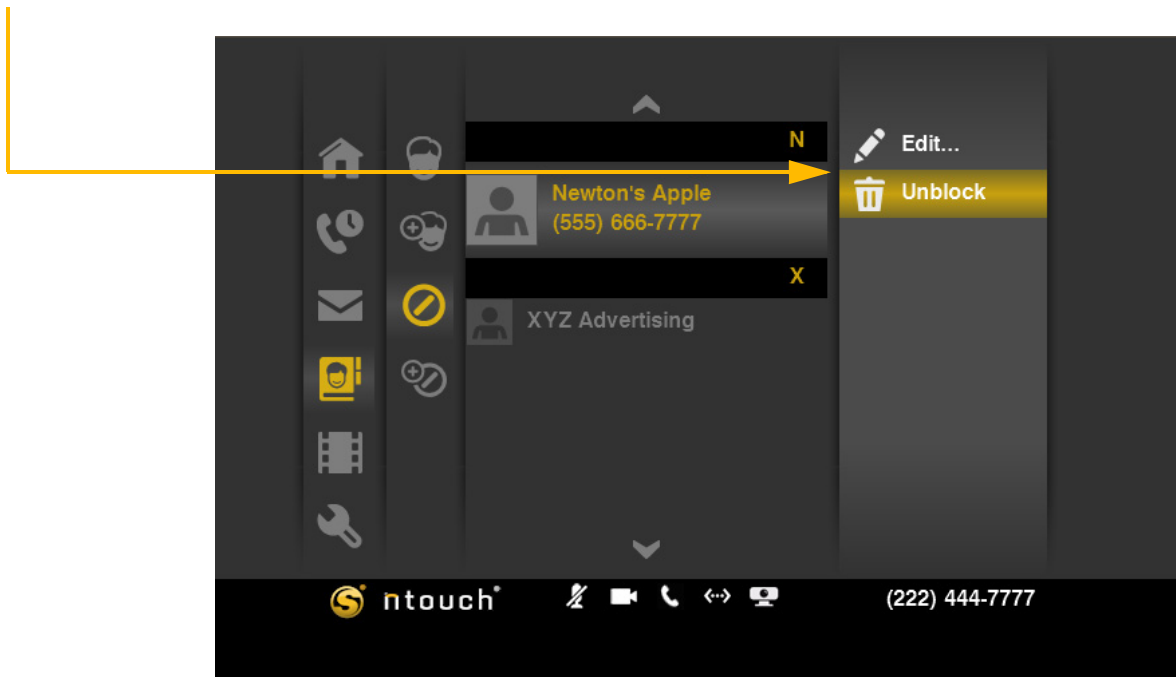


Figure 118: Unblock button

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

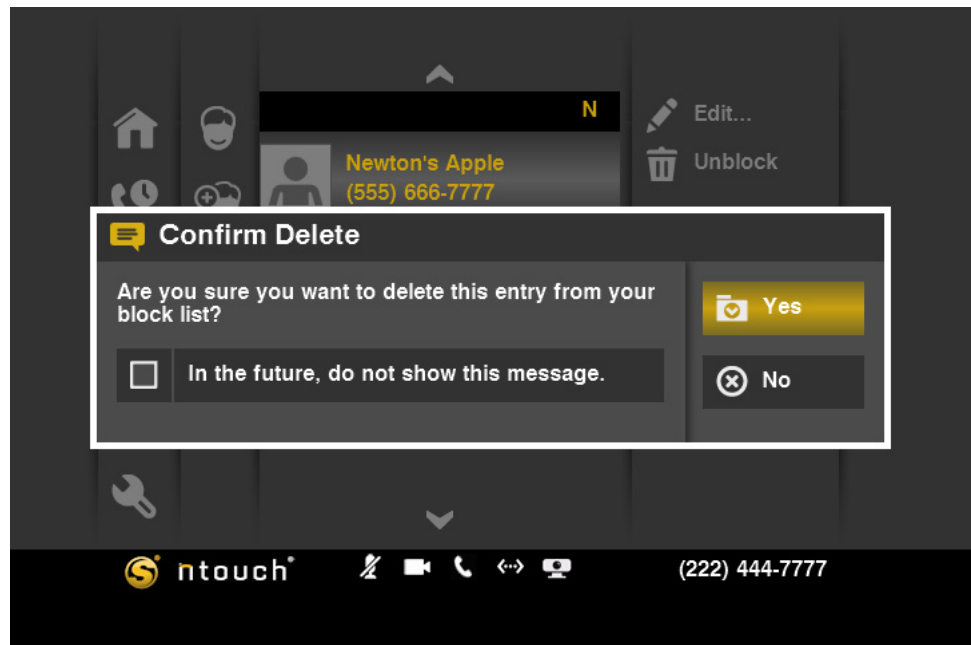


Figure 119: Confirm Delete dialog

Do Not Show Option

Select the checkbox in the dialog if you do not want to see this confirmation dialog again in the future. The number will then be immediately deleted when you select the Delete Item button.

To Add Blocked Numbers

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

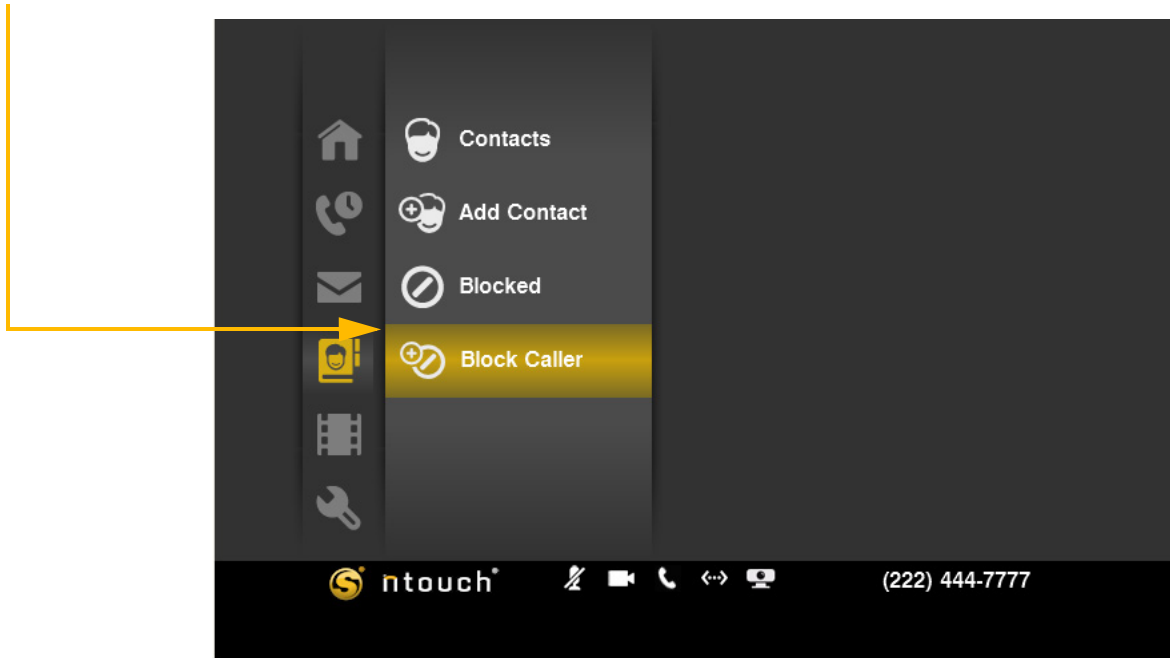


Figure 120: Block Caller button

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

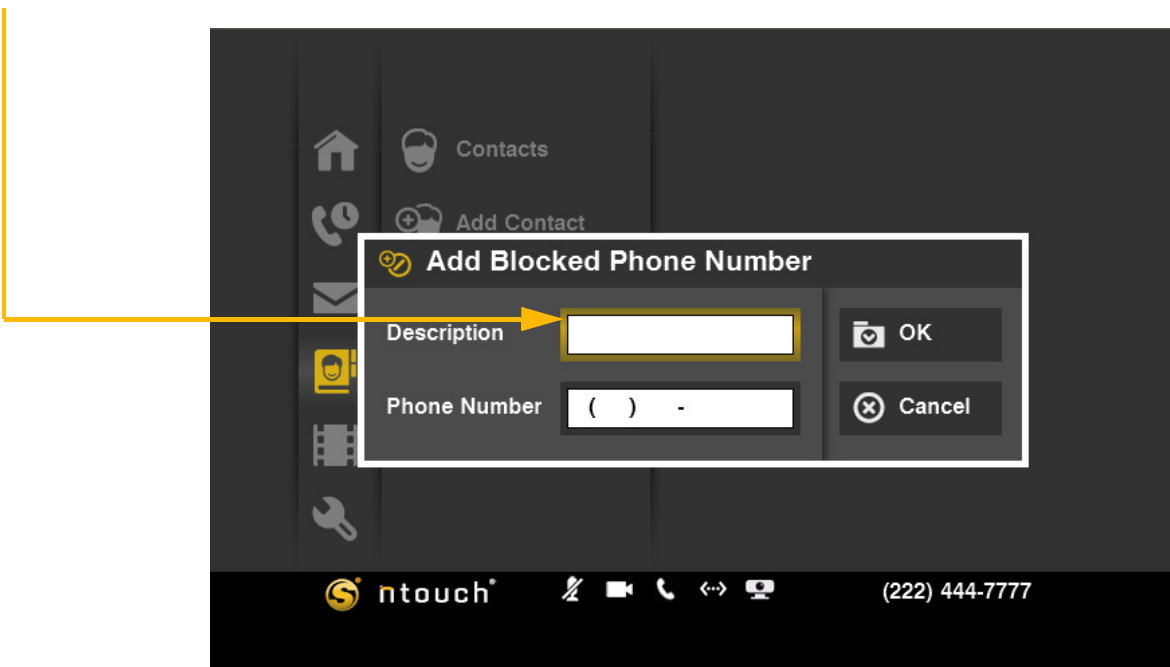


Figure 121: Add Blocked Phone Number dialog

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

Use the Video Center

ntouch VP's enhanced Video Center now 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.

The SignMail feature is now entirely separate from the Video Center. See **Page 51** for details on viewing your SignMail videos.

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.

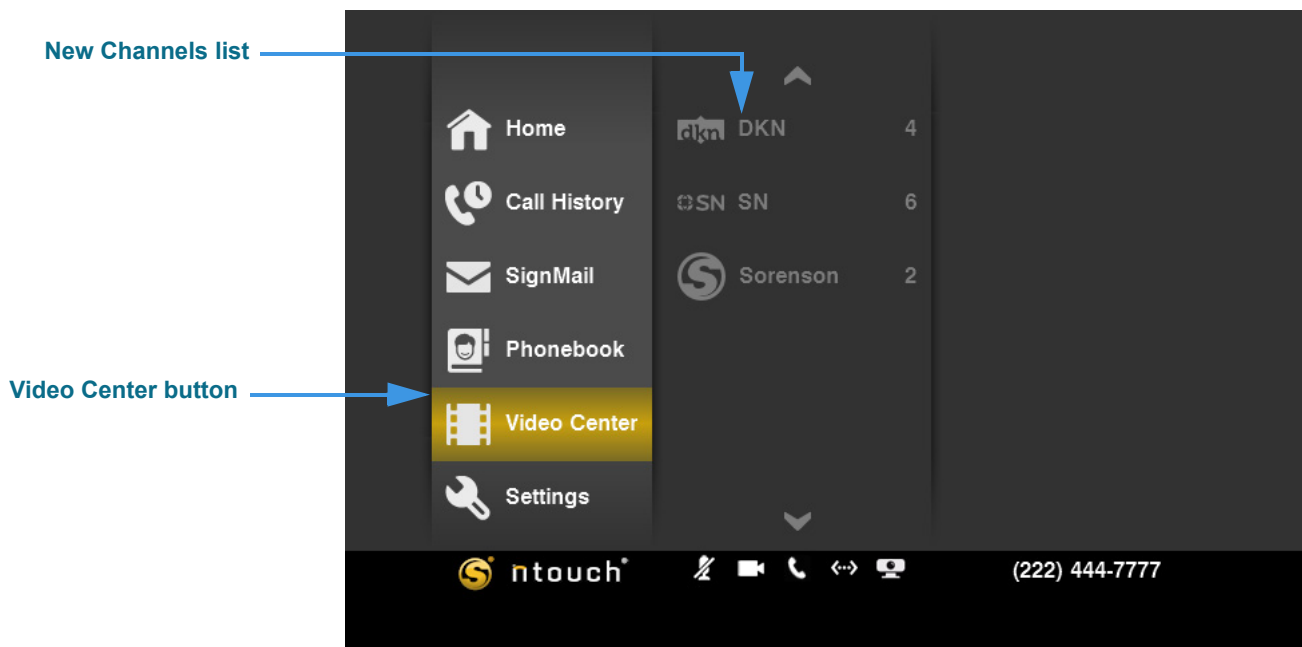


Figure 122: Video Center button selected

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.

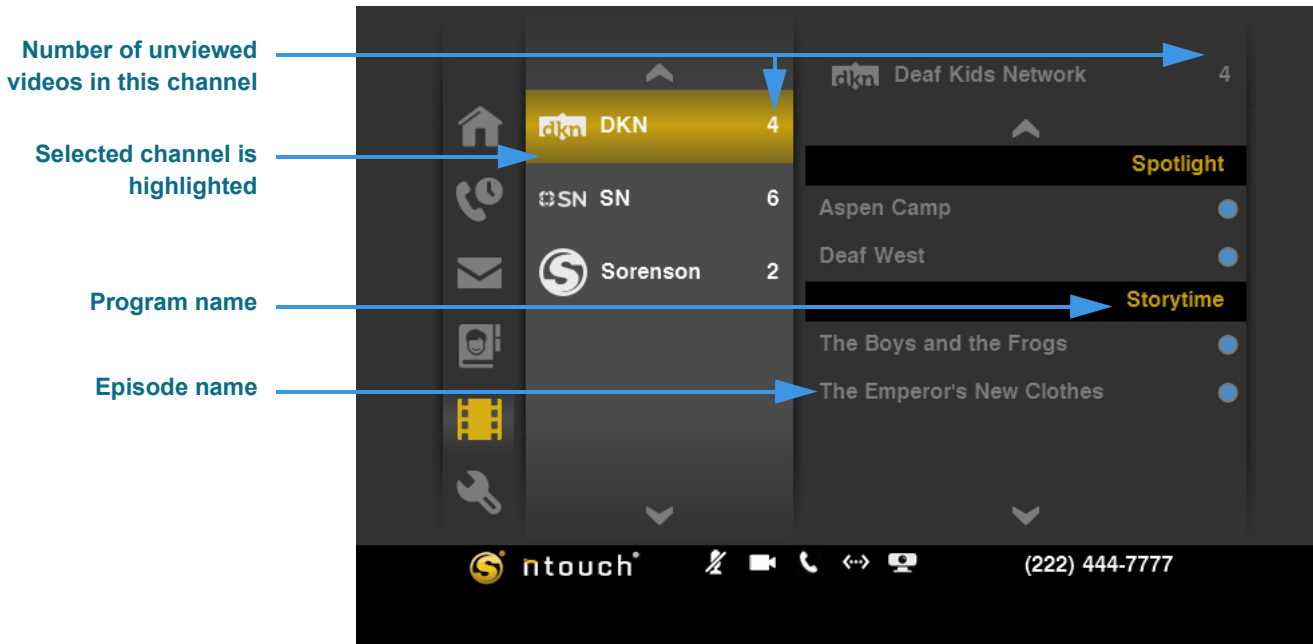


Figure 123: Channels list selected

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.

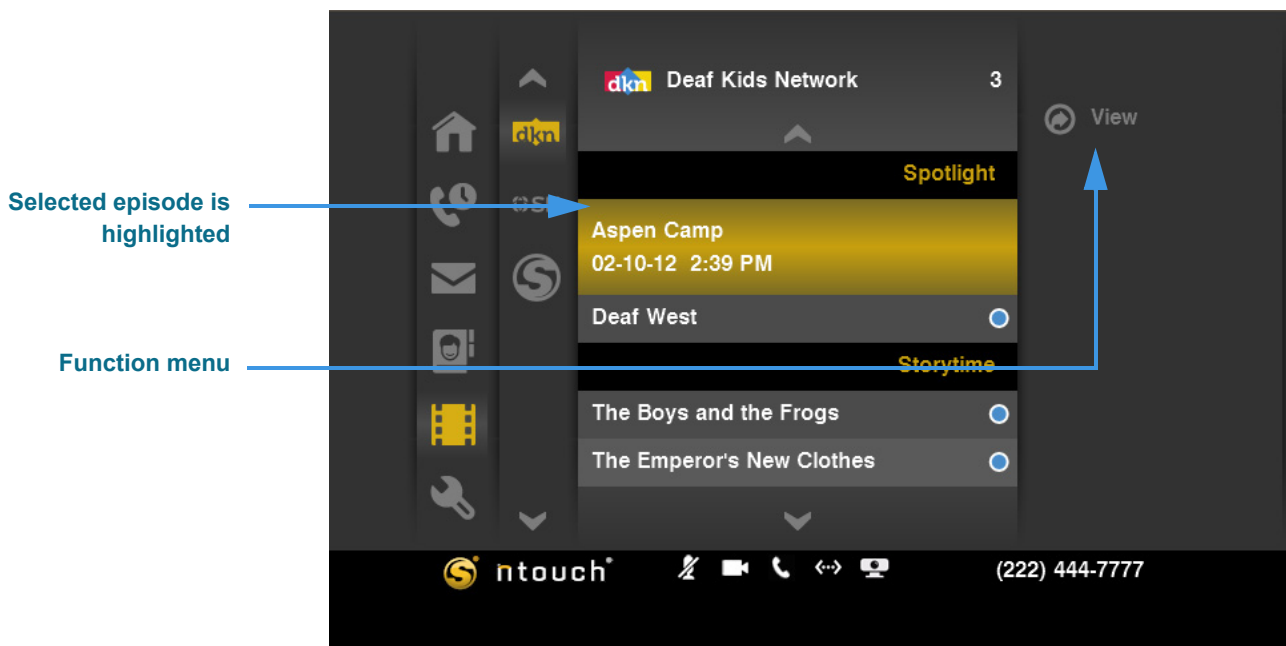


Figure 124: Episode selected

Step 5. Move to the right to display the screen shown below.

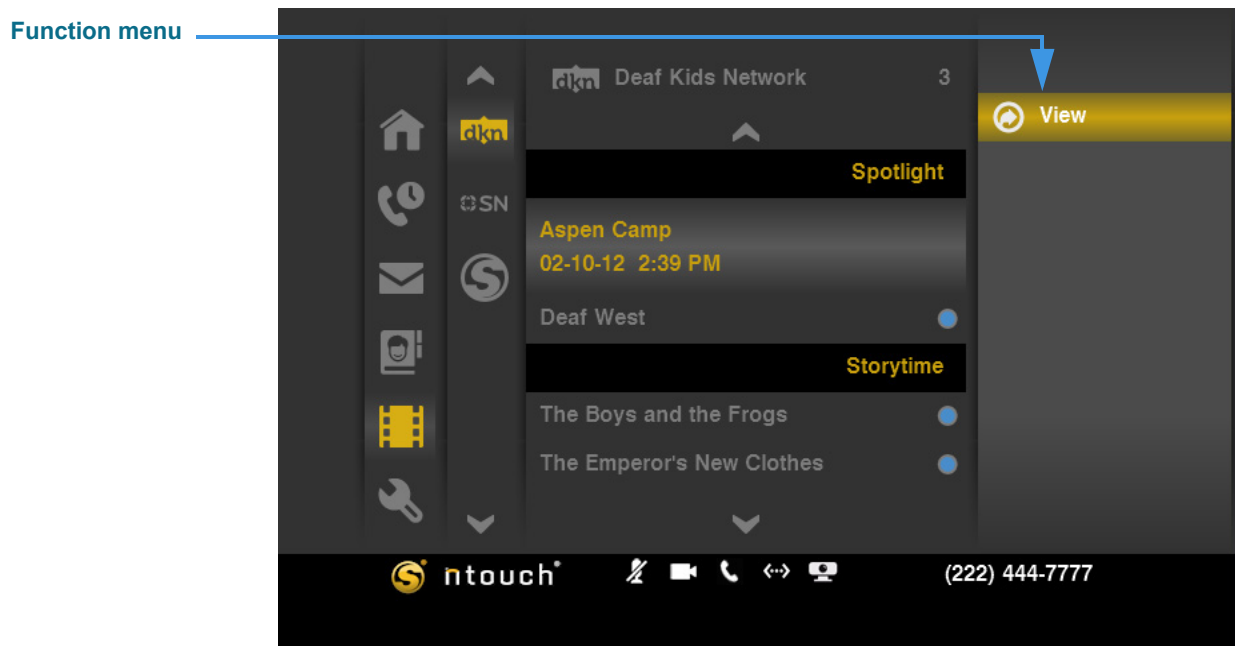


Figure 125: Function menu highlighted

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 126: View Video screen

The View Video screen is also used for viewing SignMail videos. See **Page 52** for details on using the playback controls on this screen. After you are finished playing the video, you will then be back at the Videos list 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*, *Network*, *Device*, *Location* 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**, **Incoming**, **Call Waiting**, **User**, and **SignMail**.

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

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

Location setting screen: **911 Location Info**.

myPhone setting screen: **Welcome to Sorenson myPhone**, and **Manage myPhone Group**.

The Settings menu screen also provides access to the *Help* screen. See **Page 118** for details on using the Help options to call CIR 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.

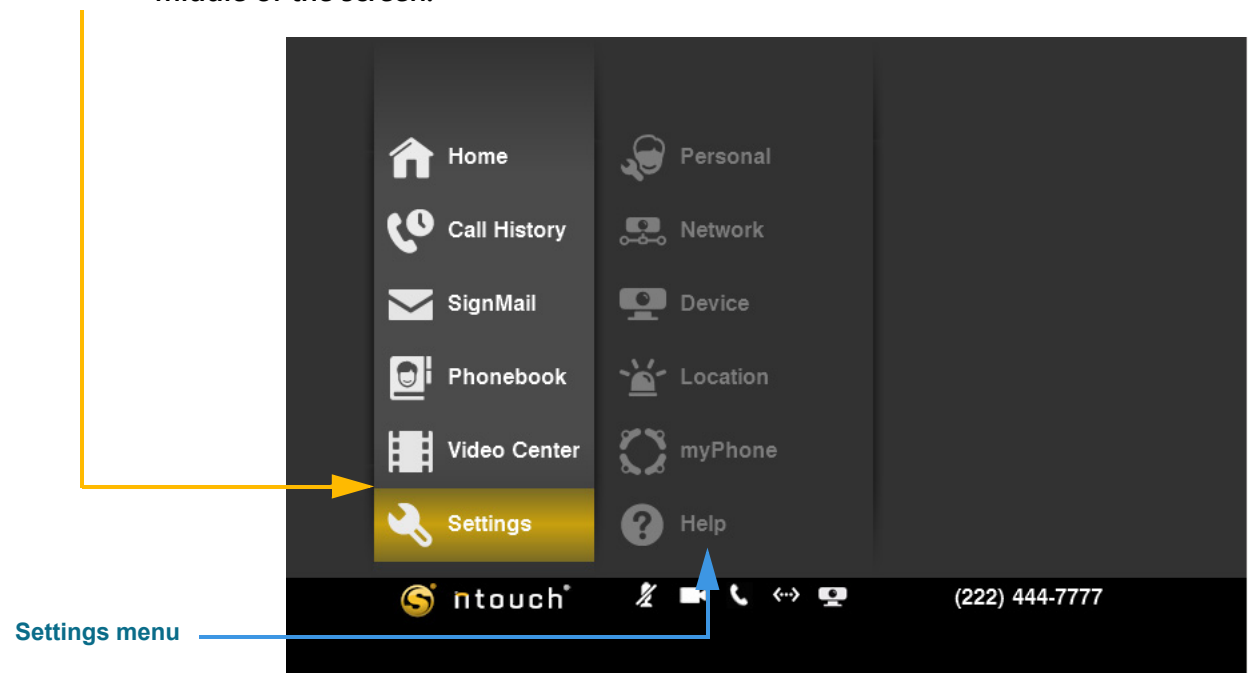


Figure 127: Settings button and menu

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

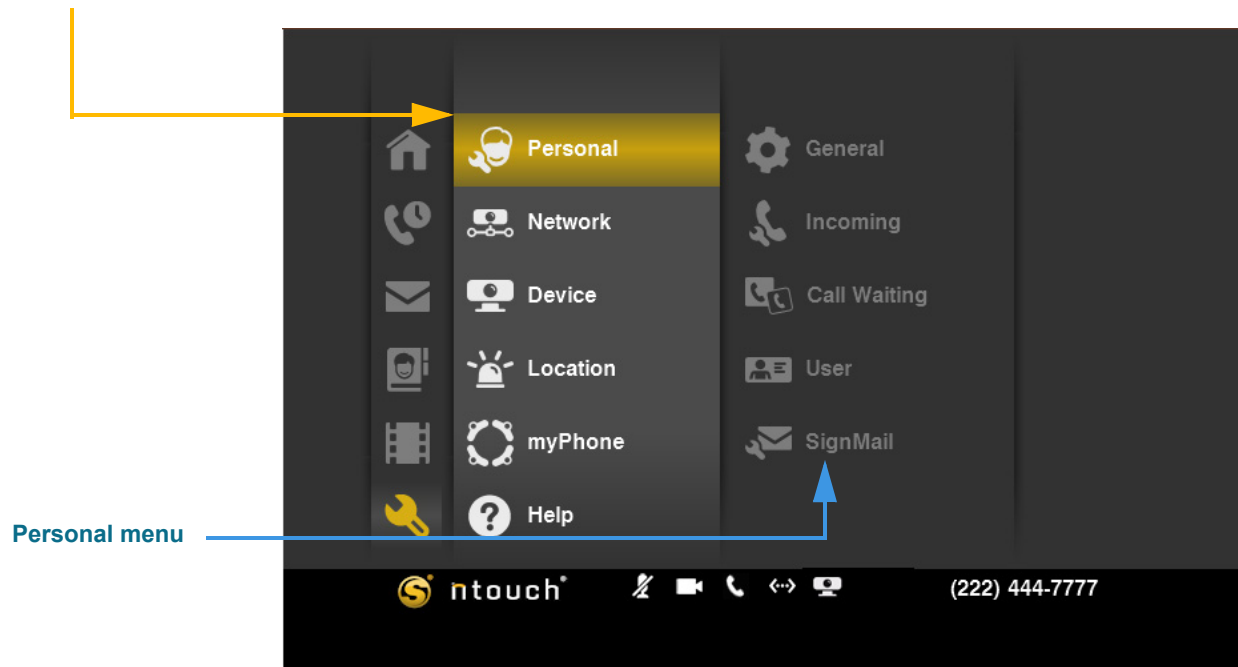


Figure 128: Personal button and menu

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

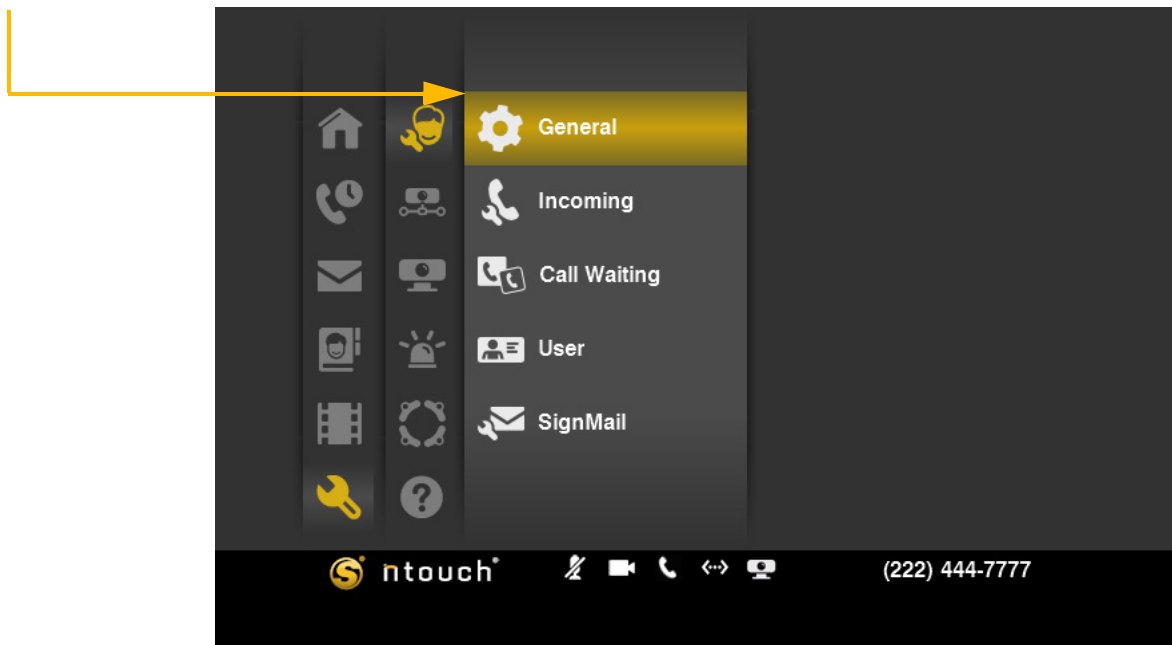


Figure 129: General button

- Step 4. The General Preferences screen appears. Study the table below the image to learn about the settings. Then select the settings you want to use.

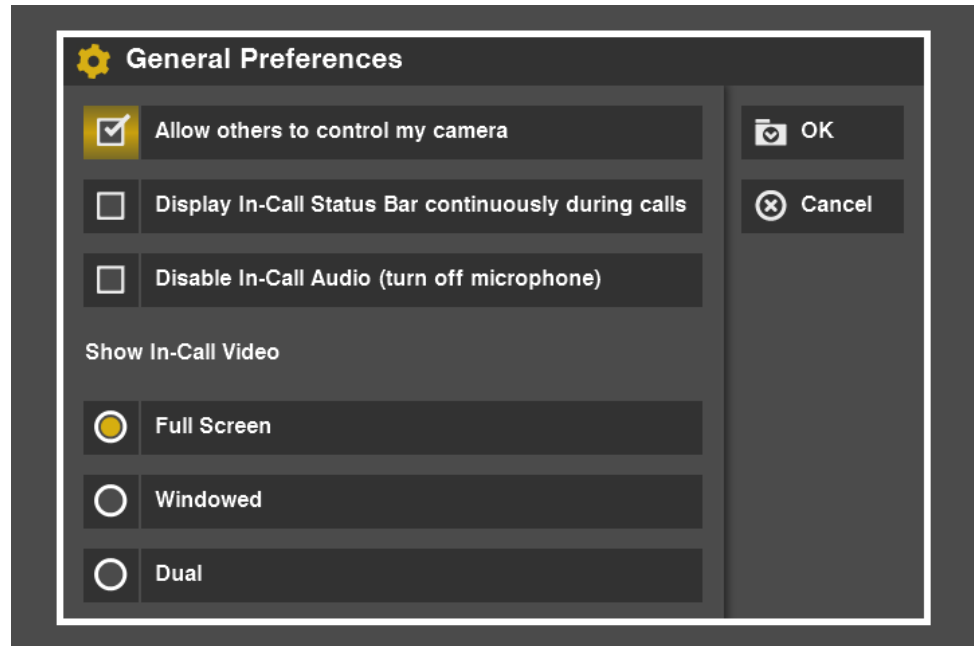


Figure 130: General Preferences screen

General Preferences Details

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 buttons on the remote control are used to switch between controlling the remote (Theirs) camera and your (Mine) camera.
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 In-Call Video radio buttons	These three radio buttons are used to set the default In-Call Video setting. You can choose between Full Screen , Windowed , and Dual mode. You can switch between modes during a call by using the Mode key on the remote control to toggle through the three options.

Table 5: General Preferences screen details

- Step 5. Select **OK** to save the changes. Select **Cancel** to exit without saving. You will then be back at the Personal menu screen.

Step 6. Move to the **Incoming** button in the Personal menu. Then select the button.

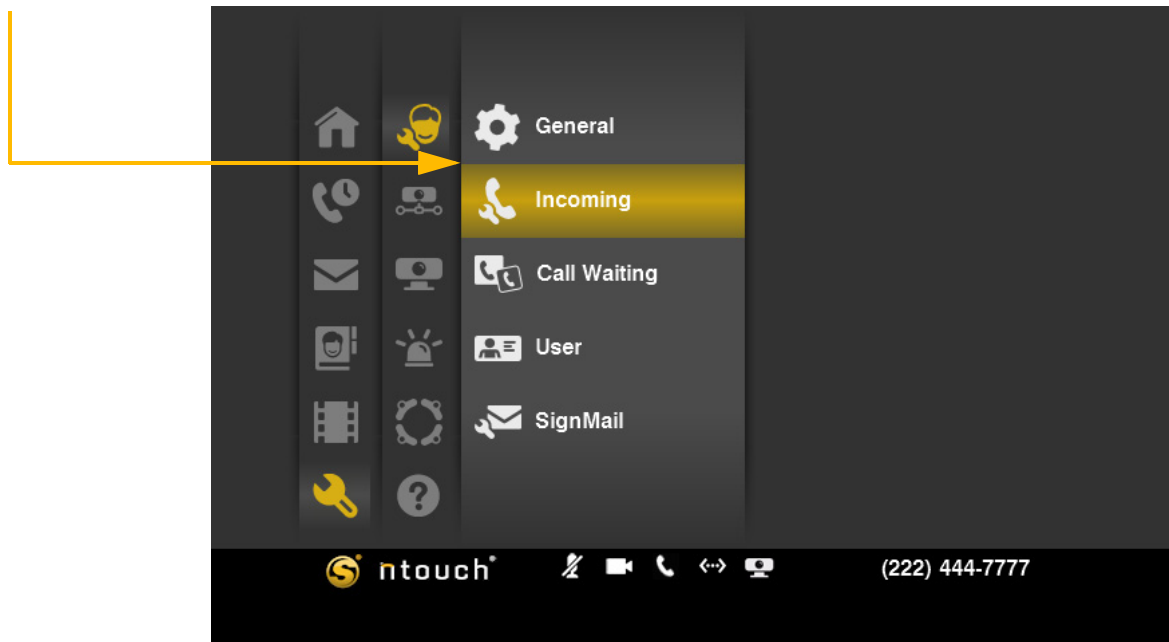


Figure 131: Incoming button in Personal menu

Step 7. The Incoming Call Settings screen appears. Study the table on the next page to learn about the settings. Then select the settings you want to use.

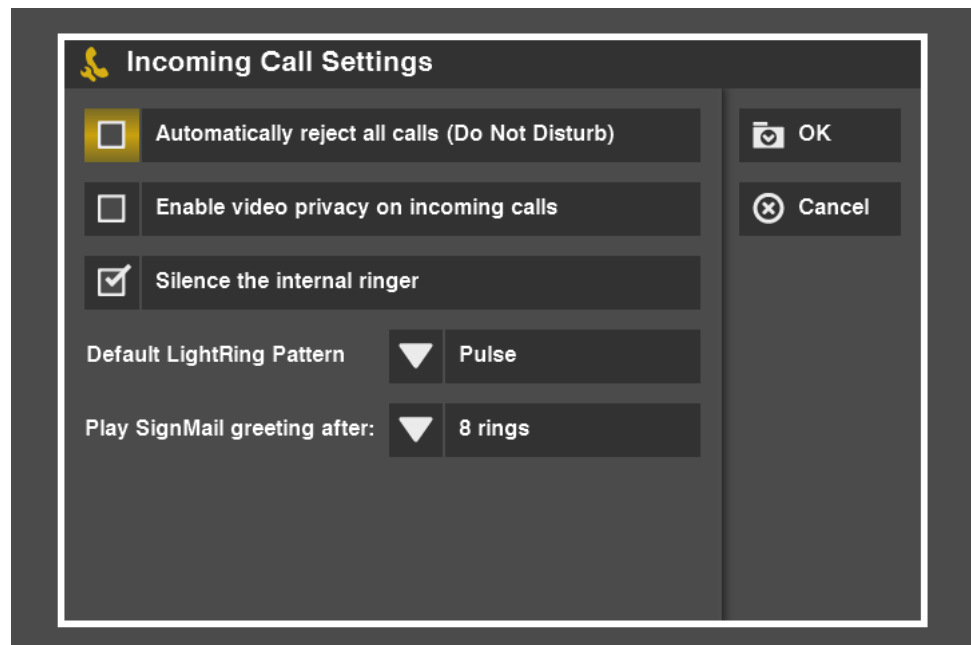


Figure 132: Incoming Call Settings screen

Incoming Call Settings Details

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. The rejected callers will be allowed to record a Deaf SignMail video.
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.
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: <ul style="list-style-type: none"> • Off • Wipe • Filled Wipe • Flash • Single Chaser • Double Chaser • Half Chaser • Dark Chaser • Pulse • Alternate Flash • Fill and Unfill
Play SignMail greeting after drop-down list	Use this drop-down list to set how many rings you want ntouch VP to allow before answering incoming calls and playing the SignMail Greeting video. The default setting is 8 rings.

Table 6: Incoming Call Settings screen details

Step 8. Select **OK** to save the changes. Select **Cancel** to exit without saving. You will then be back at the Personal menu screen.

Step 9. Move to the **Call Waiting** button in the Personal menu. Then select the button.

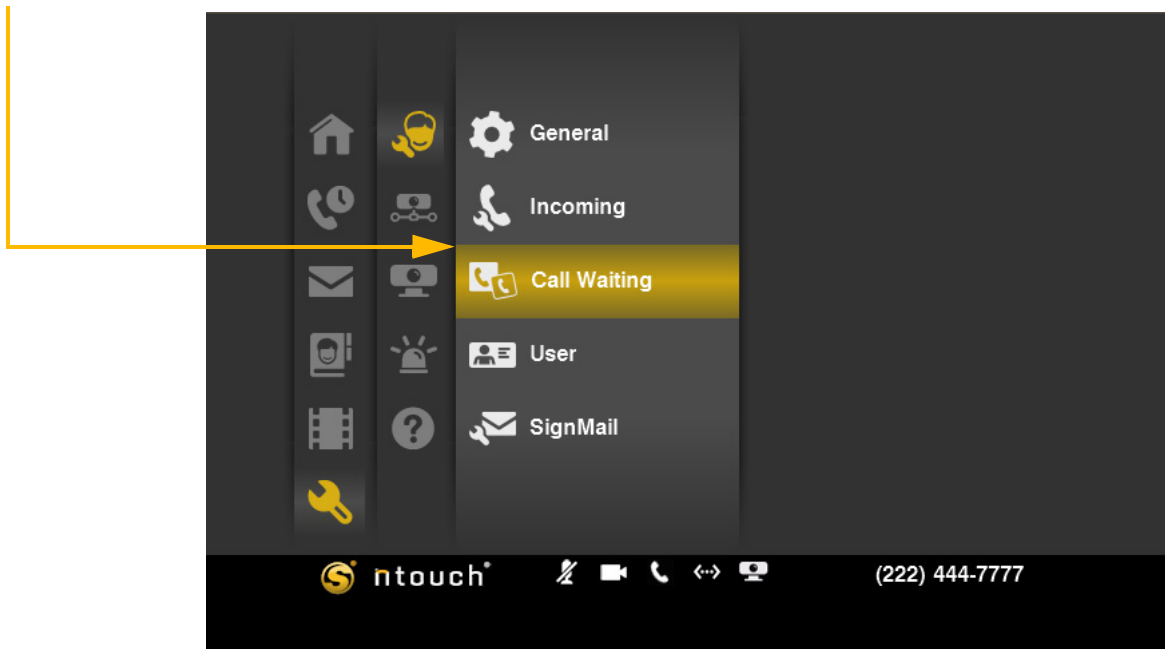


Figure 133: Call Waiting button in Personal menu

Step 10. The Call Waiting Settings screen appears. Study the table on the next page to learn about the settings. Then select the settings you want to use.

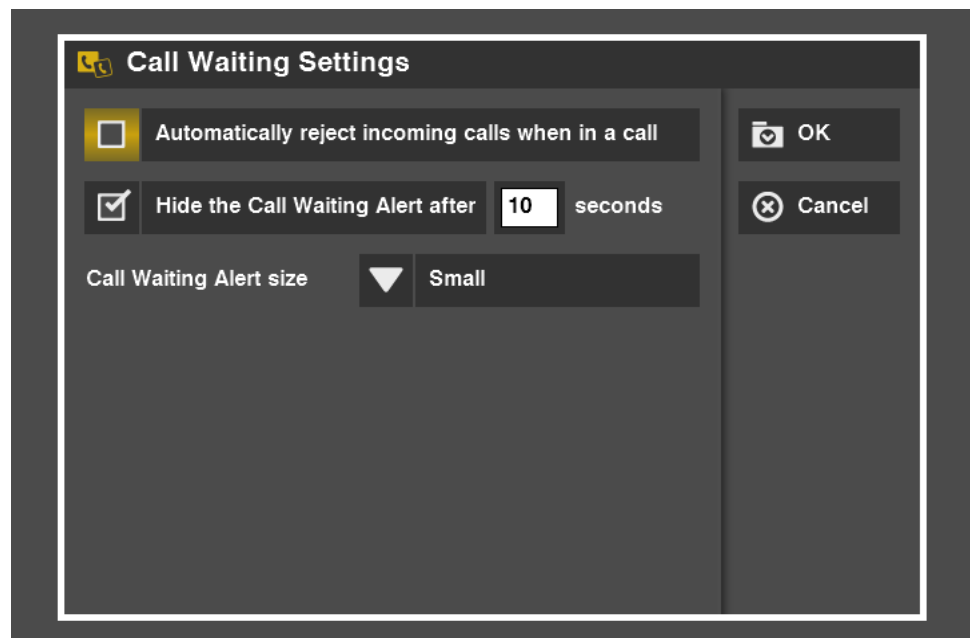


Figure 134: Call Waiting Settings screen

Call Waiting Settings Details

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 7: Call Waiting screen details

Step 11. Select **OK** to save the changes. Select **Cancel** to exit without saving. You will then be back at the Personal menu screen.

Step 12. Move to the **User** button in the Personal menu. Then select the button.

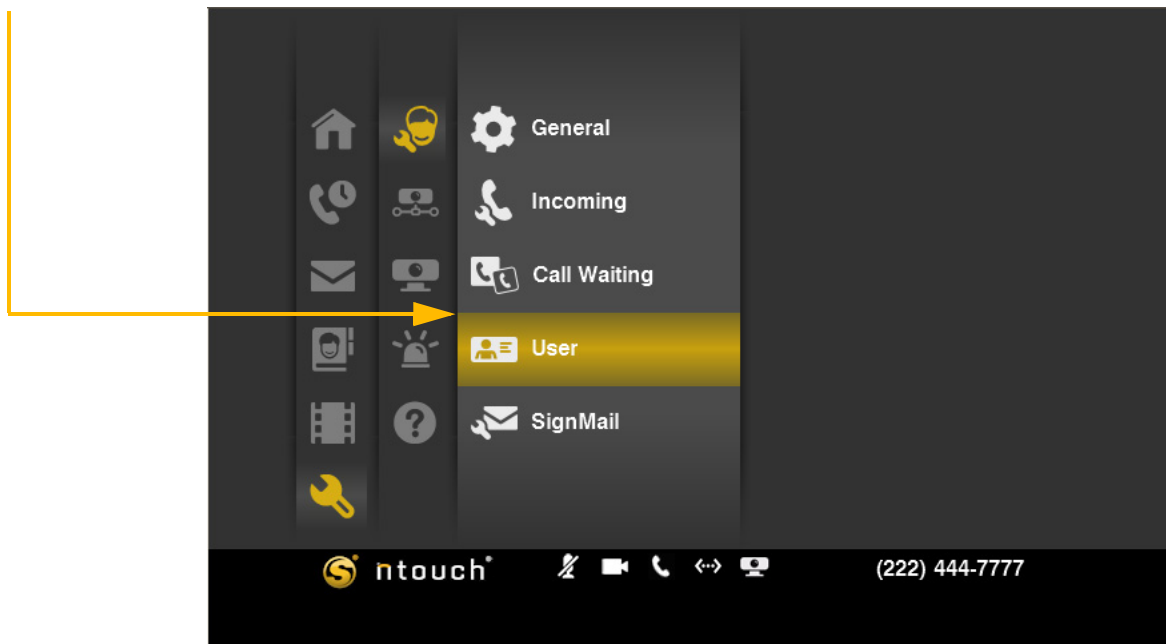


Figure 135: User button in Personal menu

Step 13. The User Identity Settings screen appears. Study the table below the image to learn about the settings. Then select the settings you want to use.

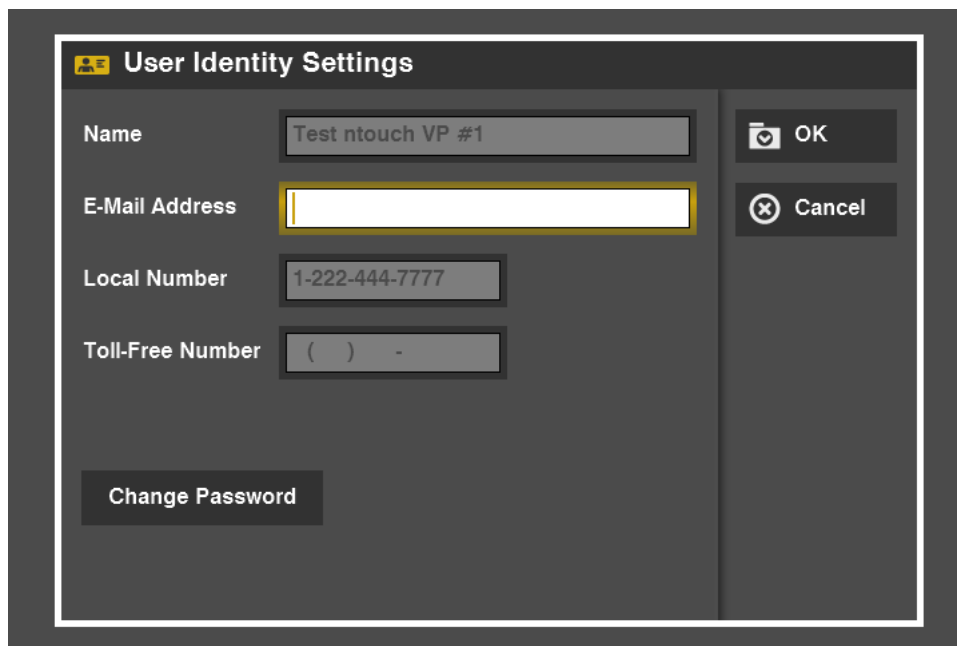


Figure 136: User Identity Settings screen

User Identity Settings Details

Feature	Description
Name field	This field contains your name. The text for this field is set when the videophone is first installed in your home or office. If you need to change the name, please contact Sorenson Technical Support. When you make a call to another Sorenson videophone, the name in this field will be displayed on the screen of the videophone you called.
E-mail Address 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.
Local Number field	This field shows the local 10-digit number assigned to your Sorenson user account for use with this ntouch VP. You cannot change this field.
Toll-Free Number 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.
Number for Caller ID radio buttons	Use these buttons to select which of the two numbers you want to use for Caller ID. These radio buttons will appear only if you have both a local 10-digit number and a toll-free 10-digit number.
Change Password button	Use this button to change the password associated with your Sorenson user account.

Table 8: User Identity Settings screen details

Step 14. Select **OK** to save the changes. Select **Cancel** to exit without saving. You will then be back at the Personal menu screen.

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

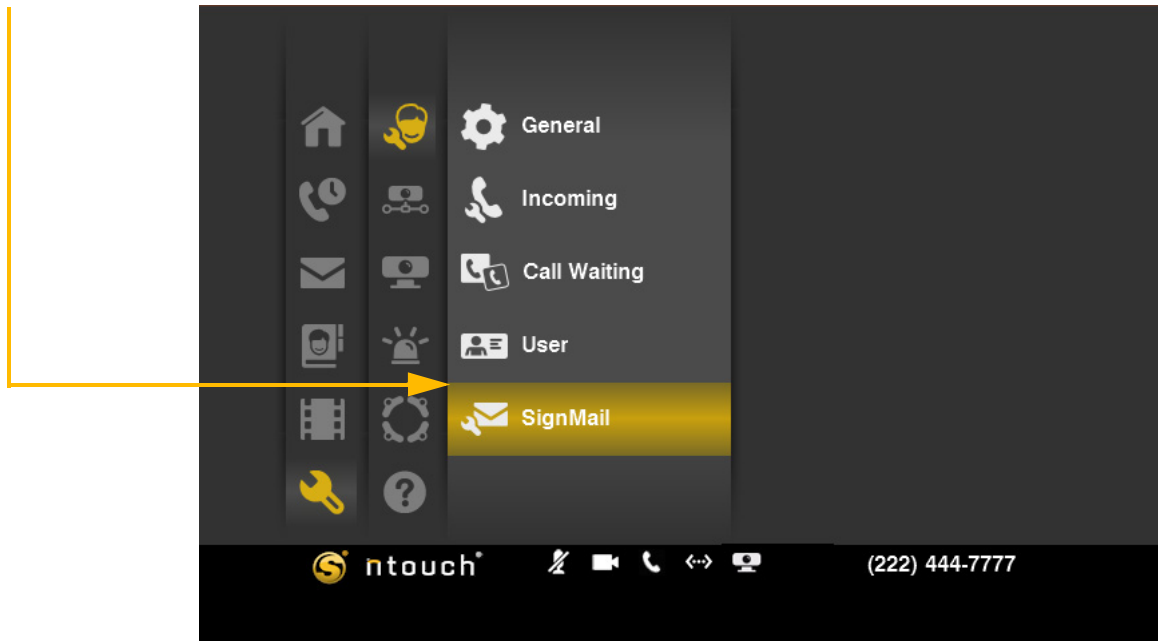


Figure 137: SignMail button in Personal menu

Step 16. The SignMail Alerts screen appears. Study the table on the next page to learn about the settings. Then select the settings you want to use.

 A screenshot of the 'SignMail Alerts' screen. The title 'SignMail Alerts' is at the top left with an envelope icon. Below the title is a checkbox labeled 'Send me e-mail when I receive new SignMail messages.' which is checked. To the right of this checkbox are 'OK' and 'Cancel' buttons. Below the checkbox is a text input field for 'E-Mail Address' containing the text 'myaddress@domain.com'. Underneath is the heading 'Optional contact information:' followed by two more text input fields: 'Pager E-Mail' and 'AIM Screen Name'. At the bottom right of the form area, there is a small text label '• Required fields'.

Figure 138: SignMail Alerts screen

SignMail Alerts Details

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 <i>E-mail Address</i> 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. 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. 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

Step 17. Select **OK** to save the changes. Select **Cancel** to exit without saving. You will then be back at the Personal menu screen.

To See/Edit Network Settings

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

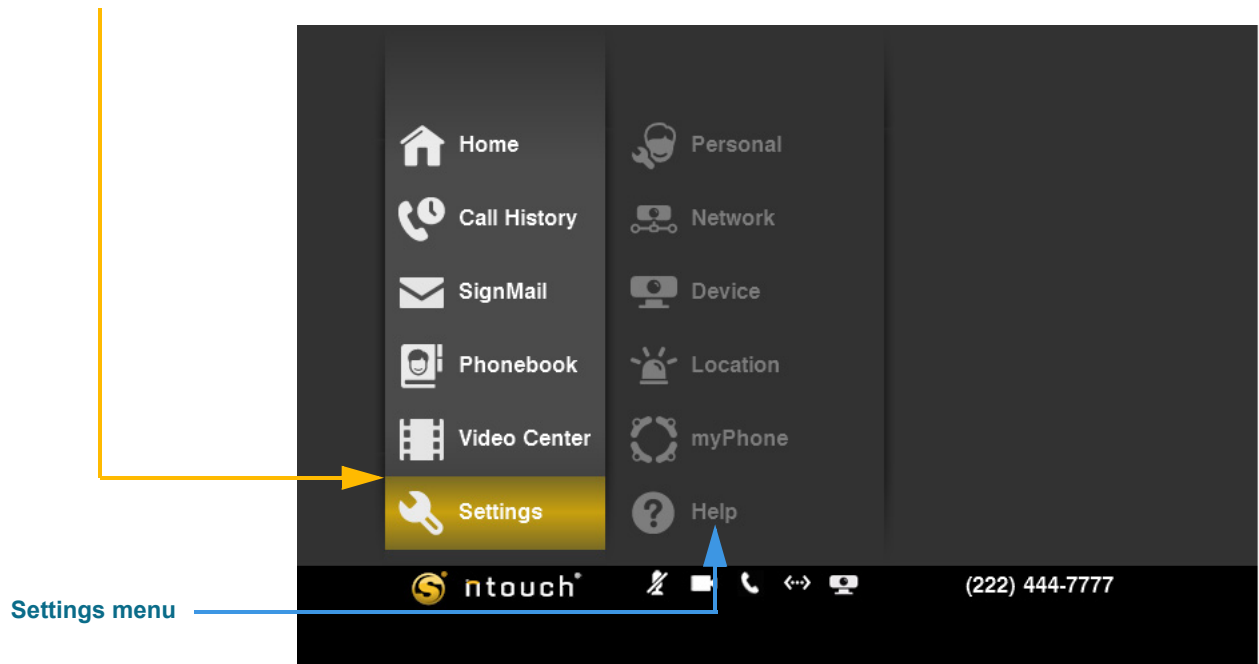


Figure 139: Settings button and menu

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

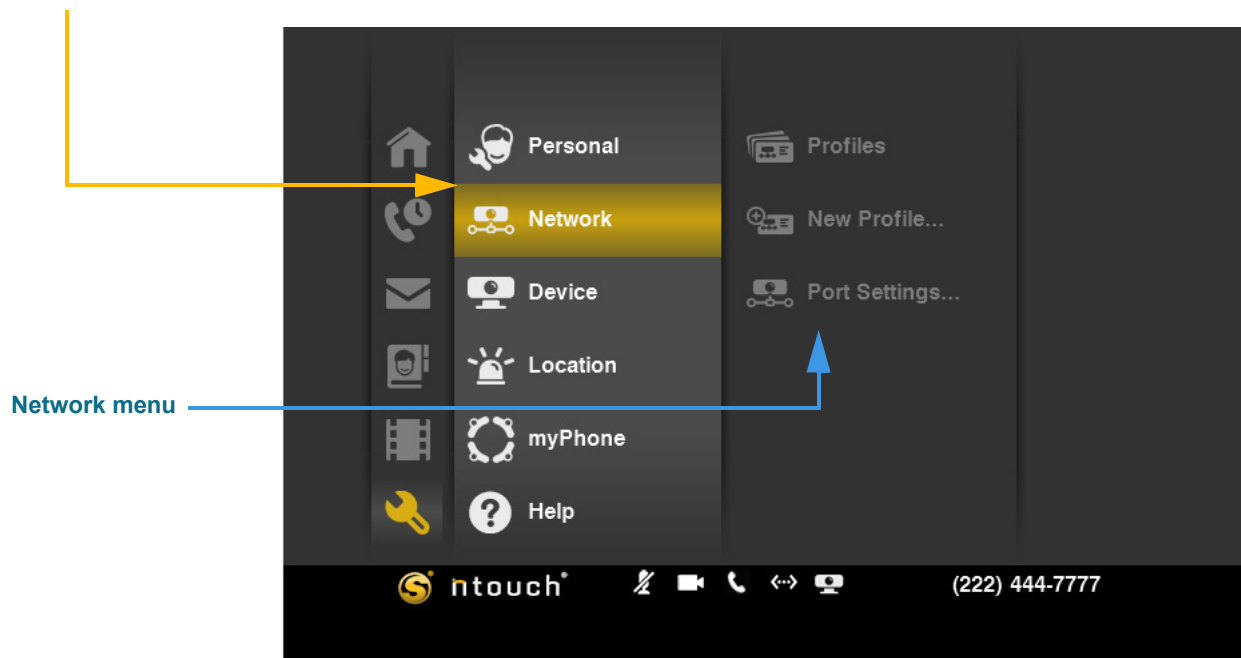


Figure 140: Network button and menu

Step 3. Move to the **Profiles** button in the Network menu. Then, select the button. You will then see a list of existing profiles. Unless you have created another profile, you will see only one profile named "Default (active)."

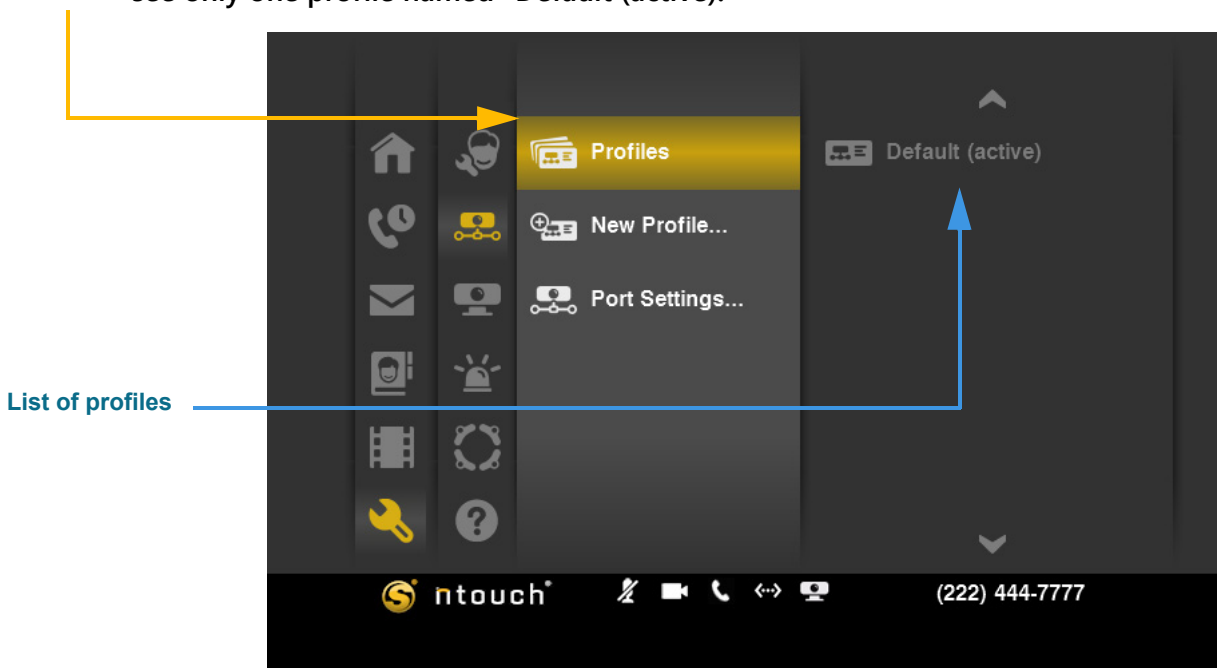


Figure 141: Profiles button in Network menu

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

You should not make changes to the network settings unless you have the knowledge to do so correctly. Please contact Technical Support if you need help with or have questions about the network settings.

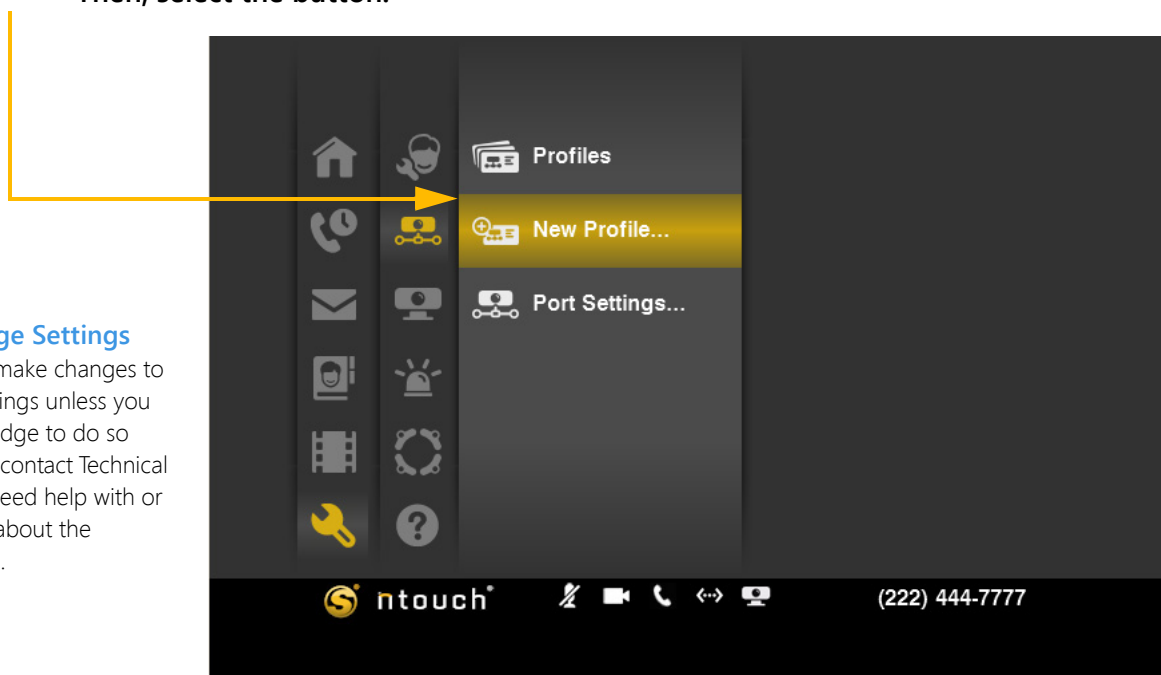


Figure 142: New Profile... button in Network menu

- Step 5. The New Network Profile screen appears. Study the table below the image to learn about the settings. Then select or enter the settings you need to use.

Figure 143: New Network Profile screen

New Network Profile Details

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 <i>must</i> 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 <i>must</i> 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 <i>must</i> 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 <i>must</i> 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 10: New Network Profile screen details

- Step 6. Select **Next** to save the changes and go on. Select **Cancel** to exit without saving.

Step 7. The Network Speed screen appears. Study the table below the image to learn about the settings. Then select the settings you need to use.

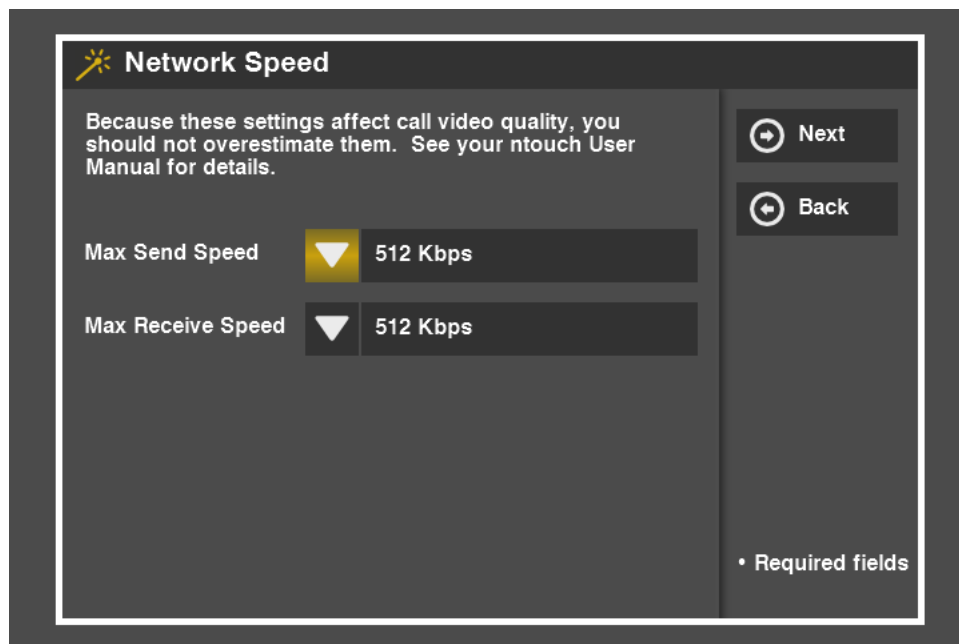


Figure 144: Network Speed screen

Network Speed Details

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. 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. 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 11: Network Speed screen details

Step 8. 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 9. The Network Profile Name screen appears. Study the table below the image to learn about the one field on this screen. Then enter a profile name in the field.

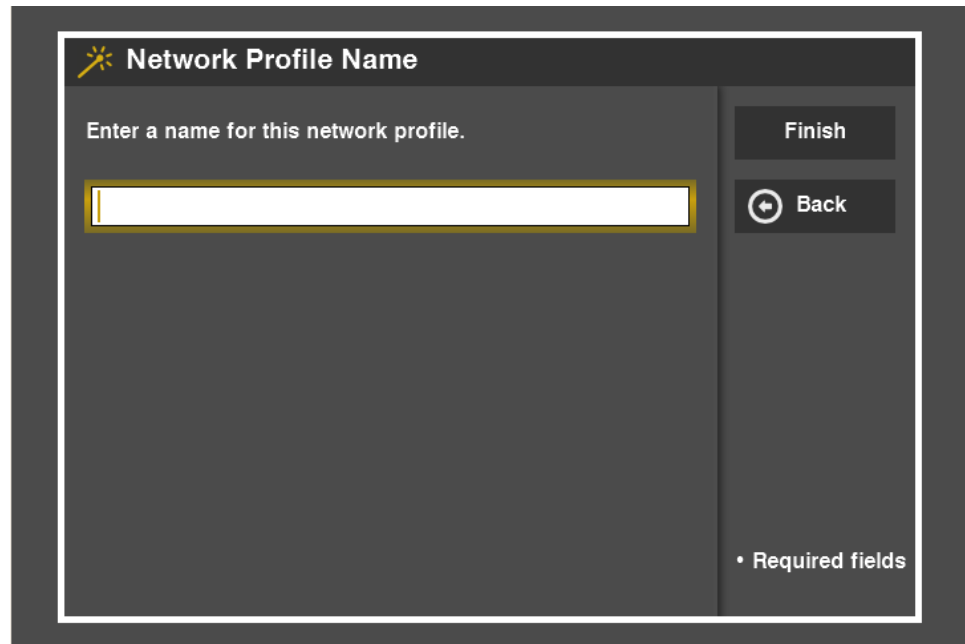


Figure 145: New Network Profile screen

Network Profile Name Details

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 12: Network Profile Name screen details

- Step 10. 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 11. You will then be back at the Network menu screen.

Step 12. 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."

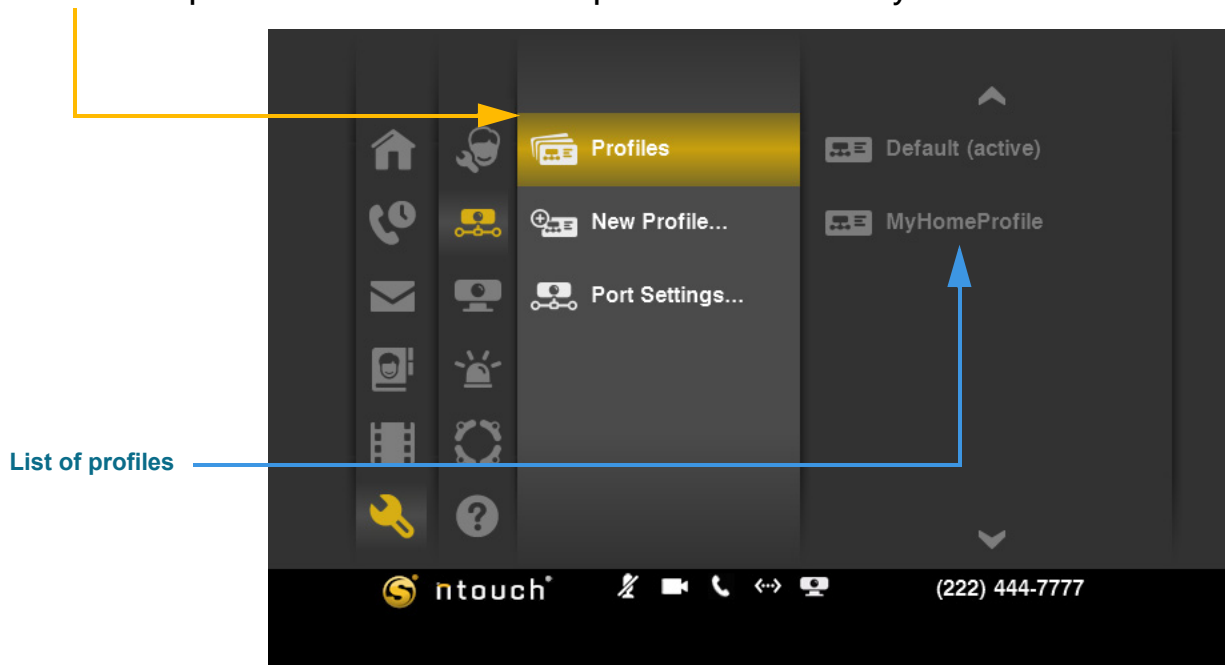


Figure 146: New profile shown in list

Step 13. To make the new profile active, you must first select the profile from the list.

Step 14. 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.

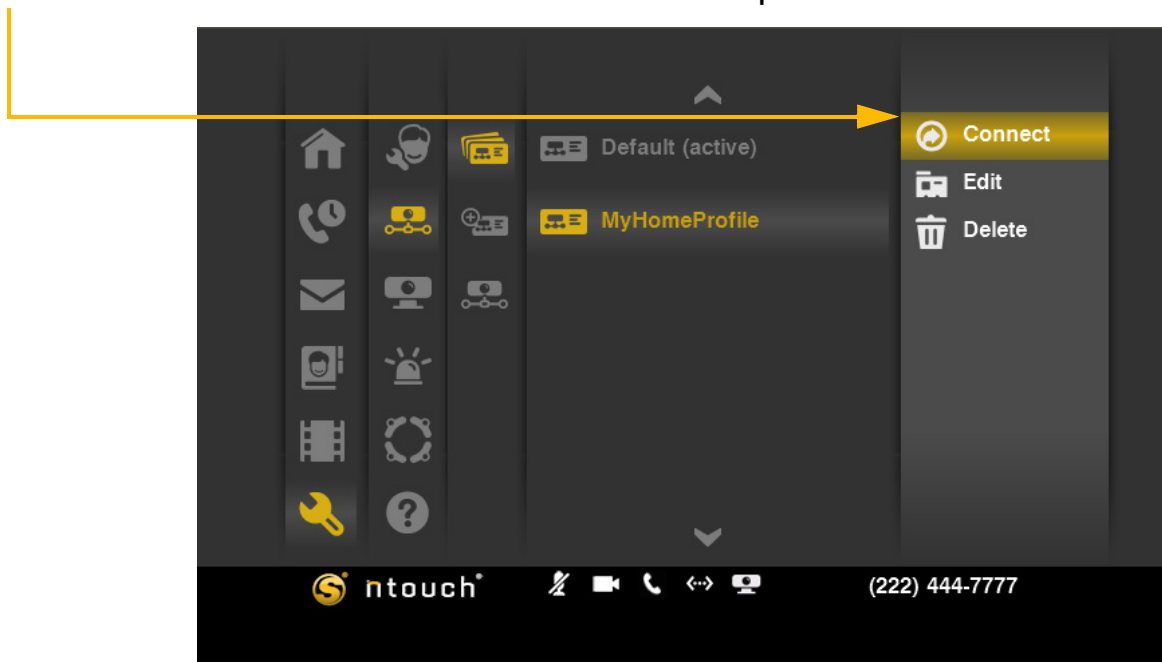


Figure 147: Connect button in menu

- Step 15. A message appears as the network settings are being updated to use the new profile. When the process is complete, the message will disappear.

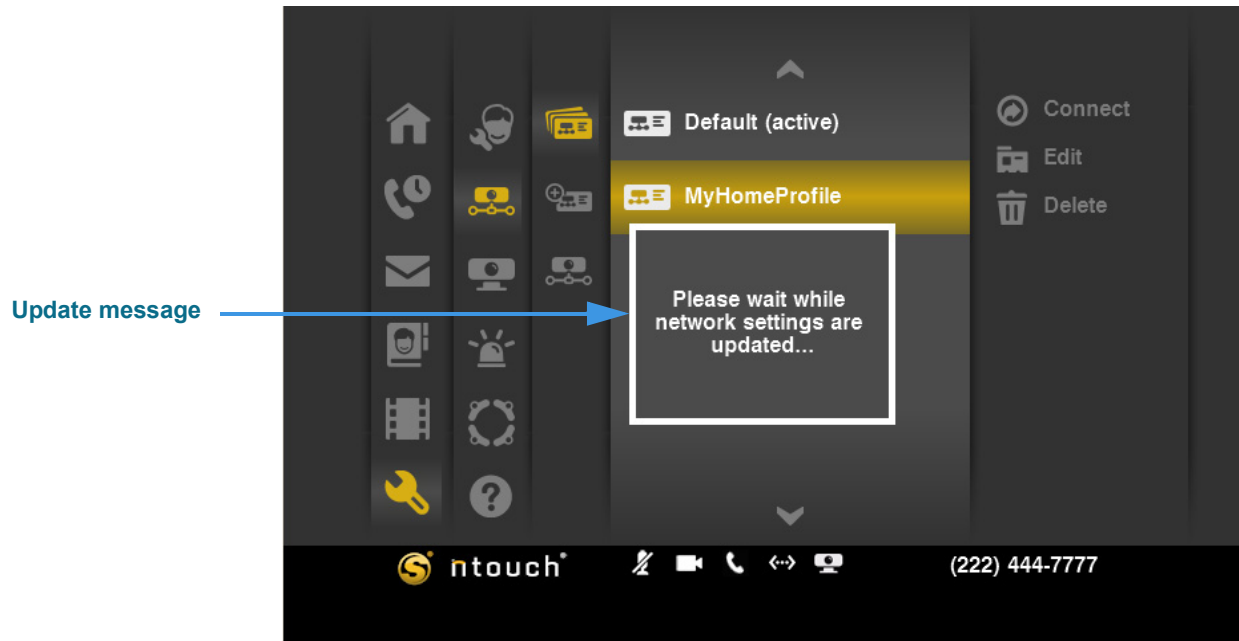


Figure 148: Network settings update message

- Step 16. 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

You should not make changes to the network settings unless you have the knowledge to do so correctly. Please contact Technical Support if you need help with or have questions about the network settings.

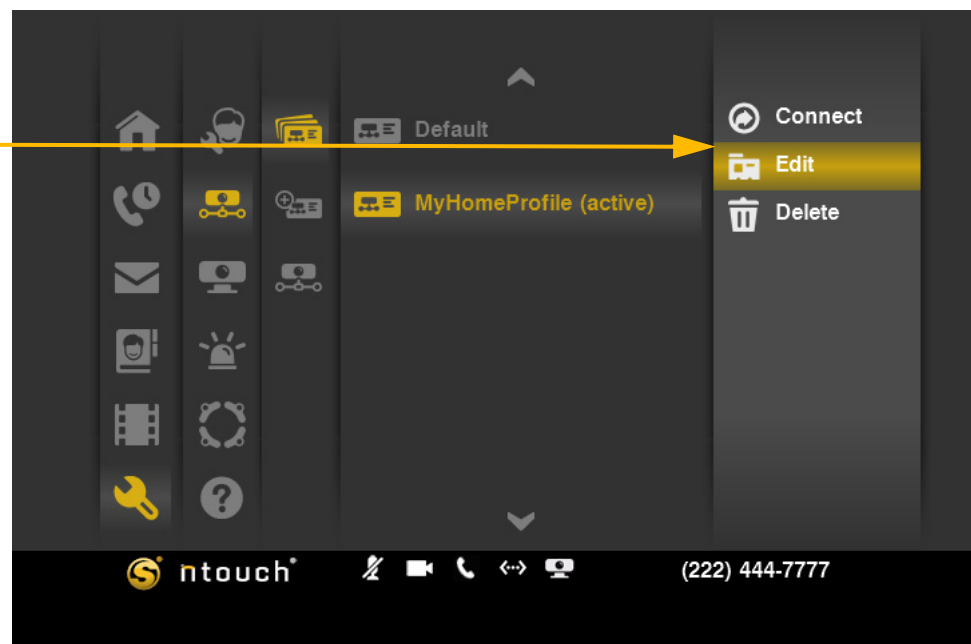


Figure 149: Edit button in menu

Step 17. The Network Profile Settings screen appears. Select the **Profile Name** button.

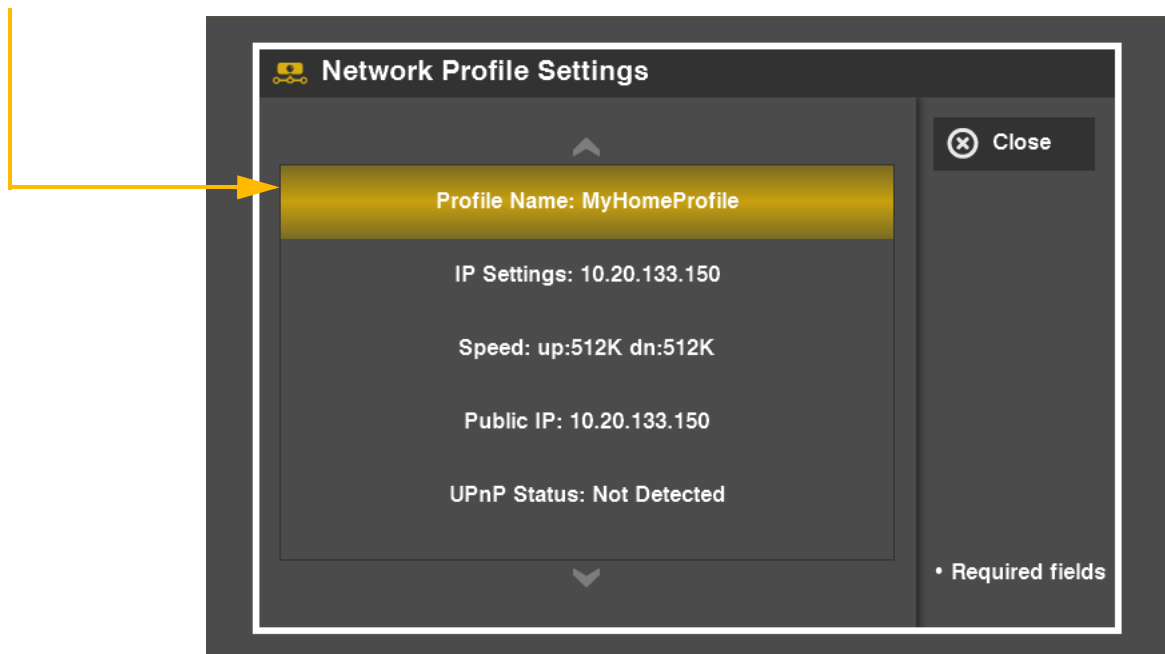


Figure 150: Profile Name button

Step 18. The Network Profile Name screen appears. Make changes as needed to the name.

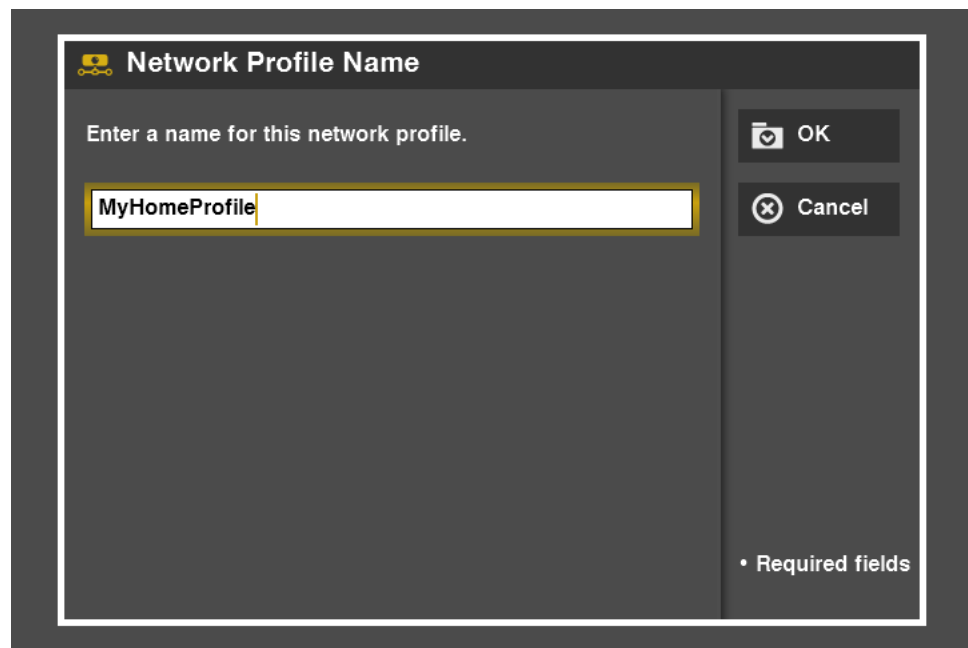


Figure 151: Network Profile Name screen

Step 19. Select **OK** to save the changes. Select **Cancel** to exit without saving. You will then be back at the Network Profile Settings screen.

Step 20. Select the **IP Settings** button at the Network Profile Settings screen.

Step 21. The IP Address Settings screen appears. Make changes as needed to the settings.

Need Help Here?

If you need help understanding the fields and options on this screen, see Page 90.

Figure 152: IP Address Settings screen

Step 22. Select **OK** to save the changes. Select **Cancel** to exit without saving. You will then be back at the Network Profile Settings screen.

Step 23. Select the **Speed** button at the Network Profile Settings screen.

Step 24. The Network Speed screen appears. Make changes as needed to the settings.

Need Help Here?

If you need help understanding the fields and options on this screen, see Page 91.

Figure 153: Network Speed screen

- Step 25. Select **OK** to save the changes. Select **Cancel** to exit without saving. You will then be back at the Network Profile Settings screen.
- Step 26. Select the **Public IP** button at the Network Profile Settings screen.
- Step 27. The Public IP Settings screen appears. The screen will be locked as shown in the sample image below. The table below describes the settings, but you will need to contact Sorenson Technical Support if you need to make changes here.

Need Help Here?

If you need help with this screen, please call Sorenson Technical Support for assistance.

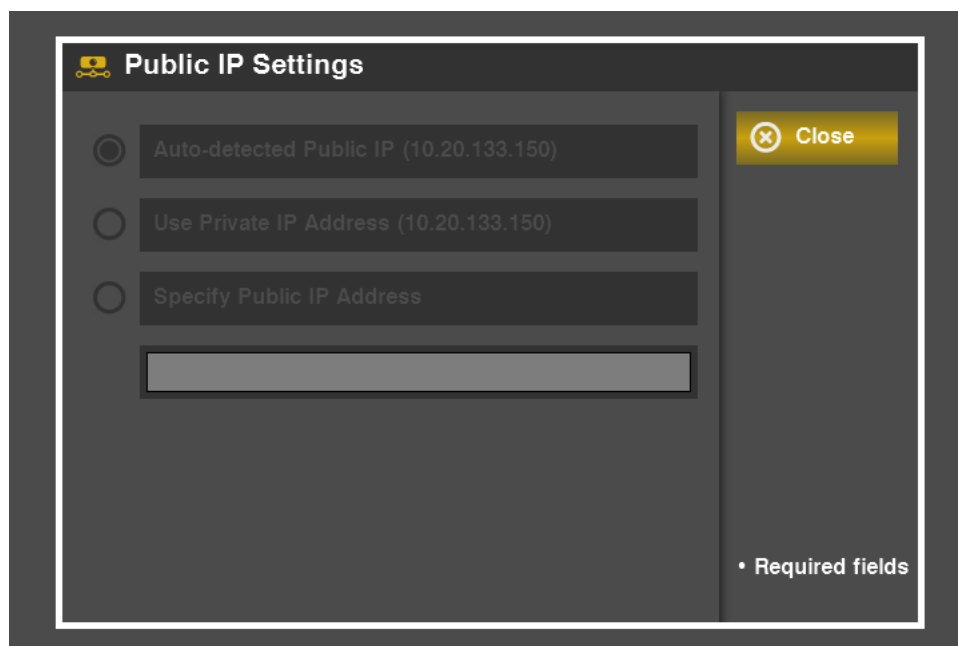


Figure 154: Public IP Settings screen

Public IP Settings Details

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 13: Public IP Settings screen details

- Step 28. Select **Close**. You will then be back at the Network Profile Settings screen.

Step 29. Select the **UPnP Status** button at the Network Profile Settings screen.

Step 30. 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 for assistance.

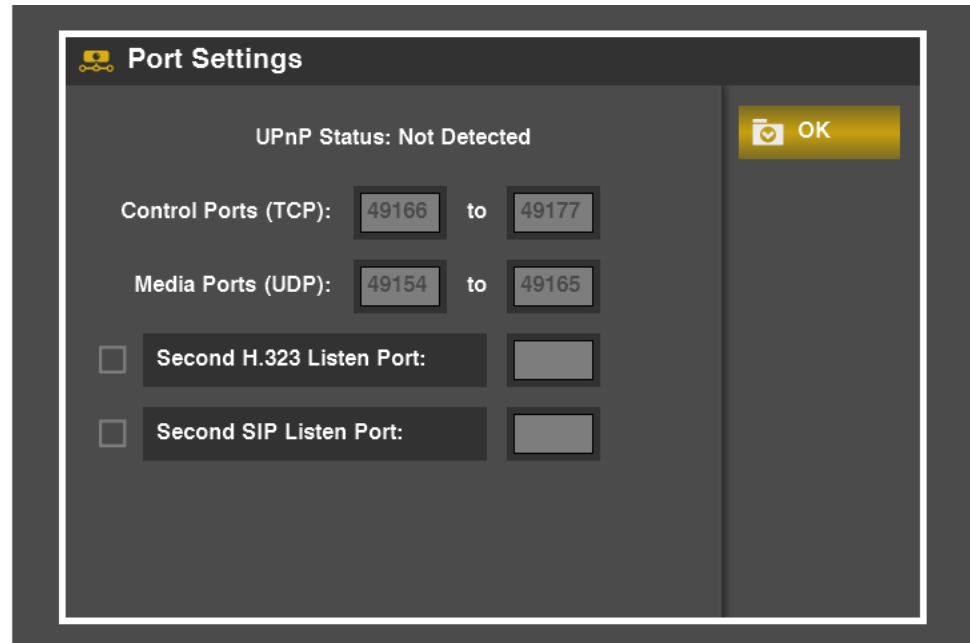


Figure 155: Port Settings screen

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

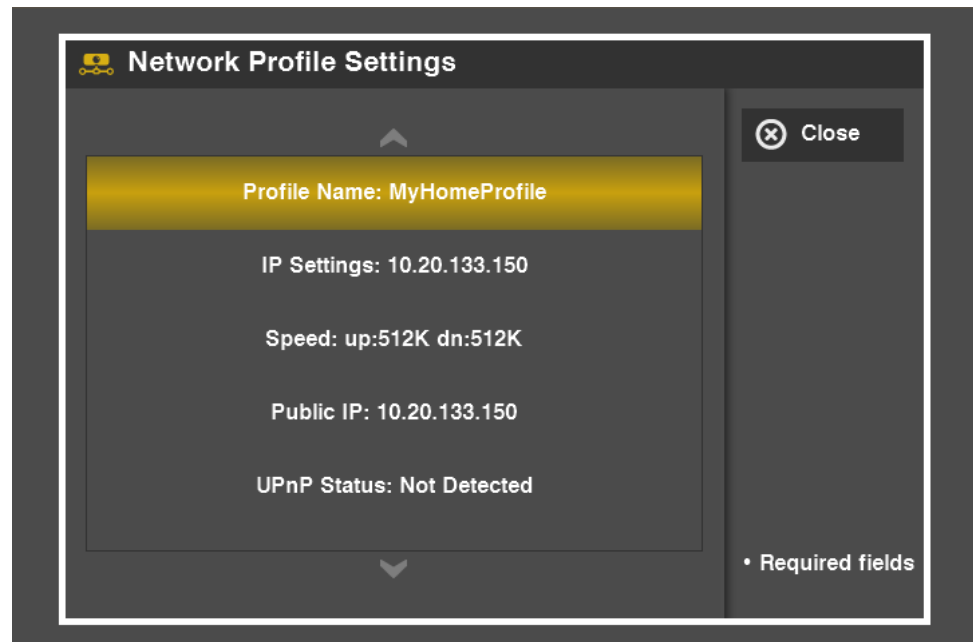


Figure 156: Network Profile Settings screen

Step 32. Select **Close**. You will then be at the Network Profile list menu screen shown in Figure 146. You can then connect to the newly added profile.

Step 33. To delete any profile from the list, first select the profile you want to delete. Then select the **Delete** button from the menu.

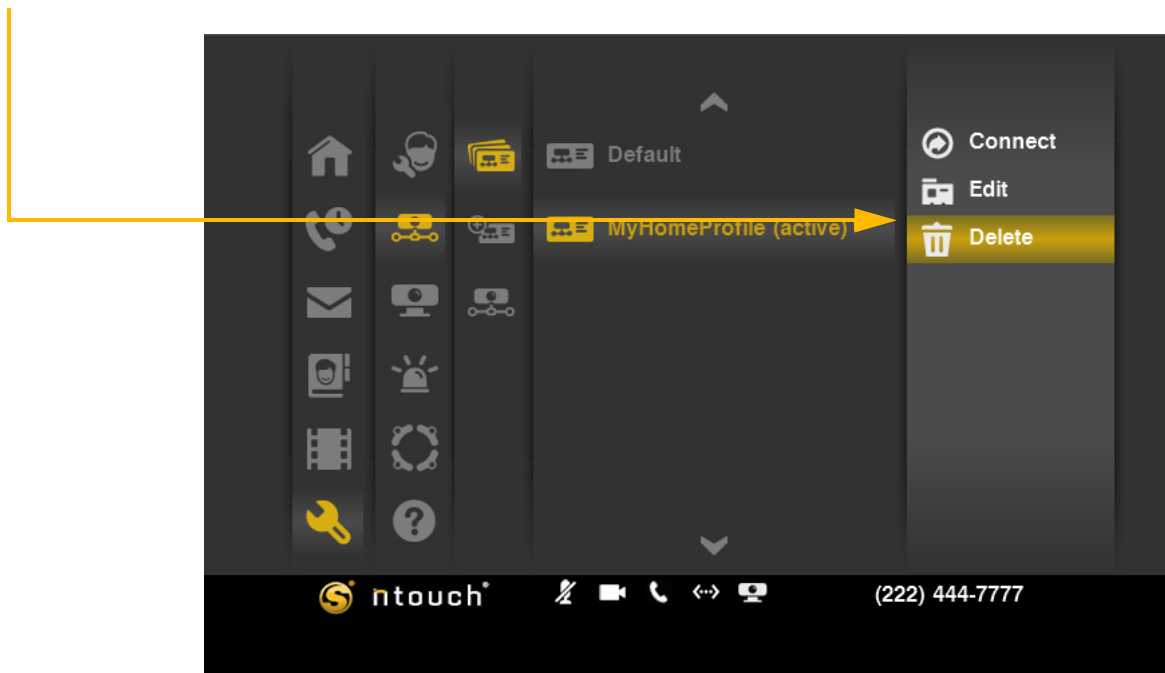


Figure 157: Delete button in menu

Step 34. The Delete Network Profile dialog appears.

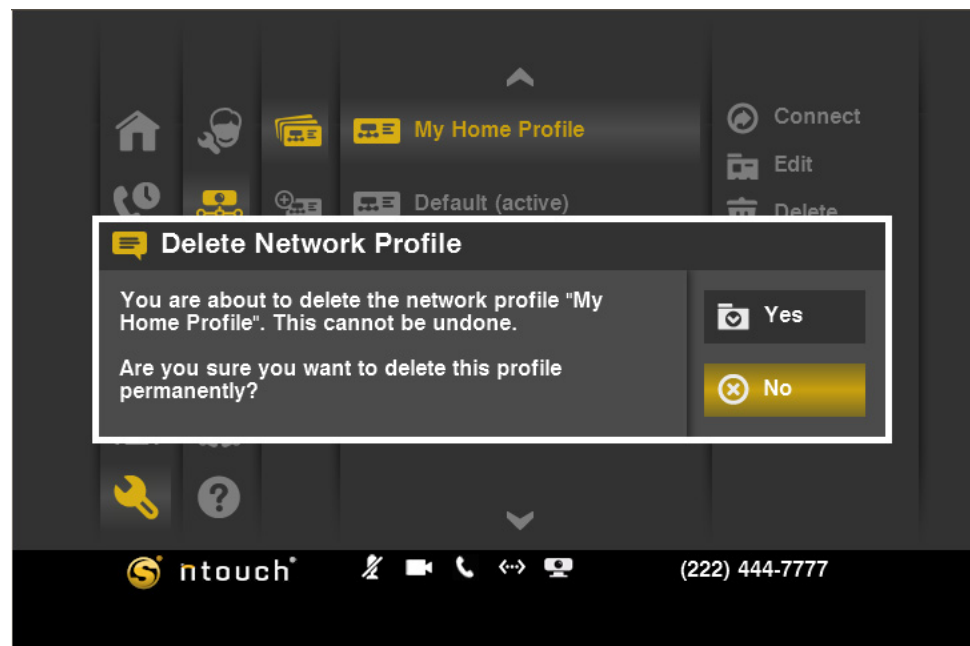


Figure 158: Delete Network Profile dialog

Step 35. Select **Yes** to delete the selected profile. Select **No** to exit without deleting.

Note: You cannot recover deleted profiles.

To See/Edit Device Settings

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

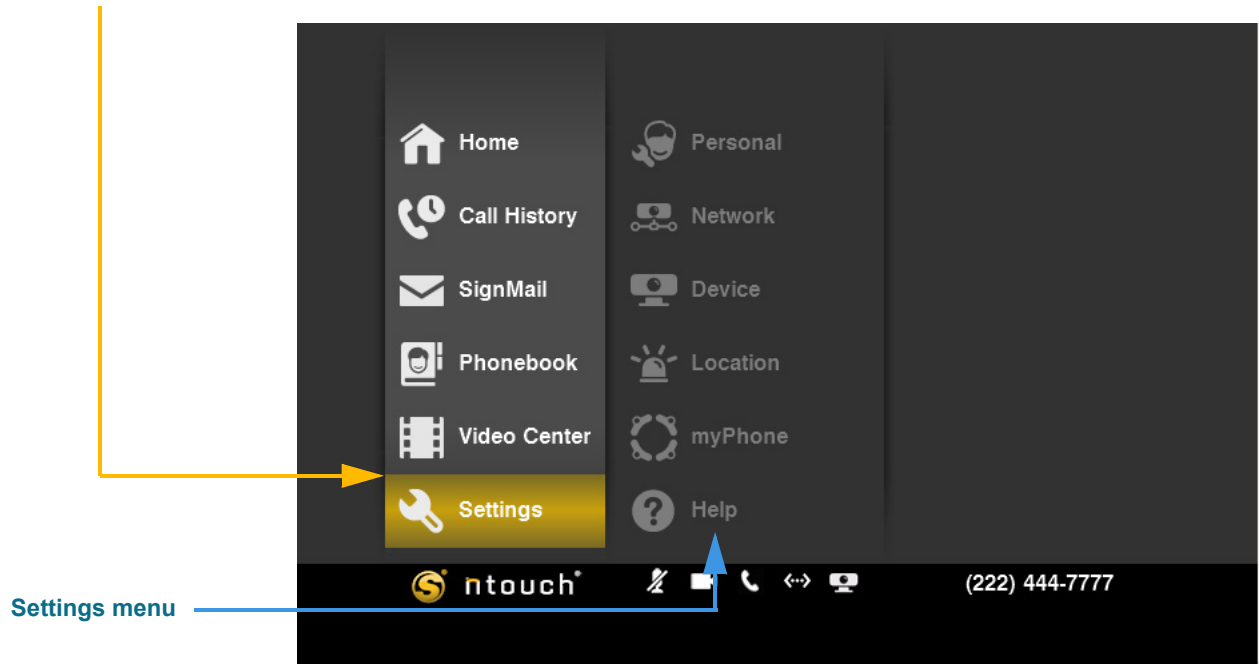


Figure 159: Settings button and menu

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

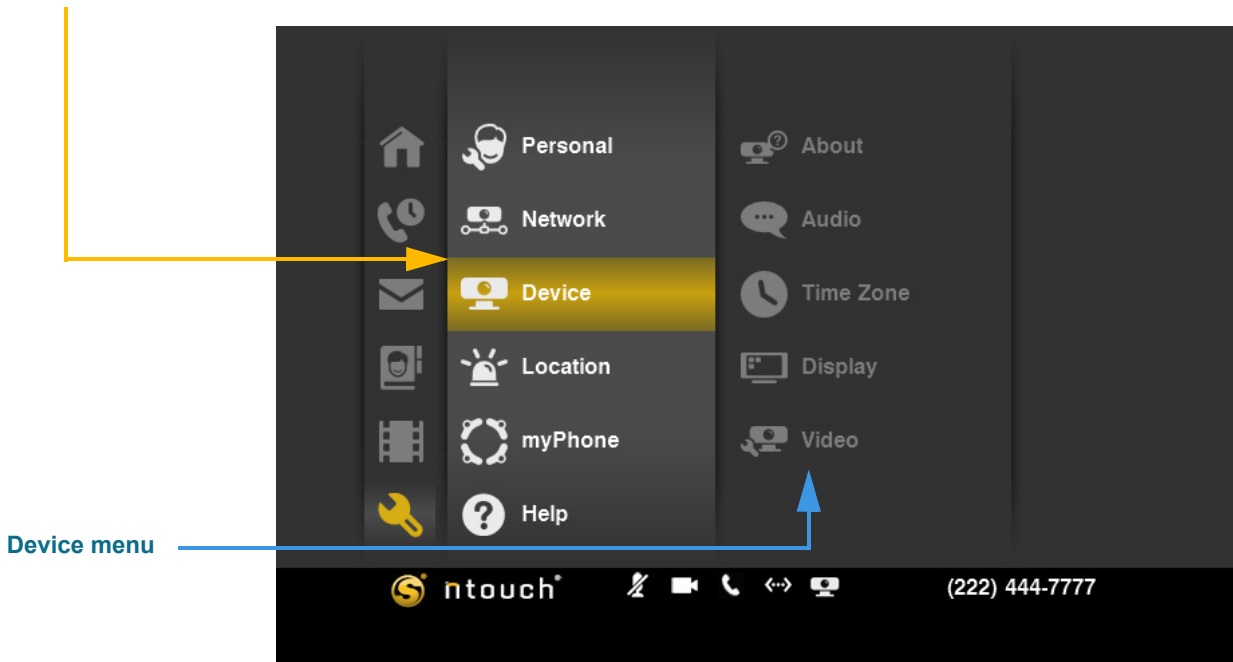


Figure 160: Device button and menu

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

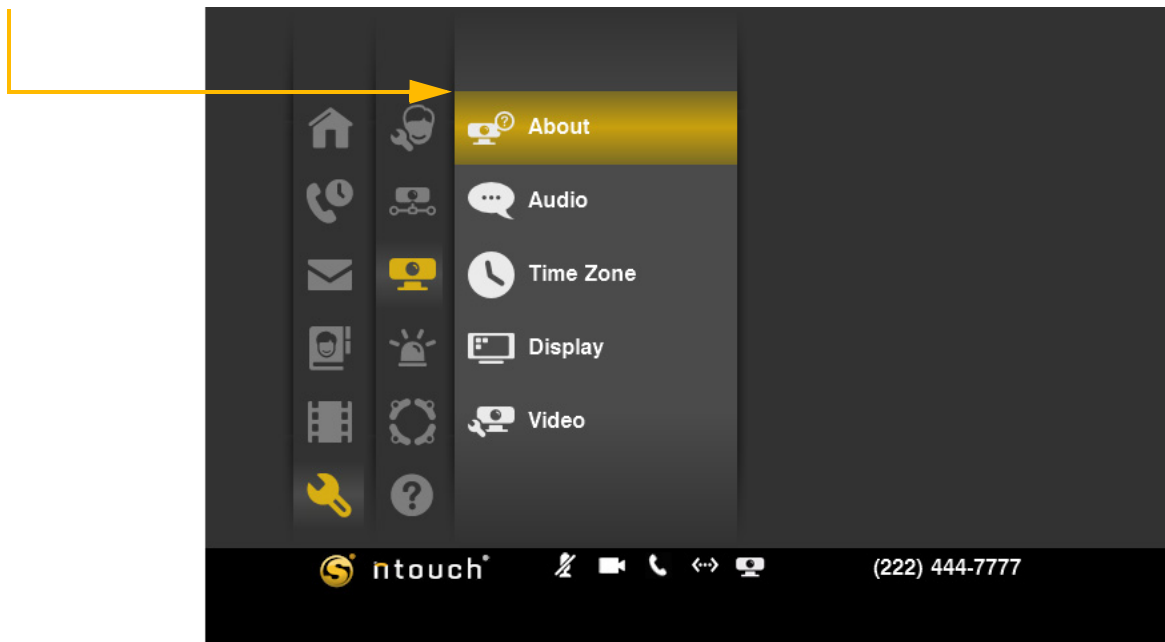


Figure 161: About button in Device menu

Step 4. The About Your Sorenson ntouch screen appears. Study the table on the next page to learn about this screen.

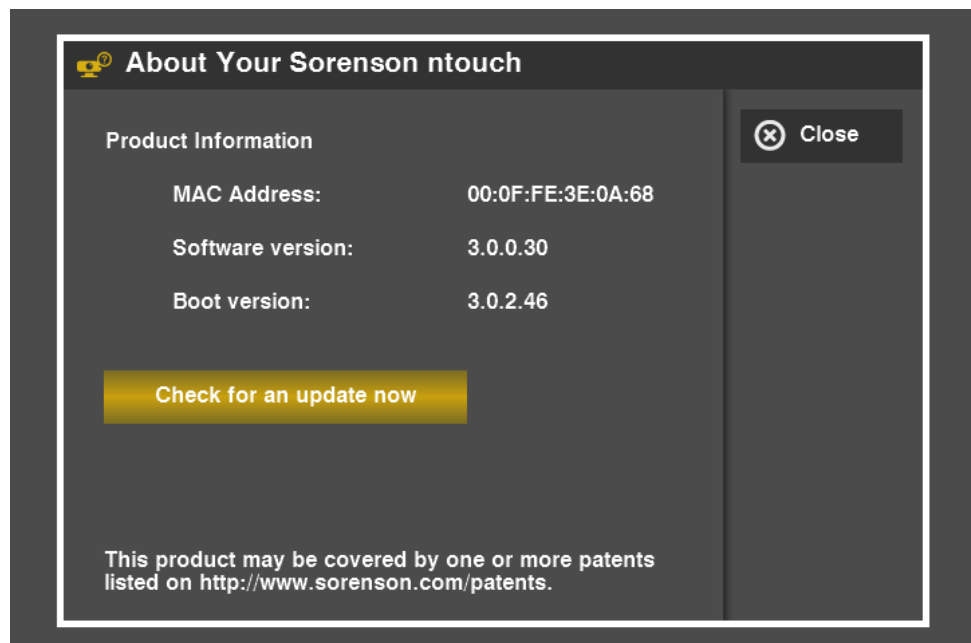


Figure 162: About Your Sorenson ntouch screen

About Your Sorenson ntouch Details

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 14: About Your Sorenson ntouch screen details

- Step 5. To check for a software update for ntouch VP, select the **Check Now** button.
- Step 6. Select **Close** to return to the Device menu screen.
- Step 7. Move to the **Audio** button in the Device menu. Then select the button.

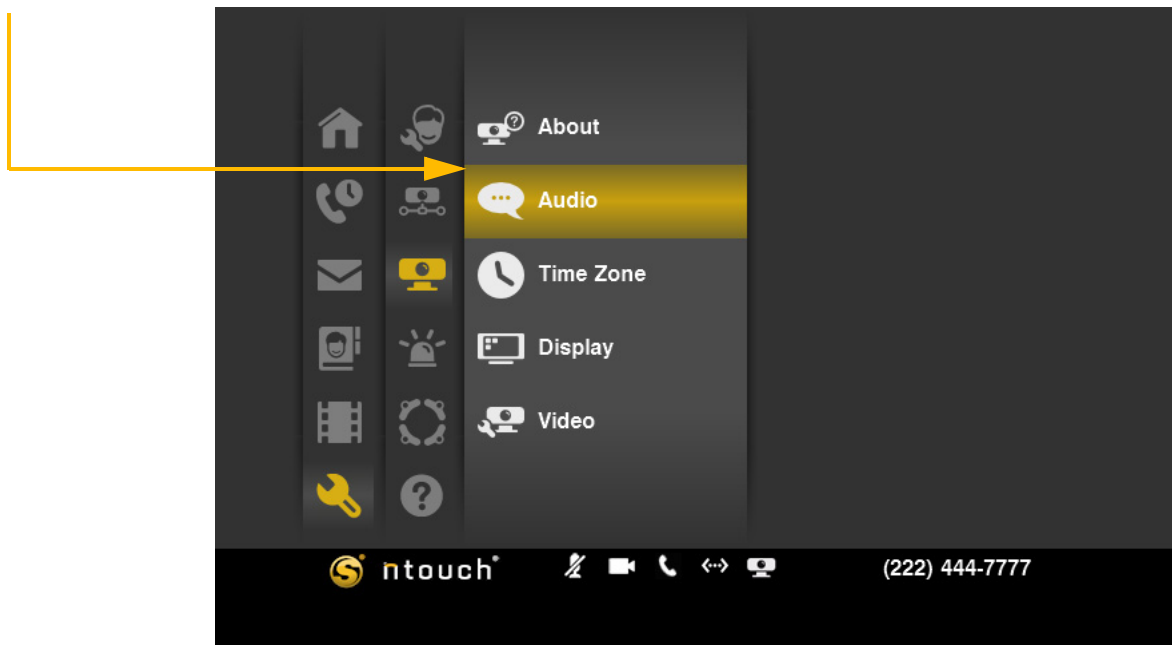


Figure 163: VCO button in Device menu

Step 8. The Audio Settings screen appears. Study the table below the image to learn about the settings. Then make your selection and entry on the screen.

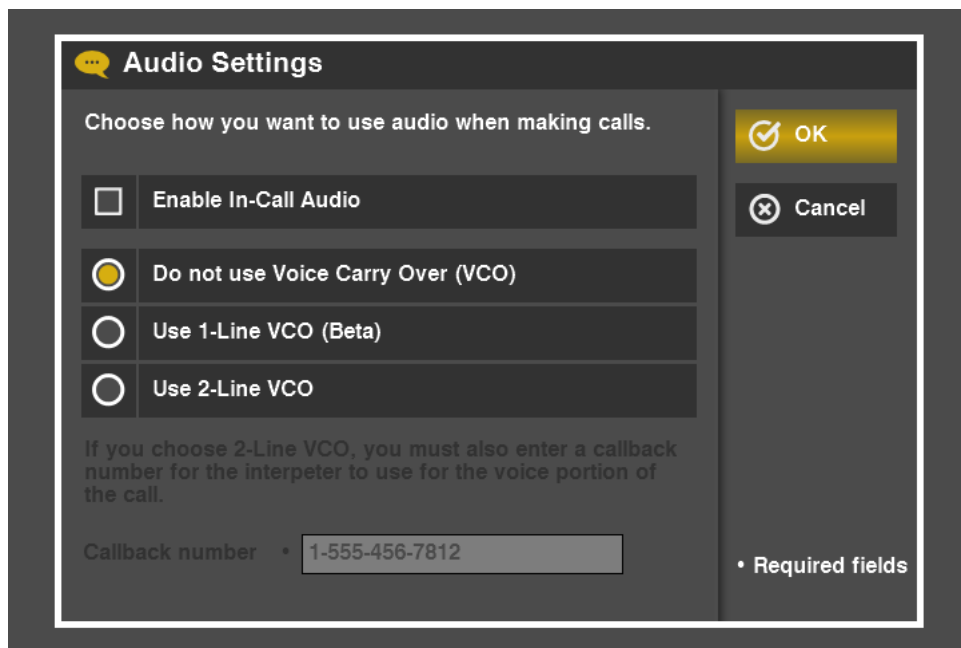


Figure 164: Audio Settings screen

Audio Settings Details

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 15: Audio Settings screen details

Step 9. See the section that starts on Page 24 for more information about using the Voice Carry Over and In-Call Audio features.

Step 10. Select **OK** to save the changes. Select **Cancel** to exit without saving. You will then be back at the Device menu screen.

Step 11. Move to the **Time Zone** button in the Device menu. Then select the button.

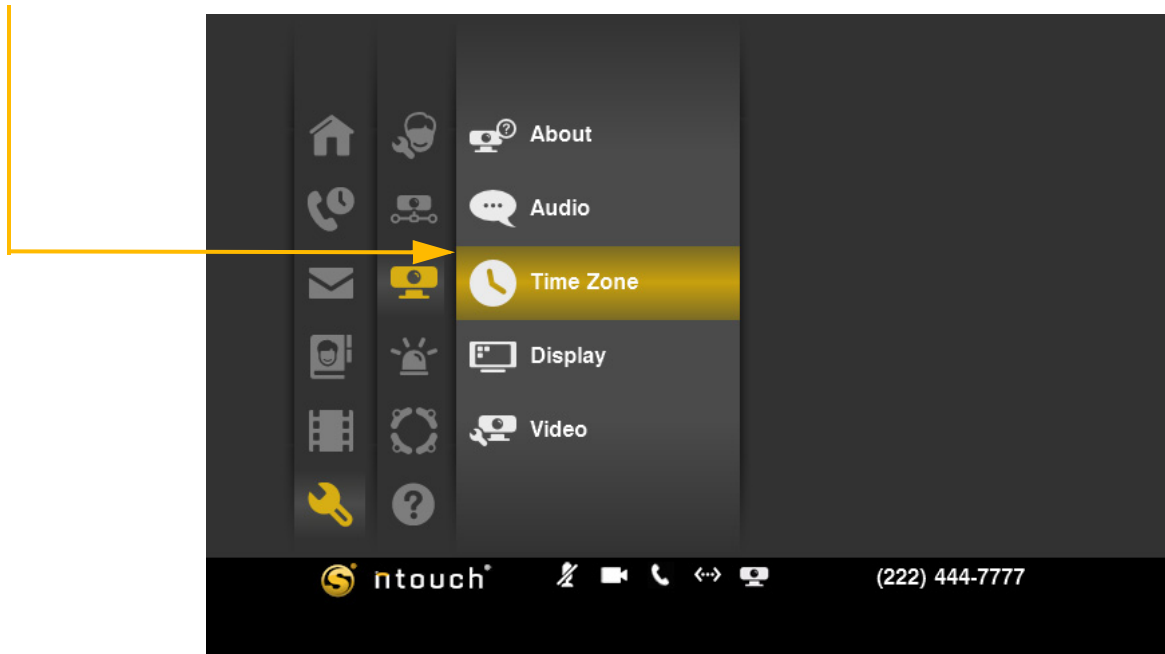


Figure 165: Time Zone button in Device menu

Step 12. The Time Zone Settings screen appears. Study the table on the next page to learn about the settings. Then make your selection.

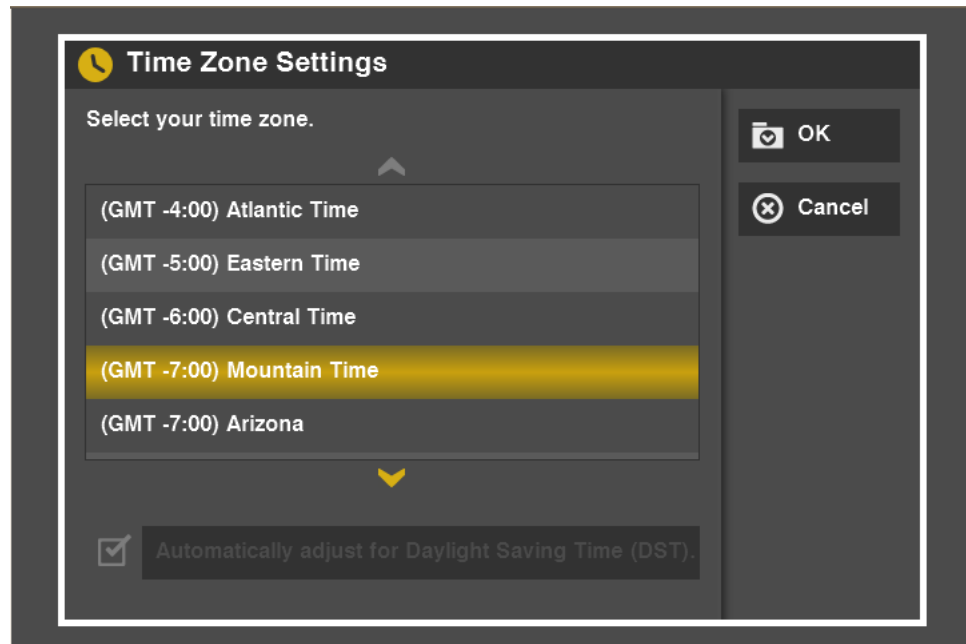


Figure 166: Time Zone Settings screen

Time Zone Settings Details

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 16: Time Zone Settings screen details

Step 13. Select **OK** to save the changes. Select **Cancel** to exit without saving. You will then be back at the Device menu screen.

Step 14. Move to the **Display** button in the Device menu. Then select the button.

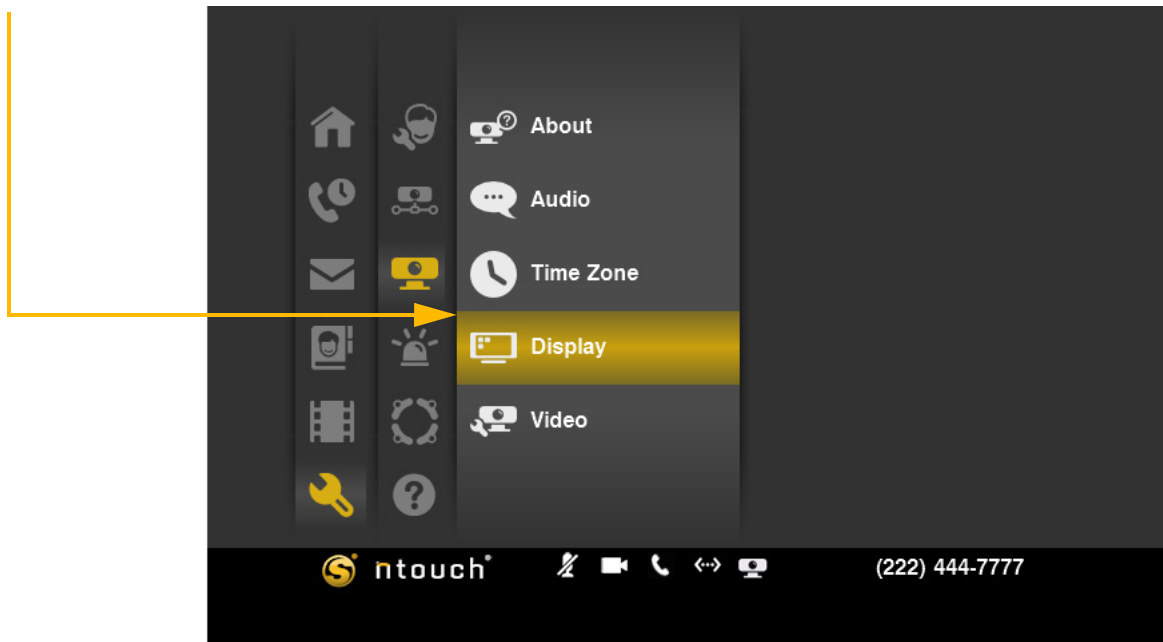


Figure 167: Display button in Device menu

- Step 15. The Display screen appears. Study the table below the image to learn about the settings. Then select the correct screen resolution setting for your television and the colors that you want to use for all buttons.

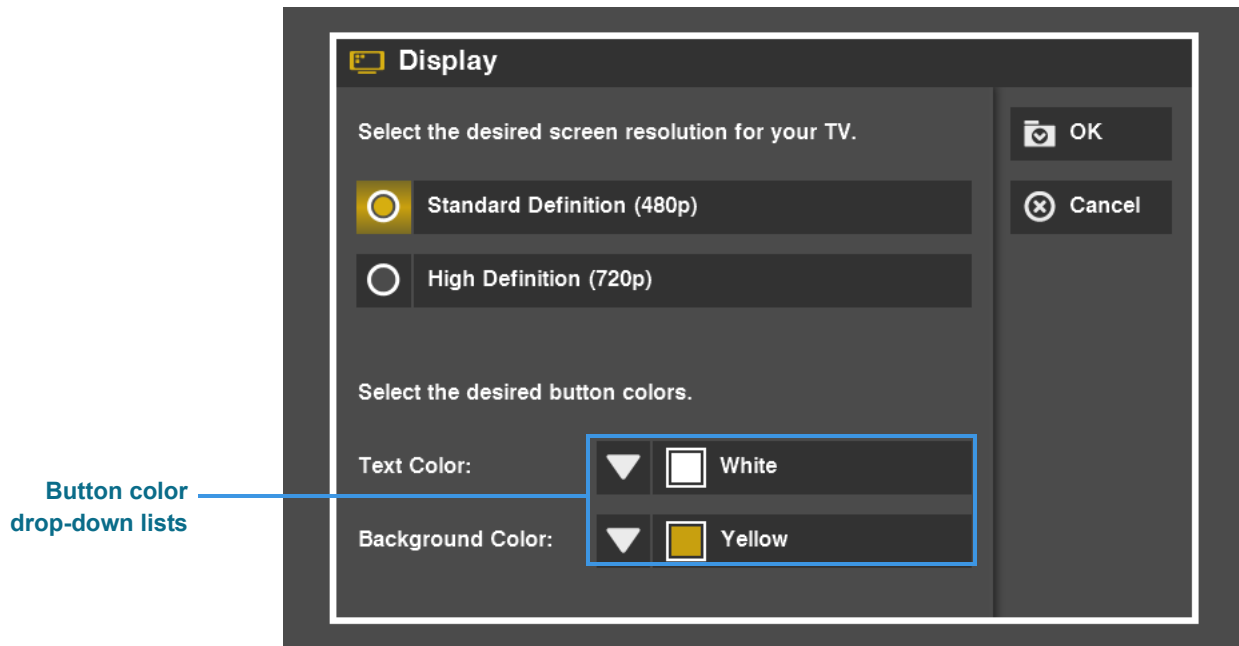


Figure 168: Screen Resolution screen

Display Details

Feature	Description
Select the desired screen resolution for your TV radio buttons	<p>Select the radio button for Standard or High Definition video output.</p> <p>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.</p> <p>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.</p> <p>The High Definition option creates a larger display area on the television screen compared to the image created by the Standard Definition option.</p> <p>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.</p>
Select the desired button colors drop-down lists for Text Color and Background Color	<p>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).</p> <p>The Text Color drop-down list changes the color of the text on the buttons.</p> <p>The Background Color drop-down list changes the color of the background color used for the buttons.</p>

Table 17: Display screen details

Step 16. To see an example use of the Button Color feature, first select the **Text Color** drop-down list to display the screen shown below.

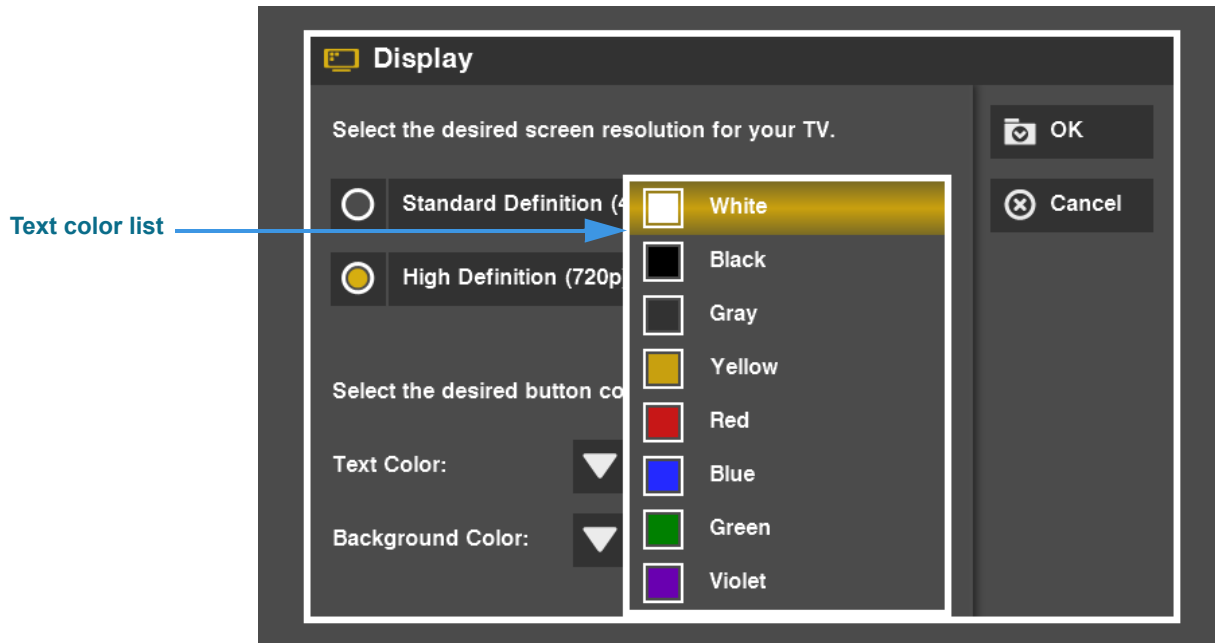


Figure 169: Text Color drop-down list opened

Step 17. Select **Black** from the list to display the screen shown below.

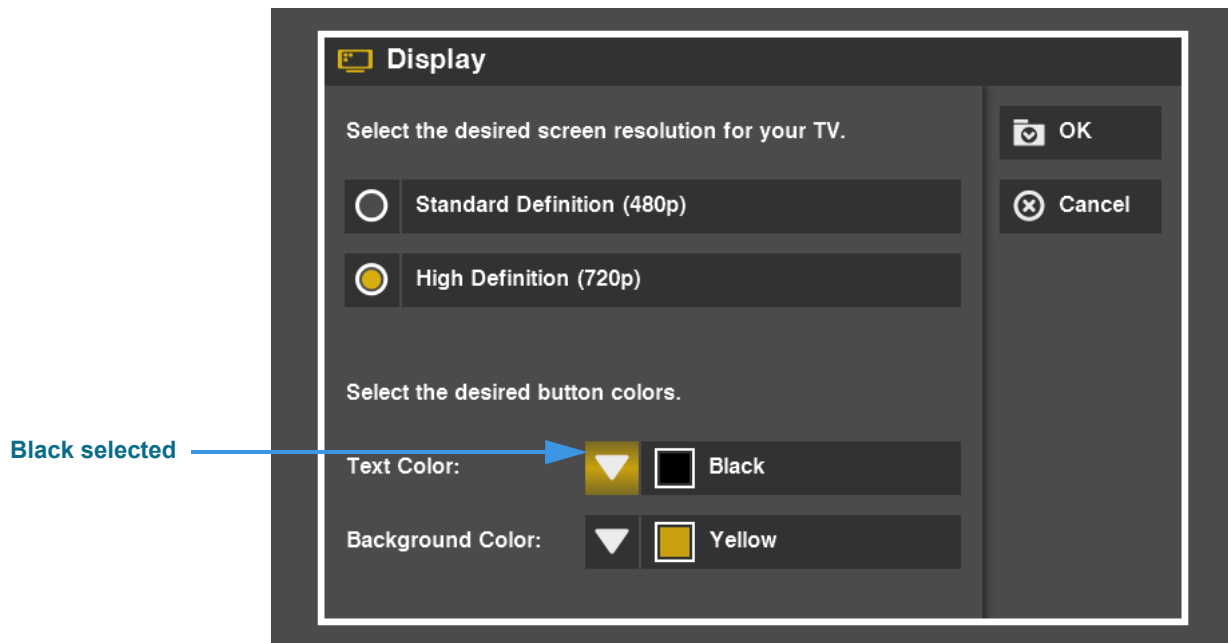


Figure 170: Black selected for the Text color

Step 18. Select the **Background Color** drop-down list to display the screen shown below.

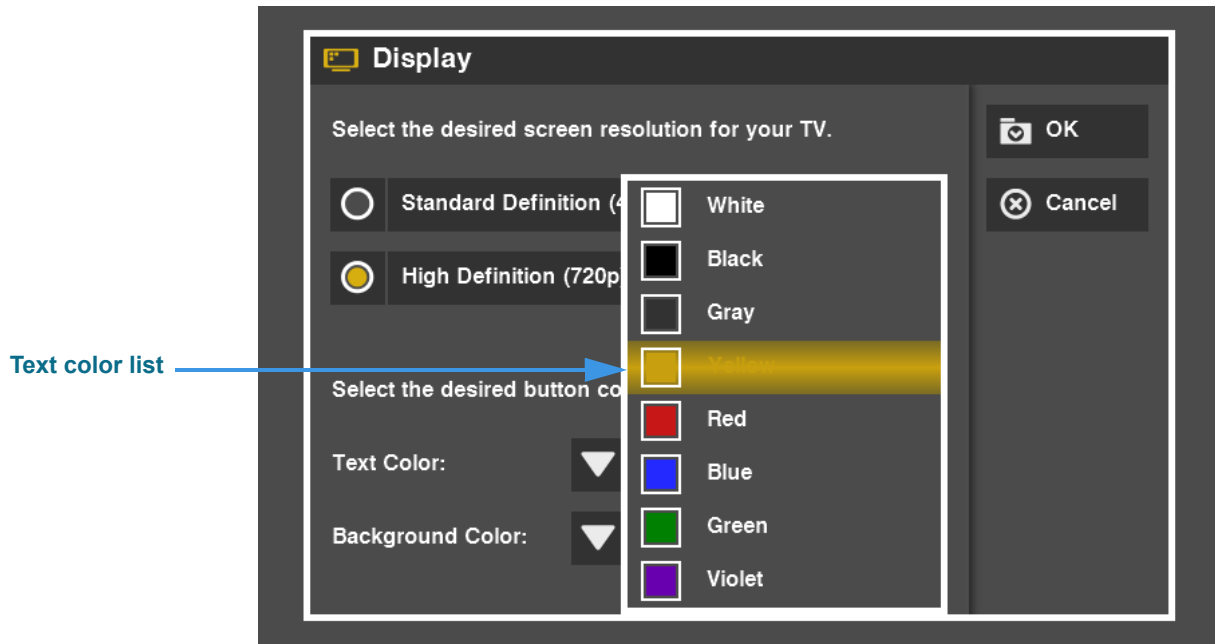


Figure 171: Background Color drop-down list opened

Step 19. Select **White** from the list to display the screen shown below.

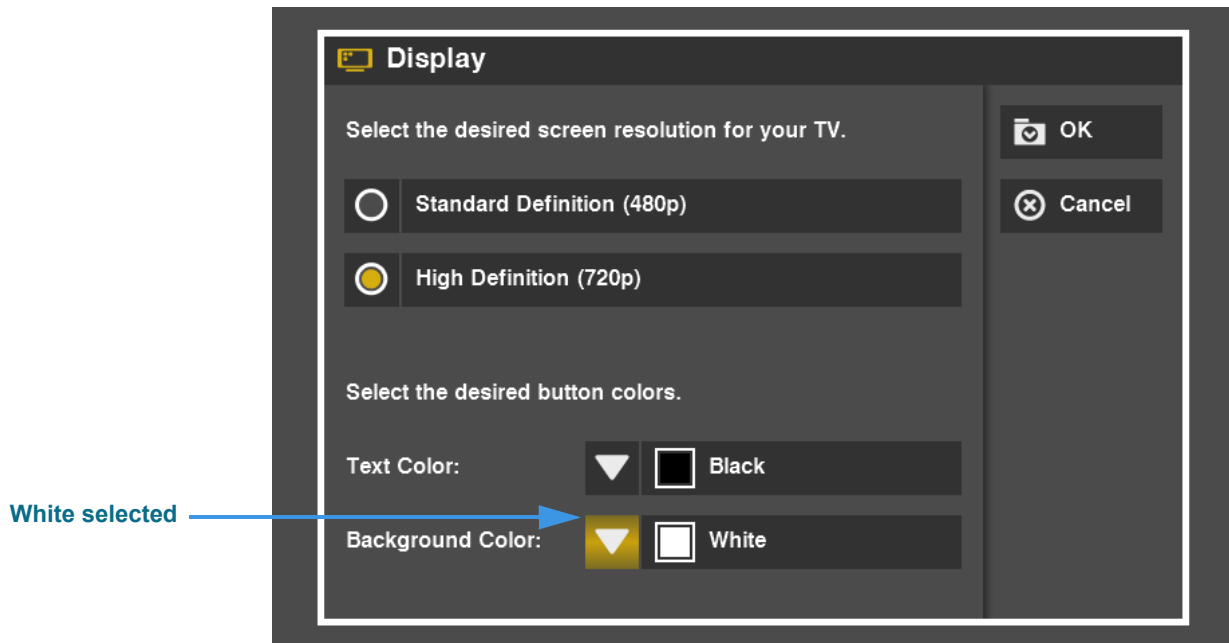


Figure 172: White selected for Background color

Step 20. Move to and select the **OK** button to save the color changes as shown below.

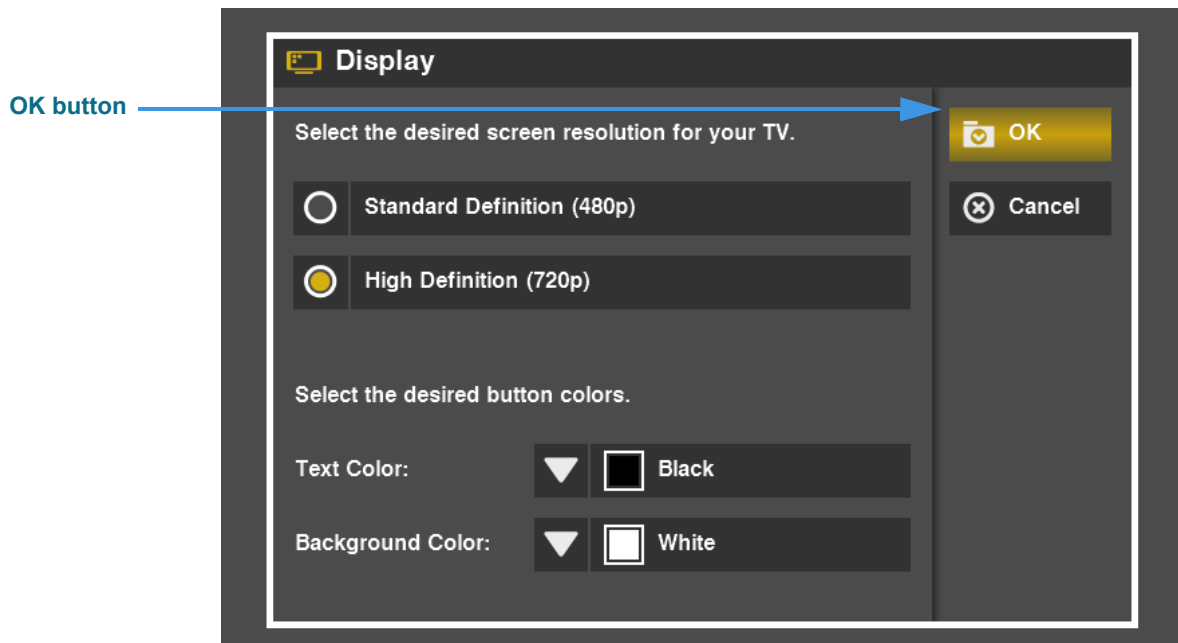


Figure 173: OK button highlighted

Step 21. You will then see the Device options menu as shown in the image below.

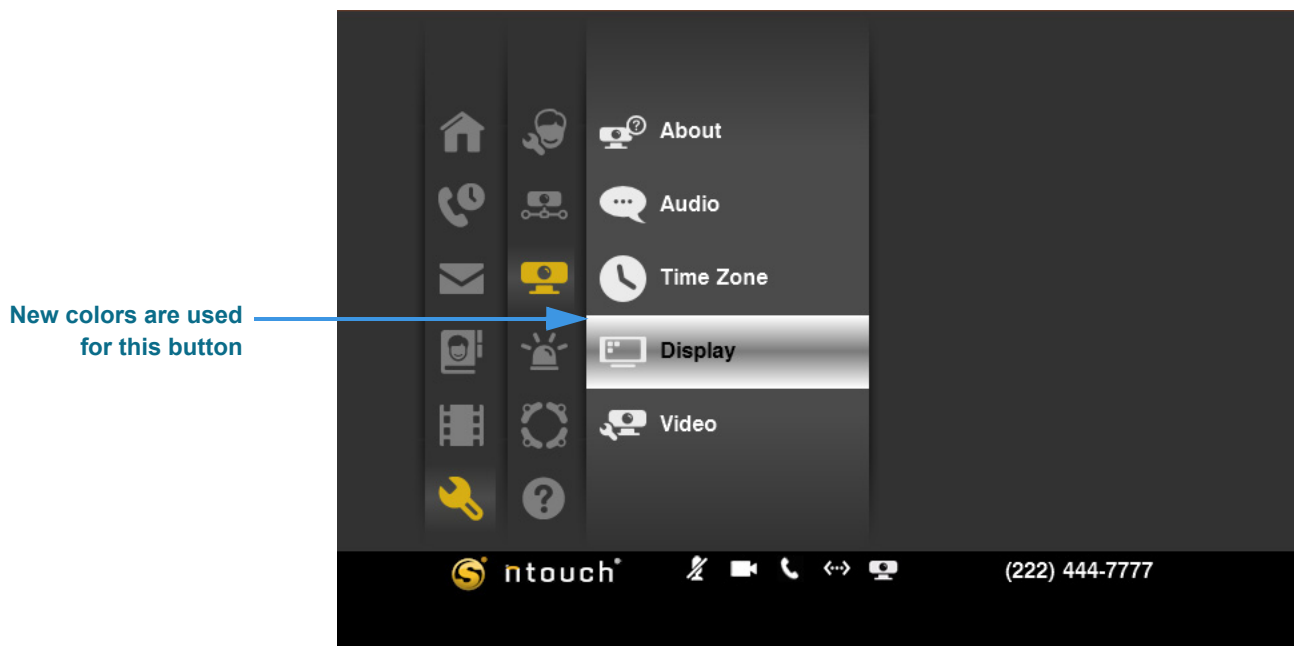


Figure 174: Display button in new colors

Notice that the Display button is now shown in **black** type over a **white** background. You can experiment with colors to find the combination you like best. The default combination is **white text** on a **yellow background**.

Step 22. When finished at the Display screen, you will be back at the Device menu screen.

Step 23. Move to the **Video** button in the Device menu. Then select the button.

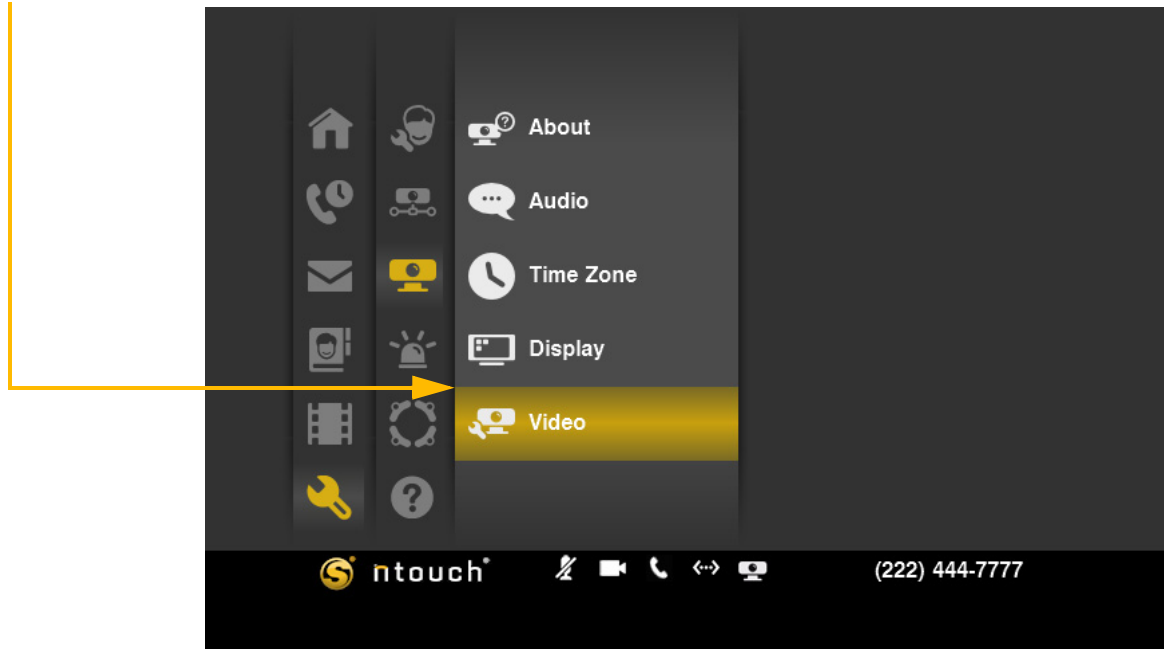


Figure 175: Video button in Device menu

Step 24. The Video Settings screen appears. Study the table on the next page to learn about the settings. Then adjust the controls to the desired settings.

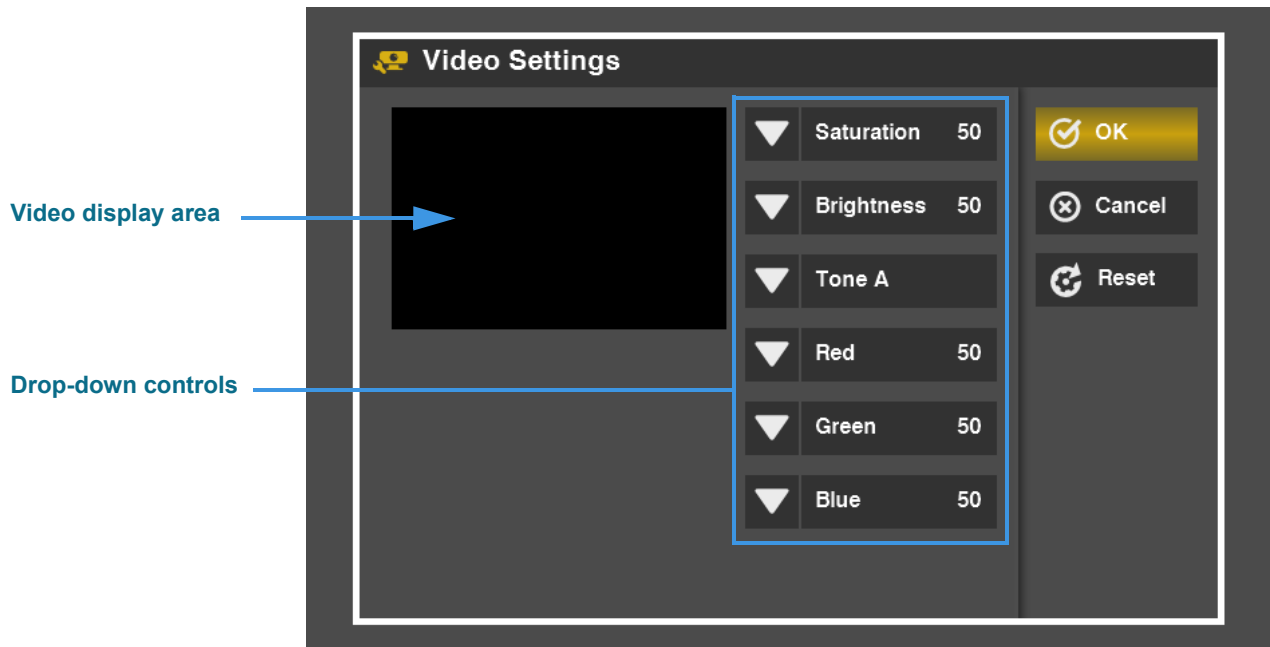


Figure 176: Video Settings screen

Video Settings Details

Feature	Description
Video display area	Shows the changes made to the video image as you use the drop-down controls to make changes to the video image.
Saturation drop-down	Select this drop-down to reveal a slider control. Move the slider to adjust the intensity of the colors shown in the video image. Colors will appear brighter at high saturation levels and darker or washed out” at lower saturation levels.
Brightness drop-down	Select this drop-down to reveal a slider control. Move the slider to adjust the overall brightness of the image.
Tone drop-down	This drop-down list offers a Tone A and Tone B options. When your videophone is first installed, your Sorenson Trainer will make the correct selection to match the camera installed with the videophone. You do not need to change this setting unless you are instructed to do so by Sorenson Technical Support.
Red, Green and Blue drop-downs	Select one of these drop-downs to reveal a slider control. Move the slider to the right to increase the level of the selected color; move the control to the left to decrease the level. Look at the Video display area of the screen to see the changes. By adjusting the three color levels you can correct any color imbalances that may occur in some environments. You can use the Saturation control 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.
Reset button	Select this button to reset all the controls on the screen to their default settings.

Table 18: Video Settings screen details

- Step 25. Select **OK** to save the changes. Select **Cancel** to exit without saving. Select **Reset** if you want to reset all controls to their default settings. You will then be back at the Device menu screen.

To See/Edit Location Settings

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

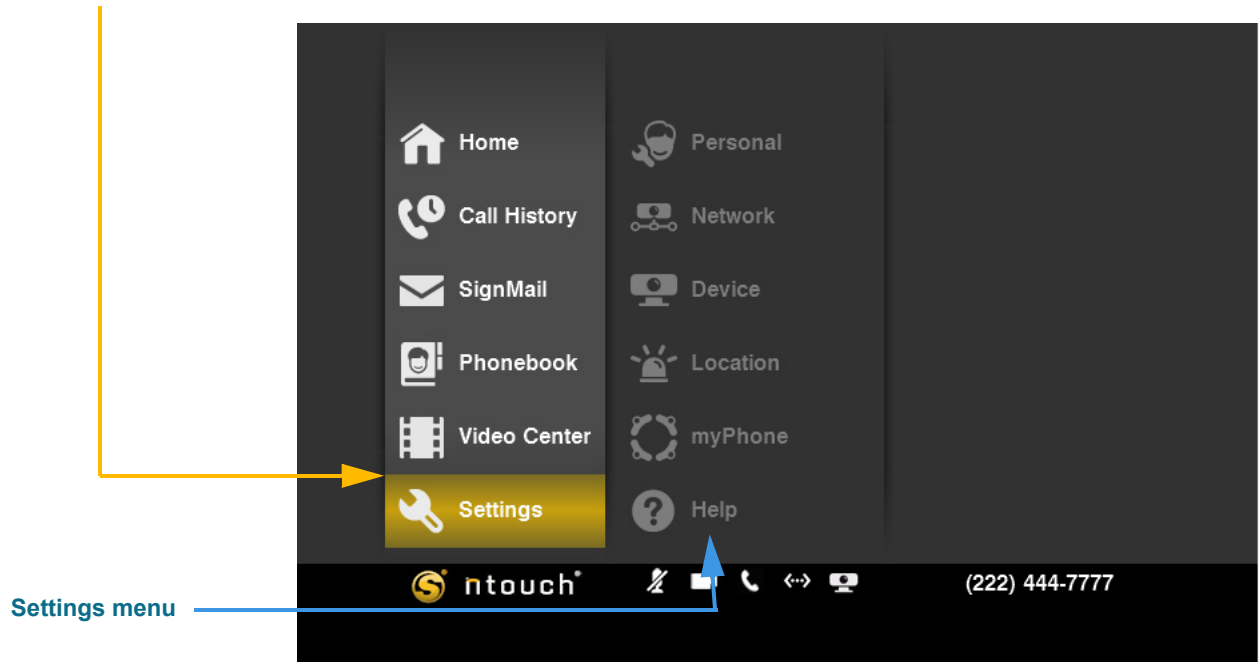


Figure 177: Settings button and menu

Step 2. Move to the **Location** button. Then select the button.

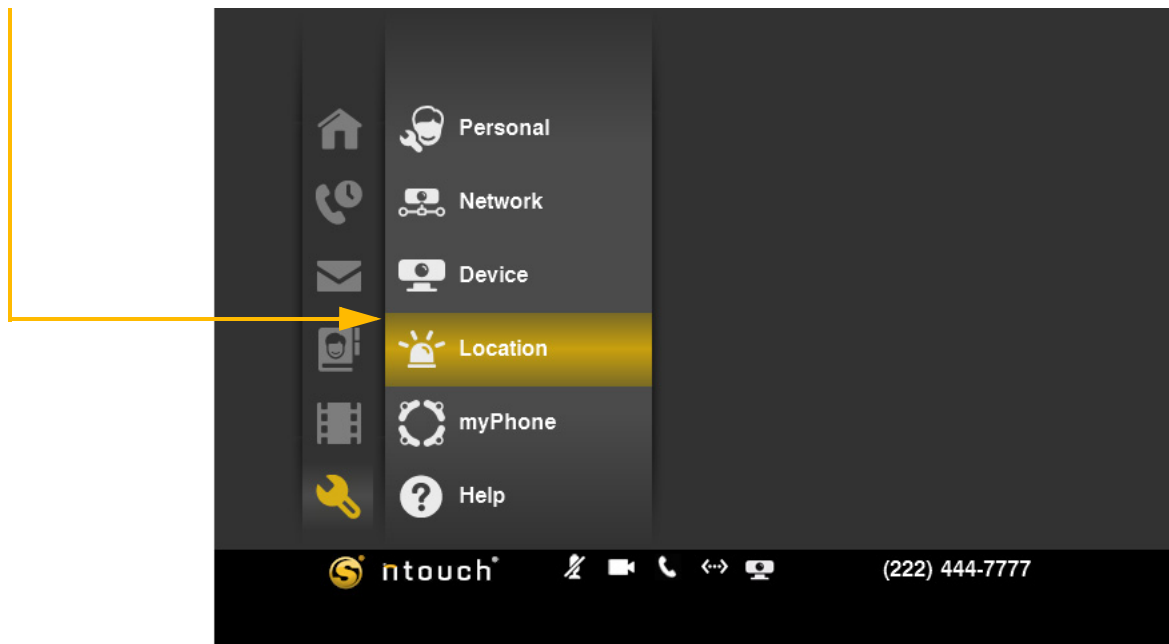


Figure 178: Location button

Step 3. The 911 Location Info screen appears. Study the table below the image to learn about this screen. Then complete the required entries in the fields.

Required Fields

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 they are required.

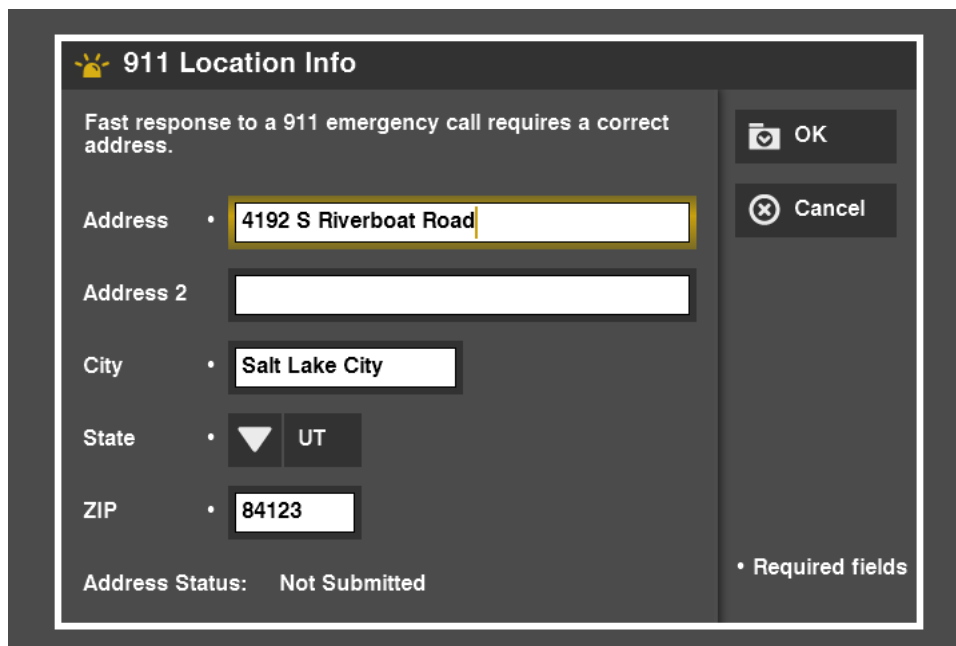


Figure 179: 911 Location Info screen

911 Location Info Details

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	<p>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:</p> <ul style="list-style-type: none"> • Not Submitted — means the address currently on the screen has <i>not</i> been sent to Sorenson for validation and provisioning with 911 services. • Submitted — means the address currently on the screen <i>has been</i> sent to Sorenson for validation and provisioning with 911 services.

Table 19: 911 Location Info screen details

Step 4. Select **OK** to save the changes. Select **Cancel** to exit without saving. You will then be back at the Settings menu screen.

To See/Edit myPhone Settings

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

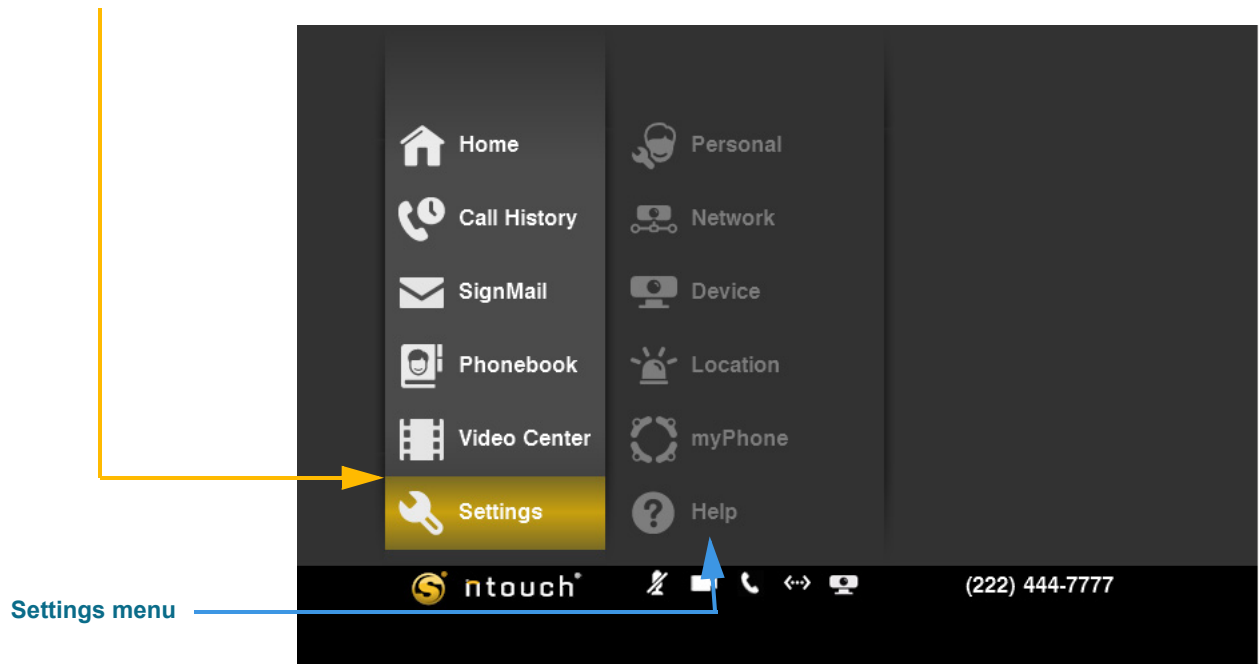


Figure 180: Settings button and menu

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

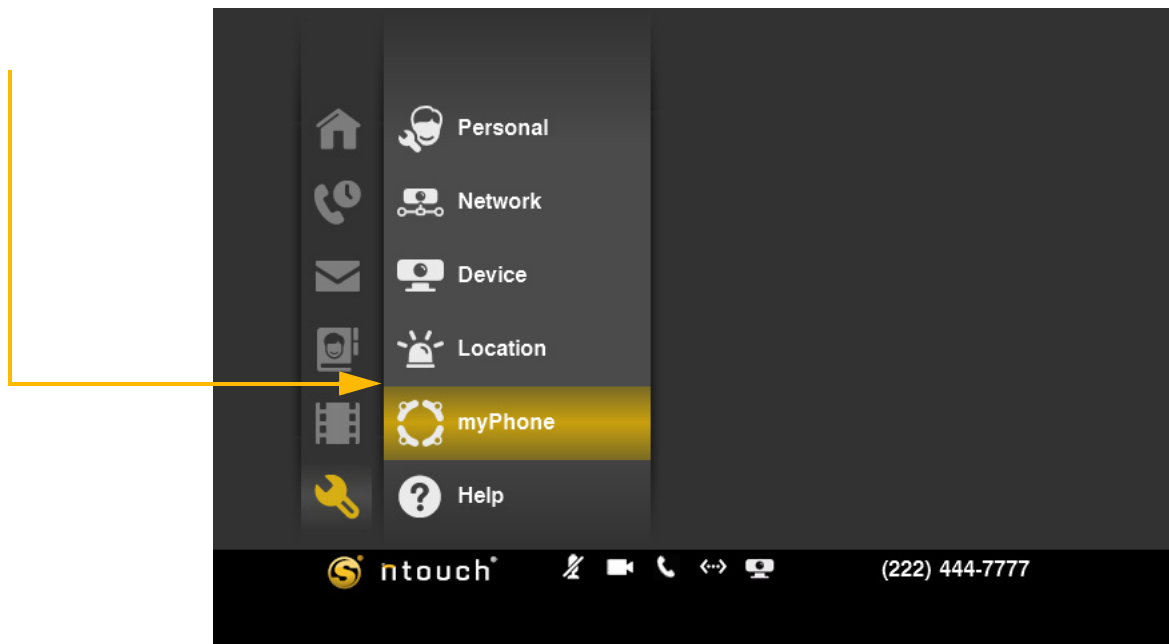


Figure 181: myPhone button

Step 3. The Welcome to Sorenson myPhone screen appears. Study the table below the image to learn about this screen.

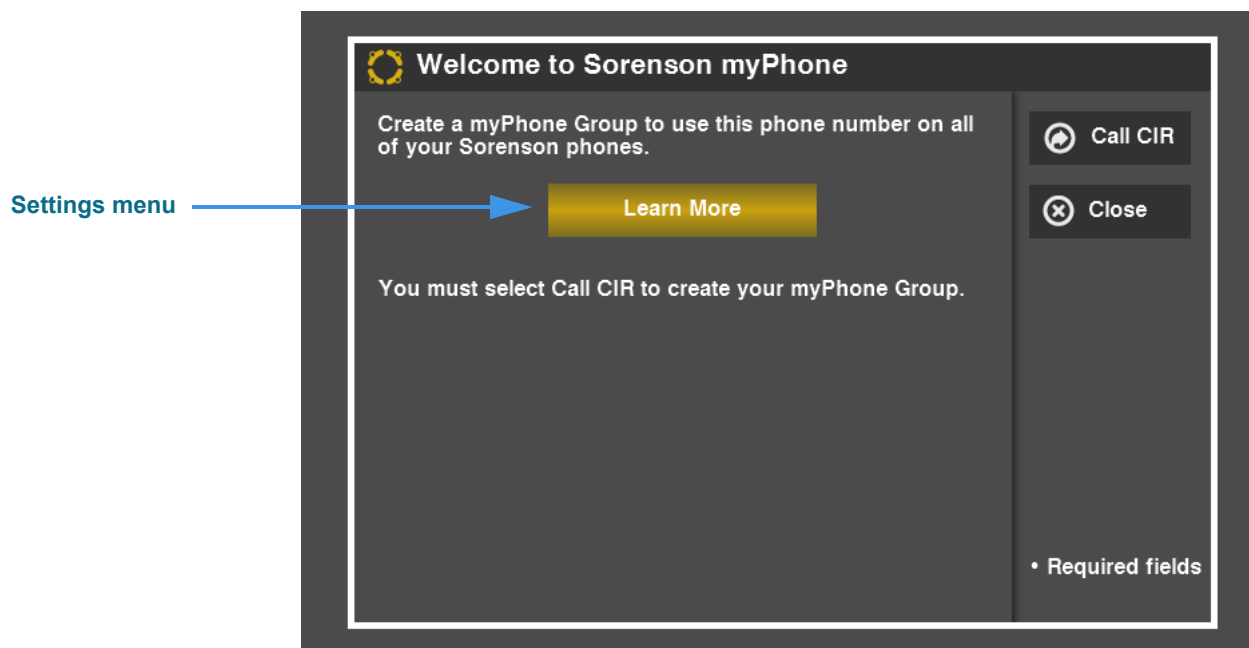


Figure 182: Welcome to Sorenson myPhone screen

Welcome to Sorenson myPhone Details

Feature	Description
Learn More button	Select this button to view a short ASL video that describes the myPhone feature. After viewing the video, you will return to this screen.
Call CIR button	Select this button to call the Sorenson CIR (Customer Information) department. The CIR representative will help you to create a myPhone Group.
Close button	Select this button to close the screen without calling CIR.

Table 20: Welcome to Sorenson myPhone screen details

Step 4. Select [Call CIR](#) to make a call to Sorenson CIR. Ask for help creating your myPhone Group. Select [Close](#) to exit without calling.

Step 5. After your myPhone Group has been created, you can return to the Settings menu at any time to see the members of your group and your myPhone number(s). To do so, you must open the Manage myPhone Group screen by selecting the [myPhone](#) button as shown in Figure 181.

- Step 6. The Manage myPhone Group screen appears if the videophone is a member of a myPhone Group. Study the table below the image to learn about this screen.

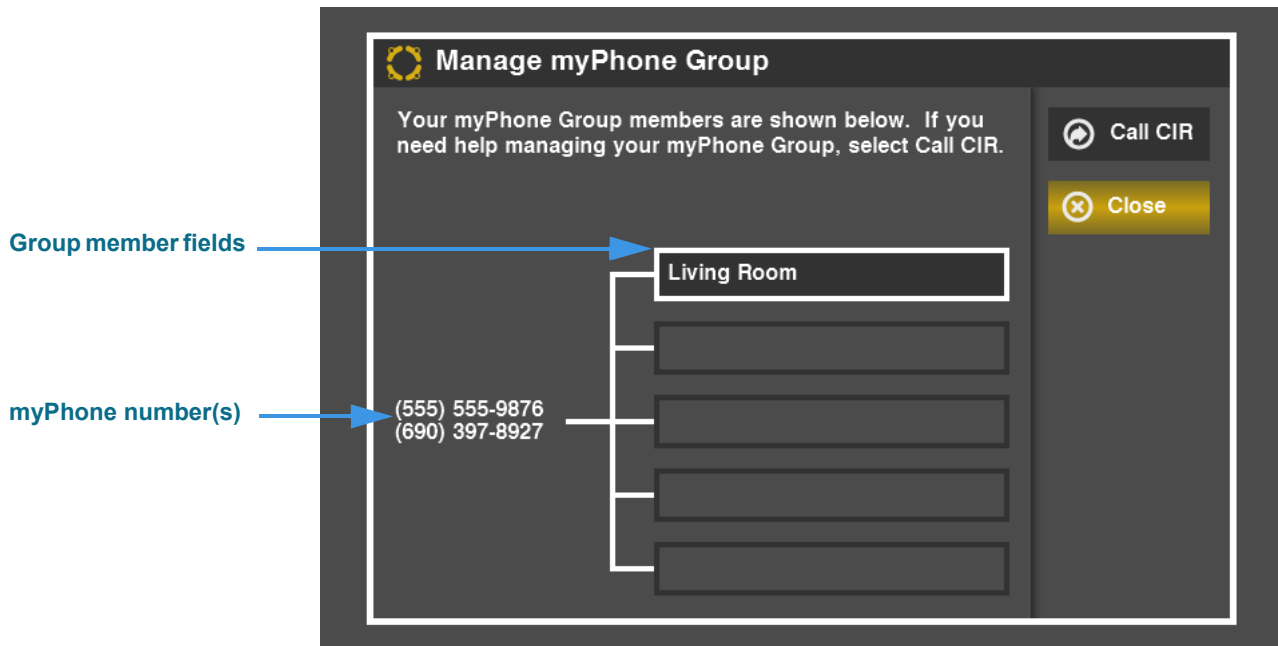


Figure 183: Manage myPhone Group screen

Manage myPhone Group Details

Feature	Description
Group member fields	The five fields in the middle of the screen show the names of the members of your myPhone Group. A group can contain one to five members. In this example image, there is just one group member named "Living Room."
myPhone number(s)	Your myPhone number(s) are shown to the left of the five fields. Only one number will be listed unless the primary group member already had a toll-free number when the group was first created.
Call CIR button	Select this button to call the Sorenson CIR (Customer Information) department. The CIR representative will help you to manage your myPhone Group.
Close button	Select this button to close the screen without calling CIR.

Table 21: Manage myPhone Group screen details

- Step 7. Select **Call CIR** to make a call to Sorenson CIR. Ask for help managing your myPhone Group. Select **Close** to exit without calling.

Get Help

ntouch VP provides two ways for you to call for help using the videophone. You can call the Sorenson Customer Information (CIR) or our Technical Support departments. The Help button on the *Settings* screen is used to display these two options. You can also press the Help key on the remote control to display the Help options.

To Call Customer Service (CIR)

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

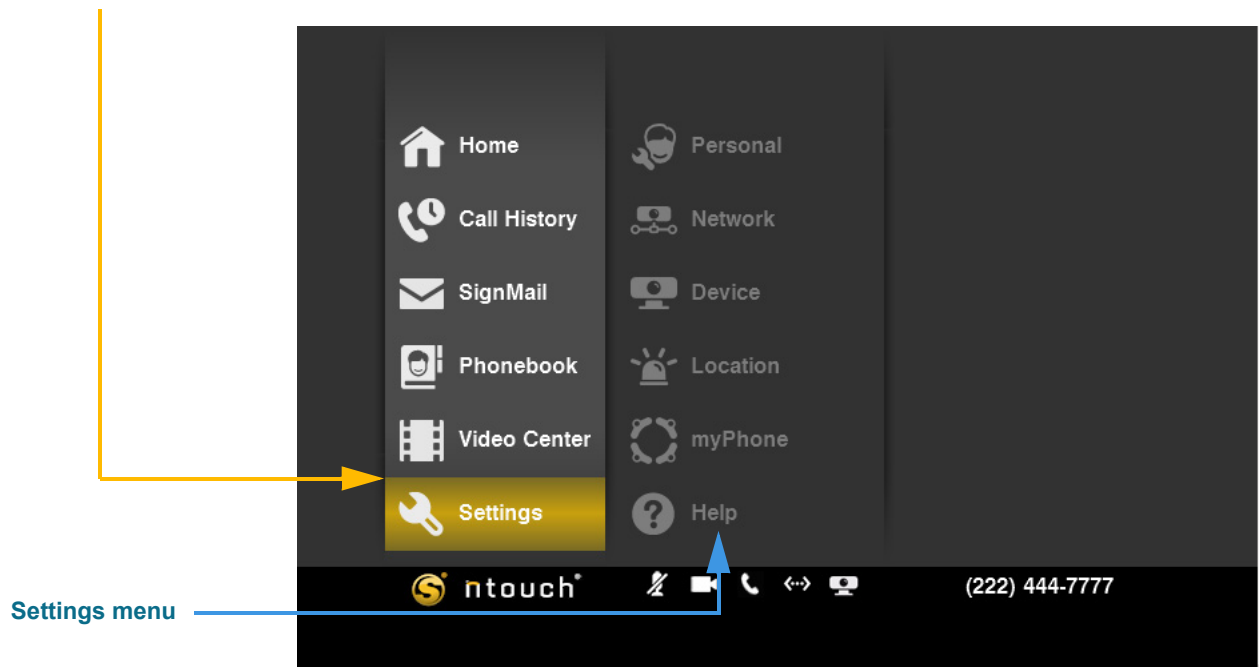


Figure 184: Settings button and menu

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

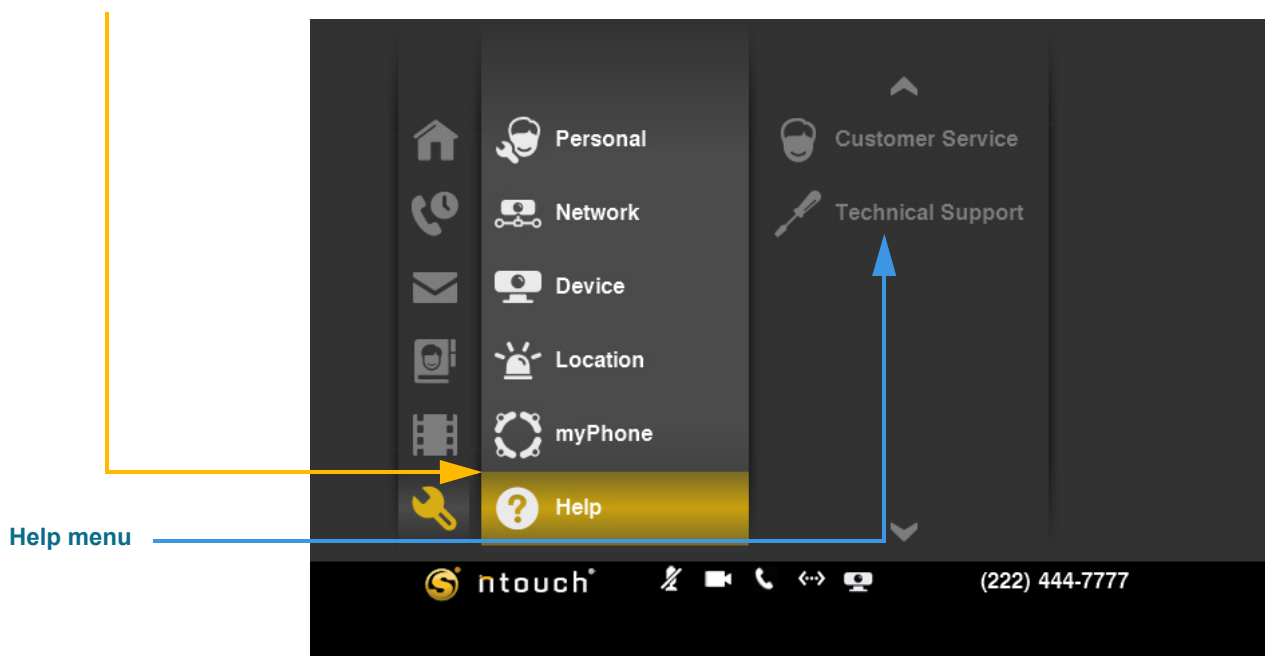


Figure 185: Help button and menu

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

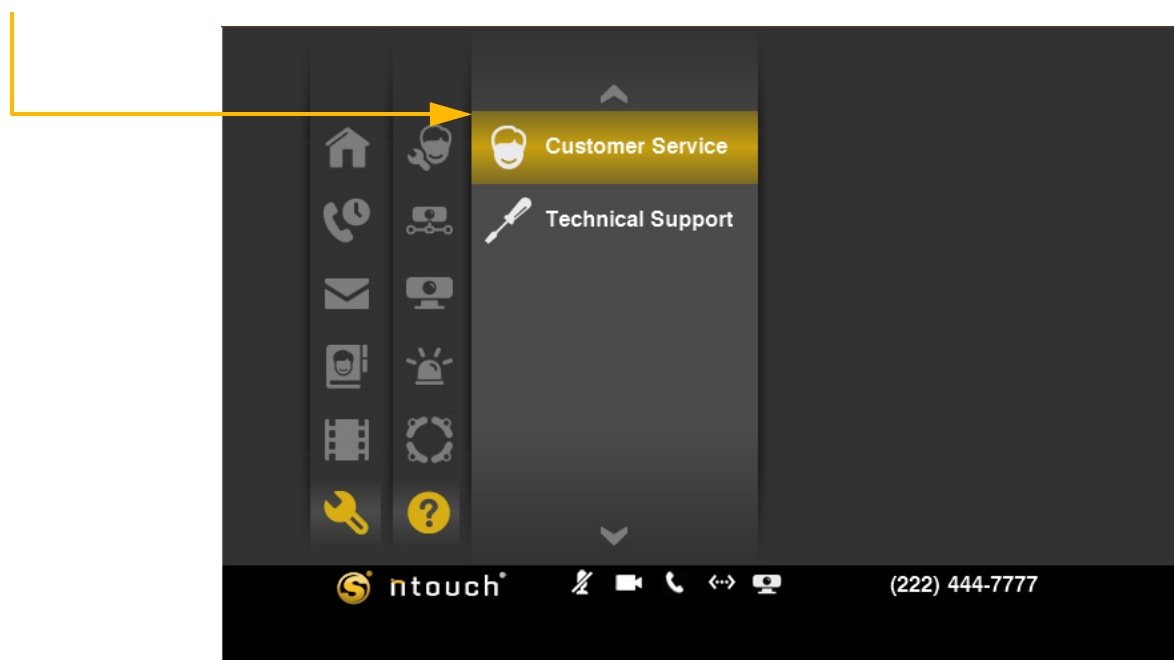


Figure 186: Customer Service button on Help menu

Step 4. The Customer Service dialog appears. Read the information in the dialog.

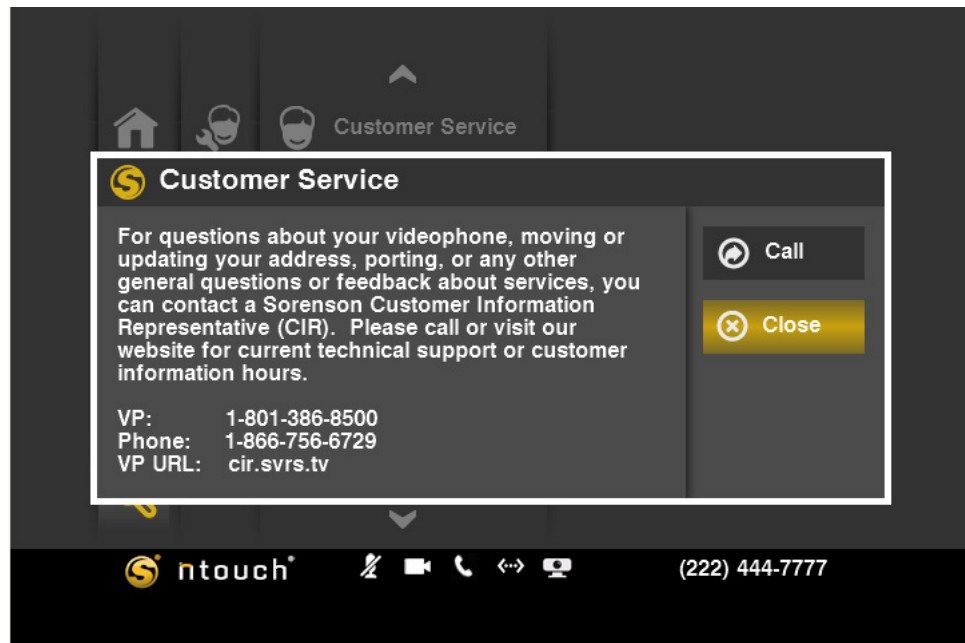


Figure 187: Customer Service dialog

Step 5. Select **Call** to place a call to CIR. Select **Close** to exit without calling. After placing the call or exiting, you will then be back at the screen shown in Figure 186.

To Call Technical Support

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

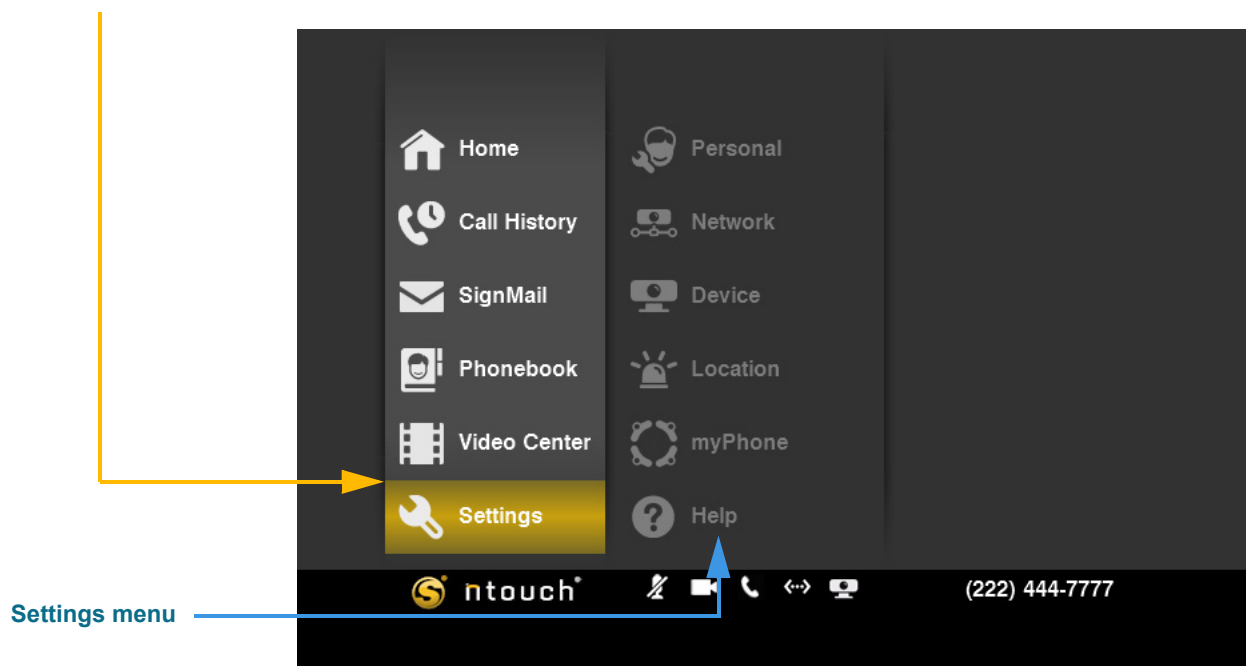


Figure 188: Settings button and menu

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

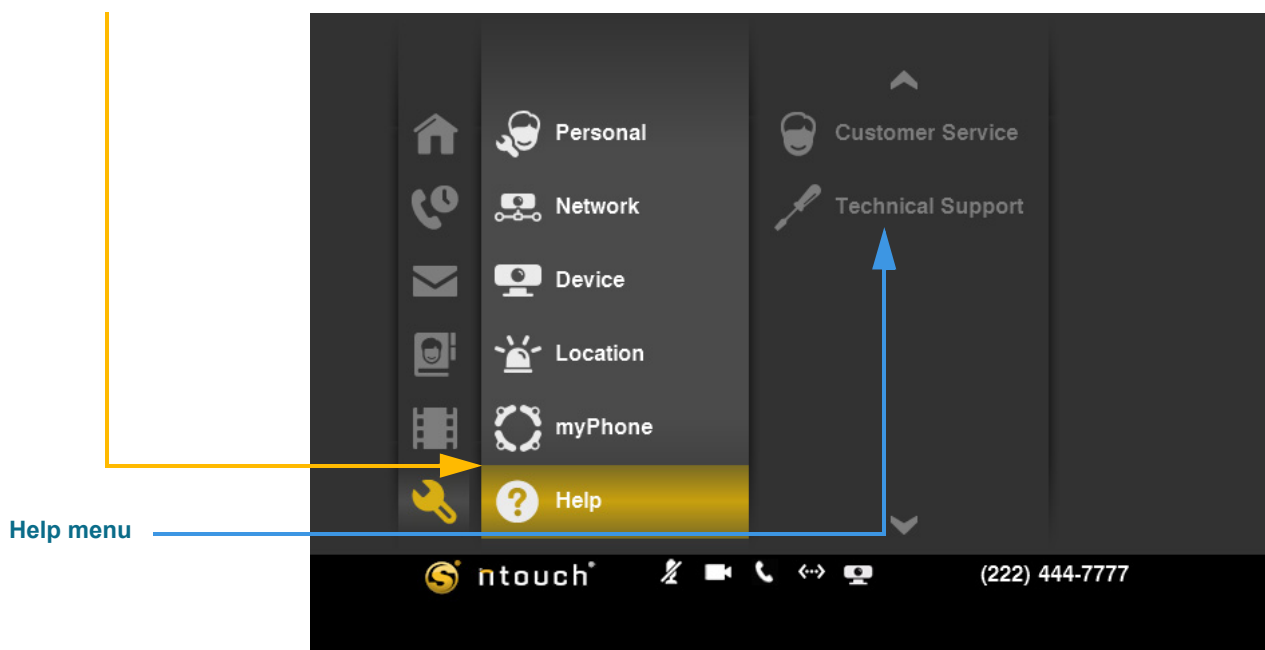


Figure 189: Help button and menu

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

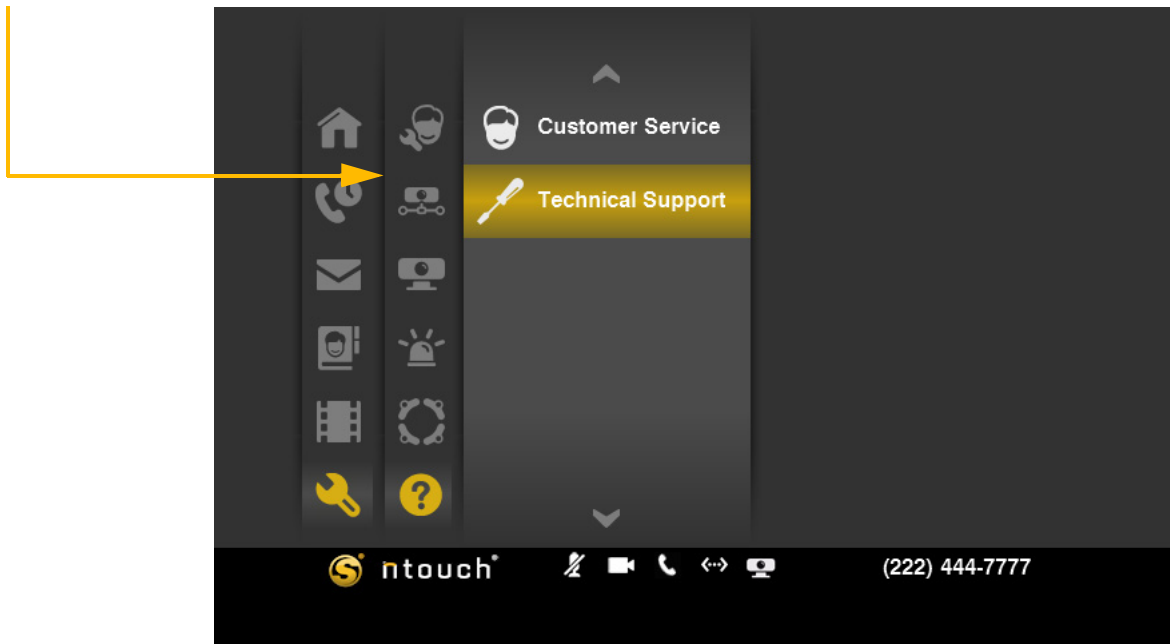


Figure 190: Customer Service button on Help menu

Step 4. The Technical Support dialog appears. Read the information in the dialog.

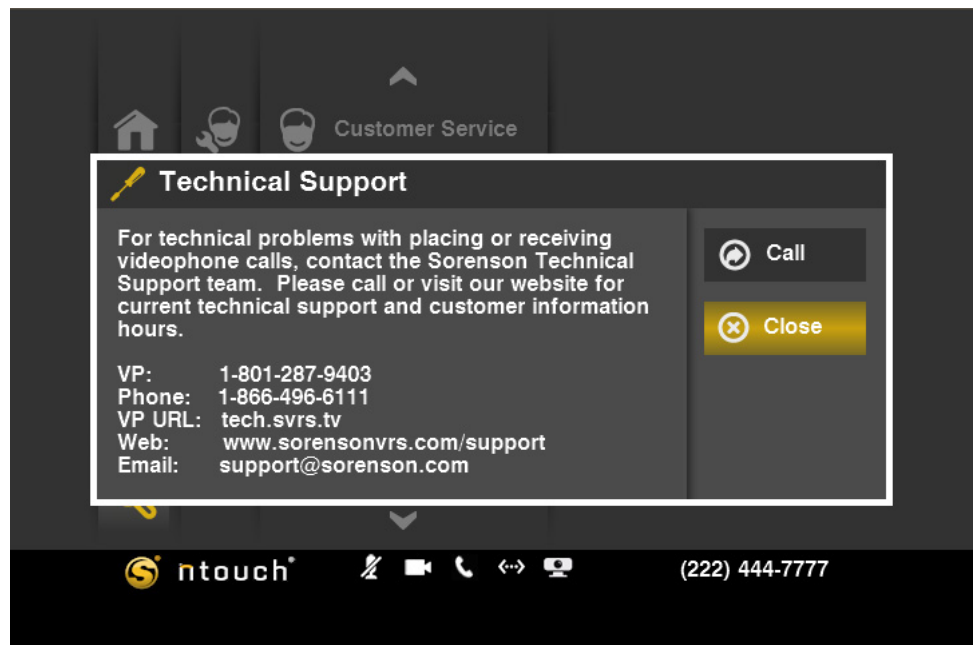


Figure 191: Technical Support dialog

Step 5. Select **Call** to place a call to Technical Support. Select **Close** to exit without calling. After placing the call or exiting, you will then be back at the screen shown in Figure 190.