ntouch Tablet

for Apple iPad Devices

User Guide

App Version 8.0

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Version 8.0
February 29, 2016

ntouch Tablet

New 8.0 Features

What's New in 8.0?

Sorenson's ntouch Tablet 8.0 app includes these new features:

- **Favorites** — The Favorites feature lets you create a list of favorite contacts. You can store your most important contacts in the Favorites list to make them easy to find quickly. Using the Favorites list is especially helpful if you have a large number of contacts. You can add a phone number to your Favorites list at the time you create the contact or afterwards. You can open your Favorites list on the *Phonebook* screen.

- **Hide My Caller ID** — The Hide My Caller ID feature lets you make videophone calls that do not send Caller ID information in your outgoing calls. When this feature is enabled, you will not be able to call Sorenson users who have enabled the "Don't Accept Anonymous Calls" feature (described below) on their endpoints.

- **Don't Accept Anonymous Calls** — The Don't Accept Anonymous Calls feature lets you reject incoming videophone calls that do not have Caller ID information. This feature can help reject solicitation calls or calls from people who are hiding their Caller ID information. Remember, if you turn on the Don't Accept Anonymous Calls feature, other Sorenson users will not be able to call you if they have enabled the "Hide My Caller ID" feature (described above) on their endpoints.

- **N11 Dialing** — The N11 Dialing feature which lets you dial 211, 311, 511, 611, 711 and 811 numbers yourself. In the past, you could only directly dial 411 and 911 calls. When you dial an N11 number, your call will be connected to the appropriate service, if that service is available. All N11 calls are handled as Sorenson Relay calls, except 611 calls which are directly routed to Sorenson Customer Support. N11 services are not available in all areas. Your provisioned 911 Location address is used for N11 phone number look-up. If you have a non-standard address format, N11 number look-up may fail. The N11 numbers are: **211 =** Community information and referrals; **311 =** Non-emergency police dispatcher; **411 =** Phone directory assistance; **511 =** Traffic and transportation information; **611 =** Customer service (directly dials Sorenson Customer Service); **711 =** State TTY relay service; **811 =** Local utility "call-before-you-dig" service; **911 =** Emergency dispatcher.

- **Yelp Search** — The Yelp Search feature lets you search for phone numbers of local businesses. This feature replaces the Sorenson Directory feature in previous releases.

- **New VRS Call** — The New VRS Call feature gives you more control when making Sorenson VRS calls. After the interpreter ends the hearing side of a VRS call, you can then dial the phone number for a new call yourself instead of having to sign the number to the interpreter and you stay connected to the same interpreter.

- **Spanish Contact** — This feature lets you choose to show the SVRS Espanol contact in your Contacts list or hide this contact if you do not use Sorenson's Spanish VRS.

- **Company Name** — This feature lets you add a company name to the contact records in your Phonebook.

Set Up ntouch Tablet

You can install the ntouch Tablet app on your iPad by downloading the app from the Apple App Store. You can then register your ntouch Tablet account.

Note: *The ntouch Tablet app runs only on Apple iPad devices that are equipped with two cameras (i.e., both a front-facing and a back-facing camera).*

To Register ntouch Tablet

Step 1. After installing ntouch Tablet, tap the ntouch icon as shown below.

ntouch app icon

Figure 1 — ntouch app icon on *Home* screen

Step 2.   When ntouch Tablet is launched, a splash screen will appear as shown below.

Figure 2 — ntouch splash screen

The splash screen will appear for only a few seconds as the app is loading.

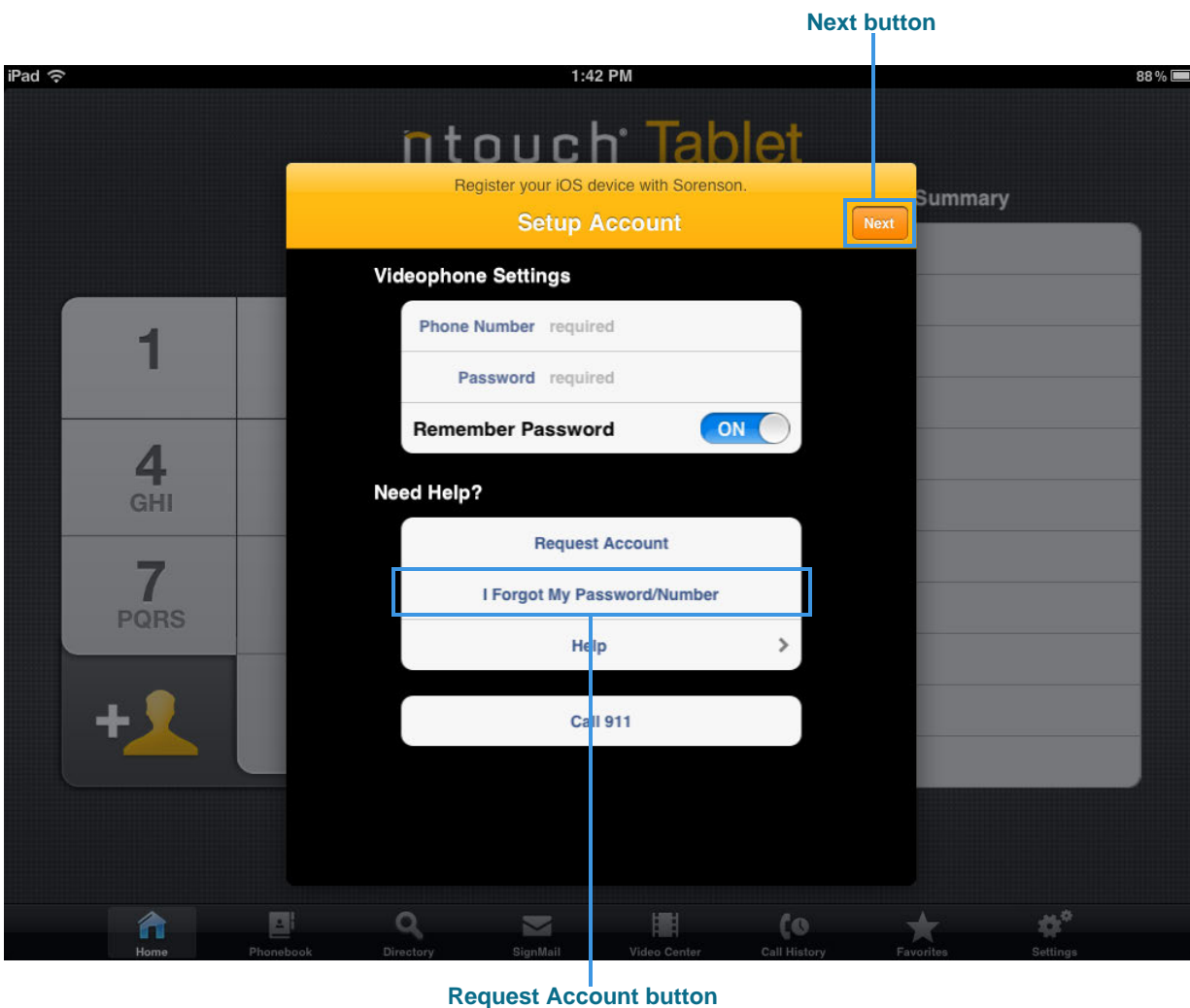**Step 3.** The Setup Account dialog will then appear as shown below.

Figure 3 — *Setup Account* screen

To begin using the app, you must first request an ntouch account for Mobile and Tablet if you do not already have one. The **Request Account** button is used to open a website page at which you can enter a request for an account. When your account is created by Sorenson, you will be assigned an ntouch phone number and password.

Step 4. Tap the Request Account button. When the registration web page opens, complete the request form. You will receive your new ntouch phone number and password by email. You can exit the app while you wait for the email.

> **Note:** *If you have problems, you can select the **Help** button to make a videophone call to the Sorenson CIR department. Ask for help creating your ntouch account for Mobile and Tablet. You can also use the **I Forgot My Password/Number** button to request this information. See **Page 110** for details on using this button.*

Step 5. After you get your new number and password, you can register the app. To do so, launch the app again to return to the Setup Account screen. Then touch the Phone Number field. A keypad will appear over the screen as shown below.

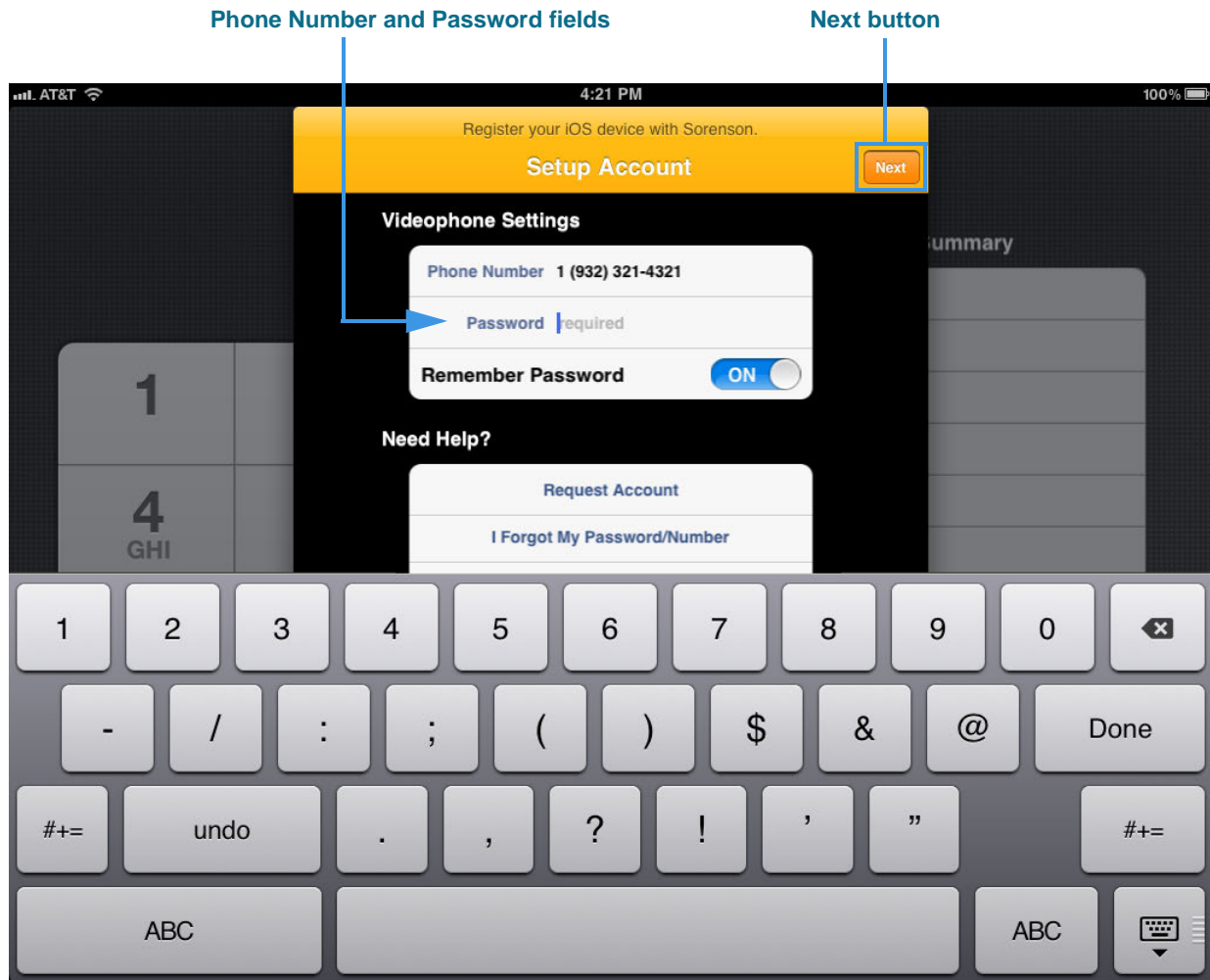Figure 4 — Entering number and password to register

Step 6. First, enter your ntouch Tablet phone number using the keypad.

Step 7. Then, move to the Password field to enter the password assigned to your account.

Step 8. Finally, tap the Next button to register the app.

Step 9. If you entered a valid ntouch phone number and password, the Agreement screen will then appear as shown below.
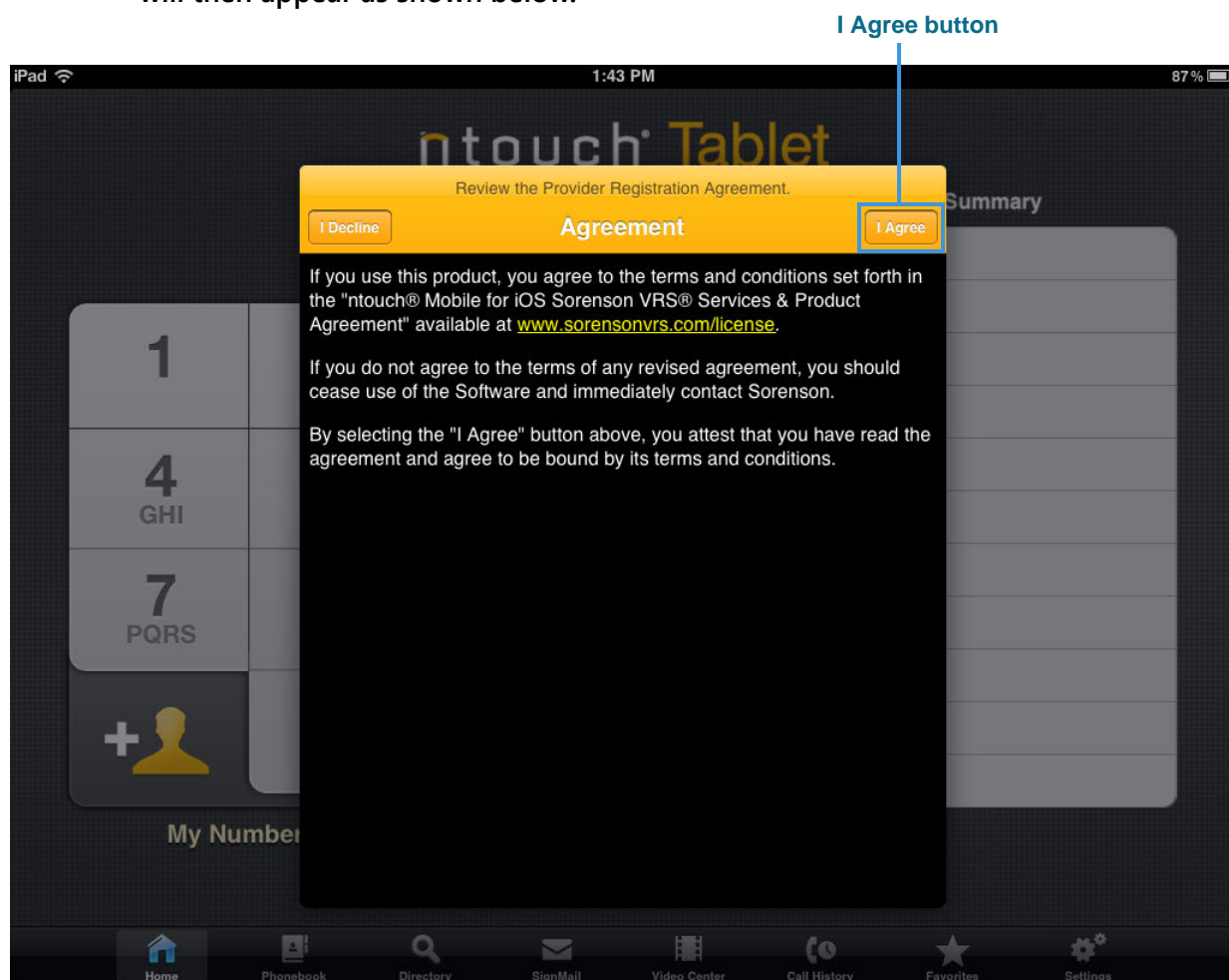

Figure 5 — *Agreement* screen

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

Step 10. Carefully read all the text on the screen. When ready, tap the I Agree button.

Step 11.   The Contacts Imported dialog will then appear as shown below.
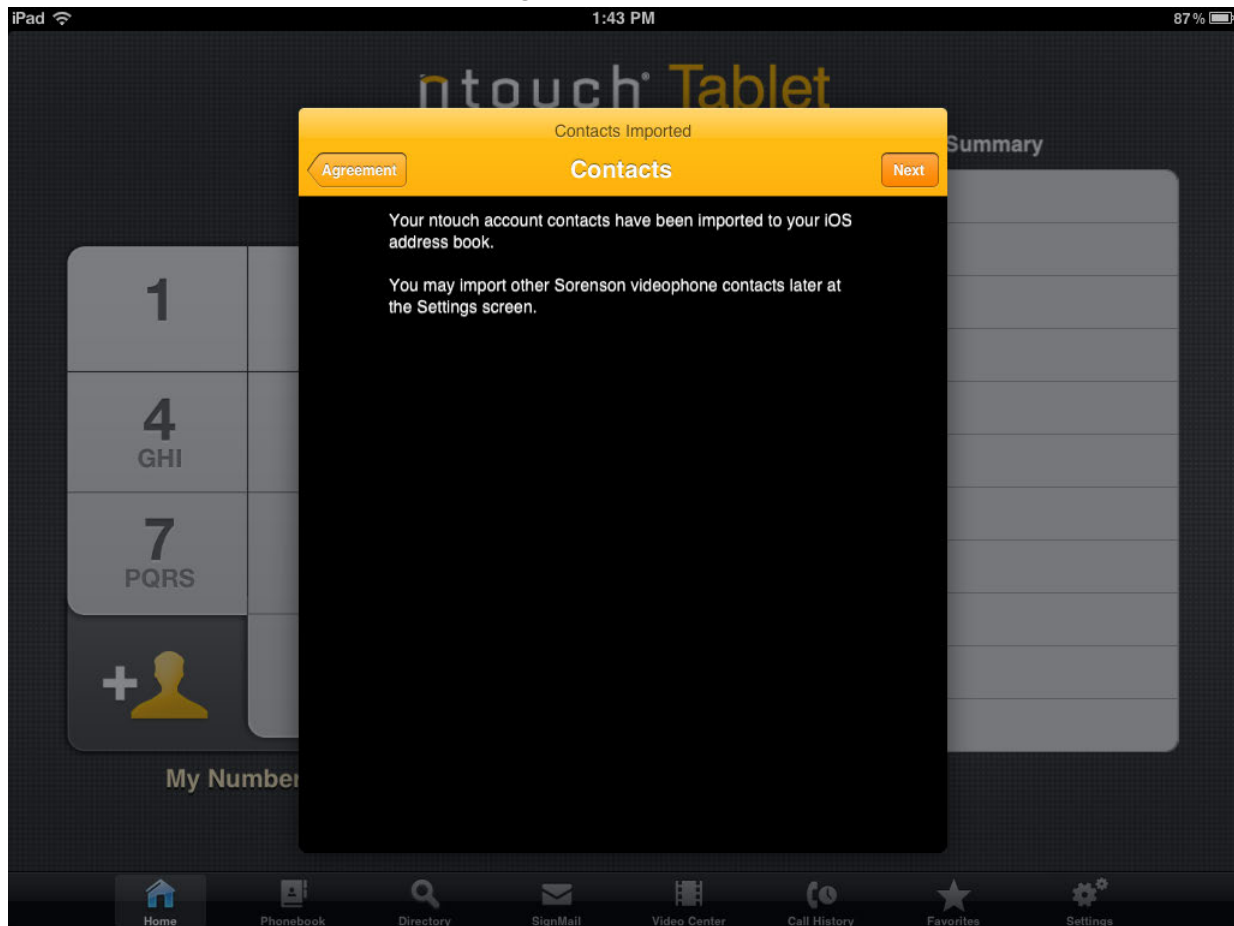

Figure 6 — *Import Contacts* screen

This dialog appears to tell you that any existing contacts from your ntouch Mobile and Tablet account have been imported into your Sorenson Contacts List.

You can also choose to import contacts from a Sorenson videophone account. See **Page 110** for details.

Step 12.   Tap the Next button to continue.

Step 13. The 911 Location Info dialog will then appear as shown below.
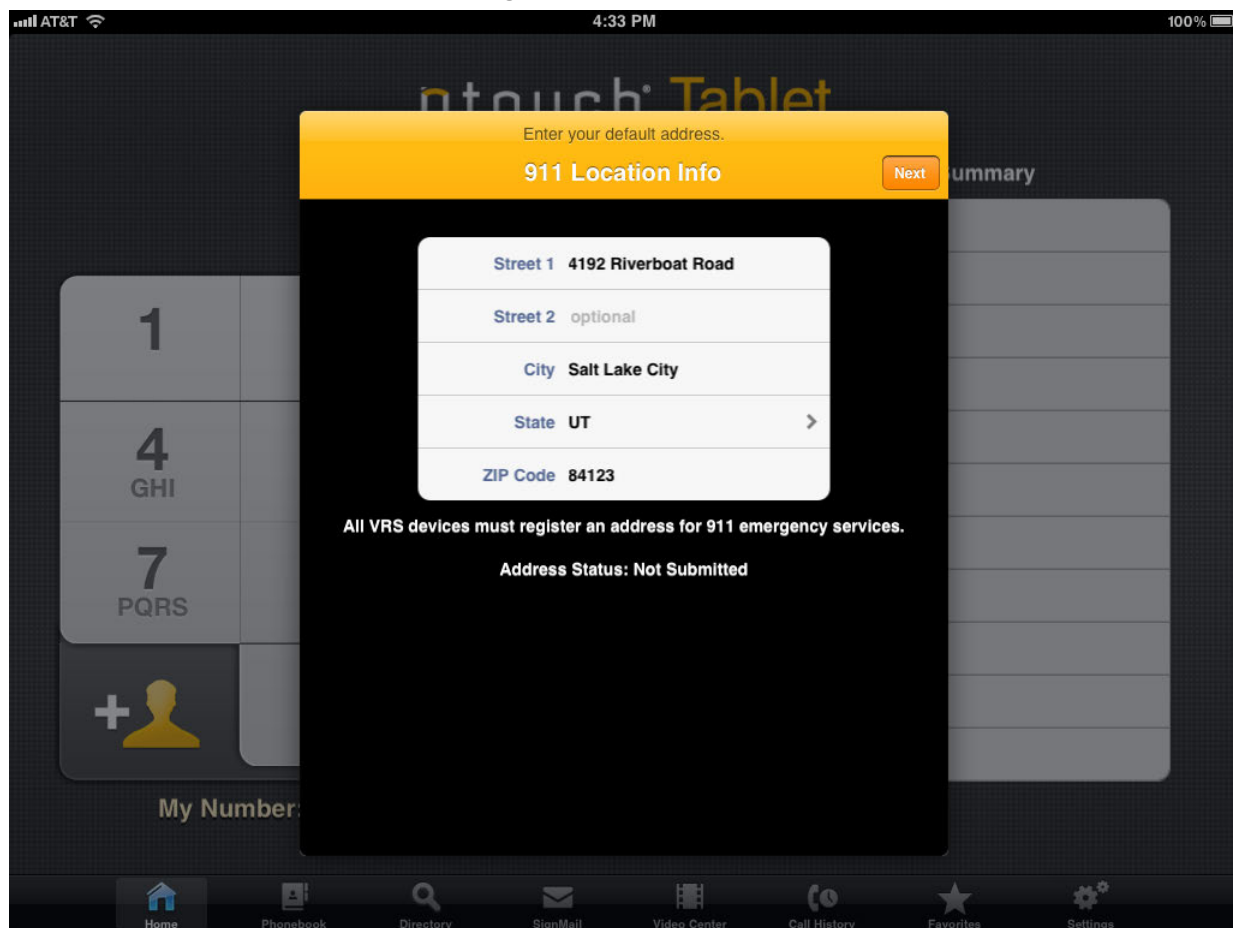

Figure 7 — *911 Location Info* screen

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

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

Step 14. Check the address that is shown on the screen. Make any necessary changes. When you are ready to continue, tap the Next button.

Step 15. The Welcome! dialog will then appear as shown below.
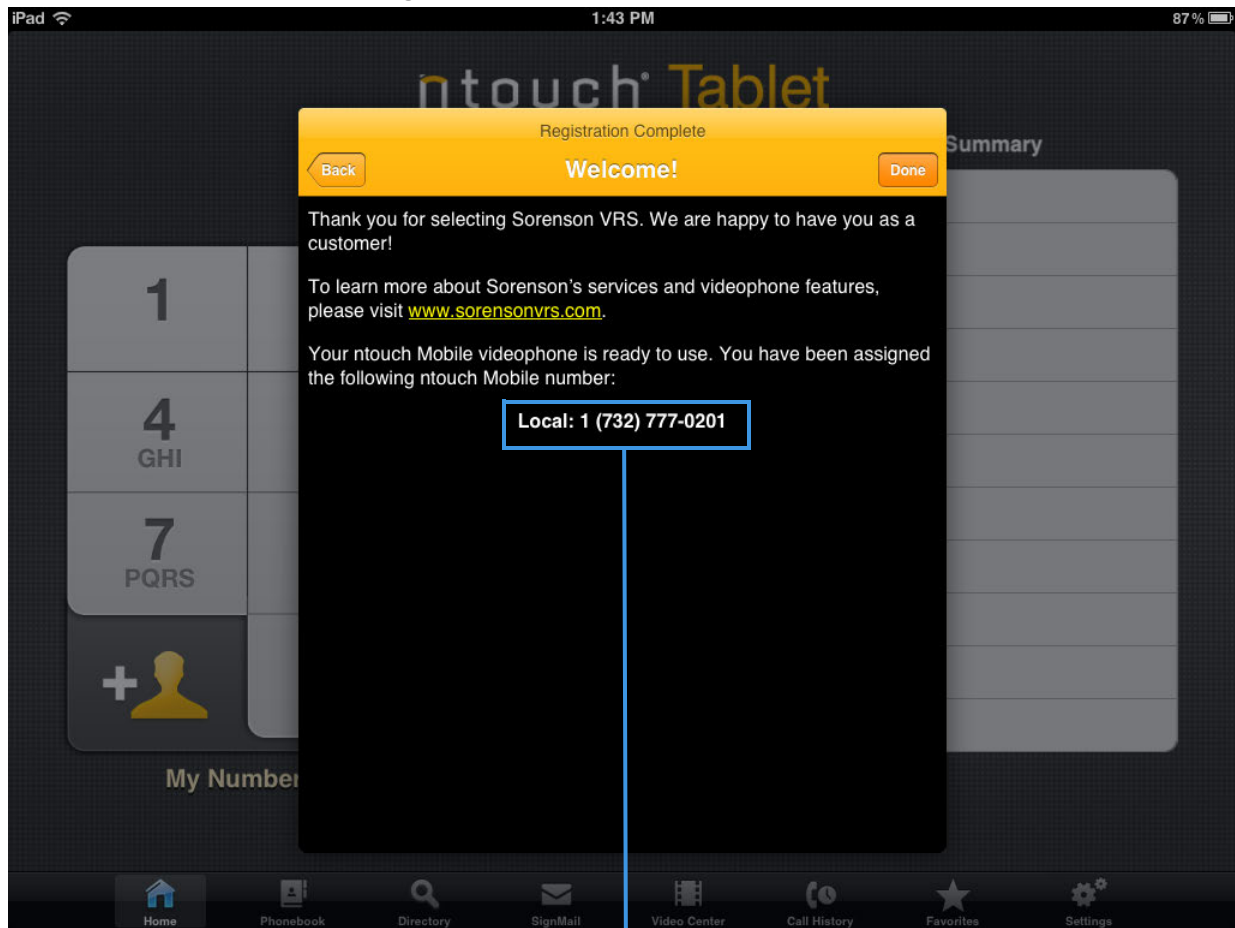
Your ntouch Tablet phone number

Figure 8 — *Welcome!* screen

When this dialog appears, the registration process is complete. The new phone number that was assigned to your ntouch account for Mobile and Tablet is shown at the bottom of the screen.

Step 16. Tap the Done button to proceed.

Step 17. A dialog will then appear as shown below.

Figure 9 — *Phone is set up* dialog

This dialog appears when registration is complete. You can now choose to:

- View a Help video about ntouch Tablet
- Close the dialog and go to the Keypad screen

Step 18. To continue with the steps given in the next section of this document, answer the dialog by tapping the Close button.

Step 19. Go on to the next section to see how to make and receive videophone calls.

Make and Receive Calls

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

To Make an Outgoing Call

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

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

Figure 10 — *Home* screen

Your phone number (or myPhone number if you are a member of a myPhone Group) is shown at the bottom-right of the screen.

Step 3.   Tap the Call button when you are ready to dial the number.

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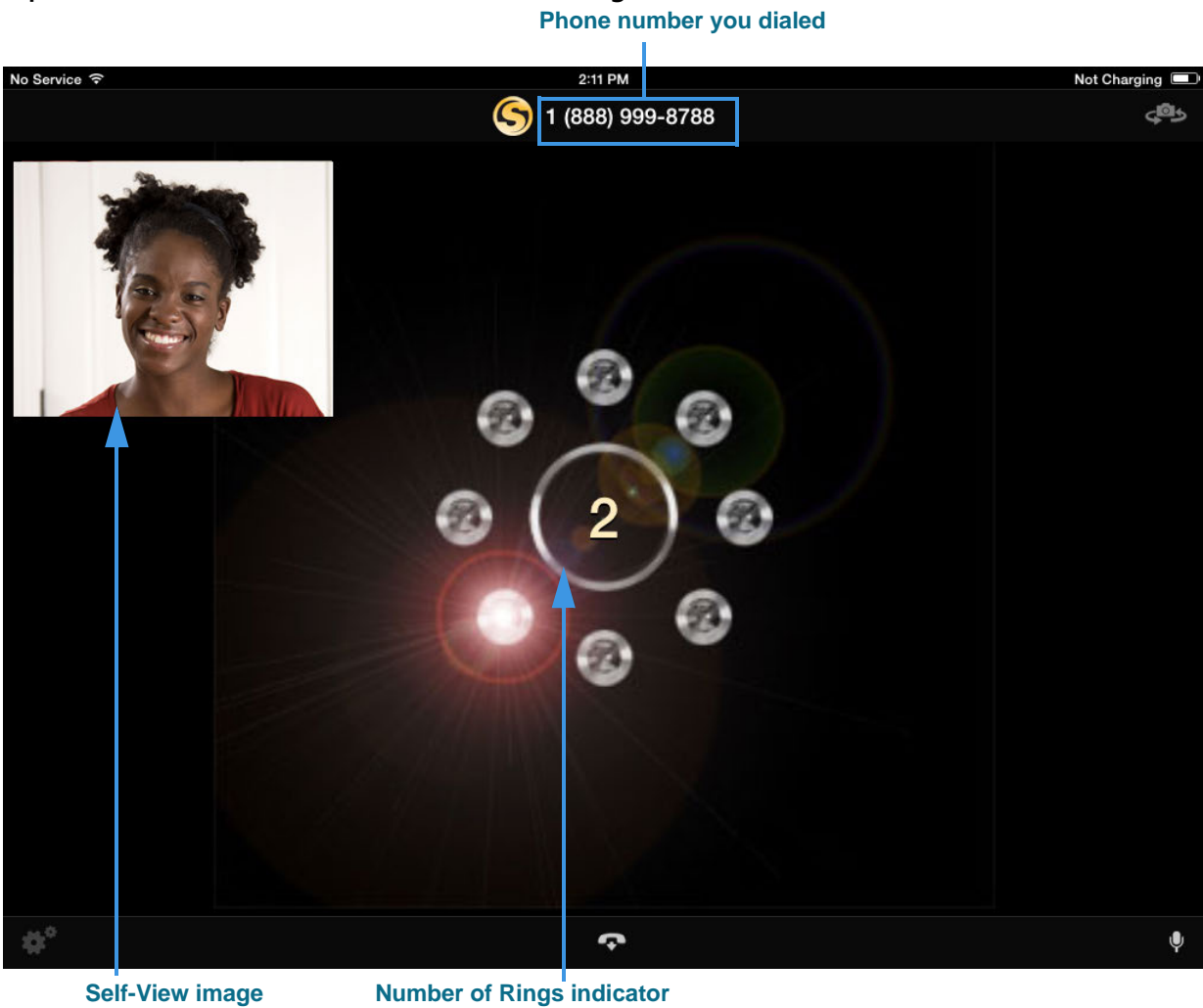

Figure 11 — Rings indicator

This screen shows the Self-View video image being *sent* by your iPad. The Self-View video is captured by the iPad's front-facing camera.

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

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

Share button   **Self-View image**   **End Call button**   **Received image**   **Microphone button**
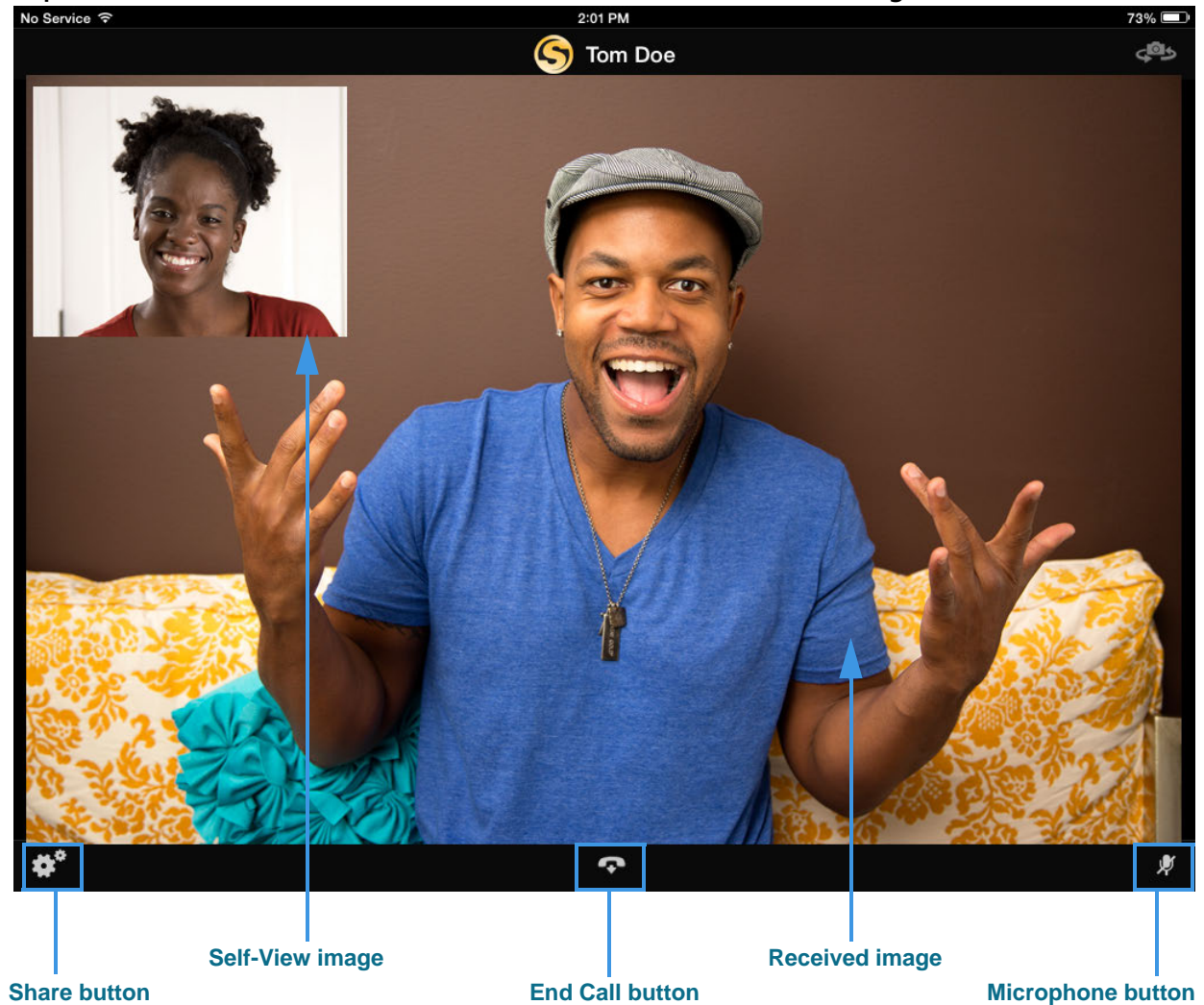
Figure 12 — *In-call* screen

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

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

The **Share** button lets you choose to share your location, a contact's name and number, or text during your call. See **Page 21** for more information on this feature.

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

To Receive an Incoming Call

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

Step 1.   **When you receive an incoming call while the ntouch Tablet app is running in the foreground, the screen will look like the image shown below.**
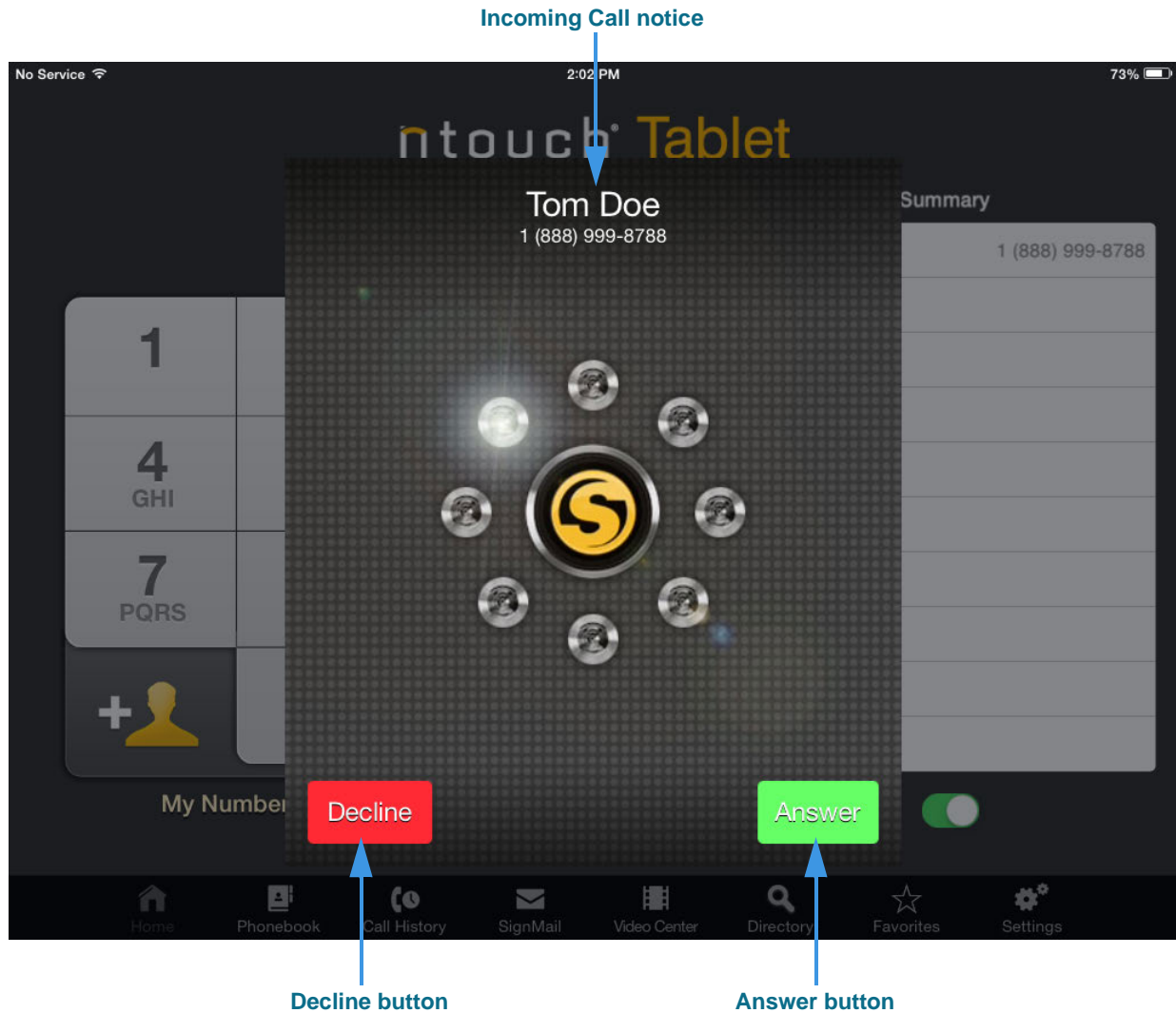

Figure 13 — *Incoming Call* dialog

Step 2.   **Tap the Answer button to answer the call.**

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

Step 3.   If the incoming call was received while the ntouch Tablet app is running in the background, the Incoming Call notice may look like the image shown below.
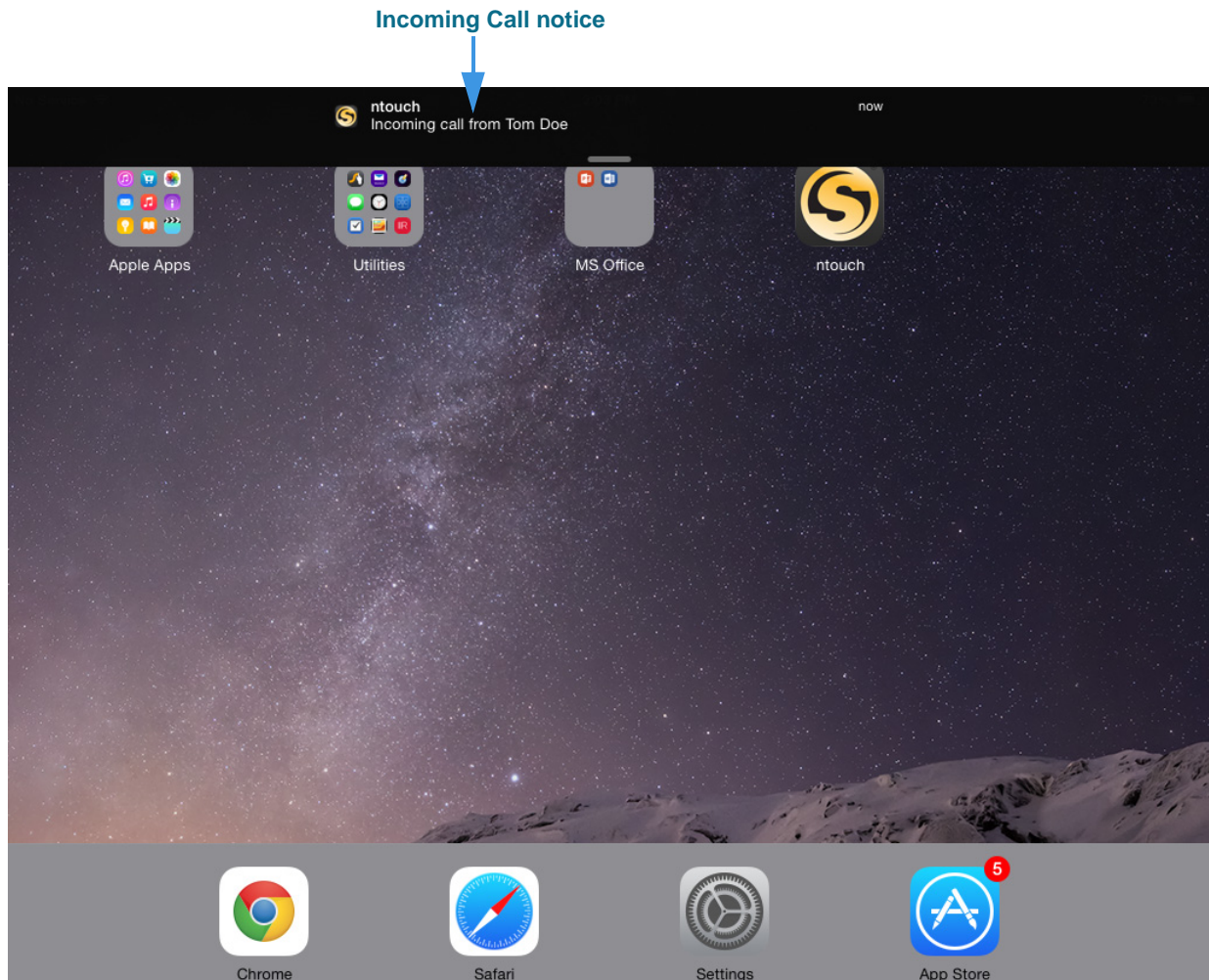

Figure 14 — *Incoming Call* notification when app is in background

Step 4.   Tap the Incoming Call notice to answer the call.

Step 5.   As the call is being connected, you will briefly see a "Connecting" message.

To Transfer a Call

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

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

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

Step 1. Tap the Share button in the In-Call window as shown below.
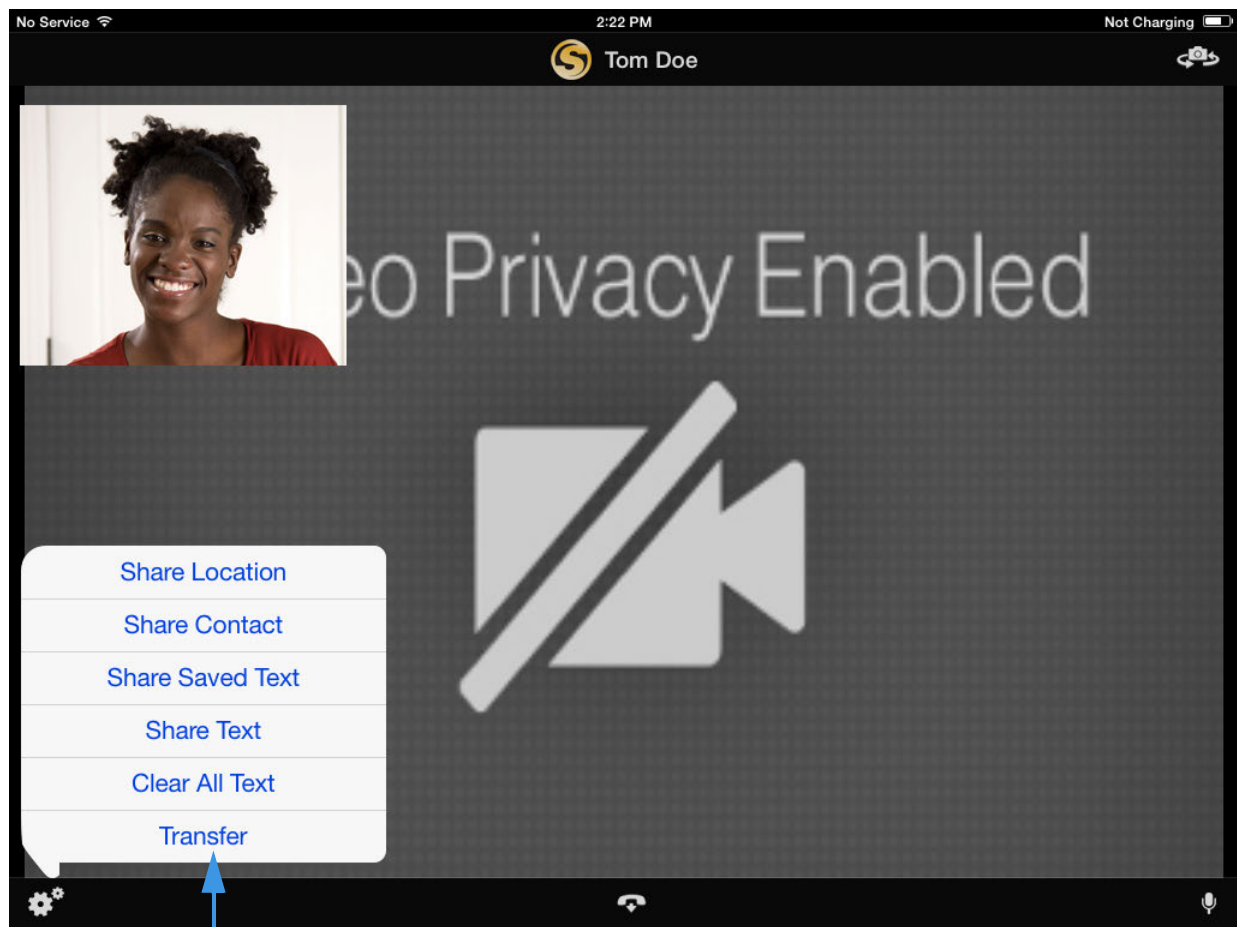
Transfer button

Figure 15 — Transfer button in window

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

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

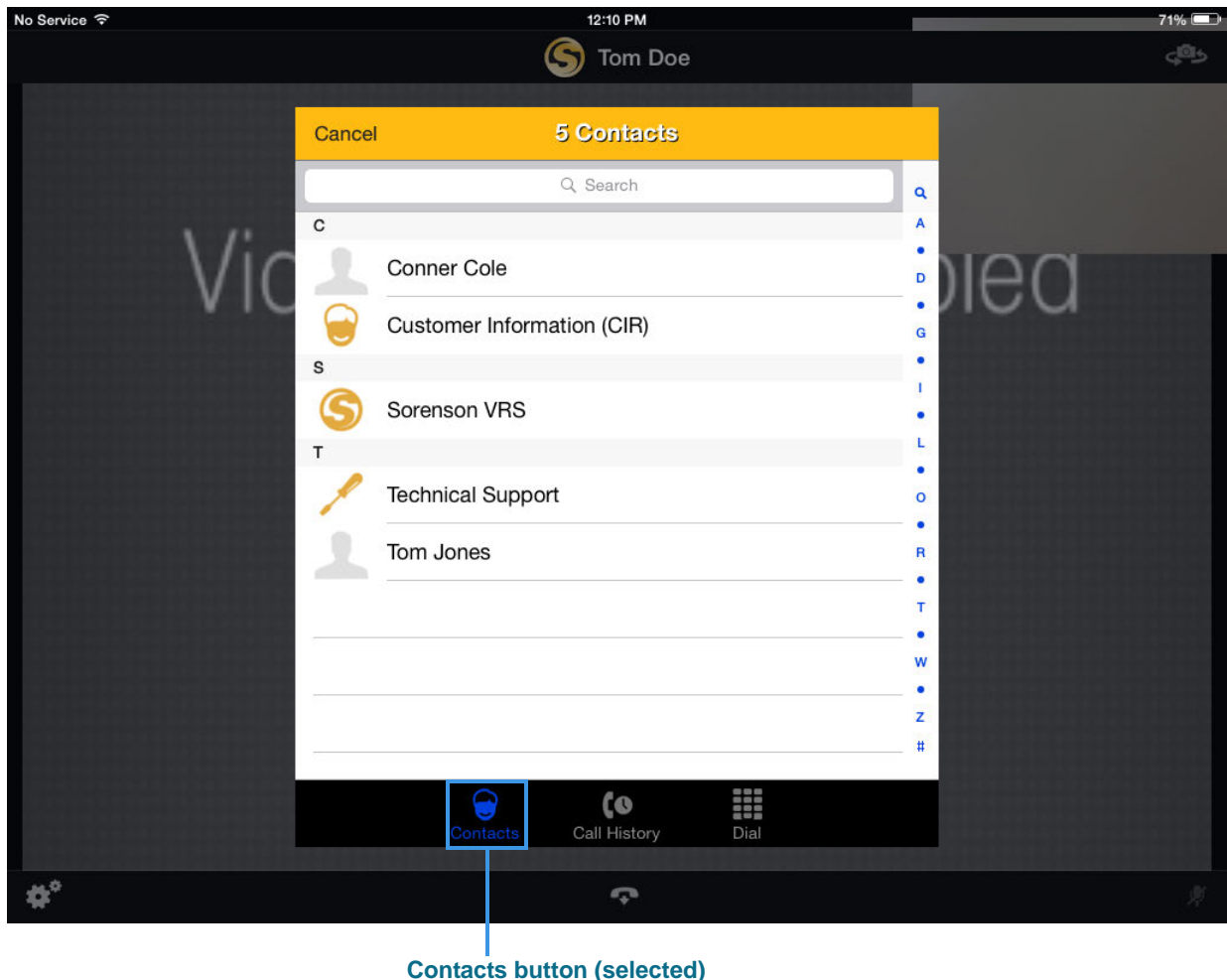**Contacts button (selected)**

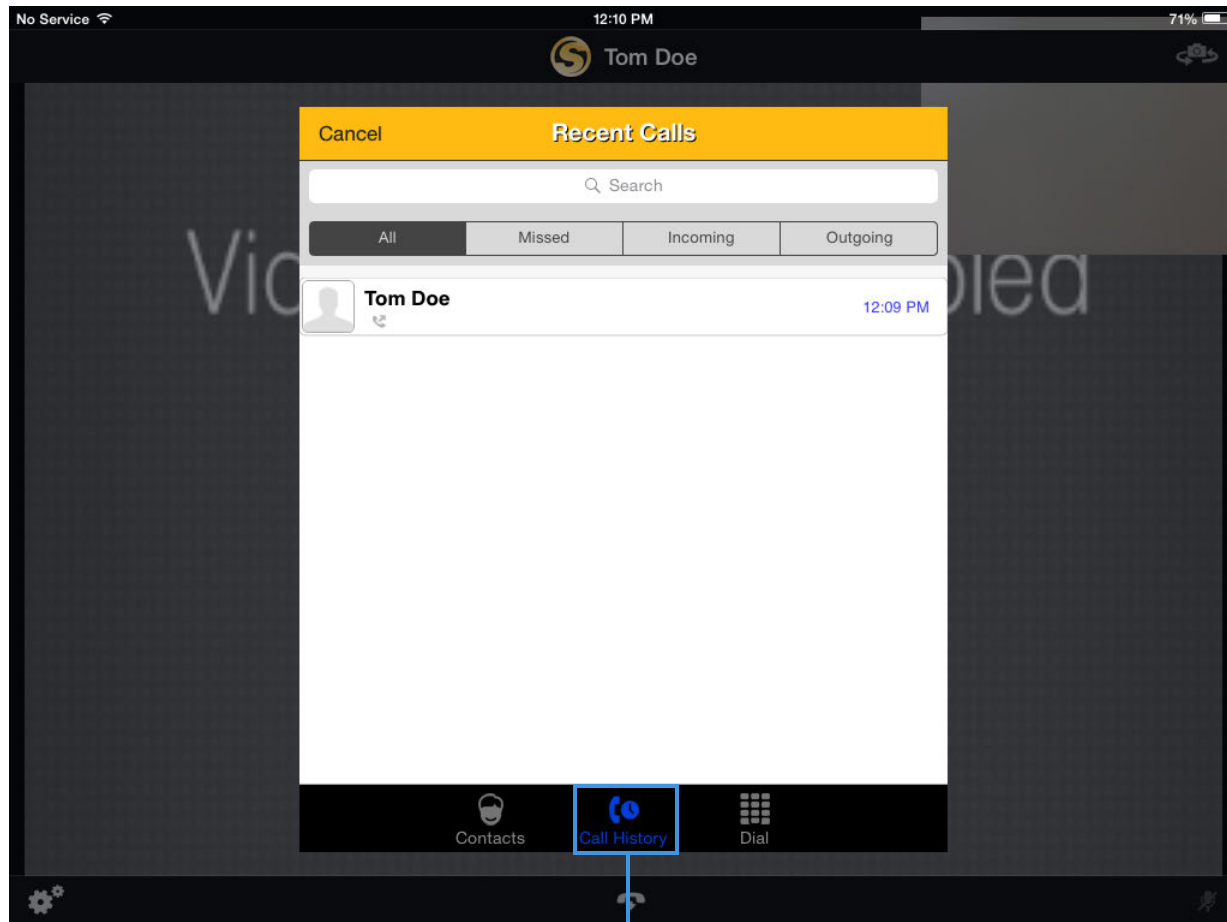Figure 16 — *Transfer Call* dialog, Contacts option

Notice that this dialog contains three option buttons:

- Select **Contacts** to choose a contact to which you want to transfer the call. This option is selected by default when you first open the dialog.

- Select **Call History** to choose a recent caller to which you want to transfer the call.

- Select **Dial** to enter a phone number to dial and transfer the call.

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

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

Call History button (selected)

Figure 17 — *Transfer Call* dialog, Call History option

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

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

Dial button (selected)   **Transfer button**
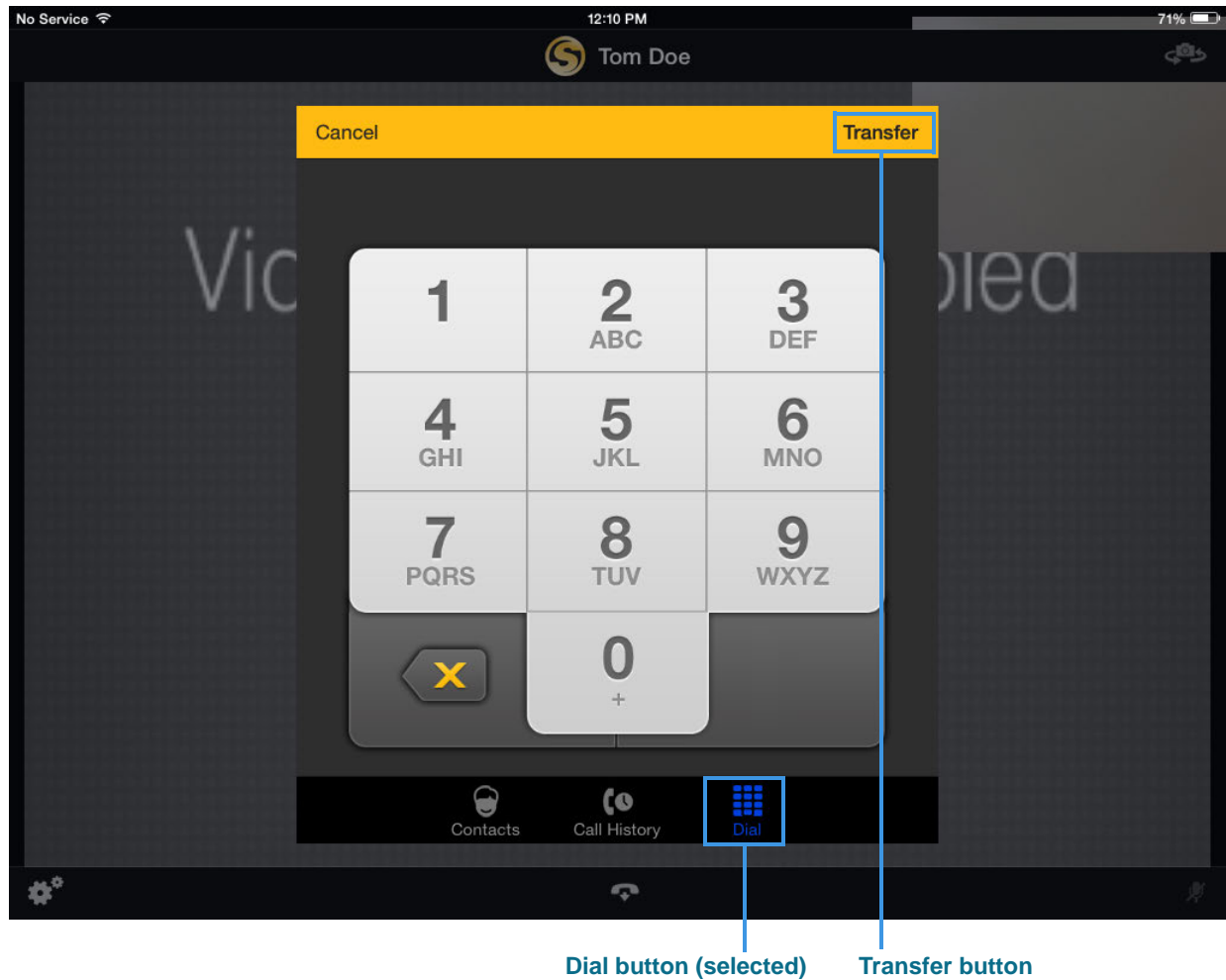
Figure 18 — *Transfer Call* dialog, Dial number option

Step 7. Use the dial pad buttons to enter the number you want to dial.

Step 8. Select the Transfer button to transfer the call to the specified number.

Share Text, Contacts, and Location

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

You can also share text messages during a call which you have saved before the call begins. The Saved Text function lets you save up to 5 short text messages to use during calls.

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

To Add Saved Text Messages

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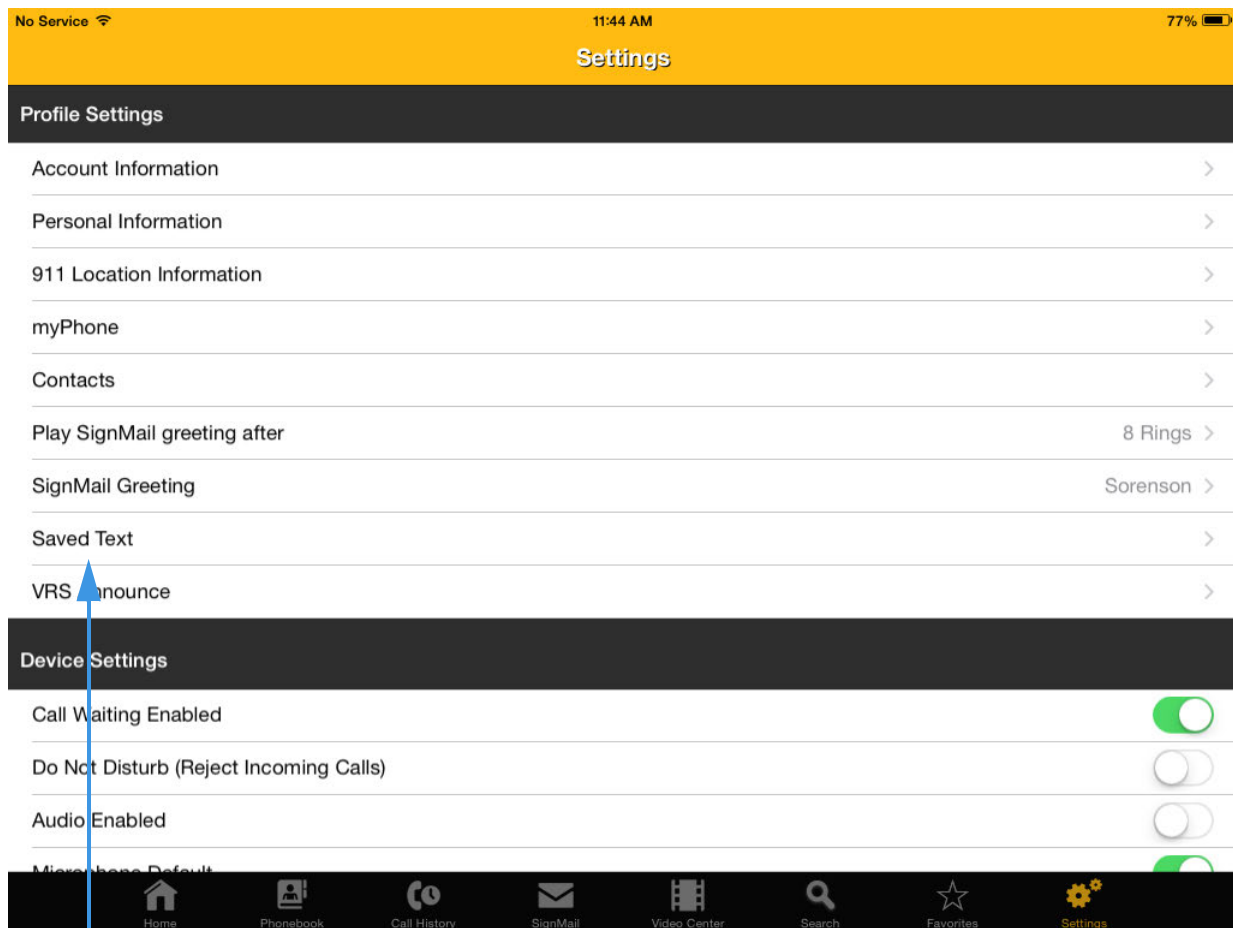
Saved Text button

Figure 19 — Saved Text button on *Settings* screen

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

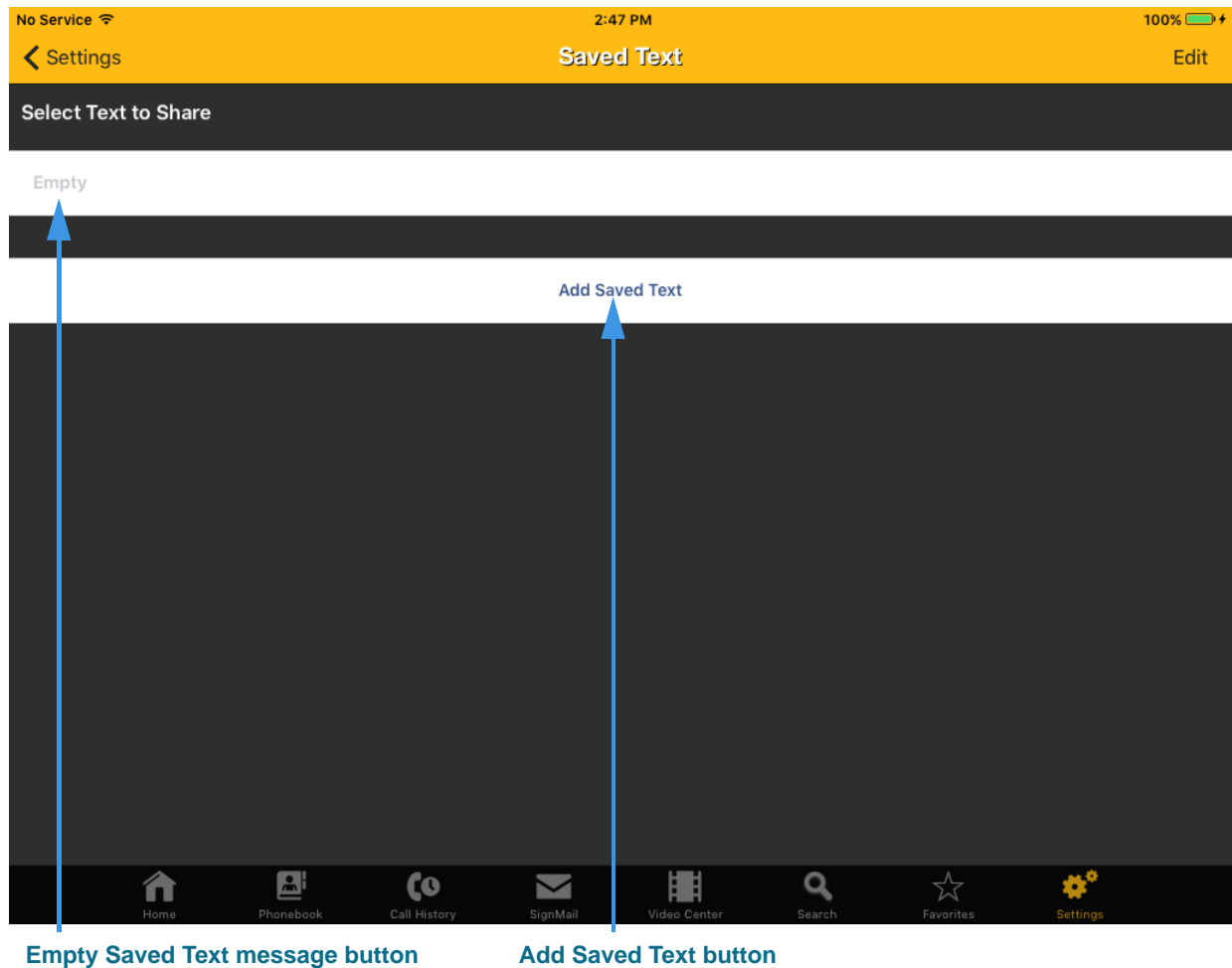Empty Saved Text message button   Add Saved Text button

Figure 20 — *Saved Text* screen

There should already be at least one "Empty" Saved Text message on this screen. If not, select the **Add Saved Text** button to add an empty message button.

Step 3. Tap the Empty button at the top of the Select Text to Share list as shown below.

**Enter Saved Text here**   **On-screen keyboard**   **Done button**
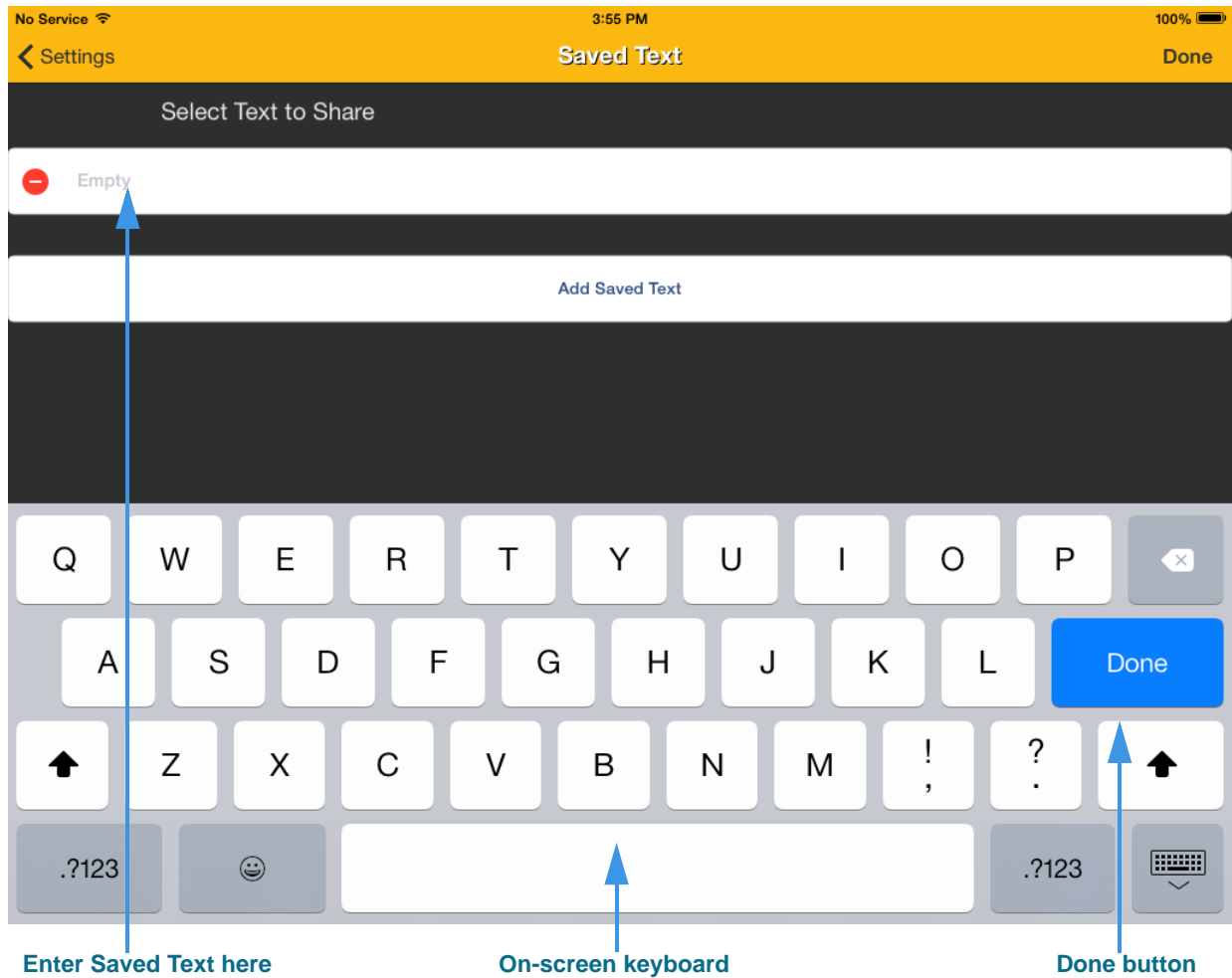
Figure 21 — On-screen keyboard on *Saved Text* screen

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

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

Step 5. Tap the keyboard's Done button when finished entering text to display the screen shown below.
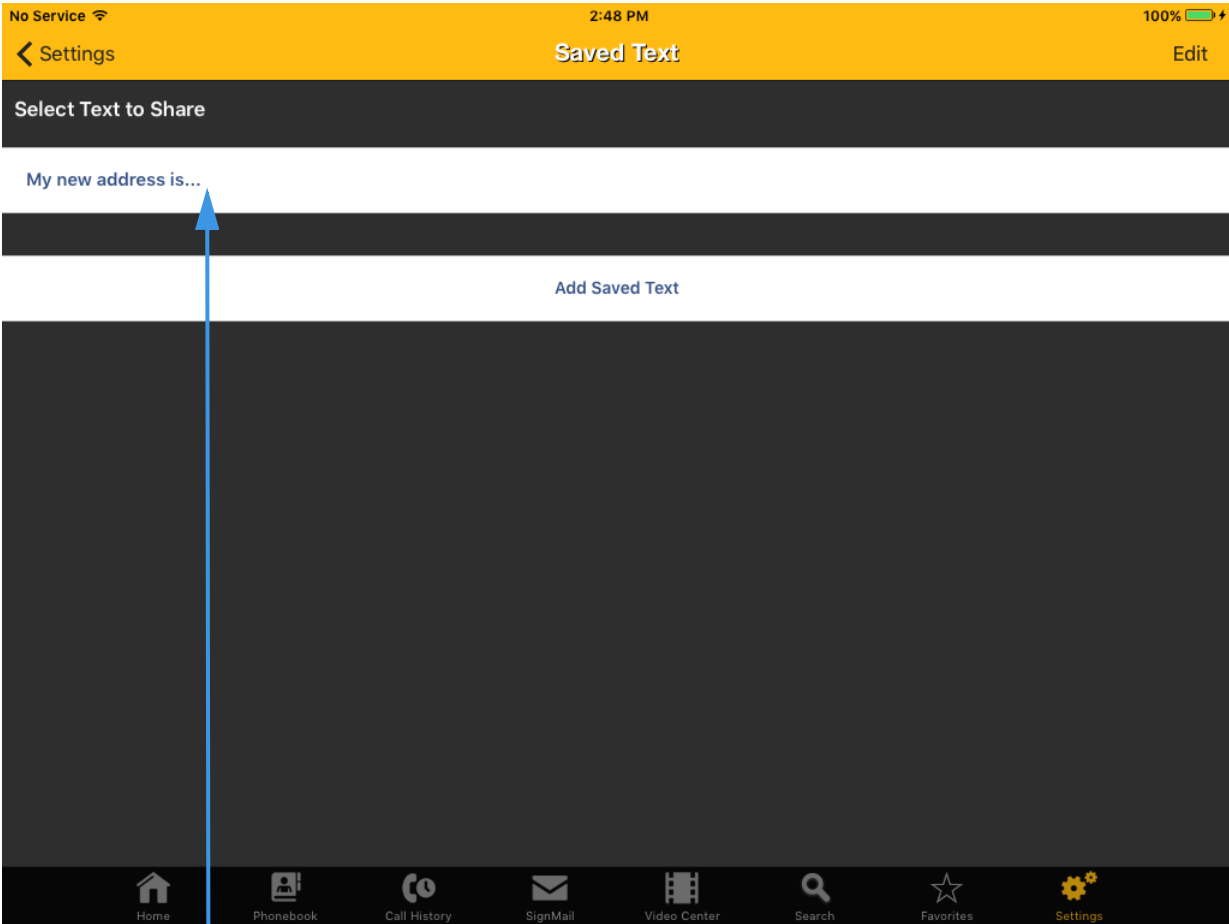
New Saved Text message

Figure 22 — New Saved Text message on *Saved Text* screen

Notice that the text you entered has been added as a new Saved Text message at the top of the screen.

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

Step 7. Tap the Settings button to save the messages and return to the Settings screen.

To Use Saved Text During Calls

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

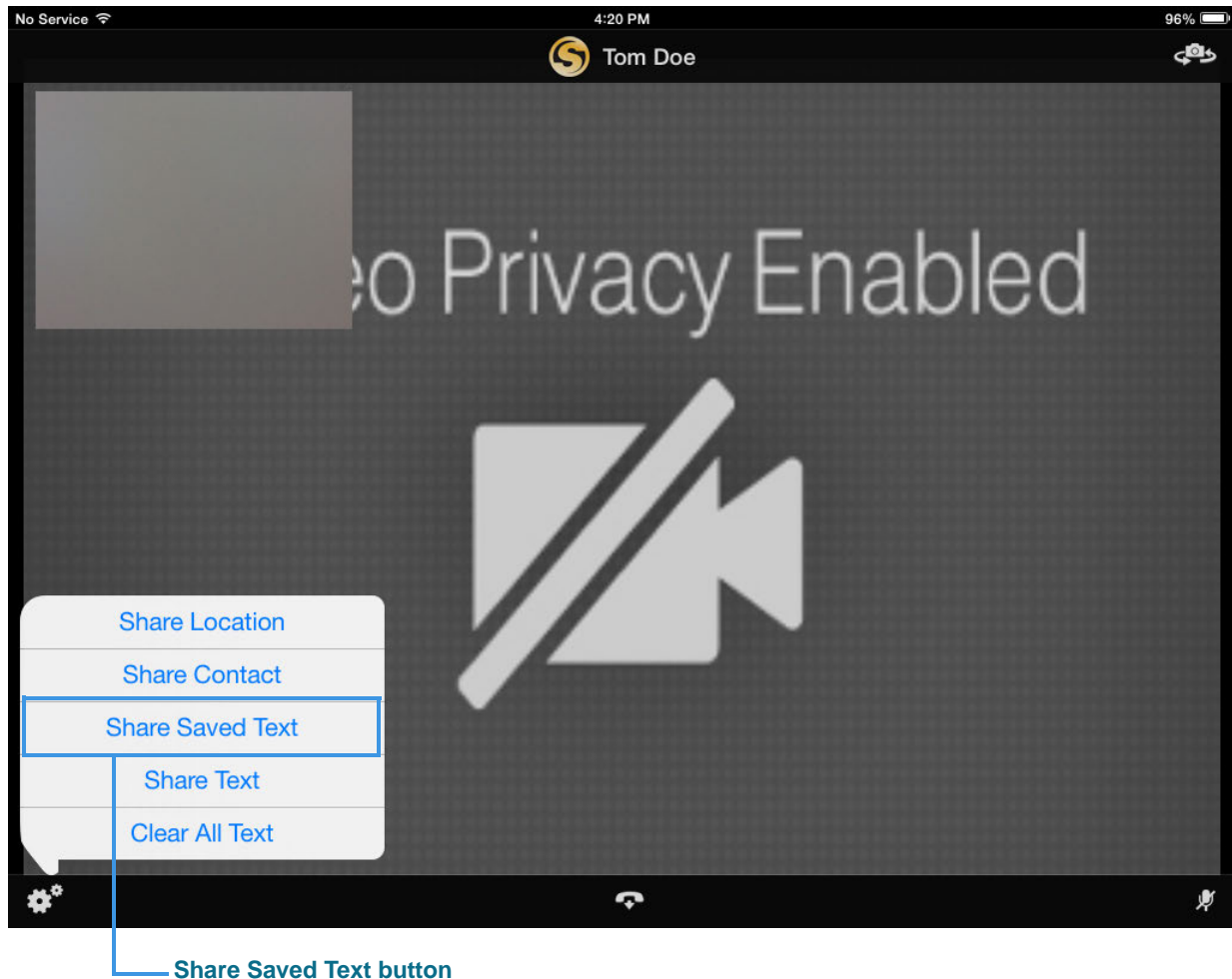**Step 1.** **Dial a call so that the Call screen is open as shown below.**
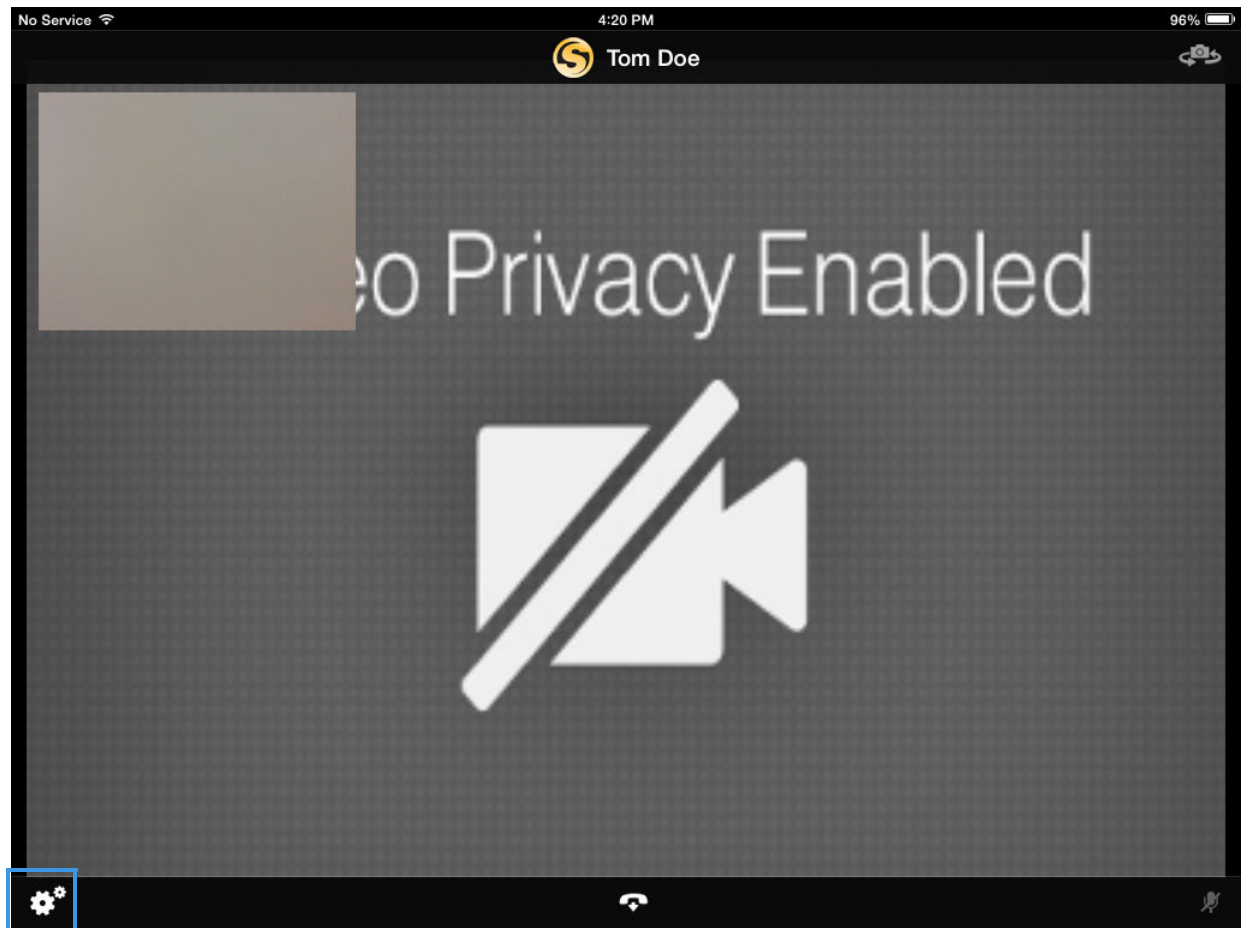
Share button

Figure 23 — Share button on *Call* screen

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

Step 2.   Tap the Share button to open the pop-up menu shown below.

Share Saved Text button

Figure 24 — Share Saved Text button in Share pop-up menu

Tapping the **Share** button has opened a pop-up menu containing these options:

- Select the **Share Location** button to share your current location with the caller.

- Select the **Share Contact** button to select to share information about one of your contacts with the caller.

- Select the **Share Saved Text** button to enter text to select one of your Saved Text messages, if you have entered any, with the caller.

- Select the **Share Text** button to enter some text to share with the caller.

Note: *If you select the **Share Text** button, you will go directly to the screen shown in **Figure 26** where you can enter the text you want to share with the caller.*

- Select the **Clear All Text** button to clear (erase) the text that you have already shared with a caller.

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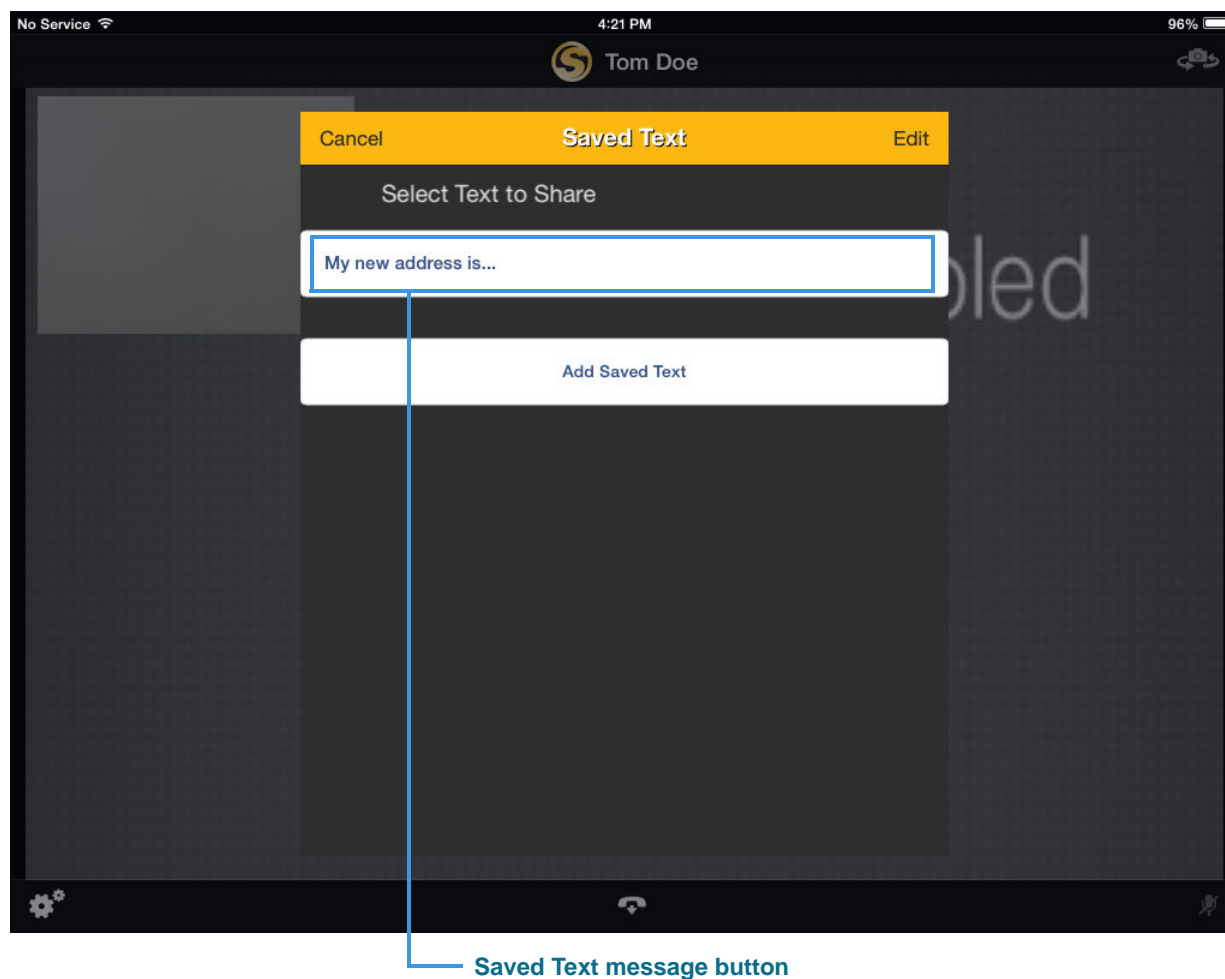

Saved Text message button

Figure 25 — Saved Text screen during active call

Notice that the Saved Text screen has appeared. You can now select any one of the Saved Text messages show on the screen (in this example, there is just one saved message). You can also use the **Edit** button to add more saved messages during the active call.

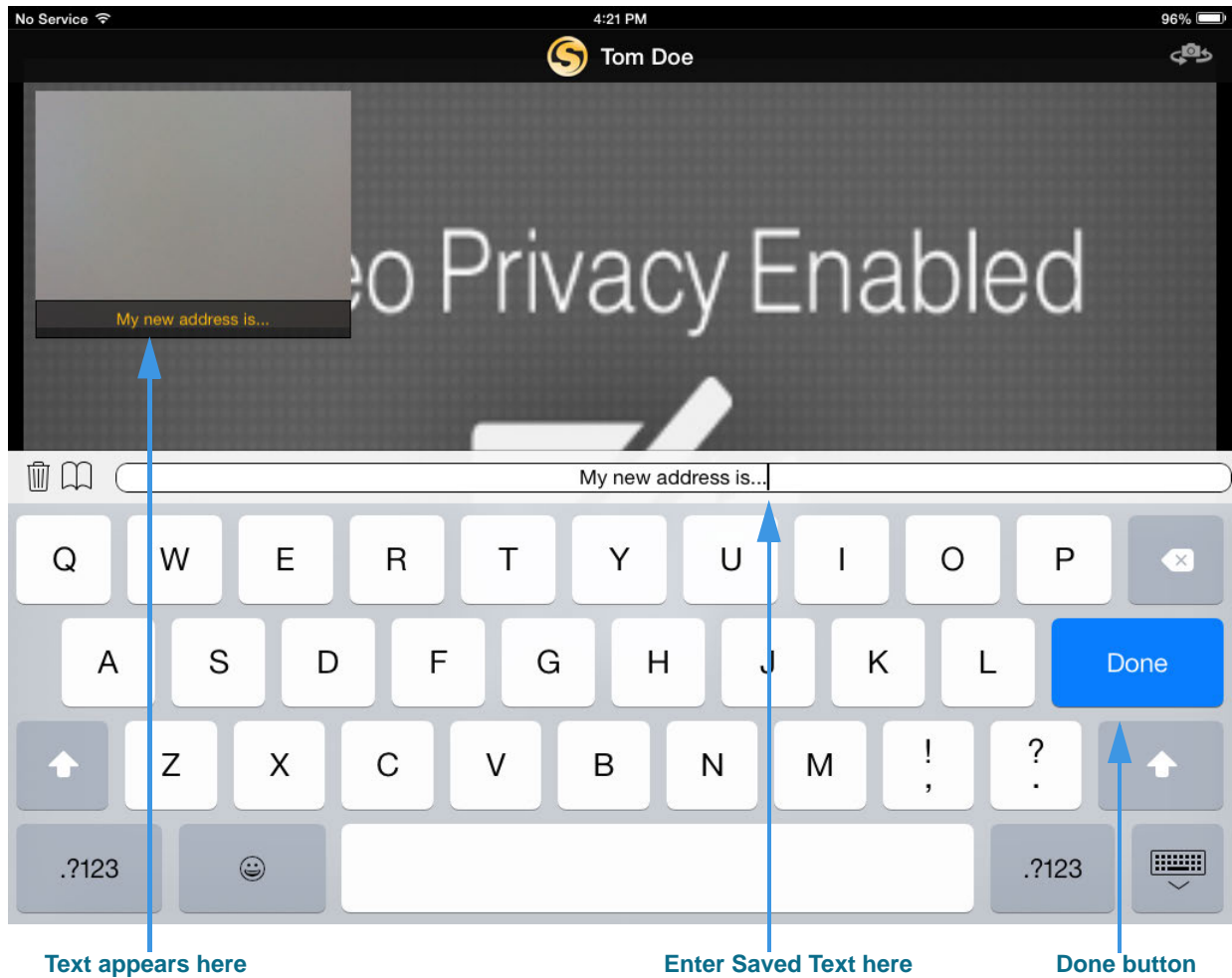**Step 4.**   Tap one of the Saved Text messages to open the screen shown below.

Text appears here   Enter Saved Text here   Done button

Figure 26 — Pop-up keyboard for text messages during a call

Notice that the selected Saved Text message has appeared in the text entry field of the pop-up keyboard panel. You can now edit the text if you like, or simply select the **Done** button to share the text that is in the text entry field with the caller. The text you enter will appear in the Self-View area to show you what the other Sorenson user will see.

Note: *If you had selected the **Share Text** button on the screen in **Figure 24**, you would have come directly to this keyboard screen. From here, the process of entering text is the same described below.*

Step 5.   If desired, use the keyboard to edit (or enter) the text to you want to share.

Step 6.   Tap the Done button to share the entered text with the caller as shown in the example screen below.
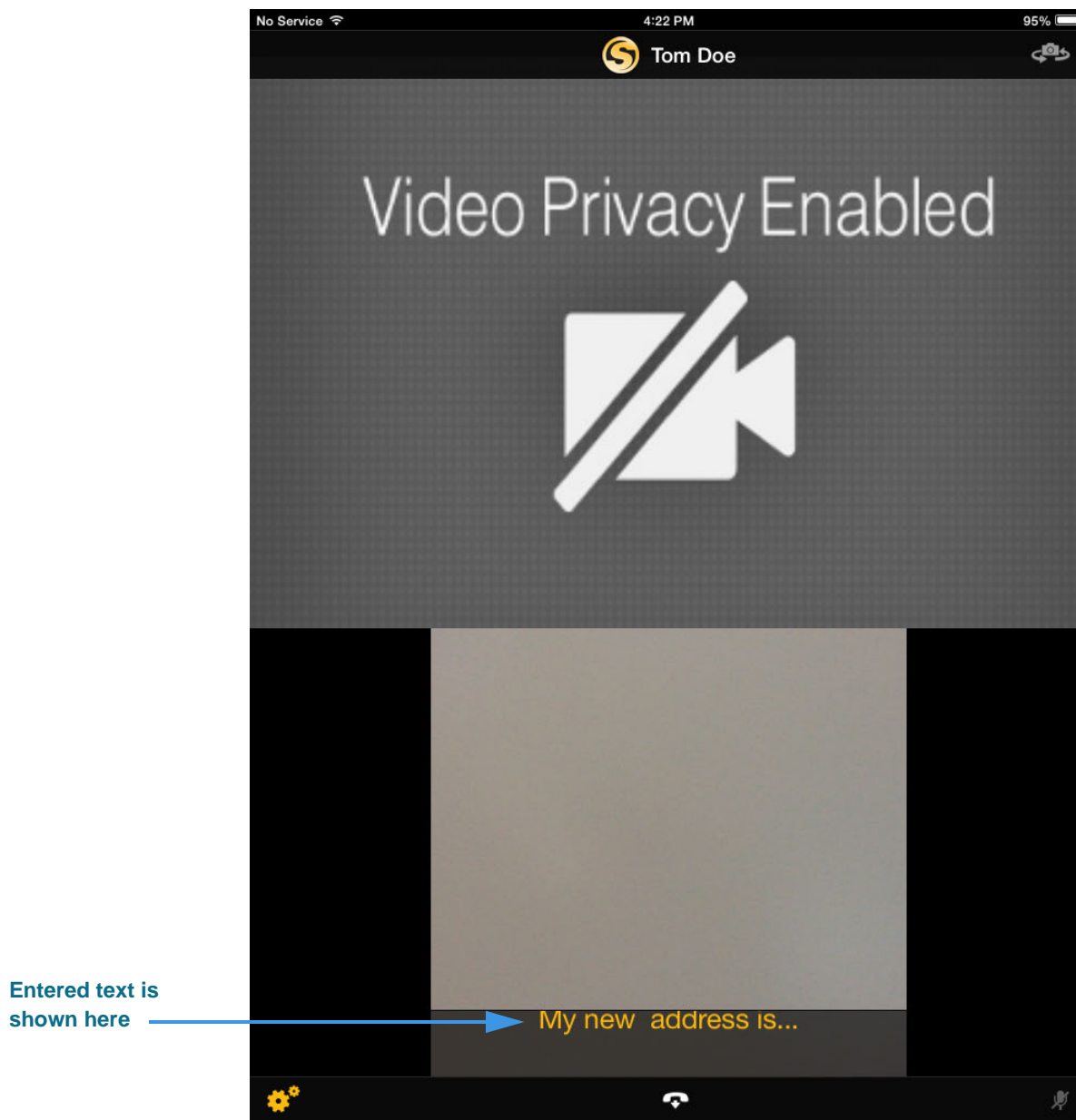

Entered text is shown here

Figure 27 — Text shown on Self-View image area

Notice that the text you entered is displayed in the Self-View image area near the bottom of the screen to show you what the other Sorenson user will see. This example screen shot was taken in the portrait mode to show the Self-View image area more clearly. The other shots in this section are in landscape mode.

To Share a Contact During Calls

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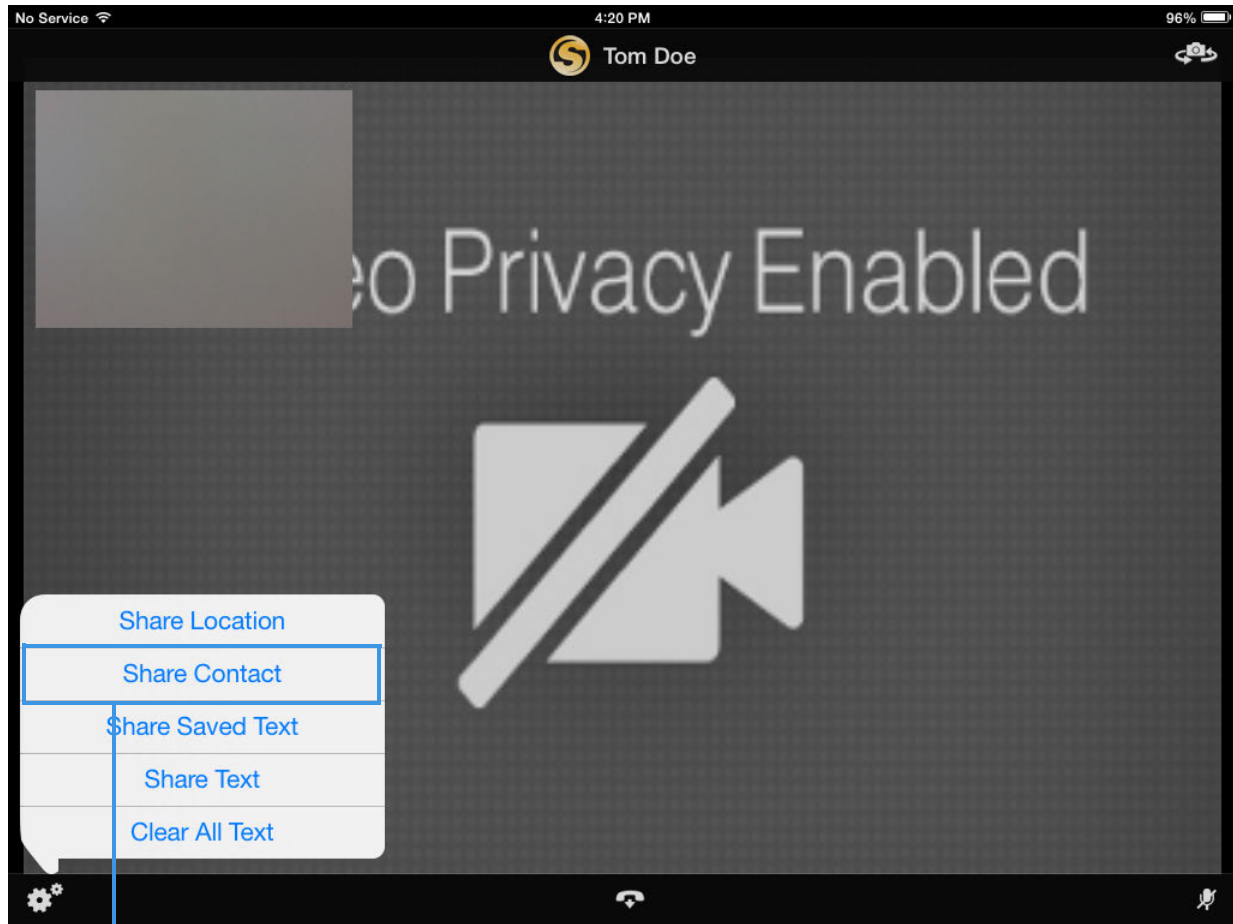
Share Saved Text button

Figure 28 — Share Contact button in Share pop-up menu

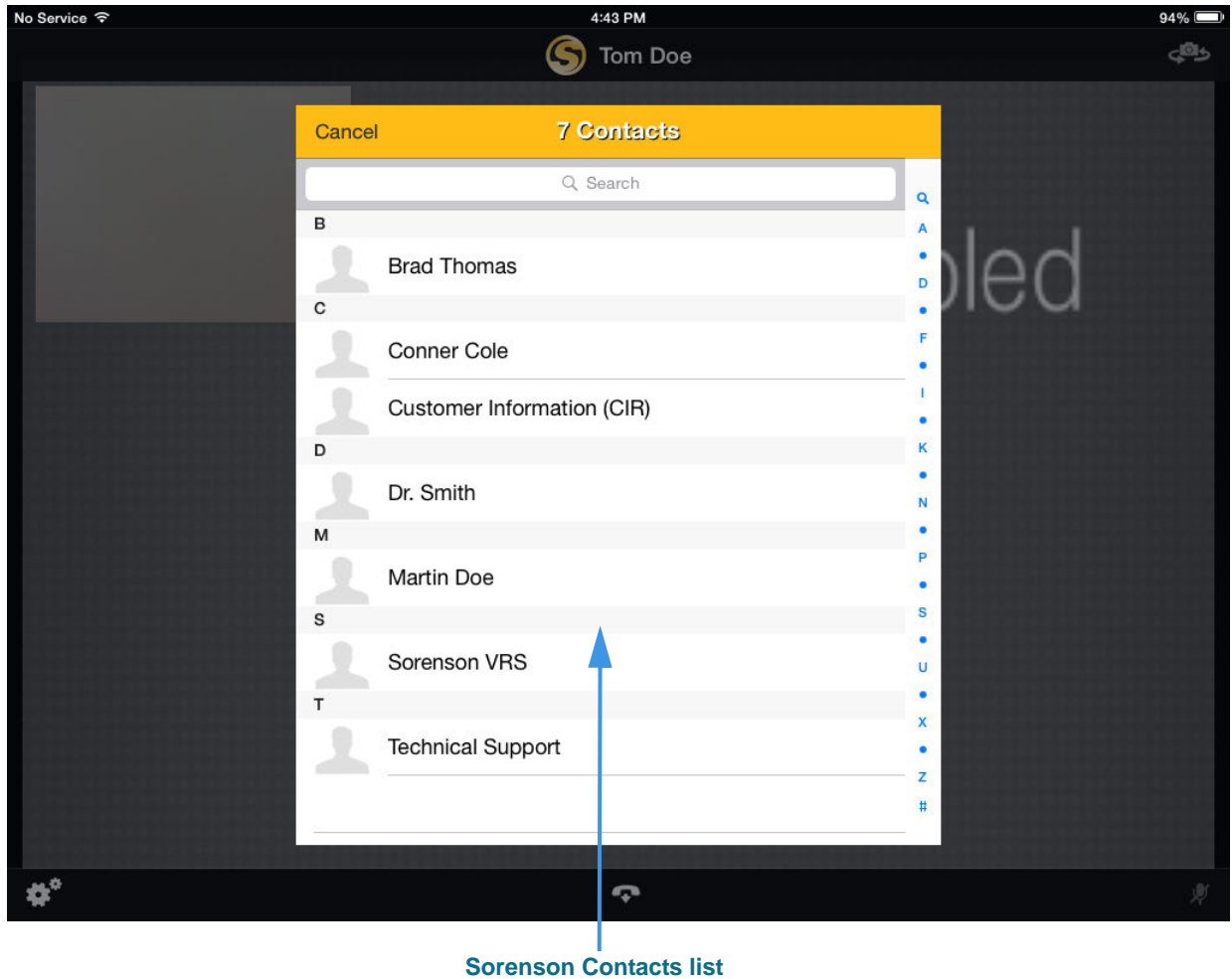Step 2.   Tap the Share Contact button to display the screen shown below.
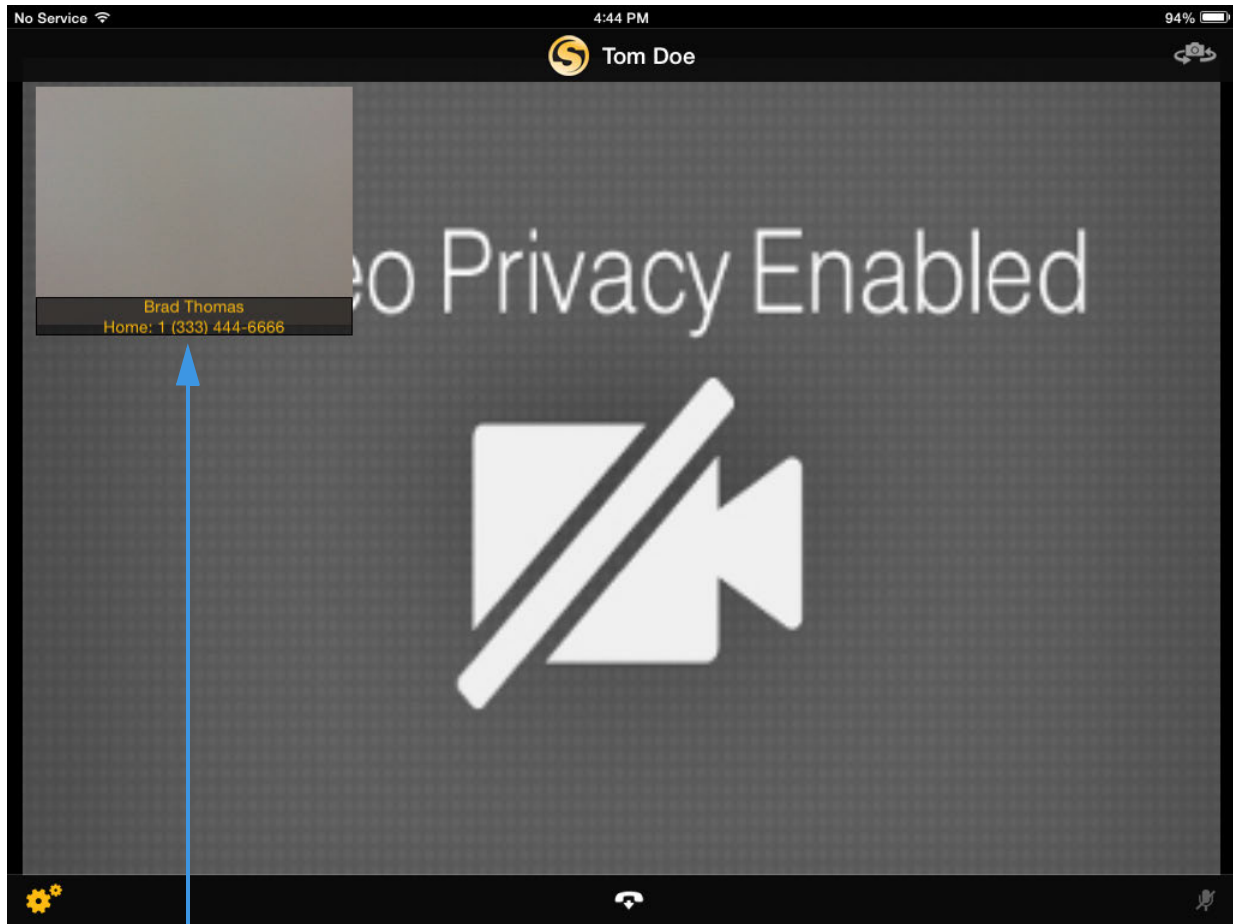

Sorenson Contacts list

Figure 29 — *Sorenson Contacts list* screen

Notice that the Sorenson Contacts list has appeared over the call screen. You can use this list to find the contact that you want to share with the other Sorenson user.

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


Contact's info is shown here

Figure 30 — Contact information shown on screen

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

To Share Your Location During a Call

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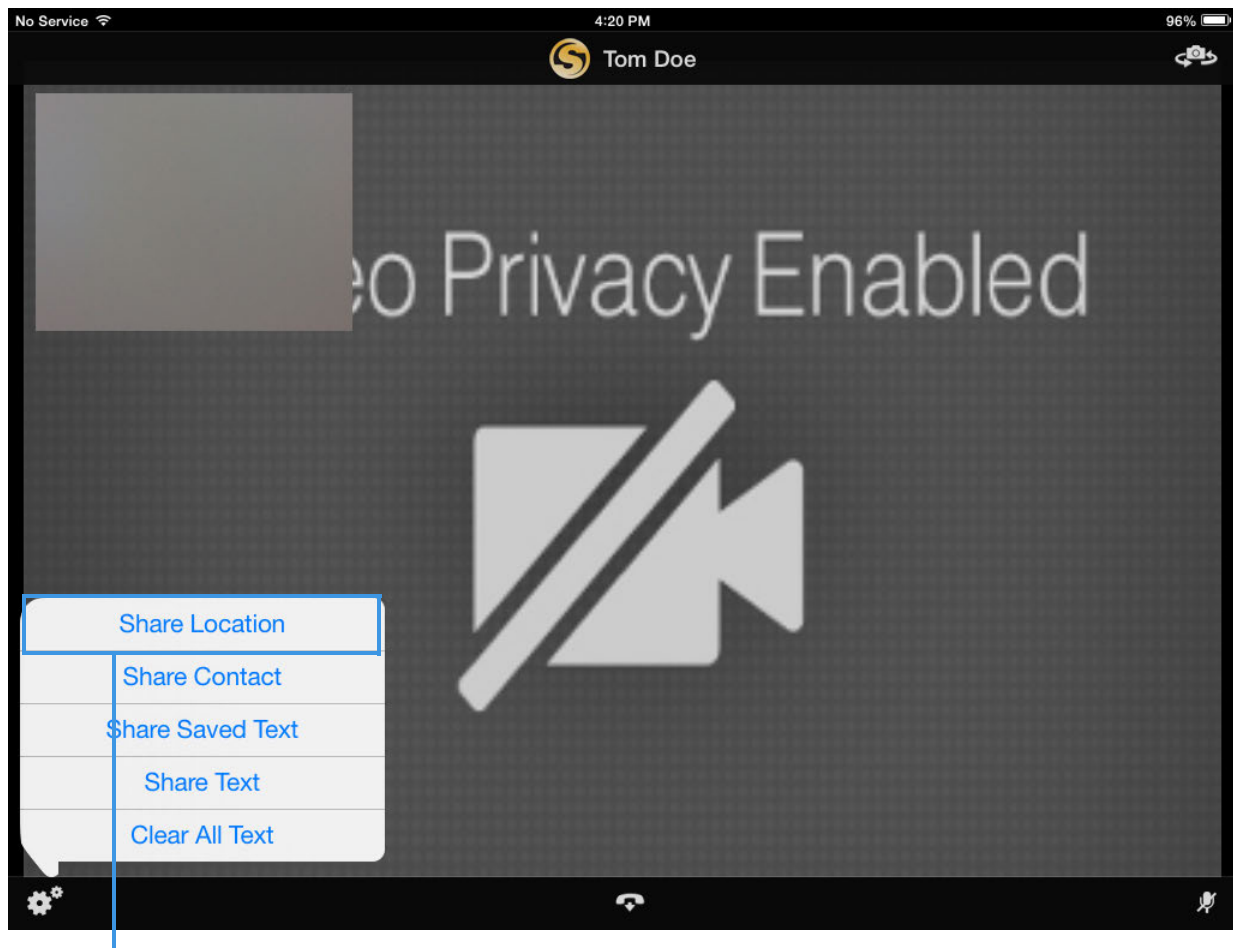
Share Location button

Figure 31 — Share Location button in Share pop-up menu

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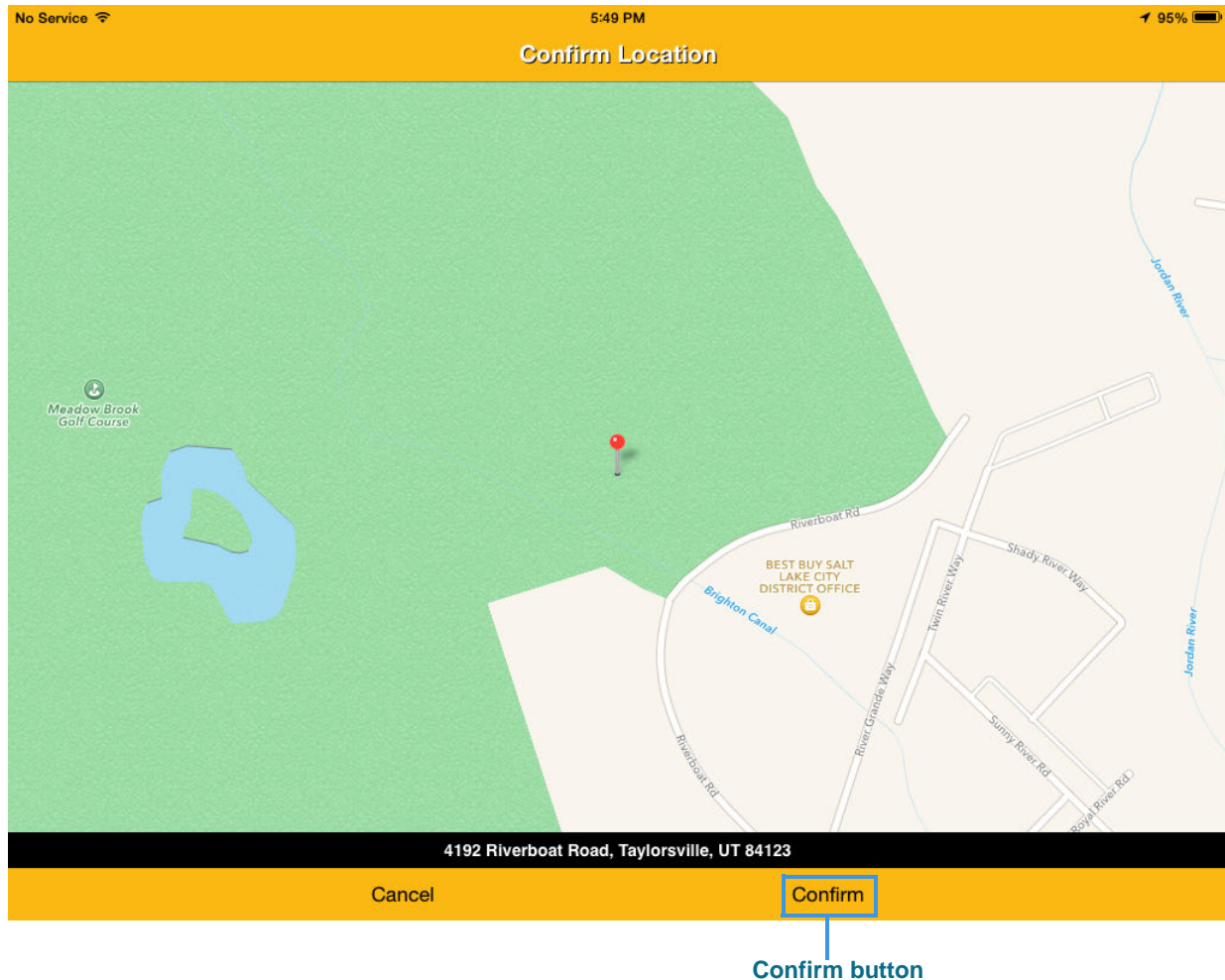

Confirm button

Figure 32 — Confirm detected location screen

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

Note: *The first time you use the Share Location feature, you may see a dialog which asks if you want to allow the ntouch app to use your current location. You must allow this operation and you must have Location Services enabled on your device.*

Step 3.   Tap the Confirm button if the location shown on the map is correct. You will then see a screen similar to the example shown below.
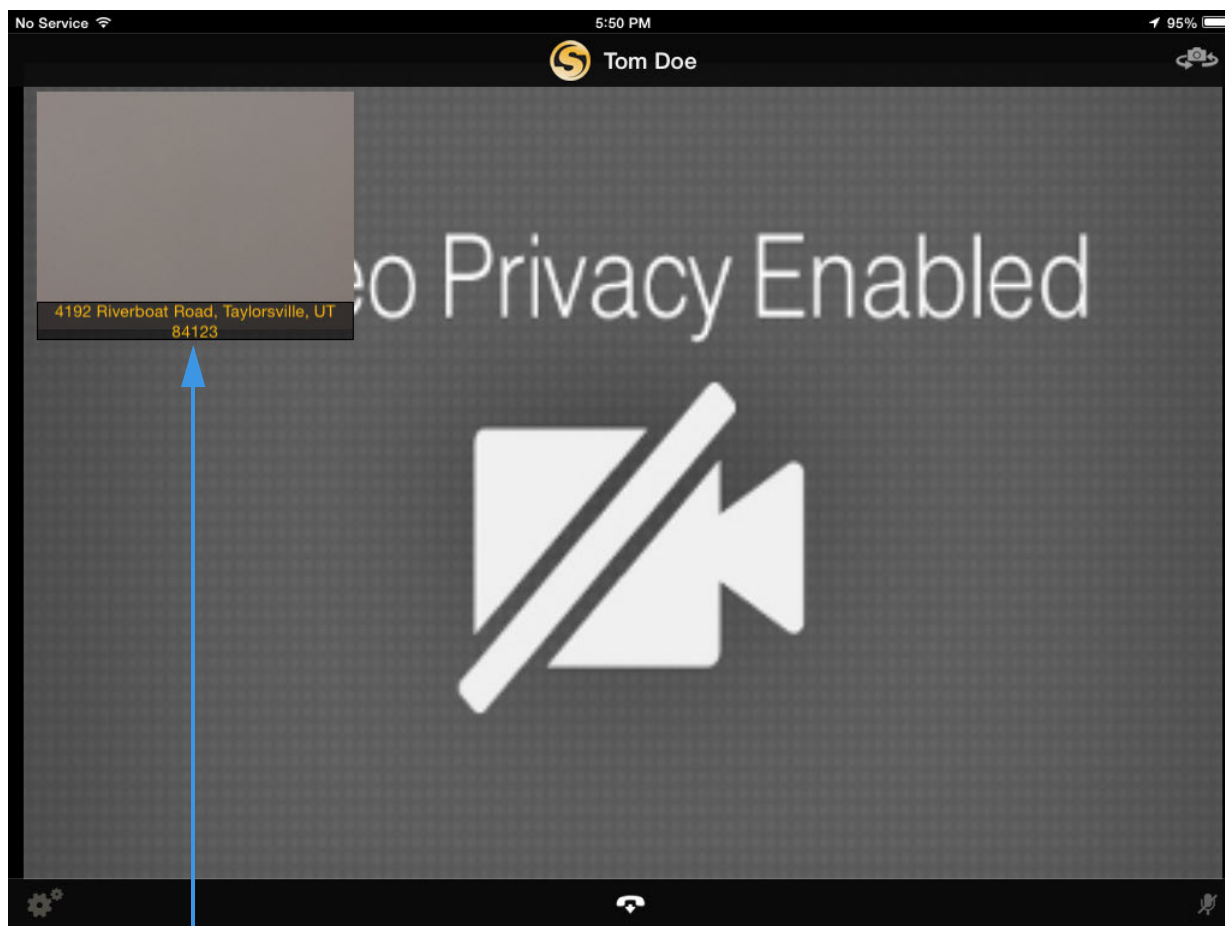
Your location is shown here

Figure 33 — Location information shown on screen

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

Use Voice Carry Over (VCO)

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

To Set Up 1-Line VCO

Step 1. Tap the Settings button to open the Settings screen shown below.
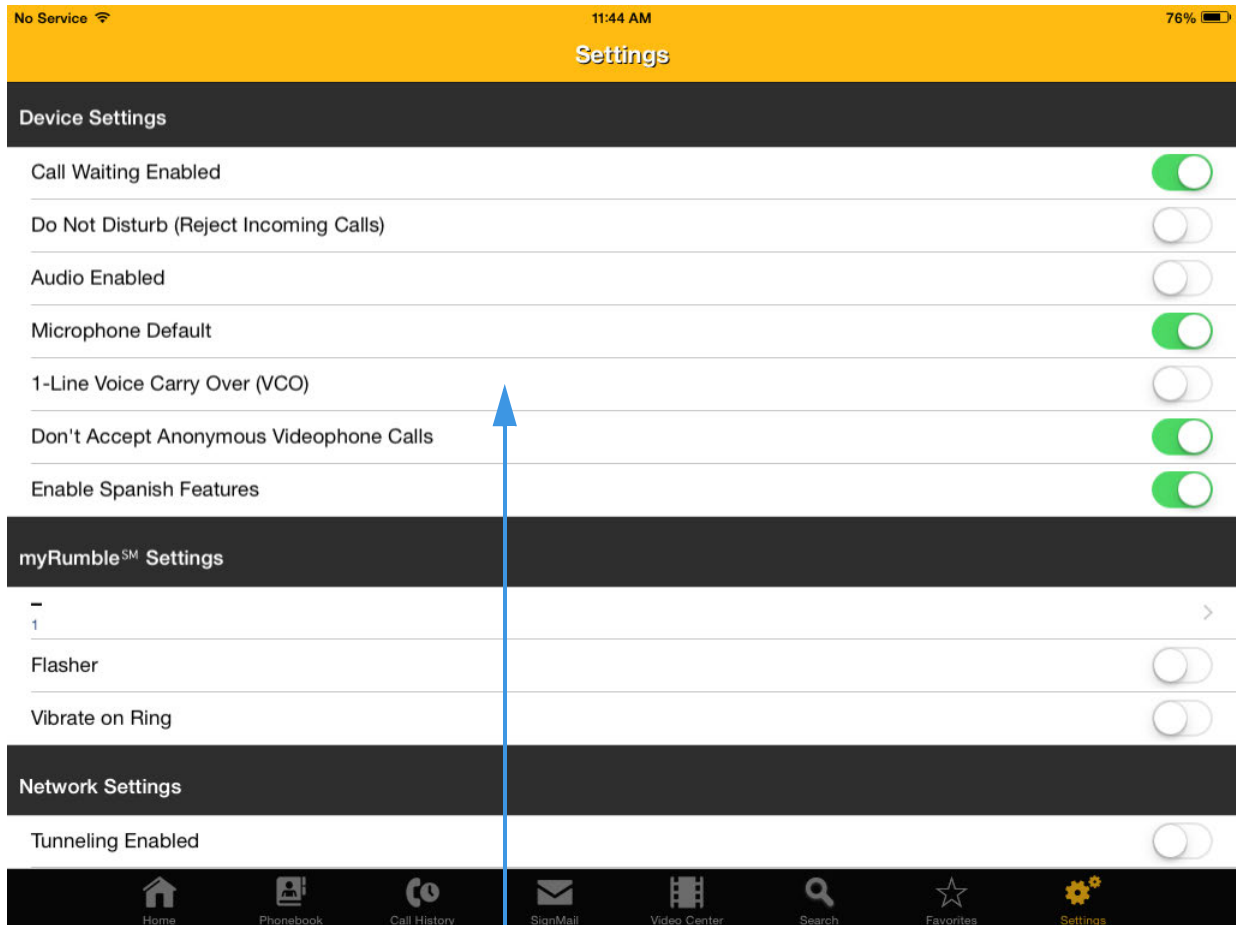
Controls related to audio and VCO

Figure 34 — VCO controls on *Settings* screen

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

Step 2.   Tap the 1-Line Voice Carry Over (VCO) button to turn on the feature as shown below.
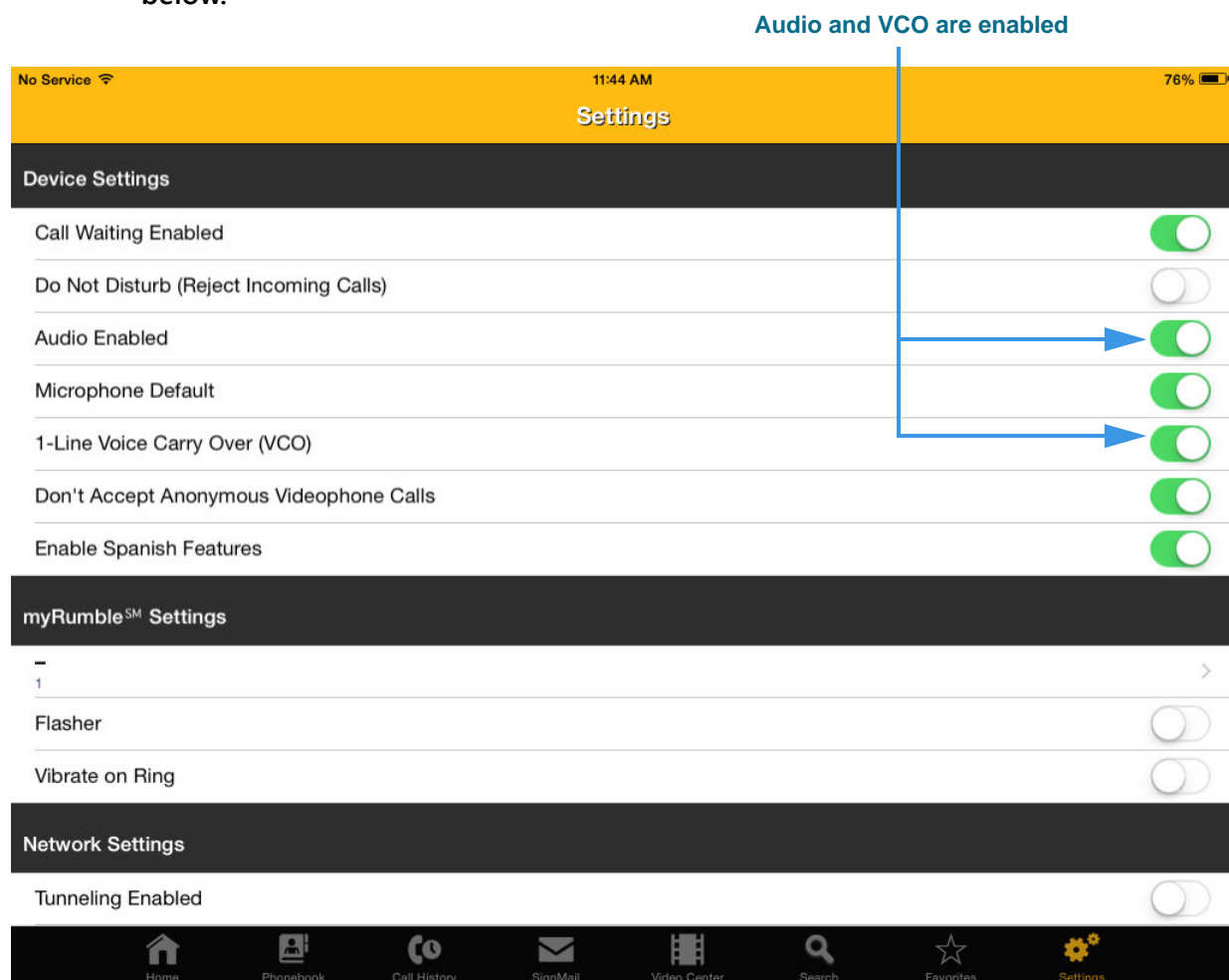
Audio and VCO are enabled

Figure 35 — *Settings* screen, VCO and Audio Enabled

When you enabled 1-Line VCO, the **Audio Enabled** button was also turned on. You can use the **Microphone Default** button to set whether the iPad's microphone is on or off by default. You can also turn the microphone on and off during your calls. See **Page 39** to see how to use the Microphone button on the In-Call screen.

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

Step 3.   Tap the Home button to open the Home screen as shown below.

1-Line VCO button

Notice that the *Home* screen now shows a **1-Line VCO** button. This button appeared on the *Home* screen when you enabled the 1-Line Voice Carry Over feature. You can use this button to turn off the 1-Line VCO feature if you want to make a call without using VCO.

To Make a 1-Line VCO Call

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

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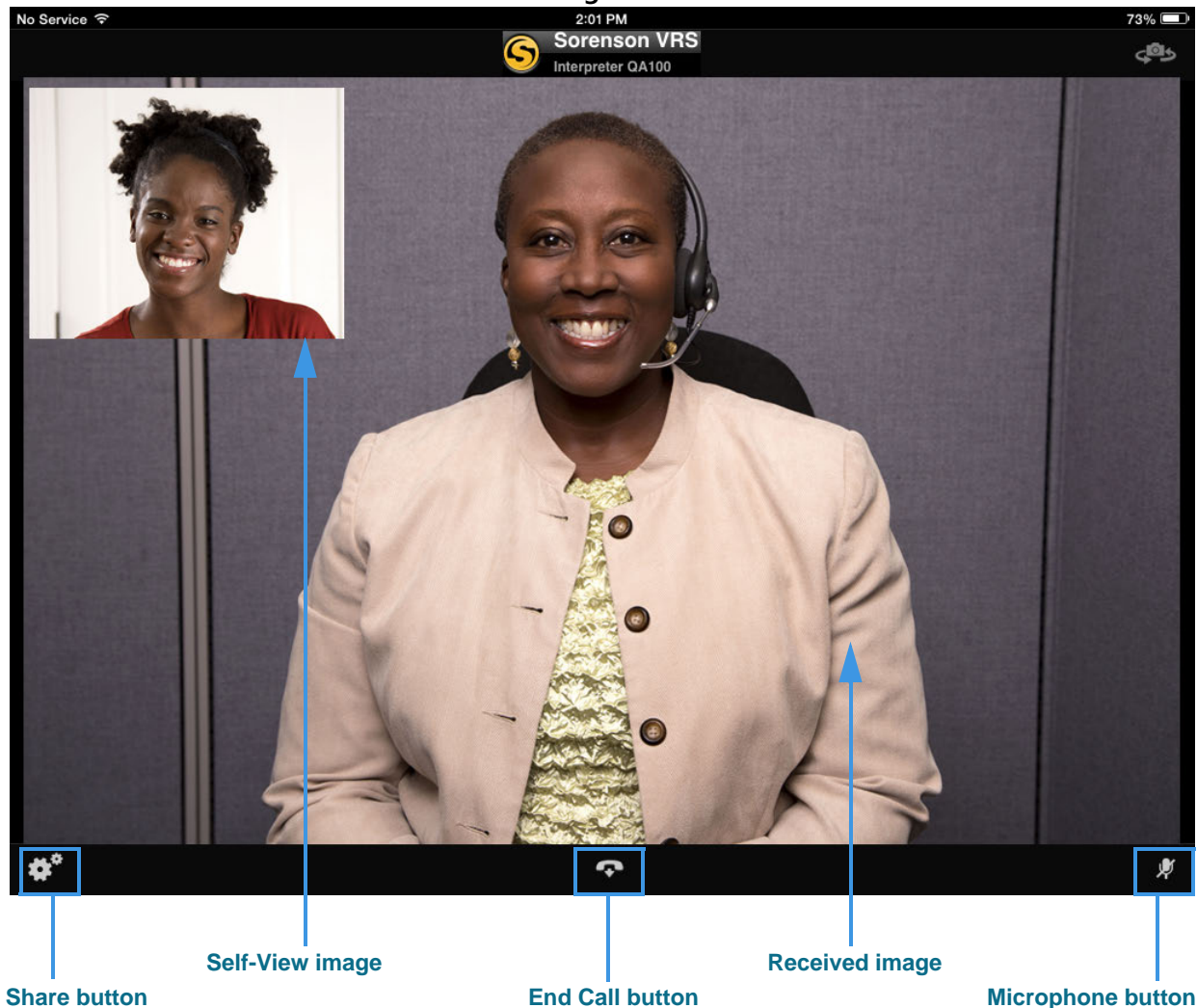

Figure 37 — *In-call* screen

Step 3.   When connected, you can speak to the person you called using your own voice. The audio picked up by the device's microphone will be sent with the video signal.

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

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

Use Personal SignMail Greeting

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

To Record a Personal Greeting

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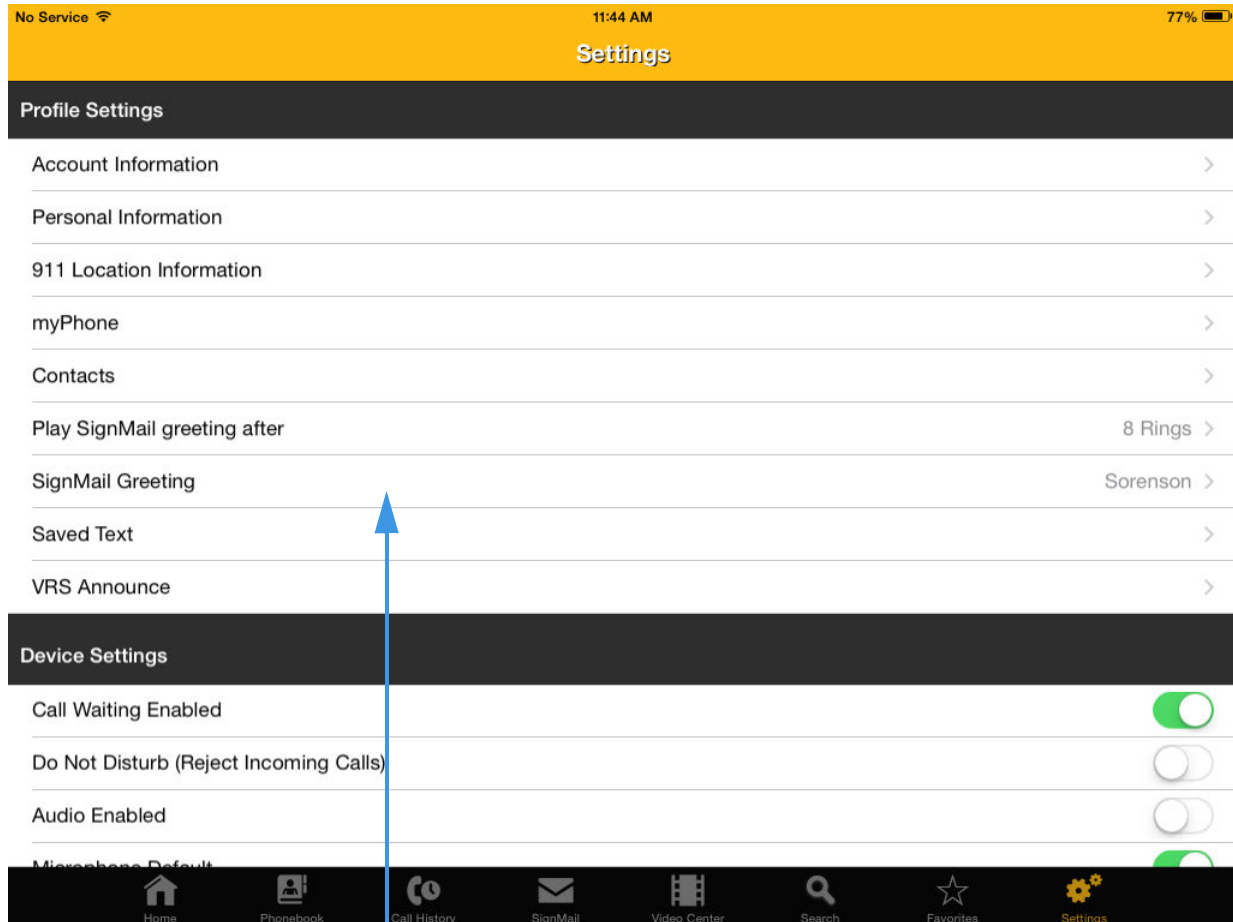
SignMail Greeting button

Figure 38 — SignMail Greeting button on *Settings* screen

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

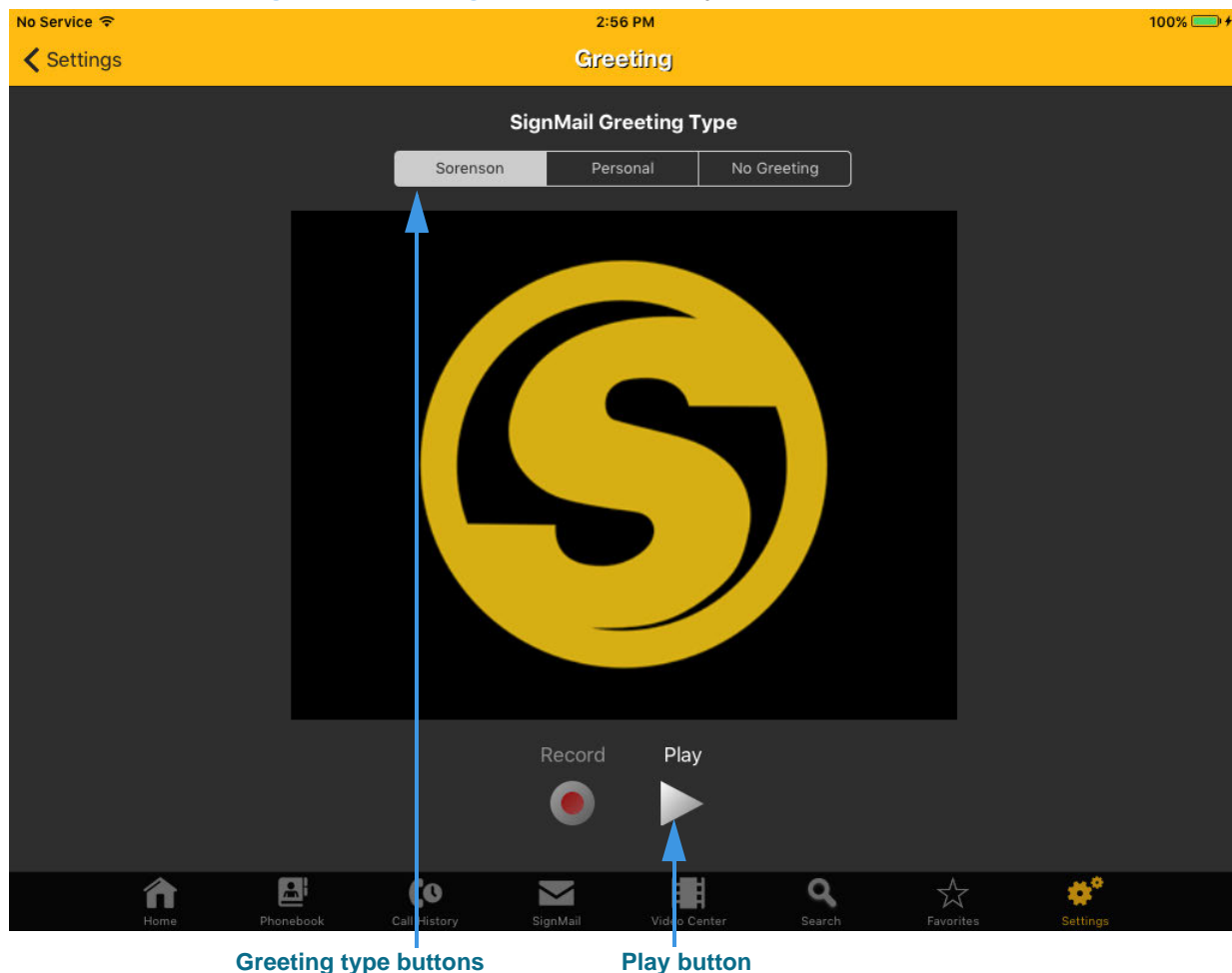

Greeting type buttons   **Play button**

Figure 39 — *Greeting* screen

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

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

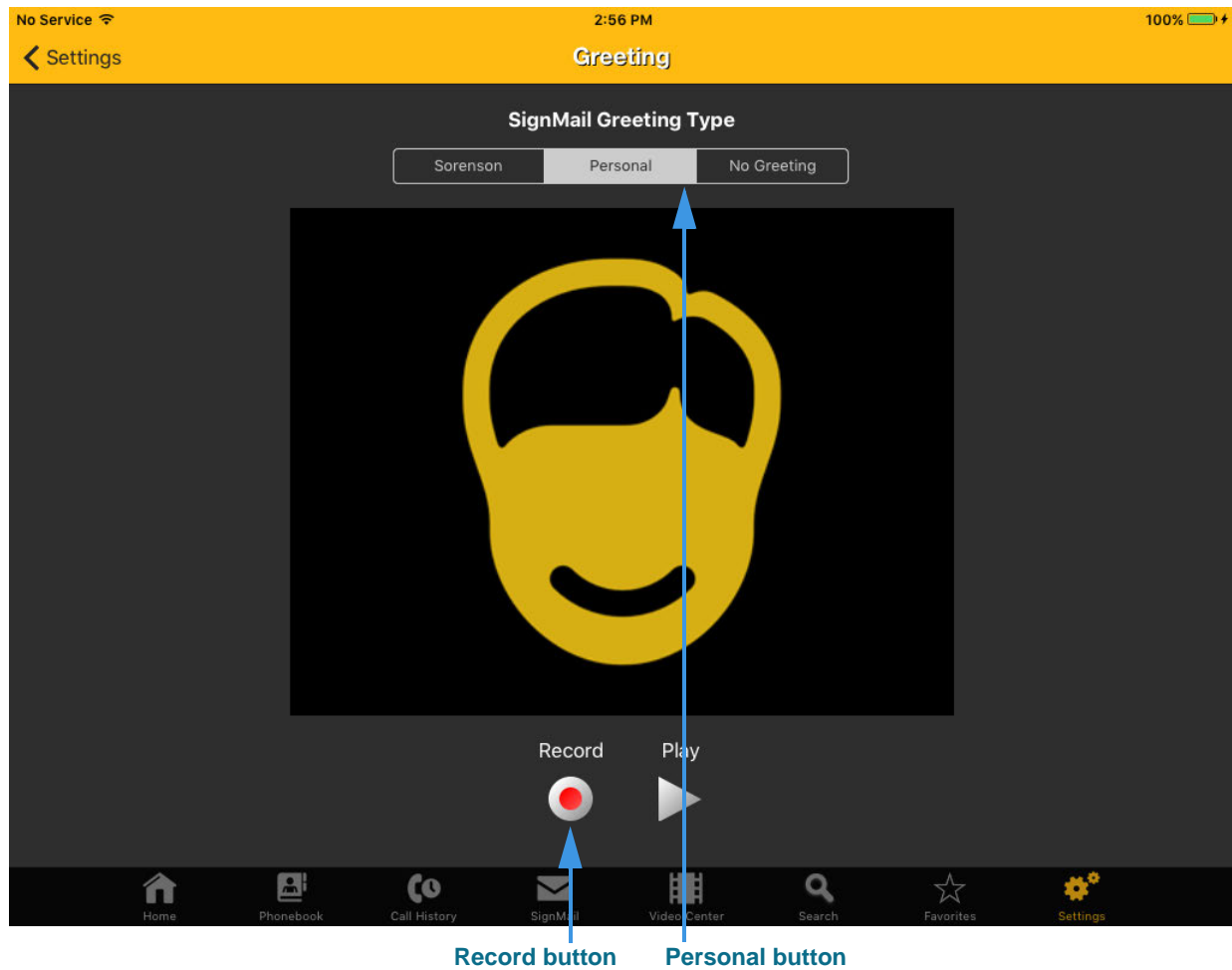**Step 3.**   Tap the Personal button to display the screen shown below.

Figure 40 — *Greeting* screen, Personal button selected

Notice that the **Record** and **Play** buttons are active after you selected the Personal type button.

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

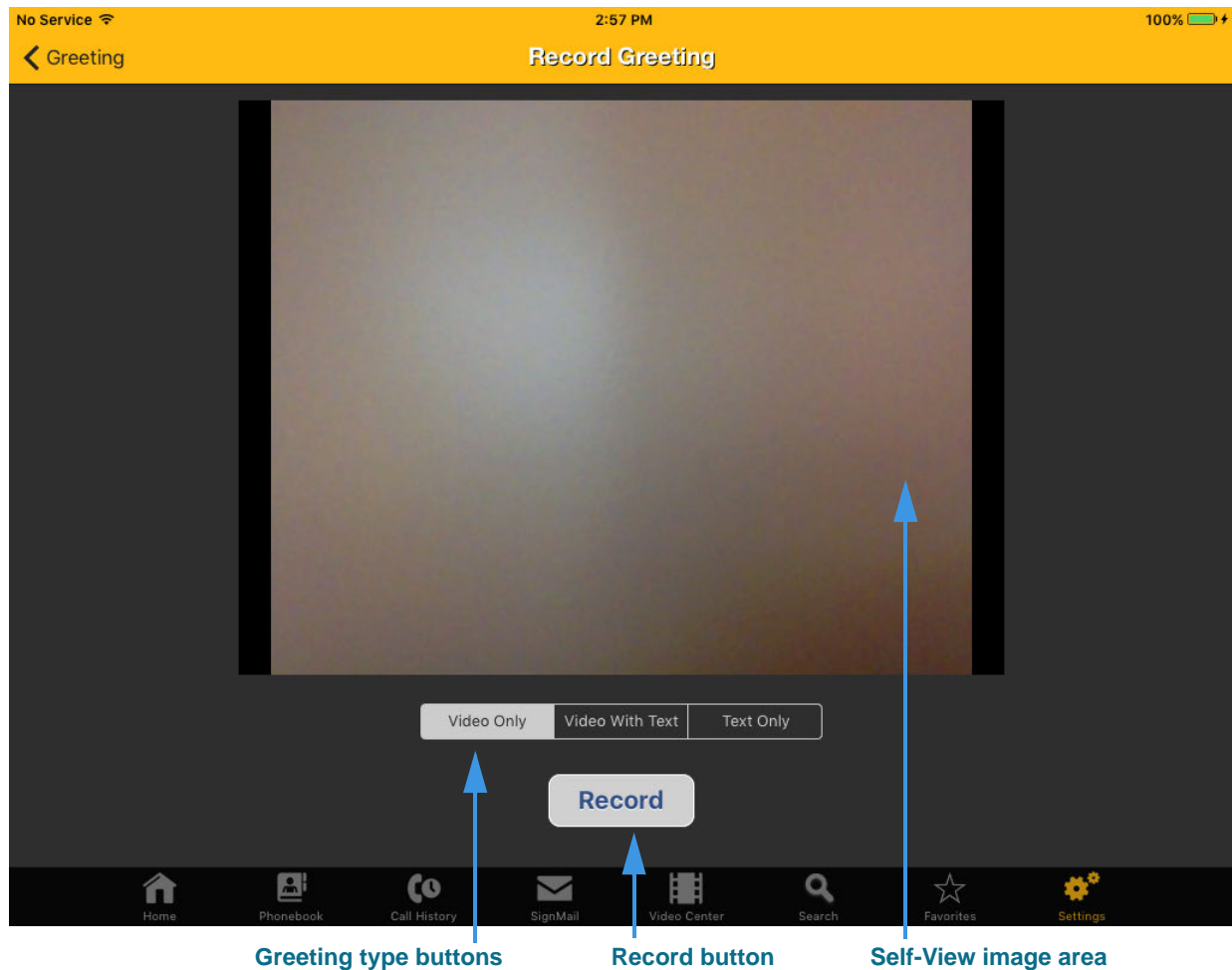**Greeting type buttons**   **Record button**   **Self-View image area**

Figure 41 — *Record Greeting* screen, Video Only button selected

Notice the three greeting type buttons near the bottom-middle corner of the screen. You can choose one of three greeting options:

- Select the **Video Only** option to record up to a 30-second video of yourself.

- Select the **Video With Text** option to add a text field at the bottom of the Self-View area in which you can type a short text message using your computer's keyboard. The text message appears over the video image that you record.

- Select the **Text Only** option to remove the video image from the recording. Only the text you enter in the field will be shown as your 30-second greeting video.

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

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

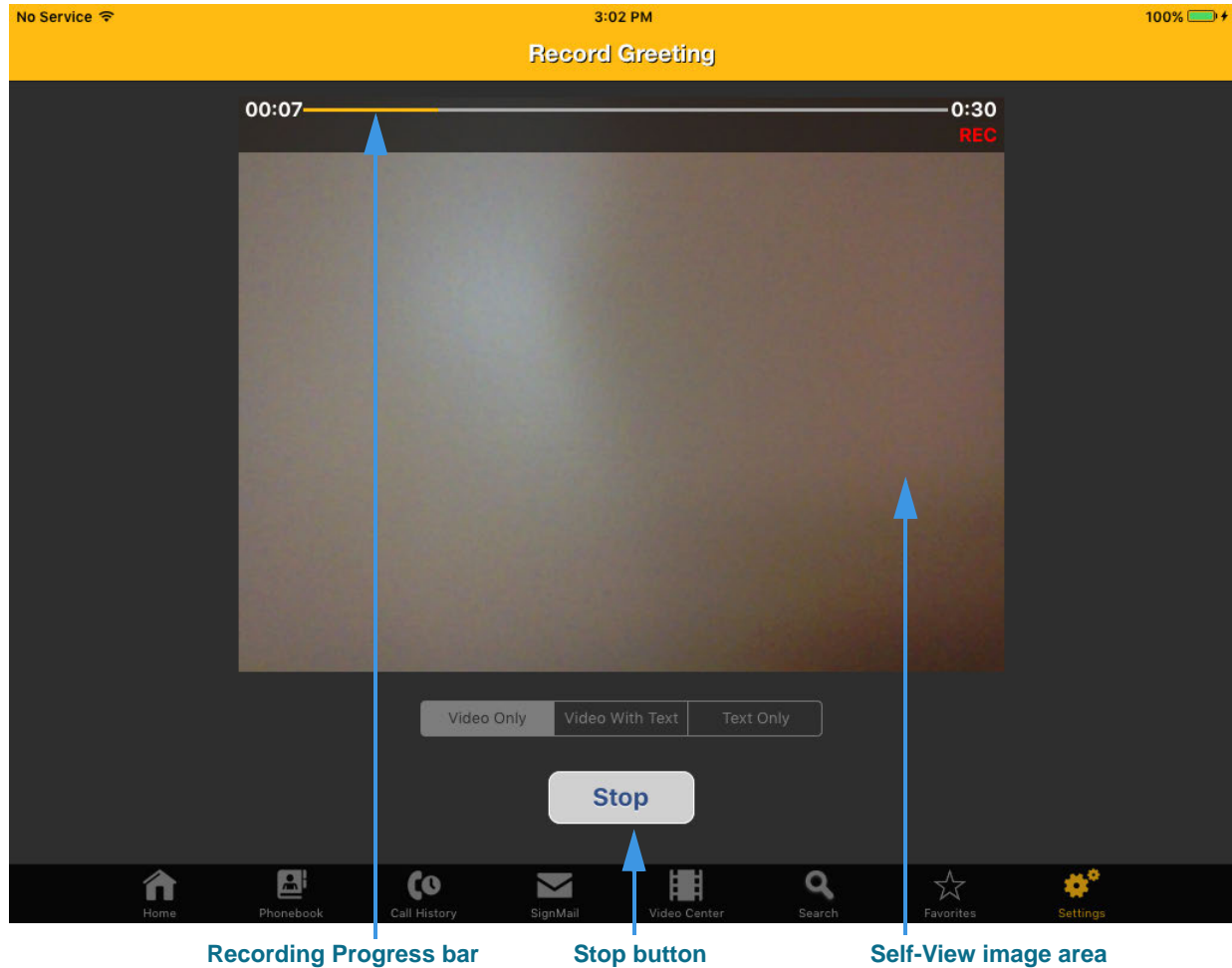**Recording Progress bar**   **Stop button**   **Self-View image area**

Figure 42 — *Record Greeting* screen, recording in progress

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

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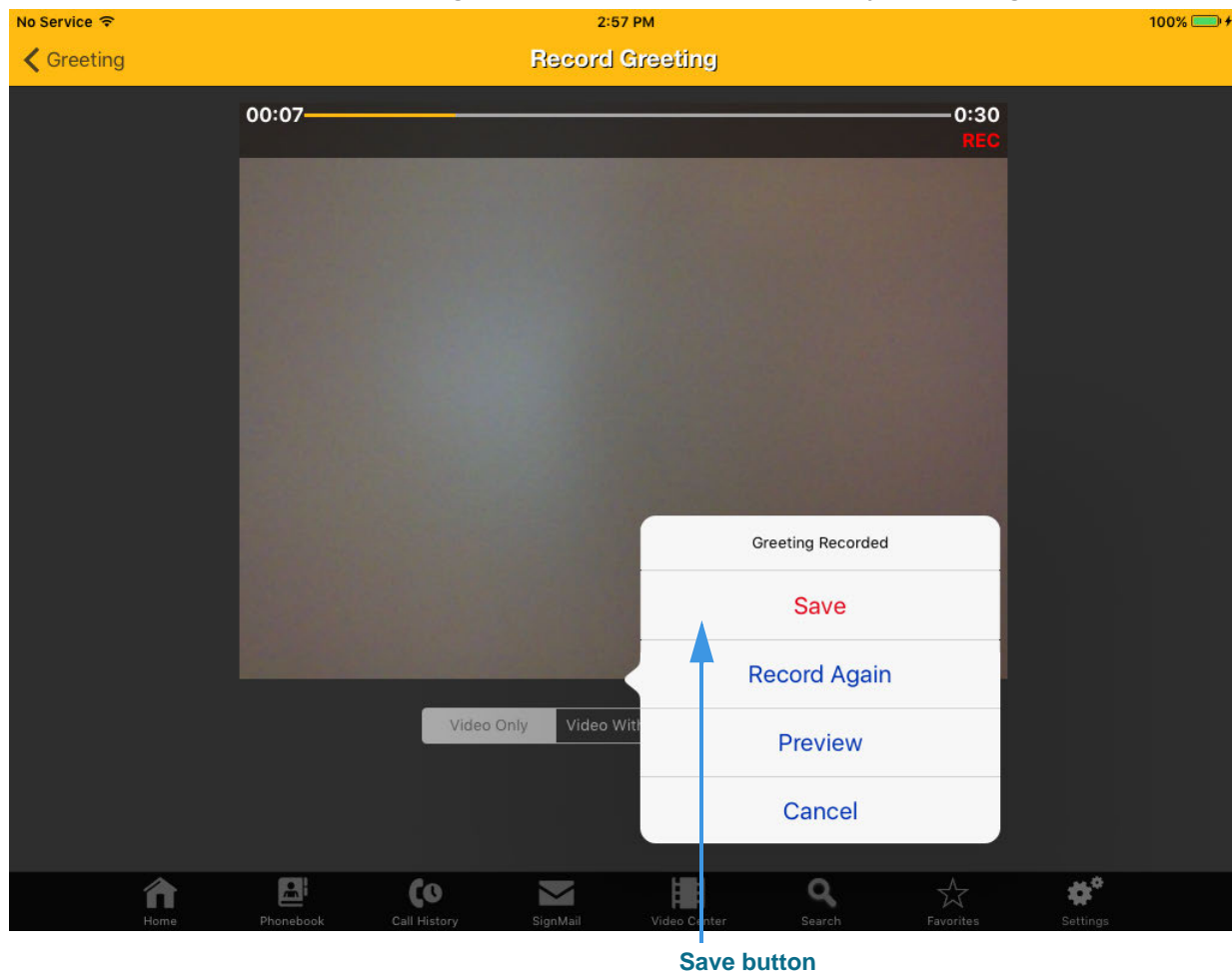

Save button

Figure 43 — *Record Greeting* screen, recording complete

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

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

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

Send Deaf SignMail

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

To Record a Deaf SignMail

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

Skip Greeting button   **Self View image area**   **SignMail Greeting video**
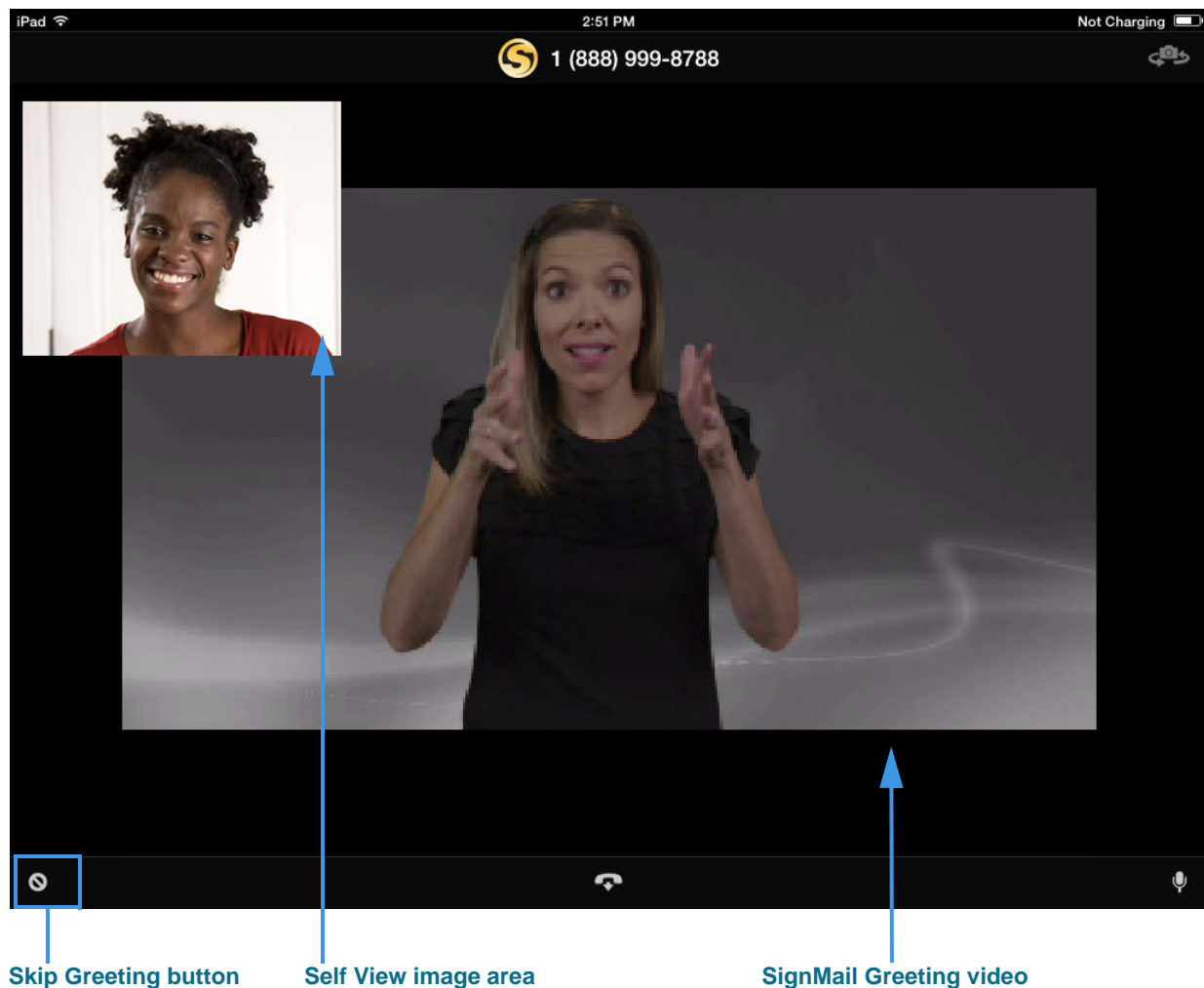
Figure 44 — *Deaf SignMail Greeting* video

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

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

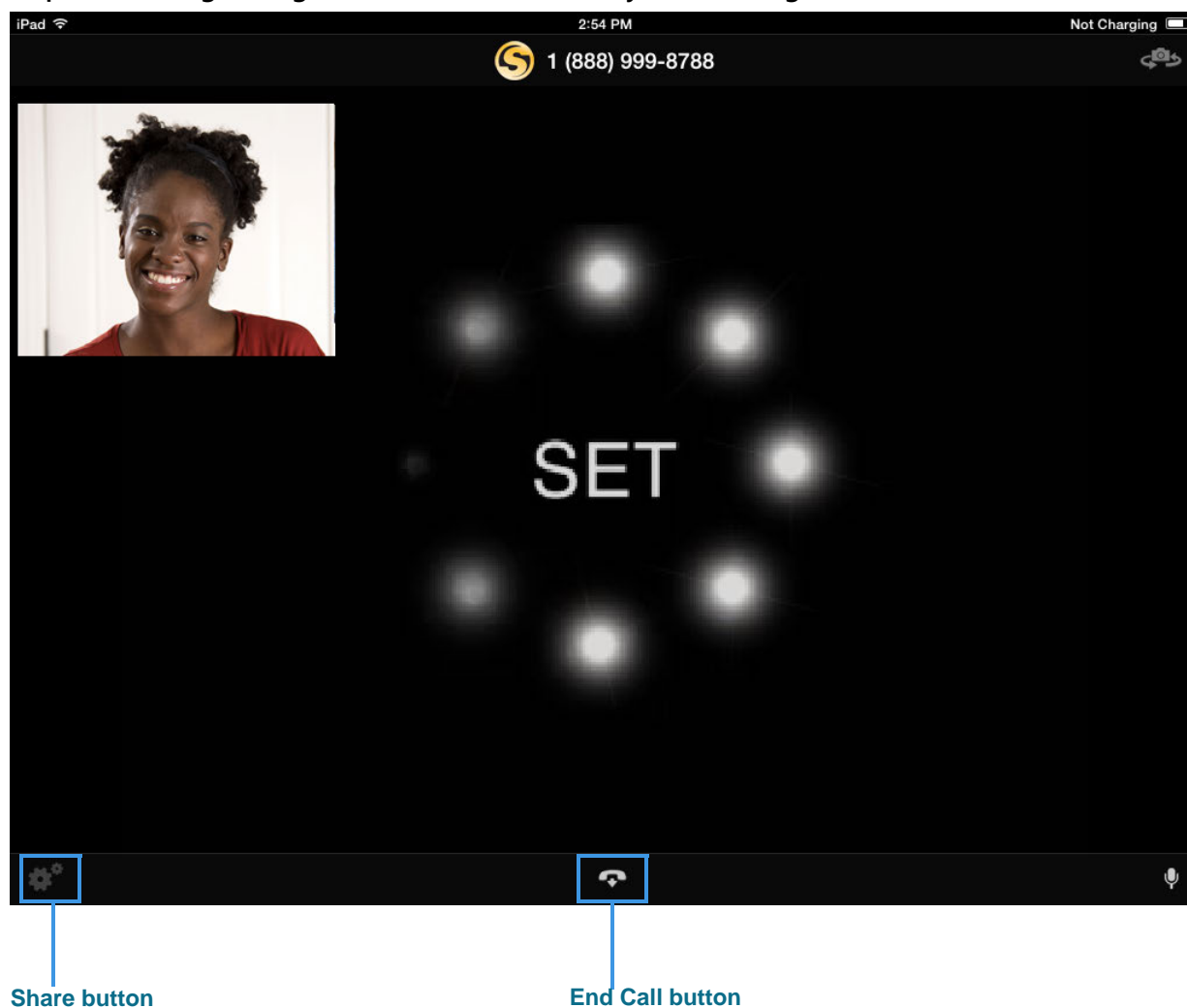**Share button**   **End Call button**

Figure 45 — Ready, Set, Go signal

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

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

Notice the **Share** button at the bottom-left corner of the screen. Any text information you choose to share will be recorded as part of the SignMail video. The Share feature is described on **Page 21**.

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

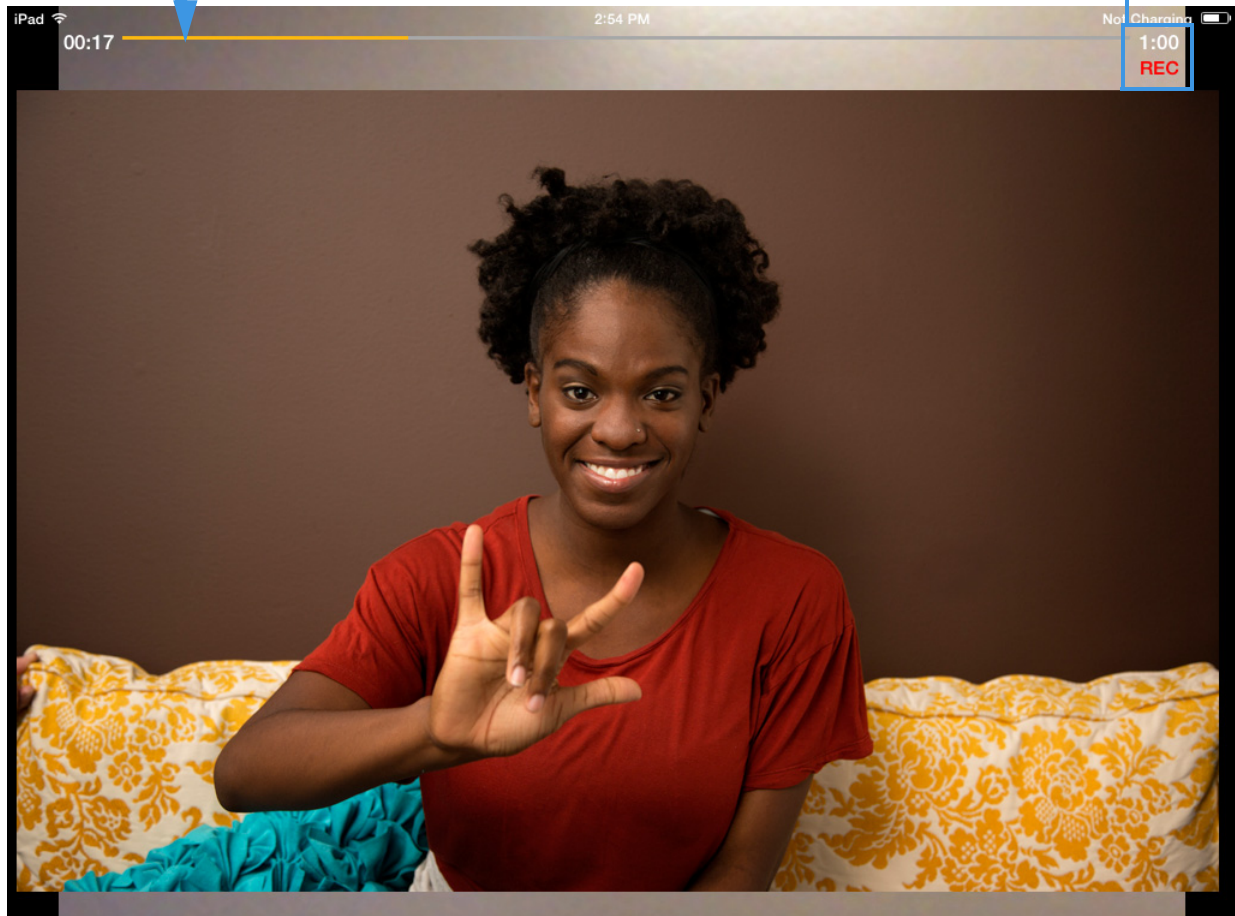**Recording Progress bar**   **Recording indicator**


Figure 46 — Deaf SignMail recording screen

The **Recording Progress** bar shows how much time has elapsed since recording was started. You can record for the full 60 seconds or you can choose to end the recording sooner. To end the recording, you will first have to reveal the menu bar.

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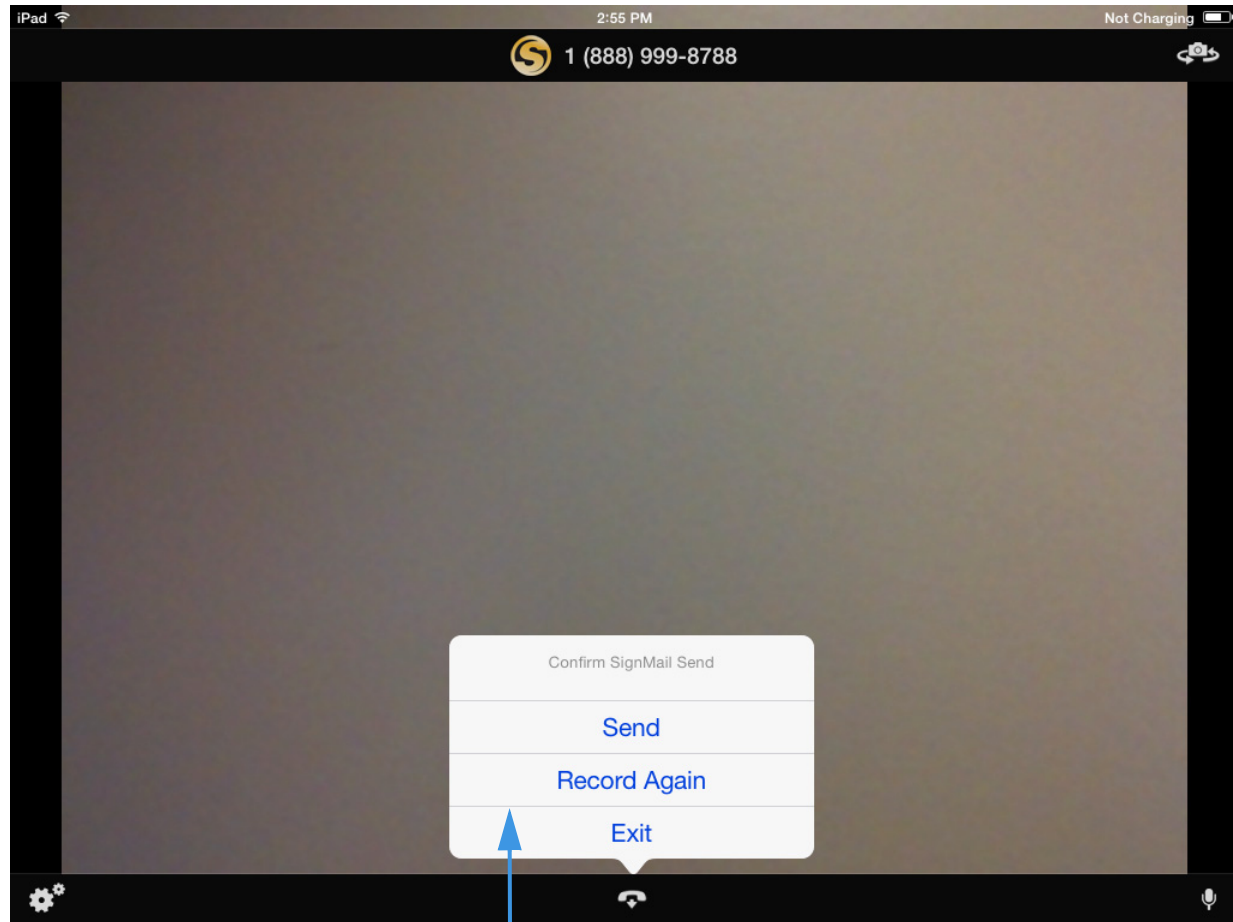
Confirm SignMail Send menu

Figure 47 — SignMail recording, Confirm SignMail Send menu

The pop-up menu shows three options. You can choose to **Send** the video you recorded, to **Record Again**, or to **Exit**. If you exit, you will discard the video you recorded.
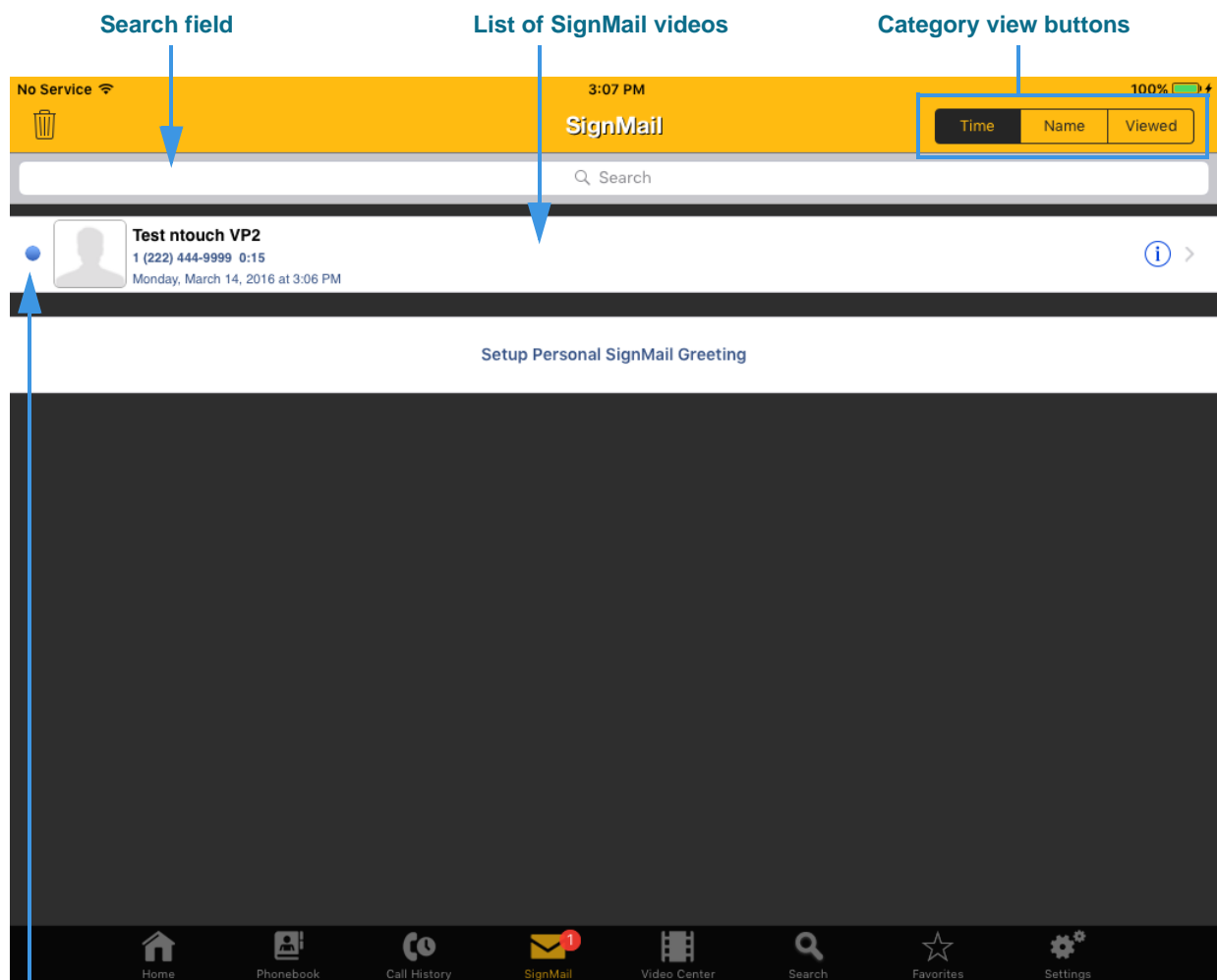
Step 5.   Tap the Send button to send the SignMail video.

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

View Your SignMails

ntouch Tablet's *SignMail* screen lets you view SignMails you have received from hearing callers through SVRS or from other deaf Sorenson users.

To View a SignMail

Step 1.   Tap the SignMail button to display the screen shown below.

Figure 48 — *SignMail* screen

Notice the category view buttons at the top of the screen (**Time**, **Name**, and **Viewed**). The **Time** button is selected by default. Tap the other buttons to see the list arranged by name or viewed status. You can use the **Search** field to find a video by entering any part of the sender's name. The **blue dot** appears next to any video that you have not yet viewed.

To use the **Setup Personal SignMail Greeting** button, see the section on **Page 40**.

Step 2.   Tap the name of the video that you want to view. The video will begin to play as shown below.

**Done button   Playback progress bar   Playback controls**

Figure 49 — SignMail playback screen

The **Playback Progress** bar near the top of the screen shows how much of the video has been played back. The **Playback Controls** let you Rewind, Pause/Play, and Fast Forward the video. The Progress bar and Playback controls will disappear from the screen after a few seconds. To show them again, just tap the screen.

After the video has finished playing, you must use the **Done** button at the top-left to return to the *SignMail* screen.

Step 3. Tap the Done button to return to the SignMail screen as shown below.
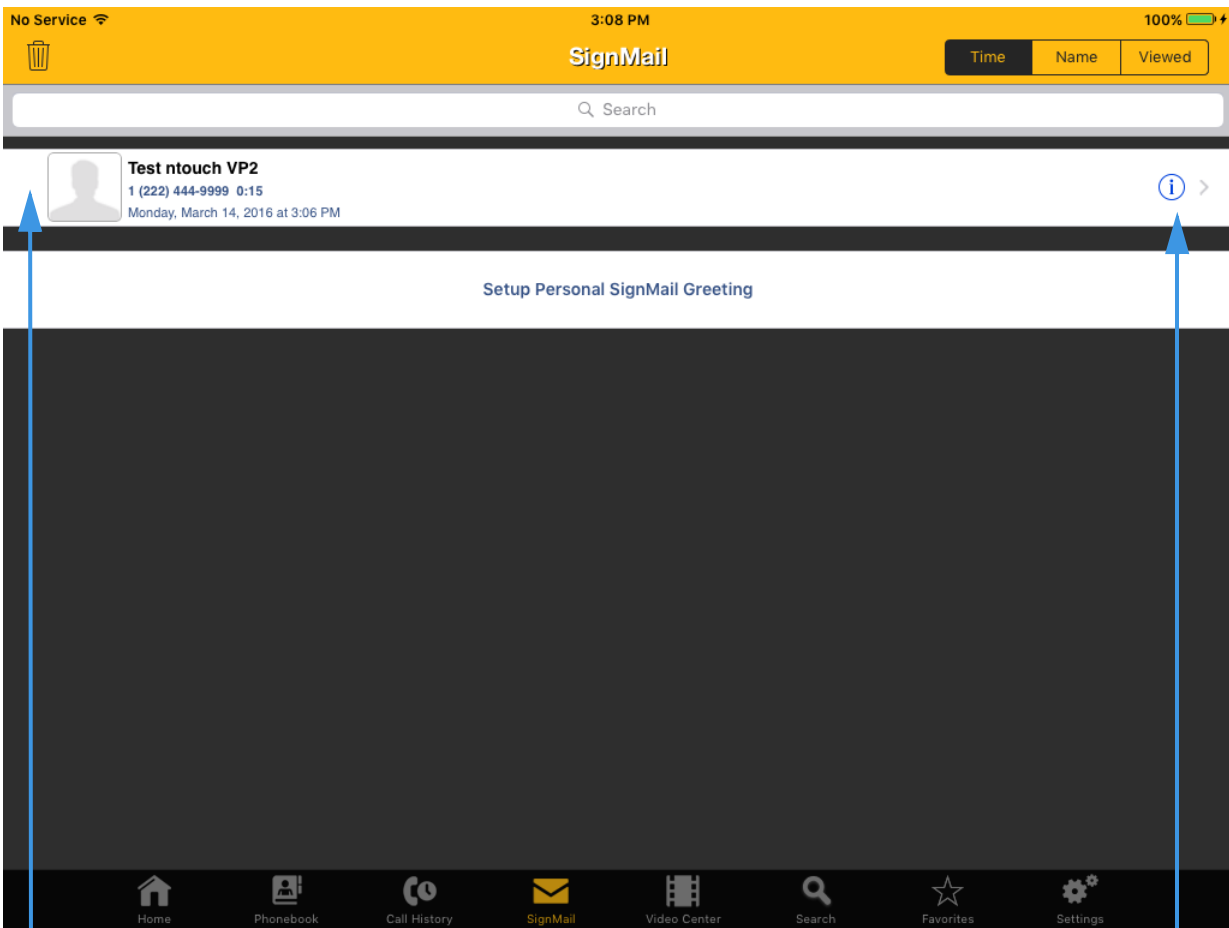
Blue dot is now gone   **Blue and white arrow button**

Figure 50 — Video playback ended, blue dot gone

The blue dot to the left of the video name is now gone because just you played the video.

Notice the **blue and white arrow (>)** button at the right side of the video name. Tap this button to show a list of optional functions that you can perform on this SignMail video.

The steps in the next subheading describe the use of these optional functions.

To Use Optional Functions

Step 1. Tap the blue and white arrow (>) button located at the right side of any video on the SignMail screen to open the screen shown below.
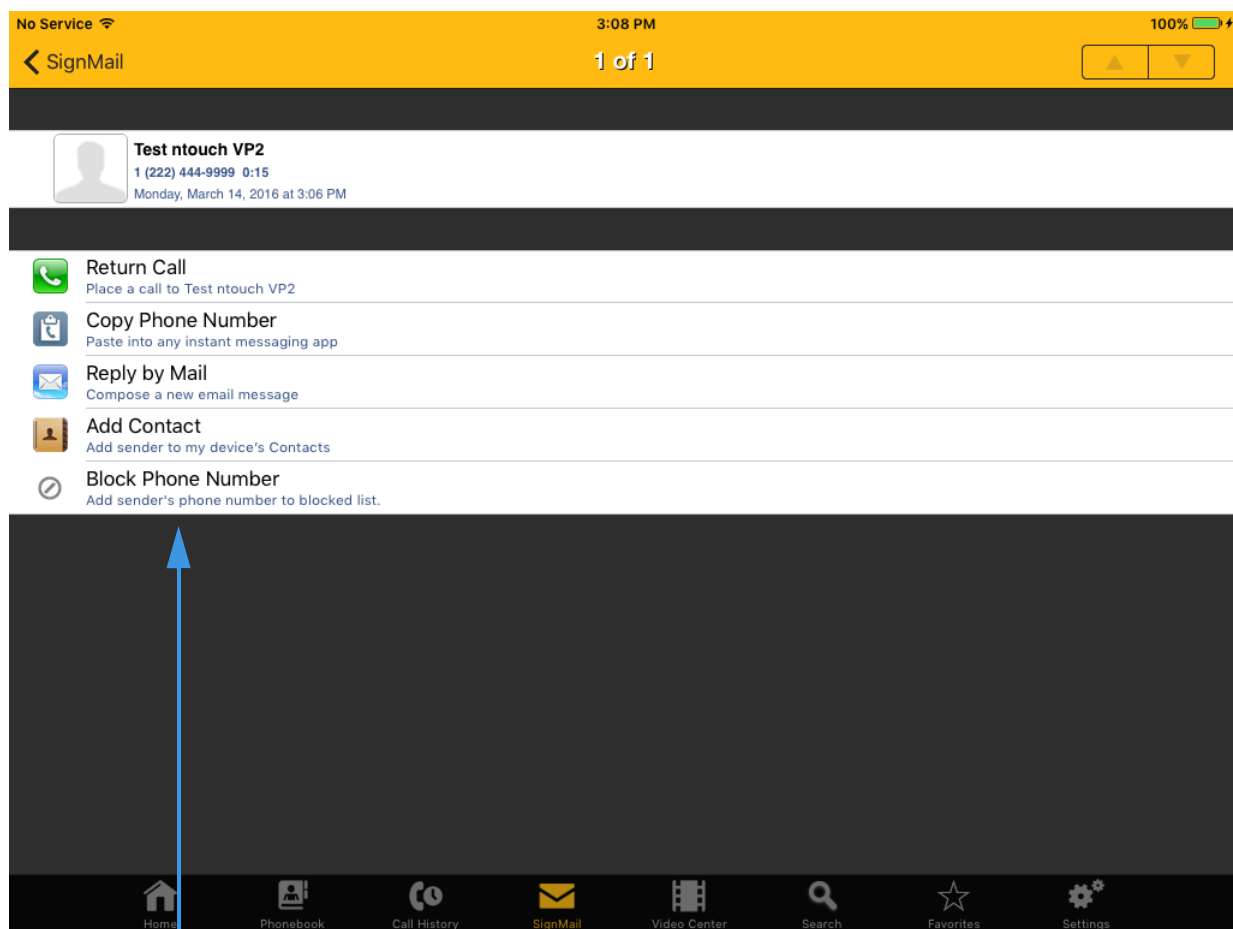
Function buttons

Figure 51 — *SignMail Functions* screen

This screen contains five (5) optional function buttons. You can choose to:

- Make a **return call** to the sender of this SignMail
- **Copy** this phone number to paste into another app
- **Reply** to this SignMail by writing and sending an email
- **Add** the sender of this SignMail to your Contacts list
- **Block** the sender of this SignMail from calling you again

Step 2. Select which function you want to use, then tap that function's button.

To Delete SignMails

Step 1. Notice the Delete All button located at the top-left of the screen (the button looks like a trash can) as shown below.
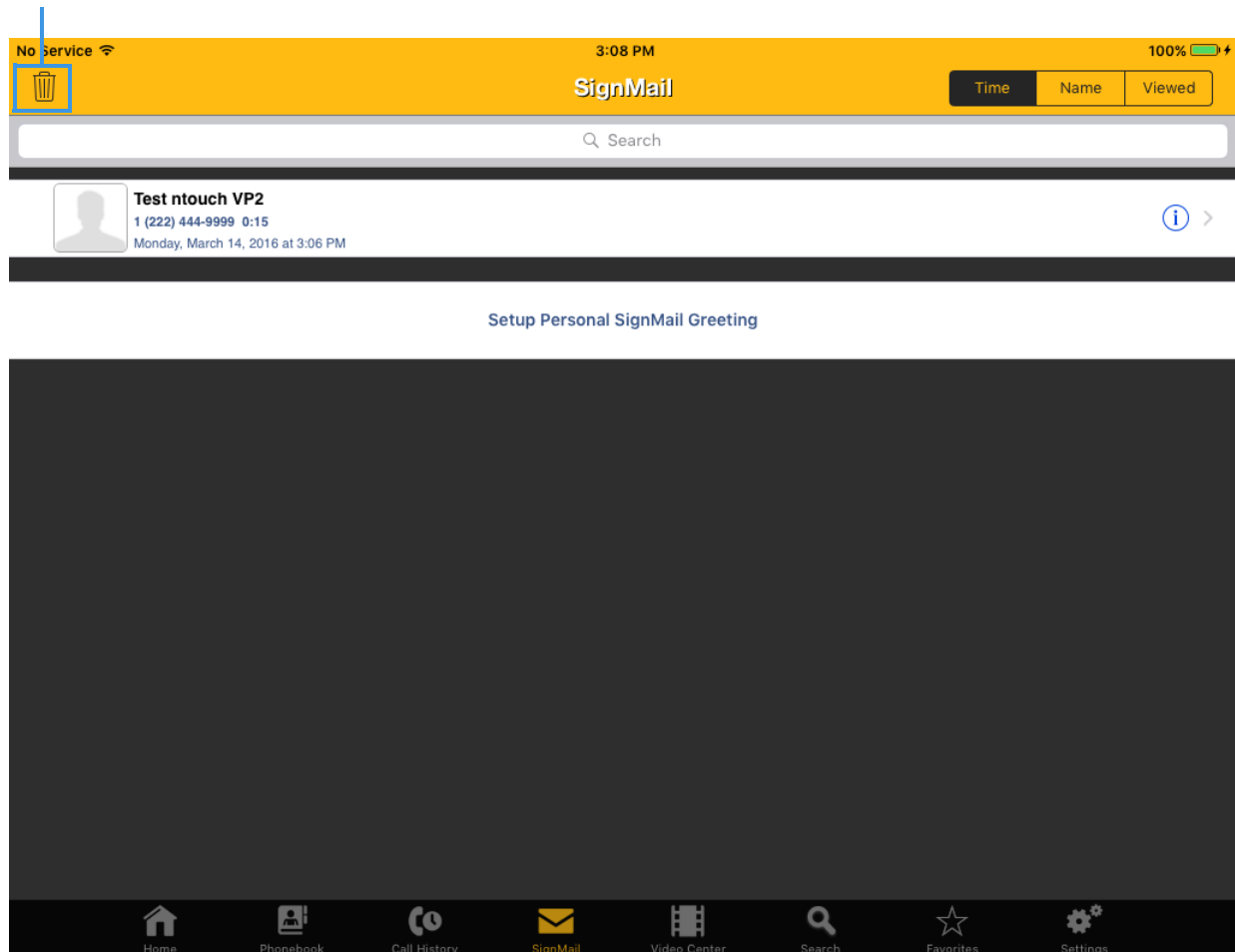
Delete All button

Figure 52 — *Video Center* screen, Delete All button

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

Note: *Most often, you will want to delete videos one at a time instead of the entire list all at once. See **Step 4 on Page 56** to see how to delete individual videos. Remember, you* cannot *recover any videos that you delete.*

Step 2.   Tap the Delete All button. The screen will then look like the image below.
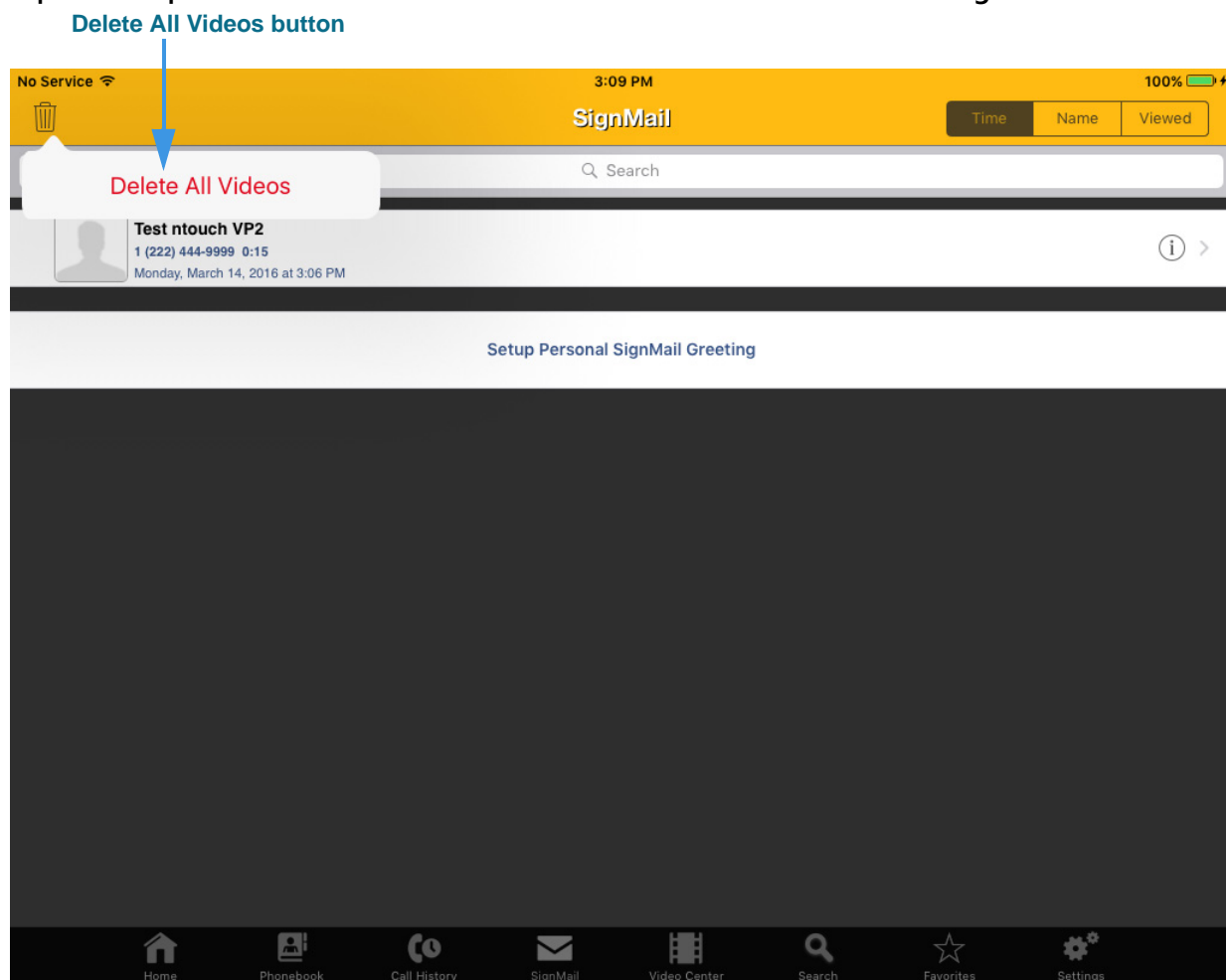
Delete All Videos button

Figure 53 — Delete All Videos button

The **Delete All Videos** button has appeared on the screen. If you tap this button, all videos in all lists will be immediately and permanently removed. You *cannot* recover deleted videos.

Warning: *Do NOT tap the button unless you are certain you want to delete all your videos. You will NOT be asked to confirm the deletion of all videos. You CANNOT recover videos that have been deleted from the SignMail List.*

Step 3.   If you are certain that you want to delete all videos at once, tap the Delete All Videos button. Otherwise, tap anywhere else on the screen to exit without deleting.

Step 4.   To delete just one individual video from any list, you must first reveal the Delete button for that video. To do so, swipe your finger across the name of the video you want to delete. The screen will then look like the image below.
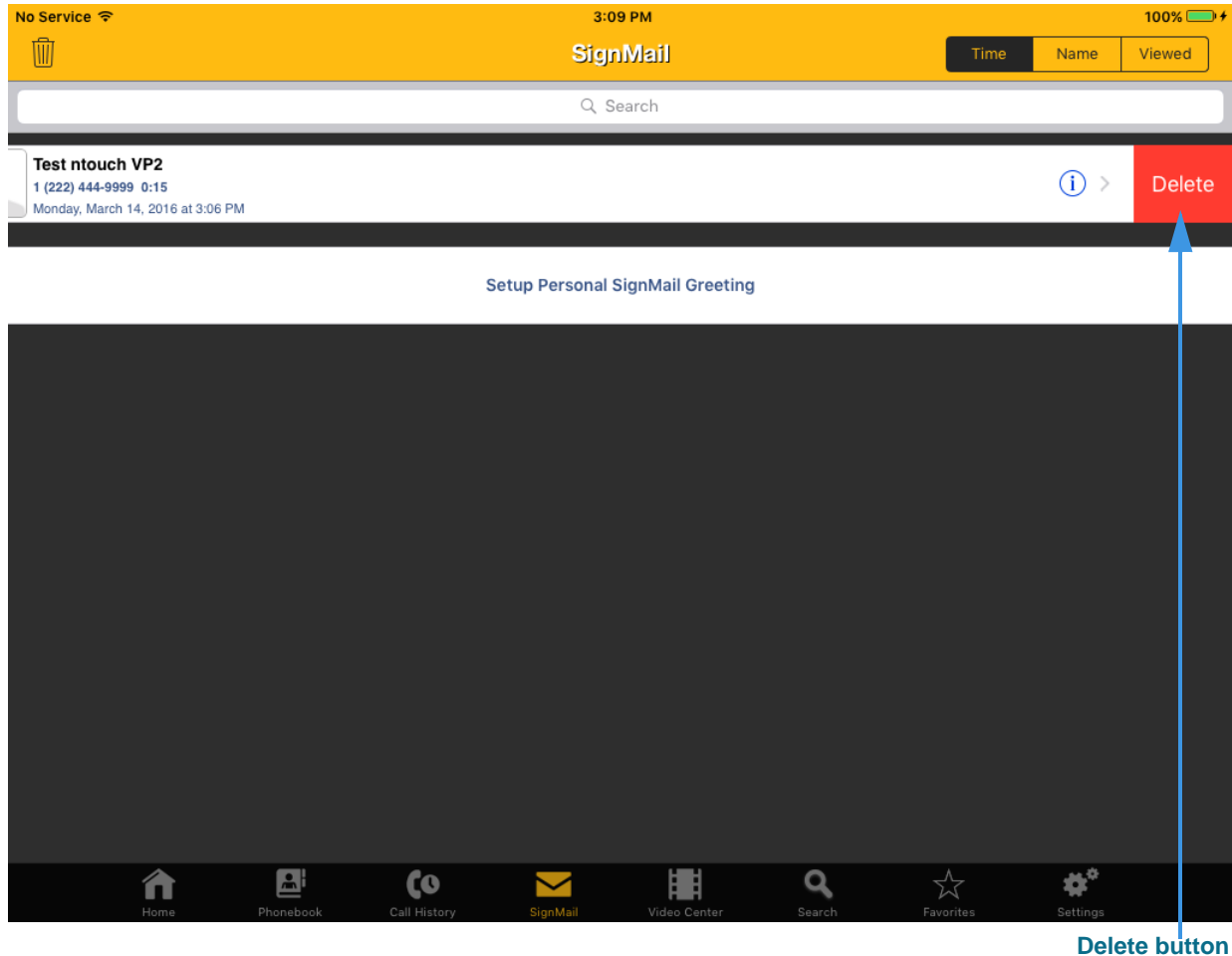
Delete button

Figure 54 — Swipe across name to reveal Delete button

Swiping your finger across the name of a video has revealed the **Delete** button as shown above. You can use this button to permanently remove just this one video from the list. *There is no confirmation dialog for deleting one video at a time.* When you tap the **Delete** button, the video will be immediately and permanently removed. You *cannot* recover deleted videos.

Step 5.   If you are certain that you want to delete this one video, tap the Delete button. Otherwise, tap anywhere on the screen to hide the button without deleting.

See Call History

ntouch Tablet's Call History button is used to show the *Call History* screen where you can see lists of your recent calls. You can choose to see a list of all calls, or just your missed calls, incoming calls, or outgoing calls.

To Use a Call History List

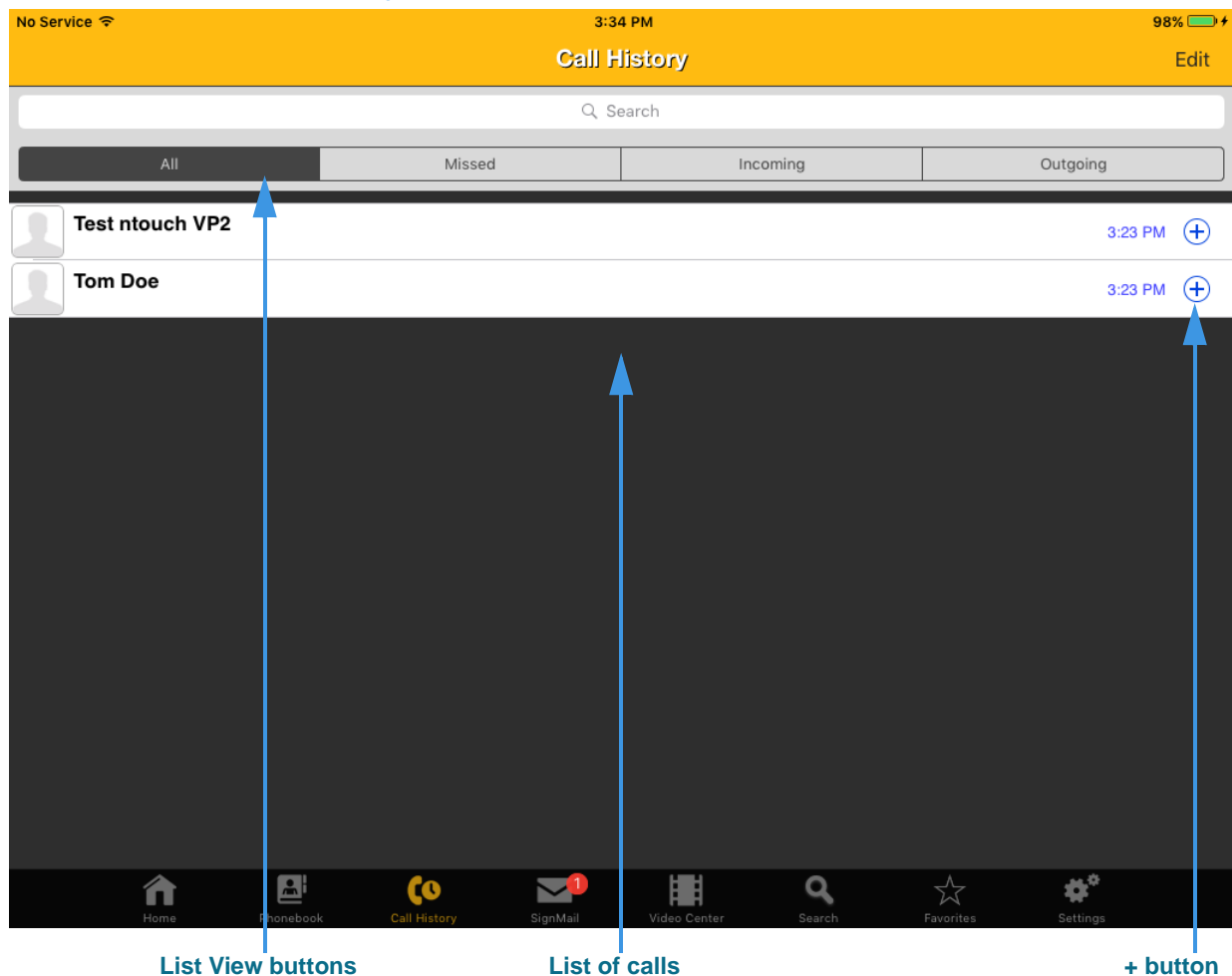**Step 1.** Tap the Call History button to open the screen shown below.

List View buttons   **List of calls**   **+ button**
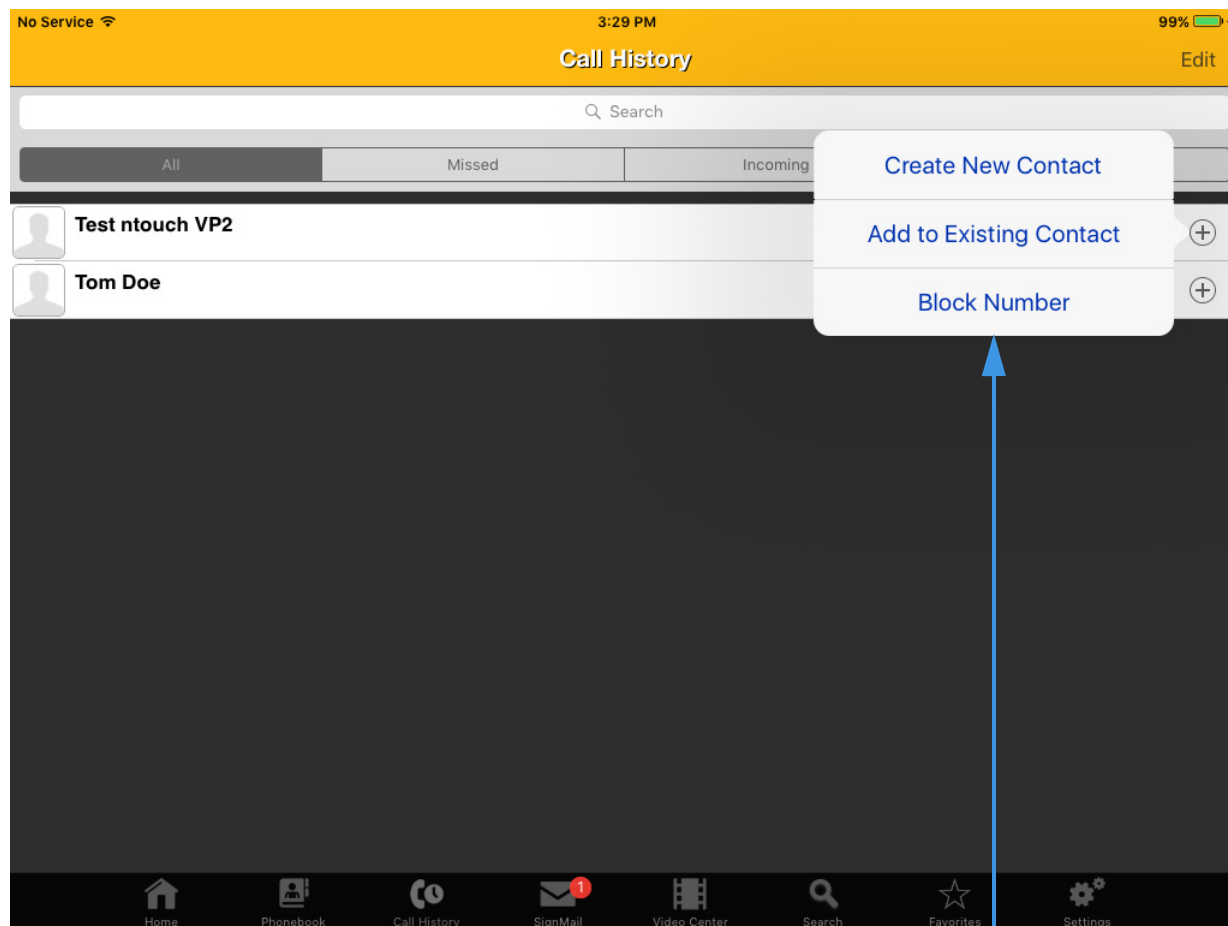
Figure 55 — *Call History* screen

You can use the List View buttons to see **All**, **Missed**, **Incoming**, or **Outgoing** calls. Missed calls are shown in red type. Tap any items in the list to call that number.

Tapping the **blue and white plus sign (+)** button at the right side of each call record displays a pop-up menu in which you can create a new contact record for this caller, add the number to an existing contact, or add the number to the Block List.

Step 2. Carefully tap the blue and white plus sign (+) icon next to one of the numbers. If you tap anywhere other than directly on the button, you will make an outgoing call to the number. The screen will then look like the image shown below.

Figure 56 — Pop-up menu on *Call History* screen

You can use the three buttons in the pop-up menu to **Create New Contact** for a caller, **Add to Existing Contact**, or **Block Number** to block all calls from this number.

Step 3. For this example, tap the Add to Existing Contact button.

Step 4.   You will then see the Sorenson Contacts screen like the sample below.
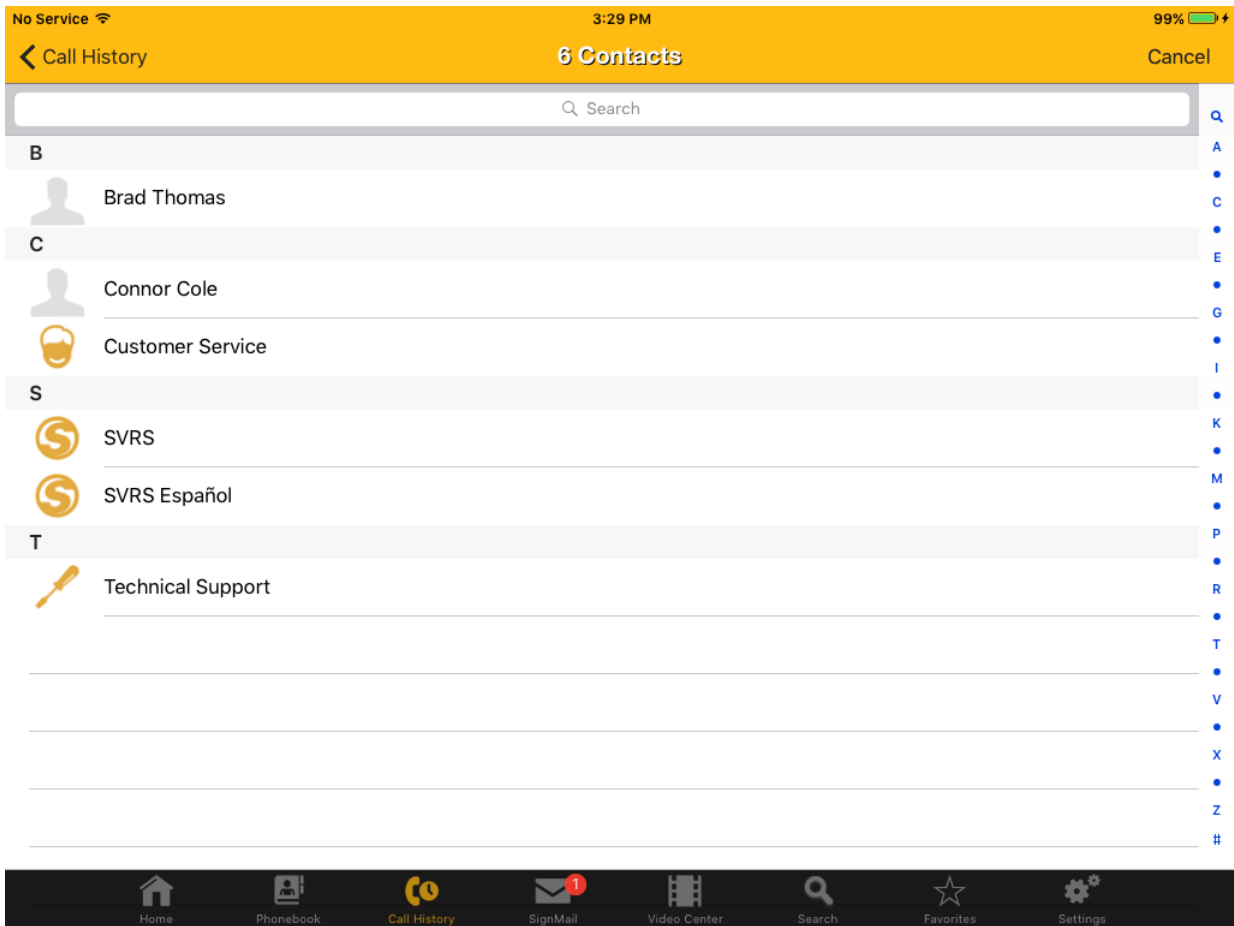

Figure 57 — *Sorenson Contacts* screen

This is the *Sorenson Contacts* screen. The contacts you have stored with your ntouch account are listed alphabetically on this screen.

Step 5.   Select the contact that you want to associate with the selected phone number.

Step 6. You will then see a dialog like the sample shown below.
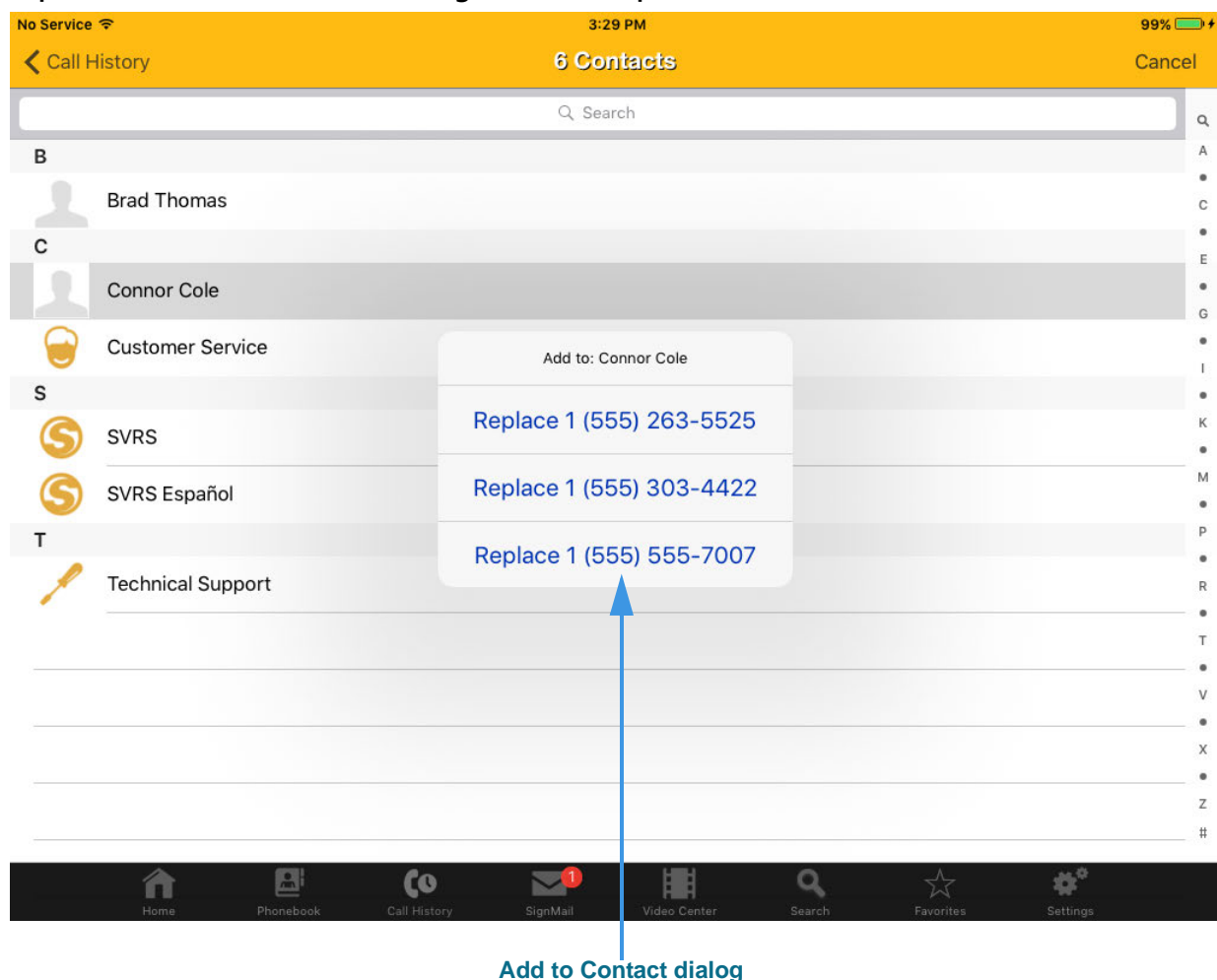

Add to Contact dialog

Figure 58 — *Add to Contact* dialog

This dialog lets you choose which of the three number types that can be stored for a Sorenson contact is to be used for the selected phone number. Notice that in this example, there are three numbers stored already. You can choose to replace any of the existing stored numbers.

Step 7. For this example, tap one of the Replace buttons.

Step 8. Tap the Done button to save the changes to the contact record.

To Delete Call Records

Step 1.   Start at any Call History screen call list (e.g., All, Missed, Incoming, Outgoing).

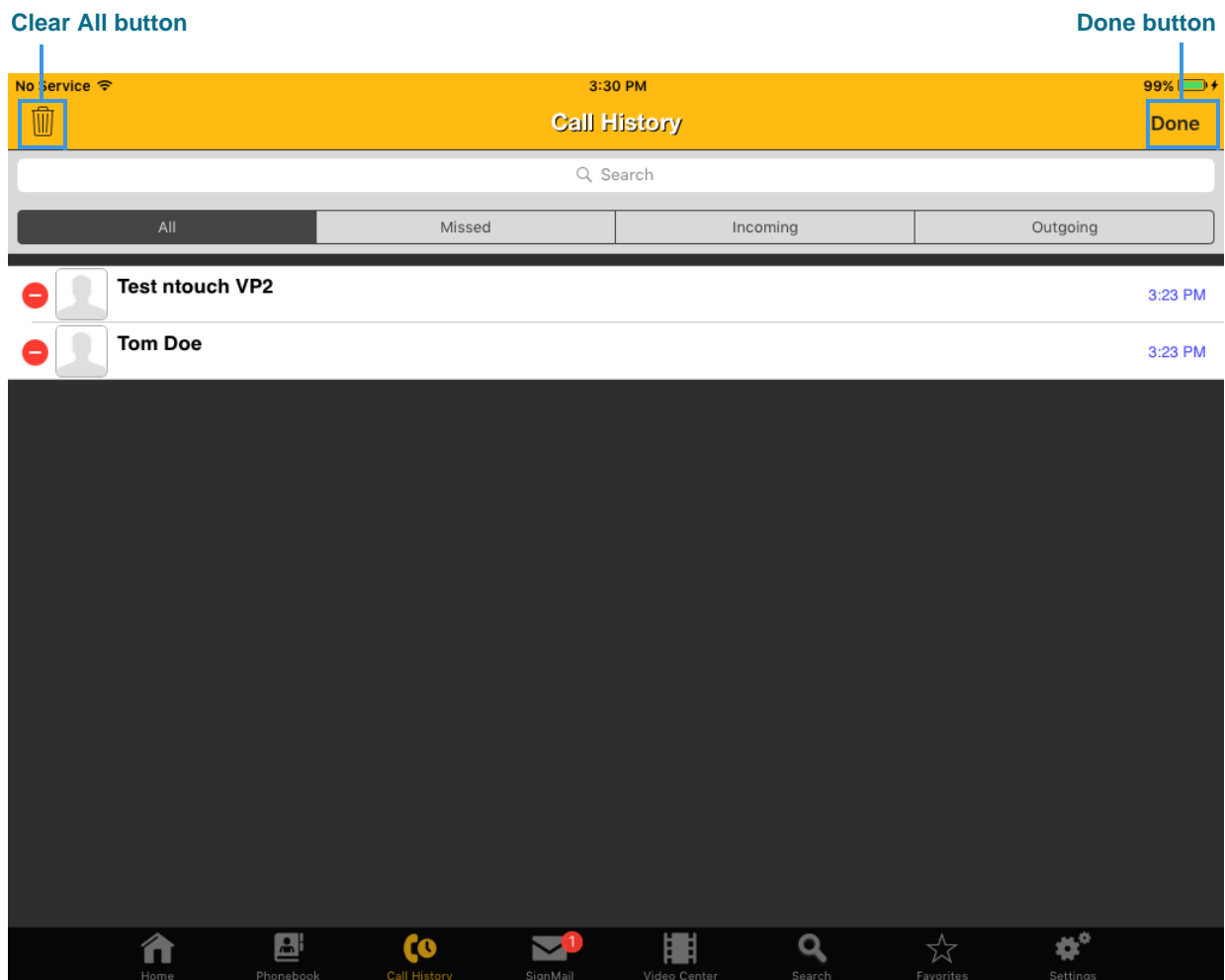Step 2.   Tap the Edit button. The screen will then look like the sample shown below.

Clear All button   **Done button**

Figure 59 — *Call History Edit* screen

The **Clear All** button (looks like a trash can icon) will then appear on the screen. You can use this button to permanently delete *all* calls from the list at once. Keep in mind that you *cannot* recover deleted call records. Tap the **Done** button to exit this screen.

Note: *Most often, you will want to delete calls one at a time instead of the entire list all at once. See* **Step 6 on Page 63** *to see how to delete individual calls. Remember, you* cannot *recover any call records that you delete.*

Step 3. Tap the Clear All button. The screen will then look like the sample shown below.

Clear All Recents button
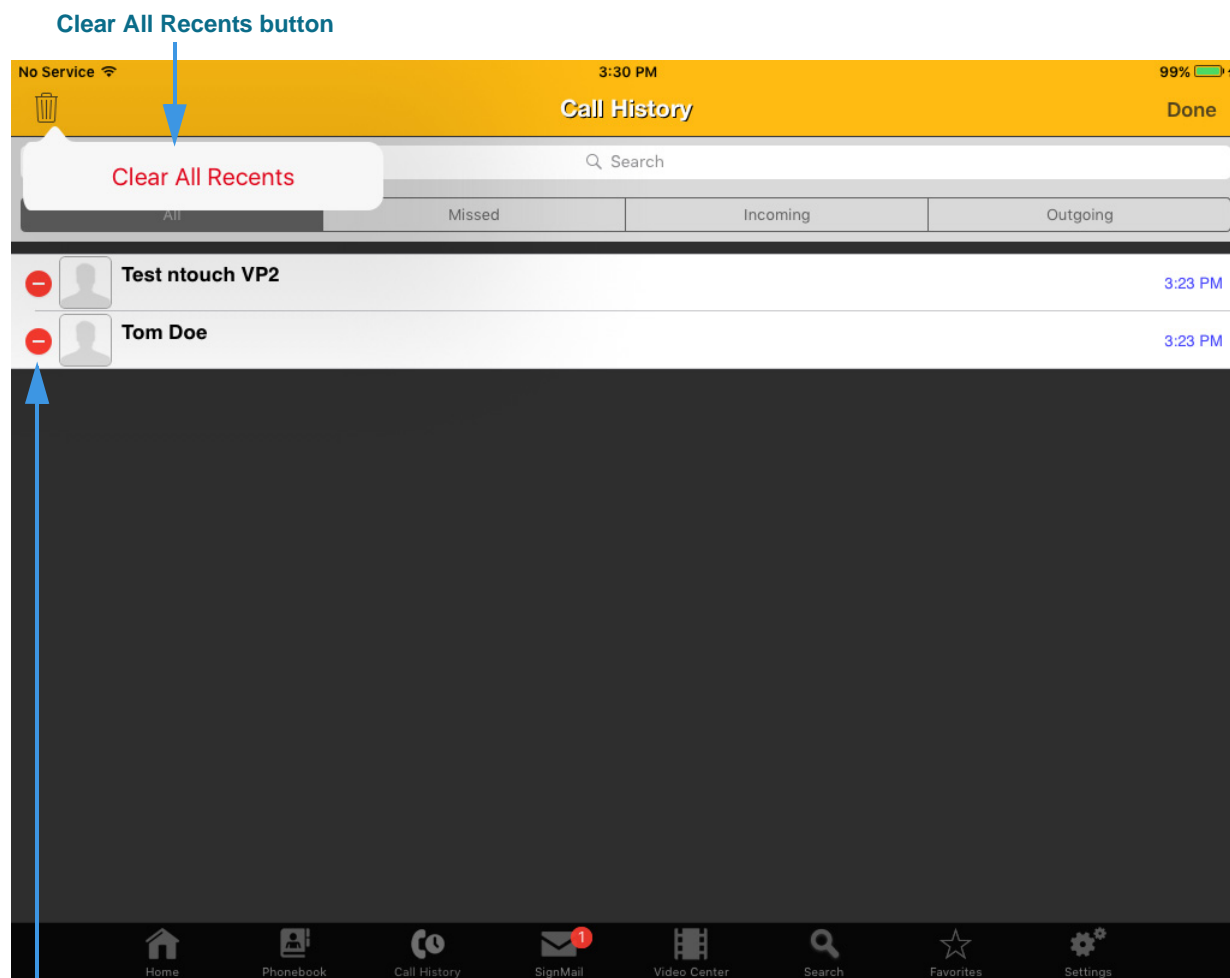
Delete Item button

Figure 60 — Clear All Recents button

Step 4. If you are certain that you want to delete all calls at once, tap the Clear All Recents button. Otherwise, tap anywhere else on the screen to dismiss the button without deleting.

> *Warning:* *Do NOT tap the button unless you are certain you want to delete all your recent calls. You will NOT be asked to confirm the deletion of all calls. You CANNOT recover deleted calls.*

Step 5. To delete an individual call from a Call History screen call list, you must first reveal the Delete Item button for that call. The red minus sign (-) to the left of each number/name in the list is the Delete Item button.

Step 6. Tap the Delete Item (-) button to reveal the Delete button as shown below.
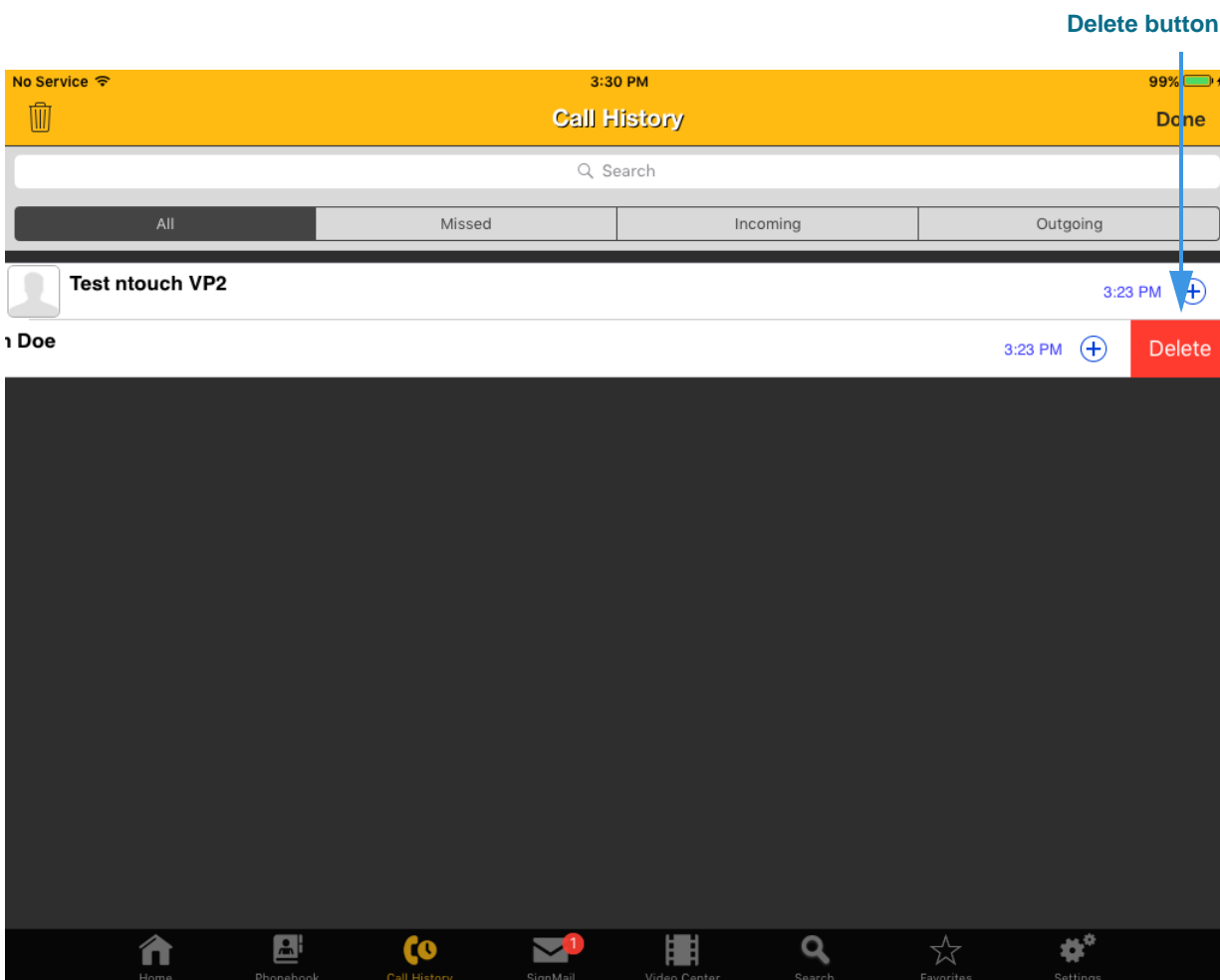

Figure 61 — Delete button

Notice that a **Delete** button has been revealed for the selected call. You can use this button to permanently remove this call from the list. *There is no confirmation dialog for deleting one call at a time.* When you tap the **Delete** button, the call will be immediately and permanently removed. You *cannot* recover deleted calls.

Step 7. If you are certain that you want to delete this call, tap the Delete button. Otherwise, tap anywhere else on the screen to exit without deleting.
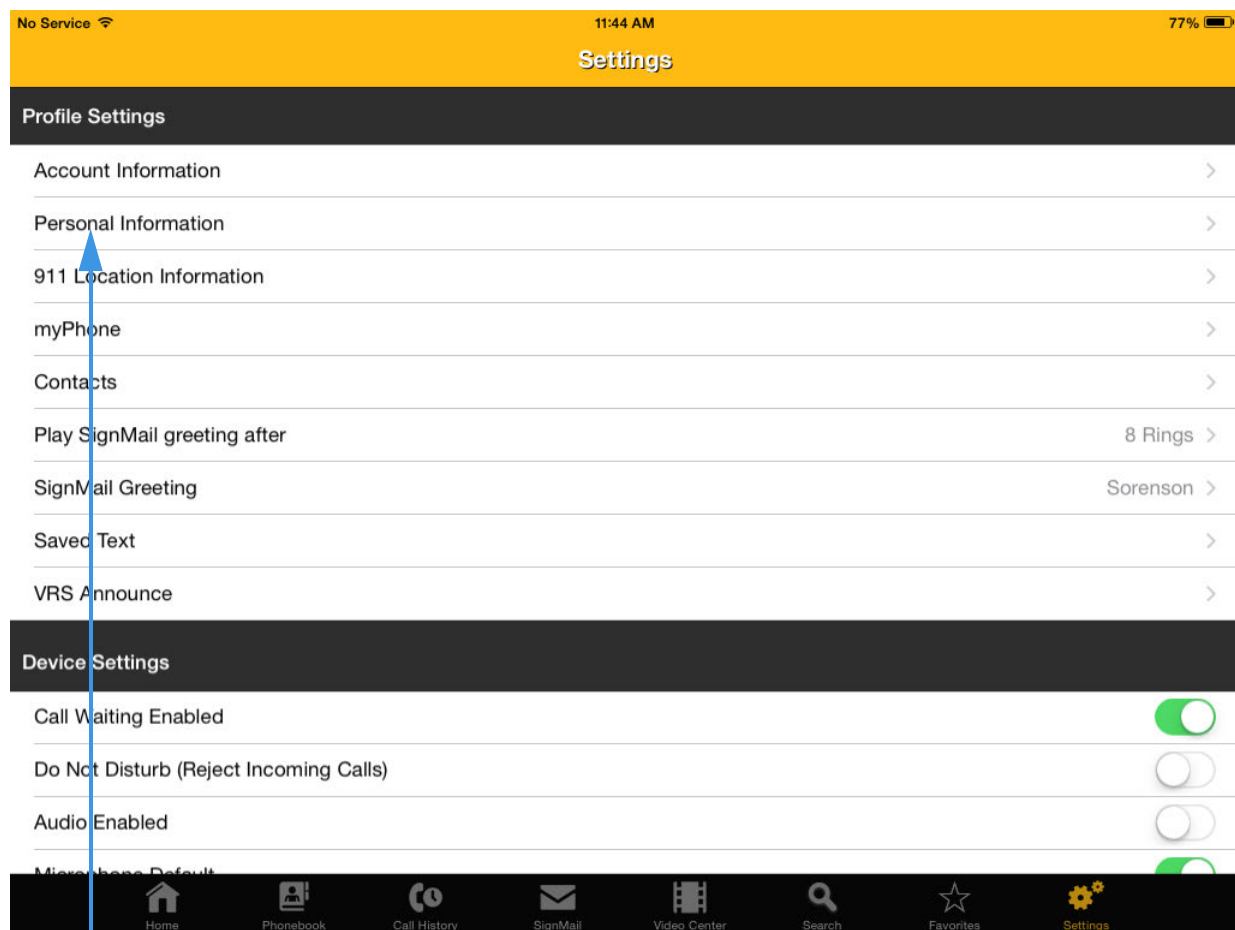
Add a Profile Photo

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

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

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

To Add a Profile Photo

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

Personal Information button

Figure 62 — Personal Information button on *Settings* screen

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

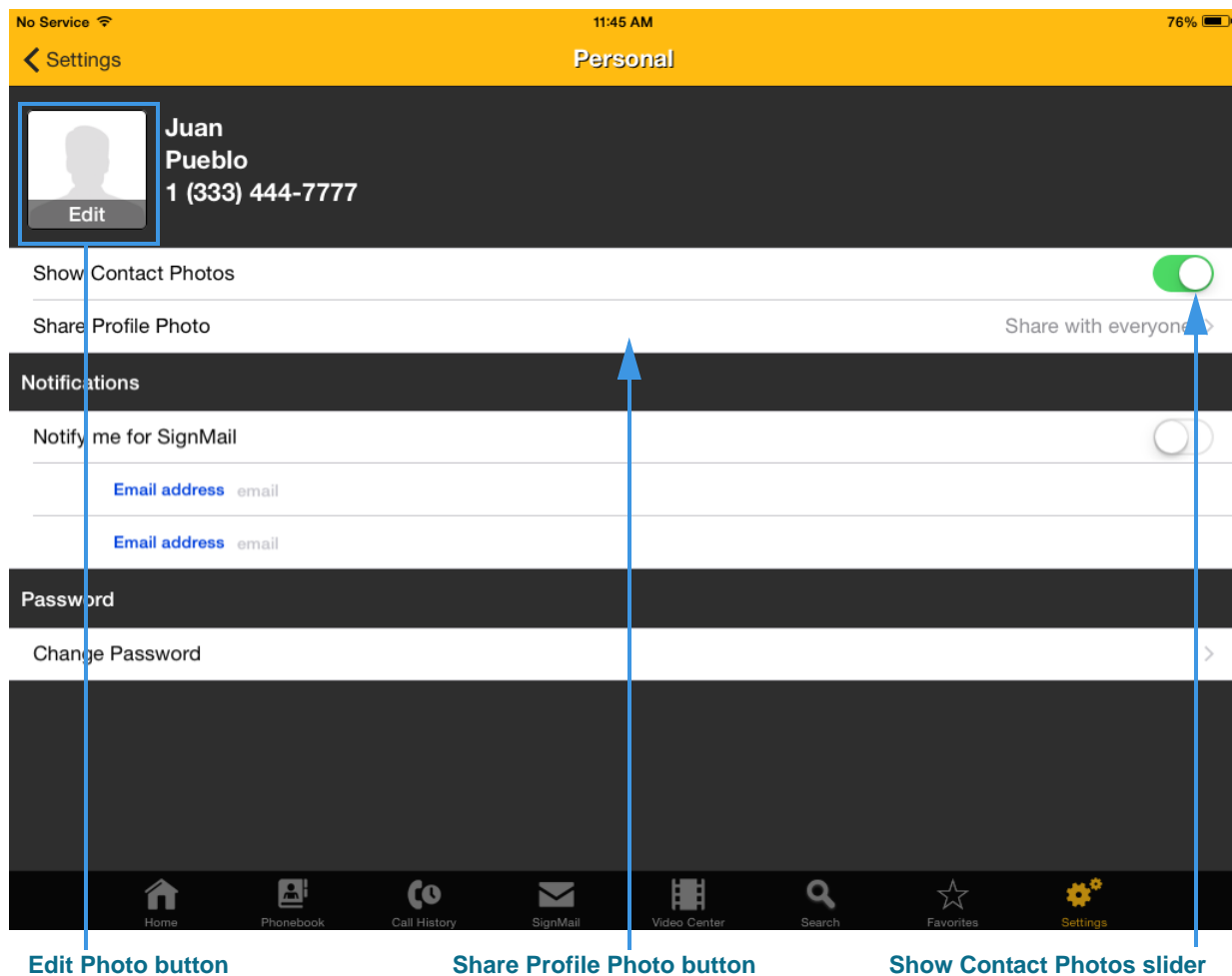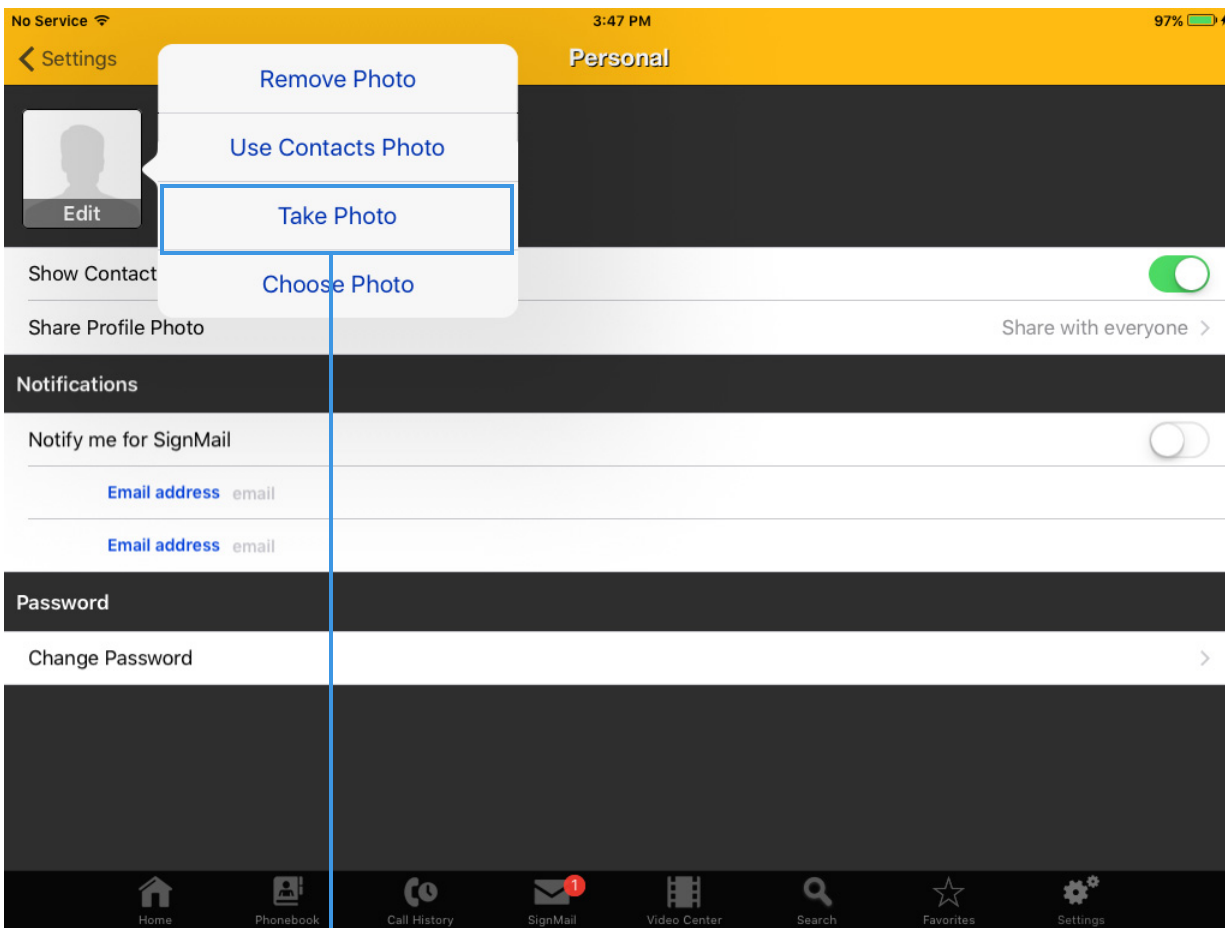**Edit Photo button**   **Share Profile Photo button**   **Show Contact Photos slider**

Figure 63 — Profile Photo buttons on *Personal* screen

Notice the **Share Profile Photo** button. You can choose to share your profile photo with *everyone* or *only with contacts* in your Phonebook. The button will read "Everyone" or "Contacts" respectively for these two choices. If you do not want anyone to see a profile photo of you, then do not add one.

The **Show Contact Photos** slider is used to enable or disable the Contact Photos feature. Disabling Contact Photos does not hide your profile photo, if you have added one.

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

Step 3.   Tap the Edit Photo button to display the pop-up menu shown below.

Take Photo button

Figure 64 — Profile Photo buttons on *Personal* screen

Tapping the **Edit Photo** button has opened a pop-up menu containing these options:

- Select the **Remove Photo** button to remove the current photo from your profile.

- Select the **Use Contacts Photo** button to use the current photo, if any, stored with your device's user profile.

- Select the **Take Photo** button to use your device's camera to take your photo.

- Select the **Choose Photo** button to find and select a photo from your device's "Camera Roll" instead of taking a photo.

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

Live camera image area   **Take Photo button**

Figure 65 — *Take Photo* screen

Notice the round, unlabeled white button below the camera image area. After positioning the device to show the image you want, tab this button to take the photo.

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

Camera image area   **Use Photo button**
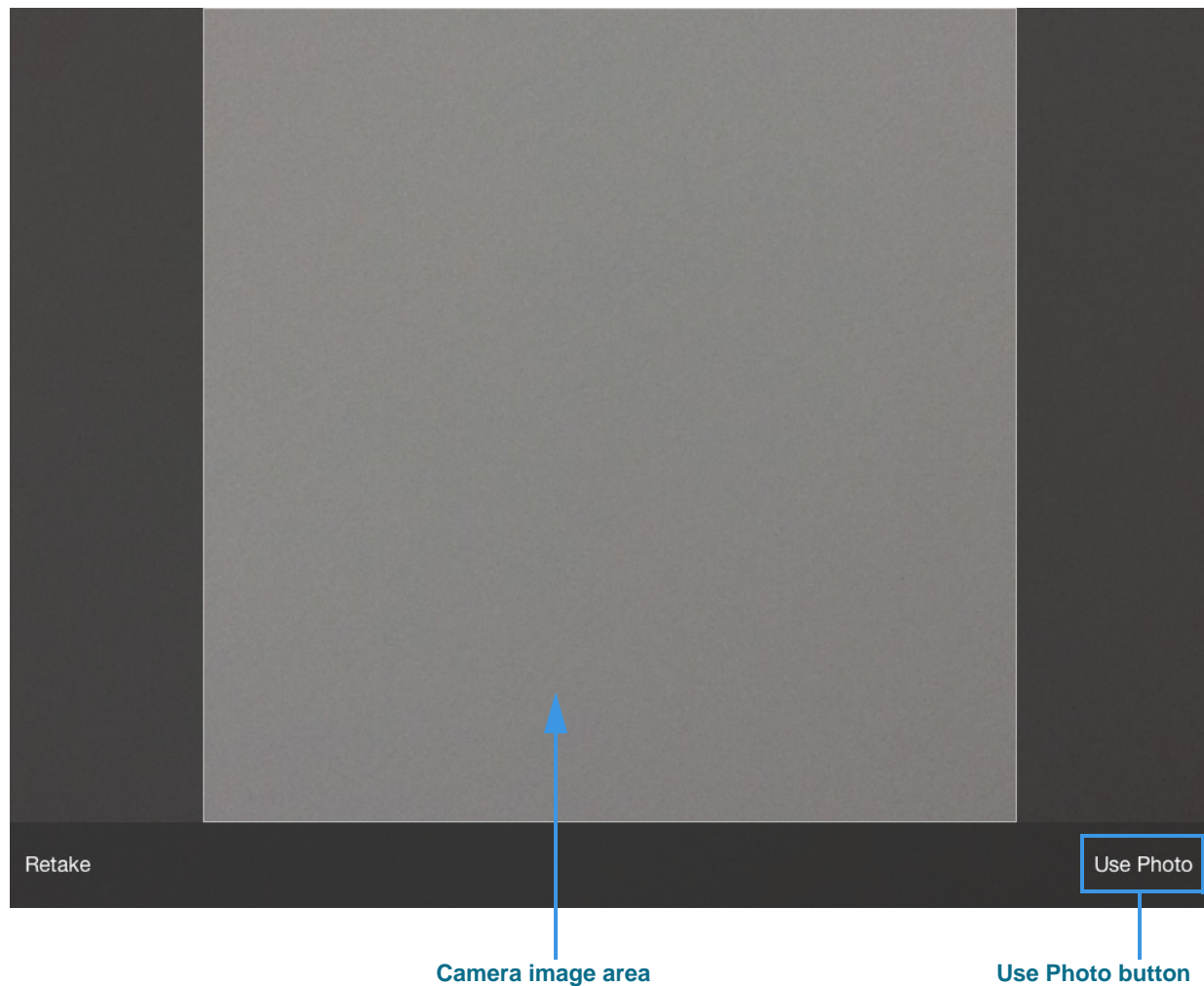
Figure 66 — *Use or Retake Photo* screen

This screen shows the photo that you captured at the previous screen. The two buttons at the bottom of the screen let you **Retake** the photo or **Use Photo** as your Profile photo.

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

Step 6. Tap the Use Photo button to display the screen shown below.
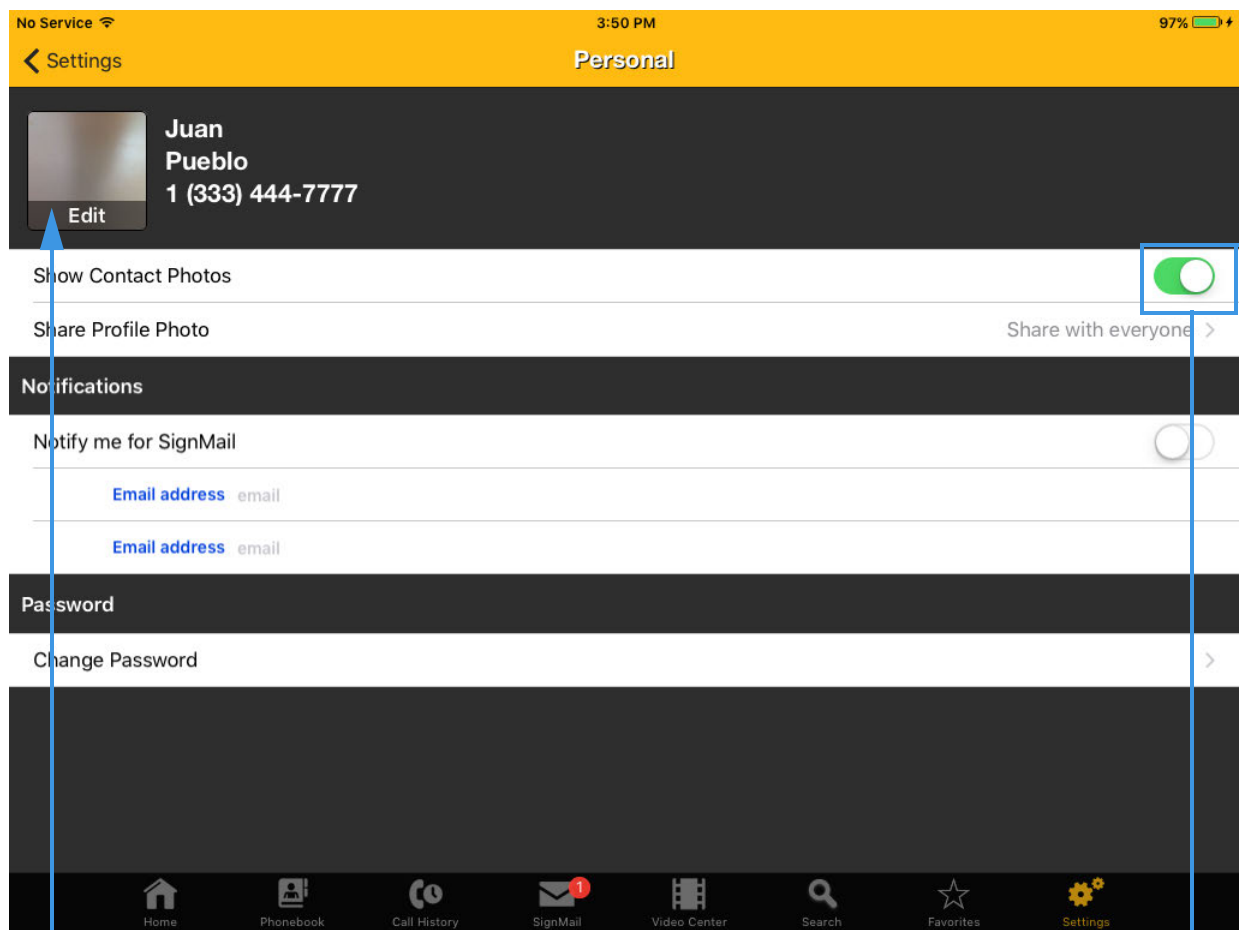
Contact photo is shown here   **Show Contact Photos slider**

Figure 67 — *Personal* screen showing Profile photo

Notice that the photo you took at the previous screen is now in the Profile photo image area in the center of the *Personal* screen. The photo has been saved to your Sorenson account. To turn on the display of contact photos for the contacts in your Phonebook, you must turn on (slide to green to enable) the **Show Contact Photos** slider.

To Add a Photo to a Contact

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

Step 1.   Tap the Phonebook button to open the Phonebook screen.

Step 2.   Tap the Sorenson Contacts button to open your Contacts list as shown below.
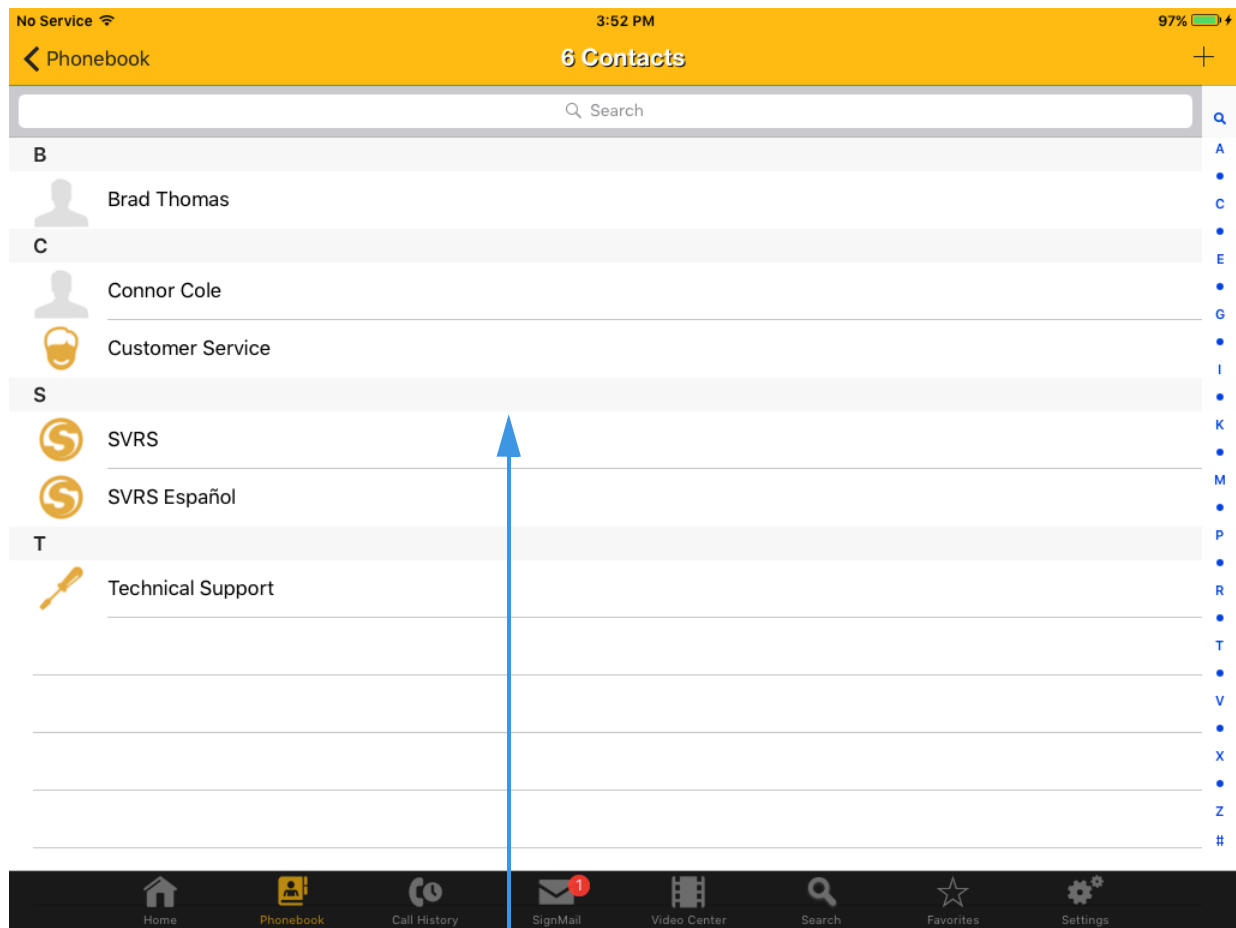
Sorenson Contact list

Figure 68 — *Sorenson Contacts* list screen

Step 3.   Tap one of your existing contact records to open a screen like the example below.

Contact photo area   **Edit button**
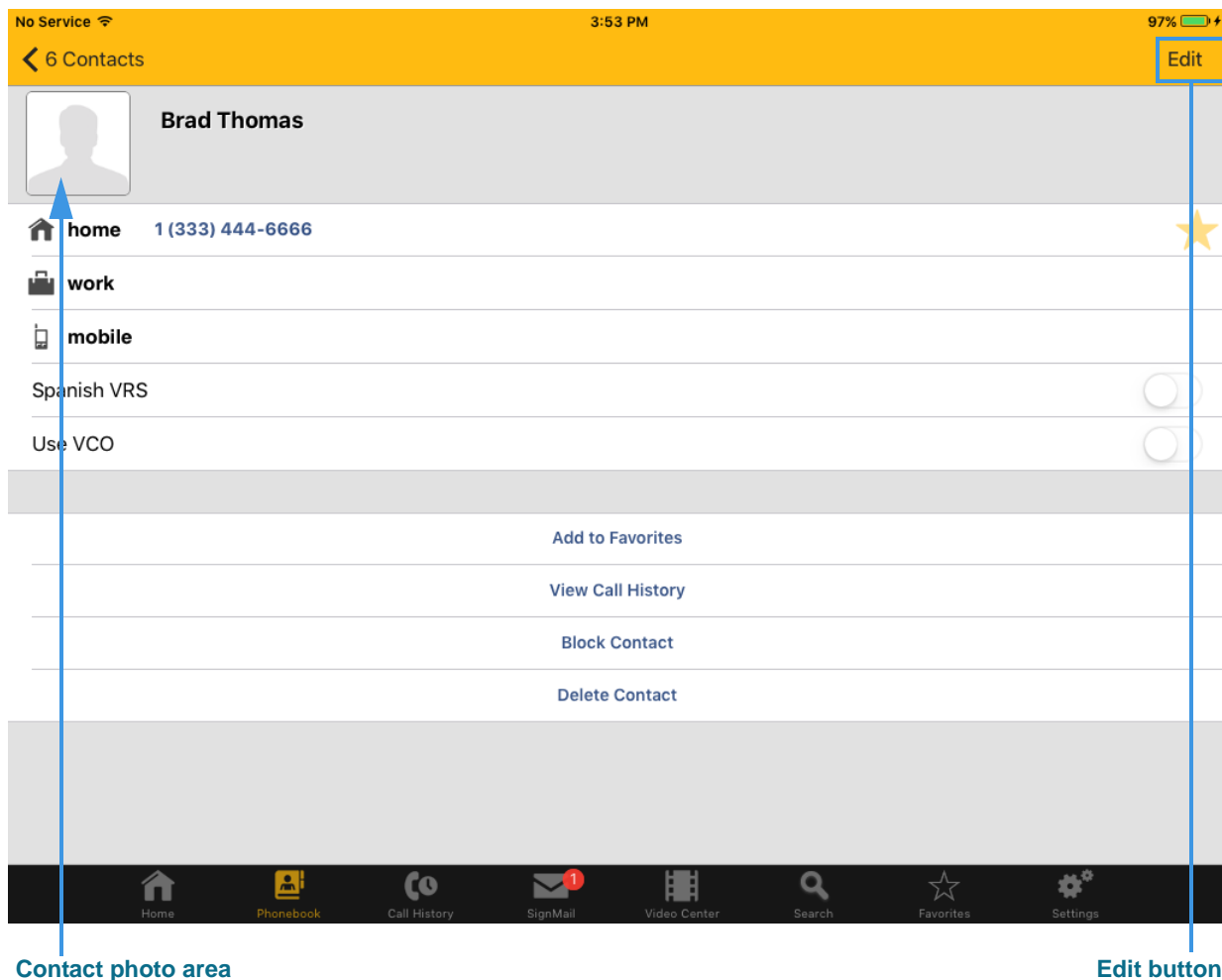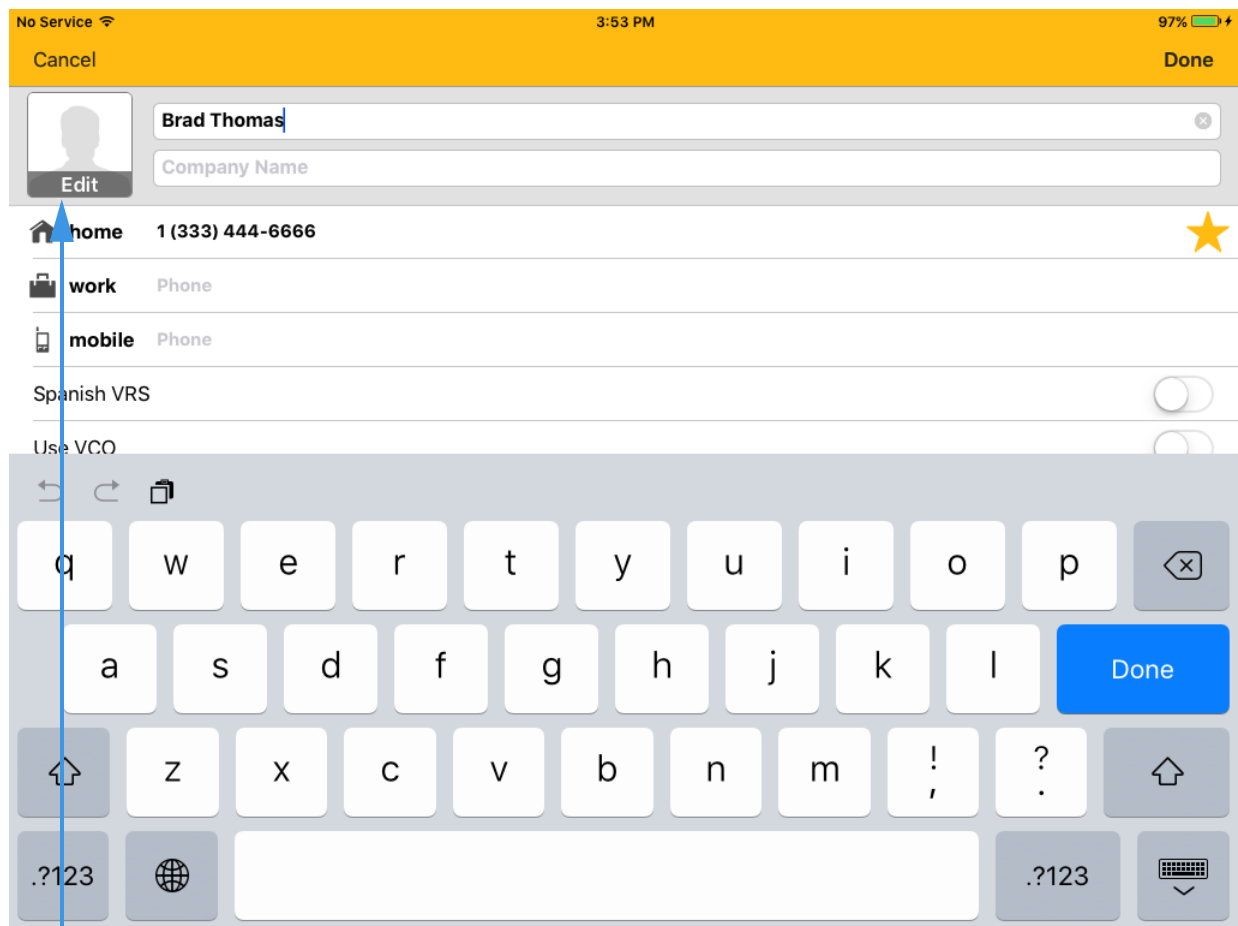
Figure 69 — *Contacts* screen

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

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

Edit Contact Photo button

Figure 70 — *Edit contact* screen

Notice that the on-screen keyboard has appeared to allow you to edit the name and phone numbers for this contact. The contact photo display area has turned in the **Edit Contact Photo** button which you must tap to change the photo.

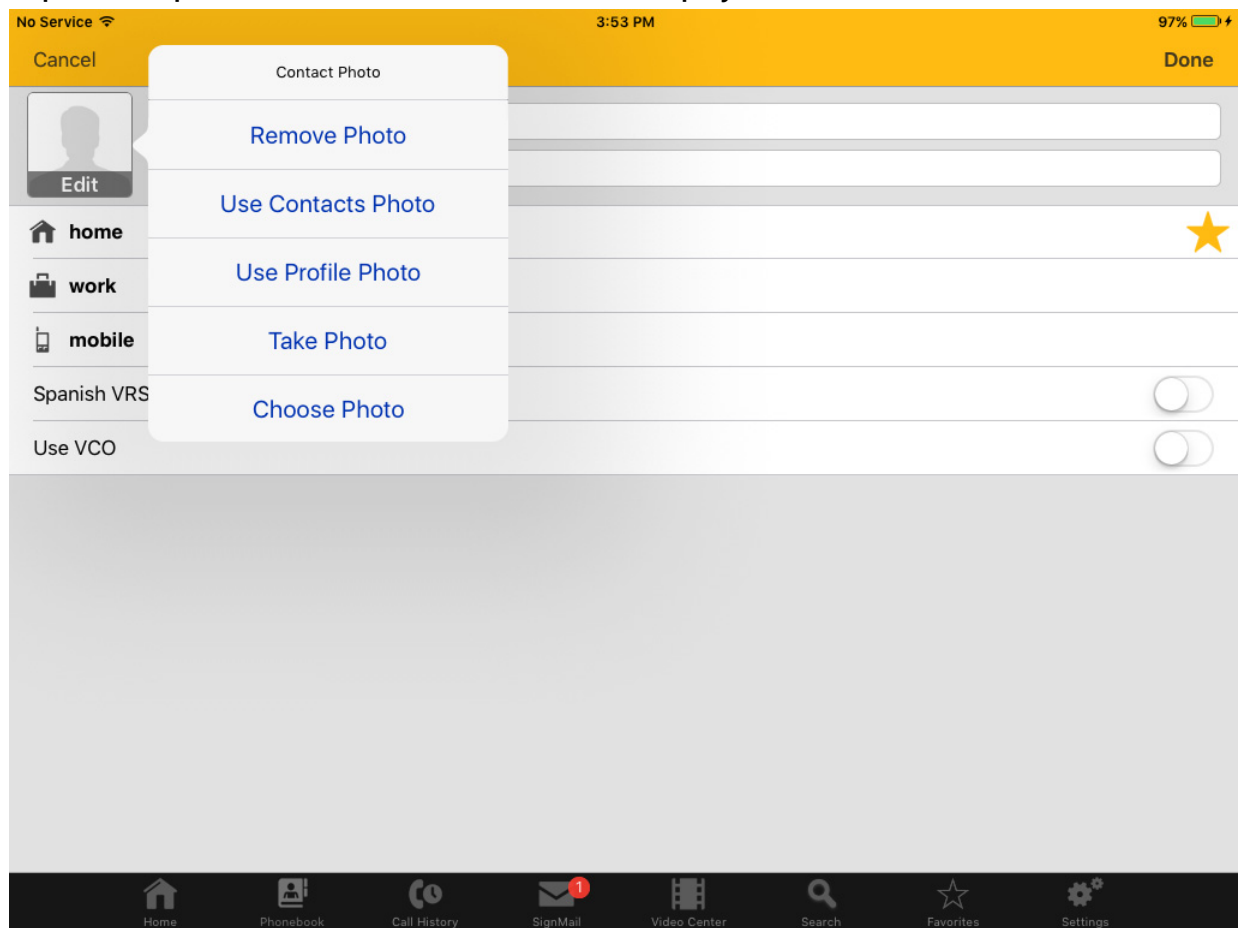**Step 5.** Tap the Edit Contact Photo button to display the screen shown below.

Figure 71 — *Edit contact* screen

Tapping the **Edit Contact Photo** button opens a pop-up menu containing these options:

- Select the **Remove Photo** button to remove the current photo from the contact.

- Select the **Use Contacts Photo** button to use the current photo, if any, stored with your device's Contact's app.

- Select the **Use Profile Photo** button to use the current profile photo, if any, stored for this Sorenson user. The contact must be a Sorenson VRS user for this option to be available.

- Select the **Take Photo** button to use your device's camera to take a photo for this contact.

- Select the **Choose Photo** button to find and select a photo from your devices "Camera Roll" instead of taking a photo.

Step 6. After you select one of the buttons to add a photo to this contact, you can fill in (or edit) the fields on the screen for the contact's name and phone number(s). You can also set the Spanish VRS and/or VCO options for this contact.
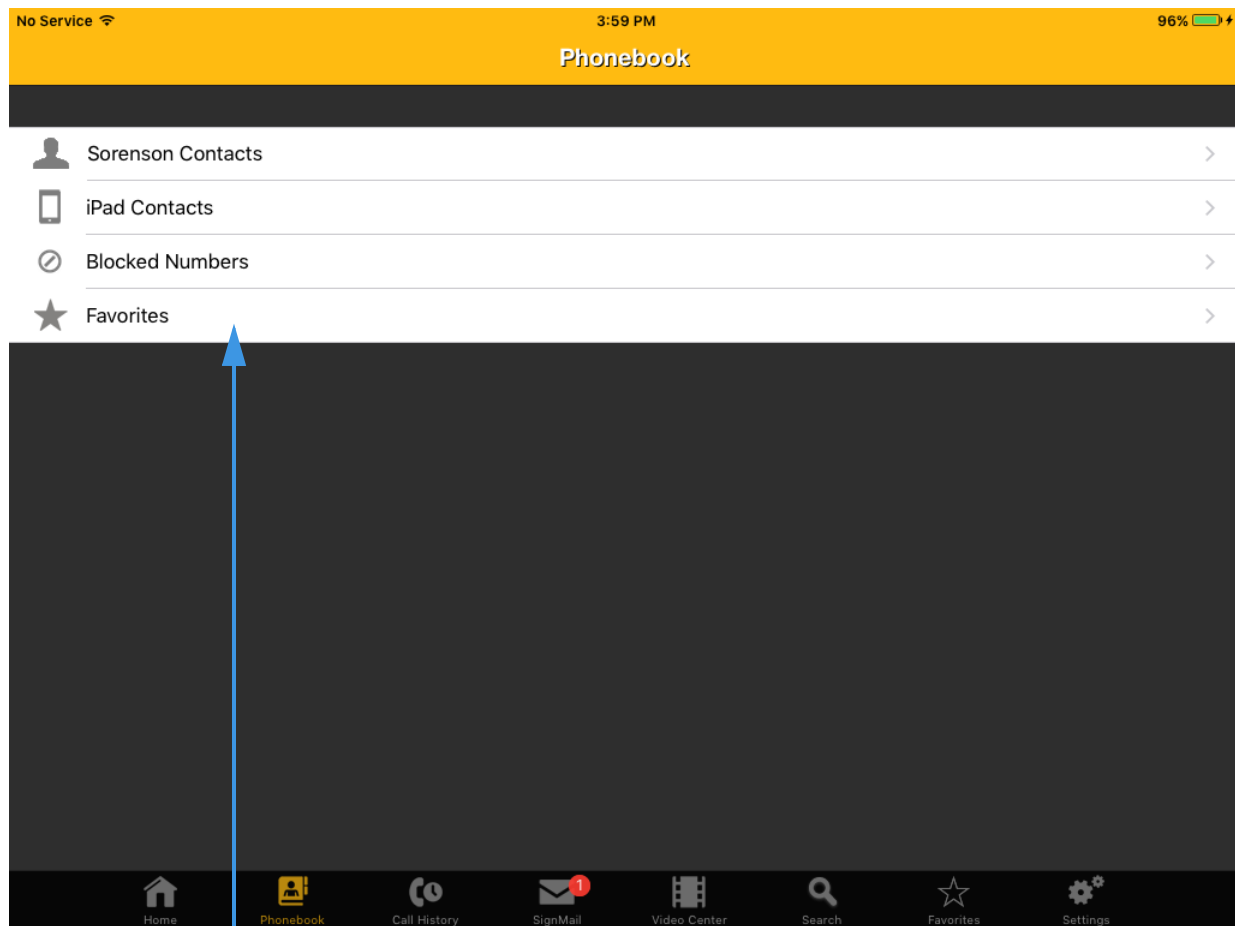
Use the Phonebook

ntouch Tablet's Phonebook button is used to open the *Phonebook* screen. You can save names and phone numbers as Sorenson Contacts which are stored by the ntouch app. You can also choose to access the iPad's own Contacts app, but you cannot edit the iPad's contacts from within the ntouch Tablet app.

The Phonebook's Favorites feature lets you create a list of favorite contacts. You can store your most important contacts in the Favorites list to make them easy to find quickly. Using the Favorites list is helpful if you have a large number of contacts. You can add a phone number to your Favorites list at the time you create the contact or afterwards.

To Call a Sorenson Contact

Step 1.   Tap the Phonebook button at the bottom of the screen to open the Phonebook screen shown below.
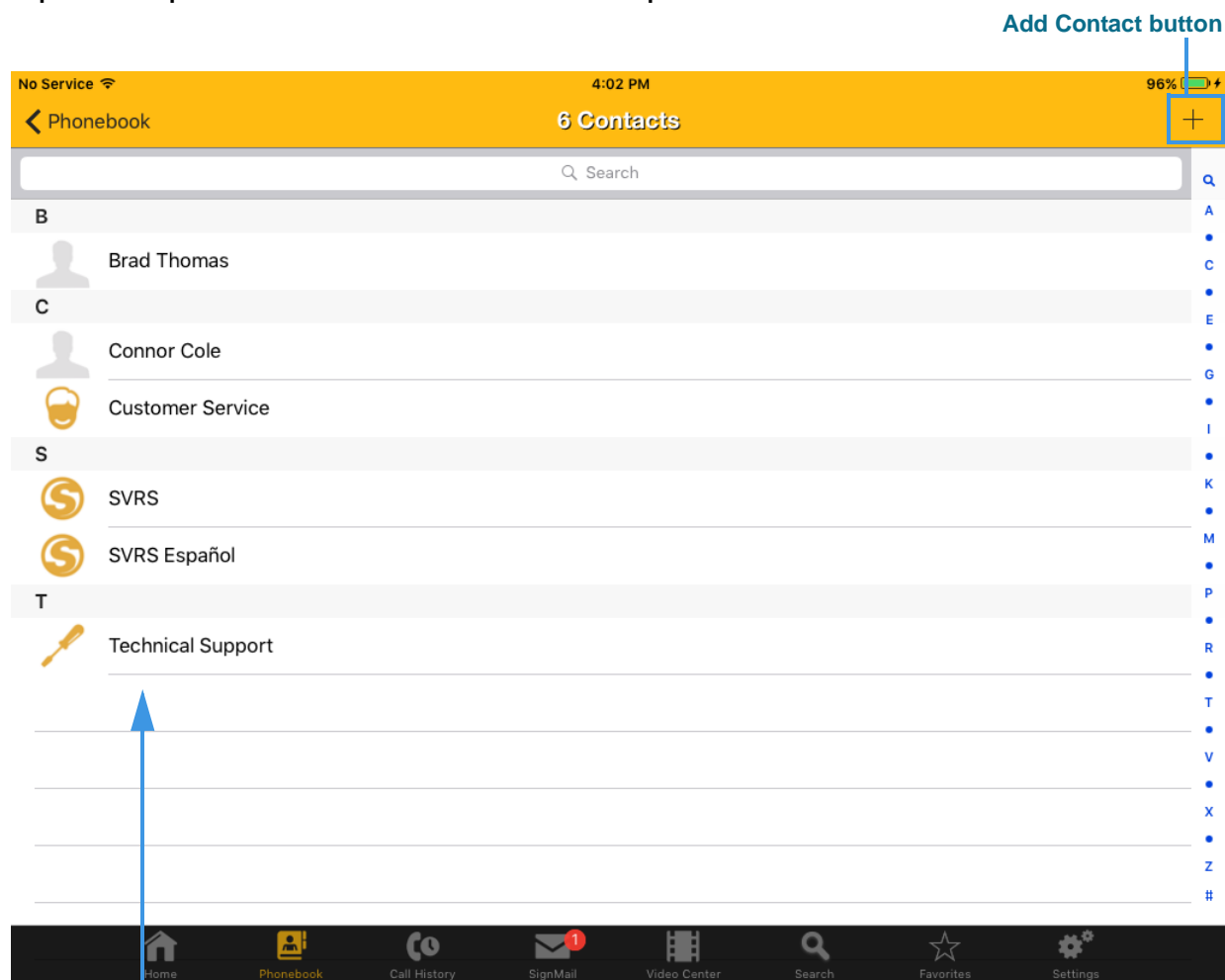

List view buttons

Figure 72 — *Phonebook* screen

Notice the list view buttons on this screen. You can choose to view the Sorenson Contacts List, the contacts stored by the iPad itself, your Blocked list or your Favorites list.

Use the Phonebook

Step 2.   Tap the Sorenson Contacts button to open the screen shown below.

Add Contact button

Contact records

Figure 73 — *Sorenson Contacts* screen

This screen shows a list of all the contact records stored by the ntouch app. To view any contact, just tap on its name.

The **Add Contact (+)** button located at the top-right of the screen is used to add a new contact record to the Sorenson Contacts List.

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Step 3. Tap the name of the contact you want to call. This example image shows a contact named "Conner Cole."
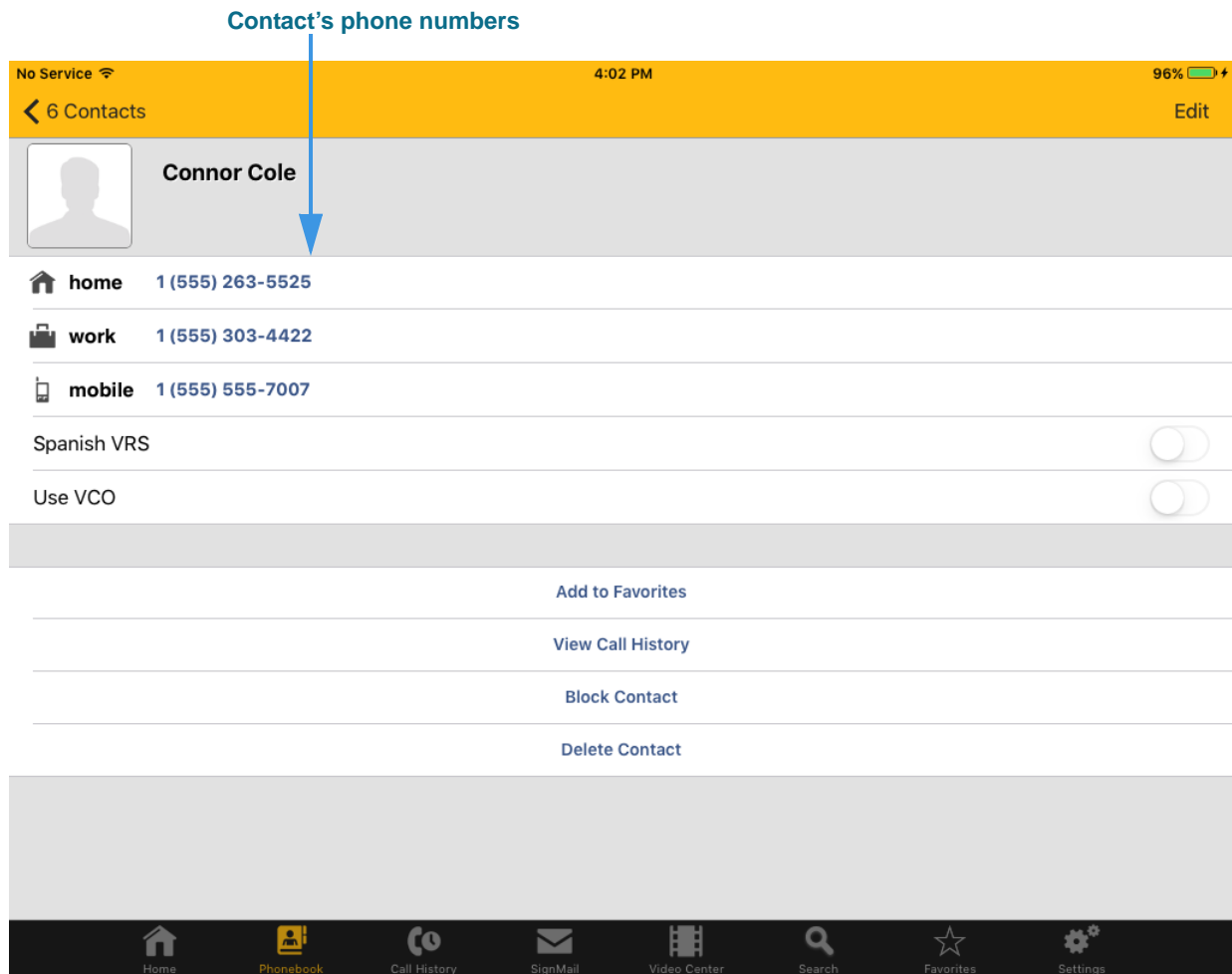
Figure 74 — Contact record opened

This example image shows three numbers are stored for this contact. You can make a call to this contact by tapping on one of the listed phone numbers. The **Use VCO** control will only appear if the 1-Line VCO feature is enabled on the *Settings* screen.

Step 4. Tap the button that shows the phone number you want to call.

Step 5. Proceed with your call as usual.

Step 6. Hang up to end the call.

To Add a New Contact

Step 1.   Start at the **Sorenson Contacts** screen.

Step 2.   Tap the Add Contact (+) button to open the screen shown below.
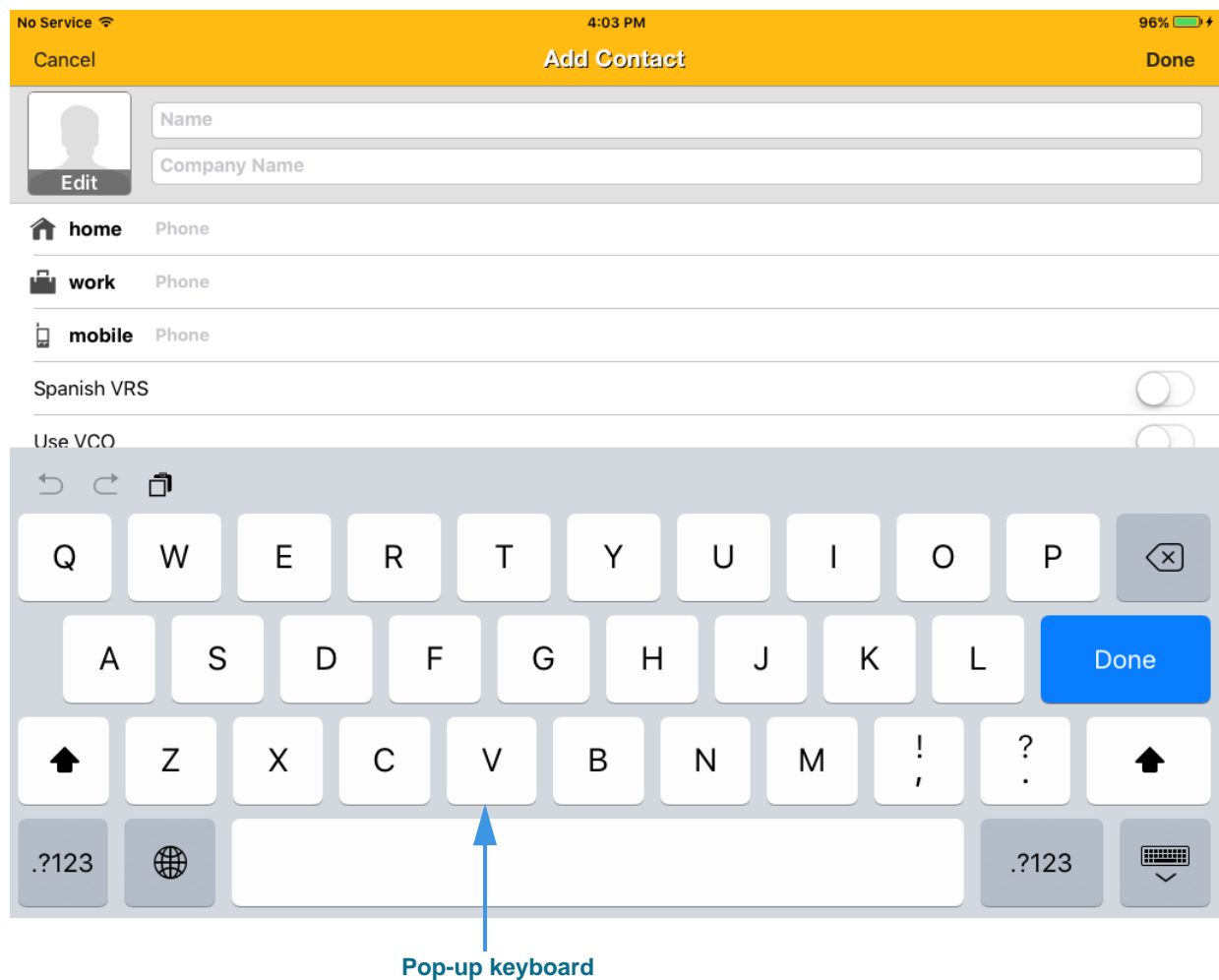

Pop-up keyboard

Figure 75 — *Add Contact* screen

You must enter a **name** and at least one **phone number** for the contact. The **Company** field is optional. You can save up to three phone numbers named **Home**, **Work** and **Mobile**. You can specify whether this contact will use VCO and/or a Spanish interpreter.

Step 3.   Enter a name in the Name and Company (if needed) fields for the new contact.

Step 4.   Enter the phone numbers to be stored for this new contact in the Home, Mobile, and/or Work fields. You must enter at least one phone number.

Step 5.   If desired, select the Request a Spanish VRS checkbox to make every call to this contact a Spanish VRS call.

Step 6.   If desired, select the Use VCO checkbox to make VCO calls to this contact.

Step 7.   Tap the Done button to save the new contact.

To Edit a Contact

Step 1.   To edit a contact, tap on the name of the contact at the Sorenson Contacts screen to open the screen shown below.

Edit button

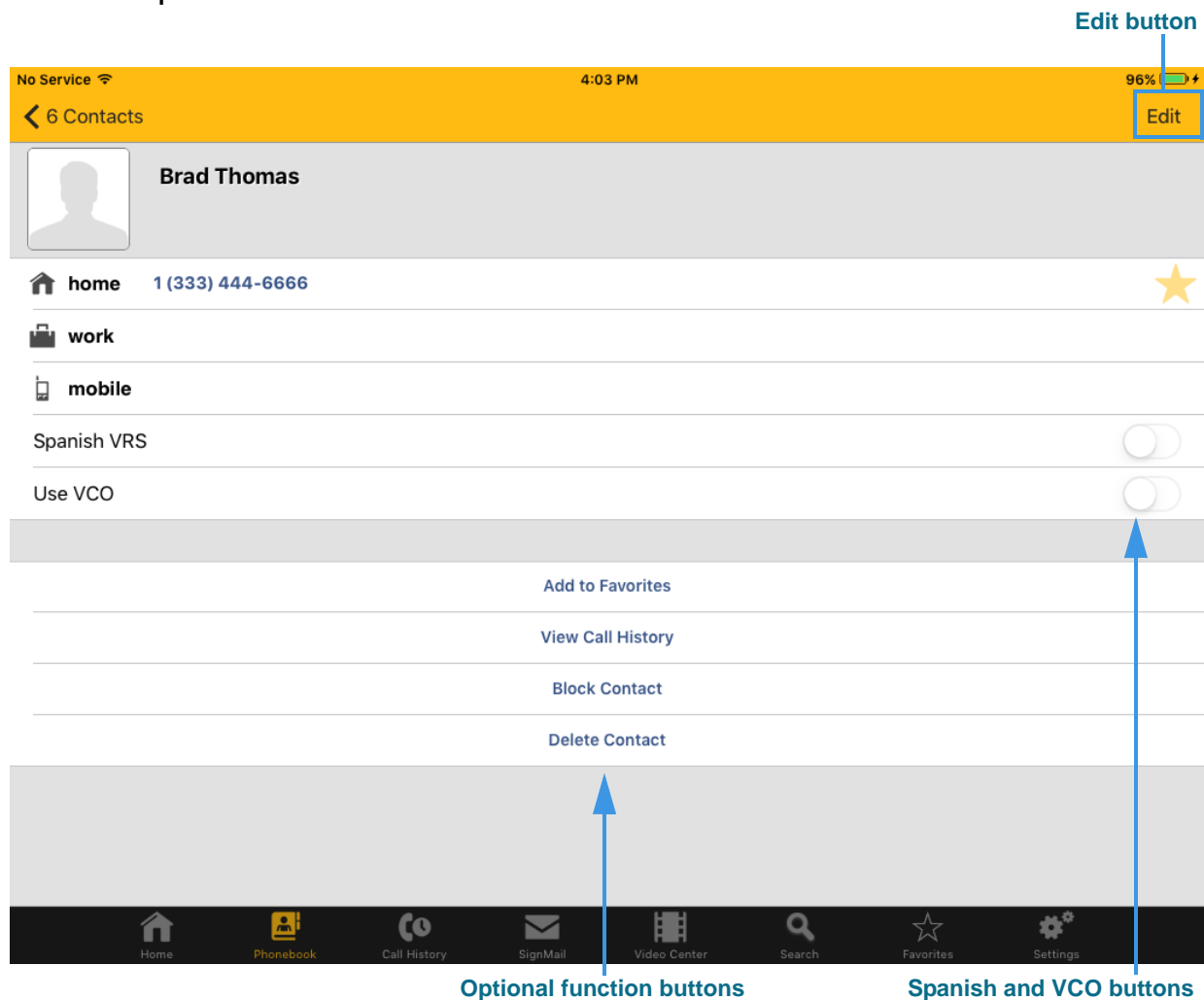**Optional function buttons**   **Spanish and VCO buttons**

Figure 76 — *Contact* record screen

Notice the **Edit** button at the top-right of the screen. You must tap this button before you can edit the name or number fields or use the **Spanish VRS** or the **Use VCO** controls.

You can use the **Add to Favorites** button to add this contact to your Favorites list. If more than one phone number is saved for this contact, you will be asked which one you want to add to the Favorites list.

You can use the **View Call History** button to jump to the *Call History* screen where you can see all the calls made to, or received from, this contact.

You can use the **Block Contact** button to block this contact from calling you from any of the numbers stored for the contact.

You can use the **Delete Contact** button to delete this contact record.

Step 2. Tap on the Edit button to open the screen shown below.
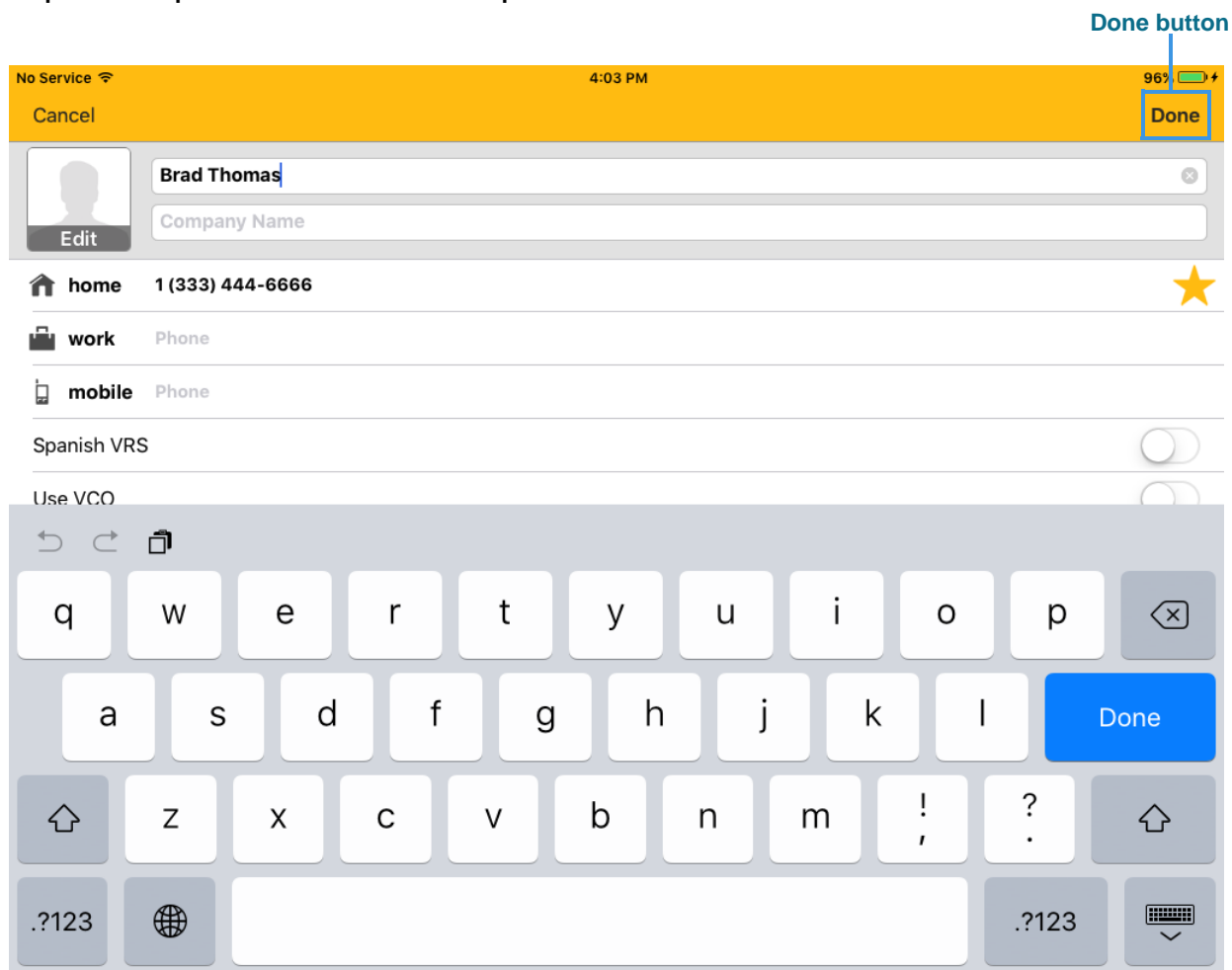

Figure 77 — *Contact* record screen, editing enabled

Notice that pop-up keyboard has reappeared to allow you to edit the name field. You can also now make changes to the phone numbers or other controls on the screen.

Step 3. Make any changes that you want to the name or phone numbers stored for this contact. You can also enable or disable the Spanish VRS and Use VCO controls.

Step 4. Tap the Done button when ready to save the changes made to this contact.

To See iPad Contacts

Step 1. Start at the Phonebook screen shown below.
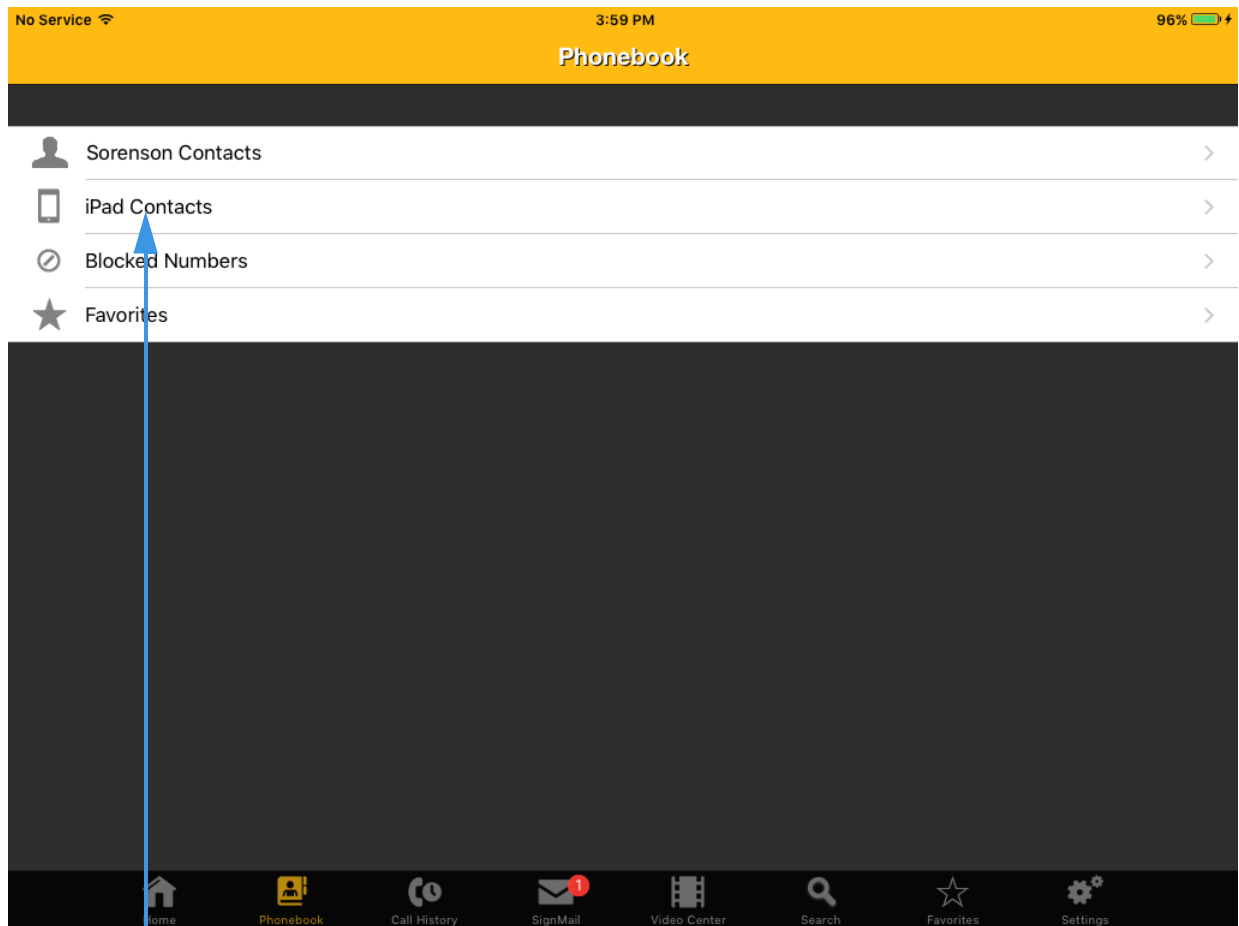
iPad Contacts button

Figure 78 — *Phonebook* screen

Notice the **iPad Contacts** button near the top of the screen.

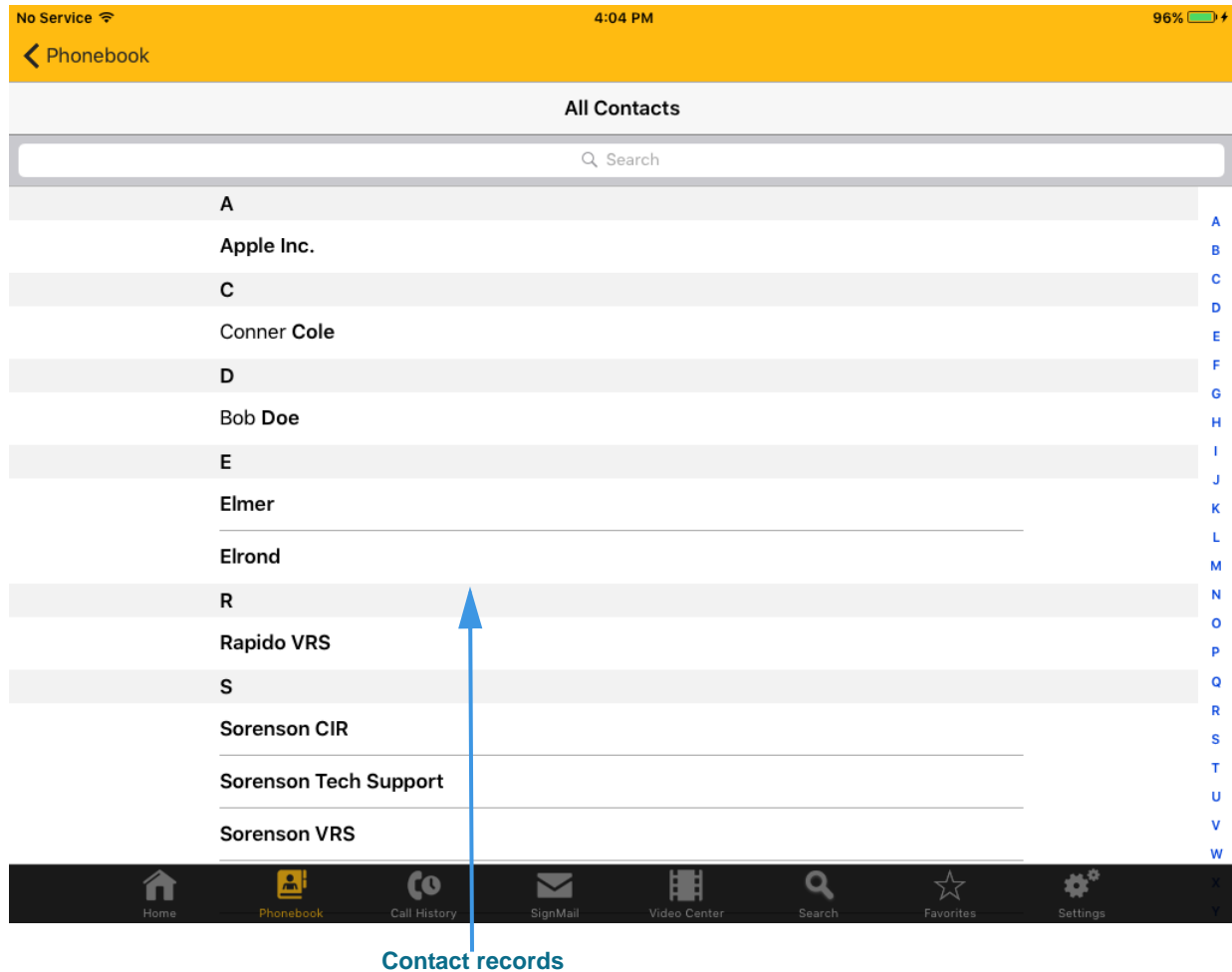**Step 2.**   Tap the iPad Contacts button to open the screen shown below.

Figure 79 — *iPad Contacts* screen

This screen shows a list of all the contact records stored by the iPad's own Contacts app. To open any contact, just tap on its name.

Step 3. Tap the name of the contact you want to open. This example image shows a contact named "Bob Doe."

Contact's phone numbers
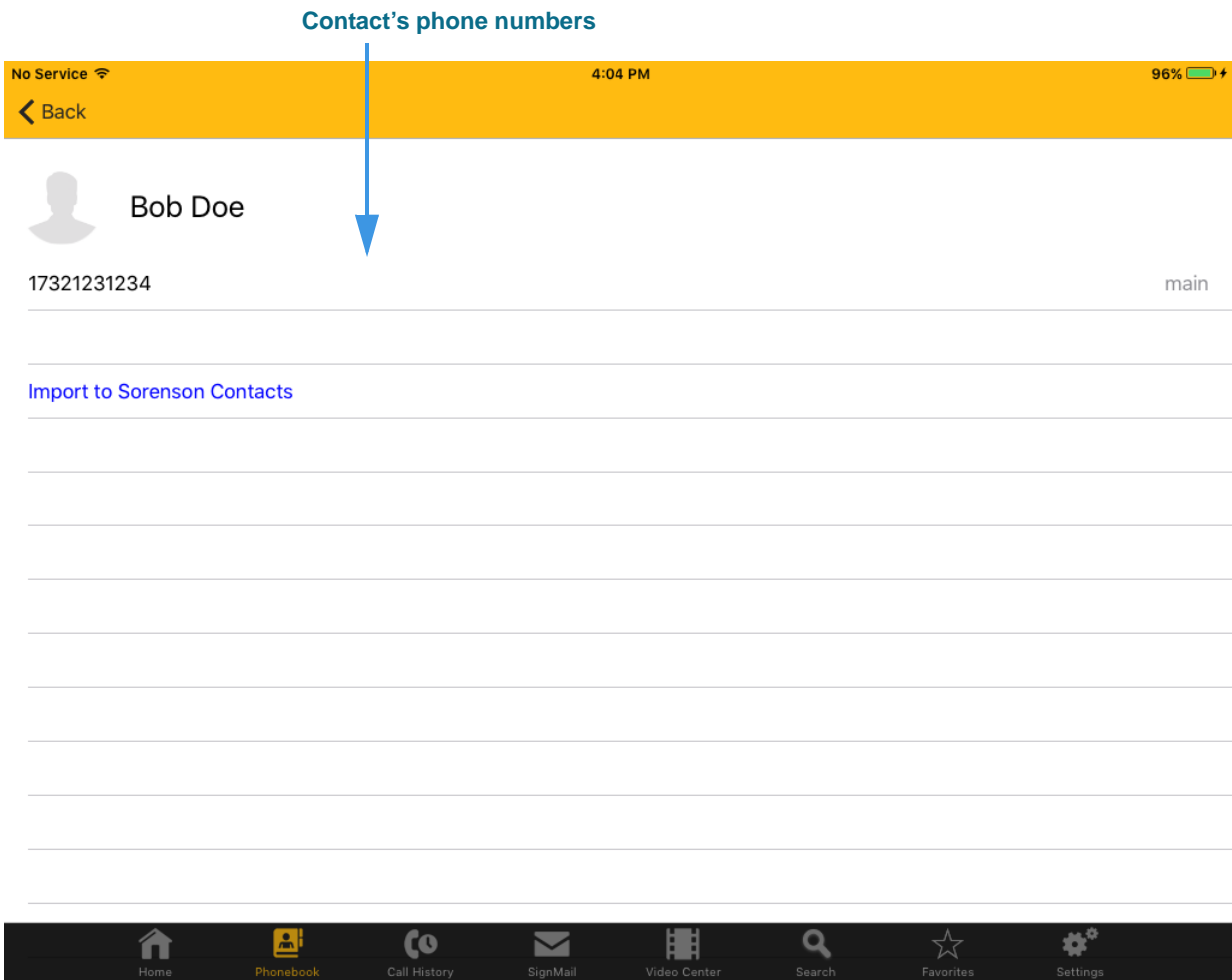
Figure 80 — iPad Contact record opened

Notice that the phone numbers stored for this contact will be shown on the screen. Any other information, such as an email address, that you may have chosen to store for this contact from within the iPad's Contacts app will also be shown on this screen.

To import this contact to the ntouch Mobile app, tap the **Import to Sorenson Contacts** button.

You cannot make any changes to the information stored for this contact from within the ntouch Tablet app. To make changes, you must open the iPad's Contacts app.

To Add Blocked Numbers

There are three ways to add phone numbers to ntouch Tablet's Block List. You can add any existing contact to the list, you can add a new phone number directly, or you can block a number from a SignMail caller. See **Page 53** for instructions for blocking calls from the senders of SignMail videos you have received.

This section shows how to add a number directly. The following section shows how to block an existing contact stored in your Sorenson Contacts List.

Step 1.   Start at the Phonebook screen shown below.
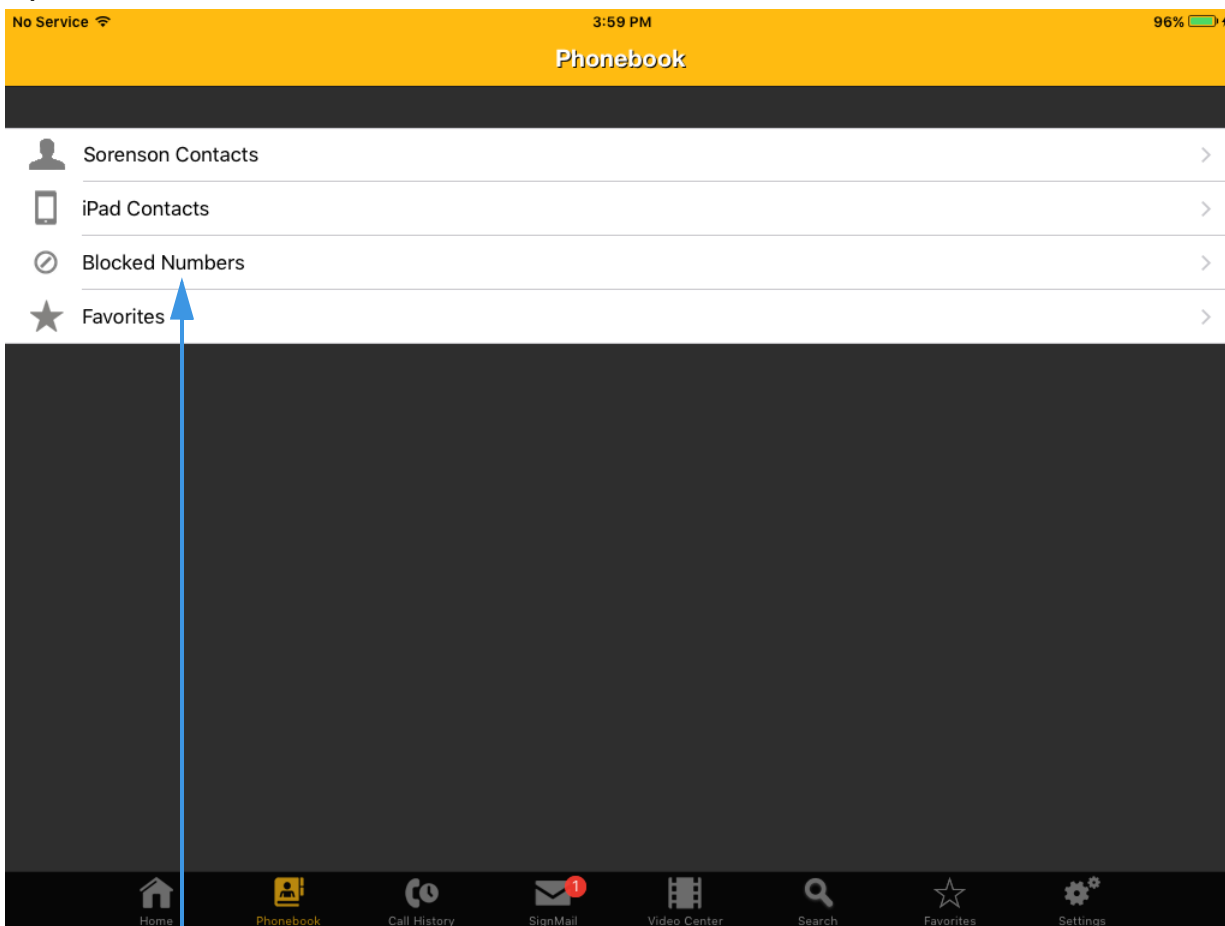
Blocked Numbers button

Figure 81 — *Phonebook* screen

Notice the **Blocked Numbers** button near the top of the screen.

**Step 2.** Tap the Blocked Numbers button to open the screen shown below.

Add Number button

No Service 📶   4:18 PM   95% 🔋⚡

❮ Phonebook   **2 Blocked**   ＋

🔍 Search

⊘   Solicitor

⊘   Tom Jones

🏠 Home   📇 Phonebook   📞 Call History   ✉ SignMail   🎞 Video Center   🔍 Search   ☆ Favorites   ⚙ Settings
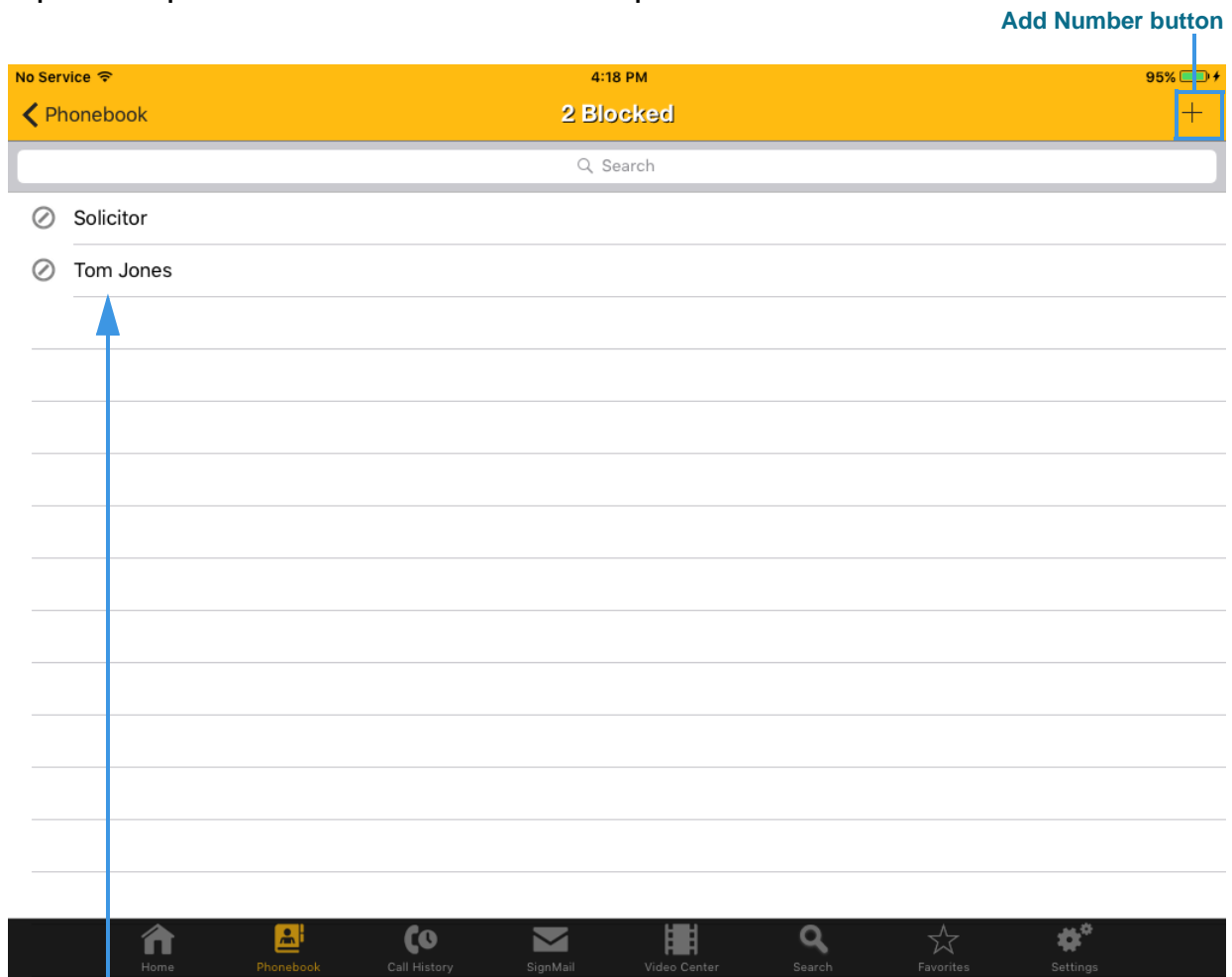
Block List

Figure 82 — *Block List* screen

This screen shows a list of all the phone numbers currently in ntouch Tablet's Block List. You can use the **Add Number** button to add a number to the list.

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

Done button
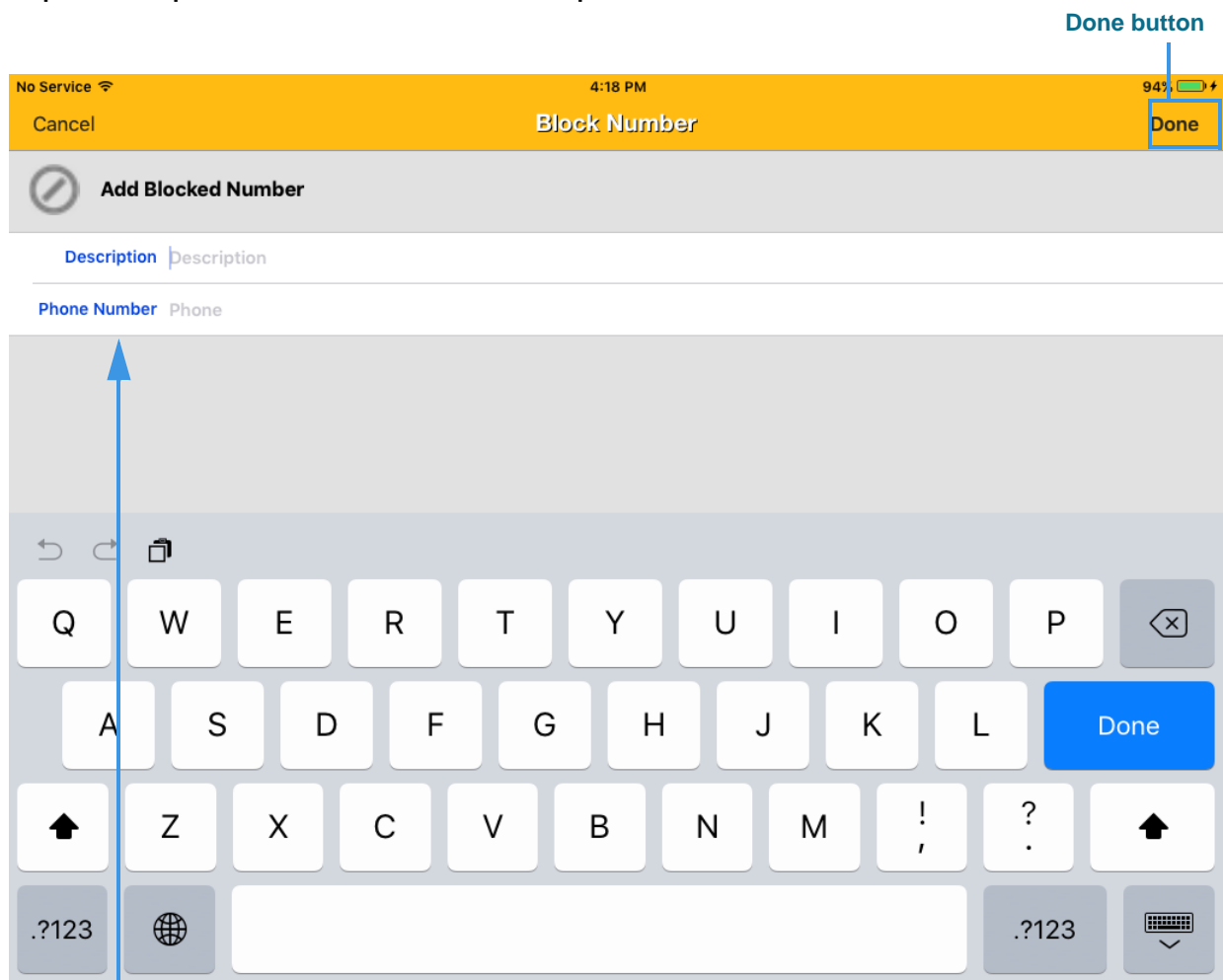
Description and Phone Number fields

Figure 83 — *Add Blocked Number* screen

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

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

Step 5.   Tap the Done button to add the number to the Block List.

To Block a Contact

Step 1.   Start at the contact record screen as shown below.
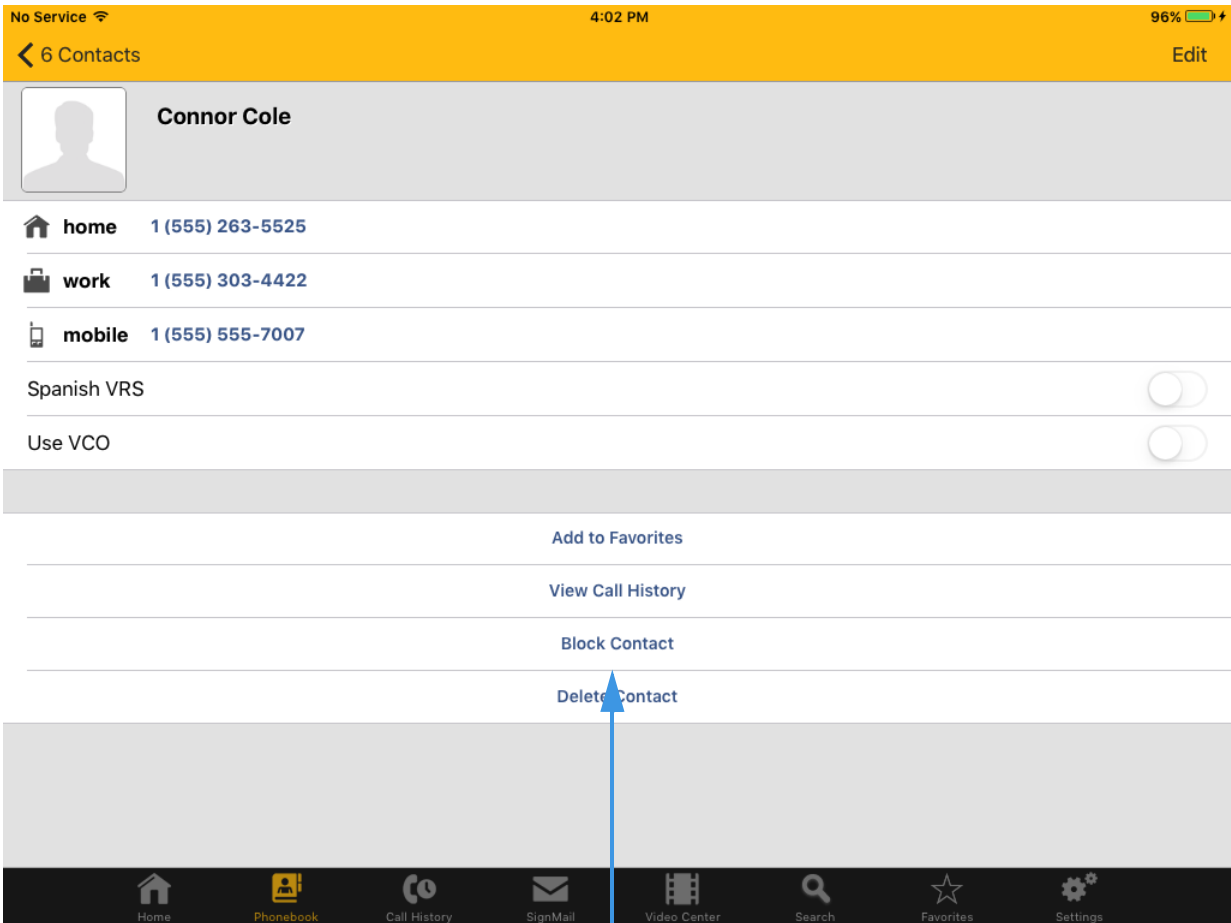
Block Contact button

Figure 84 — Block Contact button

Notice the **Block Contact** button near the middle of the screen.

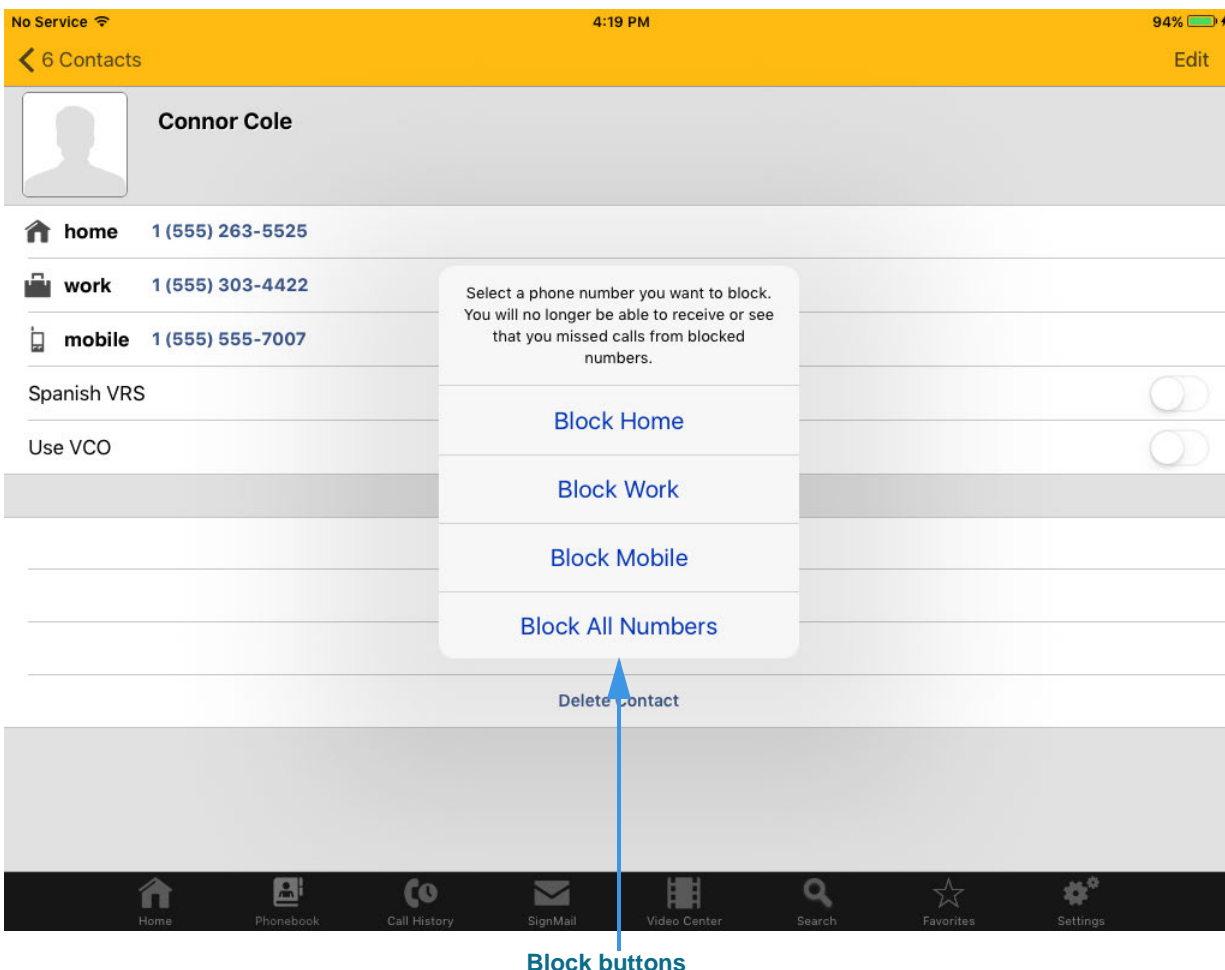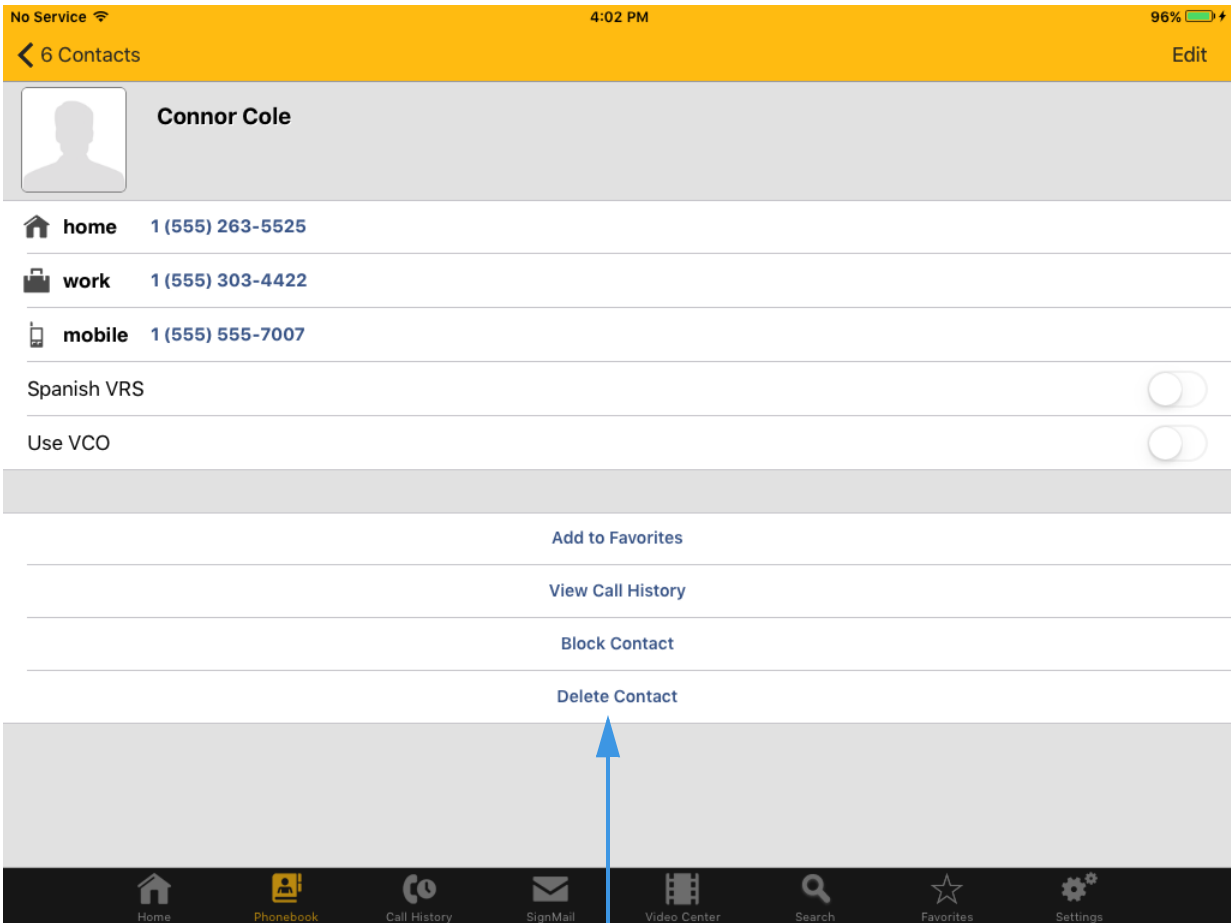**Step 2.** Tap the Block Contact button to open the dialog shown below.

Block buttons

Figure 85 — *Block <contact name>* dialog

The pop-up dialog asks you to select which number stored for this contact that you want to block. If you have stored only one number, you will see a different dialog which asks you to confirm that you want to block all calls from this contact. Remember you will *not* receive missed calls notices or SignMail videos from a blocked phone number.

Step 3. Tap the Block button to add the number to the Block List. Tap anywhere outside the button area to exit without blocking.

To Delete a Contact

Step 1.   **Start at the contact record screen as shown below.**

Delete Contact button

Figure 86 — Delete Contact button

Notice the **Delete Contact** button near the middle of the screen.

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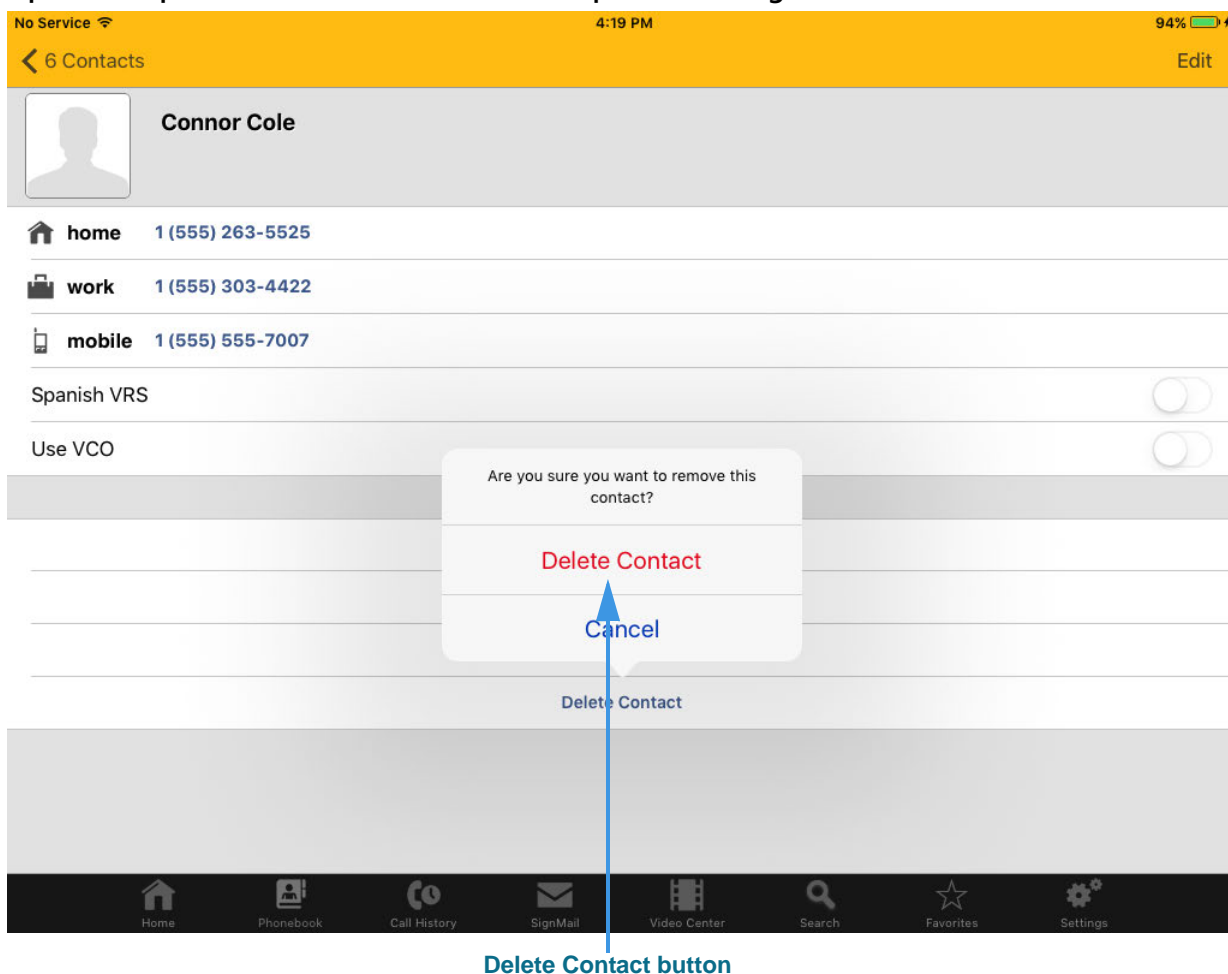

Delete Contact button

Figure 87 — Delete Contact dialog

The pop-up dialog asks you to confirm that you want to delete this contact. *You cannot recover deleted contacts.*

Step 3.   Tap the Delete Contact button to delete this contact. Tap Cancel to exit without deleting.

To Use the Favorites Feature

The Favorites feature lets you create a list of favorite contacts that can be view separately in the Phonebook. You can add a remove contacts from the Favorites list at any time. You can access the *Favorites* screen from the *Phonebook* screen or from using the **Favorites** button at the bottom of most screens.

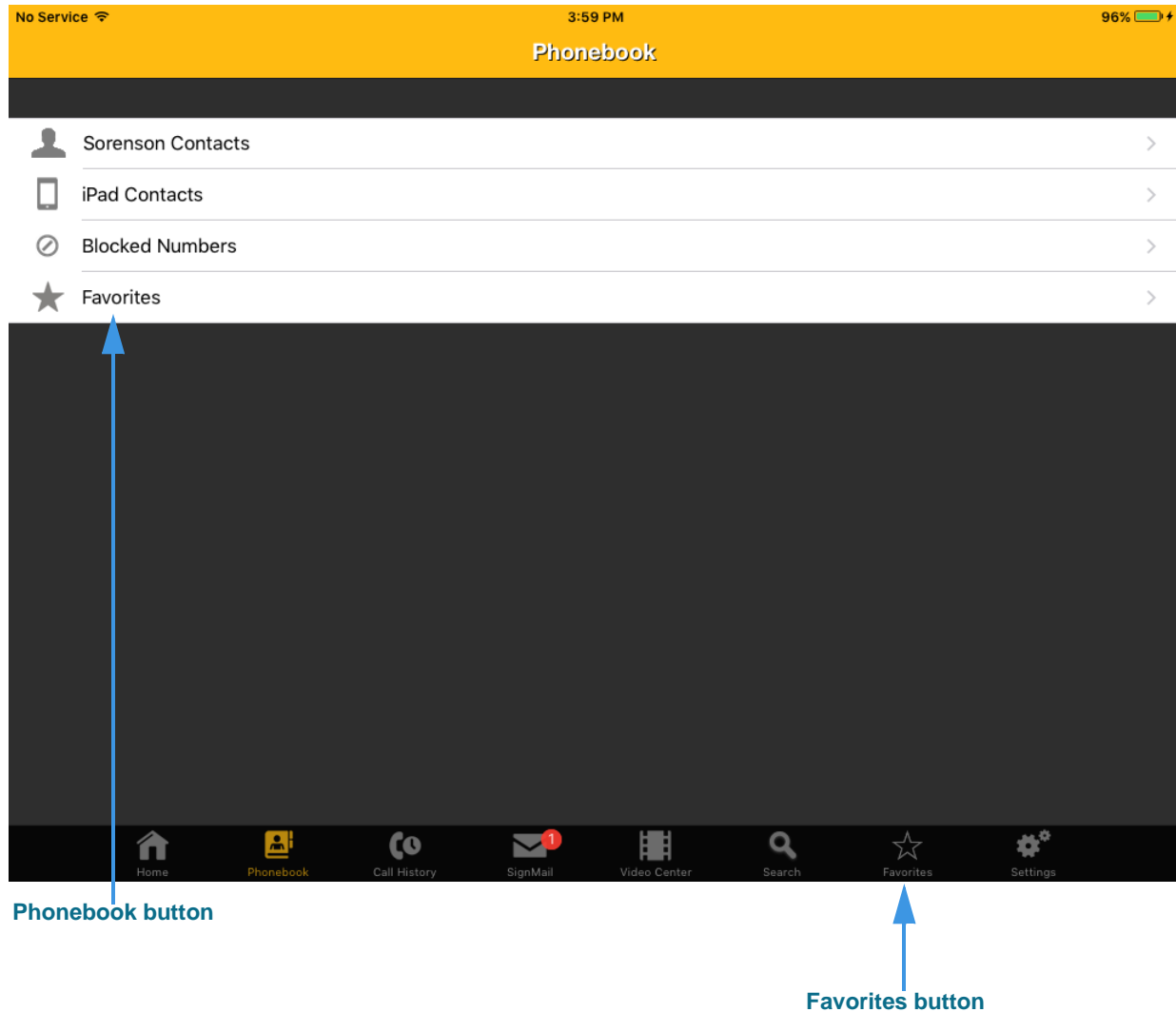**Step 1.** **Start at the Phonebook screen as shown below.**

Phonebook button

Favorites button

Figure 88 — *Phonebook* screen

Step 2.   Select the Favorites button to open the screen shown below.


Message

Figure 89 — Contacts tab selected, Contacts list open

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

Step 3. Open the contact you want to add as a Favorite as shown in the example below.
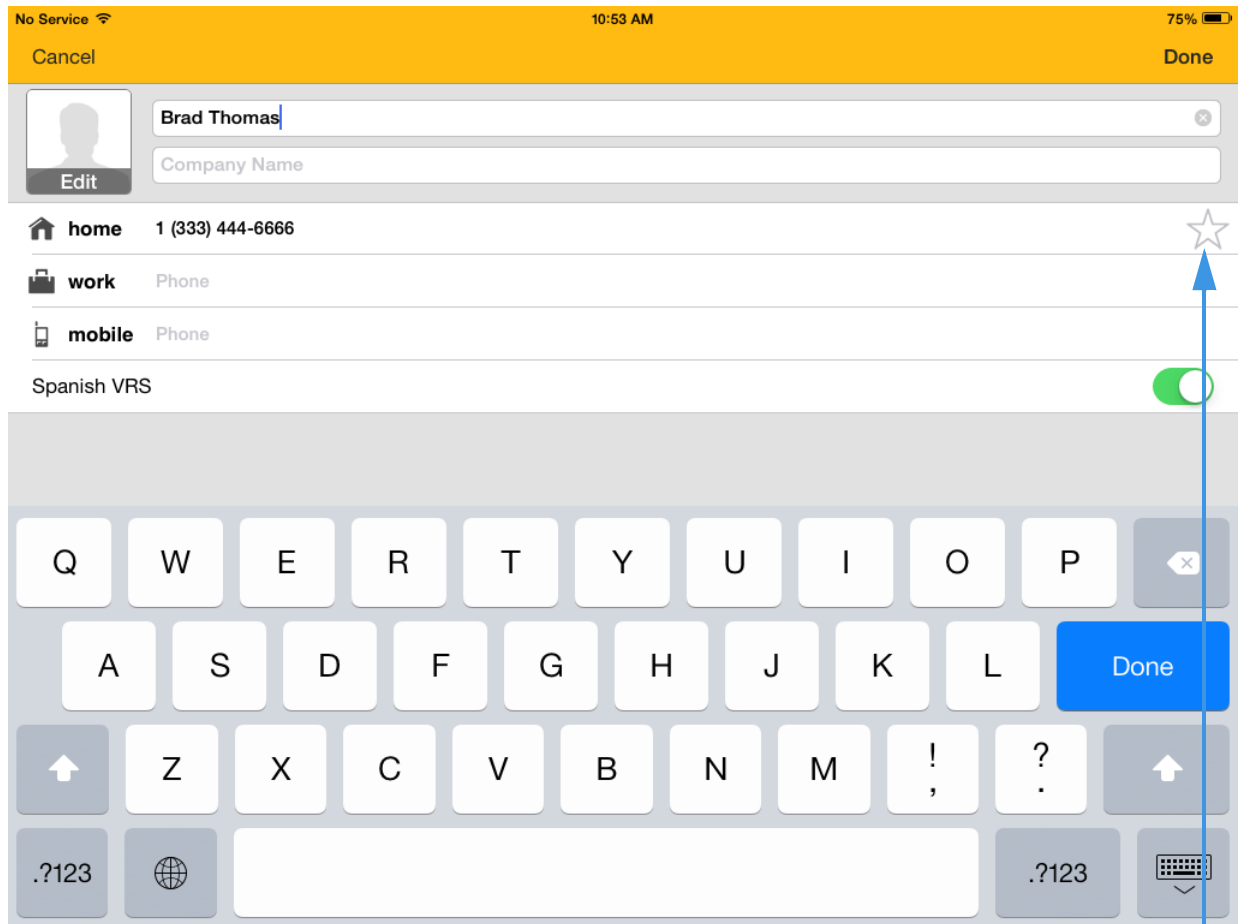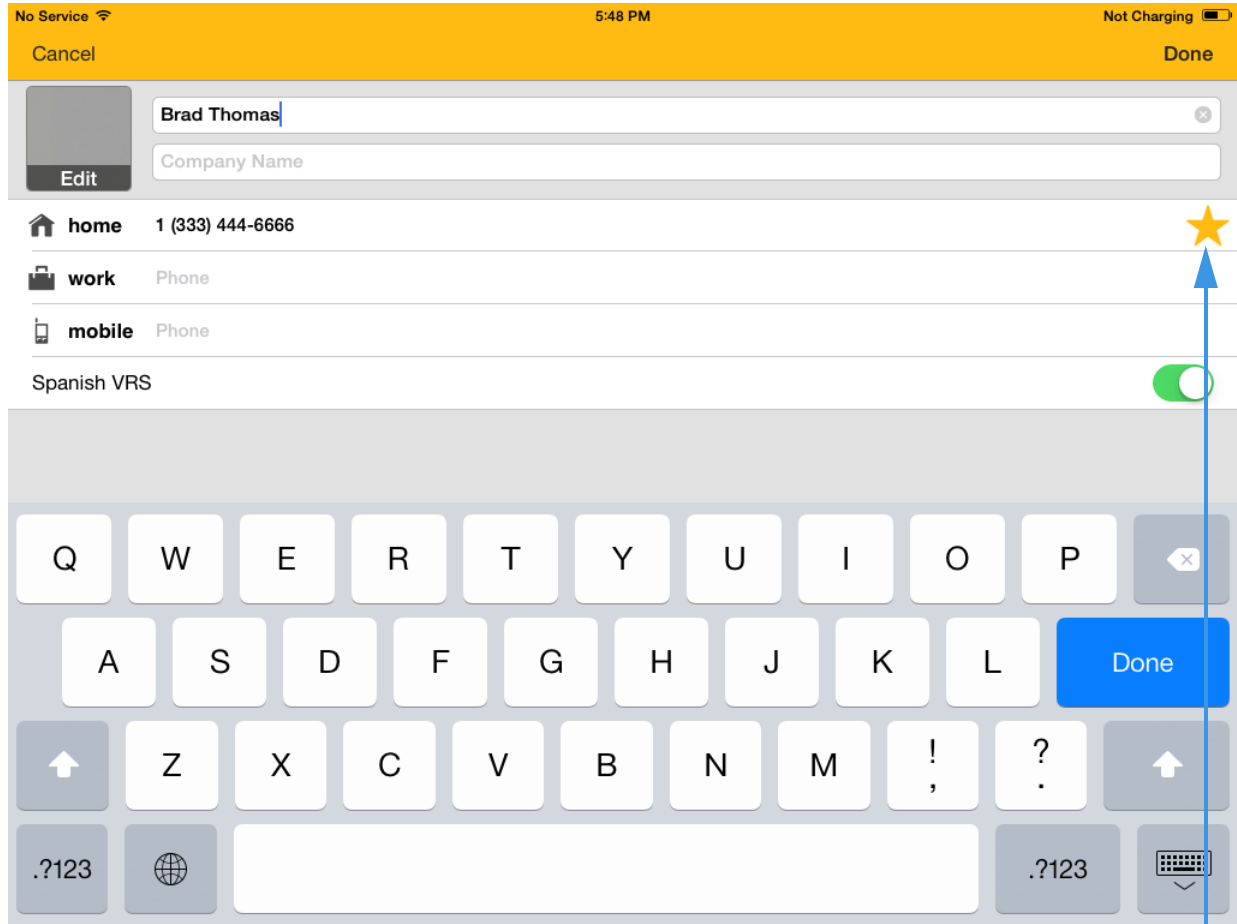

Star icon to set number as a favorite

Figure 90 — Selected contact opened

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

Step 4.   Select one or more of the star icons to add the number(s) to the Favorites list to display the screen shown below.
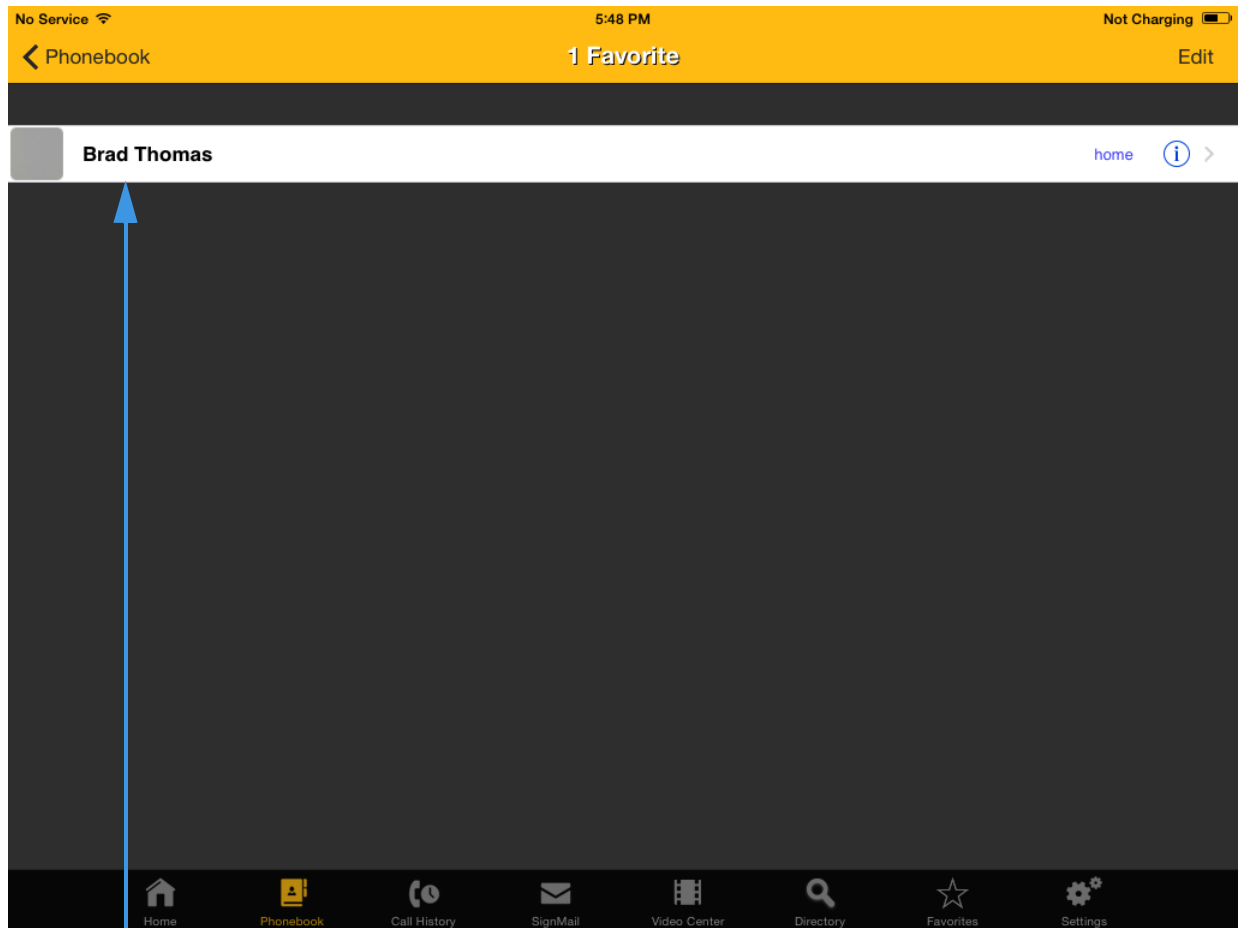

Star icon selected (highlighted)

Figure 91 — Star icon selected for one number

You can select the star icons for one or more numbers to add the numbers as favorites.

Step 5.   Open the Favorites screen again to see the screen shown below.

New favorite added to list

Figure 92 — Favorites screen open, number added to list

Notice that the phone number for the "Brad Thomas" contact was added to the Favorites list in this sample.

Use the Video Center

ntouch Tablet's Video Center button opens the *Video Center* screen. The Video Center is entirely separate from the SignMails list. The enhanced Video Center offers a wide variety of video content organized into multiple channels, programs, and episodes.

To Find a Video to View

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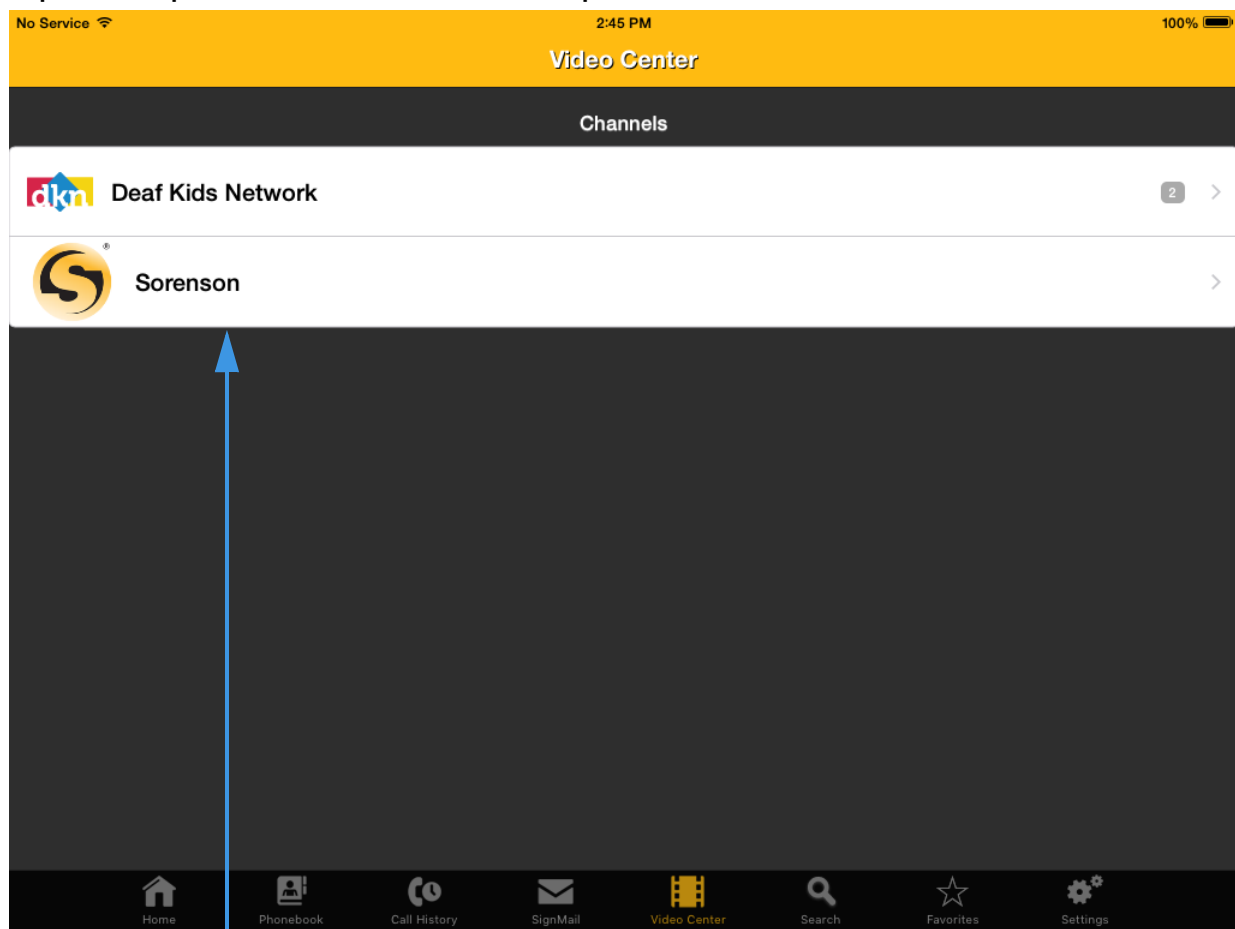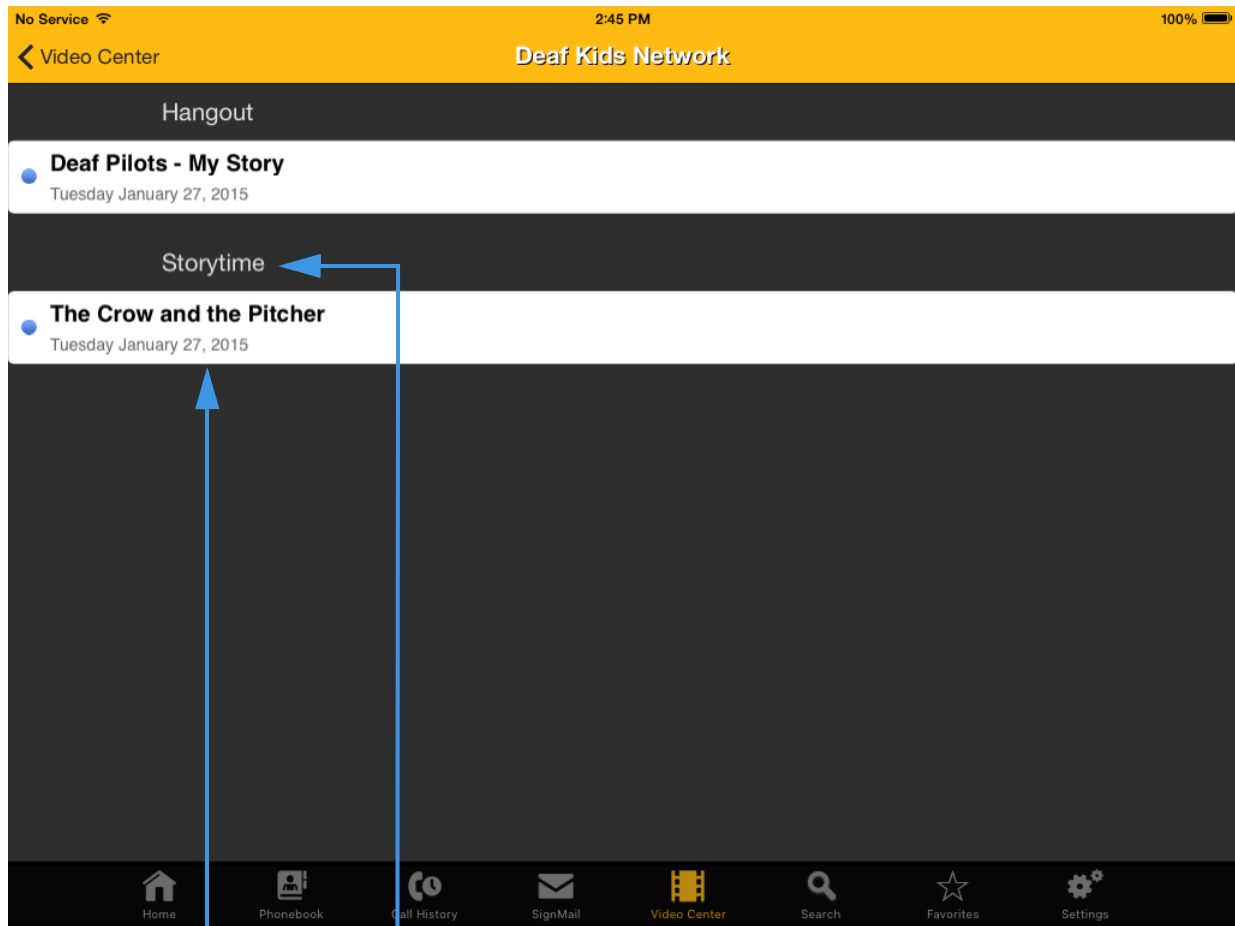

Channels list

Figure 93 — *Video Center* screen showing Channels

A list of video channels is shown in the center of the screen. The channels have names like "Deaf Kids Network" and "Sorenson." The specific channels that you will see will vary over time.

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

Episode button   **Program name**

Figure 94 — *FCC News* screen, Video Center

This is an example *Deaf Kids Network* channel screen. The available programs and the episodes for each program are shown in the list in the center of the screen. In this example, there are two programs on the "Deaf Kids Network" named the "Storytime" program and the "Hangout" program. The episodes for each program are named "Deaf Pilots - My Story" and "The Crow and the Pitcher."

A small blue dot will appear next to the title of an unviewed video. After you view the video, the blue dot will disappear.

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

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

Use Yelp Search

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

To Use the Yelp Search Feature

Step 1.   Starting at the Home screen, tap the Search button to open the Search screen.

Step 2.   If you see a message asking whether you want to allow ntouch to use your current location, tap OK.

Step 3.   You will then see the Search screen shown below.
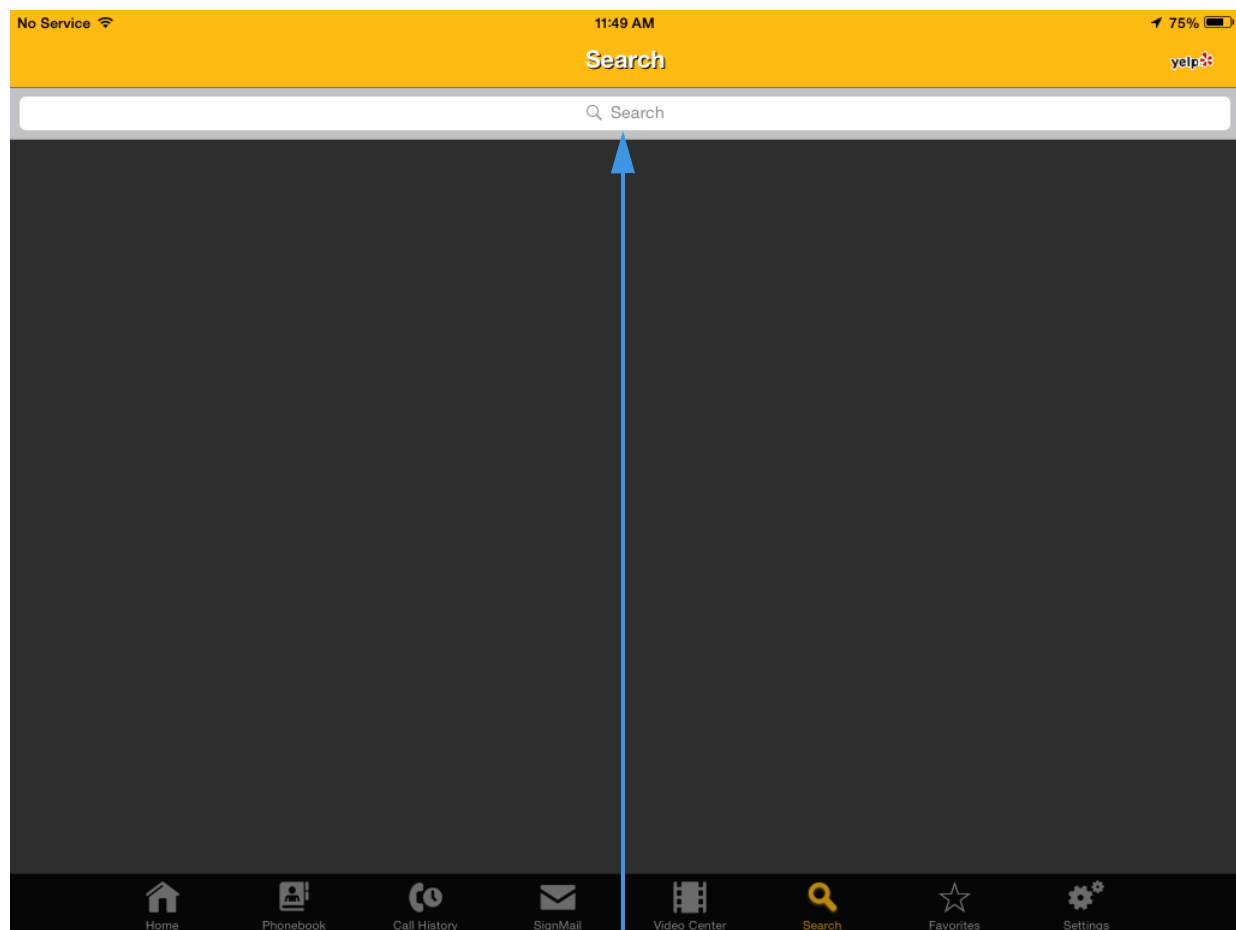
Search field

Figure 95 — *Search* screen

You can enter any word (such as "pizza") or the specific name of a business in the **Search** field to start your search. Notice that the Yelp logo appears at the top-right corner of the screen.

Step 4. After you start typing in the Search field, you will see the dialog shown below.
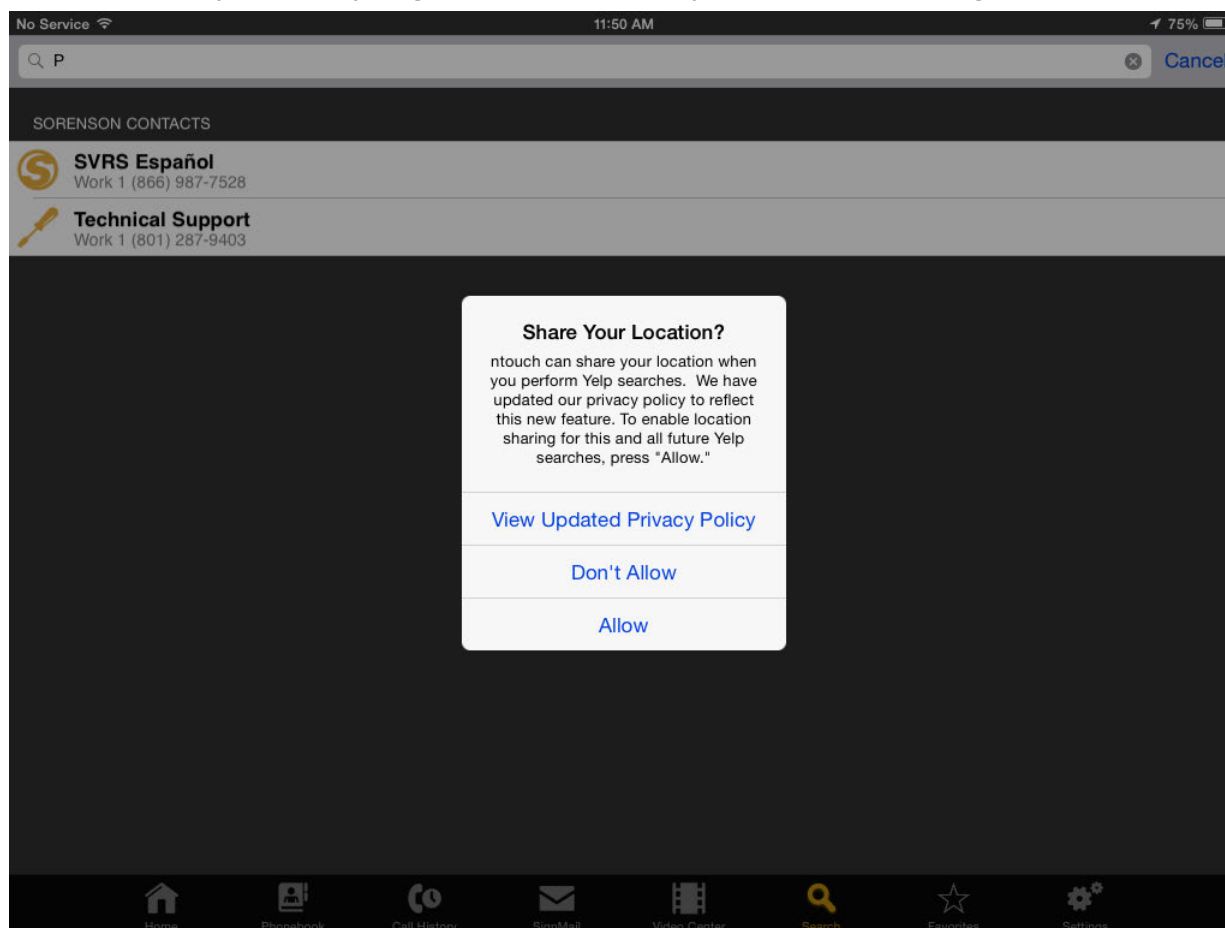

Figure 96 — *Share Your Location?* dialog

You will see the above dialog the first time you use the Yelp Search feature. Sorenson shares your location with the Yelp service. If you want to read the privacy policy related to this feature, tap the **View Updated Privacy Policy** button. If you do not want to use the Yelp Search feature, tap the **Don't Allow** button.

Step 5. Tap the Allow button to proceed with the Yelp search.

Step 6.   Finish typing a search string (such as "Pizza" or a business name such as "Pazzo") into the search field as shown below.
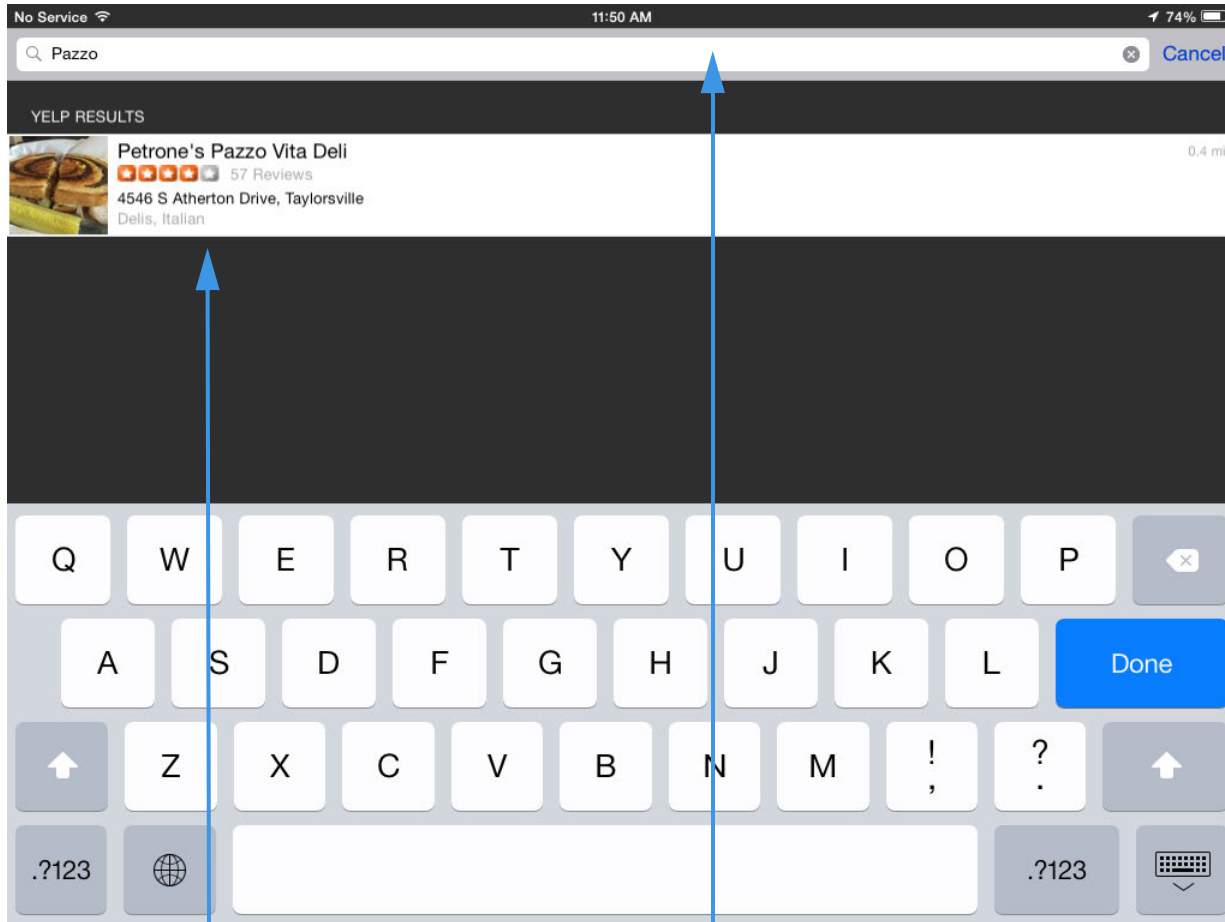

A list of search result are shown here

Type search string in this field

Figure 97 — Yelp Search Results

The business names returned by Yelp for the search term you entered are shown in a list. In this example, the search term entered was "pazzo." ntouch Mobile uses your 911 Location Information to limit the search results to those closest to your home location.

Step 7.   To open an item, tap the name of the result to open the screen shown below.
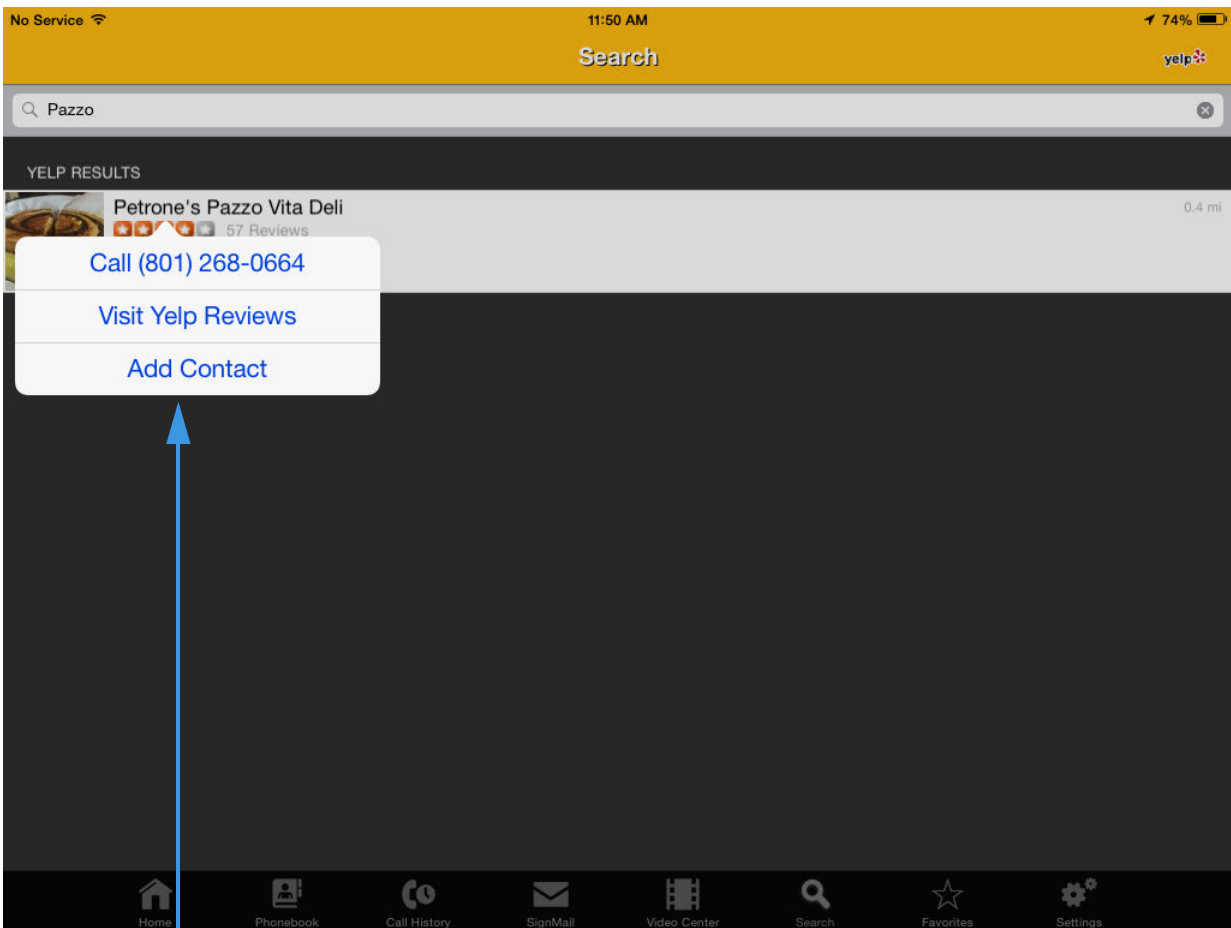
Pop-up menu for selected item

Figure 98 — Pop-up menu for Yelp Search item

Notice that you can choose options to **Call** the phone number listed for this business, **Visit Yelp Reviews** or **Add Contact** for the selected Yelp Search item.

Step 8.   Select the Visit Yelp Reviews button to open the screen shown below.

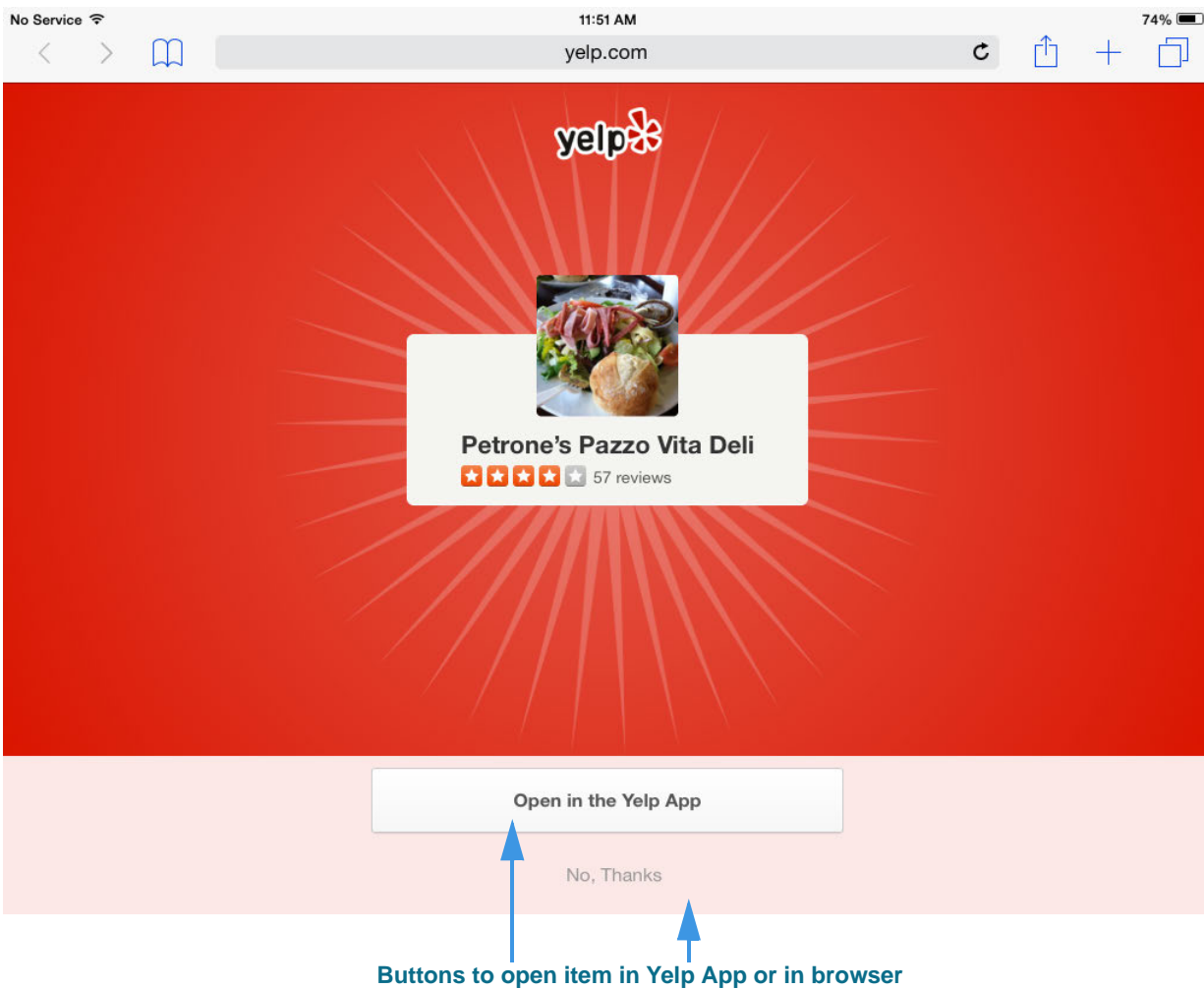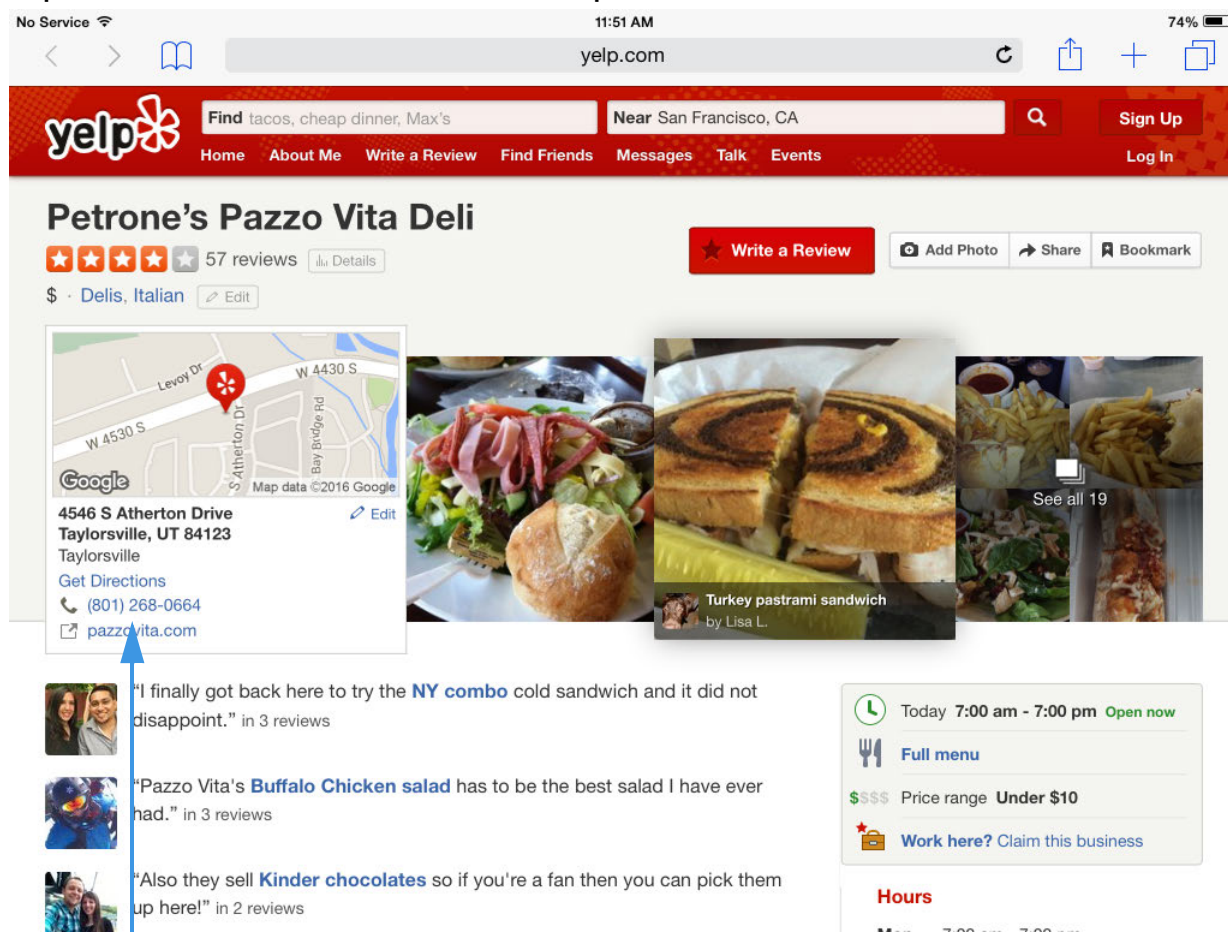**Buttons to open item in Yelp App or in browser**

Figure 99 — Choose app or browser screen for Yelp item

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

Step 9.   Select the No, Thanks button to open the screen shown below.
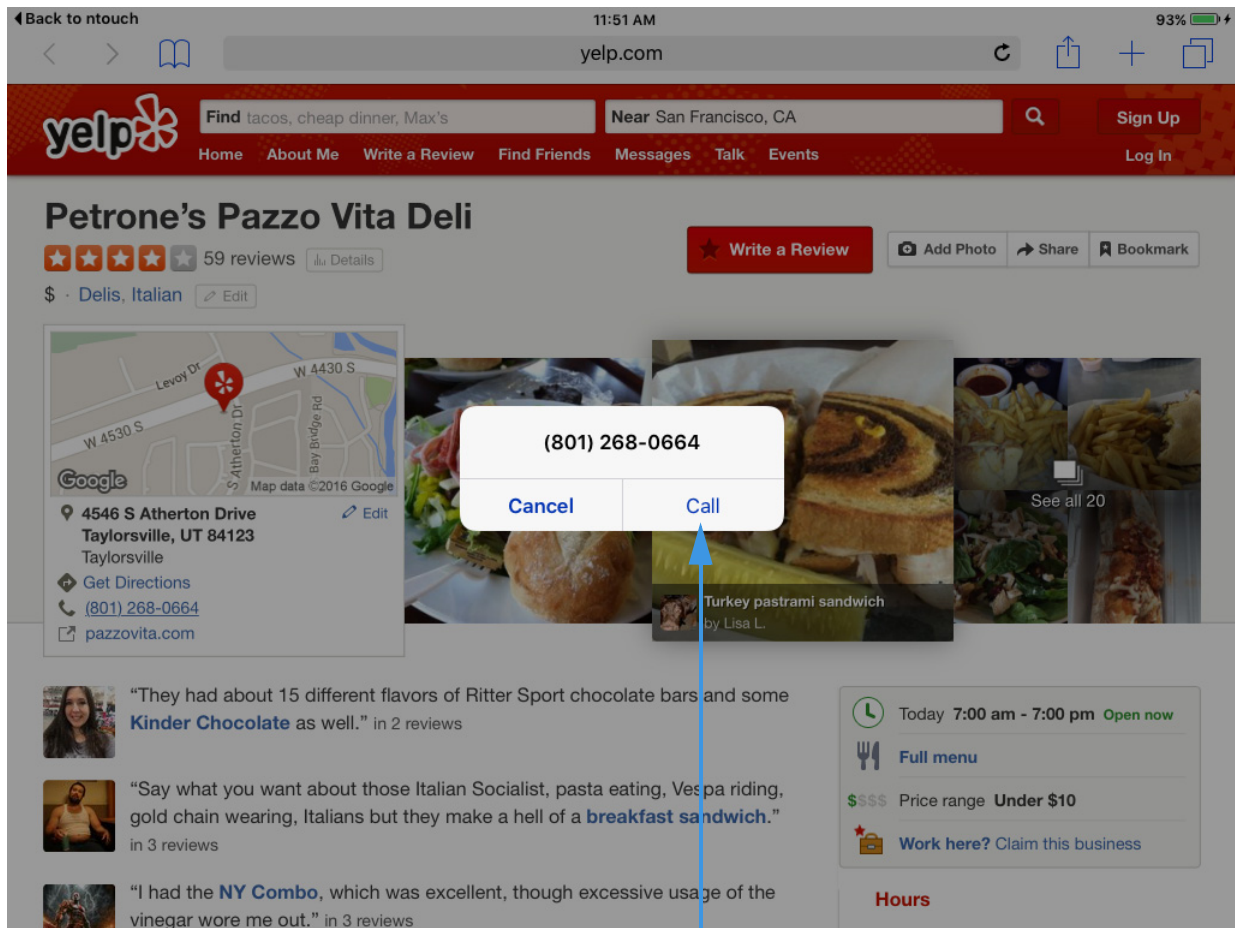

Phone number link

Figure 100 — Yelp.com search results page

This is the Yelp.com search results page. You can scroll down the screen to see the phone number for this business, and then tap the number to dial a call using ntouch Mobile.

Step 10. Select the phone number link to open the dialog shown below.

Call button

Figure 101 — Call button in dialog

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

Change Settings

ntouch Tablet's Settings button is used to manage your ntouch account profile and configure certain settings. Because the iPad does not have vibration or flashing light features, the myRumble settings do **not** function although they are shown.

To See/Set Available Settings

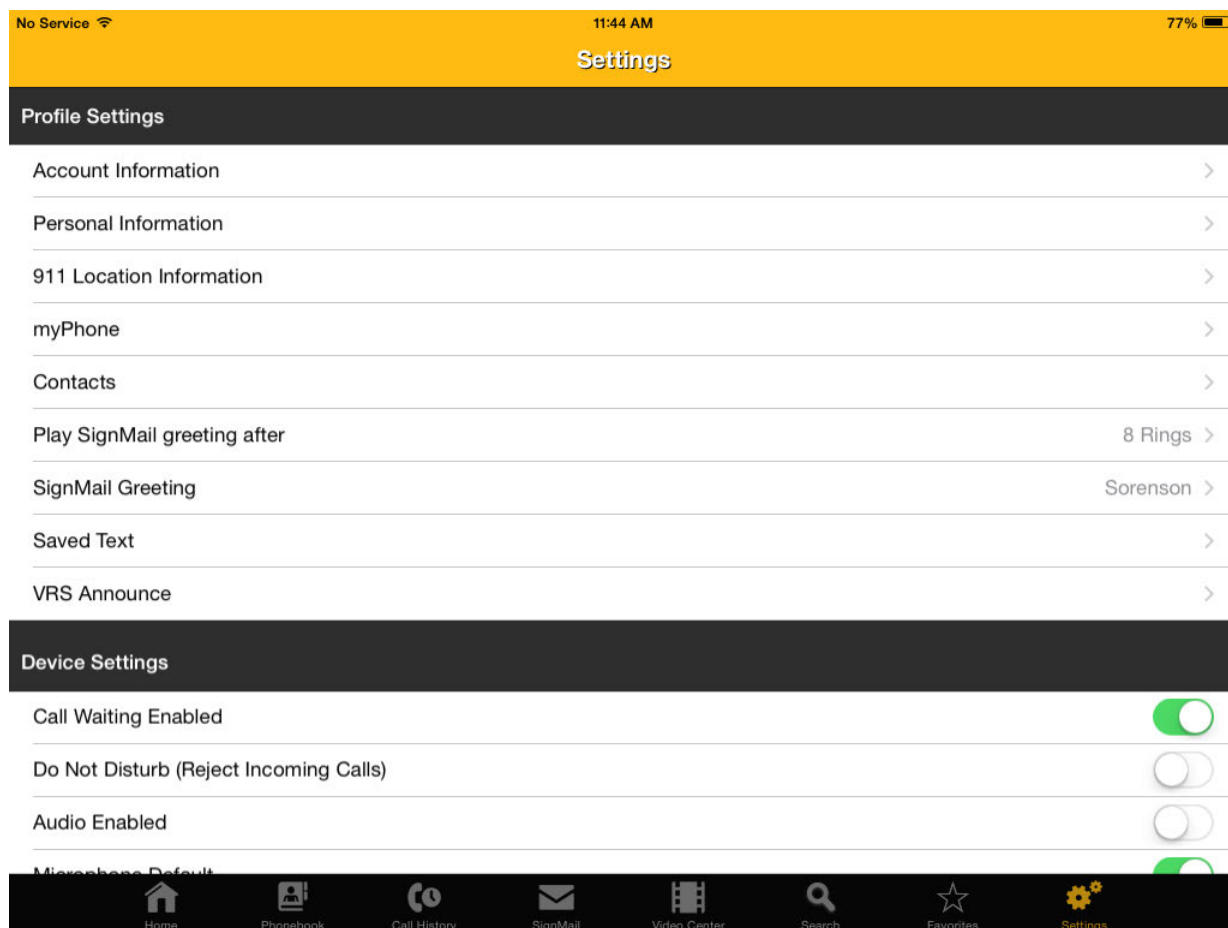**Step 1.** Tap the Settings button to open the screen shown below.

Figure 102 — *Settings* screen

The *Settings* screen is divided into a **Profile Settings** area near the top, a **Device Settings** area in the middle, a **myRumble Settings** area, a **Network Settings** area and a **Need Help?** area near the bottom of the screen. At the very bottom of the screen is an area that shows your phone number and the release version of the ntouch app.

To record a Personal SignMail Greeting, see **Page 40**.

To add saved text messages to use during calls, see **Page 21**.

To use the in-app Help feature, see **Page 119.**

Step 2.   Scroll the screen to see the middle part of the screen as shown below.
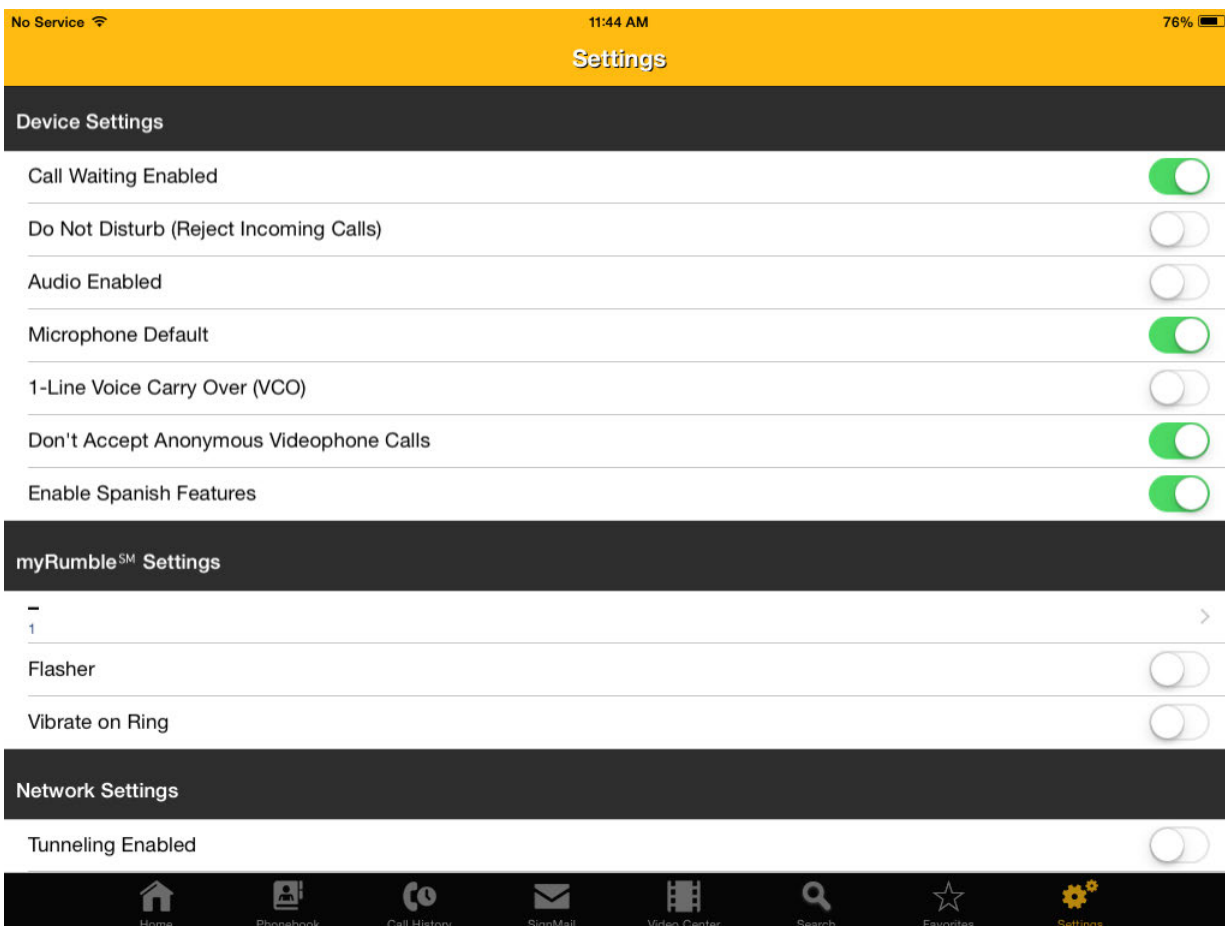

Figure 103 — *Settings* screen, middle portion

The controls in the **Device Settings** area let you enable **Call Waiting**, reject all incoming calls ("**Do Not Disturb**" mode), enable the **1-Line VCO** feature including enabling **In-Call Audio** function and **Microphone Default** settings (to configure and use 1-Line VCO, see **Page 36**), hide your **Caller ID** when you make outgoing calls, choose not to accept a**nonymous calls** (that is, calls that do not include Caller ID information), and choose to show the **SVRS Espanol contact** in your Contacts list.

The **Tunneling Enabled** control enables the Tunneling feature which may help in some network situations. Normally, this checkbox should be disabled (unchecked). If you have video image problems due to network problems, please call Sorenson Technical Support.

Note: *Do not enable tunneling unless Sorenson Technical Support tells you to do so. This feature is used to provide network connectivity in certain situations. Selecting the checkbox when not needed can cause problems.*

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

To See Profile Settings

Step 1.   Tap the Account Information button to open the screen shown below.
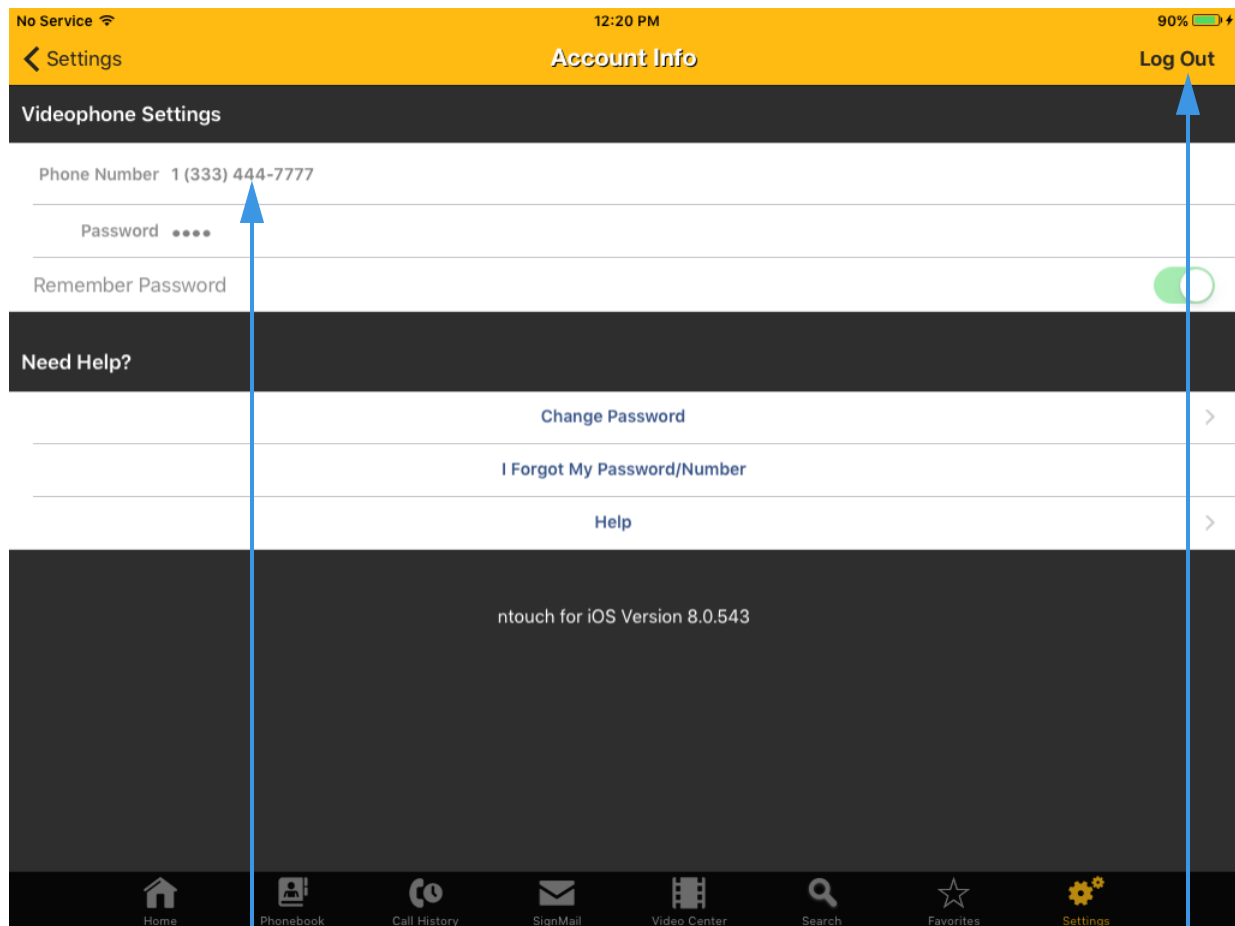
Your ntouch phone number   **Log Out button**

Figure 104 — *Account Information* screen

You can use this screen to log out of the app, change your password, request a password reset or your phone number, contact Sorenson Support, or view the app's Help options. See **Page 119** for details on using the Help options.

Your ntouch phone number is shown near the top of the screen. If you are a member of a myPhone Group, your myPhone number will be shown here. Your password will be shown only as a series of bullet (dot) characters on the screen.

If you want to change the "Remember Password" setting, you must first log out of the app by tapping the **Log Out** button at the top-right of the screen.

To Log Out and In

Step 1.   Start at the Account Info screen.

Step 2.   Tap the Log Out button. The screen will then look like the sample shown below.
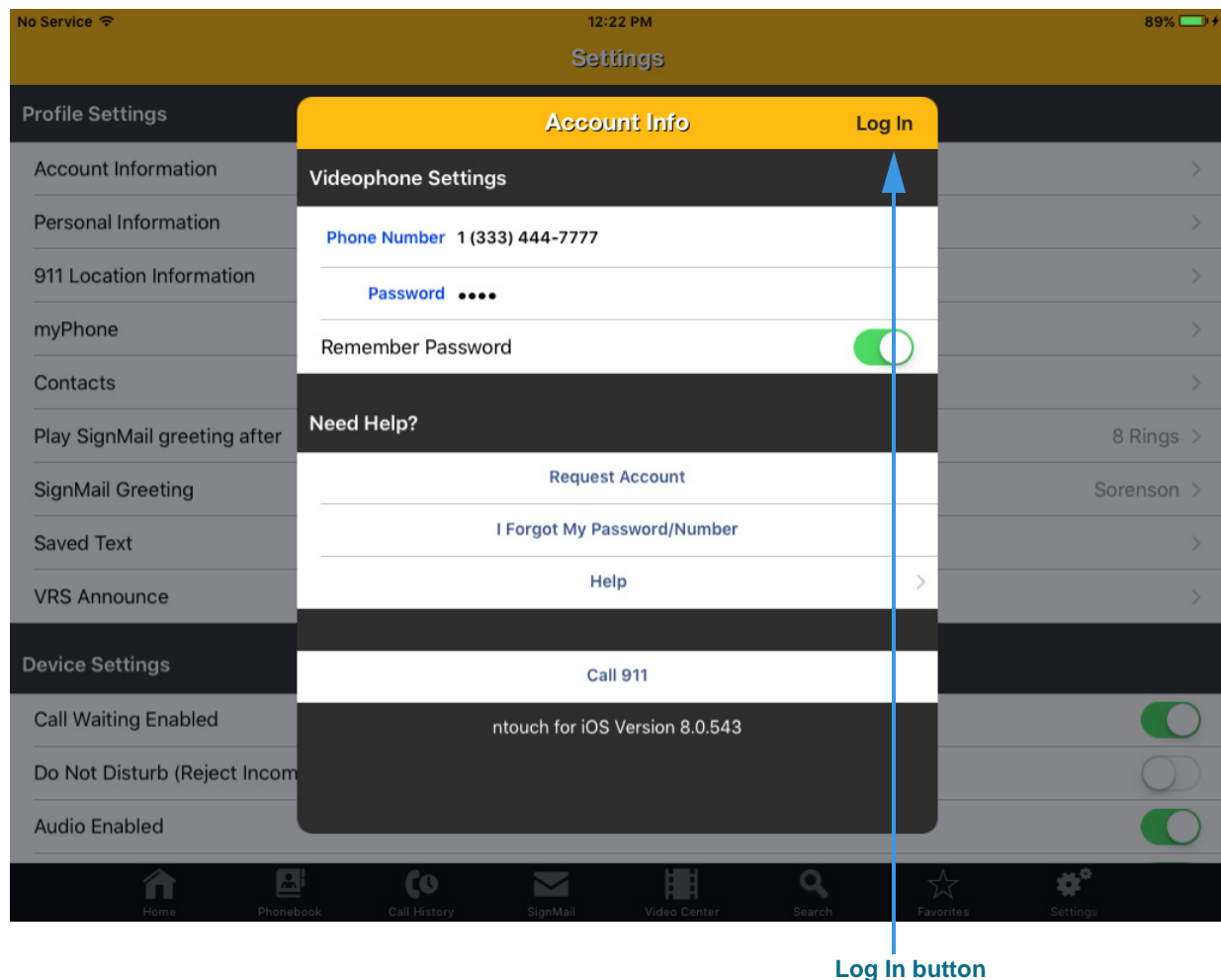

Log In button

Figure 105 — *Account Info* dialog when logged out

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

Notice that you can make an SVRS 911 call even when you are logged out of the app. You also have access to the app's Help options from this dialog.

Step 3.   Tap the Log In button at the top-right of the dialog to log into your ntouch account.

To See/Edit Personal Information

Step 1. Tap the Personal Information button on the Settings screen to open the screen shown below.

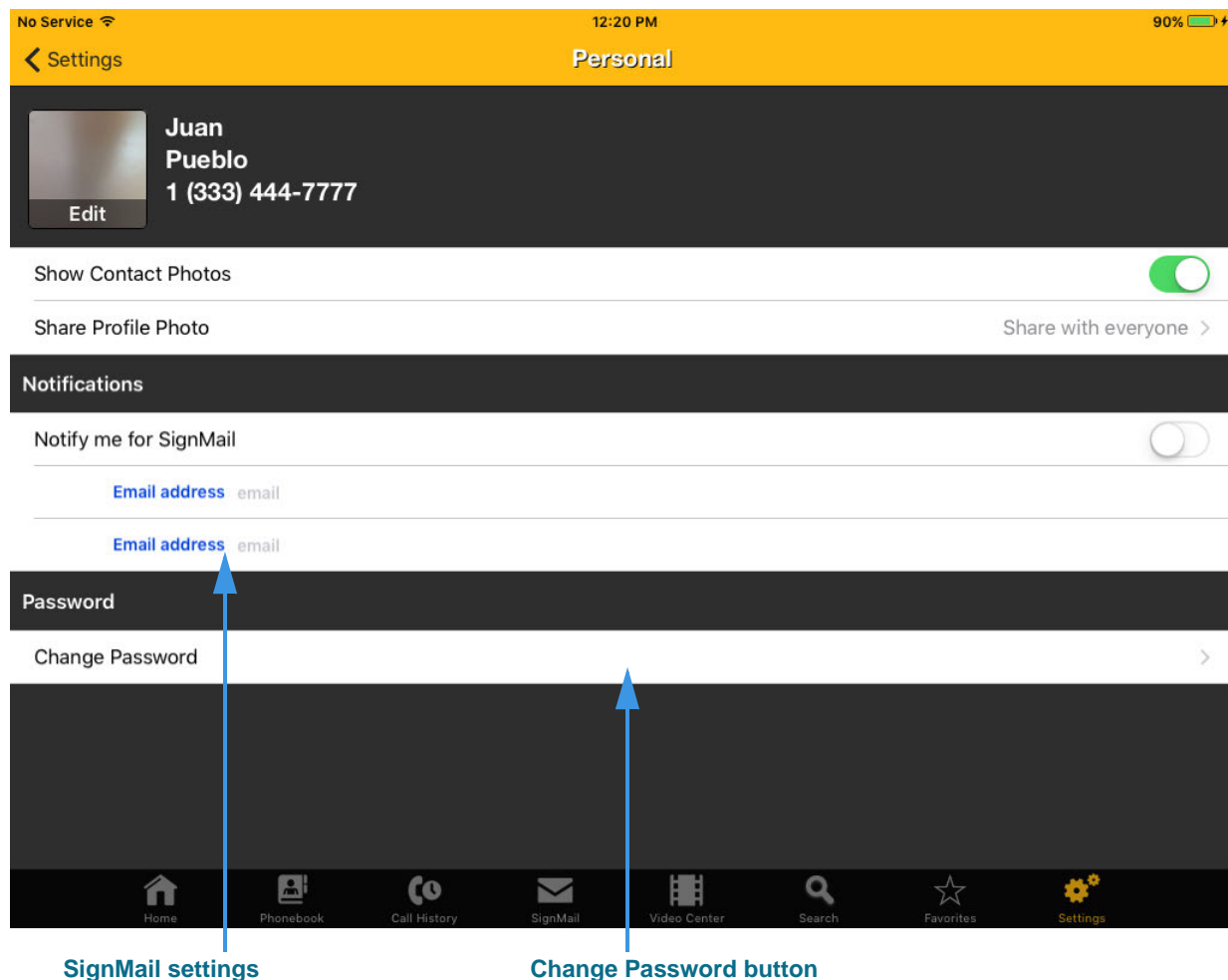**SignMail settings**   **Change Password button**

Figure 106 — *Personal* screen

The area at the top of the screen shows your name and phone number(s). The **Edit Photo** the **Share Profile Photo** and the **Show Contact Photos** controls are described in the section that starts on **Page 64.**

The **Notify me for SignMail** control lets you turn on the option to have emails sent to email address(es) when you receive SignMail videos.

If you have a toll-free number, the **Caller ID** control will be shown to let you choose to use your toll-free number for Caller ID.

Change Password button opens the *Change Password* screen.

Step 2. Make the desired changes to the settings.

Step 3. Tap the Settings button to exit this screen.

To Change Your Password

Step 1.   Start at the Personal screen. Scroll to the bottom of the screen.

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

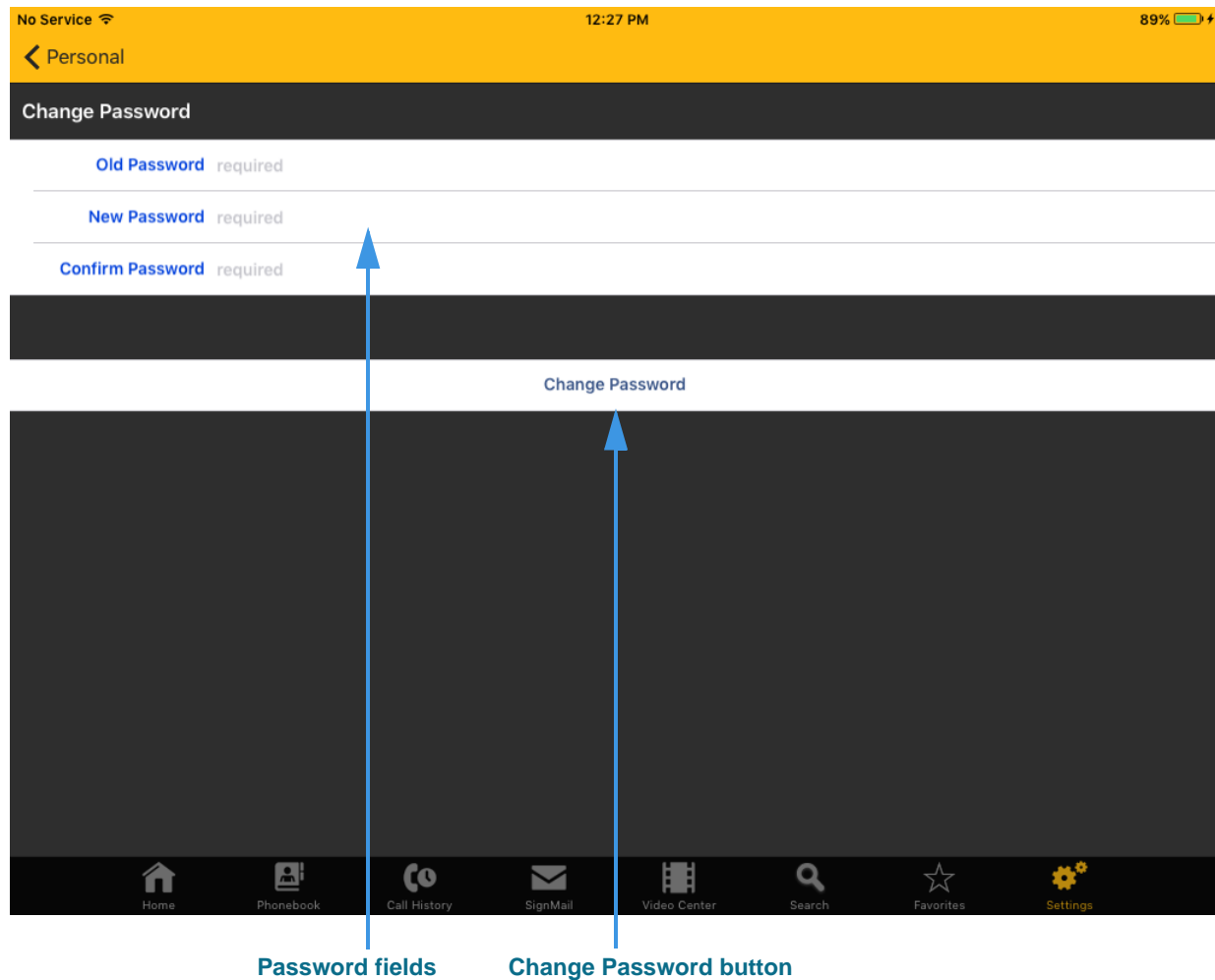**Password fields**   **Change Password button**

Figure 107 — *Change Password* screen

You must enter your old and new password into the correct fields on this screen. You must enter your new password twice to confirm the change. If you are a member of a myPhone Group, you will be changing your myPhone password on this screen.

Step 3.   Enter your old and new passwords into the correct fields. A keyboard will appear on the screen when you first tap the Old Password field.

Step 4.   Tap the Change Password button to change your password. A dialog will appear if your password was successfully changed.

To Reset Your Password/Request Your Phone Number

Step 1. Start at the Account Info screen.

Step 2. Tap the I Forgot My Password/Number button to open the screen below in the tablet's default browser app.

Request fields and buttons   **Submit button**   **Drop-down list**

Figure 108 — *Password/Number Request* page

You can use this web page to request that Sorenson reset your account password and/or send you the local 10-digit number for one of your devices (e.g., ntouch PC/Mac, Mobile/Tablet, ntouch VP) or your MAC ID. You must enter your name, local 10-digit number (if you know it) and the email address you gave to Sorenson when your account was first set up. You must also select the device type for your request. Finally, you must choose what type of help you are requesting from the drop-down list.

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

Step 4. Select the Submit button. If you entered your correct email address, you will receive an email from Sorenson with the information you requested.

To Update 911 Location Info

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

Address fields   **Send button**
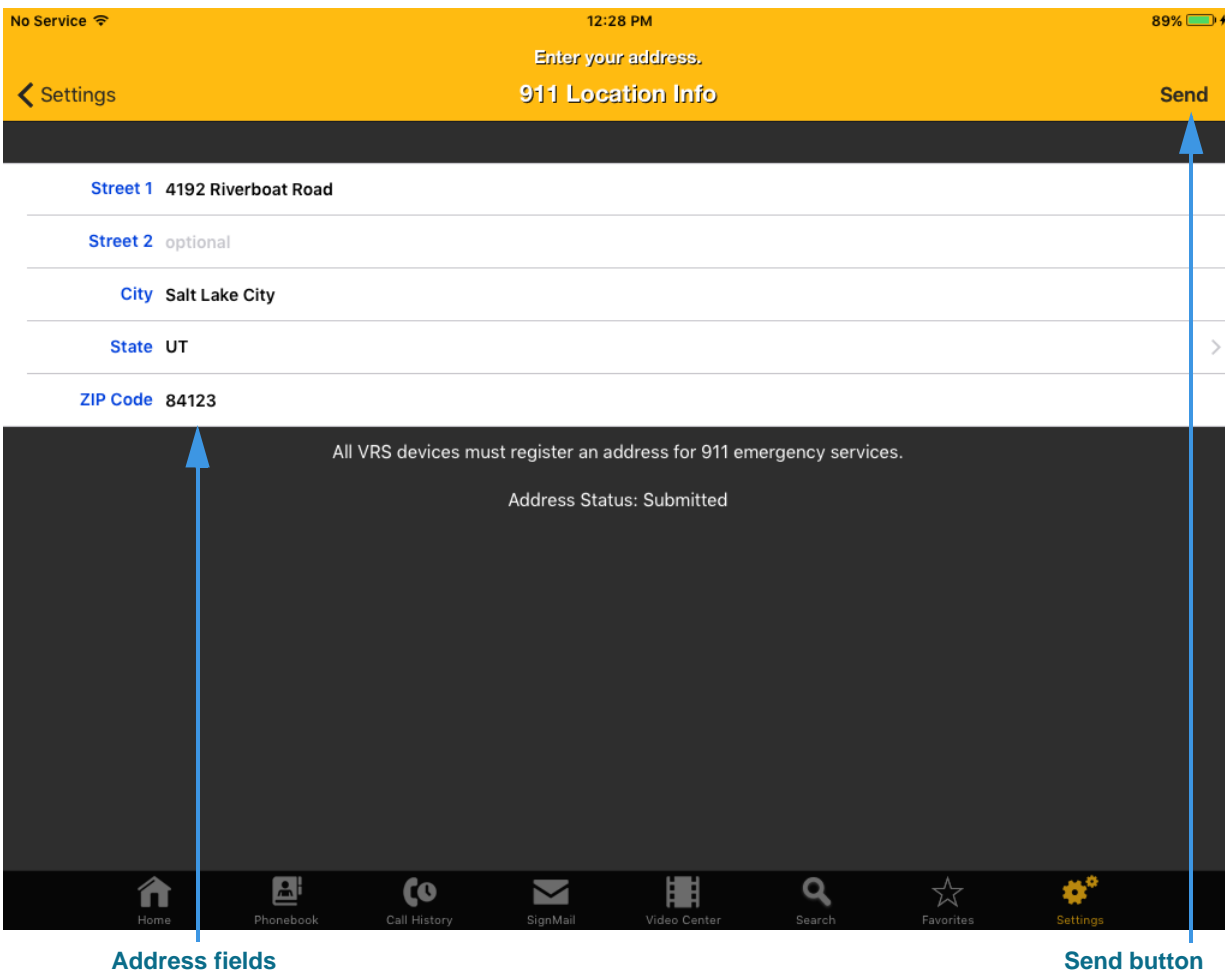
Figure 109 — *911 Location Info* screen

This screen shows the address registered for your ntouch Tablet account. This "default address" will be given to the emergency services personnel if you cannot sign your current address. You saw this screen during the registration process, but you can update your address information at any time. The **Address Status** field shows whether or not the address as shown has been submitted for provisioning with 911 emergency services.

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

Step 2.   Make any necessary changes to the fields on the screen, and then tap the Send button to submit the updated address. If you are not making changes to your address, tap the Settings button to return to the Settings screen.

To See/Edit myPhone Settings

Step 1.   Tap the myPhone button on the Settings screen to open the screen shown below.

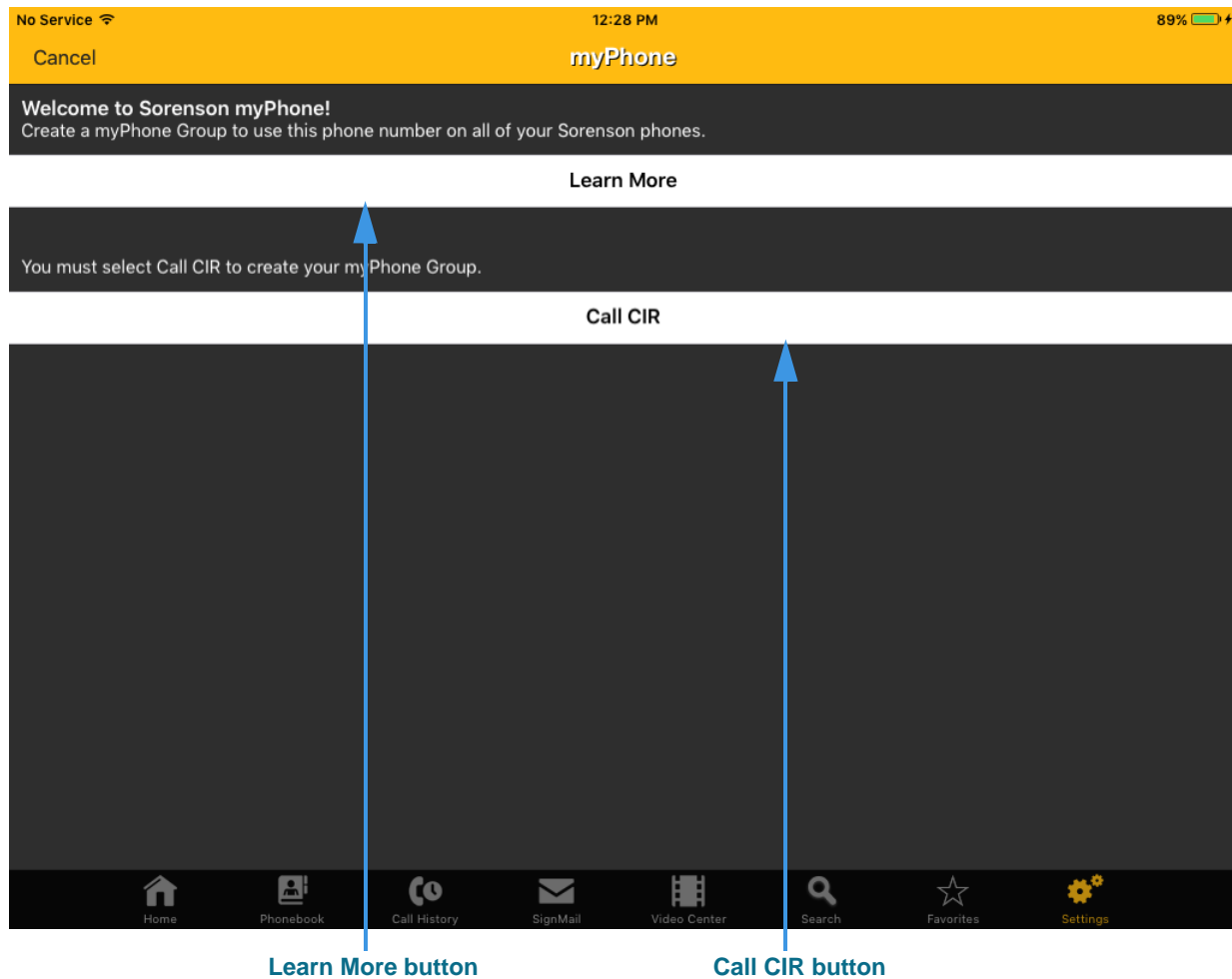**Learn More button**   **Call CIR button**

Figure 110 — Welcome to Sorenson myPhone screen

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

Step 2.   Tap the Call CIR button to call to Sorenson CIR. Ask to create your myPhone Group.

Step 3. After your myPhone Group has been created, you can open the myPhone Settings screen to see the members of your group and your myPhone number.

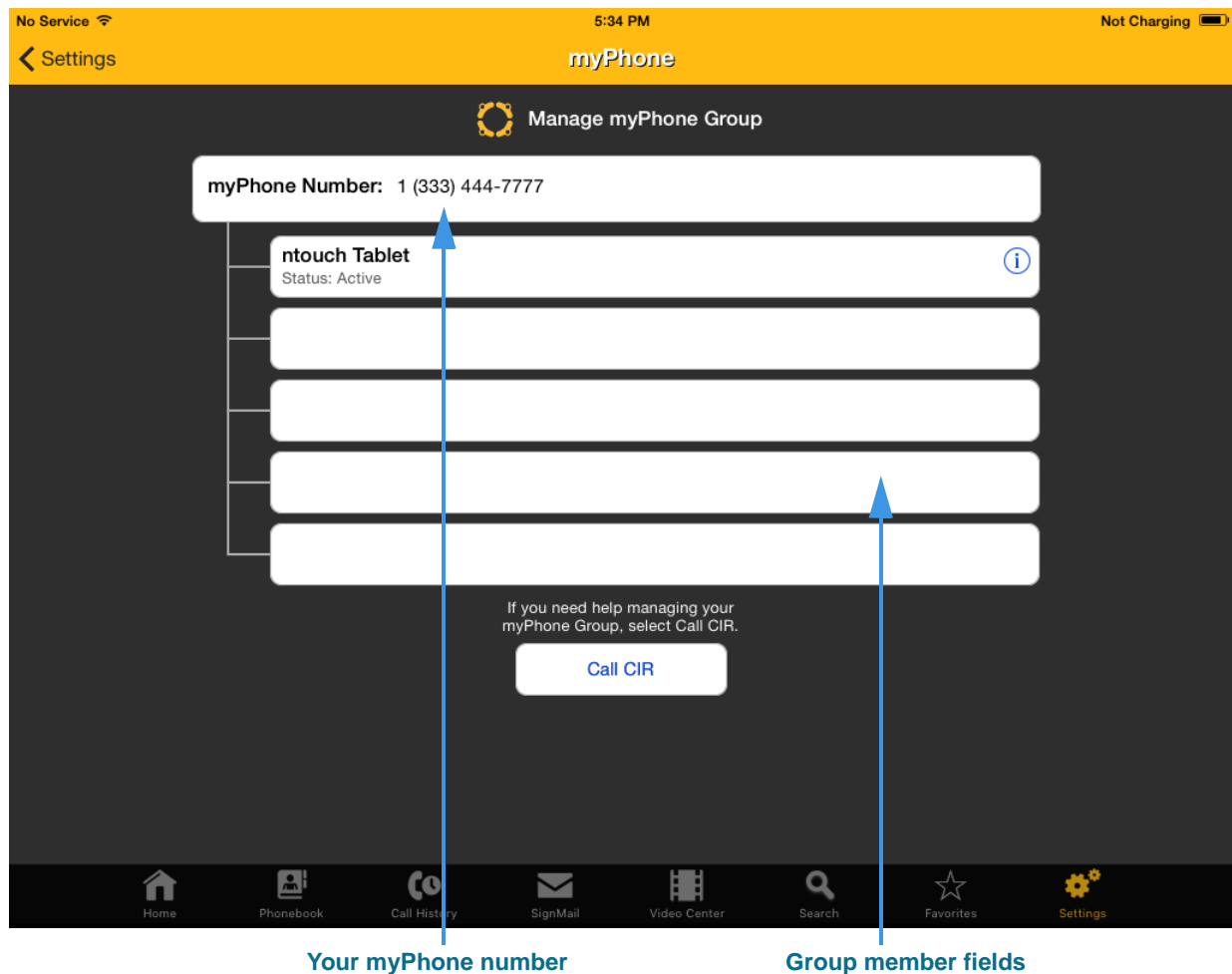**Your myPhone number**   **Group member fields**

Figure 111 — Manage myPhone Group screen

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

Step 4. Select Call CIR to make a call to Sorenson CIR. Ask for help managing your myPhone Group.

To Import Contacts or Photos

Step 1.   Start at the Account Info screen.

Step 2.   Tap the Contacts button to open the screen shown below.
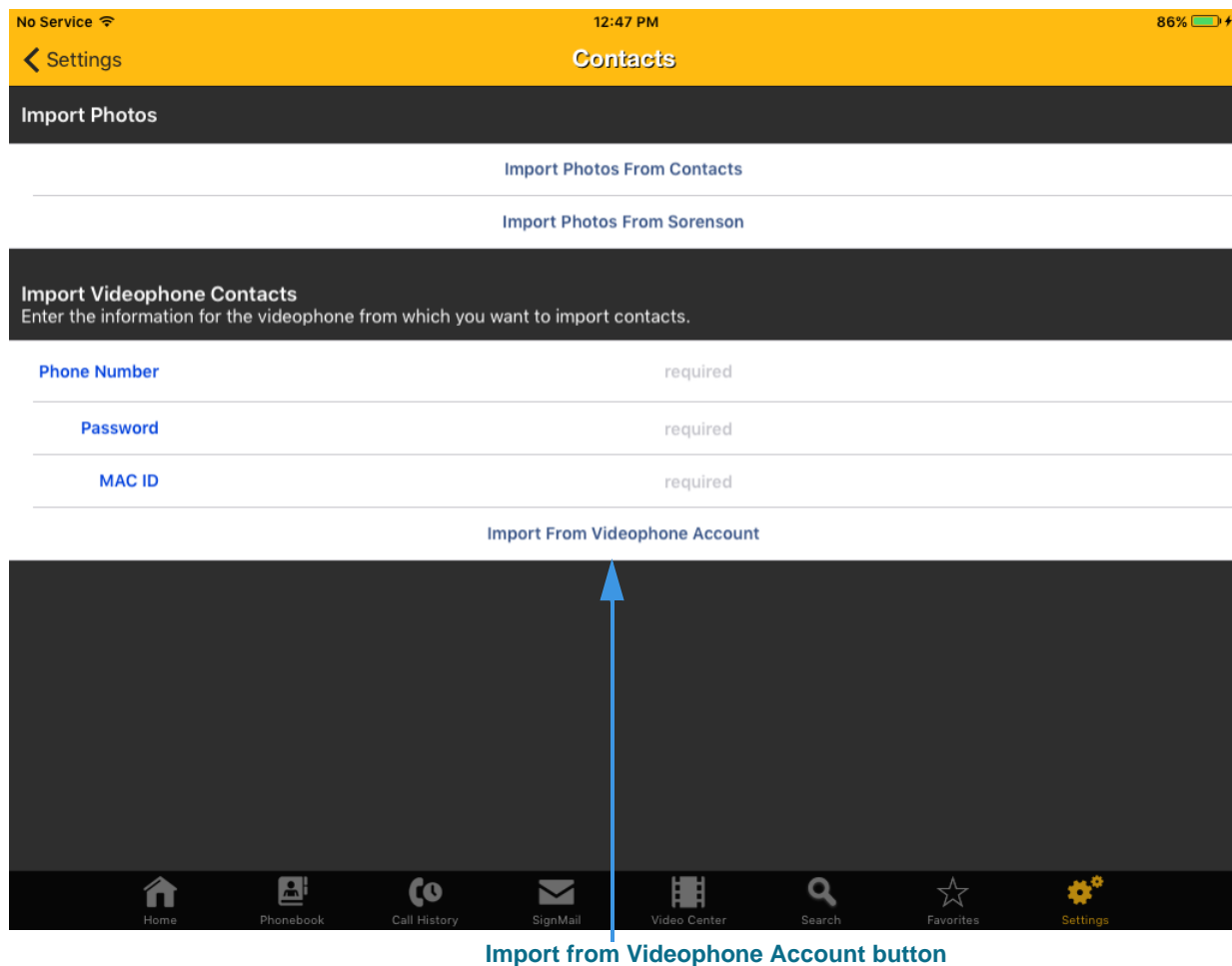

Import from Videophone Account button

Figure 112 — *Import Contacts* screen

You can use the **Import Photos from Contacts** and **Import Photos from Sorenson** buttons to import photos into the ntouch app.

You can import contacts from a Sorenson account if you have the account's phone number and password (and the videophone's MAC ID). If you need help locating this information, see **Page 110**.

Step 3.   Enter the required information into the three fields on the screen.

Step 4.   Tap the Import from Videophone Account button to import the contacts. You will see a message if the contacts were imported successfully.

To Select a VRS Announce Option

Step 1. Select the Setting button to open the screen shown below.
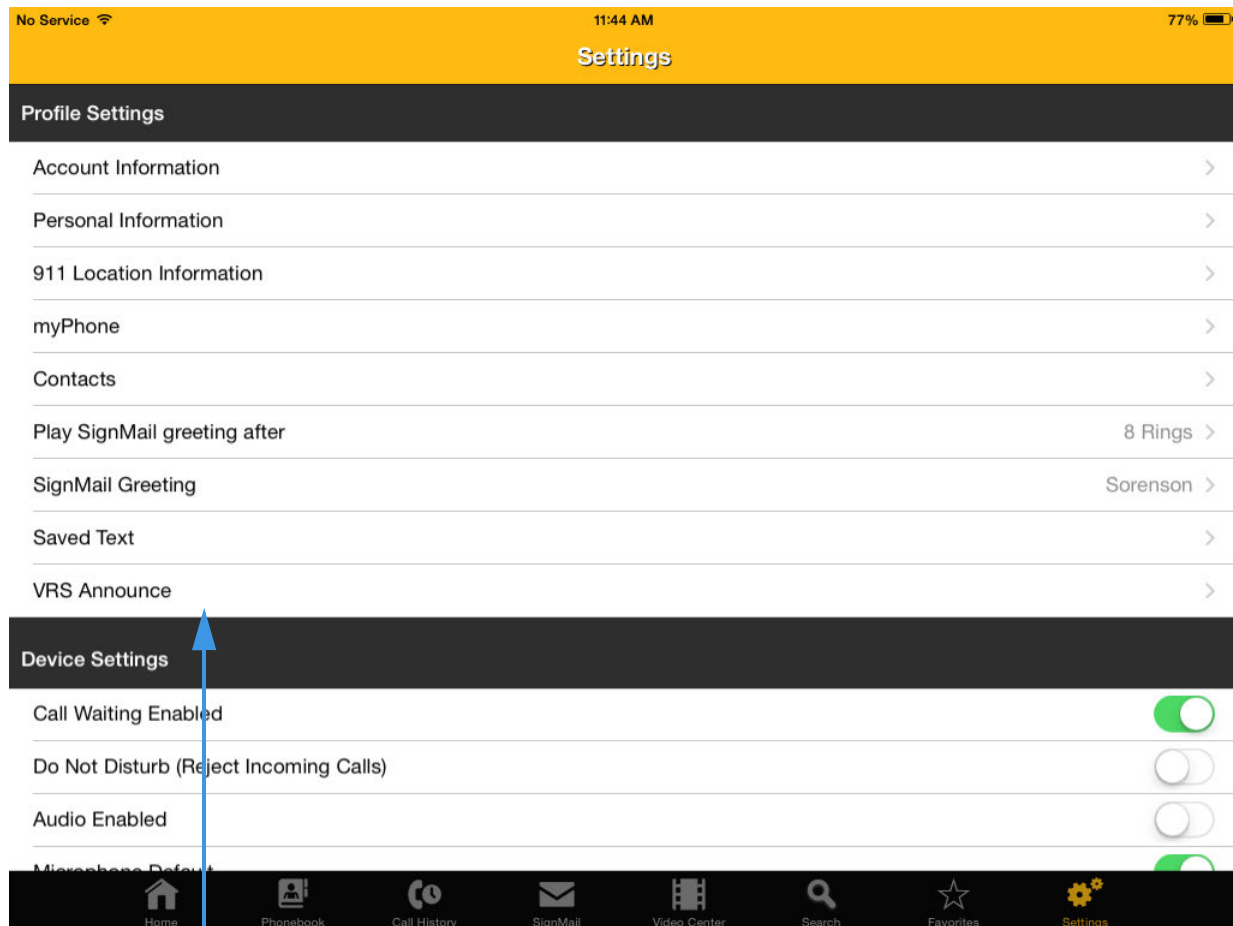
VRS Announce button

Figure 113 — *Settings* screen, VRS Announce button

Notice the **VRS Announce** button under the Profile Settings area of the screen.

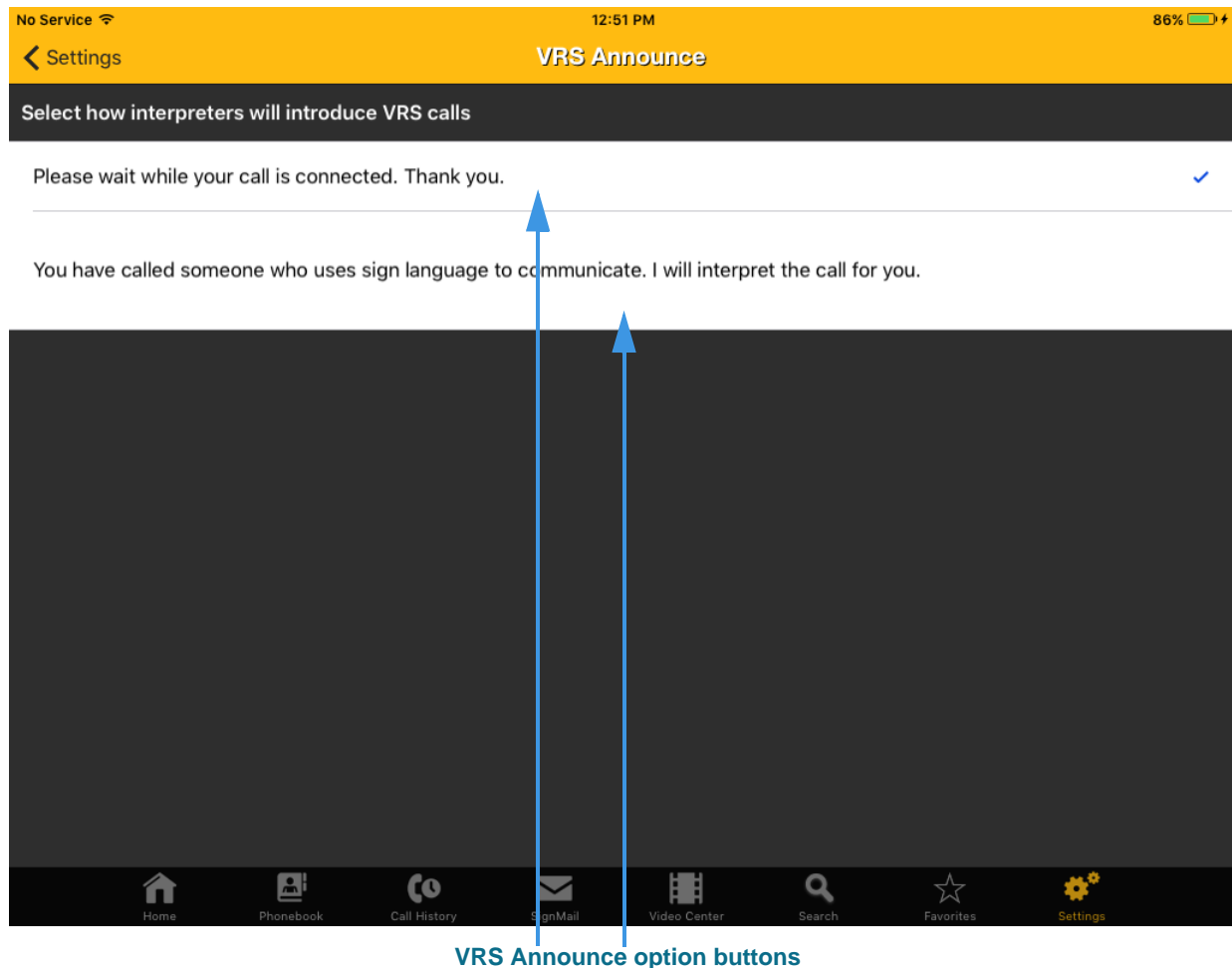**Step 2.**   Tap the VRS Announce button to display the dialog shown.

VRS Announce option buttons

Figure 114 — *VRS Announce* screen

Step 3.   Select which of the two announcements you want the VRS interpreter to use when introducing your VRS calls to a hearing person. The selected option will be marked with the blue checkmark at the right side of the screen.
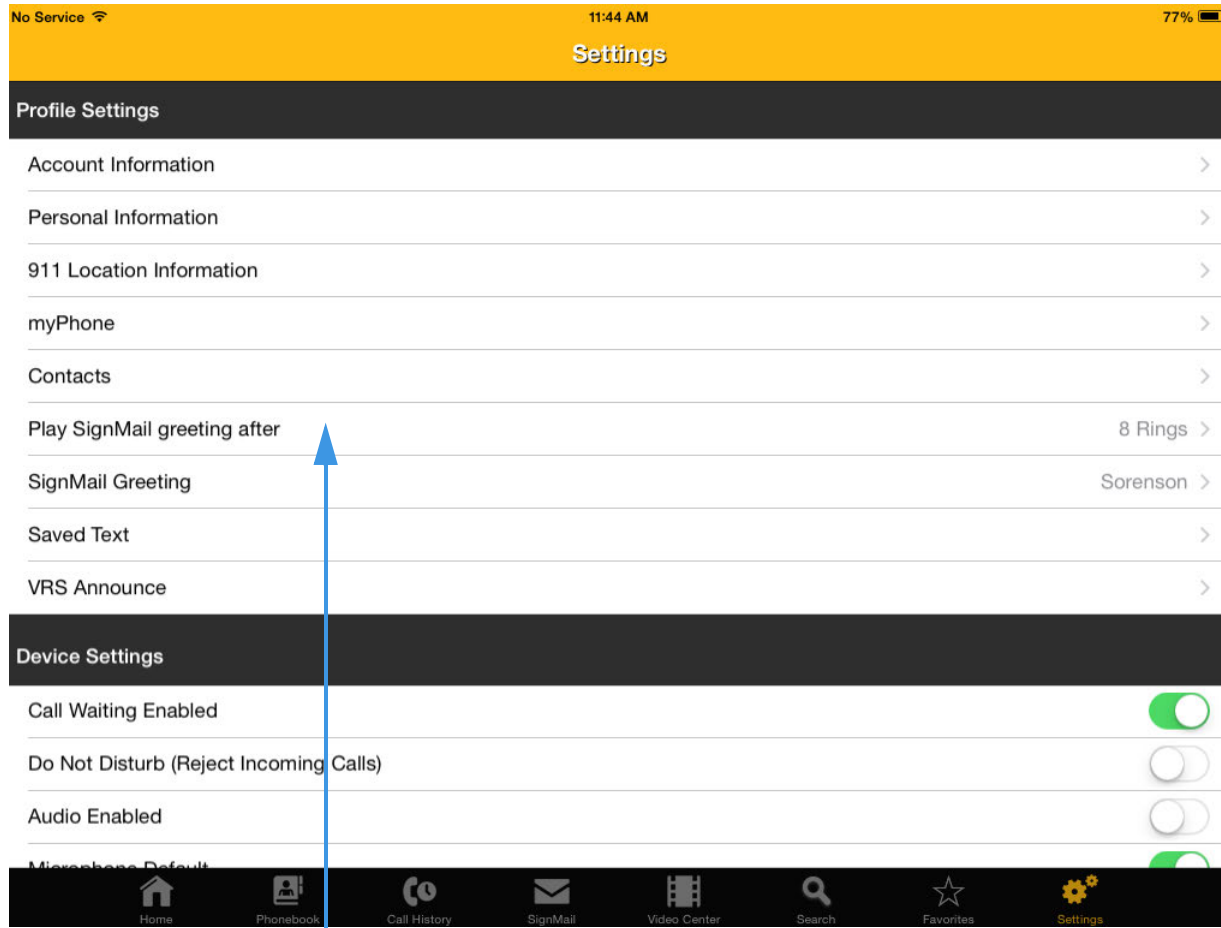
Step 4.   Tap Settings at the top-left of the screen to return to the main Settings dialog.

To Set the Ring Count

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

Step 1.   Start at the Settings screen as shown below.

Play SignMail greeting after button

Figure 115 — *Settings* screen, Play SignMail greeting button

Step 2.   Tap the Play SignMail greeting after button.

Step 3. You will then see the screen shown below.

Selected ring count

Figure 116 — *Play SignMail greeting after* screen

The buttons on this screen let you choose the number of rings before the device will answer incoming calls received other Sorenson videophones. The default setting is 8 rings. After answering, the SignMail greeting video will be played to indicate to the caller that he/she can then record a SignMail video message for you to view later.
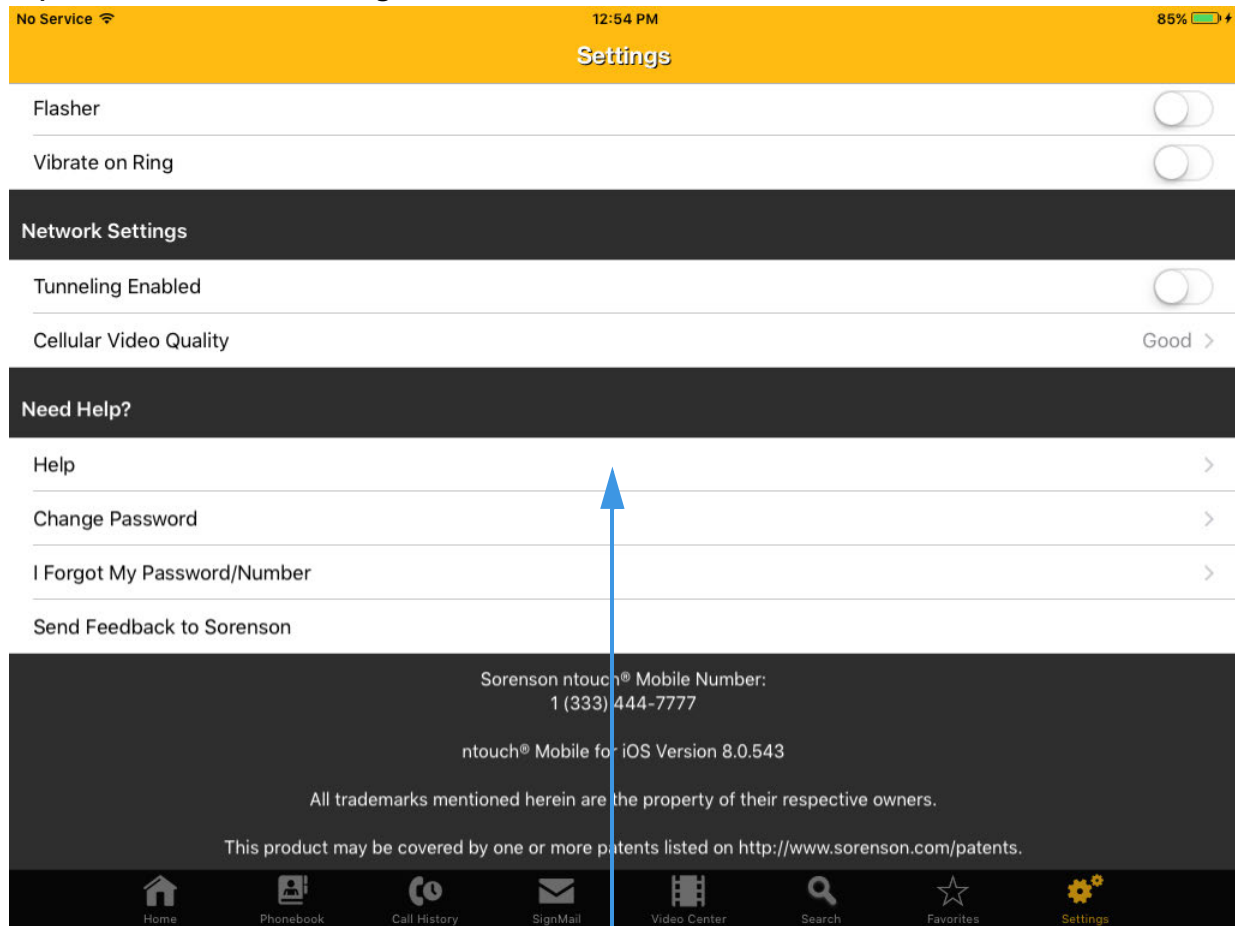
Step 4. Tap the button for the ring count that you want to use.

Use App Help

ntouch Tablet has a variety of built-in Help options. You can access the *Help* screen from the main *Settings* screen or from the *Account Information* screen.

To See the Help Options

Step 1.   Start at the Settings screen. Scroll to the bottom of the screen as shown below.

Figure 117 — Help button on *Settings* screen

Notice the **Help** button under the Need Help? section of the screen.

Step 2. Tap the Help button to open the Help screen shown below.

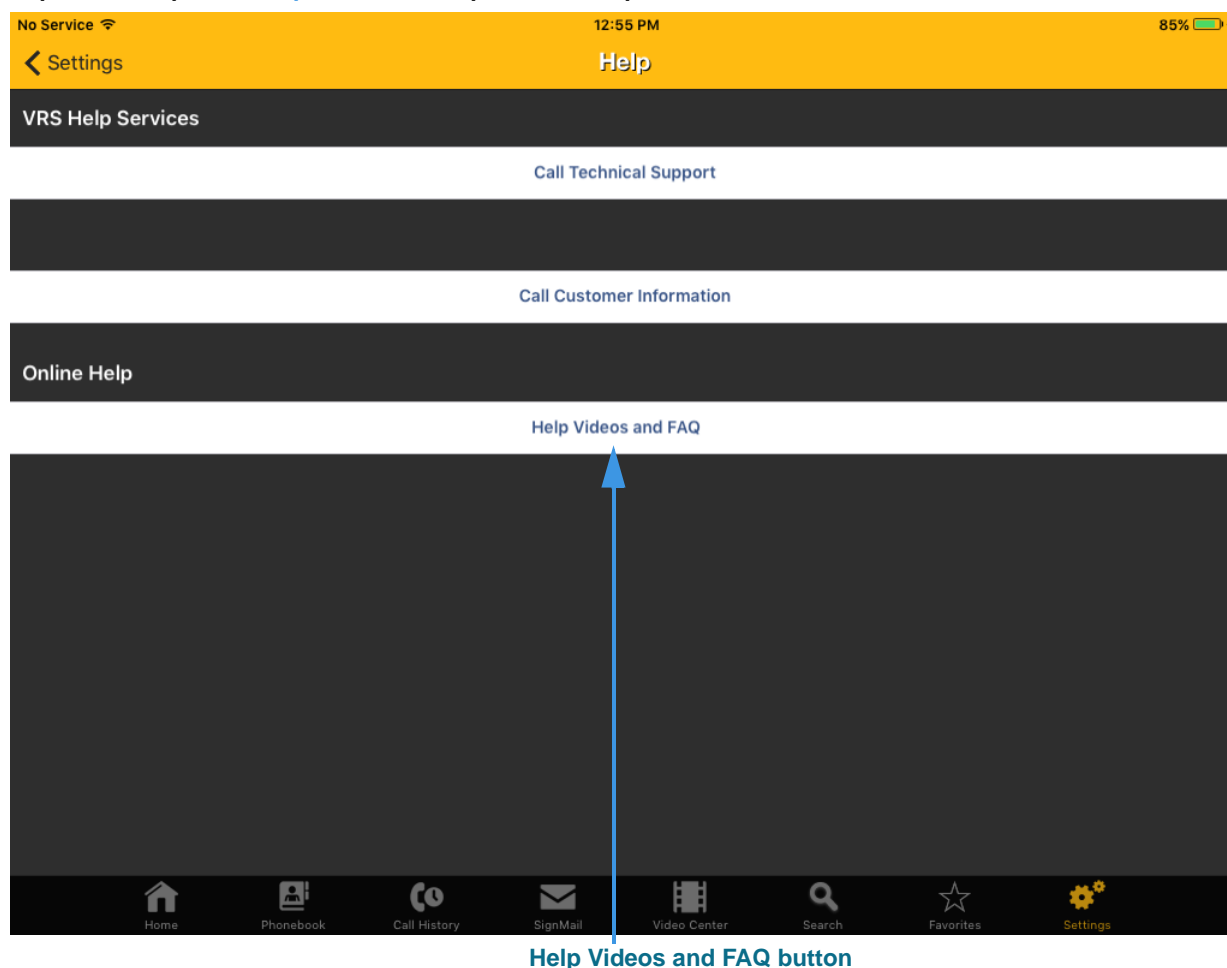**Help Videos and FAQ button**

Figure 118 — *Help* screen

Notice the **Help Videos and FAQ** button under the Online Help section.

You can use the two buttons under the VRS Help Services section to make calls to Sorenson Technical Support or Customer Information (CIR).

Step 3. Tap the Help Videos and FAQ button to open the screen shown below.
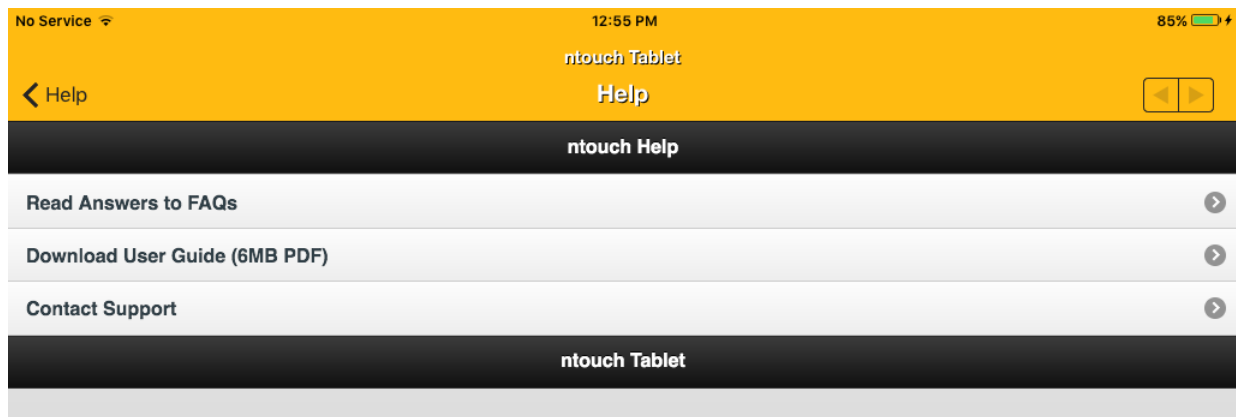
Figure 119 — *Help* screen

The buttons on this screen link to the various ntouch Tablet Help options. You can choose to read answers to Frequently Asked Questions (**FAQs**), download this **User Guide in PDF** format, or see a list of links to **Contact Support** or visit our website.

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

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

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