
ntouch Mobile

for Android OS Devices

User Guide

App Version 9.2

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Version 9.2
October 28, 2020

New 9.2 Features

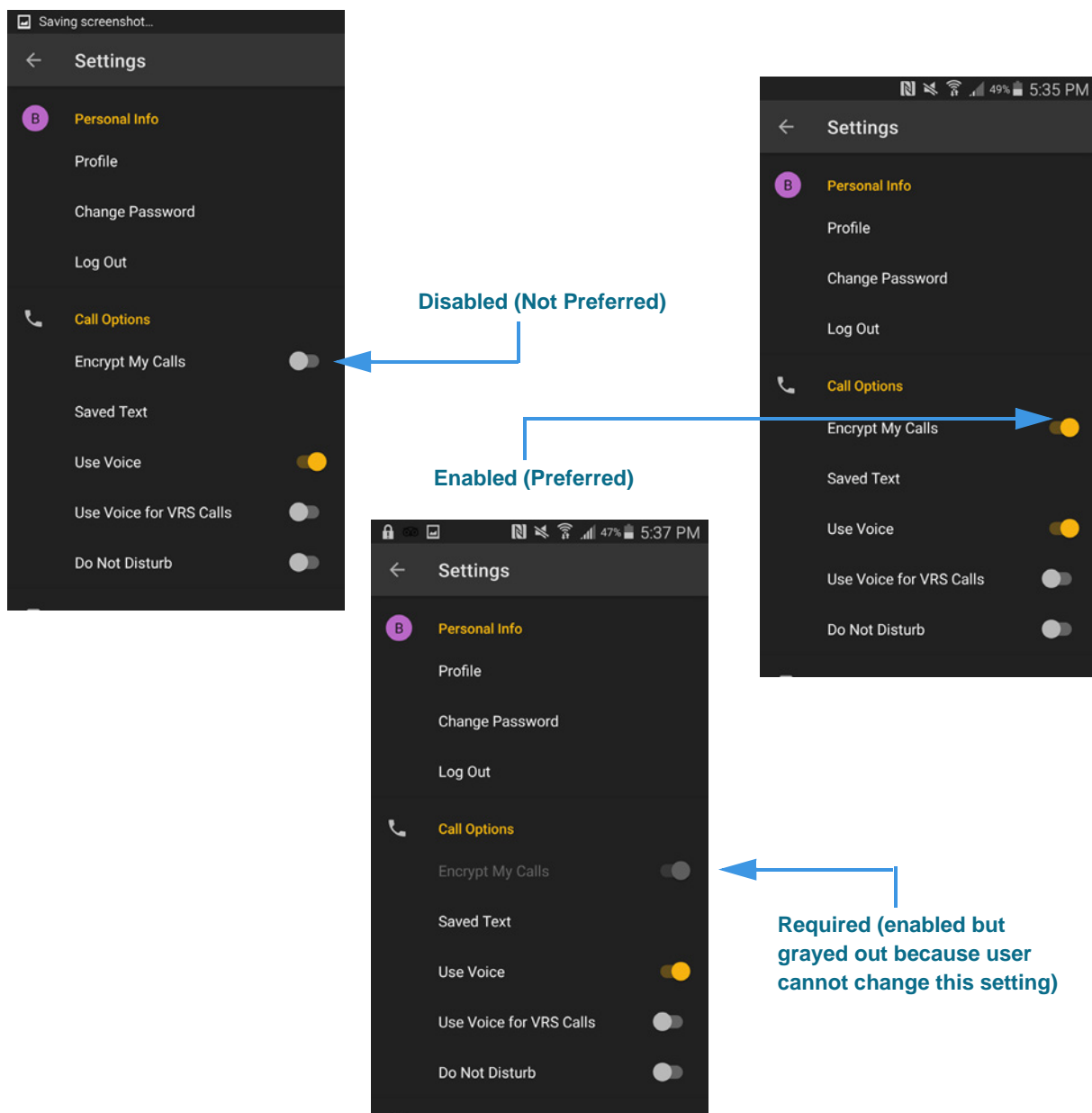
What's New in 9.2?

Sorenson's ntouch Mobile for Android 9.2 app offers this one new feature:

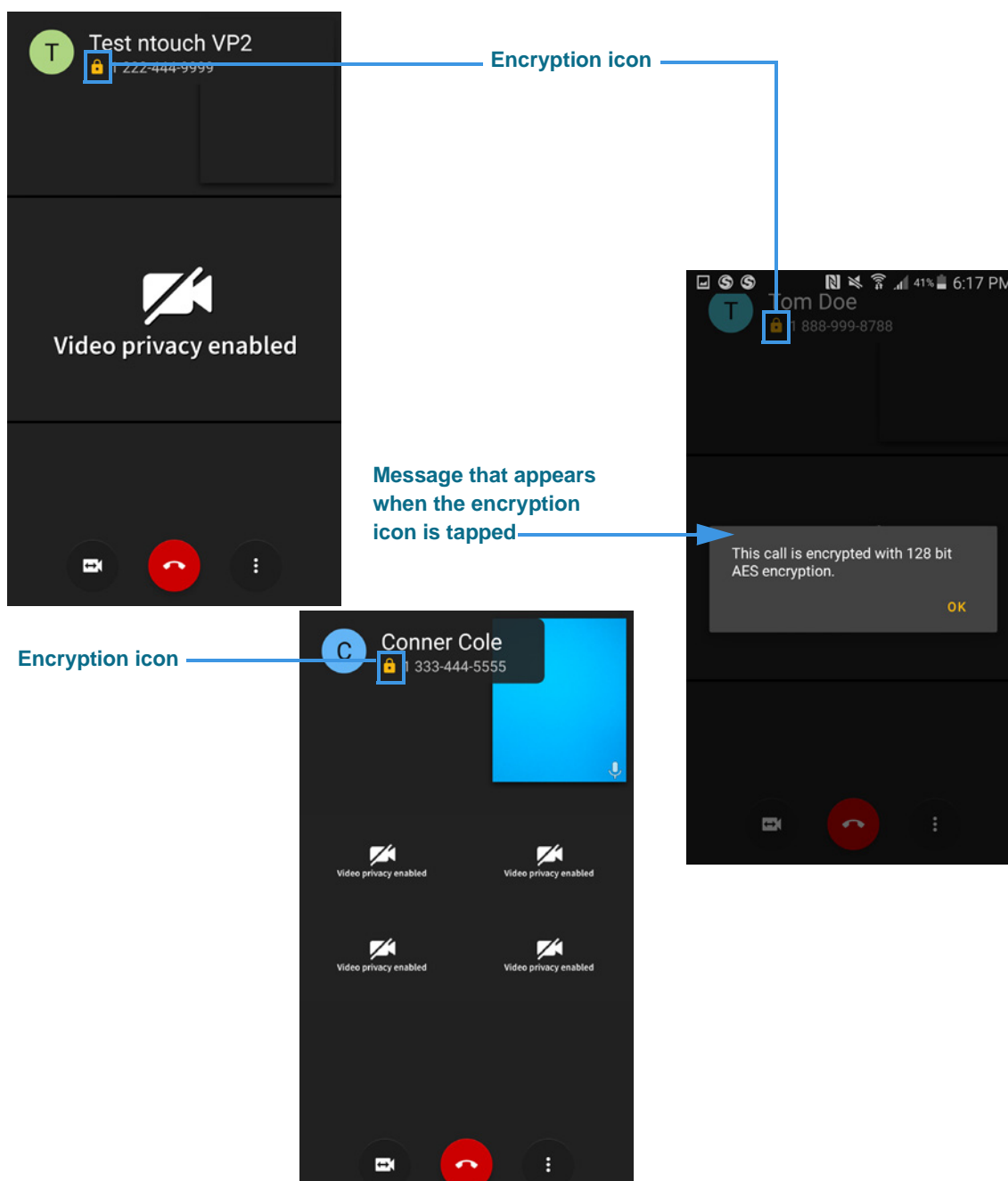
Media Encryption— This feature lets you choose to encrypt the video, audio, and text in your SVRS and P2P calls made between your ntouch Mobile for Android, ntouch VP2 1.7, ntouch Mobile for iOS 9.2, and the Sorenson 9.2 Desktop apps. Encryption actively protects the video, audio, and text in your calls.

Here are the details about **how to use** the Media Encryption feature:

- You will see a new “Encrypt My Calls” option on the *Settings* screen:

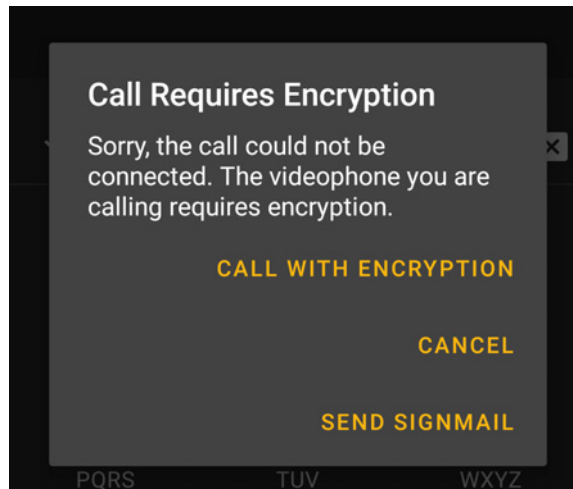


- By *enabling* the encryption option, you specify that you *prefer* to make encrypted videophone calls. Any calls you make to supported Sorenson endpoints that are also set to prefer (or to require) encryption will be encrypted automatically.
- By *disabling* the encryption option, you specify that you do *not* prefer to use encryption. The default setting is disabled (i.e., to *not* prefer encryption).
- Encryption is set to *required* by your organization if the option is grayed-out.
- Whenever your active videophone call is encrypted, you will see a new **media encryption icon** (a padlock) on the *In-Call* screen as shown below. By selecting to see the call status, you can see the message in the middle image shown below.

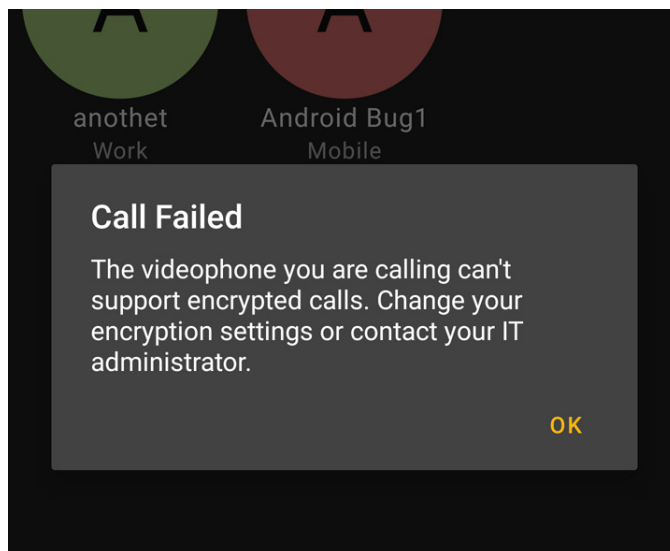


Here are some **additional details** about using the Media Encryption feature:

- Even if you set ntouch Mobile to prefer encryption, encryption will *not* be used in the call if the other Sorenson endpoint is set to *not* prefer encryption.
- Even if you set ntouch Mobile to *not* prefer encryption, encryption will *always* be used if the other Sorenson endpoint is set to *require* encryption.
- If you set ntouch Mobile to *not* prefer encryption but you make a call to a Sorenson endpoint that is set to *require* encryption, you will see the dialog shown below. In this situation, you can choose to accept to encrypt the call, to send a SignMail video instead, or to cancel the call.



- If ntouch Mobile is set to *require* encryption but you make a call to a Sorenson endpoint that does *not* support the encryption feature (i.e., you call an endpoint earlier than 9.2/1.7, ntouch VP, or a third-party endpoint), you will see the dialog shown below.



Because you cannot turn off the *required* option by yourself, you will have to contact your organization's IT (network) administrator or other management for help.

Getting Started

System Requirements

ntouch Mobile for Android **9.2** has the following requirements:

- Minimum operating system is Android **Lollipop** (5.x.x).
- Suggested operating system is Android **Pie** (9.x.x).
- Suggested Android telephone is a Samsung Galaxy S10.
- Android telephones or tablet devices must support the Google Play Store.
- The only Chromebook currently supported is the Lenovo C330.

Notes: Users of older Android devices can continue to use the 8.6 ntouch app. In addition, the 9.1 ntouch for Android app does **not** support Amazon Kindle Fire OS devices.

Setting Up the ntouch App

To set up the ntouch app on your Android device, follow these steps:

Step 1. Go to the Sorenson website to apply for an ntouch account:

<https://www.sorensonvrs.com/ntouchmobile>

Step 2. Download the ntouch app from the Google Play Store.

Step 3. Launch the ntouch app to register with your Sorenson account.

Step 4. Enter your ntouch Mobile phone number and password when prompted.

Step 5. Accept the provider and license agreements when prompted.

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

You can read the entire agreement at www.sorensonvrs.com/license

Step 6. Enter your physical address in the **911 Location Info** screen when prompted.

If you are unable to sign your current location to the SVRS interpreter during a 911 call, the physical address you enter here will be given to the emergency services dispatcher.

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) on this screen.

Step 7. You are now ready to make and receive videophone calls using the ntouch app.

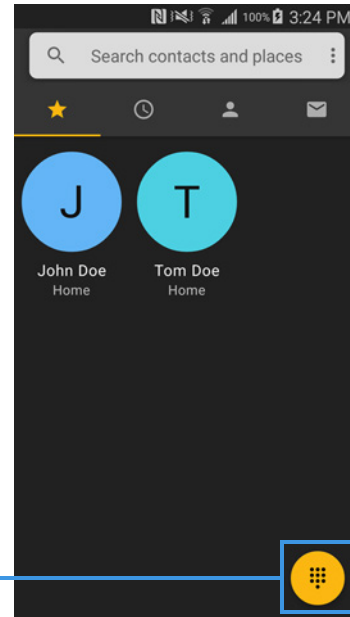
Dial Screen

When you first launch the ntouch app, you will see the *Favorites* screen, not the *Dial* screen as in other ntouch apps. This design complies with Google's UI design guidelines.

Follow the steps below to quickly go to the *Dial* screen and take a look at its features. See **Page 18** for a look at the features of the *Favorites* screen.

Step 1. Launch the ntouch app to open the Favorites screen shown below.

Dial Screen button



Notice the **Dial Screen** button at the bottom-right of the *Favorites* screen. Wherever you see this button in the ntouch app, you can tap it to go directly to the *Dial* screen.

Dial Screen

Step 2. Tap the **Dial Screen** button at the bottom right to open the screen shown below.

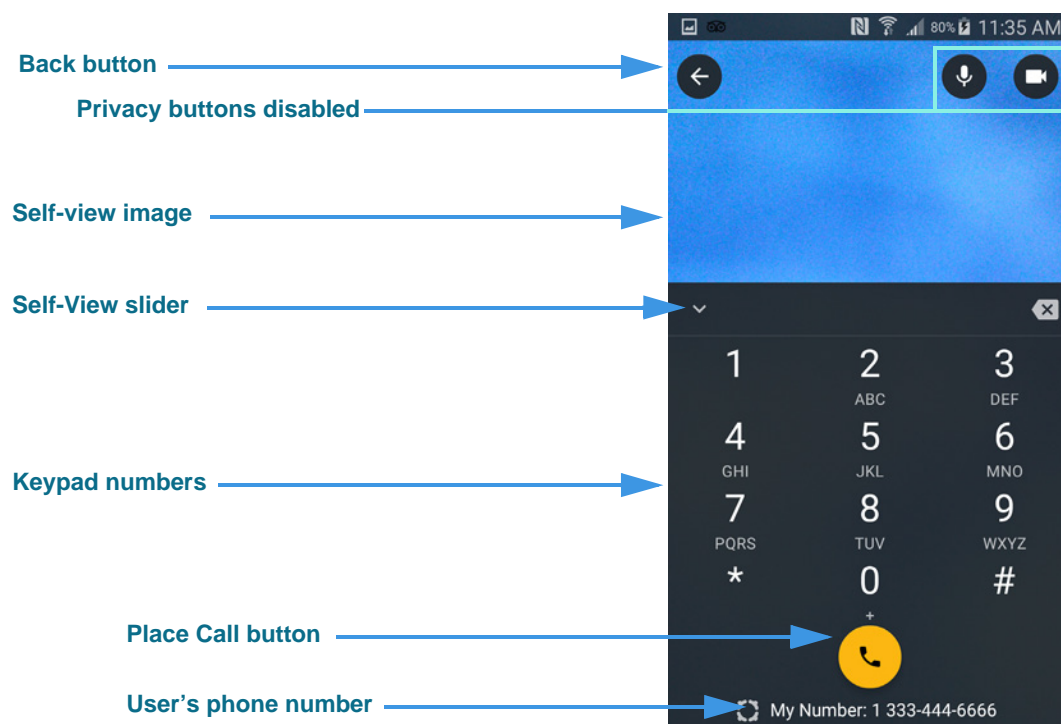


Figure 1 — Dial screen

The *Dial* screen contains these buttons, controls, and information:

- Tap the **Keypad numbers** to enter a phone number to be dialed.
- Tap the **Place Call** button to start a call by dialing the entered phone number. If you do not enter a phone number, tapping the Place Call button will automatically dial the last phone number that was dialed.
- The **Video** and **Audio Privacy** buttons are at the top-right of the Self-View image. The Audio Privacy button (as shown in the above image) does not appear unless the Voice feature is enabled at the *Settings* screen. Tapping the button turns the in-call audio on and off during a call. See **Page 43** for more details.
- Your **phone number** appears near the bottom of the screen. If you are part of a myPhone Group, the myPhone logo will appear to the left of the number.
- Tap the **Self-View slider** left to see a full-screen Self-View image. Tap the **Dial Screen** button to return to the full Dial screen.

Step 3. Tap the **Self-View** slider to open the image at the right below.

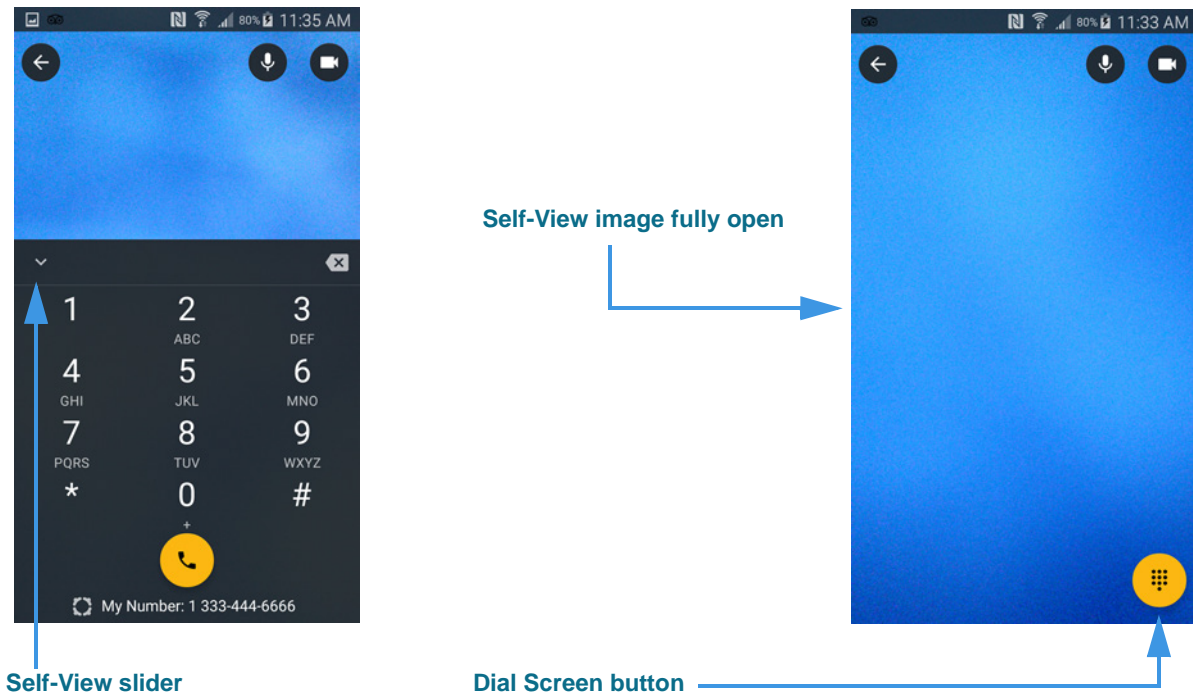


Figure 2 — *Dial screen, Self-View image opened*

When you tap the Self-View slider control to open the full Self-View image, you can check the lighting and positioning of the camera image before you make a call.

Step 4. Tap the **Dial Screen** button to return to the full Dial screen.

In-Call Screen

Follow the steps below to take a quick look at the features of the *In-Call* screen.

Step 1. At the Dial screen, use the keypad to enter the **phone number** you want to call.

Step 2. Tap the **Call** button to place the call as shown in the left image below.

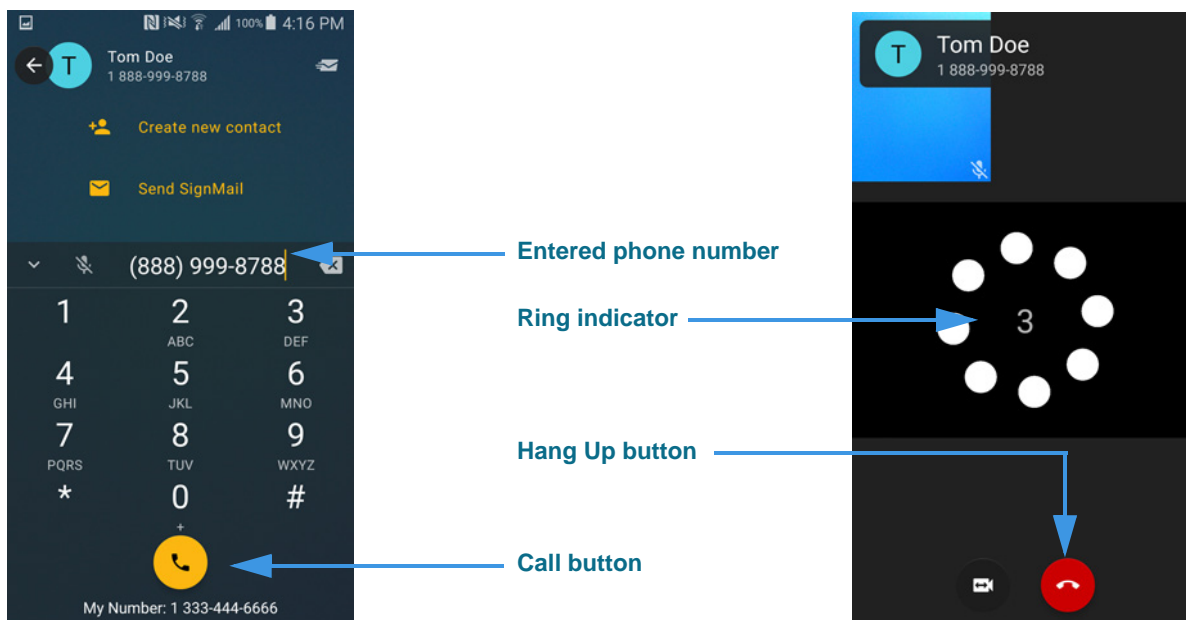


Figure 3 — *Dial* screen, dialing number and ring indicator

As shown in the right image, the **Ring Indicator** appears when you call another Sorenson user. You will not see this message when making an SVRS call to a hearing person. Instead, you would see “Dialing” message then an image showing a “Hold Server” message until your call is answered by an SVRS interpreter.

Step 3. When the call is answered, the In-Call screen will appear as shown below.

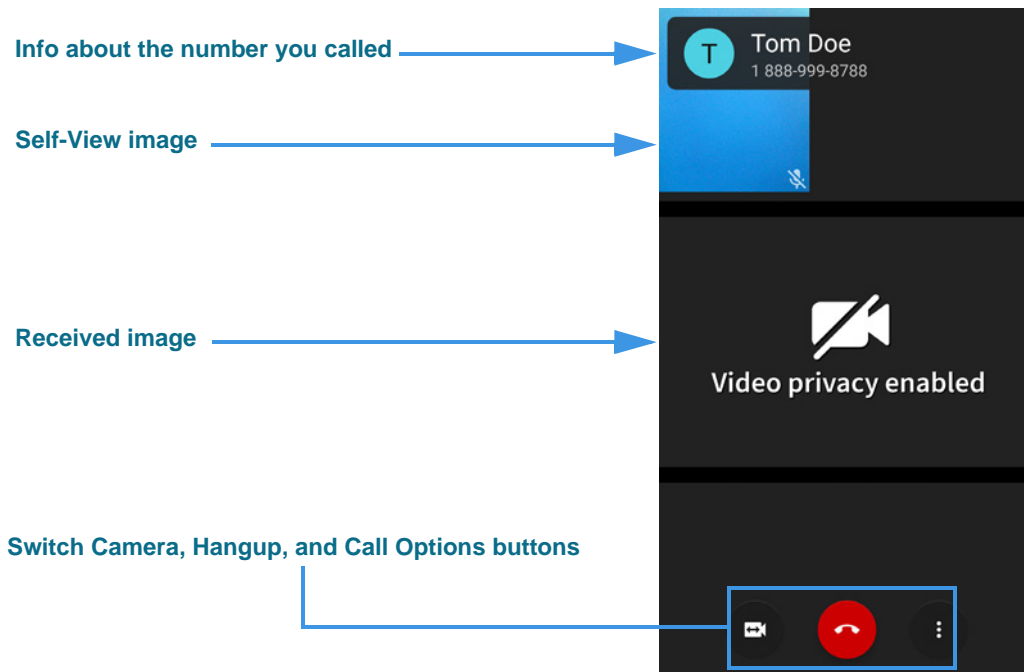


Figure 4 — In-Call screen

The two images on the *In-Call* screen are configurable:

- Drag the **Self-View** image to any of the four corners of the screen. The sample above shows the image in the upper-left corner of the screen.
- Flip the Android device between portrait (vertical as shown above) and landscape (horizontal) orientation to make the **Received** video image bigger.
- Tap the **Switch Camera** button to use the front camera (facing you) or back camera (facing away from you) for the Self-View image.

The buttons at the bottom of the screen perform these functions:

- Tap the **Hang Up** button to hang up a call.
- Tap the **Call Options** button to make a new call (e.g., for Group Call), transfer a call, or use one of the other in-call options described on **Page 13**.

To Make a Wavello Call

ntouch Mobile can add a **Wavello** video image to your SVRS calls so that you can see both the hearing caller and the interpreter on your computer screen at the same time.

For the Wavello feature to be available to you in an SVRS call, you must first be connected to a hearing user who has already registered their phone number in the Wavello app. The Wavello app runs on mobile devices (phones or tablets) and is *only* for hearing users.

To register, the hearing user first downloads the Wavello app to their mobile device(s). Then, they enter their hearing phone number in the app. After registering, ntouch Mobile will be able to recognize that the hearing user can accept a Wavello invitation from you once you are connected to the hearing user in an SVRS call.

Step 1. Look for the **Wavello** button to appear in the In-Call Control area as shown below.

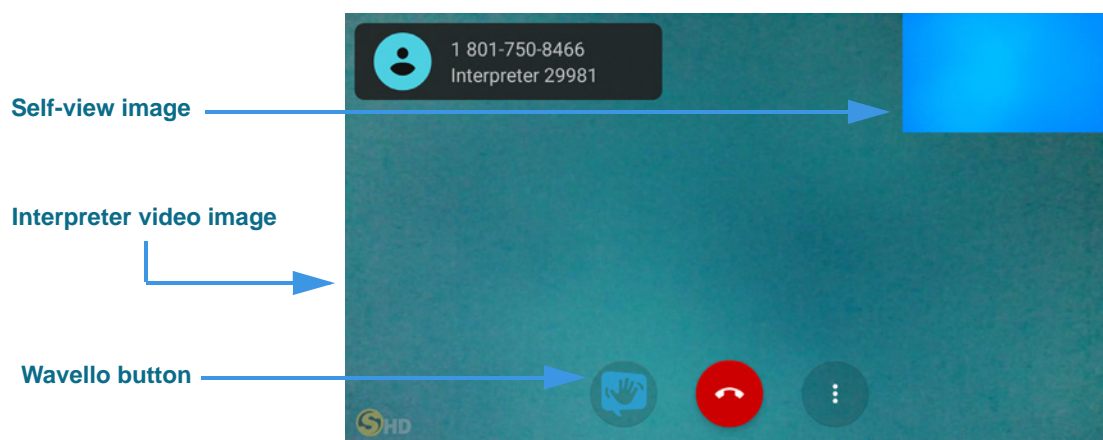


Figure 5 — In-Call screen, Wavello button

As shown above, the new **Wavello** button appears in the *In-Call* window. Remember that you will *only* see this button when you are in an SVRS call with a hearing user who has already installed and registered the Wavello app on their mobile device(s).

Step 2. Select the **Wavello** button to send a request to the hearing user's mobile device(s).

Note: A hearing user can download and register their hearing phone number on more than one mobile device (phone or tablet). Then, when you send a Wavello invitation during an SVRS call with the hearing user, the incoming Wavello message will appear on both devices. Whichever device is used to answer first will take the call.

If the hearing user chooses to accept your Wavello invitation by accepting the incoming call on their registered mobile device, the *In-Call* window will change as shown below. You will see a video image of the hearing user to the left of the interpreter video image.

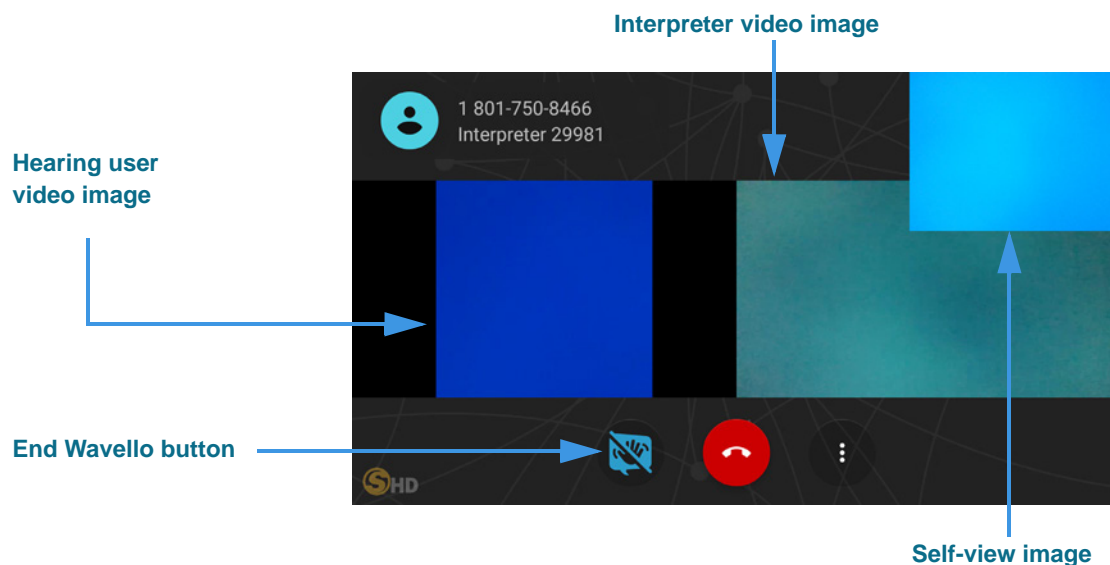


Figure 6 — In-Call screen, End Wavello button

As shown in the above sample image, while you are in a Wavello call, an **End Wavello** button becomes available. You can select this button to end *only* the Wavello video image in the call. The relayed portion of the call will continue until you hang up the SVRS call.

Note: You can end the Wavello session at any time while retaining the audio connection with the interpreter. Hanging up a SVRS call works exactly as it has in the past.

To Use Call Options

- Step 1. When in an active call, tap the **Call Options** button to open the menu shown below. (You can also slide your finger from the left side of the screen to open the menu.)

Call Options menu open

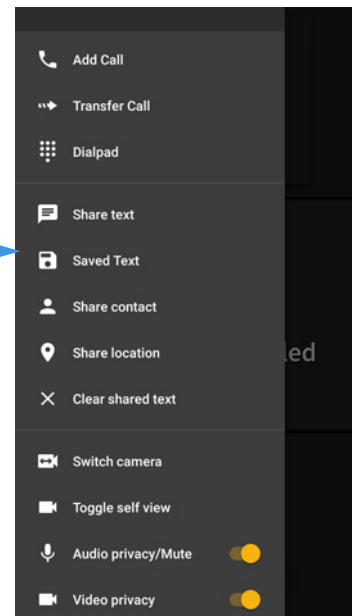


Figure 7 — Call Options menu

The *Call Options* menu contains these buttons:

- Tap the **Add Call** button to put the current call on hold and dial another call by selecting a phone number from your Contacts or Call History list, or dial a number.
- Tap the **Transfer Call** button to transfer the current call to another number. The same phone number selection options are available here as for the Add Call function.
- Tap the **Dialpad** button to open an on-screen keypad to enter DTMF tones.
- Tap the **Share Text** button to open an on-screen keyboard in which you can enter text to send to the caller.
- Tap the **Saved Text** button to select to share a Saved Text messages, if you have saved any, with the caller. See **Page 41** for details on saving text messages.
- Tap the **Share Contact** button to share information about a contact with the caller.
- Tap the **Share Location** button to share your current location with the caller.
- Tap the **Clear shared text** button to erase all text currently shared with the caller.
- Tap the **Switch camera** button to use the front camera (facing you) or back camera (facing away from you) for the Self-View image.
- Tap the **Toggle self view** button to turn the Self-View image off and on.
- Use the **Audio privacy/Mute** toggle to turn the microphone on or off during a call.
- Use the **Video privacy** toggle to enable or disable Video Privacy during a call.

Note: You can transfer an active point-to-point call with one Sorenson endpoint to another Sorenson endpoint or to a hearing phone number. SVRS calls cannot be transferred.

Step 2. Tap the **Add Call** or **Transfer Call** button to open the dialog in the left image below.

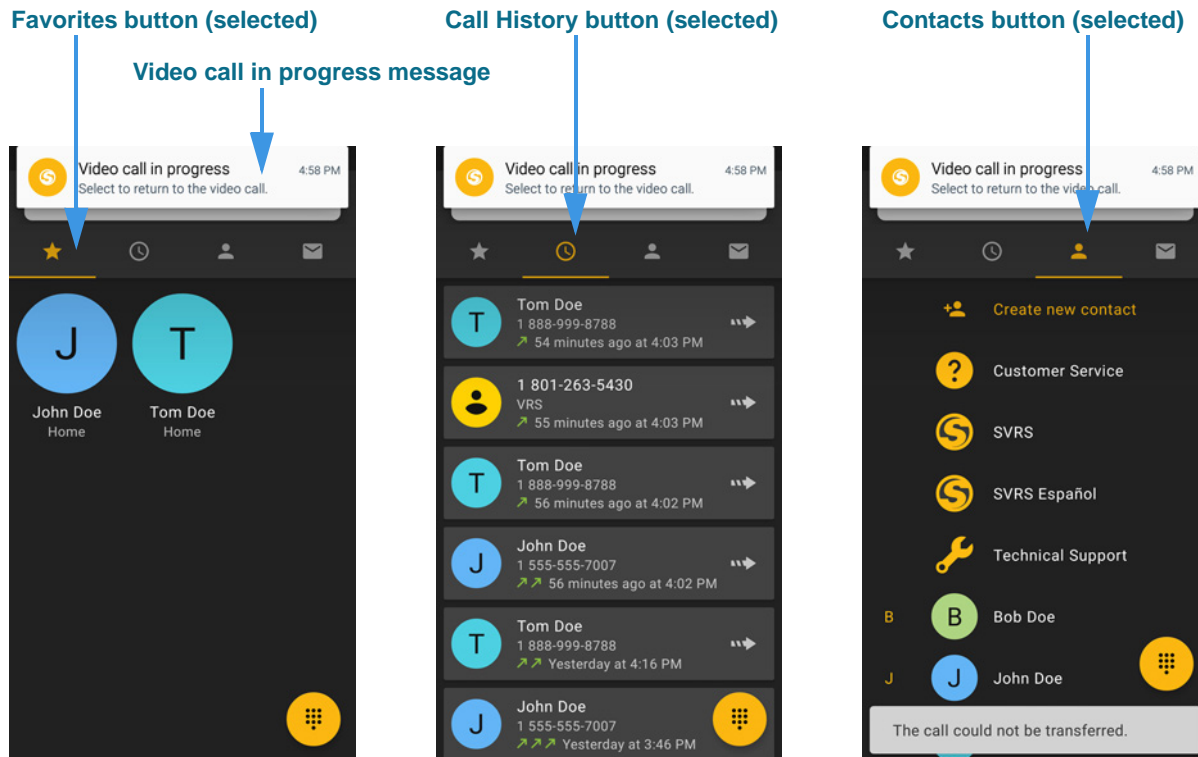


Figure 8 — Add Call and Transfer Call dialogs, three options

The three images above show the available options for adding or transferring a call:

- Tap the **Favorites** button to choose a number from your Favorites list.
- Tap the **Call History** button to choose a recent caller to dial. This option is selected by default when you first open the dialog.
- Tap the **Contacts** button to choose a contact to dial. You can use either your Favorites list or Company directory (if available). If more than one number is stored for a contact, you must select which number you want to dial.
- Tap the **Dial Screen** button to open the keypad to enter a phone number to dial.
- Tap the **Video call in progress** notification message at the top of the screen to return to the active call.

Note: When running the ntouch app on Android 8.0 or higher, tapping the **Add Call** or **Transfer Call** button will open the picture-in-picture (PIP) mode. You can then select one of the available options (Favorites, Call History, Contacts, Dial Screen) with the small image of the active call in the PIP window.

Step 3. At the Call Options menu, tap the **Share Text** button to open the left screen below.

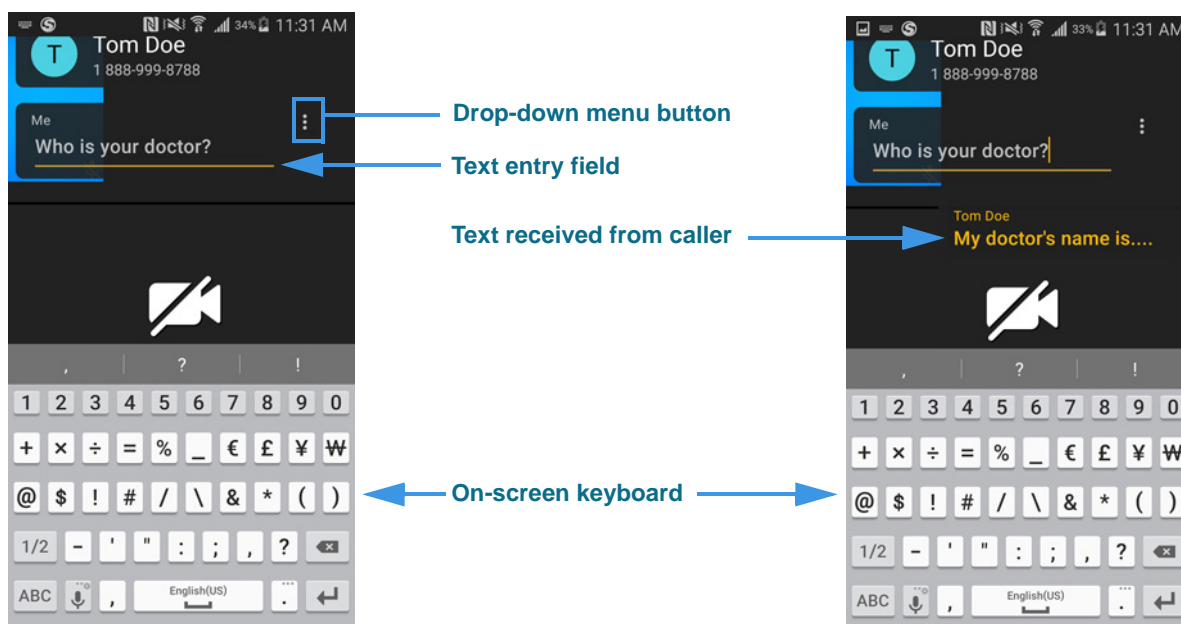


Figure 9 — Share Text screen, send and receive

Selecting the Share Text button opens an on-screen keyboard and text entry field as shown above. The text you type appears in the **text entry field** at the top-left of the dialog. Any text you receive from the other caller is shown at the top of the Received video image (right image).

Tap the **Drop-down menu** button to display a menu of other functions.

Step 4. Tap the **Drop-down menu** button to open the dialog shown in the left image below.

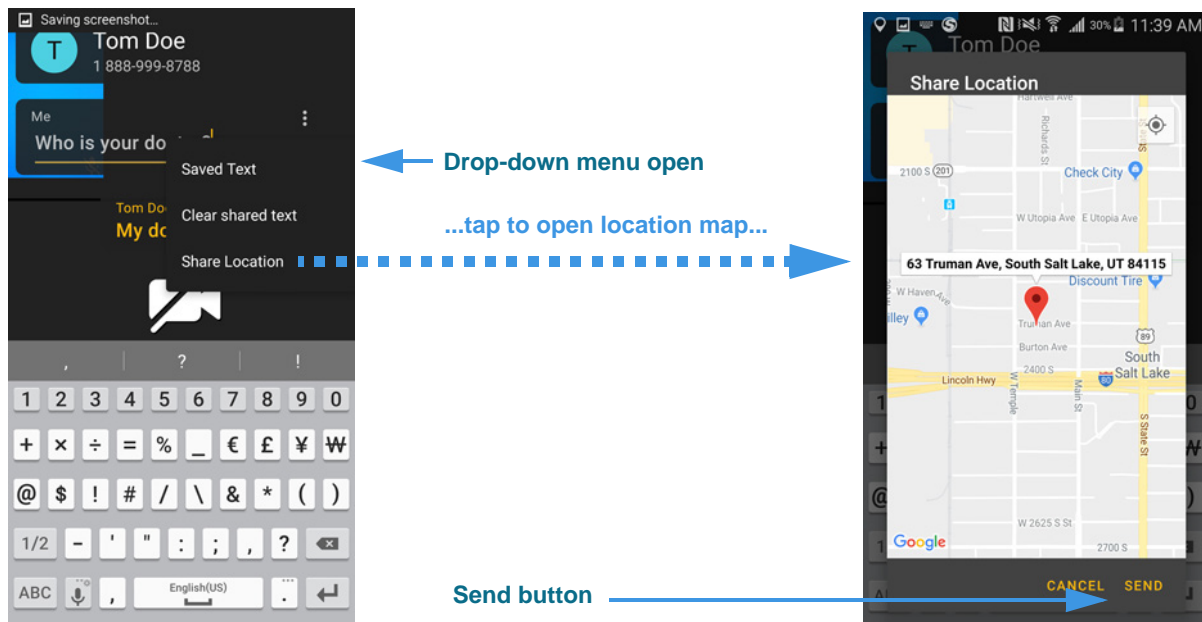


Figure 10 — Share Text screen, drop-down menu open

The three buttons in the drop-down menu provide these options:

- Tap the **Saved Text** button to select to share a Saved Text item, if you have saved any, with the caller. See **Page 41** for details on saving text items.
- Tap the **Clear shared text** button to erase all text on the screen, both the text that you entered and any text you received from the caller. You *cannot* recover erased text.
- Tap the **Share Location** button to share your current location with the caller.

Tapping the **Share Location** button opens the *Share Location* dialog shown in the right image. You can see your approximate location on a map and the closest known address.

Tap the **Send** button if the address is correct to return to the *In-Call* screen. The address appears in the text field at the top-left of the screen as shown in the bottom image.

Note: You must have Location Services enabled on your device and allow the ntouch app to access your current location in order for the Share Location feature to work.

Step 5. To share a contact, open the **Call Options menu** as shown in the left image below.

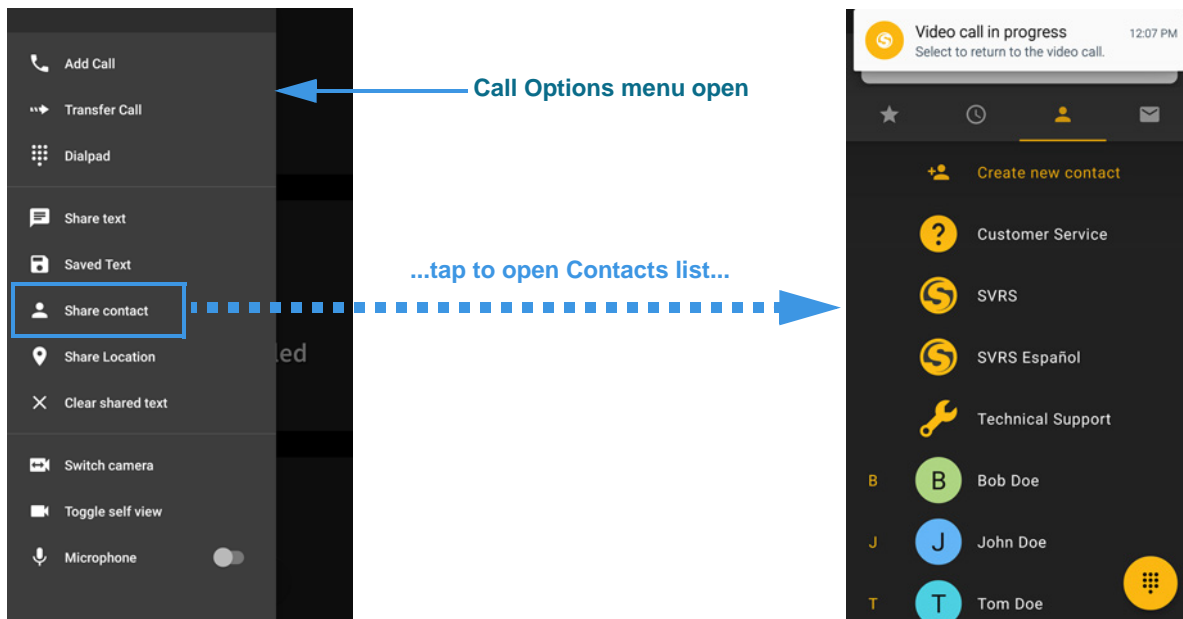


Figure 11 — Share Contact feature in use

Tapping the **Share Contact** button in the Call Options menu opens the *Contacts* dialog shown in the right image. You can select any contact record to share with another Sorenson user.

After you tap on the contact you want to share, all ntouch endpoints (except ntouch VP) will display a dialog that lets the other caller choose to save the contact as a new record or as part of an existing record.

Favorites Screen

When you first open the ntouch app, you will go to the *Favorites* screen, not the *Dial* screen. This design complies with Google's design guidelines.

Follow the steps below to take a quick look at the features of the *Favorites* screen.

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

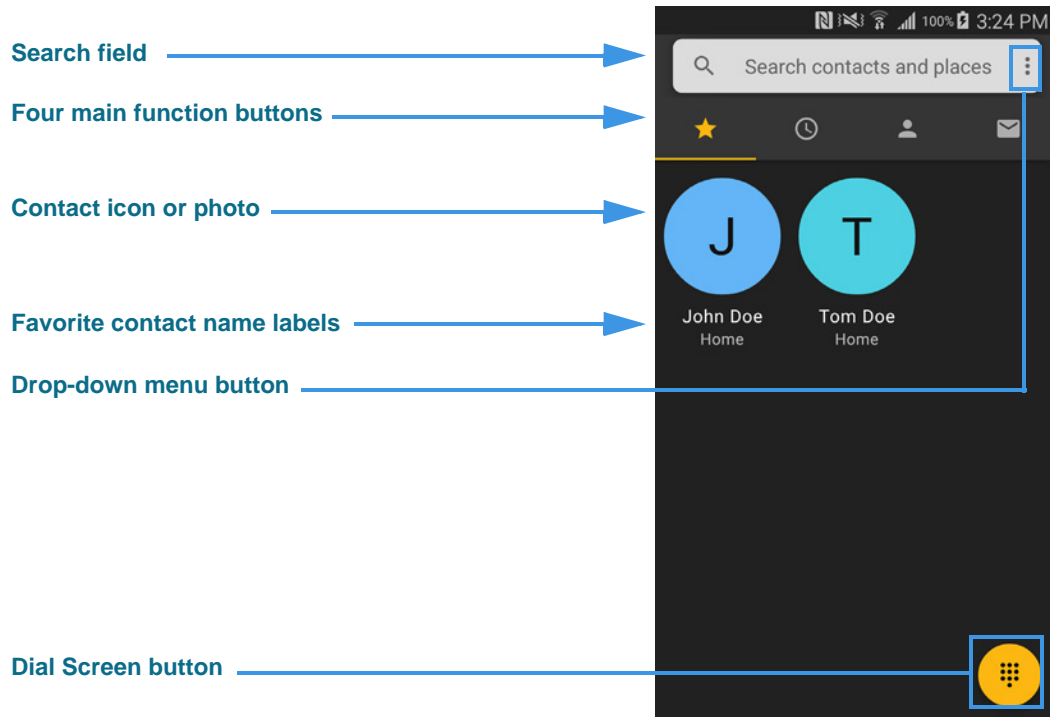


Figure 12 — Favorites screen

The *Favorites* screen contains these fields and buttons:

- Tap the **Search** field to search the Favorite contacts for a name or number or to perform a Google search for a local places, such as restaurants or businesses.
- Tap one of the **Four main function** buttons to go to a specific app screen. From left to right, the buttons take you to *Favorites*, *Call History*, *Contacts*, or *SignMail* screens. You can swipe left or right across the screen to move to the four main screens.
- The **Contact icon** (or **photo**) shows initials for the contact's name (for example, the "J" and "T" above). If a Contact photo has been saved for a Sorenson contact, that image will be shown instead of the initials icon.
- The **Favorite contact name labels** show contact names and type of phone numbers.
- Tap the **Drop-down menu** button to open the app's main drop-down menu.
- Tap the **Dial Screen** button to go directly to the *Dial* screen. Wherever you see this button in the ntouch app, you can tap it to go directly to the *Dial* screen.

Favorites Screen

Step 2. To use other functions on this screen, tap and hold on a contact to open a **Contextual menu** (left image) or tap the drop-down menu button (right image).

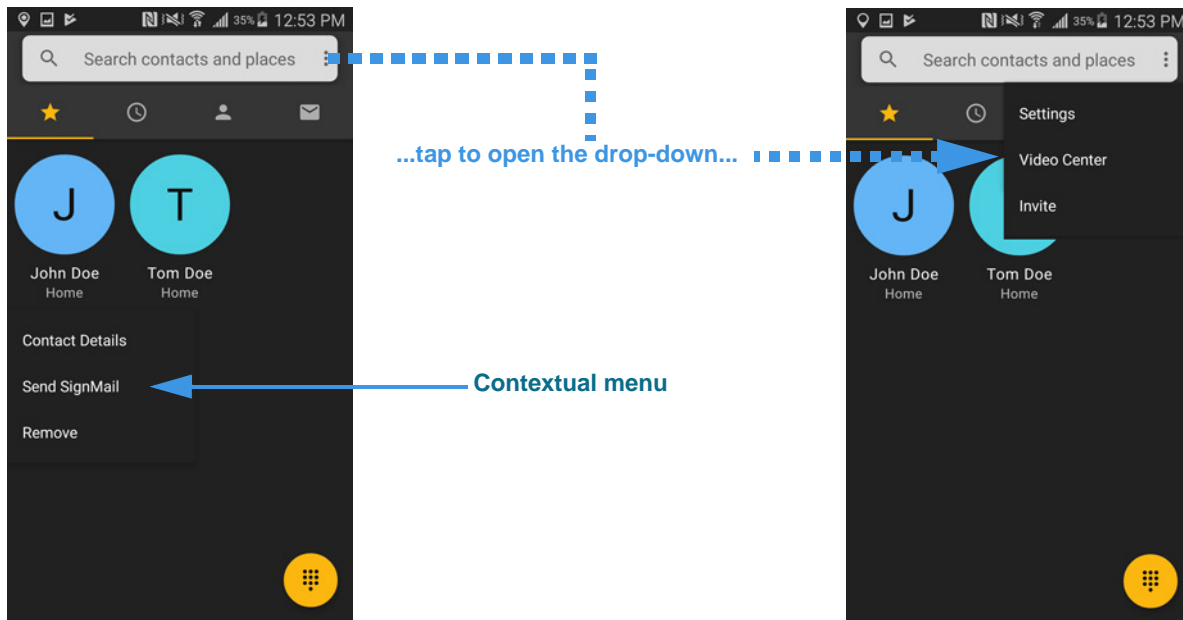


Figure 13 — Drop-down menus on *Favorites* screen

The app's main drop-down menu has these available options:

- Tap the **Settings** button to open the *Settings* screen. See **Page 37** for details.
- Tap the **Video Center** button to open the *Video Center* screen. See **Page 36** for details.

The contact's contextual drop-down menu has these available options:

- Tap the **Contact Details** button to view the contact record for this favorite. See **Page 28** for details about editing a contact record.
- Tap the **Send SignMail** button to send a SignMail to this favorite. See **Page 35** for details on recording a SignMail video message.
- Tap the **Remove** button to remove this favorite. Removing a favorite from the list does *not* delete its contact record. You can re-add a contact to your Favorites list by opening the contact in your Contacts list.

Call History Screen

Follow the steps below to take a quick look at the features of the *Call History* screen.

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

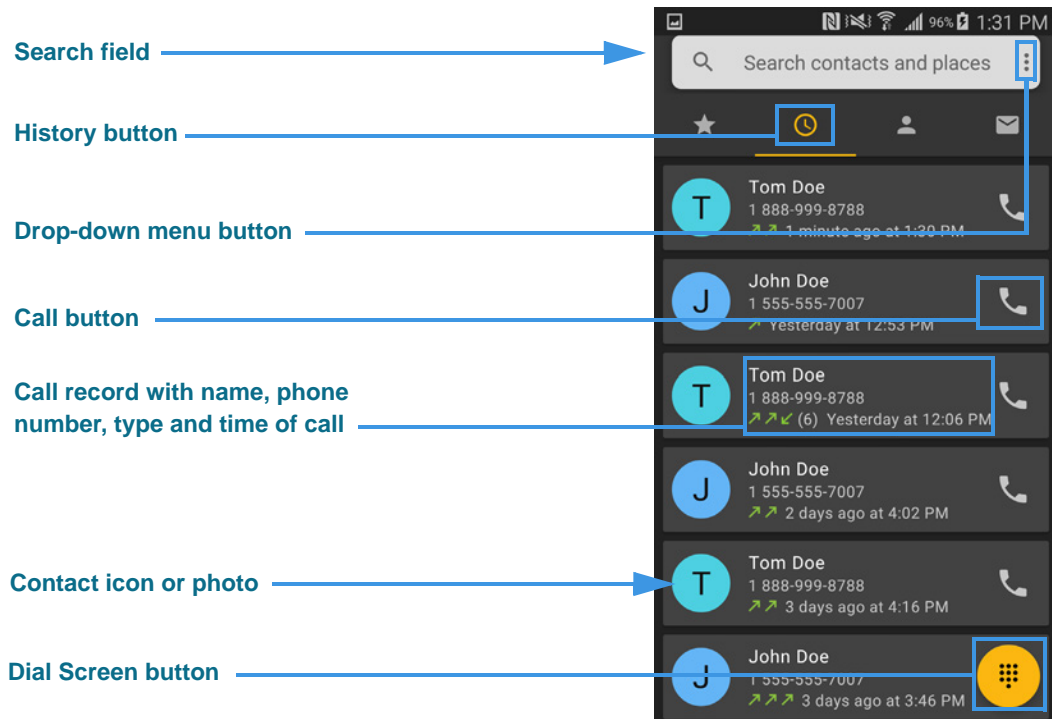


Figure 14 — *Call History* screen

The *Call History* screen contains these buttons:

- Tap the **Search** field to search the Contact records and do a Google search at the same time.
- Tap the **Drop-down menu** button to open the app's main drop-down menu.
- Tap one of the **Call** buttons to place a call to that number.
- Tap any **Call record** to open a drop-down menu for the contact. When closed, the record shows the name, phone number, type of call (e.g., outgoing, incoming arrows) and the time of the call. Missed calls are always shown in **red** type.
- The **Contact icon** (or **photo**) shows initials for the contact's name (for example, the "T" and "J" above). If a Contact photo has been saved for a Sorenson contact, that image will be shown instead of the initials icon.
- Tap the **Dial Screen** button to go directly to the *Dial* screen. Wherever you see this button in the ntouch app, you can tap it to go directly to the *Dial* screen.

Call History Screen

Step 2. To see other functions on this screen, tap on a contact to open a **Contextual menu** (left image) or tap the drop-down menu button to open the menu (right image).

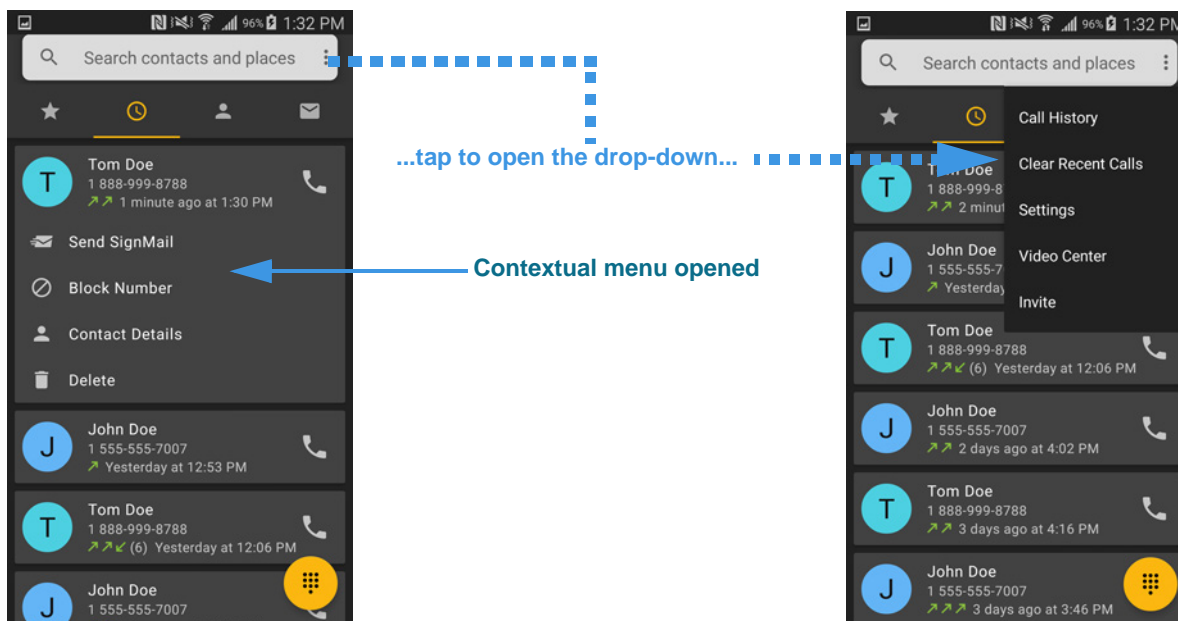


Figure 15 — Drop-down menus on *History* screen

The app's main drop-down menu has these available options:

- Tap the **Call History** button to see a List View screen where you can choose to see lists of “All” your recent calls, incoming calls, outgoing calls, or “Missed” calls.
- Tap the **Clear Recent Calls** button to erase all the records currently in the Call History list. You cannot recover deleted records.
- Tap the **Settings** button to go to the *Settings* screen. See **Page 37** for details.
- Tap the **Video Center** button to open the *Video Center* screen. See **Page 36** for details.

The contact's contextual drop-down menu has these available options:

- Tap **Send SignMail** to send a SignMail to this contact. See **Page 35** for details.
- Tap **Block Number** to block all calls from this contact. See **Page 25** for details.
- Tap **Contact Details** to view the contact record for this favorite. See **Page 28** for details on editing a contact record.
- Tap **Delete** to remove this record from the Call History list. As the record is being deleted, you will briefly see an “Undo” notification message. You cannot recover deleted records after the Undo message disappears.

Step 3. Tap the **Call History** button in the app's main drop-down menu to open the Call History Details screen shown at the left below.

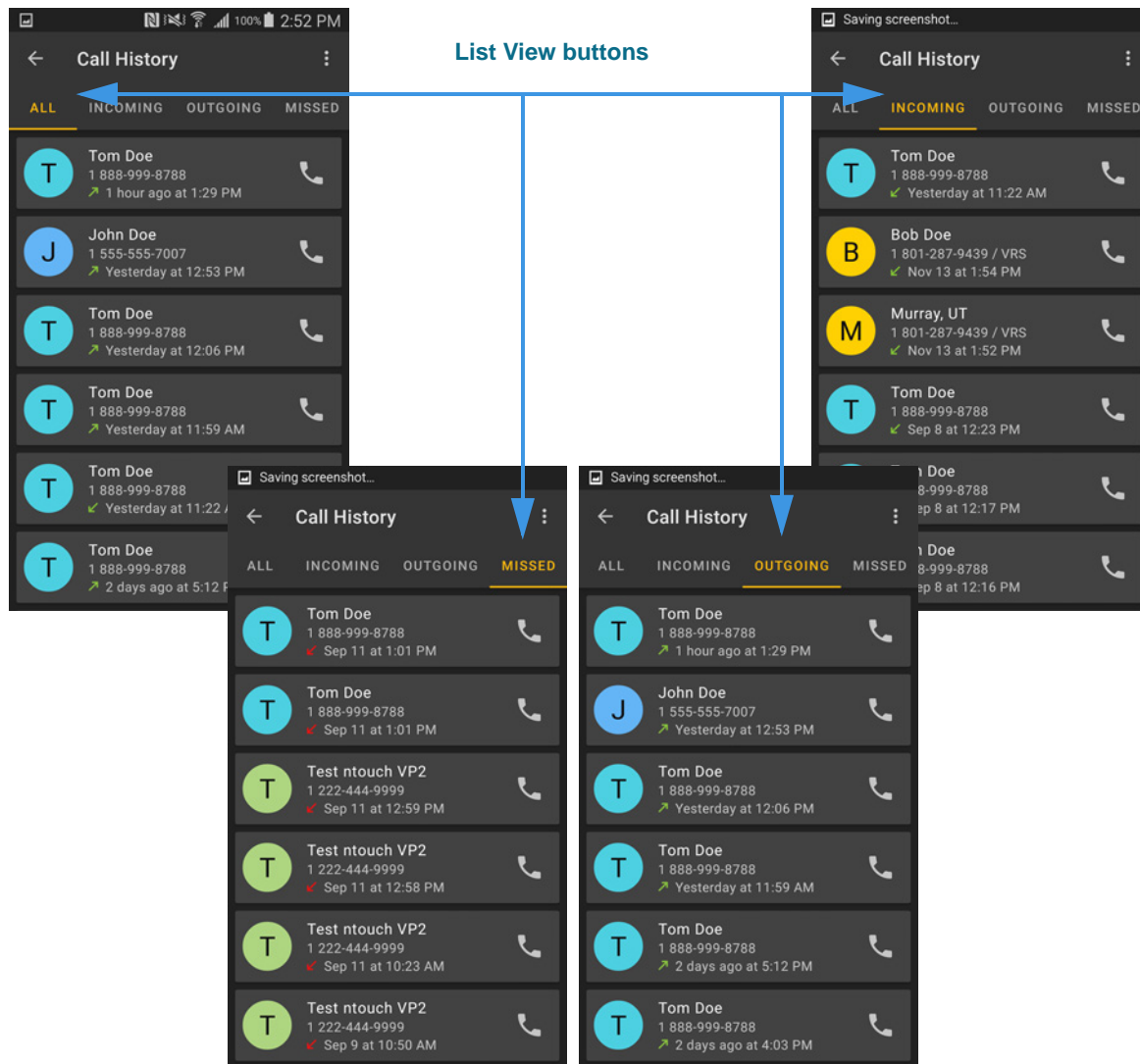


Figure 16 — Cal History List View screens

The *Call History Details* screen has these four List View buttons:

- Tap **All** to see a list of all your calls.
- Tap **Incoming** to see a list of just your incoming calls.
- Tap **Outgoing** to see a list of just your outgoing calls.
- Tap **Missed** to see a list of just your missed calls.

Note: The contextual drop-down menus for the contact records on these screens contain the same options as shown on the previous page. However, the app's main drop-down menu contains only a **Clear Call History** option. Using this option will erase only the calls shown on the currently-selected list. For example, if the **Clear Call History** option selected on the **Missed Calls** list view, only that list will be erased.

Call History Screen

Step 4. To search the call records, tap in the **Search** field to open the screen at the left.

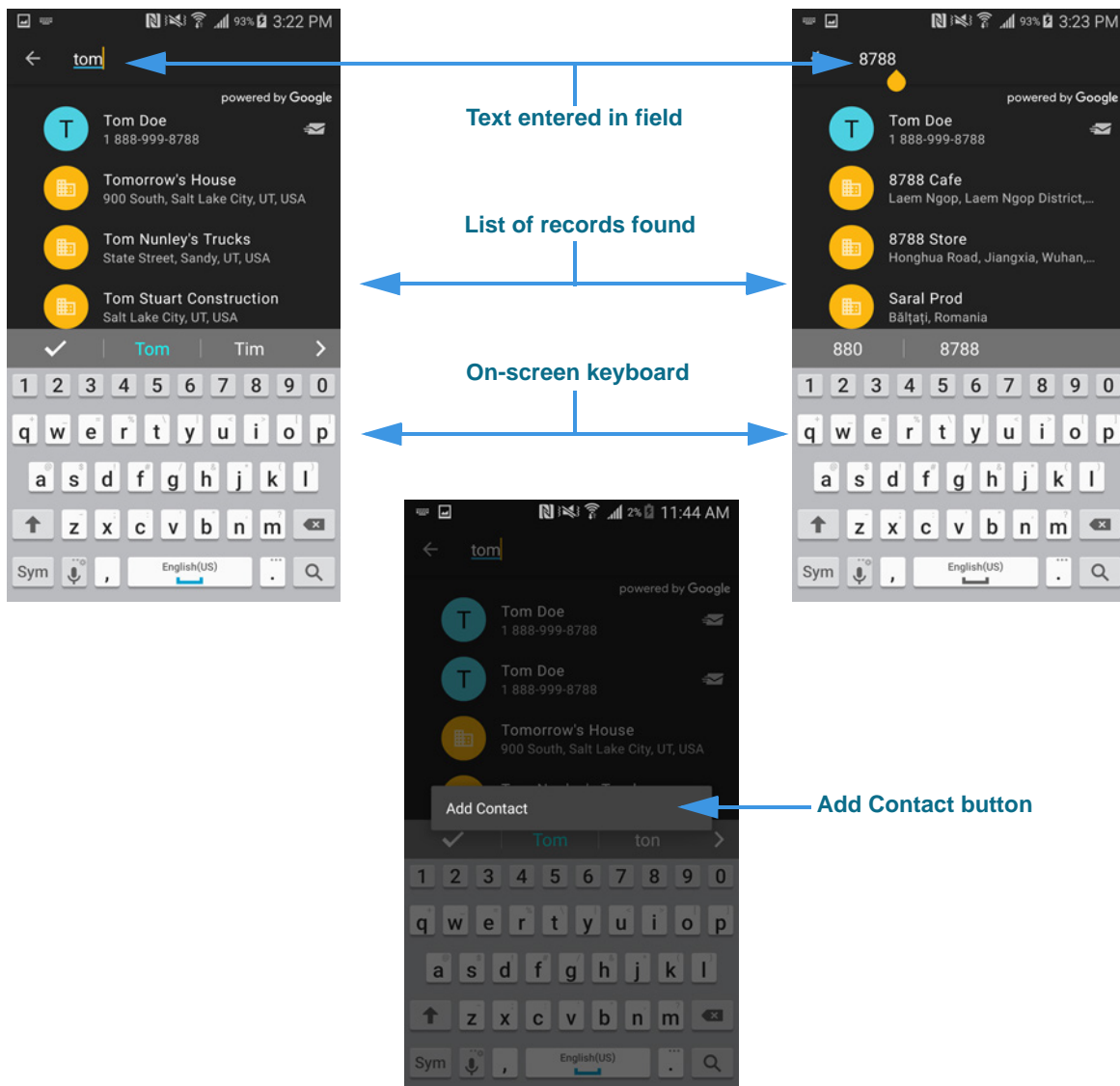


Figure 17 — Search call records function

Tapping in the **Search** field and then typing a text string (letters or numbers) on the on-screen keyboard will perform a search for call records that match the entered text.

In the examples above, a search by *name* (top-left image) and a search by *number* (top-right image) resulted in a similar list of found call records.

In addition to searching your call records, the ntouch app will perform a Google search for businesses. To add a new contact record for a business, long-press on the business name to reveal the **Add Contact** button (bottom image).

Note: The first time you perform a search, you may be asked to allow the ntouch app to use your location. The selection you make (i.e., Allow or Don't Allow) will be remembered for future searches.

Contacts Screen

Follow the steps below to take a quick look at the features of the *Contacts* screen.

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

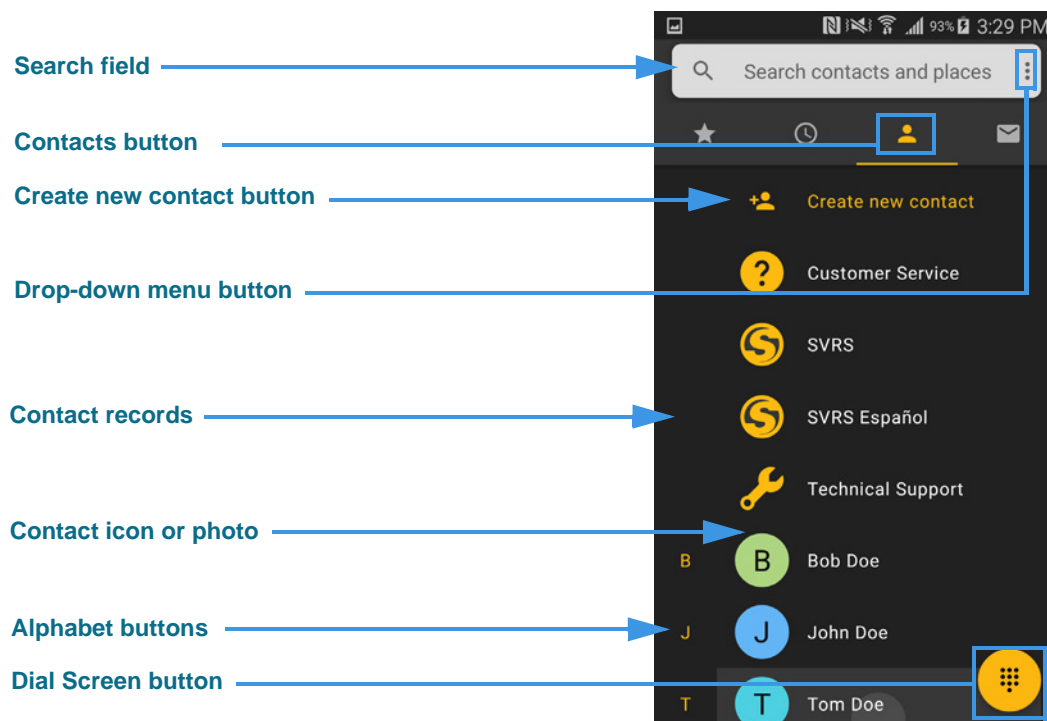


Figure 18 — Contacts screen

The *Contacts* screen contains these buttons:

- Tap the **Search** field to search the contacts and do a Google search at the same time.
- Tap the **Create New Contact** button to add a new contact record. Editing an existing contact shows essentially the same screen as adding a new contact record.
- Tap the **Drop-down menu** button to open the app's main drop-down menu.
- Tap a **Contact record** to view the contact. The records are listed alphabetically.
- The **Contact icon** (or **photo**) shows initials for the contact's name (for example, the "B" and "J" in the image above). If a Contact photo have been saved for a contact who has a Sorenson account, that image will be shown instead of the initials icon.
- Tap one of the **Alphabet** buttons at the left edge of the list to jump to a group of contacts. This feature is useful if you have a lot of contact records.
- Tap the **Dial Screen** button to go directly to the *Dial* screen. Wherever you see this button in the ntouch app, you can tap it to go directly to the *Dial* screen.

Note: *Contacts stored in your Android device's Contacts app must be imported into the ntouch app; they are not directly accessible from the app. See **Page 52** for details.*

Contacts Screen

- Step 2. Tap the **Drop-down menu** button to open the left screen shown below.
Tap the **Blocked Numbers** button in the menu to open the middle screen below.

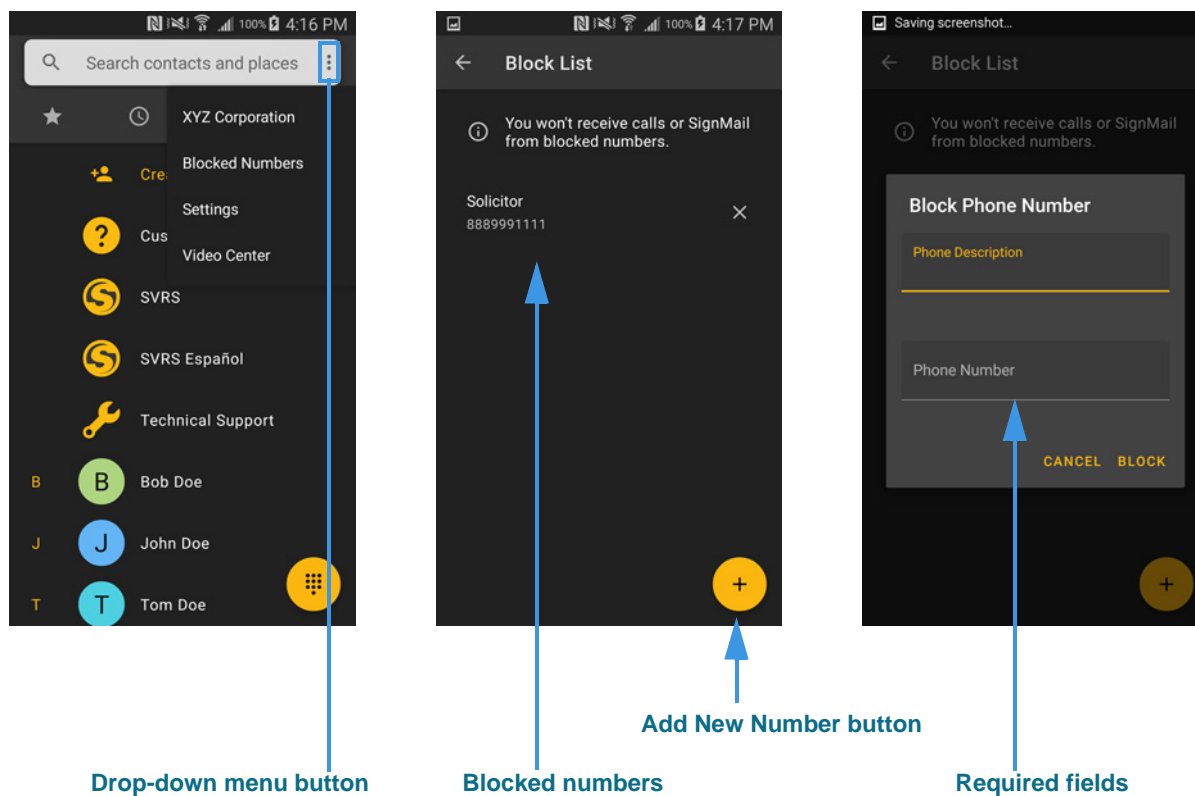


Figure 19 — *Block List* screens, adding new blocked number

The *Block List* screen shows the phone numbers in your Blocked list. In the example in the middle screen above, there is one blocked number in the list. You can add numbers at this screen as well as adding numbers from your Call History. See **Page 22** for details.

Tap the **Add New Number (+)** button (middle screen) to open the dialog with two fields (right screen).

Proceed to the next page to see the continuation of the above process.

Step 3. Tap the **Phone Description** field on the previous page to open the left image.

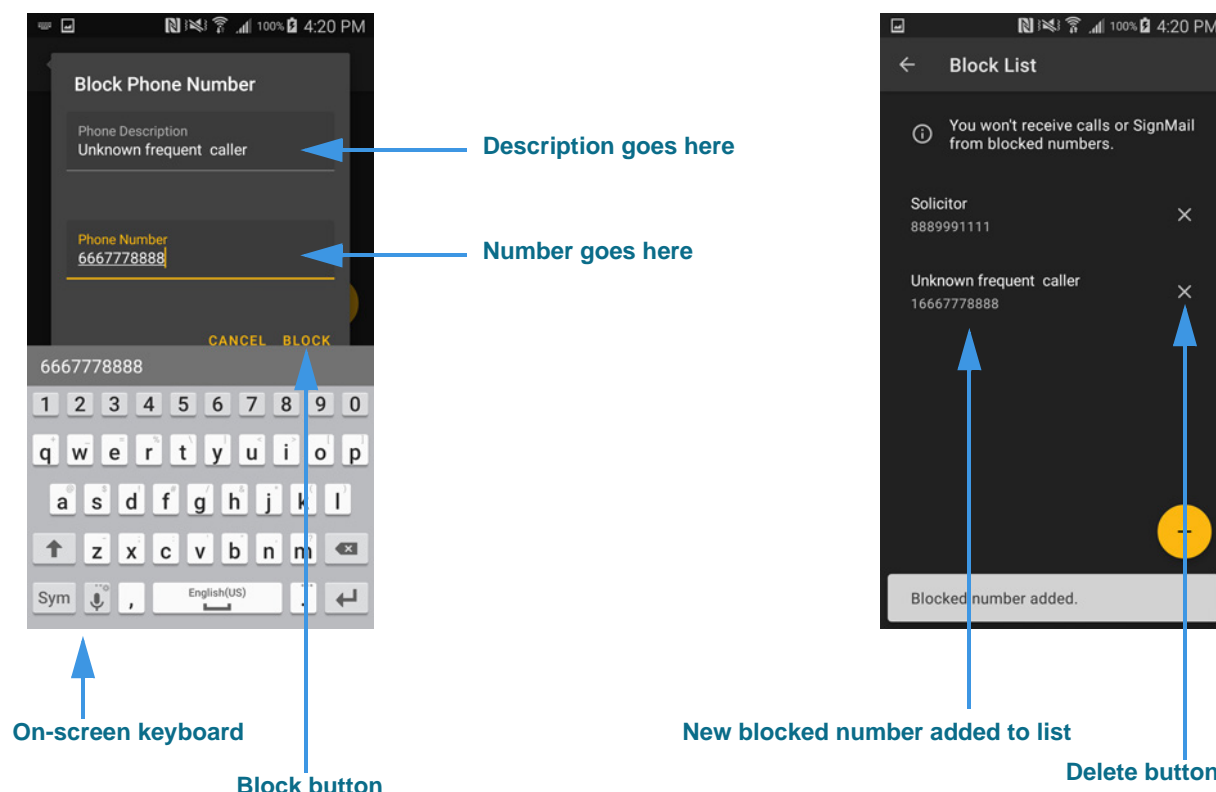


Figure 20 — Adding new blocked number continued

Use the on-screen keyboard to enter the required text in the required **Phone Description** and **Phone Number** fields. Tap the **Block** button to save the entered information as a new record in your Blocked list (right image).

As shown in the left image above, an example of a blocked phone number with the name "Unknown frequent caller" is now shown in the Blocked list.

Tap the **Delete (x)** button to permanently delete this blocked number. There is no confirmation dialog. You *cannot* recover deleted blocked numbers, but you can re-add a number to the list by repeating the above steps.

Contacts Screen

Step 4. At the Contacts screen, tap one of the **contact records** to open the left screen.

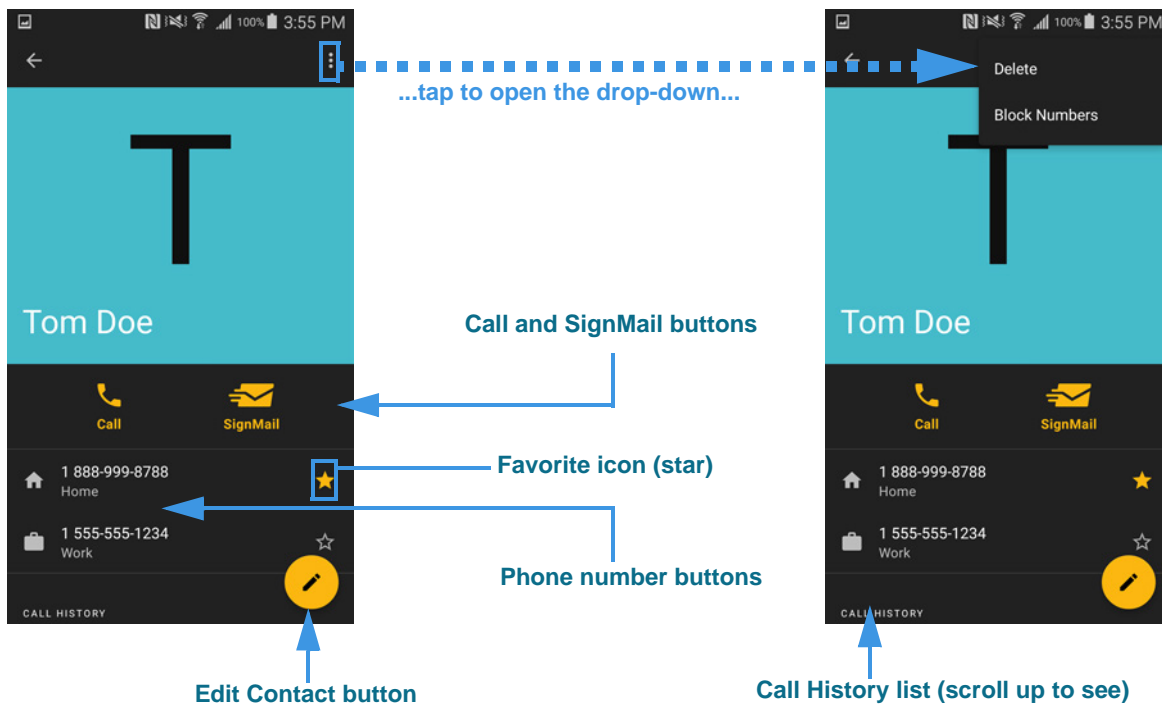


Figure 21 — *Contact Info* screen

The *Contact Info* screen has these buttons (scroll up to see the entire screen):

- Tap the **Call** button to place a call to this contact.
- Tap the **SignMail** button to send a SignMail to this contact.
- Tap the **Phone number** buttons call the contact at the desired phone number.
- Tap the **Favorites (star icon)** button to add this contact to your Favorites list.
- Tap the **Edit Contact** button to edit this contact record.
- Scroll up to see the **Call History list** for this contact.

The app's main drop-down menu has these available options:

- Tap the **Delete** button to remove a this contact record from your Contacts list.
- Tap the **Block Numbers** button to add this contact to your Blocked list. See **Page 25**.

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

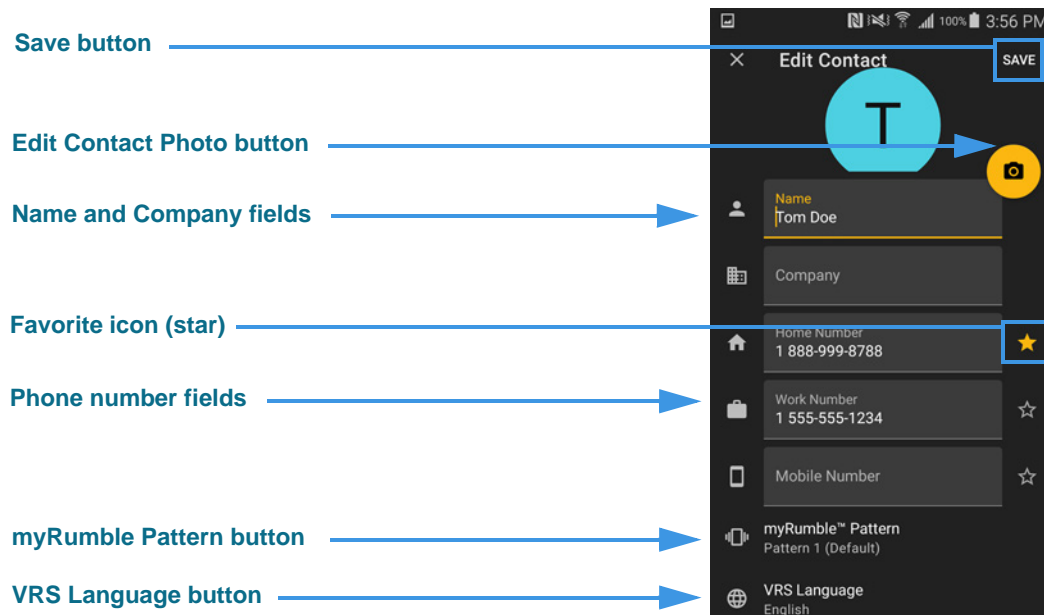


Figure 22 — *Edit Contact* screen

The *Edit Contact* screen has these fields and buttons:

- Tap the **Save** button to save changes and exit back to the Contacts list screen.
- Tap the **Edit Contact Photo** button to create, store, remove, or update the photo stored for this contact.
- Tap the **Name and Company Name** fields to enter the name of this contact and a related company name (if you decide to add company name information).
- Tap the **Favorite** icon (**star**) to mark this contact number as a favorite so that it will appear in your Favorites list. Tap the icon again (remove the yellow highlighting) to remove the number from your Favorites list.
- Tap the three **Phone Number** fields to add/edit the “Home,” “Work,” and “Mobile” phone numbers for this contact. You must enter at least one number to be able to save the contact record.
- Tap the **myRumble Pattern** button to select the myRumble vibration pattern for this contact.
- Tap the **VRS Language** button to set whether this contact requires a Spanish SVRS interpreter.

Note: Adding a new contact record uses essentially the same screen as editing an existing record. To add a new contact, tap the *Create New Contact* button on the *Contacts* screen (see Figure 18). Follow the instructions above to edit the fields and set the controls for the new contact record.

Contacts Screen

Step 6. Tap one of the **phone number** fields to open the screen shown at the left.

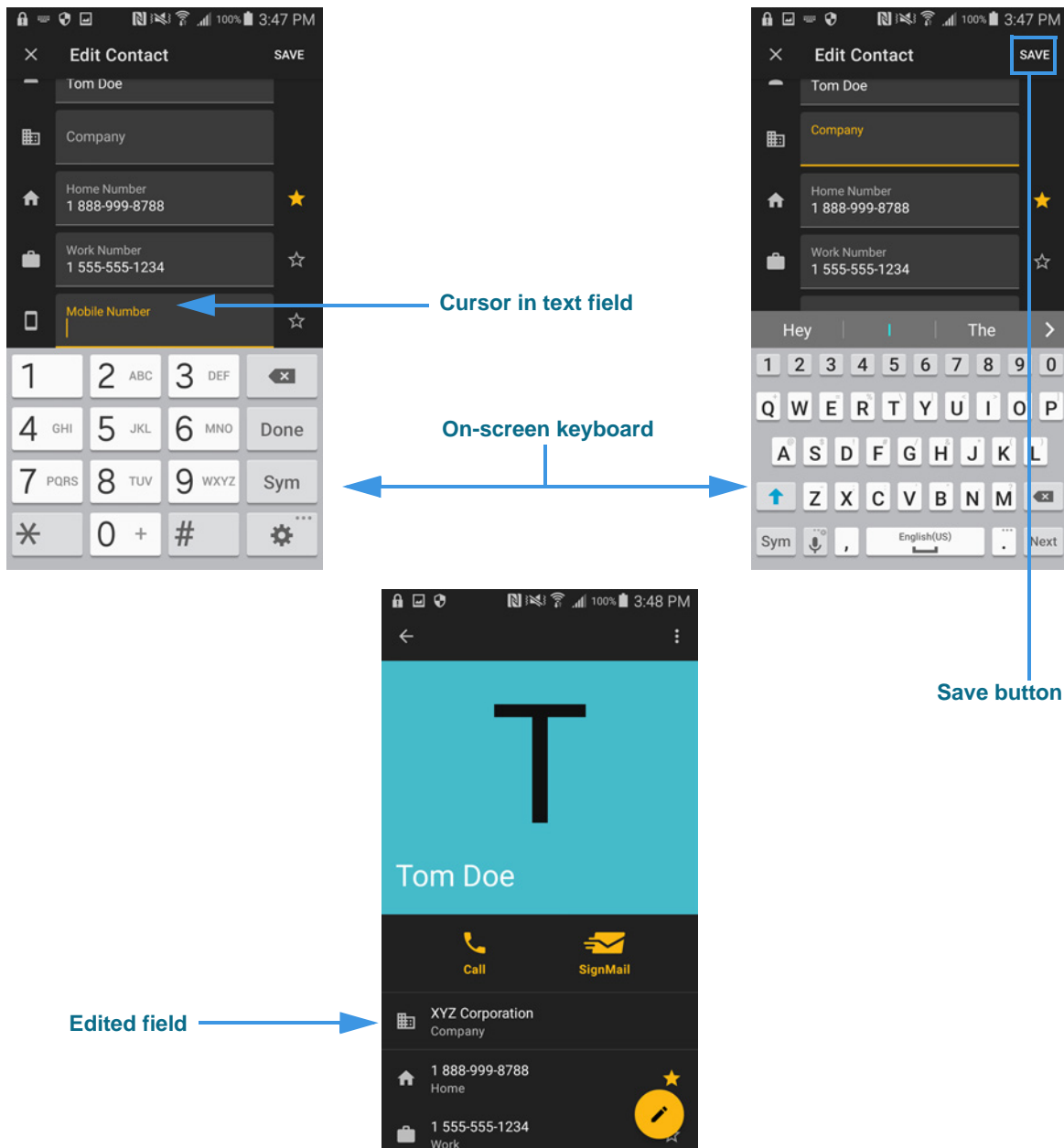


Figure 23 — Editing a contact record

In the examples above, tapping in the “Mobile” number field (top-left image) displays the numeric on-screen keyboard. Tapping in the “Company Name” field (top-right image) displays an alphabetic on-screen keyboard. Tapping the **Save** button returns to the Edit Contact screen.

Step 7. Tap the **Edit Contact Photo** button to open the pop-up menu shown below.

Photo selection buttons

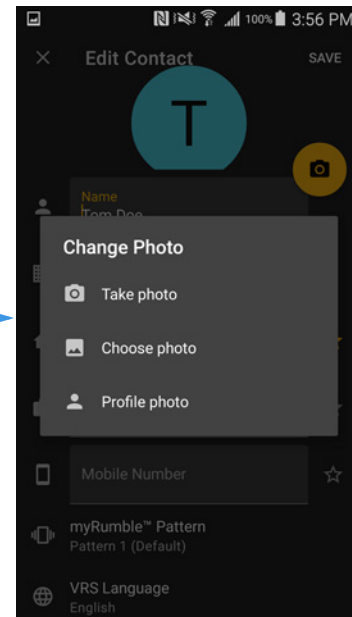


Figure 24 — Change Photo pop-up menu

The *Change Photo* pop-up menu has these buttons:

- Tap the **Take photo** button to use the Android device's camera to take a new photo.
- Tap the **Choose photo** button to browse the Android device's photo album.
- Tap the **Profile photo** button to use the Profile Photo already stored for this contact's Sorenson account.

Contacts Screen

Step 8. Tap the **myRumble Pattern** or **VRS Language** button to open the screens below.

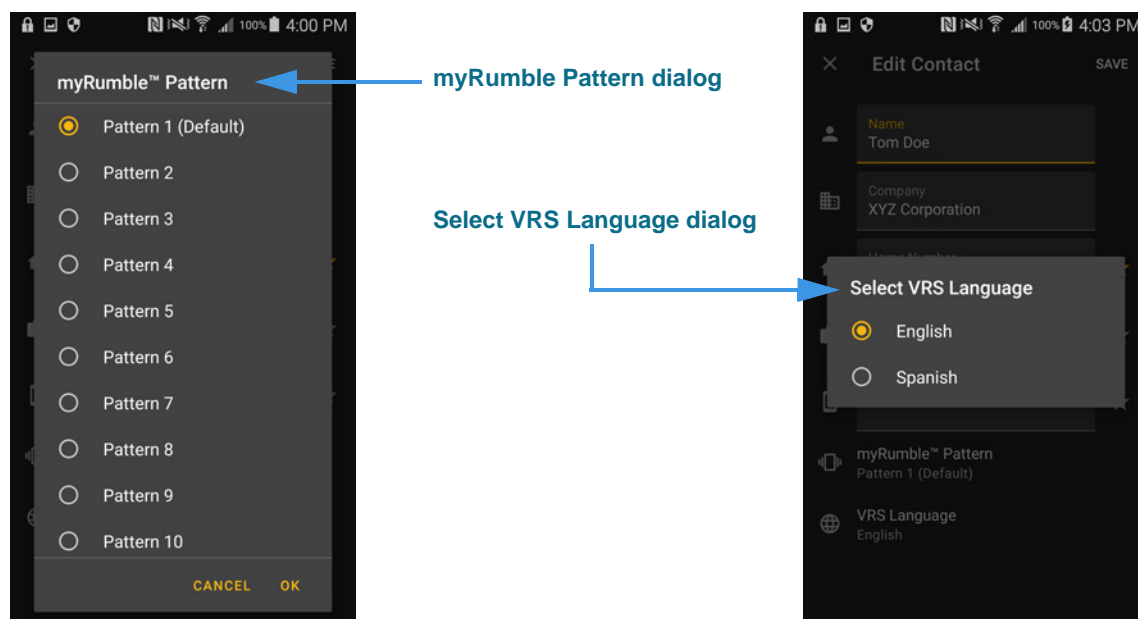


Figure 25 — *myRumble Pattern* and *Select VRS Language* dialogs

- Use the **myRumble Pattern** dialog to choose the myRumble vibration pattern for this contact. Pattern 1 is the default. As you tap one of the other options, your device will vibrate with that pattern to let you decide if you want to use that pattern.
- Use the **VRS Language dialog** to set whether this contact requires an English or a Spanish SVRS interpreter. Tap one of the options to save your selection.

SignMail Screen

Follow the steps below to take a quick look at the features of the *SignMail* screen.

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

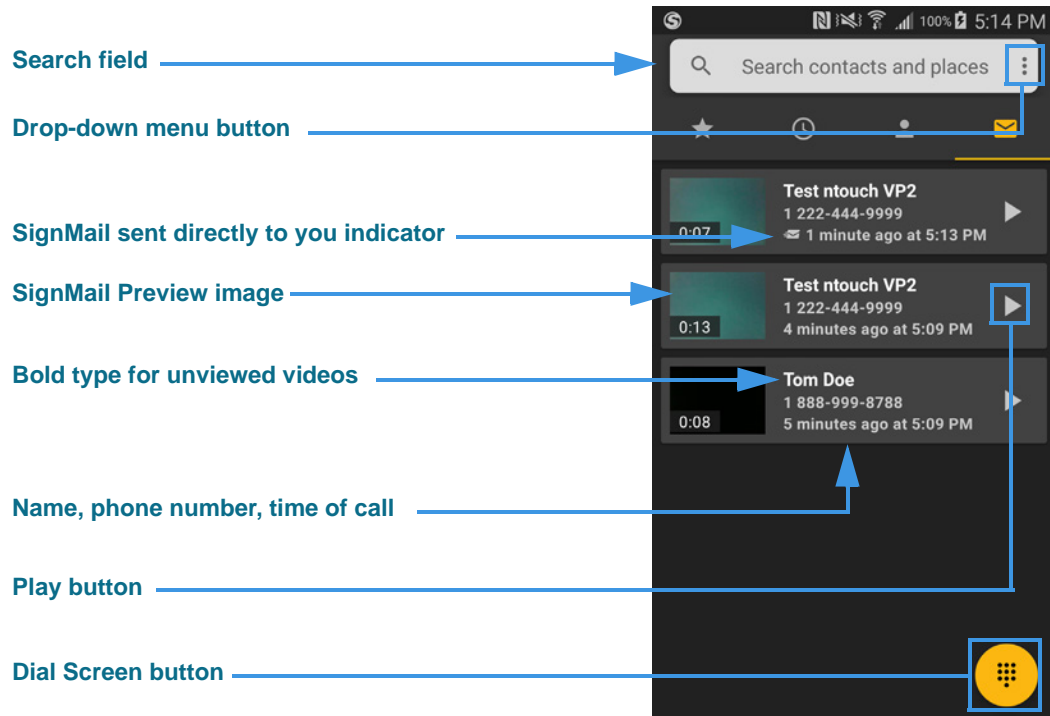



Figure 26 — *SignMail* screen

The *SignMail* screen contains these buttons:

- Tap the **Search** field to search for a name or number and do a Google search at the same time.
- Tap the **Drop-down menu** button to open the app's main drop-down menu.
- The  icon indicates the SignMail was sent directly to you.
- The **SignMail Preview image** shows the length of the video and a single frame from the beginning of the video.
- The **Bold type** on a **caller name** indicates the SignMail has not been viewed yet. The text under the name shows the sender's phone number, and the time the SignMail was received.
- Tap any **Play** button to view the video message.
- Tap the **Dial Screen** button to go directly to the *Dial* screen. Wherever you see this button in the ntouch app, you can tap it to go directly to the *Dial* screen.

- Step 2. Tap the **Drop-down menu** button to open the left screen below.
Tap any of the **SignMail records** to open the right screen below.

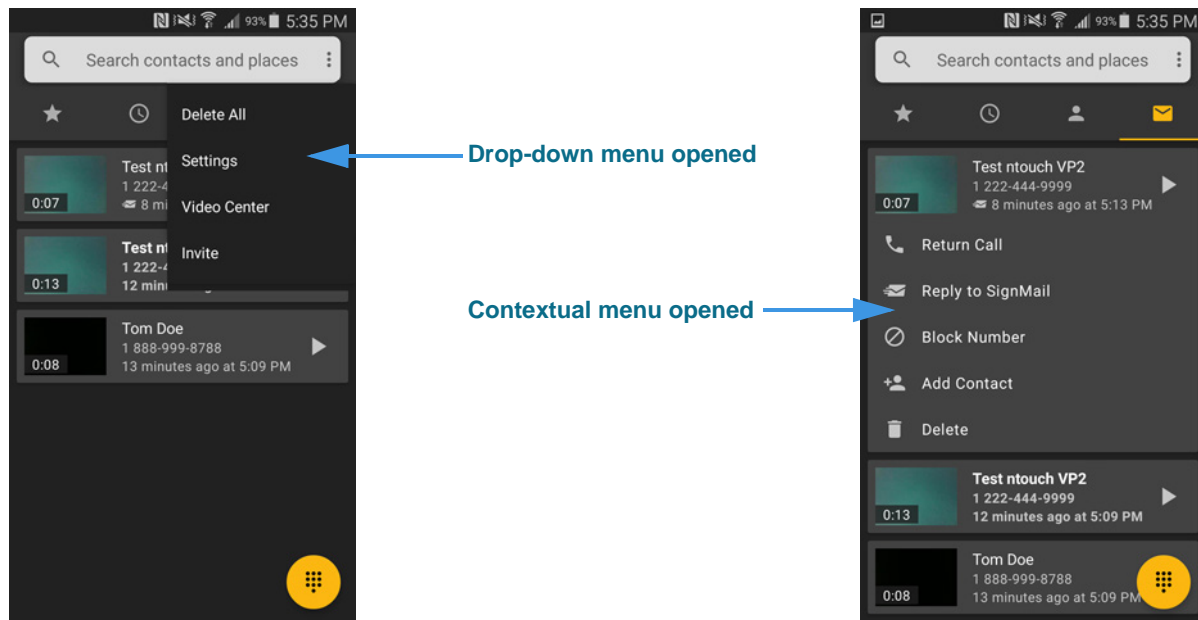


Figure 27 — SignMail screen, drop-down and contextual menus

The app's main drop-down menu has these available options:

- Tap the **Delete All** button to delete all SignMails at once from the SignMail list. You cannot recover deleted SignMails.
- Tap the **Settings** button to go to the *Settings* screen. See **Page 37** for details.
- Tap the **Video Center** button to open the *Video Center* screen. See **Page 36** for details.

The SignMail record's contextual drop-down menu has these available options:

- Tap the **Return Call** button to place a call to this number.
- Tap the **Reply to SignMail** button to send a new SignMail to this number.
- Tap the **Block Number** button to add this number to your Blocked list.
- Tap the **Add Contact** button to open the *Add Contact* screen for this number.
- Tap the **Delete** button to permanently delete this SignMail. As the video is being deleted, you will briefly see an “Undo” notification message. You cannot recover deleted SignMails after the Undo message disappears.

Step 3. Tap the **Play** button for one of the **SignMails** to open the screen at the left below.

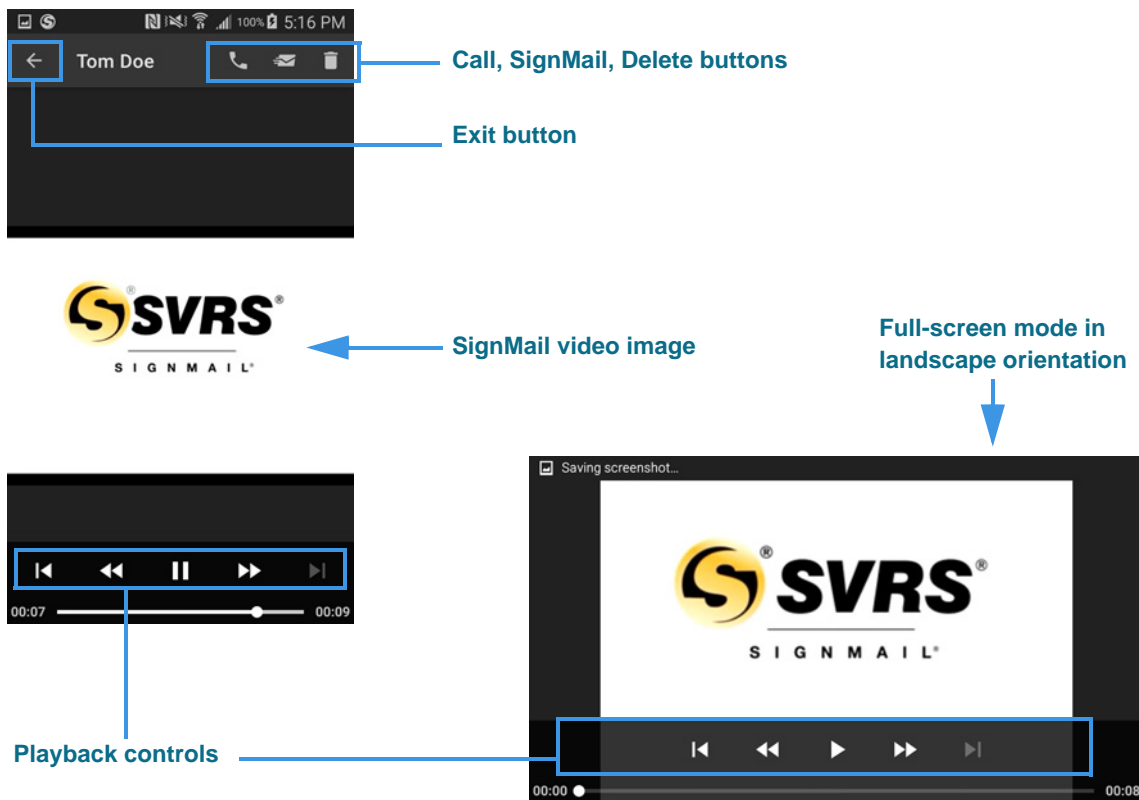


Figure 28 — SignMail Playback screen

The *SignMail Playback* screen has these buttons:

- Tap the **Call** button to place a call to the sender.
- Tap the **SignMail** button to send a SignMail to the sender.
- Tap the **Delete** button to delete this SignMail (no confirmation will appear).
- Use the **Playback** controls to play, reverse, or move to a spot in the video.

Positioning the Android device in a landscape orientation (shown in the bottom-right image) may be helpful to see the video playback in a larger size.

SignMail Screen

Step 4. If you choose to send a reply to a SignMail, the SignMail recording dialog opens as shown in the left image.

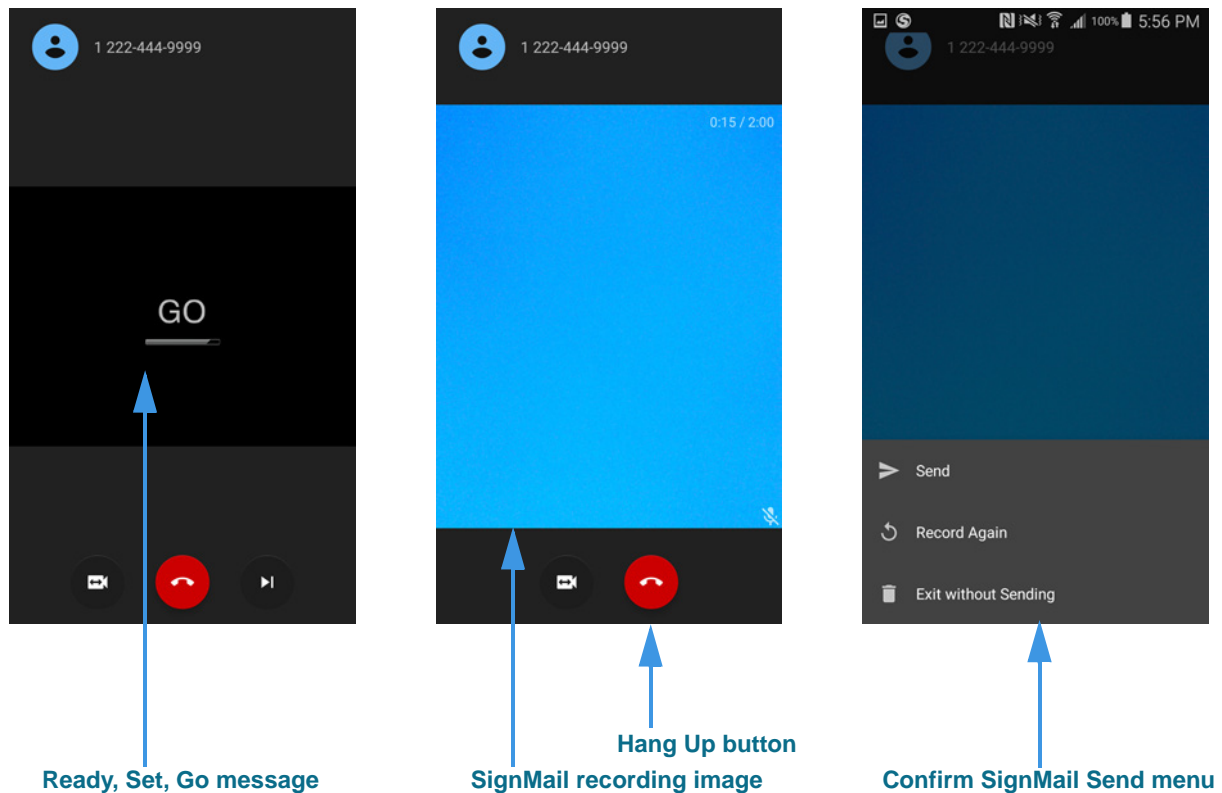


Figure 29 — SignMail recording dialogs

After the **Ready, Set, Go** message appears (left image), the SignMail recording begins (middle image). You can record up to a 2:00 minute video message.

When finished recording, tap the screen to display the red **Hang Up** button. Tap the Hang Up button to display the **Confirm SignMail Send** pop-up menu (right image).

Tap one of the buttons in the pop-up menu to **Send**, **Record Again**, or **Exit without Sending** to cancel the recording.

Video Center Screen

Follow the steps below to take a quick look at the features of the *Video Center* screen.

- Step 1. Tap the app's **Drop-down menu** button at any screen.
- Step 2. Then, tap the **Video Center** button to open the top-left screen below.

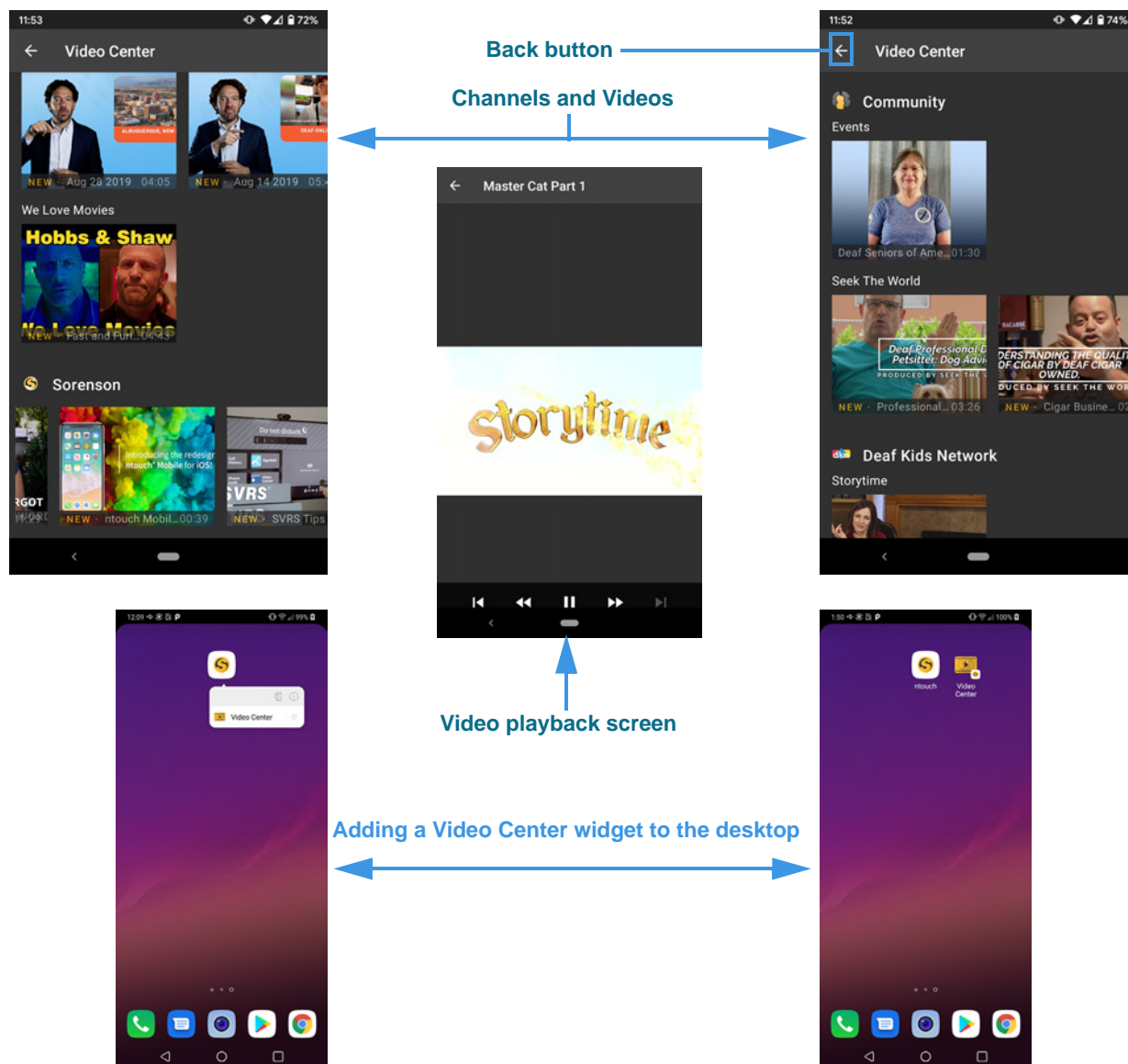


Figure 30 — Video Center screens

The Video Center's available channels and videos are shown in a scrollable list (top-left image). Tap a video to play it as shown in the center image. Tap the **Back** button (top-right) to return to the previous screen (e.g., the *SignMail*, *Contacts*, or *Call History* screen).

You can add a Video Center widget to your Android device's desktop by long-tapping on the ntouch app icon and then selecting the Video Center option from the pop-up menu. The widget lets you quickly open the Video Center screen from your device's desktop.

Changing Settings

Follow the steps below to change the settings of your ntouch Mobile app.

- Step 1. Tap the app's **Drop-down menu** button at any screen.
- Step 2. Then, tap the **Settings** button to open the left screen below.

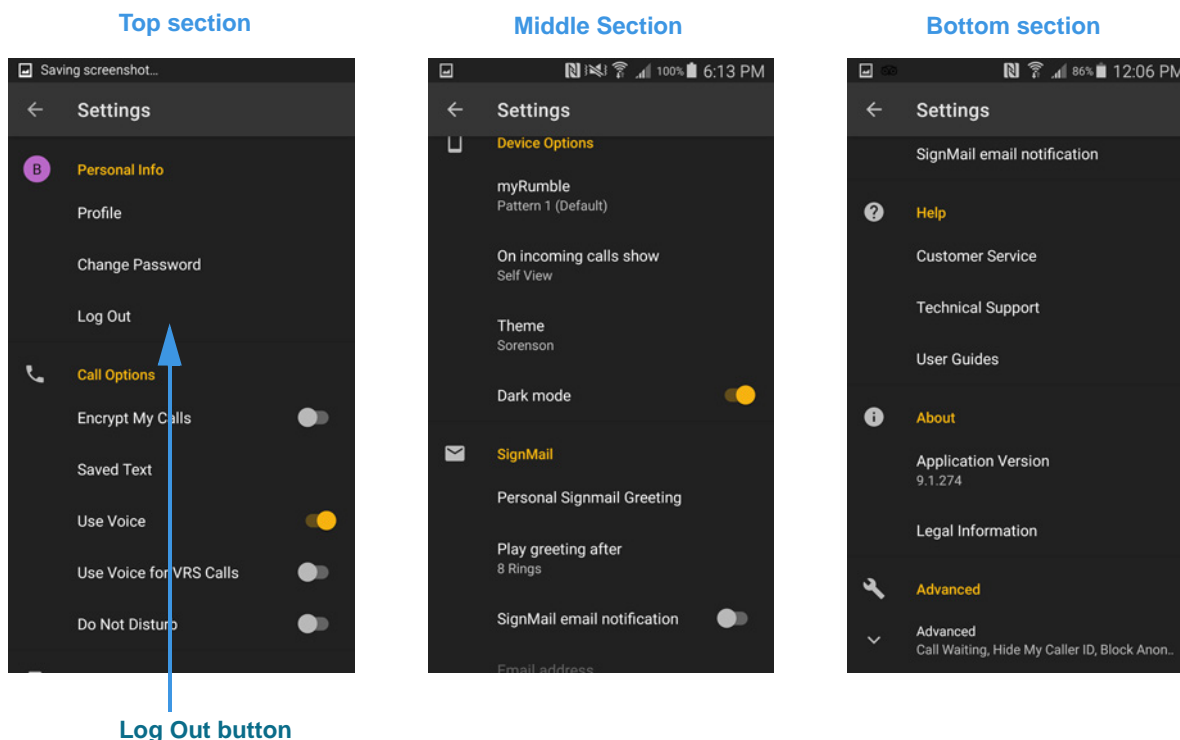


Figure 31 — Settings screen, top, middle, and bottom sections

The *Settings* screen is a long, scrollable screen. The three images above show the screen scrolled from top to bottom. Setting buttons and controls are grouped in a **Personal Info** and **Call Options** section near the top of the screen, a **Device Options** and **SignMail** sections in the middle, and **Help**, **About**, and **Advanced** sections near the bottom.

The **Log Out** button appears at the bottom of the Personal Info section. You do not normally have to log out, but you may want to disable your ntouch account on your Android device by logging out. To log in again, you will need to know your phone number and password.

Step 3. Tap the **Profile** button in the Personal Info area to open the left screen below.

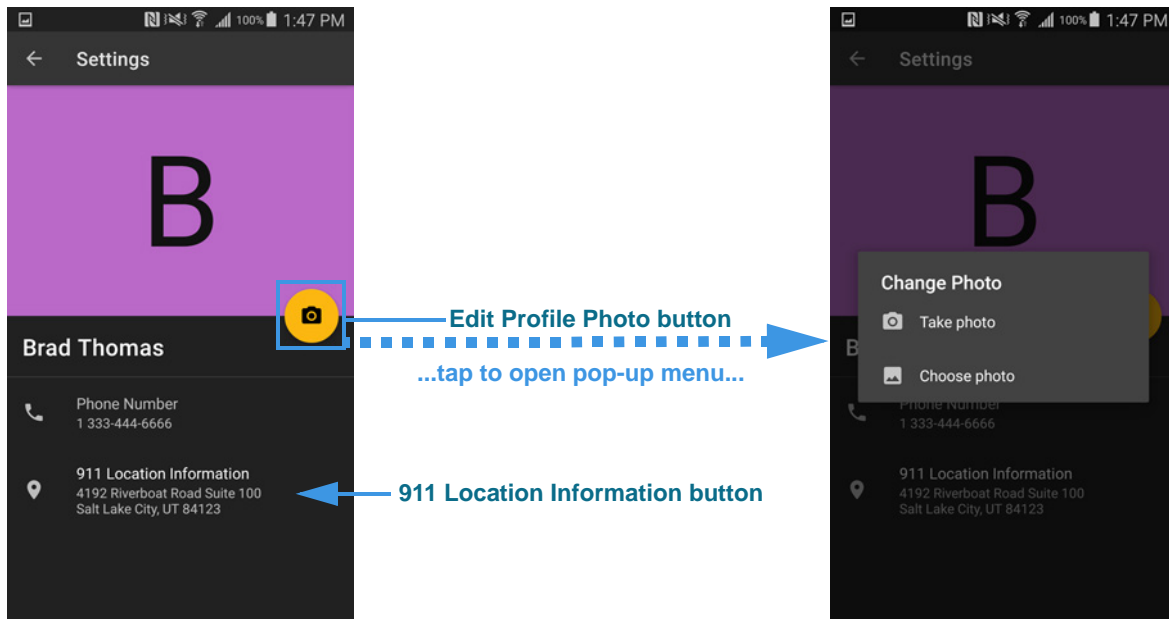


Figure 32 — Profile Settings screen, edit Profile photo

The **Edit Profile Photo** button is shown above your name and phone number. Tap the button to open the pop-up menu shown in the right image.

The *Change Photo* pop-up menu has these buttons:

- Tap the **Take Photo** button to use the Android device's camera to take a new photo.
- Tap the **Choose Photo** button to browse the Android device's photo album.

The **911 Location Information** button is near the bottom of the screen. The address shown on the button is your currently-provisioned 911 Location address.

Changing Settings

Step 4. Tap the **911 Location Information** button to open the left screen below.

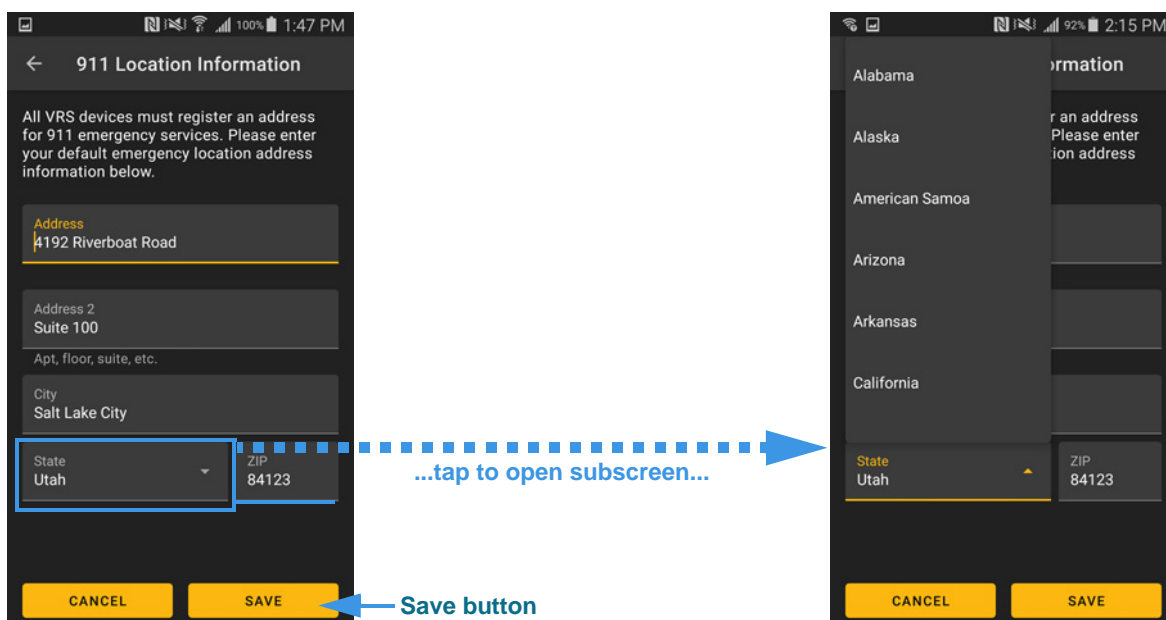


Figure 33 — 911 Location Information screen

- Use the **Address** field to enter your street address, number and name. An on-screen keyboard will appear as shown in the top-right image.
- Use the **Address 2** field to enter a second address line, such as a Suite number.
- Use the **City** field to enter the city name of your street address.
- Use the **State** button to open the pop-up menu, then tap the name of your state.

The 911 Location address registered for your ntouch Mobile account will be given to the emergency services personnel during a 911 call if you cannot sign your current address. You should enter the address where you are most likely to be at any given time (for example, your home or your work address).

Step 5. When finished entering your street address, tap the **Save** button.

Your updated address will then be sent to Sorenson for processing.

Note: You cannot enter a P.O. Box address in the 911 Location Information screen. If you try to do so, a message will appear to remind you about this restriction.

Step 6. At the Settings screen, tap the **Change Password** button to open the left screen.

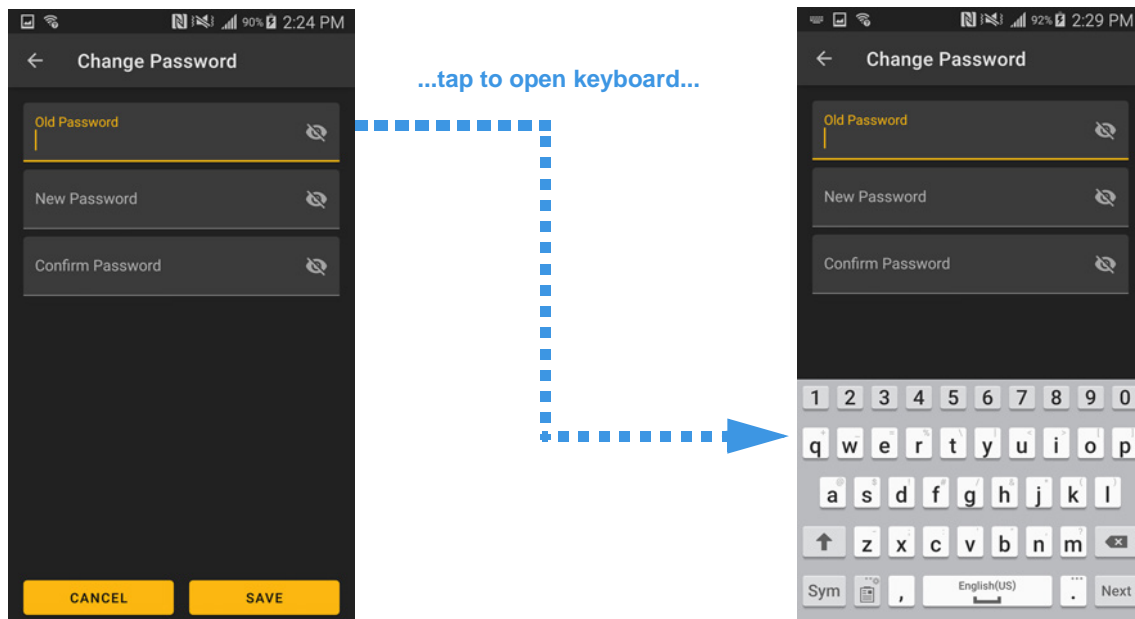


Figure 34 — *Change Password* screen

- Tap the **Old Password** field to enter your current password. An on-screen keyboard will appear as shown in the top-right image.
- Tap the **New Password** field to enter your new password.
- Tap the **Confirm Password** field to enter your new password again.

To be able to change your password for your Sorenson Mobile account, you must know your old password. After completing your entries in the three fields, tap the **Save** button.

Changing Settings

Step 7. At the Settings screen, tap the **Saved Text** button to open the left screen.

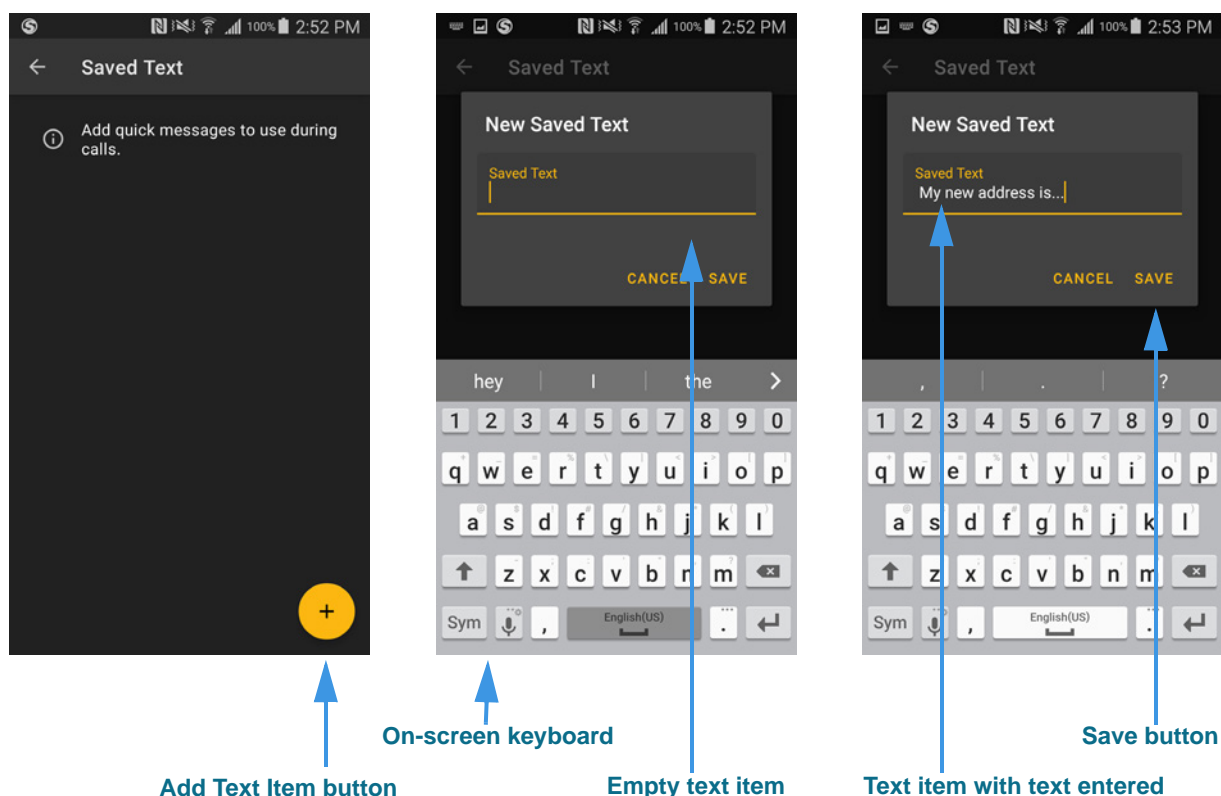


Figure 35 — *Saved Text* screens, adding new saved text items

Tap on the **Add Text Item** button (left image above) to open the *New Saved Text* dialog with the on-screen keyboard (center image). Enter the text message you want to have available during calls, then tap the **Save** button to save the entered text item (right image).

Proceed to the next page to see the continuation of the above process.

Step 8. After tapping the [Save](#) button on the previous page, the left image opens.

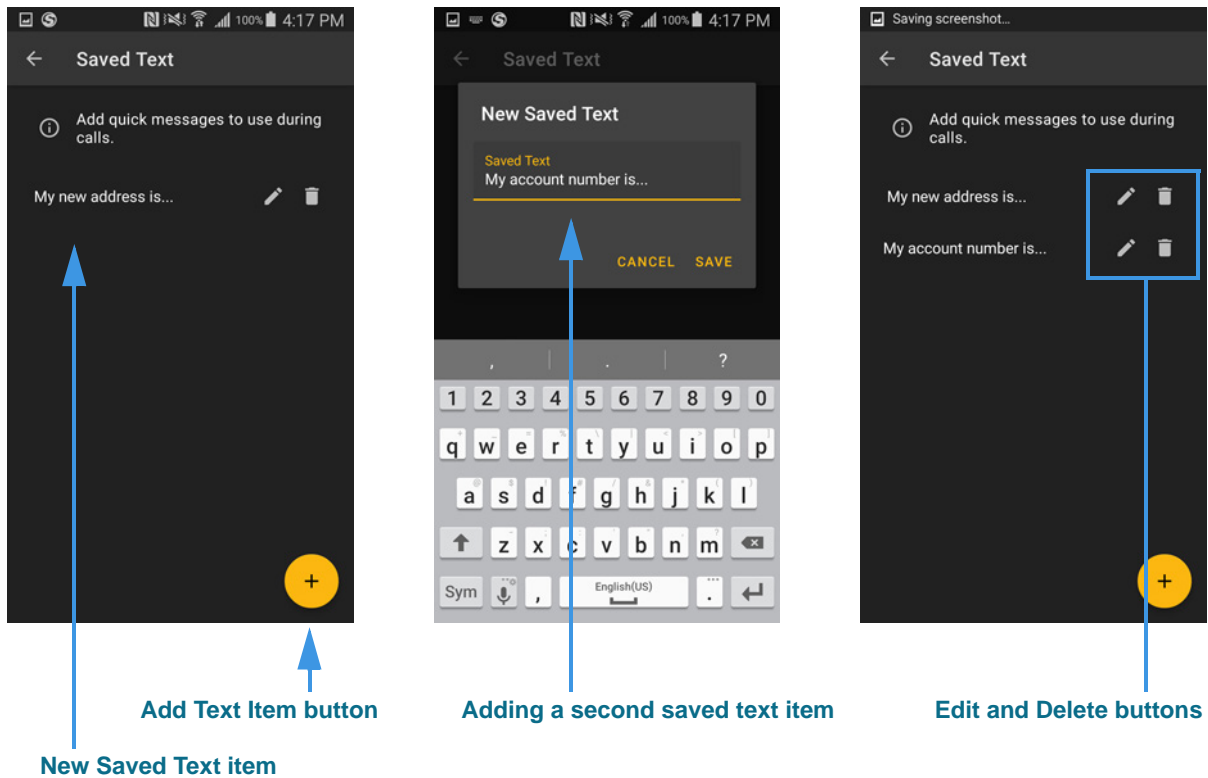


Figure 36 — *Saved Text* screens, continued

The newly added saved text item appears in the list on the *Saved Text* page (left image).

You can repeat the process (shown in the middle image) to add more saved text items. You may find it helpful for you to have saved text items ready before you make a call, but you always have the option to create a new saved text item while you are in an active call.

You can edit a saved text item or delete unneeded or obsolete items. As shown in the right image above, tap the **pencil (Edit)** icon to open the dialog shown in the middle image.

Tap the **trashcan (Delete)** button to permanently delete the selected saved text item. You cannot recover deleted text items.

Changing Settings

Step 9. Scroll to the **Call Options** area of the Settings screen as shown in the left image.

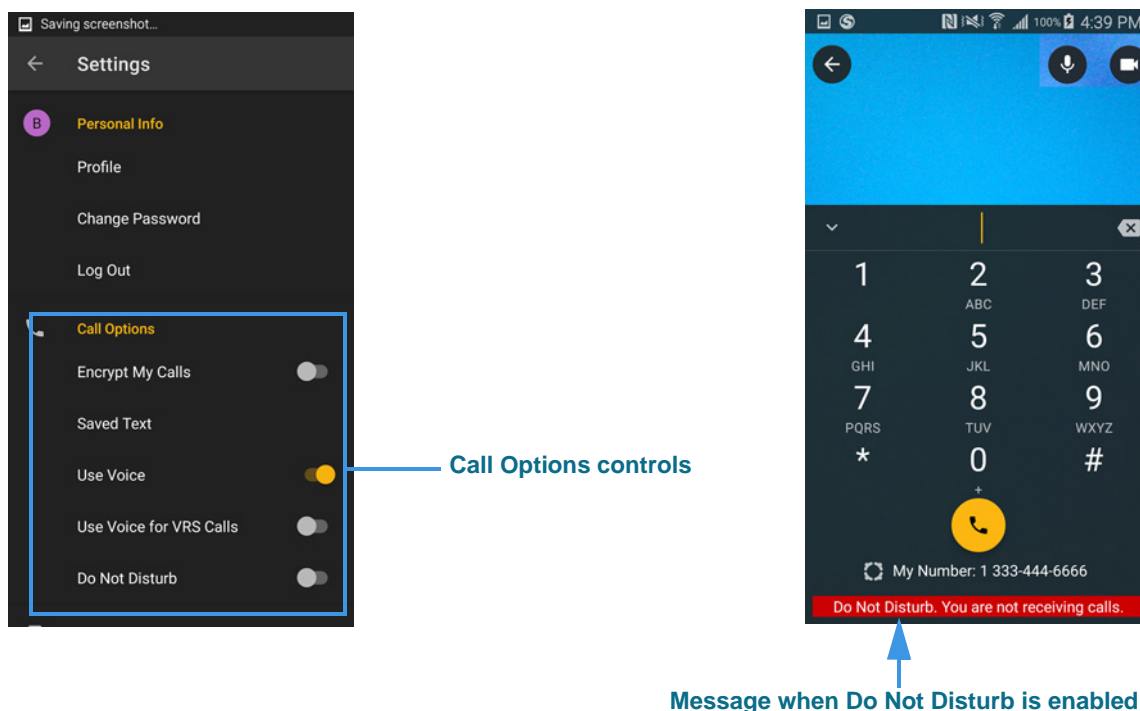


Figure 37 — Device Settings area, controls explained

- Use the **Encrypt My Calls** control to enable or disable the Encryption feature.
- Use the **Use Voice** control to enable the Voice carry-over feature for point-to-point calls. When enabled, the **Audio Privacy** button on the *Dial* screen and the *In-Call* screen will become active.
- Use the **Use voice for VRS calls** control to enable or disable the Voice feature for SVRS call as well as point-to-point calls.
- Use the **Do Not Disturb** control to enable or disable the Do Not Disturb feature. Activating this feature will send all incoming calls to SignMail. A message will appear on the Dial screen when this mode is enabled (shown in right image).

Note: In addition to the Android device's built-in microphone, the ntouch app can also use any Bluetooth device connected to your Android device. This feature lets you make Voice calls using a compatible Bluetooth headset (e.g., designed for telecoil use).

Step 10. Scroll to the **Device Options** area of the Settings screen in the left image below.

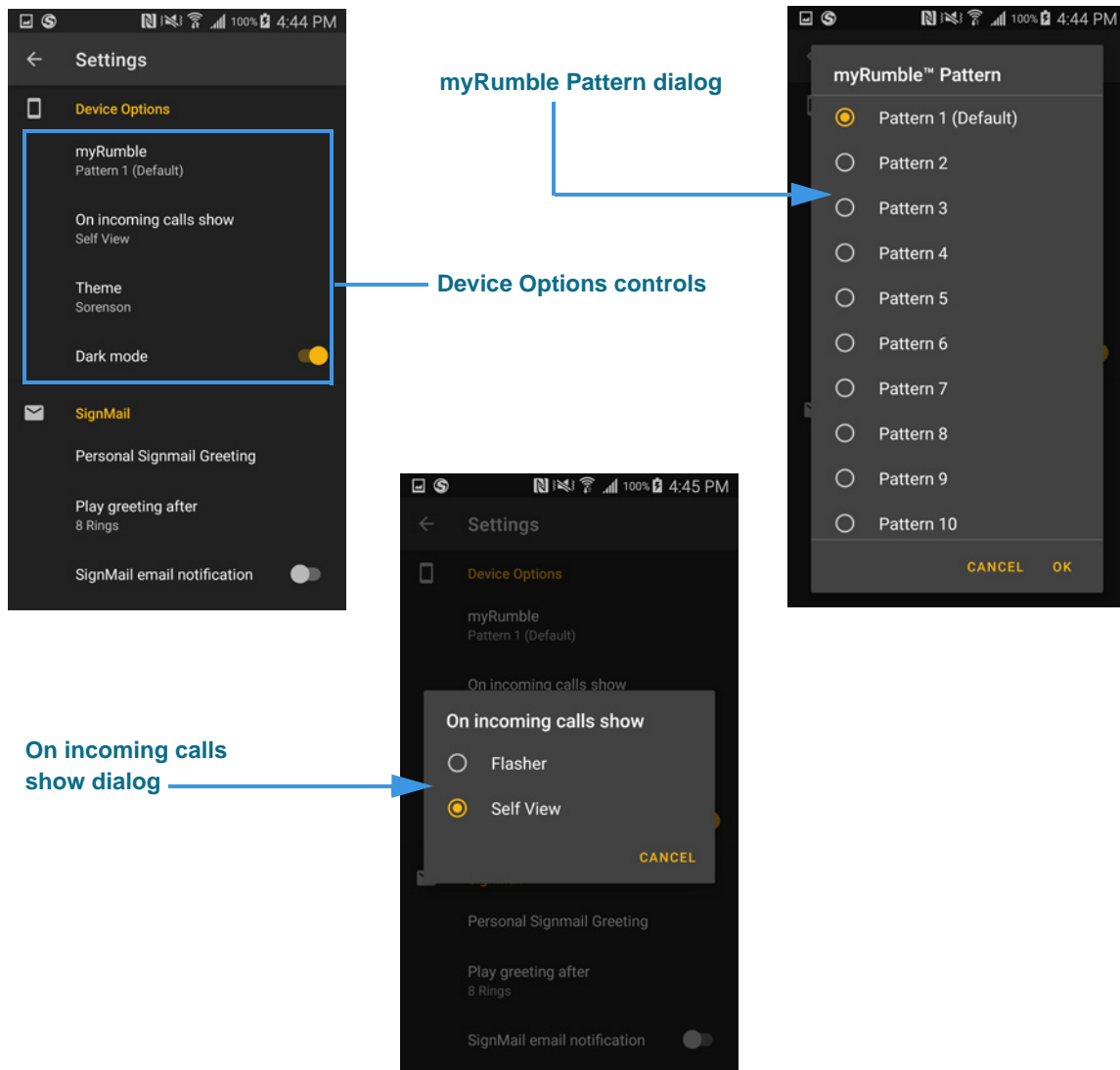


Figure 38 — *Device Settings* area, controls explained

- Use the **myRumble Pattern** button to open a dialog (right image) to select the default myRumble vibration pattern. To see how to set a specific pattern for a specific contact record, see **Page 31**.
- Use the **On incoming calls show** button to open a dialog (bottom image) to select to see the Flasher or the Self View image when you receive an incoming call.

Changing Settings

Step 11. Tap the **Theme** button to open the dialog shown in the left image below.

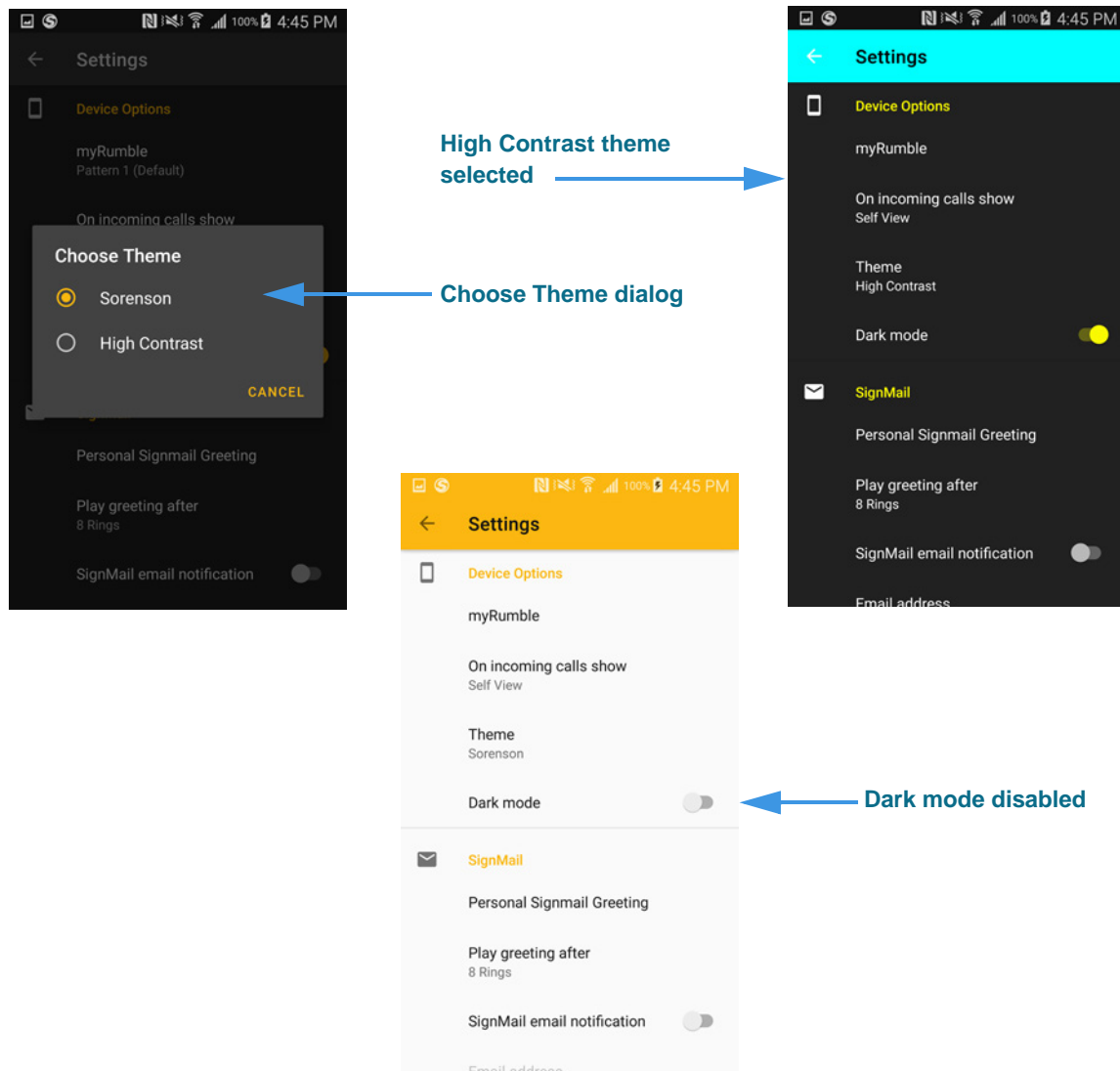


Figure 39 — *Device Settings* area, controls explained, continued

- Use the **On incoming calls show** button to open a dialog (left image) to select to use the default Sorenson theme or the High Contrast (right image) theme.
- Use the **Dark mode** control to enable (uses a black background, the default selection) or disable the Dark mode (gray background, shown in bottom image).

Step 12. At the Settings screen, scroll to the SignMail section. Tap the **Personal SignMail Greeting** button to open the left screen below.

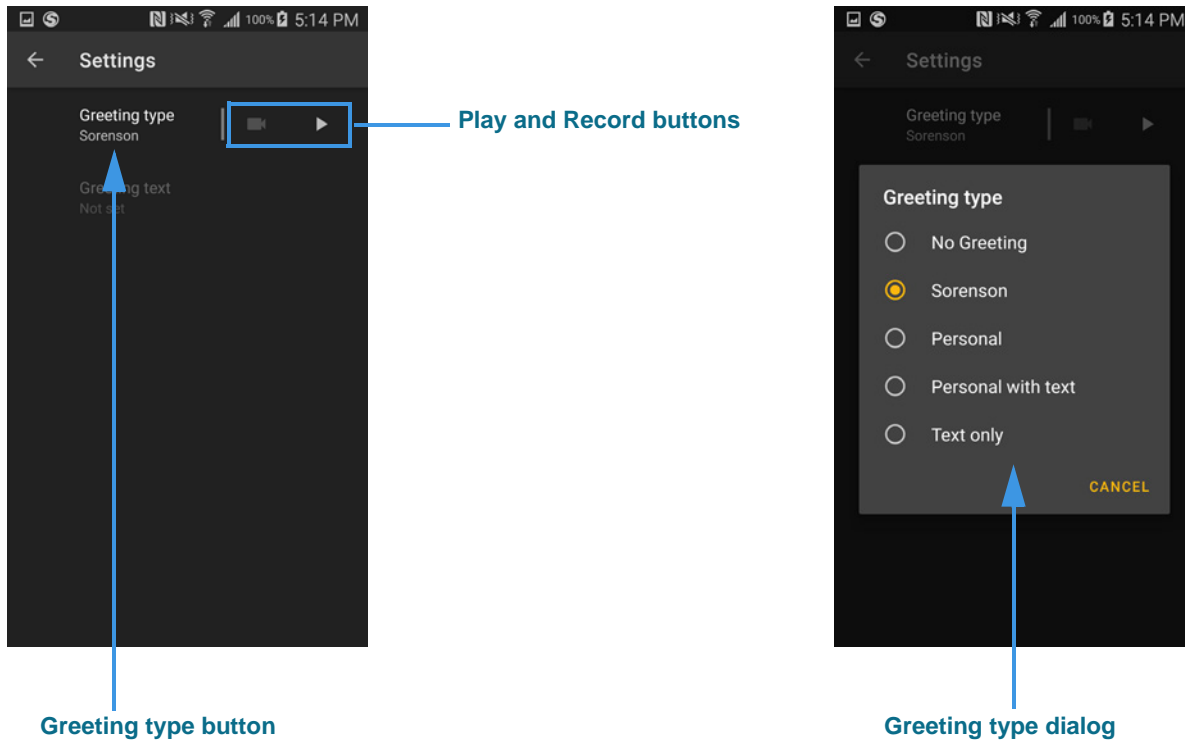


Figure 40 — *SignMail Greeting Settings* screens, five options

The **Greeting type** button (left image) shows the currently-selected greeting. In this example, the “Sorenson” greeting is selected because this greeting is the default.

Tap the **Play** or **Record** buttons to play the selected greeting or record a new greeting. When the “Sorenson” greeting is selected, the Record button (camera icon) is grayed-out to show that this function is disabled (you cannot edit this greeting). The Play button (right-facing arrow icon) is in bold type to show that this function is available.

Tap the **Greeting type** button to open the *Greeting type* dialog (right image) to see these available options for a SignMail Greeting:

- Tap the **No Greeting** button to select to use no greeting (no video, no text). Callers will go straight to the SignMail video recording screen when you choose this option.
- Tap the **Sorenson** button to use the greeting video recorded by Sorenson. This option is selected by default.
- Tap the **Personal** button to record your own greeting video.
- Tap the **Personal with text** button to record a greeting video with a text message.
- Tap the **Text only** button to use just a text message greeting (no video image).

Proceed to the next page to see the continuation of the above process.

Changing Settings

Step 13. Tap the **Personal** button to open the screen shown at the left below.

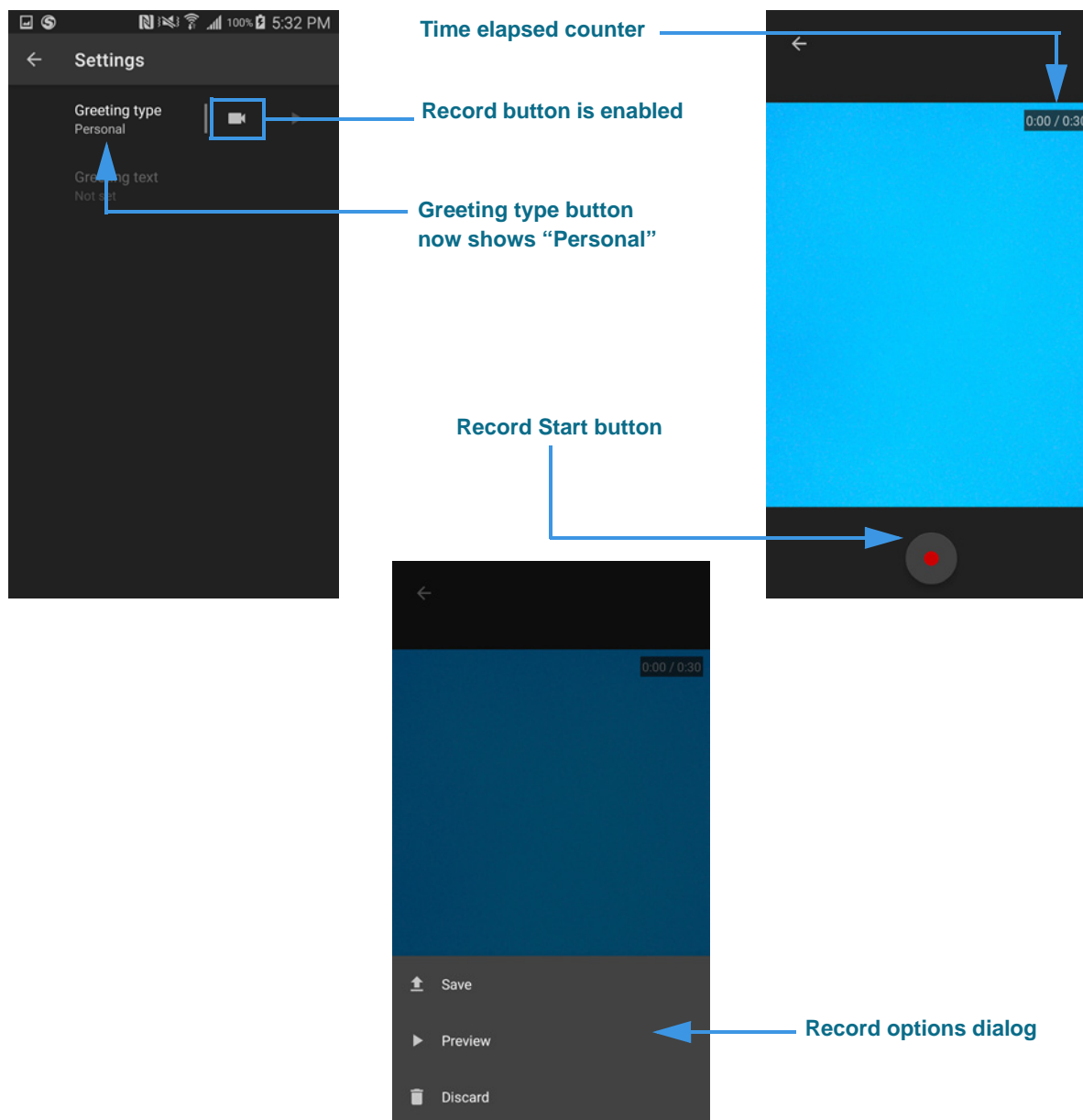


Figure 41 — Recording a Personal SignMail greeting

The **Greeting type** button now shows that the “Personal” greeting is selected and the **Record** button is now enabled (left image above).

Tap the **Record** button to select to start recording (right image). The **Time elapsed counter** shows that you can record up to a 30-second video greeting.

Tap the red **Record Start** button to begin recording your greeting. When you are finished recording your video, tap the red button again to display the pop-up menu (bottom image). You can tap one of the buttons to **Save**, **Preview**, or **Discard** the recording.

[Proceed to the next page to see the continuation of the above process.](#)

Step 14. In the Greeting type dialog, tap the **Personal with text** button to open the screen shown at the left below.

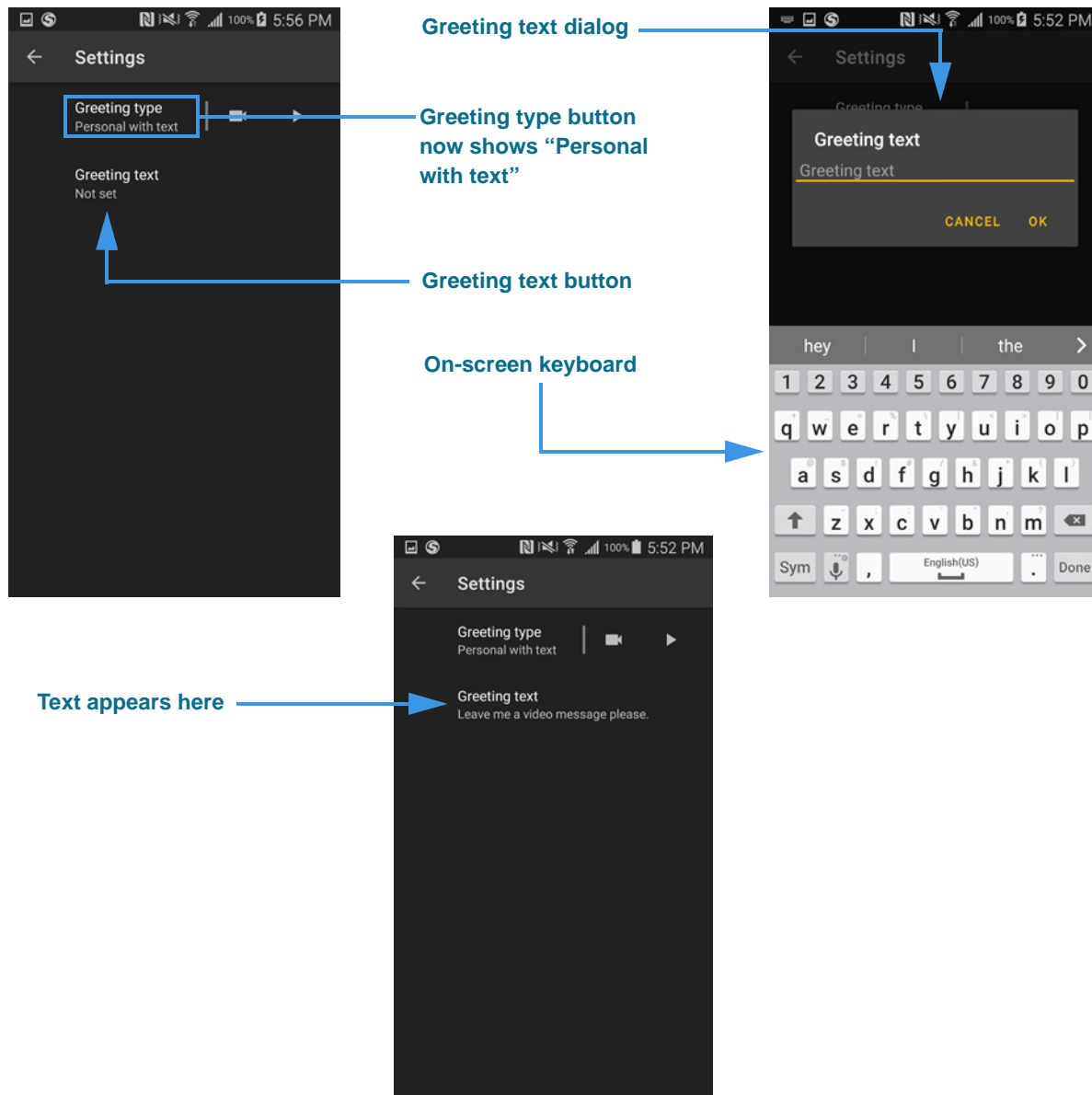


Figure 42 — Recording a Personal SignMail greeting with text

The **Greeting type** button now shows that the “Personal with text” greeting is selected and the **Greeting text** button is now enabled (left image above). You can now add a text message to be added to the video message you just recorded. Tap the **Greeting text** button to open an on-screen keyboard (right image). Enter the text message, then tap the **OK** button. The text message will then appear in the center of the screen (bottom image).

Note: To use a **Text only** greeting, follow the steps described above to select that option from the **Greeting type** dialog then enter the text message as shown above.

Changing Settings

Step 15. At the Settings screen, scroll to the **SignMail** area as shown in the top-left image.

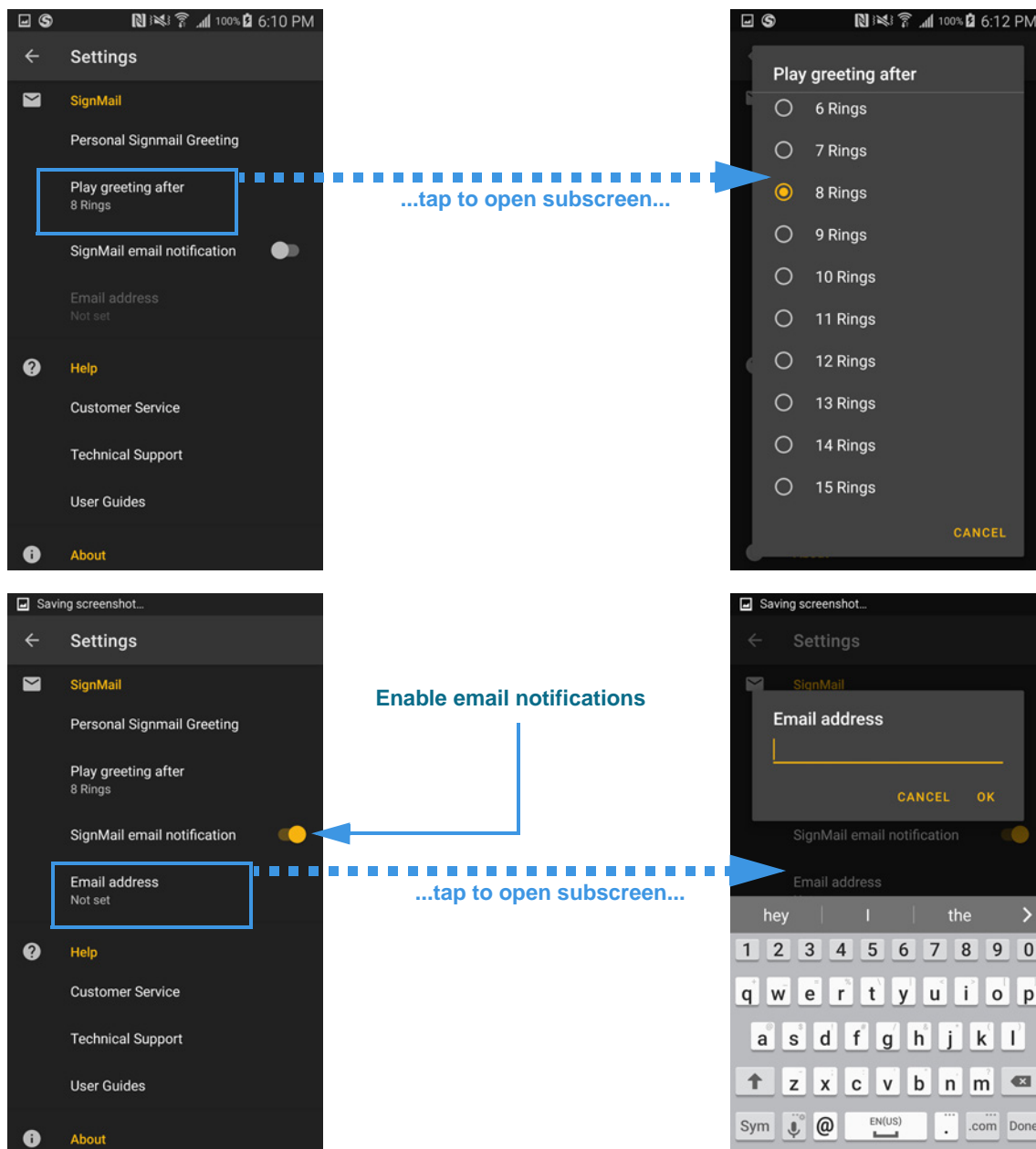


Figure 43 — *SignMail Settings* area, controls explained

- Tap the **Play greeting after** button to open a dialog (top-right image) to select the number of incoming rings to allow before playing the SignMail greeting.
- Use the **SignMail email notification** control (bottom-left image) to enable or disable having emails sent to you whenever you receive a new SignMail video. Enabling this control will activate the Email address button.
- Tap the **Email address** button to open a dialog (bottom-right image) to enter the email address to be used for SignMail notifications.

Step 16. Scroll to the **Help** area of the Settings screen as shown in the left image.

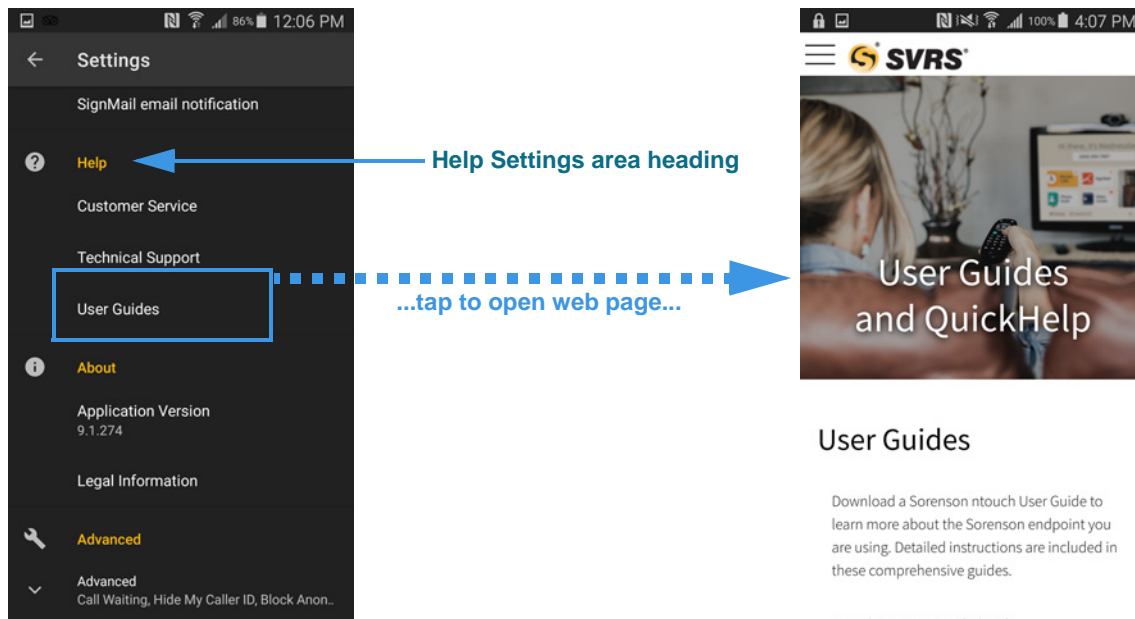


Figure 44 — *Help Settings* area, controls explained

- Tap the **Customer Service** button to place call to the Sorenson Customer Service department.
- Tap the **Technical Support** button to place a call to the Sorenson Technical Support department.
- Tap the **User Guides** button to open a browser app window and go to the “User Guides and QuickHelp” page of the Sorenson website. You can download the complete *User Guide* PDF file for any ntouch app from the website. You will also find some *QuickHelp* PDF files on the website that show how to use some of the features of the ntouch apps. The available QuickHelp topics may change over time.

Changing Settings

Step 17. Scroll to the **About** area of the Settings screen as shown in the left image.

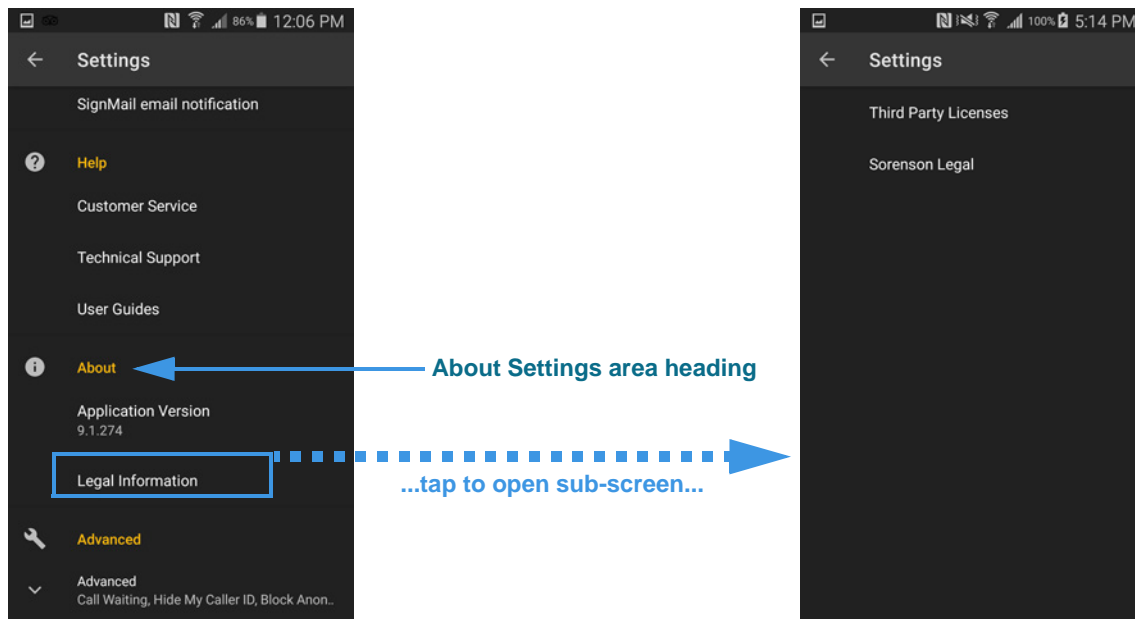


Figure 45 — *About Settings* area, controls explained

- Use the **Application Version** label to see the full build version of the ntouch app.
- Tap the **Legal Information** button to open a sub-screen in which you can choose to view the Third Party Licenses related to the ntouch app or view links to Sorenson's patents, privacy policy, and user agreements.

- Step 18. Scroll to the **Advanced** area of the Settings screen as shown in the left image. Tap the **Advanced** button to expand the screen as shown in the right image.

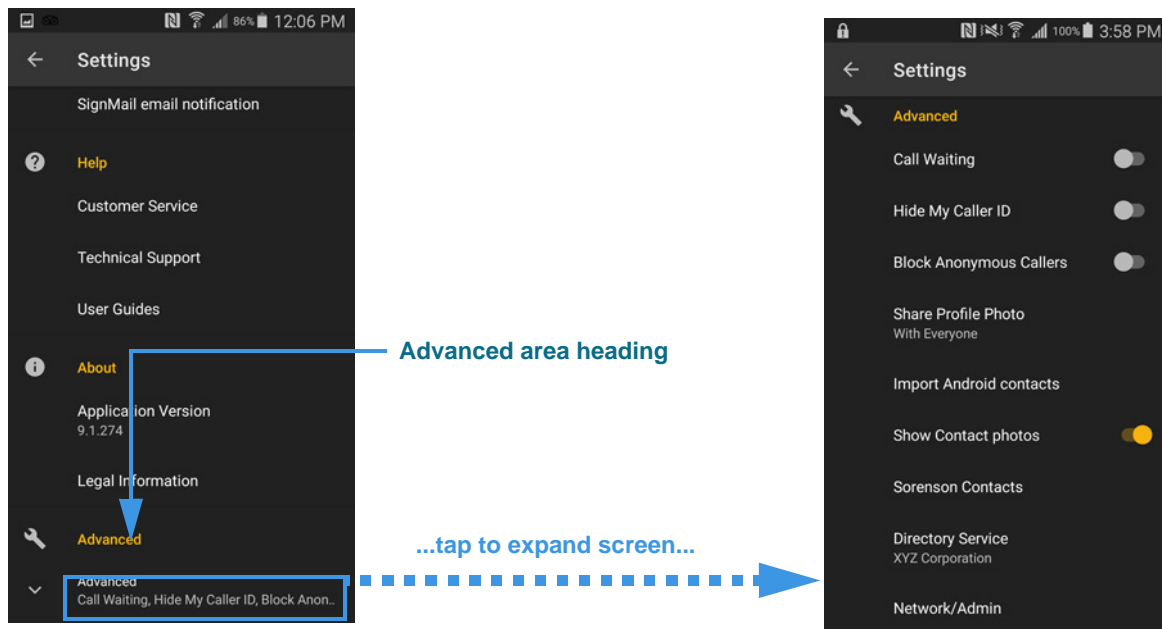


Figure 46 — *Advanced Settings area, controls explained*

- Use the **Call Waiting** control to enable or disable the Call Waiting feature.
- Use the **Hide My Caller ID** control to disable (turn off) transmission of your Caller ID information (name and phone number) in all your outgoing calls. Enabling this feature may block calls you make to other Sorenson endpoints that have the **Block Anonymous Callers** feature enabled.
- Use the **Block Anonymous Callers** control to block any incoming call that does not contain Caller ID information. Enabling this feature may block calls from other Sorenson endpoints that have the **Hide My Caller ID** feature enabled.
- Tap the **Share Profile Photo** button to open a dialog in which you can choose to share your Profile photo with everyone or with only the contacts stored in your ntouch app's Contact list.
- Tap the **Import Android contacts** button to open a dialog in which you can choose to import the contact records saved in your Android device's Contacts app.
- Use the **Show Contact Photos** control to show or hide Contact photos wherever they appear (e.g., Contacts list). Hidden photos will be replaced with initial icons.

Changing Settings

Step 19. Tap the **Sorenson Contacts** button to open the screen shown in the top-right image.

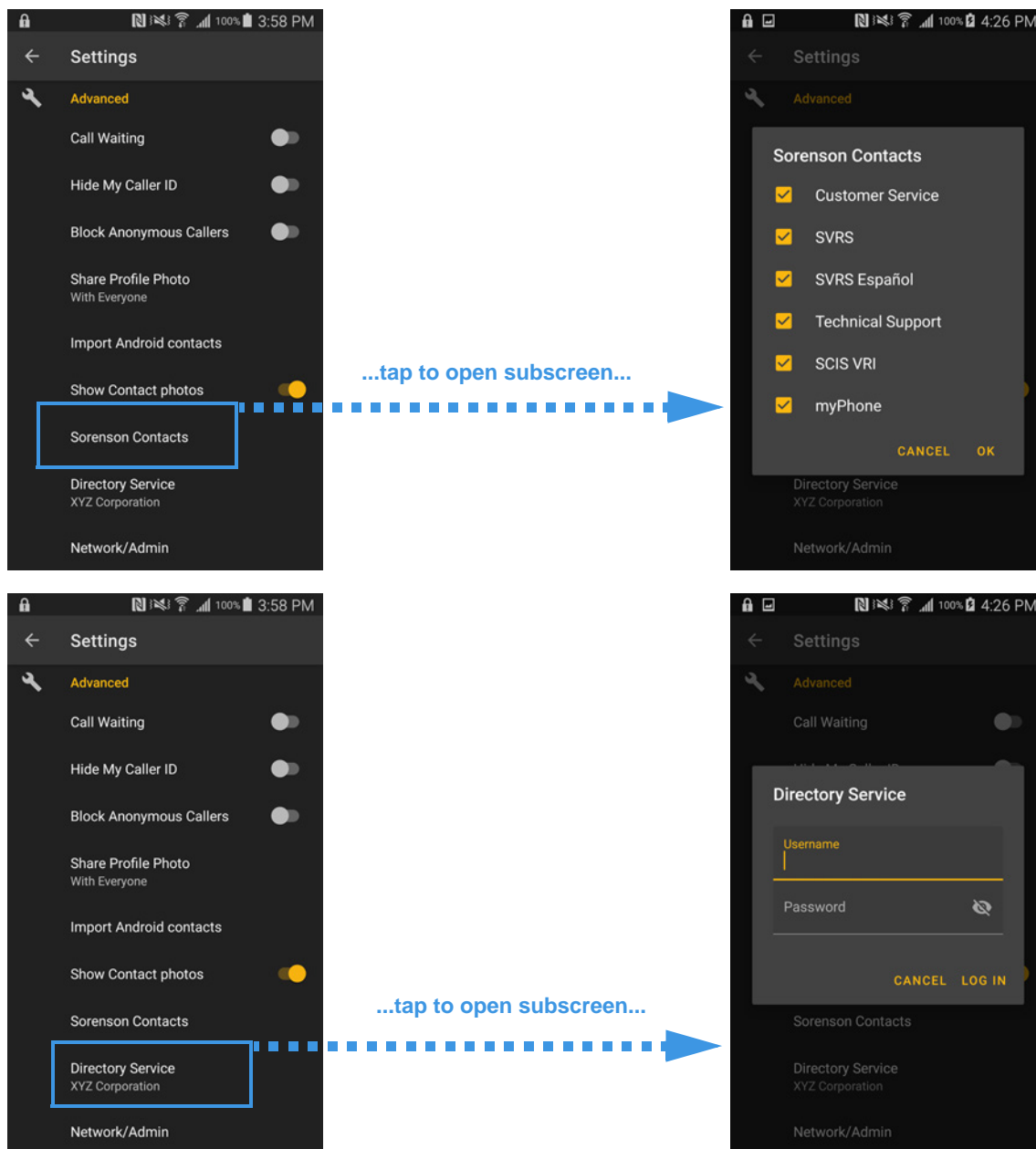


Figure 47 — *Advanced Settings* area, controls explained continued

- Tap the **Sorenson Contacts** button to open a dialog in which you can choose which of the pre-defined contacts you want to have in your ntouch app's Contact list. To remove a contact, uncheck its checkbox. The "myPhone" contact, when active, lets you select to call one of the other ntouch endpoints in your myPhone Group.
- Tap the **Directory Service** button to open a dialog in which you can update the username and password used for your corporate directory account. If this feature is not enabled for your ntouch Mobile account, you will not see this button.

Step 20. Tap the **Network/Admin** button to open the screen shown in the top-right image.

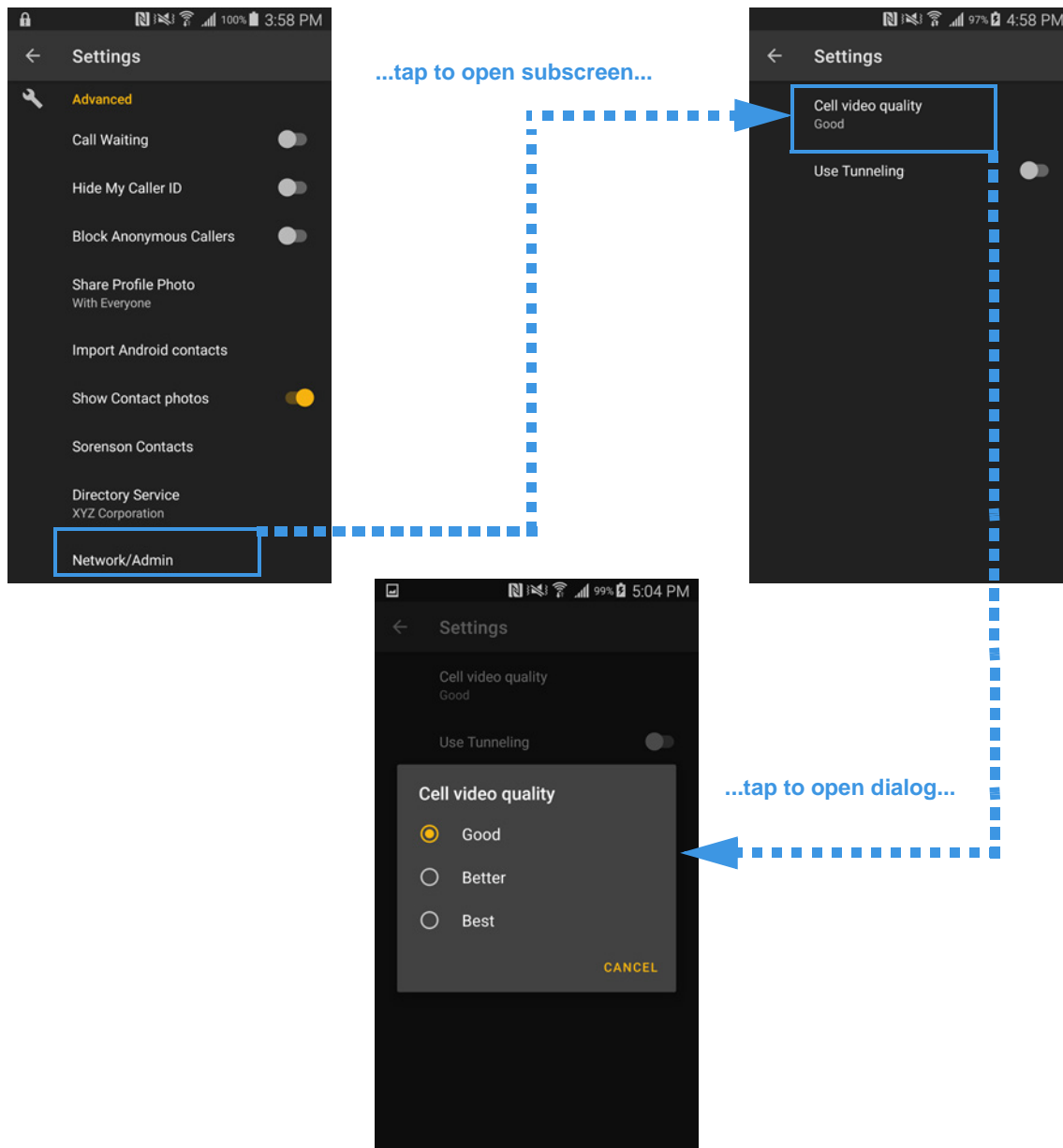


Figure 48 — *Help Settings* area, controls explained continued

- Tap the **Cell Video Quality** button to open the *Cell Video Quality* dialog in which you can select one of three options to control the amount of cellular data used for your ntouch videophone calls. The options are: **Good (least data)**, **Better (more data)**, and **Best (most data)**.
- Use the **Use Tunneling** control to enable the Tunneling feature. Normally, this control should not be enabled (it should not be orange). If you have video image problems that you think are caused by network problems, please call Sorenson Technical Support to discuss your situation.