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# *ntouch for Mac*

## ***User Guide***

*App Version 9.2*

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Version 9.2  
October 29, 2020

# New 9.2 Features

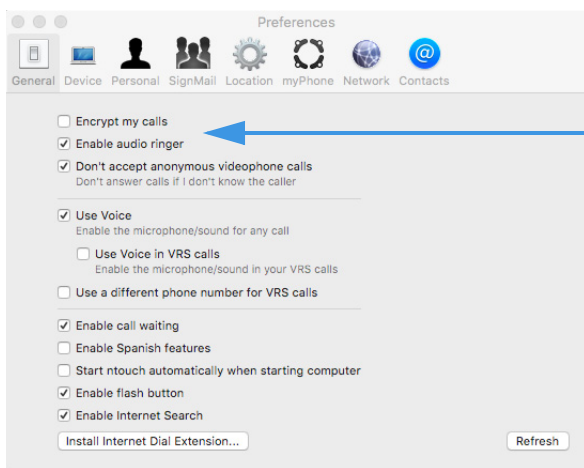
## What's New in 9.2?

Sorenson's ntouch for Mac 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 for Mac, ntouch VP2 1.7, ntouch PC 9.2, and the Sorenson 9.2 Mobile apps. Encryption actively protects the video, audio, and text in your calls.

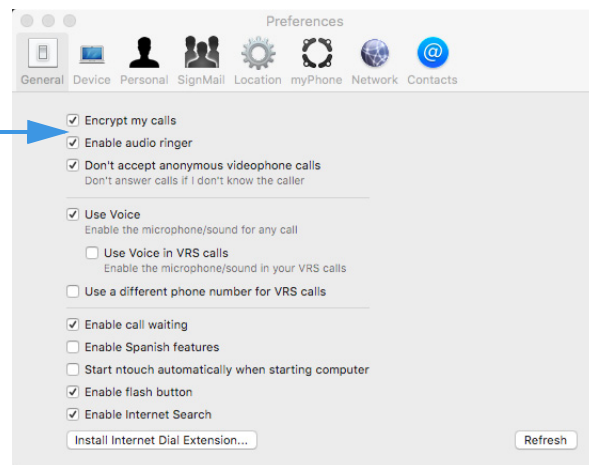
Here are the details about **how to use** the Media Encryption feature:

- You will see a new “Encrypt my calls” option on the *General Preferences* screen:

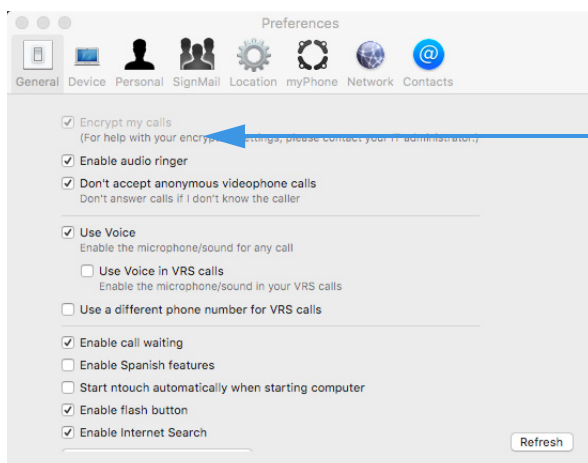


Disabled (Not Preferred)

Enabled (Preferred)

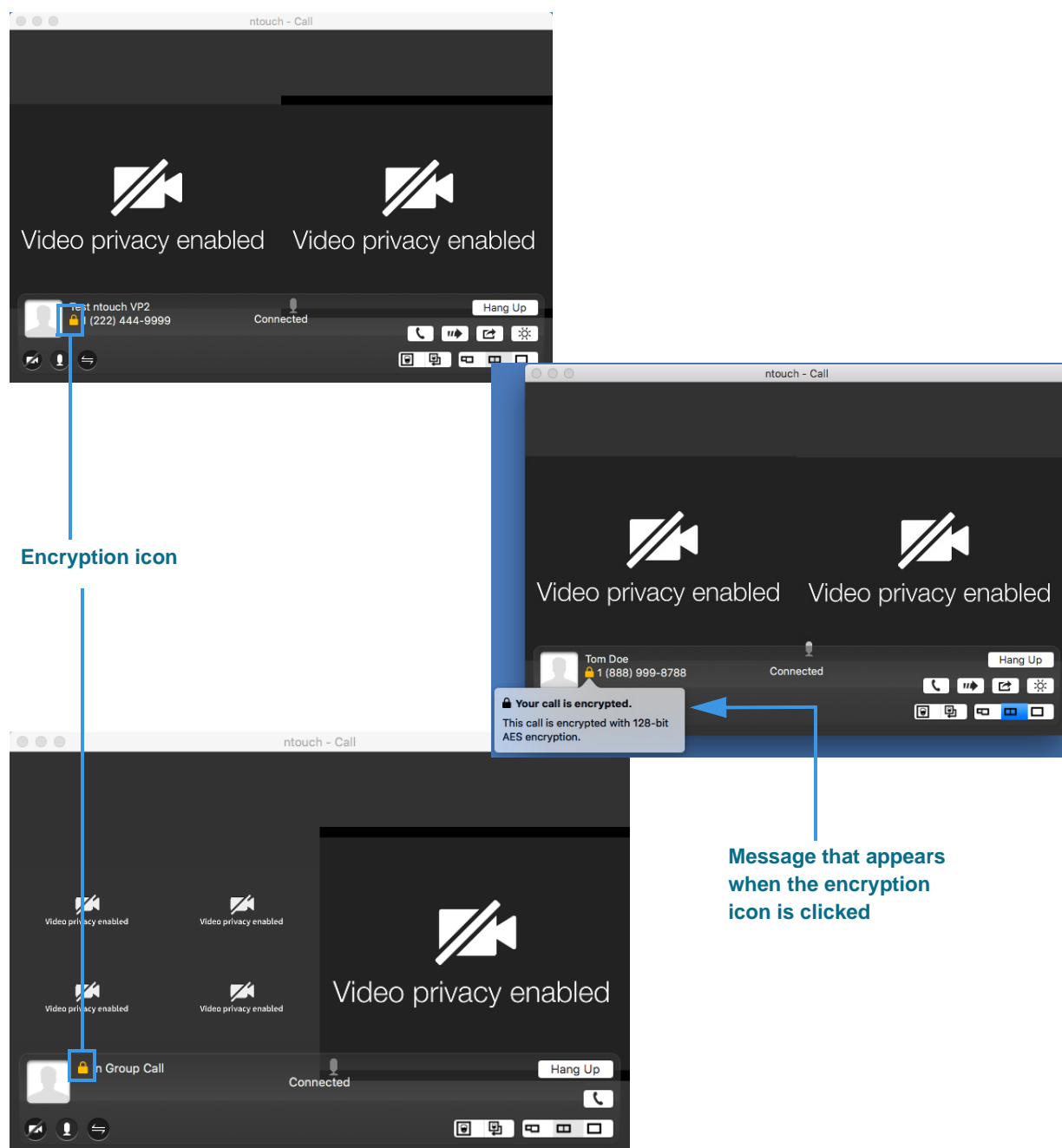


Required (enabled but  
grayed out because you  
cannot change this setting)

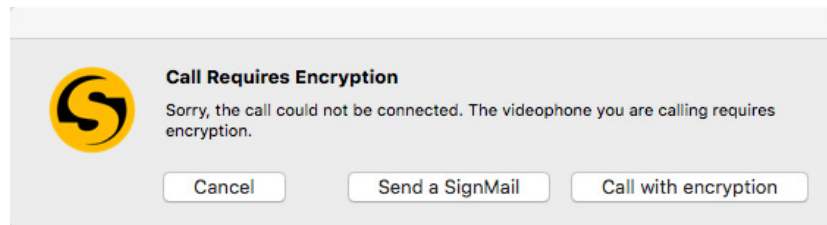


## New 9.2 Features

- 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 for Mac 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 for Mac to *not* prefer encryption, encryption will *always* be used if the other Sorenson endpoint is set to *require* encryption.
  - If you set ntouch for Mac 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 for Mac 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 for Mac **9.2** requires an Apple Mac laptop or desktop computer running a supported version of MacOS, a web cam, and a high-speed Internet connection.

Note that the 9.2 app drops support for macOS 10.12 Sierra and discontinues support for the Apple Aluminum remote.

**Note:** *If you are using an external (USB) web cam, for best video quality Sorenson recommends using the Logitech HD Pro Webcam C922.*

### Internet Connection

- High-speed Internet connection: DSL, cable, fiber, wireless, T1, or equivalent
- Speeds (Send/Receive): 512 Kbps minimum, 1 Mbps or higher is recommended

### Operating System

- MacOS Catalina (10.15) is supported and recommended
- MacOS Mojave (10.14) is supported
- MacOS High Sierra (10.13) is supported; all earlier versions are *not* supported

### Hardware Requirements

- Processor: Intel Mac 64-bit CPU that supports at least MacOS High Sierra (10.13)
- 2 GB of RAM or higher, 150 MB hard disk space
- Built-in or external Apple-branded web cam or a supported external web cam
- Screen display resolution of at least 800 x 600 (higher is recommended)

### Hardware Requirements for Sorenson HD Video

- Intel Core i3 series or faster processor
- 4 GB of RAM minimum
- Minimum Internet connection speeds: 512Kbps Send and Receive

## **Setting Up the ntouch for Mac App**

To set up the ntouch for Mac app on your personal computer, follow these steps:

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

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

If you do not already have an ntouch account, you will need to apply for one. To do so, select the **Apply Now** button on the webpage before downloading ntouch for Mac.

- Step 2. Download the ntouch for Mac app from the Apple App Store.**

- Step 3. Launch the ntouch for Mac app then enter your ntouch for Mac phone number and password when prompted.**

- Step 4. 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](http://www.sorensonvrs.com/license)

- Step 5. 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 6. You are now ready to make and receive videophone calls using ntouch for Mac.**

# Home Screen

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

Step 1. Tap the **Home** button in the left panel to open the screen shown below.

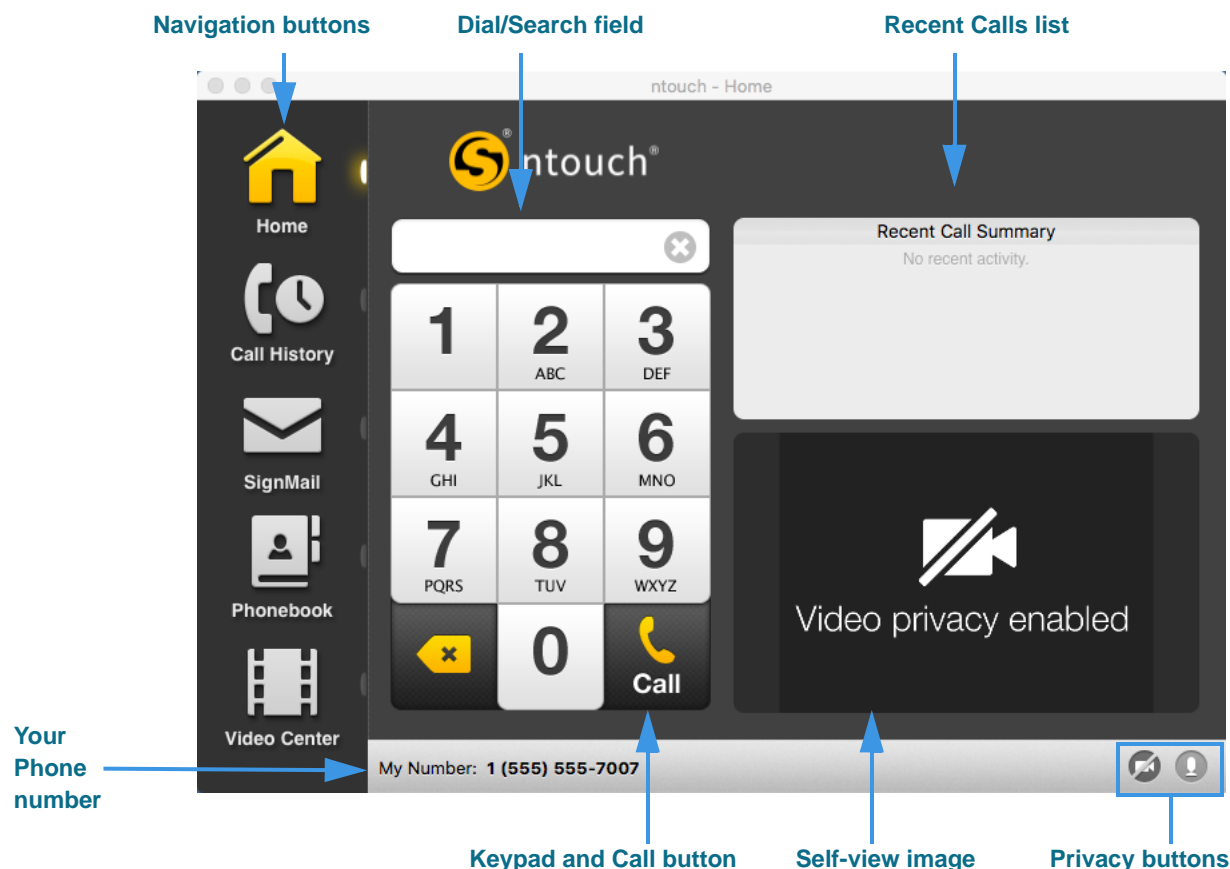


Figure 1 — Home screen

The *Home* screen has these buttons, controls, and information:

- Selecting one of the **Navigation** buttons moves to that function in the app.
- Selecting the **Keypad numbers** enters a phone number to be dialed. You can also click in the Search field and enter a number using your computer keyboard.
- Selecting the **Call** button starts a call by dialing the entered phone number.
- Entering a name in the **Dial/Search** field lets you search your contacts or do a Yelp search for local businesses. You can enter text or numbers using your keyboard.
- The **Video Privacy** and **Audio Privacy** buttons turns the camera and audio (if enabled) on and off. The feature is enabled when a slash icon appears as shown here.
- Your **phone number** appears near the bottom-left of the screen.

# In-Call Screen

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

## To Make an Outgoing Call

- Step 1. Use the keypad to enter the **phone number** you want to call as shown below.
- Step 2. Select the **Call** button to dial the call. When the call is answered, the ntouch - Call window will then open as shown below.

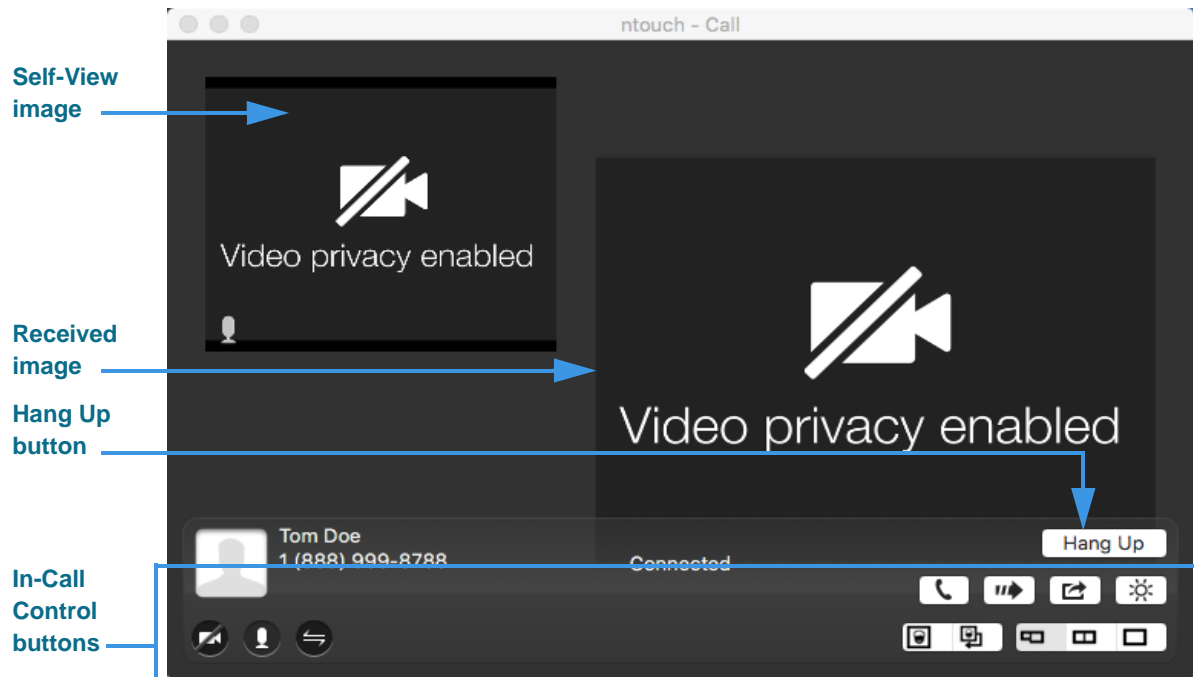


Figure 2 — Video Call window












See the table on the next page for details on using the In-call Control buttons.

**Notes:** You can make and receive point-to-point videophone (P2P) and SVRS calls even if Sorenson's servers are temporarily unavailable. In these situations, you can make and receive outgoing calls and you can see the existing entries in your Call History, Contacts, Favorites, and Block Lists. However, you cannot save changes to any of these lists and you cannot access ntouch for Mac's Preferences dialog. If you were logged out of the ntouch app when Sorenson's servers went offline, you will see a "Login Failed" message and will not be able to log in until full service is restored.

If a call cannot be connected because the call type cannot be automatically detected (that is, whether the call was SVRS or P2P), you will see a prompt asking you to confirm that the call you dialed is an SVRS call in order to route the call correctly.



**Step 3.** Use the In-Call Control buttons as needed during an active videophone call.

	<b>Video Privacy Button</b> Select to turn off the camera during a call.		<b>Change Self View Position Button</b> Select to change the position of the Self-View image. You can also move the image by dragging it with your mouse.
	<b>Audio Privacy Button</b> Select to turn off the microphone during a call.		<b>Standard View Button</b> Select to make the Self-View image smaller than the Received video image.
	<b>Transfer Button</b> Select to transfer an active call to another phone number.		<b>Side by Side View Button</b> Select to make the Self-View image and the Received video image the same size.
	<b>Toggle Self-View Button</b> Select to hide the Self-View image.		<b>Full View Button</b> Select to expand the <i>Received image</i> to fill the window.
	<b>Flash Button</b> Select to flash the LightRing on the caller's Sorenson phone.		<b>Hang Up Button</b> Select to end the call.
	<b>Share Button</b> Select to open the Share menu to share contacts or text in a call.		

**Step 4.** Select the **Hang Up** button to end the call and return to the Home screen.

**Note:** 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.

## To Answer an Incoming Call

Step 1. Look for the Incoming Call dialog to appear as shown below.

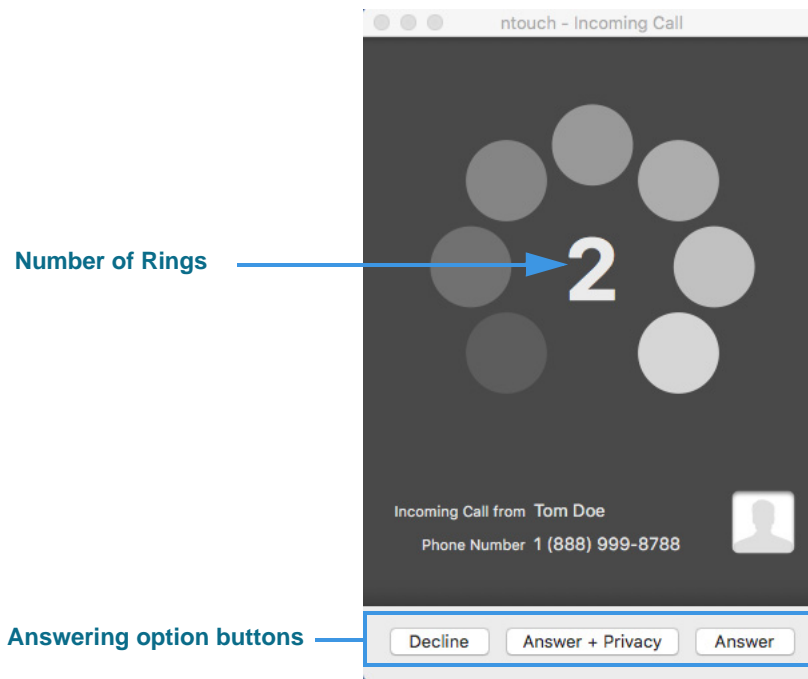


Figure 3 — Incoming Call dialog

The *Incoming Call* dialog shows the number of rings and contains three option buttons:

- Select the **Answer** button to answer the incoming call.
- Select the **Answer + Privacy** button to answer the incoming call but the video camera will be turned off. You will not be visible to the calling party.
- Select the **Decline** button to decline the incoming call and close the *Incoming Call* dialog. The call will then appear as a missed call in the Call History list.

Step 2. Select one of the **three buttons** to answer or decline the call.

**Note:** If you receive an incoming call when you are in a call, you will see an Incoming Call message. This is the **Call Waiting** feature. You can respond in one of three ways:

1- Select the **Answer+Hold** button to place your current call on hold and answer the incoming call.

2- Select the **Answer+Hang Up** button to hang up your current call and answer the incoming call.

3- Select the **Decline** button to ignore the incoming call and continue your current call. The call will then appear as a missed call in the Call History list.

### To Make a Wavello Call

ntouch for Mac 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 for Mac 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.

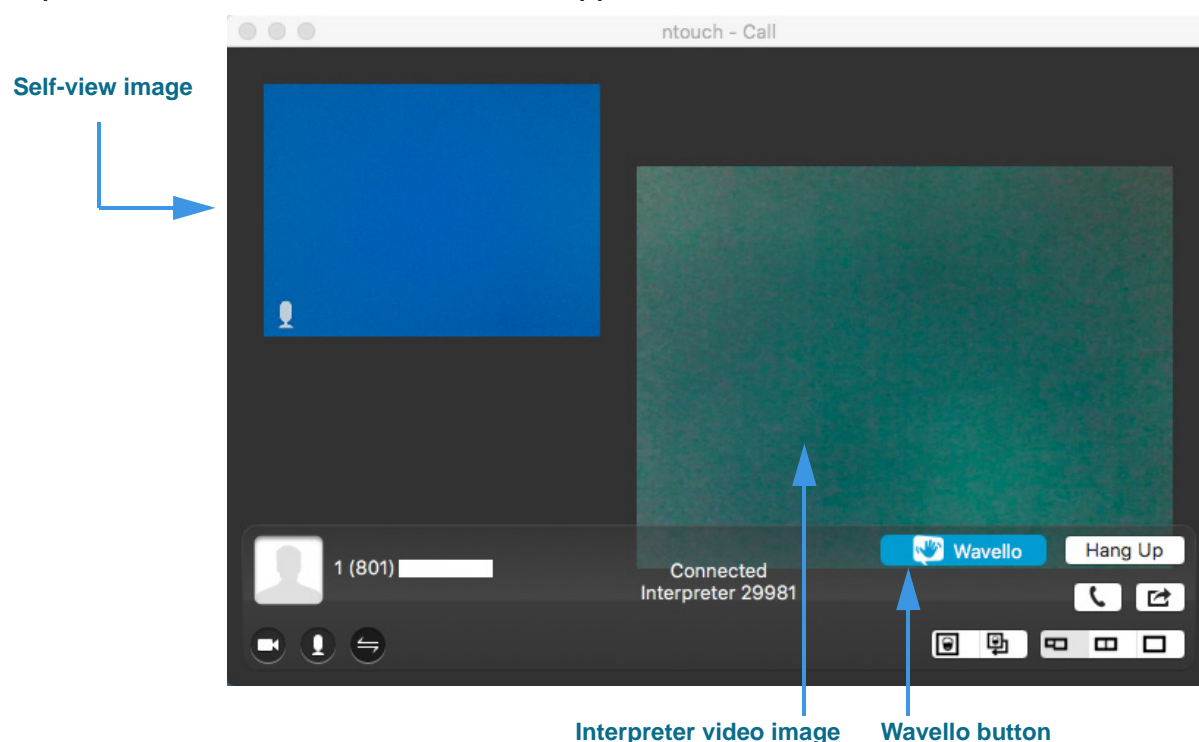


Figure 4 — ntouch - Call screen, Wavello button

As shown above, the blue and white **Wavello** button appears in the ntouch-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 *ntouch-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.

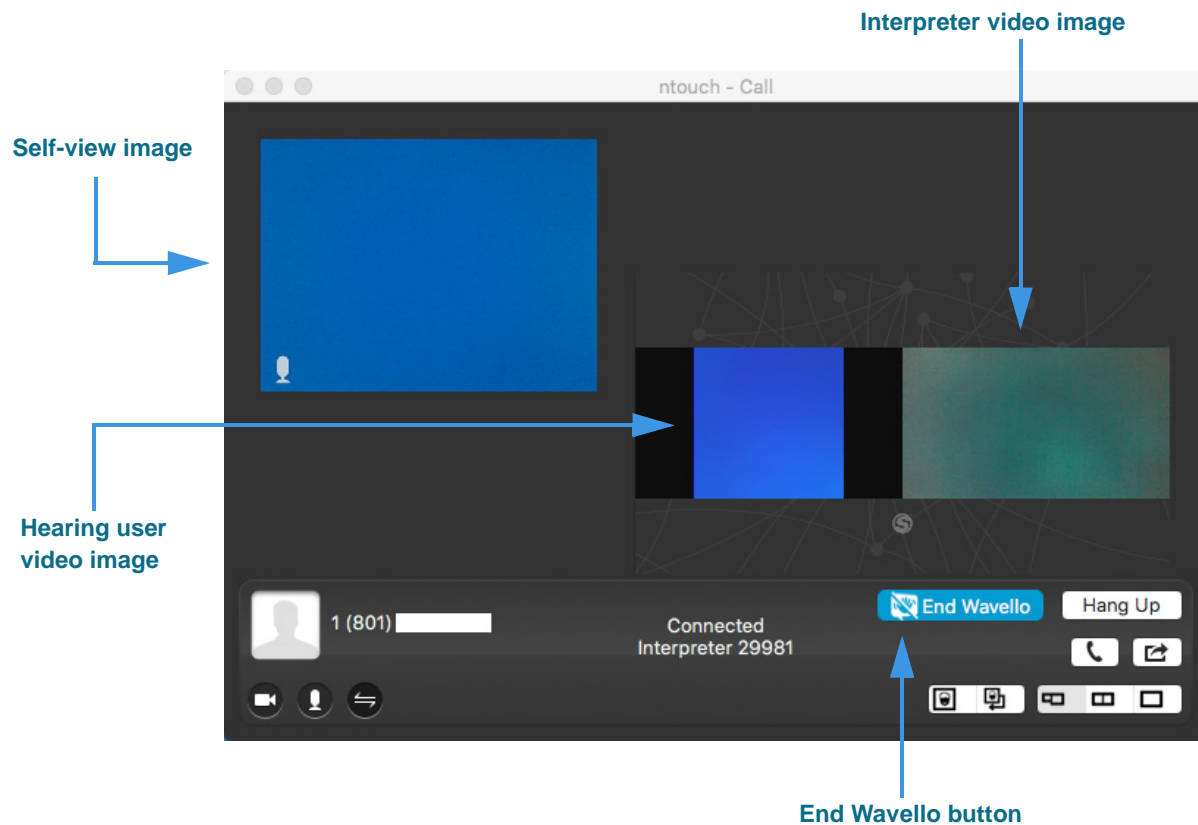


Figure 5 — *ntouch - Call* screen, End Wavello button

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 the Yelp Search Feature

The Yelp Search feature lets you search for phone numbers of local businesses. Just type a search term (such as “Pizza”) in the *Home* screen’s Dial/Search field. The search results from existing contacts in your Phonebook and from the Yelp service will be shown in a list. You can select one of the search results to dial a call to that person or business.

- Step 1.** At the Home screen, use your keyboard to type a **search string** (such as “Pizza”) into the Dial/Search field as shown below.

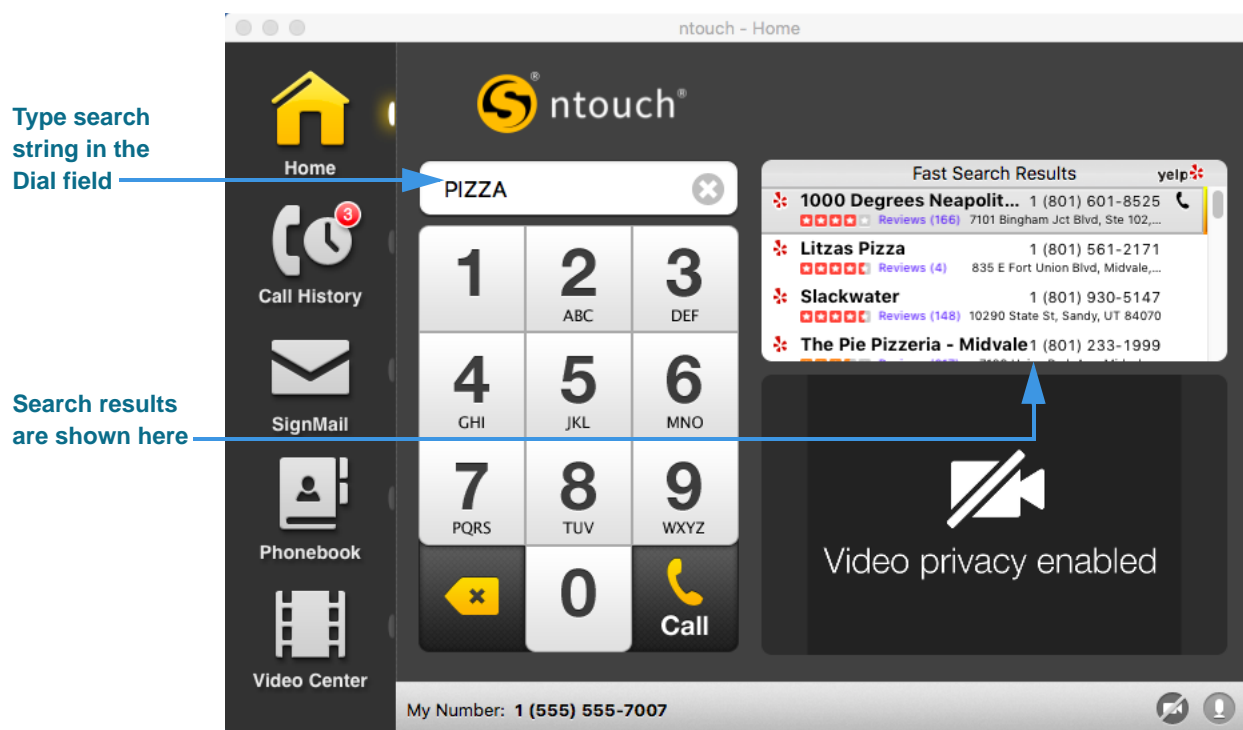


Figure 6 — Fast Search Results on *Home* screen

Notice that the top-right side panel is now labeled “Fast Search Results” and that the Yelp logo appears at the top-right corner of the panel. The listed business names and phone numbers are the results returned by Yelp for the search term you entered. In this example, the search term entered was “pizza.” Any of your contacts that match the search term will be shown at the top of the results list.

Notice that the search results also show blue “Reviews” links for each of the returned search results. If you select any of these blue links, the Yelp page for that business will be opened in your default browser application.

- Step 2.** To place a call to one of the search results, just select the **result** to dial the call.

## To Use the Internet Dial Feature

The Internet Dial feature lets you place videophone calls directly from the phone number links that appear on web browser pages on your computer.

To enable this feature, you must install a extension on your computer for the Chrome and/or Firefox browser apps (the extension for Safari is installed with the ntouch app).

After the browser extension is installed, the phone numbers on most browser pages will be detected and connected to ntouch for Mac. Selecting a phone number will open ntouch for Mac and then dial that phone number.

- Step 1. Open the **Preferences** dialog to the **General** panel as shown below.

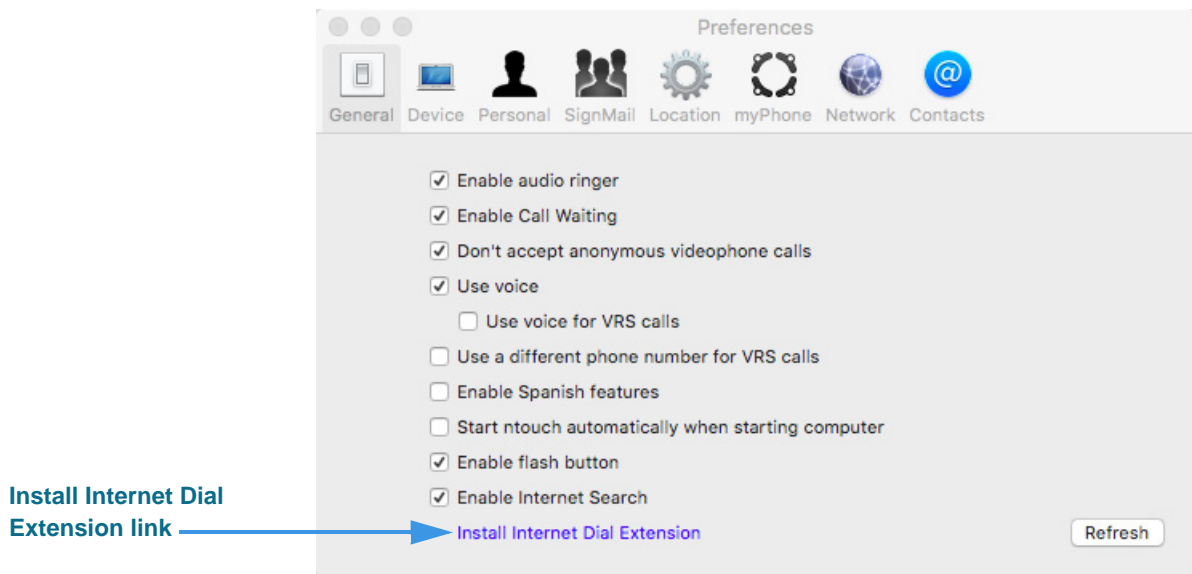


Figure 7 — Install Internet Dial link on *General Preferences* panel

Selecting the **Install Internet Dial Extension** link will open your default web browser (e.g., Chrome, Firefox) to a specific page on the Sorenson website. Once there, you can download and install the extension for your default browser.

If you wish to install the extension for other browsers (e.g., Chrome, Firefox) that you may have installed on your computer, just copy and paste the same link into the other browsers to see the download page for those browsers.

- Step 2. Select the **Install Internet Dial Extension** link to begin installing the desired extension(s).

## In-Call Screen

- Step 3. After installing the required extension, you can open a [website page](#) and look for phone number links. An example is shown below.

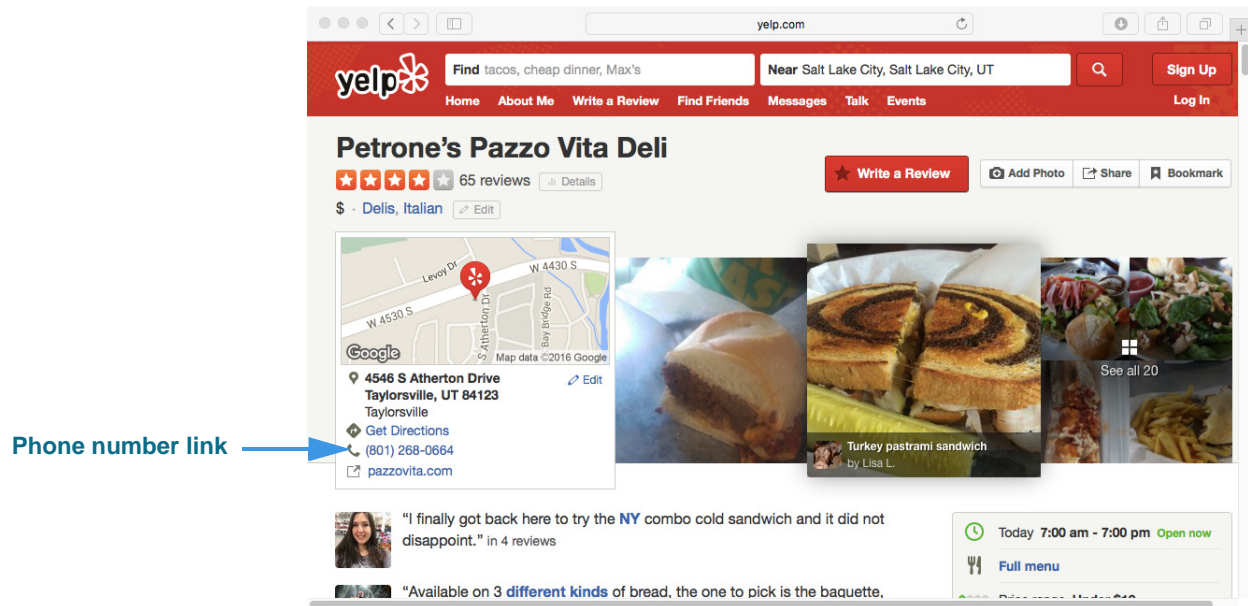


Figure 8 — Phone number on website page

- Step 4. Select the [phone number link](#) to dial a call using ntouch for Mac.

## To Share Text During Calls

ntouch for Mac lets you share any text with another Sorenson user or SVRS interpreter during your calls. You can enter text using your keyboard or select one of your Saved Text messages. To create one or more Saved Text messages before making a call, see Page <n>.

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

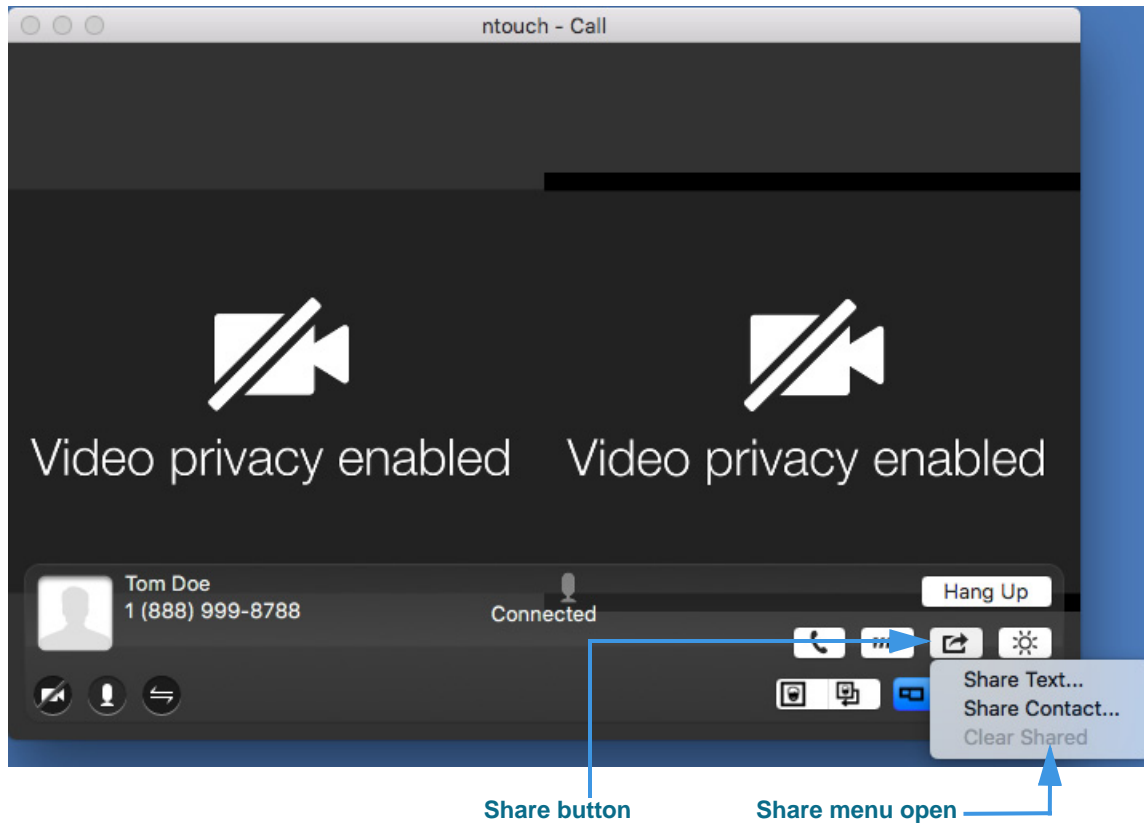


Figure 9 — Call screen, Share button

**Step 2.** Select the **Share** button to open a drop-down menu of options.

There are three options in the Share menu:

- Select the **Share Text...** button to enter text to share with the caller or to select one of your Saved Text messages, if you have entered any, with the caller.
- Select the **Share Contact...** button to select to share information about one of your contacts with the caller.
- Select the **Clear Shared** button to clear (erase) the text that you have already shared with a caller.



Step 3. Select the [Share Text...](#) button to display the screen shown below.

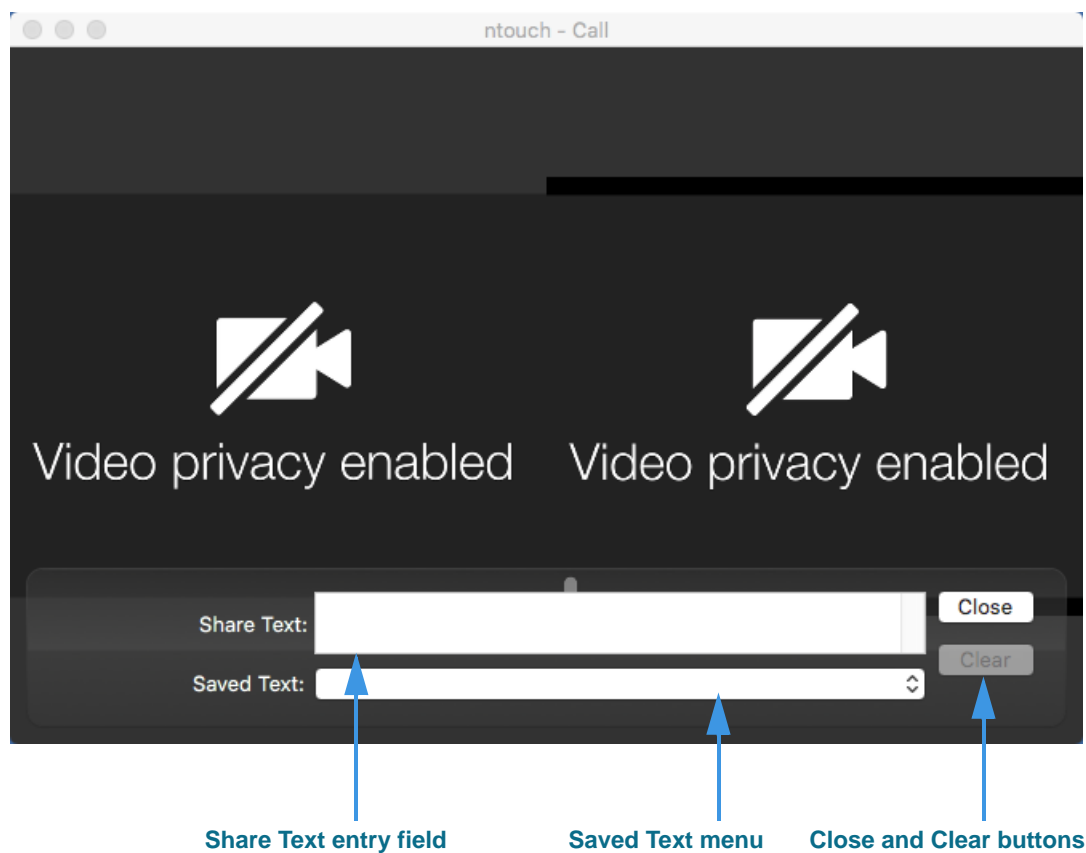


Figure 10 — *Call* screen, Share Text dialog opened

The *Call* window now shows two equal-sized video images and some new controls at the bottom center. You can type any text you want to share into the **Share Text** entry field using your keyboard. The text you enter will appear at the bottom of the Self-View image area of the screen to show you what the other Sorenson user will see.

The new controls in the bottom-center of the screen are:

- Use the **Saved Text** menu to select one of the Saved Text messages that you may have created prior to starting the call.
- Use the **Close** button to close the Share Text/Saved Text area of the screen.
- Use the **Clear All Text** button to clear (erase) any text that is currently shown in both the Self-View image or in the Received image areas of the screen.

Step 4. Select the **Saved Text** menu to open the drop-down menu as shown below.

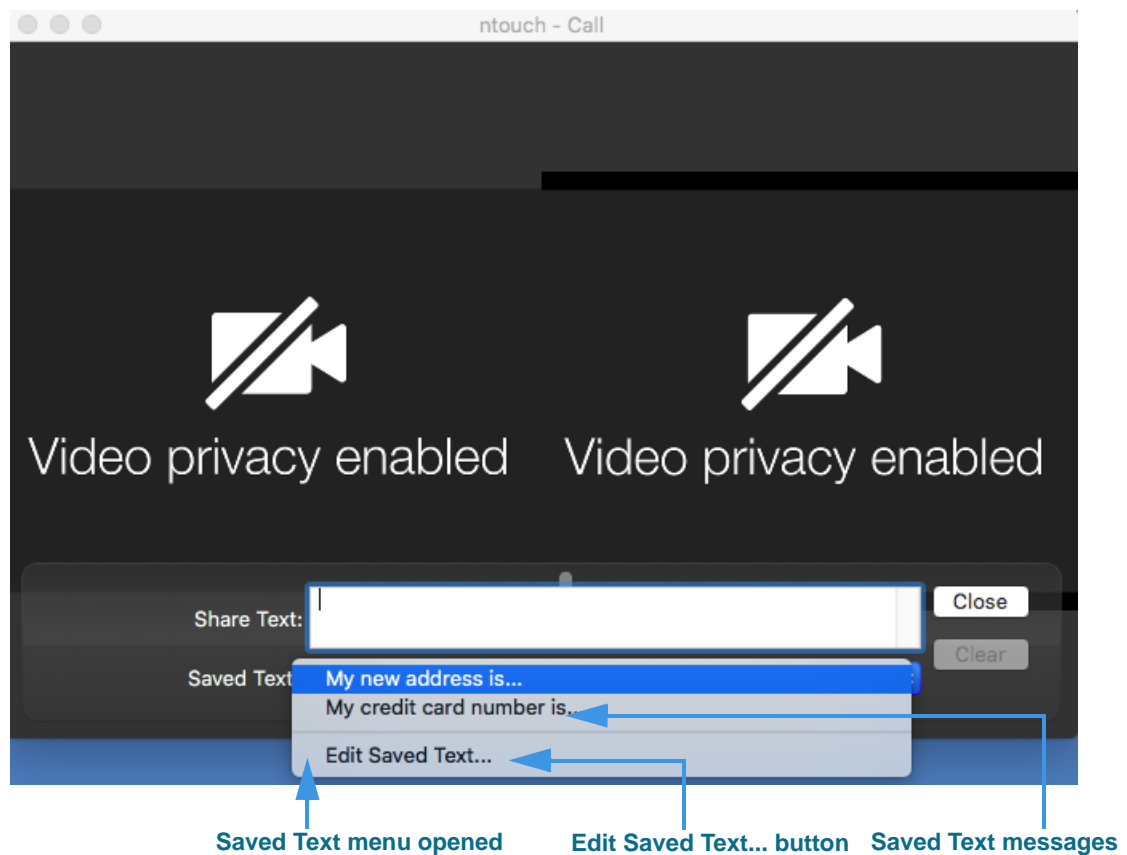


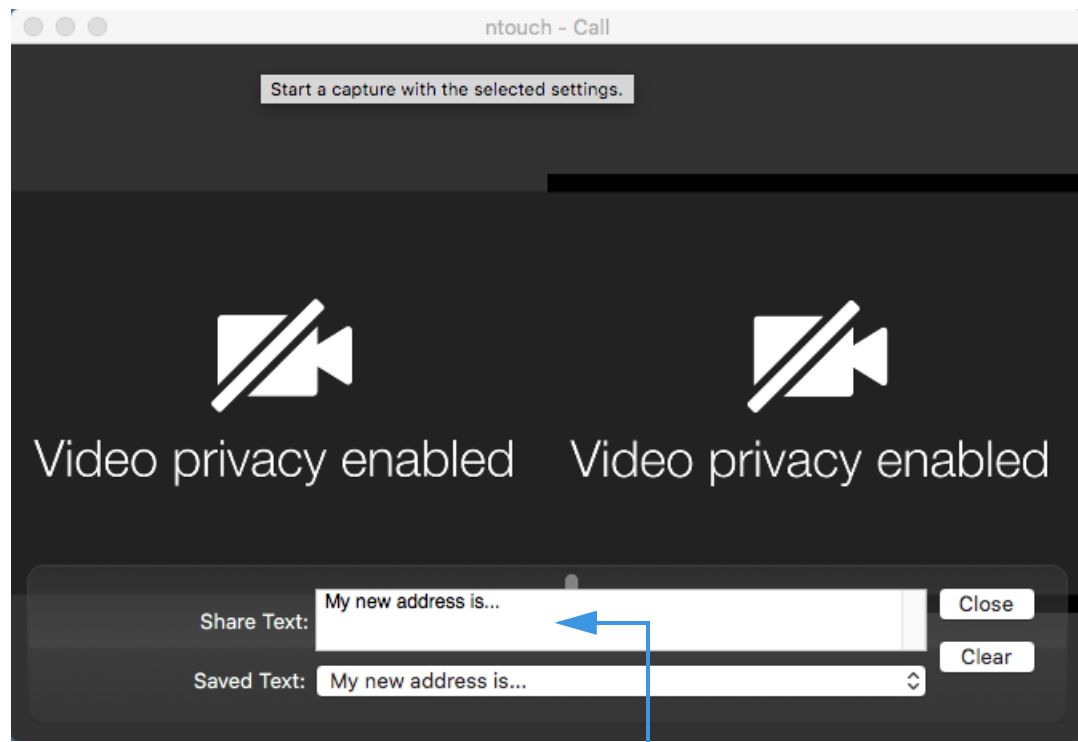
Figure 11 — Call screen, Saved Text dialog opened

Notice that the drop-down menu in this example includes two Saved Text messages. Up to ten (10) messages can appear in the menu.

The **Edit Saved Text...** button lets you select to open the Saved Text dialog so that you can enter, delete, or change any of your Saved Text messages during an active call.

## In-Call Screen

- Step 5. To share one of the messages, select it from the menu. The message will then appear in the dialog as shown below.



Selected Saved Text message appears here

Figure 12 — Call screen, Saved Text message in Share Text field

Notice that the selected Saved Text message has appeared in the Share Text field. The text message will appear in the Self-View image area of the screen to show you what the other Sorenson user will see.

## To Share a Contact During Calls

Step 1. Select the **Share Contact...** button as shown below.

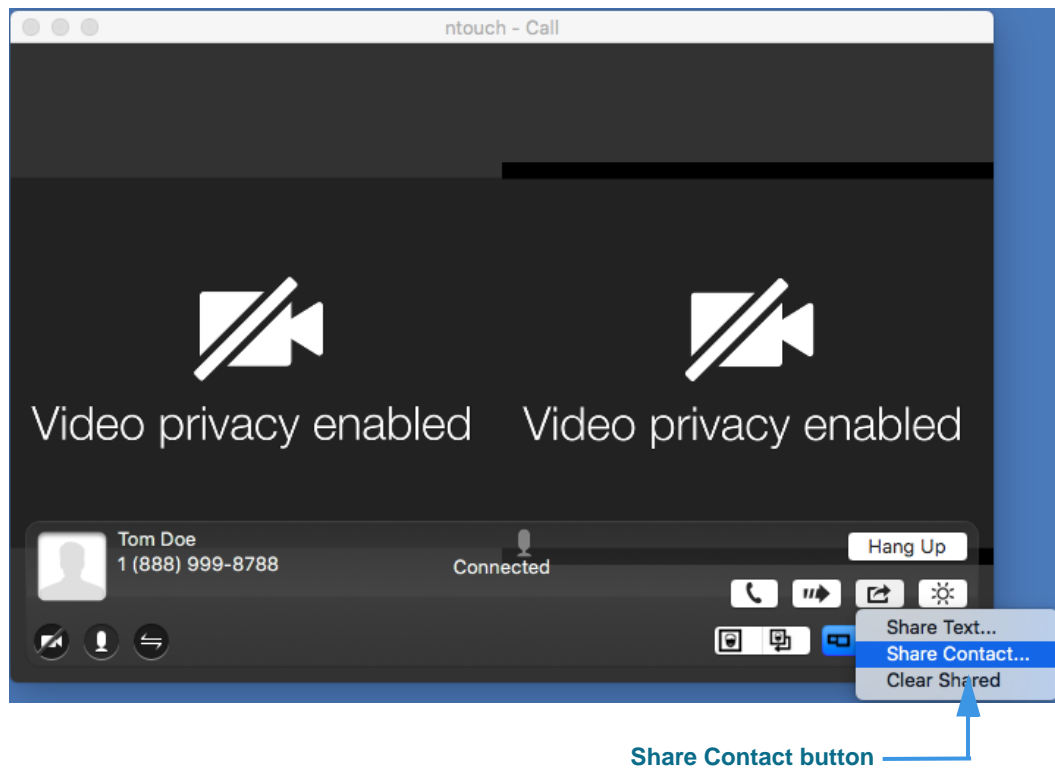


Figure 13 — Call screen, Share menu opened

Step 2. Select the **Share Contact...** button to display the dialog shown below.

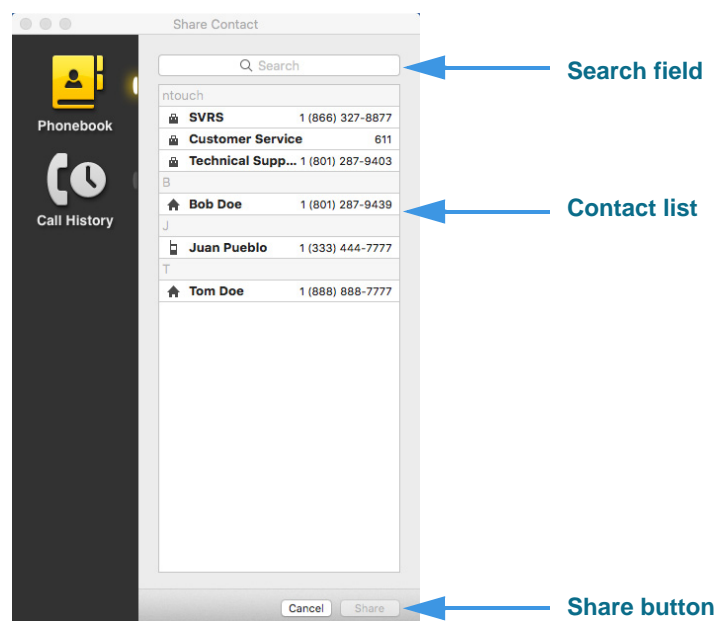


Figure 14 — Share Contact dialog

## In-Call Screen

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- Step 3. Select the contact from the list in the dialog that you want to share.
- Note:** You can use the Search Contacts field at the top-left corner of the dialog to find a contact. This feature can be helpful if you have a large number of contacts.
- Step 4. Select the **Share** button to close the dialog and share the contact information with the other caller.
- Step 5. If you receive a contact from another Sorenson endpoint user, you will see a dialog appear on the screen as shown below.

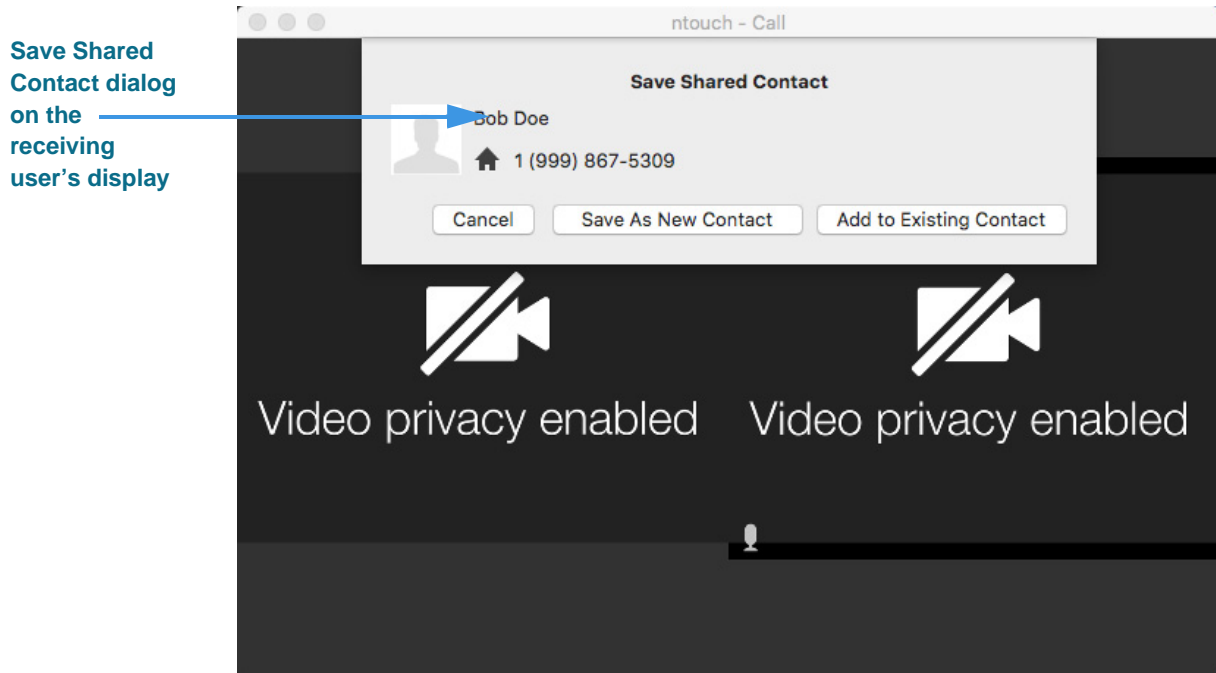


Figure 15 — Contact record shown on screen

The dialog shows you the contact record that was shared by the other Sorenson endpoint user. You have the options to **Add to Phonebook** to create a new contact record or **Add to Contact** to add to an existing record.

- Step 6. Select the **Save as New Contact** or the **Add to Existing Contact** button as desired.

# Call History Screen

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

**Step 1.** Select the **Call History** button on the Navigation panel as shown below.

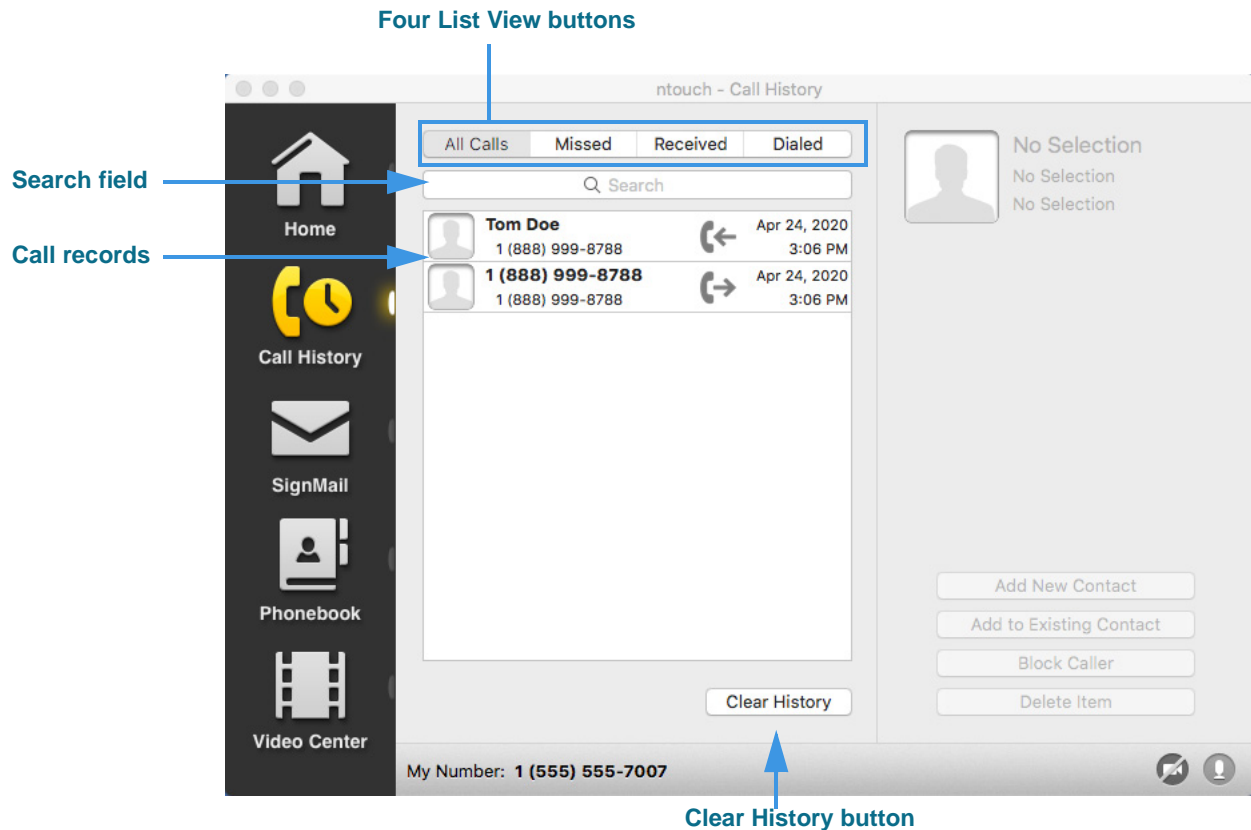


Figure 16 — *Call History* screen

**Step 1.** The **Call History** screen contains these buttons:

- Select one of the **List View** buttons to see lists of your “All” your recent calls or your “Missed,” “Received,” and “Dialed” calls.
- Select the **Clear History** button to delete all records at once (clear the entire list).
- Select the **Search** field to search the Call records list for a name or number.
- Select any **Call record** to perform functions described on the next page.

**Note:** Remember, you cannot recover deleted call history records.

To Select and See a Call List

## Call History Screen

Step 2. Select one of the **call records** to see the screen shown below.

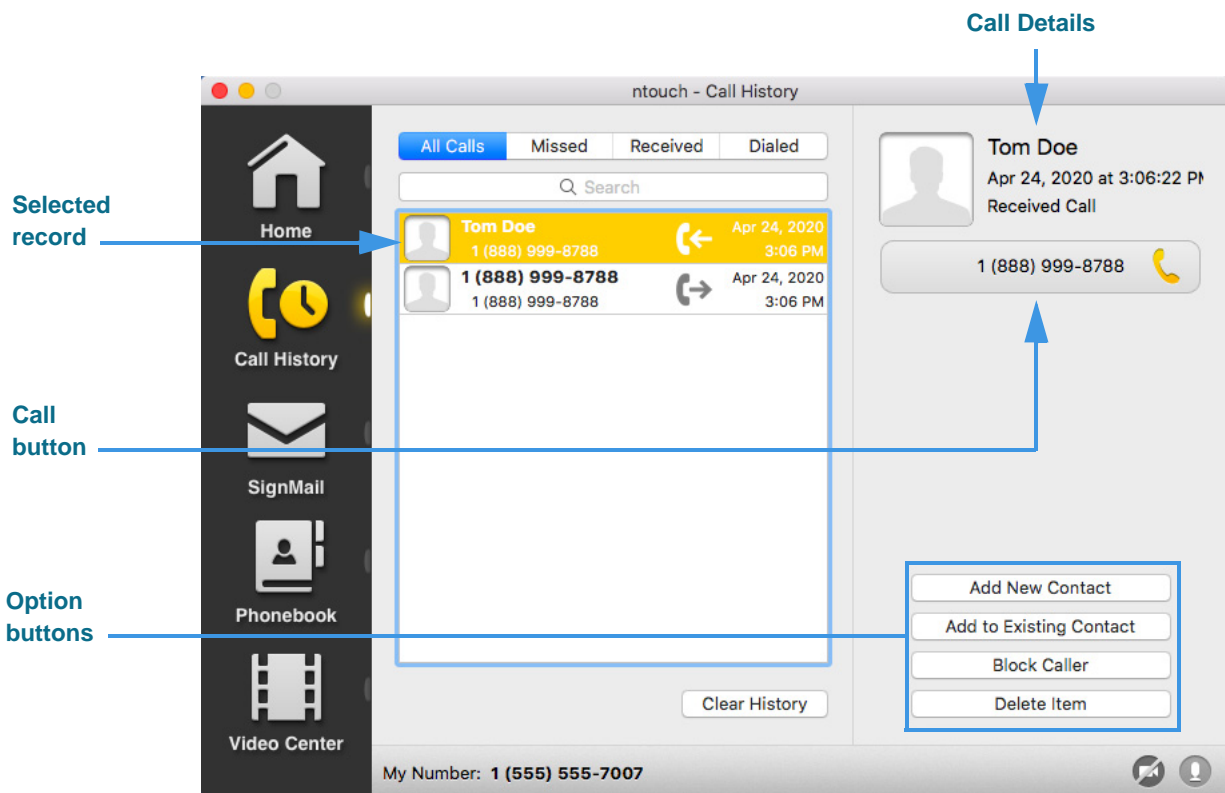


Figure 17 — Call record selected in All Calls list

The Call Details area shows the name, phone number, type of call (e.g., outgoing, incoming) and the time of the call. The pane contains these buttons:

- Select the **Call** button to place a call to this caller.

Step 3. Use the **Option** buttons described below as needed.

- Select the **Add New Contact** button to add a new contact in the Phonebook for this caller.
- Select the **Add to Existing Contact** to open the Phonebook to add the number to the selected contact or another contact. If you have no contacts, this item will be grayed out.
- Select the **Block Caller** button to add this phone number to the Blocked list.
- Select the **Delete Item** button to delete this call from the list. You can select more than one call record at once to delete several records at a time.

**Note:** Remember, you cannot recover deleted call history records.

**Step 4.** To bring up a context menu, right-click on a **call record** in any of the Call History lists. The context menu will then appear as shown below.

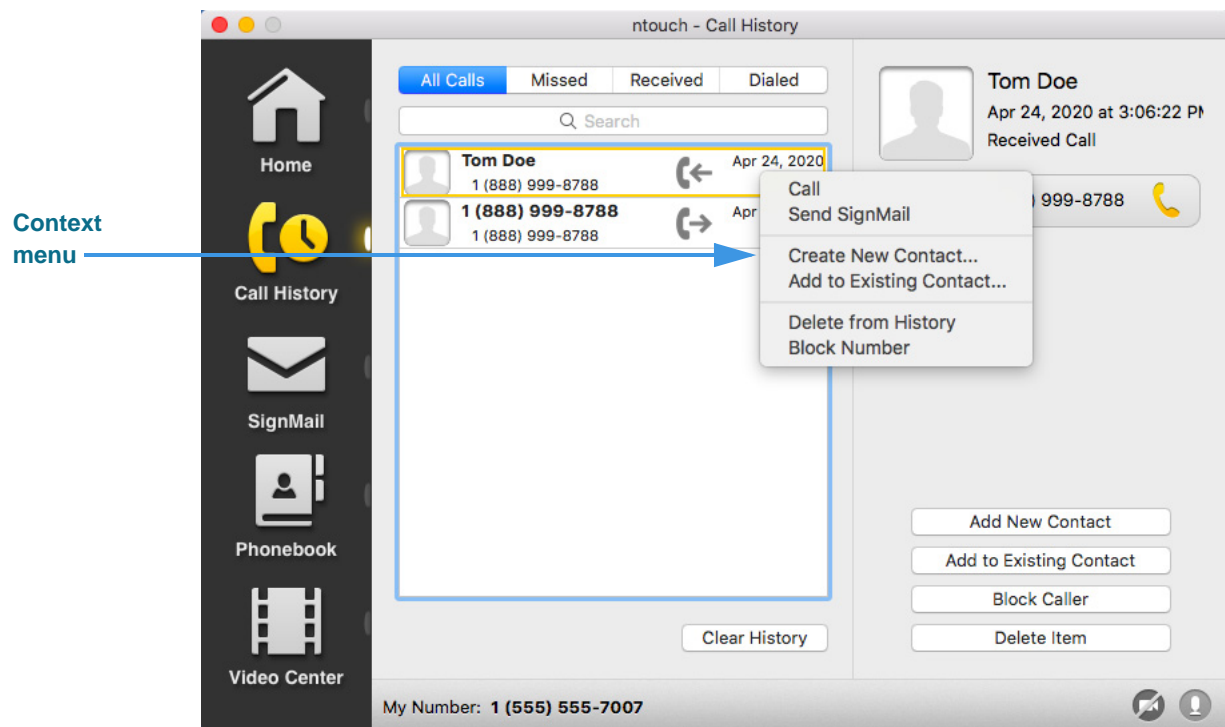


Figure 18 — Context menu, Call History pane

The context menu contains these buttons:

- Select the **Call** option to dial a call to this phone number.
- Select the **Send SignMail** option to send a SignMail directly to this phone number.
- Select the **Create New Contact....** option to open the Phonebook and add the number to the Contacts list. You can then edit the contact if necessary.
- Select the **Add to Existing Contact...** option to open the Phonebook and select the first contact in the list. You can choose to add the number to this contact or you can select another contact.
- Select the **Delete from History** option to open a dialog that asks you to confirm the deletion of this number from the Call History list.
- Select the **Block Number** option to open the Phonebook's Block list. You can then edit the details for the blocked number if necessary.

**Note:** Remember, you cannot recover deleted call history records.



# SignMail Screen

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

Step 1. Select the **SignMail** button on the Navigation panel as shown below.

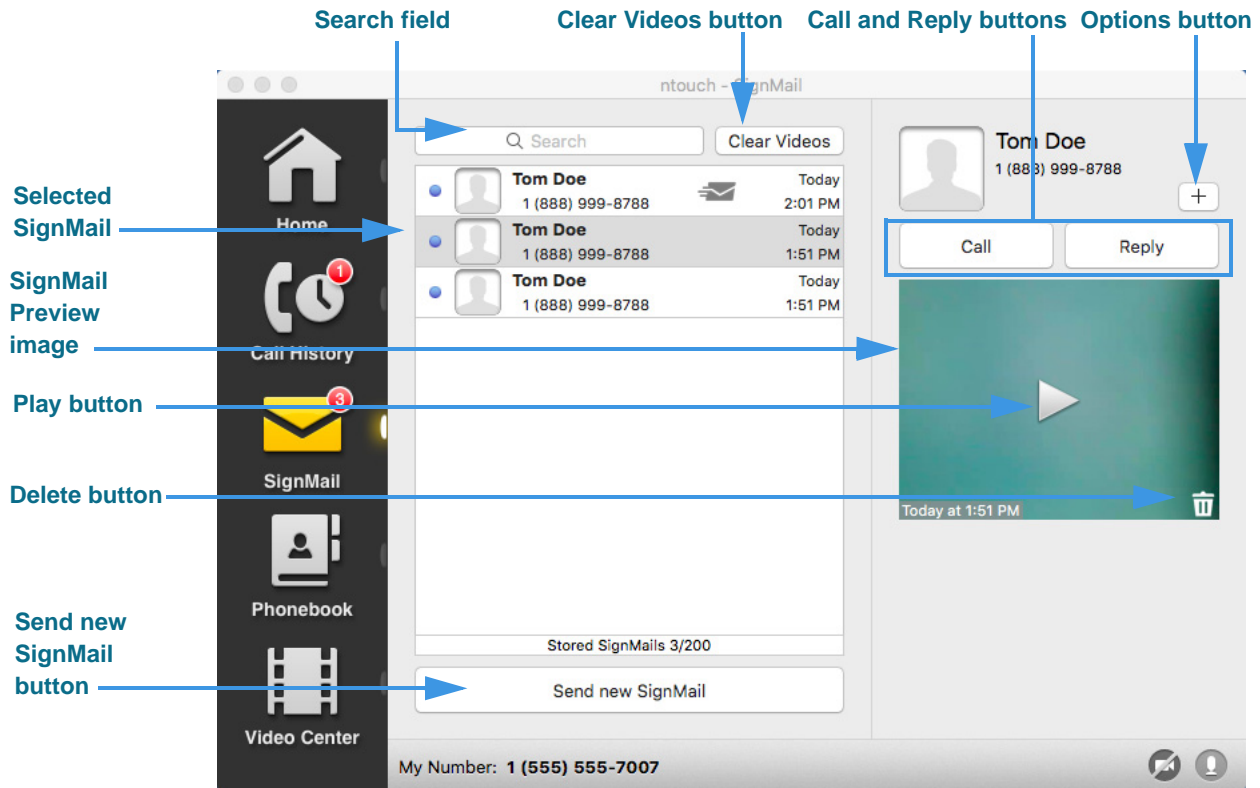



Figure 19 — SignMail screen

The *SignMail* screen contains these buttons and indicators:

- Select any **SignMail** to preview the video. The record shows the sender's name, phone number, and the time the SignMail was received.
- Select the **Search** field to search the list of SignMails for a name or number.
- Select the **Send new SignMail** button to record and send a SignMail video to any number in your Call History or Contacts lists, or to dial a new phone number.
- Select the **Clear Videos** button to delete all SignMails at once (clear the list).
- Select the **Delete** button to delete just the selected SignMail from the list.
- Select the **Call** button to place a call to this caller.
- Select the **Reply** button to send a SignMail to this caller.
- The blue **Dot** icon indicates the SignMail has not been viewed yet.
- The  icon indicates the SignMail was sent directly to you.

- Step 2. Use the **Options** button to open the drop-down menu to access these options.
- Select the **Add to Existing Contact...** to open the Phonebook. You can choose to add the number to the sender of the SignMail to an existing contact. If you do not have any contacts, this item will be grayed out.
  - Select the **Create New Contact...** button to create a new contact record in the Phonebook for the sender of this SignMail.
  - Select the **Block Caller** button to add this phone number to the Blocked list.
- Step 3. Select the **SignMail video** that you want to view from the list. Select the **Play** button to open the playback window as shown below.



Figure 20 — Playback of SignMail video

The *SignMail Player* window has these controls:

- Use the **Playback** controls to play or pause the video playback.
- Use the **slider bar** to move the video playback to any point during the video.

- Step 4. To bring up a context menu, control-click (or right-click) on **any SignMail** in the list. The context menu will then appear as shown below.

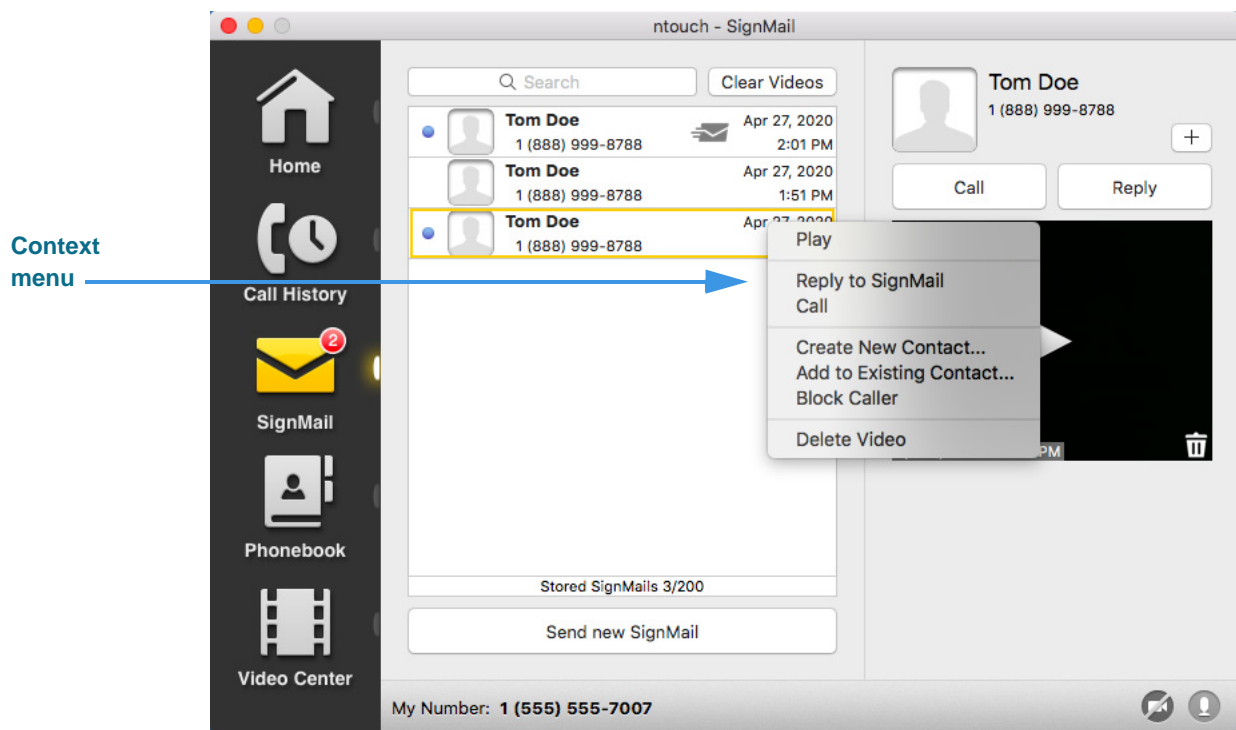


Figure 21 — Context menu, SignMail list pane

The context menu contains these buttons:

- Select the **Play** option to begin playback of the selected SignMail.
- Select the **Reply to SignMail** option to send a SignMail directly to this caller.
- Select the **Call** option to dial a call to this phone number.
- Select the **Create New Contact...** option to open the Phonebook and add the number to the Contacts list. You can then edit the contact if necessary.
- Select the **Add to Existing Contact...** option to open the Phonebook and select the first contact in the list. You can choose to add the number to this contact or you can select another contact.
- Select the **Block Caller** option to open the Phonebook's Block list. You can then edit the details for the blocked number if necessary.
- Select the **Delete Video** option to open a dialog that asks you to confirm the deletion of this SignMail video.

**Note:** Remember, you cannot recover deleted SignMail videos.

# Phonebook Screen

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

**Step 1.** Select the **Phonebook** button on the Navigation panel. Then select the **Contacts** List View button as shown below.

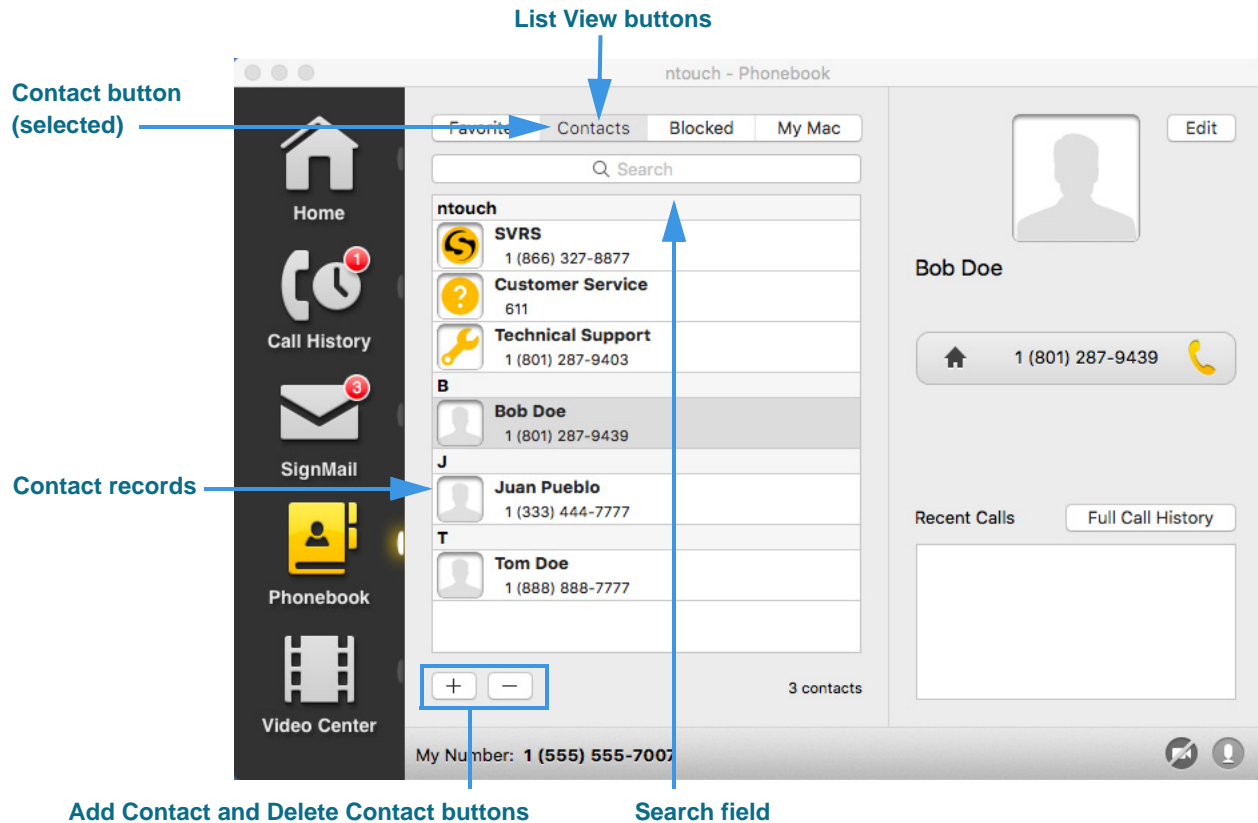


Figure 22 — Phonebook screen

The *Phonebook* screen contains these buttons:

- Select one of the **List View** buttons to see a list of your *Contacts* as shown above or a list of your *Favorite* or your *Blocked* contacts. You can also see a list of the contacts saved in your Mac's Contacts app and optionally import records to the ntouch app.
- Select the **Search** field to search the Contact records for a specific name or number.
- Select the **Add Contact** button to add a new contact record. Editing an existing contact record shows essentially the same screen as adding a new contact record.
- Select the **Delete Contact** button to delete a selected contact record.
- Select a **Contact record** to view the contact. The records are listed alphabetically.
- Select the **Full Call History** button to open the Call History list for this contact.

**Note:** Remember, you cannot recover deleted contact records.

## Phonebook Screen

Step 2. Select one of the [contact records](#) to see the screen shown below.

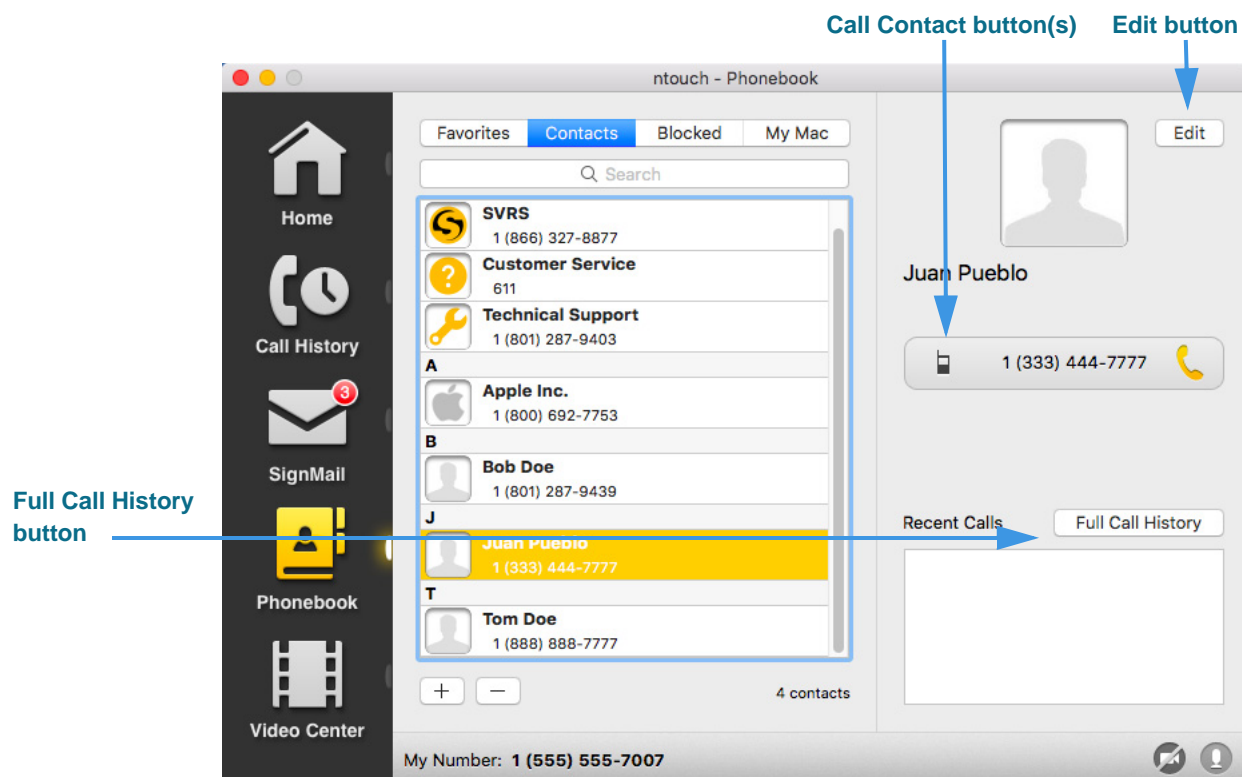


Figure 23 — *Contacts* list screen

The *Contact Details* area has these buttons:

- Select the **Edit** button to edit this contact record.
- Select the **Phone Number** button to place a call to this contact. If a contact has more than one phone number, there will be multiple buttons.
- Select the **Full Call History** button to open the Call History list for this contact.

Step 3. To edit a contact, select the **Edit** button to open the panel shown below.

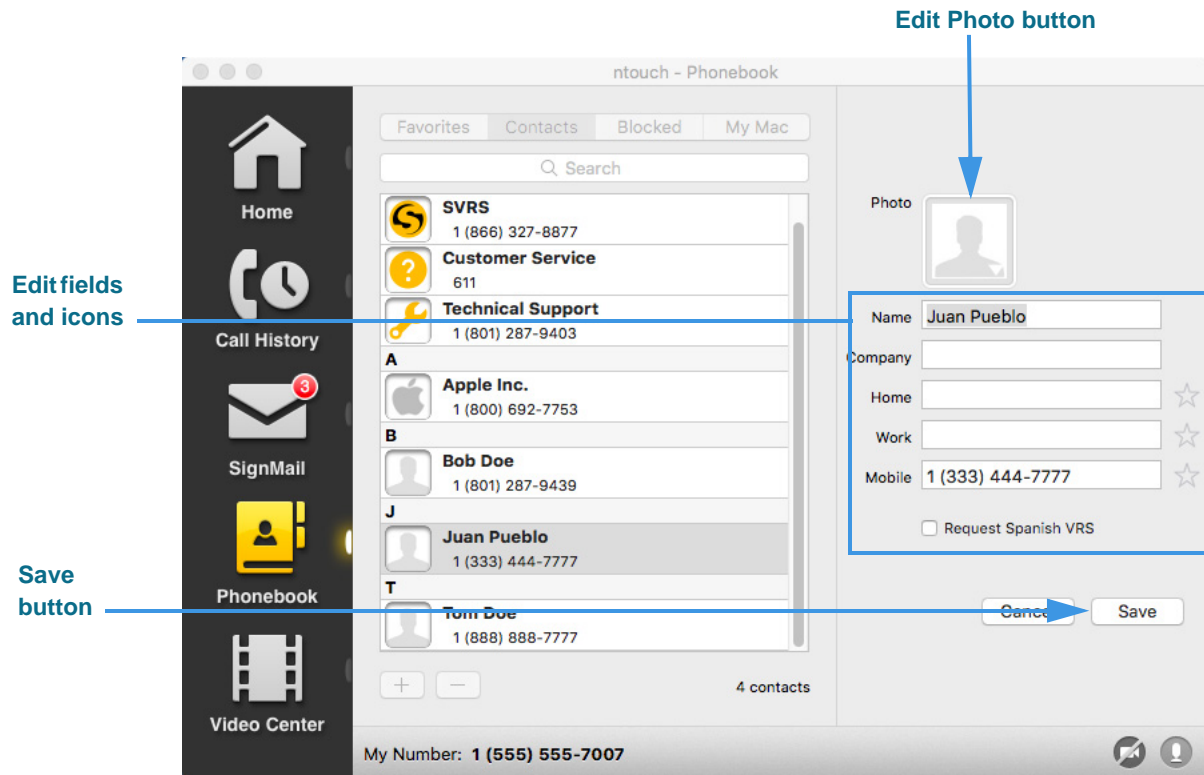


Figure 24 — Edit an existing contact record

The *Edit Contact* pane has these buttons and controls:

- Select the **Edit Photo** button to edit or add a photo for this contact.
- Enter a name in the **Name** field for this contact. The **Company** field is optional.
- Enter a phone number in at least one of the fields: **Home**, **Work** and **Mobile**.
- Select the star icon next to any number you want to add to your **Favorites** list.
- Select the **Request Spanish VRS** checkbox to specify that a Spanish interpreter is to be requested for this contact.
- Select the **Save** button to save the changes you made to this contact record.
- Select the **Cancel** button to exit the edit function and discard all changes.

- Step 4. To add or edit the contact photo, select the **Edit Photo** button to display the context menu as shown below.

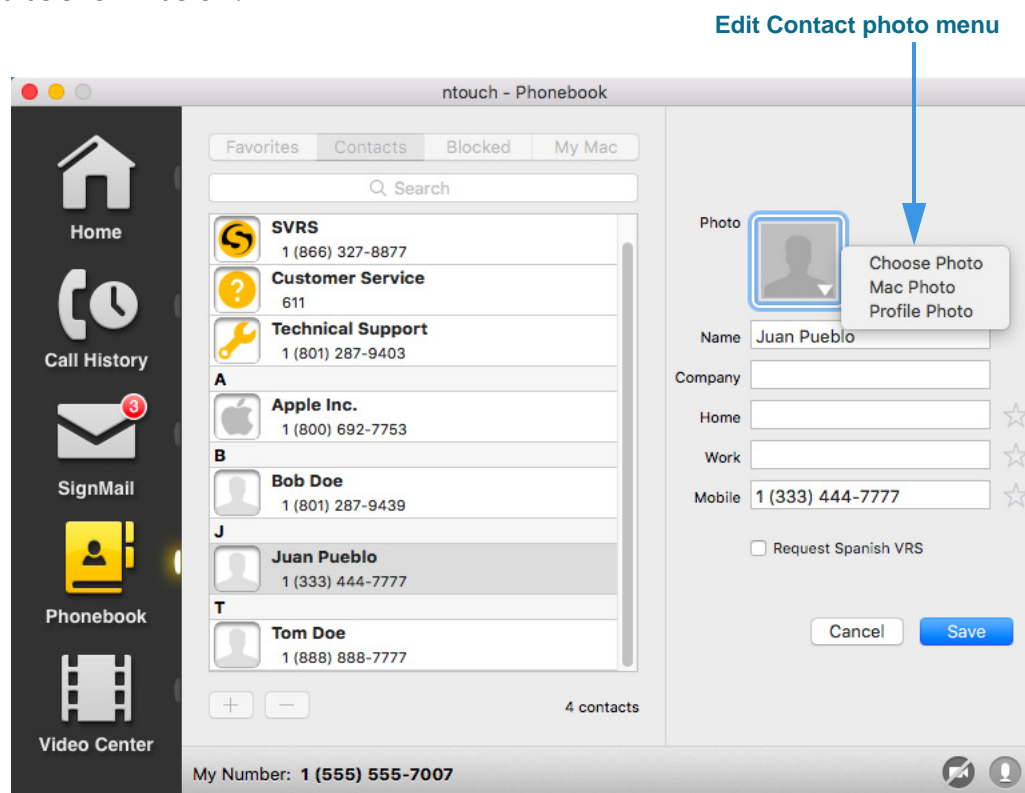


Figure 25 — Edit Photo menu

These are the options in the *Edit Photo* context menu:

- Select the **Remove Photo** button, if it appears, to remove an existing photo.
- Select the **Choose Photo** button to open a dialog with other options:
  - Browse the **Default** photos on your Mac computer.
  - Select a **Recent** photo taken on your Mac computer.
  - Use the **Camera** to take a new photo using your Mac's camera.
  - Browse for **Other** photos using your Mac's file navigation dialog.
- Select the **Mac Photo** button to use the photo saved in your Mac Contacts app.
- Select the **Profile Photo** button to use the photo you have saved as your Sorenson Profile photo.

- Step 5. To bring up a context menu, control-click (or right-click) on **any contact** in the list. The context menu will then appear as shown below.

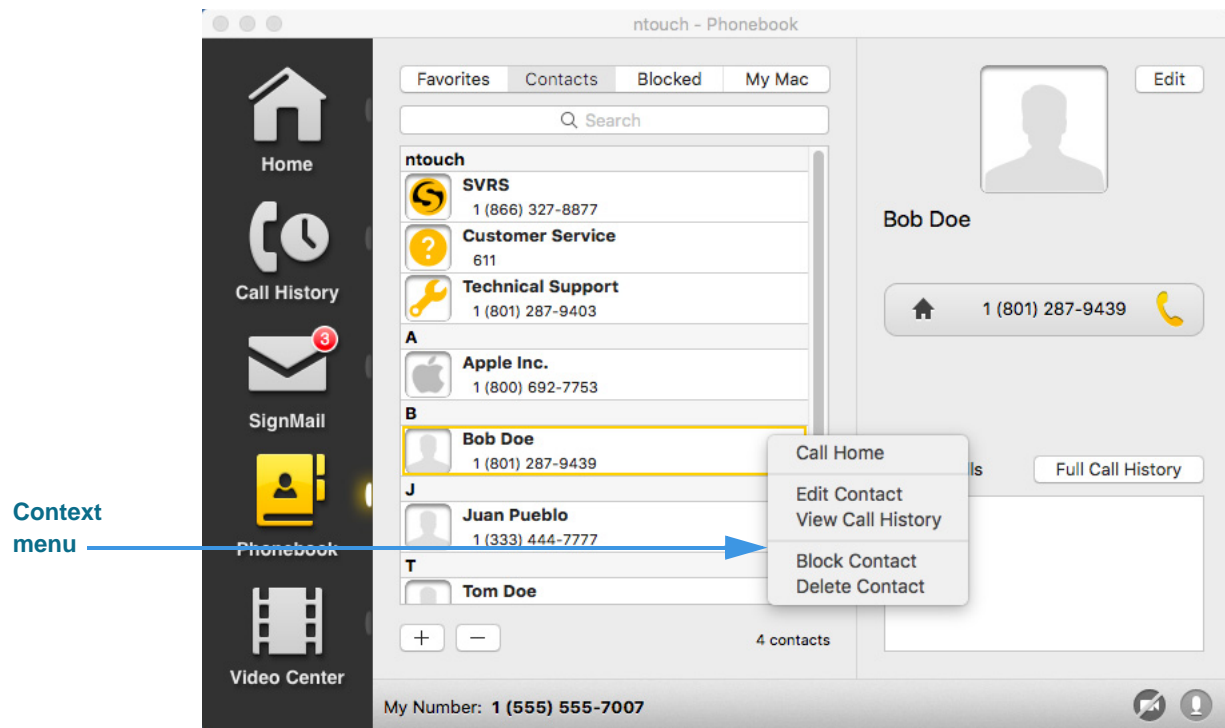


Figure 26 — Context menu, Contacts list

You can use the context menu in these ways:

- Select the **Call** option to call this contact's Home, Mobile, or Work number(s).
- Select the **Edit Contact** option to open the Edit Contact pane where you can then edit the details for this contact.
- Select the **View Call History** option to open the Call History list of all the calls made to or received from this contact.
- Select the **Block Contact** option to choose to block this contact's phone number.
- Select the **Delete Contact** option to open a dialog that asks you to confirm the deletion of this contact record.



Step 6. To view your Favorites list, select the **Favorites** List View button. Then, select one of the favorites in the list as shown below.

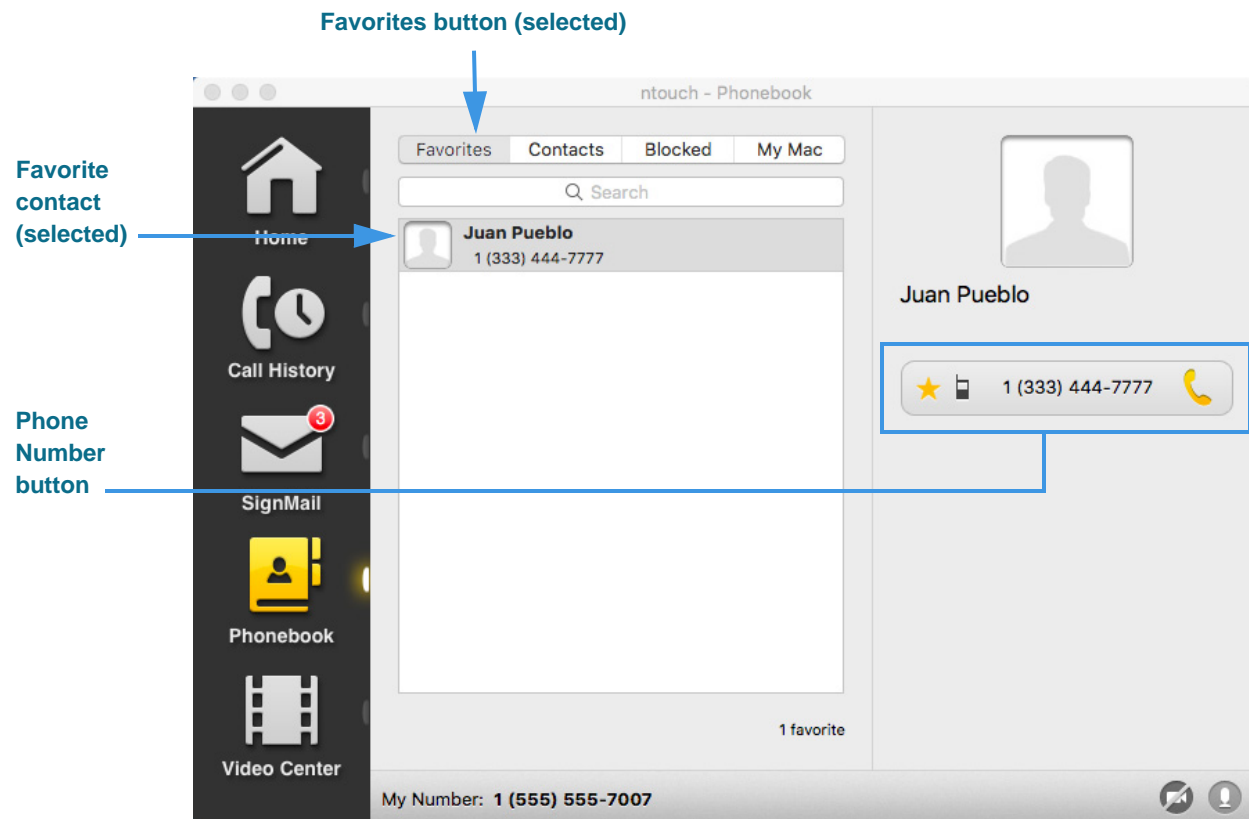


Figure 27 — Favorites list screen and Contact Details pane

The only function available is to select the **Phone Number** button to call to this contact.

Step 7. To bring up a context menu, right-click on **any Favorite** as shown below.

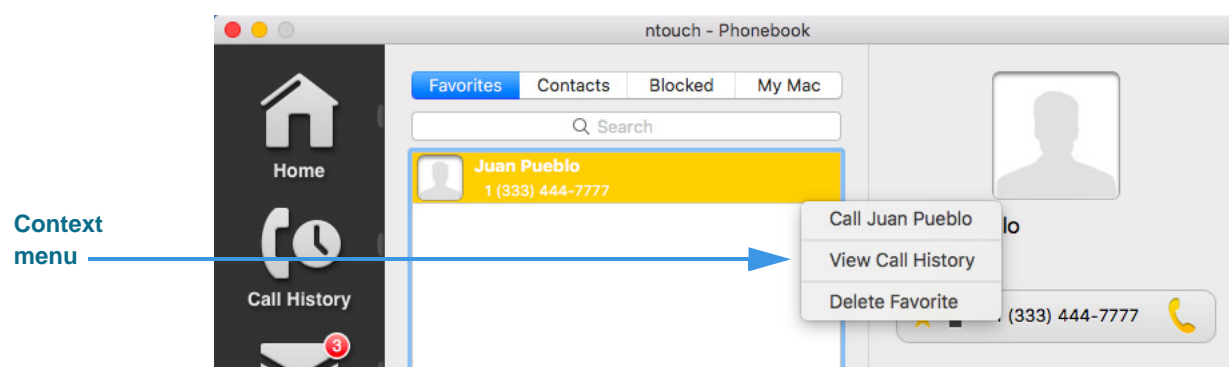
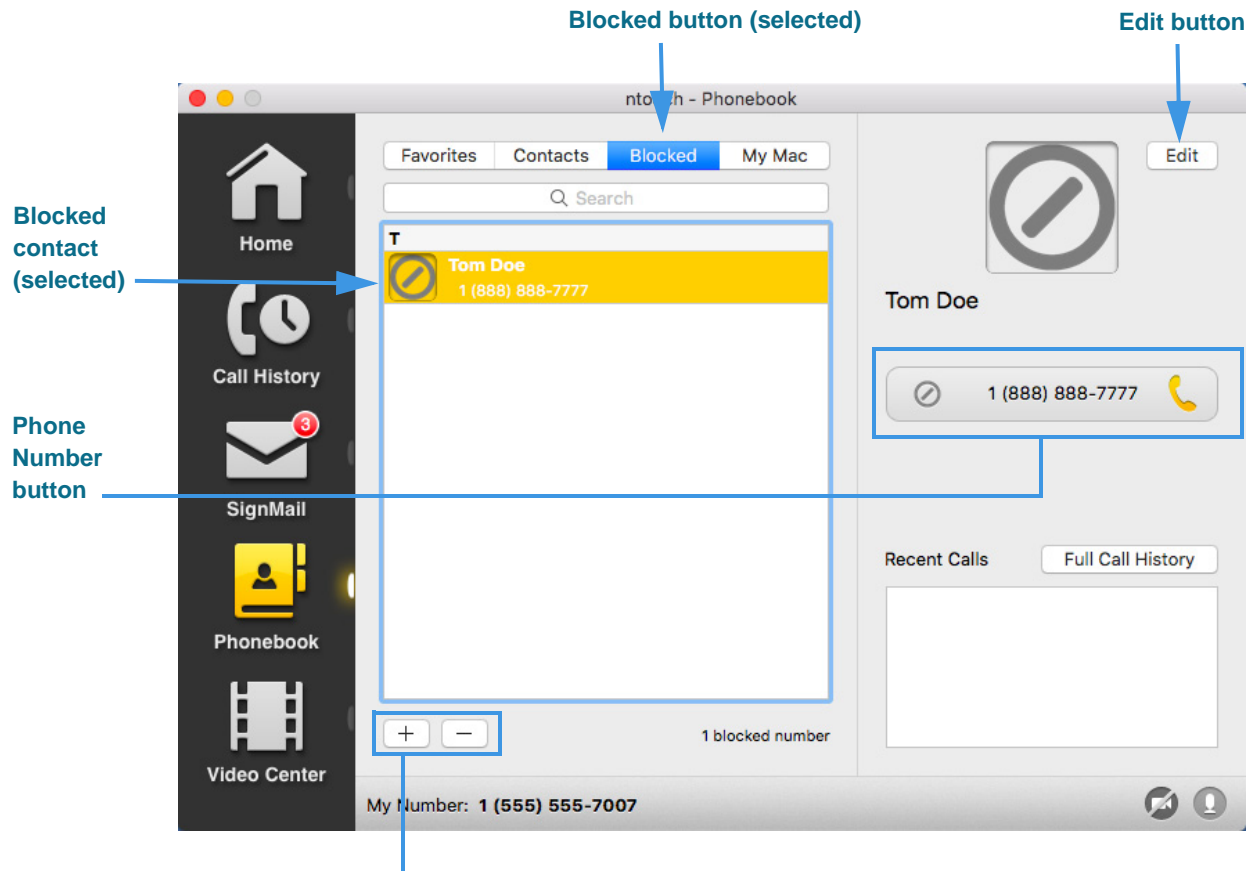


Figure 28 — Context menu, Favorites

From the context menu, you can select to **Call**, **View Call History**, or **Delete Favorite**.

Step 8. To view and add a number to your Blocked list, select the **Blocked** List View button. Then, select the **Block Contact** button as shown below.



Add Contact and Delete Contact buttons

Figure 29 — Blocked list screen and Contact Details pane

The *Blocked Contact* list screen has these buttons and controls:

- Select the **Add Contact** button to add a new Blocked contact record.
- Select the **Edit** button to display the same dialog as adding a new Blocked record.
- Select the **Delete Contact** button to delete a selected contact record.
- Select the **Phone Number** button to call to this contact.

Step 9. To edit an existing blocked contact select the **Edit** button to open this dialog.

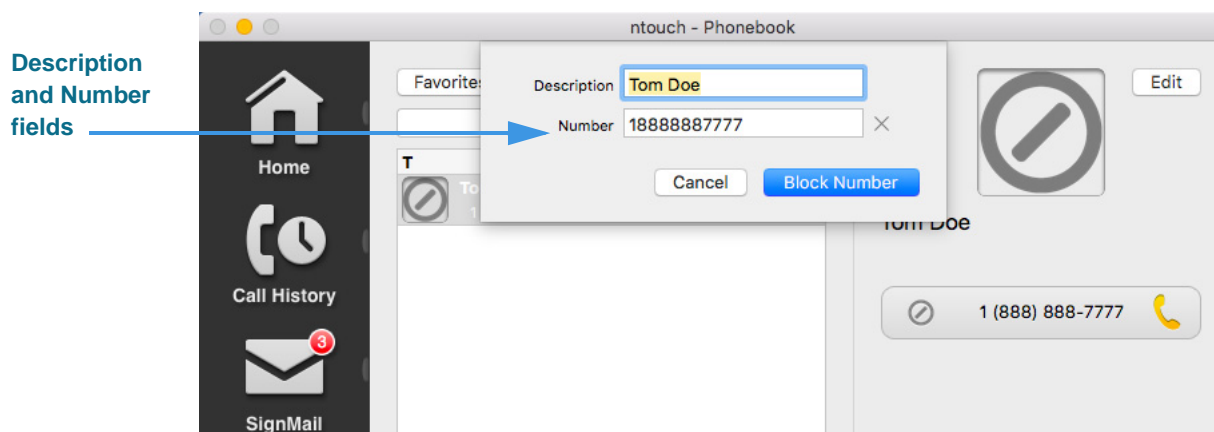


Figure 30 — Edit Blocked Contact dialog

The *New Blocked Number* dialog has these buttons and controls:

- Enter a description in the **Description** field for the contact to be blocked.
- Enter the phone number to be blocked in the **Number** field.
- Select the **Block Number** button to save this contact record to the Blocked list.
- Select the **Cancel** button to exit and discard all changes.

Step 10. To bring up a context menu, right-click on **any Blocked contact** as shown below.

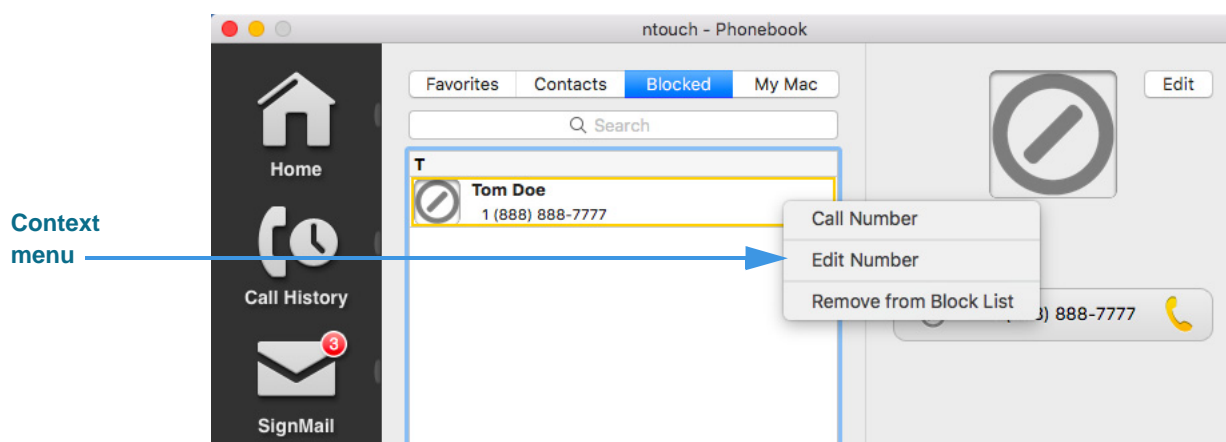


Figure 31 — Context menu, Blocked contact

From the context menu, you can select to **Call Number**, **Edit Number**, or **Remove from Block list**.

Step 11. To import contact from your Mac's Contacts app, select the **My Mac** list view button to open the screen shown below.

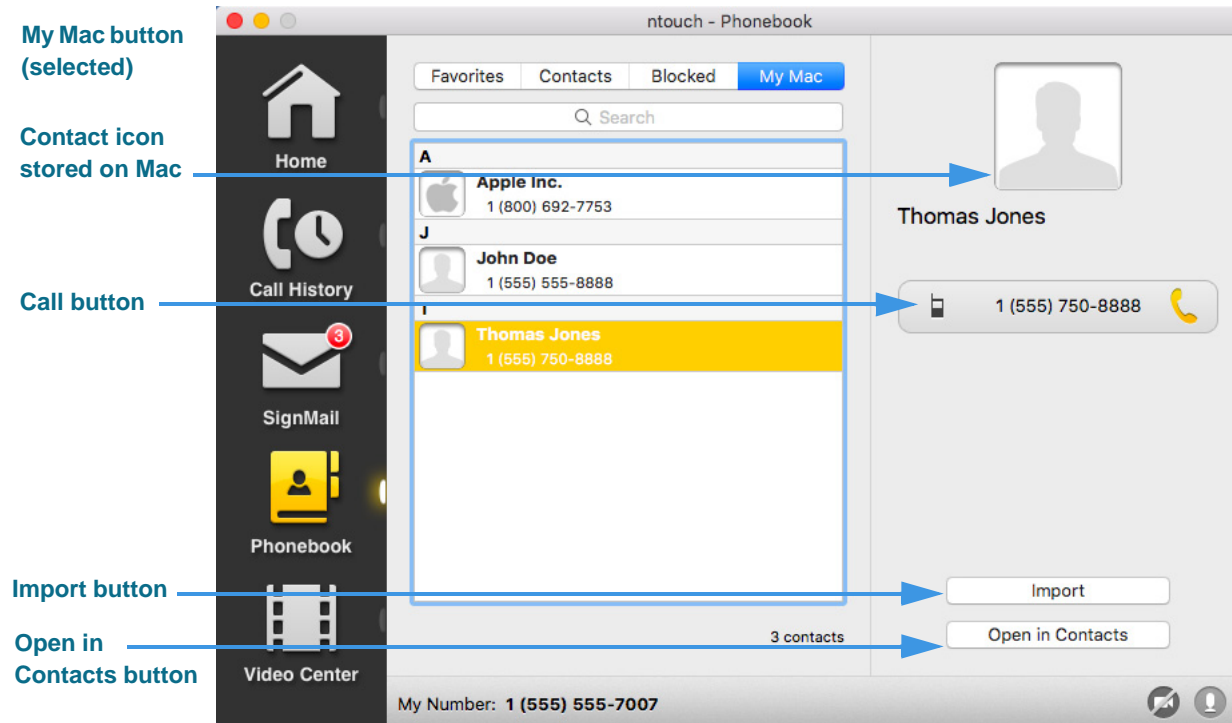


Figure 32 — *My Mac* list screen

The *My Mac* list screen shows you the contacts that are recorded in your Mac's Contacts app. You can choose which of the listed contact records you want to import into ntouch. If you later add new contacts to the Mac's Contact app, you can return to this screen to import those new records. Any duplicates (i.e., contacts you have already imported) will be ignored by ntouch for Mac. The icons/photos stored in the Mac Contacts app will be shown on this screen, but they will *not* be imported into the ntouch app.

The *My Mac* list screen has these buttons and controls:

- Select the **Call** button to call the selected number.
- Select the **Import** button to import selected contacts. You can select to import one or more contacts at once. You will then see a dialog that shows how many contacts were imported.
- Select the **Open in Contacts** button to open the selected contact in the Mac's Contacts app to edit the record there (for example, to add a phone number).

**Notes:** This feature is **not** the same as the *Import Contacts* feature accessed from the *Preferences* dialog that lets you import contacts from another Sorenson account.

The first time you open the *My Mac* list, you will see a dialog which asks if you want to share the information in the Contacts app with the ntouch app. You must select **Yes** in the dialog. If you do not choose to share Contact information, you will not be able to see the contacts stored in the Mac's Contacts app.

## Video Center Screen

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

Step 1. Select the **Video Center** button on the Navigation panel to open the screen below.

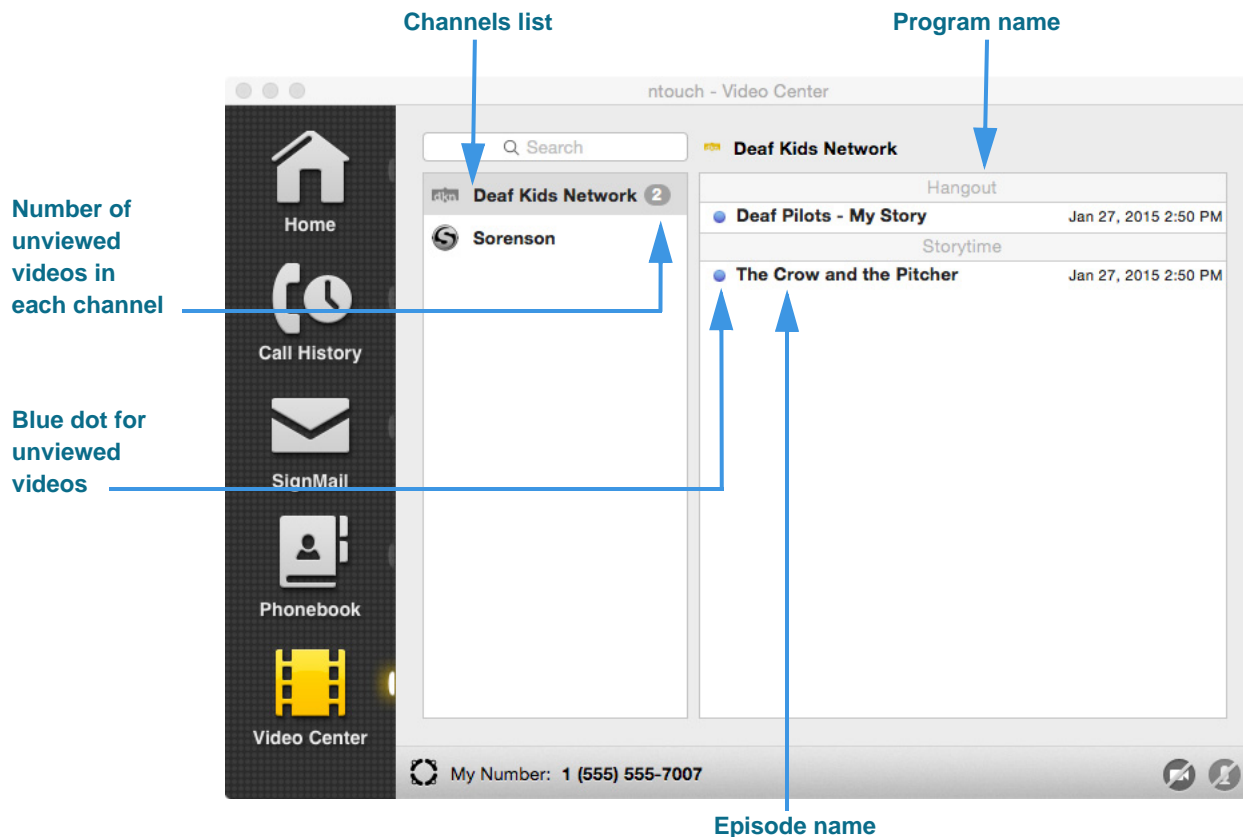


Figure 33 — Video Center screen

The *Video Center* screen contains these buttons:

- Select one of the **Channel** buttons to see a list of available videos on that channel.
- Look for the **Unviewed Videos** icons (green and white number) next to the channel name to see if there are new videos available for viewing on that channel.

Step 2. Select a **video channel** (for example, the Deaf Kids Network channel) to open that channel's program list as shown below.

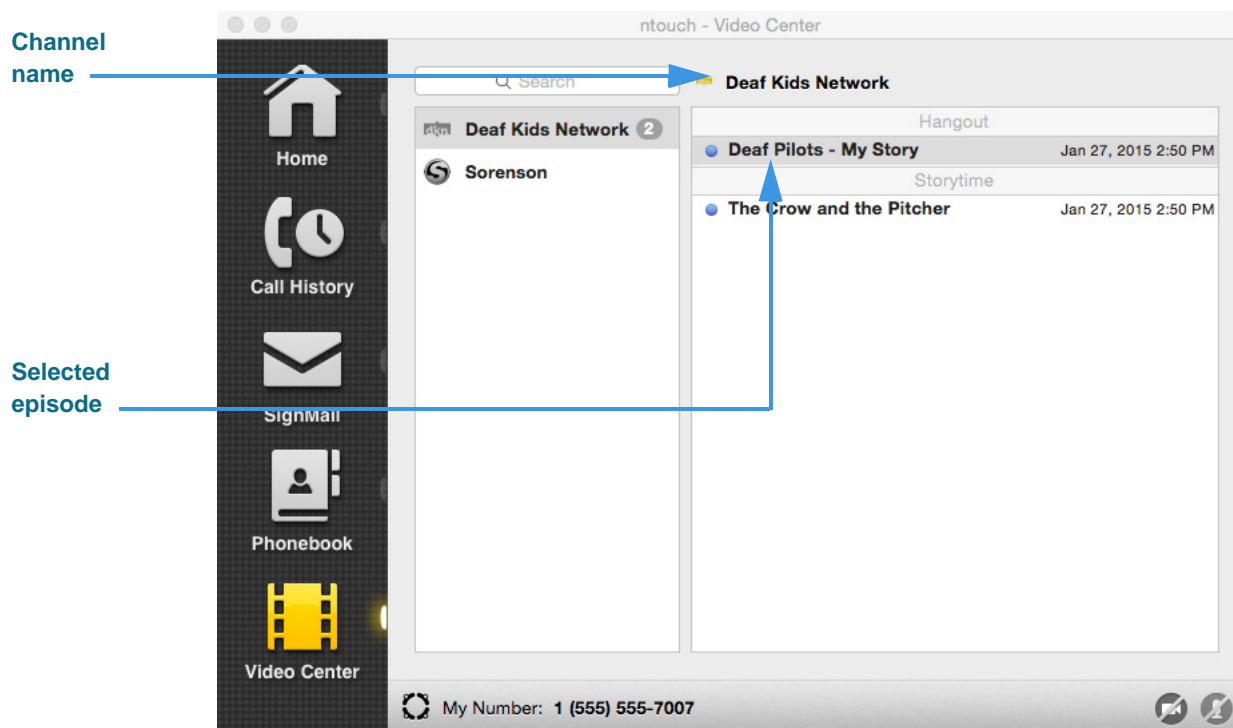


Figure 34 — Video Center screen, channel, program and episode

The right panel now shows the available programs and the episodes for each program for the Deaf Kids Network channel.

In this example, there are two programs on the “Deaf Kids Network” named “Storytime” and “Hangout.” The episodes are named “Deaf Pilots - My Story” and “The Crow and the Pitcher.”

The episode buttons in the right-hand pane show this additional information:

- The button shows the **date** that the video was published and its **length**.
- A **small blue dot** icon will appear next to the title of an unviewed video. After you view the video, the blue dot will disappear.

**Note:** You **cannot** delete videos from the Video Center. The available videos list will be updated regularly by Sorenson. While some channels and programs may not be of interest to you, be sure to check back often to see what's new in the Video Center.

## Video Center Screen

Step 3. To view a video, select its episode button to open the window shown below.

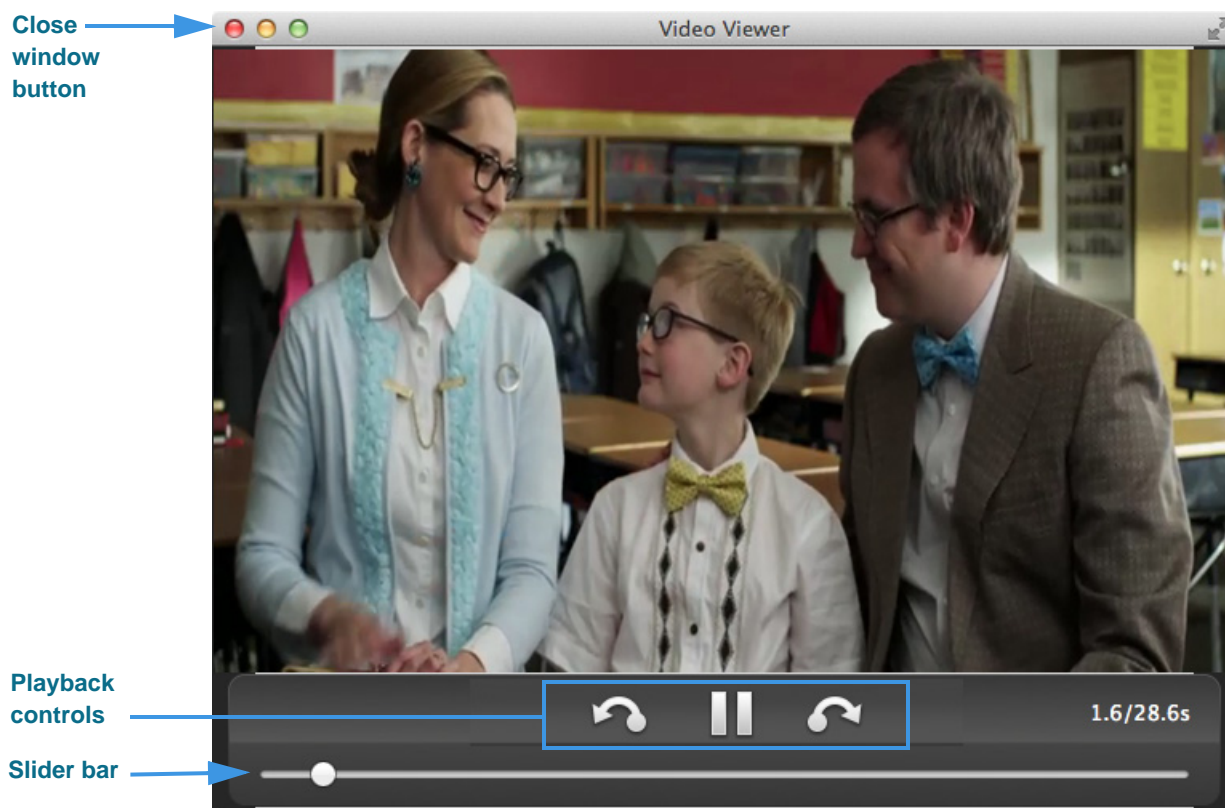


Figure 35 — Video Viewer window

The *Video Viewer* window has these controls:

- Use the **Playback** controls to play or pause the video playback.
- Use the **slider bar** to move the video playback to any point during the video.
- Use the **square button** to expand the video to fill your computer screen.
- Use the **Close (X)** button to exit the playback window.



# Changing Preferences

Follow the steps below to change the preferences of your ntouch for Mac app.

## To Edit General Preferences

- Step 1. In the ntouch menu bar, select the **Preferences** menu to open the dialog below.
- Step 2. Select the **General** tab to display the dialog shown below.

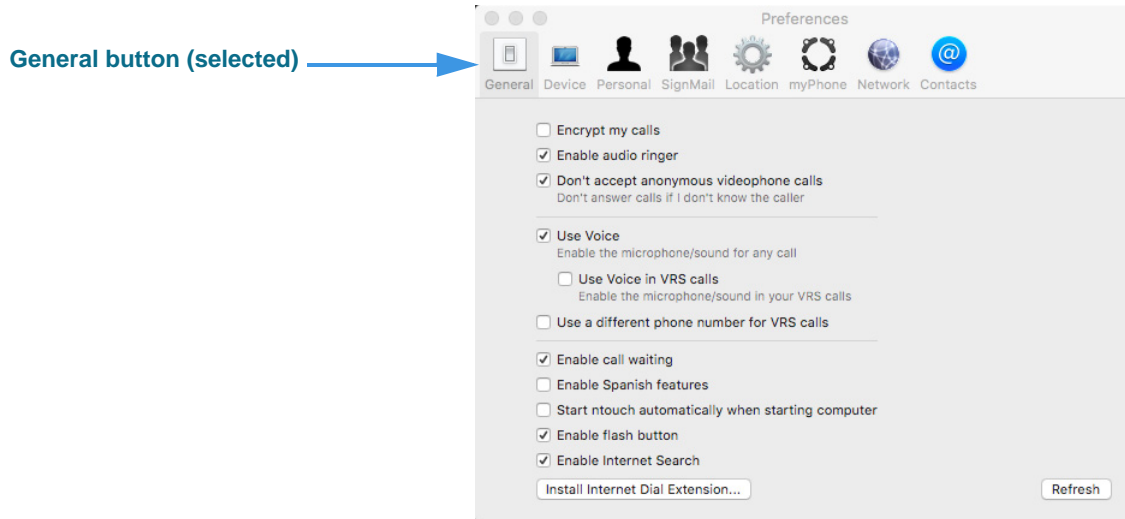


Figure 36 — General Preferences dialog

The *General Preferences* dialog has these controls:

Feature	Description
<b>Encrypt my calls</b>	Select this checkbox to enable the encryption option. By enabling, 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.
<b>Enable audio ringer</b>	Select this checkbox to turn on ntouch for Mac's audible ringer for incoming calls. When selected, ntouch for Mac will play a ring tone when you receive incoming calls. You may find this feature useful if you have partial hearing or if you want hearing people at home or workplace to be able to alert you about incoming calls.
<b>Enable Call Waiting</b>	Select this checkbox to enable ntouch for Mac's Call Waiting feature. Call Waiting lets you answer a new incoming call when you are already in an active videophone call.
<b>Don't Accept Anonymous Calls</b>	Select this checkbox to have ntouch for Mac automatically reject incoming calls that do not include Caller ID information. This feature can help you to reject solicitation calls or calls from people who are intentionally hiding their Caller ID information.
<b>Use voice</b>	Select this checkbox to add the Microphone icon to the <i>Home</i> and <i>In-Call</i> screens that you can use to turn the audio signal on or off before or during a call.



Feature	Description
<b>Use voice for VRS calls</b>	Select this checkbox to use Voice for your VRS calls in addition to point-to-point (Deaf-to-Deaf) calls. (Note: You cannot choose to use Voice for just your VRS calls.)
<b>Use a different phone number for VRS calls</b>	Select this checkbox to use a separate telephone to transmit your voice during a VRS call (previously called “2-Line VCO”). Selecting this checkbox reveals a dialog in which you must enter the phone number of the voice telephone to use for the Voice function.
<b>Enable Spanish features</b>	Select this checkbox to show the SVRS Espanol contact in the Phonebook.
<b>Start ntouch automatically when starting computer</b>	Select this checkbox to automatically start the ntouch for Mac app each time you start up your computer.
<b>Enable flash button</b>	Select this checkbox to enable the Flash button in the Call window. Selecting the Flash button will flash the screen of the person you have called. If a USB flasher is connected, the Flash button will flash the light. If the person you called is using an ntouch VP, its LightRing will flash when you select the Flash button.
<b>Enable Internet Search</b>	Select this checkbox to enable the Yelp Search feature which lets you search for phone numbers of local businesses using ntouch for Mac’s Fast Search feature.
<b>Install Internet Dial Extension</b>	Select this link to open a page in your default web browser application at which you can choose to install ntouch for Mac’s Internet Dial extension.
<b>Refresh</b>	Use this button to update the information and video currently displayed in ntouch for Mac’s main window.

Table 1 — General Preferences dialog details

Step 3. Any changes you make will be saved automatically.

To Edit Device Preferences

Step 1. Select the **Device** tab to display the dialog shown below.

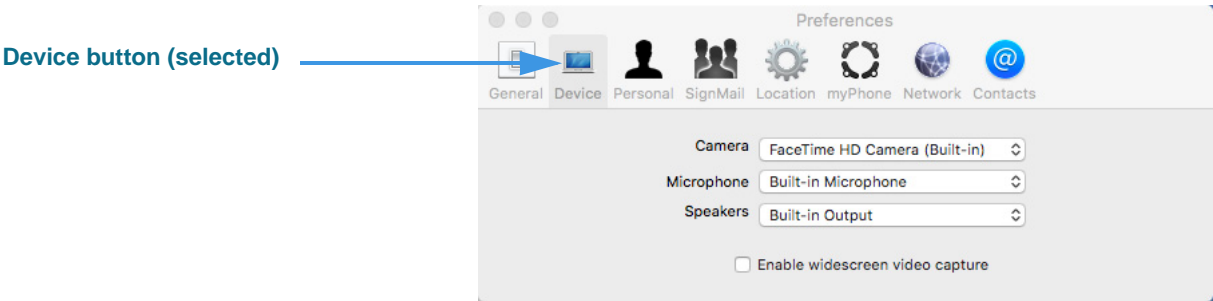


Figure 37 — Device Preferences dialog

The *Device Preferences* dialog has these controls:

Feature	Description
Camera	Select this drop-down list to view the camera(s) built in or connected to your Mac. Select the camera you want to use with ntouch for Mac from the list.
Microphone	Select this drop-down list to view the microphone(s) connected to your Mac. Select the microphone you want to use with ntouch for Mac from the list. The list will typically show only one microphone (i.e., the built-in microphone or one in an attached camera).
Speakers	Select this drop-down list to view the speakers available for use with ntouch for Mac. Select the speakers you want to use with ntouch for Mac from the list.

Table 2 — Device Preferences dialog details

Step 2. Any changes you make will be saved automatically.

### To Edit Personal Preferences

Step 1. Select the **Personal** button to display the dialog shown below.

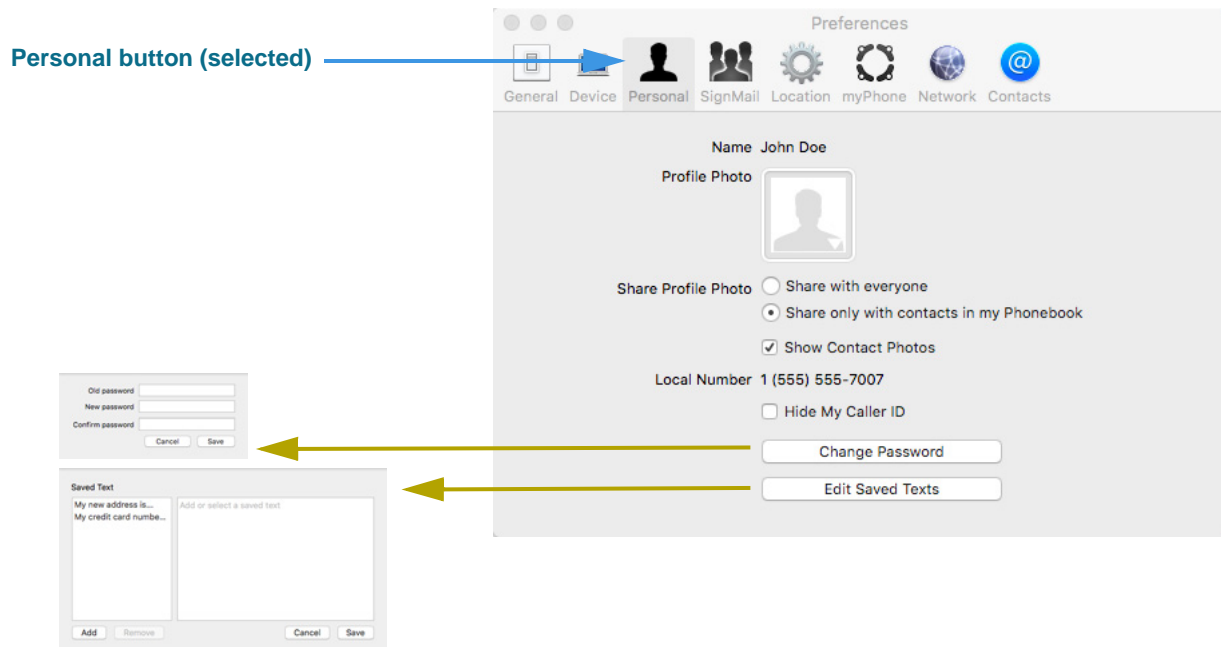


Figure 38 — Personal Preferences dialog

The *Personal Preferences* dialog has these controls:

Feature	Description
<b>Name</b>	The name associated with your ntouch for Mac account (this cannot be changed).
<b>Profile Photo</b>	This area shows the profile photo, if any, stored for your Sorenson account. To change the photo, point to the icon to display the <b>Change Profile Photo</b> button. See <b>Page 31</b> for details on using the menu options for this feature.
<b>Share Profile Photo</b>	Select an option from this drop-down menu to set whether your profile photo is shared with everyone or just with contacts who are in your Phonebook.
<b>Show Contact Photos</b>	Select this checkbox to show the contact photos, if any, stored for your contacts.
<b>Local Number (myPhone) Number</b>	The local 10-digit phone number for your ntouch for Mac account (this cannot be changed) or the myPhone Number if ntouch for Mac is part of a myPhone Group.
<b>Hide My Caller ID</b>	Select this checkbox to hide your Caller ID information from outgoing VP calls.
<b>Change (myPhone) Password</b>	Select this button to open a dialog in which you must enter your current password and new password in separate fields. If you are a member of a myPhone Group, this button can be used to change your myPhone Group password.
<b>Edit Saved Texts</b>	Select this button to open a dialog in which you can enter/edit text messages that you want to save for use during active calls.

Table 3 — Personal Preferences dialog details

Step 2. Any changes you make will be saved automatically.

## To Edit SignMail Preferences

Step 1. Select the **SignMail** button to display the dialog shown below.

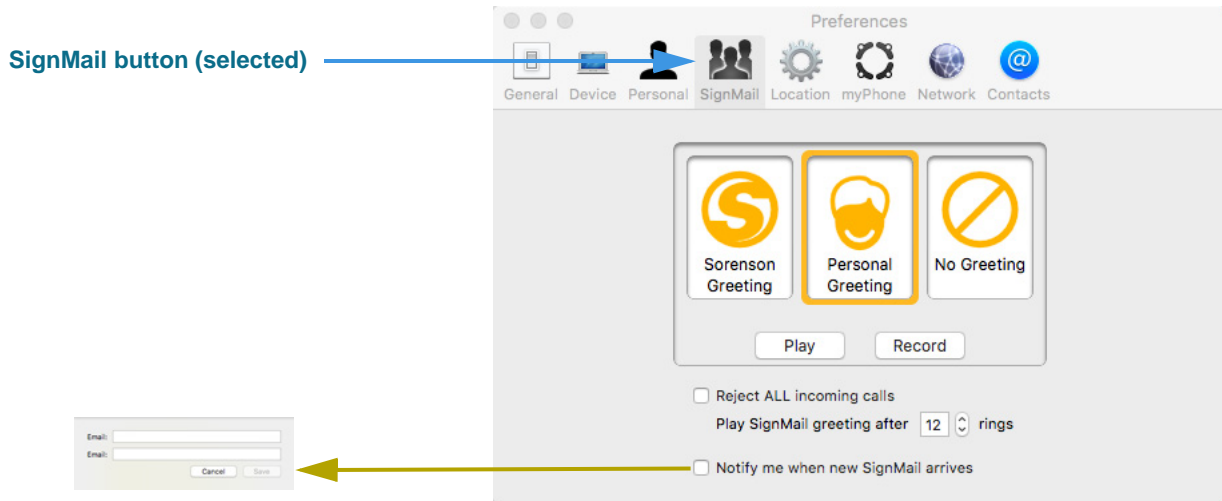


Figure 39 — SignMail Preferences dialog

The *SignMail Preferences* dialog has these controls:

Feature	Description
<b>Sorenson Greeting</b>	Select this button to use the default Sorenson Greeting as your SignMail greeting video. Select the <b>Play</b> button to view the default greeting video.
<b>Personal Greeting</b>	Select this button to record your own personal SignMail greeting video. New buttons will appear in the dialog. Select the <b>Record</b> button to record your personal greeting. Select the <b>Play</b> button to view your recorded video.
<b>No Greeting</b>	Select this button to use no greeting video. Callers will go directly to the record screen.
<b>Reject ALL incoming calls</b>	Select this checkbox to disable all incoming calls. This is the “Do Not Disturb” mode.
<b>Play greeting after ___ rings</b>	Use this control to specify 1-15 rings before ntouch for Mac plays the greeting video.
<b>Notify me when new SignMail arrives</b>	Select this checkbox to receive SignMail alerts. A dialog will appear in which you can enter up to two email addresses at which you want to receive notifications.

Table 4 — SignMail Preferences dialog details

Step 2. Any changes you make will be saved automatically.

### To Edit Location Preferences

Step 1. Select the **Location** button to display the 911 Location Info dialog shown below.

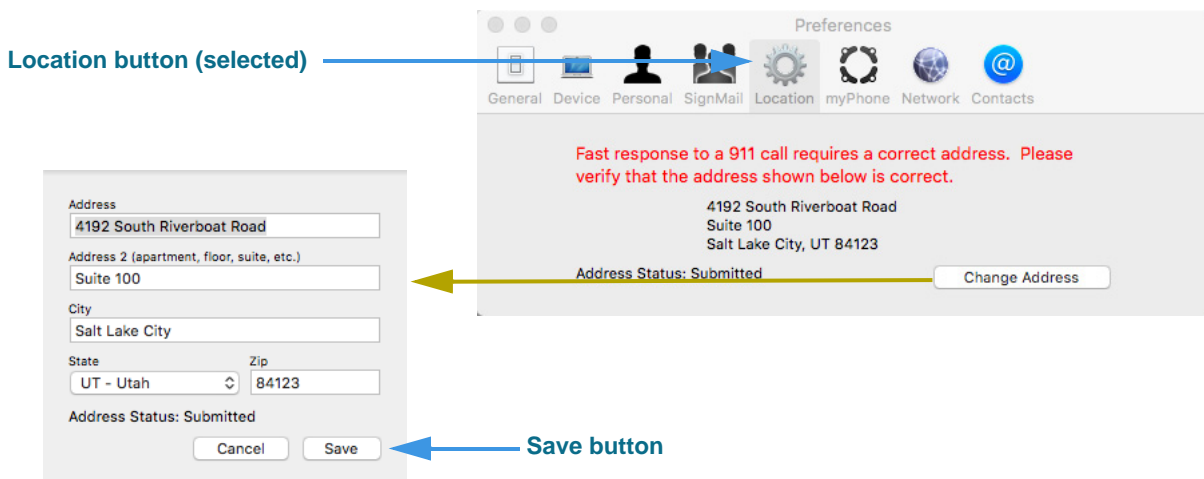


Figure 40 — 911 Location Preferences dialog

The *Location Preferences* dialog has these controls:

Feature	Description
<b>Change Address</b>	To update your recorded 911 Location Information, select this button. A dialog will appear in which you must enter the following information in the named fields: <ul style="list-style-type: none"><li><b>Address:</b> Enter the street number of the location of the computer running ntouch for Mac in this field. This address may be different than your home address.</li><li><b>Address 2:</b> Enter the apartment or unit number, if any, of the address in this field.</li><li><b>City:</b> Enter the city name of the address in this field.</li><li><b>State:</b> Enter the state name of the address in this field.</li><li><b>ZIP:</b> Enter the ZIP code of the address in this field.</li></ul> You must select the <b>Save</b> button in the dialog to save the changes you have made.
<b>Address Status</b>	This area shows the current “provisioning” status of the entered address information. The status will change if you make changes to any of the fields.

Table 5 — 911 Location Preferences dialog details

Step 2. Any changes you make will be saved automatically.

### To Edit myPhone Settings

Step 1. Select the **myPhone** button to display the Welcome to Sorenson myPhone pane shown below.

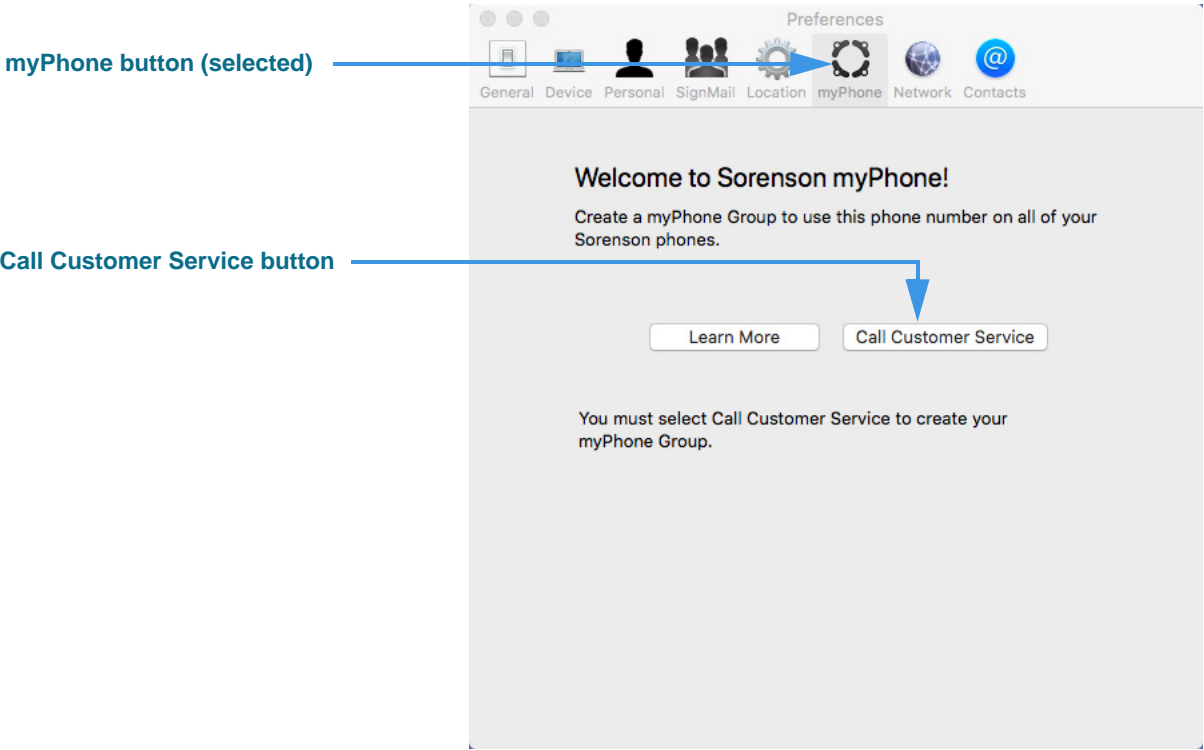


Figure 41 — Welcome to Sorenson myPhone dialog

The *Welcome to Sorenson myPhone Preferences* dialog has these controls:

Feature	Description
<b>Learn More</b>	Select this button to view a short ASL video that describes the myPhone feature.
<b>Call Customer Service</b>	Select this button to call the Sorenson Customer Service department. The representative will help you create a myPhone Group to suit your needs.

Table 6 — Welcome to Sorenson myPhone dialog details

Step 2. Select the **Call Customer Service** button to call Sorenson Customer Service. Ask for help creating your myPhone Group.

## Changing Preferences

Step 3. After Customer Service helps you create a myPhone Group, you can open the myPhone Preferences to see details about your myPhone Group.

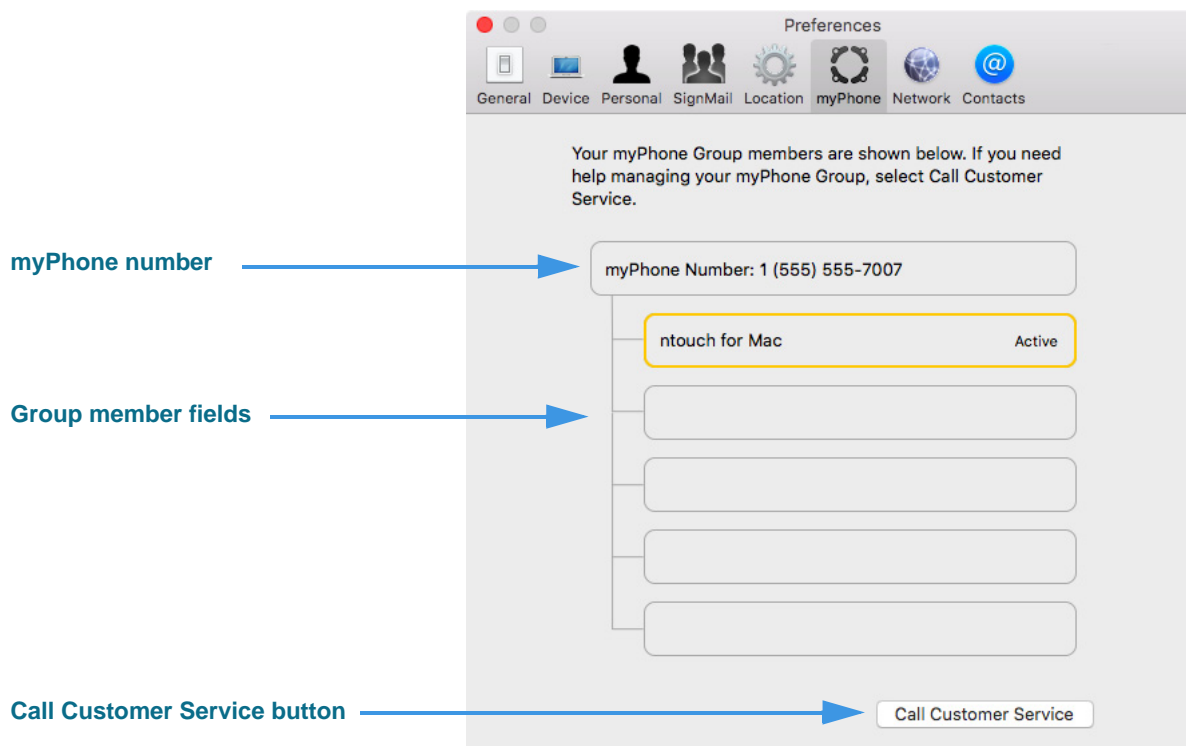


Figure 42 — Manage myPhone Group dialog

The *Manage myPhone Group* dialog has these controls:

Feature	Description
<b>myPhone Number</b>	Your myPhone Number is shown at the top of the five fields. This is the one number that users can dial to ring all your group endpoints at once.
<b>Group member</b>	The (up to) five fields in the middle of the screen show the names of each of the endpoints in your myPhone Group. A group can contain one to five members.
<b>Call Customer Service</b>	Select this button to call the Sorenson Customer Service department. The representative will help you to manage (make changes to) your myPhone Group.

Table 7 — Manage myPhone Group dialog details

Step 4. Select the **Call Customer Service** button to call Sorenson Customer Service. Ask for help managing your myPhone Group.

### To Edit Network Preferences

Step 1. Select the **Network** button to display the dialog shown below.

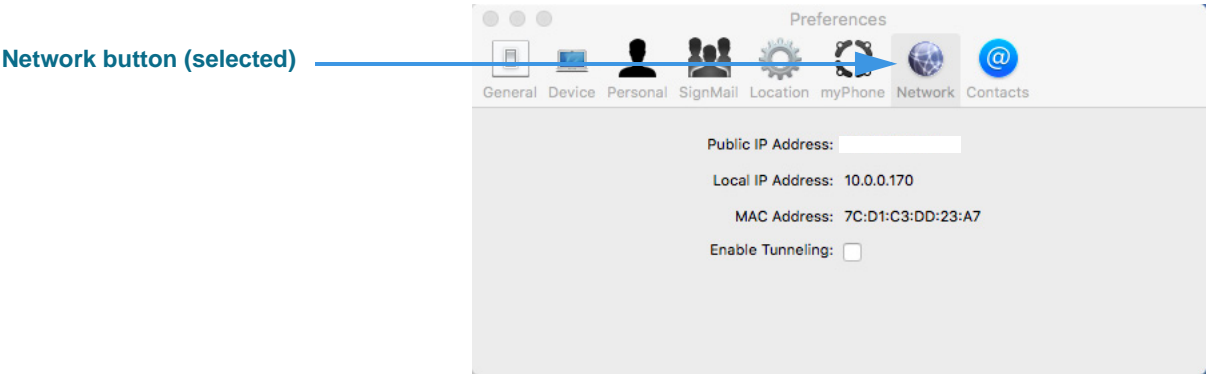


Figure 43 — Network Preferences dialog

The *Network Preferences* dialog has these controls:

Feature	Description
<b>Public IP Address</b>	This field is set automatically by ntouch for Mac (i.e., the field cannot be changed).
<b>Local IP Address</b>	This field is set automatically by ntouch for Mac (i.e., the field cannot be changed).
<b>MAC Address</b>	This field shows the computer's MAC ID address (i.e., the field cannot be changed). MAC is an acronym for the Ethernet address named "Media Access Control."
<b>Enable Tunneling</b>	<p>This checkbox enables the Tunneling feature which may help in some network situations. Normally, this checkbox should be <b>disabled</b> (unchecked). If you have video image problems due to network problems, please call Sorenson Technical Support.</p> <p>Do <b>not</b> select this checkbox unless Sorenson Technical Support tells you to do so. This feature provides network connectivity only in certain situations. Selecting the checkbox when it is not needed can cause problems.</p>

Table 8 — Network preferences dialog details

Step 2. Any changes you make will be saved automatically.



### To Import Contacts

Step 1. Select the **Contacts** button to display the dialog shown below.

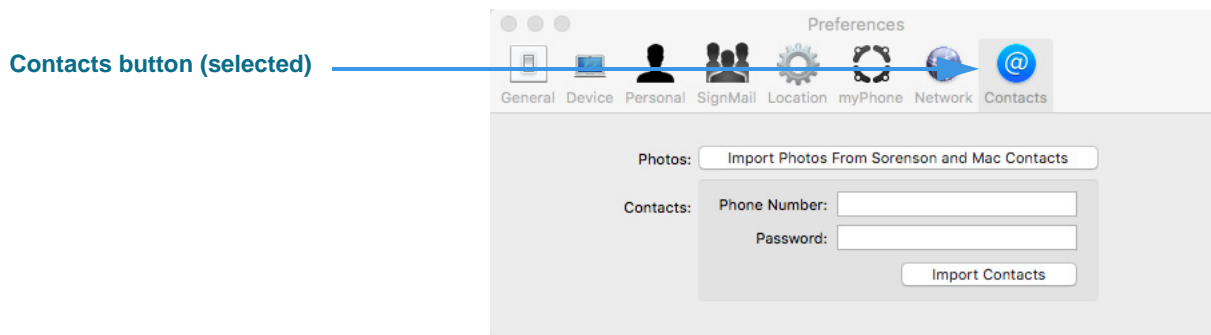


Figure 44 — Contact Preferences dialog

The *Contacts Preferences* dialog has these controls:

Feature	Description
<b>Photos</b>	
<b>Import Photos from Sorenson and Mac Contacts</b>	Select this button to import the profile photos stored in the Sorenson accounts for the contacts already in your Phonebook as well as any photos that may be stored in the records currently in your Mac's Contacts app. Duplicate contacts (same name and phone number as contacts already in ntouch for Mac's Phonebook) will not be imported.
<b>Contacts</b>	
<b>Phone Number</b>	Use this field to enter the phone number of the Sorenson user account from which you want to import contacts.
<b>Password</b>	Use this field to enter the password of the Sorenson user account from which you want to import contacts.
<b>Import Contacts</b>	Select this button to start the process to import contacts from the specified account.

Table 9 — Contacts Preferences dialog details

## To Use the ntouch and Help Menus

Step 1. Select the **ntouch** and **Help** menus shown below to see the available options.

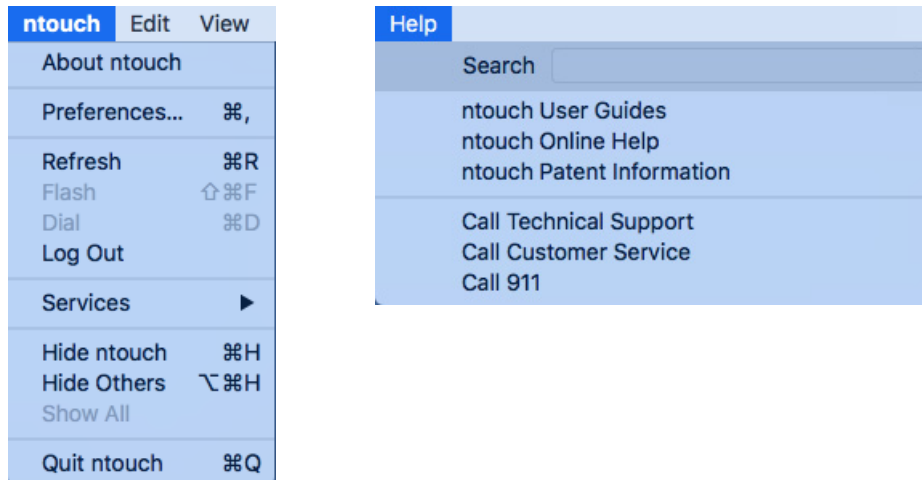


Figure 45 — ntouch and Help menu options

The **Edit**, **View**, and **Window** menus do not contain options unique to ntouch for Mac.

Feature	Description
<b>ntouch Menu</b>	
<b>About ntouch</b>	Select this option to display a window that shows the version number of the application.
<b>Preferences</b>	Select this option to display the <i>Preferences</i> dialog.
<b>Refresh</b>	Select this option to have ntouch for Mac refresh its Call, SignMail, and Video lists.
<b>Flash</b>	Select this option during a call to send a “flash” signal to the other caller. Both a USB flasher or ntouch VP2’s LightRing will flash when you select the Flash button.
<b>Dial</b>	Select this option to dial a number. You must first enter a number on the <i>Home</i> screen.
<b>Log Out</b>	Select this option to log out of the ntouch for Mac app.
<b>Hide ntouch, Hide Others, and Show All</b>	Select these options to hide the ntouch window, hide all other open windows while leaving the ntouch window open, or show all windows.
<b>Quit ntouch</b>	Select this option to quit the ntouch for Mac app.
<b>Help Menu</b>	
<b>ntouch User Guide</b>	Select this button to go to the Sorenson website to download the latest User Guides for your ntouch endpoints, including ntouch for Mac.
<b>ntouch Patent Info</b>	Select this button to go to the Sorenson website to see info about ntouch patents.
<b>Call Technical Support</b>	Select this option to call Sorenson’s Technical Support department.
<b>Call Customer Service</b>	Select this option to call Sorenson’s Customer Service (CS) department.
<b>Call 911</b>	Select this option to make an SVRS 911 call from the Help menu.

Table 10 — ntouch Menu option details