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# *ntouch PC*

## ***User Guide***

*App Version 9.2*

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Version 9.2  
October 28, 2020

# New 9.2 Features

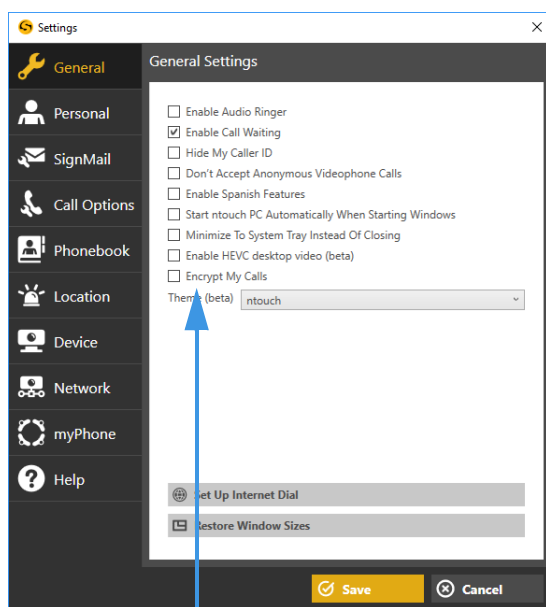
## What's New in 9.2?

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

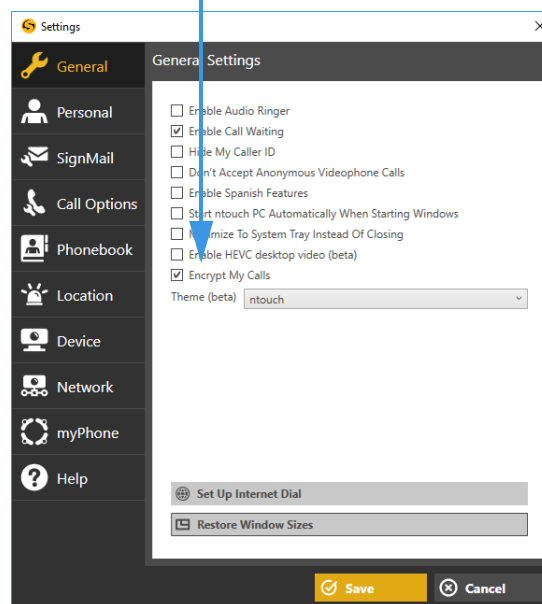
Here are the details about **how to use** the Media Encryption feature:

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

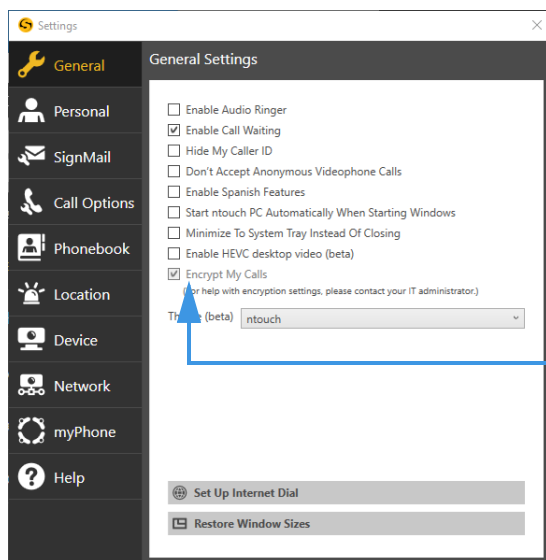


Disabled (Not Preferred)

Enabled (Preferred)

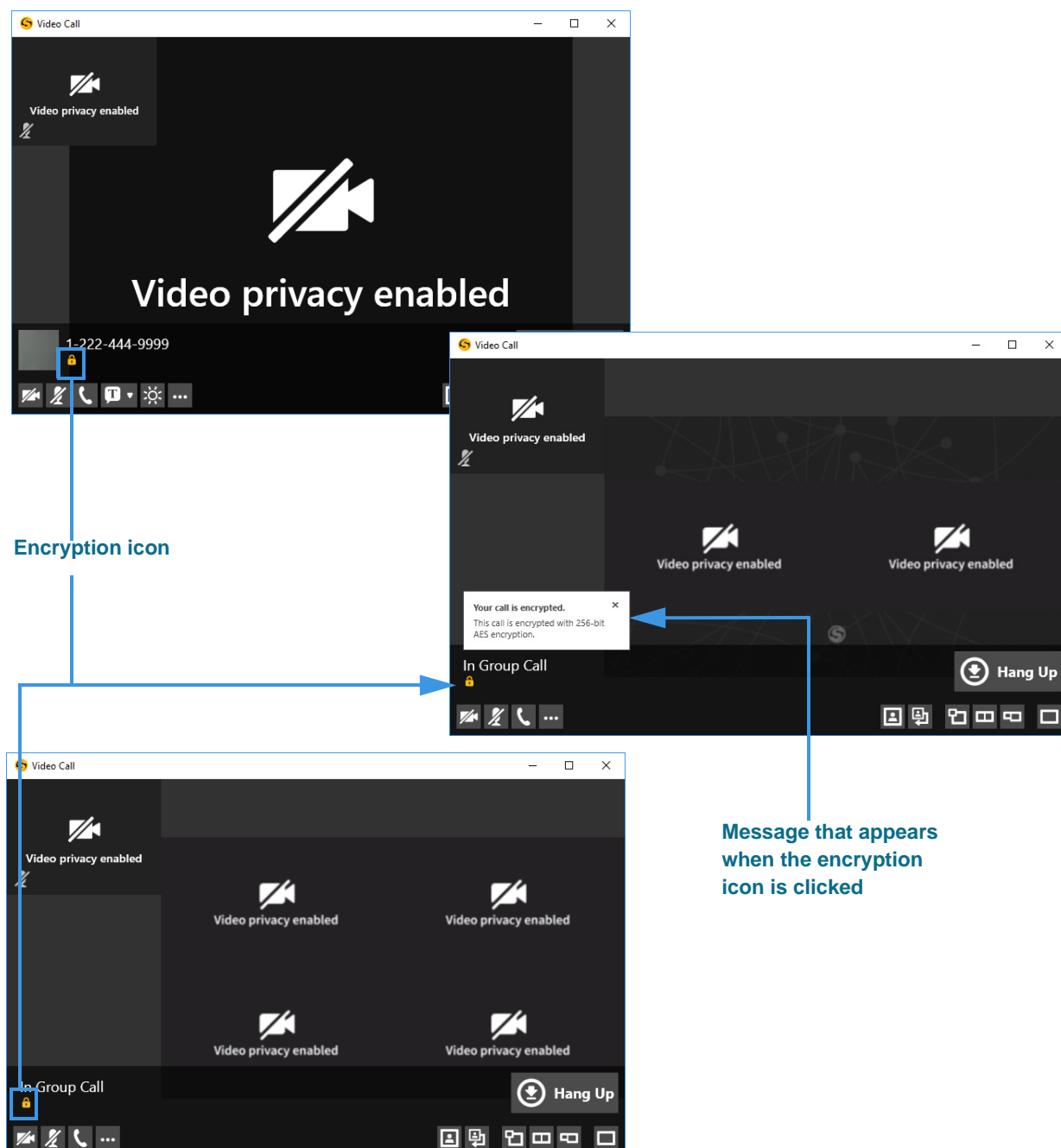


Required (enabled but grayed out because you cannot change this setting)



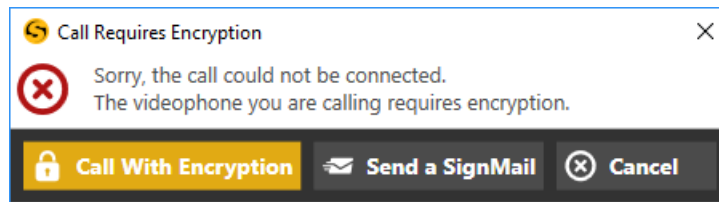
## New 9.2 Features

- 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.

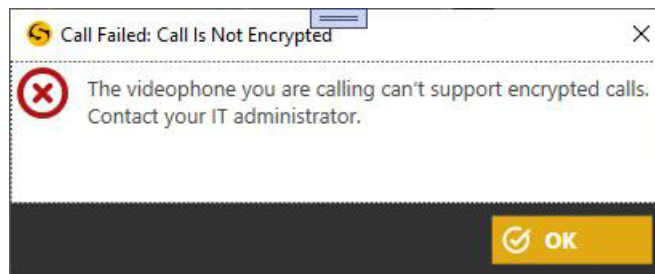


Here are some **additional details** about using the Media Encryption feature:

- Even if you set ntouch PC 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 PC to *not* prefer encryption, encryption will *always* be used if the other Sorenson endpoint is set to *require* encryption.
- If you set ntouch PC 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 PC 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 PC **9.2** requires a personal computer running a supported version of Microsoft Windows, a web cam, and a high-speed Internet connection.

Note that the 9.2 app drops support for Windows 7 as that operating system is no longer supported by Microsoft.

### 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

- For best video quality, Sorenson suggests that you use Windows 10. At a minimum, your computer must run Windows 8.1 (i.e., Windows 7 is not supported).
- Microsoft .NET Framework Version 4.7.2 (automatically installed by ntouch PC if needed, but Administrative access is required for the installation to succeed).

### Hardware Requirements

- 2.0 GHz Intel (or AMD equivalent) or faster processor
- 2 GB of RAM or higher, 150 MB hard disk space
- Internal or external USB web cam
- Screen display resolution of at least 1024 x 768 (higher is recommended)

### Hardware Requirements for Sorenson HD video

- Intel Core i5 series (or AMD equivalent) or faster processor
- 4 GB of RAM minimum
- Minimum Internet connection speeds: 1 Mbps Send and Receive

### Recommended External Web Cams

Most external web cams work with ntouch PC. For the best viewing experience with an external USB web cam, Sorenson recommends using one of the following cameras:

- Logitech HD Pro Webcam C922
- Logitech HD Webcam C920
- Logitech HD Webcam C930e
- Logitech BRIO
- Logitech HD Webcam C925

## **Setting Up the ntouch PC App**

To set up the ntouch PC app on your person 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 PC.

- Step 2. Download the ntouch PC app from the Sorenson website.**

- Step 3. Launch the ntouch PC app then enter your ntouch PC 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 the ntouch PC app.**

# 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.

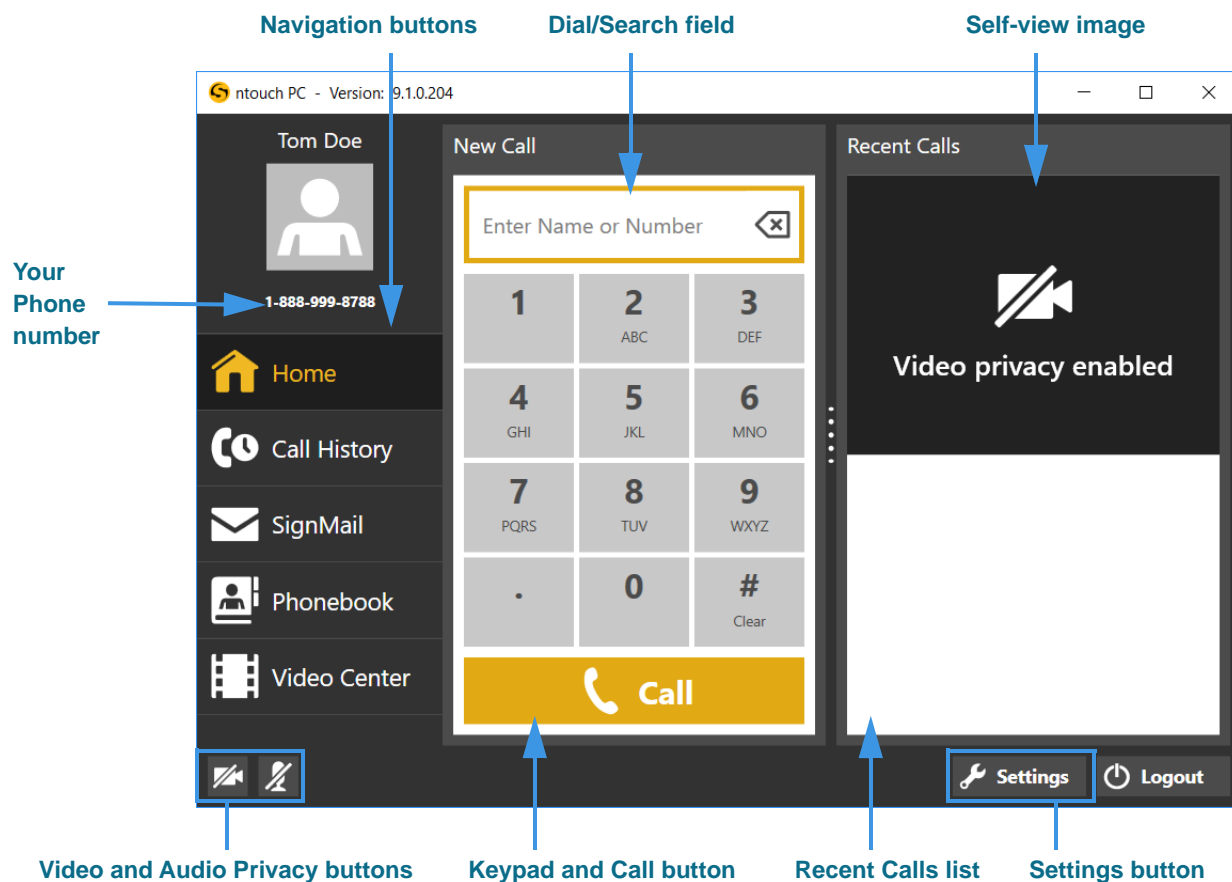


Figure 1 — Home screen

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 number or name in the **Dial/Search** field lets you search your contacts and do a Yelp search for local businesses. Use your keyboard to make your entries.
- 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 top-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 Video Call window will then open as shown below.

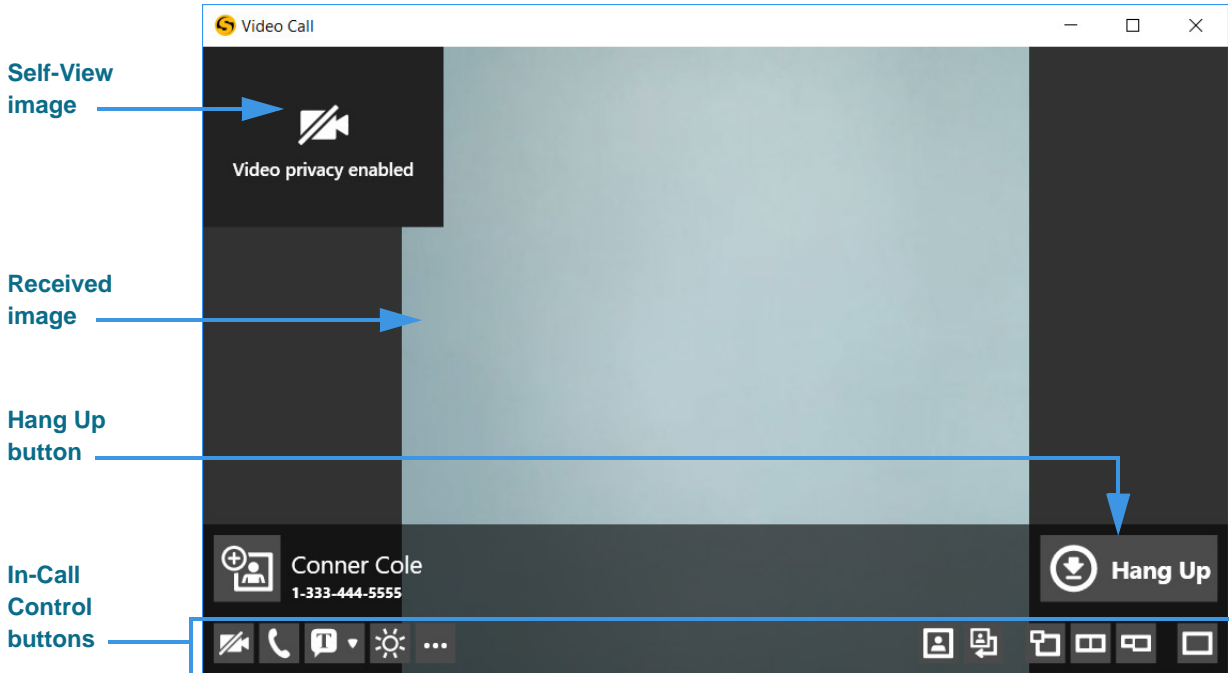


Figure 2 — Video Call window




















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 PC's Settings 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><br>Select to turn off the camera during a call.  |   | <b>Audio Privacy Button</b><br>Select to turn off the microphone during a call. This icon appears only if Voice is enabled in the Settings dialog.   |
|    | <b>Call Button</b><br>Select to open the Call dialog where you can choose to make a call from your Favorites list, Phonebook, Call History list, Corporate directory, myPhone Group or dial pad. | <br><br><br><br><br><br> | <b>Share Button</b><br>Select to open the Share menu to share text, Saved Text items or contacts during a call.<br><br><b>Share Text Button</b><br>Select to open the Share Text mode.<br><br><b>Share Contact Button</b><br>Select to open the Contacts list.<br><br><b>Clear All Text Button</b><br>Select to clear all sent and received text from the screen in Share Text mode. |
|    | <b>Flash Button</b><br>Select to flash the LightRing or display on the other caller's videophone.  | <br><br><br><br>   | <b>Call Options Button</b><br>Select to reveal these other buttons:<br><br><b>Call Transfer Button</b><br>Select to open the Call Transfer dialog.<br><br><b>Call Statistics Button</b><br>Select to show or hide the call statistics.   |
|  | <b>Hide Self-View Button</b><br>Select to hide the Self-View image.  |   | <b>Change Self View Position Button</b><br>Select to change the position of the Self-View image. Select multiple times to move the Self-View image around the screen.  |
|  | <b>Standard View Button</b><br>Select to make the Self-View image smaller and overlap the Received video image.  |   | <b>Side by Side View Button</b><br>Select to make the Self-View image and the Received video image the same size, arranged side by side.   |
|  | <b>Full View Button</b><br>Select to make the Self-View image and the Received video image full size but not overlapping.  |   | <b>Full Screen (Maximize) Button</b><br>Select to expand the <i>Video Call</i> window to fill the entire computer screen. Select again to shrink the window back to its normal size.   |
|  | <b>Hang Up Button</b><br>Select to hang up the current call.   |   | <b>Add to Phonebook Button</b><br>Select to add a new contact record to the Phonebook for the phone number of the active 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.

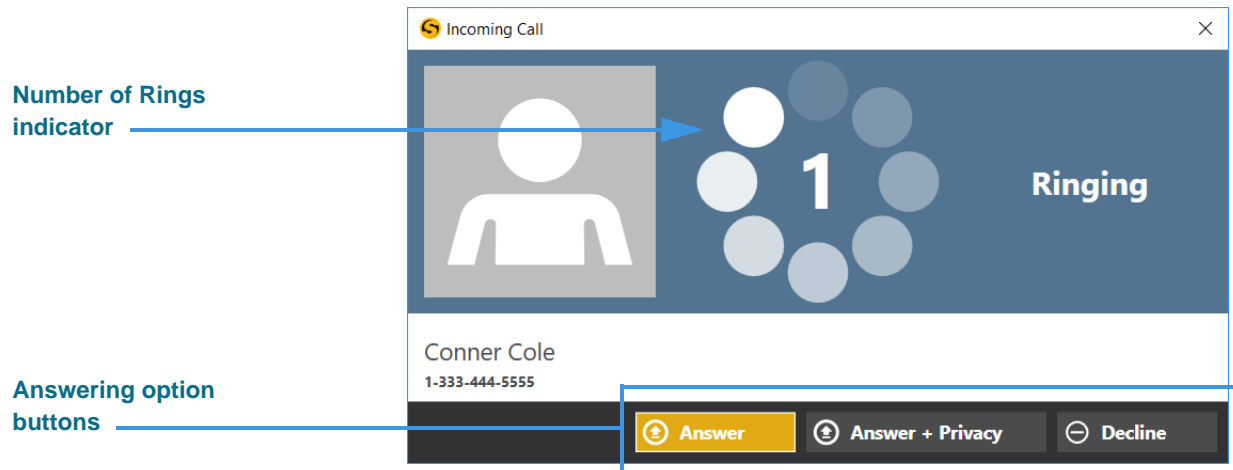


Figure 3 — Incoming Call window

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.
- Press the **Spacebar** on your keyboard to select the button that is currently highlighted. The Answer button is highlighted by default, but you can move to one of the other buttons by pressing the Arrow or Tab keys on your keyboard.

Step 2. Select **one of the 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 PC 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 PC 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.

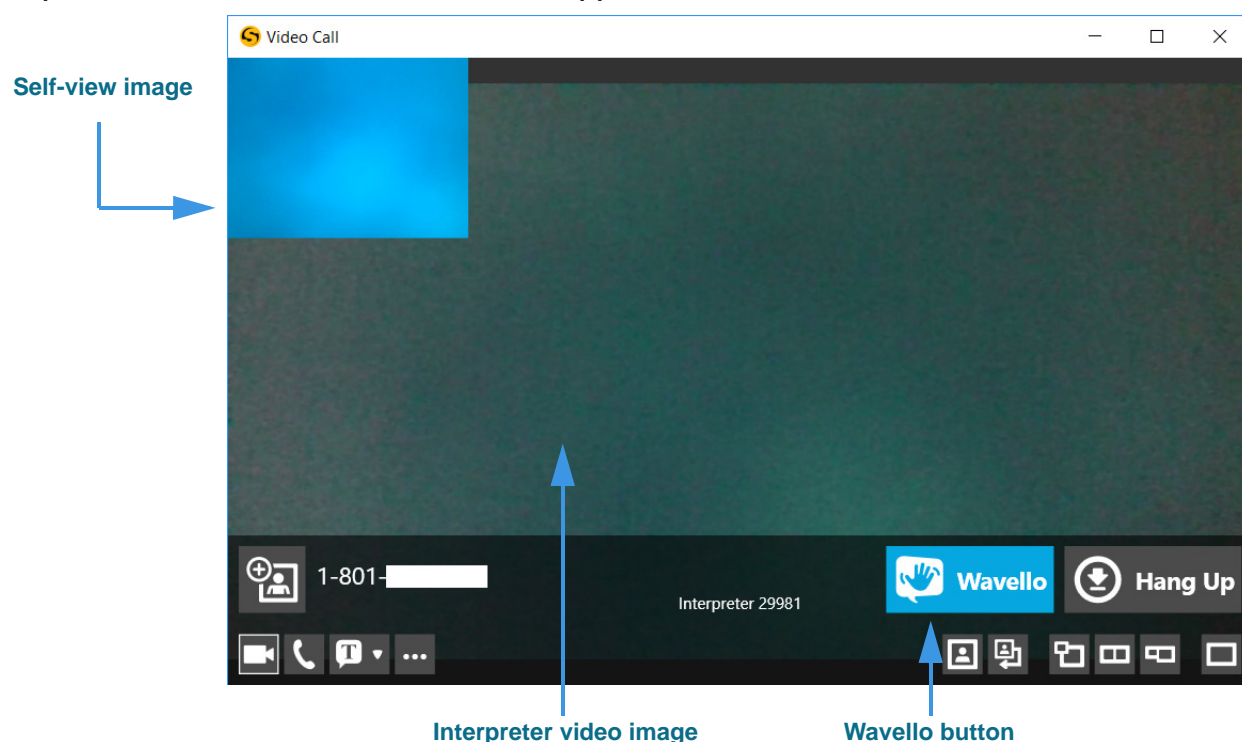


Figure 4 — Video Call screen, Wavello button

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

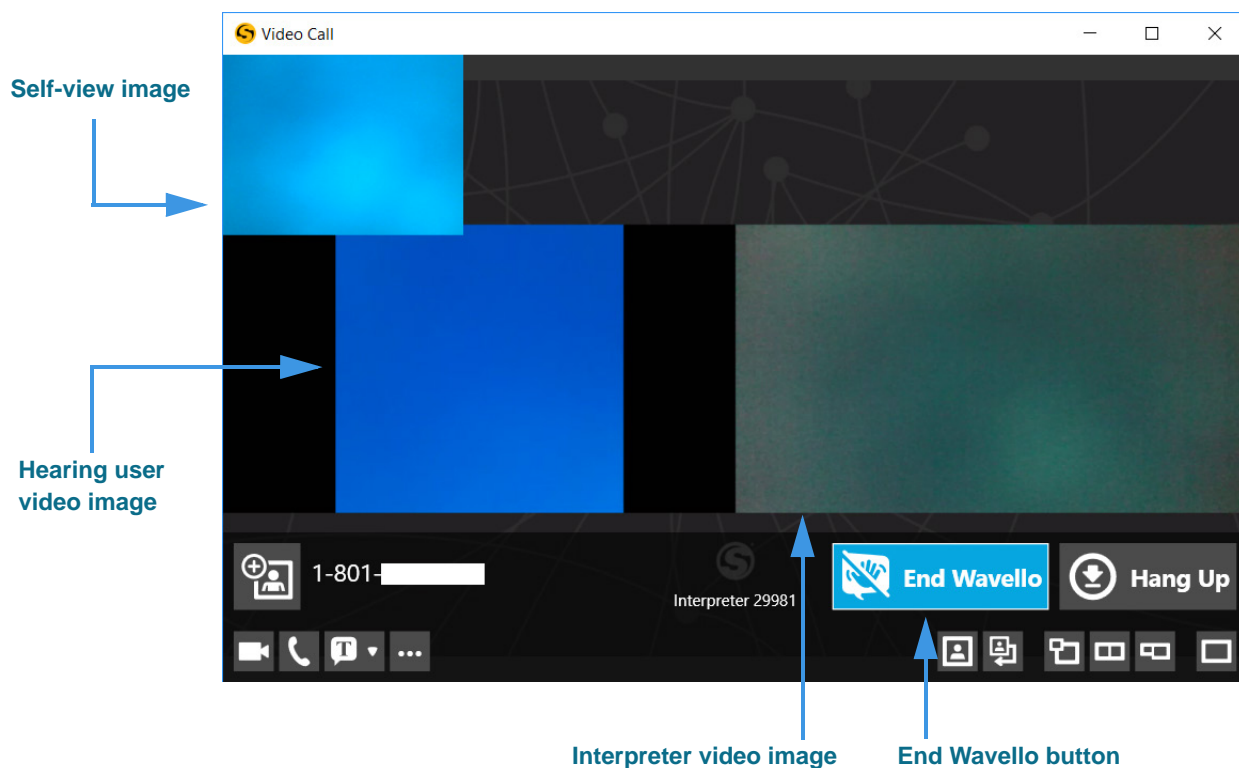


Figure 5 — Video Call screen, End Wavello button

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.

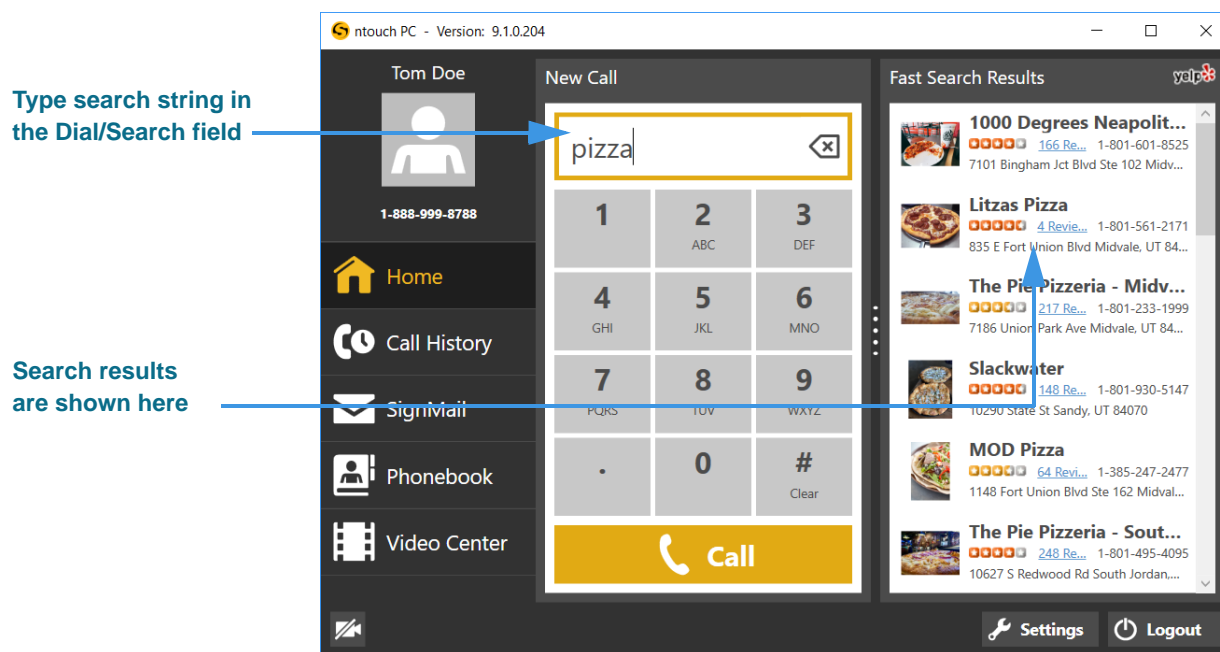


Figure 6 — Fast Search Results on *Home* screen

If you have not yet identified your current ZIP code and allowed ntouch PC to use your location as identified by your computer, you will see a dialog that asks you for this information and permission.

Notice that the 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 Edge, Chrome, and/or Firefox browser apps. After the browser extension is installed, the phone numbers on most browser pages will be detected and connected to ntouch PC. Selecting a phone number will open ntouch PC and then dial that phone number.

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

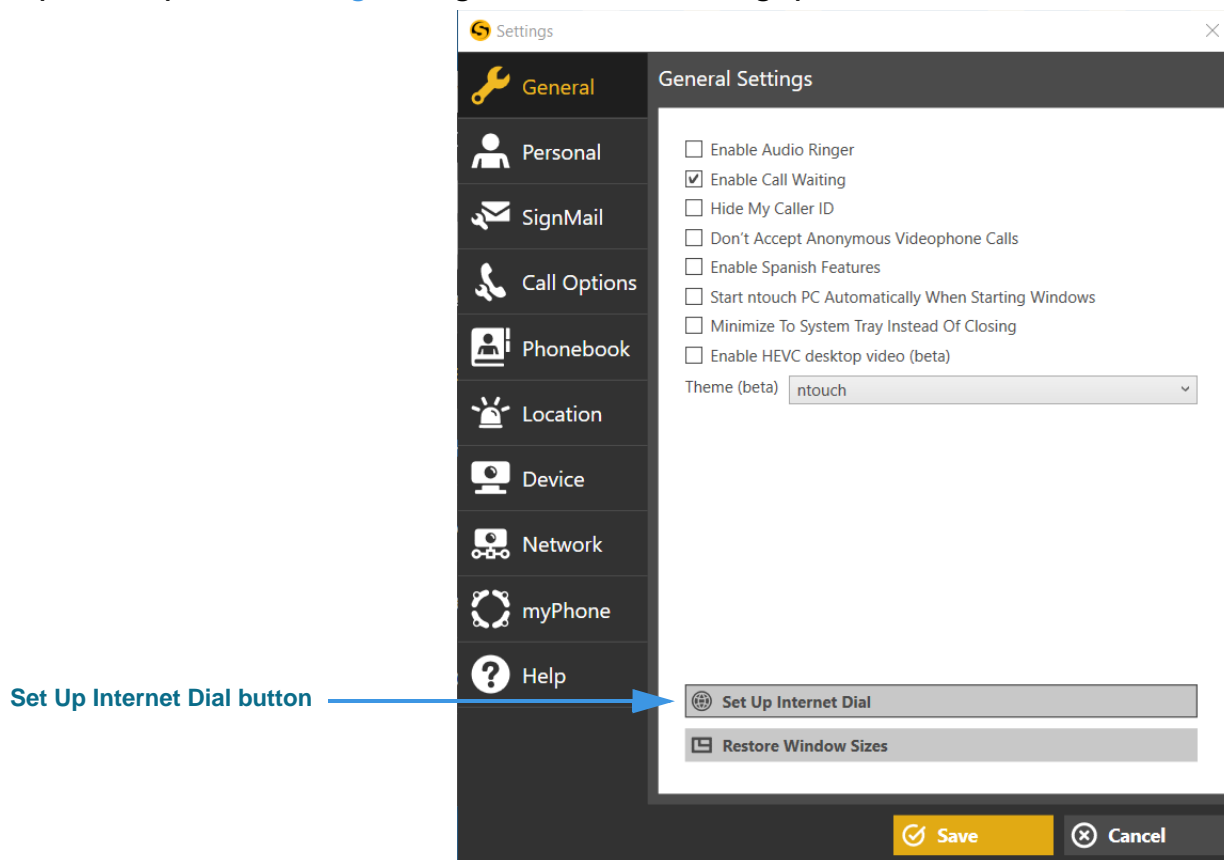


Figure 7 — Set Up Internet Dial button on General Settings panel

Selecting the **Set Up Internet Dial** button will open your default web browser 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 **Set Up Internet Dial** button 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.

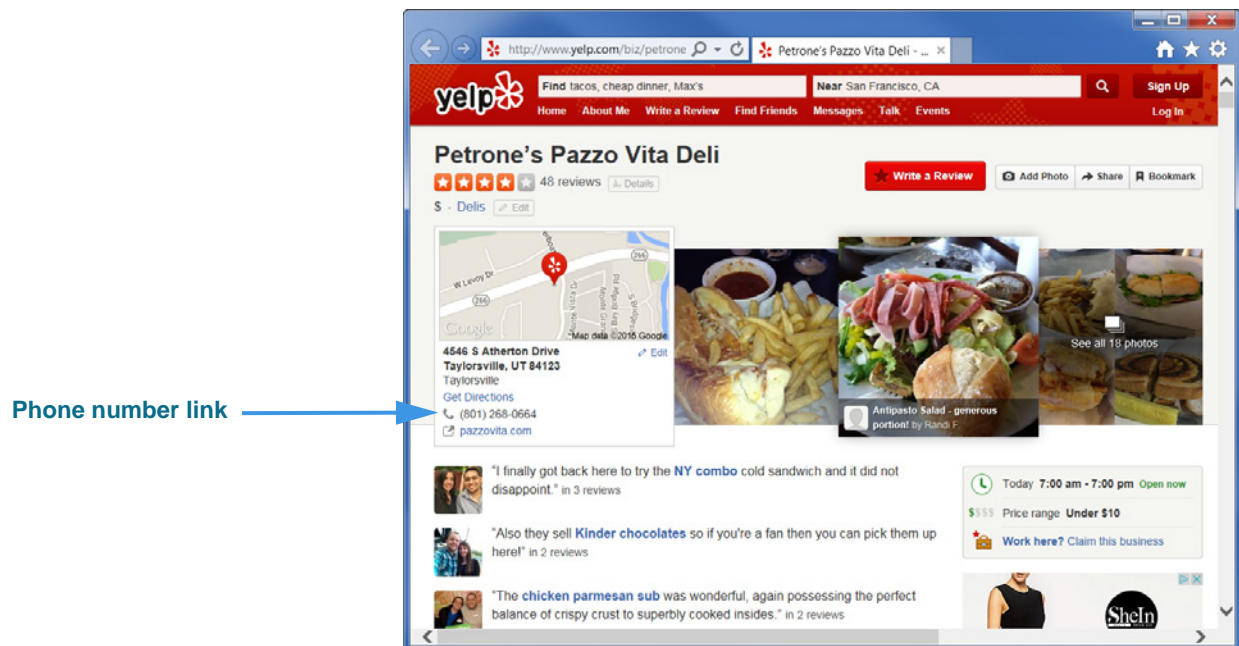


Figure 8 — Phone number on website page

- Step 4. Select the phone number link to dial a call using ntouch PC.

## To Share Text During Calls

ntouch PC 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 43.

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

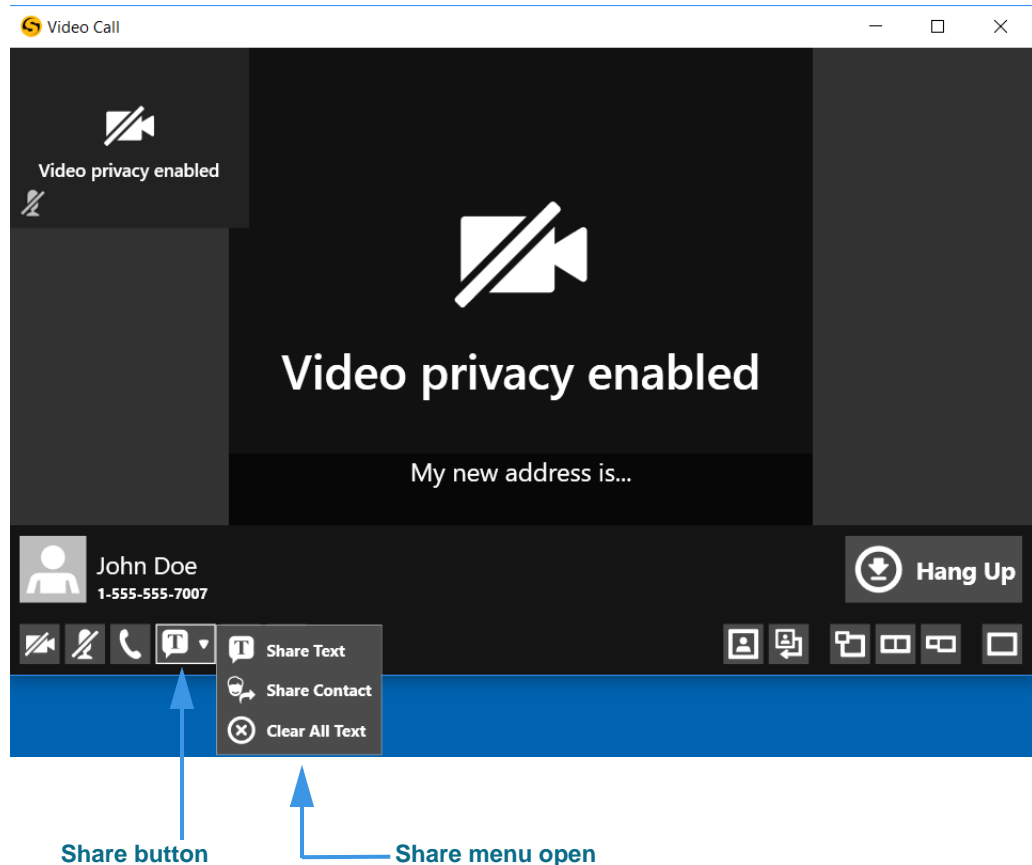


Figure 9 — Video Call screen, Share Text button

**Step 2.** You can type text using your keyboard once the Video Call window is open. The text you type will be shared with the other caller and appear as described below.

**Step 3.** 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 All Text** button to clear (erase) the text that you have already shared with a caller.



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

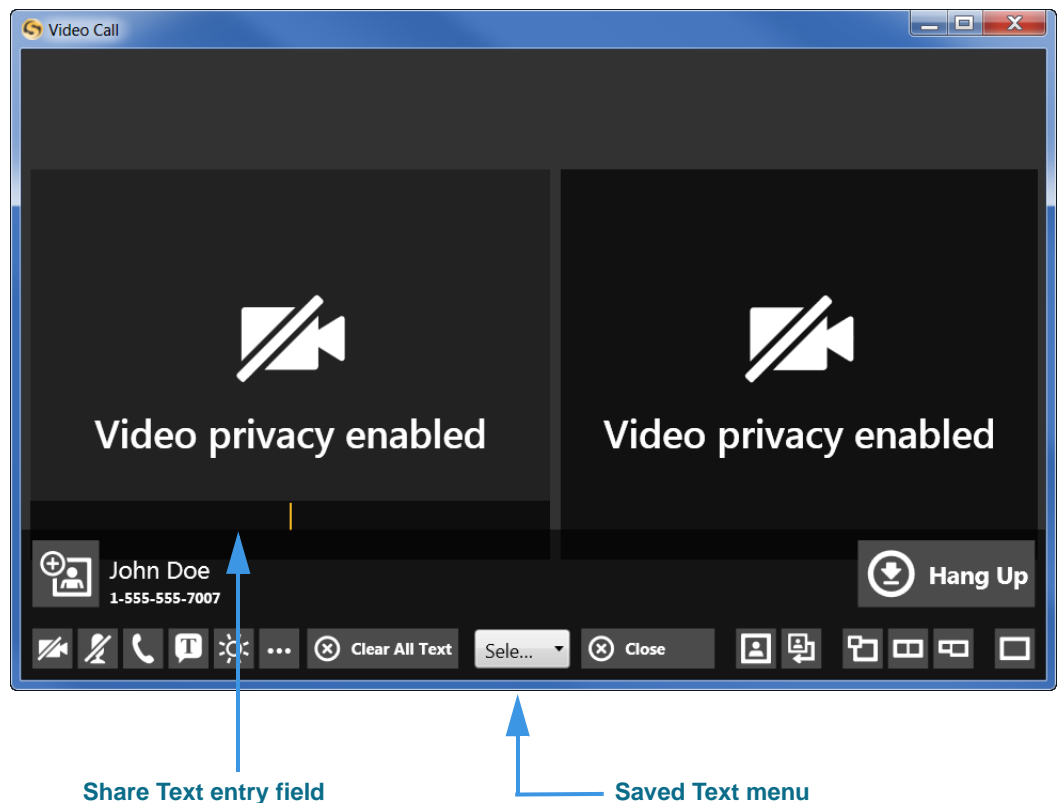


Figure 10 — Call screen, Share Text dialog opened

The *Video 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 5. Select the [Select from this list to enter...](#) button to open the menu shown below.

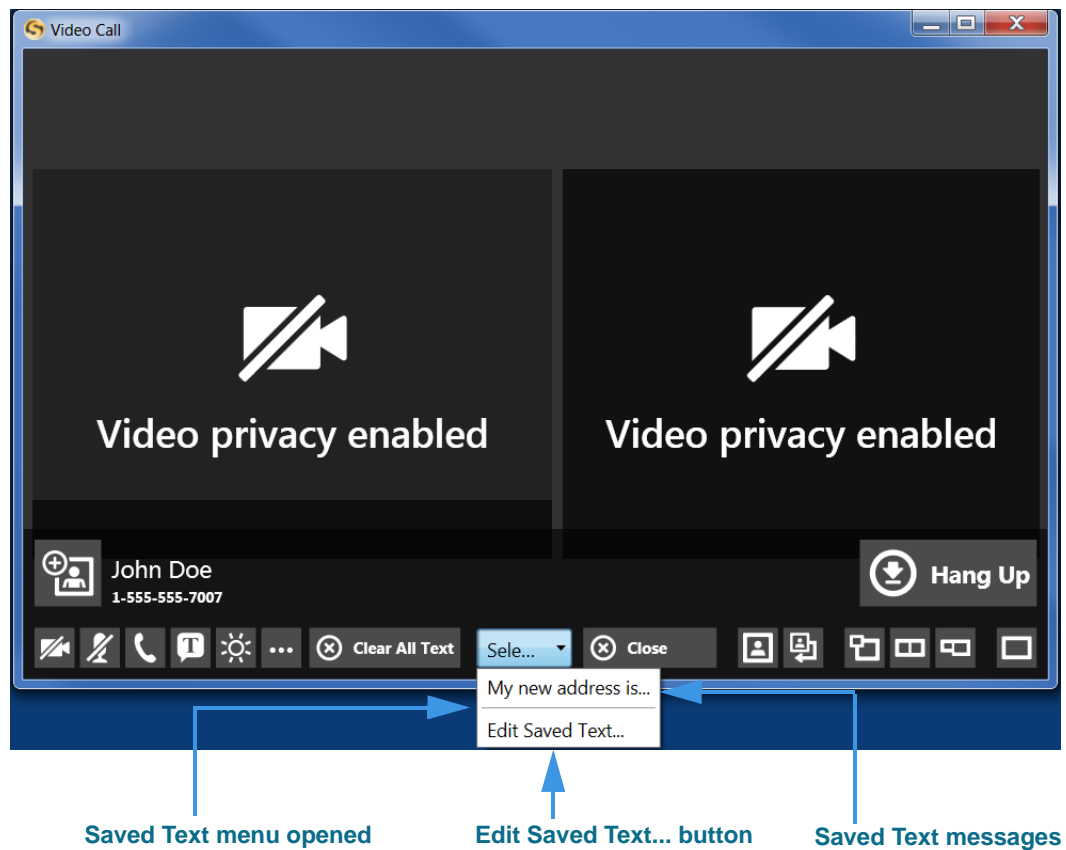


Figure 11 — Video Call screen, Saved Text dialog opened

Notice that the drop-down menu in this example includes one Saved Text message. 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 6. To share one of the saved messages, select it from the menu. The message will then appear in the Self-View image area as shown below.

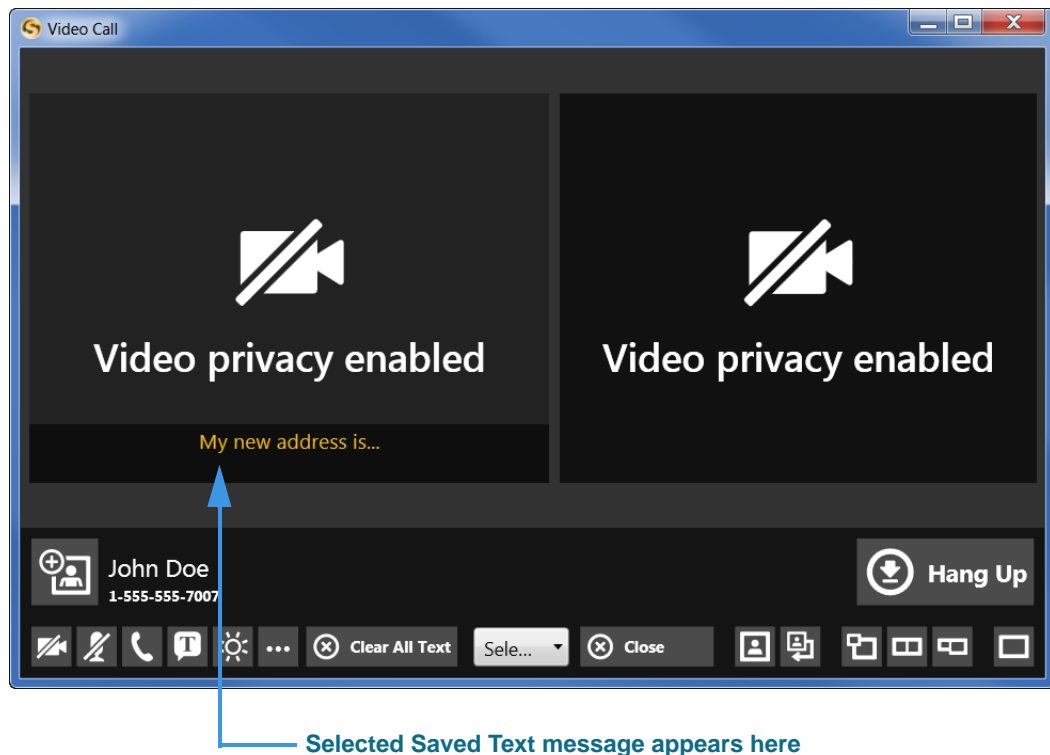


Figure 12 — Video Call screen, Saved Text message displayed

Notice that the selected Saved Text message has appeared in the Self-View image area 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.

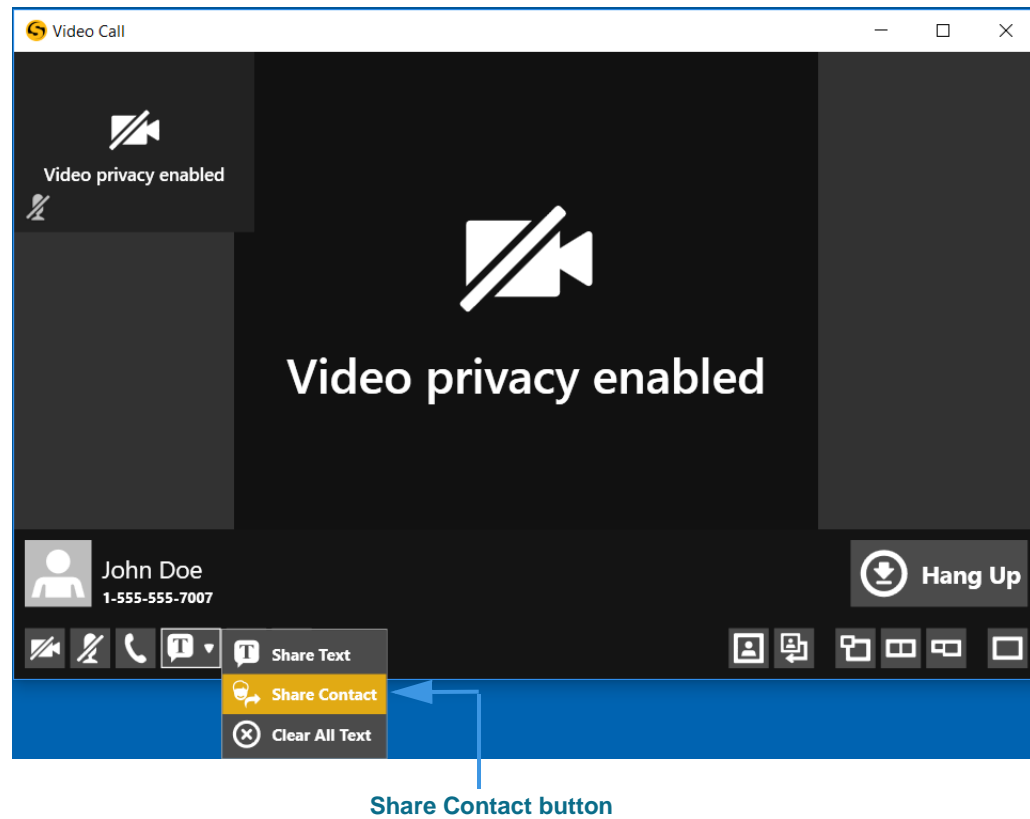


Figure 13 — Video Call screen, Share menu opened

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

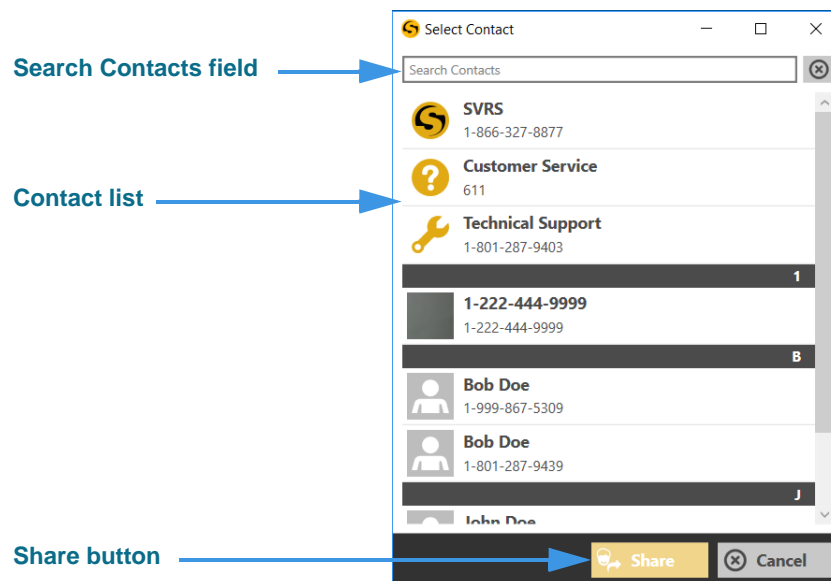
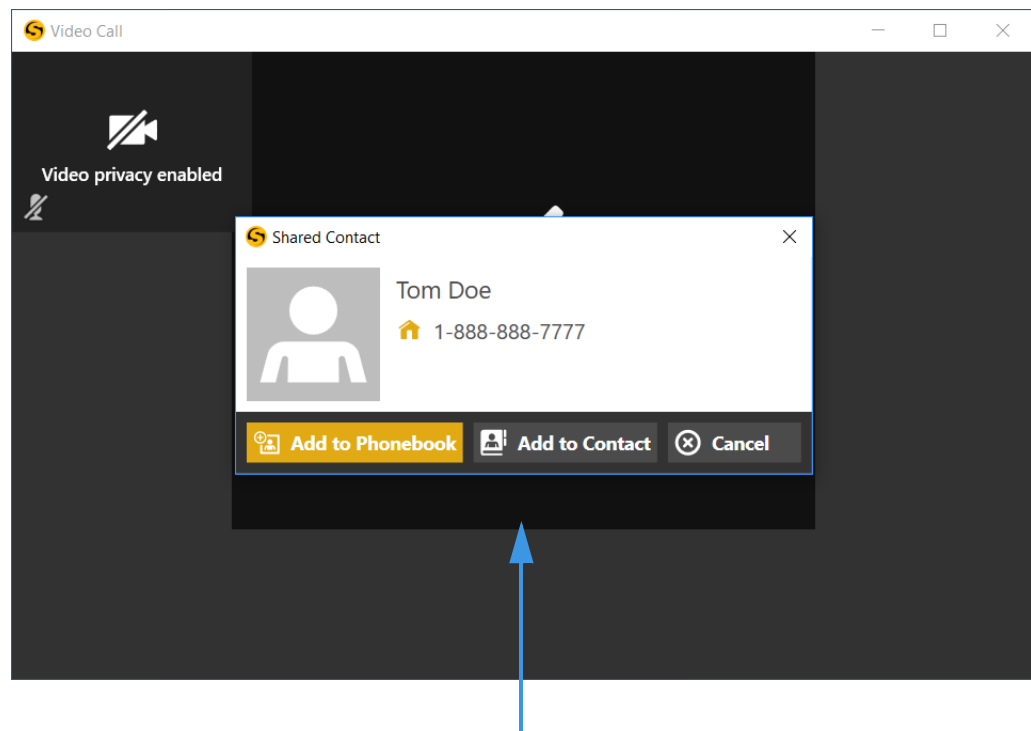


Figure 14 — Share Contact dialog

## In-Call Screen

- 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.



Share Contact dialog

Figure 15 — Video Call screen, Share Contact dialog

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 **Add to Phonebook** or the **Add to 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.

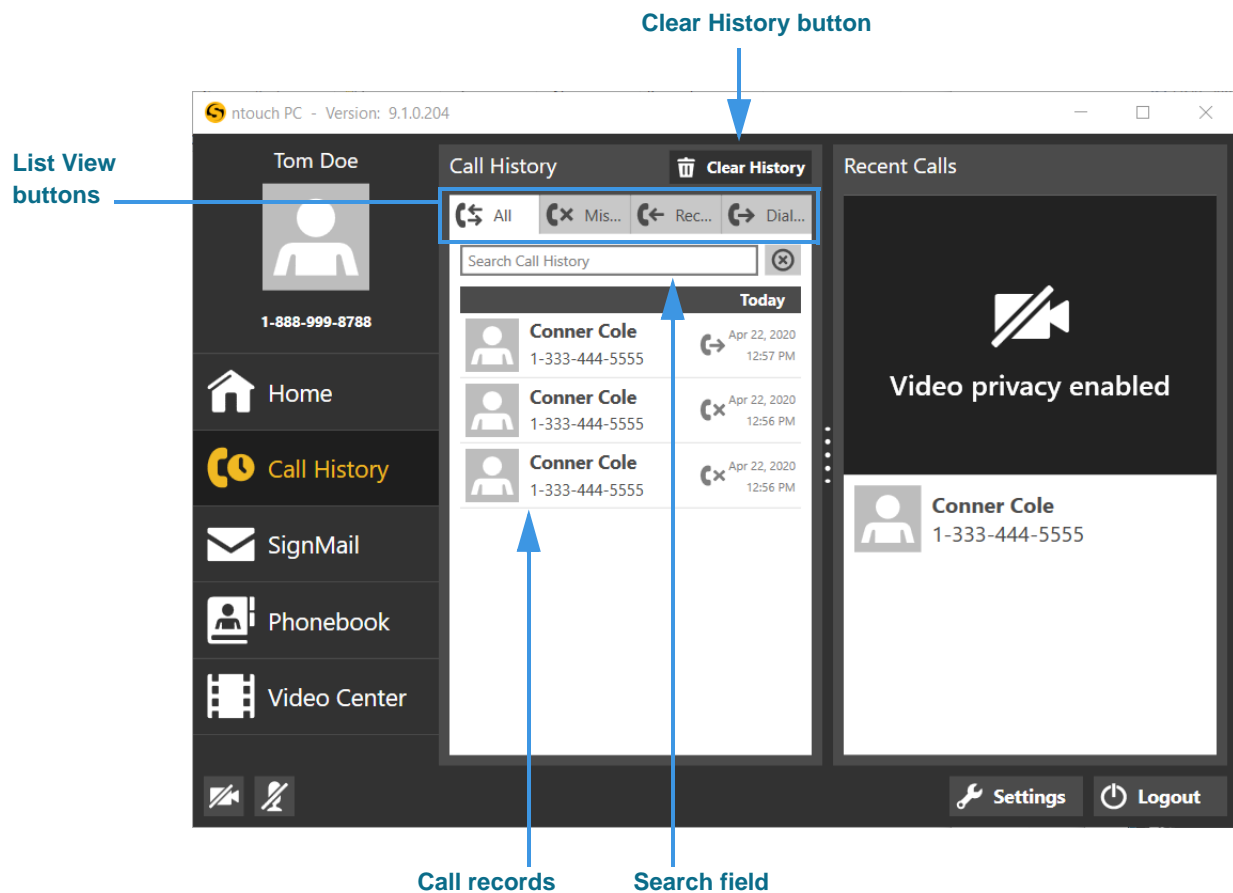


Figure 16 — *Call History* screen

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 currently shown in the list at once (clear the entire list shown). For example, if you were to search for a specific name or number such as “Conner” selecting this button will clear only those records.
- 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.

## Call History Screen

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

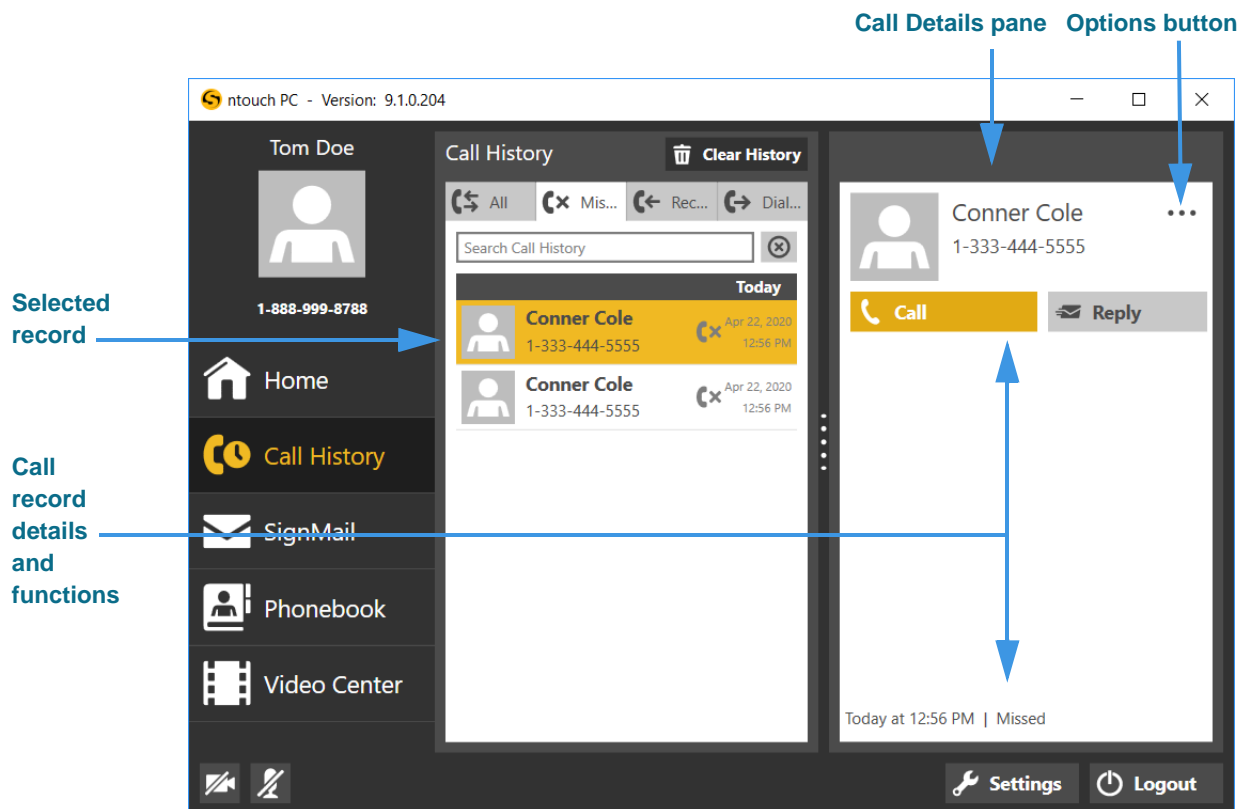


Figure 17 — Call record selected in Missed Calls list

The Call Details pane 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.
- Select the **Reply** button to send a SignMail to this caller.

Step 3. Use the **Options** button to open the drop-down menu to access these buttons.

|  |  |  |  |
|--|--|--|--|
|  | <b>Add to Phonebook Button</b><br>Select to create a new contact in the Phonebook for this caller. |  | <b>Block Caller Button</b><br>Select to add this phone number to the Blocked list.                         |
|  | <b>Add to Existing Contact Button</b><br>Select to add this phone number to an existing contact.   |  | <b>Delete Button</b><br>Select to delete this call from the list. You cannot recover deleted call 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.

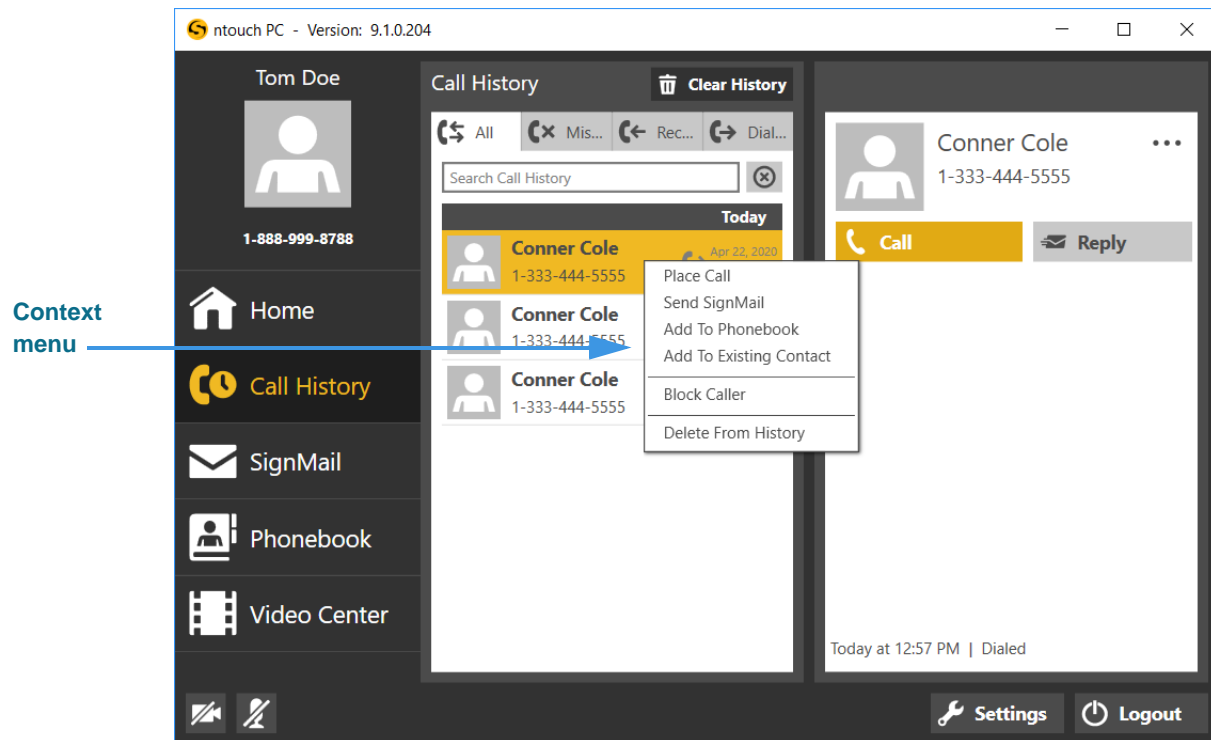


Figure 18 — Context menu, Call History pane

The context menu contains these buttons:

- Select the **Place 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 **Add to Phonebook** 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 from History** option to open a dialog that asks you to confirm the deletion of this number from the Call History list.

**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.

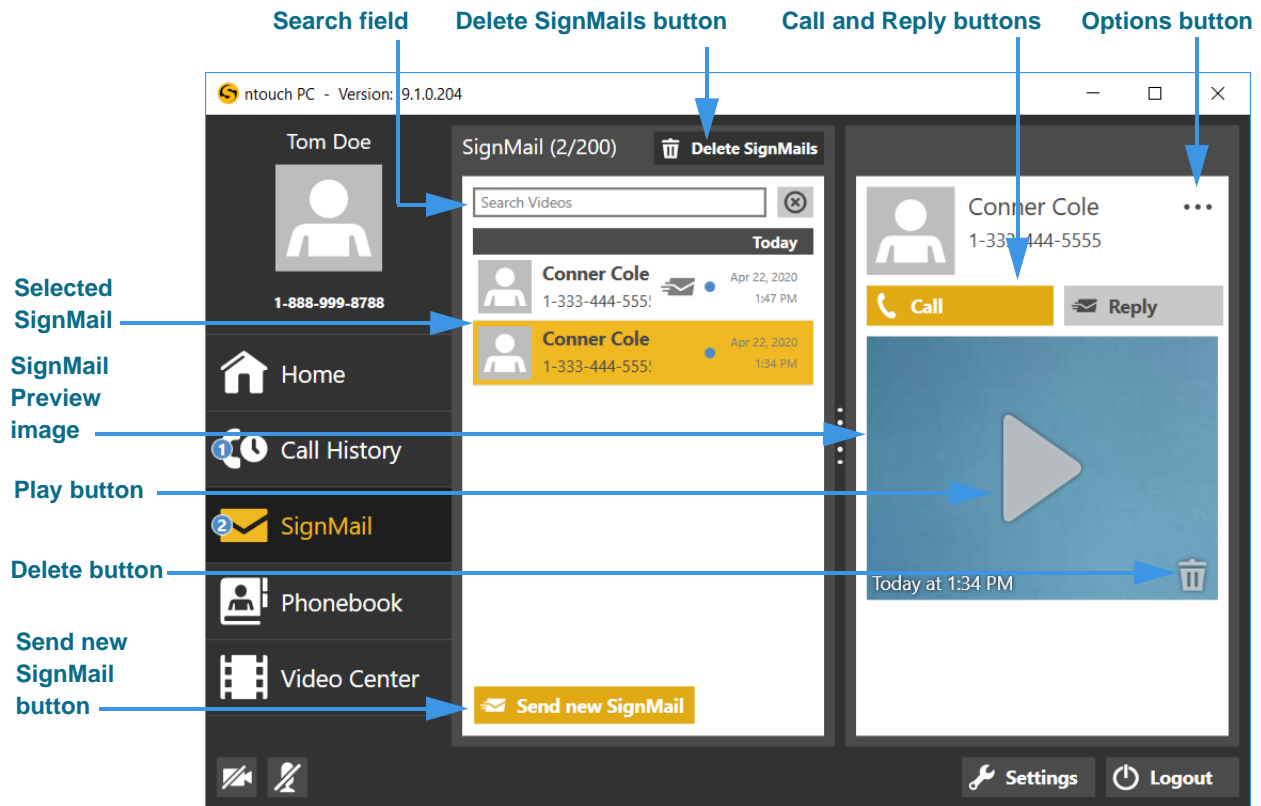






Figure 19 — SignMail screen

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 **Delete SignMails** 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 buttons.

|   |  |   |  |
|---|--|---|--|
|  | <b>Add to Phonebook Button</b><br>Select to create a new contact in the Phonebook for this caller. |  | <b>Block Caller Button</b><br>Select to add this phone number to the Blocked list. |
|  | <b>Add to Existing Contact Button</b><br>Select to add this phone number to an existing contact.   |   |  |

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.

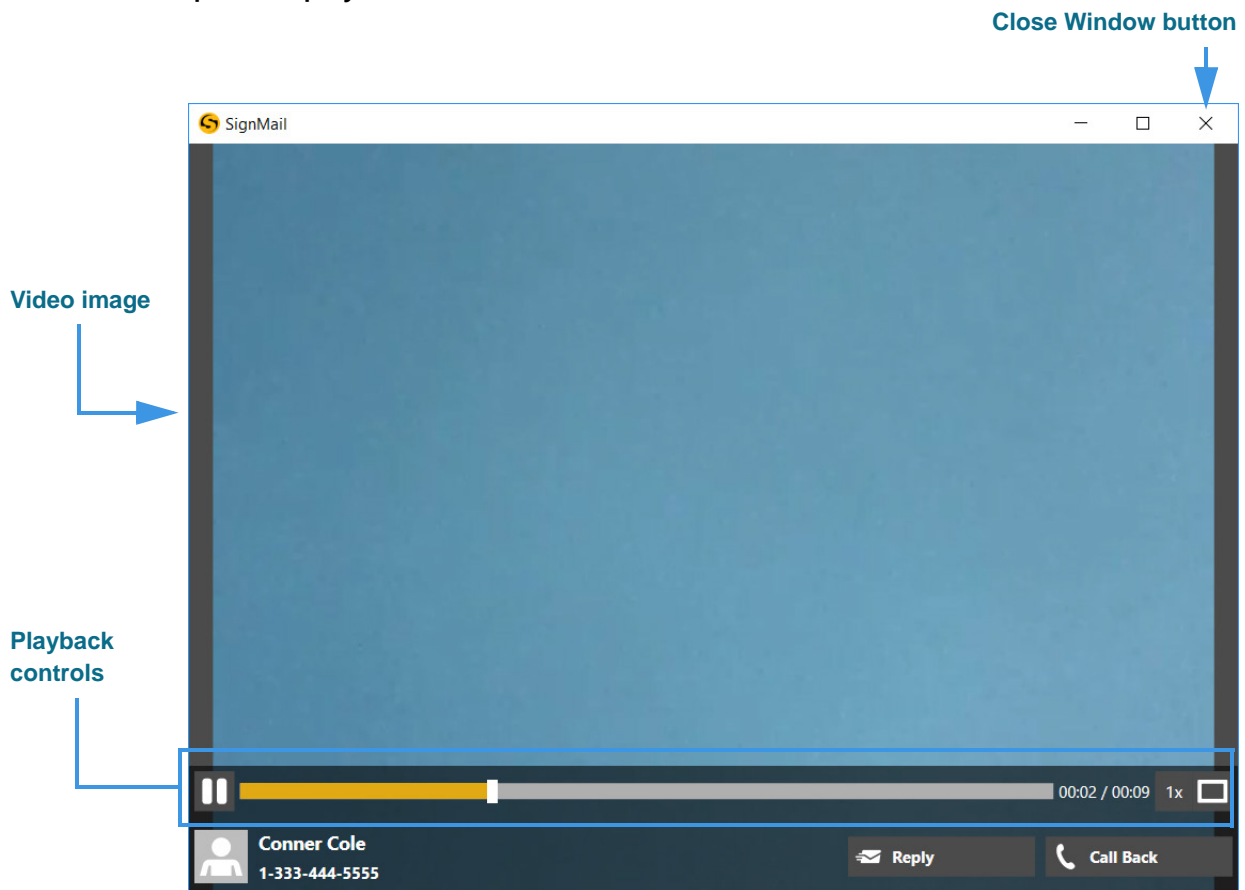


Figure 20 — Playback of SignMail video

The *SignMail* playback 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.

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

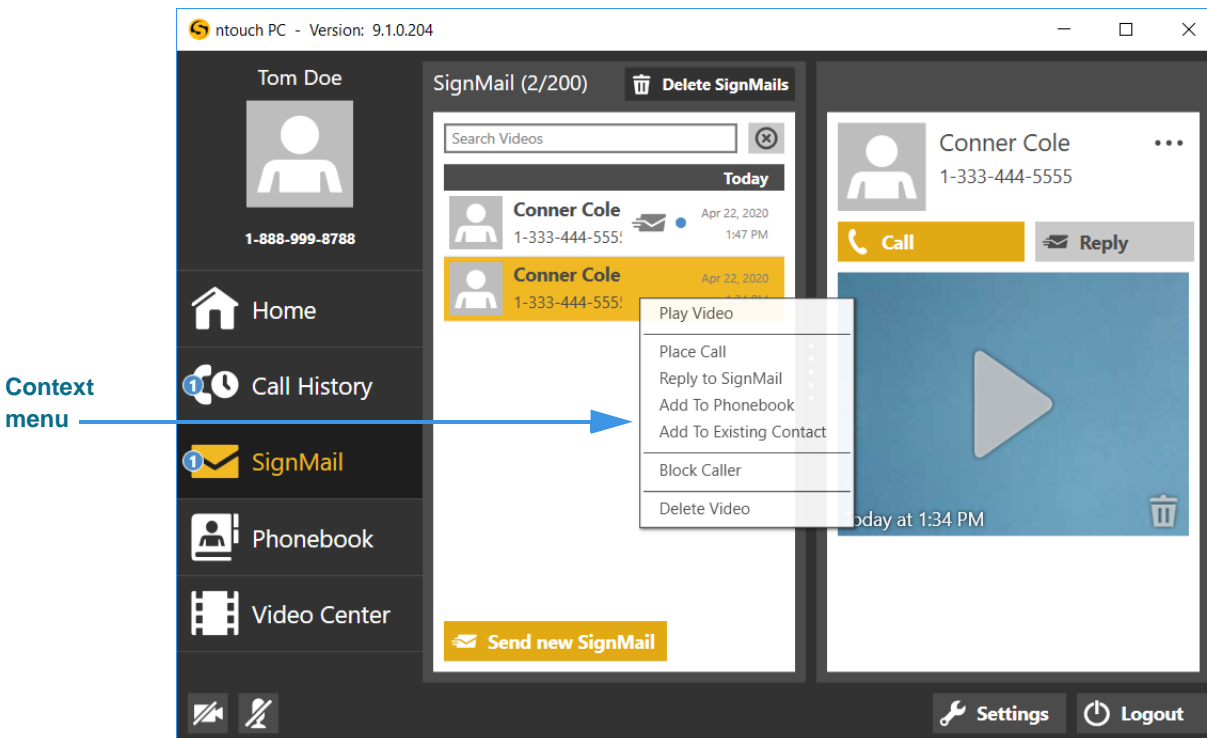


Figure 21 — Context menu, SignMail list pane

The context menu contains these buttons:

- Select the **Play Video** option to begin playback of the selected SignMail.
- Select the **Place Call** option to dial a call to this phone number.
- Select the **Reply to SignMail** option to send SignMail directly to this number.
- Select the **Add to Phonebook** 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.

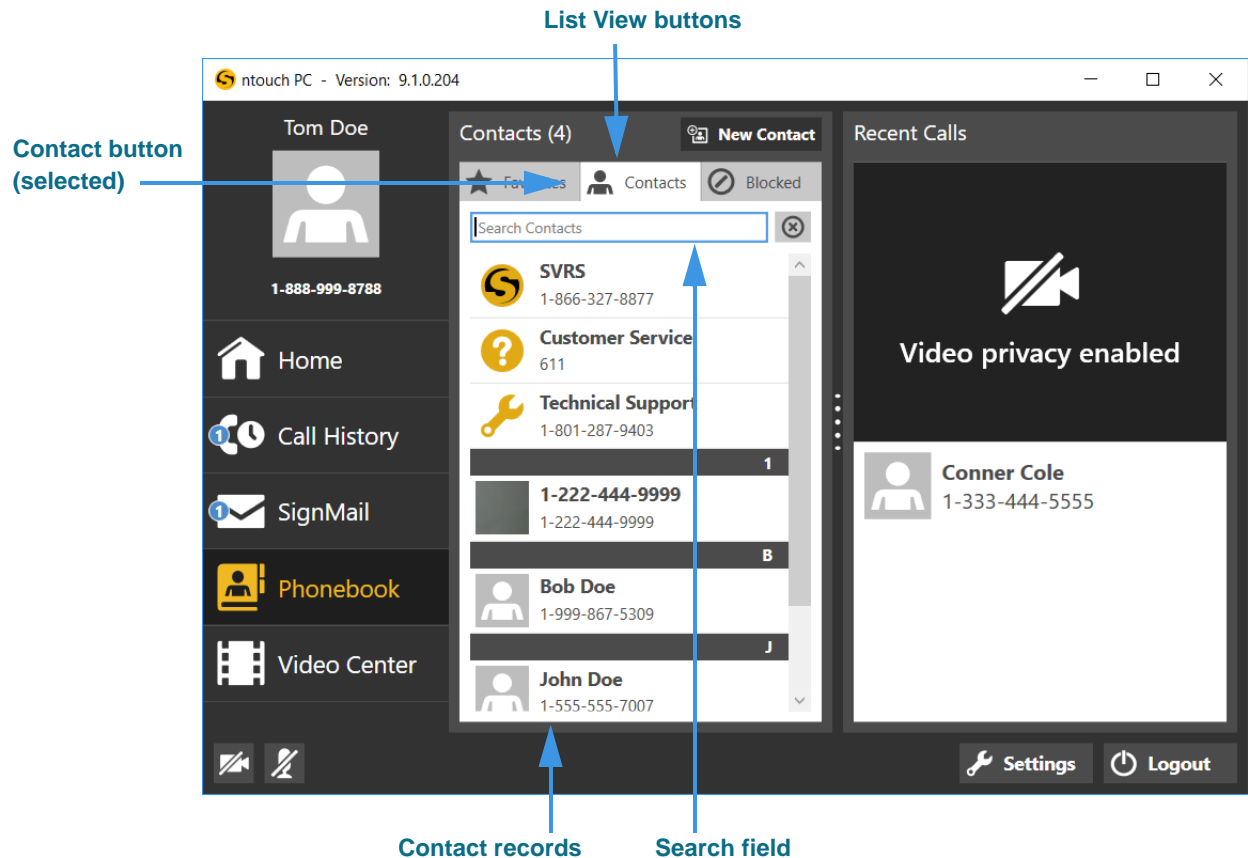


Figure 22 — *Phonebook* screen

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.
- Select the **Search** field to search the Contact records for a specific name or number.
- Select the **New 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 a **Contact record** to view the contact. The records are listed alphabetically.

## Phonebook Screen

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

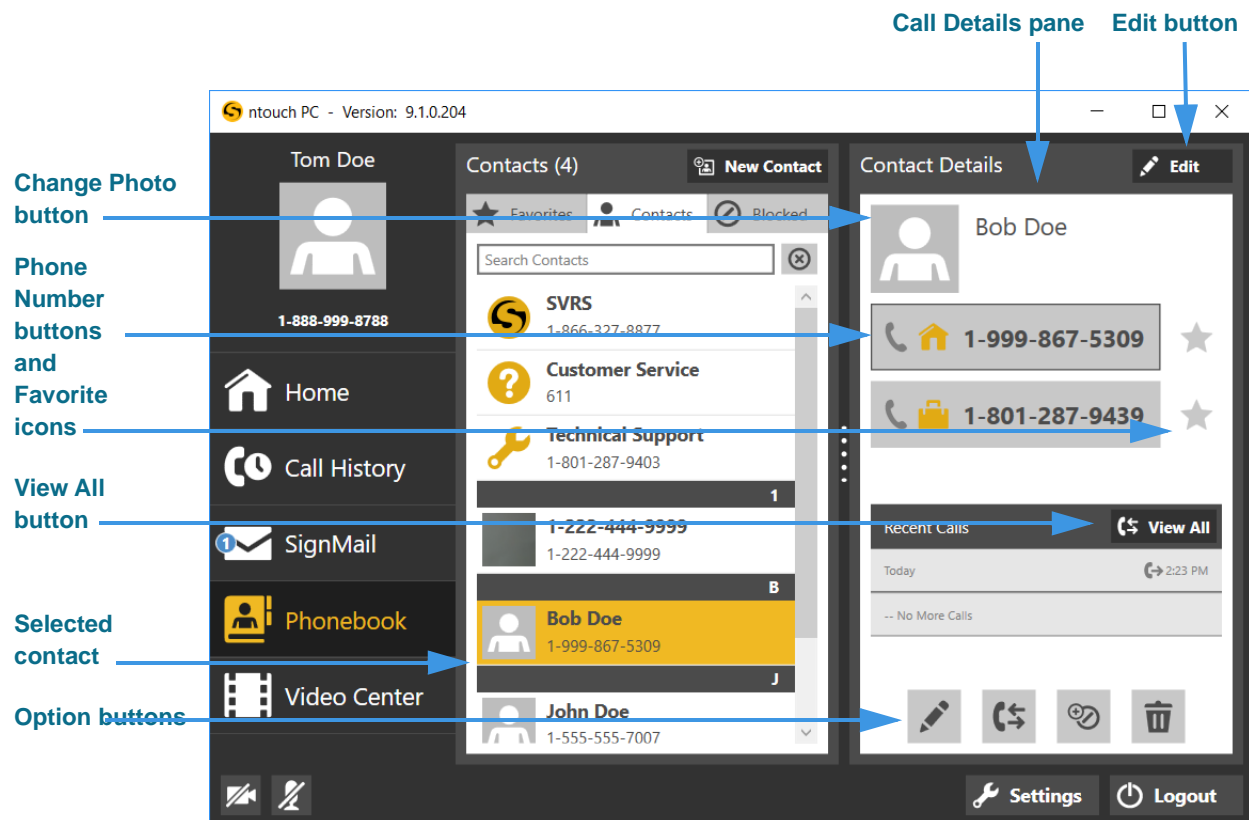


Figure 23 — Selected contact in Contacts list

The *Contact Details* pane has these buttons:

- Select the **Edit** button to edit this contact record.
- Select the **Change Photo** button to open a dialog with other options:
  - Select **Browse** to open your computer's file navigation dialog.
  - Select **Take Photo** to use your computer's camera to take a photo.
  - Select **Remove Photo** to delete the currently selected contact photo.
  - Select **Sorenson Photo** to use this contact's Sorenson Profile photo.
- Select one of the **Phone Number** buttons to place a call to this contact.
- Select the **Favorites** icon to add this contact and number to your Favorites list.
- Select the **View All** button to open the Call History list for this contact.

Step 3. Use the **Option** buttons to perform the desired functions as described below.

|  |   |  |  |
|--|---|--|--|
|  | <b>Edit Contact Button</b><br>Select to edit this contact record.                         |  | <b>Block Caller Button</b><br>Select to add this contact to the Blocked list.  |
|  | <b>View Call History Button</b><br>Select to view the Call History list for this contact. |  | <b>Delete Contact Button</b><br>Select to delete this contact from the Phonebook. You cannot recover deleted contacts. |

Step 4. To edit a contact, select the **Edit** button to open the panel shown below.

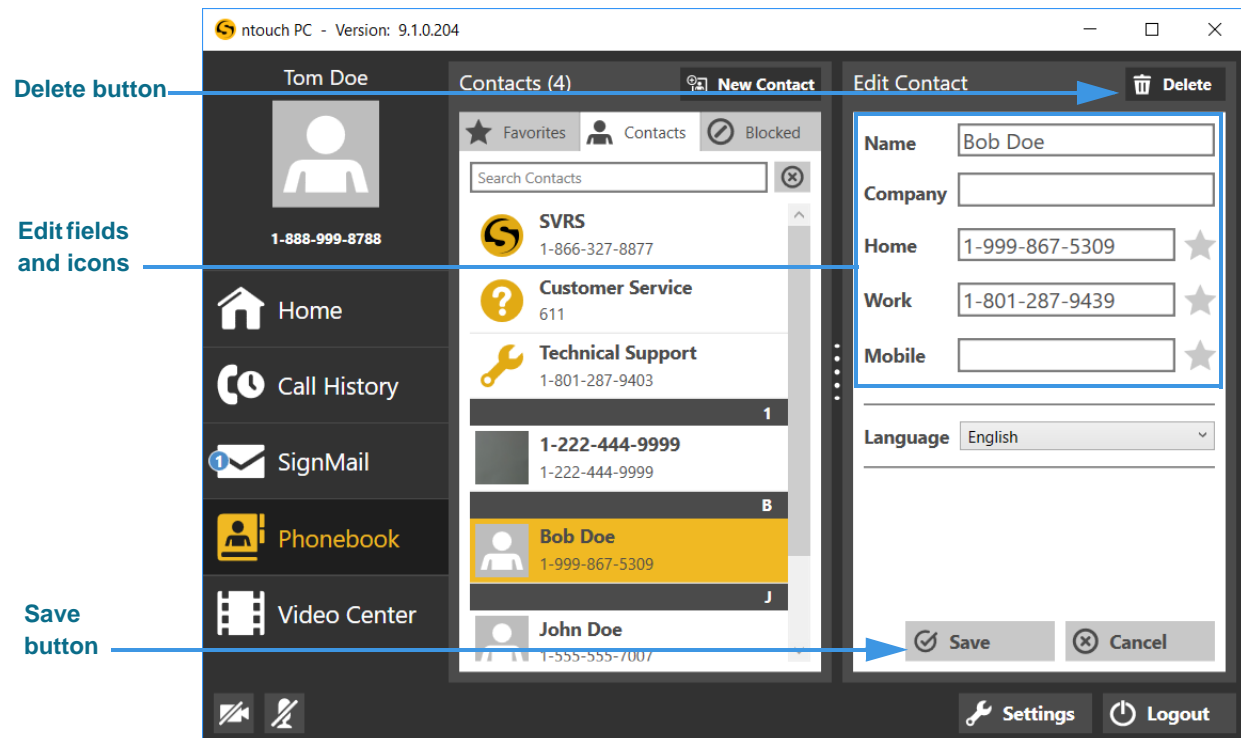


Figure 24 — Edit an existing contact record

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

- Select the **Delete** button to delete this contact record.
- 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 either English or Español (Spanish) from the **Language** drop-down list to specify which type of 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 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.

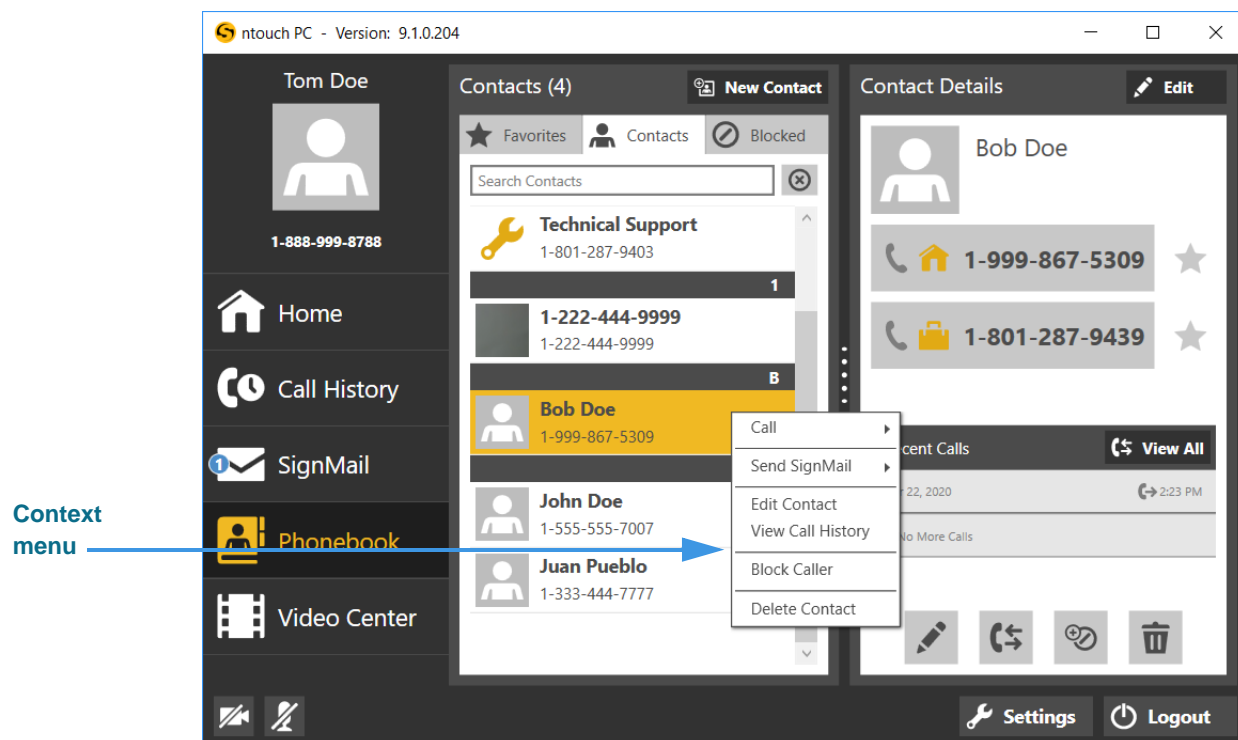


Figure 25 — Context menu, Contacts list

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 **Send SignMail** > option to send a SignMail directly to a selected number.
- 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.

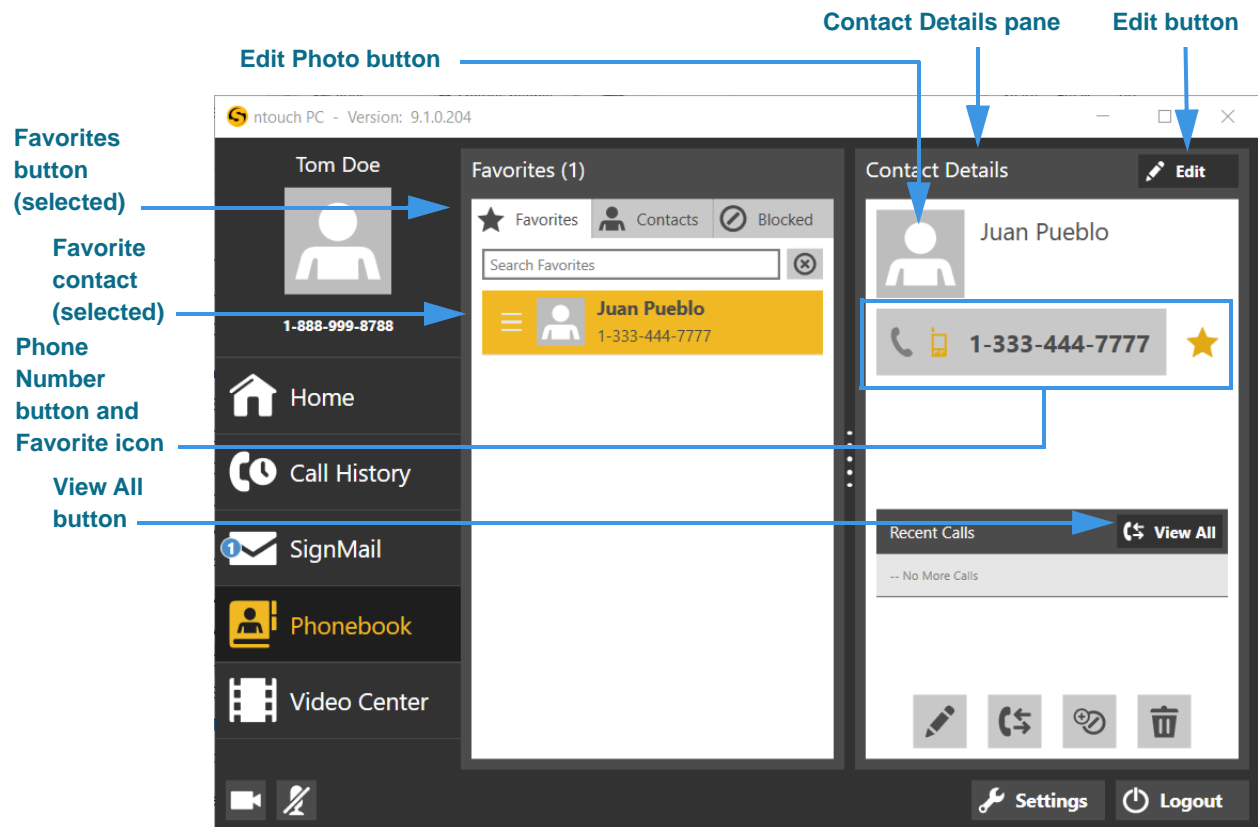






Figure 26 — Favorites list screen and Contact Details pane

The *Contact Details* pane has these buttons:

- Select the **Edit** button to edit this contact record.
- Select the **Edit Photo** button to edit or add a photo for this contact.
- Select the **Phone Number** buttons to place a call to this contact.
- Select the **Favorites** icon to remove this contact from your Favorites list.
- Select the **View All** button to open the Call History list for this contact.

Step 7. Use the **Option** buttons to perform the desired functions as described below.

|   |   |   |  |
|---|---|---|--|
|  | <b>Edit Contact Button</b><br>Select to edit this contact record.                         |  | <b>Block Caller Button</b><br>Select to add this contact to the Blocked list.  |
|  | <b>View Call History Button</b><br>Select to view the Call History list for this contact. |  | <b>Delete Contact Button</b><br>Select to delete this contact from the Phonebook. You cannot recover deleted contacts. |



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.

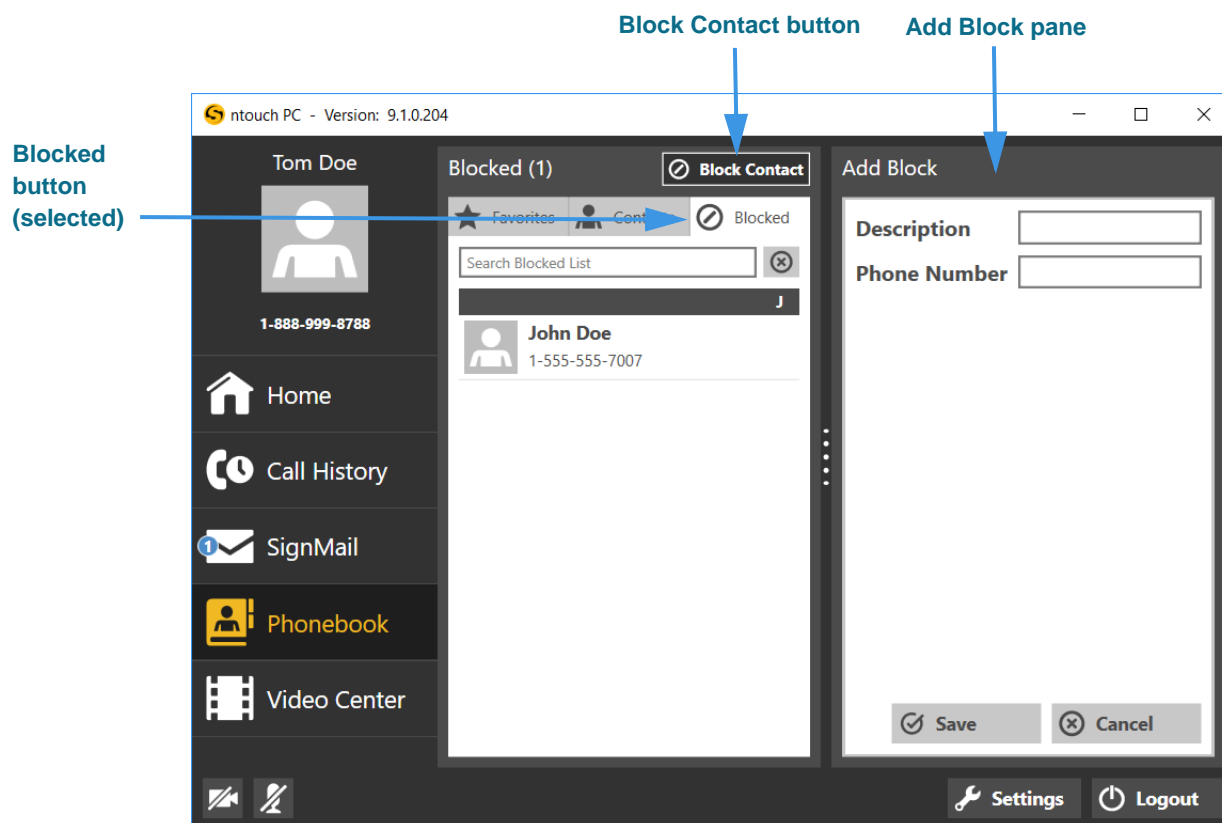


Figure 27 — Blocked list screen and Add Block pane

The *Add Block* pane 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 **Phone Number** field.
- Select the **Save** button to save this contact record.
- Select the **Cancel** button to exit and discard all changes.

Step 9. To remove a number from your Blocked list, select **the contact** to be removed to display the Blocked Caller Details pane as shown below.

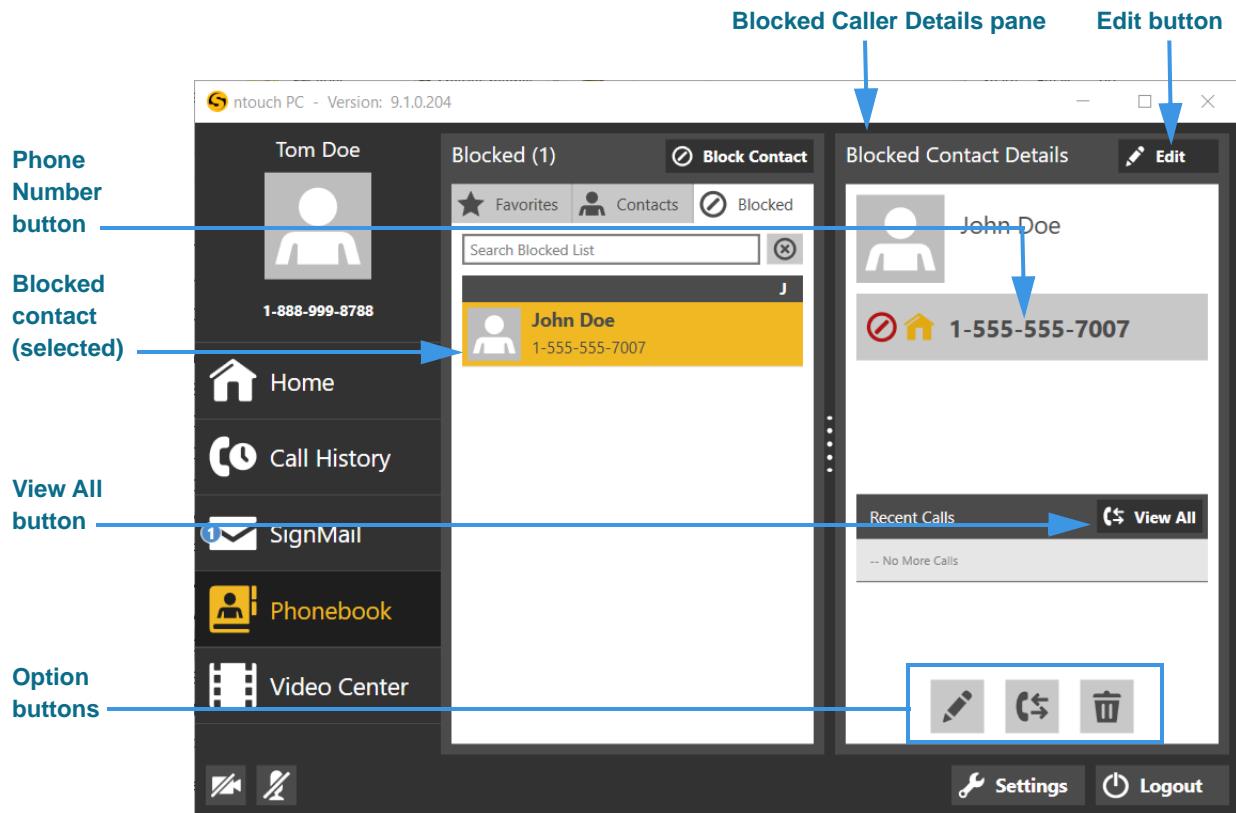





Figure 28 — Blocked Contact Details pane

The *Blocked Contact Details* pane has these buttons:

- Select the **Edit** button to edit the Description or Number for this blocked contact.
- Select the **Phone Number** button to place a call to this contact.
- Select the **View All** button to open the Call History list for this contact.

Step 10. Use the **Option** buttons to perform the desired functions as described below.

|   |   |   |  |
|---|---|---|--|
|  | <b>Edit Blocked Caller</b><br>Select to edit the name or phone number this blocked caller record. |  | <b>Remove from Block List Button</b><br>Select to delete this contact from the Blocked list. |
|  | <b>View Call History Button</b><br>Select to view the Call History list.                          |   |  |

# 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.

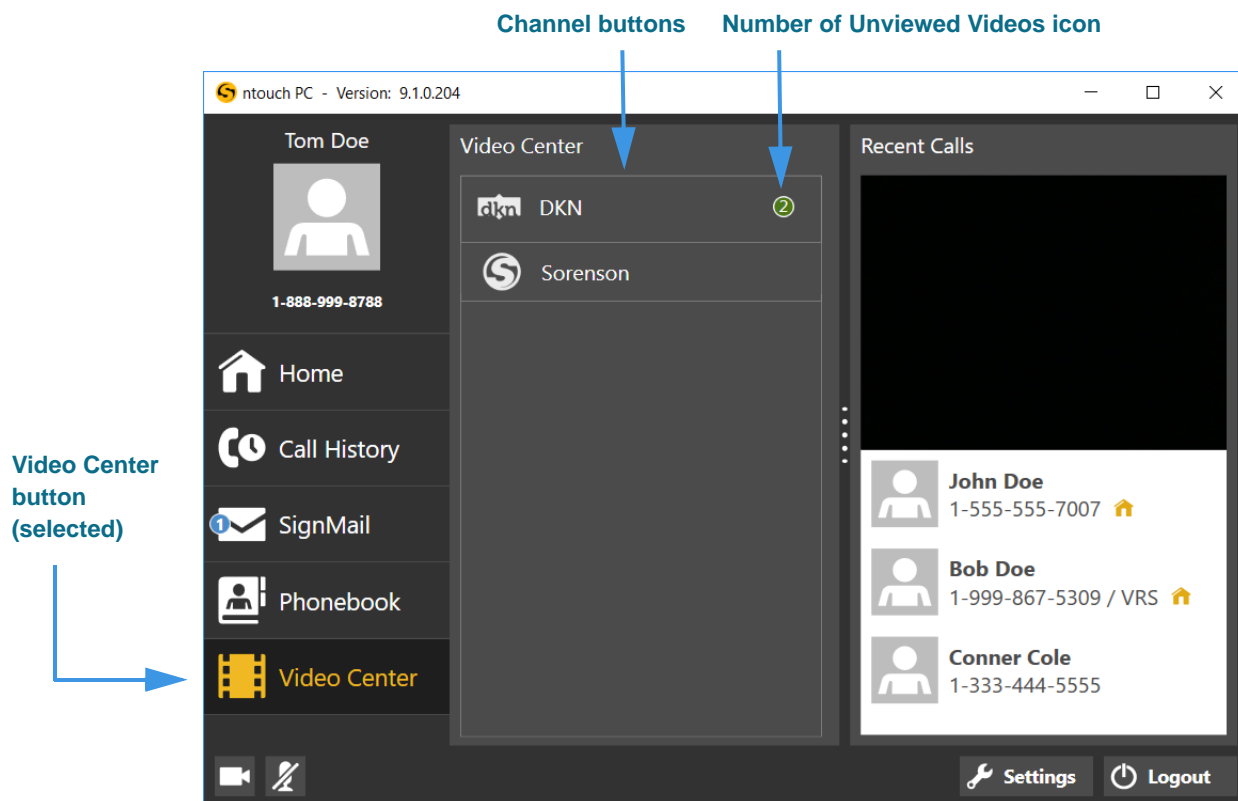


Figure 29 — *Video Center* screen

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 **Number of Unviewed Videos** icon (green and white number) to see if there are new videos available for viewing on the channel.

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

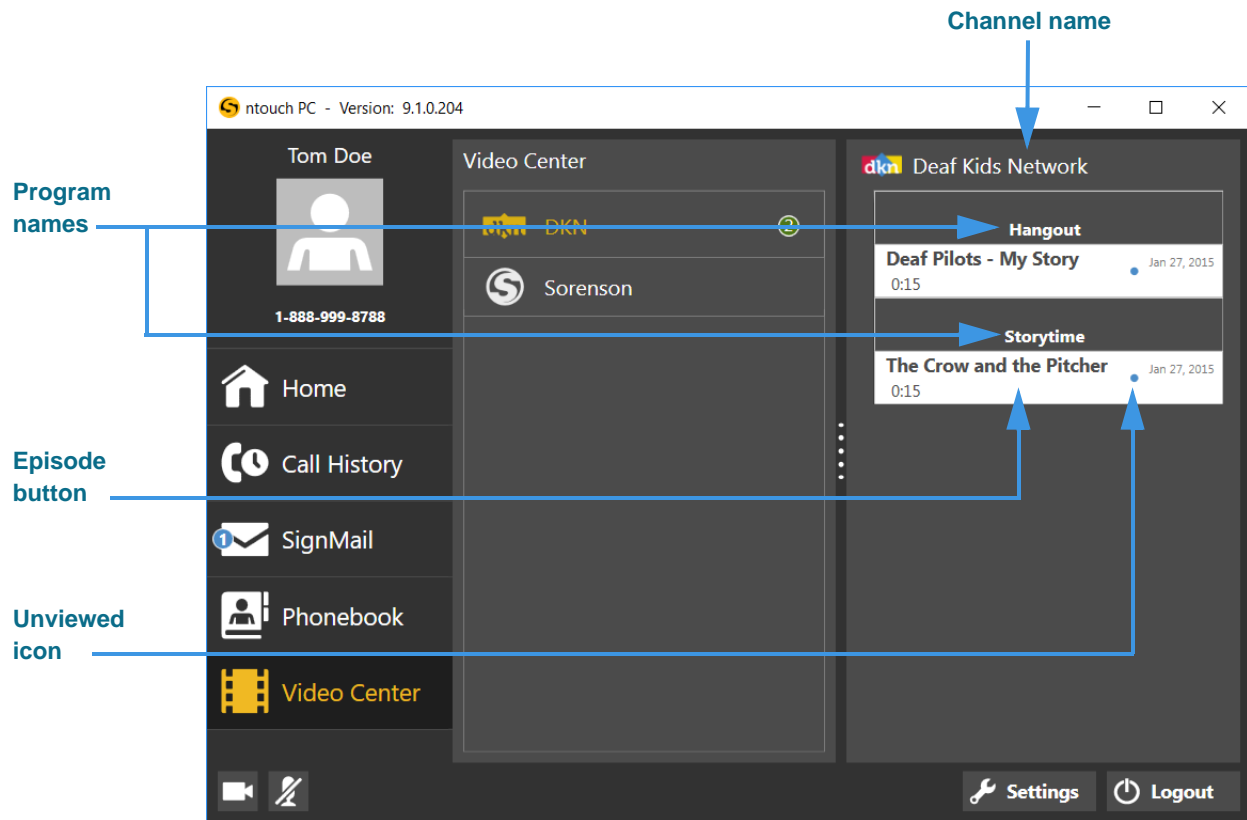


Figure 30 — Video Center screen, channel, program, and episode

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.

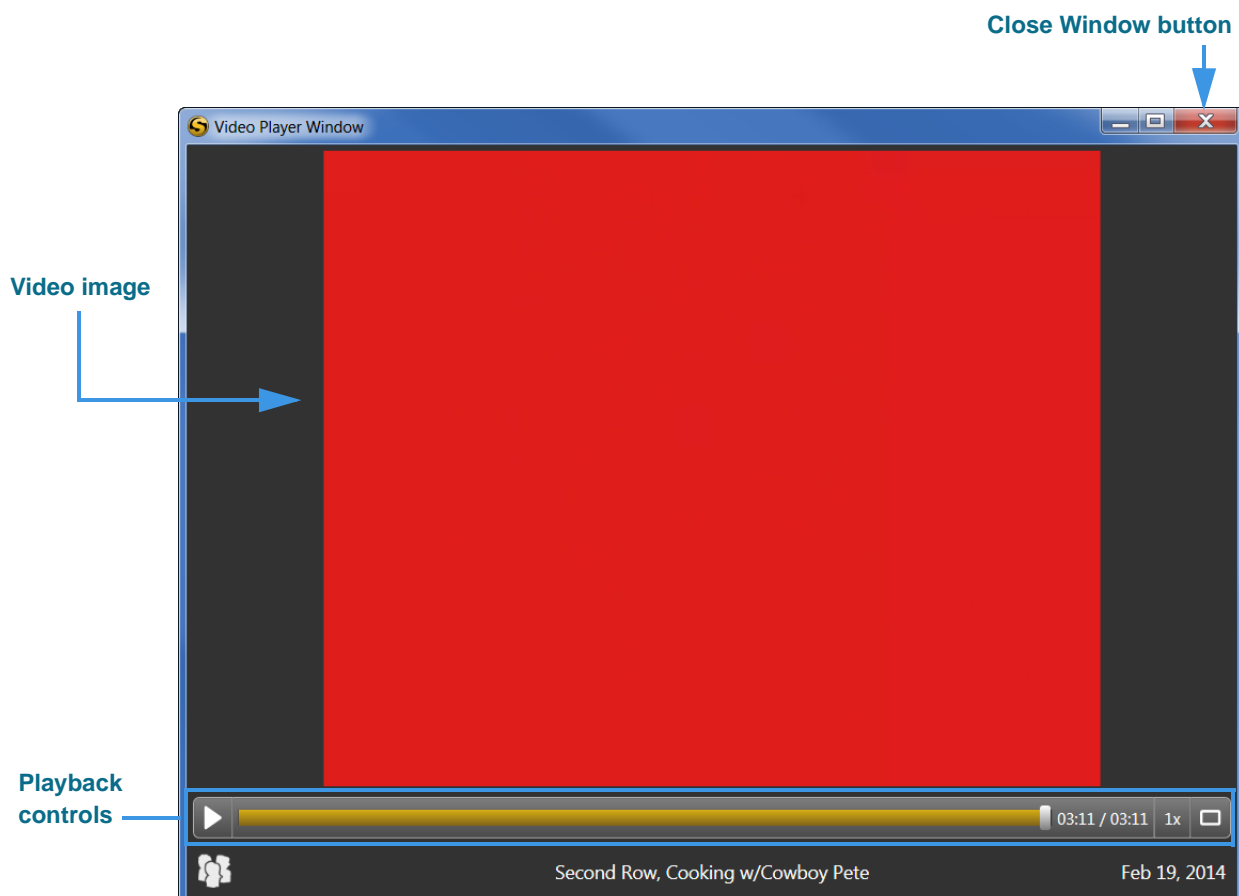


Figure 31 — Video Viewer window

The *Video 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.
- Use the **square button** to expand the video to fill your computer screen.
- Use the **Close (X)** button to exit the playback window.

# Changing Settings

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

## To Edit General Settings

Step 1. In the main app screen, select the **Settings** button to open the dialog shown below.

General button (selected)

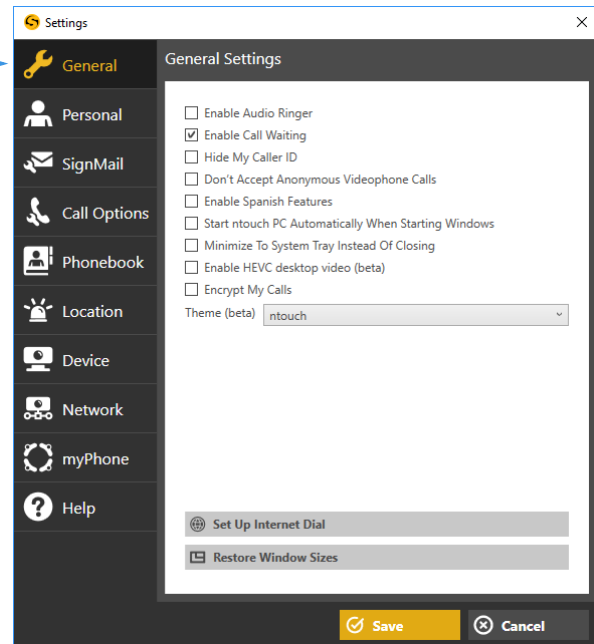


Figure 32 — Settings dialog, General button

The *General Settings* dialog has these controls:

| Feature  | Description  |
|--|--|
| <b>Enable Audio Ringer</b>                                 | Select this checkbox to turn on ntouch PC's audible ringer for incoming calls. When selected, ntouch PC 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 PC's Call Waiting feature. Call Waiting lets you answer a new incoming call when you are already in an active videophone call.   |
| <b>Hide My Caller ID</b>                                   | Select this checkbox to hide your Caller ID information from outgoing calls.   |
| <b>Don't Accept Anonymous Videophone Calls</b>             | Select this checkbox to have ntouch PC 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>Enable Spanish Features</b>                             | Select this checkbox to show the SVRS Espanol contact in the Contacts list.  |
| <b>Start ntouch PC Automatically When Starting Windows</b> | Select this checkbox to automatically start the ntouch PC application each time you start up your computer.  |

| Feature   | Description   |
|---|---|
| <b>Minimize To System Tray Instead Of Closing</b> | Select this checkbox to minimize ntouch PC to the System Tray when you close the app. When minimized, ntouch PC is still active and available to receive incoming calls. When incoming calls come in, ntouch PC will open and display the Incoming Call dialog.   |
| <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 HEVC desktop video (beta)</b>           | Select this checkbox to enable the use of High Efficiency Video Coding (HEVC or H.265) desktop video on supported hardware.   |
| <b>Theme (beta)</b>                               | Select this drop-down to choose from three user interface themes: ntouch (default), High Contrast (Light) or High Contrast (Dark). The High Contrast themes may make using ntouch PC easier if you have vision problems.  |
| <b>Set Up Internet Dial</b>                       | Select this button to go to Sorenson's website where you can download a browser extension to allow you to dial phone numbers directly from website pages.   |
| <b>Restore Window Sizes</b>                       | Select this button to reset ntouch PC's main window, Video Call window, and Video Viewer window to their original "default" sizes.  |

Table 1 — General Settings dialog details

Step 2. Select the **Save** button to save changes or **Cancel** to exit the dialog.

## To Edit Personal Settings

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

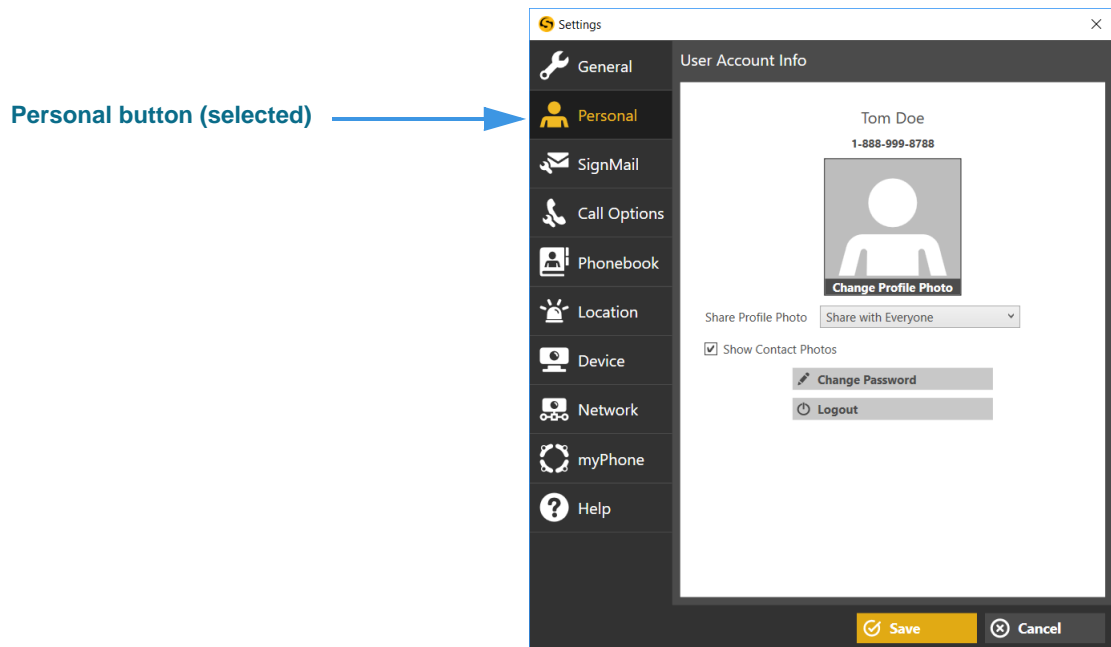


Figure 33 — Settings dialog, Personal button

The *User Account Info* dialog has these controls:

| Feature   | Description  |
|---|--|
| <b>Name and Phone number</b>                    | Shows the name and phone number for your ntouch PC account. You cannot change these fields. If you are in a myPhone Group, you will see the myPhone logo next to the phone number.   |
| <b>Profile Photo (and Change 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. Select the button, then use the controls to browse your computer for a new photo, take a new photo, or remove the existing photo. |
| <b>Share Profile Photo</b>                      | Select from this drop-down menu to set whether your profile photo is shared with everyone or just with contacts who are already in your Phonebook.   |
| <b>Show Contact Photos</b>                      | Select this checkbox to display the contact photos if any are stored for your contacts.  |
| <b>Change Password</b>                          | Select this button to change your password by entering your old and new password into the dialog that appears. If in a myPhone Group, you can change your password here.   |
| <b>Account Information</b>                      | This button appears only when you are in a myPhone Group. Select the button to change the password assigned to your ntouch PC account or to see its phone number.  |

Table 2 — User Account Info dialog details

Step 2. Select the **Save** button to save changes or Cancel to exit the dialog.



### To Edit SignMail Settings

- Step 1. Select the **SignMail** button to display the SignMail Settings dialog shown below. Then, select the desired tab (**Personal Greeting** or **SignMail**).

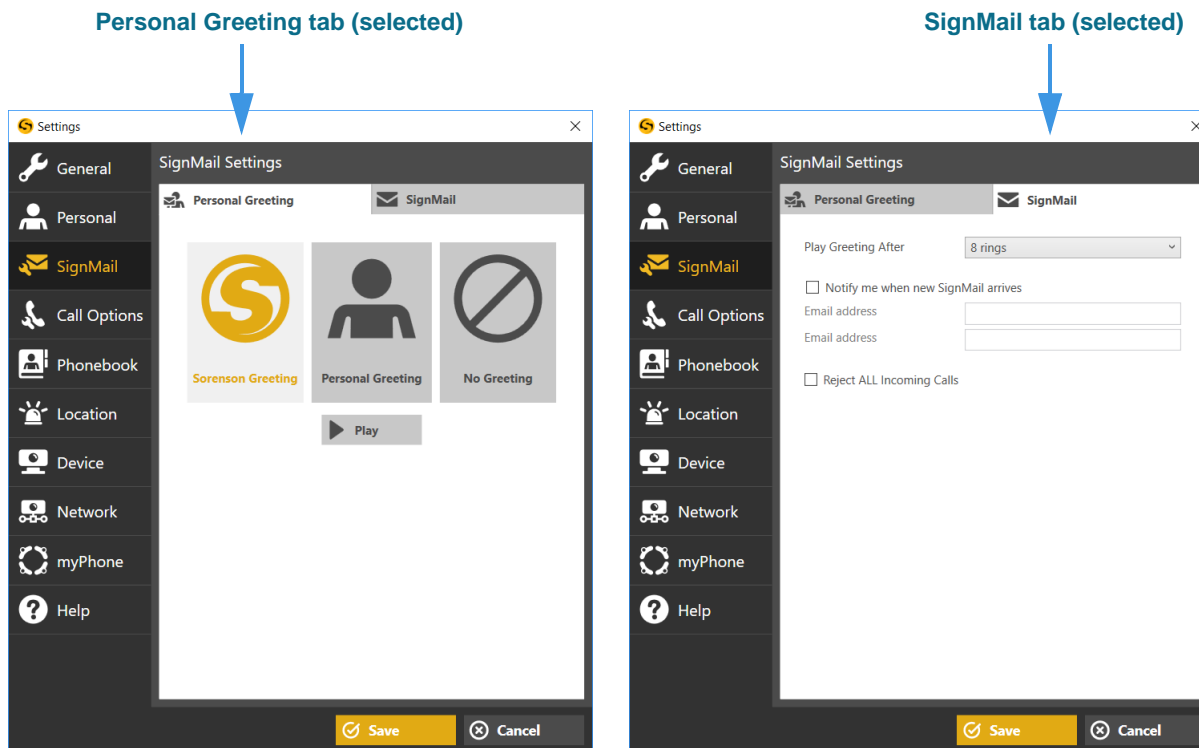


Figure 34 — Settings dialog, SignMail button

The *SignMail Settings* dialog has these controls:

| Feature                      | Description  |
|------------------------------|--|
| <b>Personal Greeting tab</b> |  |
| <b>Sorenson Greeting</b>     | Select this button to use the default Sorenson Greeting video. Select the <b>Play</b> button to view the default greeting video.   |
| <b>Personal Greeting</b>     | Select this button to record a personal SignMail greeting video. Select the <b>Record</b> button to record your 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.  |

| Feature                                    | Description  |
|--|--|
| <b>SignMail tab</b>                        |  |
| <b>Play Greeting After</b>                 | Use this drop-down list to specify 1-15 rings before ntouch PC plays the greeting video. |
| <b>Notify me when new SignMail arrives</b> | Select this checkbox to receive SignMail.  |
| <b>Email address</b>                       | Enter up to two email addresses to receive SignMail notifications.                       |
| <b>Reject ALL Incoming Calls</b>           | Select this checkbox to reject all incoming calls. This is the “Do Not Disturb” mode.    |

Table 3 — SignMail Settings dialog details

Step 2. Select the **Save** button to save changes or Cancel to exit the dialog.

### To Edit Call Options Settings

Step 1. Select the **Call Options** button to display the Call Options dialog shown below. Then, select the desired tab (**Saved Text** or **Voice/Audio**).

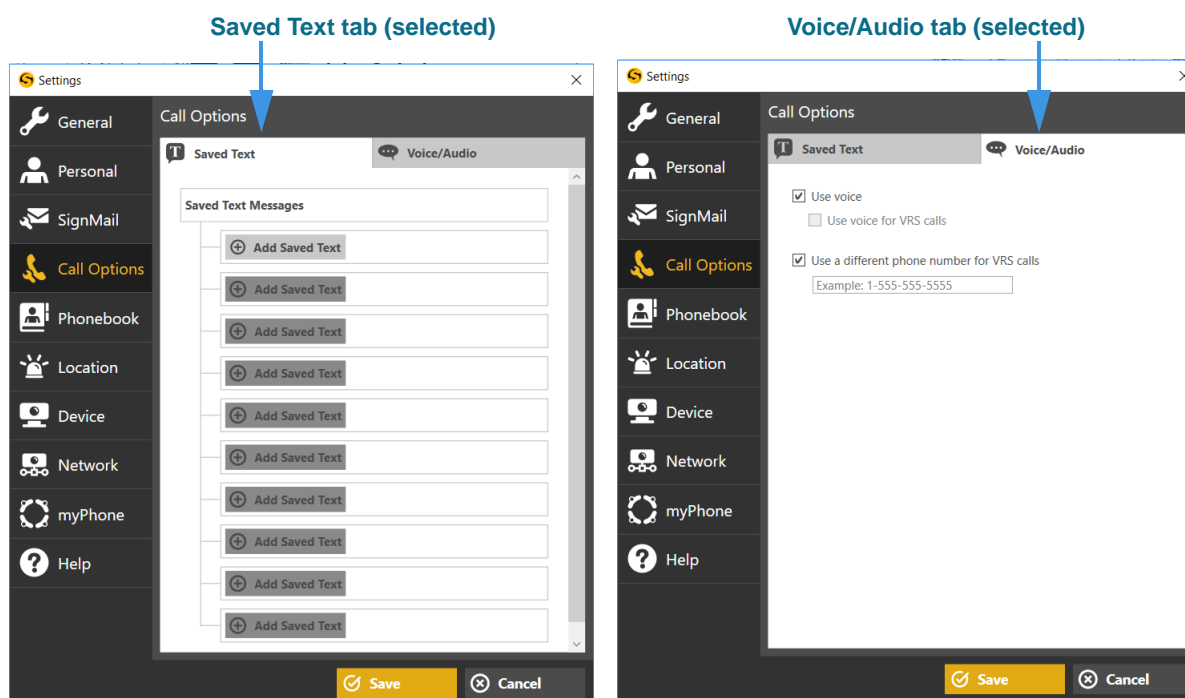


Figure 35 — Settings dialog, Call Option button

The *Call Options* dialog has these controls:

| Feature   | Description   |
|---|---|
| <b>Saved Text tab</b>                             |   |
| <b>Add Saved Text</b>                             | Select one of these 10 buttons to add short text messages that you can share during calls. After adding a text message, a button will appear to allow you to delete the text. An example is shown in the first button in the above image. |
| <b>Voice/Audio tab</b>                            |   |
| <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.  |
| <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 VRS call (previously this feature was called “2-Line VCO”).  |
| <b>Phone number</b>                               | Enter the phone number of the separate voice telephone to be used for Voice calls.  |

Table 4 — Call Options Settings dialog details

Step 2. Select the **Save** button to save changes or **Cancel** to exit the dialog.

## To Edit Phonebook Settings

Step 1. Select the **Phonebook** button to display the dialog shown below. Then, select the desired tab (**Corporate Name** or **Import Contacts**).

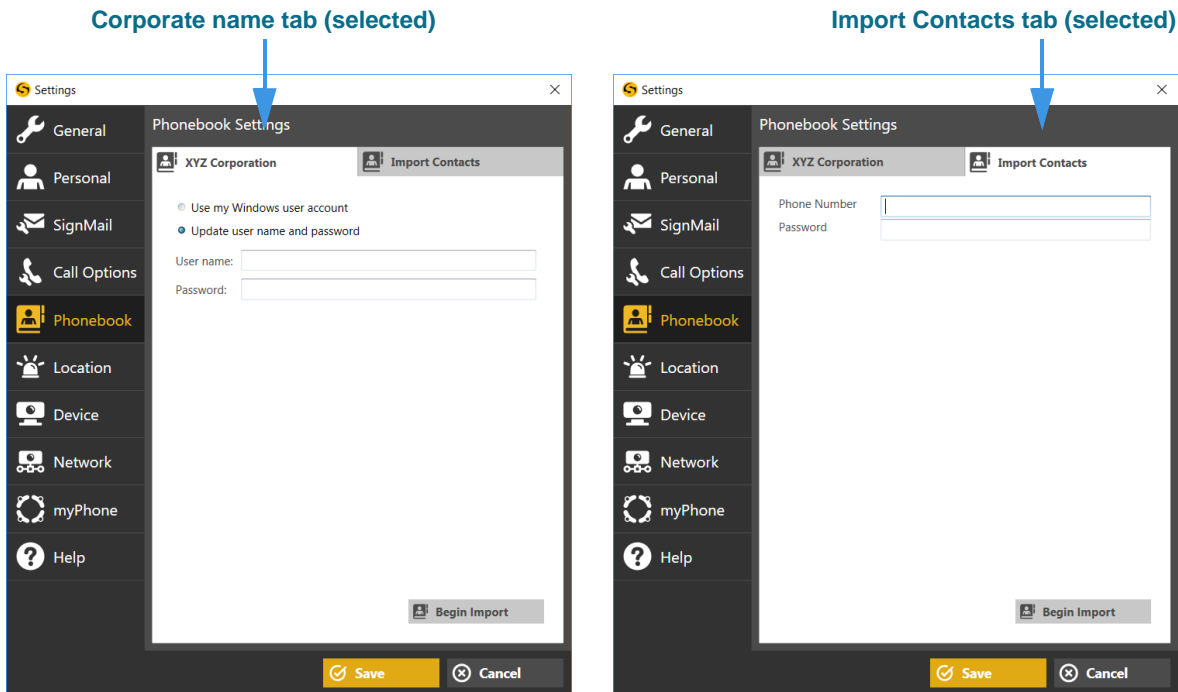


Figure 36 — Settings dialog, Phonebook settings

The *Phonebook Settings* dialog has these controls:

| Feature  | Description  |
|--|--|
| <b>Corporate Name tab (only visible if enabled for your account)</b> |  |
| <b>Use my Windows user account</b>                                   | Select this radio button to use your Windows login credentials to log into your company's corporate directory.   |
| <b>Update user name and password</b>                                 | Select this radio button to enter a new (i.e., to update) user name and password to log into your company's corporate directory. This option is used when your corporate user name or password has been changed. |
| <b>User name</b>   | Use this field to enter the user name to log into your corporate directory.  |
| <b>Password</b>  | Use this field to enter the password to log into your corporate directory.   |
| <b>Import Contacts tab</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.  |

Table 5 — Phonebook Settings dialog details

Step 2. Select the **Save** button to save changes or **Cancel** to exit the dialog.

### To Edit Location Settings

Step 1. Select the **Location** button to display the dialog shown below. Then, select the desired tab (**911 Location** or **Internet Search**).

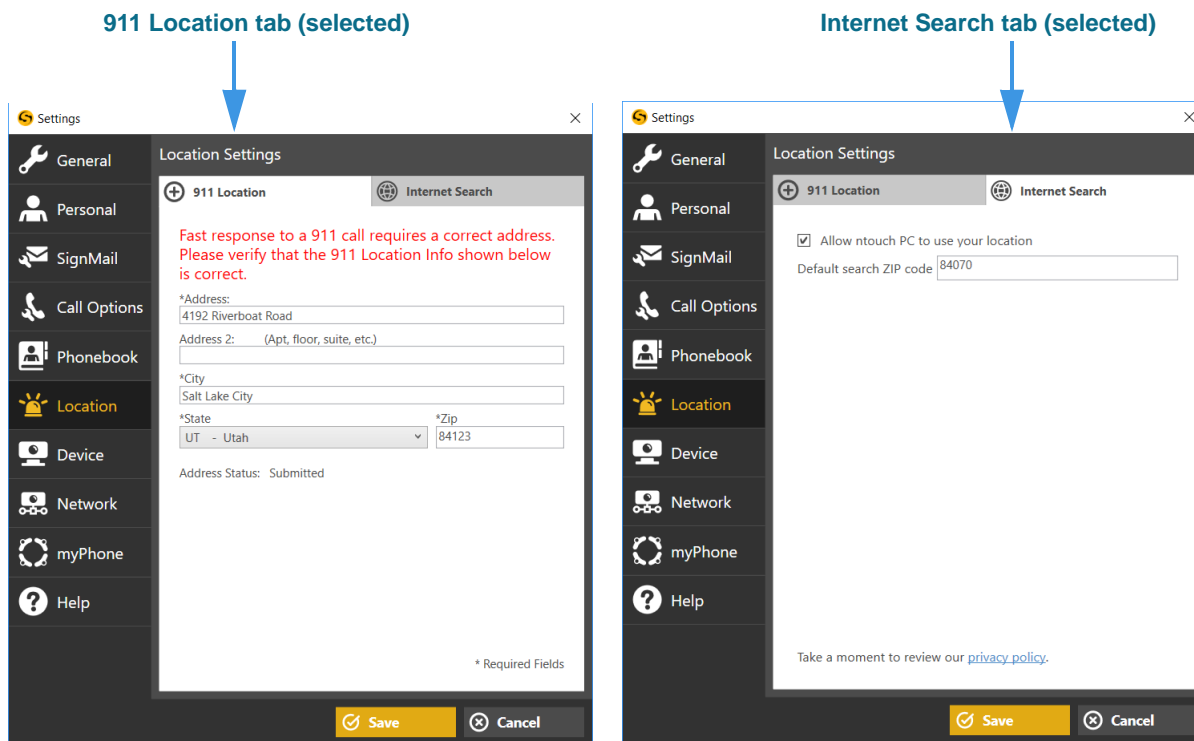


Figure 37 — Settings dialog, Location Settings

The *Location Settings* dialog has these controls:

| Feature                                     | Description   |
|---|---|
| <b>911 Location tab</b>                     |   |
| <b>Address</b>                              | Enter the street number of the location of the computer running ntouch PC in this field. Note that this address can be different than your home address.        |
| <b>Address 2</b>                            | Enter the apartment or unit number, if any, of the address in this field.   |
| <b>City</b>                                 | Enter the city name of the address in this field.   |
| <b>State</b>                                | Enter the state name of the address in this field.  |
| <b>ZIP</b>                                  | Enter the ZIP code of the address in this field.  |
| <b>Address Status</b>                       | This area shows the current “provisioning” status of the address information. The status will change if you make changes to any of the above fields.            |
| <b>Internet Search tab</b>                  |   |
| <b>Allow ntouch PC to use your location</b> | Select this checkbox to allow ntouch PC to use location information provided by your personal computer to support the Internet Search and Yelp Search features. |

| Feature  | Description   |
|--|---|
| <b>Default search ZIP code</b>   | Enter the postal ZIP code to be used as the default search area to support the Internet Search feature and Yelp Search.   |
| <b>Take a moment to review our <a href="#">privacy policy</a> link</b> | Select this link to open a browser window in which you can view Sorenson's Privacy Policy. Because you are asked to provide a ZIP code and location information for the Internet Search and Yelp Search features, the Privacy Policy applies to these requests. |

---

Table 6 — Location Settings dialog details

Step 2. Select the **Save** button to save changes or **Cancel** to exit the dialog.

### To Edit Device Settings

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

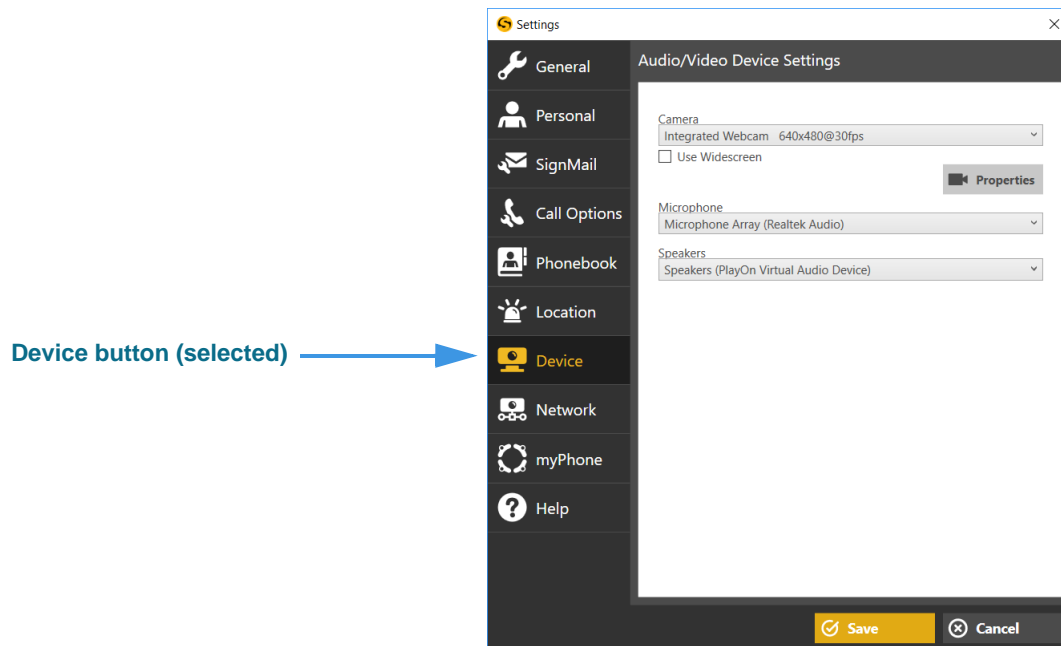


Figure 38 — Settings dialog, Device Settings

The *Audio/Visual Device Settings* dialog has these controls:

| Feature                  | Description   |
|--------------------------|---|
| <b>Camera</b>            | Select this drop-down list to view the camera(s) connected to your computer. Select the camera to use with ntouch PC from the list. The list will typically show only one camera.   |
| <b>Use Widescreen</b>    | Select the checkbox to use the camera's widescreen option (if available).   |
| <b>Camera Properties</b> | Select this button to controls the operation of the selected camera.  |
| <b>Microphone</b>        | Available only if the "Use voice" option is selected in the Call Options dialog.<br><br>Select this drop-down list to view the microphone(s) connected to your computer. Select the microphone you want to use with ntouch PC from the list. The list will typically show only one microphone (i.e., the built-in microphone or the one in an attached camera). |
| <b>Speakers</b>          | Available only if the "Use voice" option is selected in the Call Options dialog.<br><br>Select this drop-down list to view the speakers available for use with ntouch PC. Select the speakers you want to use with ntouch PC from the list. The list will typically show only one microphone (i.e., the built-in microphone or the one in an attached camera).  |

Table 7 — Device Settings dialog details

Step 2. Select the **Save** button to save changes or **Cancel** to exit the dialog.

## To Edit Network Settings

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

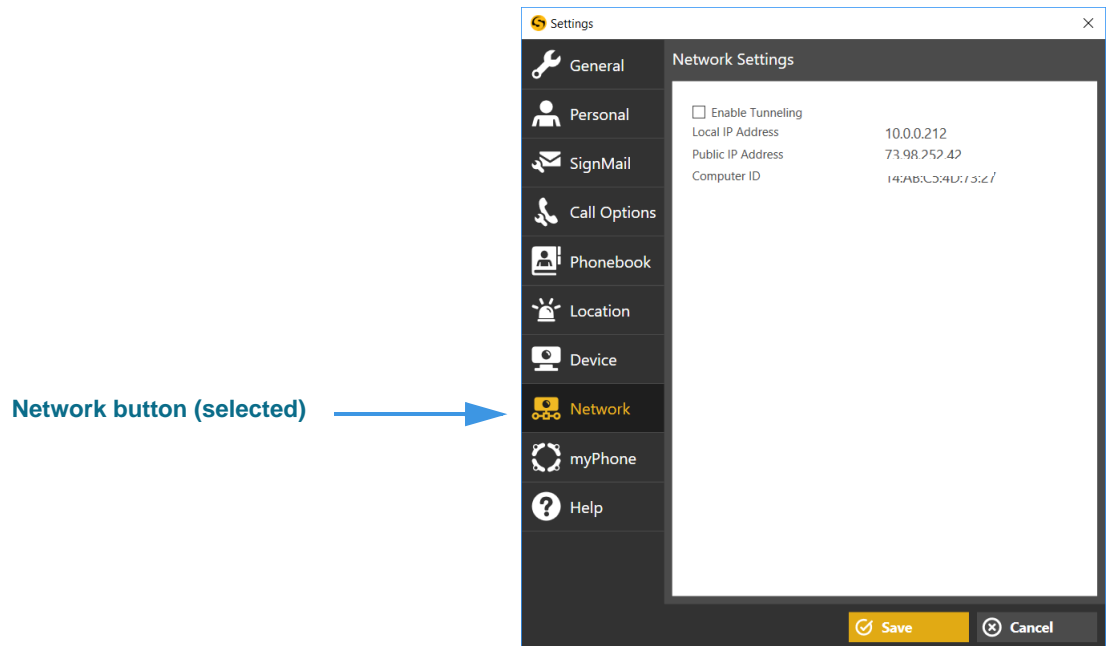


Figure 39 — Settings dialog, Network Settings

The *Network Settings* dialog has these controls:

| Feature                  | Description   |
|--------------------------|---|
| <b>Enable Tunneling</b>  | 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.<br><br>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. |
| <b>Public IP Address</b> | This field is set automatically by ntouch PC (i.e., it cannot be changed).  |
| <b>Local IP Address</b>  | This field is set automatically by ntouch PC (i.e., it cannot be changed).  |
| <b>MAC Address</b>       | This field shows the computer's MAC ID address (i.e., it cannot be changed). MAC is an acronym for the Ethernet address named "Media Access Control."   |

Table 8 — Network Settings dialog details

Step 2. Select the **Save** button to save changes or Cancel to exit the dialog.



### To Edit myPhone Settings

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

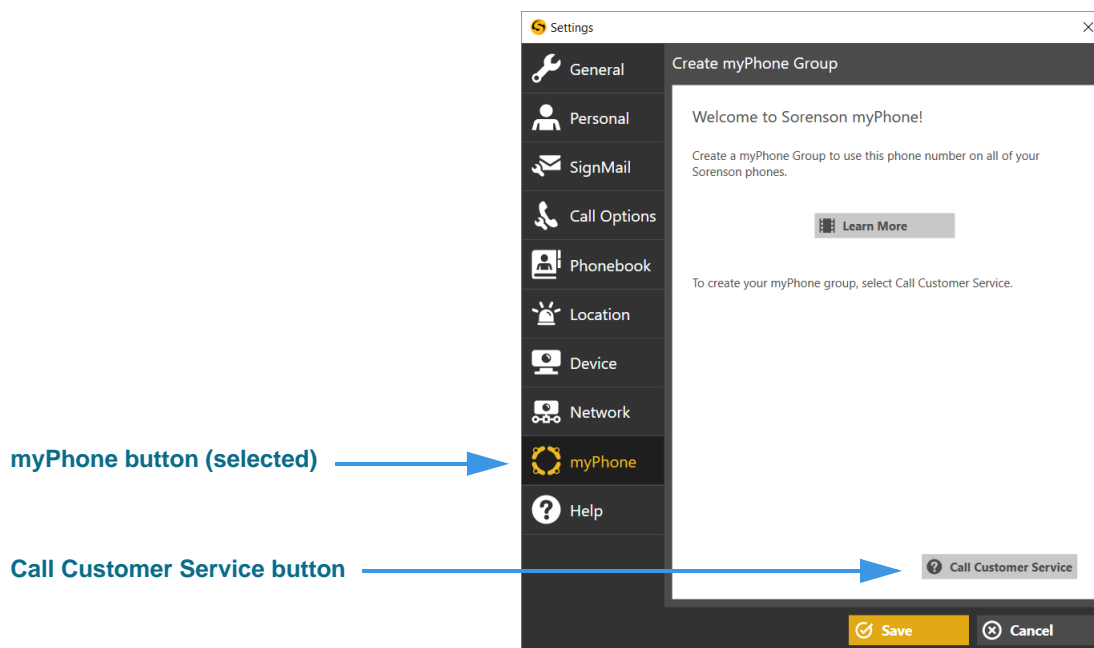


Figure 40 — Settings dialog, Create myPhone Group (before Group creation)

The *Create myPhone Group* dialog has these controls:

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

Table 9 — Welcome to Sorenson myPhone dialog details

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

- Step 3. After Customer Service helps you create a myPhone Group, you can open the myPhone pane to see the members of your group and your myPhone number.

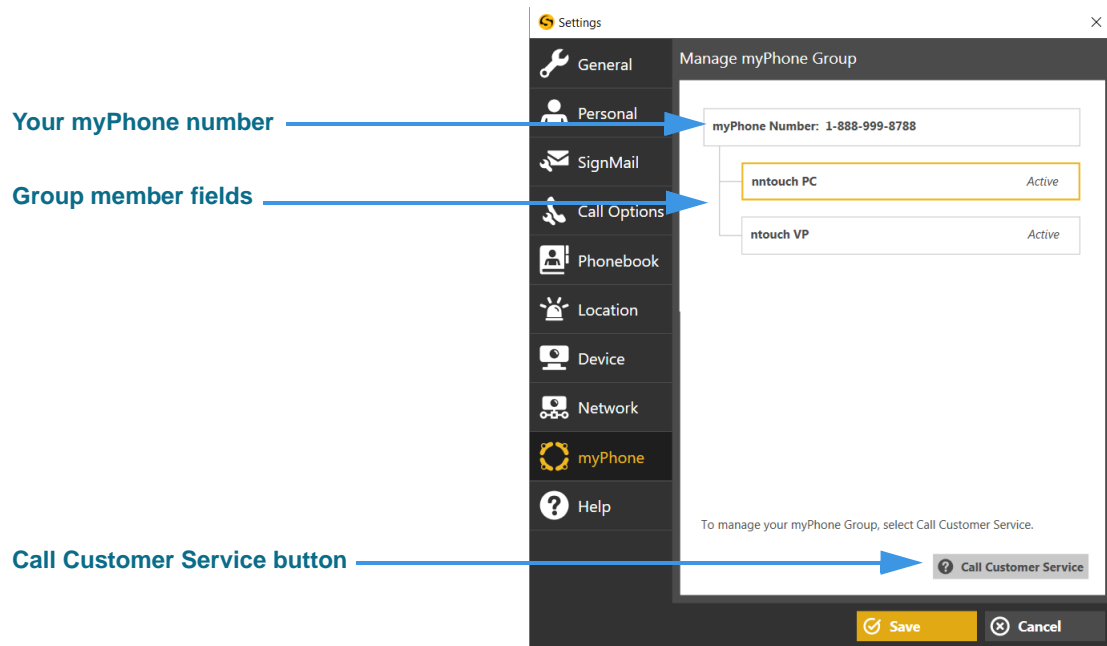


Figure 41 — Settings dialog, Create myPhone Group (after Group creation)

The *Create 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. In this example image, there are two group members named “ntouch PC” and “ntouch VP.” |
| <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 10 — 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 See Help Options

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

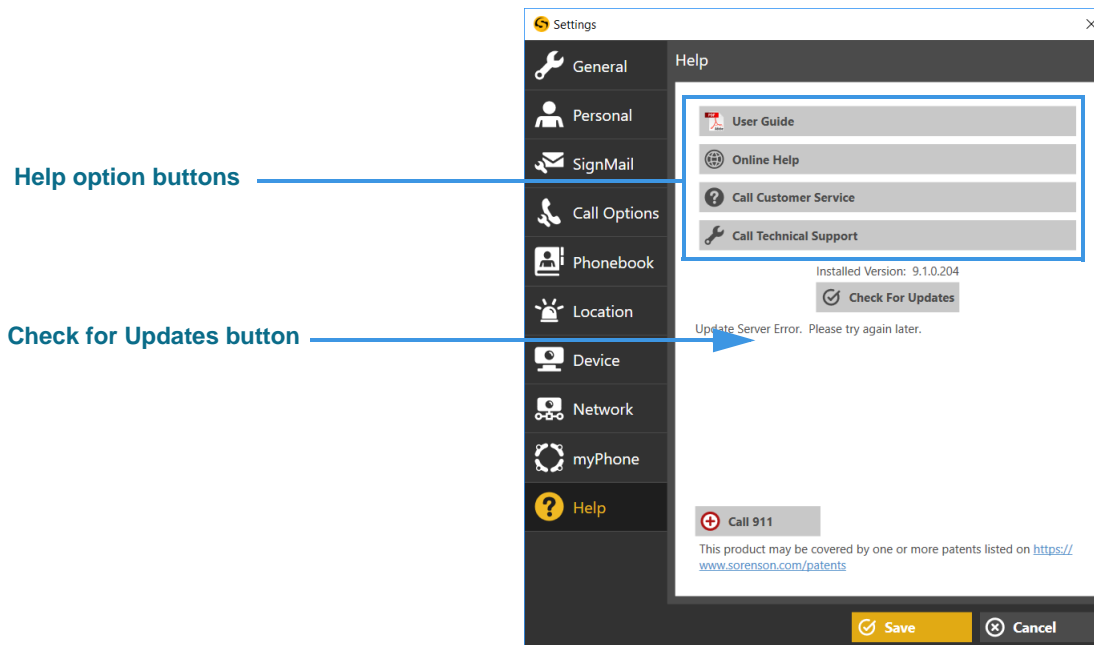


Figure 42 — Settings dialog, Help

The *Help* dialog has these controls:

| Feature                       | Description   |
|-------------------------------|---|
| <b>User Guides</b>            | Select this button to go to the Sorenson website to download the latest User Guides for your ntouch endpoints, including ntouch PC.                               |
| <b>Call Customer Service</b>  | Select this button to call Sorenson's Customer Service department. The Customer Service team can help you with questions about your ntouch PC user account.       |
| <b>Call Technical Support</b> | Select this button to call Sorenson's Technical Support department. The Technical Support team can help you with technical questions or problems using ntouch PC. |
| <b>Check for Updates</b>      | Select this button to check for updates to the ntouch PC application. If an update is found, it will be downloaded and automatically installed.                   |
| <b>Call 911</b>               | Select this button to make an SVRS 911 call from the Help pane.   |

Table 11 — Help dialog details

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