User Guide

ntouch PC

Software Videophone for PCs

Table of Contents

Sntouch™ PC

App Version 1.0,1 03/17/2011

Trademarks mentioned herein are the property of their respective owners.

Copyright © 2011 Sorenson Communications

All Rights Reserved

Introduction

What Is ntouch PC?

Sorenson's ntouch PC is a software application for Microsoft Windows that lets you make and receive Sorenson VRS calls. You can also make videophone calls to other Sorenson videophone users. ntouch PC includes the popular Sorenson Video Center feature so you can receive and view SignMail and other videos.

The ntouch PC application effectively makes your personal computer and webcam into a full-featured Sorenson videophone. Therefore, when you request an ntouch PC account, you will certify that you have a hearing or speech disability that requires your use of a relay service like Sorenson VRS.

Your ntouch PC account is separate from any other Sorenson videophone account that you may have, such as for a VP-200 or ntouch Mobile. The phone number assigned to your ntouch PC account is unique and it belongs to you.

To use ntouch PC, you will need a personal computer running a supported version of Microsoft Windows, a webcam, and a broadband Internet connection.

What's In This User Guide?

This *User Guide* explains how to use ntouch PC and its many features. The major sections of this User Guide cover these topics:

- How to get started with the ntouch PC application
- How to make outgoing calls
- How to answer incoming calls
- How to make SVRS 911 calls
- How to use ntouch PC's Call History feature
- How to change ntouch PC's settings
- How to use ntouch PC's built-in Help features
- How to contact Sorenson if you need help with ntouch PC

Let's begin by taking a look at how to get started with ntouch PC.

Get Started

After ntouch PC is installed on your personal computer and your ntouch PC account is set up, you will be able to start ntouch PC and begin making videophone calls.

To get started using ntouch PC, follow these steps:

1. You can start ntouch PC by selecting the **ntouch PC** from the Windows Start menu as shown in Figure 1.
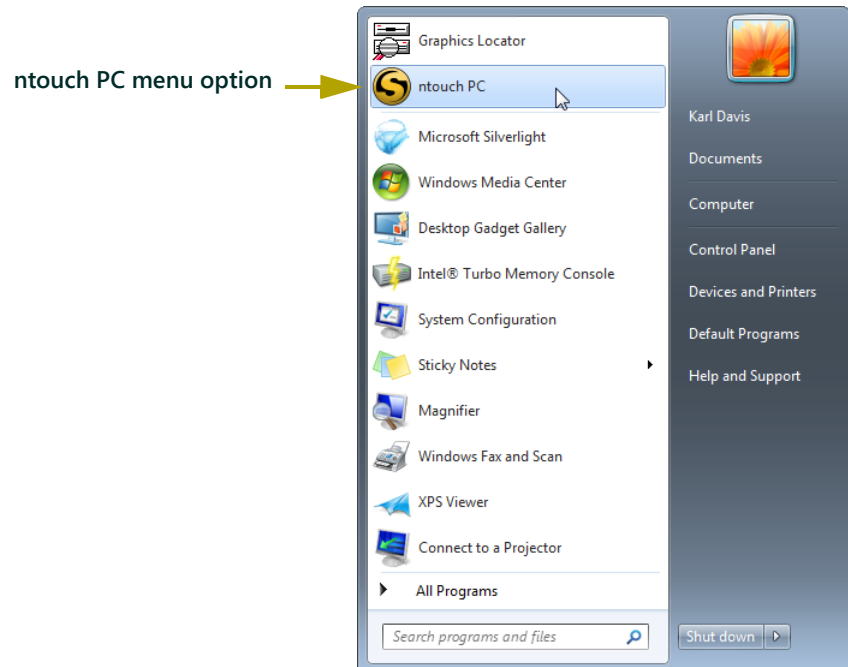
ntouch PC menu option →

Figure 1: ntouch PC menu option

You can also start ntouch PC by double-clicking the **ntouch** icon that was put on your computer's desktop as shown in Figure 2.

Figure 2: ntouch PC desktop logo

2.   After starting ntouch PC, the *Sign In* dialog will appear as shown in Figure 3.

Phone Number field

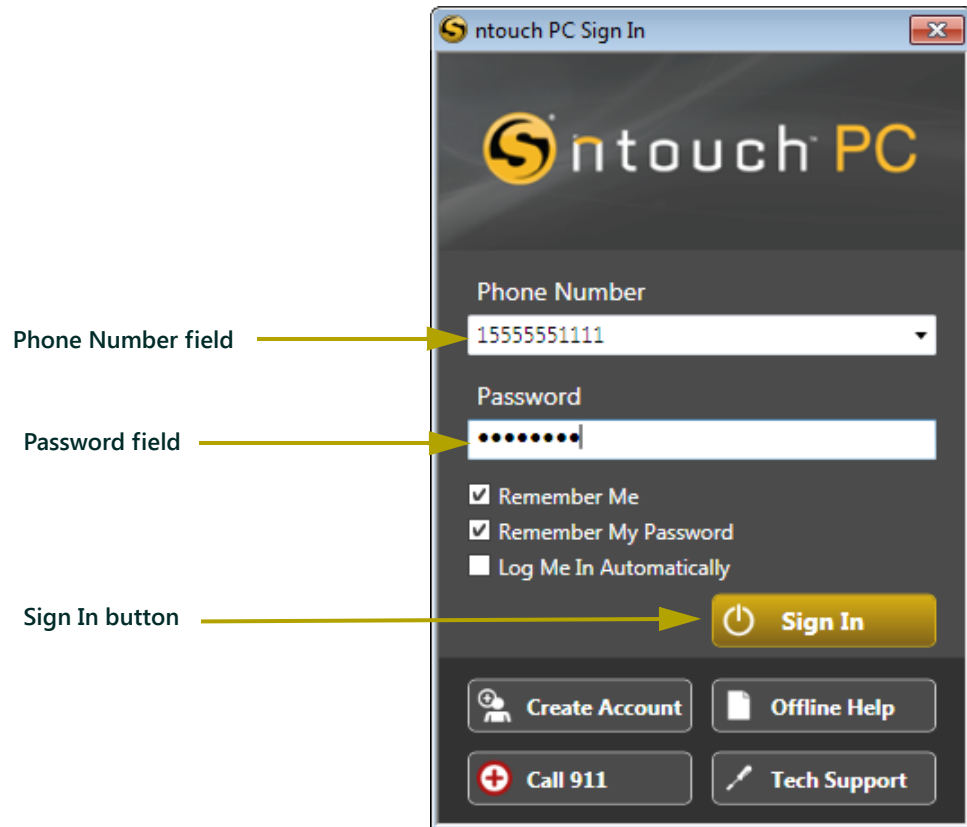Password field

Sign In button

Figure 3: Sign In dialog

Your ntouch PC phone number is shown in the center of the screen. You must enter your password to sign in to your ntouch PC account. You can use the check boxes in the dialog to select to have your computer remember your phone number and/or password so that you will not have to enter this information each time you sign in. You can also choose to have ntouch PC sign you in automatically when you start the application.

The buttons at the bottom of the dialog are used to perform other functions. For example, you can use the **Call 911** button to dial a 911 emergency call without having to sign in to your account. You can also use the **Create Account** button to complete an online request form for an ntouch PC account if you do not already have one.

3.   Type your ntouch PC number into the **Phone Number** field. Do not use any dashes or parentheses when you type in your phone number.

4.   Type your password into the **Password** field.

5.   Select the **Sign In** button.

6. The *Please Wait...* message shown in Figure 4 will then appear briefly.

Figure 4: *Please Wait* message

7. ntouch PC's *Home* screen will then appear as shown in Figure 5.

Figure 5: *Home* screen

8. Whenever you see the *Home* screen, ntouch PC is ready to make or receive videophone calls. Let's take a closer look at the screen as shown in Figure 6.

Figure 6: *Home* screen panels

As shown above, the *Home* screen has three main panels, or areas. The three panels are named the ***Navigation*** panel, the ***Middle*** panel, and the ***Right*** panel. The **Home** button will be selected by default when you first open the application.

The Navigation panel has 7 buttons that you will use to select what you want to do with ntouch PC. As you select each of the buttons, the Middle and Right panels will change to show different information or provide other controls. The color of the Navigation panel buttons change from dark gray to gold when the buttons are selected.

Note: *The Privacy buttons at the bottom-left of the window are used to turn off your webcam and to mute your microphone. See **Page 15** for instructions.*

9. Take a moment now to practice selecting the buttons in the Navigation panel to see how the Middle and Right panels change as you select each button. Finish by selecting the **Home** button again so that the screen looks like the one shown in Figure 6. Let's take a closer look at the panels on the *Home* screen.

Home Screen Panels

As shown in Figure 7, the *Home* screen contains a keypad in the Middle panel which is now named "New Call." The Right panel is now named "My Camera."
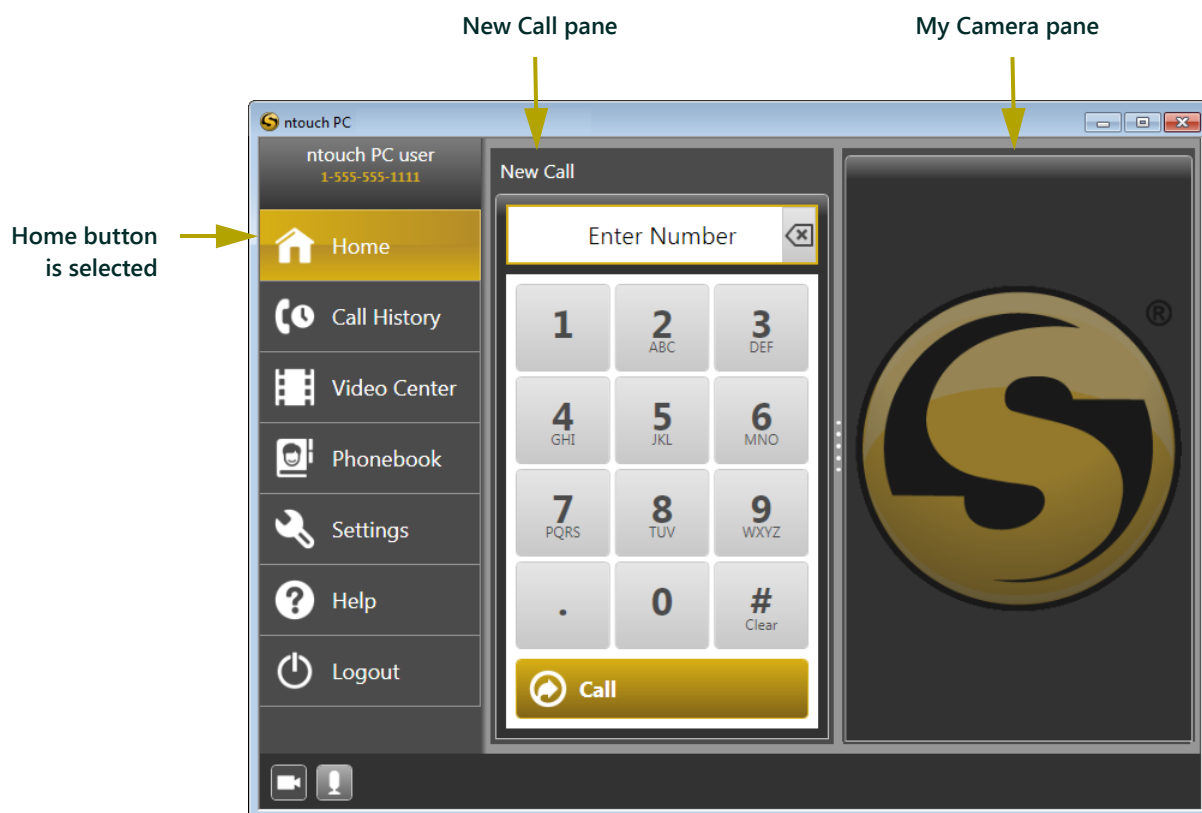

Figure 7: *Home* screen panels

We'll learn how to make a videophone call in the "Make Outgoing Calls" section that starts on **Page 18**.

10. Select the **Call History** button in the Navigation panel.

Call History Screen Panels

As shown in Figure 8, the *Call History* screen shows a list of your most recent calls in the Center panel which is now named "Call History." The Right panel is now named "Call Details."
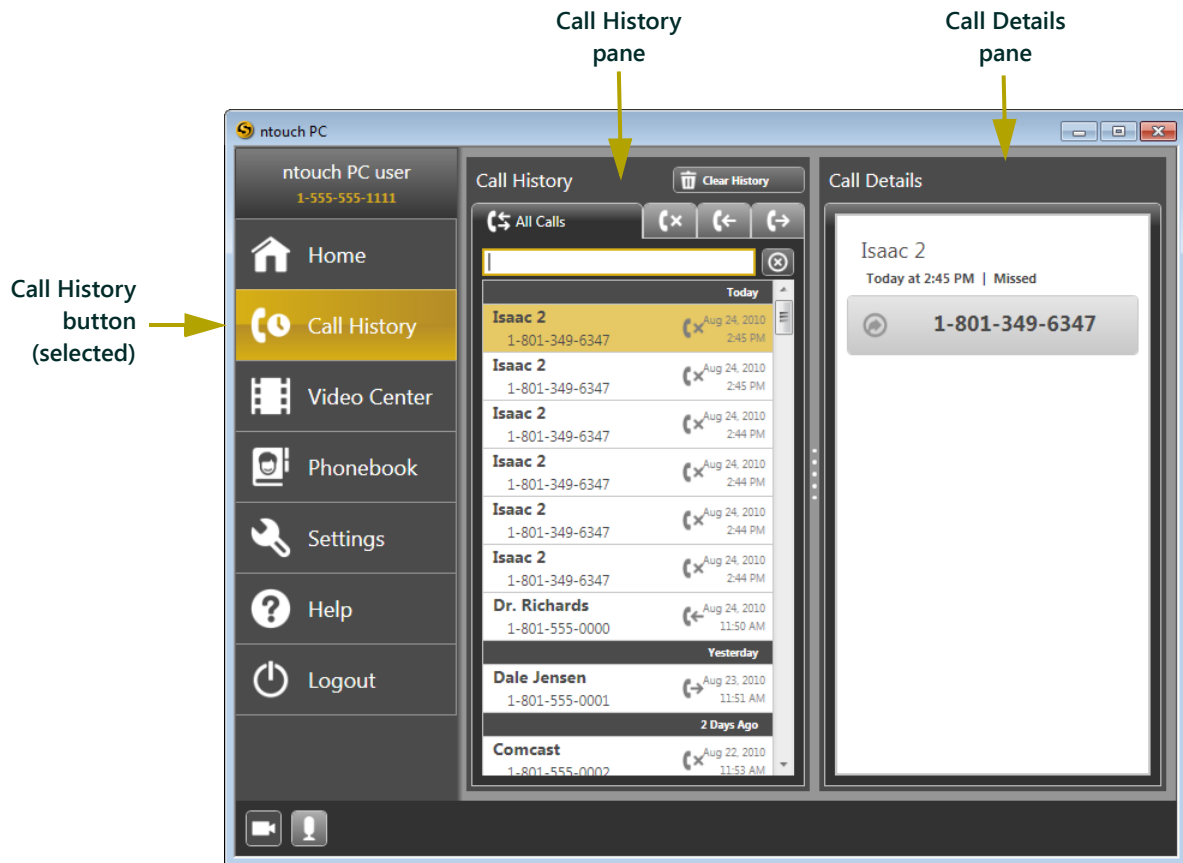

Figure 8: *Call History* screen panels

We'll learn how to use the Call History screen in the "Use Call History List" section that starts on **Page 32**.

11.   Select the **Video Center** button in the Navigation panel.

Video Center Screen Panels

As shown in Figure 9, the Video Center screen shows a list of your SignMail and other videos in the Center panel which is now named "Video Center." The Right panel contains the "Video" pane.

Figure 9: *Video Center* screen panels

We'll learn how to use the Video Center in "Configure Settings" section that starts on **Page 54**.

12. Select the **Phonebook** button in the Navigation panel.

Phonebook Screen Panels

As shown in Figure 10, the *Phonebook* screen shows a list of your stored contacts in the Middle panel which is now named "Contacts." The Right panel is now named "Contact Details."
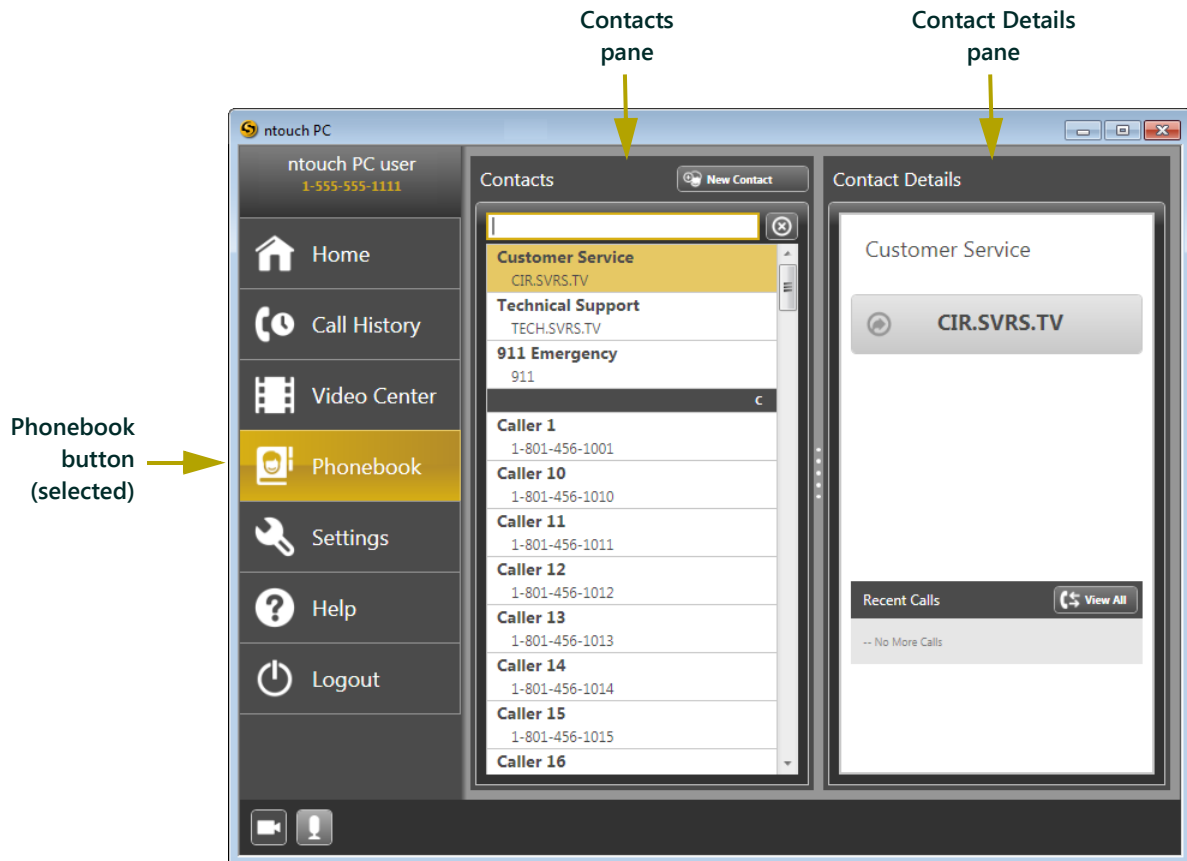

Figure 10: Phonebook button

We'll learn more about the Phonebook in the "View and Manage Videos" section that starts on **Page 39**.

13.   Select the **Settings** button in the Navigation panel.

Settings Screen Dialog

As shown in Figure 11, the *Settings* screen works a differently than all other screens. When you select the **Settings** button in the Navigation panel, the *Settings* dialog appears over the top of the main ntouch PC window.
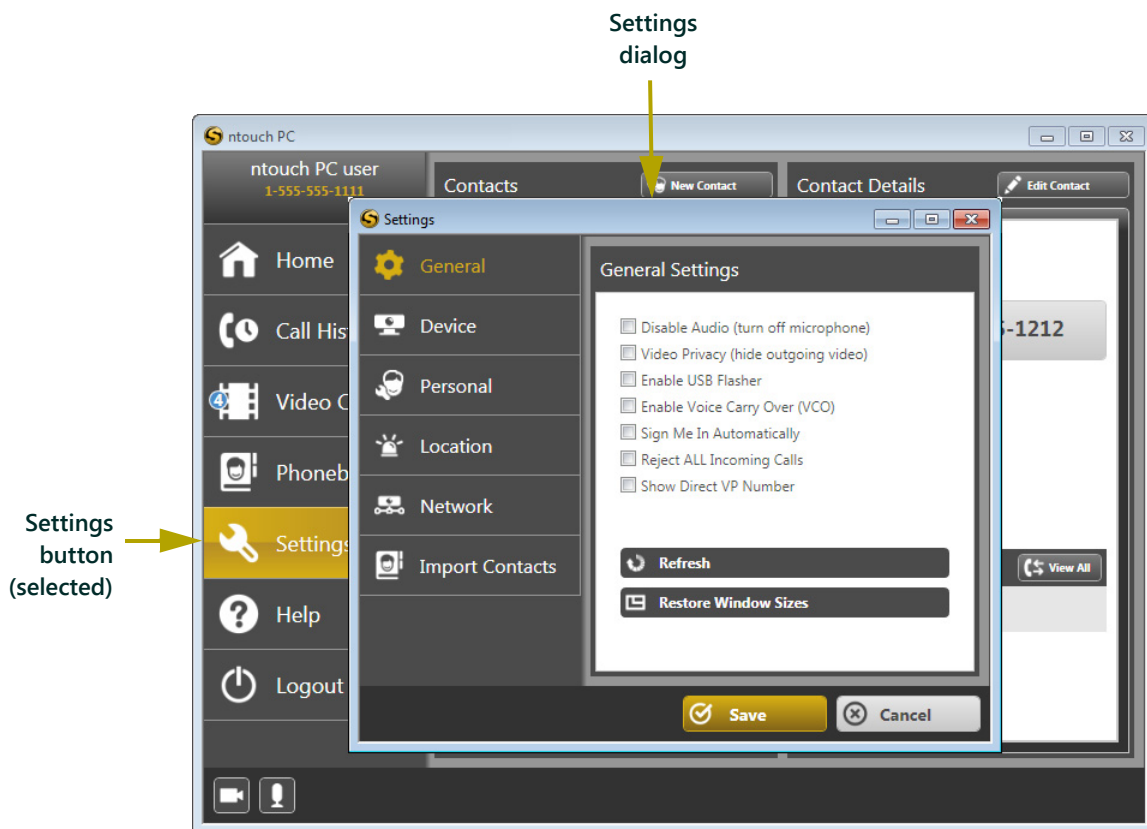

Figure 11: *Settings* dialog

We'll learn more about changing ntouch PC's settings in the "Configure Settings" section that starts on **Page 54**.

14. Close the *Settings* dialog by selecting the **Cancel** button.

15. Select the **Help** button in the Navigation panel.

Help Screen Panels

As shown in Figure 12, the *Help* screen shows the help and support options for the ntouch PC application. The Middle panel is now named "Contacts." The Right panel is now named "Contact Details."

Figure 12: Help button

We'll learn more about help and support options in the "Get Help" section that starts on **Page 72**.

16. Select the **Logout** button in the Navigation panel.

Logout Button

As shown in Figure 13, the Logout button is located on the Navigation Panel. You can use the Logout button to log out of ntouch PC.

Figure 13: Logout button

To logout of ntouch PC, follow these steps:

1. Select the **Logout** button.

2. The *Sign In* dialog will then appear as shown in Figure 14. When this dialog appears, you have been logged out of ntouch PC.
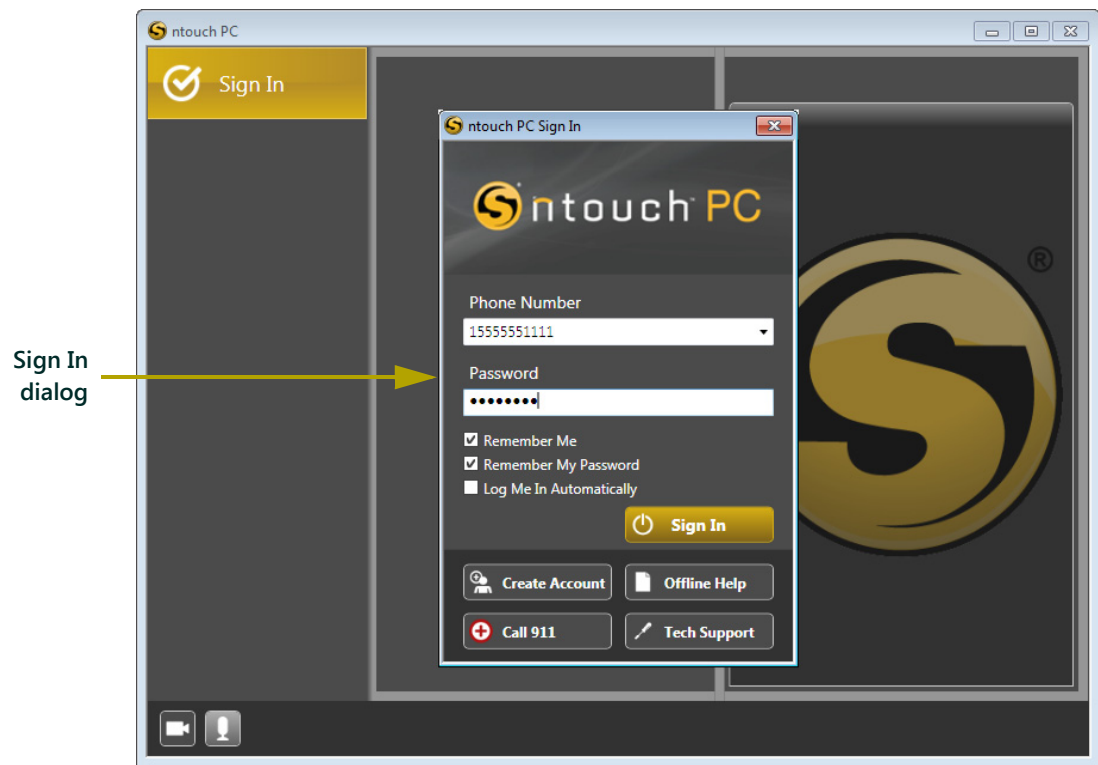

Sign In dialog

Figure 14: Sign In dialog

3. You will need to sign in to ntouch PC again before you can place or receive calls.

Note*:* *You can select the **Call 911** button to call 911 without signing in first. This feature allows you to quickly call for help in the event of an emergency. For instructions, see **Page 28**.*

4. Let's take a look at the Privacy buttons.

Privacy Buttons

There are two Privacy buttons in ntouch PC. These buttons are the Video Privacy button and the Audio Privacy button as shown in Figure 15.

**Audio Privacy
button
(not selected)**

**Video Privacy
button
(selected)**

Figure 15: Privacy buttons

Video Privacy

The Video Privacy button turns off your ntouch PC webcam. When Video Privacy is on, your video image will not be visible to other people. You will still be able to see the person you called when Video Privacy is enabled. Keep in mind that if the SVRS interpreter cannot see you, he/she cannot relay your call.

To turn on Video Privacy, follow these steps:

1.   Select the **Video Privacy** button shown in Figure 15.

2. A "slash" will then appear through the Video Privacy button to show that Video Privacy is turned on as shown in Figure 16.

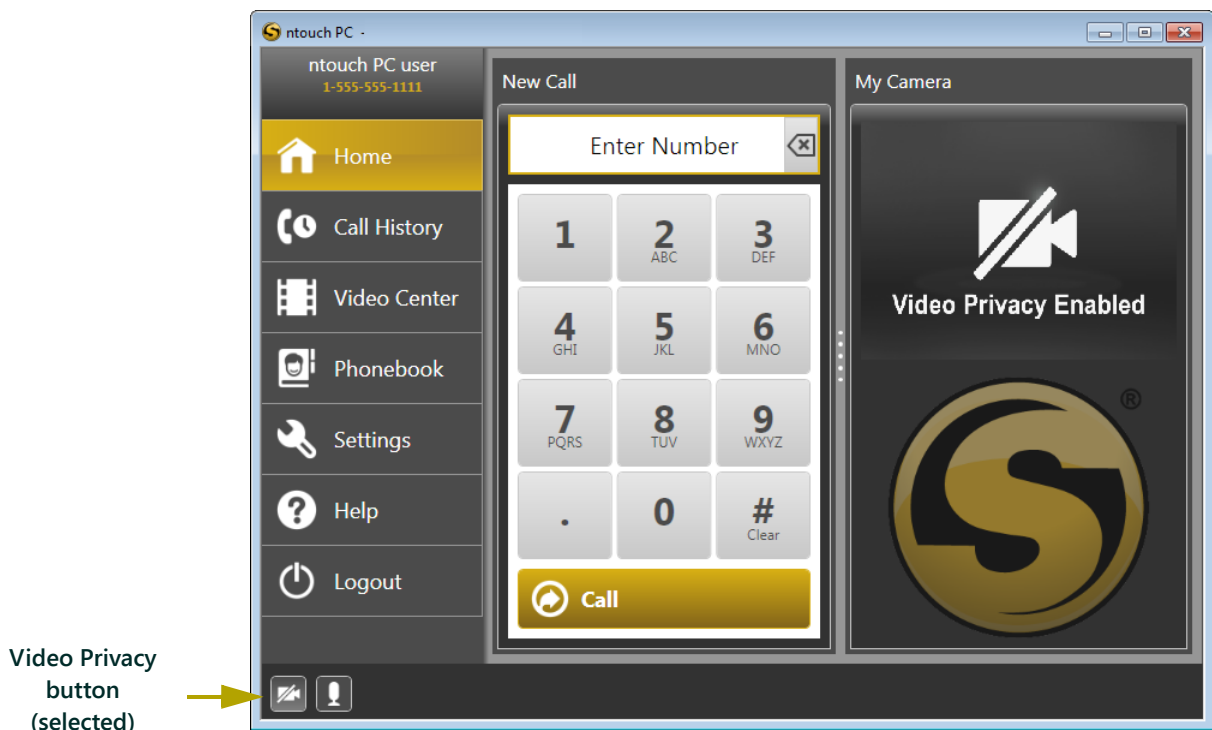**Video Privacy button (selected)**

Figure 16: Video Privacy enabled

Your video image will not be shown in the "My Camera" pane while the Video Privacy button is selected. The message "Video Privacy Enabled" will appear instead.

3. To turn off Video Privacy, simply select the **Video Privacy** button again.

4. Now let's take a look at how the Audio Privacy button works.

Audio Privacy

The Audio Privacy button turns your microphone off. The people whom you call will not be able to hear you when Audio Privacy is turned on. This feature affects VCO calls, so check the settings of this feature during a VCO call.

To turn on Audio Privacy, follow these steps:

1. Select the Audio Privacy button shown in Figure 15.

2. A "slash" will then appear through the Audio Privacy button to indicate that Audio Privacy is turned on as shown in Figure 17.

Audio Privacy
button
(selected)

Figure 17: Video Privacy enabled

3. To turn off Audio Privacy, simply select the Audio Privacy button again.

Note: *If the Audio Privacy button does not appear at the bottom of the ntouch PC main window, you will need to deselect the "Disable Audio" checkbox on the General Settings tab. For instructions, see* **Page 56**.

Well, that concludes our quick tour of the *ntouch PC* interface. Now it's time to learn how to make and answer calls using ntouch PC.

Make Outgoing Calls

Making calls is easy with ntouch PC. You can use ntouch PC to make Sorenson video relay calls (SVRS), voice carry over calls (VCO), and point-to-point (P2P) calls. This section explains how to make each type of call. Let's start by taking a look at how to make outgoing SVRS calls.

Making SVRS Calls

You can make outgoing SVRS calls using the keypad, the Phonebook, and the Call History list. Let's start with how to make outgoing calls using the keypad.

To make an outgoing call using the keypad, follow these steps:

1. Select the **Home** button on the Navigation panel as shown in Figure 18.
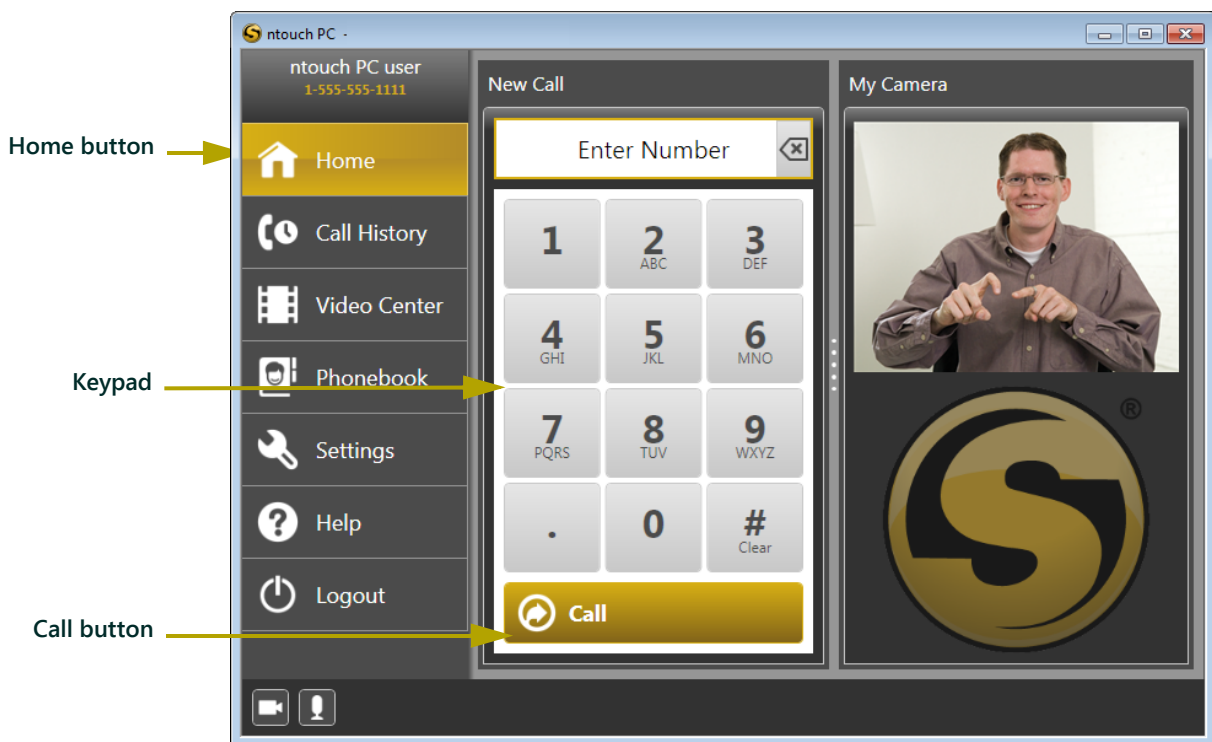
Figure 18: Home button

2. Enter the number you want to call using the keypad.

   Note: *You can use the keypad to dial a phone number or you can click in the* **Enter Number** *field and then use your computer's keyboard.*

3. Select **Call** button.

4. The *Video Call* dialog will then appear as shown in Figure 19.

Your image →

Interpreter's image →

Hang Up button →

Figure 19: Video Call dialog

5. Because this is an SVRS call, the next available interpreter will answer your call. When your call is answered, the interpreter will appear in the *Video Call* dialog. The interpreter will connect your call to the hearing party.

6. When you are finished with your call, press the **Hang Up** button.

7. Now let's look at how to make an outgoing call using the Call History list.

Using the Call History List

The Call History list shows a list of your recent incoming and outgoing calls. You can use the Call History list to make a new call using the phone number from a recent call.

To make an outgoing call using the Call History list, follow these steps:

1.   Select the **Call History** button on the Navigation panel as shown in Figure 20.
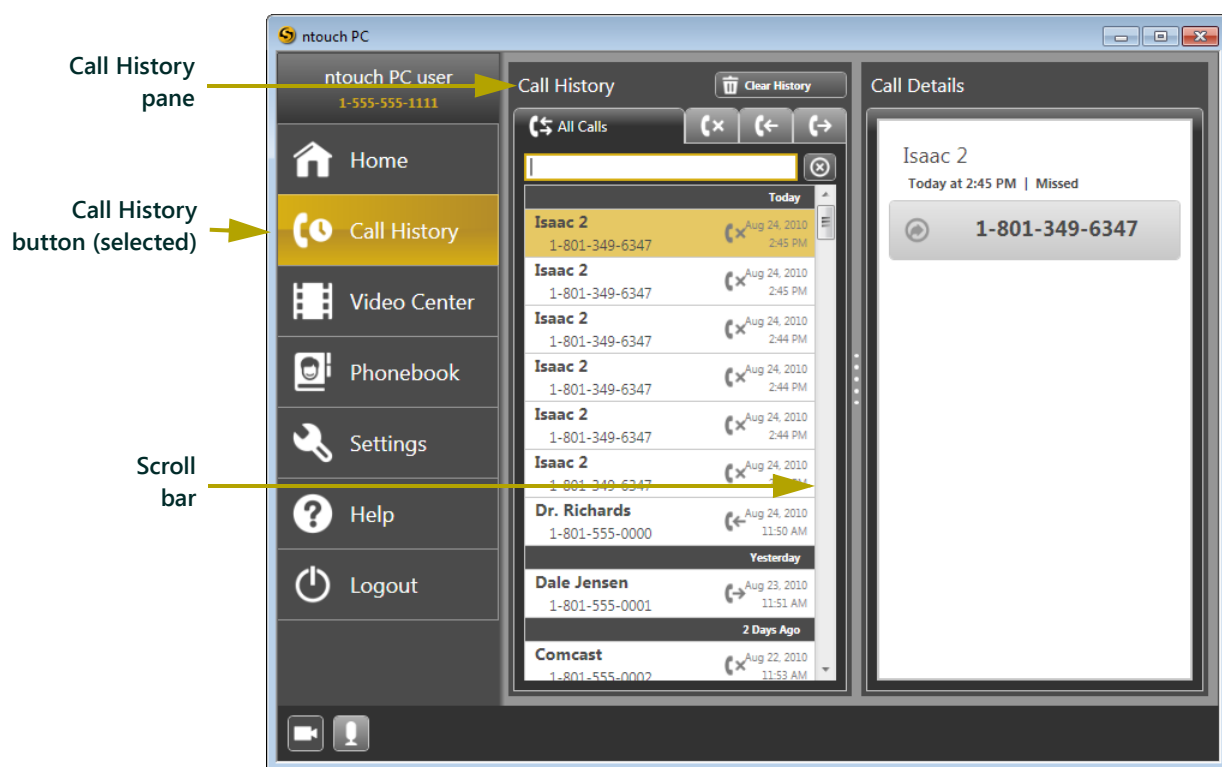

Figure 20: Call History button

2.   Double-click a call in the **Call History** pane.

> ***Note***:   *You can use the scroll bar to scroll down the Call History list to see your less-recent calls.*

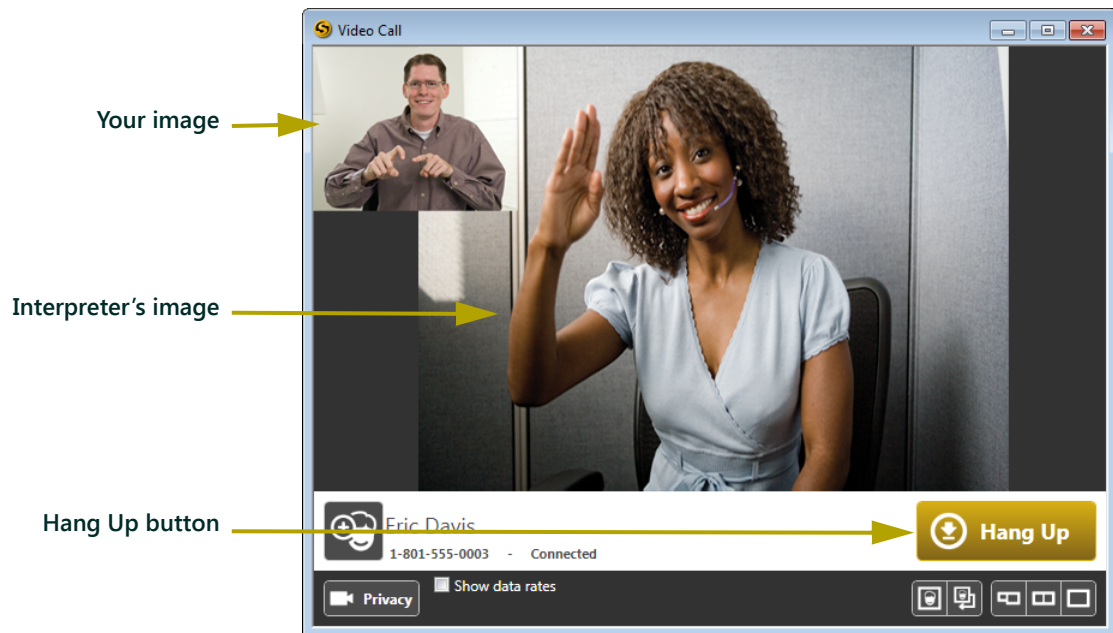**3.** The *Video Call* dialog will then appear as shown in Figure 21.

Your image

Interpreter's image

Hang Up button

Figure 21: Video Call dialog

4. If you dialed an SVRS call, the next available interpreter will then answer your call. When your call is answered, the interpreter's image will appear in the *Video Call* dialog. The interpreter will connect your call to the hearing party.

5. When you are finished with your call, press the **Hang Up** button.

6. Now let's take a look at how to make calls using the Phonebook.

Using the Phonebook

You can use the Phonebook to store the names and telephone numbers of your contacts (i.e., your friends, family, and other important people). You can use the Phonebook to make an outgoing call to one of your contacts — just like you did with the Call History list.

To make an outgoing call using the Phonebook, follow these steps:

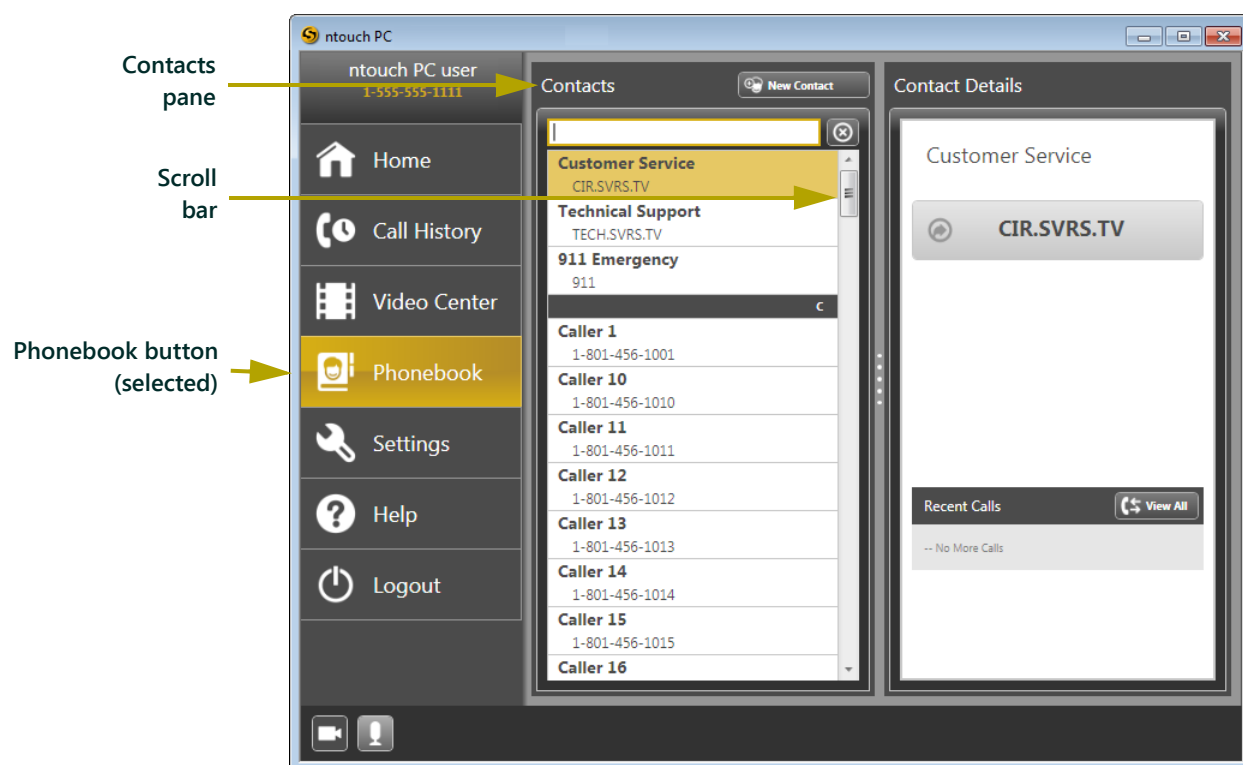1. Select the **Phonebook** button on the Navigation panel as shown in Figure 22.

Figure 22: Phonebook button

2. Double-click a contact in the **Contacts** pane.

    Note: *You can use the scroll bar, if necessary to scroll down the Contacts list to view any additional contacts which are hidden from view.*

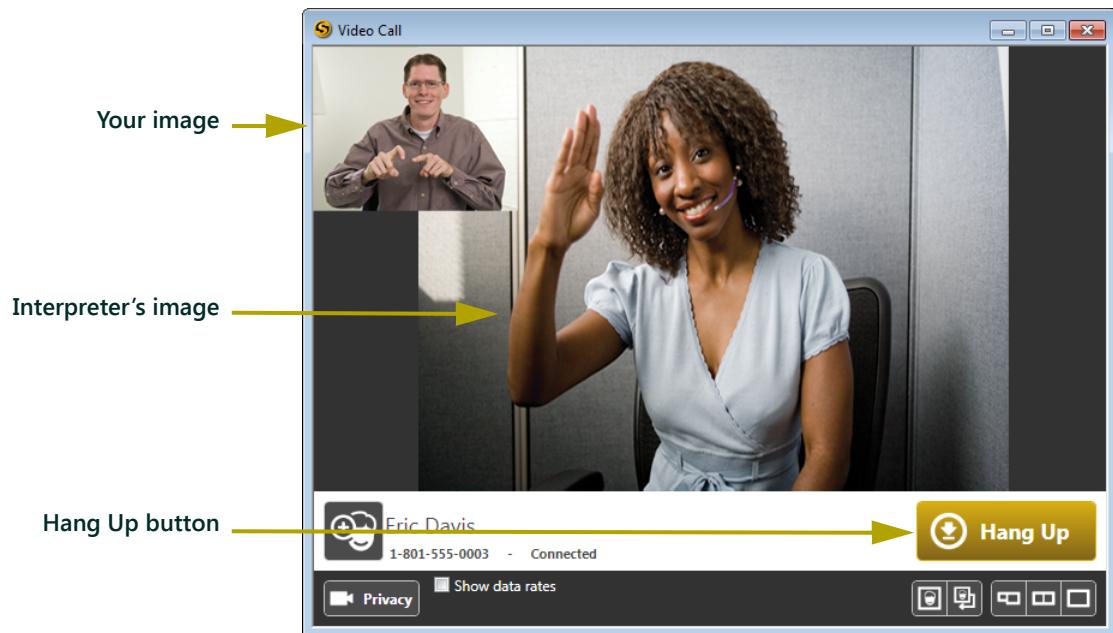**3.** The *Video Call* dialog will then appear as shown in Figure 23.

Your image

Interpreter's image

Hang Up button

Figure 23: Video Call dialog

4. If you dialed an SVRS call, the next available interpreter will then answer your call. When your call is answered, the interpreter's image will appear in the *Video Call* dialog. The interpreter will connect your call to the hearing party.

5. When you are finished with your call, press the **Hang Up** button.

6. Now let's take a look at how to make VCO calls.

Making VCO Calls

The Voice Carry Over (VCO) feature allows the person you are calling to hear your voice during a call. You can make calls with VCO using the keypad, the Call History list, or the Phonebook. This section shows how to make a VCO call using the keypad.

To use the VCO feature, you need to make sure it is turned on. If the VCO button is not visible as shown in Figure 24, you will need to select the "Enable Voice Carry Over (VCO)" option on the General Settings tab. For instructions, see the "General Settings" section that starts on **Page 56**.

To make a VCO call, follow these steps:

1. Select the **Home** button on the Navigation panel as shown in Figure 24.

Figure 24: Home button

2. Select the **VCO** button.

3. Enter the number you want to call using the keypad.

> **Note**: *You can use the keypad to dial a phone number or you can click in the* **Enter Number** *field and then use your computer's keyboard.*

4. Select **Call** button.

5. The *Video Call* dialog will then appear as shown in Figure 25.

Figure 25: Video Call dialog

6. If you dialed an SVRS call, the next available interpreter will then answer your call. When your call is answered, the interpreter will appear in the *Video Call* dialog. The interpreter will connect your call to the hearing party.

7. When you are finished with your call, press the **Hang Up** button.

8. Now let's take a brief look at how to make Point-to-Point calls.

Making Point-to-Point Calls

ntouch PC lets you make point-to-point calls. Point-to-point calls are connected directly between two videophone devices without an interpreter in the middle. Point-to-point calls allow two Deaf users to communicate by signing directly to each other.

You can make point-to-point calls to other ntouch PC users, Sorenson videophone users, and to people who use compatible devices/services from other VRS providers.

Note: *P2P calls require that both devices are connected to the same Internet Protocol (IP) network and that any firewalls between the devices are configured to allow P2P connections. If you have any questions or need assistance, contact Sorenson Technical Support.*

Using a Videophone Number

When you use a videophone number, ntouch PC will automatically recognize that you have dialed a videophone number and then attempt to connect directly to the other device.

Using an IP Address

You can make point-to-point calls using a videophone number or an IP address. The steps for making point-to-point calls are the same as making outgoing calls. For instructions, see the "Making SVRS Calls" section that starts on **Page 18**. When you use an IP Address, ntouch PC will attempt to route the call directly to the other device.

Now let's take a look at how to answer incoming calls.

Answer Incoming Calls

Answering incoming videophone calls is easy with ntouch PC. You can use ntouch PC to answer VRS calls from hearing callers and to answer point-to-point calls from Deaf people. To receive incoming calls, you must have your computer turned on and the ntouch PC application must be running.

To answer an incoming call, follow these steps:

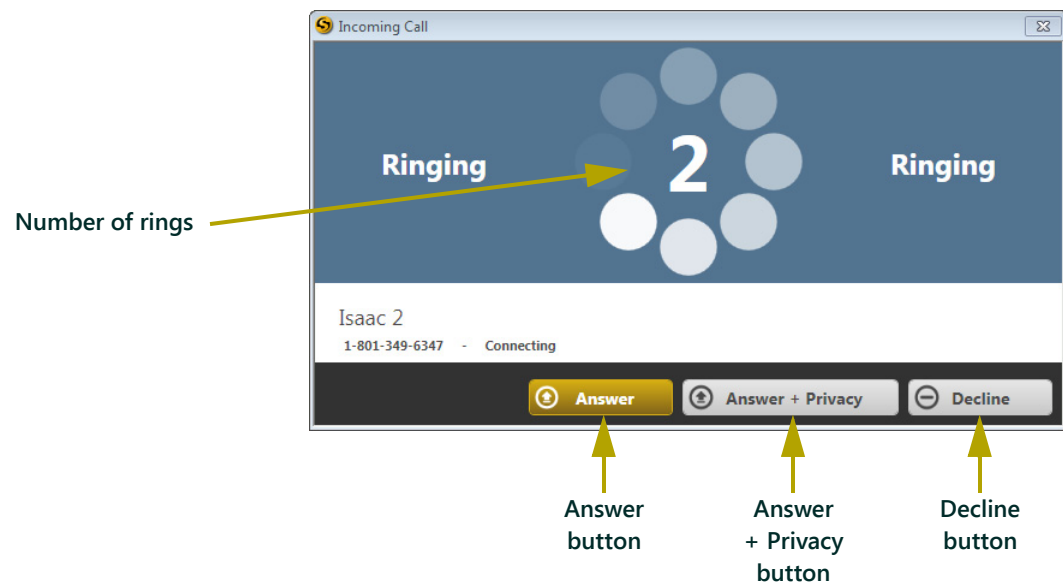1. When you receive an incoming call, the Incoming Call dialog will appear as shown in Figure 26.

Figure 26: Incoming Call dialog

The *Incoming Call* dialog shows you the number of rings. The *Incoming Call* window also has these three buttons:

- **Answer button**. Select this button to answer the incoming call.

- **Answer + Privacy button**. Select this button to answer the incoming call with your video camera turned off. When you answer a call using the Answer + Privacy button, you will not be visible to the calling party.

- **Decline button**. Select this button to decline the incoming call. The *Incoming Call* window will then close. The call you declined will then appear as a missed call in your Call History list.

2. Select one of the three buttons to answer the call.

3. Now lets take a look at how to call 911 in the event of an emergency.

Make 911 Calls

You can use ntouch PC to make 911 calls using Sorenson VRS (SVRS). ntouch PC lets you communicate in ASL to the 911 dispatcher through a Sorenson VRS interpreter.

You can make 911 calls using the keypad, the Phonebook, or the Sign-In dialog. Let's start with how to make 911 calls using the keypad.

Calling 911 Using the Keypad

To make a 911 call using the keypad, follow these steps:

1. Select the **Home** button on the Navigation panel as shown in Figure 27.

Figure 27: Home button

2. Type **911** into the **Enter Number** field using the keypad or your computer's keyboard.

3. Select the **Call** button.

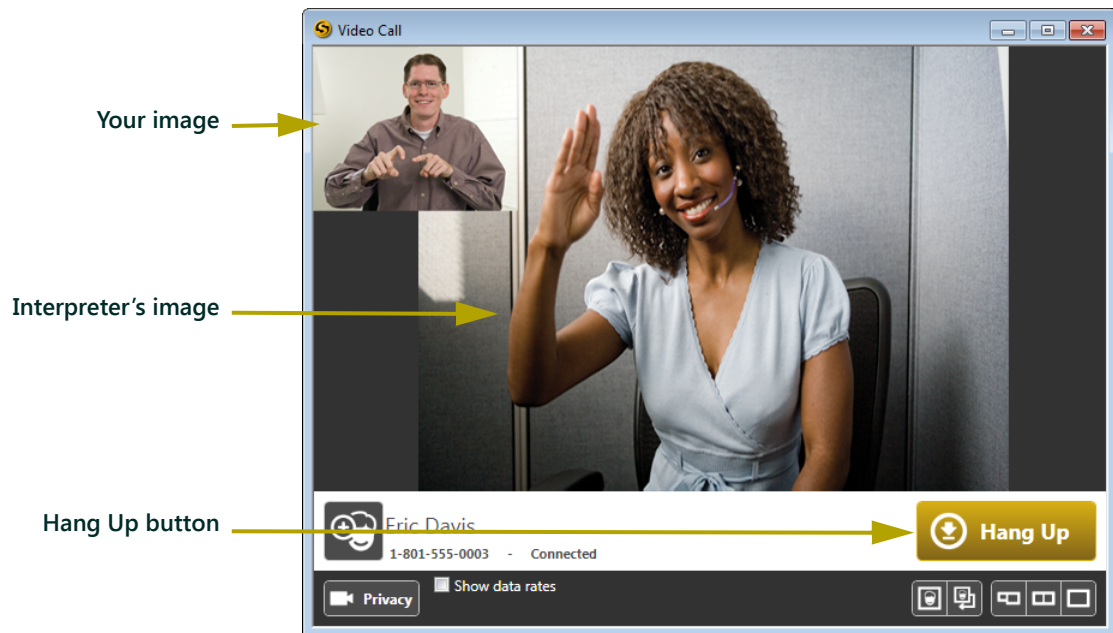**4.** The *Video Call* dialog will then appear as shown in Figure 28.

Figure 28: Video Call dialog

5. When the Sorenson VRS interpreter answers, the interpreter will know that you have placed an SVRS 911 call. You will be asked to verify your current location.

6. You will then be connected to a nearby 911 emergency services dispatcher. The interpreter will relay your call. Try to remain calm so that you can sign clearly.

7. When you are finished with your call, use the **Hang Up** button to end the call. The 911 dispatcher may ask you to remain on the line until help arrives.

8. Now let's take a look at how to call 911 using the Phonebook.

Calling 911 Using the Phonebook

To make a 911 call using the phonebook, follow these steps:

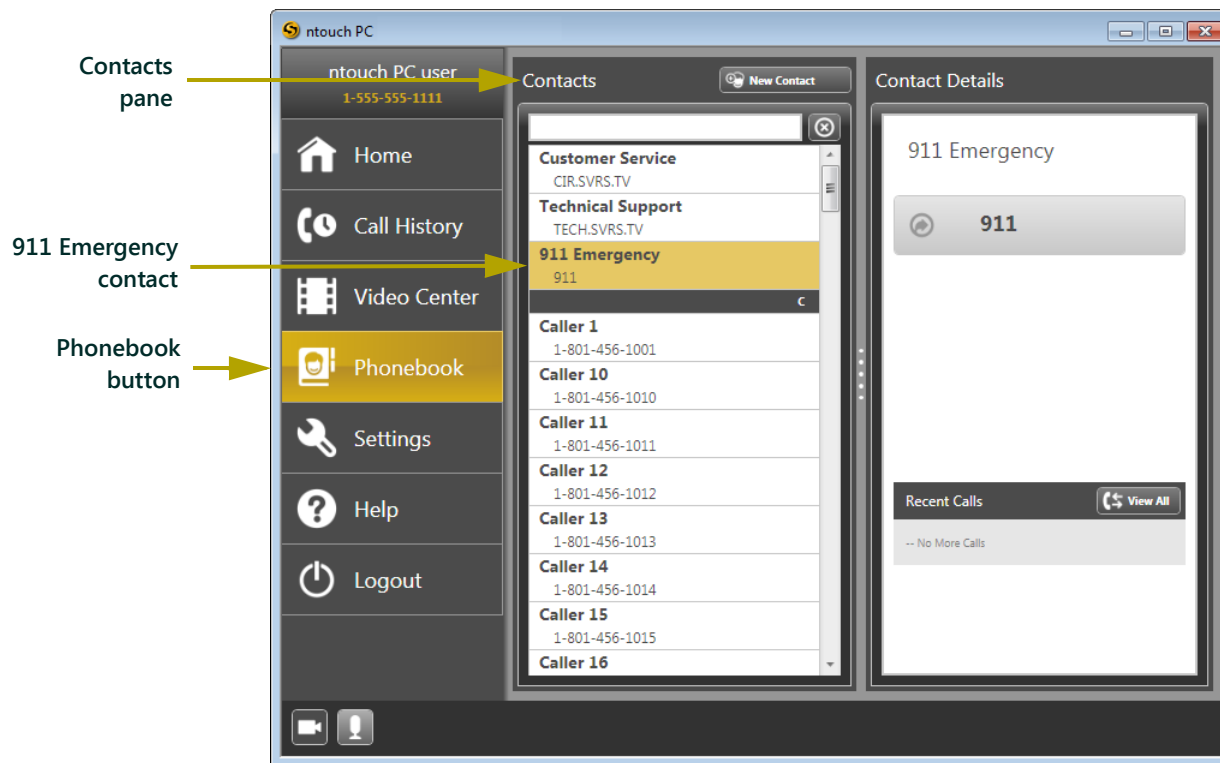**1.** Select the **Phonebook** button on the Navigation panel as shown in Figure 29.

Contacts
pane

911 Emergency
contact

Phonebook
button

Figure 29: Phonebook button

2. Double-click the 911 Emergency contact in the **Contacts** pane.

3. Select the **Call** button.

4. The *Video Call* dialog will then appear as shown in **Figure 28 on Page 29**.

5. When the Sorenson VRS interpreter answers, the interpreter will know that you have placed an SVRS 911 call. You will be asked to verify your current location.

6. You will then be connected to a nearby 911 emergency services dispatcher. The interpreter will relay your call. Try to remain calm so that you can sign clearly.

7. When you are finished with your call, use the **Hang Up** button to end the call. The 911 dispatcher may ask you to remain on the line until help arrives.

8. Now let's take a look at how to call 911 using the Sign In dialog.

Calling 911 Using the Sign In Dialog

You can also make an E911 call even if you are not signed into ntouch PC.

To make an E911 call using the Sign In dialog, follow these steps:

1. Launch the **ntouch PC** application. The ntouch PC Sign In dialog will then appear as shown in Figure 30.

Call 911 button

Figure 30: Sign In dialog

2. Select the **Call 911** button.

3. The *Video Call* dialog will then appear as shown in **Figure 28 on Page 29**.

4. When the Sorenson VRS interpreter answers, the interpreter will know that you have placed an SVRS 911 call. You will be asked to verify your current location.

5. You will then be connected to a nearby 911 emergency services dispatcher. The interpreter will relay your call. Try to remain calm so that you can sign clearly.

6. When you are finished with your call, use the **Hang Up** button to end the call. The 911 dispatcher may ask you to remain on the line until help arrives.

7. Now let's take a look at how to use the Call History list.

Use Call History List

The Call History list lets you see your most recent calls. You can see the calls you have received, calls that you missed, and calls that you have dialed. You can add a caller from the list to your Phonebook, and you can delete calls from the Call History list.

Let's start by taking a look at how to view your recent calls.

Viewing Recent Calls

To view your recent calls, follow these steps:

1. Select the **Call History** button on the Navigation panel.

2. The list of your most recent calls will then appear as shown in Figure 31.
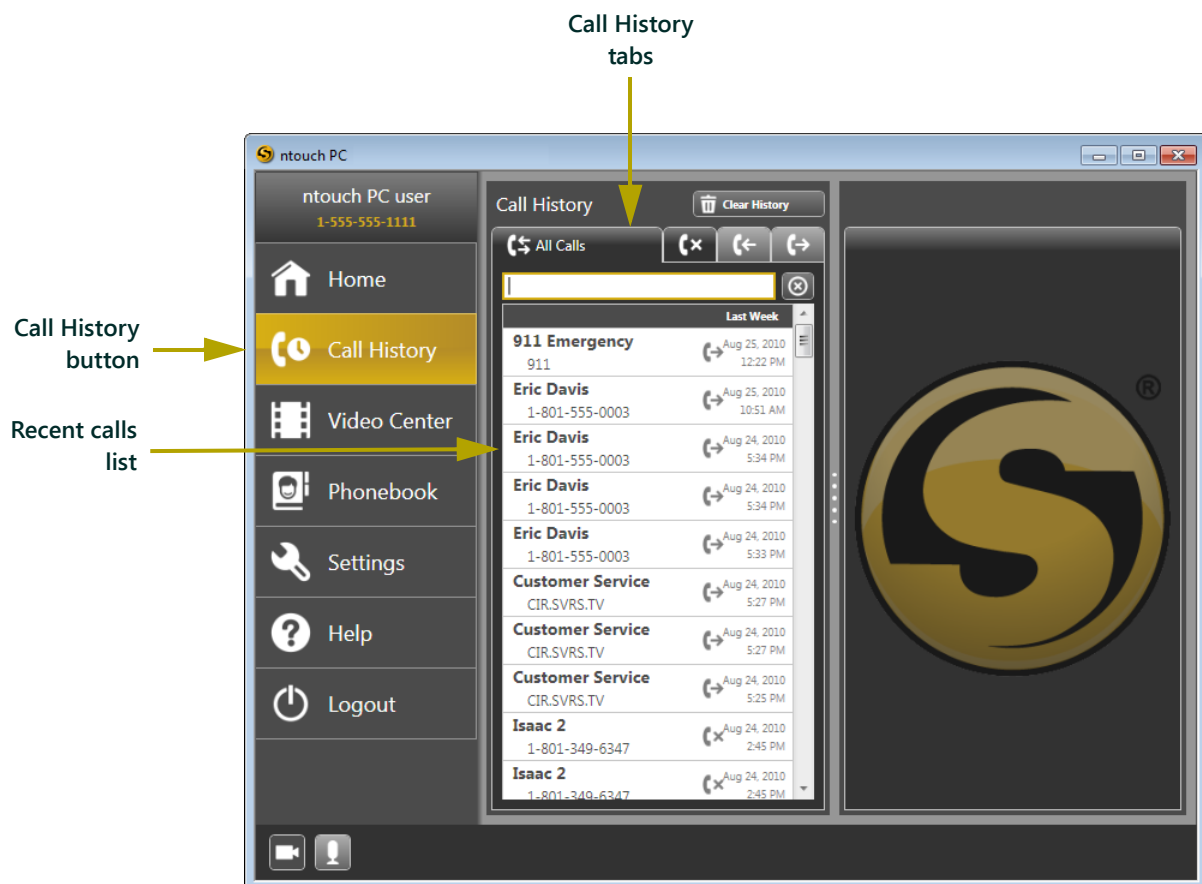
Figure 31: Recent calls

3. As shown in Figure 32, you can select one of the **Call History** tabs to view separate lists of your calls. You can view all calls, missed calls, received calls, and dialed calls. As an example, the Missed Calls tab is selected in Figure 32.
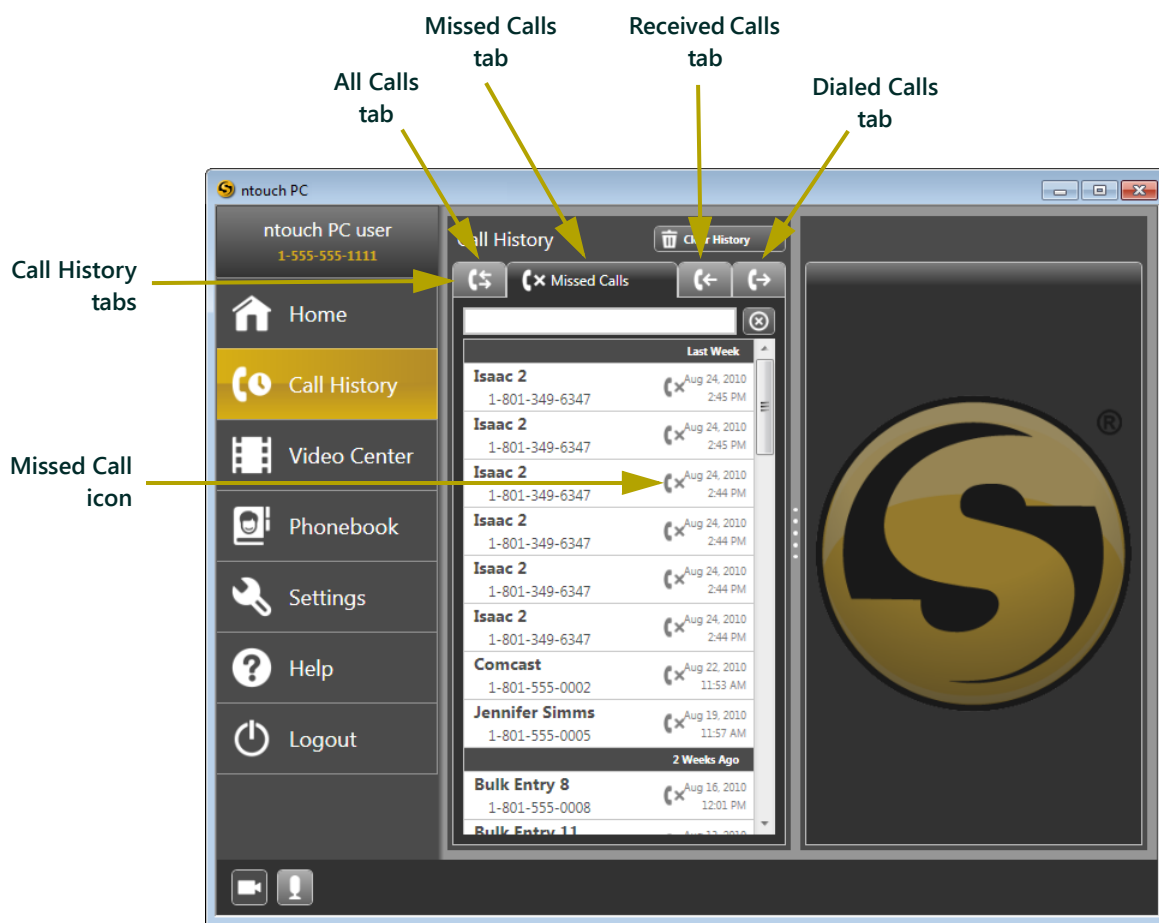

Figure 32: Call History list

4. When the Missed Calls tab is selected, the Call History list will show only your missed calls. Missed calls are also indicated by the Missed Call icon as shown in Figure 32.

Redialing a Recent Call

You can easily redial any number in the Call History list.

To redial a recent call, follow these steps:

1. Double-click on the number that you want to call again.

2. ntouch PC will then automatically dial your call.

Deleting Recent Calls

You can delete all recent calls, or a just specific call, from the Call History list.

To delete *all* calls from the Call History list, follow these steps:

1. Select the **Clear History** button as shown in Figure 33.

Figure 33: Clear History button

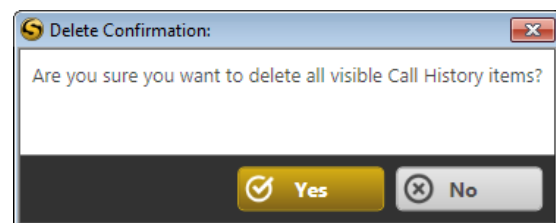2. The Delete Confirmation dialog will then appear as shown in Figure 34.

Figure 34: Delete Confirmation

3. Select the **Yes** button to delete all calls in the Call History list. Keep in mind that once you delete a call, you will no longer be able to view it in the Call History list.

To delete a specific call from the Call History list, follow these steps:

1. Right-click on the call you want to delete.

2. A pop-up menu will then appear as shown in Figure 35.

Figure 35: Delete Entry option

3. Select the **Delete Entry from History** option to delete the selected call. Keep in mind that once you delete a call, you will no longer be able to view it in the Call History list.

4. Now let's take a look at how to add a caller's information to a contact in the Phonebook.

Adding Contacts to Phonebook

You can add the telephone number for any caller caller in the History list to an existing contact in the Phonebook. You can also create a new contact.

Warning: *When you choose to add a telephone number to an existing contact, it* ***replaces*** *the existing telephone number stored for that contact. If you want to store more than one number for the same person, such as a mobile number and a home number, you will need to create additional contacts for that person. For example, you could create a "Mom Mobile" contact and a "Mom Home" contact if she has two different telephone numbers.*

To replace the number from a recent call to an existing contact, follow these steps:

1. Right-click on the desired call in the **Call History** list.

2. A pop-up menu will then appear as shown in Figure 36.

Figure 36: Add to Phonebook option

3. Select the **Add to Existing Contact** option to replace the existing phone number of the selected contact.

4. The Contacts pane will then appear in the Middle panel and the "Add To Existing Contact" pane will appear in the "Right" panel. Both panes are shown in Figure 37.
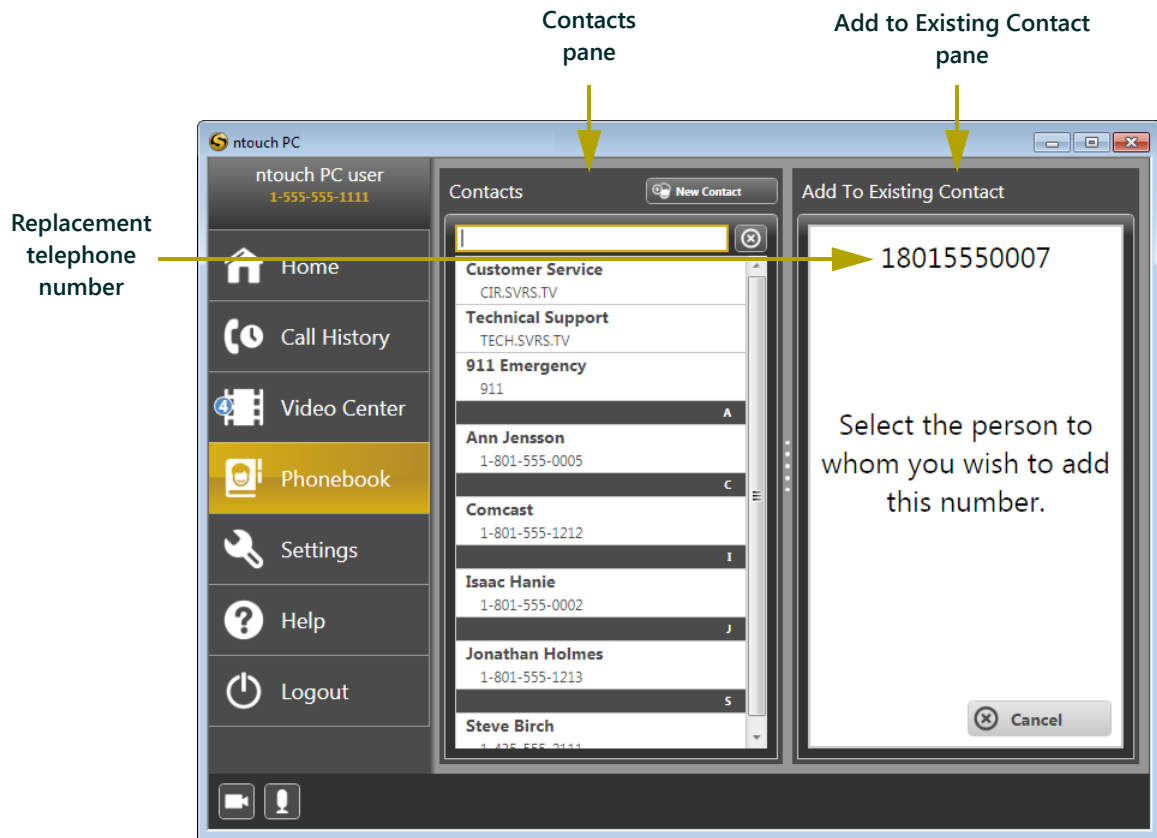

Figure 37: Contacts and Add to Existing Contact panes

5. Select the desired contact to **replace** his/her previously stored number with the telephone number that is shown in the "Add to Existing Contact" pane.

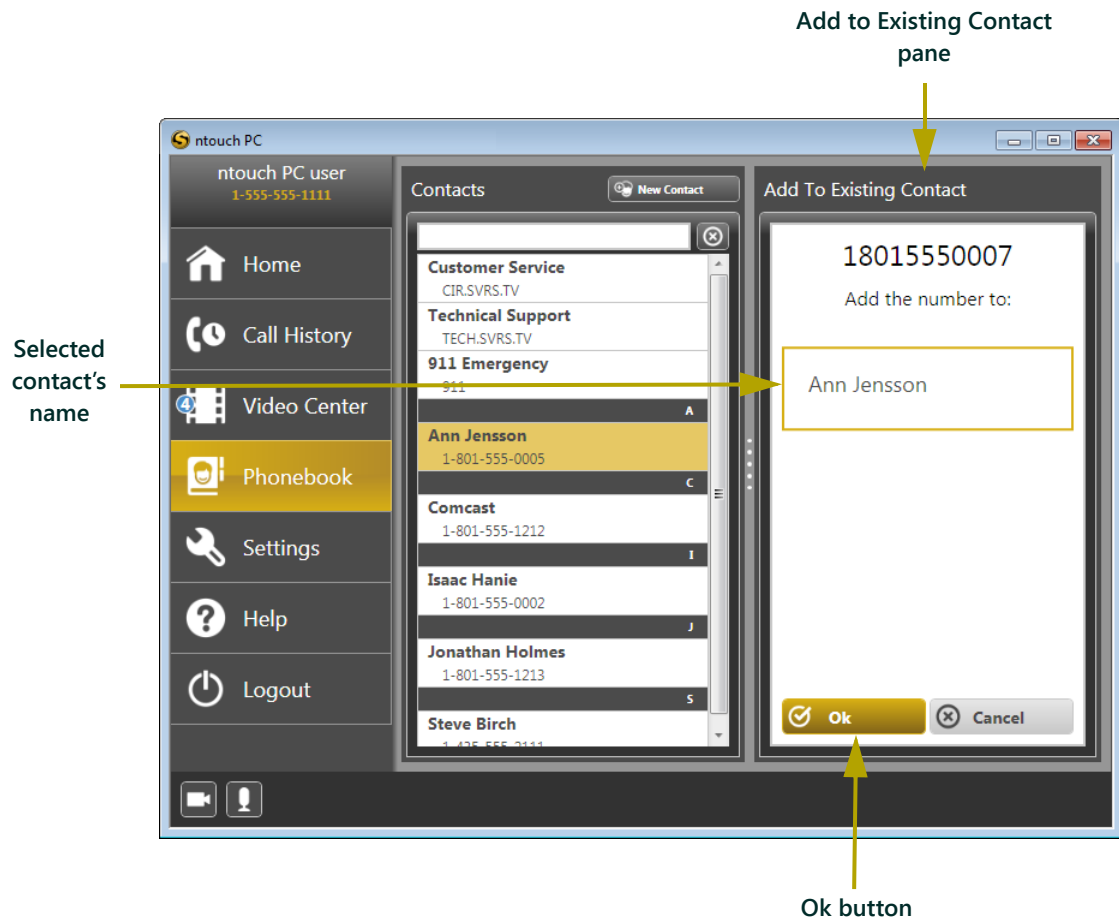**6.** The name of the selected contact will then appear in the "Add to Existing Contact" pane as shown in Figure 38.

Figure 38: Name shown for selected contact

7. Select the **Ok** button to save the selected phone number to this contact.

8. Now let's take a look at how to use ntouch PC's Phonebook.

View and Manage Videos

You can use ntouch PC's Video Center to view your SignMail videos and all the other types of videos you receive. You will only see the videos that were sent to your ntouch PC number. The Video Center appears when you select the Video Center button as shown in Figure 39.

Figure 39: The Video Center

SignMail videos are messages that are left for you by a hearing person when you do not answer a call.

Some videos are created by Sorenson. These videos messages cover technical support topics, explain how to use Sorenson's services, and provide other useful information.

You can also use the Video Center to delete SignMail videos and other videos when you are done viewing them.

Let's start by taking a look at how to view SignMail and videos.

Viewing SignMails

The procedure to view both SignMail and videos is the same.

To view a SignMail video, follow these steps:

1.   Select the **Video Center** button on the Navigation panel.

2.   The Video Center pane will then appear in the Middle panel. The Video Center contains three tabs: the Videos tab, the SignMail tab, and the All Videos tab. These three tabs are shown in Figure 40.

Figure 40: Video Center

Selecting the All Videos tab shows a list of both SignMail videos and all other videos that are available for you to view. The SignMail tab shows a list of SignMail only. The Videos Only tab shows a list of other videos only.

3.   Select the **SignMail** tab.

4. A list of your SignMail videos will then appear in the Video Center pane as shown in Figure 41.

Figure 41: SignMail messages

As shown in the figure above, a blue dot appears next to all unviewed videos. The currently selected video is highlighted in yellow. If the person who left you a SignMail is in your Contacts list, his/her name will appear in the list entry for that SignMail.

5. Double-click on the SignMail message that you want to view.

Note: *You can use the Search box shown in Figure 41 to find a specific video. Just enter a name or other search term in the search box and a list of any video messages which match the search criteria will then appear.*

6. The video you selected will then begin playing in the Right panel as shown in Figure 42.
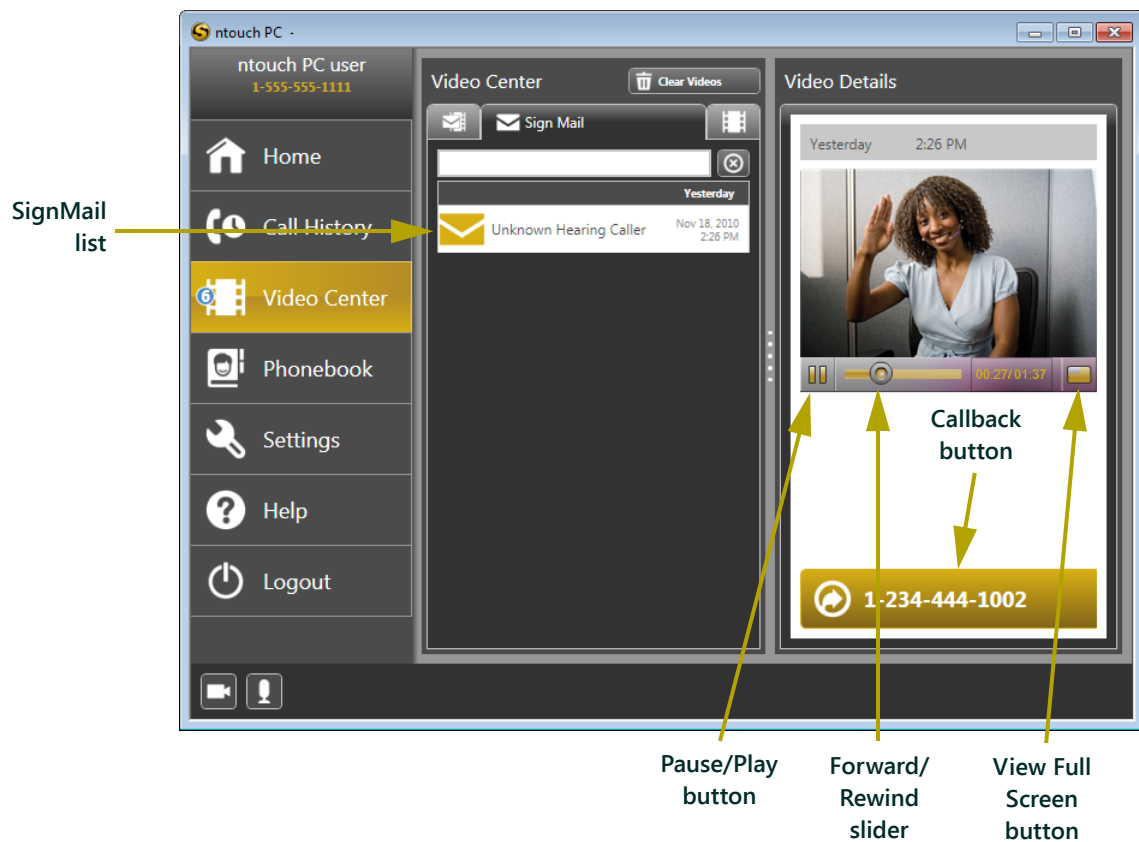
SignMail list

Callback button

Pause/Play button

Forward/ Rewind slider

View Full Screen button

Figure 42: SignMail video playing

The video playback controls are shown in Figure 42. The Pause/Play button lets you pause video playback and resume it again. The Forward/Rewind slider lets you start video playback at any point during the video. The View Full Screen button lets you view a larger version of the video on your computer screen.

7. You can use the **Pause/Play** button, **View Full Screen** button, and/or the **Forward/Rewind** slider as desired while viewing the video.

8. If desired, you can select the **Callback** button to call this person using ntouch PC.

9. Now let's take a look at how to delete a SignMail or other video.

Deleting SignMails

The procedure to delete SignMail videos and other videos is the same.

To delete a video message, follow these steps:

1. Right-click on the video you want to delete from the All Videos list. For this procedure, we will delete the video message entitled "test."

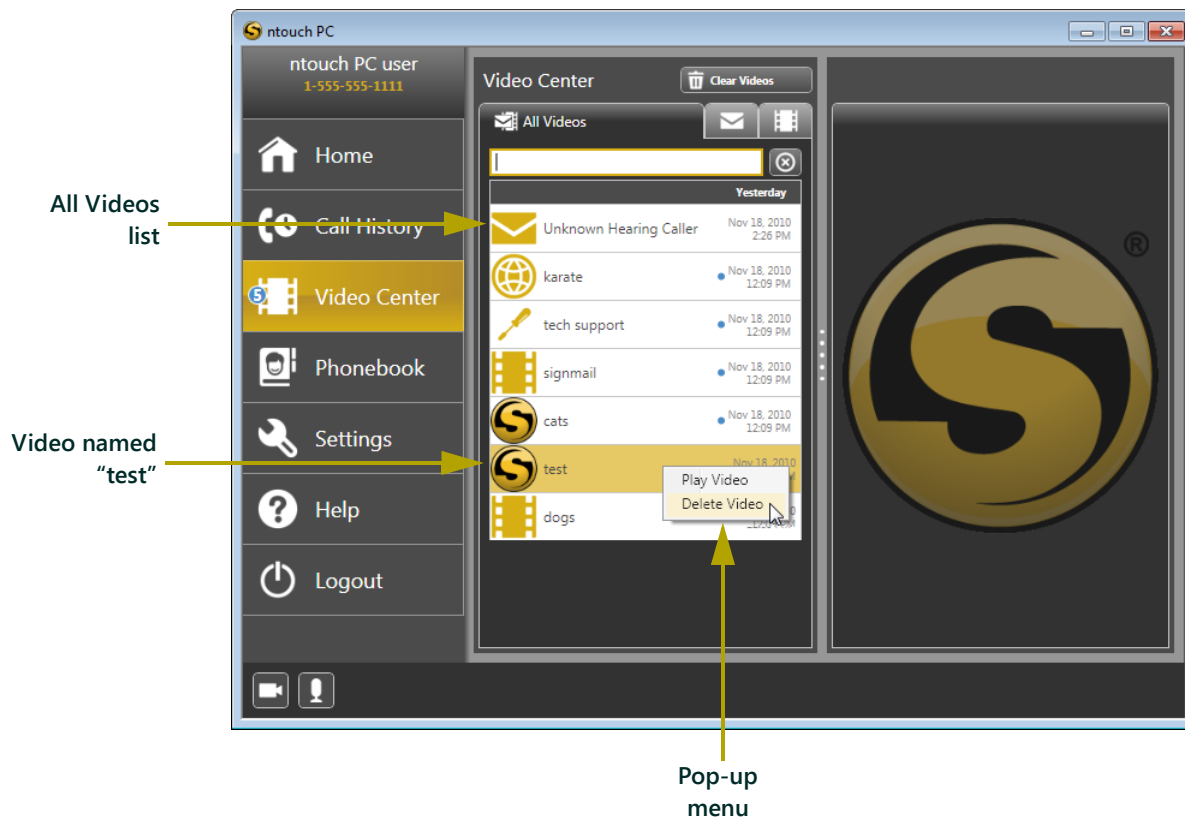2. A pop-up menu will then appear as shown in Figure 43.

Figure 43: Video Center

3. Select the **Delete** option from the pop-up menu.
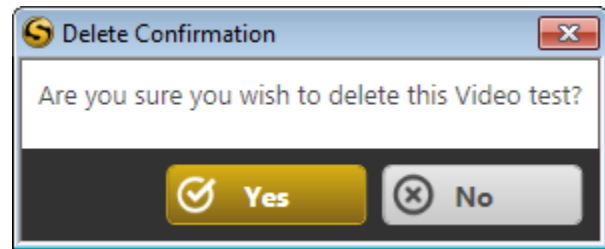
4. The *Delete Confirmation* dialog will then appear as shown in Figure 44.

Figure 44: Delete Confirmation dialog

5. Select the **Yes** button to delete the selected video. Keep in mind that once you delete a video, you will not be able to view it again.

6. Now let's take a look at how to use ntouch PC's Phonebook.

Use Phonebook Feature

You can use ntouch PC's Phonebook to store contact information for your friends, family, and other contacts. You can use the Phonebook to view your Contacts list, call a contact, edit the information for a stored contact, and delete a stored contact.

Let's start with how to view your Contacts list.

Viewing Your Contacts List

To view the contacts in to the Phonebook, follow these steps:

1. Select the **Phonebook** button on the Navigation panel.

2. The Contacts pane will then appear in the Middle panel. The Contact Details pane appears in the Right panel as shown in Figure 45.
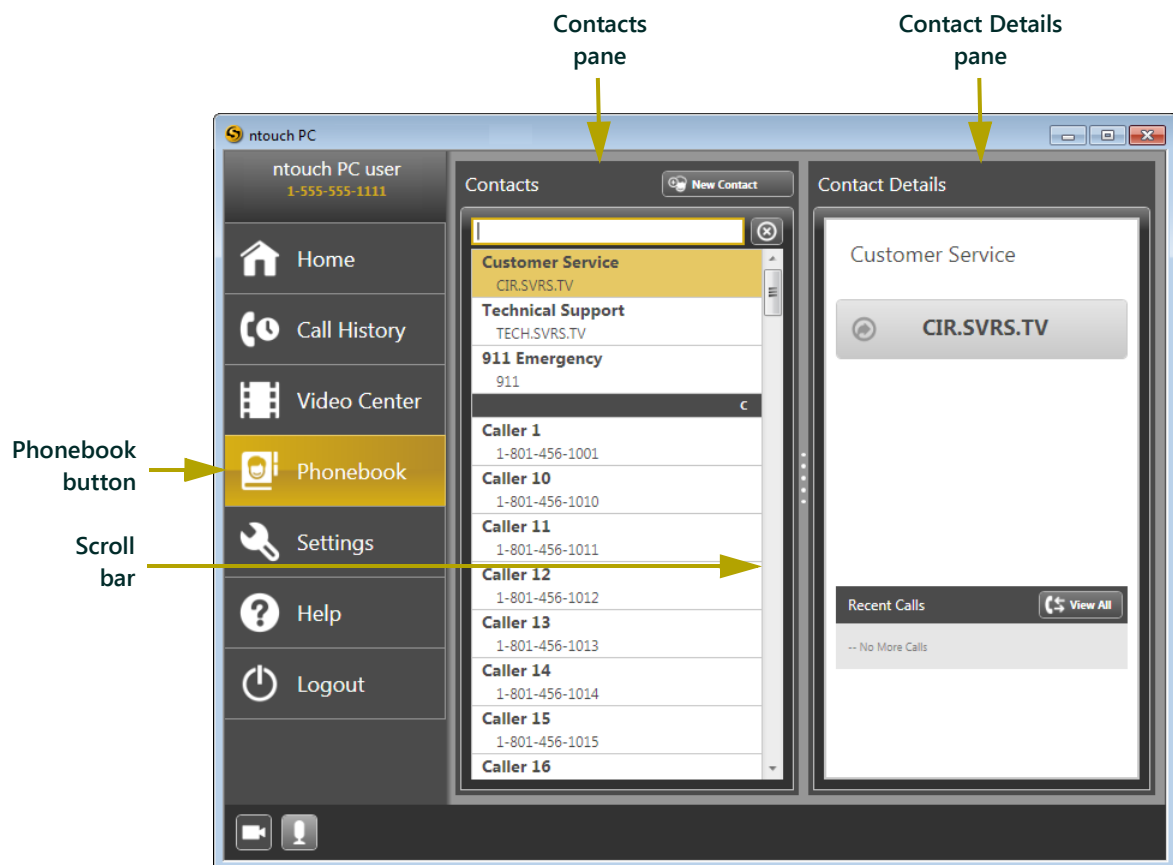
Figure 45: Phonebook

The "Contacts" pane shows the Contacts list. The "Contact Details" pane shows the name and phone number for the contact currently selected in the Contacts pane.

3. Now let's take a look at how to call a contact using the Phonebook.

Calling a Contact

To call a contact using the Phonebook, follow these steps:

1. Select the **Phonebook** button on the Navigation panel.

2. Select the contact you want to call in the **Contacts** pane. As an example, the "Customer Service" contact is shown in Figure 46.
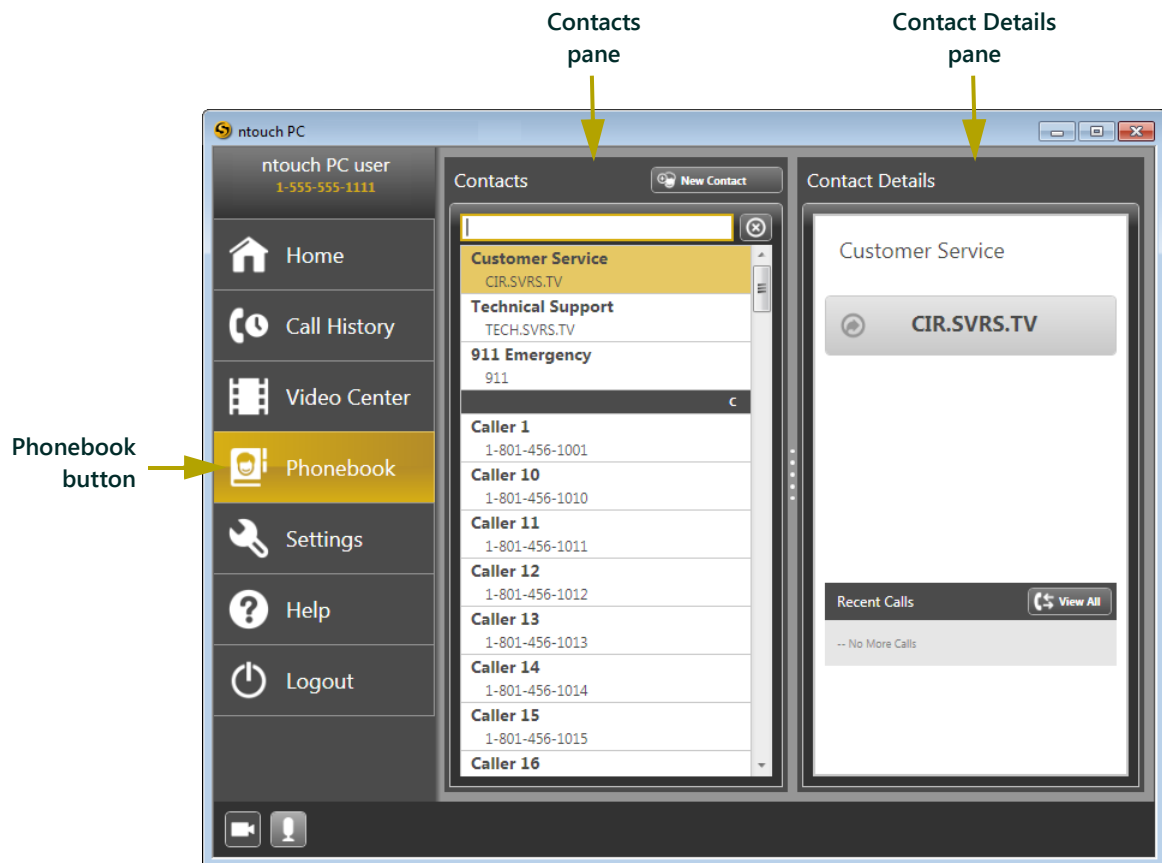

Figure 46: Phonebook

3. Double-click on the selected contact to call that contact.

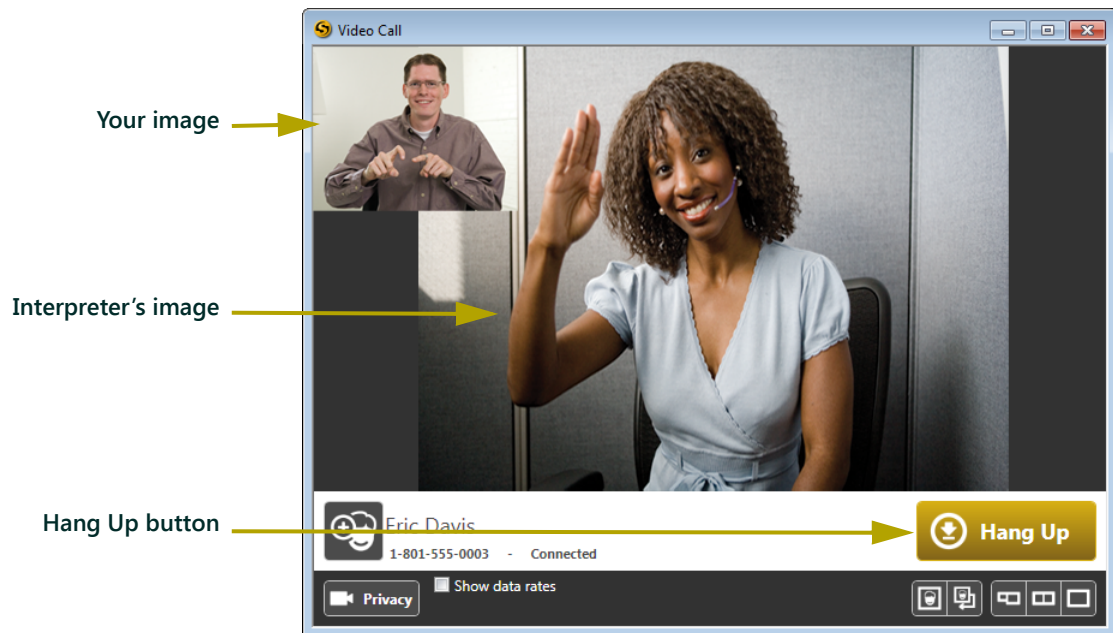4.	The *Video Call* dialog will then appear as shown in Figure 47.

Figure 47: Video Call dialog

5.	Because you called Sorenson Customer Service, you'll be connected to a Sorenson representative who can communicate with you in ASL.

6.	When you are finished with your call, press the **Hang Up** button.

7.	Now let's take a look at how to add a new contact to the Phonebook.

Adding a New Contact

To add a new contact record to the Phonebook, follow these steps:

1. Select the **Phonebook** button on the Navigation panel as shown in Figure 48.

Figure 48: Phonebook

2. Select the **New Contact** button.

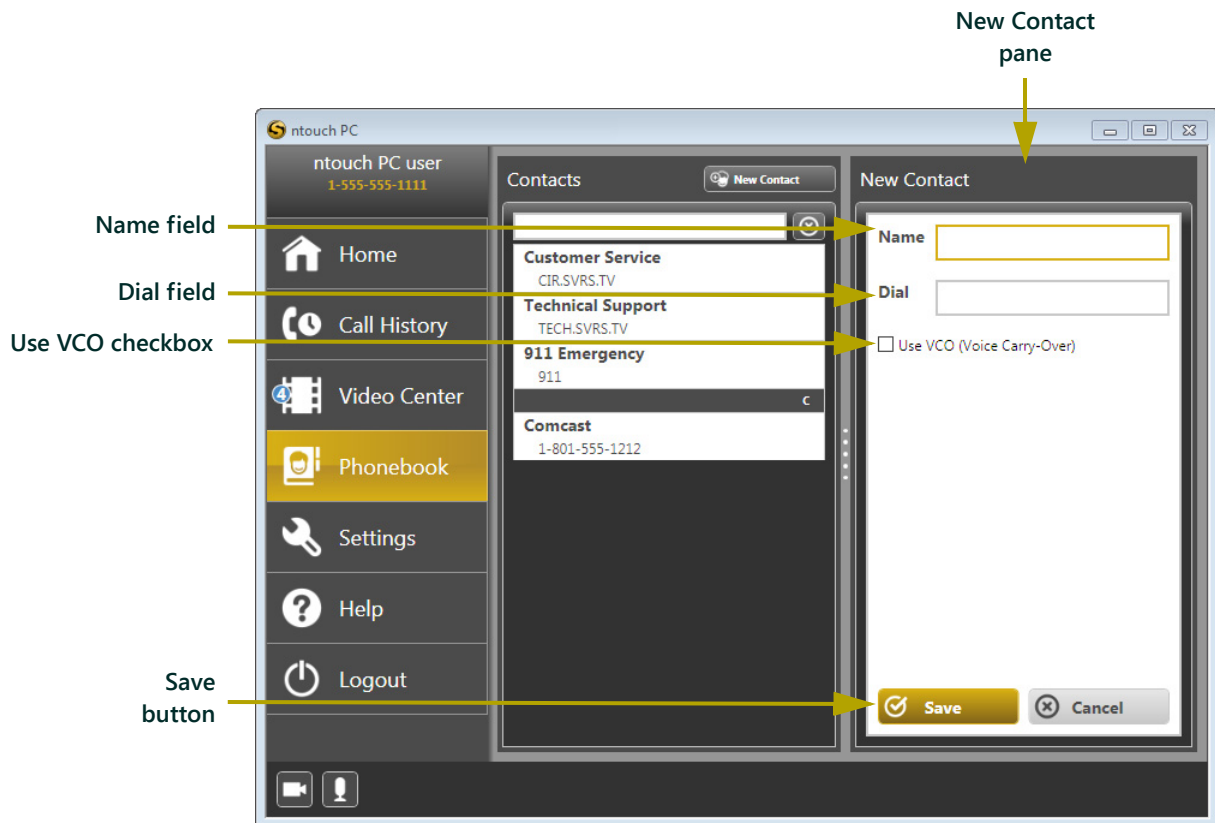**3.** The New Contact pane will then appear in the right panel as shown in Figure 49.

New Contact
pane

Name field

Dial field

Use VCO checkbox

Save
button

Figure 49: New Contact pane

4. Type the name of the new contact in the **Name** field.

5. Type the phone number of the new contact in the **Dial** field.

6. If desired, select the **Use VCO (Voice Carry Over)** checkbox. Selecting this checkbox will make every call you place to this contact a VCO Call.

Note: *For more information about VCO calls, see **Page 24**.*

7. Select the **Save** button to save the new contact record.

8. Now let's take a look at how to edit the information for an existing contact.

Editing an Existing Contact

To change the information stored in a contact record, follow these steps:

1. Select the **Phonebook** button on the Navigation panel.

2. The Contacts pane will then appear in the Middle panel as shown in Figure 50.
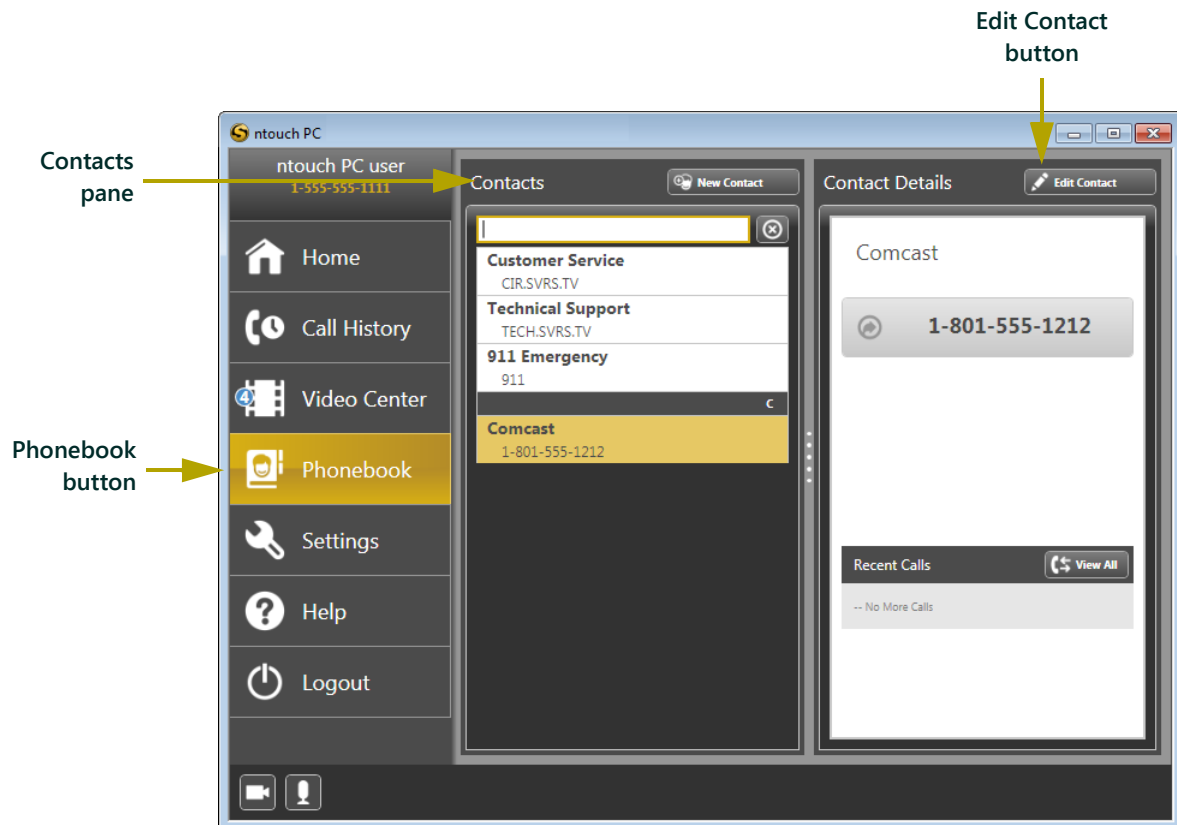

Figure 50: Phonebook

3. Select the contact you want to edit in the **Contacts** pane.

4. The Contact Details pane will then appear in the Right panel.

5. Select the **Edit Contact** button.

6. The Edit Contact pane will then appear in the Right panel as shown in Figure 51.
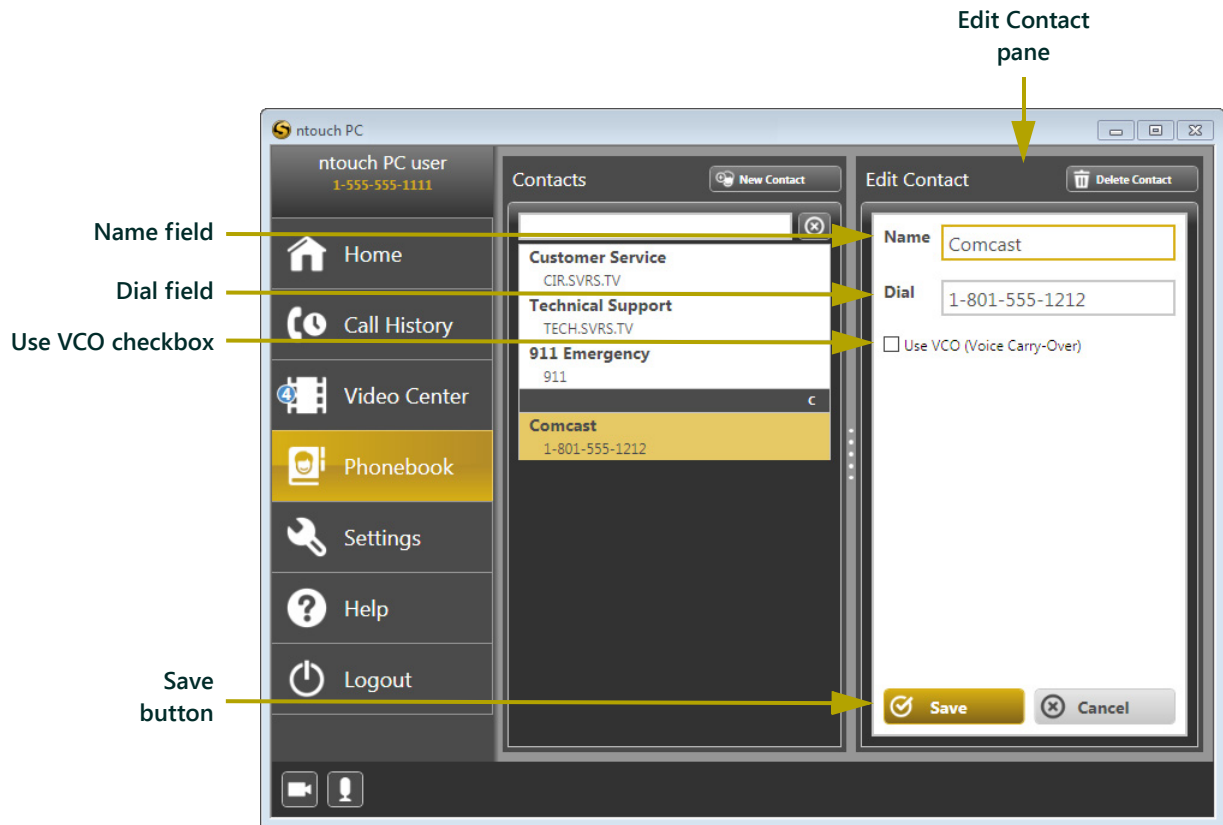
Edit Contact pane

Name field

Dial field

Use VCO checkbox

Save button

Figure 51: Edit Contact pane

7. Change the information in the **Name** and **Dial** fields as needed.

8. Select or de-select the **Use VCO** checkbox as desired.

9. Select the **Save** button to save your changes.

10. Now let's take a look at how to delete an existing contact record from the Phonebook.

Deleting an Existing Contact

To delete an existing contact record from the Phonebook, follow these steps:

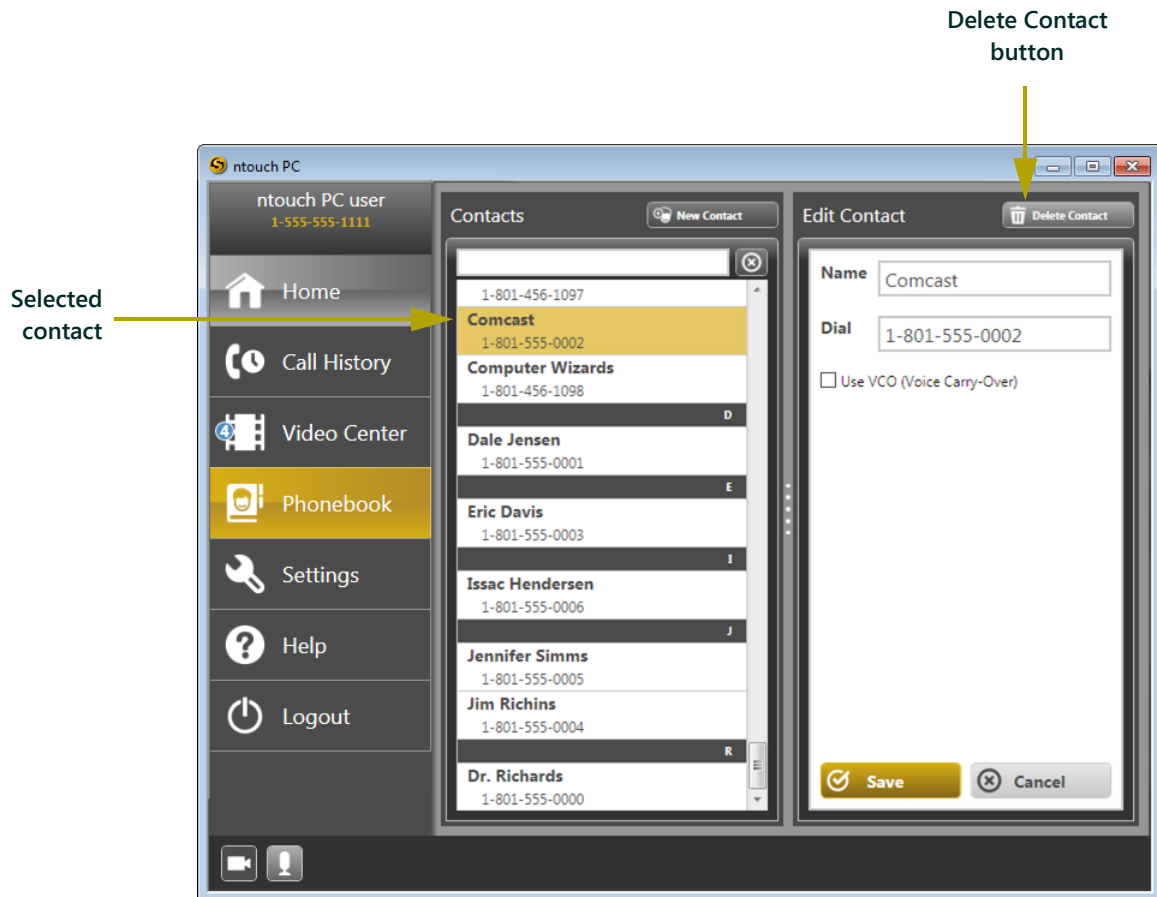**1.** Select the **Phonebook** button on the Navigation panel.

Figure 52: Phonebook

2. Select the contact you want to delete in the **Contacts** pane.

3. Select the **Delete Contact** button in the Contact Details pane.

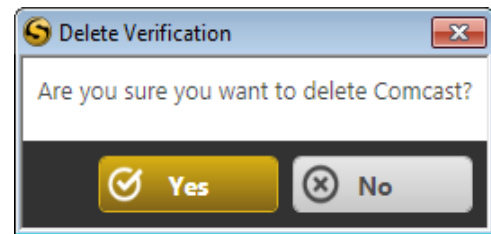The Delete Verification dialog will then appear as shown in Figure 53.

Figure 53: Delete Verification dialog

4. Select the **Yes** button to delete the selected contact. Keep in mind that once you delete a contact record, you will no longer be able to view it in the Phonebook.

5. Now let's take a look at how to configure ntouch PC's settings.

Configure Settings

ntouch PC provides a variety of settings that let you customize the application to meet your personal needs.

To change ntouch PC's settings, follow these steps:

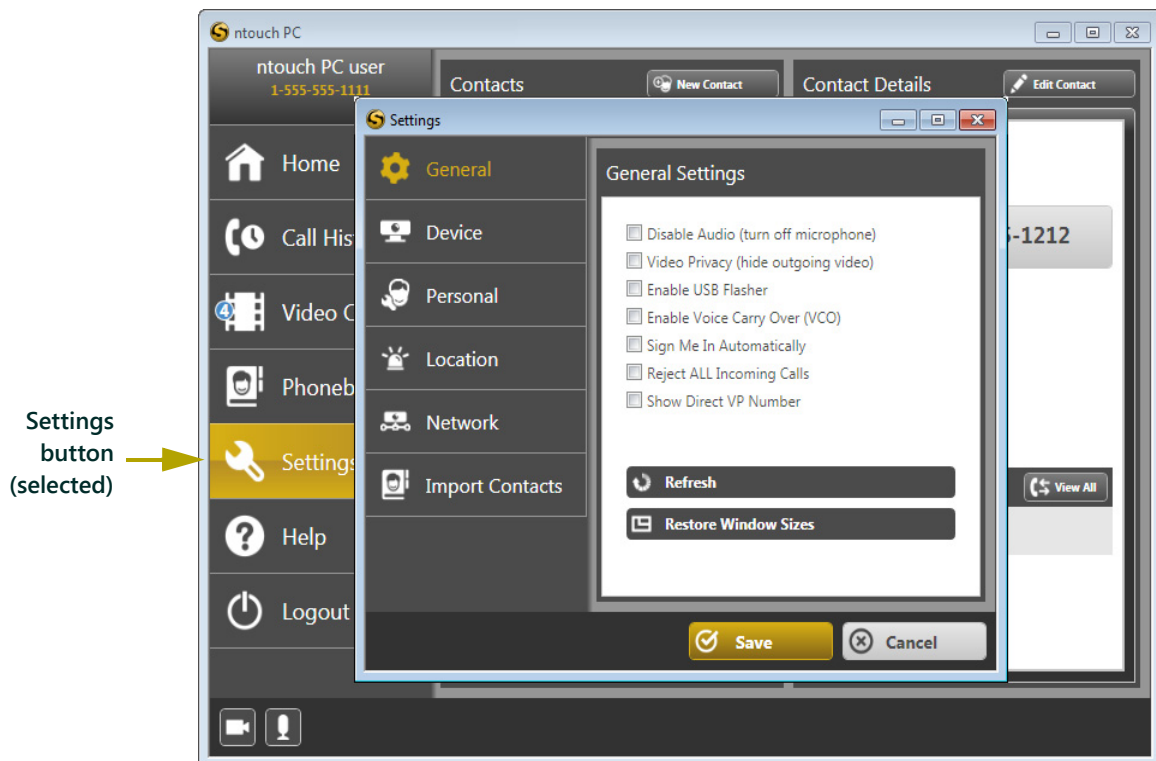**1.** Select the **Settings** button on the Navigation panel as shown in Figure 54.

Figure 54: Settings button

2. The Settings dialog will then appear as a separate window above the main window as shown in Figure 54.

3. As shown in the close-up view shown in Figure 55, there are six settings buttons in the Settings dialog.

General Settings
pane

General
button

Device
button

Personal
button

Location
button

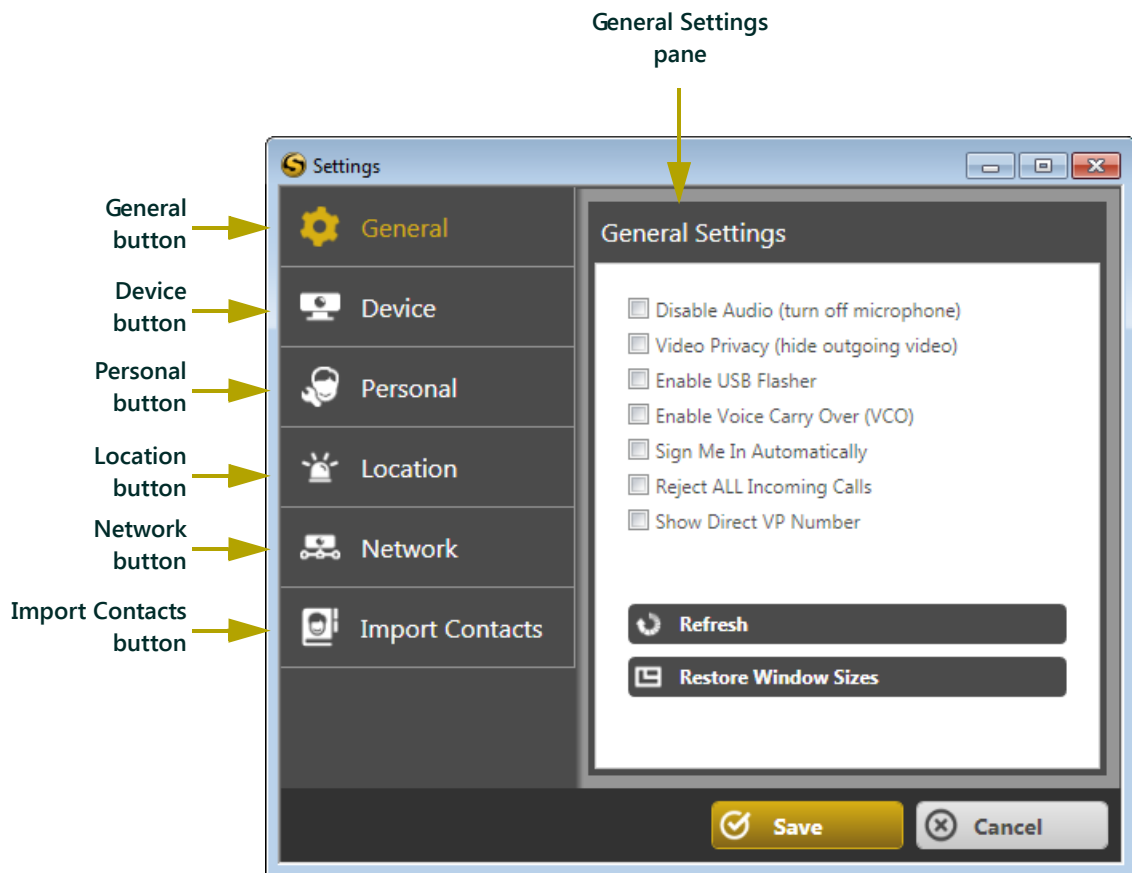Network
button

Import Contacts
button

Figure 55: Settings dialog

When you select any one of the settings buttons, the settings associated with that button will appear in the General Settings pane.

4. Now let's take a look at each of ntouch PC's settings. We'll start with the General settings.

General Settings

The General Settings pane provides seven application and call-related options. The General Settings pane is shown in Figure 56.
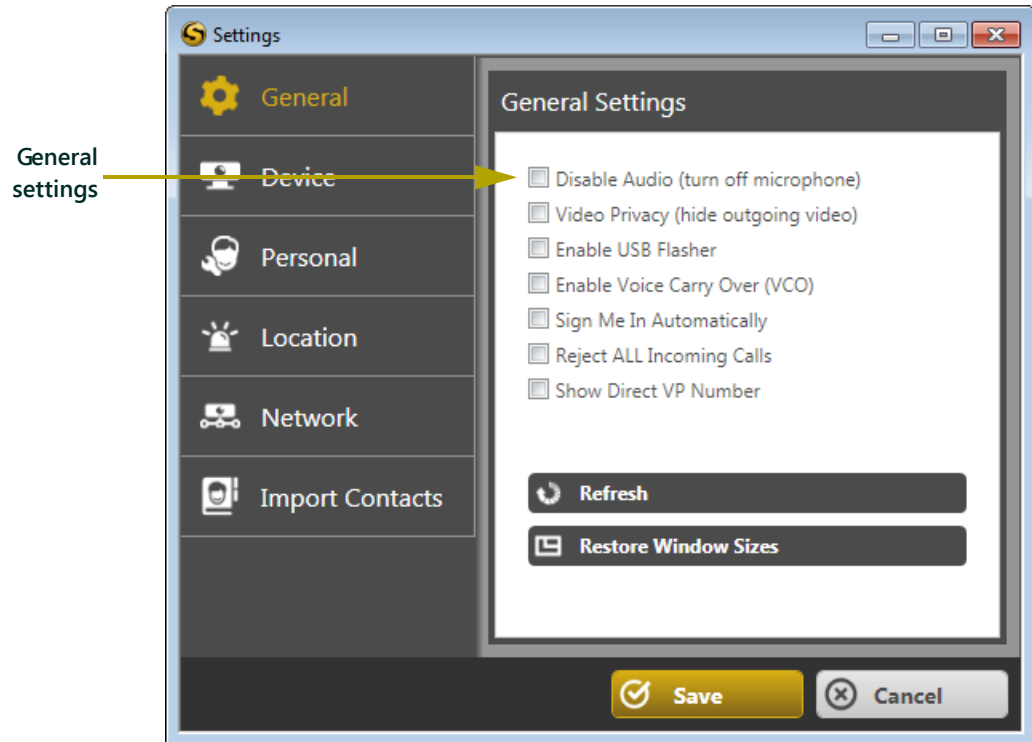

General settings

Figure 56: General Settings

Each of the General Settings is explained under the subheadings below.

Disable Audio

Select the Disable Audio (turn off microphone) checkbox to turn off your computer's microphone while using ntouch PC.

Video Privacy (Hide Outgoing Video)

Select the **Video Privacy** (**Hide Outgoing Video**) checkbox to turn off your webcam. When this checkbox is selected, your image will not be visible to the interpreter or other Deaf person.

Enable USB Flasher

Select the **Enable USB Flasher** checkbox to turn on the USB flasher if you have one. When connected to your PC, a USB flasher will flash to alert you to incoming calls. Contact Sorenson for information about obtaining and using a USB flasher.

Enable Voice Carry Over

Select the **Enable Voice Carry Over (VCO)** checkbox to turn on VCO for **all** calls. VCO can also be enabled for individual calls. See the "Making VCO Calls" section that starts on **Page 24** for instructions on how to enable VCO for individual calls.

Sign Me In Automatically

Select the **Sign Me In Automatically** checkbox to automatically sign in to your ntouch PC user account each time you start the application. When this option is selected, you will not need to manually enter your ntouch PC phone number and password each time you start ntouch PC.

Reject All Incoming Calls

Select the **Reject ALL Incoming Calls** checkbox to disable incoming calls in ntouch PC. When this option is selected, you will **not** be able to receive incoming calls.

Show Direct VP Number

Select the **Show Direct VP Number** checkbox to show your Direct VP telephone number at the top of ntouch PC's Navigation bar.

Refresh Button

Select the **Refresh** button to update the information and video currently displayed in the ntouch PC main window.

Restore Window Sizes Button

Select the **Restore Window Sizes** button to set the ntouch PC main window back to its original "default" size. Using the default window size will generally provide the best viewing experience when using ntouch PC.

Save Button

To save your changes, select the **Save** button at the bottom of the window.

Device Settings

The Device settings let you set the microphone, camera, and speaker options for use with ntouch PC. When ntouch PC is first installed, the application automatically detects the appropriate device settings for your computer. You will not need to change any device settings unless you install a new camera and/or microphone on your computer.

The Device settings let you select Camera, Microphone, and Speakers options as shown in Figure 57.
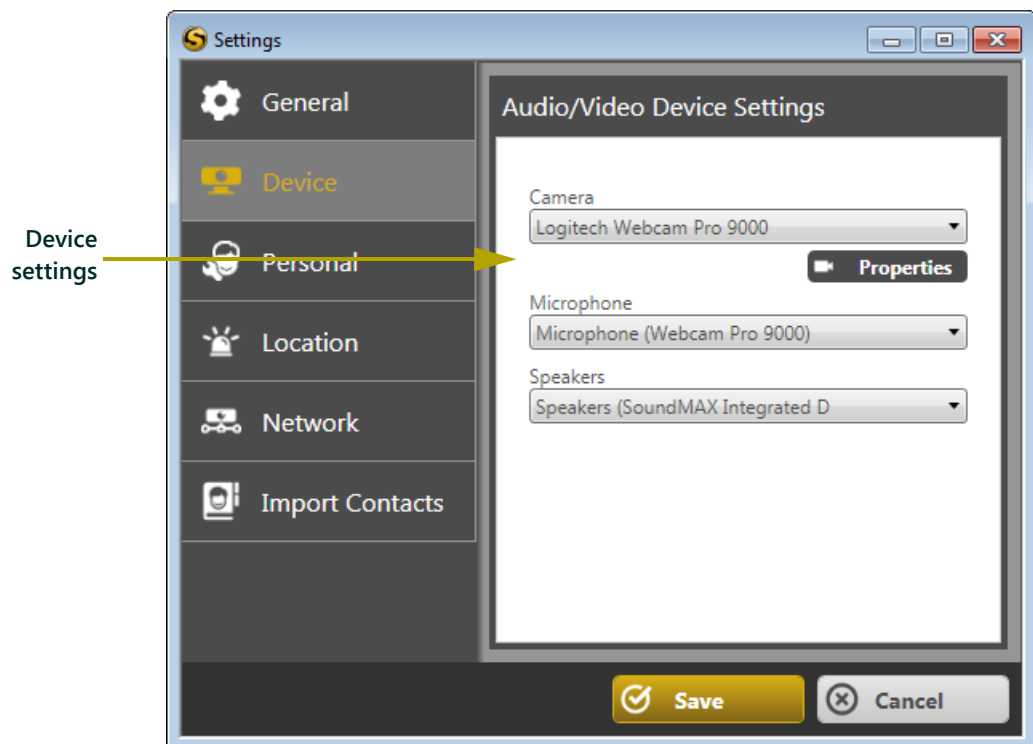

Figure 57: Device Settings

Each of the Device settings is explained under the subheadings that follow on the next page.

Camera

Select the **Camera** drop-down list to view the camera(s) that are connected to your computer. Select a camera from the list to be used with ntouch PC. The Camera drop-down list will typically only show one camera.

Camera Properties

Select the **Properties** button to view details about the third-party camera software that controls the operation of the camera. Refer to your PC or camera manufacturer's documentation for information on how to use the camera software.

Microphone

Select the **Microphone** drop-down list to view the microphone(s) that are connected to your computer. Select a microphone from the list to use that microphone with ntouch PC. The Microphone drop-down list will typically show only one microphone. The microphone is typically the microphone built into your computer or the video camera attached to your computer. If you have a camera attached to your computer, you should select the camera's microphone from the Microphone drop-down list.

Speakers

Select the **Speakers** drop-down list to view the speakers that are available for use with ntouch PC. Select speakers from the list to use those speakers with ntouch PC.

Save Button

To save your changes, select the **Save** button at the bottom of the window.

Personal Settings

The Personal settings store personal information about your ntouch PC user account as shown in Figure 58. You can use the Personal settings to change your user account information, including your password if needed.
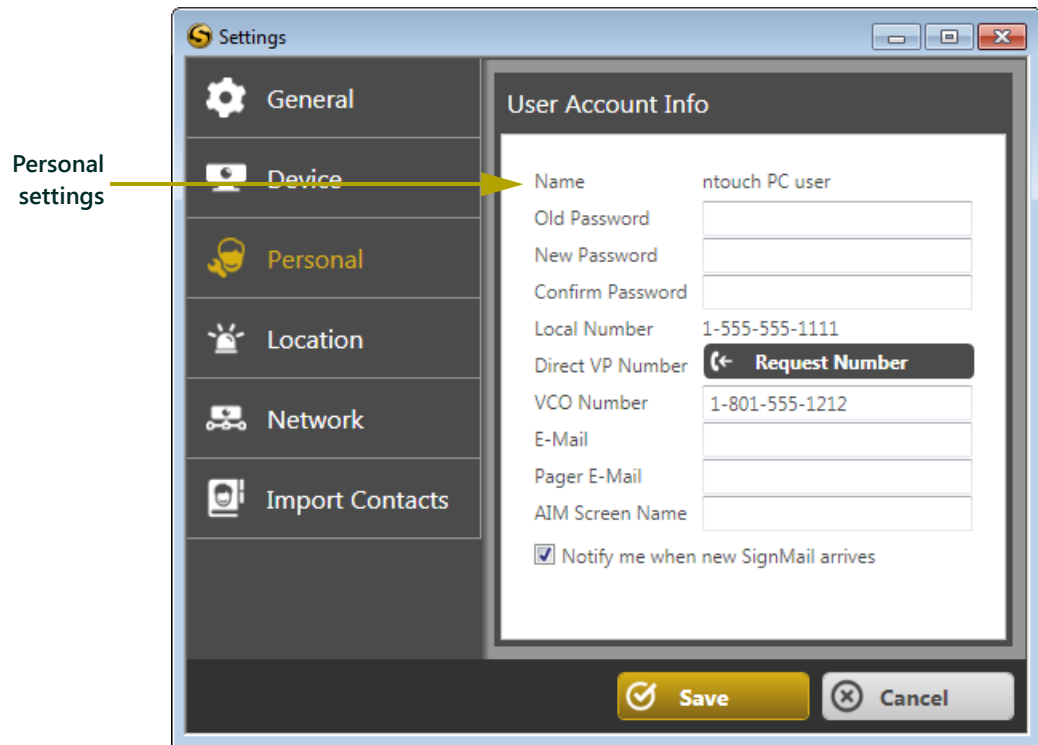

Personal settings

Figure 58: Personal settings (user account Info)

Each of the Personal settings is explained under the subheadings below.

Change Password

To change your password, follow these steps:

1. Select the **Personal** button in the Settings dialog.

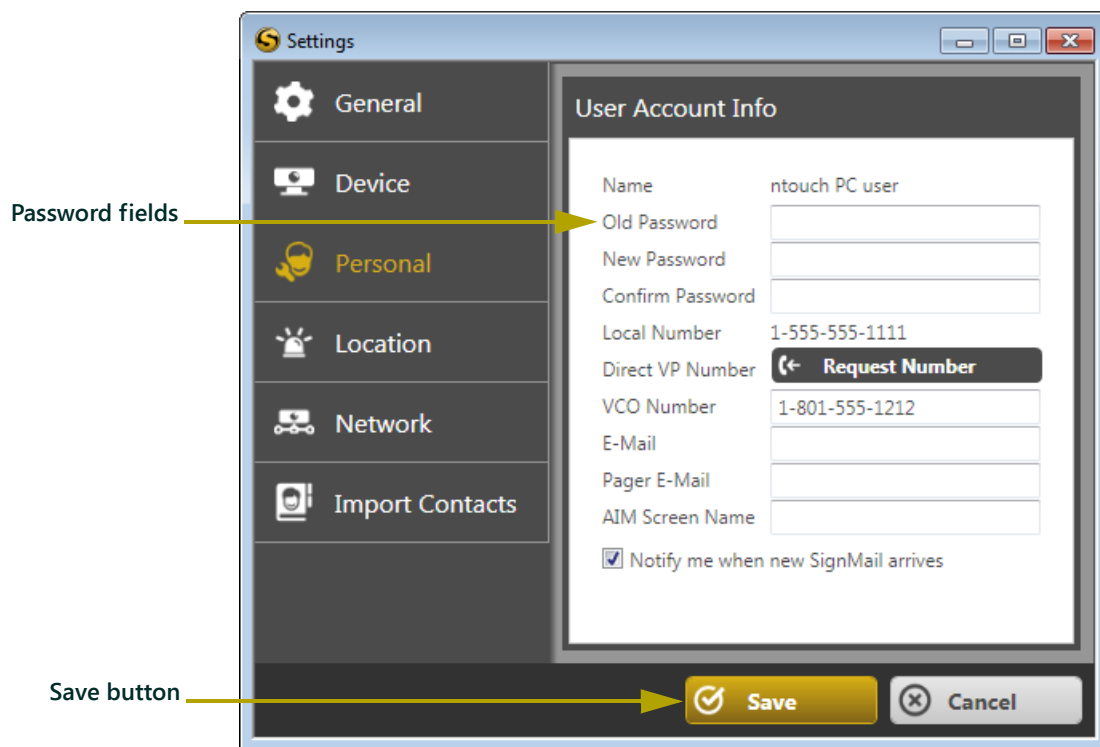2. Type your current ntouch PC password in the **Old Password** field as shown in Figure 59.

Password fields

Save button

Figure 59: Password fields

3. Type the new password in the **New Password** field.

4. Re-type the new password in to **Confirm Password** field.

5. Select the **Save** button.

6. Now let's take a look at how to request a toll-free Direct VP telephone number for use with ntouch PC.

Request a Direct VP Number

If you do not already have a Direct VP toll-free telephone number for use with ntouch PC, you can request one using the Settings dialog. Having a Direct VP number for use means hearing people can call you without incurring any long distance charges.

To request a Direct VP number, follow these steps:

1. Select the **Request Number** button as shown in Figure 60.
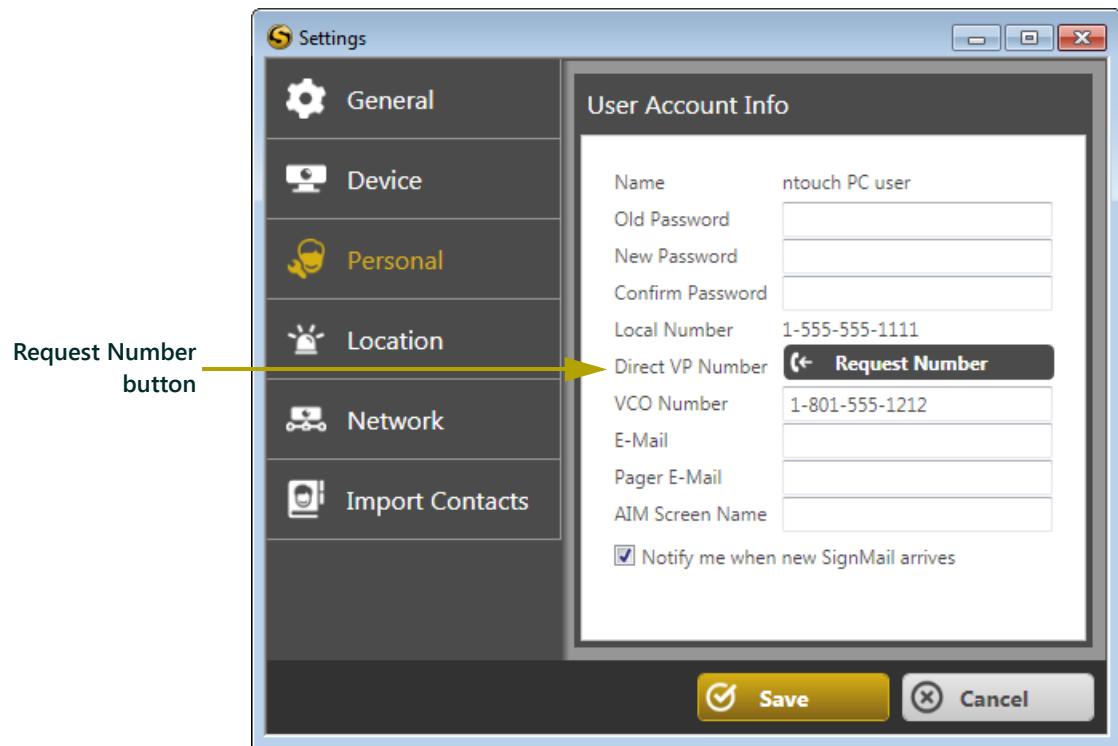

Figure 60: Direct VP Number field

2. After selecting the Request Number button, ntouch PC will then automatically request a Direct VP number for use with your ntouch PC account. Your new Direct VP number will then appear in place of the Request number button in the Direct VP Number field.

Note: *If a Direct VP number does not automatically appear in the Direct VP Number field, contact Sorenson customer service for assistance.*

Enter a VCO Number

ntouch PC's Voice Carry Over (VCO) feature allows the person you are calling to hear your voice during a call. ntouch PC lets you enter a voice telephone number to be used for Voice Carry Over (VCO) calls. For instructions on how to make VCO calls, see the "Making VCO Calls" section that starts on **Page 24**.

To enter a voice telephone number for use during VCO calls, follow these steps:

1. Type the voice telephone number into the **VCO Number** field as shown in Figure 61.
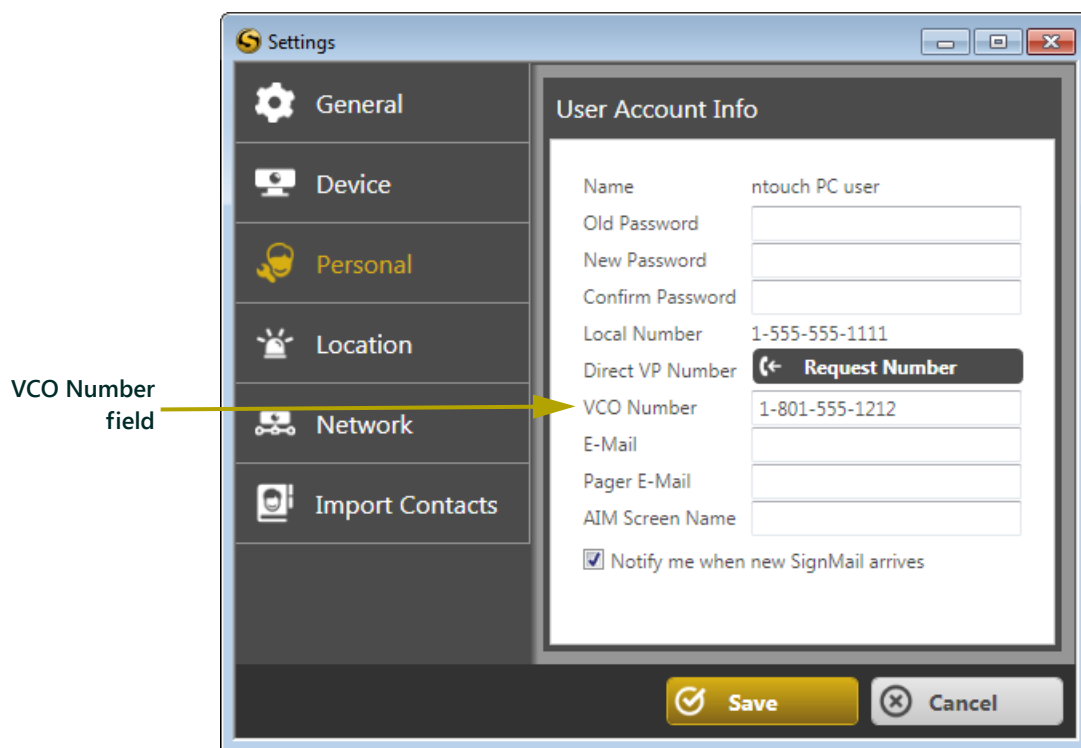
VCO Number field

Figure 61: VCO Number field

2. Select the **Save** button.

3. The voice telephone number you entered will then be used when you place VCO calls.

   Note: *You will need to change this number if you want to use a different voice telephone number in the future.*

Enter an Email Address

You can enter an email address to use for receiving SignMail alert emails. You will receive an email whenever a new SignMail video is sent to your ntouch PC phone number.

To enter an email address for SignMail video alerts, follow these steps:

1. Type your valid email address in the **E-Mail** field as shown in Figure 62.
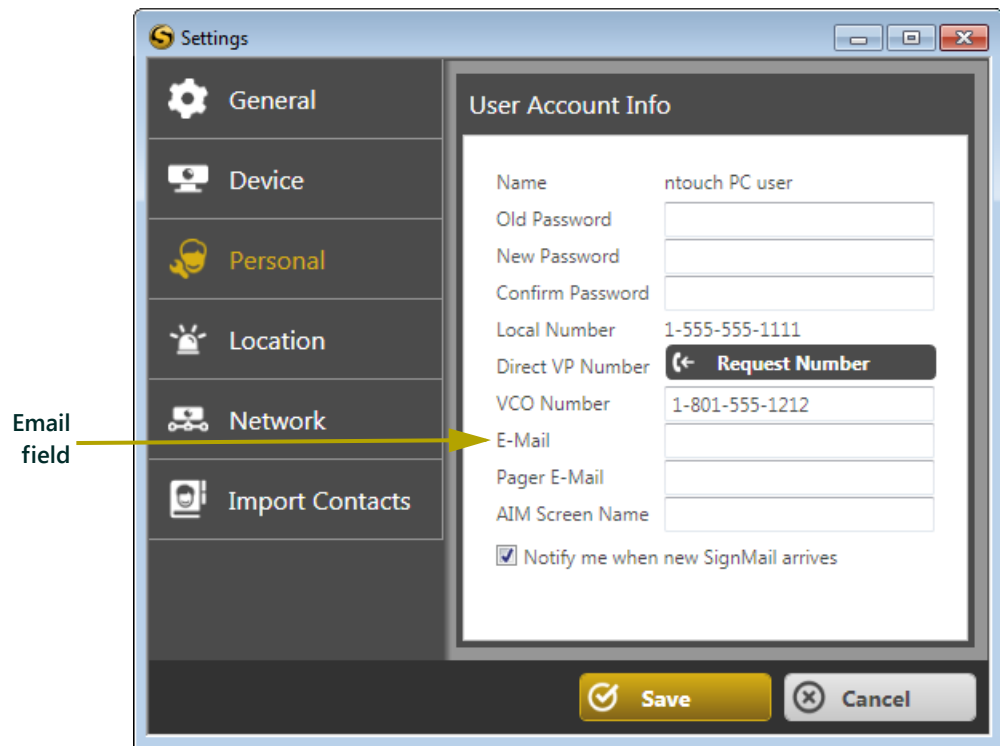

Figure 62: Email field

2. Select the **Save** button.

Enter a "Pager" Email Address

You can enter an email address to use for receiving SignMail notifications on a pager. You will receive a pager notification whenever a new SignMail video is sent to your ntouch PC phone number.

To enter a Pager email address, follow these steps:

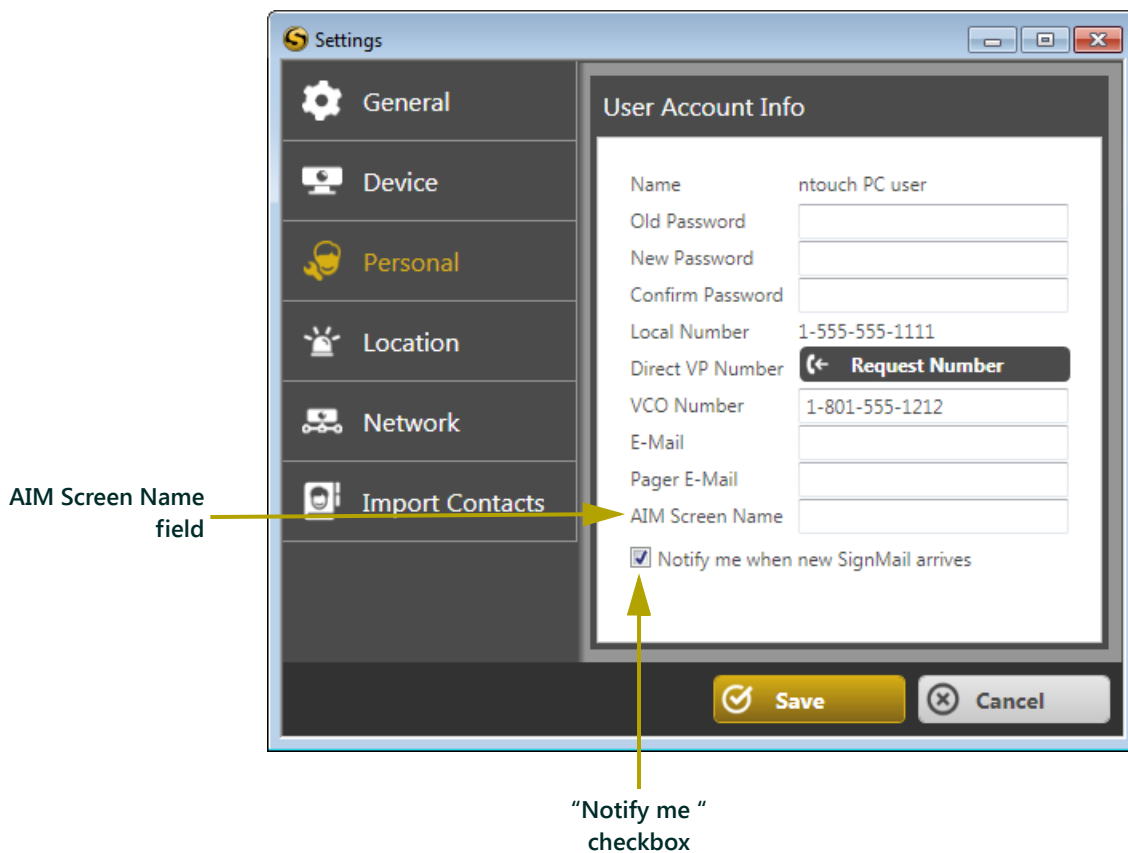1. Type your valid email address into the **Pager Email** field as shown in Figure 63.

AIM Screen Name field

"Notify me " checkbox

Figure 63: Pager Email field

2. Select the "**Notify me**" checkbox.
3. Select the **Save** button.

Enter an AIM Screen Name

If you have an AIM (AOL Instant Messenger) account, ntouch PC can send you an instant message every time you receive a new SignMail video. To use this feature, you must enter your AIM screen name as explained in this section. Then, you must select the SignMail notification checkbox as explained in the next section.

To enter your AIM screen name, follow these steps:

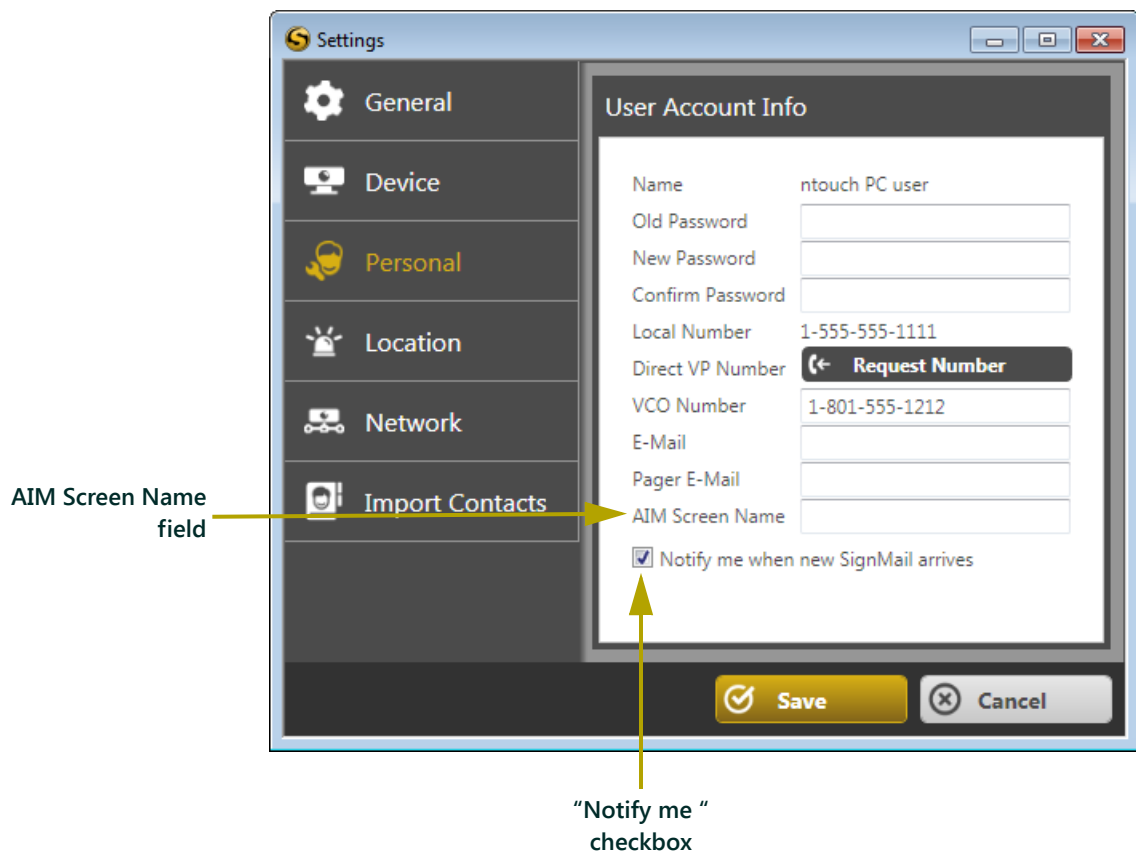1. Type your AIM screen name into the **AIM Screen Name** field as shown in Figure 64.

Figure 64: AIM Screen Name field

2. Select the "**Notify me**" checkbox.

3. Select the **Save** button.

Location Settings

Location settings let you enter and update your address information for use when you place a 911 call. This information is used by emergency response personnel to respond to your 911 call.

Having your correct address information entered into ntouch PC is critical in the event that you have emergency. Therefore, you should make sure that this information is accurate and keep it up to date.

To enter or edit your address, follow these steps:

1.   Select the **Location** button in the Settings dialog as shown in Figure 65.
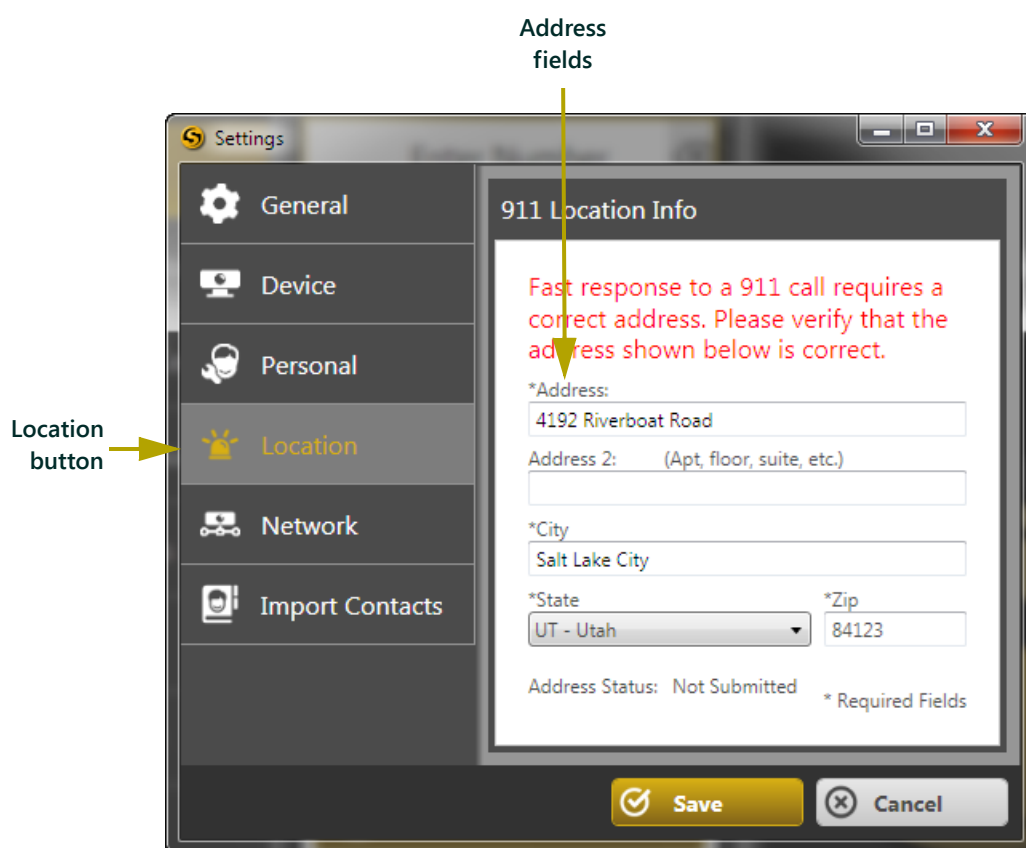

Figure 65: 911 Location Info

2.   Type your address information in the **Address** and **Address 2** field.

3.   Select your state from the **State** drop-down list.

4.   Type your Zip Code in the **Zip** field.

5.   Select the **Save** button.

Network Settings

ntouch PC's network settings are automatically configured when Sorenson sets up your ntouch PC user account. You should not need to change these settings unless you change your Internet Service Provider or you use ntouch PC on a laptop while you are away from home. The Network settings are shown in Figure 66.
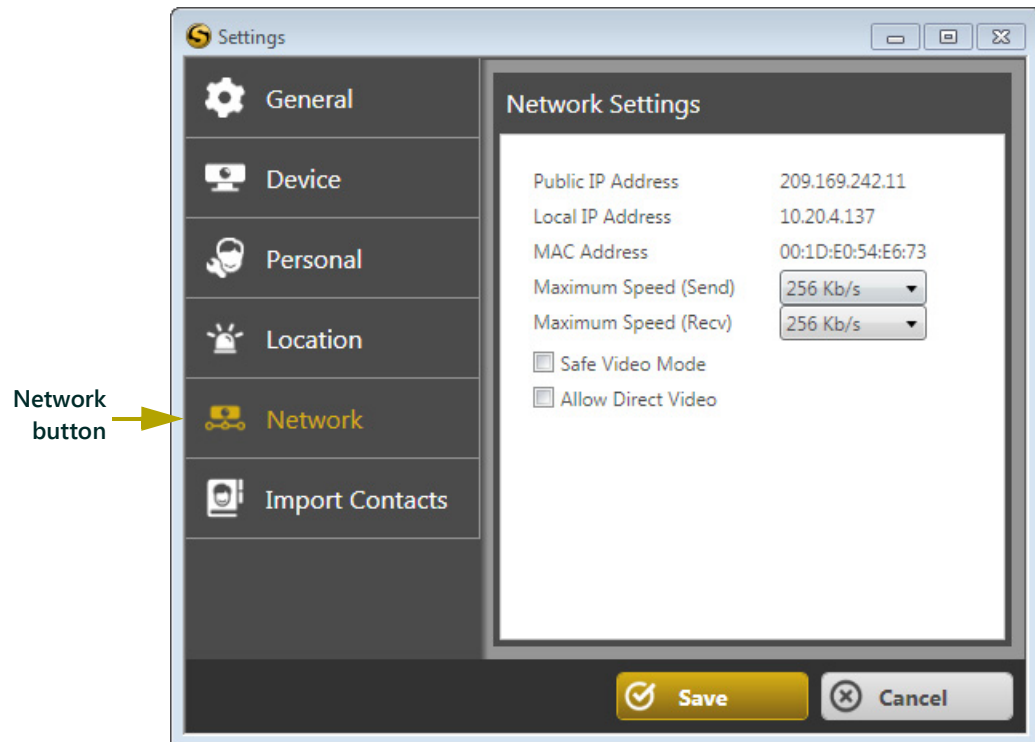

Figure 66: Network Settings

Note: The Public IP Address and Local IP Address settings are automatically determined by ntouch PC and cannot be changed.

The settings that can be changed on the Network Settings panel include:

- **Maximum Speed (Send)**: Sets the maximum speed at which ntouch PC sends video over your Internet connection. Speed is measured in Kilobits per second (Kb/s). You should not need to change this setting unless you need to limit the amount bandwidth that ntouch PC uses during calls.
Default Setting: 256 Kb/s (Range 112Kb/s - 1024 Kb/s)

- **Maximum Speed (Receive)**: Sets the maximum speed at which ntouch PC receives video over your Internet connection. Speed is measured in Kilobits per second (Kb/s). You should not need to change this setting unless you need to limit the amount bandwidth that ntouch PC uses during calls.
Default Setting: 256 Kb/s (Range 112Kb/s - 1024 Kb/s)

- **Safe Video Mode**: Turns Safe Video Mode on and off for all calls. Safe Video Mode will provide the best video quality for most users. If you experience poor video image quality, or you see video that "stops and starts" during calls, try selecting the Safe Video Mode checkbox. If the problem persists, contact Sorenson Technical support for assistance.
  Default Setting: *Selected*

- **Allow Direct Video**: Allows ntouch PC to make point-to-point (P2P) calls directly to other VRS endpoint devices that are on the same network. For ntouch PC users who are on the same network and who primarily call one another, selecting this checkbox will generally provide the best video quality.
  Default setting: *Not Selected*

  Note: The Allow Direct Video checkbox is only visible when the Safe Video Mode checkbox is not selected.

If you feel that you need to change your network settings, please contact Sorenson's technical support team for assistance.

Import Contacts

ntouch PC makes it easy to import the contacts you have created using the Sorenson videophone that you use. You will need to know the phone number, password, and MAC ID of the Sorenson videophone from which you want to import contacts. The Import process copies the contacts from your videophone account to your ntouch PC account.

To import contacts, follow these steps:

1.   Select the **Import Contacts** button in the Settings dialog as shown in Figure 67.
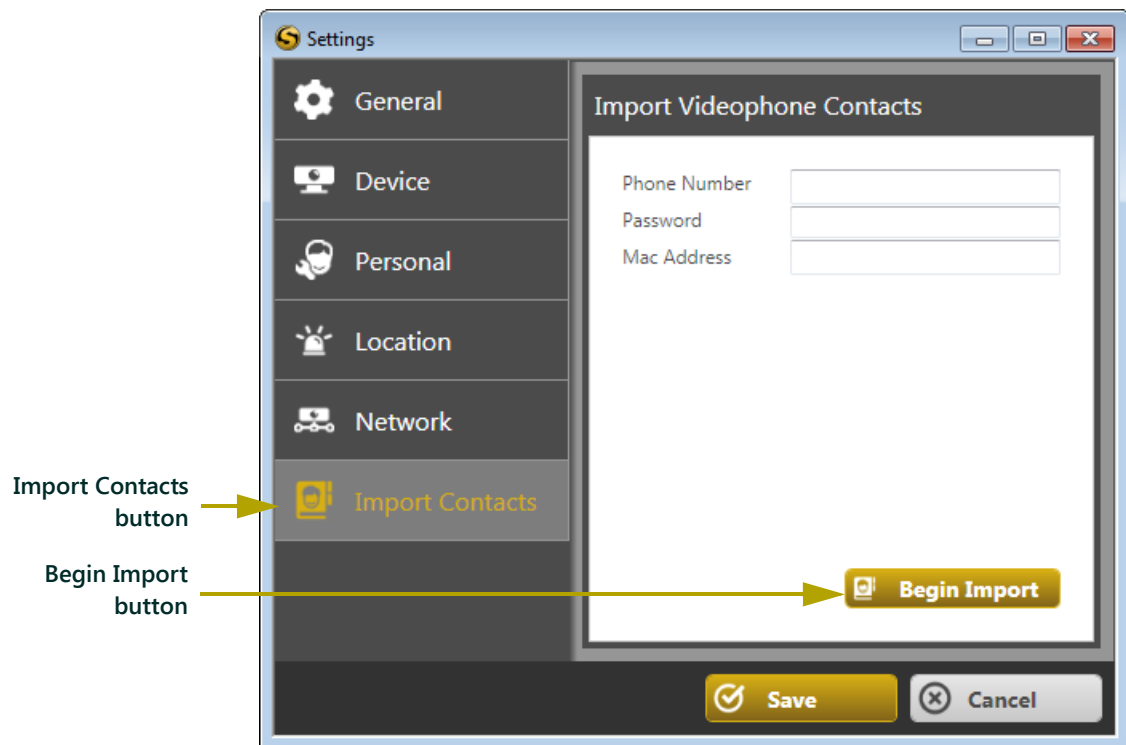

Figure 67: Import Contacts

2.   Type the the 10-digit phone number or Direct VP toll-free number of the Sorenson videophone that you use in the **Phone Number** field.

3.   Type the password of your Sorenson videophone account in the **Password** field.

Note: *If the videophone that you use is a Sorenson VP-200, you can find its MAC ID on the label attached to the bottom of the phone. If you need help finding any of the required information, please contact Sorenson Technical Support for assistance.*

4. Type the MAC ID of the Sorenson videophone that you use in the **Mac Address** field. The MAC ID is printed on a white label on the bottom of the videophone.

5. Select the **Begin Import** button.

6. ntouch PC will then import your existing contacts. After the import is complete, your imported contacts will appear in the ntouch PC Phonebook.

> ***Note***: *For more information on using the ntouch PC Phonebook, see* ***Page 39***.

7. Now let's take a look at how to use ntouch PC's help features.

Get Help

Although ntouch PC is easy to use, you may still have questions. You can use ntouch PC's Help features to view this *User Guide*, view Sorenson's website, and to call Sorenson's Customer Information Representative team or Technical Support team.

To access ntouch PC's built-in help features, follow these steps:

1. Select the **Help** button on the Navigation panel as shown in Figure 68.

Figure 68: Help pane

2. The Help pane will then appear in the Middle panel.

3. Select one of the **Help option** buttons.

Here's a list of what each Help button does:

- **Offline Help button**. Displays the most recent version of this *User Guide* on your computer screen. You will need a PDF reader to view the document.

- **Online Help button**. Opens Sorenson's Technical Support webpage in your computer's default browser application.

- **Call Customer Service**. Calls Sorenson's Customer Information Representatives (CIR) team. The CIR team can help you with questions about your ntouch PC user account, the ntouch PC application, the Sorenson Video Relay Service, and all other general questions.

- **Call Technical Support**. Calls Sorenson's Technical Support team. The Technical Support team can help you with technical questions, and help resolve any technical difficulties that you encounter when using ntouch PC.

We hope you enjoy using ntouch PC. If you have any questions or need any assistance using ntouch PC to place SVRS calls, there are several ways you can contact Sorenson. See the "How to Contact Us" section on the next page for more details.

How to Contact Us

If you ever have questions or need help with the ntouch PC application or your ntouch PC account, you can contact us. Sorenson has two different departments to help you — our Technical Support team and our Customer Information Representatives.

Sorenson Technical Support

For technical problems with placing or receiving calls, please contact the Sorenson Technical Support team.

Web
www.sorensonvrs.com/support

Videophone
1-801-287-9403

Email
support@sorenson.com

TTY
1-866-877-9826
Available M-F 8:00 a.m. to 5:00 p.m. MST

Phone
1-866-496-6111
Available M-F 8:00 a.m. to 10:00 p.m. MST

Customer Information Representative (CIR)

For questions about your ntouch PC account, your ntouch PC phone number or password, or for any other general questions or to give us feedback, please contact a Sorenson Customer Information Representative (CIR).

Videophone
1-801-386-8500
or CIR.SVRS.TV
Available M-F 8:00 a.m. - 10:00 p.m. MST
Weekends 8:00 a.m. - 4:30 p.m. MST

Phone
1-866-756-6729
Available M-F 8:00 a.m. to 4:30 p.m. MST

About This User Guide

Version Information

ntouch PC User Guide

Public Release Version 1.0.1

Released March 17th, 2011

Copyright

Copyright © 2011

Sorenson Communications, Inc.

All Rights Reserved

Trademarks

ntouch PC® is a registered trademark of Sorenson Communications.

"Get Connected" and the "Circle S" logo are trademarks of Sorenson Communications.

Windows is a registered trademark of Microsoft corporation. AIM and AOL Instant Messenger are registered trademarks of AOL. Other registered trademarks or trademarks that may be mentioned herein are the property of their respective owners.

Patent Information

ntouch PC is Patent Pending.