
ntouch for Mac

User Guide

App Version 9.0

Table of Contents

• New 9.0 Features	2
• System Requirements	3
• Quick App Overview	4
• Make and Receive Calls	11
• Share Text and Contacts	26
• Use Voice Feature	37
• Use Personal SignMail Greeting	41
• Send SignMails	44
• View Your SignMails	50
• See Call History	55
• Add a Profile Photo	60
• Use the Phonebook.....	65
• Use the Video Center.....	81
• Change Preferences	84
• Get Help.....	97



Version 9.0
August 21, 2019

New 9.0 Features

What's New in 9.0?

Sorenson's ntouch for Mac 9.0 app includes these new features:

- **Interpreter ID in Call History** — Users will now see the Interpreter ID associated with their SVRS calls in the Call History list, Call Details screen, and the SignMail player window.
- **Copy Shared Text** — The ntouch app now supports the MacOS Clipboard function to allow for copying and pasting of received text from the Shared Text feature into another app.
- **P.O. Box Not Allowed in 911 Location Info** — The ntouch app's *911 Location Info* screen will no longer accept the entry of a P.O. Box address. A message will appear, when needed, to tell the user about this restriction.
- **“Customer Service” Replaces “CIR” Terminology** — Users will now see the “Customer Service” name rather than the old “CIR” name in the dialogs and screens that reference the Sorenson Customer Service department (i.e., Login, Sorenson Contacts, Help, and the “Call Customer Service” screens).
- **Minor System Requirements Changes** — The oldest supported version of the MacOS is Yosemite (10.10). Other minor changes are listed on **Page 3**.

System Requirements

ntouch for Mac 9.0 requires an Apple Mac laptop or desktop computer running a supported version of MacOS, a web cam, and a high-speed Internet connection.

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

Internet Connection Requirements

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

OS X Operating System Support

- MacOS Mojave (10.14) is supported and recommended
- MacOS High Sierra (10.13) is supported
- MacOS Sierra (10.12) is supported
- OS X El Capitan (10.11) is supported
- OS X Yosemite (10.10) is supported; all earlier versions are *not* supported

Minimum Computer Hardware Requirements

- Processor: Intel Mac equipped with a 64-bit CPU that supports at least OS X Yosemite (10.10)
- RAM: 2 GB minimum on all supported Macs, 150 MB hard disk space
- Built-in or external Apple-branded web cam or a supported external web cam
- Screen display resolution of at least 800 x 600 (higher is recommended)

Additional Requirements for Sorenson HD Video

- Processor: Intel Core i3 or faster processor is recommended
- RAM: 4 GB minimum on all supported Macs
- Connection speeds (Send/Receive): 512Kbps minimum

Quick App Overview

After you have installed ntouch for Mac on your personal computer and requested your ntouch for Mac account, you can start using ntouch for Mac to make videophone calls. The steps in this section show you how to move around ntouch for Mac's user interface.

To Launch ntouch for Mac

Step 1. Launch ntouch for Mac app to open the Log In dialog as shown below.

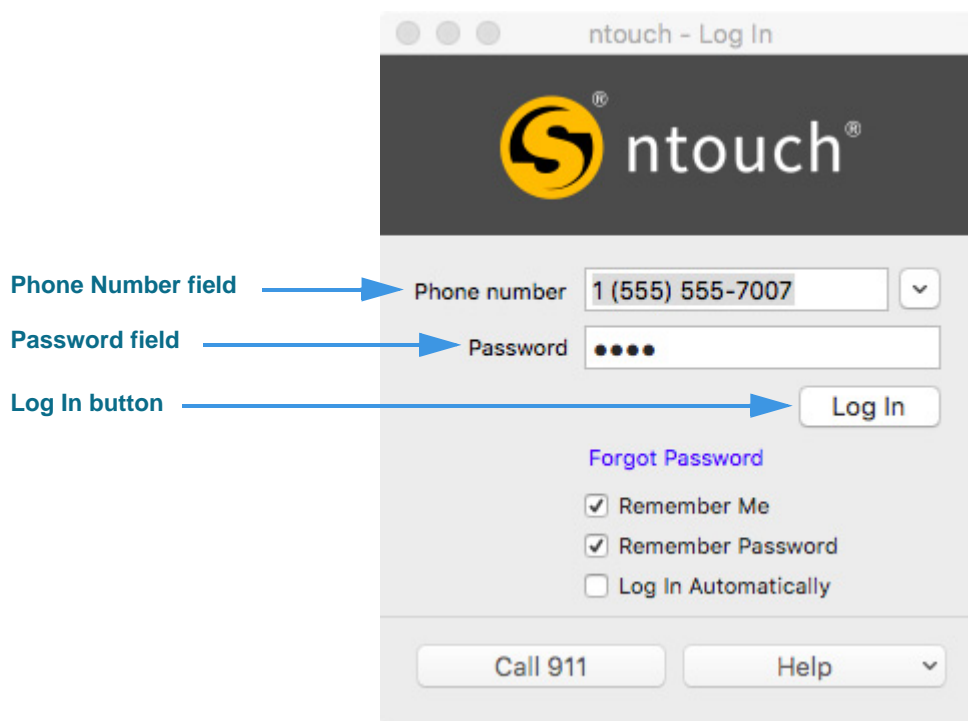


Figure 1 — ntouch for Mac Log In dialog

The *Log In* dialog asks you to confirm (or enter) your ntouch for Mac phone number and to enter your password to sign in to your account. You can choose to have ntouch for Mac remember your phone number and/or password. You can also choose to have ntouch for Mac sign you in automatically whenever you launch the application.

You can use the buttons at the bottom of the dialog to perform other functions. You can use the **Call 911** button to dial a 911 emergency call without logging in first. You can use the **Help** button to open a drop-down menu where you can request an ntouch for Mac account if you do not already have one, view the User Guide, or call Customer Service.

- Step 2.** If your phone number is not already entered, type your ntouch for Mac phone number into the **Phone number** field. Do not use dashes or parentheses.
- Step 3.** Type your password into the **Password** field.
- Step 4.** Select the **Log In** button.

Quick App Overview

Step 5. ntouch for Mac's Home screen will then appear as shown below.



Figure 2 — Home screen

Whenever you see the *Home* screen, ntouch for Mac is ready to make videophone calls.

Step 6. If your address has not been registered, you will then see the dialog shown below.

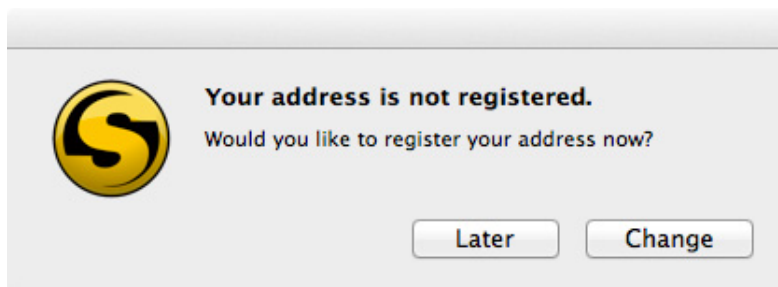


Figure 3 — Your address is not registered dialog

If you see this dialog, you should select the **Change** button to open the Location tab in the *Preferences* dialog. You must register an address to be used for 911 calls. To do so, open the Location tab in the *Preferences* dialog. See **Page 89** for complete details.

Step 7. Take a few minutes to learn the about various parts of the Home screen.

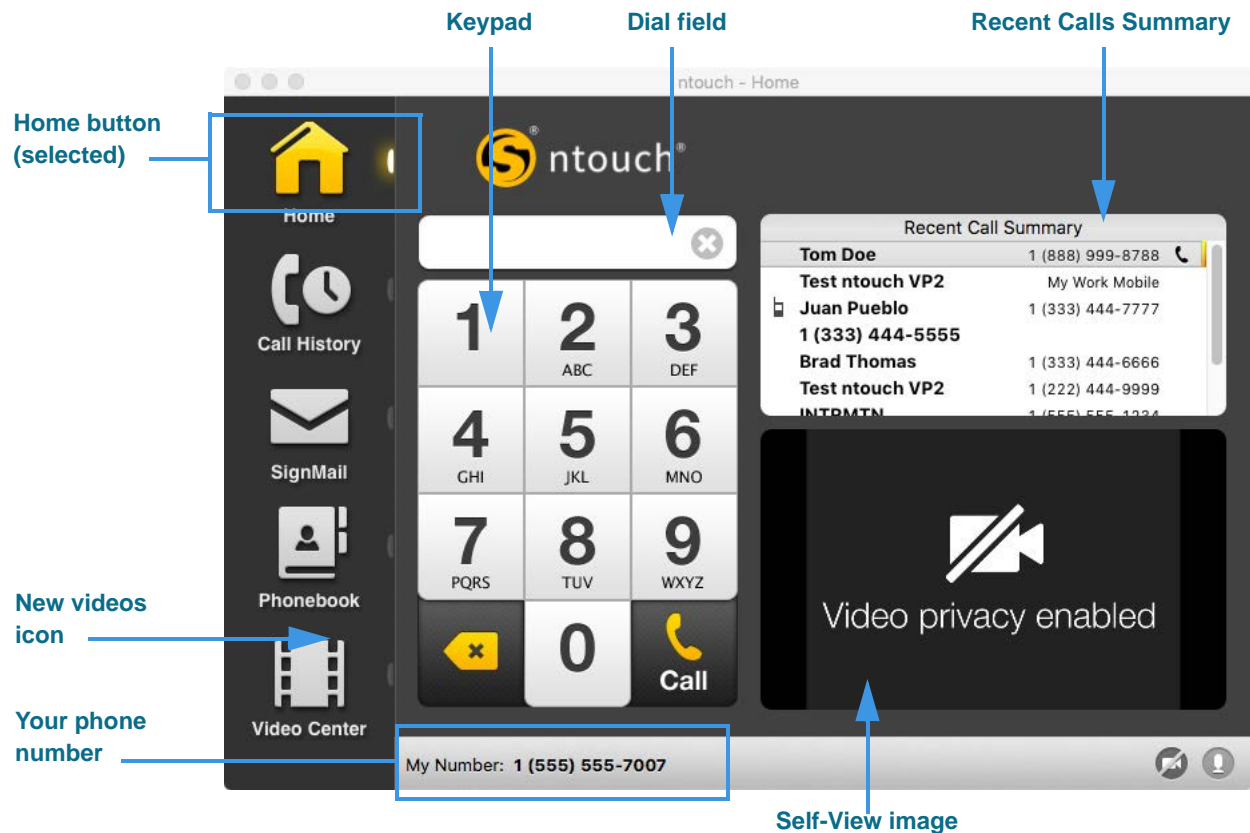


Figure 4 — Home screen

There are five main buttons at the left side of the main app window. The **Home** button will be selected by default when you first open ntouch for Mac. When a button is selected, its icon will be yellow and the small dot at the right of the button will “glow” yellow as shown in the sample image above.

The **Keypad** and **Dial field** are located to the right of the five main buttons. Your phone number is shown just below the Keypad. The **Recent Calls Summary** and **Self-View** image areas are at the right side of the window.

A “star” icon will appear over the **Video Center** button if new videos are available for viewing.

Your phone number (or myPhone number if you are a member of a myPhone Group) is shown at the bottom of the screen. The **myPhone icon** (as shown in the above sample image) will appear to the left of the number if you are a member of a myPhone Group.

Step 8. Go on to the next few pages to learn about the five main app screens.

To See the Call History Screen

Step 1. Select the **Call History** button to display the screen shown below.

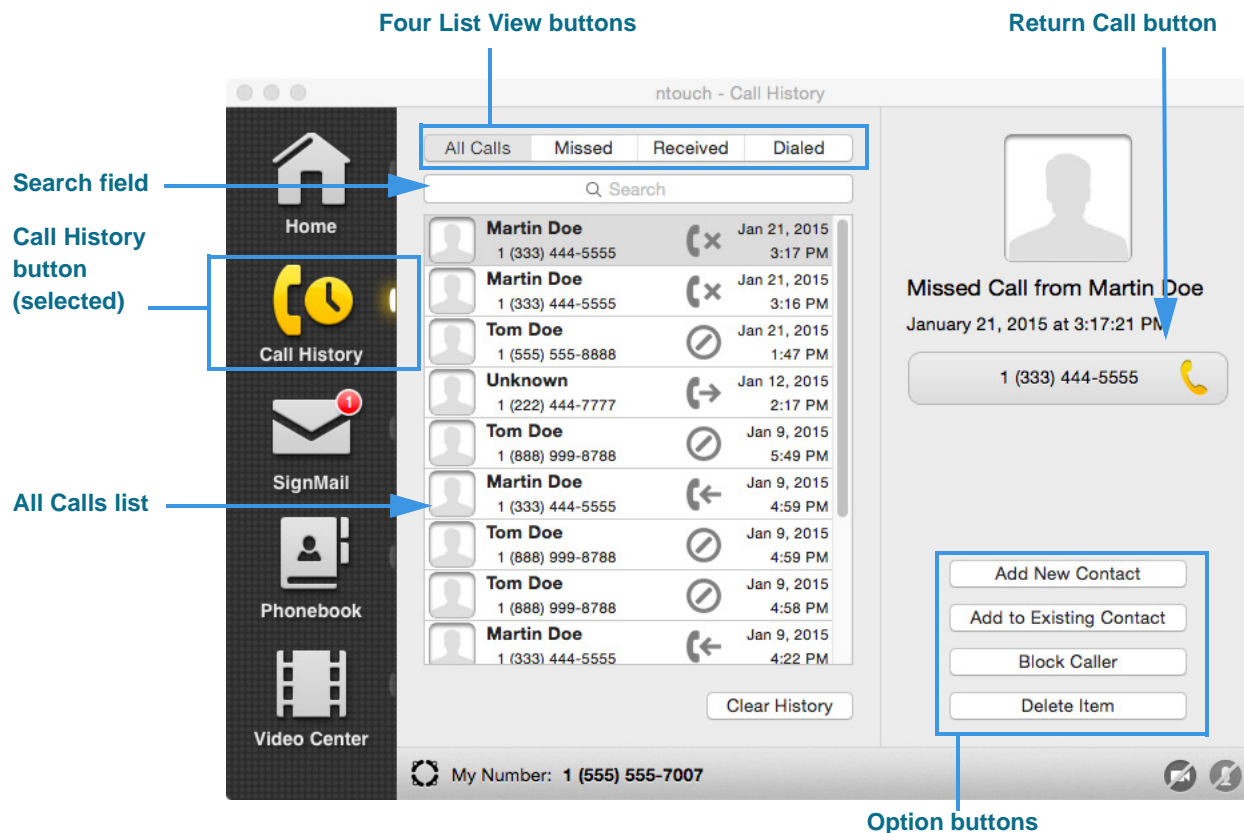


Figure 5 — Call History screen

The **Call History** button is selected because its icon is yellow and the small dot at the right of the button is yellow. The selected call will be highlighted in a light blue color.

You can use the four **List View** buttons to see lists of All, Missed, Received, or Dialed calls. You can use the **Return Call** button to place a call to the selected number.

There are four option buttons near the bottom-right of the window:

- Select the **Add New Contact** button to add a new contact in the Phonebook for this caller.
- Selecting the **Add to Existing Contact** to open the Phonebook. You can choose to add the number to the selected contact or another contact. If you do not have any contacts, this item will be grayed out.
- Select the **Block Caller** button to add this phone number to the Blocked list.
- Select the **Delete Item** button to delete this call from the list. You cannot recover deleted call records.

Step 2. Study the parts of the Call History screen then go on to the next section.

To See the SignMail Screen

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

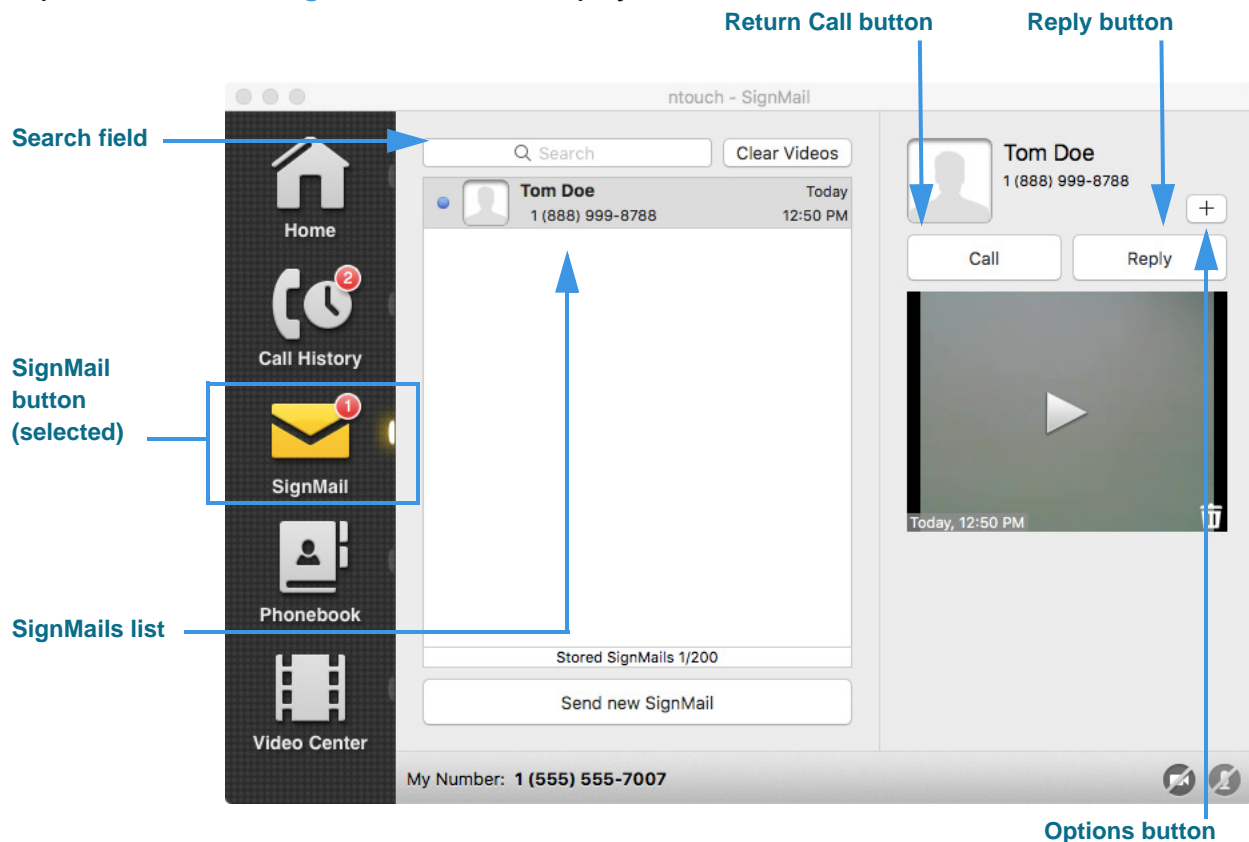


Figure 6 — SignMail screen

The **SignMail** button will include a red and white number icon to indicate the number of new SignMail videos. There is one new SignMail in this example.

The center part of the screen contains the list of SignMail videos available for viewing. The **Search** field, **Call** button, **Reply** button and **Options** button are near the top and top-right of the screen.

Selecting the **Options** button at the top-right of the window will display these options:

- Select the **Add to Existing Contact** to open the Phonebook. You can choose to add the number to the sender of the SignMail to an existing contact. If you do not have any contacts, this item will be grayed out.
- Select the **Create New Contact** button to create a new contact record in the Phonebook for the sender of this SignMail.
- Select the **Block Caller** button to add this phone number to the Blocked list.

Step 2. Study the parts of the SignMail screen then go on to the next section.

To See the Phonebook Screen

Step 1. Select the **Phonebook** button to display the screen shown below.

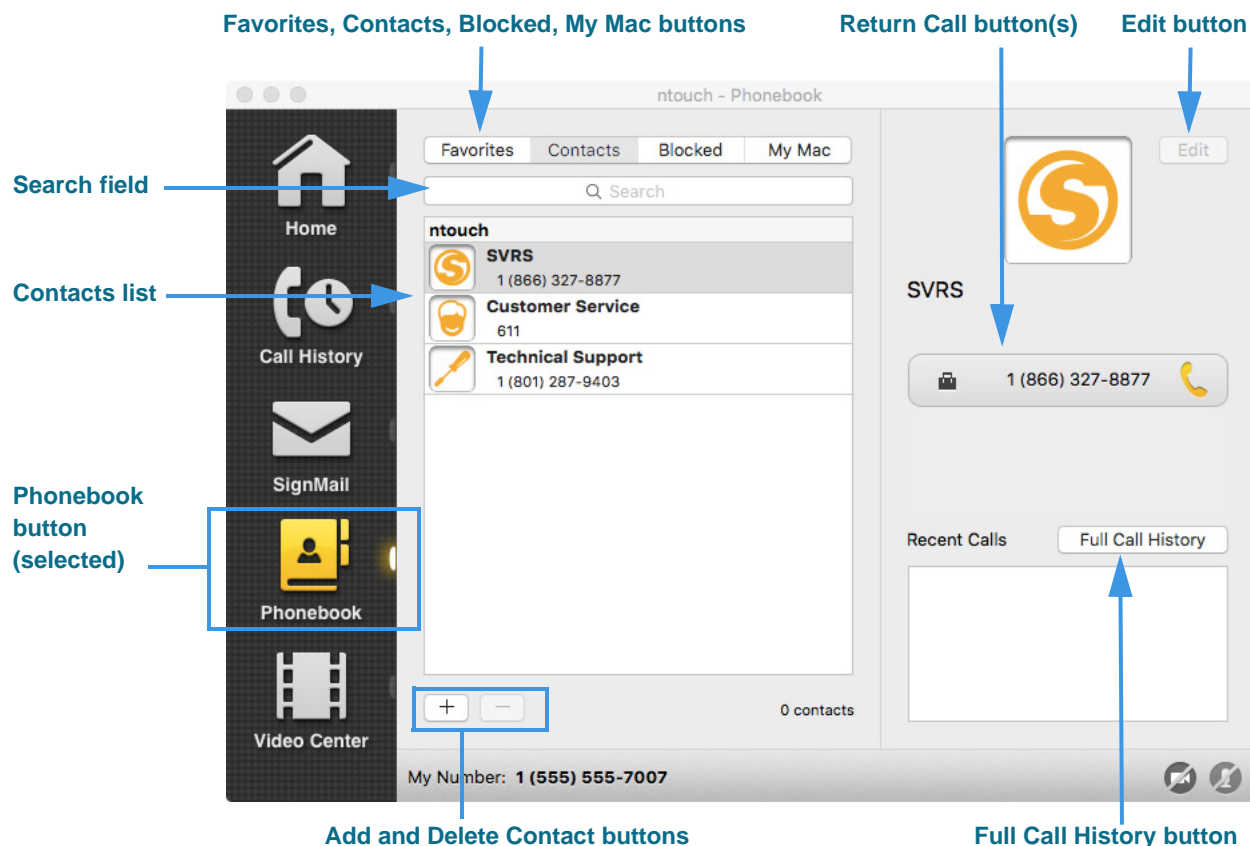


Figure 7 — Phonebook screen

The **Contacts** button is selected by default when the *Phonebook* screen is first opened. The Contacts List is shown when this button is selected. You can select the **Blocked** button to see the Block List. The **My Mac** button is used to access a screen where you can choose to import contacts stored in the Mac's own Contacts app.

The **Add Contact** and **Delete Contact** buttons are near the bottom of the Contact list.

The **Search** field and **Return Call** button(s) are in the same general locations as they are on the *Call History* and *SignMail* screens. Enter a name or other text in the Search field to display a list of contacts that match the search criteria.

The **Full Call History** button is used to display the complete call history for the selected contact.

Step 2. Study the parts of the Phonebook screen then go on to the next section.

To See the Video Center Screen

Step 1. Select the **Video Center** button to display the screen shown below.

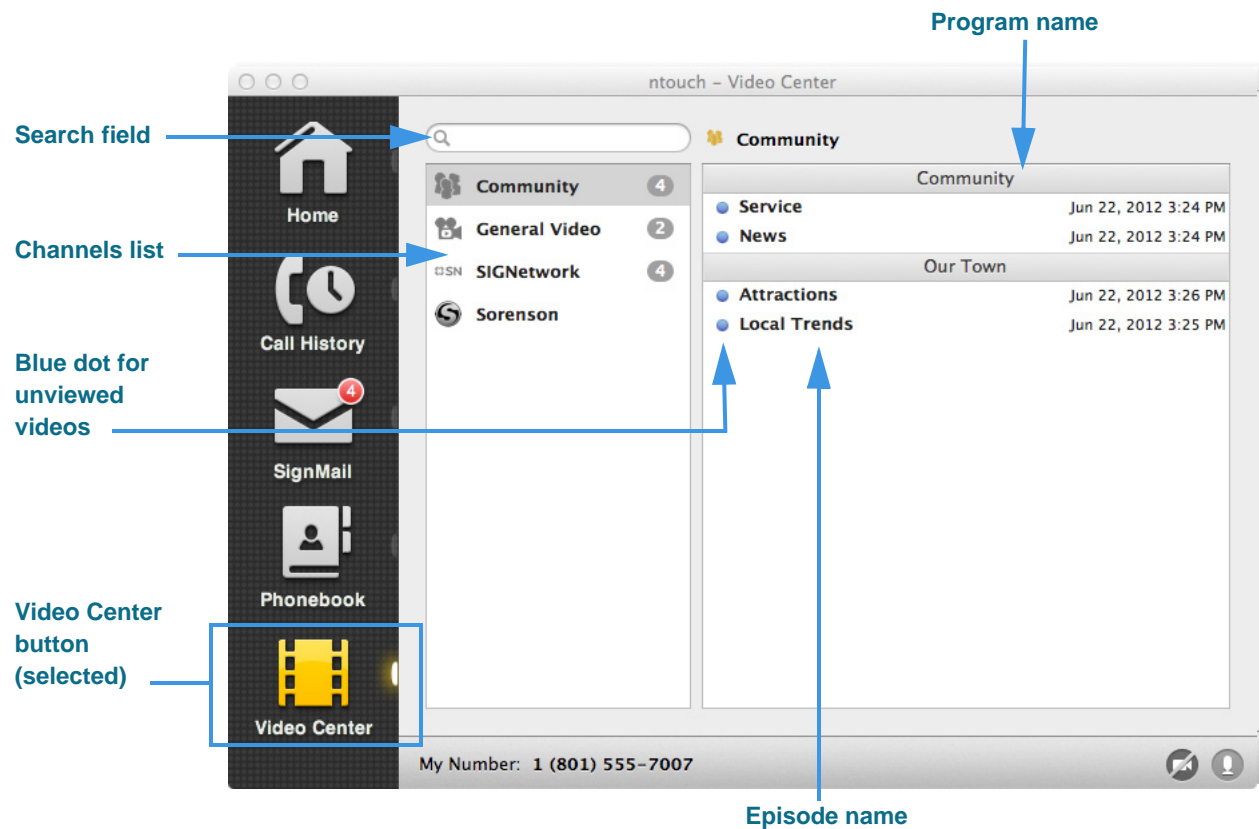


Figure 8 — Video Center screen

The center area of the screen shows a list of video channels. The gray and white numbers next to the channel names show the number of new videos that are available for viewing on each channels.

The right panel shows the channel name, program name(s), and episode name(s) of the videos available for viewing on this channel. This example image shows two programs (“Community” and “Our Town”) and two episodes for each program.

Step 2. Study the parts of the Video Center screen then go on to the next section.

Make and Receive Calls

You can use ntouch for Mac to make outgoing calls to and receive incoming calls from both hearing and deaf callers. You can call any hearing person through Sorenson VRS (SVRS). You can also call other deaf videophone users directly (point-to-point calls).

To be able to call someone using ntouch for Mac, you just need to know that person's telephone number or the IP address of the videophone or other device that they use. To receive incoming calls, you must have your computer turned on and the ntouch for Mac application must be running. When you dial a hearing person's telephone number, your call automatically goes through Sorenson VRS.

To Make an Outgoing Call

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

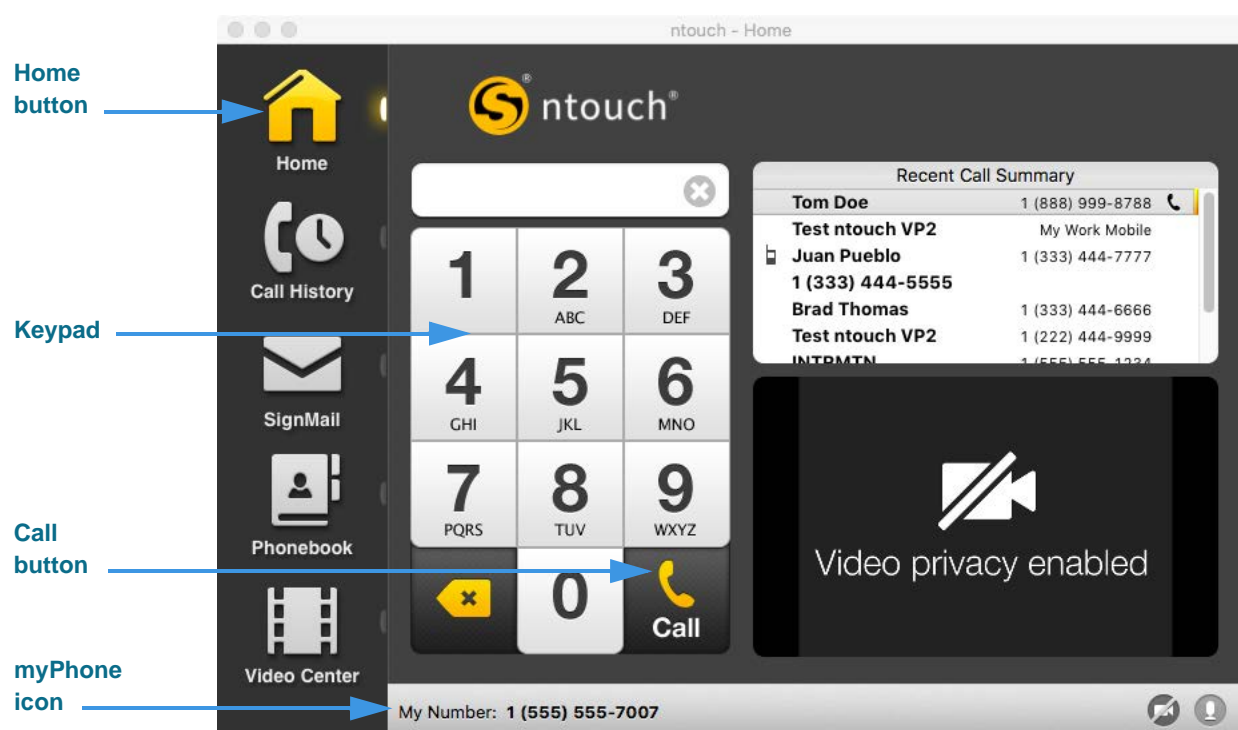


Figure 9 — Home screen

Your phone number (or myPhone number if you are a member of a myPhone Group) is shown at the bottom of the screen. The **myPhone icon** (as shown in the above sample image) will appear to the left of the number if you are a member of a myPhone Group.

Step 2. Enter the phone number that you want to dial using the keypad. You can also click in the **Dial** field and then type the number using your keyboard or you can select one of the calls in the Recent Call Summary list.

Step 3. Select the **Call** button to dial the call. The Video Call window will then open.

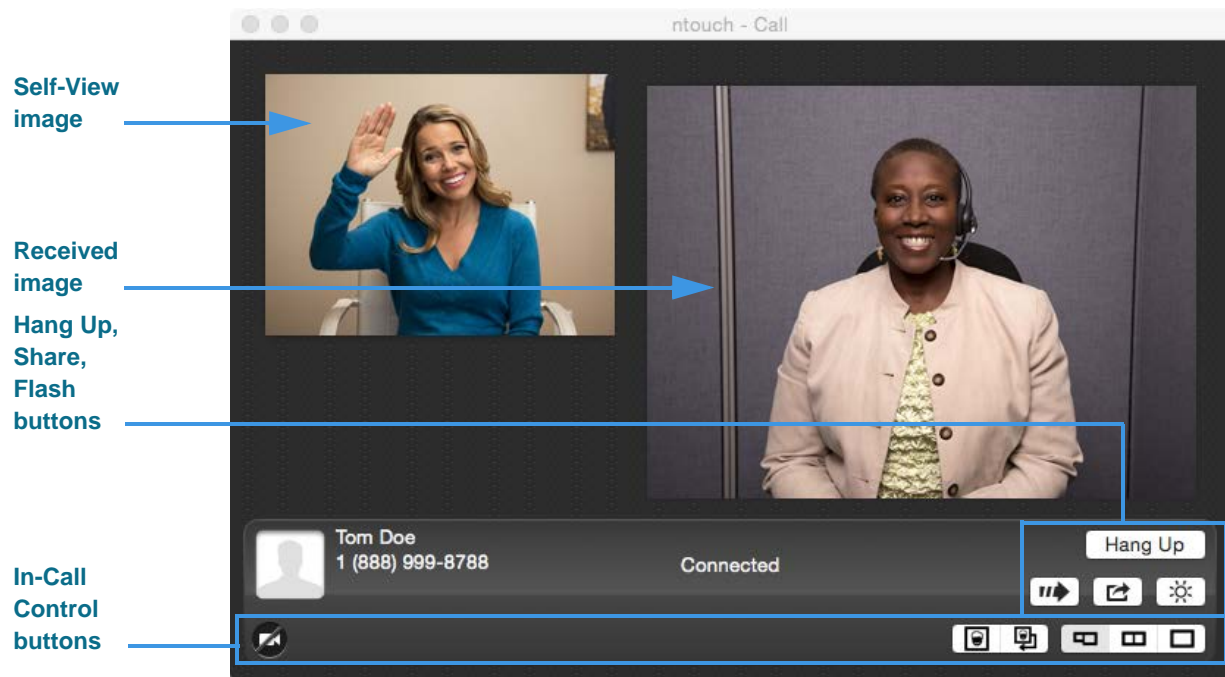


Figure 10 — Call window

Step 4. Use the In-Call Control buttons as needed during an active videophone call.

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

Step 5. Select the **Hang Up** button to end the call and return to the Home screen.

To Answer an Incoming Call

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

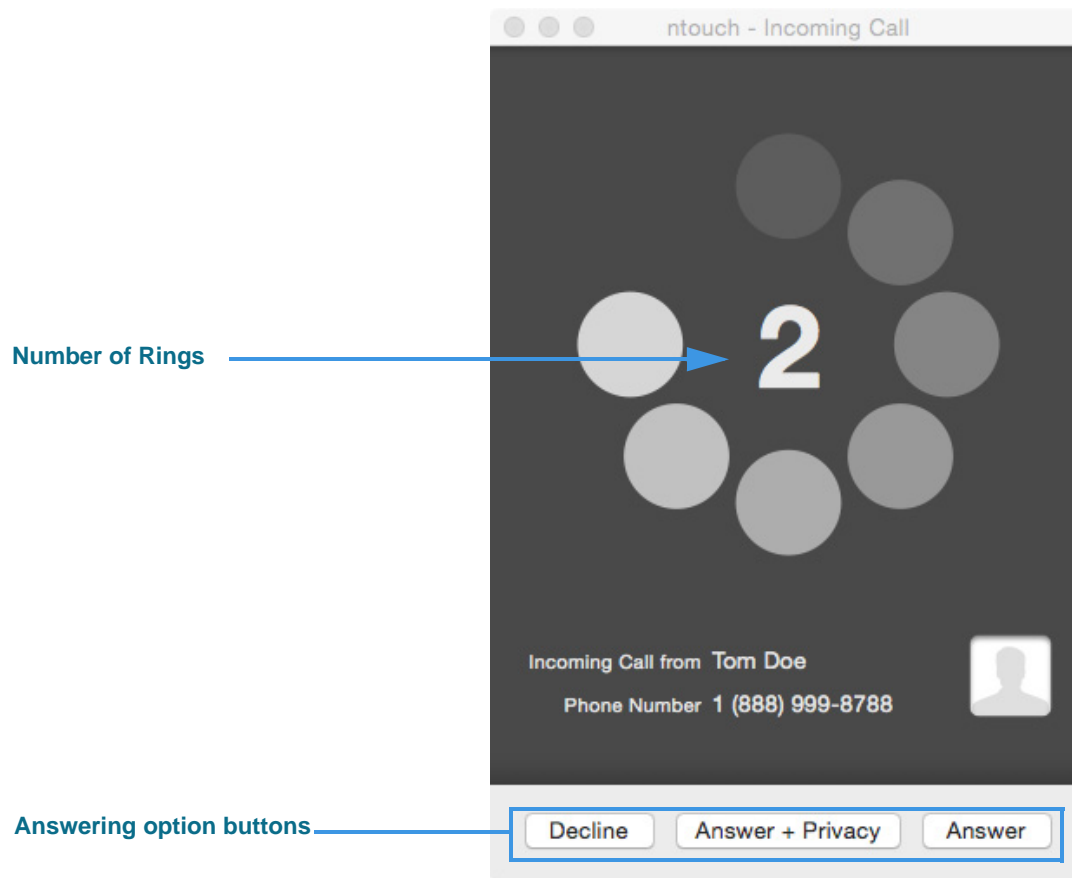


Figure 11 — Incoming Call dialog

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

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

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

Making Calls When Servers Are Offline

You can now 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 your Call History, Contacts, Favorites, and Block Lists. However, you cannot save changes to any of these lists and you cannot access ntouch for Mac's *Preferences* dialog. If you were logged out of the ntouch app when Sorenson's servers went offline, you will see a "Login Failed" message and will not be able to log in until full service is restored.

If a call cannot be automatically connected because the call type cannot be determined automatically (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.

The sample screen shots below show the various messages you may see when Sorenson's servers are temporarily unavailable.

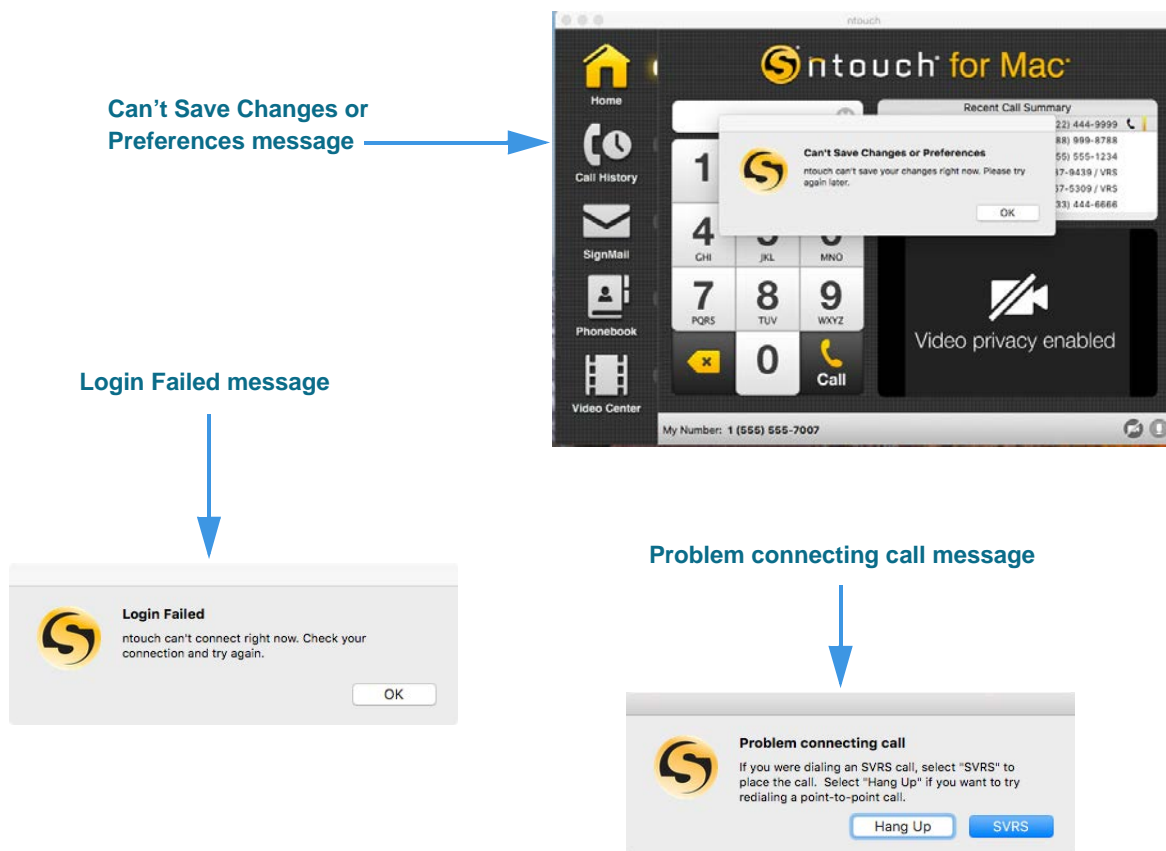


Figure 12 — Sorenson Server Offline messages

To Transfer a Call

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

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

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

Step 1. Look for the **Transfer** button in the Call window as shown below.

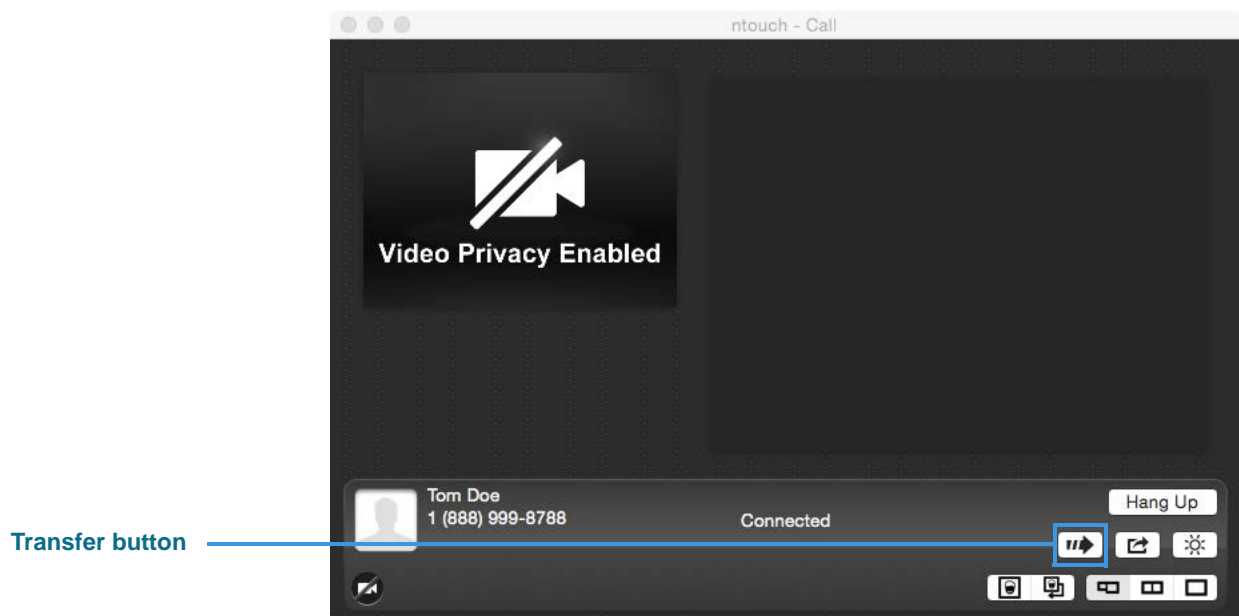


Figure 13 — Transfer button in *Video Call* window

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

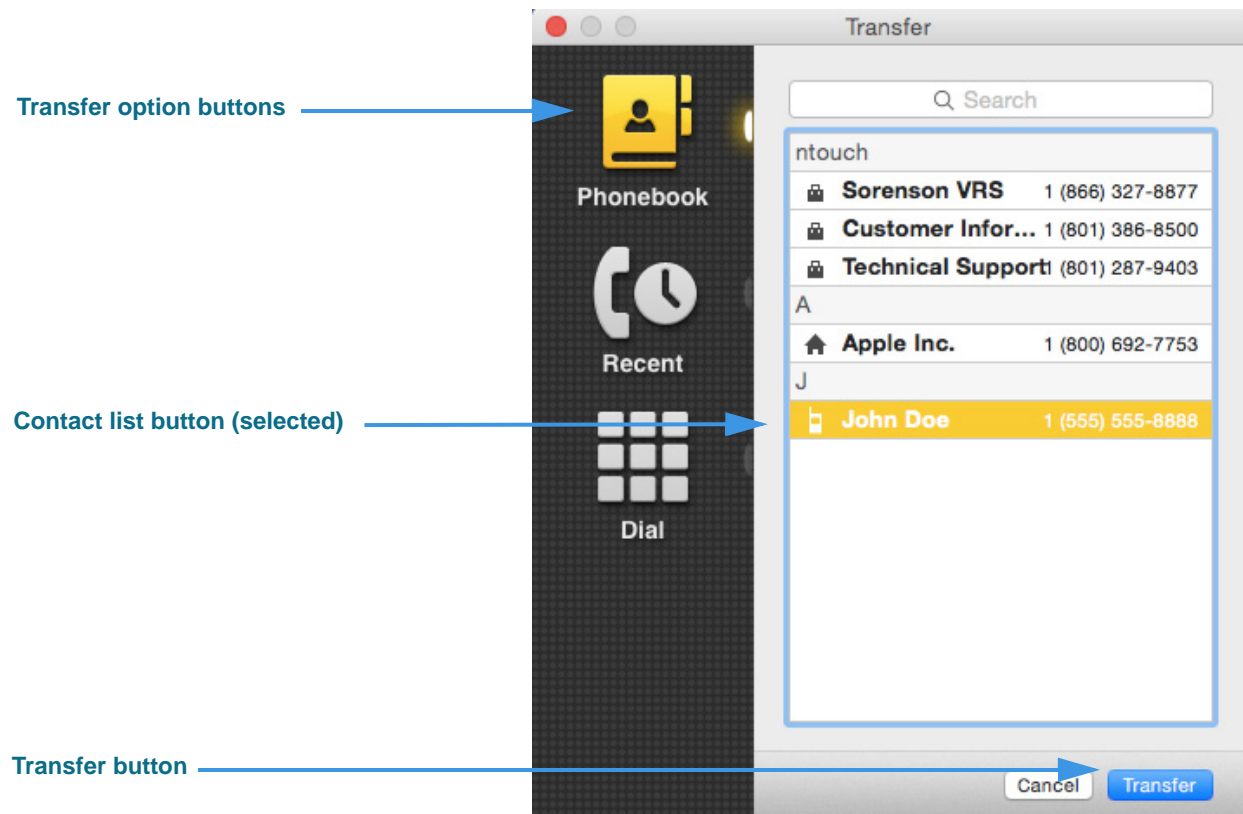


Figure 14 — *Transfer* dialog, Phonebook option

Notice that the *Transfer* dialog contains three option buttons:

- Select **Phonebook** to choose a contact to which you want to transfer the call. This option is selected by default when you first open the dialog.
- Select **Recent** to choose a recent caller to which you want to transfer the call.
- Select **Dial** to enter a phone number to dial and transfer the call.

Step 3. To transfer the active call to a number in your Phonebook, first select a contact from the list.

Step 4. Select the **Transfer** button to transfer the call to the specified number.

Make and Receive Calls

Step 5. To transfer the active call to a number in your Call History lists, first select the **Recent** button to display the dialog shown below.

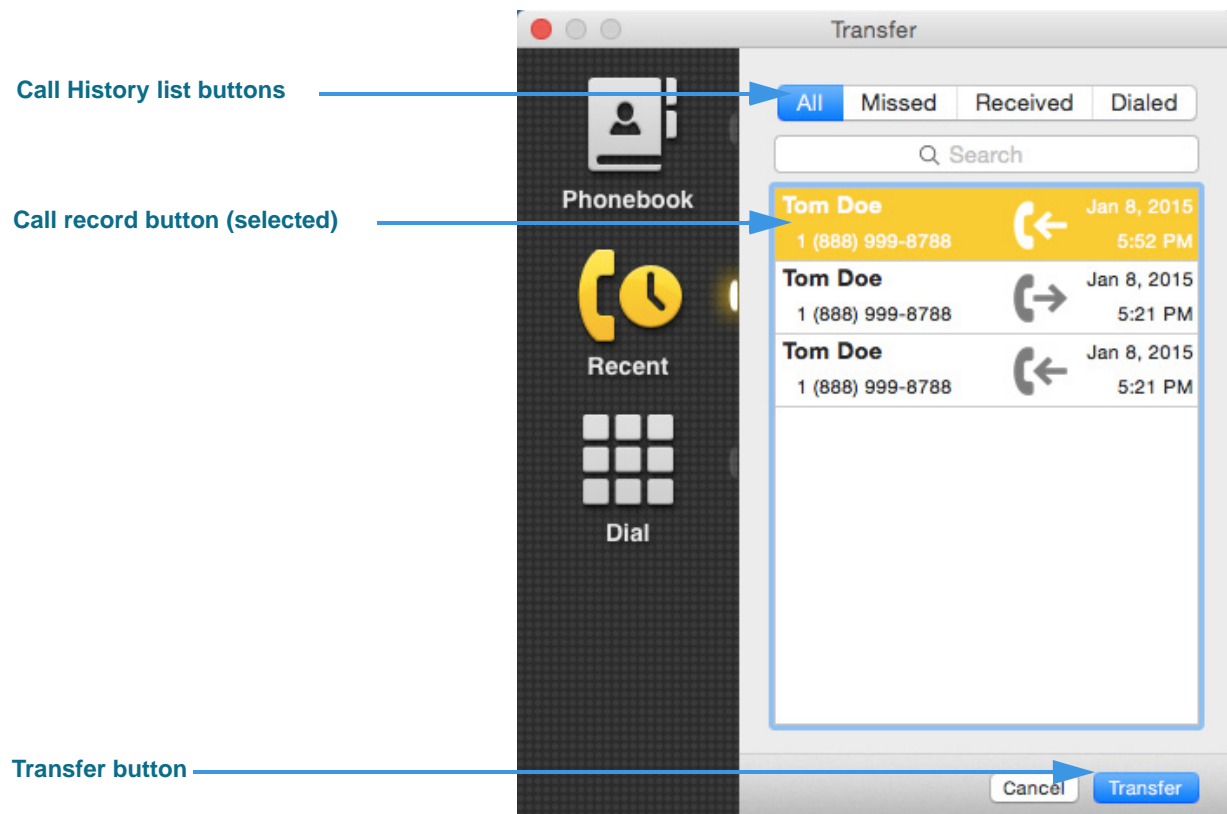


Figure 15 — *Transfer* dialog, *Recent* option

Step 6. To transfer the active call to a number in your Call History, first select a list (All, Missed, Received, Dialed). Then select a contact from the list.

Step 7. Select the **Transfer** button to transfer the call to the specified number.

- Step 8. To transfer the active call to a phone number you enter, first select the **Dial** button to display the dialog shown below.

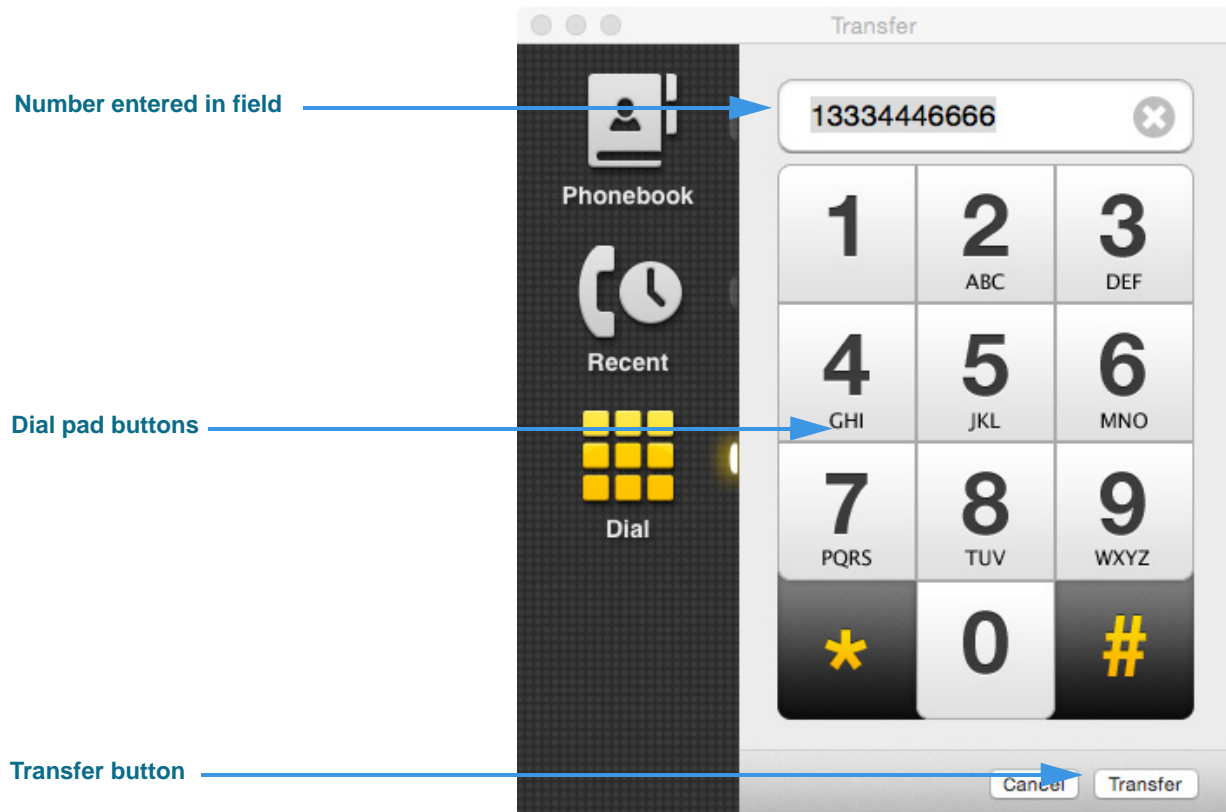


Figure 16 — *Transfer* dialog, *Dial* option

- Step 9. Use the dial pad buttons to enter the number you want to dial.
- Step 10. Select the **Transfer** button to transfer the call to the specified number.

To Use Call Waiting

Step 1. Look for the Incoming Call message to appear in the Video Call window during an active call as shown below.

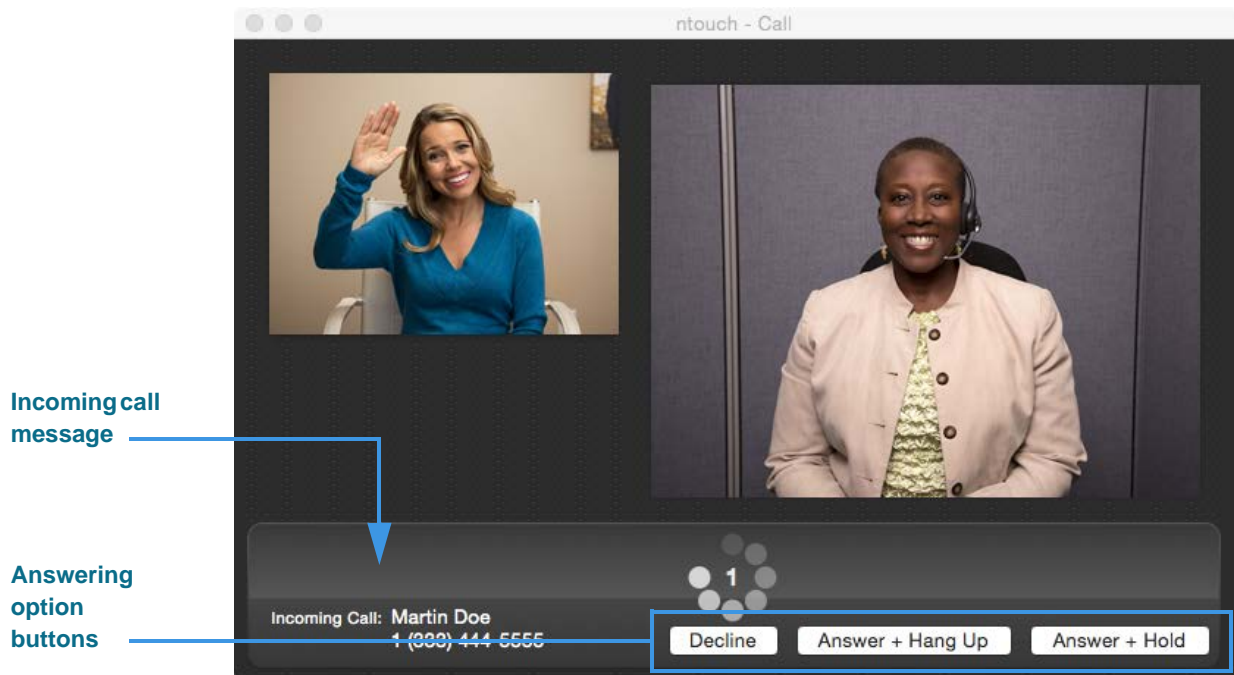


Figure 17 — Call Waiting Incoming Call message

When you receive an incoming call, the *Video Call* window will show an Incoming Call message with Caller ID information for the new call. You can respond in three ways:

- Select the **Decline** button to decline the incoming call and continue your current call. The call will then appear as a missed call in the Call History list.
- Select the **Answer + Hang Up** button to hang up your current call and answer the incoming call.
- Select the **Answer + Hold** button to place your current call on hold and answer the incoming call.

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

- Step 3. If you choose to answer and hold, you will then see a different interpreter for the new call in the Video Call window as shown below. Your previous call is on hold.

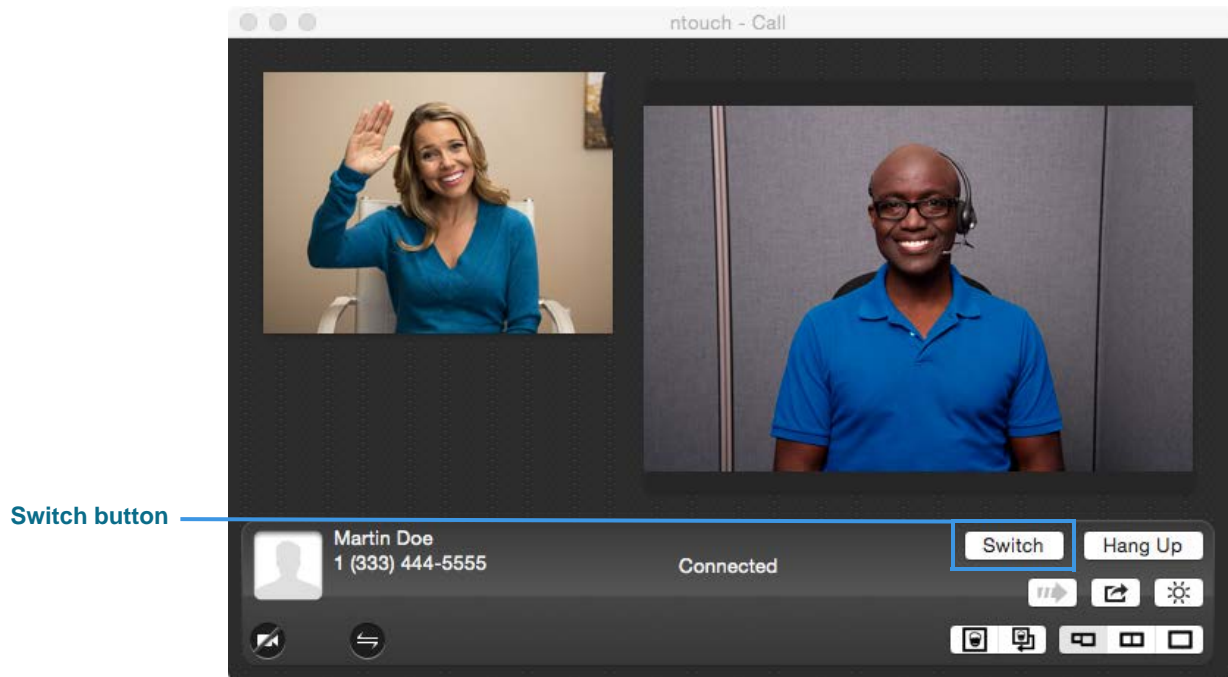


Figure 18 — New call answered (previous call on hold)

- Step 4. If desired, select the [Switch](#) button to switch back to your previous call and place the new call on hold. You can continue to use the Switch button to switch back and forth between the two calls as long as both calls are active.

Make and Receive Calls

- Step 5. If you choose to end your current call to answer the incoming call, the new caller will appear in the Video Call window as shown below. Your previous call is ended.

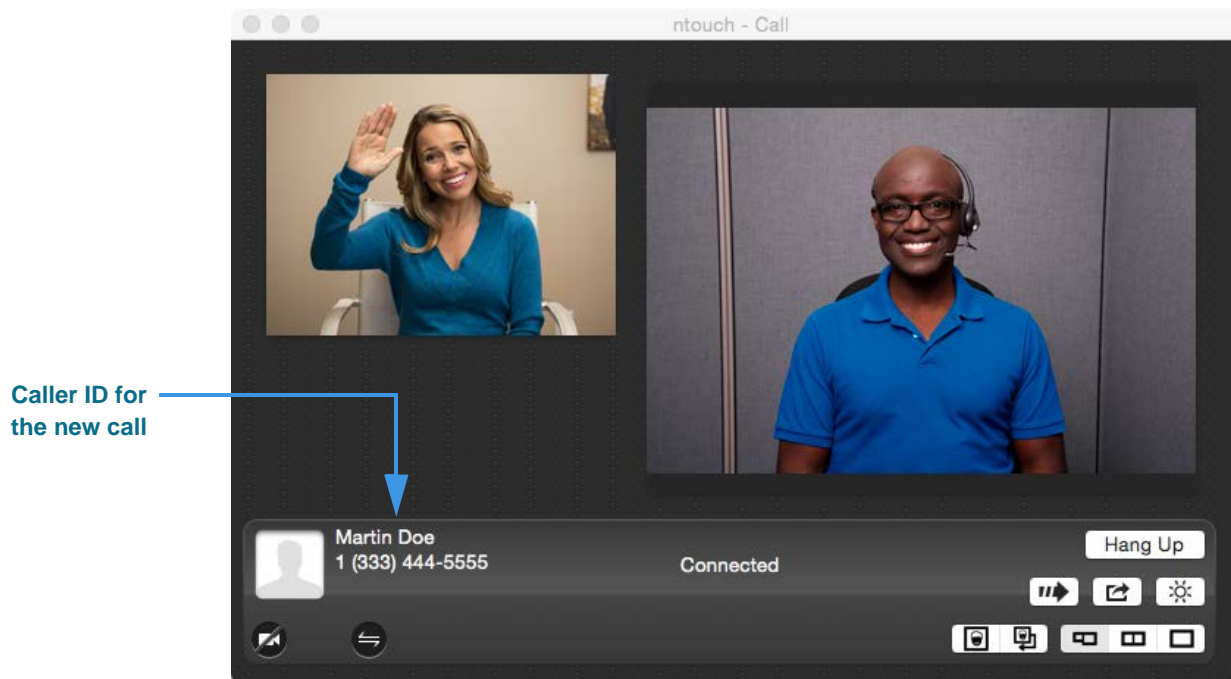


Figure 19 — New call answered (previous call ended)

- Step 6. Select the **Hang Up** button to end the call and return to the Home screen.

To Use the Video Privacy/Voice Buttons

Step 1. Look for the Video Privacy and Voice buttons as shown below.



Figure 20 — Video Privacy and Voice buttons

The **Video Privacy** button turns your computer's webcam on and off. When Video Privacy is *on*, your video image will *not* be sent by ntouch for Mac. You can see the person you called even when Video Privacy is on unless that person also chooses to turn on Video Privacy. If the SVRS interpreter cannot see you, he/she cannot relay your call.

The **Voice** button turns your computer's microphone on and off. You can simply mute or un-mute the in-call audio function by selecting the microphone icon. A slash through the icon means the microphone is off. The microphone is set to off by default.

Note: If the Voice button does not appear at the bottom of the ntouch for Mac main window, you must the "Use the videophone mic for my voice" checkbox on the General preferences dialog. For instructions, see **Page 84**.

- Step 2. Select the **Video Privacy** button to turn on the feature. The button will then show a "slash" through the camera icon. A "Video Privacy Enabled" message will appear.
- Step 3. To turn off Video Privacy, select the **Video Privacy** button again to remove the slash icon from the button.
- Step 4. You can use the **Voice** button the same way as the Video Privacy button to turn the audio signal transmitted by your computer's microphone on and off.

To Use the Yelp Search Feature

The Yelp Search feature lets you search for phone numbers of local businesses using ntouch for Mac's Fast Search feature. To see a list of Yelp search results, just type a search term (such as "Pizza") in the *Home* screen's Dial 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. The Yelp Search feature uses location information provided by the Mac OS Location Services function.

- Step 1.** At the Home screen, select the Dial field and then use your keyboard to type a **search string** (such as "Pizza" or "Pazzo") into the Dial field as shown below.

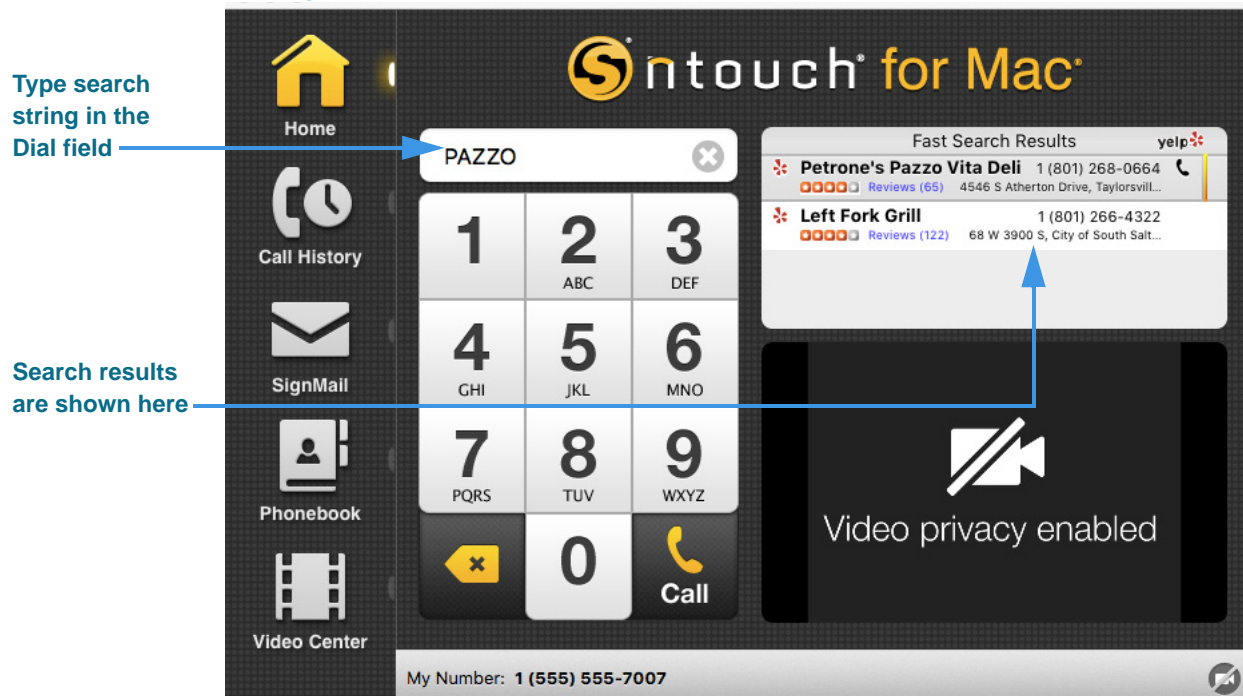


Figure 21 — Fast Search Results on *Home* screen

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 “pazzo.” 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.

To enable this feature, you simply install a extension on your computer for the Safari, 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 for Mac. Selecting a phone number will open ntouch for Mac and then dial that phone number.

- Step 1. Open the [Settings](#) dialog to the General Settings panel as shown below.

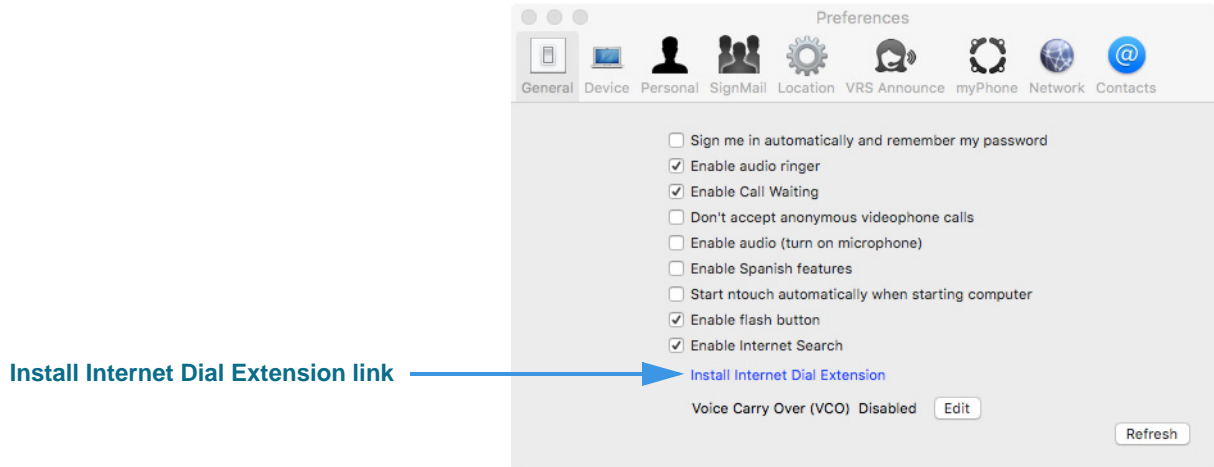


Figure 22 — Install Internet Dial link on *General Preferences* panel

Selecting the **Install Internet Dial Extension** link will open your default web browser (usually Safari) to a page on the Sorenson website. Once there, you can download the extension for the browser you using as your default. If you wish to install the extension for other browsers (Chrome, Firefox) that you may have installed on your Mac, just copy and paste the same link into the other browsers to see the download page for those browsers.

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

Make and Receive Calls

- Step 3. After installing the extension, you can open a page on a website and look for phone number links. The example shown below is for the “Pazzo” below.

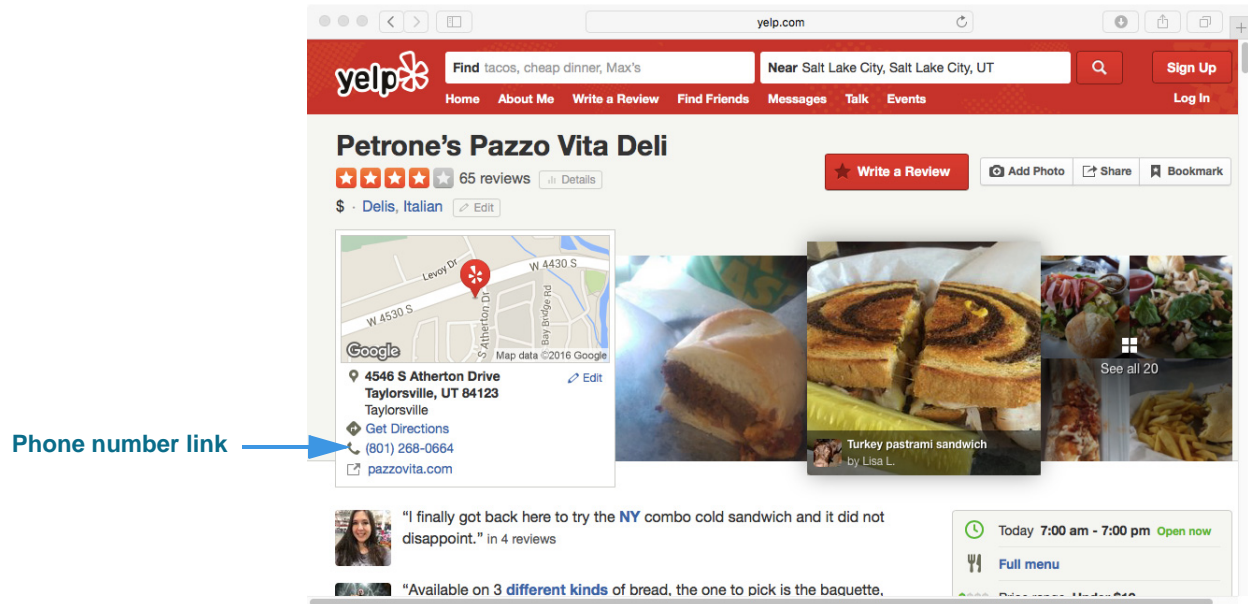


Figure 23 — Phone number on website page

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

Share Text and Contacts

ntouch for Mac's Share feature lets you share the phone numbers of your contacts and any text with another Sorenson videophone user. You can use the Share options during a point-to-point call or when calling hearing numbers because the Sorenson interpreter can see the text or contacts that you share.

You can also share text messages during a call which you have saved before the call begins. The Saved Text function lets you save up to 10 short text messages to use during calls.

Note: The ntouch for Mac app does **not** include the Share Location feature supported by the ntouch Mobile apps.

To Add Saved Text Messages

- Step 1. Select the **Preferences** option in the ntouch menu to open the Preferences dialog.
- Step 2. Select the **Personal** tab to display the dialog shown below.

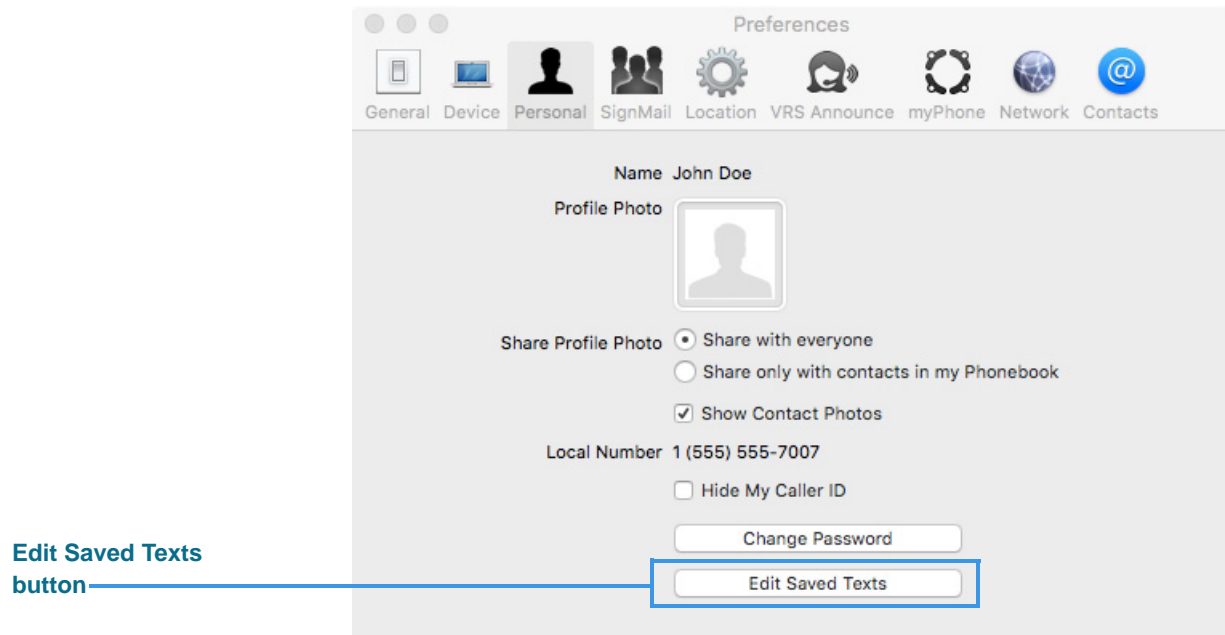


Figure 24 — Personal Preferences dialog

Notice the **Edit Saved Texts** button near the bottom of the *Personal Preferences* dialog.

Step 3. Select the **Edit Saved Texts** button to display the dialog shown below.

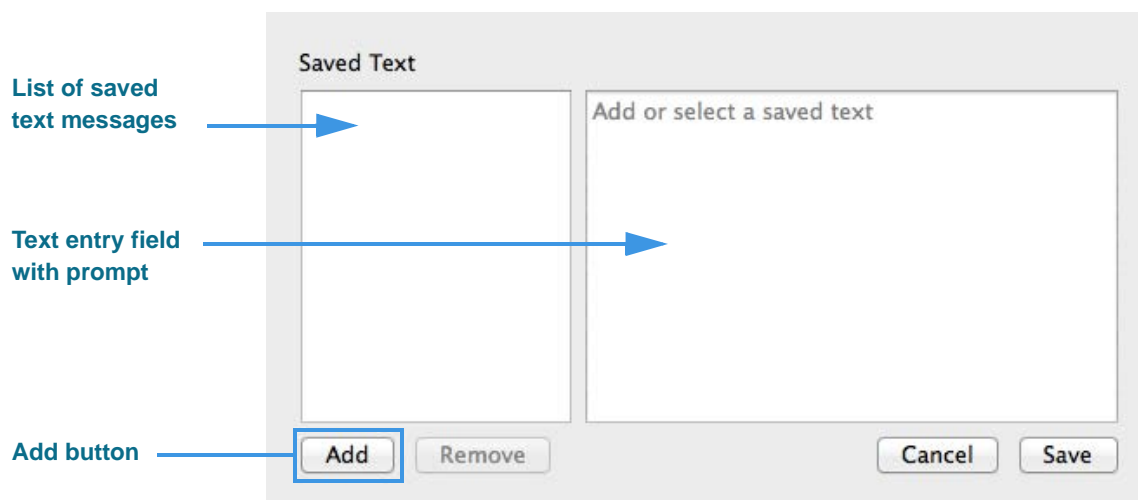


Figure 25 — Saved Text dialog

Step 4. Select the **Add** button to add a new “empty” text message as shown below.

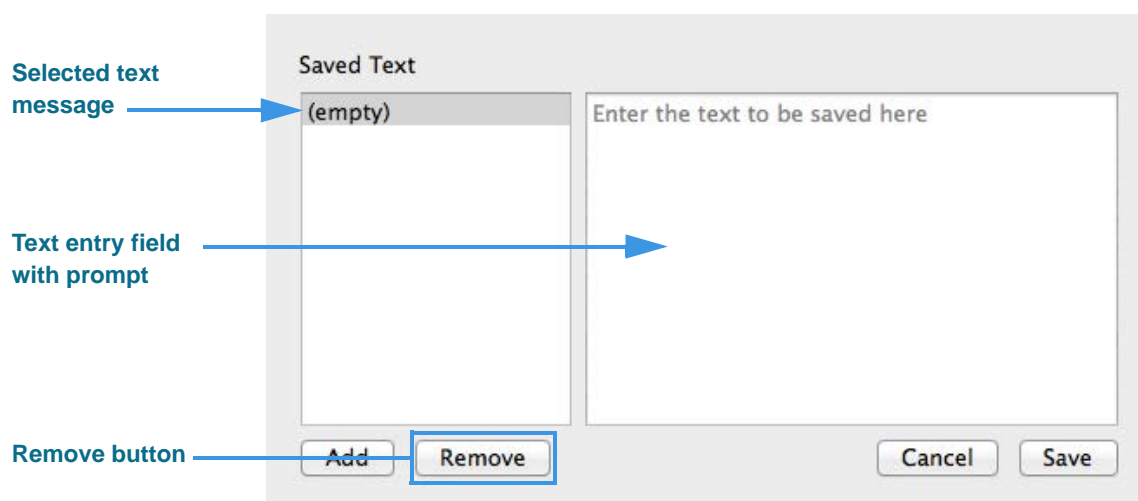


Figure 26 — Empty text message selected

Notice that a new “(empty)” item has appeared at the top of the Saved Text list. This empty item is selected (there is a gray field over the text). You can now use your Mac’s keyboard to enter any text that you want to save in the text entry field on the right side of the dialog. If you want to remove the selected text item, select the **Remove** button.

You can add up to ten (10) Saved Text messages in this dialog.

- Step 5.** Enter the text to want to save in the text entry field. For example, if you want to save your address as a saved text message, you could start by entering some text such as, "My new address is..." as shown in the example below.

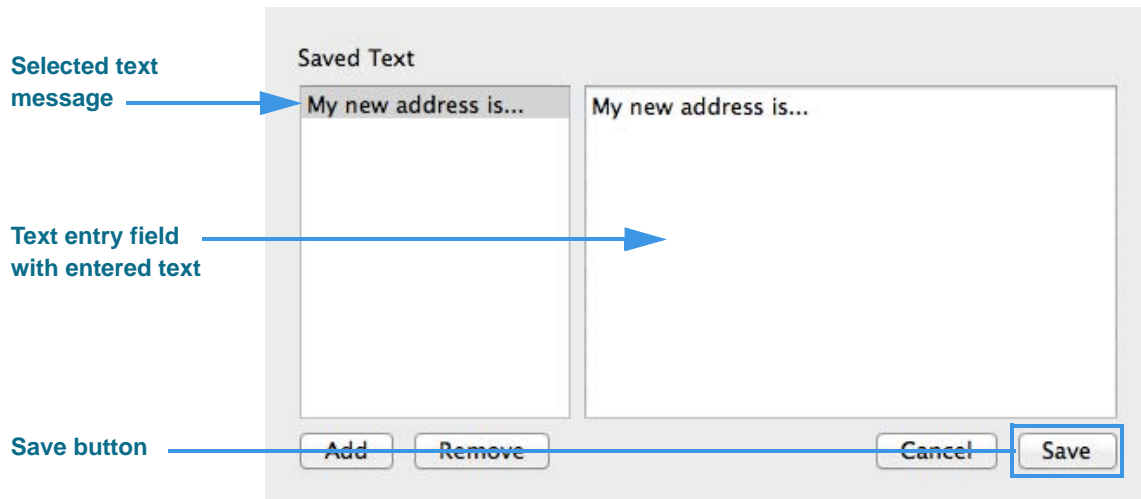


Figure 27 — New text message entered

Notice that as you enter text, the name of the saved text message will change from "(empty)" to whatever text you entered.

- Step 6.** You can repeat the above steps to enter up to five (5) Saved Text messages.
- Step 7.** When you are ready to exit the dialog, select the **Save** button to store the message(s).

To Use Saved Text During Calls

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

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

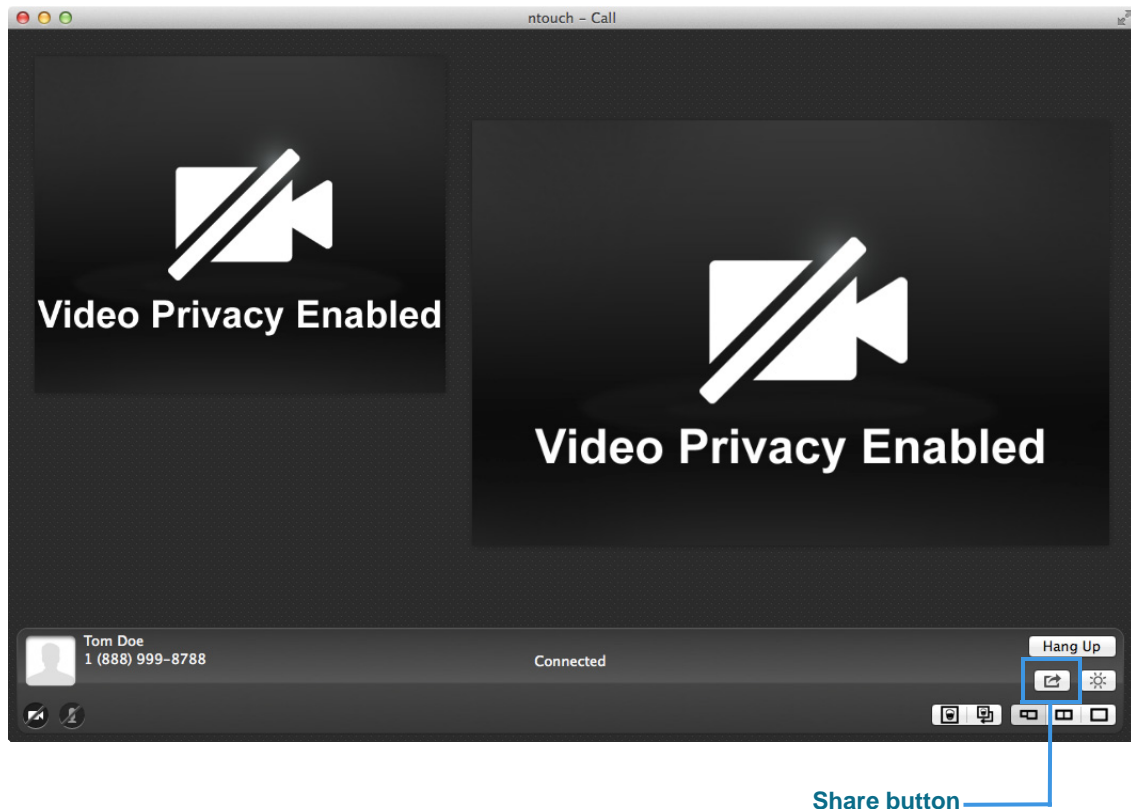


Figure 28 — Call screen, Share button

Notice the **Share** button located just under the **Hang Up** button. By selecting the Share button during a call, you can choose to share text or share a contact with the person you called (or with the Sorenson interpreter).

Step 2. Select the **Share** button to open the menu shown below.

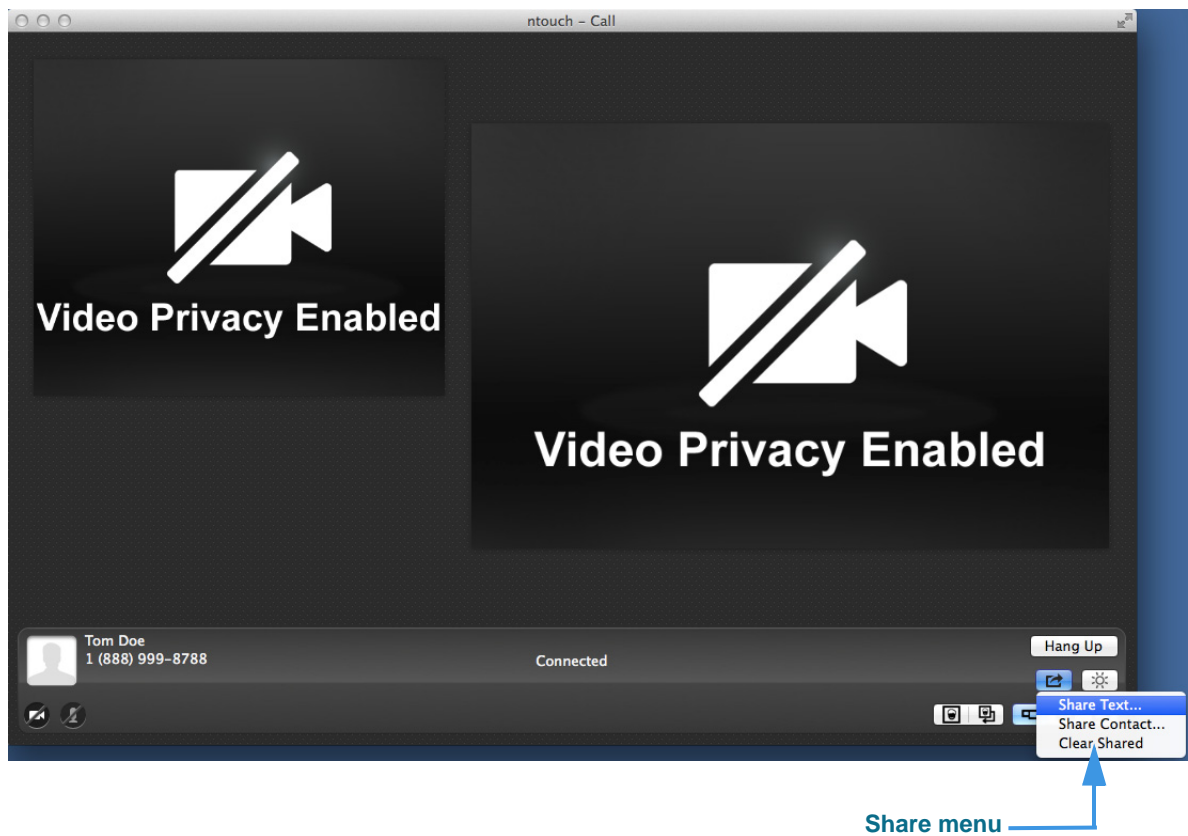


Figure 29 — Call screen, Share menu opened

Notice that selecting the Share button has revealed the **Share** menu. There are three options in the Share menu:

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

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

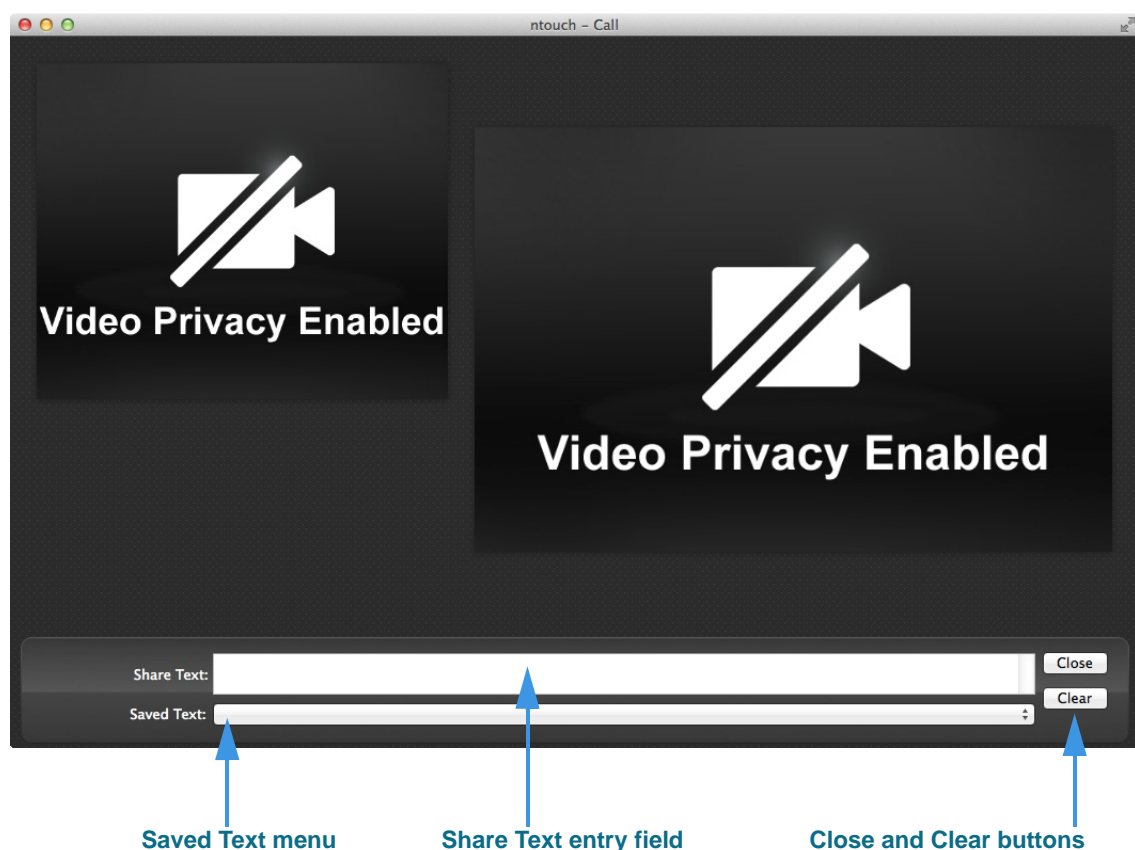


Figure 30 — *Call* screen, Share Text dialog opened

Notice that a new dialog has opened near the bottom of the screen. You can type any text you want to share into the **Share Text** field using your Mac's keyboard. The text you enter will appear in the Self-View image area of the screen to show you what the other Sorenson user will see.

The **Saved Text** menu at the very bottom of the screen is used to select one of the Saved Text messages that you have created prior to starting the call.

The **Close** button is used to close the Share Text/Saved Text area of the screen. The **Clear** button is used to clear (erase) any text that is currently shown either in Self-View image or in the Received image areas of the screen.

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

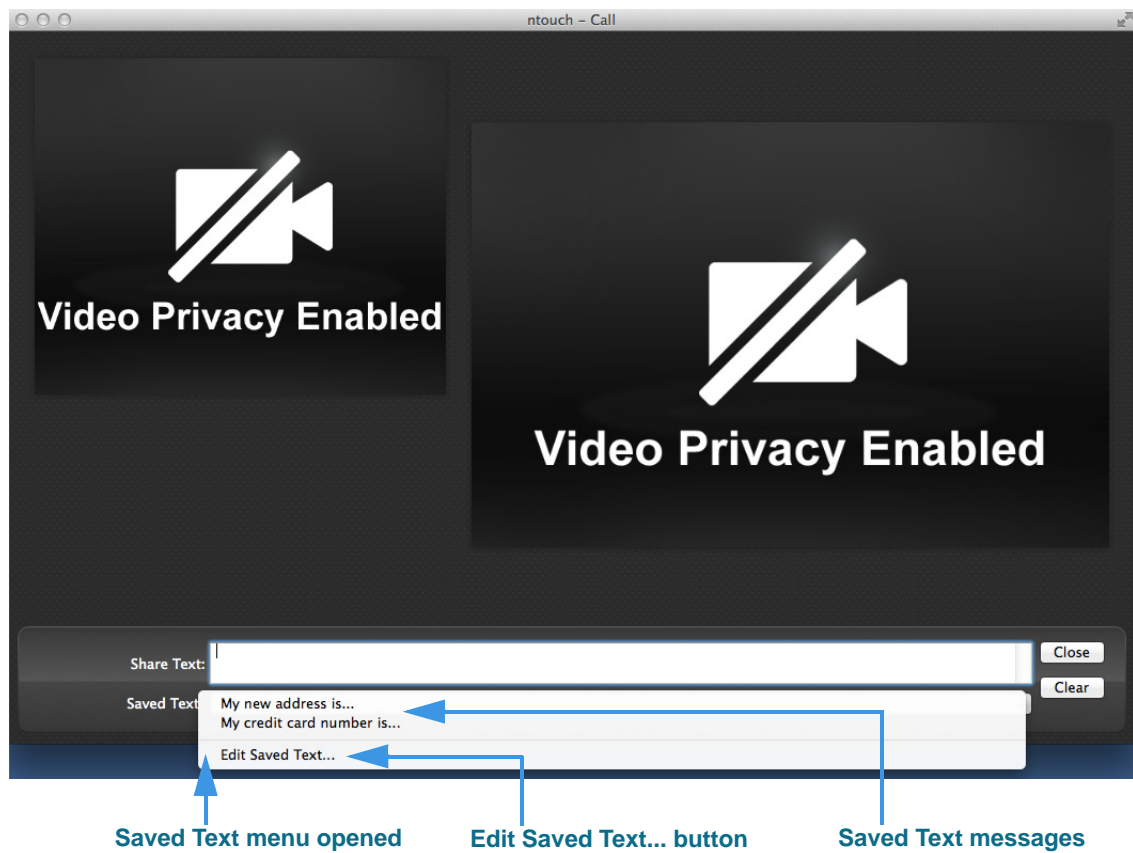


Figure 31 — Call screen, Saved Text dialog opened

Notice that the drop-down menu in this example includes two Saved Text messages. Up to five messages can appear in the menu. There is also an Edit Saved Text... button which you can select to open the Saved Text dialog so that you can enter, remove, or change any of your Saved Text messages during an active call.

Share Text and Contacts

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

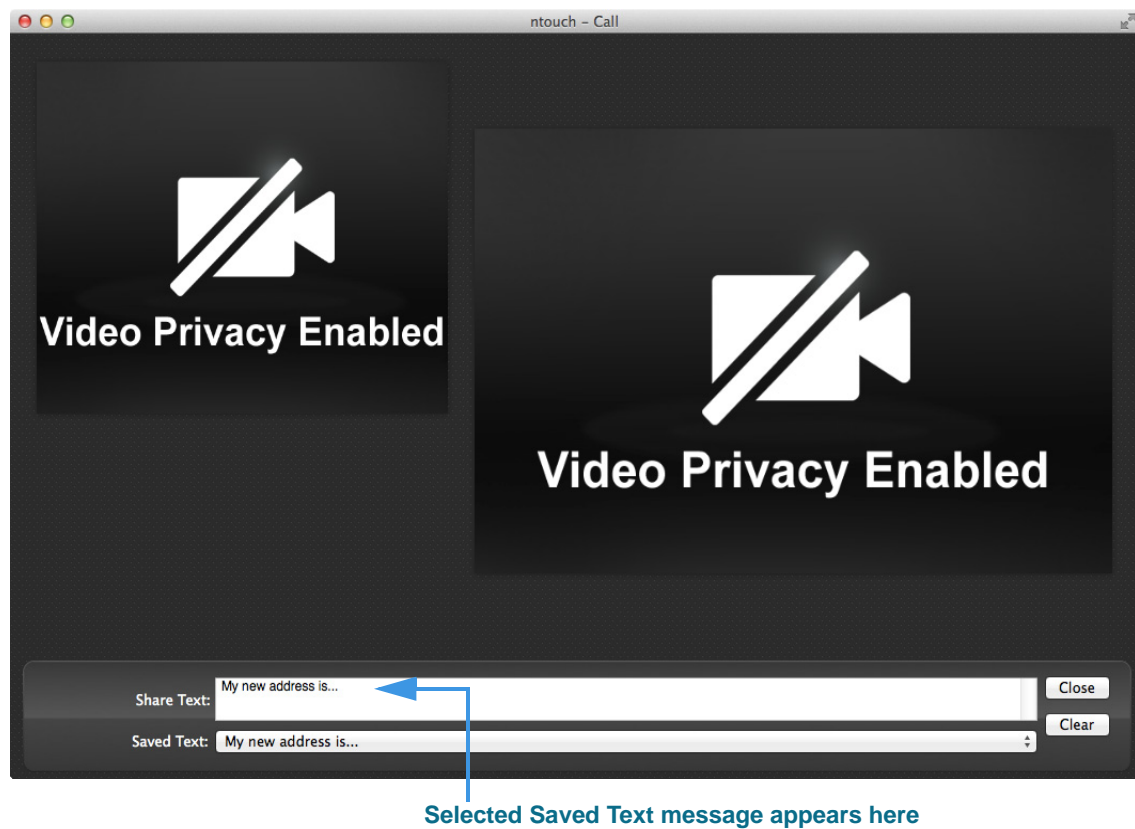


Figure 32 — Call screen, Saved Text message in Share Text field

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

To Share a Contact During Calls

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

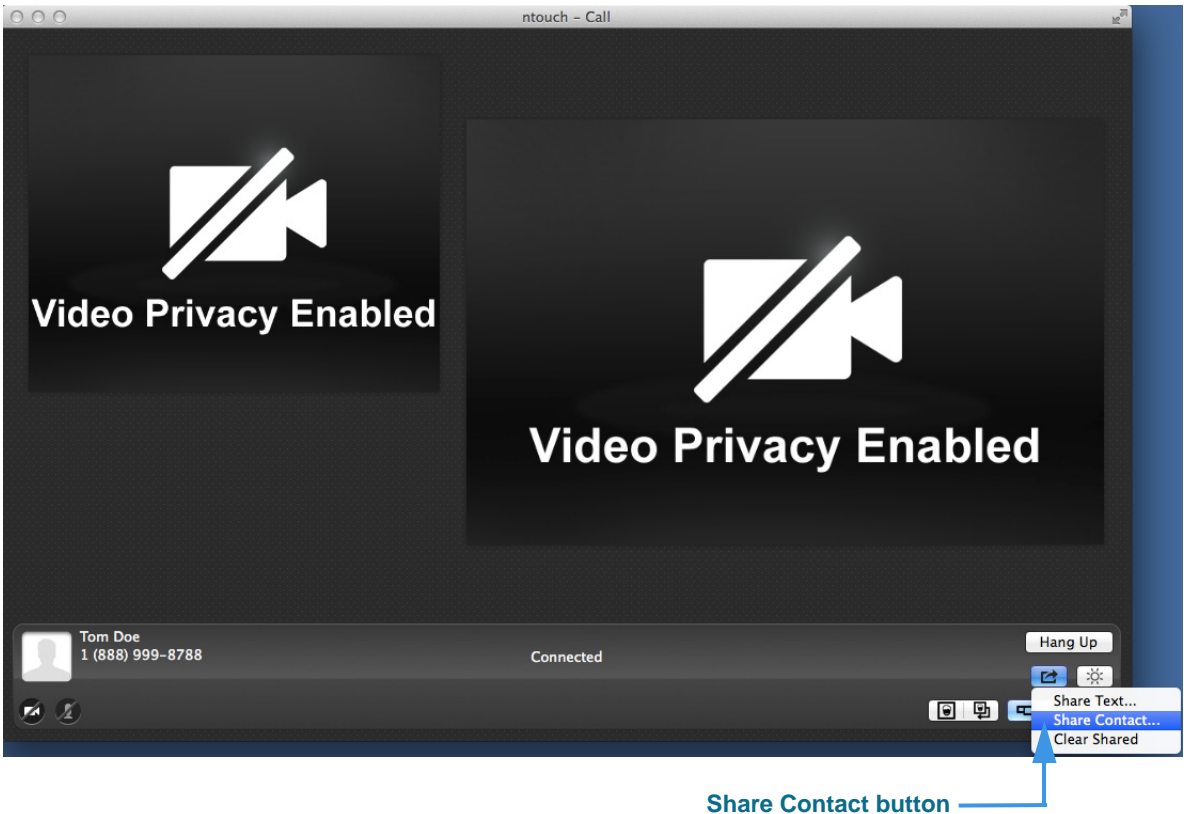


Figure 33 — Call screen, Share menu opened

Step 2. Select the [Share Contact...](#) button to display the dialog shown below.

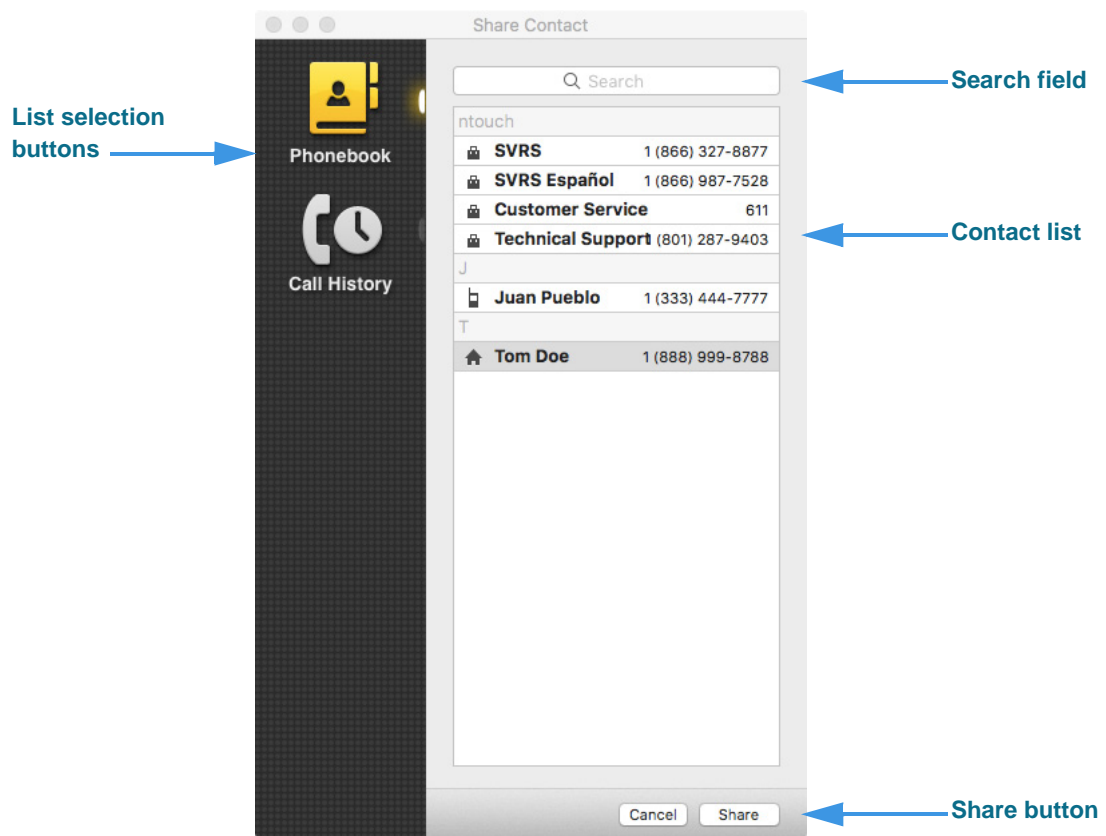


Figure 34 — *Share Contact* dialog

Notice that the Share Contact dialog list has appeared. You can use this dialog to select the contact that you want to share with the other Sorenson user.

- Step 3. Select the **contact** that you want to want to share to display the contact record on the other Sorenson user's screen as shown in the example below.

Save Shared Contact
screen on receiving
user's display

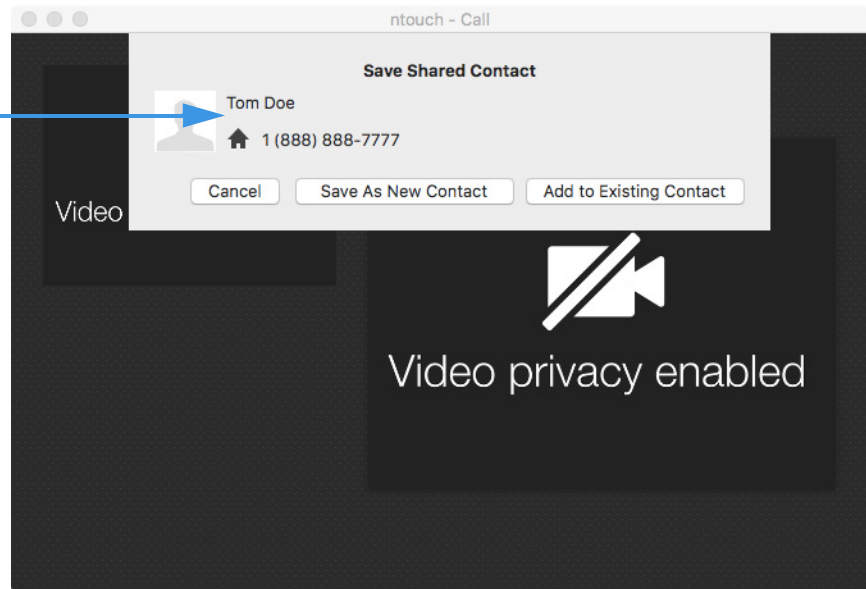


Figure 35 — Contact record shown on screen

This example shows how the contact record that you selected to share will appear on the other Sorenson user's screen (assuming that the other user is also running the ntouch for Mac app). In other words, this is the screen that you would see if the other Sorenson user shares a contact record with you.

- Step 4. Select the **Save as New Contact** or the **Add to Existing Contact** button to add the shared contact record to your Phonebook.

Use Voice Feature

ntouch for Mac's Voice feature adds a Microphone icon to the Home and In-call screens which you can use to turn the audio signal on or off either before *or* during a point-to-point (Deaf-to-Deaf) or VRS call. You still have the option to use a separate telephone (previously called "2-Line VCO").

To Set Up and Use Voice Calling

- Step 1. Select the **Preferences** option in the ntouch menu to open the Preferences dialog.
- Step 2. Select the **General** tab to display the dialog shown below.

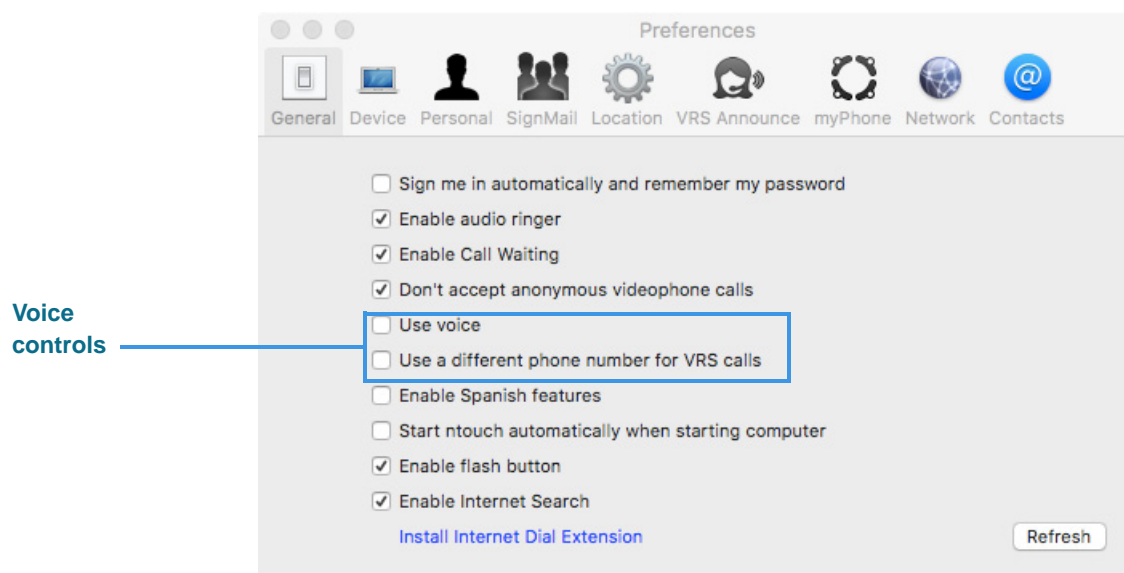


Figure 36 — General preferences dialog

The General tab contains two checkboxes. Selecting the **Use voice** checkbox enables (turns on) the Voice feature. Selecting the **Use a different phone number for VRS calls** checkbox enables (turns on) the telephone mic feature. When enabled, this feature reveals a dialog as shown below in which you must enter the phone number of the voice telephone that you will use for the Voice function in a VRS call.

The image shows a small dialog box with a text input field labeled 'Phone Number'. Below the input field are two buttons: 'Cancel' and 'Save'.

Note: Enabling the **Use a different phone number for VRS calls** feature will turn off your computers built-in microphone. The Voice feature will then operate only using the voice telephone mic, not your computer's built-in mic.

- Step 3. Select (add a check to) the **Use voice** checkbox to enable the Voice feature as shown below.

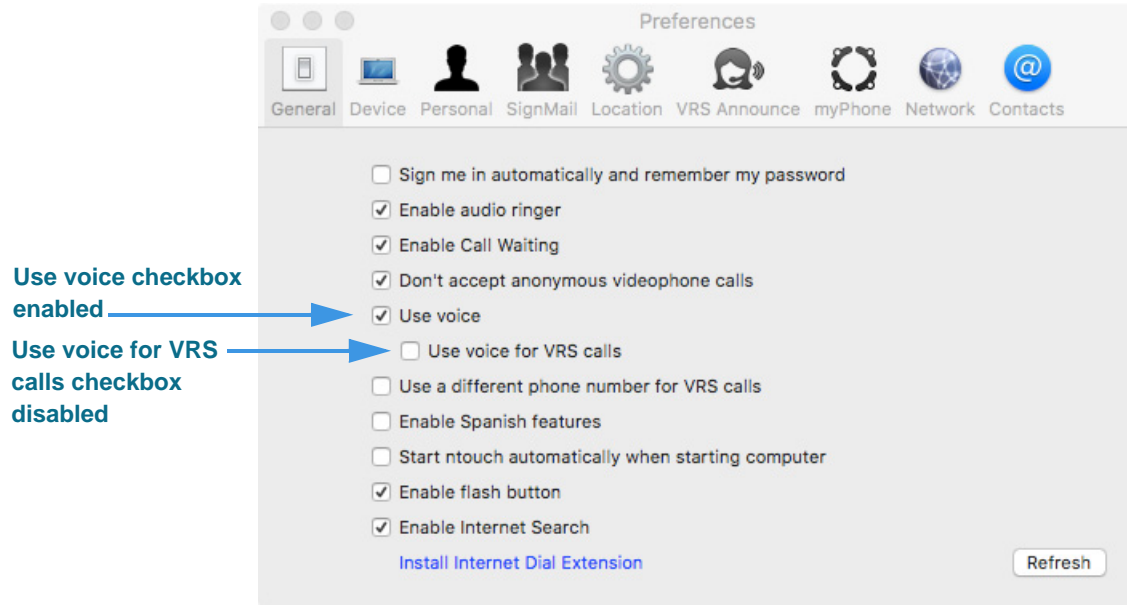


Figure 37 — Use voice checkbox


Notice that enabling the Voice feature has revealed the **Use voice for VRS calls** checkbox. If you want to use Voice during your VRS calls, you *must* enable this checkbox, otherwise Voice will *only* be available for your point-to-point (Deaf-to-Deaf) calls.

- Step 4. Close the **Preferences** dialog to return to the Home screen as shown below.

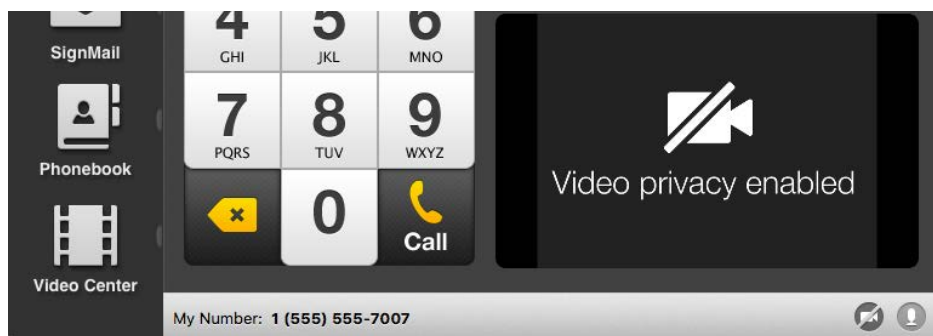


Figure 38 — Home screen, Voice button muted state

Use Voice Feature

Notice that a **microphone icon**  has been added to the right of the camera (i.e., the Video Privacy) icon. When the Voice feature is first enabled, the microphone will be *muted* by default (i.e., show a slash through the icon).

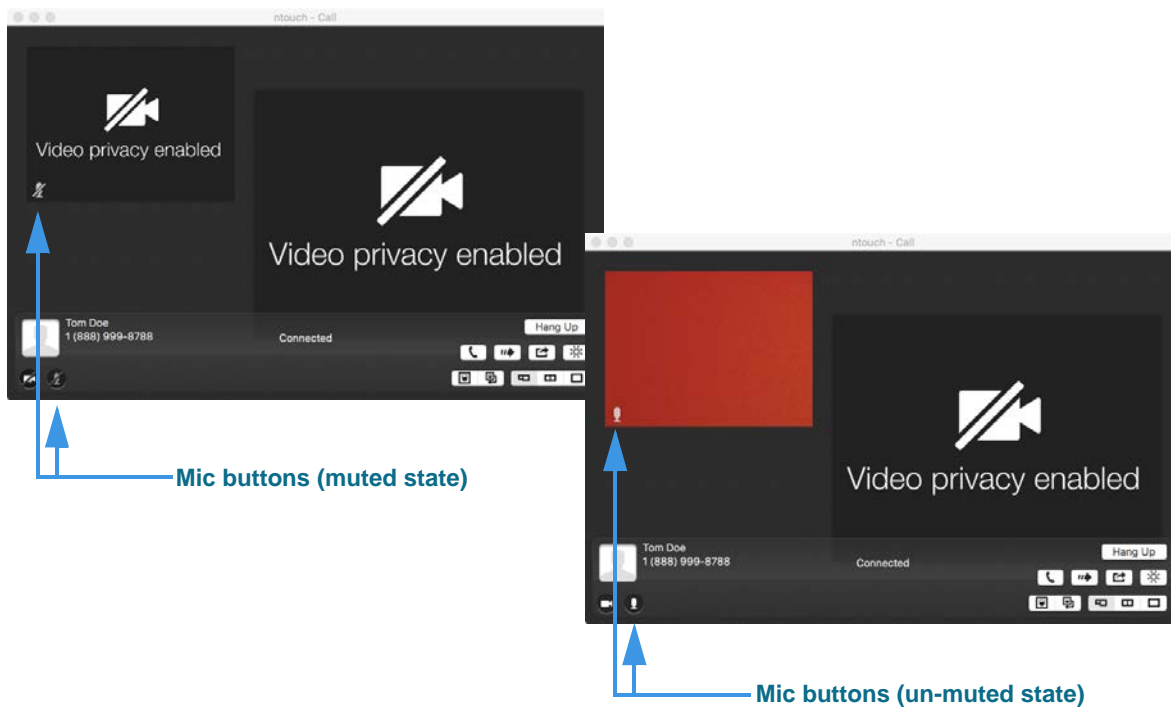
- Step 5. To enable the Voice feature for a call, you must first un-mute the microphone by selecting it. The microphone icon will change its appearance as shown below.



Mic button (un-muted state)

Figure 39 — Home screen, Voice button un-muted state

- Step 6. You can turn the Voice feature off and on during an active call by selecting the microphone button (either in the Self-View image or Options bar) to change its state from muted to un-muted and vice versa as shown in the screen shots below.



Mic buttons (muted state)

Mic buttons (un-muted state)

Figure 40 — In-Call screen, Voice button in muted and un-muted states

- Step 7. If you choose to enable the **Use a different phone number for VRS** calls checkbox, the screen will look like the one shown below.

Selecting **Use a different phone number option** disables the **Use voice for VRS calls** option

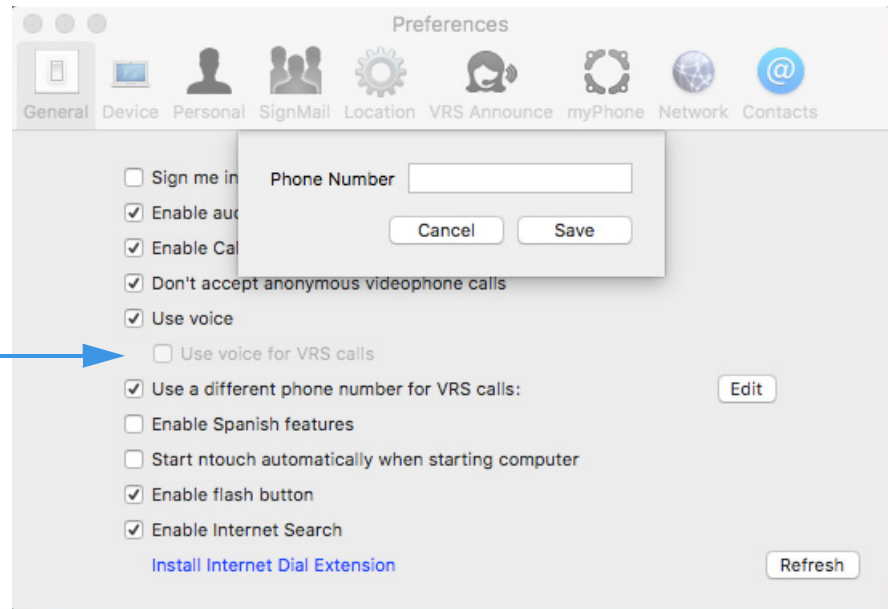


Figure 41 — *Call Options* screen, *Use a different phone number for VRS calls*

Enabling the **Use a different phone number for VRS calls** checkbox reveals a field in which you must enter the number of the voice telephone that you will use for the Voice feature during your VRS calls.

Also notice that enabling the **Use a different phone number for VRS calls** checkbox grays-out (disables) the **Use voice for VRS calls** checkbox because that control becomes redundant.

Use Personal SignMail Greeting

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

To Record a Personal Greeting

- Step 1. Select the **Preferences** option in the ntouch menu to open the Preferences dialog.
- Step 2. Select the **SignMail** button to display the SignMail dialog.
- Step 3. Select the **Personal Greeting** button to display the dialog shown below.

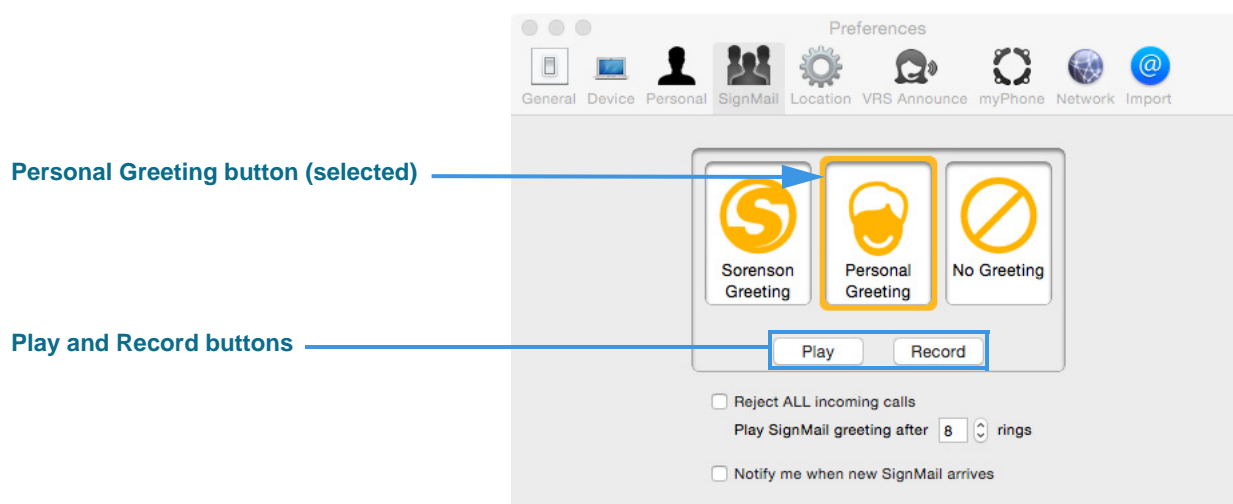


Figure 42 — SignMail preferences dialog

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

You can select the **Play** button to play either the Sorenson Greeting or a Personal Greeting after you have recorded a greeting video. If you have not recorded a video, select the **Record** button to open the Personal Greeting Record dialog.

Step 4. Select the **Personal Greeting** button to display the dialog shown below.

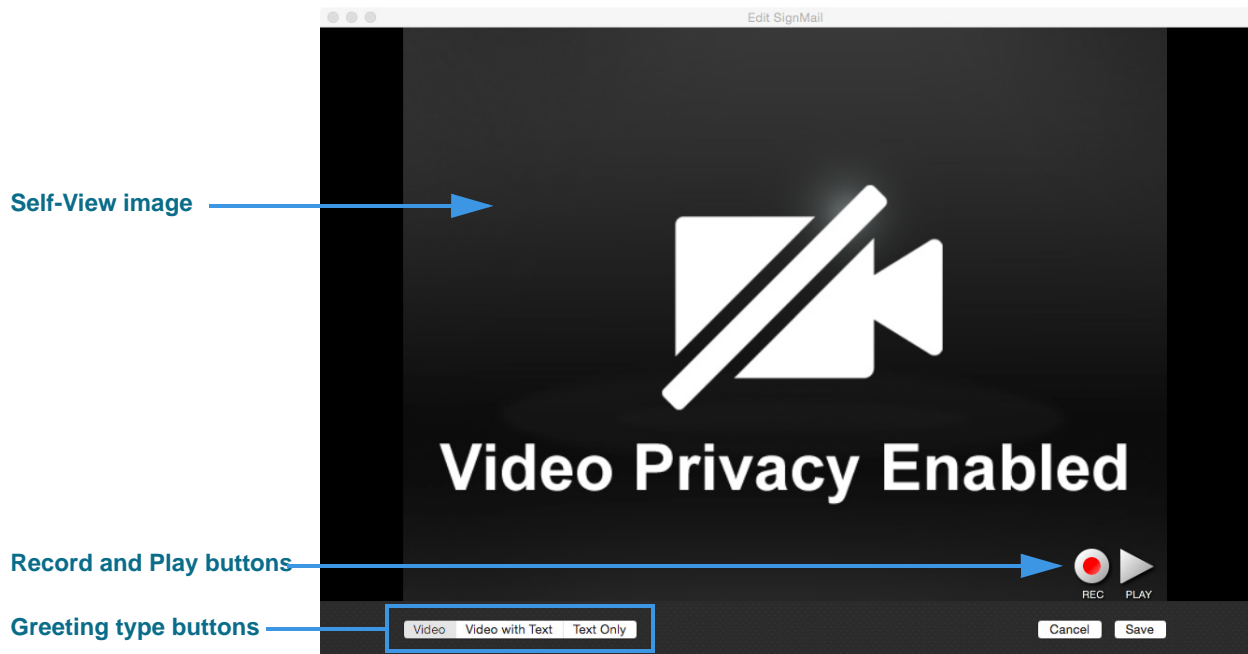


Figure 43 — Edit SignMail dialog

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

- Select the **Video** option to record up to a 30-second video of yourself.
- Select the **Video with Text** option to add a text field at the bottom of the Self-View area in which you can type a short text message using your computer's keyboard. The text message appears over the video image that you record.
- Select the **Text Only** option to remove the video image from the recording. Only the text you enter in the field will be shown as your 30-second greeting video.

The **Play** button is used to play back a recorded video. The **Record** button is used to start a recording. The **Save** button is used to save a video after you have recorded it, and the **Cancel** button is used to exit the dialog and discard any recorded video.

- Step 5. To record, first select the **Video** button and then select the **Record** button to display the dialog shown below.

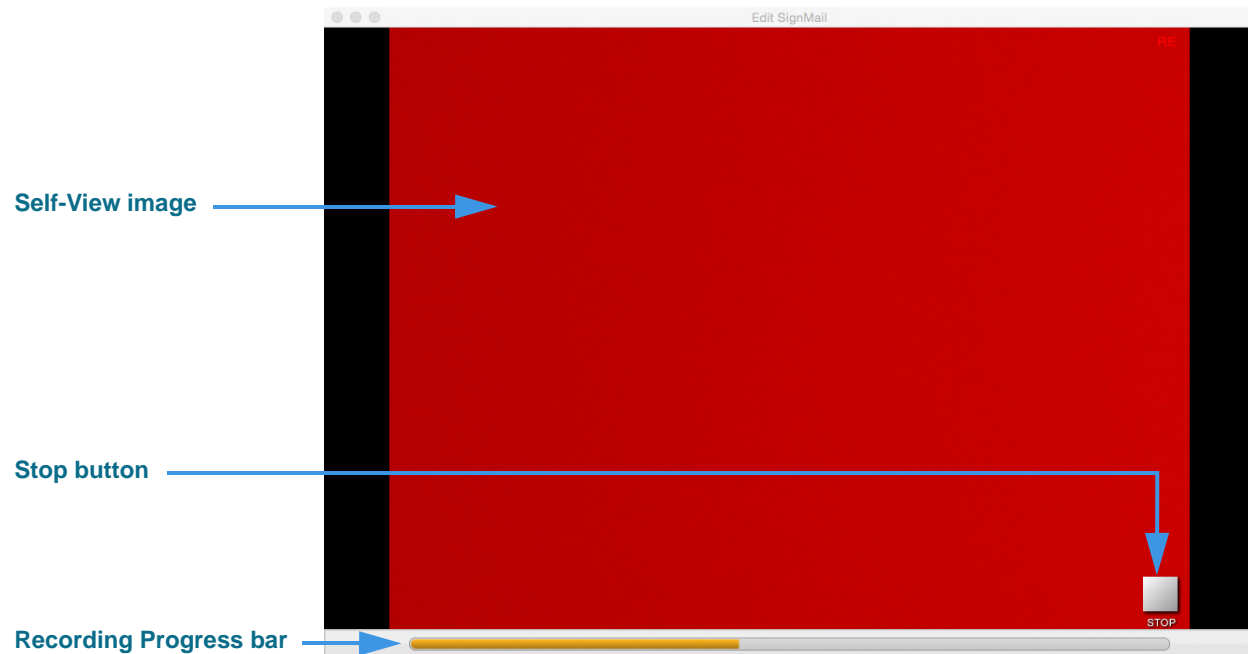


Figure 44 — Video SignMail greeting being recorded

Notice that once recording has started, the **Recording Progress** bar appears and begins to move from the left to the right of the dialog. The **Stop** button has replaced the **Record** button. You can stop the recording at any time by selecting the **Stop** button. You will then return to the dialog shown in **Figure 44**. The recording will stop automatically at the end of the 30-second limit.

- Step 6. When finished recording, select the **Save** button to save your greeting video.

You can also use the **Play** button shown in Figure 44 to view the video before saving. If you want to start over, select the **Record** button again to repeat the process.

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

Send SignMails

ntouch for Mac's SignMail feature lets you choose to send a SignMail directly to another Sorenson user without actually having to call that person first. SignMails that are sent directly will appear with a new icon to indicate that the SignMail was not related to an incoming call.

You *cannot* send a SignMail to hearing phone numbers or to third-party (non-Sorenson) phone numbers. You also *cannot* send a SignMail to a Sorenson endpoint that is blocking calls from your phone number.

The steps for recording and sending a SignMail are a bit different depending on whether you dialed a phone number directly from the *SignMail* screen or dialed it from the *Home* screen, but did not get an answer. The steps are described under the two headings below.

To Record a SignMail (Direct-Dial Calls)

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

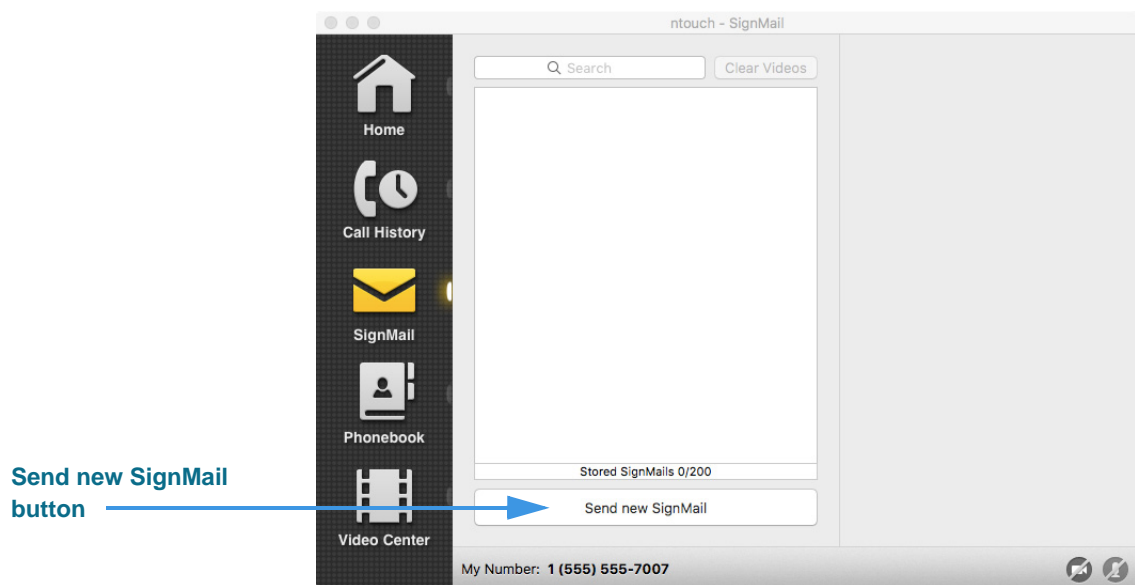


Figure 45 — Send new SignMail button on *SignMail* screen

The **Send new SignMail** button is located at the lower-middle area of the screen at the bottom of the SignMail list. You can record and send a SignMail video message to any number in your Favorites, Contact, or Call History lists or dial a new number.

Step 2. Select the **Call** button to open the screen shown below.

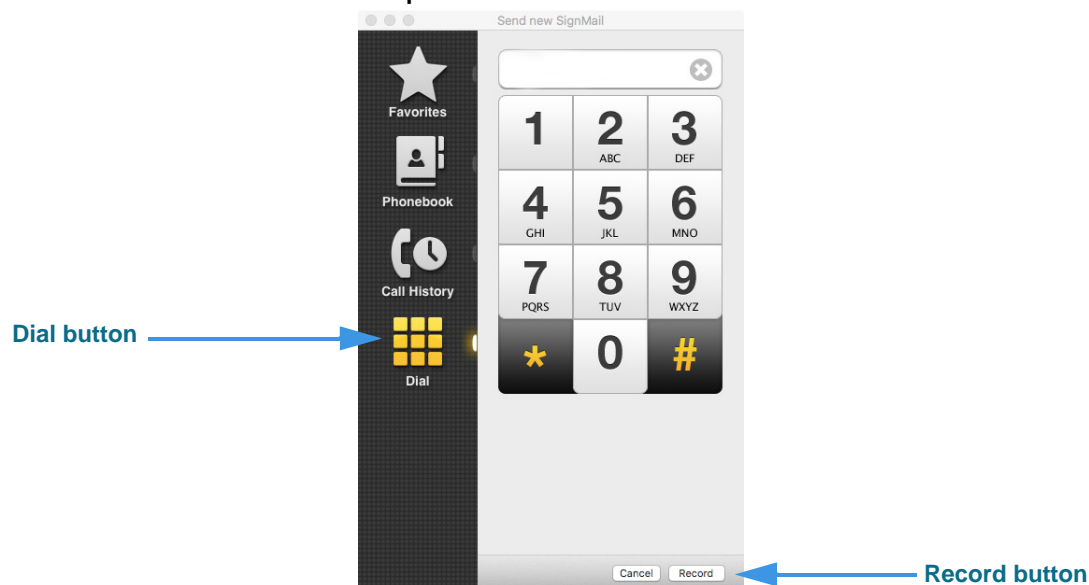


Figure 46 — *Send new SignMail* dialog

Select one of the options for selecting or entering a number to which you want to send the SignMail. In this example, the **Dial** button is selected so the keypad is shown. Notice the **Record** button at the bottom-right of the dialog.

Step 3. Select or dial a number using one of the options. You'll then see the screen below.

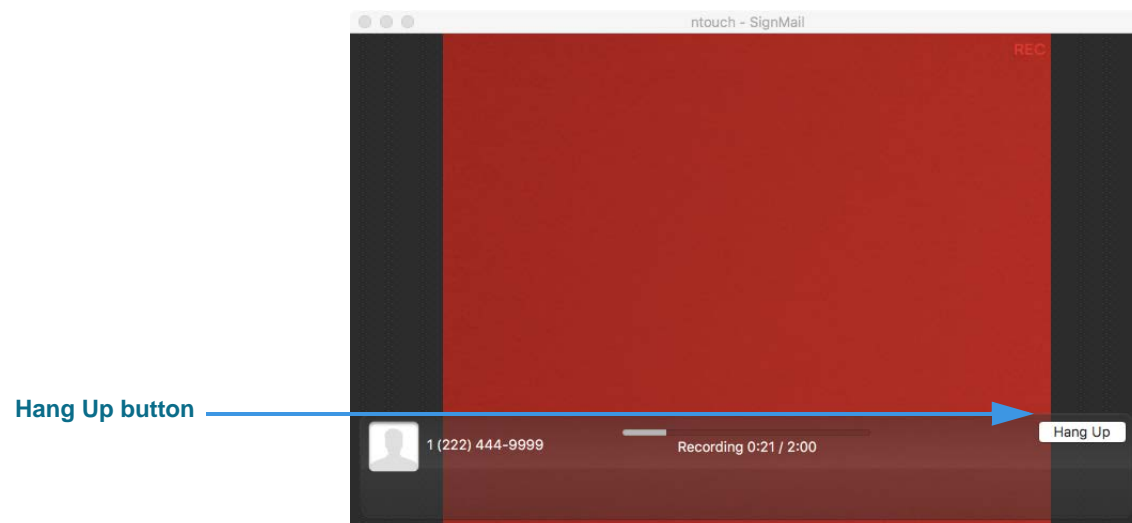


Figure 47 — *SignMail Record* dialog

You will then see the familiar *SignMail Record* dialog in which you can record up to a 2-minute video message. Selecting the **Hang Up** button will end the recording.

Step 4. Select the **Hang Up** button to end recording and open the screen shown below.

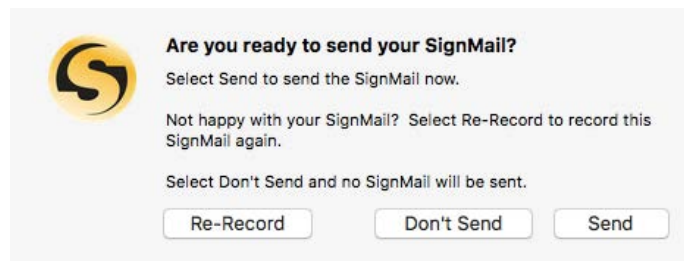


Figure 48 — *Are you ready to send your SignMail?* dialog

You will then see the familiar *Are you ready to send your SignMail?* dialog in which you can choose to send the recorded video message, re-record the video, or cancel the recording.

Step 5. If you are the receiver of a SignMail video message that was sent directly to you, the SignMail screen will look like the sample shown below.

Icon showing this SignMail
was sent directly to you

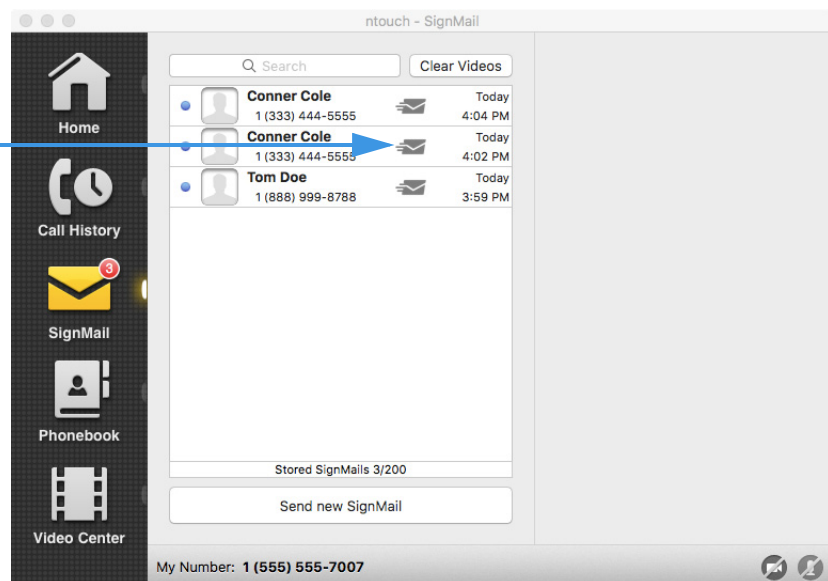



Figure 49 — SignMail screen, sample SignMails sent directly

As shown in the sample above, a unique  icon will appear next to any SignMail video message that was sent directly to you. You can view these SignMails just as you do any other SignMail you receive.

Step 6. **Right-click** on a SignMail to display the contextual menu shown below.

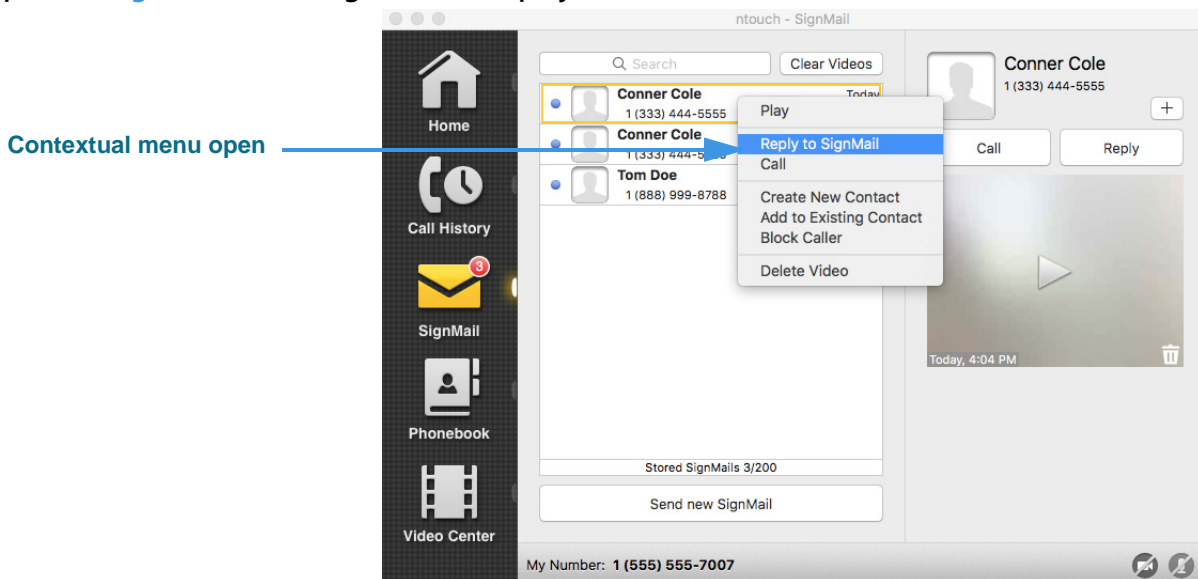


Figure 50 — Contextual menu open on *SignMail* screen

Notice that the contextual menu includes a new **Reply to SignMail** option which allows you to record and send a SignMail in reply to the received SignMail message.

Step 7. If a **phone number** that you entered or selected cannot receive SignMail videos, you will see the dialog shown below.

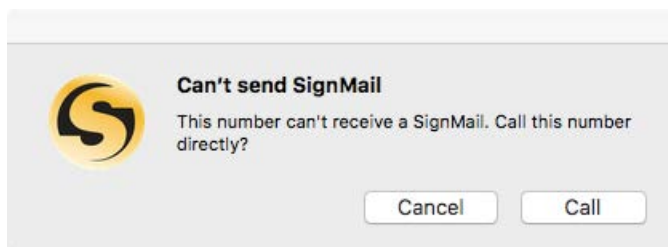


Figure 51 — *Can't send SignMail* dialog

This dialog reminds you that you *cannot* send a SignMail video message to hearing phone numbers or to third-party (non-Sorenson) numbers. You also cannot send a SignMail to a Sorenson endpoint that is blocking calls from your phone number.

The **Call** button in the dialog allows you to place a call to the number instead (either an SVRS call or a point-to-point call).

To Record a SignMail (No-Answer Calls)

Step 1. Dial the number for any Sorenson videophone user. If the person you called does not answer, you will see a “SignMail Greeting” video like the example shown below.

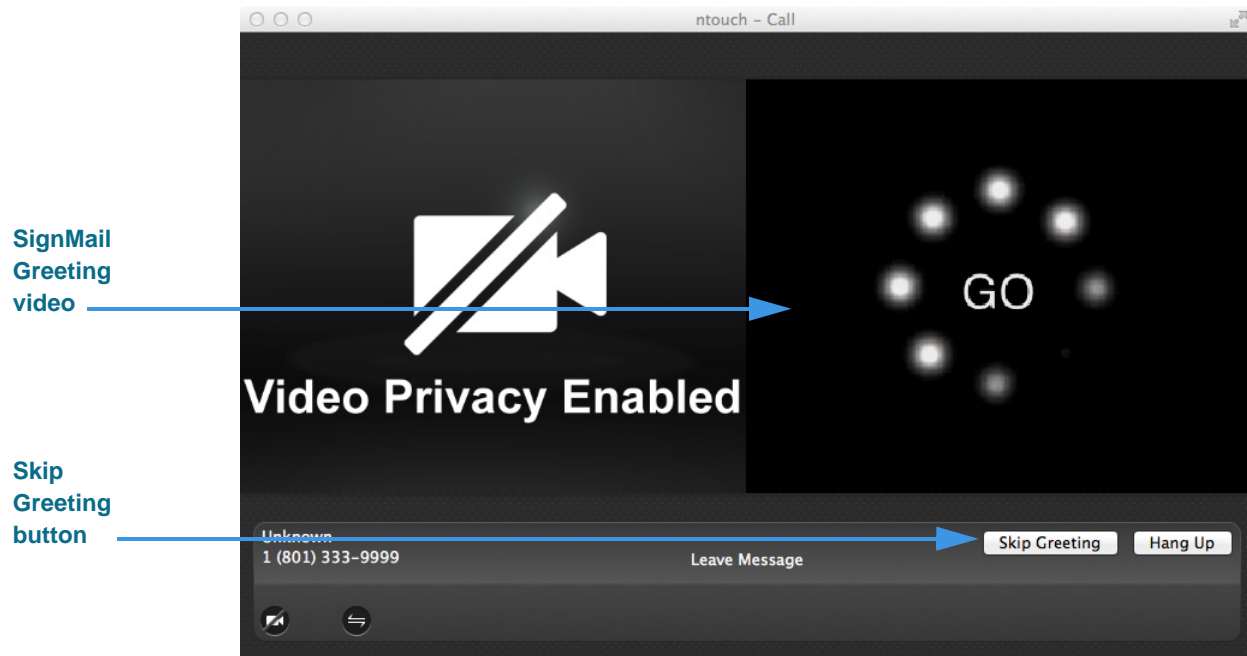


Figure 52 — SignMail greeting video

Notice the **Skip Greeting** button next to the **Hang Up** button. You can select this button to cancel the playback of the short SignMail greeting video. You will then go straight to the recording screen.

- Step 2. The greeting video ends with a visual “Ready, Set, Go” signal. You can start recording your SignMail when you see the Recording progress bar shown below.

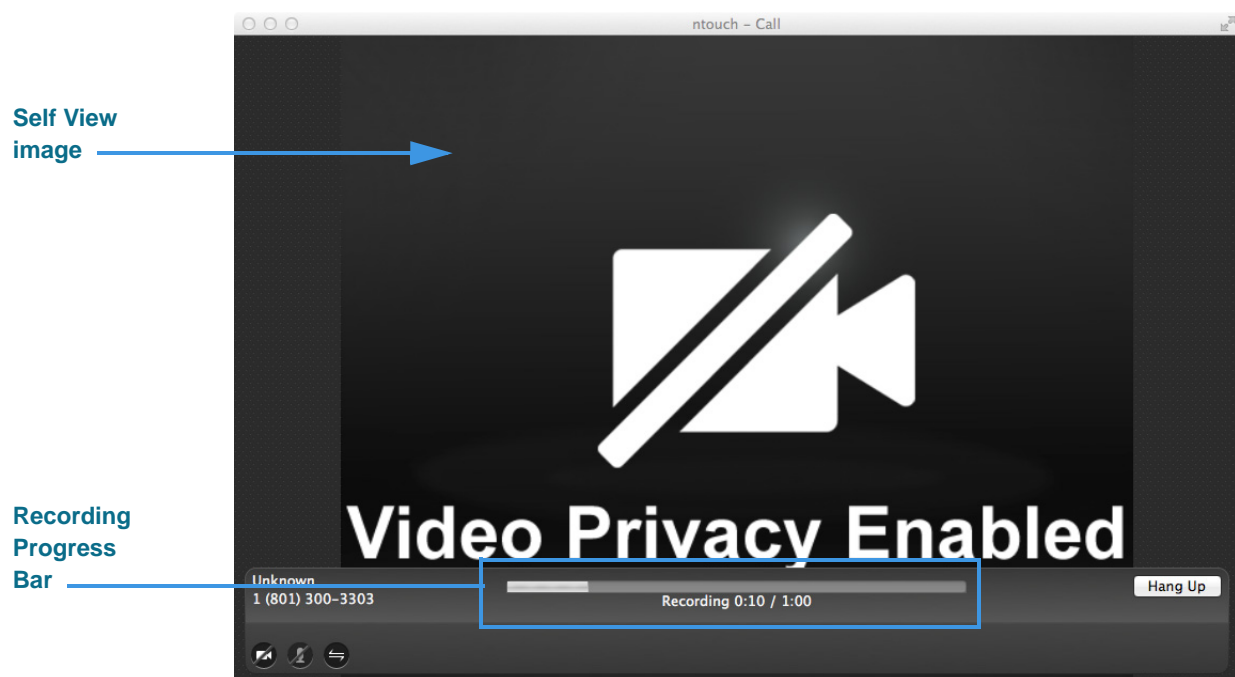


Figure 53 — SignMail Recording screen

You can record a message of up to 120 seconds (2 minutes). If you want to stop the recording sooner, just select the **Hang Up** button.

- Step 3. When finished recording, the confirmation dialog shown below will appear.

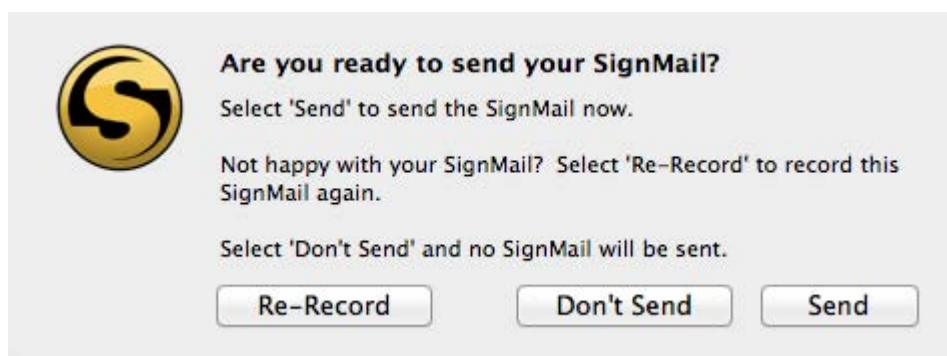


Figure 54 — Confirm SignMail Send dialog

- Step 4. Select the **Send** button to send this SignMail video. Select **Re-Record** if you want to re-record the video. Select **Don't Send** if you want to cancel the recording of a video.

View SignMails

ntouch for Mac's SignMail feature lets you see all of your SignMails in a single list.

When playing back your SignMail videos, you can use the playback controls on the screen to start, stop, fast-forward or rewind the video to play from the beginning again. You can also see detailed information about the video, such as its length in seconds. You can also call the sender of the SignMail, add a new contact for the sender, delete a selected SignMail video, or block any new calls and videos from the sender.

To See Your SignMail List

Step 1. Select the **SignMail** button. A list will appear in the middle of the screen as shown below. The list shows all the SignMail videos currently available for you to view.

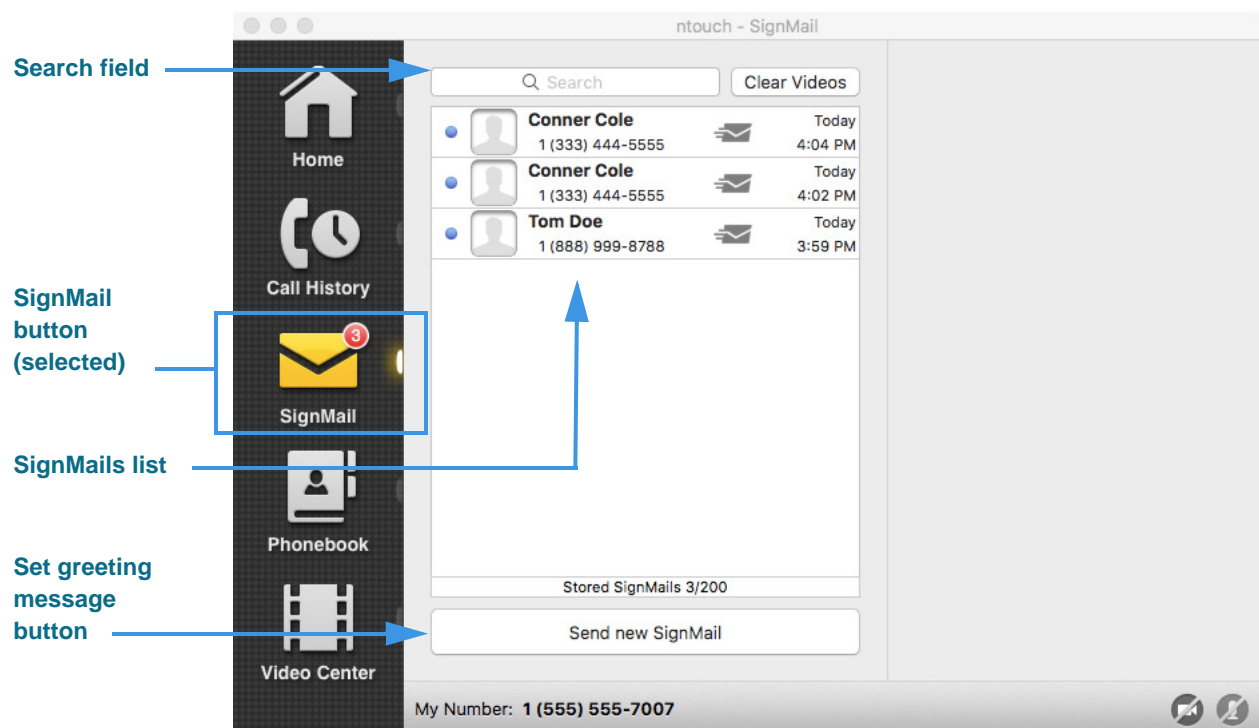


Figure 55 — SignMail screen

You can use the **Search** field to find a specific video by entering a name or other text to show a list of SignMails that match the search criteria.

You can use the **Set greeting message** button to select or record a Personal SignMail greeting video. See **Page 41** for details.

Step 1. Highlight one of the videos in the list as shown below.

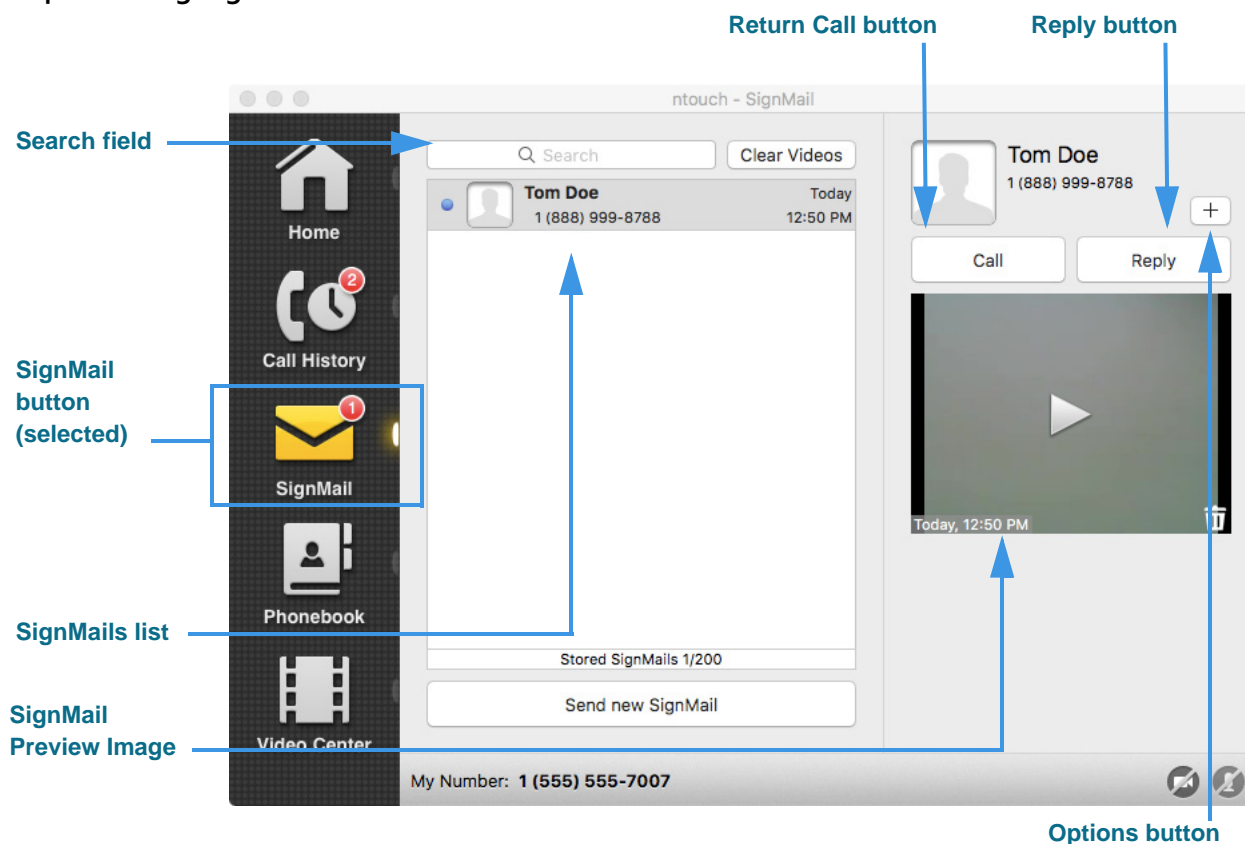


Figure 56 — SignMail screen

The **SignMail** button will include a red and white number icon to indicate the number of new SignMail videos. There are three new SignMails in this example. The center part of the screen contains the list of SignMail videos available for viewing. The **Search** field, **Call** button, **Reply** button and **Options** button are near the top and top-right of the screen.

Selecting the **Options** button at the top-right of the window will display these options:

- Select the **Add to Existing Contact** to open the Phonebook. You can choose to add the number to the sender of the SignMail to an existing contact. If you do not have any contacts, this item will be grayed out.
- Select the **Create New Contact** button to create a new contact record in the Phonebook for the sender of this SignMail.
- Select the **Block Caller** button to add this phone number to the Blocked list.

As shown above, a blue dot is shown next to all unviewed videos. The currently selected video is highlighted. The **SignMail Preview Image** shows the first frame of the video.

To View a Video

- Step 1. Select the video that you want to view from the SignMail list. The video will then begin playing as shown below.



Figure 57 — Playback of SignMail video

The **Playback** controls under the video image are used to play or pause the video playback or go back or forward. The slider bar is used to move video playback to any point during the video.

To Delete SignMails

You can select to delete one SignMail at a time or clear the entire list of SignMails.

Step 1. Select either the **Clear Videos** or **Delete Video** buttons as shown below.

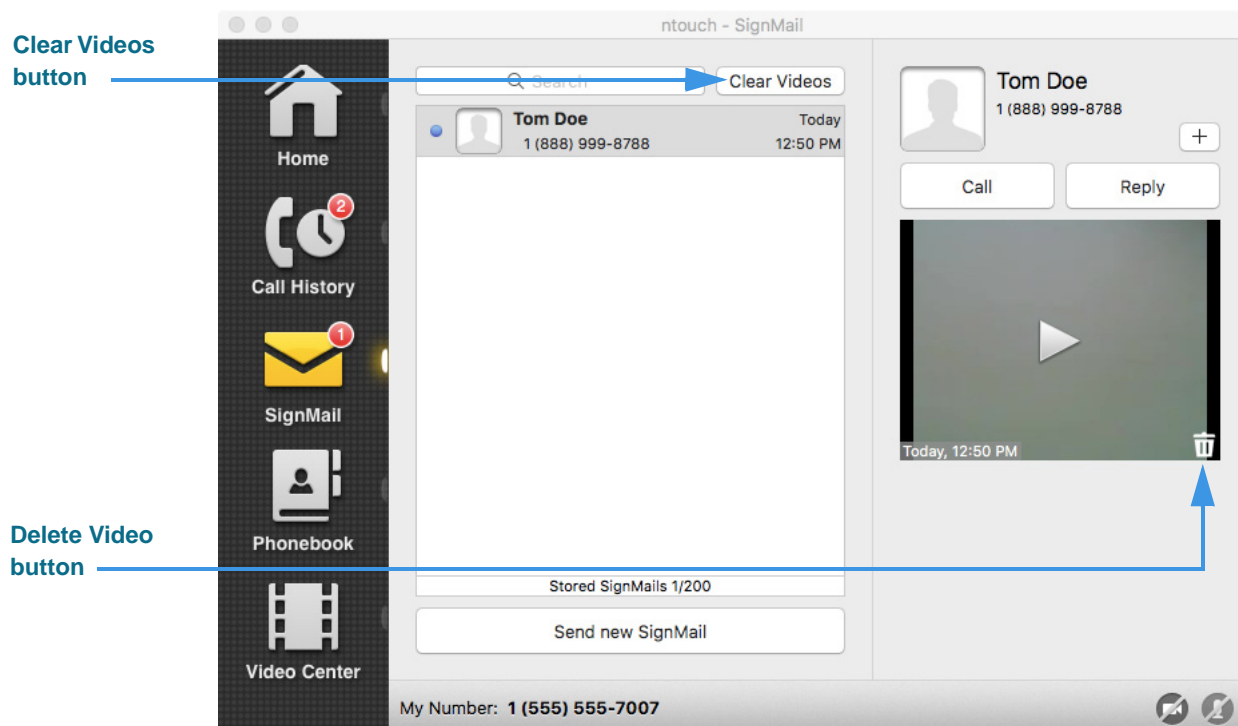


Figure 58 — Clear Videos and Delete Video buttons

Step 2. A Delete Confirmation dialog will then appear as shown below.

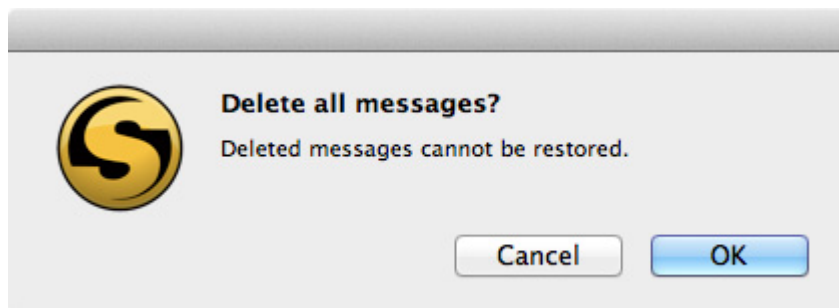


Figure 59 — Delete Confirmation dialog

Step 3. Select the **OK** button to delete the video(s). Select Cancel to exit the dialog without deleting. You cannot recover deleted SignMail videos.

To Use the Context Menu

Step 1. Control-click (or right-click) on a call in any one of the SignMails in the list. The context menu will then appear as shown below.

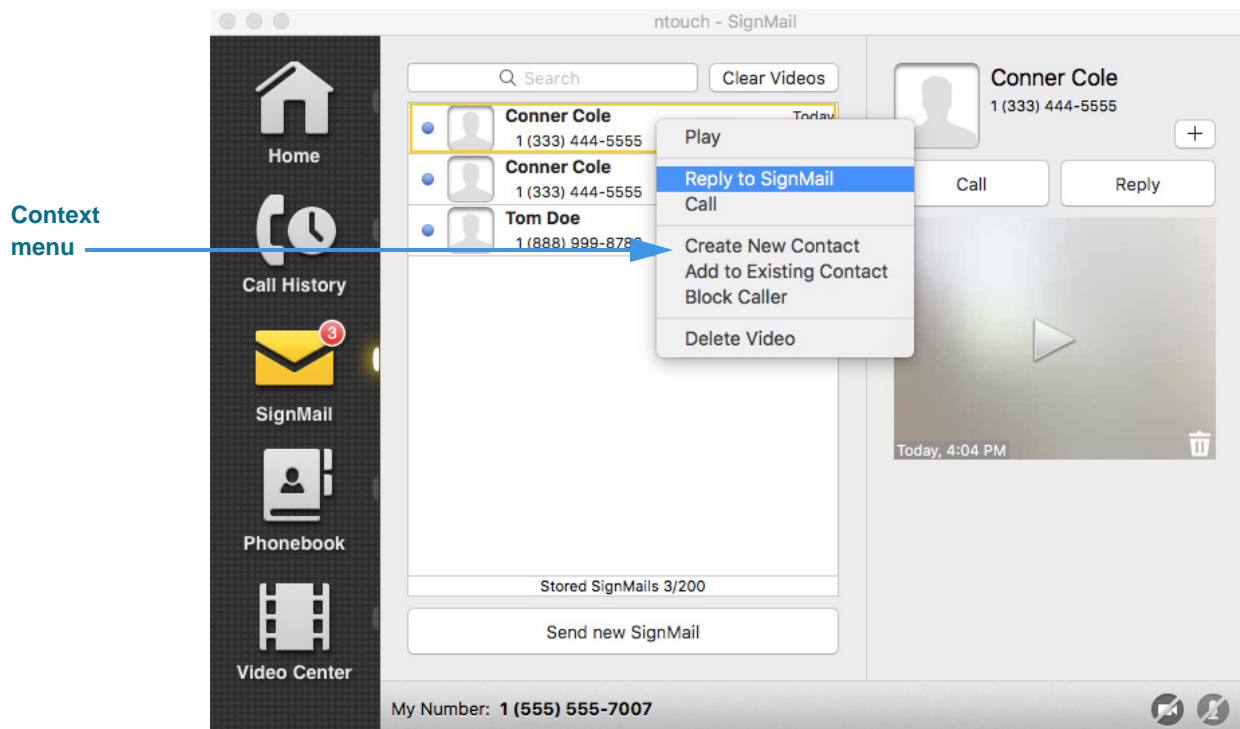


Figure 60 — Context menu, SignMail list pane

You can use the context menu in these ways:

- Select the **Play** option to begin playback of the selected SignMail.
- Select the **Reply to SignMail** option to send SignMail directly to this number.
- Select the **Call** option to place a call to the sender of the selected SignMail.
- Select the **Create New Contact** option to open the Phonebook and add the number to the Contacts list. You can then edit the contact if necessary.
- Select the **Add to Existing Contact** option to open the Phonebook and select the first contact in the list. You can choose to add the number to this contact or you can select another contact.
- Select the **Block Caller** option to open the Phonebook's Block list. You can then edit the details for the blocked number if necessary.
- Select the **Delete Video** option to open a dialog that asks you to confirm the deletion of this SignMail video. You cannot recover deleted SignMails.

See Call History

ntouch for Mac keeps a record of all outgoing calls you make and all incoming calls you receive from hearing or deaf people. You can use the Call History feature to look at a list of *all* your calls or you can choose to look at lists of your *missed*, *received*, or *dialed* calls.

The Call History feature lets you easily redial any caller in the Call History list. You can add new contacts to ntouch for Mac's Phonebook directly from the Call History list.

You also have the option to block incoming calls from specified phone numbers. When you block a phone number, ntouch for Mac will automatically reject all incoming calls and SignMails from that number. You cannot block certain Sorenson numbers (such as calls from Sorenson Technical Support) using this feature.

To Select and See a Call List

Step 1. Select the **Call History** button to display the screen shown below.

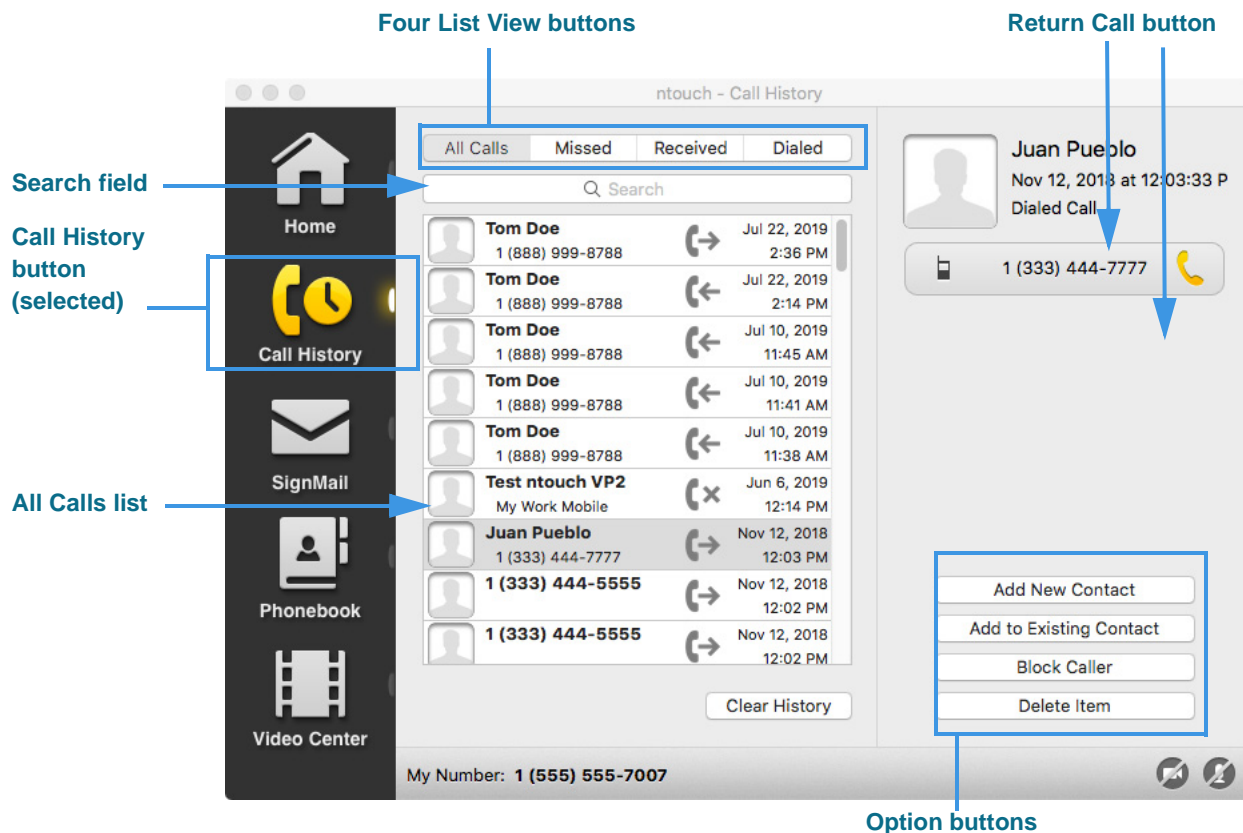


Figure 61 — Call History screen

Step 1. When first opened, the list area of the screen shows the All Calls list. The four tabs at the top of the list are used to show the All, Missed, Received, and Dialed call lists.

Step 2. Select the **Missed Calls** tab to see the Missed Calls list as shown below.

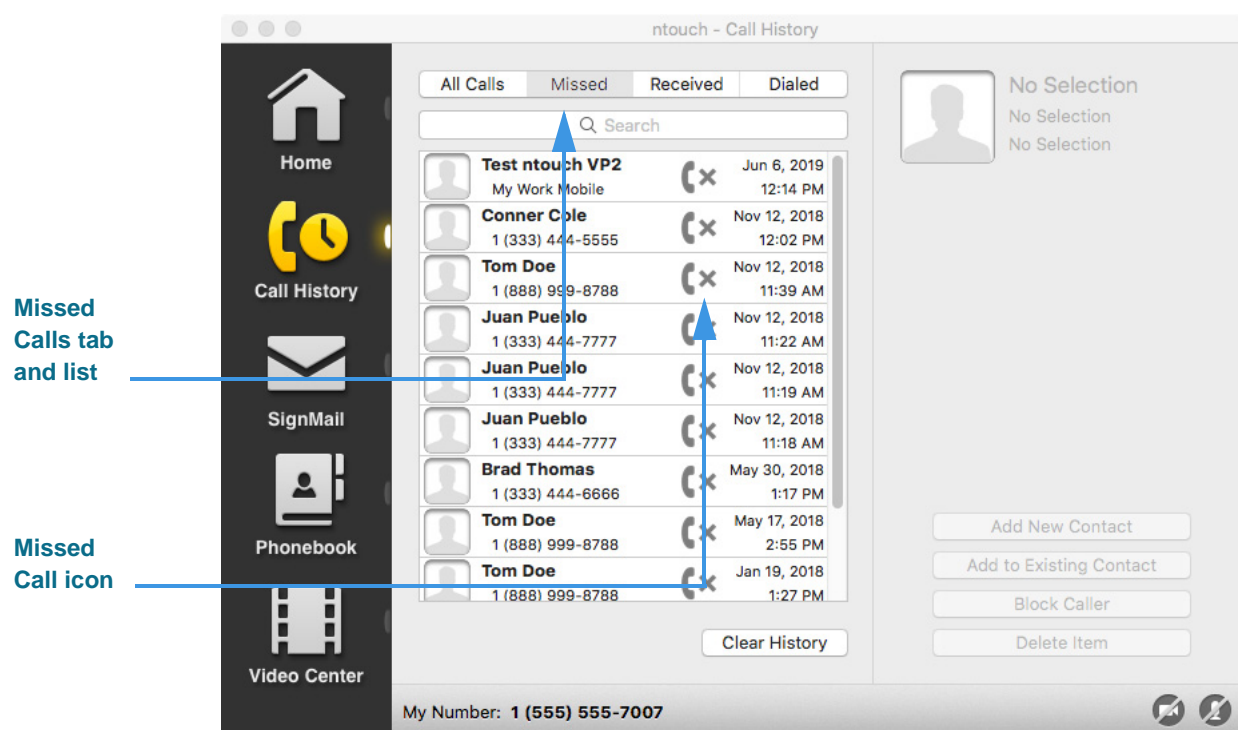


Figure 62 — Missed Calls list

When the *Missed Calls* tab is selected, the list will show only your missed calls. Missed calls are identified in all the lists with a unique icon.

Step 3. You can use the other tabs to view the other call lists whenever needed. To see details about any call in the list, you must first select the call.

To See Call Details

Step 1. Select a call in any one of the Call History lists that you want to examine. The Call details area will then appear at the top-right of the screen as shown below.

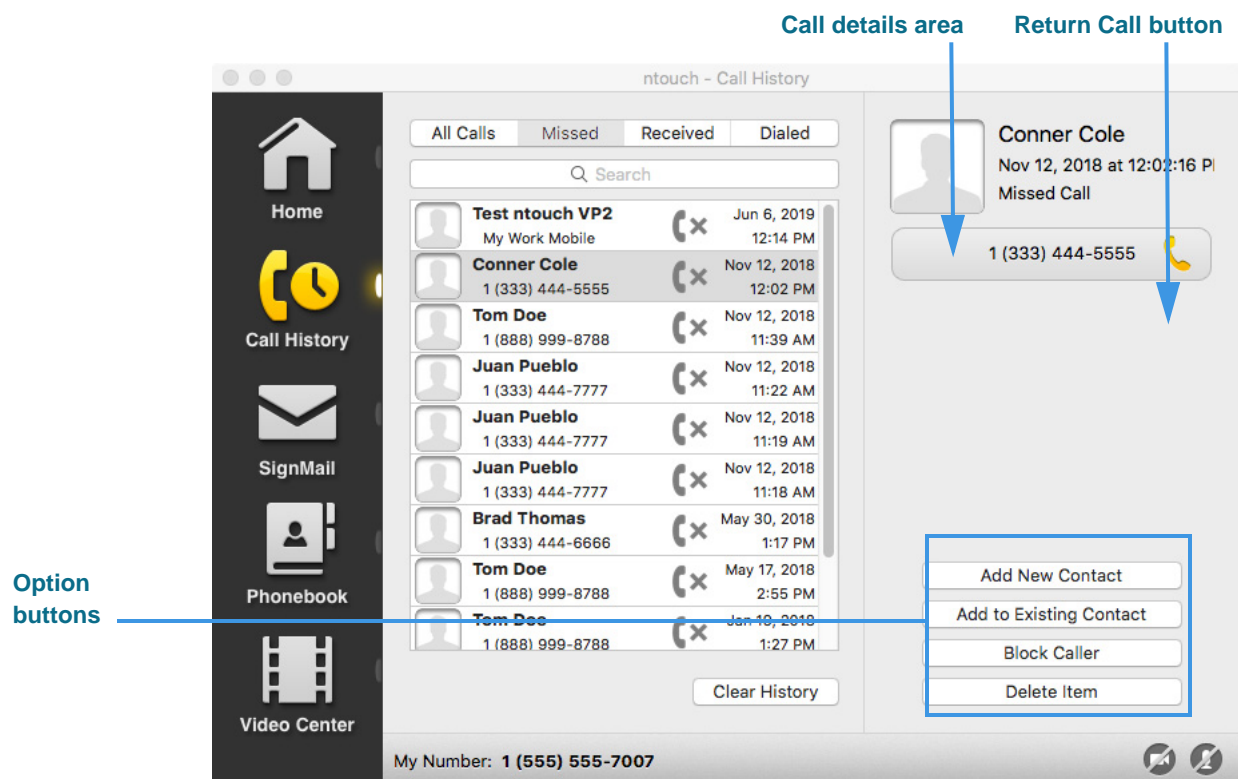


Figure 63 — Call Details screen

The screen now shows information about the call: if it was dialed or received, its date and time, and Caller ID information (if available). The phone number of the call will be shown on the **Return Call** button that appears below the details area.

You can use the **Return Call** button to make a call to the selected number.

Step 2. Use the Option buttons described below as needed.

- Select the **Add New Contact** button to add a new contact in the Phonebook for this caller.
- Selecting the **Add to Existing Contact** to open the Phonebook. You can choose to add the number to the selected contact or another contact. If you do not have any contacts, this item will be grayed out.
- Select the **Block Caller** button to add this phone number to the Blocked list.
- Select the **Delete Item** button to delete this call from the list. You cannot recover deleted call records.

To Delete All Call History

Step 1. Select the **Clear History** button as shown below.

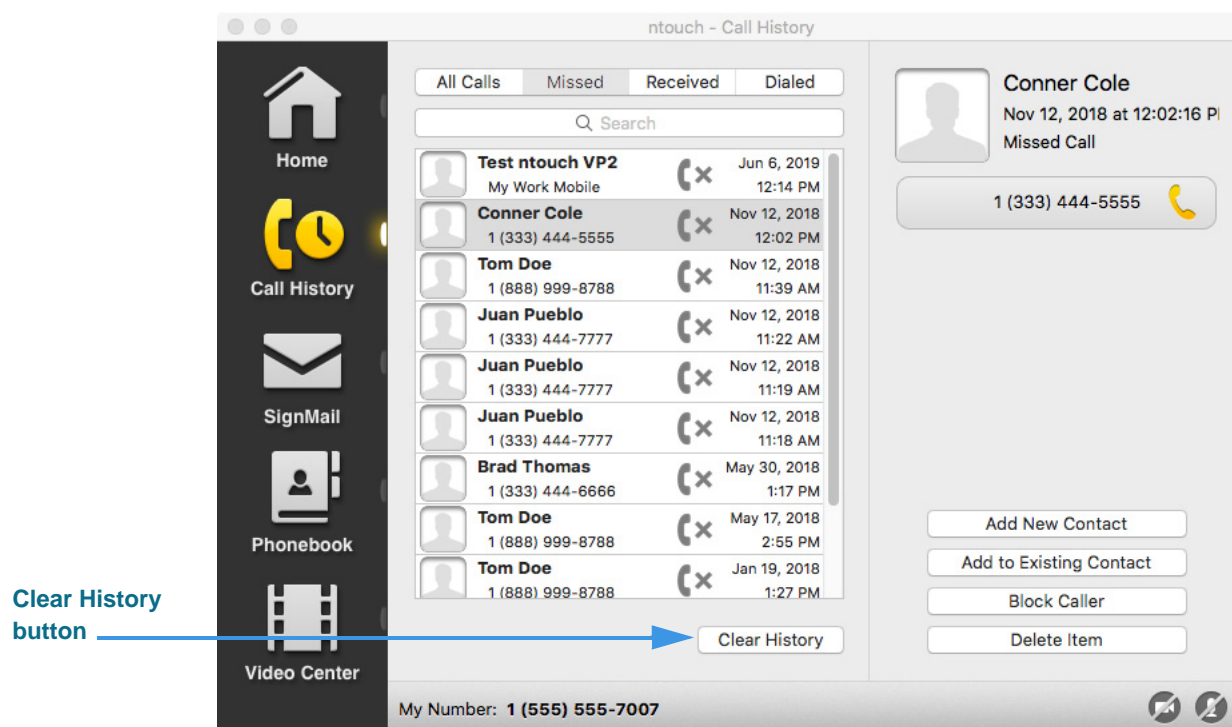


Figure 64 — Clear History button

Step 2. A Delete Confirmation dialog will then appear as shown below.

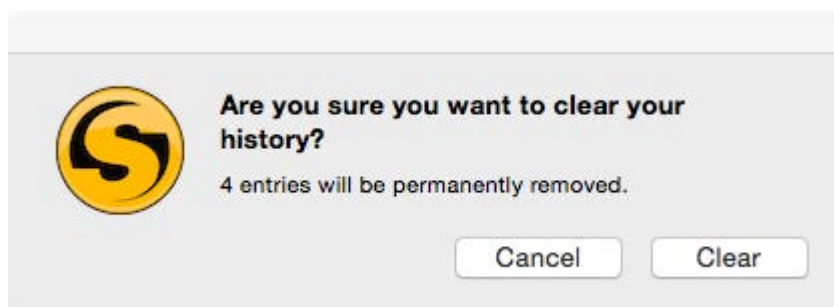


Figure 65 — Delete Confirmation dialog

Step 3. Select the **Clear** button to delete all calls in from all Call History lists. Select **Cancel** to exit the dialog without deleting. You cannot recover deleted call history records.

To Use the Context Menu

Step 1. Control-click (or right-click) on a call in any one of the Call History lists. The context menu will then appear as shown below.

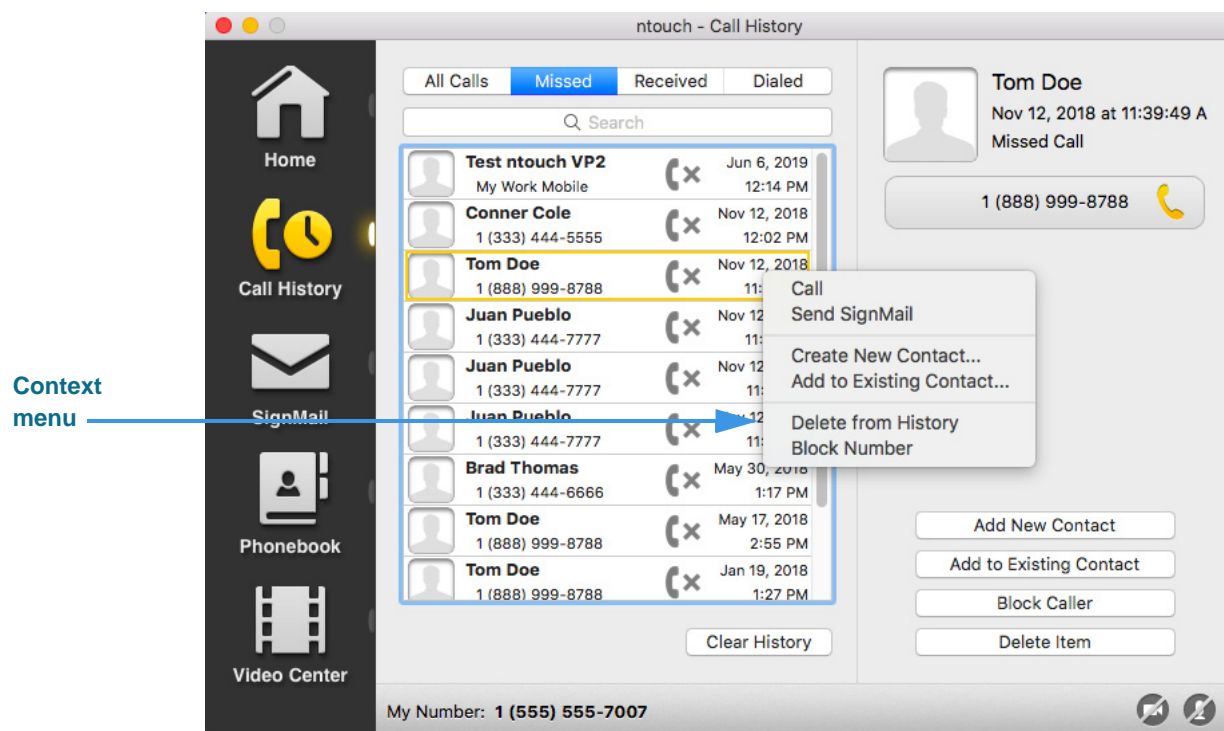


Figure 66 — Context menu, Call History pane

You can use the context menu in these ways:

- Select the **Call** option will dial a call to this phone number.
- Select the **Create New Contact** option to open the Phonebook and add the number to the Contacts list. You can then edit the contact if necessary.
- Select the **Add to Existing Contact** option to open the Phonebook and select the first contact in the list. You can choose to add the number to this contact or you can select another contact. If you do not have any contacts, this item will be grayed out.
- 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. You cannot recover deleted numbers.
- Select the **Block Number** option to open the Phonebook's Block list. You can then edit the details for the blocked number if necessary.

Add a Profile Photo

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

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

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

To Add a Profile Photo

Step 1. Select the **Preferences** option in the ntouch menu to open the Preferences dialog.

Step 2. Select the **Personal** tab to display the dialog shown below.

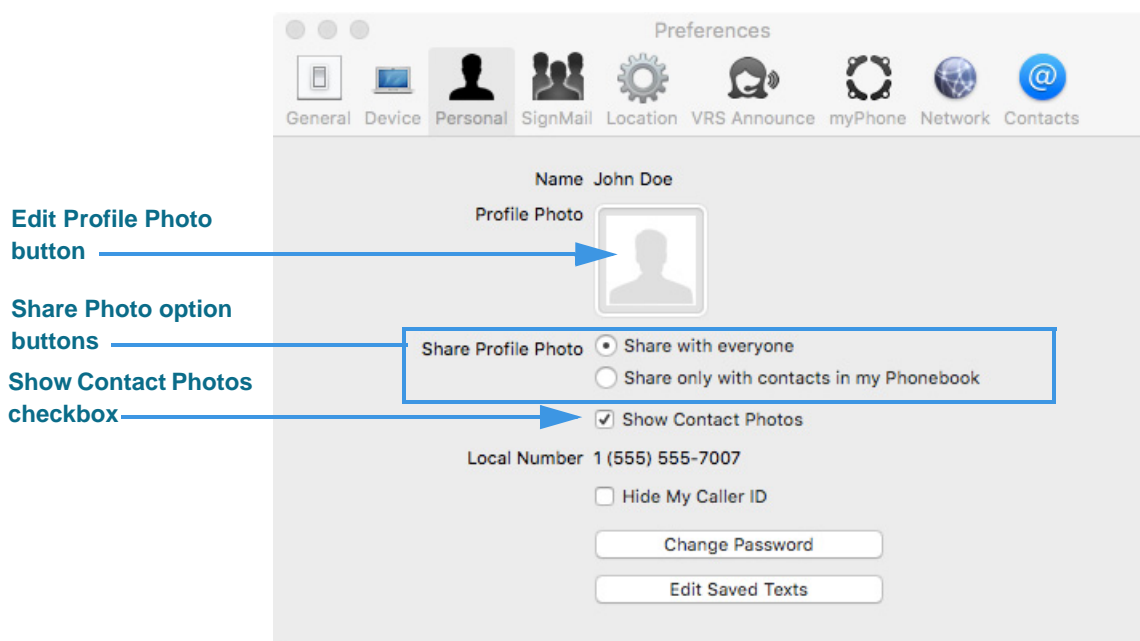


Figure 67 — Personal Preferences dialog

Notice the two **Share Profile Photo** radio buttons. You can choose to share your profile photo with *everyone* or *only with contacts* in your Phonebook. If you do not want anyone to see a profile photo of you, then do not add one.

The **Show Contact Photos** checkbox is used to enable (box checked) or disable (box unchecked) the Contact Photos feature. Disabling Contact Photos does not hide your profile photo, if you have added one.

Add a Profile Photo

Step 3. Select the **Edit Profile Photo** button to display the dialog shown below.

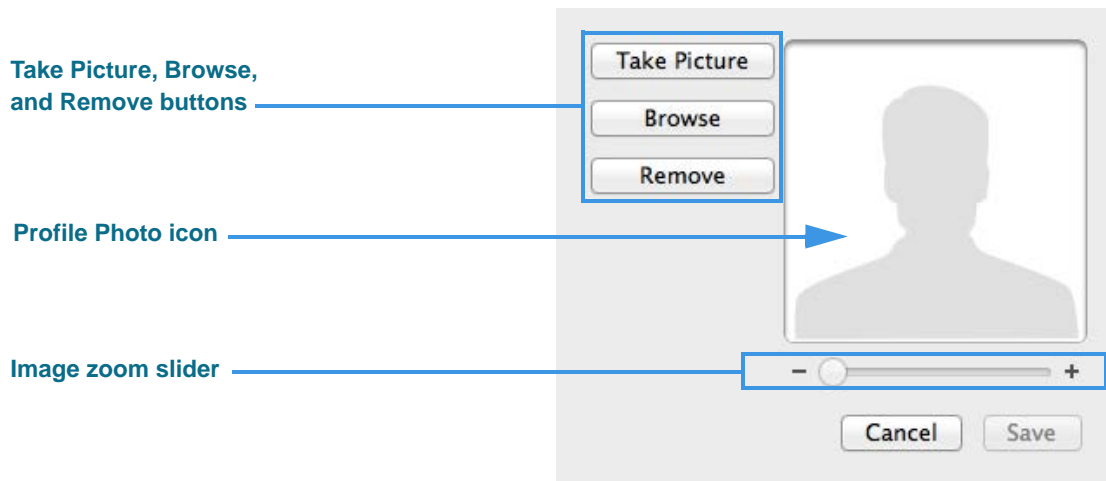


Figure 68: *Edit Profile Photo* dialog

Select the **Take Picture** button to use your Mac's camera to take your photo.

Select the **Browse** button to find and select a photo on your hard drive instead of taking a photo.

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

Step 4. Select the **Take Picture** button to display the dialog shown below.

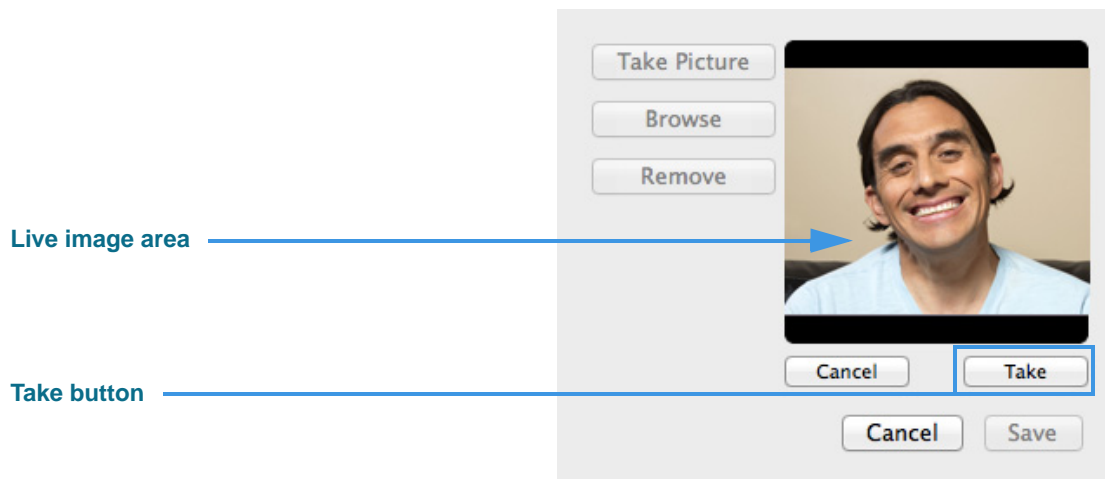


Figure 69: *Take Picture* dialog

Step 5. Position yourself so that the live image area shows the photo you want to take. Select the **Take** button to use your Mac's camera to take a photo.

You can repeat the process of taking a photo until you are satisfied with the results. You can use the Image zoom slider to crop the photo a bit if you like.

Step 6. When satisfied with the photo, select the **Save** button to save the photo to your Sorenson profile record.

To Add a Photo to a Contact

Step 1. Select the **Phonebook** button to display the screen shown below.

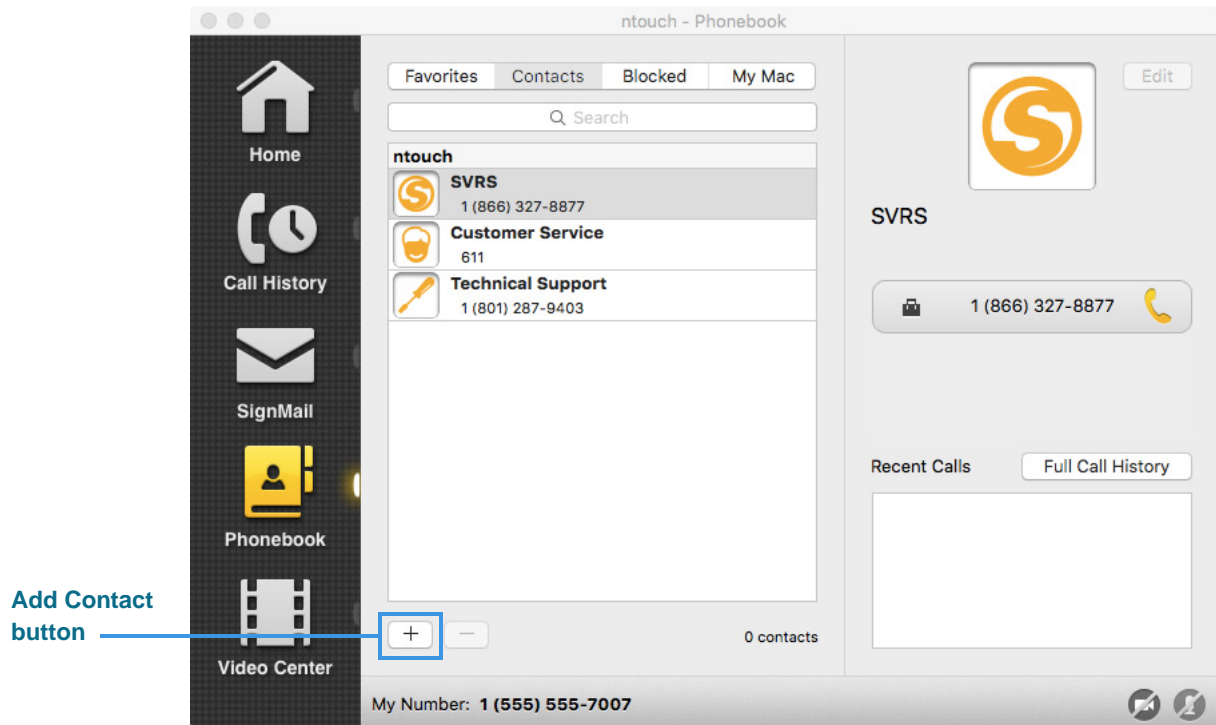


Figure 70 — Add Contact button on *Phonebook* screen

Add a Profile Photo

Step 2. Select the **Add Contact** button to display the screen shown below.

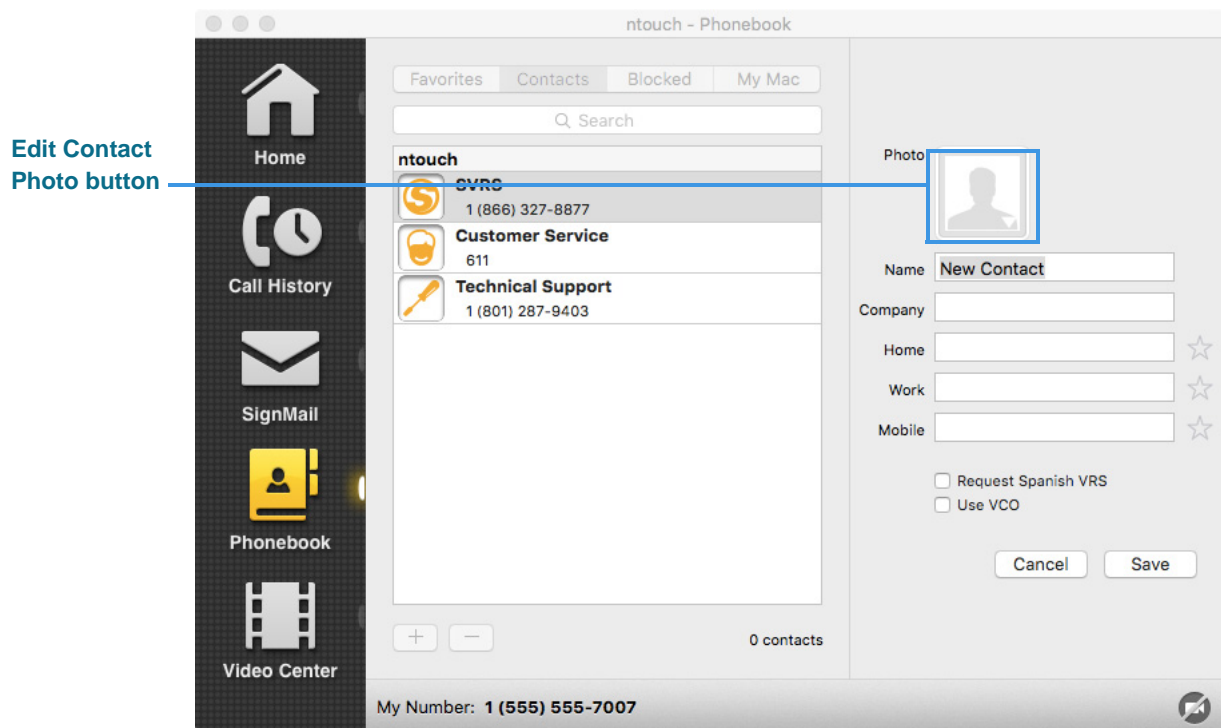


Figure 71 — Edit Contact Photo button on Add Contact screen

Step 3. Select the **Edit Contact Photo** button to open the drop-down menu shown below.

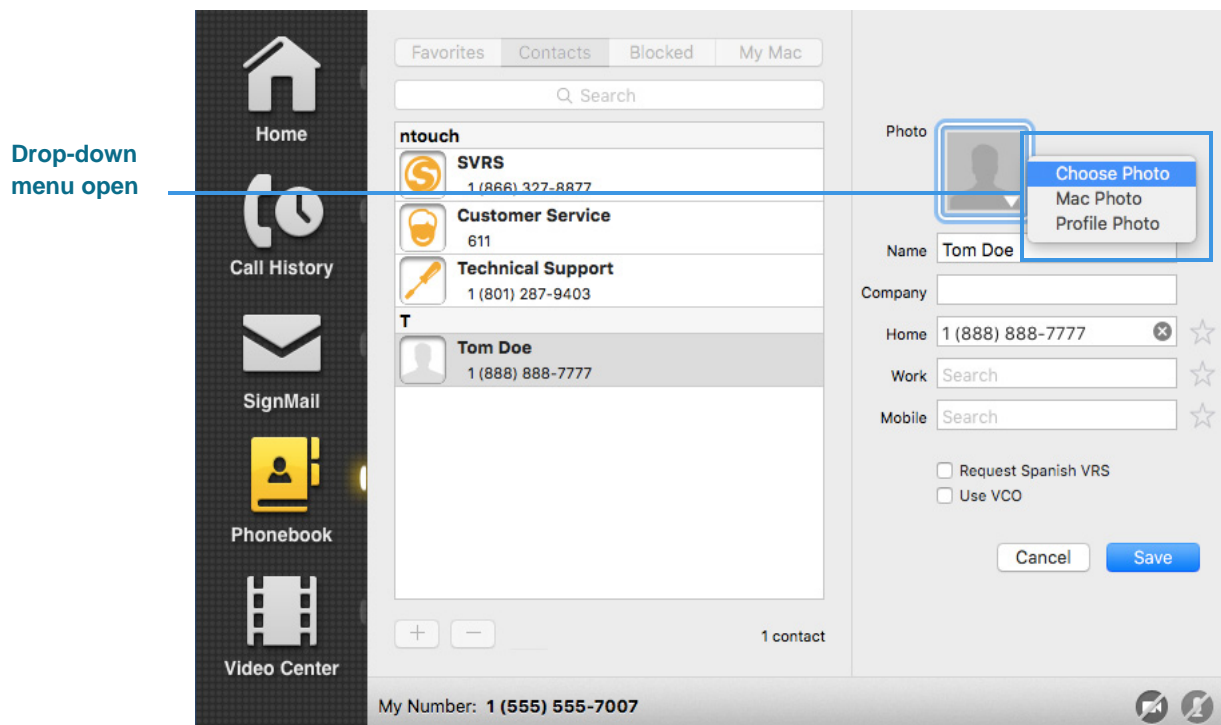


Figure 72 — Open Contact Photo menu on Add Contact screen

Notice the drop-down menu that opened when you selected the Edit Contact Photo button. There are four options in the menu:

- Select the **Remove Photo** button to remove the current photo, if any, from this contact record. This option will not appear if there is no current photo.
- Select the **Choose Photo** button to find and select a photo stored on your hard drive for this contact.
- Select the **Mac Photo** button to use the current photo, if any, stored with your Mac's user profile.
- Select the **Profile Photo** button to use the current profile photo, if any, stored for this Sorenson user. The contact must be a Sorenson VRS user for this option to be available.

Step 4. After selecting one of the four options from the drop-down menu, fill in (or edit) the fields on the screen for the contact's name and phone number(s). You can also select one or both of the checkboxes to set the Spanish VRS and/or VCO options for this contact.

Use the Phonebook

ntouch for Mac's Phonebook can store up to 500 contact records. You can add new contact records directly to the Phonebook or from the Call History screens. The Phonebook is organized alphabetically to make it easy for you to find your contacts. You can also import contacts from the Mac's own Contacts app. See **Page 94** for details.

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

The Phonebook also lets you see and manage your Block List. When you block a phone number, ntouch for Mac will automatically reject all incoming calls and SignMails from that number. You cannot block certain Sorenson numbers (such as Sorenson Technical Support) using this feature. You can “clean up” the Phonebook by deleting individual contact records. Any contact records that you delete are gone forever.

To See Your Contacts List

Step 1. Select the **Phonebook** button to display the Contacts list as shown below.

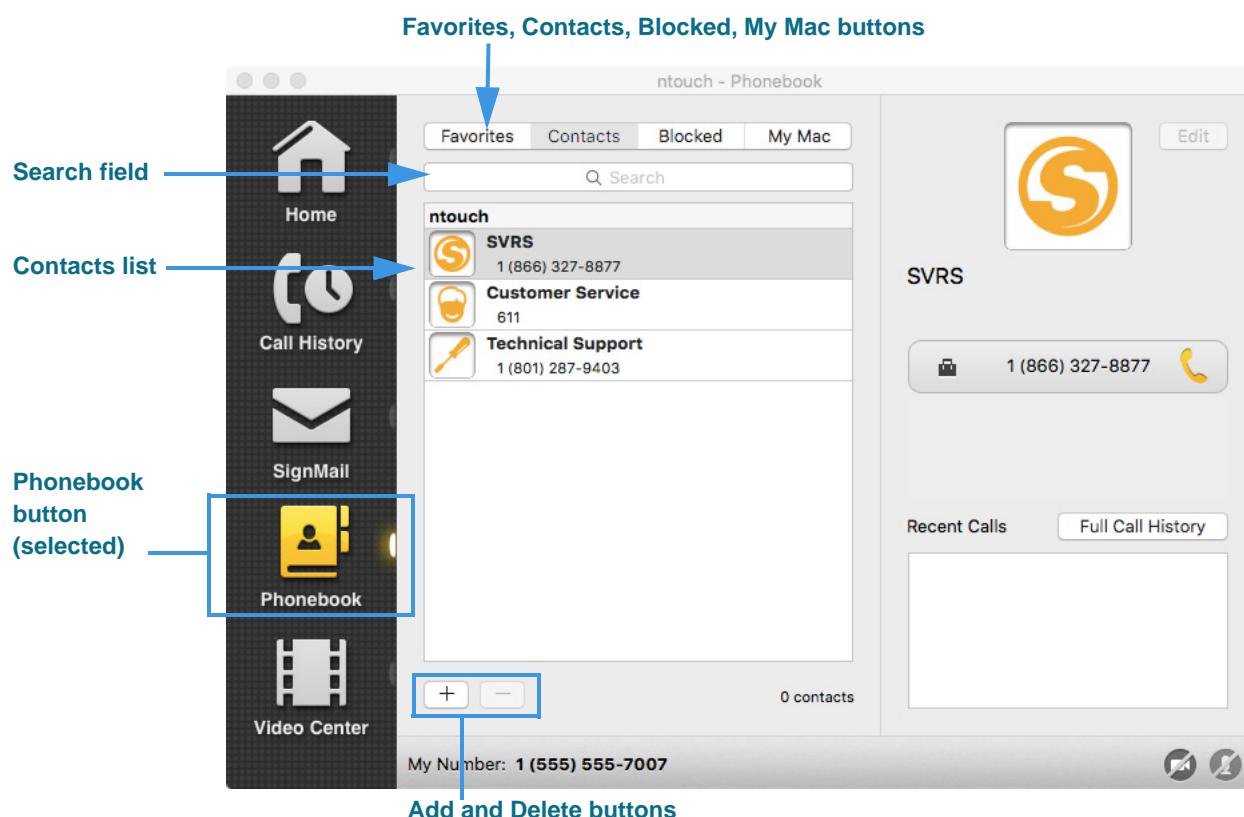


Figure 73 — Phonebook screen

See **Page 9** to learn about the various parts of the *Phonebook* screen.

To Call a Contact

- Step 1. Select the **name of the contact** you want to call in the Contacts List to display the Contact details at the right side of the screen as shown below.

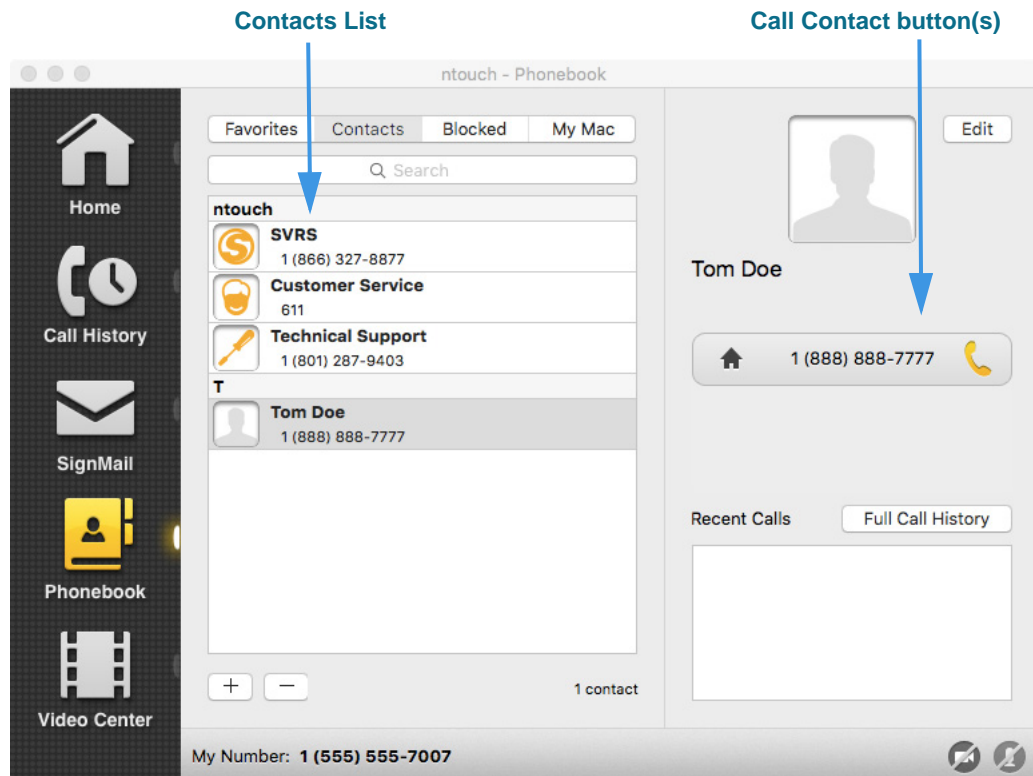


Figure 74 — Phonebook panes, one contact selected

- Step 2. Select the **Call Contact** button. If the contact has more than one phone number, there will be multiple call buttons.
- Step 3. Proceed with your call as you normally do.

To Add/Edit a Contact

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

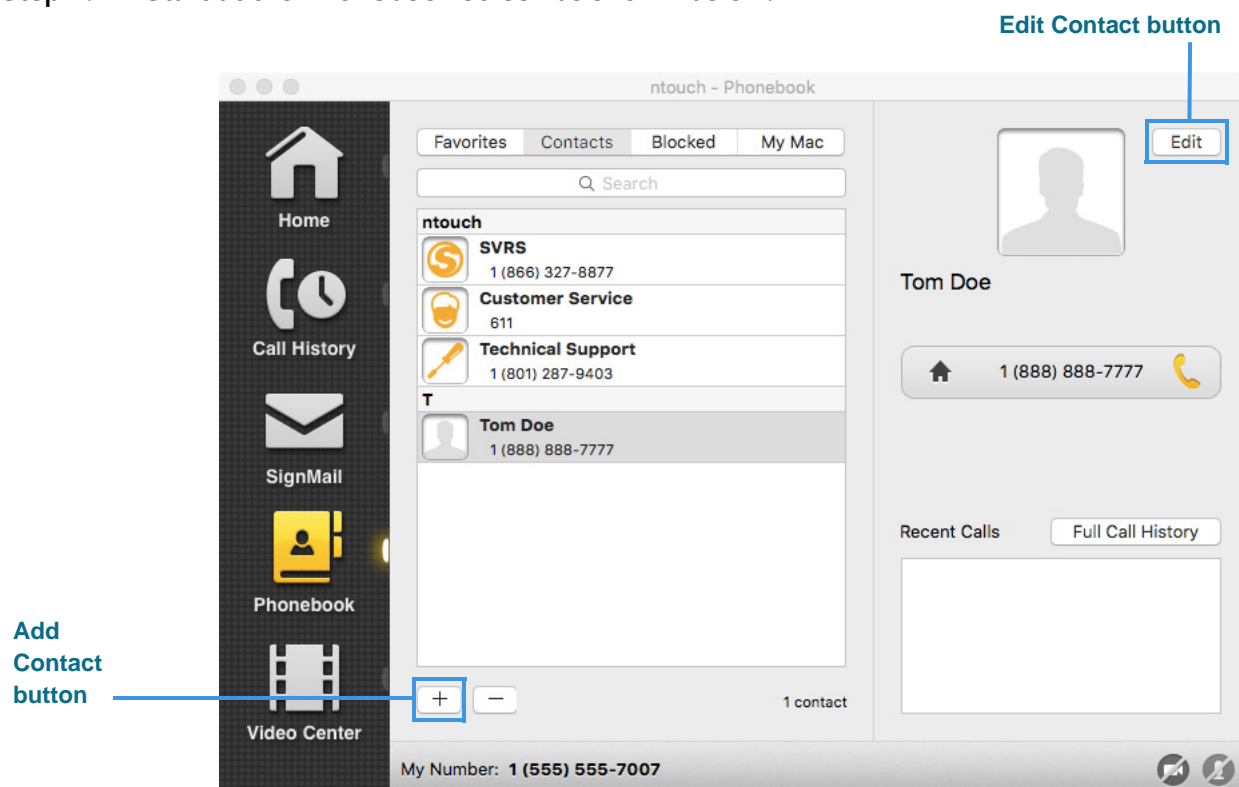


Figure 75 — Add and Edit buttons on *Phonebook* screen

Step 2. If you want to add a new contact to the Phonebook, select the **Add Contact** button. Select the **Edit** button to edit an existing contact after you select the contact you want to edit.

Step 3. The right side of the window will then appear as shown below.

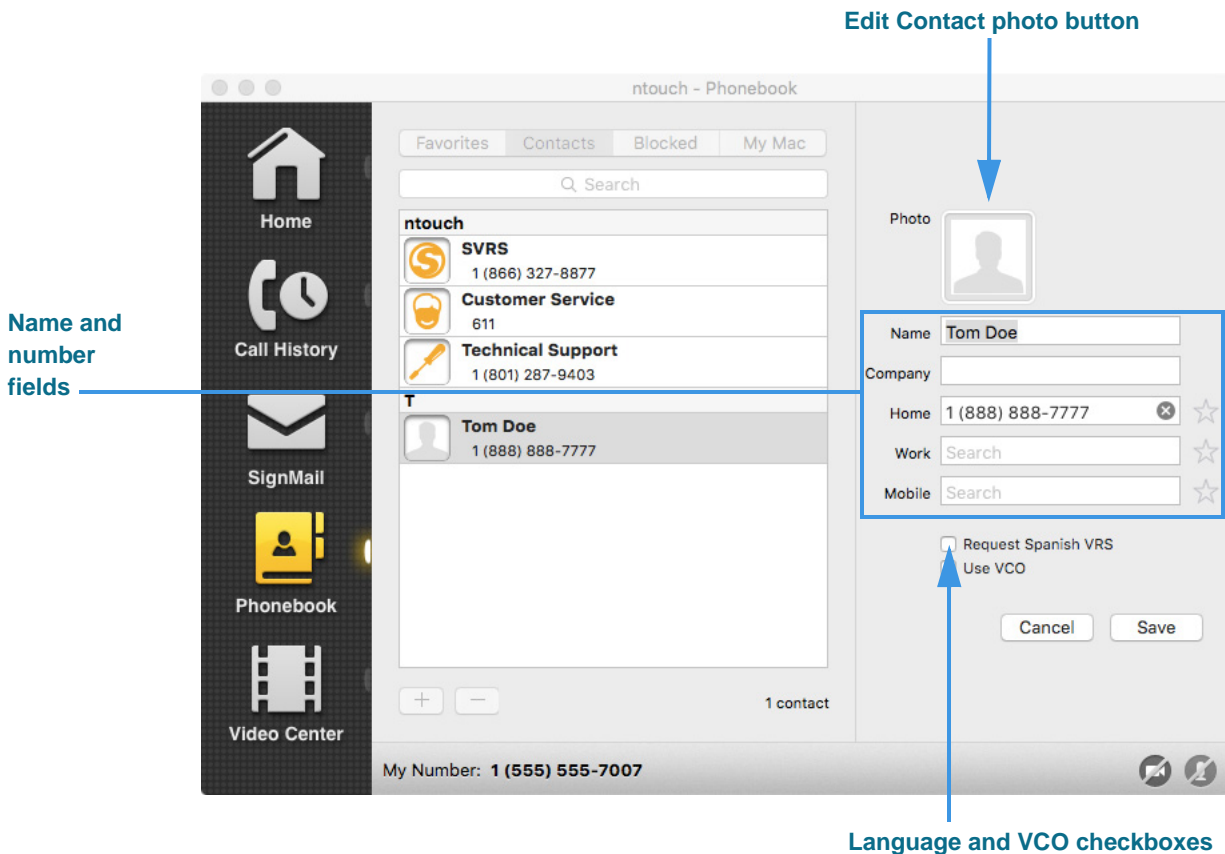


Figure 76 — Edit Contact

The right side of the window now contains fields for the contact's **Name**, **Company** and three phone numbers: **Home**, **Work** and **Mobile**. You must enter a **name** and at least one **phone number** for the contact. The **Company** field is optional. Two checkboxes are used to select whether this contact requires a Spanish interpreter or if the 1-Line Voice Carry Over (VCO) feature is to be active for this contact. The **Edit Photo** button is above the Name field.

- Step 4. Enter a name in the **Name** and **Company** (if needed) fields for the new contact.
- Step 5. Enter the phone numbers to be stored for this new contact in the **Home**, **Mobile**, and/or **Work** fields. You must enter at least one phone number.
- Step 6. If desired, select the **Request a Spanish VRS** checkbox to make every call to this contact a Spanish VRS call.
- Step 7. If desired, select the **Use VCO** checkbox to make VCO calls to this contact.

- Step 8. To add or edit the contact photo, select the **Edit Photo** button to display the context menu as shown below.

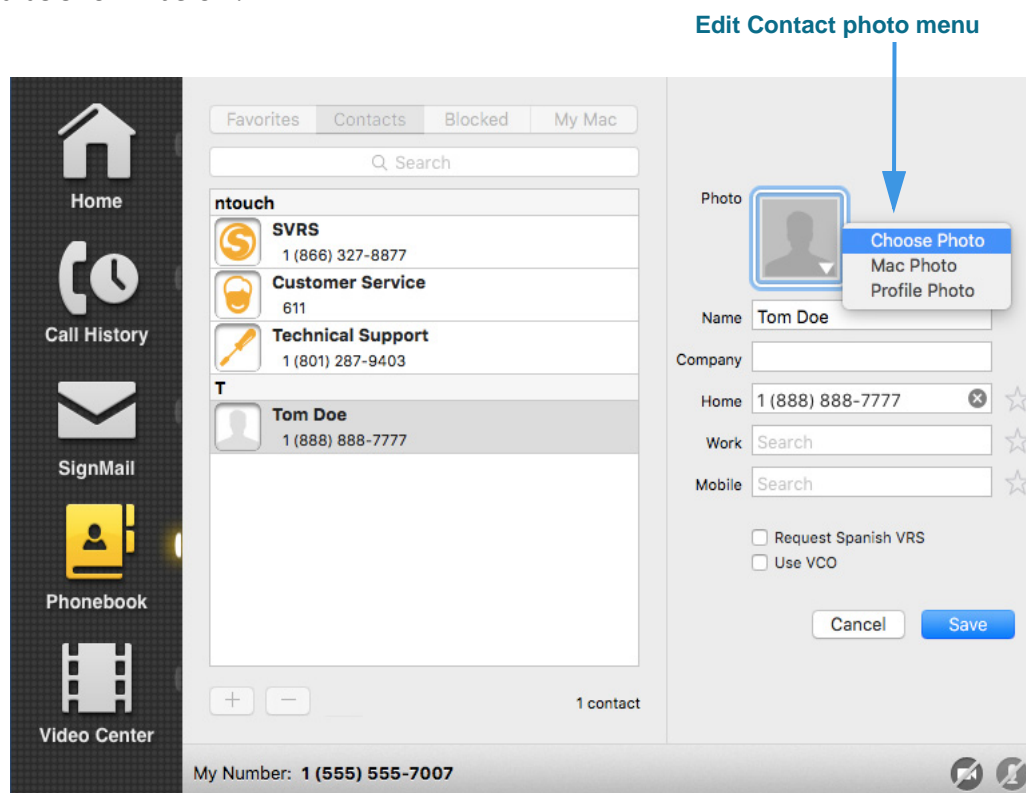


Figure 77 — Edit Contact photo

There are four options in the context menu:

- Select the **Remove Photo** button, if it appears, to remove an existing photo.
- Select the **Choose Photo** button to browse your computer's disk for a photo.
- Select the **Mac Photo** button to use the photo saved in your Mac Contacts app.
- Select the **Profile Photo** button to use the photo you have saved as your Sorenson Profile photo. See **Page 60** for details on adding a Profile photo.

- Step 9. When finished, select the **Save** button to save the new contact record.
- Step 10. You can edit a contact by following the same steps to make changes to the phone number(s), the Spanish VRS and 1-Line VCO options, or the Contact photo.

To Delete Contacts

- Step 1. Highlight the contact you want to delete from the Contacts List as shown below. You can use either the context menu or **Delete Contact** button to delete a contact.

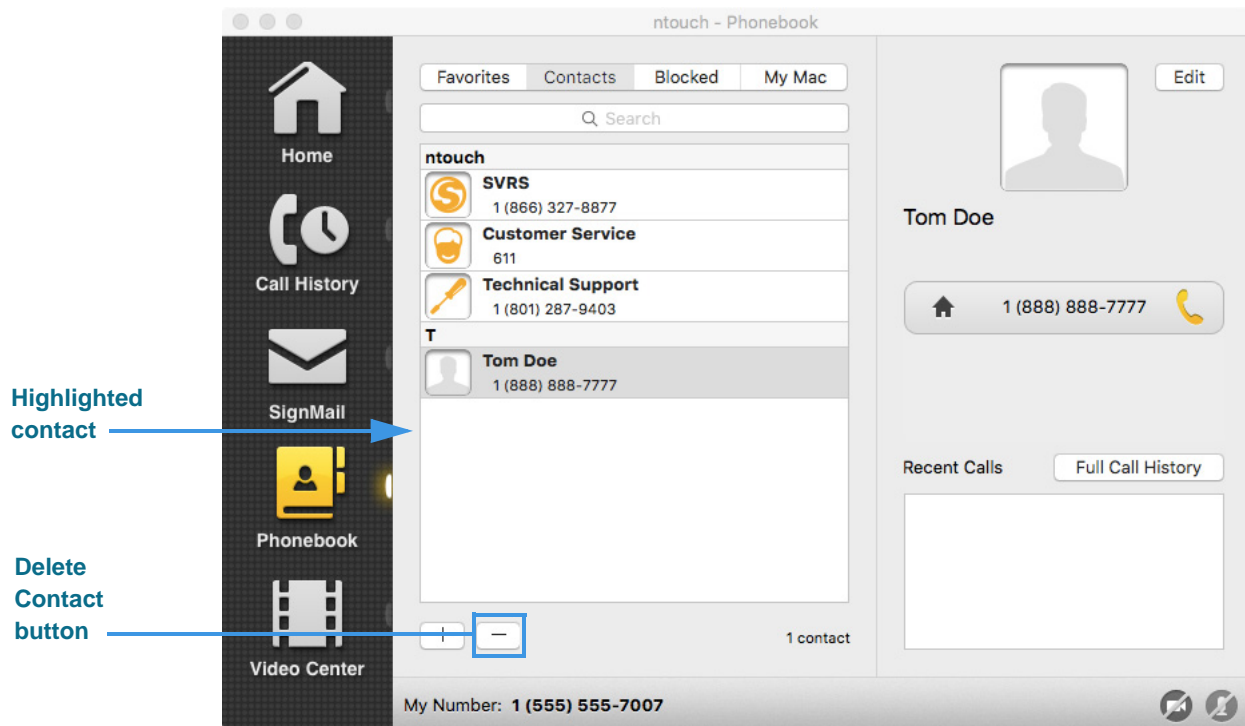


Figure 78 — Delete Contact button in Contact Details pane

- Step 2. Select the **Delete Contact** button in the Contact Details pane. Or, if you are using the Context menu, Control-click (or right-click) on the contact and then select **Delete Contact** from the pop-up menu.
- Step 3. A Delete Confirmation dialog will then appear as shown below.

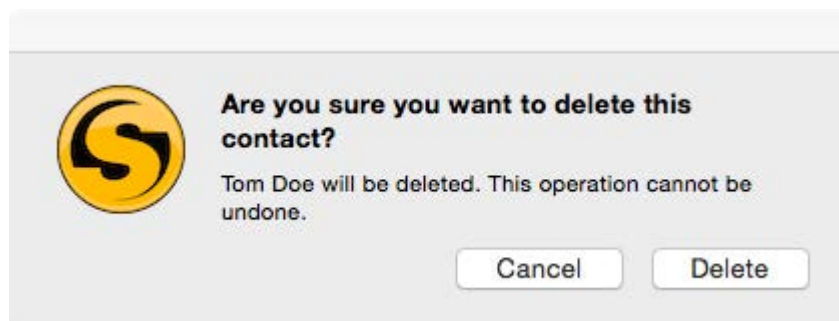


Figure 79 — Delete Confirmation dialog

- Step 4. Select the **Delete** button to delete the contact. Select Cancel to exit the dialog without deleting. You cannot recover deleted contacts.

To Add Blocked Numbers

There are two ways to add phone numbers to ntouch for Mac's Block List. You can add any existing contact to the list or you can add a new phone number to the list.

- Step 1.** To block an existing contact, first select the contact you want to block and then control-click (or right-click) to display the context menu shown below.

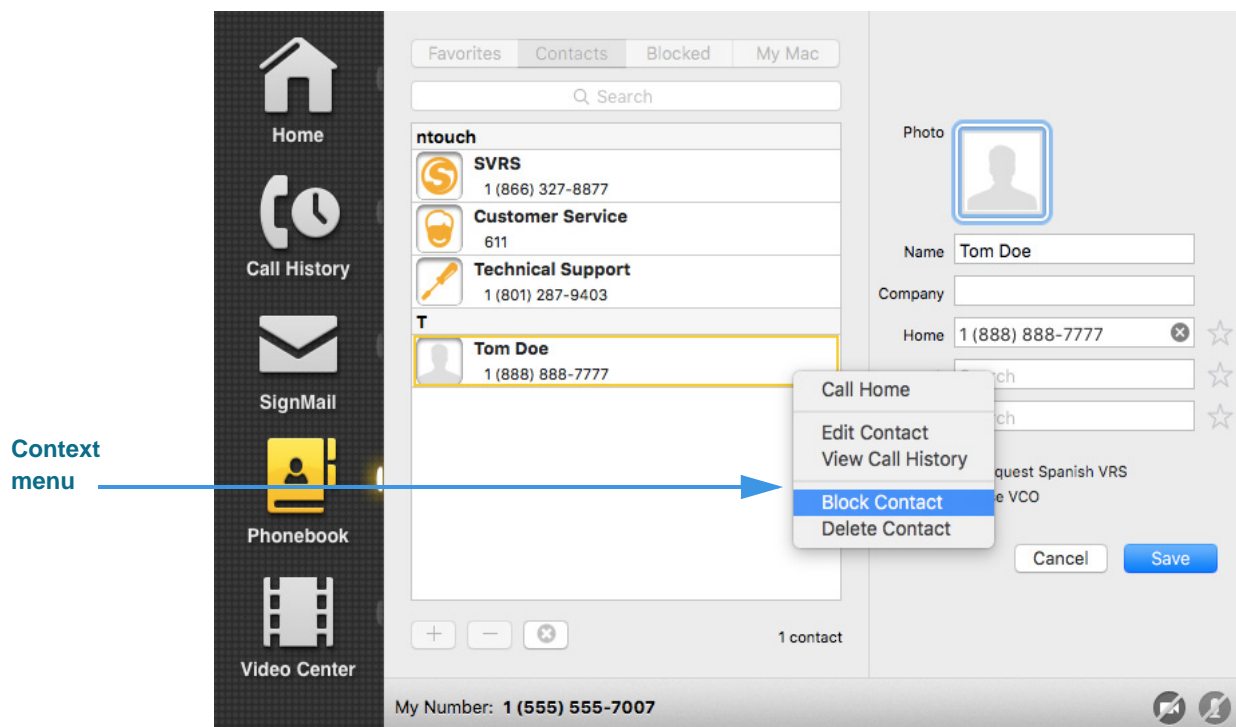


Figure 80 — Contacts pane context menu

- Step 2.** Select **Block Contact** from the context menu.
- Step 3.** The Block Contact dialog will then appear as shown below.

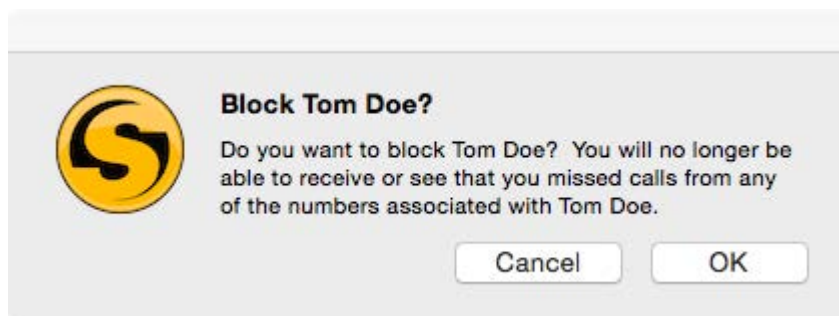


Figure 81 — Contact Exists dialog

- Step 4.** Select the **OK** button to proceed with blocking this contact. Select Cancel to exit the dialog without blocking.

Step 5. Select the **Blocked** button to see the contact you just blocked as shown below.

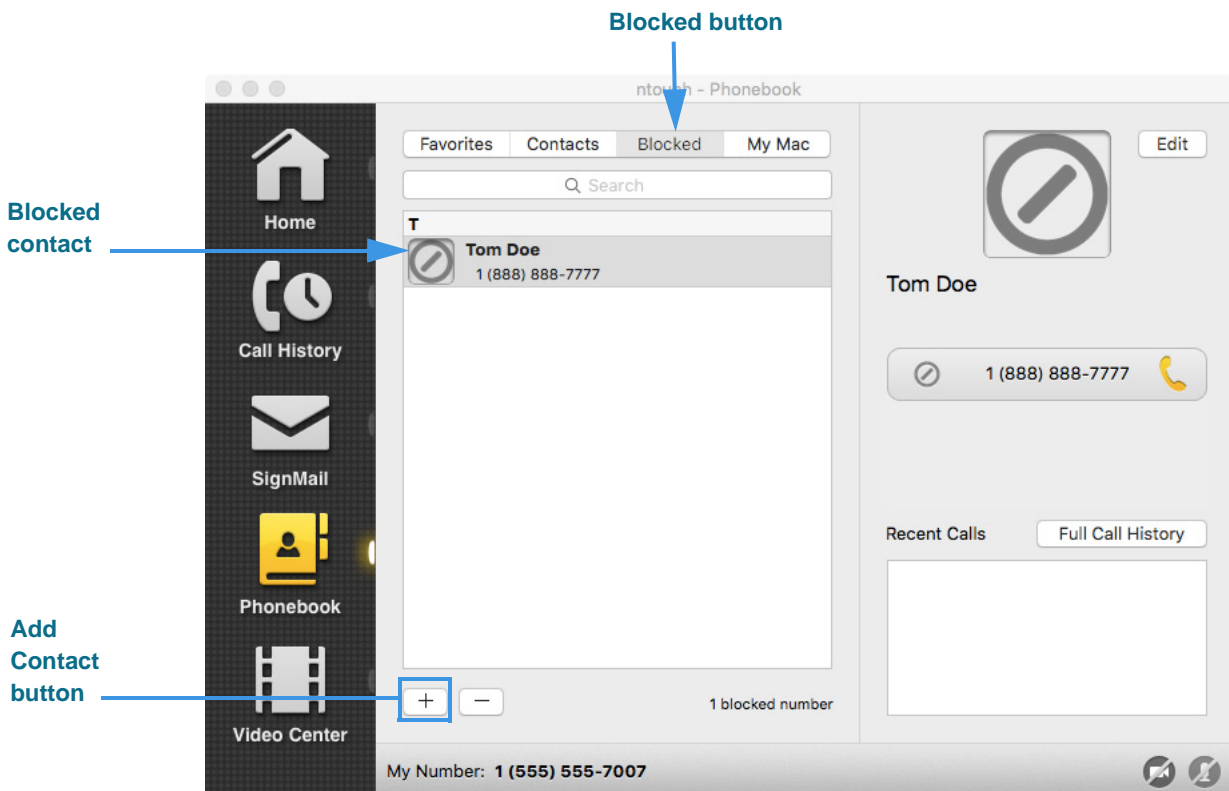


Figure 82 — Blocked tab selected showing Block list

Step 6. To add new contacts to the Block List, select the **Add Contact** button.

Step 7. The New Blocked Number pane will appear as shown below.

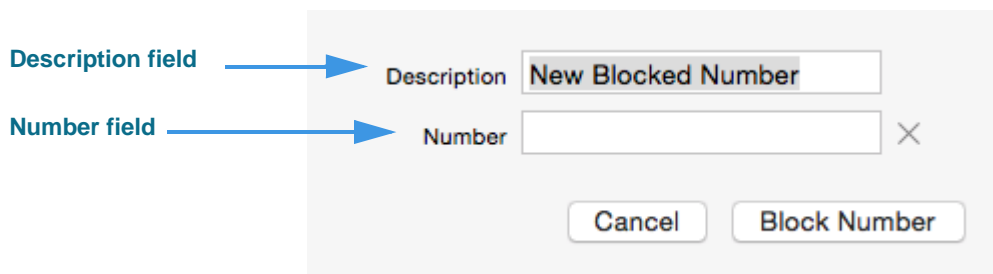


Figure 83 — Add Block pane

Step 8. Enter a name/description and a phone number into the two fields in the pane.

Step 9. Select the **Block Number** button to add the number to the Block list. Select Cancel to exit without blocking.

To Unblock a Number

- Step 1. Select the **Blocked** button. Highlight the contact you want to delete from the Contact List as shown below. You can use either the context menu or **Delete Contact** button to delete a contact from the Block List.

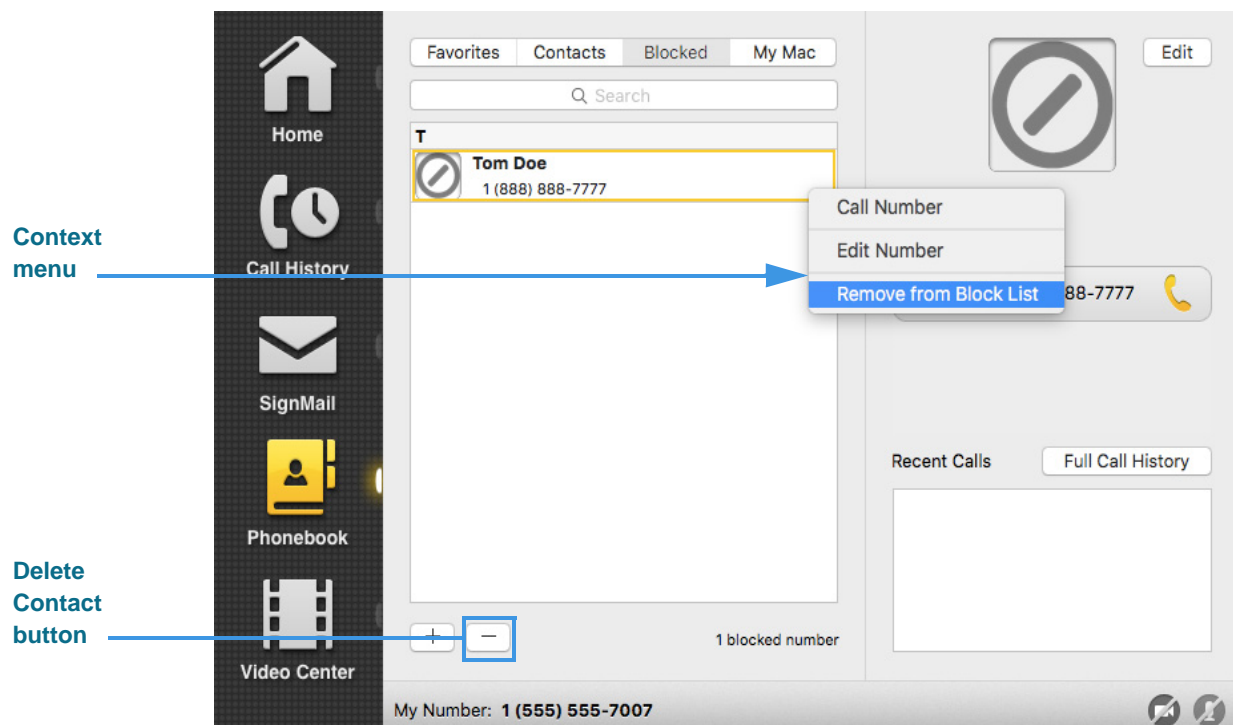


Figure 84 — Blocked list, Context menu

- Step 2. Select **Remove from Block List** in the context menu. Or, select the **Delete Contact** button.
- Step 3. An Unblock Confirmation dialog will then appear as shown below.

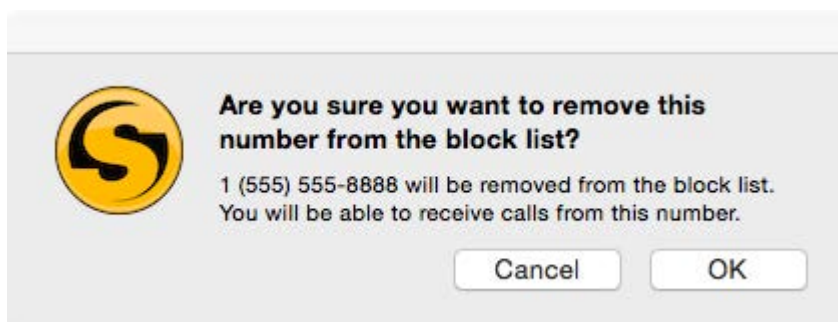


Figure 85 — Contact Exists dialog

- Step 4. Select the **OK** button to proceed with unblocking this contact. Select Cancel to exit the dialog without unblocking.

To Use the Favorites Feature

The Favorites feature lets you create a list of favorite contacts that can be view separately in the Phonebook. You can add a remove contacts from the Favorites list at any time.

Step 1. At the Home screen, select the **Phonebook** button to open the screen shown below.

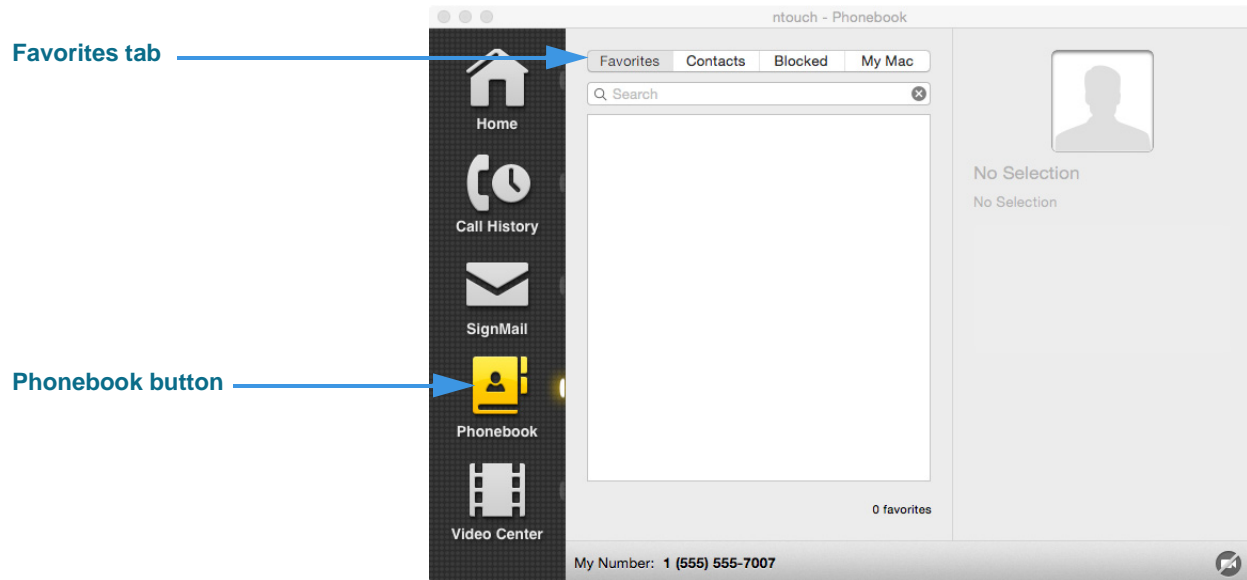


Figure 86 — Phonebook button selected

Notice the new **Favorites** tab that has been added to the center panel of the screen. In this example shot, there are no favorite contacts in the Favorites list. To add one, you must edit the contact record of the contact(s) you want to add as favorites.

Step 2. Select the **Contacts** tab to open the screen shown below.

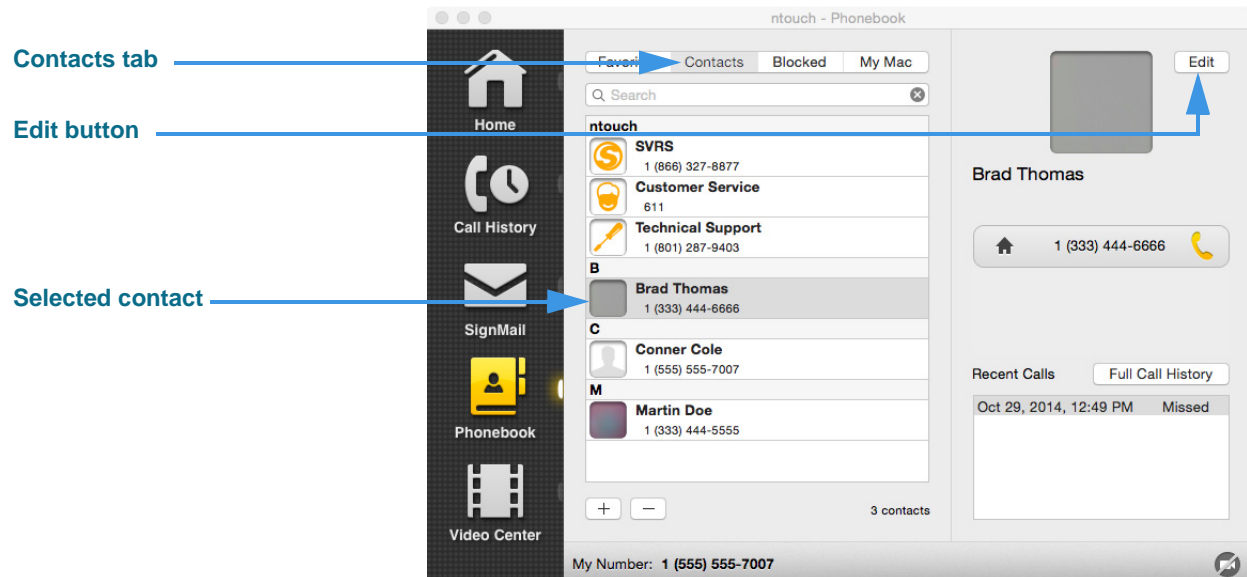


Figure 87 — Contacts tab selected, Contacts list open

- Step 3. Select the **contact** you want to add as a Favorite and then select the **Edit** button to open the screen shown below.

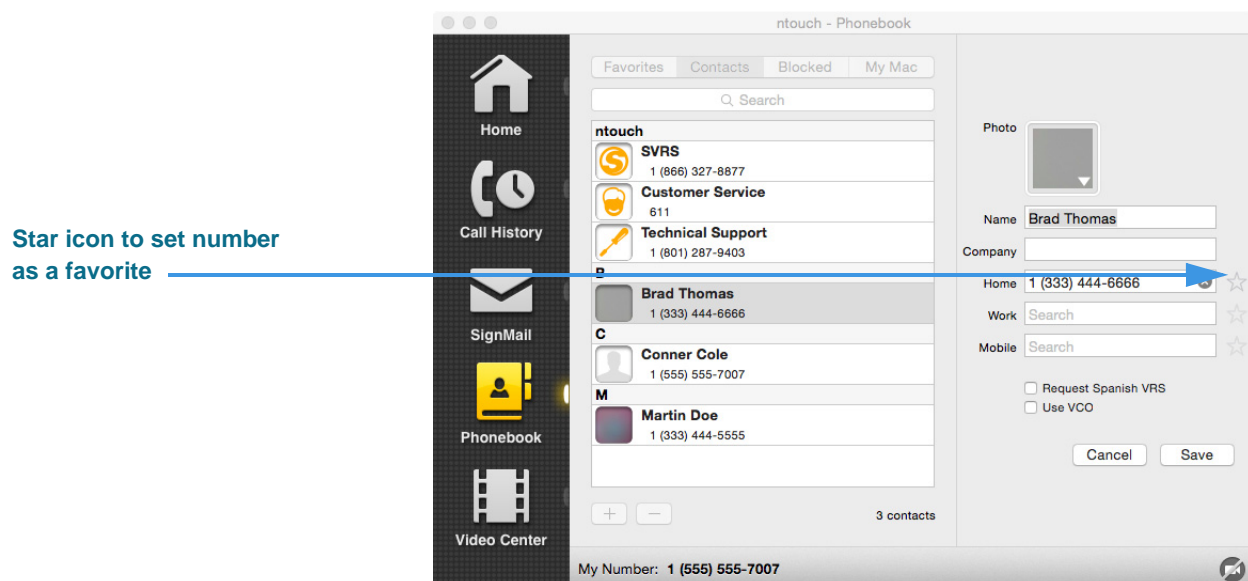


Figure 88 — Selected contact opened, star icon

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

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

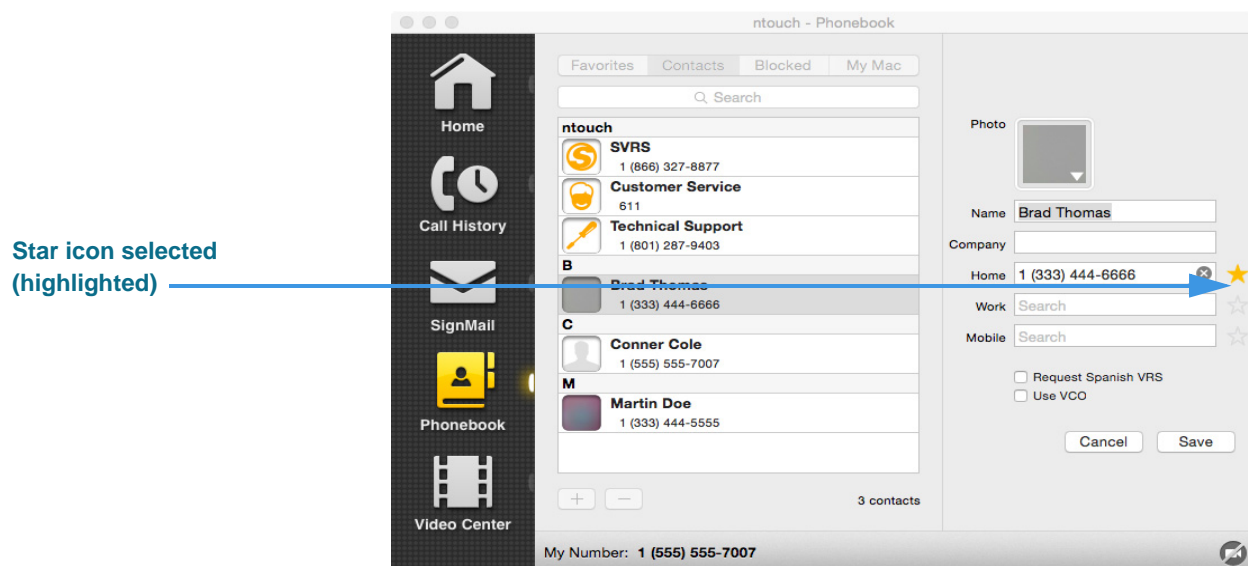


Figure 89 — Star icon selected for one number

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

Step 5. Select the **Favorites** tab to open the screen shown below.

New favorite added
to list

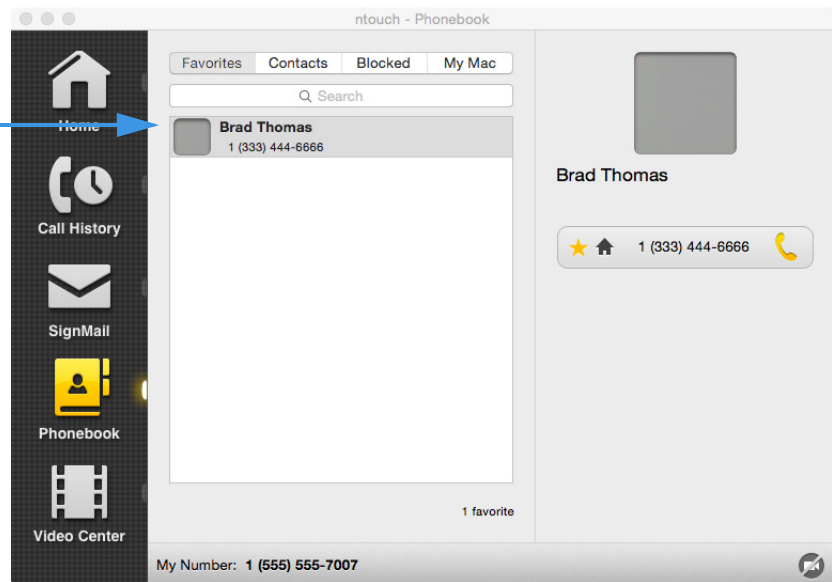


Figure 90 — Favorites tab selected, number added to list

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

To Use the Context Menu

Step 1. Control-click (or right-click) on a call in any one of the names in the Contacts List. The context menu will then appear as shown below.

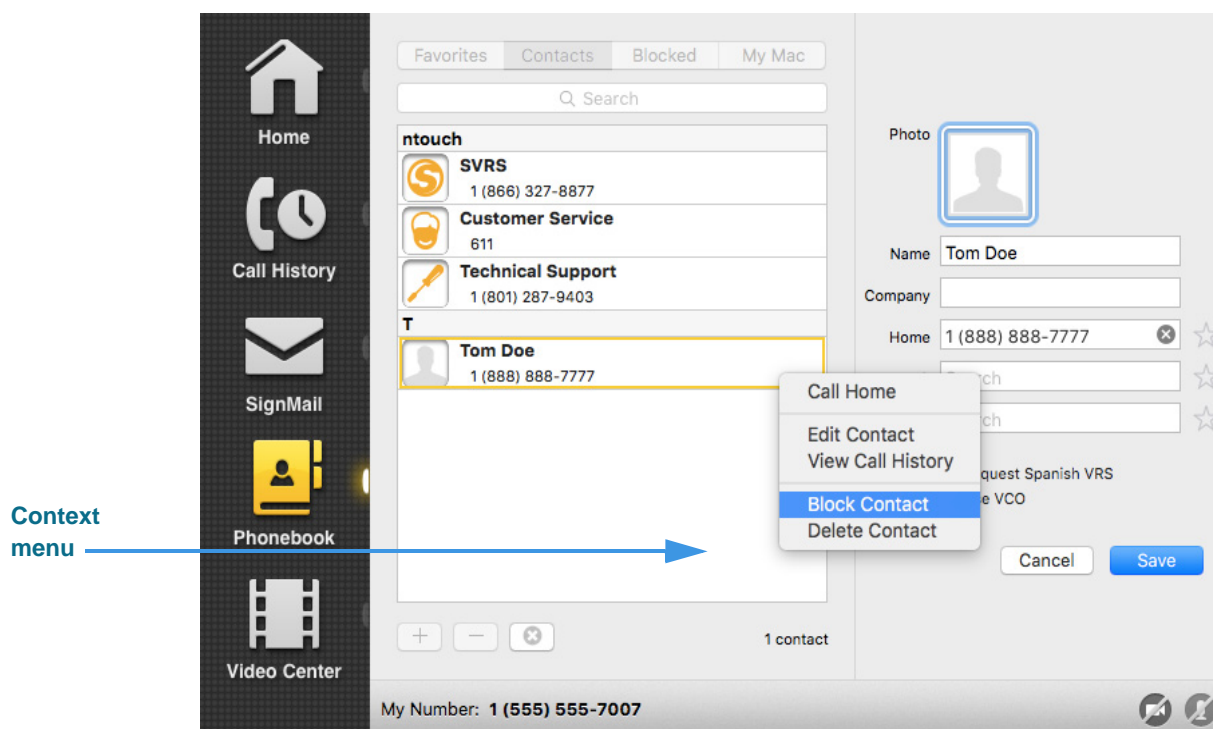


Figure 91 — Context menu, Contacts list

You can use the context menu in these ways:

- Select the **Call <number type>** option will dial a call to this contact's Home, Mobile, or Work phone number(s).
- Select the **Edit Contact** option to open the Edit Contact pane. You can then edit the details for this contact.
- Select the **View Call History** option to open the Call History list. The list will show all the calls made to or received from this contact.
- Select the **Block Contact** option to open the Phonebook's Block list. You can then edit the details for the blocked number if necessary.
- Select the **Delete Contact** option to open a dialog that asks you to confirm the deletion of this contact. You cannot recover deleted contacts.

To Import Mac Contacts

ntouch for Mac can import contacts from your Mac's own Contacts app. You can store up to 500 contacts in ntouch for Mac's Phonebook.

Note: This feature is **not** the same as the Import Contacts feature accessed from the Preferences dialog. That feature is used to import contacts from another Sorenson videophone account, not from the Mac's Contacts app. See **Page 94** for details.

Step 1. Select the **Phonebook** button to open the screen shown below.

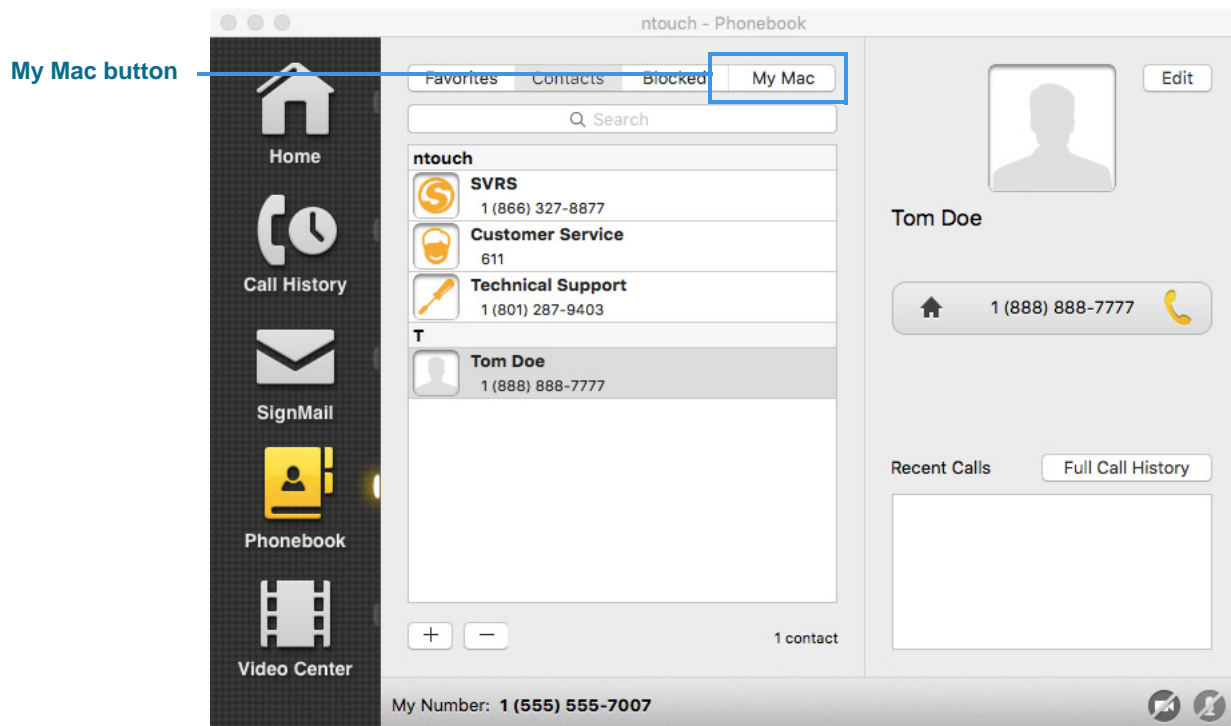


Figure 92 — My Mac button on Phonebook screen

Notice the **My Mac** button located to the right of the **Blocked** button. This button is used to access a screen where you can choose to import any of the contacts stored in the Mac's own Contacts app.

After you have imported a contact, it will appear in ntouch for Mac's Contacts List.

Step 2. Select the **My Mac** button to open the screen shown below.

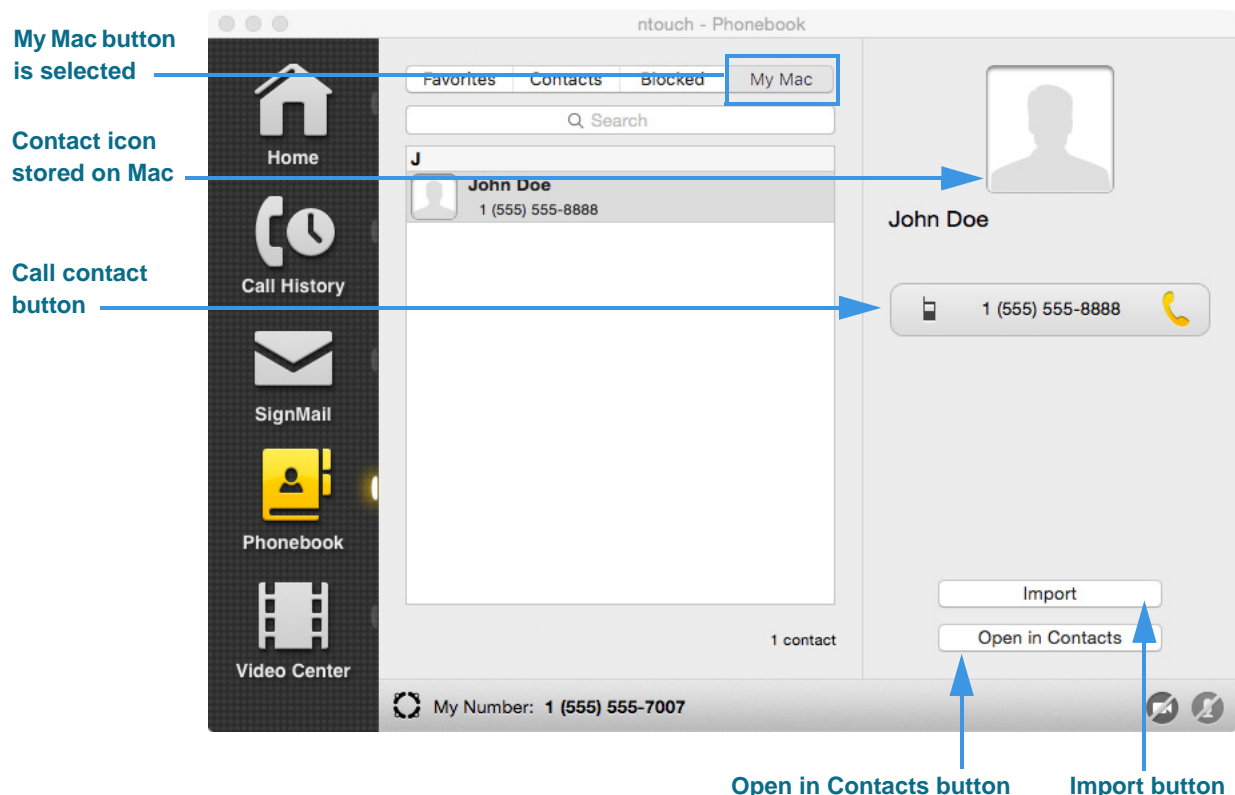


Figure 93 — My Mac button selected

Notice that selecting the My Mac button has opened a new list. The list in this sample image shows one contact (“John Doe”) in the Mac’s Contacts app.

Note: The first time you open this list, you will see a dialog which asks if you want to share the information in the Contacts app with the ntouch app. You must select **Yes** in the dialog. If you do not share Contact information, you will not be able to see the contacts stored in the Mac’s Contacts app. You can correct this problem by making an adjustment to the Mac’s Security and Privacy preferences panel. See **Page 80** for details on fixing a privacy problem.

The **Import** button is used to import contacts that you have selected in the My Mac list. You can select to import one or several contacts at once. You will then see a dialog which shows how many contacts were imported. If you later add new contacts to the Mac’s Contact app, you can return to this screen to repeat the import process. Any duplicates (i.e., contacts you have already imported) will be ignored by ntouch for Mac. The icons/photos stored in the Mac Contacts app will be shown on this screen, but they will **not** be imported into ntouch for Mac’s Phonebook.

The **Open in Contacts** button is used to open the Mac’s Contacts app to the contact record you have selected in the list. This feature lets you conveniently make edits to a record in the Mac’s Contacts app (for example, to add a phone number there).

The **Call Contact** button is used to make a videophone call to the selected number.

To Fix a Privacy Problem

If you cannot see contacts that are stored in the Mac's Contacts app in the My Mac list, you must follow these steps to correct the a privacy problem.

- Step 1. Open the Mac's System Preferences app.
- Step 2. Select the **Security and Privacy** button.
- Step 3. Select the **Privacy** tab.
- Step 4. Select the **Contacts** entry from the list to open the screen shown below.

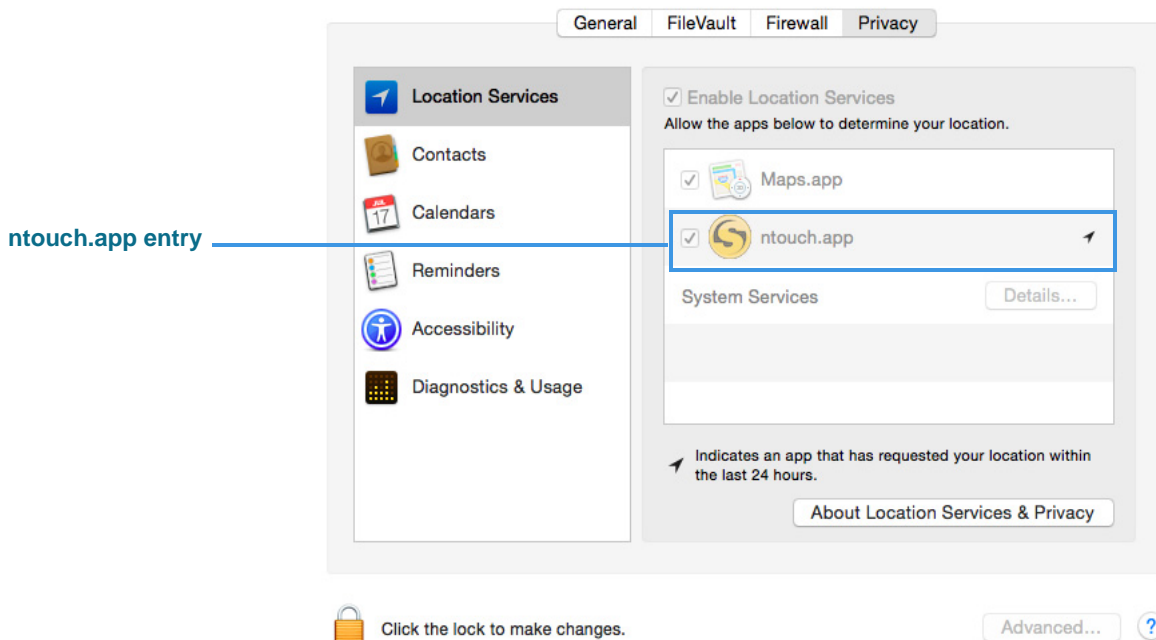


Figure 94 — Privacy panel in Security & Privacy preferences

Notice that the **ntouch.app** entry in the list does *not* have a check in the checkbox next to the entry. Without a check, ntouch for Mac will not be able to see the contacts listed in the Mac's Contacts app.

- Step 5. Put a check in the checkbox next to the **ntouch.app** entry.
- Step 6. Close the System Preferences app.
- Step 7. Return to the ntouch for Mac app.
- Step 8. Select the **My Mac** button again. You should then see the Mac's contacts list.

Use the Video Center

ntouch for Mac's Video Center includes entertainment and informational videos organized under multiple channels, programs, and episodes.

When playing back any type of video, you can use the playback controls on the screen to start, stop, fast-forward or rewind the video to play from the beginning again. You can also see detailed information about the video, such as its length in seconds.

To See the Available Videos List

Step 1. Select the **Video Center** button to display the screen shown below.

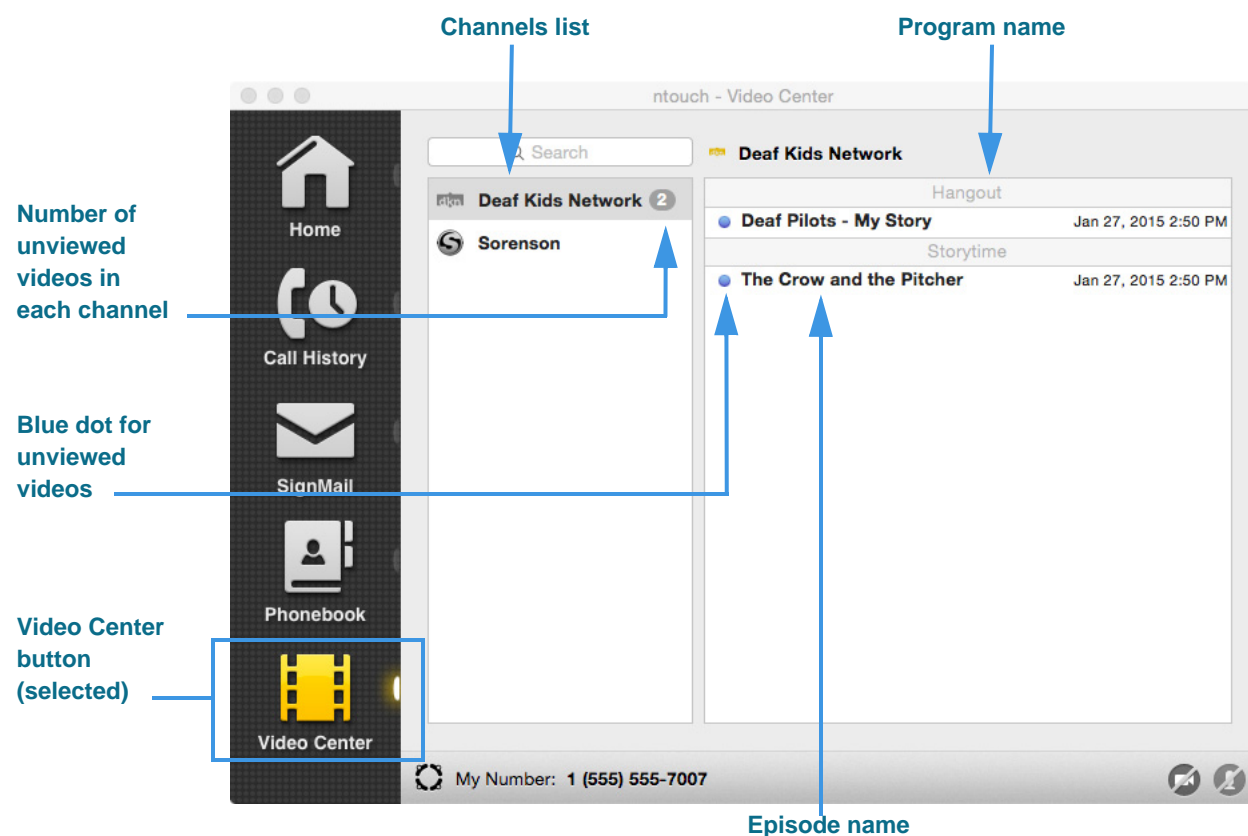


Figure 95 — Video Center screen

The center area of the *Video Center* screen shows a list of video channels. The gray and white numbers next to the channel names show the number of new videos that are available for viewing on each channels.

Step 2. Select a video channel (for example, the Deaf Kids Network channel) and program as shown below.

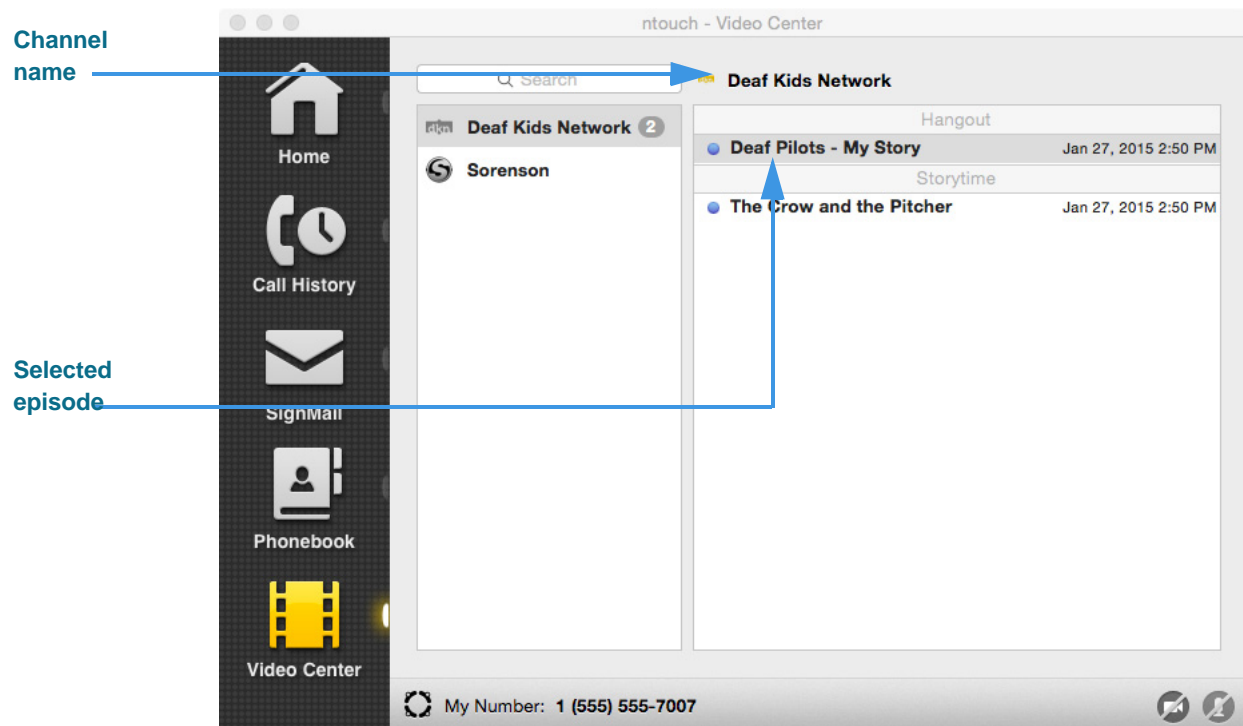


Figure 96 — Video Center screen, channel, program and episode

The available programs and the episodes for each program are shown in the list in the right panel. In this example, there are two programs on the “Deaf Kids Network” named the “Storytime” program and the “Hangout” program. The episodes for each program are named “Deaf Pilots - My Story” and “The Crow and the Pitcher.”

Some other details about the videos are shown in the right panel:

- The **Episode** names also shows the date that the video was published.
- A small blue dot 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.

To View Videos

Step 1. Select a video channel in the Video Center. Then, select the program and episode that you want to view from the list. The Video Viewer window will open and playback will begin as shown below.

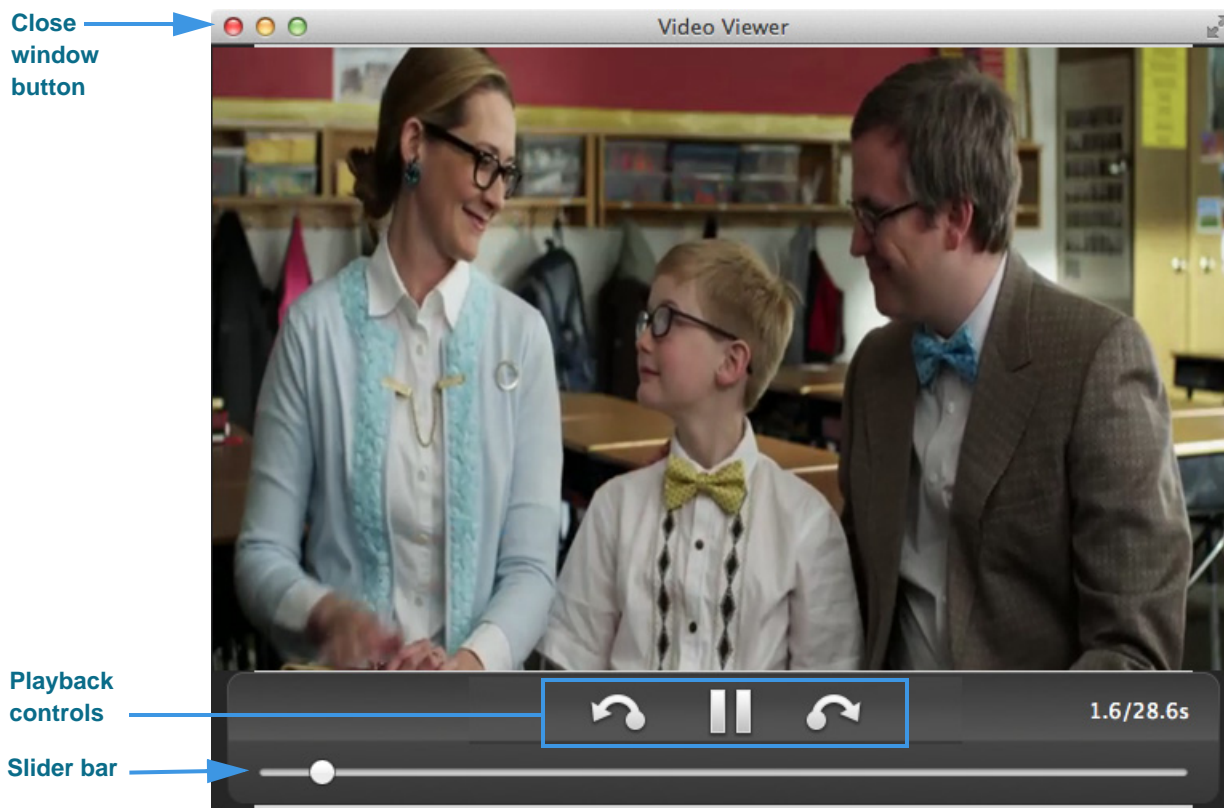


Figure 97 — Video Viewer window

The **Playback** controls under the video image are used to play or pause the video playback. The slider bar is used to move video playback to any point during the video. The square button is used to expand the video playback area on your computer screen.

Step 2. Use the Playback controls as needed to view the video. When finished, select the **Close Window** button to return to the main ntouch for Mac window.

Change Preferences

ntouch for Mac's *Preferences* screen contains eight tabs that you can use to configure how the application works. The tabs are named *General*, *Device*, *Personal*, *SignMail*, *Location*, *myPhone*, *Network*, and *Import*.

To See/Edit General Preferences

- Step 1. Select the **Preferences** option in the ntouch menu to open the Preferences dialog.
- Step 2. Select the **General** tab to display the dialog shown below.

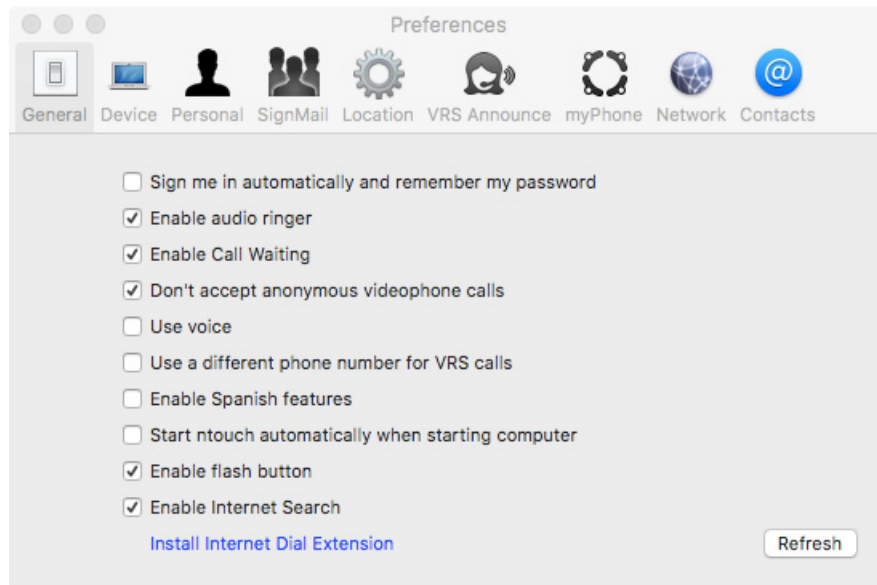


Figure 98 — General Preferences dialog

The General tab is selected when the dialog is first opened.

Change Preferences

Step 3. Study the table below to learn about each of the General preferences. Then select the preferences you want to use.

Feature	Description
Sign me In automatically and remember my password checkbox	Select this checkbox to automatically sign in to your ntouch for Mac user account each time you start the application. When this option is selected, you will not need to manually enter your ntouch for Mac phone number and password to log in.
Enable audio ringer checkbox	Select this checkbox to turn on ntouch for Mac's audible ringer for incoming calls. When this checkbox is selected, ntouch for Mac will play a ring tone when you receive incoming calls. You may find this feature useful if you have partial hearing or if you want hearing people at home or workplace to be able to alert you about incoming calls.
Enable Call Waiting checkbox	Select this checkbox to enable ntouch for Mac's Call Waiting feature. Call Waiting lets you answer a new incoming call when you are already in an active videophone call.
Don't Accept Anonymous Calls checkbox	Select this checkbox to have ntouch for Mac automatically reject incoming calls that do not include Caller ID information. This feature can help you to reject solicitation calls or calls from people who are intentionally hiding their Caller ID information.
Enable audio (turn on microphone) checkbox	Select this checkbox to turn on the computer's audio while using ntouch for Mac. Turning off audio will disable Audio Privacy. When you select this checkbox, the "Audio Privacy" button will reappear at the bottom-left corner of the Home screen.
Enable Spanish Features	Select this checkbox to show the SVRS Espanol contact in the Phonebook's Contacts list.
Start ntouch automatically when starting computer checkbox	Select this checkbox to automatically start the ntouch for Mac application each time you start up your computer.
Enable flash button checkbox	Select this checkbox to enable the Flash button in the Call window. Selecting the Flash button will flash the screen of the person you have called. If a USB flasher is connected, the Flash button will flash the light. If the person you called is using an ntouch VP, its LightRing will flash when you select the Flash button.
Use voice checkbox	Select this checkbox to add the Microphone icon to the Home and In-call screens which you can use to turn the audio signal on or off either before or during a call.
Use voice for VRS calls checkbox	Select this checkbox to use Voice for your VRS calls in addition to your point-to-point (Deaf-to-Deaf) calls. (Note: You cannot use Voice for only your VRS calls.)
Use a different phone number for VRS calls checkbox	Select this checkbox to use a separate telephone to transmit your voice during a VRS call (previously called "2-Line VCO"). Selecting this checkbox reveals a dialog in which you must enter the phone number of the voice telephone to use for the Voice function.
Enable Internet Search checkbox	Select this checkbox to enable the Yelp Search feature which lets you search for phone numbers of local businesses using ntouch for Mac's Fast Search feature.
Install Internet Dial Extension link	Select this link to open a page in your default web browser application at which you can choose to install ntouch for Mac's Internet Dial extension.
Refresh button	Use this button to update the information and video currently displayed in ntouch for Mac's main window.

Table 1 — General Preferences details

Step 4. Any changes you make will be saved automatically.

To See/Edit Device Preferences

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



Figure 99 — Device Preferences dialog

Step 2. Study the table below to learn about the options, then select the ones you want.

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

Table 2 — Device Preferences details

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

To See/Edit Personal Preferences

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

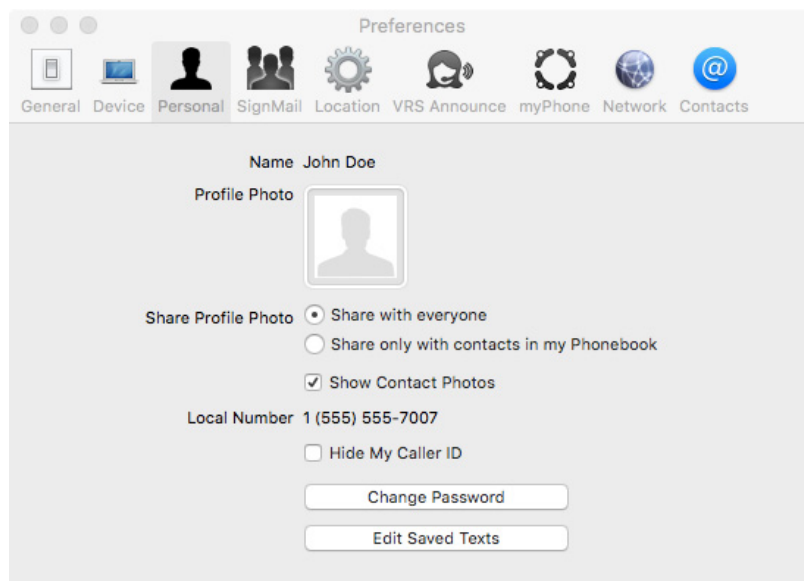


Figure 100 — Personal Preferences dialog

Step 2. Study the table below to learn about the options, then set the ones you want.

Feature	Description
Name field	The name associated with your ntouch for Mac account (cannot be changed).
Profile Photo icon	This area shows the profile photo, if any, stored for your Sorenson account. To change the photo, point to the icon to display the Change Profile Photo button. See the section that starts on Page 60 for complete instructions on using this feature.
Share Profile Photo radio buttons	Select an option from this drop-down menu to set whether your profile photo is shared with everyone or just with contacts who are in your Phonebook.
Show Contact Photos checkbox	Select this checkbox to show the contact photos, if any, stored for your contacts.
Local Number (myPhone) Number field	The local 10-digit phone number for your ntouch for Mac account (cannot be changed) or the myPhone Number if ntouch for Mac is part of a myPhone Group.
Hide My Caller ID	Select this checkbox to hide your Caller ID information from outgoing VP calls.
Change (myPhone) Password button	To change your password, select this button and then enter your current password and new password in the appropriate fields. If you are a member of a myPhone Group, this button can be used to change your myPhone Group password.
Edit Saved Texts button	Select this button to enter/edit text messages that you want to save for use during active calls. A dialog will appear in which you can enter/edit the text message(s). See the section that starts on Page 26 for complete instructions on using this feature.

Table 3 — Personal Preferences details

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

To See/Edit SignMail Preferences

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

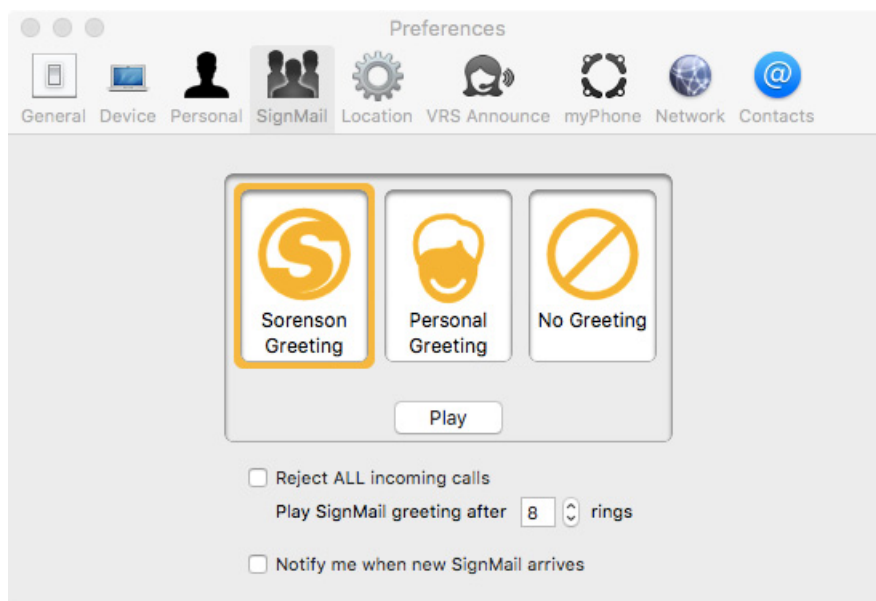


Figure 101 — SignMail Preferences dialog

Step 2. Study the table below to learn about the options, then select the ones you want.

Feature	Description
Sorenson Greeting button	Select this button to use the default Sorenson Greeting as your SignMail greeting video. Select the Play button to view the default greeting video. See the section that starts on Page 41 for complete instructions on using this feature.
Personal Greeting button	Select this button to record your own personal SignMail greeting video. Select the Record button to record your personal greeting. Select the Play button to view your recorded video.
No Greeting button	Select this button to use no greeting video. Callers will go directly to the record screen.
Reject ALL incoming calls checkbox	Select this checkbox to disable all incoming calls. This is the “Do Not Disturb” mode.
Play greeting after ___rings control	Use this control to select how many rings ntouch for Mac will allow before playing the Deaf SignMail greeting. You can set the number of rings from 1 to 15 rings.
Notify me when new SignMail arrives box	Select this checkbox to receive SignMail alerts. A dialog will appear in which you can enter an Email, Pager Email, or AIM Screen Name at which you want to receive alerts.

Table 4 — SignMail Preferences details

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

To See/Edit Location Preferences

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

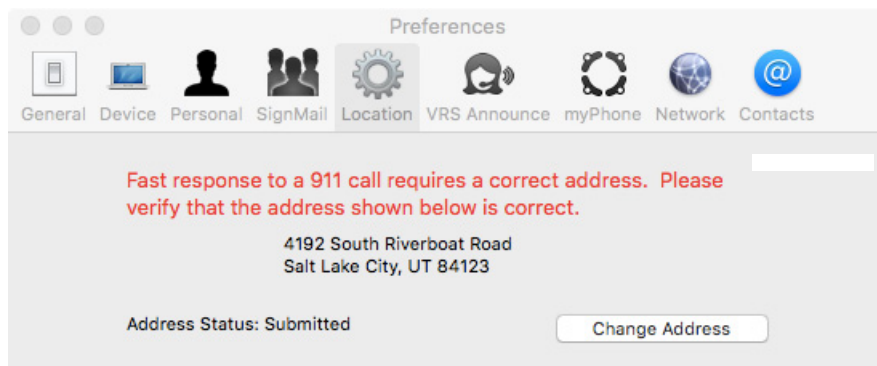


Figure 102 — 911 Location Preferences dialog

Step 2. Study the table below and then enter the required 911 address information.

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

Table 5 — 911 Location Preferences details

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

To See/Edit VRS Announce Preferences

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

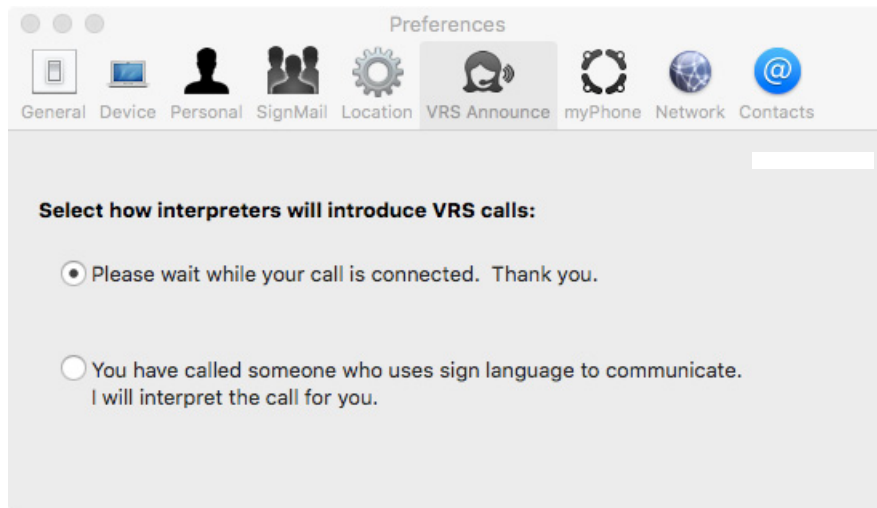


Figure 103 — VRS Announce Preferences dialog

Step 2. Study the table below and then selected the desired option.

Feature	Description
Announcement radio buttons	Select one of the two radio buttons to specify what you want the Sorenson interpreter to say to callers to announce that a call is a VRS call.

Table 6 — VRS Announce Preferences details

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

To See/Edit myPhone Settings

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

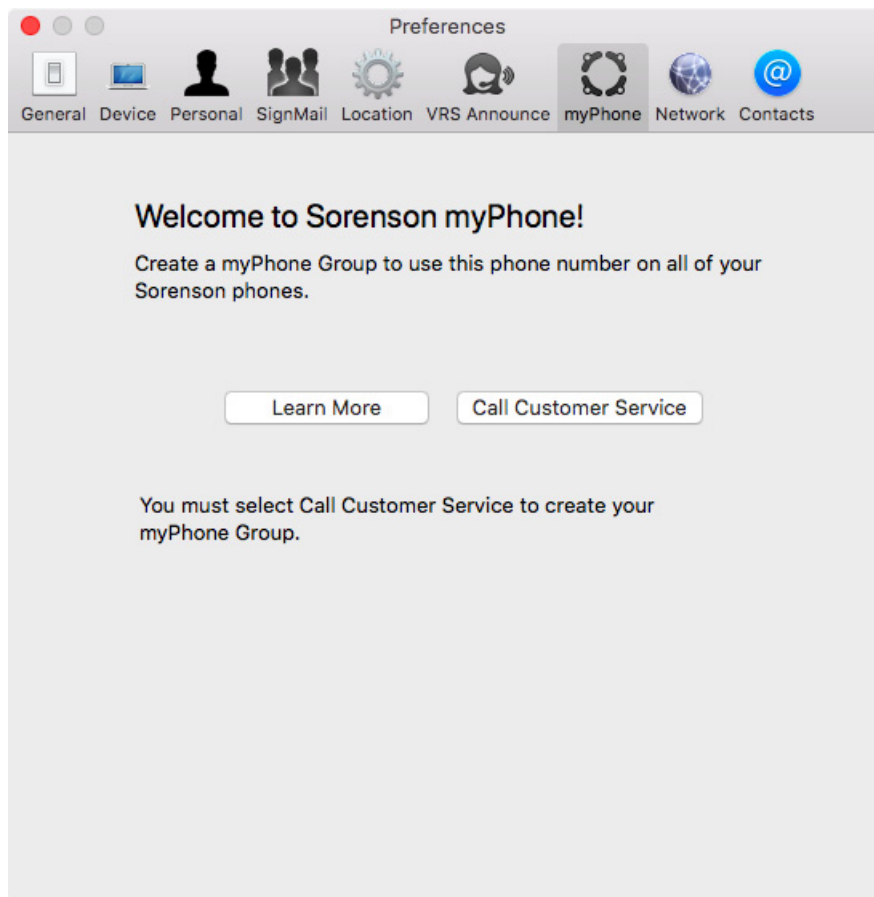


Figure 104 — Welcome to Sorenson myPhone dialog

- Step 2. Study the table below to learn about this screen.

Feature	Description
Learn More button	Select this button to view a short ASL video that describes the myPhone feature. After viewing the video, you will return to this screen.
Call Customer Service button	Select this button to call the Sorenson Customer Service (CS) department. The CS representative will help you to create a myPhone Group.

Table 7 — Welcome to Sorenson myPhone details

- Step 3. Select **Call Customer Service** to make a call to Sorenson Customer Service. Ask for help creating your myPhone Group.

Step 4. After your myPhone Group has been created, you can open the myPhone Preferences pane to see the members of your group and your myPhone number.

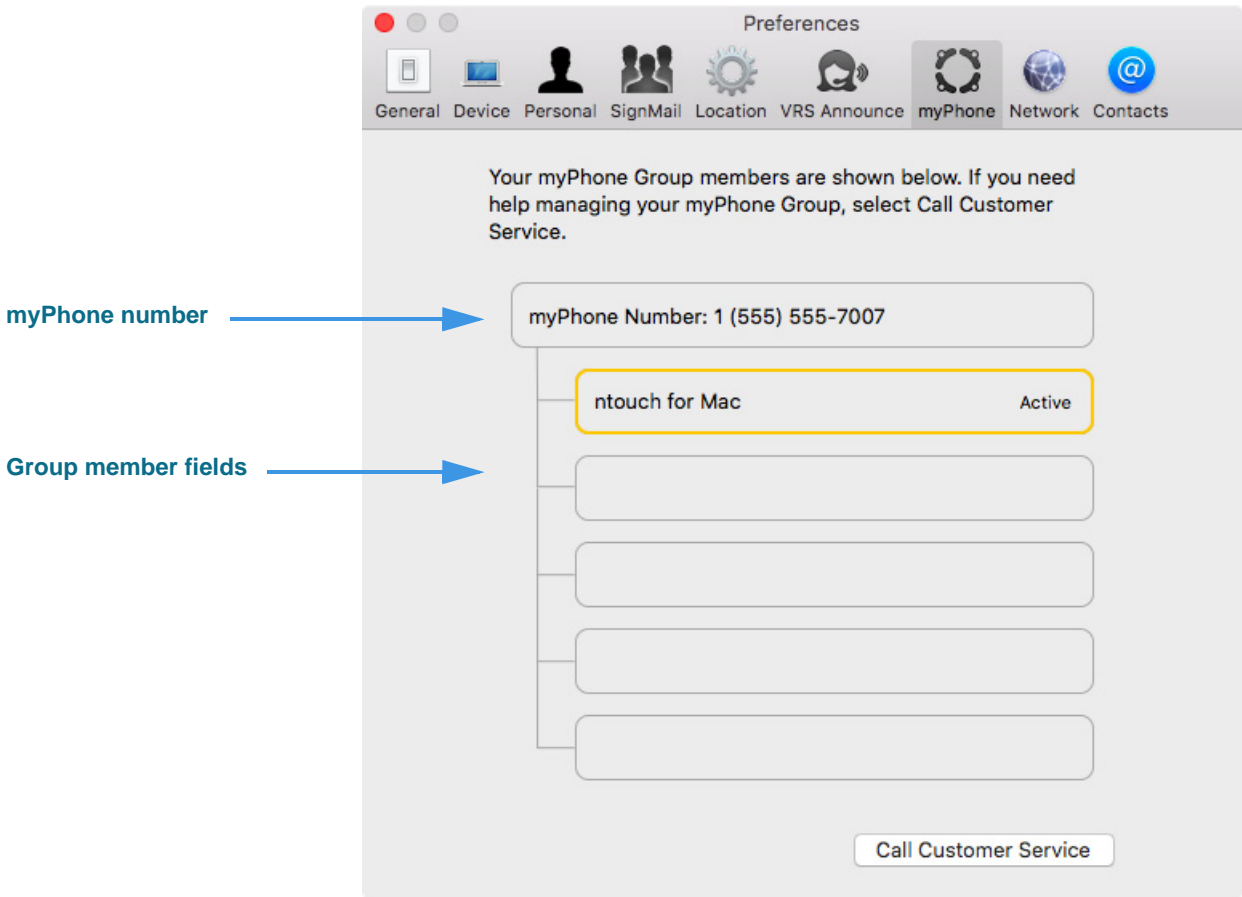


Figure 105 — Manage myPhone Group dialog

Step 5. Study the table below to learn about this screen.

Feature	Description
Group member fields	The five fields in the middle of the screen show the names of the members of your myPhone Group. A group can contain one to five members. In this example image, there is just one group member named “Living Room.”
myPhone number	Your myPhone number is shown at the top of the five fields.
Call Customer Service button	Select this button to call the Sorenson Customer Service (CS) department. The CS representative will help you manage your myPhone Group.

Table 8 — Manage myPhone Group details

Step 6. Select **Call Customer Service** to make a call to Sorenson Customer Service. Ask for help managing your myPhone Group. Select **Close** to exit without calling.

To See/Edit Network Preferences

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



Figure 106 — Network Preferences dialog

Step 2. Study the table below to learn about the options, then set the ones you want.

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

Table 9 — Network preferences details

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

To Import Contacts

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

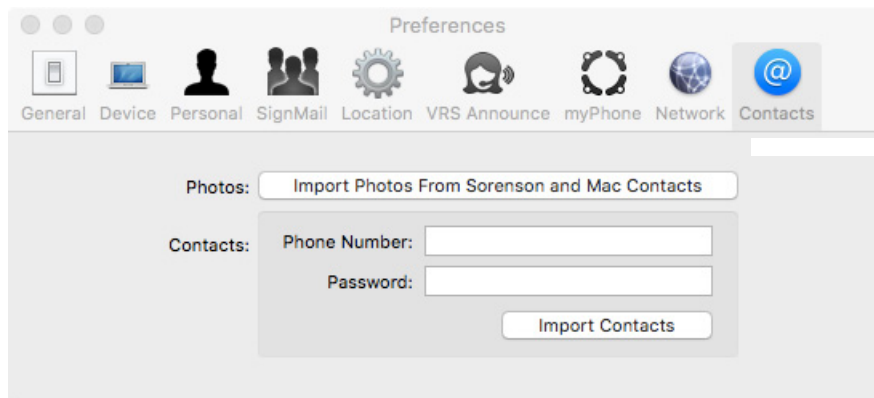


Figure 107 — Import Preferences dialog

ntouch for Mac can import profile photos stored in a Sorenson account or in your Mac's Contacts app. You can also import contacts from a Sorenson account if you know the phone number and password of the Sorenson account.

Duplicate contacts with the same name and number will not be imported.

- Step 2. Select the **Import Photos from Sorenson and Mac Contacts** button to import the photos.
- Step 3. To import contacts, enter the required information in the two fields on the screen.
- Step 4. Select the **Import Contacts** button to import the contacts. You will see a message if the contacts were imported successfully.

To Use the *ntouch* Menu

Step 1. Select the *ntouch* menu to display the drop-down menu shown below. Then, study the table to learn how to use the menu options.



Figure 108 — *ntouch* menu

Feature	Description
About ntouch option	Select this option to display a window that shows the version number of the application.
Preferences option	Select this option to display the <i>Preferences</i> dialog.
Refresh option	Select this option to have ntouch for Mac refresh its call, SignMails and video lists.
Flash option	Select this option during a call to send a “flash” signal to the other caller. If a USB flasher is connected, the Flash button will flash the light. If the person you called is using an ntouch VP, its LightRing will flash when you select the Flash button.
Dial option	Select this option to dial a number. You must first enter a number on the <i>Home</i> screen.
Log Out option	Select this option to log out of ntouch for Mac.
Services option	This option is required by the MacOS, but is not used by ntouch for Mac.
Hide ntouch, Hide Others, and Show All options	Select one of these options to hide the ntouch window, hide all other open windows while leaving the ntouch window open, or show all windows.
Quit ntouch option	Select this option to quit the ntouch for Mac application.

Table 10 — *ntouch* Menu option details

To Use the Edit and Window Menus

- Step 1. The **Edit** and **Window** menus do not contain options that are unique to ntouch for Mac. These are standard menus used for most Mac OS X applications.

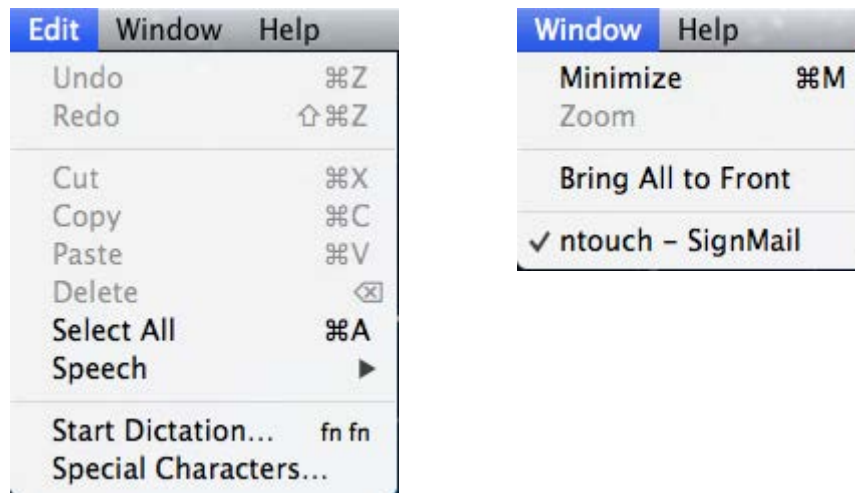


Figure 109 — Edit and Window menus

- Step 2. The **Help** menu is described in the next section of this guide.

Get Help

ntouch for Mac provides two ways for you to call for help using the application. You can call the Sorenson Customer Service or Technical Support departments. The Help menu provides a variety of other help options, including access to this *User Guide* and direct access to online help available at the Sorenson website.

To See the Help Options

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

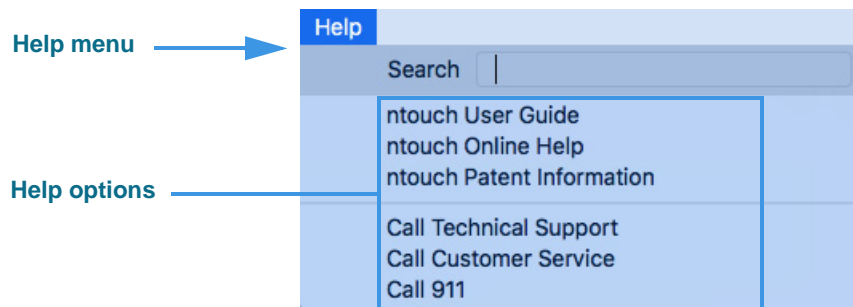


Figure 110 — Help menu

Step 2. Study the table below and then select the Help option you want to use.

Feature	Description
ntouch User Guide option	Select this button to download and open the most recent version of the ntouch for Mac <i>User Guide</i> . You will need Adobe Reader to be able to view the document.
ntouch Online Help option	Select this button to open Sorenson's Technical Support webpage in your default browser application.
ntouch Patent Information	Select this button to open a webpage in your default browser application that shows information about Sorenson's ntouch patents.
Call Technical Support option	Select this option to call Sorenson's Technical Support department. The Technical Support team can help you with technical questions or problems using ntouch for Mac.
Call Customer Service button	Select this option to call Sorenson's Customer Service (CS) department. The CS team can help you with questions about your ntouch for Mac user account and all other general questions.
Call 911 option	Select this option to make an SVRS 911 call from the Help menu.

Table 11 — Help options details

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