ntouch Mobile
for Apple iOS Devices

User Guide
App Version 9.0

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New 9.0 Features

What's New in 9.0?

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

- **Updated User Interface Design** — The 9.0 ntouch apps include a modern user interface (UI) design that complies with Apple's Human Interface Guidelines and iOS 12 Style Guide. Here is a list of the major changes:
  
  - The Dial (formerly Home) screen now has a Self-View image to help users check their appearance, available lighting, and/or background objects before a call.
  
  - A new Color Themes feature gives users multiple options for background and foreground colors. The options are: “Dark (default),” “Light,” and “High Contrast.” The High Contrast option may help users with limited vision.
  
  - Updated UI elements based on the Apple iOS 12 Style Guide help to provide a more consistent interface, reduce the number of buttons on a screen, and reduce the number of taps needed to perform an operation. The major changes are:
    
    - Removal of the “More” button in the app’s main menu bar at the bottom of most screens. The functions (Video Center, Search, Favorites, Settings) that were formerly on the More screen were moved to other locations in the app.
    
    - Renaming of the main menu bar buttons to: Dial (formerly Home), History (formerly Call History), Contacts (formerly Phonebook), SignMail, and Settings (formerly accessed from the More button). The Video Center feature (formerly accessed from the More screen) is now on the SignMail screen.
    
    - Removal of the “iPhone Contacts” button from the Contacts screen. This change removes direct access to the iPad contacts from the app, but users can import contacts from the iOS device's contacts app from the Settings screen.
    
    - Simplified “Call” and “Share” menu buttons added to the In-Call screen to make these operations easier to access and use.
    
    - Added support for the iOS Clipboard function to allow for copying and pasting of received text from the Shared Text feature into another iOS app. Long-pressing on the Shared Text field will reveal an option to “Copy” text to the Clipboard.
    
    - **Interpreter ID in Call History** — Users will now see the Interpreter ID associated with their SVRS calls in the Call History lists.
    
    - **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.
    
    - **Support for Both iPhone and iPad Devices** — The 9.0 ntouch Mobile for iOS app supports both Apple iPhone and iPad devices. There are a few minor differences in the appearance of some screens because of the iPad’s extra screen area. However, the functionality of the app is the same on both devices.
Getting Started

System Requirements

ntouch Mobile for iOS 9.0 has the following requirements:

Operating System Requirements

• Minimum operating system is iOS 10.0.
• Suggested minimum operating system is iOS 11. For full app functionality, the suggested operating system is the latest version iOS (currently iOS 12).

Hardware Requirements

• Minimum device is an iPhone 5 or iPad Air (because of the iOS 10.0 requirement).
• Suggested minimum device is an iPhone 5.
• Recommended device is an iPhone X.

Setting Up the ntouch App

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

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

https://www.sorensonvrs.com/ntouchmobile

Step 2. Download the ntouch app from the Apple App Store.

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

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

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

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

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

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

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

You should enter the address where you are most likely to be at any given time (for example, your home address or your work address) on this screen.

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

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

Step 1. Tap the Dial button at the bottom left to open the screen shown below.

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

- Tapping the Keypad numbers enters a phone number to be dialed.
- Tapping the Place Call button starts a call by dialing the entered phone number.
- Tapping the Search button lets you search your contacts or do a Yelp search for local businesses. You can enter text or numbers in the Search field.
- The Microphone button is disabled (as shown in the above image) unless the Voice feature is turned on at the Settings screen. When enabled, tapping the Microphone button turns the voice feature on and off for a call. See Page 52 for more details.
- Your phone number appears near the bottom of the screen.
- Drag the Self-View slider left to see a full-screen Self-View image. Drag the slider to the right to hide the image.
Dial Screen

Step 2. Drag the Self-View slider to the left to open the image at the right below.

With the Self-View image open, you can check the lighting and positioning of the camera before you make a call. When running on an iPad device (as shown in the bottom image), the Self-View image is always visible, but you can use the slider to hide the keypad.

Step 3. Drag the Self-View slider back to the right to close the Self-View image.
In-Call Screen

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

Step 1. Use the keypad to enter the phone number you want to call as shown below.
Step 2. Tap the Call button to place the call as shown in the right image below.

Figure 3 — Dial screen, dialing number and ring indicator

The Calling message appears when you call another Sorenson user. You will not see this message when making an SVRS call to a hearing person. Instead, you would see an image showing a “Hold Server” message until your call is answered by an SVRS interpreter.
Step 3. When the call is answered, the In-Call screen will appear as shown below.

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

- Drag the **Self-View** image anywhere on the screen. Pinch to resize the image. Tap twice to make the image smaller, tap twice again to restore the image.
- Flip the iOS device between portrait (vertical as shown above) and landscape (horizontal) orientation to make the **Received** video image bigger.
- Tap the **Switch Camera** button to use the front camera (facing you) or back camera (facing away from you) for the Self-View image.

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

- Tap the **Hang Up** button to hang up a call.
- Tap the **Call Options** button to make a new call (for Group Call) or transfer a call.
- Tap the **Share** button to choose to share your location, a contact’s name and number, or some text as part of the Self-View video image.
- If the Use Voice feature is enabled at the **Settings** screen, you will see the **Sound** button. Tap the **Voice** button to turn the audio signal on and off during a call.
Step 4. Tap the **Call Options** button to open the pop-up menu as shown below.

![Call Options menu open](image)

**Figure 5 — Call Options menu**

The **Call Options** pop-up menu contains these buttons:

- Tap the **Make Another Call** button to put the current call on hold and dial another call. You can select a phone number to call from your Contacts list, Call History list, or dial a number using an on-screen keypad.

- Tap the **Dialpad** button to open an on-screen keypad to enter DTMF tones.

- Tap the **Transfer Call** button to transfer the current call to another number. The same number selection options are available here as for the Make Another Call function. That is, you can select a phone number to call from your Contacts list, Call History list, or dial a number using an on-screen keypad.

**Note:** You can **transfer an active point-to-point call with one Sorenson endpoint to another Sorenson endpoint or to a hearing phone number. SVRS calls cannot be transferred. You cannot transfer a call with Sorenson Technical Support or Customer Service.**
Step 5. Tap the **Transfer** button to display the dialog shown in the left image below.

![History button (selected) Contacts button (selected) Dial button (selected)](image)

**Figure 6 — Make Another Call and Transfer Call dialogs, three options**

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

- Tap the **History** button to choose a recent caller to dial. This option is selected by default when you first open the dialog.

- Tap the **Contacts** button to choose a contact to dial. You can use either your Favorites list or Company directory (if available). If more than one number is stored for a contact, you must select which number you want to dial.

- Tap the **Dial button** to open the keypad to enter a phone number to dial.
Step 6. In the In-Call screen shown in the left image below, tap the Share button to open the dialog shown in the right image below.

![In-Call Screen](image)

**Figure 7 — Share dialog**

When the Share dialog is first opened, the Share Text feature is active so that you can immediately start using the on-screen keyboard to enter text to share with a caller.

The three buttons in the center of the screen provide these other options:

- Tap the Saved Text button to select to share a Saved Text messages, if you have saved any, with the caller. See Page 45 for details on saving text messages.
- Tap the Share Contact button to share information about a contact with the caller.
- Tap the Share Location button to share your current location with the caller.
Step 7. To share some text, start typing on the on-screen keyboard as shown below.

![Text that you type will appear here](image)

![Received text appears in Self-View image](image)

![Clear All button](image)

Figure 8 — Sharing text during a call

The text you type appears in the **text entry field** at the top-left of the dialog. Any text you receive from the other caller is shown at the top of the Self-View image.

Tap the **Clear All** button erase all text on the screen, both the text that you entered and any text you received from the caller. You **cannot** recover erased text.
Step 8. To use the Saved Text option, tap the **Saved Text** button in the Share dialog in the left image below to open the dialog in the right image below.

![Saved Text feature in use](image)

Tapping the **Save Text** button opens the **Saved Text** dialog shown in the top-right image. You can select any saved text message to share with the other caller. See **Page 45** for details on saving text messages, either before or during a call.

After selecting a saved text message, you will return to the *In-Call* screen as shown in the bottom image. The selected message appears in the text field at the top-left of the screen.
In-Call Screen

Step 9. To use the Share Contact option, tap the Share Contact button in the Share dialog in the left image below to open the dialog in the right image below.

Figure 10 — Share Contact feature in use

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

After you tap on the contact you want to share, all ntouch endpoints (except ntouch VP) will display a dialog that lets the other caller choose to save the contact as a new record or as part of an existing record.
Step 10. To use the Share Location option, tap the Share Location button in the Share dialog in the left image below to open the dialog in the right image below.

Figure 11 — Share location feature in use

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

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

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

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

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

The Call History screen contains these buttons:

- Tap the List View buttons to see lists of your “All” your recent calls or just your “Missed” calls. Missed calls are always shown in red type.
- Tap any Call record to place a call to that number. The record shows the name, phone number, type of call (e.g., outgoing, incoming) and the time of the call.
- The Contact icon (or photo) shows initials for the contact’s name (for example, the “TD” above). If a Contact photo has been saved for a Sorenson contact, that image will be shown instead of the initials icon.
- Tap the Edit button to select to delete all Call records at once (clear the entire list).
- Tap the Search field to search the Call records for a name or number.
- Tap one of the Call Info (i) buttons to display a dialog in which you can perform various functions described on the next page.
Step 2. Tap the Info (i) icon for a call record to open the screen shown at the left below.

**Figure 13 — Call Info screens**

The *Call Info* screen contains these buttons:

- Tap the **Call** button to place a call to this caller.
- Tap the **SignMail** button to send a SignMail to this caller.
- Tap the **Phone number** button call the phone number shown.
- Tap the **Add Contact** button to add a new contact record for this caller.
- Tap the **Add to Existing Contact** button to add this caller to an existing record.
- Tap the **Block Contact** button to add this contact to your Blocked list. See Page 50.

*Note:* Contacts with more than one phone number will show an **Add to Favorites** and **Export Contact** button instead of **Add Contact** and **Add to Existing Contact**.
Step 3. Tap the Add to Existing Contact button to open the screen shown at the left below.

![Figure 14 — Add to Existing Contact screen](image)

The Contacts screen shown at the left contains a list of your existing contacts. When you tap the contact to which you want to add the call record phone number, a pop-up menu will appear as shown in the image to the right. You must select which number type (i.e., Home, Work, Mobile) you want to save or replace.

In the example above, two numbers have been stored already (Home and Work) with one available (Mobile). You can choose to replace any of the existing stored numbers or save the number as one of the available types (in this case, as a Mobile number).
Step 4. To search the call records, tap in the **Search** field to open the screen at the left.

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

In the examples above, a search by **name** (shown in the left image) and a search by **number** (right image) resulted in the same list of found call records.
Step 5. To delete a single call record, swipe across the record to open the screen below.

Swiping across a call record reveals two buttons, a blue Send SignMail button and a red Delete button.

Tapping the Delete button will immediately and permanently delete the call record. There is no confirmation dialog for deleting one call at a time. You cannot recover deleted records.

**Warning:** Do NOT tap the Delete button unless you are certain you want to delete this call record. Swipe on the record to dismiss the Delete button.
Step 6. To delete all call records at once, tap the Edit button on the main Call History screen to open the screen shown at the left below.

![Clear All button](image1)

![Red minus (-) sign icon](image2)

![Clear All Call History button](image3)

**Figure 17 — Call History Edit screen**

Tapping the **Edit** button reveals the **Clear All** button (icon looks like a trash can) shown in the left image. A **red minus (-) sign** icon was added next to each record to show that the records have been selected for deletion.

Tapping the **Clear All** button displays the pop-up menu shown in the image on the right. Tapping the **Clear All Call History** button will immediately and permanently delete all of the call records in the list. **There is no other confirmation dialog.**

**Warning:** Do NOT tap the **Clear All Call History** button unless you are certain you want to delete all your call records. Tap Cancel to exit without deleting.
Follow the steps below to take a quick look at the features of the Contacts screen.

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

The Contacts screen contains these buttons:

- Tap one of the List View buttons to see a list of your Sorenson Contacts as shown above or a list of your Favorite contacts. See Page 26 to see the Favorites list.
- The Contact icon (or photo) shows initials for the contact’s name (for example, the “MJ” in the image above). If a Contact photo have been saved for a contact who has a Sorenson account, that image will be shown instead of the initials icon.
- Tap a Contact record to view the contact. The records are listed alphabetically.
- Tap one of the Alphabet buttons at the right edge of the screen to jump to a group of contacts. This feature is useful if you have a lot of contact records.
- Tap the Add Contact (+) button to add a new contact record. Editing an existing contact record shows essentially the same screen as adding a new contact record.
- Tap the Search field to search the Contact records and do a Yelp search for local businesses at the same time.

Note: Contacts stored in your iOS device’s Contacts app must be imported into the ntouch app; they are not directly accessible from the ntouch app. See Page 39 for details.
Step 2. Tap one of the contact records to open the screen shown at the left.

![Contacts Screen](image)

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

- Tap the **Call** button to place a call to this contact.
- Tap the **SignMail** button to send a SignMail to this contact.
- Tap the **Edit** button to edit this contact record.
- Tap the **Phone number** buttons call the contact at the desired phone number.
- Tap the **Add to Favorites** button to add this contact to your Favorites list.
- Tap the **Send SignMail** button to send a SignMail to this contact.
- Tap the **Save Contact to My Device** button to save this contact to your iOS device’s Contacts app.
- Tap the **Remove Favorite** button to remove a number from your Favorites list. The star icons show which phone numbers have been added to the Favorites list.
- Tap the **Block Contact** button to add this contact to your Blocked list. See Page 50.

**Note:** If the contact has more than one saved phone number, you will be asked to select the number you want to call, send a SignMail to, or add/delete to your Favorites list.
Step 3. Tap the **Edit** button to open the screen shown below.

![Edit Contact screen](image)

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

- Tap the **Name and Company Name** fields to enter the name of this contact and a related company name (if you decide to add company name information).
- Tap the **Edit Contact Photo** button to create, store, remove, or update the photo stored for this contact.
- Tap the three **Phone Number** fields to add/edit the “Home,” “Work,” and “Mobile” phone numbers for this contact. You must enter at least one number to be able to save the contact record.
- Use the **Spanish VRS** control to set whether this contact requires a Spanish SVRS interpreter. Set the control to “on” (green) to specify a Spanish interpreter.
- Tap the **Delete Contact** button to permanently delete this contact record. You cannot recover deleted contact records.

**Note:** Adding a new contact record uses essentially the same screen as editing an existing record. To add a new contact, tap the **+** button at the top-right of the Contacts screen (see Figure 18). Follow the instructions above to edit the fields and set the controls for the new contact record.
Step 4. Tap one of the phone number fields to open the screen shown at the left.

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

Figure 21 — Editing a contact record
Step 5. Tap the Edit Contact Photo button to open the pop-up menu shown below.

![Select Contact Photo pop-up menu](image)

The Select Contact Photo pop-up menu has these buttons:

- Tap the **Take Photo** button to use the iOS device's camera to take a new photo.
- Tap the **Choose Photo** button to browse the iOS device's photo album.
- Tap the **Use Profile Photo** button to use the Profile Photo already stored for this contact's Sorenson account.
- Tap the **Use Contact Photo** button to use the photo already stored on the iOS device for the device owner's user account.
- Tap the **Remove Photo** button to delete the existing photo, if any.
- Tap the **Cancel** button to exit the pop-up menu.
Step 6. At the Contacts screen, tap the Favorites button to open the screen at the left.

Tapping the Favorites button displays a list of contact records that you have marked as your favorites. You can mark individual phone numbers for those contacts that have more than one saved number (Home, Work, Mobile). You can reorder the placement of the contacts in the list by tap-hold-dragging the Placement icons.

In the examples above, the “Conner Cole” contact (top-left image) has been dragged (top-right image) to be reordered at the top of the list (bottom image).

Tap the Done button to save any changes you make to the ordering of the contacts.
Step 7. To search the contacts, tap in the **Search** field to open the screen at the left.

Tapping in the **Search** field and typing a text string (letters or numbers) performs a search for contact records that match the entered text. At the same time, a Yelp search will be done to find nearby businesses that match the entered text. You can then choose to call the business, visit the Yelp Review results, or add a new contact record for the business.

In the examples above, a search by **contact name** (left image) resulted in the display of a contact and a local business with the text string “Tom.” A search by a known **business name** (right image) resulted in the display of no contact records but two local businesses.
SignMail Screen

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

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

The SignMail screen contains these buttons:

- Tap the New SignMail button to record and send a SignMail video to any phone number in your Call History or Contacts lists, or to dial a new phone number.
- Tap the List View buttons to see a list of your SignMails or a list of the videos available for viewing in the Video Center. See Page 33 to see the Video Center.
- Tap any SignMail to view the video message. The record shows the sender’s name, phone number, and the time the SignMail was received.
- Tap the Edit button to select to delete all SignMails at once (clear the entire list).
- Tap the Search field to search the list of SignMails for a name or number.
- Tap one of the SignMail Info (i) buttons to display a dialog in which you can perform various functions described on the next page.
- The Number icon over the SignMail button shows the number of unviewed videos.
- The yellow Dot icon indicates the SignMail has not been viewed yet.
- The icon indicates the SignMail was sent directly to you.
Step 2. Tap the Info (i) icon for one of the SignMails to open the screen at the left below.

The SignMail Info screen has these buttons (scroll up to see all the buttons):

- Tap the Call button to place a call to the sender.
- Tap the SignMail button to send a SignMail to the sender.
- Tap the Edit button to edit the contact record (if there is one) for the sender.
- Tap the Phone number button to call the contact at the desired phone number.
- Tap the Add to Favorites button to add this sender to your Favorites list.
- Tap the Send SignMail button to record and send a SignMail back to the sender.
- Tap the Save Contact to My Device button to save the sender to your iOS device's Contacts app.
- Tap the Block Contact button to add the sender to your Blocked list. See Page 50.
Step 3. Tap the **Preview image** for one of the **SignMails** to open the screen at the left below.

The **SignMail Playback** screen has these buttons:

- Tap the **Call** button to place a call to the sender.
- Tap the **SignMail** button to send a SignMail to the sender.
- Tap the **Delete** button to delete this SignMail (confirmation in top-right image).
- Use the **Playback** controls to play, reverse, or move to a spot in the video.
- Use the **Full-screen** and **Screen size** controls to expand the video image. Positioning the iOS device in a landscape orientation (shown in the bottom image) may be helpful to see the video playback in a larger size.
Step 4. At the SignMail screen, tap the **New SignMail** button to open the screen at the left.

![History button (selected)](image1)
![Contacts button (selected)](image2)
![Dial button (selected)](image3)

**Figure 28 — New SignMail call dialogs, three options**

The three images above show the available options for sending a direct SignMail:

- Tap the **History** button to choose a recent caller to dial. This option is selected by default when you first open the dialog.
- Tap the **Contacts** button to choose a contact to dial. You can use either your Favorites list or Company directory (if available to you). If more than one number is stored for a contact, you must select which number you want to dial.
- Tap the **Dial button** to open the keypad to enter a phone number to dial.

Step 5. Choose an option to find and dial a **phone number** to send a new SignMail.
Step 6. After dialing, the SignMail recording dialog opens as shown in the left image.

![SignMail recording image](image)

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

When finished recording, tap the screen to display the red **Hang Up** button. Tap the Hang Up button to display the **Confirm SignMail Send** pop-up menu. You can tap one of the buttons to **Send the SignMail**, **Record Again**, or **Exit** to cancel the recording.
Step 7. At the SignMail screen, tap the Video Center button to open the screen at the left.

Tapping the Video Center button displays a list of video channels in the center of the screen (left image above). The channels have names like “Community,” Deaf Kids Network,” “SIGNetwork,” and “Sorenson.” The channel list will vary over time.

Tapping on a channel button will show a list of available programs and episodes as shown in the right image. The blue dots indicate the videos that you have not yet viewed.

Tapping a episode name button will play the video (bottom image).

Note: You cannot delete videos from the Video Center. The list of available videos will be updated regularly by Sorenson.
Changing Settings

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

Step 1. Tap the Settings button to open the screen below at the top-left below.

The Settings screen is a long, scrollable screen. Setting buttons and controls are grouped in a Profile Settings section near the top, a Device Settings and Network Settings section in the middle of the screen, and a Need Help? section near the bottom.

The Log Out button appears at the top-right of the Settings screen. You do not normally have to log out, but you may want to disable your ntouch account on your iOS device by logging out. To log in again, you will need to know your phone number and password.

Your Profile photo, Name, and Phone Number are shown near the top of the screen. To edit your Profile photo, you must open the Personal Information settings screen.
Step 2. **Tap the Personal Information button** to open the screen shown at the left below.

![Personal Information Settings screen, edit Profile photo](image)

**Figure 32 — Personal Information Settings screen, edit Profile photo**

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

The **Select Profile Photo** pop-up menu has these buttons:

- Tap the **Remove Photo** button to delete the existing photo, if any.
- Tap the **Use Contacts Photo** button to use the photo already stored on the iOS device for the device owner’s user account.
- Tap the **Take Photo** button to use the iOS device’s camera to take a new photo.
- Tap the **Choose Photo** button to browse the iOS device’s photo album.
- Tap the **Cancel** button to exit the pop-up menu.
Step 3. Continue looking at the Personal Information screen in the images below.

The Personal Information Settings screen has these additional controls and subscreens:

- Tap the Show Contact Photos control to show or hide Contact photos wherever they appear (e.g., Contacts list). Hidden photos will be replaced with initial icons.
- Tap the Share Profile Photo button to open the Share Profile Photo screen where you can choose to share your Profile photo with everyone or only with those contacts that are stored in your Phonebook’s Contact list.
- Tap the Notify me for SignMail control to receive emails whenever you receive new SignMail videos. Tap on the Email address fields to open an on-screen keyboard.
- Tap the Change Password button (scroll to the bottom of the screen to see the button) to open the Change Password screen. To be able to change your password for your Sorenson Mobile account, you must know your old password. After completing your entries in the three fields, tap the Change Password button.
Step 4. At the Settings screen, tap **911 Location Information** button to open the left screen.

![911 Location Information screen](image)

The **911 Location Information** screen has these fields and subscreen:

- Tap the **Street 1** field to enter your street address, number and name. An on-screen keyboard will appear as shown in the top-right image.
- Tap the **Street 2** field to enter a second address line, such as a Suite number.
- Tap the **City** field to enter the city name of your street address.
- Tap the **State** button to open the **State** screen, then tap the name of your state.

The 911 Location address registered for your ntouch Mobile account will be given to the emergency services personnel during a 911 call if you cannot sign your current address. The **Address Status** field shows whether or not the address shown has been submitted for provisioning with 911 Emergency Services. You should enter the address where you are most likely to be at any given time (for example, your home or your work address).

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

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

**Note:** You cannot enter a P.O. Box address in the 911 Location Information screen. If you try to do so, a message will appear to remind you about this restriction.
Step 6. At the Settings screen, tap the myPhone button to open the left screen below.

![Screen before joining a group](image1)

**Screen before joining a group**

![myPhone Group Invitation screen](image2)

**myPhone Group Invitation screen**

![Screen after joining a group](image3)

**Screen after joining a group**

The myPhone screen at the top-left (shows no group membership) has these buttons:

- Tap the Learn More button to see an ASL video about myPhone Groups.
- Tap the Call Customer Service button to request help setting up a group.

The myPhone Invitation screen (to accept to join a group) at the middle has these buttons:

- Tap the Learn More button to see an ASL video about myPhone Groups.
- Tap the Yes or No button to accept or reject the invitation.

The myPhone screen at the top-right (shows membership in a group) has this button:

- Tap the Call CS button to request help changing your existing group.

After you have joined a myPhone Group, the myPhone screen shows the members of your group and your myPhone Number. A myPhone Group can contain one to five members. In this example image, there are two group members.

**Note:** If you need to make any additions or changes to your group members, you must call the Sorenson Customer Service department. You cannot change your group using the ntouch app.
Step 7. At the Settings screen, tap the Contacts button to open the screen below.

The Contacts Settings screen has these buttons and fields:

- Tap the **Import Photos From Contacts** button to import photos from the iOS device's Contacts app that match the phone numbers of your Sorenson contacts.
- Tap the **Import Photos From Sorenson** button to import the photos of your Sorenson contacts. Normally, this importing operation happens automatically.
- Tap the **Import Contact From Device** button to select to import just one contact record saved in your iOS device’s Contacts app.
- Tap the **Export Contacts to Device** button to export the contact records saved in your Sorenson account to your iOS device’s Contacts app.
- Tap the **Import From Videophone Account** button to import contacts from your Sorenson Videophone account (ntouch VP2). Enter the Videophone account’s **Phone Number** and **Password** in the required fields to import these contacts.
- Tap the **Update Login Information** button to update the username and password used for your corporate directory account. If this feature is not enabled for your ntouch Mobile account, you will not see this button.
Step 8. At the Settings screen, tap the Play SignMail greeting after button to open the screen shown below.

The Play SignMail greeting after screen has these buttons:

- Tap the desired Rings button to set the number of rings before the ntouch app will play your SignMail greeting message for incoming calls. The default count is 8.
Step 9. At the Settings screen, tap the SignMail Greeting button to open the left screen.

The three images above show the available options for a SignMail Greeting:

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

You use the **Edit** and **Play** buttons to record and play your Personal Greeting after you record one. You can also play the Sorenson Greeting greeting (but you cannot edit it).
Step 10. Tap the **Personal** button to open the screen shown at the left below.

![Record buttons](image)

The three images above show the available options for a Personal Greeting video:

- Tap the **Video Only** button to record a video greeting (without text).
- Tap the **Video With Text** button to record a video greeting with a text message. You can choose to record the video first or you can enter the text first. You can also edit the text message without changing an existing video recording.
- Tap the **Text Only** button to use just a text message (no video) as your greeting.

You use the **Record** button to start recording your video greeting.

Tap on the **Enter text here** field to open an on-screen keyboard to enter a text message.
Step 11. Tap the **Video Only** button to open the screen shown at the left below.

![Record Greeting screens, Video Only option](image)

After the **Ready, Set, Go** message appears (left image above), the SignMail Greeting video recording begins (center image). You can record up to a 30-second video greeting.

When you are finished recording a video, tap the **Stop** button to display the **Greeting Recorded** pop-up menu (right image above). You can tap one of the buttons to **Save**, **Record Again**, **Preview**, or **Cancel** the recording.
Step 12. Tap the **Text Only** button to open the screen shown at the left below.

![Record Greeting screens, Text Only option](image)

Tap on the **Enter text here** field (left image above) to open an on-screen keyboard (center image). Enter the text message, then tap the **Done** button. The text message will appear in the center of the screen (right image).

When finished, tap the large **Save** button to return to the main **SignMail Greeting** screen.

**Note:** To record a greeting with **both video and text**, follow the steps described on the last two pages to first enter a text message and then record a video message. When you save the video message, you will return to the **SignMail Greeting** screen.
Step 13. At the Settings screen, tap the Saved Text button to open the left screen.

Figure 42 — Saved Text screens, adding new saved text items

Tap on the Empty text item field (left image above) to select the field and open an on-screen keyboard (center image). Enter the text message, then tap the Done button to save the entered text item (right image).
Step 14. Tap the Add Saved Text button to open screen shown at the left below.

![Saved Text screens, adding and deleting items](image)

Figure 43 — Saved Text screens, adding and deleting items

Tapping the Add Saved Text button (left image above) has opened a new Empty text item field. Enter the text you want to save in this second saved text item, then tap the Done button (center image).

You can repeat the process shown in the middle image above to add more saved text items. You may find it helpful for you to have saved text items ready before you make a call, but you always have the option to create a new saved text item while you are in an active call. See Page 12 for an example of using saved text items during a call.

You can delete unneeded or obsolete saved text items. As shown in the right image above, tap the red minus (-) icon to reveal a red Delete button. Tapping the Delete button will permanently delete the selected saved text item. You cannot recover deleted text items.

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

Step 15. After tapping the Delete button on the previous page, the left image opens.

Figure 44 — Saved Text screens, adding process completed

Tap the Done button in the left image to end the editing process.
Tap the Edit button in the right image to delete more saved text items.
Tap the Add Saved Text button to add new text items. You can save up to 10 text items.
Step 16. At the Settings screen, tap the **Color Theme** button to open the left screen.

The three images above show the available options for the user interface (UI) themes:

- Tap the **Dark (default)** button to use the default Dark theme (gray background).
- Tap the **Light** button to use the Light theme (light background).
- Tap the **High Contrast** button to use the High Contrast theme (black background).

**Proceed to the next page to see examples of the three Color Theme options.**
Step 17. Look at the examples of the three Color Themes shown in the three images below.

![Color Theme screens](image)

**Figure 46 — Color Theme screens, examples of the three options**

The top of the *Settings* screen shown in the three images above illustrates the various background and foreground colors used by the three available Color Themes.
Step 18.  At the Settings screen, tap the **Blocked Numbers** button to open the left screen.

The *Blocked Number* screen shows your Blocked list. In the example in the left screen above, there are no blocked numbers in the list. You can add numbers at this screen as well as adding numbers from your Call History. See Page 16 for details.

Tap the **Add New Number** (**) button (middle screen) to open two fields and an on-screen keyboard. Enter the required text (a descriptive name and phone number) in the required **Description** and **Phone Number** fields. Tap the **Done** button to save the entered information as a new record in your Blocked list (right image).

*Proceed to the next page to see the continuation of the above process.*
Step 19. After tapping the **Done** button on the previous page, the left image opens.

As shown in the left image above, an example of a blocked phone number with the name “Telemarketing Caller” is now shown in the Blocked list.

Tap on the **Telemarketing Caller** button to open the screen in the middle image. Tap the **Delete Blocked** button to open the confirmation dialog shown in the right image. To permanently delete this blocked number, tap the **Delete Blocked** button.

Tap the **View Call History** button to open a *Call History* screen that shows all the calls received or made to this blocked number (if any such records exist).

Tap the **Search** field (left image) to search the Blocked list for a specific name or number. This feature can be useful if you have a large number of numbers in your Blocked list.
Step 20. Scroll down to the **Device Settings** area of the Settings screen as shown below.

![Device Settings controls](image)

**Figure 49 — Device Settings area, controls explained**

The **Device Settings** area of the **Settings** screen has these controls:

- Use the **Call Waiting** control to enable or disable the Call Waiting feature.
- Use the **Do Not Disturb (Reject Incoming Calls)** control to enable or disable the Do Not Disturb feature. When enabled, all incoming calls will be rejected.
- Use the **Integrated Calling Enabled** control to enable the Integrated Calling feature. When enabled (the default setting), the ntouch app will use the iPhone’s native UI (user interface) for incoming calls, just like Apple’s own Phone and FaceTime apps do. Enabling this integration also lets ntouch calls appear in the iPhone’s native Recents calls list, which allows for redialing and adding/editing of contacts or adding a phone number to the iPhone’s Favorites list.
- Use the **Use Voice** control to enable the Voice carry-over feature for point-to-point calls. When enabled, the **Microphone** button on the **Dial** screen and the **Sound** button in the **In-Call** screen will become active. See Pages 4 and 7 for details.
- Use the **Use voice for VRS calls** control to enable or disable the Voice feature for SVRS call as well as point-to-point calls.

**Note:** In addition to the iOS device’s built-in microphone, the ntouch app can also use any Bluetooth device connected to your iOS device. This feature lets you make Voice calls using a compatible Bluetooth headset (e.g., designed for telecoil use).
• Use the **Hide My Caller ID** control to disable (turn off) transmission of your Caller ID information (name and phone number) in all your outgoing calls. Enabling this feature may block calls you make to other Sorenson endpoints that have the **Block Anonymous Callers** feature enabled.

• Use the **Block Anonymous Callers** control to block any incoming call that does not contain Caller ID information. Enabling this feature may block calls from other Sorenson endpoints that have the **Hide My Caller ID** feature enabled.

• Use the **Enable Spanish Features** control to enable the “SVRS Español” contact and the “Spanish VRS” control in the contact records. See Pages 9 and 23 for details.

The **Network Settings** area of the **Settings** screen has these controls:

• Normally this field is not shown. If shown, the **Network Speed** field (not editable) shows the current upload/download speed settings for the ntouch app.

• Use the **Tunneling Enabled** control to enable the Tunneling feature. Normally, this control should not be enabled (it should not be green). If you have video image problems that you think are caused by network problems, please call Sorenson Technical Support to discuss your situation.

  **Note:** Do not enable tunneling unless Sorenson Technical Support expressly tells you to do so. This feature is only used to provide network connectivity in certain situations. Selecting the checkbox when not needed can cause problems.

• Tap the **Cellular Video Quality** button to open the **Cellular Video Quality** screen where you can select one of three settings to control the amount of cellular data that is used for your ntouch Mobile videophone calls. The options are: **Good (least data)**, **Better (more data)**, and **Best (most data)**.
Step 21. Scroll down to the Need Help? area of the Settings screen as shown below.

The Need Help? area of the Settings screen has these buttons and information:

- Use the Help button to open the Help screen where you can quickly call Sorenson Technical Support or Customer Service. You can also tap a button to check for the latest User Guide or QuickHelp topics on the Sorenson website.

- Use the Change Password button to open the Change Password screen. This is the same screen that is accessible from the Personal Information screen. The screen is available in two places in the app for your convenience.

- Use the I Forgot My Password/Number button open a page on the Sorenson website where you can request that Sorenson reset your account password and/or send you the local 10-digit number for any of your ntouch accounts and devices (e.g., ntouch PC/Mac, Mobile/Tablet, ntouch VP).

- Use the Send Feedback to Sorenson button to open your default email app on your iOS device so that you can quickly send an email to Sorenson with your feedback.

- Use the App Version Number area of the screen to find the exact release and build number of the installed ntouch app. This information can be helpful to have available if you decide to call Sorenson Technical Support or Customer Service.