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# *ntouch Mobile*

*for Apple iOS Devices*

## **User Guide**

*App Version 9.3*

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**Version 9.3**  
**April 21, 2021**

# New 9.3 Features

## What's New in 9.3?

Sorenson's ntouch Mobile for iOS 9.3 app offers this one new feature:

**Enterprise Device Location**— This feature allows enterprise customers to identify the specific location of their ntouch Mobile apps. Examples of specific locations are: Shared workspace, Private workspace, Shared living space, etc. The FCC now requires Deaf users of videophones that are installed in “enterprise locations” (schools, offices, etc.) to identify their devices’ specific locations. Because this feature is *only* activated for videophones installed in identified enterprise locations, most users will *not* see the dialog shown below. To support this feature, a new “Where is this videophone used?” dialog was added to the 9.3 app. When the dialog shown below appears on your screen, you must first make a selection from the list of location options and then you must confirm (i.e., submit) your selection to dismiss the dialog and complete the process. Until you have made and confirmed your selection, you can only make 911 calls with the ntouch Mobile app.

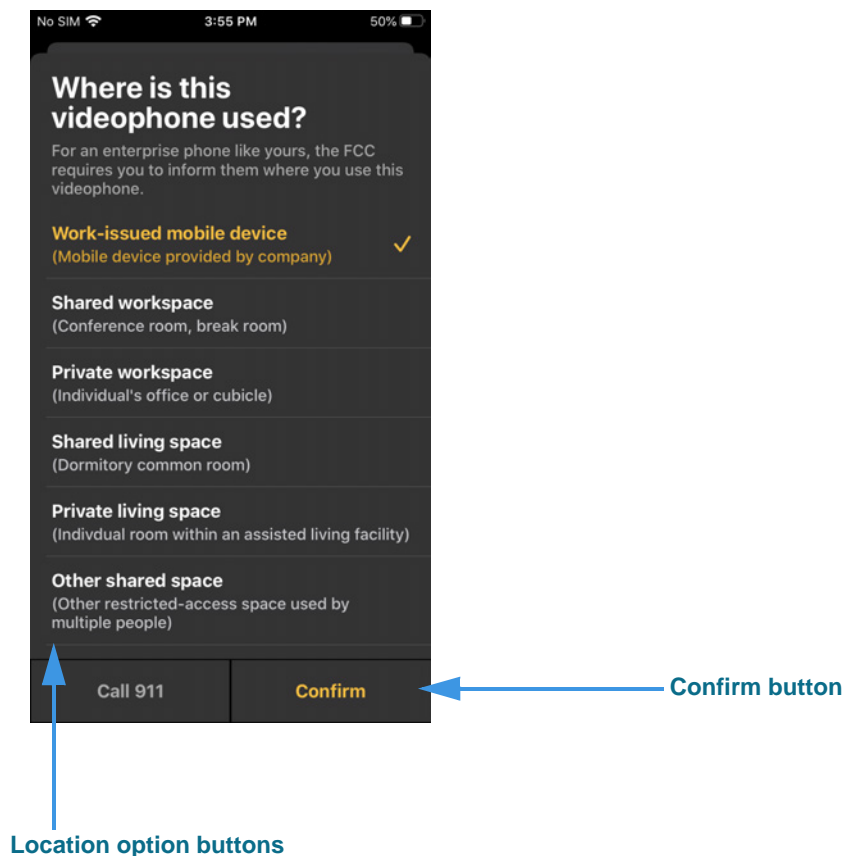


Figure 1 — Where is this videophone used? dialog

# Getting Started

## System Requirements

ntouch Mobile for iOS 9.3 has the following requirements:

### Operating System Requirements

- Minimum operating system is iOS 12.0.
- For full app functionality, the suggested operating system is the latest version of iOS (currently iOS 14).

### Hardware Requirements

- Minimum device is an iPhone 5S or iPad Air (because of the iOS 12.0 requirement).
- Suggested minimum device is an iPhone 6.
- Recommended device is an iPhone 12.

## 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](http://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 give 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.

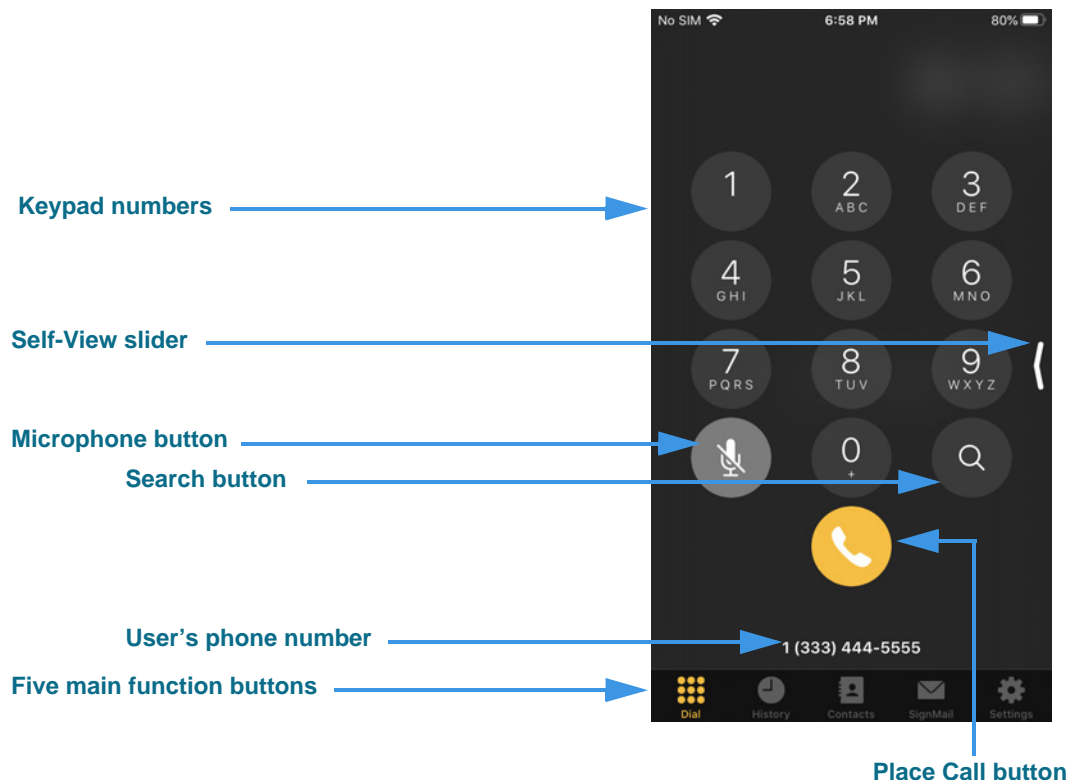


Figure 2 — *Dial* screen

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 54** 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.

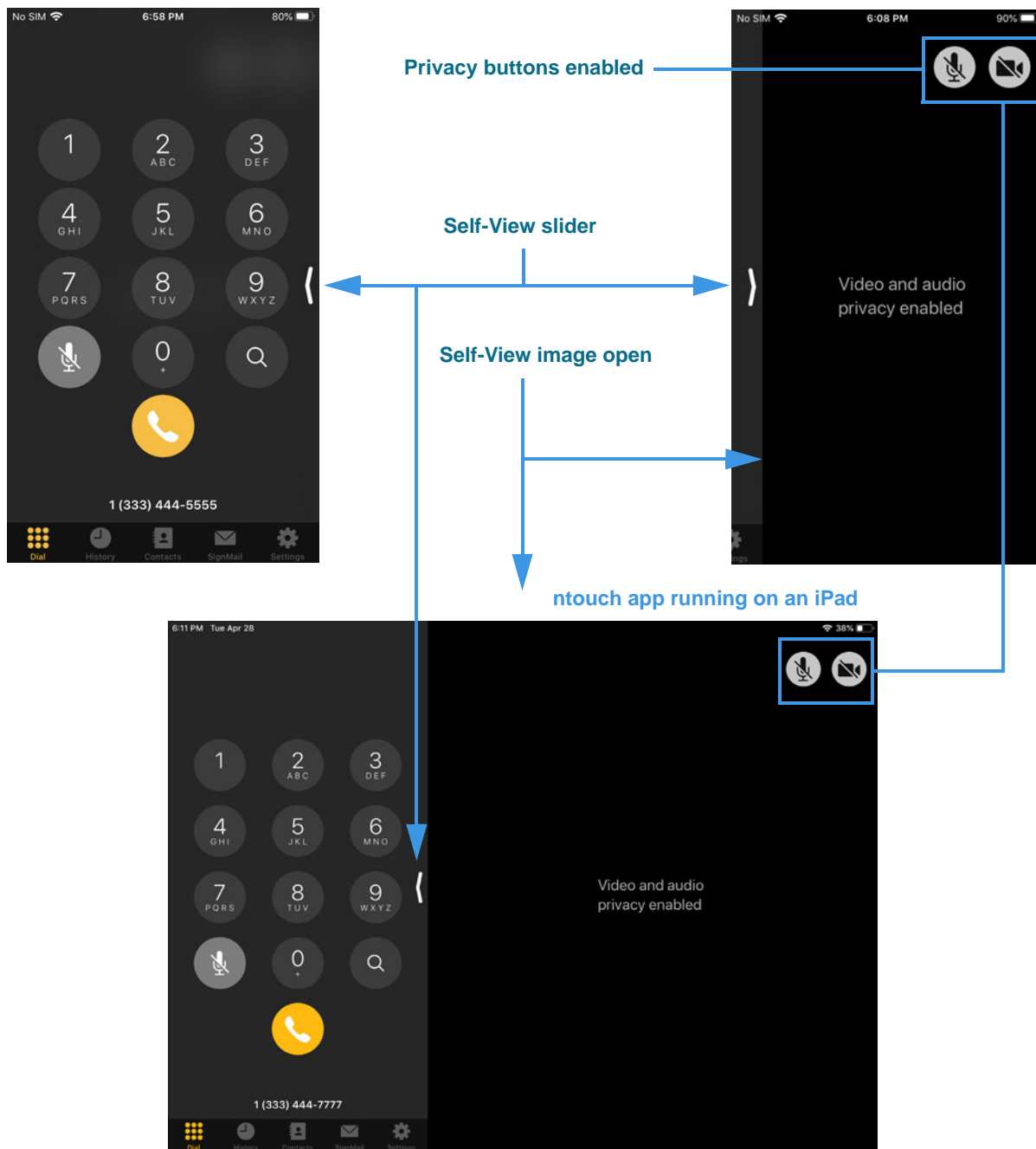


Figure 3 — Dial screen, Self-View image opened on iPhone and iPad

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. The Video and Audio Privacy buttons are at the top-right of the Self-View image.

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.

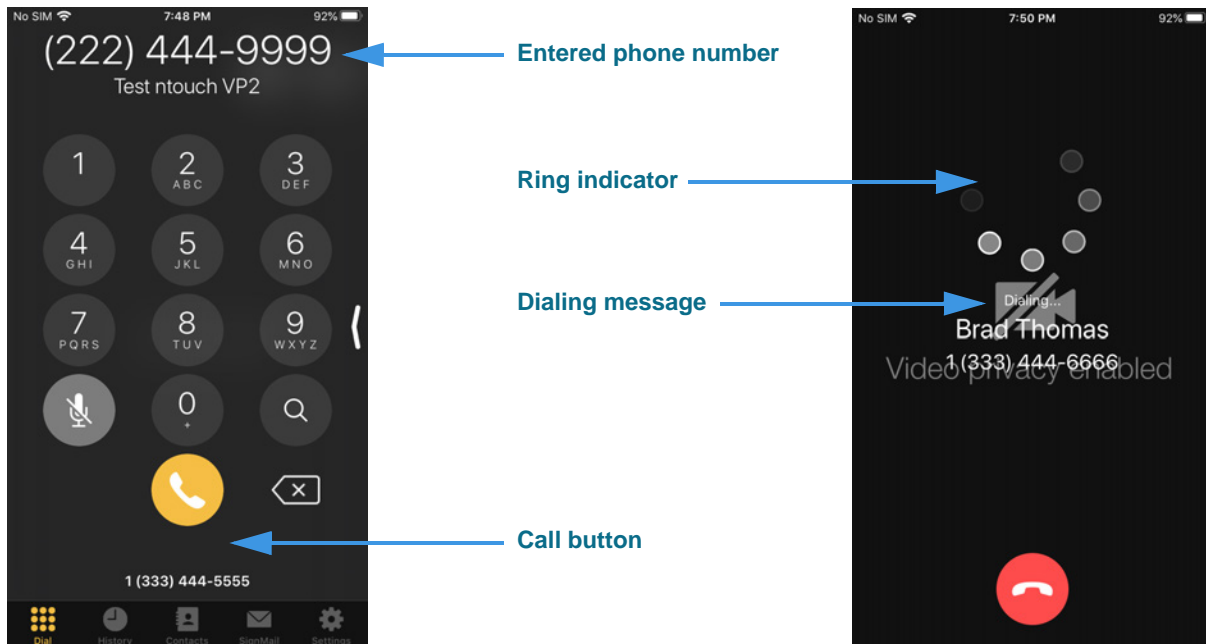


Figure 4 — Dial screen, dialing number and ring indicator

The **Dialing** 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.

## In-Call Screen

Step 3. When the call is answered, the In-Call screen will appear as shown below.

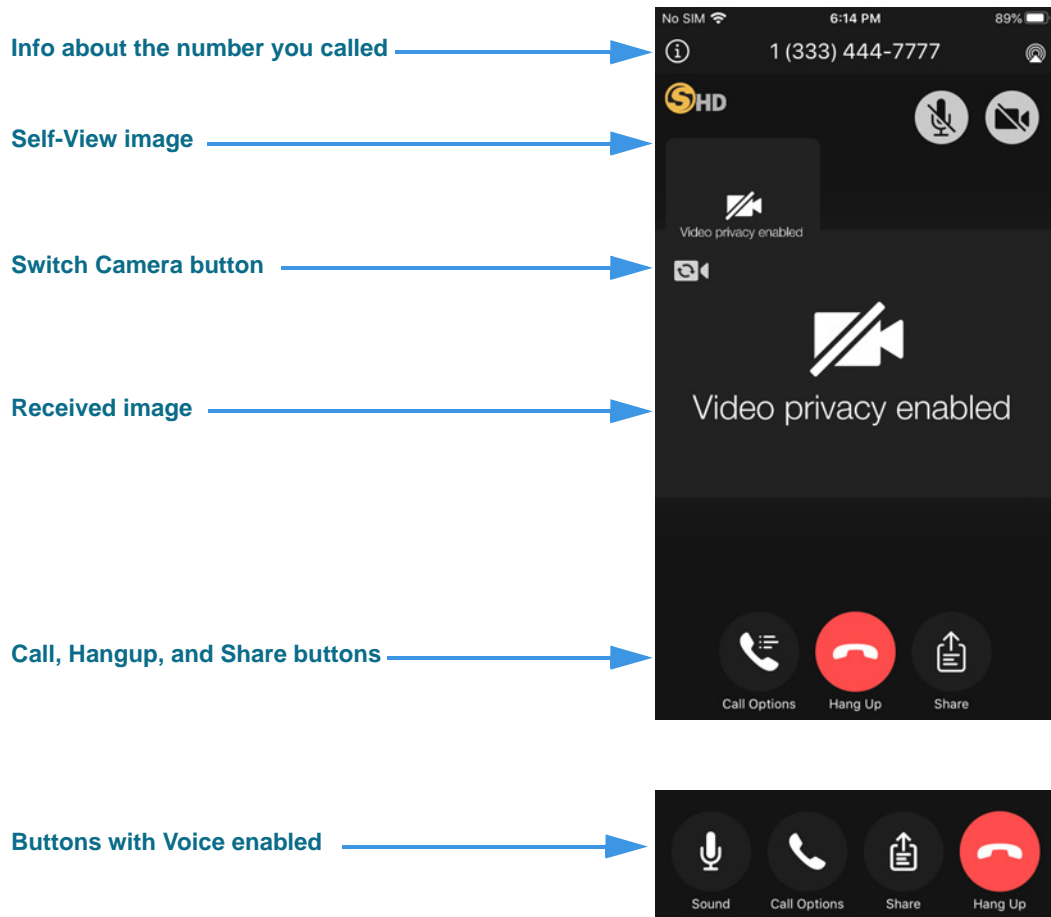


Figure 5 — In-Call screen

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 mute your microphone during a call.

## To Make a Wavello Call

ntouch Mobile can add a **Wavello** video image to your SVRS calls so that you can see both the hearing caller and the interpreter on your computer screen at the same time.

For the Wavello feature to be available to you in an SVRS call, you must first be connected to a hearing user who has already registered their phone number in the Wavello app. The Wavello app runs on mobile devices (phones or tablets) and is *only* for hearing users.

To register, the hearing user first downloads the Wavello app to their mobile device(s). Then, they enter their hearing phone number in the app. After registering, ntouch Mobile will be able to recognize that the hearing user can accept a Wavello invitation from you once you are connected to the hearing user in an SVRS call.

**Step 1.** Look for the **Wavello** button to appear in the In-Call Control area as shown below.

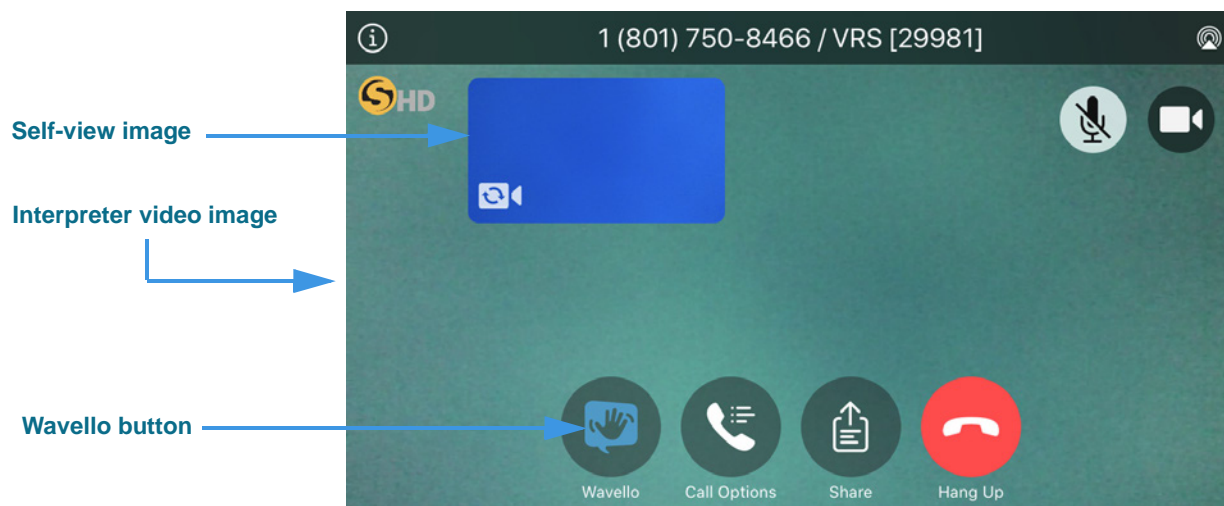


Figure 6 — In-Call screen, Wavello button

As shown above, the new **Wavello** button appears in the *In-Call* window. Remember that you will *only* see this button when you are in an SVRS call with a hearing user who has already installed and registered the Wavello app on their mobile device(s).

**Step 2.** Select the **Wavello** button to send a request to the hearing user's mobile device(s).

**Note:** A hearing user can download and register their hearing phone number on more than one mobile device (phone or tablet). Then, when you send a Wavello invitation during an SVRS call with the hearing user, the incoming Wavello message will appear on both devices. Whichever device is used to answer first will take the call.



## In-Call Screen

If the hearing user chooses to accept your Wavello invitation by accepting the incoming call on their registered mobile device, the *In-Call* window will change as shown below. You will see a video image of the hearing user to the left of the interpreter video image.

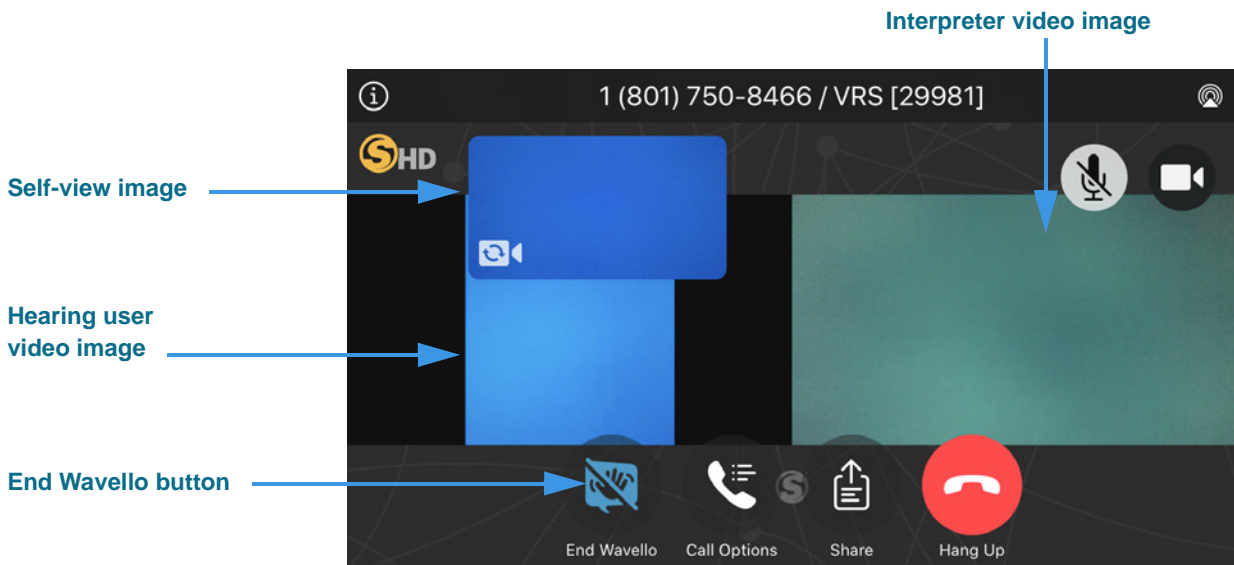


Figure 7 — In-Call screen, End Wavello button

As shown in the above sample image, while you are in a Wavello call, an **End Wavello** button becomes available. You can select this button to end *only* the Wavello video image in the call. The relayed portion of the call will continue until you hang up the SVRS call.

**Note:** You can end the Wavello session at any time while retaining the audio connection with the interpreter. Hanging up a SVRS call works exactly as it has in the past.

## To Use Call Options

Step 1. Tap the **Call Options** button to open the pop-up menu as shown below.

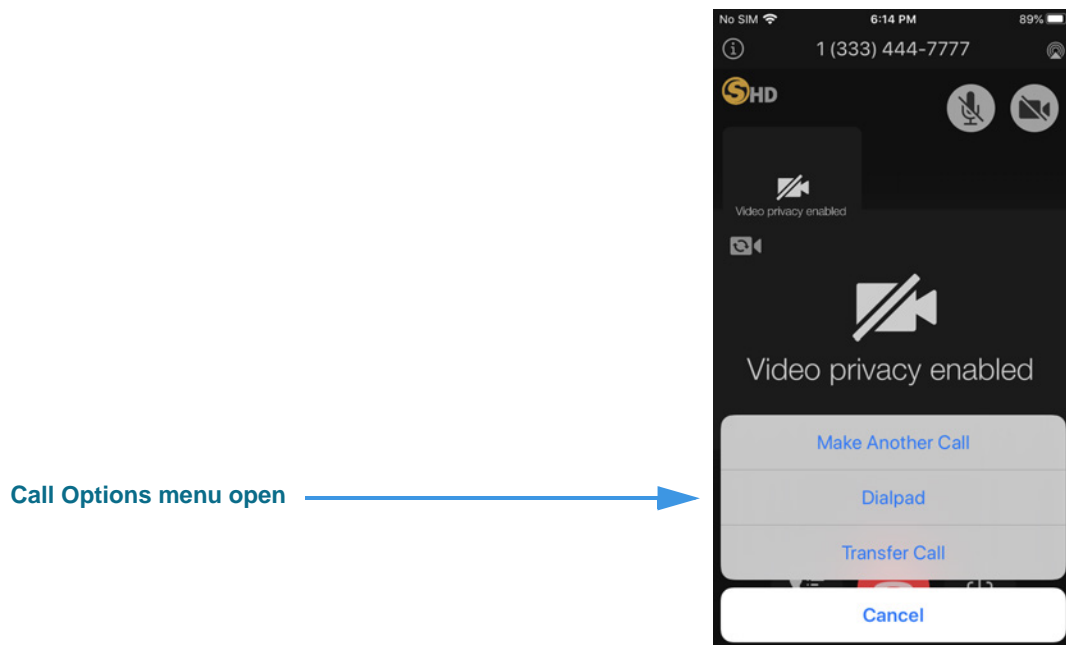


Figure 8 — Call Options menu

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.

## In-Call Screen

Step 2. Tap the **Transfer** button to display the dialog shown in the left image below.

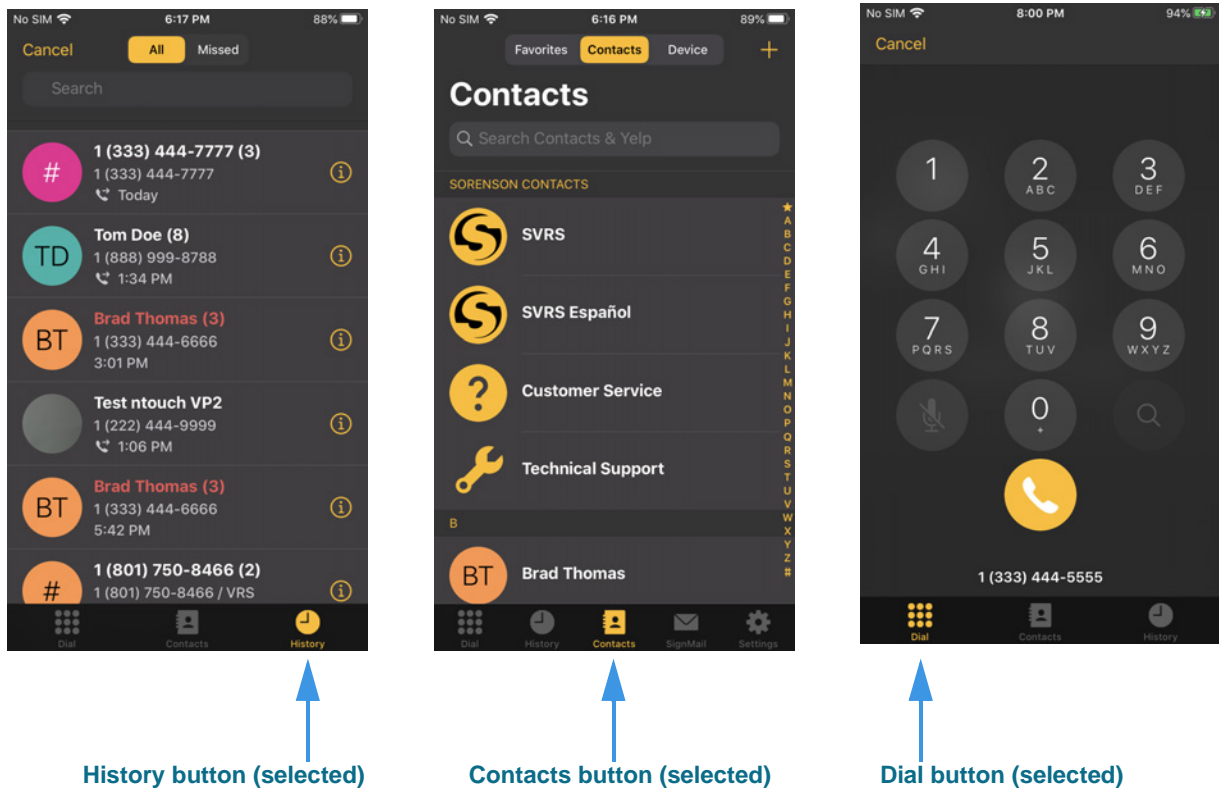


Figure 9 — Make Another Call and Transfer Call dialogs, three options

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 3. 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.

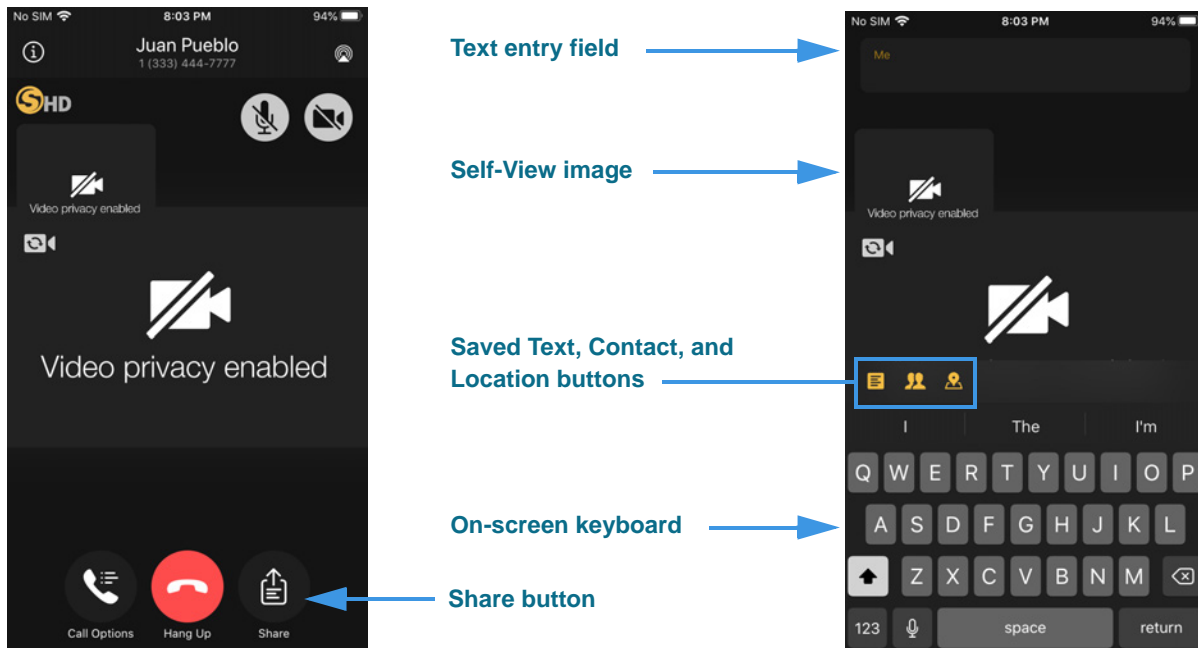


Figure 10 — Share dialog

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 47** 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.

## In-Call Screen

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Step 4. To share some text, **start typing** on the on-screen keyboard as shown below.

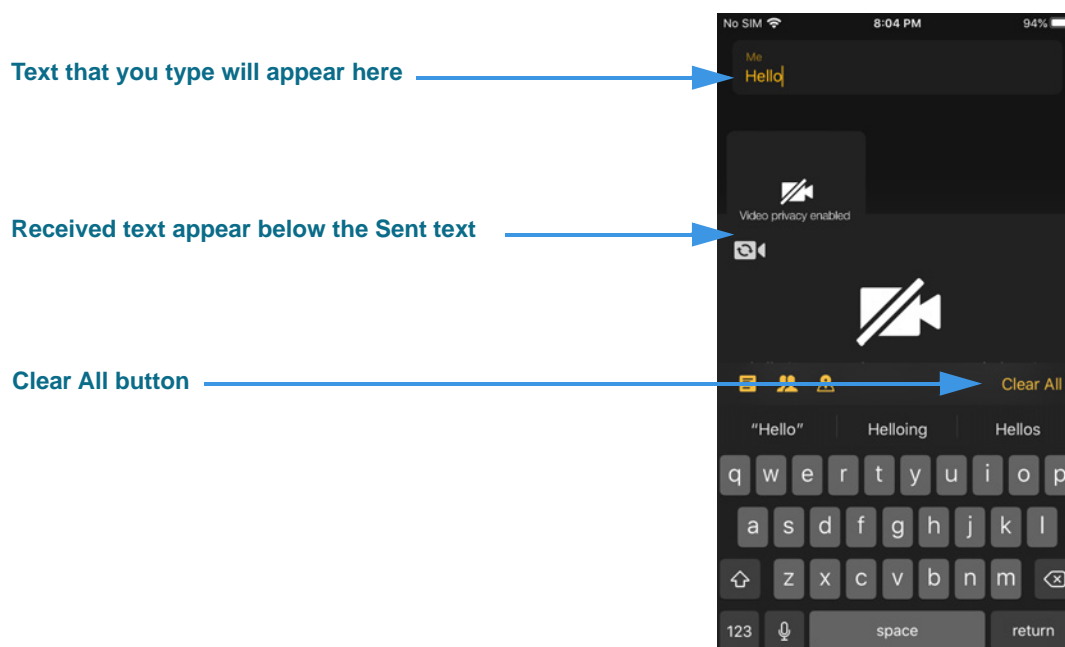


Figure 11 — Sharing text during a call

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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 to 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 5. 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.

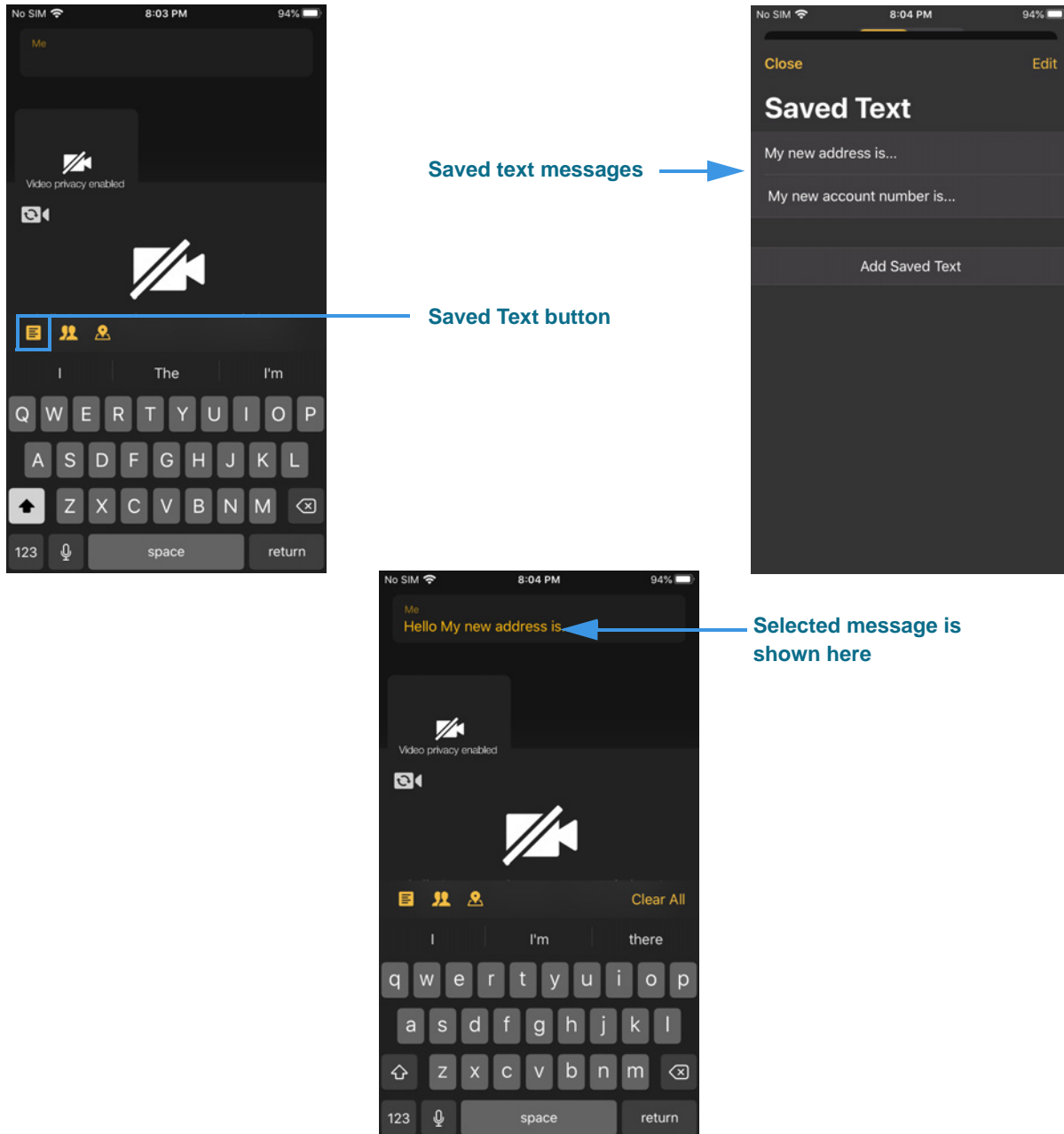


Figure 12 — Saved Text feature in use

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 47** 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 6. 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.

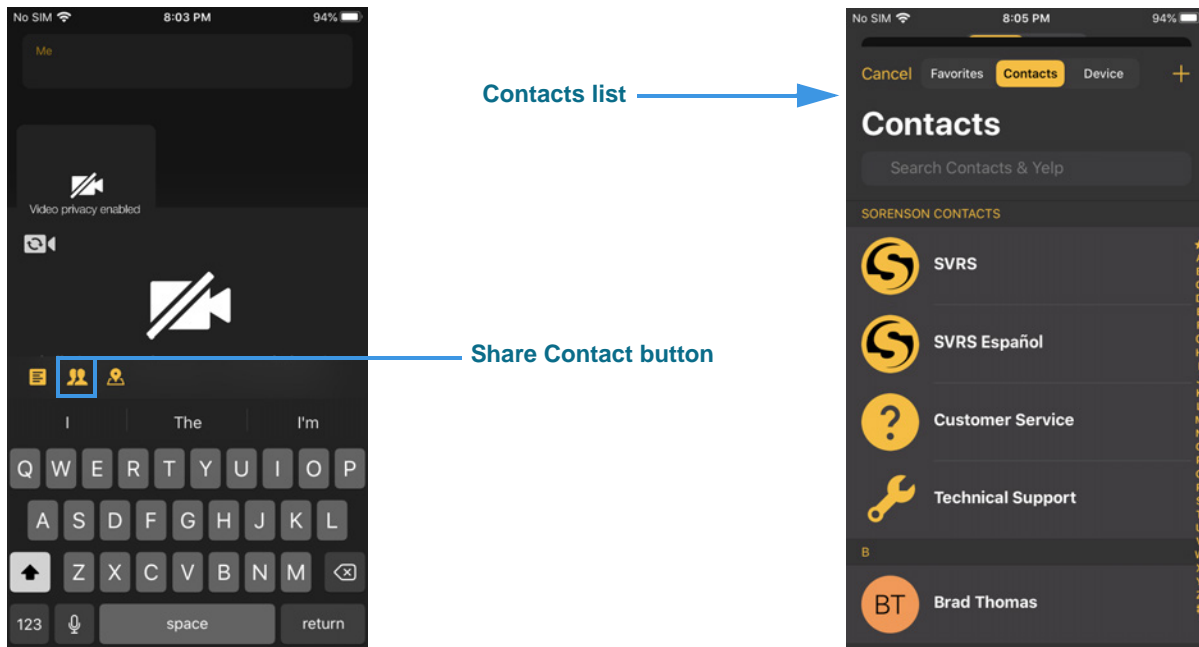


Figure 13 — Share Contact feature in use

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 7.** 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.

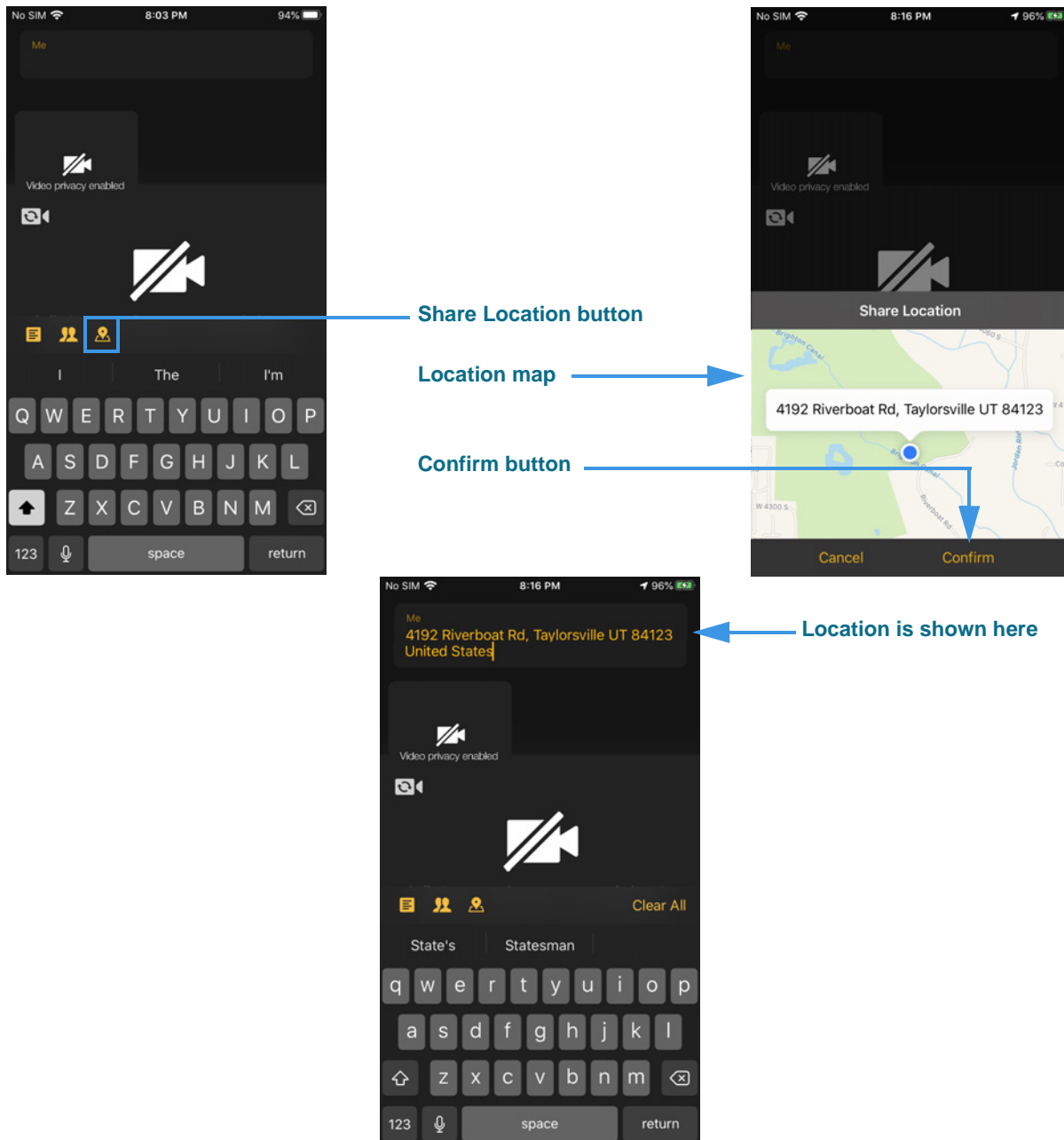


Figure 14 — Share location feature in use

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.

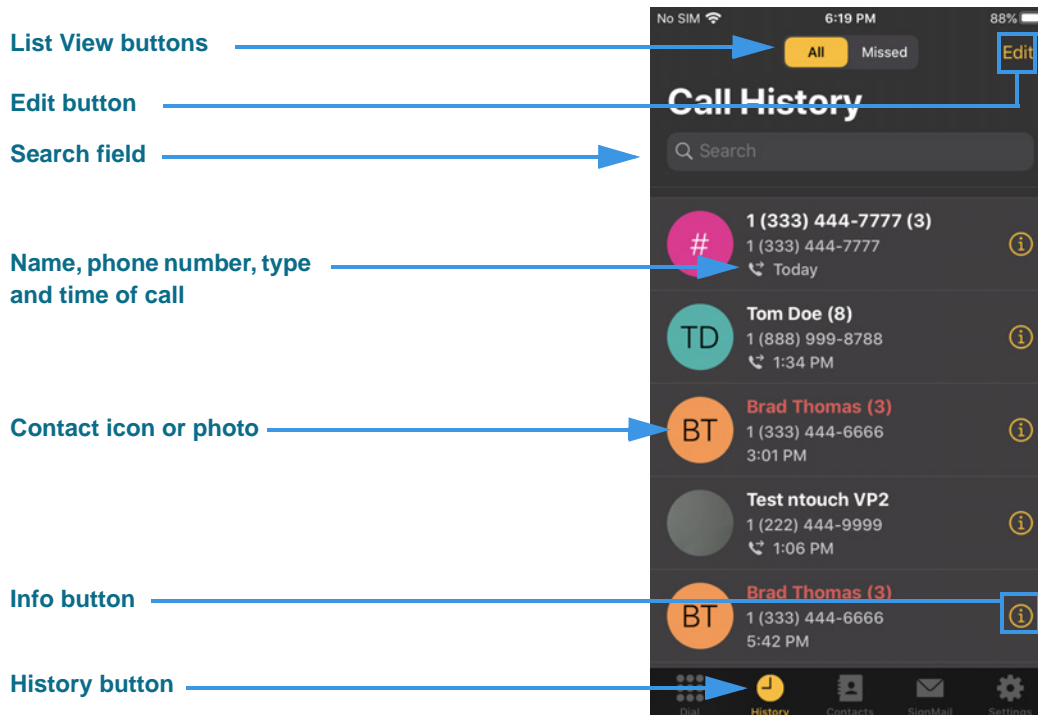


Figure 15 — Call History screen

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 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 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 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.

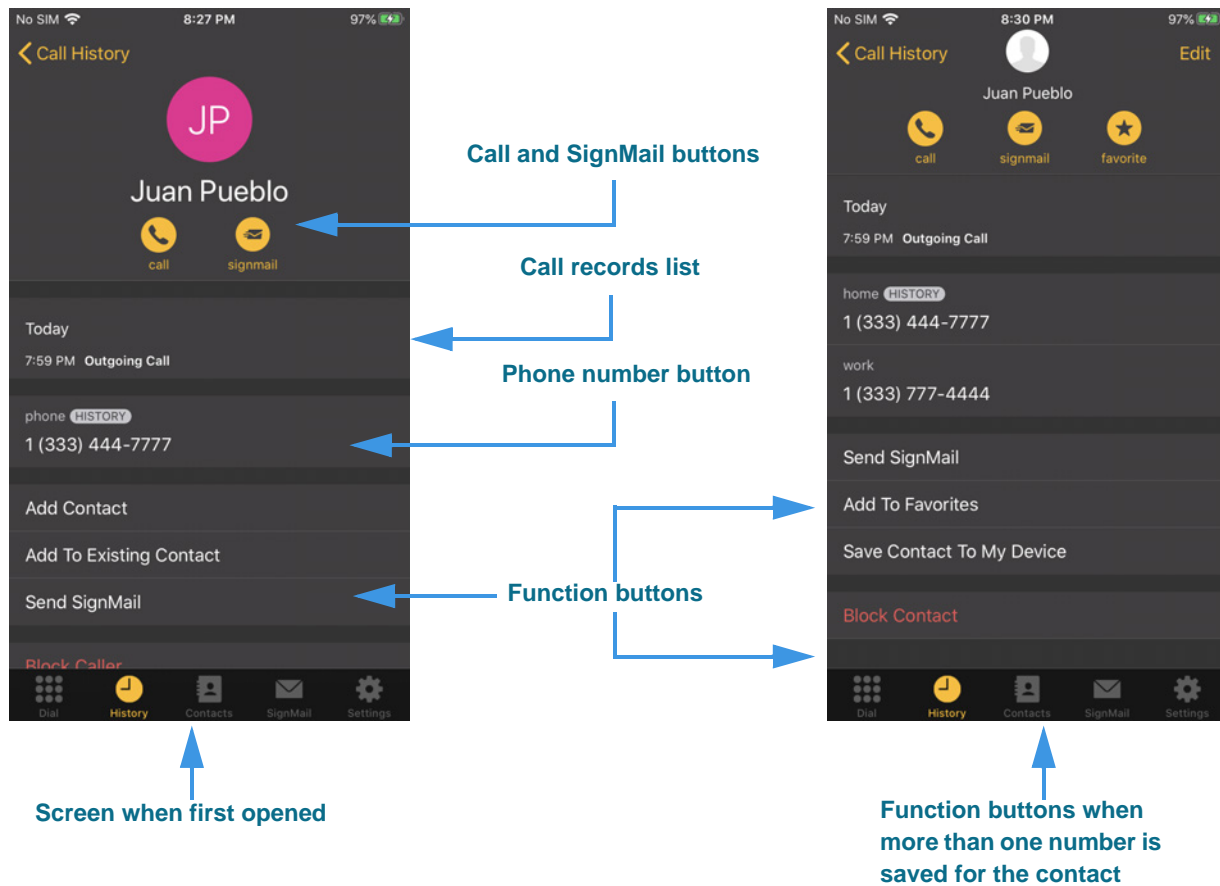


Figure 16 — Call Info screens

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 52**.

**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**.*

## Call History Screen

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Step 3. Tap the **Add to Existing Contact** button to open the screen shown at the left below.

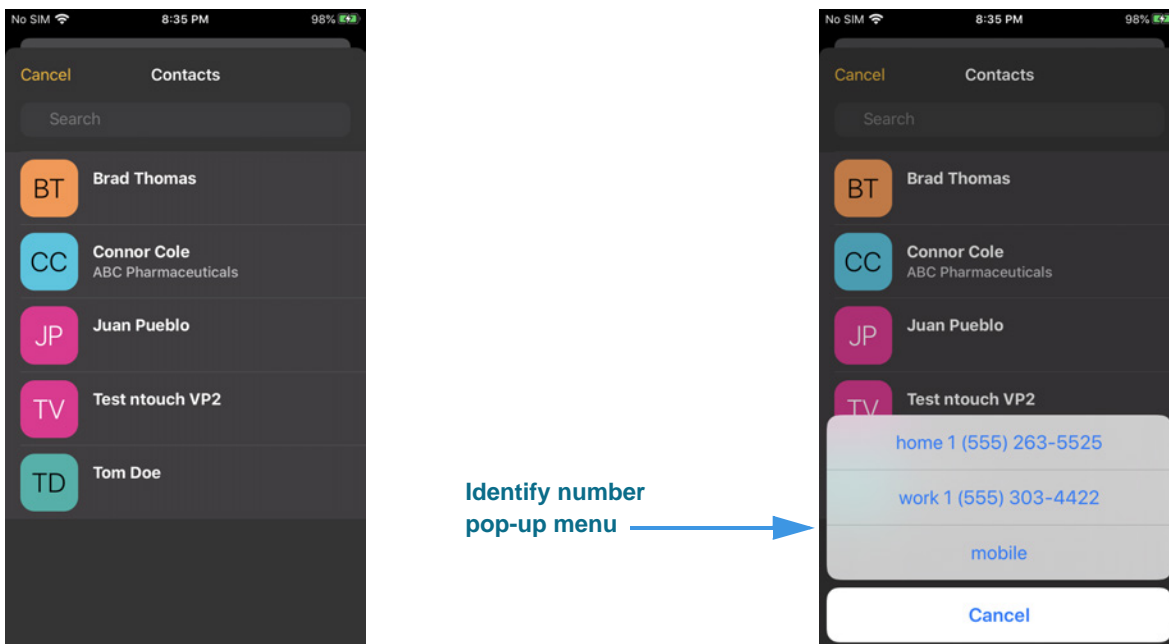


Figure 17 — Add to Existing Contact screen

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.

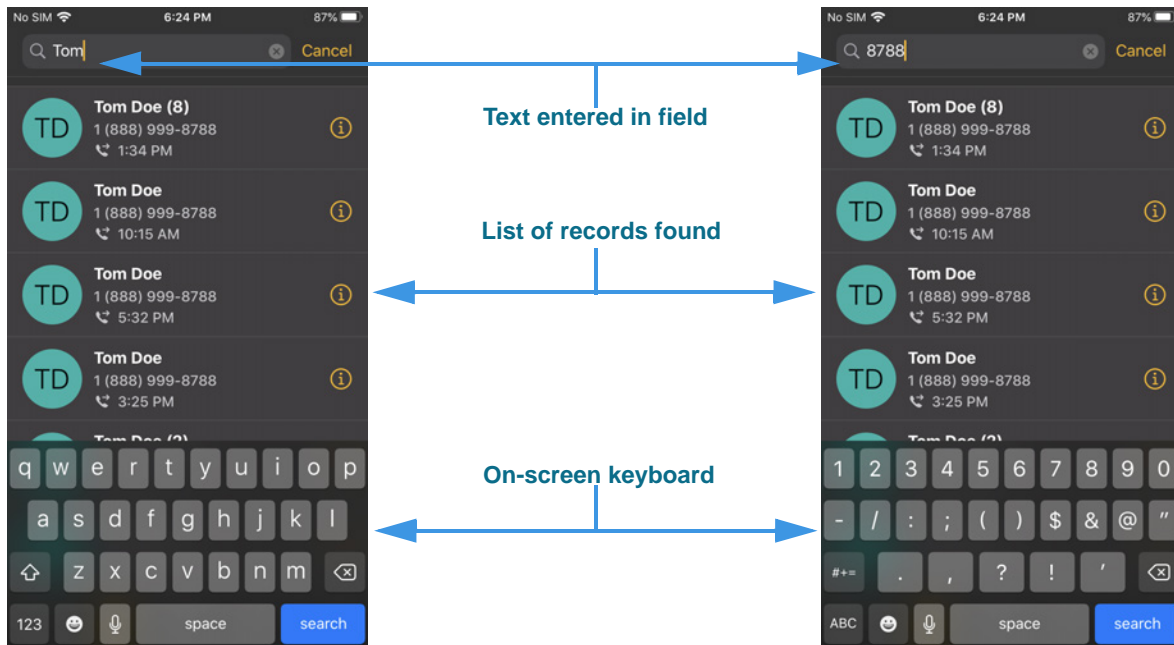


Figure 18 — Search call records function

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.

## Call History Screen

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Step 5. To delete a [single call record](#), swipe across the record to open the screen below.

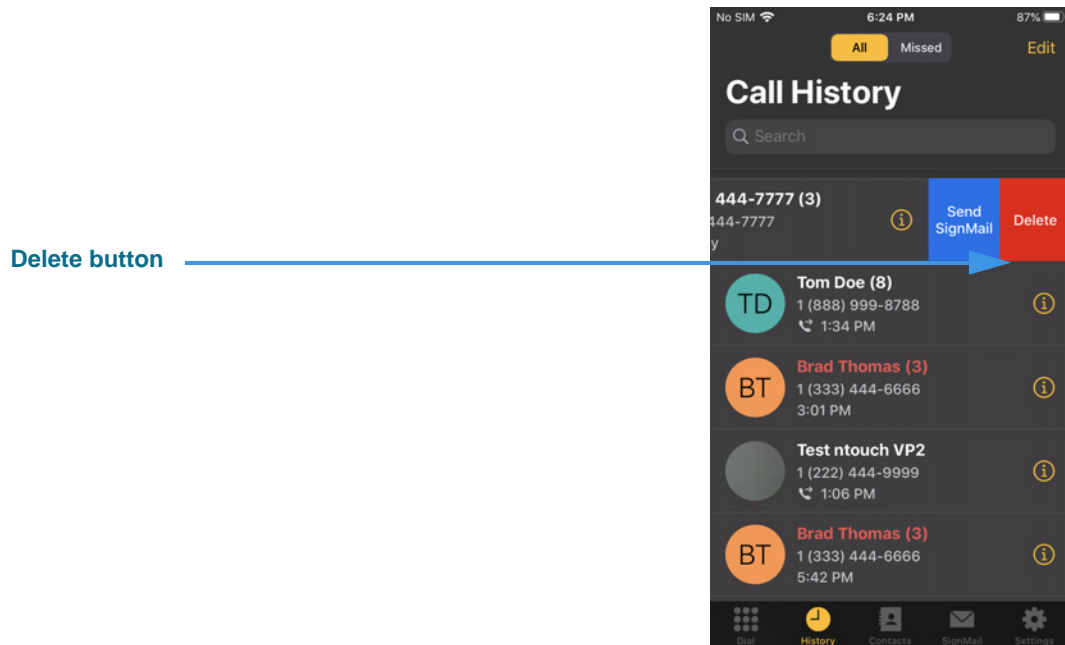


Figure 19 — Delete a single Call History record

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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.

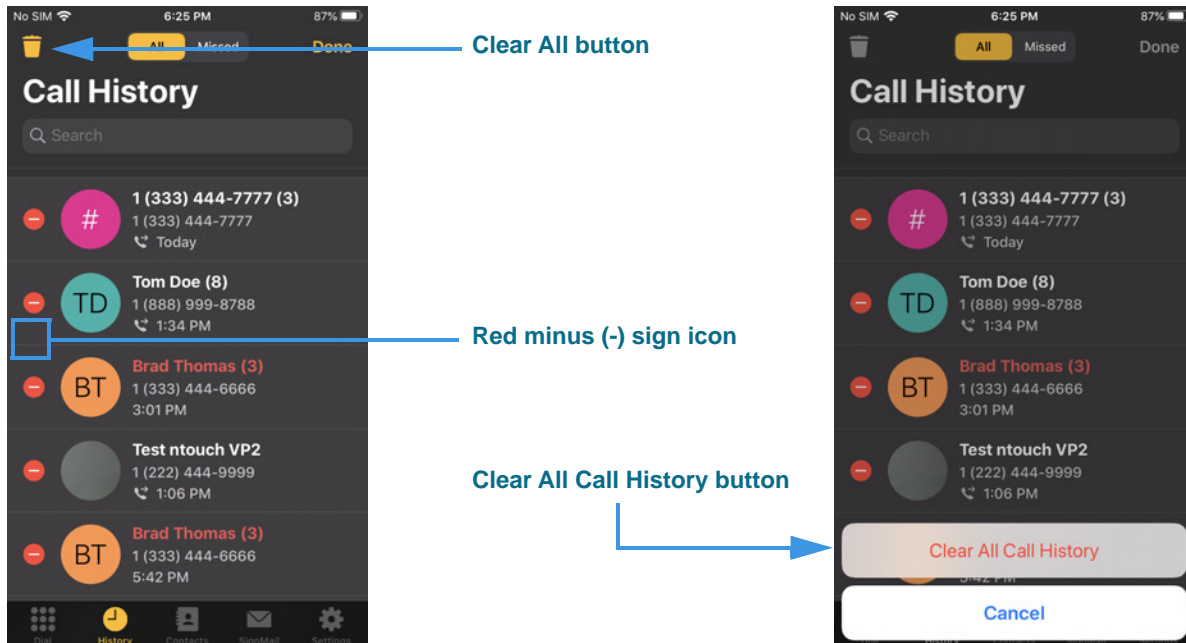


Figure 20 — Call History Edit screen

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.

# Contacts Screen

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.

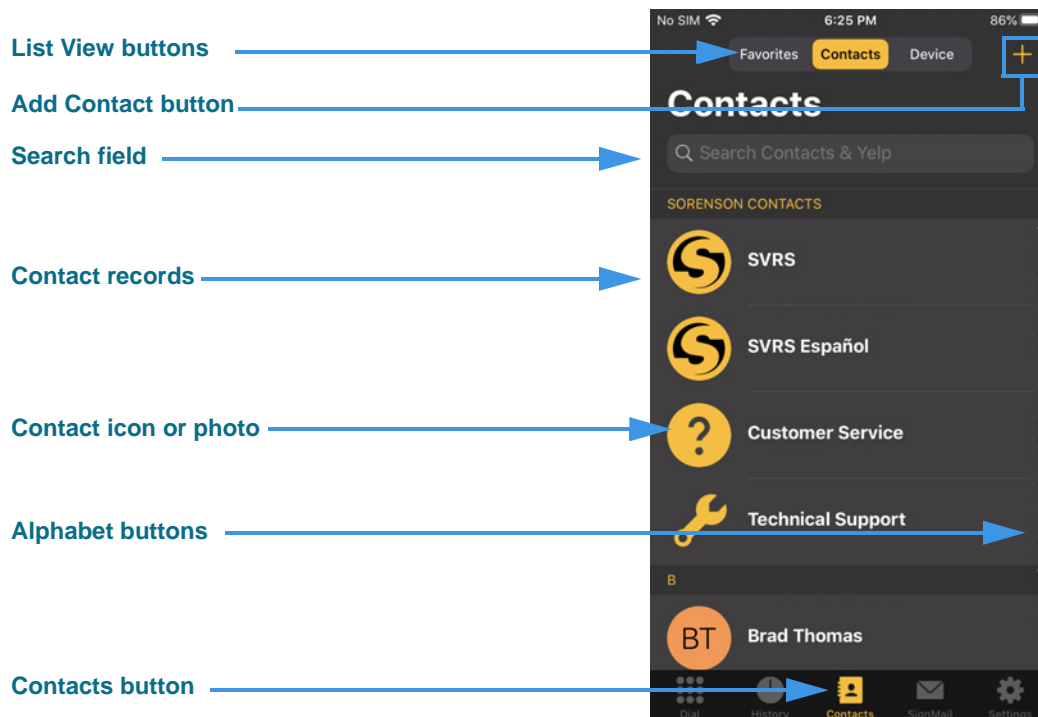


Figure 21 — Contacts screen

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 28** 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 41 for details.*

Step 2. Tap one of the [contact records](#) to open the screen shown at the left.

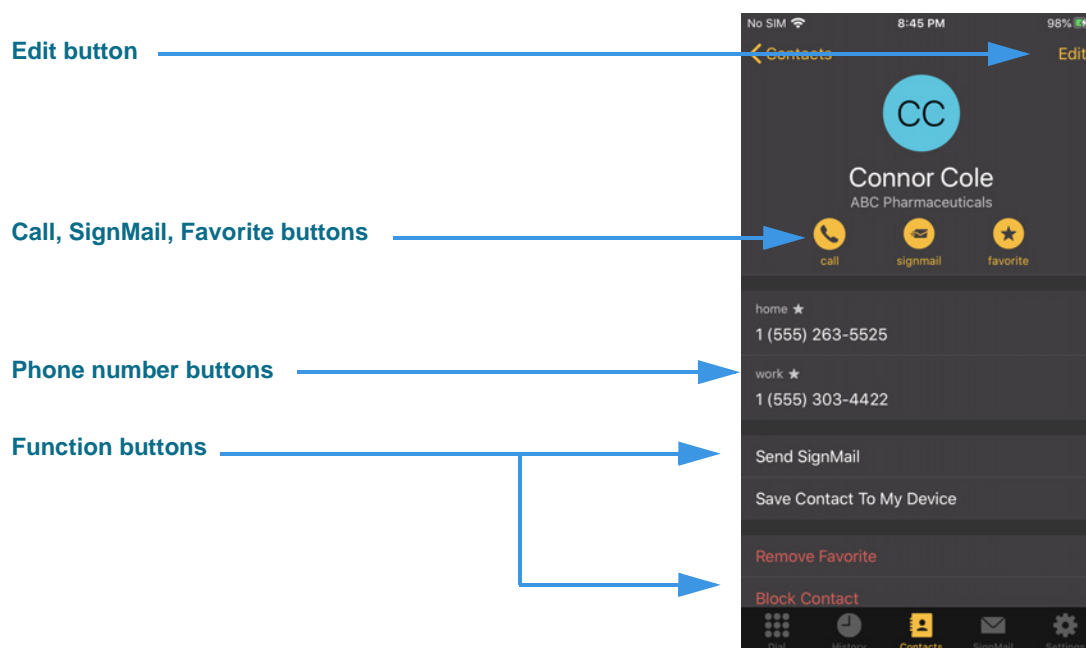


Figure 22 — Contact Info screen

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

- Tap the **Edit** button to edit this contact record.
- Tap the **Call** button to place a call to this contact.
- Tap the **SignMail** button to send a SignMail to this contact.
- Tap the **Favorite** button to add one of this contact's numbers as a favorite
- Tap the **Phone number** buttons call the contact at the desired phone number.
- Tap the **Add to Favorites** button (if shown) to add this contact to your Favorites list.
- 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 52](#).

**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.*



## Contacts Screen

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Step 3. Tap the **Edit** button to open the screen shown below.

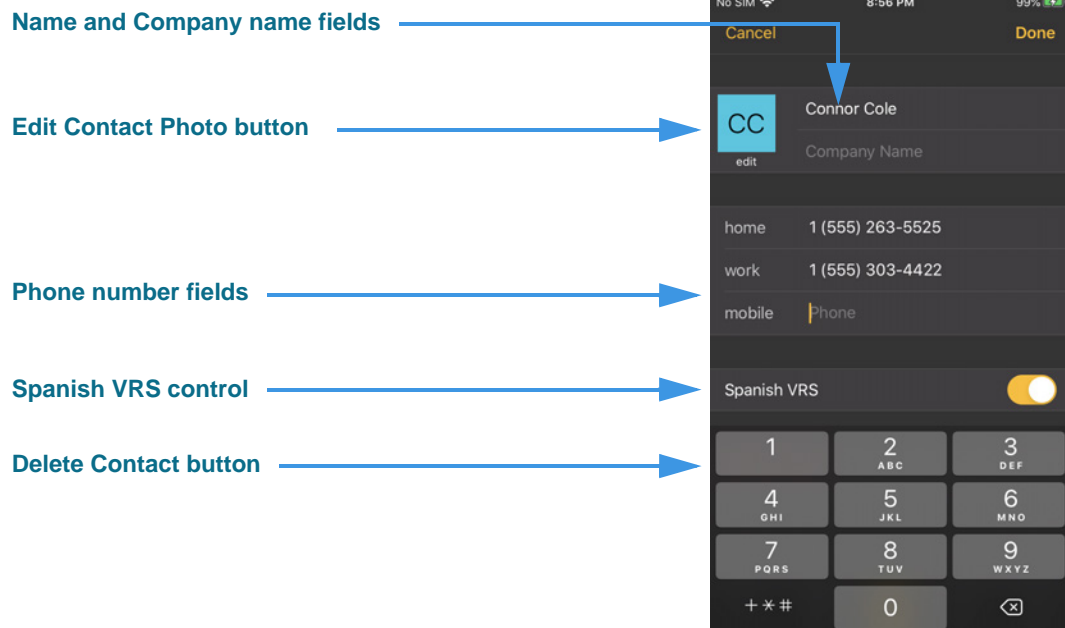


Figure 23 — *Edit Contact* screen

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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 21). 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.

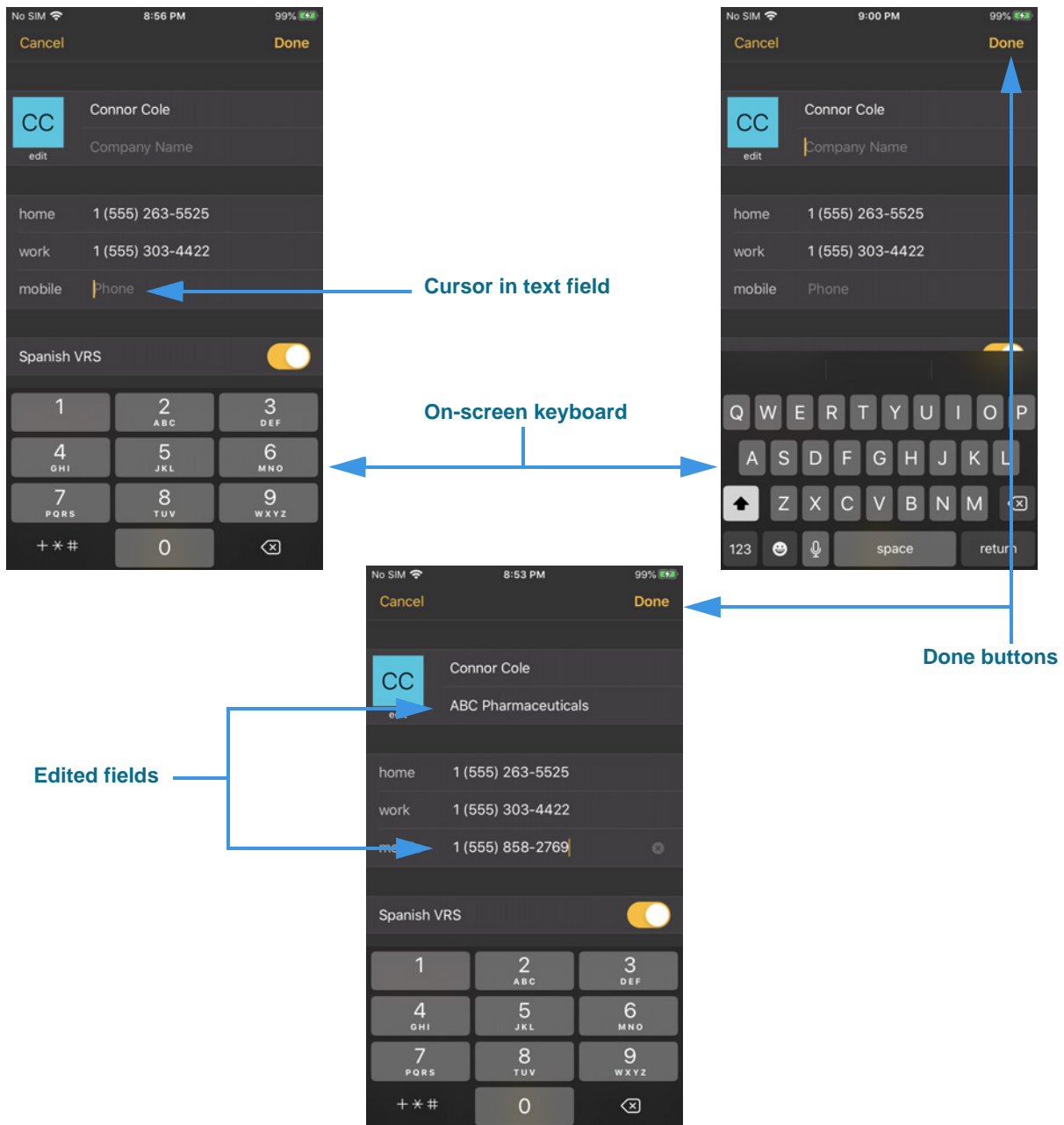


Figure 24 — Editing a contact record

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.

## Contacts Screen

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Step 5. Tap the **Edit Contact Photo** button to open the pop-up menu shown below.

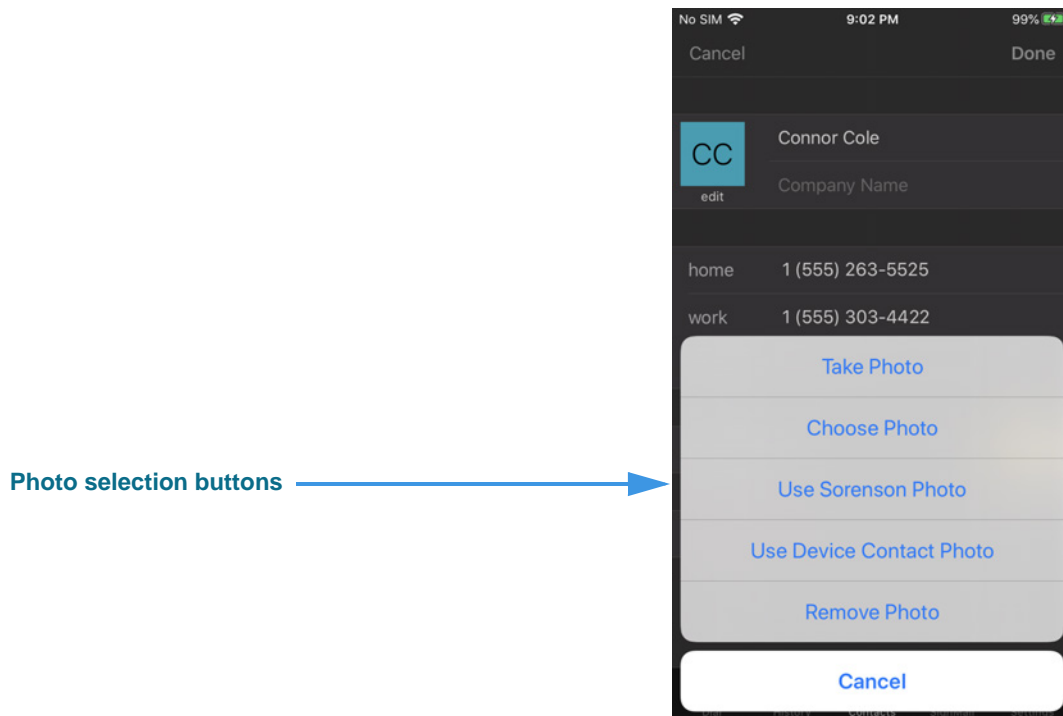


Figure 25 — Select Contact Photo pop-up menu

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 Sorenson Photo** button to use the Profile Photo already stored for this contact's Sorenson account.
- Tap the **Use Device 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.

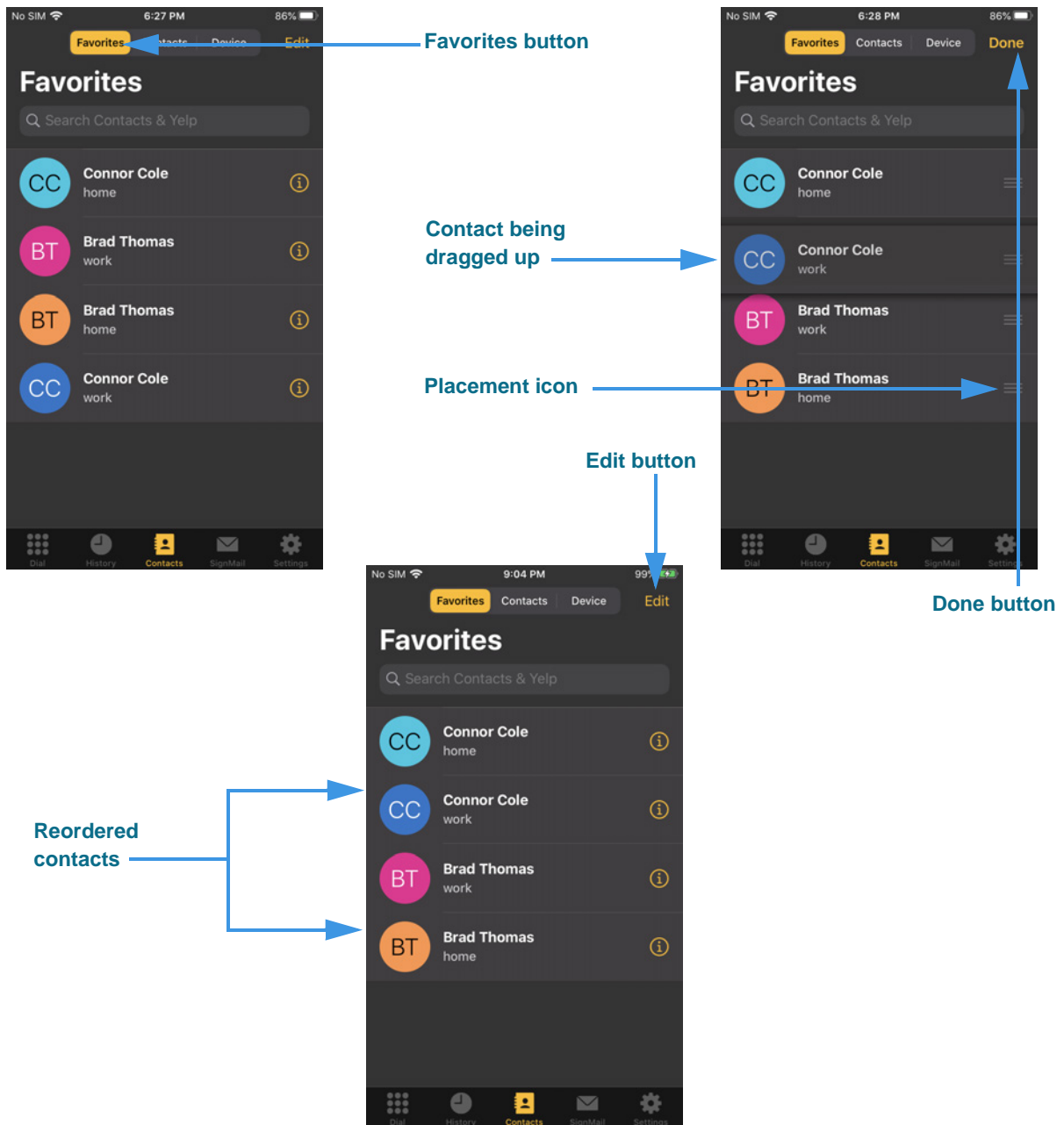


Figure 26 — Viewing and editing the Favorites list

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 editing the screen then tap-hold-dragging the **Placement** icons.

Tap the **Done** button to save any changes you make to the ordering of the contacts.

## Contacts Screen

Step 7. To search the contacts, tap in the **Search** field to open the screen at the left.

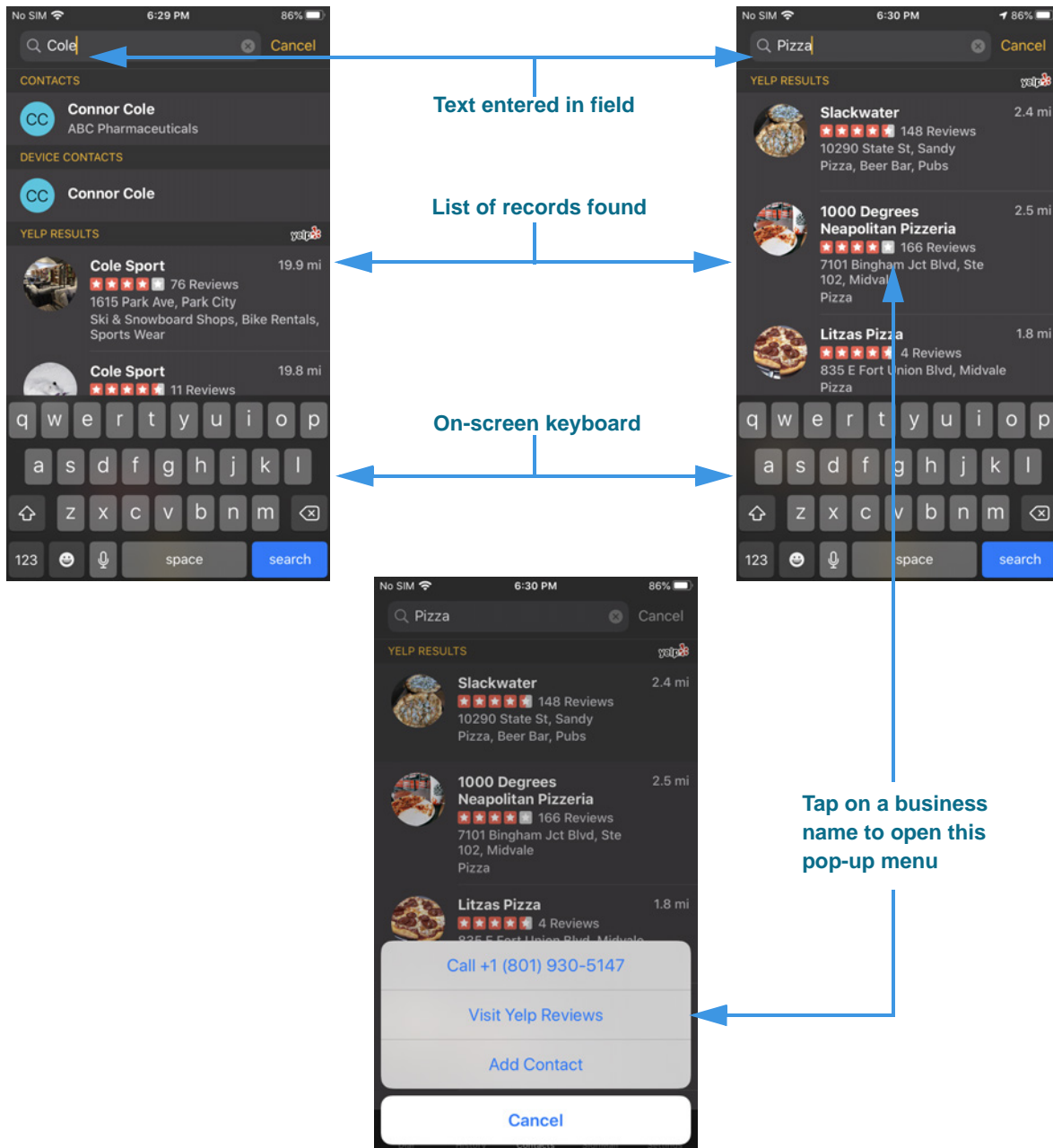


Figure 27 — Search contact records function

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.

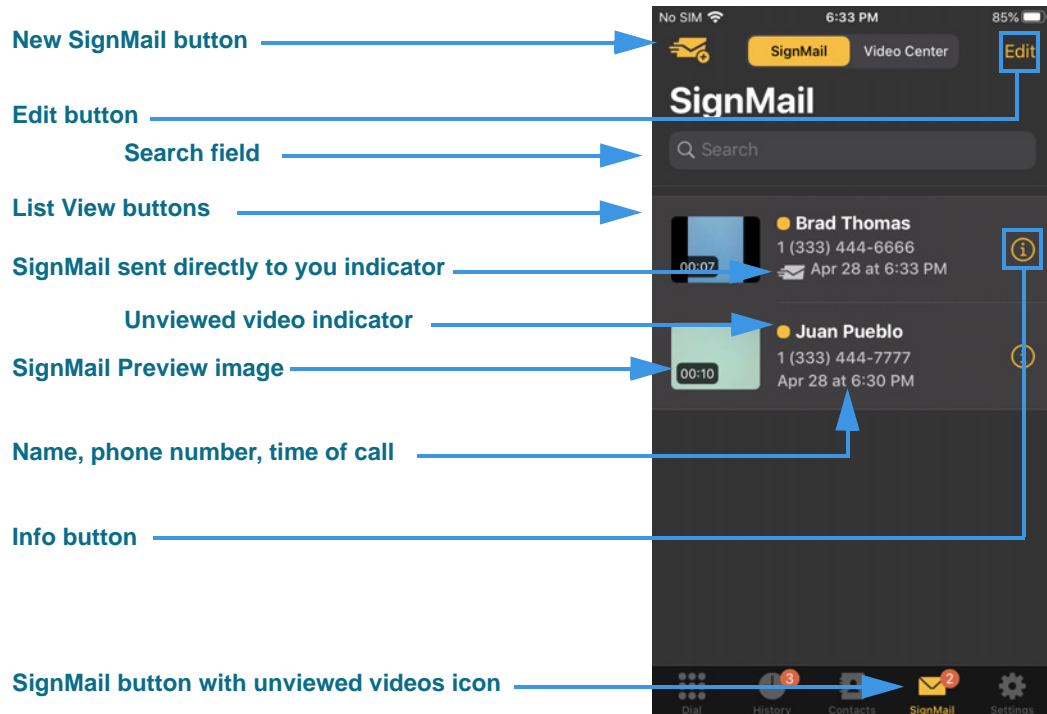



Figure 28 — *SignMail* screen

The *SignMail* screen contains these buttons:

- 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 35** to see the Video Center.
- 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 **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 any **SignMail** to view the video message. The record shows the sender's name, phone number, and the time the SignMail was received.
- 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.

## SignMail Screen

Step 2. Tap the **Info (i)** icon for one of the **SignMails** to open the screen at the left below.

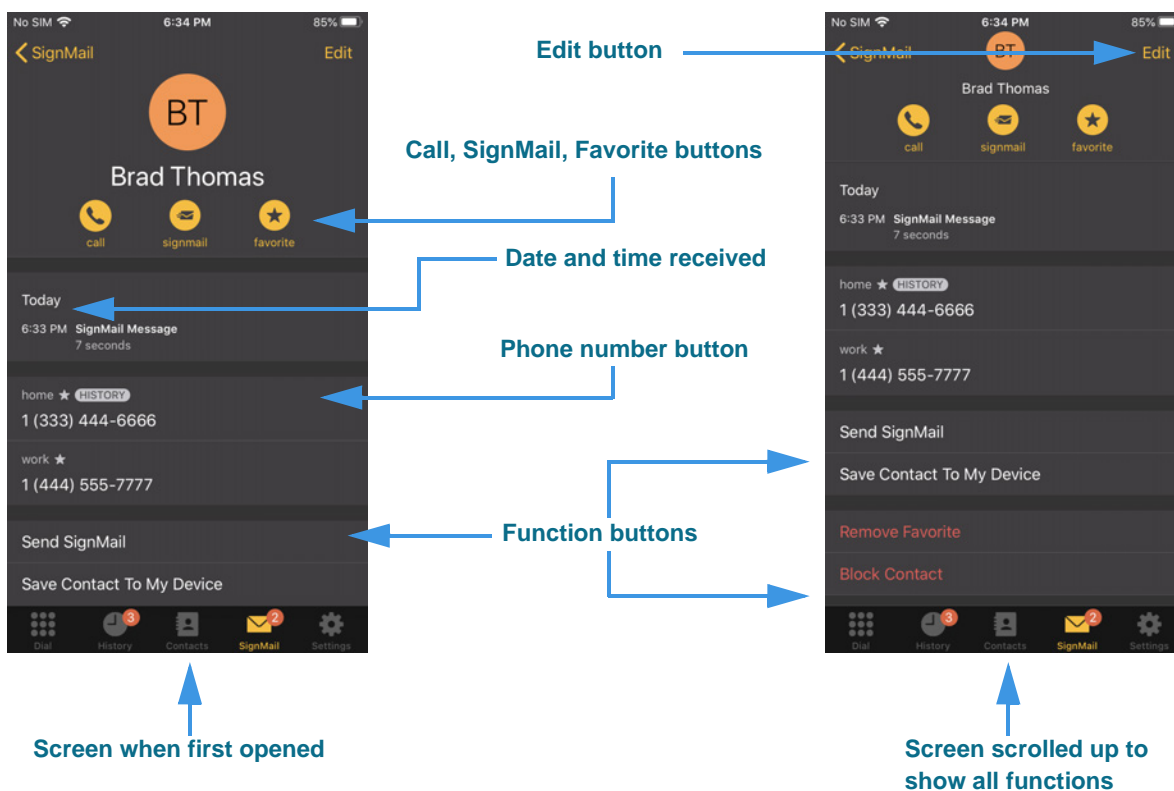


Figure 29 — SignMail Info screen

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

- Tap the **Edit** button to edit the contact record (if there is one) for the sender.
- Tap the **Call** button to place a call to the sender.
- Tap the **SignMail** button to send a SignMail to the sender.
- Tap the **Favorite** button to add one of this contact's numbers as a favorite
- Tap the **Phone number** button to call the contact at the desired phone number.
- Tap the **Remove Favorite** button to remove a number from 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 52**.

Step 3. Tap the **Preview image** for one of the **SignMails** to open the screen at the left below.



Figure 30 — SignMail Playback screen

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.



## SignMail Screen

Step 4. At the SignMail screen, tap the **New SignMail** button to open the screen at the left.

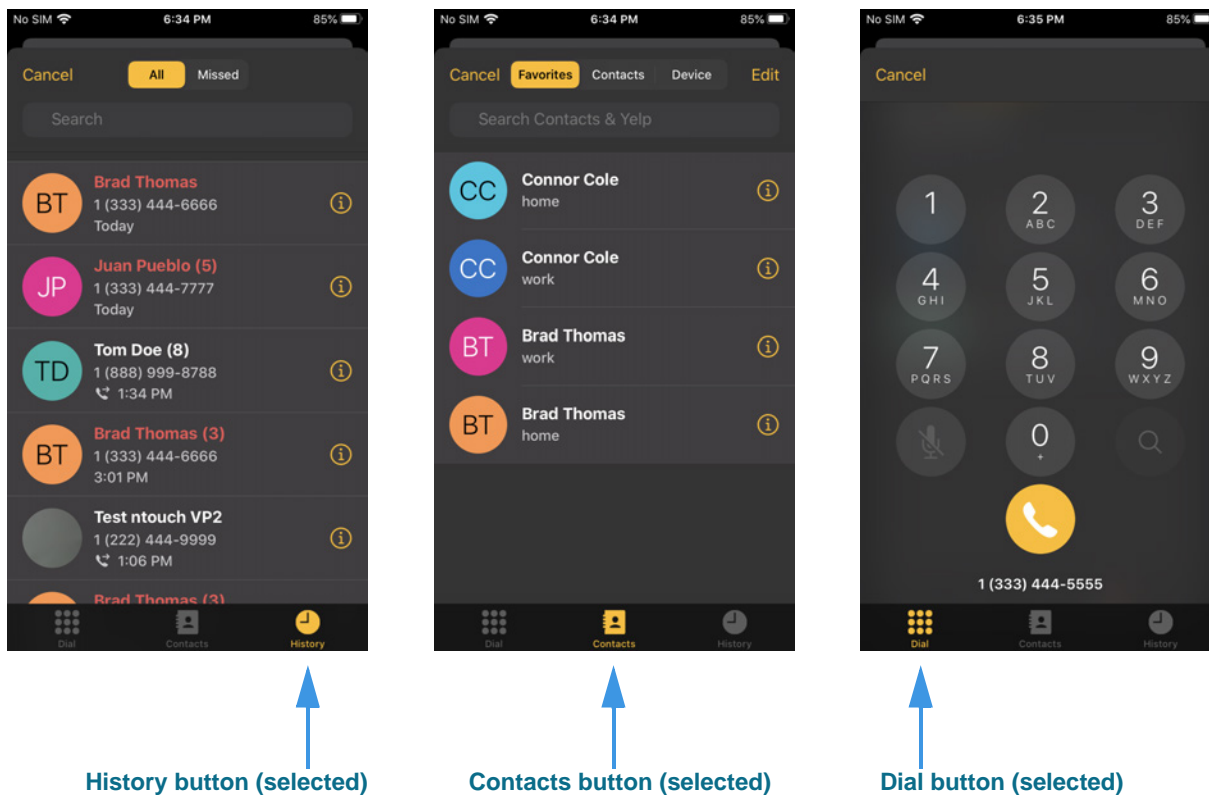


Figure 31 — *New SignMail* call dialogs, three options

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.

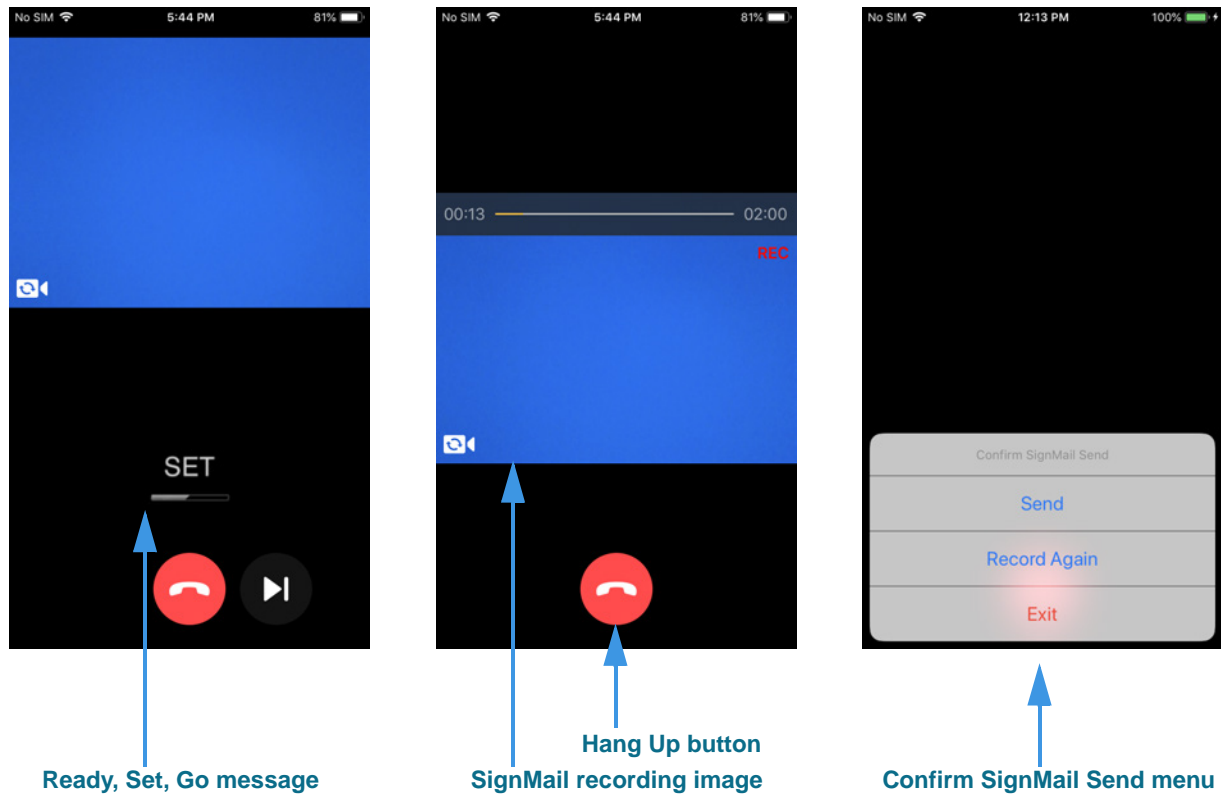


Figure 32 — SignMail recording dialogs

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.

# Video Center Screen

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

Step 1. At the SignMail screen, tap the **Video Center** button to open the screen at the left.

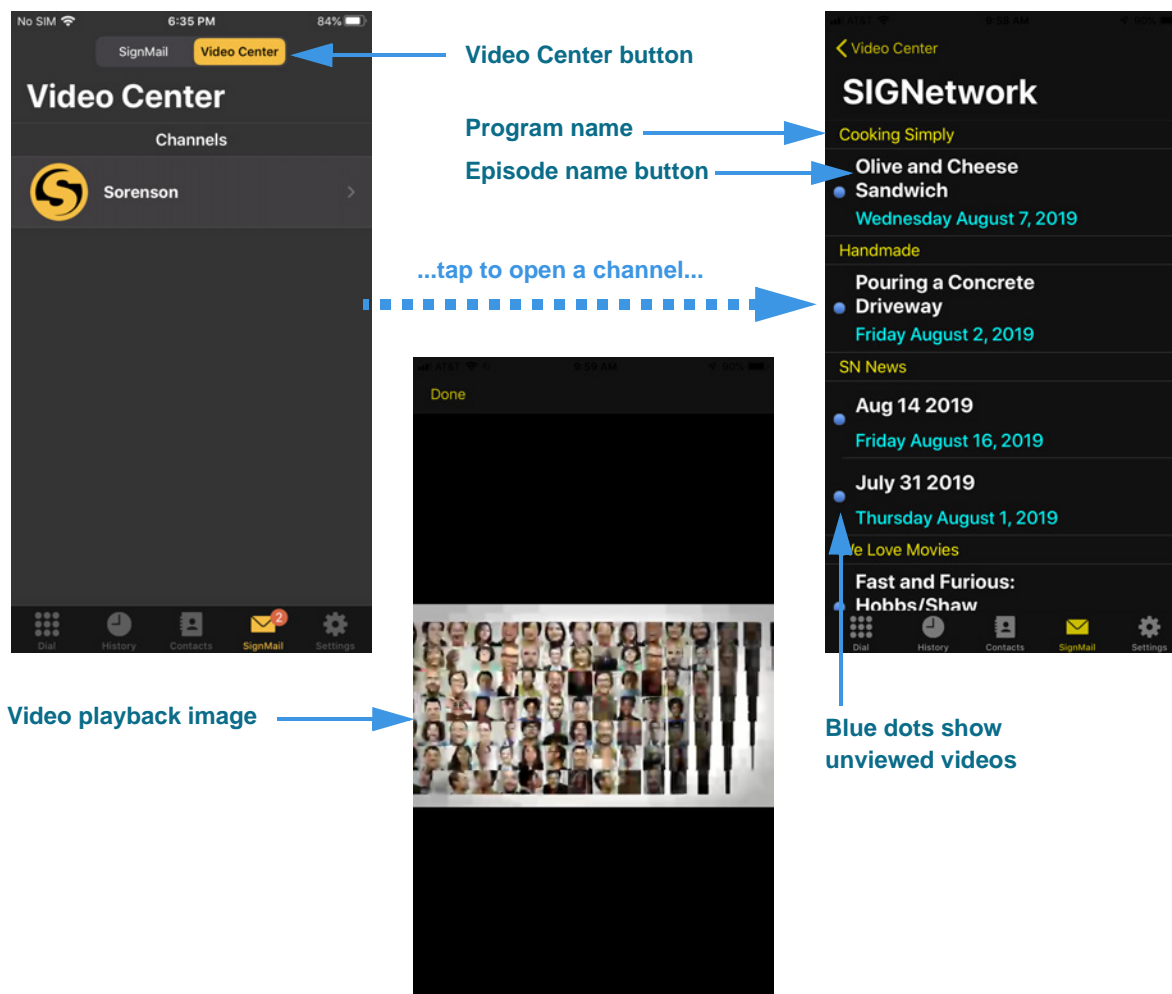


Figure 33 — Video Center, selecting a channel

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.

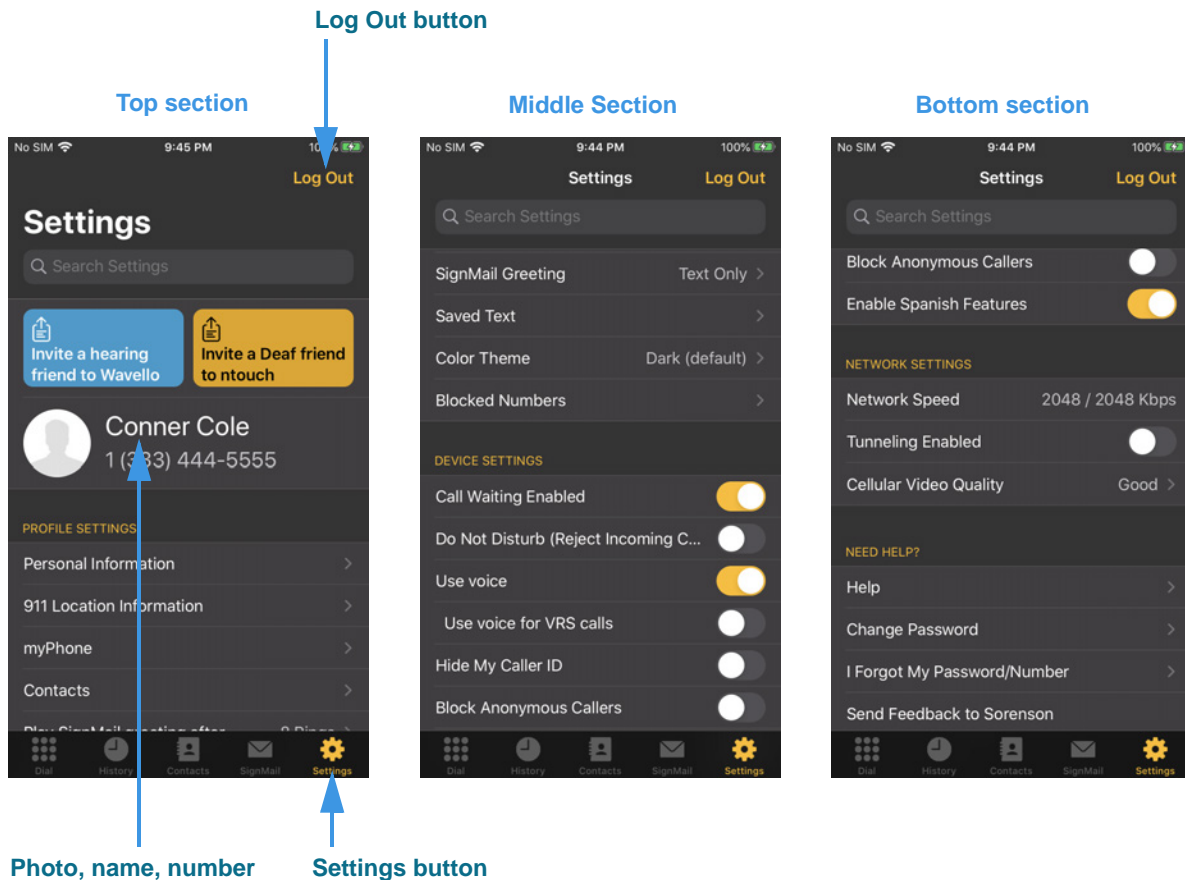


Figure 34 — *Settings* screen, top, middle, and bottom sections

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.

The **Invite a hearing friend to Wavello** and **Invite a Deaf friend to ntouch** buttons will open dialogs in which a text message or email message can be selected as the invitations. The Wavello app is only for hearing users. The ntouch app has Wavello built into the app.

Step 2. Tap the **Personal Information** button to open the screen shown at the left below.

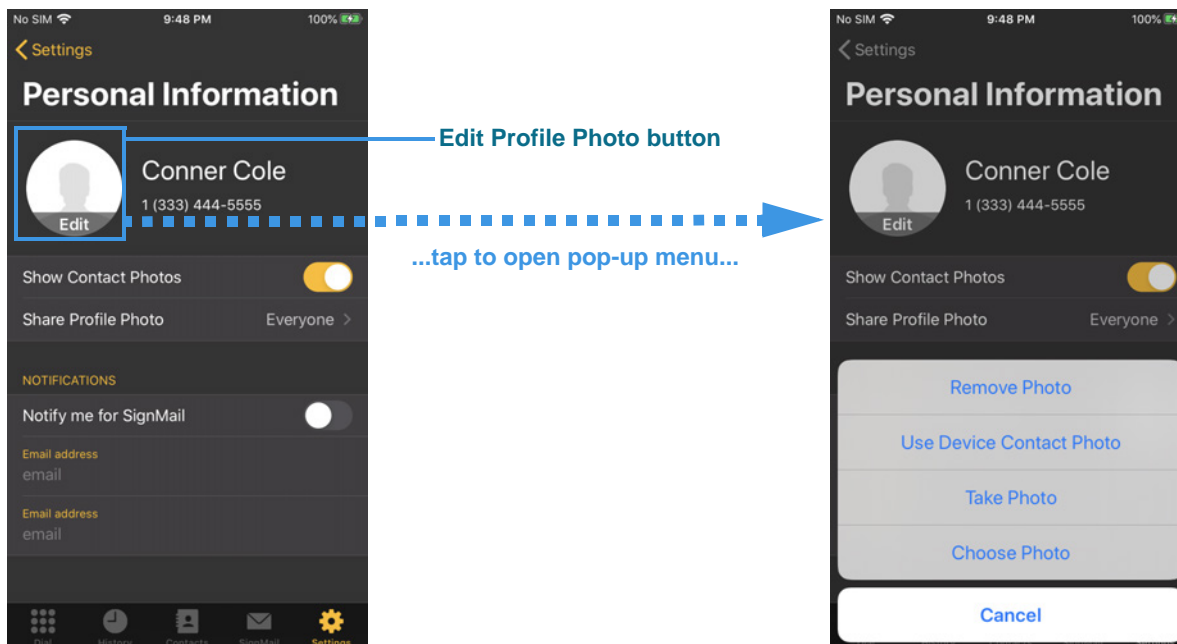


Figure 35 — *Personal Information Settings* screen, edit Profile photo

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 Device Contact 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.

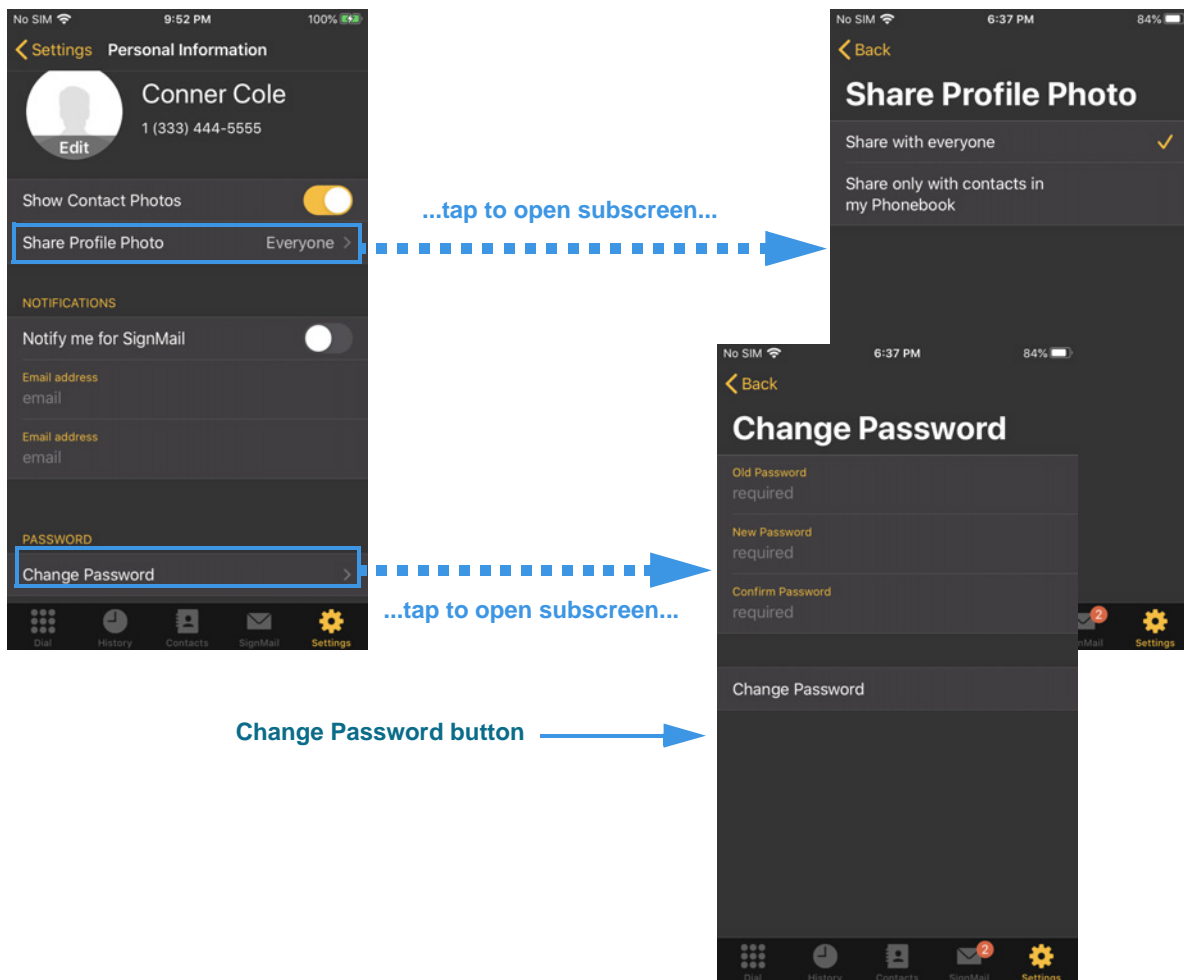


Figure 36 — *Personal Information Settings* screen, related subscreens

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 you Sorenson Mobile account, you must know your old password. After completing your entries in the three fields, tap the **Change Password** button.

## Changing Settings

Step 4. At the Settings screen, tap **911 Location Information** button to open the left screen.

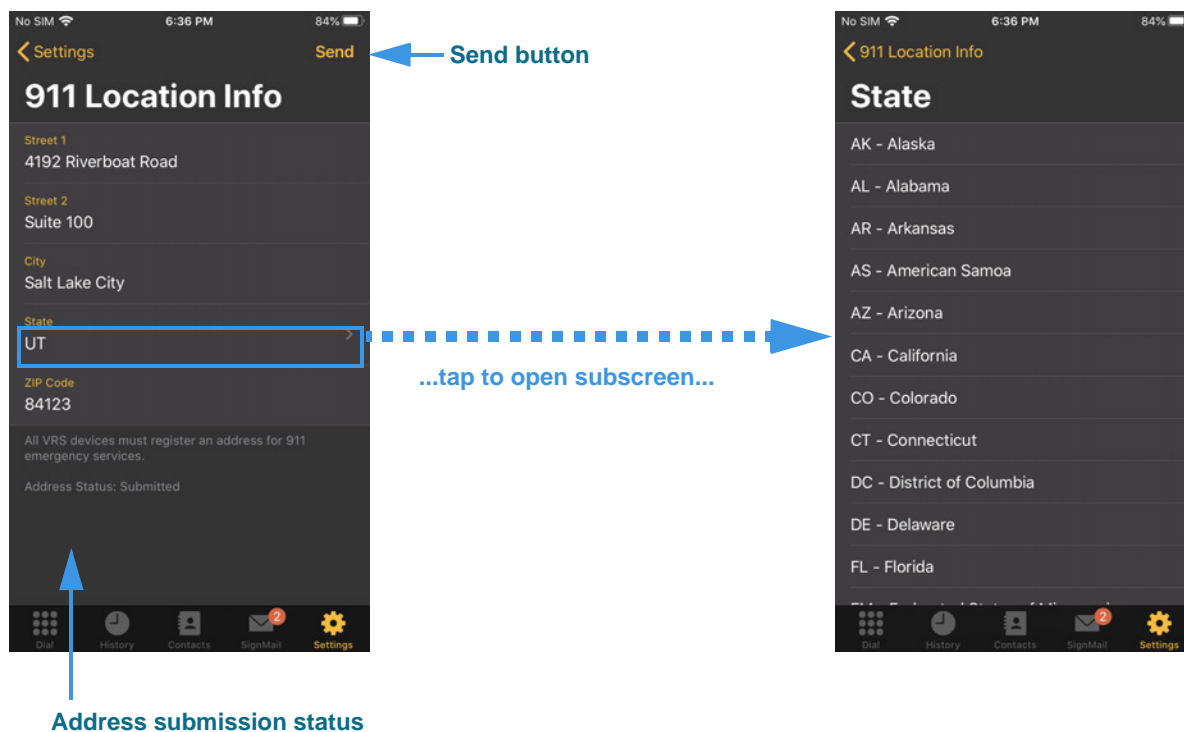


Figure 37 — 911 Location Information screen

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.

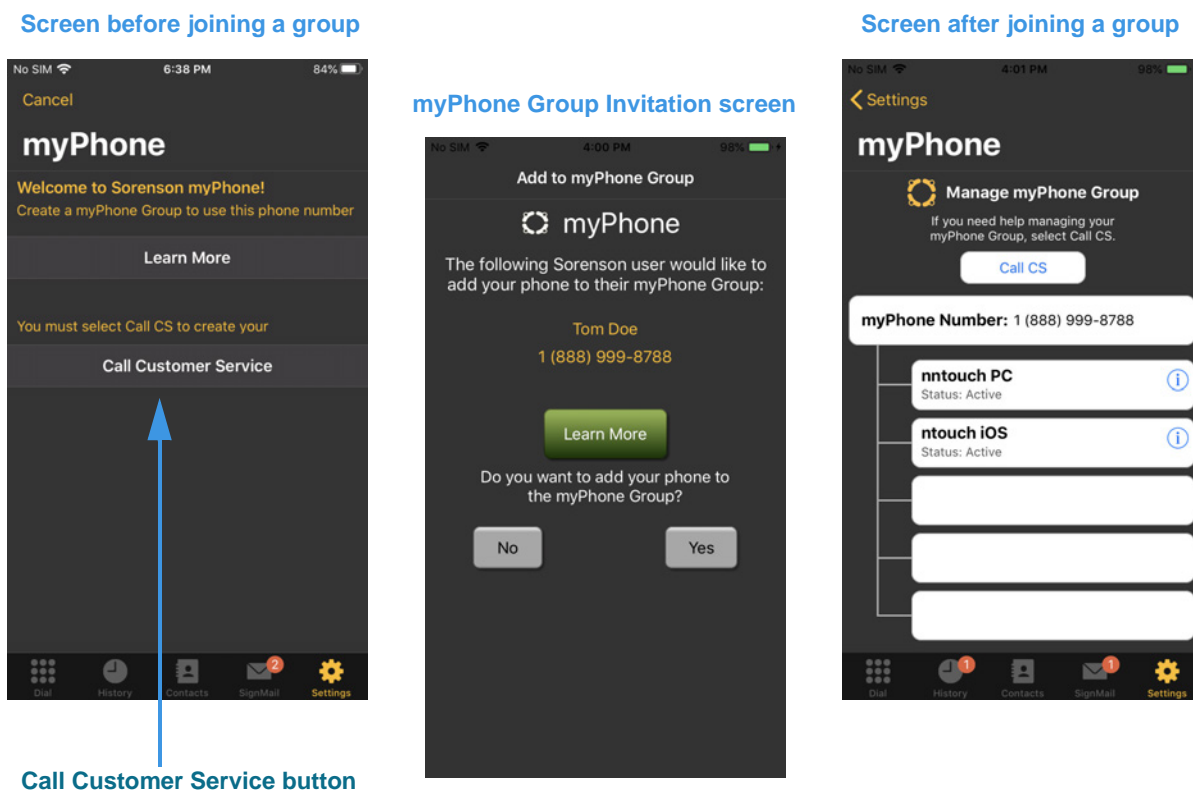


Figure 38 — *myPhone* Settings screen, before and after joining a group

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.*



## Changing Settings

Step 7. At the Settings screen, tap the **Contacts** button to open the screen below.

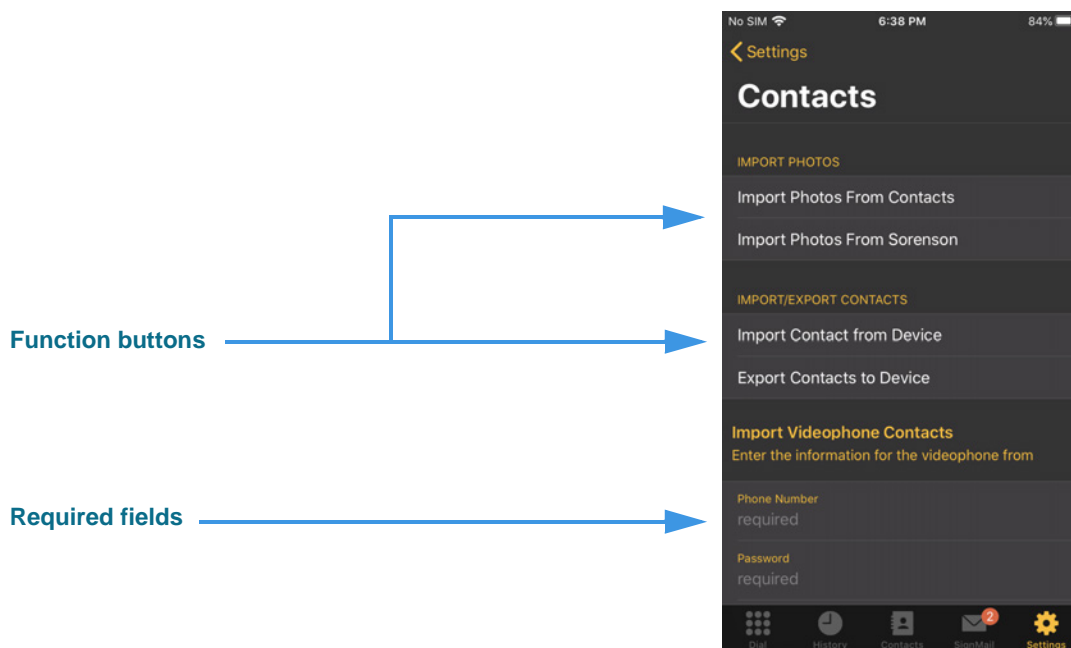


Figure 39 — *Contacts Settings* screen

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.

Selected ring count

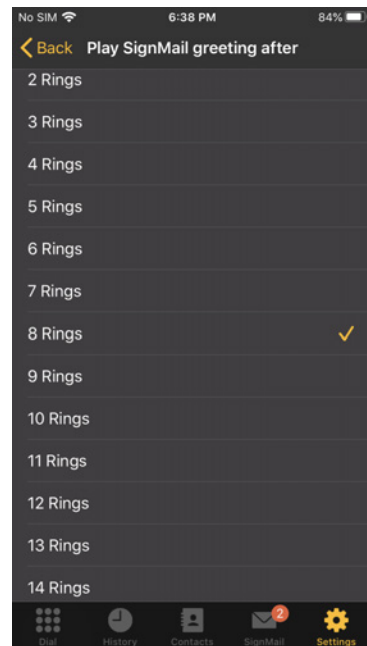


Figure 40 — *Play SignMail greeting after Settings* screen

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.

## Changing Settings

Step 9. At the Settings screen, tap the **SignMail Greeting** button to open the left screen.

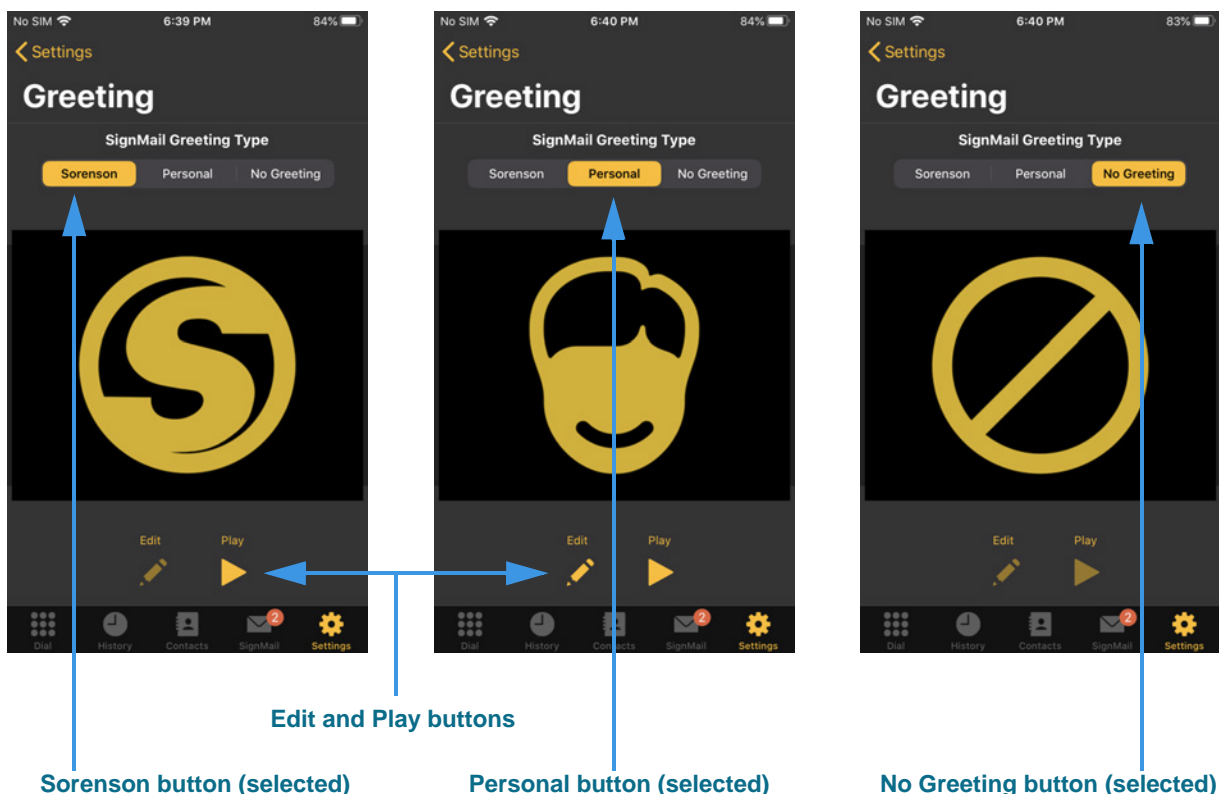


Figure 41 — *SignMail Greeting Settings* screens, three options

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.

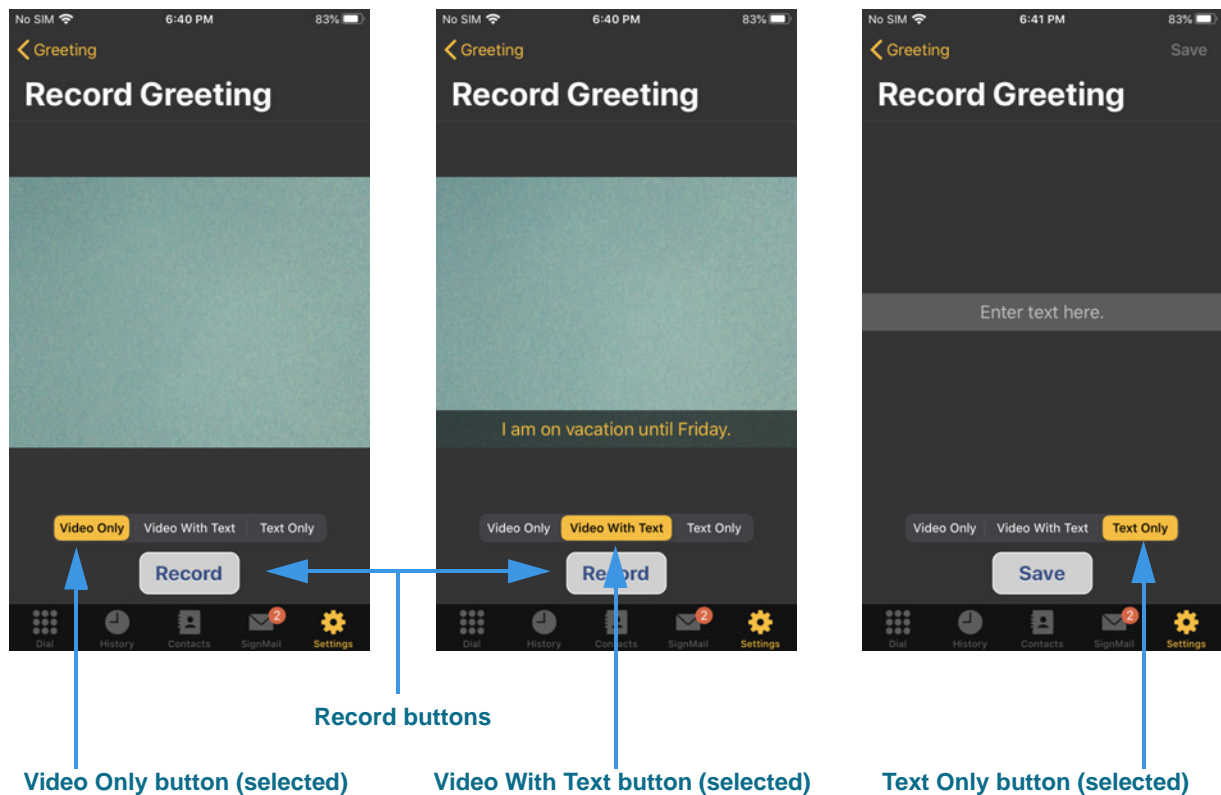


Figure 42 — Record Personal SignMail Greeting screens, three options

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.

## Changing Settings

Step 11. Tap the **Video Only** button to open the screen shown at the left below.

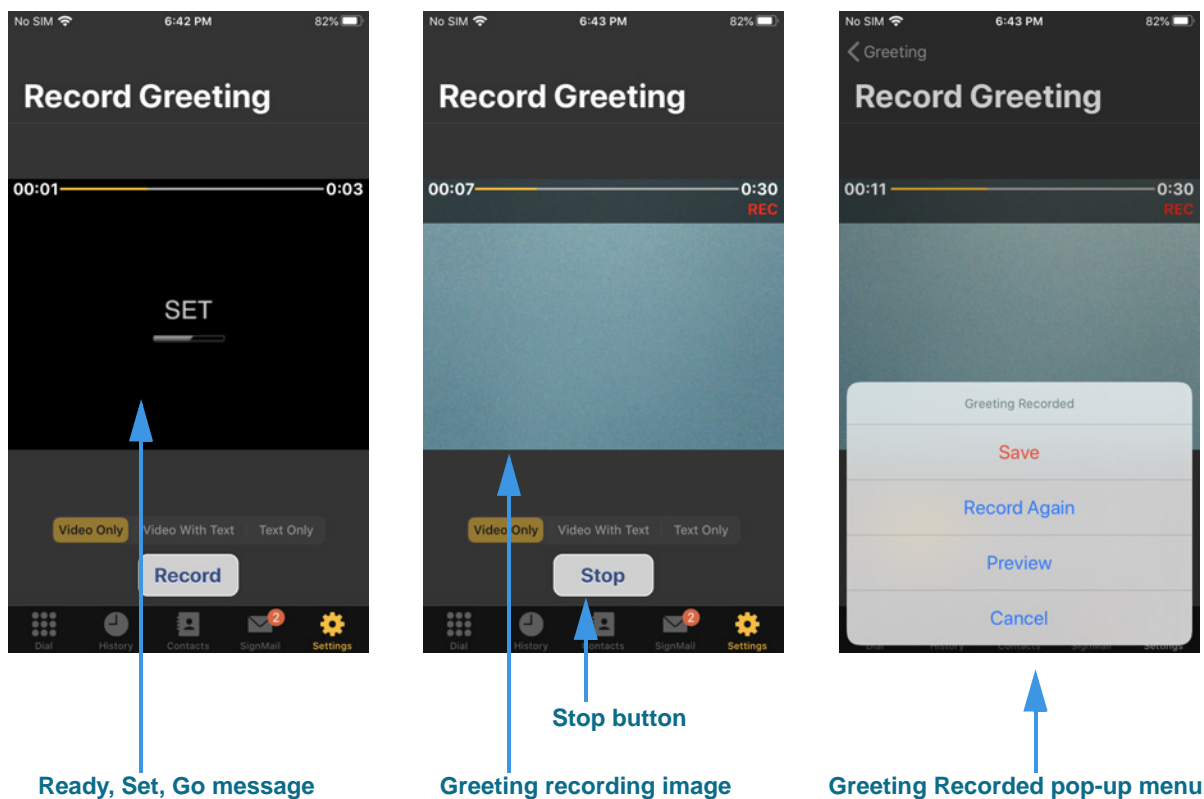


Figure 43 — *Record Greeting* screens, Video Only option

After the **Ready, Set, Go** message appears (left image above), the SignMail Greeting video recording begins (center image above). 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.

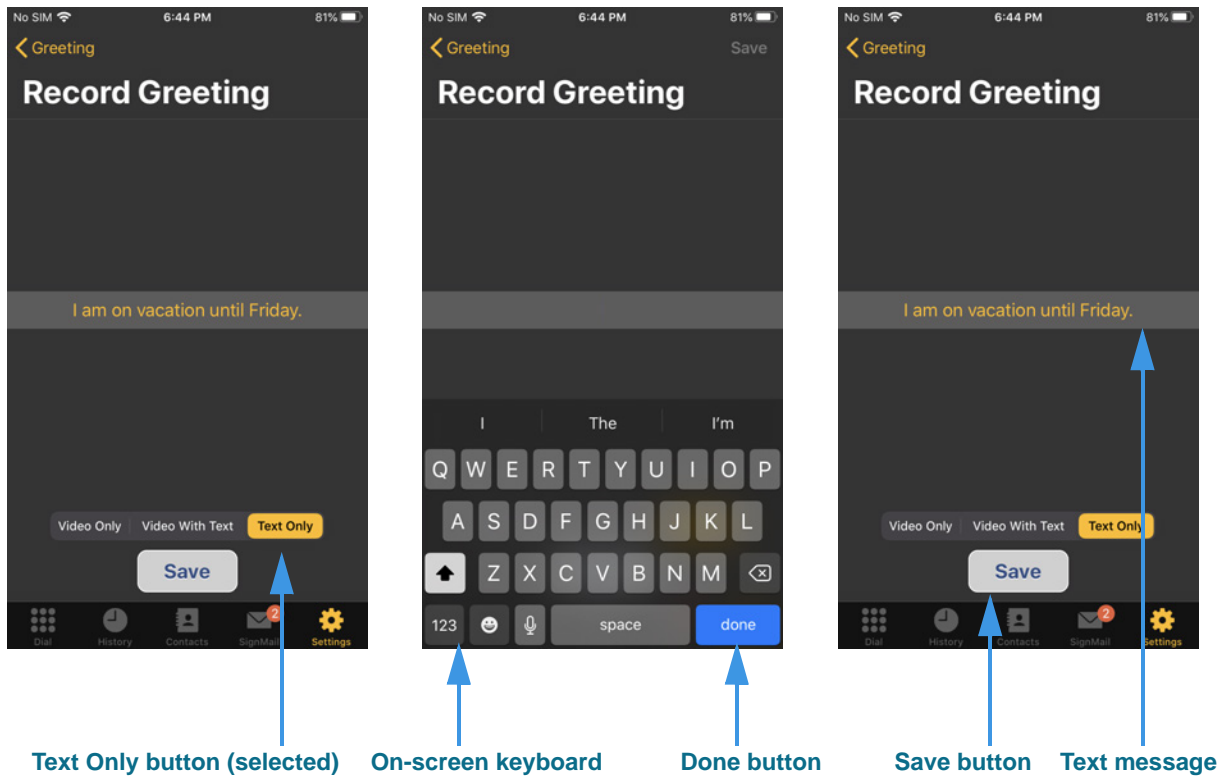


Figure 44 — Record Greeting screens, Text Only option

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.

## Changing Settings

Step 13. At the Settings screen, tap the **Saved Text** button to open the left screen.

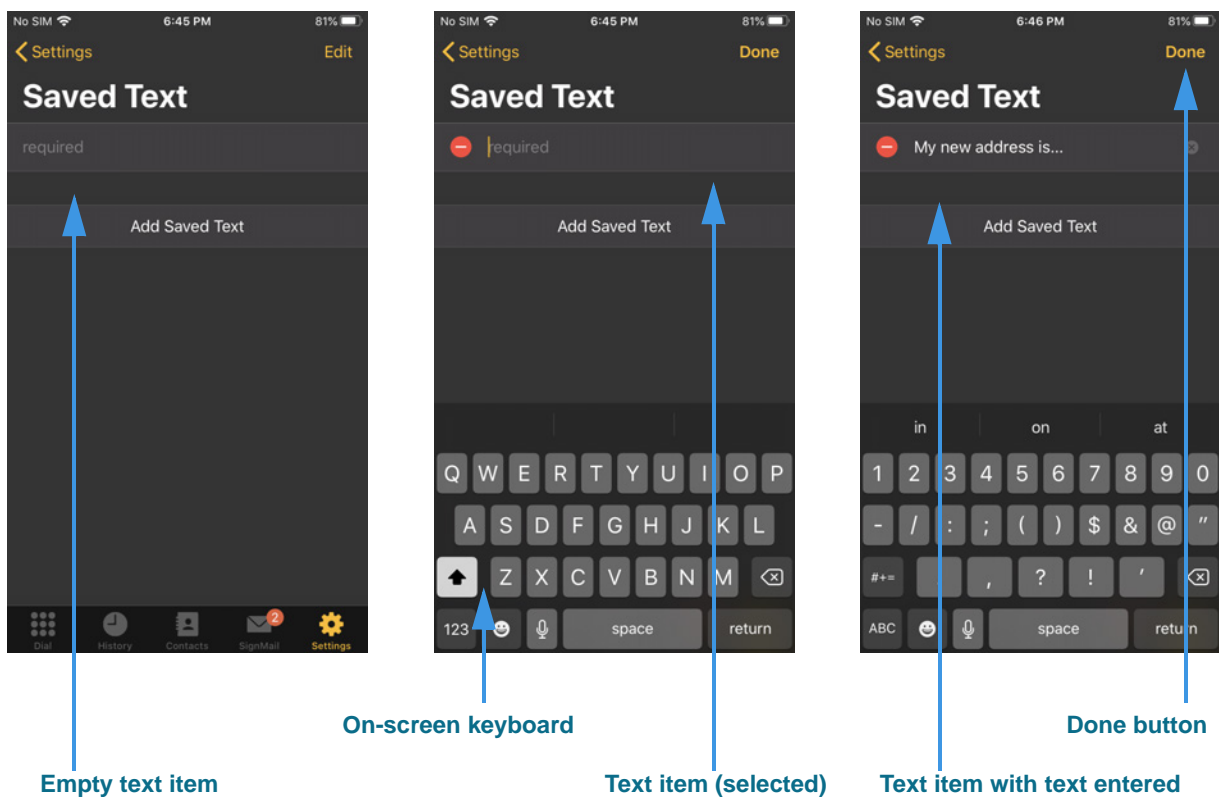


Figure 45 — *Saved Text* screens, adding new saved text items

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.

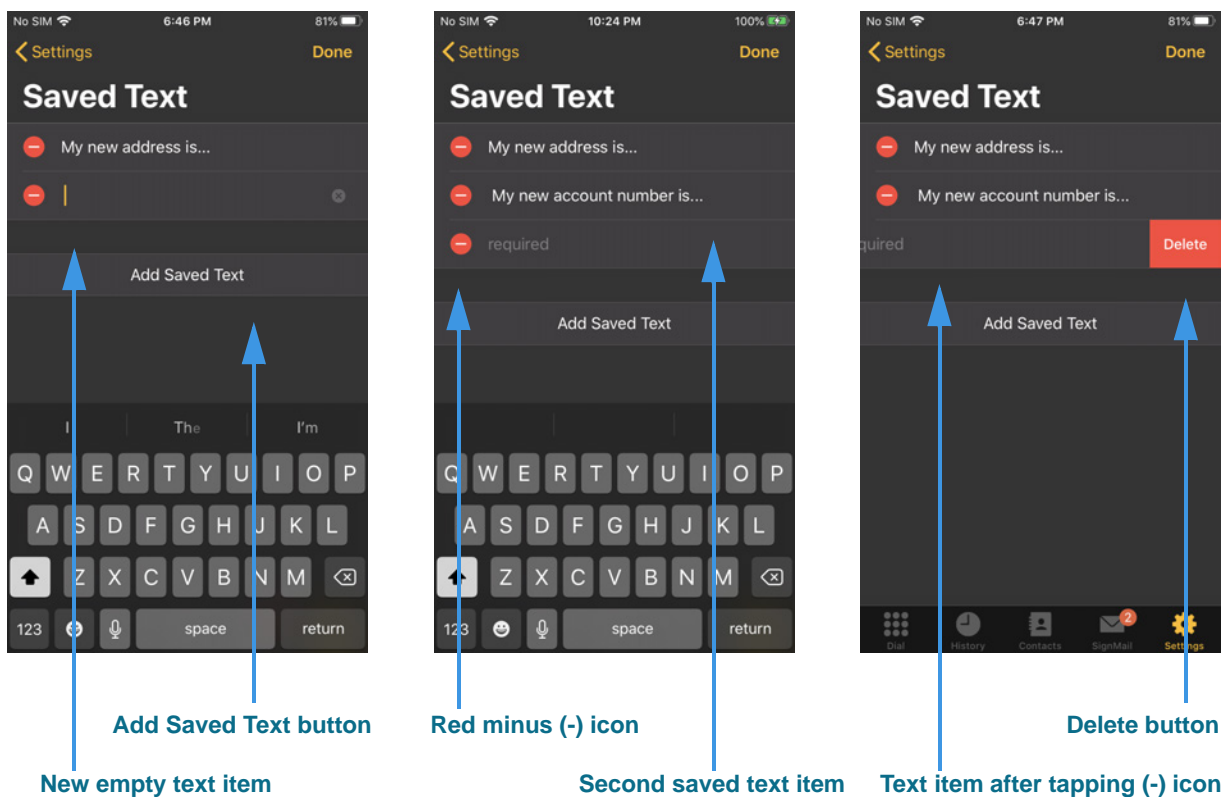


Figure 46 — *Saved Text* screens, adding and deleting items

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 14** 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.

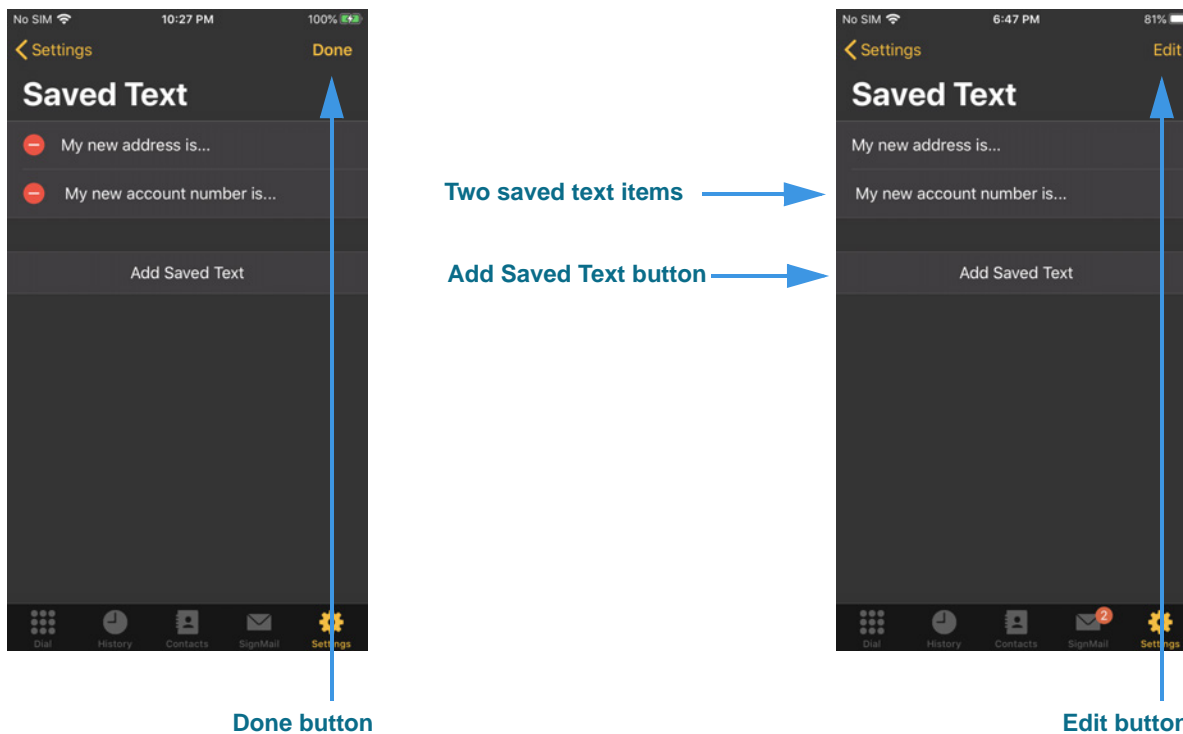


Figure 47 — *Saved Text* screens, adding process completed

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.

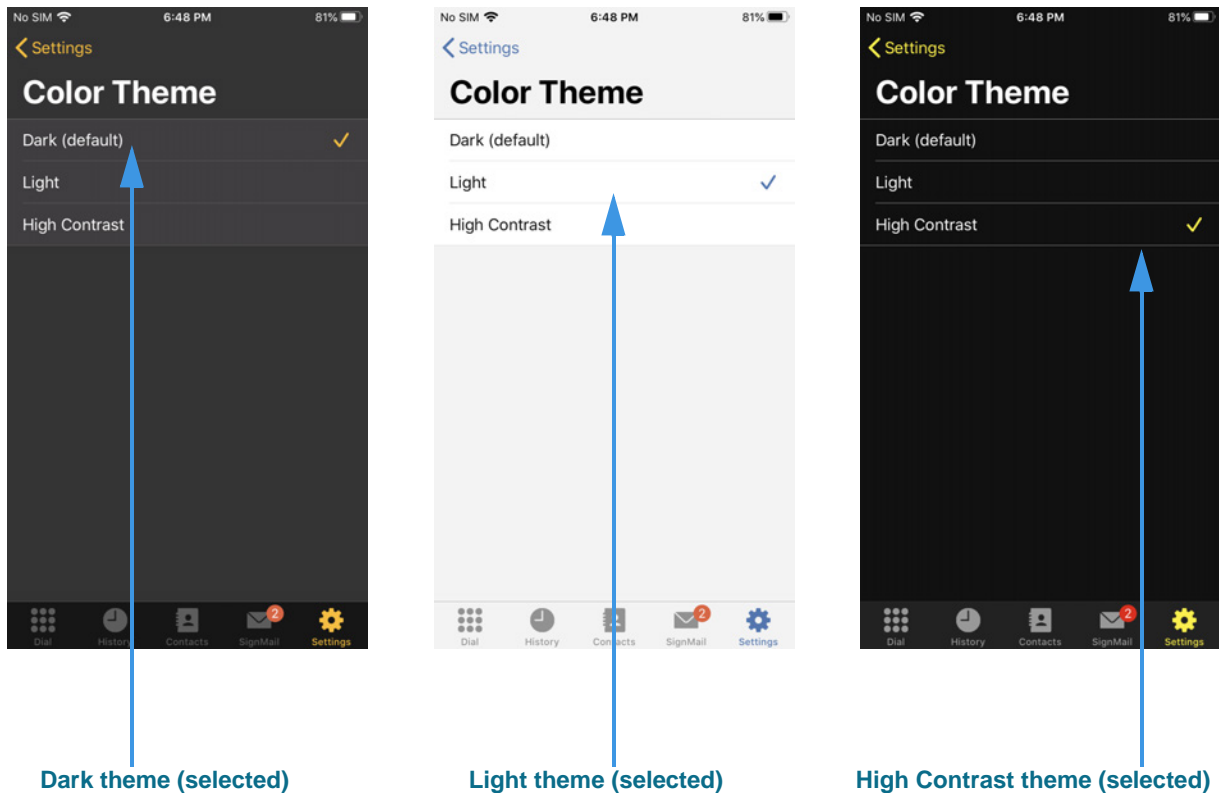


Figure 48 — *Color Theme* screens, three options

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.**

## Changing Settings

Step 17. Look at the examples of the three Color Themes shown in the three images below.

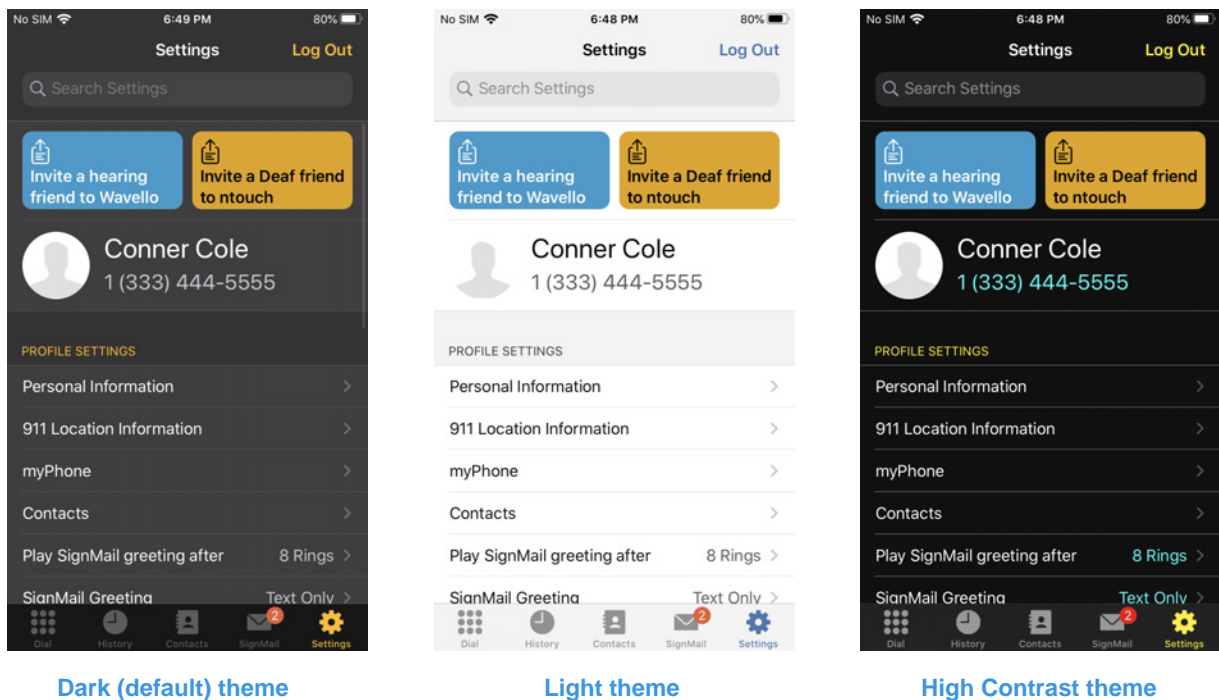


Figure 49 — Color Theme screens, examples of the three options

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.

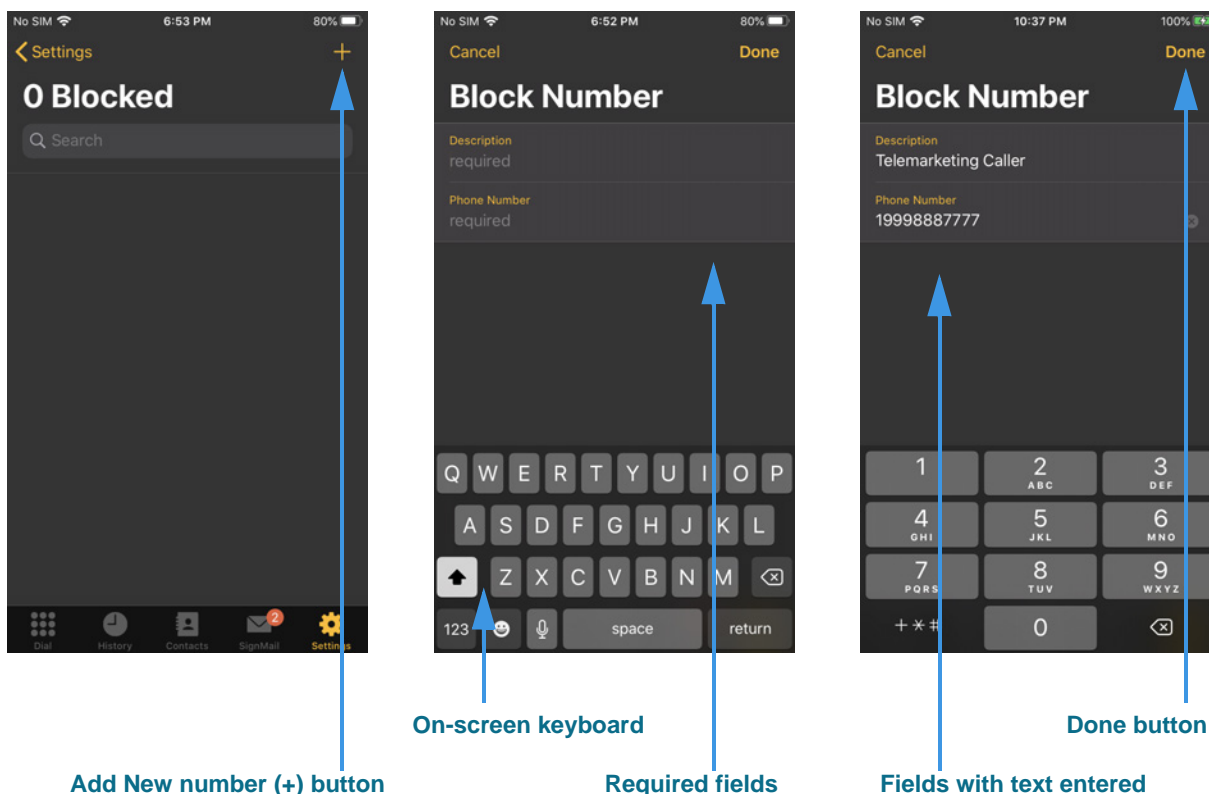


Figure 50 — *Blocked Number* screens, adding new blocked number

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 18** 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.

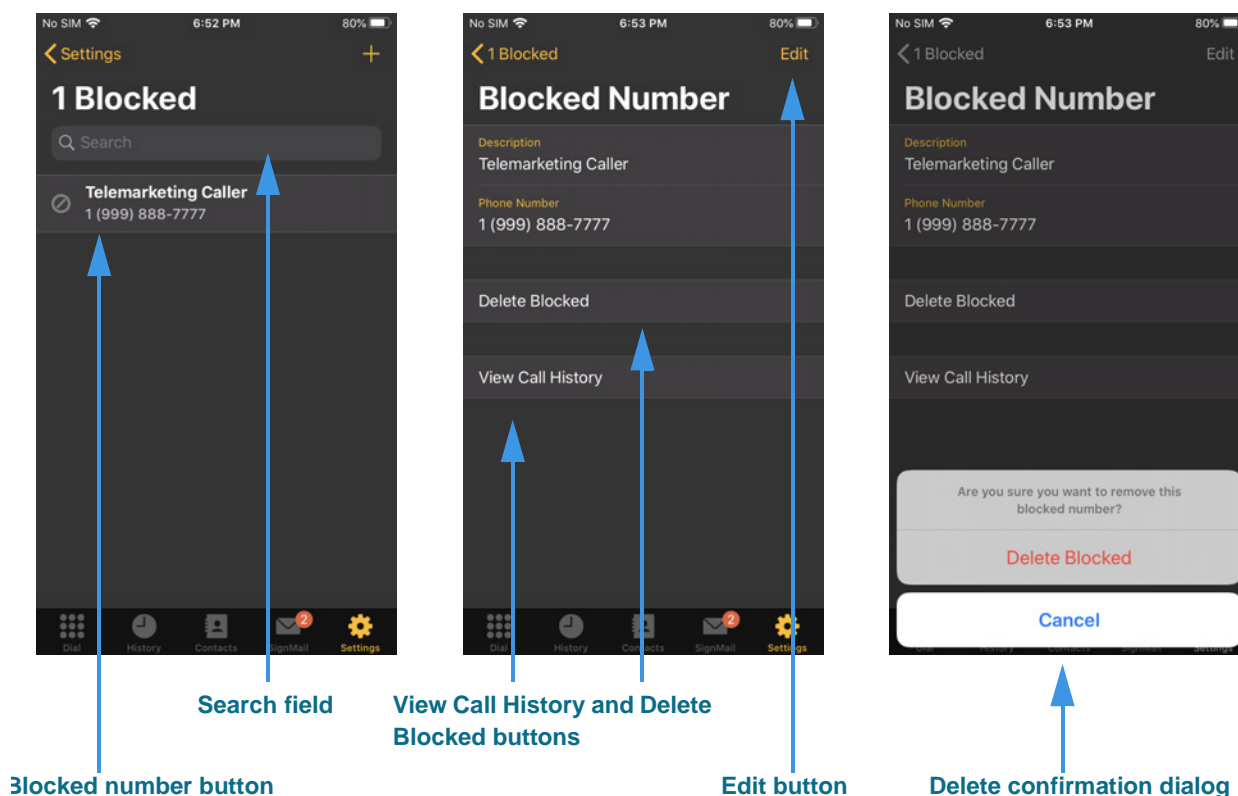


Figure 51 — *Blocked Number* screens, deleting numbers

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.

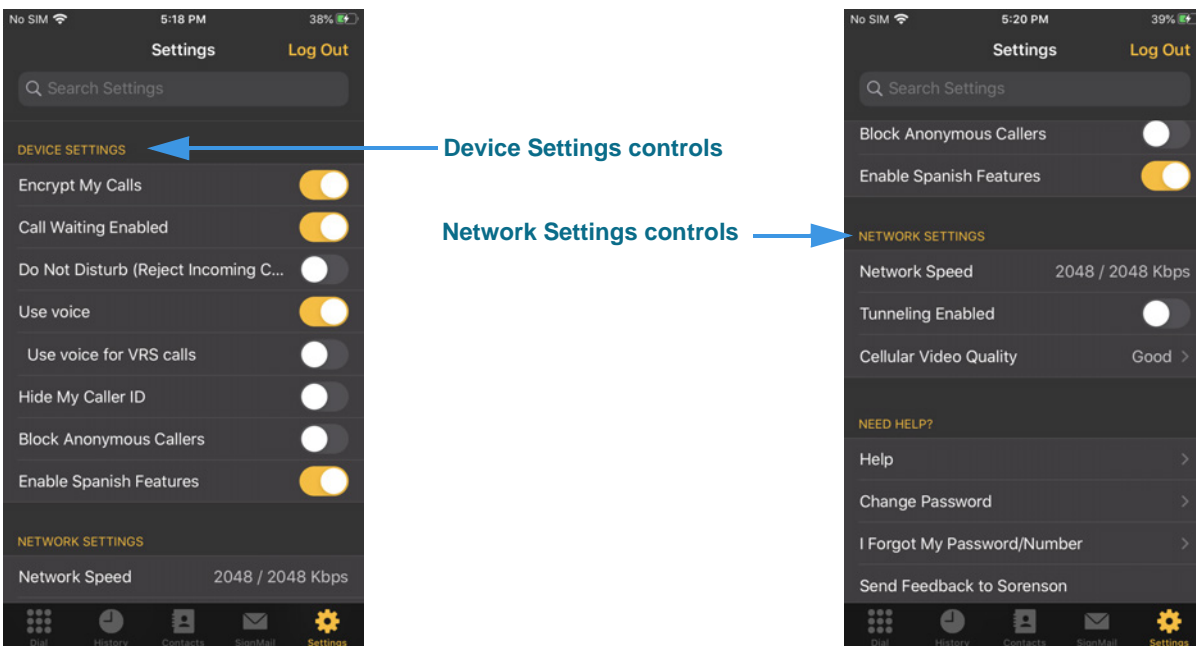


Figure 52 — *Device Settings* area, controls explained

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

- Use the **Encrypt My Calls** control to enable or disable the Encryption feature.
- 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 (available in iOS 10, 11, 12) 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. This feature is always enabled under iOS 13, so it will not appear under iOS 13.
- 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).*

## Changing Settings

- 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 11 and 25** for details.

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

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

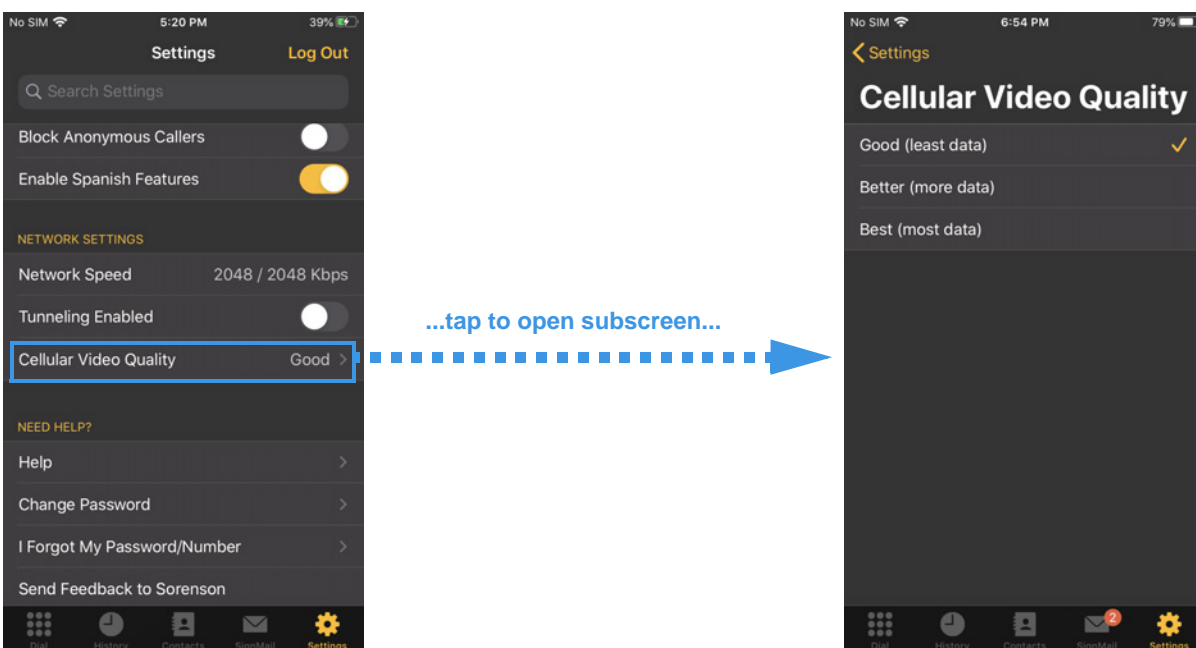


Figure 53 — Network Settings area, Cellular Video Quality

Step 21. Scroll down to the **Need Help?** area of the Settings screen as shown below.

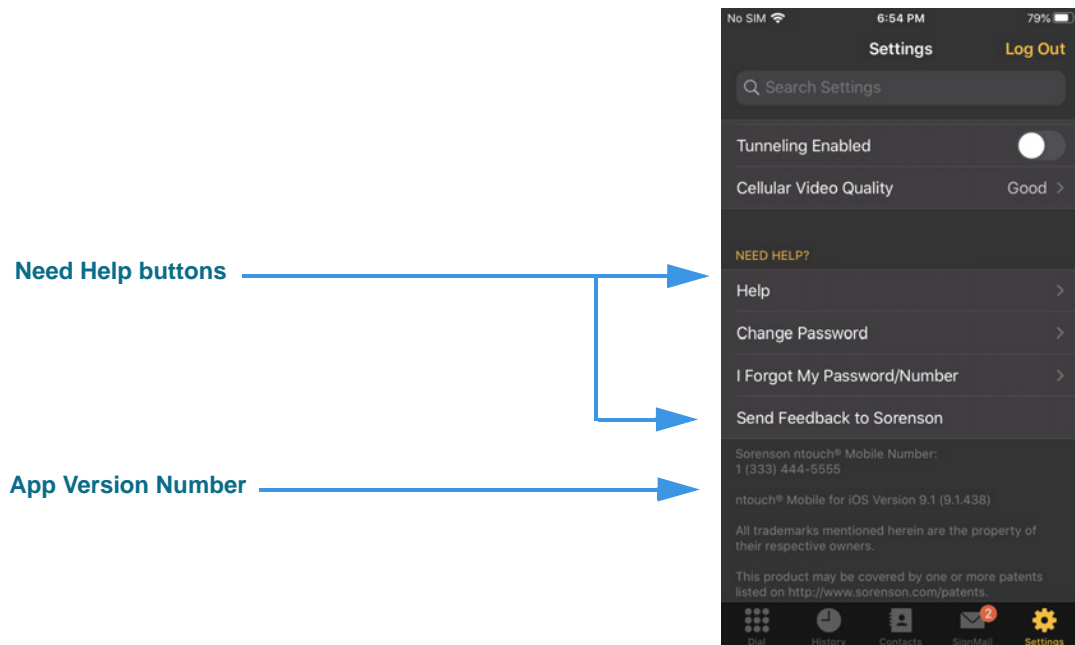


Figure 54 — *Need Help?* area, buttons explained

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 Sorensen Technical Support or Customer Service. You can also tap a button to check for the latest User Guide or QuickHelp topics on the Sorensen 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 Sorensen website where you can request that Sorensen **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 Sorensen** button to open your default email app on your iOS device so that you can quickly send an email to Sorensen 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 Sorensen Technical Support or Customer Service.