QuickHelp

Sorenson ntouch VP2

Hardware Features

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How do I use the HDMI Pass-Through feature?

The HDMI Pass-Through feature lets you connect external devices, such as a DVD or Blu-Ray player, HD Cable TV set-top box, or HD Satellite TV set-top box to the HDMI-In port on the back of the ntouch VP2 Main Unit. You will need an HDMI Type A Male-to-Type D (Micro) Male connector plug to make this connection.

The external device connected to ntouch VP2 must be able to generate a constant output signal of 720p/60, 1080p/60 or 1080p/24 (Blu-Ray movie) “progressive” resolution for the HDMI Pass-Through feature to work properly. The “interlaced” 1080i resolution is not supported by ntouch VP2.

After you have connected the external device to the ntouch VP2’s HDMI In port, you can switch back and forth between the videophone display and the external device display.

Step 1. Connect a Male Type A-to-Mail Type D HDMI cable to ntouch VP2’s HDMI In port. The back panel of the ntouch VP2 Main Unit is shown below.

Step 2. Look for the Switch to TV button on ntouch VP2’s Home screen as shown below.
If you do not see the **Switch to TV** button on the *Home* screen as shown above, either there is no signal coming from the external device, or the signal that is being sent is not supported by ntouch VP2. Check to make sure your external device is set to output a constant 1080p or 720p resolution.

Be aware that HD Satellite TV set-top boxes usually default to 1080i (the “interlaced” resolution), so they must be manually set to 720p in order to work with ntouch VP2.

**Step 3.** ntouch VP2 will display the dialog shown below when an incoming call is received. The dialog is displayed over the video image from the external device.

You can also switch back to the ntouch VP2 display by turning off the external device.
What do the two icons on the front side of the camera mean?

Step 1. Look at your ntouch VP2’s remote camera unit as shown below.

There are two icons printed on the front surface and two LEDs next to the icons. The LED next to the **envelope** icon will be turned on if you have new **SignMail** video messages. The LED next to the **telephone handset** icon will be turned on if the videophone has received **missed calls** (i.e., calls you did not answer).
Why does the LED on the front of the main unit change colors?

Step 1. Look at the front-side surface of your ntouch VP2’s main unit as shown below.

The **Status LED** on the right-front side of the ntouch VP2 main unit will change colors indicate the videophone’s status, both during and after the booting (start-up) process.

The normal LED sequence (i.e., no problems encountered during booting) is:

Light Green — Amber — Green — Amber — Green

If the LED remains in the Amber color after the Home screen appears, the videophone is not connected to Sorenson’s servers. Check your network connection or contact Sorenson Technical Support for assistance.

If the LED turns Red briefly during booting, the remote camera unit was not detected. If the LED turns blue briefly during booting, the HDMI-out connection to the HDTV display was not detected.
Step 1. Look at the top-side surface of your ntouch VP2’s main unit as shown below.

The **Handset** and four **Arrow** buttons on the top side of the ntouch VP2 main unit can be used to place a call without using the remote control.

Step 2. To place a call, press the **Handset** button to open the screen shown below.

The **Place a call** dialog gives you the choice to place a call from your **Favorites** list, **Call History** list, the Phonebook’s **Contacts** list, or to directly call Sorenson **Support**.

Step 3. If you select the **Support** button, you will open the screen shown below.

You now have the choice to directly call Sorenson’s **Customer Service** or **Technical Support** departments.