# ntouch Mobile

## for Android OS Devices

# User Guide

**App Version 8.5**

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**Version 8.5**

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New 8.5 Features

What’s New in 8.5?

Sorenson’s ntouch Mobile for Android 8.5 app includes these new features:

- **Sorenson Server Offline Calling** — You can now make and receive point-to-point videophone (P2P) and SVRS calls even if Sorenson’s servers are temporarily unavailable. In these situations, you can make and receive calls and you can see the existing entries in your Call History, Contacts, Favorites, and Block Lists. However, you cannot save changes to any of these lists and you cannot access the ntouch app’s Settings screens. See Page 19 for more details.

- **Mobile 911 Geolocation** — ntouch Mobile for Android can now report the device’s current geolocation information during a 911 call to the SVRS interpreter. The SVRS interpreter then provides this user’s location to the Emergency Services personnel. The device’s “Location Services” function must be enabled in order for the geolocation information to be available to the ntouch app. The 8.5 ntouch app will request permission to use the device’s GPS location at its first successful login. If the user selects Deny in the first request dialog, a second dialog will appear to offer an explanation as to why ntouch needs access to the device’s location data.

- **Improved SignMail Video Quality** — SignMail videos are now saved using the more efficient HEVC (or H.265) video encoding format. SignMail videos encoded in HEVC are reduced in size by about 50%. This reduction allows for VGA quality SignMail playback at a 384 kbps network bandwidth. In addition, the file size reduction means that the “Cellular Video Quality” feature can be set to the “Better (more data)” setting to support VGA playback of SignMail videos while still conserving your cellular data.

- **Google Play Store App Requirements** — ntouch Mobile for Android 8.5 complies with new standards for the apps distributed in the Google Play Store. Changes to the operation of the App permissions and App Notifications dialogs for the ntouch app were made to meet the new requirements as follows:
  - The ntouch app now presents individual permission request dialogs the first time a feature is used rather than requiring all permissions to be granted at once when first installing the app. There are six (6) permission request dialogs: Camera, Contacts, Location, Microphone (Audio), Phone, and Storage (Media). Also, each permission may be individually controlled in the App permissions dialog.
  - The ntouch app now allows users to disable all notifications at once as well as to disable/enable individual notifications based on their categories. This change requires a device running Android 6.0 and above. There are four (4) notification categories: Account Issues/Updates, Calls, Network Information, and SignMail Messages. Also, a control in the App notifications dialog can be used to turn off all notifications at once.
ntouch Mobile for Android 8.5 has the following requirements:

**Android Operating System Devices**

- Suggested Android telephone is a Samsung Galaxy S7.
- Android telephone or tablet must at least support 4.0.4 (Ice Cream Sandwich).
- For best video quality, Sorenson suggests using a device that supports Android 5.0 (Lollipop) or higher. Lollipop’s support for hardware encoding and decoding allows for much better frame rates with less power consumption versus earlier releases.
- Android telephone or tablet must support the Google Play Store.

**Amazon Kindle Fire OS Devices**

- Amazon Kindle Fire OS devices must support the Amazon Appstore for Android.
- A special build of the ntouch app is required (download from Amazon Appstore).
- All Amazon Fire tablets with front-facing cameras should work, but Sorenson suggests using one of the latest model tablets (i.e., the 2015/2016/2017 versions) because these models contain faster hardware and because the Fire OS 5.x.x.x is based on Android 5 (Lollipop).
Set Up ntouch Mobile

You can install the ntouch Mobile for Android app on your device by downloading the app from the Google Play Store.

Step 1. After installing the ntouch Mobile app, tap the ntouch icon as shown below.

![ntouch Mobile app icon on main screen](image)

**Note:** The ntouch app icon was put on the main screen of the phone that was used to create these sample figures. You can manually add the app icon to the main screen yourself after you install the ntouch Mobile app.
Step 2. Because this is the first time you will have opened the ntouch Mobile app, you will see the Login Info screen shown below.

If you already have your ntouch Mobile phone number and password, you can enter them into the fields at the top of the screen. If you do not yet have an ntouch Mobile account, tap the Request Account button to open a website at which you can request an account. When your account is created, you will receive by email a unique ntouch Mobile phone number which you can enter on this screen.

**Note:** You can tap the CIR button to make a videophone call to a Sorenson Customer Information Representative (CIR). If you call CIR, the person who helps you can tell you the phone number and password assigned to your ntouch Mobile account.
Step 3. If you already have your ntouch Mobile number and password, tap the ntouch Mobile Number field to display the keypad as shown below.

Step 4. Tap the ntouch Mobile Number field and type in your phone number.

Step 5. Move to the Password field and then enter your account password.

Step 6. Tap the Next button to register the app to your account.
Set Up ntouch Mobile

Step 7. After the app connects to Sorenson, you will see the screen shown below.

![Provider Registration screen](image)

You must read and accept the Provider Registration screen. By accepting, you will have selected Sorenson as your default VRS provider and certified that you have received and understood certain information described on the screen.

Step 8. Carefully read all the text on the screen.

Step 9. When ready, select the I Agree button.
Step 10. After accepting, you will see the screen shown below.

Figure 5 — Import Videophone Contacts screen

This screen appears to tell you that any existing contacts from your ntouch Mobile account have been imported into your Phonebook. You can also choose to import contacts from another Sorenson videophone account from the Settings screen.
Step 11. Tap the **Continue** button to open the screen shown below.

![911 Address Information screen](image)

This screen shows the address registered for your ntouch Mobile account. If you are unable to sign your current location to the Sorenson VRS interpreter during a 911 call, the default address you enter here will be given to the emergency services dispatcher. Because this is a mobile device, you should probably enter the address where you are most likely to be at any given time. For example, you could enter your home address or your work address.

Step 12. Enter (or edit) your default 911 address in the fields on the screen.

Step 13. When ready, tap the **Submit** button to send your address to Sorenson.
Step 14. After sending your address, you will see the dialog shown below.

![Figure 7 — Congratulations message](image)

When this dialog appears, the registration of your ntouch Mobile account on your Android device is complete. Your new ntouch Mobile phone number is shown near the bottom of the screen. Your new number is also shown on the app’s Home screen.
Step 15. Tap the Finish button to proceed and open the dialog shown below.

![What to do first dialog](image.png)

This dialog appears after you have registered the ntouch Mobile app. You can choose to:

- Watch a Help video about ntouch Mobile, or
- Explore the ntouch Mobile app on your own.

Step 16. Tap the View Help or the Explore button to start using ntouch Mobile.
Make and Receive Calls

ntouch Mobile’s Home screen is used to make outgoing calls to hearing or deaf people. You can make or receive calls from any hearing person through Sorenson VRS (SVRS). You can also make calls to and receive calls from other deaf videophone users.

To Make an Outgoing Call

Step 1. Tap the Home button to open ntouch Mobile’s Home screen shown below.

Step 2. Enter the phone number of the person or business you want to call.

Step 3. Tap the Call button when ready to dial the number.

Figure 9 — Home screen

Your phone number (or myPhone number if you are a member of a myPhone Group) is shown at the bottom of the screen.
**Make and Receive Calls**

Step 4. The screen will then look like the image shown below.

![Dialing screen with Rings indicator](image)

The **Calling** screen shows the Self-View image that is being captured by the device’s front-facing camera. In this sample image, a gray field is shown in the image area. The Self-View image area also has the **Switch Camera** icon and **Microphone** icon. You can tap the Switch Camera icon to switch between the front-facing and back-facing device cameras. You can tap the Microphone icon to mute or un-mute the in-call Voice feature.

The **Number of Rings** indicator appears when you call another Sorenson videophone user. You will not see this indicator when you are making an SVRS call to a hearing person. In that case, you would see an image showing a “Hold Server” message until your call is answered by an SVRS interpreter.
Step 5. When the call is answered, the screen will look like the image shown below.

This *In-Call* screen shows the video image being *received* by the phone below the Self-View image. You can drag the Self-View image around the screen to put it in the desired location. You may need to carefully position your device so that the other person can clearly see your video image.

The Menu bar at the bottom of the screen contains three buttons. The **End Call** button hangs up a call. Tapping the **Call Options** button opens a pop-up menu at which you can choose to turn the microphone on and off for Voice calls or share text/contacts/location. See **Page 24** for more information.

You can also transfer the call. See **Page 20** for more information.

Step 6. When ready to hang up, tap the **End Call** button to end the call.
**Make and Receive Calls**

**To Receive an Incoming Call**

You can receive incoming videophone calls when the ntouch Mobile app is running in the foreground or in the background. If you force-quit the ntouch Mobile app, you cannot receive videophone calls until you launch the app again.

**Step 1.** When you receive an incoming call, a dialog will appear as shown below.

![Incoming Call screen](image)

The gray area in the sample screen shot above would be filled with your Self-View image captured by the front-facing camera. The caller’s photo would appear at the top of the screen if you have saved a photo for this contact.

**Step 2.** Swipe the Answer Call button to the right to answer the call.

**Step 3.** As the call is being connected, you may briefly see a “Connecting” message.
To Use the Call Waiting Feature

The Call Waiting feature lets you can answer an incoming call while you are already in a call. You must enable this feature at the Settings screen to make it available during calls.

Step 1. Start at the Incoming Calls Settings screen as shown below.

![Incoming Calls Settings screen](image)

Notice the new **Call Waiting** checkbox. Select this checkbox to enable ntouch Mobile’s Call Waiting feature.
Step 2. If you receive an incoming call while you are in an active call, you will see the screen shown below.

![Incoming Call notice and Call Waiting option buttons](image)

When you receive an incoming call, an Incoming Call message will appear showing the Caller ID information for the new call. You can respond in three ways:

- Selecting the **Decline** button will decline the incoming call and continue your current call. The call will then appear as a missed call in the Call History list.

- Selecting the **Hold + Answer** button will place your current call on hold and answer the incoming call.

- Selecting the **Hang Up + Answer** button will hang up your current call and answer the incoming call.

Step 3. **Select one of the three buttons to answer or decline the call.**
Step 4. If you put the original call on hold, you can switch back to that call by first displaying the status bar as shown below.

Notice the **Switch Call** button in the status bar. You can use this button to switch back to the call you put on hold. Doing so will put the current call on hold. You can continue to switch back and forth between calls as long as both calls remain active. If one party hangs up, you will no longer see the Switch Call button in the status bar.

Step 5. Select the **Switch Call** button to return to the original call.
Making Calls When Servers Are Offline

You can now make and receive point-to-point videophone (P2P) and SVRS calls even if Sorenson’s servers are temporarily unavailable. In these situations, you can make and receive outgoing calls and you can see the existing entries your Call History, Contacts, Favorites, and Block Lists. However, you cannot save changes to any of these lists and you cannot access the ntouch app’s Settings screens. If you were logged out of the ntouch app when Sorenson’s servers went offline, you will see a “Login Failed” message and will not be able to log in until full service is restored.

If a call cannot be automatically connected because the call type cannot be determined automatically (that is, whether the call was SVRS or P2P), you will see a prompt asking you to confirm that the call you dialed is an SVRS call in order to route the call correctly.

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

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**Figure 16 — Core Offline messages**

- **Login Failed message**
- **Problem connecting call message**
- **Can’t Save Changes or Settings message**
To Transfer a Call

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

The Call Transfer feature is subject to these restrictions:

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

Step 1. Tap the Call Options button during a call to display the menu shown below.

Notice the Transfer button at the bottom-left of the pop-up menu.
Step 2. Tap the Transfer button to display the dialog shown below.

Notice that this dialog contains three option buttons:

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

Step 3. To transfer the active call to a number in your Phonebook’s Contact list, first select a contact from the list. If the contact has more than one number stored, you must then select the number you want to use. The call will then be transferred.
Step 4. To transfer the active call to a number in your Call History lists, first tap the Call History button to display the dialog shown below.

![Call History button (selected)](image)

**Figure 19 — Transfer Call dialog, Call History option**

Step 5. To transfer the active call to a number in your Call History, first select a list (All, Received, Placed, Missed). Then select a contact from the list. The call will then be transferred.
Step 6. To transfer the active call to a phone number you enter, first tap the Dial button to display the dialog shown below.

Step 7. Use the dial pad buttons to enter the number you want to dial.

Step 8. Tap the Transfer button to transfer the call to the specified number.
Share Text, Contacts and Location

ntouch Mobile’s Share feature lets you share your location, the phone numbers of your contacts and any text with another Sorenson videophone user. You can use the Share options during a call, when recording a Deaf SignMail video, or when calling hearing numbers because the Sorenson interpreter can see the text or contacts that you share.

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

ntouch Mobile also includes the popular Share Location feature which lets you find and share your approximate current address location during calls.

To Add Saved Text Messages

Step 1. Tap the Settings button to display the screen shown below.

![Saved Text button on Settings screen](image)

Figure 21 — Saved Text button on Settings screen
Step 2. Tap the Saved Text button to display the screen shown below.

![Saved Text screen](image)

The Saved Text screen lets you enter up to five (5) text messages which you can use during calls. In this example image, there are no saved messages. To add done, select the Add Line button.
Step 3. Select the **Add Line** button to display the Saved Text dialog. Tap the text entry line in the dialog to display the screen shown below.

![Saved Text entry dialog](image)

Notice that an on-screen keyboard has appeared over the screen. Also notice the **Done** button on the keyboard which is used to close the keyboard.

Step 4. You can now use the device’s on-screen keyboard to enter the text to want to save in the text entry field. For example, if you want to save your address as a saved text message, you could start by entering some text such as, “My new address is...“.
Step 5. Tap the keyboard’s Done button when finished entering text to display the screen shown below.

Notice that the text you entered has been added as a new Saved Text message at the top of the screen. The Edit and Delete buttons are located to the right of the saved message.

Step 6. You can repeat the above steps to enter up to ten (10) Saved Text messages.
To Use Saved Text During Calls

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

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

Notice the Call Options button at the bottom-left of the screen. By selecting the Call Options button during a call, you can choose to share text with the person you called (or with the Sorenson interpreter).
Step 2. Tap the **Call Options** button to open the pop-up menu shown below.

Selecting the **Call Options** button has opened a pop-up menu containing these options:

- Select the **Share Text** button to enter text to select one of your Saved Text messages, if you have entered any, with the caller.
- Select the **Share Contact** button to select to share information about one of your contacts with the caller.
- Select the **Share Location** button to share your current location with the caller.
- Select the **Transfer** button to transfer your call to another number.
- Select the **Clear All Text** button to clear (erase) all text already shared with a caller.
- Select the **Voice Off/On** button to turn the device microphone off and on.
- Select the **Call** button to place a new call without hanging up on the current call.
- Select the **Dialpad** button to display the on-screen dial pad to enter numbers.
- Select the **Hide SelfView** button to hide/show the Self-View image.
Step 3. Tap the **Share Text** button to open the screen shown below.

![Text entry field on Call screen](image)

Notice that an on-screen keyboard has appeared over the screen. The **text entry field** is on top of the keyboard. You can now enter any text you want to share with the other Sorenson user. Also notice the **Saved Text** button. You must select this button to see the Saved Text messages, if any, that you added before starting the call. You can also use the **Saved Text** button to add more saved messages during the active call.

**Step 4.** If desired, use the keyboard to enter **the text** to you want to share. To share one of your Saved Text messages, go to the next step.
Step 5. If you want to select one of the Saved Text messages, select the Saved Text button to open the screen shown below.

Notice that a list of Saved Text messages has replaced the keyboard at the bottom of the screen. You can now select any one of the messages to move the text into the text entry field and immediately display the text to the other Sorenson user.
Step 6. Tap the device’s Back button to display the screen shown below.

Notice that the text you entered is displayed in the Self-View image area near the top of the screen to show you exactly what the other Sorenson user will see on their screen.
To Share a Contact During Calls

The Enhanced Share Contacts feature introduced in 8.1 lets you send and receive a contact record with the other ntouch endpoints that support this feature.

The process for sharing a contact with another Sorenson user is the same as previous releases. The difference with the Enhanced feature is in how the receiving endpoint sees the shared contact. All ntouch endpoints (except ntouch VP) have a new dialog that lets you choose to save the contact as a new record or as part of an existing record.

Step 1. Start with the Call Options pop-up menu open at any active call screen or at the SignMail recording screen as shown below.

![Share Contact button in Call Options pop-up menu](image-url)
Step 2.  Tap the Share Contact button to display the screen shown below.

Notice that the Select contact to share dialog has appeared over the call screen. You can use this list to select which of your Favorite contacts to share with the other Sorenson user.

In this example, two contacts with only one phone number each have been added to the list. If a contact record has more than one phone number, each number will be shown as a separate entry in the list.
Share Text, Contacts and Location

Step 3. Tap the contact you want to share to display the contact record on the other Sorenson user’s screen as shown in the example below.

![Add Contact screen on receiving user’s display](image)

This example shows how the contact record that you selected to share will appear on the other Sorenson user’s screen (assuming that the other user is also running the ntouch Mobile for Android app). In other words, this is the screen that you would see on your screen if the other Sorenson user uses this feature to share a favorite contact record with you.

Step 4. Select the Done button to add the shared contact record to your Phonebook.
To Share Your Location During a Call

Step 1. Start with the Call Options pop-up menu open at any active call screen or at the SignMail recording screen as shown below.

![Image of Share pop-up menu with Share Location button highlighted](image)

Figure 33 — Share Location button in Share pop-up menu
Step 2. Tap the **Share Location** button to display the screen shown below.

Notice that this screen shows your approximate location and the closest known address.

**Note:** You must have Location Services enabled on your device for this feature to work.
Step 3. Tap the **address shown** if correct to display a screen similar to the example shown below.

![Location information shown on screen](image)

*Figure 35 — Location information shown on screen*

Notice that your location as reported by the device's Location Services is displayed in the Self-View image area near the top of the screen to show you exactly what the other Sorenson user will see on their screen.
Use Voice Feature

ntouch Mobile’s new Voice feature adds a new Microphone icon to the Home and In-call screens which you can use to turn the audio signal on or off either before or during a point-to-point (Deaf-to-Deaf) or VRS call.

To Set Up and Use Voice Calling

Step 1. Start at the Home screen as shown below. Notice that there are no icons or controls related to VCO or microphone as shown in the sample below.

Because the Voice feature is not enabled in this sample screen shot, there are no microphone icons on the screen.

When enabled, the Voice feature will add a microphone icon to the left side of the dial field to both show that the feature is enabled and its current state (that is, whether the microphone is muted or un-muted).

Figure 36 — Home screen before enabling Voice
Step 2. To enable the Voice feature, first open the Settings screen and move to the Device Settings area as shown below.

Notice that the Use Voice control is inactive (grayed-out) when the Use Voice control is disabled.
Step 3. Notice that enabling the Voice feature has activated (but has not enabled) the Use Voice for VRS calls option as shown shown below.

If you want to use Voice during your VRS calls, you must enable the Use Voice for VRS calls control, otherwise Voice will only be available for your point-to-point (Deaf-to-Deaf) calls.
Step 4. Move the **Use Voice** control to its “On” position to enable the Voice feature. Then, return to the Home screen as shown below.

Notice that a new **microphone icon** has been added to the top-left of the screen. When the Voice feature is first enabled, the microphone will be *muted* by default (i.e., it will show a slash through the icon).

**Step 5.** To enable the Voice feature for a call, you must first un-mute the microphone by tapping it. The microphone icon will change its appearance as shown below.
Step 6. You can turn the Voice feature off and on during an active call by selecting the microphone button (either in the Self-View image or Options menu) to change its state from muted to un-muted and vice versa as shown in the screen shots below.

![Call Options menu CLOSED](image)

![Call Options menu OPEN](image)

![Mic button (muted state)](image)

![Mic button (un-muted state)](image)

Figure 41 — *In-Call* screen, Mic button in muted and un-muted states

**Note:** In addition to the built-in microphone, *ntouch Mobile* can also use any Bluetooth device connected to the Android device. This feature lets you make Voice calls with a compatible Bluetooth headset (e.g., for telecoil use).
Use Personal SignMail Greeting

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

**To Record a Personal Greeting**

Step 1. Tap the device’s Menu button, then tap the app’s Settings button to display the screen shown below.

![Figure 42 — SignMail Greeting button on Settings screen](image)

Notice the SignMail button located in the *Personal* group of buttons.
Use Personal SignMail Greeting

Step 2. Tap the SignMail button to display the screen shown below.

![SignMail Settings screen]

Notice the Greeting Type button near the top of the screen.

Figure 43 — SignMail Settings screen

Notice the Greeting Type button near the top of the screen.
Step 3. Tap the **Greeting Type** button to display the screen shown below.

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

You can select the **Record** button to record a greeting. You can select the **Play** button to play either the Sorenson Greeting or a Personal Greeting that you have recorded.
Use Personal SignMail Greeting

Step 4. Tap the Record button to display the screen shown below.

Notice the three greeting type buttons near the top of the screen. You can choose one of three greeting options:

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

The **Record** button is used to start a recording. The Self-View image area shows the image being captured by the device's camera.
Step 5. To record, first tap the **Video Only** button and then tap the **Record** button to display the screen shown below.

![Recording Progress bar](image)

![Self-View image area](image)

![Stop button](image)

**Figure 46 — Record Greeting screen, recording in progress**

Notice that once recording has started, the **Recording Progress** bar appears and begins to move from the left to the right of the screen. The bar shows the elapsed time of the recording compared to the 30-second limit. The **Stop** button has replaced the Record button. You can stop the recording at any time by selecting the Stop button. The recording will stop automatically at the end of the 30-second limit.
Use Personal SignMail Greeting

Step 6. When finished recording, tap the Stop button to display the dialog shown below.

![Record Greeting screen, recording complete](image)

Step 7. When finished recording, select the Save button to save your greeting video.

You can use the Preview button to view the video before saving. If you want to start over, select the Record Again button again to repeat the process. Use the Cancel button to exit and delete the recorded video.

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

new Enhanced SignMail feature lets you choose to send a SignMail directly to another Sorenson user without actually having to call that person first.

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

To Record a SignMail (Direct-Dial Calls)

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

The New SignMail button is located at the upper-right corner of the SignMail screen. Tap this button to open the Send SignMail to... screen where you can select a contact or enter a phone number. You can record and send a SignMail video message to any number in your Phonebook (Favorites or Contacts) or Call History lists or dial a new number.
**Send SignMails**

**Step 2.** Tap the Keypad button to open the screen shown below.

![Keypad button and Record button](image)

*Figure 49 — Keypad selected in Send SignMail to... dialog*

Select one of the options for selecting or entering a number to which you want to send the SignMail. In this example, the Keypad button is selected so the keypad is shown. Notice the Record button at the bottom-right of the keypad.
Step 3. Select or dial a number using one of the options. You’ll then see the screen below.

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

Step 4. Select the **End Call** button to end recording and open the screen shown below.

You will then see the familiar *Confirm SignMail Send* dialog in which you can choose to send the recorded video message, record again, or exit without sending.
Step 5. If you are the receiver of a SignMail video message that was sent directly to you, the SignMail screen will look like the sample shown below.

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

You can tap on the text (that is, the name, phone number, time) of a SignMail in the list to open the contextual menu for that item.
Send SignMails

Step 6. Tap the text area of a SignMail to display the contextual menu shown below.

![Contextual menu open on SignMail screen](image)

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

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

![Can't send SignMail dialog](image)

This dialog reminds you that you **cannot** send a SignMail video message to hearing phone numbers or to third-party (non-Sorenson) numbers. You also cannot send a SignMail to a Sorenson endpoint that is blocking calls from your phone number or to an endpoint that is set to Public mode. The **Call** button in the dialog allows you to place a call to the number instead (either an SVRS call or a point-to-point call).
To Record a SignMail (No-Answer Calls)

Step 1. Dial the phone number for any Sorenson user. If the person you call does not answer, you will see a “SignMail Greeting” video as shown below.

You can tap the Skip Greeting button at the bottom-right of the screen to stop playback of the greeting video and go directly to the recording screen. If this button is not visible, touch the screen anywhere to display the menu bar.
Step 2. You can start recording when you see the red **REC** indicator and the Progress bar shown below. You can record a video message of up to 60 seconds.

The Recording Progress bar shows how much time has elapsed since recording was started. You can record for the full 60 seconds or you can choose to end the recording sooner. This sample image shows the menu bar open at the bottom of the screen. The menu bar will disappear after a few seconds, but you can recall it by tapping the screen.

You can tap the **End Call** button to stop the recording of the SignMail video before 60 seconds.

You can tap the **Call Options** button to display the Share features to share text, contacts, or location as part of your SignMail video recording. See Page 24 for details.
Send SignMails

Step 3. When recording stops automatically, or after you tap the End Call button, a pop-up dialog will appear as shown below.

The pop-up dialog shows three options. You can choose to Send the video you recorded, to Record Again, or to Exit without Sending. If you exit, you will also discard the video.

Step 4. Tap the Send button to send the SignMail video.

Step 5. You will then be back at the Home screen.
ntouch Mobile’s SignMail screen lets you view SignMail videos received from both hearing callers through SVRS and from other deaf Sorenson users.

To View a SignMail

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

The list of available SignMail videos is shown in the center of the screen. This sample image shows two videos in the SignMail List. One SignMail was sent directly as shown by the icon.

The SignMail Preview Image shows the first frame of the video.

The Play Video button is located at the right of each entry in the list. The and phone number associated with the SignMail as well as the date and time the video was received are shown as part of each entry in the list.
Step 2.  Tap the **Play Video** button to open the screen shown below.

The **Return Call** and **Delete Video** buttons are located at the top-right of the screen. These buttons duplicate the functions on the previous screen.

The middle area of the screen contains the video image area. The **Playback** controls, **Progress Bar**, and **Full-Screen** button are near the bottom of the screen. Tapping the Full-Screen button will use the entire screen area for the video image.
**To Use Optional SignMail Functions**

Step 1. Tap on the **SignMail name** to open the screen shown below.

![Figure 60 — SignMail Functions screen](image)

The optional functions are:

- **Return** the call to the sender of this SignMail.
- **Reply** to SignMail by sending a direct SignMail.
- View the **Contact Details** for this caller.
- **Block** the sender of this SignMail from calling you again.
- **Delete** this SignMail.

The **Delete** button is used to delete just this one SignMail. You *cannot* recover deleted SignMails.
To Delete All SignMails

Step 1. Tap the device’s Menu button to open the pop-up menu shown below.

You can use the Delete All button to permanently delete all of the videos from the SignMail screen at once. Keep in mind you cannot recover deleted videos.

You can use the Personal Greeting button to open the SignMail Settings screen.

You can use the Settings button to open the main Settings screen.

**Note:** Most often, you will want to delete videos one at a time instead of the entire list all at once. See Page 61 to see how to delete individual videos using the function menu. Remember, you cannot recover any SignMail videos that you delete.
Step 2. Tap the **Delete All** button to open the dialog shown below.

![Delete confirmation dialog](image)

**Figure 62 — Delete dialog**

Step 3. Tap the **Delete** button to delete all SignMails. Tap Cancel to exit without deleting.
See Call History

ntouch Mobile’s *Call History* screen lets you see lists of your recent calls. You can choose to see a list of all calls, or just your missed calls, received calls, or placed calls. You can quickly place calls to any number in your Call History lists.

**To Use a Call History List**

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

![Call History screen](image)

This is the *Call History* screen. The *List View* buttons are used to display the *All, Received, Placed, and Missed* call lists. The default view is All calls.
Step 2. Tap the **Received** list view button to open the screen shown below.

![Received calls list on Call History screen](image)

Notice the colored arrow icons in each of the call records. A **green** arrow (points to the upper-right) indicates placed calls. A **blue** arrow (points to the bottom-left) indicates a received call. A **red** arrow (points to the bottom-left) indicates a missed call.
To Return a Call

Step 1. Tap the Return Call button for any call on the screen shown below.

Step 2. Proceed with your call when the call dialing screen appears.

Step 3. Hang up to end the call.
See Call History

To Add a Contact

Step 1. To add a contact from the Call History screen, first find the Add Contact button as shown below.

Figure 66 — Add Contact button

You can add a new contact by tapping the Add Contact button. Or, you can tap an avatar icon for one of the call history records to add a contact for that caller. In this case, the phone number associated with the call history record will be pasted into the “Home” phone number field for you.

If a contact’s name is shown in a call history record (for example, “Connor Cole” in the sample image), you can tap the avatar icon to open the Edit Contact screen at which you can make changes to the existing contact record.
Step 2. Tap the **Add Contact** button to display the screen shown below.

![Add Contact screen](image)

**Figure 67 — Add Contact screen**

To add a contact, fill in the fields on this screen. You can save up to three phone numbers per contact named **Home**, **Work** and **Mobile**. You can choose a custom myRumble pattern for this contact from the **Select myRumble Pattern** drop-down. You can also specify whether this contact will use VCO and/or a Spanish interpreter.

Step 3. Tap the **Save** button to save the new contact record.
**See Call History**

**To Block a Caller**

Step 1. Tap and hold (long-press) on any call record you want to block to open the screen below.

![Block Caller button on Call History screen](image)

Notice the call record to be blocked is highlighted and the Block Caller button has appeared at the top-right of the screen. You can repeat the long-press tapping to select and highlight multiple call history items so that you can block several callers at once.

Step 2. Tap the Block Caller button to add the selected phone number(s) to the Block List.
Add a Profile Photo

ntouch Mobile’s Profile Photo feature lets you take a snapshot photo of yourself using your device’s camera. Profile photos are stored with your Sorenson profile record.

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

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

To Add a Profile Photo

Step 1. Tap the **Settings** button to display the screen shown below.

![Personal Information button on Settings screen](image)
Step 2. Tap the **Personal Information** button to display the screen shown below.

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

The **Edit Photo** button is used to add, change or remove a profile photo.
Add a Profile Photo

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

![Profile Photo buttons on Personal screen](image)

Figure 71 — Profile Photo buttons on Personal screen

Selecting the **Edit Photo** button has displayed these buttons in the middle of the screen:

- Select the **Take Photo** button to use your device's camera to take your photo.
- Select the **Device Photo** button to use the current photo, if any, stored with your device's user profile.
- Select the **Gallery** button to find and select a photo from your device's Gallery app instead of taking a photo.
- Select the **Remove Photo** button to remove the current photo from your profile.
Add a Profile Photo

Step 4. Tap the Take Photo button to display the screen shown below.

Notice the oval button with a camera icon below the camera image area. After positioning the device to show the image you want, tap this button to take the photo.
Step 5. Position yourself so that the live camera image area shows the photo you want to take. Then tap the white, unlabeled Take Photo button to take the photo and display the screen like the example shown below.

This screen shows the photo that you captured at the previous screen. The two buttons at the bottom of the screen let you **Discard** the photo or **Save** it as your Profile photo.

You can repeat the process of taking a photo until you are satisfied with the results.
Add a Profile Photo

Step 6. Tap the **Save** button to display the screen shown below.

![Select an app to use for cropping](image)

**Figure 74 — Complete action using dialog**

The Android operating system has displayed this *Complete action using* dialog which asks you to select which app you want to use to crop the photo.
Step 7. Select one of the apps shown in the dialog. Tap the Just once button to display the screen shown below.

![Crop and position photo screen](image)

Figure 75 — Crop and position photo screen

Step 8. Drag the crop and position handles to select the part of the image you want to use. Then select the Done button to save the photo to your Sorenson profile record.
Add a Profile Photo

To Add a Photo to a Contact

You can add a photo to any of your Sorenson contacts. You can add the photo to an existing contact or at the time you create a new contact record. To use contact photos, you must first turn on (enable) the display of contact photos on the Personal screen.

Step 1. Tap the Phonebook button to open the Phonebook screen.
Step 2. Tap the Contacts button to open your Contacts list as shown below.

![Sorenson Contact list screen](image)

Figure 76 — Sorenson Contacts list screen
Step 3. Tap one of your existing contact records to display a screen like the example shown below.

![Contacts screen](image)

Notice the generic icon in the contact photo area. To add or change the photo, you must first select to edit the contact record by tapping the **Tap to Edit** button.

**Figure 77 — Contacts screen**

Notice the generic icon in the contact photo area. To add or change the photo, you must first select to edit the contact record by tapping the **Tap to Edit** button.
**Add a Profile Photo**

Step 4. Tap the **Tap to Edit** button to display the screen shown below.

![Edit contact screen](image)

Tapping the **Tap to Edit** button has displayed these buttons in the middle of the screen:

- Select the **Take Photo** button to use your device’s camera to take your photo.
- Select the **Device Photo** button to use the current photo, if any, stored with your device’s user profile.
- Select the **Gallery** button to find and select a photo from your device’s Gallery app instead of taking a photo.
- Select the **Remove Photo** button to remove the current photo from your profile.

Step 5. After you select one of the buttons to add a photo to this contact, you can fill in (or edit) the fields on the screen for the contact’s name and phone number(s). You can also set the Spanish VRS and/or VCO options for this contact.
ntouch Mobile’s *Phonebook* screen lets you see the names and phone numbers that you have stored in your Sorenson Contacts List.

**To Call a Contact**

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

---

**Figure 79 — Phonebook screen**

Notice the *Favorites*, *Contacts* and *Blocked* buttons. You use these buttons to select to view the Favorites, Contacts or Block list. Tap the *Call Contact* button to call a contact.

**Step 2.** Tap the *Call Contact* button to place an outgoing call to this contact.

**Step 3.** Proceed with your call when the call dialing screen appears.

**Step 4.** Hang up to end the call.
To Add/Edit a Contact

Step 1. Start at the Phonebook screen shown below.

Notice the Add Contact button near the top-right of the screen. To edit an existing contact, tap the contact’s avatar icon (or photo) to open the contact for editing.

The Search button (looks like a magnifying glass) is to the left of the Add Contact button. You can use this button to search your contact records for a specific contact name.
Use the Phonebook

Step 2. Tap the **Add Contact** button to open the screen shown below.

![Add Contact screen](image)

You must enter a **name** and at least one **phone number** for the contact. The **Company** field is optional. You can save up to three phone numbers per contact named **Home**, **Work** and **Mobile**. You can choose a custom myRumble pattern for this contact from the **Select myRumble Pattern** drop-down. You can also specify whether this contact will use VCO and/or a Spanish interpreter.

You can tap the **Contact Photo** button if you want to assign a photos stored on your Android device to a contact record.

An on-screen keyboard will appear when you tap on any of the entry fields. You can scroll the screen with the keyboard displayed or dismiss the keyboard to see all the fields on the screen at once.
**Use the Phonebook**

Step 3. Make any desired changes to the number fields and controls on the screen as shown below.

![Add Contact screen](image)

**Figure 82 — Add Contact screen**

Step 4. Tap the **Save** button to save the new contact to the Phonebook.
To Use the Favorites Feature

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

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

![Phonebook screen](image)

Notice the message in the empty Favorites list. This message appears in this example shot because there are no favorite contacts in the Favorites list. To add one, you must edit the contact record of the contact(s) you want to add as favorites.
Step 2. Open the contact you want to add as a Favorite as shown in the example below.

Notice the star icon to the right of each of the phone number fields. By selecting the icon (that is, to make the icon turn yellow), you add that number to the Favorites list.
Step 3. Select one or more of the star icons to add the number(s) to the Favorites list to display the screen shown below.

You can select the star icon for one or more numbers to add the number(s) as favorites.
Step 4. Open the **Favorites** screen again to see the screen shown below.

![Favorites screen open, number added to list](image)

**Figure 86 — Favorites screen open, number added to list**

Notice that the Home phone number for the “Martin Doe” contact was added to the Favorites list in this sample.
To Delete a Contact

Before following the steps below, be aware that you will not be asked to confirm that you want to delete a contact. *You cannot recover deleted contacts.*

**Step 1.** Start at the Phonebook screen. Tap and hold (long-press) on the contact that you want to delete. You will then see the screen shown below.

![Delete Contact button](image)

Notice the **Delete Contact** button at the top-right of the screen (looks like a trash can). The contact named “Juan Pueblo” at the bottom of the screen is selected (highlighted in yellow). You selected this contact by long-pressing on the contact’s name.

**Note:** You will not be asked to confirm that you want to delete a contact. You cannot recover deleted contacts.

**Step 2.** Tap the **Delete Contact** button to delete the contact record. You will not be asked to confirm the deletion.
To Add Blocked Numbers

There are two ways to add numbers to ntouch Mobile’s Block List in the Phonebook. You can add an existing contact to the list or you can add a new phone number directly. This section describes how to add a blocked phone number directly to the Block list.

**Step 1.**  Start at the Phonebook screen.

**Step 2.**  Tap the **Blocked** button to open the screen shown below.

![Figure 88 — Block list screen](image)

This screen shows a list of all the phone numbers currently in ntouch Mobile’s Blocked List. Notice in this sample image there are no blocked phone numbers in the Blocked list. You use the **Add Blocked** button to add more numbers to the list.
Step 3. Tap the Add Blocked button to open the screen shown below.

![Add Blocked Caller screen](image)

**Figure 89 — Add Blocked Caller screen**

You must enter a description/name and a phone number into the two fields on this screen. If you do not know the person or business’ name, you can enter something like “Solicitor” to identify the caller.

Step 4. Enter a description/name and a phone number.

Step 5. Tap the Save button to add the number to the Blocked list.
To Block an Existing Contact

This section describes how to add an existing contact to the Blocked list.

Step 1. Start at the Phonebook screen.

Step 2. Tap and hold (long-press) on the contact you want to block. You will then see the screen shown below.

Notice the Block button near the top-right of the screen. The contact named “Juan Pueblo” is selected (highlighted in yellow). This contact was selected by long-pressing on the contact’s name.

Step 3. Tap the Block button to block the selected contact.
Step 4. Tap the **Blocked** list button to open the screen shown below.

![Blocked list](image)

*Figure 91 — Blocked list*

Notice that all the phone numbers stored for the contact will be blocked at once.
**To Unblock a Number**

Step 1. Start at the Phonebook screen.

Step 2. Open the Blocked list. Tap and hold (long-press) on the specific phone number you want to unblock. You will then see the screen shown below.

Notice the **Unblock** button at the top-right of the screen. One of the numbers for the contact named “Juan Pueblo” is selected (highlighted in yellow). You selected this number by long-pressing on the contact’s name. You can also repeat the long-press tapping to select and highlight multiple items so that you can unblock several numbers at once.

Step 3. Tap the **Unblock** button to remove the selected number(s) from the Blocked list.
Use the Video Center

ntouch Mobile's Video Center offers a wide variety of video content organized into multiple channels, programs, and episodes.

To Find a Video to View

Step 1. Tap the Video Center button to open the screen shown below.

A list of video channels is shown in the center of the screen. The channels have names like “Sorenson,” “Deaf Kids Network,” “SIGNetwork,” and “FCC News.” These names are only examples. The specific channels that you will see will vary over time.
Step 2. Tap one of the channel names to open a screen like the one shown below.

![FCC News channel screen](image)

Figure 94 — FCC News channel screen

Tapping a channel name has displayed the screen that shows the available programs and episodes for the selected channel. In this example, there are three programs on the “Deaf Kids Network.” The “Storytime” program which is selected in this example image has one episode named “The Crow and the Pitcher.”

You cannot delete videos from the Video Center. The list will be updated regularly by Sorenson.

You can view a video by tapping on its name in the list. The View Video screen looks exactly the same as for SignMail videos. See Page 60 for an example.
Use Yelp Search

The Yelp Search feature lets you search for phone numbers of local businesses using ntouch Mobile's Fast Search feature. Your device's Location Services help you find and call businesses near your current location. To see a list of Yelp search results, just type a search term (such as “Pizza”) in the search field. The search results from the Yelp service will be shown in a list. You can visit the Yelp results for an item or make a call.

Step 1. Select the Search button to open the Fast Search screen.

Step 2. Type a search string (such as “Pizza” or “Pazzo”) into the search field as shown below.

Notice that the Yelp logo appears at the top-right corner of the screen. The listed business names and phone numbers are the results returned by Yelp for the search term you entered. In this example, the search term entered was “pazzo.” ntouch Mobile uses your 911 Location Information to limit the results to those closest to your home location.

Notice the phone icon at the right side of the search result. You can tap this icon to make a call to the search result. If you tap on the search result, you will open the Yelp page for that business.
**Use Yelp Search**

**Step 3.** To open the Yelp page, tap the search result to open the screen shown below.

Figure 96 — Choose app or browser screen for Yelp item

Notice you can choose to open the search results page in the Yelp app (if you have it installed already) or continue in the browser window that has been opened.
Step 4. Select the **No, Thanks** link to open the screen shown below.

![Yelp.com search results page](Figure 97 — Yelp.com search results page)

This is the Yelp.com search results page. Scroll the screen to find the phone number for this business. Tap the number to dial a call using ntouch Mobile.
Step 5. Select the **phone number** link to open the dialog shown below.

![Complete action using dialog](image)

Selecting the **ntouch** button in the dialog will place a call using ntouch Mobile.
ntouch Mobile’s *Settings* screen lets you manage your ntouch account profile and configure the various app settings.

**To View Setting Controls**

Step 1. Start at the Home screen.

Step 2. Tap the device’s **Menu** button to open the pop-up menu shown below.

![Menu drop-down menu on Home screen](image)

The two options in the pop-up menu are **Settings** and **Help**.
Step 3. Tap the **Settings** button to open the screen shown below.

![Settings screen, top half](image)

This is the **Settings** screen. The buttons and controls on the screen are grouped into three areas, **Personal**, **Device**, and **Other**. You will need to scroll down to see all three areas.

The Personal area contains the **Information**, **myPhone**, **Contacts**, **SignMail**, **Saved Text**, and **VRS Announce** buttons.

To use the **SignMail** button to record a Personal SignMail Greeting, see Page 44.

To use the **Saved Text** button to add saved text messages to use during calls, see Page 24.

To use the **Voice** button enable Voice feature and display the microphone icon on the Home and In-call screens, see Page 39.
Step 4. Scroll the screen to see the bottom part of the screen as shown below.

![Figure 101 — Settings screen, top half](image)

The Device area contains the **myRumble**, **Use Voice**, **Incoming Calls**, **Outgoing Calls** and **Advanced** buttons.

The Other area contains the **Help** and **About** buttons.
**Change Settings**

**To View Personal Information**

Step 1. Start at the Settings screen.

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

![Personal Information Settings screen](image)

Your name and phone number(s) are shown near the middle of the screen. If you are a member of a myPhone Group, your myPhone number will be shown here. You will also see an **Account Information** button at the bottom of the screen. Selecting this button displays your name and the phone number assigned to this device.

If shown, select (check) the **Use Toll-Free Number for Caller ID** to use your toll-free number (if you have one) for Caller ID.

The uses of the **Change Password**, **Log Out**, and **Update 911 Address Information** buttons are described in the following sections.
To Change Your Password

Step 1. Start at the Personal Information screen.

Step 2. Tap the Change Password button to open the screen shown below.

To change your password, you must enter your old and new password into the correct fields on this screen. You must then enter your new password again to confirm the change. If you are a member of a myPhone Group, using this screen will change your myPhone password for all members of your group.

Step 3. Enter your old and new passwords into the correct fields. A keyboard will appear on the screen when you first tap the Old Password field.

Step 4. Tap the Done button when ready to change your password. If you entered the correct old password and the same new password in the New and Confirm fields, the app will allow your password to be changed.
**Change Settings**

**To Log Out and In**

Step 1. Start at the Personal Information screen.

Step 2. Tap the Log Out button. When asked if you are sure you want to log out, select the Log Out button to open the screen shown below.

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**Figure 104 — Login Info screen**

This is the Login Info screen that appears when you are logged out of the app. You can now change the “Remember Password” setting. When this checkbox is unchecked, you will have to enter your password each time you log in to the app.

You can use the 911 button to make an SVRS 911 call even when logged out of the app.

You can use the three buttons in the middle of the screen to request an account (if you do not have one), open a website to reset your password, or call Sorenson CIR.

Step 3. Enter your phone number and password, then tap the Next button to log in to your ntouch account. If you do not remember this information, follow the steps in the next section.
**To Reset Your Password/Request Your Phone Number**

**Step 1.** Start at the Login Info screen.

**Step 2.** Tap the **I Forgot My Password/Number** button to open the screen shown below.

![Password and Local Number Request](image)

Please complete the following information.

**Request fields and buttons**

You can use this page to request that Sorenson reset your account password and/or send you the local 10-digit number for any of your devices (e.g., ntouch PC/Mac, Mobile/Tablet, ntouch VP) or your device's MAC ID.

You must enter your first/last name and the email address you gave to Sorenson when your account was first set up. Enter your local 10-digit number (if you know it). You must choose what type of help you are requesting from the drop-down list.

**Step 3.** Enter the required information in the required **Request** fields.

**Step 4.** Select the **Submit** button. If you entered your correct email address, you will receive an email from Sorenson with the information you requested.
To Update 911 Address Information

Step 1. Start at the Personal Information screen.

Step 2. Tap the Update 911 Address Information button to open the screen shown below.

![911 Address Information screen](image)

This screen shows the address registered for your ntouch Mobile account. This “default address” will be given to the emergency services personnel if you cannot sign your current address. You saw this screen during the registration process, but you can update your address information at any time.

You should enter the address where you are most likely to be at any given time. For example, you could enter your home address or your work address.

Step 3. Make any necessary changes to the fields on the screen, and then tap the Done button to submit the updated address.

Step 4. If you are not making changes to your address information, tap the Go Back button to return to the Personal Information screen.
To See/Edit myPhone Settings

Step 1. Start at the Settings screen.
Step 2. Tap the myPhone button to open the screen shown below.

![Welcome to Sorenson myPhone screen](image)

This screen explains that you can create a myPhone Group by calling the Sorenson CIR department. Tap the Learn More button to view a short ASL video that describes the myPhone feature.

Step 3. Tap the Call CIR button to call Sorenson CIR. Ask for help creating your myPhone Group.
Step 4. After your myPhone Group has been created, you can open the myPhone Settings screen to see the members of your group and your myPhone number.

![Manage myPhone Group screen](image)

The five fields in the middle of the screen show the names of the members of your myPhone Group. You will have to scroll to see all five fields. A myPhone Group can contain one to five members. In this example image, there is just one group member named “ntouch Android.” If you need to make any changes to your group, you must call the Sorenson CIR department.

Step 5. Select Call CIR to make a call to Sorenson CIR. Ask for help managing your myPhone Group.
To Change Contact Settings

Step 1. Start at the Settings screen.

Step 2. Tap the Contacts button to open the screen shown below.

The Import Videophone Contacts button lets you import contacts from a Sorenson videophone account if you have the account’s phone number and password (if the endpoint is an ntouch VP, you will also need the videophone’s MAC ID). If you need help locating this information, see the Reset Your Password/Request Your Phone Number heading on Page 106.

The Show Contact Photos checkbox lets you enable the contact photos feature. When enabled, the Get Photos button will be shown. The Get Photos button is used to download the Sorenson Profile photos for all of your existing contacts who are also Sorenson users that have Profile photos. See Page 70 for details on Profile photos.

The Spanish Features checkbox is used to enable (show) the SVRS Espanol contact in the Phonebook’s Contacts list.
Step 3. Tap the **Import Videophone Contacts** button to open the screen shown below.

Step 4. Enter the required information into the fields on the screen.

Step 5. Tap the **Import** button to import the contacts. You will see a message if the contacts were imported successfully.

Step 6. Tap the **Show Contact Photos** checkbox to enable (show) contact photos in the Phonebook.

Step 7. Tap the **Get Photos** button to import Profile photos for your Sorenson contacts. You will see a message if the contacts were imported successfully.

Step 8. Tap the **Spanish Features** checkbox to enable (show) the SVRS Espanol contact in the Phonebook’s Contacts list. Uncheck the box to disable (hide) this contact.
To Set SignMail Settings

Step 1. Start at the Settings screen.

Step 2. Tap the SignMail button to open the screen shown below.

The Greeting Type button is used to record a Personal SignMail Greeting video. See Page 44 for details. The two Email address buttons are used to specify an email address to which you want SignMail notification messages sent. The SignMail Email Notification checkbox lets you turn on/off the option to have emails sent to you when you receive SignMail videos.

Step 3. Tap the button for the email address you want to edit. A dialog will appear in which you can enter the address at which you want to receive notifications.

Step 4. Tap (check) the SignMail Email Notification checkbox to enable the notifications. Uncheck the box to turn off the feature.
To Select a VRS Announce Option

Step 1. Start at the Settings screen.
Step 2. Tap the VRS Announce button to display the screen shown below.

![VRS Announce screen](image)

Step 3. Select which of the two announcements you want the VRS interpreter to use when introducing your VRS calls to a hearing person.
Step 4. Tap device’s Back button to return to the main Settings screen.
To Set a myRumble Pattern

Step 1. Start at the Settings screen.
Step 2. Scroll the screen to see the bottom part of the screen as shown below.

The myRumble feature can be turned on and off quickly by tapping the ON/OFF slider control. To make changes to the feature's settings, tap the myRumble button itself.

Figure 113 — Settings screen, myRumble button and slider
Step 3. Tap the myRumble button to open the screen shown below.

The Default myRumble Pattern button opens a dialog that shows 10 pre-defined pattern options plus a “No vibration” option. The myRumble Flasher checkbox lets you enable the flasher feature. When checked (enabled) the device will flash its LED and vibrate with the selected myRumble pattern.

Step 4. Tap the Default myRumble Pattern button to open a dialog in which you can the vibration pattern you want to use for all incoming calls.

Step 5. Tap (check) the myRumble Flasher checkbox to use this feature. The device will then flash its LED and vibrate to demonstrate the selected pattern.
To Change Incoming Call Settings

Step 1. Start at the Settings screen.

Step 2. Tap Incoming Calls button to open the screen shown below.

![Play SignMail greeting after dialog](115.png)

The Play SignMail Greeting After button opens a dialog that provides options for 1 to 15 rings before the greeting will start. The default setting is 8 rings. The Do Not Disturb checkbox lets you choose to reject all incoming calls. Use this option carefully because you will not receive notifications of incoming calls. The Call Waiting checkbox lets you choose to enable the Call Waiting feature. The Don’t Accept Anonymous Calls checkbox lets you choose to reject incoming calls that do not have Caller ID information. This feature can help reject solicitation calls or calls from people who are intentionally hiding their Caller ID information. The On Incoming Calls Show button lets you choose to see either the Self View image or the flasher when you receive an incoming call.

Step 3. Tap the Play SignMail Greeting After button to select a the number of rings to use for all incoming calls.

Step 4. Tap (check) the other checkboxes if you want to use those features.

Step 5. Tap the On Incoming Calls Show button to select which option you want to use.
To Change Outgoing Call Settings

Step 1. Start at the Settings screen.

Step 2. Tap the Outgoing Calls button to open the screen shown below.

The **Use Android Dialer For Calls** checkbox lets you choose to allow the ntouch app to make outgoing videophone calls using the Android device’s Phone dialing app. *When this option is enabled (checked), your phone cannot make outgoing voice phone calls.* If you want to be able to make voice telephone calls, you must disable (uncheck) this checkbox. *In most cases, you will want to leave this enabled (checked).*

The **Hide My Caller ID** checkbox lets you choose to make videophone calls that do not send Caller ID information in your outgoing calls. When enabled, you will not be able to call Sorenson users who have enabled the “Don’t Accept Anonymous Calls” feature on their endpoints.

Step 3. Tap (uncheck) the Use Android Dialer for Calls checkbox if you want to make outgoing voice telephone calls. In most cases, you will not uncheck this box.

Step 4. Tap (check) the **Hide My Caller ID** checkbox if you want to use this feature.
To Change Advanced Settings

Step 1. Start at the Settings screen.

Step 2. Tap the Outgoing Calls button to open the screen shown below.

![Advanced Settings screen](image)

Normally, the **Use Tunneling** checkbox should be disabled (unchecked). If you have video image problems due to network problems, please call Sorenson Technical Support and ask for help settings these two options.

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

The **Cellular Video Quality** checkbox lets you open a dialog in which you can choose from three settings to control the amount of cellular data used for videophone calls. The options are: **Good** (least data), **Better** (more data), and **Best** (most data).

Step 3. Tap the **Cellular Video Quality** button to open a dialog in which you can select which data usage option you want to use.
Use App Help

ntouch Mobile has a variety of built-in Help options. You can access the Help screen from the app’s pop-up menu or from the Settings screen.

To See the Help Options

Step 1.  Tap the device’s Menu button to display the pop-up menu as shown below.

![Help button]

Figure 118 — Home screen, drop-down menu open

Notice that the Home screen’s pop-up menu includes a Help button.
Step 2. You can also start at the Settings screen. Scroll down until the screen looks like the image shown below.

The Help button is located in the Other area of the screen.
Step 3. Tap the About button to see the version number of the ntouch Mobile app and your ntouch phone number as shown below.
Step 4. Tap the Help button from the pop-up menu (or the Settings screen) to open the screen shown below.

![Help screen](image)

**Help option buttons**

Figure 120 — Help screen

The buttons on this screen link to the various ntouch Mobile Help options. You can read answers to Frequently Asked Questions (FAQs), download this User Guide in PDF format, or see a list of links to Contact Sorenson Technical Support or visit our website.

The Help options may be updated over time, so remember to check this screen often.

Step 5. Tap any one of the buttons on the screen to choose a Help option.