ntouch Tablet
for Apple iPad Devices

User Guide
App Version 8.5

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New 8.5 Features

What’s New in 8.5?

Sorenson’s ntouch Tablet 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 21 for more details.

• **Mobile 911 Geolocation** —ntouch Tablet 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.

• **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.

• **Enhanced Push Notifications** — ntouch Tablet now has enhanced push notifications for both SignMails and Missed Calls. SignMail notifications now include a preview image and the notification can be opened to show a playback window and menu. Missed Call notifications now include the contact photo of the caller (if available) and the notification can opened to show a full-screen image of the contact photo and a Return Call button. These enhancements require iOS 10 or higher. See Page 24 for more details.
System Requirements

ntouch Tablet 8.5 has the following requirements:

Operating System Requirements

• Minimum operating system is iOS 9.0.
• Suggested minimum operating system is iOS 10.0. For full app functionality, the suggested operating system is the latest version iOS (currently iOS 11.4) because the devices which support iOS 10.0 support hardware-based encoding and decoding.

Hardware Requirements

• Minimum device is an Apple iPad2/ iPad Mini (due to the iOS 9.0 requirement).
• Suggested minimum device is an iPad (4th Generation) or iPad Air (because these are the oldest models that support iOS 10.0).
• Recommended device is the most recent hardware (iPad 2017/iPad Pro).
Set Up ntouch Tablet

You can install the ntouch Tablet app on your iPad by downloading the app from the Apple App Store. You can then register your ntouch Tablet account.

**Note:** The ntouch Tablet app runs only on Apple iPad devices that are equipped with two cameras (i.e., both a front-facing and a back-facing camera).

**To Register ntouch Tablet**

**Step 1.** After installing ntouch Tablet, tap the ntouch icon as shown below.

![Figure 1 — ntouch app icon on Home screen](image_url)
Step 2. After a few seconds, a Setup Account dialog will appear as shown below.

To begin using the app, you must first request an ntouch account for Mobile and Tablet if you do not already have one. The Request Account button is used to open a website page at which you can enter a request for an account. When your account is created by Sorenson, you will be assigned an ntouch phone number and password.

Step 3. Tap the Request Account button. When the registration web page opens, complete the request form. You will receive your new ntouch phone number and password by email. You can exit the app while you wait for the email.

Note: If you have problems, you can select the Help button to make a videophone call to the Sorenson CIR department. Ask for help creating your ntouch account for Mobile and Tablet. You can also use the I Forgot My Password/Number button to request this information. See Page 123 for details on using this button.
Step 4. After you get your new number and password, you can register the app. To do so, launch the app again to return to the Setup Account screen. Then touch the Phone Number field. A keypad will appear over the screen as shown below.

![Figure 3 — Entering number and password to register](image)

Step 5. First, enter your ntouch Tablet phone number using the keypad.
Step 6. Then, move to the Password field to enter the password assigned to your account.
Step 7. Finally, tap the Next button to register the app.
Step 8. If you entered a valid ntouch phone number and password, the Agreement screen will then appear as shown below.

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

Step 9. Carefully read all the text on the screen. When ready, tap the I Agree button.
Step 10. The Contacts Imported dialog will then appear as shown below.

Figure 5 — Import Contacts screen

This dialog appears to tell you that any existing contacts from your ntouch Mobile and Tablet account have been imported into your Sorenson Contacts List.

You can also choose to import contacts from a Sorenson videophone account. See Page 123 for details.

Step 11. Tap the Next button to continue.
Step 12. The 911 Location Info dialog will then appear as shown below.

Figure 6 — 911 Location Info screen

This screen shows the address that was registered for your ntouch Tablet 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. You should probably enter the address where you are most likely to be at any give time. For example, you could enter your home address or your work address.

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.

Step 13. Check the address that is shown on the screen. Make any necessary changes. When you are ready to continue, tap the Next button.
Step 14. The Welcome! dialog will then appear as shown below.

![Welcome! screen](image)

Your ntouch Tablet phone number

Figure 7 — Welcome! screen

When this dialog appears, the registration process is complete. The new phone number that was assigned to your ntouch account for Mobile and Tablet is shown at the bottom of the screen.

Step 15. Tap the Done button to proceed.
Step 16. A dialog will then appear as shown below.

Figure 8 — Phone is set up dialog

This dialog appears when registration is complete. You can now choose to:

- View a Help video about ntouch Tablet
- Close the dialog and go to the Keypad screen

Step 17. To continue with the steps given in the next section of this document, answer the dialog by tapping the Close button.

Step 18. Go on to the next section to see how to make and receive videophone calls.
Make and Receive Calls

ntouch Tablet’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 Tablet’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 you are ready to dial the number.

Your phone number (or myPhone number if you are a member of a myPhone Group) is shown at the bottom-right of the screen.
Step 4. The screen will then look like the image shown below.

This screen shows the Self-View video image being sent by your iPad. The Self-View video is captured by the iPad's front-facing camera.

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.

![In-call screen](image)

**Figure 11 — In-call screen**

This In-Call screen shows the video image being *received* by the phone along with the smaller Self-View image. You may need to carefully position the device so that the other person can clearly see your video image.

The **End Call** button hangs up a call. If enabled at the *Settings* screen, you can use the **Microphone** button to turn on and off the audio signal during a Voice call.

The **Switch Camera** button switches between the front and rear camera for the Self-View image.

The **Share** button lets you choose to share your location, a contact’s name and number, or text during your call. See **Page 24** for more information on this feature.

The **Call** button lets you choose to place a new call for Group call or transfer a call.

**Step 6.** When ready to hang up, tap the **End Call** button to end the call.
ntouch Tablet 8.1.3 added support for Apple’s CallKit integration which was introduced in Apple’s iOS 10. Apple’s CallKit lets the ntouch app use the iPad’s native UI (user interface) for incoming calls, just like Apple’s own FaceTime app does. The CallKit integration lets ntouch calls appear in the iPad’s native Recents calls list, which allows for redialing and adding/editing of contacts or adding a phone number to the iPad’s Favorites list. You can enable (use) or disable (not use) the CallKit integration.

The ntouch app’s Settings screen has a new control named **Integrated Calling Enabled** to allow you to toggle the app’s use of the CallKit integration feature on or off (the default setting is **enabled**). You can try both options to see which calling interface you prefer. Your device must be running **iOS 10 or higher** to use the Integrated Calling feature.

When the Integrated Calling Enabled control is **disabled**, the ntouch app will work as it has in the past releases of the app. To use the CallKit integration, **enable** the Integrated Calling Enabled control as shown in the figure below.

![Figure 12 — Settings screen, Integrated Calling Enabled control](image)

The instructions that follow on the next few pages show how the Integrated Calling feature affects the appearance of incoming calls, both when the app is running in the foreground or background and when the iPhone is locked.
ntouch App Running in Foreground

When Integrated Calling is enabled, incoming ntouch videophone calls will use the iPad’s native incoming call screen even when the ntouch app is running in the foreground. The native incoming call screen will show the type of call being received (in this case, an “ntouch Video...” call) as shown in the figure below.

The iPad’s native incoming call screen does not include the ntouch app’s Self-View image, but it will include a contact photo if the user has created an iPhone contact (i.e., stored a photo in the iOS Contacts app, not in the Sorenson ntouch app) for the incoming phone number and has added a contact photo to that record.

The sample screen shots below show how incoming calls will look when the Integrated Calling Enabled control is disabled and enabled when the ntouch app is running in the foreground.

![Sample screen shots showing incoming call screen](image)

*Figure 13 — Incoming call screen, app in foreground*

Notice that both of the above screens show both the “Accept” and “Decline” buttons.
**Make and Receive Calls**

**ntouch App Running in Background**

When Integrated Calling is **enabled**, incoming ntouch videophone calls will use the iPad’s native incoming call screen even when the ntouch app is running in the **background**. The native incoming call screen will show the type of call being received (in this case, an “ntouch Video...” call) as shown in the figure below.

The sample screen shots below show how incoming calls will look when the Integrated Calling Enabled control is **disabled** and **enabled** when the ntouch app is running in the **background**.

![Incoming call screen, app in background](image)

Notice again that the iPad’s native UI screen does **not** include the Self-View image, but it does include the “Accept” and “Decline” buttons. When the CallKit integration is turned off (Integrated Calling is **disabled**), the only way for the ntouch app to signal that it is receiving an incoming call is to display the incoming call notice.

See **Page 20** for instructions to allow the display of Caller ID information from the ntouch app’s Phonebook on the iPhone’s native UI calling screen.
Incoming Call When iPhone Is Locked

The screen shots below show how incoming calls will look when the Integrated Calling Enabled control is disabled and enabled when the iPhone is locked.

Figure 15 — Incoming call screen, iPhone locked and unlocked

Refer to the instructions on the next page for using the native Call options screen.
**Make and Receive Calls**

With Integrated Calling **enabled**, the native Call options screen appears when you unlock the iPhone. You can then tap the **ntouch** or the **video** button to answer the call. If a passcode is active, you must enter the code (whether CallKit integration is on or off).

The uses of the other buttons on the native Call options screen are described below:

- Tapping **keypad** opens the on-screen keypad, but the keypad is **not** used by the ntouch app.
- Tapping **add call** lets the user place another call using either the ntouch app or the iPhone’s voice calling app, but we do not recommend using this feature.
- Tapping **mute** will mute the audio in the ntouch app (if audio is enabled in the app).
- Tapping **speaker** will send the audio signal to the iPhone’s main speaker (if audio is enabled in the app).

**Notes:** Pressing the iPad’s power button will end an ntouch call (same as for a voice call).

Incoming calls do not appear on the Apple Watch due to a CallKit limitation (but disabling Integrated Calling will allow calls to appear on the Apple Watch).

The ntouch app’s **Push Notifications** feature works whether the CallKit integration is turned on or off (meaning you can kill the ntouch app to conserve power, but you will still receive notifications of incoming calls).
To Add ntouch Caller ID to iPhone’s Native Call Screen

As shown on Page 17, when Integrated Calling is enabled and an incoming call is received, you will see the iPhone's native UI screen. However, the iPhone's native Call screen will not show Caller ID information from your ntouch app’s Phonebook unless the incoming caller has been stored in a record in the iPhone’s native Contacts app.

To show the Caller ID information from the Sorenson Phonebook, you must enable this feature. To do so, open the iPhone’s Settings app, tap Phone and then tap Call Blocking and Identification to open the Settings screen shown below. Turn on the control next to the ntouch app as shown in the figure below to allow ntouch to provide Caller ID information to the native Call screen.

First, enable the ntouch app to block calls and provide Caller ID...

...then Caller ID info from ntouch’s Phonebook will appear here

Figure 16 — Enable ntouch Caller ID on native UI Call screen
Make and Receive Calls

Making Calls When Servers Are Offline

You can now make and receive point-to-point videophone (P2P) and SVRS calls even if Sorenson’s servers are temporarily unavailable. In these situations, you can make and receive outgoing calls and you can see the existing entries your Call History, Contacts, Favorites, and Block Lists. However, you cannot save changes to any of these lists and you cannot access ntouch Tablet’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.

![Can’t Save Changes or Settings message](image1)
![Login Failed message](image2)
![Problem connecting call message](image3)

Figure 17 — Core Offline messages
To Transfer a Call

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

The Call Transfer feature is subject to these restrictions:

- Calls must be between Sorenson endpoints (i.e., use the SIP protocol).
- The Call Transfer feature must be enabled for both users’ endpoints.
- Active calls to a Sorenson Hold server cannot be transferred to another number.
- Active calls to Sorenson Technical Support, 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 button in the In-Call window as shown below.

Notice the Transfer button at the bottom of the Call pop-up menu.
**Make and Receive Calls**

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

The **Contacts** button at the bottom of the screen is selected in this example image. There are four option buttons at the bottom of the screen:

- Select **Favorites** to choose a favorite contact to which to transfer the call. This option is selected by default when you first open the dialog.
- Select **Contacts** to choose a contact to which to transfer the call.
- Select **Call History** to choose a recent caller to which 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 Favorite’s or Call History list, first select a contact from the list. To dial a number first select the Dial button and then enter the number to be dialed. The call will then be transferred.
To Respond to Push Notifications

ntouch Tablet 8.5 has enhanced push notifications for both SignMails and Missed Calls. SignMail notifications now include a preview image and the notification can be tapped (or “hard-pressed” on devices that include the “3D Touch” hardware) to open a playback window and menu. Missed Call notifications now include the contact photo of the caller (if the caller has saved a photo and the caller has been saved in the receiving endpoint’s Contact’s list) and the notification can be tapped (or “hard-pressed”) to open a full-screen image of the contact photo and a Return Call button. These enhancements require iOS 10 or higher.

The screen shots below show the push notifications for SignMails and Missed Calls.

SignMail Notifications

Figure 20 — SignMail Push Notifications
**Missed Call Notifications**

- Missed call notification
- Contact photo (if available)

![Full-screen contact photo and Return Call button](image)

**Tap or hard-press to open...**

Figure 21 — Missed Call Push Notifications
Share Text, Contacts, and Location

ntouch Tablet’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 Tablet 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.

![Figure 22 — Saved Text button on Settings screen](image)
Step 2. Tap the Saved Text button to display the screen shown below.

There should already be at least one “Empty” Saved Text message on this screen. If not, select the Add Saved Text button to add an empty message button.
Step 3. Tap the Empty button at the top of the Select Text to Share list as shown below.

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... “.
**Share Text, Contacts, and Location**

**Step 5.** Tap the keyboard’s **Done** button when finished entering text to display the screen shown below.

![New Saved Text message](image)

Notice that the text you entered has been added as a new Saved Text message at the top of the screen.

**Step 6.** You can repeat the above steps to enter up to ten (10) Saved Text messages.

**Step 7.** Tap the **Settings** button to save the messages and return to the Settings screen.
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.

![Share button on Call screen](image)

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

![Share Saved Text button](image)

Figure 27 — Share Saved Text button in Share pop-up menu

Tapping the Share button has opened a pop-up menu containing these options:

- Select the Share Location button to share your current location with the caller.
- Select the Share Contact button to select to share information about one of your contacts with the caller.
- Select the Share Saved Text button to enter text to select one of your Saved Text messages, if you have entered any, with the caller.
- Select the Share Text button to enter some text to share with the caller.

**Note:** If you select the Share Text button, you will go directly to the screen shown in Figure 29 where you can enter the text you want to share with the caller.

- Select the Clear All Text button to clear (erase) the text that you have already shared with a caller.
Step 3. Tap the **Share Saved Text** button to open the screen shown below.

![Saved Text screen during active call](image)

Notice that the Saved Text screen has appeared. You can now select any one of the Saved Text messages show on the screen (in this example, there is just one saved message). You can also use the **Edit** button to add more saved messages during the active call.
**Share Text, Contacts, and Location**

Step 4. Tap one of the **Saved Text messages** to open the screen shown below.

![Screenshot of pop-up keyboard for text messages during a call](image)

Notice that the selected Saved Text message has appeared in the text entry field of the pop-up keyboard panel. You can now edit the text if you like, or simply select the **Done** button to share the text that is in the text entry field with the caller. The text you enter will appear in the Self-View area to show you what the other Sorenson user will see.

**Note:** If you had selected the **Share Text** button on the screen in **Figure 27**, you would have come directly to this keyboard screen. From here, the process of entering text is the same described below.

Step 5. If desired, use the keyboard to edit (or enter) **the text** to you want to share.
Step 6. Tap the **Done** button to share the entered text with the caller as shown in the example screen below.

Notice that the text you entered is displayed in the Self-View image area near the bottom of the screen to show you what the other Sorenson user will see. This example screen shot was taken in the portrait mode to show the Self-View image area more clearly. The other shots in this section are in landscape mode.
**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 Enhance 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 Share pop-up menu open at any active call screen or at the SignMail recording screen as shown below.

![Figure 31 — Share Contact button in Share pop-up menu](image)
Step 2. Tap the **Share Contact** button to display the screen shown below.

Notice that the Sorenson Contacts list has appeared over the call screen. You can use this list to find the contact that you want to share with the other Sorenson user.
**Share Text, Contacts, and Location**

**Step 3.** Tap the contact that 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)

**Figure 33 — Contact record shown on screen**

This example shows how the contact record that you selected to share will appear on the other Sorenson user's screen (assuming that the other user is also running the ntouch Tablet app). In other words, this is the screen that you would see if the other Sorenson user shares a contact record with you. The on-screen keyboard has appeared because the highlighted field is the contact's name field.

**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 Share pop-up menu open at any active call screen or at the SignMail recording screen as shown below.

Figure 34 — Share Location button in Share pop-up menu
Step 2. Tap the **Share Location** button to display the screen shown below.

![Confirm Location screen](image)

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

**Note:** *The first time you use the Share Location feature, you may see a dialog which asks if you want to allow the ntouch app to use your current location. You must allow this operation and you must have Location Services enabled on your device.*
Step 3. Tap the **Confirm** button if the location shown on the map is correct. You will then see a screen similar to the example shown below.

![Screen with location information](image)

Figure 36 — 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 bottom of the screen to show you what the other Sorenson user will see.
Use Voice Feature

ntouch Tablet’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.

Figure 37 — Home screen before enabling Voice

Because the Voice feature is not enabled in this sample screen shot, there are no icons at the upper-left area of the screen. When enabled, the Voice feature will add a microphone icon to the upper-left of the screen to show that the feature is both enabled and its current state (muted or un-muted).
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 for VRS calls control is inactive (grayed-out) when the Use voice control is disabled.

Step 3. Move the Use Voice control to its “green” position to enable the Voice feature. You will then see the dialog shown below.

The dialog asks you to grant Qtouch access to the iPad’s built-in microphone.

Step 4. Tap OK to allow access the iPad’s built-in microphone.
**Use Voice Feature**

Step 5. Notice that enabling the Voice feature has activated (but has not enabled) the **Use voice for VRS calls** option as shown below.

![Figure 40 — Settings screen, Use voice for VRS calls control](image)

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

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**Figure 41** — Home screen, Mic button muted state

**Figure 42** — Home screen, Mic button un-muted state
Use Voice Feature

Step 8. You can turn the Voice feature off and on during an active call by selecting the microphone button (either in the Self-View image or Options bar) to change its state from muted to un-muted and vice versa as shown in the screen shots below.

Note: In addition to the device’s built-in microphone, ntouch Tablet can also use any Bluetooth device connected to your iPad. This feature lets you make Voice calls using a compatible Bluetooth headset (e.g., designed for telecoil use).
Use Personal SignMail Greeting

ntouch Tablet 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 Settings button to display the screen shown below.

Figure 44 — SignMail Greeting button on Settings screen
Use Personal SignMail Greeting

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

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

You can select the Play button to play either the Sorenson Greeting or a Personal Greeting after you have recorded a greeting video.
Step 3. Tap the **Personal** button to display the screen shown below.

![Greeting screen, Personal button selected](image)

Notice that the **Record** and **Play** buttons are active after you selected the Personal type button.
Use Personal SignMail Greeting

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

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

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

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

![Figure 49 — 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.
ntouch Tablet’s 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.

![Figure 50 — Send new SignMail button on SignMail screen](image)

The **Send new SignMail** button is located at the upper-right corner of the screen. You can tap this button to open a pop-up menu that lets you select a contact or enter a phone number. The **Select Contact or Phone Number** button lets you choose to record and send a SignMail video message to any number in your Favorites, Contact, or Call History lists or dial a new number.
**Send SignMails**

Step 2. Tap the **Select Contact or Phone Number** button to open the screen shown below.

![Keypad selected in Send new SignMail dialog](image)

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.

![SignMail Record dialog](image)

Figure 52 — SignMail Record dialog

You will then see the familiar SignMail Record dialog in which you can record up to a 2-minute video message. Selecting the Hang Up button will end the recording.
Step 4. Select the **Hang Up** button to end recording and open the screen shown below.

You will then see the familiar **Confirm SignMail Send** dialog in which you can choose to send the recorded video message, re-record the video, or exit to cancel the recording.

---

**Figure 53 — Confirm SignMail Send dialog**
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.

Also notice the contextual menu icon at the right side of the SignMail entry.
Send SignMails

Step 6. Tap the contextual menu icon to display the contextual menu shown below.

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

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

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-left 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. The greeting video ends with a “Ready, Set, Go” signal shown below.

The Ready, Set, Go signal shows you that recording is about to begin. When you see this signal, put the iPad in a good position for recording your SignMail video.

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

Notice the **Share** button at the bottom-left corner of the screen. Any text information you choose to share will be recorded as part of the SignMail video. The Share feature is described on **Page 24**.
Step 3. 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. To end the recording, you will first have to reveal the menu bar.
Step 4. When recording stops automatically or after you tap the End Call button, a pop-up menu will appear as shown below.

The pop-up menu shows three options. You can choose to **Send** the video you recorded, to **Record Again**, or to **Exit**. If you exit, you will discard the video you recorded.

Step 5. Tap the **Send** button to send the SignMail video.

Step 6. You will then be back at the Home screen.
ntouch Tablet's SignMail screen lets you view SignMails you have received from hearing callers through SVRS or from other deaf Sorenson users.

**To View a SignMail**

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

The category view buttons (Time, Name, and Viewed) are at the top of the screen. The Time button is selected by default. You can use the Search field to search for a video by entering any part of the sender’s name. The SignMail Preview Image shows the first frame of the video. The Direct icon shows emails sent directly to you.

The red/white number icon on top of the SignMail button shows the number of unviewed SignMails. A blue dot appears next to any video that you have not yet viewed.
**View SignMails**

Step 2. Tap the name of the video that you want to view. The video will begin to play as shown below.

![SignMail playback screen](image)

This is the View Video screen. The **Playback Progress** bar is located near the top of the screen. The **Playback Controls** are shown near the bottom of the screen. The Progress bar and Playback controls will disappear from the screen after a few seconds. To show them again, just tap the screen.

After the video has finished playing, you must use the **Done** button at the top-left to return to the SignMail screen.
Step 3. Tap the Done button to return to the SignMail screen as shown below.

The blue dot to the left of the video name is now gone because just you played the video. Notice the contextual menu icon located to the right side of the video name. Tap this icon to show a list of optional functions that you can perform on this SignMail video. The steps in the next subheading describe the use of these optional functions.
To Use Optional SignMail Functions

Step 1. Tap the contextual menu icon located at the right side of any video on the SignMail screen to open the screen shown below.

![SignMail Functions screen](image)

The optional functions are:

- **Reply** to SignMail by sending a direct SignMail.
- **Return** the call to the sender of this SignMail
- **Add** the sender of this SignMail to your Contacts list
- **Block** the sender of this SignMail from calling you again
- **Delete** this SignMail

Step 2. Select which function you want to use, then tap its button.
To Delete SignMails

Step 1. Notice the Delete All button located at the top-left of the screen (the button looks like a trash can) as shown below.

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

Note: Most often, you will want to delete videos one at a time instead of the entire list all at once. See Step 4 on Page 68 to see how to delete individual videos. Remember, you cannot recover any videos that you delete.
Step 2. Tap the **Delete All** button. The screen will then look like the image below.

The **Delete All Videos** button has appeared on the screen. If you tap this button, all videos in all lists will be immediately and permanently removed. You cannot recover deleted videos.

**Warning:** Do **NOT** tap the button unless you are certain you want to delete all your videos. You will **NOT** be asked to confirm the deletion of all videos. You **CANNOT** recover videos that have been deleted from the list.

Step 3. If you are certain that you want to delete all videos at once, tap the **Delete All Videos** button. Otherwise, tap anywhere else on the screen to exit without deleting.
Step 4. To delete just one individual video from any list, you must first reveal the Delete button for that video. To do so, swipe your finger left across the name of the video you want to delete. The screen will then look like the image below.

![Figure 67 — Swipe across name to reveal Delete button](image)

Swiping your finger across the name of a video has revealed the Delete button as shown above. You can use this button to permanently remove just this one video from the list. There is no confirmation dialog for deleting one video at a time. When you tap the Delete button, the video will be immediately and permanently removed. You cannot recover deleted videos.

Also notice also the Reply (by sending a direct SignMail) and Call buttons which are provided here for your convenience.

Step 5. If you are certain that you want to delete this one video, tap the Delete button. Otherwise, tap anywhere on the screen to hide the button without deleting.
See Call History

ntouch Tablet’s Call History button is used to show the Call History screen where you can see lists of your recent calls. You can choose to see a list of all calls, or just your missed calls, incoming calls, or outgoing calls.

To Use a Call History List

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

You can use the List View buttons to see All, Missed, Incoming, or Outgoing calls. Missed calls are shown in red type. Tap any items in the list to call that number.

Tapping the blue and white plus sign (+) button at the right side of each call record displays a pop-up menu in which you can create a new contact record for this caller, add the number to an existing contact, or add the number to the Block List.
Step 2. Carefully tap the blue and white plus sign (+) icon next to one of the numbers. If you tap anywhere other than directly on the button, you will make an outgoing call to the number. The screen will then look like the image shown below.

You can use the three buttons in the pop-up menu to Create New Contact for a caller, Add to Existing Contact, or Block Number to block all calls from this number.

Step 3. For this example, tap the Add to Existing Contact button.
See Call History

Step 4. You will then see the Sorenson Contacts screen like the sample below.

![Image of Sorenson Contacts screen]

This is the Sorenson Contacts screen. The contacts you have stored with your ntouch account are listed alphabetically on this screen.

Step 5. Select the contact that you want to associate with the selected phone number.
Step 6. You will then see a dialog like the sample shown below.

Figure 71 — Add to Contact dialog

This dialog lets you choose which of the three number types that can be stored for a Sorenson contact is to be used for the selected phone number. Notice that in this example, there are three numbers stored already. You can choose to replace any of the existing stored numbers.

Step 7. For this example, tap one of the Replace buttons.

Step 8. Tap the Done button to save the changes to the contact record.
See Call History

To Delete Call Records

Step 1. Start at any Call History screen call list (e.g., All, Missed, Incoming, Outgoing).

Step 2. Tap the Edit button. The screen will then look like the sample shown below.

![Call History Edit screen]

The Clear All button (looks like a trash can icon) will then appear on the screen. You can use this button to permanently delete all calls from the list at once. Keep in mind that you cannot recover deleted call records. Tap the Done button to exit this screen.

Note: Most often, you will want to delete calls one at a time instead of the entire list all at once. See Step 6 on Page 75 to see how to delete individual calls. Remember, you cannot recover any call records that you delete.
Step 3. Tap the Clear All button. The screen will then look like the sample shown below.

![Clear All Recents button](image)

Step 4. If you are certain that you want to delete all calls at once, tap the Clear All Recents button. Otherwise, tap anywhere else on the screen to dismiss the button without deleting.

**Warning:** Do NOT tap the button unless you are certain you want to delete all your recent calls. You will NOT be asked to confirm the deletion of all calls. You CANNOT recover deleted calls.

Step 5. To delete an individual call from a Call History screen call list, you must first reveal the Delete Item button for that call. The red minus sign (-) to the left of each number/name in the list is the Delete Item button.
Step 6.  Tap the **Delete Item (-)** button to reveal the **Delete** button as shown below.

![Delete button](image)

Figure 74 — Delete button

Notice that a **Delete** button has been revealed for the selected call. You can use this button to permanently remove this call from the list. **There is no confirmation dialog for deleting one call at a time.** When you tap the **Delete** button, the call will be immediately and permanently removed. You cannot recover deleted calls.

Step 7.  **If you are certain that you want to delete this call, tap the **Delete** button. Otherwise, tap anywhere else on the screen to exit without deleting.**
Add a Profile Photo

ntouch Tablet’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.

![Figure 75 — Personal Information button on Settings screen](image-url)
Add a Profile Photo

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

![Figure 76 — Profile Photo buttons on Personal screen](image)

Notice the **Share Profile Photo** button. You can choose to share your profile photo with everyone or only with contacts in your Phonebook. The button will read “Everyone” or “Contacts” respectively for these two choices. If you do not want anyone to see a profile photo of you, then do not add one.

The **Show Contact Photos** slider is used to enable or disable the Contact Photos feature. Disabling Contact Photos does not hide your profile photo, if you have added one.

The **Edit Photo** button is used to add, change or remove a profile photo.
Step 3. Tap the Edit Photo button to display the pop-up menu shown below.

Tapping the Edit Photo button has opened a pop-up menu containing these options:

- Select the Remove Photo button to remove the current photo from your profile.
- Select the Use Contacts Photo button to use the current photo, if any, stored with your device’s user profile.
- Select the Take Photo button to use your device’s camera to take your photo.
- Select the Choose Photo button to find and select a photo from your device’s “Camera Roll” instead of taking a photo.
Add a Profile Photo

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

![Figure 78 — Take Photo screen](image)

Notice the round, unlabeled white button 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.

![Use or Retake Photo screen](image)

This screen shows the photo that you captured at the previous screen. The two buttons at the bottom of the screen let you **Retake** the photo or **Use Photo** as your Profile photo.

You can repeat the process of taking a photo until you are satisfied with the results.
Step 6. Tap the **Use Photo** button to display the screen shown below.

Notice that the photo you took at the previous screen is now in the Profile photo image area in the center of the **Personal** screen. The photo has been saved to your Sorenson account. To turn on the display of contact photos for the contacts in your Phonebook, you must turn on (slide to green to enable) the **Show Contact Photos** slider.
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 Sorenson Contacts button to open your Contacts list as shown below.

Figure 81 — Sorenson Contacts list screen
Add a Profile Photo

Step 3. Tap one of your existing contact records to open a screen like the example below.

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 Edit button.

Figure 82 — Contacts screen
Step 4. Tap the **Edit** button to display the screen shown below.

Figure 83 — *Edit contact screen*

Notice that the on-screen keyboard has appeared to allow you to edit the name and phone numbers for this contact. The contact photo display area has turned in the **Edit Contact Photo** button which you must tap to change the photo.
**Add a Profile Photo**

Step 5. Tap the **Edit Contact Photo** button to display the screen shown below.

![Figure 84 — Edit contact screen](image)

Tapping the **Edit Contact Photo** button opens a pop-up menu containing these options:

- Select the **Remove Photo** button to remove the current photo from the contact.
- Select the **Use Contacts Photo** button to use the current photo, if any, stored with your device’s Contact’s app.
- Select the **Use Profile Photo** button to use the current profile photo, if any, stored for this Sorenson user. The contact must be a Sorenson VRS user for this option to be available.
- Select the **Take Photo** button to use your device’s camera to take a photo for this contact.
- Select the **Choose Photo** button to find and select a photo from your device’s “Camera Roll” instead of taking a photo.

Step 6. 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.
Use the Phonebook

ntouch Tablet’s Phonebook button is used to open the Phonebook screen. You can save names and phone numbers as Sorenson Contacts which are stored by the ntouch app. You can also choose to access the iPad’s own Contacts app, but you cannot edit the iPad’s contacts from within the ntouch Tablet app.

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

To Call a Sorenson Contact

Step 1. Tap the Phonebook button at the bottom of the screen to open the Phonebook screen shown below.

List view buttons

Notice the list view buttons on this screen. You can choose to view the Sorenson Contacts List, the contacts stored by the iPad itself, your Blocked list or your Favorites list.
Step 2. Tap the **Sorenson Contacts** button to open the screen shown below.

![Sorenson Contacts screen](image)

This screen shows a list of all the contact records stored by the ntouch app. To view any contact, just tap on its name.

The **Add Contact (+)** button located at the top-right of the screen is used to add a new contact record to the Sorenson Contacts List.
Step 3. Tap the name of the contact you want to call. This example image shows a contact named “Conner Cole.”

This example image shows three numbers are stored for this contact. You can make a call to this contact by tapping on one of the listed phone numbers. The Use VCO control will only appear if the 1-Line VCO feature is enabled on the Settings screen.

Step 4. Tap the button that shows the phone number you want to call.
Step 5. Proceed with your call as usual.
Step 6. Hang up to end the call.
Use the Phonebook

To Add a New Contact

Step 1. Start at the Sorenson Contacts screen.
Step 2. Tap the Add Contact (+) button to open the screen shown below.

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 named Home, Work and Mobile. You can specify whether this contact will use VCO and/or a Spanish interpreter.

Step 3. Enter a name in the Name and Company (if needed) fields for the new contact.
Step 4. Enter the phone numbers to be stored for this new contact in the Home, Mobile, and/or Work fields. You must enter at least one phone number.
Step 5. If desired, select the Request a Spanish VRS checkbox to make every call to this contact a Spanish VRS call.
Step 6. If desired, select the Use VCO checkbox to make VCO calls to this contact.
Step 7. Tap the Done button to save the new contact.
**To Edit a Contact**

Step 1. To edit a contact, tap on the **name of the contact** at the Sorenson Contacts screen to open the screen shown below.

Notice the **Edit** button at the top-right of the screen. You must tap this button before you can edit the name or number fields or use the **Spanish VRS** or the **Use VCO** controls.

You can use the **Add to Favorites** button to add this contact to your Favorites list. If more than one phone number is saved for this contact, you will be asked which one you want to add to the Favorites list.

You can use the **View Call History** button to jump to the **Call History** screen where you can see all the calls made to, or received from, this contact.

You can use the **Block Contact** button to block this contact from calling you from any of the numbers stored for the contact.

You can use the **Delete Contact** button to delete this contact record.
Use the Phonebook

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

![Contact record screen, editing enabled](image)

Notice that pop-up keyboard has reappeared to allow you to edit the name field. You can also now make changes to the phone numbers or other controls on the screen.

Step 3. Make any changes that you want to the name or phone numbers stored for this contact. You can also enable or disable the **Spanish VRS** and **Use VCO** controls.

Step 4. Tap the **Done** button when ready to save the changes made to this contact.
To See iPad Contacts

Step 1. Start at the Phonebook screen shown below.

Notice the iPad Contacts button near the top of the screen.

Figure 91 — Phonebook screen

Notice the iPad Contacts button near the top of the screen.
Step 2. Tap the iPad Contacts button to open the screen shown below.

![iPad Contacts screen]

Figure 92 — iPad Contacts screen

This screen shows a list of all the contact records stored by the iPad’s own Contacts app. To open any contact, just tap on its name.
Step 3. Tap the name of the contact you want to open. This example image shows a contact named “Bob Doe.”

Notice that the phone numbers stored for this contact will be shown on the screen. Any other information, such as an email address, that you may have chosen to store for this contact from within the iPad’s Contacts app will also be shown on this screen.

To import this contact to the ntouch Mobile app, tap the **Import to Sorenson Contacts** button.

You cannot make any changes to the information stored for this contact from within the ntouch Tablet app. To make changes, you must open the iPad's Contacts app.
To Add Blocked Numbers

There are three ways to add phone numbers to ntouch Tablet’s Block List. You can add any existing contact to the list, you can add a new phone number directly, or you can block a number from a SignMail caller. See Page 65 for instructions for blocking calls from the senders of SignMail videos you have received.

This section shows how to add a number directly. The following section shows how to block an existing contact stored in your Sorenson Contacts List.

Step 1. Start at the Phonebook screen shown below.

Notice the Blocked Numbers button near the top of the screen.
Step 2. Tap the **Blocked Numbers** button to open the screen shown below.

This screen shows a list of all the phone numbers currently in ntouch Tablet’s Block List. You can use the **Add Number** button to add a number to the list.

---

**Figure 95 — Block List screen**
Use the Phonebook

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

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 **Done** button to add the number to the Block List.
To Block a Contact

Step 1. Start at the contact record screen as shown below.

![Contact Record Screen]

Figure 97 — Block Contact button

Notice the **Block Contact** button near the middle of the screen.
Use the Phonebook

Step 2. Tap the **Block Contact** button to open the dialog shown below.

![Block Contact dialog](image)

The pop-up dialog asks you to select which number stored for this contact that you want to block. If you have stored only one number, you will see a different dialog which asks you to confirm that you want to block all calls from this contact. Remember you will **not** receive missed calls notices or SignMail videos from a blocked phone number.

Step 3. Tap the **Block** button to add the number to the Block List. Tap anywhere outside the button area to exit without blocking.
To Delete a Contact

Step 1. Start at the contact record screen as shown below.

Notice the Delete Contact button near the middle of the screen.
Step 2. Tap the **Delete Contact** button to open the dialog shown below.

![Delete Contact dialog]

The pop-up dialog asks you to confirm that you want to delete this contact. *You cannot recover deleted contacts.*

Step 3. Tap the **Delete Contact** button to delete this contact. Tap **Cancel** to exit without deleting.
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. You can access the Favorites screen from the Phonebook screen or from using the Favorites button at the bottom of most screens.

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

![Phonebook screen with Phonebook button and Favorites button highlighted.](image)
Step 2. Select the **Favorites** button to open the screen shown below.

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 3. 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 three phone number fields. By selecting this icon (that is, to make the icon turn yellow), you add the number to the Favorites list.
**Use the Phonebook**

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

![Star icon selected for one number](image)

You can select the star icons for one or more numbers to add the numbers as favorites.
Step 5.  Open the **Favorites** screen again to see the screen shown below.

![Figure 105 — Favorites screen open, number added to list](image)

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

ntouch Tablet’s Video Center button opens the Video Center screen. The Video Center is entirely separate from the SignMails list. The enhanced 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.

![Video Center screen showing Channels](image)

A list of video channels is shown in the center of the screen. The channels have names like “Deaf Kids Network” and “Sorenson.” The specific channels that you will see will vary over time.

*ntouch Tablet 8.5*
Step 2. Tap one of the **channel names** to display a screen like the one shown below.

This is an example *Deaf Kids Network* channel screen. The available programs and the episodes for each program are shown in the list in the center of the screen. In this example, there are two programs on the “Deaf Kids Network” named the “Storytime” program and the “Hangout” program. The episodes for each program are named “Deaf Pilots - My Story” and “The Crow and the Pitcher.”

A small blue dot will appear next to the title of an unviewed video. After you view the video, the blue dot will disappear.

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.
Use Yelp Search

The Yelp Search feature lets you search for phone numbers of local businesses using ntouch Tablet’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.

To Use the Yelp Search Feature

Step 1. Starting at the Home screen, tap the Search button to open the Search screen.

Step 2. If you see a message asking whether you want to allow ntouch to use your current location, tap OK.

Step 3. You will then see the Search screen shown below.

You can enter any word (such as “pizza”) or the specific name of a business in the Search field to start your search. Notice that the Yelp logo appears at the top-right corner of the screen.
Step 4. After you start typing in the Search field, you will see the dialog shown below.

![Share Your Location? dialog](image)

You will see the above dialog the first time you use the Yelp Search feature. Sorenson shares your location with the Yelp service. If you want to read the privacy policy related to this feature, tap the View Updated Privacy Policy button. If you do not want to use the Yelp Search feature, tap the Don’t Allow button.

Step 5. Tap the Allow button to proceed with the Yelp search.
**Use Yelp Search**

Step 6. Finish typing a search string (such as “Pizza” or a business name such as “Pazzo”) into the search field as shown below.

![Image of Yelp search results]

The business names returned by Yelp for the search term you entered are shown in a list. In this example, the search term entered was “pazzo.” ntouch Mobile uses your 911 Location Information to limit the search results to those closest to your home location.
Step 7. To open an item, tap the name of the result to open the screen shown below.

Notice that you can choose options to Call the phone number listed for this business, Visit Yelp Reviews or Add Contact for the selected Yelp Search item.
Step 8. Select the Visit Yelp Reviews button to open the screen shown below.

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 9. Select the No, Thanks button to open the screen shown below.

This is the Yelp.com search results page. You can scroll down the screen to see the phone number for this business, and then tap the number to dial a call using ntouch Mobile.
Step 10. Select the **phone number** link to open the dialog shown below.

Selecting the **Call** button in the dialog will place a call using ntouch Mobile.
Change Settings

ntouch Tablet’s Settings button is used to manage your ntouch account profile and configure the various app settings. Because the iPad does not have vibration or flashing light features, the myRumble settings do not function although they are shown.

To See/Set Available Settings

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

![Settings screen]

The Settings screen is divided into a Profile Settings area near the top, a Device Settings area in the middle, a myRumble Settings area, a Network Settings area and a Need Help? area near the bottom of the screen. At the very bottom of the screen is an area that shows your phone number and the release version of the ntouch app.

To record a Personal SignMail Greeting, see Page 46.

To add saved text messages to use during calls, see Page 24.
Change Settings

Step 2. Scroll the screen to see the middle part of the screen as shown below.

![Settings screen, middle portion](image)

The **Device Settings** area is shown at in this sample image. You will need to scroll down to see the other sections of the *Settings* screen.

The controls in this area let you enable **Call Waiting**, reject all incoming calls ("**Do Not Disturb**" mode), turn on (enable) the **Integrated Calling** feature (to enable or disable this feature, see *Page 15*), enabling the **Voice** feature (see *Page 41*), hide your **Caller ID** when you make outgoing calls, choose not to accept **anonymous calls** (that is, calls that do not include Caller ID information), and choose to show (enable) the **SVRS Espanol contact** in your Contacts list.
Step 3. Scroll the screen to see the bottom part of the screen as shown below.

Figure 117 — Settings screen, bottom portion

The **Network Settings** and **Need Help?** areas are shown at in this sample image. The **myRumble Settings** area does not function on an iPad, although this feature does work on the ntouch Mobile for iOS app running on an iPhone).

The **Tunneling Enabled** control enables the Tunneling feature which may help in some network situations. Normally, this control should be disabled (not green). If you have video image problems due to network problems, please call Sorenson Technical Support.

**Note:** Do not enable tunneling 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** control lets you 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).

To use the in-app Help feature, see **Page 132**.
**Change Settings**

**To See Profile Settings**

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

![Account Information screen](#)

You can use this screen to log out of the app, change your password, request a password reset or your phone number, contact Sorenson Support, or view the app’s Help options. See [Page 132](#) for details on using the Help options.

Your ntouch phone number is shown near the top of the screen. If you are a member of a myPhone Group, your myPhone number will be shown here. Your password will be shown only as a series of bullet (dot) characters on the screen.

If you want to change the “Remember Password” setting, you must first log out of the app by tapping the **Log Out** button at the top-right of the screen.
To Log Out and In

Step 1. Start at the Account Info screen.

Step 2. Tap the Log Out button. The screen will then look like the sample shown below.

Figure 119 — Account Info dialog when logged out

This is the Account Info dialog as it looks when you are logged out of the app. You can now change the “Remember Password” option by tapping on its control button. When the option is off, you will have to enter your password each time you log in to the app.

Notice that you can make an SVRS 911 call even when you are logged out of the app. You also have access to the app’s Help options from this dialog.

Step 3. Tap the Log In button at the top-right of the dialog to log into your ntouch account.
To See/Edit Personal Information

Step 1. Tap the Personal Information button on the Settings screen to open the screen shown below.

The area at the top of the screen shows your name and phone number(s). The Edit Photo, Share Profile Photo, and Show Contact Photos controls are described in the section that starts on Page 76.

The Notify me for SignMail control lets you turn on the option to have emails sent to email address(es) when you receive SignMail videos.

If you have a toll-free number, the Caller ID control will be shown to let you choose to use your toll-free number for Caller ID.

Change Password button opens the Change Password screen.

Step 2. Make the desired changes to the settings.

Step 3. Tap the Settings button to exit this screen.
To Change Your Password

Step 1. Start at the Personal screen. Scroll to the bottom of the screen.

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

You must enter your old and new password into the correct fields on this screen. You must enter your new password twice to confirm the change. If you are a member of a myPhone Group, you will be changing your myPhone password on this screen.

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 Change Password button to change your password. A dialog will appear if your password was successfully changed.
Change Settings

To Reset Your Password/Request Your Phone Number

Step 1.  Start at the Account Info screen.
Step 2.  Tap the I Forgot My Password/Number button to open the screen below in the tablet’s default browser app.

![Password and Local Number Request](image)

Please complete the following information.

* Indicates required field

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td></td>
</tr>
<tr>
<td>Last Name</td>
<td></td>
</tr>
</tbody>
</table>

Request fields and buttons

Figure 122 — Password/Number Request page

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 Location Info

Step 1. Tap the 911 Location Information button on the Settings screen to open the screen shown below.

![911 Location Info screen](image)

This screen shows the address registered for your ntouch Tablet 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. The Address Status field shows whether or not the address as 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, you could enter your home address or your work address.

Step 2. Make any necessary changes to the fields on the screen, and then tap the Send button to submit the updated address. If you are not making changes to your address, tap the Settings button to return to the Settings screen.
To See/Edit myPhone Settings

Step 1. Tap the myPhone button on the Settings screen to open the screen shown below.

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

Step 2. Tap the Call CIR button to call to Sorenson CIR. Ask to create your myPhone Group.
Change Settings

Step 3. 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.

Figure 125 — Manage myPhone Group screen

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 Tablet.” If you need to make any changes to your group, you must call the Sorenson CIR department.

Step 4. Select Call CIR to make a call to Sorenson CIR. Ask for help managing your myPhone Group.
**To Import Contacts or Photos**

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

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

![Import Contacts screen]

You can use the **Import Photos from Contacts** and **Import Photos from Sorenson** buttons to import photos into the ntouch app.

You can import contacts from a Sorenson account if you have the account’s phone number and password (and the videophone’s MAC ID). If you need help locating this information, see Page 123.

**Step 3.** Enter the required information into the three fields on the screen.

**Step 4.** Tap the **Import from Videophone Account** button to import the contacts. You will see a message if the contacts were imported successfully.
To Select a VRS Announce Option

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

Notice the VRS Announce button under the Profile Settings area of the screen.
Change Settings

Step 2. Tap the **VRS Announce** button to display the dialog shown.

![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. The selected option will be marked with the blue checkmark at the right side of the screen.

Step 4. Tap **Settings** at the top-left of the screen to return to the main Settings dialog.
To Set the Ring Count

ntouch Tablet lets you set the number of rings before the iPad answers incoming calls and starts playing the SignMail greeting video. The default setting is 8 rings.

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

Step 2. Tap the Play SignMail greeting after button.

Figure 129 — Settings screen, Play SignMail greeting button

Step 2. Tap the Play SignMail greeting after button.
Change Settings

Step 3. You will then see the screen shown below.

![Figure 130 — Play SignMail greeting after screen](image)

The buttons on this screen let you choose the number of rings before the device will answer incoming calls received other Sorenson videophones. The default setting is 8 rings. After answering, the SignMail greeting video will be played to indicate to the caller that he/she can then record a SignMail video message for you to view later.

Step 4. Tap the button for the ring count that you want to use.
Use App Help

ntouch Tablet has a variety of built-in Help options. You can access the Help screen from the main Settings screen or from the Account Information screen.

To See the Help Options

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

![Figure 131 — Help button on Settings screen](image)

Notice the Help button under the Need Help? section of the screen.

Notice the Help button under the Need Help? section of the screen.
Use App Help

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

![Help screen](image)

Notice the **Help Videos and FAQ** button under the Online Help section.

You can use the two buttons under the VRS Help Services section to make calls to Sorenson Technical Support or Customer Information (CIR).
Step 3. Tap the **Help Videos and FAQ** button to open the screen shown below.

![Help screen](image)

Figure 133 — **Help screen**

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

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

Step 4. Tap any one of the buttons on the screen to choose a Help option.