# ntouch VP2

## User Guide

### Firmware 1.3

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Sorenson’s ntouch VP2 Firmware Version 1.3 offers these new features:

- **Sorenson Reflex Video (SRV)** — SRV is a new technology developed by Sorenson to provide improved video quality, with much less blurriness and freezing of the video image. SRV is available in calls made between ntouch VP2s running the 1.3 firmware and in calls with the 8.6 releases of the ntouch Desktop and Mobile apps.

- **Sorenson Server Offline Calling** — You can now make and receive point-to-point (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, cannot access some of the Settings screens, and cannot directly send a SignMail video message.

- **Seasons Screensaver** — A new “Seasons” screensaver option is available. This option will automatically change the screensaver image to match the current season. The image will automatically be changed by Sorenson about every two months.

- **User Interface Improvements** — You will benefit from a variety of UI changes:
  - **Hidden Video Playback Controls** — The video playback controls are hidden until the OK button is pressed during Video Center and SignMail playbacks.
  - **More In-Call Options Bar Settings** — New options for 15 and 30 seconds were added to the In-Call Options bar setting. The default setting is now 8 seconds.
  - **Quick-Close Video Playback** — You can press the remote control’s red Hang Up button to immediately close a SignMail or Video Center playback window.
  - **New Screen Saver Notifications** — New “Do Not Disturb” and “No Connection” messages were added to the screensaver’s Time/Temperature box.
  - **Delete All SignMails Warning Option** — A new checkbox was added to enable/disable the warning dialog when you choose to delete all SignMails.
  - **Video Center Shows Full Titles** — The complete video name is now shown in the Video Center’s video detail dialog rather than a shortened name.
  - **Improved On-Screen Keyboard** — The on-screen keyboard is now smaller, with a new 2-row design, to show you more context of what you are editing.
  - **New Videophone Restart Button** — A new Restart videophone button was added to the About this device screen to let you reboot without unplugging the power cord.
Videophone Hardware Overview

This section describes the hardware for Sorenson’s new ntouch VP2 videophone.

About the Remote Control

A new, smaller remote control is provided with the VP2 videophone.

You can use the keys on the remote control to perform the following functions:

- Use the Back key to return to the previous screen or exit a function.
- Use the Home key to return to go directly to the Home screen.
- Use the Arrow keys to move to an button, field or control on the screen.
- Use the OK key to return to select the highlighted button, field or control.
- Use the Dialpad/Number keys to enter numbers into fields on the screen.
- Use the Auto-Focus key to automatically adjust the videophone’s camera focus.
- Use the Flash Remote LightRing key to flash the LightRing on the videophone of the other Sorenson user in an active call.
- Use the Video Privacy key to toggle the Video Privacy feature on and off.
About the Main Unit

The Main Unit of the ntouch VP2 videophone has five keys on its top center surface. You can use these keys instead of the buttons on the remote control to answer or place calls.

• Use the Handset key to answer an incoming call or to place an outgoing call.
• When in a call, you can use the Arrow keys to move around the screen. When not in a call, pressing any Arrow key will display the Place a call dialog.

The Main Unit supports Ethernet and Wi-Fi (802.11a/b/g/n) network connections.
About the Remote Camera Unit

The **Remote Camera Unit** is connected to the Main Unit by a long cord as shown below. A metal clasp bracket on the back of the unit is used to hold the camera to the top of your video display or HDTV.

![Remote Camera Unit](image)

*Figure 4 — Remote Camera Unit*

The image below shows the Remote Camera Unit attached to the top of a small display and the Main Unit and its power supply on the table below the display.

![Remote Camera Unit and Main Unit](image)

*Figure 5 — nVP2 Main Unit, power supply and camera on video display*
Home Screen

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

Step 1. Turn on ntouch VP2 to open the Home screen shown below.

![Home Screen](image)

Notice the buttons, fields, and areas on the ntouch VP2 Home screen. The Call History button is shown selected (highlighted) in this example image. You use the remote control's arrow keys to move to the various fields and buttons on the screen. The Status Bar icons are next to your phone number at the bottom-right corner. Not all icons will appear all the time. The table below shows the meaning of the icons when they appear.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🎞️</td>
<td>Video Privacy is turned on</td>
<td>🎞️</td>
<td>Video Privacy is turned off</td>
</tr>
<tr>
<td>🎤</td>
<td>Microphone is enabled and on</td>
<td>🎤</td>
<td>Microphone is enabled, but turned off</td>
</tr>
<tr>
<td>🌐</td>
<td>Ethernet is enabled and connected</td>
<td>🌐</td>
<td>Ethernet is enabled, but is disconnected</td>
</tr>
<tr>
<td>📡</td>
<td>Wi-Fi is enabled and connected with a high signal strength (one or two dark bars means weaker signal strength)</td>
<td>📡</td>
<td>Wi-Fi is enabled, but disconnected</td>
</tr>
<tr>
<td>📱</td>
<td>Bluetooth is enabled, but is not connected to a device</td>
<td>📱</td>
<td>Bluetooth is enabled and connected to a device</td>
</tr>
<tr>
<td>📱</td>
<td>Hide My Caller ID feature is turned on</td>
<td>📱</td>
<td>Do Not Disturb mode is on. This icon will appear at the top of the top of the Home screen next to a message that says Do Not Disturb mode is on.</td>
</tr>
</tbody>
</table>
Step 2. Move to the SignMail button to see the screen shown below.

![Image of SignMail button selected]

**Figure 7 — SignMail button selected**

You can move to each of the main feature buttons to see what doing so looks like. When finished, move to the Dial field where you can enter a phone number to be dialed.

Step 3. Move to the Dial field to see the screen shown below.

![Image of Dial field selected]

**Figure 8 — Dial field selected**

Notice that when you moved to the Dial field, the Call button was revealed. The message at the top of the screen has also changed to ask, “Who do you want to call?”
Step 4. Move to the Favorites button to see the screen shown below.

![Favorites button selected](image)

**Figure 9 — Dial field selected**

The Favorites button is located to the right of the Dial field to give you quick access to the contacts you've added to your Favorites list. You will not see the Favorites button appear on the Home screen until you have added at least one contact to the Favorites list. See the section named “Phonebook Screen” in this guide to see how to add a contact to your Favorites list.

Step 5. Select the Favorites button to see the screen shown below.

![Selected favorite contact](image)

**Figure 10 — My Favorites dialog**

The My Favorites dialog shows a list of contacts you have marked as your favorites. In this example, there are two contacts in the list. Notice that selecting a contact also reveals the Call button. To exit without placing a call, press the Back key on the remote control.
Step 6. Back at the Home screen, move to the **Dial** field to see the screen shown below.

![Figure 11 — Dial field selected](image1)

If you want to see a list of numbers you have recently called, you can move to the **Call History** button. You can also directly open the **Call History** screen by selecting the Dial field’s **Call** button when the field is empty.

Step 7. Leave the Dial field empty, and then select the **Call** button to see the screen below.

![Figure 12 — Call history record selected on Call History screen](image2)

The **Call History** screen is described in the next section of this guide. Selecting the **Call** button for a selected call record will place a call to that number. To exit the screen without placing a call, press the **Back** key on the remote control.
Step 8. Back at the Home screen, move to the Dial field and then enter a phone number to be dialed using the remote control as shown below.

![Dial field selected](image)

**Figure 13 — Phone number entered in Dial field**

Step 9. Select the Dial field’s Call button to place a call to the phone number you entered.

*Note:* See the next section named “In-Call Screens” in this guide for details about the features you can see and use when you are in an active videophone call.

Step 10. Back at the Home screen, move to the Video image to see the screen shown below.

![Video image selected](image)

**Figure 14 — Video image selected**

Notice that selecting the Video image reveals a Camera Controls button.
Step 11. Select the **Camera Controls** button to see the screen shown below.

![View controls buttons](image)

**Figure 15 — Camera controls revealed**

Selecting the **Camera Controls** button reveals these video controls:

- Selecting the **Focus** button reveals the camera focus controls.
- Selecting the **Zoom & Pan** button reveals the camera zoom and pan controls.
- Selecting the **Brightness/Saturation** button reveals the video image controls.

Step 12. Select the **Zoom & Pan** button to open the controls shown below.

![Zoom and Pan controls](image)

**Figure 16 — Zoom and Pan controls revealed**

- Use the **Zoom** control (**Up/Down** keys on remote control) to zoom the camera image in and out.
- Press the **OK** key on the remote control to switch between the Zoom and Pan controls.
- Use the **Pan** control (**Arrow** keys) to move the camera image up, down, left or right.
Step 13. Select the **Focus** button to open the controls shown below.

![Focus controls](image)

*Figure 17 — Focus controls revealed*

- Use the **Focus** control to manually adjust the camera’s focus.
- Select the **Auto Focus** button to activate the camera’s auto focus function.

When you use Auto Focus, remember to sit very still to let the camera find the best focus. If needed, you can select Auto Focus again until you get a satisfactory image.

Step 14. Select the **Brightness and Saturation** button to open the controls shown below.

![Brightness and Saturation controls](image)

*Figure 18 — Brightness and Saturation controls revealed*

- Use the **Brightness** control to manually adjust the camera’s brightness level.
- Use the **Saturation** control to manually adjust the camera’s color saturation level.

Step 15. When finished making changes to the Camera Controls, press the **Back** key on the remote control to return to the Home screen.
In-Call Screen

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

Step 1. Start at the Home screen. Move to the Dial field to see the screen shown below.

![Dial field selected](image1)

**Figure 19 — Dial field selected**

Notice that when you moved to the Dial field, the Call button was revealed. The message at the top of the screen has also changed to ask, “Who do you want to call?”

Step 2. Enter the phone number to be dialed using the remote control as shown below.

![Number entered](image2)

**Figure 20 — Phone number entered in Dial field**

In the example screen images that follow, the Self-view image is shown in light blue and the Received video image is shown in black.
In-Call Screen

Step 3. Select the Dial field’s Call button to place a call as shown below.

![Ringing screen](image)

**Figure 21 — Ringing screen**

When a call is ringing, the **Number of rings indicator** appears in the middle of the screen. The **Self-view image** is at the top-left. This is the default View mode named “Full-screen with Self-view.” The **Hang Up** button is at the bottom-center of the screen. Select the **Skip to SignMail** button to cancel the call and record a SignMail instead.

Step 4. When the call is answered, the screen will change as shown below.

![In-call screen, options bar shown](image)

**Figure 22 — In-call screen, options bar shown**

Notice that when the call begins, a message appears at the bottom of the screen telling you to press the **OK** key on the remote control to show the **In-call options**. This message will disappear after a few seconds.

The **phone number** and **name** (taken from the Caller ID information or contact record) and the **Interpreter ID** (if this is an SVRS call) of the person you called are displayed at the top-left of the screen during a call. If the name is too long for the display area, the name will scroll across the display area.
Step 5. Press the **OK** key on the remote control to show In-call options bar as shown below.

Notice that the Self-view image now shows its **Move picture** controls. To move the Self-view image around the four corners of the screen, you must first move to the image.

Step 6. Move to the Self-view image to highlight it as shown below.
Step 7. Use the arrow keys on the remote control to move the Self-view image down the screen as shown below.

Notice that the Self-view image has moved to the bottom-right of the screen. You can move the image to any of the four corners of the screen.

If you want to hide the Self-view image, you must change the View mode. To do so, you must first open the In-call options bar by pressing the OK key on the remote control.

Step 8. Press the OK key on the remote control to show In-call options bar and then move to the Video button as shown below.

You must select the Video button to see the available options.
Step 9. Select the Video button to open the Video menu as shown below.

![Video menu open](image)

**Figure 27 — Video options open**

The Video menu lets you choose to adjust these video settings during a call:

- Use the *Zoom & Pan* button to zoom or move the image being recorded by the camera.
- Use the *View Mode* button to select the active View mode. The three choices are: Full-screen with Self-view, Split-screen and Full-screen without Self-view.
- Use the *Focus* control to adjust the camera’s focus. The received video image will stay on the screen as the self-view image shows the refocusing of the camera.
- Use the *Brightness/Saturation* control to adjust the camera’s brightness and color saturation levels.
- Use the *Status Off/On* control to turn on or off the display of call data transmission status. When on, the percent packet loss and the Sent/Received frames per second (fps) and kilobits per second (kbps) will be displayed for troubleshooting purposes.

The Focus and Brightness/Saturation options work the same way during an active videophone call as was shown earlier for setting these options before you start a call. The Pan/Zoom controls also work the same way as shown earlier, but these controls also have a remote control shortcut feature described below.

**Pan/Zoom Remote Control Shortcuts**

You can press the remote control’s *Up* or *Down Arrow* keys during an active call to display the on-screen Zoom controls and then zoom the Self-view image *in* (Up key) or *out* (Down key) one step. Continued pressing on the *Up* or *Down Arrow* keys on the remote control will adjust the zoom level of the Self-view image.

You can press the remote control’s *Right* or *Left Arrow* key during an active call to display the on-screen Pan controls and then pan the Self-view image *right* (Right key) or *left* (Left key) one step. Continued pressing on the *Right, Left, Up* or *Down Arrow* keys on the remote control will adjust the pan position of the Self-view image.
In-Call Screen

Step 10. Move to the **View Mode** button as shown below.

![View Mode button highlighted](image)

*Figure 28 — View Mode button highlighted*

Step 11. Select the **View Mode** button to change to the Split-screen mode as shown below.

![Received and Self-view images are side-by-side](image)

*Figure 29 — Split-screen View mode*
Step 12. Select the View Mode button again to change to the Full-screen without Self-view mode as shown below.

![Full-screen without Self-view](image)

**Figure 30 — Full-screen without Self-view View mode**

You can continuing selecting the View Mode button to toggle through the three View mode options: Full-screen with Self-view, Split-screen and Full-screen without Self-view.

When finished selecting the View mode, press the Back key on the remote control to return to the full In-call options bar.

Step 13. Move to the Phonebook button in the In-call options bar as shown below.

![Phonebook button](image)

**Figure 31 — Phonebook button in In-call options bar**
Step 14. Select the **Phonebook** button to open the Phonebook menu as shown below.

![Phonebook menu open](image)

Figure 32 — Phonebook menu open

The **Phonebook** menu lets you add a contact or share a contact during a call.

- Use the **Add to Phonebook** button to add a new contact record for this call. If this option is not available, you already have the current caller in your Phonebook.
- Use the **Share from Phonebook** button to select a contact to share with this caller.
- If the option is available for your user account, you can use the **Share from Directory** button to select a contact from your company's or institution's directory.

Step 15. Move to and select the **Add to Phonebook** button to open the dialog shown below.

![New contact and Add to existing contact buttons](image)

Figure 33 — New contact dialog

You can use the **New contact** or the **Add to existing** contact buttons to add the phone number of the current, active videophone call to a new or existing contact record.
Step 16. Move to and select the **New contact** button to open the dialog shown below.

![Select number type dialog](image)

**Figure 34 — Select number type dialog**

You must choose to assign the phone number of the current, active videophone call as the **Home**, **Work** or **Mobile** number for the new contact record.

Step 17. Select the **Home** button to open the dialog shown below.

![Contact added message](image)

**Figure 35 — Contact Added to Phonebook message**

This message shows that the phone number and Caller ID information for the current, active videophone call have been added to a new contact record in the Phonebook.
In-Call Screen

Step 18. Move to the Share from Phonebook button as shown below.

![Share from Phonebook button in In-call options bar](image)

You can use the Share from Phonebook option to select an existing contact record from your Phonebook and show that contact’s information to the person you called.

Step 19. Select the Share from Phonebook button to open the dialog shown below.

![Contacts dialog](image)

You can select any existing contact from your Phonebook’s Contacts list to share with the other caller. After you have highlighted a contact, select the Share button. The contact will be shown on the other caller’s screen. If the other caller is also using an ntouch VP2, the option to save the contact record will be shown to that caller.
Step 20. Move to the Call button in the In-call options bar as shown below.

![In-call screen, Call button in options bar highlighted](image)

Figure 38 — In-call screen, Call button in options bar highlighted

When finished with the Phonebook options, press the Back key on the remote control to return to the full In-call options bar.

Step 21. Select the Call button to open the Phonebook menu as shown below.

![Call menu open](image)

Figure 39 — Call menu open

The Call menu lets you dial a new call while you are still in an active videophone call. The options for finding or entering a phone number to be dialed are:

- Use the Call History button to place a call from your Call History list.
- Use the Favorites button to place a call from your Favorites list.
- Use the Phonebook button to place a call from your Contacts list.
- Use the Dialer button to enter a phone number on a dial pad.
- If shown, use the Directory button to select a business or institutional contact.
**In-Call Screen**

**Note:** Remember, when you dial a new call, the first call will be on hold unless that caller hangs up. You can return to the first call by hanging up on the second call.

**Step 22.** Move to the **Text** button in the In-call options bar as shown below.

![Text button in In-call options bar](image1.jpg)

**Figure 40 — Text button in In-call options bar**

**Step 23.** Select the **Text** button to open the Text menu as shown below.

![Text menu open](image2.jpg)

**Figure 41 — Text menu open**

The **Text** menu lets you share text with the other caller during an active videophone call. The options are:

- Use the **Clear Text** button to clear all received and sent text from the screen.
- Use the **Keyboard** button to display the on-screen keyboard and text fields.
- Use the **Saved Text** button to select a saved text item to share with the caller.

You will *not* see the Saved Text button until you have added *at least one* saved text item,
You can use the on-screen keyboard, or a connected Bluetooth keyboard, to send text to the other caller if he/she is using a Sorenson endpoint. The other caller can also send text to you from a Sorenson endpoint using the Share feature on their endpoint.

Step 24. Move to the Transfer button in the In-call options bar as shown below.

![Transfer button in In-call options bar](42)

Step 25. Select the Transfer button to open the Transfer menu as shown below.

![Transfer menu open](43)

The Transfer menu lets you transfer the current call to another phone number. The options for entering a phone number are:

- Use the Dialer button to enter a number on a dial pad.
- Use the Call History button to select a number from your Call History list.
- Use the Favorites button to select a number from your Favorites list.
- If shown, use the Directory button to select a business or institutional contact.
If you have turned on the Point-to-Point audio feature in the Device Options Settings, you will see a **Mic Off/On** button in the In-call options bar. You can use this button to turn ntouch VP2’s microphone on or off during an active videophone call.

**Step 26.** Move to the **Mic Off** button in the In-call options bar as shown below.

![Mic Off button in In-call options bar](image)

**Figure 44 — Mic Off button in In-call options bar**

**Step 27.** Select the **Mic Off** button to turn on the microphone as shown below.

![Mic On button in In-call options bar](image)

**Figure 45 — Mic On button in In-call options bar**

Notice that the button now shows that the microphone is on. The Self-view image also shows the audio meter (because this option was turned on in Device Options Settings).

**Step 28.** When finished with your call, open the In-call options bar and select **Hang Up**.
Call History Screen

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

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

![Call History button on Home screen](image)

The Call History button is selected (highlighted in yellow) in this example image.

Step 2. Select the Call History button to open the screen shown below.

![Features of the Call History screen](image)

The Call History screen lets you see a list of calls you’ve dialed, received or missed. You can use the filtering buttons to select to view All calls, Missed calls, Incoming calls, or Outgoing calls. The call info area at the top-right shows details about the selected call record. The three function buttons below the call info area let you Save a new contract record (or Edit the record), Block calls from this number or Delete the call record.
Step 3. Move to the **Save** button for the selected call record as shown below.

![Figure 48 — Save button selected](image)

The caller’s phone number and name taken from the Caller ID information or from a saved contact record are displayed as part of the Call History record.

Notice that the call info area for the selected call shows the number you dialed and that this was a dialed call to an “Unknown” person (i.e., there is no contact record for this number). You can add a new contact record using the **Save** button.

Step 4. Select the **Save** button to open the dialog shown below.

![Figure 49 — New contact dialog](image)

The **New contact** dialog lets you choose either to create a new contact record or add the phone number of the selected call record to an existing contact record.
Step 5. Select the **New contact** button to open the dialog shown below.

![Select number type dialog](image)

**Figure 50 — Select number type dialog**

This *Select number type* dialog lets you choose which type of number will be saved. The options are **Home**, **Work** and **Mobile**.

Step 6. Select the **Home** option to open screen shown below.

![New Contact screen](image)

**Figure 51 — New Contact screen**

Notice the **Name** field is selected and the **Edit** button is revealed.
Step 7. Select the Name field Edit button to open screen shown below.

![Figure 52 — On-screen keyboard for text entry](image)

Selecting to edit the Name field has opened the on-screen keyboard. You will enter text using your remote control to type characters using the on-screen keyboard. Use the Backspace and Clear buttons to delete characters one at a time or to clear the entire field. If you have a Bluetooth keyboard connected to your ntouch VP2 you can use it to enter text instead of the on-screen keyboard.

Step 8. Enter a name for this contact using the on-screen keyboard as shown below.

![Figure 53 — Contact name entered in text entry field](image)

Notice the Done button at the top-right of the on-screen keyboard.
Step 9. Select the Done button to return to the main screen as shown below.

![Contact name entered](image1)

**Figure 54 — Contact name entered**

The text you entered using the on-screen keyboard now appears in the Name field. You can move to the other fields and controls on the screen to enter other information for this contact and to set certain options.

Step 10. Move to the Home phone field as shown below.

![Home phone field selected](image2)

**Figure 55 — Home phone field selected**

Selecting the Home phone field also reveals the Edit button. Select the Edit button to edit (change) the phone number. Because you are adding a new contact from the Call History list, you will likely not need to edit the phone number.
Step 11. Select the Home phone field’s Edit button to open the screen shown below.

![Home phone field and action button](image1)

**Figure 56 — Home phone field and action button**

Selecting to edit the Home phone field has opened the on-screen keyboard. You will enter the number using your remote control to type characters using the on-screen keyboard. Use the **Done** button when ready to exit the keyboard.

Step 12. Back at the main screen, move to the Home phone Action button as shown below.

![Home phone field and action button](image2)

**Figure 57 — Home phone field and action button**

The **Action** button (right-arrow icon) is used to reveal two options for the phone number.
Step 13. Select the Action button as shown below.

![New Contact Screen](image1)

**Figure 58 — Options in action button revealed**

Selecting the Action button has revealed the Block and Favorite buttons. You can use these two buttons to mark this phone number as one of your favorites or to block calls from the number. All three of the phone number fields on the New Contact screen have these two options that can be revealed by selecting their Action buttons.

Step 14. Select the Favorite button to mark this number as a favorite as shown below.

![New Contact Screen](image2)

**Figure 59 — Home phone field and Favorite icon**

Selecting the Favorite button has added a **gold star icon** to the left of the Action button in the Home phone field. The star icon shows that you have marked this number as a favorite.
Step 15. Move to the contact photo Edit button as shown below.

![Contact photo Edit button](image)

The default contact photo is a generic “avatar” icon. You can select from a list of other avatar icons. If this phone number is already known to be a Sorenson phone number, you would have the option of selecting the user’s Profile photo, if they have one.

Step 16. Select the contact photo Edit button to open the dialog shown below.

![Choose photo dialog](image)

The Choose photo dialog contains a scrolling list of avatar icons. You can select any one of these icons to use for this contact record. If this phone number is already known to be a Sorenson phone number, the user’s Profile photo would be shown instead of the default avatar icon. The Done button is used to save and exit the dialog.

Step 17. After choosing an avatar icon (or Sorenson Profile photo), select the Done button to return to the main New Contact screen.
Step 18. Move to the **LightRing pattern** control as shown below.

![LightRing pattern control](image)

**Figure 62 — LightRing pattern control**

Moving to the LightRing pattern control has highlighted the **+ button**. You can use this, and the **- button**, to move through the pattern options. This example image shows the “Wipe” option selected. The **LightRing color** control works the same way.

Step 19. Move to the **LightRing color** control as shown below.

![LightRing color control](image)

**Figure 63 — LightRing color control**

You can use the **+ button** and the **- button** to move through the pattern options. This example image shows the “Teal” option selected.
Step 20. Move to the Use VCO? checkbox as shown below.

![Use VCO? checkbox](image)

Moving to the Use VCO? checkbox has highlighted the checkbox. If you select the checkbox, you will enable the VCO feature for this contact.

Step 21. Move to the LightRing color control as shown below.

![LightRing color control](image)

You can use the VRS language buttons to select the default interpreter for this contact. The Done button is used to save and exit the screen.
Step 22. Select the Done button to return to the Call History screen as shown below.

![Call History screen after adding a contact](image)

Notice that an Edit button is now shown for the selected call history record. However, the name that you entered for the new contact record you created for this call record is not shown on the screen. This is because the Call History list shows only the information that is available to it at the time the call was recorded, therefore the list is not changed by the addition of a new contact record. However, you can select any of the call records to see whether a “Save” or “Edit” button is shown for that record.

The Save new contact feature on the Call History screen works exactly the same as the New Contact feature on the Phonebook screen. The only difference is that when adding a contact record from the Call History screen, you begin the process by selecting the phone number for an existing call record. In the Phonebook, you start by entering the contact’s name and phone number(s) yourself.
Phonebook Screen

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

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

![Figure 67 — Phonebook button on Home screen](image1)

The Phonebook button is selected (highlighted in yellow) in this example image.

Step 2. Select the Phonebook button to open the screen shown below.

![Figure 68 — Features of the Phonebook screen](image2)

The Phonebook screen lets you see a list of your contacts, favorites and blocked numbers. You can use the filtering buttons to select to view a list of the Contacts you’ve saved or to see lists of your Favorites or Blocked contacts. The contact info area at the top-right shows details about the selected contact record. The New Contact button opens the New Contact screen which looks and works almost the same as when accessed from the Call History screen. The two function buttons at the bottom-right let you Edit or Delete the selected contact record.
Step 3. Move to the selected contact’s phone number button as shown below.

![Figure 69 — A contact’s phone number field selected](image)

Selecting a contacts’ phone number has revealed the Call button. Selecting the button lets you place a call to this number. Also notice the Action button.

Step 4. Move to the Action button as shown below.

![Figure 70 — Action button highlighted](image)
Step 5. Select the Action button as shown below.

![Figure 71 — Options in action button revealed](image1)

Selecting the Action button has revealed the Block and Favorite buttons. The Favorite button appears because this phone number is not marked as a favorite. To exit without selecting a button, press the Back key on the remote control.

Step 6. Move to the Edit button as shown below.

![Figure 72 — Edit button highlighted](image2)
Step 7. Select the Edit button to open the screen shown below.

![Edit Contact screen](image)

Figure 73 — Edit Contact screen

Notice that the Edit Contact screen looks almost exactly the same as the New Contact screen. You can use this screen to make changes to an existing contact record.

Step 8. Select the Cancel button to exit this screen and return to the Phonebook screen.

Step 9. Move to the Contacts button as shown below.

![Contacts button on Phonebook screen](image)

Figure 74 — Contacts button on Phonebook screen

When you moved to the Contacts button, the list in the center of the screen changes to show a list of all your saved contact records. If you have many contacts, you can move to the alphabet column to quickly select a group of contacts by their first letter.

Note: The list filtering option that was most recently used will be used when reopening the Phonebook. For example, if the Favorites list filter was last used, it will be selected the next time you open the Phonebook screen.
Step 10. Move to the Favorites button to open the screen shown below.

The Favorites list shows only those contacts which you have marked as your favorites. The New Favorite button opens the New Contact screen so that you can add a new contact and mark it as a favorite.

The Rearrange button lets you change the ordering of the favorites already in the list.

Step 11. Move to the Rearrange button as shown below.

The Rearrange button on Favorites List screen

Figure 75 — Favorites list shown on Phonebook screen

Figure 76 — Rearrange button on Favorites List screen
Step 12. Select the **Rearrange** button to open screen shown below.

![Selected contact](image1)

**Figure 77 — Rearrange favorites dialog**

In this example image, there are two favorites shown in the Rearrange favorites dialog. You can swap the ordering of these two contacts using the controls in the dialog. To do so, first select the contact that you want to move (either up or down). The “Tom Doe” contact is selected in this example image. Next, notice the “up and down arrows” icon located to the right of the selected contact’s name. This icon represents the **Rearrange** button.

Step 13. Move to the **Rearrange** button as shown below.

![Rearrange icon selected](image2)

**Figure 78 — Rearrange button selected**

Notice that moving to the Rearrange button has highlighted its up and down arrows. This means that you can now move the selected contact up or down in the list simply by using the **arrow keys** on the remote control.
Step 14. Use arrow key to move the selected contact down in the list as shown below.

Notice that the “Tom Doe” contact is down listed below the “Tom Jones” contact. If there were more contacts in your Favorites list, you could rearrange their ordering in the same way. That is, first select a contact, next move to the Rearrange button and then move the contact up or down in the list by using the arrow keys on the remote control. When finished rearranging contacts, select the **Done** button.

Step 15. Select the **Done** button to return to the main Favorites list as shown below.

Notice that the “Tom Doe” contact now appears below the “Tom Jones” contact on the main Favorites list screen. The **Rearrange** button will still be selected as shown here.
Step 16. Move to the **Blocked** button to open screen shown below.  

![Figure 81 — Blocked list shown on Phonebook screen](image)

The Blocked list shows the contacts you have marked to be blocked from calling you. In this example image, there is only one blocked number named “Solicitor.” The **Block a Number** button opens the **Block a Number** dialog in which you can enter a new number to be added to the Blocked list.

Step 17. Move to the **Block a Number** button as shown below.

![Figure 82 — Block a Number button highlighted](image)
Step 18. Select the Block a Number button to open screen shown below.

![Block a Number dialog](image)

**Figure 83 — Block a Number dialog**

There are two fields in the Block a Number dialog: the Name/Description and the Phone Number fields. You must make an entry in both of the fields to add it the Blocked list. The Edit button for the Name/Description field is selected for you by default.

Step 19. Select the Name/Description field Edit button to open screen shown below.

![On-screen keyboard](image)

**Figure 84 — On-screen keyboard for Name/Description field**

Selecting to edit the Name/Description field has opened the on-screen keyboard. You will enter text using your remote control to type characters using the on-screen keyboard. Use the Backspace and Clear buttons to delete characters one at a time or to clear the entire text field.
Step 20. Enter a name/description using the on-screen keyboard as shown below.

![Figure 85 — Description entered in text entry field](image)

Notice the Done button at the top-right of the on-screen keyboard.

Step 21. Select the Done button to return to the main screen as shown below.

![Figure 86 — Description entered in field](image)

The text you entered now appears in the Name/Description field.
Step 22. Move to the **Phone Number** field as shown below.

![Phone Number field](image)

**Figure 87 — Phone Number field selected**

Selecting the Phone Number field reveals its **Edit** button. Select the Edit button to enter the phone number you want to block.

Step 23. Select the Phone Number field **Edit** button to open screen shown below.

![On-screen keyboard](image)

**Figure 88 — On-screen keyboard for Name/Description field**

Selecting to edit the Phone Number field has opened the on-screen keyboard. You will enter a number using your remote control to type characters using the on-screen keyboard.
Step 24. Enter a **phone number** using the on-screen keyboard as shown below.

![Phone number entered in text entry field](image)

Notice the **Done** button at the top-right of the on-screen keyboard.

**Figure 89** — Phone number entered in text entry field

Step 25. Select the **Done** button to return to the main screen as shown below.

![Both fields now contain entries](image)

**Figure 90** — *Block a Number* dialog, both fields filled

Notice that the number you entered using the on-screen keyboard now appears in the Phone Number field. Selecting the **Done** button returns you to the Block list screen.
Step 26. Select the **Done** option to open screen shown below.

![Phonebook Screen](image)

**Figure 91** — Blocked list shown on *Phonebook* screen

The list now shows the name (but not the phone number) that you just entered into the Block list.
SignMail Screen

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

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

![SignMail button on Home screen](image)

The Settings button is selected (highlighted in yellow) in this example image. The number badges over the Call History and SignMail buttons (the number “3” in this example) show three missed calls and three new SignMail videos.

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

![SignMail screen](image)

The SignMail screen lets you see a list of All SignMails you’ve received or just the Unwatched. Selecting a SignMail reveals its Watch button. The SignMail preview area shows the first frame of the recorded video. The caller’s phone number and name (and the Interpreter ID if this is an SVRS call) are displayed as part of the SignMail record.
Step 3. Select the **Watch** button for a selected video to play back the video as shown below.

![SignMail Play screen](image1)

**Figure 94 — SignMail Play screen**

The **elapsed time indicator** is at the top-right. The **video playback area** is at the center. The **playback controls** are at the bottom. You can use the **Reply** button to send a SignMail to the sender or the **Call** button to call the sender. You can use the **Speed** button to speed up or slow down the playback of the video. If you press the remote control’s red **Hang Up** button, the playback window will immediately close.

Step 4. When finished watching a video, press the **Back** key on the remote control to exit.

Step 5. Move to the **New SignMail** button as shown below.

![New SignMail button on SignMail screen](image2)

**Figure 95 — New SignMail button on SignMail screen**

You can use the **New SignMail** button to send a SignMail video message directly to the sender of any SignMail in your SignMail list or to any number in your Favorites, Contact, or Call History lists. You can also manually enter a number to be dialed. These options are available to you after you select the New SignMail button as shown next.
Step 6. Select the New SignMail button to open the screen shown below.

![Send a new SignMail to dialog](image)

**Figure 96 — Send a new SignMail to dialog**

Select one of the send-to option buttons on the left-hand side of the dialog to select a number from one of the lists or to manually enter a number to be dialed. In this example, the All SignMails option button is selected, so the center of the screen shows a list of the currently available SignMails (in this case, there was only one SignMail in the list).

Step 7. Move to the one of the SignMails in the list as shown below.

![Record button revealed](image)

**Figure 97 — Record button revealed**

Moving to one of the SignMails in the list in the center of the screen (in this case, the example “Tom Doe”) has revealed a Record button. If you select this button, you will proceed to record a SignMail message which will be sent directly to the contact named “Tom Doe” without having to first place a call to that person.

The Contacts, Call History, and Favorites options work in the same way as the All SignMails option. The Dialer option displays a field in which you can enter the phone number to which you want to send the SignMail.
Step 8. Select or dial a number using one of the options. You’ll then see the screen below.

This SignMail Record dialog lets you record up to a 2-minute video message. Notice the message which briefly appears to explain how to display the options bar and how to immediately send the recording.

Step 9. When you end the recording you will see the screen shown below.

The options bar which has appeared lets you choose to Send the recorded video message, Re-record the video, or Cancel (throw away) the recording. The self-view video image will appear behind the options bar and time counter (the gray area shown in this sample image).
Step 10. If you are the receiver of a SignMail video message which was sent directly to you, the SignMail list screen will look like the sample shown below.

![SignMail screen, sample SignMails sent directly](image1)

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. The blue dots show the unwatched SignMails. The number icon (in this case, “2”) shows the number of unwatched SignMails.

Step 11. Notice the function buttons area of the screen as shown below.

![Function buttons on the SignMail screen](image2)

The Reply button lets you record and directly send a SignMail in reply to the SignMail message currently highlighted in the list. The Call back button lets you place a call to the sender of the highlighted SignMail. The Delete, Block and Edit Contact buttons let you delete just the highlighted SignMail, add the sender to your Block list, or open and edit the contact record for the sender. If you want to delete all the SignMails in the current list, you can select the Delete all button. Remember, you cannot recovered deleted SignMails.
Step 12. If a phone number that you entered or selected cannot receive SignMail videos, you will see the dialog shown below.

Figure 102 — Can’t send SignMail dialog

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 this number button in the dialog allows you to place a call to the number instead (either an SVRS call or a point-to-point call).

Step 13. Move to the Set Greeting Message button as shown below.

Figure 103 — New SignMail button on SignMail screen

You can use the Set Greeting Message button to set the type of SignMail greeting you want to use. You can use the default Sorenson Greeting message or record a personal greeting video yourself. You can also choose to create a text-only message or add text to your personal greeting.

When the Set greeting message button is highlighted, the type of greeting currently selected is shown at the top-right corner of the screen. In this example, the default Sorenson Greeting message is selected.
Step 14. Select the **Set Greeting Message** button to open the screen shown below.

![Figure 104 — SignMail greetings screen, Sorenson greeting selected](image)

The **Sorenson greeting** is selected by default. The other options are: **Personal greeting**, **Text only** and **No greeting**. The controls for the selected greeting type appear underneath the selection (the Play button is shown in this example). A Personal greeting video can also include a text message, but a Text only greeting does not include a video image.

Step 15. Select the **Personal greeting** radio button as shown below.

![Figure 105 — SignMail greetings screen, Personal greeting selected](image)

Notice that selecting the **Personal greeting** type has revealed a **Record new** button.
Step 16. Select the Record new button to open the screen shown below.

![SignMail Screen](image1)

**Figure 106 — Personal greeting record screen**

The controls for recording a Personal greeting appear at the bottom of the screen:

- Select the **Start record** button to begin to record a video.
- Select the **Video** button to reveal the Pan & Zoom, **Focus** and **Brightness/Saturation** control buttons.
- Select the **Text** button to reveal an on-screen keyboard in which you can enter a text message to be displayed over the video recording as shown in the example above.

Step 17. Move to and select the **Video** button as shown below.

![SignMail Screen](image2)

**Figure 107 — Personal greeting record screen, Video controls revealed**

You can use the video controls to adjust the video image just like you can do during a call:

- Select the **Zoom & Pan** button to reveal the camera zoom and pan controls.
- Select the **Focus** button to reveal the camera focus controls.
- Select the **Brightness/Saturation** button to reveal the video image controls.
Step 18. When finished making changes to the Video controls, press the Back key on the remote control to return to the main SignMail record screen.

Step 19. Move to the Text button as shown below.

![Text button highlighted](image.png)

**Figure 108 — Text button highlighted**

Step 20. Select the Text button to open the screen shown below.

![On-screen keyboard](image.png)

**Figure 109 — On-screen keyboard for text entry field**

Selecting the Text button has opened the on-screen keyboard. You can now enter a text message to be displayed along with the video image as your personal greeting. In this example, the message reads: “Please leave me a SignMail message. Thanks!”

Notice the Done button at the top-right of the on-screen keyboard.

Step 21. Select the Done button to return to the main Personal greeting record screen.
Step 22. Move to the **Start record** button as shown below.

![Start record button](image1)

**Figure 110 — Personal greeting record screen, Start record button**

Step 23. Select the **Start record** button to start recording as shown below.

![Start record button](image2)

**Figure 111 — Personal greeting record screen**

The self-view **video image** being recorded will appear in the center of the screen (shown as gray in this example). The **Elapsed time indicator** shows how much of the 30-second video you have recorded so far. The **Stop record** button ends the recording.
Step 24. When finished, press the Stop record button to open the dialog shown below.

![Save Greeting? dialog](image)

**Figure 112 — Save Greeting? dialog**

Select **Save** to save the recording as your Personal SignMail greeting. Select **Review** to play back the recording. Select **Discard** to throw away the recording and exit. Select **Record** to discard the recording and start a new recording.

Step 25. Select **Save** to save the current recording as your personal greeting. You will then see a screen similar to the one shown below.

![SignMail greetings screen, Personal greeting saved](image)

**Figure 113 — SignMail greetings screen, Personal greeting saved**

Notice that the **Play** button has appeared under the preview image of the personal SignMail greeting you just saved. You can play back the greeting video to check it before choosing to record a new video or use one of the other types of greetings.
Step 26. To record a text only greeting, move to the Text only radio button as shown below.

![Text only type selected](image1)

Selecting the **Text only** greeting type has revealed an **Edit text** button.

Step 27. Select the **Edit text** button to open the screen shown below.

![On-screen keyboard](image2)

You can enter a text message using the on-screen keyboard that will be displayed as your personal greeting. In this example, the message reads: “Please leave me a SignMail message. Thanks!”

If you have recorded a personal greeting video, the text message that you enter here will be added to your personal greeting video.
Step 28. Select the Done button to return to the screen shown below.

Notice that the Play button has appeared under the preview image of the Text only SignMail greeting which you just saved. Also, because you saved a Personal greeting video, the entered text message has also been added to that video as an “overlay” image.

Step 29. Select the No greeting checkbox to display the screen shown below.

Notice that selecting the No greeting checkbox has grayed-out the other options. The Personal greeting and/or text you saved have not been deleted, they are only inactive. If you do not choose to use any greeting, your callers will be sent directly to the SignMail recording screen when the system answers their calls when you are not available.

Step 30. When finished, press the Home key on the remote control to return to the Home screen.
Video Center Screen

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

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

Step 2. Select the Video Center button to open the screen shown below.

When the Video Center screen is first opened, a Featured video will be shown at the top of the screen. To play the featured video, select the Play button.

The Channel buttons are shown at the bottom-left of the screen.
Step 3. Move to the **SN** (Sorenson Network) button as shown below.

![Video Center screen, SN channel button selected](image)

Notice that moving to the SN channel button has removed the Featured video from the screen. The **Programs** on the selected channel are shown in the middle of the screen. The **Episode** name is shown at the bottom of the preview button.

Step 4. Move to the **Handmade** program button as shown below.

![Video Center screen, Homemade episode button selected](image)

Notice that moving to the Handmade episode has highlighted the button and revealed the **More Info** button. The blue dot indicates that this video has not yet been viewed.
Step 5. Select the **Handmade** episode button to open the dialog shown below.

Notice that selecting the “Putting on a Roof” episode dialog shows information about this video, including its length in minute and seconds, air date and expiration date. Selecting the **Play** button will play the video. If you press the remote control’s red **Hang Up** button, the playback window will immediately close.
Changing Settings

Follow the steps below to change the settings of your ntouch VP2 videophone.

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

Figure 123 — Settings button on Home screen

The Settings button is selected (highlighted in yellow) in this example image.

Step 2.  Select the Settings button to open the screen shown below.

Figure 124 — Settings screen, Call Options button selected

When the Settings screen is first opened, the Call Options button is selected as shown in the above image. There are five other large buttons on the screen from left-to-right, top-to-bottom: Personal Info, Support, Device Options, Controls and Network/Admin.

Notice the two small buttons at the bottom-right of the screen: Do not disturb and About this device. You use these buttons to turn on the Do not disturb feature or to see technical information about the videophone or look for a software update.
Changing Settings

Step 3. Select the Call Options button to open the screen shown below.

![Call Options screen](image)

**Figure 125 — Call Options Settings screen, In-call Options**

When the Call Options Settings screen is first opened, the In-call Options button is selected as shown in the above image. There are three other Call Options buttons: Saved Text, Voice Carry Over and VRS Announce. The controls for the selected subheading are shown in the center of the screen.

Step 4. To see and change the Call Option settings, first select the subheading button that you want to change. You can then make changes to the selected feature using the controls that appear in the center of the screen.

The In-call Options controls [and the possible settings for each control] are:

- Turn on call waiting? [enable/disable the call waiting feature]
- Show a hint in my options bar when my call starts? [enable/disable the hint]
- How long should I display my options bar? [select 2, 4, 6, 8, 15, or 30 seconds]
Step 5. Select the **Saved Text** button to open the screen shown below.

![Figure 126 — Call Options Settings screen, Saved Text](image)

Selecting the **Saved Text** button reveals these controls **[and possible settings]**:

- **Saved Text 1 — 5** [enter text to be saved in these fields]
- **Saved Text 6 — 10** [enter text to be saved in these fields]

Step 6. Move to the **Saved Text 1** button to open the screen shown below.

![Figure 127 — Call Options Settings screen, Saved Text 1](image)

Moving to the **Saved Text 1** field has revealed the **Add** button. You use this button to add text that you want to save for reuse during active videophone calls.
Step 7. Select the Saved Text 1 field Add button to open the keyboard shown below.

![On-screen keyboard for text entry](image)

Figure 128 — On-screen keyboard for text entry

Selecting to add text in the Saved Text 1 field has opened the on-screen keyboard. You can now use the keyboard to enter any text you want to save. In this example image, some text has been entered to show a possible use of this feature (i.e., saving an account number).

Step 8. Select the Done button to return to the main screen as shown below.

![Call Options Settings screen, text saved in field](image)

Figure 129 — Call Options Settings screen, text saved in field

After returning to the main screen, you can see part of the text that you just entered in the Saved Text 1 field. You can return to this screen to edit any of the Saved Text fields at any time in the future.
Step 9. Select the **Voice Carry Over** button to open the screen shown below.

![Voice Carry Over button](image1)

**Figure 130 — Call Options Settings screen, Voice Carry Over**

Selecting the **Voice Carry Over** button reveals these controls **and possible settings**:

- **Turn on Voice Carry Over (VCO)?** [enable/disable the VCO feature]
- **VCO audio choices** [select the 1-line or the 2-line VCO option]
- **What is my 2-line VCO call back number?** [edit callback number for 2-line]

Step 10. Select the **VRS Announce** button to open the screen shown below.

![VRS Announce button](image2)

**Figure 131 — Call Options Settings screen, VRS Announce**

Selecting the **VRS Announce** button reveals two announcement options:

- **Please wait while your call is connected. Thank you.**
- **You have called someone who uses sign language to communicate. I will interpret the call for you.**
Step 11. When finished making changes to the Call Options Settings screen, press the Back key on the remote control to return to the main Settings screen.

Step 12. Move to the Personal Info button as shown below.

![Personal Info button selected on Settings screen](image)

Figure 132 — Personal Info button selected on Settings screen

Step 13. Select the Personal Info button to open the screen shown below.

![Personal Info Settings screen, User Account](image)

Figure 133 — Personal Info Settings screen, User Account

When the Personal Info Settings screen is first opened, the User Account button is selected as shown in the above image. There is one other Personal Info button: Profile Photo. The fields and controls for the selected subheading are shown in the center of the screen.

The User Account fields and controls [and possible settings] are:

- Street Address, City, State, ZIP [all of these fields are editable]
- Name, Caller ID Videophone number [none of these fields are editable]
- Time zone [select time zone from the pop-up dialog]
Step 14. Select the **Profile Photo** button to open the screen shown below.

![Figure 134 — Personal Info Settings screen, Profile Photo](image)

Selecting the **Profile Photo** button reveals these controls (and possible settings):

- Take new photo [select to take your own photo using the videophone’s camera]
- Browse photos [select to use an avatar or a previously saved photo]
- Remove this photo [select to remove the saved photo]
- Share my profile photo? [share with everyone or only with Phonebook contacts]

Step 15. When finished making changes to the Personal Info Settings screen, press the **Back** key on the remote control to return to the main Settings screen.

Step 16. Move to the **Support** button as shown below.

![Figure 135 — Settings screen, Support button selected](image)
Step 17. Select the Support button to open the screen shown below.

![Support Settings screen, Customer Service](Figure 136)

When the Support Settings screen is first opened, the Customer Service button is selected as shown in the above image. There is one other Support button: Technical Support. The controls for the selected subheading are shown in the center of the screen.

The Customer Service controls [and possible uses] are:

- Call Customer Service [select to dial a call to Sorenson Customer Service (CIR)]

Step 18. Select the Technical Support button to open the screen shown below.

![Support Settings screen, Technical Support](Figure 137)

Selecting the Technical Support button reveals these controls [and possible uses]:

- Call Technical Support [select to dial a call to Sorenson Technical Support]

Step 19. When finished making changes to the Personal Info Settings screen, press the Back key on the remote control to return to the main Settings screen.
Step 20. Move to the Device Options button as shown below.

![Image of Device Options button selected]

**Figure 138 — Settings screen, Device Options button**

Step 21. Select the Device Options button to open the screen shown below.

![Image of Device Options Settings screen, LightRing]

**Figure 139 — Device Options Settings screen, LightRing**

When the Device Options Settings screen is first opened, the LightRing button is selected as shown in the image. There are five other Device Options buttons: Sound, Screen Controls, Privacy/Notifications, myPhone and Bluetooth. The controls for the selected subheading are shown in the center of the screen.

The LightRing fields and controls [and possible settings] are:

- What is my default LightRing pattern? [select one of the available patterns]
- What is my LightRing brightness? [select from Low, Medium and High]
- What is my default LightRing color? [select one of the available colors]
Step 22. Select the **Sound** button to open the screen shown below.

![Sound button](Image)

**Figure 140 — Device Options Settings screen, Sound**

Selecting the **Sound** button reveals these controls **[and possible settings]**:

- Use point-to-point audio? **[enable/disable sending sound in P2P calls]**
- Show audio meter? **[enable/disable display of the audio meter]**
- Play ringer sounds? **[enable/disable ringer sounds]**
- What is my phone’s ringer volume? **[select from Low, Medium and High]**
- What is my phone’s ringer pitch? **[select from Low, Medium and High]**

Step 23. Select the **Screen Controls** button to open the screen shown below.

![Screen Controls button](Image)

**Figure 141 — Device Options Settings screen, TV Display**

Selecting the **Screen Controls** button reveals these controls **[and possible settings]**:

- What is my screen saver? **[select one of the available screen savers]**
- Play screensaver after **[select 30 seconds to 10 minutes]**
- Allow incoming calls to turn on TV? (Use TV CEC) **[enable/disable]**
- What is my phone theme? **[select one of the available themes]**
Step 24. Select the **Privacy/Notifications** button to open the screen shown below.

![Privacy/Notifications button](image)

**Figure 142 — Device Options Settings screen, Privacy/Notifications**

Selecting the **Privacy/Notifications** button reveals these controls [and possible settings]:

- Always answer calls in Privacy mode? [enable/disable Privacy for all calls]
- Hide my caller ID? [enable/disable display of your Caller ID during calls]
- Don't accept anonymous calls? [enable/disable reject of calls without Caller ID]
- Don't show SignMail and Missed Call LED notifications? [enable/disable display of these two types of notifications]

Step 25. Select the **myPhone** button to open the screen shown below.

![myPhone button](image)

**Figure 143 — Device Options Settings screen, myPhone**

Selecting the **myPhone** button reveals this control [and possible uses]:

- Create a myPhone group [select to dial a call to Sorenson CIR for assistance]
Step 26. Select the Bluetooth button to open the screen shown below.

![Device Options Settings screen, Bluetooth](image)

Selecting the Bluetooth button reveals this control [and possible uses]:

- Allow Bluetooth devices? [select to turn on the Bluetooth feature]

Step 27. Move to and select the Allow Bluetooth devices? control to open the screen below.

![Device Options Settings screen, Bluetooth enabled](image)

Selecting the Allow Bluetooth devices box reveals these controls [and possible uses]:

- Scan for devices [select to start a new scan for Bluetooth devices]
- Available Bluetooth devices [shows a list of discovered Bluetooth devices]
- List of discovered devices [select a device from the list to connect to it]

Step 28. When finished making changes to the Device Options Settings screen, press the Back key on the remote control to return to the main Settings screen.
Step 29. Move to the Controls button as shown below.

![Figure 146 — Settings screen, Controls button]

Step 30. Select the Controls button to open the screen shown below.

![Figure 147 — Controls Settings screen]

Selecting the Controls screen reveals these controls [and possible settings]:

- Clear call history [select to delete all call history records]
- Show contact photos? [enable/disable showing contact photos]
- Turn on Spanish features? [enable/disable the Spanish VRS contact]
- Tell me about new videos? [enable/disable notification of new videos]
- Play SignMail greetings after [select from 1 to 12 rings]
- Warn me when I delete all my SignMails? [enable/disable warning dialog]
- Send me SignMail alerts? [enable/disable sending SignMail alert emails]
- Send an alert to this email address: [enter up to two email addresses for alerts]
Changing Settings

Step 31. When finished making changes to the Controls Settings screen, press the Back key on the remote control to return to the main Settings screen.

Step 32. Move to the Network/Admin button as shown below.

![Settings screen, Network/Admin button](image)

**Figure 148 — Settings screen, Network/Admin button**

Step 33. Select the Network/Admin button to open the screen shown below.

![Controls Settings screen](image)

**Figure 149 — Controls Settings screen**

When the Network/Admin Settings screen is first opened, the Connection Type button is selected as shown in the above image. There are two other Network/Admin buttons: IP Settings and HTTP Proxy. The controls for the selected subheading are shown in the center of the screen.

The Connection Type fields and controls [and possible settings] are:

- What is my connection type? [select Wired or Wireless]
Step 34. Move to and select the **Wireless** button to open the screen below.

![Wireless button](image1)

**Figure 150 — Network/Admin Settings screen, Wireless enabled**

Selecting the **Wireless** button reveals these controls **[and possible uses]**:

- **Scan for networks...** **[select to start a new scan for Wi-Fi networks]**
- **Other...** **[select to enter an SSID for a network not transmitting its SSID]**

Step 35. Select the **Wireless** button to open the screen shown below.

![Other button](image2)

**Figure 151 — Choose a network screen, Other button highlighted**

The **Choose a network** dialog shows the videophone is searching for nearby wireless networks. The discovered wireless networks will be shown in a list with the strongest network at the top of the list.

The **Other** button is used to manually enter an SSID. This function is useful if you want to quickly enter the desired network SSID and its key (password) or if you need to connect to a “hidden” wireless network (i.e., one that is not broadcasting its SSID).
Step 36. The image below shows an example of the dialog with a list of discovered networks.

![Discovered networks list](image1.png)

**Figure 152 — Choose a network screen, discovered networks list**

In this example, the network named “public” is highlighted in the middle of the list. To connect to the highlighted network, press the **OK** key on the remote control.

The gray icon to the right of the network names shows the relative strength of each network’s signal. If a padlock icon appears, the network requires a password (key). If a discovered network is not supported by ntouch VP2, its name will be grayed-out.

Step 37. Select the desired network button to attempt to connect to that network. If a network password (key) is required, the screen shown below will appear.

![Edit button](image2.png)

**Figure 153 — Enter password dialog**

Notice that the **Edit** button for the network password field is now shown.

Step 38. Select the **Edit** button. Enter the password for this network using the on-screen keyboard. Then, select the **Done** button to attempt to connect to the network.

Step 39. If the network connection is successful, go one to Step 49 on Page 85.
Step 40. To manually enter the SSID of a hidden network, select the Other button in the screen shown in Figure 150 to open the screen shown below.

![Add a new network dialog](image)

Notice that the Edit button for the Network name (SSID) field is now shown.

Step 41. Select the Edit button. Enter the SSID of this network using the on-screen keyboard.

Step 42. Select the Done button to return to the Add a new network screen. Move to the Security type Edit button as shown below.

![Add a new network screen](image)

Notice that the Edit button for the Security type field is now shown.
Step 43. Select the **Edit** button to open the screen shown below.

![Security type screen](image)

**Figure 156 — Security type screen**

The three buttons on this screen, **None**, **WEP**, and **WPA/WPA2**, let you select which type of security protocol is being used by the wireless network (SSID).

Step 44. Select the **type of security protocol** that is being used by the specified SSID.

Step 45. Select the **Done** button to return to the screen shown below.

![Add a new network screen, Security type selected](image)

**Figure 157 — Add a new network screen, Security type selected**

Check to make sure that the entries in the **Network name (SSID)** and **Security type** fields are correct.

Step 46. Select the **Done** button to attempt to connect to the wireless network (SSID).
Step 47. If you selected either the **WEP** or **WPA/WPA2** security types, you will be asked to enter the network key (password) as shown below.

![Figure 158 — Enter password dialog](image)

Step 48. Enter the network password (key) using the on-screen keyboard.

Step 49. If the videophone is able to connect to the wireless network and Sorenson’s servers, you will see the screen shown below.

![Figure 159 — Network connection screen, Network connected message](image)

Step 50. You will then be returned to the Network/Admin Settings screen.

Instead of using the Wireless network feature, you can set the ntouch VP2 to use **DHCP** or a **static IP address**. The steps that follow below show how to do so.

**Note:** *Do not make changes to the IP settings unless you are instructed to do so by Sorenson Technical Support!*
Step 51. Select the **IP Settings** button to open the screen shown below.

![Figure 160 — Network/Admin Settings screen, IP Settings](image)

Selecting the **IP Settings** button reveals these controls [*and possible uses*]:

- **Use DHCP?** [select to turn on the DHCP feature]

Step 52. Uncheck the **Use DHCP?** checkbox to open the screen shown below.

![Figure 161 — Network/Admin Settings screen, IP Settings, DHCP off](image)

Unchecking the **Use DHCP?** checkbox reveals these controls [*and possible uses*]:

- **IP Address** [enter a static IP address for the videophone here]
- **Subnet Mask** [enter the subnet mask of the IP address here]
- **Gateway** [enter the IP address of the gateway/router here]
- **Primary DNS** [enter the IP address of the primary DNS here]
- **Secondary DNS** [enter the IP address of the secondary DNS here]
- **MAC Address** [display-only field that shows the videophone’s MAC address]
Step 53. Select the HTTP Proxy button to open the screen shown below.

![Network/Admin Settings screen, HTTP Proxy](image)

**Figure 162 — Network/Admin Settings screen, HTTP Proxy**

Selecting the HTTP Proxy button reveals these controls [and possible uses):

- **Proxy address** [enter the IP address of a proxy server]
- **Proxy port** [enter the port of the proxy server to connect to]

**Note:** Do not make changes to the HTTP Proxy settings unless you are instructed to do so by Sorenson Technical Support!

Step 54. When finished making changes to the Network/Admin Settings screen, press the Back key on the remote control to return to the main Settings screen.

Step 55. Move to the Support button as shown below.

![Settings screen, Do not disturb button selected](image)

**Figure 163 — Settings screen, Do not disturb button selected**
Step 56. Select the Do not disturb button to open the screen shown below.

![Do not disturb dialog](image1)

**Figure 164 — Do not disturb dialog**

The Do Not Disturb dialog warns you that activating this feature will send all incoming calls directly to SignMail. The LightRing will not flash when this feature is active.

Step 57. Select OK to turn on the Do not disturb feature or Cancel to exit. You will return to the main Settings screen as shown below.

![Do not disturb message on Home screen](image2)

**Figure 165 — Do not disturb message on Home screen**

When the Do not disturb feature is turned on, the Home screen will show a Turn off Do not disturb button next to the Settings button. You can use that button to turn off the feature without having to return to the Settings screen.

The active screensaver will also show a “Do not disturb” message above the clock.
Step 58. Move to the About this device button as shown below.

![Settings screen, About this device button selected](image166)

**Figure 166 — Settings screen, About this device button selected**

Step 59. Select the About this device button to open the screen shown below.

![Group of buttons](image167)

**Figure 167 — About this device screen, Check for updates... button**

The About this device Settings screen shows the software and boot versions of the videophone and information about its IP and MAC addresses.

The Check for updates... and View agreements and Restart videophone buttons are located at the right side of the screen. The Restart videophone button lets you reboot the videophone without having to unplug the power cord.
Step 60. Select the **Restart videophone** button to open the dialog shown below.

![Restart videophone button](image)

Step 61. Select the **Restart videophone** button to begin the restart (reboot) process or **Cancel** to exit the operation. When completed, you will be back at the Home screen.

Step 62. Select the **View agreements** button to open the screen shown below.

![Scroll down button](image)

**Figure 168 — Consents and Disclaimers agreement screen**

You can view three screens, starting with the **Consents and Disclaimers** screen shown above. There is also a **End-User License Agreement** screen and a **Self-Certification** screen.

Select the **Scroll down** button to through the text. Select the **OK** button to move to the next agreements screen. After viewing the third screen, you will return to the **About this device** screen.
Step 63. Select the **Check for updates**... button to open the screen shown below.

![Upgrading your phone dialog](image)

**Figure 169 — Upgrading your phone dialog**

Selecting the **Check for updates** button makes the videophone download a software update if one is found. You can continue to use the videophone during the download.
Making Group Calls

You can use the Group Call feature to have a conversation with up to 4 other people at one time. A group call begins when you “join” two calls together into one call. You can then add up to 2 other calls (for a total of 4 calls) at once. You can use the ntouch VP2 Group Call feature with all Sorenson endpoints during a point-to-point call. The Group Call feature does not work with Sorenson Video Relay Service (SVRS) calls.

The example images below show the Video Privacy mode enabled on all endpoints. This was done to make it easier to see how to use the feature.

Step 1. When in an active call, press the OK key on the remote control to open the In-call options bar as shown below.

Step 2. Move to the Call button as shown below.
Step 3. Select the Call button to open the Call menu as shown below.

![Call menu open](image)

*Figure 172 — Call menu open, Call History button highlighted*

You can choose to make a call from your Call History list, Favorites list, Phonebook Contacts list or dial a number using the on-screen keypad.

Step 4. Select the Call History button to open the dialog shown below.

![Call History list open](image)

*Figure 173 — Call History list opened*
Step 5. Select a phone number (or name) from the list to dial a call as shown below.

![Figure 174 — Dialing new call](image)

Step 6. When the new call is answered, you will see a message like that shown below.

![Figure 175 — New call answered, first call on hold](image)
Step 7. Press the OK key on the remote control to open the In-call options bar as shown below.

![In-call options bar opened](image)

Figure 176 — In-call options bar opened

Step 8. Move to the Join button as shown below.

![Join button on In-call options bar](image)

Figure 177 — Join button on In-call options bar
Making Group Calls

Step 9. Select the Join button to join the calls as shown below.

![Joining calls message](image1)

Figure 178 — Joining calls message

Step 10. As the calls are being joined, you will briefly see the message shown below.

![Group Call ID message](image2)

Figure 179 — Group call being created message
Step 11. After the calls are joined, you will see the received video images from both calls appear in the center of the screen as shown below.

![Figure 180 — Group Call in process, total of 3 persons in call](image)

Step 12. To add more calls to the Group Call, repeat Steps 1 through 10 above. You can add up to 2 other calls (for a total of 4 persons other than yourself) at one time. Everyone in the Group Call will see the same four images on their screens.
Selecting a Phone Theme

tenouch VP2’s Theme feature that lets you choose from four different color settings for the videophone’s user interface. The themes are named “Sand Dune” (the default and the only option available in Firmware 1.0), “Ocean Tide,” “Contrast,” and “Thunderstorm.”

Step 1. Start at the Home screen. Move to the Settings button as shown below.

![Figure 181 — Settings button on Home screen](image)

Step 2. Move to the Device Options button as shown below.

![Figure 182 — Settings screen, Device Options button](image)
Step 3. Select the Screen Controls button to open the screen shown below.

![Screen Controls button]

**Figure 183 — Device Options Settings screen, Screen Control**

Step 4. Move to the What is my phone theme? control buttons as shown below.

![What is my phone theme? controls]

**Figure 184 — What is my phone theme? controls**

You can use the right and left arrow controls in the What is my phone theme? area to select a theme. In this example, the default “Sand Dune” theme is selected. All of the sample screens in the steps above show the Sand Dune theme’s “light-tan and white” color palette.
Step 5. Select the **left or right arrow** button to choose another theme as shown below.

![Image of phone settings with Ocean Tide selected as active theme](image1)

**Figure 185 — Ocean Tide selected as active theme**

To make the selected theme active, just return to the *Home* screen to apply the theme.

Step 6. Press the remote control’s *Home* key to return to the Home screen as shown below.

![Image of home screen with Ocean Tide theme](image2)

**Figure 186 — Home screen with Ocean Tide theme**

The above image shows the “blueish-teal and white” color palette of the “Ocean Tide” theme. The default yellow (used for highlighted selections in the “Sand Dune” theme) is also used in this theme.

Step 7. To try out the other available themes, just return to the “What is my phone theme?” area of the Screen Controls setting screen to make another theme selection.
Step 8. Select the **Contrast** theme to make the Home screen appear as shown below.

![Home screen with Contrast theme](image1)

**Figure 187 — Home screen with Contrast theme**

The above image shows the “black and white” color palette of the “Contrast” theme. The buttons, fields, and active areas of the screen are shown as dark gray areas against a black background, while active buttons are shown in a brighter yellow with black text. The text is either white or black to provide maximum visual contrast.

Step 9. Select the **Thunderstorm** theme to make the Home screen appear as shown below.

![Home screen with Thunderstorm theme](image2)

**Figure 188 — Home screen with Thunderstorm theme**

The above image shows the “black, gray and white” color palette of the “Thunderstorm” user interface theme. The overall look is similar to the “Contrast” theme, except a lighter gray is used in many areas, giving the UI an overall gray-themed look. The default yellow (used for highlighted selections in the “Sand Dune” theme) is also used in this theme.

The following few pages show example screen shots of the four available themes.
Sand Dune Theme Example Screens

Figure 189 — Example screen shots of Sand Dune theme
Ocean Tide Theme Example Screens

Figure 190 — Example screen shots of Ocean Tide theme
Contrast Theme Example Screens

Figure 191 — Example screen shots of Contrast theme
Thunderstorm Theme Example Screens

**Figure 192** — Example screen shots of Thunderstorm theme
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