**ntouch Mobile**  
for Apple iOS Devices

**User Guide**  
App Version 8.5

**Table of Contents**

- New 8.5 Features ....................................................... 2
- System Requirements .................................................. 3
- Set Up ntouch Mobile .................................................. 4
- Make and Receive Calls ............................................. 13
- Share Text, Contacts and Location ............................. 27
- Use Voice Feature ...................................................... 43
- Use Personal SignMail Greeting .................................. 48
- Send SignMails ........................................................... 54
- View SignMails ........................................................... 64
- See Call History ........................................................... 71
- Add a Profile Photo .................................................... 78
- Use the Phonebook .................................................... 89
- Use the Video Center ................................................ 113
- Use Yelp Search .......................................................... 116
- Change Settings .......................................................... 124
- Use App Help ............................................................. 144

**Version 8.5**  
August 1, 2018

Copyright © 2018 Sorenson Communications. All Rights Reserved. ntouch Mobile is subject to patents and patents pending. Any trademarks mentioned herein are the property of their respective owners. All names and phone numbers used herein are fictitious and are not intended to refer to actual persons, businesses, or numbers.
New 8.5 Features

What’s New in 8.5?

Sorenson’s ntouch Mobile for iOS 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 22 for more details.

- **Mobile 911 Geolocation** — ntouch Mobile for iOS 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 Mobile for iOS 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 25 for more details.
System Requirements

ntouch Mobile for iOS 8.5 has the following requirements:

Operating System Requirements

- Minimum operating system is iOS 9.0.
- Suggested minimum operating system is iOS 10. 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 (ntouch for iOS)

- Minimum device is an Apple iPhone 4s (due to the iOS 9.0 requirement).
- Suggested minimum device is an iPhone 5 (because it supports iOS 10.0).
- Recommended device is an iPhone 8 (or other most-recent model).
Set Up ntouch Mobile

You can install the ntouch Mobile app on your iPhone or iPod by downloading the app from the Apple App Store. After installing the ntouch Mobile app, you must register the app on your device with your Sorenson account.

To Register Your Account

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

Figure 1 — ntouch app icon on main OS screen
Step 2. When ntouch Mobile is launched, the app’s splash screen appears as shown below.

![App splash screen](image)

**Figure 2 — ntouch Mobile splash screen**

This app splash screen will usually appear for only a few seconds.
Step 3. You will then see the Setup Account screen as shown below.

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

Step 4. Tap the Request Account button. When the registration web page opens on your phone’s display, complete the request form. You will receive your new ntouch Mobile 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. You will then see a button that you can select to make a videophone call to the Sorenson CIR department. If you call CIR, the person helping you will tell you the new number and password assigned to your ntouch Mobile account.

Step 5. 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.
Set Up ntouch Mobile

Step 6. Tap the **Phone Number** field. A keypad will then appear on the screen as shown below.

```
Phone Number field

Password field

Next button
```

**Figure 4 — Entering number and password to register**

Step 7. First, enter your ntouch Mobile phone number using the keypad.

Step 8. Then, move to the **Password** field to enter the password assigned to your account.

Step 9. Finally, tap the **Next** button to register the app.

_ntouch Mobile for iOS 8.5_
Step 10. If you entered a valid ntouch Mobile phone number and password, you will see the Agreement screen as shown below.

![Agreement screen](image)

If you use this product, you agree to the terms and conditions set forth in the "ntouch® Mobile for iOS Sorenson VRS® Services & Product Agreement" available at [www.sorensonvrs.com/license](http://www.sorensonvrs.com/license).

By selecting the "I Agree" button above, you attest that you have read the agreement and agree to be bound by its terms and conditions.

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 Mobile.

You can read the entire agreement at [www.sorensonvrs.com/license](http://www.sorensonvrs.com/license).

Step 11. Carefully read all the text on the screen. When ready, tap the I Agree button.
Step 12. The Contacts Imported screen will then appear as shown below.

![Contacts Imported screen](image)

Figure 6 — Contacts Imported screen

This screen appears to tell you that any existing contacts from your ntouch Mobile and Tablet account have been imported into your iOS address book. You can also choose to import contacts from another Sorenson videophone account. See Page 134 for details.

Step 13. Tap the Next button to continue.
Step 14. The 911 Location Info screen will then appear as shown below.

![911 Location Info screen](image)

Figure 7 — 911 Location Info screen

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

You should enter the address where you are most likely to be at any given time (for example, your home address or your work address) on this screen.

Step 15. Check the address shown on the screen. Make any necessary changes. When ready to continue, tap the Next button.
Step 16. The Welcome! screen will then appear as shown below.

![Welcome! screen](image)

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

Step 17. Tap the Done button to proceed.
Step 18. A dialog will then appear as shown below.

![Dialog](image)

This dialog appears when registration of the ntouch Mobile app is complete. You can now choose to:

- View a Help video about ntouch Mobile
- Close the dialog and go to the Home screen

Step 19. To continue with the steps given in the next section of this document, answer the dialog by tapping the **Close** button.

Step 20. Go on to the next section to see how to make and receive calls.
ntouch Mobile’s *Home* screen is used to make outgoing calls to hearing or deaf people. You can make or receive calls from any hearing person through Sorenson VRS (SVRS). You can also make calls to and receive calls from other deaf videophone users.

**To Make an Outgoing Call**

1. Tap the **Home** button to open ntouch Mobile’s Home screen shown below.
2. Enter the phone number of the person or business you want to call.
3. Tap the **Call** button when ready to dial the number.

![Dialing keypad, Call button, Home button](image-url)
Step 4. The screen will then look like the image shown below.

![Dialing screen with Rings indicator](image)

**Figure 11 — Dialing screen with Rings indicator**

This screen shows the video image being sent by the phone (that is, the **Self-View** image). The Self-View video is captured by the iOS device’s front-facing camera.

The **Dialing** 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 12 — 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 as part of the Self-View video image. See Page 27 for more information.

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 Mobile 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 iPhone’s native UI (user interface) for incoming calls, just like Apple’s own Phone and FaceTime apps do. The CallKit integration lets ntouch calls appear in the iPhone’s native Recents calls list, which allows for redialing and adding/editing of contacts or adding a phone number to the iPhone’s Favorites list. You can to 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, simply **enable** the Integrated Calling Enabled control as shown in the figure below.

![Figure 13 — 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 iPhone’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 iPhone’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.

Figure 14 — Incoming call screen, app in foreground

Notice that both of the above screens show both the “Accept” and “Decline” buttons.
ntouch App Running in Background

When Integrated Calling is **enabled**, incoming ntouch videophone calls will use the iPhone'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**.

![Figure 15 — Incoming call screen, app in background](image)

Notice again that the iPhone'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 21** 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.

Refer to the instructions on the next page for using the native Call options screen.
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 iPhone’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 18, 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 17 — Enable ntouch Caller ID on native UI Call screen
**Making Calls When Servers Are Offline**

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

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

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

![Can’t Save Changes or Settings message](image1.png)

![Login Failed message](image2.png)

![Problem connecting call message](image3.png)

*Figure 18 — 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 in the middle of the Call pop-up menu.

Figure 19 — Transfer button in window

Notice the Transfer button in the middle of the Call pop-up menu.
Step 2. Tap the **Transfer** button to display the dialog shown below.

![Contacts button (selected)](image)

Figure 20 — **Transfer Call** dialog, Contacts option

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 Mobile for iOS 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

![SignMail notification](image1.png)

![SignMail Preview image](image2.png)

Tap or press to open...

![SignMail playback window and menu](image3.png)

---

Figure 21 — SignMail Push Notifications
Missed Call Notifications

Missed Call notification  
Contact Photo (if available)

Tap or hard-press to open...

Full-screen contact photo and Return Call button

Figure 22 — Missed Call Push Notifications
Share Text, Contacts and Location

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

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

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

To Add Saved Text Messages

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

![Figure 23 — Settings button on More screen]
Step 2. Tap the **Settings** button to display the screen shown below.

![Saved Text button](Image)

**Figure 24 — Saved Text button on Settings screen**
Step 3. 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 4. Tap the Empty button at the top of the Select Text to Share list as shown below.

![Figure 26 — On-screen keyboard on Saved Text screen](image)

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

Step 5. You can now use the device’s on-screen keyboard to enter the text to want to save in the text entry field. For example, if you want to save your address as a saved text message, you could start by entering some text such as, “My new address is...“.
Step 6. 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 7.** You can repeat the above steps to enter up to ten (10) Saved Text messages.

**Step 8.** 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)

Figure 28 — Share button on Call screen

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.

Selecting 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.
- Select the **Clear All Text** button to clear (erase) the text that you have already shared with a caller.
- Select **Cancel** to exit the menu without selecting a function.

*Note:* If you select the **Share Text** button, you will go directly to the screen shown in **Figure 31** where you can enter the text you want to share with the caller.
Step 3. Tap the Share Saved Text button to open the screen shown below.

Notice that the Saved Text screen has appeared. You can now select any one of the Saved Text messages that 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.
Step 4. Tap one of the Saved Text messages to open the screen shown below.

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.

Note: If you had selected the Share Text button on the screen in Figure 29, 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.

**Figure 32 — Text shown on Self-View image area**

Entered text is shown here

My new address is...
To Share a Contact During Calls

The Enhanced Share Contacts feature introduced in the 8.1 app 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 in previous releases. The difference with the Enhanced feature is in how the receiving endpoint sees the shared contact. All ntouch endpoints (except ntouch VP) have a new dialog that lets you choose to save the contact as a new record or as part of an existing record.

Step 1. Start with the Share pop-up menu open at any active call screen or at the SignMail recording screen as shown below.
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 select 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 35 — 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 Mobile for iOS app). In other words, this is the screen that you would see if the other Sorenson user shares a contact record with you.

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

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

Figure 36 — 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)

**Figure 37 — Confirm detected location screen**

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.

![Location Information Screen](image)

**Your location is shown here**

4246 Riverboat Road, Taylorsville, UT 84123

**Figure 38 — 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 Mobile’s new Voice feature adds a new Microphone icon to the Home and In-call screens which you can use to turn the audio signal on or off either before or during a point-to-point (Deaf-to-Deaf) or VRS call.

To Set Up and Use Voice Calling

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

Because the Voice feature is not enabled in this sample screen shot, there are no icons at the upper-left area of the screen. When enabled, the Voice feature adds a microphone icon to the upper-left area of the screen to show that the feature is both enabled and its current state (that is whether the microphone is muted or un-muted).
Step 2. To enable the Voice feature, first open the Settings screen and then 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. Tap the Use voice control to its “green” position. You will then see the dialog below.

The dialog asks you to give ntouch access to the iPhone’s built-in microphone.

Step 4. Tap OK to allow access the iPhone’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.

![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.

Figure 43 — Home screen, Mic button in muted state

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 tapping it. The microphone icon will change its appearance as shown below.

Figure 44 — 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 tapping 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.

*Figure 45 — In-Call screen, Mic button in muted and un-muted states*

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

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

**To Record a Personal Greeting**

Step 1. Tap the **More** button.

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

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

Figure 46 — SignMail Greeting button on Settings screen
Step 3. 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 4. 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.
Step 5. 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 device’s camera.
Step 6. 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.
Use Personal SignMail Greeting

Step 7. When finished recording, tap the **Stop** button to display the dialog shown below.

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

**Figure 51 — Record Greeting screen, recording complete**

Step 8. When finished recording, select the **Save** button to save your greeting video.

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

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

ntouch Mobile'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 52 — Send new SignMail button on SignMail screen

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 as shown. 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 four option buttons (Contacts, Favorites, Call History and Keypad) 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 corner of the keypad.
Step 3. Select or dial a number using one of the options. You’ll then see the screen below.

You will then see the familiar SignMail Record dialog in which you can record up to a 2-minute video message. Tapping 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 tap one of the buttons to **Send** the recorded video, **Record Again**, or **Exit** to discard the recording.
Send SignMails

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.

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

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.

The pop-up menu contains a **Reply to SignMail** option which allows you to record and send a SignMail in reply to a received SignMail message.

Step 7. If a phone number you entered cannot receive SignMail videos, this dialog appears.

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

You can tap the End Call button 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. You use this button to choose what kind of information you want to share. Any information you share will be recorded as part of the SignMail video. See Page 24 for details.
Send SignMails

Step 4. When recording stops automatically or after you tap the End Call button, a pop-up dialog will appear as shown below.

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

Step 6. You will then be back at the Home screen.
View SignMails

ntouch Mobile’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 open 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.

Figure 63 — SignMails list on SignMail screen

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

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 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 under 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.

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 at the top-left of the screen (the button looks like a trash can) as shown below.

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

Note: Most often, you will want to delete videos just one at a time instead of the entire list all at once. See Step 4 on Page 70 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.

![Delete All Videos button](image)

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 **Cancel** 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 shown below.

![Image showing the 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 Mobile's Call History screen lets you see lists of your recent calls. You can choose to see a list of all calls, or just your missed calls, incoming calls, or outgoing calls.

To Use a Call History List

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

![Call History screen]

There are four List View buttons on the Call History screen. You can use these buttons to see lists of All, Missed, Incoming, or Outgoing calls. Missed calls are always shown in red type. Tap any number or name in the call list to place a call to that number.

The blue and white plus sign (+) button located to the right side of each call is used to display a pop-up menu at 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. If the icon is a blue and white arrow instead of a plus (+) sign, you will see the existing contact record for this caller.
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.

![Pop-up menu on Call History screen](image)

You can use the three buttons that have appeared in the pop-up menu in the center of the screen to create a new contact record for this caller, add this phone number to an existing record, or block calls from this number.

Step 3. For this example, tap the Add to Existing Contact button.
Step 4. You will then see the Sorenson Contacts screen shown below.

Figure 72 — 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 in the list that you want to associate with the selected phone number.
Step 6. You will then see a dialog like the example shown below.

![Add to Contact dialog](image)

Figure 73 — 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 two numbers stored already (Home and Mobile) and one available (Work). You can choose to replace any of the existing stored numbers or save the number as one of the available types (in this case, as a Work number).

Step 7. For this example, tap the Add as Work button.

Step 8. Tap the Done button to save the changes to the contact record.
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 to open a screen like the example 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.

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 77 to see how to delete individual calls. Remember, you cannot recover any call records that you delete.
Step 3. Tap the **Clear All** button to open the dialog shown below.

![Clear All Recents button](image)

Figure 75 — Clear All Recents button

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

*Note:* 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 (-) icon to the left of each number/name in the list is the **Delete Item** button.
See Call History

Step 6. Tap the Delete Item (-) button to reveal the Delete button shown below.

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 on the screen to hide the button without deleting.
Add a Profile Photo

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

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

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

To Add a Profile Photo

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

Figure 77 — Settings button on More screen
Add a Profile Photo

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

![Personal Information button on Settings screen](image)

*Figure 78 — Personal Information button on Settings screen*
Step 3. Tap the **Personal Information** button to display the screen shown below.

![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.
Add a Profile Photo

Step 4. 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.
- Select the **Cancel** button to cancel and exit the change photo function.

**Figure 80 — Profile Photo buttons on Personal screen**
Step 5. Tap the **Take Photo** button to display the screen shown below.

![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.
Add a Profile Photo

Step 6. 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 7. Tap the **Use Photo** button to display the screen shown below.

![Personal screen showing Profile photo](image)

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.

---

**Figure 83 — Personal screen showing Profile photo**
Add a Profile Photo

To Add a Photo to a Contact

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

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

Figure 84 — Sorenson Contacts list screen
Step 3. Tap one of your existing contact records to display a screen like the example shown below.

![Contacts screen](image.png)

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.
Add a Profile Photo

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

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

![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.
- Select the **Cancel** button to cancel and exit the change photo function.

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 Mobile'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 iOS device's own Contacts app, but you cannot edit the those contacts from within the ntouch Mobile 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 to open the screen shown below.

![Phonebook screen](image)

Notice the four list view buttons. You can choose to view the Sorenson Contacts list, the contacts stored by the iOS device itself, your Blocked list or your Favorites list.
Step 2. Tap the **Sorenson Contacts** button to open the screen shown below. This example image shows a contact named “Conner Cole.”

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.
Use the Phonebook

Step 3. Tap the name of the contact you want to call. This example image shows a contact named “Conner Cole.”

Figure 90 — Contact record opened

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.
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.

To make entries in the text fields, tap on the field to open the on-screen keyboard. You can change the Spanish VRS and Use VCO controls before tapping on a text field.
Use the Phonebook

Step 3. Tap any text field 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 4.** Enter a name in the **Name** and **Company** (if needed) fields for the new contact.

**Step 5.** 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 6.** If desired, select the **Request a Spanish VRS** checkbox to make every call to this contact a Spanish VRS call.

**Step 7.** If desired, select the **Use VCO** checkbox to make VCO calls to this contact.

**Step 8.** 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 to make any edits to the name or number fields or to the Spanish VRS or the Use VCO controls.
Use the Phonebook

Step 2. Scroll down the screen to reveal the buttons shown below.

Figure 94 — Contact record screen, function buttons revealed

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 have to scroll the screen to see this button.

You can use the **Delete Contact** button to delete this contact record. You have to scroll the screen to see this button.
Step 3. Tap on the Edit button to open the screen shown below.

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 4. 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 5. Tap the Done button when ready to save the changes made to this contact.
Use the Phonebook

To See iPhone Contacts

Step 1. Start at the Phonebook screen shown below.

![Phonebook screen](image)

Notice the **iPhone Contacts** button near the top of the screen.

Figure 96 — *Phonebook* screen, iPhone Contacts button

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

![iPhone Contacts screen](image)

This screen shows a list of all the contact records currently stored by the iPhone'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 “Tom Doe.”

The phone number(s) stored for this contact are shown on the screen. Any other information, such as an email address, that you may have stored for this contact from within the iPhone’s Contacts app will also be shown.

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 Mobile 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 Mobile’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 67 for details on blocking calls from the senders of SignMail videos you receive.

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.

![Phonebook screen, Blocked Numbers button](image)

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

![Add Number button](image)

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

To Block a Contact

Step 1. Start at the contact’s record screen. Scroll the screen so that you can see the button shown below.

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

![Block button](image)

Figure 103 — Block button

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 appropriate **Block** button to add the number to the Block List. Tap **Cancel** to exit without blocking.

Step 4. If you want to block other numbers for this contact, repeat Steps 2 and 3.
To Delete a Contact

Step 1.  Start at the contact’s record screen. Scroll the screen so that you can see the button shown below.

Notice the **Delete Contact** button near the bottom of the screen.
Use the Phonebook

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 viewed 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 More screen or from the Phonebook screen.

Step 1. At the Home screen, select the More button to open the screen shown below.

Notice the Favorites button in the middle of the More screen. You can use this button to open your Favorites list.
Step 2. You can also open the Favorites list from the Phonebook screen as shown below.

![Phonebook screen](image)

Figure 107 — Phonebook screen
Step 3.  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 4. 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.
Step 5. Select one or more of the star icons to add the number(s) to the Favorites list to display the screen shown below.

You can select the star icons for one or more numbers to add the numbers as favorites.
Step 6. **Open the Favorites** screen again to see the screen shown below.

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

**Figure 111 — Favorites screen open, number added to list**

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

ntouch Mobile’s Video Center is now separate from the SignMail List. The enhanced Video Center offers a wide variety of video content organized into multiple channels, programs, and episodes. You can access the Video Center from the More screen.

To Find a Video to View

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

![More screen, Video Center button](image)

Figure 112 — More screen, Video Center button
Step 2. Tap the Video Center button to open the screen shown below.

Figure 113 — Video Center screen showing Channels

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.
Step 3. 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. This sample image does not show the blue dot.

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

You can view a video by tapping on its name in the list. The View Video screen looks exactly the same as for SignMail videos. See Page 64.
Use Yelp Search

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

To Use the Yelp Search Feature

Step 1. At the Home screen, tap the More button to open the screen shown below.

Step 2. Tap the Search button to open the Search screen.

Step 3. If you see a message asking whether you want to allow ntouch to use your current location, tap OK.
Use Yelp Search

Step 4. You will then see the Search screen shown below.

![Search screen](image)

Figure 116 — Search screen

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 5. After you start typing in the Search field, you will see the dialog shown below.

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 6. Tap the Allow button to proceed with the Yelp search.
Use Yelp Search

Step 7. Finish typing a search string (such as “Pizza” or a business name such as “Pazzo”) into the search field as shown below.

Figure 118 — 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 8. 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 9. 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 10. Select the Continue in browser link 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 11. 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.
ntouch Mobile's *Settings* screen lets you manage your ntouch Mobile account profile and configure the various app settings. You can access the *Settings* screen from the *More* screen.

**To See/Set Available Settings**

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

![Settings button](image)

*Figure 123 — Settings screen*

The *Settings* button is shown in the list in the center of the screen.
**Change Settings**

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

![Settings screen](image)

**Figure 124 — Settings screen, top portion**

The **Settings** screen is divided into a **Profile Settings** area near the top of the screen, a **Device Settings** area in the middle of the screen (not shown in this sample image; scroll to see it), a **myRumble Settings** area, and a **Network Settings** 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 48**.

To add saved text messages to use during calls, see **Page 24**.
Step 3. Scroll the screen to see the middle part of the screen as shown below.

Figure 125 — Settings screen, middle portion

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 22), enabling **Voice** feature (see Page 43), 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.
Change Settings

Step 4. Scroll the screen to see the bottom part of the screen as shown below.

The **myRumble Settings** and **Network Settings** areas are shown in this sample image.

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).

You will need to scroll down to see the entire **Need Help?** area of the screen. To use the in-app Help feature, see Page 144.
To See Profile Settings

Step 1. Tap the Account Information button in the Profile Settings area 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 144 for details on using the Help options.

Your ntouch phone number is shown near the top of the screen. 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.
**Change Settings**

**To Log Out and In**

Step 1. Start at the Account Info screen shown on Page 128.

Step 2. Tap the Log Out button to show the screen shown below.

![Account Info screen, logged out of app](image)

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

At the bottom of the screen below the Help button, you will see a Call 911 button (not shown in this sample image. 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 in to your ntouch account.

Step 4. You will then be back at the Settings screen.
To Change Your Password

Step 1. Start at the Account Info screen shown on Figure 127.

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.

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 when ready to change your password. If you entered the correct old password and the same new password in the New and Confirm fields, the app will allow your password to be changed.

Step 5. You will then be back at the Account Info screen.
To Reset Your Password/Request Your Phone Number

Step 1. Start at the Account Info screen shown on Figure 127.
Step 2. Tap the I Forgot My Password/Number button to open the screen shown below.

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 See/Edit Personal Information

Step 1. Start at the Settings screen shown on Figure 124.

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

![Personal screen](image)

The area at the top of the Personal screen shows your name and phone number(s). The use of the Profile Photo and Contact Photos features is described starting on Page 78.

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

The Change Password button (near the bottom of the screen) opens the Change Password screen shown on Page 130. The Change Password option is in two places for convenience. The Caller ID control (if shown) lets you choose to use your toll-free number (if you have one) for Caller ID.

Step 3. Make the desired changes to the settings.

Step 4. Tap the Settings button to return to the Settings screen.
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]

The 911 Location Info screen shows the 911 address registered for your ntouch Mobile account. This “default address” will be given to the emergency services personnel if you cannot sign your current address. You saw this screen during the registration process, but you can return here to 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.

Step 3. If you are not making changes to your address information, tap the More button to exit. From there, tap the Setting 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.

Figure 133 — Welcome to Sorenson myPhone screen

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

Step 2. Tap the Call CIR button to call to Sorenson Customer Service (CIR). Ask to create your myPhone Group.
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.

![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 Mobile iOS.” 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 Customer Service (CIR). Ask for help managing your myPhone Group.
To Import Videophone Contacts

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

You can use the Import Photos from Contacts and Import Photos from Sorenson buttons to import photos into the ntouch app. The Import from Videophone Account button is located near the bottom of the screen (not shown in this image). Scroll to see it.

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 131.

Step 2. Enter the required information into the three fields on the screen.

Step 3. Tap the Import from Videophone Account button to import the contacts. You will see a message if the contacts were imported successfully.

Step 4. Tap the Settings button to return to the Account Info screen.
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.
Step 2. Tap the VRS Announce button to display the dialog shown.

![VRS Announce screen](image)

**Figure 137 — VRS Announce screen**

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

**Step 1.** Open the Settings screen and then tap the Play SignMail greeting after button to open the screen shown below.

![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 2.** Tap the button for the ring count that you want to use.

**Step 3.** You will then be back at the Settings screen.
To Set a myRumble Pattern

Step 1.  Open the Settings screen and then tap myRumble Pattern button to open the screen shown below.

![Pattern screen](image)

This screen provides four pre-defined pattern options. The iPhone device can vibrate at only one speed and intensity, however it can repeat the vibration in specific patterns. The dashes and numbers on the buttons indicate vibrations and pauses. The numbers under the dashes show the number of times the vibrations are repeated for each pattern. The bottom button makes the phone vibrate using the Morse code sign for “SOS.”

Step 2.  Tap the button for the vibration pattern that you want to use for all incoming calls. The checkmark symbol will appear to the right side of the selected pattern.

Step 3.  Tap the Settings button to return to the Settings screen.
To Configure the More Screen

The **Edit** button located at the top right of the **More** screen is used to configure the row of buttons at the bottom of each app screen.

**Step 1.** Go to the More screen shown in Figure 123 on Page 124.

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

This screen is used to change three of the five buttons located at the bottom of every app screen. You have the option to swap out the **Phonebook**, **Call History** and **SignMail** buttons with any of the buttons shown in the middle part of the screen.

To swap a button, just drag the desired function button down to one of the swappable areas of the screen. For example, you could swap the **SignMail** function with the **Favorites** function if you wanted to have faster access to your Favorites list.
Step 3. Drag the Favorites icon from the top area of the screen down to the area of the screen where the SignMail button is located as shown in Figure 140. The screen will then look like the image shown below.

You can continue to make changes (or experiment with placement of buttons) as long as you like. When finished making changes, you must tap the Done button.
Step 4. Tap the Done button to return to the More screen as shown below.

Figure 142 — More screen showing swapped buttons

The More screen now shows one of the two buttons you swapped in the previous steps. This means that the SignMail feature can now be accessed only by first opening the More screen and that the Favorites feature can now be accessed by tapping the button that now appears at the bottom of every app screen.

Step 5. If you are happy with the changes you’ve made, you can exit the More screen.

Step 6. If you want to make other changes to the buttons, or even put the buttons back to their default locations, you can tap the Edit button to make changes.
Use App Help

ntouch Mobile 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. Tap the Settings button to open the Settings screen. Scroll to the bottom of the screen as shown below.

```
Figure 143 — Settings screen, Help button
```

The Help button is located near the bottom of the Settings screen.

**Note:** If you want to access the Help screen from the Account Information screen, look for the Help button under the Need Help? area of that screen.
Step 2. Tap the Help button to open the Help screen shown below.

The buttons on this screen link to the various ntouch Mobile Help options. You can call Technical Support or Customer Service (CIR). Here is also a variety of online help available.

The Help options may be updated over time, so remember to check this screen often.
Step 3. Tap the Help Videos and FAQ button open the screen shown below.

![Help screen, online help options](image)

You can read answers to Frequently Asked Questions (FAQs), download this User Guide, or contact Sorenson's support services.