Frequently Asked Questions (FAQs)

What's new?

- **Contact Photos**
  The Contact Photos feature lets you take a photo of yourself with your videophone or device camera. Your photo is stored with your videophone/device user profile. Your Profile Photo will appear on other Sorenson endpoints during outgoing calls an in the Phonebook, Call History and SignMail lists. You can choose whether you want to share your Profile Photo with everyone or only with the contacts in your Phonebook. If you do not want anyone to see a photo of you, then do not add a profile photo.

- **Personal SignMail Greeting**
  The Personal SignMail Greeting feature lets you record your own SignMail greeting video. You can change your personal greeting video as often as you like. You can add text to the video or you use a text-only greeting. You can also continue to use the standard Sorenson SignMail greeting video.

- **Call Transfer**
  The Call Transfer feature lets you easily transfer an active call with another Sorenson endpoint or to a hearing telephone number. You can choose a phone number from your contacts list, recent calls list, or enter a number to be dialed. This feature works only between Sorenson endpoints. You cannot transfer calls with a VRS interpreter or Sorenson Technical Support, CIR, or the Field Help Desk to another number.

- **Enhanced Share Text**
  The Enhanced Share Text feature lets you share information from any of your contact records during a call. The new "Saved Text" function lets you enter and save up to five short text messages (such as addresses, phone numbers or names that are difficult to spell) which you can then share during a call. You can use the Share Text feature during a call or when recording a Deaf SignMail video. You can even use Share Text when calling hearing numbers because the Sorenson interpreter can see the text and/or contacts that you share.

- **VRS Announce**
  The VRS Announce feature lets you choose one of two announcements which will be read by the VRS interpreter to introduce a VRS call to a hearing caller. One announcement simply asks the caller to wait while the call is connected. The other announcement explains that the call will be interpreted for someone who uses sign language to communicate.

Requirements

- **Are there any costs or fees charged by Sorenson to use ntouch VP?**
  The ntouch VP and SVRS service are for the deaf and hard-of-hearing community and are paid for by the US government's Telecommunications Relay Service (TRS) fund.

- **Why does a trainer need to install an ntouch VP?**
  Sorenson must verify that all potential ntouch VP customers are deaf and use ASL to communicate. A Sorenson Trainer will do this verification while installing the ntouch VP. The trainer will show you how to use ntouch VP and answer your questions.

- **Can my hearing friends and family use ntouch VP?**
  No. Your hearing friends and family are not qualified to receive an ntouch VP because Sorenson videophones and SVRS service are provided only for use by deaf and hard-of-hearing people who use ASL to communicate.
- **Can I place and receive point-to-point (deaf-to-deaf) calls using ntouch VP?**
  Yes. You can place and receive calls directly to and from other deaf users who have an ntouch VP, ntouch PC, ntouch for Mac, ntouch Tablet or ntouch Mobile. Endpoint devices from other VRS providers must be provisioned with the NeuStar iTRS database to be able to place calls to Sorenson devices.
- **What type of high-speed Internet connection is required to use ntouch VP?**
  Any type of high-speed Internet connection (DSL, Broadband Cable, T1, etc.) will work with ntouch VP. For best performance, Sorenson recommends your connection speed be at least 512Kbps. Your ntouch VP will work at lower speeds, but the quality of the video displayed will be better at higher speeds.

Troubleshooting

- **Where can I find more information about ntouch VP?**
  You can download the ntouch VP User Guide from the Sorenson website. Detailed instructions for using ntouch VP are included in this guide.
- **What kind of technical problems can Sorenson help solve?**
  Contact Sorenson Technical Support for help with ntouch VP. We can help you with any problems you might have with the ntouch VP itself, such as not being able to make or receive calls, a black screen or questions about your ntouch VP account.
- **Are there any technical problems that Sorenson support cannot help solve?**
  You will have to contact your internet service provider (ISP) for help if you have problems with your internet service itself (e.g., outages, speed issues, billing, etc.)
- **What can cause my video to be blurry?**
  A slow network connection is the usual cause of problems with the quality of the video image. Contact Sorenson Technical Support if you continue to have video quality problems.
- **Are there any options for people with low-vision or color blindness?**
  Yes. People with low-vision or color blindness may find it helpful to change the colors used for the buttons in the videophone's user interface. A wide range of colors is available for both the text on the buttons and the button backgrounds. For example, you could choose black text on a white button background, yellow text on a black background or many other combinations. The Display screen in the Device Settings menu lets you choose the combination of colors that work best for you.
- **How can I get a new remote control if I've lost or broken the one I use?**
  You can request a replacement by sending an email request to support@sorenson.com. You can also press the SVRS Quick Connect button on the front of the ntouch VP Main Unit to place a call to an SVRS interpreter. Ask the interpreter to connect you to the Sorenson CIR department. The CIR representative can arrange to send you a new remote.
- **How can I make an SVRS call if I've lost or broken the remote control?**
  Press the SVRS Quick Connect button on the front of the ntouch VP Main Unit to bring it out of sleep mode. Press it again to place a call to SVRS. The SVRS interpreter will assist you in placing your call.

- **How can I make a point-to-point call if I've lost or broken the remote control?**
  The SVRS Quick Connect button on the front of the ntouch VP Main Unit is only for SVRS calls through an interpreter. You cannot make a point-to-point call without a remote control. Interpreters can only process VRS calls. An interpreter can place a call for you to a hearing Tech Support person so you can request a new remote control.
- **How can I end a call if I've lost or broken the remote control?**
  Press the SVRS Quick Connect button on the front of the ntouch VP main unit to hang up a call.
- **Can I use my videophone to make or receive calls from Skype users or other apps such as FaceTime, Qik, Fring, or Tango?**
  No. None of these services can work with ntouch videophones or Sorenson VRS.

911 Calls

- **Can I use ntouch VP to make a 911 call?**
  Yes. You can use ntouch VP to make an emergency 911 call 24 hours a day, 365 days a year. When you place a 911 call, your call will immediately be answered by the first available SVRS interpreter. The interpreter will locate the nearest Emergency Services center that can quickly be dispatched to your location.

  It is very important to keep your address information up to date for 911 services. If you become unresponsive during a 911 call, help will be sent to the 911 address that you registered with Sorenson. If you move the videophone without updating your location information, help could be mistakenly sent to your old address

- **Does ntouch VP automatically identify my location using GPS or will I need to provide my location at the time of a call?**
  No. There is no GPS or other automatic detection of your location. When you dial 911 using ntouch VP, the Sorenson interpreter will always ask you to verify your location. If you are calling from the provisioned address that you entered into the ntouch VP at the time of set-up, your 911 call will immediately be routed to your local Emergency Services center (or PSAP). If you are not at your provisioned address, you will be asked to give your present address or location. Your 911 call will then be routed to the local Emergency Services center.

- **How do I place an emergency 911 call using the ntouch VP remote control?**
  Calling 911 on ntouch VP is easy. Follow these steps:
  - **Step 1**
    Press the SVRS Quick Connect button on the front of the ntouch VP Main Unit.
  - **Step 2**
    You will then be connected to the first available SVRS interpreter. Calls made with the Quick Connect button are not processed before other calls.
  - **Step 3**
    Tell the interpreter that you are making a 911 call.
  - **Step 4**
    The interpreter will verify your name and the full address where the emergency is located. Stay calm and try to sign your responses as clearly as possible.
  - **Step 5**
    The interpreter will give your location information to emergency services. The police department, ambulance service, or fire department will respond to your location.

- **How do I place an emergency 911 call using the ntouch VP SVRS Quick Connect button?**
  Calling 911 on ntouch VP using the SVRS Quick Connect button is easy. Follow these steps:
  - **Step 1**
    Press the SVRS Quick Connect button on the front of the ntouch VP Main Unit.
  - **Step 2**
    You will then be connected to the first available SVRS interpreter. Calls made with the Quick Connect button are not processed before other calls.
  - **Step 3**
    Tell the interpreter that you are making a 911 call.
  - **Step 4**
    The interpreter will verify your name and the full address where the emergency is located. Stay calm and try to sign your responses as clearly as possible.
  - **Step 5**
    The interpreter will give your location information to emergency services. The police department, ambulance service, or fire department will respond to your location.
- **How do I update my address information?**
  From the ntouch VP Home screen, first select the Settings button, then the Personal button, and then the Location button. You can then update your address information at the 911 Location Info screen. The address you enter should match the actual location of the ntouch VP. You will always be asked to confirm your address to the Sorenson interpreter during a 911 call.