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Sent: Friday, January 24, 2014 9:45 AM

To: Sorenson Technical Support; Sorenson Support; Sorenson Customer Service

Cc: ZVRS - Help

Subject: Unable to See N-touch Customer's Video Answering Display

Sorenson,

When I am not home all of my friends and family are able to view my ZVRS video message and leave a signed message for me to view when I return. That is wonderful technology for the deaf.

However, when I call N-touch friends I get an "unable to connect" message when they do not answer the VP phone and I am unable to see their video message.

Why does it work one way but not the other? Is that an N-touch defect?

Please reply asap. Thank you.

Gary Bootay
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