

Wavello FAQs

General Questions

Q: What is Wavello?

A: Wavello is both a new *feature* and a new mobile *app* available for both iOS and Android devices.

The new Wavello feature allows a Deaf caller, an interpreter, and a hearing caller to see each other during a Sorenson Relay call using video conferencing on a mobile device.

The new Wavello mobile app lets the hearing caller make a video connection with a Deaf caller in addition to the voice connection thorough the interpreter in a Sorenson Relay call.

Deaf users can invite their hearing family, friends, and associates to download and use the Wavello app. The option to invite users was added to the Settings menu area of the ntouch for iOS and Android apps.

Q: How does a hearing user set up the Wavello app?

A: To be ready to use the Wavello feature, hearing users must first install and register the new Wavello app on their mobile device. The Wavello app is available for both iOS and Android devices.

Hearing users simply download the Wavello app to their mobile device from the Apple App Store or Google Play Store. After launching the Wavello app, the hearing user then registers one or more of their voice phone numbers with the app so that Sorenson Relay can recognize the mobile device.

After registering a voice phone number or numbers, the hearing user can receive Wavello video conferencing requests from a Deaf user whenever they are in an active Sorenson Relay call using a registered phone number.

Note: The registered voice phone number does not need to be the same phone number as the mobile device on which the Wavello app is installed. For example, a hearing user might have a landline phone number and a Wi-Fi only tablet. That user can install the Wavello app on their tablet and then register their landline number on the Wavello app. The hearing user can then make or receive Sorenson Relay calls on their landline and receive Wavello call requests on their tablet.

Q: What is the recommended way for a hearing person to use Wavello?

A: First, connect with the Deaf person you are talking to through Sorenson Relay, whether they are calling you or you are calling them. Second, before the Wavello call is initiated, enable the speakerphone. in the device's phone app before the Wavello invitation is sent. Third, inform the Deaf caller you are ready for the Wavello invitation.

Q: Who can initiate a Wavello call?

A: Only the Deaf user has the option to initiate a Wavello video connection when they are already in an active Sorenson Relay call with the hearing caller. Hearing callers *cannot* initiate a Wavello video connection themselves through the Wavello app.

If the Deaf caller choses to invite a hearing caller to make a Wavello video connection during a Sorenson Relay call, a notification will be sent to the Wavello app on the hearing user's registered mobile device. The hearing user can then choose to accept the Wavello connection.

Once connected, the Wavello video will be in sync with the existing relayed voice connection. The Wavello video connection does *not* replace the voice call through Sorenson Relay. That is, the Wavello video connection can be ended without affecting the active relay call. However, if either the hearing or the Deaf caller hangs up the Sorenson Relay call, the Wavello connection will end automatically.



If a hearing caller plans to use their registered mobile device for *both* the Sorenson Relay (voice) and the Wavello (video) connections, the hearing user should enable the speakerphone function on their mobile device before accepting the Wavello call. The speakerphone function lets the hearing caller hear the Sorenson Relay interpreter while holding the mobile device so they can see the screen.

Q: How does a Deaf user find the Wavello feature?

A: A Deaf user can easily see whether the option to use the Wavello feature is available in an active Sorenson Relay call. If the hearing caller has registered the voice phone number that is part of the active relay call, the new “Wavello” icon will appear in the In-call menu bar.

Once the Deaf user sees the Wavello icon, they can select, tap, or click the icon to send the Wavello call request to the hearing user. After the hearing user accepts the request, Sorenson Relay will set up a three-way video conference call so that the Deaf user, interpreter, and hearing user can see each other.

The Wavello icon will only appear in the In-call menu bar after the active relay call begins (i.e., after the interpreter is connected to the hearing user).

Q: How does a Deaf user end a Wavello call?

A: A Deaf user can end a Wavello connection by selecting the new “End Wavello” button that will appear in the In-call menu bar. Because a Wavello video connection does *not* replace the voice call through Sorenson Relay, the Wavello video connection can be ended without affecting the active relay call. A Wavello video call can be started and ended multiple times during a single Sorenson Relay call.

To end a Sorenson Relay call, either the Deaf user or hearing user must hang up using their ntouch endpoint’s hang-up button. The Wavello video call will end automatically.

Q. Can Deaf people download the Wavello app?

A: No. If you use Sorenson ntouch endpoints, the Wavello feature will already be installed on your device. Only the hearing users that you call will need to download and install the Wavello app.

Q: Can I end the Wavello video call and continue the Sorenson Relay call?

A: Yes, you can continue a Sorenson Relay call after disconnecting the Wavello video call.

Q: If I click the “Wavello” button, will the hearing person’s video be automatically connected?

A: No. The hearing caller needs to accept the Wavello video request before the video will be connected.

Hearing User Questions

Q: I can’t hear the interpreter clearly while I am in the Wavello video call.

A: If you are not in a Wavello call and are expecting to be in a Wavello call, it is recommended you enable the speakerphone in your device’s phone app before the Wavello invitation is sent.

If you are already in a Wavello call, switch to your device’s phone app and enable the speakerphone then switch back to the Wavello call. If you are unable to do so, end the Wavello call and enable the speakerphone in the device’s phone app. Then, request the Deaf person re-invite you to the Wavello call.

Q: Can I install Wavello on mobile devices other than phones?

A: Yes, Wavello will work on an Apple iPad or an Android tablet device.



Q: Can I register landline phone numbers in the Wavello app?

A: Yes. You can register multiple voice phone numbers with the Wavello app. You can use either your mobile device or landline phone to make Sorenson Relay calls that can access the Wavello feature.

You will need to register your landline phone number(s) with the Wavello app. Register your phone number in the app and then select the “Call Me” verification option. The landline number will ring. When you answer, you will hear a code that you must enter into the Wavello app.

Q: Will using Wavello cost me anything?

A: Other than data charges for using cellular networks, there are no costs to use Wavello.

Q: Can I make outgoing calls from the Wavello app?

A: No. At this time, only Deaf users with ntouch endpoints can initiate Wavello calls.

Q: What if I do not receive requests for Wavello calls on my mobile device?

A: Check to be sure notifications are enabled for the Wavello app in your mobile device’s settings. Disabling notifications will result in you not being able to see incoming requests for Wavello video calls.

Q: Do I have to accept incoming requests for Wavello video calls?

A: No. You can reject the request to add a video conference call if you want.

Q: How can I best use my mobile phone to make a Wavello call? I want to hold the phone so I can see the video and hear the interpreter.

A: If you plan to use your registered mobile device for *both* the Sorenson Relay (voice) and the Wavello (video) connections, you should enable the speakerphone function on your mobile device before accepting the Wavello call. The speakerphone function lets you hear the Sorenson Relay interpreter while holding the mobile device so you can see the screen.

Q: How can I improve the Wavello video image? I can’t see the video very well.

A: Rotate your mobile device so that it is in landscape mode (horizontal) to allow the video window to be bigger so that you can see the other caller better.

Q: If I download the Wavello app on two mobile devices, will the phone numbers I register sync from one device to the other?

A: No. Registration is on a "per device" basis, meaning you need to register any phone numbers you want to use on a given device individually. The registrations will not sync across devices even if you have the same Apple ID or Google account on both devices.

Deaf User Questions

Q: Can the Sorenson Relay interpreter connect the Wavello call?

A: No. The Sorenson Relay interpreters cannot initiate Wavello calls. They can only see if the Wavello option is available to the Deaf user.

Q: Can my relative in another country use the Wavello app?

A: Some countries may support Wavello calls, some may not. We are currently testing this feature.



Q: How can I share this cool new feature with my hearing family and friends?

A: If you are using an iOS device, open your ntouch app, go to Settings, and then tap on the blue button to send a text or email to the hearing person. If you are using an Android device, open your ntouch app, tap the three vertical dots at the top right corner of the app, then select “Invite”, and then tap on the “Wavello” option. You will see the text and email options available in the Android operating system.

Q: What is the yellow “Invite a Friend to ntouch” button in Settings in ntouch mobile for iOS?

A: You use that button to share the Sorenson ntouch app with other Deaf people who do not yet use ntouch endpoints. If these people do not already have a Sorenson account, they will need to apply for one.

Q: What is the “ntouch” option under “Invite a Friend to ...” on ntouch mobile for Android?

A: You use that button to share the Sorenson ntouch app with other Deaf people who do not yet use ntouch endpoints. If these people do not already have a Sorenson account, they will need to apply for one.

Q: I have noticed two VIs on a call with me before. Will that happen with Wavello?

A: When you see two VIs on the same Sorenson Relay call, that is what we call a “teamed” call. With Wavello you will see only one interpreter and the hearing caller.

Q: Can I use Wavello as an on-site (Video Relay Interpreting, or VRI) service, meaning the Deaf and hearing people are at the same location?

A: No, Wavello is an option only for Sorenson Relay calls.

Q: Can Wavello calls be initiated from the Wavello app?

A: No, only Deaf users with ntouch endpoints can initiate Wavello calls at this time.