



## Hello from the Sorenson VRS team! 🙋

Did you see the news that the 988 Suicide and Crisis Lifeline service is now available in ASL 24/7?

To connect directly to a 988 counselor in ASL, you may need to update your ntouch app, Lumina VP, or nVP2. If your product is not updated and you dial 988, you will still connect through a VRS interpreter. With the latest software update, you will connect directly to a 988 Lifeline ASL counselor.

### What happens if I don't update? 🙄

If you dial 988 without updating, you will connect to one of our VRS interpreters to process your call.

### What will I see differently if I update? 😊

After updating, if you dial 988, you will connect directly to a 988 Lifeline counselor in ASL.

### What is the software version I should see after I update? 📱

Here is the list of the latest software:

**Lumina and nVP2:** 2.2.0.21 or later

**iOS:** 9.3.19.603 or later

**Android:** 9.3.12.4 or later

**Mac:** 9.4.2 or later

**PC:** 9.3.8.25 or later

**How do I check which version I have? If it is outdated, how do I update?** 

Use the links below to find instructions.

[On mobile or tablet devices:](#)

[iOS](#)

[Android](#)

[On computers:](#)

[MacOS](#)

[Windows](#)

[On TV connected devices:](#)

[Lumina or nVP2](#)

**Who do I contact if I need more help?** 

Contact our Sorenson Customer Care team at 611 from your Sorenson device or dial 801-386-8500 from any VP.