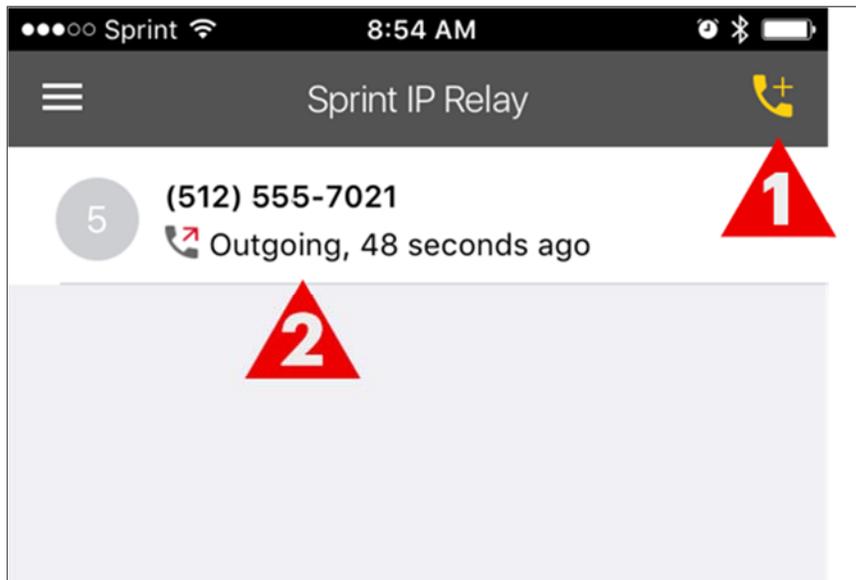
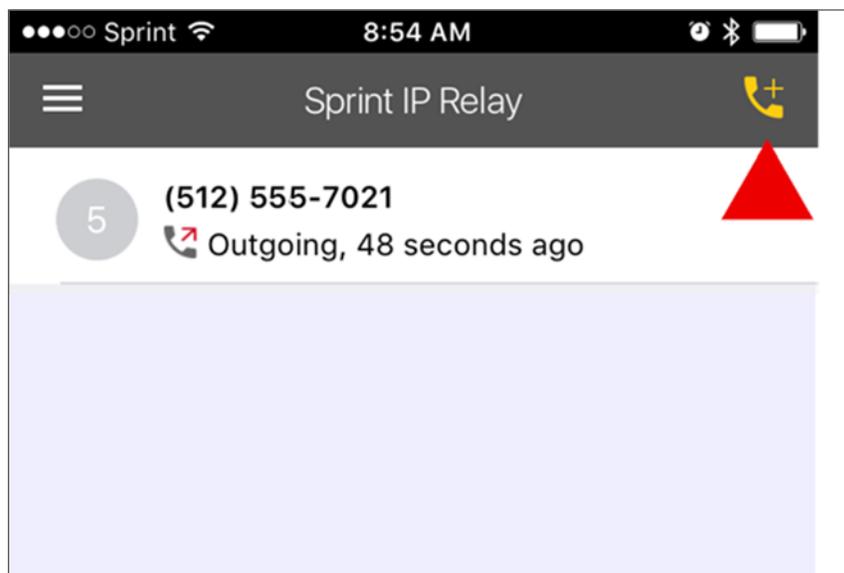


## Sprint IP Relay Mobile App: How to Make an IP Relay Call

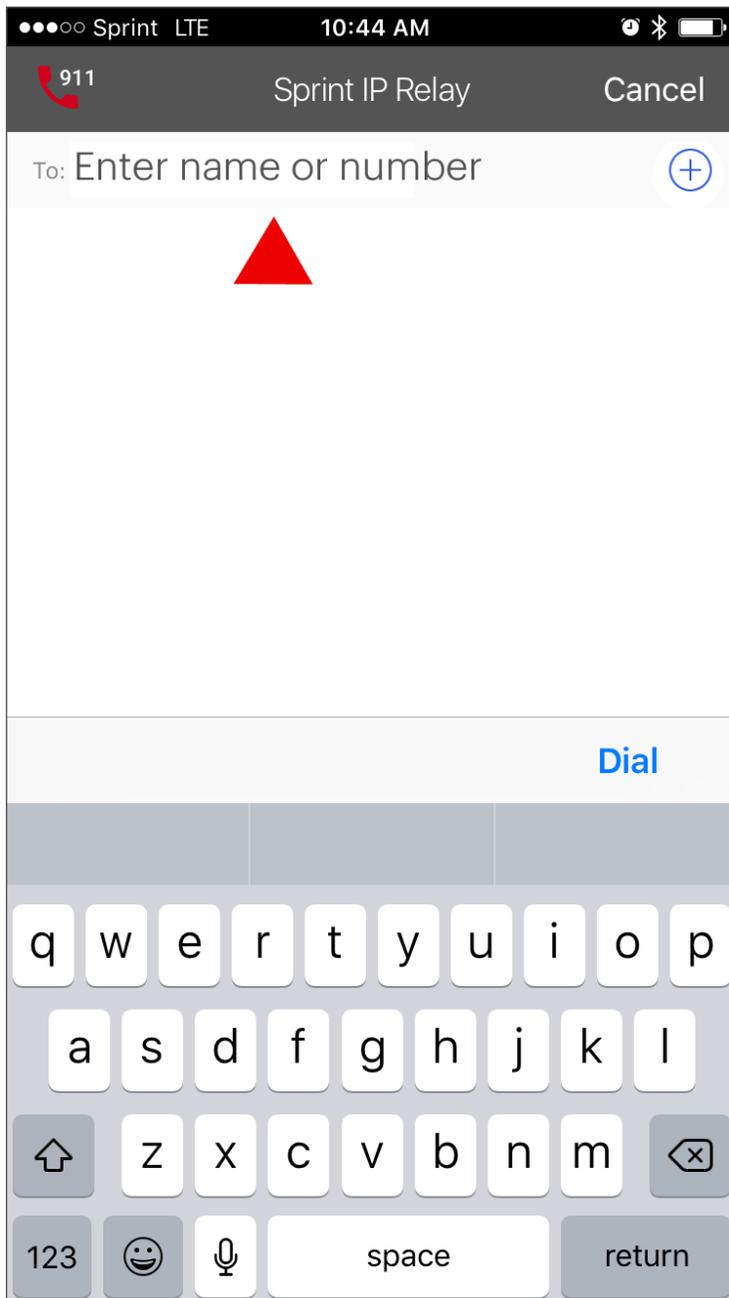
1. On the CALL screen, two options are available to make relay calls.  
(1) tap the yellow phone icon on the upper right or  
(2) tap phone number on the call history log.



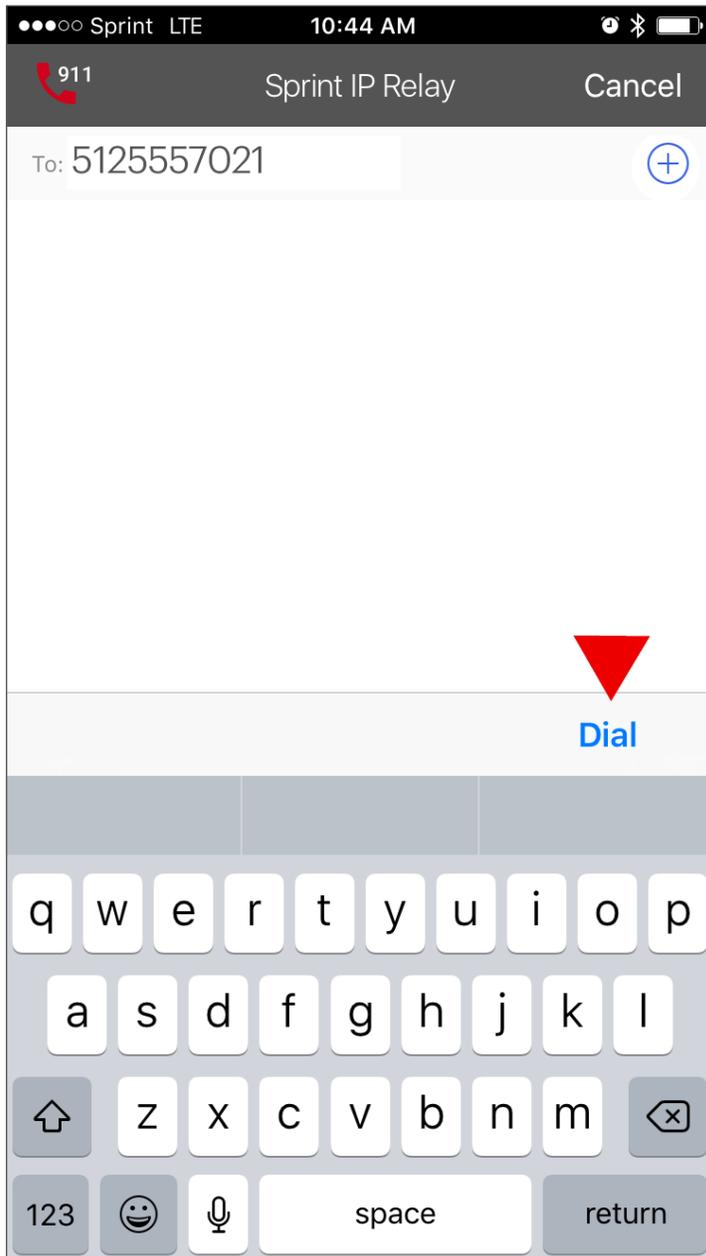
2. To make a new call, tap the yellow phone.



3. Tap to type the name or phone number of a person you wish to call. Your wireless phone's contact list will be used when entering a name to call.



4. Tap DIAL to place your call through Sprint IP Relay.



5. When your phone is connected to the caller, start your conversation. When you finish typing, tap the ARROW button to send your conversation to the relay operator who will read aloud to the caller.

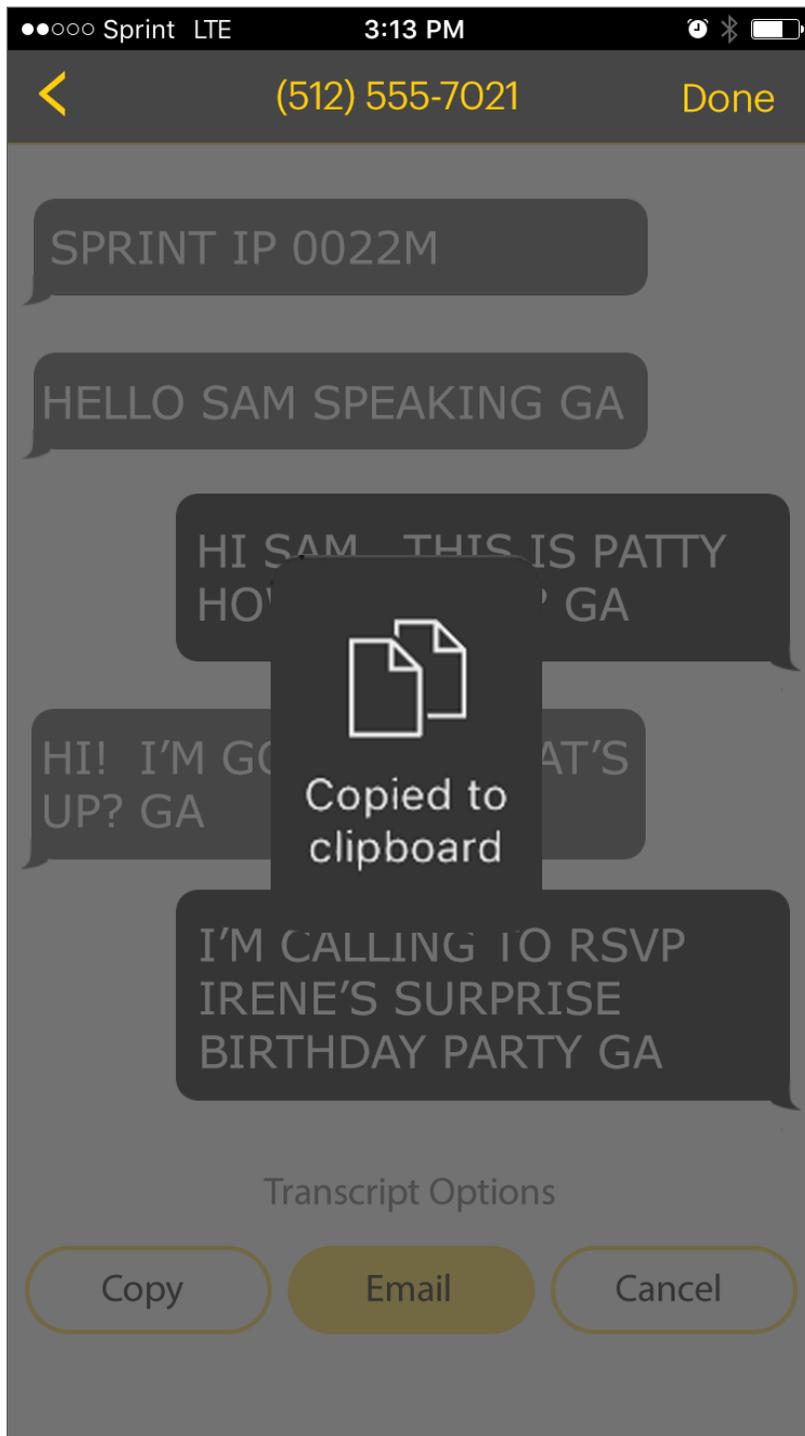
NOTE: Your conversation is on the right side while your caller's conversation via a relay operator is on the left side.



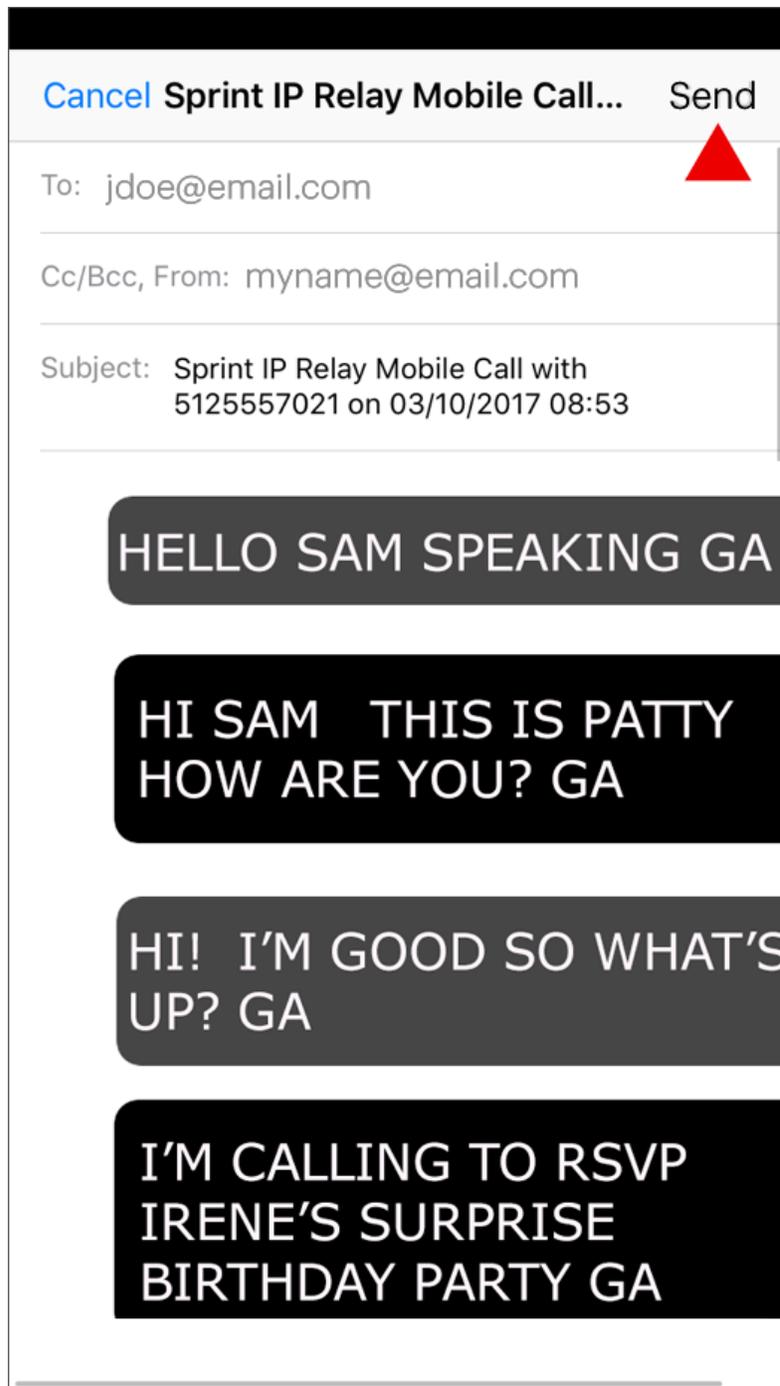
6. When the conversation ends, four options are available before going back to the CALL screen.
- 1) COPY: Allows you to copy/paste the conversation to Notepad.
  - 2) EMAIL: Allows your conversation to be emailed to an email address.
  - 3) CANCEL: Allows you to remove transcript options view and pending messages will be announced (if applicable)
  - 4) DONE: Returns you to the CALL screen, but the phone conversation will not be saved.



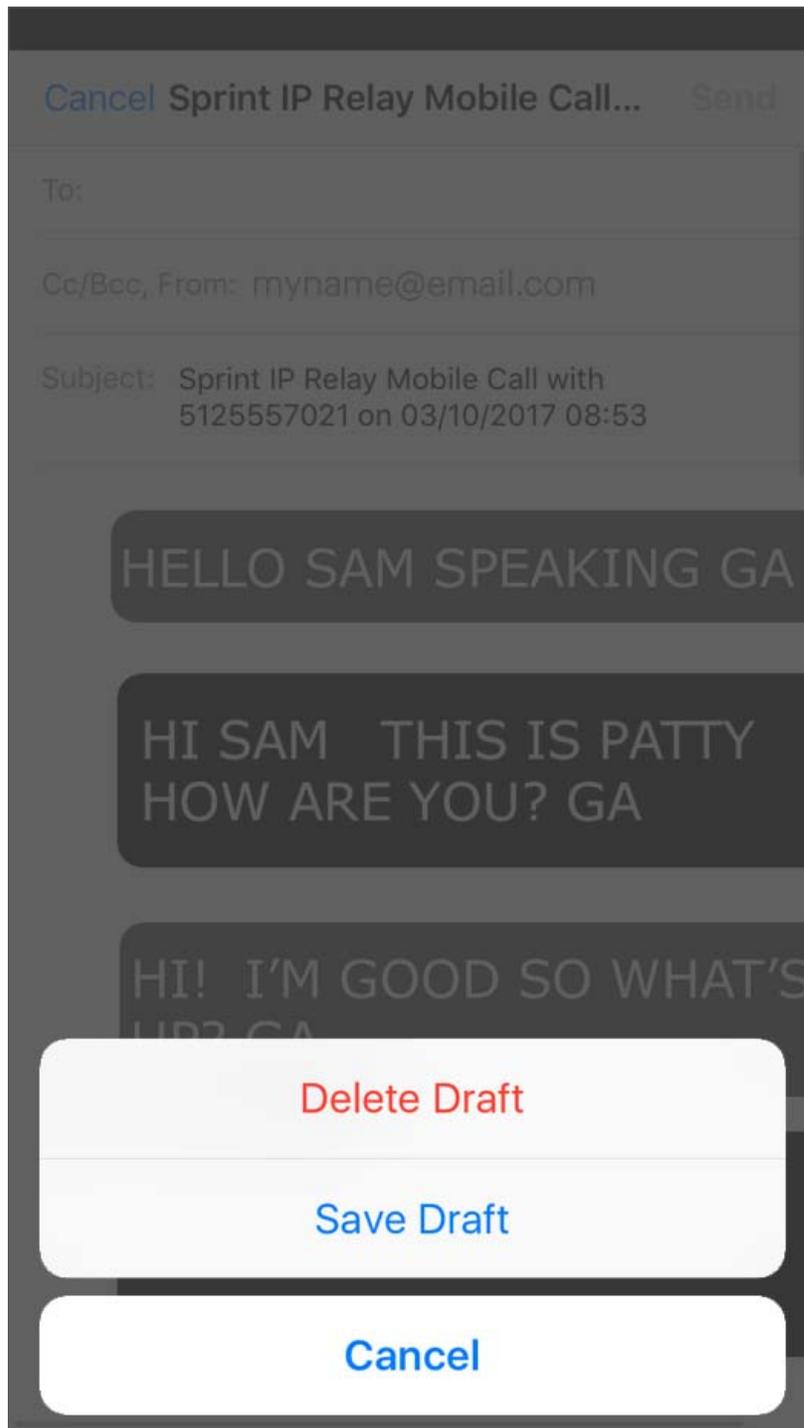
7. To copy your conversation, tap COPY and then you can paste it on any app, such as Notepad.



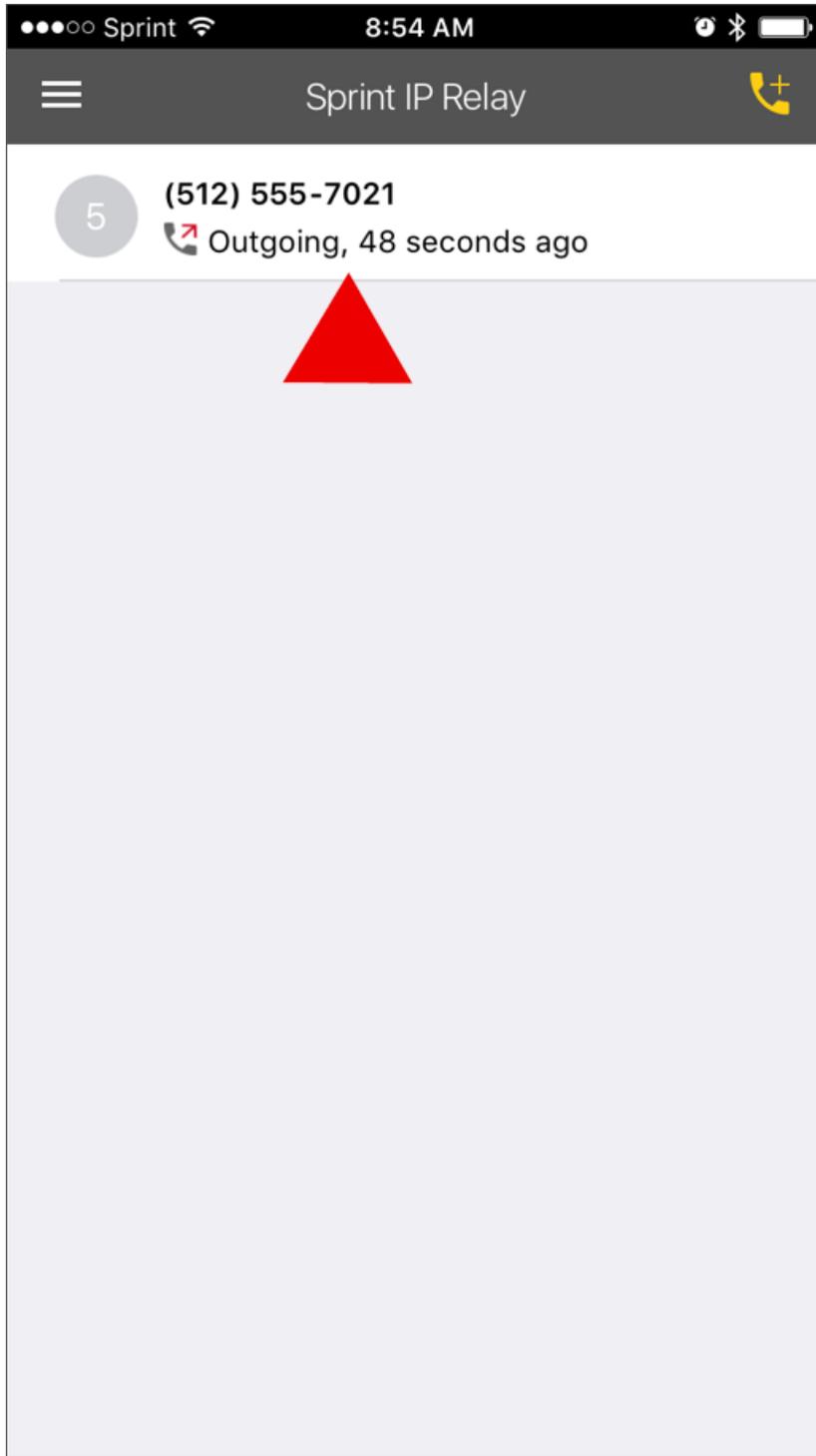
8. To email your conversation, tap EMAIL and then tap to type an email address that you wish to send your conversation to. Then tap SEND.



9. When you close email without sending, email option appears and allows your draft email to be saved or deleted. Or tap cancel to go back to email.



10. The second option to make a call is to select contact name or number from the CALL HISTORY that appears on the CALL screen.



11. Call History has three options as followed:
- 1) CLEAR: Contact name or phone number is deleted from the Call History.
  - 2) ADD: Contact name or phone number are added to your phone Contacts.
  - 3) CALL: Make a phone call via Sprint IP Relay.



NOTE: If you log out the Sprint IP Relay Mobile app, you will not be able to receive incoming calls.

## HELPFUL INFORMATION:

How to turn on notifications for incoming calls.

To set up vibrations:

For Android users:

- Go to Settings
- Sound
- Notifications
- Turn on Vibration\*

\* You may be able to create your own patterns.

For iOS users:

- Go to Settings
- Sounds
- Text Tone
- Vibration
- Create New Vibration
- Tap Create New Vibration
- Tap your screen to create the vibration you want.
- Holding your finger down creates a continuous vibration and lifting your finger creates a pause.
- Tap Stop when you are done creating your pattern
- Tap Save
- Enter a name of your custom vibration
- Tap Save

To set up camera flasher:

For Android users:

- Go to Settings
- Accessibility
- Hearing (if you have the option)
- Turn on Flash Alerts.

For iOS users:

- Go to Settings
- General
- Accessibility
- Hearing
- Turn on LED Flash for Alerts

If you have questions or need assistance, please contact Sprint IP Customer Support:

- [Sprint.trscustserv@sprint.com](mailto:Sprint.trscustserv@sprint.com) (Email)
- (800) 676-3777 (TTY/Voice)
- (887) 787-1989 (STS - for callers with speech disability)

Sprint IP Relay Service is a free service offered to individuals who are Deaf, Hard of Hearing, DeafBlind, and have a Speech disability that allow them to place relay calls over the Internet between locations in the United States (including its territories). Available only in USA and US territories. International calls will either be blocked or terminated. Although Sprint IP Relay can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. By using Sprint IP for emergency calling, you agree that Sprint is not responsible for any damages resulting from errors, defects, malfunctions, interruptions or failures in accessing or attempting to access emergency services through Sprint IP; whether caused by the negligence of Sprint or otherwise. Other restrictions apply. For details, see [sprintrelay.com](http://sprintrelay.com)  
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