Frequently Asked Questions – Sprint IP Relay

Who can use Sprint IP products?

Sprint IP products are designed for people who are Deaf, Hard-of-Hearing, DeafBlind or have a Speech Disability who wish to communicate with hearing callers from anywhere in the US or its territories using computer (web) or mobile devices.

Is registration required?

Yes, registration is required. In order to comply with FCC requirements, identity verification must be completed before a 10-digit phone number can be assigned to an IP user.

Will I be able to save and print my conversation?

Yes, the SprintIP.com (web application) and mobile application includes the functionality to copy and email conversations. You may then print your conversation.

Why can't I save my conversation on the new Sprint IP website?

At the end of your conversation, there are three options: Copy, Email or Done.

1. Click "Copy" and then paste into a document like Notepad or MS Word.
2. Click "Email" and send to your preferred email address. This method uses the default email application setup on the computer being used.
3. Click "Done" to make another call or return to the "Make or Receive a Call" screen.

What does "END" mean after I finish my call?

Sprint IP users may make subsequent calls and no need to disconnect with Relay Operator. By clicking "End", the IP caller will disconnect from Relay Operator. Sprint IP user will then be given three options: "Copy", "Email" or "Done". Conversation will not be deleted until one option is selected. "Done" will delete the conversation and return the user to "Make or Receive a Call" screen.

Why can't I change my font size and background color options for my conversation?

- Web: Window Preferences will magnify the font size or CTRL + will increase the entire website font size. Display settings will change the background color and font color.

- **Mobile App:** Mobile device users can go to the iOS or Android accessibility features to update font size, bold text or invert colors.

What if I don't like the scrolling?

Depending on the resolution of your computer display, you may want to try different Display settings and zoom levels. Most people will find setting the **Display Setting** to "small" and the **Window Preferences** text size to 200% magnification helps eliminate scrolling and keeps the conversation text on the conversation screen.

Users can also adjust the zoom level of the website in their browser by using CTRL (+) to increase and CTRL (–) to decrease the size of the website.

How do I get Sprint IP Relay services?

There are two options to register for Sprint IP Relay.

1. SprintIP.com allows you to register and complete identity verification to access the web or mobile application for Sprint IP Relay.
2. Sprint IP Relay mobile app through the Google PlayStore or Apple AppStore allows you to complete registration and identity verification through the app.

Can I have just one Sprint IP 10-digit number to access either SprintIP.com or mobile app?

Yes. Once registration is complete, a Sprint IP 10-digit is assigned. Only one Sprint IP 10-digit number is needed for the web or mobile app. Simply use the same username and password to login to either SprintIP.com or the mobile app to place a Sprint IP Relay call.

Customers may also obtain registration information in an alternative readable format by sending an email to relayuserregistration@sprint.com.

Why am I not able to read my conversation using my braille display?

For iOS device users, the Speech hints settings may significantly interrupt your reading performance on your braille display especially using Sprint IP Relay. To eliminate speech hints interruptions, here are the step-by-step instructions to follow:

1. Tap on settings app on any of your iOS Apple devices
2. Tap on General button
3. Tap on Accessibility button
4. Tap on Voiceover on button
5. Tap on Verbosity button
6. You read "Speech Hints On"
7. Tap "Speech Hints to toggle to Off

8. Close the settings app and go to home screen
9. Tap on Sprint IP Relay and make or receive all calls.

Does Sprint's IP Relay work with Braille displays and is it accessible to Deaf-Blind users?

Yes, Sprint IP Relay works with Braille displays. Sprint continues to work with the DeafBlind community to ensure that equipment/software is compatible with Sprint IP Relay. Please feel free to share your input on how Sprint can enhance the Deaf-Blind user experience by contacting relayuserregistration@sprint.com.

Can I place 911 call using Sprint IP products?

Yes, you can. 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 negligence of Sprint or otherwise.

What equipment do I need to access Sprint IP Relay?

A Sprint IP user needs the following:

- Internet connection – Cable, DSL, Wi-Fi, Wireless network 3G/4G*, etc.*Data charges may apply.
- Major Internet browser (i.e. Microsoft Internet Explorer, Firefox, Google Chrome, Safari) that are supported by the manufacturer.
- Equipment - computer, laptop, tablet or mobile device (Android OS 4.0.3 or higher or iOS 9 or higher)

How do I receive calls from my hearing callers via the mobile app and/or computer?

A hearing caller dials your Sprint IP 10-digit number and connects to a Relay agent to complete the call. If you are not available, the Relay Agent will ask the hearing caller if they would like to leave a Text Mail message. The Relay Agent can send an email message from the hearing caller to the Sprint IP user's email address located in their profile.

Why am I receiving a notification asking if I want to keep my Sprint IP Relay 10-digit number?

Sprint understands that there may no longer be a need for using Sprint IP Relay. If Sprint IP Relay is not used for a six-month period, you may receive a notification asking if you would like to keep your Sprint IP 10-digit number which requires your response. By responding "Yes", your number will be secured. Please keep in mind that you will continue to receive notification if Sprint IP is not used.

Can a Sprint IP user customize preferences for future calls?

Yes. Preferences may be stored, such as customer notes, emergency location information and frequently dialed numbers by logging into Sprintip.com and click on Account to update your preferences.

Do you offer Sprint IP in Spanish?

Yes, we offer Spanish to Spanish services through SprintIP.com and the Sprint IP Relay Mobile app. Translation services are not available. The mobile app is also available in Spanish.

Can I place an international call?

No. Per FCC regulations, international calls are not allowed via Sprint IP products. International calls will either be blocked or terminated.

I want to share my feedback, how can I do this?

Sprint IP Relay welcomes your comments and feedback. Please email Sprint Accessibility Care at relayuserregistration@sprint.com.