



# How-To-Use Sprint IP Relay Mobile App

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- How to Register
- How to Make an IP Relay Call
- How to Change Text Size and Color
- Forgot Username and Password
- Notification Settings
- Customer Care



Standard data rates may apply.

# How to Register

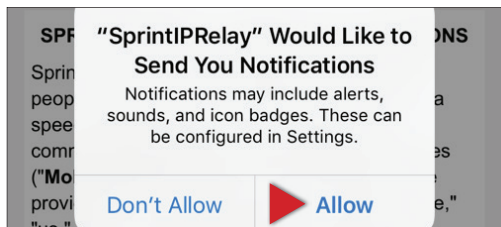
- 1** Download the Sprint IP Relay app from the **Apple App Store** or **Google Play**. Search for **Sprint IP Relay**.



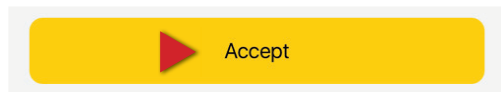
- 2** Tap the **Sprint IP Relay** app to open.



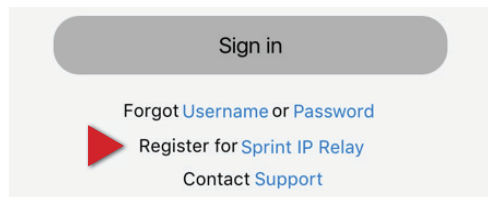
- 3** The pop-up “notifications” screen appears. Tap **Allow**.



- 4** The next screen is Sprint IP Relay Mobile Terms and Conditions. Read and tap **Accept**.



- 5** At the sign-up screen, tap “**Register for Sprint IP Relay**” at the bottom.



- 6** Next is the Address screen. Tap to type your full name, home address, email address, birth of date and phone number.

- 7** Read and tap to check on; “I have read and understand the advisory regarding 10 digit phone numbers.”

- 8** Read and tap to check on; “I certify I am eligible for a 10 digit relay number because I am deaf, hard of hearing, deafblind, or have a speech disability.”

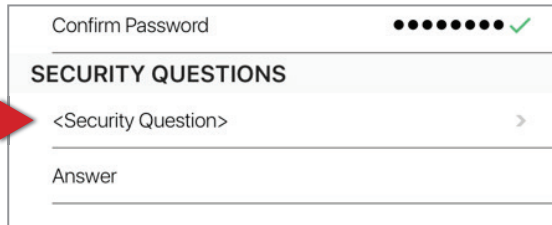
- 9** Tap **Next**.



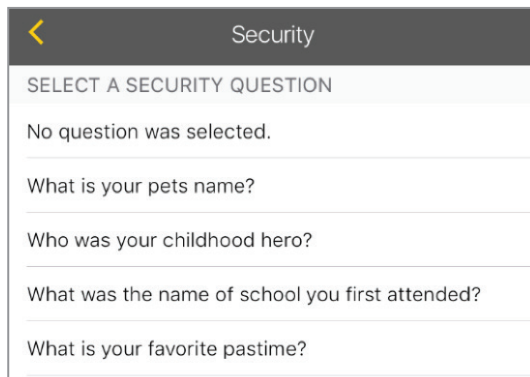
- 10** A pop-up screen shows your full address. If the address is correct, tap **OK**. If not, tap **Edit** to correct your address.

- 11** Tap to create your **username** and **password**.

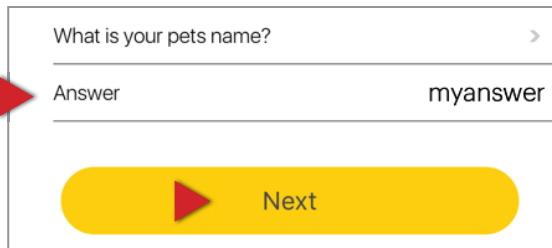
- 12** **Security Question:** If you forget your password, the security question will be sent in order to reset password.



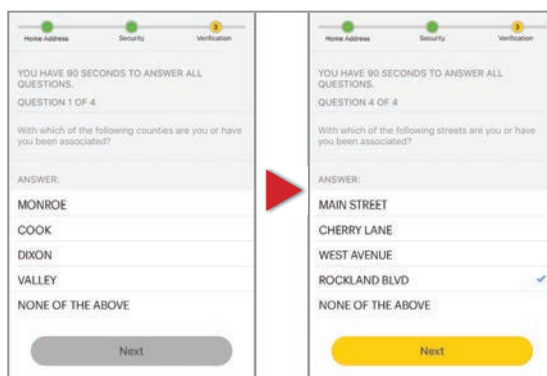
- 13** Select a security question of your choice from the list.



- 14** Tap to type the answer and then tap **Next**.

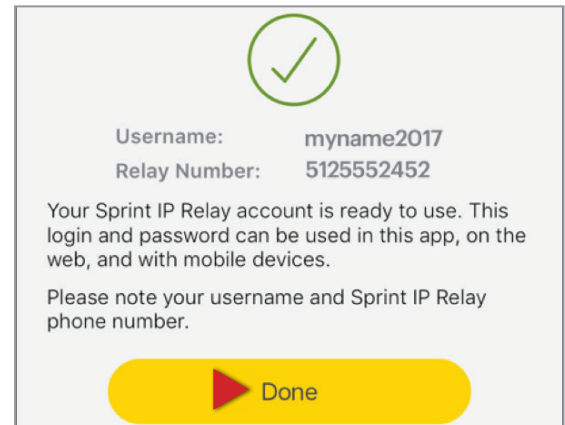


- 15** The next few screens provide four personal questions that you will answer correctly for identity verification. The **Next** button will turn yellow when each question is answered.

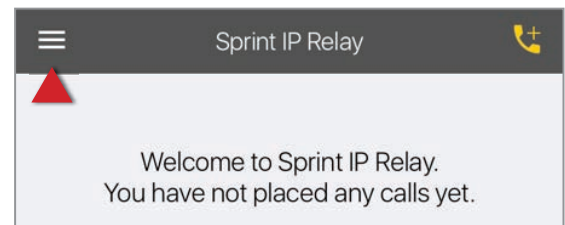


- 16** If verification fails, there is an option to contact Sprint Relay Customer Care from the mobile app to complete verification.

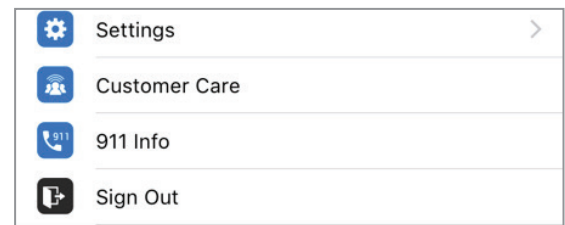
- 17** The Profile screen appears with your new username and 10 digit Sprint IP Relay phone number. The registration process is complete and your Sprint IP Relay account is ready to use. Tap **Done**.



- 18** Tap the menu icon on the upper left of the screen to go to the **Menu** page.



- 19** The menu shows four options:



**Settings:** Change a password, text size and color, background color, select language (English and Spanish), and clear conservation history.

**Customer Care:** Make a call to Sprint IP Customer Care directly.

**911 info:** Provides 911 Information for all Sprint Accessibility products and services.

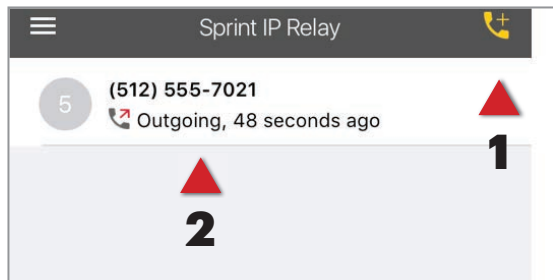
**Sign Out:** Log out Sprint IP Relay app. **Note:** In order to receive incoming calls, it is not recommended to sign out.

# How to Make an Sprint IP Relay Call

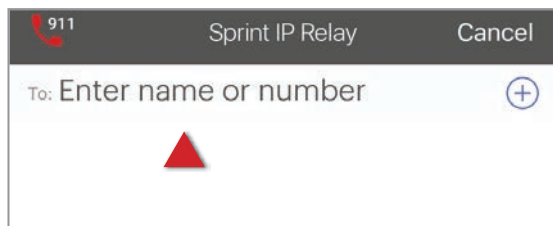
**1** On the **Call** screen, two options are available to make relay calls.

**1** tap the yellow phone icon on the upper right or

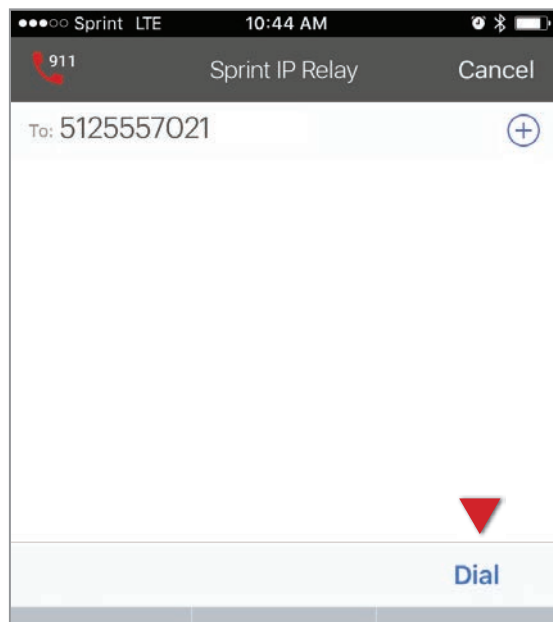
**2** tap phone number on the call history log.



**2** Tap to type the **name** or **phone number** of the person you wish to call using your **Contacts** from your phone.

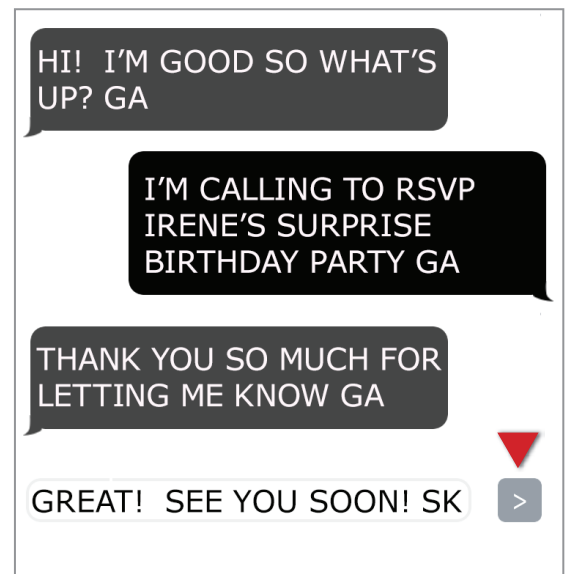


**3** Tap **Dial** to place your call.



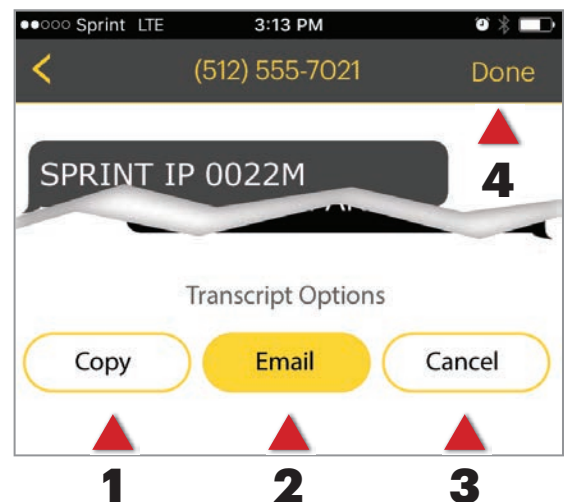
**4** When your call is connected, you may begin typing your conversation. Tap the **arrow** button to send your message.

**Note:** Your conversation is on the right side and your caller's conversation is on the left side of the screen.



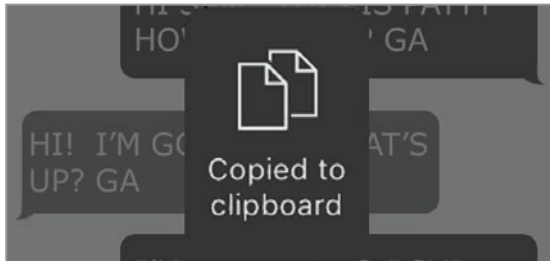
**5** Tap **End** to end conversation. There are four options: **Copy**, **Email**, **Cancel** or **Done**.

- 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:** Removes Transcript Options view.
- 4) **Done:** Returns you to the CALL screen and conversation will not be saved.

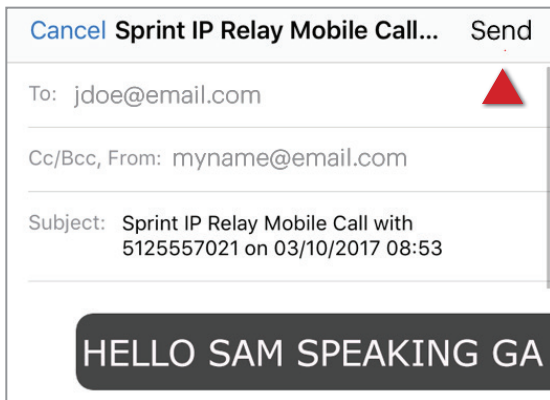


**6**

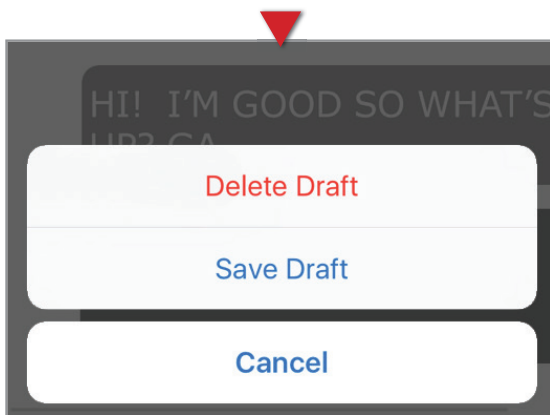
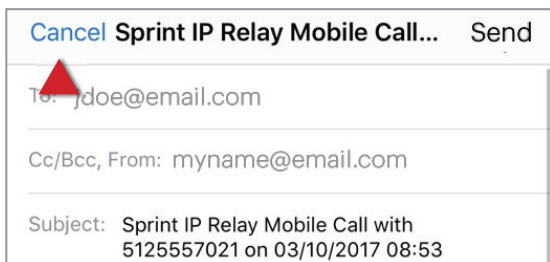
**Copy Conversation:** Tap **Copy** and then paste on app such as Notes or notepad.

**7**

**Email Conversation:** Tap **Email**, tap to type an email address to send conversation and tap **Send**.

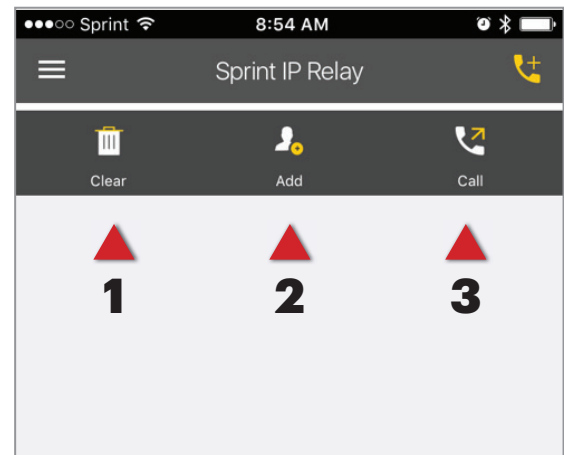
**8**

**Cancel Email:** After you tap **Cancel**, there are three options: Delete Draft, Save Draft or return (Cancel) to email draft.

**9**

Call History has three options as followed:

- 1) **Clear**  
Contact name or phone number is deleted from Call History.
- 2) **Add**  
Contact name or phone number is added to your phone Contacts.
- 3) **Call**  
Make an IP relay call.



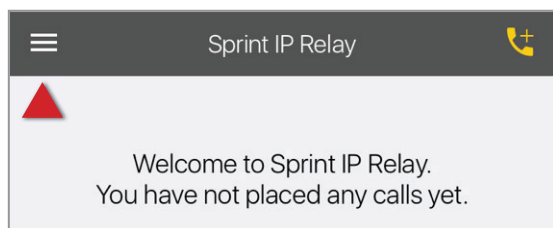
## Note

You must be logged in to the Sprint IP Relay app to make or receive incoming calls.

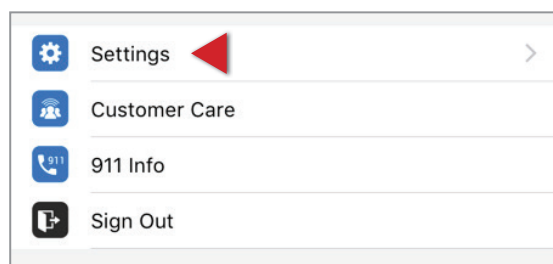


# How to Change Text Size and Color

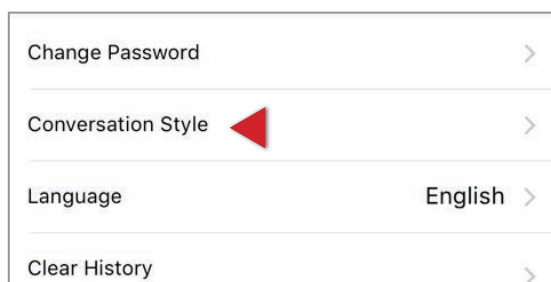
- 1** On the Sprint IP Relay Mobile App Call Screen, tap the **Menu** icon on the upper left.



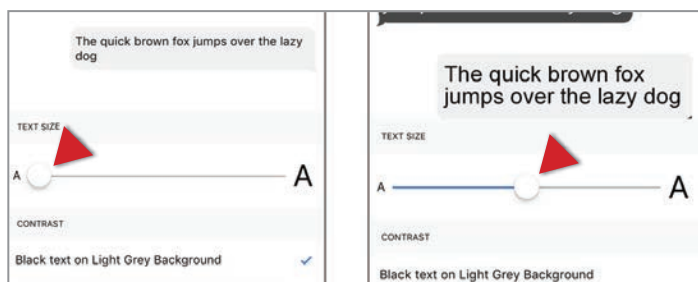
- 2** On the Menu page, tap **Settings**.



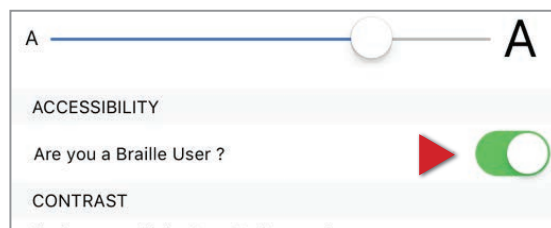
- 3** On the Settings page, tap **Conversation Style**.



- 4** To adjust text size, drag a slider to the right to increase text size.



- 5** On the **Accessibility** area, tap to turn on if you are using Braille.



- 6** On the **Contrast** area, tap one of three options as followed

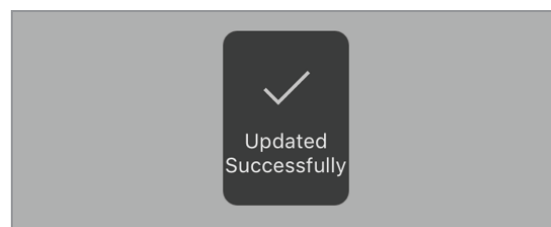
- Black text on light grey background
- White text on black background
- Yellow text on blue background.



- 7** When the selections are complete, tap the back arrow to go back to the **Settings**.



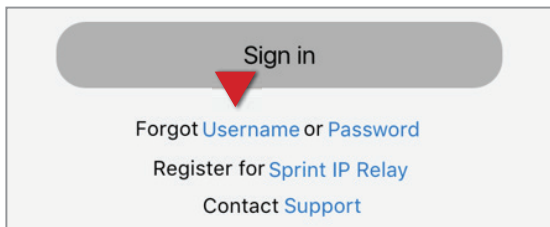
- 8** An “Updated Successfully” message appears. Tap the back arrow once again to go back to the main Call Screen.



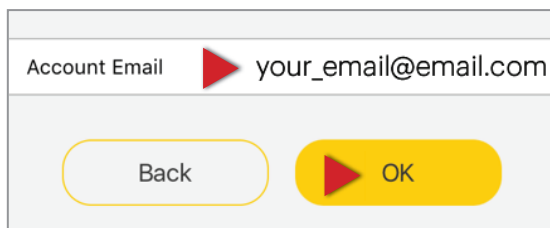
You are all set with the **Conversation Style** selection.

# Forgot Username and Password Process

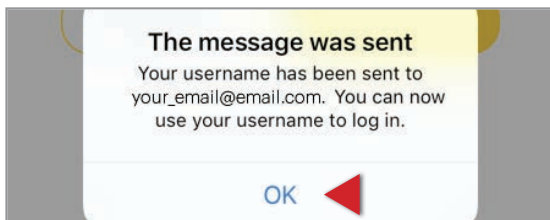
- 1** If you forgot your Username, tap **Username** on the Sprint IP Relay home screen.



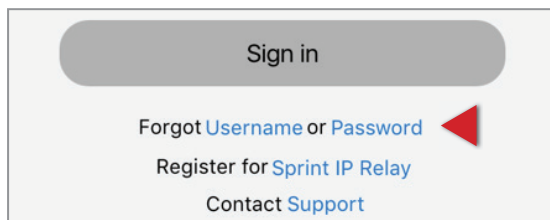
- 2** On the Forgot Username screen, tap to type your email address and tap **OK**.



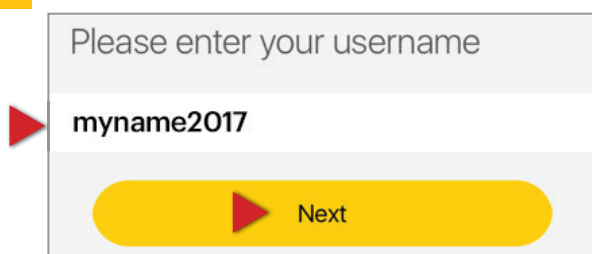
- 3** Tap **OK** again and you will receive your username in your email.



- 4** If you forgot your password, tap **Password** on the Sprint IP Relay home screen.



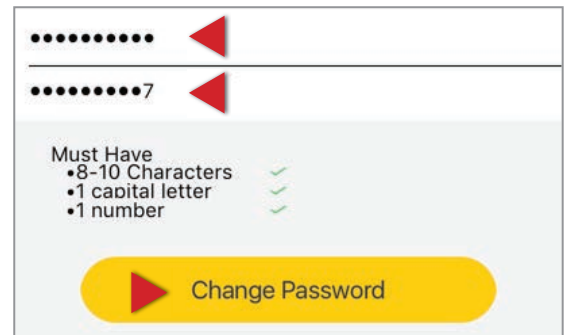
- 5** Tap to type your username and tap **Next**.



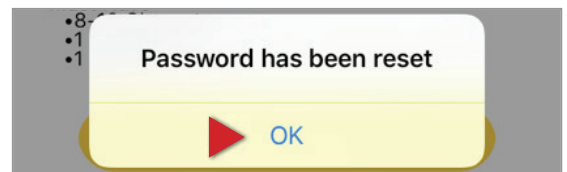
- 6** Tap to type a new password and then tap to retype to confirm password reset.

The password must have 8 to 10 characters, one capital letter and one number.

Tap **Change Password**.



- 7** Tap **OK** and the password has been reset.

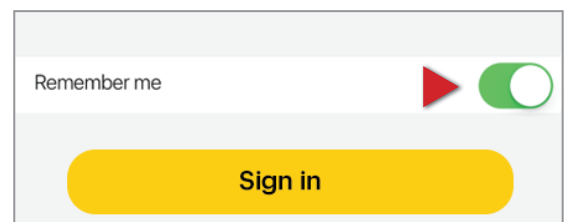


- 8** Tap to type your username and password to login.



- 9** Tap **Remember Me** button to turn on for one-time sign in.

Tap **Sign in**.



## How to Turn On Notifications for Incoming Calls

### To Set Up Vibrations:

#### For Android users:

- 1 Go to Settings
- 2 Sound
- 3 Notifications
- 4 Turn on Vibration. You may be able to create your own patterns.

#### For iOS users:

- 1 Go to Settings
- 2 Sounds
- 3 Text Tone
- 4 Vibration
- 5 Create New Vibration
- 6 Tap Create New Vibration
- 7 Tap your screen to create the vibration you want.
- 8 Holding your finger down creates a continuous vibration and lifting your finger creates a pause.
- 9 Tap Stop when you are done creating your pattern
- 10 Tap Save
- 11 Enter a name of your custom vibration
- 12 Tap Save

### To Set Up Camera Flasher:

#### For Android users:

- 1 Go to Settings
- 2 Accessibility
- 3 Hearing (if you have the option)
- 4 Turn on Flash Alerts

#### For iOS users:

- 1 Go to Settings
- 2 General
- 3 Accessibility
- 4 Hearing
- 5 Turn on LED Flash for Alerts

## Receiving Calls from Hearing Callers

A hearing caller dials your Sprint IP 10-digit number and connects to a Relay Operator to complete the call.

**NOTE:** A Sprint IP user must be logged into the applications (sprintip.com or Sprint IP Relay app) to make or receive calls.

## Text Mail

If you are not available, the hearing caller may leave a Text Mail message via the Relay Operator. An email Text Mail message will be sent to your email address located in your Account Profile. To update or edit your email address login to [mysprintrelay.com](https://mysprintrelay.com).

## Other Phone Settings

### Accessibility:

Accessibility features, such as Larger Text, Display Accommodations (i.e. Invert Colors) and Zoom may also be used to support accessibility needs.

**Language:** By selecting Spanish language, it will translate the Sprint IP App into Spanish. To connect with a Spanish-speaking Relay Operator, go to the Sprint IP app settings to select Spanish language.

## Sprint IP Relay Customer Care

- |  |   |
|--|---|
| ■ <b>Voice</b><br>800-676-3777   | ■ <b>TTY</b><br>800-676-3777  |
| ■ <b>Speech-to-Speech</b><br>877-787-1989  | ■ <b>Website</b><br><a href="https://sprintip.com">sprintip.com</a> |
| ■ <b>Español</b><br>800-676-4290   | <a href="https://sprintrelay.com">sprintrelay.com</a>               |
| ■ <b>Email</b><br><a href="mailto:relayuserregistration@sprint.com">relayuserregistration@sprint.com</a> |   |

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](https://sprintrelay.com) © 2017 Sprint. Sprint and the logo are trademarks of Sprint. Other marks are the property of their respective owners.

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