How To Use Sprint IP Relay
sprintip.com

- Register
- Make a Sprint IP Relay Call
- Change Text Size and Color
- Magnify Sprint IP Relay Screen
- Access Customer Profile
- Contact Accessibility Care
Overview

1. **Español:** Toggle website information from English to Spanish or vice versa.

2. **Accessibility Care:** Make a call to Accessibility Care directly.

3. **911 Info:** Provides 911 information for all Sprint Accessibility products and services.

4. **FAQ:** Frequently Asked Questions.

5. **Register:** Sign up to get a Sprint IP Relay 10-digit phone number.

6. **Sign In:** Sign in to make and receive Sprint IP Relay calls.

**NOTE:** You must be signed in to Sprint IP Relay to make and receive calls.

7. **Display Settings:** Adjust font sizes and contrast.

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How to Register


2. Click Register.

**NOTE:** TRS users have the option to register for a Sprint IP number or create a Customer Profile.

Cont. to next page
How to Register (cont.)

3 Address Information: Type your legal full name, home address, email address, date of birth and phone number.

4 Security: Username: Create your username and password.

5 Security Question: If you forget your password, the security question will be sent in order to reset password. Select your security question and type your answer.

6 Read and Check: “I want a 10 digit Sprint Relay IP phone number.”

NOTE: Federal IP Relay is available for people who are employed by the Federal government.

“I have read and understand the advisory regarding 10 digit phone numbers.”

“I certify I am eligible for a 10 digit relay number because I am Deaf, Hard of Hearing, DeafBlind, or have a Speech Disability.”

Click Next.

7 Verify Address: Verify address to ensure address is correct. Click Next.

8 Verify Your Identity: Complete your identity verification. Four random questions will be presented for you to answer within 90 seconds.

Select the most appropriate answer and click Submit.

9 Profile Ready: If questions are answered promptly and accurately, your username and Sprint IP Relay phone number will be provided.

Click Done to make and receive Sprint IP Relay calls.
How to Make a Call

1. **Number to Call:** Enter the telephone number you wish to call.

2. **Dialing Instructions (OPTIONAL):** Type a short message to the relay operator. For example; "if answering machine please hang up," "don't announce relay service," "ask for Mark," etc.

3. Click **Dial.**
Call in Progress

1. Conversation screen.

2. Type your message in the dialog box. Click Send button. Your message, which will appear in conversation screen.

3. Autosend: Allows you to send your message upon pressing the spacebar on your keyboard.

4. End: Disconnects your phone call.

NOTE:
You must be signed in to Sprint IP Relay to make and receive calls.

Call Disconnected

1. Email: Click Email to email your conversation transcript.

2. Copy: Click Copy to paste conversation transcript in document such as Microsoft Word or Notepad application.

3. Done: Click Done to close the conversation screen and delete transcript.
2. Sign in with your username and password.
3. Click Sign In.
4. Click Customer Profile in the upper right corner of the Sprint IP Relay screen.
How to Use your Customer Profile

1. **IP Relay Numbers:**
   Allows IP Relay users to request, port or delete IP 10-digit numbers.

2. **Emergency Location:**
   Important for IP Relay users to provide their location(s) for emergency services.

3. **Frequently Dialed:**
   Allows TRS and Speech to Speech callers to store up to 100 frequently dialed numbers. Currently not offered for IP Relay.

4. **Call Preferences:**
   Allows TRS and IP Relay callers to select: Gender, Language for Incoming Calls, Answer type defaults to Voice and Call Handling.

5. **Notes:**
   Allows TRS and IP Relay users to include brief notes for the Relay Operator.

6. **Speech to Speech:**
   Options available for Speech to Speech users

7. **Emergency Numbers:**
   Allows users to save preferred emergency numbers (i.e. doctor, attorney, etc.)

8. **Permissions:**
   Options for blocking types of calls.

9. **Personal Information:**
   Update address information.

10. **Account Security:**
    Change Password or Security Question/Answer

11. **Print:**
    Print your Customer Profile information.
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 © 2019 Sprint. Sprint and the logo are trademarks of Sprint. Other marks are the property of their respective owners.

Accessibility Care

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