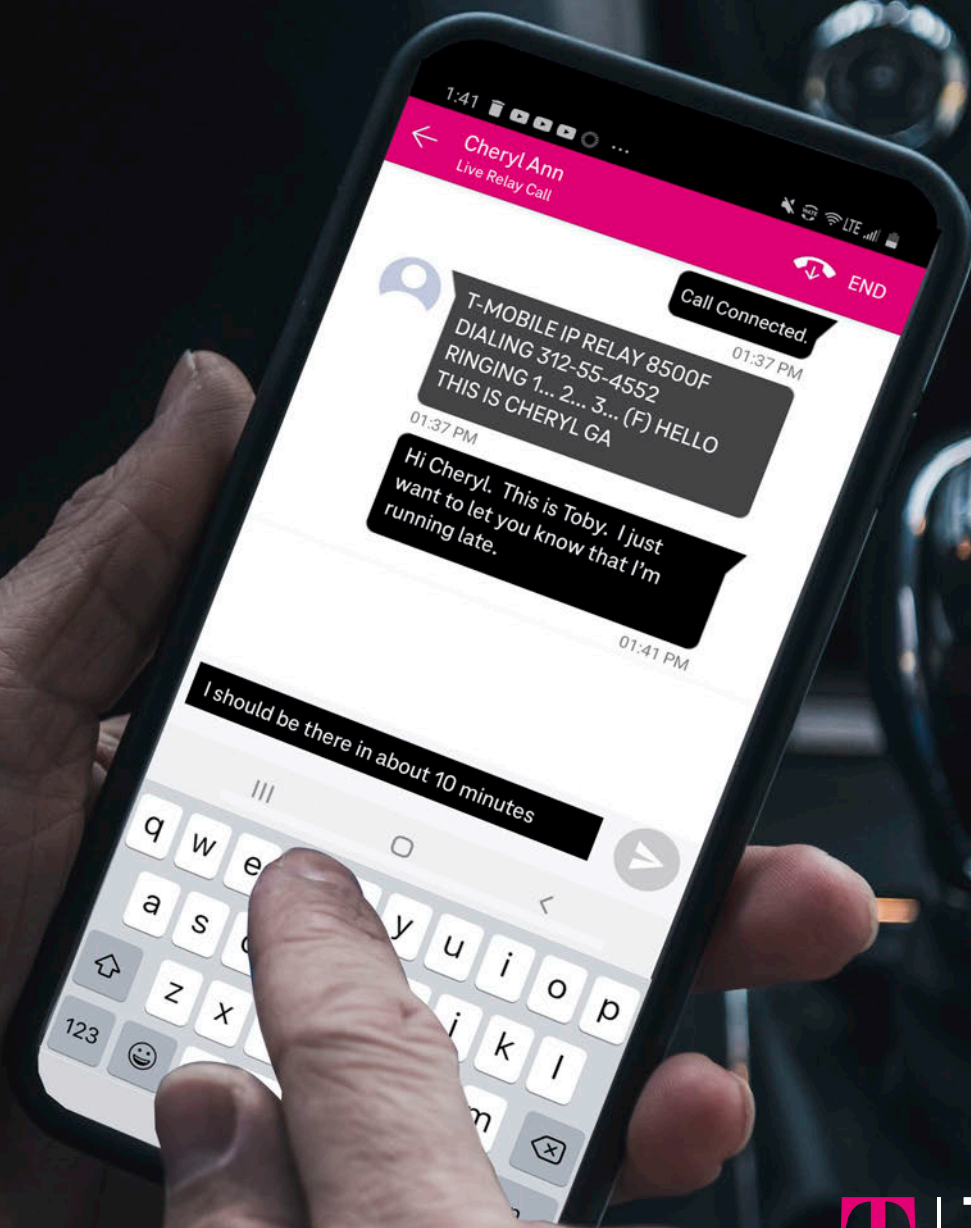


# T-Mobile IP Relay App

## Android-based phones and tablets



**T** | T-MOBILE  
ACCESSIBILITY

Device and screen images simulated

# Overview of T-Mobile IP Relay App's Main Screen

**1 Call History:**  
List of your call history log, including outgoing and incoming calls.

Tap phone number or name to make the relay call.

**2 Phone Icon:**  
Tap the phone icon to make relay calls.

**3 Menu:**  
Tap the Menu icon to go to the Menu page.  
(See #4 through #8)

**4 Settings:**  
Change a password, text size and color, background color, select language (English and Spanish), and clear conversation history.  
(See page 5 for details)

**5 T-Mobile Accessibility Care:**  
Make a call to T-Mobile Accessibility Care.  
Sign-in required.

**6 911 Info:**  
Provides 911 information for all T-Mobile Accessibility products and services.

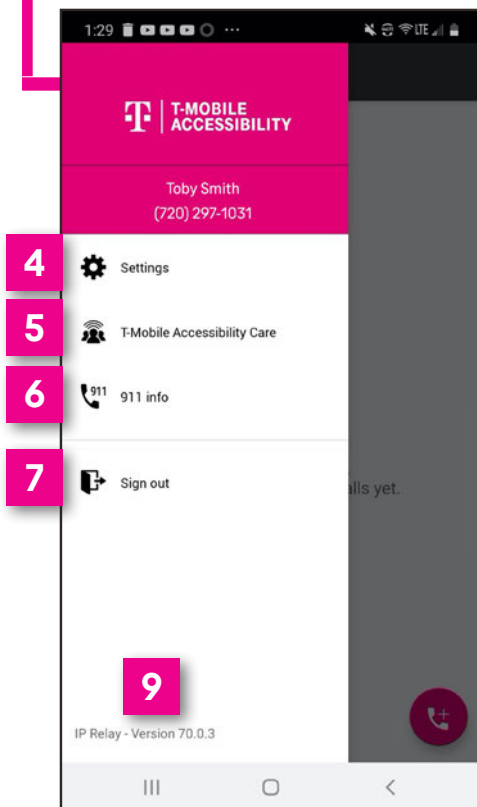
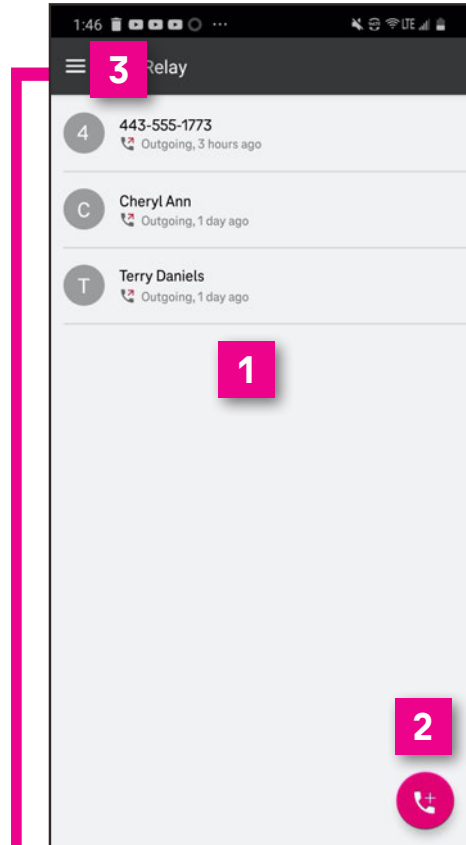
**7 Sign Out:\***  
Sign out T-Mobile IP Relay app.

**8 Close Menu:**  
Tap to close the Menu page.

**9** Check for periodic updates to the app.

## \* NOTE:

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



# How to Get IP Relay Mobile App

- 1 Go to **Google Play** and search for T-Mobile IP Relay.



1

- 2 Download the **T-Mobile IP Relay** app.



2

## Sign In Screen

- 3 **Username & Password:**  
Type your username and password.  
  
To create a username and password.  
(see #6 and #8 for details.)

- 4 **Remember Me:**  
If you wish to login without re-typing your password, turn on **Remember Me**.

- 5 **Forgot username/password:**  
Tap to get your username or re-create a new password.

- 6 **Register for IP Relay:**  
For a first-time IP Relay user, tap to register.

- 7 **Contact Support:**  
Send email to T-Mobile Accessibility Care.

T-MOBILE ACCESSIBILITY

Username  
Joe

Password  
.....

Remember me

Sign in

[Forgot username](#)

[Forgot password](#)

[Register for IP Relay](#)

[Contact support](#)

## Register for IP Relay

- 8 Register for an IP Relay number by:
  - providing your information,
  - choosing a security question/answer,
  - creating a username and password
  - and reading legal disclaimers.

To complete registration, contact T-Mobile Accessibility Care:

- iprelay@t-mobile.com (Email)
- (800) 676-3777 (Voice/TTY)
- (800) 676-4290 (Español)
- (877) 787-1989 (Speech-to-Speech)

← Profile Contact Support

1 2 3 4

Legal First Name

Legal Last Name

Home Address

Apt/Suite

City

State  
AL

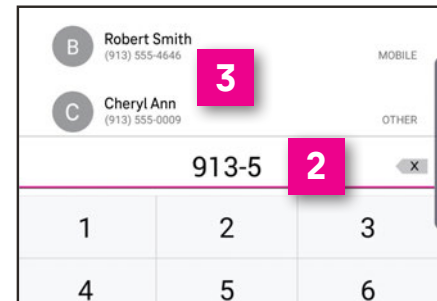
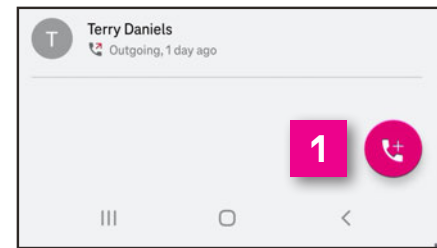
Zip Code

# How to Make a Call

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

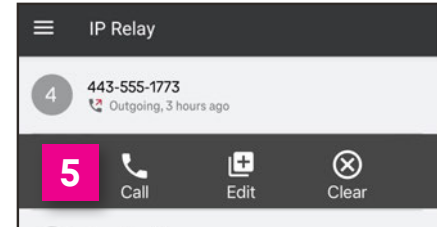
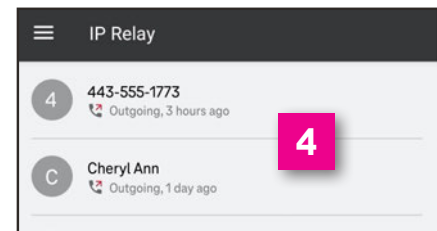
## OPTION 1:

- 1 Tap the **phone icon** on the lower right.
- 2 Type the **name** or **phone number** of the person you wish to call using your **Contacts** from your phone.  
**Note:** Permission must be granted to access phone Contacts when app is installed.
- 3 Tap the **name or number** to make a call.



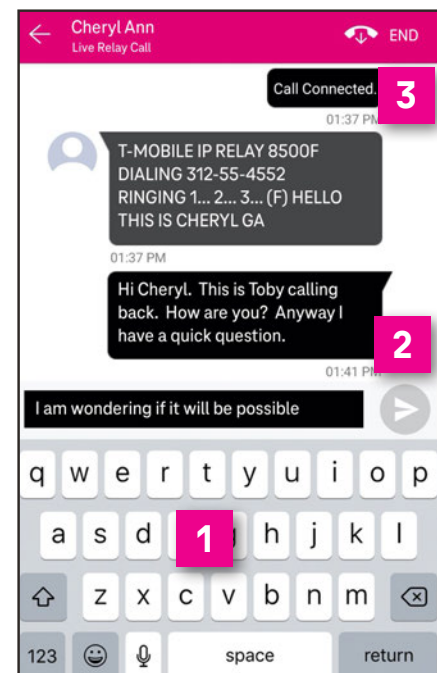
## OPTION 2:

- 4 Tap **name** or **phone number** on the Call History Log.
- 5 Tap **Call** to make a call.



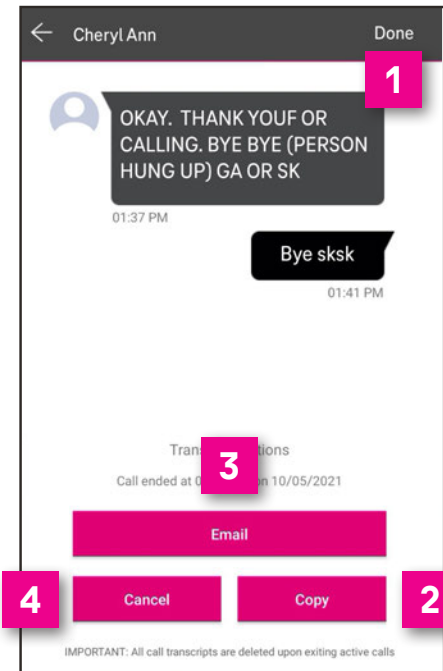
# Call in Progress

- 1 When your call is connected, you may begin your conversation.
- 2 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.
- 3 Tap **End** to end conversation.



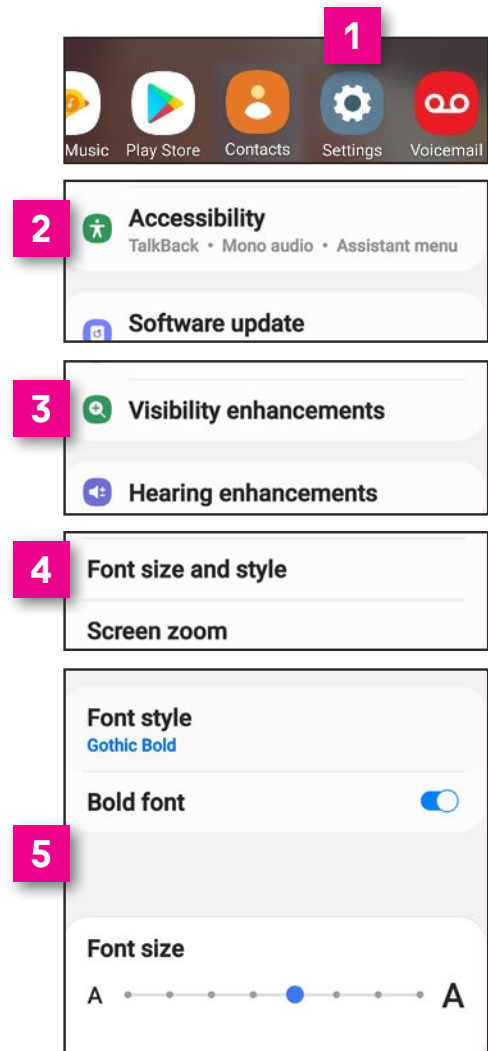
# Call Disconnected

- 1 Done:**  
Closes the conversation screen and deletes the call transcript.
- 2 Copy:**  
Copy and paste your call transcript in a document (i.e. Microsoft Word or Notepad).
- 3 Email:**  
Email your call transcript to yourself.
- 4 Cancel:**  
Closes the Transcript Options.



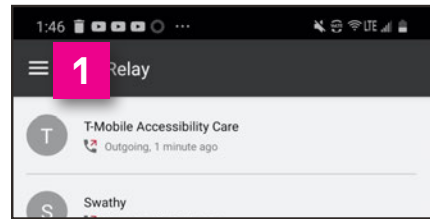
# Accessibility Settings

- 1** On your smartphone's screen, tap **Settings**.
- 2** Scroll up and tap **Accessibility**.
- 3** Scroll up and tap **Visibility enhancements**.
- 4** Options may be supported by the IP Relay that best support the IP Relay users needs as follows:
  - High contrast fonts
  - Highlight keyboard
  - Highlight buttons
  - Color inversion
  - Magnifier window
- 5** Scroll up and tap **Font size and style** that includes:
  - Font style
  - Bold font
  - Font size

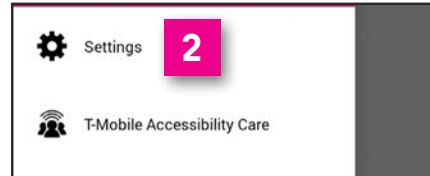


# IP Relay Settings

**1** Tap the **Menu** icon.



**2** Tap **Settings**.

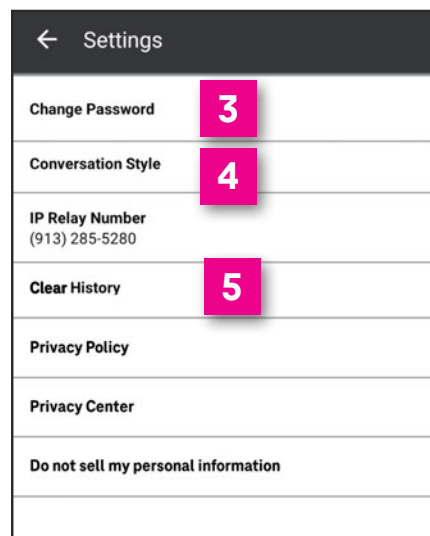


This is the **Settings** screen.

**3** **Change Password:**  
Update or change your password.

**4** **Conversation Style:**  
Adjust text size, color and set up accessibility for a Braille user. See #7 through #10 below.

**5** **Clear History:**  
Clears all call history.



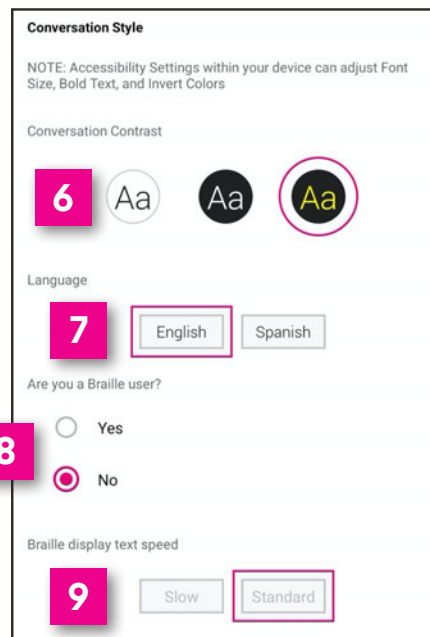
## Conversation Style

**6** **Conversation Contrast:**  
Set text and/or background to light or dark of your choice.

**7** **Language:**  
Set the language preference for the Relay Operator as English or Spanish. Spanish-to-English/English-to-Spanish translation is not allowed.

**8** **Are you a Braille user?:**  
Select **Yes** or **No** if you are using a Braille display. This is an ideal feature for DeafBlind braille users.

**9** Choose Braille display text speed to either **slow** or **standard**. Relay Operator also has the ability to increase or decrease transmission speed during a call.





# How to get into your Customer Profile

It is recommended to create or update your Customer Profile using your desktop or laptop.

If you need an assistance, email [iprelay@t-mobile.com](mailto:iprelay@t-mobile.com) or call 800-676-3777 (TTY) or 877-787-1989 (Speech-to-Speech).

**1** Go to [t-mobile.com/iprelay](https://t-mobile.com/iprelay).

**2** Sign in with the same **username** and **password** used for the IP Relay app.

**3** Click **Sign in**.

**4** Click **Customer Profile** on the upper right corner of the IP Relay screen.

Welcome to T-Mobile Accessibility

USERNAME  
myusername

PASSWORD  
●●●●●●

Remember me [Details](#)

[Forgot Username?](#) | [Forgot password?](#)

[Sign in](#)

Español Accessibility Care 911 Info FAQ Display Settings Customer Profile Sign Out

## Your Customer Profile

**1** **IP Relay Numbers:**  
Request, port or delete IP Relay numbers.

**2** **Emergency Location:**  
Provide user location(s) for emergency services.

**3** **Frequently Dialed:**  
Store up to 100 frequently dialed numbers. This applies for the IP Relay web application.

**4** **Call Preferences:**  
Select gender, language for incoming calls, answer type defaults to Voice and Call Handling.

**5** **Notes:**  
Include brief notes for the Relay Operator.

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

**7** **Emergency Numbers:**  
Save preferred emergency numbers (i.e. doctor, attorney, etc.)

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

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

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

**11** **Print:**  
Print your Customer Profile information.

< Frequently Dialed

Frequently dialed numbers are phone numbers that you w etc.). Up to 100 frequently dialed numbers can be stored.

ID	NAME	PHONE NUMBER
1	Mom	(312) 555-
2	Dr. Gold	(410) 555-
3	Main Street Pharmacy	(443) 555-

There are 3 Frequently Dialed Numbers in your profile.

[Add number](#)

# T-Mobile Accessibility Care Contact Information

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**Voice/TTY:**

(800) 676-3777

**Speech-to-Speech:**

(877) 787-1989

**Español:**

(800) 676-4290

**Email:**

[iprelay@t-mobile.com](mailto:iprelay@t-mobile.com)

**Fax:**

(877) 877-3291

**Websites:**

[t-mobile.com/iprelay](https://t-mobile.com/iprelay)

[tmobileaccess.com/iprelay](https://tmobileaccess.com/iprelay)



\* Registration and Internet connection required.

Although IP Relay can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 svcs. T-Mobile is not responsible for any damages resulting from errors, defects, malfunctions, interruptions, or failures in accessing or attempting to access emergency svcs through IP Relay. Devices and screen images simulated. T-Mobile, the T Logo, Magenta and the magenta color are registered trademarks of Deutsche Telekom AG. ©2022 T-Mobile USA, Inc. All other marks are property of their respective owner.

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