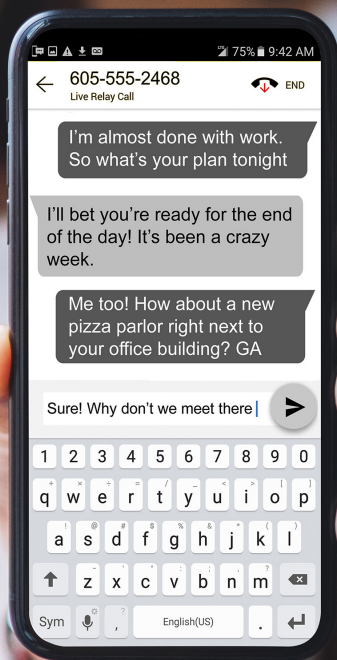


Make Connections with IP Relay





IP Relay connects telephone conversations between people who are Deaf, Hard of Hearing, DeafBlind or have a Speech Disability using an internet-connected device and the IP Relay application.

Once connected, all you need to do is type what you want to say to the IP Relay operator. The IP Relay operator then reads your message aloud to your caller and types your caller's response back to you.

How to connect to IP Relay operators through the web or mobile application?

IP Relay (web) :

IP Relay phone conversations through t-mobile.com/iprelay.

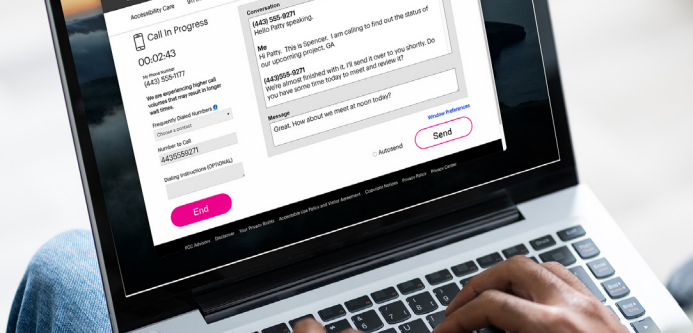
IP Relay (mobile app) :

IP Relay phone conversations through a smartphone or tablet using the IP Relay Android or IOS app.

Internet connection required

It's simple and
easy to use IP Relay!





IP Relay

Benefits

- Sign-in at t-mobile.com/iprelay
- Change font size/colors and background colors
- Ability to manage typing transmission speed
- Ability to receive Text Mail when you are not available to answer IP Relay call
- Save/email your conversation
- Choose language preference (English, Spanish)
- Live online chat with Accessibility Care

Requirements

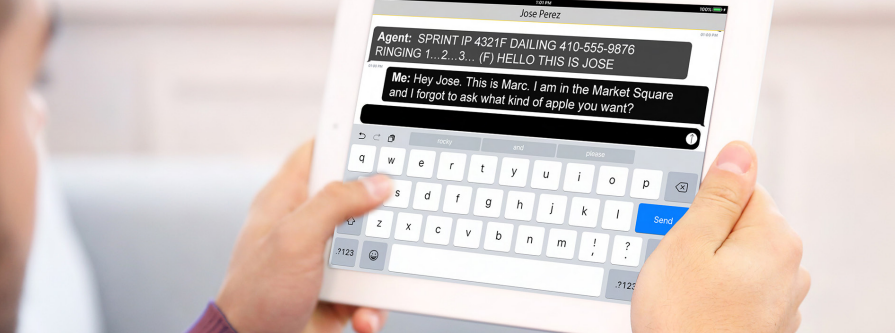
- Internet connection (Wi-Fi or wireless network*)
- Major Internet browser such as Microsoft Edge, Firefox, Google Chrome, or Safari that are supported by the manufacture.

*Data and standard message rates may apply.

Register to get your IP Relay phone number:

- Go to t-mobile.com/iprelay and click **Register**
or
- Download **IP Relay mobile app** and tap **Register**

Only one IP Relay phone number is needed to make and receive calls through the web or mobile applications.



IP Relay Mobile App

Getting Started:

1. Install the IP Relay app
 - For Android devices, including tablets: Open '**Google Play Store**' app
 - For Apple devices, including iPads: Open '**App Store**' app
2. Search for '**T-Mobile IP Relay**' to install app
3. **New user:** Tap **Register** to complete registration
4. **Existing user:** **Sign-in** with Username and Password

Make a Phone Call:

1. Tap the **IP Relay** icon on your wireless device.
2. Type in your Username and Password to sign-in.
3. Tap "**phone**" icon to place a call.
4. Enter number to dial or name of your caller from your Contact List.
5. The relay operator will answer with his/her own identification number and dial your caller's number.
6. The relay operator will type everything the standard telephone user says. Go Ahead (GA) is not required.

End a Phone Call:

- When you are ready to end your call, type '**SK**' for '**Stop Keying**' then click "**End**" button.
- You will have an option to **Email**, **Copy** or **Cancel**, if a transcript of your conversation is needed.
- **Done** or **Cancel** will return to the home screen to make and receive calls.

T-Mobile Accessibility Care

Email: iprelay@t-mobile.com

Online: T-Mobile.com/iprelay

Website: T-Mobile.com/iprelayservice

Voice/TTY: 800-676-3777

Speech to Speech: 800-787-1989

Español: 800-676-4290



Internet connection and registration 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. ©2021 T-Mobile USA, Inc. All other marks are property of their respective owner.