

# T-Mobile IP Relay

t-mobile.com/iprelay



# Overview IP Relay Homepage

**1 Español:**  
Click Español to switch the website to Spanish, click Customer Profile, and then click Call Preferences and Incoming Calls to Español.

English-to-Spanish or Spanish-to-English translation services are not allowed.

**2 Accessibility Care:**  
Sign in to make a call to Accessibility Care directly

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

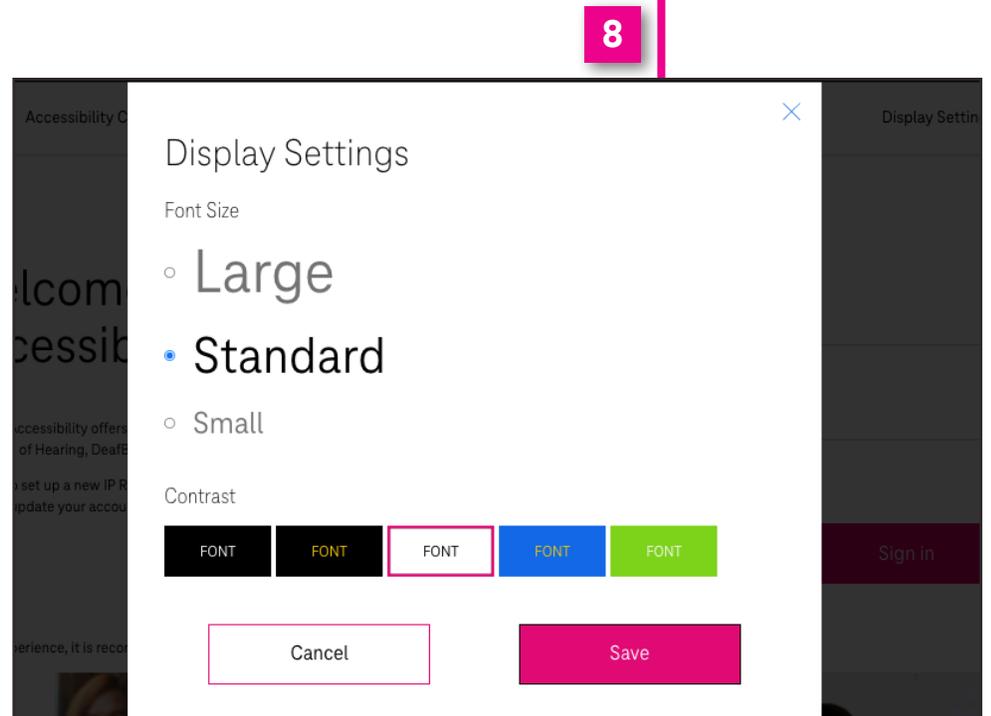
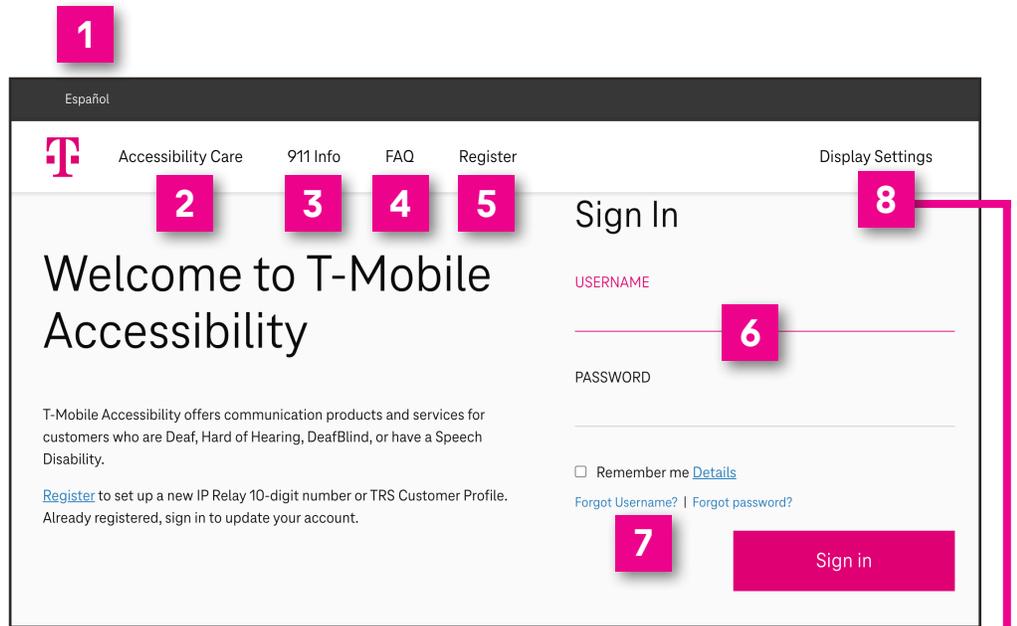
**4 FAQ:**  
Frequently Asked Questions.

**5 Register:**  
Sign up to get an IP Relay phone number.  
**NOTE:** You must register first before using IP Relay.

**6 Sign In:**  
Click “Remember me” to stay signed in to make and receive IP Relay.

**7 Forgot Username or Password:**  
Click to get your username or password to reset

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



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

# How to Register

- 1** Go to [t-mobile.com/iprelay](https://t-mobile.com/iprelay).
- 2 Register:**  
To register for an IP Relay number.  
**NOTE:** State Telecommunications Relay Service (TRS) users also have the option to create a Customer Profile (see page 5).
- 3 Address Information:**  
Type your legal full name, home address, email address, date of birth and phone number.
- 4 Security:**  
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 an IP Relay phone number.”  
“I have read and understand the advisory regarding digit phone numbers.”  
“FEDERAL LAW PROHIBITS the use of IP Relay Service by anyone other than REGISTERED users. I certify I am eligible for a 10-digit relay number because I am Deaf, Hard of Hearing, DeafBlind, or have a Speech Disability.”
- 7** Click **Next**.
- 8 Verify Address:**  
Verify an address to ensure your address is correct. Click **Next**.
- 9 Verify Email Address:**  
Verify an email address to ensure your email address is correct. Click **OK**.

Contact Accessibility Care to complete registration or if verification fails:

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

Accessibility Care 911 Info FAQ Register **2** Sign In Display

## Welcome to T-Mobile

USERNAME

### Register New Account

#### Address Information

LEGAL FIRST NAME **3** LEGAL LAST NAME

HOME ADDRESS 1 (No P.O. Boxes)

HOME ADDRESS 2

CITY STATE ZIP CODE

EMAIL ADDRESS  
youremail@email.com

DATE OF BIRTH  
MM/DD/YYYY

CONTACT PHONE NUMBER  
(000) 123-4567

#### Security

USERNAME **4**

PASSWORD VERIFY PASSWORD

SECURITY QUESTION **5** SECURITY ANSWER

No question was selected.

I want a 10 digit IP Relay phone number (requires identity verification)  
For a 10-digit Federal IP number: Complete registration and then contact Accessibility Care.

I have read and understand the advisory regarding 10 digit phone numbers. **6**

**FEDERAL LAW PROHIBITS** the use of IP Relay Service by anyone other than **REGISTERED** users. I certify I am eligible for a 10-digit relay number because I am Deaf, Hard of Hearing, DeafBlind, or have a Speech Disability.

**7** Next

### Verify Address

Our address service returned a close match with different formatting. Please compare and choose the most accurate.

2100 MAIN STREET, AUSTIN, TX 78665-5699 **8**

2100 MAIN STREET, AUSTIN, TX 78665

Back Next

### Verify Email Address

Congratulations! Your username and password are now active. You should have an email from Accessibility. Please open and click on the link to complete the email verification process. **9**

OK

**2**

# How to Sign In

- 1 Go to [t-mobile.com/iprelay](https://t-mobile.com/iprelay).
- 2 Sign in with your **username** and **password**.
- 3 Click **Sign in**.

Sign In

USERNAME  
myusername

PASSWORD  
●●●●●●

Remember me [Details](#)

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

Sign in

# Magnify Conversation Screen

- 1 Click **Window Preferences**.
- 2 Select magnification for the conversation screen by 100%, 150% or 200%.
- 3 Click **Save**.

This is an ideal feature for users who have low vision or DeafBlind.

Make or Receive a Call

Conversation

My Phone Number  
(443) 555-0440

Frequently Dialed  
Choose a contact

Number to Call

Dialing Instructions

Dial

Window Preferences

Magnification

200%

150%

100%

Using screen reader

Cancel Save

# How to Make a Call

- 1 Enter the telephone number you wish to call.  
or
- 2 Select a phone number from a **Frequently Dialed Numbers** contact list\*
- 3 **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.
- 4 Click **Dial**.

\* **NOTE:** To add contacts, click Customer Profile and click Frequently Dialed. (See "How to get into your Customer Profile" on page 5).

Español

Accessibility Care 911 Info FAQ

Display Settings Customer Profile

Sign Out

Make or Receive a Call

Conversation

My Phone Number  
(443) 555-0440

Frequently Dialed Numbers  
Choose a contact

Number to Call  
720-555-9876

Dialing Instructions (OPTIONAL)

Dial

Message

Autosend

Send

Window Preferences

# Call in Progress

- 1 Conversation screen.
- 2 Type your **message** in the dialog box. This message will not be visible to the relay operator.
- 3 **Send** your message, which will appear on screen.
- 4 Turn **Autosend** on if you prefer to send your message upon pressing the space bar key on your keyboard.
- 5 Click to **end** your phone call.

The screenshot shows the 'Call In Progress' interface. At the top, there are navigation links: 'Español', 'Accessibility Care', '911 Info', 'FAQ', 'Display Settings', and 'Customer Profile'. The main content area is divided into two sections. On the left, there's a 'Call In Progress' header with a timer at '00:00:41', 'My Phone Number (443) 555-0440', and a 'Frequently Dialed Numbers' section with a 'Choose a contact' dropdown, 'Number to Call' field containing '7205559876', and 'Dialing Instructions (OPTIONAL)' field. At the bottom left is a pink 'End' button with a '5' callout. On the right, the 'Conversation' section shows a transcript: '(720) 555-9876 T-MOBILE RELAY 7234F DIALING 720-555-9876 RINGING 1... RINGING 2... HELLO THIS IS SARAH' (with a '1' callout), 'Me Hi This is Mona. I'm almost done with work. So glad the hard part is over. Anyway what's your plan tonight?', and '(720) 555-9876 CAN IMAGINE. IT'S BEEN A CRAZY DAY! ACTUALLY I'M IN THE MOOD FOR PIZZA.' Below this is a 'Message' input field containing 'Perfect! How about a new pizza parlor right next to your office building?' (with a '2' callout). At the bottom right, there's a 'Window Preferences' link, an 'Autosend' checkbox, and a pink 'Send' button with a '3' callout. A '4' callout points to the 'Autosend' checkbox.

# Call Disconnected

- 1 Click **Done** to close the conversation screen and delete transcript.
- 2 Click **Copy** to paste conversation transcript in document such as Microsoft Word or Notepad application.
- 3 Click **Email** to email your conversation transcript to yourself or someone else.

The screenshot shows the 'Disconnected' interface. It has the same top navigation as the 'Call In Progress' screen. The main content area shows 'Disconnected' with a timer at '00:01:44', 'My Phone Number (443) 555-0440', and the same 'Frequently Dialed Numbers' section. At the bottom left are three buttons: 'Done' (with a '1' callout), 'Copy' (with a '2' callout), and 'Email' (with a '3' callout). On the right, the 'Conversation' section shows a transcript: 'Me Perfect! How about a new pizza parlor right next to your office building?', '(720) 555-9876 YES! SEE YOU IN ABOUT AN HOUR.', 'Me OK See you then bye bye sksk', and '(720) 555-9876 BYE SKSK YOUR CALL HAS BEEN DISCONNECTED. THANK YOU FOR USING IP RELAY.' Below this is an empty 'Message' input field. At the bottom right, there's a 'Window Preferences' link, an 'Autosend' checkbox, and a grey 'Send' button.

# How to get into your Customer Profile

- 1 Go to [t-mobile.com/iprelay](https://t-mobile.com/iprelay).
- 2 Sign in with your **username** and **password**.
- 3 Click **Sign in**.

Español

Accessibility Care 911 Info FAQ Register Display Settings

## Sign In

USERNAME  
myusername

PASSWORD  
●●●●●●

Remember me [Details](#)  
[Forgot Username?](#) | [Forgot password?](#)

**Sign in**

3

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

Español

Accessibility Care 911 Info FAQ Display Settings Customer Profile Sign Out

## Make or Receive a Call

My Phone Number  
(443) 555-0440

Frequently Dialed Numbers ⓘ  
Choose a contact

Number to Call

Dialing Instructions (OPTIONAL)

**Dial**

Conversation

Message

Autosend ⓘ **Send**

Window Preferences

4

# Your Customer Profile

- 1 IP Relay Numbers:** Allows IP Relay users to request, port or delete IP Relay numbers.
- 2 Emergency Location:** Important for IP Relay users to provide their location(s) for emergency services.
- 3 Frequently Dialed:** Allows IP Relay, TRS and Speech-to-Speech callers to store up to 100 frequently dials numbers.
- 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 outbound calls.
- 9 Personal Information:** Update address information.
- 10 Account Security:** Change Password or Security Question/Answer.
- 11 Print:** Print your Customer Profile information.

Spanish

Accessibility Care 911 Info FAQ Display

## < Frequently Dialed

Frequently dialed numbers are phone numbers that you would like to dial frequently (e.g., doctor, etc.). Up to 100 frequently dialed numbers can be stored.

ID	NAME	PHONE NUMBER
1	Mom	(312) 555-2587
2	Dr. Gold	(410) 555-4789
3	Main Street Pharmacy	(443) 555-0120

There are 3 Frequently Dialed Numbers in your profile.

Add number

- 1 IP Relay Numbers
- 2 Emergency Location
- 3 Frequently Dialed
- 4 Call Preferences
- 5 Notes
- 6 Speech to Speech
- 7 Emergency Numbers
- 8 Permissions
- 9 Personal Information
- 10 Account Security
- 11 Print

# 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

Website:

[t-mobile.com/iprelay](https://t-mobile.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. ©2021 T-Mobile USA, Inc. All other marks are property of their respective owner.

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