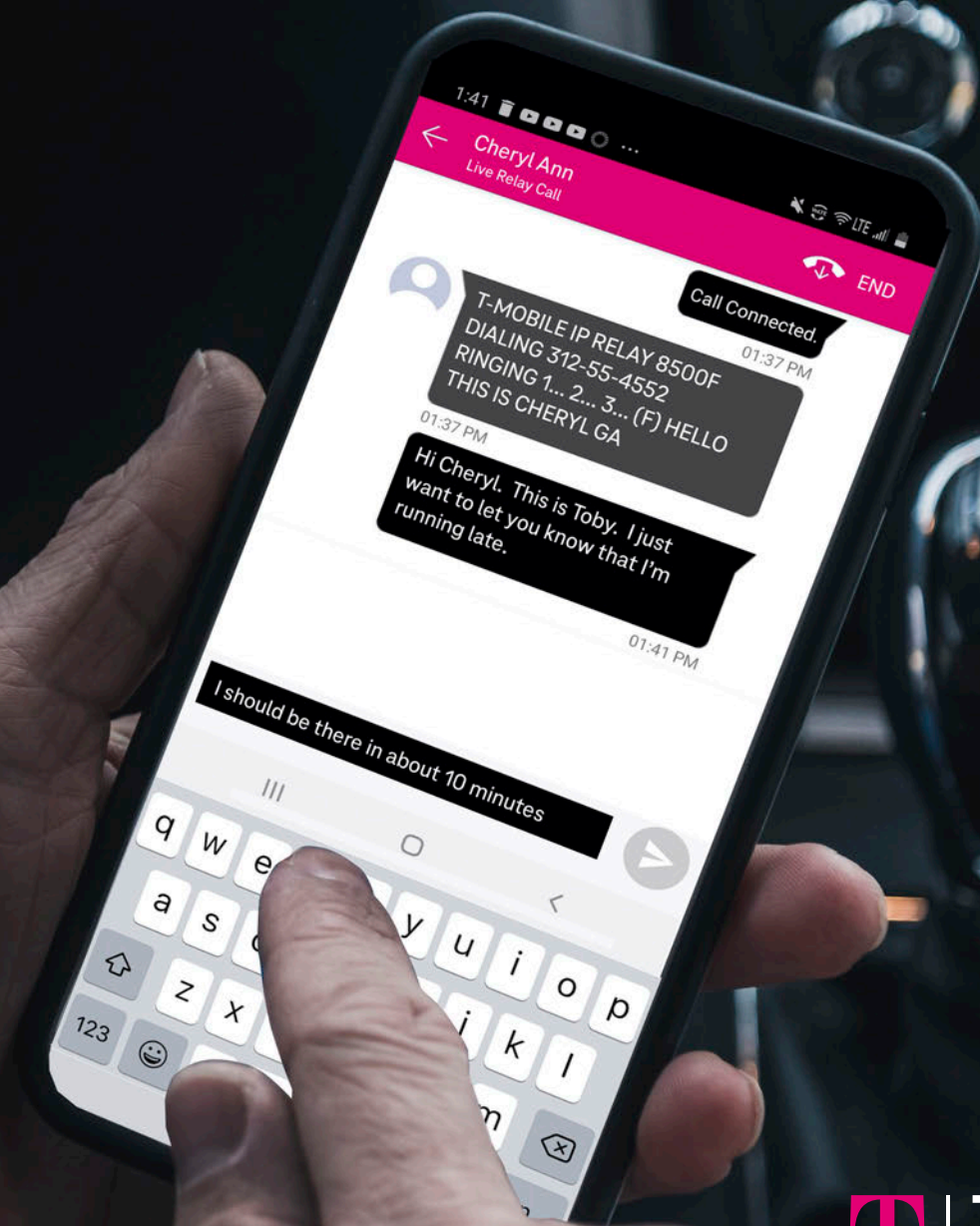# T-Mobile IP Relay App
Android-based phones and tablets

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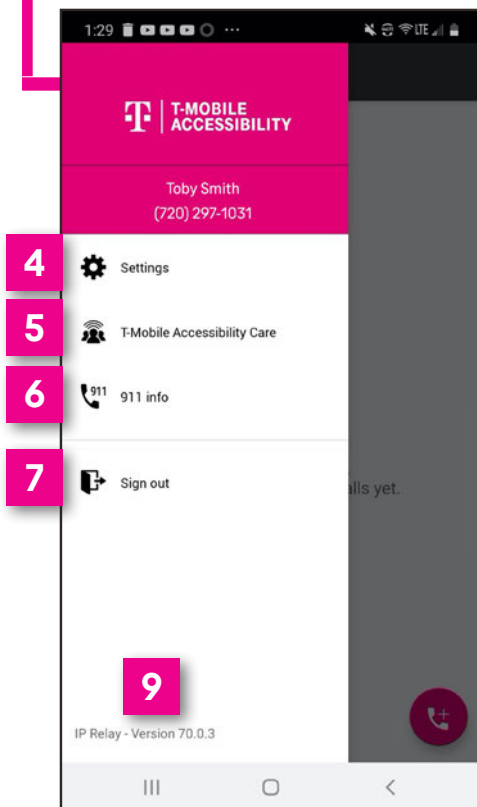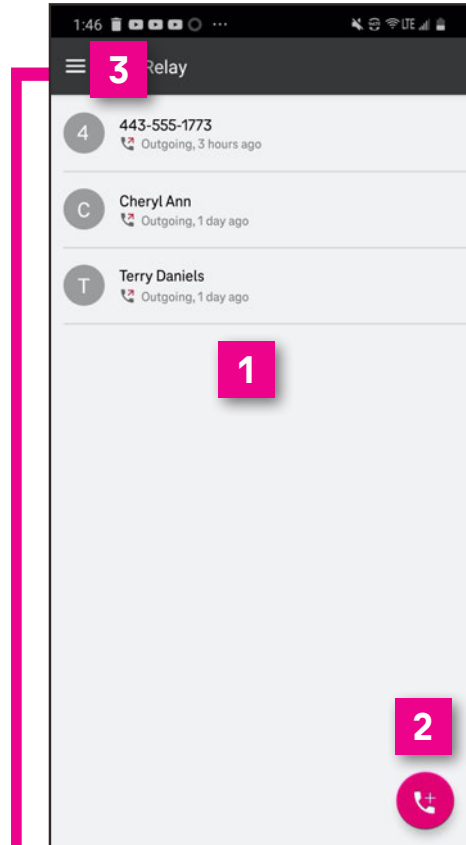Provides 911 information for all T-Mobile Accessibility products and services.

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**.

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

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.

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)**

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.
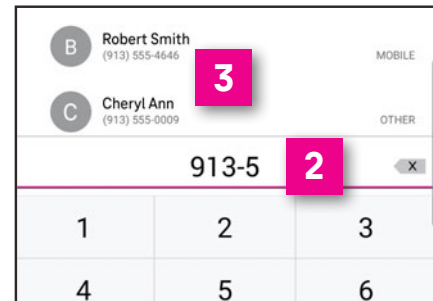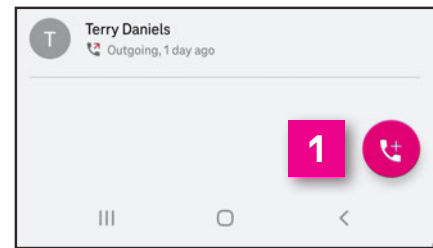
OPTION 2:

4   Tap **name** or **phone number** on the Call History Log.

**5**   Tap **Call** to make a call.
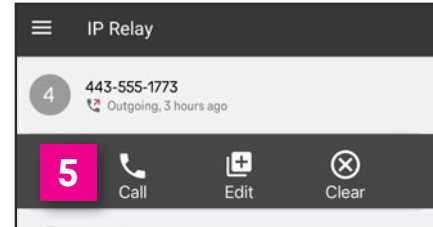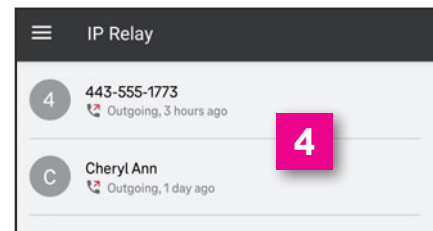
Call in Progress

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.
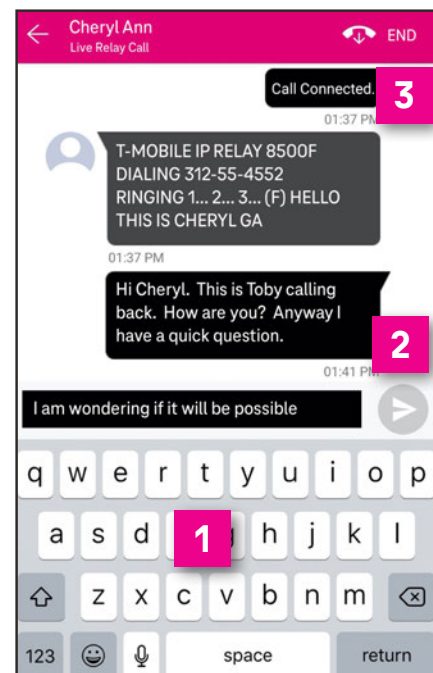
Call Disconnected

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.
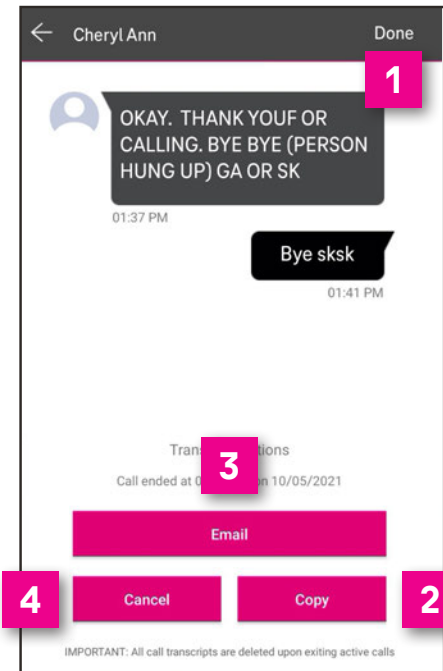
Accessibility Settings

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:
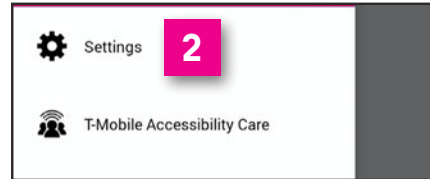
- Font style

- Bold font

- Font size
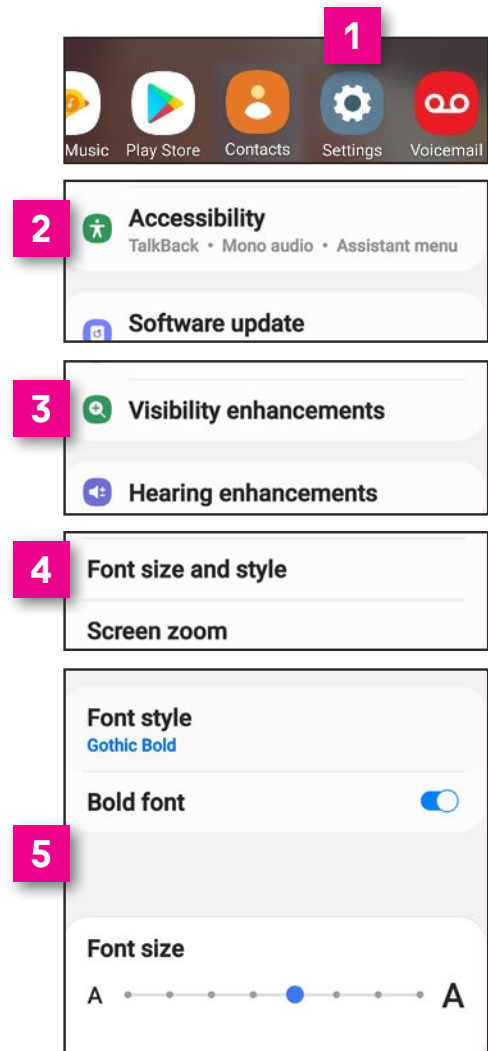
IP Relay Settings

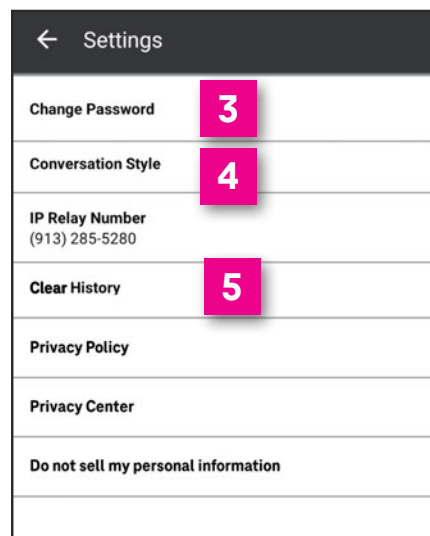**1** Tap the **Menu** icon.
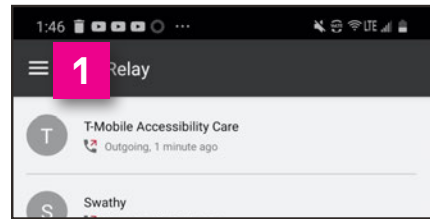
2 Tap **Settings**.

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.
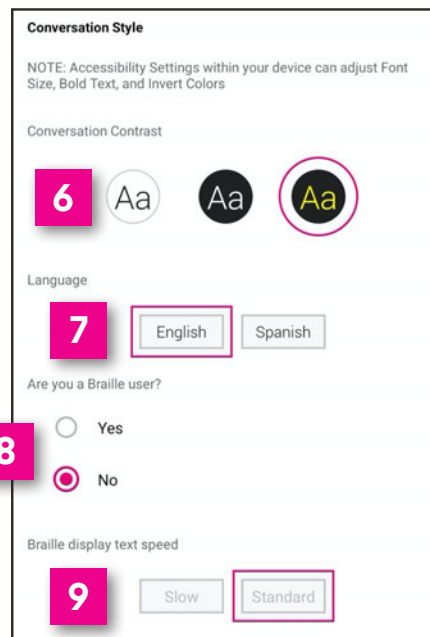
How to get into your Customer Profile

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** or call **800–676–3777 (TTY)** or **877–787–1989 (Speech-to-Speech)**.

1 Go to
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.
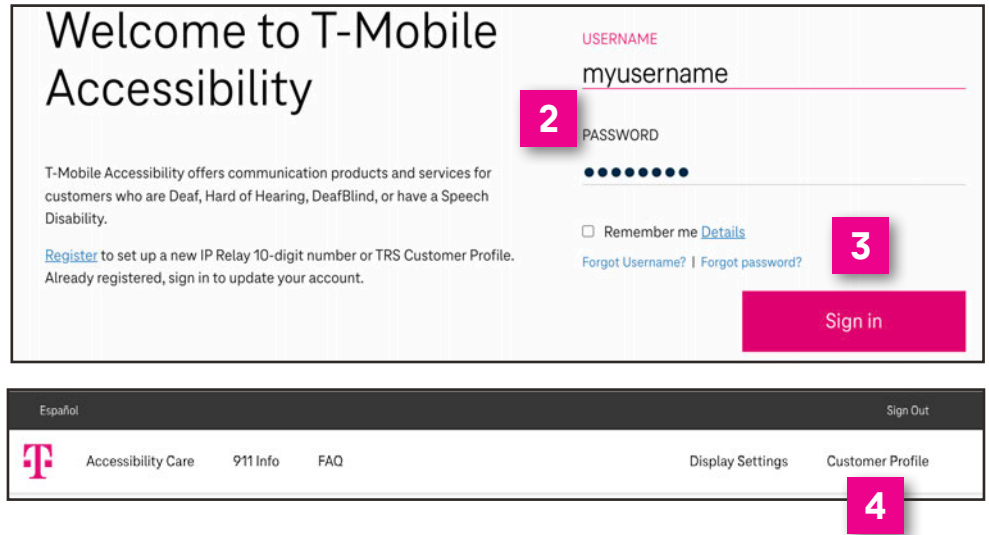
Your Customer Profile

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.
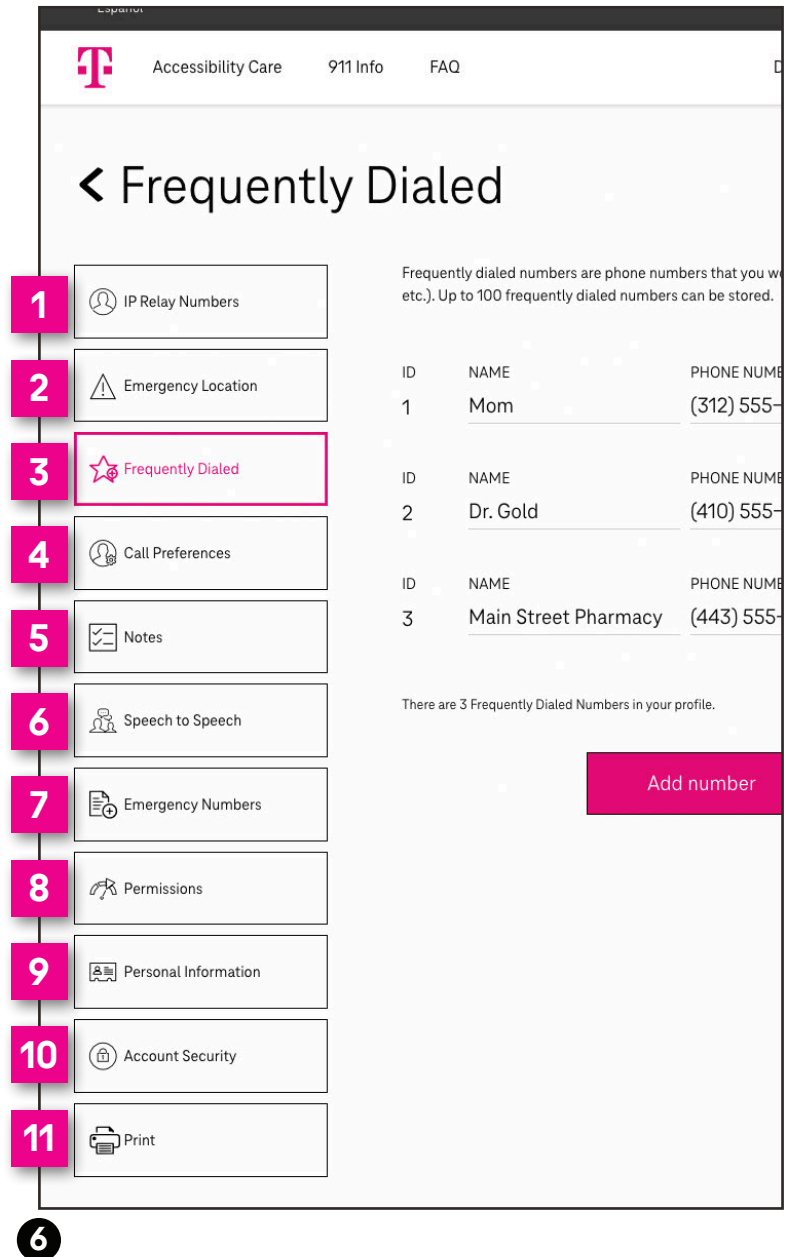
T-Mobile Accessibility Care Contact Information

Voice/TTY:
(800) 676–3777

Speech-to-Speech:
(877) 787–1989

Español:
(800) 676–4290

Email:
iprelay@t-mobile.com

Fax:
(877) 877–3291

Websites:
t-mobile.com/iprelay
tmobileaccess.com/iprelay

T-MOBILE ACCESSIBILITY