T-Mobile IP Relay
t-mobile.com/iprelay

T-MOBILE ACCESSIBILITY

Device and screen images simulated

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:
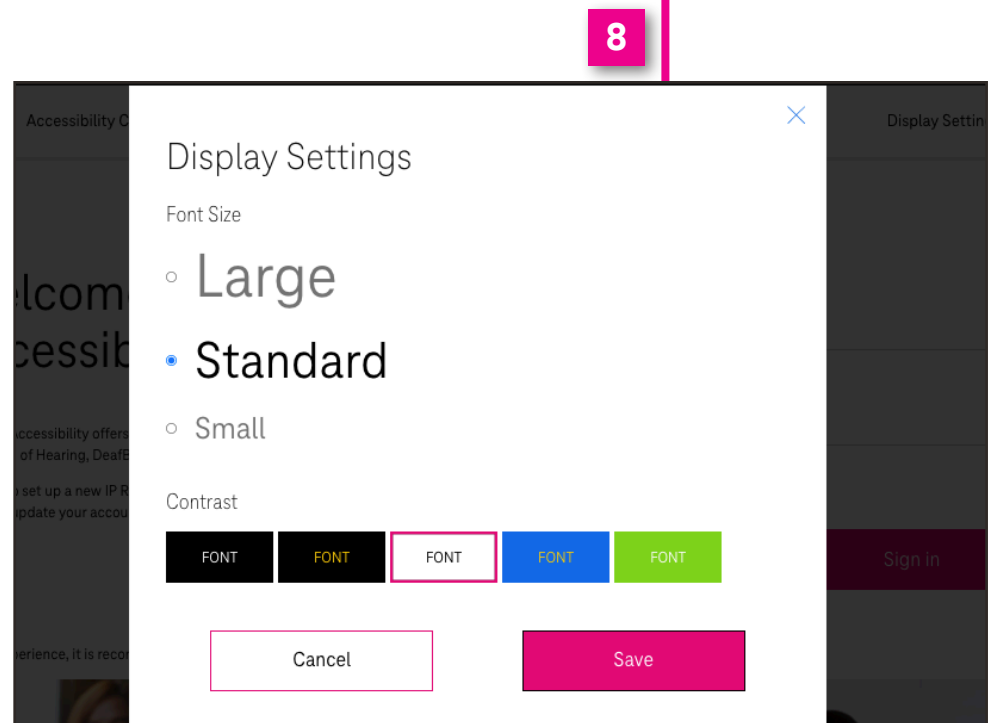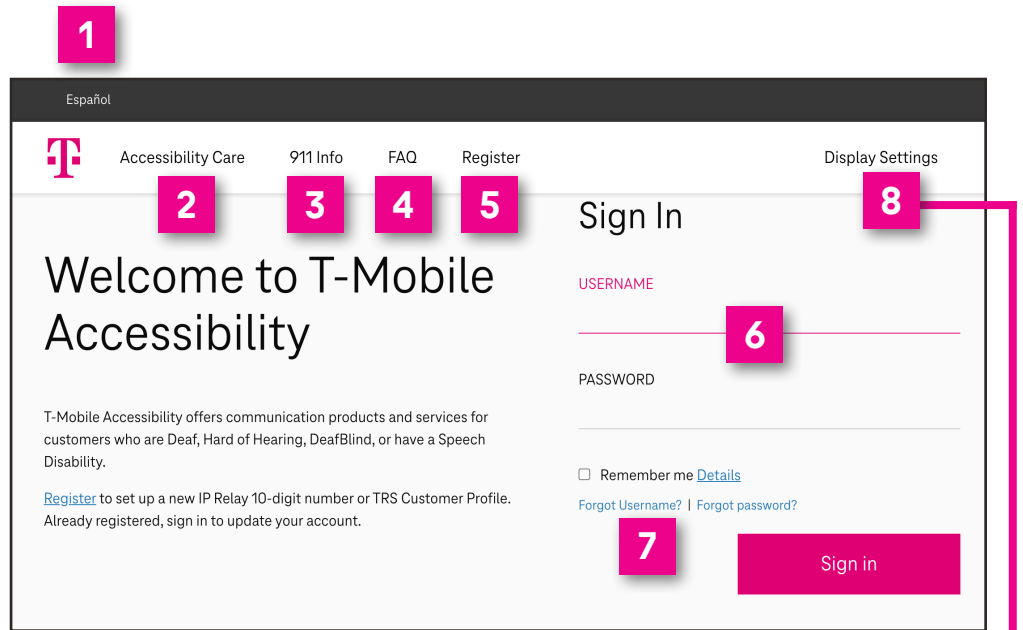Provides 911 information for Accessibility products and services.

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.

1

Español

Accessibility Care **2**   911 Info **3**   FAQ **4**   Register **5**   Display Settings **8**

Welcome to T-Mobile Accessibility

T-Mobile Accessibility offers communication products and services for customers who are Deaf, Hard of Hearing, DeafBlind, or have a Speech Disability.

Register to set up a new IP Relay 10-digit number or TRS Customer Profile. Already registered, sign in to update your account.

Sign In

USERNAME **6**

PASSWORD

☐ Remember me Details

Forgot Username? | Forgot password? **7**

Sign in

8

Display Settings

Font Size

○ Large

● Standard

○ Small

Contrast

FONT   FONT   FONT   FONT   FONT

Cancel   Save

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

How to Register

1 Go to **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.

Password must have 8–10 characters that include: 1 capital letter and 1 number.

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 (Email)
- (800) 676–3777 (**Voice/TTY**)
- (800) 676–4290 (**Español**)
- (877) 787–1989 (**Speech-to-Speech**)

Accessibility Care   911 Info   FAQ   Register   Display

2 Sign In

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*
State

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)

☐ I have read and understand the advi... **6** ...rding 10 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 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
○ 2100 MAIN STREET, AUSTIN, TX 78665

8

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 compete the email verification process.   **9**

OK

2

How to Sign In

1 Go to **t-mobile.com/iprelay**.

2 Sign in with your **username** and **password**.

3 Click **Sign in**.

Sign In

Welcome to T-Mobile Accessibility

T-Mobile Accessibility offers communication products and services for customers who are Deaf, Hard of Hearing, DeafBlind, or have a Speech Disability.

Register to set up a new IP Relay 10-digit number or TRS Customer Profile. Already registered, sign in to update your account.

USERNAME
myusername **2**

PASSWORD
••••••••

☐ Remember me Details **3**

Forgot Username? | Forgot password?

Sign in

Magnify Conversation Screen

1 Click **Window Preferences.**

2 Select magnification for the conservation 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) 555–04

Frequently Dialed
Choose a contact

Number to Call

Dialing Instruction

Dial

Window Preferences

Magnification
○ 200% **2**
○ 150%
● 100%
☐ Using screen reader

3

Cancel | Save

1 Window Preferences

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 | Sign Out

T Accessibility Care 911 Info FAQ Display Settings Customer Profile

📱 Make or Receive a Call

Conversation

My Phone Number
(443) 555–0440

Frequently Dialed Numbers ⓘ
Choose a contact ▾ **2**

Number to Call
720-555–9876 **1**

Dialing Instructions (OPTIONAL) **3**

Message

Window Preferences

Dial

4

☐ Autosend ⓘ Send

❸

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.

Español   Sign Out

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📱 Call In Progress

00:00:41

My Phone Number
(443) 555−0440

Frequently Dialed Numbers ℹ
Choose a contact ▼

Number to Call
7205559876

Dialing Instructions (OPTIONAL)

End **5**

Conversation

(720) 555-9876
T-MOBILE RELAY 7234F DIALING 720-555-9876 RINGING 1... RINGING 2... HELLO THIS IS SARAH **1**

Me
Hi This is Mona. I'm almost done with work. So glad the hard part is over. Anyway what's your plan tonight?

(720) 555-9876
CAN IMAGINE. IT'S BEEN A CRAZY DAY! ACTUALLY I'M IN THE MOOD FOR PIZZA.

Message
Perfect! How about a new piz **2** r right next to your office building?

Window Preferences

☐ Autosend ℹ **4**   Send **3**

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.

📱 Disconnected

00:01:44

My Phone Number
(443) 555−0440

Frequently Dialed Numbers ℹ
Choose a contact ▼

Number to Call
7205559876

Dialing Instructions (OPTIONAL)

Done **1**

Copy **2**

Email **3**

Conversation

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

(720) 555-9876
BYE SKSK YOUR CALL HAS BEEN DISCONNECTED. THANK YOU FOR USING IP RELAY.

Message

Window Preferences

☐ Autosend ℹ   Send

4

How to get into your Customer Profile

1 Go to **t-mobile.com/iprelay**.

2 Sign in with your **username** and **password**.

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:**
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.

Español

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‹ Frequently Dialed

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

Frequently dialed numbers are phone numbers that you would lik 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

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

Website:
tmobileaccess.com/iprelayinfo
t-mobile.com/iprelay

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