

# Access *Sprint IP Relay* to make a call



## Pre-connection call:

- 1** Type **www.sprintip.com**
- 2** Click **Go** or press **ENTER** on your keyboard.
- 3** Type the **phone number** you wish to call.
- 4** Type **instructions** to the relay operator (optional).
- 5** Select the **language** you prefer to use. English is set as the default language.
- 6** Click **Call Now** to connect to Sprint IP Relay Service.
- 7** **Sprint IP Customer Service**  
Click **Customer Service** to connect to a customer service representative for assistance.

## Post-connection call:

- 1** The relay operator will type in the **upper screen**.
- 2** You will type in the **lower screen**.
- 3** Clicking each button will automatically type **GA**, **SK** or **PLS HOLD** on the screen.  
**GA:** Go Ahead  
**SK:** Stop Keying (to end a conversation)  
**PLS HOLD:** Please Hold
- 4** Use the emoticons to express the tone you want used. The seven emoticons here are:  
**I love you** (❤️), **happy tone** (😊), **laughing** (😂), **sad tone** (😞), **angry tone** (😡), **gasp** (😱), and **kissing sound** (💋).
- 5** **Call Status** shows four types of connection (Disconnected, Connecting, Busy or Ready), the phone number that has been dialed (Number Dialed), and the length of your phone conversation (Talk Time).
- 6** **Call Controls** give you five options: **disconnect** the call, **save** the conversation to your hard drive, **print** the phone conversation, choose from **options** (such as changing text colors), and **get help** from Sprint IP Relay.