

REAL TIME TEXT (RTT)

Frequently Asked Questions

What is RTT?

RTT is an accessibility feature offered on most smartphones that allows callers to use a combination of text and voice to make calls. You can think of RTT as an advanced version of TTY for your smartphone but with more features. Users can see messages as they are typed or voiced.

What Can I Use RTT For?

RTT calls can be used to make calls to other RTT users, TTY users, 711, and emergency services like 911. You can use RTT to call people who use a different wireless service provider.

Does RTT Cost Anything?

No, RTT is a free feature offered on smartphone devices.

How Can I Use RTT to Call 911? and 711?

Yes, you can dial both 911 and 711 using RTT. To contact 911 using RTT, you have two options:

- Dial 911 using your smartphone and select the RTT option, and you'll be able to participate in a real-time voice-to-text conversation if the 911 Center has RTT technology in their system to provide point-to-point RTT communication.
- Using NG911, you can type 911 into your text message recipient field and send your message.

Is RTT Compatible with TTY?

Yes, you can call a person who uses a TTY through RTT. However, you will both be limited to the functionality of a traditional RTT, including character limits, speed of transmission, and use of special characters.

How Do I Set Up RTT?

To set up RTT on your iPhone, first open your settings, then navigate to:

- Accessibility Settings: Select "Accessibility."
- RTT/TTY: Tap on "RTT/TTY."
- Enable RTT: Toggle the switch to enable "Software RTT/TTY" and "Answer RTT Calls."
- Set RTT Mode: Choose "Answer All Calls as RTT/TTY."

To set up RTT on your Android Smartphone, first open your settings, then navigate to:

- Accessibility Settings: Depending on your device, look for "Accessibility" or "Hearing" settings.
- RTT/TTY Settings: Locate and tap on "RTT/TTY" or a similar option.
- Enable RTT: Turn on the RTT/TTY option. Some Android Smartphones automatically provide RTT.

I'm Struggling to Use RTT. Is There Someone Who Can Help Me?

Yes! If you need more information on how to set up and use RTT, you can contact California Connect at the following:

- **Phone/VP:** 1-800-806-1191
- **Email:** info@caconnect.org