RTT – REAL TIME TEXT

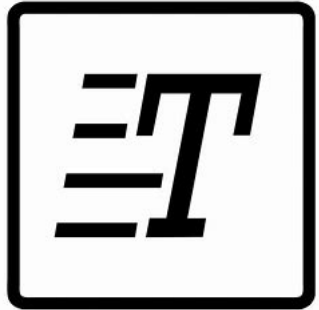**Product Documentation**

July 2021 Update

Topics

- **About Real Time Text - RTT**

- **How does it work?**

- **Things to Know**

About Real Time Text - RTT

Real-time text – or RTT lets you use text to communicate during a phone call. With RTT, there is no need to press send to get your message out. A recipient can read a message while the sender types it.

RTT is currently supported on the following devices:
* Sonim XP8 – Software version Build Number: 8A.0.4.12-8.1.0-26.28.00
* Samsung S20FE – Software version Build Number: RP1A.200720.012.G978U1UEU4DUE1

Notes:
* Both send and receive devices must be RTT capable.
* RTT is only supported on the Sonim XP8 and Samsung S20FE after upgrading at this time.
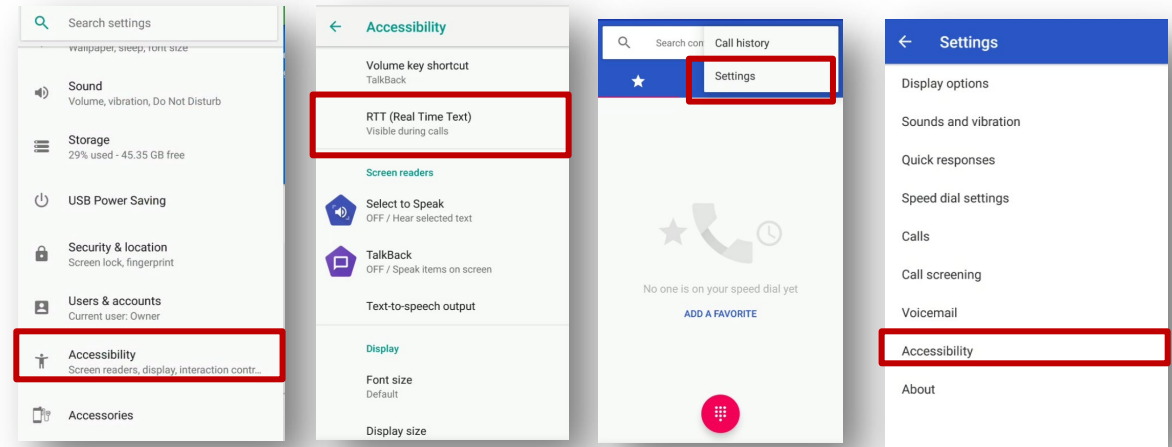* RTT is not supported on the Sonim XP5

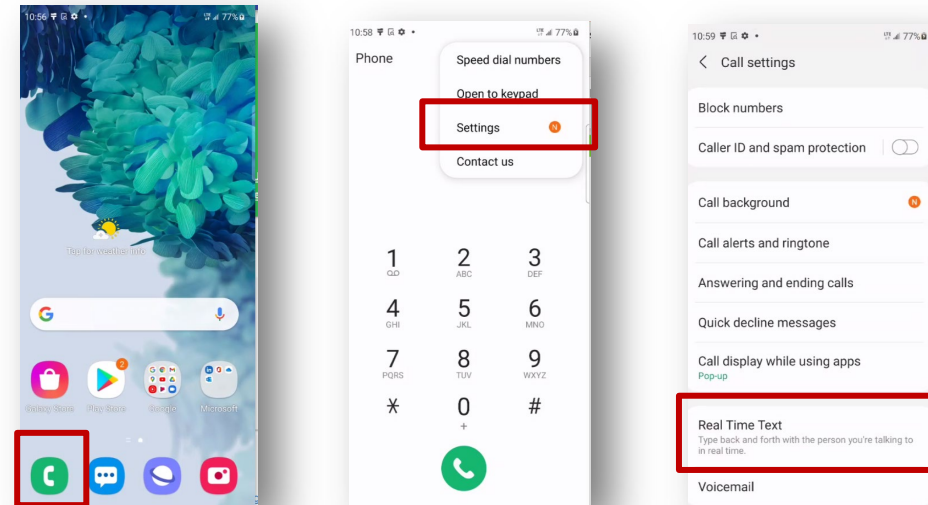# About Real Time Text - RTT

Access the RTT setting from:

Sonim XP8

- Main Settings > Accessibility > RTT (Real Time Text)
- From the Phone Application > Menu > Settings > Accessibility

Samsung S20 FE

- From the Phone Dialer > Menu > Settings > Real Time Text

About Real Time Text - RTT

There are 2 settings that control when the RTT call button is displayed.

<u>Visible during calls</u> – is the default setting. This setting displays the RTT Call button only during an active phone call.

<u>Always visible -</u> This setting displays the RTT Call option/button when initiating and when receiving a phone call.

When receiving or initiating a phone call the user gets presented with 2 options:

• **Voice call only**
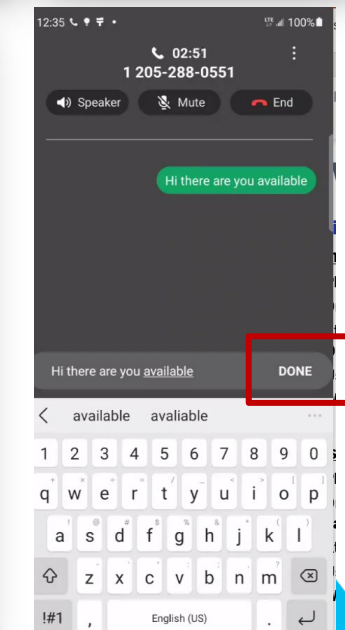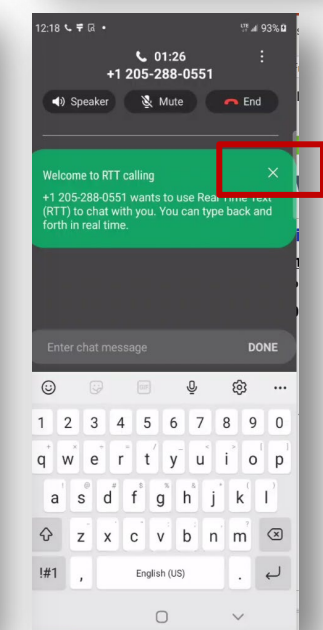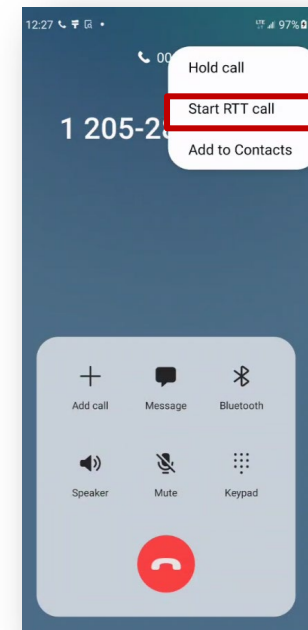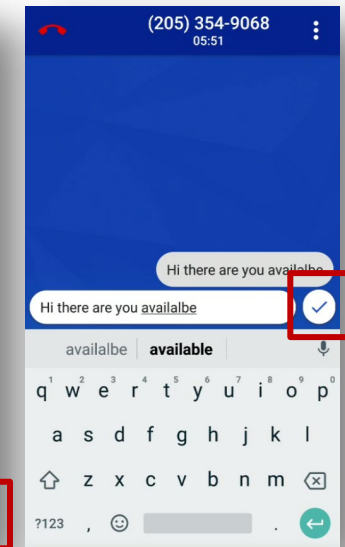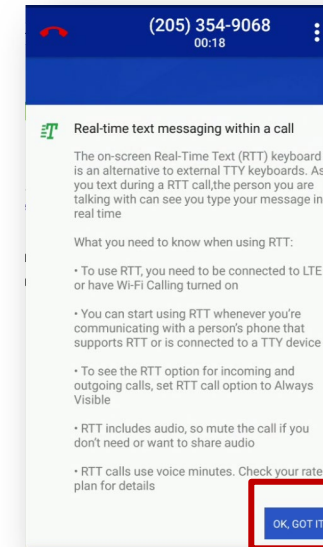
• **Voice+RTT call**
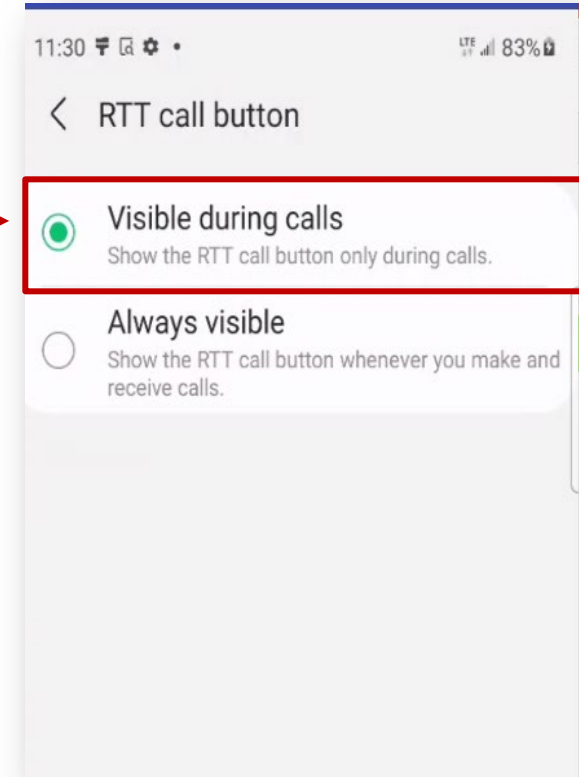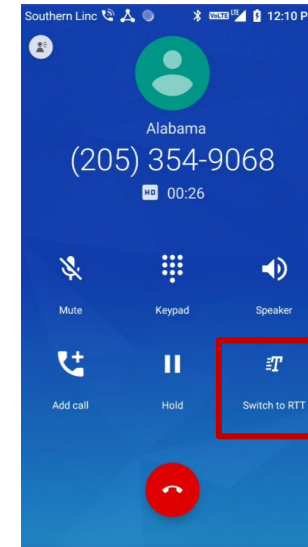
How does it work?

Making a RTT call with default setting – Visible during calls

Sonim XP8

1. Place the call from the phone dialer, contacts, or recent calls.

2. Once call is answered select **Switch to RTT**

3. At first use a message is displayed introducing the RTT feature, select **OK, GOT IT**.

4. Using the **Real Time Text** keyboard begin typing your message
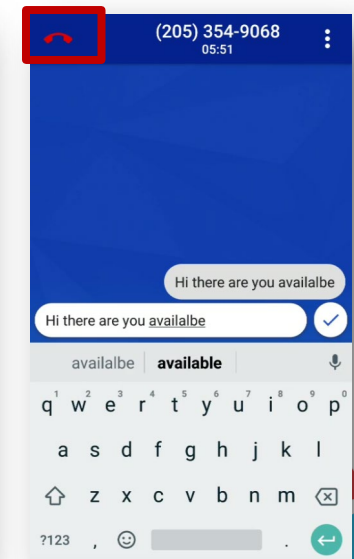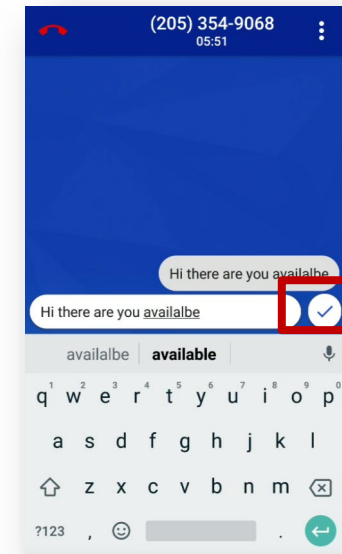
5. To end the call, select **End** button.
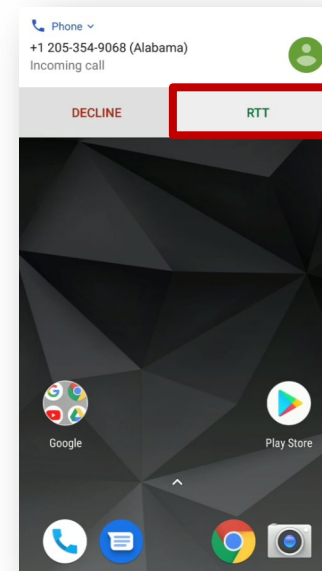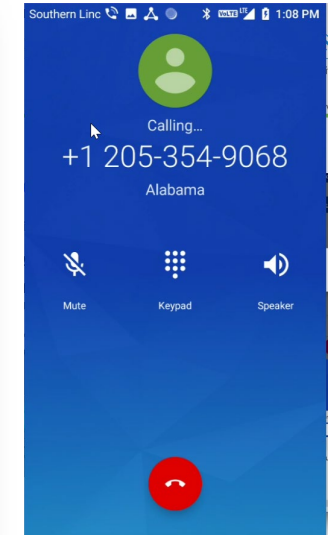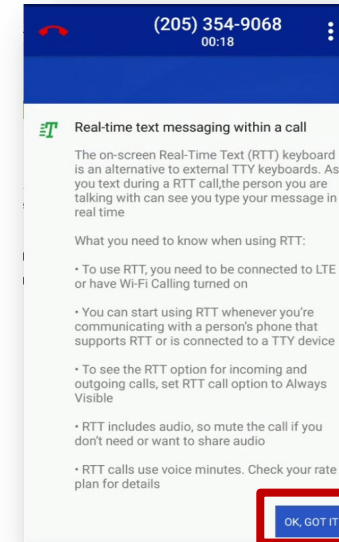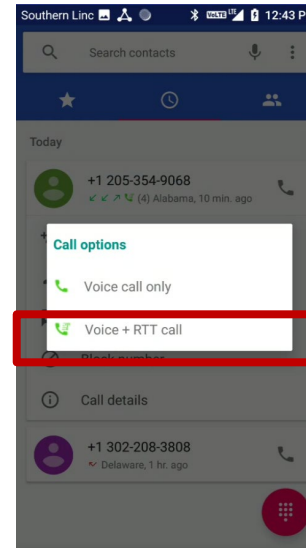
Samsung S20FE

1. Place the call from the phone dialer, contacts or recent calls

2. Once the call is answered select the menu key and then select **Start RTT call.**

3. At first use a welcome message is displayed, select the **x** to dismiss.

4. Using the **Real Time Text** keyboard begin typing your message.

5. To end the call, select the **End** button**.**

How does it work?

## Making a RTT call using the Always Visible setting:

Sonim XP8

1. Place the call from the phone dialer, contacts, or recent calls.

2. Select Voice+RTT call.

3. At first use a message is displayed introducing the RTT feature, select **OK, GOT IT.**

4. The called party will see the RTT call button to answer the call.

5. Once answered, use the Real Time Text keyboard to begin typing your message.

6. To end the phone call, select the **end** button at the top of the screen.

How does it work?

Making a RTT call using the Always Visible setting:

Samsung S20FE

1. Place the call from the phone dialer, contacts, or recent calls.

2. Select the **RTT call button/icon**

3. The called party will see the RTT call button to answer the call.

4. At first use a message is displayed introducing the RTT feature, select **OK, GOT IT**.

5. Once answered, at first use a welcome message is displayed, select the "x" to dismiss.

6. Use the Real Time Text keyboard to begin typing your message.

7. To end the phone call, select the **end** button at the top of the screen.
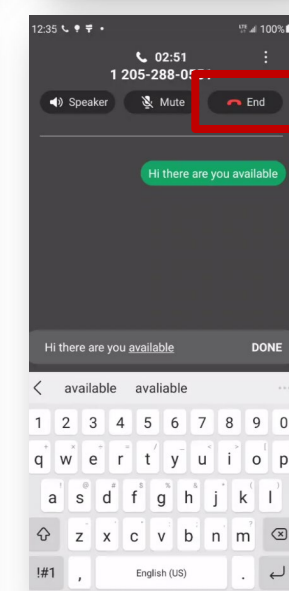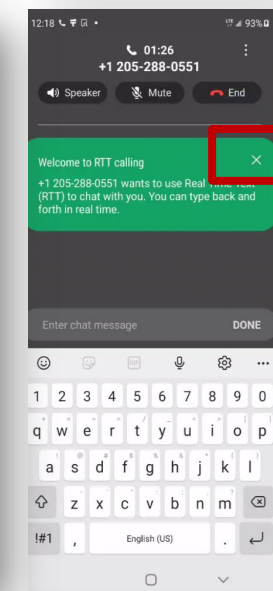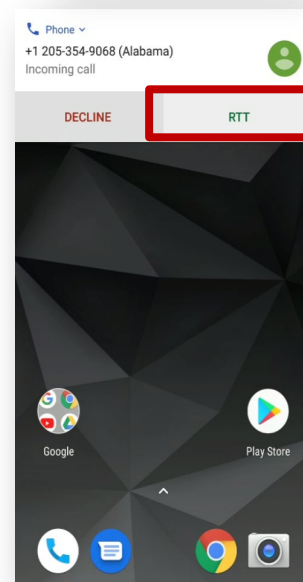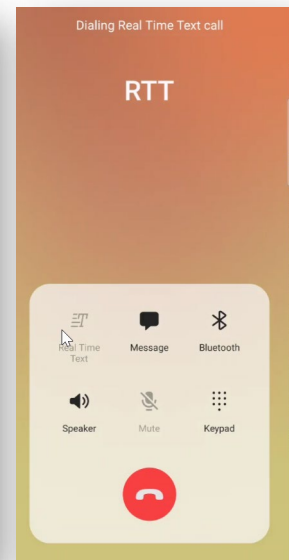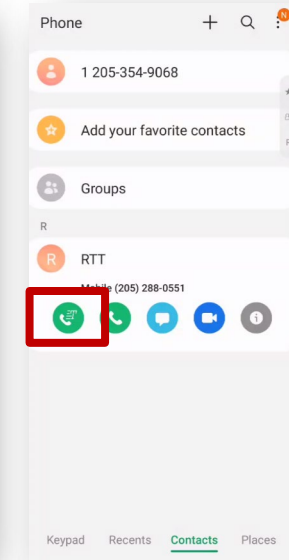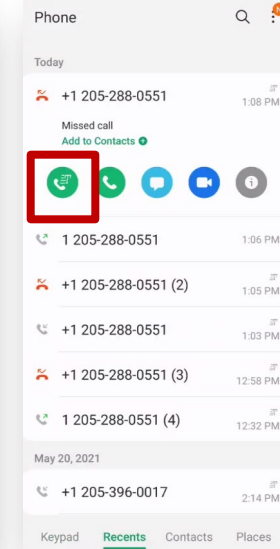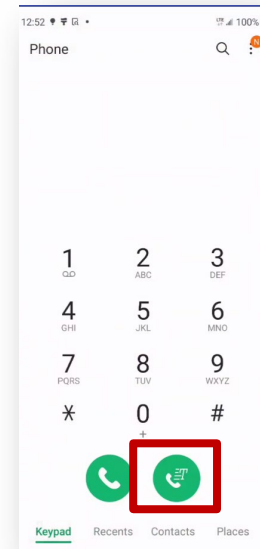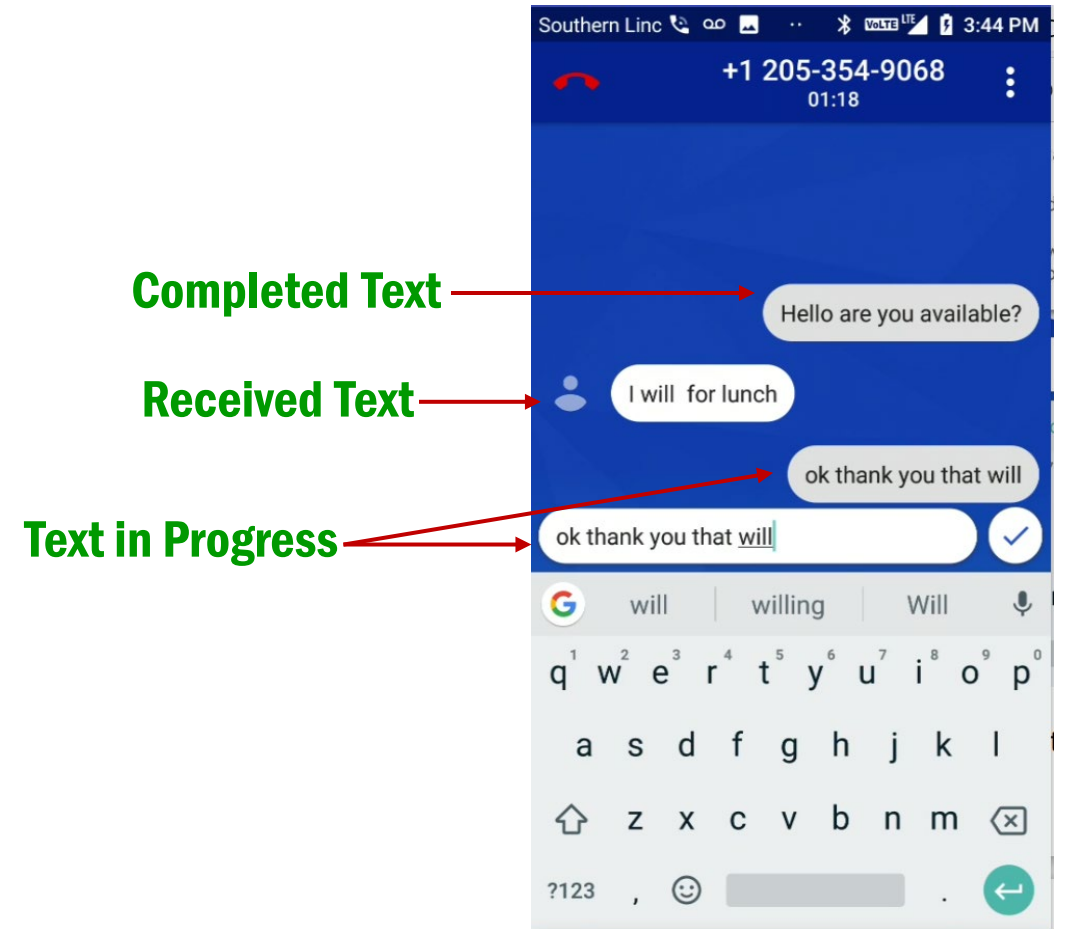
How does it work?

Difference between text in progress and completed:

Completed text – Select the checkmark or Done to complete text. This text will appear in a separate bubble

Received text – Text received from the other device. This text will appear in a separate bubble and include avatar.

Text in Progress - Text that is still being typed or has not yet completed. This text will appear in the text input box as well as above it before being completed.
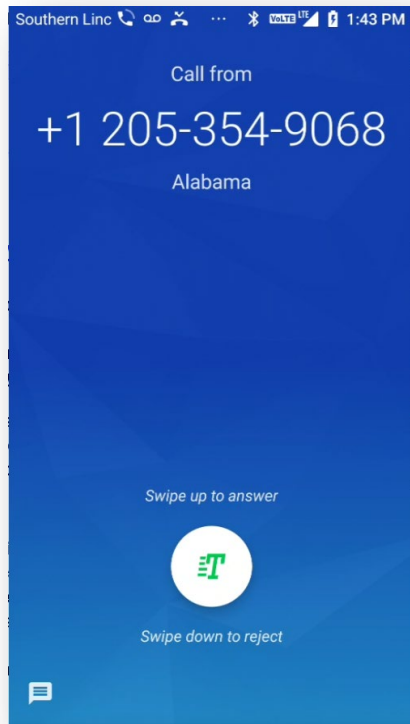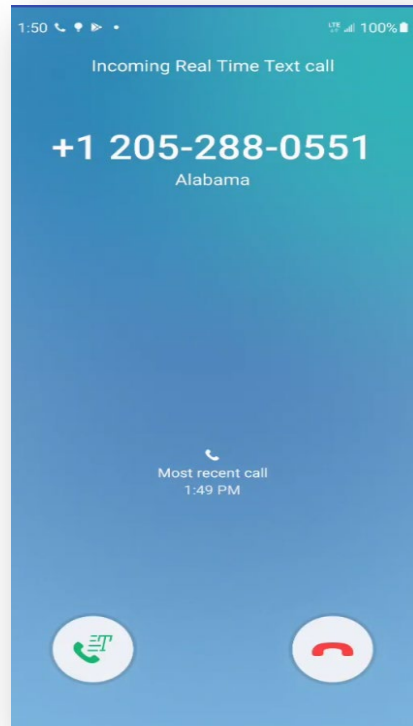
How does it work?

Incoming RTT Call with both devices set to Always visible

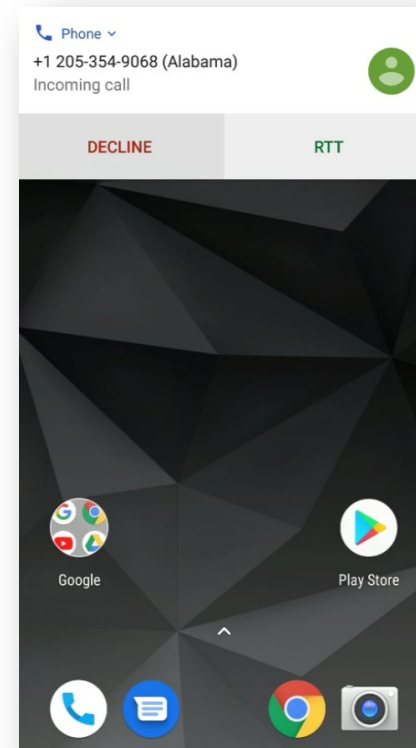**From Locked or Sleep Mode**   **From Home Screen**

Sonim XP8   **Samsung S20FE**   **Sonim XP8**   **Samsung S20FE**
- Swipe Up   **- Swipe Right**   **- Select RTT**   **- Swipe Right**
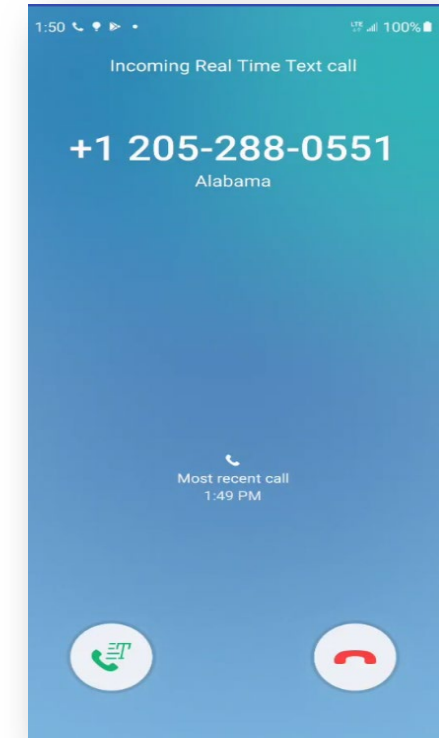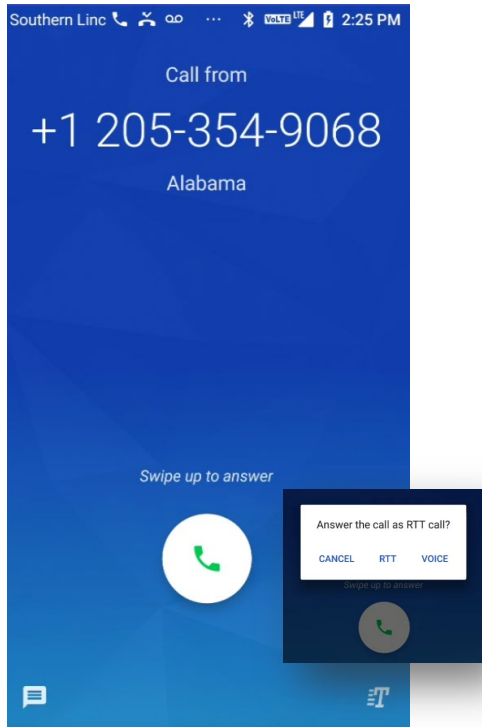
How does it work?

Incoming Voice Call with different RTT Settings

Sender – Visible during calls/ Receiver – Always Visible

From Locked or Sleep Mode
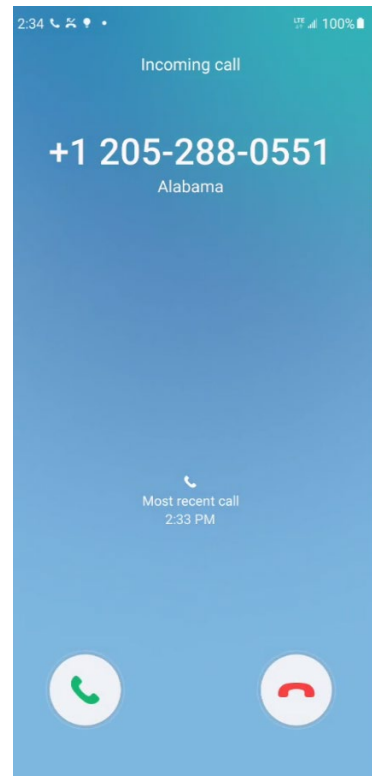
From Home Screen

Sonim XP8
- Swipe Up to answer voice only
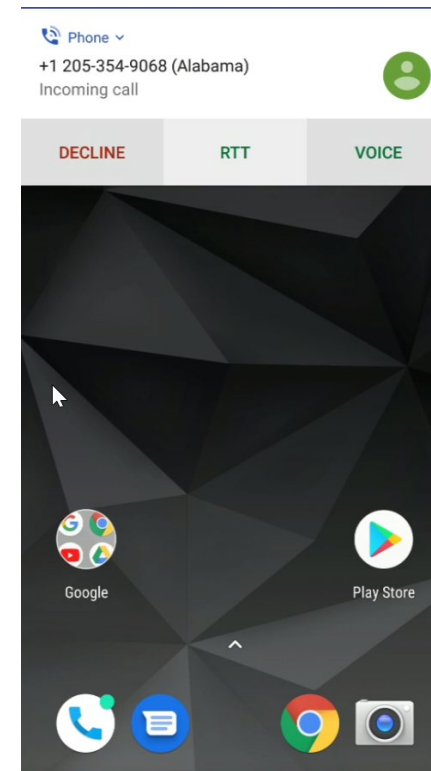- Drag RTT symbol to answer RTT+Voice
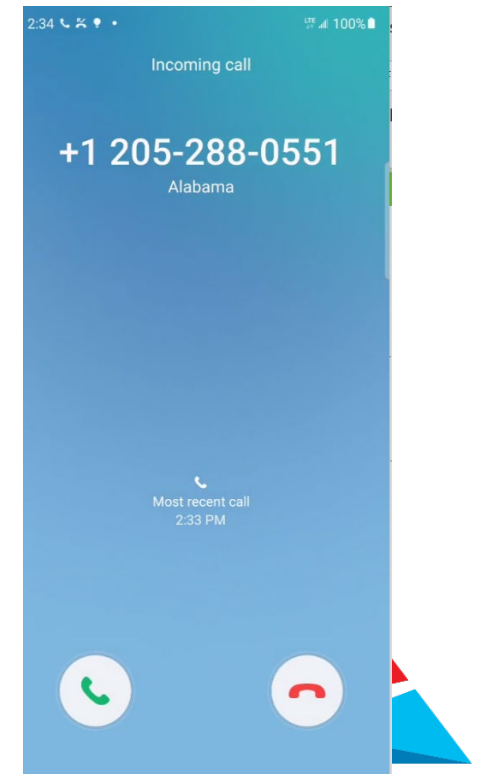
Samsung S20FE
- Voice only swipe right

Sonim XP8
- Select RTT or Voice

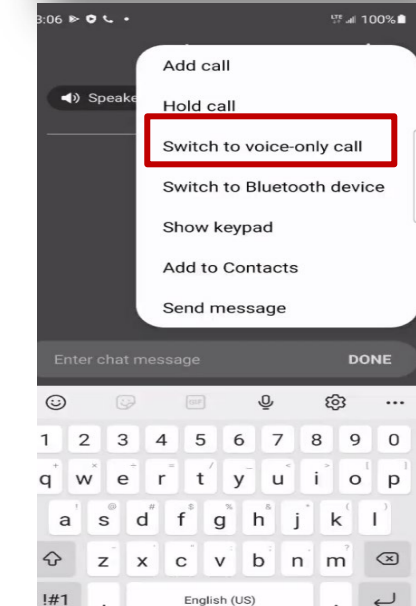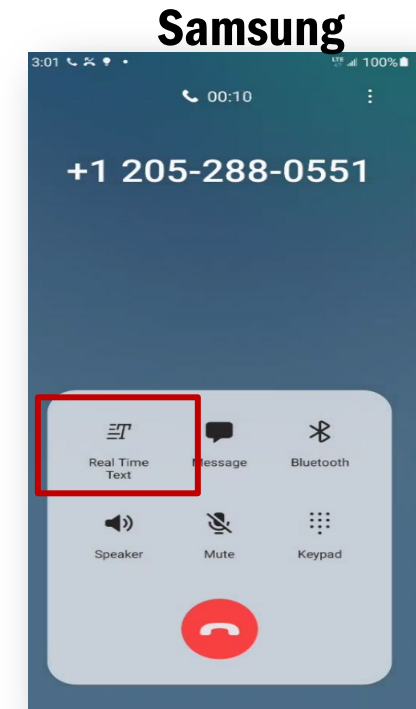### Samsung S20FE
 - Voice only Swipe Right

How does it work?

Switching between RTT and Voice call

No matter how the call originated it can be switched:

- **To switch (upgrade) from a voice only call to RTT+Voice**
  1. While engaged in an active voice call select **Switch to RTT** or **Real Time Text**
  2. Using the Real Time Text keyboard type message
  3. Select the **End** button to end the call.

- **To switch (downgrade) from a RTT+Voice Call**
  1. While engaged in an active RTT+Voice call press the **Menu** key to access Settings
  2. Select **Switch to Voice Call** or **Switch to Voice-only call**
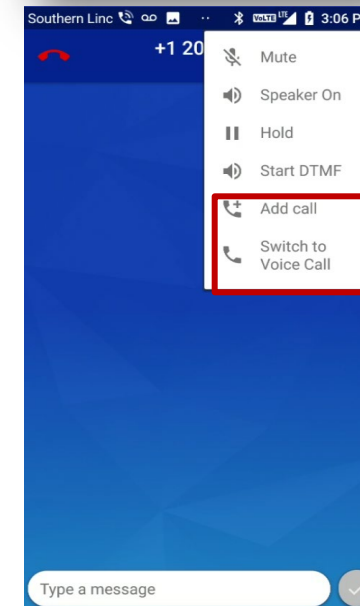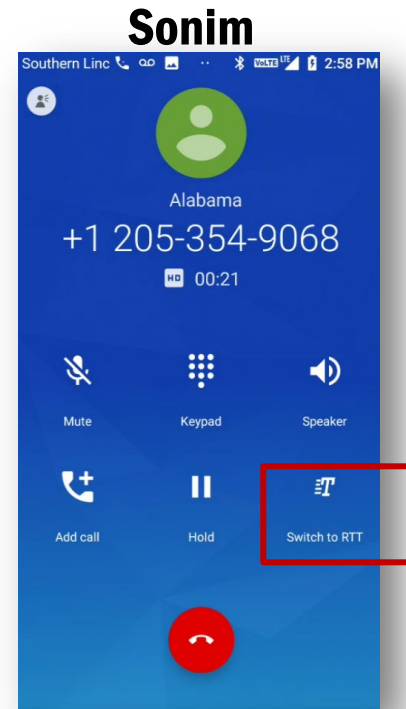
Sonim

Samsung

Things to Know

Other functionality while engaged in a RTT call

To mute audio:

- Sonim XP8 - Press the **menu** icon then select **Mute**
- Samsung S20 FE - Press the **Mute** button in the active call Window

To listen to audio through the loudspeaker

- Sonim XP8 – Press the **menu** key then select **Speaker On**
- Samsung 20FE – Press the **Speaker** button on in the active call window

To place the voice call on hold

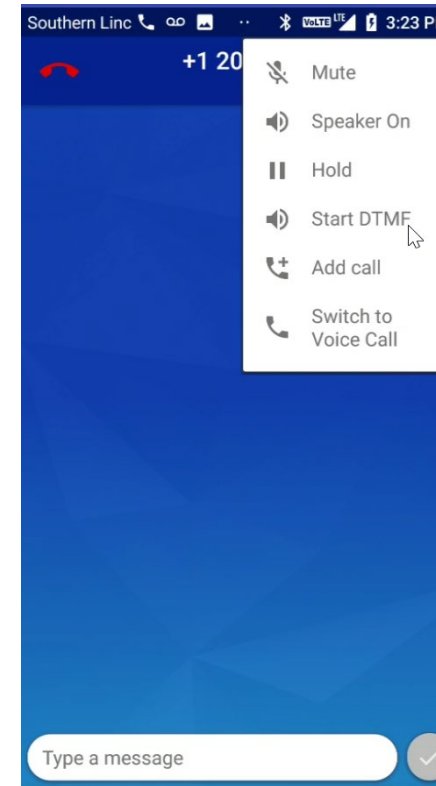Sonim XP8 – Press the **menu** icon then select **Hold**

Samsung S20 FE – Select the **menu** icon then select **Hold call**

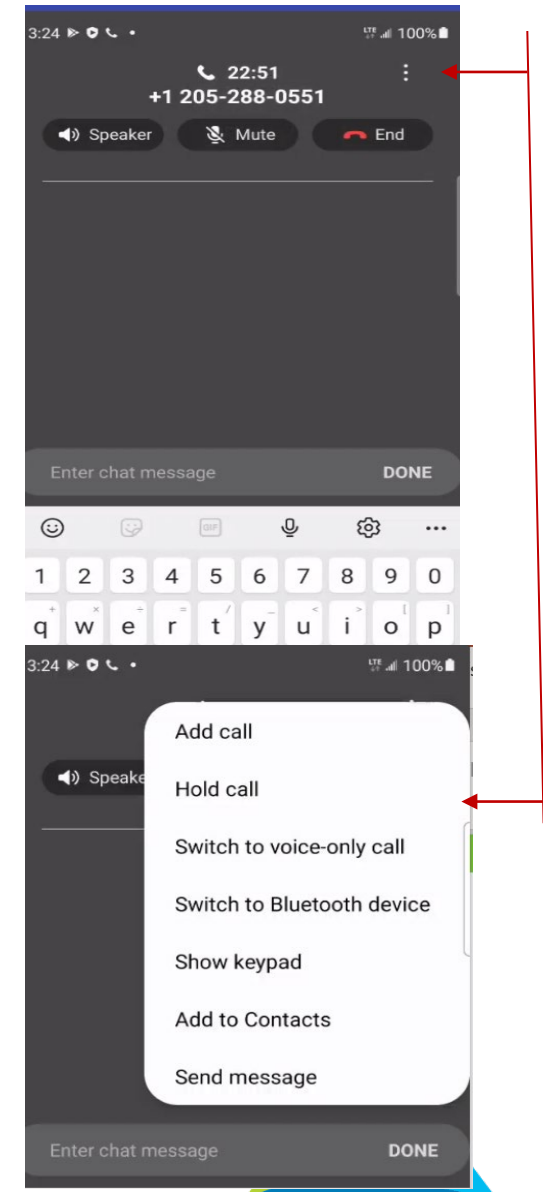**If dialing into an IVR or DTMF response system select:**

Sonim XP8 – Press the menu icon then select **Start DTMF**

Samsung S20FE – Press the menu icon then select **Show Keypad**

Sonim

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Things to Know

Other functionality while engaged in a RTT call

Call Log and Call Detail

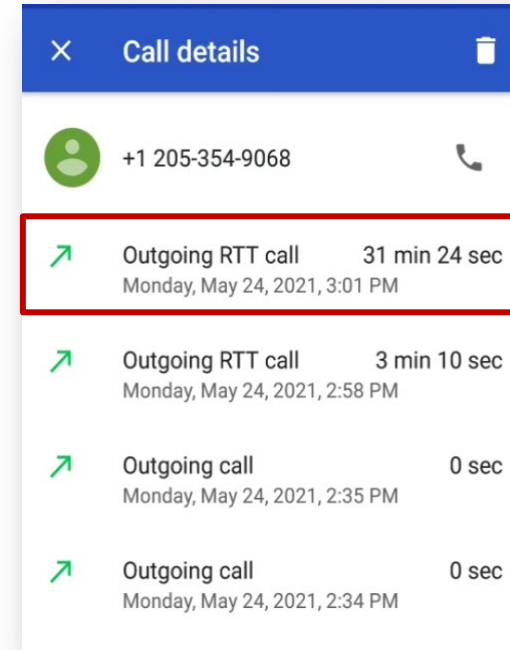**RTT calls are displayed in the Call Details of the Call Log/Recent Calls**

- **Sonim XP8:**
  - **Go to Recent Calls**
  - **Select the Recent Call**
  - **Select Call Details**
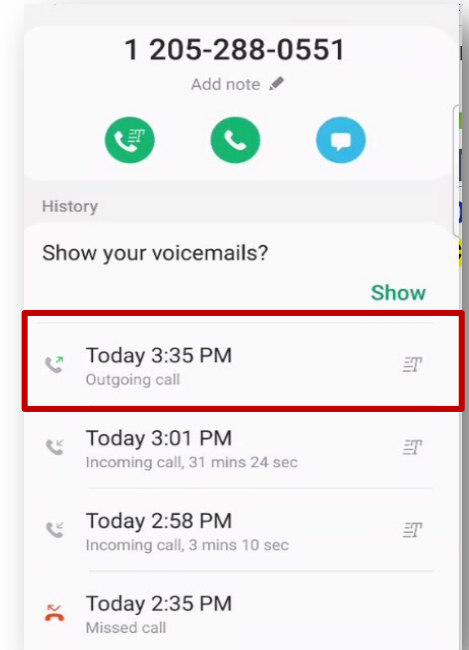 - **Displays the text "Outgoing, Incoming RTT call"**

- **Samsung S20 FE:**
  - **Go to Recent Calls**
  - **Select the Recent Call**
  - **Select the Information icon**
  - **Displays the RTT icon**

Sonim

Samsung

Things to Know

Known Limitations

- If text is not displayed properly user may need to type at a slower speed
- Both send and receive devices must support RTT to use it.
- When adding calls while engaged in an active RTT call, calls cannot be merged, only swapped.

Additional details and limitations are available on the Southern Linc RTT/TTY FAQs Page at:

https://www.southernlinc.com/privacy/wireless-accessibility/rtt.aspx