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## How to Disable RCS on Android Devices

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When you port a mobile number to us, you may notice that some SMS messages are delivered to your phone's native messaging app instead of your SIPcity app.

This is due to the RCS messaging feature. Your number is likely still registered for RCS on your current or a previous Android device. RCS, which is a feature similar to iMessage, sends messages over the internet. This is why these messages are being routed to your phone's default messaging app and not to the SIPcity app.

To resolve this, you need to disable the RCS feature. If your mobile number is registered to the current Android device, please follow the steps below:

1. Open the **Messages** app.
2. Tap your profile picture or the three-dot menu icon, and then go to **Settings**.
3. Tap on **RCS chats** or **Chat features/settings**.
4. Toggle off the **RCS chats** or the **Chat features** switch.



If your mobile number is still associated with an old Android device that is no longer in your possession, or if you have inserted a new SIM card, you will need to access this link to proceed:

<https://messages.google.com/disable-chat>.

1. Enter your phone number on the webpage.
2. You will receive a verification code on the SIPcity app.
3. Enter the code on the webpage to complete the process.

Once the code is verified, your mobile number will be removed from the RCS messaging service.