



## How to Use Guide: TXT messaging

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TXT Messaging is the name for Verizon Wireless' family of text messaging services. This includes all 1-way and 2-way text messaging services.

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### 1-way vs. 2-way TXT Messaging

**1-way Messaging** lets you receive:

- email alerts from any Internet email
- news, sports, weather, horoscopes
- messages from others via the Internet
- messages from 2-way wireless handsets

**2-way Messaging** lets you send text messages to multiple wireless users and email addresses directly from a 2-way capable handset.

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### Receiving a text message

When you receive a text message, your phone will alert you that you have a message. The word "message" or "page" and an envelope icon will appear on the handset. Visual alerts will vary by phone model. Refer to the phone user manual for details on how the incoming message will be displayed.

A text message is a combination of words and numbers sent to a digital phone, for example:

- Wireless content/news feed setup by the user on the Internet (e.g. stock quote, horoscope).
  - A message originated by one person and sent to a digital handset. This type of message can be originated from any one of the following sources:
    - Email application (e.g. Outlook, Hotmail, Yahoo Mail, etc.)
    - Text messaging site on the Internet (e.g. <http://www.vtext.com>)
    - PC with messaging software
    - "2-way text messaging capable" handset
    - 2-way pager
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### Reading a text message

This will vary by make and model of the phone. Refer to the phone user manual for details on how to read the incoming text message.

Verizon Wireless will attempt to deliver the message when your phone is powered on and you are in the Verizon Wireless digital service area. If the phone is powered off or you have traveled outside of the Verizon Wireless digital service area, the network will store the message for later delivery. The network will attempt to deliver the message for 5 days from the date of Verizon Wireless' receipt of the message. **Messages not delivered within 5 days will be automatically deleted.**

When the phone's memory is full, you may not be able to send or receive messages. Memory capacity varies by make and model of the phone. You will receive a warning that the memory is almost full or full (message varies by handset). Delete old messages, prior to receiving new incoming messages.

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### **Sending a text message from a 2-way capable handset**

If you have subscribed to Verizon Wireless' TXT Messaging service and have purchased a 2-way capable digital handset, you will be able to send messages to another Verizon Wireless text messaging subscriber and to anyone who has an Internet e-mail address.

Using the keypad on your 2-way messaging capable handset, simply enter the 10-digit mobile number of the Verizon Wireless text messaging subscriber or Internet e-mail address of the recipient, compose the message and press SEND.

Your mobile number will be sent with the message. The 160-character limit includes the email address indicated by the sender, the message content, and if provided, the subject and callback number. Message length may vary depending on the other system and equipment factors.

Steps to send a text message will vary by make and model of the phone. Refer to the phone user guide for details.

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### **Sending a text message from a 2-way capable handset to a non-Verizon Wireless Subscriber (Inter-Carrier Messaging)**

If you have subscribed to Verizon Wireless' TXT Messaging service and have purchased a 2-way capable digital handset, you will be able to send messages to a text-messaging subscriber of most other wireless carriers in the United States and Canada. Previously, Verizon Wireless subscribers could address a text message to text messaging subscribers of other wireless carriers by including an email domain after the 10 digit mobile number in the destination address of a text message (e.g. 10-digit number@wirelesscarrier.com). This service, known as Inter-Carrier Messaging, eliminates the need to use an email domain to reach text-messaging subscriber. Simply use the 10-digit mobile number to address your text message.

Note: Verizon Wireless makes every effort to deliver your message addressed to text messaging subscribers of other wireless carriers. Once your message leaves our network we can make no guarantee that it will be properly delivered. Your account will be billed once your message is delivered out of our network.

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### **Sending an Enhanced TXT Messages from an EMS capable handset**

If you have subscribed to Verizon Wireless' TXT Messaging service and have purchased a 2-way EMS (Enhanced Messaging Service) capable digital handset, you will be able to send an Enhanced TXT Message the 10-digit wireless phone numbers of other Verizon Wireless subscriber's who have an SMS capable digital handset. Note that currently Enhanced TXT messages cannot be sent to e-mail addresses or vtext.com nicknames; however, EMS capable handsets can send and receive SMS (plain text messages less than 160 characters) messages to and from e-mail addresses, vtext.com nicknames and vtext.com.

Follow the directions above for sending a text message from a 2-way capable handset. Note that using Enhance TXT Messaging features will result in the handset sending an EMS rather than an

SMS message. The following are Enhanced TXT Messaging features that require an EMS capable handset:

- **Extended Message Length:** An EMS capable handset will allow you to compose an Enhanced TXT message longer than the 160-character limit. EMS capable handsets can send and receive messages over 1000 characters long.
- **Text Formatting:** Some EMS capable handsets will allow you to apply text formatting to the message text such as **Bold**, *Italics*, and Underline in your Enhanced TXT Message.
- **International Characters:** An EMS capable handset will allow you to use foreign language characters such as 'ü', 'ñ', and 'é' in your Enhanced TXT Message.
- **Embedded Media Objects:** Most EMS capable handsets include a menu of sounds, graphics, and animated icons that you can insert into the body of your Enhanced TXT Message. These embedded media objects are displayed (sounds are played) when the message is opened on the receiving EMS handset. Steps to insert a graphic or sound in your text message will vary by make and model of the phone. Refer to the phone user guide for details.

EMS is available everywhere that 2-way SMS is available.

Your mobile number will be sent with the message. The character limit includes the message content, and if provided, the subject and callback number, and any embedded graphics or sounds. Total character limit may vary depending on the handset.

Note: Non-EMS capable handsets can receive Enhanced TXT Messages. Enhanced TXT Messaging features like international characters and text formatting will not be displayed; Inserted media objects will be deleted; Extended length messages will be delivered as multiple segments each up to 160 characters in length. The non-EMS subscriber receiving multiple message segments will be billed for receiving a single message according to the selected pricing plan. The EMS handset sending the message will be billed for sending a single message as well.

**Note: Some non-EMS handsets will not properly convert an EMS message to SMS. The message received by the non-EMS handset will be unreadable.** The sender and recipient will be charged for unreadable messages. The problem of unreadable messages can be resolved by contacting Verizon Wireless Customer Service at 1-800-922-0204.

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## Sending messages from our website

Friends, family and associates can send you a text message from our web site at <http://www.vtext.com> simply by typing in your 10-digit mobile number, SMS Nickname@vtext.com, their email address and a message. The message will be delivered directly to your handset. Message length is limited to 160 characters. Currently, Enhanced TXT Messages cannot be sent from vtext.com to a Verizon Wireless handset.

### **Sending a text message from any e-mail system with an Internet connection:**

Anyone can send you a text message from e-mail simply by composing a message and sending it directly to your digital handset. Your handset address is your 10-digit mobile number or nickname followed by @vtext.com. For example, 9495551212@vtext.com or Sam@vtext.com. Message length is limited to 160 characters including the email address. Currently, Enhanced TXT Messages cannot be sent from e-mail to a Verizon Wireless handset.