

# **FetchMMS**

## **User Guide**

### **for iPhone & iPod Touch**

## Download the MMS Application

To download Fetch MMS visit the App Store on your iPhone or iPod Touch and search for 'Fetch MMS'. You may also visit [www.fetchmms.com](http://www.fetchmms.com).

## Enter the required Settings

1. Tap the Fetch MMS icon from your home screen
2. Tap the 'My Account' button on the top right of the screen
3. Tap Settings
4. Enter your phone number (This is the telephone number your recipient will see)

**iPod users:** Enter your email address in this field instead of a telephone number.

## Unlimited MMS Messaging

To activate unlimited MMS Messaging:

1. Tap My Account
2. Tap Buy Unlimited Messaging
3. Choose 'Activate Unlimited Messaging'
4. The price will be displayed, press 'Buy' to activate unlimited messaging
5. If your payment is successful you will be notified that the feature was activated and is now available for use

## International MMS Messaging

To activate the ability to send MMS messages to cellular devices outside of the USA:

1. Tap My Account
2. Tap Buy International Messaging
3. Choose 'Activate International Messaging'
4. The price will be displayed, press 'Buy' to activate unlimited messaging
5. If your payment is successful you will be notified that the feature was activated and is now available for use

## How to Send an MMS

To send an mms follow these instructions:

1. Tap 'Photos'
2. Choose the photo from your Photo Library or Camera Roll
3. Enter the number you wish to send the MMS message to, tap done
4. If you wish to enter a short message do so, tap done
5. Tap the 'Send Now' button to send the message

## Checking Service Status

1. Tap 'My Account'
2. Tap the 'Service Status' button
3. Choose 'Check System Status' to obtain current service status

## Troubleshooting

The number one cause of failed message delivery is improperly entered user application settings. Ensure that you have already navigated to **My Account > Settings** and have entered the required settings and have chosen 'Save Settings' before sending any messages.

If you've entered the required settings and your still having issues try resetting the application. To perform a master reset of the Fetch MMS App tap **My Account > Reset All Settings > Yes**

Have you exceeded your daily limit? If you send more than the limit your message will automatically be deleted by the server and will not be sent to your intended recipient. To activate unlimited messaging and/or international messaging follow the instructions above.

Trouble when sending to international numbers? It takes a little longer for international recipients to receive MMS messages. Please be patient and ensure that the recipient has Multimedia Messaging activated on their cellular account.

## **Frequently Asked Questions**

### **What carriers does Fetch MMS currently support?**

The Fetch MMS App currently supports the following carriers: Alltel, Amp'd Mobile, AT&T, Boost Mobile, Centennial Wireless, Cricket, Einstein PCS, Helio, Metro PCS, Nextel / Sprint, Revol Wireless, Suncom, T-Mobile, Verizon Wireless, Virgin Mobile, US Cellular, Bell, SFR, E-Plus, Orascome Telecom, China Mobile, Fido, Idea Cellular, Rogers, Telkomsel, Telenor, Telcom Italia, Vodafone, Vodacom, Beeline, China Telecom, Cell C, BSNL, WIND, Tata Teleservices, Cosmote, KPN, MegaFon, Tele2, Telefónica, Movistar, Reliance, Etisalat, NTT docomo, Bharti Airtel, O2, Orange, Saudi Telecom Company, Mobily, TeliaSonera, Telia, Swisscom, TIM, Vivo, Maxis, China Unicom, MTN, Axiata, Turkcell, Q-tel, VimpelCom, and MTS.\*

\*Not all networks may be listed.

### **Is my information safe?**

Your information is always safe and is only stored on our server for a brief period during the sending process. Using a secure wireless network when using Fetch MMS will maximize your data safety.

### **Do I need to add a 1 or any special code to the number?**

Please enter the number you send to exactly the same as you would with any other cellular telephone. The App will strip off extra digits if necessary.

### **Can I use Fetch MMS to send to Satellite Phones?**

No. Fetch MMS does not support Globalstar, Thuraya, or Iridium.

### **I have an iPod, what number do I enter in the Settings field?**

iPod users may enter an email address in this field.

### **What can I do if I have a question not listed here?**

Contact our support team at <http://www.fetchmms.com/support/>