

Wireless Support

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About Picture & Video Messaging

Picture and video messaging-capable devices use Multimedia Messaging Service (MMS) to send messages that include multimedia content to and from mobile devices.

With a picture and video messaging-capable device, you can:

Send pictures, videos, animations, and voice messages to any 10-digit wireless number or email address.

Personalize the message with text or a voice recording.

Receive picture and video messages on your device sent to your 10-digit wireless number or emailed to your **10-digit wireless number@mms.att.net**.

Close all

Instructions to send and receive picture and video messages

To view device-specific instructions to send and receive picture and video messages:

1. Visit the Device How-To Center (<http://www.att.com/devicehowto>).
2. If prompted, select your **device, brand, and model**, then select **Save**. To choose a different device, select **Change** in the upper left corner.
3. Under **Device instructions**, select **Email & messaging**, and then **Send & receive messages** (if **Email & messaging** isn't listed, select **Messaging & email**, and then **Text & picture messaging**).

Picture and video messaging troubleshooting

For help with picture and video messaging issues, visit the Troubleshoot & Resolve Tool (<http://www.att.com/esupport/devicetroubleshoot>) for guidance through the troubleshooting process.

Text, picture, and video messaging rates

You can choose to use messaging at a pay-per use rate or add a messaging plan to your account.

Messaging plans

If you're on an unlimited talk and text plan, like AT&T Mobile Share Value, your talk and text usage is included in your plan's monthly charge. Learn more about AT&T Mobile Share plans. To add or change your messaging plan, learn how to change your wireless plan and features.

To learn more about plans and features, visit AT&T Wireless Voice, Data, and Messaging Plans. To learn about international text, picture and video messages, visit International Plans (<http://www.att.com/shop/wireless/international.html>).

Overage and pay-per-use rates

For plans that do not include unlimited talk or text, charges apply for each text, picture, or video message sent or received that exceeds your plan's limit. If you don't have a messaging plan, pay-per-use rates apply. To view your pay-per-use or overage rate, check your Customer Service Summary. Learn how to download your Customer Service Summary.

Message billing

AT&T bills for all messages sent and received, including unread and unsolicited messages. To stop unwanted messages on your device, refer to block incoming calls and messages. When sending a single message to multiple recipients, you'll be charged one message for each recipient and each recipient will be charged for the message received.

Picture and video messaging network requirements

To use picture and video messaging:

You must be on an LTE or GSM network supporting GPRS transport.

Your device must be on and in a digital coverage area to receive the picture or video message.

If the device is off or out of the coverage area, the message will be stored for up to 72 hours and delivered when the device becomes available.

Picture and video message size limits and file types

The AT&T mobile broadband network will deliver MMS (picture, video or audio) messages of up to 1 megabyte (MB). Media file attachments will be compressed on the device prior to being sent in order to keep the message size below 1 MB. The maximum size for sending and receiving MMS messages is also dependent upon the recipient's device and the limitations of other carriers' networks (e.g., other carriers may have a lower MMS size limit than AT&T).

Image, video, and audio files come in several formats. Compatible file types vary from device to device. Please visit the Device How-To Center (<http://www.att.com/devicehowto/>) to determine the specifications of your device.

Supported image formats:

- JPEG (Baseline JPEG)
- GIF 87a (still images)
- GIF89a (animated images)
- WBMP (Wireless bitmap still images)
- BMP (still images)
- PNG (still images)

 Questions? Chat Live

WBMP (animated images)

Supported audio formats:

MIDI

iMelody

AMR

SP

Supported video formats:

H.263

MPEG4

Links to view messages for devices without picture and video messaging

If you don't have a picture and video messaging-capable device and receive a picture or video message, you'll receive a text message explaining how to view your picture or video message. The text message will include a link to an internet address where the message can be viewed online on your tablet or PC (a login and password will be provided). You'll need to download and install QuickTime Player to watch a video message.

If you send a message to a device incapable of viewing a picture & video message, your recipient receives a text message with a link to view your message online. Some wireless providers may choose not to deliver these message notifications to their customers.