

Divatxt – Frequently Asked Questions

Q. How long does it take to send a message?

A. Generally messages will be delivered within 60 seconds; however this depends on the recipients' mobile provider, at peak times there can be a delay of a few minutes.

Q. How long can a message be?

A. A message can be up to 160 characters. This is the standard size for a single txt message.

Q. How do I know if my messages have been received?

A. Our delivery report system will flag the message up as received.

Q. How can I track the messages I send?

A. Go to 'Manage My Account' on the 'Account Home Page' and you can view your reports.

Q. What will happen if the number is wrong?

A. It will appear on the report as Not Delivered if the number is not in use.

Q. Do I need any software/equipment installed?

A. No, it is web-based, so all you'll need is a computer with internet access.

Q. Can I operate the system off-site?

A. Yes. The system is web based and so can be used from anywhere, this means that if your office is closed in an emergency the lines of communication will still be open.

Q. Are there any ongoing commitments?

A. No. You can cancel at any time; if you are on a monthly plan then you'll be billed for the current month and then never again. If you are a pay as you go customer then we don't refund unused messages but they are valid for 12 months and you can send them at any time you wish within 12 months of purchasing them.

Q. What is email to SMS?

A. Email to SMS works like email, but rather than sending an email message to someone's PC, it sends an SMS text message to their mobile phone.

You can simply use your email as normal, and if you wish you can add an email SMS address to your normal email address book e.g. <Dave's Mobile> (07711223344@divatxt.co.uk)

Q. Can I use the email to SMS service from more than one email address?

A. Yes.

Q. Can I mix-and-match normal emails and SMS recipients?

A. Yes. When you are sending messages, the only difference between an SMS email and an email is the address you send it to. You can send the same email message to any number and combination of email and SMS email addresses.

Q. Can the person that I sent the message to reply to it?

A. Yes. All they need to do is reply to the message in the normal way from their phone. The message will then be sent to the email address that that you used to send the original message.

Q. Can I send a text message to someone in a different country?

A. Yes. If the recipient is usually in the same country as you are, then you just send the message as normal. However If their phone is registered abroad, then you will need to replace the leading '0' with the appropriate country dialling code.

e.g. If you live in England and have a French recipient whose mobile phone number 07711223344, the number to which you would send your message would be '337711223344', with 33 being the dialling code for France.



Q. Can SMS email interfere with my normal email in any way?

A. No

Q. How do I buy messages?

A. You can pay for your messages in advance by topping-up your account using your credit or debit card. You may top up between 500 and 50,000 credits. Your credit card transaction is handled on our behalf by Nochex, a leading independent UK based online payment company.