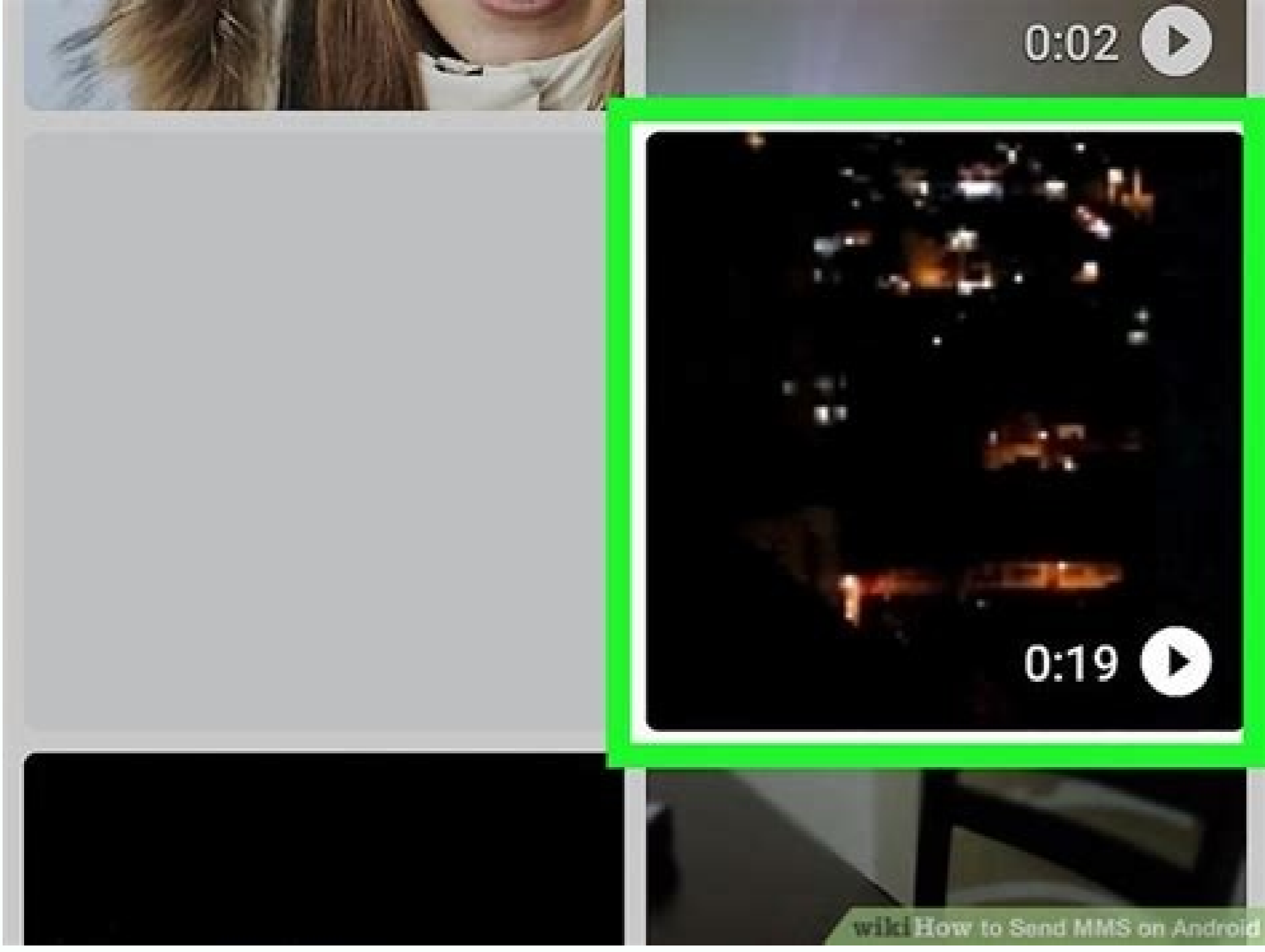
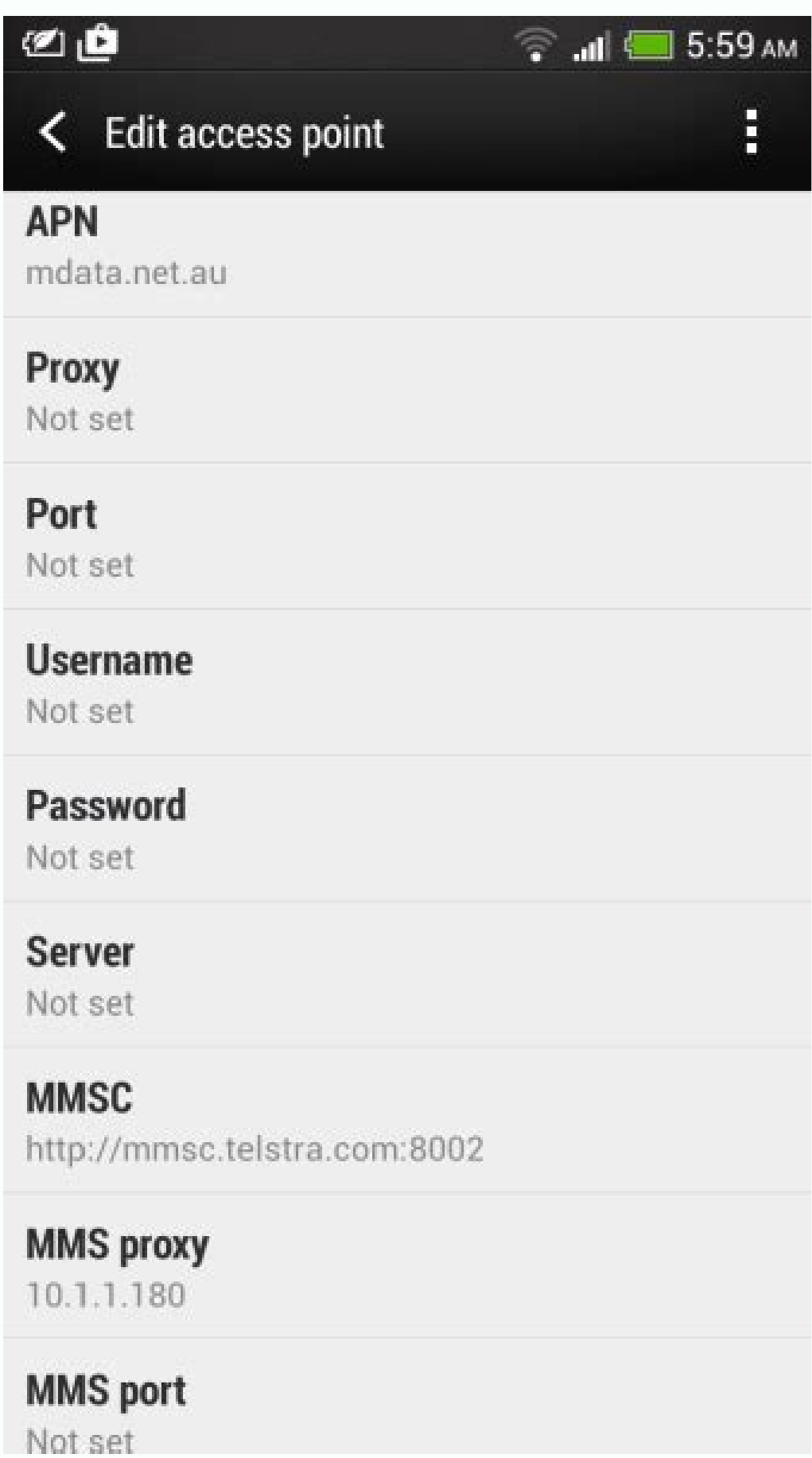
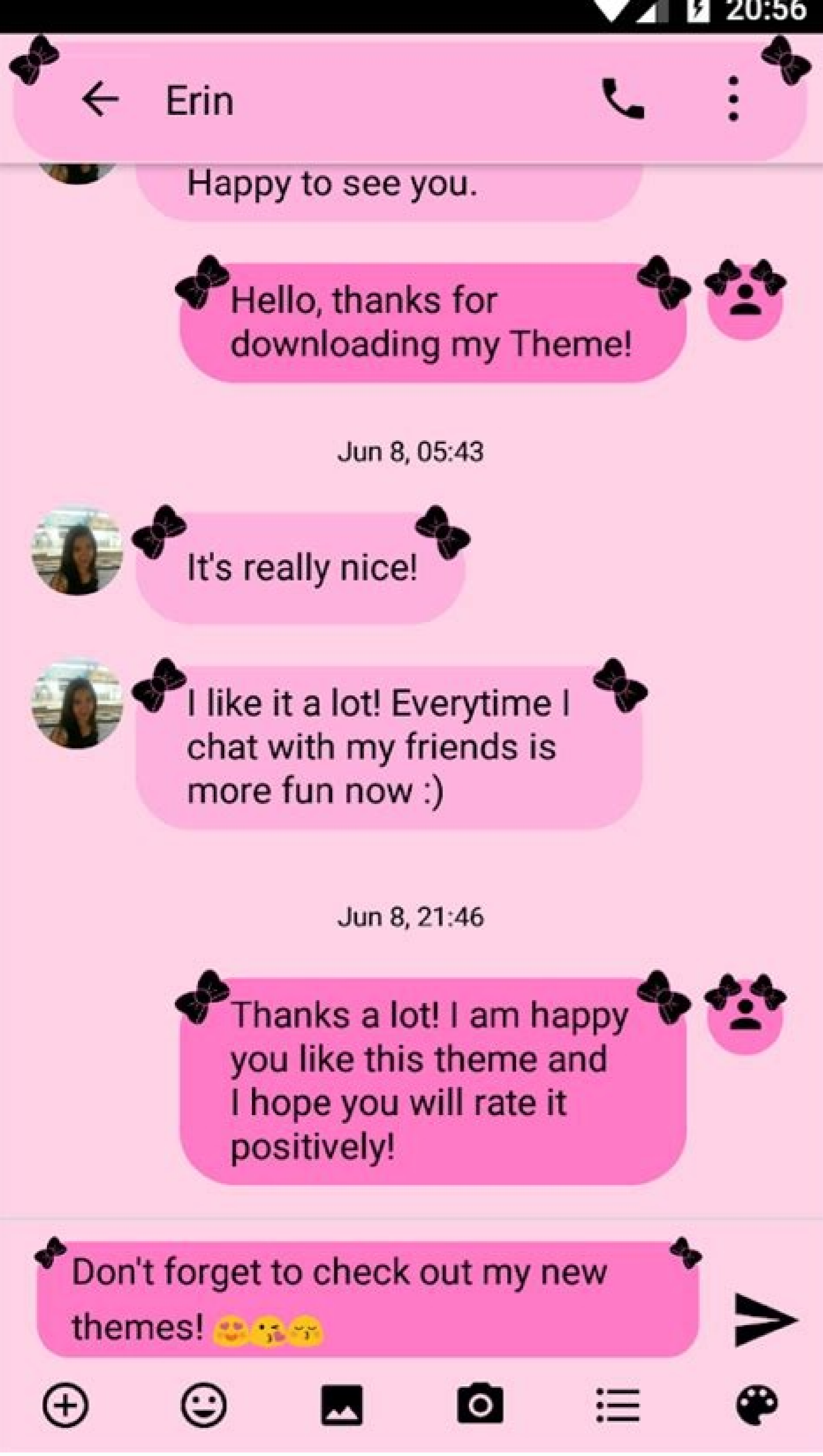


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Are you wondering why your Android videos are blurry in text messages? It's been this way for a long time, but with the recent push from Google for other companies to implement RCS, and the fact the best Android phones around all have superb cameras, people are starting to question why things are the way they are instead of simply accepting the situation. So, why is media so blurry on Android devices when sent via text? Text messaging is more complicated than it used to be, especially when iPhones and Android devices are mixed together. Due to a few factors, media attachments like photos and videos can end up degraded in quality when sent over text messages, depending on the recipient and their phone. Why videos sent via text message look awful Multimedia Messaging Service, or MMS for short, is how phones send media content to other phones over text messages. It's a standard that was created in the early 2000s—a time when the photo quality of most cellphones was only a few megapixels. So perhaps it's not too surprising that smartphones have outgrown the technology. MMS has a strict file size limit. The main problem with MMS is that most carriers have a strict limit on the size of files that can be sent. For example, Verizon only allows images up to 1.2MB to be sent over text messages and videos up to 3.5MB. AT&T is even stricter, only allowing videos up to 1MB in size. If an image or video is too large, it is compressed automatically. What does compressed video look like? Wondering how different a video sent via text looks versus one posted on YouTube? Take a look at the two videos below. The first video is the original 54MB recording (only affected by YouTube's compression), while the second is an AT&T text message video downgraded to 348KB. By comparison, Apple's Message platform has a less-restrictive file size limit—somewhere around 100MB. Since messages sent between iPhones never leave Apple's servers, the quality is superior to Android. Media sent from an iPhone to an Android device, or anything sent between Android devices will be compressed. How to work around the problem There's no fix that can improve videos sent over MMS because the file size limits are enforced by carriers. However, there are workarounds that involve using different messaging protocols. The easiest solution, in most cases, is to use a third-party messaging service that you and your recipients can agree on. Here are some of the more popular messaging apps: WhatsApp WhatsApp, the de-facto messaging standard in many parts of the world, allows you to send videos up to 16MB, but if you select to send videos as documents (by selecting Document instead of Gallery in the paper clip menu), you can go up to 100MB without further compression. Telegram Telegram is another popular option for sending messages between phones, and it has an even higher limit of 1.5GB. Skype Skype is available on Android and iOS (as well as PCs) and allows files up to 300MB in size. You can also share messages via Google Photos if both parties have the app installed. Choose the desired video or photo from the Photos app, press the Share button, and select one of your contacts (or create a link, then send that to the recipient). RCS on Google Messages may be the answer (someday) One more option is to use Rich Communication Services, or RCS for short. It's the intended replacement for MMS, with support for larger file sizes. Carriers are slowly caving in to use Google's implementation as the one unifying standard. Google Messages offers RCS functionality and all three major U.S. carriers are adopting the RCS standard. Google's Messages app is experimenting with a new way to send images and videos via SMS/MMS by sidestepping these protocols and instead automatically creating a Google Photos link that the recipient can open, with the full media quality intact. Neat, but not ready for prime time just yet. It's something to look forward to. The big picture With big parts of the U.S. still relying on text messages and MMS for communication, it's a bummer that carriers have been slow to embrace RCS. Outside of carriers, it's unlikely we'll ever see Apple adopt RCS either. We would like it to, but Apple isn't going to do something that helps its competitors more than it helps itself. If you're looking for a secure alternative to sending messages to your friends and loved ones, you may want to explore end-to-end encrypted messaging apps. My AT&T Moto X (running KitKat 4.4) is very finicky about displaying photos received via MMS. I often see a gray image placeholder instead of the picture itself. I have figured out two workarounds, and they depend on whether the MMS was sent from another Android phone or an iPhone. The workarounds involve saving the images to the sdcard and viewing them outside of the Messaging app. To use the workarounds, you will need two free Apps: 1. Astro File Manager (this is to find the photos that you download—the photos will not show up in the Downloads app—any other file browser will work too) 2. Perfect Viewer (this is a free image viewer that does a better job of viewing nonstandard/corrupt jpegs—I have not found another image viewer that will work) Here is a graphic showing the workaround for MMS pictures received from other Android phones (in this case, another Moto X on Verizon). Note the look of the image placeholder—it's an image with an exclamation point triangle in front. To save the image, you tap and hold directly on the image placeholder. Once saved, use Perfect Viewer to view the image. Android and most image viewers think that the image is corrupt, which is why you need to use PV to view it. And here is a graphic showing the workaround for MMS pictures received from iPhones (in this case an iPhone 5 on AT&T). Note the look of the image placeholder—it's a play button. To save the image, you tap and hold on the gray area to the left of the image. These images, once saved, are not treated as images so you can use any image viewer to view them. EDIT: I realize that clicking on the play button actually launches the text and image as a slideshow, so I guess this should just be considered a "how-to" for saving the jpeg. Let me know if these work for you guys! 02-17-2014 08:58 PM Like 0 That's way too much work to view pics in a text message. use a different sms app like go or textra and you wont have any problems. 02-18-2014 03:49 PM Like 1 I switched to Hangouts for texting and everything just works now. I was having the same issue as you with the native app. Don't yet see a downside to using Hangouts. 02-19-2014 12:39 PM Like 0 I switched to Hangouts for texting and everything just works now. I was having the same issue as you with the native app. Don't yet see a downside to using Hangouts. I used Hangouts for a couple months but recently switched back to the Messaging app. My problem was that I could not seem to get Hangouts to default to SMS for all messages. If I happened to choose a contact that has a G+ presence it did not want to easily let me change to SMS. 02-19-2014 01:24 PM Like 0 I disabled Hangouts because I don't want to mix text messages with Gmail chat, or to be signed in to Gmail chat all of the time. Basically, I hate Hangouts. 02-19-2014 04:47 PM Like 0 I'm not sure how it all works together. I have a gmail and google plus account. Don't really use plus. I've been using Hangouts as my text app for a week and it doesn't seem to work or look any different than any other text app to me. I'm coming from iPhone though and I'm not a power user of Google stuff. For me it just works so far. 02-19-2014 11:45 PM Like 0 I disabled Hangouts because I don't want to mix text messages with Gmail chat, or to be signed in to Gmail chat all of the time. Basically, I hate Hangouts. I use Hangouts for the opposite reason. I still have an unlimited data plan with VZW and I only have 500 texts per month to non VZW phones. So any friends that aren't on VZW I use Hangouts with, and use SMS with anyone on VZW. I like having it all in one place. 02-20-2014 08:40 AM Like 0 I use Hangouts for the opposite reason. I still have an unlimited data plan with VZW and I only have 500 texts per month to non VZW phones. So any friends that aren't on VZW I use Hangouts with, and use SMS with anyone on VZW. I like having it all in one place. does this mean if you use hangouts as your default sms app, that you would be using data when not connected to wifi? any way to use it solely for sms and not gchat? 02-24-2014 01:11 PM Like 0 does this mean if you use hangouts as your default sms app, that you would be using data when not connected to wifi? any way to use it solely for sms and not gchat? It has a little SMS on the picture of the person to the left of a message that says it is an SMS and not a hangouts message. I'm sure you can sign out of Hangouts(Gchat) if you want and still use it for SMS only. SMS doesn't use data. 02-24-2014 05:27 PM Like 0 I switched to Hangouts for texting and everything just works now. I was having the same issue as you with the native app. Don't yet see a downside to using Hangouts. I use Hangouts and still have the issue, plus a couple of different ones. Every so often (like today), an iPhone user sends me a pic that just shows up as a black box. I try to open it, but Photos opens and says "Couldn't load image". Other times, people will send multiple pics in a single message and when you try to view them full-screen, it briefly displays the pic you selected, but then brings you back to the first one, with no ability to move forward or backward between pics in the viewer. Another random issue I seem to encounter with an S4 user is that he'll send an MMS to a group, but I'll receive it as an individual MMS. I receive group MMS from others in the same group just fine, though... 03-17-2014 01:36 PM Like 0 Just tapping on the grey area also brings up the options box...didn't need to download any other apps. Chose 'Save attachment' and it went automatically into my downloaded folder in my Gallery. Awesome!! Using Droid Ultra on VZW. Thanks for the great workaround and images-what a lifesaver! 08-29-2014 11:51 AM Like 0 I use Hangouts and still have the issue, plus a couple of different ones. Every so often (like today), an iPhone user sends me a pic that just shows up as a black box. I try to open it, but Photos opens and says "Couldn't load image". Other times, people will send multiple pics in a single message and when you try to view them full-screen, it briefly displays the pic you selected, but then brings you back to the first one, with no ability to move forward or backward between pics in the viewer. Another random issue I seem to encounter with an S4 user is that he'll send an MMS to a group, but I'll receive it as an individual MMS. I receive group MMS from others in the same group just fine, though... That's partly my issue with hangouts as well. You just can't send multiple pictures in a single message. Even with the stock messaging app you can do this. Just doesn't make any sense...anyone else experience this issue at all? Posted via Android Central App 08-29-2014 04:46 PM Like 0 I have the unlocked Verizon model of the Moto X. My Android version is 4.4.4, I use handouts for SMS/MMS, and I have not experienced this issue. I'm glad I am not having this issue because that is a whole lot of trouble to view a message with a picture attached. However, I think we all should appreciate you posting this work around for those that do have trouble. There are too many people that just come on here to criticize. 08-29-2014 05:58 PM Like 0 FANTASTIC!!! YOU ARE A GENIUS!!! DID I SAY THANK YOU AND HUGS AND KISSES??? My issue was with opening a friends iPhone photos/videos on my android. Thanks again! These thanks go to the individual who said download 2 apps: Astro & Perfect with detailed instructions. 09-19-2014 02:24 PM Like 0 My AT&T Moto X (running KitKat 4.4) is very finicky about displaying photos received via MMS. I often see a gray image placeholder instead of the picture itself. I have figured out two workarounds, and they depend on whether the MMS was sent from another Android phone or an iPhone. The workarounds involve saving the images to the sdcard and viewing them outside of the Messaging app. To use the workarounds, you will need two free Apps: 1. Astro File Manager (this is to find the photos that you download—the photos will not show up in the Downloads app—any other file browser will work too) 2. Perfect Viewer (this is a free image viewer that does a better job of viewing nonstandard/corrupt jpegs—I have not found another image viewer that will work) Here is a graphic showing the workaround for MMS pictures received from other Android phones (in this case, another Moto X on Verizon). Note the look of the image placeholder—it's an image with an exclamation point triangle in front. To save the image, you tap and hold directly on the image placeholder. Once saved, use Perfect Viewer to view the image. Android and most image viewers think that the image is corrupt, which is why you need to use PV to view it. And here is a graphic showing the workaround for MMS pictures received from iPhones (in this case an iPhone 5 on AT&T). Note the look of the image placeholder—it's a play button. To save the image, you tap and hold on the gray area to the left of the image. These images, once saved, are not treated as images so you can use any image viewer to view them. EDIT: I realize that clicking on the play button actually launches the text and image as a slideshow, so I guess this should just be considered a "how-to" for saving the jpeg. Let me know if these work for you guys! This totally worked on my Samsung Galaxy S3! You're a life saver! Thanks! 11-06-2014 08:48 PM Like 0 Thank you for the information that I could not find anywhere else! I have a Moto X (original) and could not figure out how to save images texted to me from iPhones. I followed your instructions and it worked perfectly, first try. Now I can save cute pictures of my grandson that my kids text to me! 07-26-2015 04:45 PM Like 0 Have anyone find out what causes this problem. I have a Nexus and it cannot receive screenshot mms from Samsung. I still dont know what causes the problem, only able to pin point it down a little closer. This work-around does work but it would be nice to actually solve the problem. 09-07-2015 01:52 AM Like 0

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