



The 912 Project of the Lehigh Valley, Inc.

If You Are Not Receiving LVTP Text Messages

It is important to know that we use two different phone numbers for two different purposes. The main number (484 929-2780) is used for sending you “General News and Alerts” (e.g., monthly meeting announcements). The second number (610 421-0085) is used during a meeting only and is for people who have checked-in to that meeting for whom we have a cell phone number, on file.

The first step is to determine which of our phone numbers you are not receiving messages from. Then follow the instructions for that number.

I Am Not Receiving Messages From 484 929-2780

1. Send the word {start} to 484 929-2780. You should receive a reply. If so, the issue is resolved.
2. If you received no reply, sign into your membership account (go to LVTP.org then from the top menu select Membership, then Member-Login) and check the ‘Preferences’ block. The line ‘Receive Text Announcements:’ should show your cell phone number. If not, go to the ‘Contact Information’ block and update your phone number. Then repeat step #1.
3. If you still receive no reply, the issue is very likely to be that you have blocked our number, perhaps inadvertently. Go to the messaging app on your phone and find ‘Blocklist Management’. For most apps it is under settings. Find phone number 484 929-2780 and delete it from the list. Then repeat step #1.

I Am Not Receiving Messages From 610 421-0085

1. Make sure that you are receiving text messages from our main number above. If not, follow those instructions, then proceed to #2 below.
2. Send the word {start} to 610 421-0085. You should receive a reply (probably just “thank you”). If so, the issue is resolved.
3. If you receive no reply, the issue is very likely to be that you have blocked our number. Go to the messaging app on your phone and find ‘Blocklist Management’. For most it is under settings. Find phone number 610 421-0085 and delete it from the list. Then repeat step #2.