



TelNet SMS User Guide

General SMS Notes:

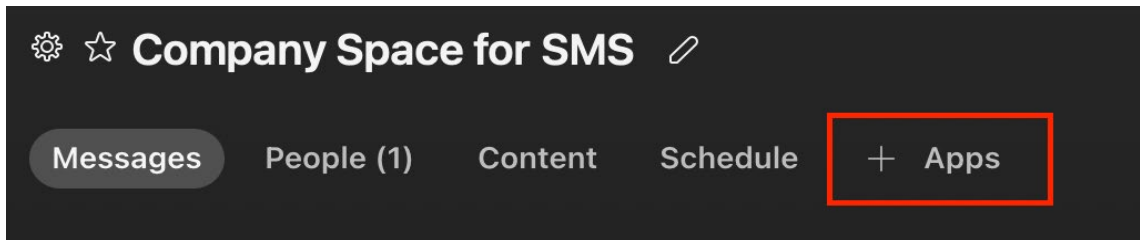
- TelNet's SMS product is intended for low volume, person to person text messaging. We are working to implement high volume campaigns such as advertising and mass notifications (coming soon).
- Always follow our [Acceptable Use Policy](#) guidelines for SMS interactions. Failure to abide by this policy could result in mobile carriers (AT&T, Verizon, T-Mobile) from blocking your telephone number from further SMS abilities
- There is no ability to send or receive SMS text messages to or from international telephone numbers.
- The SMS application is independent, it will not affect the Chat/Space used.
- TelNet SMS is compliant with The Campaign Registry and will register a campaign for each one of their customers.
- Text messages are store for a period of 2 months
- Click on your telephone number in the top right corner to log out and change the color theme to dark or light mode.

NOTE: Open this interactive PDF in Adobe Reader or Adobe Acrobat for optimal functionality.

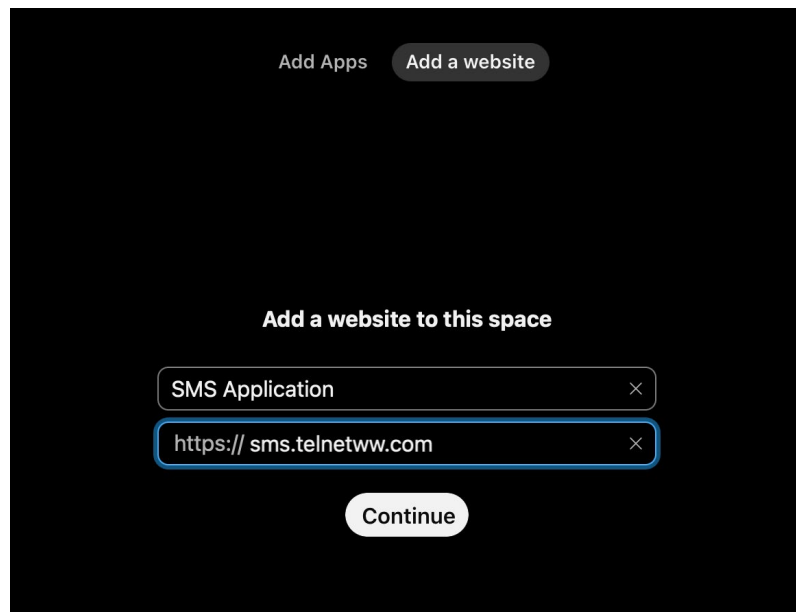
Logging In

How to login to the SMS app within Webex

- It is recommended to create a separate Space, dedicated to SMS, for the company to use but any Webex Chat or Space is acceptable. Navigate to the Chat/Space that will be utilized for the SMS application. From the Chat window menu, located under the name of the Chat/Space, click the **+Apps** button on the far right.



- After a new window opens, click **Add a Website** located at the top center-right.
- This will create a new button in the same menu bar, name it whatever you'd like, for example "SMS Application". For the second window, you'll type in the following URL sms.telnetww.com
- After filling out both fields, click **Continue**.
- *Note:* Once completed, you will see an SMS Application shortcut button on this menu bar.
- Click the button you just created and let's sign in!



- Near the middle of your screen, you'll see a button labeled **Sign In With Webex** then click **Continue**.
- You'll be prompted to enter your Webex credentials. This will be the same email and password that you login to Webex with. You will enter your email twice before your password.

Using The SMS App

The navigation menu has 2 main functions:

Contacts

1. Creating

- To create a new contact, click the **Create Contact** button. Fill in the required fields; first name, last name, and phone number. Optional fields are company and note. These can be used if you'd like!

2. Searching

- Once you've built up a list of contacts, you may want to search for a specific contact to make a modification on it. Use the Search bar to do so.

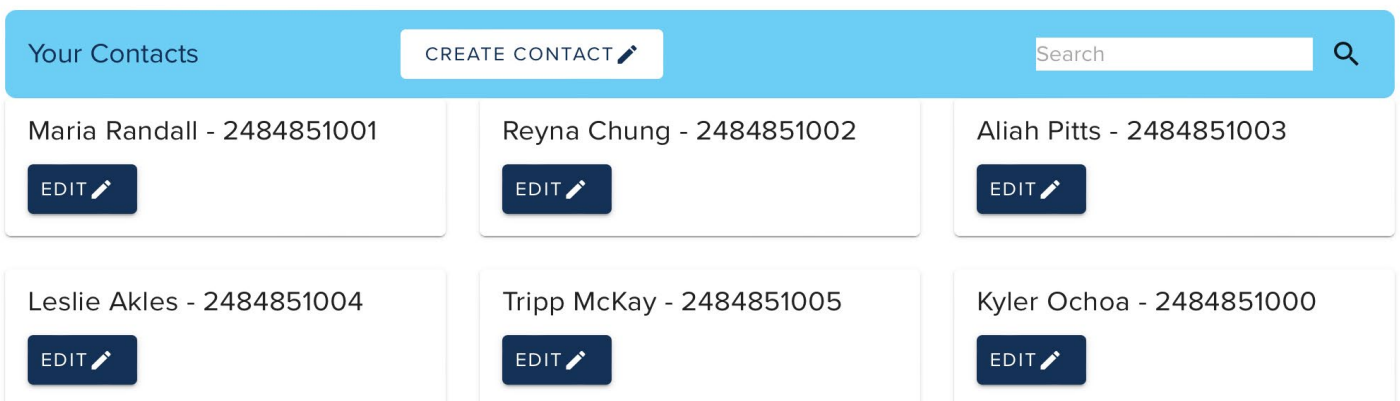
3. Editing

- Updating a contact's information may not be a common task but if you need to change or add a note to a contact, click the **Edit** button below the contact name. Don't forget to save any changes you make.

NOTE

You must have a contact in order to send a text message. Create your contact first then send your text!

When you receive an inbound text message from a telephone number you don't have saved in your contacts, there will be a contact auto-created with the name **Unknown Number**.



appointment setting, reminders, status updates, etc.

2. Group Messaging is the second function available. Group Messaging is best used for small scale announcements or collaborative projects. Group Messaging is conversational in nature. When you send out a group message, each recipient can respond and all other group members will receive the text.

Initiating A Conversation

- The recipient of your message must be in your contacts. Make sure you have a contact created for the intended recipient of your message.
- Press the **Start a Conversation** button and click the + button next to the contact you want to text. If you would like to start a group message, select multiple contacts.
- After selecting 1 or many contacts, click **Done** at the top of the dialog box.

Interacting with Conversations

- Once you've initiated a conversation or received a message, the conversation will queue in the Text Messaging section.
- Click the drop down on a conversation to view the messages back and forth. At the bottom of each conversation is the text box to type and send a message.
- If you receive an inbound text message from a number NOT in your contact list, it will auto create a contact with the wording "Unknown Number - (xxx) xxx-xxxx".
- Click the 3 dots on the far right of a conversation to delete it.

Opt-Out Functionality

- At the beginning of each conversation, the application will automatically generate an opt-out message that will be at the footer of your text. This message will tell the recipient how to opt-out of future messages. If someone opts-out of future text messages, no one in your company will be able to text them. Their telephone number will be added to an opt-out list.

