

Fusion Connect SMS/MMS for WebEx User Guide

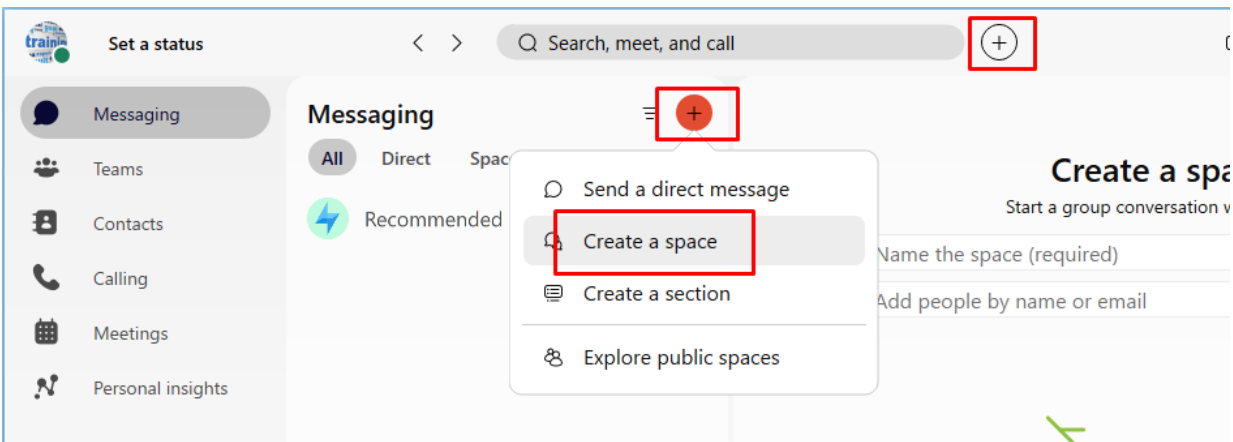
Overview of SMS/MMS for WebEx

- Texting allows the ability to send and receive SMS/MMS text messages to and from your User's work phone number.
- It creates an easy way for you to use a work number for business related texting instead of your personal mobile phone.
- It provides enhanced features such as editable naming of texts, creating Texting Contacts specifically for the Texting App, as well as Group Texting (allowing up to 20 participants).

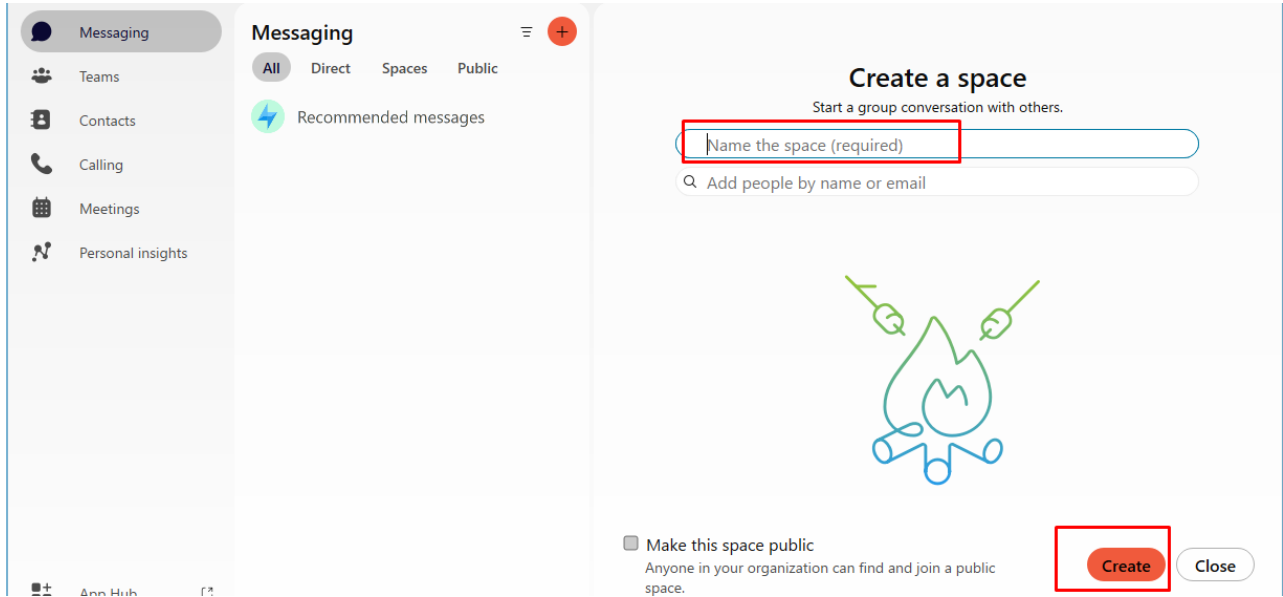
*****Here's a link to our Fusion Connect YouTube Channel Training Video for this feature... https://youtu.be/FAesRyAIA_0**

Adding SMS/MMS Texting into your WebEx App

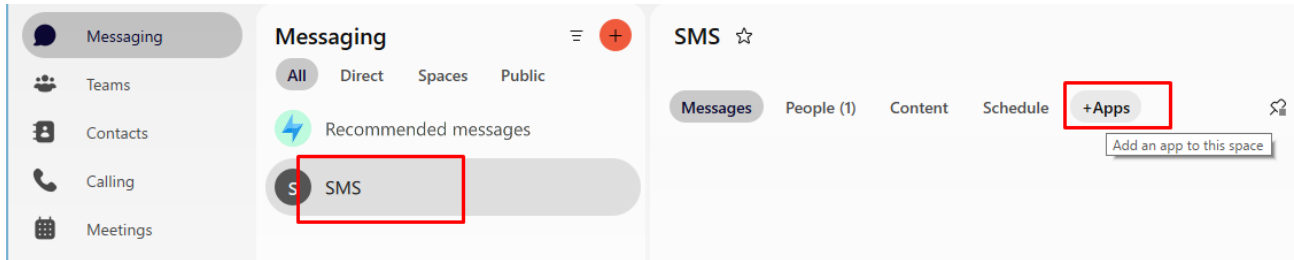
1. Open WebEx and sign in.
2. Create a new WebEx Space (Note: You will use this new "Space" to add your Texting App to). To do this once in your Messaging icon, click the (+) symbol beside Messaging OR at the top of your WebEx and click **"Create a space"**:



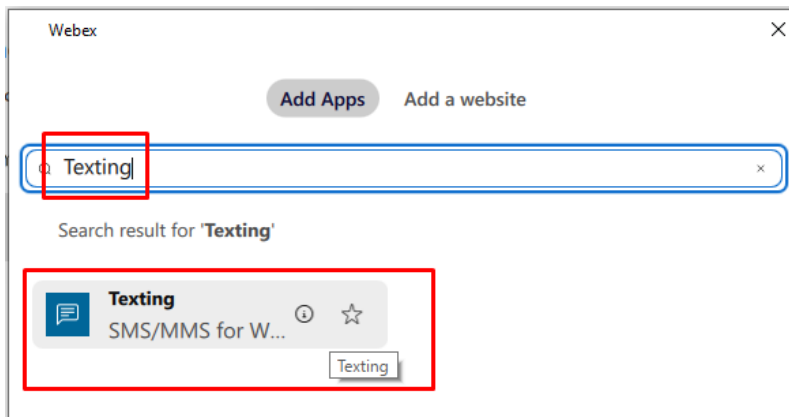
3. Name your Space whatever you wish that will identify it as what you'll use to view sent and received text messages. For example- "SMS" and click "Create":



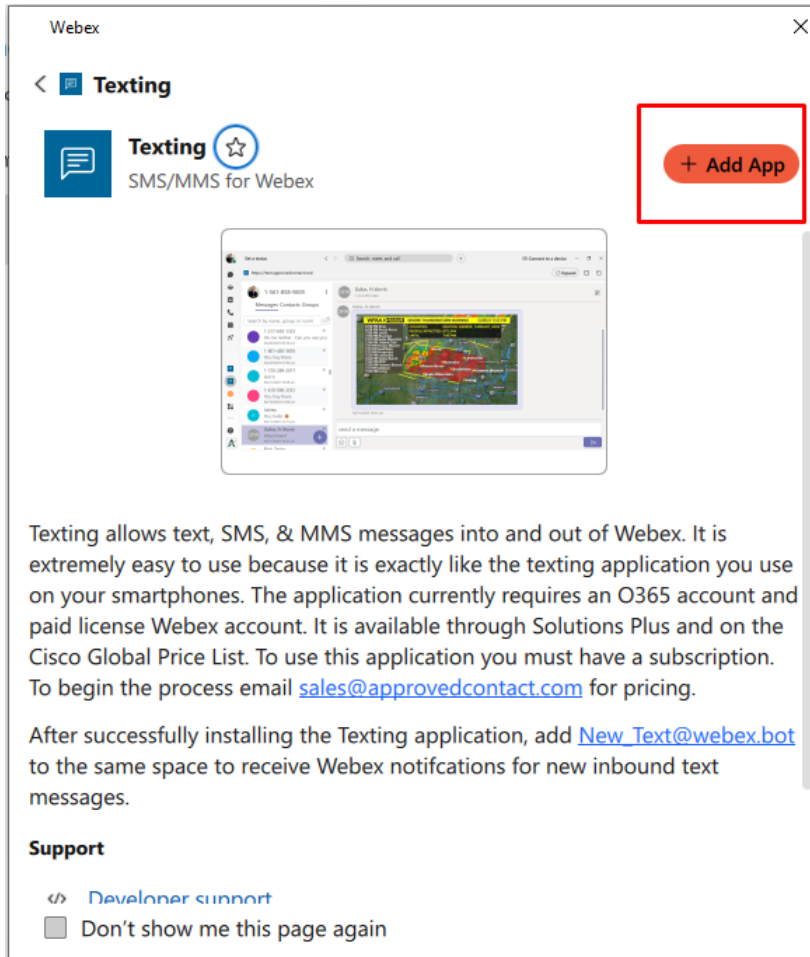
4. Once your Space is created, click on it. You then will see tabs available on the top of your Space. Click on "+Apps". This will access Apps available to add to your WebEx:



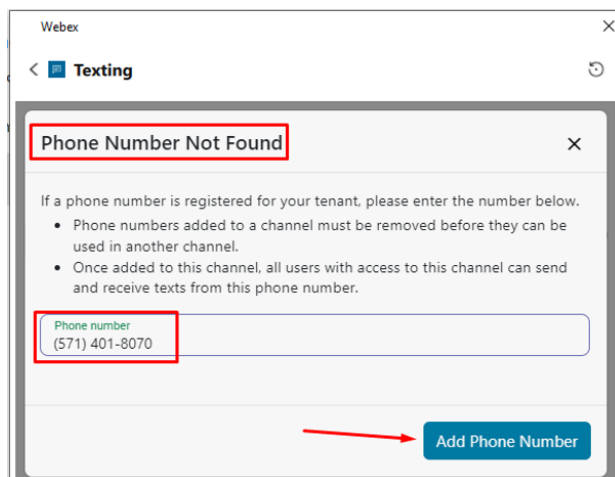
5. Type in the word: "Texting" to find the App named: "SMS/MMS for WebEx" and click on it....



6. Click on “(+ Add App)”:

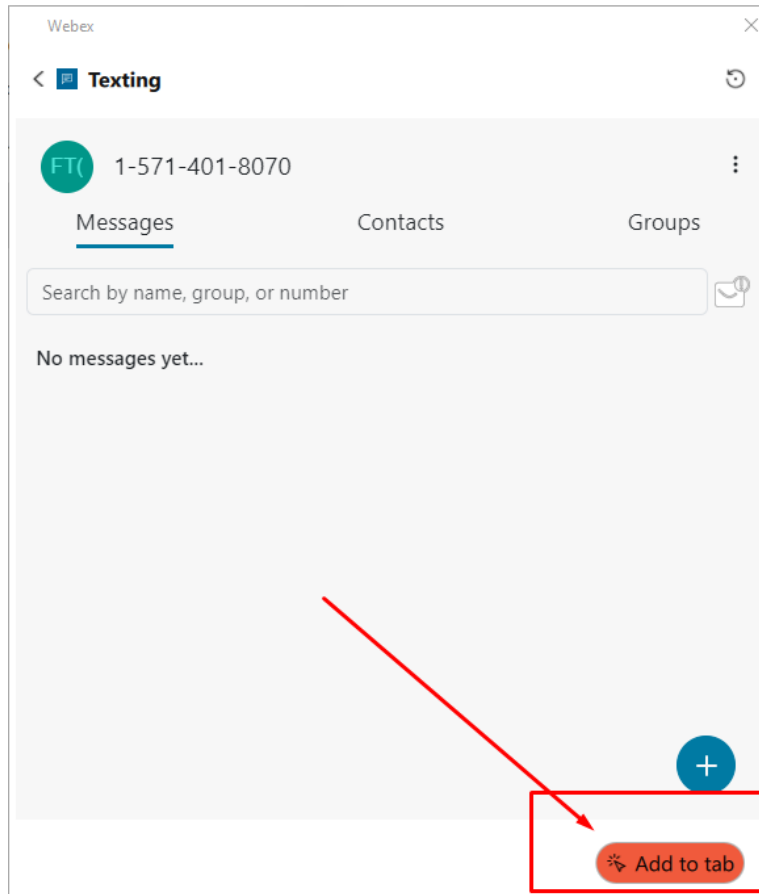


7. Next, the App will state: “**Phone Number Not Found**”. Enter your 10-digit Fusion Phone number affiliated with your WebEx seat and click “**Add Phone Number**”:



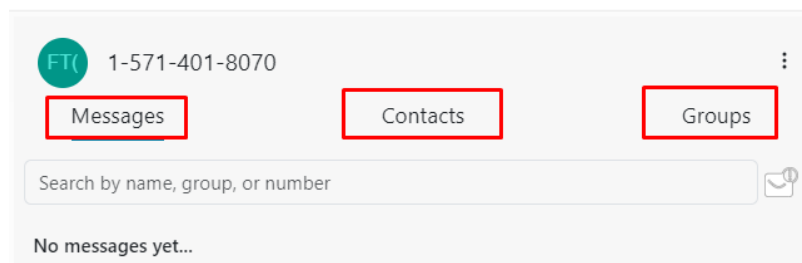
8. Your WebEx Texting App is now ready to send/receive texts from any device capable of sending/receiving SMS/MMS messages!

*****IMPORTANT***:** Click **“Add to tab”** at the bottom of your Texting window. This will add your App to the available Tabs within your created Space:



Within your Texting App, you’ll have (3) sections

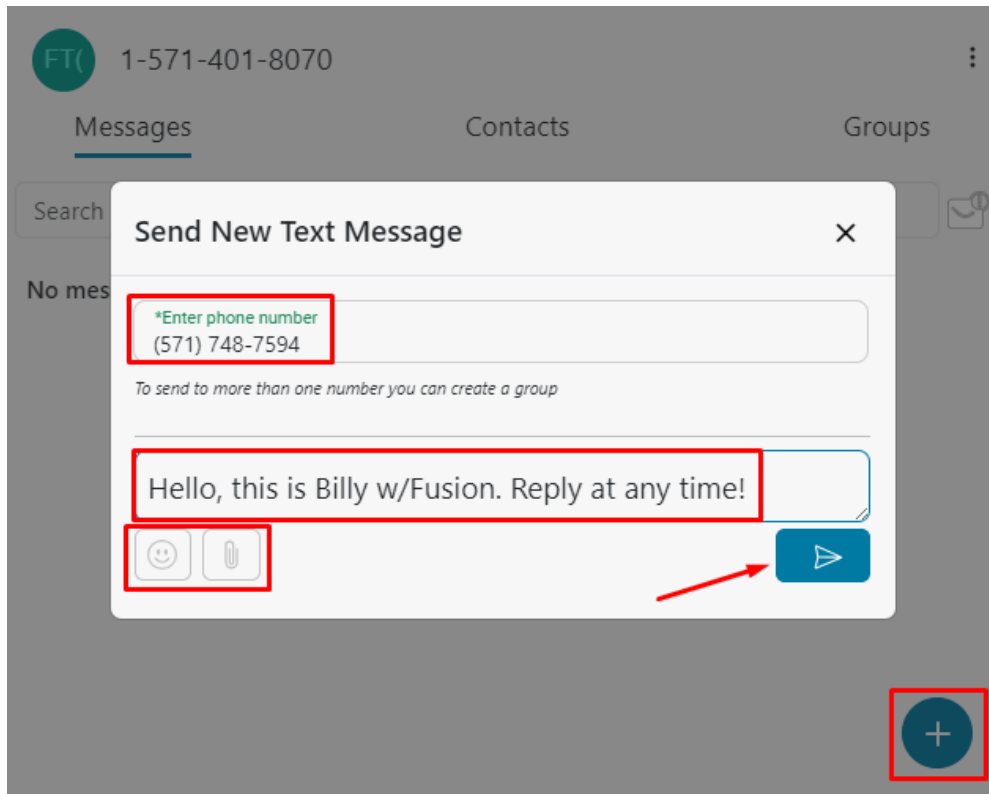
- **Messages**- where all individually sent and received texts are located.
- **Contacts**- where you can save *TEXTING CONTACTS* within your App to access for texting reoccurring people on a regular basis.
- **Groups**- where you can create and send Group Text Messages. *Note: You’re able to add up to 19 participants to a Group Text, including yourself- you can Text up to 20 people per Group.*



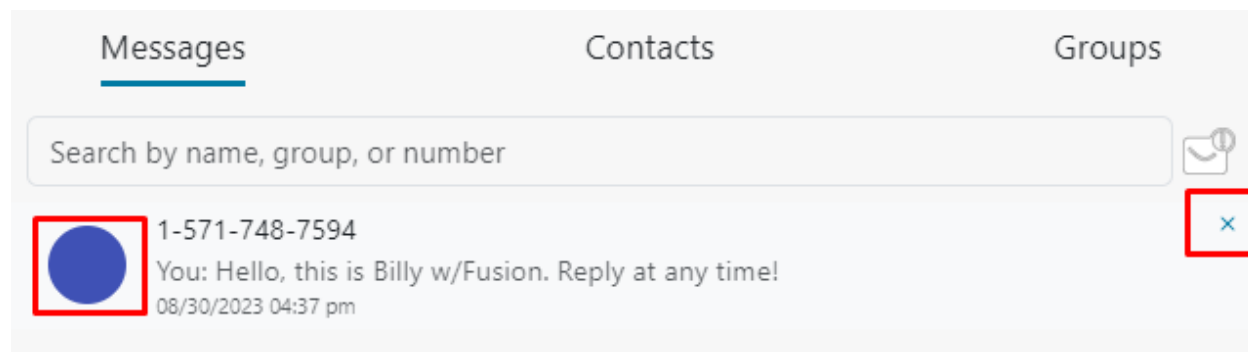
Messages section

To send a SMS (*Short Messaging Service*)- or a "text only" OR a MMS (*Multi Messaging Service*)- pictures, attachments, etc message from the Messages section, click the (+) symbol in the Messaging section: (+) .

Enter the text number and message. Click the *Emoji or Attachment* section to add them (if applicable), and click the **SEND** icon: (send icon)

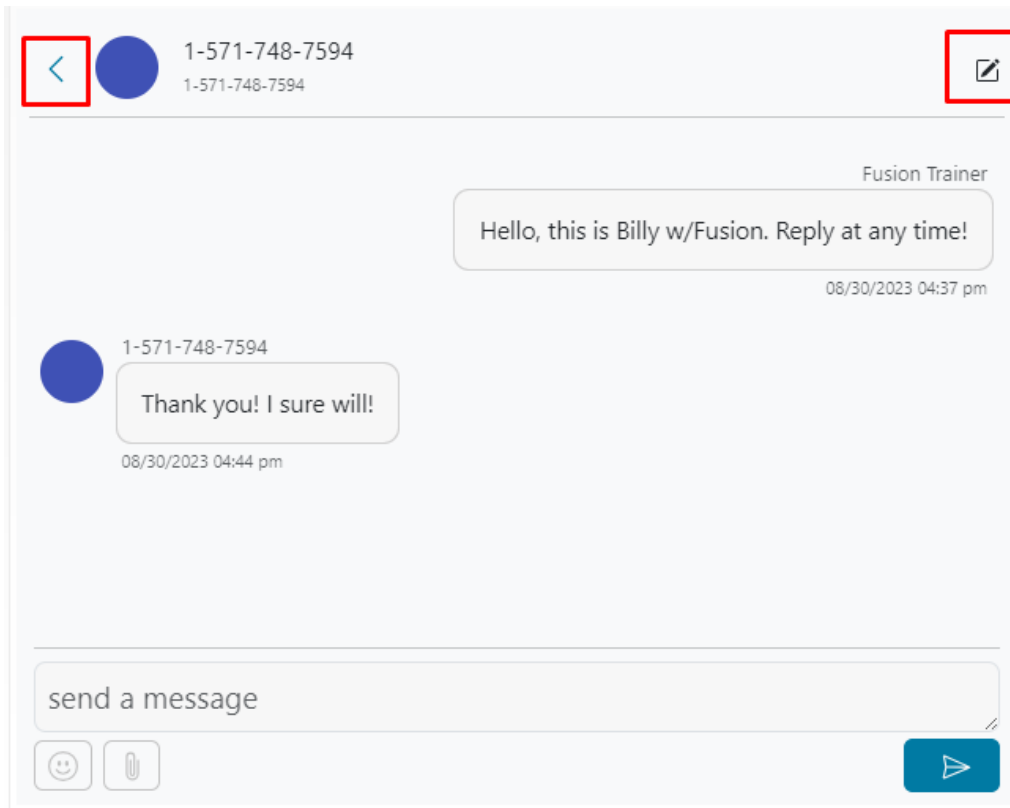


Once your message has been sent, it will be listed in the Messages section. **You can click on it to expand the Text conversation** and you can **click the (X)** to the right of it to delete the Text conversation:



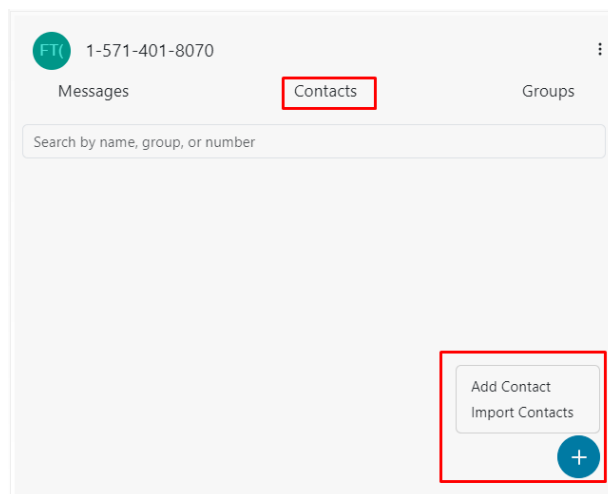


Once your Text conversation is open, you can edit the Text by **clicking the EDIT option** to the right (adding a person's name, an avatar picture, an email address, and notes) if you wish! To return to the list of text messages, **click the back arrow** on the left:




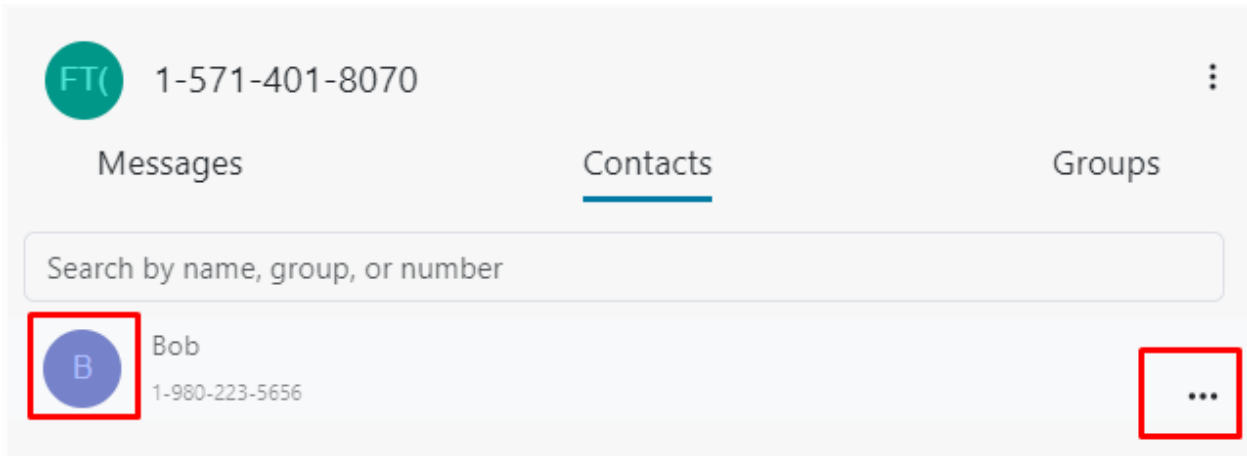
Contacts section

You can add TEXTING contacts by clicking the  icon once in your Contacts section. You can either **Add a new contact** manually, or **Import Contacts**:






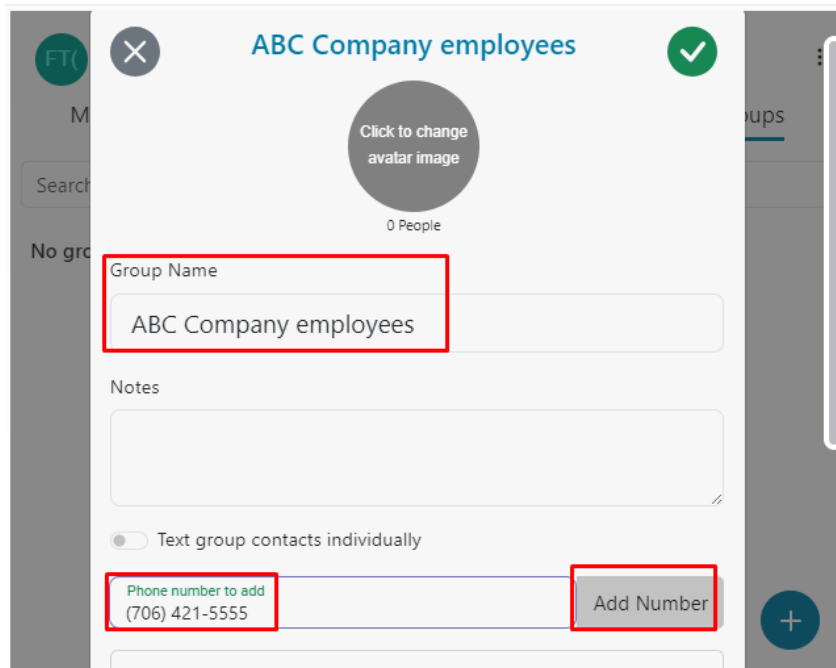
Once you have a Contact added, while still in the Contacts section you can click on their icon to immediately send them a Text to the number saved for that contact. You can also click the “Shish kabob” icon  to the right of them to edit/delete the contact:



Groups section

In the Groups section, you can create/add a Group of Texting numbers by clicking the  icon. **Group Texting allows up to 20 participants including you.**

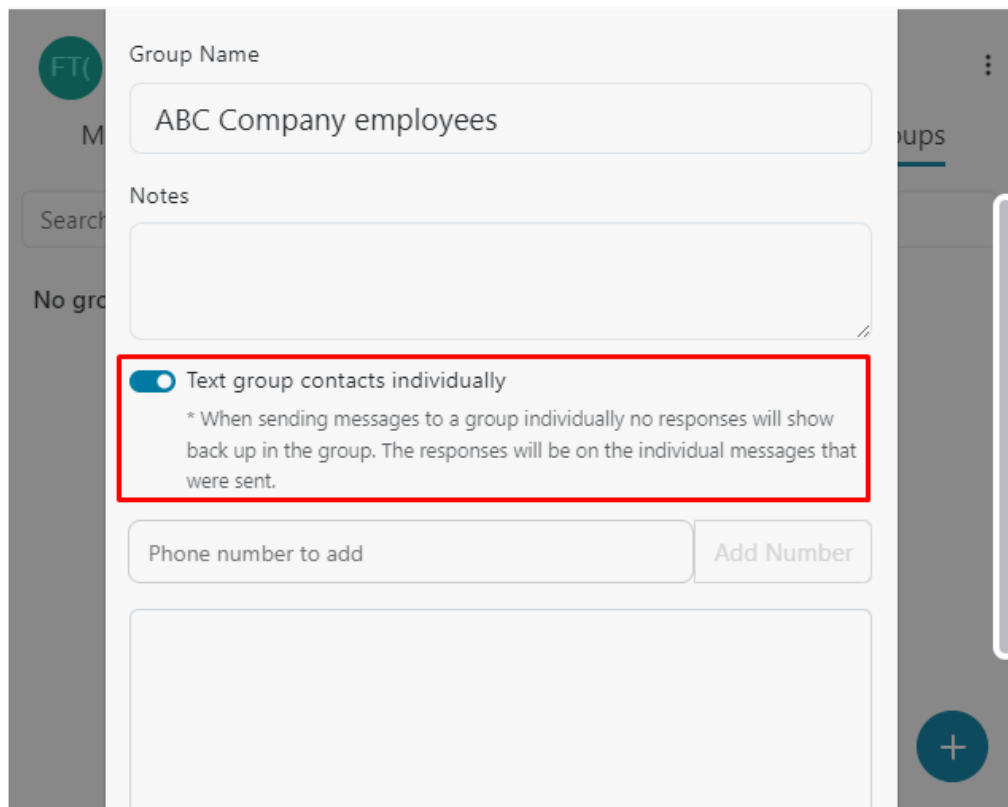
When adding a new Group, you'll create a **Group Name**. You can *add Notes* for personal use. Add numbers in the “**Phone number to add**” section and **click “Add Number”**. ***You can add up to 19 separate numbers:*





***Groups that are created in the Groups section are set by default to automatically send a "Group Text" to everyone in your created Group, meaning everyone will see all recipient's replies and will be able to reply to everyone's reply. Also, by default if a Group is created the replies from everyone in that Group will be listed/viewable in your **Group Section**.

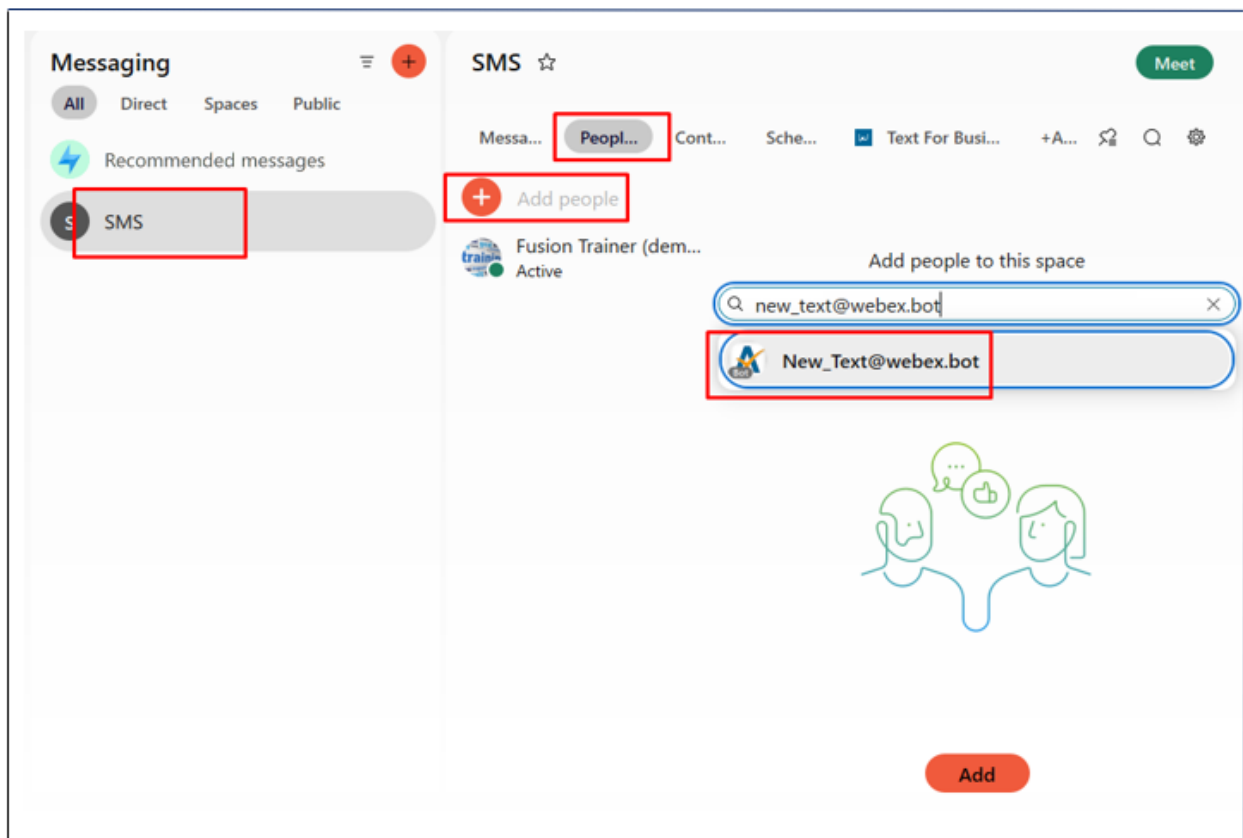
Note: When creating a Group, you can enable "**Text group contacts individually**". This still allows you to outbound Text all numbers listed in your Group at once, however recipients will **ONLY** be replying to you, not the entire Group! If "**Text group contacts individually**" is enabled your responses will be received as an individual message in your **Messages section** and **NOT** in your *Groups section*:



Notifications

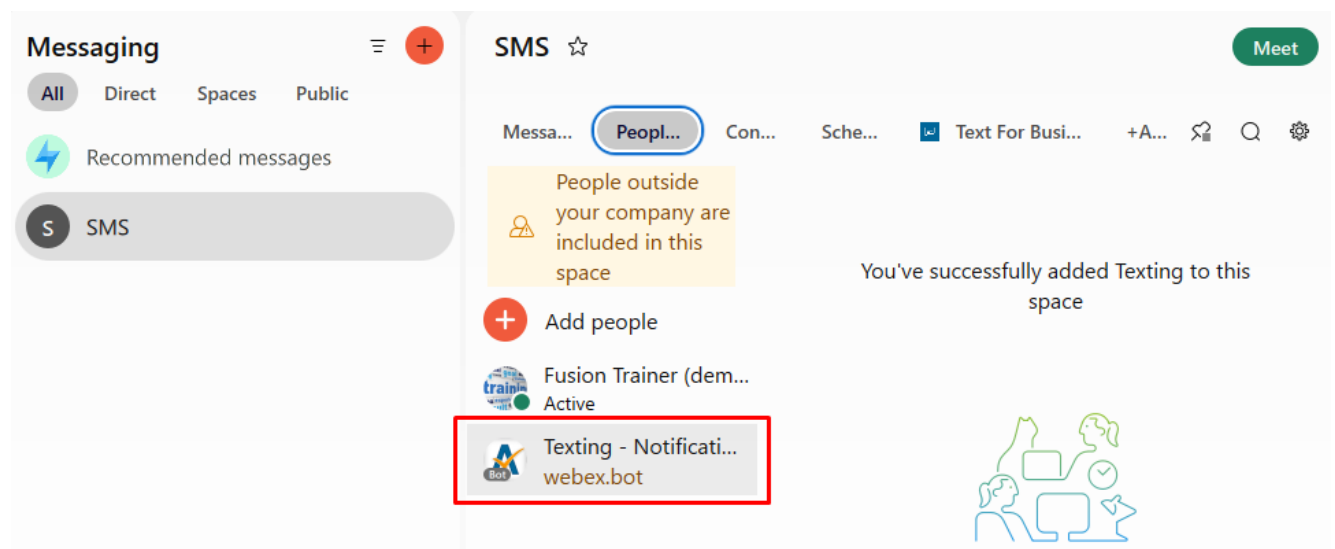
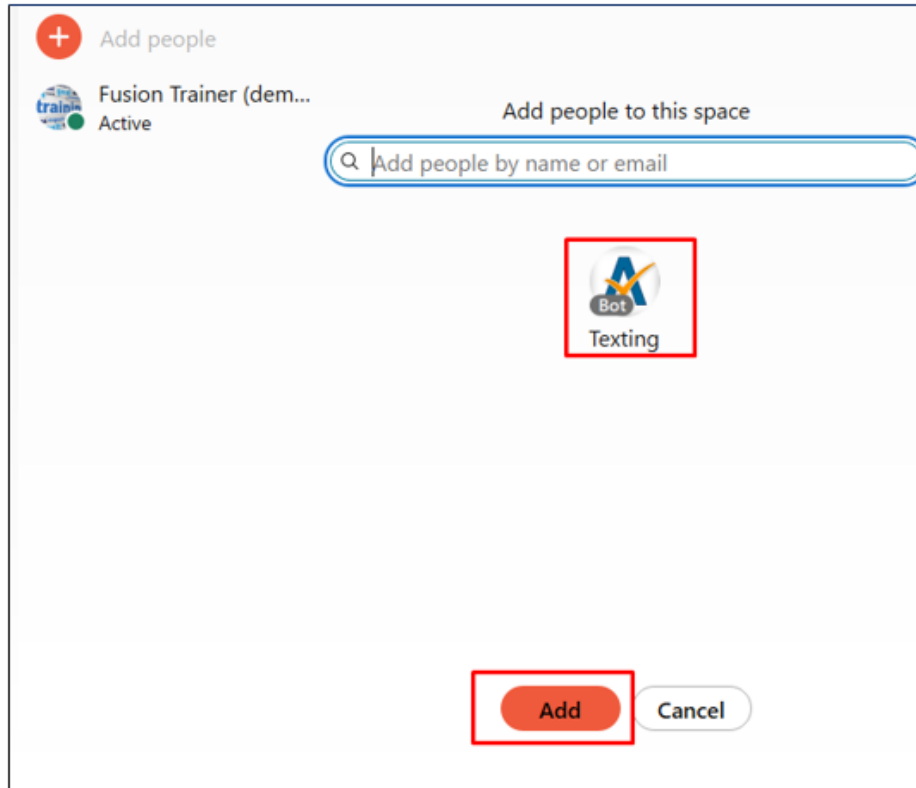
If your WebEx Texting App is open in front of you, you will see incoming Texts coming in as **BOLD Texts** in either your Messages or Groups sections. If you wish to be notified of an incoming Text when your WebEx Texting App isn't open in front of you, you can add a BOT (*an email address*) to your created SPACE.

- To do this, click your created SPACE (*this example being "SMS"*). You'll see tabs along the top. Click on "**People tab**" and click **(+) Add people**. Type in the email address: new_text@webex.bot, and then click on the BOT that appears below it...





Once you've clicked on the BOT name: "New_text@webex.bot", it should appear below the search bar as "Texting". **Click "ADD"** at the bottom of the window. Your new Notification BOT has been added to your Space allowing you to be notified of an incoming Text while your WebEx isnt open in front of you:

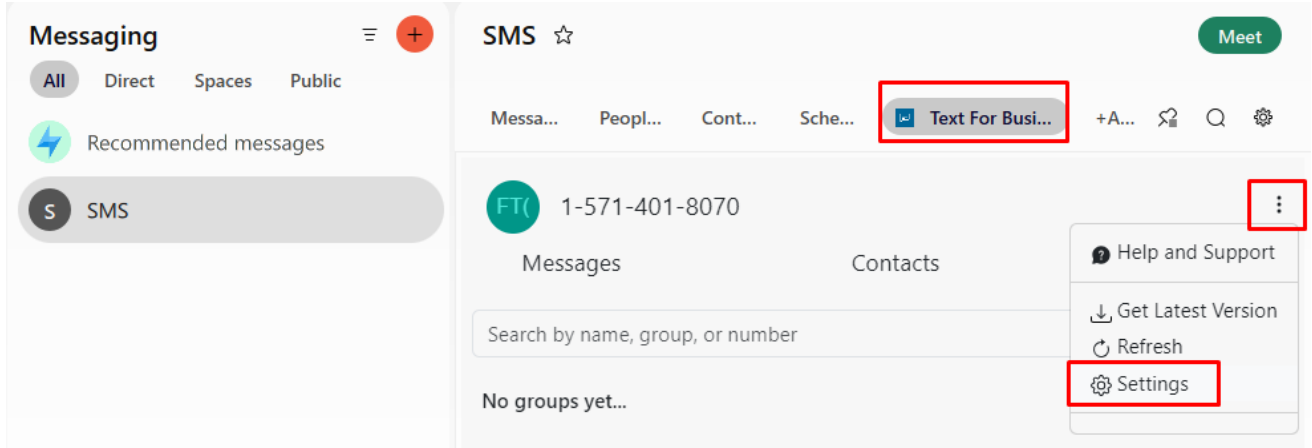




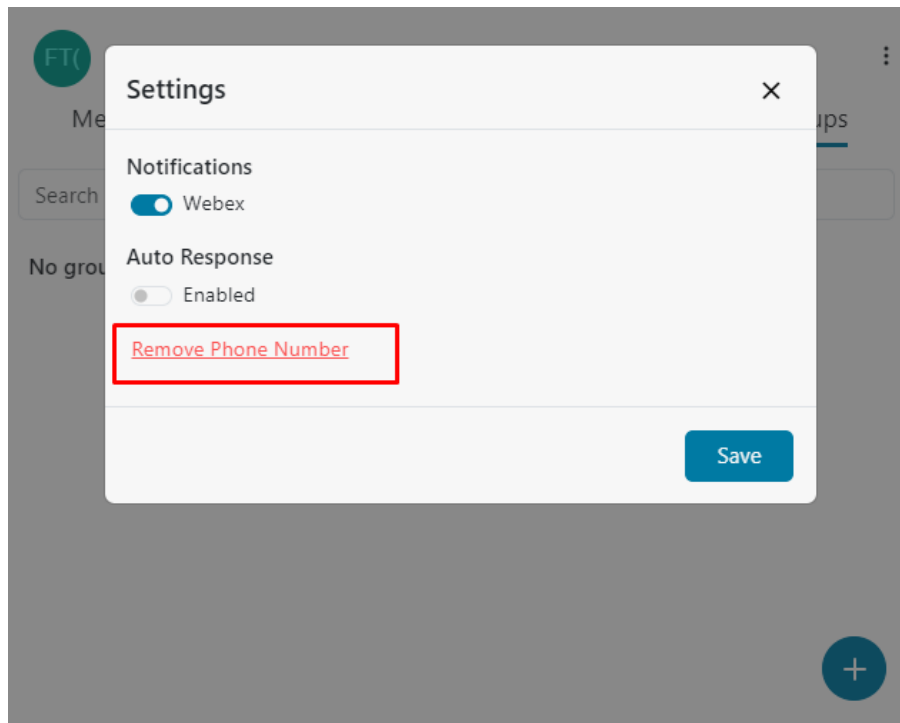
*****Imperative information*****

When adding your number to a Space, it's married to that Space regardless if you delete (or LEAVE) your created Space, meaning your number can only be added to ONE Space at a time. *If need to delete (or LEAVE) your created Space, you MUST REMOVE YOUR NUMBER FROM THE TEXTING APP FIRST!*

To do this, in your Texting App, **click the Shish-Kabob icon** to the right of your number and **click "Settings"**:

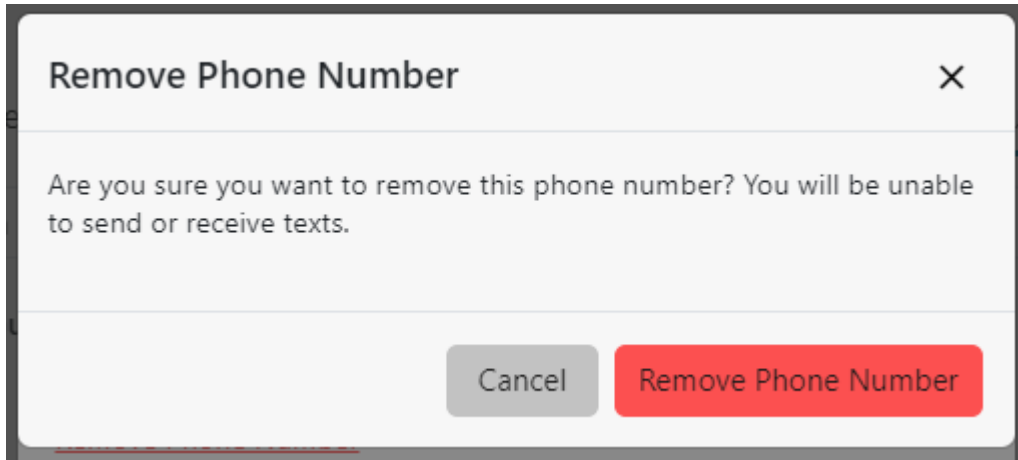


Click **"Remove Phone Number"**:



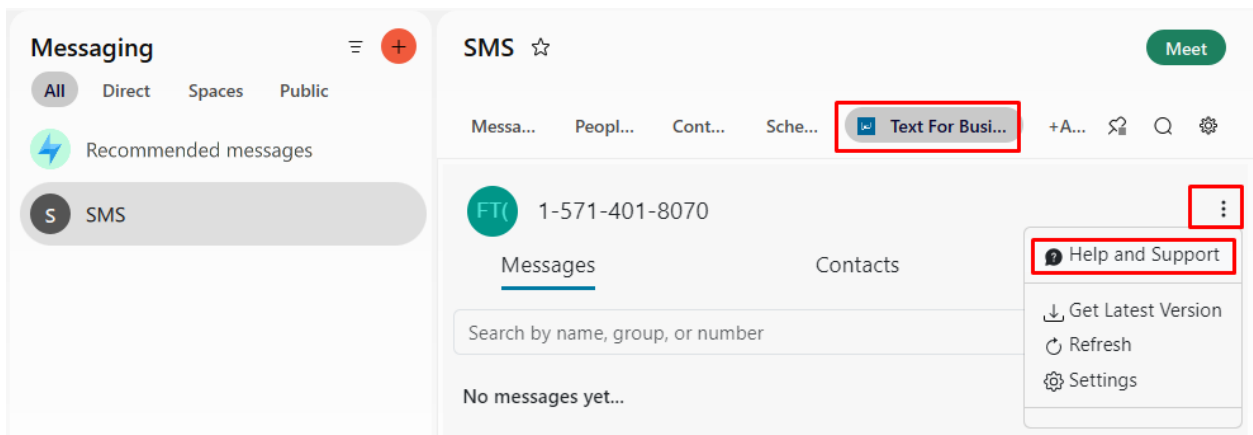


“For confirmation, **click “Remove Phone Number”** again. Your number is now removed from your Texting App and you can now safely “Leave” your created Space being able to add your Number again to a new Texting Space/App (if necessary):

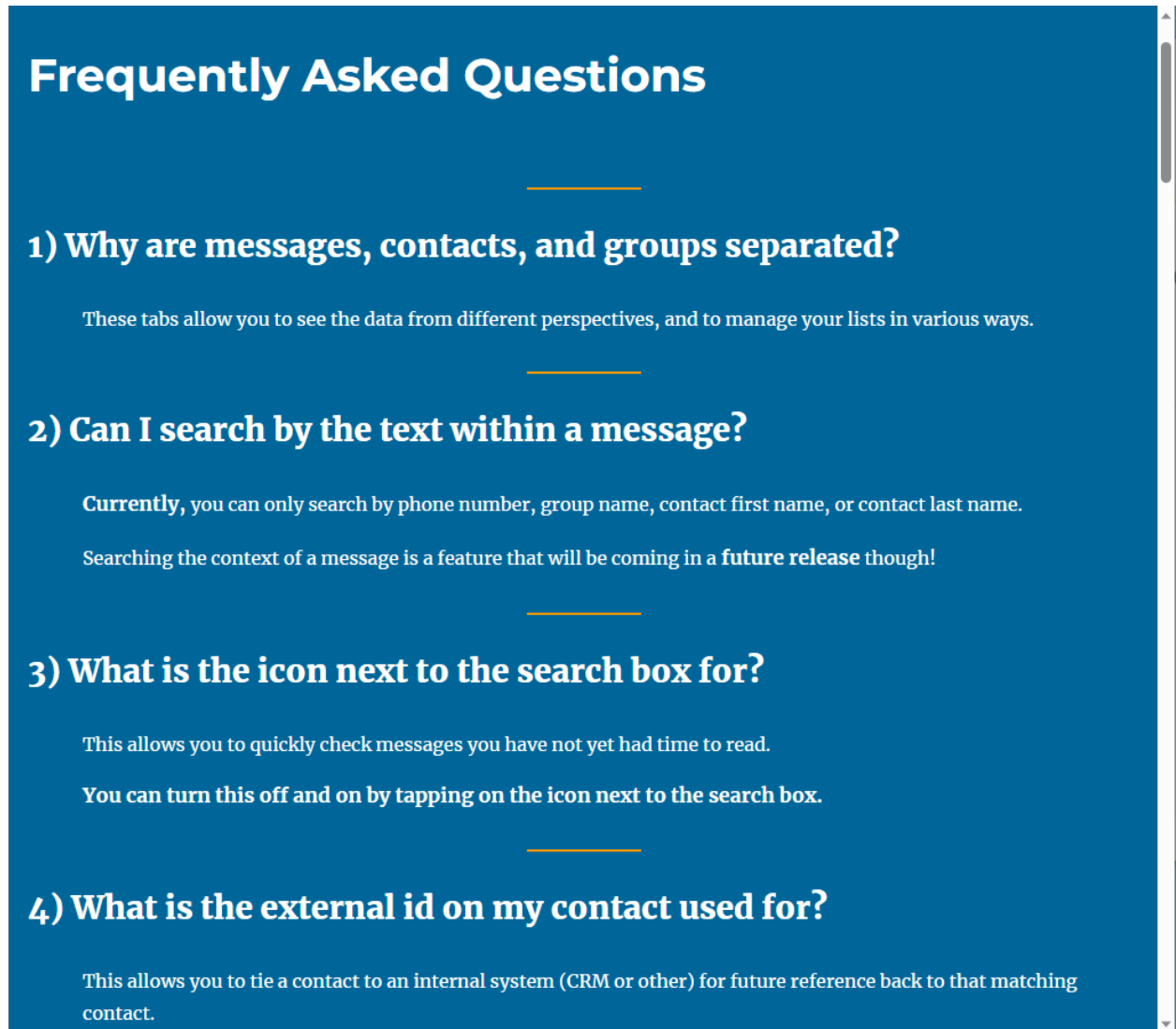


Help and Support

For **FAQ (Frequently Asked Questions)**, you can click the shish-kabob icon to the right of your number and **click “Help and Support”**:



This will open a new web page with commonly asked questions about SMS/MMS for WebEx:



Frequently Asked Questions

1) Why are messages, contacts, and groups separated?

These tabs allow you to see the data from different perspectives, and to manage your lists in various ways.

2) Can I search by the text within a message?

Currently, you can only search by phone number, group name, contact first name, or contact last name.

Searching the context of a message is a feature that will be coming in a future release though!

3) What is the icon next to the search box for?

This allows you to quickly check messages you have not yet had time to read.

You can turn this off and on by tapping on the icon next to the search box.

4) What is the external id on my contact used for?

This allows you to tie a contact to an internal system (CRM or other) for future reference back to that matching contact.

For any technical related questions pertaining to this feature, please contact **Fusion Connect Technical Support's Team @ 1-888-301-1721**, press option 2 for existing customers, enter your Fusion phone number or Account Number followed by (#), then press option 4 for Tech Support.