# 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.
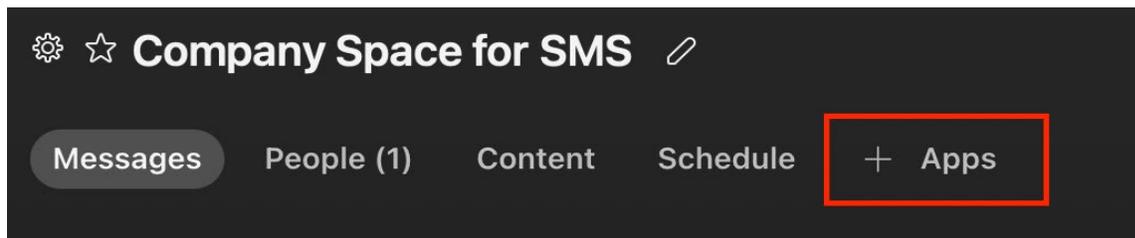
- After a new window opens, click **Add a Website** located at the top center-right.
- This will create a new button in the same menu bar, name it whatever you'd like, for example "SMS Application". For the second window, you'll type in the following URL sms.telnetww.com.
- After filling out both fields, 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!
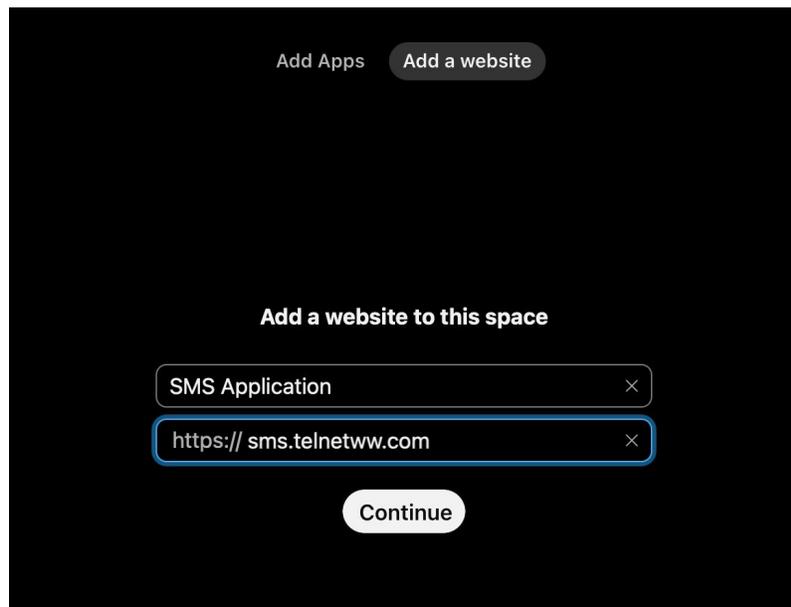
- Near the middle of your screen, you'll see a button labeled **Sign In With Webex** then click **Continue**.
- You'll be prompted to enter your Webex credentials. This will be the same email and password that you login to Webex with. You will enter your email twice before your password.

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!

   - A secondary method of creating contacts is to use the Bulk Contact Upload function. Next, click on the **template file** download link and copy/paste all of your contacts into the appropriate fields. Once you've filled out all of your contact's information, save the file and go back to the SMS app. Now go back to Bulk Contact Upload and click the paperclip. Select your file and click Upload. You may have to refresh and then reload Contacts.

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. Editting

   - 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 dont have saved in your contacts, there will be a contact auto-created with the name **Unknown Number**.

≡   TelNet SMS   2484852000

Your Contacts   CREATE CONTACT ✏   ➕BULK CONTACT UPLOAD   Search 🔍

Maria Randall - 2484851001   Reyna Chung - 2484851002   Aliah Pitts - 2484851003
EDIT✏   EDIT✏   EDIT✏

Leslie Akles - 2484851004   Tripp McKay - 2484851005   Kyler Ochoa - 2484851000
EDIT✏   EDIT✏   EDIT✏

Message Templates

Message Templates enable users to work more efficiently. Building custom message templates help repeat messages. For example, if you send a lot of appointment reminders, you can build a message template that looks like an appointment reminder. This can be selected and send very quickly from the Text Messaging section.

Once you've gotten to the Message Templates section, you can see your current list of templates in the list. You can also click the "Create a Template" button in the bottom middle of the screen. When you're typing a text message, click on the 📄 icon to use a pre cofnigured Message Template!
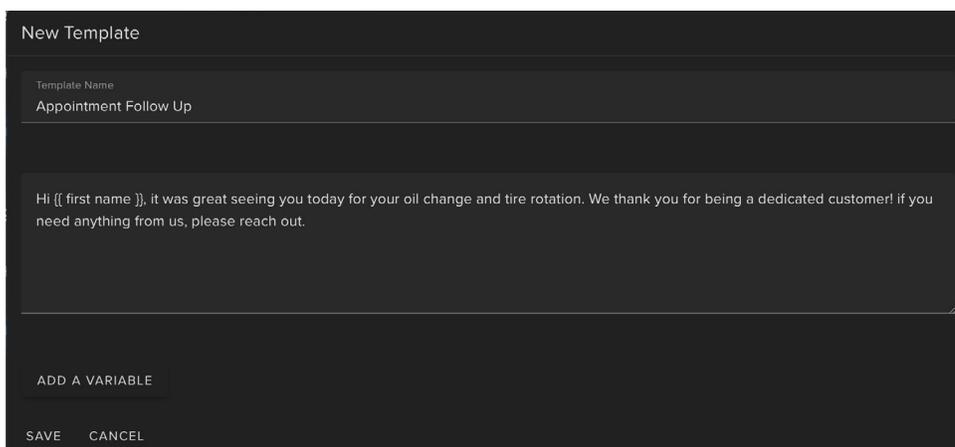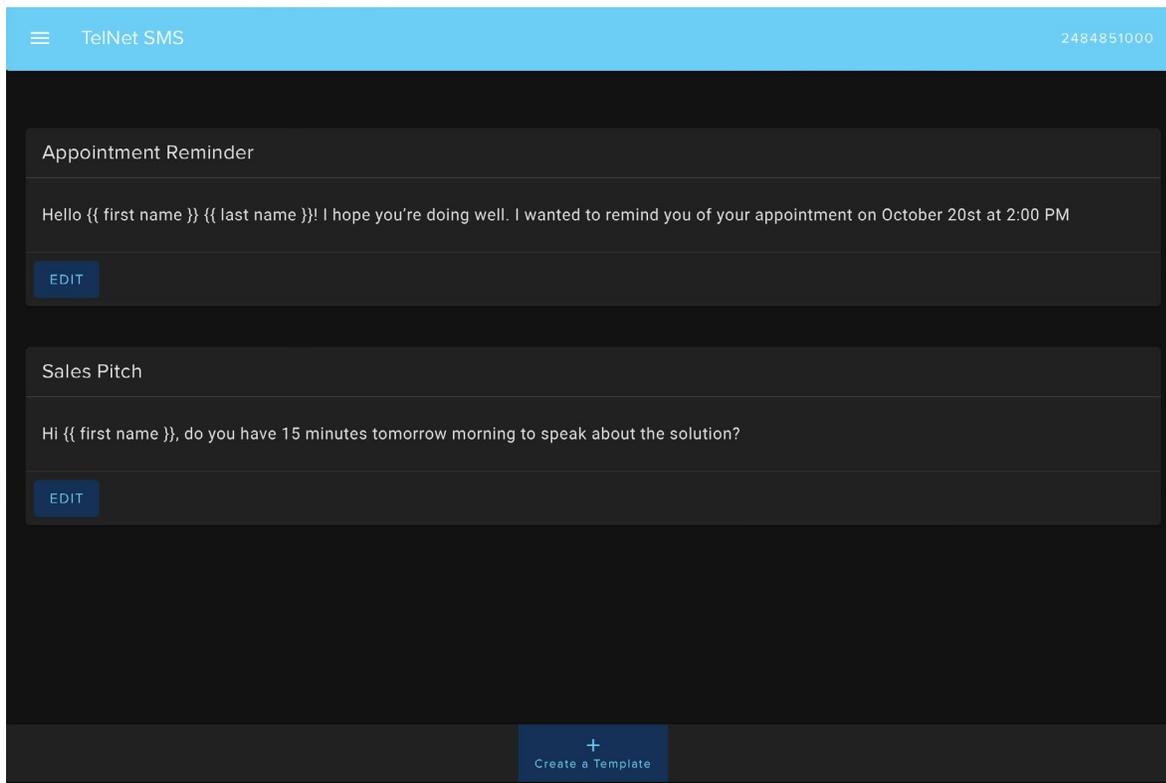
Text Messaging

There are 2 main functions that the Text Messaging section provides.

1. 1 to 1 text messaging aka person to person. This type of texting is perfect for simple communications, 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 an all other group members will recieve 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.
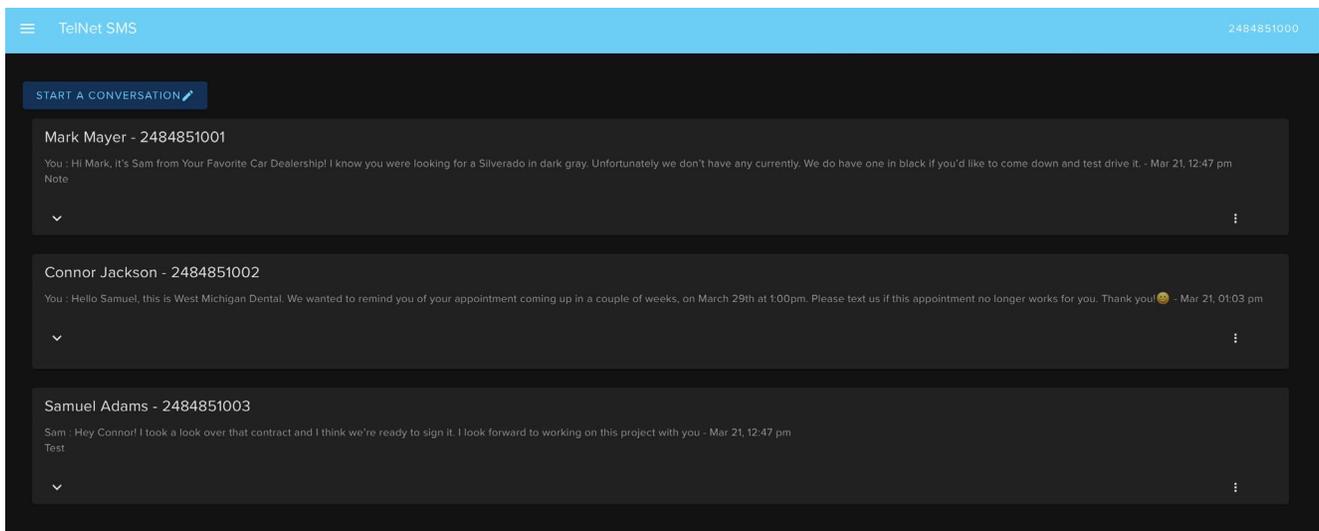
Campaign Information

There are 2 main functions that the Text Messaging section provides.

*   This section will give general information about the campaign your company is tied to. Every single business SMS user in the US must be tied to a campaign with The Campaign Registry.

*   This section also will give you a list of telephone numbers that have opted out of receiving SMS messages from your business.

Settings

*   The first setting you'll see is a theme selector. This toggle allows you to turn Dark Mode on and off based on your preference.

*   The enable/disable notifications button will provide you the ability to receive notifications for SMS.

*   NOTE: notifications will only work while using the platform in an browser and NOT within Webex. When turning on notifications, the browser may prompt your to enable them at the browser level.