# 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).

***To view our online *SMS/MMS for WebEx* video: **CLICK HERE**

Using your new WebEx SMS/MMS Texting App

1. Open WebEx and sign in.
2. Once your Administrator *provisions and enables "Texting" for your WebEx account*, you will see an App named "TEXTING" located on the left of your WebEx App. Click on the Texting App. You will then be prompted to **enter your assigned Fusion WebEx phone number**, add it and click **"Add Phone Number"**:
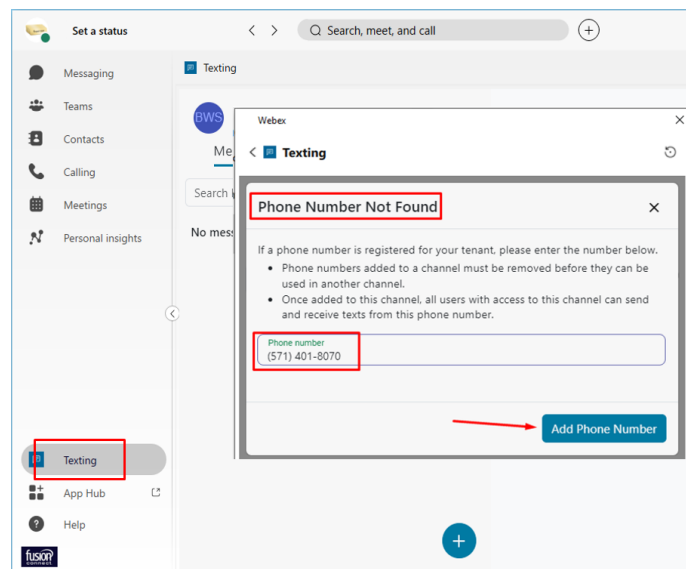
Your WebEx Texting App is now ready to send/receive texts from your Fusion Phone Number from any device capable of sending and/or receiving SMS/MMS messages!
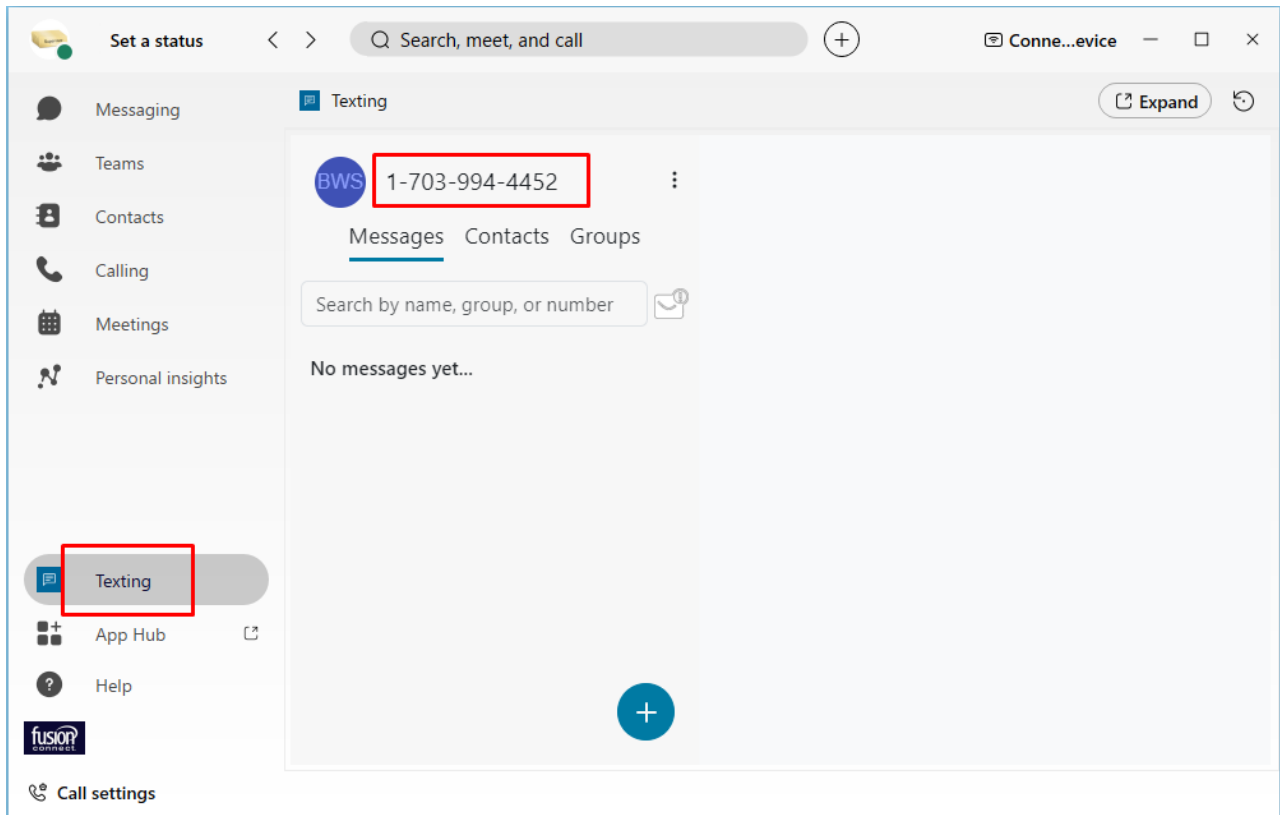
***Within your Texting App, you have (3) sections***

- **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.*
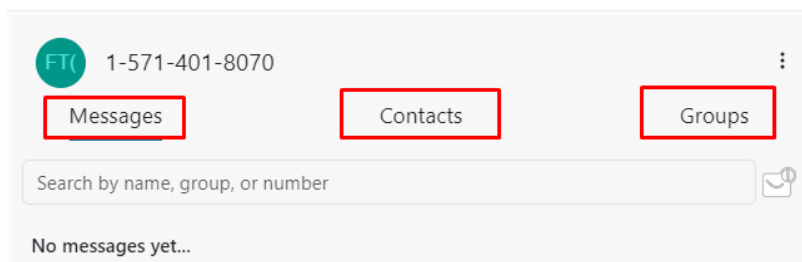
Messages section

To send a SMS *(Short Messaging Service)- 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:
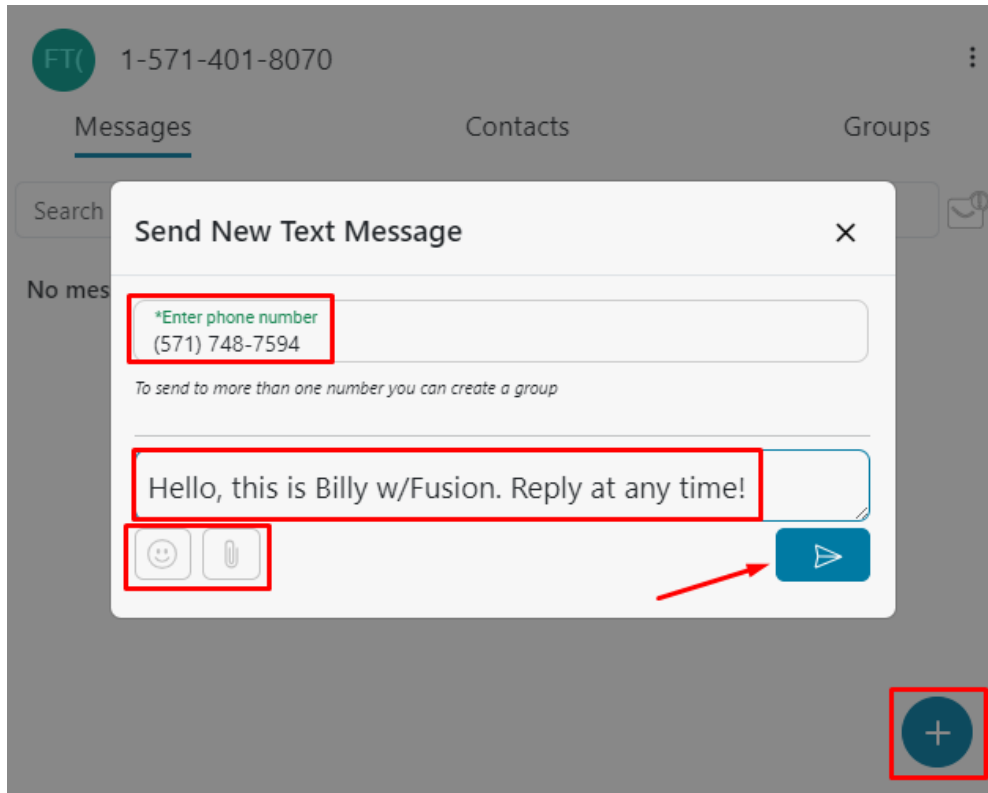

Once your message has been sent, it will be listed in the Messages section. **You can click on it to expand the Text conversation** and you can **click the (X)** to the right of it to delete the Text conversation:
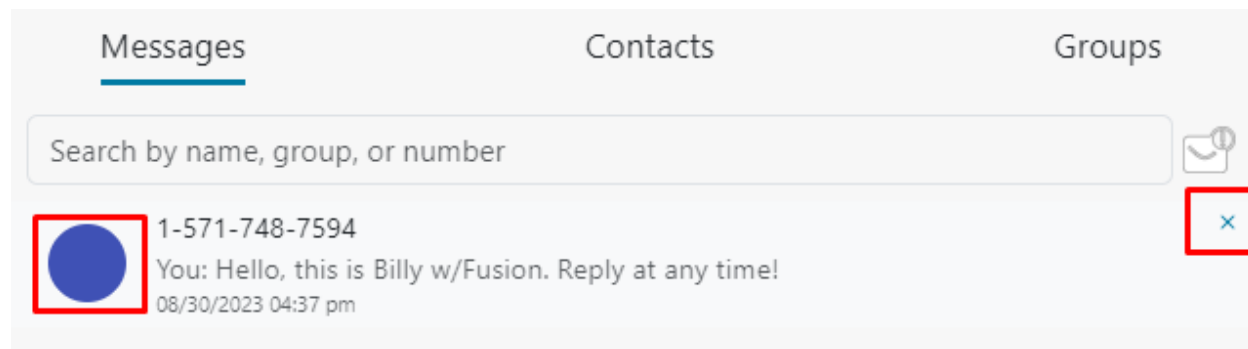
Once your Text conversation is open, you can edit the Text by **clicking the EDIT option** to the right *(adding a person's name, an avatar picture, an email address, and notes)* if you wish! To return to the list of text messages, **click the back arrow** on the left:
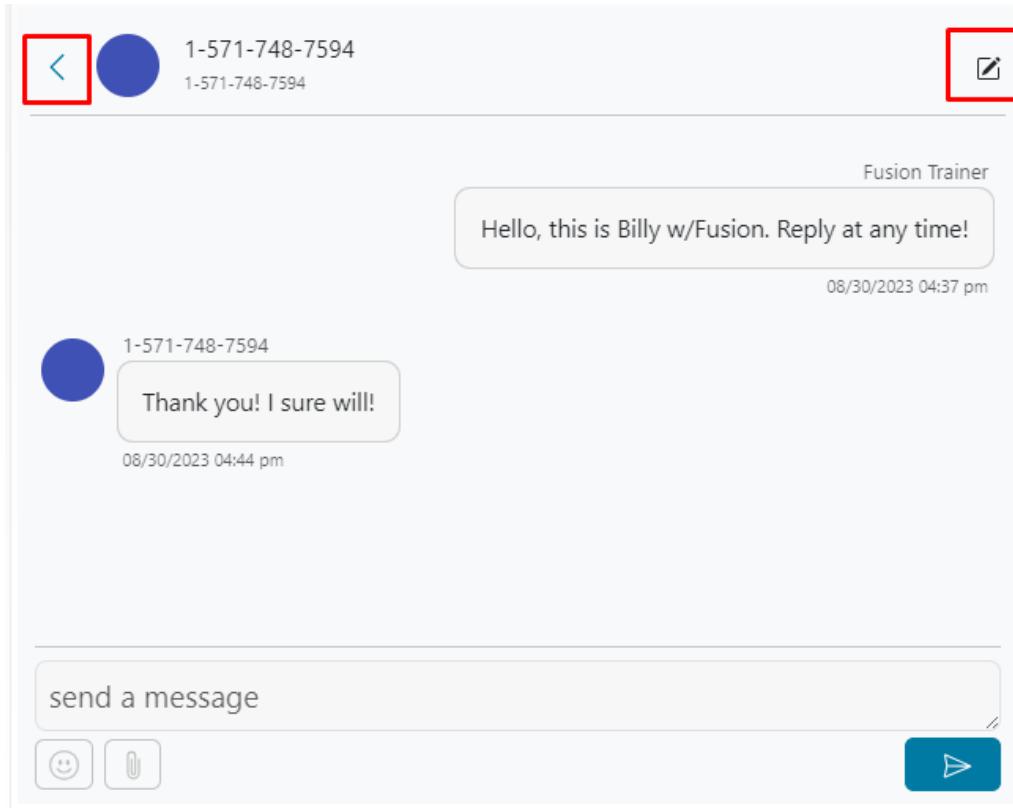

Contacts section

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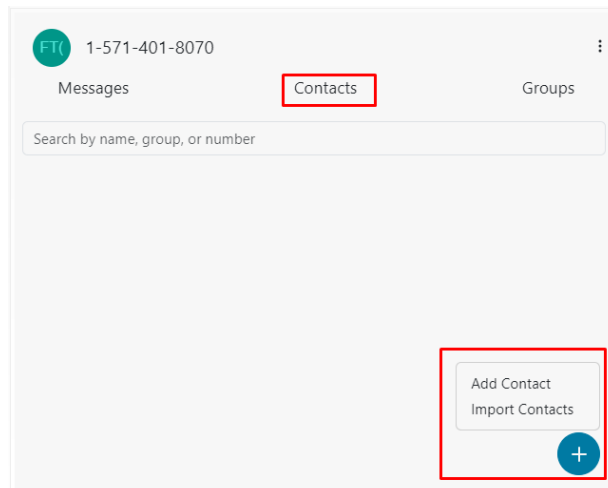
Once you have a Contact added, while still in the Contacts section you can click on their icon to immediately send them a Text to the number saved for that contact. You can also click the "Shish kabob" icon ••• to the right of them to edit/delete the contact:
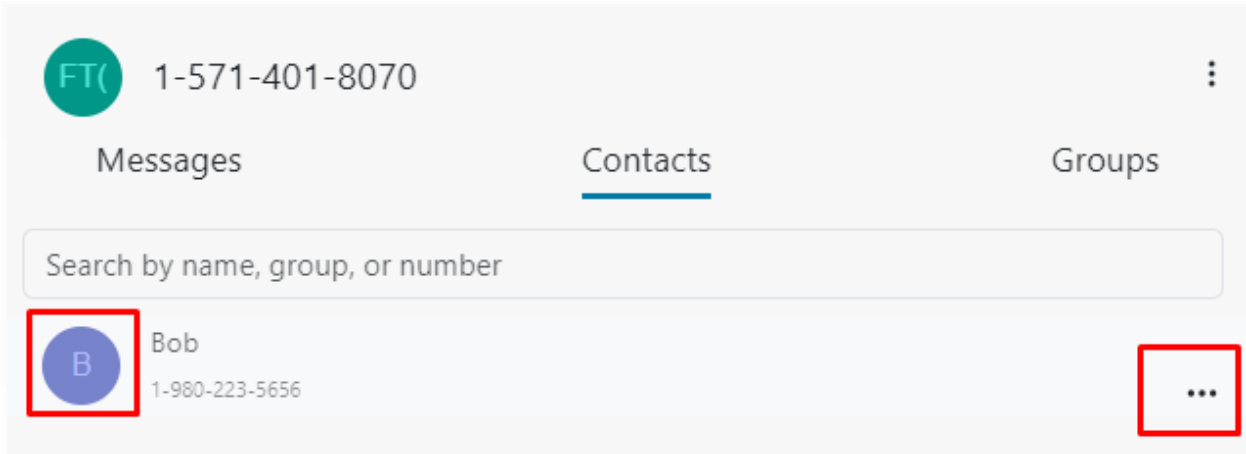
Groups section

In the Groups section, you can create/add a Group of Texting numbers by clicking the ⊕ icon.

When adding a new Group, click the ⊕ symbol and create a **Group Name**. You can *add Notes* for personal use. Add numbers in the **"Phone number to add"** section and **click "Add Number"**:
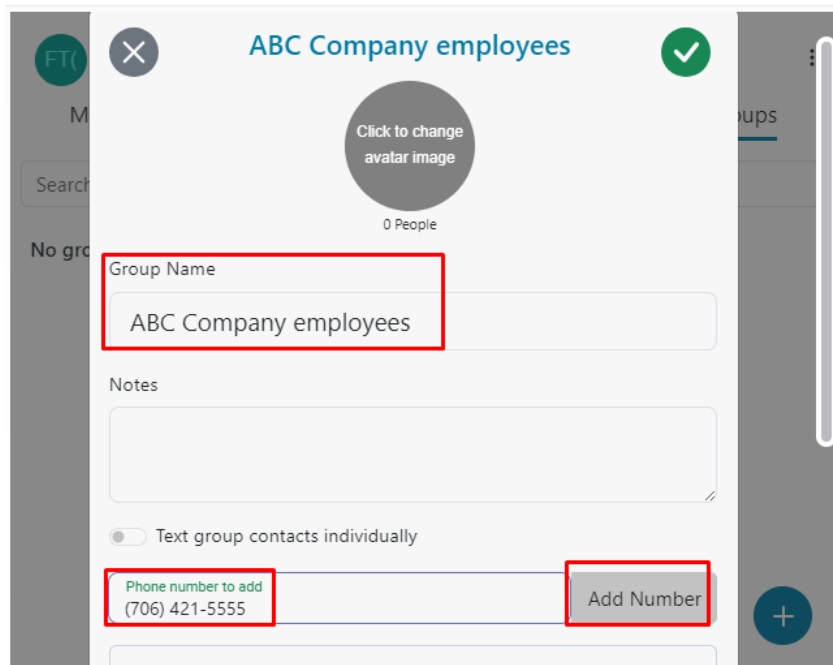
***Groups created in the Groups section *by default* are set to automatically send a *"Group Text"* to everyone you add to your created Group, meaning everyone will see all recipient's replies and will be able to reply to everyone's reply. Also, by default if a Group is created the replies from everyone in that Group will be listed/viewable in your *Groups Section*, NOT in your *Messages section*.

***NOTE: Creating a default Texting Group you can only add up to 19 individual mobile numbers, including your number = 20 Group participants.** *This is a restriction per the FCC.*

Note: When creating a Group, you have the ability to enable ***"Text group contacts individually"***. This allows you to outbound Text all numbers listed in your Group at once, however recipients will ONLY reply back 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*, NOT in your *Groups section*.

***NOTE: If you enable "Text group contacts individually", you can add as many participants as you want with no limitation.**
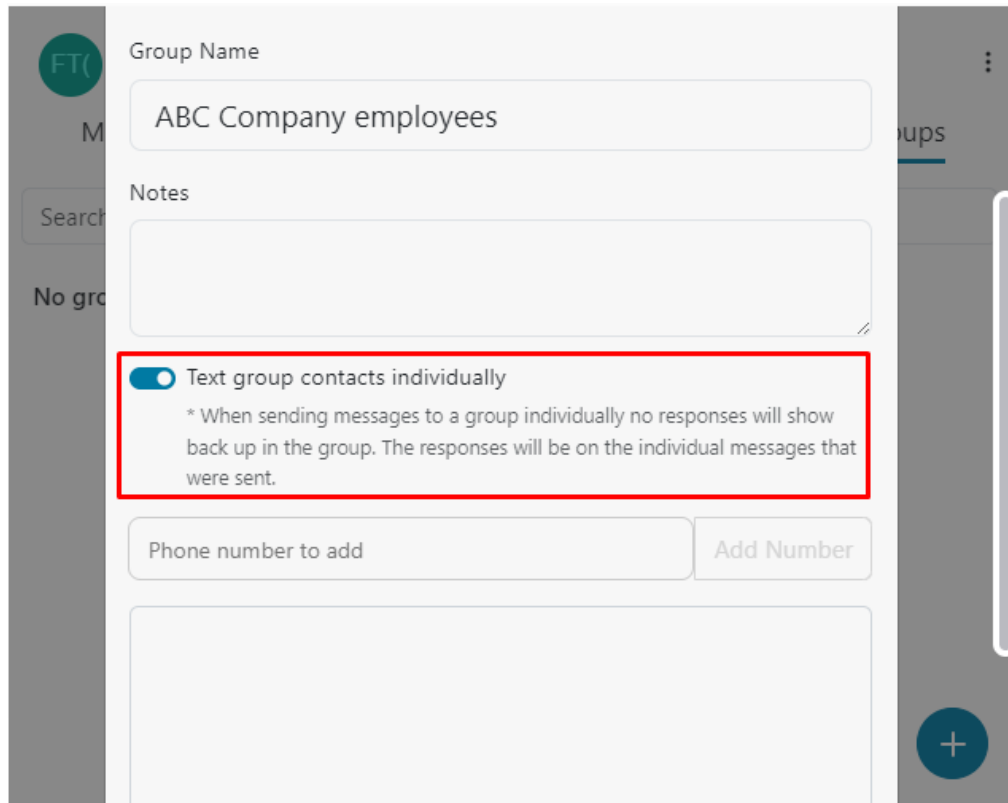
Notifications

You want to verify your ***WebEx Notifications are ENABLED*** for your new Texting App.
***To do this, *click the shish-kabob icon* beside your Phone Number and click **"Settings"**. *Enable Webex notifications* and **click SAVE**. If Webex is open in front of you, you will see incoming new Texts as **BOLD Texts** in either your Messages or Groups sections. With enabling Webex notifications, you will also be notified of new Text messages if Webex is not open in front of you!
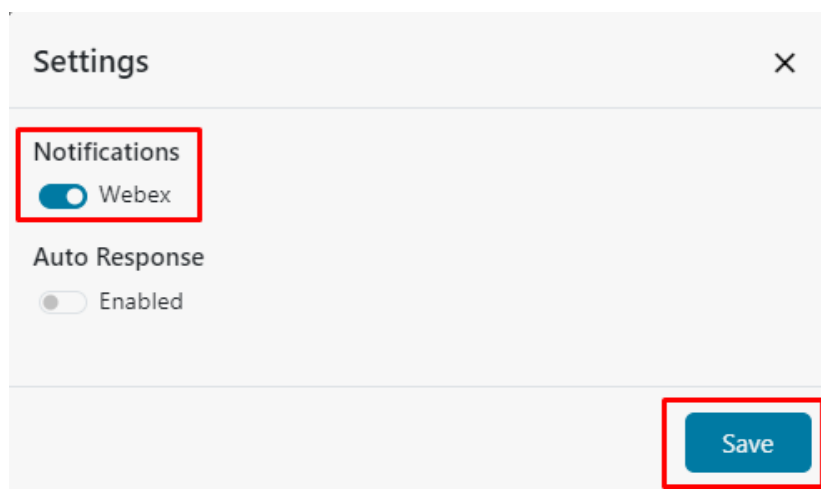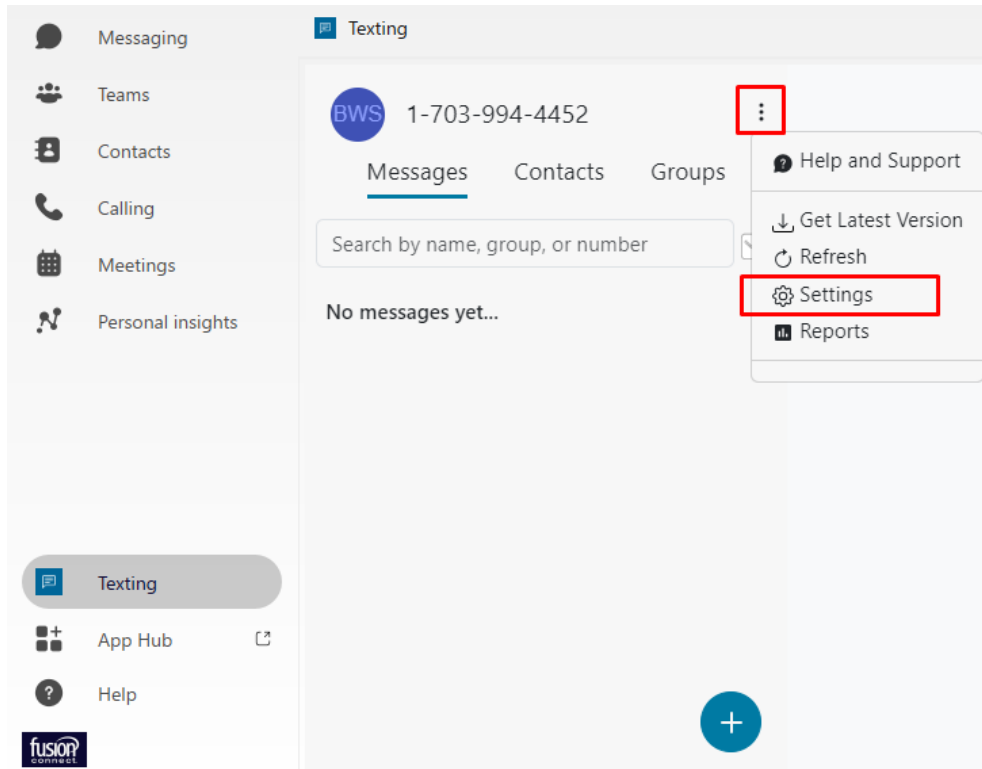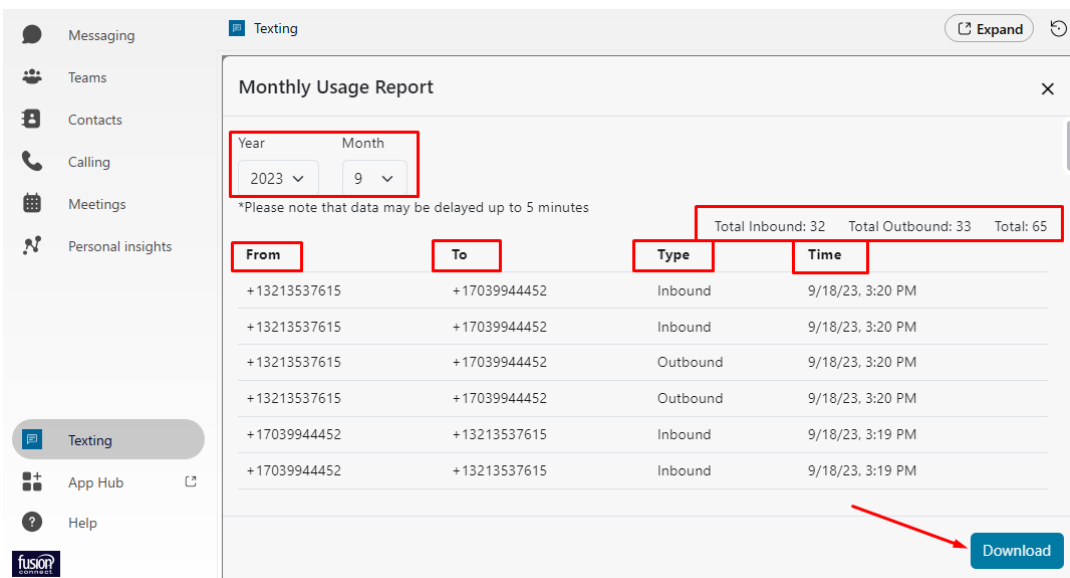
Reports

As a User you can pull your own *TEXTING Reports!* To do this, *click the shish-kabob icon* beside your Phone Number and click **"Reports"**.
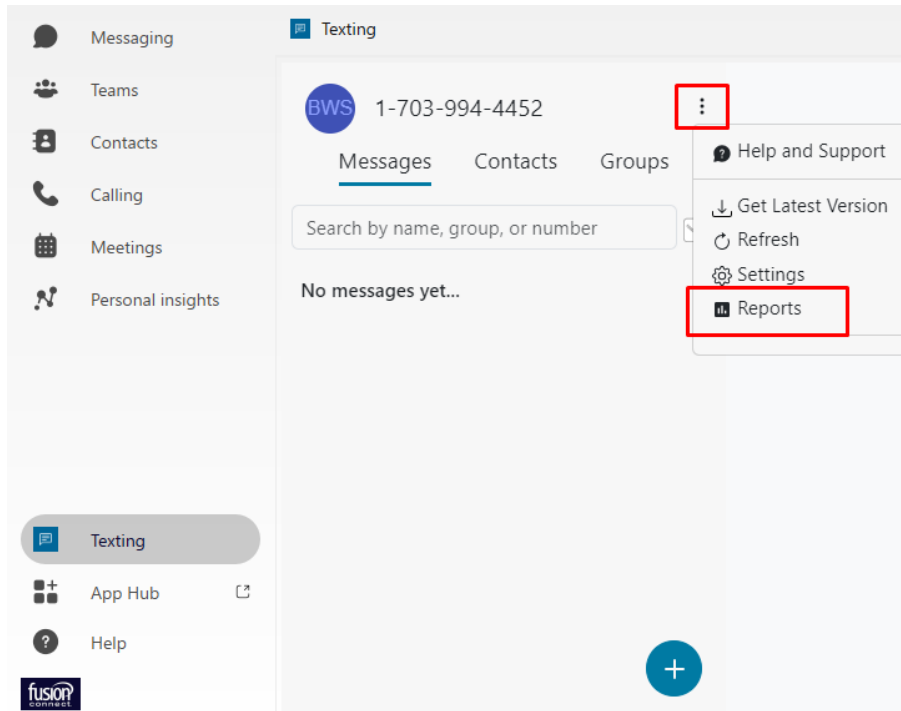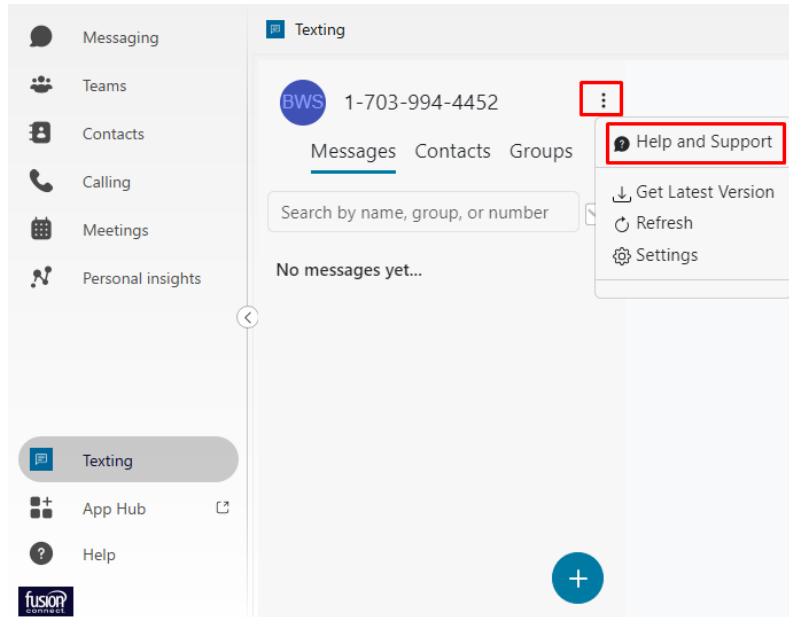

In Reports, you can select the year & month. It will provide the *FROM* number, *TO* number, the *TYPE* (inbound or outbound), and the *Date/Time* of the text(s). You can *DOWNLOAD* your selected Report by clicking "Download":
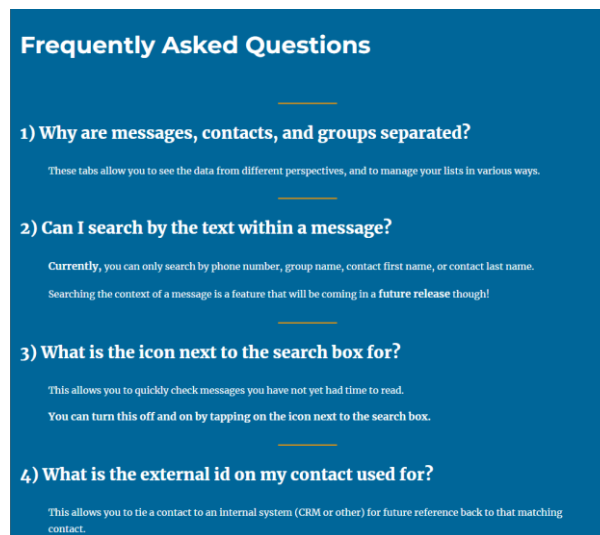
Help and Support

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 answers to commonly asked questions about SMS/MMS for WebEx:

For 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 Technical Support.