



User Guide for FusionWorks UC One SMS Texting Feature

FusionWorks UC One supports unlimited Short Message Service (SMS) to an SMS-capable device. This is done using the same interface as an Instant Message/Chat, so it is necessary to create a separate contact for all users you want to text with who are in your organization. A single contact can be used for people outside of your organization (who do not have FusionWorks UC One).

Create a Contact for SMS

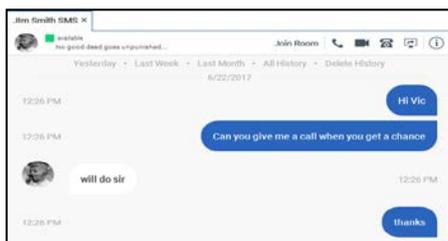
1. Click **Add Contact** icon
2. **Fill out Display, First, and Last Names.** If the contact already exists, make sure the display name is different from the existing name. For example, if the existing contact is “Jim Smith” add the word “Text” or “SMS” to the new display name – “Jim Smith SMS”.
3. In the IM field, put the user’s mobile number followed by **@text**. For example, “2225551212@text”. Do not use special characters or spaces.

The image shows a 'New...' contact creation form with the following fields:

- Work Extension: Enter Work Extension
- Mobile Phone: Enter Mobile Phone
- Personal Phone: Enter Personal Phone
- Street Address: Enter Street Address
- City: Enter City
- Postal Code: Enter Postal Code
- Country: Enter Country
- Email Address: Enter Email Address
- IM Address: 2225551212@text
- Dial in Number: Enter Dial-in Number
- Conference ID: Enter Conference ID
- Security PIN: Enter Security PIN
- Web Address: Enter Web Address

Buttons: Cancel, Save

Send & Receive SMS Texts



To send an SMS message, open a **Chat** session with the SMS contact. Then type your message and click send just as you would an Instant Message.

Your message will appear on the other user’s SMS-capable device. When they reply, it will show up just like an Instant Message.

Note: If a non-contact number sends you an SMS, it will appear as an Instant Message and will display the sender’s phone number @text. This message can be converted into a contact by clicking on the **Info** icon and filling out the display name and clicking **Save**.