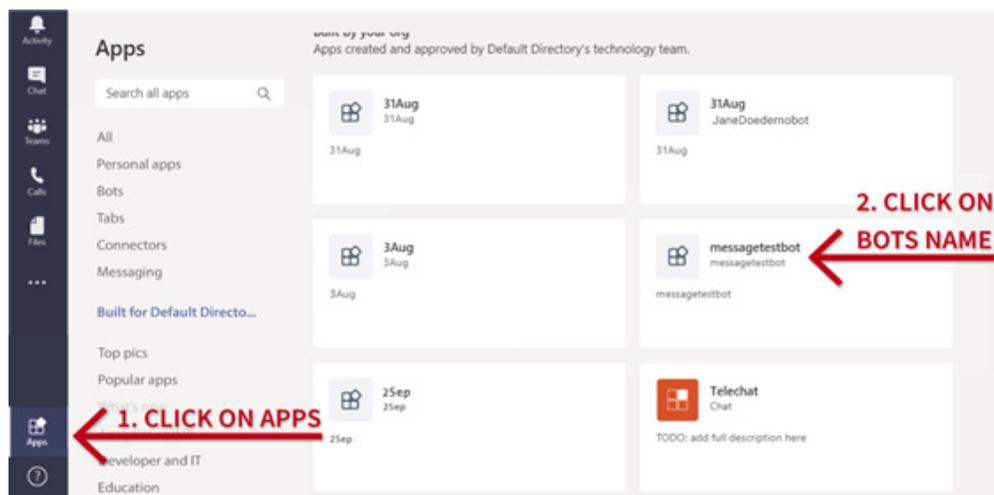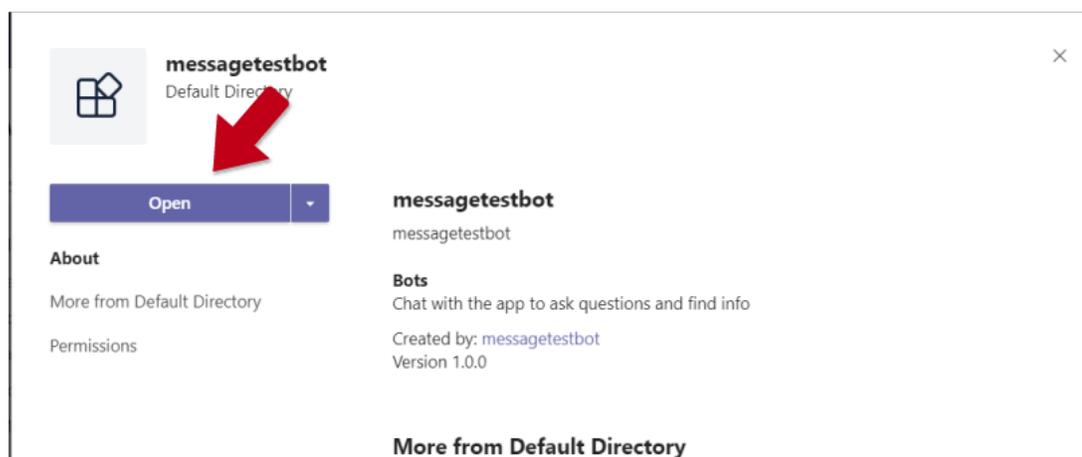# SMS for Microsoft Teams User Guide

SEND A TEXT

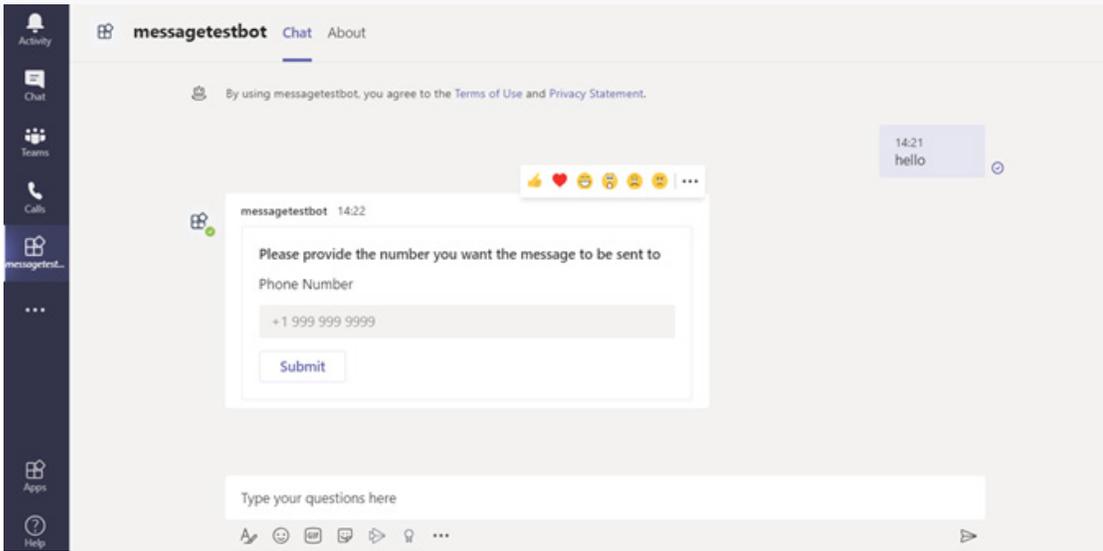Start a conversation with the newly created Bot.
You will find the Bot in the **Apps** section. Click on the Bot's name to start.

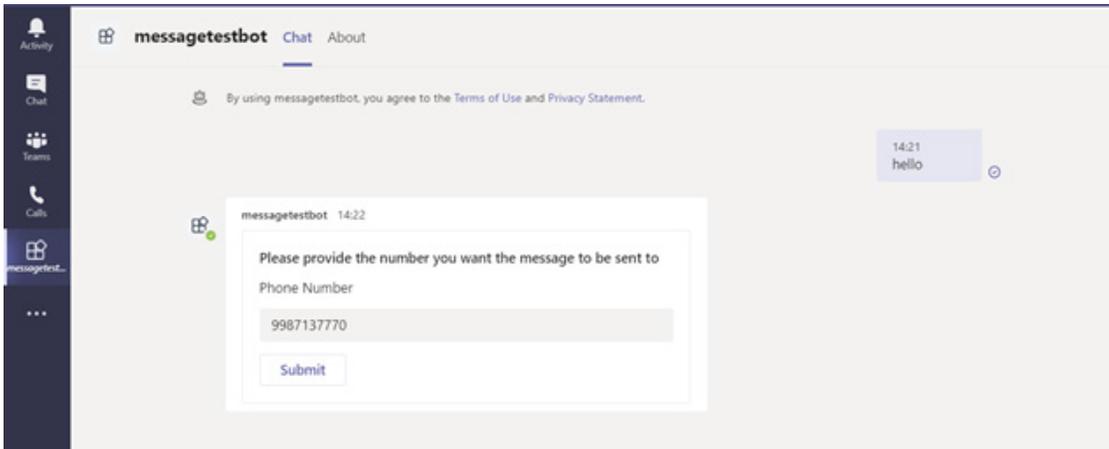Click the **Open** button. As depicted in the screenshot below:

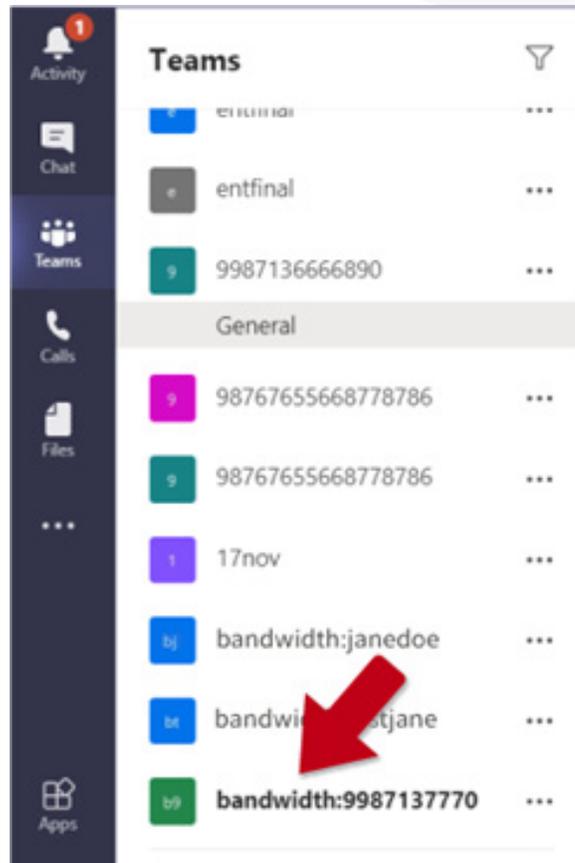Once you click **Open**, you will need to send any private message to this Bot.

It should respond back with a Card that allows you to enter the receiving party's phone number.

Enter the receiving party's phone number and hit **Submit**.

Once you submit, it should create a new Team with the receiver's phone number as the Team name.
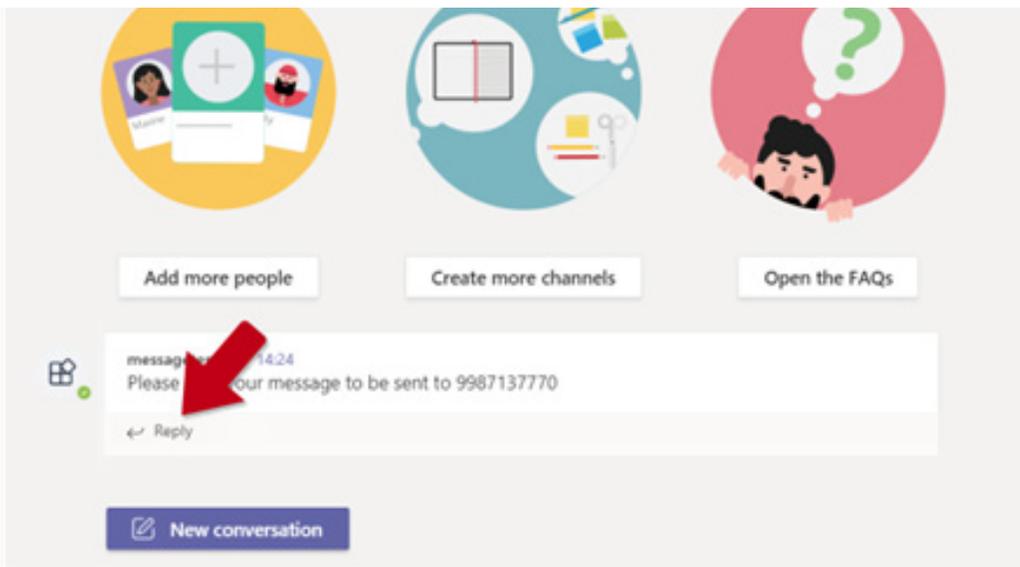
SEND A MESSAGE

For sending a message to the receiver's phone, you can either reply back to the messages or you can start a new conversation.
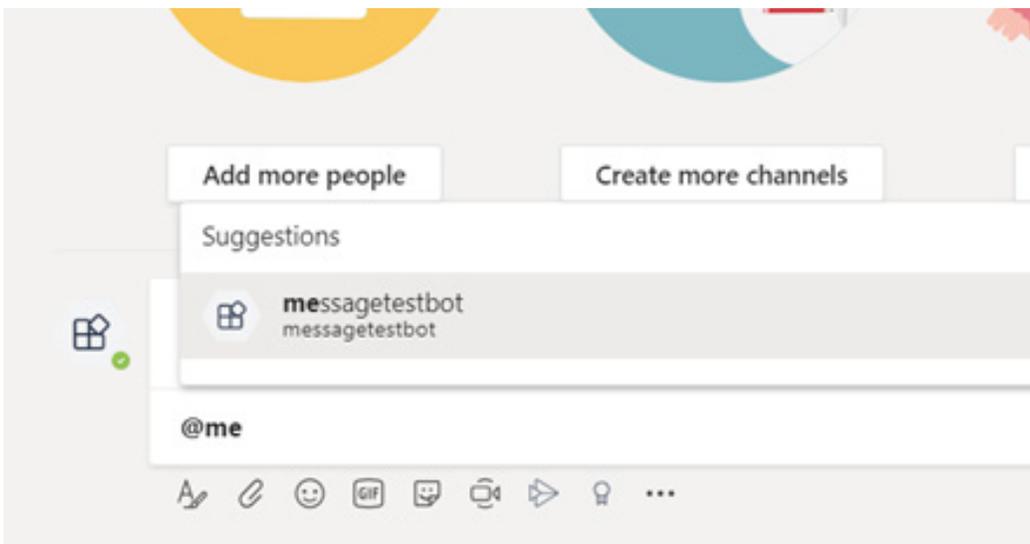
Option 1: Reply Back to the Message

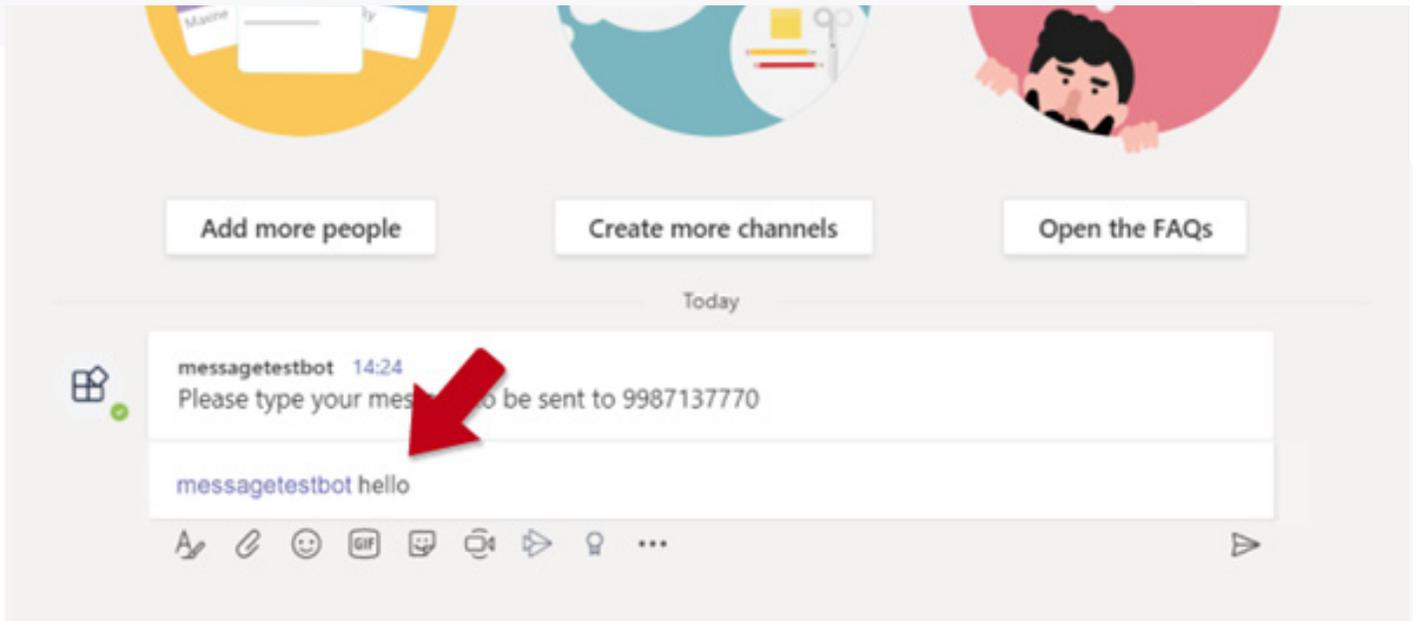Click on the name of the Team to which you need to send a message.

Once you are inside the Team, click **Reply**.

Once you click Reply, search for the Bot's name with the "@" prefix.
Select the Bot from the list of available options.

Once you select the bot, type in the message that you want to send and hit enter.
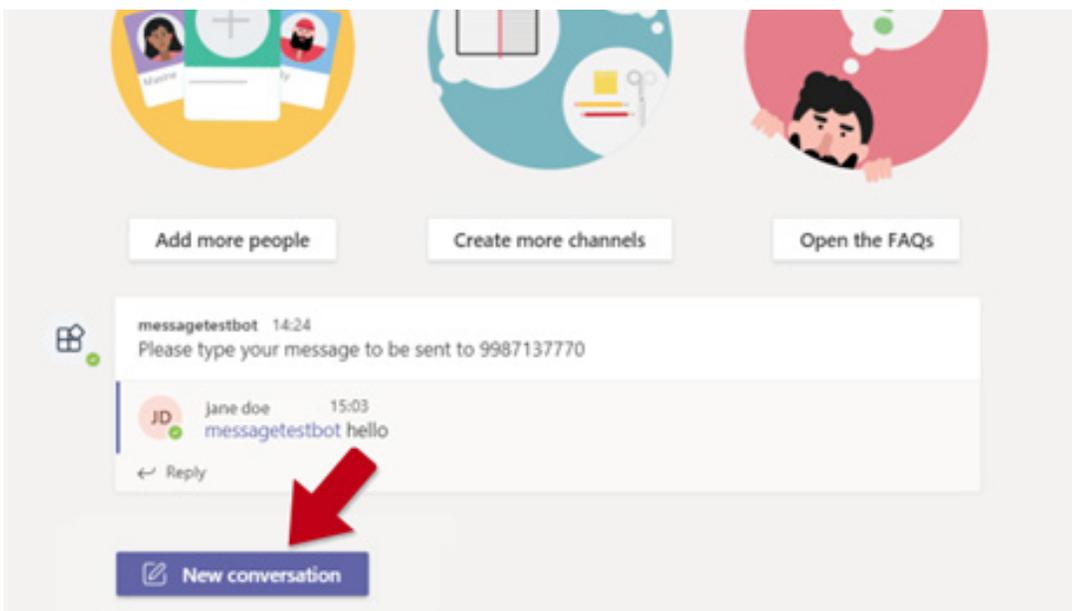

Your message will be sent as SMS to the mobile number of the receiver.

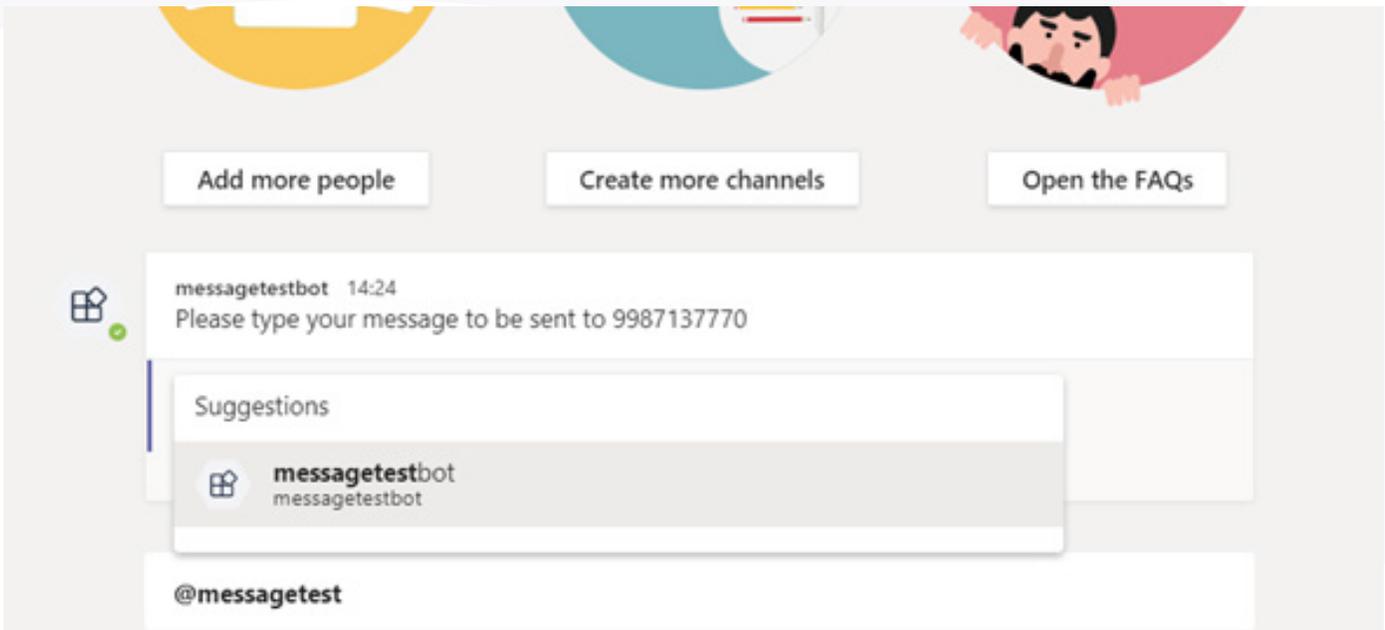**Option 2: Start a New Conversation**

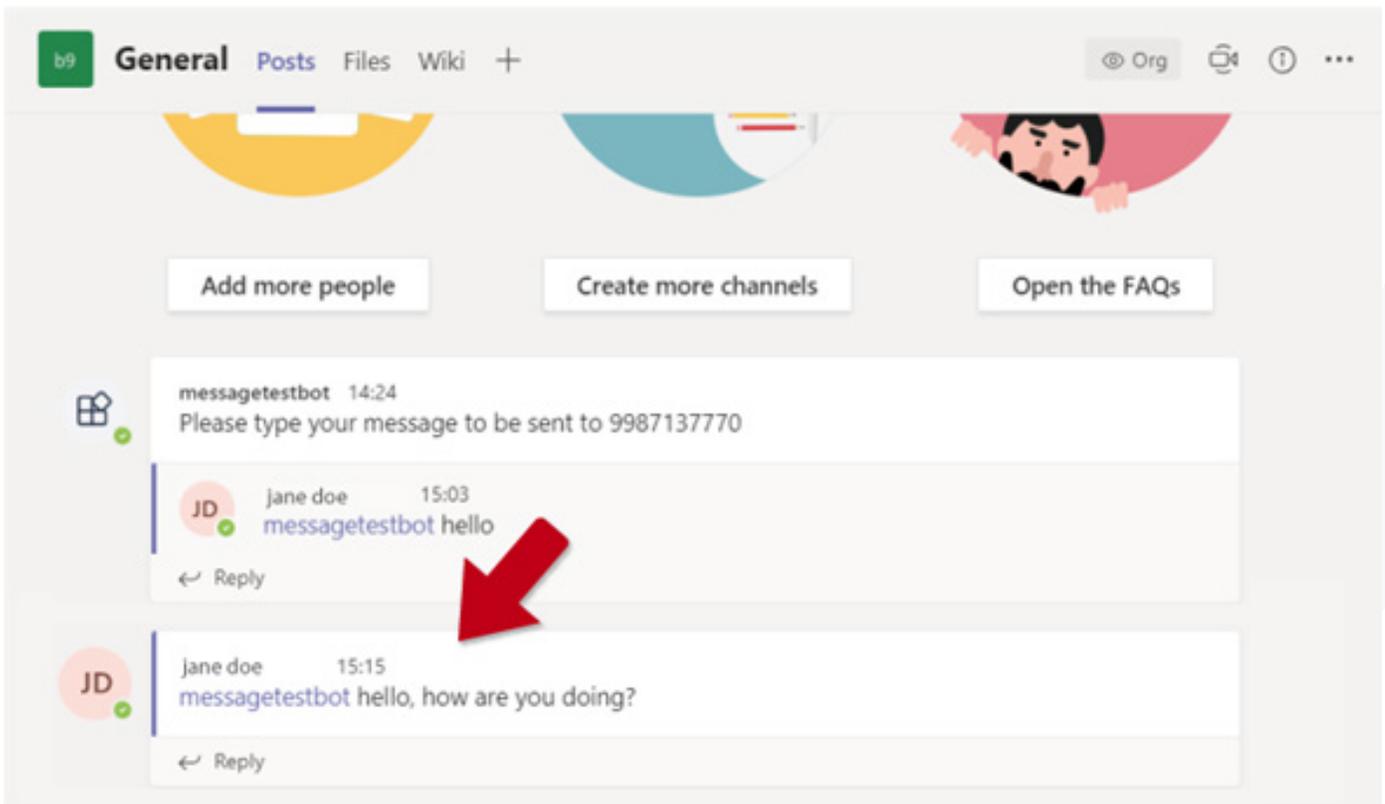Click on the name of the Team to which you need to send a message.

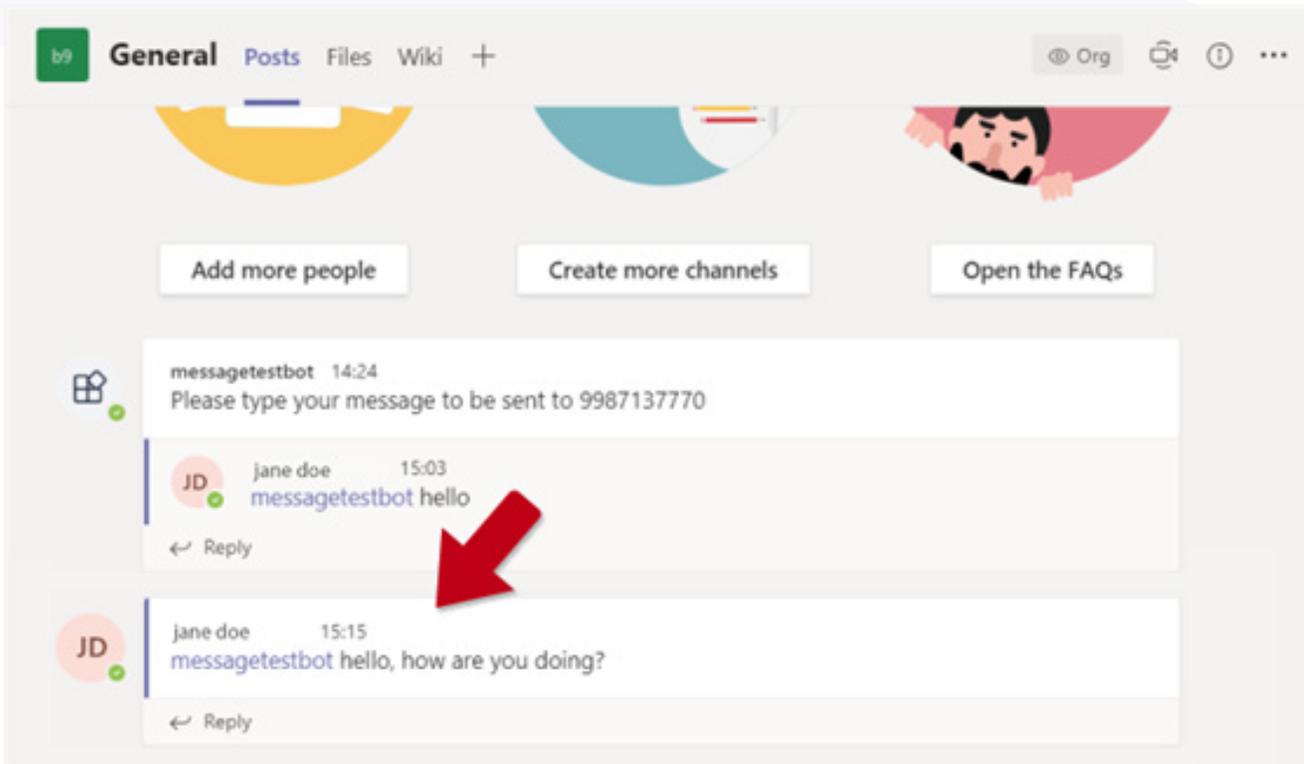Once you are inside the Team, click on **New Conversation**.

Once you click on the New Conversation, search for the Bot's name with the "@" prefix and select the Bot from the list of available options.

Once you select the Bot, type in the message that you want to send and hit the **Enter** key.

Once you hit **Enter,** your message will be sent as SMS to the mobile number of the receiver.

Note: this process works for both the Teams desktop app, web client, and the mobile app.

RECEIVE A TEXT

Simply provide your Teams phone number to any of your contacts. When they send you a text you will receive it in both the Teams desktop app as well as the mobile app.

If there is an Incoming SMS for the mapped number, you should see the message appear in the Microsoft Team's Team. The message should appear in the new Team if you are receiving a message for the first time. All subsequent messages appear in the same Team.

The Team name by default is the phone number from which the message was initiated (sender). You can rename this space to something more meaningful, for example, "Jane's Mobile Phone".

To activate the SMS feature, please reach out to your

Account Manager or Fusion Connect Support.

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