

Fusion Connect SMS/MMS for Teams User Guide

Overview of SMS/MMS for Teams

- Texting allows the ability to send and receive SMS/MMS text messages to and from your User's work phone number, creating 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 TEAMS video: CLICK HERE

Using your new Teams SMS/MMS Texting App feature

- 1. Open Teams and sign in.
- 2. Click on the "Apps" icon on the left rail of Teams and search for "Texting":





3. Click on *"Sign in With Microsoft"* and then for *"Pick an Account"*, click on your Teams login email address:

< >	Q Search	
Q. Activity	E Texting Text Messages About	
(=) Chat		
CO) Teams		
Calendar		
& Calls		
Files	Texting	
New Team	Sign in using your Office 365 account.	
Texting	Sign in with Microsoft	
Apps	By signing in you agree to our <u>Terms of Use</u> and <u>Privacy Policy</u> .	

4. Next, you'll want to *"PIN"* your new Texting App adding it to your left Teams icon rail. To do this, right click on the Texting icon and **click PIN**. Now your Texting icon will be present every time you log into Teams:





Your Teams 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!

< >	Q Search
, Activity	Texting Text Messages About
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COO Teams	Messages Contacts Groups
Calendar	Search by name, group, or number
& Calls	No messages yet
Files	
Texting	

***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 an 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



Once your message has been sent, it will be listed in the Messages section. You can **click on it to expand your 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!

1-571-748-7594 1-571-748-7594	
	Fusion Trainer
	Hello, this is your Fusion Trainer. Reply at any time!
	08/30/2023 04:37 pm
1-571-748-7594	
Thank you! I sure will!	
08/30/2023 04:44 pm	
send a message	

Contacts section

You can add TEXTING contacts by clicking the ticon once in your Contacts section. You can either **Add Contact** (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 $\stackrel{ ext{the}}{ ext{the}}$ icon.

When adding a new Group, click the \bigcirc 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**":

FT) M Search	ABC Company employees	oups
No grc	Group Name	
	ABC Company employees	
	Notes	l
	Text group contacts individually	
	Phone number to add (706) 421-5555 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 <u>Messages</u> section, NOT in your <u>Groups</u> section.

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

FT()	Group Name ABC Company employees	NIDS	:
Search	Notes		ſ
No grc	 Text group contacts individually * When sending messages to a group individually no responses will show back up in the group. The responses will be on the individual messages that were sent. Phone number to add Add Number 		
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Notifications

You want to verify your *Teams Notifications are ENABLED* for your new Texting App.

***To do this, *click the shish-kabob icon* beside your Phone Number and click **"Settings"**. Enable Microsoft Teams notifications, name your notification, and **click SAVE**. If Teams is open in front of you, you will see incoming new Texts as **BOLD Texts** in either your Messages or Groups sections. With enabling Teams notifications, you will also be notified of new Text messages if Teams is not open in front of you!



Settings	×
Notifications Microsoft Teams Notification Name Texting	
Auto Response	
	Save



Reporting

As a Text User, you can pull reports to see your Texting count and history. To access your Reports, *click the Shish-kabob* beside your Phone Number and choose **"Reports"**:



You can change the *Year* and *Month* to see **Inbound**, **Outbound** and **Total texts**. You can also download your Report by clicking *Download*:

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Q. Activity	Texting Text Messages At	pout		0 C
(=) Chat	Monthly Usage Report			x
Calendar	Year Month 2023 9 9 *Please note that data may be delayed	up to 5 minutes		
S Calls	From	То	Туре	Total Inbound: 41 Total Outbound: 43 Total: 84
C	+13213537615	+15717487594	Inbound	9/25/23, 1:36 PM
Files	+13213537615	+15717487594	Inbound	9/25/23, 1:36 PM
Texting	+13213537615	+15717487594	Inbound	9/25/23, 1:36 PM
·	+13213537615	+15717487594	Outbound	9/25/23, 1:36 PM
	+13213537615	+15717487594	Outbound	9/25/23, 1:36 PM
Apps	+13213537615	+15717487594	Outbound	9/25/23, 1:36 PM
	+13213537615	+17039944452	Inbound	9/18/23, 3:20 PM
	+13213537615	+17039944452	Inbound	9/18/23, 3:20 PM
	+13213537615	+17039944452	Outbound	9/18/23, 3:20 PM
(?) Help				Download



Microsoft Teams Texting via Mobile App

The Microsoft Teams App is available via **iPhone iOS and Android devices**. Simply download the App from your *Apple App Store* or *Android Google Play Store* by searching for **"Microsoft Teams"**:



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Once your Mobile App is downloaded to your SmartPhone device(s), you can access/use your Texting App from your Teams Mobile App. To do this, once logged into your Mobile App simply click the **"More"** *shish-kabob icon* to access additional Apps. You will see **"Texting" App**. *Note: You can click "Reorder" as an option to reorder your listed Apps within your Mobile App, meaning you can reorder your Texting App to be viewable in your Teams App without having to click "More" ...if you wish to have it listed as a regularly used App on the bottom of your Teams App*:







The first time accessing your Texting App from your Mobile device, you will click **"Sign in with Microsoft"** and **enter your Teams email address**. Click **Next**:

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×	<pre></pre>
Texting	Microsoft
Sign in using your Office 365 account.	Sign in villy.fisher@alpha.teamsfc4.fusionconnect.net Can't access your account?
By signing in you agree to our <u>Terms of Use</u> and <u>Privacy Policy</u> .	Next

You now have access to your Texting App via your Mobile device, same as your PC Client! All Text correspondences will show within both applications such as all sent/received Text messages as well as all Contacts and Groups added:





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":

Q Activity	Texting Text Messages About
(=) Chat	tusor 1-321-353-7615
COD Teams	Messages Contacts Groups P Help and Support
Calendar	Search by name, group, or number
& Calls	No messages yet Reports
Files	🖸 Logout
) Texting	

This will open a new web page with answers to 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 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.