

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.
- 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!

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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.*

FT() 1-571-401-8070			:
Messages	Contacts		Groups
Search by name, group, or number			
No messages yet			



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: $\stackrel{\bullet}{+}$.

Enter the text number and message. Click the *Emoji or Attachment section to add them (if applicable),* and click the **SEND** icon:

FT(1-571-401-8070		:
Me	ssages	Contacts	Groups
Search	Send New Text	Message	×
No mes	*Enter phone number (571) 748-7594		
	To send to more than one n	umber you can create a group	
	Hello, this is Bi	Ily w/Fusion. Reply at any time!	
		_	
			+

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:

Messages	Contacts	Groups
Search by name, group, or nu	imber	
1-571-748-7594 You: Hello, this is Billy 08/30/2023 04:37 pm	w/Fusion. Reply at any time!	×



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:

< 1-571-748-7594 1-571-748-7594	
	Fusion Trainer
	Hello, this is Billy w/Fusion. 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 $\stackrel{\textcircled{}}{\longrightarrow}$ 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 \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				
No gro	Group Name ABC Company employees				
	Notes				
	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 <u>Groups Section</u>, NOT in your <u>Messages</u> 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 section</u>, NOT in your <u>Groups section</u>.

***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		:
M	ABC Company employees	oups	
Search	Notes		ſ
No gro			
	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		l
		Ŧ	



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!



Save



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"**.

Messaging	7 Texting
🐣 Teams	BWS 1-703-994-4452
Contacts	Messages Contacts Groups Delp and Support
Calling	Search by name, group, or number
Personal insights	No messages yet (奇) Settings 面 Reports
Texting	
App Hub 🖸	
Help	+

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":

۲	Messaging	P Texting			C	Expand 🕤
-	Teams	Monthly Usage Repo	rt			×
8	Contacts	Year Month				
	Meetings	2023 V 9 V	ne delayed up to 5 minutes			
				Total Inbo	ound: 32 Total Outbound: 33	Total: 65
74	Personal insights	From	То	Туре	Time	
		+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	
		+13213537615	+17039944452	Outbound	9/18/23, 3:20 PM	
	Texting	+17039944452	+13213537615	Inbound	9/18/23, 3:19 PM	
::	App Hub C	+17039944452	+13213537615	Inbound	9/18/23, 3:19 PM	
	Help					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"**:

۲	Messaging	Texting
÷	Teams	BWS 1-703-994-4452
8	Contacts	Messages Contacts Groups Help and Support
٩.	Calling	Get Latest Version
₩	Meetings	Search by name, group, or number 💍 💍 Refresh
N	Personal insights	No messages yet
	Texting	
•+	App Hub 🖸	
	Help	+

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.