SMS for Webex
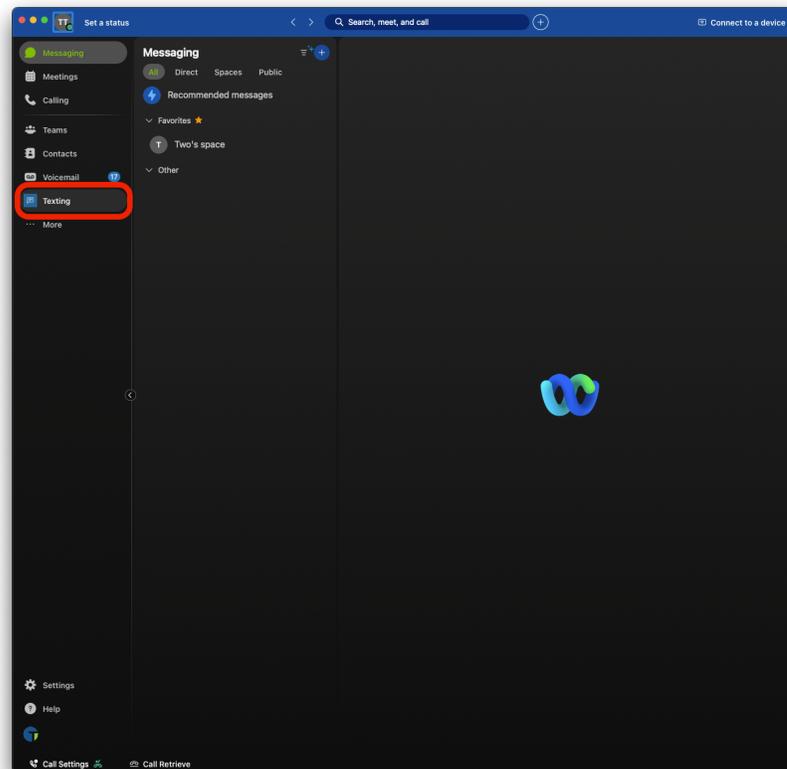## Adding SMS to your Personal Number via the Sidebar in Webex

This guide is intended for users with the Text Messaging capability assigned a phone number for individual use.
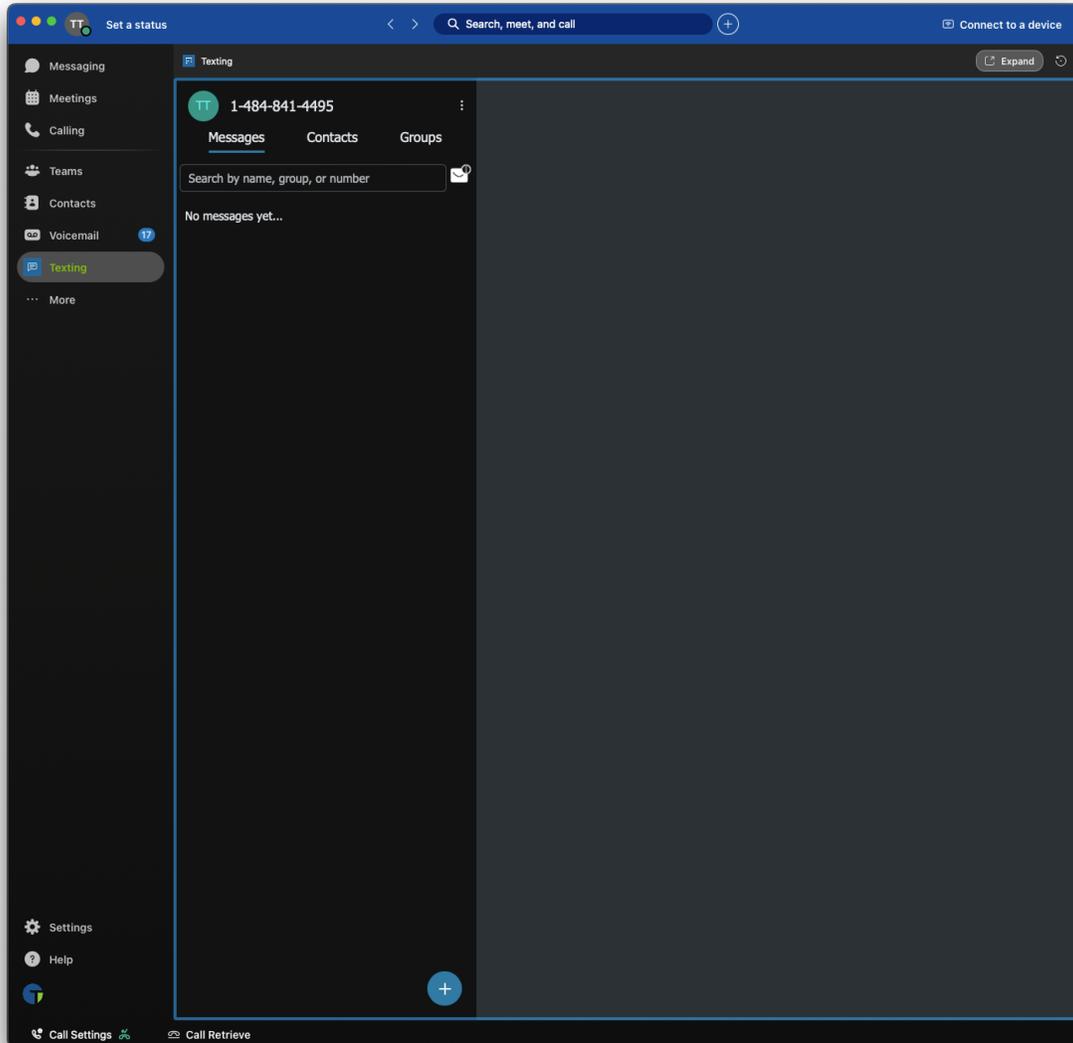
Overview of Texting Using Webex

- Texting allows you to send/receive text messages from your work phone numbers.
- Creates an easy way for you to use a work number for texting instead of your personal mobile phone.
- All of the features of your smart phone from your business line.
- Multimedia Messaging Service (MMS) is limited to 1MB per message when sending images/gifs/files.
- The number **must** be the same as the number assigned to the user for calling.
- This service is an add-on to the Telesystem UC by Webex calling packages offered.

Initial Setup

1. Open **Webex** and sign in.
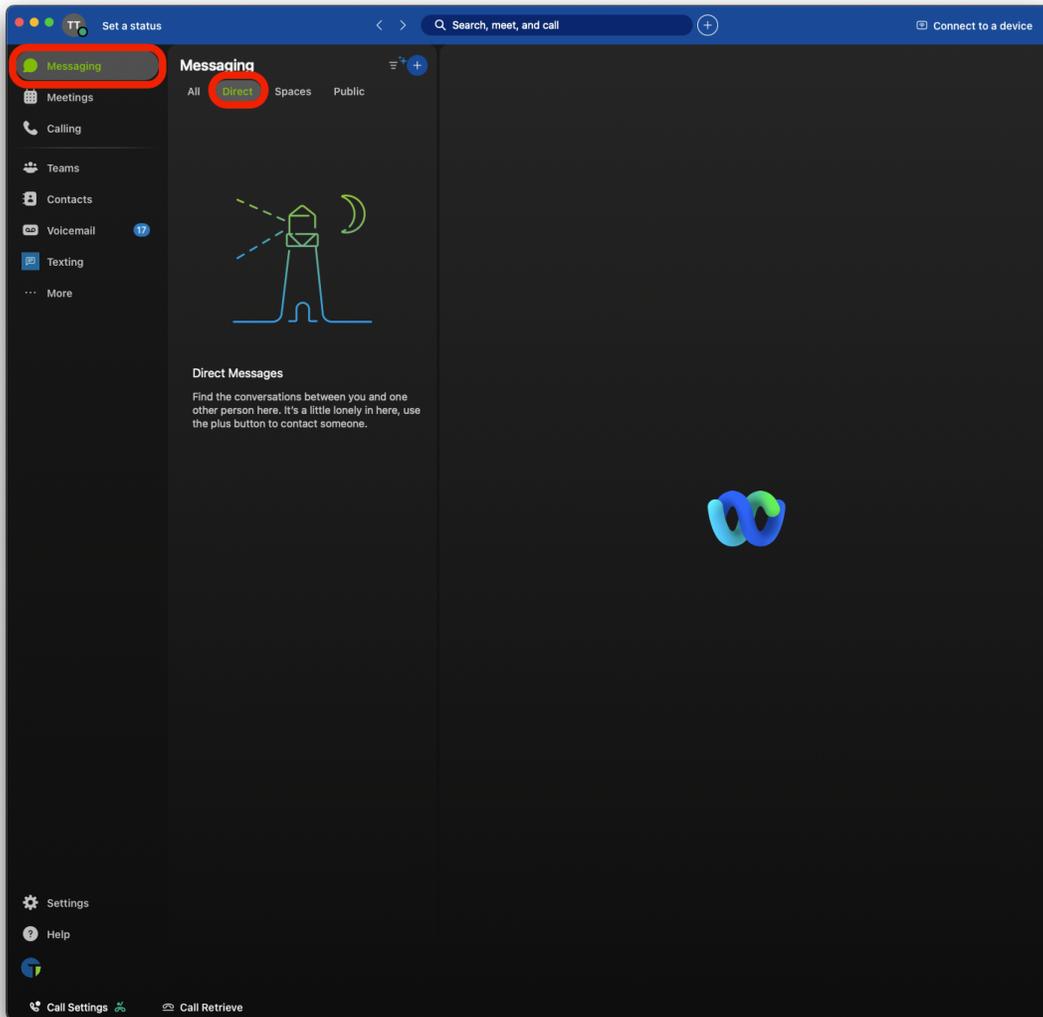2. A Telesystem Admin should have already added the sidebar **Texting** app to your organization.

3. Click on the **Texting** app.
    1. **NOTE**: This could be in the **"…More"** menu if you have multiple apps already in your app hub.
4. When you click on the **Texting** app, it should open automatically with your personal number ready to go.

    1. If you do not see your phone number listed at the top of the Texting app, notify Telesystem Support at Support@trusttelesystem.com.
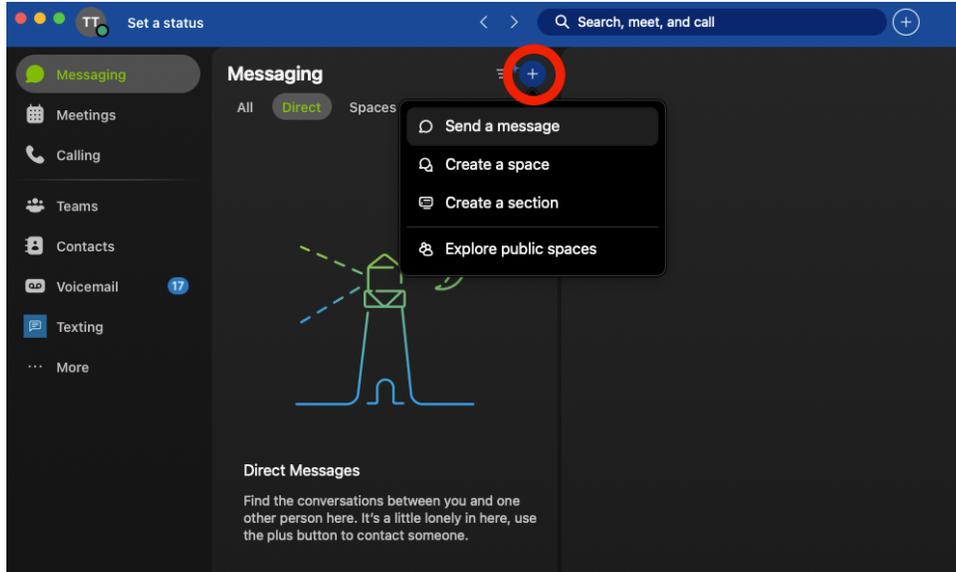

5. Once you are seeing your number, it is time to add the notification bot to your account, to ensure you are receiving notifications for your inbound messages.

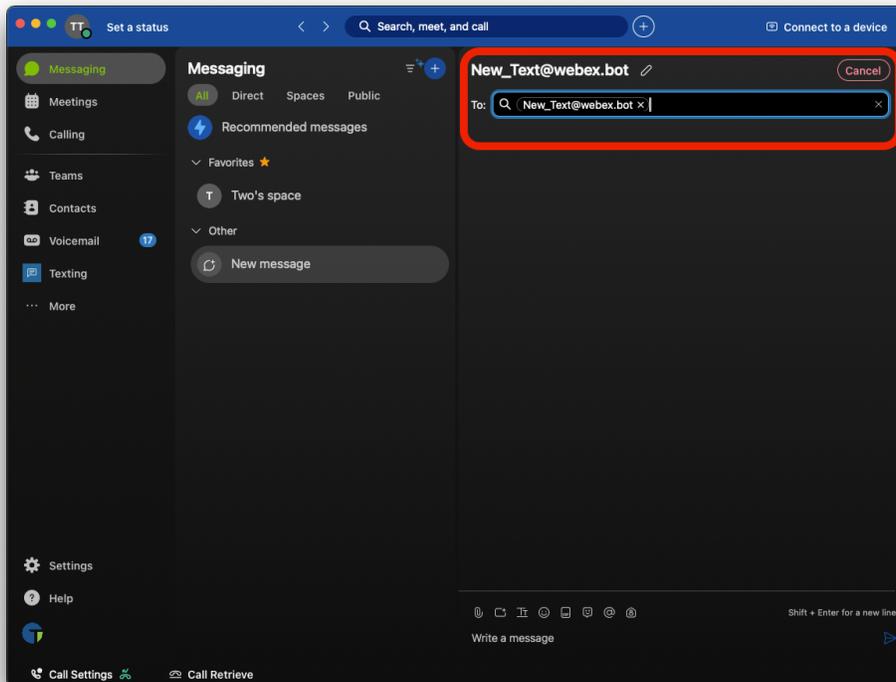6. On your sidebar, click **Messaging** and go to the "**Direct**" tab.

7. From here you will add the **Texting notification bot** that will trigger your Webex notifications.

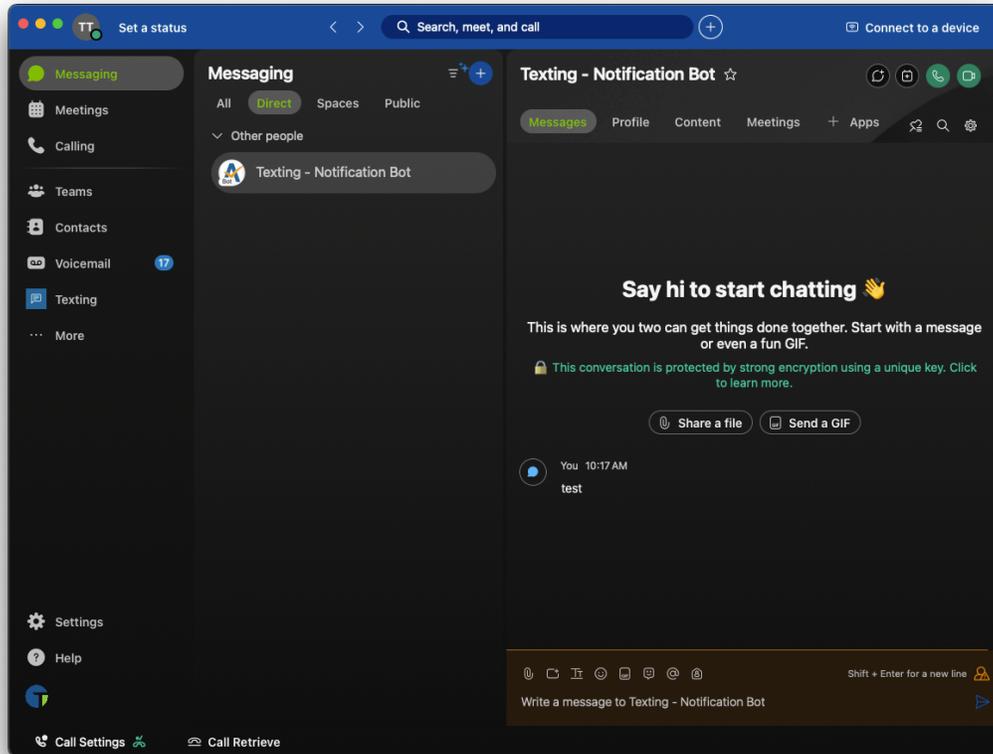   1. Tap the + button in the upper right corner of the Messaging/Direct tab.

    2. Choose "**Send a message**".

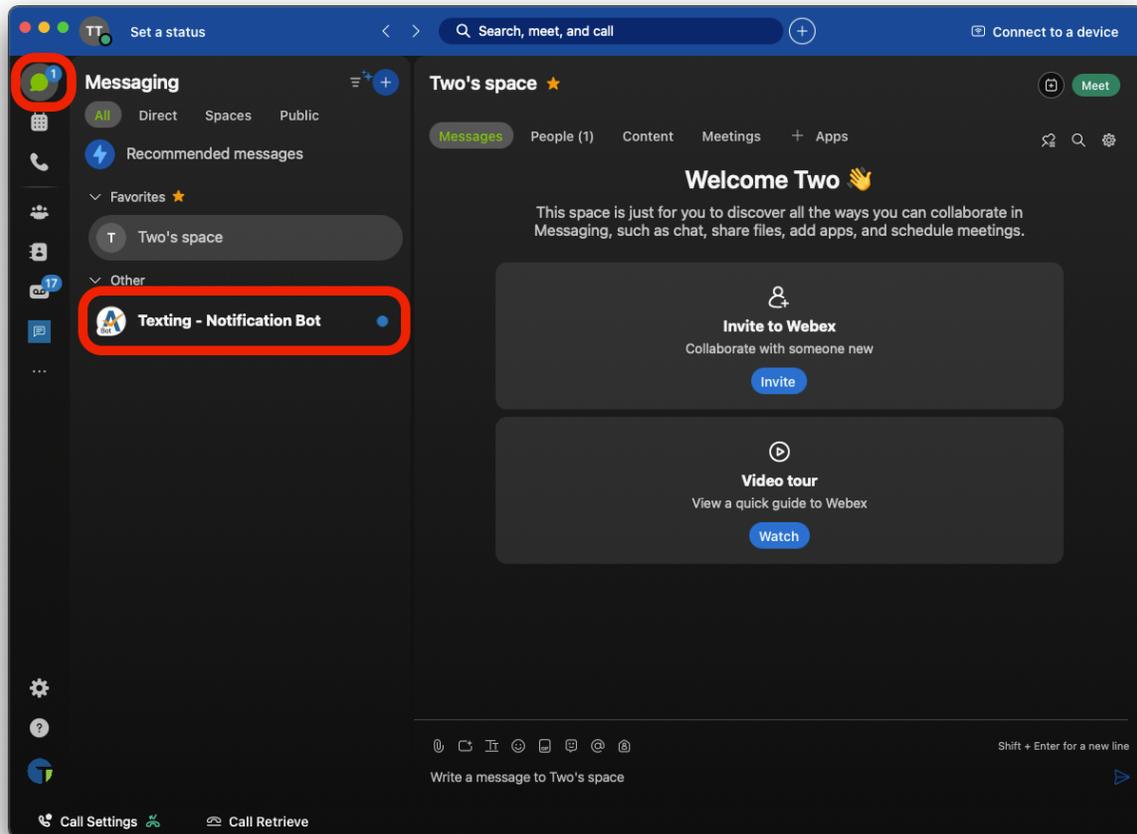   3. Here you will add "New_Text@webex.bot".

4. If you have the option to "Invite to Webex" click on the button. Otherwise, send a test message to that address. This will install the notification bot into your environment as seen below.
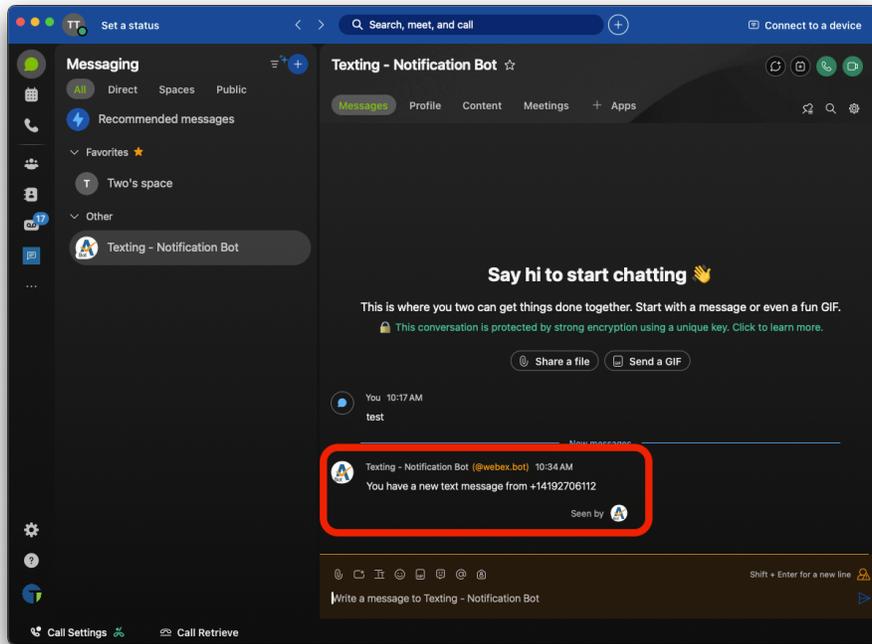

5. Lastly, it is a good idea at this point, to **sign out** of Webex, and **sign back in**. This will ensure that Webex is properly authenticated with the texting application for notification and other purposes.
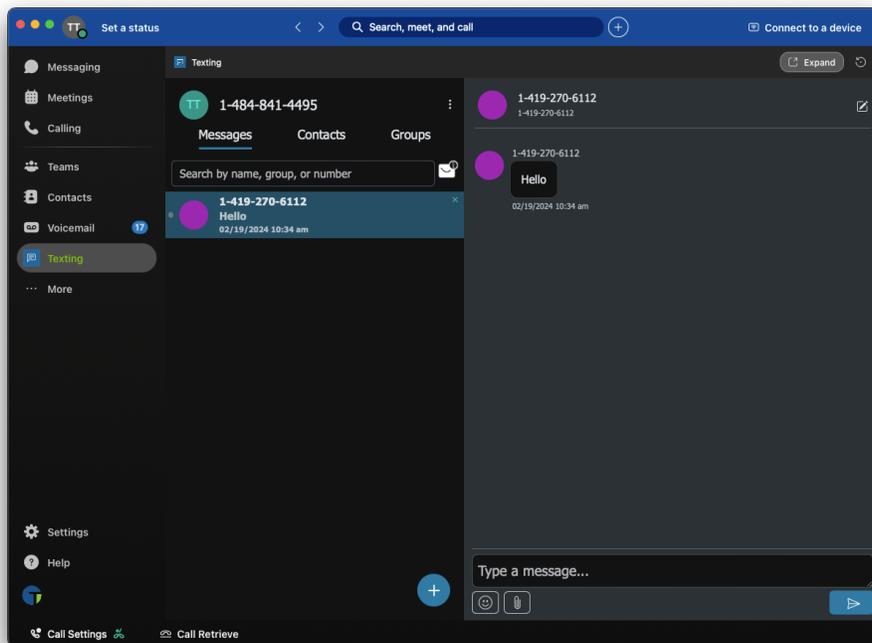
New Inbound Message Notifications

When you receive a new text message, the **Texting - Notification Bot** will alert you based on your Webex settings. With default settings enabled, you will receive an audible notification that a new message was delivered and the dot will appear in the Messaging area notifying you that the message is with that Texting - Notification Bot as seen below.
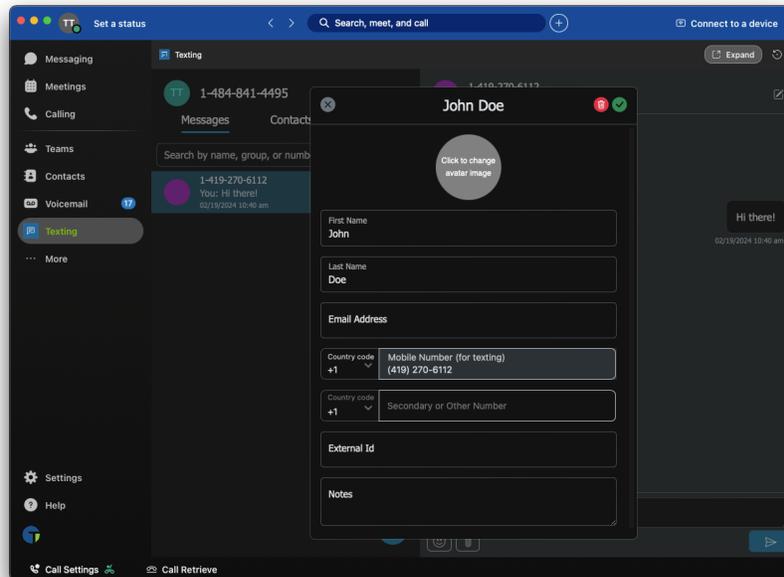
If you simply, click on the Texting - Notification Bot, you will see a notification advising you a new text message was received along with the phone number or contact of the person who sent the message.
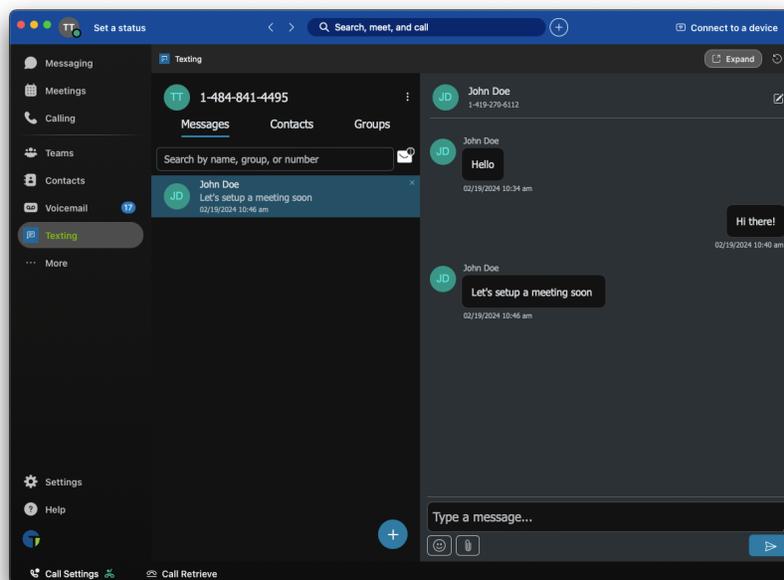

To view the actual message, go to the **Texting** app in the side bar to see all your messages and then click on the new message. Use the area to the right to respond.
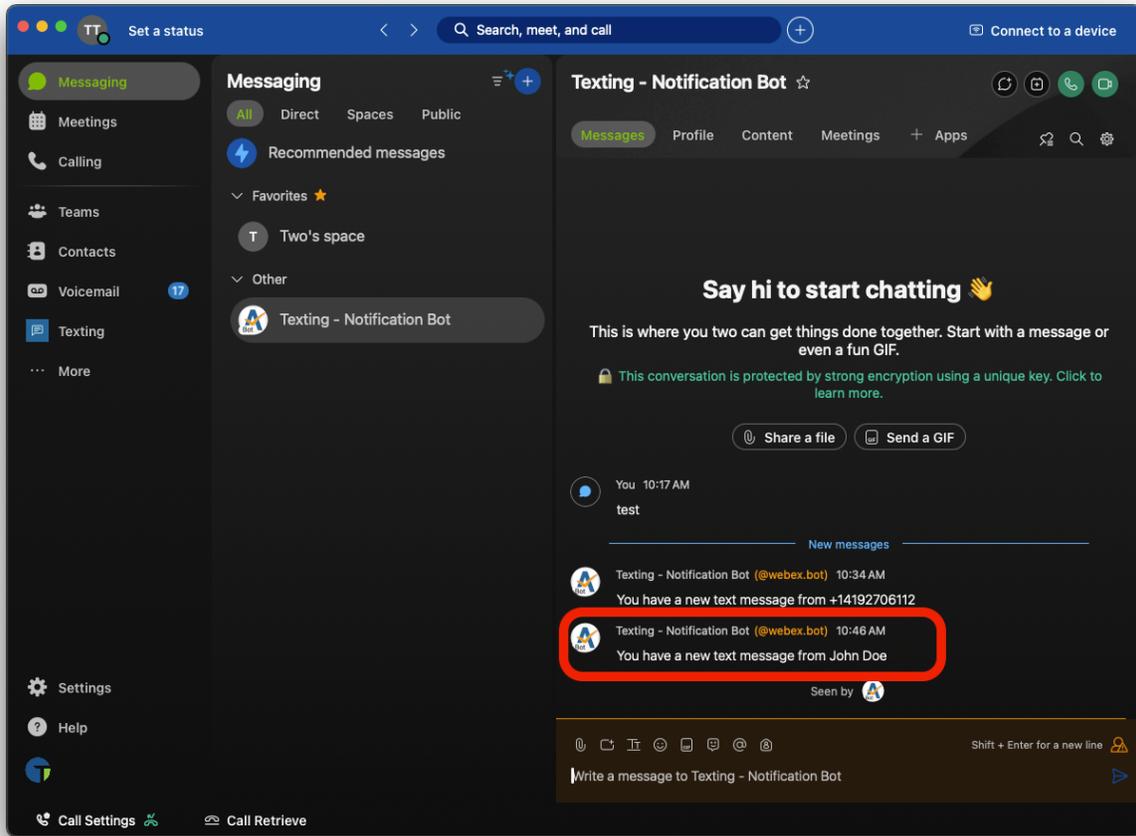
You may also choose to add a name to the person you are messaging with. To do this, in the **Texting** app on the side bar, when you select a message, click on the edit button in the contact section, then fill in the desired fields.

Once you save your changes, the name you have provided will now display in the **Texting** app for messages with that person instead of their phone number which will make it easier for you to manage your messaging.

New messages from this contact will also display their name in the Notification Box instead of their phone number:

Initiating an Outbound Message to a New Contact

To initiate a new outbound message to someone that has not sent you a text message already follow these steps.

1. Click on the **Texting** app from the sidebar
2. Click on the blue plus button ⊕
3. In the box that pops up, labeled "Send a New Text Message" enter the phone number and type in your initial message you want to send out.