This guide is intended for users with the Text Messaging capability assigned a phone number that will be used in a Webex Space.

The number may not be the number assigned to the primary user. It may be the main number for your business or organization, or a number shared among multiple users within the organization.

The advantage is that multiple users from within the organization may be added to the space and all of those users would have the ability to view inbound text messages in this space and respond to those messages in that space as well. For example, a doctor's office with multiple people managing the number to notify patients of upcoming appointments and responding to requests.

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 enabled for messaging must be a number provided by Telesystem and used on the same switching platform that your Webex users are assigned to.
- Each user must have their own Webex account but only one number is required to be text-enabled.

Initial Setup

1. Open **Webex** and sign in.
2. On your sidebar, click **Messaging** and go to the "**Spaces**" tab.
3. Click the plus button ⊕ to create a new space
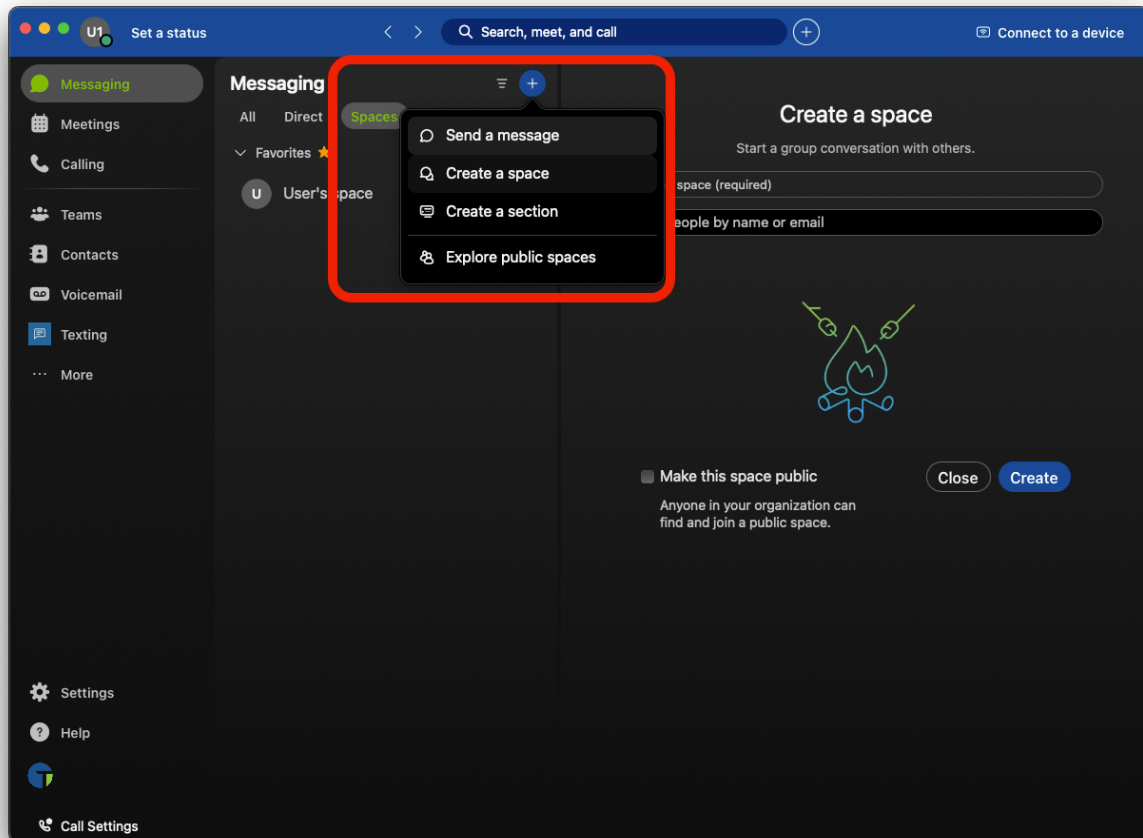
4. This space will be used to manage all text messaging for anyone you are communicating with.

    Provide a name for the space to use as an identifier that makes sense to you and anyone you are sharing the space with such as "Text Messages". You may also choose to make the space public so people within your organization can add themselves to the space.
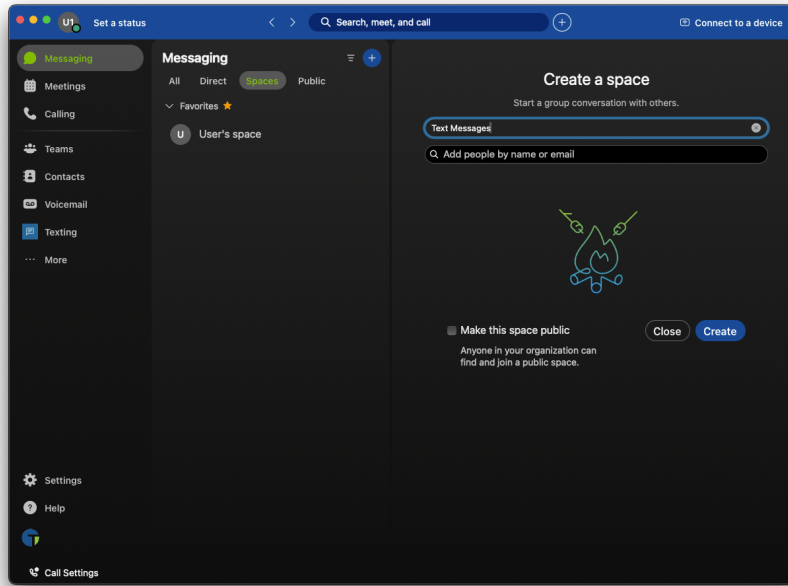
5. Now that the space is built, access the space and go to "+ Apps".
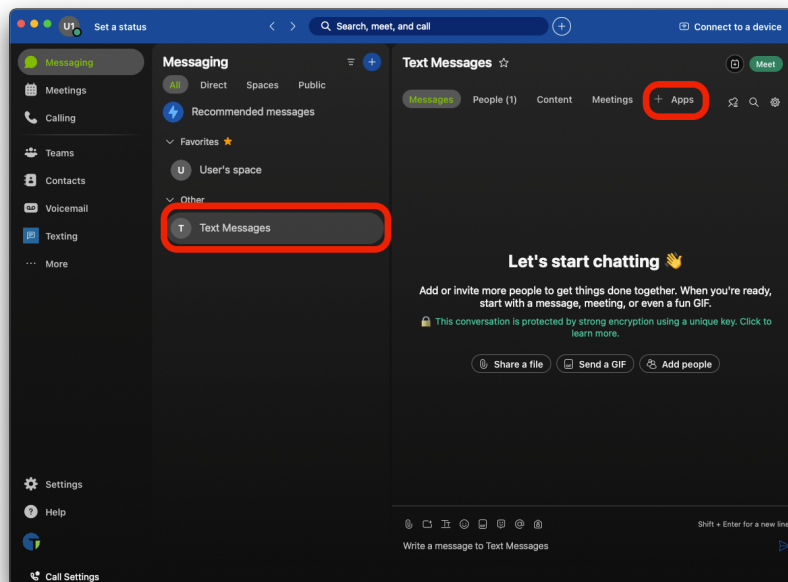
6. Search the apps for "Texting". You should get a result that shows "Texting - SMS/MMS for Webex". Click on that result to add the app to your space using the "+Add App" button.
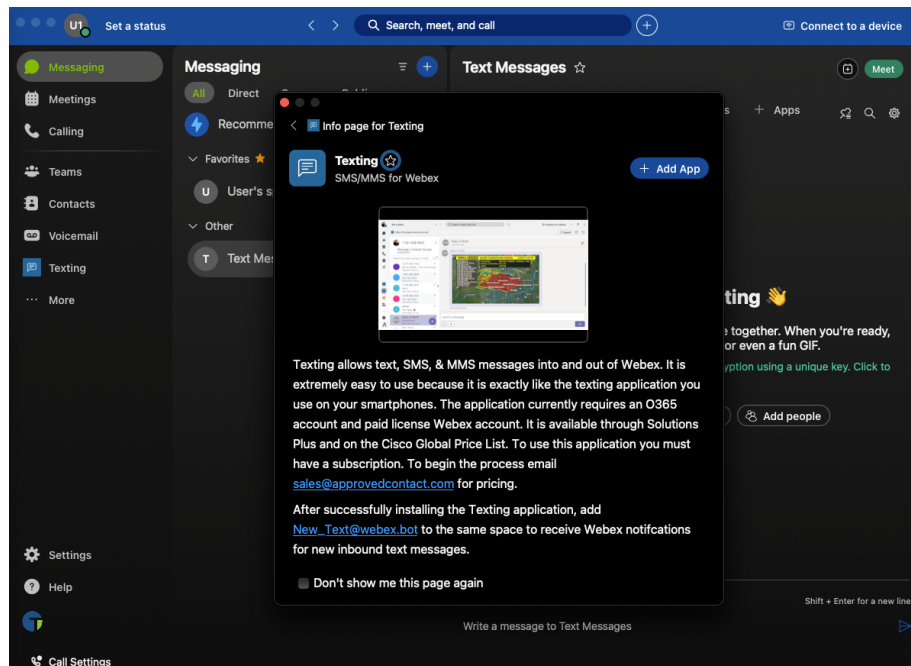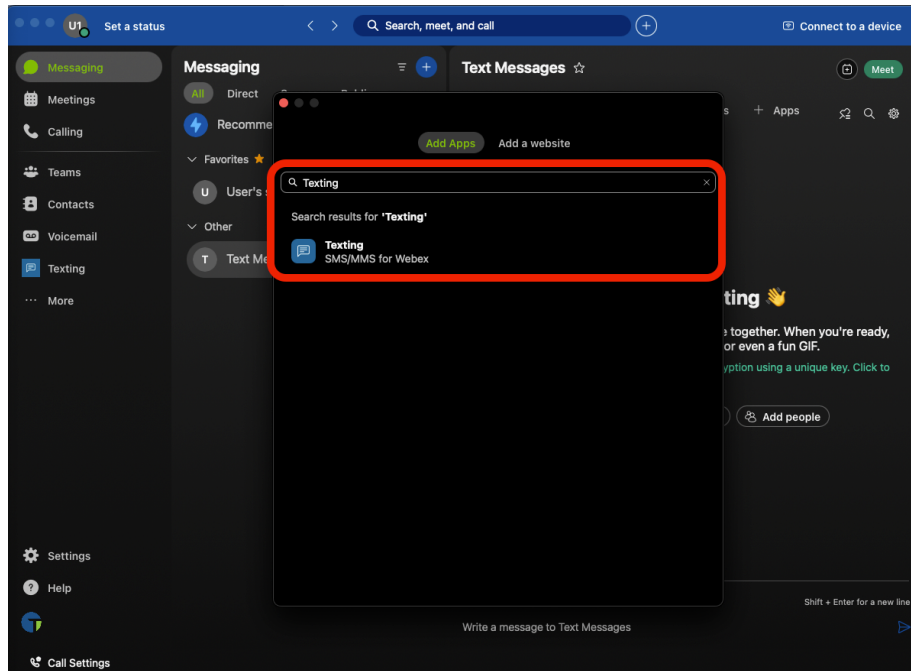
7. Enter the text-enabled phone number that you will be using for the space into the field showing "Phone number". In this example we will be using phone number 567-290-2058 but you should enter the number assigned to your group/organization.

Once you've entered the 10-digit phone number, click the Add Phone Number button.
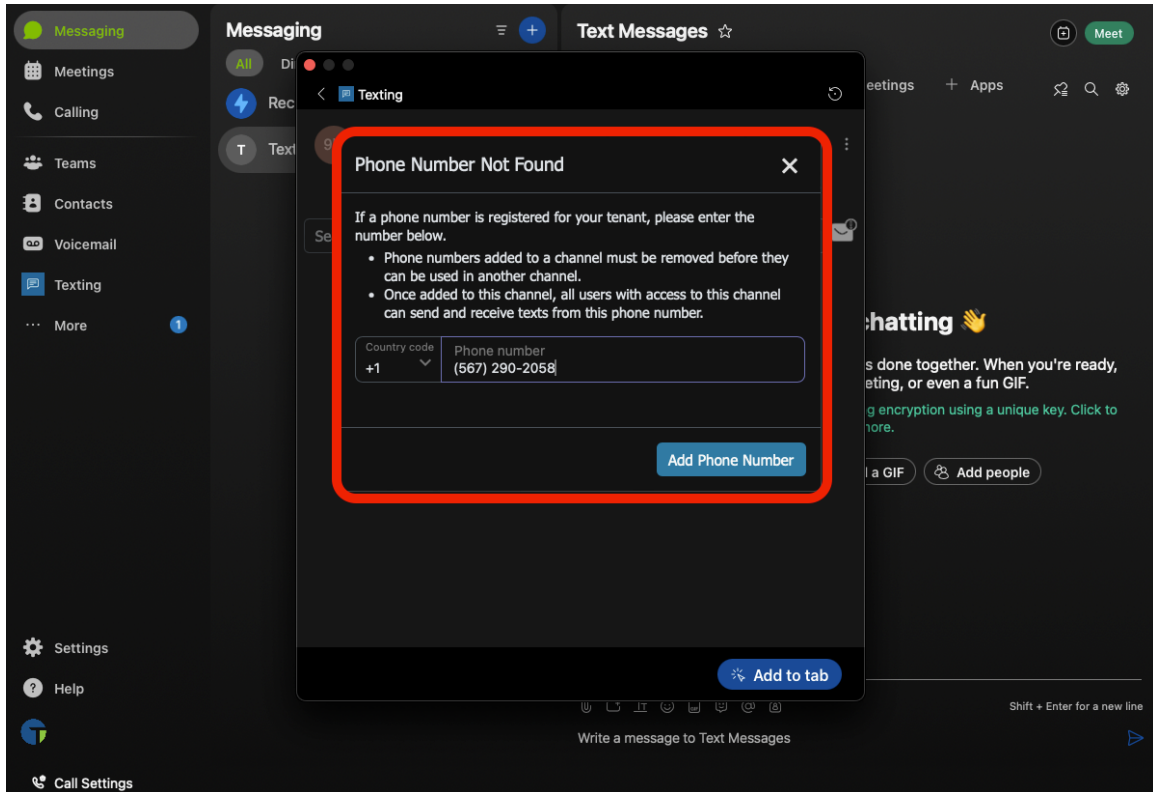
8. Once the Texting app has been added to the space, the next step would be to add the Notification Bot and any other users who will need access to the text messages for this number.

   Within the Webex Space you've created, go to "**People**". Then click the "**+ Add people**" button.

   Add any users with Webex from your organization and then add the notification bot by adding "**New_Text@webex.bot**".
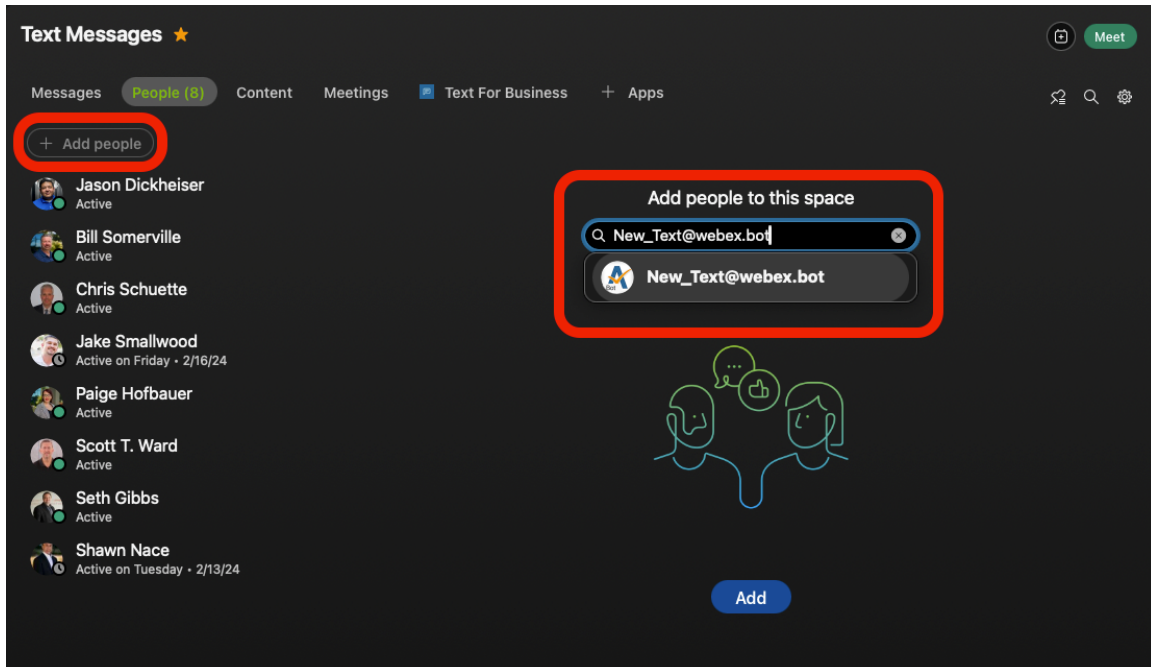

   Any of these users will have access to all messages/conversations that occur within this space.

9. 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.

Accessing Text Messages

To access the text messages, in the space look for the "Text for Business" along the top and click on that. This is where you will see your text-enabled phone number and any messages.
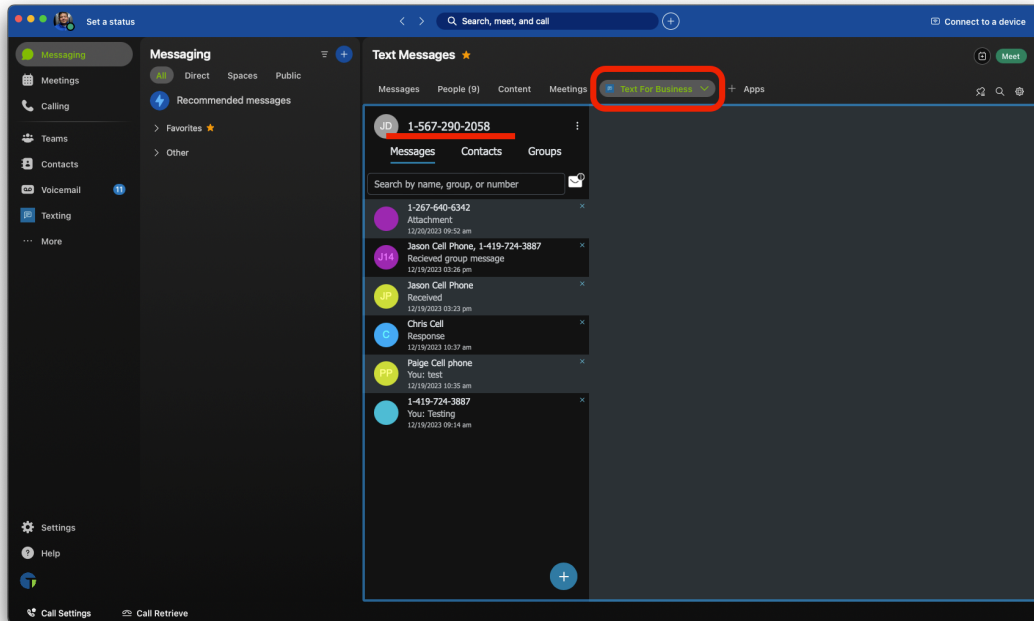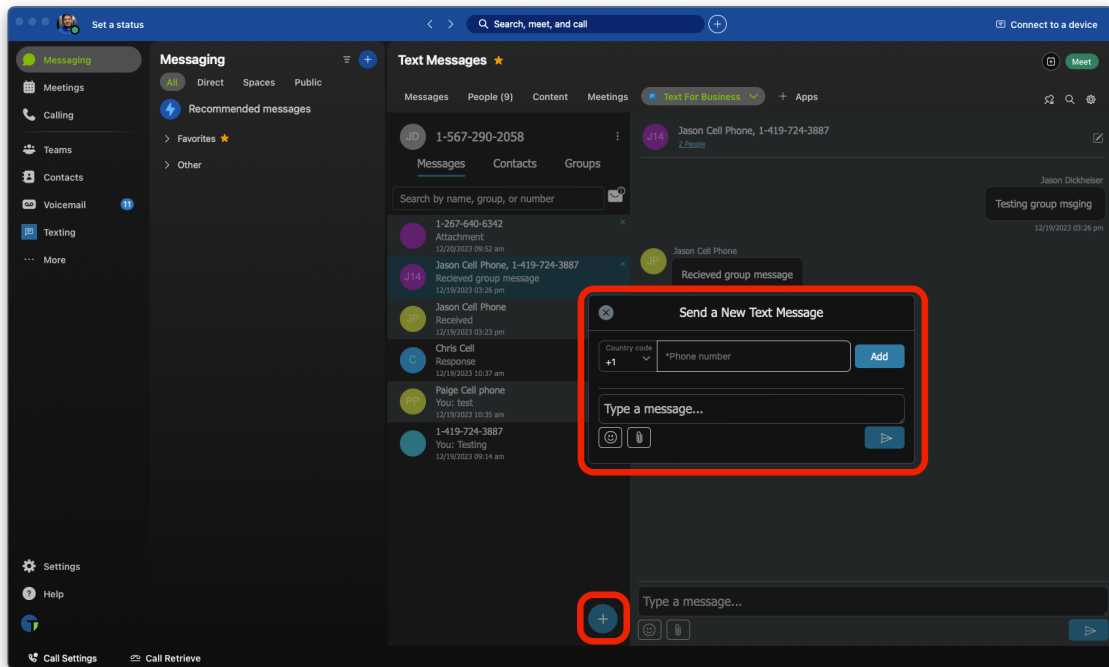

Click on an existing message to view the message. Use the "**Type a message…**" box to enter a reply and then click the send button.
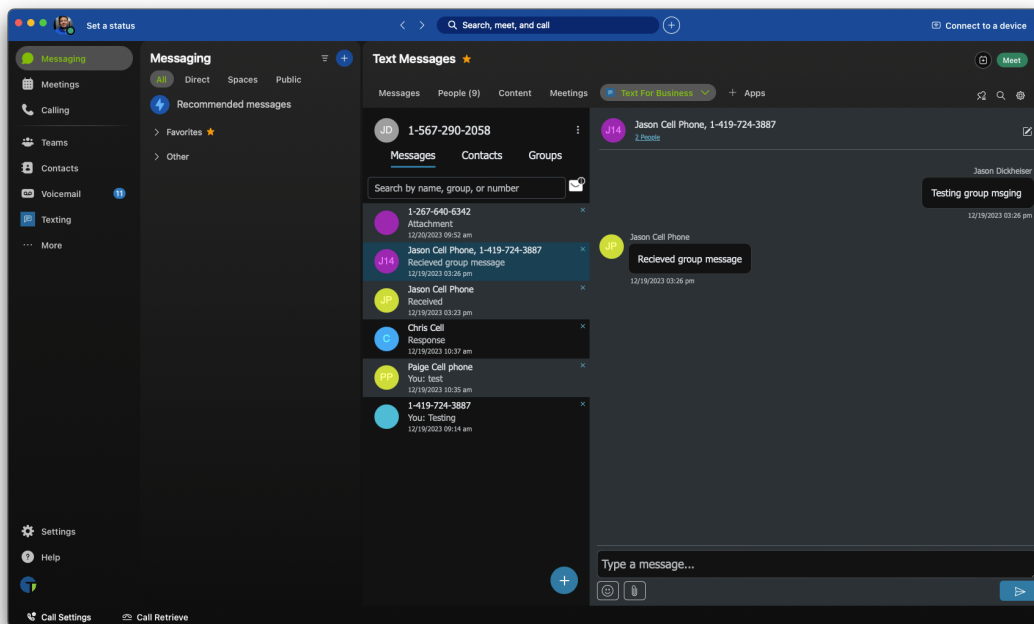
Send a Message

To initiate a new outbound message to a number that has not sent you a text, click on the blue plus button ⊕ then enter the phone number and initial message you wish to send. Then click the send button.

Updating Contact Information

Once you have started to correspond with someone, you can also click on the edit button ✎, found when you click on the message thread, and add a name, email address, or notes to help identify who they are. This is especially helpful when the number is shared to a group of people so they can easily identify the person messaging.
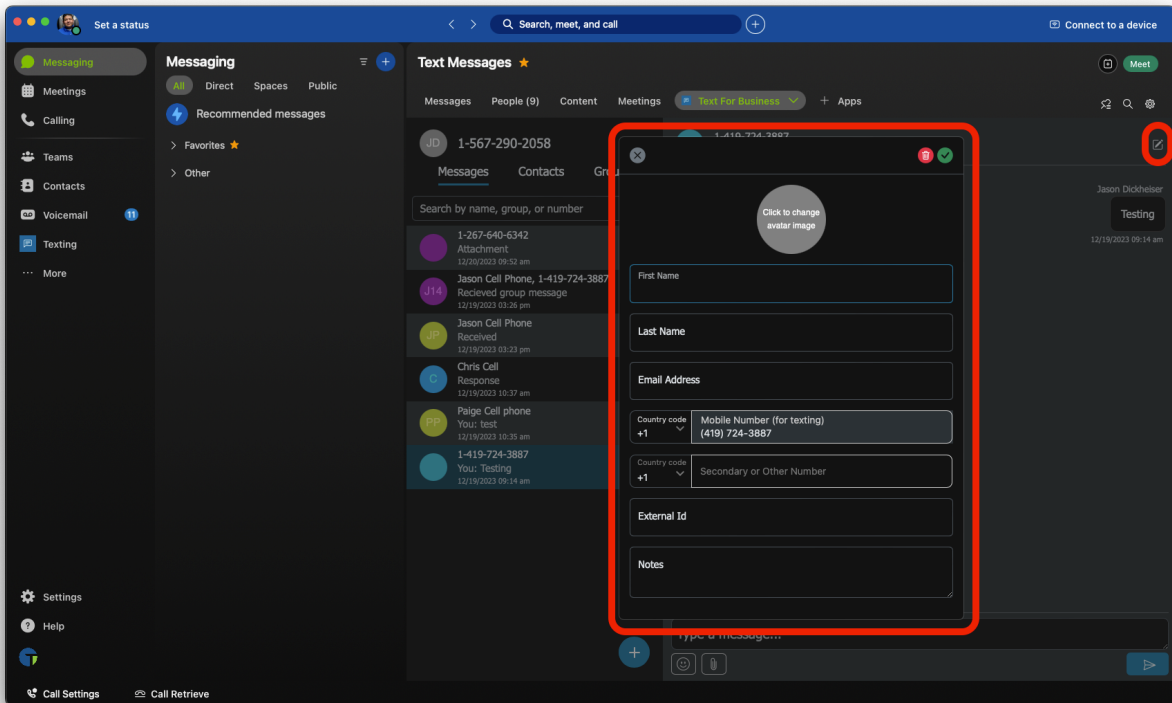
New Inbound Text Notifications

When new inbound messages are received, the Notification Bot will alert you similar to how Webex alerts of new text based messages. The space will show a dot next to the name indicating new messages have been received.
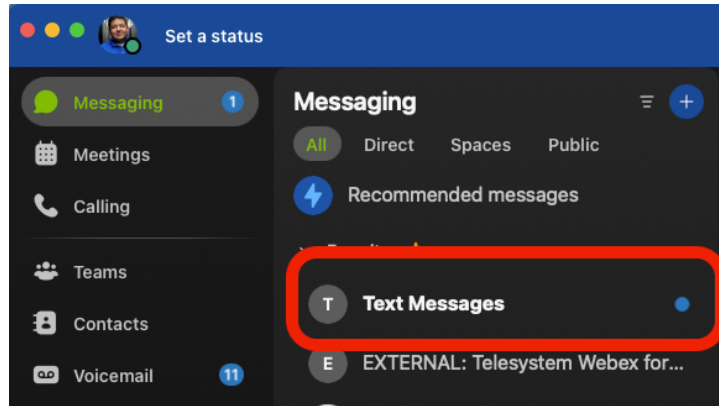
When you access the space, under **Messages** you will see the **Texting - Notification Bot** will have a thread that shows a new text message was received. It will either display the phone number of the person who sent you the message, or the name of the person (the name will only display if you have provided a name to go with the phone number).
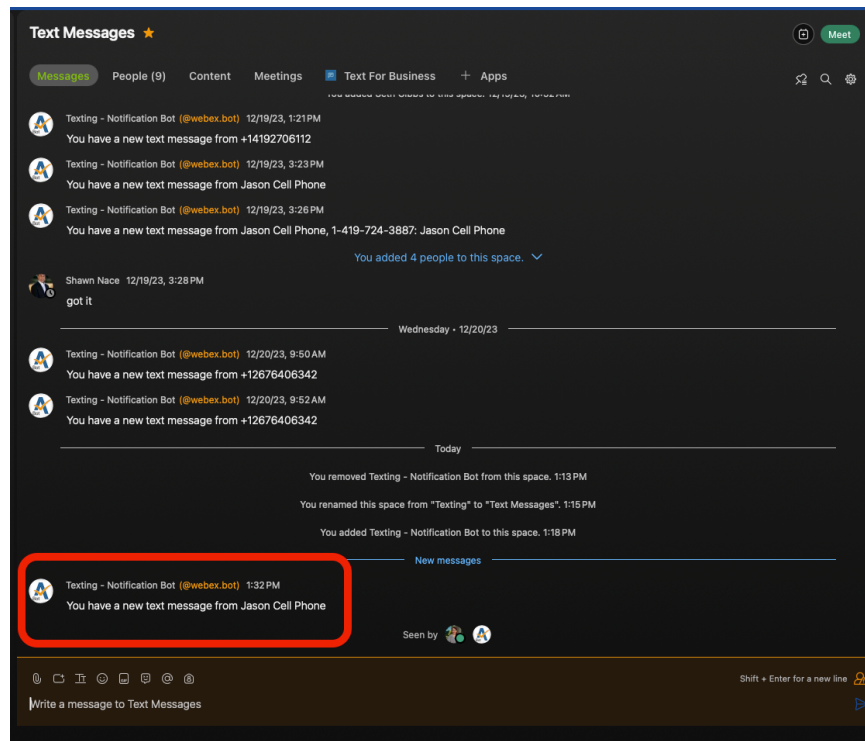
Click on **"Text For Business"** app within the space to find the message thread and view/reply to the message.