



TeleVoIPs Texting

Follow the directions below for texting using your business phone numbers (this service must be enabled by TeleVoIPs to use it—contact sales@televoips.com to sign up for SMS).

OPTION 1: Texting via Email

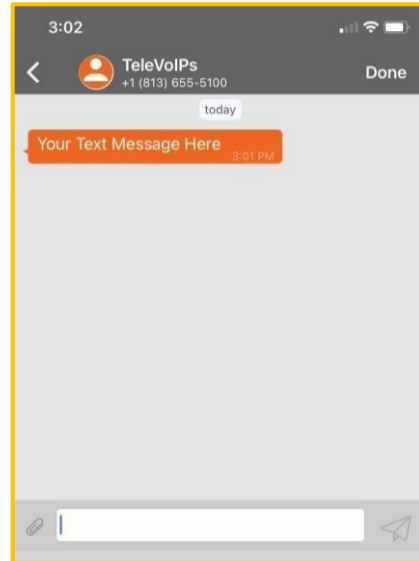
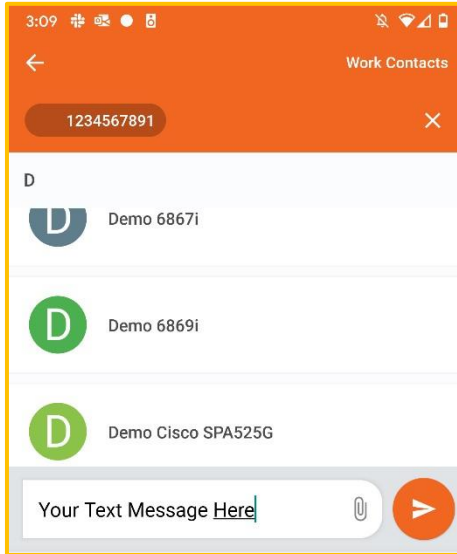
1. Create a new email.
2. In the “To” field, use the format below:
 - a. Receiving11DigitPhoneNumber-Sending11DigitTeleVoIPsNumber@sms.televoips.com
 - b. Make sure to include the 1 before the phone numbers.
3. Send your email.
4. You can simply reply to a text received via email to respond.

The screenshot shows an email composition window with a dark grey header and a white body. On the left side of the header, there is a 'Send' button with a right-pointing arrow icon. To the right of the 'Send' button are three input fields: 'To', 'Cc', and 'Bcc'. The 'To' field is filled with the email address '19044525500-18136555100@sms.televoips.com'. Below these fields are 'Subject' and 'Text' labels. The main body of the email is a white text area containing the placeholder text 'Your Text Message Here' with a cursor at the end.

OPTION 2: Texting from the Mobile App

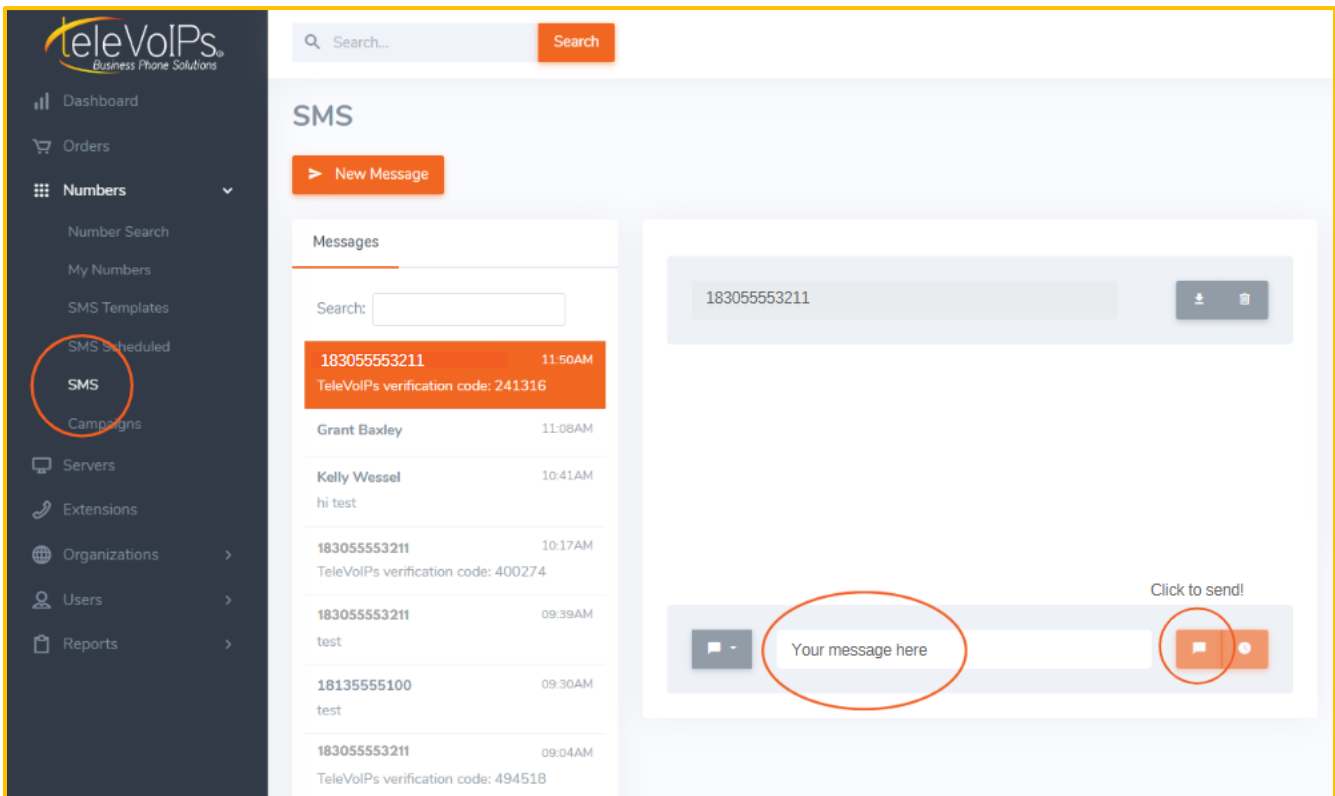
1. Open the Texting tab in your app noted by the message bubble icon.
2. To send a message, use the plus sign in the bottom right-hand corner, type in a number, then your message and press the send button.
3. To reply, click the message you wish to reply to and type your message in the text box, then press the send button.
1. Click “New Message” in the upper left-hand corner of the screen.
2. Enter the 10-digit phone number you want to text in the top box and the message you would like to send in the bottom text box.
3. Click “Send”.

4. To reply, click the number the text came from, type your message in the text box, then “Send”.



OPTION 3: Texting from the Portal

1. Log into the TeleVolPs portal at <https://portal.televoips.com/>
2. On the left-hand sidebar, click “Numbers”.
3. Click “SMS”.
4. Click “Messages” to the right of the number you wish to send your text from.



Creating Texting Templates from the Portal

1. On the left-hand sidebar menu, click “Numbers”
2. Click on “SMS Templates”
3. Click “New Template” to create a SMS template
4. Use the SMS tags like “First Name” “Last Name” or “Full Name” to automatically personalize each message when using the SMS templates
5. When you’re finished with your template, click “Save Template” to save for future use. Save up to 25 message templates to quickly send messages to your clients.

The screenshot shows the 'SMS Templates' section of a web portal. On the left is a dark sidebar menu with 'Numbers' selected and expanded to show 'SMS Templates'. The main content area is titled 'SMS Templates' and contains a search bar, a list of templates, and an 'Edit Template' window. The list includes 'Follow up', 'Dentist Appointment Reminder' (highlighted in orange), and 'Your payment is due'. The 'Edit Template' window shows the 'Dentist Appointment Reminder' template with a preview of the message: 'Hi {first_name} , your Dentist appointment with Dr. Smith is this week. Confirm your appointment here: http://bit.ly/DentistAPPT'. Below the preview are buttons for 'First Name', 'Last Name', and 'Full Name' to insert contact info.

The screenshot shows the 'SMS Messages' section of the web portal. The left sidebar menu has 'SMS' selected. The main content area is titled 'SMS' and features a 'New Message' button, a search bar, and a list of messages. A message from 'Jason Austin' is highlighted in orange. To the right, there is a contact card for 'Jason Austin' with a 'Send Email' button, phone number, and email address. At the bottom, a dropdown menu is open, showing options to 'Create New SMS Template' and to select from existing templates like 'Follow up', 'Dentist Appointment Reminder', and 'Your payment is due'.

Scheduling Business Text Messages from the Portal

1. On the left-hand sidebar menu, click “Numbers”
2. Click “SMS”.
3. Click “Messages” to the right of the number you wish to send your text from.
4. Click “New Message” to create a new message or select one from your list of previous messages
5. After typing out your message or using one of your SMS templates, click the clock symbol on the right of the message bar.
6. Select your send date and send time for the message then click “Schedule”
7. View your scheduled messages, by clicking the “SMS Scheduled” tab on the left-hand sidebar menu. You can schedule messages up to 6 months in advance.

