Mobility and Mobility Desktop customers can send SMS/Text messages to the cell phones of non-Mobility users. This functionality offers a way to use Mobility to reach contacts outside the Enterprise directory of &[{] æ}ˆ ÁˆT [àŢæĆ Ấ[} œ&o• . Mobility users may also utilize the Mobility Smart Phone application(s) to chat with non-Mobility enabled cell phone users and effectively 'mask' their personal cell phone number by displaying their Mobility/work information for chats.

It must be noted that Mobility users in your organization automatically utilize the normal messaging functionality inherent within the applications (IM, Group Chat, etc.), so a second <u>dedicated</u> SMS/Text-only contact listing must be created and used to send SMS/Text-only messages to any contacts' cellphones that are not Mobility app enabled.

Prep:
First-time users should sign out and re-open the application (both Desktop and Smart Phone) to enable SMS contact creation.

Desktop Application

Create a contact with whom you wish to communicate <u>only</u> via SMS/Text messages from the Mobility application.

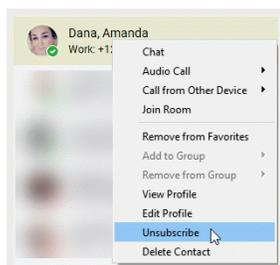While in the Mobility Desktop application reviewing contacts:

1. Add a Contact: Select the ✚ or go to Contacts > New Contact

2. Complete the following **required** fields:
   - **Display Name** - Suggestion: Add **SMS** to the contact name to make it easy to find in your contact list. E.g., Jane Doe SMS

   - **IM Address** Format = 1[cell phone number]@sms.mymtm.us
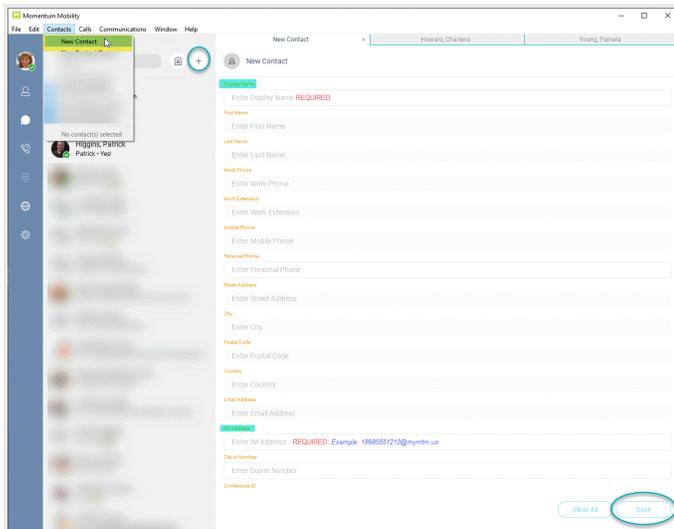
3. Click **Save** when all required fields (and any optional or additional information you wish to include) are completed.

   The new SMS/Text-only contact is added to your contact list.

   Optional: SMS-only contacts are not *Presence* enabled.

   Right-click on the new SMS/Text Only Contact and select **Unsubscribe** to disable the automatic presence requests and remove the 'pending' notification from your display.

Mobile Application

*Message SMS/Text-**only** contacts created within the Mobility Desktop Application and SMS/Text-only contacts created within the Mobility App.*

The SMS Contacts you create in the Mobility Desktop application are synced to your Mobility smart phone app during the load process at sign in. You may also send messages to new SMS numbers in the smart phone app and save them as new Contacts which will sync to the Desktop application.

While viewing the Mobility App on your Smart Device:

Send an SMS/Text Only Chat from the Messages View:

1. Tap on the ✚ icon to start a new Chat.
2. Enter the contact information:
   Existing: Type the name of the SMS contact.
   New: Type the cell number followed by @sms.mymtm.us.
   Ex: 18885551212@sms.mymtm.us
3. Type your message and Tap **Send**.

To Edit/Update SMS/Text-Only Contact Profiles:

Within the Messages view:
1. Tap on a message sent to an SMS/Text contact.
2. Tap **Edit** and modify the contact fields, as needed.
3. Tap **Save** to update your Directory with the information.

Send SMS/Text Only Chat to Directory Contacts:

1. Go to **Menu** > **Directory**.
2. Search for the SMS/Text only contact you wish to message.
3. Select the contact and choose **Chat**.
4. Type your message and tap **Send**.
   The message is sent to the selected SMS/Text only contact.

- Mobility provides access to responses from your SMS/Text-only contacts using the normal Chat functionality.

- New responses are indicated by a notification icon ● on the application logo on your screen desktop and an icon next to the contact name/avatar icon within the Mobility Messages (chat) list.

- Notification preferences for new messages and Mobility activity may also be defined in the device's Settings.

- As chats synchronize, further communications with SMS/Text Only contacts may be conducted using the Mobility Messages dialog in the Desktop application and the Mobile application.