

Mobility and Mobility View 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. Mobility users may also utilize the SMS/Text features in the Mobility Smartphone application(s) to communicate with non-Mobility enabled cell phone users and effectively 'mask' their personal cell phone number while communicating.


It must be noted that current Mobility users automatically utilize the normal messaging functionality inherent within the applications (IM, Group Chat, etc.), so a second dedicated SMS/Text-only contact listing must be created and used to send SMS/Text-only messages to the non-mobility enabled cellphones of your Mobility contacts, as well.

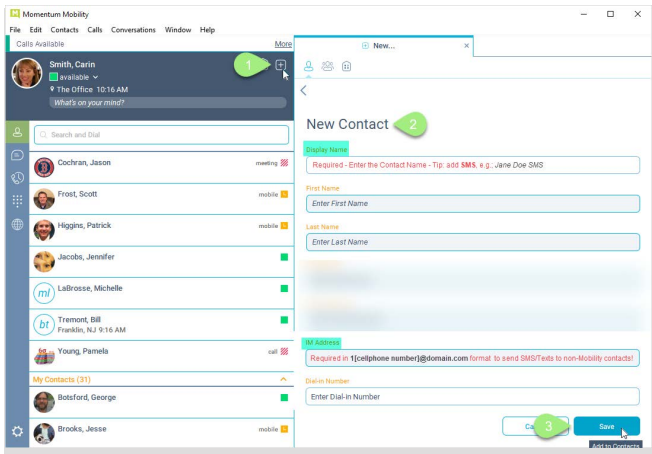
Prep: First-time users should log out and re-open the application (Desktop and Smart Phone) to enable SMS contact creation.

Add SMS Contact - Desktop Application

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

While in the Mobility View desktop application reviewing contacts:

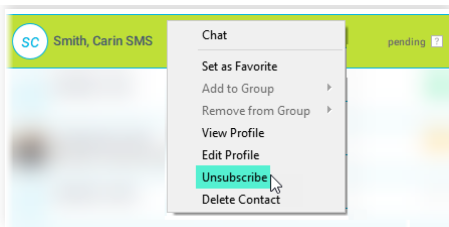
1. Select **Add Contact**. 
2. Complete the following required fields:
 - **Display Name** - Suggestion: Add **SMS** to the contact name to make it easy to find in your contact list. E.g., Jane Doe SMS
 - **IM Address** Format = **1[cell phone number]@sms.mymtm.us**



3. Click **Save** when all required fields (and any optional 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 Contact and select **Unsubscribe** to disable presence requests and remove the 'pending' notification.

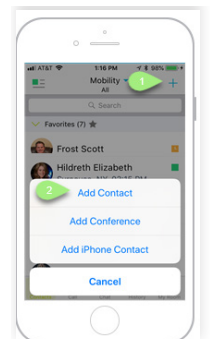


Add SMS Contact - Mobile Application

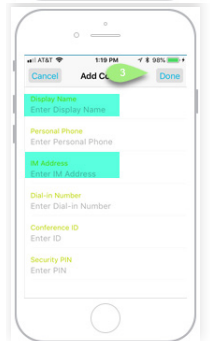
Create an SMS/Text-only contact within the Mobility App on your smart phone.

While in the Mobility App reviewing Contacts:

1. Tap the plus sign icon **+** and choose **Add 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.
 - **IM Address** - use the following format: **1[cell phone number]@sms.mymtm.us**



3. Tap **Done** when all required fields (and any optional information you wish to include) are completed.
- The new SMS/Text-only contact is added to your contact list.*



Send SMS/Text

1. Locate the SMS/Text only contact you wish to message.
2. Select the contact and choose **Chat**.
3. Type your message and select **Enter**.

The message is sent to the selected SMS/Text-only contact.

Receive SMS/Text

Mobility utilizes the **Chat** features to provide access to responses to SMS/Text-only messages. New messages are indicated by a notification icon **•** next to the contact name/avatar. Further communications with the SMS/Text-only contact may be conducted using the Mobility Chat dialog, as usual.