

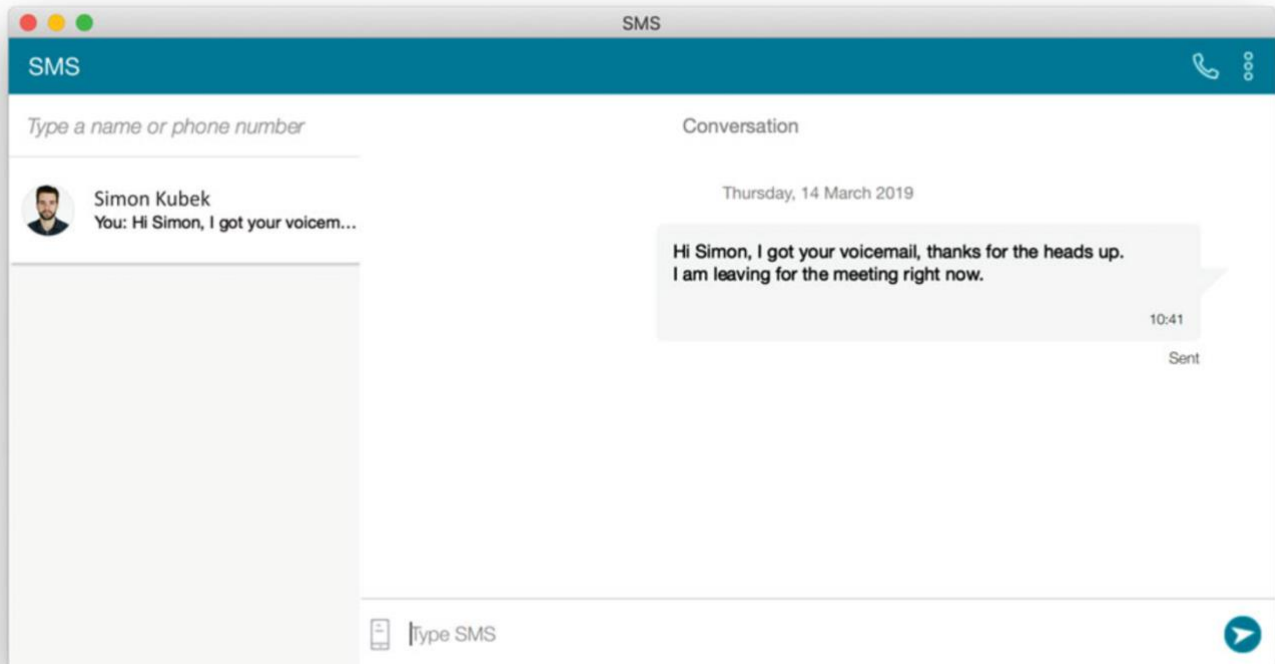
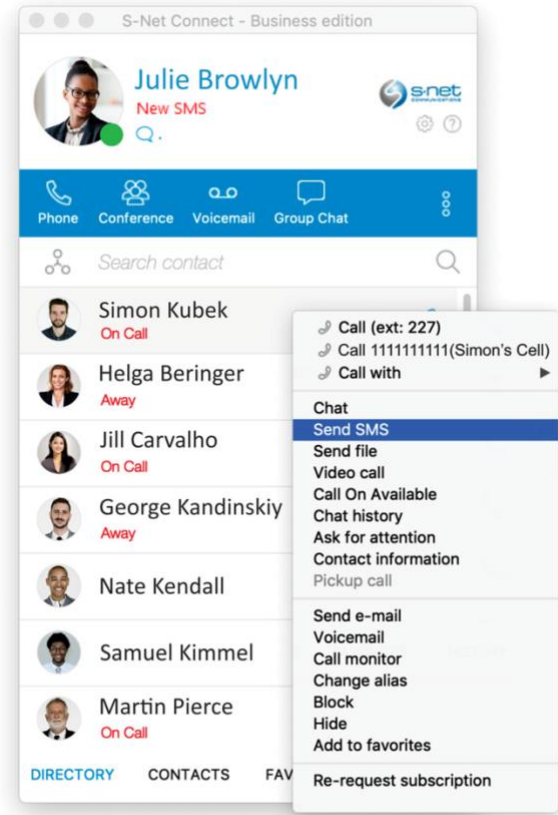


S-NET Connect v5.2

SMS/Text Messaging – User Guide

Message a Colleague on their Mobile Phone

1. To send an SMS/text message to a colleague's mobile phone using the S-NET Connect desktop app, simply right click on any contact and select Send SMS to bring up the SMS messaging window.
2. Once the SMS window is open (below), type your message and press the Send icon in the bottom right corner when you are ready to submit.
3. Your colleague will receive a notification of your text message both on their cell phone and their S-NET Connect desktop application.

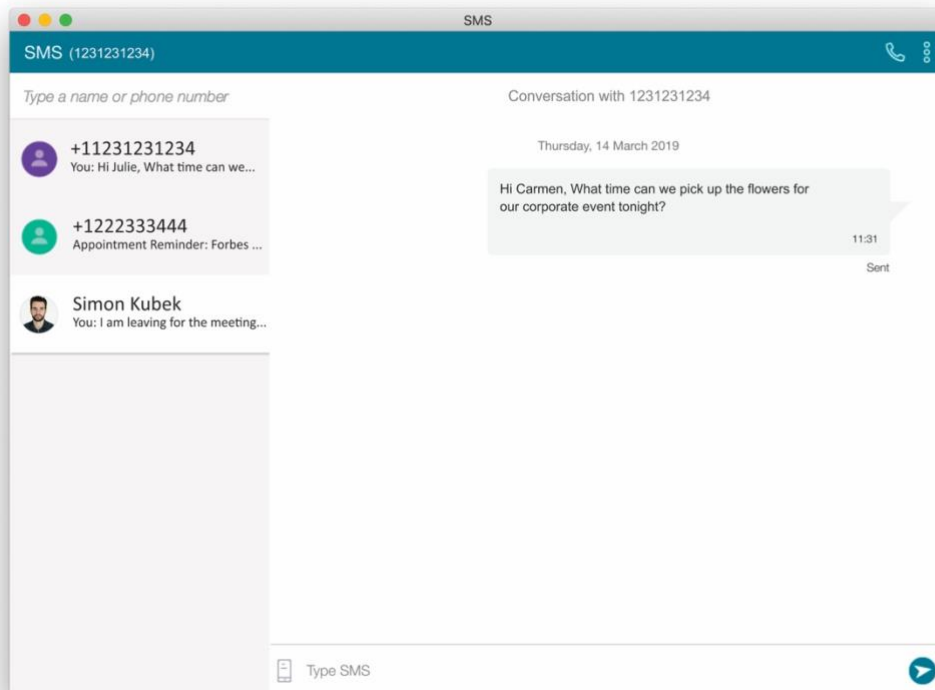
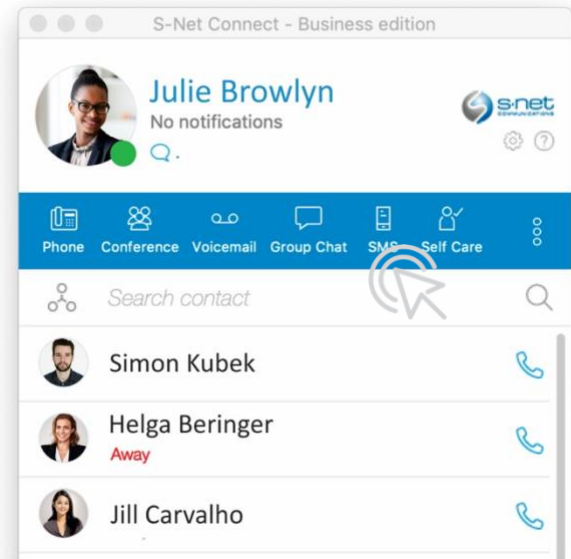


Message an External Mobile Phone Number

1. To message an external mobile phone number, click on the SMS icon on the blue menu bar of your S-NET Connect application.

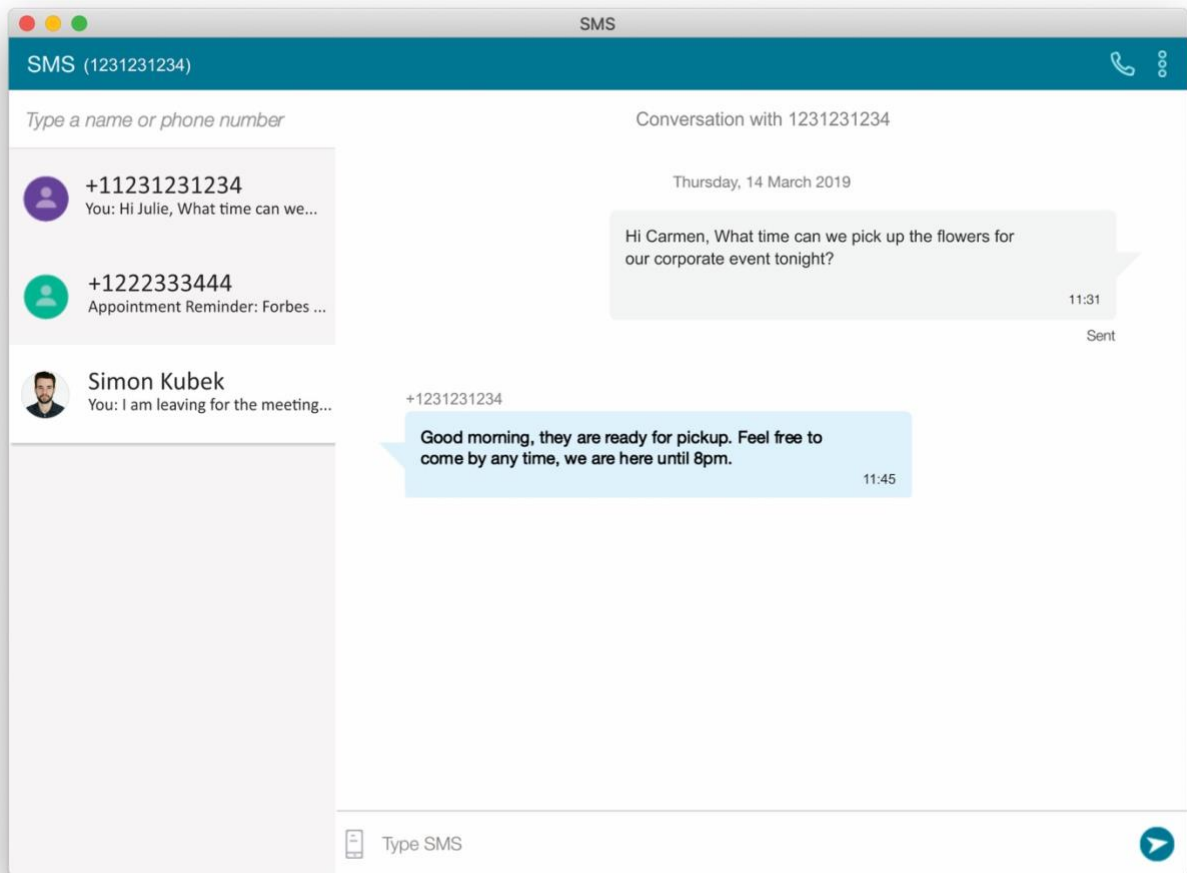
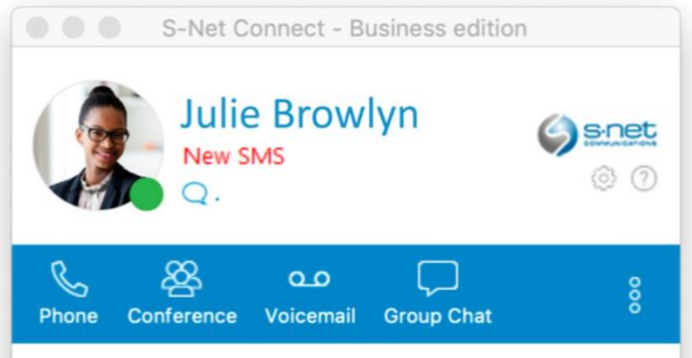
If you don't see an SMS icon, click the three dots on the right end of the blue menu bar to open the More Options flyout menu. Select SMS messaging to open the SMS/text messaging window.

2. Once the SMS messaging window is open (below), type 10-digit phone number in the upper left corner to replace the "Type a name or phone number" instruction. You can also type a name if the external contact is in one of your integrated directories (such as Google or Outlook).
3. Then type your message in the text box. When you are finished, click the Send icon in the lower right hand corner of the window and submit.
4. Your contact will be notified of your text message via their cell phone.



Receive Text Messages

1. When you receive a text message to your direct extension, S-NET Connect will display the notification next to your profile image.
2. Clicking the notification will open the SMS/Text messaging window, enabling you to read your messages and respond as needed.



If you ever experience difficulties sending or receiving SMS/Text messages, please don't hesitate to contact S-NET's Customer Support Team by calling +1 (866) 404 – 7638, Option 1 or email us at support@snetconnect.com.