AT&T Landline Texting

iOS Mobile App
Product Reference Guide

July 2016

October 27, 2016

The AT&T Landline Texting iOS application enables you to send and receive messages on your iPhone or iPad using your text-enabled landline or toll-free phone number. The following features cannot be set in the mobile app: Auto Reply, Keywords, Customizable Signature, and Scheduled Texts. Depending on your package type, two or more devices may be logged in simultaneously.

Download the iOS app

1. Open the App Store app on your iPhone or iPad.
2. Search for "AT&T Landline Texting".
3. When the search results appear, click the AT&T Landline Texting app to download and install the application.
4. Follow the on-screen directions.
5. Log in to the app with your full username that includes the @ symbol and the business phone number.

Contact list

When you log in to the mobile app, all contacts and corresponding conversations sync from the web application to the mobile app automatically. The most recent conversations are at the top of the list.

To refresh your contacts and texting histories:

1. On the Contact List screen, tap and drag the list downwards.
2. Your contacts and messages are updated momentarily.

Send a new text message

1. At the top of the Contact List screen, tap the New Text at the upper-right corner.
2. In the Type name or phone number box, type the contact's name or number, and then select the appropriate contact when it appears. You may also send a text to a telephone number that is not currently saved in AT&T Landline Texting.
3. In the Type a message box, type your message.
4. Tap Send.

Reply to a text message

1. In the Contact Message Thread, tap on a message at the bottom. Your keyboard appears.
2. In the Type a message box, type your message.
3. Tap Send.

Note: For Premium accounts with Additional Users, every sent and received text message will include a timestamp that includes the username of the sender.

Send a Picture Message (MMS) for Premium accounts

1. Open a Send Text message box or the conversation message thread of the customer.
2. If you choose to send an image through a new Send Text, add a contact.
3. Tap the Add Image icon and then tap either:
   - "Use Camera" to take a photo and include it in your message.
   - "Use Library" to find and select an image stored on your device.
4. Optional: Type your reply message.
5. Tap Send.

Premium package with additional users accounts

Like the web app, the AT&T Landline Texting iOS app has unique features for Premium packages with additional users. These features include:
- Unread text aging timer
- Is typing
- User last replied mark
- Sent by user mark

Unread text aging timer

The app shows users time indicators when a message has not been marked as read.

There are 2 states.
- After 5 minutes, the timestamp of when the message was received turns orange. (Erin H example)
- After 15 minutes, an orange bubble appears around the timestamp. (Will C example)

Mark message as read

To remove the Unread Message Indicator, the inbound text must either be replied to or marked as read.

To mark a message as read:
1. On the Contact List screen, tap on the contact with the unread message.
2. The new text is the filled blue bubble. Tap on this text message.
3. The bubble transitions from a fill to a blue outline to distinguish that the text has been read.

AT&T Landline Texting automatically syncs this action across all other applications and users of the account.
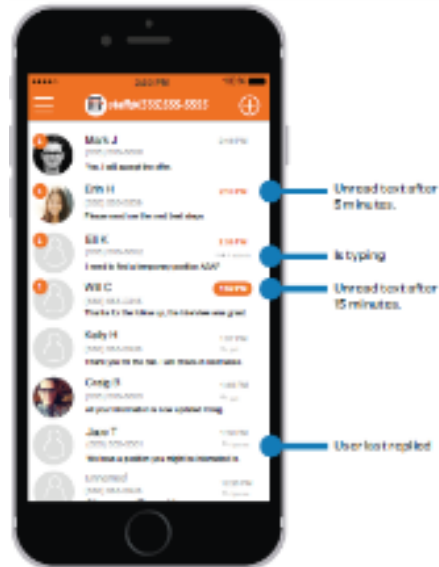
Enable push notifications

Push notifications alert you of new inbound messages to your business number when you are not active in the app or the device is asleep. Push notifications are a device setting change.

To enable push notifications:

1. At the top of the Contact List screen, tap the Settings button in the upper-left corner. The settings menu appears.
2. Under Notifications, tap the Apple Push Notifications link.
3. You are redirected to AT&T Landline Texting settings in your device's System Preferences.
4. Under Allow AT&T Landline Texting to Access, tap Notifications.
5. In the Notifications settings, you may choose to allow notifications, enable a sound alert when a push notification is received, display a badge counter icon that displays the total number of unread text messages, and the ability to show a notifications on your device's lock screen.
6. When you are finished customizing the notification settings, the Apple device auto saves your changes in the AT&T Landline Texting mobile application.