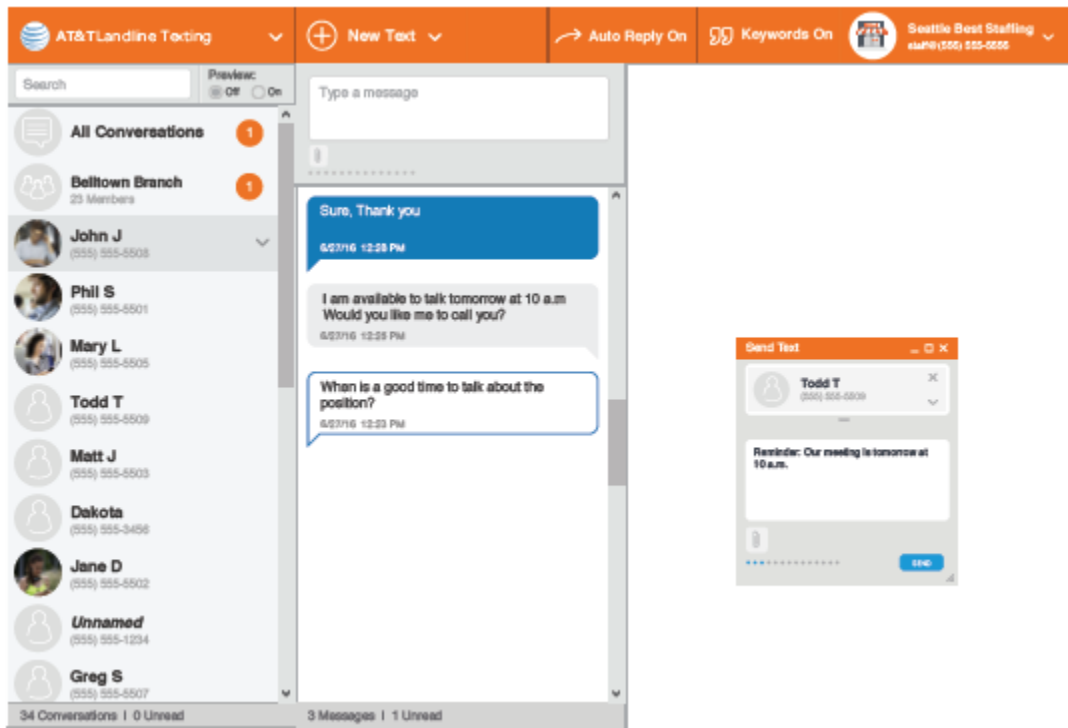# AT&T Landline Texting

Web Application
Product Reference Guide

July 2016

November 4, 2016

There are three basic elements to the web version of the AT&T Landline Texting user interface:

- The Toolbar

- The Conversation Panel

- The Message Thread Panel

Send and receive text messages

There are two methods you can use to create and send a new text message. You can use the New Text button on the toolbar or use the Manage Contacts window. When a text is sent, it appears in a grey bubble at the top of the Message Thread panel and the recipient's individual message thread. All texts are marked with the date and time that the message was sent or received.

Send a new text message

1. On the toolbar, click New Text. The Send Text box opens.
2. To add a contact to the message, do one of the following.
   - In the Contact box, start typing the contact's name or phone number, and then select the contact when it appears in the list.
   - Click the Contact drop-down menu and then select the appropriate contact or contact group from the list.
3. Optional: You can repeat Step 2 to add more contacts to your message. Remember, the limit for contacts in a single message is 15. To send to more than 15 contacts, users must first create a named group. To create a named group, please refer to Group Texting.
4. In the Type a message box, type your text message. As you type your message content, the dots below the message box change color to indicate how many of the 160 characters you have used.
5. Click Send.

To send a text using the Manage Contacts window:

1. On the main menu, click Manage Contacts. The Manage Contacts dialog box opens.
2. You can use the scroll controls to view the entire a list of contacts or use the Search box to find the appropriate contact.
3. Right-click on the appropriate contact or click the drop-down arrow and then select Send Message.
4. The Send Text box opens with the contact auto-populated.
5. In the Type a message box, type your message.
6. Click Send.

Reply to a text message

Just as there are different methods for sending a new text message, users can reply to a customer's text from either the Message Thread panel or the individual contacts in the Conversation panel.

To reply to a message when All Conversations is selected:

1. In the Conversation panel, click All Conversations.
2. In the Message Thread panel, scroll to the message to which you want to reply.
3. Hover over the appropriate message, and click the Reply button when it appears.
4. A Send Text box opens with the contact's name and number auto-populated.
5. In the Type a message box, type your text message.
6. Click Send.

To reply to a message when a contact is selected:

1. In the Conversation panel, click on a contact.
2. In the Message Thread panel, type your reply in the Type a message box.
3. When you finish typing your text, click Send.
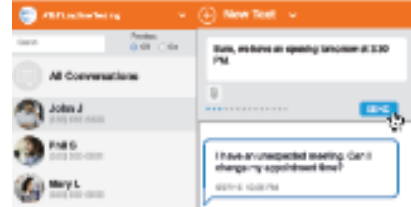
Forward a message

You can forward any message that you've sent or received. You can forward a message to a single contact, multiple contacts, or a contact group.

1. In the Message Thread panel, find the appropriate message.
2. In the message, click the Forward icon or select Forward from the message option drop-down. A Send Text message box opens.
3. To add a contact to the message, type the forward recipient's name or telephone number in the contact box.
4. Optional: You can repeat Step 3 to add up to 15 total contacts to your message.
5. Click Send.
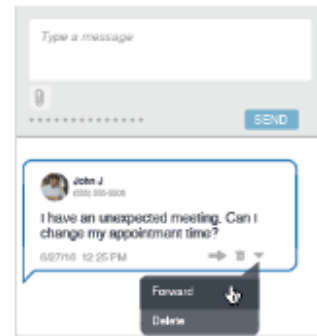
Customer opt-out

Mobile customers can stop receiving text messages via the AT&T Landline Texting application at any time.

For mobile users to stop receiving text messages:
1. The mobile user sends a text message to the business number that includes only the word "stop".
2. The end user receives an automated confirmation message that they have "opted-out" of receiving texts from your account.
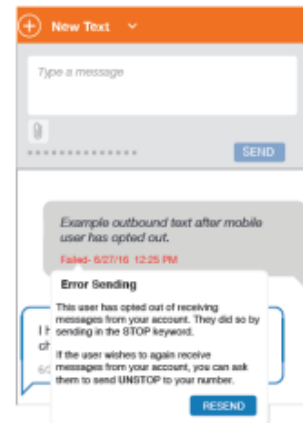
If an AT&T Landline Texting user sends a text message to the mobile phone number that decided to stop receiving messages, the message appears in the Message Thread but the text is not sent. "Failed" appears in the timestamp. If the sender moves the pointer over the red text, then a message box appears that describes why the text was not sent.

If the mobile user wants to opt-in to receiving texts after sending "stop":
1. The mobile user must send a text message to the business phone number that includes only the word "Unstop".
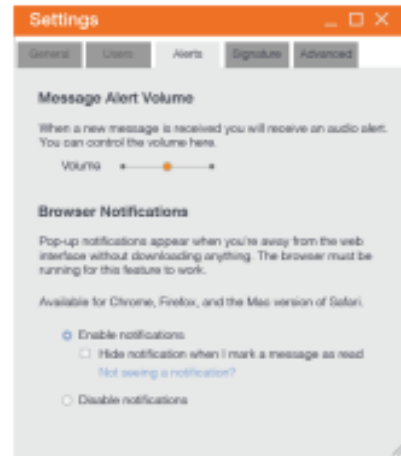
Browser Notifications

You can set Browser Notifications so that users can hear and see notifications in your web browser. The notifications appear only when the browser is open and the user is logged into the web application. Alert notifications are compatible with Chrome, Firefox, and Safari web browsers. AT&T Landline Texting does not support Internet Explorer at this time.

To enable Browser Notifications:

1. On the main menu, click Settings.
2. In the Settings dialog box, click the Alerts tab.
3. To increase the volume, slide the control to the right. To decrease, slide the control to the left.
4. To turn on notifications, select Enable Notifications.
5. If you want the notification to close when they mark a message as read, then select the Hide notification when marking a message as read using the checkbox.
6. If notifications do not appear on the web browser, then you can click the Not Seeing a Notification? link to display a message box that includes suggestions for resolving the problem.

To reply to a notification:

1. When the notification appears, click on the message.
2. Your browser opens the tab that is logged into AT&T Landline Texting.

Note: For Premium package accounts with additional users, turning off notifications disables alerts for all active users.

Manage contacts

There are different ways you can view your contacts in the AT&T Landline Texting web application. The contacts who most recently sent you a text message appear at the top of the Conversation panel. You can view all of your contacts in the Manage Contacts window.

To view contacts in the Manage Contacts window:

1. On the Main menu, click Manage Contacts. The Manage Contacts dialog box opens.
2. In the Search box at the top of the Manage a Contacts panel, type the contact's name or mobile phone number. You can use the scroll controls to view the entire list of contacts.
3. You can right-click on a contact to:
   - Send a text.
   - Edit the contact's profile.
   - Delete the contact.
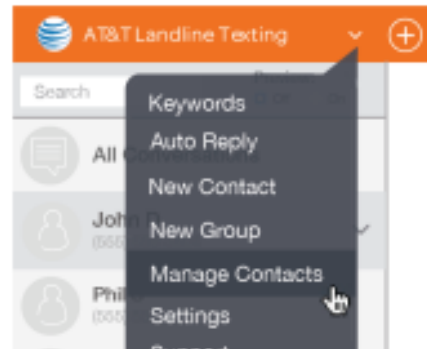
Note: For Premium package accounts with additional users, only Admins can delete a contact.
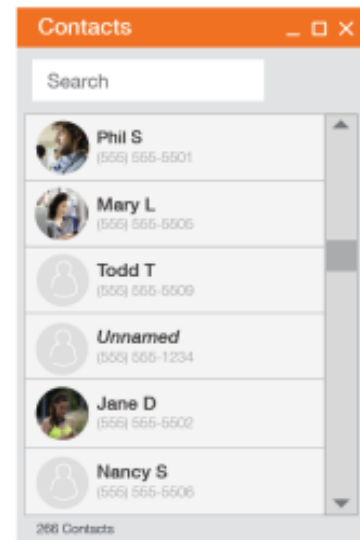
Create a new contact

When you add a new contact, you must have the person's first name, last name, and mobile phone number. To upload multiple contacts from a spreadsheet, see Import Contacts.

To add a new contact:

1. On the Main menu, click New Contact. The New a Contact dialog box opens.
2. In the Name fields, type the new contact's first and last name.
3. In the Phone Number field, type the contact's mobile phone number.
4. Optional: In the Email and Notes fields, type the contact's email address or any comments you want associated with the new contact.
5. Click Save and Close.
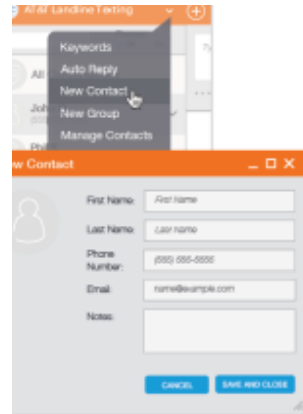
Edit a contact

If you want to quickly name a contact that is unnamed, hover your cursor to the right of Unnamed. A quick compose icon appears and allows you to rename the contact without having to launch the Edit Contact window. You can edit a contact's profile information as required.

To edit a saved contact's profile information:

1. In the Conversation panel or Manage Contacts panel, right-click the contact, and then select Edit Contact.
2. You can change any of the contact information except the phone number.
3. When you are finished making changes, click Save and Close.
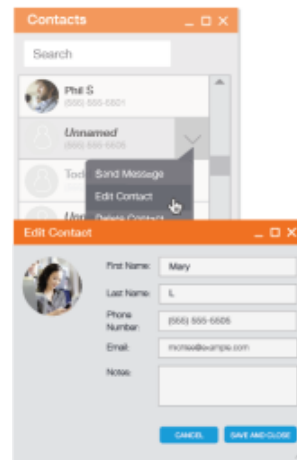
Delete a contact

You must use the Manage Contacts window to delete a contact. When you delete a contact, the text messages associated with that contact are not deleted. Contacts and conversations must be deleted separately. Deleted contacts are a global action and will delete the contact from every AT&T Landline Texting app.

 To delete a contact:

1. On the Main menu, click Manage Contacts. The Manage Contacts dialog box opens.
2. You can use the scroll controls to view the entire list of contacts.
3. Right-click on a contact and then select Delete Contact. The Delete Contact dialog box opens.
4. Click Yes.

The contact is deleted and is removed from the Manage Contacts panel.
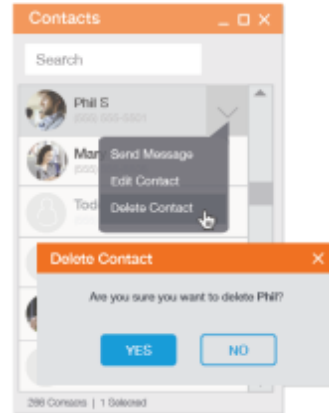
Delete a conversation

To delete a conversation:

1. In the Conversation panel, find the contact of the conversation you want to delete.
2. Select the contact and right click the contact card. On the shortcut menu, click Delete Conversation.
3. In the Delete Conversation dialog box,click Yes.

The entire conversation history is deleted but the contact will remain.
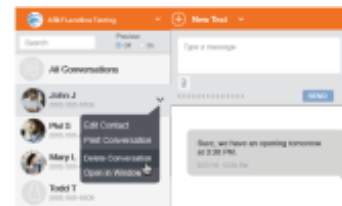
Import contacts

You can import contacts from other sources. Before you can import contacts into AT&T Landline Texting, the contacts must first be entered into a spreadsheet.

To import contacts into AT&T Landline Texting, you must use the web version of AT&T Landline Texting with one of the following browsers:

- Chrome
- Firefox
- Safari

Note: Internet Explorer is not compatible with importing contacts.

When you create the spreadsheet of contacts, type or paste the telephone number in one cell. Do not enter the area code in one cell and the local number in another cell. The format of the number does not matter. AT&T Landline Texting converts the result into:(XXX) XXX-XXXX format.

Note: We also recommend that you import a maximum of 100 contacts at a time. If you attempt to import more than 100 contacts at a time, then you may cause the web app to freeze.

To import contacts from a spreadsheet into the AT&T Landline Texting web app:

1. Create a spreadsheet with the following column headings:
   - Column A = Phone Number
   - Column B = First Name
   - Column C = Last Name
2. Add the phone numbers, first names, and last names of all the contacts to be imported.
3. Enter the following formula into cell D2: =A2&" [space]"&B2&" [space] "&C2&" , " Between the first and second " " leave a blank space. In the third quotations, enter a comma. When you enter the formula cell D2, the phone number, first name, and last name auto-populate in the cell.
4. In the D2 cell where the formula results now show, drag the blue box in the lower-right corner of the cell down the entire column to the last contact on your list. This applies the formula to all the contacts.
5. Copy the resulting column D of contacts. Remember, the maximum number of contacts you can import at one time is 100.

6. In the web version of AT&T Landline Texting, click New Text, and then paste the formula results in the Type name or mobile number box.
7. Click in the Type a message box and the contacts appear as individual contacts above the Type name or mobile number box.
8. You can either send a message to the imported contacts or close the message without sending.
9. To view the imported contacts, click Settings, and then click Manage Contacts. You can scroll through the list to verify that the imported contacts have been successfully saved.
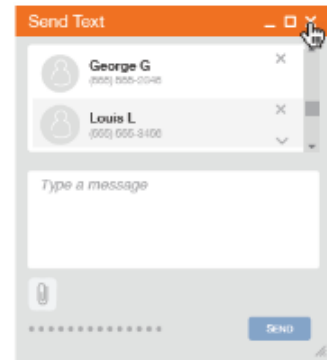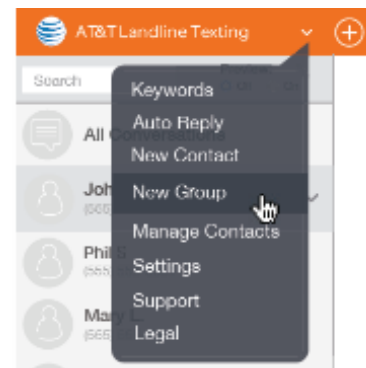
Group Texting

Creating groups enables you to send a text message to a maximum of 50 contacts. Text messages sent to saved groups are sent out as a blind carbon copy. Recipients are not able to see replies from other members of the group.

To create a new group:

1. On the main menu, click New Group. The New Group dialog box appears.
2. In the Group Name box, type the name you want to assign to the group.
3. To add contacts to your group, you can start typing either the name or mobile telephone number of the contact you want to add. When the appropriate contact appears, select the contact to add it to the group.
4. Repeat adding contacts until you complete your group.
5. Optional: To add a Group Image, click Choose File.
6. When you are finished, click Save and Close.

To add or remove contacts from a saved contact group:

1. On the AT&T Landline Texting main menu, click Manage Contacts. The Contacts list opens.
2. Find the appropriate Group.
3. Display the shortcut menu, and click Edit Group. The Edit Group window opens.
4. To delete a contact from the group, find the person in the list of the group members, and click the X button in the upper-right corner of the contact card.
5. To add a new contact to a saved group, enter the contact's name or number in the Type name or mobile phone number field.
6. Click Save and Close.
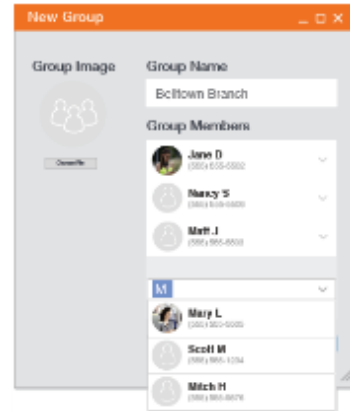
Sending a Picture Message (MMS)

You can send a Picture Message (MMS) with the Premium Package as one of the following file types: .jpeg, .png, .gif and .bmp. Multiple images cannot be attached to a single text message. AT&T Landline Texting does not allow a single image to be sent to multiple recipients or a saved group. We recommend not sending images that exceed a 750 KB file size to ensure the recipient receives the image.

To add an image to a Send Text:

1. Do one of the following:
    - Click the New Text button in the toolbar.
    - Open the Manage Contacts panel, right-click on the appropriate contact, and then select Send Message.
2. In the Send Text fields, enter the contact and type your message (optional).
3. At the bottom of the message box, click the Add Image paper clip button.
4. Find and select the image saved on your computer's local hard drive, and then click Insert/Open. When the file is attached, a thumbnail preview of the image appears next to the Add Image button.
5. Click Send.
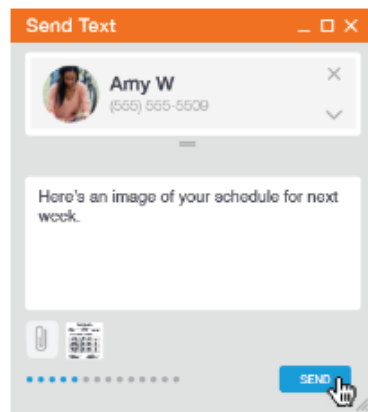
To add an image to a reply message:
1. Click the appropriate contact in the Conversation panel.
2. In the Send Message box, type your message (optional).
3. At the bottom of the message box, click the Add Image paper clip button.
4. Find and select the appropriate file, and then click Insert/Open.
5. Click Send.

To save an image to your computer:
1. Click on an image inside an inbound or outbound text bubble to open in a new window.
2. Right-click the image to display your system options, and select "save image as..."
3. Name the file and click Save.
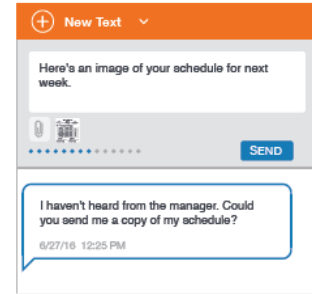
3.7   Scheduled Texting

A text message can be set to send to a recipient, multiple recipients, or a group at a specific date and time. Scheduled texts are effective for appointment reminders and reservations.

1. On the toolbar, click the New Text drop-down arrow, and then click New Scheduled Text.
2. In the Type name or mobile number field, either:
   - Type the name of the contact and select the contact when it appears.
   - Click the contact drop-down arrow and select the contact.
3. In the Type a message box, type your message.
4. To set the date the text message is sent, click the calendar button, and then select the appropriate date. You can use the calendar controls to change the month and year.
5. To set the time the message is sent, click the time button, and then choose the appropriate time.
6. Clicking Send sends the message to the scheduled text queue. The message stays in the queue until the appropriate date and time.

New Text menu
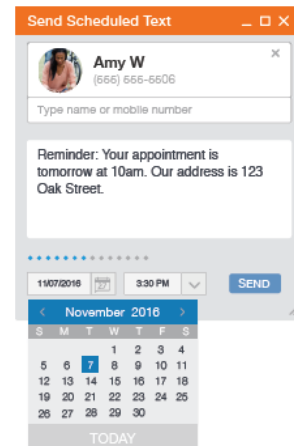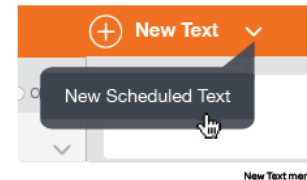
Customizable Signature

A short, personal message can be added to each outbound text message using a signature. When you add a signature, the number of characters in the signature counts against the total 160 character limit for text messages. For example, if you add the custom signature "Have a great day." your message can only include 143 characters because there are 17 characters (including spaces and punctuation) in "Have a great day." By default, signature is disabled.

 To create a Customizable Signature:

1. On the main menu, click Settings.
2. In the Settings dialog box, click the Signature tab.
3. Select Include the signature below in my message.
4. In the Custom Signature box, type the appropriate signature.
5. Click Save Custom Signature.

Note: For Premium additional user accounts, the Custom Signature is a global setting for the phone number. Individual users cannot have their own unique Custom Signature.

Inbound Forward

The AT&T Landline Texting Premium Package includes an advanced feature intended for software programmers called Inbound Forward. This feature lets you automatically forward all incoming text messages to a URL that you specify. The inbound messages continue to appear in the AT&T Landline Texting applications. However, a "copy" of each message is forwarded to the specified URL. You can use this feature to forward text messages to your customer relationship management (CRM) system, to a customer database, or to a message archive.
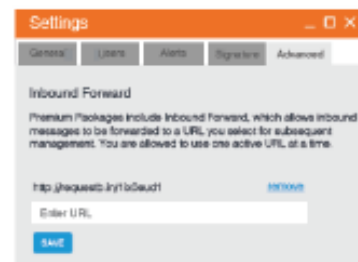
Auto Reply

An automated text message can be sent to anyone who texts into an account. Auto Replies are set for specified days of the week and hours of the corresponding day. The Auto Reply button on the toolbar indicates if the feature is active (On) or inactive (Off). Multiple Auto Replies can be active simultaneously.

 To create an Auto Reply:
1. Click the Auto Reply button on the toolbar or select the Auto Reply option on the Main menu. The Auto Reply window opens.
2. Click the blue +Add button.
3. In the Name this auto reply box, compose a name for the reply.
4. In the Type your auto reply message box, type the appropriate message.
5. Optional: You may edit a created signature. To create a customizable signature, refer to section 3.8.
6. After typing the name and message, click On to enable the Auto Reply.
7. If the Schedule start and stop times are not visible, then click the drop-down menu.
8. Enable the feature for a specific day by clicking the On button.
9. To set the start time, specify the appropriate start time for that day.
10. To set the end time, specify the approriate end time for that day.
11. Repeat steps 6 through 8 for all the days of the week you want to auto reply on.
12. Click Save.

To edit an Auto Reply:
1. On the toolbar, click the Auto Reply button.
2. To display the saved Auto Reply settings, click the one you want to edit.
3. To change the reply message, highlight the current message, type a new reply, and click Save.
4. To change the scheduled times, click the Scheduled start & stop times drop-down to display the current time settings. After making your changes, click Save.
5. To disable but keep an active Auto Reply, click the Off button next to the name.
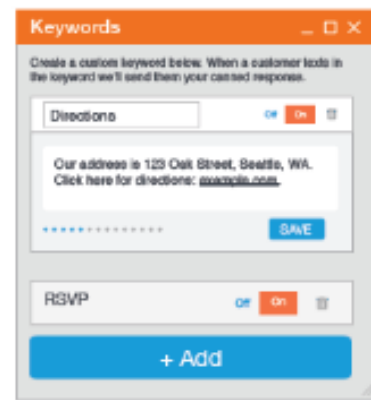
Keywords

Users can choose a specific word that customers can text to their business number and receive a corresponding automated reply. For example, you can create a keyword for the word "directions." When a customer sends a text that is just the word "directions", AT&T Landline Texting can automatically reply with the message you associated with that word. The Keyword button on the toolbar indicates if the feature is active (On) or inactive (Off). Premium package users can create 5 unique Keywords.

 To create a Keyword:

1. Click the Keyword button on the toolbar or select the Keywords option on the Main menu. The Keywords window opens.
2. Click the blue +Add button.
3. In the Enter keyword box, type the name of the keyword. The name is the word customers must text to receive the associated message.
4. In the type your reply message box, type the reply that is sent in response to the keyword.
5. Click Save.
6. The keyword is active when the On button next aato the name is orange.

To edit a Keyword:

1. On the toolbar, click the Keywords button.
2. To display the Keyword message, click in the Keyword box, but do not click the keyword itself.
3. To change the keyword, and keep the same message, highlight the keyword, type a new keyword, and then click Save.
4. To change the message and keep the same keyword, highlight the keyword message, type a new message, and click Save.

To delete a Keyword:

1. On the toolbar, click the Keyword button.
2. Click the trash can icon next to the name of the keyword you want to delete.
3. In the Confirm Delete dialog box, click Yes.