AT&T Landline Texting

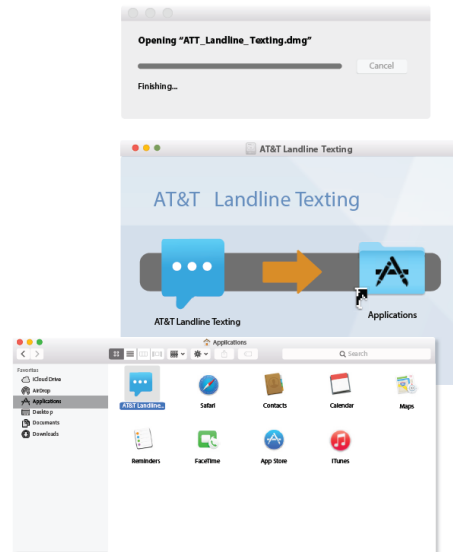## Mac Desktop App
Product Reference Guide

July 2016

The AT&T Landline Texting Mac desktop application enables you to send and receive messages from your desktop without having to log in to the web app. AT&T Landline Texting automatically syncs all of your stored contacts from the web app to the desktop app. The following features cannot be set in the desktop app: Auto Reply, Keywords, Customizable Signature, and Scheduled Texts.

Download the Mac desktop app

1. Go to https://landlinetexting.att.com/apps
2. On the Apps page, click the Download Mac desktop app button.
3. Once the download is finished open the ATT_Landline_Texting.dmg file to start installation.
4. When the installation is finished move AT&T Landline Texting to your system's applications folder.
5. Open the desktop app. The AT&T Landline Texting Log In dialog box opens.
6. Enter your full username that includes your unique user id, the @ symbol, and the text-enabled phone number.

Start the desktop app

When the application is running, an icon appears in the menu bar. If you have logged in successfully, then the AT&T Landline Texting icon appears. If you have not logged in successfully or you are logged out, then the icon appears in grey.
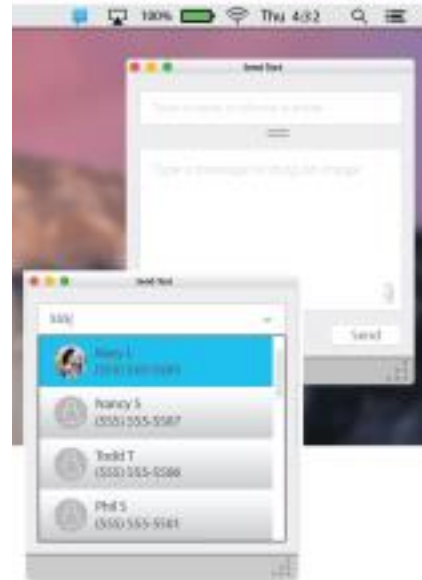
Send a text message

To send a text message:

1. To open a Send Text message box, either:
   - Click the Desktop App icon.
   - Right-click the Desktop App icon to open the Main menu, click New Text.
   - Use the default keyboard shortcut Control + Z
2. To add the message recipient, do one of the following:
   - Start typing the recipient's name or mobile phone number. Select the appropriate contact when it appears in the Contact List.
   - Click the Contact List down arrow and select the recipient from the Contact List.
3. Click in the Type a Message box and type your message.
4. Click Send.

Send a Picture Message (MMS) for Premium accounts

To send a text message and attach an image, you must open a Send Text message box. To successfully send a text message and attach an image, the message does not have to include text. Images have a fill size limit of 750 KB and must be saved to your computer's local drive first before uploading.

To attach an image:
1. Click the Attach Image button (paper clip icon). The Import Image window opens.
2. In the Import Image window, find and select the appropriate image.
3. Click Open. A thumbnail of the image appears in the message box when it is finished uploading.
4. Click Send.
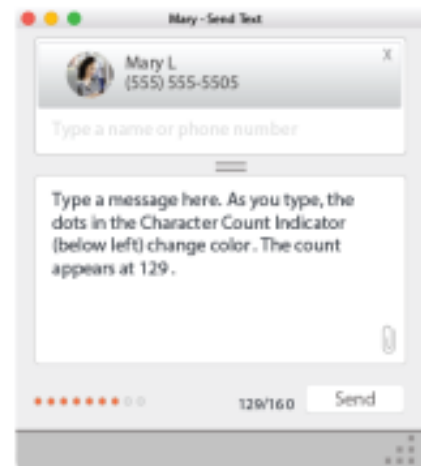
Reply to a Text Message

When you receive a text message, the message appears in the upper-right corner of your screen. The text bubble's background is blue, which indicates that the message is unread. The message remains displayed in the upper-right corner until you do one of the following:
- Reply to the message
- Mark the message as read
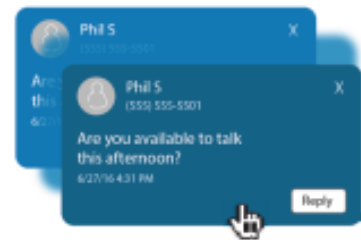- Forward the message
- Delete the message
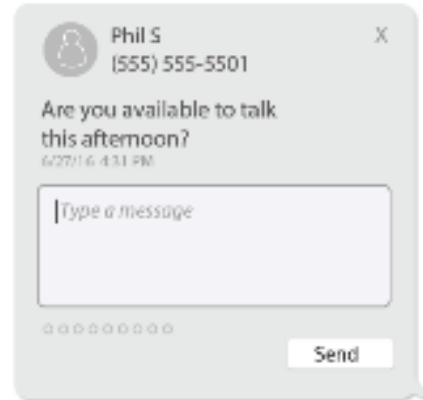
To reply to a text message:

1. When a text message appears in the upper-right corner of your screen, click the Reply button in the message bubble. The Message box opens.
2. Click in the Message box and type your message. Remember, reply text messages have a maximum length of 160 characters.
3. Click Send.

The message is sent and the Message box closes.

Mark message as read

To mark a message as read, move the pointer over the message. The background color changes from blue to dark blue. Then move the pointer off the bubble so the bubble closes by fading-out. Marking a text message as read using the desktop app is a synced action that marks the message as read for all AT&T Landline Texting applications and users for the account.

Forward a text message

You can forward a text message to an existing contact or a new contact. Forwarded messages include the name and phone number of who sent the original text, the message content, and the time stamp of when the message was received.

To forward a text message:

1. When a text message appears on-screen, in the message, click the Forward icon (arrow). The Send Text message box opens.
2. Enter the contact you want to forward the message to.
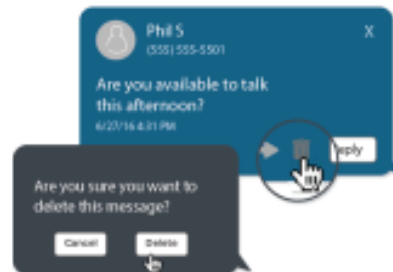3. Click Send.
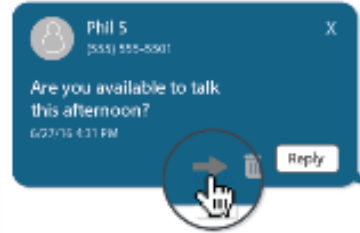
Delete a text message

You can delete a text message. WHEN YOU DELETE A TEXT MESSAGE, THERE IS NO WAY TO RETRIEVE THE DELETED MESSAGE.

To delete a message:

1. When a text message appears on-screen, click the Delete button (trash can) in the message. The Confirm Delete dialog box opens.
2. In the Confirm Delete dialog box, click Delete.

Deleting a text message using the desktop app is a synced action that deletes the message for all AT&T Landline Texting applications.

Using the desktop app main menu

The AT&T Landline desktop application's main menu includes the commands you can use to send text messages, change operating modes, and get technical support.

The commands on the main menu include:

- **New Text**: Click to open a Send Text message box.

- **Open AT&T Landline Texting**: Click to open the AT&T Landline Texting web application.

- **Privacy Mode**: Click to turn-on/off Privacy Mode, which prevents incoming messages from automatically opening when they are received.

- **Support**: Click to send an email message to the Support Team.

- **About AT&T Landline Texting**: Click to see version information for the desktop application.

- **Log Out:** Click to log out of the desktop application. The app continues to operate when you log out.

- **Settings:** Click to open the Settings dialog box and change sound notifications, how text messages close, keyboard shortcuts, or network settings.

- **Exit:** Click to close the desktop app without logging out.
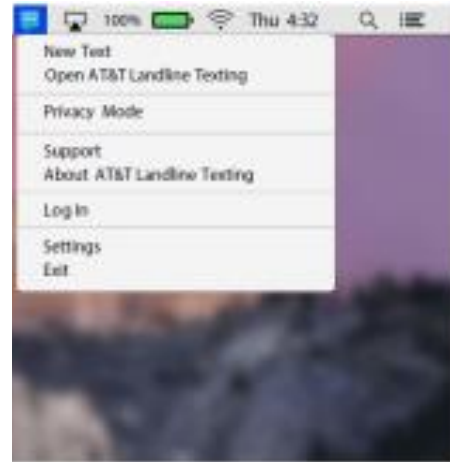
Privacy Mode

You can stop incoming text messages from appearing on-screen by using Privacy Mode. If you receive text messages when Privacy Mode is activated, then the upper half of the Desktop App icon is shaded gray, and a checkmark appears next to the Privacy Mode command on the menu. If you receive text messages when Privacy Mode is activated, then the number of messages you receive is displayed beside the AT&T Landline Texting icon.

To activate Privacy Mode:

1. On the main menu, click Privacy Mode.

Desktop app settings

Click to open the Settings dialog box and change audio notifications, how text messages close, keyboard shortcuts, or network settings.

Sound Notifications

You can use a notification sound so that you can hear incoming text messages. Activating Privacy Mode does not override the notification sound. If you activate Privacy Mode, then you continue to hear incoming message notifications.

To enable/disable Sound Notifications:

1. On the main menu, click Settings.
2. In the Settings dialog box, click the Options tab.
3. Select the Enable Sound Notification checkbox. Or, to disable the Sound Notification, clear the checkbox.
4. Close the Settings dialog box.

View Only Mode

View Only Mode allows you to disable all interactions with incoming text messages including marking as read, reply, forwarding, etc.

To enable/disable View Only Mode:

1. On the main menu, click Settings. The Settings dialog box opens.
2. In the Settings dialog box, click the Options tab.
3. Select the View Only Mode checkbox. Or, to disable this mode, clear the checkbox.
4. Close the Settings dialog box.

Bubble effect display

You can control how the text messages close after you read the text. The message can close instantly or slowly fade out depending on the setting.

To change how text messages close after you mark them as read:

1. On the main menu, click Settings.
2. Click the Display tab.
3. Adjust the Bubble Effect slider:
   - If you want the message to snap closed, then move the slider to the left above the word Disable.
   - If you want the text message to fade-out, then move the slider to the speed you want.
4. Close the Settings dialog box.

Keyboard shortcuts

You can use keyboard shortcuts to quickly perform actions such as open a Send Text message box, send a completed text message, or open the web application.

To change the keyboard shortcut:

1. On the main menu, click Settings. The Settings dialog box opens.
2. Click the Shortcuts tab.
3. For the shortcut you want to change, click the appropriate down arrow and select the shortcut you want.
4. Close the Settings dialog box.
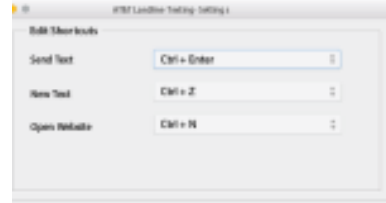
Exit the desktop app

You can exit the desktop application, which means the application closes without logging you out. The app icon is removed from the menu bar when you exit the app. If you restart the Desktop App (before you turn-off the device), then the App starts and you are automatically logged in.

To exit the desktop app:

1. On the main menu, click Exit.
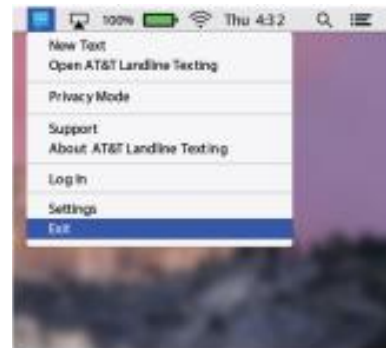
Log out

You can log out of the desktop application and leave the application running. When you log out, the AT&T Landline Texting icon changes to show that you have logged out.

To log out of the desktop app:

1. On the main menu, click Log Out.