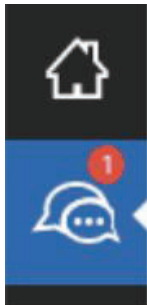


CoreNexa SMS User Guide

CoreNexa SMS is integrated into CoreNexa UC and allows the ability to send, view, and receive SMS from your business number.

To get to CoreNexa SMS, navigate to Messages from the left Navigation pane

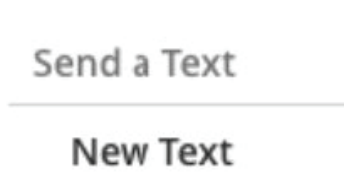


How to send a text

Click on Create New (plus icon)

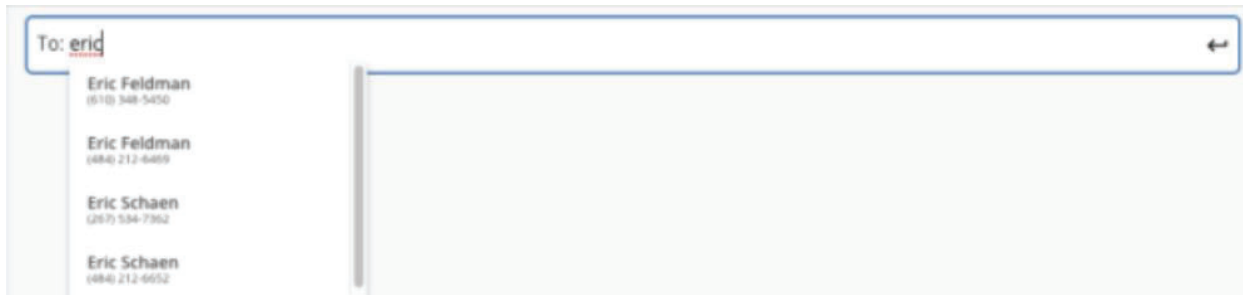


Select New Text





In the **To:** field, start typing the name or number of the person or people you wish to text. As you type, matching entries will display underneath.



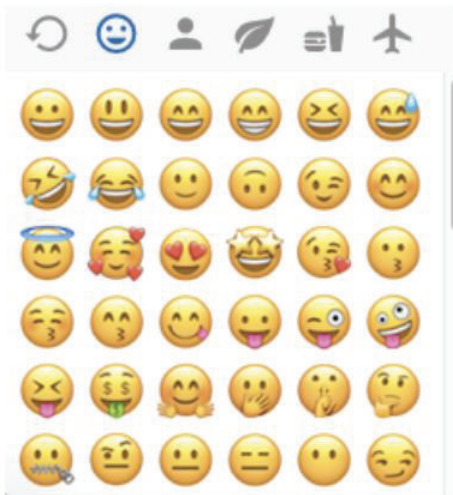
Note: You can add up to 9 people. Hit Enter or press the Enter key on the screen to add people.

Start typing in the Message box and hit enter to send.



Send an Emoji

If you wish to add an emoji, click on the smiley face icon in the message box to select one:



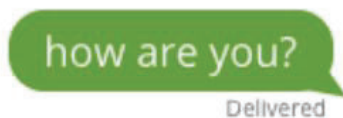


Send an MMS

If you wish to add an image, document, or video, click on the file icon, or simply drag and drop from your desktop. Optionally, you can type a message as well. Hit enter to send.



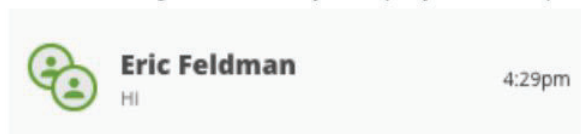
Once a message is sent, a Delivered or Failed message will display next to the message.



How to receive a text

Provide your SMS number to all of your contacts. When people send a text to your number, the message will display in CoreNexa UC.

New messages will always display at the top of the conversation list view and will be bold.





Notifications

The Message left navigation pane will display a count of all unread messages. While in CoreNexa UC, there is also a notification that displays the name or number of the person that sent the text with a preview. Additionally, if you are signed into UC but on a different tab, browser notifications will display as well.

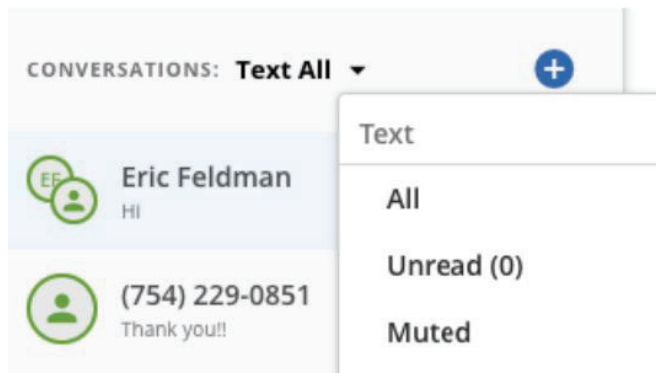
Filtering Conversations

Under Conversations, there is the ability to filter messages by the following:

All - this will display all of your text messages in a single view

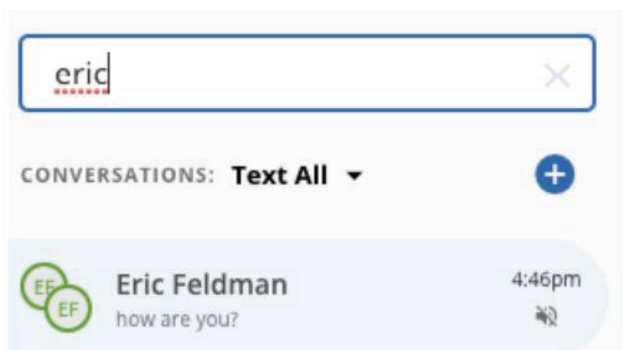
Unread - this will display all of your unread messages along with a counter

Muted - this will display all of your muted conversations



Search Conversations

In the Search box at the top of the screen, you can search by name or phone number. The search encompasses the conversation title as well as participants in the conversation.





Conversation List View

When viewing messages the following will display:

- Conversation coins: text coins will also display in green

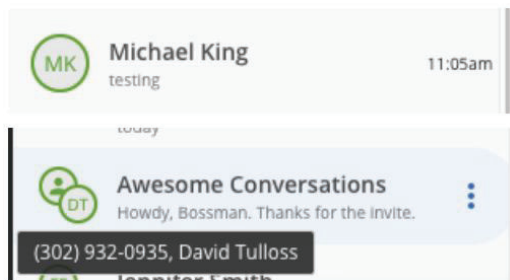
For a one on one conversation:

- Known contacts will display with initials
- Unknown contacts will display with a silhouette of person

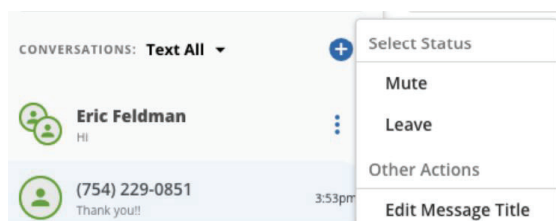
For a Group conversation:

Stacked coins will display always showing the last 2 people that spoke in the conversation
(most recent is always the bottom coin)

- Hover over the coins for group conversations will also display a list of all participants in that conversation
- Contact name (if known) or number
- Message preview with last message displaying
- Time of the last message sent or received



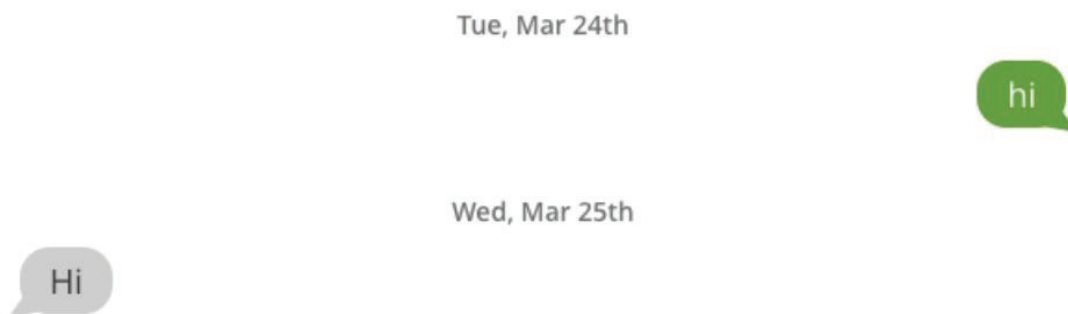
- More Actions (when conversation is selected or hovered over)
- Leave a conversation
- Mute a conversation
- Edit a conversation title



Conversation Details

Upon clicking in an individual conversation, the following will display:

Date Headers appear in the center of the conversation, and will update whenever a new text is sent or received for that particular day



Upon hovering over an individual message, a timestamp will display to show when that message was sent or received



To see a previous message, scroll up to load the message history. The top of the conversation will display all of the participants in the conversation. Simply click on a participant to access an action sheet, which includes the ability to go to their contact card, call them, privately chat them, or start a meeting with them. For an unknown number, there is the ability to create a new contact or add a number to an existing contact. If there are unread messages, a new message line indicator will display so you can see where you last left off.

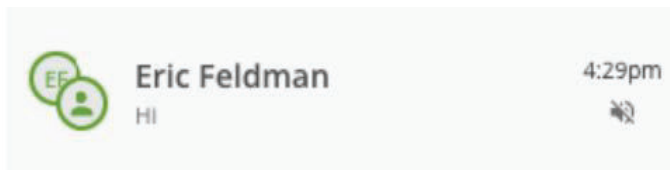


Edit a Conversation Title

- Click on More Actions on a conversation
- Select Edit Message Title
- Enter a new title
- Hit Update
- Clearing out the new title name will revert back to the original title

Mute a Conversation

- Click on More Actions on a conversation
- Select Mute
- A mute indicator will display on the conversation.
- When a conversation is muted, no sounds will be heard or notifications will display
- The unread message count will update and the conversation will turn bold
- To un-mute a muted conversation select Un-Mute from the More Actions menu



Leave a Conversation

- Click on More Actions on a conversation
- Select Leave
- The message will disappear from the conversation list view
- If that person writes back the message will re-display in the conversation listview along with the complete message history

Additional Information

If you have additional questions, please refer to our CoreNexa SMS FAQs or contact CoreDial Support.
