

Business SMS is an optional Add-on service (\$) that, when purchased and enabled, allows a licensed user to send SMS texts to off-net (non-MaX UC) smartphone numbers via the business line linked to their MaX UC application(s).

- To send a Business SMS (short message service) text, use your **Search Bar** to search for an existing contact by name or phone number, select the contact when you find them, and then click the **Chat** icon to begin your conversation.

OR

- To send an SMS text message to a smartphone number that is not in your MaX UC Contacts list, type the 10-digit **Phone Number** in the dialpad field provided and then click the **Conversation** (chat) icon to begin your text conversation.

- Type your text message into the SMS **Chat** box that displays and click **Send**. You may use emojis if you like. Then just wait for their reply and respond as needed. Note: This SMS text service is simple 1:1 messaging.

Tip: Remember to introduce yourself in your first text from MaX UC if you have not yet used your business line to text that contact in the past. This is to ensure that the recipient knows who has messaged them from a new phone number.

AND

If your contact also has **MaX UC**, and you have a mobile phone number you assigned to them in **Contacts**, you can freely switch between sending an IM and an SMS to that contact within the same chat window using the drop-down selection tool.

This means you can use both methods to communicate with that contact and see the full chat history between your on-net IMs and off-net SMS texts while working in your MaX UC application(s).

IMs will be highlighted in **blue**, and Business SMS texts will be highlighted in **green**.

