Short Message Service

Handle Business Communications **from** **Virtually Anywhere**

FAQ: ICLOUDCONNECT SMS

iCloudConnect SMS opens up an essential channel for you to connect with your customers.

In an increasingly mobile workplace, having ways to quickly communicate and collaborate with customers and coworkers from anywhere is more important than ever.

iCloudConnect SMS opens up an essential communications channel that allows you to send text messages, photos, videos, and documents quickly and easily — all from your business number, protecting your personal information and projecting a more professional appearance.

How do I send a text message?

Click on Messages in the left navigation pane within iCloudConnect UC. Then, from the Create New icon, select New Text.

How do I know if my message was delivered?

Upon sending a message, a Delivered or Failed notification will display underneath the message.

Does iCloudConnect SMS support emojis?

Yes. While typing a message, click the smiley face emoji, and a menu will pop up so you can select an emoji to insert.

Does iCloudConnect SMS support MMS?

Yes, you can send images, videos or documents within a message.

What are the files supported for sending and receiving MMS?

The following file types are supported for sending and receiving MMS.
- Images: jpg/jpeg, png, gif, bmp, tif /tiff, svg
- Videos: 3gp, mp4, mpeg, flv, wmv, mov, avi
- Documents: vcf/vcard, zip, rtf, html, txt, pdf

How do I receive a text?

There is nothing that you need to do to start receiving SMS texts. Simply hand out your SMS number and you can start receiving texts within iCloudConnect UC.

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Is there a limit to the number of recipients I add to a message?

You can add up to 9 additional participants.

Is there a maximum number of characters that I can send per message?

Yes, there is a limit of 1,000 characters per message.

Can I block numbers from sending me a message?

The option to exclusively block SMS or MMS is currently NOT available.

What devices can I use for sending and receiving SMS / MMS?

To send/receive texts, you will need to use iCloudConnect UC, a browser, and an internet connection.

Is there a way to view date & time sent/received for a particular message?

Simply hover over any message and you will be able to see the date and time sent/received.

In an increasingly mobile workplace, having ways to quickly communicate and collaborate with customers and coworkers without the need for a voice call is more important than ever.

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Will I receive notifications for a new incoming text?

While in iCloudConnect UC, you will receive in-app notifications. If you are logged into iCloudConnect UC but on another tab, you will receive browser notifications and unread message counts.

Can I rename a text conversation?

Yes, once a conversation has started you can click on the message title to rename the conversation.

How do I leave/mute/unmute a conversation?

When you hover over a conversation, you will notice three dots for More Actions. Simply click on the three dots and an action sheet will appear. Select "Leave" to leave a conversation, or "Mute/Unmute" to mute a conversation.

How can I view previous message history within a conversation?

When viewing a conversation, simply scroll up to load previous messages.

Where can I track my customers' SMS usage?

You can monitor the number of inbound and outbound SMS messages sent/received by your customers by accessing the SMS Usage report in Account Manager, under Reports > Activity > SMS.

Is there a way for multiple users to share a number?

Currently, only one user can be assigned to a number. In a future release, we will introduce shared numbers. With shared numbers, multiple users will have the ability to send/receive from the same number. We anticipate metered SMS/MMS pricing will apply to this feature.

Is there a way to send/receive messages from the iCloudConnect Mobile app?

Initially, iCloudConnect SMS will only be available for iCloudConnect UC. Shortly after release, we will offer the same functionality within the iCloudConnect mobile app.

Does iCloudConnect SMS work with any number?

Upon launch, any new or existing domestic telephone number (TN) serviced through Bandwidth can be SMS enabled. Channel partners may port numbers over to Bandwidth, or wait until we enable the "hosted messaging" feature, whereby any TN may be SMS enabled for a small monthly additional fee (in addition to the $3/mo/TN fee).

I'm having issues sending/receiving messages.

Please reach out to iCloudConnect Technical Support with any questions or issues.