



# TextBetter User Guide

Last Updated: August 2020

# Congratulations

Installation is complete, and you are now able to send & receive texts from your landline telephone number.

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## ACCOUNT ADMINISTRATION

### Enterprise & Business subscribers

Your organization has access to several product enhancements that are customizable and therefore, managed internally, by a designated company administrator.

### Team subscribers

As a small team, we recognize you may not need custom functionality at a larger scale – and that's okay. Please direct ad hoc. requests & inquiries to our Support Team. We are always happy to help!

### Key Benefits

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A company administrator is a designated member of your firm tasked with managing user settings & features across your organization.

Key benefits include:

- » User preferences are consistent
- » Individual communications are cohesive
- » Compliance requirements are monitored & reinforced

# Our Contact Information

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## Support Team information & business hours:

To schedule a call with a member of our support team, [click here](#). We can have a quick chat when it's convenient for you.

Mon.-Fri. 9AM-5PM CST

T: 1800-322-1112

E: [support@textbetterinc.com](mailto:support@textbetterinc.com)

# Getting Started

## Sending texts from your landline telephone number

1. Open a new email using the email account paired with your landline telephone number. In the “To” field add the recipients 11-digit mobile phone number followed by @textbetter.com:  
 [1] + [area code] + [mobile number] @textbetter.com.
2. Skip the subject line. It will not be included in your message.
3. Type your message and send. Remember, only the first 306 characters will be sent.

From ▾ Cc Bcc

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1 To 1516656555@textbetter.com

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2 [Subject lines will not be included]

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3 Hi Stacey, did you get my text?

Regards  
Jonathan Smith  
CEO, ABC Company

Rich text toolbar: A A B I U A A [bulleted list] [numbered list] [left align] [right align] [center align] [justify] [link] [unlink]  $x^2$   $x_2$  abc ▾

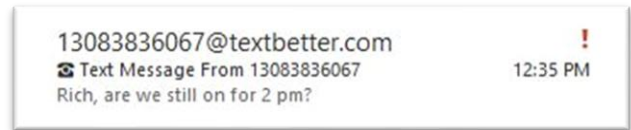
Buttons: Send Discard [attach] [insert image] [insert emoji] [insert video] [insert link] [insert text]

Ok, but what about my signature block?

We got it covered. Our technology automatically recognizes and removes your signature block, along with common salutations such as “Regards,” or “All the best,” – [click here](#) for details.

## Receiving text messages from your landline telephone number

Text messages sent to your text enabled landline will appear in your email inbox as shown here:



Pro-tip: use our [phonebook feature](#) to automatically display your senders name; as shown in here:



## How to send & receive picture messages

To Send: If you subscribe to MMS, simply upload the image as an attachment to your email – do not embed it in the body of the email. You can include a written note by typing a note into the body of your email.

To Receive: If you subscribe to MMS, any pictures sent to you over text will appear as an email attachment.

### Image Requirements

*These only apply when sending picture messages.*

Size: 12 KB & under is ideal, over 512 KB will be resized, over 2.5 MB will not be sent.

Compatible File Types: .gif, .jpg, .jpeg, .jpe, .bmp, dib, .jfif

## How to create an alert for incoming texts

Outlook users can create an alert (audible ring) any time their landline number receives an incoming text – just like your mobile phone. Please see visit our [resource library](#) (located on the TextBetter website) for step-by-step instructions.

## How to text multiple recipients (<10)

You can send a single text to up to 10 recipients at a time – simply separate each number in the “To” field with a semicolon; just like you would email.

Your message will be sent to each recipient individually, creating a 1:1 conversation (between you and the recipient) that is private.

Texting More than 10 Recipients: this functionality is only available to Enterprise and Business Subscribers. [Click here](#) for details.

### Ok, but can I send a group text?

While you can text message multiple recipients at once, the conversation between sender & a recipient is private –just like when you BCC (blind carbon copy) a group of contacts on an email.

If you are interested in creating a group chat, call us. Our support team can help personalize the right solution for you.

## How to remove your signature block

TextBetter is designed automatically to exclude your signature block, as well as your company disclaimer message, from any message you send over text. It works by treating defined words or symbols as stop commands – ultimately telling your email to ignore (or “stop reading”) any text or symbols thereafter.

See Figure 4 for a list of active (default) stop commands. These are customizable and can be changed at any time by your account administrator.

Figure 4

### Stop Commands

*Best Wishes, Respectfully yours, Kind Regards, Cheers, With anticipation, Thanks, Kind thoughts, Sincerely, All the best, Sent from, Write soon, Regards, Happy Connecting, Thanks, From: Adieu, ] = force a system to stop*

# Details on Product Enhancements

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## How to send a mass text

Depending on your use case, users can achieve this at any time using any of the features outlined below.

As with all of your text conversations, mass texts are delivered to each recipient individually, creating a 1:1 conversation that is private and easy to manage. –just like when you BCC (blind carbon copy) a group of contacts on an email.

1. The SMS Marketing Wizard allows you send personalized texts to multiple recipients at once, like appointment reminders & thank you notes.
2. Distribution lists allow you send a single text to designated group of recipients – great for special announcements or internal notifications, like an office closing or storm warning.

## How to use distribution lists

A distribution list is a designed group of contacts and, much like an email distribution list, they can be saved, updated and used again & again by any member of your organization with access to TextBetter.

To create a distribution list, please contact your [account administrator](#).

### Sample use case for distribution list

Business Need: After New York City is hit by a nor'easter, management sends the below text to their employees in the New York Office.

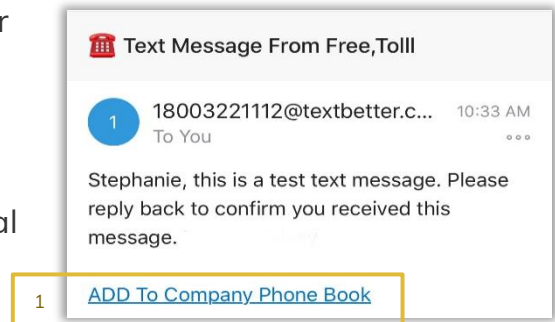
Desired Message: NYC Office closed tomorrow through Friday. Stay safe. Contact HR for assistance HR@abccompany.com.

## How to use the phonebook feature

The phonebook feature allows you to easily store customer information – just as caller ID works on a mobile phone. It is also shared across an organization, ensuring that every contact entered is available to all users.

You can update your phonebook at any time, using either of the following methods:

1. Directly from your iPhone or Desktop email: after you receive a text from an unknown sender, click on the “add to phonebook” link – located in the bottom of the email.
2. From your account page (mass upload or manual entry): click on the “Phonebook” button located on the top menu bar of your account page. Here, you can add/edit contacts manually or upload a large spreadsheet.



## How to create automated responses

Just like email, you can schedule an auto-response to any text message sent to your landline number during a designated day and time.

To activate your auto-response, send an email to your [account administrator](#).

- » Please include content and desired schedule (with time zone) for each message.
- » As a reminder, your auto-response cannot exceed 130 characters.

### Sample out of office auto-response

Desired Schedule: Mon.-Fri. (5PM CST-9AM CST); Sat.-Sun. (all day)

Desired Message: Hi this is TextBetter. We received your text after hours. A specialist will be in touch as soon as we are back in office: Mon.-Fri. (9AM CST-5PM CST)

### Sample confirmation auto-response

Desired Schedule: Mon.-Fri. (9AM CST-5PM CST)

Desired Message: Hi this is TextBetter. We received your text and a specialist will be in touch to assist shortly. Stay tuned!



## How to create Key Words

Keywords enable you to create custom, automated responses based on designated key words. – So rather than ‘scheduling’ a text, responses can be triggered by any number of keyword(s).

To enable keywords, send an email to your [account administrator](#).

### Sample use cases for keywords

Keyword	Response	Business Need:
Address	123 Atlantis Avenue, Chicago, IL – entrance is on Sangamon Street.	High traffic locations – like restaurants, healthcare offices, etc.
Hours	Our office hours are Mon.-Fri. (9AM CST-5PM CST)	Customer service industries/organizations – like veterinarian clinics.
Apply	Pls fill out an application here: <a href="http://www.applytextbetter.com">www.applytextbetter.com</a>	Businesses with significant hiring needs – like retail stores.