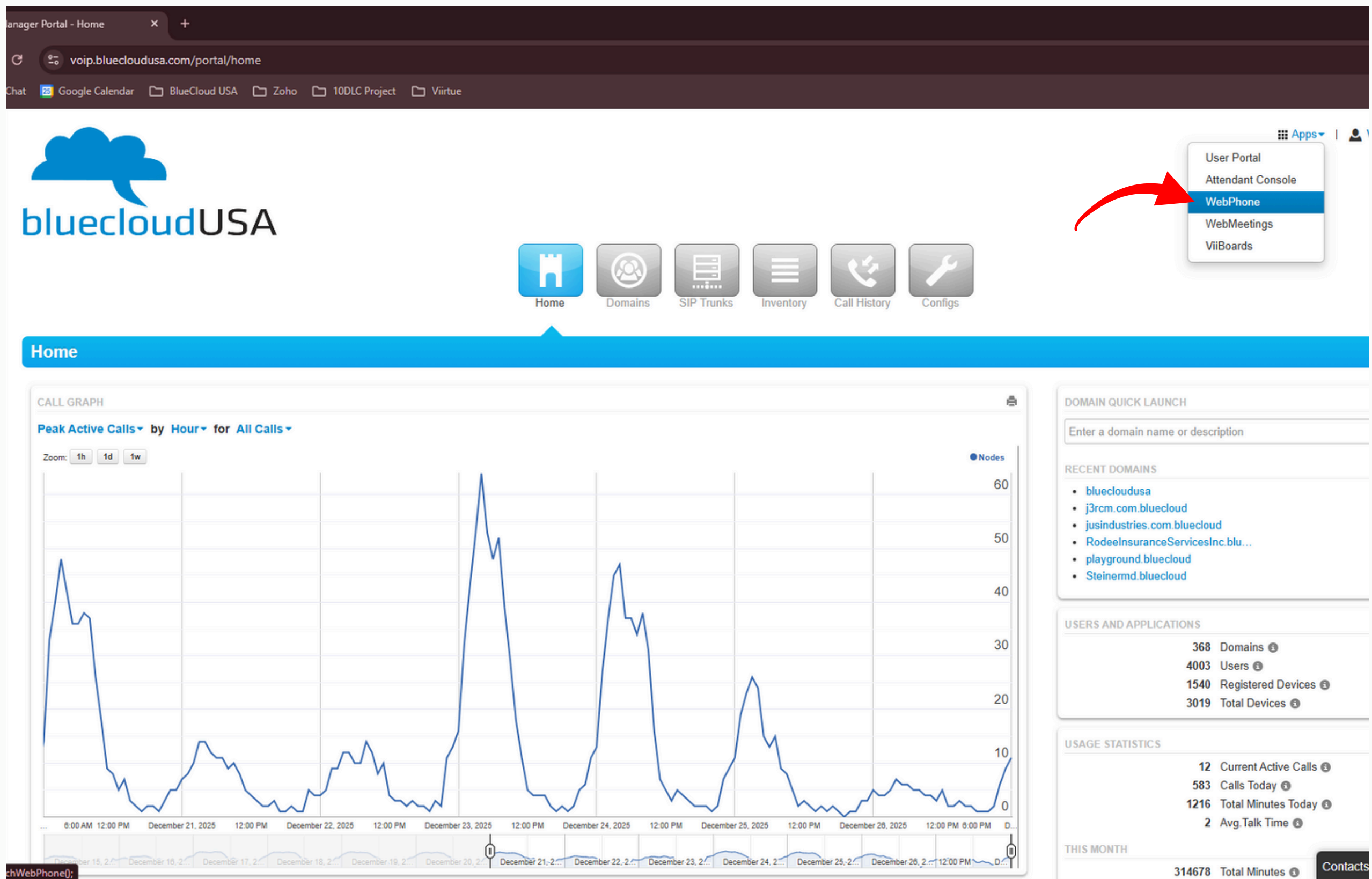




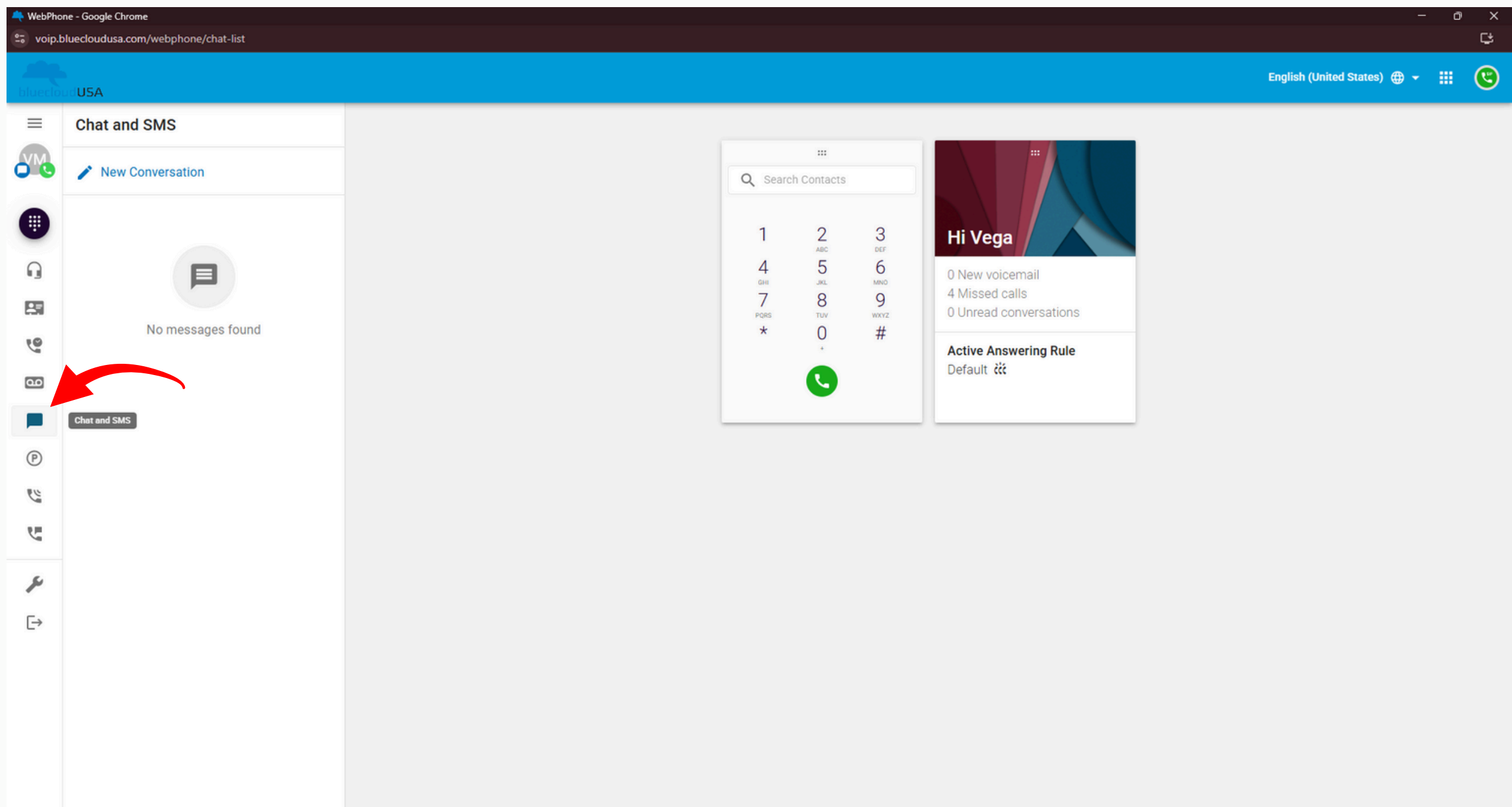
SMS/Chat User Guide

- Log in to the **BlueCloud Manager Portal**.
- In the top-right corner, click **Apps**.
- Select **WebPhone**.
- Confirm you see the status **Registered** (green indicator).

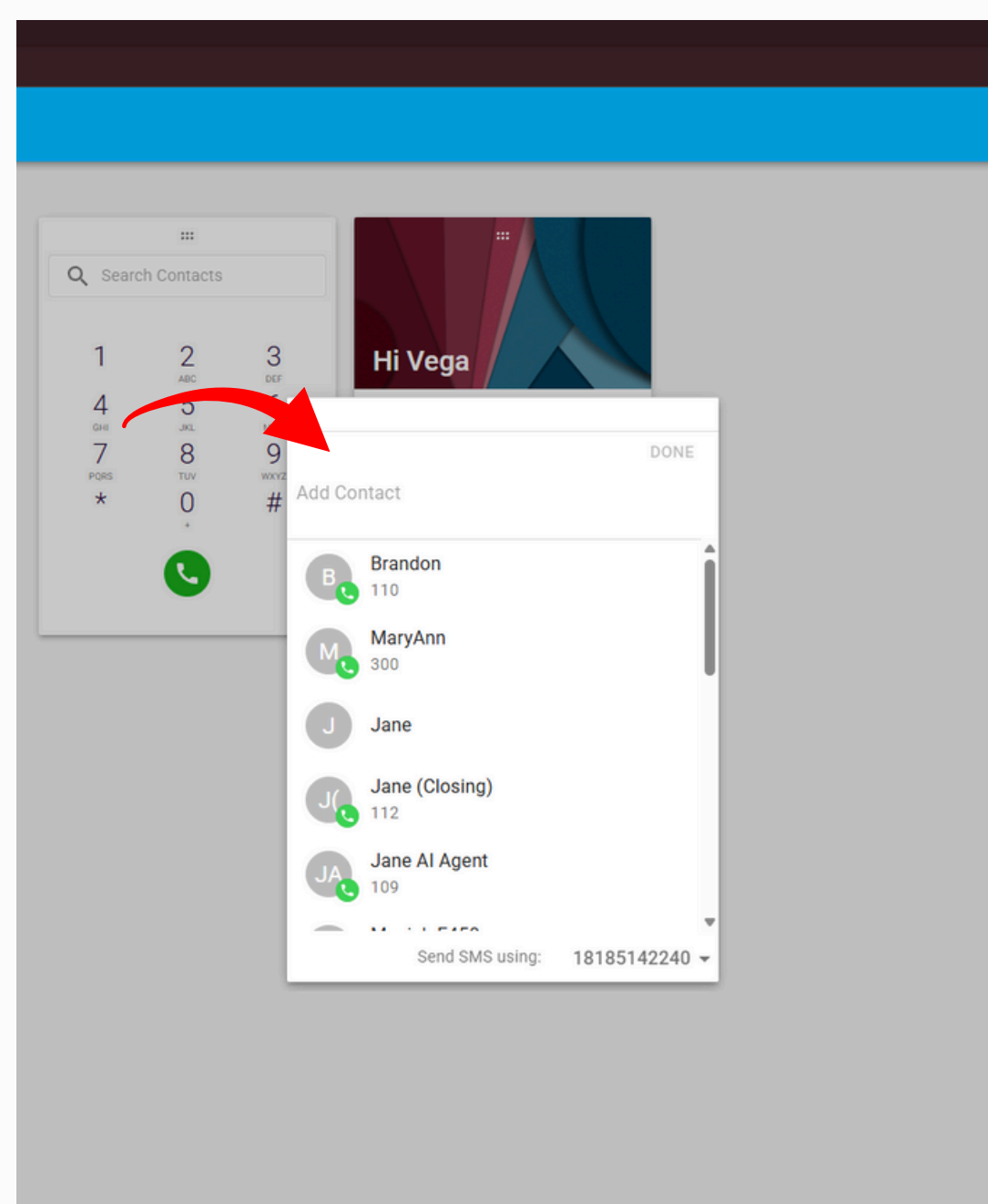
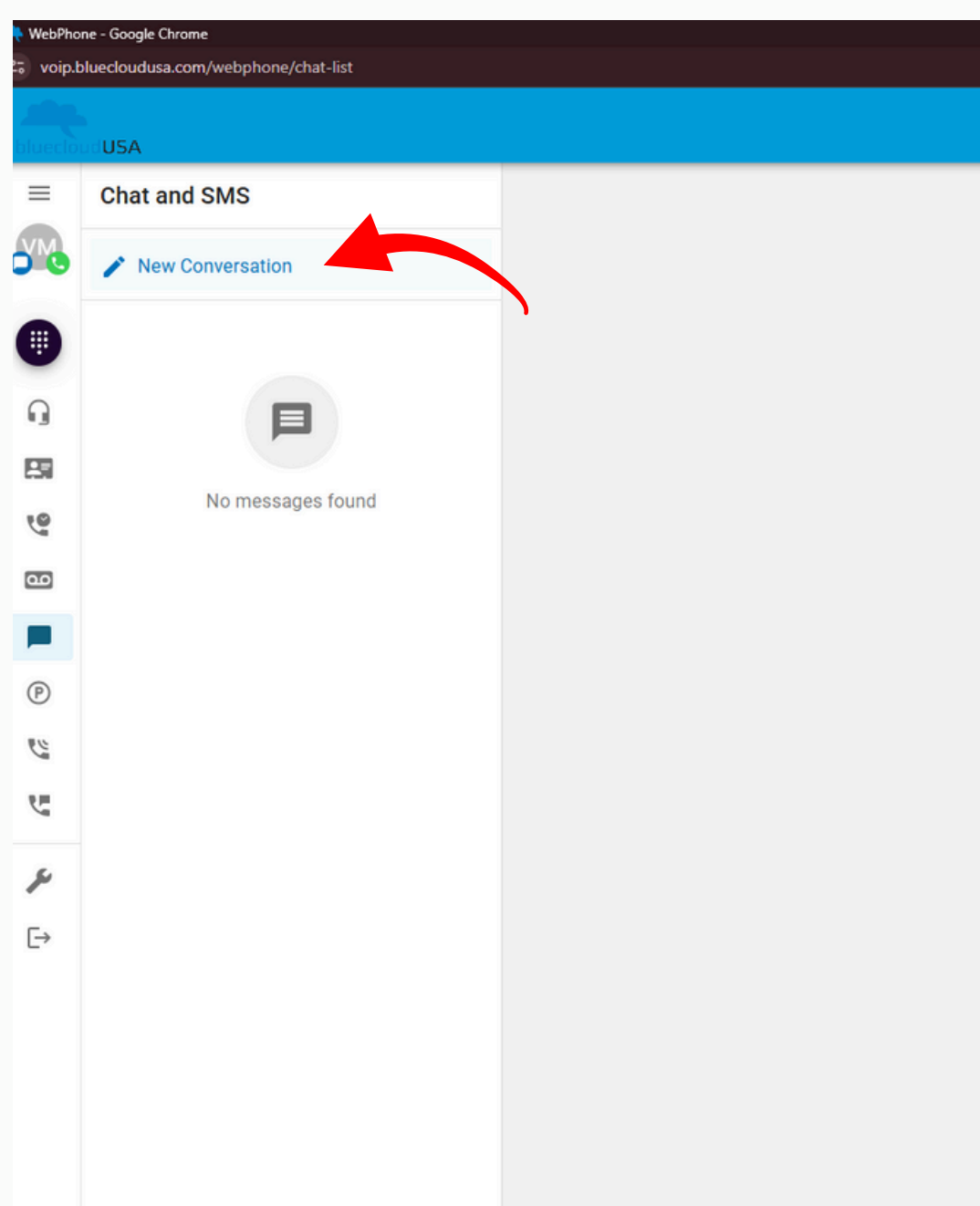


The screenshot shows the BlueCloud Manager Portal WebPhone interface. The status is 'Registered' (green indicator). The interface includes a 'Chat and SMS' section with a 'New Conversation' button and a 'DIAL PAD' with a search bar. A 'Hi Vega' profile card is visible, showing 0 New voicemail, 4 Missed calls, and 0 Unread conversations. The 'Active Answering Rule' is set to 'Default'. A red arrow points to the 'Registered' status indicator in the top right corner.

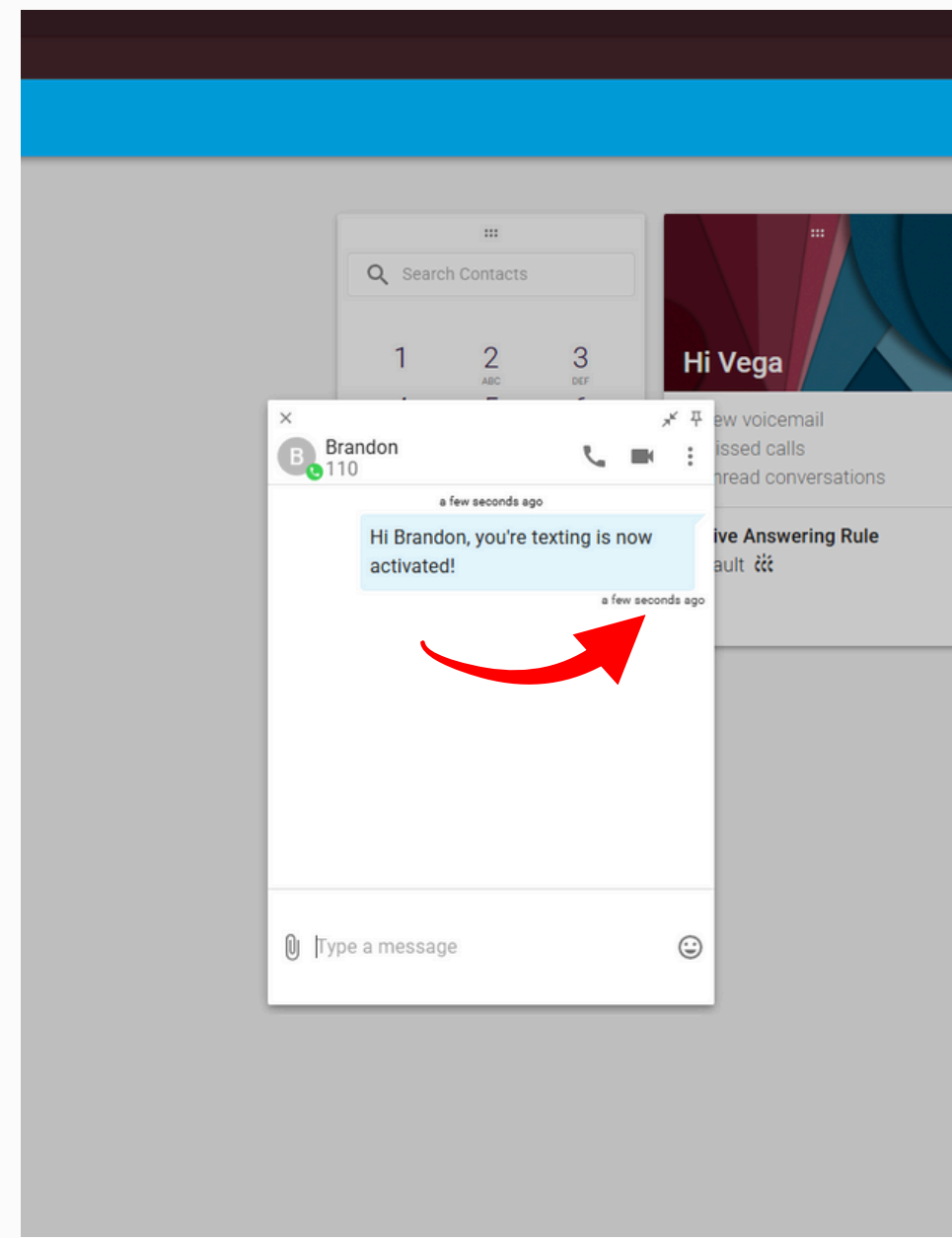
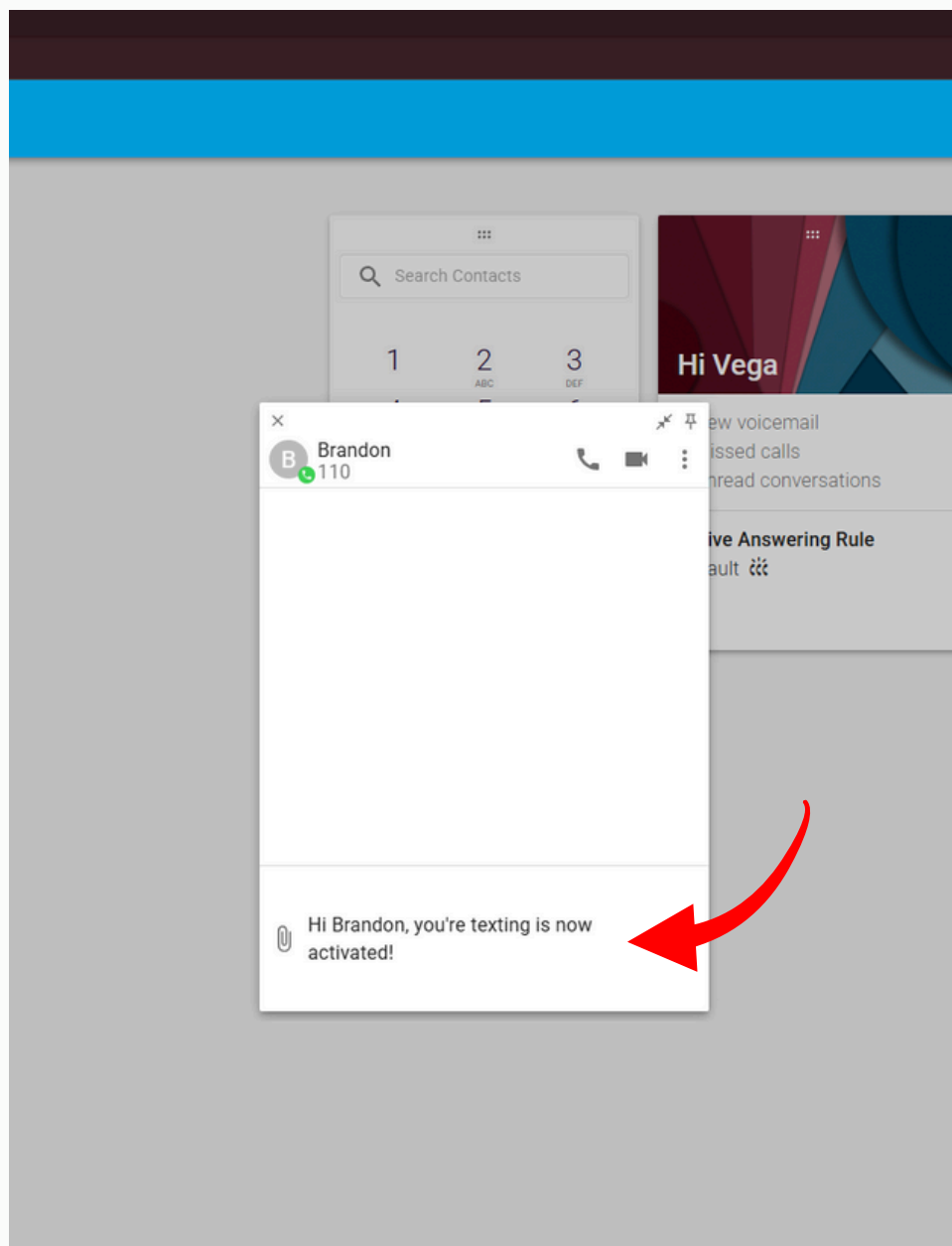
- In WebPhone, click the **Chat and SMS** icon on the left sidebar.
- You'll see:
 - A list of conversations (left)
 - The keypad and your user card (center/right)



- Click **New Conversation**.
- A contact selector window will appear.
- Search for or select the contact (example: Brandon – ext 110).
- Click **Done**.



- Click into the message input field at the bottom of the chat window.
- Type your message.
- Press **Enter** or click the send icon.
- Once sent, your message will appear in the chat with a timestamp.



- Incoming messages will appear in the conversation list on the left.
- Click the contact name to open the thread.
- Reply directly in the same message box.

