



TalkAnywhere SMS Pro Guide



If you need further assistance, please have an administrator create a ticket at myaccount.cyberlynk.net. Once we receive the ticket one of our representatives will get back as soon as possible to help with any of your phone system needs.


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Overview

TalkAnywhere SMS Pro is a Short Message Service (SMS) messaging service provided by CyberLynk Network, LLC. It is for use by clients for legitimate, lawful business messaging purposes.

This guide will go over several areas of TalkAnywhere SMS Pro. Further details and help can be found through the in app guides. To locate the guides click on the  next to the title of the current section at the top of the messaging system once you are logged in.



We're here to help! If you have any questions about this or any other process please have an administrator reach out to us at myaccount.cyberlynk.net.

Usage Guidelines

- Only send URL and/or telephone number content that is within the scope of registered campaigns. Do not use any public URL shortening services such as ""tinyurl"", ""bitly"", or similar. There is a 160 character limit.
- Do not send messages related to sex, hate speech, alcohol, firearms, or tobacco.
- Leave in place the keyword activated ""HELP"" canned response messages created by CyberLynk Network, LLC.
- Employ an ""Opt-In"" method for obtaining contacts for The Service. Promptly honor any ""Opt-Out"" requests received by contacts engaging with The Service.
- Client hereby affirms that they have reviewed and agree to be held responsible for compliance with the CTIA Best Practices:
<https://www.ctia.org/the-wireless-industry/industry-commitments/messaging-interoperability-sms-mms>
- The Customer further acknowledges that violations of this agreement may result in the suspension or termination of SMS enabled phone numbers, and agrees to reimburse The Provider for any charges, fees, or fines incurred AND any labor charges related to any violations of this agreement or CTIA Best Practices, or any repeat behavior that generates third party complaints to The Provider.

Important Reminders About Using This Application

- Clients are held responsible for operating within the scope of their registered SMS campaigns and use cases while using TalkAnywhere SMS Pro.

Client also agrees that they will respond to and cease any activities which violate the agreement, are found to exceed the message quantity limitations allocated to them, violate the designated use case of registered campaigns, or incur any complaints from other customers or carriers, at the sole discretion of CyberLynk Network, LLC.

Accessing TalkAnywhere SMS Pro

Web Application

TalkAnywhere SMS Pro can be accessed through your web browser by going to:
<https://messaging.talkanywhere.net>

Mobile Applications

You can either go to Google Play or App Store to download the application to your mobile device.



Number Switcher

The number switcher allows you to toggle between your phone number and other numbers that have been shared with your account. Depending on what number you would like the conversations/messages to be from this is where you would select the correct phone number.

To change phone numbers

- Select the current phone number listed
- From the drop down list choose the phone number you now want to use
- The new phone number will now appear



If a phone number is not listed then please have your company representative reach out to us through the Account Management Portal at myaccount.cyberlynk.net.

Opt-in Status

Each contact has an opt-in status, which defaults to "opted-in." The opt-in status of a contact controls the ability to use automated features of the application including but not limited to:

- Blasts & Contact Lists
- Drip Campaigns
- Reminders

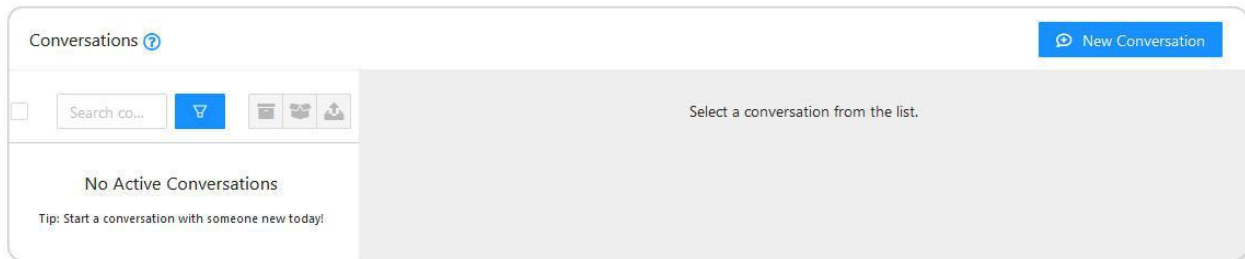
A recipient can opt-out or decline by typing in STOP. This will be detailed in the consent message they will receive the first time a message is sent.

Consent Message Status

A consent message is sent out the first time a message is sent to a new phone number. It generally contains information identifying the sender, notifying the recipient of your intent to communicate with them via text messaging and providing them an option to opt-out (e.g. Reply STOP to unsubscribe.).

The consent message has been configured by CyberLynk Network, LLC. If any changes or modifications need to be made please have your administrator create a ticket at myaccount.cyberlynk.net indicating the modifications that are needed.

Conversations



The conversations page of the application is where you will spend most of your time communicating with your contacts.

Reminder(s):

- Clients are held responsible for operating within the scope of their registered SMS campaigns and use cases while using TalkAnywhere's SMS Pro.
- Only send URL and/or telephone number content that is within the scope of registered campaigns. Do not use any public URL shortening services such as "tinyurl", "bitly", or similar.
- Do not send messages related to sex, hate speech, alcohol, firearms, or tobacco.

Active Conversations

There are three types of active conversation messages

- **Inbound** messages are identified with a gray background.



- **Outbound** messages are identified with a blue background.



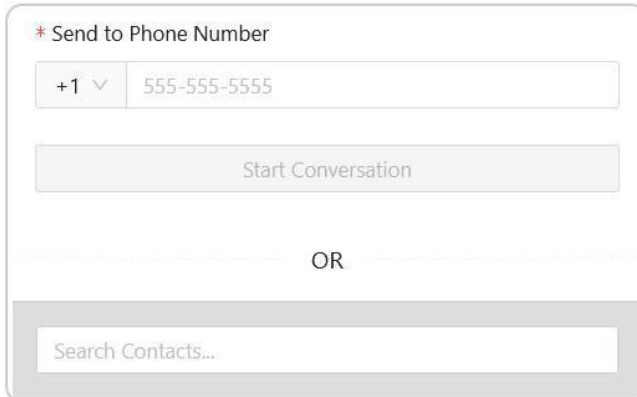
- **Notes** are identified with a yellow background.



Start a Conversation







Below are the steps to begin a new conversation

- Select Conversations on the left hand side.
- Select the New Conversation button .
- Enter in the phone number or do a search for an existing contact within the Search Contacts field.



- A messaging window will appear.



- Compose your message in the Compose window.
 - To add an attachment select the paperclip icon .
 - To insert a canned response select the arrows icon .
 - To apply a drip campaign select the drop icon .
 - To configure a signature select the edit icon .
 - To add an emoji select the emoji icon .
- Send your message by selecting the Send icon .
 - If a new phone number, a consent message will be sent along with your message with the option to opt out by typing in STOP.
- The message will then be delivered to the phone number.
- You will be able to see the conversation in the conversation window

Notification that a message has been sent to you and locating it

There are multiple ways you will see a notification that a message has been sent.


- Your browser tab will put a notification in the title of the browser window.



- A popup window will appear if you have allowed permission within your browser.

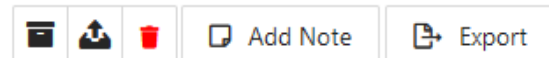





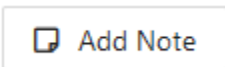
Reading conversations

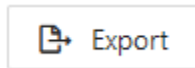
- Open your TalkAnywhere SMS Pro browser window
- Select Conversations on the left hand side.
- There will be a dot next to the new message 
- Click on the message to read it

Conversation Options

At the top of a conversation window you will see the following options in a toolbar.



-  Archive the conversation - It is important to archive inactive conversations in order to maintain the best performance and user experience. When a conversation is archived, all message history is retained, but the conversation will be hidden from the active conversation list. To locate a conversation you will need to do a search for it.
-  Mark it as unread - This will put a dot next to the conversation to help draw your attention to it
-  Delete the history - You can delete individual conversations by choosing the Delete option. This will delete all messages for this conversation and is NOT reversible.
-  Add a note - You can add notes into the conversation by selecting this button.



Export the conversation - You can specify a date range and choose CSV or HTML as the export file

Group Conversation

Start a group conversation by selecting multiple contacts. You will then be prompted to name the new individual contact or group conversation. If the group already exists, select the "Open Conversation" button that will appear to access it.

To create a group conversation

Select the New Conversation button.



Select the recipients.

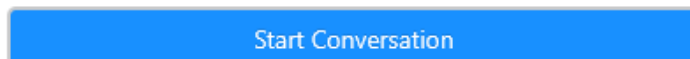
* Pick Recipient(s)

Name the group.

Name this Group

Groups with no name will display the participant names/ numbers

Select Save Conversation.



MMS

You are able to send and receive Multimedia Messaging Service (MMS) messages. MMS messages are currently limited to pictures and video in this app but will be updating it with better file support in the near future.

Select the Paperclip icon  from the message composer section to attach a media file.


Contacts

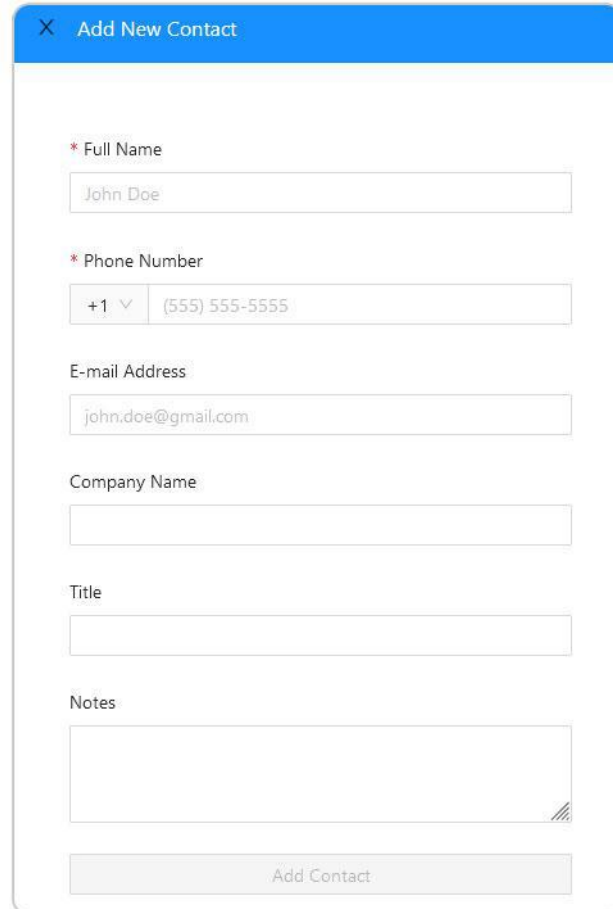
You can create, edit and delete contacts and lists within the Contact Section.

Contacts

The contacts window allows you to manage your contacts and details like opt-out and consent message status, import in bulk, and more.

Adding a Contact

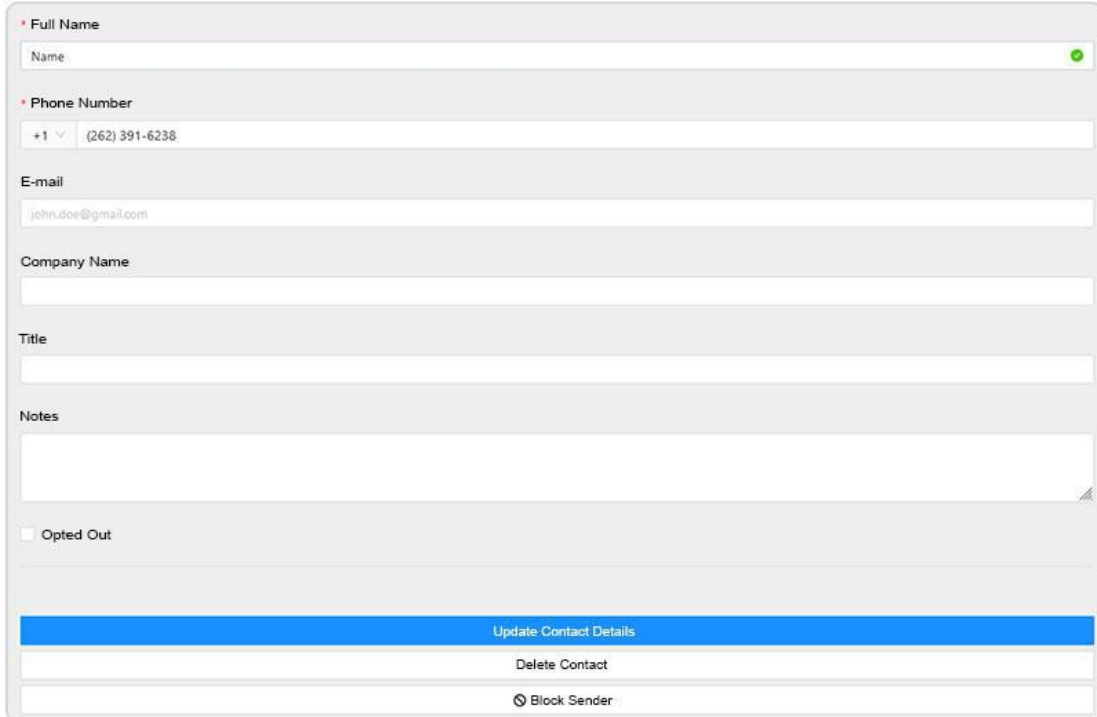
- Select Contacts on the left hand side and then Contacts.
- Click New Contact button  from the top right of the window.
- A popup window will appear
- Enter in details, being sure to complete all required fields, denoted by a red asterisk.
- When all required fields are complete, click "Add Contact"



The screenshot shows a 'Add New Contact' popup window with a blue header. It contains several input fields: 'Full Name' (with a red asterisk) containing 'John Doe', 'Phone Number' (with a red asterisk) containing '+1 (555) 555-5555', 'E-mail Address' containing 'john.doe@gmail.com', 'Company Name', 'Title', and 'Notes'. A grey 'Add Contact' button is at the bottom.

Editing a Contact

- Select Contacts on the left hand side and then Contacts.
- Choose the contact that you would like to edit from the list on the left.



- Edit any details, being sure to complete all required fields, denoted by a red asterisk.
- When all required fields are complete, click "Update Contact Details" **Note:** Choosing to edit the "Opted out" checkbox manually will permanently opt this contact out, until the contact replies back with START or UNSTOP. We cannot manually reverse a request to opt-out .

Deleting a Contact

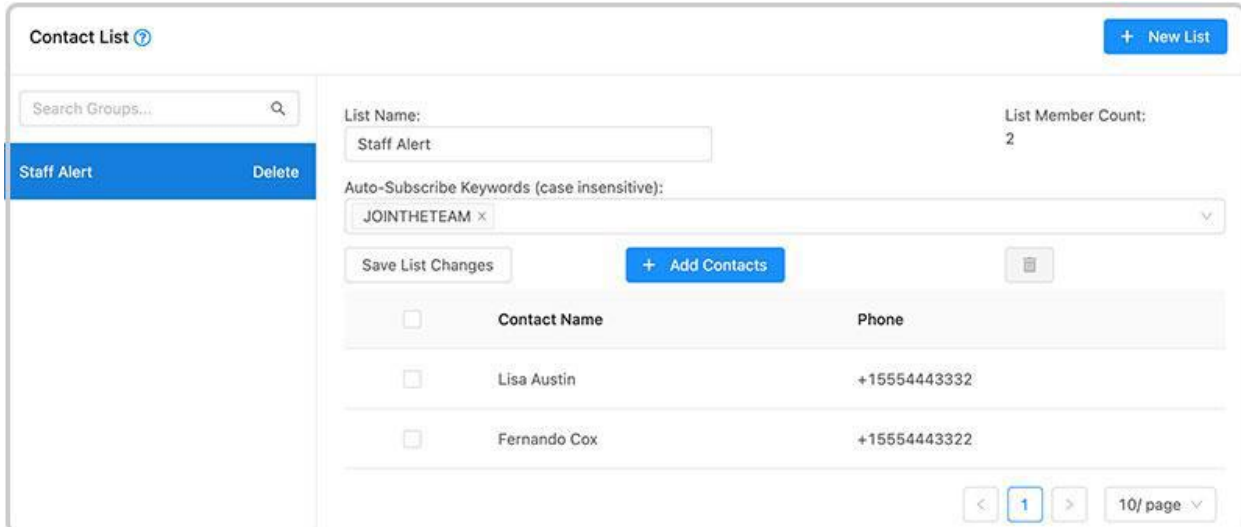
- Select Contacts on the left hand side and then Contacts.
- Locate the contact from the contact list on the left.
- Next, choose the "Action" dropdown for that contact.



- Choose the Delete option to be prompted with a confirmation that you would like to delete the contact.

Lists

Contact lists allow you to segment your contacts when sending Blasts. Some users and account types may have this feature disabled by their administrator.



Contact List + New List

Search Groups...

Staff Alert Delete

List Name: List Member Count: 2

Auto-Subscribe Keywords (case insensitive):

Save List Changes + Add Contacts Remove 0 Contacts

<input type="checkbox"/>	Contact Name	Phone
<input type="checkbox"/>	Lisa Austin	+15554443332
<input type="checkbox"/>	Fernando Cox	+15554443322

< 1 > 10/ page

Create a List

- Select Contacts on the left hand side and then Lists.
- Click New List button + New List on the top right of the screen.
- Enter a name for the list and click "Add List"
- The list will now appear on the left hand side
- Click on the name of the list you just created
- In the Auto-Subscribe Keywords field type in keywords that will automatically subscribe contacts when those keywords are present in incoming messages.
 - Keywords should be a single short word. Received messages will only trigger a keyword if the entire message exactly matches the keyword.
 - For example, the message "Please subscribe me to promotional notifications" will NOT trigger the keyword "promotion".
- Select Add Contacts button to add existing contacts to the list.
- After making any changes, be sure to click the Save List Changes button.





Canned Responses

Canned responses are pre-written messages that you can use as replies to common inquiries, as away messages and as automatic replies to keywords. You can also create your own canned replies.

Very important! There is a Mandatory Help Message within the Canned Responses section. Do not remove this message. This needs to stay active on the account.

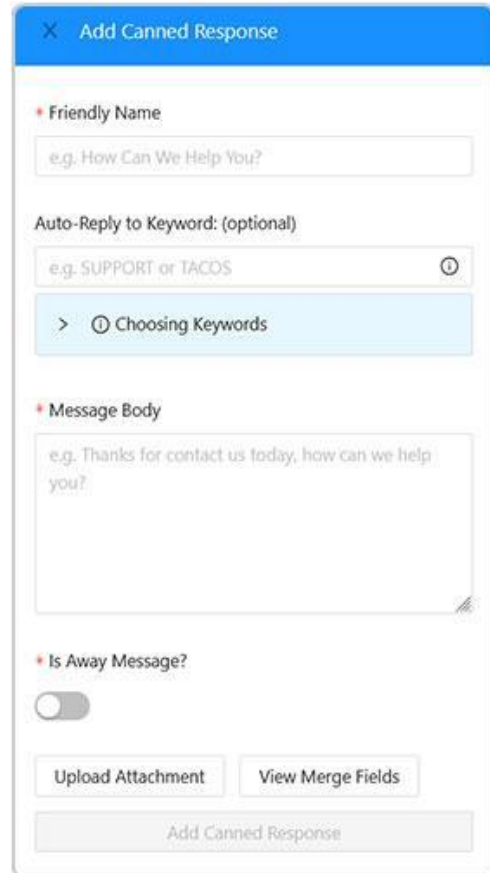
Using a Canned Response

- When in a conversation select the Canned Reply icon .
- A popup window will appear with the existing canned replies
- Click on the reply you want to add.
- You can then continue your message and then hit the Send icon .

Adding a Canned Response

To create your own canned response

- Select Canned Responses on the left hand side
- Select Add New Response button
- A new window will appear.
- Complete the form
 - Friendly Name
 - Auto-Reply Keyword that will automatically send a reply when that keyword is present in incoming messages.
 - Keywords should be a single short word. Received messages will only trigger a keyword if the entire message exactly matches the keyword.
 - For example, the message "Please subscribe me to promotional notifications" will NOT trigger the keyword "promotion".



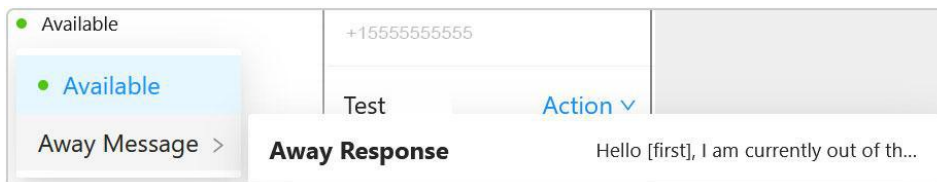
The screenshot shows a mobile interface for adding a canned response. The form has a blue header with a close button and the title 'Add Canned Response'. It contains several fields: 'Friendly Name' with a placeholder 'e.g. How Can We Help You?'; 'Auto-Reply to Keyword: (optional)' with a placeholder 'e.g. SUPPORT or TACOS' and a circular refresh icon; a button with a right arrow and 'Choosing Keywords'; 'Message Body' with a placeholder 'e.g. Thanks for contact us today, how can we help you?'; and 'Is Away Message?' with a toggle switch. At the bottom, there are buttons for 'Upload Attachment', 'View Merge Fields', and a large 'Add Canned Response' button.

- Message
- Is Away Message? If an away message, notate it by sliding the button to the right.
- To upload an attachment select the Upload Attachment button.
- Select the View Merge Fields button to see how you can add First Name, Last Name, Title, Suffix, Company Name and/or Notes to the Message field to personalize the canned response.
- Once you have completed the fields select Add Canned Response button

Away Message

If you have created an away message within the Canned Response section follow the steps below to apply the response when you are away.

- Select where your status says Available
- From the drop down menu select Away Message.
- You will see the Away Response(s) you have created.



- Choose the one you want.
- Your status will then change to Away and the Away Message canned response will be sent to incoming messages sent directly to that assigned phone number.
- When available, select the Away status and choose Available.
- Your status will then change to Available.

Edit a Canned Response

To edit a canned response

- Select Canned Responses on the left hand side.
- Click on the Canned Response you would like to edit.
- A window will appear allowing you to make your edits.
- Once done, select the Edit Canned Response button
- Your edits have been saved.

Drip Campaigns

Drip campaigns allow you to apply a scheduled set of messages to a contact based on intervals of your choosing. Any replies received from the contact will break any future drips that have not yet been sent.

Drip Campaign + Create New Campaign

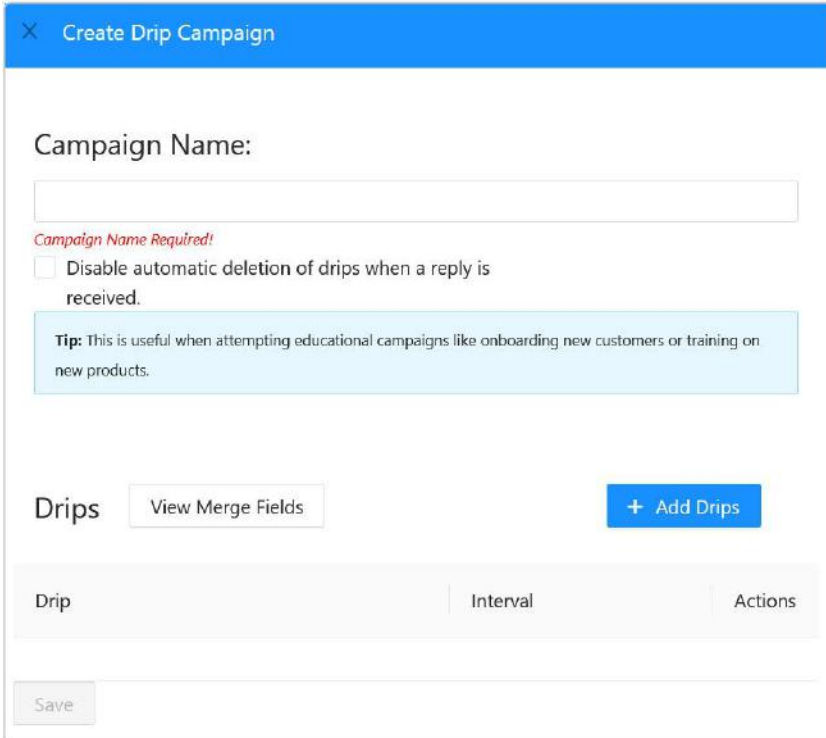
Design drip campaigns that can be applied to contacts. Drip campaigns allow you to apply a scheduled set of messages to a contact based on intervals of your choosing. Any replies received from the contact will break any future drips.

Campaign	Drips	Actions
Follow	2	View Delete
Appointment Follow-Up	2	View Delete
Sample Drip Campaign	1	View Delete
Haven't Heard Follow Up	3	View Delete

Create a Drip Campaign

- To create a new drip campaign, click the Create New Campaign button + Create New Campaign on the top right of the screen.
 - **Tip:** We recommend setting the campaign name to something that will easily allow you to identify the campaign and its contents when applying the campaign.

- A window will appear.



- Complete the form.
 - Campaign Name
 - We recommend setting the campaign name to something that will easily allow you to identify the campaign and its contents when applying the campaign.
 - Disable automatic deletion of drips when a reply is received.
 - If you are applying multiple drips and want drips scheduled in the future to continue to be sent even if there is a reply, select this.
 - Select the View Merge Fields button to see how you can add First Name, Last Name, Title, Suffix, Company Name and/or Notes to the Message field.
 - Add Drips button allows you to add more than one message to this campaign
 - Interval allows you to assign when a drip message will be sent.
- Once completed select the Save button.

Edit an existing Drip Campaign

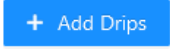
To edit a drip campaign

- Select Drip Campaigns on the left hand side.
- Click on the View link across from the Drip Campaign you would like to edit.
- A window will appear allowing you to make your edits.
- Once done, select the Save button
- Your edits have been saved.

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Add additional drips to a Drip Campaign

To add additional drips/messages to a drip campaign

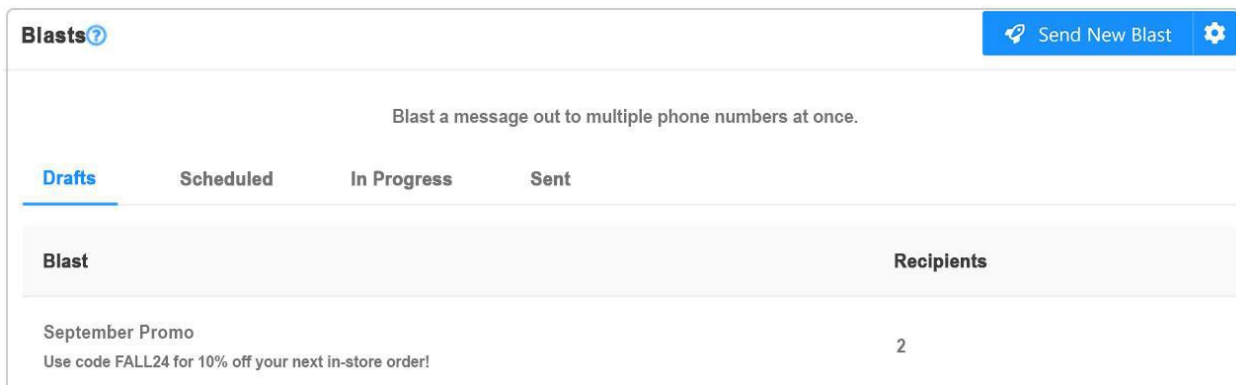
- Select Drip Campaigns on the left hand side.
- Click on the View link across from the Drip Campaign you would like to edit.
- A window will appear allowing you to add a drip.
- Click the Add Drips button  to add a row. Enter the drip campaign message into the textarea and then select your drip campaigns interval, calculating it from time of application.
 - **Tip:** We recommend that you allow at least one day in between each drip interval to prevent your contact from becoming annoyed and opting-out of your message.
- Once done, select the Save button.




Deleting a Drip Campaign

- Click on Drip Campaigns
- Locate the drip campaign that you would like to delete from the list
- Click the Delete link under the Actions column.
 - You will be prompted to confirm deletion of the campaign.
- Click OK to confirm deletion.

Blasts

Blasts are a great way to send the same message out to a list of contacts, often used for marketing, staff alerts and organization notification systems.



Blasts 		 
Blast a message out to multiple phone numbers at once.		
Drafts Scheduled In Progress Sent		
Blast	Recipients	
September Promo Use code FALL24 for 10% off your next in-store order!	2	


Best Practices

- You should always obtain a proper opt-in before sending out marketing campaigns to contacts.
- Identifying your brand and an opt-out option in the compliance footer helps to build trust with your recipients.
- Be mindful of the length and content of your message.
- Avoid content that might be considered spammy.
- Try to avoid using URL shorteners as receiving carriers often block links from popular services like bit.ly or goo.gl.
- When sending a high volume of messages, it is recommended that you register a campaign and brand with The Campaign Registry (<https://www.campaignregistry.com/>) for the best deliverability.
- Do not send messages related to S.H.A.F.T. (Sex, Hate, Alcohol, Firearms, Tobacco--including cannabis)


Compliance Footer

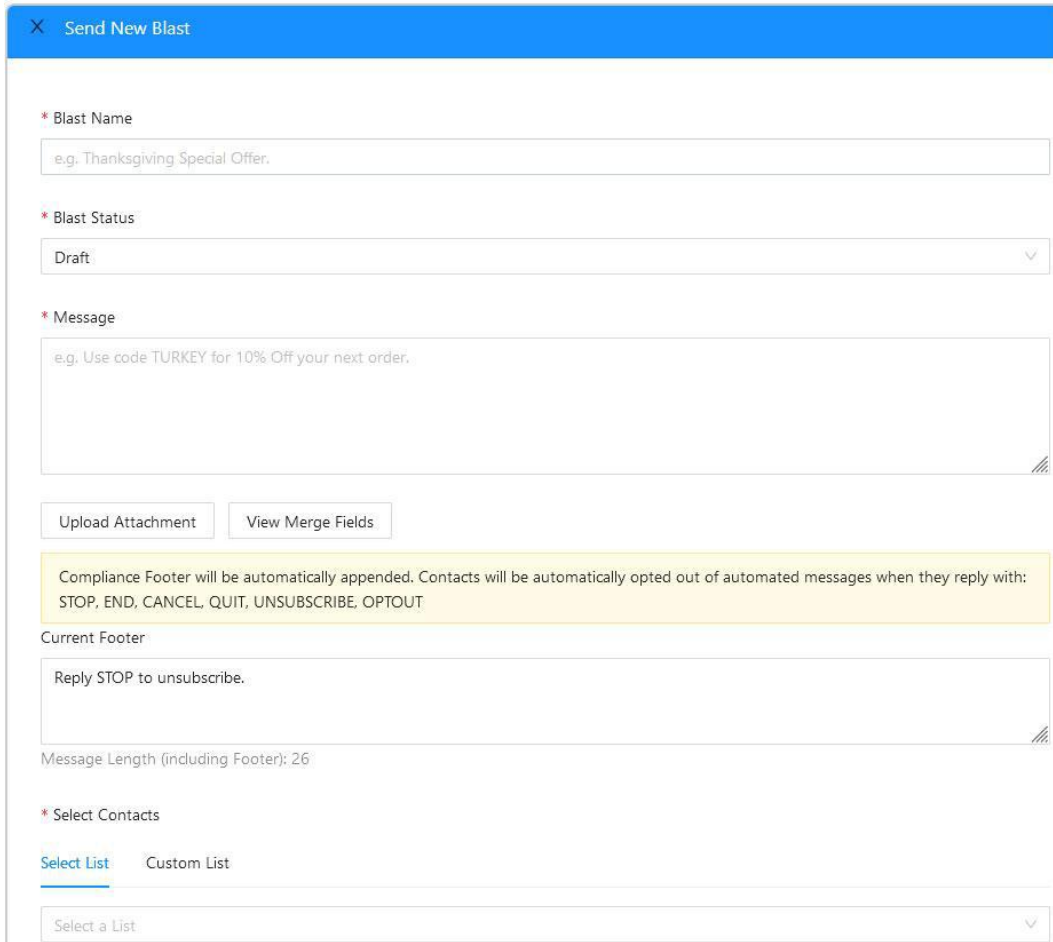
The Compliance Footer will automatically be appended to the message body. It is recommended that your compliance footer includes identifying information about the sender, a brief explanation as to why you are contacting them (e.g. to discuss order details, appointments, etc.), and how they can opt-out from receiving future communications (e.g. Reply STOP to unsubscribe.).

Set the Compliance Footer

- Select the gear icon  next to Send New Blast button
- Type in the Compliance Footer Default field what you would like to appear at the end of each blast.
- Select the Save & Close button

Creating a Blast

- Click the Send New Blast button  on the top right of the screen.
- A window will pop up.



The screenshot shows a 'Send New Blast' form with the following fields and options:

- * Blast Name:** A text input field with a placeholder 'e.g. Thanksgiving Special Offer.'
- * Blast Status:** A dropdown menu currently set to 'Draft'.
- * Message:** A large text area with a placeholder 'e.g. Use code TURKEY for 10% Off your next order.'
- Buttons:** 'Upload Attachment' and 'View Merge Fields'.
- Compliance Footer:** A yellow highlighted box containing the text: 'Compliance Footer will be automatically appended. Contacts will be automatically opted out of automated messages when they reply with: STOP, END, CANCEL, QUIT, UNSUBSCRIBE, OPTOUT'.
- Current Footer:** A text input field with the placeholder 'Reply STOP to unsubscribe.'
- Message Length:** A label indicating 'Message Length (including Footer): 26'.
- * Select Contacts:** Two tabs, 'Select List' (active) and 'Custom List'.
- Select a List:** A dropdown menu currently showing 'Select a List'.

- Complete all required fields, as denoted by a red asterisk.
 - **Blast Name**
 - **Blast Status**
 - **Draft** - This will save the blast in a draft state, allowing you to come back and edit it before sending or scheduling in the future.
 - **Send Now** - This will queue the blast up to be sent in the next several minutes once saved.
 - **Schedule** - This option will allow you to choose a timezone, date and time to send the blast.
 - **Message**
 - To upload an attachment select the Upload Attachment button.

- Select the View Merge Fields button to see how you can add First Name, Last Name, Title, Suffix, Company Name and/or Notes to the Message field to personalize the message.
- The Current Footer field should already be completed with the compliance footer you have created in the settings. You can view how to do this in the Compliance Footer section of this document.
- Select a List or Contacts that you would like to send the blast to.
- Select the Save Blast button.
- Depending on the status you assigned to the blast will determine when the blast is sent.

Note: We currently utilize a simple time-based queueing system to send out blasts. Users and account types have varying limitations on the volume at which they can send / accept messages in bulk. If you experience deliverability issues with blasts, please consider your carrier limitations and plan your blasts accordingly.

Deleting a Blast

You can delete blasts that are in Draft or Scheduled status.

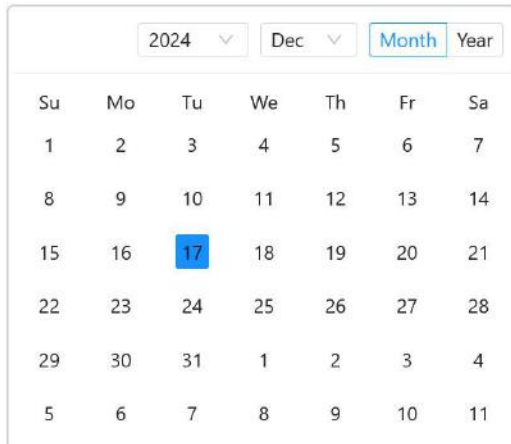
- Click on Blasts on the left hand side.
- Select either the Drafts or Schedule tab
- Click on the blast that you would like to delete
- Scroll down to the bottom of the edit blast window and select Delete Blast
- Click OK to confirm deletion.


Reminders

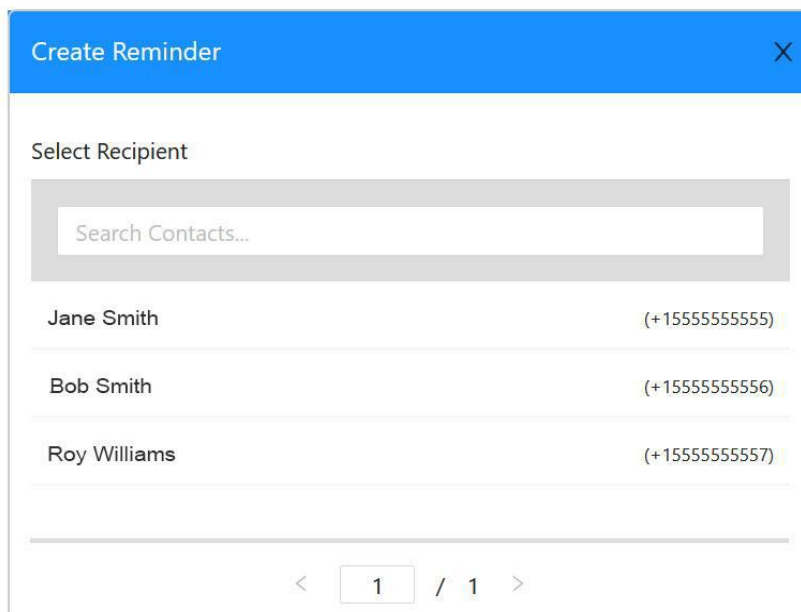
Create reminders to send scheduled messages to individual contacts.

Creating a Reminder

- Select Reminders on the left hand side
- Choose the date on the calendar for which you would like to schedule the reminder.



- Click the Create Reminder button 
- A window will appear where you will select the recipient you are creating the reminder for.



- Select a timezone and time at which to send the message. Then select the OK button.
- If you have a canned response already created you can select it from the drop down list within the Start from a Canned Response field. It will appear in the Message field.
- Type/edit the message you would like to send within the Message field.
- To upload an attachment select the Upload Attachment button.

- Select the View Merge Fields button to see how you can add First Name, Last Name, Title, Suffix, Company Name and/or Notes to the Message field to personalize the message.
- Once you have completed your reminder you can select the Save button.
- A confirmation popup window will appear.

Editing a Reminder

- Select Reminders on the left hand side
- Choose the date on the calendar for which the reminder is scheduled for. This will pull up a list of reminders for that date on the right hand side.
- Click the reminder that you would like to edit.
- Edit the desired fields.
- Click the Update button.

Deleting a Reminder

- Select Reminders on the left hand side
- Choose the date on the calendar for which the reminder is scheduled for. This will pull up a list of reminders for that date on the right hand side.
- Click the reminder that you would like to edit.
- Click the "Delete" button to open the confirmation prompt.
- Select the OK button to confirm deletion.

My Profile

The My Profile section allows you to view your Account Details, change your password, assign settings for messages and block sender.

Account Details

This area will allow you to edit your Full Name, Email and Phone Number.

Change Password

This area will allow you to change/update your password.

Messaging Settings

For Canned Responses you can set an interval on how often someone receives your Away Message Interval in hours once enabled.

You can also set up a signature within the Signature section.

Once you have set up the interval and also the signature select the Update Settings button.

Blocked Senders

This section allows you to manage senders that you have previously blocked.

Blocking a contact will not delete the contact or previous messages, but will cause the contact to remain hidden at all times.

Inbound messages from a blocked sender will not be stored and are therefore impossible to view.

Blocking Contacts

To block a contact within the Conversations tab, follow these steps:

- Open the conversation view with the contact you want to block.
- Click on the block button.



- The contact will now be added to your blocked senders list.

Blocking Contacts from Contacts List

To block a contact from the Contacts list, follow these steps:

- Go to Contacts on the left hand side menu.
- Select Contacts.
- Locate the contact you want to block.
- Click on the contact's information or profile.
- Click on the Block Sender button.



- The contact will now be added to your blocked senders list.

To unblock a contact through the Contacts list, follow the steps above and instead of selecting

the Block Sender button select the Unblock Sender button.



It will ask you to confirm, select Unblock.


Blocking Phone Numbers

To block a phone number from the My Profile - Blocked Senders page, follow these steps:


- Go to the My Profile section.
- Navigate to the Blocked Senders tab.
- Locate the option to block phone numbers.
- Enter the phone number you want to block.



The screenshot shows a text input field with a dropdown menu on the left showing '+1'. The input field contains the phone number '555-555-5555'. To the right of the input field are a green checkmark icon and a blue 'X' icon. A dark grey button labeled 'Block Sender' is positioned above the right side of the input field.

- Click on the block sender button .
- The contact will now be added to your blocked senders list.

To unblock a contact through the Blocked Senders list, follow the steps above and the block

icon  across from the sender will now represent unblock. Select it. It will then ask you to confirm, select Unblock.

Integrations

Our support team can provide additional information about the integrations as we are constantly working to enhance our existing integrations and develop new ones. The integration library is currently in beta. Please reach out to us through the Account Management Portal at myaccount.cyberlynk.net.



If you need further assistance, please have an administrator create a ticket at myaccount.cyberlynk.net. Once we receive the ticket one of our representatives will get back as soon as possible to help with any of your phone system needs.