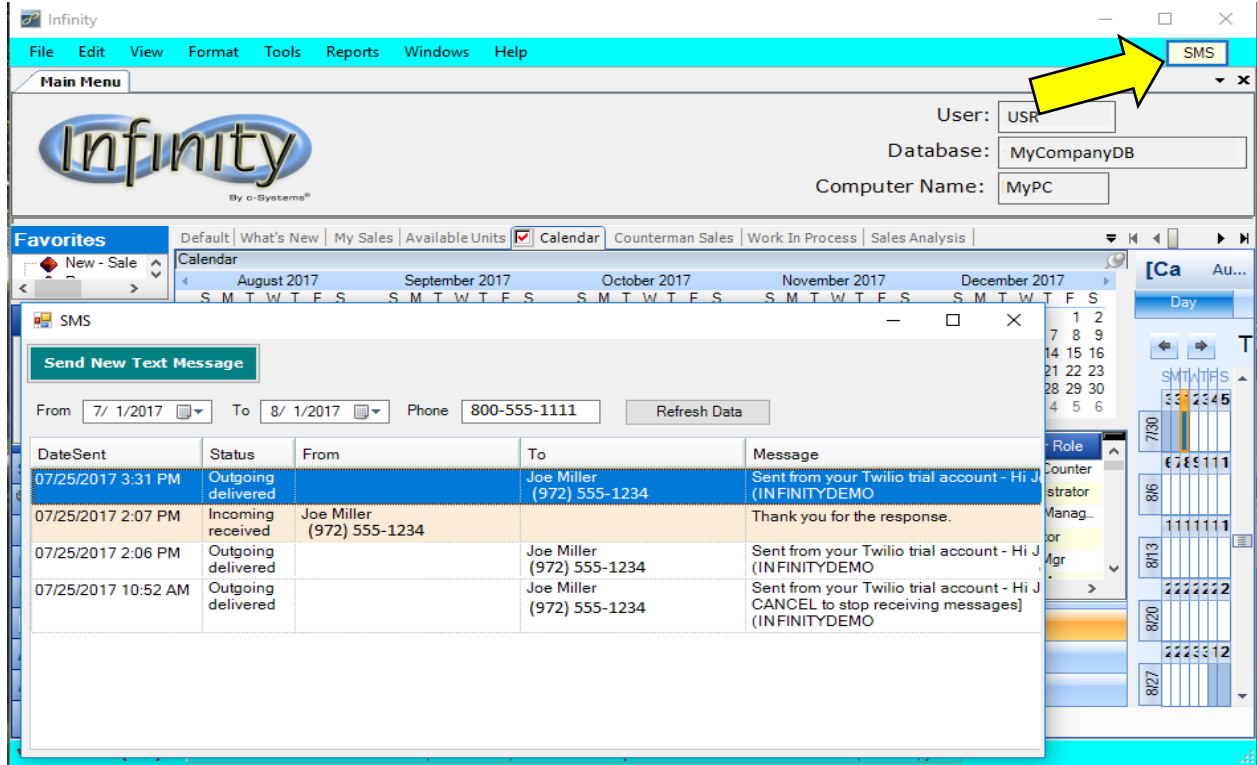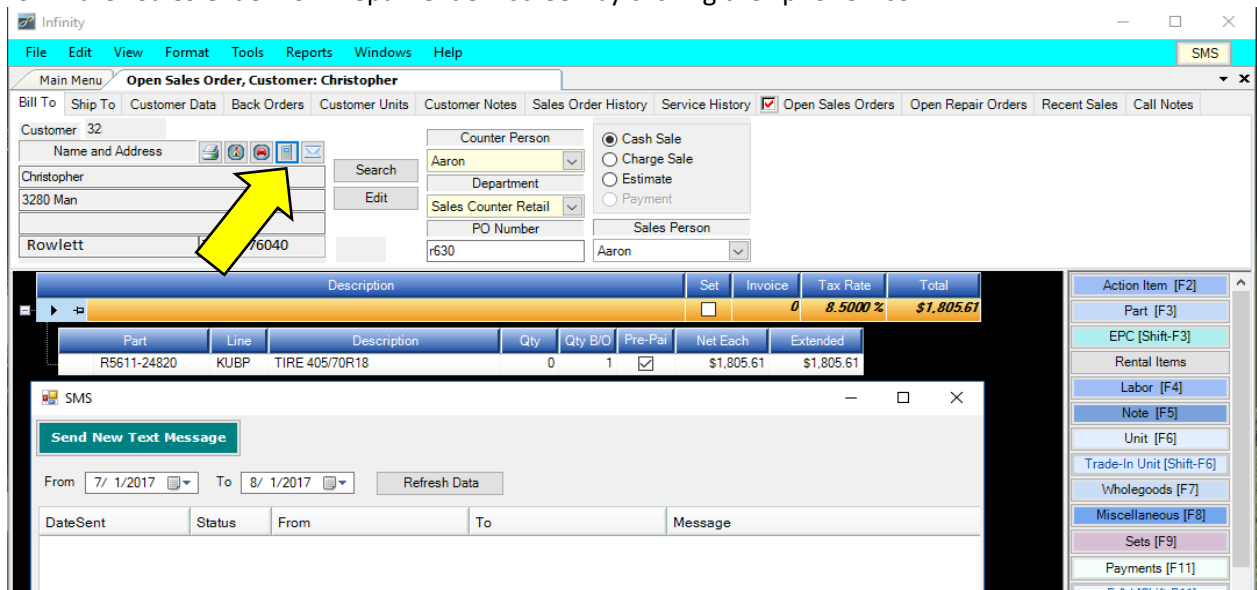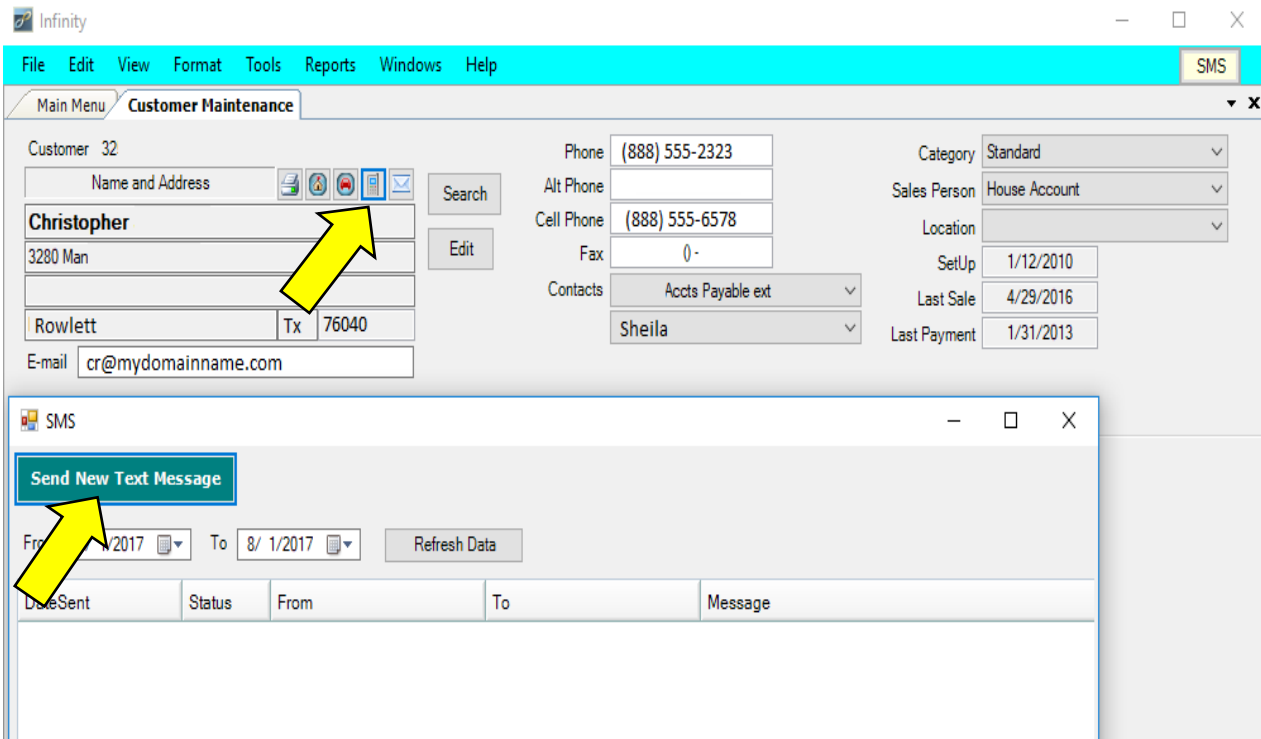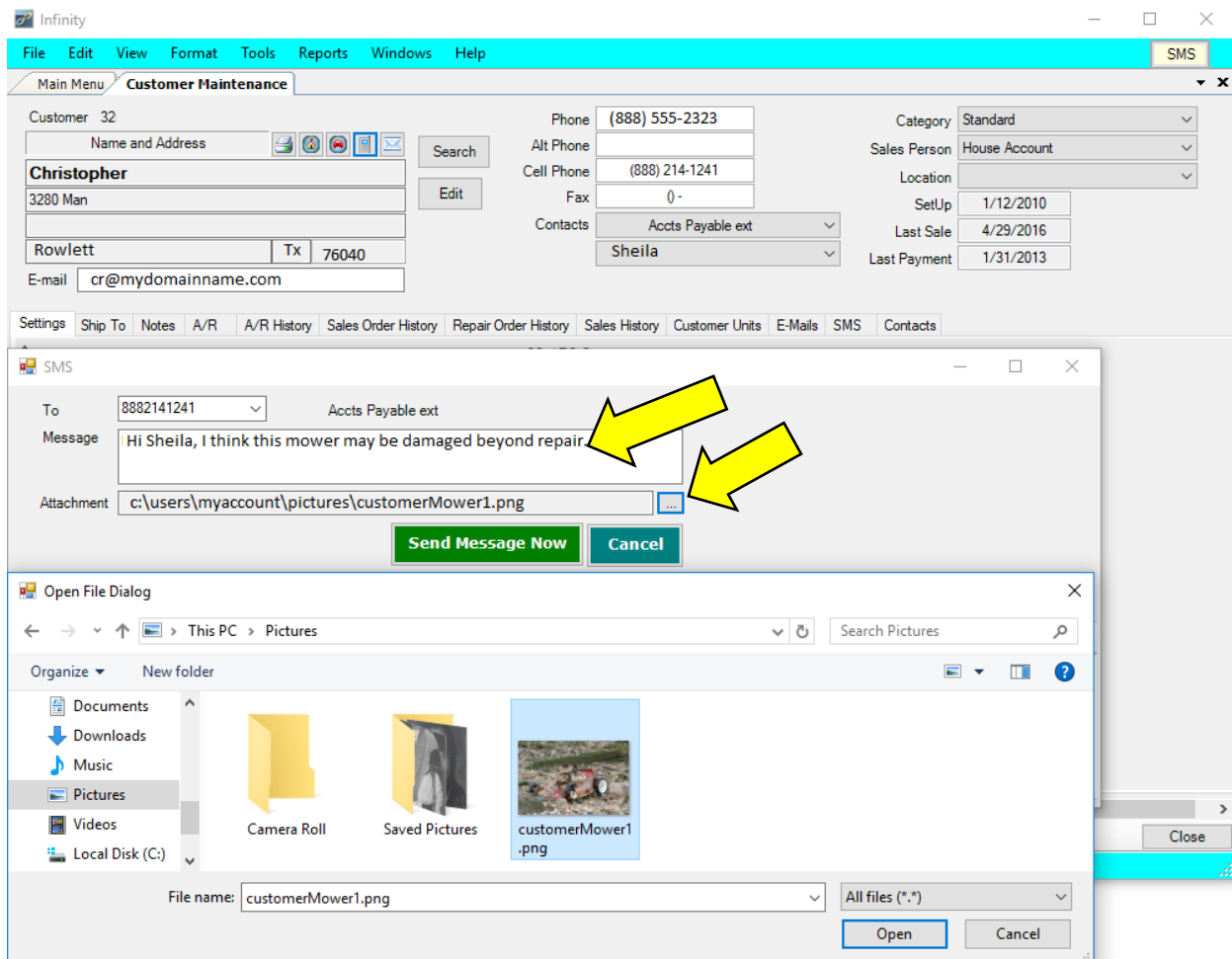| 1	Infinity SMS is an add-on feature that provides clients with two-way texting using a Twilio account. Text messages may be sent for sales orders, repair orders, and various customer maintenance tasks. Useful tasks for SMS text messages include: backorders, open sales orders, open repair orders, general follow-up, estimates/price quotes, sales and marketing, sending images, and two-way texting.
2	The SMS log screen may be accessed via the SMS Icon at the top right of the Infinity main screen. -or in the "Sales Order" or "Repair Order" screen by clicking the "phone" icon.

3	SMS may also be accessed from the "Customer Maintenance" screen by clicking the "phone" icon. After clicking "Send New Text Message" the SMS screen will change to allow input of messages and include attachments.

Note: New messages received will show up on the SMS icon at the top right. There will be a green highlight on the SMS icon with the number of new messages [ex: "SMS (3)"]. Clicking "Refresh Data" will show new messages at the top row of the SMS Log window.

| 4 | When the new "Message" box displays, type text into the box. If an attachment (like an image) needs to be included, click on the "…" to the right of "Attachment". Choose a file on the local computer or network and click "Open".

To send the SMS text message, click "Send Message Now". |
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