



Telnyx is a next-gen communications platform that provides carrier-grades services. Universal communications are made possible by Telnyx as it offers easy configuration via user portal or developer API. It allows for easy integration, management, and analysis all of voice and messaging needs.

The SMS feature on PBXware allows users to select *Telnyx* as a provider in their configuration so that messaging service is fully utilized. In order to successfully set up *Telnyx* on PBXware, a number of steps must be followed beforehand. A user must first obtain the Telnyx account, and afterwards log in to set up additional configuration.

Get Started with Telnyx Services

1. Purchase Numbers With Telnyx

Telnyx enables users to search for and purchase numbers while ensuring easy management of the orders.

For more information on how to purchase numbers, please refer to the next section of this document.

2. Port Numbers to Telnyx

Number porting to Telnyx can be completed by following a series of steps that will result in numbers being used for SMS capabilities and voice functionality.

For more information on how to port numbers to Telnyx and use its services, please refer to this [link](#).

3. Set up Hosted SMS with Telnyx

Hosted SMS allows numbers that are on a different voice provider to use Telnyx for SMS without affecting the voice functionality. This enables users to keep the voice operations with their other provider, but to transfer only the SMS portion to Telnyx.

For more information on how to set up Hosted SMS with Telnyx, please refer to this [link](#).

Accepting an Invite to Telnyx



Organization Invite to Telnyx

Hi [redacted],

[redacted] has invited you to join the [redacted] organization on Telnyx's Mission Control Platform.

[Click here to accept the invite](#)

The first step in creating a sub-account is accepting an invite that comes to an e-mail. After clicking the link in the invitation, users will be prompted to a different page where they can create their Telnyx account.

An example message of an invite can be seen in the screenshot.

For more on how to complete the procedure, please refer to the explanation below.

Creating a Telnyx Account



Welcome! Finish creating your Telnyx account to accept your invite.

Business email

Full name

Full name

Password

Password

I want to receive emails from Telnyx

Create my Account

By creating my account, I agree to the [Terms and Conditions of Service](#)

This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Once a user accepts an invite and clicks the link, they can finish creating their Telnyx account. By creating a Telnyx account, a user gains access to the system and can easily manage configuration and all other details.

In order to complete creating a profile, a user has to enter the following information:

- Full Name

Enter a full name that will be displayed on the profile

(E.g. Test Name)

([a-z][0-9])

- Password

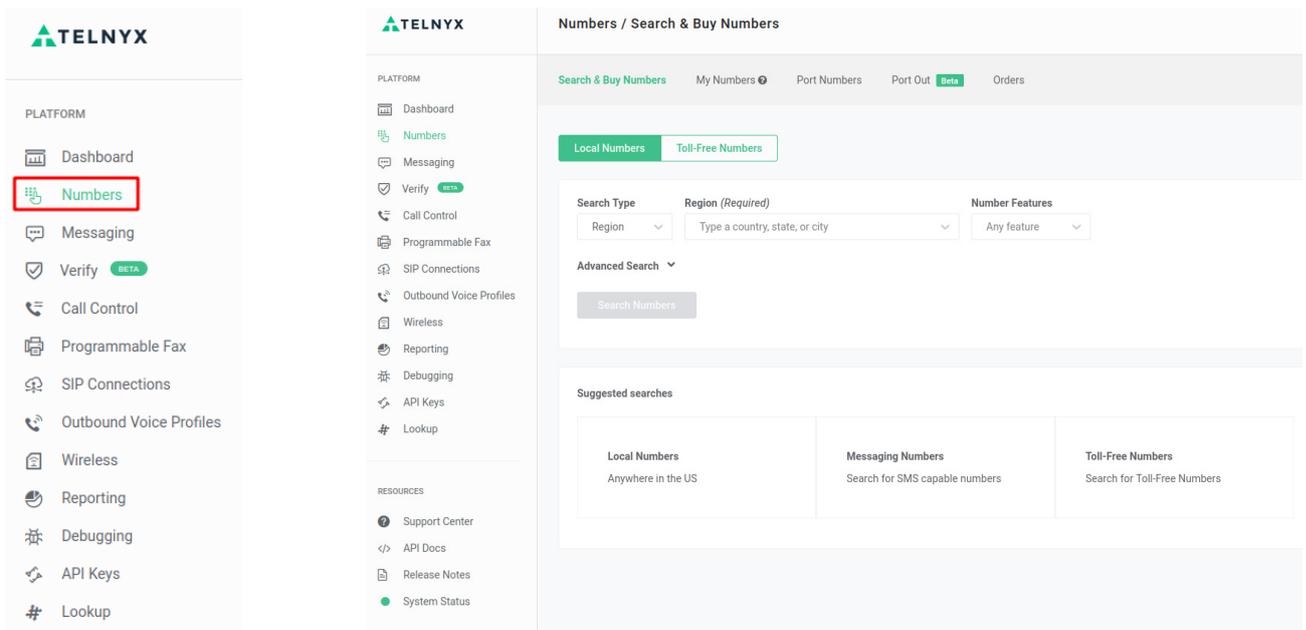
Enter a password

(E.g. *****)

([a-z][0-9])

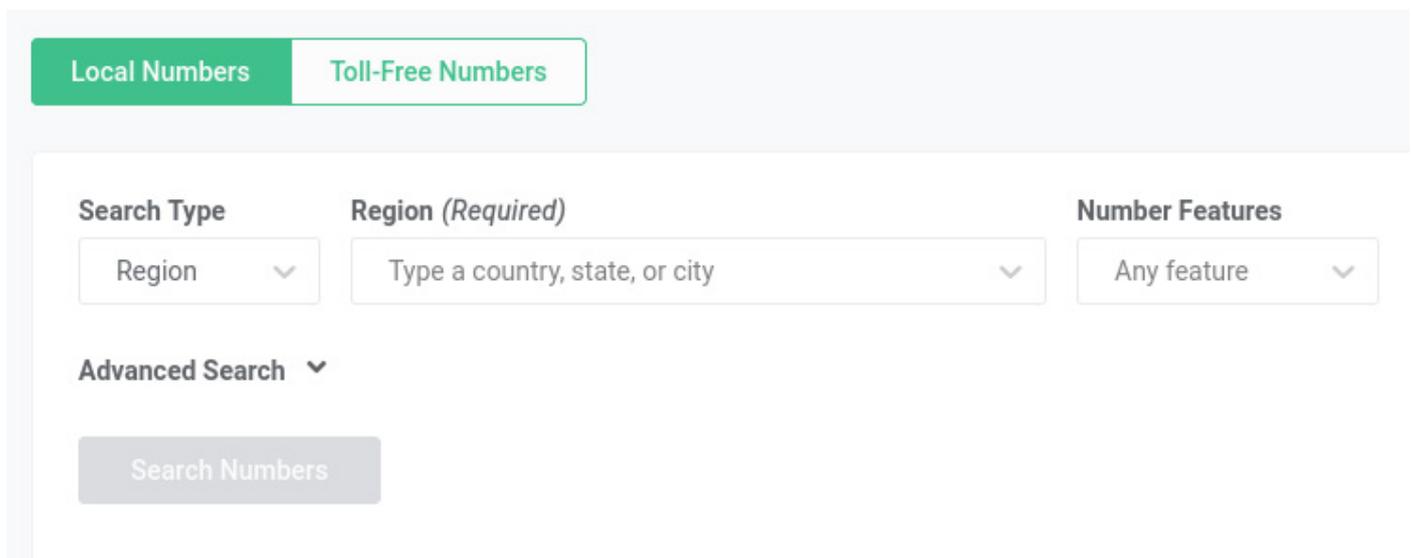
NOTE: It is recommended to tick the checkbox to receive additional information and e-mails from Telnyx. Before clicking the 'Create my Account' button, please check whether the data entered is correct.

Purchasing a Number



To purchase numbers, please do the following:

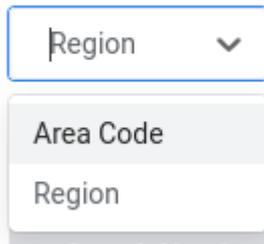
1. Navigate to 'Numbers' on the side menu on the Telnyx portal.
2. Click the 'Search & Buy Numbers' tab.
3. Users will be prompted to a different window where they can configure details regarding numbers.



Once **Local Numbers** is selected, users may start with the number search by selecting a specific 'Search Type', 'Region', and 'Number Features'.

- **Search Type**

Search Type



Region

Area Code

Region

Select a preferred search type
(E.g. Region)
(Select box)

- **Region**

Region (Required)

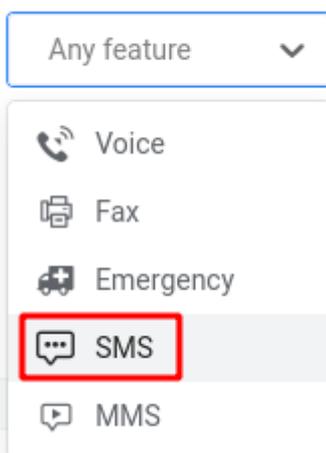


Type a country, state, or city

Populate this field with a desired country, state, or city
(E.g. United States)
([a-z][0-9])

- **Number Features**

Number Features



Any feature

Voice

Fax

Emergency

SMS

MMS

Select the 'SMS' option as suggested
(E.g. SMS)
(Select box)

Local Numbers

Toll-Free Numbers

Search Type

Region ▼

Region (Required)

United States of America ▼

Number Features

SMS x ▼

Advanced Search ▼

Search Numbers

Once the configuration is complete, it should look as shown in the example. To search numbers, a user should click the ‘Search Numbers’ button. After clicking the button, a list of available numbers will appear together with all other necessary data:

- Location/Rate Center
- Features
- Upfront Price
- Monthly Price

The next step would be to add desired numbers to the cart. This is done by pressing the ‘Add to Cart’ button as shown in the screenshot.

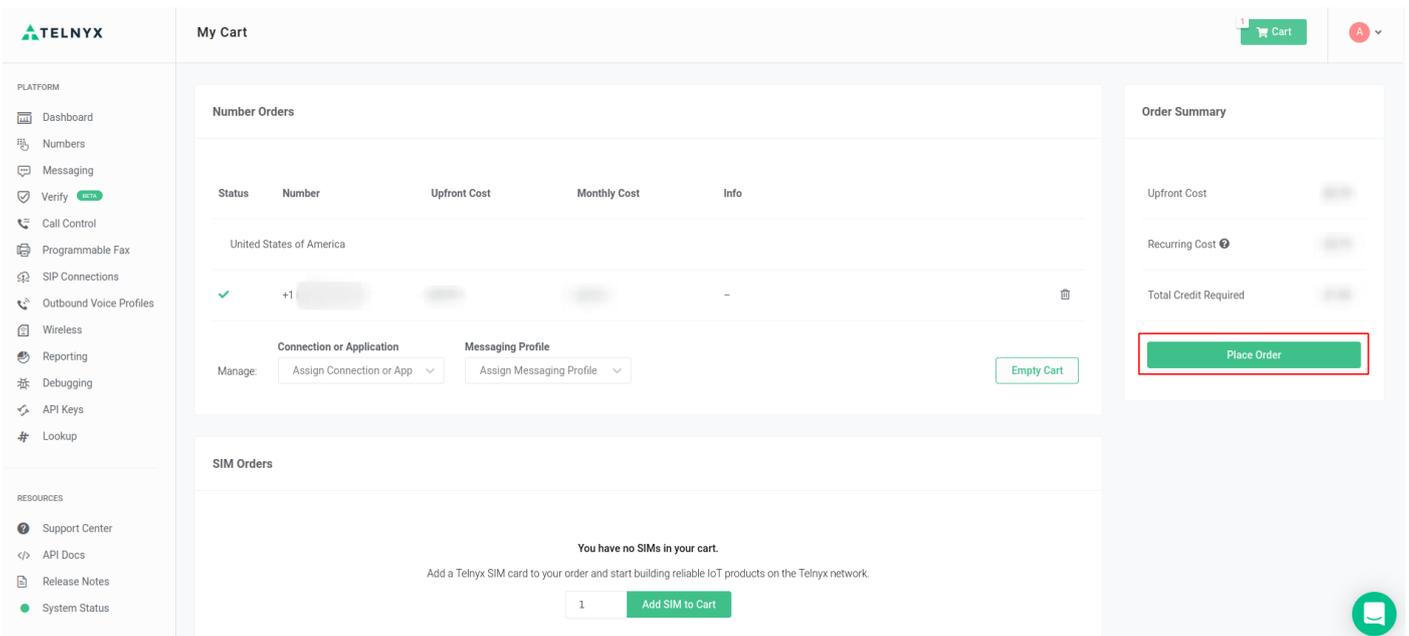
Number	Location/Rate Center	Features	Upfront Price	Monthly Price	
[Redacted]	NASHWAUK, MN	[Icons]	[Redacted]	[Redacted]	Add to Cart
[Redacted]	NASHWAUK, MN	[Icons]	[Redacted]	[Redacted]	Add to Cart
[Redacted]	NASHWAUK, MN	[Icons]	[Redacted]	[Redacted]	Add to Cart

After the number has been successfully added, the following message should appear:

✓
Added the number: +1 [Redacted] to your cart.

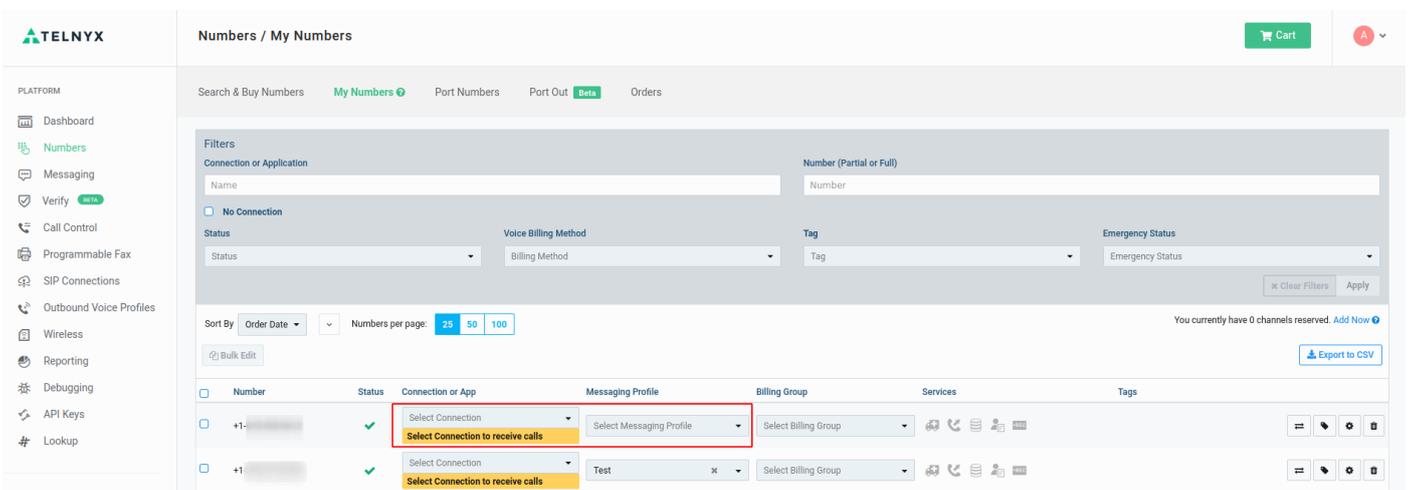
✕

To finalize the process of number purchasing, a user should click the 'Cart' button at the top right corner of the page and check his/her number orders.



My Cart allows users to check any additional details before placing an order. Please note that once purchasing is completed, the list of numbers can be seen under the 'Numbers' section on the side menu on the Telnyx portal. Except for purchasing numbers, a user can also define to which **Messaging Profile** and **Connection** these numbers belong, however those actions can be completed later on. Users may add a 'Connection' and 'Messaging Profile' once they click the 'Numbers' tab and have access to the list of purchased numbers.

To see how to add a 'Connection' and 'Messaging Profile', please refer to the screenshot.



Creating a Messaging Profile on Telnyx

The screenshot displays the Telnyx web interface for configuring messaging profiles. On the left, a sidebar menu lists various platform features, with 'Messaging' highlighted in a red box. The main content area is titled 'Messaging / Messaging Profiles' and includes a sub-header 'Configure your Messaging Profiles'. Below this, there is a table with columns for Status, Name, Webhook URL, Fallback URL, Outbound (Sent, Delivered, Errors), Inbound (Received), and Numbers Connected. A single profile named 'Test' is listed with a status of 'On' and 1 number connected. A red box highlights the 'Add new profile' button in the top right corner of the main content area.

Status	Name	Webhook URL	Fallback URL	Outbound Sent	Outbound Delivered	Outbound Errors	Inbound Received	Numbers Connected
On	Test			0	0	0%	0	1

To create a Messaging Profile on Telnyx, please do the following:

1. Navigate to the 'Messaging' tab on the side menu on the Telnyx portal.
2. Click the 'Add new profile' button.
3. Users will be prompted to a different window where they can configure their Messaging Profile.

Profile Info

TELNYX

Messaging / Create Profile

Messaging Profiles Learn & Build Request Short Code Rate Limits Hosted SMS

Create Messaging Profile

Your Messaging Profile allows you to configure your message settings across a group of numbers

Profile Info

Profile Name
Name of the messaging profi

API Version
API v1 API V2 Twextit API

API v2 makes it easier than ever to use our messaging capabilities. [Learn more](#)

Inbound Settings
Control how your profile handles incoming messages

Send a webhook to this URL: If the primary URL fails, send webhook to:

Save Cancel

The Profile Info section allows users to successfully set up a Messaging Profile. The following data needs to be provided:

- **Profile Name**

Enter a profile name will be used to distinguish this Messaging Profile from others

(E.g. Test)

([a-z][0-9])

- **API Version**

Select the API Version

(E.g. API V2)

(Select box)

NOTE: It is recommended to select API V2 due to the fact that using API V2 makes it easier to utilize messaging capabilities.

Inbound Settings

Inbound Settings

Control how your profile handles incoming messages

Send a webhook to this URL:

`https://%YOURPBXDOMAIN%/smsservice/telnyx`

If the primary URL fails, send webhook to:

If you wish to send and receive using an [SMPP bind](#), please email sales@telnyx.com.

The **Inbound Settings** section allows users to control how their profile handles incoming messages. In order to set up inbound settings correctly, a valid URL has to be entered.

A *webhook address* is the address that Telnyx uses to send inbound SMS messages. - <https://%YOURPBXDOMAIN%/smsservice/telnyx>

- **Send a webhook to this URL**

Enter a valid URL

(E.g. <https://pbx.test1.com/smsservice/telnyx>)

([a-z][0-9])

NOTE: To prevent any security issues, it is highly recommended to use the 'https' protocol. Please refer to the example above.

- **If the primary URL fails, send webhook to**

If needed, enter a secondary URL in case the primary one fails

(E.g. <https://pbx.secondtest1.com/smsservice/telnyx>)

([a-z][0-9])

Outbound Settings

Outbound Settings

Control how your profile sends messages

International Destinations

244 Regions and Countries Allowed (out of 244 possible)

Manage Allowed Destinations

Allow messages to be sent to a whitelist of international destinations and block all messages to non-whitelisted destinations. This feature can only be used with Alphanumeric Sender ID or numbers capable of sending traffic internationally.

Number Pool

Deliver messages from a pool of multiple phone numbers to handle higher volume.

Rate Limit

Long Code 6 messages per minute per number.

Toll-free 1200 messages per minute per number.

The Outbound Settings section allows users to control how their profile sends messages.

Manage Allowed Destinations

Click this button to configure details regarding Destinations.

International Destinations ✕

Available Regions and Countries (244)

[Add all Regions and Countries](#)

- North Africa
- Sub-Saharan Africa
- Antarctic
- Europe
- Caribbean Islands
- North America
- Central America
- South America
- Oceania
- East Asia
- North Asia
- South & Southeast Asia
- West & Central Asia

Selected Regions and Countries (0)

Set Destinations

To see how to manage this list, please refer to the following possible options:

1. Adding all regions and countries

In order to add all regions and countries at once, a user just has to press the **'Add all Regions and Countries'** button. All added regions and countries will appear in the **'Selected Regions and Countries'** section on the right.

DELETION: The deletion action can be performed by clicking the **'Remove all Regions and Countries'** button. This button appears only after some countries or regions are added to the list.

2. Adding one/many countries

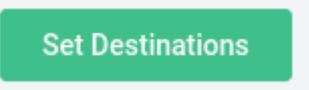
In order to add one or many countries, a user has to hover over the country name, and a plus sign should appear. By pressing the plus sign, a user can add the country with all its regions.

DELETION: The deletion action can be performed by hovering over the country's name and clicking the minus sign. The country will be deleted together with its regions.

3. Adding one/many regions

In order to add one or many regions, a user has to click the down arrow that can be found on the right side next to the country's name. From there, a user can select specific Destinations.

DELETION: The deletion action can be performed by clicking the down arrow, after which the list of all regions will appear. Following this, a user may delete regions that s(he) does not want to be listed.



Set Destinations

Once the configuration is complete, click the **'Set Destinations'** button to save the settings.

For more information on Number Pool and Short Codes, please visit: <https://developers.telnyx.com/docs/v2/messaging>

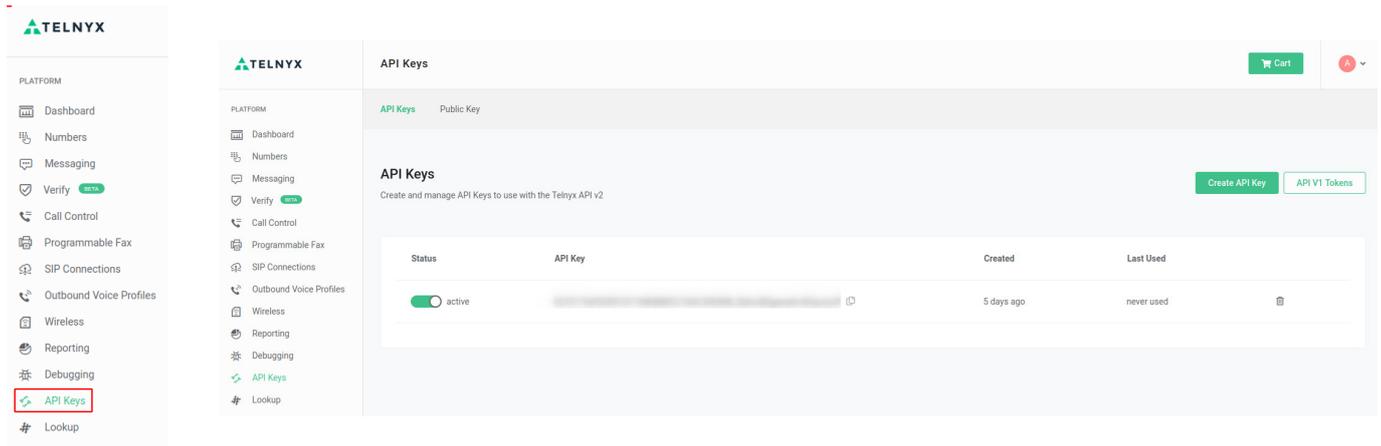
Creating a Connection on Telnyx

The screenshot shows the Telnyx web portal for managing SIP connections. The page title is 'SIP Connections / SIP Connections'. A yellow banner at the top states: 'Your call control connections have been moved to the new Call Control section.' Below this is a form to create a new connection with fields for 'SIP Connection Name', 'IP Address', and 'Auth Username'. A red box highlights the '+ Add SIP Connection' button. Below the form is a table with columns: 'Active', 'SIP Connection Name', 'Type', 'Auth Detail', and 'AnchorSite'. The table contains one entry with 'Active' checked, 'SIP Connection Name' set to 'Test', 'Type' set to 'Unspecified', 'Auth Detail' set to 'Authentication type required', and 'AnchorSite' set to 'Latency'. At the bottom of the table, it says 'Per page: 25 50 100 250'. A footer note says 'Connect with us at sip.telnyx.com [UDP, TCP, TLS]'. The left sidebar contains navigation links for 'PLATFORM' (Dashboard, Numbers, Messaging, Verify, Call Control, Programmable Fax, SIP Connections, Outbound Voice Profiles, Wireless, Reporting, Debugging, API Keys, Lookup) and 'RESOURCES' (Support Center, API Docs, Release Notes, System Status).

SIP connections on the Telnyx portal are used to receive calls, but are not necessarily needed for SMS. However, if a user wants to receive calls and use the voice service, they may add a 'Connection'.

For more information on how to add a 'Connection', please visit: <https://developers.telnyx.com/docs/v2/sip-trunking>

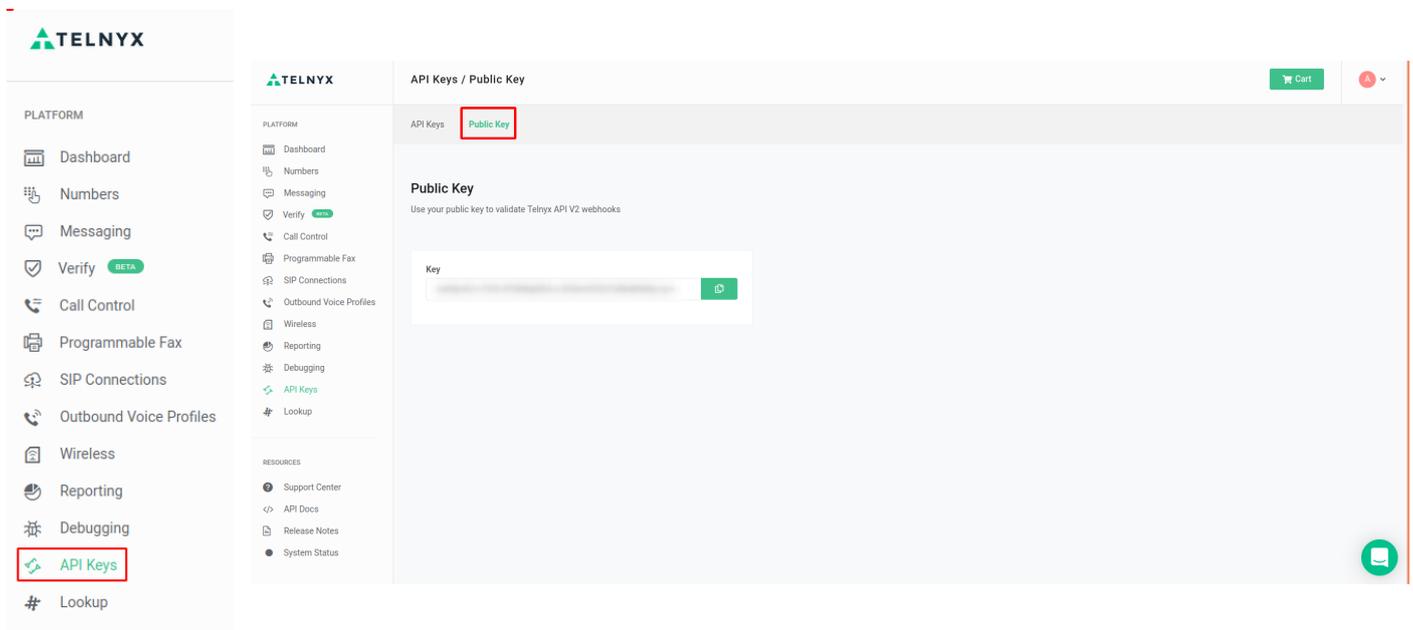
Generating an API Key on Telnyx



To generate an API Key, please do the following:

1. Navigate to the 'API Keys' section on the side menu on the Telnyx portal.
2. Please make sure that API Keys version is API v2.
3. Create the API key by clicking the 'Create API Key' button.
4. Copy the API Key.

Obtaining a Public Key on Telnyx



To obtain a Public Key, please do the following:

1. Navigate to the 'API Keys' section on the side menu on the Telnyx portal.

2. Click the 'Public Key' tab.
3. Copy the Public Key.

Adding an API Key to PBXware

SMS Trunk > Add

Provider

Enabled:

Name: ✓

Provider: ✓

API Key: ✓

Public Key: ✓

Description

Description:

To add an API Key to PBXware, please do the following:

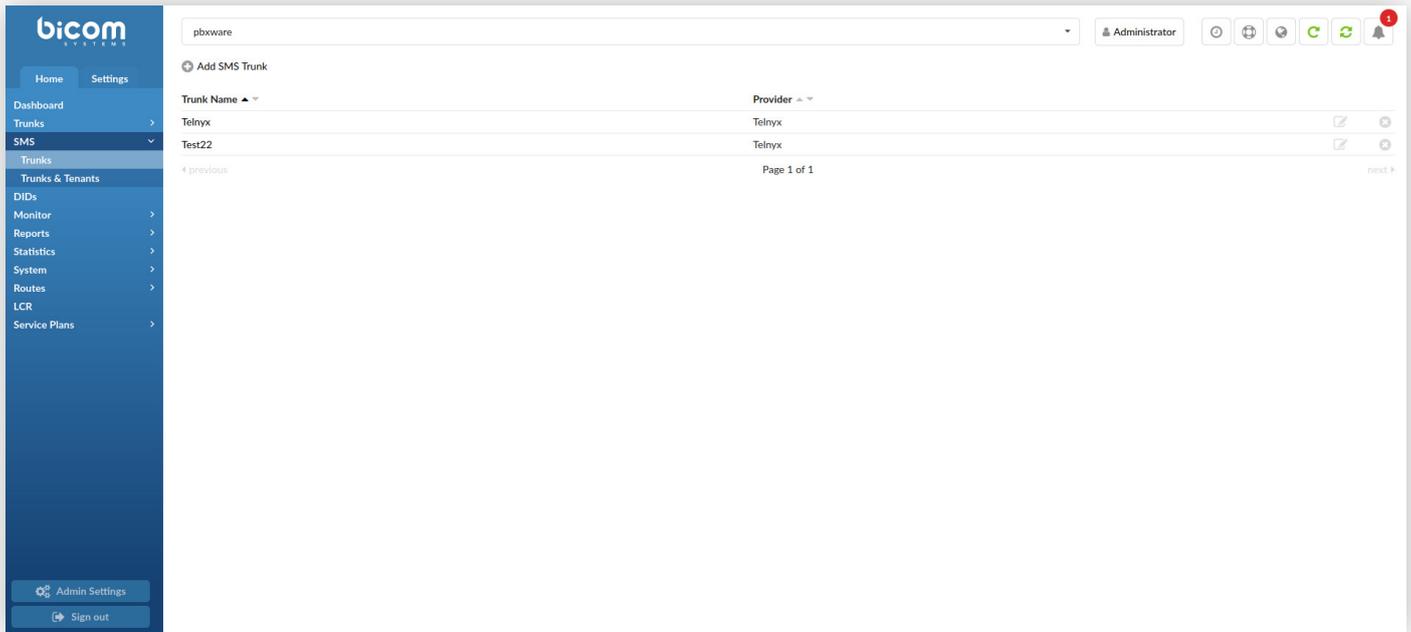
For Multi-Tenant:

1. Navigate to 'Master Tenant' -> 'SMS' -> 'Trunks' -> 'Add SMS Trunk'

For Contact Center:

1. Navigate to 'Home' -> 'SMS' -> 'Trunks' -> 'Add SMS Trunk'
2. Select 'Telnyx' as a provider
3. Paste the API Key in the 'API Key' field
4. Paste the Public Key in the 'Public Key' field
5. Save the settings

SMS Trunks



To add a SMS Trunk to PBXware, please do the following:

For Multi-Tenant:

Navigate to 'Master Tenant' -> 'SMS' -> 'Trunks' -> 'Add SMS Trunk'

For Contact Center:

1. Navigate to 'Home' -> 'SMS' -> 'Trunks' -> 'Add SMS Trunk'
2. Enable the SMS Trunk
3. (For MT) Enter a name of the provider that is relevant only for easier navigation in the GUI
4. Select 'Telnyx' as a provider
5. Paste the API and Public Key
6. Enter a suitable description regarding this Trunk (optional)
7. Save the settings

SMS Trunks and Tenants

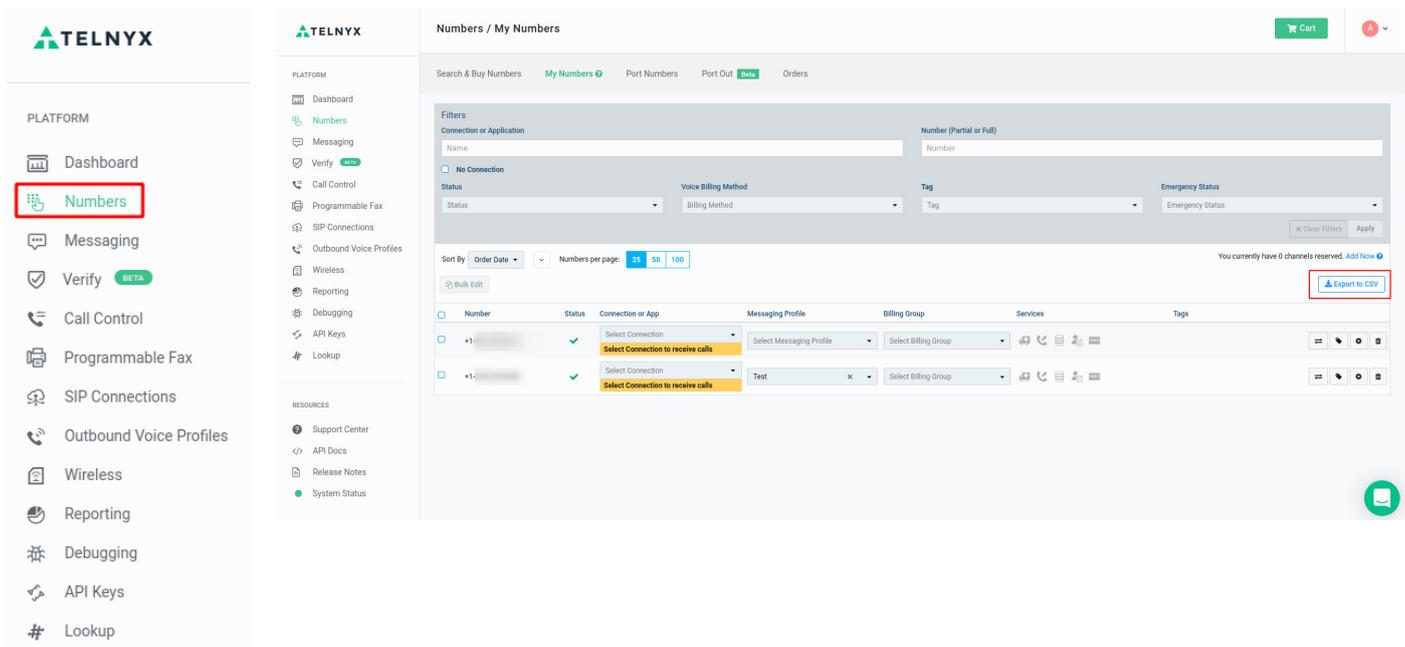
Tenant Name	Tenant Code	SMS Trunks	Status
Atenant 700	700		
T600	600	Telnyx	Enabled
Tenant 200	200	Telnyx	Enabled
Test Tenant	380		

To assign a specific SMS Trunk to a Tenant that has been previously created, please do the following:

For Multi-Tenant:

1. Navigate to 'Master Tenant' -> 'SMS' -> 'Trunks and Tenants'
2. Click the Tenant's name to edit the configuration or click the 'Edit' button
3. Select a specific Trunk from the drop-down menu
4. Save the settings

Exporting Numbers to CSV on Telnyx



To export numbers from Telnyx, please do the following:

1. Navigate to 'Numbers' on the side menu on the Telnyx portal.
2. Click 'Export to CSV'.
3. Save the CSV file.

Adding Numbers to PBXware Automatically



To *automatically* add numbers to PBXware, please do the following:

For Multi-Tenant:

1. Navigate to a specific 'Tenant' -> 'SMS' -> 'Numbers'

For Contact Center:

1. Navigate to 'Home' -> 'SMS' -> 'Numbers'
2. Click the 'CSV Upload' button.
3. Upload the CSV file that is exported from Telnyx to PBXware.

Adding Numbers to PBXware Manually

 Add SMS Number

 CSV Upload

 CSV Download

 Download CSV Template

Number > Add

General

Number: 

Extension:

 Save  Go back

To *manually* add numbers to PBXware, please do the following:

For Multi-Tenant:

1. Navigate to a specific 'Tenant' -> 'SMS' -> 'Numbers'

For Contact Center:

1. Navigate to 'Home' -> 'SMS' -> 'Numbers'
2. Click the 'Add SMS Numbers' button.
3. Add numbers purchased from Telnyx.

NOTE: Please use E.164 formatted phone numbers, such as '1-xxxxxxxxxx' or '44-xxxxxxxxxx' when adding them manually.

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to find out more about our services

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