

Troubleshooting App Issues

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Solve user issues and errors while activating MultiLine.

What is my Organization ID? What is my username and password?

MultiLine applications are available by invitation only to prevent unauthorized users. Your IT organization will send you an SMS or email containing your credentials. If you can't find your invitation, ask your IT administrator to send you a new one.

If you're seeing "Invalid Company/ Org ID. Please try again"

Due to security reasons, we can't be more specific about what went wrong with your credentials. If you've typed in your credentials exactly as included in your invitation there are a few reasons you may see this error:

- You received a more recent invitation that has replaced your older invitation
- You used MultiLine with another organization previously, and they did not delete your user account (you can only have one MultiLine account)
- You are supposed to port in the number on your device to MultiLine and get a new number for your personal, but you haven't swapped your SIM card with a new one before onboarding

Also try...

1. Make sure to type the Company / Org ID from your invitation slowly and carefully with no typos.
 - ***If for any reason you've received multiple invitations, use the most recent credentials.***
 2. Temporarily turn off the WiFi connection for your phone when typing in the credentials.
 - Try turning off WiFi
 - Why? Your Wi-Fi security settings may be blocking the transmission of the credentials.
 3. When prompted for your phone number to send the PIN, make sure you're entering your active personal phone number of the device (**not** the MultiLine number, nor a number that is being ported into MultiLine service).
 - A PIN will be sent via text message immediately to this personal phone number.
 - The MultiLine app will automatically recognize the received PIN; you don't need to exit the app and go to your messages.
 4. If you continue to get the Invalid Company / Org ID error, uninstall the MultiLine application from your phone, reinstall the MultiLine application, and re-try using the Credential information included on your invitation.
 5. If additional guidance or a complete new set of credentials is needed, please contact your company administrator using the information in the invitation.
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How do I reonboard MultiLine after deleting the app?

Sometimes you need to delete the app, whether you're changing phones or something else. Whenever you install or reinstall MultiLine you must reactivate.

Note: Activation pairs your native phone with your assigned MultiLine number. You can only use an invitation on one phone at a time.

To prevent unauthorized use, all MultiLine apps require an **invitation** to complete activation. Most users receive this by email, but some will receive by SMS.

If you still have your MultiLine invitation, you can frequently use that one to log in again. If you have multiple invitations, use the latest one you were sent. However, some organizations restrict invitations to one-time use.

Movius does not and can not send or manage invitations for your organization. If you can't find your invitation, or your invitations don't work, you'll need to contact your IT department to have a new invitation sent.

Once you have your new invitation, [the activation process](https://help.moviuscorp.com/help/get-started-with-movius-for-blackberry-ios) [is short and sweet- you'll be up and running in no time.](https://help.moviuscorp.com/help/get-started-with-movius-for-blackberry-ios)

Error: Current version is not supported, please upgrade to latest version from Play store/ App store

It's always important to update your applications, MultiLine included. Updates may include new features, security updates, and bug fixes. If you see this message, your admin has set the minimum version allowed. You won't be able to continue using the MultiLine app until you update the app.

If you face further difficulty, contact your IT administrator. To help them assist you, include the version of the MultiLine app you have installed, your version of iOS or Android OS, and your version of the App Store or Play Store.

- Check version of iOS: <https://support.apple.com/en-us/HT201685>
- Check version of Android OS: <https://support.google.com/android/answer/7680439?hl=en>

Why am I not receiving notifications?

Users of the MultiLine app expect to receive notifications when receiving new messages, calls, and voicemails. If you are not receiving notifications, or there is a delay in receiving them, please check the following:

- Have you set MultiLine to Do Not Disturb in MultiLine Settings?
 - Check [Do Not Disturb](https://help.moviuscorp.com/help/do-not-disturb) [.](https://help.moviuscorp.com/help/do-not-disturb)
 - Check [My Schedule](https://help.moviuscorp.com/help/my-schedule) [.](https://help.moviuscorp.com/help/my-schedule)
 - Alternatively, you can go to Settings > Help > Run Diagnostics. Running Diagnostics will let you know if you have set Do Not Disturb inside MultiLine.
- Have you set Do Not Disturb on your device?
 - MultiLine will respect Do Not Disturb when set on your device. See [iOS](https://support.apple.com/en-us/105112) [.](https://support.apple.com/en-us/105112), [Android](https://support.google.com/android/answer/9069335?hl=en) [.](https://support.google.com/android/answer/9069335?hl=en)
- Is your device in "Sleep" status?
 - iOS and Android both allow every user to set up different notification settings for each application on an individual basis. It is likely that your settings for Notifications may need modification if you want MultiLine Text Messages to "Wake up" your device when it is on

the Lock Screen "Sleep" status. See [iOS](https://support.apple.com/en-us/108781), [Android](https://support.google.com/android/answer/9079661?hl=en&ref_topic=7651002&sjid=6800221214900974784-NC).

- For iOS users:
 - Is your device in [Standby](https://support.apple.com/en-sg/guide/iphone/iph878d77632/ios)?
 - MultiLine will respect if your phone is in Standby. Your notifications are silenced until you enter your passcode.
 - Have you turned on [Notification Summaries](https://support.apple.com/en-sg/guide/iphone/iph1fbe7d2b9/ios)?
 - MultiLine will respect Notification Summaries when set on your phone. If desired, you can set MultiLine to be an allowed application.
 - Are you using the Teams integration?
 - Users of the Teams integration choose whether to receive incoming calls on MultiLine or Teams. When using Teams, your call notifications will only come through Teams. See [Call Ringing and Notification Control in Mobile Apps](https://help.moviuscorp.com/help/call-ringing-and-notification-control).
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