

MultiLine Mobile App Product Document

Last Modified on 01/04/2024 11:50 am EST

Read on to learn about the MultiLine product.

What is MultiLine?

MultiLine provides users a separate business number for all work calls, texts, social messaging, voicemail, and contacts on their smart phone. You'll be able to do all your work calling and messaging using this separate phone number, and keep your personal number private. This is all done completely with software and without the need for a second SIM.

MultiLine mobile apps provide a separate dialer, call and message log, voicemail, and business features. You can also use your MultiLine number from the desktop, Microsoft Teams, or from within Salesforce CRM.

Because the MultiLine number is a real carrier-supported number, you don't need an internet connection to make calls but can use cellular minutes. You'll learn more about this in [Call Settings: Set Data or Minutes calling modes](https://help.moviuscorp.com/help/call-settings) [🔗 \(https://help.moviuscorp.com/help/call-settings\) 🔗](https://help.moviuscorp.com/help/call-settings).

About the MultiLine application

The MultiLine App is a downloadable mobile application, available for both iOS and Android platforms in their respective App stores. MultiLine customers will be able to provide a secure business mobile number on a corporate-managed or employees' personal phone. Employees can differentiate between business and personal calls on a single device with distinct Caller ID; separate personal and business contacts; have distinct voicemail for each line and have separate call and SMS logs. All personal data and activity on the primary line remains invisible and untouched by the company.

MultiLine provides a carrier-grade service with the highest call quality and availability across all global mobile networks. Movius' patented technology allows employees to make and receive calls through cellular voice, mobile data, and/or Wi-Fi. It is not a VoIP-only service.

The MultiLine App also supports full BlackBerry Work container integration, including click-to-call and click-to-text within BlackBerry Work email, calendar, and BEMS contacts. All calls and texts can be made and received from your business number and not your personal number.

The MultiLine App also supports full Microsoft Intune SDK integration.

Current minimum OS requirements: iOS N minus 2, Android N minus 2

MultiLine Basic Service Features

Movius MultiLine app offers the following features within the app. Certain features are controlled by Movius server which can be configured by the business customer admin using the Movius

Management Portal (MMP). Feature

Feature	Description
Outbound Calls	<p>MultiLine user can make calls over Wi-Fi, cellular data, or primary SIM 2G/3G/4G/VoLTE/5G voice network. Primary SIM carrier charges may apply when a user makes an outbound call using cellular data or voice network.</p> <p>MultiLine user can make calls to both MultiLine and non-MultiLine numbers.</p>
Inbound Calls	<p>MultiLine user can receive calls using Wi-Fi, cellular data, or the primary SIM 2G/3G/4G/VoLTE voice network. Primary SIM carrier charges may apply when a user receives an inbound call using cellular data or voice network. MultiLine user can receive calls from both MultiLine and non-MultiLine numbers.</p>
SMS	<p>Within the MultiLine app, user can send/receive SMS text messages to both MultiLine and non-MultiLine numbers.</p>
Contacts	<p>MultiLine enables access to contacts within the app, which allows complete separation of personal and business contacts. User can select from one of three contacts sources:</p> <ul style="list-style-type: none">• Native: share with the native device contacts• Local: maintain a separate contact list within the MultiLine App• Microsoft Exchange: integrate with Microsoft Exchange contacts
3-way Conference Calling	<p>MultiLine user can initiate a call across three participants including the MultiLine user.</p>
Call Forwarding	<p>MultiLine user can optionally chose to forward all incoming calls to a different phone number.</p>
Call on Hold	<p>MultiLine user can put an existing call on hold and resume anytime (if the call is still active).</p>
Caller ID Presentation	<p>MultiLine user has the option to show or hide the caller ID of their MultiLine number to the other person when making an outbound call.</p>
Do not Disturb	<p>User has the option to put the MultiLine App in Do Not Disturb mode to send all incoming calls to voicemail.</p>

Missed Call Alert MultiLine user receives a missed call alert notification when an incoming call is not answered.

Block Caller MultiLine allows the user to block specific numbers.

Sequential Calling Sequential ring can be used to ring several different numbers if the MultiLine user is unavailable. When sequential ring is activated, an inbound call will ring one phone, then another, and another, until the call is answered.

Simultaneous Calling Simultaneous ring feature will ring on all the MultiLine user's listed phones numbers at the same time. As soon as the call is

Add-Ons

The **Add-on** services are only available to Subscribers who have purchased the MultiLine Standard Subscription Service. Once enabled by Movius these features can be turned on/off by customer admin for specific sub-organizations and/or end-users.

Feature	Description
---------	-------------

Call Recording	Call recording allows an Enterprise Customer to record incoming and outgoing calls for all/some of their MultiLine users. Movius will retain recordings for a maximum of 72 hours before securely deleting the recordings. During this time, customers can extract the call recordings and archive them on their own digital archival systems. While not offered as a standard service, additional storage duration on the Movius platform can be made available for a fee.
-----------------------	---

Movius APIs (Application Protocol Interface) are available that allow customers to pull recordings from the Movius Platform for deposit into a 3rd party customer platform. Alternatively, customers can purchase the Digital Safe Add-on feature to securely download recordings. Digital Safe provides pre-built export capabilities to push voice and text recordings to servers such as Nice, Red Box, ASC or Verint at regular pre-defined intervals.

Live SIPREC recording is also available for voice recordings as an Add-on. SIPREC provides real-time call recording connection into the customer's own recording infrastructure at their corporate data centers over private connectivity infrastructure built for this purpose.

SMS Capture	SMS capture allows an Enterprise Customer to record the incoming and outgoing messages for all/some of their MultiLine users. Recordings can be stored within Movius server or transferred to customer's archival systems (see Movius Digital Safe description).
--------------------	--

SMS Opt-in Allows an Enterprise Customer to get an express consent from a customer or external person before a MultiLine user can engage in an SMS exchange.

SMS Redaction The SMS Redaction feature provides MultiLine customers with full control to redact content within an SMS exchange that is deemed sensitive or inappropriate. It obscures the part of a text considered inappropriate for legal or security requirements. For example, you can use SMS redaction to mask sensitive personal information such as credit card numbers, phone numbers, or email addresses.

Digital Safe Digital Safe is a repository of call and SMS recordings in the Movius platform. Subject to Professional Services engagement, Digital Safe can be integrated to push voice and text recordings to servers such as Nice, Red Box, ASC or Verint at regular pre-defined intervals using SFTP servers or can be pulled by the customer using APIs provided by Movius.

Consumer Messaging Connector Movius Consumer Messaging Connector Add-on Service lets Enterprise Customers of the MultiLine Subscription Services send messages to their End User customers' consumer messaging apps (such as, WhatsApp, WeChat, etc.) directly from within the MultiLine Mobile App. It also allows End Users of the MultiLine Subscription Services to receive messages from consumer messaging apps within the MultiLine Mobile App.

The overall functionality may vary across different consumer messaging platforms (such as, WhatsApp, WeChat, Signal, etc). Currently, WhatsApp integration is supported. The key functionalities of Movius Consumer Messaging Connector (WhatsApp for now) are:

1. the ability to send messages from within the MultiLine Mobile App;
2. the ability to receive messages within the MultiLine Mobile App;
3. ability to capture messages in the Management Portal for the MultiLine Subscription Services and manage the Enterprise Customer's compliance and administrative policies in the same way as MultiLine SMS can be managed;
4. compatibility with compliance features (integration with Enterprise Customer's archival systems, Opt-in, redaction); and
5. support for messaging only (multimedia, voice messages, voice calls and video calls are currently not supported).

Microsoft Teams Connector (SMS only): MultiLine integration with Microsoft Teams allows an End User to send/receive SMS messages within the MS Teams interface.

Microsoft Teams Connector (Calls and SMS) MultiLine integration with Microsoft Teams allows an End User to send/receive SMS messages as well as make/receive calls from within the MS Teams interface.

Movius Management Portal (MMP)

The MultiLine service come with an extensive management portal that MultiLine customers can leverage to manage their own users. With the browser GUI based Portal, MultiLine customers can:

- Enable and disable of specific features within the app for its own organization. For example, MultiLine customers may choose to only allow integration to Exchange for contacts or disable calling over Wi-Fi.
- Control the numbers inventory and assignment to departments within MultiLine customer's departments and to individuals within the department. MultiLine customers can for instance mimic an organizational structure within the portal for easy management.
- **Create and manage subscriber accounts.**
- Send on-boarding invitations that are received by the end user as SMS or email.
- **Use reporting capability to get information on usage data across the organization.**

MultiLine iOS app tour

MultiLine Android app tour
