

How do I contact support? | iOS

Last Modified on 06/27/2024 4:16 pm EDT

When you need help from support, tap your Settings menu, then Help.

1. Select Settings.





2. Select Help.



3. Choose how you want to contact Support:

• Email a Log to Support:

• If you've been requested to email logs, tap the email link to generate an email which will include logs to send to support.

>

- Add your explanation of the problem at the top of the generated email and send.
 - Send logs as soon as possible after a problem occurs, and include the time and date of the problem if you can.

21:10 🕇	" 🕹 🔲
Cancel	
Technical Supp	ort 🕜
To: Help@IT.com	
Cc/Bcc, From: multiline.user@company.c	
Subject: Technical Support	
Please describe the issue you are e	xperiencing here!
I was expecting to see the new WhatsA in my MultiLine, but it doesn't seem to b Can you help me out?	vpp capability se enabled.
Got a screenshot? Add as an attach	iment
==Do Not Remove This information	
App Name : MultiLine	
App Version : 3.06.01.18	
Device : iPhone	
Company/Org ID :	
Virtual number :	
Inbound / Outbound Call Mechanisr	n : DATA / DATA
Manage Calls : Call Schedule	
Monday : 00:00-23:59	
Tuesday : 00:00-23:59	
Wednesday : 00:00-23:59	
Thursday : 00:00-23:59	
Saturday : 00:00-23:59	
Sunday : 00:00-23:59	
Last Call MOS : -1.000000	
html	
com.movius35-55 5.log	

• Call Support:

• Tap the number to place the call using your MultiLine app.



21:09 🕈	ı∥ \$ ■),	
🕻 Back	Help		
Contact Suppor	t		
📞 Call	+1 555-555-5555		
Email	Help@IT.com		
Knowledge Base			
Find how-to guides and answers to common questions online at the Knowledge Base.			
FAQ		>	
Run Diagnostics		>	
About Us		>	
Terms and Priv	acy Policy	>	

- **<u>Run Diagnostics:</u>** If you've been requested to run diagnostics tap **Run Diagnostics**.
 - This will help identify any issues that may be causing a problem, and will generate a diagnostic report you can email to support.

21:11	1	ull 🗢 🗩
🕻 Back	Run Diagnostics	
	Running	
Necessary Ports Opened		Ø
Listening for Incoming Data Calls		Ø
Background Refresh		0
Necessary Ports Opened Listening for Incoming Data Calls Background Refresh		© ©

We recommend using the above steps any time you can because you'll best be supported by contacting your organization's IT support and emailing logs.

The more details you can provide us to resolve your issue the better:

- Details of the problem experienced
- Application having the problem (Examples: MultiLine for Intune, MultiLine Desktop, Salesforce connector)
- Environment
 - For mobile apps: Phone OS (Examples: Android, iOS)
 - For Desktop apps: Internet browser (Examples: Chrome, Internet Explorer)
- Time the problem occurred (include timezone)
- If reporting a call or messaging issue, phone number dialed
- Name of your organization