

Guide to using the Help Center

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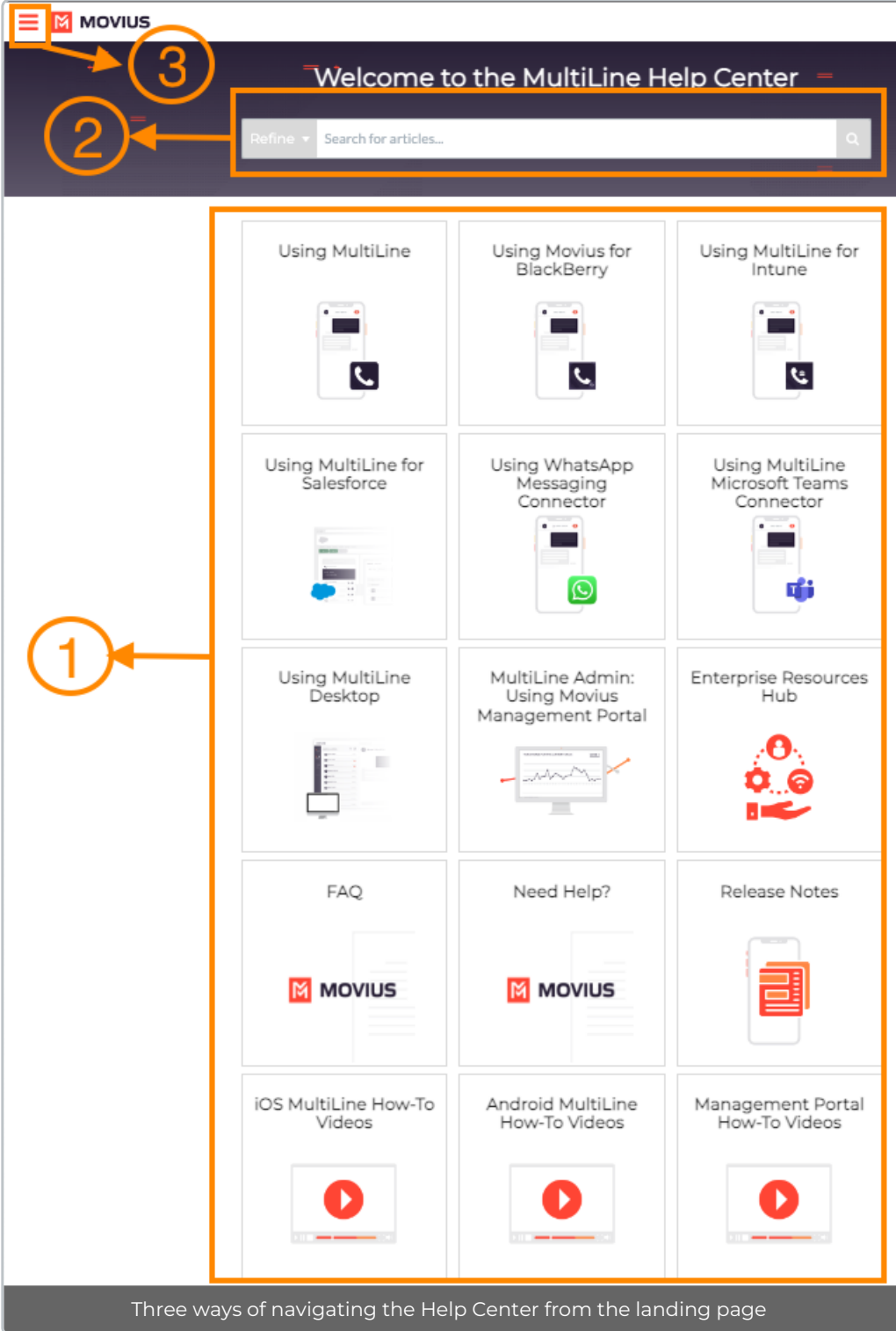
Read on to learn about this Help Center and how you can find what you need.

Overview

This Help Center provides materials for the following audiences:

- End users of the MultiLine service
 - MultiLine administrators using Management Portal
 - Front-line employees using MultiLine apps
- Enterprise IT admins and compliance teams
- Movius partners

Information on this Help Center is organized into Categories and articles. Categories appear as clickable squares or as headings for a group of articles. You can find information (1) by browsing the categories, (2) by expanding the menu on the left-hand side, or (3) by using the Search feature at the top.



MOVIUS

Welcome to the MultiLine Help Center


Refine Search for articles...

- Using MultiLine
- Using Movius for BlackBerry
- Using MultiLine for Intune
- Using MultiLine for Salesforce
- Using WhatsApp Messaging Connector
- Using MultiLine Microsoft Teams Connector
- Using MultiLine Desktop
- MultiLine Admin: Using Movius Management Portal
- Enterprise Resources Hub
- FAQ
- Need Help?
- Release Notes
- iOS MultiLine How-To Videos
- Android MultiLine How-To Videos
- Management Portal How-To Videos

Three ways of navigating the Help Center from the landing page

Home

Using MultiLine Subscribe



Topics on using MultiLine, including calls, messages, and call settings.

Get started: MultiLine (8)

- What is MultiLine?
- Find and use your invitation
- Get started with Calling
- Call Settings: Set Data or Minutes calling modes
- Get started with Messaging
- Get started with Contacts
- Call Handling: Sequential and Simultaneous Dial, Do Not Disturb, Call Forwarding
- Get started with MultiLine Voicemail

Calls (4)

- Making Calls
- Call Settings: Set Data or Minutes calling modes
- Call Handling: Sequential and Simultaneous Dial, Do Not Disturb, Call Forwarding
- About Call Icons

Messages and Voicemail (5)

- Recording MultiLine voicemail greeting and listening to voicemails
- Sending and replying to SMS
- Sending and replying to WhatsApp Messages
- Getting consent to message using SMS Opt-In flow
- Getting consent to message using WhatsApp Opt-In Flow

Contacts (2)

- Using MultiLine Contacts list
- Search and Store Exchange Contacts

Settings (6)

- Edit ringtone and notification preferences
- Set passcode
- Set E911 address (US Only)
- Block a number
- Set the default country calling code
- About Caller ID

Desktop (6)

- Quick Start Guide: MultiLine Desktop
- Calls in MultiLine Desktop
- Messages and group messaging in MultiLine Desktop
- Contacts in MultiLine Desktop
- Voicemail in MultiLine Desktop
- MultiLine Desktop Support

Integrations (6)

- Using MultiLine for Intune
- Using Movius for BlackBerry
- Using MultiLine for Salesforce
- Using WhatsApp Messaging Connector
- Using Movius PBX Integration
- Using Microsoft Teams Integration

Headings (such as Get Started MultiLine) can be clicked to display all the information, or you can click on the article individually.

Hyperlinks can be created to individual articles, to share specific information, and categories, to share a group of related information.

Articles are often published in multiple categories so that they're easily found by browsing.

Organization

- Most information on the Home page is targeted towards application end-users.
- MultiLine Admin: Using Management Portal is targeted towards administrators.
- Enterprise Resources Hub collects all the information for each Movius product in one spot.
- Release Notes publishes end-user facing news on client and server updates.

Get Started

- Get Started Guides contain information about installation and activation of products for end-users.

Troubleshooting

- Troubleshooting articles help resolve common problem scenarios.
 - End-User troubleshooting appears contextually with other Help information.
 - There is a sub-category in MultiLine Administrators category for troubleshooting.

FAQ

- FAQ articles help answer common questions.
 - The FAQ on the home page is targeted towards end-users of the application.
 - FAQs for MultiLine Administrators is within their own category.
 - FAQs for Partners and Enterprise are within the Enterprise Resource Hub.

Product Documents

- Product documents provide a detailed feature tour and explanation of a product. These are mostly found in the Enterprise Resource Hub.

Use Cases

- Coming soon
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