

Call Handling: Sequential and Simultaneous Dial, Do Not Disturb, Call Forwarding

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Read on to learn about using MultiLine's Call Handling Settings. You can set multiple numbers to receive incoming calls sequentially.

Overview

You can use Call Handling in the MultiLine Settings menu to


- Set Simultaneous or Sequential Dial
- Set Call Forwarding
- Set a Business Hours Schedule
- Turn on Do Not Disturb

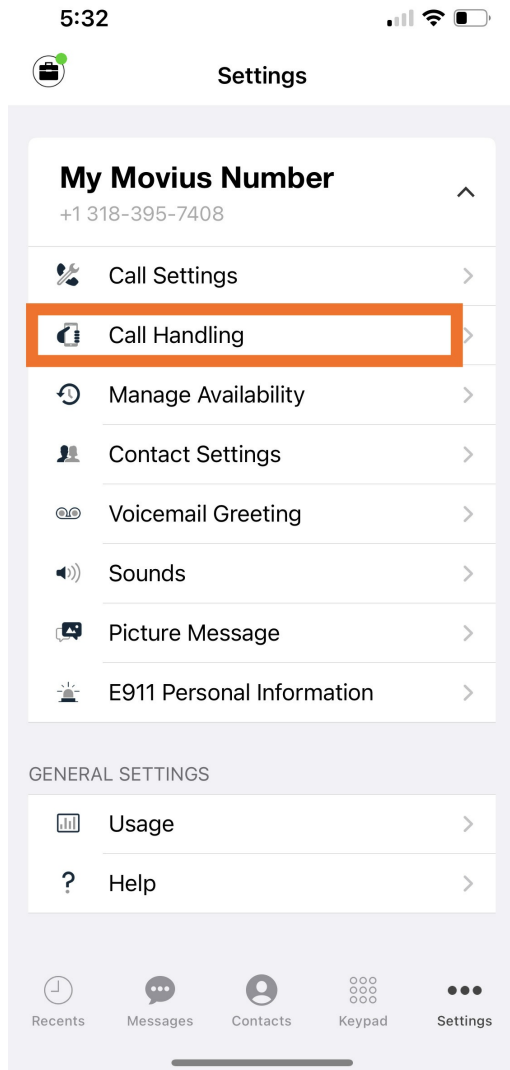
Before you start

- You need to be connected to the Internet to change your Call Handling settings.
- An organization can choose to turn this feature off. If so, you won't see Call Handling in the Settings menu.

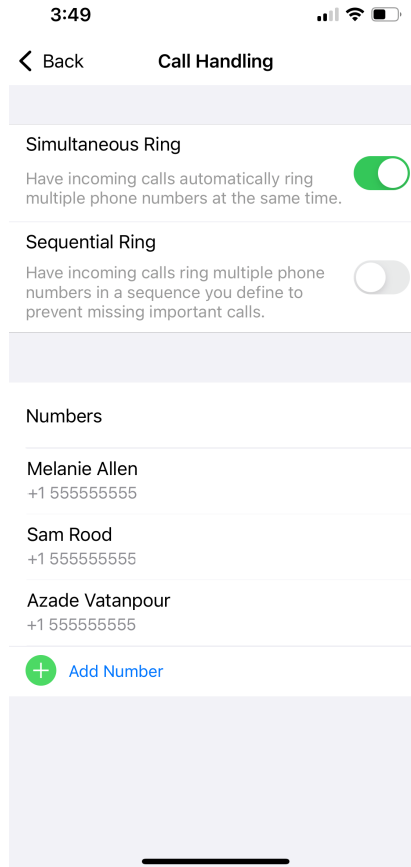
Set Simultaneous or Sequential Dial

Use the Call Handling setting to designate multiple numbers for receiving incoming calls all at once (simultaneous), or one at a time in order (sequentially).

1. Tap the **menu icon**  in the bottom right (iOS) or upper right-hand corner (Android).
2. Tap **Call Handling**.



3. Choose your desired **Call Handling** setting.
 - **Sequential Ring**: Rings the primary MultiLine application and then ring each number one after the other listed in the Add Number list.
 - **Simultaneous Ring**: Simultaneously rings all telephone numbers listed in the Add Number list, including your MultiLine number. The first phone to pick up receives the call.




4. Tap **Add Number** to add numbers to the **Add Number List**.
 - This is the list of numbers that is used by Sequential or Simultaneous ring. The maximum is 10 numbers.

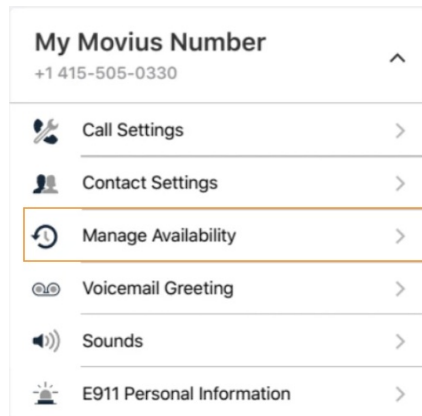
When you leave the menu your settings will automatically apply.

- If you have Do Not Disturb or Business Hours settings applied, these rules apply first and your calls will go to voicemail instead of going to the numbers in the Call Handling list.
- The call will show as a "Missed Call" for any parties that did not pick the call.

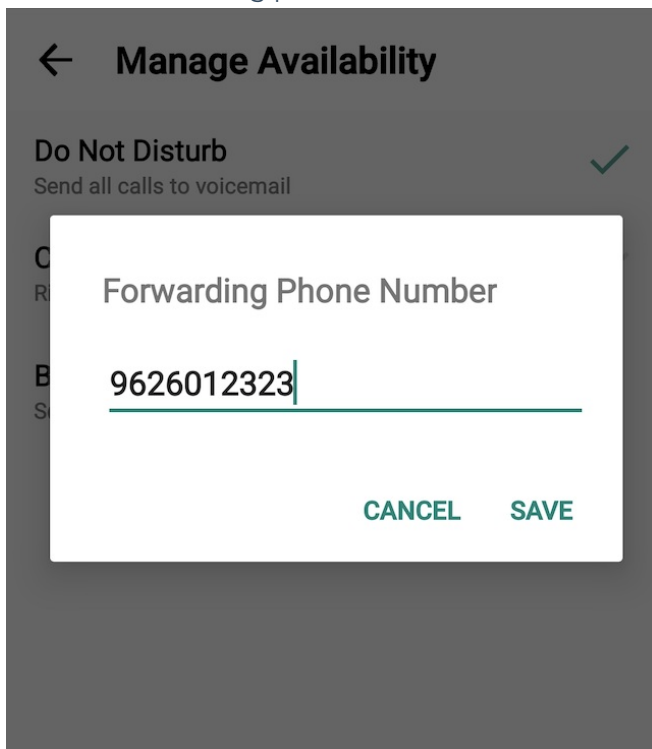
Set Call Forwarding

Use Call Forwarding to send calls to your MultiLine number to the specified number. Your MultiLine phone will not ring or receive the call when Call Forwarding is set.

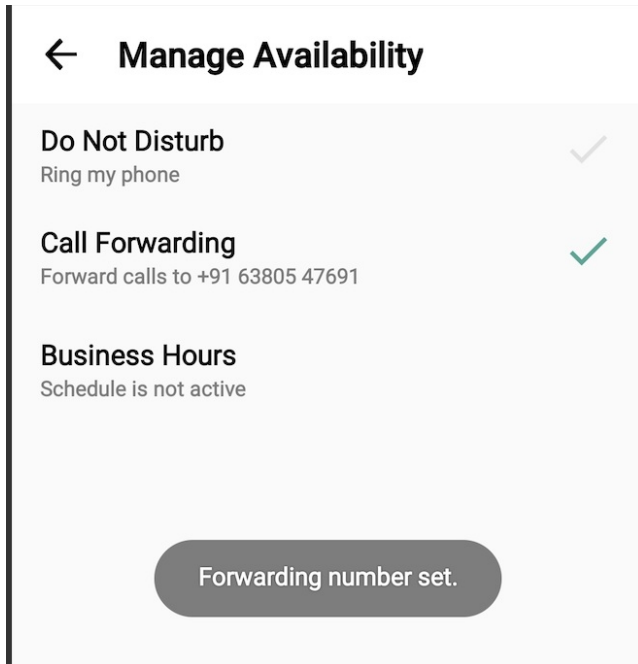
1. Tap the **menu icon**  in the bottom right (iOS) or upper right-hand corner (Android).
2. Go to **Settings** and tap **Manage Availability**.



3. Tap on **Call Forwarding** to enable it.
4. Enter the forwarding phone number




5. Tap **Save**. If successful, you'll see the number you set on the screen.

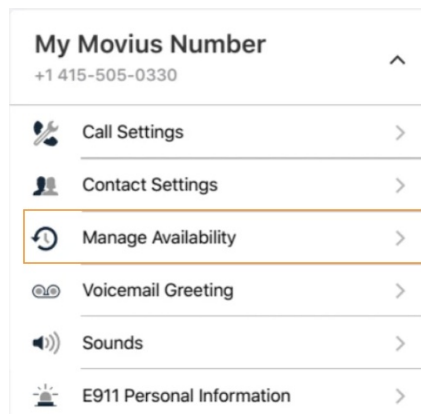


The forward function WILL NOT work if you enter your primary device's number as the call forwarding number.

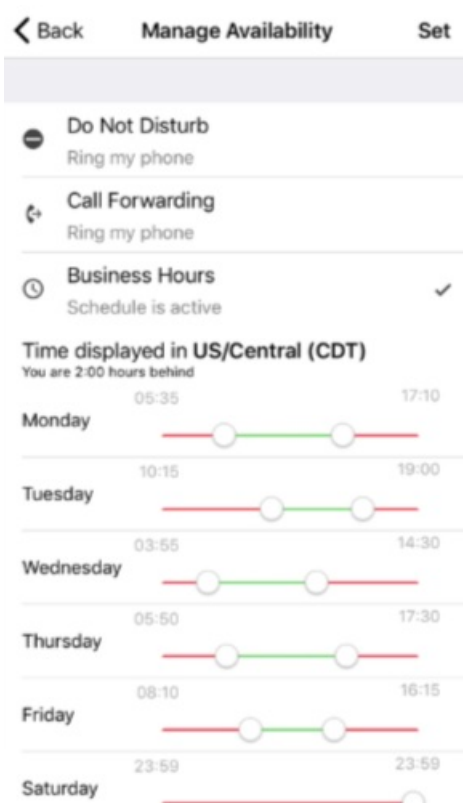
Set Business Hours

Use **Business Hours** to set which hours you would like your phone to ring. Outside of those hours, calls will go to voicemail.

1. Tap the **menu icon**  in the bottom right (iOS) or upper right-hand corner (Android).
2. Go to **Settings** and tap **Manage Availability**.



3. Tap on **Business Hours** to enable it. *Tap again to disable it.*
4. Use the sliders to set the hours you're available on your MultiLine number. Any incoming calls that are received outside those set hours will automatically be forwarded to your MultiLine voicemail.

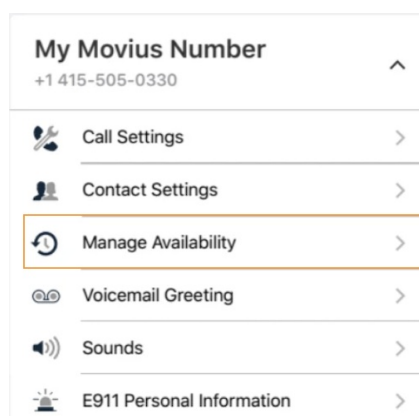


If you are using the **Call Handling** feature to set a list of numbers to simultaneously or sequentially dial, the **Do Not Disturb** or **Business Hours** settings apply first and the calls will go to your voicemail and not ring the numbers on your **Call Handling** lists.

Set Do Not Disturb

When **Do Not Disturb** is enabled, all the calls will be sent directly to your MultiLine voicemail.

1. Tap the **menu icon**  in the bottom right (iOS) or upper right-hand corner (Android).
2. Go to **Settings** and tap **Manage Availability**.



3. Tap on **Do Not Disturb** to enable it. A *checkmark* will appear and the message will show that MultiLine will send all calls to voicemail. Tap again to disable it. The checkmark will disappear

and the message will show that MultiLine will ring your phone.

← Manage Availability

Do Not Disturb

Send all calls to voicemail



Call Forwarding

Ring my phone



Business Hours

Schedule is not active

If you are using the **Call Handling** feature to set a list of numbers to simultaneously or sequentially dial, the **Do Not Disturb** or **Business Hours** settings apply first and the calls will go to your voicemail and not ring the numbers on your **Call Handling** lists.
