

MultiLine FAQ

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Answers to common questions about the MultiLine service.

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>) [🔗](https://help.moviuscorp.com/help/call-settings).

How does MultiLine provide a second number?

There are a few ways you can get a separate Work number on your smartphone:

- Getting an additional SIM Card
- Using a VOIP number
- the MultiLine way

Your MultiLine number is the product of a unique patented technology created by Movius. Unlike a SIM Card, you don't have to buy or insert anything into the phone, you only need to install and activate the MultiLine mobile application or activate the MultiLine Desktop application to get your Work number. Unlike a VOIP number, your MultiLine number is a real, carrier-grade number. This means that unlike with VOIP, you don't need an Internet connection to make calls.

Our app is built with user privacy, security, and ease-of-use in mind. If your organization needs reports on your company use of the phone, your private calls and messages will be completely private and only your Work call and message data are captured as necessary. If your organization needs recordings for compliance or regulatory oversight, only your Work calls and messages will be captured.

What devices does MultiLine work on?

- MultiLine mobile applications work on any Android or iOS smartphone
- MultiLine Desktop applications work on any desktop or tablet
 - Browser Compatibility
 - Chrome 90.0.4430 or above
 - Safari 14 or above
 - MS Edge 90.0.818.39 or above

Do users have to be connected to Internet to activate MultiLine?

Yes, users must be connected to Internet to activate MultiLine.



Can users use their MultiLine invitations more than once?

By default, yes. If the company wants to restrict the number of times an invitation is used to one, they can request this option.

Can users activate MultiLine on more than one phone at a time?

No, users can only activate MultiLine on one phone or tablet at a time.

If the user switches phones or tablet, when they activate MultiLine on the new device, access to MultiLine on the other device will be deactivated.

Note: if the user is using the same phone or tablet and switches SIM cards, they must follow the steps here: [Switch SIM card](https://help.moviuscorp.com/help/switch-sim-card-or-phone)  (<https://help.moviuscorp.com/help/switch-sim-card-or-phone>) .

Note: a user can activate MultiLine on a phone or tablet and use MultiLine Desktop, Microsoft Teams, or MultiLine for Salesforce.

Will using MultiLine increase my personal mobile bill?

We anticipate that there will be little or no change to the monthly mobile phone bill of most

employees. First, most mobility plans include unlimited text and voice calling—so no extra costs there. Second, MultiLine supports text, voice, and data on Wi-Fi networks—so that's free. Third, even for people with tiered data plans, the average data usage for MultiLine is only 100MB per month, which isn't likely to push anyone over the typical 3 - 4 GB monthly limit.

What type of numbers does MultiLine support?


The MultiLine service can support any phone numbers, including any country code, or any area code.

Although technologically, MultiLine could support short codes, vanity numbers, and hotlines, the service is optimized for 1:1 communications.

What languages are supported?


English, Spanish and Portuguese languages are natively supported.

How do I purchase a subscription for MultiLine?

If you're looking to buy MultiLine for your organization, please [book a call with us](https://calendly.com/movius-team-1/intro).
(<https://calendly.com/movius-team-1/intro>) 

What does the orange M icon (MultiLine Indicator) mean?

People use MultiLine as their work number for communicating with clients, partners and co-workers. When it comes to internal communications between co-workers, it's important to keep the conversation happening between work numbers rather than any personal numbers that may be added to the Contact list.

The *MultiLine Indicator* "M" icon  appears near a contact name or number to identify it as a MultiLine number. This makes it easy to identify a co-worker's MultiLine number within MultiLine applications. The indicator appears for all MultiLine users in the company across all regions where the company operates.

Note: *If your admin disables MultiLine Indicator, you will not see these icons.*

