

MultiLine Desktop Product Document

Last Modified on 11/23/2022 11:55 am EST

Read on to learn about MultiLine Desktop.

Overview

MultiLine Desktop brings the mobile business calling and messaging features critical to your frontline client communications to the browser.

For regulated users, these calls and messages will be captured for compliance teams in the Management Portal just as they are in the mobile apps. You can sync with your Office 365 Exchange Contacts, or build a local contact list. 1:1 messaging and calling is supported. Manage Availability and Call Handling settings can only be set in the mobile app, but will apply for the desktop.

System Requirements

You can use the MultiLine Desktop application with the following browsers:

- Chrome 90.0.4430 or above
- Safari 14 or above
- MS Edge 90.0.818.39 or above

Calling

Making a call

There are multiple ways to make calls in MultiLine Desktop.

Note

- You must grant MultiLine Desktop permission to use your microphone and speakers to make calls.
- Your organization must allow calling for you to make calls from MultiLine Desktop.

Calls Screen

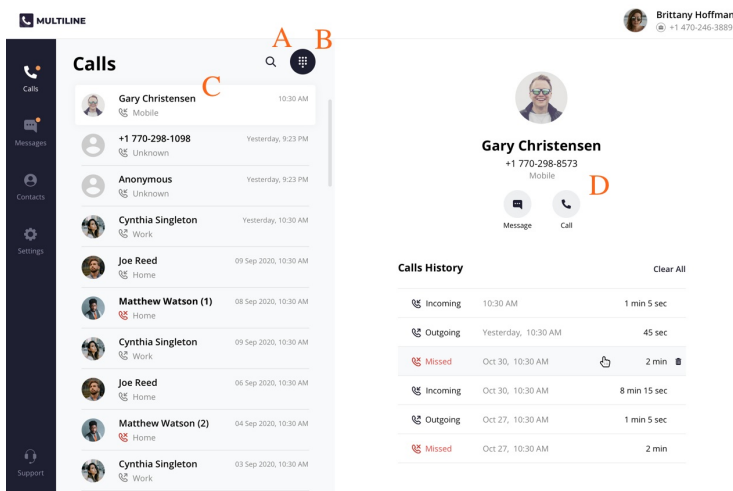
The first time you go to the **Calls** screen, click the **Make a Call** button to place your first call.



Your contacts are waiting to hear from you! Click
Make a Call to begin dialing a number.

Make a Call

After you place your first call, your list of recent calls will appear on the **Call logs** screen.



1. Use the **Search** icon to search your recent Calls.
2. Use the **Dialer** icon to bring up the Dialer screen.
3. Clicking a **Call log** will display the call history and contact information, if available. For a saved Contact clicking on the **Contact name** or **Contact picture** will take you to the specific **Contact detail** page.
4. You can easily call or message a contact again from this screen by clicking the **Call** and **Message** icons.

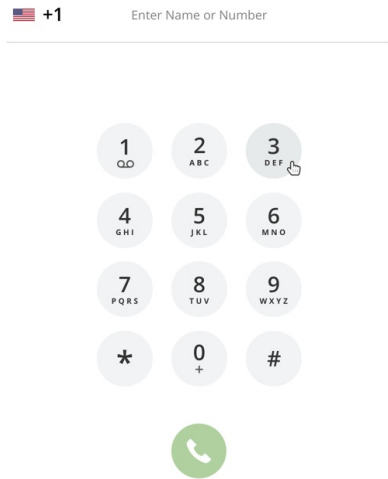
Dialer Screen

From the dialer, you can manually dial a number or enter the first or last name of a contact to pull up their number.

- You can click the numbers or use your keyboard.
- When dialing numbers, please make sure to include the international country code even when placing domestic calls.

Note:

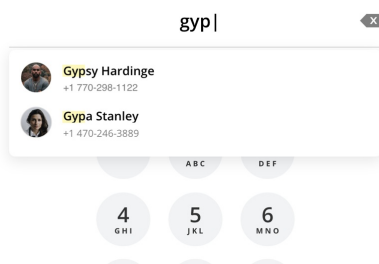
- Dynamic search will only display saved contacts, it doesn't search the GAL. See Search and Store Contacts from GAL.
- You must type at least three numbers or three letters of a contact's first or last name to activate the dynamic search.



Entering a number:



Entering a name:



Complete dialing the number, or select the contact, then click the **Start Call**  button.

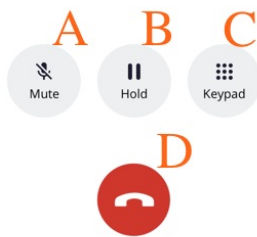
In-Call Screen

The **In-Call** screen will appear when someone you call answers the call, or you answer a call from someone else.



Gary Christensen

+1 770-298-8573
00:01:07



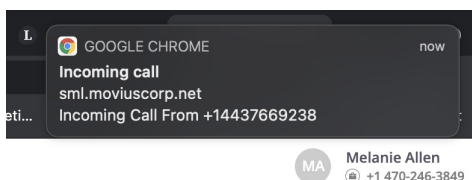
1. Use **Mute** to cut off your microphone. You can hear the other caller, but they can't hear you. Press it again to turn your microphone back on.
2. Use **Hold** to suspend the call. The call will not be disconnected, but neither party will be able to hear the other party during the hold. Press it again to end the hold.
3. Open the **Keypad** to dial numbers.
4. Use the **End Call** button to end the call.

Accept or reject incoming calls

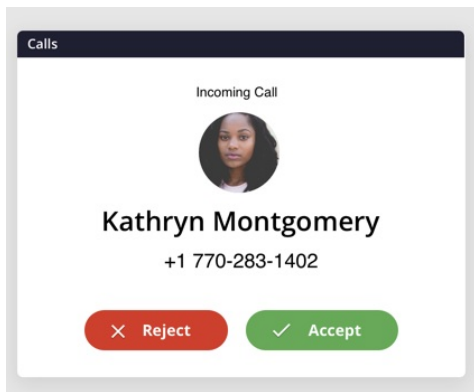
Your incoming call screen and notifications may appear differently depending on what you're doing.

Incoming Call Notifications and Screens

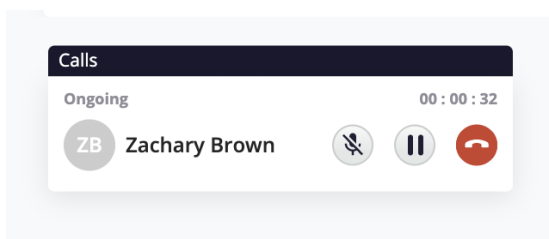
Whether you're on the MultiLine Desktop tab or window, the ringtone will play and a visual notification will display when you receive an incoming call.



If the caller is in your contacts, you'll see their contact information on the incoming call screen and options to **Reject** and **Accept**. Clicking **Reject** will send the user to your voicemail, and **Accept** will answer the call.

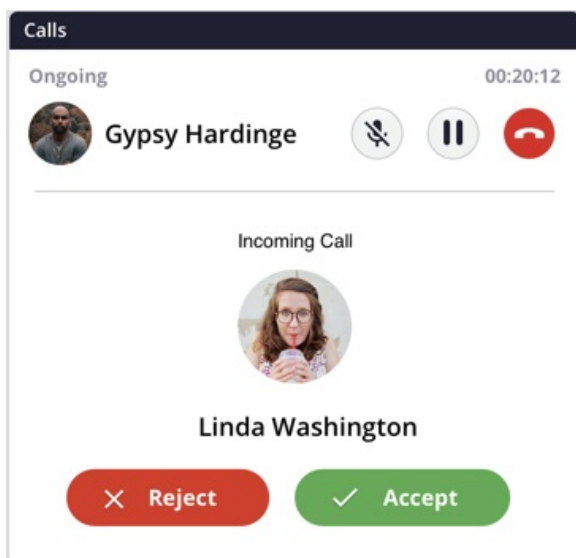


As you move through screens on MultiLine Desktop when you're on a call, the call window will follow. You can move it by clicking and dragging.



If you receive another incoming call, your option to accept or reject the incoming call will appear below your ongoing call. If you accept a call while on a call, this will automatically put the person you're currently talking to on hold.

A window will appear with the two calls. From this screen you can swap calls, and perform other actions.

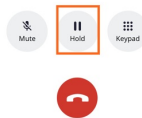
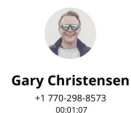


Many web users were bothered by nuisance audio coming from web sites that automatically play when a page is loaded, such as that from videos and advertisements. To address this, Chrome and Safari browsers added a feature that blocks audio by default from web pages if the page or tab is refreshed, but not clicked on by the user.

Therefore, if you haven't accessed the MultiLine Desktop tab since the last time it refreshed (for example, if you closed and restarted chrome and loaded your tabs from the previous session) the ringing sound will be blocked. However, you'll still be able to see the visual notification of the incoming call.

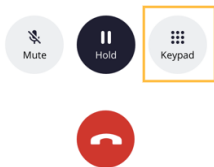
To unblock the ringtone from being played, open the tab where MultiLine Desktop has recently refreshed and click anywhere within the MultiLine Desktop application and this should ensure that the ring sound will play.

Place a call on hold



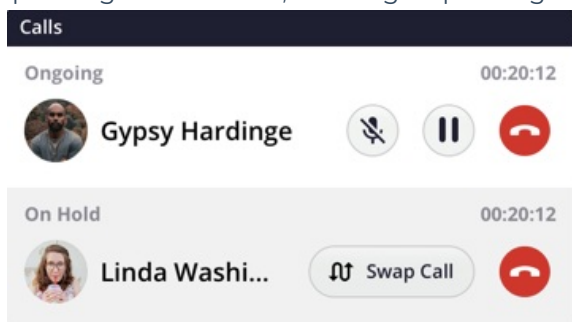
Click the **Hold** button to put the call on hold.

After putting the call on hold, you can dial a number by clicking the Keypad.



When you have two ongoing calls, your ongoing call window will display the information of the two parties. You can only speak to one party at a time the other will be placed on hold.

You will see the **Mute** icon, **Hold** icon, and **End Call** icon for the party you are speaking with. You will see the **Swap Call** icon for the party on hold. Click the **Swap Call** icon to put the party you're speaking with on hold, and begin speaking to the other party.



Use the Manage Availability and Call Handling in the mobile app MultiLine Settings menu to set in MultiLine Desktop.

- **Call Handling** (<https://moviuscorp.knowledgeowl.com/help/getting-started-with-multiline-call-handling-sequential-and->

simultaneous-dial-do-not-disturb-call-forwarding)

- Set Simultaneous and Sequential Dialing
- Set Call Forwarding
- Set Business Hours
- Set Do Not Disturb

Messaging

MultiLine Desktop currently only supports 1:1 SMS messaging. Group Messaging, Picture Messaging, and WhatsApp messaging coming soon!

When it's your first time on the Messages screen, click **Start a Chat** to send your first message.



Ready to message your contacts? Click **Start a chat** to begin a conversation.

Start a Chat

At the new message window, begin typing the first or last name of someone in your saved contacts, or a mobile number.

 **+1**

Enter Name or Number



Type your message...



After you've entered at least 4 digits (including country code) or letters, you'll see a list of auto-suggestions. *Note: only saved contacts will appear in the auto-suggestions.*

 **+1****770|****Anthony Miller**

+1 770-298-1123

**Frances Brooks**

+1 770-298-8573

**Jacob Johnson**

+1 770-110-1919

**Jeremy Price**

+1 220-770-8877

**Kathy Phillips**

+1 213-132-4770

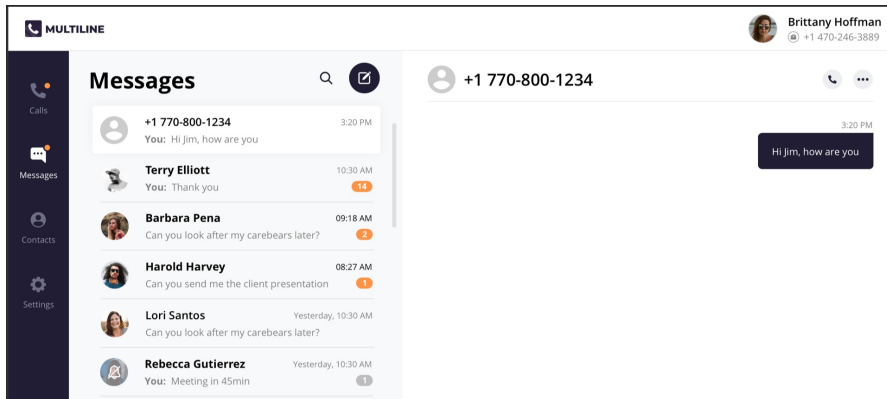
When you have completed entering the number, or selected from the results, you can type your message in the **Type your message...** field.



Hi Jim|

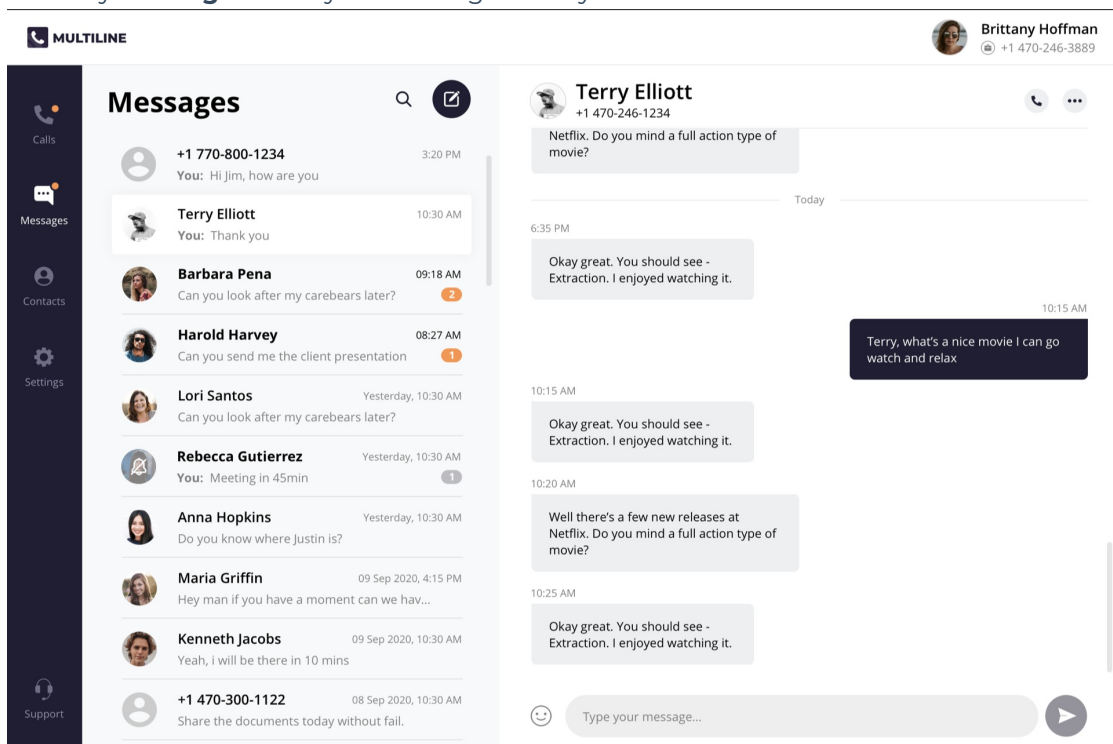



Press the enter or return key, or click the **Send Message** icon to send the message.

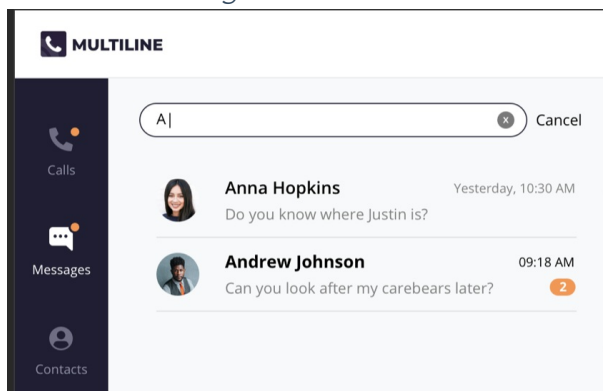


Once you've sent at least one message, your list of Messages will appear on the screen.

1. Click any **Message** to see your Message history.



2. Click the **Search** icon  to search your messages by name or number. *Note: search does not search message content.*

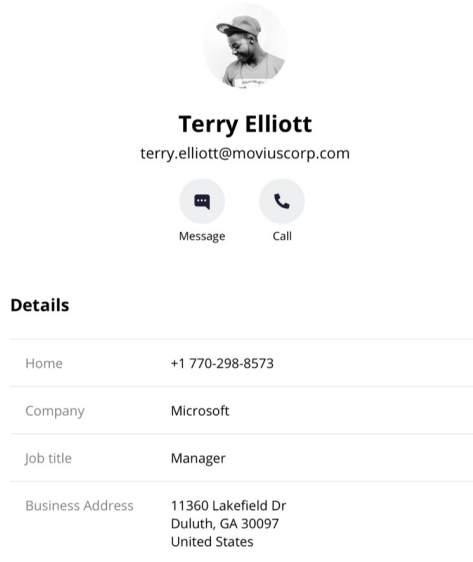


3. Click the **New Message** icon  to start a new message.

4. Click the **menu** icon to see Contact Information or Mute Notifications

1. Select Contact Information to see the Contact Information screen. If the user is in your contacts, you'll see the information stored. If not, you'll be able to add the user to your contacts from this screen.

1. User is in contacts:



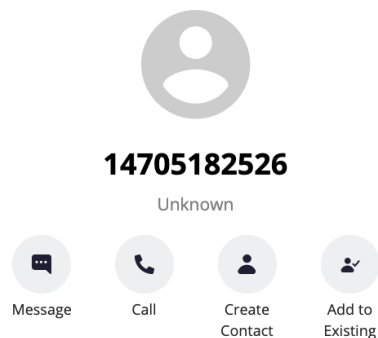
Terry Elliott
terry.elliott@moviuscorp.com

Message Call

Details

| | |
|------------------|---|
| Home | +1 770-298-8573 |
| Company | Microsoft |
| Job title | Manager |
| Business Address | 11360 Lakefield Dr Duluth, GA 30097 United States |

2. User is not in contacts:

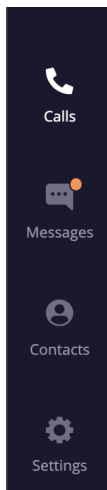


14705182526
Unknown

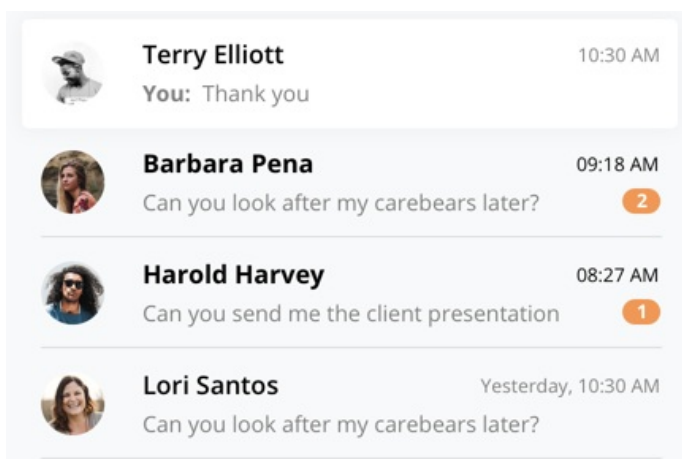
Message Call Create Contact Add to Existing

2. Select Mute Notifications to stop sound and visual notifications when the contact messages you. You will see the messages sent to you when visiting the message thread.

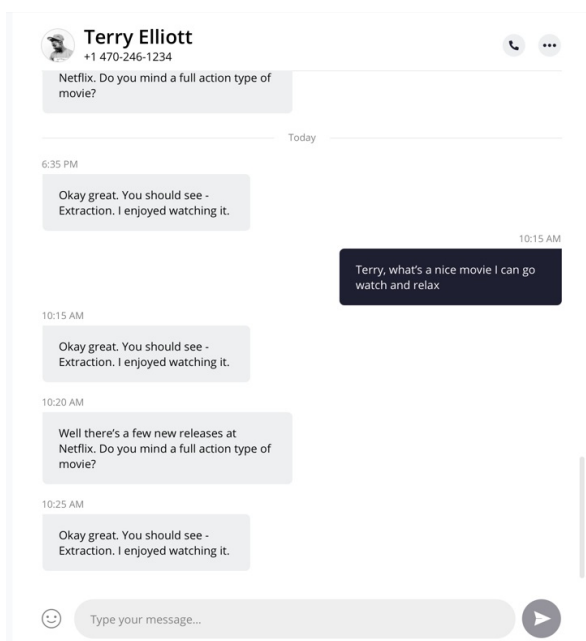
When you have new messages there will be an orange badge notification on the Messages tab.



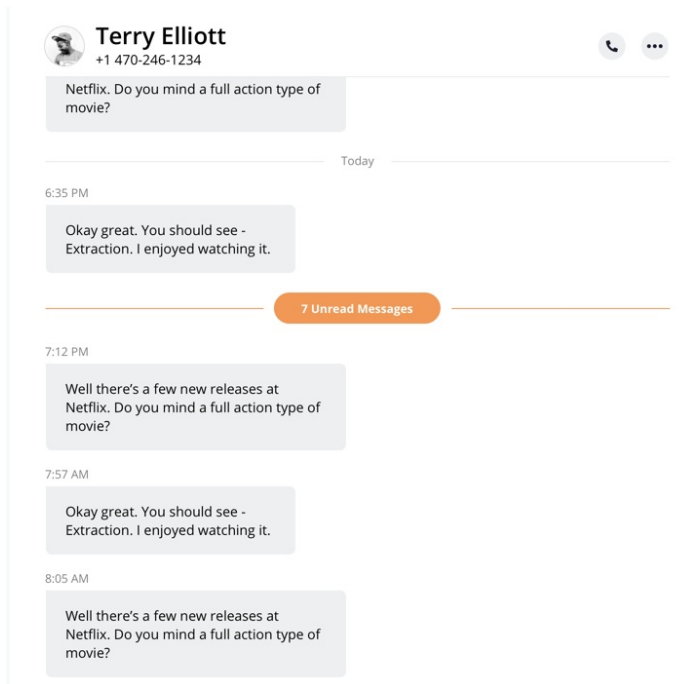
Threads with new messages will have an orange badge notification. The number represents how many unread messages are in the conversation thread.



We provide helpful reminders to help you know what to pay attention to. For example, we might show you that a set of messages is from today.



Or if you've had many new messages, we will show you where your unread messages begin.



Contacts

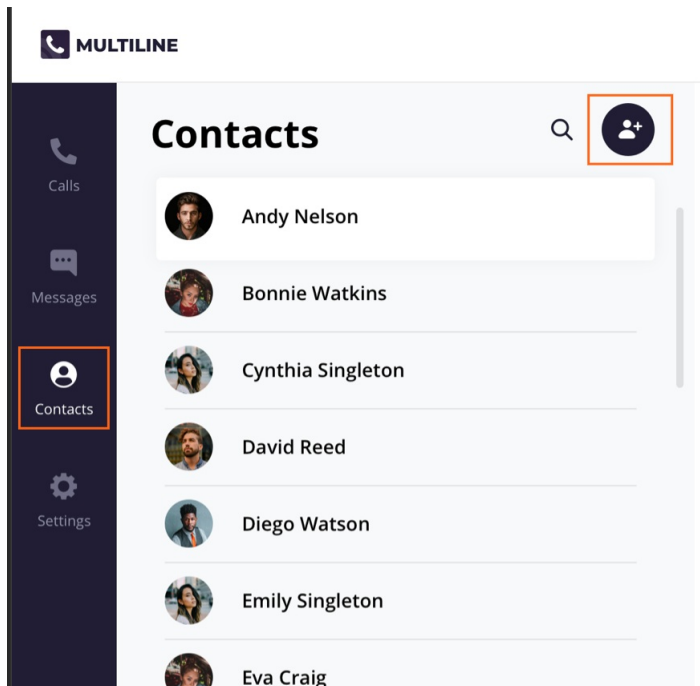
You can add, edit, update and delete contacts from the **Contacts** screen. You can also add and update unknown numbers from the **Calls** and **Messages** screens.

Note: When using Exchange Contacts, you can also add contacts to your list by adding them directly to the Office 365 Exchange Server. It will reflect in your contacts list at the next sync period.

Add a new Contact


You can add, edit, and delete contacts from the **Contacts** screen.

1. Go to **Contacts** and click the **Create Contact** icon.



2. The **Create Contact** screen will appear. Fill out the details then click **Create**. *Note: The only required fields are First Name and Last Name and at least one phone number. You can add all fields that are available in Office 365 Exchange Contacts.*


Create Contact



First name * **A**

Last name *

Contact information

 +1 **B**

Email **C**

Work

Company **D**

Notes

Add notes **E**

+ Add More **F**

Cancel Create

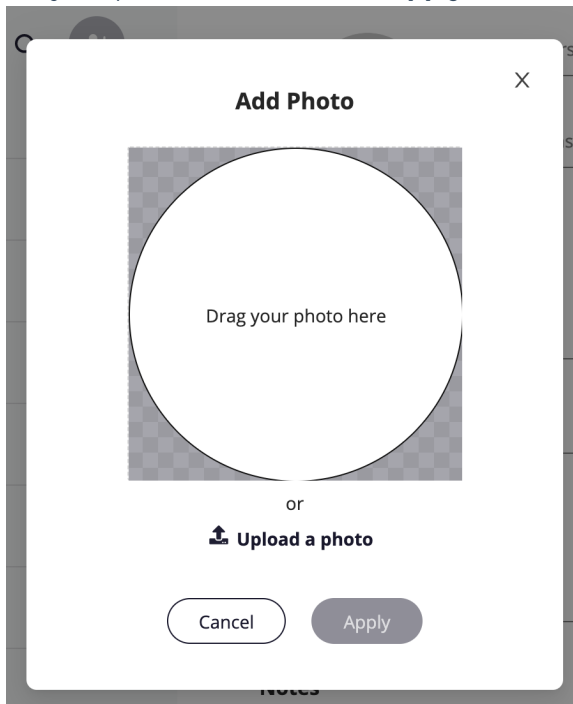
1. First Name and Last Name
2. Contact Information
 - Business Phone is the default label

- Make sure to include country code when entering phone numbers
- 3. Email Address
- 4. Work (Company Name)
- 5. Notes
- 6. Add More menu
 1. Click Add More menu to add more fields

Expanded Contacts screen



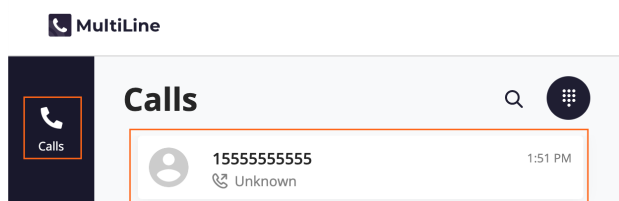
3. Add a picture for the contact by clicking the camera icon.
 - Add your photo, and then click **Apply**.



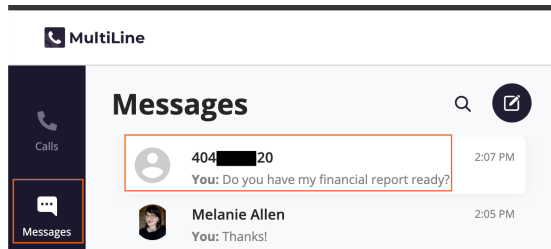
4. When completed, click **Create**.

Add an unknown number to Contacts

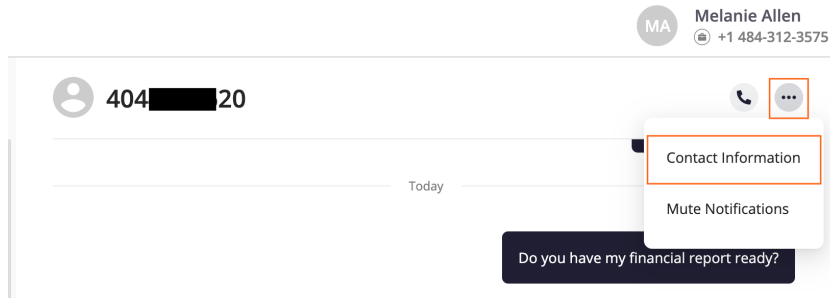
1. You can add an unknown number from **Calls** or **Messages**:
 1. For calls: Go to **Calls** and click the **Call log**.



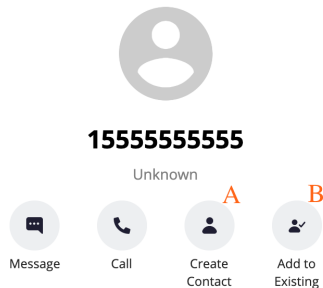
2. For messages:
 1. Go to Calls and click the **Message Log**.



2. Click the **Messages Menu** and select **Contact Information**.



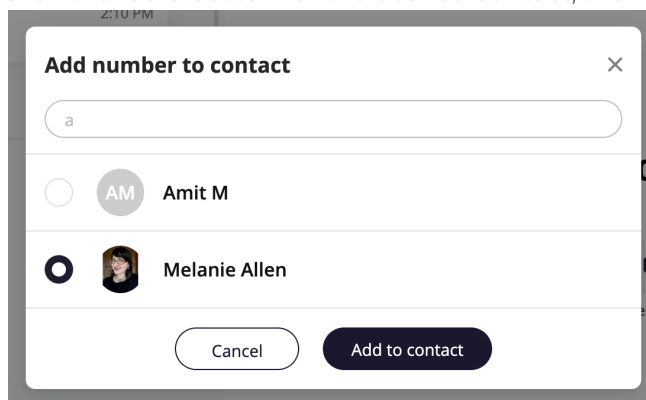
2. You have two options to add the caller to your **Contacts** list:



Calls History

| | | | |
|---|----------|---------|-------|
|  | Outgoing | 1:51 PM | 1 sec |
|---|----------|---------|-------|

- To make a new contact from the Unknown number, click **Create Contact**.
 - This will pull up the **Add a Contact** screen, where you can fill out the details as desired.
- To add the Unknown number to an existing contact, click **Add to Existing**.
 - Narrow down the list of contacts by typing in at least one letter of the existing contact's first or last name into the search field.
 - Click the radio button for the desired contact, then click **Add to Contact**.



- This will pull up the **Update Contact** screen and automatically add the new number.
 - Click **Update** to add the new number.
 - If you need to delete the old number, hover over the number to reveal the

trashcan icon, click it to remove the number, then click **Update**.

Contact information

Home Phone
+15555555555



Edit or Update a Contact

1. Go to **Contacts**, and click the **Contact**.



Jacqueline Davidson



Message



Call



Edit



Delete

2. Click **Edit**.
3. On the **Update Contact** screen, make your desired changes.

Update Contact



Jacqueline

Davidson

Contact information

Mobile Phone
17702831789

Email

Work

Company

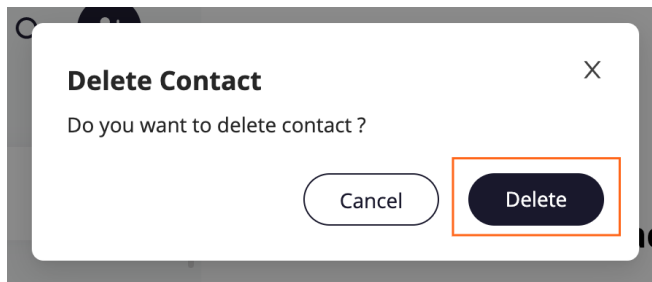
4. Click **Update**.

Cancel

Update

Delete a Contact

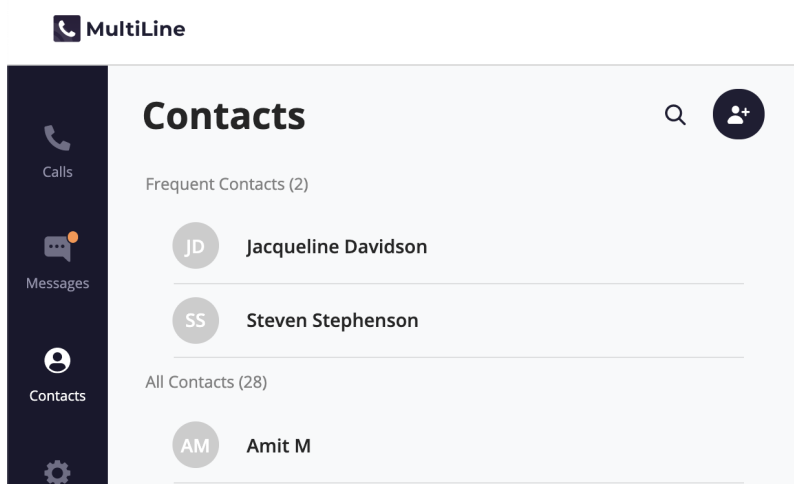
1. Go to **Contacts** and click the **Contact**.
2. Click **Delete**.
3. At the confirmation prompt, click **Delete**.



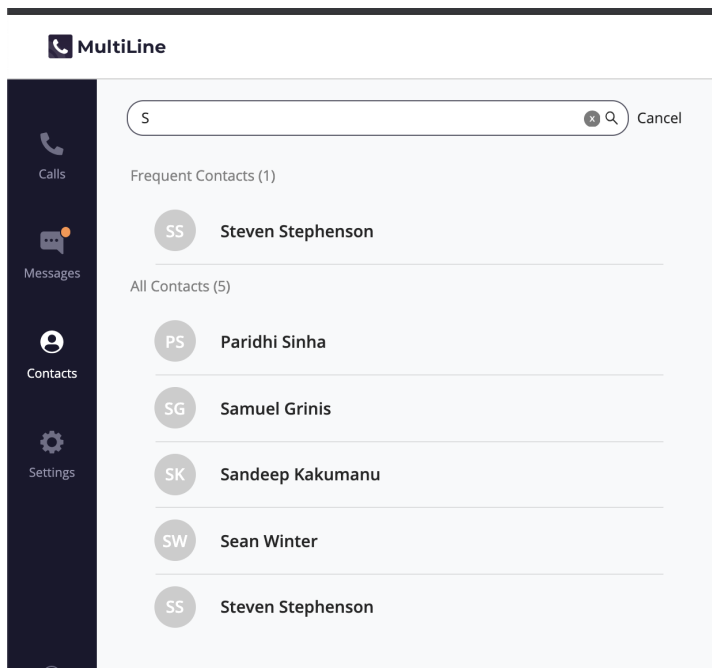
Searching Contacts

You can search contacts from the Contacts page by their first or last name.

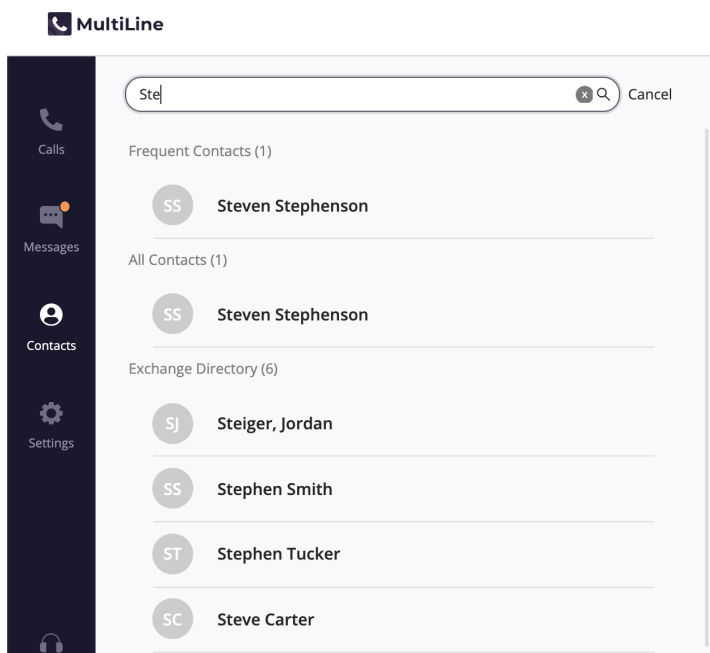
1. Click the **Search** icon to pull up the search field.



2. Once you begin typing the first letter, dynamic search will automatically pull up matches from your locally added contacts.



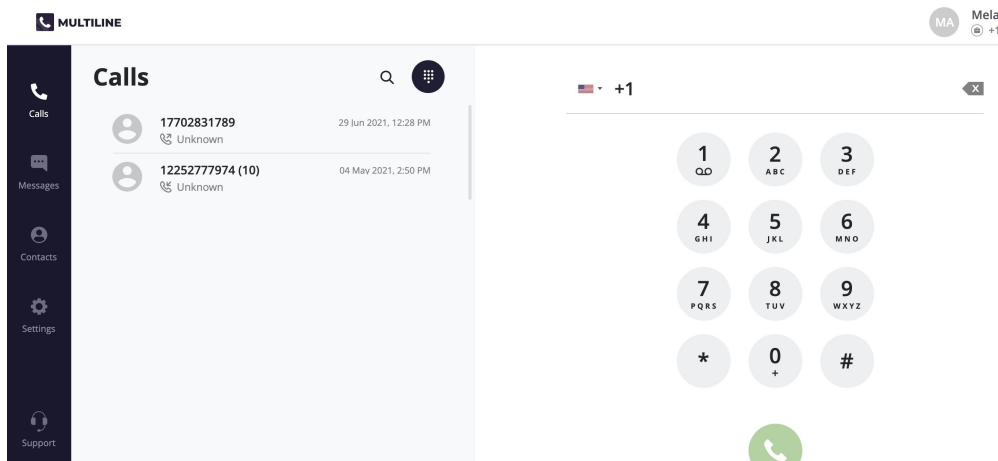
3. If you're using Exchange contacts, type at least 3 characters to search the entire GAL directory.



Voicemail

The first time you dial your voicemail you'll need to set up your voicemail password. The automated system will guide you through the steps.

1. Go to the **Dialer** screen.
2. Long press on 1 for a few seconds until it begins dialing your voicemail.

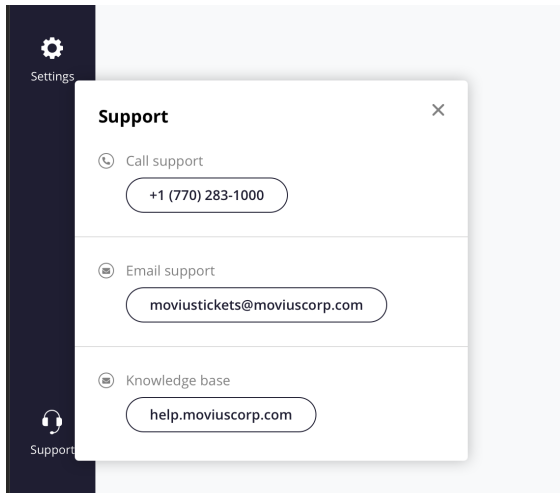


3. When prompted, dial your voicemail password.

You'll be able to listen to each voicemail, repeat, and delete voicemails.

Support

To get technical assistance or submit a bug, click the **Support** icon.



- Click the number to dial IT.
 - Click the email to send an email to IT.
 - Please use the form to describe your issue.
 - This email will automatically include logs to help diagnose your issue.
 - Click the Knowledge base URL to return here and use our self-help resources.
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