

# Get started with Messaging

Last Modified on 11/30/2021 4:46 pm EST

Read on to learn about sending SMS messages.

## Overview

There are two ways to message in MultiLine: from the Messages screen and Contact details.

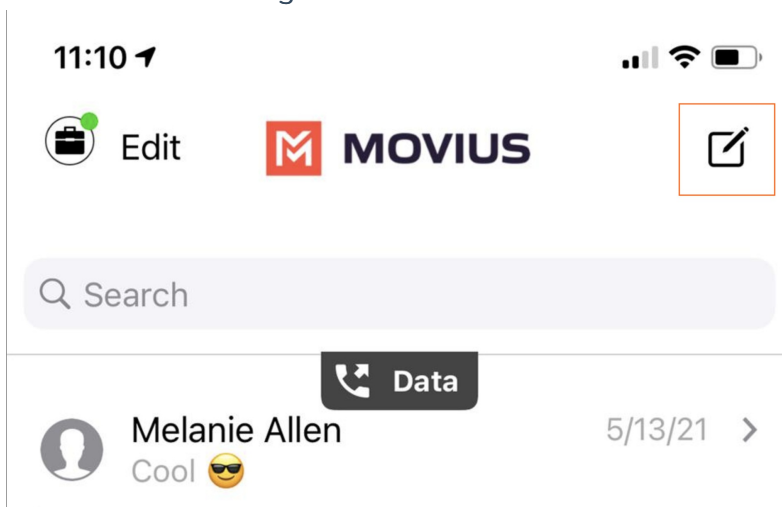
## Before you start

- Your organization can enable or disable certain functions, including:
  - Messaging, group messaging, or picture messaging
  - Required opt-in messages
  - Message filtering
- If you have questions about what functions are enabled, contact your IT group for assistance.

## How to compose a new SMS (iOS)

From the Messages screen, you can see your conversation history and compose new messages.

1. Go to Messages.
2. Click the New Message icon.



3. Enter a number manually, or type the name of an existing contact  
*Note: You must type at least 3 numbers or characters before results will appear. Tap a result to send start a conversation with that contact.*  
*Note for Exchange Contacts users: This will not find all the contacts in the GAL, only ones that are stored in the app, or saved as a contact in Exchange. See [Exchange Contacts: Search and Store](#) for how to store an Exchange contact.*
4. The conversation screen with the contact appears. *Note: If you have never messaged with the contact, this screen will be blank. Later you'll see all the messages exchanged between you and them on your MultiLine number.*

5. Enter your message in the field and tap the Send



icon.

# How to reply to SMS (iOS)

1. Go to **Messages**.
2. Click anywhere on a message to reply.
3. Enter your message in the field and tap the **Send** icon.

# How to compose a new SMS (Android)

From the **Messages** screen, you can see your conversation history and compose new messages.

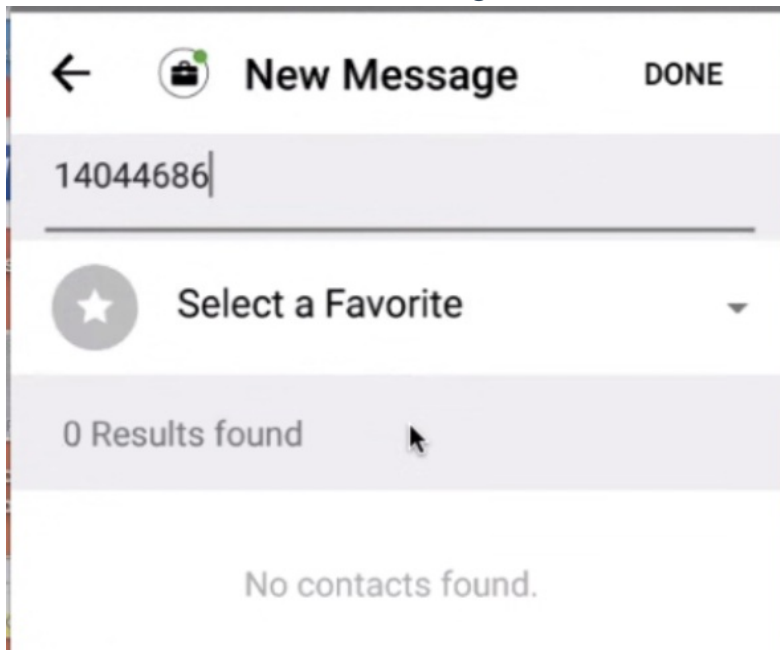
1. Go to **Messages**.



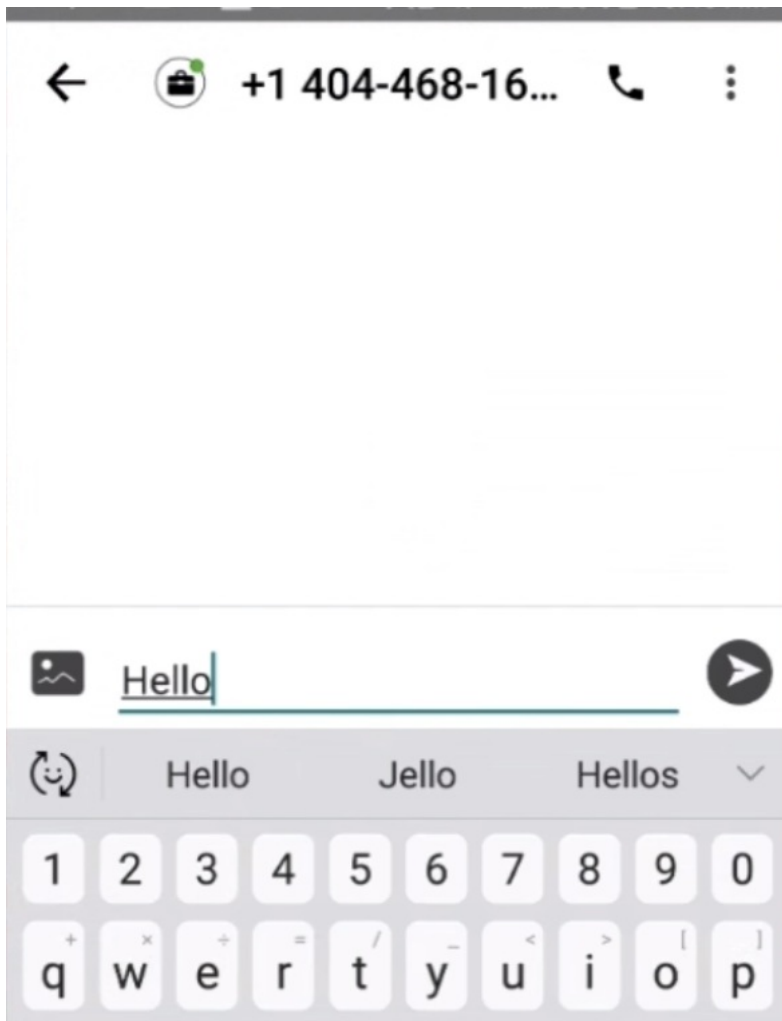
2. Tap the **Message** icon.
3. Enter a number manually, or type the name of an existing contact

*Note: You must type at least 3 numbers or characters before results will appear. Tap a result to send start a conversation with that contact.*

*Note for Exchange Contacts users: This will not find all the contacts in the GAL, only ones that are stored in the app, or saved as a contact in Exchange. See [Exchange Contacts: Search and Store](#) for how to store an Exchange contact.*



4. The conversation screen with the contact appears. *Note: If you have never messaged with the contact, this screen will be blank. Later you'll see all the messages exchanged between you and them on your MultiLine number.*



5. Enter your message in the field and tap the Send

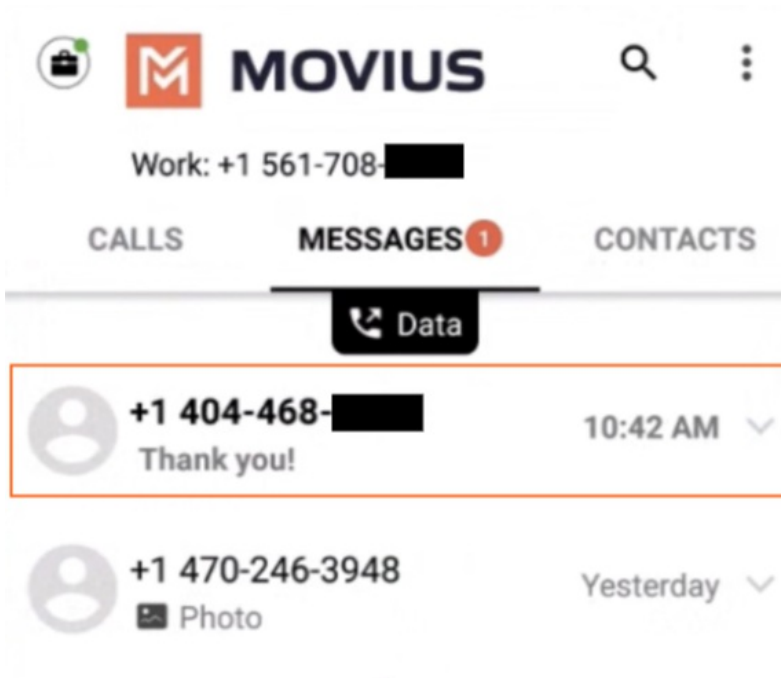


icon.

## How to reply to SMS (Android)

1. Go to Messages.

*Note: If you see an orange icon with a number indicates that you have that many Message Logs with new messages. The Message Logs with new messages will be in bold.*



2. Tap your reply in to the field and tap the Send



icon.