Calls - Desktop

Last Modified on 05/28/2024 8:08 am EDT

Read on to learn about calling in MultiLine Desktop.

Overview

MultiLine Desktop supports 1:1 voice calls. You can also place a call on hold and switch between them.

How to use Desktop 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.
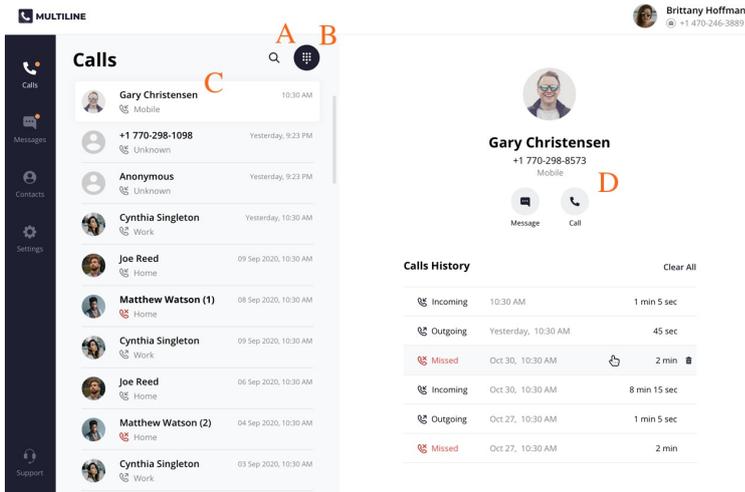
Calls Screen

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.

TIP:

- 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.
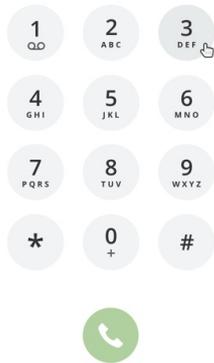
Entering a number:

Entering a name:

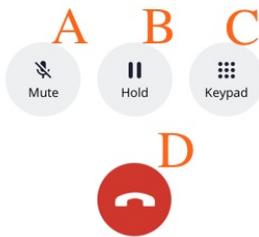Complete dialing the number, or select the contact, then click the **Start Call** button.

In-Call Screen

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

MOVIUS

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

A   B   C

Mute   Hold   Keypad

D

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.
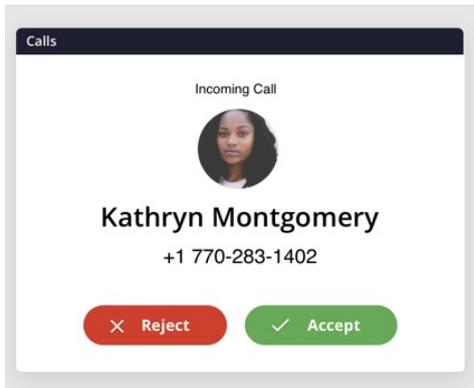
Accept or reject incoming calls

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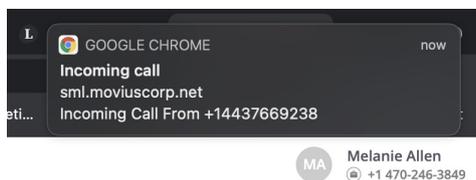
If the caller is in your contacts, you'll see their contact information on the incoming call screen and options to **Reject** and **Accept**. Clicking **Reject** will send the user to your voicemail, and **Accept** will answer the call.

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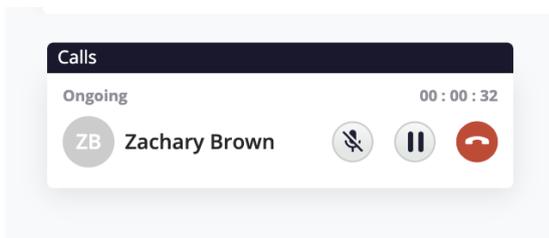
If you receive another incoming call, your option to accept or reject the incoming call will appear below your ongoing call. If you accept a call while on a call, this will automatically put the person you're currently talking to on hold.

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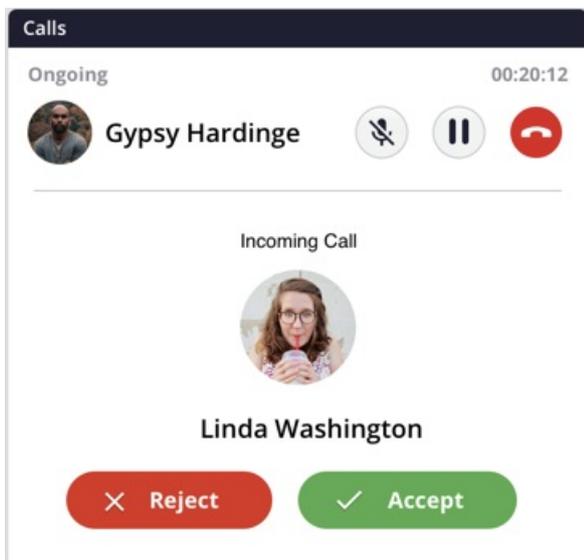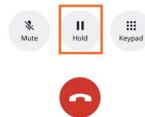

Not hearing the incoming call tone?

Many web users were bothered by nuisance audio coming from web sites that automatically

Place a call on hold


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

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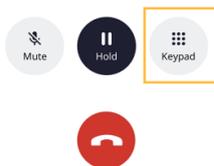
When you have two ongoing calls, your ongoing call window will display the information of the two parties. You can only speak to one party at a time the other will be placed on hold.

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.
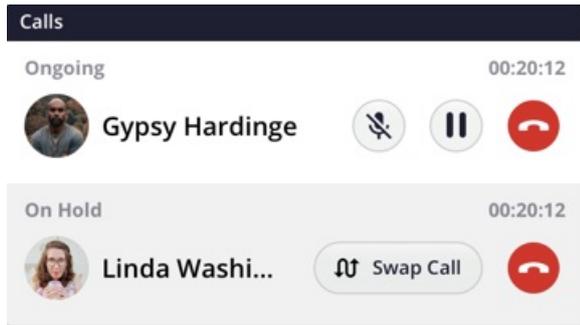
Use the **Call Settings** menu in the mobile app MultiLine Settings menu to set in MultiLine Desktop.