

# Messages and group messaging in MultiLine Desktop

Last Modified on 07/22/2022 9:19 am EDT

Read on to learn about messaging and group messaging in MultiLine Desktop.

## Overview

You can send messages and group messages in the mobile app and in the desktop and your conversations will be synced in either device.

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

## How to use messaging

### Creating a new message

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

If your organization has enabled it, you can add multiple participants to the **To:** field to create a group message. [Read more below.](#)

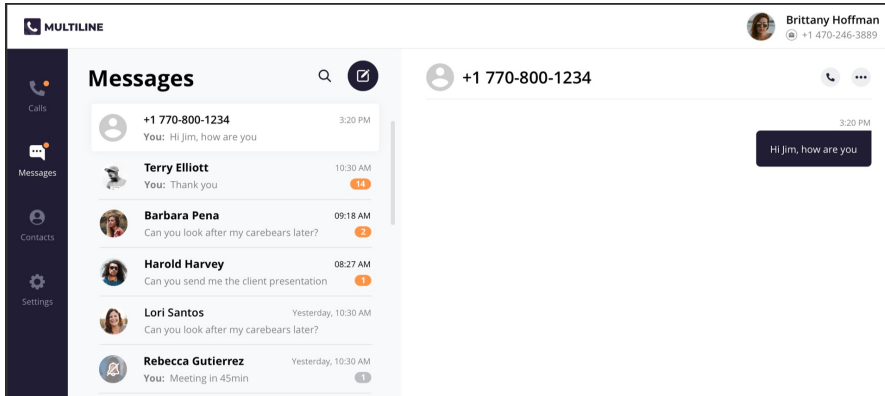
When you have your desired participant(s), you can begin typing your message in the **Type your message...** field.



Hi Jim |



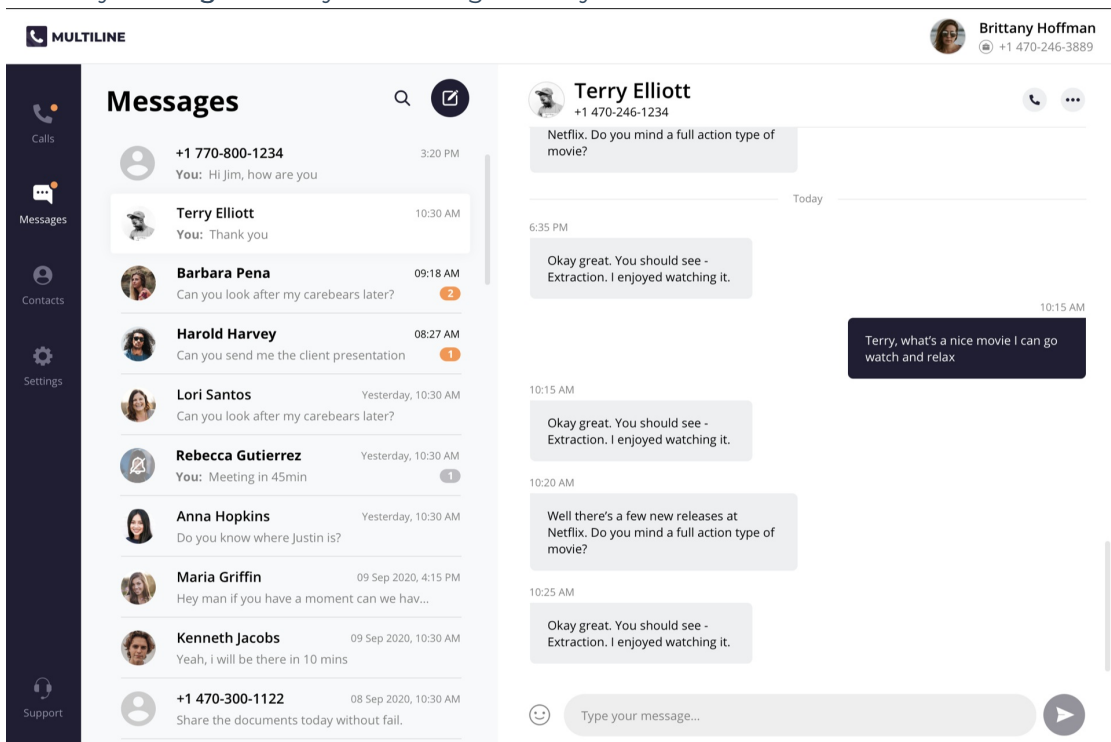
Press the enter or return key, or click the **Send Message** icon to send the message.




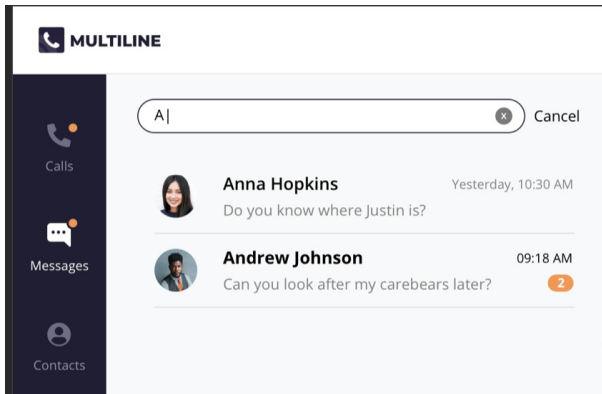
## Navigating your messages

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

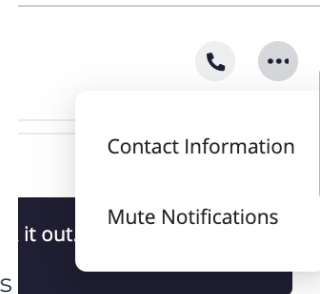
1. Click any Message to see your Message history.



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



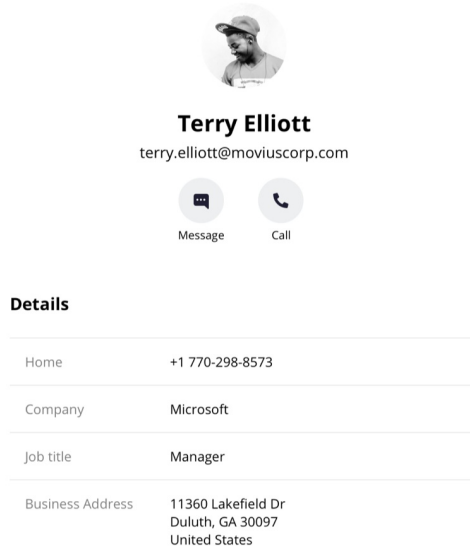
3. Click the New Message icon  to start a new message.



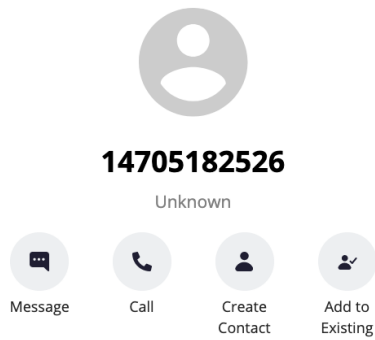
4. Click the menu icon to see Contact Information or Mute Notifications

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:

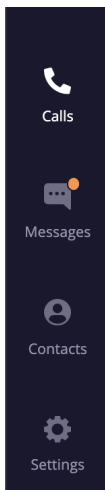


2. User is not in contacts:

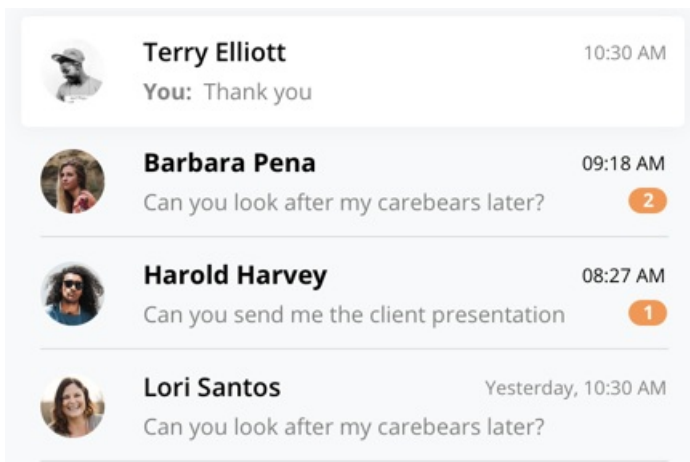


2. Select Mute Notifications to stop sound and visual notifications when the contact messages you. You will see the messages sent to you when visiting the message thread.

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.

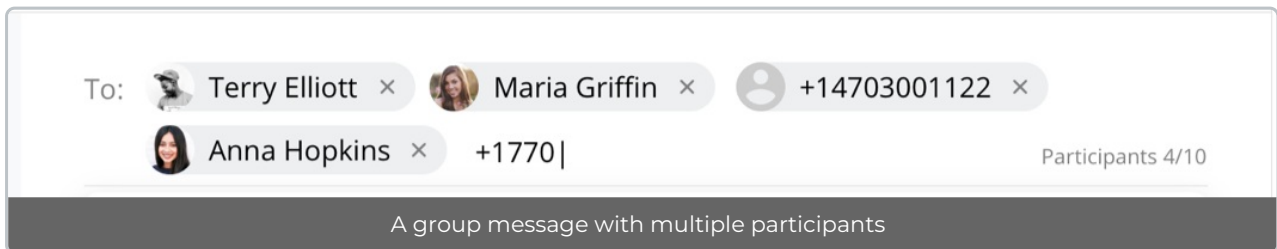


## How to use group messages

## Creating a new group message

For messages and group messages, you can add participants by name or phone number. Before you can add additional participants, you must complete entering the name or number by pressing enter or comma, or selecting a result from the menu.

- When the participant has been added successfully, the name or number will appear in a shaded bubble.
- You can use the x to remove participants before creating the chat
- You can see the maximum number of participants allowed on the screen. In the example below, 4/10 means you can add up to 10 participants.



## Editing a group message

If you add or delete participants in an existing group message thread, this will create a new group message thread. The original group messaging thread will continue to be available.

### About Picture Messages (US Only)

Desktop doesn't support Picture Messages currently, although we are working to make it available as soon as possible. In the meantime, when using Desktop you'll see an auto-message letting you know if someone has sent you a picture message that can't be displayed. You can view the Picture Message in the mobile app.