

Contacts in MultiLine Desktop

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

Read on to learn about contacts in MultiLine Desktop.

How to use Contacts

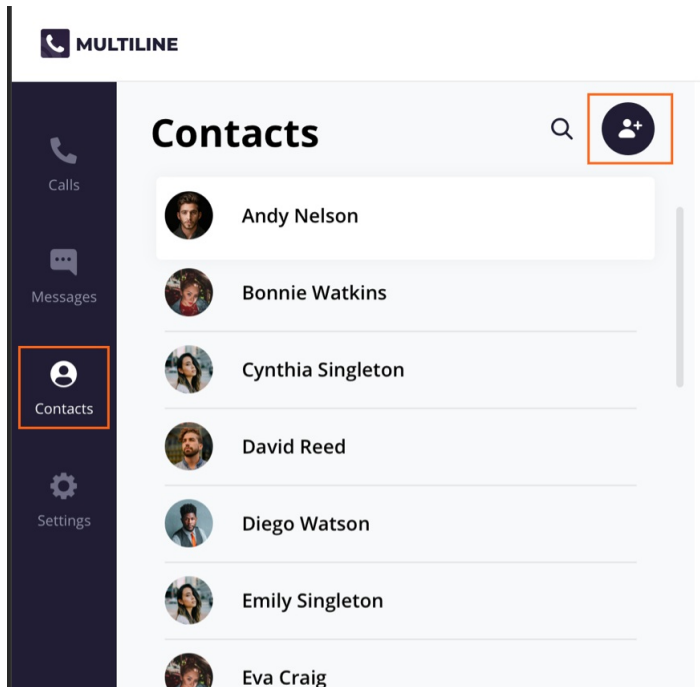
You can add, edit, update and delete contacts from the **Contacts** screen. You can also add and update unknown numbers from the **Calls** and **Messages** screens.

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.

Adding 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

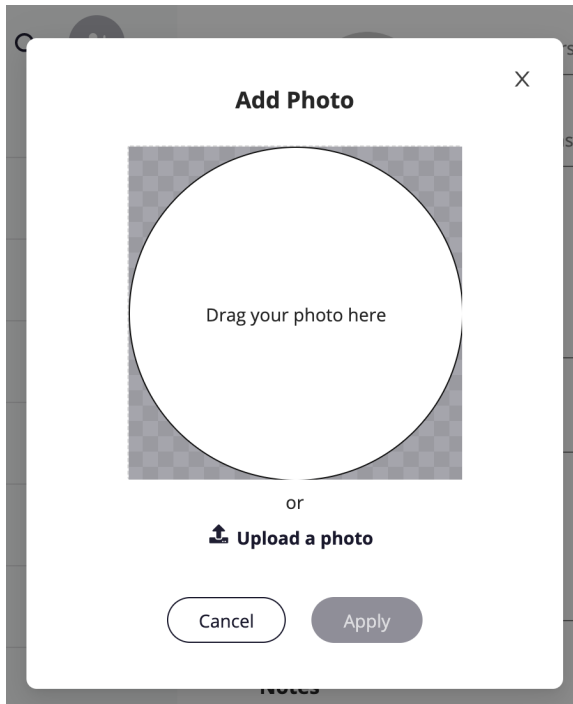
Create

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**.

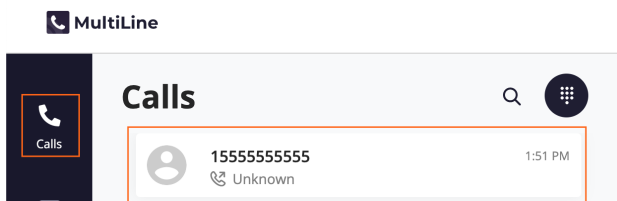


4. When completed, click Create.

Adding an unknown number to Contacts

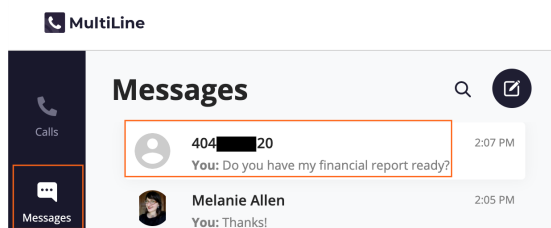
1. You can add an unknown number from Calls or Messages:

1. For calls: Go to Calls and click the Call log.

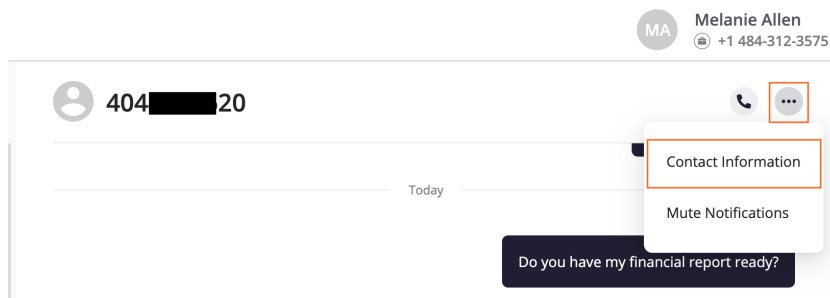


2. For messages:

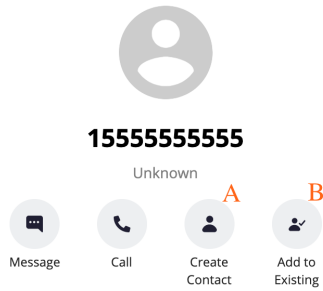
1. Go to Calls and click the Message Log.



2. Click the Messages Menu and select Contact Information.



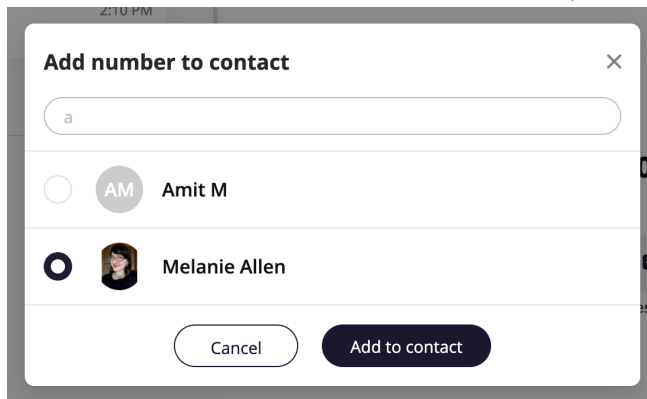
2. You have two options to add the caller to your Contacts list:



Calls History


 Outgoing	1:51 PM	1 sec
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1. 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.
2. To add the Unknown number to an existing contact, click **Add to Existing**.
 1. 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.
 2. Click the radio button for the desired contact, then click **Add to Contact**.



3. This will pull up the **Update Contact** screen and automatically add the new number.
 1. Click **Update** to add the new number.
 2. 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
 +1555555555



Edit or Update a Contact

1. Go to Contacts, and click the Contact.

**Jacqueline Davidson**

Message



Call

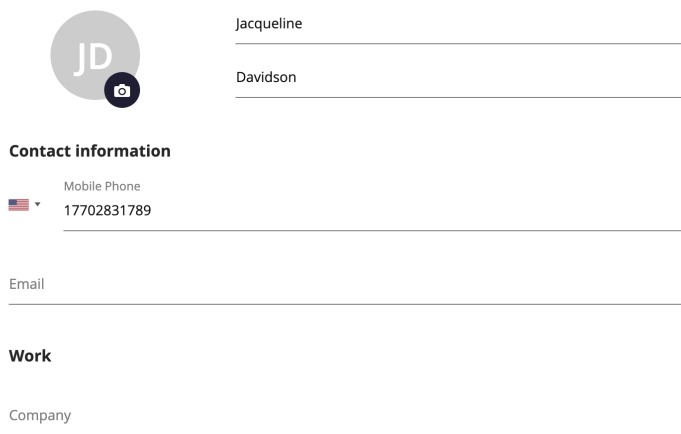


Edit



Delete

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

Update Contact

The form shows a profile picture placeholder with initials 'JD' and a camera icon. Below it are two text input fields: 'Jacqueline' and 'Davidson'. Under the heading 'Contact information', there is a dropdown menu for the country (USA) and a text field for the mobile phone number '17702831789'. There is also an 'Email' field. Under the heading 'Work', there is a 'Company' field.

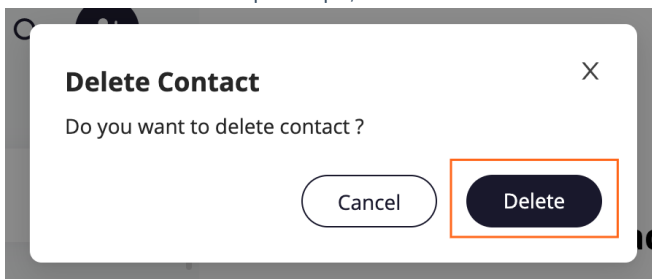
4. Click Update.

Cancel

Update

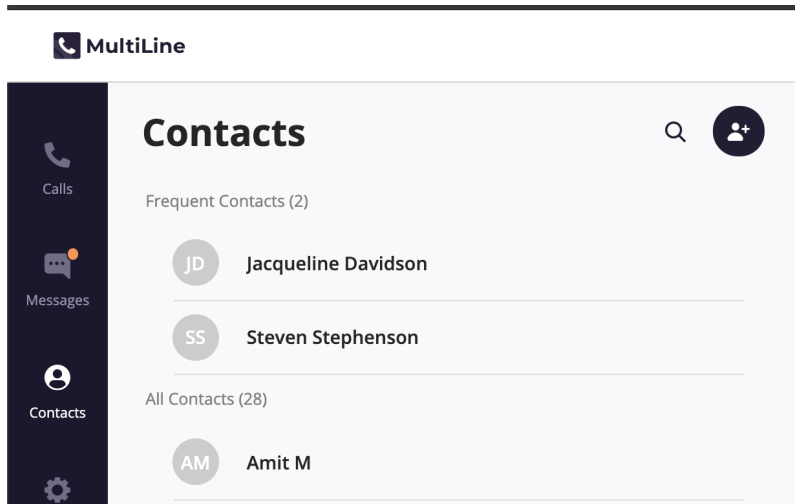
Delete a Contact

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

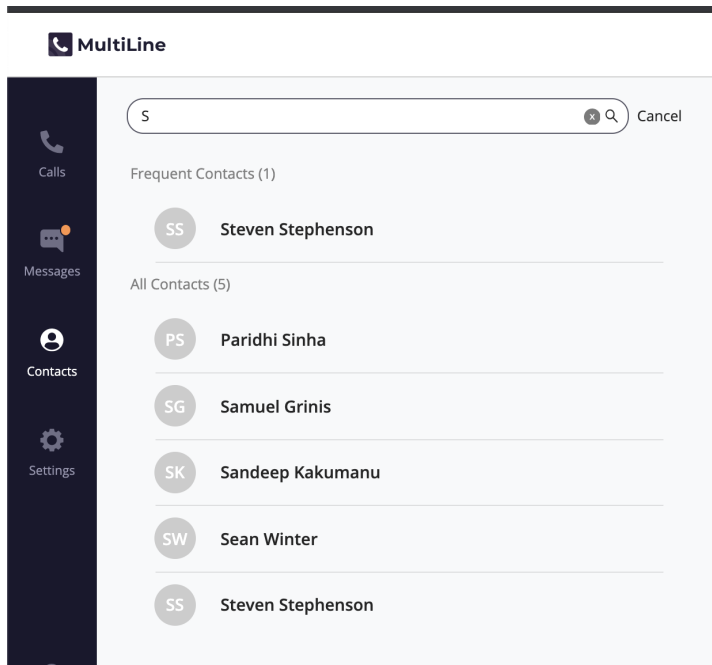
**Searching Contacts**

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.


 MultiLine


 Calls

 Messages


 Contacts

 Settings




 Cancel





Frequent Contacts (1)

-  **Steven Stephenson**

All Contacts (1)

-  **Steven Stephenson**

Exchange Directory (6)

-  **Steiger, Jordan**
-  **Stephen Smith**
-  **Stephen Tucker**
-  **Steve Carter**