MultiLine for Intune Product Document

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What is MultiLine for Intune?

MultiLine for Intune is a secure, carrier-agnostic business application that enables employees to compliantly communicate with external clients through a separate business number on their own personal devices, specially built to be managed by Microsoft Intune. This version of MultiLine allows IT and mobility managers to secure their client communication data while ensuring employees are not using their personal number or other consumer messengers for business communications.

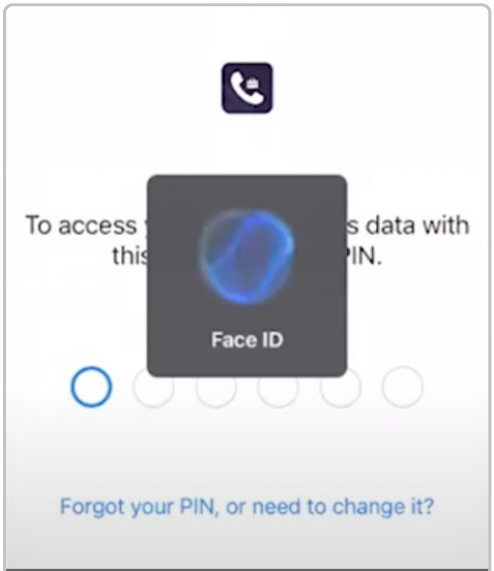
MultiLine for Intune works over any iOS/Android device and can be deployed over any global carrier. MultiLine's patented technology allows employees to make and receive calls on their business number over WiFi, mobile data and/or GSM (not VoIP-only) ensuring employees are always accessible and connected with their clients no matter where they work.

- Authenticate the same way you do other Work apps
  - Access MultiLine with the corporate credentials you use for Outlook or Office 365.
  - If applicable, download MultiLine from corporate-protected App or Play store.
- One-click sync to Exchange contacts
  - MultiLine for Intune automatically detects the Exchange contacts associated with your email ID.
- Automatic phone number recognition
  - Whenever a phone number appears in your managed apps—within an SMS or messaging program, in an email, in the browser, the number will be rendered as a clickable link. Tap the link and the MultiLine for Intune call screen will automatically

appear to make the call.

Authentication

MultiLine for Intune supports all authentication methods supported by Intune, including PIN, biometric ID, and more.



Example of authentication using Face ID

Calling

Read on to learn about making calls.

Overview

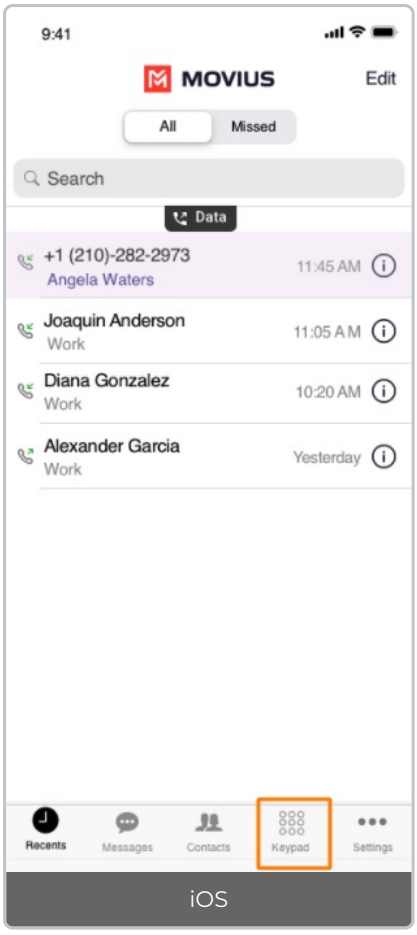
There are multiple ways to place a call in MultiLine: from the **Keypad**, from the **Recents** tab, and from your **Contacts** list.

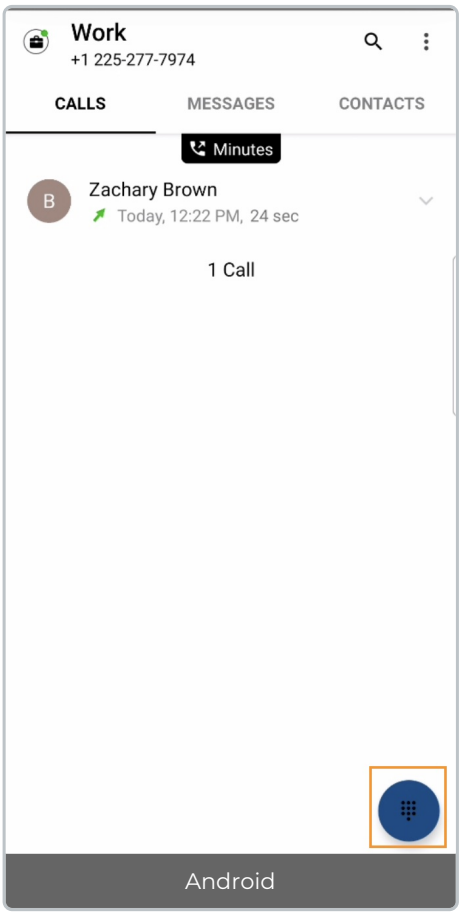
Before you start

- Your organization may enable or disable certain functions, including:
  - Calling, Data/Minutes mode, or WiFi calling
  - Call forwarding or Call handling
  - Call recording
- If you have questions about what functions are enabled, contact your IT group for assistance.

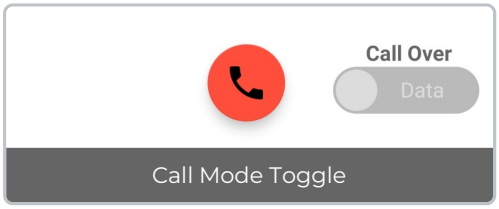
Make a Call from the Keypad

1. Go to your Keypad tab in the navigation bar at the bottom of your screen (iOS) or the bottom right (Android)

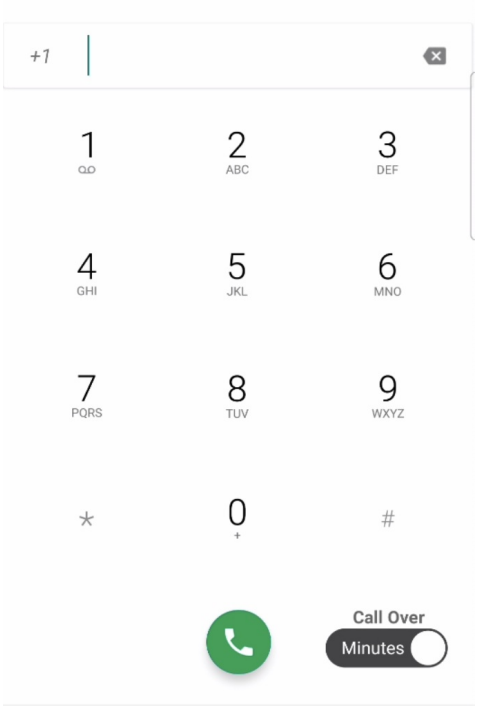




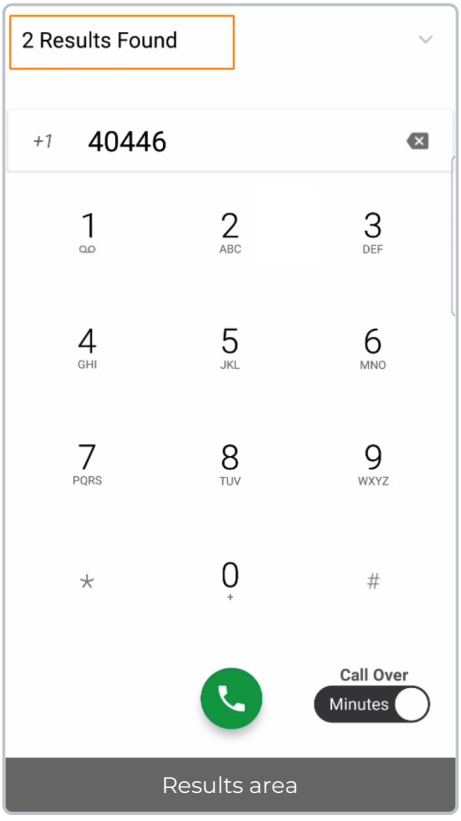
2. If you see the toggle, you can choose whether to make the call over Data or Minutes (https://moviuscorp.knowledgeowl.com/help/understanding-your-call-settings) by tapping the toggle

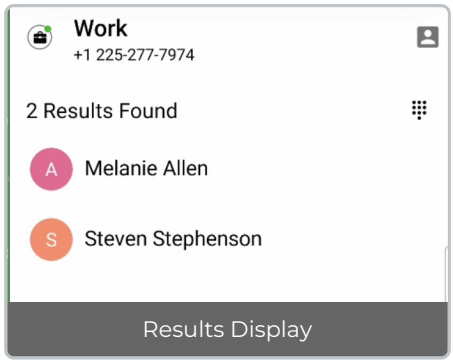


3. Begin dialing the number *Note: tap the country code to change it*



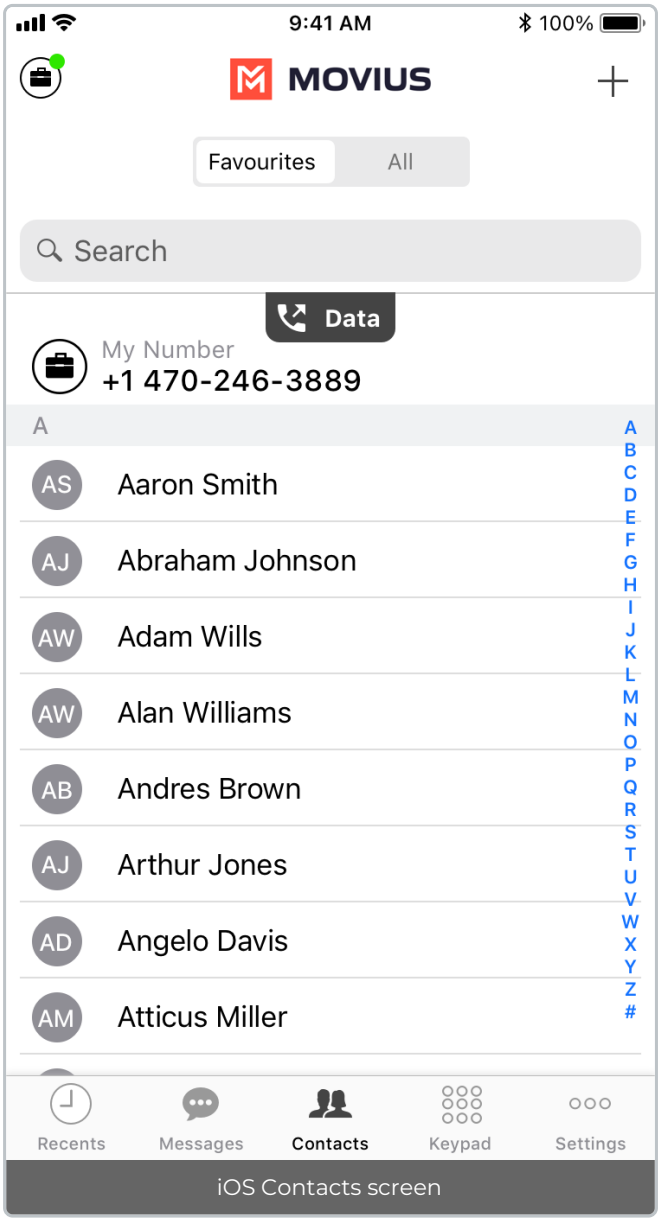
4. Tap the **Results** area to view matches and select someone to dial from your Contacts.



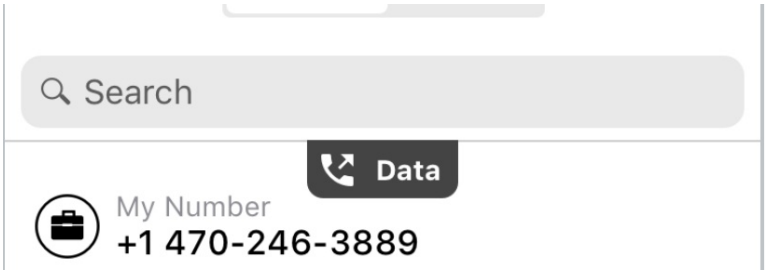


Make a call from Contacts

1. Go to your **Contacts** tab in the navigation bar at the bottom of your screen (iOS) or top of your screen (Android) to bring up your Contacts list.



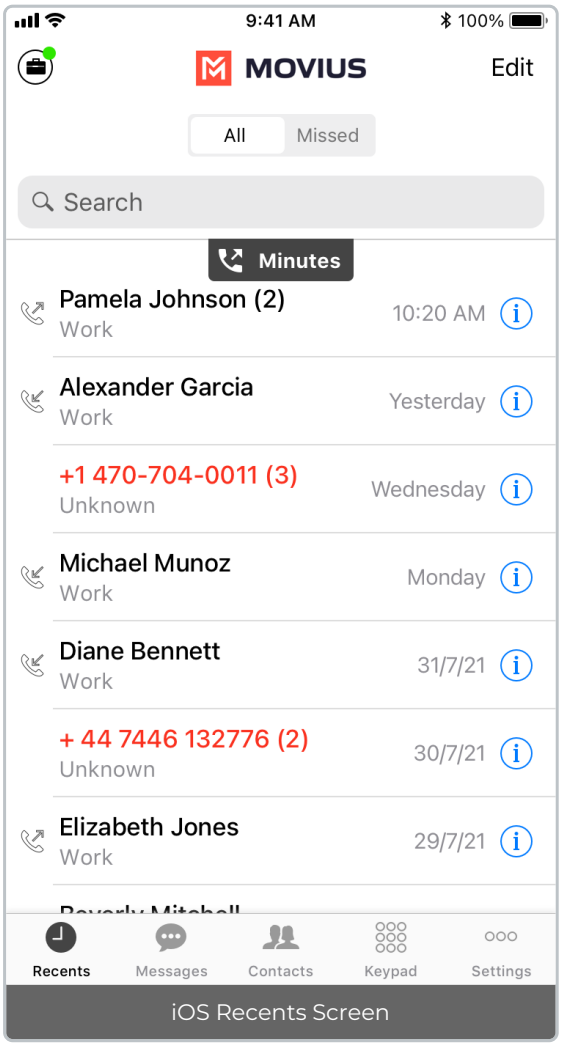
2. Tap a contact.
3. If you see the black tab, you can choose to make the call over Data or Minutes (https://moviuscorp.knowledgeowl.com/help/understanding-your-call-settings) by tapping the toggle



4. Tap the phone icon to make the call.

Call someone back from Recents

1. Go to your **Recents** tab in the navigation bar at the bottom of your screen (iOS) or top of your screen (Android)



2. Tap on the blue "i" icon to reveal details about that call
3. Tap on the number or contact name to make a call
4. See which connection type over which you will be making the call

Messaging

Read on to learn about sending SMS messages.

Overview

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

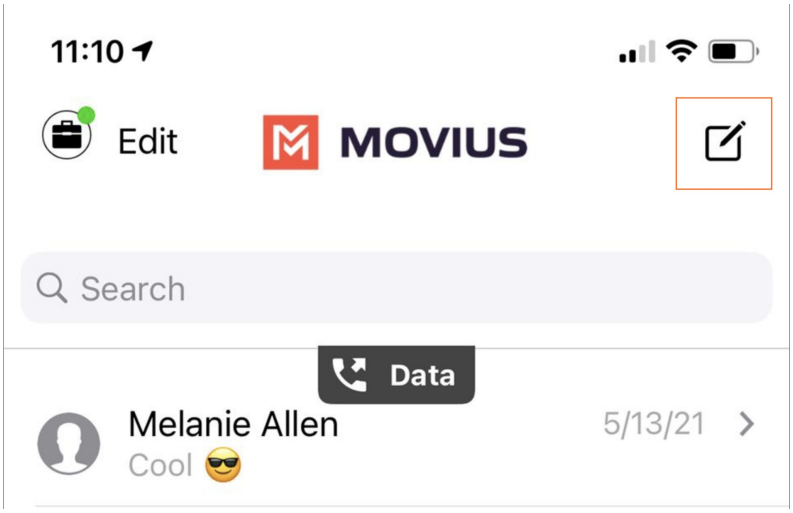
Before you start

- 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 (https://moviuscorp.knowledgeowl.com/help/exchange-contacts-search-and-store)* (https://moviuscorp.helpjuice.com/97772-contacts/exchange-contacts) *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**.

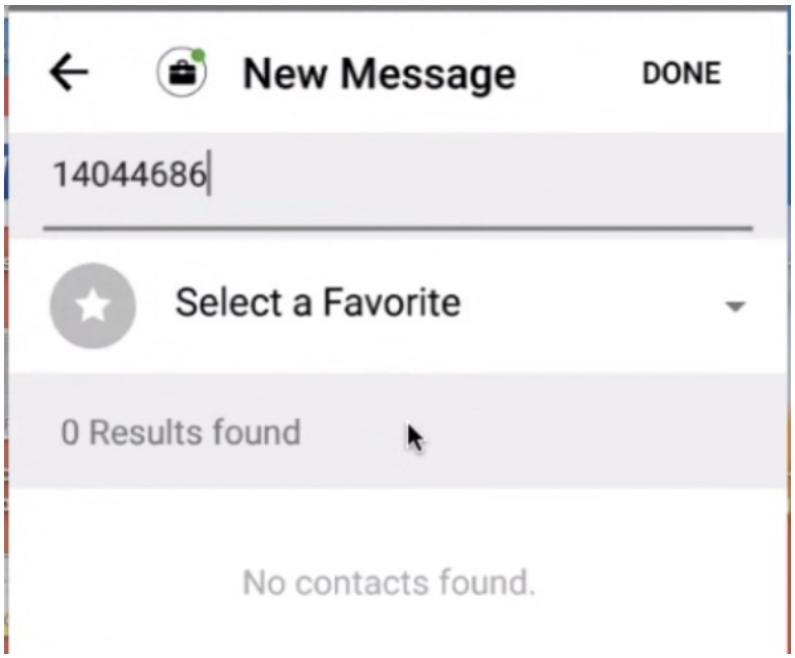
2. Click anywhere on a message to reply.
3. Enter your message in the field and tap the **Send** icon.

How to compose a new SMS (Android)

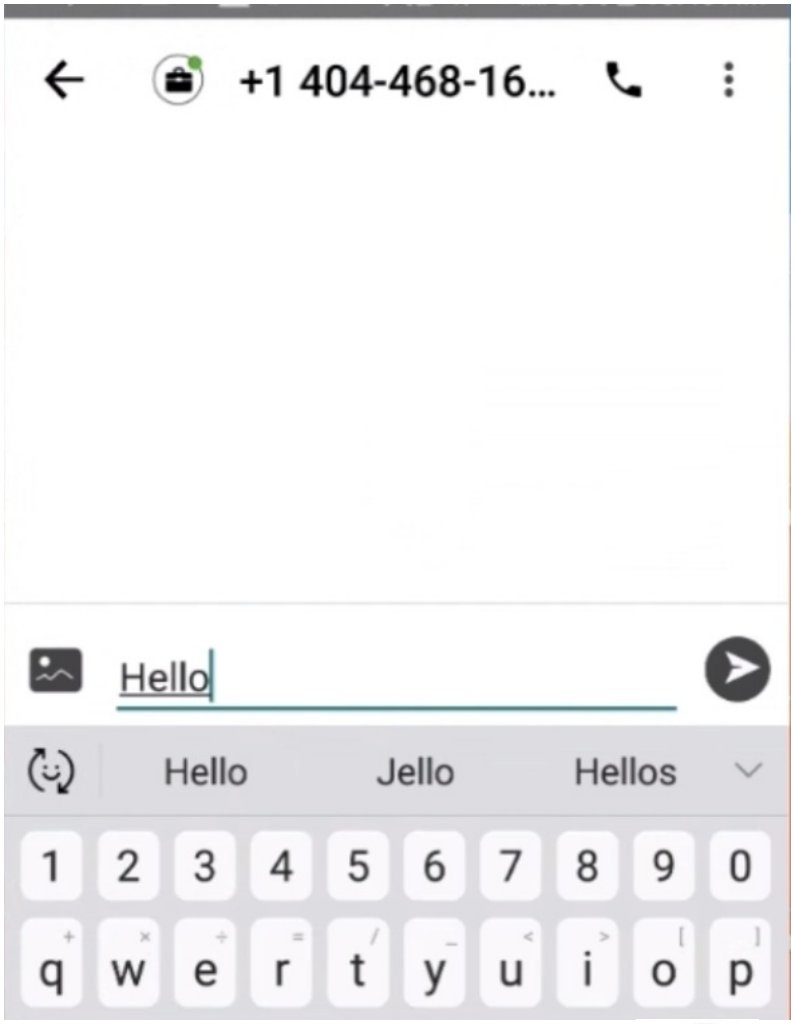
From the **Messages** screen, you can see your conversation history and compose new messages.

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* (https://moviuscorp.helpjuice.com/97772-contacts/exchange-contacts)*Exchange Contacts: Search and Store (https://moviuscorp.knowledgeowl.com/help/exchange-contacts-search-and-store) for how to store an Exchange contact.*



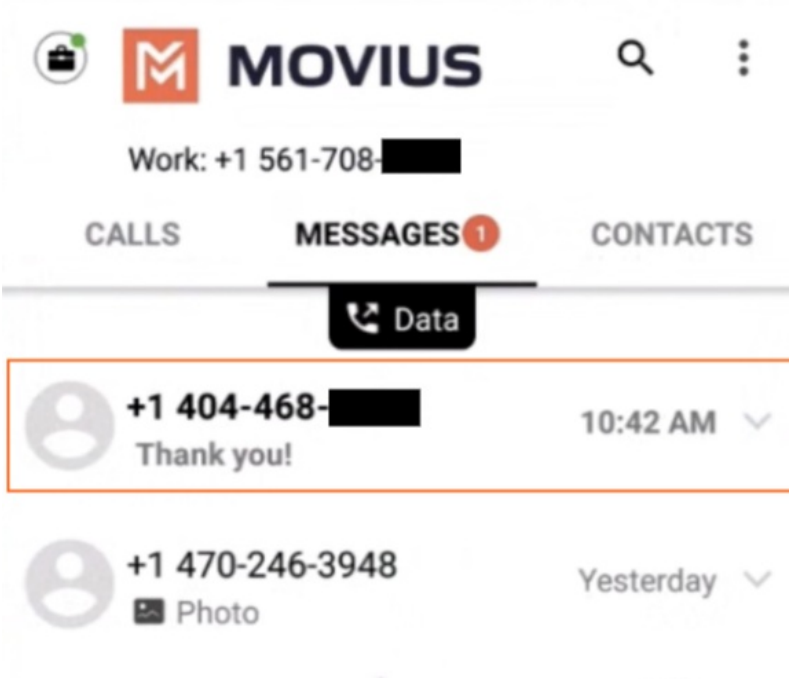
4. The conversation screen with the contact appears. *Note: If you have never messaged with the contact, this screen will be blank. Later you'll see all the messages exchanged between you and them on your MultiLine number.*



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.



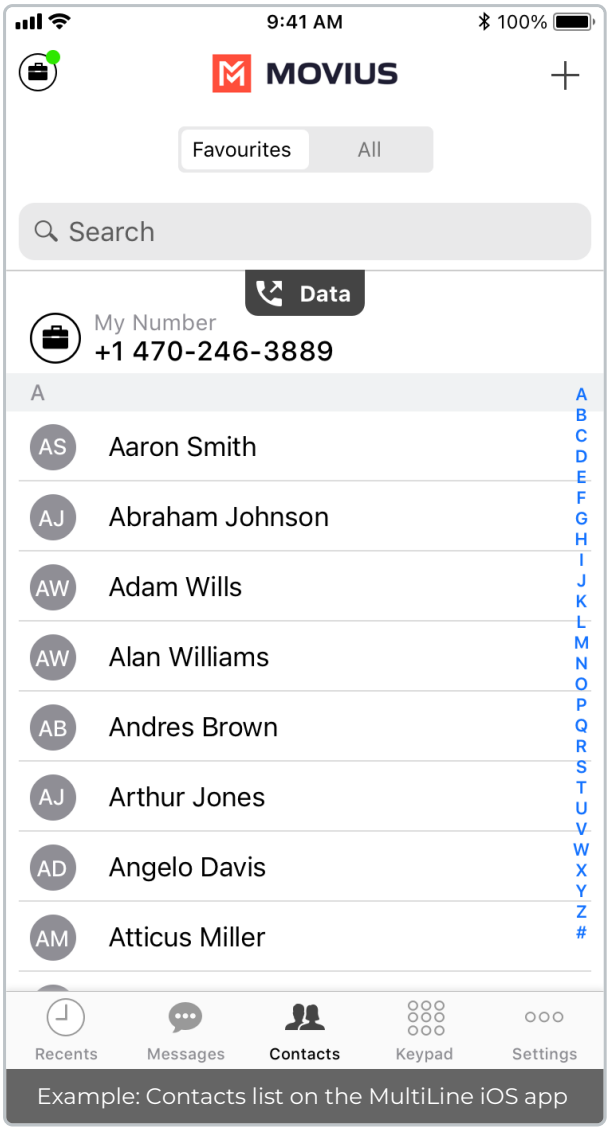
2. Tap your reply in to the field and tap the **Send** icon.

Contacts

Read on to learn how to set up your contacts list to use Exchange Contacts.

Overview

- You can set up your MultiLine app to populate the Contacts list to connect to an Exchange server, such as Outlook or BlackBerry Exchange.
- **Two-way sync**: contacts added or updated in MultiLine or Exchange server will update both lists.
- Once you set up your Contacts list, any contacts will appear on the Contacts screen. You can:
  - Tap a contact to see options for calling and messaging them.
  - View, add, and update contacts.

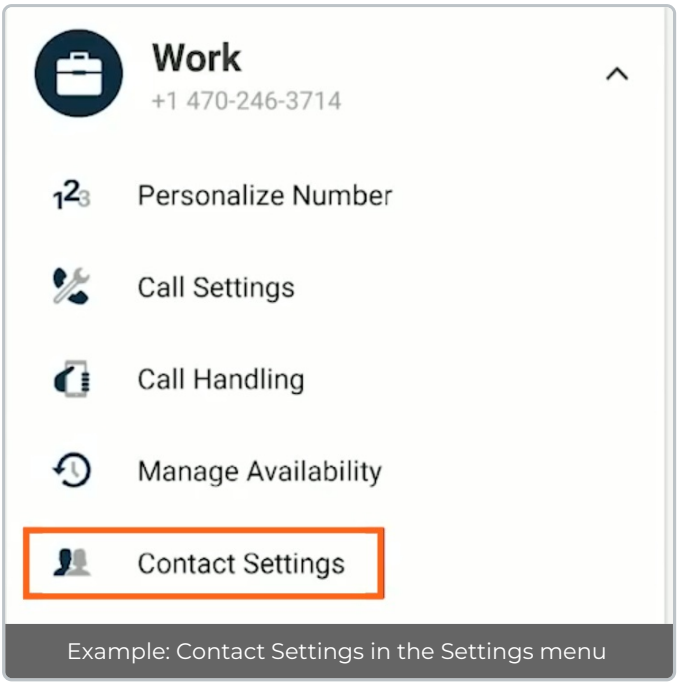


Example: Contacts list on the MultiLine iOS app

How to set your Contact Settings to Exchange

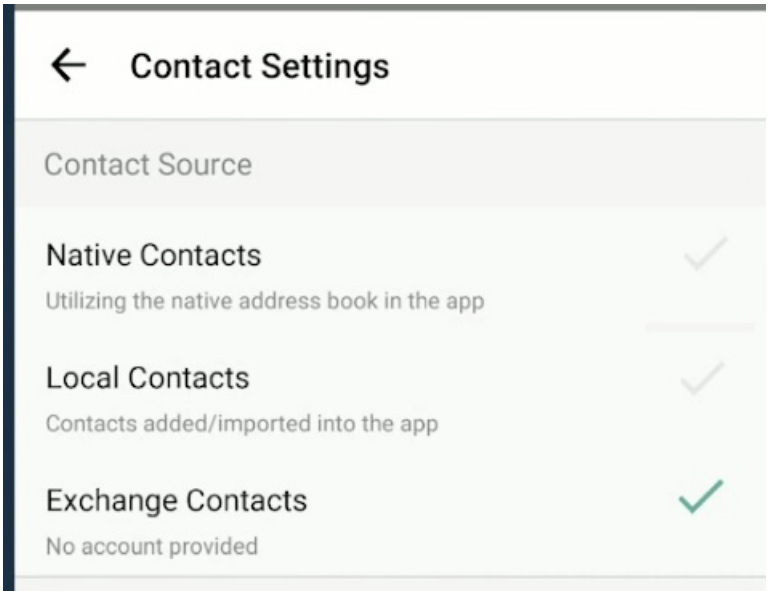
You'll need to set your **Contact Source** in **Contact Settings to begin syncing Contacts.**

1. Tap the **menu icon** ⋮ in the bottom right (iOS) or upper right-hand corner (Android).
2. Tap **Settings.**
3. Tap **Contact Settings.**



Example: Contact Settings in the Settings menu

Select your Exchange Contacts:

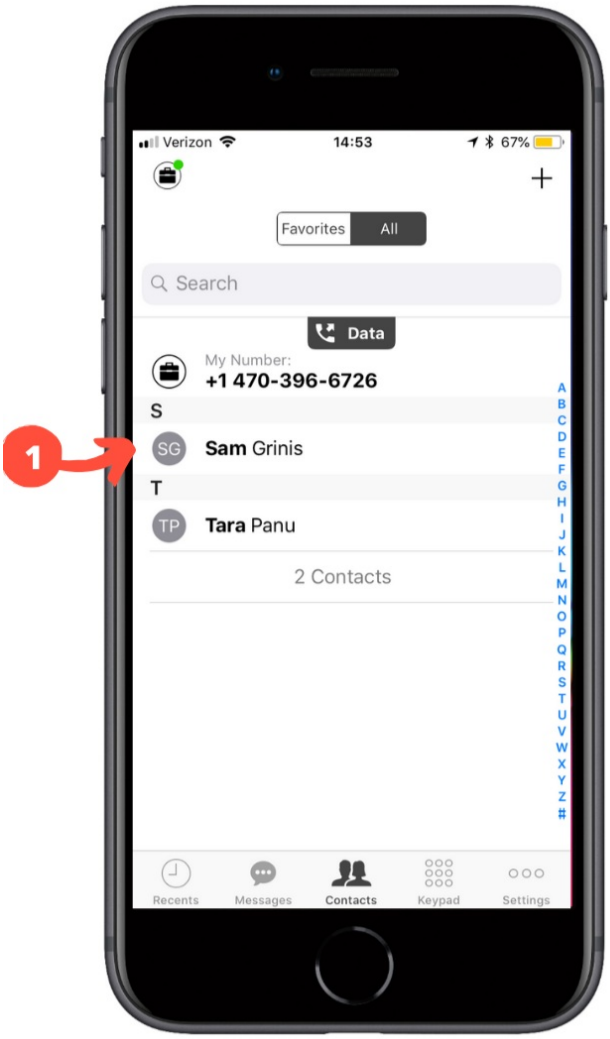


Some organizations will only allow users to select Exchange Contacts, in this case, the other options will not display.

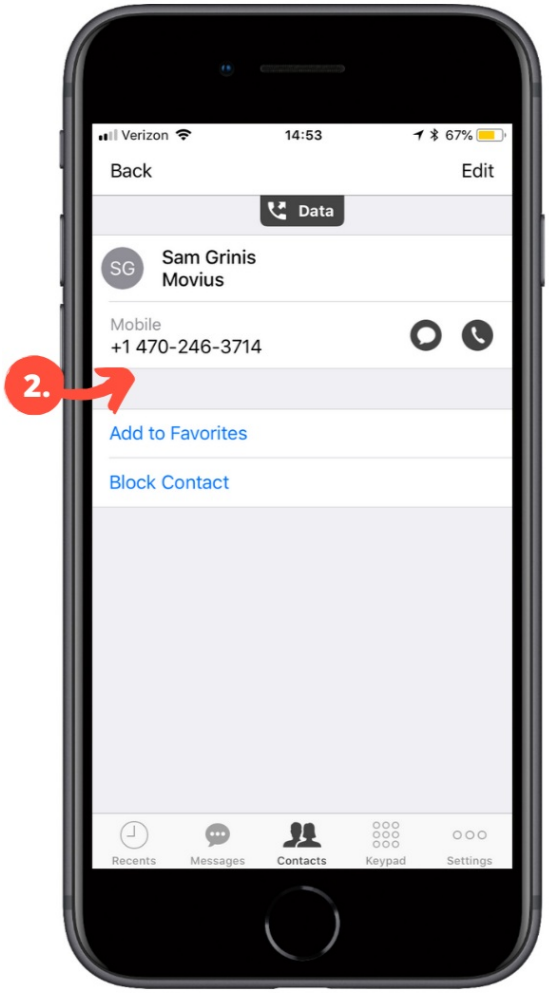
View a contact

To view, edit, delete, or message contacts, you must have at least one contact.

1. The **Contacts** tab displays all contacts in alphabetical order by default. *Note: The next set of instructions will teach you how to change this setting if you like.*



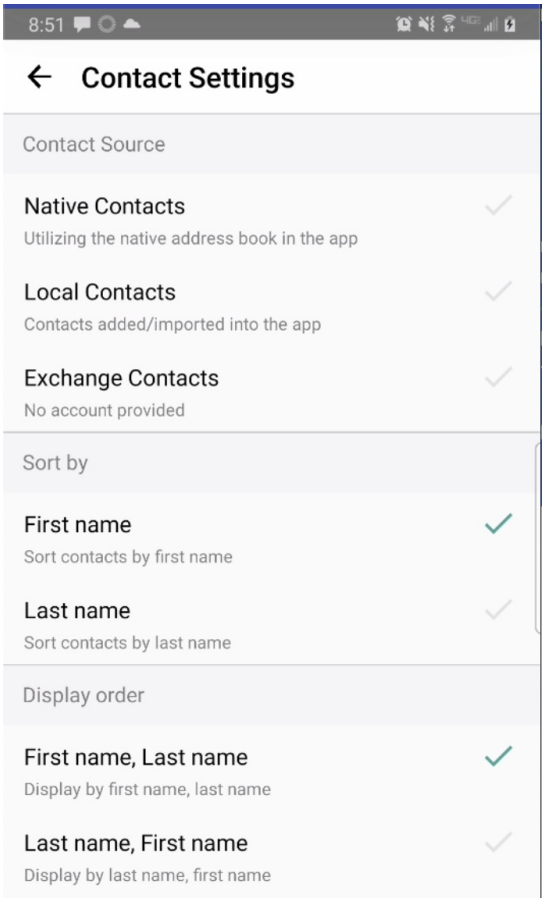
2. Clicking on any contact will bring you to that contact's information page, where you can call, message, favorite, or block the contact.



3. Clicking on the **edit** button in the top right-hand corner allows you to choose to delete or edit, the selected contact.

Change the Contacts list display and order

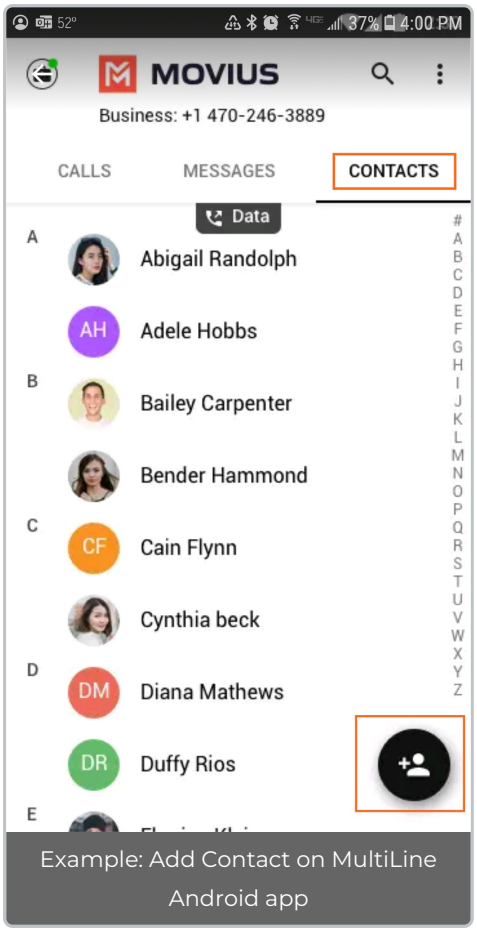
1. Tap the **menu icon** ⋮ in the bottom right (iOS) or upper right-hand corner (Android).
2. Tap **Settings.**
3. Tap **Contact Settings**.
    - You can sort by first or last name
    - You can display first name or last name first



4. When complete, you can exit the menu and your Contacts list will be in the chosen **Sort by** and **Display order** settings selected.

Add a contact

It's easy to add contacts in the MultiLine application.



Example: Add Contact on MultiLine Android app

1. Go to the **Contacts** tab.
2. Click the **Add Contact** button.
    - Fill out as many details as desired:
        - First name
        - Last name
        - Phone
        - Email
        - Address
    - Clicking "Add Phone field", "Add Email field", or "Add Address field" will let you associate multiple phone numbers, email addresses, and addresses for the contact. You can choose labels for each field.

- Using the **Exchange Contacts** option means you are syncing your contacts from a corporate exchange database.
- Any changes made to the corporate exchange (adding, renaming, deleting, etc.) will automatically be reflected in the MultiLine app and vice versa.
- You'll be able to search for any contact from the Global Address List (GAL), your company's list of all employees. However, the full GAL will not show up in the list of contacts for performance reasons.

Update contact with a new number

If you have a contact that calls you from a new number you can update that contact with the new

number.

iOS

1. Go to **Calls**.
2. Tap the blue information icon for the unknown number.
3. Tap **Update**.
4. Enter the name or number of the existing contact you want to update.
5. The new number will be added.
    - From this screen you can change the label, if desired.
    - If you need to delete the previous number, tap the x and confirm.
6. Tap **Save**.

Android

1. Go to **Calls**.
2. Tap the down arrow for the unknown number.
3. Tap **Update**.
4. Enter the name or number of the existing contact you want to update.*Note for Exchange Contacts users: this does not search the entire GAL.*
5. The new number will be added.
    - From this screen you can change the label, if desired.
    - If you need to delete the previous number, tap the x and confirm.
6. Tap **Save**.

Add a Favorite contact

You may want to add contacts that you're in touch with more frequently to your favorite contacts. This makes it easier to start new calls or messages with them.

To add a contact to your favorites

1. Go to the **Contacts** tab.
2. Click your contact to open the **Contact** details.
3. Click the **Star** in the upper right-hand corner.

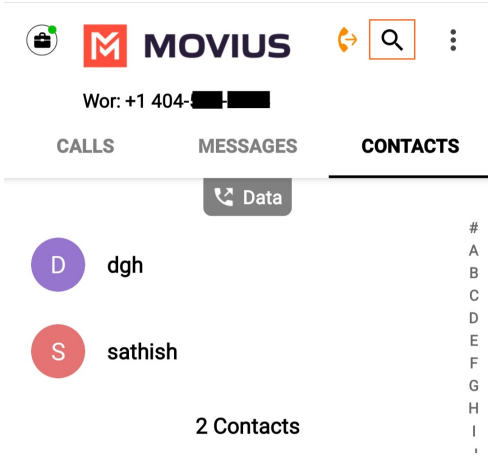
After you've added a contact to your contacts, you will see the Star on their icon.

How to search and store a contact from Exchange (Android Only)

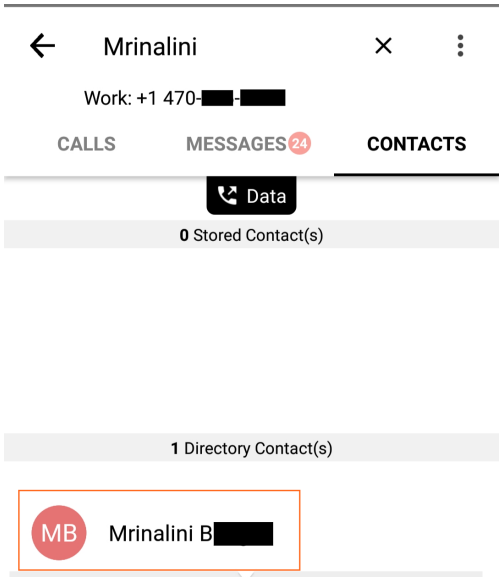
When you're using Exchange contacts, you'll be able to search for any contact from the Global Address List (GAL), your company's list of all employees. However, the full GAL will not show up in the list of contacts for performance reasons. Therefore, you may want to store the contacts you contact often.

> This feature is only available in the Android version of MultiLine applications.

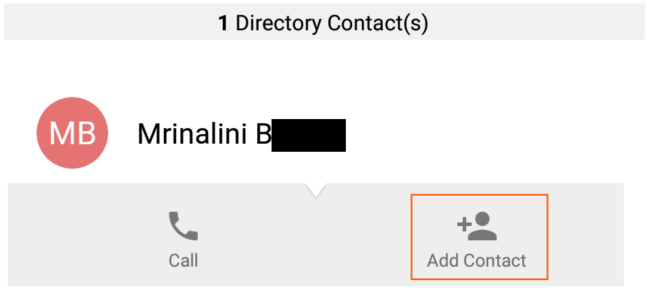
1. To search for a contact, tap the **Search** icon and enter the name or number of the contact you want to look up.



2. Your result will be displayed in two categories **Stored Contacts** and **Directory Contacts**. To store the directory contact, tap the result.



3. Tap the **Add Contact** button. Now this contact is a **Stored Contact** and will appear in the **Contacts** tab.



You may also wish to add contacts to your Favorites list (https://moviuscorp.knowledgeowl.com/help/contacts-efdcfd3-get-started-with-contacts).

Call Handling

Read on to learn about using MultiLine's Call Handling Settings. You can set multiple numbers to

receive incoming calls sequentially.

Overview

You can use Call Handling in the MultiLine Settings menu to

- Set Simultaneous or Sequential Dial
- Set Call Forwarding
- Set a Business Hours Schedule
- Turn on Do Not Disturb

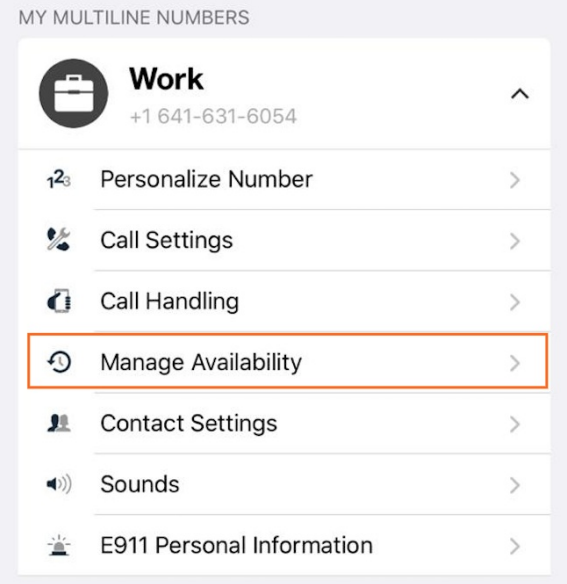
Before you start

- You need to be connected to the Internet to change your Call Handling settings.
- An organization can choose to turn this feature off. If so, you won't see Call Handling in the Settings menu.

Set Simultaneous or Sequential Dial

Use the Call Handling setting to designate multiple numbers for receiving incoming calls all at once (simultaneous), or one at a time in order (sequentially).

1. Tap the **menu icon** ⋮ in the bottom right (iOS) or upper right-hand corner (Android).
2. Go to **Settings** and tap **Manage Availability**.



3. Choose your desired **Call Handling** setting.
    - **Sequential Ring**: Rings the primary MultiLine application and then ring each number one after the other listed in the Add Number list.
    - **Simultaneous Ring**: Simultaneously rings all telephone numbers listed in the Add Number list, including your MultiLine number. The first phone to pick up receives the call.
    - **Add Number List**: Input a list of numbers to be used by Sequential or Simultaneous ring.

The maximum is 10 numbers.

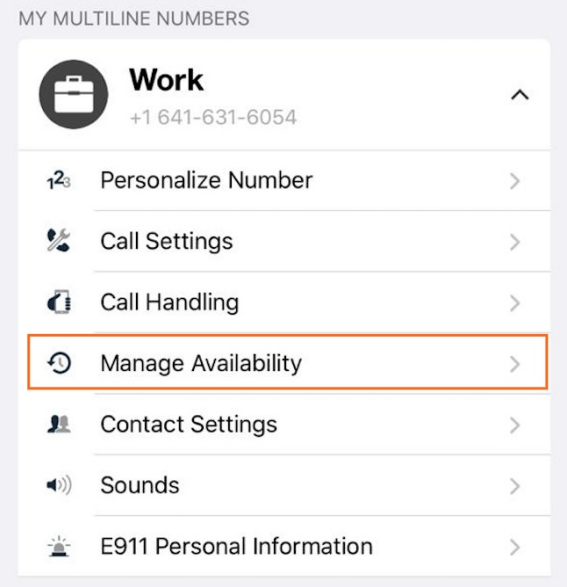
When you leave the menu your settings will automatically apply.

> If you have Do Not Disturb or Business Hours settings applied, these rules apply first and your calls will go to voicemail instead of going to the numbers in the Call Handling list.

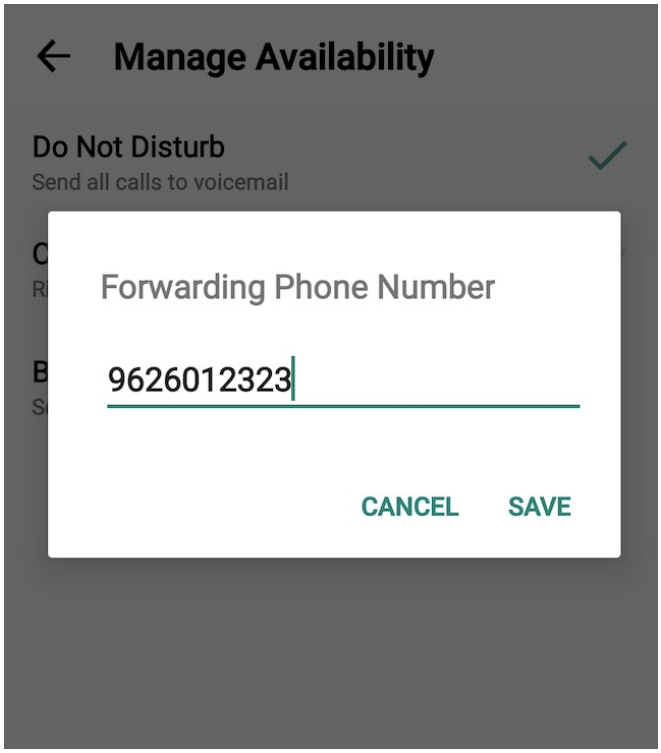
Set Call Forwarding

Use Call Forwarding to send calls to your MultiLine number to the specified number. Your MultiLine phone will not ring or receive the call when Call Forwarding is set.

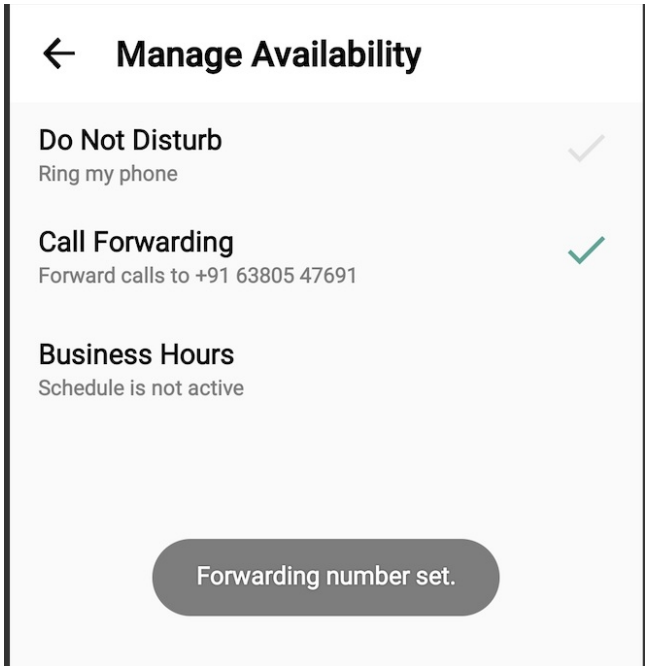
1. Tap the **menu icon** ⋮ in the bottom right (iOS) or upper right-hand corner (Android).
2. Go to **Settings** and tap **Manage Availability**.



3. Tap on **Call Forwarding** to enable it.
4. Enter the forwarding phone number



5. Tap **Save**. If successful, you'll see the number you set on the screen.

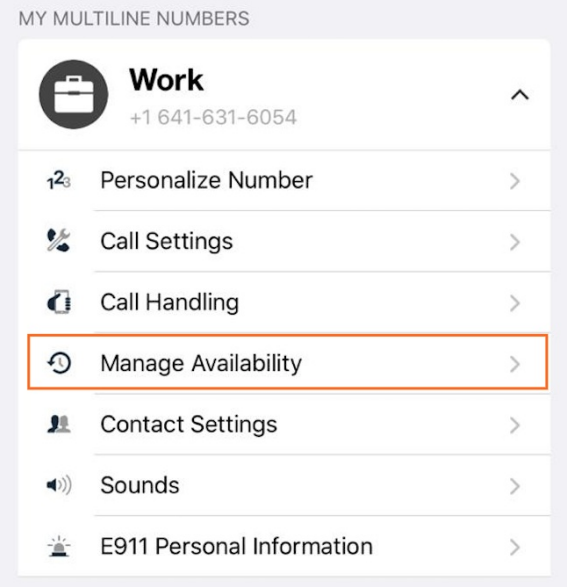


The forward function WILL NOT work if you enter your primary device's number as the call forwarding number.

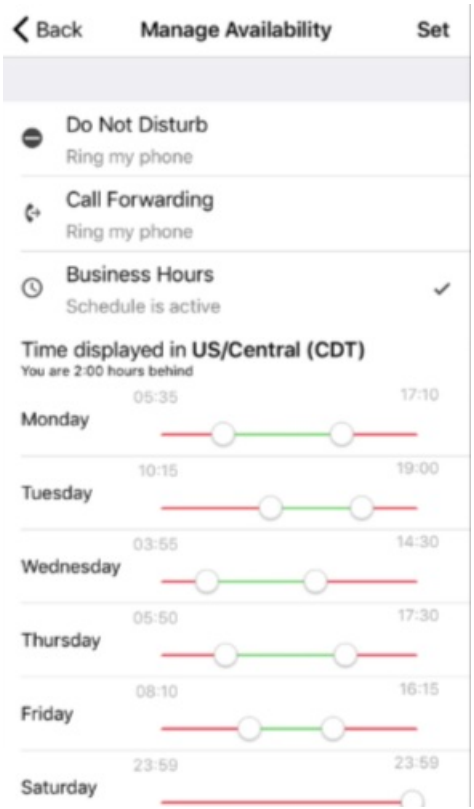
Set Business Hours

Use **Business Hours** to set which hours you would like your phone to ring. Outside of those hours, calls will go to voicemail.

1. Tap the **menu icon** ⋮ in the bottom right (iOS) or upper right-hand corner (Android).
2. Go to **Settings** and tap **Manage Availability**.



3. Tap on **Business Hours** to enable it. *Tap again to disable it.*
4. Use the sliders to set the hours you're available on your MultiLine number. Any incoming calls that are received outside those set hours will automatically be forwarded to your MultiLine voicemail.

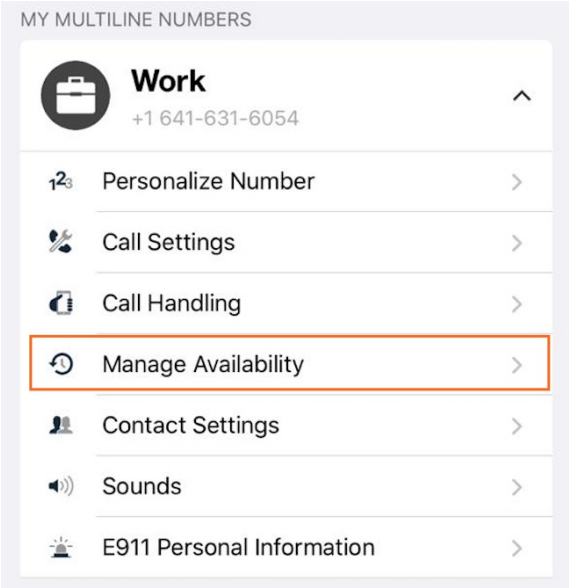


If you are using the **Call Handling** feature to set a list of numbers to simultaneously or sequentially dial, the **Do Not Disturb** or **Business Hours** settings apply first and the calls will go to your voicemail and not ring the numbers on your **Call Handling** lists.

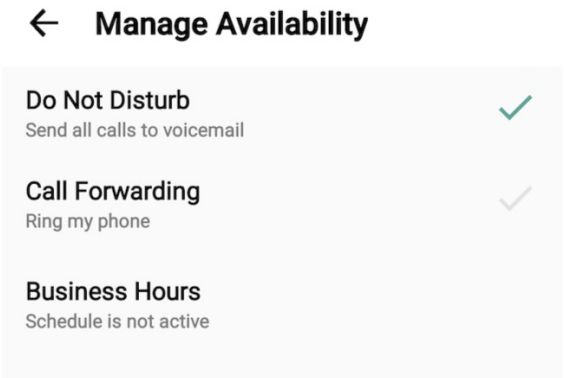
Set Do Not Disturb

When **Do Not Disturb** is enabled, all the calls will be sent directly to your MultiLine voicemail.

1. Tap the **menu icon** ⋮ in the bottom right (iOS) or upper right-hand corner (Android).
2. Go to **Settings** and tap **Manage Availability**.



3. Tap on **Do Not Disturb** to enable it. *A checkmark will appear and the message will show that MultiLine will send all calls to voicemail. Tap again to disable it. The checkmark will disappear and the message will show that MultiLine will ring your phone.*



If you are using the **Call Handling** feature to set a list of numbers to simultaneously or sequentially dial, the **Do Not Disturb** or **Business Hours** settings apply first and the calls will go

to your voicemail and not ring the numbers on your **Call Handling** lists.

Voicemail

Read this to set up your voicemail. Learn how to record your voicemail greeting and listen to voicemails.

Overview

The MultiLine application provides you a separate voicemail to use for your business calling. You have three options: the default message, a custom message, and a message that includes audio of you speaking your name.

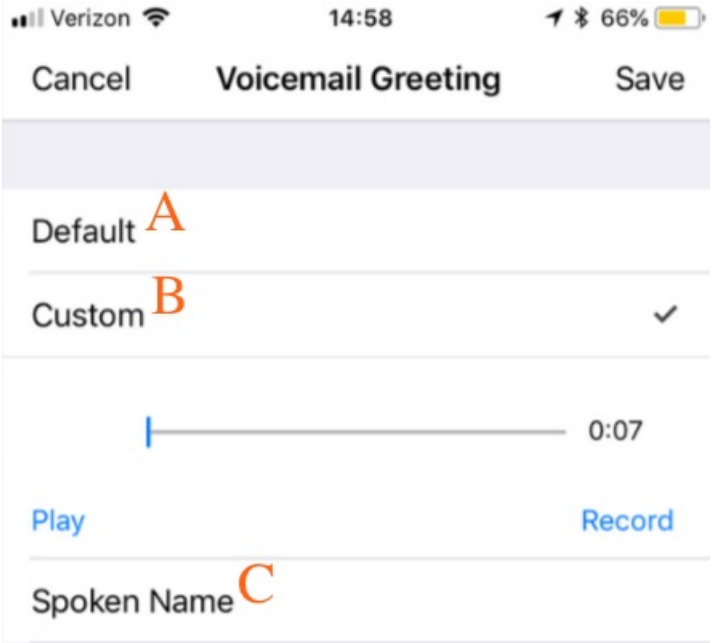
Before you start

- You need to be connected to the internet when updating your Voicemail greeting.
- Your organization can turn off voicemail features. If so, you may not see all the options described here.

Record your Voicemail greeting

Use **Voicemail Greeting** from the **Settings** menu to set up a voicemail greeting.

1. Tap the **menu icon** ⋮ in the bottom right (iOS) or upper right-hand corner (Android).
2. Tap **Settings**.
3. Tap **Voicemail Greeting**.
4. You have three options for setting your Voicemail Greeting:



A. **Default:** This application comes with a default setting that callers will hear when leaving a voicemail. For an example MultiLine number "+15555555555", the greeting is "You have

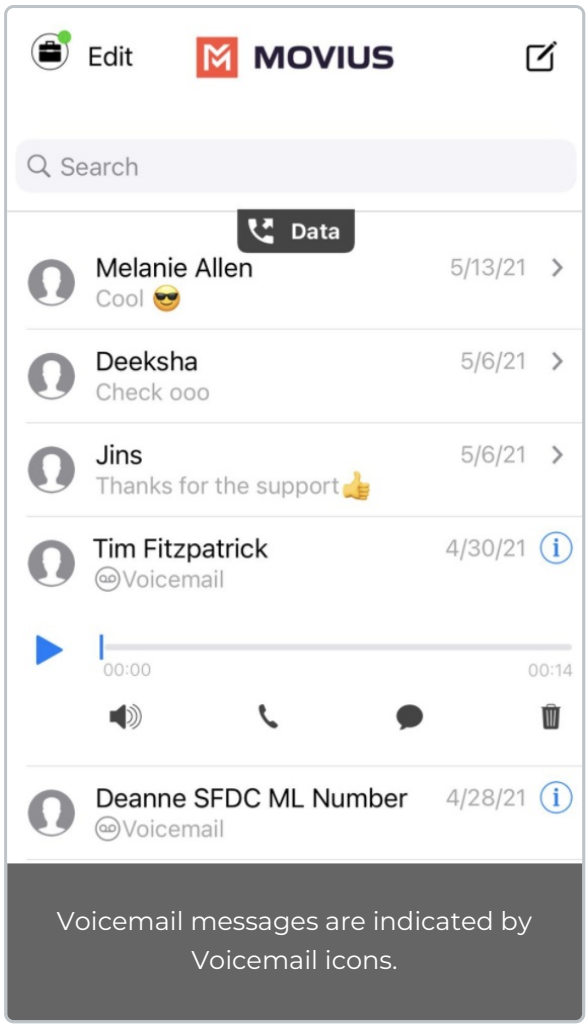
reached +15555555555, please leave your message after the tone".
B. **Custom:** Allows the user to set a customized voicemail greeting. Once you have recorded a voicemail greeting, you can hit **Play** to listen to it, or **Record** if you want to re-do it. This can be done or redone at any time.
C. **Spoken Name:** Allows the user to record their name. Once you have recorded your name, you can hit **Play** to listen to it, or **Record** if you want to re-do it. This can be done or redone at any time.

Listen to Voicemails

Your voicemail messages appear alongside SMS messages in Messages. Tap a voicemail message to open the message in the voicemail message player.

iOS

1. Go to **Messages** and find a Voicemail message. *Voicemail messages are indicated by voicemail icons* Voicemail .
2. Tap anywhere to expose the options.

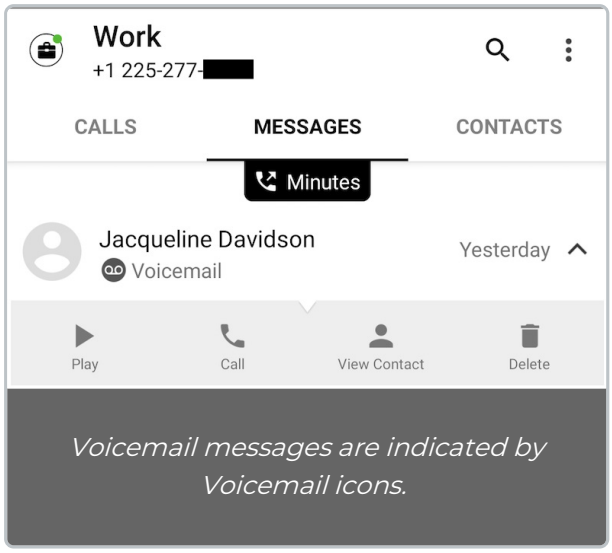


3. The voicemail message player has several options for playback:
   - Play/Pause: Tap **Play/Pause** icon to start and stop the voicemail message playback.
   - Speaker: Tap to use the speaker phone to play the message.
   - Call: Tap to call the party back.

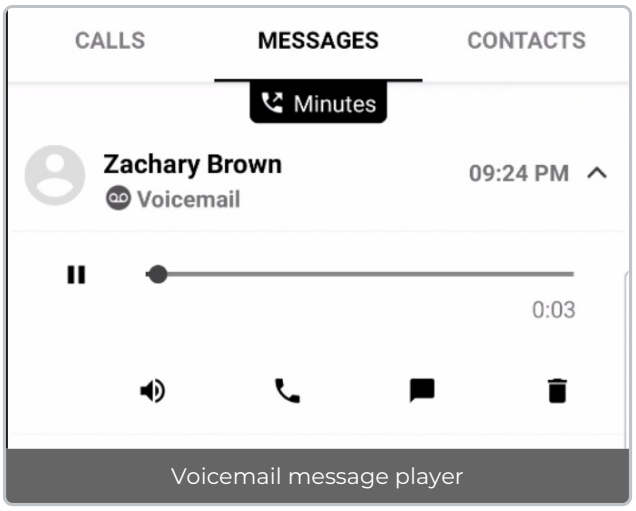
- Speech-bubble: Tap to message the party back.
- Delete: Tap to delete the message.
- Info: Tap to pull up the Contact Details page. *Tip: You can go to Contact Details to see history with the contact, or message the party back.*

Android

1. Go to the **Messages** tab and find a Voicemail message. *Voicemail messages are indicated by Voicemail icons.* Voicemail



2. Tap the menu down arrow to expose the options, then tap **Play**.



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   - Speech-bubble: Tap to message the party back.
   - Delete: Tap to delete the message.

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