SMS

Read on to learn about sending SMS messages in the MultiLine iOS app.

Overview

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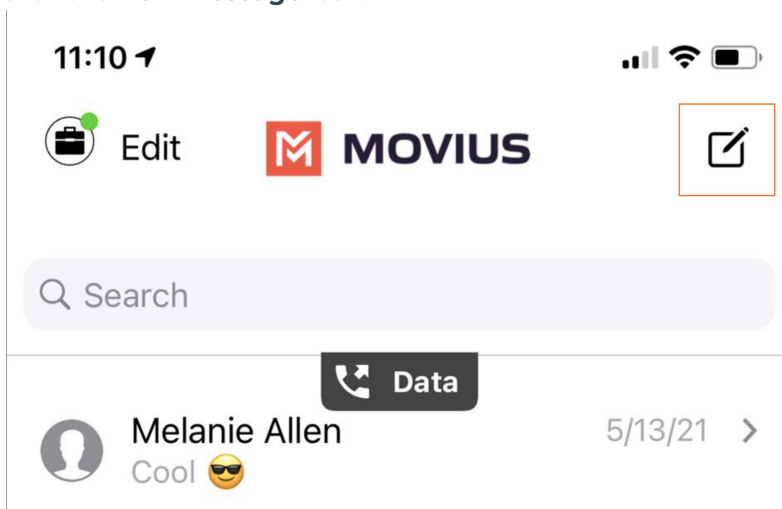
Before you start

- 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

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.
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

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