

Calls - MultiLine for Intune iOS

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Read on to learn about making calls in mobile applications.

Overview

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

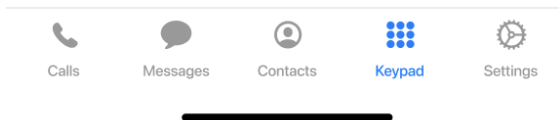
Before you start

- 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.

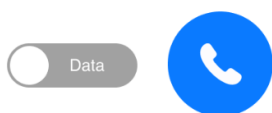
Make a Call from the Keypad

You can dial numbers with the MultiLine keypad.

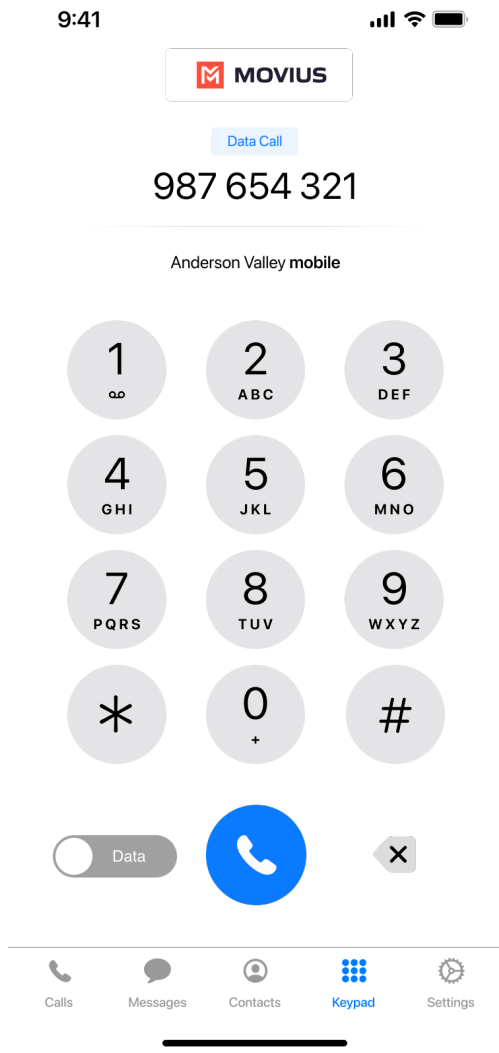
1. Go to your **Keypad** screen in the navigation bar at the bottom of your screen.



2. If you see the toggle next to the **Call** icon, you can choose whether to [make the call over Data or Minutes](https://help.moviuscorp.com/help/understanding-your-call-settings) <https://help.moviuscorp.com/help/understanding-your-call-settings> by tapping the toggle.



3. Begin dialing the number.

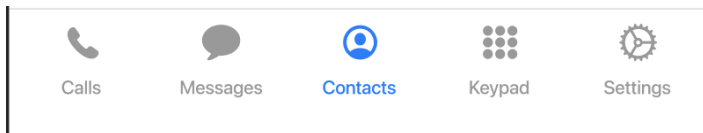


4. You can tap any matches that appear from your contacts to autocomplete dialing their number.

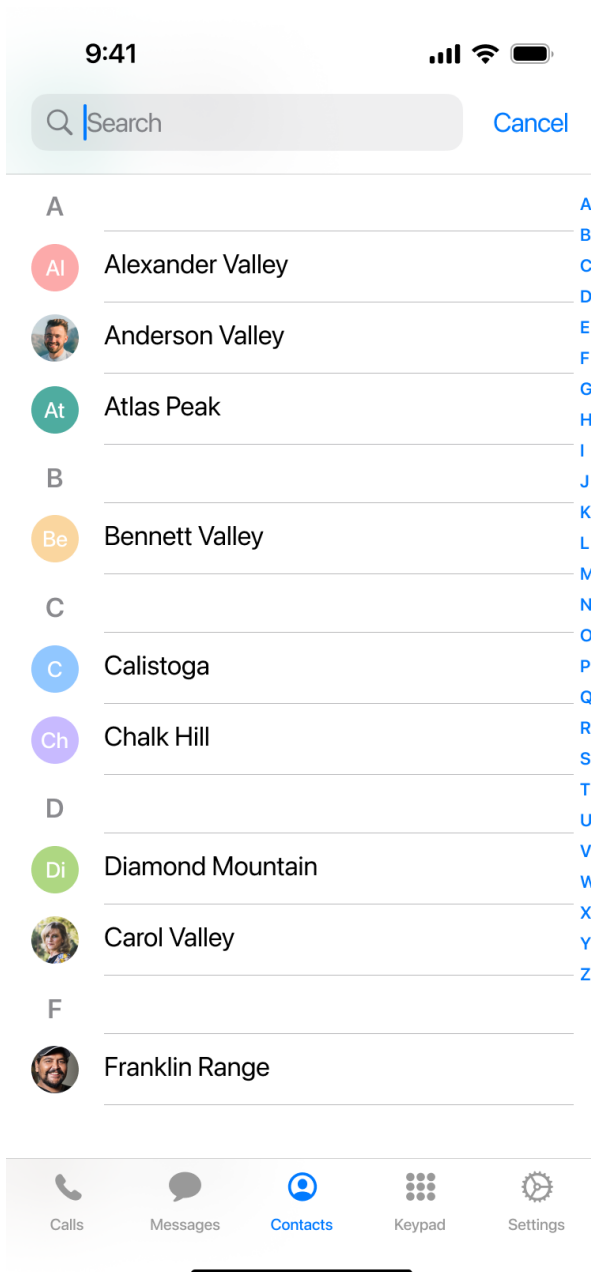
Make a call from Contacts

You can call contacts from your contact list.

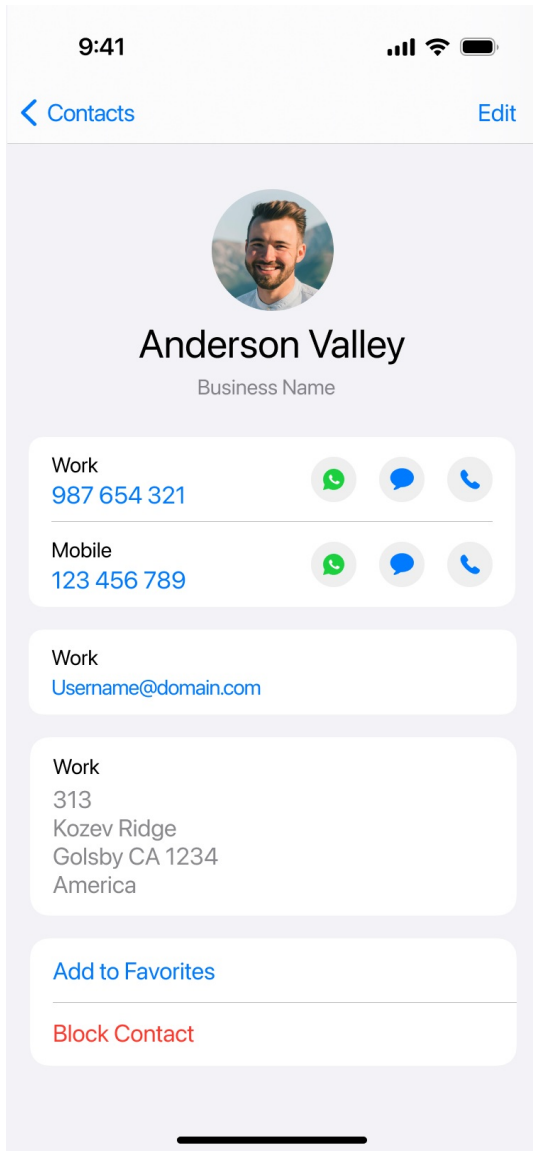
1. Go to your **Contacts** screen in the navigation bar at the bottom of your screen.



2. Select a contact. You can use the **Search** bar to find the contact if needed.



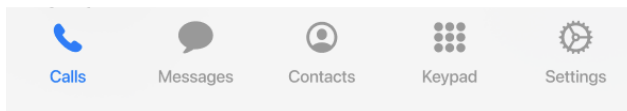
3. Tap the phone icon to make the call.



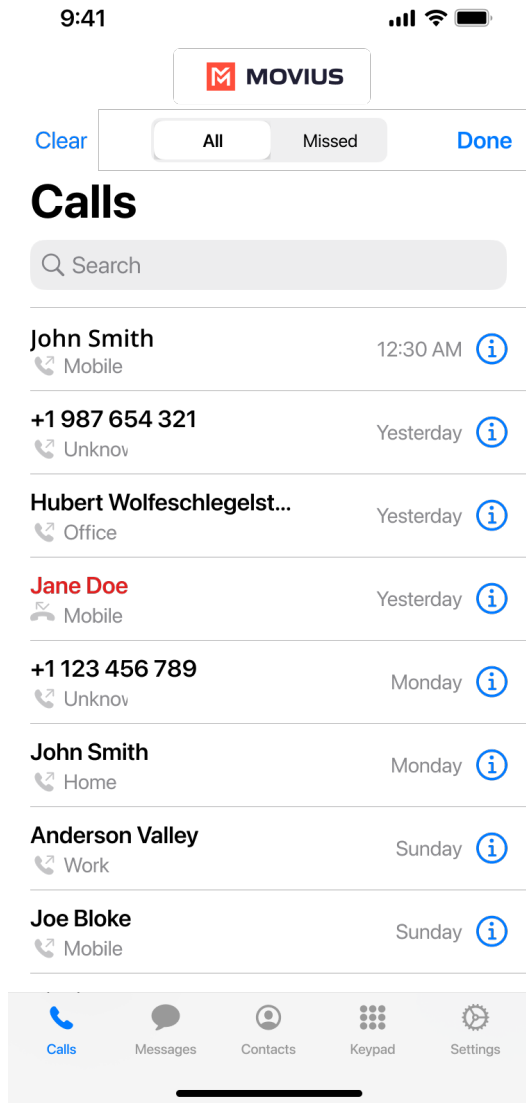
Call someone back from Calls

You can call someone back who you've recently had a call or missed call with.

1. Go to your **Calls** tab in the navigation bar at the bottom of your screen.



2. Select the blue "i"  icon to reveal details about that call.

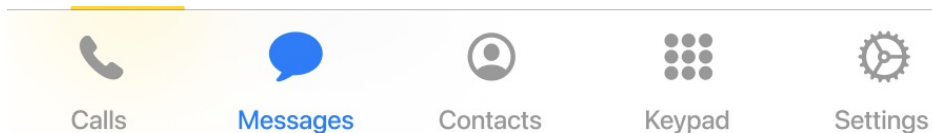


3. Select the number or contact name to make a call.

Make a call from Messages

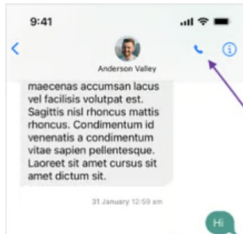
You can call someone directly from a messages conversation or voicemail message

Go to your **Messages** tab in the navigation bar at the bottom of your screen.



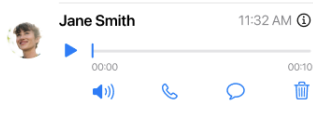
From SMS or instant message

1. Select a message.
2. Select the **Call** icon in the upper right of the screen.



From voicemail message

1. Select a voicemail message.
2. Select the **Call** icon.



Click-to-Dial

Read on to learn about Click-to-Dial.

Notice to iOS users: If you're facing issues dialing conference codes, please upgrade to the latest version of iOS. [See this bulletin](https://help.moviuscorp.com/help/click-to-dial-support-on-ios-154) for more information.

What is Click-to-Dial?

The Click-to-Dial feature automatically detects and renders phone numbers as links, and allows users to simply click the link to initiate a call using MultiLine. This includes calling contacts, numbers in emails and other apps, and conference bridges.

For conference bridges, Click-to-Dial allows users to avoid dialing lengthy numbers and PINS, because with a single click, MultiLine apps dials the number, characters (including # or *) and additional digits in the dial string, such as Conference Codes and PINS.

How do I use Click-to-Dial?

When you see a clickable phone number or conference number, simply click the link. The dialer will pre-populate with number and then you need only tap the **Call** icon to place the call.