Add, Edit, or Delete Contacts

Last Modified on 12/09/2024 3:06 pm EST

No matter which contact setting you use, you can add, edit, and delete contacts in MultiLine

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MultiLine

Read on to learn how to add or update contacts in the MultiLine iOS app.

Overview

- The MultiLine app provides you a separate contact list to use to make your business calls. We offer three options for starting your Contacts list: Exchange Contacts, Native Contacts, and Local Contacts, described below.
- 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.

Before you start

- Select a Contact source before adding Contacts.
    - If your organization chooses to restrict the type of Contacts setting you can use, you may not have certain Contact Source options.
- We recommend Exchange Contacts for the best experience with MultiLine Desktop.

About Adding Contacts

During onboarding, you should have chosen your Contact Settings, your contacts will either be sourced from an Exchange server, your native device, or locally in MultiLine.

See below for details on how adding contacts works for the different settings.

Add a contact - Using Exchange Contacts

- Using the **Exchange Contacts** option means MultiLine gets 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.

Add a contact - Using Native Contacts

- Using the Native Contacts option means MultiLine uses the same contacts list as your native phone.
- Any changes made to your native Contact List (adding, renaming, deleting, etc.) will be reflected in MultiLine and vice versa.

Add a contact - Using Local Contacts

- This is the default contact setting.
- Using the Local Contacts option means your contacts exist within the MultiLine app only.
- You can choose to do a one-time import from your native device and/or manually add contacts yourself.
    - Changes made in MultiLine (adding, renaming, deleting, etc.) will NOT be reflected in your native contact list, and vice versa.
    - There is no automated syncing between the Native and Local Contact Lists.

NOTICE: The Local Contacts list isn't backed up or stored outside the application, so they can be lost if you lose your device or need to reinstall MultiLine.
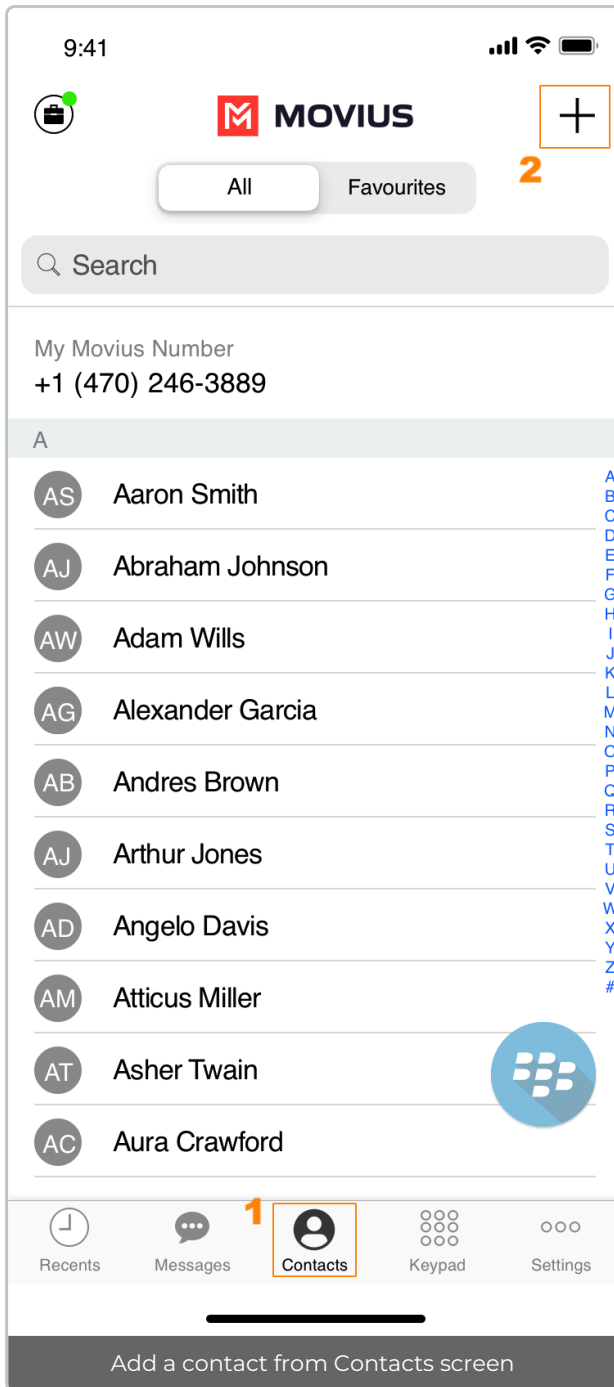
*NOTICE: if you create your Contacts list using Local Contacts, and then switch your source to Native or Exchange, the contacts you created **will be deleted**.*

Add a contact

It's easy to add contacts in MultiLine. Add a contact from the contact screen or from recent calls.

Adding a contact from the Contact screen

1. Go to **Contacts**.
2. Select **Add Contact**.

3. Create your contact using the available fields on the **Edit Contact** screen.
    1. First name
    2. Last name
    3. Company
    4. Job Title
    5. Department
    6. Contact photo
    7. Number
    8. Add additional numbers
    9. Email
    10. Add additional emails
    11. Address
    12. Add additional addresses

13. Delete Contact
14. Save and exit

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9:41

Cancel   Edit Contact   Done **14**

6

Adam **1**

Edit

James **2**

JPM **3**

Operations Lead **4**

Department **5**

⊖ Work   +1 470-246-6026 **7**

⊕ add phone **8**

⊖ Work   adam.james@moviuscorp... **9**

⊕ add email **10**

⊖ Home **11**
                Street
                Street
                City
                State   ZIP
                United States   >

⊕ add address **12**

Delete Contact **13**

Contacts Edit screen

Adding a contact from your recent calls

1. Go to your recent calls.
2. Select the blue info icon.
3. Tap **Add Contact**.

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.

1. Go to **Calls**.
2. Select the blue information icon for the unknown number.
3. Select **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. Select **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.

1. Go to the **Contacts** screen.
2. Select your contact to open the **Contact** details.
3. Select **Add to Favorites**.

MultiLine for Intune

Read on to learn how to add or update contacts in the MultiLine for Intune iOS app.

Overview

The MultiLine for Intune app provides you a separate contact list for your business calling and texting. When you sync with Exchange, there is a two-way sync between your MultiLine Contacts List and Exchange Contacts list. So you can add contacts from the MultiLine App, MultiLine Desktop, or by adding them in Exchange.
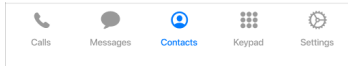
Before you start

- Before adding a contact, you need to have selected your Contact Source as Exchange Contacts.
- Most MultiLine for Intune users will use Exchange Contacts. However, for more options see Add, Edit, or Delete Contacts ↗ (https://help.moviuscorp.com/help/adding-or-updating-a-contact-30c1615) ↗.
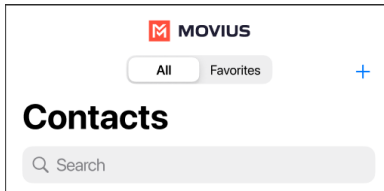
Add a contact

You can add a contact from the contact screen or from your recent calls.

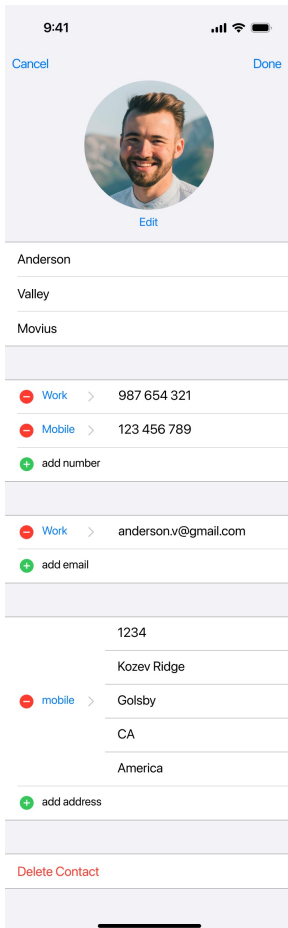**Adding a contact from the Contact screen**

1. Go to **Contacts**.

2. Select the **Add Contact** + button.

3. Create your contact using the available fields on the **Edit Contact** screen.

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.

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2. Select the blue information icon for the unknown number.
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    - From this screen you can change the label, if desired.
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6. Select **Save**.

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1. Go to the **Contacts** screen.
2. Select your contact to open the **Contact** details.
3. Select **Add to Favorites**.

Movius for BlackBerry

Read on to learn how to add or update contacts in the Movius for BlackBerry app.

Overview

The Movius for BlackBerry app provides you a separate contact list for your business calling and texting. When you sync with Exchange, there is a two-way sync between your MultiLine Contacts List and Exchange Contacts list. So you can add contacts from the MultiLine App, MultiLine Desktop, or by adding them in Exchange.
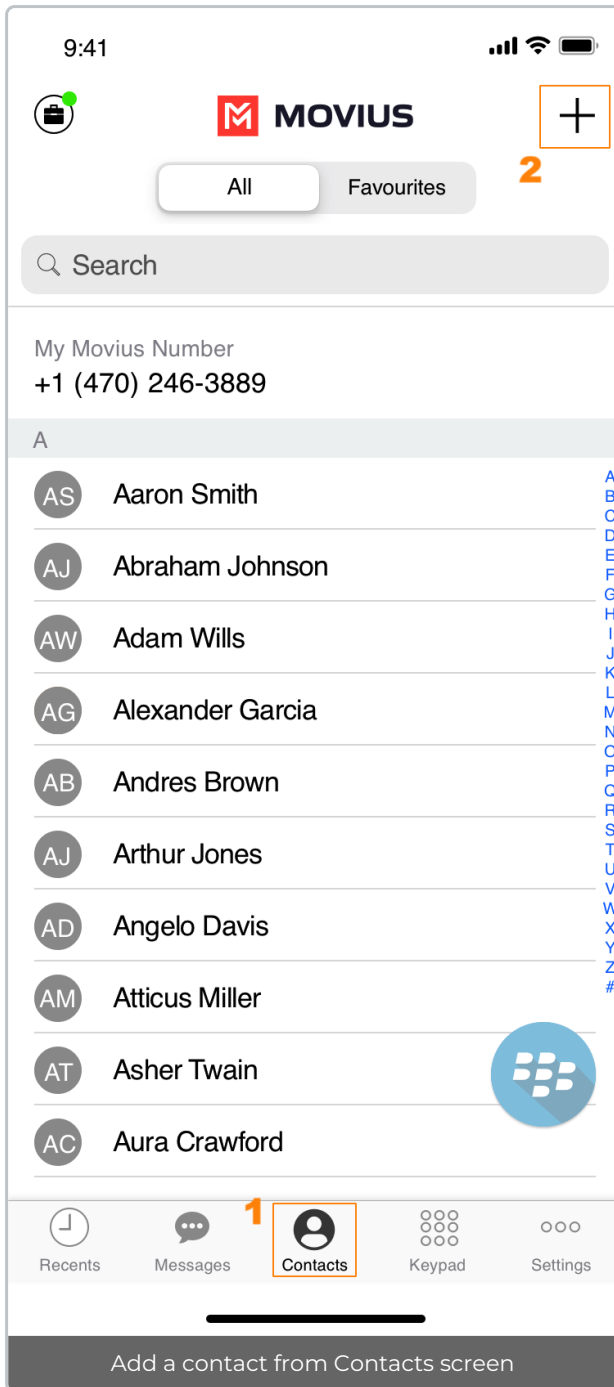
Before you start

- Before adding a contact, you need to have selected your Contact Source as Exchange Contacts.

Add a contact

You can add a contact from the contact screen or from your recent calls.

Adding a contact from the Contact screen

1. Go to **Contacts**.
2. Click the **Add Contact** button.

Add a contact from Contacts screen

3. Create your contact using the available fields on the **Edit Contact** screen.
    1. First name
    2. Last name
    3. Company
    4. Job Title
    5. Department
    6. Contact photo
    7. Number
    8. Add additional numbers
    9. Email
    10. Add additional emails
    11. Address
    12. Add additional addresses

13. Delete Contact
14. Save and exit

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Cancel Edit Contact Done **14**

6

1 Adam

2 James

3 JPM

4 Operations Lead

5 Department

Work +1 470-246-6026 **7**

add phone **8**

Work adam.james@moviuscorp... **9**

add email **10**

11 Home

Street

Street

City

State ZIP

United States >

add address **12**

Delete Contact **13**

Contacts Edit screen

Adding a contact from your recent calls

1. Go to your recent calls.
2. Select the blue info icon.
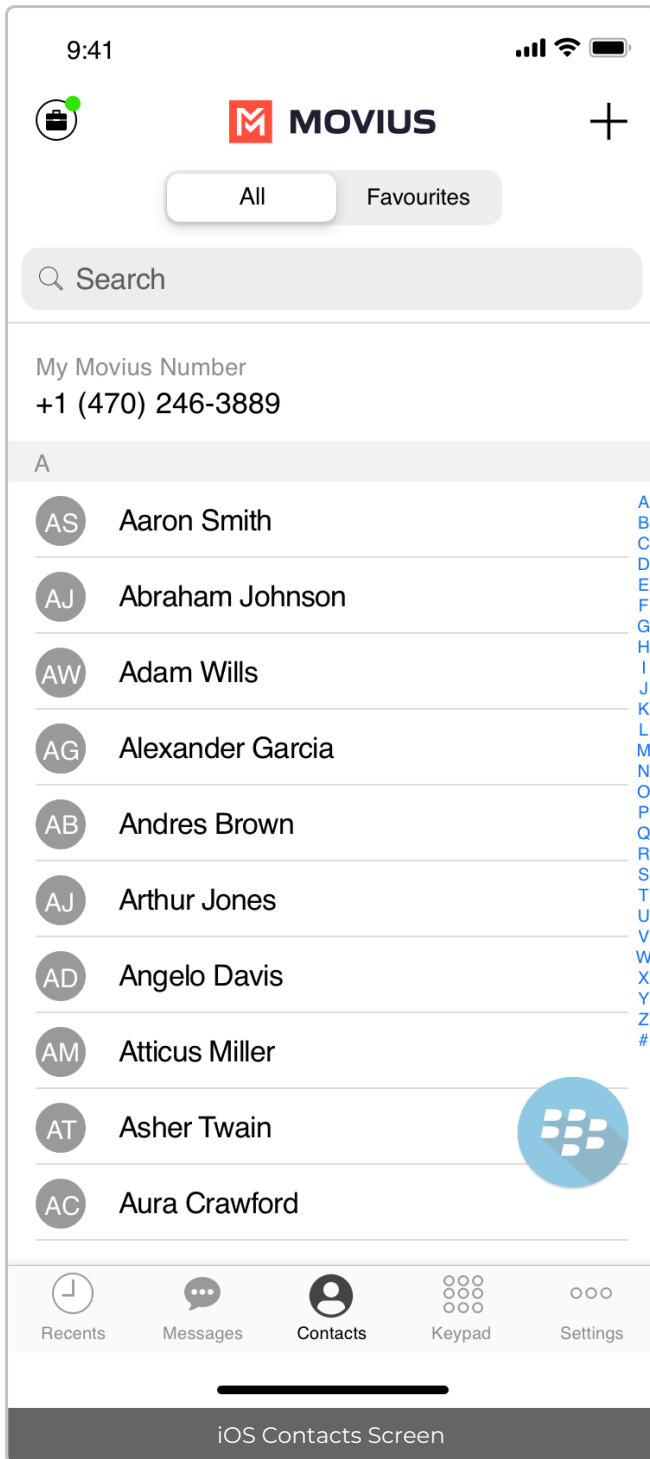3. Select **Add Contact**.

Update contact with a new number

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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**.

View, search and edit contacts

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

1. The **Contacts** screen 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. Start entering the number or name of your contact into the **Search** bar to narrow the list to a specific contact. *Note: The Search bar will not display until you begin scrolling.*

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All   Favourites

🔍 Search

My Movius Number
+1 (470) 246-3889

A

AS	Aaron Smith
AJ	Abraham Johnson
AW	Adam Wills
AG	Alexander Garcia
AB	Andres Brown
AJ	Arthur Jones
AD	Angelo Davis
AM	Atticus Miller
AT	Asher Twain
AC	Aura Crawford

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Recents   Messages   Contacts   Keypad   Settings

iOS Contacts Screen

3. Clicking on any contact will bring you to that contact's information page, where you can call, message, favorite, or block the contact.
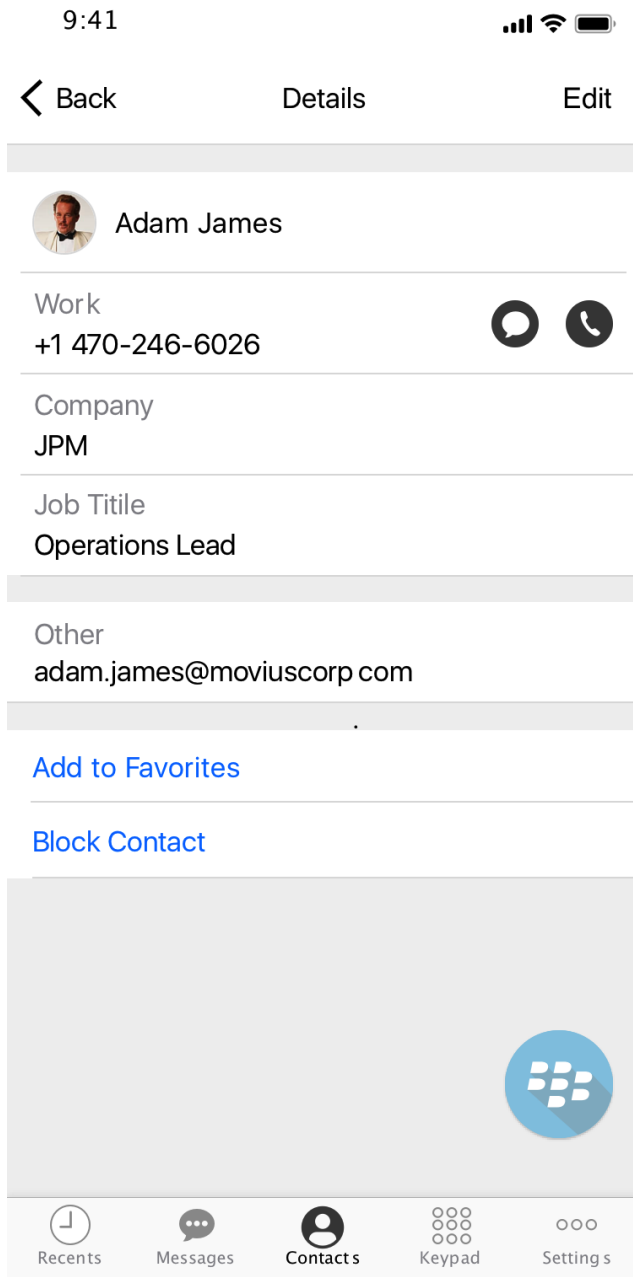
4. Clicking on the **Edit** button in the top right-hand corner allows you to choose to delete or edit, the selected contact.

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

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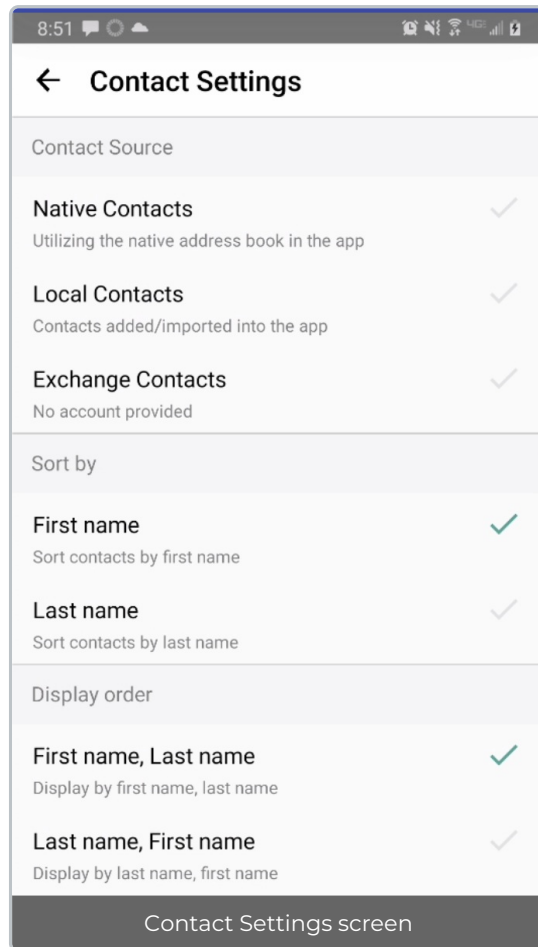
4. When complete, you can exit the menu and your Contacts list will be in the chosen**Sort by** and **Display order** settings selected.

Add a 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.

iOS

1. Go to the **Contacts** screen.
2. Tap your contact to open the **Contact** details.
3. Tap **Add to Favorites**.