

## Sync with Exchange Contacts

Last Modified on 06/18/2025 10:27 am EDT

Use this setting to have Exchange Contacts (BlackBerry, Microsoft, etc) available in MultiLine. (If not enabled automatically)

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### MultiLine

Read on to learn how to set up your Contacts list in the MultiLine for Intune app.

### Overview

- The MultiLine for Intune app provides you a separate contact list to use to make your business calls. By syncing with Exchange, you'll be able to easily call and message with Exchange contacts.
- 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.

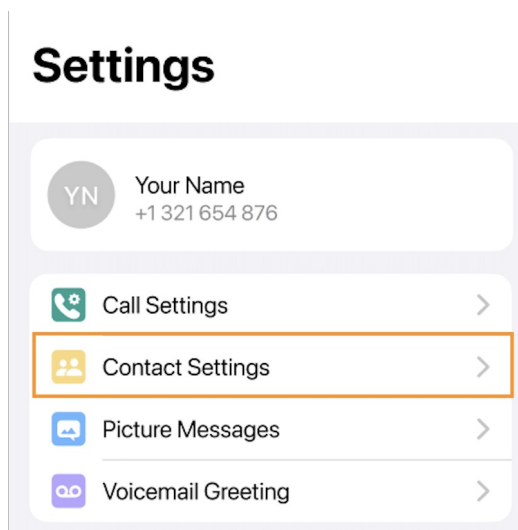
### Before you start

- If your organization chooses to restrict the type of Contacts setting you can use, you may not see certain Contact Source options.
- Most MultiLine for Intune users will use Exchange Contacts.

### Turn on Exchange Contacts

You have options for sourcing, sorting, and displaying contacts. You'll need to choose your **Contact Source** in **Contact Settings** before you begin adding contacts.

1. Select the **Settings**.
2. Tap **Contact Settings**.



4. Select **Sync with Exchange Contacts**.



The sync will begin automatically. When you return to your Contacts list, you'll be able to search your Microsoft Exchange Contacts list.

### Using Exchange Contacts

- Using the **Exchange Contacts** option allows MultiLine for Intune to sync with your Outlook Contacts.
- Any changes made to the corporate exchange (adding, renaming, deleting, etc.) will automatically be reflected in MultiLine for Intune 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.

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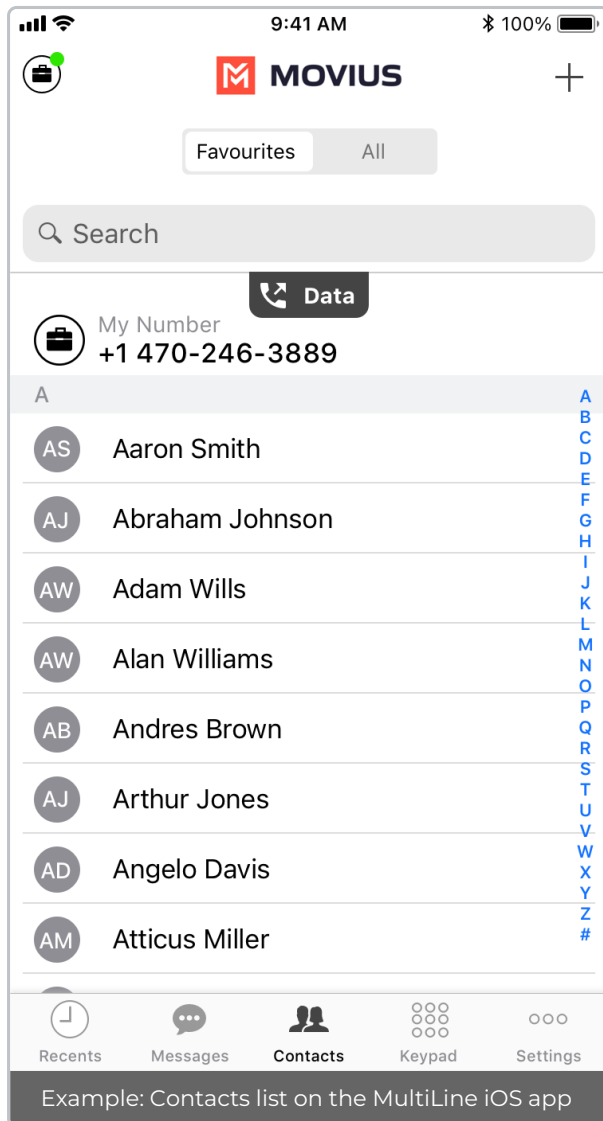
## MultiLine for Intune

Read on to learn how to set up your contacts list to use Exchange Contacts in the MultiLine iOS app.

### 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, updated or deleted 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.




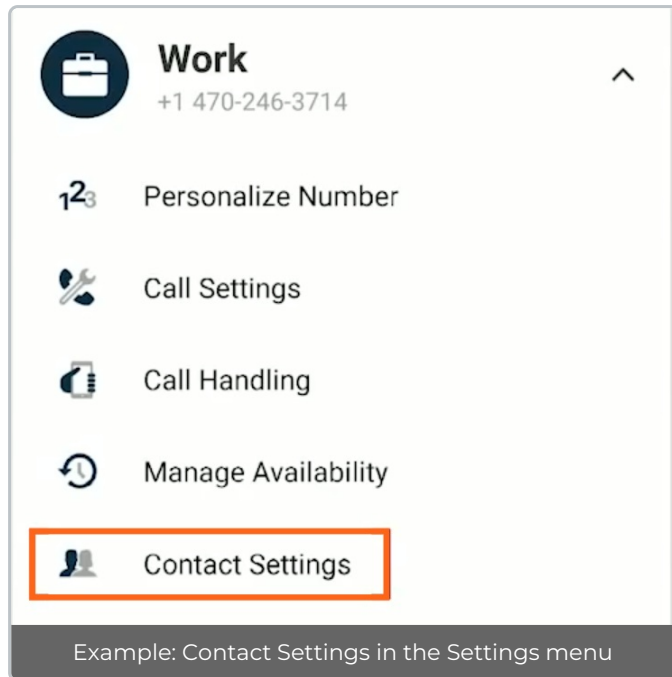
## Before you start

- Your administrator must grant you permission to use Exchange Contacts for this setting to be available in your Contact Settings.
- Some administrators will set you up to automatically sync with Exchange contacts.

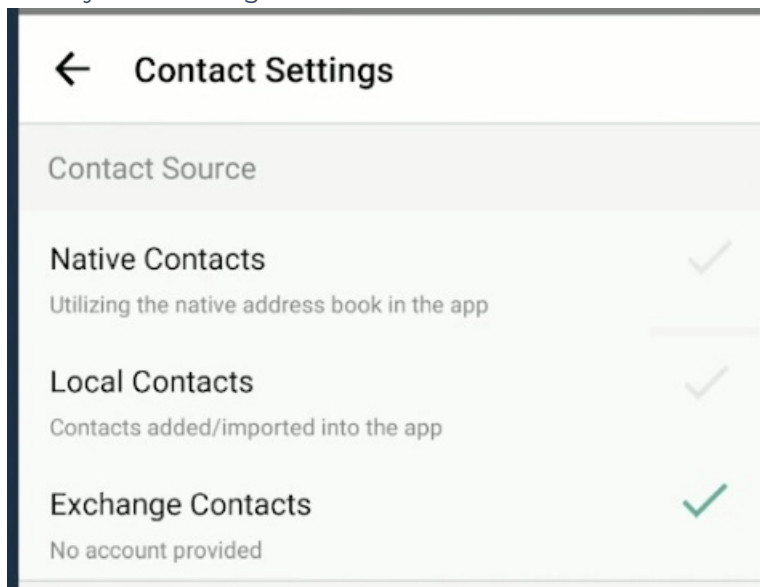
## Set your Contact Settings to Exchange

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

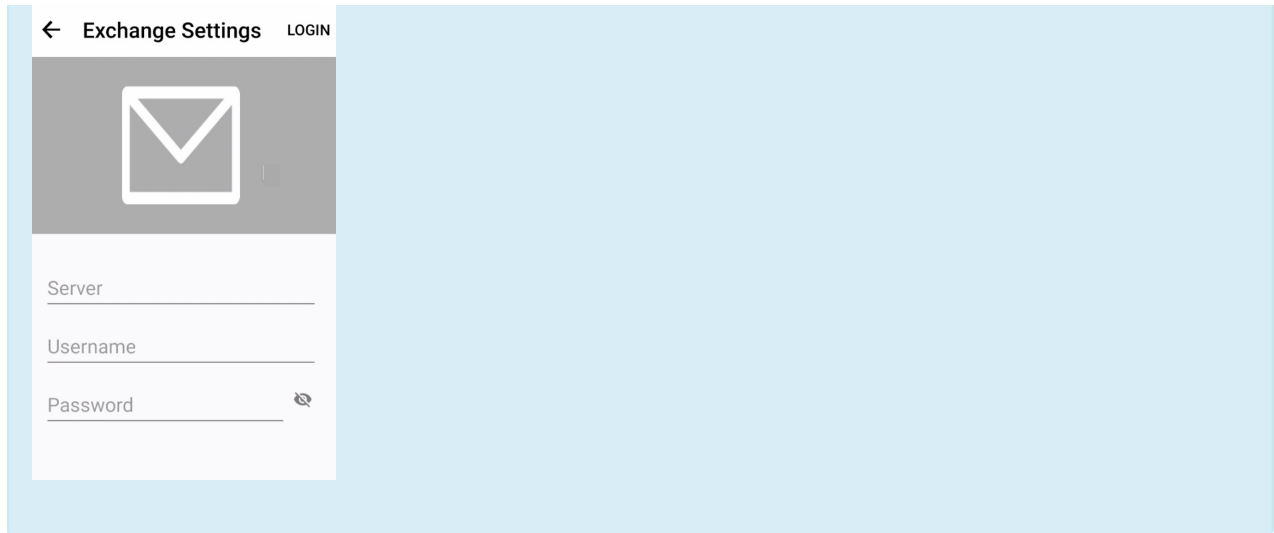
1. Tap the **menu icon**  in the bottom right (iOS) or upper right-hand corner (Android).
2. Tap **Settings**.
3. Tap **Contact Settings**.




Select your Exchange Contacts:

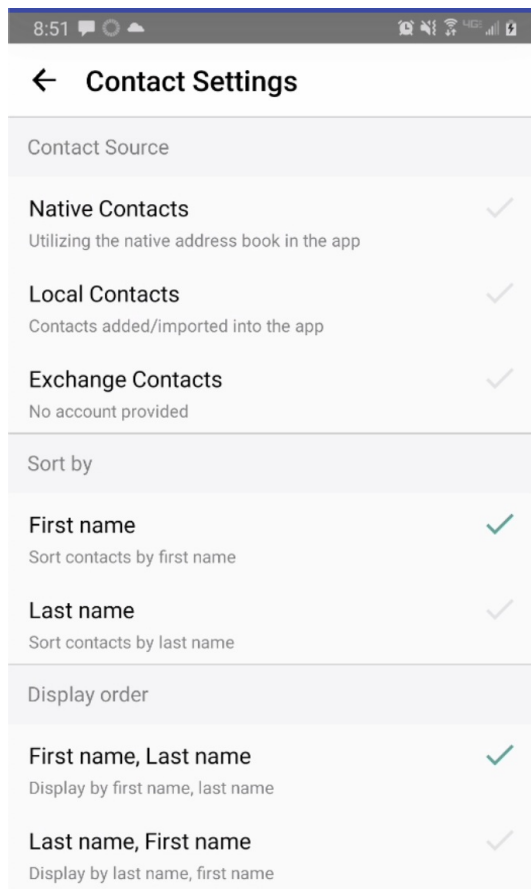


If you're a MultiLine for Intune or Movius for BlackBerry user it may autodetect. Otherwise, you will see a screen to enter the Exchange server details.



### 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.

## Movius for BlackBerry

Read on to learn how to set up your Contacts list in the Movius for BlackBerry app.

### Overview


- The Movius for BlackBerry 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.

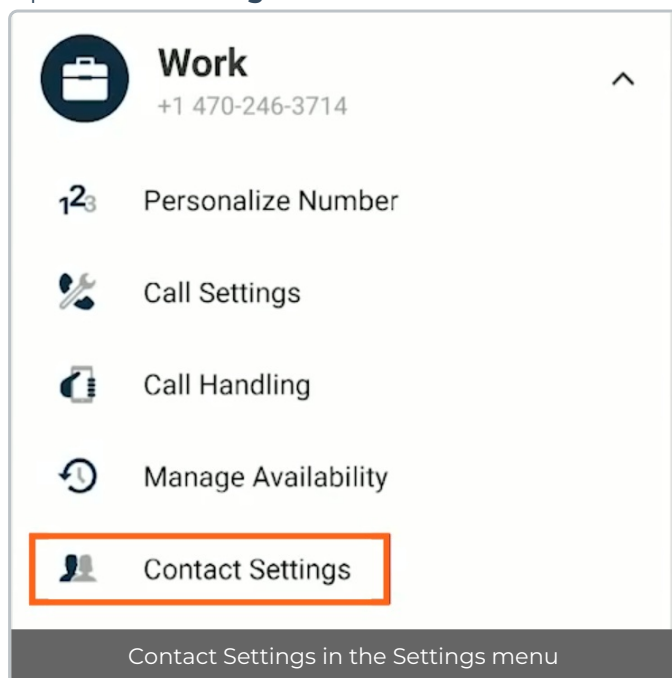
### Before you start

- If your organization chooses to restrict the type of Contacts setting you can use, you may not see certain Contact Source options.
- Most Movius for BlackBerry users will use Exchange Contacts. *If your organization has not enabled Exchange Contacts, please see [Using MultiLine Contacts list](https://help.moviuscorp.com/help/contacts-local-ios)* [↗](https://help.moviuscorp.com/help/contacts-local-ios)  
<https://help.moviuscorp.com/help/contacts-local-ios> [↗](https://help.moviuscorp.com/help/contacts-local-ios)

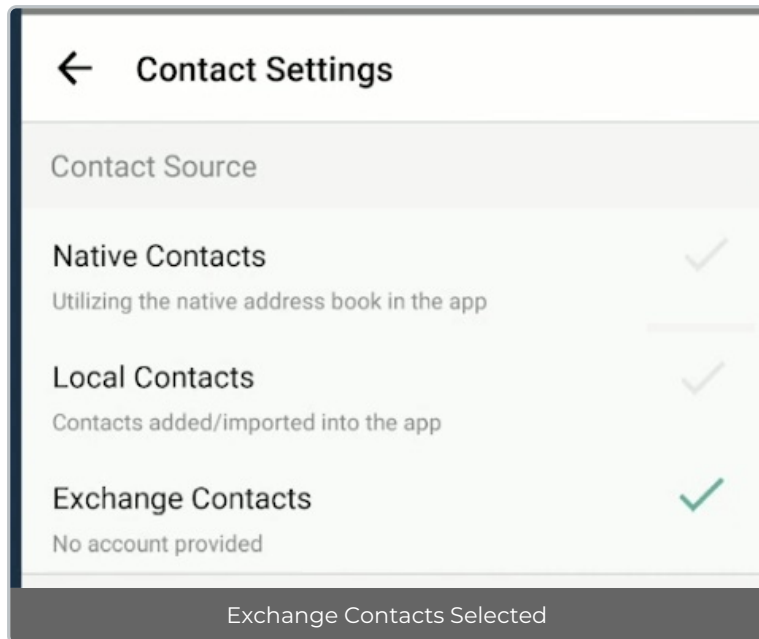
### Turn on Exchange Contacts

You have options for sourcing, sorting, and displaying contacts. You'll need to choose your **Contact Source** in **Contact Settings** before you begin adding contacts.

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



4. Select **Exchange Contacts**.



The sync will begin automatically. When you return to your Contacts list, you'll be able to search your BlackBerry Exchange Contacts list.

### Using Exchange Contacts

- Using the **Exchange Contacts** option allows Movius for BlackBerry to sync with your BlackBerry Exchange or Outlook Contacts.
- Any changes made to the corporate exchange (adding, renaming, deleting, etc.) will automatically be reflected in Movius for BlackBerry 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

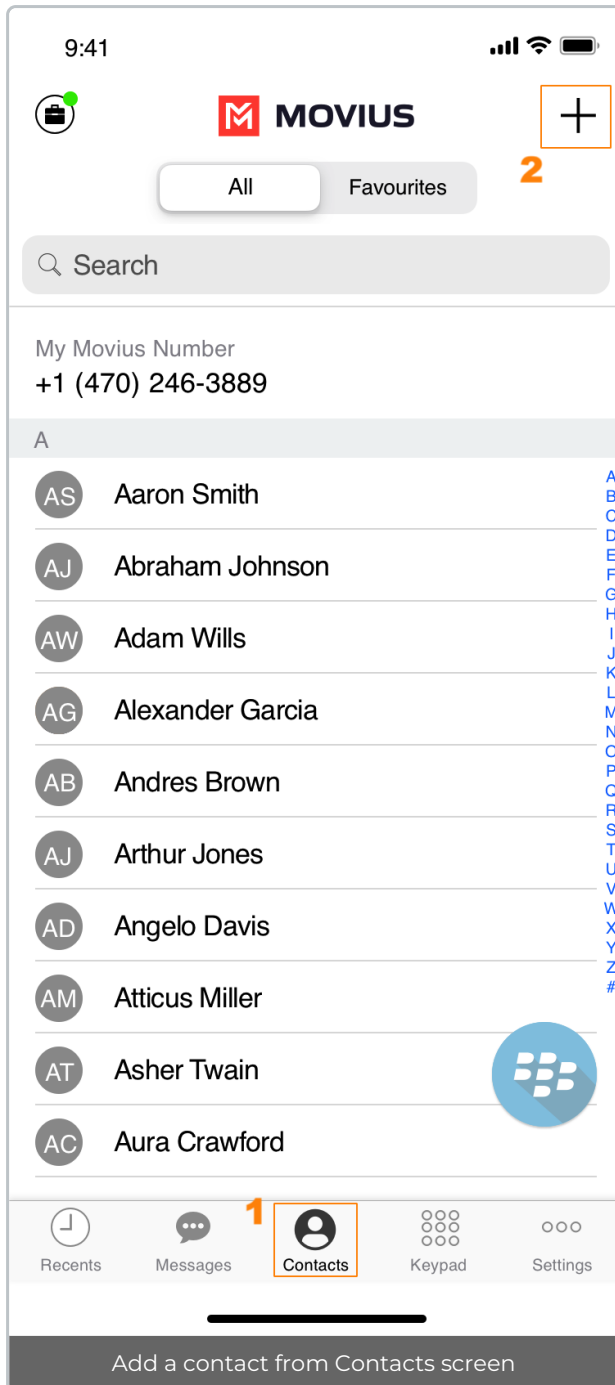
- Before adding a contact, you need to have selected your Contact Source as Exchange Contacts.
- You can add contacts from the MultiLine App, MultiLine Desktop, or by adding them in Exchange.

It's easy to add contacts in the Movius for BlackBerry application. You can add a contact from the contact screen or from your recent calls.

### Adding a contact from the Contact screen

#### ios

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



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

9:41 📶 🔋

Cancel Edit Contact Done <sup>14</sup>

<sup>6</sup>

Adam <sup>1</sup>

Edit

James <sup>2</sup>

JPM <sup>3</sup>

Operations Lead <sup>4</sup>

Department <sup>5</sup>

−

Work

+1 470-246-6026 <sup>7</sup>

⊕

add phone <sup>8</sup>

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Work

adam.james@moviuscorp... <sup>9</sup>

⊕

add email <sup>10</sup>

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Home <sup>11</sup>

Street

Street

City

State


ZIP

United States >

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add address <sup>12</sup>

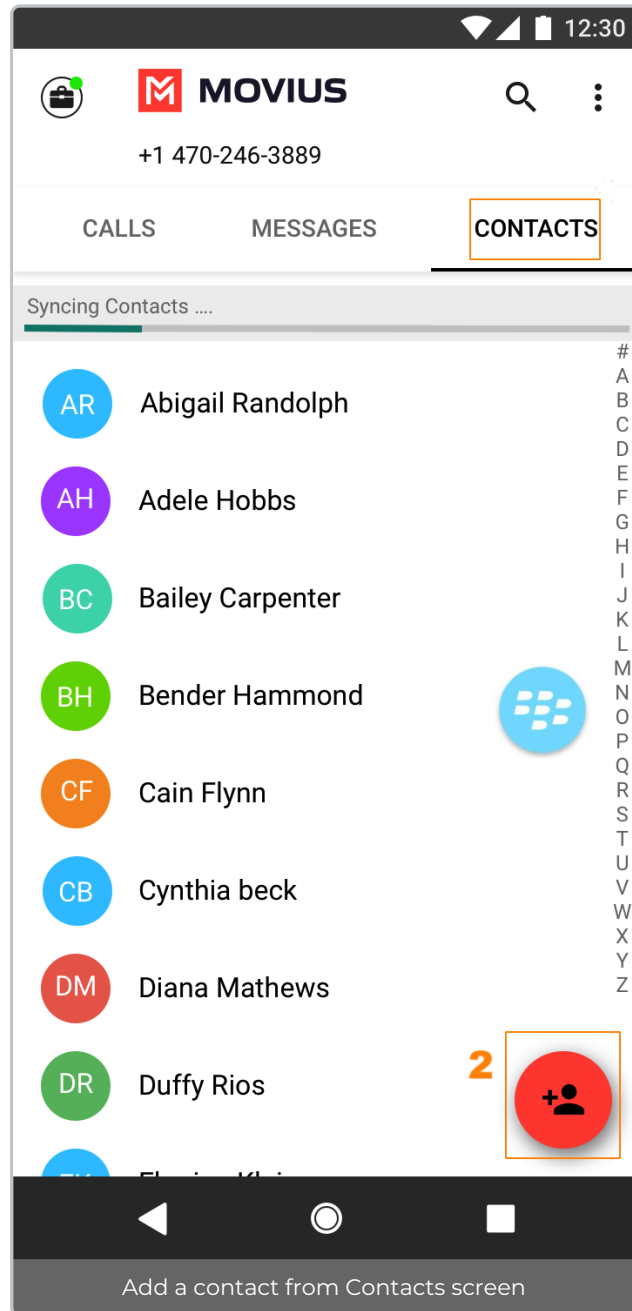
Delete Contact <sup>13</sup>



Contacts Edit screen



## Android

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





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



Edit Contact

13 SAVE


6



Adele 1

Hobbs 2

JPM 3

Product Manager 4

Department 5


+1 (918) 799-7000 7


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MOBILE

▼

ADD PHONE FIELD

8


adele.hobbs@jpmc.com 9


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INTERNET

▼

ADD EMAIL FIELD


10

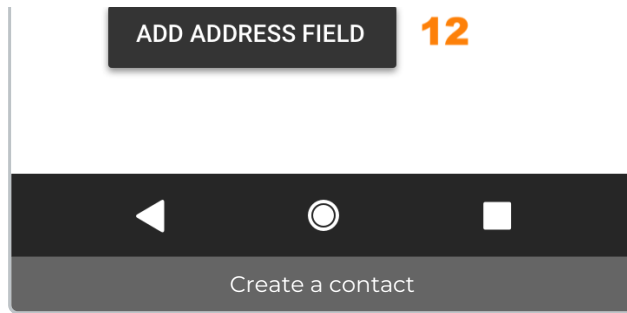


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Work

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### Adding a contact from your recent calls

1. Go to your recent calls.
2. For iOS users, click the blue info icon. For Android users, tap the call once to access options.
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.

### 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

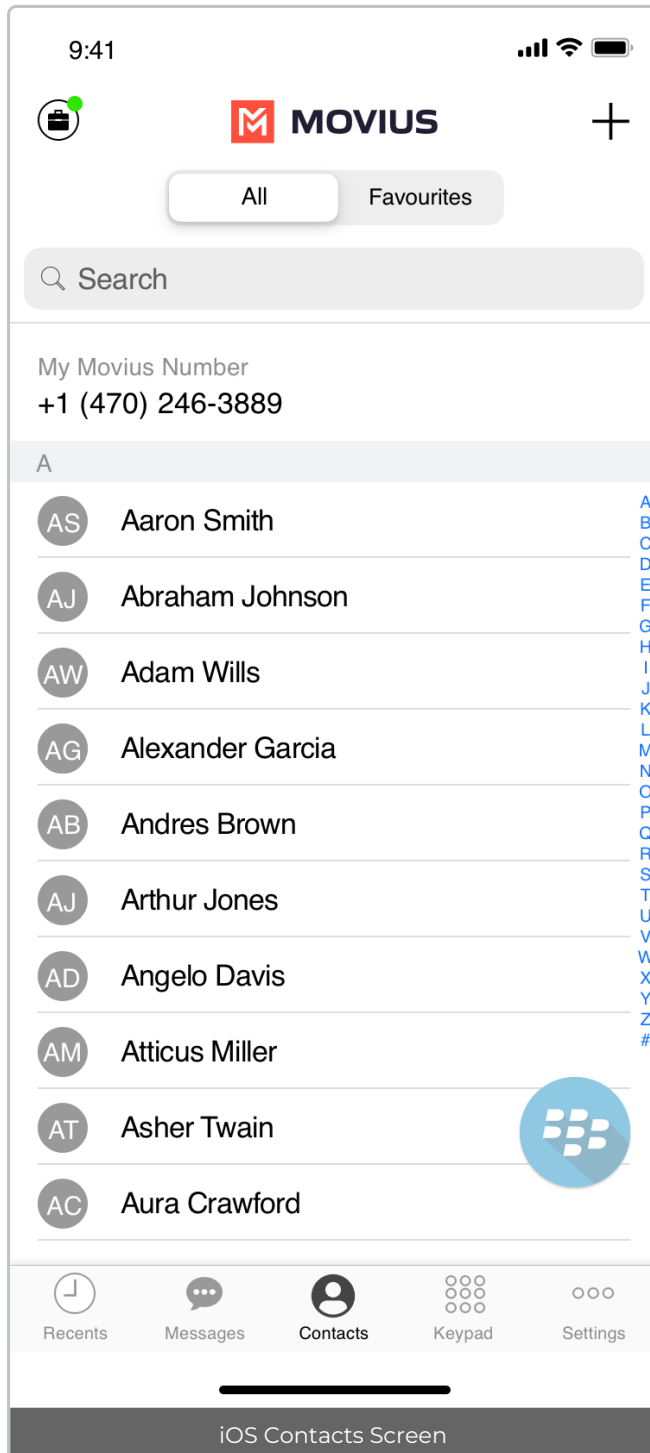
1. Go to **Calls**.
2. Tap the down arrow for the unknown number.
3. Tap **Update**.
4. Enter the name or number of the existing contact you want to update. *Note for Exchange Contacts users: this does not search the entire GAL.*
5. The new number will be added.
  - From this screen you can change the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

## View, search and edit contacts

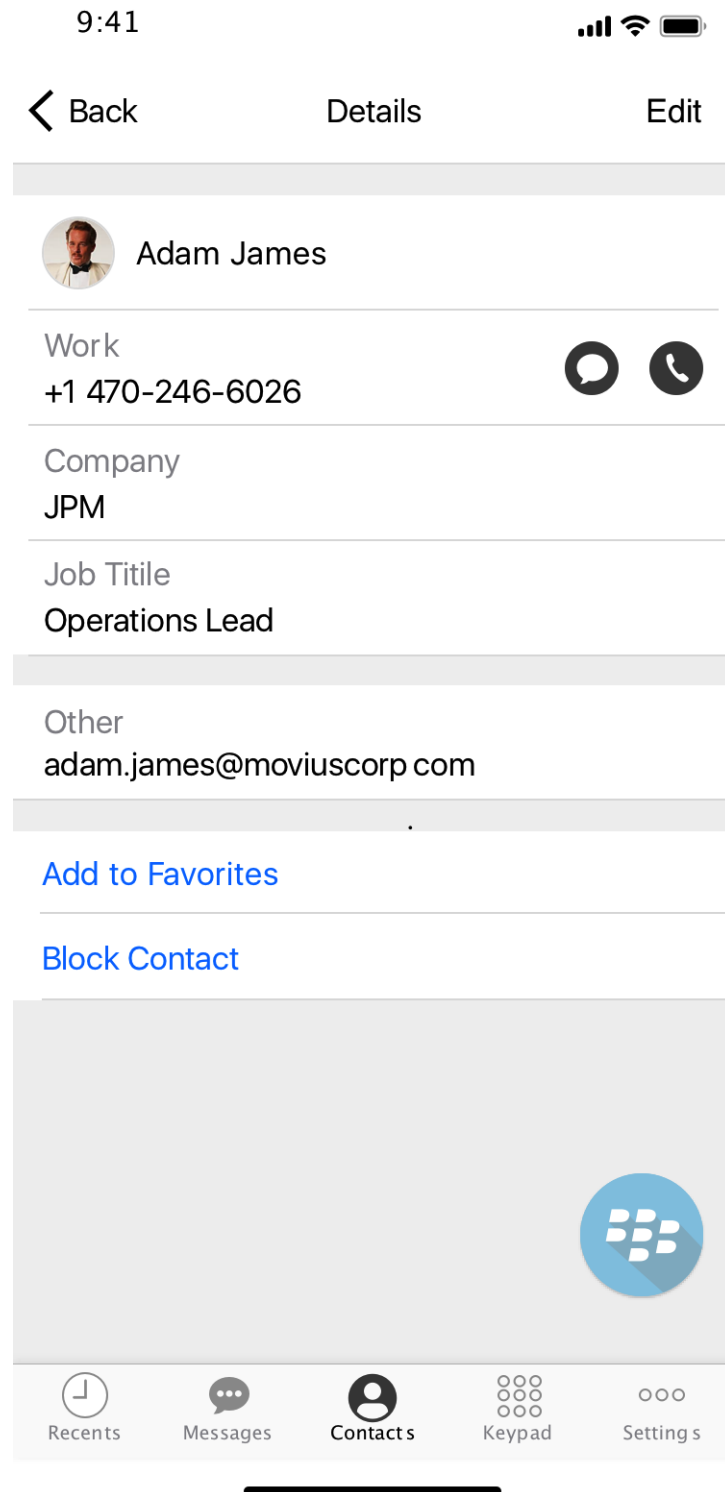
To view, edit, delete, or message contacts, you must add at least one contact.

### ios

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.*



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

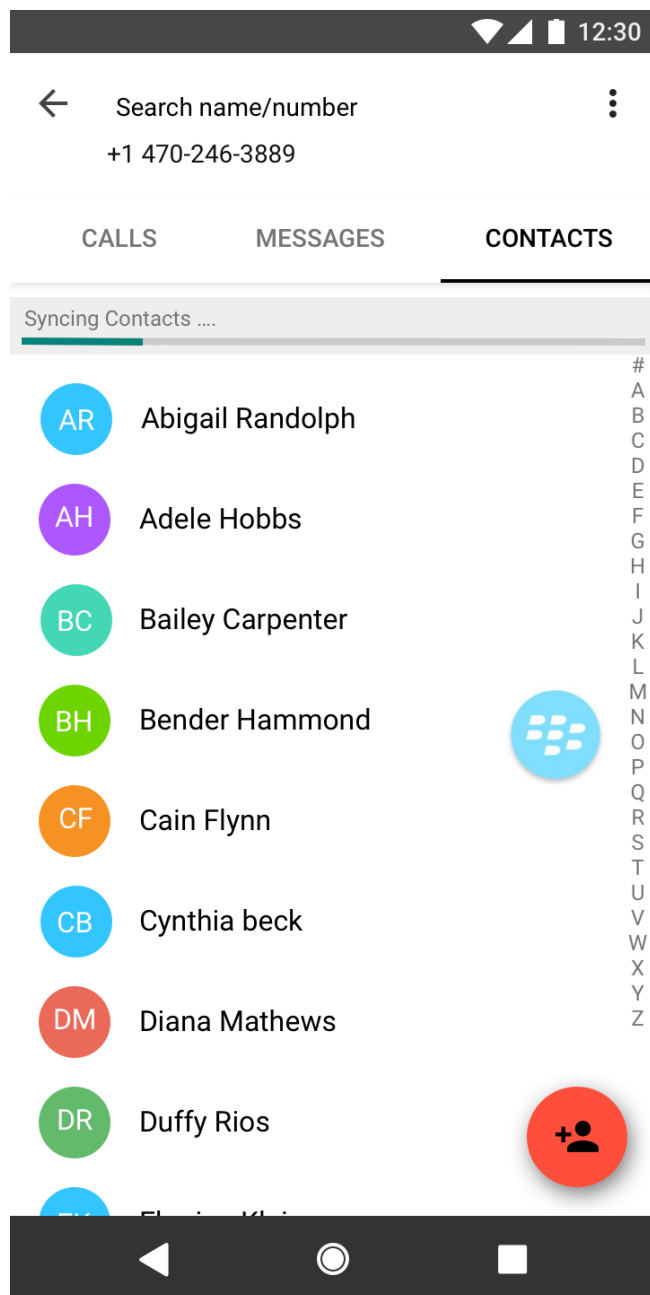


4. Clicking on the **Edit** button in the top right-hand corner allows you to choose to delete or edit, the selected contact.

## Android

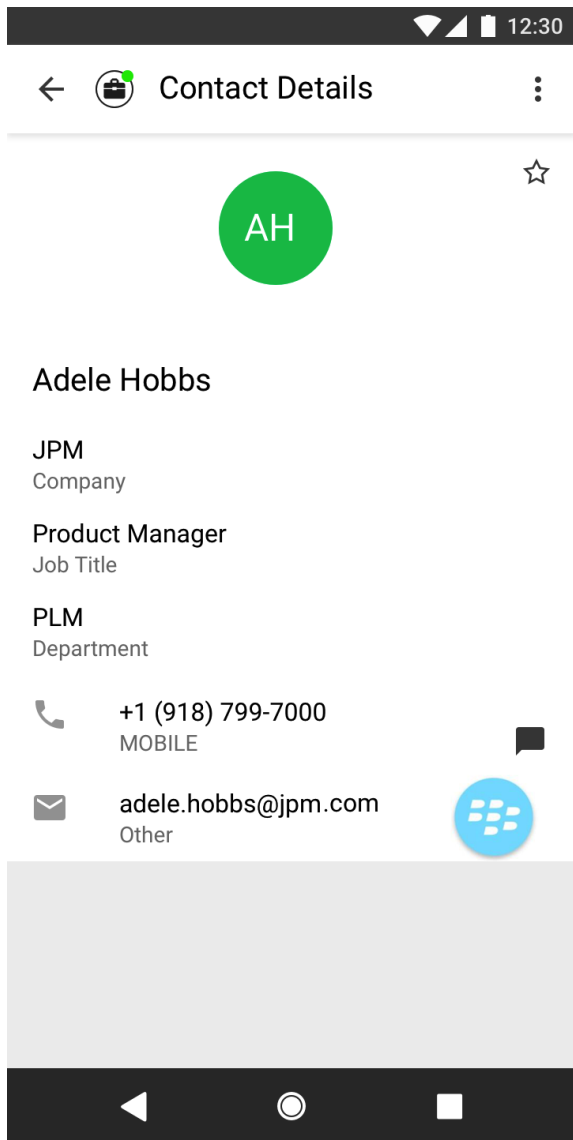
1. The **Contacts** screen displays all contacts in alphabetical order by default. *Note: The next set of instructions will teach you how to change this setting if you like.*
2. Tap on **Search name/number** to begin typing the name or number to narrow down the list to a

desired contact. *Note: The search field will not display until you begin scrolling.*

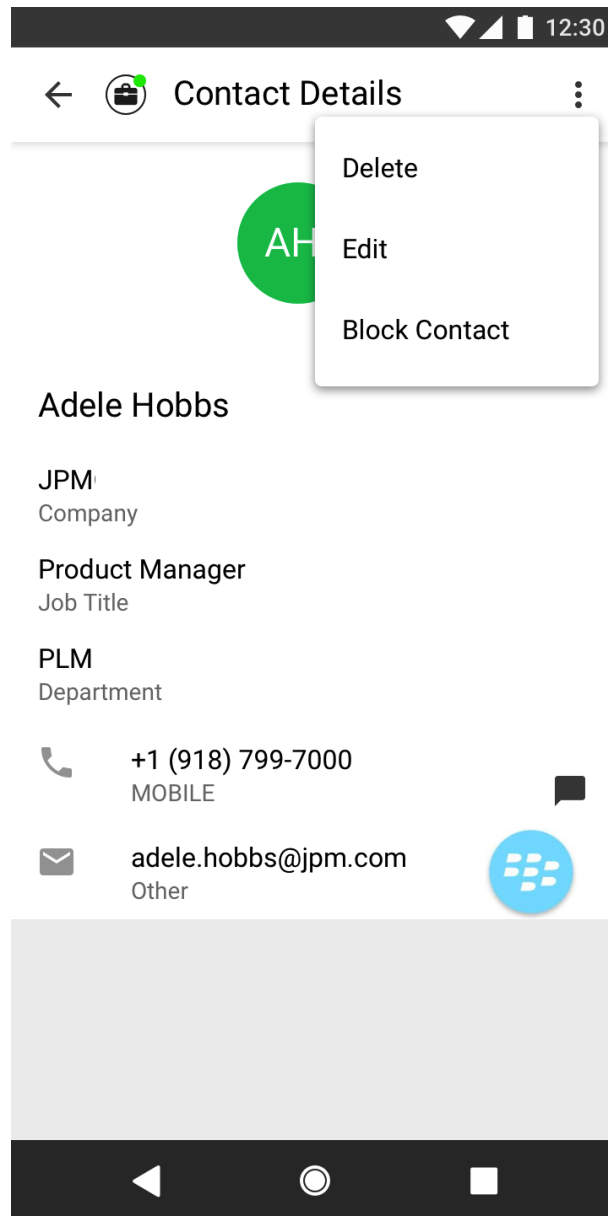


2. Clicking on any contact will bring you to that contact's information page, where you can call, message, favorite, or block the contact.




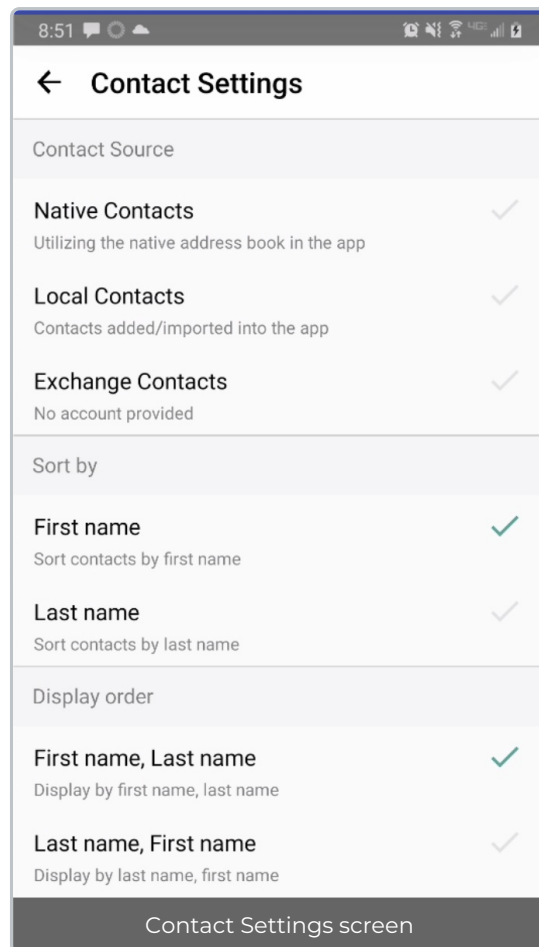


3. Clicking on the Settings menu in the top right-hand corner allows you to choose to delete or edit, the selected contact.



## 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



- 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

- Go to the **Contacts** screen.
- Tap your contact to open the **Contact** details.
- Tap **Add to Favorites**.

### Android

- Go to the **Contacts** screen.
- Tap your contact to open the **Contact** details.
- Tap the **Star** in the upper right-hand corner.

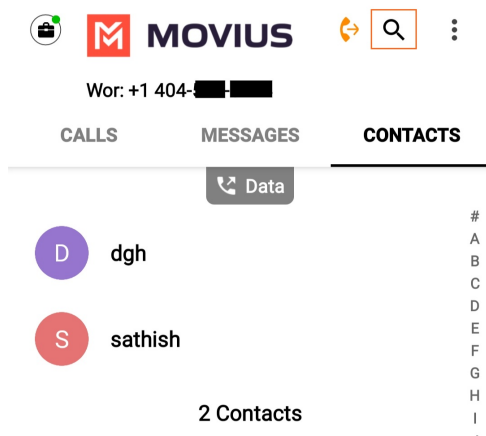
## How to search and store a contact from Exchange (Android Only)

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

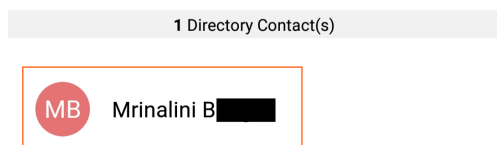
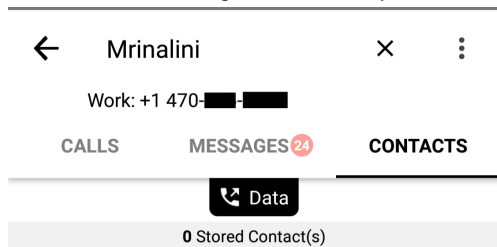
contact often.

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

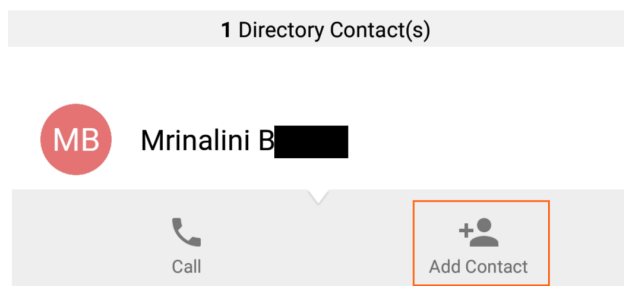
1. To search for a contact, tap the **Search** icon and enter the name or number of the contact you want to look up.



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.



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