

Sync with Exchange Contacts

Last Modified on 11/30/2023 6:11 pm EST

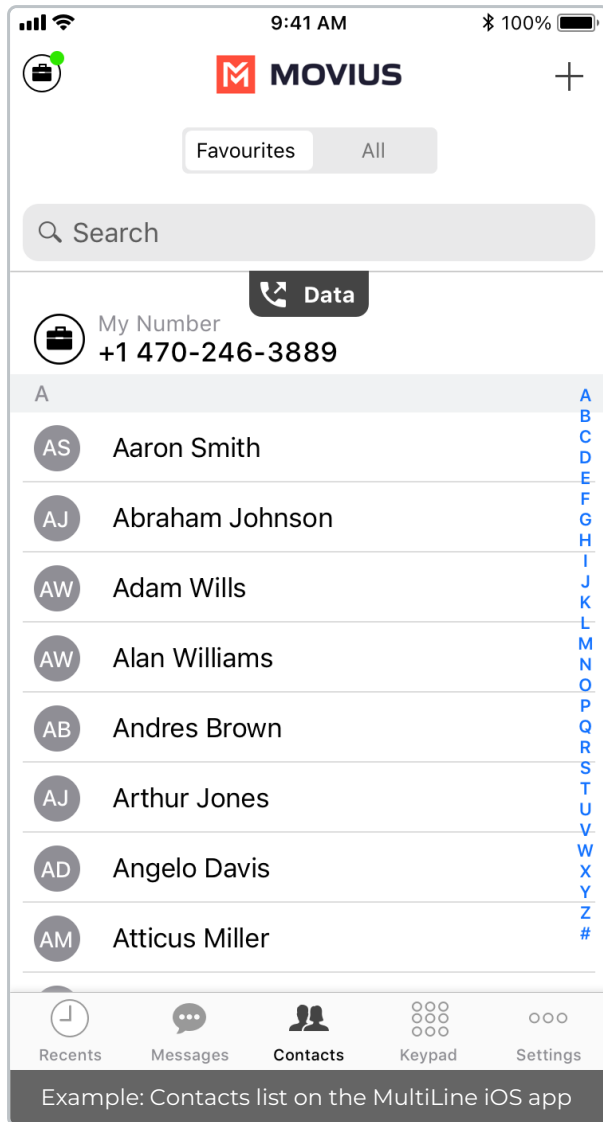
Use this setting to have Exchange Contacts (BlackBerry, Microsoft, etc) available in MultiLine. (If not enabled automatically)

iOS

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 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.




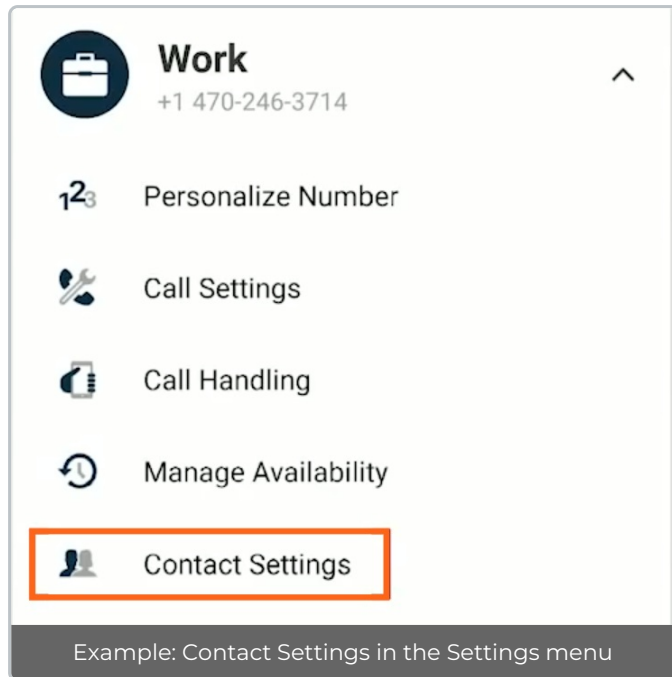
Before you start

- 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.

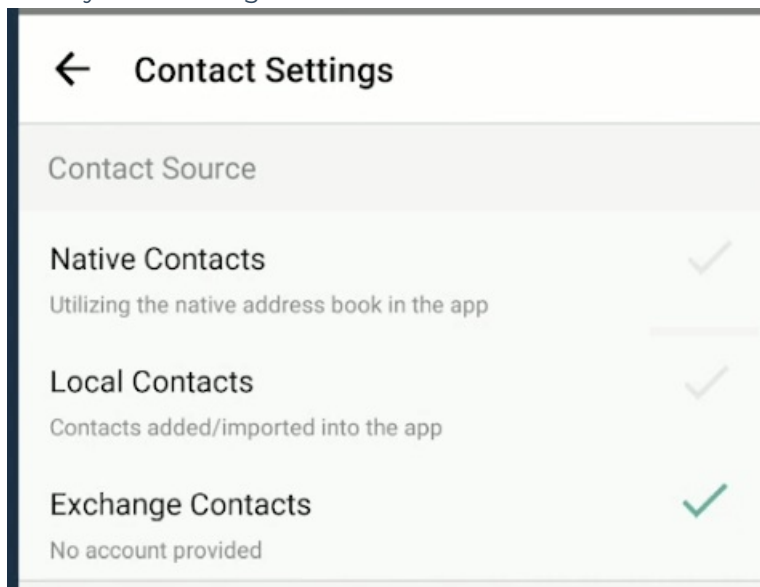
Set your Contact Settings to Exchange

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

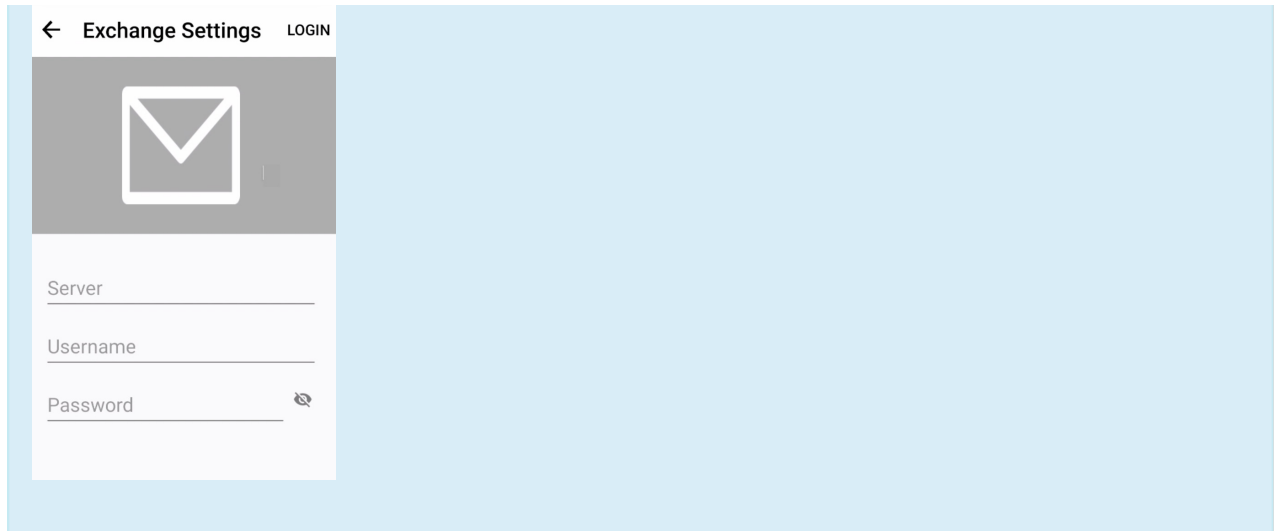
1. Tap the **menu icon**  in the bottom right (iOS) or upper right-hand corner (Android).
2. Tap **Settings**.
3. Tap **Contact Settings**.



Select your Exchange Contacts:

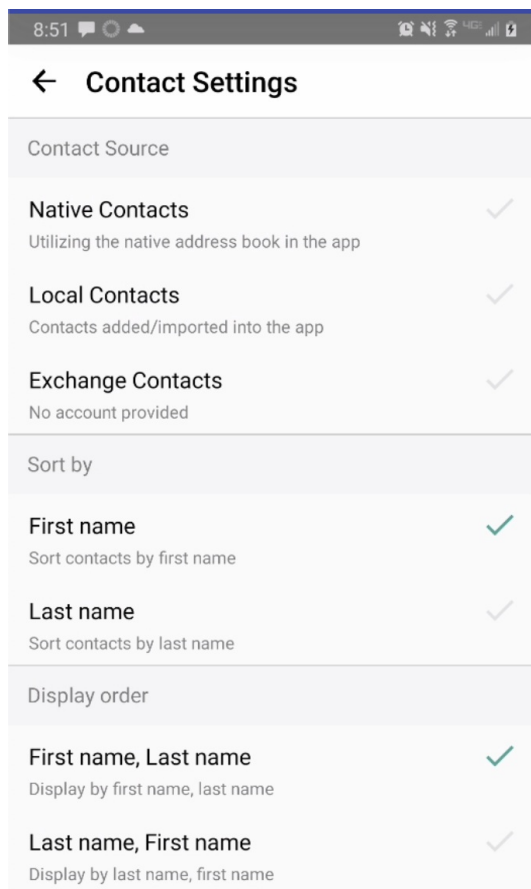


If you're a MultiLine for Intune or Movius for BlackBerry user it may autodetect. Otherwise, you will see a screen to enter the Exchange server details.



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



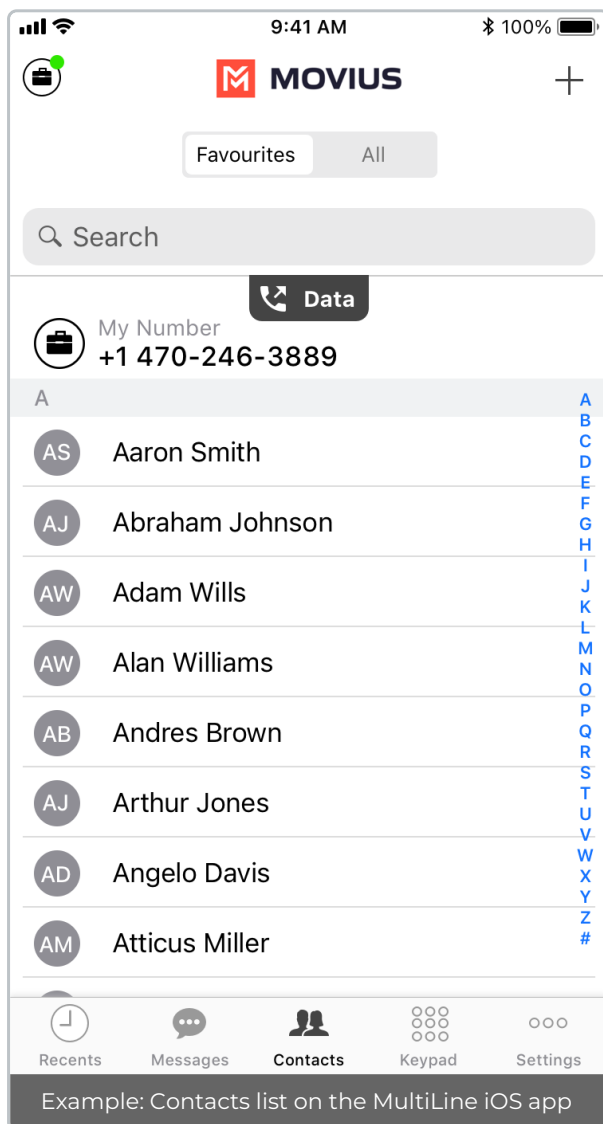
4. When complete, you can exit the menu and your Contacts list will be in the chosen **Sort by** and **Display order** settings selected.

Android

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



Before you start

- Your administrator must grant you permission to use Exchange Contacts for this setting to

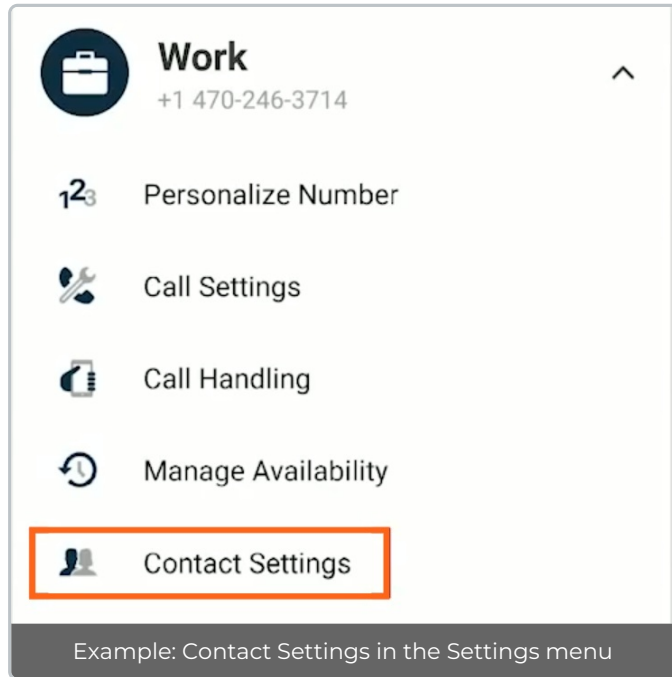
be available in your Contact Settings.

- Your administrator can set you up to automatically sync with Exchange Contacts.

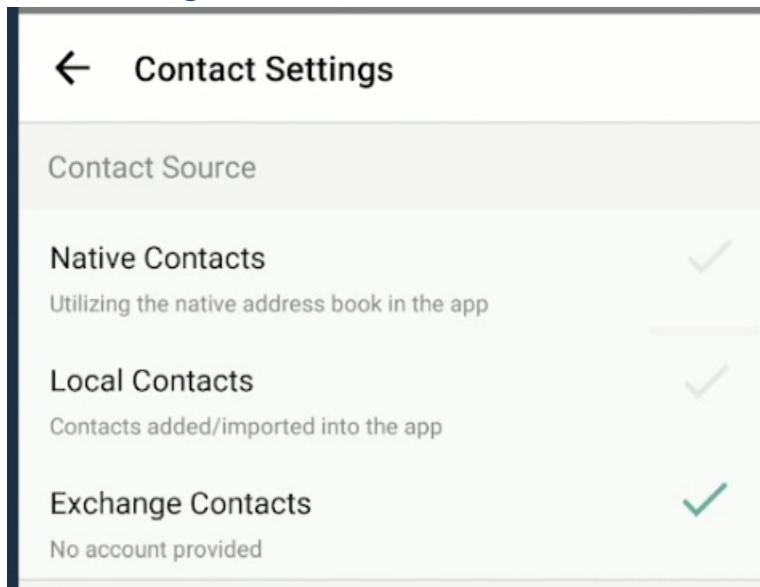
Set your Contact Settings to Exchange

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

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



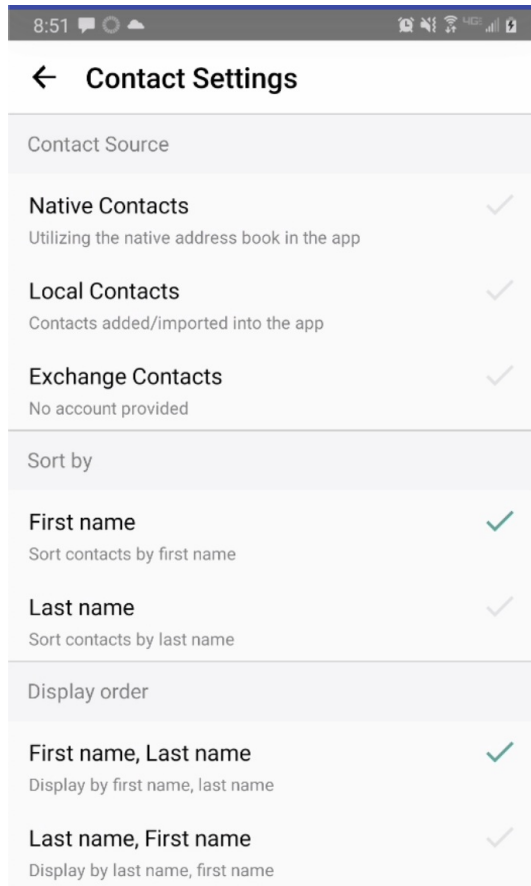
Select **Exchange Contacts**:



If you're using MultiLine for Intune, or Movius for BlackBerry, your settings will automatically sync. Otherwise you will need to enter the Exchange Server URL when prompted (this should be provided by your IT admin) and sign in with your corporate credentials.

Change the Contacts list display and order

1. Tap the **menu icon** ☰ in the 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



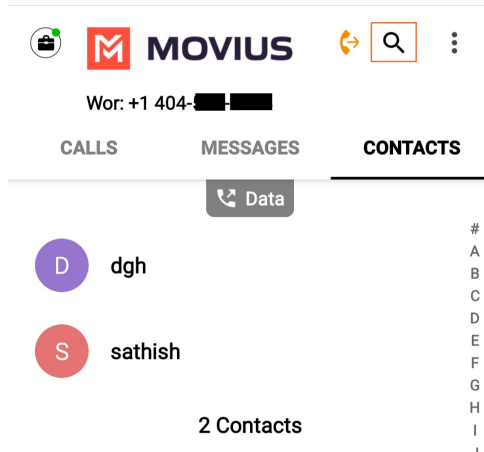
4. When complete, you can exit the menu and your Contacts list will be in the chosen **Sort by** and **Display order** settings selected.

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.

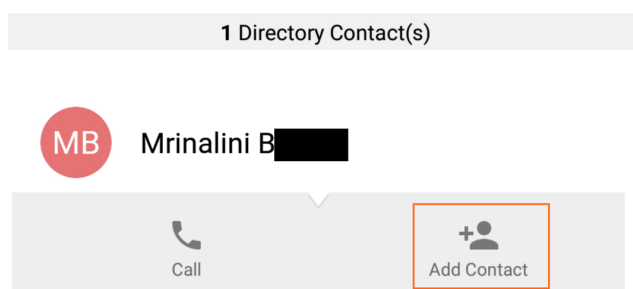
1. To search for a contact, tap the **Search** icon and enter the name or number of the contact you want to look up.



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.



Desktop

Read on to learn how to sync MultiLine Desktop with Exchange Contacts.

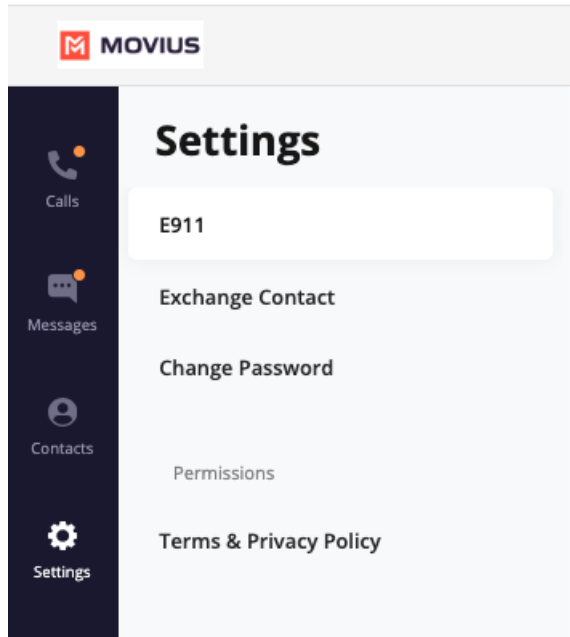
Overview

You can sync MultiLine Desktop with your Exchange Contacts. This allows you to easily call and message contacts stored in the Exchange server.

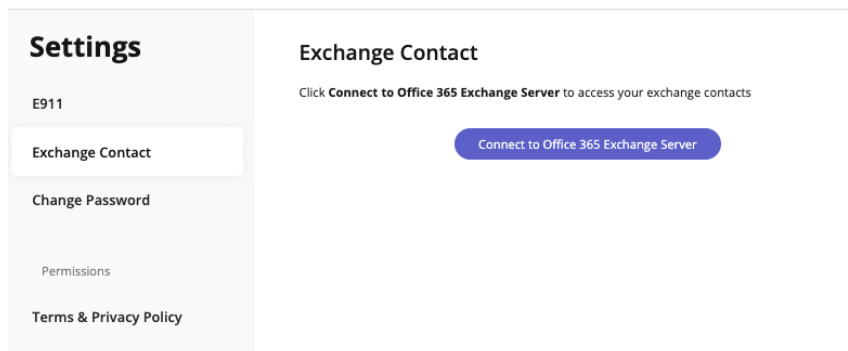
Sync with Exchange

Exchange Contact Sync is available on the Settings screen.

1. Go to **Settings**.



2. Select **Exchange Contact**.



3. Select **Connect to Office 365 Exchange Server**.
4. Complete the process of signing into your exchange server in the new window. Accept any requested permissions.
5. The Exchange Contact screen will now show your connected account information. You can set the automatic interval to sync your contacts or manually sync your contacts from this screen.

Exchange Contact

- ✓ **Exchange Contacts**
Synced to [Melanie.Allen@movius.ai](#) account
-

Manually sync your contacts to Microsoft Exchange Server

Manual Sync

or Set automatic interval to sync your contacts to Microsoft Exchange Server

<input type="radio"/> Never
<input checked="" type="radio"/> Every 30 minutes
<input type="radio"/> Every hour
<input type="radio"/> Every 2 hours
<input type="radio"/> Every 4 hours
<input type="radio"/> Every 12 hours
