

SMS - MultiLine

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Sending and replying to SMS in MultiLine

iOS

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.

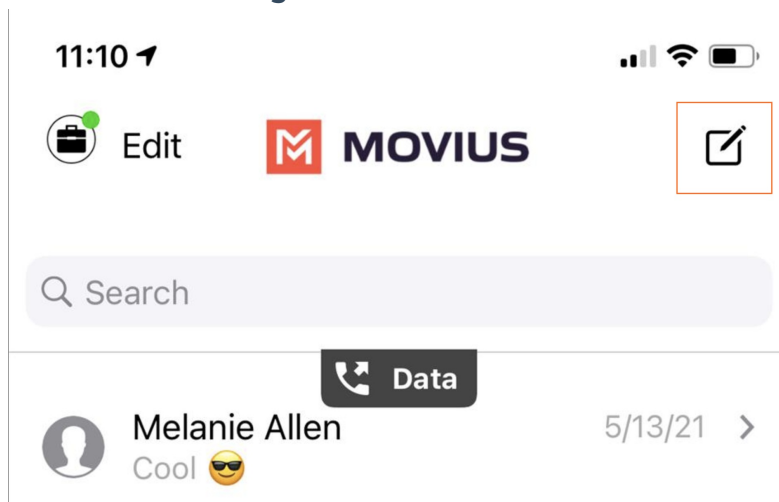
Before you start

- 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.

Android

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

Overview

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How to compose a new SMS

From the **Messages** screen, you can see your conversation history and compose new messages.

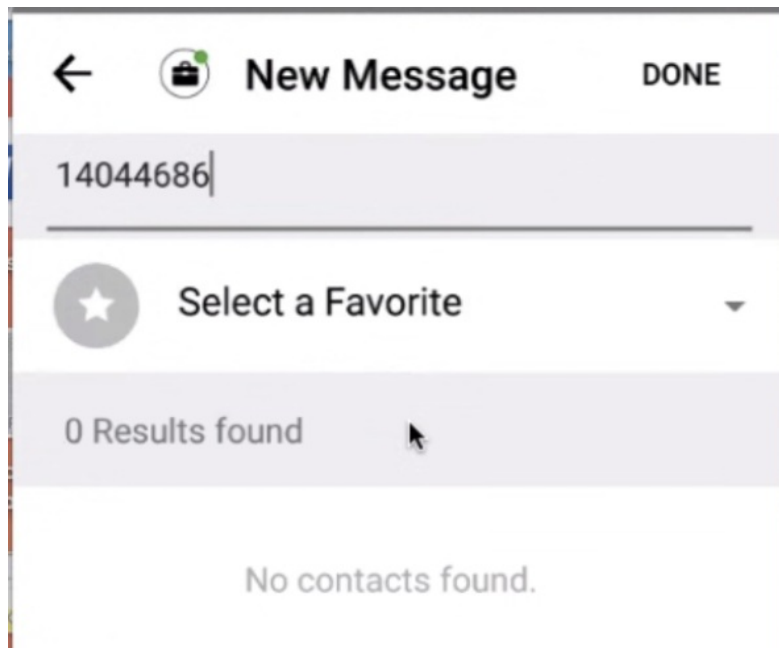
1. Go to **Messages**.



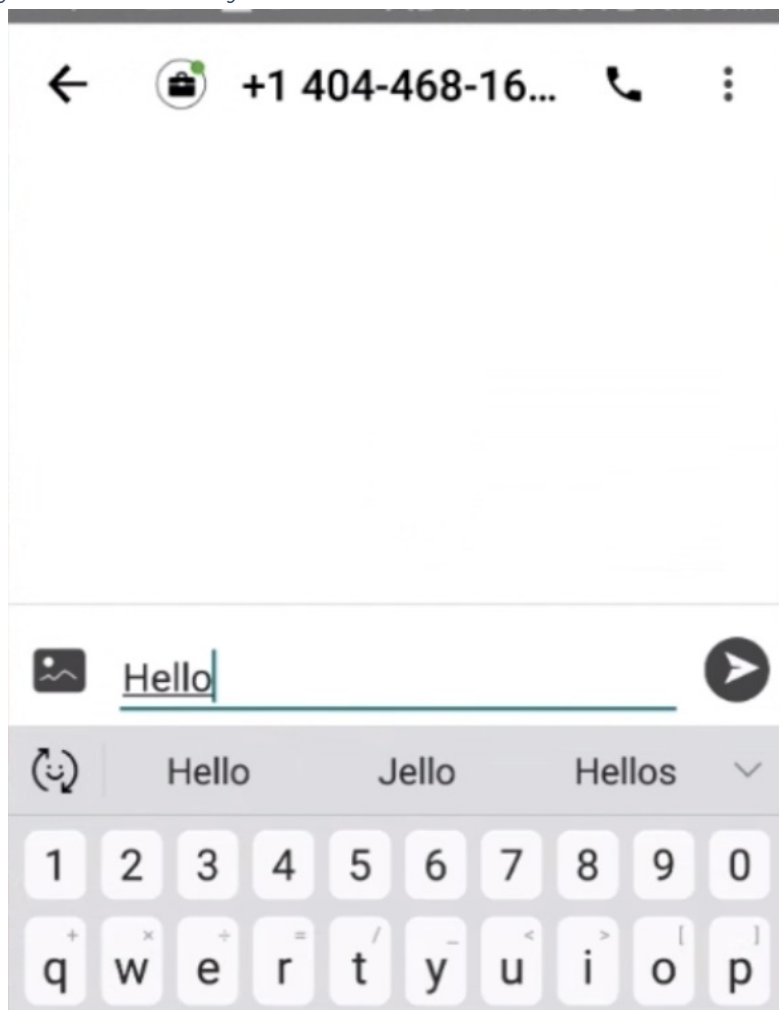
2. Tap the **Message** icon.
3. Enter a number manually, or type the name of an existing contact

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.*

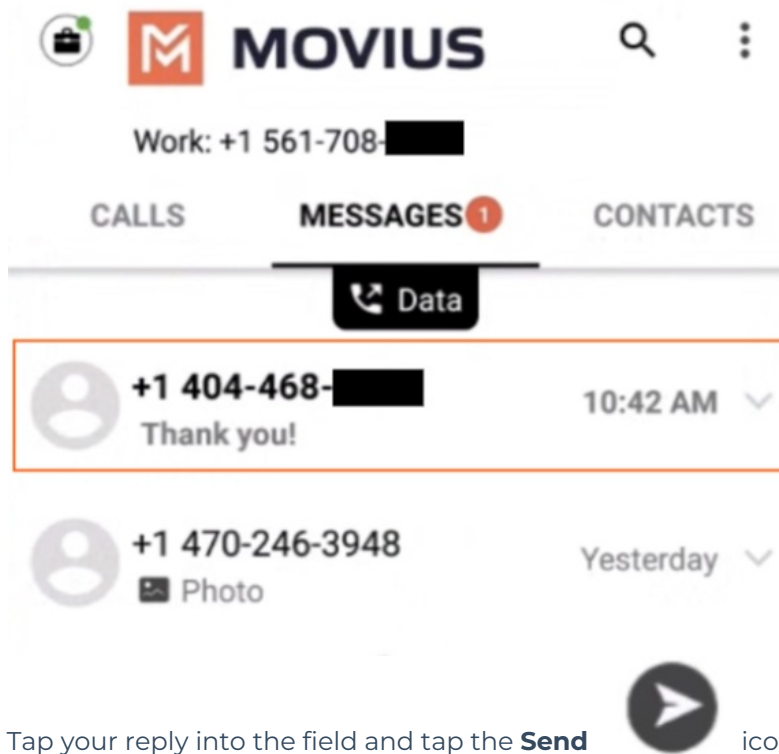


5. Enter your message in the field and tap the **Send** icon.

How to reply to SMS

1. Go to **Messages**.

Note: If you see an orange icon with a number indicates that you have that many Message Logs with new messages. The Message Logs with new messages will be in bold.



2. Tap your reply into the field and tap the **Send** icon.

Microsoft Teams

Read on to learn about messaging using the MultiLine Messaging App in Microsoft Teams.

Overview

When your organization uses the MultiLine Messaging App in Microsoft Teams, you can message from your MultiLine number in Microsoft Teams.



When you message someone from Teams using the MultiLine Messaging app, they'll see your MultiLine number. If someone texts your MultiLine number, the text will be sent to your MultiLine app and Teams.

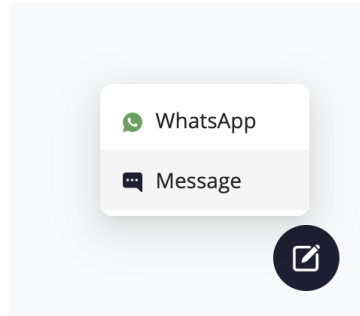
Before you Start

- MultiLine Messaging for Microsoft Teams is not available by default; Movius and your IT admins must set up the application on the backend for this to work.

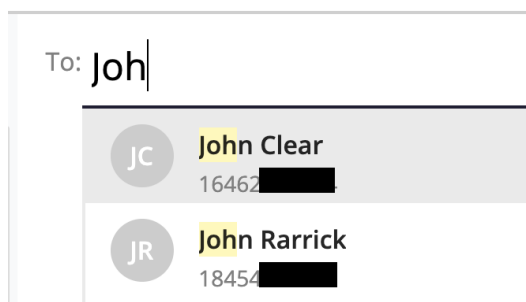
Send a message

The MultiLine Messaging tab is used for messaging.

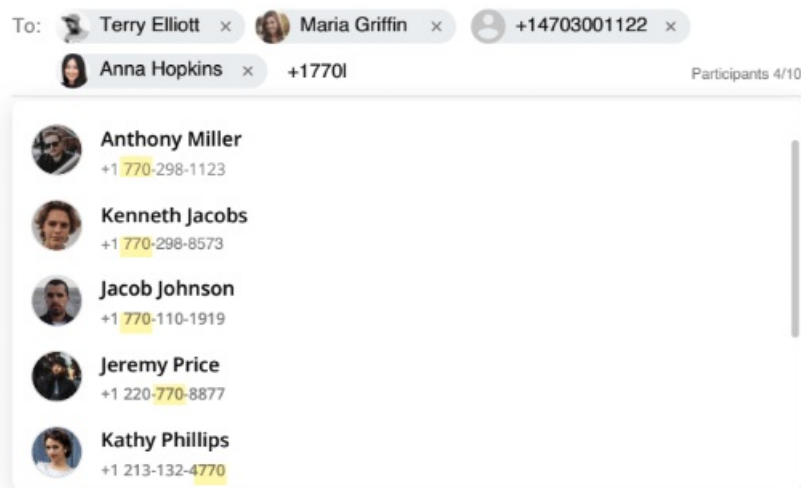
1. Click the MultiLine messages icon  to access the app.
2. Click the  New Message icon.
3. If your organization is using WhatsApp messaging, click on the type of message you want to send.



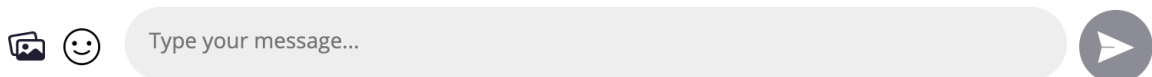
4. As you type the name or phone number, a list of matching contacts will appear. Select or add at least one participant.



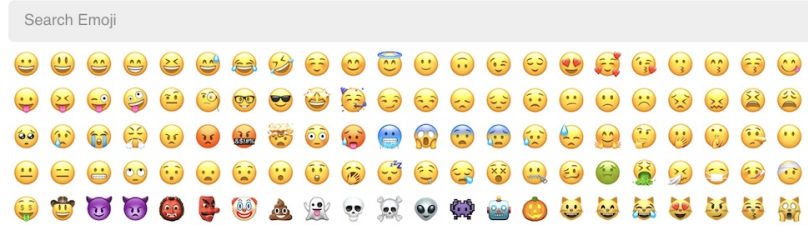
5. To create a group message, add multiple participants into the **To:** field.



6. Type your message in the bottom right




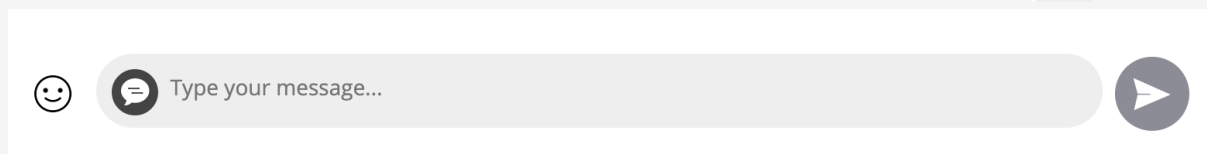
- Click  to select an emoticon



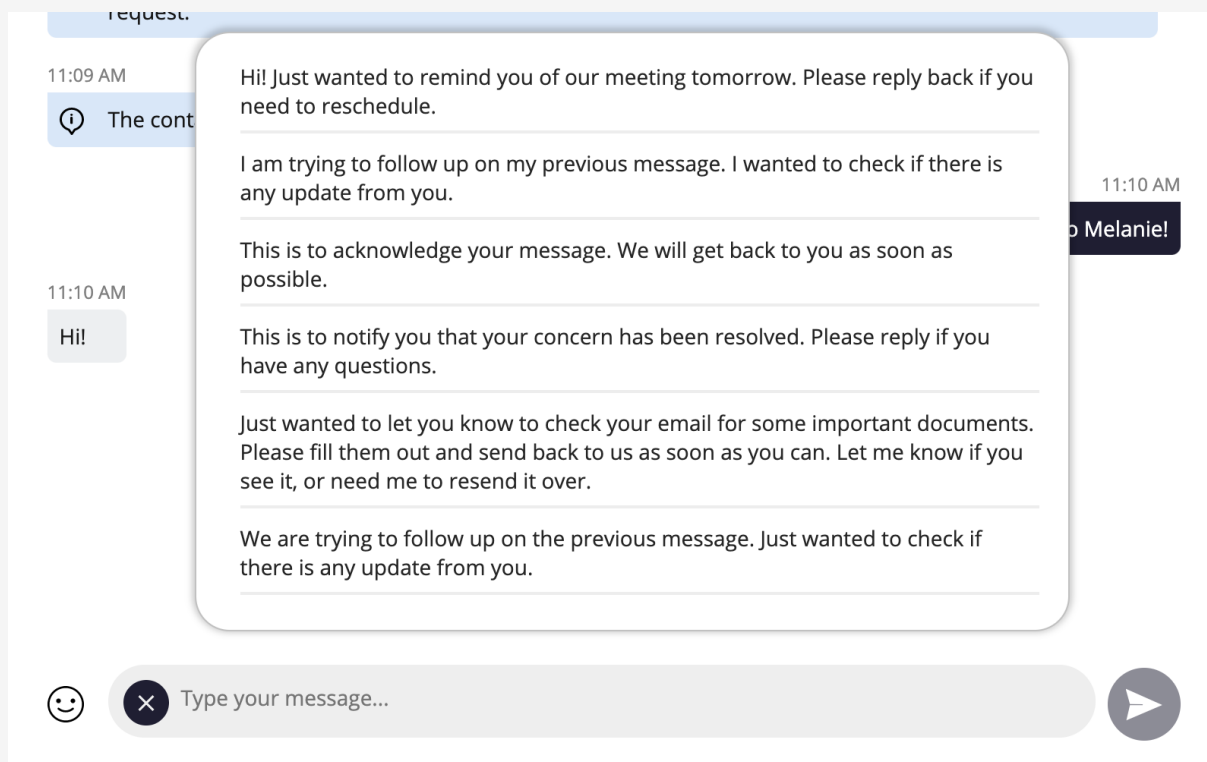
- Click  to send an image file.

7. Click  or press 'enter' to send the message

For WhatsApp Messages you'll also see an option to send a **Message Template** .

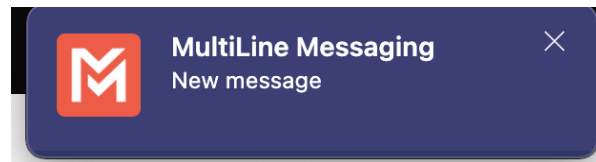


If you click the **Message Template** icon, you will see a list of options to select.

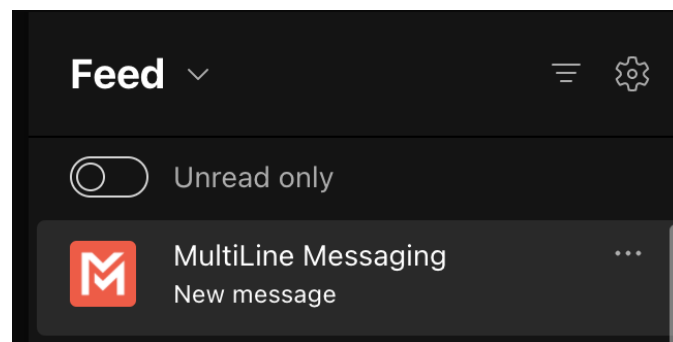
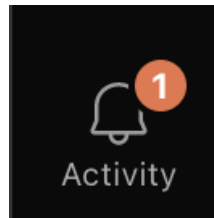


How to receive messages

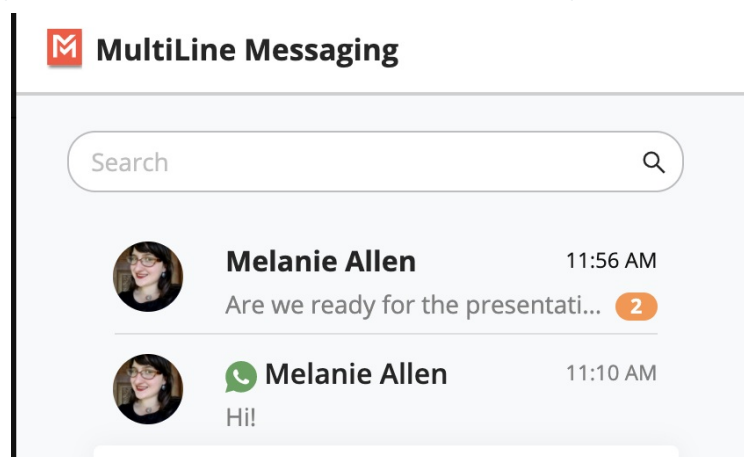
When you have received a new message you will see a brief notification:



You will also see an **Activity** notification:



1. Either click on any of the notifications, or click the chat directly to open the message thread.



- Orange badges  represent new unread messages.