Calls - MultiLine for Intune Android

Last Modified on 12/13/2023 1:11 pm EST

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.
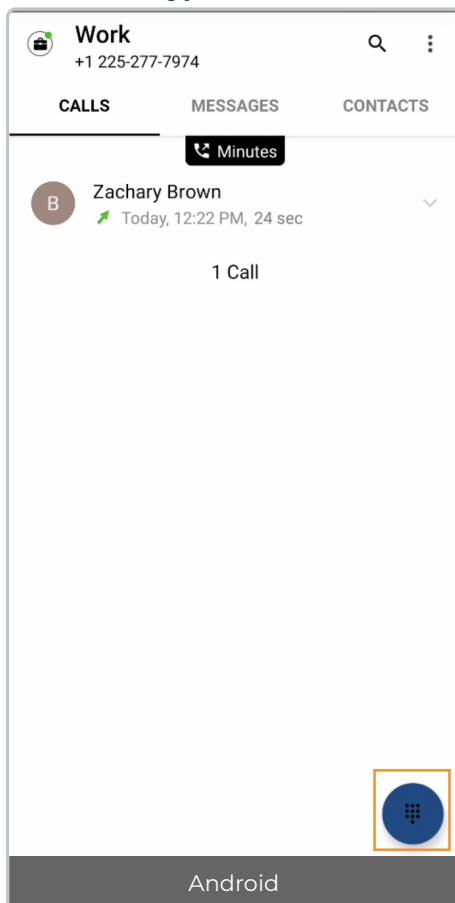
Before you start

- Your organization may enable or disable certain functions, including:
  - Calling, Data/Minutes mode, or WiFi calling
  - Call forwarding or Call handling
  - Call recording
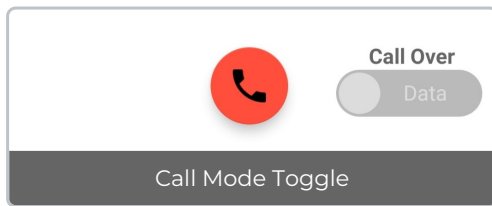- If you have questions about what functions are enabled, contact your IT group for assistance.

Make a Call from the Keypad

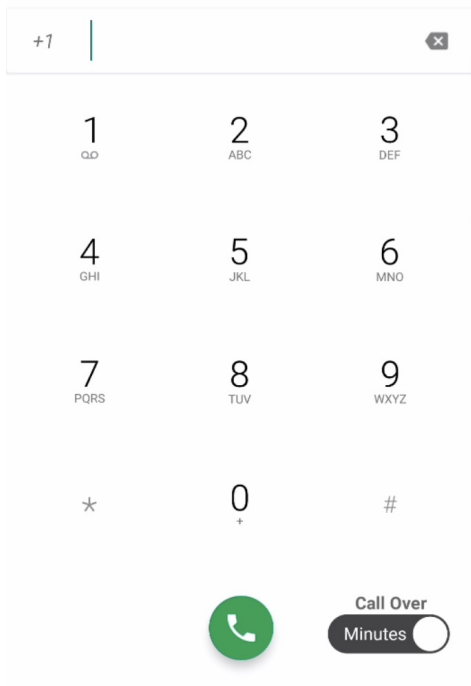You can dial numbers with the MultiLine keypad.

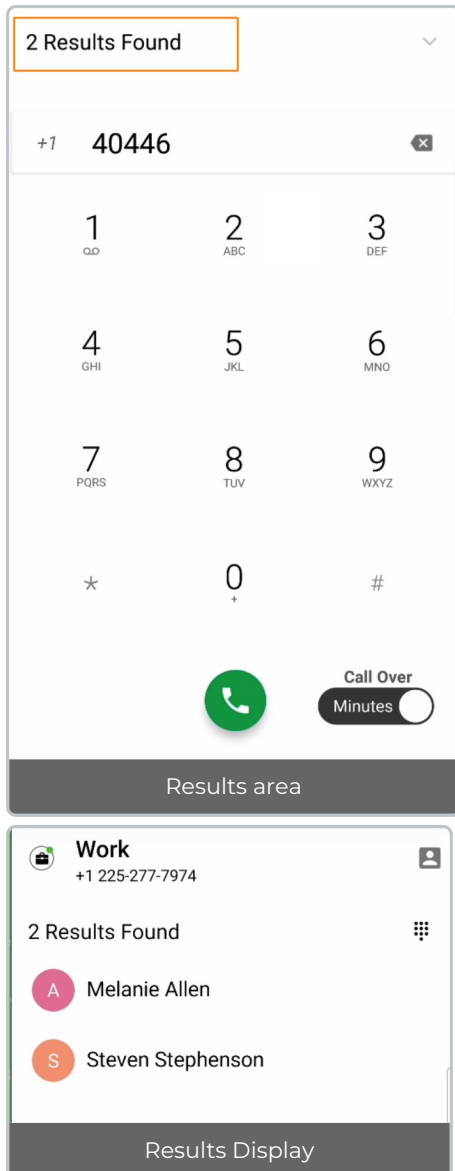1. Select the **Keypad** icon in the bottom right.

2. If you see the toggle, you can choose whether to make the call over Data or Minutes ⬈ (https://help.moviuscorp.com/help/understanding-your-call-settings) ⬈ by tapping the toggle

Call Over
Data

Call Mode Toggle

3. Begin dialing the number *Note: tap the country code to change it*

+1 |

1 QO	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

Call Over
Minutes

4. Tap the **Results** area to view matches and select someone to dial from your Contacts.

Results area

Work
+1 225-277-7974

2 Results Found

A Melanie Allen

S Steven Stephenson

Results Display

Make a call from Contacts

You can call contacts from your contact list.

1. Go to your **Contacts** tab at the top of your screen to bring up your Contacts list.
2. Tap a contact.
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 at the top of your screen.
2. Tap twice to call.

Call someone back from Messages

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

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.