

# Calls - MultiLine for Intune Android

Last Modified on 05/13/2024 2:40 pm EDT

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.

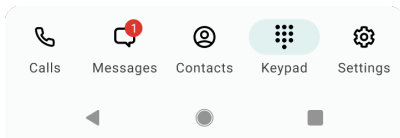
## Before you start

- 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.

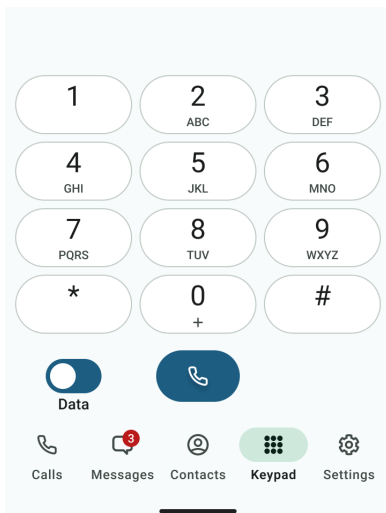
## Make a Call from the Keypad

You can dial numbers with the MultiLine keypad.

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



2. If you see the toggle to the left of the call icon, 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.

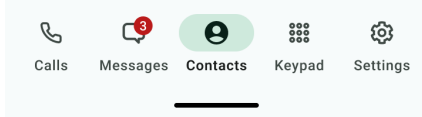


3. Begin dialing or typing the number *Note: tap the country code to change it*
4. Tap the **Results** area to view matches and select someone to dial from your Contacts.

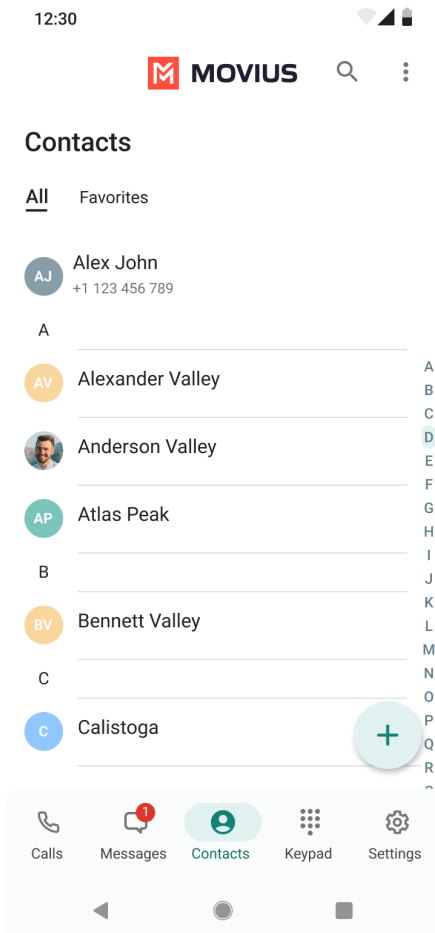
# Make a call from Contacts

You can call contacts from your contact list.

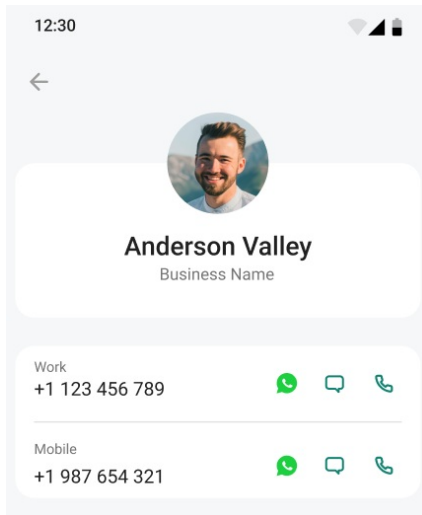
1. Select the **Contacts** icon from the bottom menu to bring up the Contacts list.



2. Tap a contact.



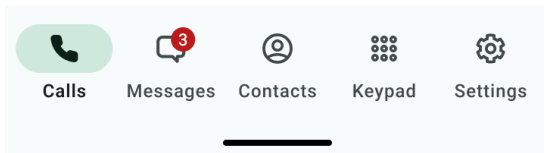
3. Tap the phone icon  to make the call.



## 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** icon from the bottom menu.



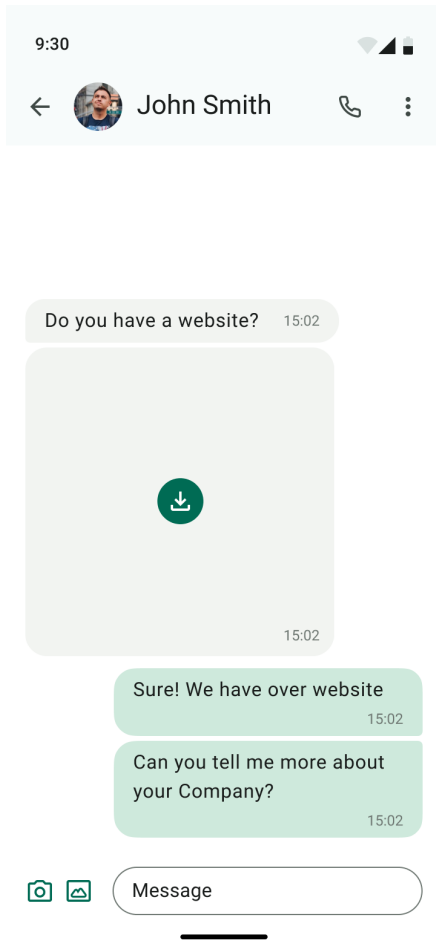
2. Tap twice to call.

## Call someone back from Messages

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

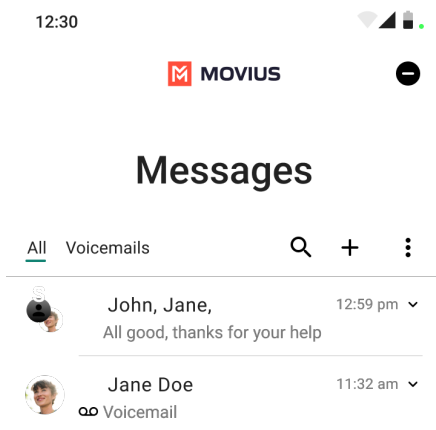
### From SMS or instant message

1. Select a message.
2. Select the **Call** icon in the upper right of the screen



## From voicemail message

1. Select a voicemail message.

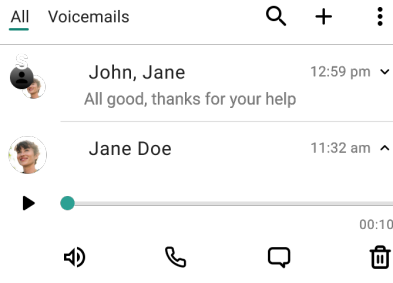


2. Select the **Call**  icon.

12:30



## Messages



## 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.

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