SMS - MultiLine for Intune

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Send SMS and Picture Messages (US Only)

iOS

Read on to learn about sending SMS messages.

Overview

There are two ways to message in MultiLine: from the Messages screen and Contact details.

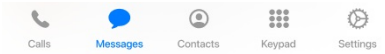
Before you start

- 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.

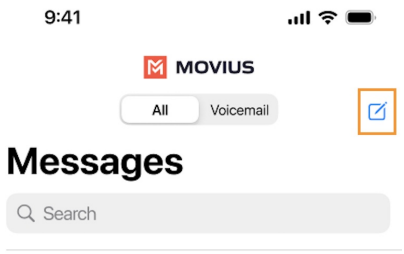
How to compose a new SMS

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

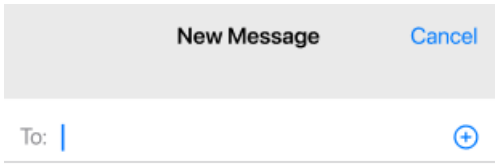
1. Go to **Messages**.



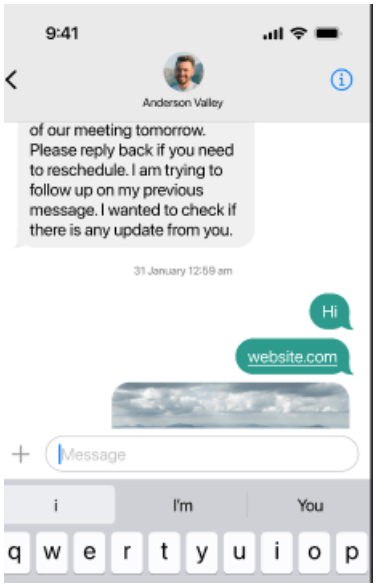
2. Select the **New Message** icon.



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. Enter your message in the **Message** field.



How to reply to SMS

1. Go to **Messages**.
2. Select anywhere on a message to reply.
3. Enter your message in the **Message** field and send.

Android

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

Overview

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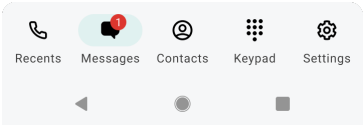
  - Messaging, group messaging, or picture messaging
  - Required opt-in messages
  - Message filtering

- If you have questions about what functions are enabled, contact your IT group for assistance.

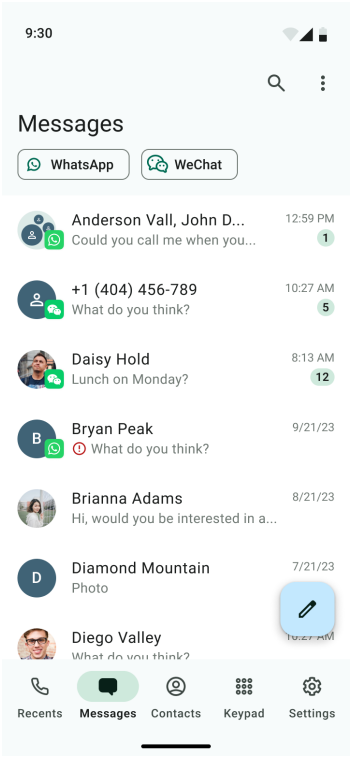
How to compose a new SMS

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

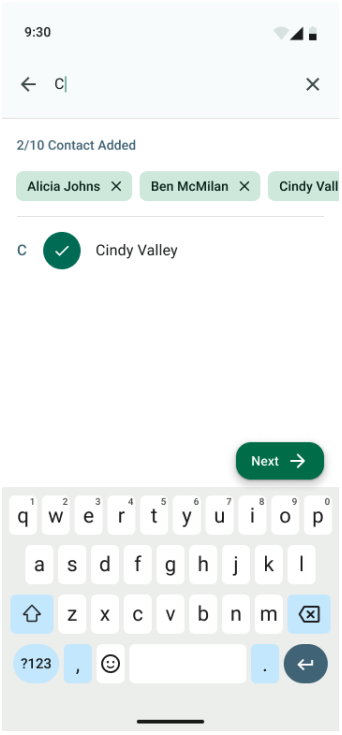
1. Select **Messages**.



2. Select the **New Message** icon.

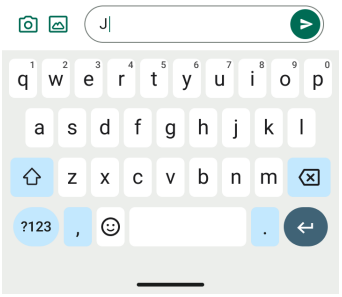


3. Begin typing the name or phone number. Select matching contact or number. Then select **Next.**



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.