

Calls - Movius for BlackBerry

Last Modified on 12/05/2023 1:02 pm EST

ios

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.

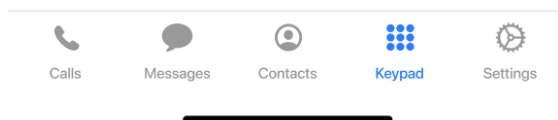
Before you start

- 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.

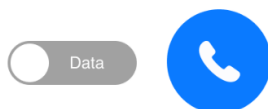
Make a Call from the Keypad

You can dial numbers with the MultiLine keypad.

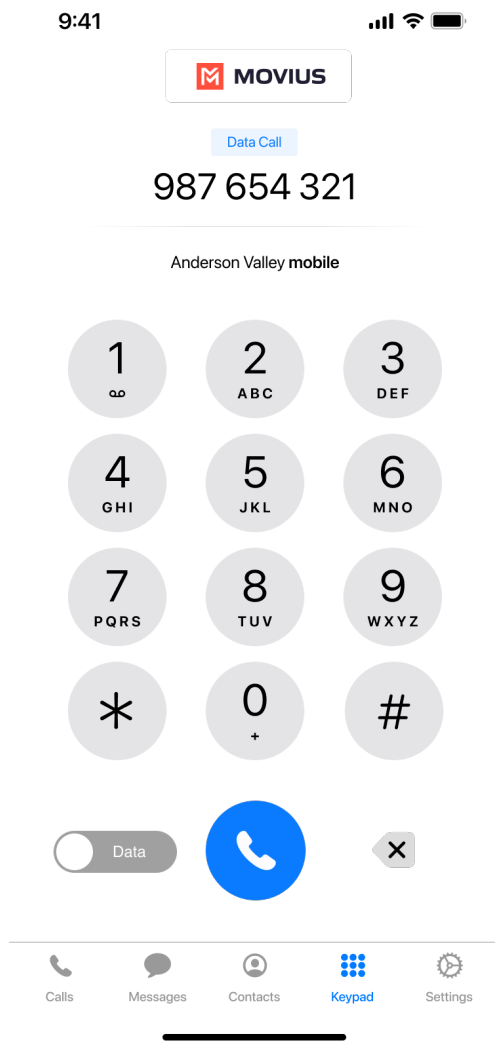
1. Go to your **Keypad** screen in the navigation bar at the bottom of your screen.



2. If you see the toggle next to 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 the number.

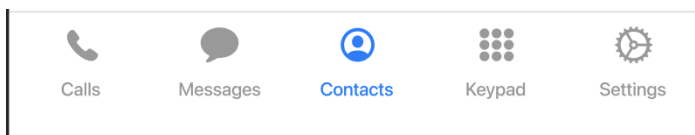


4. You can tap any matches that appear from your contacts to autocomplete dialing their number.

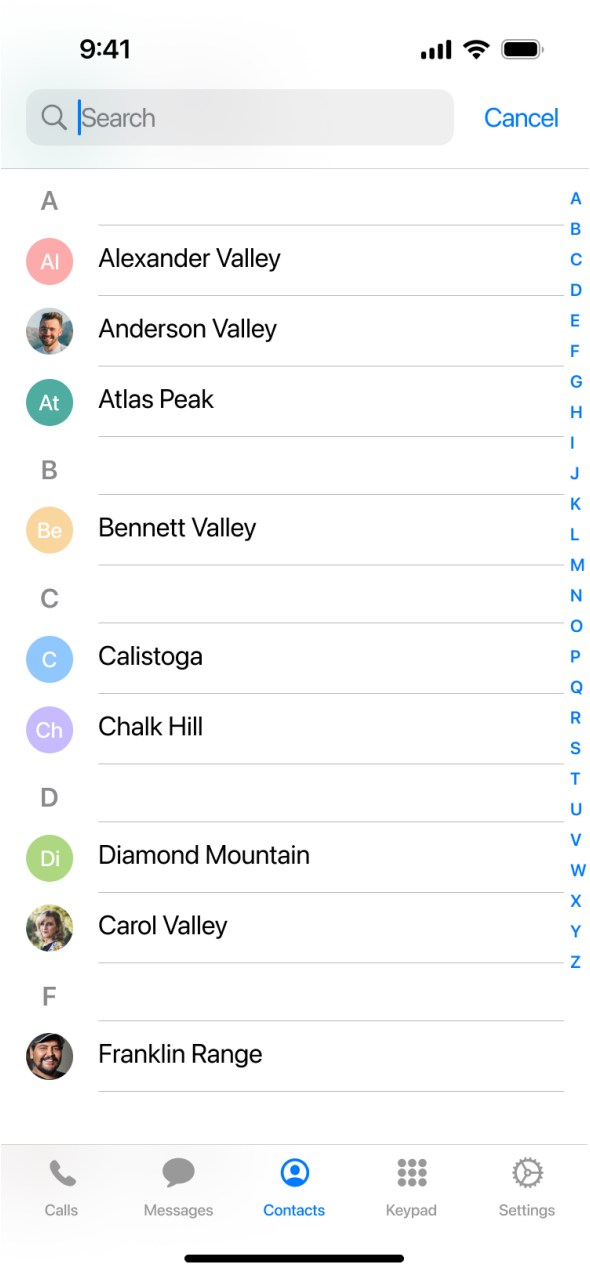
Make a call from Contacts

You can call contacts from your contact list.

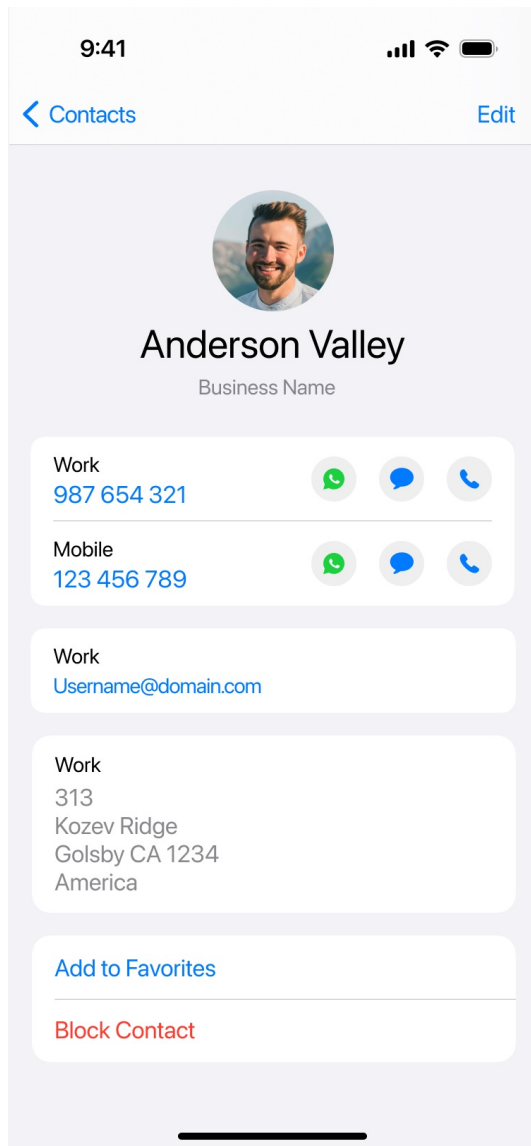
1. Go to your **Contacts** screen in the navigation bar at the bottom of your screen.



2. Select a contact. You can use the **Search** bar to find the contact if needed.



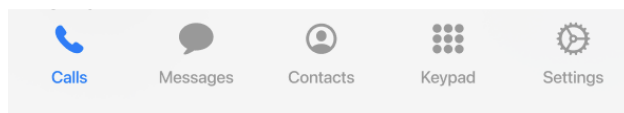
3. Tap the phone icon to make the call.



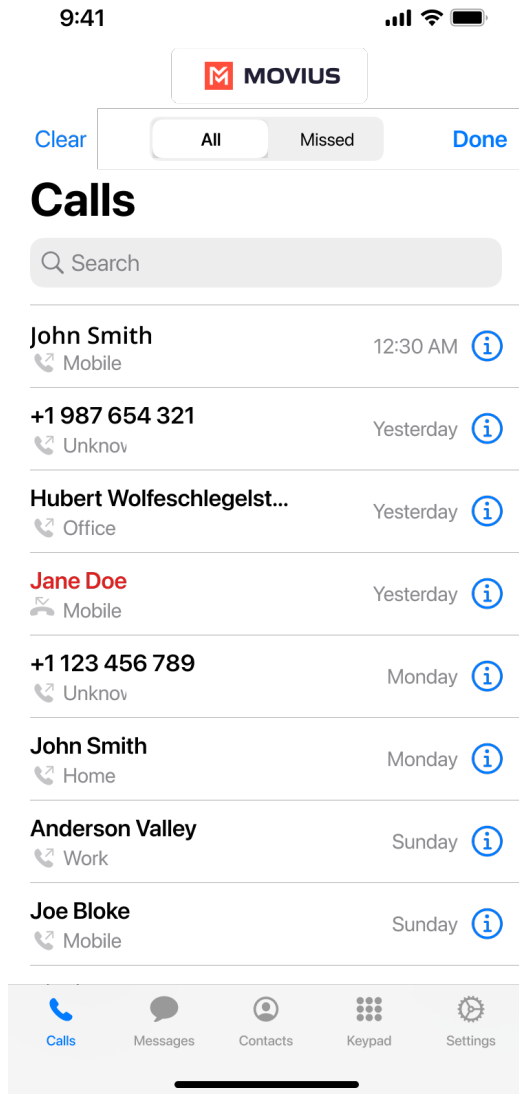
Call someone back from Calls

You can call someone back who you've recently had a call or missed call with.

1. Go to your **Calls** tab in the navigation bar at the bottom of your screen.



2. Select the blue "i" ⓘ icon to reveal details about that call.

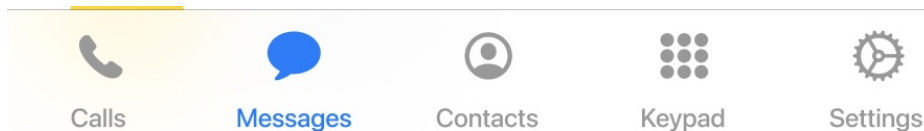


3. Select the number or contact name to make a call.

Make a call from Messages

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

Go to your **Messages** tab in the navigation bar at the bottom of your screen.



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

Android

Read on to learn about making calls from the MultiLine Android mobile applications.

Overview

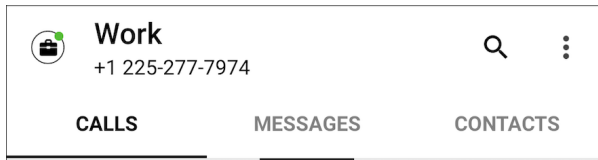
There are multiple ways to place a call in MultiLine: from the **Keypad**, from the **Recents** tab, and from your **Contacts** list. You can also place calls by clicking on phone number links.

Before you start

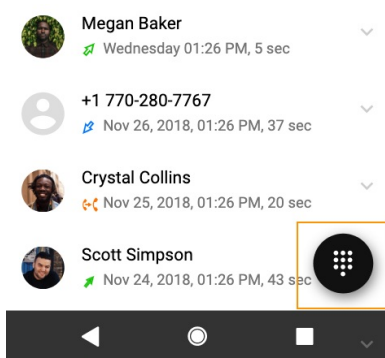
- Your organization will customize the look and feel of your MultiLine app. Therefore, screens presented in these instructions may differ visually from your version of MultiLine.
- Your organization may enable or disable certain functions, including:
 - Calling, Data/Minutes mode, or WiFi calling
 - 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

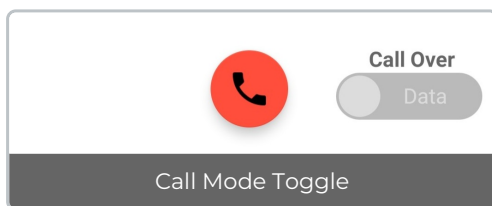
1. Go to the **Calls** tab.



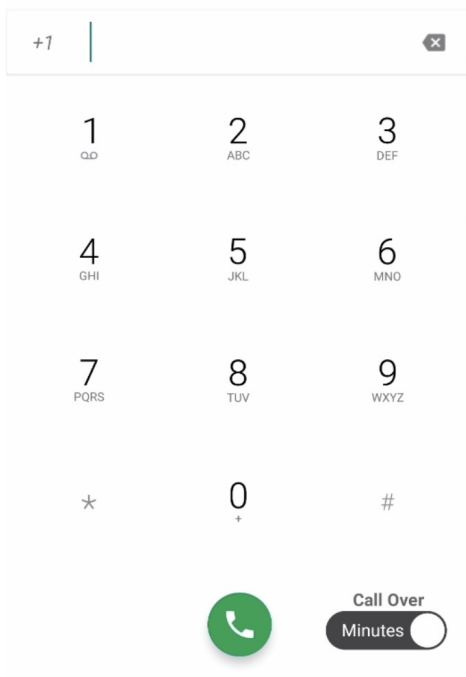
2. Tap the Keypad icon on the bottom right (Android)



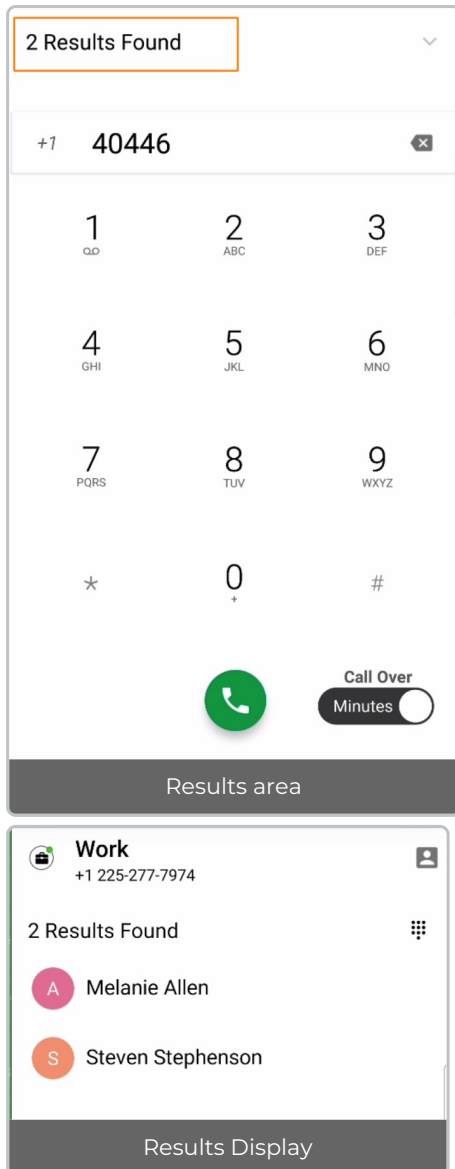
3. If you see the toggle, you can choose whether to [make the call over Data or Minutes](https://help.moviuscorp.com/help/understanding-your-call-settings) [by tapping the toggle](https://help.moviuscorp.com/help/understanding-your-call-settings)



4. Begin dialing the number in the field at the top of the dial pad *Note: tap the country code to change it*

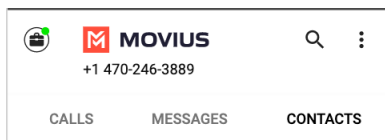


5. Tap the **Results** area to view matches and select someone to dial from your Contacts.

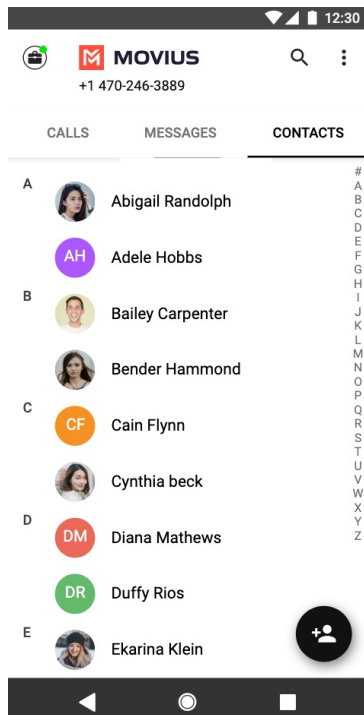


Make a call from Contacts

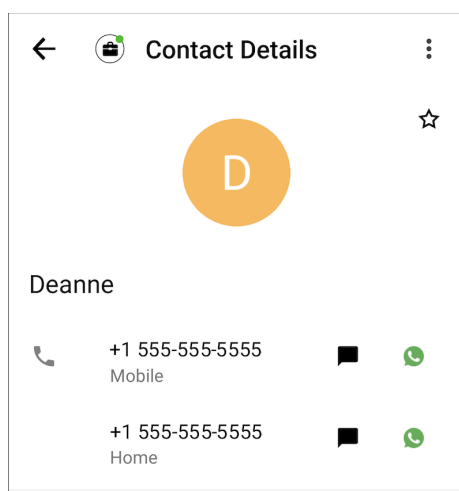
1. Go to your **Contacts** tab at the top of your screen.



2. Tap a Contact.

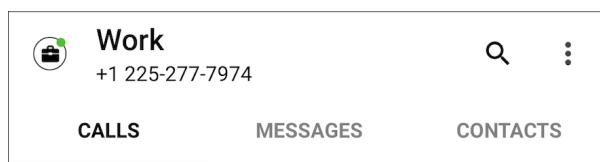


3. Tap the contact to access Contact details and tap on the phone number to call.



Call someone back from Recents

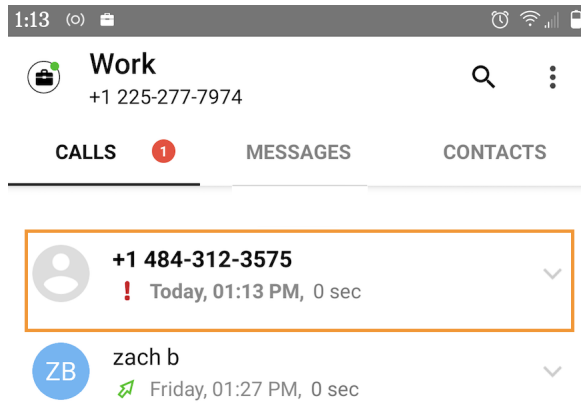
1. Go to your **Calls** tab.



2. Double-tap on the call you want to call back.



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You can also call by tapping the down arrow, and then **Call Details** screen. Tap the **Phone** icon to call.

