

# SMS - Android

Last Modified on 11/14/2023 4:10 pm EST

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

## Overview

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

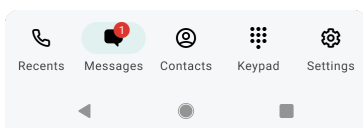
## Before you start

- 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.

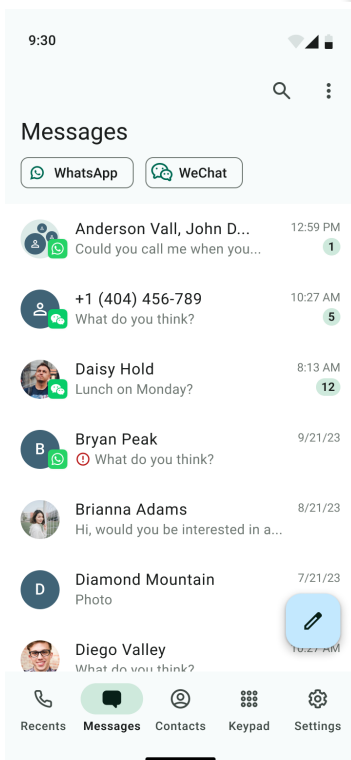
## How to compose a new SMS

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

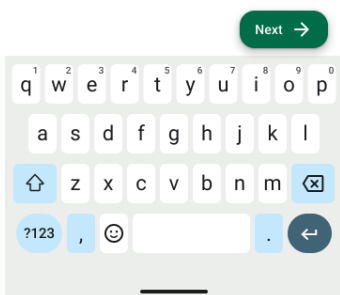
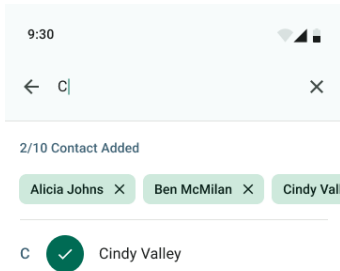
1. Select **Messages**.




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

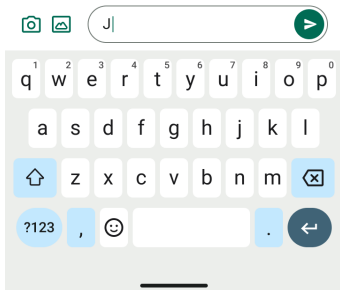


3. Begin typing the name or phone number. Select matching contact or number. Then select **Next**.



**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.
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