Teams MultiLine Messaging Release Notes

Last Modified on 07/24/2025 4:03 am EDT

What's new for the MultiLine Messaging application for Microsoft Teams.
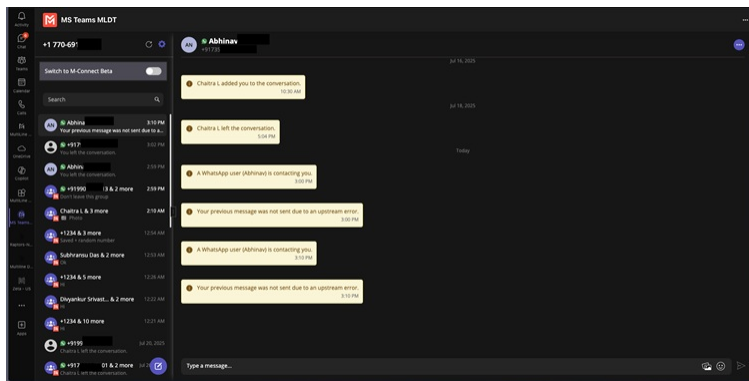
This is the content for Version 3.0.0 of the MultiLine Messaging app for Teams.

Release planned for Jul 27, 2025.

This release will include support for the *Beta* versions of the new m-Connect and m-Connect Chat applications. Azure/IT administrators can install these apps independently of each other.

m-Connect 3.0 Beta:

The Beta version of the m-Connect application can be accessed by selecting the "Switch to m-Connect Beta" toggle within the MultiLine Messaging application. This action will guide users to the new Movius conversation interface, which features a unified messaging view that consolidates communications from multiple messaging channels for each contact. Additionally, the m-Connect application offers enhanced capabilities for managing contacts and viewing calls, while maintaining all existing functionalities of the MultiLine Messaging application within its platform.

Messaging

- Users can create messages by selecting a contact or a specific number within a contact.
- Messages can be searched by contacts and message content.
- Both individual and group conversations are supported.
- If a contact has multiple phone numbers and separate conversations occur on different channels, all conversations will be displayed on one screen.
- The application now includes an option to disable URL clicking that can be enabled by requesting Movius professional services.

Contact Management

- New contacts can be created in the m-Connect app and stored in Outlook.
- Existing contacts from Outlook can be viewed and modified within the m-Connect app.
- Contacts can be deleted through the application.
- Contacts from Outlook and Active Directory can be searched.
- Contacts can be marked as favourites within the application.
- Contacts can be tagged with Outlook categories or custom tags created within the application.
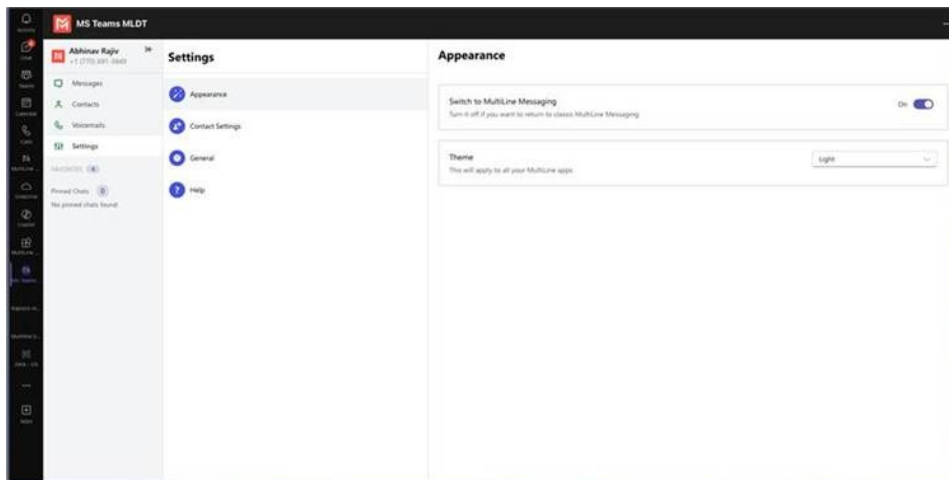
Recent Calls/Voicemails

- The call log for MultiLine inbound and outbound calls is accessible to subscribers with the Teams Calling feature enabled.
- Voicemails received on MultiLine numbers are available within the application.
- The m-Connect application supports voicemail transcription for MultiLine calls.

Settings

- Users can return to the classic MultiLine Messaging application.
- Light and Dark mode options are available for switching.
- The sorting and display name of contacts can be updated.
- Support desk details for the organization are accessible through the Help section.

Please be advised that selecting Beta mode within the desktop application will not automatically enable Beta on the browser or the mobile m-Connect app. To access Beta on these platforms, users may utilize the 'Switch to m-Connect Beta' toggle within the browser or mobile application.

The new set of functionalities requires the m-Connect application to request additional set of Graph API permissions. We will be adding a new Microsoft Graph permission to our application:

Permission: MailboxSettings.ReadWrite

This permission is required for the proper functioning of the contact management features. Without this permission, some of the contact management functionalities will not be available to end users. Please note if you choose not to grant access to this permission, the existing MultiLine Messaging application will not be impacted. The new m-Connect app remains available for use; however, certain contact management features will be unavailable due to insufficient permissions.

Action Required from IT/Azure Administrator: To ensure a seamless experience and access to the new features in m-Connect app, your Azure Active Directory administrator must review and grant admin consent for this permission.

 Please follow these steps :

- Visit the following admin consent URL:
  https://login.microsoftonline.com/<YOUR_TENANT_ID>/adminconsent?client_id=
  <APP_CLIENT_ID> ↗ (https://login.microsoftonline.com/%3cYOUR_TENANT_ID%3e/adminconsent?
  client_id=%3cAPP_CLIENT_ID%3e) ↗
  (Replace <YOUR_TENANT_ID> with your actual tenant ID and application client ID with

ee546f12-67ec-4432-b71a-fe7863b1fbfd.)

- Sign in using Global Admin credentials.
- Review the requested permissions.
- Click "Accept" to grant consent.

m-Connect Chat Beta

The Beta version of m-Connect Chat will be provided with this release. Azure/IT administrators may install the m-Connect Chat application for their organization from the Microsoft Store and work with Movius professional services to activate the application for their organization.

m-Connect Chat allows users to handle MultiLine messages and calls within the Native Teams chat tab. Users can initiate MultiLine Calls, Text, and WhatsApp conversations from the Teams Chat tab with their Outlook contacts.

Key Features

- **Unified Messaging:** Send and receive SMS, WhatsApp, WeChat, and Line messages directly from MS Teams.
- **Seamless Calling:** Use MS Teams' voice capability to call external numbers—including Outlook contacts and unsaved numbers.
- **Outlook Integration:** Message contacts and unsaved numbers from the MS Teams chat tab.
- **Synch with Movius apps:** Messages will be synchronized with MultiLine mobile and other Movius apps.

Known Issue:

Deleting threads is currently not supported in version 3.0, as the unified chat interface has been introduced. This feature will be available in an upcoming release.

Version History

Date	Description
07/21/2025	Created
07/23/2025	Updated the New UI instructions

MultiLine Messaging | Version 2.14.0 | Release Notes

This is the content for Version 2.14.0 of the MultiLine Messaging app for Teams.

Release planned for Jun 29, 2025.

Bug Fix

Teams MultiLine Connectivity Improvement:

- **Issue Addressed:** Users may have experienced delays in the appearance of new messages or message threads, necessitating a manual app refresh.
- **Improvement:** A keep-alive signal has been implemented to maintain the stability of the websocket connection between the app and the Movius cloud. This enhancement mitigates

firewall interruptions, ensuring consistent and immediate message display without requiring manual refreshes.

Version History

Date	Description
06/20/2025	Created

MultiLine Messaging | Version 2.13.0 | Release Notes

This is the content for Version 2.13.0 of the MultiLine Messaging app for Teams.

Release planned for Jun 15, 2025.

Bug Fix

WhatsApp Group Message Timestamp Fix:

- MultiLine users can now view **delivery and read receipt timestamps** for messages sent to **WhatsApp group chats**, in addition to individual chats.
  - Previously, timestamps were not displayed for group message recipients in WhatsApp chats.
  - This issue has been resolved — timestamps are now visible for each group participant.
  - To view this information, MultiLine users can tap the "Info" option on any message sent to a WhatsApp group.
- This fix ensures **consistent visibility** of message status across both individual and group WhatsApp conversations.

ID	Description
CS-234552	WhatsApp picture messages were incorrectly rendered in group chats despite MMS restrictions configured for the MultiLine users. MultiLine users were able to receive the incoming picture messages from WhatsApp user. The root cause was traced to the client processing DLR message referencing the original media, which bypassed the restriction logic. The client behaviour has been corrected to properly ignore such receipts when media sharing is disabled. This fix ensures picture messages are not delivered to MultiLine users.

Version History

Date	Description
05/30/2025	Created

MultiLine Messaging | Version 2.12.1 HF1 | Release Notes

This is the content for Version 2.12.1 HF1 of the MultiLine Messaging app.

Release planned for Jun 2, 2025.

Bug Fixes

ID	Description
CS-234475	The chat thread in the MultiLine Messaging App on MS Teams failed to load due to an exception during message processing. Despite multiple refreshes, the thread remained blank. A fix was implemented by adding a condition to ensure chats load properly and exceptions are handled gracefully. Other improvements include additional logging to enhance observability.
CS-234490	A race condition causes the delivery/read status SIP message to arrive before the opt-in message, leading the client to update a message that doesn't exist yet. This results in an error that makes the WhatsApp thread screen go blank. Fix addresses the out of order arrival of the messages and prevents the error.

Version History
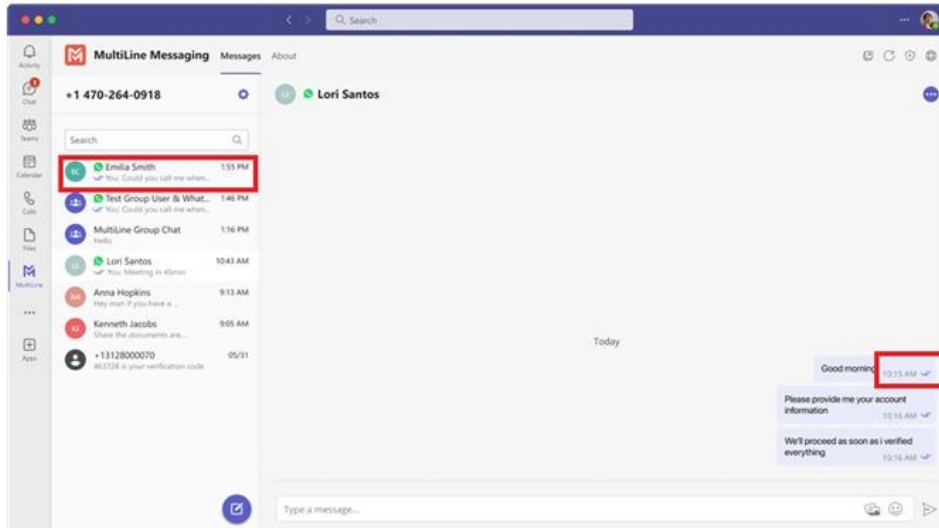
Date	Description
05/30/2025	Created

MultiLine Messaging | Version 2.12.0 | Release Notes

This is the content for Version 2.12.0 of the MultiLine Messaging app. Release planned on May 11, 2025.

WhatsApp Messages Delivery and Read Status

- We added "Delivery" and "Read" Status visibility for WhatsApp messages within the MultiLine Messaging app in MS Teams. Users can now monitor the message status directly in MS Teams, improving communication tracking and transparency.
  - **Please note:** The message timestamp will continue to reflect only the time the message was sent. Likewise, the Call Detail Record (CDR) will display only the sent timestamp. Timestamps for delivery and read events will not be included in the CDR.

Version History

Date	Description
04/29/2025	Created
05/07/2025	Added additional details for message timestamp.

MultiLine Messaging | Version 2.11.0 | Release Notes

This is the content for Version 2.11.0 of the MultiLine Messaging app. Release planned on April 20, 2025.

Feature

- Shows a **toggle button** in Teams Messaging app, in **Call Settings**, for incoming call to either ring in Teams app or on native mobile dialer.
  - This feature only shows for Network Mobile Capture (NMC) users when Teams Calling is enabled.

Version History

Date	Description
04/18/2025	Created

MultiLine Messaging | Version 2.10.0 | Release Notes

This is the content for Version 2.10.0 of the MultiLine Messaging app. Release planned on April 6, 2025.

Bug Fixes

ID	Description
CS-234071	Resolved the issue that was causing SMS Delay in Multiline Messaging

Version History

Date	Description
03/28/2025	Created

MultiLine Messaging | Version 2.8.0 | Release Notes

This is the content for MultiLine Messaging Version 2.8.0 planned for February 2025.

What's New

Content Delivery Network (CDN) Migration

Movius uses a CDN to deliver files like HTML, CSS, JavaScript, images, icons, and audio to MultiLine users on Microsoft Teams. These files are necessary to display the MultiLine app within Teams. As the current CDN will no longer be supported, Movius will transition to a new CDN in this release. This change won't affect any features or require any action from users.

Version History

Date	Description
01/04/2025	Created

MultiLine Messaging | Version 2.7.0 | Release Notes

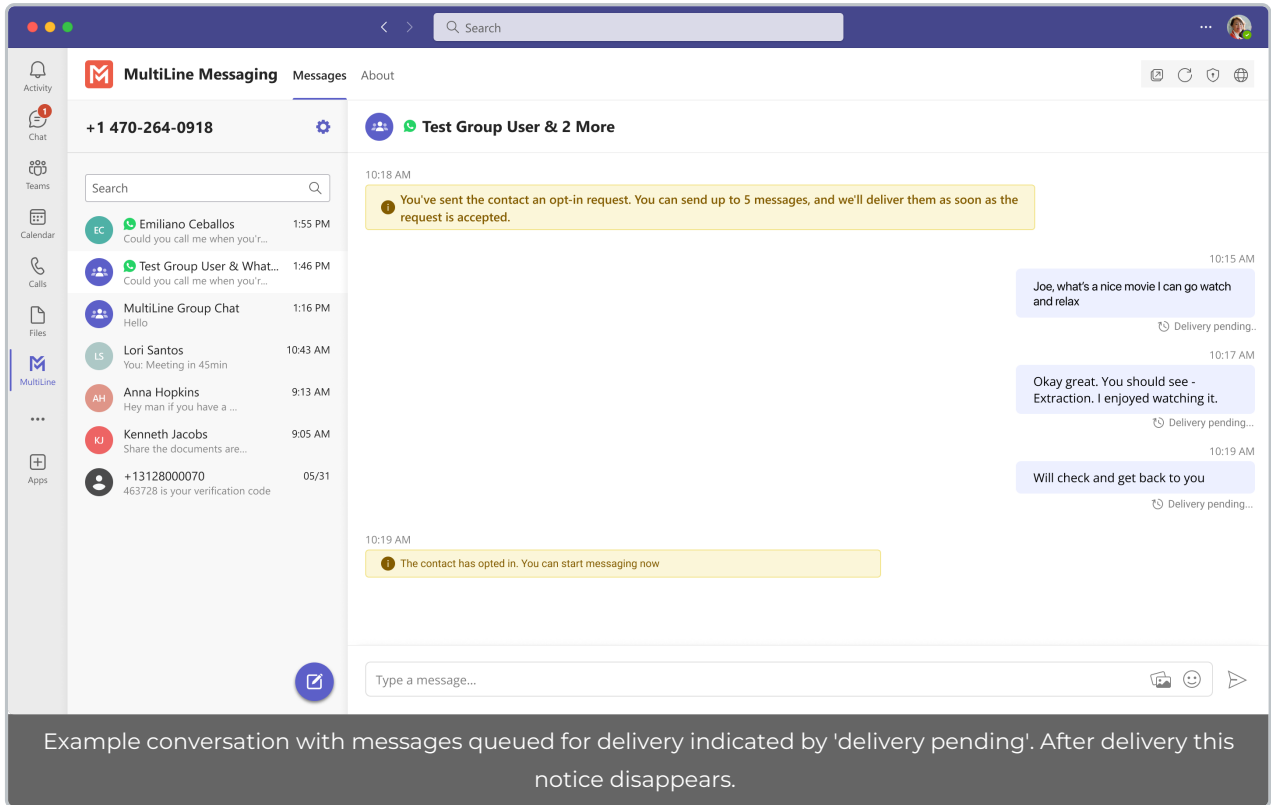This is the content for MultiLine Messaging Version 2.7.0 planned for December 2024.

What's New

WhatsApp Message Queuing Feature Enhancement

Existing functionality: The WhatsApp Message Queuing feature enhances user productivity by allowing messages to be queued while a conversation is paused due to Meta policy.

New Functionality:

- **Message Queuing:** Queued messages will display a "Delivery Pending" status until sent. For group messages, members of the group will be able to see pending messages from others in the group with the status "Delivery Pending" until sent.

Example conversation with messages queued for delivery indicated by 'delivery pending'. After delivery this notice disappears.

Version History

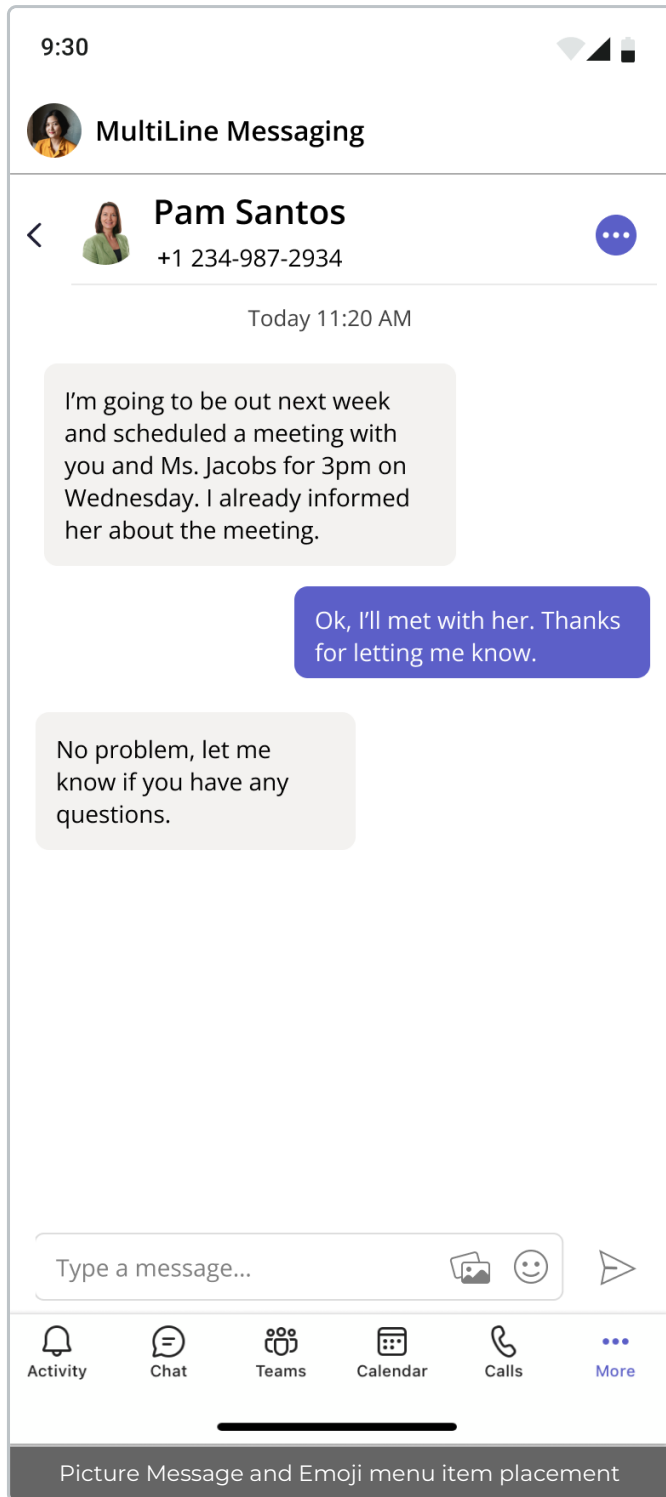| Date	Description
12/4/2024	Created

MultiLine Messaging | Version 2.6.0 | Release Notes

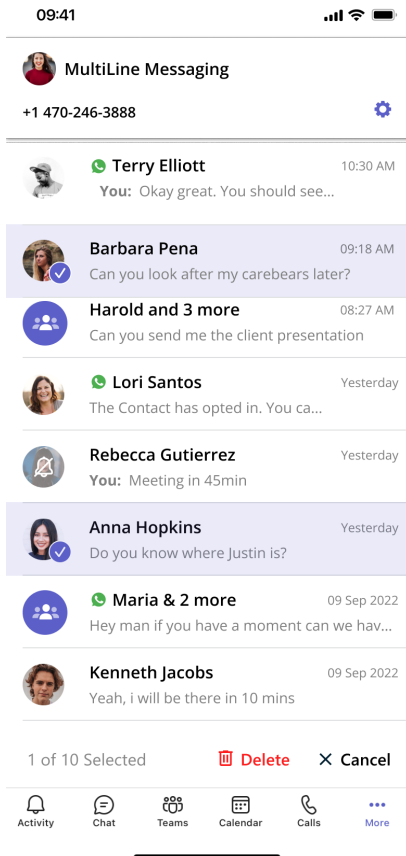This is the planned content and schedule for MultiLine Messaging Version 2.6.0 targeted for mid-October.

What's New?

This release includes enhancements to the application that improve its appearance and functionality.

- Formatting of dates is now consistently in the DD/MM/YY format
- The picture message and emoji menu icons have been moved to the left of the text field
- The text input field for inactive social conversations is now greyed out

Picture Message and Emoji menu item placement

Bug Fixes

ID	Description
CS-233957	Fix to improve search experience for results in the Exchange tab

Version History

Date	Description
10/14/2024	Created
10/29/2024	Add more content about user interface changes

MultiLine Messaging | Version 2.5.0 | Release Notes

This is the planned content and schedule for MultiLine Messaging Version 2.5.0.

Target Deployment Date: September 27-29

Bug Fixes

ID	Description
CS-233847	Fix for contact name display issue when invalid number added
CS-233863	Fix for MultiLine user display name not visible in WhatsApp conversation

Version History

Date	Description
05/10/2024	Created

MultiLine Messaging | Version 2.4.0 | Release Notes

This is the planned content and schedule for MultiLine Messaging for Microsoft Teams Version 2.4.0.

Deployment Date: September 8, 2024

What's new?

This release offers enhancements to the Microsoft Teams integration experience by adding visual voicemail and the ability to delete messages.

Delete messages

You may now delete messages when no longer needed. Simply select the messages you want to delete (up to 10 messages at a time), then select **Delete**.
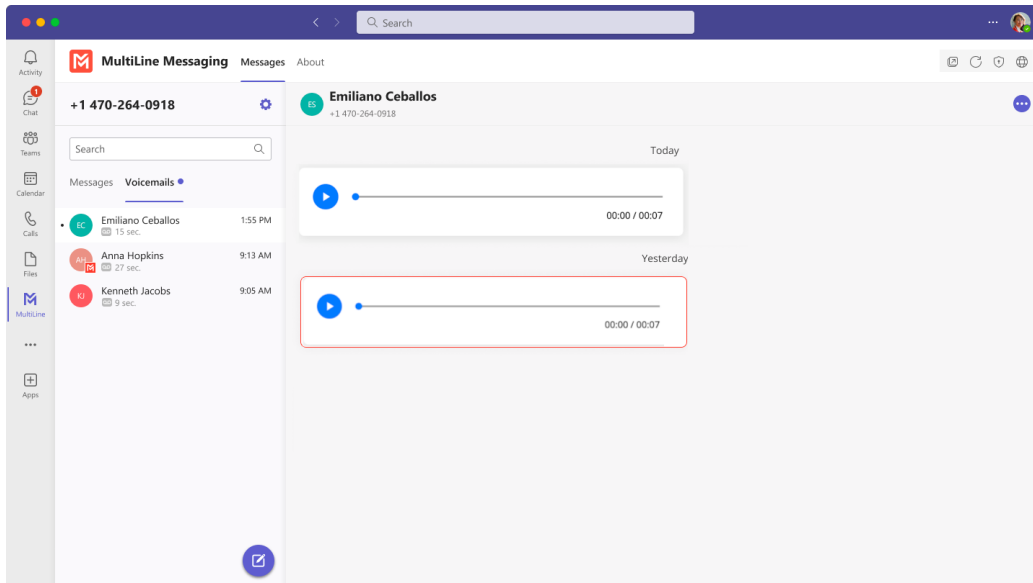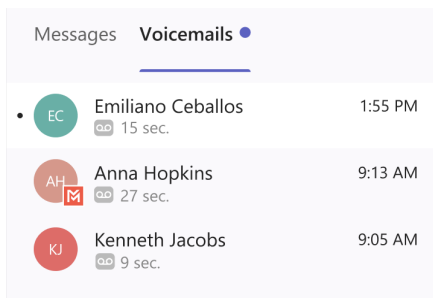
Currently, deleting apps in the MultiLine mobile app or Teams MultiLine Messaging app only deletes the messages locally. In this release, we prepared the MultiLine Messaging app to synchronize deletion with the MultiLine mobile apps. The synchronization will be available in upcoming app releases for MultiLine mobile apps.

Seamless visual voicemail experience

For those who extend their Microsoft Teams experience to both voice and messaging, visual voicemails are now available in the MultiLine Messaging app. Now you can listen to your voicemail messages without leaving Teams, reducing app switching and increasing your productivity.

To access Voicemails, simply select the Voicemails tab at the top of the inbox. New voicemails are indicated by a large blue dot. Contacts that have sent voicemails appears in the list, in order of the contact who most recently sent a voicemail. New voicemail messages are indicated by a small black dot.
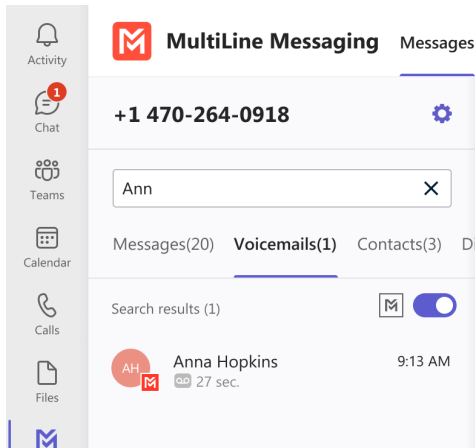

Selecting the contact will show the history of voicemails. You can easily see when the voicemails were received, whether they have been listened to, and their duration.

- The voicemail players allow play, pause, and volume control.
- Voicemails that haven't been listened to are indicated by a bright orange outline.

Voicemails also appear as results a tab when searching.

User Interface Changes for Search

To improve the usability of MultiLine Messaging app search we've made minor changes, including changing the tab order to Messages, Voicemails, Contacts, and Directory.

Bug Fixes

No bug fixes in this release

Version History

Date	Description
08/22/2024	Created

MultiLine Messaging | Version 2.3.0 | Release Notes

This is the planned content and schedule for MultiLine Messaging for Microsoft Teams Version 2.3.0.
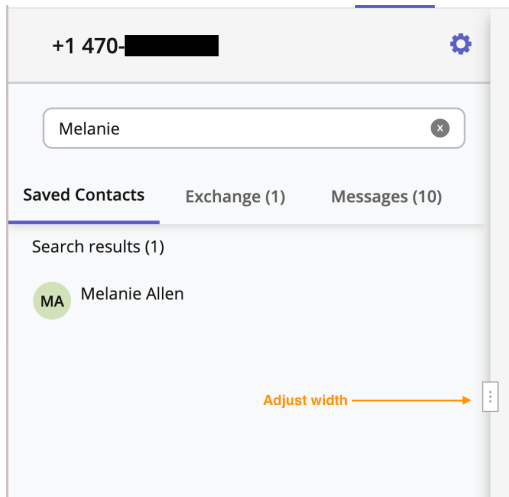
Deployment Date: August 2-4, 2024

What's new?

This release features changes to improve the user experience of the left panel and search functions in the MultiLine Messaging app.
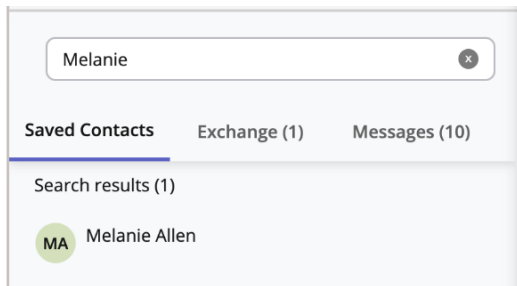
Left Panel Enhancement

When using the Desktop application, users may now adjust the width of the left panel to up to half the screen by selecting and dragging it using the setting handle.

Search Enhancement

In both mobile and desktop apps, when using search, you can select tabs to view results such as Saved Contacts, Exchange, and Messages.

- Select **Saved Contacts** to only show results matching contacts added directly to your Contacts list.
- Select **Exchange** to display results from the Exchange server. *Note: Exchange will only show if you have connected the MultiLine Messaging app to a company Exchange server.*
- Select **Messages** to show messages containing the search term.

Bug Fixes

ID	Description
CS-233847	Contact display issue
CS-233863	MultiLine user name display issue

Version History

Date	Description
07/24/2024	Created

MultiLine Messaging | Version 2.2.0 | Release Notes

This is the planned content and schedule for MultiLine Messaging for Microsoft Teams Version 2.2.0.

Deployment Date: July 7, 2024

What's New?

MultiLine Messaging for Microsoft Teams: Help Widget

We're adding a help widget to the MultiLine Messaging Application for users to report issues to their support organization.

Previously, the Settings menu had a "Report an Issue" item that allowed users to submit a report with a simple description of the issue. This menu item will now be called "Help" and will allow the user to email or call their support organization, or go to the Help Center. Users who select the calling option can choose from available calling apps, including Teams.

The email address or phone number displayed is set by Movius Management Portal (MMP) admins in Customize the Mobile app (See Customize the mobile app ⤤ (https://help.moviuscorp.com/help/customize-the-mobile-app) ⤤). End-User Documentation available in How do I contact support? ⤤ (https://help.moviuscorp.com/help/how-do-i-contact-support) ⤤.

Leave 1:1 Social Messaging Conversations

Social Messaging platforms limit the number of business users who can message with consumers using the same business account. This feature allows MultiLine users to leave a conversation after they have completed their interaction, so that other MultiLine users will be able to initiate conversations. Supported for WhatsApp, WeChat, and LINE.

For more information, see updated messaging documentation:

- WhatsApp Messaging in Teams ⤤ (https://help.moviuscorp.com/help/whatsapp-messaging-microsoft-teams#leave-a-conversation) ⤤
- WeChat Messaging in Teams ⤤ (https://help.moviuscorp.com/help/wechat-messaging-teams) ⤤
- LINE Messaging in Teams ⤤ (https://help.moviuscorp.com/help/line-messaging-teams) ⤤

Bug Fixes

No bugs in this release.

Version History

Date	Description
06/28/2024	Created

MultiLine Messaging | Version 2.1.1 | Release Notes

This is the planned content and schedule for MultiLine Messaging for Microsoft Teams Version 2.1.1.

Deployment Date: June 8, 2024

Bug Fixes

No bugs in this release.

Version History

Date	Description
06/06/2024	Created
06/07/2024	Corrected discrepancies in new Message Queuing feature description: 1) template message is no longer part of the conversation reinitiating flow, 2) MultiLine users can also send queued messages while waiting for opt-in

---

MultiLine Messaging | Version 2.0.2 | Release Notes
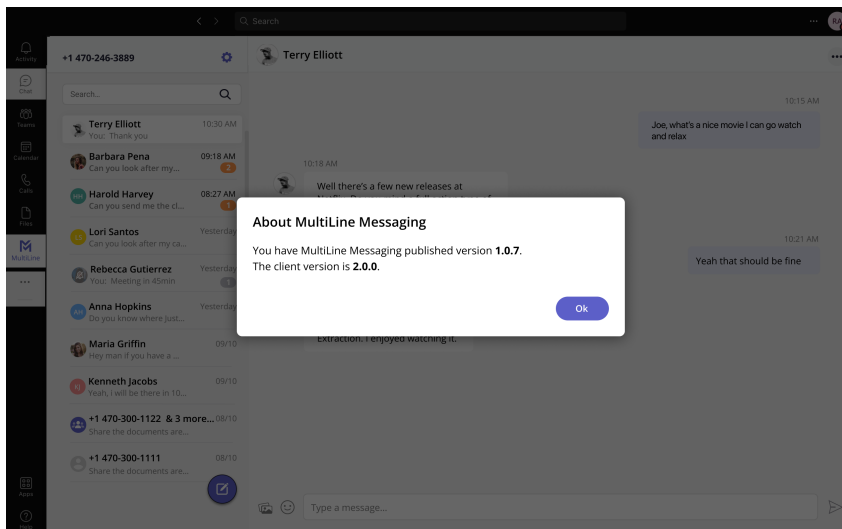
Deployment Date

May 19, 2024

What's New

Version number visibility

Display MultiLine Messaging app version number throughout screens of the web and mobile application.
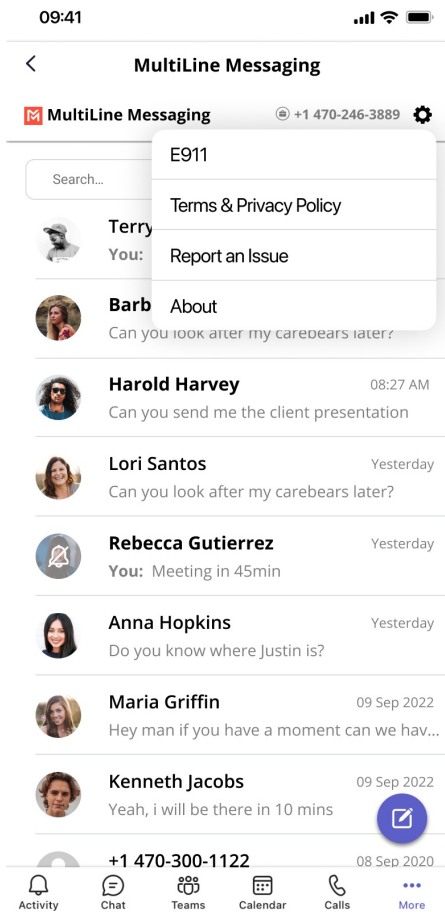
Teams Desktop

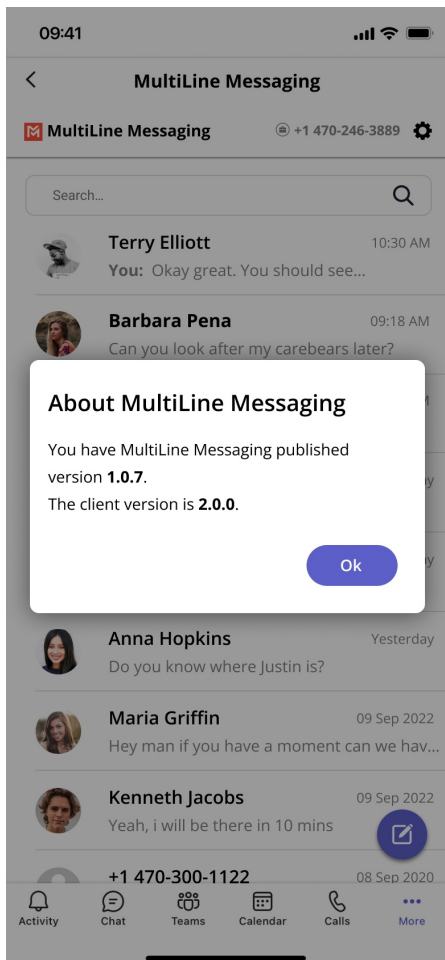User selects about from settings menu (near MultiLine Number) and information displays:

Teams Mobile

User selects About from Settings Menu

Information displays:

Bug Fixes

ID	Description
CS-233701	Add support for using multiple language keyboards
CS-233768	Fix exception causing text box to be unavailable to user
CS-233731	Fix exception causing user's chat to not load

Version History

Date	Description
05/10/2024	Created
05/15/2024	Minor Edit: Correction to version number

MultiLine Messaging | 2024.03.22 | Release Notes
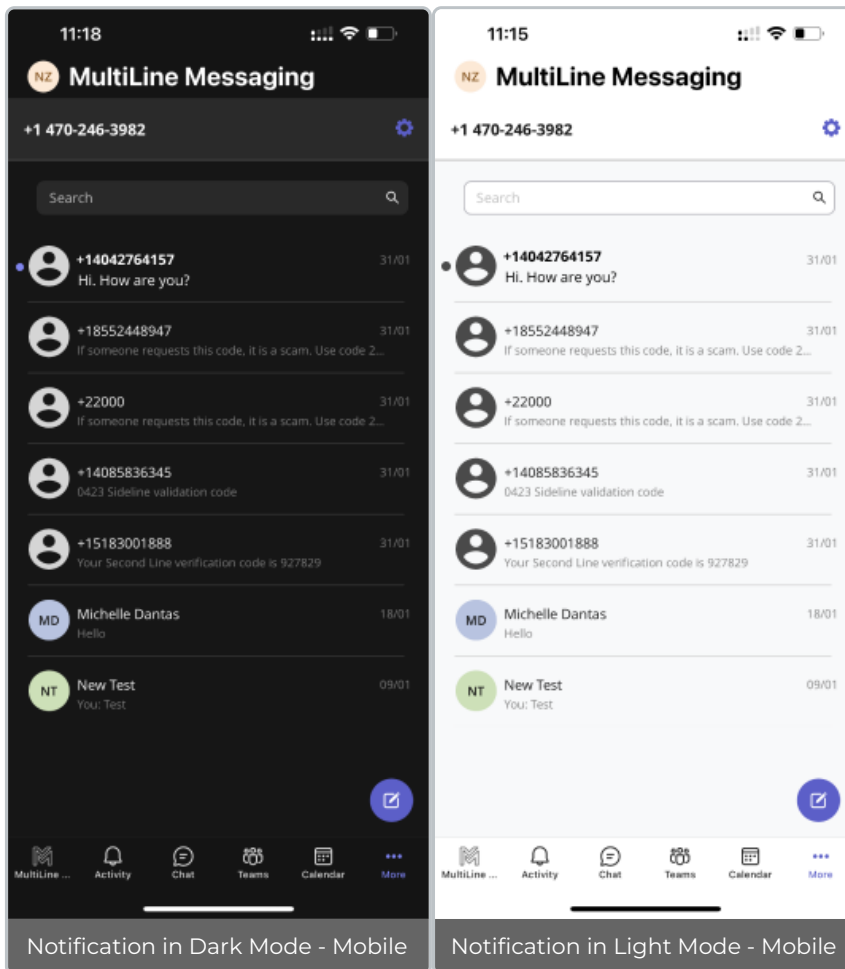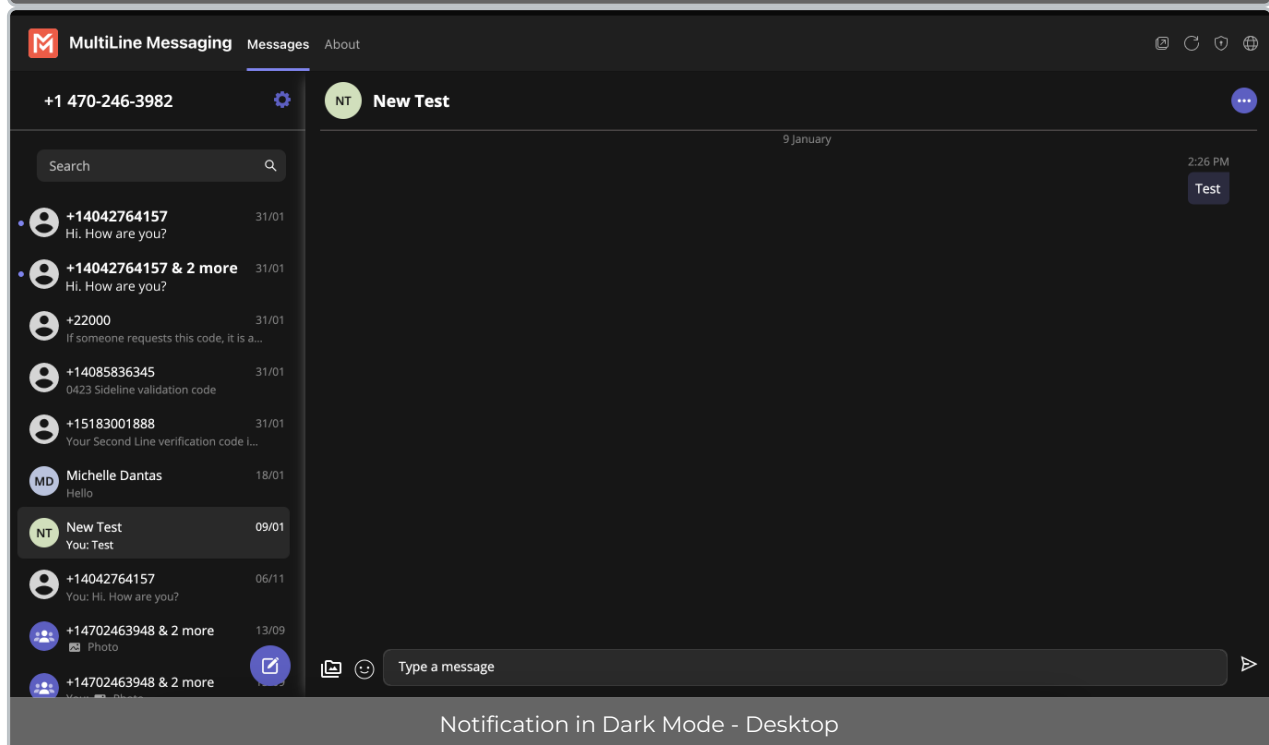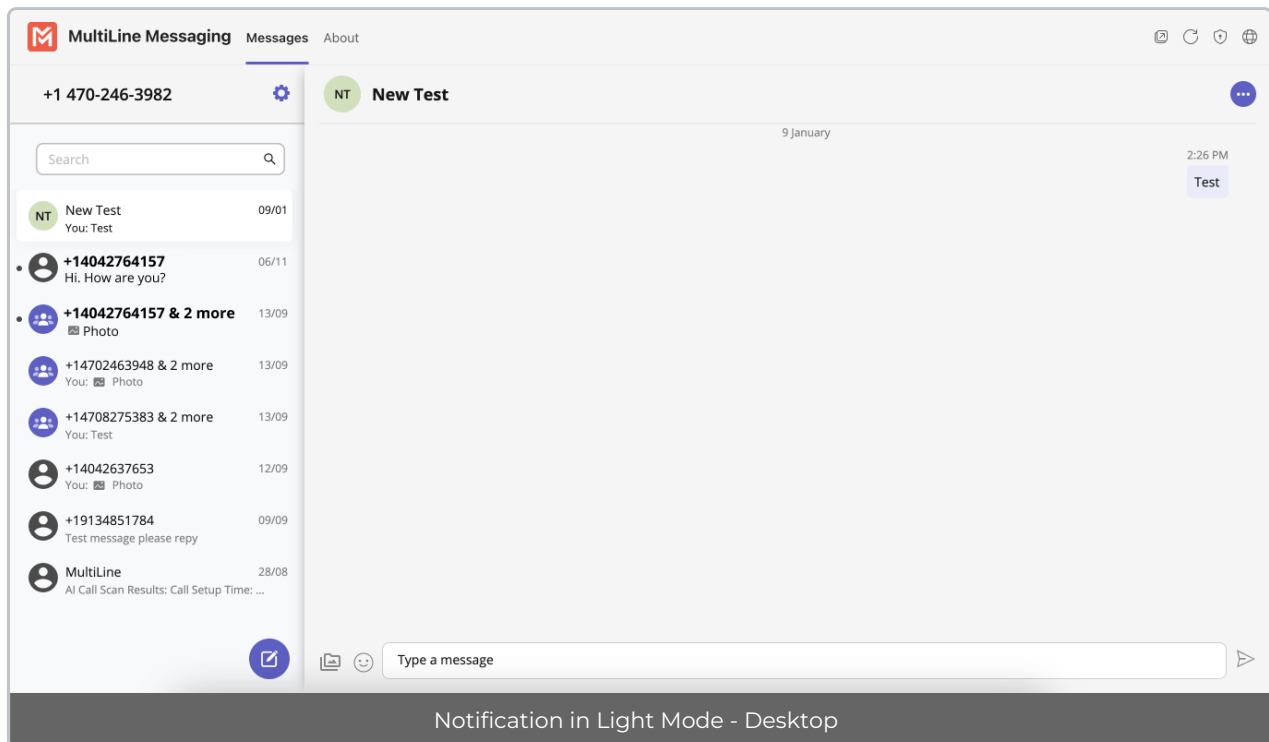
Deployment Date

Deployment Date

March 22-24, 2024

What's New?

New Look for Incoming Message Notifications

Now incoming messages are now indicated with a dot.

Notification in Dark Mode - Mobile

Notification in Light Mode - Mobile

Notification in Light Mode - Desktop

Notification in Dark Mode - Desktop

Client information in CDRs

Telemetry administrators will now be able to see which client (Android, iOS, Teams, or Desktop) is used inbound and outbound calls in the CDRs. Documentation is available in the latest version of Movius CDR documentation.

Version history

Date	Description
03/21/2024	Created

MultiLine Messaging | 2024.03.16 | Release Notes

Pre-Release Notice: Please note that some features listed are still in process of being tested. Movius reserves the right to cancel or postpone the release of these features or to modify release dates. Furthermore, this content does not include private customer-specific developments.

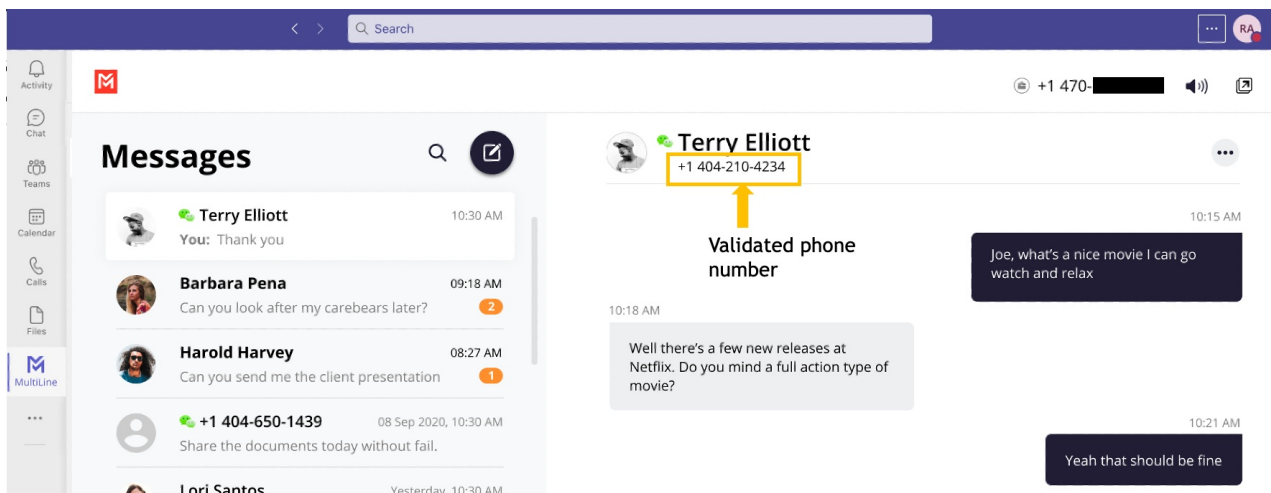Read on to learn what's new with MultiLine Messaging for Microsoft Teams.

MultiLine Messaging Release Notes

Deployment Date: March 16-17, 2024

What's New?

Display validated phone number for WeChat and LINE conversations

When WeChat and LINE users initiate conversations with a business using the guest phone number validation feature, the Movius bot validates the phone number of the user before connecting them to the MultiLine user. With this release, the validated phone number now appears below the contact name at the top of the messaging thread. This allows the MultiLine user to easily view the phone number associated with the person they're chatting with.

For more information on the guest phone number validation feature, see WeChat: Phone Number Validation Flow ↗ (https://help.moviuscorp.com/help/wechat-phone-number-validation-flow) ↗ and LINE: Phone Number Validation Flow ↗ (https://help.moviuscorp.com/help/line-phone-number-validation-flow) ↗. *Note:*

Bug Fixes

ID	Fixed Issue
MME-3	WeChat and Line number display includes 1001/1011 prefix in MS Teams App
M2023-7856	Teams unable to handle large messages
M2023-7855	Unable to add WeChat/LINE user contact in Teams app

Version history

Date	Description
03/11/2024	Created
3/19/2024	Added bug fixes

MultiLine Messaging | 2024.03.02 | Release Notes

Pre-Release Notice: Please note that some features listed are still in process of being tested. Movius reserves the right to cancel or postpone the release of these features or to modify release dates. Furthermore, this content does not include private customer-specific developments.

Read on to learn what's new with MultiLine Messaging for Microsoft Teams.

MultiLine Messaging Release Notes

Deployment Date: February 3, 2024

What's New?

- We've made updates to our platform infrastructure to enhance the robustness and scalability of the Microsoft Teams connector. This means a smoother and more responsive experience for users, even during peak usage periods.

MultiLine Messaging | 2023.27.10 | Release Notes

Pre-Release Notice: Please note that some features listed are still in process of being tested. Movius reserves the right to cancel or postpone the release of these features or to modify release dates. Furthermore, this content does not include private customer-specific

developments.

Read on to learn what's new with MultiLine Messaging for Microsoft Teams.

MultiLine Messaging Release Notes

Deployment Date: October 27, 2023

What's New?

- **Dark Mode Update -** enhancing the visual experience while using MultiLine Messaging in dark mode.

- **Stability Fixes -** We squashed bugs and fine-tuned performance to provide a more stable and reliable app.

MultiLine Messaging | 2023.06.10 | Release Notes

Pre-Release Notice: Please note that some features listed are still in process of being tested. Movius reserves the right to cancel or postpone the release of these features or to modify release dates. Furthermore, this content does not include private customer-specific developments.

Read on to learn what's new with MultiLine Messaging for Microsoft Teams.

MultiLine Messaging Version 2023.06.10 Release Notes

Deployment Date: June 10, 2023

What's New?

- We refined graphical elements in the interface, enhancing visual aesthetics and improving user experience.

MultiLine Messaging | 2023.16.09 | Release Notes

Pre-Release Notice: Please note that some features listed are still in process of being tested. Movius reserves the right to cancel or postpone the release of these features or to modify release dates. Furthermore, this content does not include private customer-specific

developments.

Read on to learn what's new with MultiLine Messaging for Microsoft Teams.

MultiLine Messaging Release Notes

Deployment Date: September 16, 2023

What's New?

- **Visual Experience Improvements**: We refined graphical elements, making the interface more visually appealing and user friendly.

- **Grouped Notifications**: We improved the notification experience by grouping them, helping users stay informed without feeling overwhelmed.
- Companies can now enable or disable MultiLine Desktop for an organization without disabling MultiLine Messaging for Microsoft Teams, so the permissions can be granted independently according to company needs.
- **Stability Fixes**: We squashed bugs and fine-tuned performance to provide a more stable and reliable app.

MultiLine Messaging | 2023.22.07 | Release Notes

Pre-Release Notice: Please note that some features listed are still in process of being tested. Movius reserves the right to cancel or postpone the release of these features or to modify release dates. Furthermore, this content does not include private customer-specific developments.

Read on to learn what's new with MultiLine Messaging for Microsoft Teams.

MultiLine Messaging 2023.22.07 Release Notes

Deployment Date: July 22, 2023

What's New?

- Refined graphical elements in the interface, enhancing the look, feel and user experience
- Stability fixes

MultiLine Messaging | 2023.07.07 | Release Notes

Read on to learn what's new with MultiLine Messaging for Microsoft Teams.

MultiLine Messaging 2023.07.07 Release Notes

Deployment Date: July 7, 2023

What's New?

- MultiLine Messaging is now available in the Microsoft Teams AppSource [↗] (https://appsource.microsoft.com/en-us/product/Office365/WA200005658) [↗]app store.
- We introduced a simpler deployment for MultiLine Messaging to different Movius geographical regions.
- We refined graphical elements in the interface, enhancing visual aesthetics, and improving user experience with stability fixes.

MultiLine Messaging | Version 2.12.0 | Release Notes

This is the content for Version 2.12.0 of the MultiLine Messaging app.

Release planned for May 4, 2025.

Feature

1. **WhatsApp Messages Delivery and Read Status:** Added Delivery and Read Status visibility for WhatsApp messages within the **MultiLine Messaging** app in **MS Teams**. Users can now monitor the message status directly in MS Teams, improving communication tracking and transparency
2. **WhatsApp – Improved Error Handling:** Enhanced the user experience by providing clearer, more detailed information for any errors returned by the WhatsApp Business API. The users will see this information in MS Teams MultiLine Messaging app and MultiLine mobile apps.

Version History

Date	Description
04/28/2025	Created