

SMS and MMS Messaging - Teams

Last Modified on 05/28/2024 3:04 pm EDT

What is MultiLine Messaging for Teams?

Read on to learn about MultiLine Messaging for Teams.

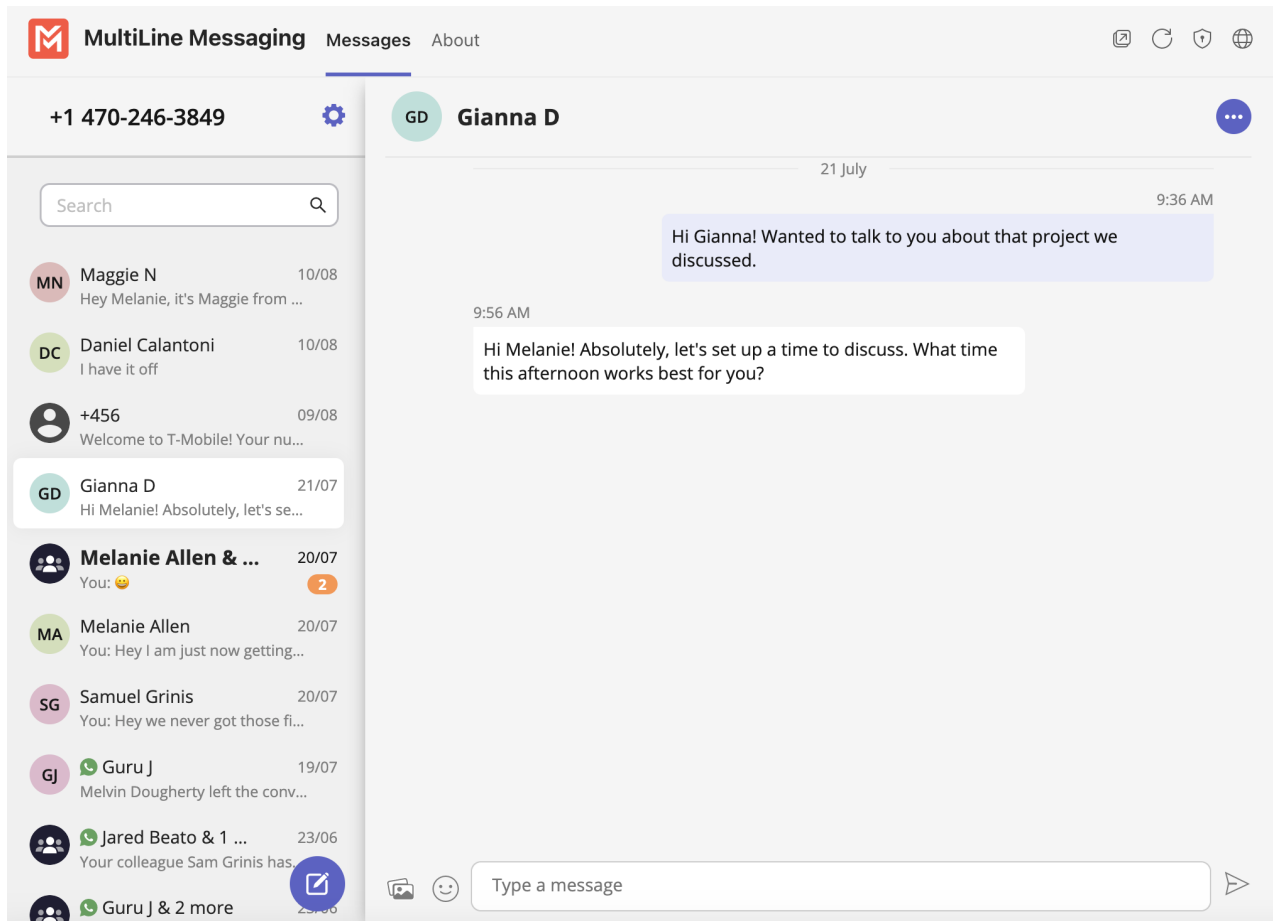
Overview

When your organization uses MultiLine Messaging for Microsoft Teams, you can message from your MultiLine number in Microsoft Teams.

When you message someone from Teams according to the below procedure, they'll see your MultiLine number. If someone texts your MultiLine number, the text will be sent to your MultiLine app and Teams.

Before you Start

- MultiLine Messaging is not available by default; Movius and your IT admins must set up the application on the backend for this to work.



Add MultiLine Messaging App to Teams

Read on to learn how to add the MultiLine Messaging App to Teams

Overview

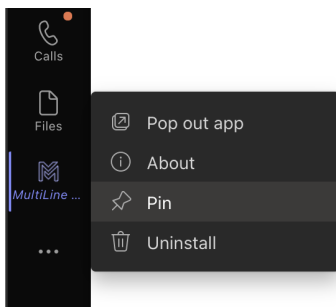
To use the MultiLine Messaging app, you must first add the MultiLine Messaging App to Teams.

How to add MultiLine Messaging App to Teams



You need to add the MultiLine Messaging app to Microsoft Teams.

1. Search "MultiLine" from the Teams application menu and select it.
2. Right click the app and click **Pin**.

Note: Pinning the app makes it easy for you to find and use every day!



You're done!

Click the **MultiLine Messages** icon whenever you want to use [MultiLine Messaging in Teams](https://help.moviuscorp.com/help/multiline-teams-user) 
<https://help.moviuscorp.com/help/multiline-teams-user> .

Troubleshooting

Error: "The username or password you entered do not match. Please contact your Administrator."



**The username or password you entered do not match
Please contact your Administrator.**

Resolution: MultiLine Messages app requires authentication using the username and password associated with your Exchange account.

If you entered your credentials manually, double-check that you have used your Exchange account credentials and entered everything correctly. If you didn't see a screen to enter your credentials, please contact your IT administrator (not Movius support) There may be an error in the configuration.

Error: "Error logging in. Please contact your Administrator."



**Error logging in.
Please contact your Administrator.**

Resolution: Contact your IT administrator (not Movius support). There may be an error in the configuration.

MultiLine SMS Messaging - Microsoft Teams Connector

Read on to learn about messaging using the MultiLine Messaging App in Microsoft Teams.

Overview

When your organization uses the MultiLine Messaging App in Microsoft Teams, you can message from your MultiLine number in Microsoft Teams.



When you message someone from Teams using the MultiLine Messaging app, they'll see your MultiLine number. If someone texts your MultiLine number, the text will be sent to your MultiLine app and Teams.

Before you Start

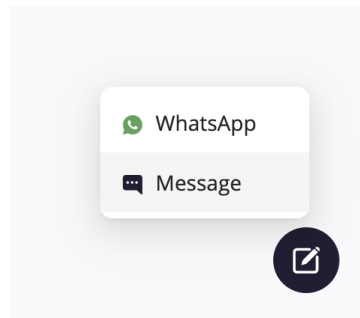
- MultiLine Messaging for Microsoft Teams is not available by default; Movius and your IT admins must set up the application on the backend for this to work.

Send a message

The MultiLine Messaging tab is used for messaging.

1. Click the MultiLine messages icon  to access the app.
2. Click the  New Message icon.
3. If your organization is using WhatsApp messaging, click on the type of message you want to

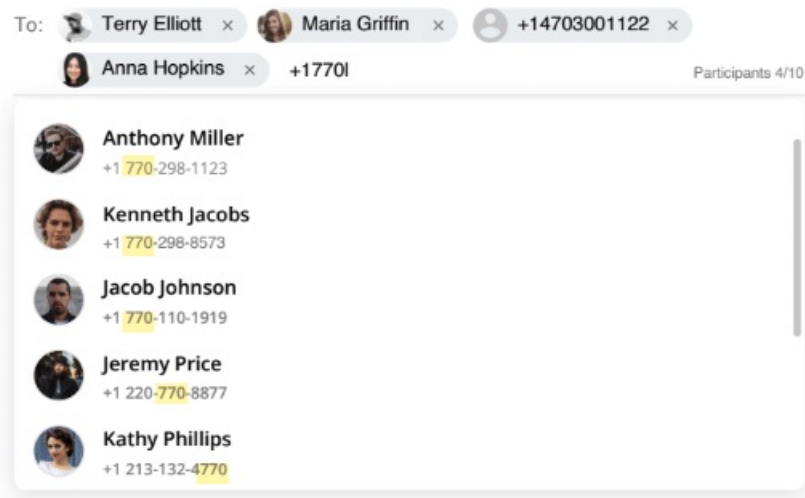
send.



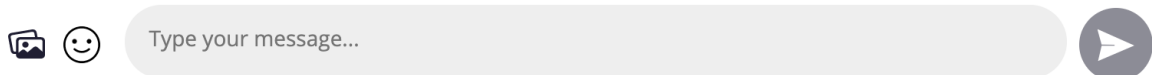
4. As you type the name or phone number, a list of matching contacts will appear. Select or add at least one participant.



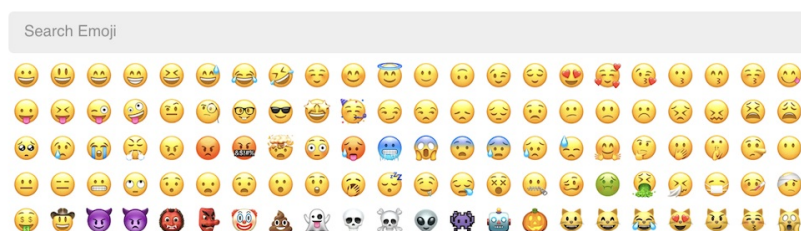
5. To create a group message, add multiple participants into the **To:** field.



6. Type your message in the bottom right







- Click  to select an emoticon



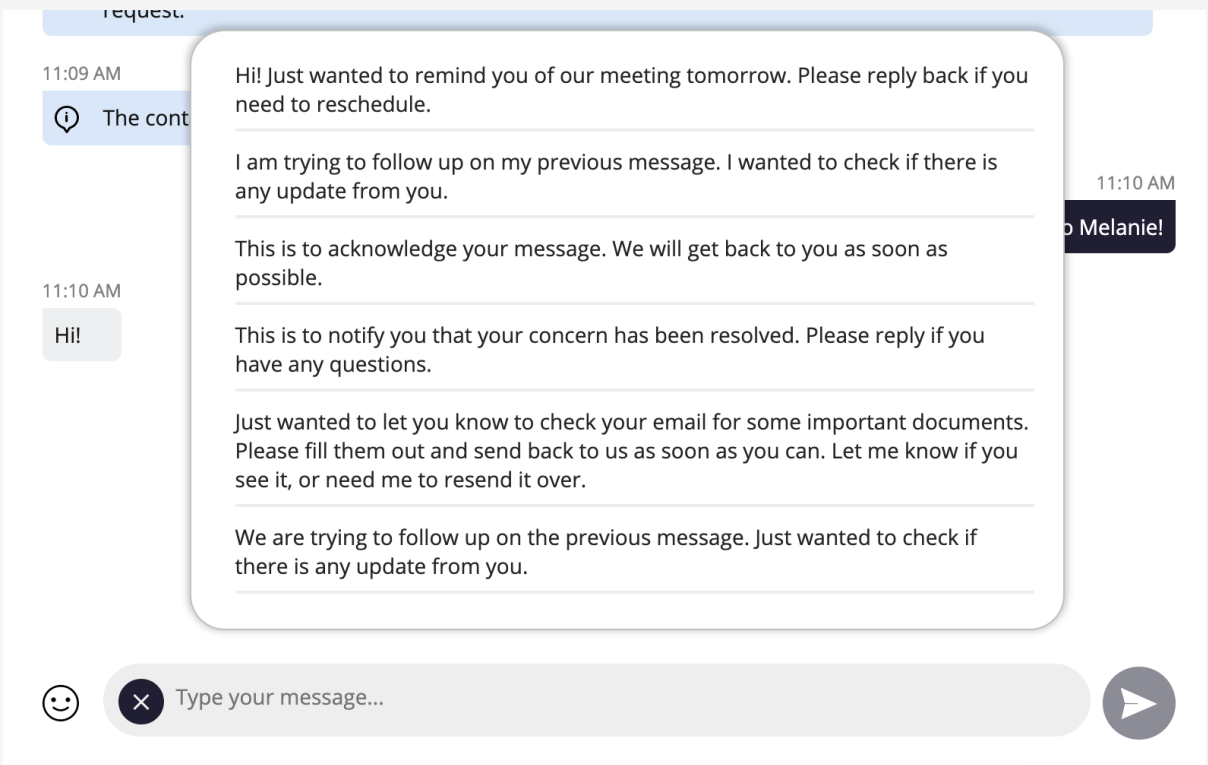
- Click  to send an image file.

7. Click  or press 'enter' to send the message

For WhatsApp Messages you'll also see an option to send a **Message Template** .

  Type your message... 

If you click the **Message Template** icon, you will see a list of options to select.



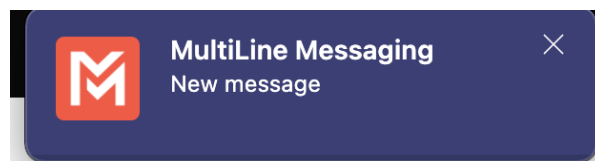
The screenshot shows a WhatsApp chat interface with a list of message templates. The templates are:

- Hi! Just wanted to remind you of our meeting tomorrow. Please reply back if you need to reschedule.
- I am trying to follow up on my previous message. I wanted to check if there is any update from you.
- This is to acknowledge your message. We will get back to you as soon as possible.
- This is to notify you that your concern has been resolved. Please reply if you have any questions.
- Just wanted to let you know to check your email for some important documents. Please fill them out and send back to us as soon as you can. Let me know if you see it, or need me to resend it over.
- We are trying to follow up on the previous message. Just wanted to check if there is any update from you.

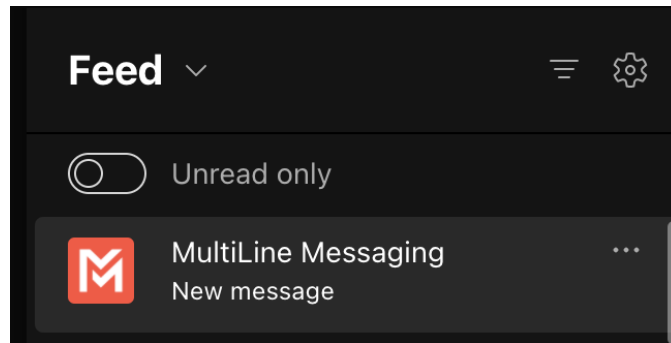
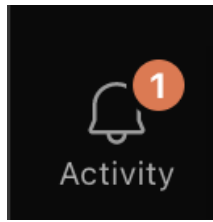
At the bottom of the screenshot, there is a text input field with a close icon (X) and a send icon (arrow).

How to receive messages

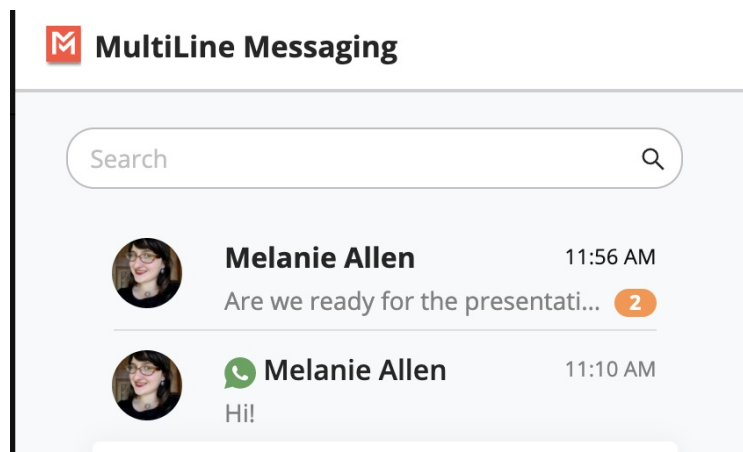
When you have received a new message you will see a brief notification:



You will also see an **Activity** notification:



1. Either click on any of the notifications, or click the chat directly to open the message thread.



- Orange badges  represent new unread messages.

Mute a Message Thread - Microsoft Teams Connector

Read on to learn about muting MultiLine message threads in Microsoft Teams.

Overview

Muting a message thread will stop you from receiving notifications in Microsoft Teams when you receive new messages.

Mute a message thread

1. Open a message thread, and select  for menu options.



2. Select **Mute Notifications**.

