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LINE Messaging - Android

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Read on to learn about messaging using LINE in the MultiLine Android app.

Overview

The LINE Messaging Connector allows compliant LINE messaging directly inside MultiLine.

- MultiLine users can send LINE messages to contacts, and they can read and reply to LINE messages on the MultiLine messages screen alongside SMS and Voicemail messages.
- LINE users receive messages from the MultiLine user as coming from an official LINE business account.
- Picture messaging allows MultiLine users and LINE users to share picture messages.
- Group messaging allows multiple MultiLine users to contact a single LINE user. You can transfer the user to another MultiLine user, leave a conversation with that user, remove participant, or restart a conversation with that user.

Before you start

- Your organization has to enable LINE Messaging Connector for it to be available in MultiLine. If not, you won't see the green LINE messaging icon.
- You must add LINE users to your contacts before you can send them a message.
- To start messaging a user you haven't messaged before, you'll need to request consent, and the user must reply with consent for the conversation to proceed.
- Due to LINE Business policies to prevent spam, after a lapse of conversation, chats can become inactive until the LINE user reinitiates the conversation.

Starting new messages with LINE users

You can start a new LINE conversation from the Contact Details page. You'll be able to freely message this person until there has been a 48 hours since the last message. After which, the LINE user must reinitiate the conversation.

1. Find the contact from your **Contacts** tab and tap to open the **Contact Details**.

2. The LINE message icon will display next to messaging and calling icons. The green LINE icon will distinguish LINE messages from other message types.

Replying to LINE users

- You can reply to a LINE message by tapping the LINE icon from the Contact details page, or by finding the message thread in your message history.
- You can have multiple message threads with a user. You can access any of your threads to reply from the History page.