MultiLine iOS Release Notes

Last Modified on 12/18/2025 3:11 pm EST

The latest updates for MultiLine, MultiLine for Intune, and Movius for BlackBerry iOS apps.

MultiLine iOS App v4.14.1 Release Notes

Target dates for the releases:

- MultiLine for Intune | January 7, 2026
- Movius MultiLine | January 10, 2026

What's new?

1. WhatsApp Message Status

- The MultiLine mobile app now supports real-time message status (sent, delivered, read) for WhatsApp messages—mirroring the native WhatsApp experience.

- In **group chats**, message status indicators **reflect only the WhatsApp guest's activity**. MultiLine users will not see read or delivery statuses for other MultiLine participants. All MultiLine users in the group can see the same guest-level status information, no matter who sent the message.
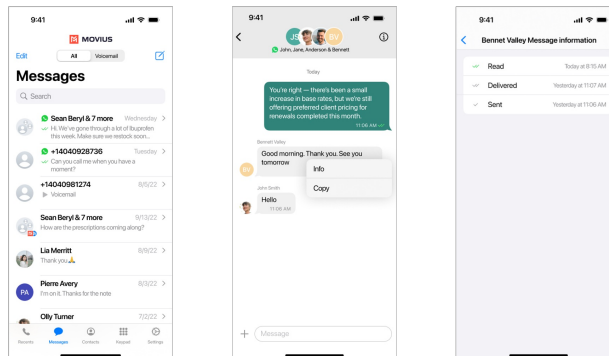
Note: These functionalities will only be available for messages sent after you upgrade to the new MultiLine version. Previous messages won't display the status.

Bug Fixes

- Resolved a UI overlay issue where the "+" icon occasionally overlapped the textbox in WhatsApp conversation threads for some users.

Version History

Date	Description
12/03/2025	Created
12/05/2025	Updated release date
12/08/2025	Added information to the WhatsApp Message Status feature

Date	Description
12/18/2025	Updated release date

Version 4.13.01 | iOS MultiLine and MultiLine for Intune Release Notes

MultiLine iOS App v4.13.01 Release Notes

Target dates for the releases:

- MultiLine for Intune | December 6, 2025 (subject to App Store approval)
- ~~Movius MultiLine | December 6, 2025~~

Movius MultiLine iOS App v4.13.01 has been postponed to January 10, 2026.

What's new?

1. Out-of-Office Auto-Reply Messages

- MultiLine users can now configure automatic Out-of-Office (OOO) replies for incoming SMS, MMS, and supported social messaging channels.
- This feature helps users communicate their unavailability during vacations, PTO, or other absences. Users can set a specific time range for the OOO message or enable it indefinitely until manually turned off.
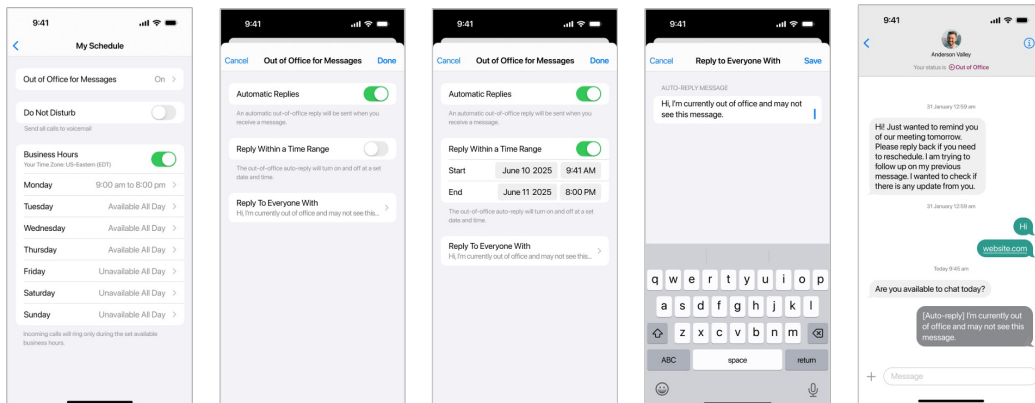
- To prevent message fatigue for recipients, the auto-reply is configured by default to send once every 8 hours. Admins can modify this interval via the Movius Management Portal (MMP):
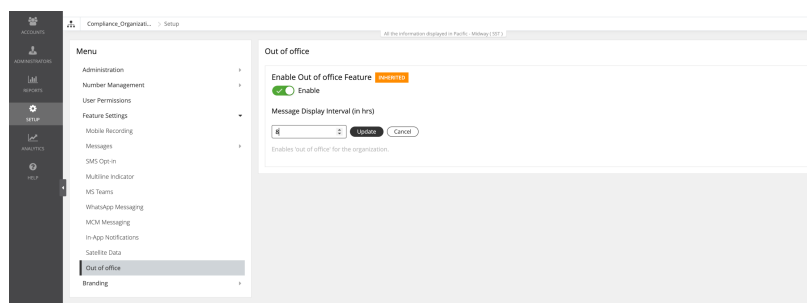
- Admins can also disable the feature for specific users:
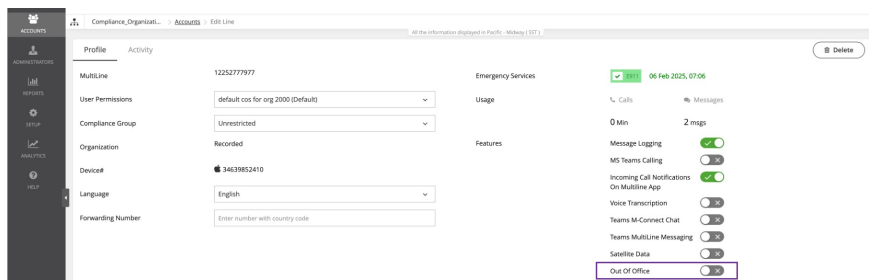
2. Automatic Log Collection for Technical Support

- To streamline troubleshooting and reduce user effort, the MultiLine mobile app now supports automatic background log collection.
- Once enabled by admins via the MMP in the user account, logs from the past 24 hours are uploaded automatically to Movius support systems:
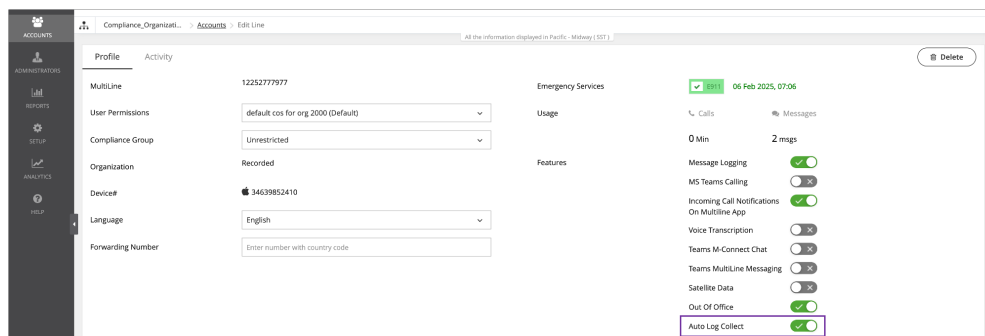
- Logging runs silently in the background without disrupting the user experience. If automatic upload is not possible, users can still share logs via email or directly with Movius engineers. Admin actions are fully audited for compliance:
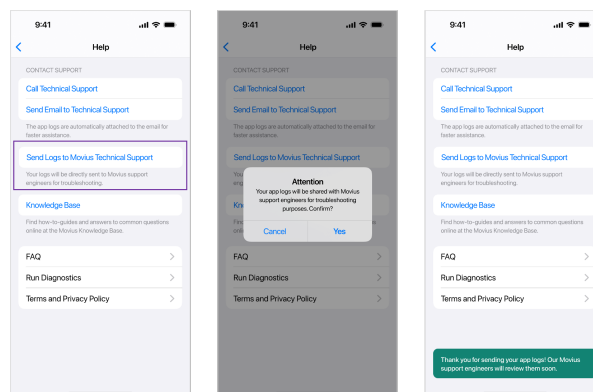
3. Enhanced VoIP Security with Updated SSIP/SRTP Encryption

- The MultiLine mobile app now only supports improved VoIP call encryption:
  - **AEAD_AES_256_GCM**
  - **AES_256_CM_HMAC_SHA1_80**
- It ensures more secure and stable communication.

Bug Fixes

- Fixed an issue where tapping the Call button twice in the MultiLine iWatch app companion, using minutes mode, would cause a blank screen to appear when MultiLine was opened in the mobile device.
- Resolved a message delivery issue where some users received a "You are offline" alert despite having an active internet connection. Although the message was later marked as sent, recipients sometimes did not receive it.

Version History

Date	Description
11/22/2025	Created

Version 4.12.02 | iOS MultiLine Minor Release

MultiLine iOS App v. 4.12.02 Minor Release Notes

Target dates for the releases:

- MultiLine | October 30, 2025

What is New?

- Added SDK manifest files to align with Apple's latest App Store submission guidelines. This update streamlines the release process and helps ensure smoother approvals for future app updates.

Bug Fixes

- Fixed an issue where users were unable to send images in WhatsApp threads.
- Resolved an issue where onboarding or re-onboarding via the **Download and Activate** link in the MultiLine email invitation caused the contact permission screen to appear multiple times before the user could finish onboarding.

Version History

Date	Description
10/09/2025	Created
10/23/2025	Updated release date

Version 4.12.01 | iOS MultiLine and MultiLine for Intune Release

MultiLine iOS App v. 4.12.01 Release Notes

Target dates for the releases:

- MultiLine for Intune | November 17, 2025 (subject to App Store approval)
- MultiLine | September 28, 2025

What's new?

1. T-Satellite Network support

- The MultiLine mobile app now supports T-Satellite Phone Service from T-Mobile on devices with this capability, allowing for seamless connectivity in open areas where traditional cellular or Wi-Fi coverage is not available.
- When connected via satellite, users can send and receive messages via SMS, MMS, WhatsApp, WeChat, and LINE, as well as access voicemail.
- Initially, while on the satellite network, specific functions such as voice calls, Exchange contact sync, and onboarding will be disabled due to satellite bandwidth restrictions.
- The app will provide feedback when these features are unavailable.

See **Using MultiLine on Satellite Network** (https://help.moviuscorp.com/help/using-multiline-mobile-app-on-satellite-network-september-2025) ⬀ for more information.

2. Updated Microsoft Intune SDK

- We've upgraded the Intune SDK to version 21.0.0.

Bug Fixes

- Fixed an issue that caused the app to unexpectedly close when tapping on the Messages icon.
- Resolved an issue that led the app to close shortly after it was opened.
- Fixed an issue in a specific scenario where the app would unexpectedly close when a user attempted to add a third number to an existing contact from Call Details using the "Add to Existing Contact" feature.
- Resolved an issue where some users were unable to successfully save a number to an existing contact when using the "Add to Existing Contact" option from Call Details.
- Fixed an issue where messages from some senders would display a SIP code instead of the sender's name or phone number.
- Addressed a slight delay experienced by users where sent messages would take approximately one second to appear in the message thread after tapping send.

Version History

Date	Description
09/22/2025	Created
09/23/2025	Updated release date
10/02/2025	Updated bug fixes
10/09/2025	Updated release date
10/23/2025	Updated release date for MultiLine for Intune
11/05/2025	Updated release date for MultiLine for Intune
11/06/2025	Updated release date for MultiLine for Intune
11/11/2025	Updated release date for MultiLine for Intune
11/13/2025	Updated bug fixes

Version 4.11.03 | iOS MultiLine for Intune HF

MultiLine iOS App v. 4.11.03 Hot Fix Release Notes

Target date for the releases:

- MultiLine for Intune | September 28, 2025 (subject to Apple's approval)

Bug Fix

- Fixed an issue where an open message thread could be deleted if a user started composing a new message and then navigated away from the compose screen without sending it.

Version History

Date	Description
09/27/2025	Created

Version 4.11.02 | iOS MultiLine and MultiLine for Intune Minor Release

MultiLine iOS App v. 4.11.02 Minor Release Notes

Target dates for the releases:

- MultiLine for Intune | September 21, 2025
- MultiLine | September 21, 2025

What is New?

- MultiLine now allows users to delete a voicemail, even in rare cases where the audio cannot be downloaded due to network or other connectivity issues. This helps users manage their messages more efficiently, as, in the past, if voicemail messages couldn't retrieve the audio file, they remained unread and undeletable, which could clutter the voicemail inbox.

Bug Fixes

- Fixed an issue where the "download" button was incorrectly replaced by the "play" button, even though the audio was not available due to network or other connectivity problems.

Version History

Date	Description
08/18/2025	Created

Version 4.11.01 | iOS MultiLine and MultiLine for Intune Release

MultiLine iOS App v. 4.11.01 Release Notes

Target dates for the releases:
- MultiLine for Intune | September 10, 2025
- MultiLine | September 14, 2025

What's new?

1. Advanced Wi-Fi

- The MultiLine mobile app now detects when a device is connected to a Wi-Fi network with no internet access (commonly referred to as "zombie Wi-Fi") or when the Wi-Fi connection blocks app-critical ports or services. In such cases, the app will prompt the user for permission to bypass the faulty Wi-Fi and switch to cellular data, ensuring uninterrupted app functionality.

See **Advanced Wi-Fi for MultiLine** (https://help.moviuscorp.com/help/introducing-advanced-wi-fi-for-multiline-app-september-2025) 🔗 for more information.

2. MultiLine App support for click-to-dial and click-to-text app URLs (deep linking)

- Users can now initiate calls or messages via the MultiLine mobile app directly from other apps using app-specific URLs. By simply tapping or clicking on a phone number, MultiLine will launch and handle the communication. This eliminates the need to manually copy numbers or switch between apps, streamlining workflows and improving the overall user experience.

Bug Fixes

- Resolved an issue where the incorrect icon was displayed when opening the first WeChat message from notifications.
- Fixed a UI overlay problem with the "+" icon in a WhatsApp conversation.

Version History

Date	Description
09/03/2025	Created

Version 4.10.02 | iOS MultiLine and MultiLine for Intune MinorRelease

MultiLine iOS App v. 4.10.02 Minor Release Notes

Target dates for the releases:
- MultiLine for Intune | August 17, 2025
- MultiLine | August 17, 2025

Bug Fixes

- Resolved an issue where newly added contacts from Recents did not appear in the Contacts tab, and a "Label" entry with inconsistent display behavior was shown.

- General enhancements to audio quality.

Version History

Date	Description
08/14/2025	Created

## Version 4.10.01 | MultiLine and MultiLine for Intune-iOS Release Notes

Target dates for releases (upon App Store approval):

- MultiLine for Intune | August 10, 2025
- MultiLine | August 10, 2025

What's new?

1. Spam Risk Call Tagging in the MultiLine App for Hong Kong numbers

- The MultiLine mobile app will tag incoming calls from Hong Kong numbers as **"Spam Risk"** if suspected to be spam, helping users identify and avoid unwanted calls before answering. This enhancement helps protect users from unwanted interruptions.
- The label also appears in the **Recents** list for both answered and missed calls.
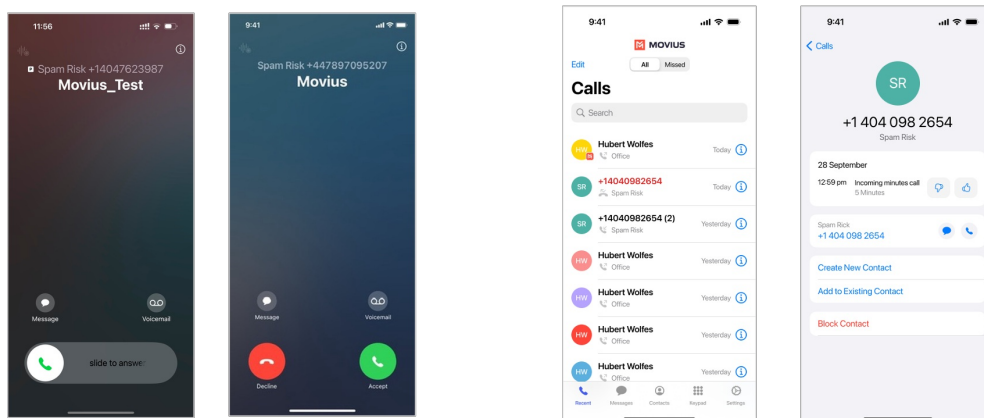
2. Service Contact Management improvements

- We've enhanced the way Service Contacts are managed during onboarding and re-onboarding to improve accuracy, eliminate duplication, and prevent the app from displaying incorrect caller ID.
- MultiLine now offers both automatic and manual validation to identify when a *service number* has been incorrectly saved as a contact. In this case, the app will now alert you and offer intuitive options to correct it—either by editing or removing the entry.

3. SMS Promotional banner text change (US users only)

- When receiving an SMS message flagged as promotional, the existing banner will now display the text ***It seems to be a promotional message*** .

4. Support PNG image format for MMS and Social Messaging

- MultiLine now supports PNG image files received via SMS/MMS and Social Messaging, enhancing media compatibility and improving the user experience across messaging channels.

5. Enhanced Shortcode Call Handling

- The latest MultiLine app update enhances support for shortcodes by passing shortcode numbers with "*" or "#" (e.g., *611, #411) to the native dialer without modification.
- Additionally, numbers ending in **5551212** (such as directory assistance numbers like *613 5551212* or *+1 613 5551212*) will now retain the full format—including area code (NPA) and country code —when transferred to the native dialer, aligning with user input and carrier requirements. This update ensures accurate and consistent dialing behavior across critical carrier-specific and region-based services.

6. Updated Microsoft Intune SDK

- We have upgraded the Intune SDK to version 20.6.0.

Bug Fixes and Performance Improvements

- **Selecting the Bermuda country code in the keypad dropdown:** Resolved an issue where calls to Bermuda failed only when using the country code selector in the keypad. Calls completed successfully when manually dialling the number.
- **Draft Message Deletion on Inbound Message Burst:** Resolved an issue where, in certain scenarios, opening a conversation from a notification and typing a reply—without sending it—could cause the draft to be lost if the other party sent multiple messages in quick succession.
- **General Enhancements**: Additional improvements to app performance, stability, and reliability.

Known Issue: In some cases, an ongoing "data mode" call may end unexpectedly if the network connection changes between IPv4 and IPv6. Our team is actively working on a fix and prioritizing its resolution.

Version History

Date	Description
07/23/2025	Created
08/08/2025	Added known issue and updated the bug fixes

Version 4.09.04 | iOS MultiLine and MultiLine for Intune

MultiLine iOS App v. 4.09.04 Release Notes

Target dates for the releases (upon App Store approval):
- MultiLine for Intune | July 21, 2025

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- MultiLine | July 21, 2025

What's new?

Improved Carrier Compatibility for AMR-Wideband

- To ensure better voice call performance on select carriers, we've made a configuration change related to the AMR-WB codec. Specifically, we are turning off the "Octet Align" parameter, which is not supported by Verizon (U.S.) and Hutch (APAC). This change enhances compatibility while continuing to meet standards and maintaining support for all other major carriers.

Bug Fixes

- **Duplicated Message Notification:** We have resolved an issue that caused duplicate notifications when the app was force-closed (swipe-killed) and a new message push notification was received. Upon opening the app, users would receive the same notification again.

- **Call Initiation Issue:** Resolved a not common issue where quickly starting and canceling calls multiple times could cause a not canceled call to appear as failed, even though it was still active, but not visible or audible.

Version History

Date	Description
07/19/2025	Created
07/21/2025	Updated release dates

Version 4.09.03 | iOS MultiLine and MultiLine for Intune HF3

MultiLine iOS App v. 4.09.03 Hot Fix Release Notes

Target dates for the releases:

- MultiLine for Intune | July 17, 2025
- MultiLine | July 17, 2025

Bug Fixes

- **SMS Duplicated Thread:** Resolved an issue where SMS replies were appearing in new, separate threads instead of continuing within the original conversation. This occurred in specific cases where a new thread was initiated and the app was either force-closed (swipe-killed) or moved to the background immediately after sending a message via MultiLine. When users later tapped on the notification to reply to that message, the response would open in a different, duplicate thread.

  Note: For users who encountered this issue, we recommend deleting one of the duplicate threads after upgrading to the latest version of the app to avoid confusion going forward.

Version History

Date	Description
07/17/2025	Created

Version 4.09.02 | iOS MultiLine and MultiLine for Intune HF2

MultiLine iOS App v. 4.09.02 Hot Fix Release Notes

Target dates for the releases:
- MultiLine for Intune | July 16, 2025
- MultiLine | July 16, 2025

Bug Fixes

- **Audio Issue with Concurrent Incoming Call in Data Mode:** Fixed an issue for a specific scenario where a user was on an active call and received a second one (incoming call), and engaged with that, either as a separate call or by merging both into a conference. After disconnection or termination of one of the calls, it could cause distorted audio on the remaining active call.

- **Wi-Fi Connection Issue in Data Mode on Networks with an IPv4 and a Non-routable IPv6 Addresses:** Resolved an issue that prevented the app from connecting to certain Wi-Fi networks when both an IPv4 and a non-routable IPv6 ULA address were assigned to the device.

- **DTMF Tone Not Recognized in Data Mode:** Addressed an issue where DTMF tones were not correctly detected by systems like IVRs during calls over data.

Version History

Date	Description
07/16/2025	Created

Version 4.09.01 | iOS MultiLine and MultiLine for Intune HF1

MultiLine iOS App v. 4.09.01 Hot Fix Release Notes

Release Dates:
- MultiLine for Intune | July 14, 2025
- MultiLine | July 14, 2025

Bug Fixes

- **Concurrent Incoming Call issues in Data Mode:** Resolves an issue in

both **MultiLine** and **MultiLine for Intune** (v4.08.01) where receiving a second call while already on an active call, whether it was a two-party call or a conference, could lead to unexpected behavior. Either one of the calls could experience **distorted audio**, and in rare cases, they could **end abruptly**.

Note: After upgrading to version 4.09.01, some users may experience audio issues in **Data Mode** under specific conditions when handling **concurrent incoming calls**. These scenarios are currently being investigated with high priority:

- If a user is on an active call and receives a second call **(incoming call**), engaging with the second call—either as a separate call or by merging both into a conference—may result in **distorted audio** on the remaining active call, upon disconnection or termination of one of the calls.
- These issues do **not** occur when **both calls are initiated as outbound calls** by the MultiLine user.

Version History

Date	Description
07/14/2025	Created

Version 4.08.01 | MultiLine and MultiLine for Intune-iOS Release Notes

Target dates for release to App Store:
- MultiLine for Intune | July 9, 2025
- MultiLine | July 8, 2025

> **Update - Release Postponement**
>
> The incident that caused the postponement of the **Mobile App** releases, originally planned for the weekend of **June 21, 2025**, **has been resolved.**
>
> Thank you for your patience and understanding.

What's new?

1. Contact Settings UI/UX improvements
- We have improved the clarity and usability of the contact source list and associated messages:
    - Updated text descriptions for contact sources.
    - Revised alert messages and guidance shown when switching contact sources, making them more explicit and user-friendly to avoid confusion.
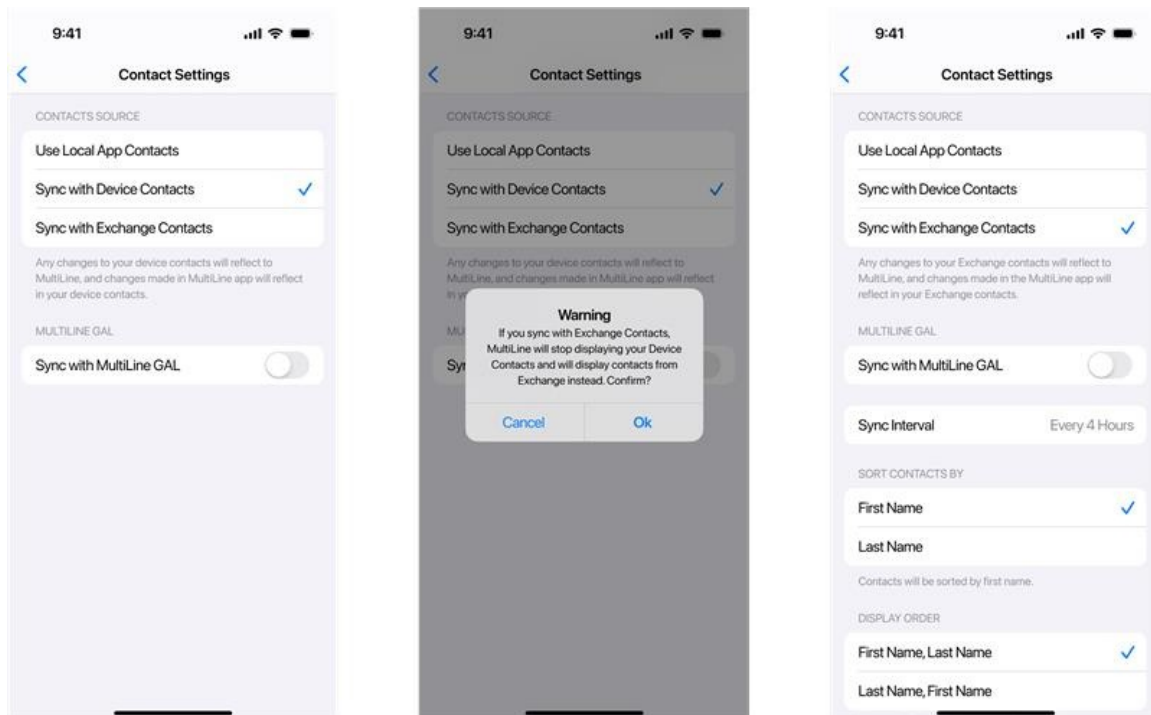
2. Messages performance enhancement

- The MultiLine app now offers a more efficient message loading experience, especially for users with a **large number of message threads**. This update improves performance in the following scenarios:
    - Reopening the app after a "**swipe and kill**" event (OS-level app termination)
    - **Re-onboarding** after logout or reinstall.
    - Resuming the app after **long idle periods**.
- When you navigate to the Messages tab, you'll be prompted to allow a one-time update to improve performance. This process typically completes in a few seconds but may take longer depending on your messages volume.
- If deferred, the update prompt will reappear after 24 hours.
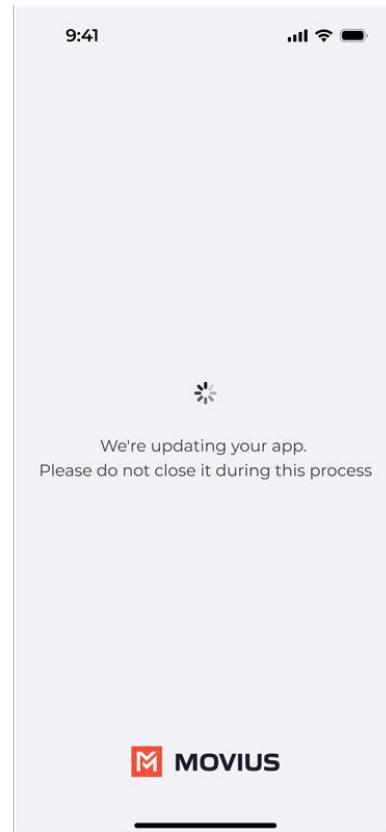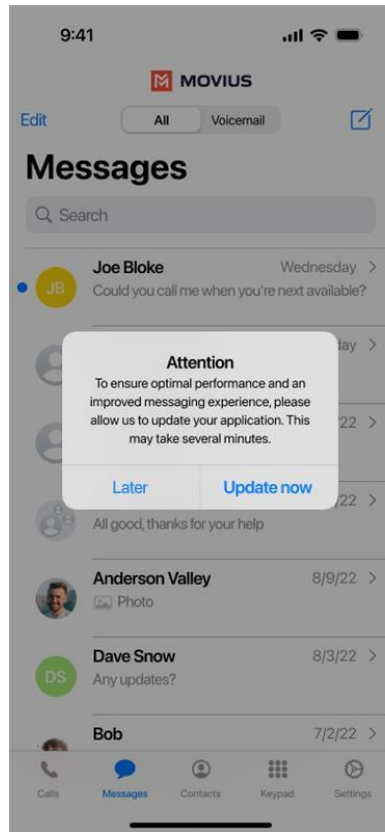
3. Voicemail Message Improvements

- Voicemail functionality has been enhanced to ensure **more reliable, real-time delivery** of messages and clearer issue notifications.
- If a voicemail audio file isn't immediately available — such as in the case of a network connectivity issue — you'll now see an option to **manually download** the message, improving access and reducing uncertainty.
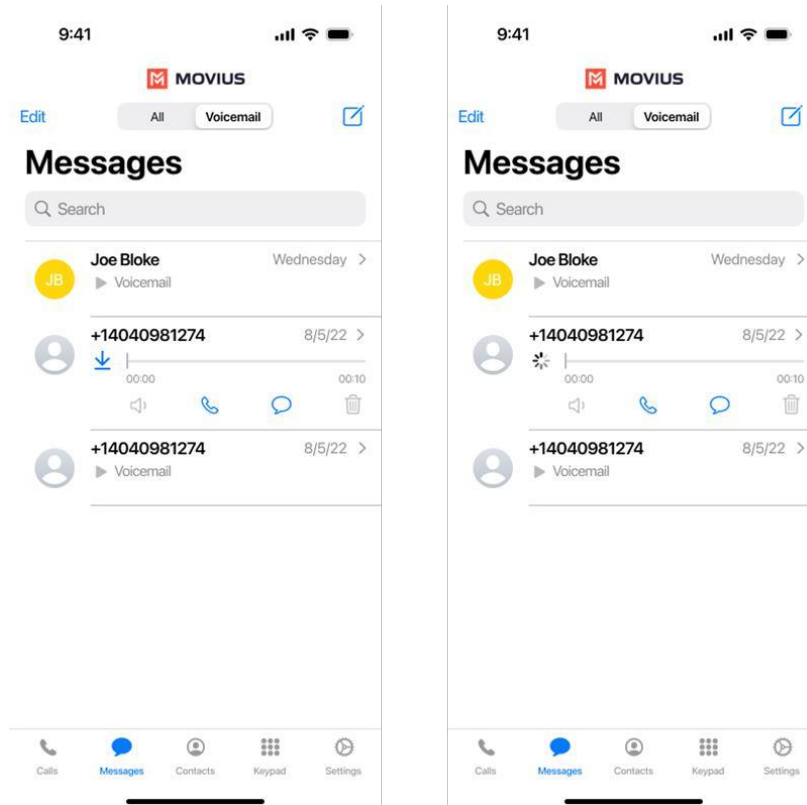
4. Introducing AMR-WB

- The MultiLine app now supports the **AMR-WB (Adaptive Multi-Rate Wideband)** audio codec for minutes and data mode, delivering **clearer, more natural-sounding calls**, and enhanced overall audio quality.
- It has been released gradually, in phases, and will take a few weeks to become available to all MultiLine users.

Note: The level of support may vary depending on the region and local carrier infrastructure.

See [AMR-WB for Multiline](https://help.moviuscorp.com/help/introducing-amr-wb-for-multiline-app) (https://help.moviuscorp.com/help/introducing-amr-wb-for-multiline-app) ⤴ for more information.

5. Introducing IPV6 support

- MultiLine app now supports **IPv6 network environments**, providing:
  - Better connectivity,
  - Improved network performance, and
  - Compatibility with modern, future-ready infrastructures
- **Note:** While the MultiLine app now supports IPv6, a **Microsoft** limitation may prevent **Microsoft Intune authentication** from working as expected under IPv6. We are awaiting confirmation from Microsoft regarding full Intune SDK compatibility.

6. Improved Contact Sync Experience

- The MultiLine mobile app now provides enhanced real-time visibility into the contact synchronization process. It includes:
  - Real-time sync status updates
 - Immediate notifications for any sync issues

o Actionable error messages to help users resolve problems directly within the app.
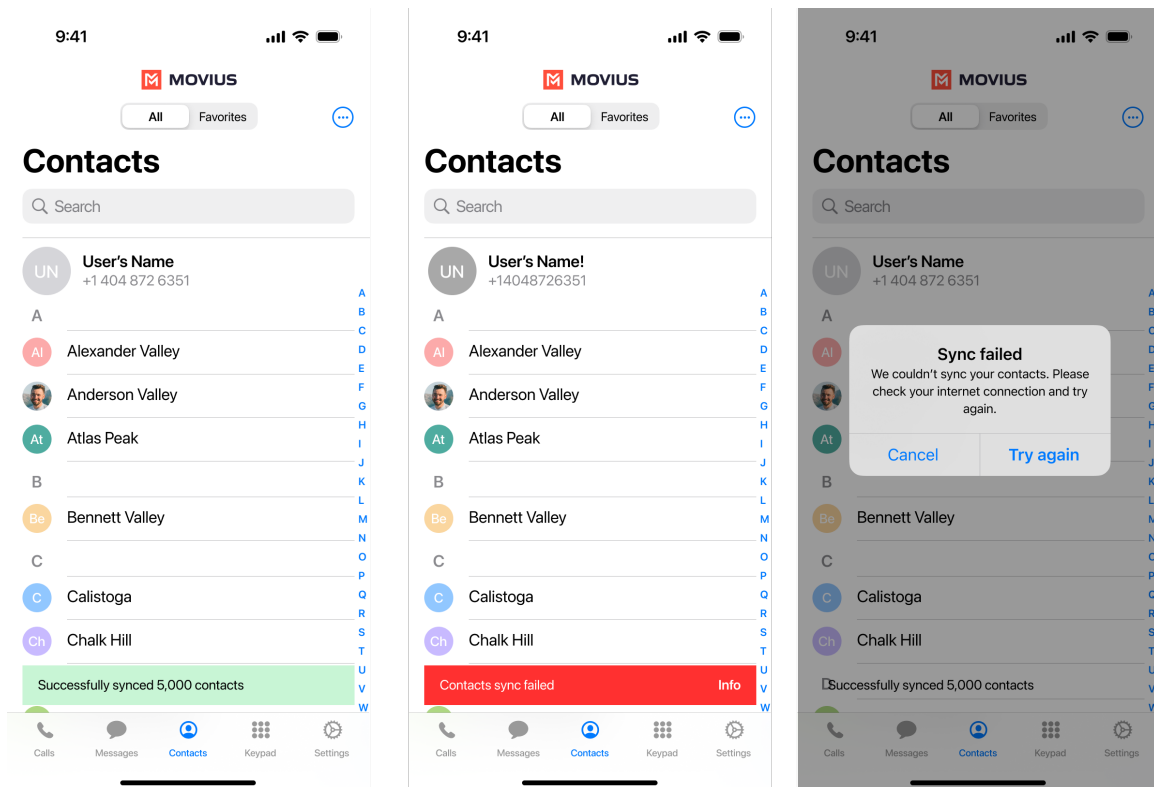
7. Stay Informed with Real-Time Notifications on iOS 18

- With the new **iOS 18 Notification Schedule Summary**, some MultiLine notifications may be delayed if this feature is enabled. To ensure **real-time delivery of critical alerts** (SMS, MMS, social messages, calls, and end-call notifications instantly):
  - Go to **iOS Notification > Settings**
  - Locate the **MultiLine** app
  - Enable notifications for **Direct Messages** to bypass scheduled summaries
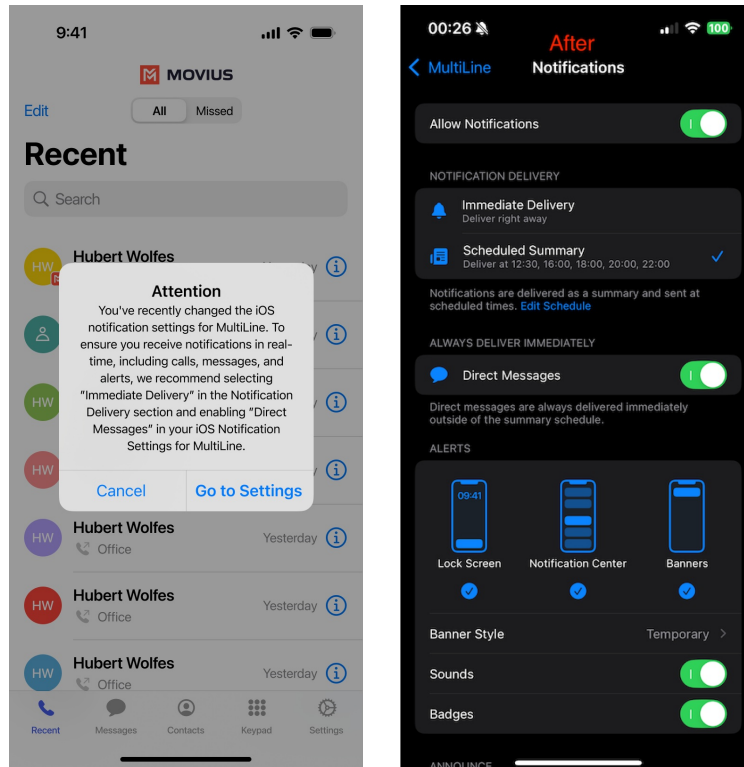
Bug Fixes and Performance Improvements

- **Voicemail Delivery Fix**: Resolved an issue where voicemail messages were delayed—often due to network issues—causing users to miss notifications in certain cases.
- **WeChat Notification Fix**: Fixed a bug where opening a new WeChat message from a notification incorrectly displayed the WhatsApp icon instead of the WeChat icon in the message thread.
- **Message Compose Fix:** Resolved a bug where selecting numbers from the search in the Message Compose screen triggered auto-correct, which caused the screen to freeze.
- **General Enhancements**: Additional improvements to app **performance, stability and reliability**.

Version History

Date	Description
05/08/2025	Created
06/09/2025	Updated with the additional features
06/20/2025	Release dates updated
07/02/2025	Updated the Release Postponement Added AMR-WB additional information
07/04/2025	Release dates update

Version 4.07.02 | MultiLine-Release-iOS

MultiLine iOS App v. 4.07.02 Release Note

Target dates for release to App Store:

- MultiLine | April 27, 2025

What's new?

Security Synopsys

- Enhancement to the security synopsis in the iOS code to effectively protect file paths from being exposed in the binary file.

Version History

Date	Description
04/25/2025	Created

Version 4.07.01 | MultiLine and MultiLine for Intune-iOS

MultiLine iOS App v. 4.07.01 Release Note

Target dates for release to App Store:

- MultiLine for Intune | April 16, 2025
- MultiLine | April 20, 2025

> **Important Note:**
>
> Due to the current capital market conditions and in response to requests from several of our customers experiencing internal change freezes, we are delaying all app releases originally planned for 13th.
>
> We appreciate your understanding and continued partnership. Please reach out to your account manager if you have any questions or need further clarification.

What's new?

Security Synopsys- Multiline for Intune

- Enhancement to the security synopsis in the iOS code to effectively protect file paths from being exposed in the binary file.

Adding and Editing Contact Performance

- Performance improvement when creating and editing a new contact, leading to a reduction

in the app's response time.

A new look for the MultiLine app logo!

We're giving the MultiLine app a small visual refresh - our logo is changing!

We're aligning with updated App Store guidelines while also taking the opportunity to give the MultiLine logo a new look.

No other visual changes - just a fresh icon on your home screen and app.

Updates and Fixes

- Fixed an issue where the iOS app would close instead of returning to the MultiLine Sign-In screen if Microsoft Authentication was interrupted during onboarding due to cancellation or an error.
- Fix to resolve an issue where messages were not appearing for a small group of users.
- General enhancements to performance and reliability

Version History

Date	Description
04/06/2025	Created
04/11/2025	Release date updated.
04/18/2025	Updated the Multiline new Logo information

Version 4.06.02 | iOS

MultiLine iOS App v. 4.06.02 Minor Release Notes

This is the content for Version 4.06.02 Minor of the MultiLine iOS app. Release planned on 23rd March 2025.

Bug Fixes

Application	Description
MultiLine, MultiLine for Intune	Resolved an issue that was causing unexpected app interruptions for some users.

Version History

Date	Description
03/21/2024	Created

Version 4.06.01 | MultiLine and MultiLine for Intune

MultiLine iOS App v. 4.06.01 Release Notes

Target dates for submission to app store:
- MultiLine for Intune | March 1, 2025
- MultiLine | March 8, 2025

What's new?

Contact Deletion

Users can now delete contacts synced using Exchange from MultiLine. The contacts will be deleted from the contact list in Exchange and MultiLine.

- Recycle Bin: In case of accidental deletion, deleted contacts are saved locally for 30 days, allowing users to restore them if needed. When restored, the contacts will be available in both the contact list in Exchange and MultiLine. After 30 days, contacts are permanently deleted.
- Recently deleted contacts are saved within the app, not on the device. If the user changes the contact source or deletes MultiLine, the contacts are permanently deleted.
- For more information, see Add, Edit, or Delete Contacts ↗ (https://help.moviuscorp.com/help/adding-or-updating-a-contact-30c1615) ↗.

Updates and Fixes
- Improvements to voicemail delivery
- General performance and user interface fixes

Version History

Date	Description
02/20/2025	Created

Version 4.05.02 HF1 | iOS

MultiLine iOS App v. 4.05.02 HF1 Release Notes

This is the content for Version 4.05.02 HF1 of the MultiLine iOS app. Release planned for submission for Apple approval Friday, February 8, 2024.

Bug Fixes

ID	Description
CS-234143	Fix issue causing the display of the first row of keys on the keypad to be cut-off on iPhone SE

Version History

Date	Description
01/31/2024	Created

Version 4.05.02 | iOS

MultiLine iOS App v. 4.05.02 Release Notes

This is the content of the Version 4.05.02 release of MultiLine and MultiLine for Intune iOS apps.

What's New?

Handling Calls to Shortcodes

This release adds capabilities to handle calls to short codes. These capabilities will improve access to local services, allowing MultiLine user to dial shortcode numbers relevant to their region, enabling seamless access to customer support, non-emergency services, and other resources. Changes include:

- MultiLine will now handle calls to shortcode numbers (7 digits or less) by directly routing them to the native dialer.
- Keypad logic is enhanced to prevent incorrect country code addition to short codes and emergency numbers.

See Number handling of short codes (https://help.moviuscorp.com/help/number-handling-of-short-codes-552bf20-number-handling-of-short-codes) 🗗 for more information.

Support for Canadian French

MultiLine apps now support Canadian French for labels and error messages in the app. The app will use the language set on the iOS.

Bug Fixes

ID	App	Description
CS-233068	MultiLine for Intune	Support for STOP SMS
CS-233181	MultiLine, MultiLine for Intune	Fix for webpage preview using press and hold crashes MultiLine
CS-234062	MultiLine, MultiLine for Intune	Fix for incorrect display of routing number in minutes mode

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ID	App	Description
CS-234151	MultiLine, MultiLine for Intune	Fix for not navigating to voicemails when notification selected
CS-233794	MultiLine, MultiLine for Intune	Fix for CdrToolDbNotAvailable
CS-234117	MultiLine, MultiLine for Intune	Fix for Custom Logo not displaying in app after updated in MMP
CS-234144	MultiLine for Intune	Fix for seeing "the operation couldn't be completed" error when trying to open MultiLine app
CS-234187	MultiLine for Intune	Fix for MultiLine starting a message with a different contact than user selected
CS-233868, CS-233988	MultiLine for Intune	Fix for contact sync interval not happening according to set interval
CS-233881	MultiLine for Intune	Fix for authentication issue that resulted in pop-up "Reconnect to your organization".

Version History

Date	Description
1/08/2024	Created
1/09/2024	Add information about Canadian French
1/20/2024	Add additional content to the release and update bug fix table

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Version 4.05.01 | iOS

MultiLine iOS Apps v. 4.05.01 Release Notes

This version of MultiLine and MultiLine for Intune is planned for end of November.

What's New?

This release includes updates that enhance local and international calling and makes it easier to unsubscribe from unwanted messages and report spam.

Number Formatting Enhancements

This release includes changes that are part of the implementation of the E.164 international phone standard ⬈ (https://en.m.wikipedia.org/wiki/Open_numbering_plan) ⬈, which enhances the way the MultiLine mobile application handles phone number formats. Now when someone enters a number for a new contact or dials a number, MultiLine will prevent common formatting errors such as missing country code or extra spaces and normalize the number according to the standard. This prevents errors when sending messages or making calls to international numbers. By default, the dialer will show the country code of your MultiLine number.

Dialing Experience, Example "+1"
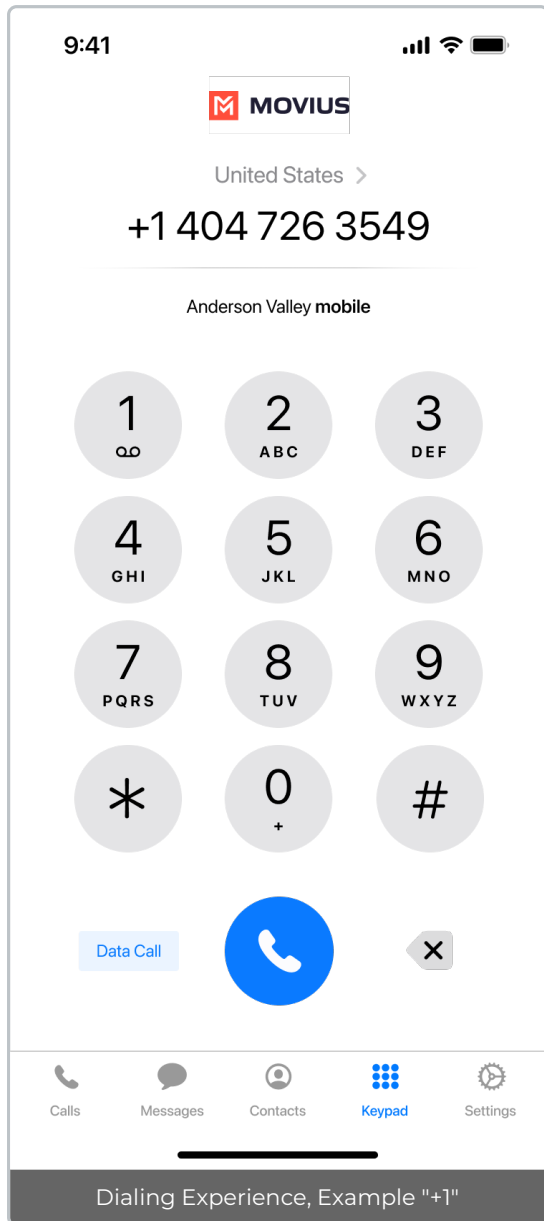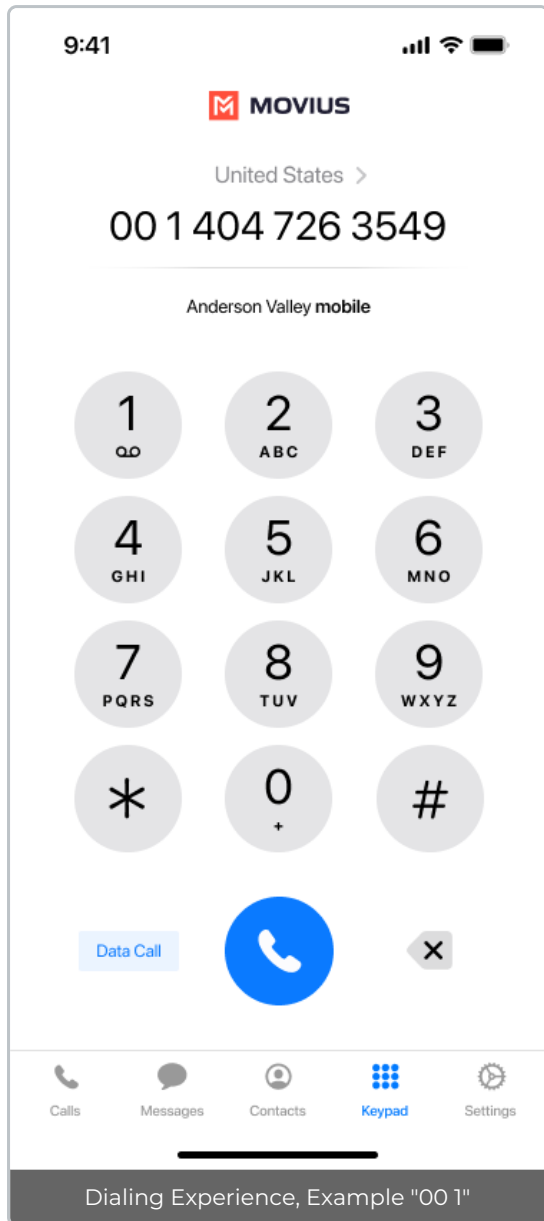
Dialing Experience, Example "00 1"

Country		Cancel

Q Search

New Zealand	+64
Nicaragua	+505
Niger	+227
Nigeria	+234
Niue	+683
Norfolk Island	+672
North Korea	+850
North Macedonia	+389
Northern Mariana Islands	+1
Norway	+47
Oman	+968
Panama	+970
Paraguay	+507
Nicaragua	+505

Dialing Experience, Selecting Country Code

MOVIUS

9:41

Cancel   Done

Edit

Anderson

Valley

Movius

🔴 Work >   United States   >
                   +1 404 872 6351

🔴 Work >   United States   >
                   +1 404 872 6351

🟢 add phone

🔴 Work >   anderson.v@gmail.com

🟢 add email

                   1234

                   Kozev Ridge

🔴 Home >   Golsby

                   CA

                   America

🟢 add address

Delete Contact

Contact Experience

For existing numbers that have been entered before this update, an error message will inform the user the number isn't in the international phone number format.
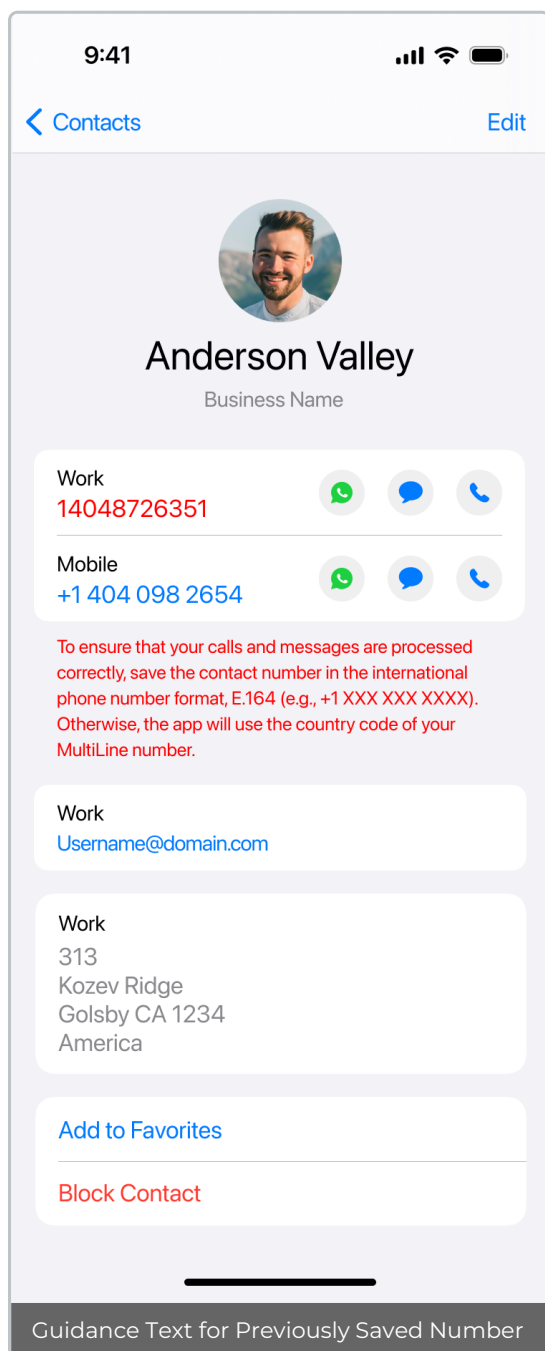
Flag Application-to-Person (A2P) Messaging

Carriers flag A2P (Application-to-Person) messages from businesses or automated systems—such as appointment reminders, promotions, and alerts—to prevent spam and protect consumers from being overwhelmed by unwanted messages.

MultiLine will now display a banner with an "Unsubscribe" button for A2P messages. When selected, MultiLine will automatically send "STOP" to the sender. MultiLine will deliver the received confirmation message.
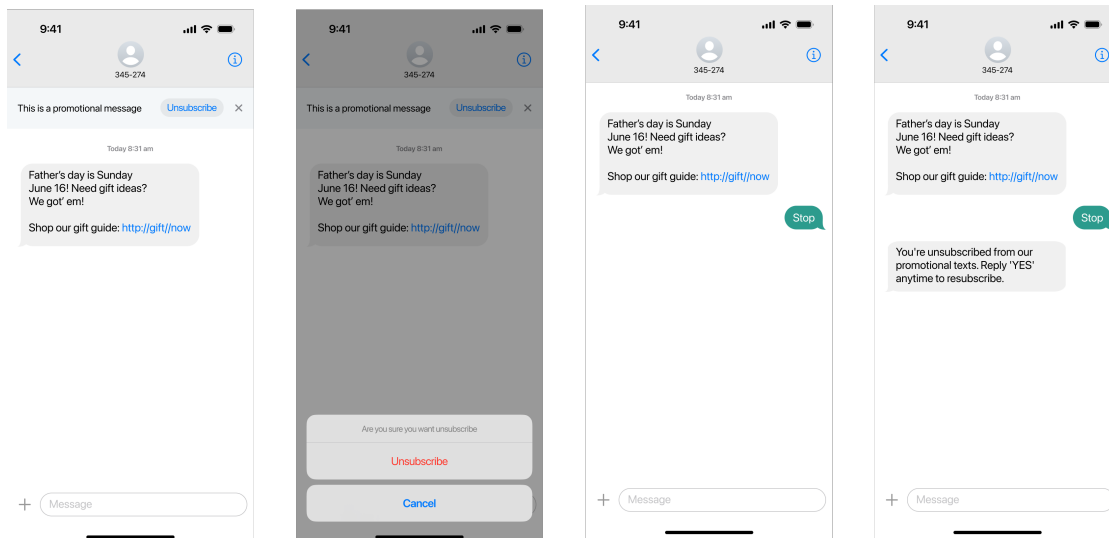
SMS Spam Reporting (USA Only)

Whenever MultiLine users receive SMS from any numbers not in their contact list, MultiLine will now display a banner with a "Report as spam" button. When selected, MultiLine will report the spam for the user by sending the message and the sender's information to the mobile carrier.
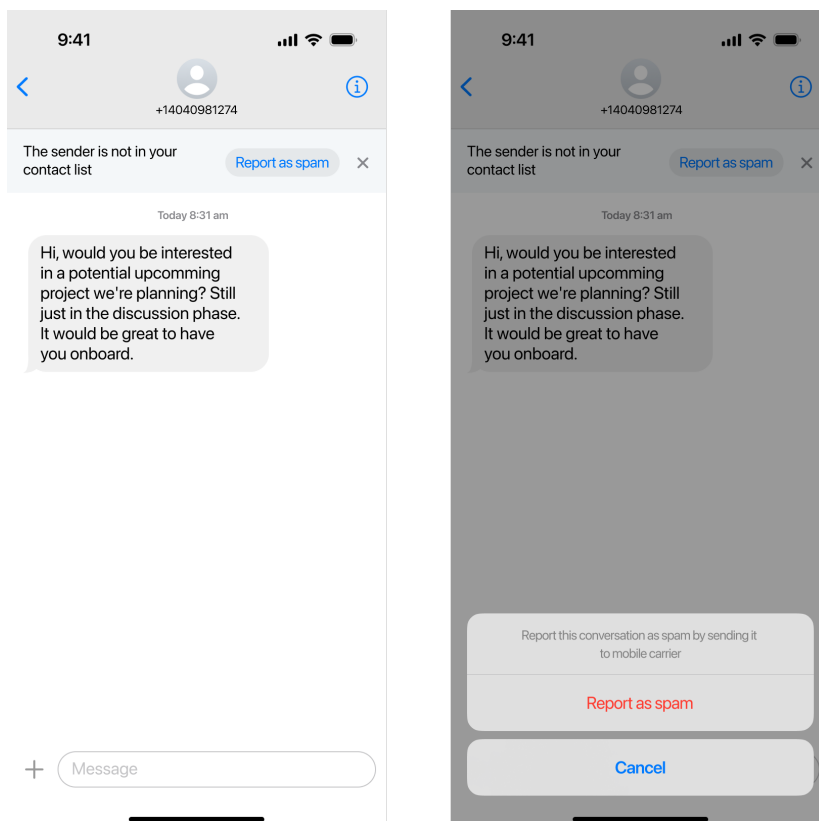
Bug Fixes

ID	Application	Description
CS-233183	MultiLine for Intune	Fix for erroneous country code added to number
CS-233446	MultiLine for Intune	Fix for Opt-In to Argentina number

ID	Application	Description
CS-234065	MultiLine for Intune	Fix for error message when calling pasted phone number using "." as separator
CS-234094	MultiLine, MultiLine for Intune	Fix for failed calls
CS-234031	MultiLine for Intune	Fix for user unable to listen to multiple voicemails
CS-234163	MultiLine for Intune	Fix for area code disappearing from dialer

Version History

Date	Description
11/04/2024	Created
11/13/2024	Updated bug fixes
11/18/2024	Add screens

Version 4.04.01.01 | MultiLine for Intune iOS

MultiLine for Intune iOS App v. 4.04.01.01 Release Notes

Bug Fixes

ID	Description
CS-234039	Fix for issue that prevents the use of the Multiline app after an incorrect PIN is entered multiple times

Version History

Date	Description
10/10/2024	Created

Version 4.04.01 | iOS

MultiLine iOS Apps v. 4.04.01 Release Notes

MultiLine iOS and MultiLine for Intune version 4.04.01 are expected to release in early October.

What's new?

This version of MultiLine will provide an enhanced synchronization experience when using integrated apps and updates to screens for a more consistent appearance.

MultiLine app sync enhancements

- Call Log Sync - Call logs of received or missed calls in Microsoft Teams will appear in MultiLine app call logs
- Delete Messages Sync - When users delete messages in MultiLine apps or Microsoft Teams

apps, the messages will delete in both apps
- Pull to refresh - In the MultiLine apps, pull down on the calls and messages screens to initiate synchronization.

App screen changes
- Increased the size of image thumbnails in messages
- Enforced consistent appearance to all screens in the MultiLine app, such as font sizes, iconography, alignment, and spacing

E.164 international phone standard update

This release includes the first set of changes that are part of the implementation of the E.164 international phone standard ⬀ (https://en.wikipedia.org/wiki/E.164) ⬀, which enhances the way the MultiLine mobile application handles phone number formats.

As an example, when a MultiLine user while roaming overseas makes calls using the local format to a number that is from the same country as the MultiLine number, for example, a MultiLine user with the number "+447112345678", who is in the United States, calls "07887654321" (UK local number format), the call will be successful on both minutes and data. For comparison, this call would not work on a non-MultiLine iOS phone or tablet.

Exception: If the MultiLine user with the number "+447112345678" was in India rather than the United States and dialed a UK local number format "07887654321", the call would not work. This is because the number "7887654321", along with the India country code 91, "+917887654321", is a valid number format for India.

This update also corrects the following unexpected behavior: when MultiLine user makes a call in Minutes mode using the dialer to a local number in their home country using "00" (e.g. "00447112345678") instead of "+" (e.g. "+447112345678"); the call failed in the first attempt, but subsequent attempts worked correctly. This issue has been fixed and now the call will work in the first attempt.

Bug Fixes

ID	App	Description
CS-233533	MultiLine for Intune	Fix for repeated notice about updated E911 address
CS-233805	MultiLine for Intune	Fix for deletion sync issue between mobile app and MultiLine Messaging Teams app
CS-233926	MultiLine for Intune	Fix for inconsistent margins in Calls, Messages, and Contacts tabs
CS-233986	MultiLine, MultiLine for Intune	Fix for not able to receive messages from number beginning in #
CS-234051	MultiLine, MultiLine for Intune	Fix for contact search results displaying "Label" instead of matching contacts
CS-234055	MultiLine, MultiLine for Intune	Fix for pop-up about Exchange contacts

Version History

Date	Description
09/17/2024	Created
10/07/2024	Clarified that these release notes are for both MultiLine iOS and MultiLine for Intune iOS apps; added information about number format changes

Version 4.03.03 | iOS

MultiLine iOS Apps v. 4.03.03 Release Notes

This release will be submitted to Apple on Wednesday, September 21, 2024 and released pending Apple's approval.

What's new?

This release updates the MultiLine and MultiLine for Intune apps in preparation for policy changes related to Apple's **iOS 18 release** 🔗 **(https://developer.apple.com/ios/)** 🔗, expected to be between **mid to late September**.

Notice: In order to continue to receive MultiLine app updates, please upgrade your Apple device to at iOS 17 or higher. S*ee Action Required: Apple iOS 18 Release [Aug 2024]* 🔗 (https://help.moviuscorp.com/help/upcoming-apple-ios-18-release-and-multiline-changes) 🔗

New Contact Permission Screens

Your browser does not support HTML5 video.

It's important to grant MultiLine full access to contacts to ensure the smooth function of Caller ID and Contact Sync. However, granting this access is something that understandably concerns people.

MultiLine apps are privacy-focused, and do not upload, transmit, or store any information on the user's contact list. The permission is required to allow MultiLine to add a single contact to the user's contact list, which is used for routing Caller ID information when using Minutes mode, and for displaying Contacts if the user is using the Contact Sync feature. The screens inform the user about the reason for requesting the permission and provides helpful reminders if the permission is not granted.
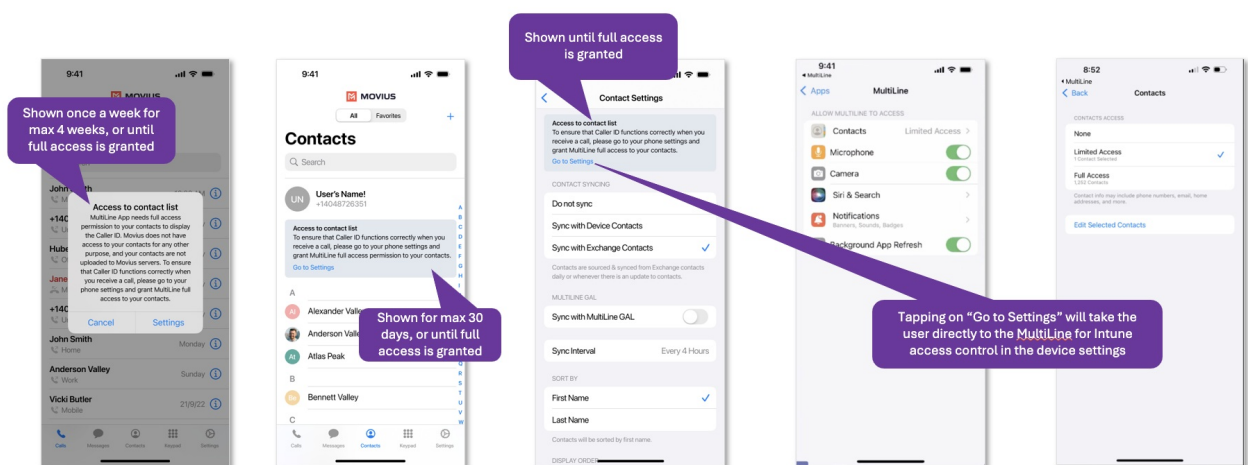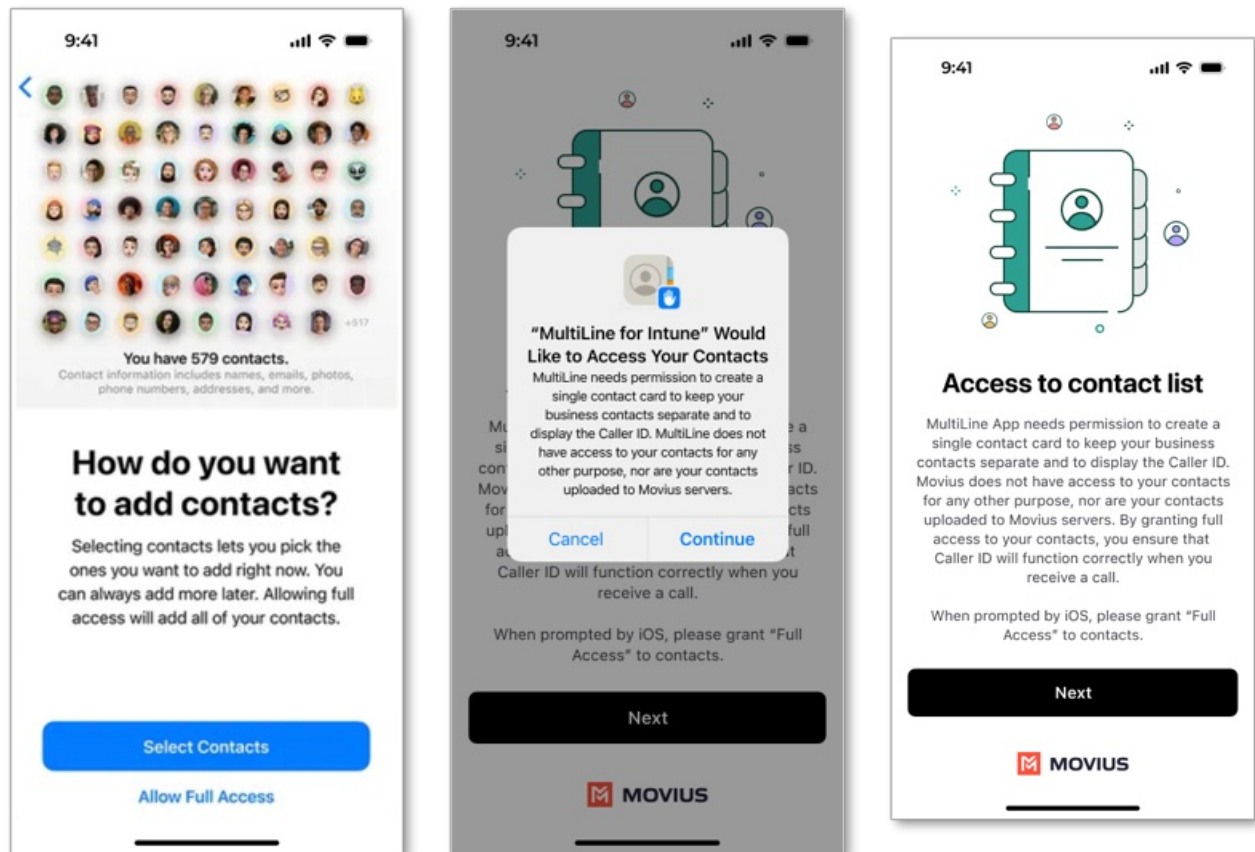
Note: These screens are still subject to change

Version History

Date	Description
09/13/2024	Created
09/18/2024	Update app submission date

Version 3.07.04 | Movius for BlackBerry iOS

Movius for BlackBerry iOS App v.3.07.04 Release Notes

Production Deployment Schedule

- Movius for BlackBerry iOS | September 10, 2024

What's new?

- Upgrade for BlackBerry Dynamics SDK: iOS 12.0.0.52

Bug Fixes

ID	Description
CS-233936	Fix for issue causing Contact Sync to fail

Version History

Date	Description
09/10/2024	Created

Version 4.03.02 HF1 | MultiLine for Intune iOS

MultiLine for Intune iOS App v. 4.03.02 HF1 Release Notes

Production Deployment Schedule

- MultiLine for Intune iOS | August 19, 2024

Bug Fixes

ID	Description
CS-233963	Fix for user unable to send opt-in text with error message ""Unable to send please contact your administrator".

Version History

Date	Description
08/16/2024	Created

Version 4.03.01 | iOS

Movius MultiLine iOS App v. 4.03.01 Release Notes

Production Deployment Schedule

- MultiLine for Intune iOS v. 4.03.01 | August 8, 2024
- Movius MultiLine iOS v. 4.03.01 | August 13, 2024

What's New?

WhatsApp Message Queuing

Meta policies for WhatsApp Business users, which includes MultiLine users, restrict the ability to send messages prior to receiving an opt-in message and after 24-hours have passed since the WhatsApp user has responded to the message.

Previously, MultiLine applications would only allow sending the template messages and not allow input into the text field during these scenarios. Now, MultiLine users can compose and send a configurable number of messages that will be held in a queue to be sent after the WhatsApp user opts in or reinitiates the conversation by sending a message. This enhances their productivity and allows the messaging experience to be more natural for both parties.

See [WhatsApp Message Queueing](https://help.moviuscorp.com/help/whatsapp-message-queueing) 🔗 (https://help.moviuscorp.com/help/whatsapp-message-queueing) 🔗 for more details.

WeChat Message Queuing

WeChat policies for Official Accounts, which includes MultiLine users, disallow too many messages to be sent to WeChat users without a response from the WeChat user.

Previously, MultiLine applications did not have any restrictions on the number of messages sent by the user. Now, disclaimers inform both MultiLine users and WeChat of the policy. MultiLine users will be able to send a configurable number of messages that will be held in a queue to be sent after the WeChat user replies with a message. WeChat users will be reminded to reply to the message to keep the conversation going.

See [WeChat Messaging](https://help.moviuscorp.com/help/wechat-messaging) 🔗 (https://help.moviuscorp.com/help/wechat-messaging) 🔗 for more details.

MultiLine companion app for Apple Watch

We're thrilled to announce that MultiLine will have a companion app available in the Apple Watch app store. The MultiLine app will keep you connected with calls, texts, and social messages on your wrist, ensuring business continuity. Supported on watches running Watch OS 10.1.

- Access your recent calls, messages, and contacts.
- Make, answer, reject, and hang up calls directly from your smart watch.
- Read and reply to SMS, WhatsApp, and group messages.

Users that have activated to this latest version of the MultiLine app on their mobile devices will simply need to install the MultiLine app from the Apple Watch app store to get started. *Note: Available only in standard MultiLine 4.03.01; not yet available in MultiLine for Intune 4.03.01.*
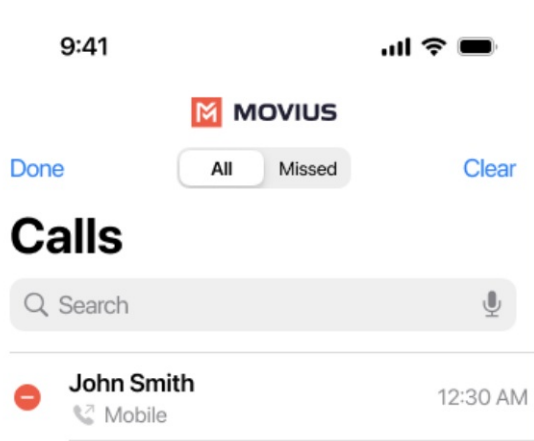
User Experience Changes

We've implemented a couple of visual changes to screens of the app to improve user experience.
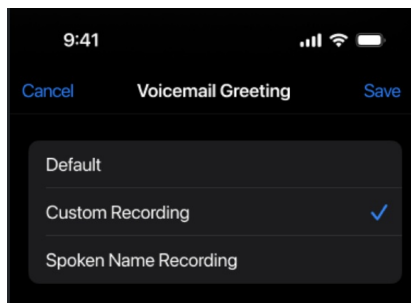
- The **Edit** action on the Calls screen is moved to the left-side.
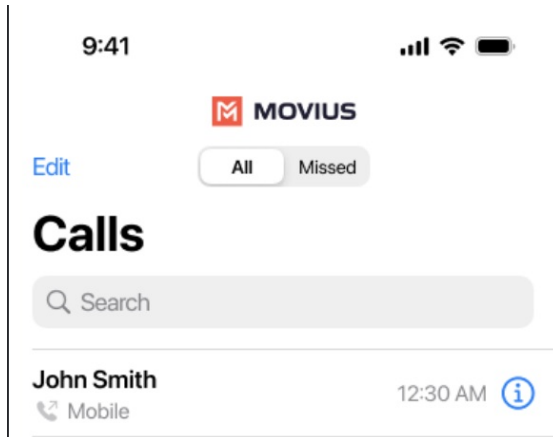
- After tapping **Edit** action on the Calls screen, **Done** and **Clear** actions appear.

- Change the color used for **Save** action on the **Voicemail Greeting** screen when using Dark Mode to improve visibility with a brighter, more contrasting value of blue.

- For those using Exchange Contacts as their Contact list source, when searching contacts the search may now be refined to Contacts or Directory.
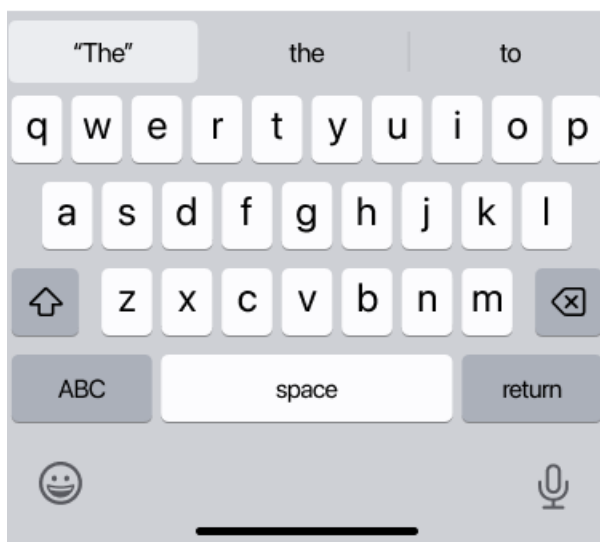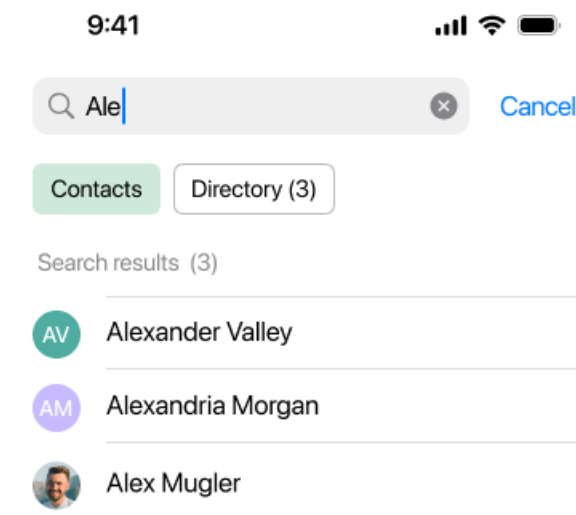
Bug Fixes

ID	App	Description
CS-233733	ML Intune	Fix for keyboard overlaying the screen after navigating away from composing a message to another screen
CS-233631	ML Intune	Fix for app not playing voicemail message
CS-233407	ML Intune	Fix for bug editing contacts
CS-233669	ML Intune	Fix for missing call from call logs
CS-233841	MML, ML Intune	Fix for error retrieving voicemail
CS-233851	MML, ML Intune	Fix for issue saving E911 address
CS-233852	MML, ML Intune	Fix for issue entering E911 address

Version History

Date	Description of Change
06/17/2024	Created
06/17/2024	Add user interface changes
06/17/204	Remove user interface changes
07/12/2024	Adjust deployment schedule
07/22/2024	Add WhatsApp and WeChat Message Queuing
07/25/2024	Adjust bug fixes assigned to release, remove MultiLine Identifier
07/26/2024	add details about user experience changes

Version 4.02.03 | Movius MultiLine iOS

MultiLine iOS App v. 4.02.03 Release Notes

Production Deployment Schedule

- Movius MultiLine iOS | July 29, 2024

Bug Fixes

ID	Description
CS-233927	Issue impacting activation of number with France number format

Version History

Date	Description
07/30/2024	Created

Version 4.02.05 | MultiLine for Intune iOS

Movius MultiLine iOS App v. 4.02.05 Release Notes

Production Deployment Schedule

- MultiLine for Intune iOS | June 30, 2024

What's New?

This release will update the app with the latest Intune SDK version 19.4.0

Version History

Date	Description
06/28/24	Created

Version 4.02.04 | MultiLine for Intune iOS

Movius MultiLine iOS App v. 4.02.04 Release Notes

Production Deployment Schedule

- MultiLine for Intune iOS | June 2, 2024

Bug Fixes

ID	Description
CS-233743	Fix for LINE issue; display of number still holds SM prefix (i.e. +1012xxx).

Version History

Date	Description of Change
05/29/2024	Created

Version 4.02.03 | MultiLine for Intune iOS

MultiLine iOS App v. 4.02.03 Release Notes

Deployment Schedule

- MultiLine for Intune iOS | May 26, 2024

Bug Fixes

ID	Description
CS-233299	Fix for Voicemail if iPhone goes into sleep mode.
CS-233647	Fix for WeChat messages with WhatsApp logo and number appended with 1001
CS-233650	Fix for WeChat messages showing up as WhatsApp message
CS-233743	Fix for LINE display of number still holds Social Messaging prefix +1012xxx
CS-233751	Fix for work profile empty when blank
CS-233772	Fix for multiple message issue
CS-233778	Fix for message preview Messages Tab

Version History

Date	Description of Change
05/22/24	Created
05/23/24	Minor verbiage edits
05/24/24	Version number update

Version 4.02.02 | iOS

Movius MultiLine iOS App v. 4.02 Release Notes

We frequently with new features and improvements. To stay up to date and make the most of your MultiLine experience, please read on and learn what's new with MultiLine mobile apps.

Version 4.02.02

Production Deployment Schedule

- MultiLine for Intune iOS v. 4.02.02 | April 28, 2024

What's New?

Ringing and Notification Control - MS Teams and MultiLine for Intune mobile app

Introducing Click-to-text for MultiLine for Intune

A new policy enables click-to-text for MultiLine for Intune. When a user clicks on a hyperlinked messaging link within any Microsoft-managed app, the MultiLine for Intune app will automatically open, with the phone number pre-filled and ready for sending messages. Find more in the updated [MultiLine for Intune Installation Guide for Intune Admins](https://help.moviuscorp.com/help/guide-to-multiline-onboarding-for-intune-admins) 🔒 ↗

[(https://help.moviuscorp.com/help/guide-to-multiline-onboarding-for-intune-admins)](https://help.moviuscorp.com/help/guide-to-multiline-onboarding-for-intune-admins) ↗.

iPad Support for MultiLine for Intune

Bug Fixes

ID	Description
CS-233582	Fixed issue causing lost myid tokens

Version History

Date	Description of Change
04/25/2024	Created
04/26/2024	Added screens
05/13/2024	Corrected screen
05/24/2024	Added iPad support story

Version 4.02.01 | MultiLine for Intune iOS

Movius MultiLine iOS Apps v. 4.02.01 Release Notes

We update MultiLine applications quarterly with new features and improvements. To stay up to date and make the most of your MultiLine experience, please read on and learn what's new with the MultiLine for Intune app.

Production Deployment

- MultiLine for Intune iOS v. 4.02.01 | April 6, 2024
- Movius MultiLine iOS v. 4.02.01 | April 12, 2024

iOS Intune SDK Upgrade (MultiLine for Intune only)

We are updating to support Microsoft Intune App SDK. MultiLine mobile application includes a feature in its interface that allows users to toggle call notifications and ringing on or off. This way, users can choose to answer calls through the Microsoft Teams application based on their preferences set in the call settings.

Ringing and Notification Control - MS Teams and MultiLine mobile app (MultiLine only)
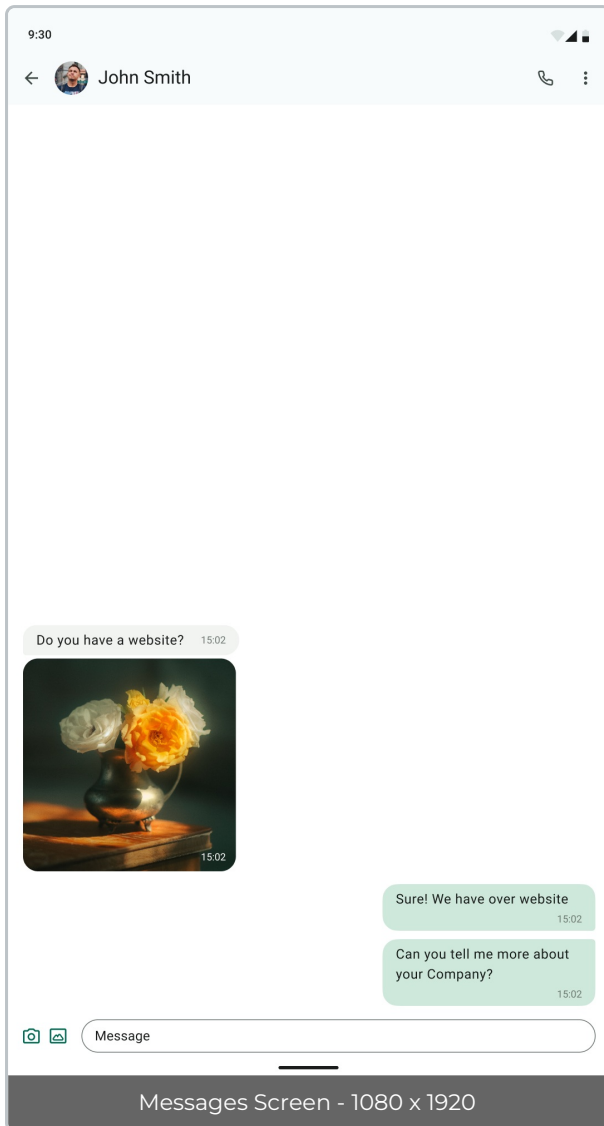
iPad Support for MultiLine

Users may now use MultiLine iOS apps on iPads. The interface is now responsive on screens of 720x1280 and 1080x1920 in portrait mode.

- For iPads without SIM cards, Admins should provision users to use Data Only Onboarding (https://help.moviuscorp.com/help/how-do-i-set-up-data-only-onboarding) .
- At this time, users are only able to activate MultiLine on a phone or tablet device, not both.

9:30

Anthony Fox

(404) 783-2424

1 oo	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

Data call

Recents   Messages 3   Contacts   Keypad   Settings

Keypad screen - 1080 x 1920

Contacts Screen - 1080 x 1920

MOVIUS

9:30

← John Smith

Do you have a website? 15:02

15:02

Sure! We have over website
15:02

Can you tell me more about
your Company?
15:02

Message

Messages Screen - 1080 x 1920
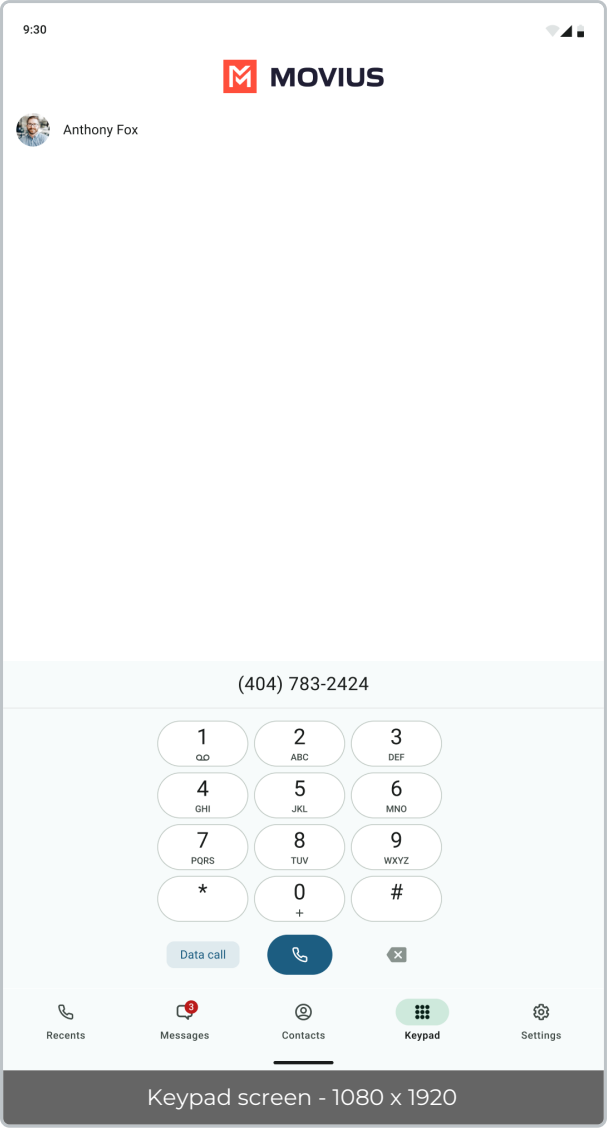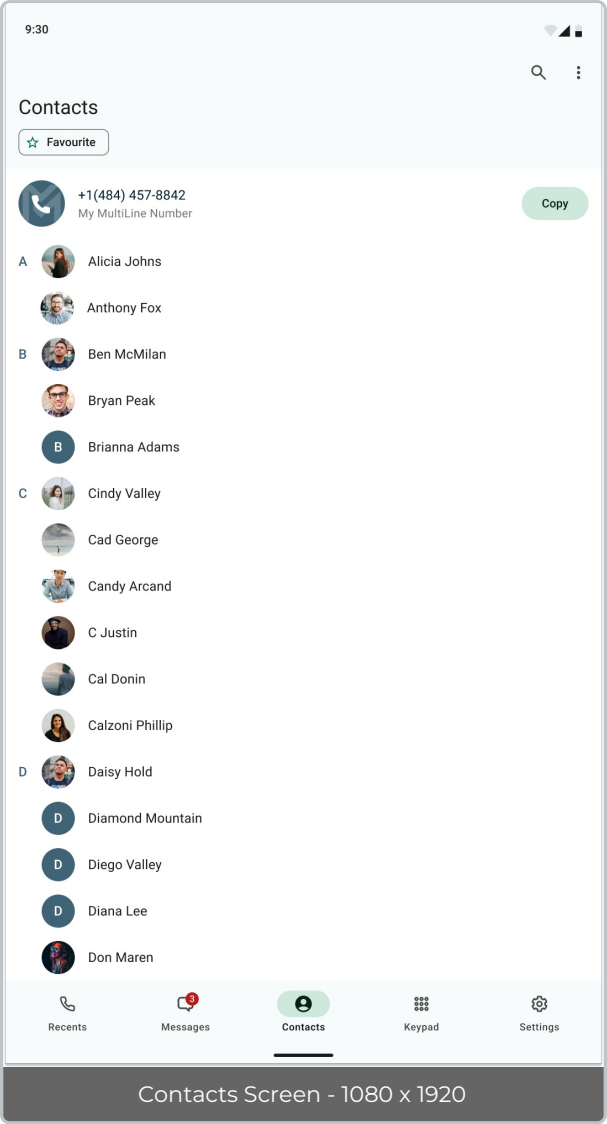
Bug Fixes

Internal stability and performance fixes.

Version History

Date	Description of Change
12/01/2023	Created
01/11/2024	Adjusted date of deployment
01/24/2024	Added Deployment Date
02/12/2024	Added MML iOS Deployment Date
02/26/2024	Removed deployment date for MultiLine for Intune, will post correct date soon
03/14/2024	Added MultiLine for Intune release date
04/3/2024	Updated MultiLine for Intune release date
04/12/2024	Updated content
04/17/2024	Clarified content for MML and MLIntune releases.
05/24/2024	Added iPad Support story

Version 4.01.06 | MultiLine for Intune iOS

MultiLine App v. 4.01.06 Hotfix Release Notes

We update MultiLine applications quarterly with new features and improvements. To stay up to date and make the most of your MultiLine experience, please read on and learn what's new with the MultiLine, MultiLine for Intune, and Movius for BlackBerry apps.

Deployment Schedule

- MultiLine for Intune iOS v. 4.01.06 | March 15, 2024

Bug Fixes

ID	App	Description
CS-233582	MultiLine for Intune	Fixed issue causing lost myid tokens

Version History

Date	Description of Change
03/12/2024	Created

Version 4.01.05 | MultiLine for Intune iOS

MultiLine App v. 4.01.05 Hotfix Release Notes

Hotfixes are quick code corrections to correct for bugs that occur outside our normal release schedule.

Deployment Schedule

- MultiLine for Intune iOS v. 4.01.05 | February 23, 2024

Bug Fixes

ID	App	Description
CS-233443	MultiLine for Intune	Fixes the issue with notifications occasionally displaying "You have multiple events" instead of the actual notification content when there where multiple messages pending to be processed.
-	MultiLine for Intune	Code optimization to minimize the chances of the phone not giving time to the app to generate the token during installation.

Version 4.01.04 | MultiLine for Intune iOS

MultiLine App v. 4.01.04 Hotfix Release Notes

Hotfixes are quick code corrections to correct for bugs that occur outside our normal release schedule.

Deployment Schedule

- MultiLine for Intune iOS v. 4.01.04 | February 2, 2024

Bug Fixes

ID	App	Description
CS-233477	MultiLine for Intune	Duplicate threads on re-onboard / Issue with Group Text formatting
CS-233512	MultiLine for Intune	Duplicated Threads (when using the app)
CS-233513	MultiLine for Intune	Threads disappearing
CS-233511	MultiLine for Intune	Upon opening a new message window a new message from an existing thread would appear
CS-233508	MultiLine for Intune	Incorrect date on synced SMS threads on re-onboard

Version History

Date	Description of Change
02/26/2024	Created

Version 4.01.03 | MultiLine for Intune iOS

MultiLine App v. 4.01.03 Hotfix Release Notes

Hotfixes are quick code corrections to correct for bugs that occur outside our normal release schedule.

Deployment Schedule

- MultiLine for Intune iOS v. 4.01.03 | January 19, 2024

Bug Fixes

ID	App	Description
M2023-7544	MultiLine for Intune	WhatsApp Message compose is not enabled, after WhatsApp Guest confirm OPT_IN

Version History

Date	Description of Change
02/26/2024	Created

Version 4.01.02 | iOS

MultiLine App v. 4.01.02 Hotfix Release Notes

We update MultiLine applications quarterly with new features and improvements. To stay up to date and make the most of your MultiLine experience, please read on and learn what's new with the MultiLine, MultiLine for Intune, and Movius for BlackBerry apps.

Deployment Schedule

- MultiLine for Intune iOS v. 4.01.02 | January 10, 2024
- MultiLine iOS v. 4.01.02 | February 1, 2024

Bug Fixes

ID	App	Description
CS-233427	MultiLine for Intune	Fixed issue causing MultiLine for Intune to crash while using click-to-dial
CS-233023	MultiLine for Intune	Upgrade PhonenumberKit library

Version History

Date	Description of Change
01/10/2024	Created
01/16/2024	Add MultiLine Hotfixes
01/24/2024	Deployment Date iOS pushed to Feb 1
2/26/2024	Removed unnecessary digits from Hotfix version

Version 4.01.01 | iOS

Movius MultiLine App v. 4.01 Release Notes

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We update MultiLine applications quarterly with new features and improvements. To stay up to date and make the most of your MultiLine experience, please read on and learn what's new with the MultiLine, MultiLine for Intune, and Movius for BlackBerry apps.

Version 4.01.01

Production Deployment Schedule

- MultiLine for Intune v. 4.01.01 | iOS | December 16, 2023
- Movius MultiLine v. 4.01.01 | iOS | December 16, 2023

What's New?

Call and Message Log Sync

Previously, users who uninstalled and reinstalled MultiLine had their call history cleared from MultiLine. Now, for up to 150 calls, Call History will be available after reinstallation of the app.

Learn more at Set up Call & Messages Back-Up ↗ (https://help.moviuscorp.com/help/call-and-messages-back-up) ↗.

Label configuration option for Home

The MultiLine application offers a field for categorizing phone numbers. Now, Movius customer service can configure the option for Management Portal admins to set the "Home" contact label to display as "MultiLine" instead. This allows end-users to label a number as a MultiLine number in the app.

Bug Fixes

ID	Description
CS-233261	Fix issue causing inability to delete message thread generated by attempt to WhatsApp message a number that doesn't have WhatsApp enabled
CS-233282	Remove extra space from the first name in a list of group chat participants
CS-233381	Fix issue with SMS thread switching to another SMS thread
CS-233360	Fix issue with app crashing during exchange sync after app reinstall
CS-233316	Fix issue with forced app sync not completing
CS-233306	Fix issue causing user to lose place in contact list after opening contact
CS-233288	Fix issue allowing user to set MultiLine number as new SIM number during update SIM process.

Version History

Date	Description of Change
12/01/2023	Created

Version 4.00.00 - 4.00.01 | iOS Release Notes

Movius iOS App v. 4.00.00 Release Notes

We update MultiLine applications quarterly with new features and improvements. To stay up to date and make the most of your MultiLine experience, please read on and learn what's new with the MultiLine, MultiLine for Intune, and Movius for BlackBerry apps.

Version 4.00.00

Production Deployment Schedule

- MultiLine for Intune v. 4.00.00 | iOS | November 18, 2023
- Movius MultiLine v. 4.00.01 | iOS | December 2, 2023
- Movius for BlackBerry v. 4.00.00 | iOS | TBD

What's New?

User interface and performance updates (iOS)

Several updates to the visual design that make the app experience more productive and intuitive, including:

- Multiple UI updates to provide a consistent experience across all app functionality
- A new voicemail tab allowing direct access to voicemails on the Messages screen
- An updated Settings screen to make it easier to manage your MultiLine experience
- An expanded color palette to help users more easily distinguish message threads, new messages (blue icons), contacts, and settings
- A simpler dialer interface and added colors to the dialer buttons
- The Call Over Data or Minutes toggle on the left of the dialer now changes colors (blue for Data, green for Minutes) based on the user's selection
- A more seamless Minutes calling experience
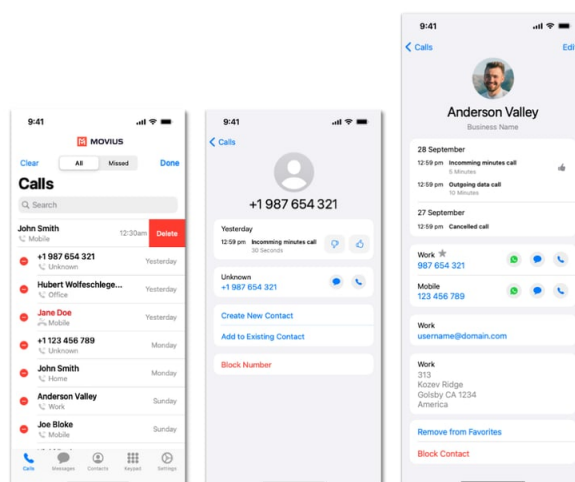
Incoming Calls Refresh

- Larger fonts
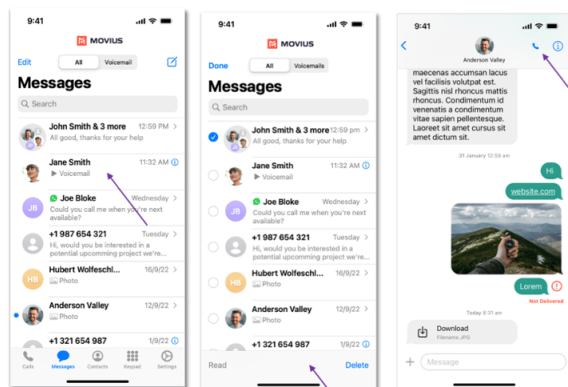- More information on lock screen
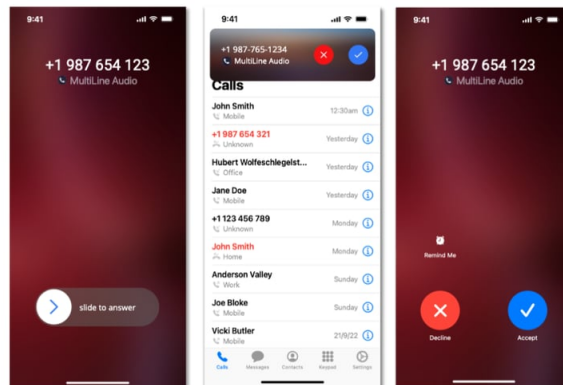
Outgoing Calls Refresh

- Call mode toggle moved to the left
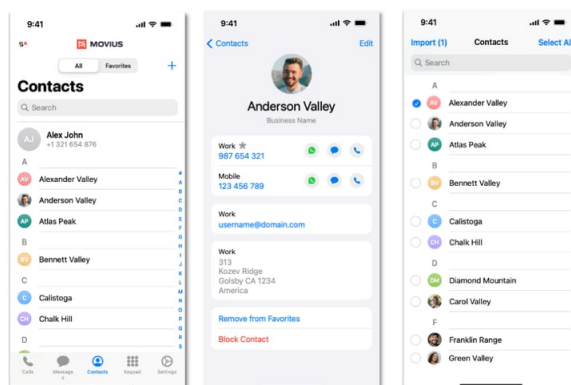- Blue for Data
- Green for Minutes
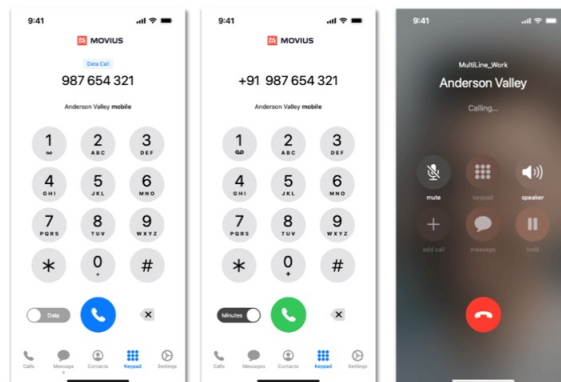
Messages Refresh

- Play voicemail directly from the Messages list
- Improved bulk selection to delete or mark messages as read
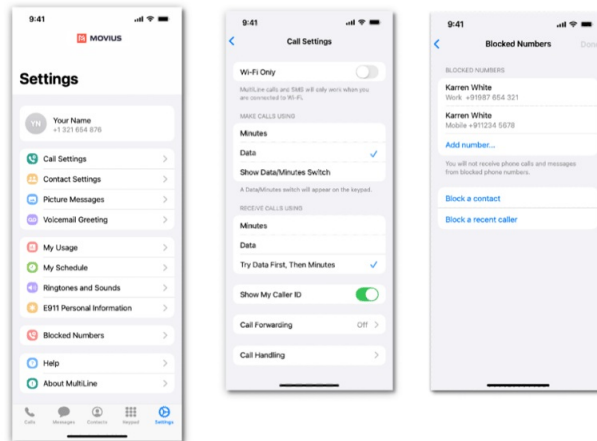- Call directly from the conversation

![MOVIUS]

Contacts Refresh

- Improved appearance of Contacts list and Contact Details Screen

- Improved bulk selection when importing contacts

Settings Refresh

- Improved Settings Menu Organization

- Call Settings now contains Call Forwarding and Call Handling features

- Blocked Numbers gives more options

Pluto Hotfix

Deployment Date: November 26, 2023

Application	Description
Movius for BlackBerry Android	Fixed issue related to the BEMS clusters
MultiLine for Intune	- Fixed issue causing app crashes - Fixed issue when adding and removing a contact from the block list - Fixed issue with message notification - Fixed UI issue for WhatsApp connector
MultiLine for Intune	Fixed issue with left-swipe on messages information screen not fully displaying date and timestamp.

Version History

11/01/2023	Created
11/07/2023	Updated Release Schedule
11/10/2023	Added bug fix to notes
11/15/2023	Removed bug fix table added in error on 11/10 Added more imagery of changes
11/22/2023	Add information about pluto hotfix hotfix
12/01/2023	Added more information about pluto hotfix

Version 3.07.01 | All Apps Release Notes

Movius App 3.07 Release Notes

We update MultiLine applications quarterly with new features and improvements. To stay up to date and make the most of your MultiLine experience, please read on and learn what's new with the MultiLine, MultiLine for Intune, and Movius for BlackBerry apps.

Version 3.07.01

Production Deployment Schedule

MultiLine for Intune v. 3.07.01 | iOS | September 8, 2023

MultiLine for Intune v. 3.07.01 | Android | September 15, 2023

Movius MultiLine v. 3.07.01 | iOS | September 8, 2023

Movius MultiLine v. 3.07.01 | Android | September 15, 2023

Movius for BlackBerry v. 3.07.01 | iOS | September 8, 2023

Movius for BlackBerry v. 3.07.01 | Android | September 15, 2023

What's New?

Data-Only onboarding

Users can activate MultiLine with a data-only connection. Users will be able to message and call using data, calls on minutes will be disabled.

We've redesigned the MultiLine activation process to minimize user input requirements, allowing for a seamless and efficient experience. Users activating with a data-only connection will not need to provide their phone number and will receive their PIN over email.

Admin enablement instructions are available at Set Up Data Only Onboarding 🗗 (https://help.moviuscorp.com/help/how-do-i-set-up-data-only-onboarding) 🗗.

SIM-swap support

When users replace their personal SIM cards they'll no longer need to reactivate the account. For more information see Switching SIM card or phone 🗗 (https://help.moviuscorp.com/help/switching-sim-card-or-phone) 🗗.

ARYA Actions

ARYA will respond to spam reports by blocking the reported number for the user who reported it. For more information see ARYA: Providing Call Quality Feedback Product Document 🗗 (https://help.moviuscorp.com/help/arya-product) 🗗 (Requires customer log in).

ARYA Spam Blocking User Experience
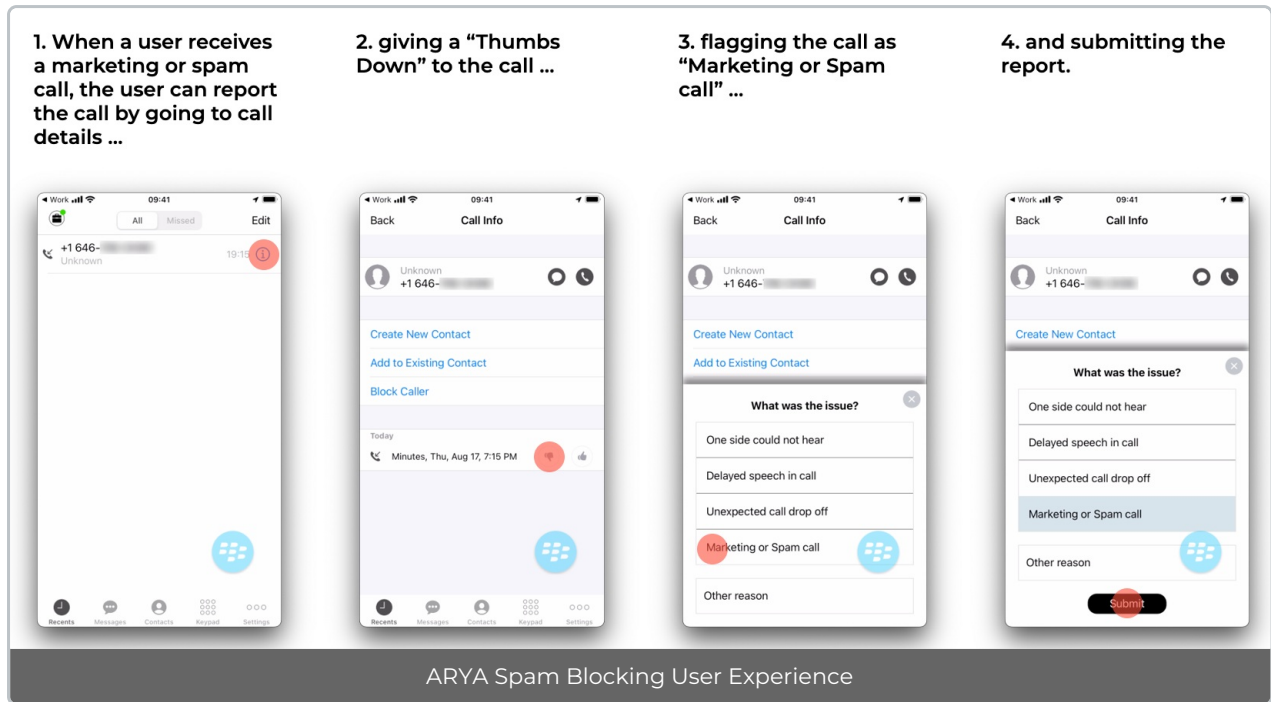
Local CLI display

Telecommunication regulations in Singapore now require mobile devices to display calls from trusted local sources using the local number format. In this release, we support displaying numbers in this format.

MultiLine for Intune iOS SDK 17.6.1

We updated to support Microsoft Intune App SDK for iOS version that is recommended for iOS 17.

Bug Fixes

ID	Version	Description
CS-232938	3.7.1	When only Native Contacts are enabled, it will be set as the default contact source

Version 3.07.02

Production Deployment Schedule

Movius MultiLine v. 3.07.02 | iOS | October 6, 2023

MultiLine for Intune v. 3.07.02 | iOS | October 6 2023

Movius for BlackBerry v. 3.07.02 | iOS | October 6, 2023

What's new?

- Movius for BlackBerry will update to use BlackBerry SDK 12.0.0.57 for iOS 17 compatibility

Bug Fixes

ID	Description
M2023-3732	Fixed an issue impacting message display on iOS 17
CS-233162	Fixed an issue that caused a conversation thread to not refresh when receiving a new message
CS-233167	Fixed an issue impacting WhatsApp Template message delivery

Version 3.7.3

Production Deployment Schedule

Movius MultiLine v. 3.07.03 | iOS | October 20, 2023

MultiLine for Intune v. 3.07.03 | iOS | October 20, 2023

Movius for BlackBerry v. 3.07.03 | iOS | Nov 3, 2023

Bug Fixes

ID	Version	Description
CS-233206	3.07.03	We fixed an issue where regional timestamp or calendar settings caused message threads to crash for Singapore users.
M2023-4982	3.07.03	We fixed a static noise occurring during the ringack tone and call for some data calls.

Version History

Date	Description
05/30/2023	Created
07/20/2023	Edited release cadence, story content, and added Bug Fixes
07/04/2023	Added link to Admin doc for Data Only Onboarding
08/09/2023	Update dates
08/11/2023	Update dates
08/17/2023	Add links to documentation
08/24/2023	Updated release dates for 3.07.01
08/30/2023	Updated dates
09/14/2023	Add Android dates and iOS ADK update
09/26/2023	Add info for 3.07.02 Bug Fix release
09/29/2023	Update date for 3.07.02 Bug Fix Release
10/4/2023	Add Movius for BlackBerry 3.07.02
10/12/2023	Add date for 3.07.03 Release
10/23/2023	Add 2 Bug Fixes to 3.07.03 Updated Release Dates
11/1/2023	Add Movius for BlackBerry hotfix to 3.07.03 Move ui fix to version 4

Version 3.06 | All Apps Release Notes

Movius App 3.06 Release Notes

Read on to learn what's new with MultiLine Apps.

> Movius reserves the right to make updates to the production deployment schedule and release content at any time prior to the release.

Production Deployment Schedule

- March 24, 2023 | MultiLine for Intune v. 3.06.01 (Android)
- March 29, 2023 | MultiLine for Intune v. 3.06.02 (iOS)
- April 21, 2023 | Movius MultiLine v. 3.06.01
- April 23, 2023 | MultiLine for Intune v. 3.06.03 (iOS)
- April 28, 2023 | Movius for BlackBerry v. 3.06.01
- May 12, 2023 | MultiLine for Intune v. 3.06.04 (iOS)
- June 9, 2023 | Movius for BlackBerry v. 3.06.02 (iOS)
- June 9, 2023 | Movius MultiLine v. 3.06.02 (iOS)
- June 9, 2023 | MultiLine for Intune v. 3.06.05 (iOS)
- June 26, 2023 | Movius for BlackBerry v. 3.06.03 (iOS)
- June 29, 2023 | Movius for BlackBerry v. 3.06.04 (iOS)
- June 30, 2023 | MultiLine for Intune v. 3.06.06 (iOS)
- July 7, 2023 | Movius for BlackBerry v. 3.06.02 (Android)

Announcing WeChat and LINE for all applications

WeChat and LINE are now supported as new social messaging channels, in addition to WhatsApp. Please contact your Account Manager to learn more.

What's new with MultiLine for Intune?

Improvements to end-user activation flow

When end-users install MultiLine apps, they must complete the activation process before they begin using them. The new process is far more streamlined, reducing the time and effort required by end-users to activate the app. It will not require scanning a QR code, or entering the username and password credentials. Optionally, at customer request, retrieving an OTP PIN code can be disabled.

WhatsApp icon fix (v. 3.6.2)

The WhatsApp icon was displayed in contact cards for users who did not have WhatsApp enabled. This has been fixed.

Intune iOS SDK Update (v. 3.6.2)

We updated to the Intune iOS SDK (17.2.0) for Multiline for Intune app.

Country code fix (v. 3.6.3)

Some users noticed that an additional country code was being incorrectly prepended when sending a message to an international destination. This has been fixed.

Intune iOS SDK Update (v. 3.6.4)

We updated to the Intune iOS SDK (17.4.0) for Multiline for Intune app.

Performance and reliability enhancements

Movius for BlackBerry iOS v. 3.06.02, Movius MultiLine iOS v. 3.06.02, MultiLine for Intune iOS v. 3.06.05

Movius uses SIP ping requests to detect connectivity status from the MultiLine application to the Movius Platform. We are moving the handling of these SIP pings from the firewall to the Session Border Controller (SBC). We're doing this because the SBC is better able to handle this traffic. There will be no detectable impact for users.

Label configuration option for Home 2

Movius for BlackBerry iOS v. 3.06.03 and Movius for BlackBerry Android v. 3.06.02

The Movius for BlackBerry application offers fields for categorizing phone numbers, such as Home, Home 2, Work, Work 2, Mobile, etc. Now, MultiLine admins can configure the "Home 2" contact label to display as "MultiLine" instead, so that users will more easily be able to identify their contact's MultiLine number.

Bug Fixes

ID	Description
CS-232971	User reported an issue on Movius for BlackBerry using click-to-text from BlackBerry Work. This has been fixed in Movius for BlackBerry iOS v. 3.06.02.
None	MultiLine notifications were not showing the relevant information for calls and messages. This has been fixed in Movius for BlackBerry iOS v. 3.06.04
CS-233004, CS-233006	Some users would see an intermittent Intune authentication error. This has been fixed in MultiLine for Intune iOS v. 3.06.06

Version History

- 4/24 - Updated Production Deployment Schedule
- 6/7 - Added content and bug fix information for June 9
- 6/22 - Added content and bug fix information for June 24
- 6/25 - Changed dates for June 24 release to June 16 and 30
- 6/30 - Changed date for Movius for BlackBerry v. 3.6.2 (Android) and added bug fix information for June 29

Version 3.05 | All Apps Release Notes

Movius MultiLine App 3.05 Release Notes

Read on to learn what's new with MultiLine Apps.

Production Deployment Schedule

- December 9, 2022 | Movius for BlackBerry 3.05.02
- December 16, 2022 | MultiLine v. 3.05.01
- December 16, 2022 | MultiLine for Intune v. 3.05.01

What's new with all MultiLine apps?

Previously, users could only search for contacts using name or phone number. Users may now search for contacts using any saved contact details, for example address, department, or company.

See Searching, Viewing, and Editing Contacts ↗ (https://help.moviuscorp.com/help/searching-viewing-and-editing-contacts) ↗.

What's new with Movius for BlackBerry?

- Picture messaging is now available for Movius for BlackBerry apps.
  - Pictures can be sent from the phone camera or phone gallery.
  - Movius for BlackBerry doesn't store pictures in the phone gallery. To keep pictures secure:
    - For iOS, Movius for BlackBerry uses the BlackBerry File Manager APIs.
    - For Android, Movius for BlackBerry uses App Memory (only accessible to the Movius for BlackBerry app) with file information stored in an encrypted database.
  - Picture messaging can be enabled or disabled in the Movius MMP portal.
- For end user instructions, see Sending Picture Messages ↗ (https://help.moviuscorp.com/help/sending-picture-messages) ↗.
- For admin instructions, see Enable Picture Messaging ↗ (https://help.moviuscorp.com/help/enable-picture-messaging) ↗.
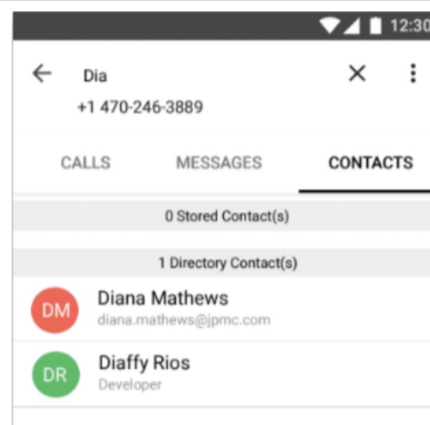
What's new with MultiLine and MultiLine for Intune?

- **Multiple Contacts Folders Sync**
  - Prior to this release, Exchange contacts needed to be in the root folder in order to sync with MultiLine. Now, MultiLine will be able to sync with contacts in the direct sub-folders.
  - Whether the contacts are in the root folder or sub-folder, they will appear in the same flat Contacts list in the MultiLine or MultiLine for Intune apps.
- **Contacts Search Improvements**
  - Currently, when a user searches their contacts list only the first name and last name of a contact display. This could cause confusion if there are two members in a Contacts list with the same or similar name. Now, more details will display including:
    - Email Address
    - Job Title
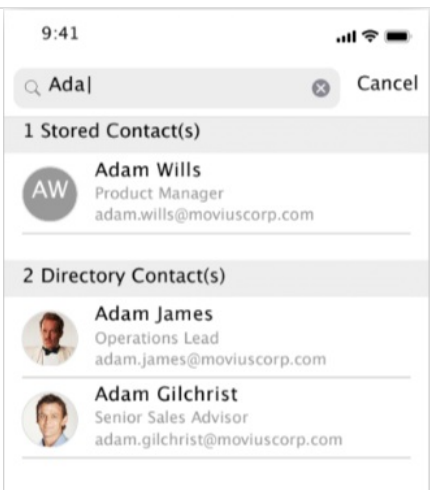
iOS	
Android	

Note: This functionality was introduced to **Movius for BlackBerry users in v. 3.04.02** [↗]
(https://help.moviuscorp.com/help/release-notes-app-34) [↗]

Version 3.04 | All Apps Release Notes

Movius App 3.04 Release Notes

Read on to learn what's new with MultiLine Apps.

Production Deployment Schedule

- October 28, 2022 | Movius for BlackBerry v. 3.04.02
- November 11, 2022 | Movius MultiLine v. 3.04.01
- November 7, 2022 | MultiLine for Intune v. 3.04.01
- December 19, 2022 | Movius MultiLine v. 3.04.02
- December 19, 2022 | MultiLine for Intune v. 3.04.02

What's new with all MultiLine Apps?

ARYA Customer Feedback - New Options

If an organization chooses to enable ARYA Customer Feedback, their users are prompted after

calls to provide feedback (See [Arya: Providing Call Quality Feedback Product Document](https://help.moviuscorp.com/help/arya-product) [↗]). The feedback is ingested by an AI-powered tool that identifies potential issues that will improve call performance.

In this release, we've added more options for users to select from to describe problems with a call, including an "Other" option that allows the user to enter their own reason if none of the provided options apply.

Movius provides a set of default options (Call Dropped, Could not hear the other party, Call/Speech Delay, Spam Call, Other) and can configure custom options for customers by request.
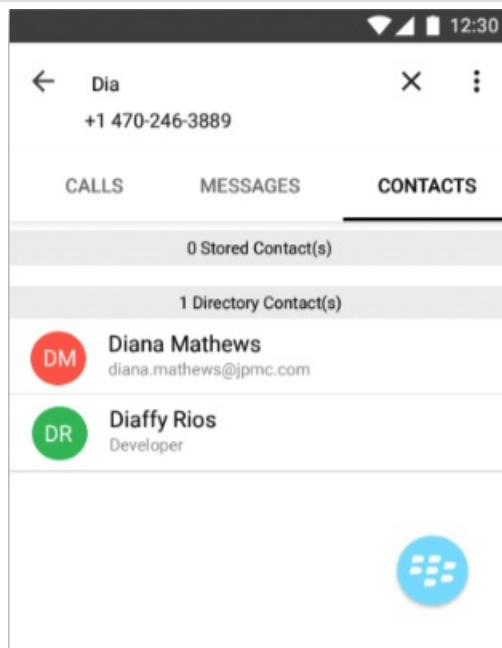
Contacts Search Enhancement

Currently, when a user searches their contacts list only the first name and last name of a contact display. This could cause confusion if there are two members in a Contacts list with the same or similar name. Now, more details will display including:

- Email Address
- Job Title

|	
iOS	
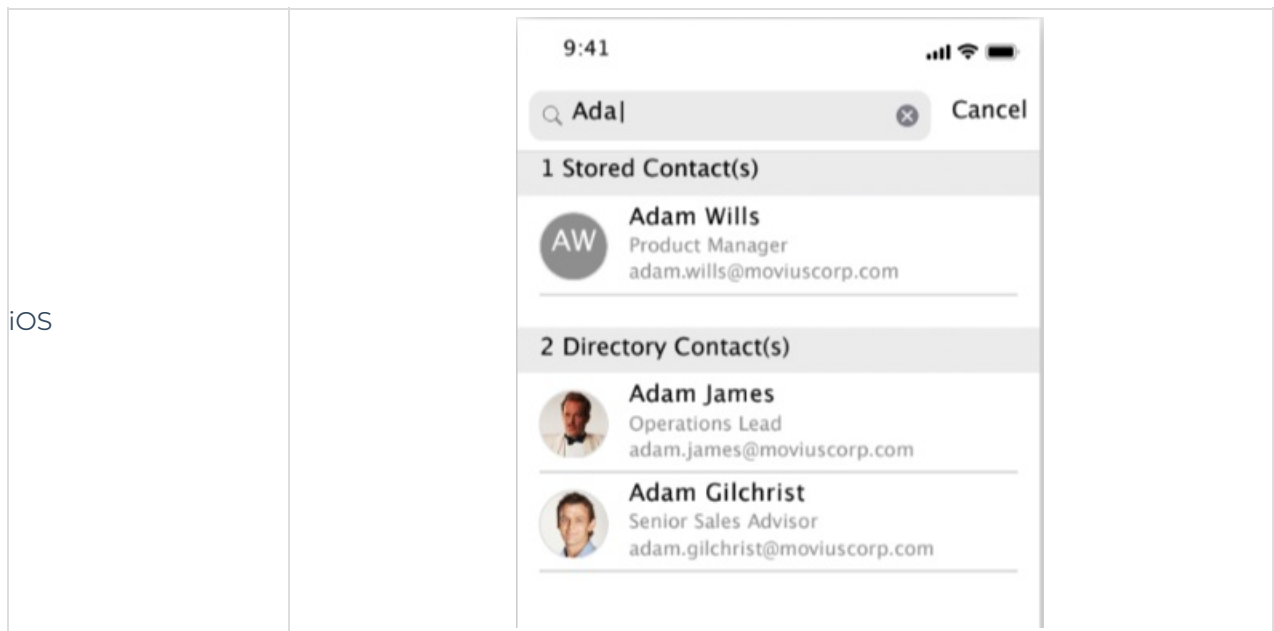
Android	

What's new with Movius for BlackBerry?

- **BlackBerry Contacts Sync Enhancement (v. 3.04.20)** - Using new functionality from the BlackBerry BEMS 3.4.3.3 API release, Movius or BlackBerry will now be able to sync contacts from any Contact folder.

What's new with Movius MultiLine?

- **Automatic Timezone Detection (v. 3.04.01)** - When using Manage Availability to set Business Hours, the interface will now automatically detect if the user has changed time-zones.
  - It will prompt user with "You have moved to a new timezone, do you want to update your device to the new timezone" with 'Yes' and 'No' options".
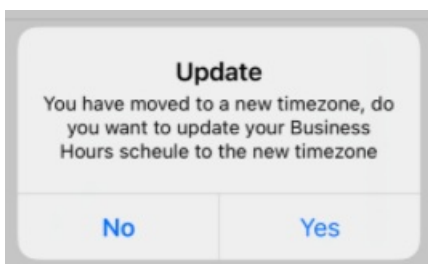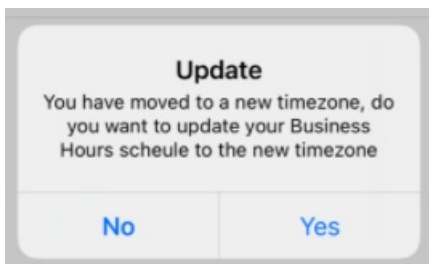

- **WhatsApp Picture Messaging Support (v. 3.04.02)** - WhatsApp Messaging Channel will support picture messaging.
- **WhatsApp Multiple Group Messaging Support (v. 3.04.02)** - WhatsApp Messaging Channel will support multiple group messaging threads.

What's new with MultiLine for Intune?

- **Automatic Timezone Detection (v. 3.04.01)** - When using Manage Availability to set Business Hours, the interface will now automatically detect if the user has changed time-zones.
  - It will prompt user with "You have moved to a new timezone, do you want to update

your device to the new timezone" with 'Yes' and 'No' options".

- **WhatsApp Picture Messaging Support (v. 3.04.02)** - WhatsApp Messaging Channel will support picture messaging.
- **WhatsApp Multiple Group Messaging Support (v. 3.04.02)** - WhatsApp Messaging Channel will support multiple group messaging threads.

Version 3.03 | All Apps Release Notes

Movius MultiLine August 2022 Release Notes

Read on to learn what's new with MultiLine Apps, the Management Portal, and API.

Prior to scheduled release dates, dates and content of these Release Notes are subject to change.

App Update Schedule

App	Scheduled Release Date	Version
Movius MultiLine	16-Jul-22	3.03.01
Movius for BlackBerry	17-Jun-22	3.02.01
MultiLine for Intune	16-Jul-22	3.03.01
Movius for BlackBerry	12-Aug-22	3.03.01

What's new with Movius MultiLine

Below change planned for Movius MultiLine v3.03.01

- WhatsApp Group Messaging
  - Prior to this release, only 1:1 messaging was available. With version [version number], MultiLine users can have a group message with multiple MultiLine user participants. Learn more at [Sending and Replying to WhatsApp Messages](https://moviuscorp.knowledgeowl.com/help/sending-and-replying-to-whatsapp-messages).

What's new with all apps

Below change planned for all apps v3.03.01

- Contacts list screen: Users of Exchange Contacts can now tap and drag down on their list of contacts to initiate Contact Sync.

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Below changes planned for Movius for BlackBerry v3.02.01, Movius MultiLine v3.03.01, T-Mobile MultiLine v3.03.01, and MultiLine for Intune v3.03.01

- Recents & Messages tab (IOS ONLY)
    - Search bar will only display when the user begins scrolling.
- Contacts tab
    - Removed Briefcase icon.
    - Renamed 'My Number' to "My Movius Number".
- Dialpad
    - Added down arrow to Country Code menu, tap to list the countries.
    - Added label for "Call over Minutes/Data".
    - Enhanced "Add Number" interaction.
- Settings tab
    - Removed sub header 'My MultiLine number'.
    - Removed Briefcase icon.
    - Renamed 'Work' to 'My Movius Number'.
    - Removed 'Personalize Number' menu item.
- Call Settings
    - Removed word 'MultiLine' on description text of "Wi-Fi Only" option.
- Manage Availability
    - Show description text only for the selected option.
    - Removed "Set" button for Business hours. The setting will now automatically save when the user taps on 'Back' to leave the screen.
- Removed Data/Minutes tab from Recent Calls. Data/Minutes mode switching is now only available from Dialer.
- Disabled settings will now be hidden. Previously, disabled settings would still appear in the app and be greyed out to indicate they were disabled.

Below change planned for Movius for BlackBerry v3.03.01.

- Manage Availability
    - Show description text only for the selected option.

![MOVIUS]

- Removed "Set" button for Business hours. The setting will now automatically save when the user taps on 'Back' to leave the screen.

- Now can automatically detect when user changes time-zones; prompts user with "You have moved to a new timezone, do you want to update your device to the new timezone" with 'Yes' and 'No' options".
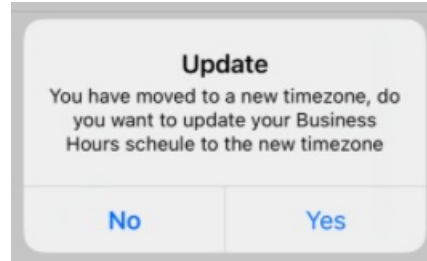
- ARYA User Interface Update: new menu options have been added to the call quality feedback menu prompt displayed to users.

ARYA call quality feedback menu prompt
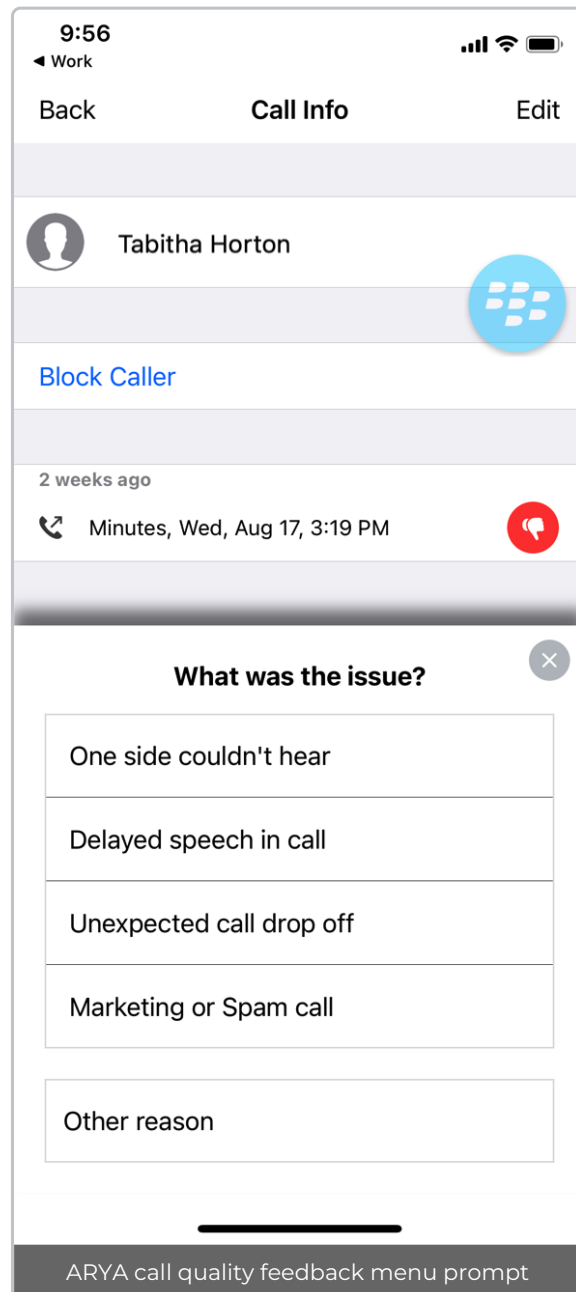
MOVIUS

Revision History

Date	Revision	Description
06/30/2022	rev.1	Originally published
08/22/2022	rev.2	Release date corrections
09/06/2022	rev.3	Added missed BlackBerry 3.03.01 Only stories

Version 3.01 | All Apps Release Notes

Movius MultiLine App v. 3.01 Release Notes

Read on to learn what's new with MultiLine Apps and the Management Portal. Happy Holidays and a Happy New Year from Movius!

App Update Schedule

Updated apps become available in the App and Play Store after their review process.

- January 10, 2022 | iOS Movius MultiLine v. 3.01
- January 31, 2022 | Android Movius MultiLine v. 3.01
- January 25, 2022 | iOS Movius for BlackBerry v. 3.01
- January 31, 2022 | Android Movius for BlackBerry v. 3.01

What's new?

- **Arya – Movius AI driven Call Quality Feedback Collection Process**
  - MultiLine users are now able to rate the quality of their calls by giving a thumbs up or thumbs down.
  - User feedback will be used by Movius to identify opportunities to further improve the service using our analytics and AI technology.
  - This feedback method will eliminate the need for help tickets and manual sending of logs when users experience poor call quality.
  - Admins will receive a daily report by email detailing the data collected. If tickets are opened related to user feedback, progress on these will be tracked in the daily report.
    - The report includes data such as the quantity of data and minutes calls that were rated poorly, the phone models and carriers used by end users, as well as many other useful statistics.
    - For "thumbs down" reports Movius will create trouble tickets and communicate the RCA for the call failure in the case. Additionally for admins that have secure FTP servers, a CSV report can be uploaded which will allow the admin to consume and display the data the way they want to.
    - Learn more 🔗 (https://moviuscorp.knowledgeowl.com/help/provide-call-quality-feedback) 🔗.
- PIN User experience update:
  - During activation of MultiLine apps, users now have the option to receive the PIN by IVR callback. This ensures that in the case the user is unable to get their PIN by SMS message, the user can complete activation by receiving the PIN by phone call.

The user can receive PIN by phone by clicking "Get PIN via call".
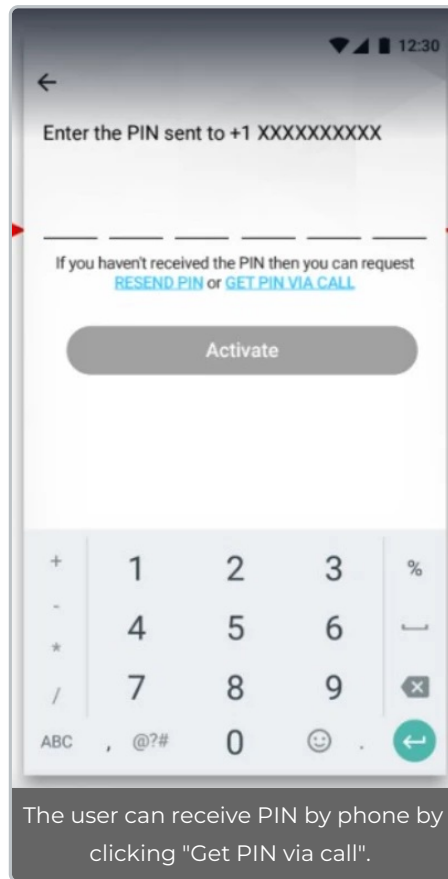
Updates and Issue Fixes

Platform	Released in version	Problem Fixed
All apps	3.1.1	You can now remove Do Not Disturb setting when call forwarding is disabled (M2021-4117)
All apps	3.1.1	Resolved Account not Active error (CS-231813)
All apps	3.1.1	Resolved duplicate Exchange Contacts error (CS-231903)
All iOS apps	3.1.1	Code refactor