

Set Sequential or Simultaneous Dial

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MultiLine/MultiLine for Intune

Read on to learn about using MultiLine's Call Handling Settings. You can set multiple numbers to receive incoming calls sequentially.

Overview

You can use Call Handling in the MultiLine Settings menu to

- Set Simultaneous or Sequential Dial
- Set Call Forwarding
- Set a Business Hours Schedule
- Turn on Do Not Disturb

Before you start

- You need to be connected to the Internet to change your Call Handling settings.
- An organization can choose to turn this feature off. If so, you won't see Call Handling in the Settings menu.
- If you're using the Microsoft Teams integration, Sequential Ring will not work.

Set Simultaneous or Sequential Dial

Use the Call Handling setting to designate multiple numbers for receiving incoming calls all at once (simultaneous), or one at a time in order (sequentially).

- 1. Select Call Settings.
- 2. Select Call Handling.
- 3. Choose your desired **Call Handling** setting.
 - **Sequential Ring**: Rings the primary MultiLine application and then ring each number one after the other listed in the Add Number list.
 - **Simultaneous Ring**: Simultaneously rings all telephone numbers listed in the Add Number list, including your MultiLine number. The first phone to pick up receives the call.



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🕻 Back	Call Handling	
Simultaneous	Ring	
Have incoming multiple phone	calls automatically ring numbers at the same tim	le.
Sequential Rir	ıg	
Have incoming numbers in a se prevent missing	calls ring multiple phone equence you define to g important calls.	
Numbers		
Melanie Allen +1 555555555		
Sam Rood +1 555555555		
Azade Vatanp +1 555555555	oour	
+ Add Num	ber	

- 4. Tap Add Number to add numbers to the Add Number List.
 - This is the list of numbers that is used by Sequential or Simultaneous ring. The maximum is 10 numbers.

When you leave the menu your settings will automatically apply.

- If you have Do Not Disturb or Business Hours settings applied, these rules apply first and your calls will go to voicemail instead of going to the numbers in the Call Handling list.
- The call will show as a "Missed Call" for any parties that did not pick the call.

BlackBerry

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Set Simultaneous or Sequential Dial

Use the Call Handling setting to designate multiple numbers for receiving incoming calls all at once (simultaneous), or one at a time in order (sequentially).

- 1. Select Settings from the bottom menu.
- 2. Tap Call Handling.



- 3. Choose your desired **Call Handling** setting.
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Set Call Forwarding

Use Call Forwarding to send calls to your MultiLine number to the specified number. Your MultiLine phone will not ring or receive the call when Call Forwarding is set.

- 1. Select Settings from the bottom menu.
- 2. Go to **Settings** and select **My Schedule**.



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JB Jackie Brown +1 321 654 876				
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my Usage				
My Schedule				

- 3. Tap on **Call Forwarding** to enable it.
- 4. Enter the forwarding phone number

←	Manage Availability
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C Ri	Forwarding Phone Number
B	9626012323
L	CANCEL SAVE

5. Tap **Save**. If successful, you'll see the number you set on the screen.





The forward function WILL NOT work if you enter your primary device's number as the call forwarding number.

Set Business Hours

Use **Business Hours** to set which hours you would like your phone to ring. Outside of those hours, calls will go to voicemail.

- 1. Select Settings from the bottom menu.
- 2. Go to Settings and select My Schedule.





- 3. Tap on **Business Hours** to enable it. Tap again to disable it.
- 4. Use the sliders to set the hours you're available on your MultiLine number. Any incoming calls that are received outside those set hours will automatically be forwarded to your MultiLine voicemail.

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¢	Call Forwarding Ring my phone	
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Mor	10:15	19:00
Wee	03:55	14:30
Thu	05:50 rsday	17:30
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Satu	23:59	23:59

If you are using the **Call Handling** feature to set a list of numbers to simultaneously or sequentially dial, the **Do Not Disturb** or **Business Hours** settings apply first and the calls will go to your voicemail and not ring the numbers on your **Call Handling** lists.

Set Do Not Disturb

When **Do Not Disturb** is enabled, all the calls will be sent directly to your MultiLine voicemail.

- 1. Select Settings from the bottom menu.
- 2. Go to Settings and select My Schedule.



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JB Jackie Brown +1 321 654 876				
Call Settings				
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Picture Messages				
Voicemail Greeting				
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3. Tap on **Do Not Disturb** to enable it. A checkmark will appear and the message will show that MultiLine will send all calls to voicemail. Tap again to disable it. The checkmark will disappear and the message will show that MultiLine will ring your phone.

← Manage Availability

Do Not Disturb Send all calls to voicemail

Call Forwarding Ring my phone

Business Hours Schedule is not active

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