

Product Document - iPad

Last Modified on 10/17/2024 2:41 pm EDT

Read on for a brief overview of the MultiLine experience for iPad.

Introduction

The MultiLine application is a cloud-based communication solution that provides a secure and dedicated business number. This application can run on mobile phones or iPads. The experience for iPads is similar to the mobile phone with the same screens and elements that are resized to fit on the larger screen.

Features and Limitations

Platform Compatibility:

- iPads running OS 14 or newer

Responsive Design:

- Responsive user interface that adjusts seamlessly to any size screen
- Portrait mode only; landscape mode and multi-panel support is in development
- No support for external keyboards; support for external keyboards is in development

User Authentication and Authorization:

- Currently, MultiLine number can only deploy on tablet or mobile and not both.

Messaging Features:

- Real-time chat functionality with text, social message, and image sharing.
- Group chats
- Push notifications for new messages across the devices.

Calling Features:

- Supports calls over data or Wi-Fi
- For tablets with SIM, will support Minutes calling.

Offline Support for Tablets:

- Offline message caching and synchronization when the user comes online.
- Allows users to access recent messages and history without an internet connection.

Multimedia Handling:

- Supports sending and receiving images including jpegs and pngs

Security and privacy:

- End-to-end encryption for messages and calls to ensure user privacy.
- Compliance with data protection regulations and standards.

User Profile and Settings:

- Allow users to set profile pictures, update status, and manage account settings.
- Provide options for customization, such as themes and notification preferences.

Search and Filter:

- Implement a robust search functionality for finding contacts, messages, and call logs quickly.
- Filters for sorting conversations and contacts.

Feedback and Reporting:

- Includes a feedback mechanism for users to report issues or suggest improvements.

Enabling Users

Enabling tablet users is similar to enabling MultiLine user with mobile applications. Admins send out invitations with the information necessary to activate MultiLine, and users go through a quick process that associates their MultiLine number with the device. The primary distinction is that most tablet users will not have SIM connectivity, so during setup, the admin will need to set up the user for Data Only Onboarding.

Read on to learn how to enable Data Only Onboarding for a set of users.

Overview

An organization may have a group of users that do not have access to a cellular network. Commonly, this applies to iPad and Android tablet users. Data Only Onboarding is a method of user activation that allows these users to activate and use MultiLine entirely using a WiFi or Data network. Users will only have the ability to call over data and not the cellular network.

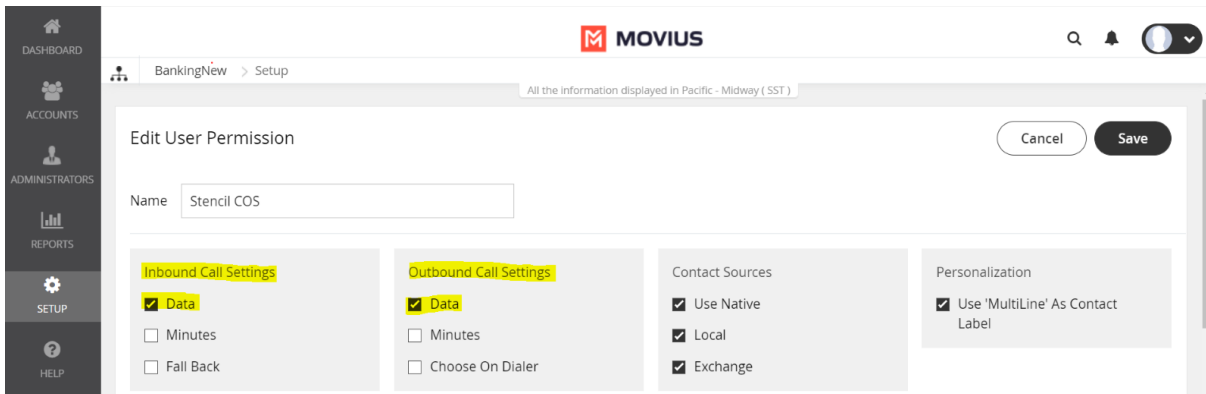
Before you start

- An admin must have "Setup" Privilege in their Role in the organization to do these instructions. See [What Admin Privileges are in Management Portal?](https://help.moviuscorp.com/help/what-admin-roles-mmp)  (<https://help.moviuscorp.com/help/what-admin-roles-mmp>) 

Enable Data Only onboarding

To enable Data Only Onboarding, you'll need to set user permissions. For more details see [Create user permissions](https://help.moviuscorp.com/help/set-user-permissions)  (<https://help.moviuscorp.com/help/set-user-permissions>) .

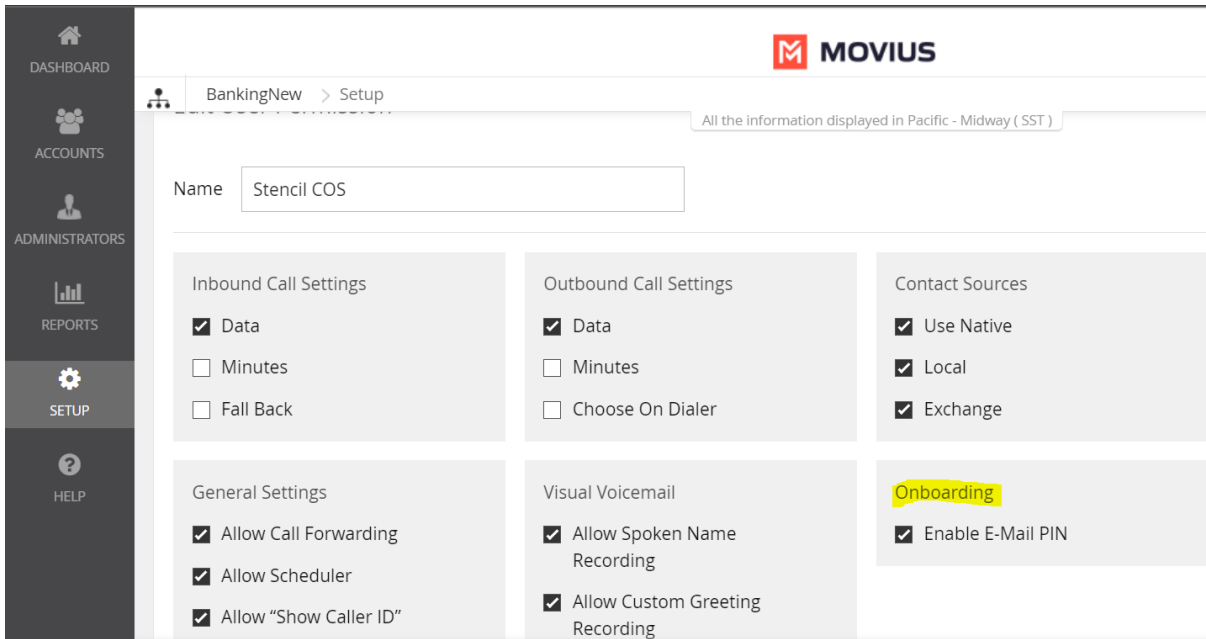
1. Go to **Setup** then **User Permissions**.
2. Edit or create a new user permission.
3. Select **only Data** for **Inbound Call Settings** and **Outbound Call Settings**. Deselect **Minutes** and **Fallback**.



The screenshot shows the 'Edit User Permission' page for a user named 'Stencil COS'. The interface includes a sidebar with navigation options: DASHBOARD, ACCOUNTS, ADMINISTRATORS, REPORTS, SETUP (highlighted), and HELP. The main content area has a 'Name' field containing 'Stencil COS' and 'Cancel' and 'Save' buttons. Below are several settings panels:

- Inbound Call Settings:** Data, Minutes, Fall Back
- Outbound Call Settings:** Data, Minutes, Choose On Dialer
- Contact Sources:** Use Native, Local, Exchange
- Personalization:** Use 'MultiLine' As Contact Label

4. For MultiLine users, make sure **Enable E-Mail PIN** is selected in the **Onboarding** section. For MultiLine for Intune users, this can be left unselected.



This screenshot shows the same 'Edit User Permission' page for 'Stencil COS', but with the 'Onboarding' section highlighted. The settings are as follows:

- Inbound Call Settings:** Data, Minutes, Fall Back
- Outbound Call Settings:** Data, Minutes, Choose On Dialer
- Contact Sources:** Use Native, Local, Exchange
- General Settings:** Allow Call Forwarding, Allow Scheduler, Allow "Show Caller ID"
- Visual Voicemail:** Allow Spoken Name Recording, Allow Custom Greeting Recording
- Onboarding:** Enable E-Mail PIN

User Experience

Activation

If you are using a tablet or iphone that does not have cellular connectivity, these instructions are for you.

Everything you need to get started will be sent to you in a MultiLine invitation. You can use it to start the activation process.

Step 1: Get your invitation

- Expect an invitation to be sent to your work email. *Please don't reply to this email, as it is auto-*

generated.

- Your invitation will contain a **Download and Activate** button, a **QR code**, and credentials for activating MultiLine manually.

Sample Email below:


Hi Melanie Allen,
Welcome to Multiline!

Mobile App:

- On your iPhone or Android, tap the button below:

Download and Activate

- On your computer, use your phone's camera or QR reading app to scan the QR code below:



- To manually activate, [click this link](#) to download the app and enter the credentials below during onboarding:
Company Id : AQUT [REDACTED]
UserName : Melanie.Allen@moviuscorp.com
Password : [REDACTED]

Desktop App:

- To access **MultiLine Desktop**, [click this link](#) and enter the username and password mentioned above during onboarding.
Please note that you'll be requested to create a password when signing in to MultiLine Desktop for the first time.

If you ever need to delete and reinstall the mobile app, you'll need this Password from the invitation to activate it. If you lose your invitation, request a new one from your IT administrator.

You receive MultiLine invitations from your IT organization, not Movius. Movius cannot send you invitations.

You have multiple options for activating MultiLine on your mobile device:

- **If you are opening your email on your phone** , tap the **Download and Activate** button.
 - It will check if the MultiLine app is installed on your phone and begin installation if not. The activation process will begin immediately.

- On your iPhone or Android, tap the button below:

Download and Activate

Example Download and Activate button in invitation

- **If you are opening your email on your desktop or tablet**, take out your phone camera and tap the **QR code**. **Note: Not available for MultiLine for Intune.**
 - It will check if the MultiLine app is installed on your phone and begin installation if not. The activation process will begin immediately.
 - If you've already downloaded MultiLine, you can also scan the QR code using MultiLine by opening the app and granting the Camera permission.

- On your computer, use your phone's camera or QR reading app to scan the QR code below:

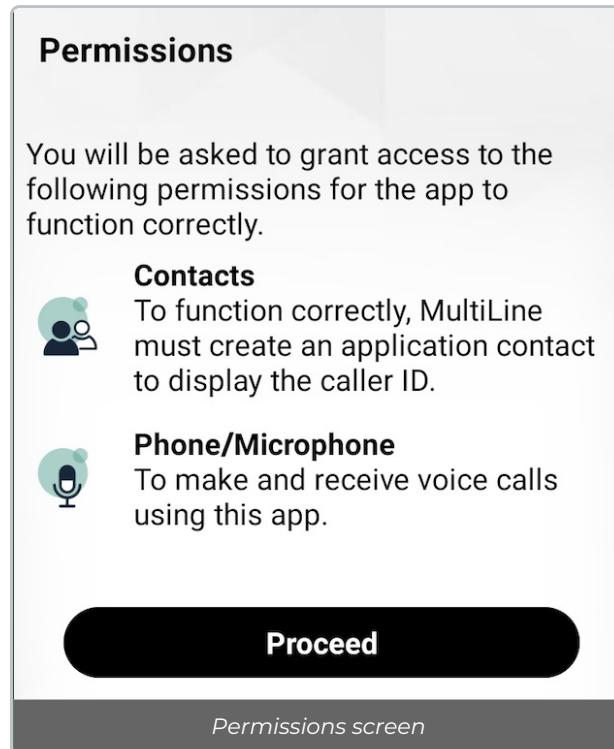


- If necessary, you can also activate manually by entering the details from your invitation. Click the **Activate Manually** link from the invitation or the first screen.

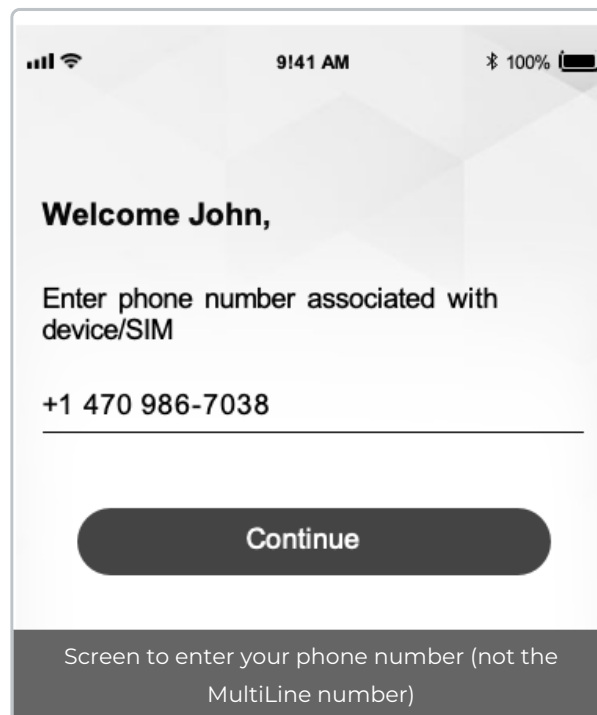
- To manually activate, click this [link](#) to download the app and enter the credentials below during onboarding:
Company Id : **AQUT**
UserName : Melanie.Allen@moviuscorp.com
Password :

Step 2: Complete activation

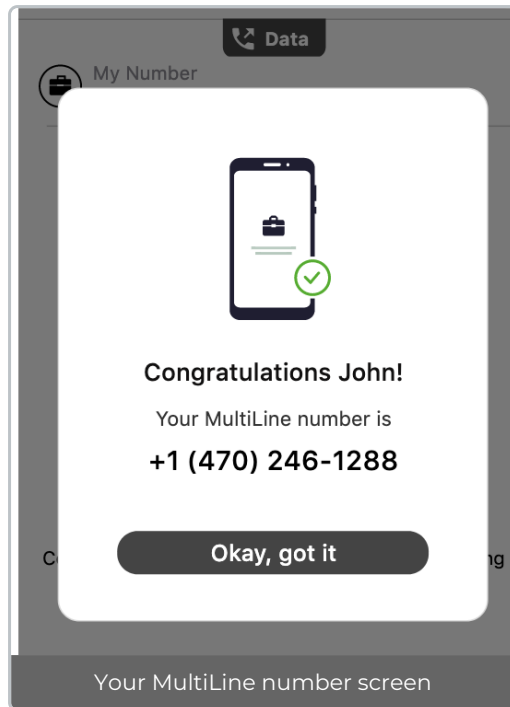
1. Read about the permissions required for the app, then tap **Proceed**. *Note: MultiLine does not upload, store, transmit, or sell your Contacts information.*



2. Confirm in the next prompts (sent from your phone) that you will allow the permissions.
3. Some users will be prompted to have a one-time PIN will be sent to your mobile device. If so, enter the number of your personal SIM (your non-MultiLine number).



Your MultiLine number will display. Tap **Okay, got it** to continue.



That's it!

Calling

Users can see their call history on the Recents screen. Selecting the info icons will show more information about the call and possible user actions such as calling, messaging, and more.

Calls

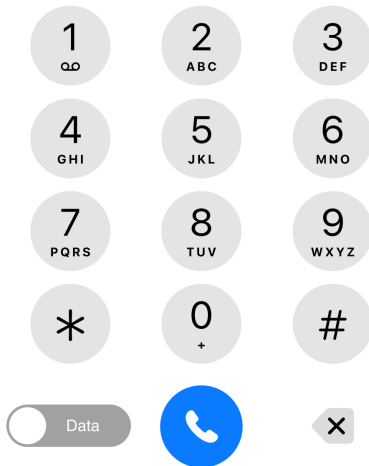
Search	
John Smith Mobile	12:30 AM ⓘ
+1987 654 321 Unknown	Yesterday ⓘ
Hubert Wolfeschlegelst Office	Yesterday ⓘ
Jane Doe Mobile	Yesterday ⓘ
+1123 456 789 Unknown	Monday ⓘ
John Smith Home	Monday ⓘ
Anderson Valley Work	Sunday ⓘ
Vicki Butler Mobile	21/9/22 ⓘ
John Smith Mobile	12:30 AM ⓘ
+1987 654 321 Unknown	Yesterday ⓘ
Hubert Wolfeschlegelst Office	Yesterday ⓘ
Jane Doe Mobile	Yesterday ⓘ
+1123 456 789 Unknown	Monday ⓘ
John Smith Home	Monday ⓘ
Anderson Valley Work	Sunday ⓘ
Vicki Butler Mobile	21/9/22 ⓘ
+1123 456 789 Unknown	Monday ⓘ
John Smith Home	Monday ⓘ
Anderson Valley Work	Sunday ⓘ
Vicki Butler Mobile	21/9/22 ⓘ

Users can dial a number from the Keypad screen. As they enter the number, matching contacts will appear. For iPads without a SIM, calling will require access to Wi-Fi or data plan.

Data Call

987 654 321

Anderson Valley mobile



Calls

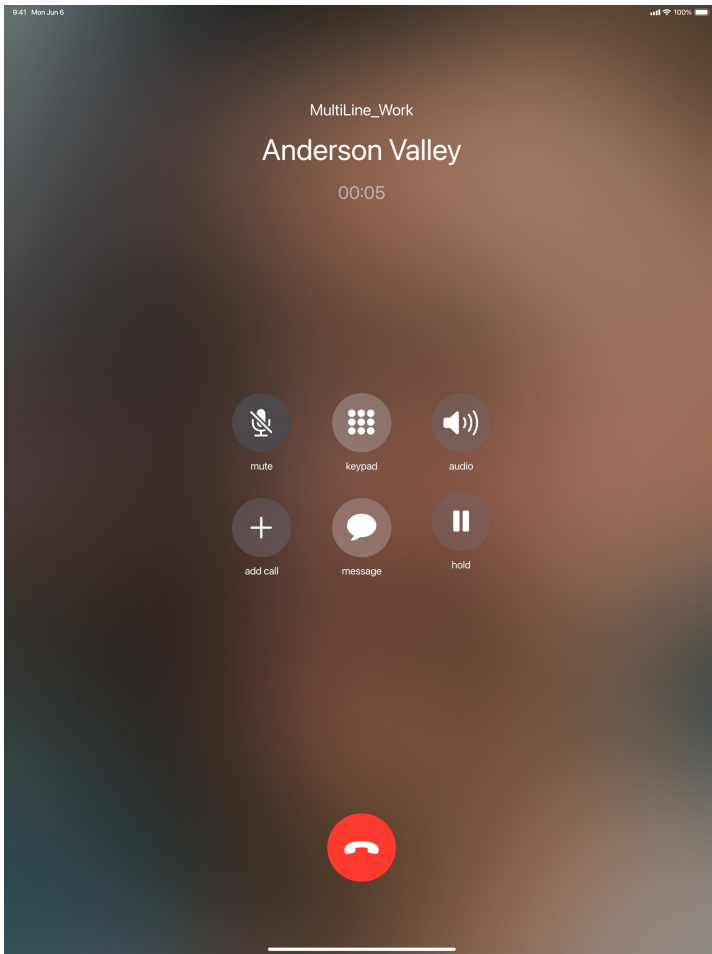
Messages

Contacts

Keypad

Settings


While in call, users can access the keypad, set up a 3-way call, message, turn on speaker phone, mute, hold the call, and hang-up.





Messaging



Users can send new messages, view and search their messaging threads, and perform bulk actions on the Messages screen. The unified inbox shows all SMS and social messages.



Messages


- Q Search
-
-  **Joe Bloke** Wednesday >
Yes, I've made some adjustments. I'll share the updated timeline with you later today.


 -  **+1 (987) 6543-321** Tuesday >
Hi, would you be interested in a potential upcoming project

 -  **John Smith & 3 more** 9/13/22 >
All good, thanks for your help

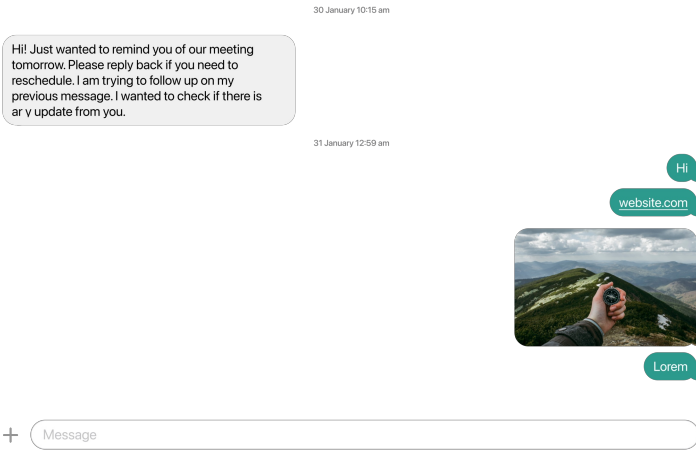
 -  **Anderson Valley** 8/9/22 >
 Photo

 -  **+1 (321) 6541-987** 8/5/22 >
 Voicemail

 -  **Dave Snow** 8/3/22 >
Any updates?

 -  **Bob** 7/2/22 >
Hi, would you be interested in a potential upcoming project we're...

Selecting a thread will show the conversation and allow reading and replying.



Contacts

Users can manage their Contact list on the Contacts screen. They can create a Contact list from scratch or they can sync with Exchange Contacts or the Contacts on their phone.

Contacts

- CV** Chalk Valley
+1 (470) 654-8976
- A
- AV** Alexander Valley
- AV** Anderson Valley
- AP** Atlas Peak
- B
- BV** Bennett Valley
- C
- C** Calistoga
- CH** Chalk Hill
- CS** Chris Smith
- CJ** Catherine Johnson
- CM** Carlos Martinez
- CL** Cindy Lee
- D
- DM** Diamond Mountain
- DJ** Danielle Johnson
- DM** Derek Martinez
- DM** Diamond Mountain
- DL** Diana Lee
- DB** Dylan Brown


- A
- B
- C
- D
- E
- F
- G
- H
- I
- J
- K
- L
- M
- N
- O
- P
- Q
- R
- S
- T
- U
- V
- W
- X
- Y
- Z


Settings


Users have access to many of the same Settings as mobile users. They can set up Contact Sync, manage availability, set up their voicemail, and more. For iPads without SIM, Minutes calling mode options will be disabled.


Settings


CV Chalk Valley
+1 (470) 654-89


 Call Settings >


 Contact Settings >


 Picture Messages >


 Voicemail Greeting >


 My Usage >


 My Schedule >

 Ringtones and Sounds >

 E911 Personal Information >

 Blocked Numbers >

 Help >

 About Multiline >

Calls Messages Contacts Keypad Settings