MOVIUS

Product Document - iPad

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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:

- **Devices:** Any iPads with 10-inch screen size or larger and any iPhone that supports the OSs described below
- **OS:** iPadOS 16 or newer, iOS 16 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 gifs

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.
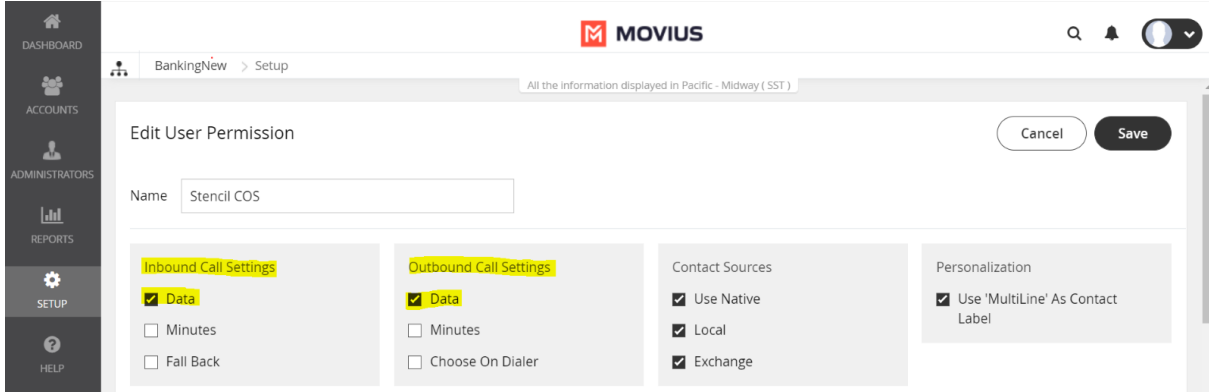
Before you start

- 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)* [].
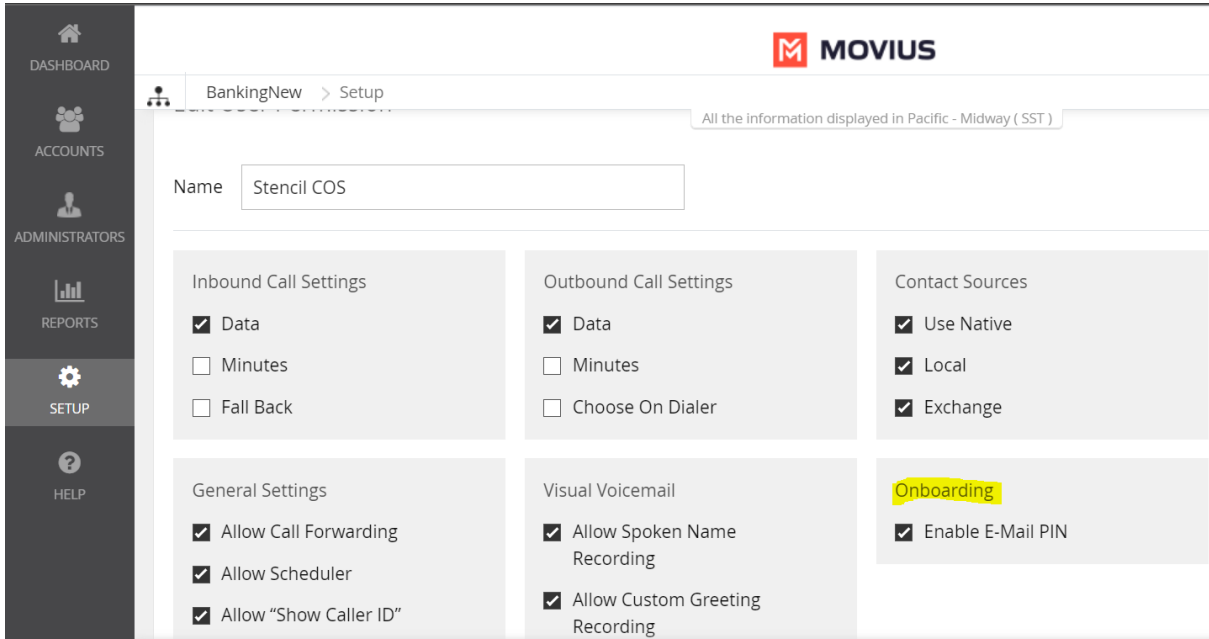
Enable Data Only onboarding

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**.

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.

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[ ]
  UserName : Melanie.Allen@moviuscorp.com
  Password : [ ]

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.*

![MOVIUS logo]

Permissions

You will be asked to grant access to the following permissions for the app to function correctly.

Contacts
To function correctly, MultiLine must create an application contact to display the caller ID.

Phone/Microphone
To make and receive voice calls using this app.

Proceed

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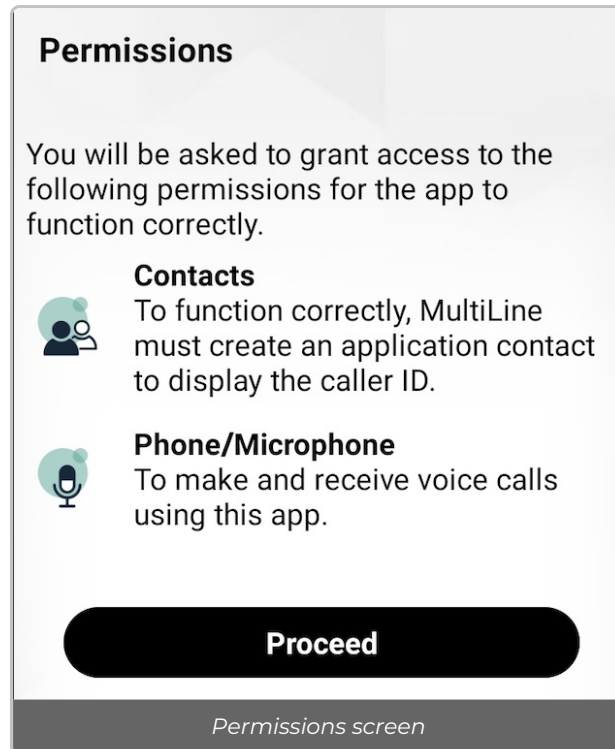
2. Confirm in the next prompts (sent from your phone) that you will allow the permissions.
3. Some users will be prompted to have a one-time PIN will be sent to your mobile device. If so, enter the number of your personal SIM (your non-MultiLine number).

Welcome John,

Enter phone number associated with device/SIM

+1 470 986-7038

Continue

Screen to enter your phone number (not the MultiLine number)
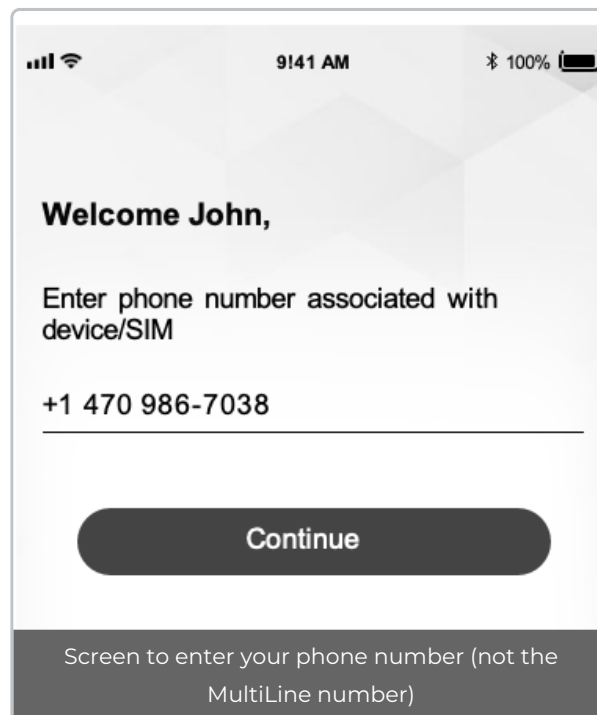
Your MultiLine number will display. Tap **Okay, got it** to continue.

Your MultiLine number screen
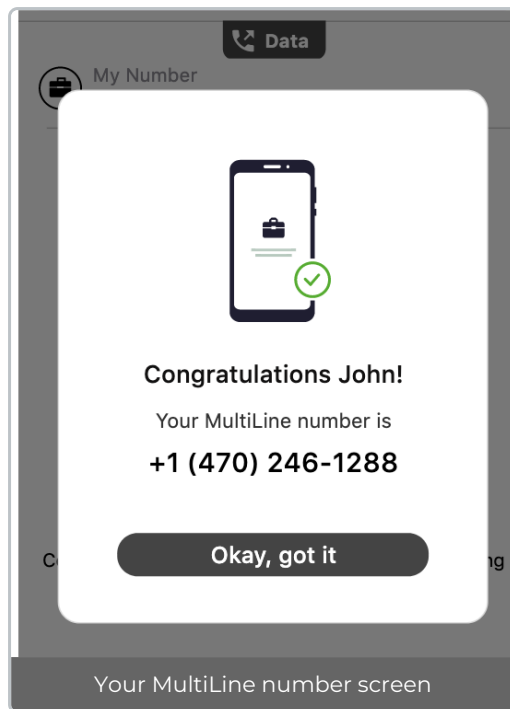
That's it!

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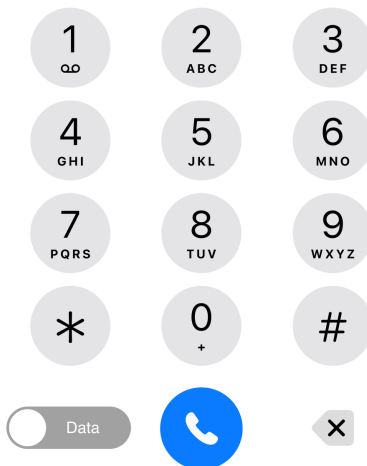
Users can dial a number from the Keypad screen. As they enter the number, matching contacts will appear. For iPads without a SIM, calling will require access to Wi-Fi or data plan.
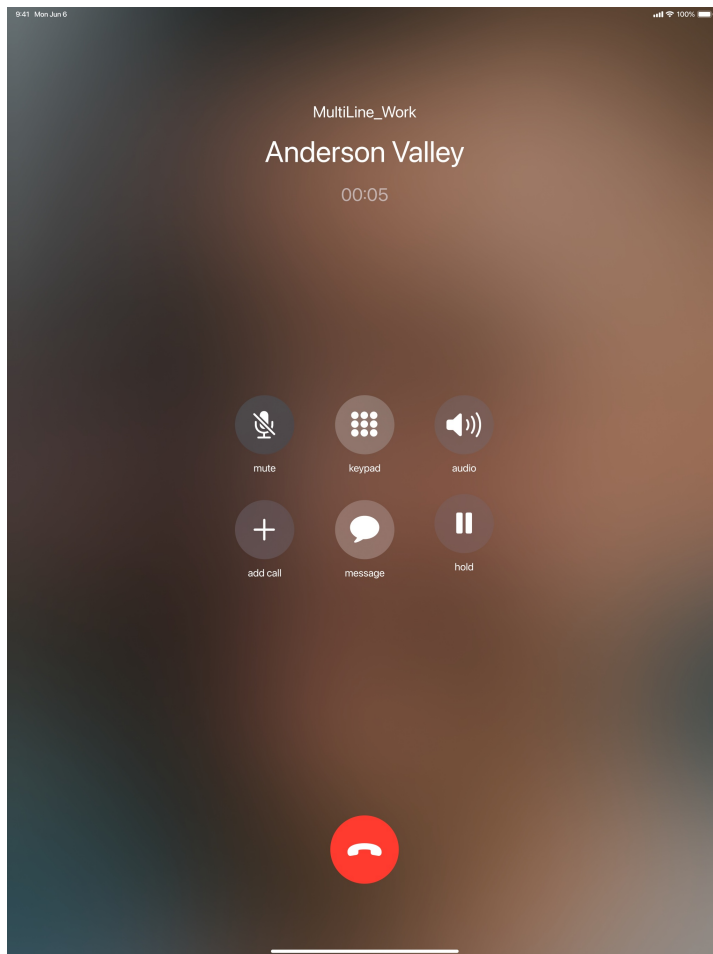
Data Call

987 654 321

Anderson Valley **mobile**

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

Data   📞   ✕

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.

9:41 Mon Jun 6   100%

MOVIUS

Edit   All   Voicemail

Messages

🔍 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...

📞 Calls   💬 Messages   👤 Contacts   ⚏ Keypad   ⊙ Settings

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

9:41 Mon Jun 6   100%

Anderson Valley
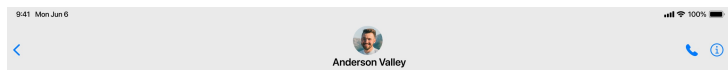
30 January 10:15 am

Hi! Just wanted to remind you of our meeting tomorrow. Please reply back if you need to reschedule. I am trying to follow up on my previous message. I wanted to check if there is ar γ update from you.

31 January 12:59 am

Hi

website.com

Lorem
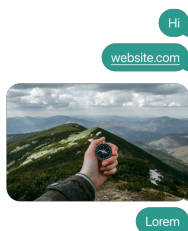
Message

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.

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.

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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	›
ℹ️	About Multiline	›

📞 Calls	💬 Messages	👤 Contacts	▦ Keypad	⊙ Settings