

# How do I contact support?

Last Modified on 08/28/2024 6:10 pm EDT

We understand that you may have questions or need assistance. Your admins are the only ones that have full access and control over your MultiLine experience, so please reach out directly to them and not at the Movius web site for assistance.

You can contact your admin directly in the MultiLine app. Use these instructions to learn how.

# iOS

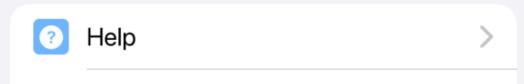
When you need help from support, tap your Settings menu, then Help.

1. Select Settings.



9:4	1	.ul 🗢 🔲
	MOVIUS	
Set	ttings	
YN	Your Name +1 321 654 876	
۴	Call Settings	>
2	Contact Settings	>
	Picture Messages	>
00	Voicemail Greeting	>
	My Usage	>
•	My Schedule	>
4	Ringtones and Sounds	>
*	E911 Personal Information	>
۲	Blocked Numbers	>
?	Help	>
	About Multiline	>
Calls	Messages Contacts Key	

2. Select Help.

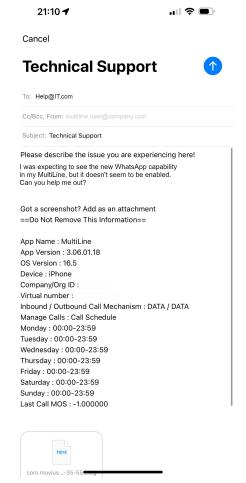


3. Choose how you want to contact Support:



#### • Email a Log to Support:

- If you've been requested to email logs, tap the email link to generate an email which will include logs to send to support.
- Add your explanation of the problem at the top of the generated email and send.
  - Send logs as soon as possible after a problem occurs, and include the time and date of the problem if you can.



- Call Support:
  - Tap the number to place the call using your MultiLine app.



21:09 🕇	ı∥ 중 <b>■</b>	•
🕻 Back	Help	
Contact Suppor	t	
📞 Call	+1 555-555-5555	
Email	Help@IT.com	
Knowledge Base		
Find how-to guide online at the Know	es and answers to common questions wledge Base.	
FAQ		>
Run Diagnostic	s	>
About Us		>
Terms and Priv	acy Policy	>

- Run Diagnostics: If you've been requested to run diagnostics tap Run Diagnostics.
  - This will help identify any issues that may be causing a problem, and will generate a diagnostic report you can email to support.

21:11 🕇	21:11 <b>1</b>	
🕻 Back	Run Diagnostics	
	Running	
Necessary	Ports Opened	<b>Ø</b>
Listening fo	or Incoming Data Calls	<b>Ø</b>
Background	d Refresh	<ul> <li></li> </ul>

We recommend using the above steps any time you can because you'll best be supported by contacting your organization's IT support and emailing logs.

The more details you can provide us to resolve your issue the better:

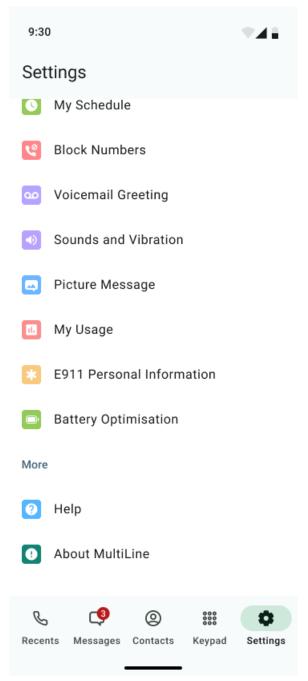
- Details of the problem experienced
- Application having the problem (Examples: MultiLine for Intune, MultiLine Desktop, Salesforce connector)
- Environment
  - For mobile apps: Phone OS (Examples: Android, iOS)
  - For Desktop apps: Internet browser (Examples: Chrome, Internet Explorer)
- Time the problem occurred (include timezone)
- If reporting a call or messaging issue, phone number dialed
- Name of your organization

# Android

When you need help from support, tap your Settings menu, then Help.



1. Select Settings, then Help.



2. Choose how you want to contact support:



3:51 🗭 🤖 📬 🛞 🖬 🕅 🔹	🖻 🛍 🐠 📲 408 л 52% 🛢
← Help	
Contact Support	
Call	C
+1555555555	
Email	M
help@company.com	
Knowledge Base	
Find how-to-guides and ans	wers to common
questions online at the Mov	ius Knowledge base.
FAQ	
Run Diagnostics	
Terms and Privacy Policy	
Privacy Settings	
	) <

### • Email a Log to Support:

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Technical	Suppo	rt	1
To: Help@IT.com			
Cc/Bcc, From: multiline.u	ser@company.com		
Subject: Technical Supp	ort		
Please describe the is	sue you are exp	eriencing here!	
I was expecting to see th in my MultiLine, but it do Can you help me out?			
Got a screenshot? Ad	d as an attachm	ent	
==Do Not Remove Thi	is Information==		
App Name : MultiLine			
App Version : 3.06.01.	18		
OS Version : 16.5			
Device : iPhone Company/Org ID :			
Virtual number :			
Inbound / Outbound C	all Mechanism ·	DATA / DATA	
Manage Calls : Call So		Brand, Brand	
Monday : 00:00-23:5			
Tuesday : 00:00-23:5			
Wednesday : 00:00-2	3:59		
Thursday : 00:00-23:	59		
Friday : 00:00-23:59			
Saturday : 00:00-23:5	59		
Sunday : 00:00-23:59	)		
Last Call MOS : -1.000	0000		

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21:11 🕇		u∥ ≎ ■)	
🕻 Back	Run Diagnostics		
	Running		
Necessary	Ports Opened	<b>Ø</b>	
Listening fo	r Incoming Data Calls	<b>Ø</b>	
Background	d Refresh	0	

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- For Desktop apps: Internet browser (Examples: Chrome, Internet Explorer)
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- Name of your organization

### Teams

Read on to learn how to contact support from the MultiLine Messaging for Teams application.

When you need help from support, tap your Settings menu, then Help.

1. Select Settings menu (Gear icon), then Help.

MultiL	ine Messaging.	Messages
+1 470-24	6-3849	ø
	E911	
Search	Terms & Privacy Po	licy
JS S Jack Thank y	Help	
<b>9 9</b> +16' You: Hi	About	

### • Email a Log to Support:

- If you've been requested to email logs, select the email link to generate an email which will include logs to send to support.
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<b>Technical</b>	Support	4
To: Help@IT.com		
Cc/Bcc, From: multiline.user	@company.com	
Subject: Technical Support		
Please describe the issue	e you are experiencing	here!
l was expecting to see the r in my MultiLine, but it doesr Can you help me out?		
Got a screenshot? Add a ==Do Not Remove This Ir		
App Name : MultiLine		
App Version : 3.06.01.18		
OS Version : 16.5		
Device : iPhone Company/Org ID :		
Virtual number :		
Inbound / Outbound Call	Mechanism : DATA / DA	ATA
, Manage Calls : Call Sche		
Monday : 00:00-23:59		
Tuesday : 00:00-23:59		
Wednesday : 00:00-23:5	9	
Thursday : 00:00-23:59		
Friday : 00:00-23:59		
Saturday : 00:00-23:59 Sunday : 00:00-23:59		
Last Call MOS : -1.00000	0	

### <u>Call Support:</u>

• Select the number to place the call using Desktop or Teams Voice app.

We recommend using the above steps any time you can because you'll best be supported by contacting your organization's IT support and emailing logs.

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- Time the problem occurred (include timezone)
- If reporting a call or messaging issue, phone number dialed
- Name of your organization

### Desktop



Read on to learn how to contact support from the MultiLine Desktop application.

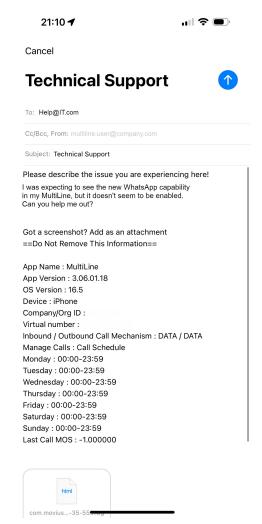
When you need help from support, select the Support icon.

1. Select **Support** from the bottom of the main menu.



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