

# How do I contact support?

Last Modified on 06/27/2024 4:50 pm EDT

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## ios

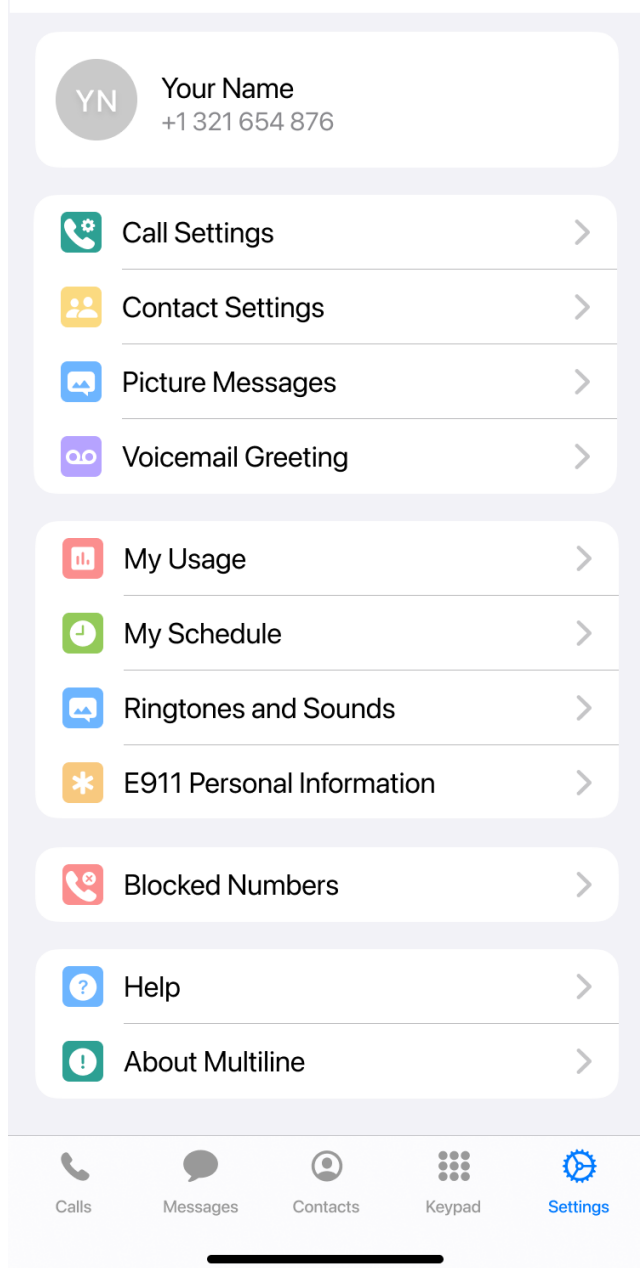
When you need help from support, tap your **Settings** menu, then **Help**.

1. Select **Settings**.

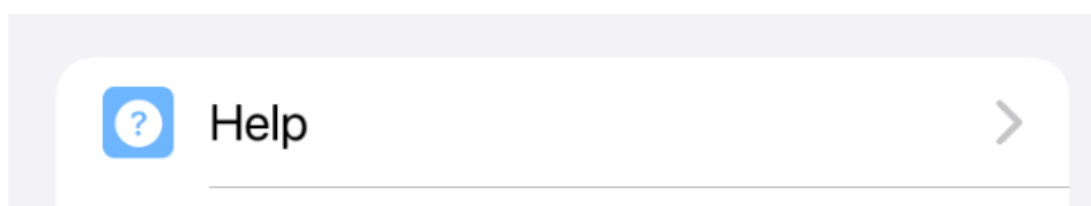
9:41



## Settings






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.

21:10   

Cancel

**Technical Support** 

To: Help@IT.com

Cc/Bcc, From: multiline.user@company.com

Subject: Technical Support


Please describe the issue you are experiencing here!

I was expecting to see the new WhatsApp capability in my MultiLine, but it doesn't seem to be enabled. Can you help me out?

Got a screenshot? Add as an attachment

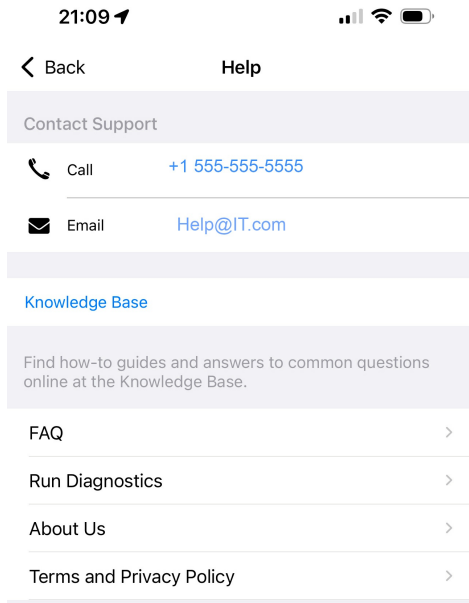
==Do Not Remove This Information==

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 / DATA  
 Manage Calls : Call Schedule  
 Monday : 00:00-23:59  
 Tuesday : 00:00-23:59  
 Wednesday : 00:00-23:59  
 Thursday : 00:00-23:59  
 Friday : 00:00-23:59  
 Saturday : 00:00-23:59  
 Sunday : 00:00-23:59  
 Last Call MOS : -1.000000

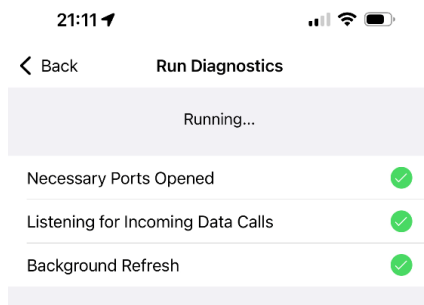
  
 com.movius...-35-55.html

◦ **Call Support:**

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



- **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.



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:

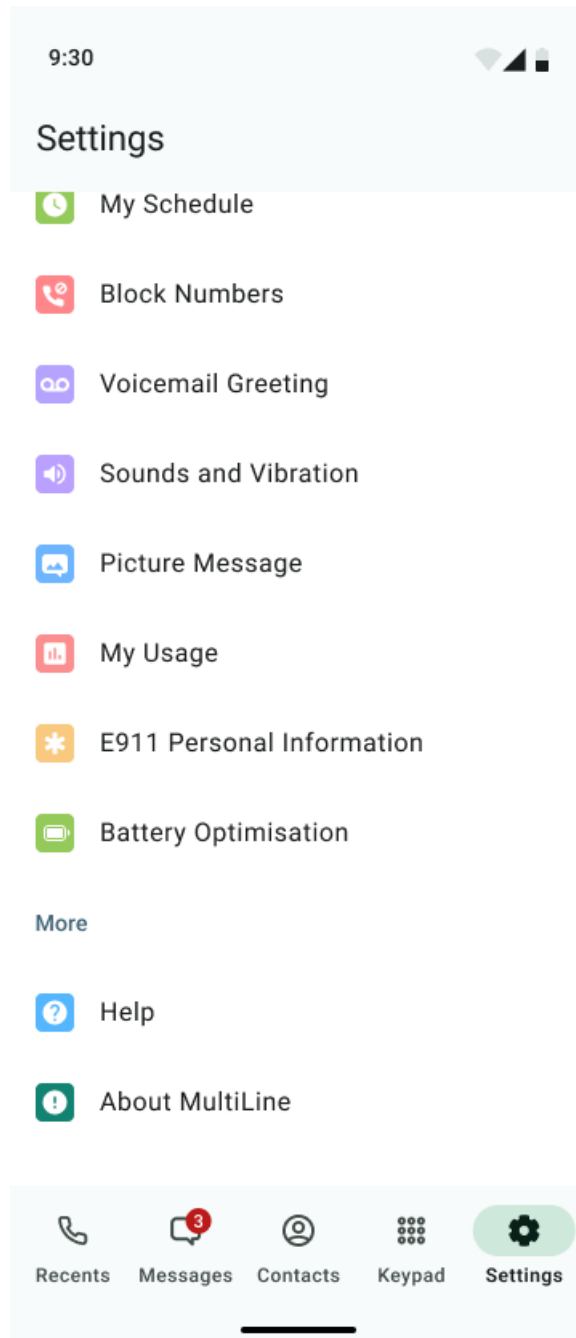
- Details of the problem experienced
- Application having the problem (Examples: MultiLine for Intune, MultiLine Desktop, Salesforce connector)
- Environment
  - For mobile apps: Phone OS (Examples: Android, iOS)
  - For Desktop apps: Internet browser (Examples: Chrome, Internet Explorer)
- Time the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

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## Android

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

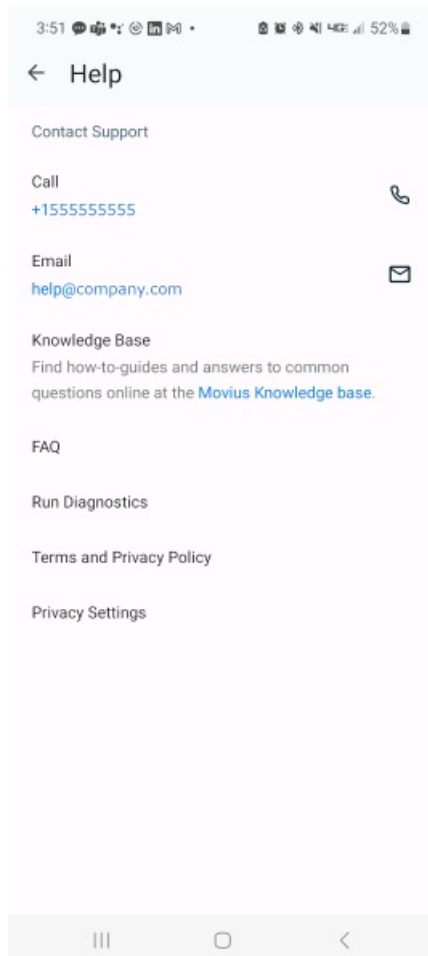
1. Select **Settings**, then **Help**.



2. Choose how you want to contact support:






# MOVIUS



- **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.

21:10   

Cancel

## Technical Support

To: Help@IT.com

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Cc/Bcc, From: multiline.user@company.com

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 Saturday : 00:00-23:59  
 Sunday : 00:00-23:59  
 Last Call MOS : -1.000000






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

[< Back](#) **Run Diagnostics**

Running...

Necessary Ports Opened	
Listening for Incoming Data Calls	
Background Refresh	

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- Time the problem occurred (include timezone)
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## Teams or Desktop

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

This feature will be available after July 7th Release.

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1. Select **Settings** menu, then **Help**.

- **Email a Log to Support:**

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21:10



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## Technical Support



To: Help@IT.com

Cc/Bcc, From: multiline.user@company.com

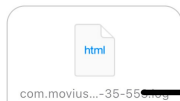
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Saturday : 00:00-23:59  
Sunday : 00:00-23:59  
Last Call MOS : -1.000000



- **Call Support:**

- 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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