

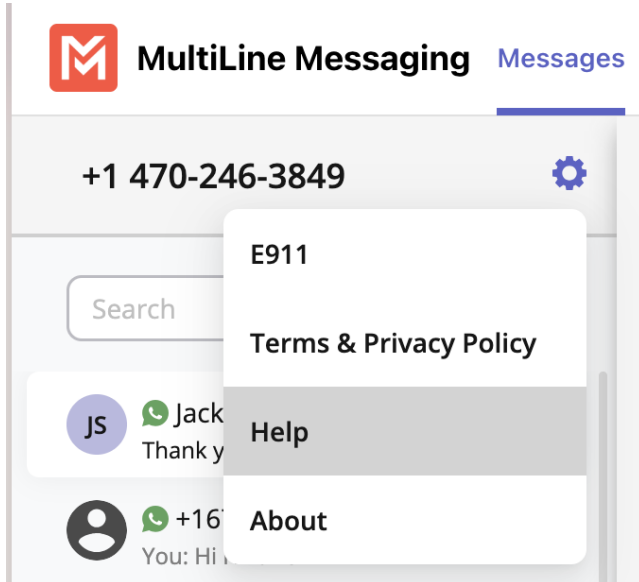
## How do I contact support? | Teams

Last Modified on 07/25/2024 1:30 pm EDT

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**.



- **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.
- 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



- **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. [🔗](#)

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