

# End User Guide: Add MultiLine Messaging App to Teams

Last Modified on 07/23/2024 3:43 pm EDT

Read on to learn how to add the MultiLine Messaging App to Teams.

## **Overview**

The MultiLine Messaging app for Teams allows you to send SMS and social messages directly from Microsoft Teams.

### Before you start

- Your enterprise must enable MultiLine Messaging for you for it to be available for you to use in Microsoft Teams.
- Social Messaging is an optional add-on. If social messaging is available for you, you will see the options, otherwise they will be hidden.
- Some enterprises install the MultiLine Messaging app to your Microsoft Teams automatically. If so you will see the app available for use, otherwise you will need to use instructions below to add it.

#### How to add MultiLine Messaging App to Teams

If your company didn't automatically add the app for you, you can add the MultiLine Messaging app to teams the same way you would other apps in Microsoft Teams. See <u>Add an app to</u> <u>Microsoft Teams</u> (<u>https://support.microsoft.com/en-us/office/add-an-app-to-microsoft-teams-b2217706-f7ed-4e64-</u> <u>8e96-c413afd02f77</u>) (<u>and search for</u> "**MultiLine**".

Once you've added the app, when using Desktop Teams, we recommend you **pin** the app for easy access. See <u>Pin an app for easy access in Microsoft Teams</u> (<u>https://support.microsoft.com/en-us/office/pin-an-app-for-easy-access-in-microsoft-teams-3045fd44-6604-4ba7-8ecc-1c0d525e89ec</u>)

## Get Started with MultiLine Messaging App

Whether using on desktop or mobile, the MultiLine Messaging App appears in the menu bar of the Teams interface.

#### Desktop



Activity		
Chat		
Calendar		
Calls		
<b>ččš</b> Teams		
MultiLine		
•••		
<b>H</b> Apps		
Mobile		
Activity Chat	MultiLine	& Calls

In some instances the Messaging app may not fit on the menu bar, especially in the Mobile view. If this happens select the "**... More**" icon.

•••

More

You can select Reorder to move MultiLine Messaging where you can always see it:

ന്ന്

Teams

1. Select **Reorder**.



2. Drag MultiLine Messaging above More.



Activity       =         Image: Chat       =         Im
<ul> <li>Chat</li> <li>Calls</li> <li>Teams</li> <li>More</li> <li>MultiLine Messaging</li> </ul>
Calls = Teams = More = MultiLine Messaging =
Teams     =       More
More MultiLine Messaging =
manifeline medoduging
Calendar =
Files =

#### About the MultiLine Messaging Interface

When you select the app, your contacts will sync and any existing messaging history will load directly in your Teams window. When you're done using the MultiLine Messaging app, you only need to switch to another app in Teams.

#### Desktop

In the Desktop app, conversations and a selected conversation appear.

•••			< > Q Search	
Q. Activity	MultiLine Messaging	g Messag	es About	
Chat	+1 470-264-0918	0	Lori Santos +1 470-264-0918	•
COS Teams	Search	Q		10:20 PM
Calendar	Could you call me when you	1:55 PM		Hello
& Calls	Could you call me when you	1:46 PM		10:21 PM
Files	MultiLine Group Chat Hello	1:16 PM		relax
M	Lori Santos You: Meeting in 45min	10:43 AM		10:22 PM
MultiLine	Anna Hopkins Hey if you have a	9:13 AM		Will check and get back to you
	Kenneth Jacobs Share the documents are	9:05 AM	2:15 PM	
Apps	+13128000070 463728 is your verification c.	05/31	Sorry for late answer. I was in business trip	
	+05720 is your verneadon c		2:16 PM	
			Call you back later	
		Ø	Type a message	i 😳 🔊

Mobile



#### In the mobile view, conversations appear.

+1 470	-246-3888	0
Searc	h	Q
	Pam Santos I'm going to be out next week and s	10:05 AM
	<b>Dan Vance</b> I need those documents regarding th.	09:18 AN
Ø	S Greg Smith The Contact has opted in. You can co.	Yesterday
	<b>Isabelle Levy</b> Are you available for a quick call? I ne.	Yesterday
	Lawrence Young Thank you for your help.	09/10
8	Marie Jacobs The Contact has opted in. You can co.	09/10



To view a conversation, select it.



09:41	<b>! ? </b>
MultiLine Messaging	
<      A     Pam Santos     +1 234-987-2934	•••
Today 9:45 AM	
I'm going to be out next week and scheduled a meeting with you and Ms. Jacobs for 3pm on Wednesday. I already informed her about the meeting.	
Ok. Thanks for let know.	ting me
No problem, let me know if you have any questions.	



## Troubleshooting

Error: "The username or password you entered do not match. Please contact your Administrator."





**Resolution:** MultiLine Messages app requires authentication using the username and password associated with your Exchange account.

If you entered your credentials manually, double-check that you have used your Exchange account credentials and entered everything correctly. If you didn't see a screen to enter your credentials, please contact your IT administrator (not Movius support). There may be an error in the configuration.

Error: "Error logging in. Please contact your Administrator."



**Resolution:** Contact your IT administrator (not Movius support). There may be an error in the configuration.