Important Movius Updates

Last Modified on 01/09/2025 2:02 pm EST

Short Code Dialing [January 2024]

In November, we released version 4.05.01 of the mobile apps (iOS [↗] (https://help.moviuscorp.com/help/version-40402-ios) [↗], Android [↗] (https://help.moviuscorp.com/help/version-40402-android) [↗]) which included changes to standardize the phone number format to conform to the E.164 format [↗] (https://en.wikipedia.org/wiki/E.164) [↗]. These changes included pre-populating the country prefix on the dialer.

In result, when dialing short codes (including emergency numbers 911 and 988) you must manually delete the country prefix before dialing the short code. We realize this can be an inconvenience, so we are working on an update that will automatically remove the country prefix when dialing short codes. We plan to release this update in the next 2 weeks.

Action Required: Apple iOS 18 Release [Aug 2024]

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Notice

Apple will include important policy changes as part of **the iOS 18 release** [↗] **(https://developer.apple.com/ios/)** [↗]**.** The public release of this version is expected to be between **mid to late September**. Movius will publish a new version of the Movius MultiLine Apps for iOS before iOS 18 is released.

Action Required

For best experience and to avoid service interruptions, Movius recommends all customers and their employees using Movius MultiLine apps on iOS to update their MultiLine apps and to upgrade their devices to at least iOS 17. *See How do I update my MultiLine app?* [↗] (https://help.moviuscorp.com/help/how-do-i-update-my-multiline-app) [↗]

Once **iOS 18** is released, Apple **will not allow users on iOS 16** to get any app updates, including Movius MultiLine.

- Users can avoid this situation by upgrading to **iOS 17**.
- **For devices that do not upgrade from iOS 16** the Movius MultiLine App will continue to work on iOS 16 until the end of the year.

> **If your device type is not in the list below, you won't be able to upgrade to iOS 18.** *Movius recommends upgrading to a device that can support iOS 17+.*
> - iPhone 15

- iPhone 15 Plus
- iPhone 15 Pro
- iPhone 15 Pro Max
- iPhone 14
- iPhone 14 Plus
- iPhone 14 Pro
- iPhone 14 Pro Max
- iPhone 13
- iPhone 13 mini
- iPhone 13 Pro
- iPhone 13 Pro Max
- iPhone 12
- iPhone 12 mini
- iPhone 12 Pro
- iPhone 12 Pro Max
- iPhone 11
- iPhone 11 Pro
- iPhone 11 Pro Max
- iPhone Xs
- iPhone Xs Max
- iPhone XR
- iPhone SE (2nd generation or later)

Some users are reporting delayed notifications when using new settings for iOS 18. Please see Why am I not receiving notifications? (https://help.moviuscorp.com/help/why-am-i-not-receiving-notifications) for more information.

Version History

Date	Description
08/10/2024	Created
08/13/2024	Style edits
11/13/2024	Add alert about delayed notifications

Click-to-Dial Conference Bridge Support on iOS 15.4 [Aug 2022]

The following bulletin addresses our support for Click-to-Dial functionality affecting all iOS versions of MultiLine Apps (Movius MultiLine, Movius for Blackberry, MultiLine for Intune, and T-Mobile MultiLine).

What is Click-to-Dial?

The Click-to-Dial feature is extremely helpful to our users because it automatically detects and renders phone numbers as links, and allows users to simply click the link to initiate a call using MultiLine. This includes calling contacts, numbers in emails and other apps, and conference bridges.

For conference bridges, Click-to-Dial allows users to avoid dialing lengthy numbers, because with a single click, MultiLine apps dials the number, characters (including # or *) and additional digits in the dial string, such as Conference Codes and PINs.

Issue Background

This feature worked perfectly until iOS 15.4.

- In iOS version 15.4, Apple no longer accepted automated dialing strings that have the # (Hash or Pound sign) as a dialed digit.
- This affected contacts or Click-to-Dial links that are used to log into login to conference bridges. These often use the # as part of the dialing string.
- This affected Movius users that use "minutes" mode for outbound calls. It did not affect users that use "data" mode for outbound calls. *See Call Settings.* (https://help.moviuscorp.com/help/understanding-your-call-settings) 🔗

To work around the issue, we implemented logic in our application to recognize when a user was on iOS 15.4 and transform the '#' to a ',' in the dial string that gets passed to the native dialer. While it was not a perfect solution, in many cases it allowed the calls to complete, apart from a minor delay in connecting the call.

Issue Update

- Apple has now released iOS versions 15.5 and 15.6 where the issue with passing # to the native dialer has been corrected.
- This means we can remove the workaround and allow MultiLine Apps to dial conference codes as intended. However, any users who haven't updated to iOS 15.45 or 15.6 will face issues dialing conference codes as described above.

Resolution

- Movius will be deprecating support for Click-to-Dial on iOS 15.4.
- To avoid issues, users should upgrade to iOS 15.6 (current available release).