

Calls

Last Modified on 09/23/2024 7:36 pm EDT

Making and receiving calls

MultiLine

Read on to learn about making calls from the MultiLine iOS and Android mobile applications.

Overview

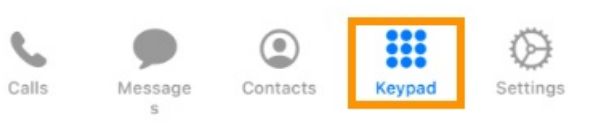
There are multiple ways to place a call in MultiLine: from the **Keypad**, from the **Recents** tab, and from your **Contacts** list. You can also place calls by clicking on phone number links.

Before you start

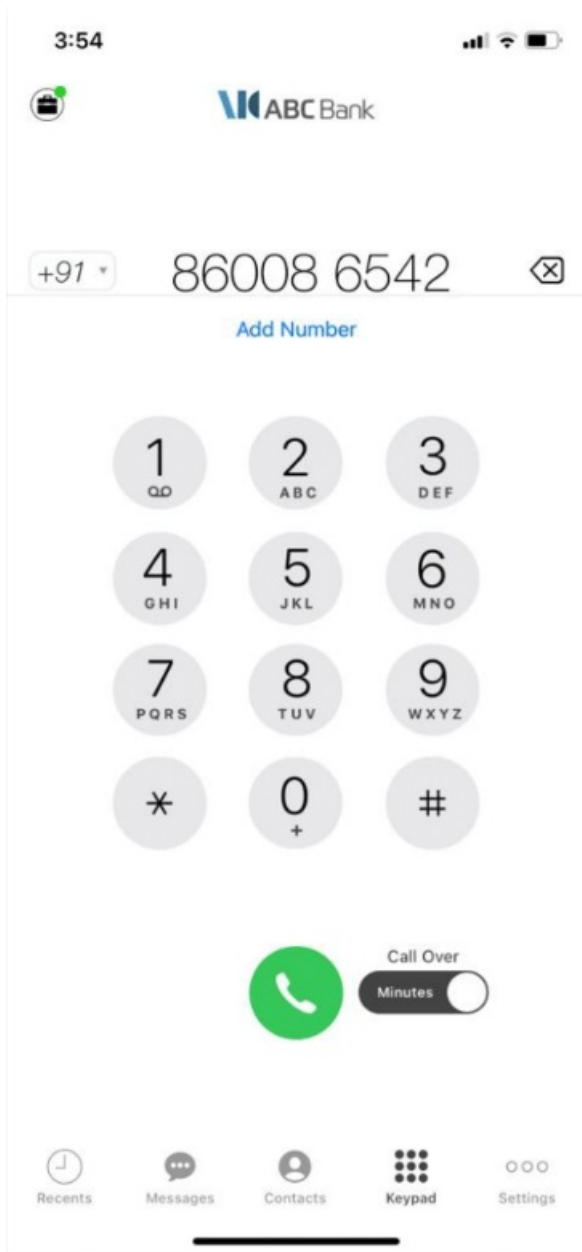
- Your organization will customize the look and feel of your MultiLine app. Therefore, screens presented in these instructions may differ visually from your version of MultiLine.
- Your organization may enable or disable certain functions, including:
 - Calling, Data/Minutes mode, or WiFi calling
 - Call forwarding or Call handling
 - Call recording
- If you have questions about what functions are enabled, contact your IT group for assistance.

Make a Call from the Keypad

1. Tap **Keypad** in the navigation bar at the bottom of your screen (iOS)



2. Begin dialing the number in the field at the top of the dial pad *Note: tap the country code to change it*

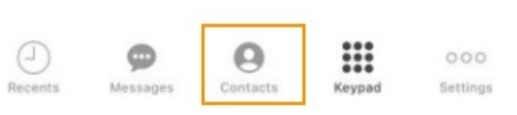


3. If you see the toggle, you can choose whether to [make the call over Data or Minutes](https://help.moviuscorp.com/help/understanding-your-call-settings) by tapping the toggle



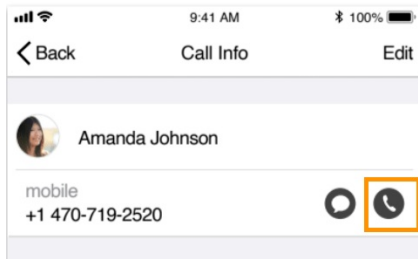
Make a call from Contacts

1. Go to your **Contacts** tab in the navigation bar at the bottom of your screen



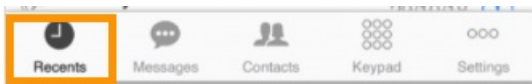
2. Tap a contact.

3. Tap the phone icon to make the call.

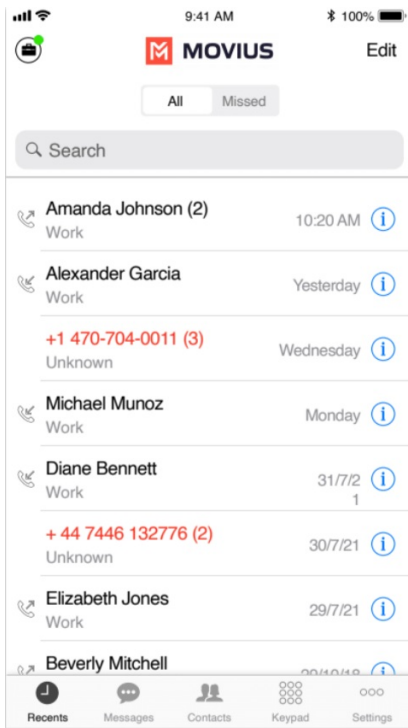


Call someone back from Recents

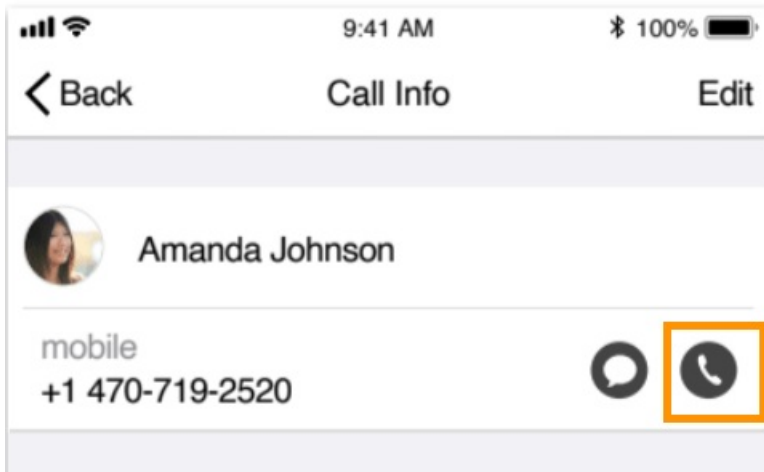
1. Go to your **Recents** tab in the navigation bar at the bottom of your screen



2. Tap on the blue "i" icon to reveal details about that call



3. Tap the call icon



BlackBerry

Read on to learn about making calls in mobile applications.

Overview

There are multiple ways to place a call in MultiLine: from the **Keypad**, from the **Recents** tab, from **Click-to-Dial**, and from your **Contacts** list.

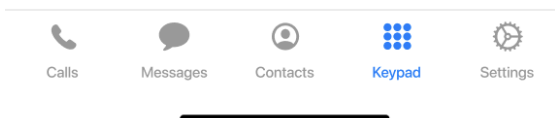
Before you start

- Your organization may enable or disable certain functions, including:
 - Calling, Data/Minutes mode, or WiFi calling
 - Call forwarding or Call handling
 - Call recording
- If you have questions about what functions are enabled, contact your IT group for assistance.

Make a Call from the Keypad

You can dial numbers with the MultiLine keypad.

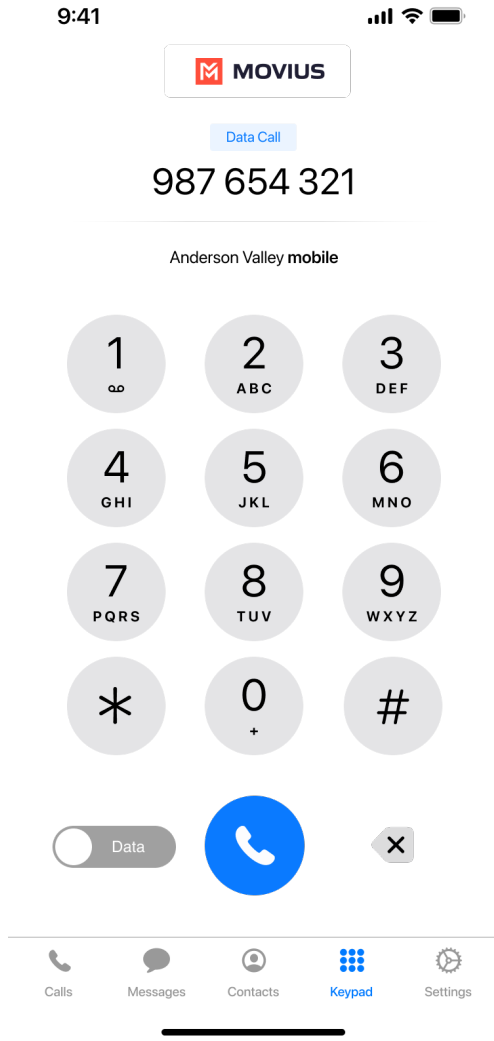
1. Go to your **Keypad** screen in the navigation bar at the bottom of your screen.



2. If you see the toggle next to the **Call** icon, you can choose whether to [make the call over Data or Minutes](https://help.moviuscorp.com/help/understanding-your-call-settings) [by tapping the toggle.](https://help.moviuscorp.com/help/understanding-your-call-settings)



3. Begin dialing the number.

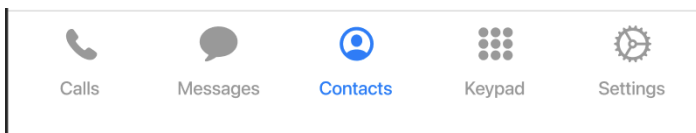


4. You can tap any matches that appear from your contacts to autocomplete dialing their number.

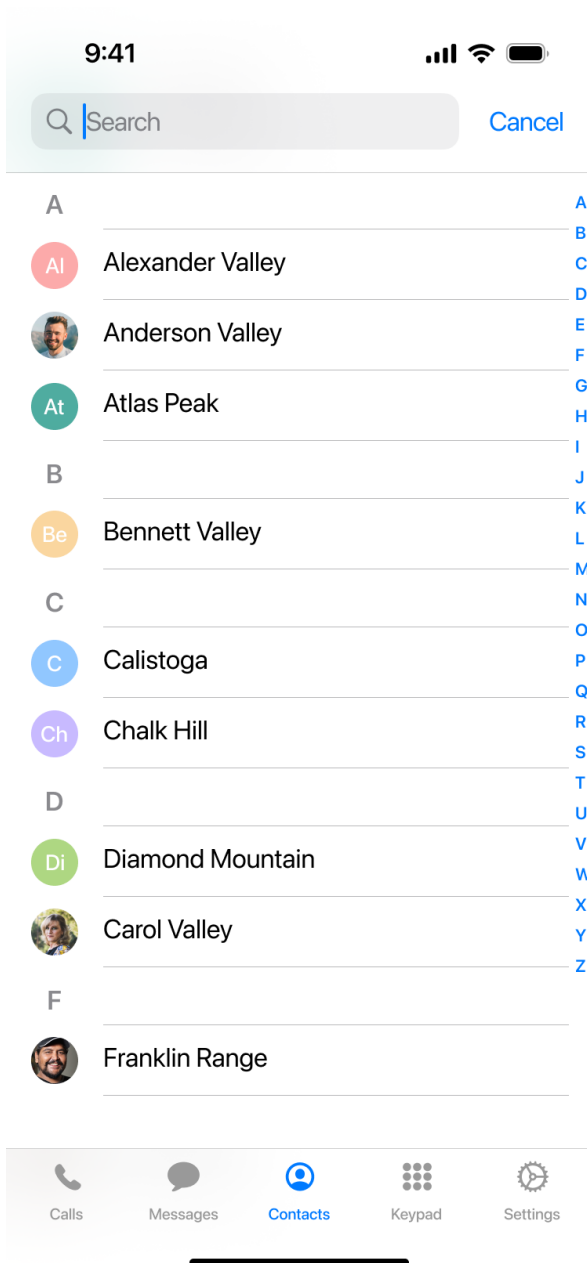
Make a call from Contacts

You can call contacts from your contact list.

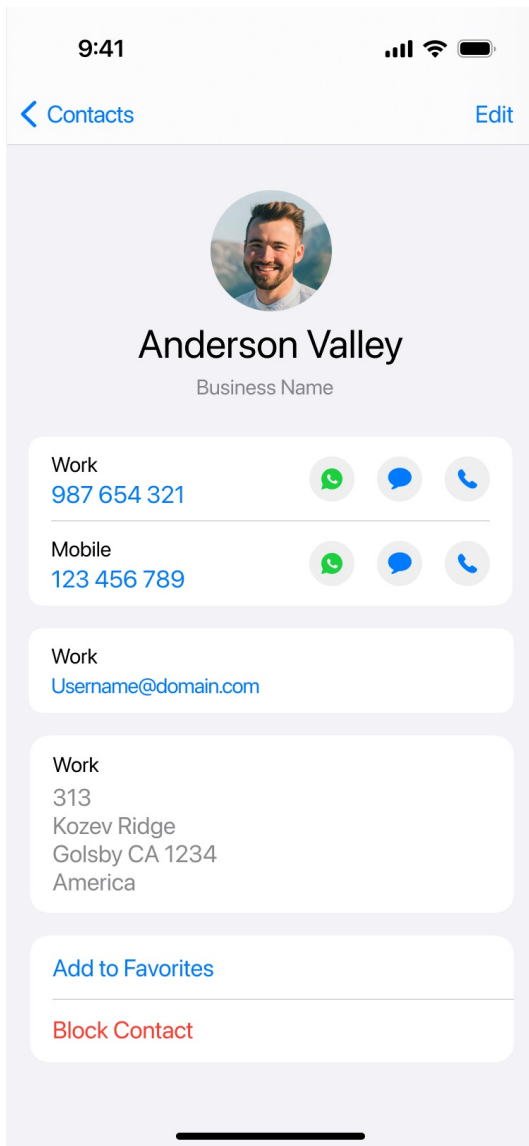
1. Go to your **Contacts** screen in the navigation bar at the bottom of your screen.



2. Select a contact. You can use the **Search** bar to find the contact if needed.



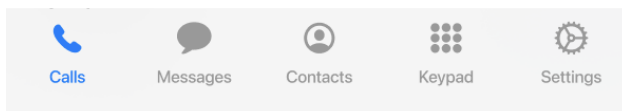
3. Tap the phone icon to make the call.



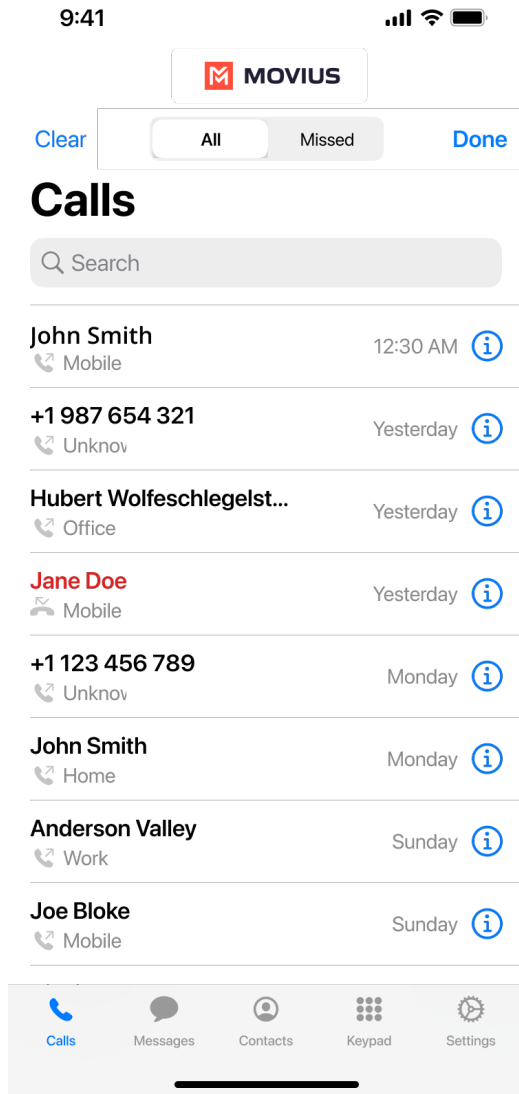
Call someone back from Calls

You can call someone back who you've recently had a call or missed call with.

1. Go to your **Calls** tab in the navigation bar at the bottom of your screen.



2. Select the blue "i"  icon to reveal details about that call.

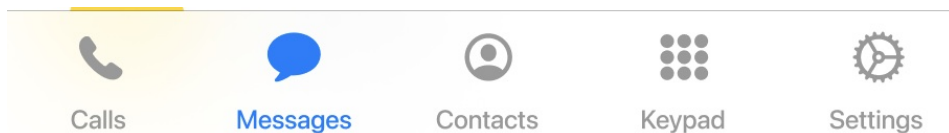


3. Select the number or contact name to make a call.

Make a call from Messages

You can call someone directly from a messages conversation or voicemail message

Go to your **Messages** tab in the navigation bar at the bottom of your screen.



From SMS or instant message

1. Select a message.
2. Select the **Call** icon in the upper right of the screen.



From voicemail message

1. Select a voicemail message.
2. Select the **Call** icon.



Click-to-Dial

Intune

Read on to learn about making calls in mobile applications.

Overview

There are multiple ways to place a call in MultiLine: from the **Keypad**, from the **Recents** tab, from **Click-to-Dial**, and from your **Contacts** list.

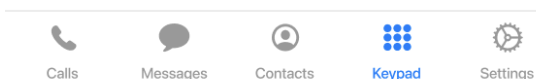
Before you start

- Your organization may enable or disable certain functions, including:
 - Calling, Data/Minutes mode, or WiFi calling
 - Call forwarding or Call handling
 - Call recording
- If you have questions about what functions are enabled, contact your IT group for assistance.

Make a Call from the Keypad

You can dial numbers with the MultiLine keypad.

1. Go to your **Keypad** screen in the navigation bar at the bottom of your screen.

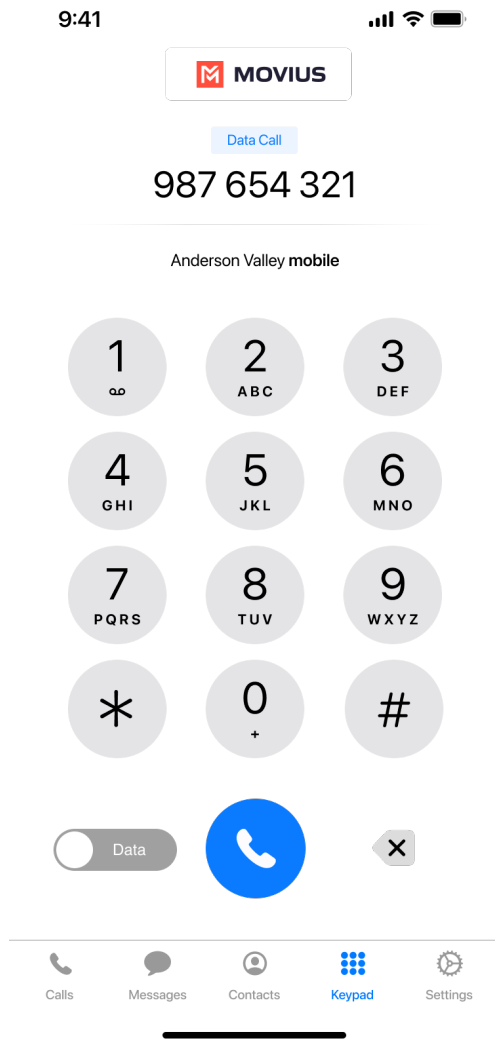


2. If you see the toggle next to the **Call** icon, you can choose whether to [make the call over Data](#)

or [Minutes](https://help.moviuscorp.com/help/understanding-your-call-settings) by tapping the toggle.



3. Begin dialing the number.

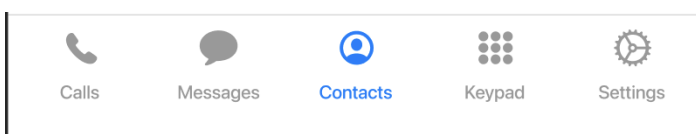


4. You can tap any matches that appear from your contacts to autocomplete dialing their number.

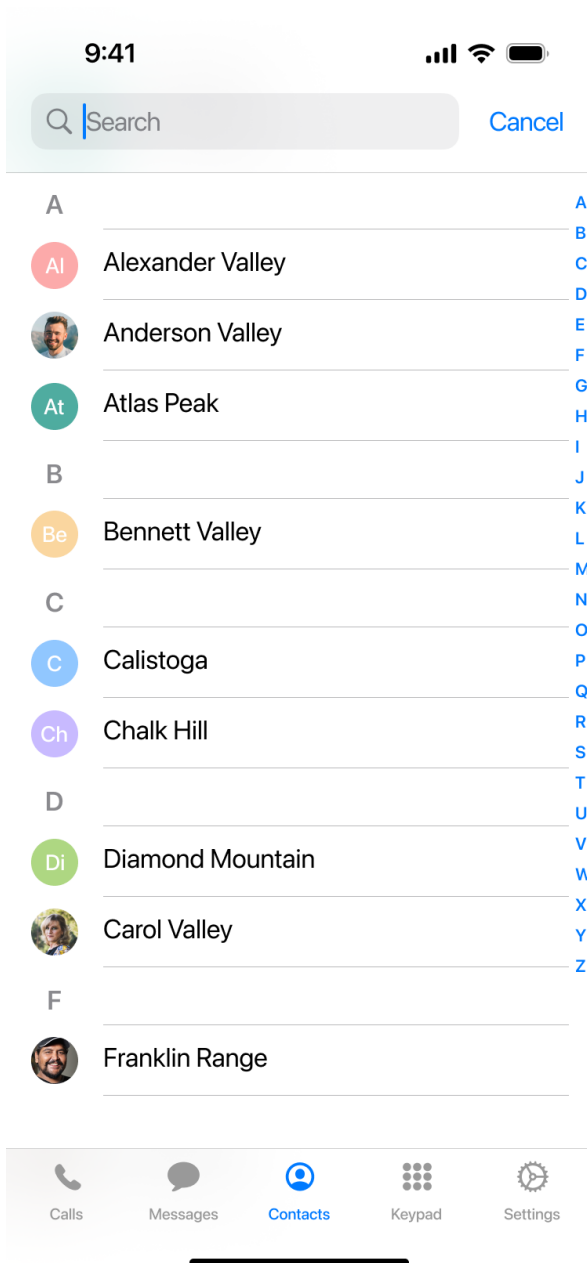
Make a call from Contacts

You can call contacts from your contact list.

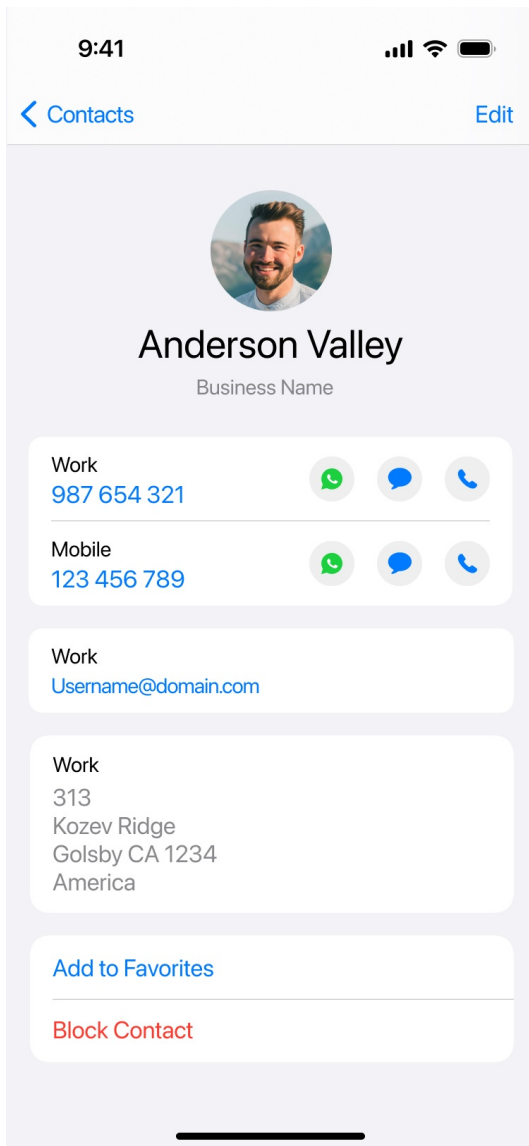
1. Go to your **Contacts** screen in the navigation bar at the bottom of your screen.



2. Select a contact. You can use the **Search** bar to find the contact if needed.



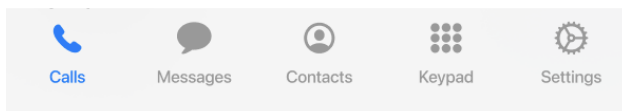
3. Tap the phone icon to make the call.



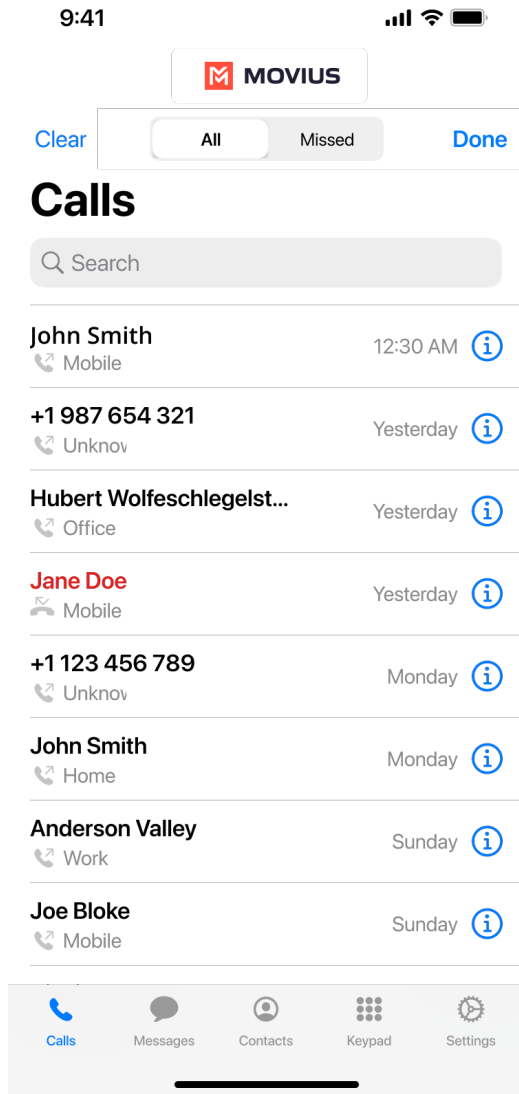
Call someone back from Calls

You can call someone back who you've recently had a call or missed call with.

1. Go to your **Calls** tab in the navigation bar at the bottom of your screen.



2. Select the blue "i"  icon to reveal details about that call.

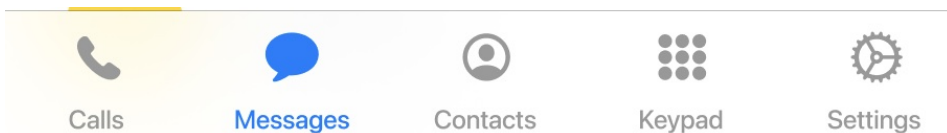


3. Select the number or contact name to make a call.

Make a call from Messages

You can call someone directly from a messages conversation or voicemail message

Go to your **Messages** tab in the navigation bar at the bottom of your screen.



From SMS or instant message

1. Select a message.
2. Select the **Call** icon in the upper right of the screen.



From voicemail message

1. Select a voicemail message.
2. Select the **Call** icon.



Click-to-Dial
