

# SMS Messaging

Last Modified on 10/16/2024 4:22 pm EDT

## Sending SMS

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### iOS

Read on to learn about sending SMS messages in the MultiLine iOS app.

#### Overview

There are two ways to message in MultiLine: from the Messages screen and Contact details.

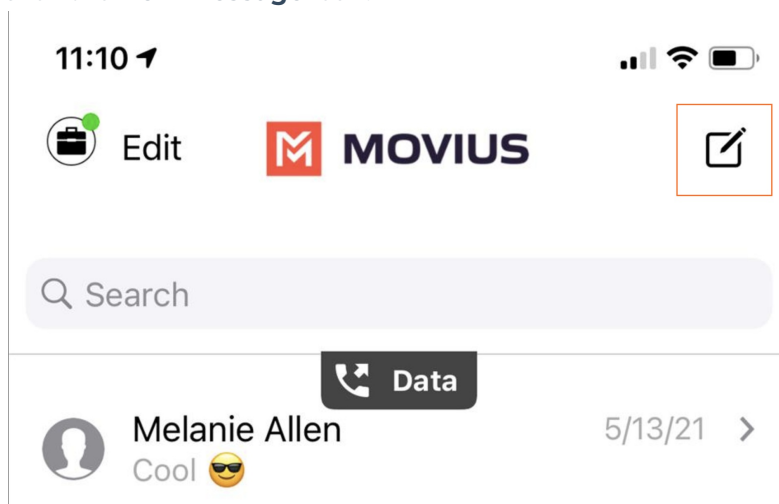
#### Before you start

- Your organization can enable or disable certain functions, including:
  - Messaging, group messaging, or picture messaging
  - Required opt-in messages
  - Message filtering
- If you have questions about what functions are enabled, contact your IT group for assistance.

#### How to compose a new SMS

From the **Messages** screen, you can see your conversation history and compose new messages.

1. Go to **Messages**.
2. Click the **New Message** icon.



3. Enter a number manually, or type the name of an existing contact  
**Note:** You must type at least 3 numbers or characters before results will appear. Tap a result to send start a conversation with that contact.  
**Note for Exchange Contacts users:** This will not find all the contacts in the GAL, only ones that are stored in the app, or saved as a contact in Exchange.
4. The conversation screen with the contact appears. *Note: If you have never messaged with the contact, this screen will be blank. Later you'll see all the messages exchanged between you and them on your MultiLine number.*

5. Enter your message in the field and tap the **Send**  icon.

### How to reply to SMS

1. Go to **Messages**.
2. Click anywhere on a message to reply.
3. Enter your message in the field and tap the **Send** icon.

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## iOS

Read on to learn about sending SMS messages.

## Overview

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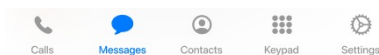
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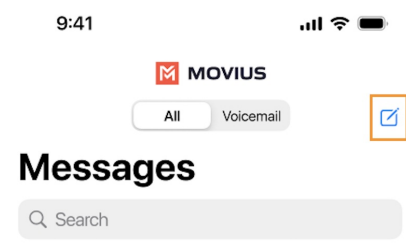
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From the **Messages** screen, you can see your conversation history and compose new messages.

1. Go to **Messages**.



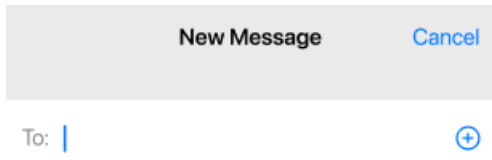
2. Select the **New Message** icon.



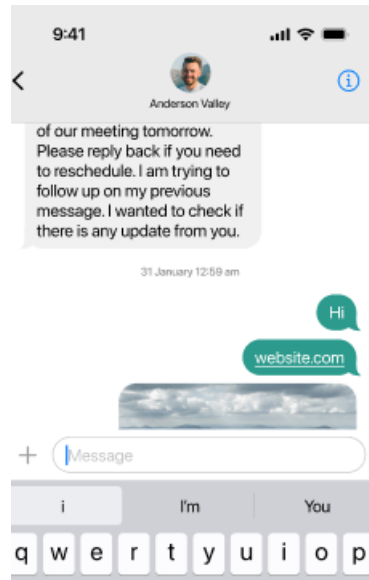
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4. Enter your message in the **Message** field.



## How to reply to SMS

1. Go to **Messages**.
2. Select anywhere on a message to reply.
3. Enter your message in the **Message** field and send.

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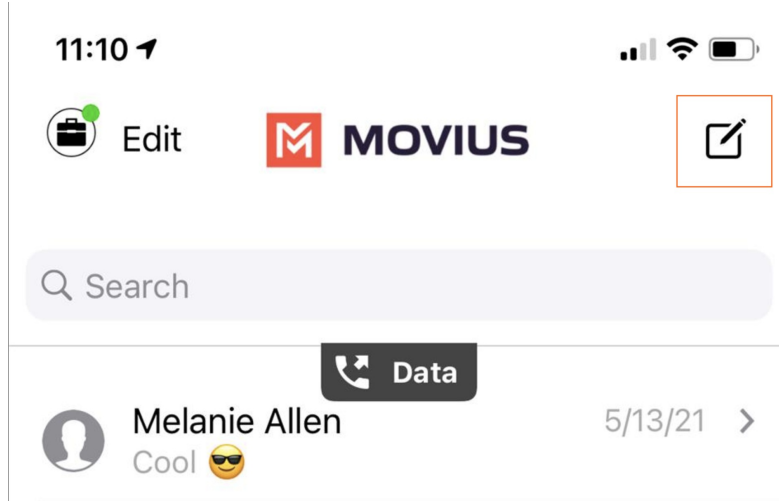
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