

# Calls

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Making and receiving calls

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## MultiLine/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.

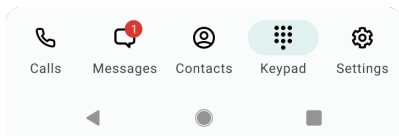
### Before you start

- 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.

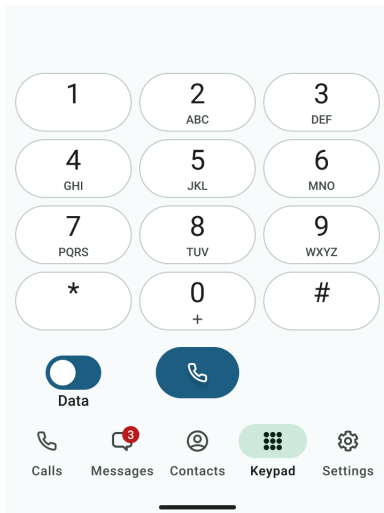
### Make a Call from the Keypad

You can dial numbers with the MultiLine keypad.

1. Select the **Keypad** icon in the bottom menu.



2. If you see the toggle to the left of 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.

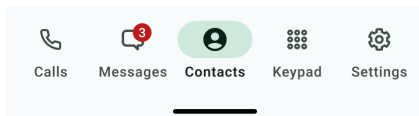


3. Begin dialing or typing the number *Note: tap the country code to change it*
4. Tap the **Results** area to view matches and select someone to dial from your Contacts.

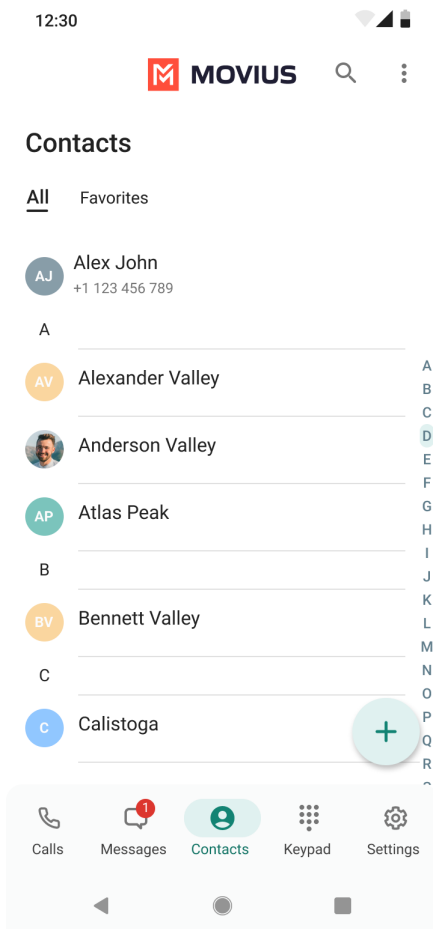
## Make a call from Contacts

You can call contacts from your contact list.

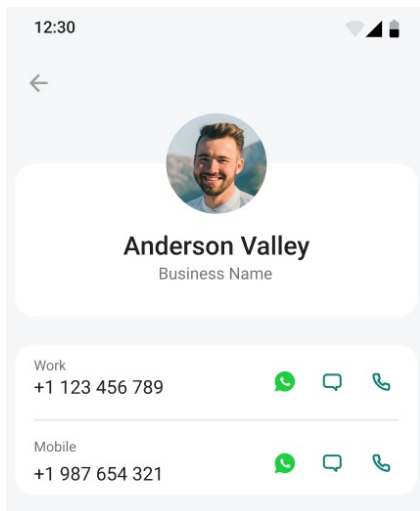
1. Select the **Contacts** icon from the bottom menu to bring up the Contacts list.



2. Tap a contact.



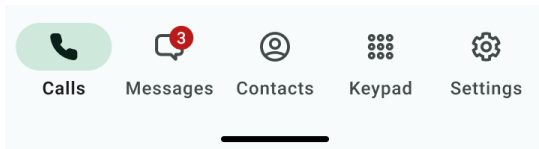
3. Tap the phone icon  to make the call.



## 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** icon from the bottom menu.



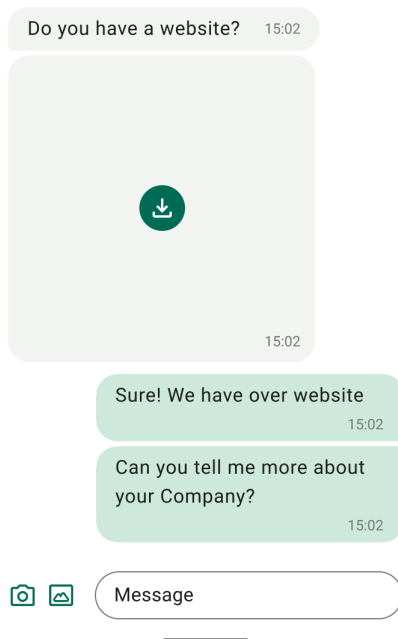
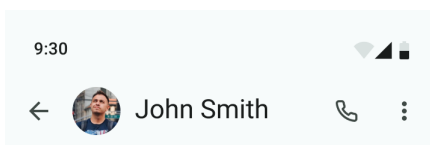
2. Tap twice to call.

## Call someone back from Messages

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

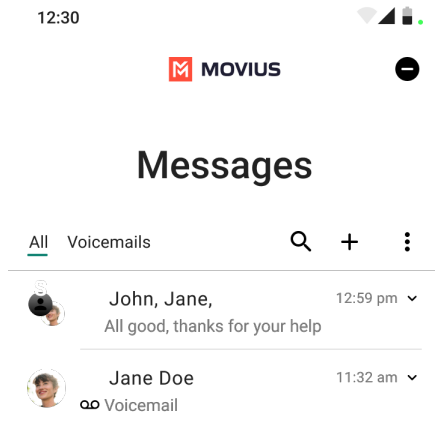
### From SMS or instant message

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

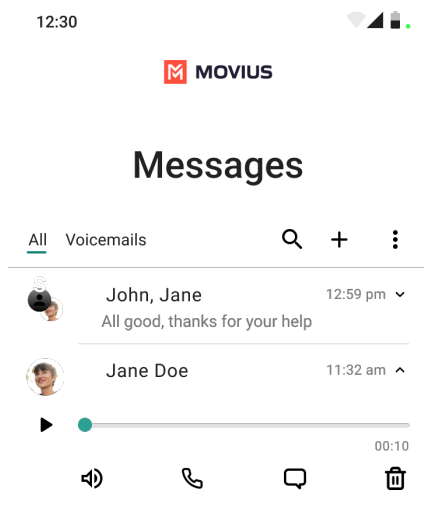


### From voicemail message

1. Select a voicemail message.



2. Select the **Call**  icon.



## Click-to-Dial

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## BlackBerry

Read on to learn about making calls from the MultiLine 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.

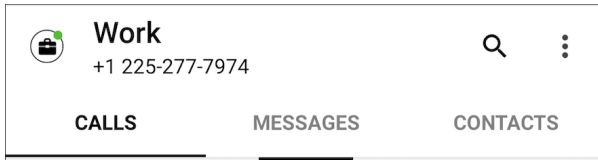
### Before you start

- 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

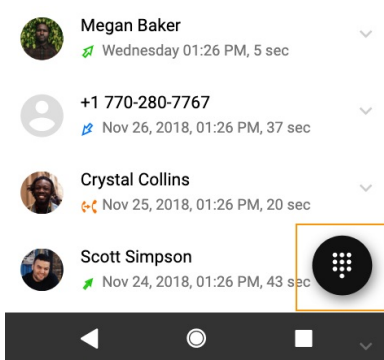
- Call forwarding or Call handling
- Call recording
- If you have questions about what functions are enabled, contact your IT group for assistance.

## Make a Call from the Keypad

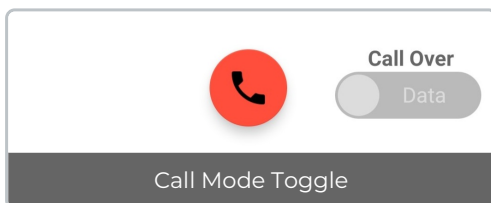
1. Go to the **Calls** tab.



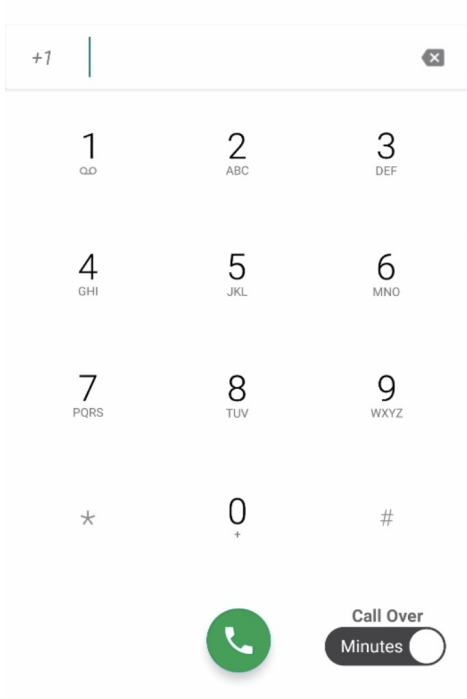
2. Tap the Keypad icon on the bottom right (Android)



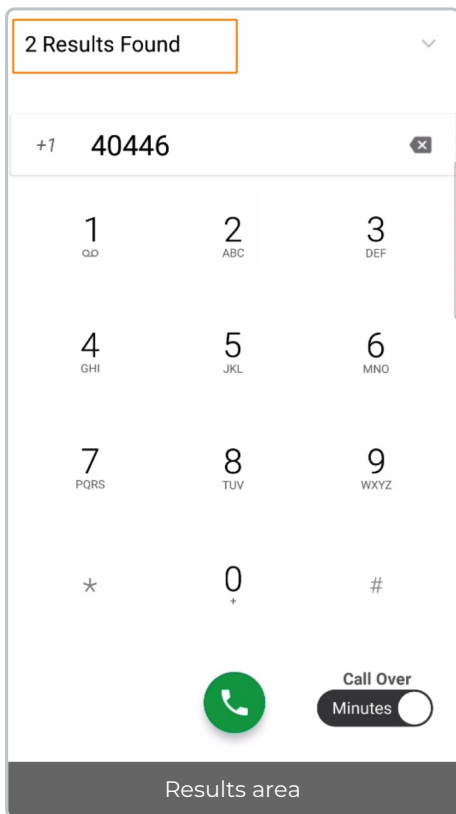
3. If you see the toggle, you can choose whether to [make the call over Data or Minutes](https://help.moviuscorp.com/help/understanding-your-call-settings) by tapping the toggle

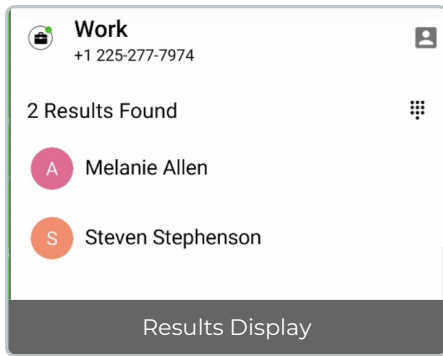


4. Begin dialing the number in the field at the top of the dial pad *Note: tap the country code to change it*



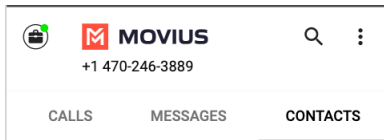
5. Tap the **Results** area to view matches and select someone to dial from your Contacts.



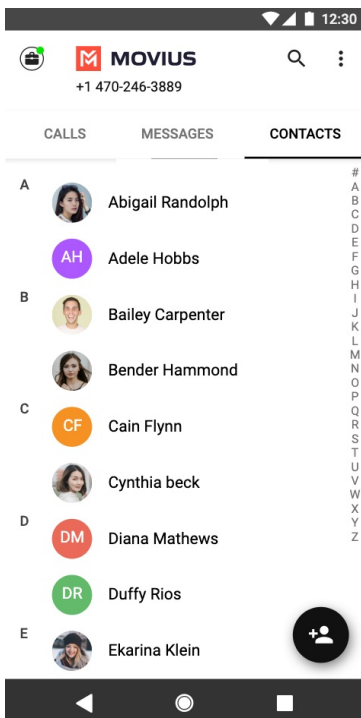


### Make a call from Contacts

1. Go to your **Contacts** tab at the top of your screen.

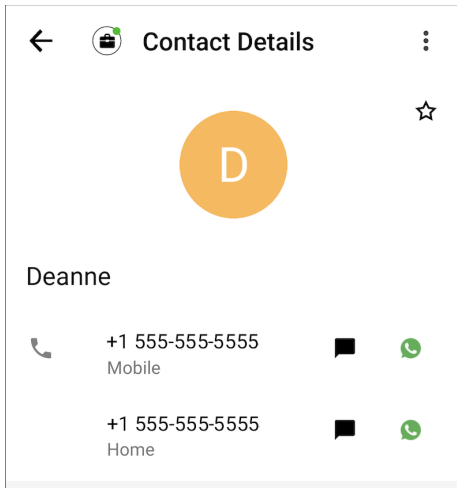


2. Tap a Contact.



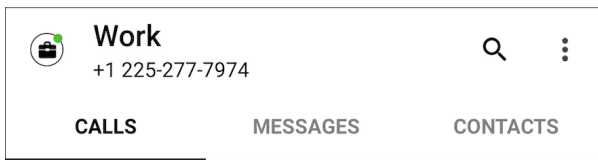
3. Tap the contact to access Contact details and tap on the phone number to call.



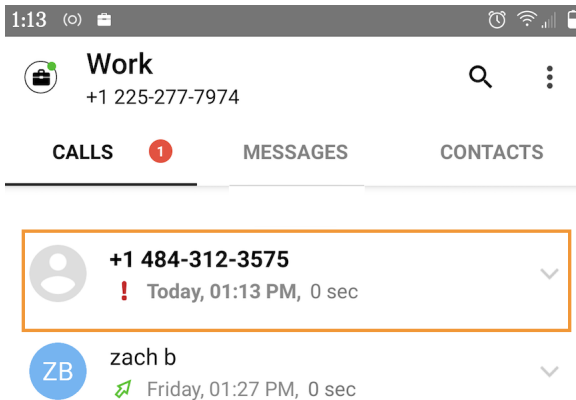


### Call someone back from Recents

1. Go to your **Calls** tab.



2. Double-tap on the call you want to call back.



You can also call by tapping the down arrow, and then **Call Details** screen. Tap the **Phone** icon to call.

