Add, Edit, or Delete Contacts - Android

MultiLine

Read on to learn how to add or update a Contact in your Contacts list.

Overview

- The MultiLine app provides you a separate contact list to use to make your business calls. We offer three options for starting your Contacts list: Exchange Contacts, Native Contacts, and Local Contacts, described below.
- Once you set up your Contacts list, any contacts will appear on the Contacts screen. You can:
  - Tap a contact to see options for calling and messaging them.
  - View, add, and update contacts.

Before you start

- Select a Contact source before adding Contacts.
  - If your organization chooses to restrict the type of Contacts setting you can use, you may not have certain Contact Source options.
- We recommend Exchange Contacts for the best experience with MultiLine Desktop.

About Adding Contacts

During onboarding, you should have chosen your Contact Settings, your contacts will either be sourced from an Exchange server, your native device, or locally in MultiLine.

See below for details on how adding contacts works for the different settings.

Add a contact - Using Exchange Contacts

- Using the **Exchange Contacts** option means MultiLine gets your contacts from a corporate exchange database.
- Any changes made to the corporate exchange (adding, renaming, deleting, etc.) will automatically be reflected in the MultiLine app and vice versa.
- You'll be able to search for any contact from the Global Address List (GAL), your company's list of all employees. However, the full GAL will not show up in the list of contacts for performance reasons.

Add a contact - Using Native Contacts

- Using the Native Contacts option means MultiLine uses the same contacts list as your native phone.
- Any changes made to your native Contact List (adding, renaming, deleting, etc.) will be reflected in MultiLine and vice versa.

Add a contact - Using Local Contacts

- This is the default contact setting.
- Using the Local Contacts option means your contacts exist within the MultiLine app only.
- You can choose to do a one-time import from your native device and/or manually add contacts yourself.
  - Changes made in MultiLine (adding, renaming, deleting, etc.) will NOT be reflected in your native contact list, and vice versa.
  - There is no automated syncing between the Native and Local Contact Lists.

> NOTICE: The Local Contacts list isn't backed up or stored outside the application, so they can be lost if you lose your device or need to reinstall MultiLine.
>
> NOTICE: if you create your Contacts list using Local Contacts, and then switch your source to Native or Exchange, the contacts you created **will be deleted**.

Add a contact

It's easy to add contacts in MultiLine. You can add a contact from the contact screen or from your recent calls.

Add a contact from the Contact screen

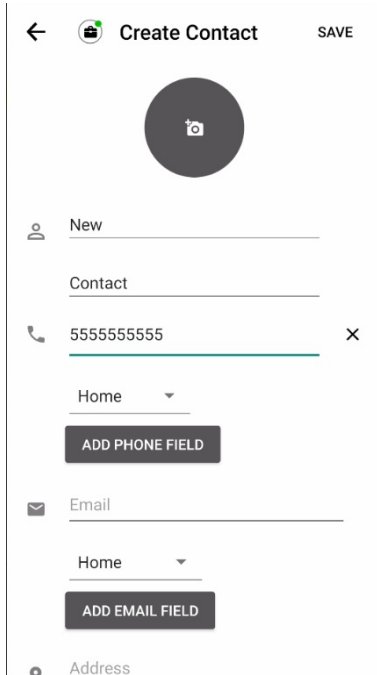1. Go to the **Contacts** tab.
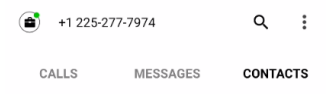
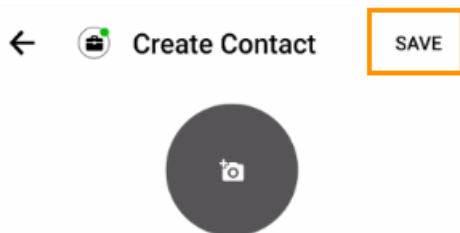2. Tap the **Add Contact** button.
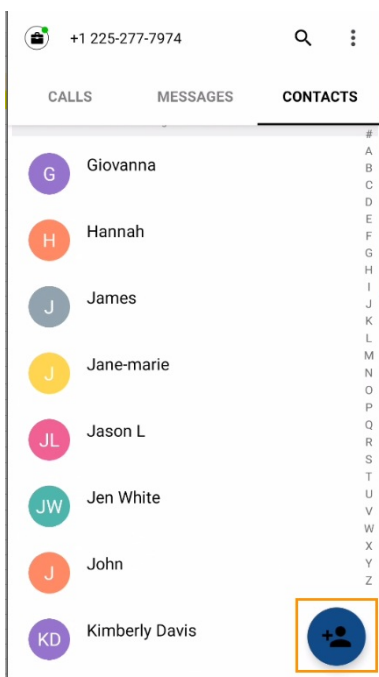
1. Fill out as many details as desired:
   - Photo

- First name
- Last name
- Phone
- Email
- Address
- Select "Add Phone field", "Add Email field", or "Add Address field" will let you associate multiple phone numbers, email addresses, and addresses for the contact. You can choose labels for each field.

2. Select **Save**.

Add a contact from your recent calls

1. Go to your recent calls.
2. Select the call once to access options.
3. Select **Add Contact**.

Update contact with a new number

If you have a contact that calls you from a new number you can update that contact with the new number.

1. Go to **Calls**.
2. Select the down arrow for the unknown number.
3. Select **Update**.

4. Enter the name or number of the existing contact you want to update.
5. The new number will be added.
    - From this screen you can change the label, if desired.
    - If you need to delete the previous number, tap the x and confirm.
6. Select **Save**.

Add a Favorite contact

You may want to add contacts that you're in touch with more frequently to your favorite contacts. This makes it easier to start new calls or messages with them.

1. Go to the **Contacts** screen.
2. Select your contact to open the **Contact** details.
3. Select the **Star** in the upper right-hand corner.

MultiLine for Intune

Read on to learn how to add or update contacts in the MultiLine for Intune Android app.

Overview

The MultiLine for Intune app provides you a separate contact list for your business calling and texting. When you sync with Exchange, there is a two-way sync between your MultiLine Contacts List and Exchange Contacts list. So you can add contacts from the MultiLine App, MultiLine Desktop, or by adding them in Exchange.

Before you start

- Before adding a contact, you need to have selected your Contact Source as Exchange Contacts.
- Most MultiLine for Intune users will use Exchange Contacts. However, for more options see Add, Edit, or Delete Contacts 🗗 (https://help.moviuscorp.com/help/adding-or-updating-a-contact-30c1615) 🗗.
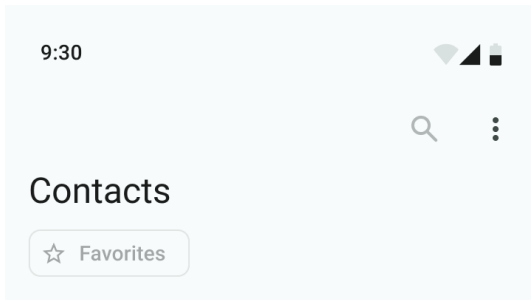
Add a contact

You can add a contact from the contact screen or from your recent calls.

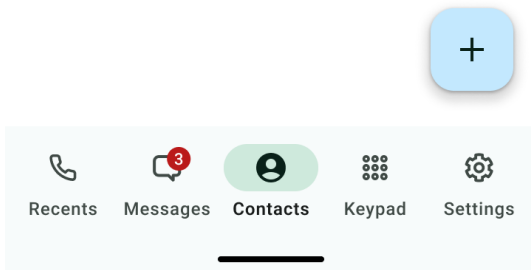**Adding a contact from the Contact screen**

1. Go to the **Contacts** tab.
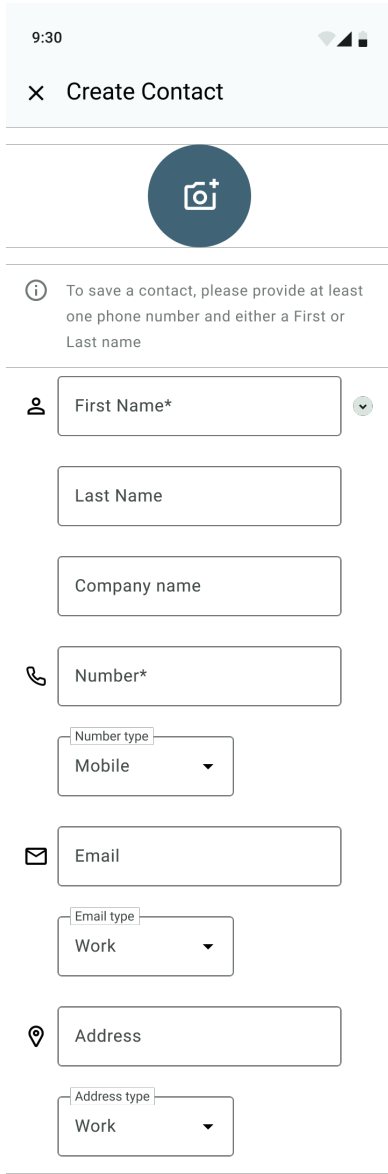
2. Tap the **Add Contact** + button.

- Fill out as many details as desired:
    - Photo
    - First name
    - Last name
    - Phone
    - Email
    - Address
    - Tapping "Add Phone field", "Add Email field", or "Add Address field" will let you associate multiple phone numbers, email addresses, and addresses for the contact. You can choose labels for each field.
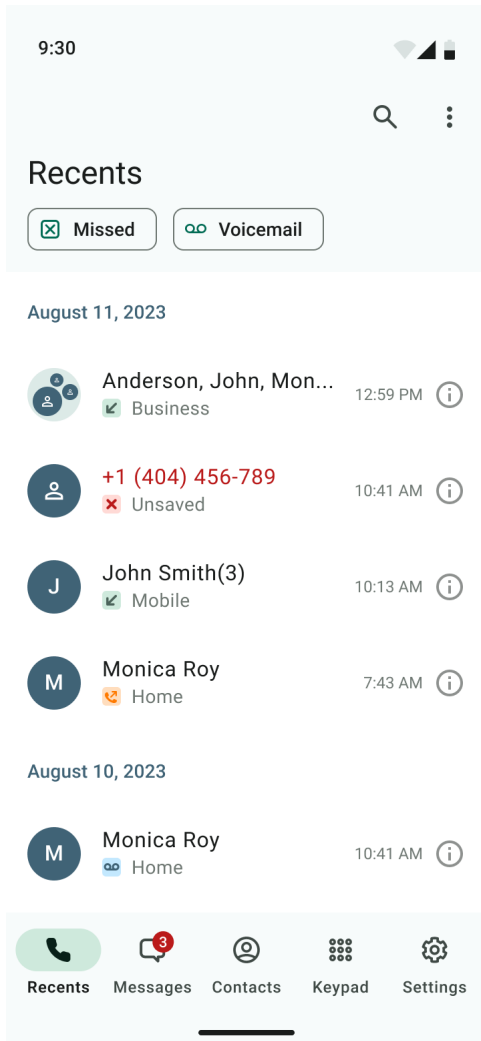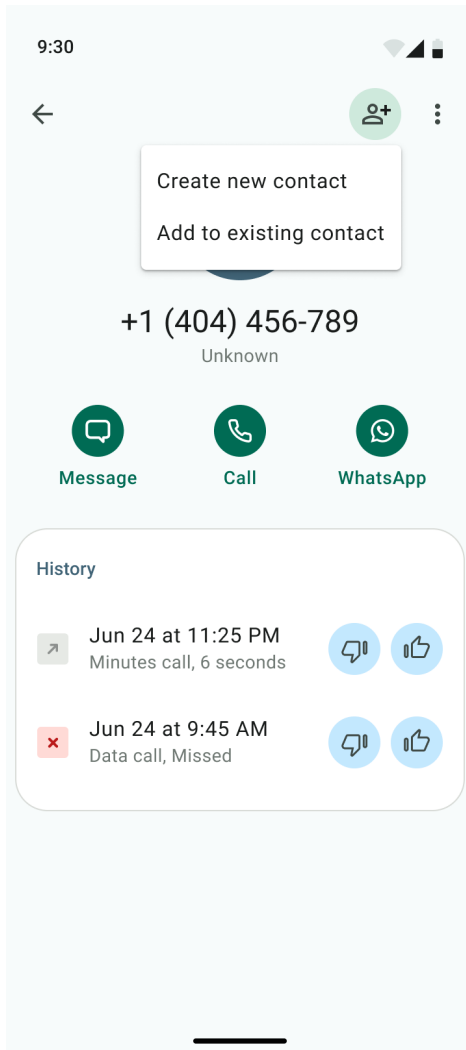
3. Select **Save**.

Adding a contact from your recent calls

1. Go to **Recents** and select the info ⓘ icon to pull up the call details screen.
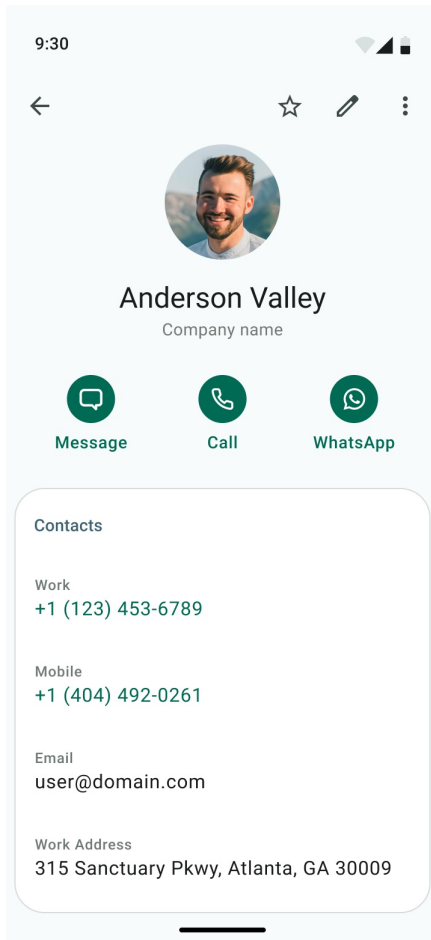
2. Select **Add Contact**.

Add a Favorite contact

You may want to add contacts that you're in touch with more frequently to your favorite contacts. This makes it easier to start new calls or messages with them.

1. Go to the **Contacts** screen, and select a contact to open the **Contact** details.
2. Select the **Star** ☆ in the upper right-hand corner.

Movius for BlackBerry

Read on to learn how to add or update contacts in the Movius for BlackBerry Android app.

Overview

The Movius for BlackBerry app provides you a separate contact list for your business calling and texting. When you sync with Exchange, there is a two-way sync between your MultiLine Contacts List and Exchange Contacts list. So you can add contacts from the MultiLine App, MultiLine Desktop, or by adding them in Exchange.
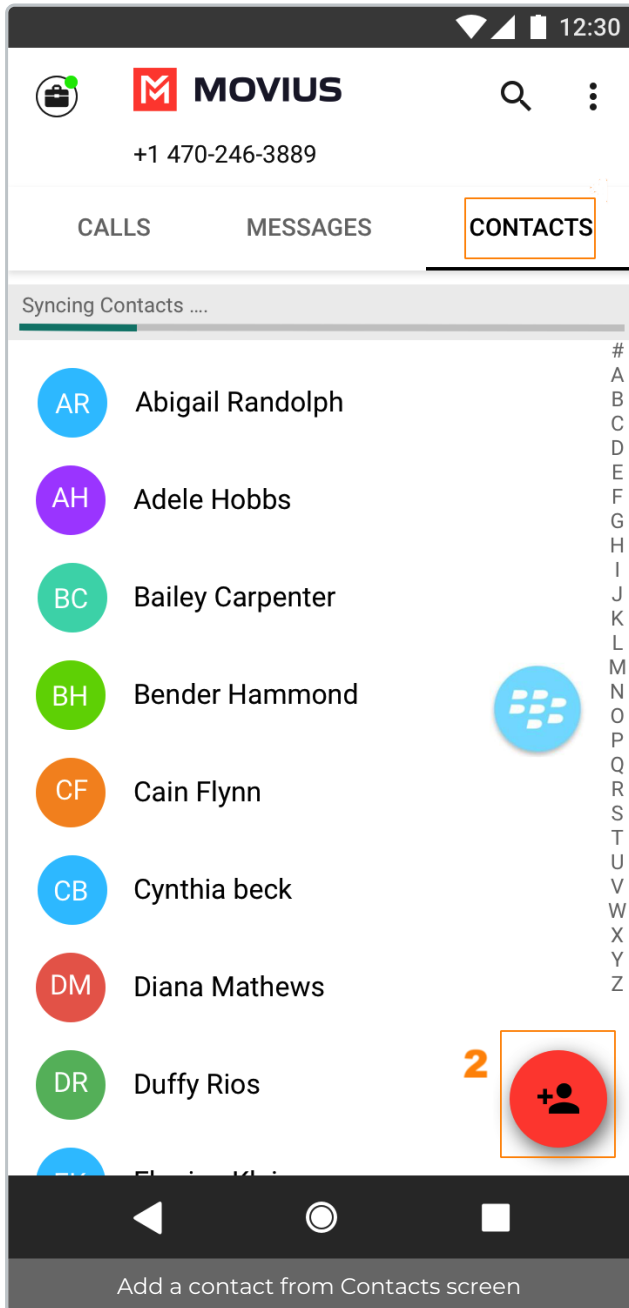
Before you start

- Before adding a contact, you need to have selected your Contact Source as Exchange Contacts.

Add a contact

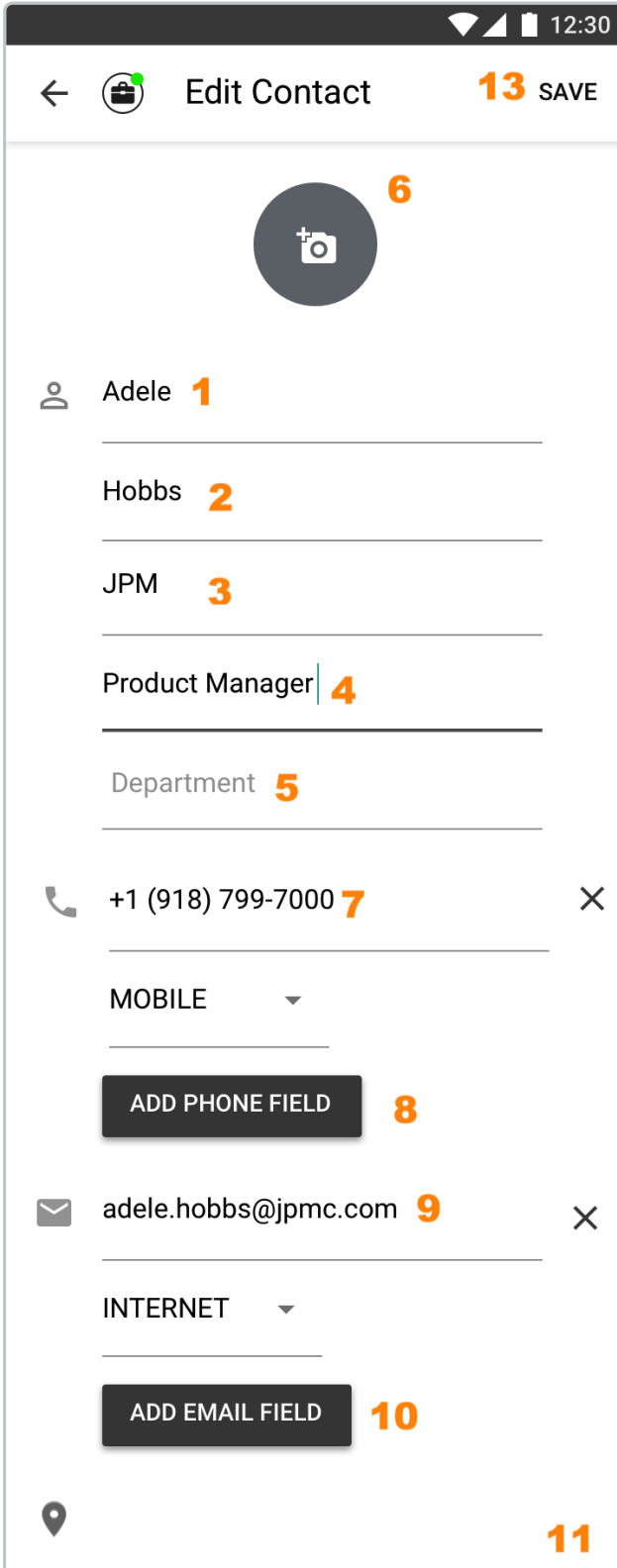You can add a contact from the contact screen or from your recent calls.

Adding a contact from the Contact screen

1. Go to **Contacts**.
2. Tap the **Add Contact** button.

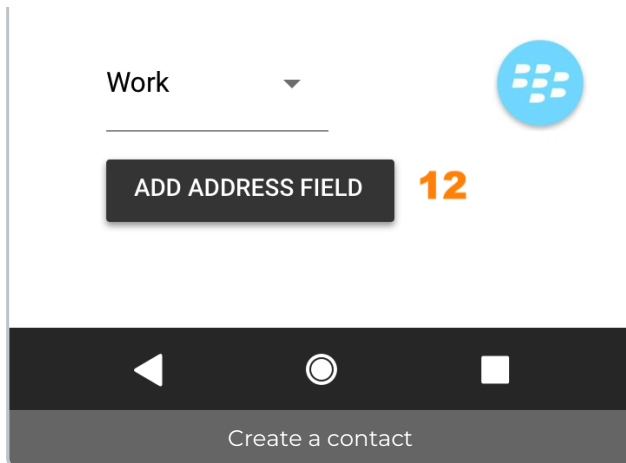Add a contact from Contacts screen

3. Create your contact using the available fields on the **Edit Contact** screen.
   1. First name
   2. Last name
   3. Company
   4. Job Title
   5. Department
   6. Contact photo

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7. Number
8. Add additional numbers
9. Email
10. Add additional emails
11. Address
12. Add additional addresses
13. Delete Contact
14. Save and exit

Create a contact

Adding a contact from your recent calls

1. Go to your recent calls.
2. Select the down-arrow to access options.
3. Select **Add Contact**.

Update contact with a new number

If you have a contact that calls you from a new number you can update that contact with the new number.
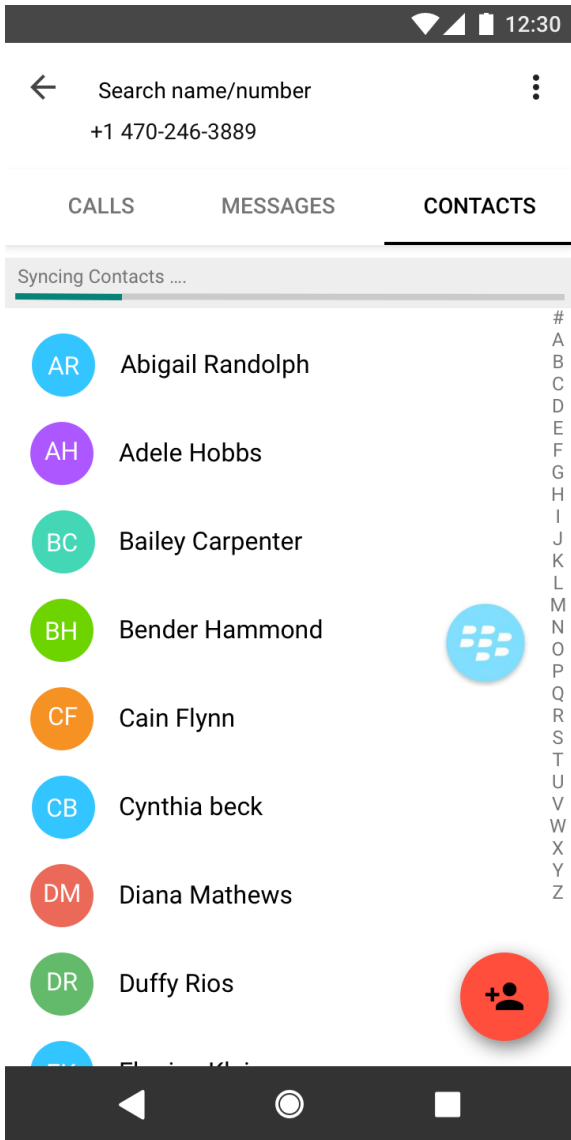
1. Go to **Calls**.
2. Select the down arrow for the unknown number.
3. Select **Update**.
4. Enter the name or number of the existing contact you want to update.*Note for Exchange Contacts users: this does not search the entire GAL.*
5. The new number will be added.
    - From this screen you can change the label, if desired.
    - If you need to delete the previous number, tap the x and confirm.
6. Select **Save**.

View, search and edit contacts

To view, edit, delete, or message contacts, you must add at least one contact.

1. The **Contacts** screen displays all contacts in alphabetical order by default.*Note: The next set of instructions will teach you how to change this setting if you like.*

2. Tap on **Search name/number** to begin typing the name or number to narrow down the list to a desired contact. *Note: The search field will not display until you begin scrolling.*

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12:30		

← Search name/number
+1 470-246-3889

CALLS   MESSAGES   **CONTACTS**

Syncing Contacts ….

AR   Abigail Randolph

AH   Adele Hobbs

BC   Bailey Carpenter

BH   Bender Hammond

CF   Cain Flynn

CB   Cynthia beck

DM   Diana Mathews

DR   Duffy Rios

\#ABCDEFGHIJKLMNOPQRSTUVWXYZ

2. Clicking on any contact will bring you to that contact's information page, where you can call, message, favorite, or block the contact.
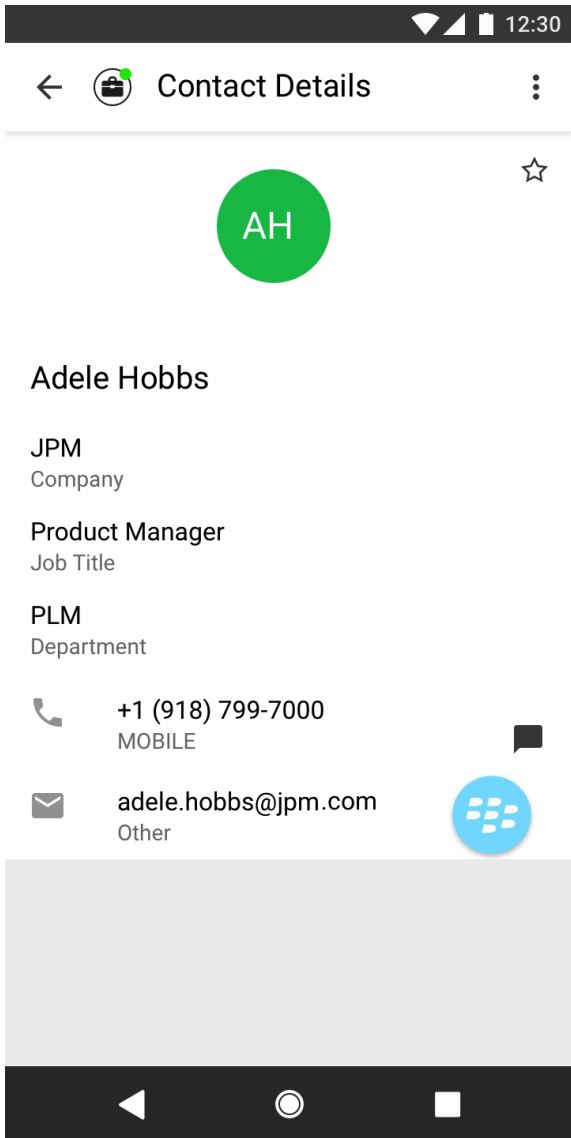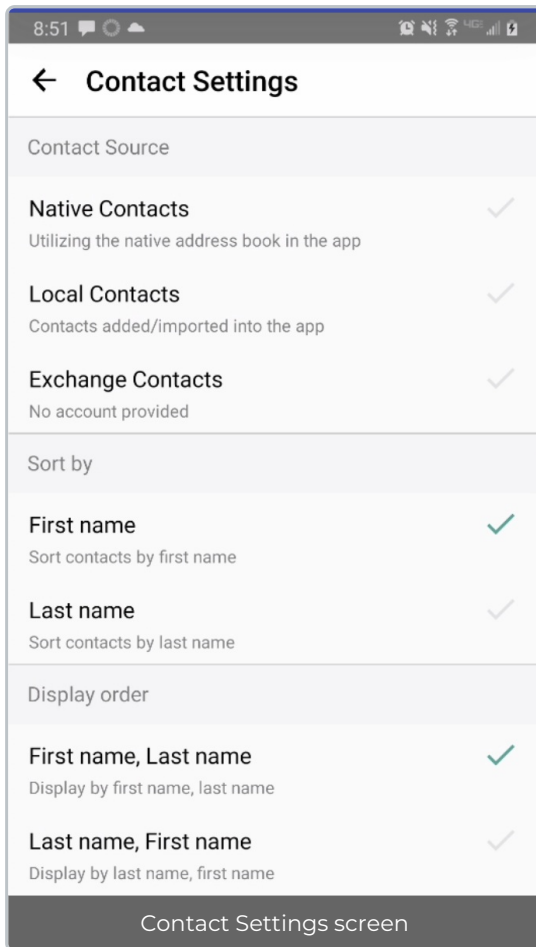
3. Select the Settings menu in the top right-hand corner allows you to choose to delete or edit, the selected contact.
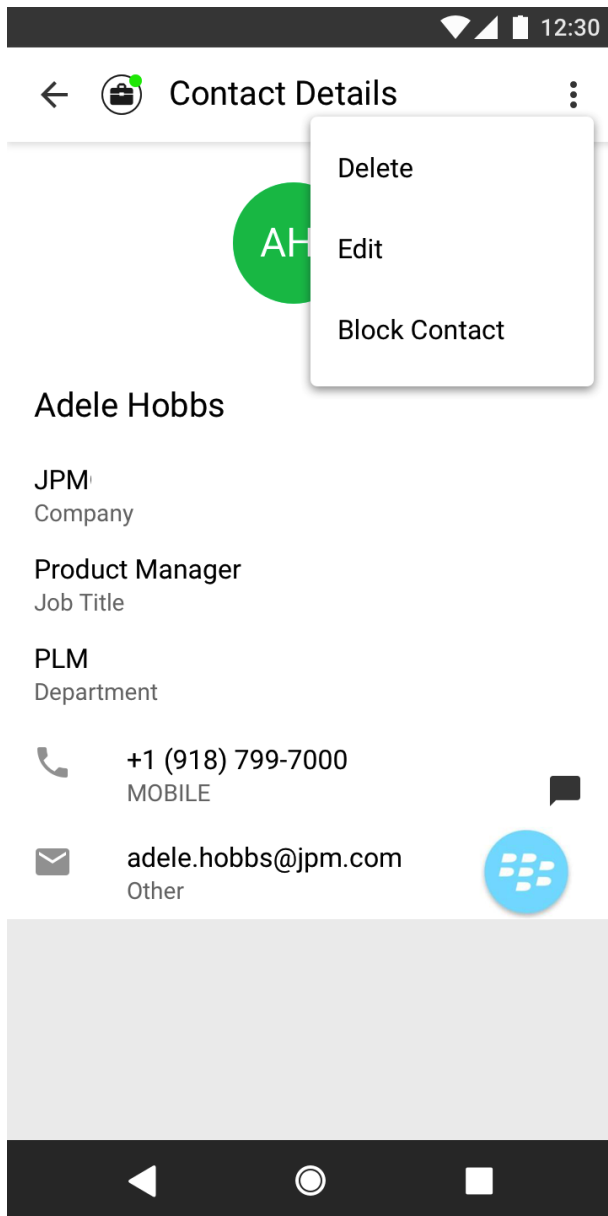
Change the Contacts list display and order

1. Select the **menu icon** ⋮ upper right-hand corner (Android).
2. Select **Settings.**
3. Select **Contact Settings**.
   - You can sort by first or last name
   - You can display first name or last name first

Contact Settings screen

4. When complete, you can exit the menu and your Contacts list will be in the chosen **Sort by** and **Display order** settings selected.

Add a Favorite contact

You may want to add contacts that you're in touch with more frequently to your favorite contacts. This makes it easier to start new calls or messages with them.

1. Go to the **Contacts** screen.
2. Tap your contact to open the **Contact** details.
3. Tap the **Star** in the upper right-hand corner.

How to search and store a contact from Exchange (Android Only)

When you're using Exchange contacts, you'll be able to search for any contact from the Global Address List (GAL), your company's list of all employees. However, the full GAL will not show up in the list of contacts for performance reasons. Therefore, you may want to store the contacts you contact often.
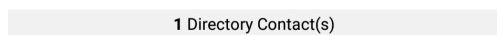
This feature is only available in the Android version of MultiLine applications.

1. To search for a contact, tap the **Search** icon and enter the name or number of the contact you want to look up.
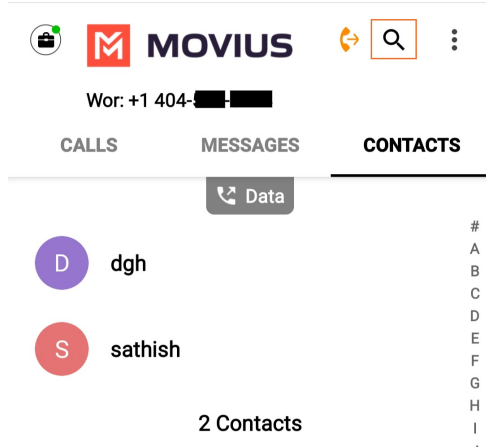
2. Your result will be displayed in two categories **Stored Contacts** and **Directory Contacts**. To store the directory contact, tap the result.

3. Tap the **Add Contact** button. Now this contact is a **Stored Contact** and will appear in the **Contacts** tab.