

Using Caller ID

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How MultiLine Caller ID works

MultiLine/MultiLine for Intune

Read on to learn about how MultiLine Caller ID works for incoming and outgoing calls.

Overview

- Caller ID behavior for incoming and outgoing calls differs based on whether you are using Minutes Mode or Data Mode
- If you call within your organization, by default your name will appear unless you turn the Caller ID off
- If you call outside your organization to someone who doesn't have you saved as a contact, your MultiLine phone number will display
- You can turn your own Caller ID on or off in Call Settings

Before you start

- If your organization chooses to restrict the type of Call Settings you can use, you may not see certain options in your Call Settings. When disabled, settings are greyed out or absent from the app.

Outgoing Calls (Data)

The below screen is what an Android user would see if they were trying to call their contact "Alicia Johns" using data mode.

For saved contact:

9:30

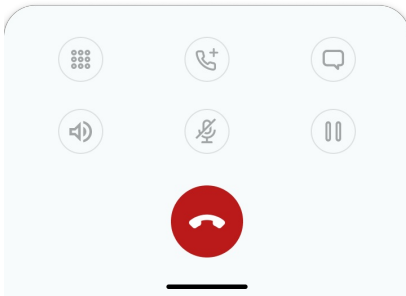


MultiLine

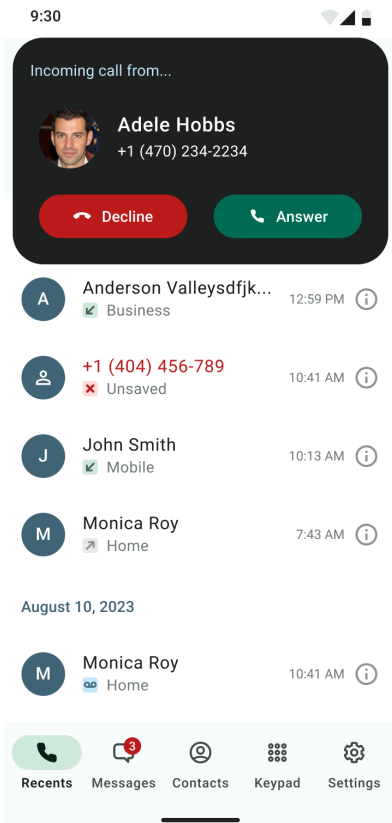


Alicia Johns

Calling...

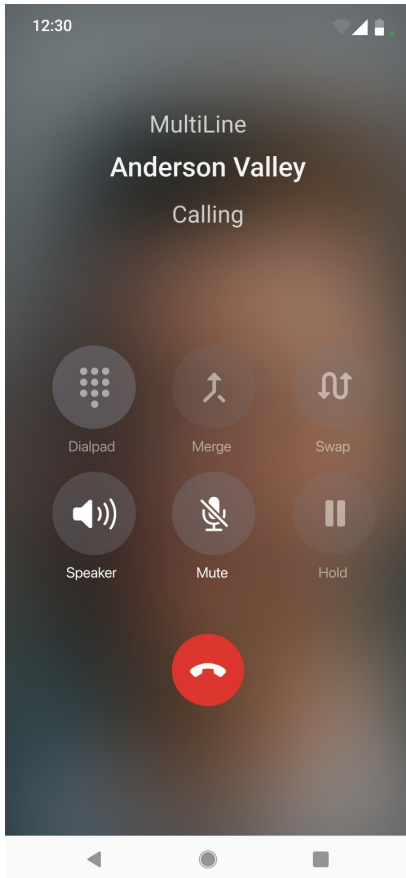


When MultiLine app is open:



Outgoing Calls (Minutes)

This below screen is similar to what an Android user would see if they were trying to call their contact Anderson Valley on Minutes mode (appearance will vary since it will reflect their personal phone preferences).



Incoming Calls (Data)

The below screen is what an Android user would see when receiving an incoming call on Data mode.

For saved contact:

9:30




MultiLine



Alicia Johns

Incoming Call...

 Decline

 Answer

For unsaved number:

9:30




MultiLine



+1 (470) 234-2234

Incoming Call...

 Decline

 Answer

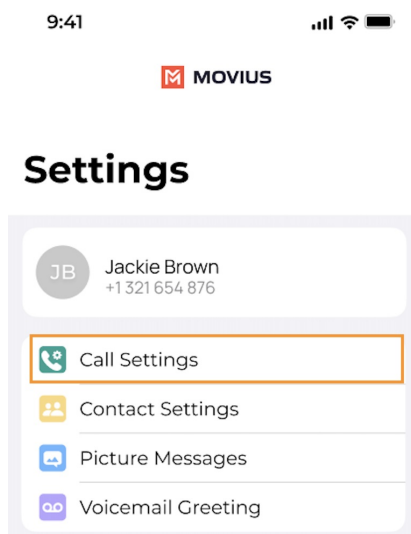
Minutes Mode

The below screen is similar to what an Android user would see when receiving a call on Minutes mode (appearance will vary since it will reflect their personal phone preferences).

How to set your Caller ID as anonymous for outgoing calls

You can choose whether people can see your MultiLine number or not using "Show your Caller ID" setting. If the toggle is on, users will see your MultiLine number or whatever they have stored for you in their Contacts app. If the toggle is off, you'll show up as a Private or Restricted number.

1. Select Settings, then Call Settings.



2. Set the toggle for "Show Caller ID" to off.



9:30



← Call Settings

Wi-Fi Only

MultiLine calls and SMS will only work when you are connected to Wi-Fi



Make Calls Using

Minutes

Data



Show Data/Minutes Switch

A Data/Minutes switch will appear on the keyboard

Receive Calls Using

Minutes

Data



Try Data First, Then Minutes

Ring on

MultiLine App Only



MS Teams Only (Mobile/Desktop)

Does not currently support business hours and call forwarding settings.

Associated SIM Number

Show My Caller ID



Call Forwarding

Off

Call Handling



