MOVIUS

Known Issues

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Release Version: MultiLine for Intune 4.05.02, MultiLine: 4.05.02 or higher

Issue:	**Incorrect Dialling Behaviour for Caribbean NANP Numbers in Movius App**
Issue ID:	CS-234447
Description:	When using Movius app's drop-down country code feature on the dialler screen, calls to Bermuda and other Caribbean destinations under the North American Numbering Plan (NANP) fail. Although users select the correct country (e.g., Bermuda, +1441) and enter the local 7-digit number, the app incorrectly strips the area code (441) and dials only the 7-digit number. This behaviour is due to the app treating numbers with 7 digits or fewer as short-codes, even when a full country code is selected. The issue occurs across iOS and Android on both the Intune and Movius versions of the app. Additionally, calls default to minutes-mode even when data-mode calling is enabled. This issue affects all countries and territories that are part of the North American Numbering Plan and utilize the 10-digit dialling format (3-digit area code + 7-digit local number) under country code +1.
Workaround:	**iOS** users can manually dial by inputting the complete number including the 441 prefix (rather than picking it from the drop-down box), e.g. the dialer will automatically fill "+1" and the user can input "4413009890" to call "+14413009890" . **Android** users can manually dial, but must first delete the "+1" which the app automatically fills on dialler screen and then input the full number with "1441" prefix, but without the plus sign, e.g. inputting "14413009890" will cause the phone to call "+14413009890". Dialing with the "+" will still cause it to only dial the last 7 digits

Impacted Countries:	**Anguilla** (264) **Antigua and Barbuda** (268) **The Bahamas** (242) **Barbados** (246) **Bermuda** (441) **British Virgin Islands** (284) **Cayman Islands** (345) **Dominica** (767) **Dominican Republic** (809, 829, 849) **Grenada** (473) **Jamaica** (876, 658) **Montserrat** (664) **Saint Kitts and Nevis** (869) **Saint Lucia** (758) **Saint Vincent and the Grenadines** (784) **Sint Maarten** (Dutch part) (721) **Trinidad and Tobago** (868) **Turks and Caicos Islands** (649)