

Known Issues

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Release Version: MultiLine for Intune 4.07.01, MultiLine: 4.07.01

Issue:	Incorrect Dialling Behaviour for Caribbean NANP Numbers in Movius App
Issue ID:	CS-234447
Description:	<p>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.</p> <p>Additionally, calls default to minutes-mode even when data-mode calling is enabled.</p>
Workaround:	<p>Users can manually enter the full phone number, including the area code (e.g., +14415342222), instead of relying on the country selection drop-down and 7-digit input. This bypasses the short-code misclassification and allows the call to complete successfully.</p>