

Introducing Advanced Wi-Fi for MultiLine Mobile App [September 2025]

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What is Advanced Wi-Fi?

Advanced Wi-Fi is a reliability feature in the MultiLine mobile app that detects when your phone is connected to a Wi-Fi network without internet connectivity (often called “zombie Wi-Fi”) or when that Wi-Fi blocks app-critical ports. When this condition is detected, MultiLine requests permission to bypass the problematic Wi-Fi and use cellular data instead, ensuring that calls and messages continue to work while you remain connected to that Wi-Fi.

How it works

1. **Detect:** MultiLine checks whether the current Wi-Fi provides a usable internet connection or blocks essential app traffic.
2. **Prompt:** If Wi-Fi is “zombie” or restricts ports, the app asks for permission to bypass it.
3. **Route:** With your approval, MultiLine uses cellular data while you remain connected to Wi-Fi, maintaining call and message continuity.

Note on data usage: When Advanced Wi-Fi uses cellular data, your carrier data plan is utilized. If you have a limited plan or are roaming, please consider this before approving the switch.

Feature limitations & how to overcome them

Available only after onboarding / re-onboarding

- Onboard over a known-good network or temporarily turn off Wi-Fi and use cellular data to complete activation.

Cellular data dependency & app settings

- Cellular data must be available on your device.
- In the MultiLine mobile app, under Call Settings, ensure “Wi-Fi only” is turned off.
- Admins: Confirm that MDM policies do not disable cellular data for the app or in the work profile.

Avoid force-closing (swipe-kill) the MultiLine app while connected to Advanced Wi-Fi

- When reopening, the app will need to restart the session while detecting the Wi-Fi connection again before switching to cellular data. If you receive a data call during this brief period, it may not ring and could be sent directly to voicemail.
- Allow background activity/data for the app; exclude it from Battery Optimization if your device offers that setting.

When connected to Wi-Fi with NO Internet (iOS-specific behaviors)

These apply when Wi-Fi has NO Internet (not when Wi-Fi only blocks app ports):

- Exchange Contact will not sync with MultiLine. It will work normally when you connect to a Wi-Fi with internet connectivity, or turn off the Wi-Fi to use only cellular data.
- First-time Microsoft Intune authentication will not work. Ensure that you complete the first authentication while connected to a Wi-Fi with internet connectivity, or over cellular data only.

What your users need to do

- Keep cellular data available and enabled on the device.
- In MultiLine Advanced Wi-Fi Settings, turn ON “Use Cellular Data”.
- Complete onboarding before relying on Advanced Wi-Fi. If activation fails, try a different Wi-Fi or switch to cellular during setup and contact IT if issues persist.

Admin & Help-desk quick checklist

- Pre-set in the OS “Use Cellular Data = ON” via MDM where possible.
- For a stuck Advanced Wi-Fi icon on Android, restart the app/device; functionality is unaffected.

FAQs

Will Advanced Wi-Fi always switch me to cellular data automatically?

No. The app first detects an issue and then asks for your permission to use cellular while you remain connected to Wi-Fi.

Does it use more data?

It only uses cellular when your current Wi-Fi blocks access required by MultiLine. Any cellular usage counts toward your data plan.

Why do I still see the Advanced Wi-Fi indicator after I move to a good Wi-Fi? (Android)

Android limits network transitions up to 100 times and stops sending network indications to applications, so MultiLine can't update the UI. However, this does not impact app connectivity, and the app will continue to work normally.

Restarting the app or device will clear the Advanced Wi-Fi indicator.
