

Using MultiLine Mobile App on Satellite Network

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MultiLine now supports messaging and voicemail over Satellite Network for users with satellite-compatible devices. This allows you to stay connected in remote areas where there is no cellular or Wi-Fi coverage.

What is available on Satellite Network

When connected to the Satellite Network, you can:

- Send and receive SMS and MMS messages (including images)
- Use WhatsApp, WeChat, and LINE for messaging
- Access and listen to your voicemail
- Receive notifications

These features are optimized for low-bandwidth conditions but may experience occasional delays due to satellite latency.

What is not available on Satellite Network

The following functionalities are disabled while connected to satellite:

- Inbound voice calls (they will not ring, but you'll see a missed call notification)
- Outbound voice calls — call icons will be disabled
- Onboarding and re-onboarding — you must be on cellular or Wi-Fi
- Exchange Contacts sync — syncing will resume once you reconnect to Wi-Fi or cellular network

* Emergency calls (like 911) are not blocked. If you attempt to call 911, it will be redirected to your device's native dialer.

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.

Switching Network

When You Switch To Satellite:

You'll see a message letting you know that some features are limited while you're on the satellite network. The app will automatically pause call-related actions and reduce background data sync to optimize performance.



In the top left corner of the app, you will see this icon indicating that MultiLine is connected over a satellite network. You can tap on it to access this page.

When You Switch Back to Wi-Fi or Cellular:

All features will automatically be restored, including:

- Calls
- Exchange Contacts synchronization
- Full-speed background sync

You do not need to restart the app.
