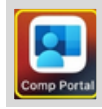


# MOVIUS MultiLine Messaging Only Quick Start Guide

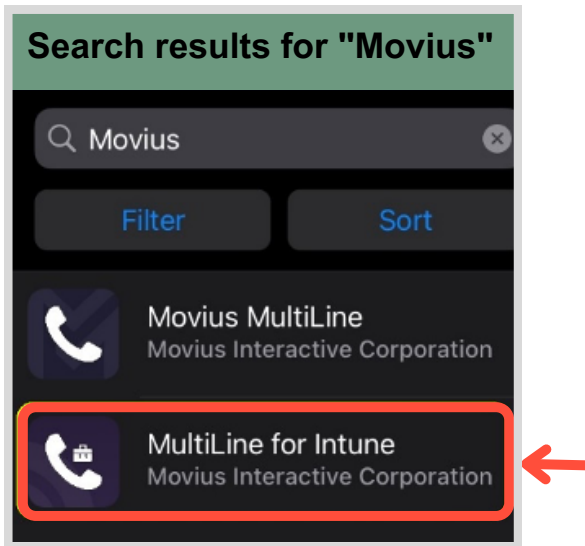
Use the app to ensure automatic recordkeeping for your SMS and WhatsApp conversations with clients.

## Install in minutes

- 1 Download Multiline for Intune from the Company Portal app.



- 2 When prompted, sign in with your corporate credentials.
- 3 Follow the instructions on the screen.

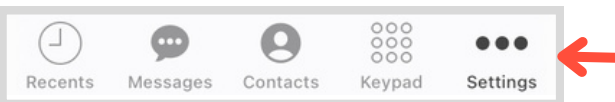


## Set up your Contacts

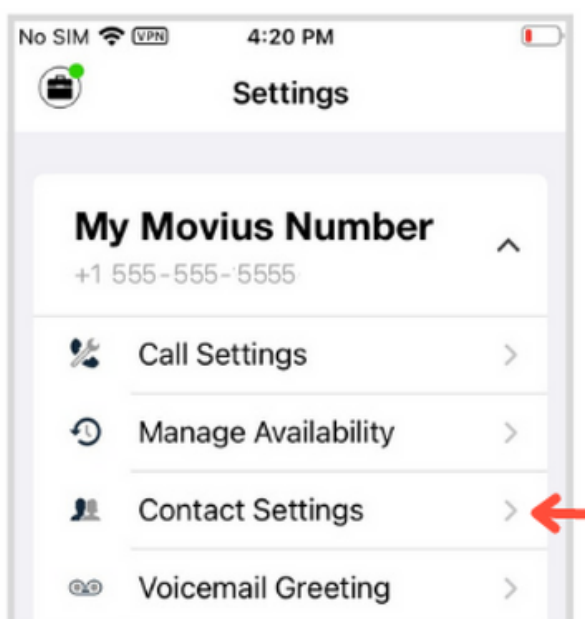
You can sync with your Contacts list or an Exchange Server, or add contacts locally.

### Choose Contacts source

- 1 Tap Settings from the bottom menu.



- 2 Tap Contact Settings.



- 3 Tap your choice.

- Exchange: Syncs with Exchange server
- Native: Syncs with Contact list on your phone.
- Local: Add Contacts only within MultiLine

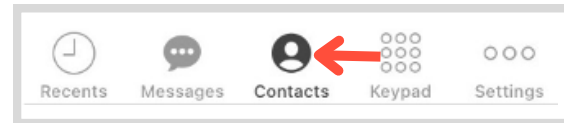
Now when you visit the Contacts screen you'll be able to find your contacts.

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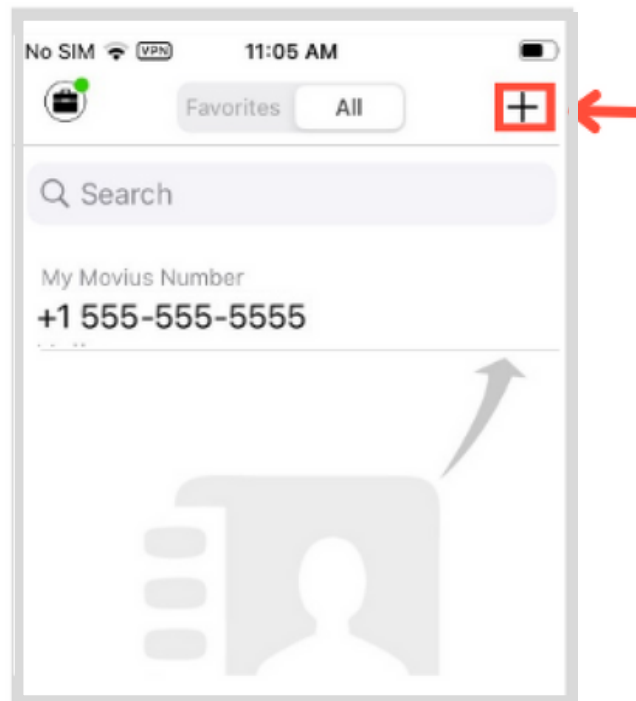
## Add new contacts

When you add new contacts, they'll add to your contacts list on the phone, and vice versa.

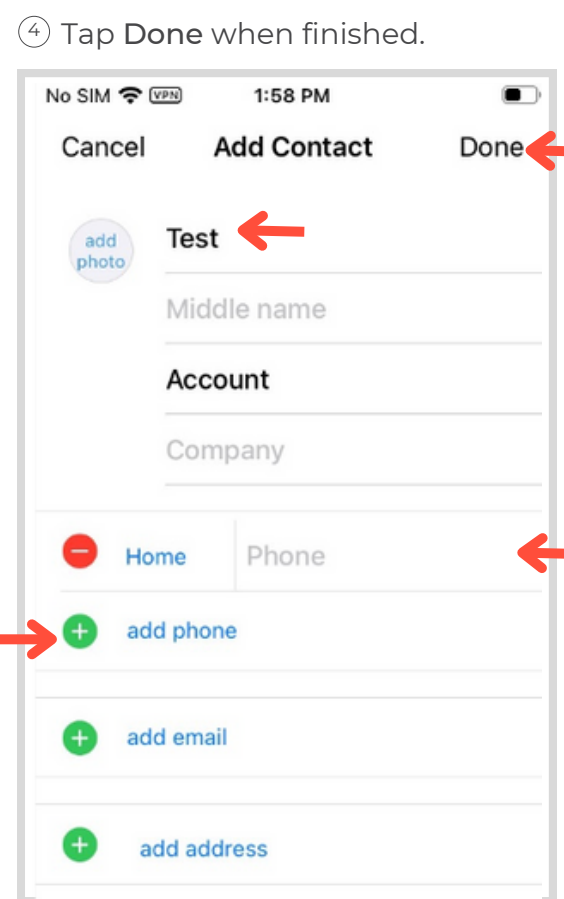
- 1 Tap Contacts from the bottom menu.



- 2 Tap the +



- 3 Fill in the fields or add more information by tapping the +.

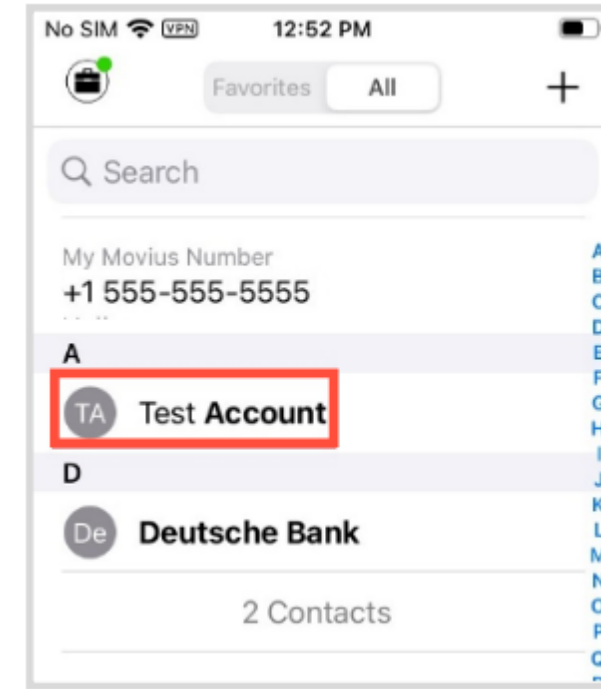


- 4 Tap Done when finished.

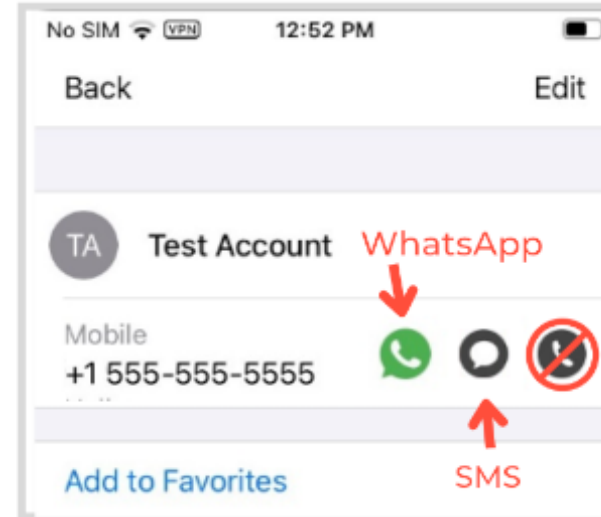
## Message a contact

You can send SMS or WhatsApp messages to your contacts.

- 1 Tap Contacts from the bottom menu
- 2 Tap on the Contact.

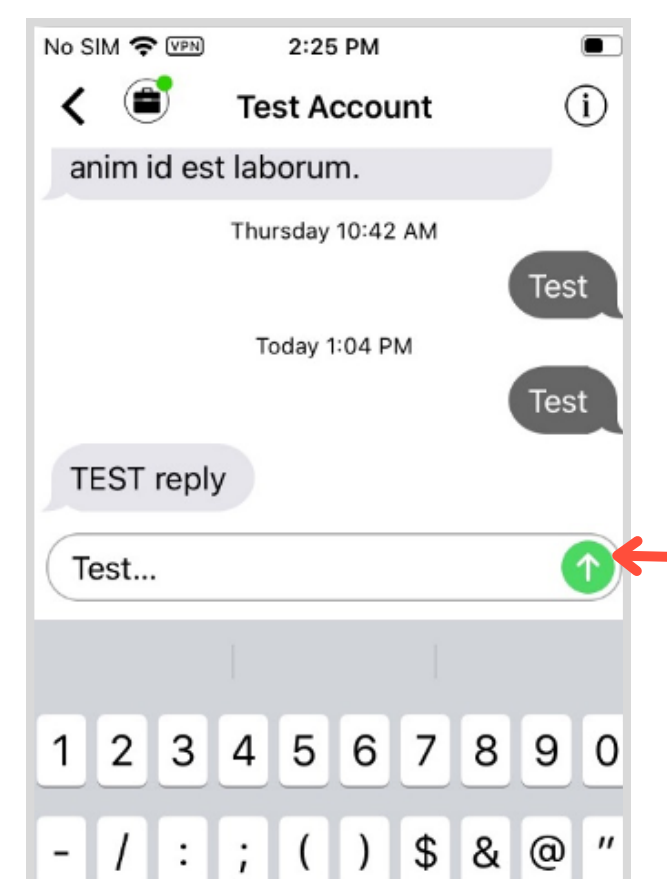


- 3 Tap the icons next to the number to message. Green icon for WhatsApp and grey icon for SMS.



## SMS

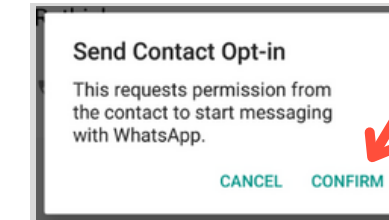
- 1 Type your message into the field and tap the green arrow to send.



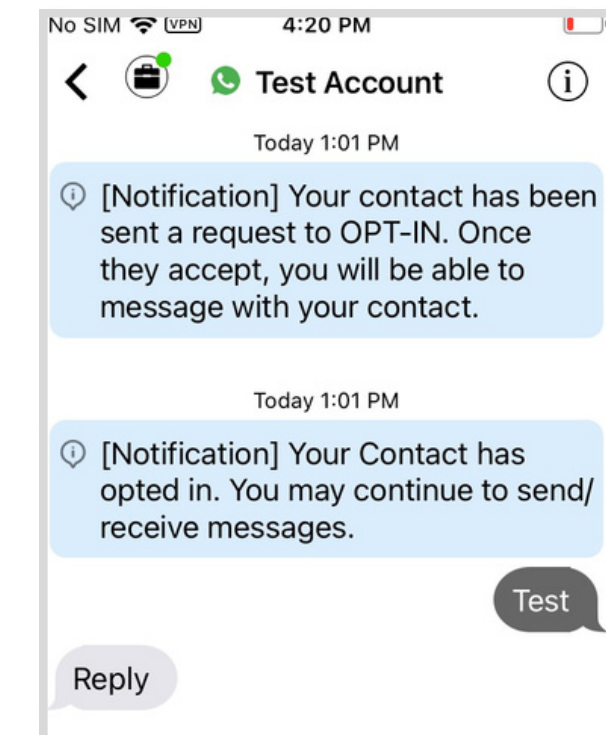
## WhatsApp

With the WhatsApp connector, you can message contacts from an official WhatsApp Business account. MultiLine takes care of all the compliance requirements for you, including opt-in and session handling.

- 1 When you tap the WhatsApp icon, MultiLine will ask you if you want to send an Opt-In to the contact. Tap Confirm to begin.



Once the external contact confirms the opt-in you'll be able to exchange WhatsApp Messages.

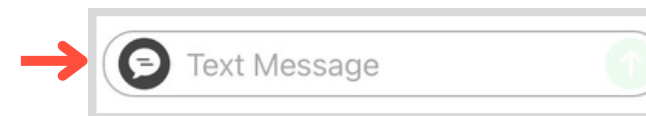


- 1 Type in the field and tap the green arrow to send.

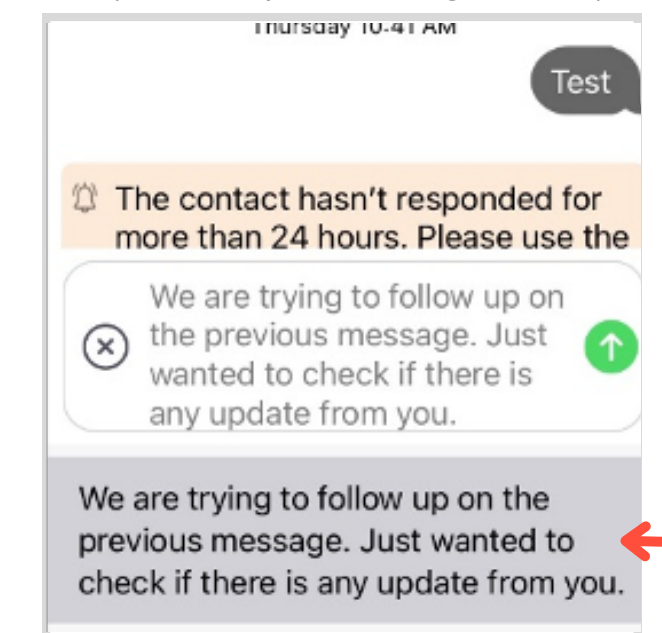


- 2 Conversation sessions last 24 hours from the last message. You will only be allowed to send a Template message to reopen closed conversations.

A. Tap the Template icon.



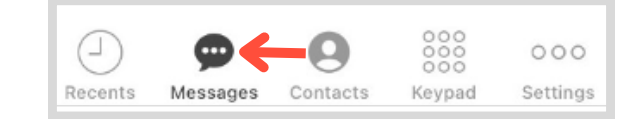
B. Tap the Template message then tap send.



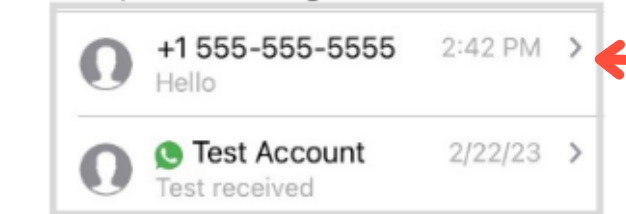
## View Message History

Find your WhatsApp and SMS messages in Messages.

- 1 Tap Messages from the bottom menu.



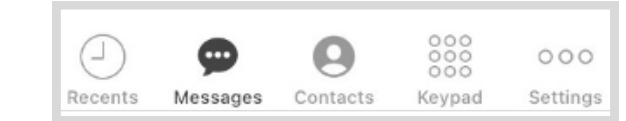
- 2 Tap on a Message to view.



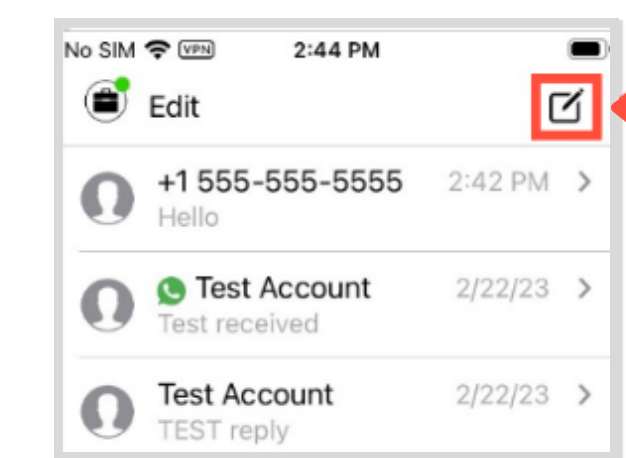
## Create New Message

You can also send SMS from the Messages screen.

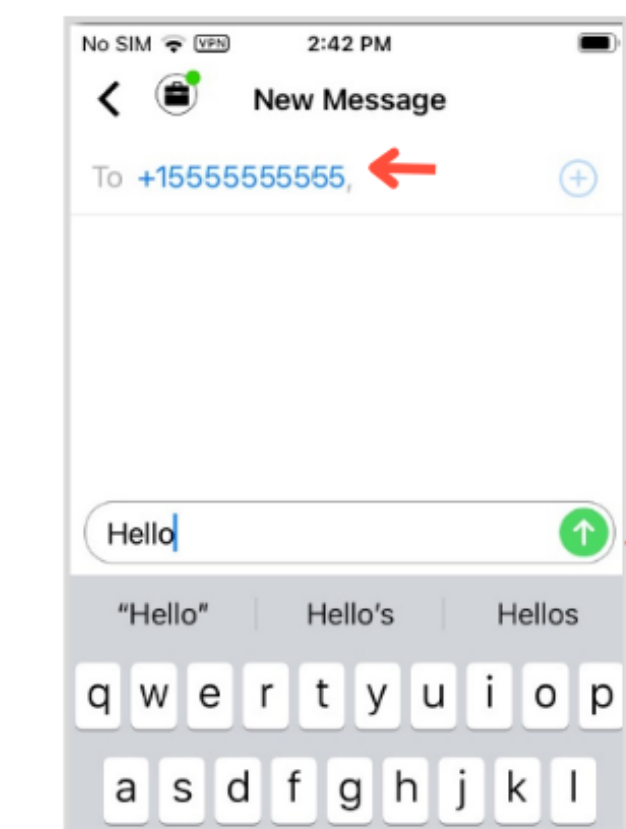
- 1 Tap Messages from the bottom menu.



- 2 Tap the New Message icon.



- 3 Enter the number in the To: field and SMS as usual.



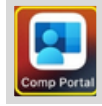
Note: Features other than Messaging have been disabled. Please ignore Recents, Keypad, Voicemail and Call Settings features.

# MultiLine Messaging Quick Start Guide

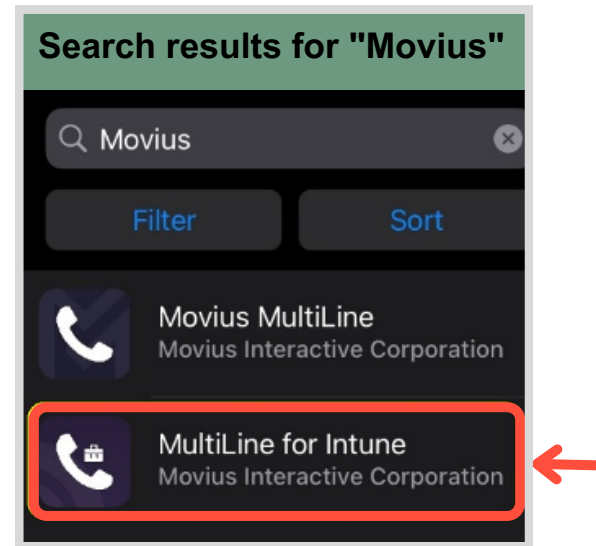
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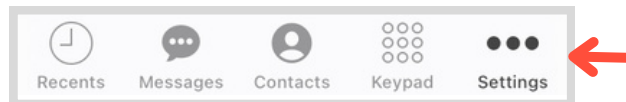


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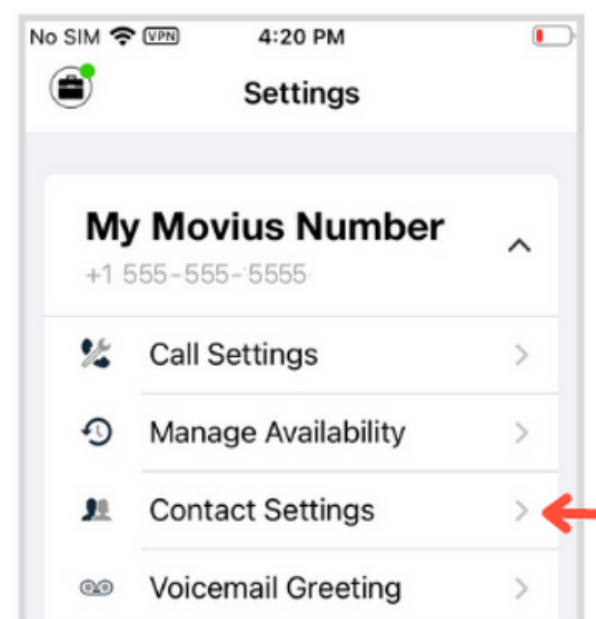
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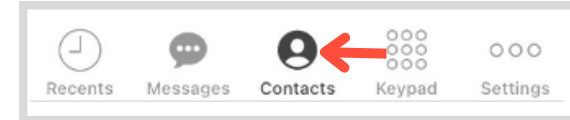
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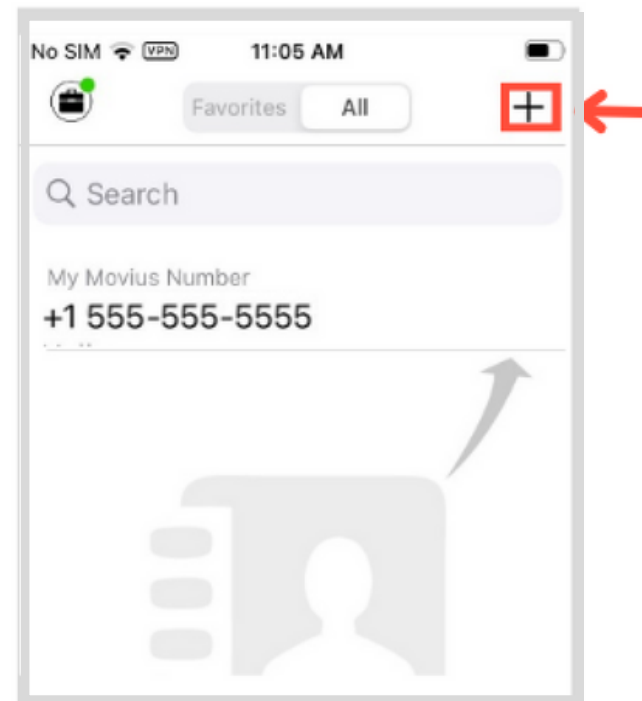
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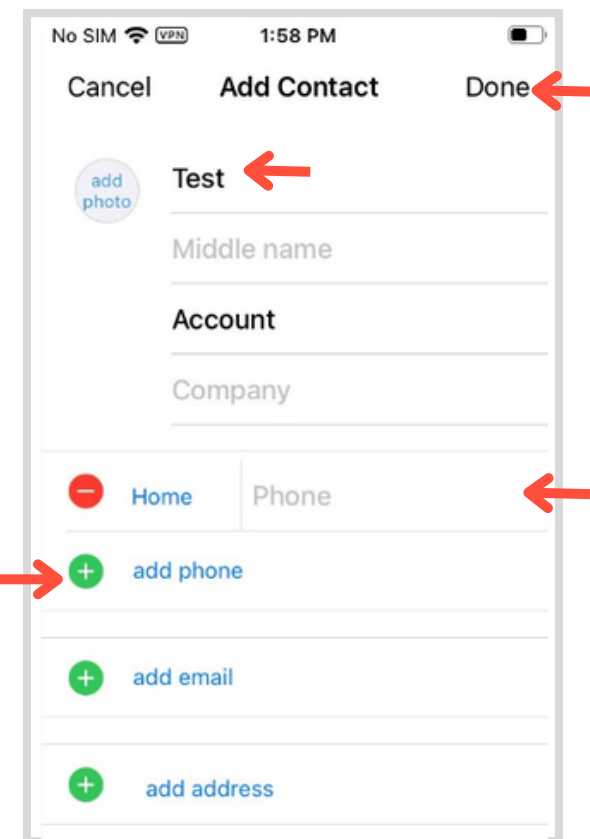


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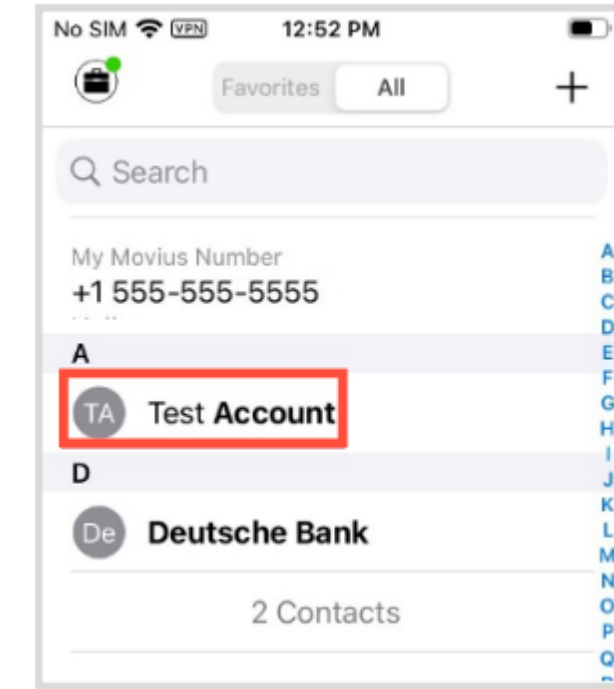
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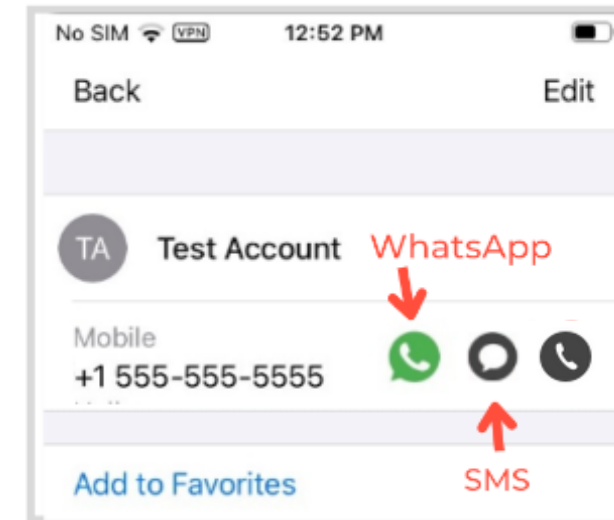
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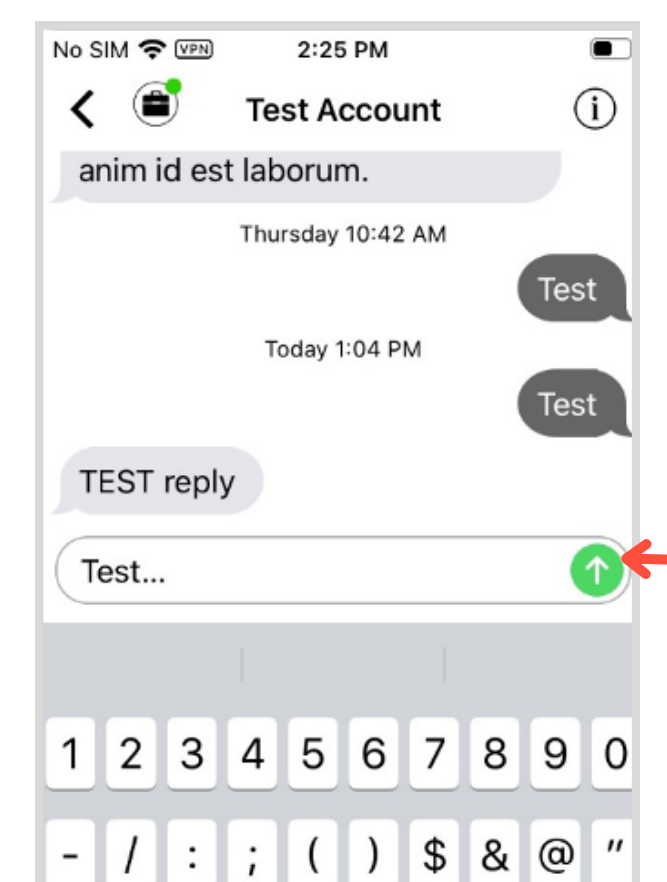


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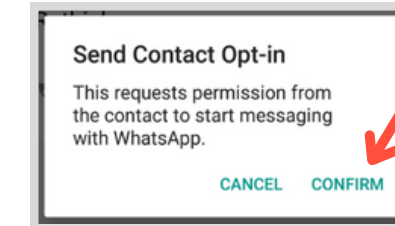
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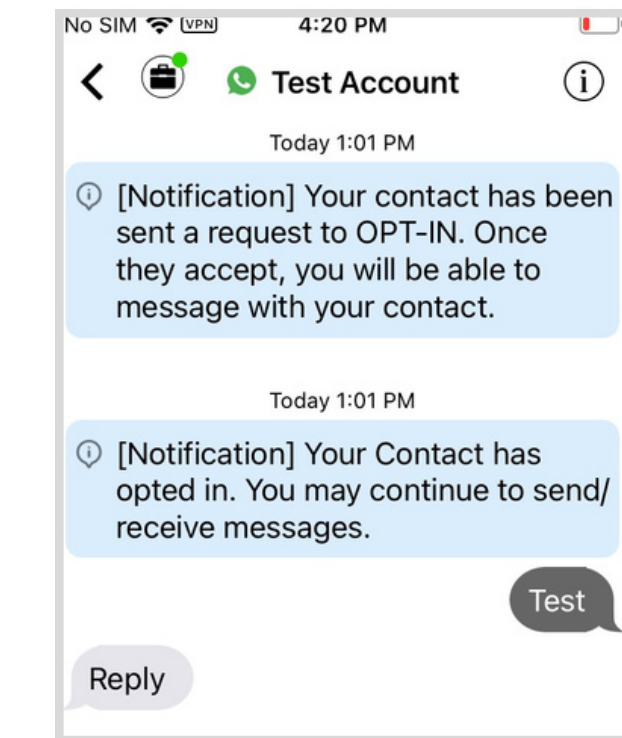
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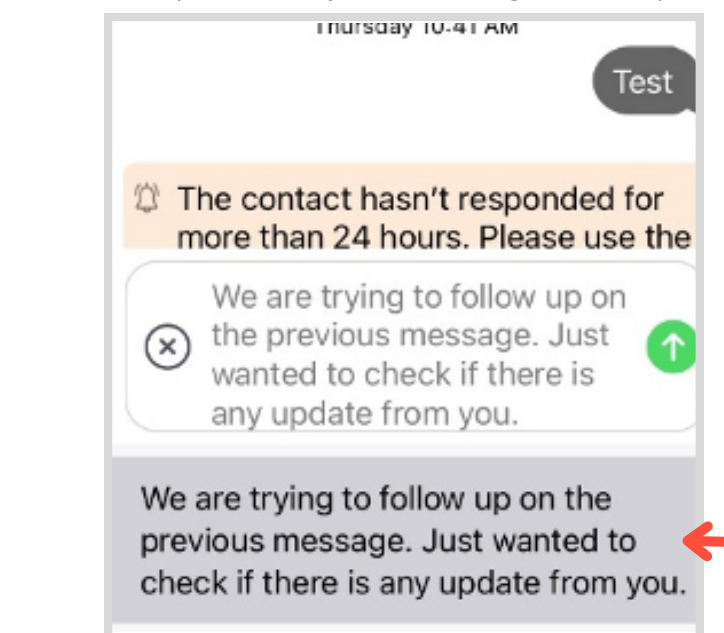


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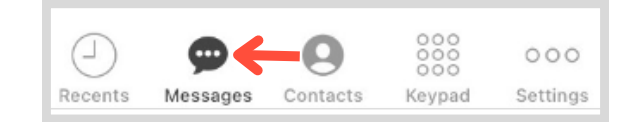
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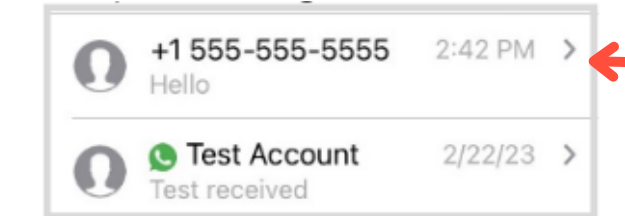
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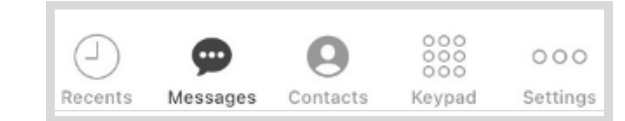
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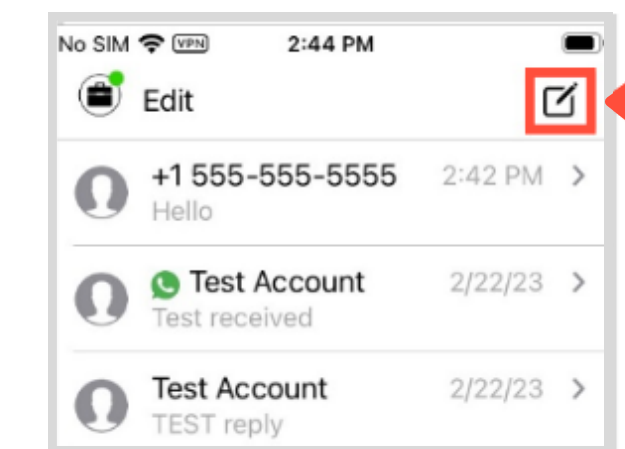
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