

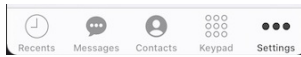
How do I contact support?

Last Modified on 07/05/2023 12:47 pm EDT

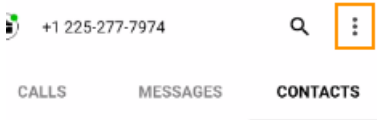
When you need help from support, tap your **Settings** menu, then **Help**.

1. Go to Settings

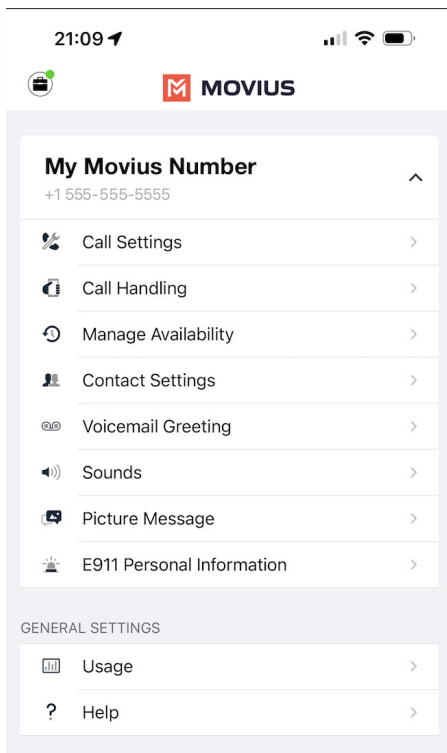
1. iOS: Tap **Settings** from the bottom menu



2. Android: Tap the **Settings** menu icon  in the upper right.



2. Tap **Settings**, then **Help**.



• **Email a Log to Support:**

- If you've been requested to email logs, tap the email link to generate an email which will include logs to send to support.
- Add your explanation of the problem at the top of the generated email and send.
 - Send logs as soon as possible after a problem occurs, and include the time and date of the problem if you can.

21:10



Cancel

Technical Support



To: Help@IT.com

Cc/Bcc, From: multiline.user@company.com

Subject: Technical Support

Please describe the issue you are experiencing here!

I was expecting to see the new WhatsApp capability in my MultiLine, but it doesn't seem to be enabled. Can you help me out?

Got a screenshot? Add as an attachment

==Do Not Remove This Information==

App Name : MultiLine
App Version : 3.06.01.18
OS Version : 16.5
Device : iPhone
Company/Org ID :
Virtual number :
Inbound / Outbound Call Mechanism : DATA / DATA
Manage Calls : Call Schedule
Monday : 00:00-23:59
Tuesday : 00:00-23:59
Wednesday : 00:00-23:59
Thursday : 00:00-23:59
Friday : 00:00-23:59
Saturday : 00:00-23:59
Sunday : 00:00-23:59
Last Call MOS : -1.000000



- **Call Support:**

- Tap the number to place the call using your MultiLine app.

21:09



< Back

Help

Contact Support

Call [+1 555-555-5555](tel:+15555555555)

Email Help@IT.com

Knowledge Base

Find how-to guides and answers to common questions online at the Knowledge Base.

FAQ >

Run Diagnostics >

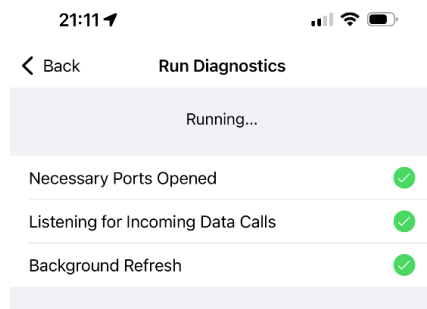
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- **Run Diagnostics:** If you've been requested to run diagnostics tap **Run Diagnostics**.

- This will help identify any issues that may be causing a problem, and will generate a

diagnostic report you can email to support.



We recommend using the above steps any time you can because you'll best be supported by contacting your organization's IT support and emailing logs.

The more details you can provide us to resolve your issue the better:

- Details of the problem experienced
 - Application having the problem (Examples: MultiLine for Intune, MultiLine Desktop, Salesforce connector)
 - Environment
 - For mobile apps: Phone OS (Examples: Android, iOS)
 - For Desktop apps: Internet browser (Examples: Chrome, Internet Explorer)
 - Time the problem occurred (include timezone)
 - If reporting a call or messaging issue, phone number dialed
 - Name of your organization
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