

LinkMe Voice



Expand the section below for the device you wish to configure.

How to install the LinkMe Android app

Using your Android smartphone, [download the LinkMe App](#). Once downloaded, tap the app and log-in with your LinkMe number and password.

How to make calls using the LinkMe Android app

LinkMe Voice allows you to make calls over the Internet which use your data (3G/4G or Wi-Fi) rather than using your mobile minutes. You can make a LinkMe call to a contact in the *Contacts tab*, the source of a voicemail, a manually entered number, or from a call in the *Call history tab*.

How to prevent the LinkMe Android app from connecting to the Internet and using up your data allowance.

Go to your Android phone's main settings menu. Typically you can do this by pressing your phone's home button, pressing your phone's menu button, and then touching *Settings*. Select *Accounts and Sync*. On the next screen, under *Manage Account*, you should see the LinkMe logo next to your primary account number – touch it. This will display two options with checkboxes, *Sync Contacts* and *Sync Voicemail*.

Disabling these options will prevent LinkMe from contacting the LinkMe server to check for new notifications, reducing your data and battery usage. Please note that if you disable these settings, you will need to manually refresh your Voicemail inbox from within LinkMe to receive new voicemails.

How to manage your voicemails using the LinkMe Android app.

The *Messages tab* in the LinkMe Android app allows you to listen to your LinkMe voicemails on your Android phone. It also allows you to delete voicemails, to mark them as read or unread, and to reply to or forward them using messaging applications installed on your phone.

You can also store the sender of any voicemail as a contact.

How to manage incoming calls using the LinkMe Android app

The *Status tab* in the LinkMe Android app allows you to view and change the current Easy Call Manager setting for your LinkMe numbers, which can be as follows:

- *Available* (accept calls as normal)
- *Do Not Disturb* (send all calls directly to voicemail)
- *Forward All Calls*

You can also view and change the number that calls are forwarded to when you select the *Forward All Calls* setting.

How to change your LinkMe password using the LinkMe Android app.

1. To change your password, navigate to the *Settings tab* and then touch *Password*.
2. In the dialog box that appears, you will need to enter your current LinkMe password in the field marked *Old password*. You should then enter your new password in the other two fields before touching *OK* to confirm.
3. You will not be able to change your password if you enter your current password incorrectly or if your new password does not meet the required complexity restrictions. If either of these things happens, you will be prompted to try changing your password again.
4. Note that you must have an active data connection to change your password.

How to use the My Phones feature.

The *My Phones* feature of the LinkMe Android app allows you to start calls from any phone, including landlines, using your Android phone. To do this, LinkMe needs a number that it can call you on, before connecting you to your desired contact. This number will come from those on your *My Phones list*.

You can choose to either assign one of the numbers on your *My Phones* list as your default number and have LinkMe use it automatically, or you can set LinkMe to prompt you to choose from your list each time you make a call. You can also add and remove phone numbers from your *My Phones list*.

How to add or remove a My Phones number

You can add or remove numbers from your *My phones* list from the *Settings tab*.

1. From the *Settings* menu, tap the 'Make Calls using' option and check it is set to 'My Phones'.
2. From the *Settings* menu select 'My Phones' to see the list of phone numbers added.
3. To add a phone number, press your phone's menu button and choose *Add phone*. You can then enter a new number for use with My Phones. You can also assign it an easily recognizable name.
4. To remove a number, touch and hold it while on the *My Phones* screen and then choose *Delete* from the menu that appears. Note that you cannot delete the number that you use to log in to the LinkMe app from this list.

How to manage your contacts using the LinkMe Android app.

You can view your contacts using the *Contacts* tab. The LinkMe Android app allows you to add, delete and edit the details of your existing contacts.

How to decipher possible error messages.

Below is a list of possible error messages that may be generated if your login fails and their meanings.

You have entered the wrong phone number or PIN/password. Your account will be locked if you repeatedly enter the wrong PIN/password.

This error indicates that you have entered the wrong login details. If you have forgotten your login details, touch the *Forgotten details?* link to retrieve them.

Account locked out. Contact customer services to re-enable access

This error indicates that your account has been locked. Contact us at helpdesk@linkbermuda.com for more information.

Your account has been blocked. Contact customer services

This error indicates that your account has been blocked. Contact us at helpdesk@linkbermuda.com for more information.

You are not permitted to use this application. Contact your service provider to enable this service

This error indicates that you are not subscribed to LinkMe. If you want to use LinkMe, contact us at helpdesk@linkbermuda.com for more information.

No network connection is currently available

This error indicates that the network is disconnected. Check your network connection.

The server is busy **OR** Server Error

These errors indicate that the server has hit an internal error. Try logging in again. If the problem persists, contact us at helpdesk@linkbermuda.com for more information.

How to make or stop a video call.

1. The video icon on the bottom right of your screen can be easily used to toggle video calls on or off. If you are in a call, press the video icon on the bottom of your screen to start sending video. To stop sending video, tap the icon again.
2. If the video button is greyed out, or you press the video button and nothing happens, this may mean that your phone is not capable of making video calls. A front facing camera is required to use video during a call.
3. If pressing the video button does nothing, then it is probably because the person you are calling is not able to receive video calls.

How do I update the LinkMe Android app?

You can update the LinkMe app for Android in the same way as for other Android apps.

1. Open the Android Marketplace and select the LinkMe app.
2. Tap *Menu* and then select *My Apps* to see a list of your apps. If there are available updates, they will appear in red/orange text that says *Update* to the right of the app's name.
3. Select the entry and then touch *Update*. Touch the *OK* button to confirm the app permissions and then touch *OK* again to confirm that you want to update the app.
4. Your phone will now download the latest LinkMe Android version.

How do I change the password?

1. To change your password, navigate to the *Settings* tab and then touch *Password*.
2. In the dialog box that appears, you will need to enter your current LinkMe password in the field marked *Old password*.
3. You should then enter your new password in the other two fields before touching *OK* to confirm.
4. You will not be able to change your password if you enter your current password incorrectly or if your new password does not meet the required complexity restrictions. If either of these things occurs, you will be prompted to try changing your password again.
5. Note that you must have an active data connection to change your password.

How to determine the two "select ringtone" options in the LinkMe Android app settings menu

The "calls" option selects the ringtone that plays when an incoming call arrives. The "messages" option selects the alert tone that plays when a new voicemail is delivered to your inbox.

How to ensure an audible notification is received when the LinkMe Android app receives a call

The LinkMe Android app uses the same volume setting for its ringtone as the native phone, so if you have set this so that the native phone ringing can be heard, you should also be able to hear the LinkMe one.

You also have the choice of which ringtone to use, and you may find that choosing a ringtone other than the default LinkMe one is easier for you to hear.

[View the PDF: Mobile Quick Start Guide](#)

How to install the LinkMe iOS app

Using your iOS device, go to the App Store and search for LinkMe. You should now see the LinkMe app as follows.

Download the app onto your iOS device. Once downloaded, tap the app and log-in with your LinkMe number and password.

How can I make calls using the LinkMe iOS app

LinkMe allows you to make calls over the Internet which use your data (3G/4G or Wi-Fi) rather than using your mobile minutes. LinkMe also offers the Click-To-Dial feature, which allows you to set up a call from a phone of your choice. Additionally, you can also make native phone calls directly from the LinkMe iOS app. You can change how you make calls (over the Internet, Click-To-Dial or native) from the settings page.

You can make a LinkMe call to a contact in the *Contacts tab*, the source of a voicemail, a manually entered number, or from a call in the *Call history tab*.

How to manage incoming calls using the LinkMe iOS app

The *Status tab* in the LinkMe Android app allows you to view and change the current Easy Call Manager setting for your LinkMe numbers, which can be as follows:

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You can also view and change the number that calls are forwarded to when you select the *Forward All Calls* setting.

How can I manage my contacts using the LinkMe iOS app?

You can view your contacts using the *Contacts tab*. The LinkMe iOS app for iPhone or iPad allows you to add, delete and edit the details of your existing contacts.

How can I manage my voicemails using the LinkMe iOS app?

The *Messages tab* in the LinkMe iOS for iPhone or iPad allows you to listen to your LinkMe voicemails. It also allows you to delete voicemails, to mark them as read or unread and to reply to or forward them using messaging applications installed on your phone. You can also store the sender of any voicemail as a contact.

You can control whether the message is played over your iPhone or iPad's speakers or over headphones by touching the speaker icon in the top right-hand corner of the screen.

How to decipher possible error messages.

Below is a list of possible error messages that may be generated if your login fails and their meanings.

Authorization failed: Please check your account details are configured correctly. If the problem persists contact your service provider.

This error indicates that you have entered the wrong login details. If you have forgotten your login details, touch the *Forgotten details?* link to retrieve them.

Retry limit exceeded

This error indicates that you have entered the incorrect login details too many times and your account has been locked. Contact us at helpdesk@linkbermuda.com for more information.

Account blocked

This error indicates that your account has been blocked. Contact us at helpdesk@linkbermuda.com for more information.

Not permitted

This error indicates that you are not subscribed to a service package that offers LinkMe. If you want to use LinkMe, contact us at helpdesk@linkbermuda.com for more information.

Unable to retrieve information about your account permissions

This error indicates that LinkMe was unable to verify whether or not you have to correct service package to use the application. Try logging in again. If the problem persists, contact your service provider.

Network problem

This error indicates that the network is disconnected. Check your network connection.

The server does not appear to be running a compatible version

This error indicates that the server has hit an internal error. Try logging in again. If the problem persists, contact us at helpdesk@linkbermuda.com for more information.

How to use the My Phones feature.

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You can choose to either assign one of the numbers on your *My Phones* list as your default number and have LinkMe use it automatically, or you can set LinkMe to prompt you to choose from your list each time you make a call. You can also add and remove phone numbers from your *My Phones* list.

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2. From the *Settings* menu select 'My Phones' to see the list of phone numbers added.
3. To add a phone number, press your phone's menu button and choose *Add phone*. You can then enter a new number for use with My Phones. You can also assign it an easily recognizable name.
4. To remove a number, touch and hold it while on the *My Phones* screen and then choose *Delete* from the menu that appears. Note that you cannot delete the number that you use to log in to the LinkMe app from this list.

How to receive an audible notification when the LinkMe iOS app receives a call?

LinkMe uses the same volume setting for its ringtone as the native phone, so if you have set this so that the native phone ringing can be heard, you should also be able to hear the LinkMe one.

To ensure that you receive call alerts when the LinkMe iOS app is running in the background, you should check your settings for LinkMe in the iOS Notification Center.

How to make or stop a video call.

1. The video icon on the bottom right of your screen can be easily used to toggle video calls on or off. If you are in a call, press the video icon on the bottom of your screen to start sending video. To stop sending video, tap the icon again.
2. If the video button is greyed out, or you press the video button and nothing happens, this may mean that your phone is not capable of making video calls. A front facing camera is required to use video during a call.
3. If pressing the video button does nothing, then it is probably because the person you are calling is not able to receive video calls.

Are Bluetooth headsets supported on iPhone and iPad?

V2.0.30 adds limited support for bluetooth headsets to the LinkMe iOS app. The function is as follows.

Users with a twinned bluetooth headset are able to place and receive calls using the LinkMe iOS app as normal, but use the headset microphone and speakers.

The behaviour for picking an audio device is as follows.

- If the user has selected the "Speaker" in-call button then audio output will go to the speaker.
- If the user has not selected the "Speaker" in-call button then the LinkMe iOS app will choose which device to use.
- By default it will attempt to use the most recently used device.

Where that information is not available (reboot, app re-start, etc.) then the operating system selects a device in the following order:

- a bluetooth device if one is paired and switched on
- otherwise headphones if they are connected
- otherwise the receiver is used if on an iPhone
- otherwise the speaker is used.

The following limitations apply to the function.

- There is no way to switch to / from a Bluetooth headset in-app.
- The user is not offered the option to select a device when they make a call.
- The Bluetooth headset can only be used as a basic audio input and output device - regular Bluetooth headset features to answer / end / reject / redial calls cannot be used, nor does the missed call indicator work with LinkMe missed calls.

View the PDF: *Mobile Quick Start Guide*

How to install the LinkMe Desktop app

Go on to the Internet and access <https://commportal.link.bm/>. Enter in your LinkMe telephone number and password to access the LinkMe portal. Click on APPS and then download the appropriate application for your desktop computer operating system. After installing, log-in with your LinkMe number and password.

How to get help with the LinkMe Desktop features

Go on to the Internet and access <https://commportal.link.bm/>. Enter in your LinkMe telephone number and password to access the LinkMe portal. Click on the 'More Options' button which you will find at the top-right of the LinkMe portal (next to 'Call' button). Click on Help.

View the PDF: *Desktop Quick Start Guide*

How to install the LinkMe phone adapter for home use

Connect your home phone to the back of the phone adapter (Phone 1). Connect your router to the back of the phone adapter (Internet). You should now have dial-tone on your phone.

How to get help with the LinkMe features

Go on to the Internet and access <https://commportal.link.bm/>. Enter in your LinkMe telephone number and password to access the LinkMe portal. Click on the 'More Options' button which you will find at the top-right of the LinkMe portal (next to 'Call' button). Click on Help.

How to use my voicemail

Refer to the *Voicemail Quick Start Guide* for instructional details.