



For Mobile

Quick Start Guide



Link.bm



LinkMe for mobile

Your LinkMe phone service can be used to make or receive calls from your desk phone, home phone, your PC or Mac and your mobile devices.

For this to work on your mobile phone or tablet device you'll first need to install the LinkMe App. This guide helps you to do that.

Check that your device is compatible

The LinkMe App for Mobile works on these mobile devices:

- Android phones and tablets with ARM chips running 2.3.3 (Gingerbread) or later version
- iPhone 3GS, 4, 4S running iOS5 or later
- iPad running iOS5 or later

Video calling only works on devices that have a front-facing camera.

Find your password

You'll need your LinkMe phone number and password to start using LinkMe for Mobile. If you don't have this information, call us on **(441) 497-7000**.

Download and install app

For Android Smartphones

Using your Android smartphone, go to the Play Store and search for LinkMe. You should now see the LinkMe App.



Download the App onto your smartphone. Once downloaded, tap the App and log-in with your LinkMe number and password.

For iOS (iPhone/iPad/iPod)

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.

Exploring LinkMe

LinkMe for Mobile is like having your home or desk phone on your mobile – and a whole lot more. You can make and receive calls, hold calls, transfer calls and make three-way calls.

LinkMe uses Wi-Fi or mobile data services that are available and connected to your mobile phone, so you can make and receive calls without using your mobile phone minutes.

Making calls

To make a call enter the number you are calling into the LinkMe dialer or simply tap on the contact and touch the contact's number you would like to call. The LinkMe App for Mobile will route the call over Wi-Fi or using 3G/4G/LTE mobile data. If the person you are calling has caller ID, they'll see your individual LinkMe phone number.

Receiving calls

When someone calls your LinkMe number, the LinkMe App will offer you the choice to accept or reject the call.

Depending on the other services you have, you may see the incoming call on your desk phone, on your desktop or on a tablet device. You answer the call on whichever device is most convenient for you.

Calls directly to your Mobile number utilize the devices native dialer as normal.

During the call



While a call is in progress, you'll have these options:

- Mute the call
- Open dial pad
- Turn on speaker mode

When another call comes in

You may receive a call while you are already on a call. The LinkMe App will give you the choice to:

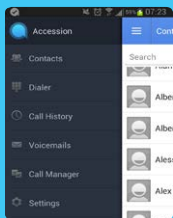
- Hold the existing call and answer the new call
- End the existing call and answer the new call
- Ignore the new call

Video calling



If the person you're talking to is also using LinkMe, you can upgrade your call to video at any time. Click on the video call camera icon to send your video. The other person will receive a prompt inviting them to switch on video too. Click on the camera icon any time to turn off your video feed.

Choosing which calls you receive



A quick swipe away or touch the 3-line navigation icon from the LinkMe App contacts list reveals all the other controls that you need to access the many rich features of LinkMe for Mobile.

Call Manager lets you decide who can reach you and when. You can tell LinkMe how to handle your incoming calls.



Choose between:

If **DO NOT DISTURB** is selected, callers will hear a recorded voice announcement saying that you are unavailable and will then be connected to your voicemail. None of your devices will ring until you turn off Do Not Disturb. Be sure to use it carefully!

You can also tell the LinkMe App to **FORWARD ALL YOUR CALLS** to another number. Click this option and you'll be prompted to enter the number.

Note that when you change your availability status or set up a forwarding number, the change applies on every device on which you are using LinkMe. So if you temporarily misplace your mobile and forget to change your status, just do it from the LinkMe App for desktop on your PC or Mac (if installed) or on your iPad App.

Your contacts list

LinkMe for Mobile opens automatically to your LinkMe contact list. Depending on how your service is set-up, this contacts list may include:

- Contacts that are contained in the contacts list that is already on your phone
- Contacts that are in your computer directory
- Contacts that are in your Link Portal contact

LinkMe for Mobile provides the user with access to your computer directory and Link CommPortal contacts directly on the installed device. Those extra contacts will be automatically removed if you uninstall LinkMe later.

When you are inside the LinkMe App and looking at the contacts page, you can press your phone's menu button or action bar to choose which of your contacts are presented to you when you are using LinkMe.

Settings

Scroll through the options in Settings to make sure they are the ones that you want. Note that many of the settings like ringtone and notification sounds are adopted from the settings that are already in your phone.

This section of the App also allows you to make important choices about the services that the LinkMe App can use. You can specify that it should only use Wi-Fi or both Wi-Fi and mobile data. This can be very important if you have a low mobile data allowance or if you are roaming, when mobile data may be costly.

Visual voicemail

Tap through to the Voicemail tab to see a list of messages received, and to listen to the messages.

Note: The LinkMe App has advanced call routing features. If you typically dial your own phone number to reach voicemail you may find this option is no longer available to you. If you need to dial into your voicemail from a device that has the LinkMe App, please dial this voicemail access number: (441) 400-MAIL (6245).

Emergency calls

If you place a 911 call from the LinkMe App, it will attempt to make the call using the native cell phone dialer subject to availability and coverage limitations. 911 calls cannot be made from tablet devices at any time.

Privacy and protection

The LinkMe App adds a new source of contacts that can be displayed but it never changes any that were there already.

If you add a contact directly into the LinkMe App it will open the usual contact management feature on your phone.

Contact entered directly on your mobile device (not in LinkMe) and existing contacts collected from your local contacts list always stay on your phone. Only those contacts entered directly into the LinkMe Mobile application are uploaded to your contacts on our servers.

MORE QUESTIONS ?

If you still have questions about the LinkMe App for Mobile, check out our website at: **Link.bm**, or contact our Help Desk at **(441) 497-7000**.

**The LinkMe App is built on
Metaswitch, a leading global
provider of telecommunications
technology**

