



Linevera

Android App & SMS Portal — User Manual

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What you'll need from your administrator

Company code	A short identifier for your business (e.g. <code>jdweb</code> , <code>server</code>).
Username	Your individual login.
Password	Your initial password (change it from the Account screen any time).

Keep these somewhere safe. The same three values work in both the Android app and the web SMS portal.

1. What Linevera Is

Linevera gives you a business phone line on your Android phone — calls, text messages, and voicemail — without changing your carrier or replacing your existing personal number. You sign in with the credentials your admin provided, and your business calls and texts route through your company's PBX.

Two ways to use it

- **The Android app** — for placing calls, sending and receiving texts, picking up voicemail. This is the everyday tool.
- **The web SMS portal** at messages.myvoipsms.com — same texting features in a browser. Handy when you're at a desk, want to type with a real keyboard, or need to send messages while your phone is busy.

Tip: the app and the portal show the same conversation history. A text you send from your laptop appears in the app, and vice versa.

2. Getting the Android App

Direct download (no Play Store required)

1. On your Android phone, open a browser and go to `https://www.jdweb.cc/linevera/`
2. Tap the big blue **Download APK** button.
3. Tap the download notification, or open your *Files/My Files* app, go to *Downloads*, and tap `linevera.apk`.
4. The first time, Android blocks the install because Linevera isn't from the Play Store. On the prompt, tap **Settings** and turn ON *Allow from this source* (sometimes labeled *Install unknown apps*) for your browser or file app. Tap back and the install will resume.
5. You may also see a **Google Play Protect** warning ("App not verified by Play Protect" or "Block harmful app?"). This is normal for any app installed outside the Play Store. Tap **Install anyway** — or, if your phone insists, tap *More details* → *Install anyway*. If the prompt instead suggests scanning the app, tap *Scan app*; it'll come back clean and let you continue.
6. Tap **Install**, then **Open** when it finishes — or find *Linevera* in your app drawer.

On Samsung phones: if the install button stays greyed out, open *Settings* → *Biometrics & security* → *Install unknown apps*, find your browser in the list, and turn the toggle on. Then re-open `linevera.apk` from Downloads.

If your phone is managed (work device, Family Link), the device administrator may block sideloaded apps entirely. Ask your admin to whitelist Linevera or temporarily relax the policy.

Why all the warnings? They're standard Android safeguards for any app installed outside the Play Store. The Linevera download is JDWeb-hosted, signed with the same key on every release, and the same APK is used by every customer.

Permissions you'll be asked for

- **Contacts** — so the app can show real names instead of phone numbers in your text threads and call log. Optional; the app still works without it.
- **Notifications** — to alert you on inbound texts.

- **Phone** (Calls tab only) — to place calls through your carrier on your behalf.

3. Signing In on the App

Open Linevera. You'll see three fields:

1. **Company code** — type the code your admin gave you (e.g. `jdweb`).
2. **Username** — your username.
3. **Password** — your password. Tap the eye icon to toggle visibility.
4. Tap **SIGN IN**.

You stay signed in for 30 days. If your session expires you'll be prompted to sign in again.

If sign-in fails

- Double-check the company code (case doesn't matter).
- Make sure the username and password are exactly as your admin sent them — leading or trailing spaces will fail.
- If it still won't go through, ask your admin to reset your password.

4. Calls Tab

The Calls tab is where you place outbound calls from your business line and review your call history.

Placing a call

1. Open the Calls tab (the phone icon at the bottom).
2. Tap the dial pad icon (the circle with the keypad).
3. Type the number, OR start typing the contact's name to filter. The app supports T9 dialing — tapping 2 - 2 - 5 - 3 will surface contacts named "Cale" for example.
4. Tap the green call button. Your phone places the call through your carrier. The recipient sees your business line as the caller ID, not your personal cell number.

Call history

Your inbound and outbound calls appear in a list. Tap any entry to see details or call back.

Why does my phone show I'm calling a different number? That's the proxy number your business PBX uses to bridge the call. The recipient still sees your business line; the proxy is invisible to them.

5. Messages Tab (SMS & MMS)

The Messages tab shows all your text conversations — sent and received from your business line.


Reading messages

Open the Messages tab. Conversations are listed newest-first. Tap any thread to read it. Inbound messages appear on the left; outbound on the right.

Replying to an existing thread


1. Tap the conversation you want to reply to.
2. Type your message in the bar at the bottom.
3. Tap the send button (the airplane icon).

Attaching an image (MMS)

1. In any compose bar (existing thread or new message), tap the  paperclip icon to the left of the text field.
2. Pick a photo from your library.
3. A small preview appears above the compose bar. Type a caption if you want — caption is optional.
4. Tap send. The image is compressed automatically to fit carrier limits before being sent.
5. Tap the X next to the preview to remove the image without sending.

You can attach JPEG, PNG, GIF, WebP, or HEIC images. Maximum upload size after compression: about 1 MB.

Starting a brand-new conversation

1. From the Messages list, tap the blue pencil button (bottom right).
2. In the **To** field, start typing a name or number. Matching contacts appear below.
3. Tap a contact to fill the recipient, or finish typing the number.
4. Type your message — and optionally attach an image with the  button.
5. Tap send. The new thread opens automatically.

Deleting one or more conversations

1. On the Messages list, **long-press** any conversation. It highlights blue.
2. Tap any other conversations to add them to the selection.
3. Tap the trash icon at the top to delete. Confirm in the dialog.
4. Tap the X (top-left) to cancel selection without deleting.

Heads up: deleting a conversation removes it from the server too — it's gone from the SMS portal as well, and you can't recover it.

Notifications

You'll get a push notification on every inbound text. Tapping it opens the conversation directly. If you're already on that thread when a new message arrives, no push is fired (so you don't ding while you're already looking at it).

6. Voicemail Tab

Your business voicemail appears here automatically when callers leave a message.

Listening to a voicemail

1. Open the Voicemail tab.
2. Tap any message. The audio plays inline.
3. Most voicemails also show an automatic transcription below the audio — you can read it without listening.

Transcriptions are produced by the system using on-device speech recognition. They're usually good enough to scan, but proper nouns and noisy backgrounds may garble. Listen to the audio for the authoritative version.

Marking as read or saved

Open a voicemail to mark it read. Folders (Inbox / Saved / Old) are managed by the PBX.

7. Account Tab

Account is where you sign out, change your settings, and see your assigned business line.

Common things you'll do here

- **Sign out** — useful if you're handing the phone to someone else, or if support asks you to "log out and back in" to refresh your session.
- **View your assigned line** — the business phone number that callers see when you call them.
- **Set Do Not Disturb** — temporarily silences inbound notifications without affecting calls.

8. The Web SMS Portal

Same texting, in a browser. Handy at a desk.

Signing in

1. Go to `https://messages.myvoipsms.com` in any browser.
2. Enter the same Company code, Username, and Password you use in the app.
3. Click **Sign in**.

What you can do in the portal

- **See all your conversations** in a sidebar, newest first.
- **Click any thread** to open it, scroll the history, and reply.
- **Click the pencil icon** to start a new conversation.
- **Attach an image** from your computer (paperclip icon in the compose bar).
- **Click an image in the thread** to zoom and download it.
- **View your address book** — synced from the contacts on your phone — and edit names or photos.

Account settings (portal)

Click your name in the top-right and choose **Account**. From there you can:

- Set a default **signature** appended to every outbound message.
- Configure a simple **auto-responder** for inbound texts (e.g. an out-of-office reply).

Signing out / "session timed out"

The portal keeps you signed in for 30 days. If you ever see "Your session timed out", just sign in again with the same credentials. Your conversations and settings are server-side, so nothing is lost.

9. Sign-in Help & Common Questions

I can't sign in on the app.

First, double-check your three credentials with your admin. If they're right and it still fails, ask your admin to reset your password — it's a one-click change for them.

The app says "Please sign in again" when I open the Messages tab.

Your saved session expired. Tap **Account** → **Sign out**, then sign in again. Your conversations are stored on the server, not on the phone, so nothing is lost.

I sent a text but the recipient never got it.

Outbound messages show a checkmark when the carrier accepts them. If you only see the checkmark (and not "delivered"), the carrier is still attempting delivery — usually within seconds. If it never moves to "delivered" and the recipient confirms they didn't receive it, contact support with the timestamp and the recipient number.

I got the same inbound message twice.

This shouldn't happen — but if it does, take a screenshot and let support know.

I want to use Linevera on a tablet or a second phone.

You can sign in on multiple devices at the same time. Notifications fire on whichever device is online and registered most recently.

How do I update the app?

Visit <https://www.jdweb.cc/linevera/> on your phone and tap **Download APK** again. Android will install over your existing version, keeping your sign-in and your settings.

What number do recipients see when I text or call them?

They see your business line — the one assigned to your account by your admin. Your personal cell number is never exposed.

Can I forward a text or save an attachment to my photo library?

In the SMS portal, click any image in a thread to zoom — then use the browser's "Save image as" to download it. The Android app supports tap-to-zoom; long-press to save will be added in a future update.

10. Reaching Support

For everything Linevera-related, contact your administrator first — they can reset passwords, change your assigned line, and grant or revoke SMS rights.

If they need help diagnosing something deeper, they have a direct line to JDWeb.

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