Boooooh · App guide

Linework app guide

What the Linework app offers and how to use it on iPhone and Android: account, Spiral, LineMap, chat, Meet, Bloop shopping and selling, wallet, Linework Fans, ads, safety.

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Language
English

Online
docs.linework.app

APP GUIDE

Linework app guide

Linework puts a social network, a messenger, video meetings, a marketplace and a wallet in one app, with one account. This guide explains what each part is for, what you get from it and how to use it, step by step.

What Linework offers

Most people use several apps to post, chat, meet, shop and pay.

Area	What it is for	What you get
Spiral	The social side: full-screen videos, a feed of posts, stories that last 24 hours and live streams.	Share your moments, follow people and trends, find new accounts and posts with search, receive gifts when you go live.
LineMap	The Linework map: posts, videos and places near you or anywhere in the world.	Discover what people share in a place, find bars, restaurants and shops tagged in posts and get directions. It never shows where people are right now.
AI Video	Short videos made with AI, or montages of your photos, to publish as a post or story.	Animate a photo, create from text, promote a Bloop product or make a montage, with music. 24 hours free, then €19.99 for 30 days (30 videos) or packs from €9.99. Montages free.
Import	Your posts from Instagram, X and TikTok, brought into Linework with their link.	Verify your account once with a code, then import photos, videos and captions. Free, up to 30 a day.
Chat	Private messages, groups and voice or video calls.	Free messaging and calls, groups with roles and permissions, live location for a set time, disappearing messages and locked chats.
Meet	Video meetings started from any chat, like Zoom.	Meetings up to 150 people, screen sharing, live subtitles in 7 languages, recordings in the chat. Free 48-hour trial.
LineX	Rides with professional drivers inside Bloop.	In Italy only NCC and taxi drivers with a verified licence. Start PIN, ride sharing and SOS.
Linework Drive	Deliver or drive with Linework.	Deliver LineEat orders and keep 92% of the delivery fee, or drive LineX rides with your NCC or taxi licence.
BloopAI	Paid AI service that sets up your Bloop store.	Catalog, photos, prices and texts in a few minutes, from a chat, your photos, a link or your PDF catalog. Charged to your wallet per store.
Fans	Subscriptions to creators.	Support the creators you like and see their exclusive posts, or become a creator and keep 80% of every payment.
LineIn	Your professional profile.	Experience, education, skills, Open to work and professional connections. Optional Premium with a golden badge.
LineNews	Free journalism.	Report the facts from any country, signed or anonymous, and read Local and World news.
LineAI	The Linework assistant.	Ask how to do something and open the right screen. Free, 30 questions a day, in 7 languages.

Boooooh	The Linework search engine.	Web results with a LineAI answer, results from Linework, WikiLine cards, removal requests. No tracking.

Get the app

- **iPhone**: search "Linework" on the App Store.
- **Android**: Google Play, or the APK on linework.app/developer.
- **Computer**: the same account works on web.linework.app.

The app is available in 7 languages: English, Italiano, Español, Français, Русский, हिन्दी and 中文. It follows your phone's language; you can change it in **Profile** → ⚙ **Menu** → **Settings** → **Language**.

Find your way around

The floating bar at the bottom has six icons:

Icon	What it opens
Linework logo	**Home**: full-screen vertical videos. The app opens here.
Spiral	**Spiral**: the social feed with stories, lives, search and trends.
Bag	**Bloop**: the marketplace (stores, products, Shopify).
Chat bubble	**Chat**: messages, groups, calls and meetings.
Trending line	**LineNews**: free journalism, Local and World (see LineNews).
Your photo	**Profile**: your profile. The ⚙ gear opens the **Menu** with wallet, settings and help.

At the right of the bar, the round **LineAI** button opens the assistant: ask it how to do something (see LineAI).

> Some features are switched on gradually or depend on your country, so you may not see all of them yet. If something described here is missing, update the app to the latest version.

Where to start

1. Create your account (no password: a link by email, Google or Apple) and complete your profile.
2. Follow a few people in Spiral and post something of your own.
3. Invite friends or colleagues to a chat or group.

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Chat, groups and calls
Messages, location and live location, groups with roles and permissions, voice and video calls.

Meet
Linework Meet
Video meetings inside your chats, plans, subtitles in 7 languages and recording.

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Shopping on Bloop
Stores, cart, checkout, orders, refunds and Explore Shopify.

Bloop
LineX
Rides with licensed NCC and taxi drivers, PIN, share and SOS.

Bloop
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Bloop
Selling on Bloop
Open a store, add products, ship orders, team and promotion.

Create
BloopAI
Store in minutes from a chat, photos, a link or a PDF catalog.

Fans

Linework Fans

Subscribe to creators, or become one and sell exclusive posts.

You

LineIn

Professional profile, experience, skills and connections.

Safety

Safety, notifications and help

Block and report, notifications, help center and support.

Help

LineAI

The free assistant that explains Linework and opens the right screen.

Search

Boooooh

The Linework search engine: answers with sources, WikiLine, removals.

Good to know

Is Linework free? Yes: creating an account, posting, chatting and calling cost nothing.

Can I use Linework on more than one device? Yes, the same account works on iPhone, Android and web.linework.app.

Does the web app have the new features? Most of them: LineEat, LineX, LineIn, LineNews, gift cards with a link, Explore Shopify and personalized suggestions are also on web.linework.app. Some things are only in the app: deliveries and rides as a driver, paying a gift card by bank transfer, products tagged in videos and voice messages to the ear.

Where do I get help? See Safety, notifications and help for the help center and how to contact support.

Where can I read Linework news? On news.linework.app: what's new in the app, the map of Linework community events (in person and online, with times in your time zone), a newsletter (you confirm your subscription by email) and an RSS feed. In 7 languages.

APP GUIDE · START

Account and sign-in

Linework has no passwords: you sign in with a link sent to your email, or with Google or Apple. One account gives you everything: Spiral, Chat, Bloop and your wallet.

Simple

No password to remember

A one-time link in your email signs you in. Nothing to forget, nothing to steal.

One account

Everything in one place

Your profile, chats, orders and wallet all belong to the same account, on the app and on the web.

Protected

Face ID, Touch ID or PIN

An optional lock keeps the app, locked chats and some payments safe if someone picks up your phone.

Create an account

1. Open the app and tap **JOIN US**.
2. Enter your email and tick that you accept the **Terms of Service** and the **Privacy Policy** (you can read both in the app).
3. Tap **SEND MAGIC LINK**, or choose **Google** or **Apple** (Apple on iPhone only).
4. Open the email **on the same phone** and tap the link: the app opens and you are in.

If a friend invited you, open their invite link first (`linework.app/join?ref=…`): the invite is linked to your new account automatically. It is set once, when you sign up, and can't be changed later, so open the right link before you create the account.

Sign in

1. Tap **LOG IN**, enter your email and tap **SEND MAGIC LINK**, or continue with Google or Apple.
2. The **CHECK YOUR INBOX** screen shows where the link was sent. Open it on this phone.

The sign-in link	Details
How long it lasts	**10 minutes**. After that, request a new one.
How many times	Each link works **once**. If you asked for several, use the most recent.
How often you can ask	Up to 3 links a minute for the same email. If you hit the limit, wait a minute.
The 6-digit code	The same email also has a code. You don't need it in the app: it's for the web app saved on an iPhone Home screen.

- **No email?** Wait a minute and check the Spam and Promotions folders, then tap **RESEND** when the countdown ends.
- An expired or already used link: request a new one.
- Wrong address: tap **USE A DIFFERENT EMAIL**.
- Google and Apple find your account by its email: use the same address you signed up with and you land in the same account.

Complete your profile

The first time, before using the app:

1. **TAP TO ADD PHOTO**: a real profile photo is required by the community standards.
2. **FULL NAME**: your real name.
3. **USERNAME**: your @name, used to find you, mention you and send you money. Up to 30 characters: letters, numbers, dots and underscores.
4. Tap **CONTINUE**.

> If your account still has an automatic username, you can browse but not post, comment, like, follow or write messages: the app asks you to **Choose a username** first.

Then add a cover photo too, from Edit profile: Linework can require both a profile photo and a cover before you can interact.

Lock the app (optional)

After your first sign-in the app offers **Face ID / Touch ID** and a **4-digit PIN** (entered twice). With a lock set, the app asks for it every time it opens; the same lock protects locked chats and confirms some payments.

- Why use it: if your phone is unlocked or borrowed, nobody can open your chats or move money from your wallet.
- After **3 wrong PINs** the app stops accepting tries and shows **Forgot my PIN?**: tap it and confirm with the code sent to your email to set a new PIN.

Quick tour

On first launch a short tutorial introduces Spiral, Bloop and the wallet. Your session lasts until you log out; if it expires you see **Session expired** and simply sign in again.

Log out or delete your account

- **Log out**: Profile → ⚙ Menu → **Logout**, then confirm. Your account stays as it is; sign in again whenever you want.
- **Delete account**: Profile → ⚙ Menu → bottom of the page → **Delete account** → **Yes**.

When	What happens
Right away	You are signed out. Your profile, posts and stories disappear from Linework, and your private chats with other people disappear from their chat list.
Within 30 days	You can change your mind: sign in with **Google** or **Apple** using the same email and answer **YES** to **Reactivate this account?**. Everything comes back. The email link doesn't work for a deleted account.
After 30 days	The account can no longer be reactivated. Signing up again with the same email creates a new, empty account.

Switch between accounts

Like on Instagram, you can keep up to **5 accounts** on the same phone (for example your personal profile and your store) and switch between them without signing out.

1. On your Profile tap **@username** ▾ on the cover: a list of your accounts opens, with a dot on those with unread chats or notifications.
2. Tap **Add account** and sign in as usual (email code, Google or Apple). The account you were using stays signed in.
3. Tap an account in the list to switch to it. **Manage accounts** removes an account from this phone.

- All the accounts on the phone receive notifications; the title starts with the **@username** it is for, and tapping it switches to that account.
- **Logout** signs out only the account you are using; in the ⚙ Menu you also find **Switch account** and, with more than one account, **Log out of all accounts**.
- It's free. Switching accounts is available in the app (not in the web app).

Invite code: who invited you?

When you sign up, the optional field **Invite code / Who invited you?** accepts the code, the @username or the invite link of the person who brought you to Linework. The app shows **Invited by …** when it finds them.

Forgot to fill it in? Open Menu → **My Group**: within **30 days** of creating your account you can add who invited you, once. It can't be you or someone you invited.

Good to know

Can I use the same account on a computer? Yes: sign in on web.linework.app with the same email: you get a sign-in link (or the 6-digit code) there too.

Can I install the web app on my computer? Yes. In Chrome or Edge, open web.linework.app and use **Install** or **Open in app** in the address bar: the web app opens in its own window, as **Booooooh** with the B icon, and offers shortcuts to a new post, Chat, notifications and Bloop.

I changed phone. What do I do? Install the app and sign in with the same email, Google or Apple: your profile, chats, orders and wallet are tied to your account, not to the phone. Then set the app lock again.

Can I change my email? Yes, in Menu → Settings → **Change email**. From then on, sign-in links go to the new address.

APP GUIDE · YOU

Profile and settings

Your profile is your page on Linework: it's what people see before they follow you, write to you or buy from you. The Menu (⚙ on your profile) holds the wallet, settings and help, and Settings let you decide who sees what.

Profile

Your public page

Photo, cover, name, @username and bio tell people who you are. Your posts, highlights and counters live here.

Tick

Red verified tick

A red tick next to your name on your profile and on your posts, so your account stands out.

Privacy

You choose the audience

Private account, default audience of posts and stories, read receipts and blocked users.

Comfort

The app your way

Light or dark blue theme, 7 languages, your region and the notifications you want.

Your profile

- **Header**: cover photo, profile photo (tap to zoom), name, @username, bio and the red tick if your profile is verified.
- **Followers**, **Following** (tap to see the lists) and **Likes**.
- **Highlights**: saved stories in named circles (see Stories).
- Tabs: **Posts** (only your own posts), **Stories**, **Reposts** (the posts you reposted, see Repost); on your own profile also **Activity**, **Favorites** (posts you saved) and the pencil tab **Drafts and scheduled**, visible only to you (see Drafts and scheduled posts).
- While you scroll, the cover, photo, name and @username stay at the top. Photo posts open as normal posts; videos open full screen.
- On your own profile, **@username** ▾ on the cover opens the list of your accounts (see Switch between accounts).
- On someone else's profile: **Follow** (or **Requested** for private accounts), **Message**, **Share**, and … for Block and Report.

> Add both a **profile photo** and a **cover**. Linework can require both: until they are set, the app shows a screen asking you to personalize your profile, other people don't see you and you can't post, like, comment, follow or write messages. Linework's default pictures don't count.

Edit your profile

1. Tap **Edit profile** on your profile (or Menu → **Personal Details**).
2. Change photo, cover, first and last name, username, email and bio.
3. Tap **SAVE PROFILE**.

- **Username**: up to 30 characters, with letters, numbers, dots and underscores. It must be free: if someone already has it, pick another. People use it to find you, mention you and send you money, so keep it short and easy to spell.
- **Bio**: a few words about you or your business. It's the first thing people read under your name.

To share your profile, tap **Share profile**: you get a link that opens it in the app, and a QR code with the Boooooh B in the middle that others can scan.

The red verified tick

The red tick (a white check in a red circle) appears next to your name when your profile is verified. It's a weekly subscription you activate yourself from Menu → **Verified profile**.

What	Details
Where the tick shows	Next to your name on your profile, on your posts in the feed, in the viewers list of a live and in the follow requests you send. On web.linework.app too, on your profile and posts.
Duration	Choose 1, 2, 4 or 12 weeks. Paying again adds the weeks to the time you have left, so renewing early loses nothing.
Status	The Verified profile screen shows **Valid until** a date and how many days are left.
When it ends	There is no automatic renewal: when the paid period ends, the tick is removed within the hour. Pay again whenever you want it back.

> Some accounts show **Verified by Linework**: they were verified by the Linework team and don't expire.

The colour of the tick follows the theme of the app.

The Linework team badge

Next to the tick, some profiles show a small Linework logo (a red circle with two yellow rings). It means the account belongs to a member of the **Linework team**: Linework gives it only to its own people, and it can't be bought or requested. You see it on profiles and posts, in the viewers list of a live and on the web app. If someone says they work for Linework but has no badge, be careful and report the account.

Other badges next to names

- **AI**: a black label with white letters. The account is run by AI, for example the LineNews AI accounts (see LineNews) and AI personas. It is shown on posts, profiles and comments.

- **Seasonal badge**: a pumpkin at Halloween, a tree at Christmas.
- Golden **in**: the person has LineIn Premium.

None of these replaces the verified tick.

The Menu

Section	What you find
General	**Wallet**, **My Group**, **Personal Details**, **Settings**, **Shipping**, **Advertising**, **Verified profile**, **Cart**.
Bloop	**Orders**, **My teams**, **Drive with Linework**, **Refund**.
Help & Support	**FAQs**, **Report a problem**, **Terms of Service**, **Privacy Policy**.
More	**Leave a review**, **Switch account**, **Logout** (and **Log out of all accounts** with more than one account), the **FOUNDING AMBASSADOR** button, the app version and **Delete account**.

Settings

Setting	What it does
Appearance	**Light** (light blue), **Dark blue** or **Automatic** (dark blue when your phone is in dark mode, Light otherwise). The app restarts to apply it. The web app has the same choices in its settings.
Change email	The email address of your account.
Notification Preferences	Mute all Spiral notifications, or choose: new posts, comments, likes, replies, mentions, shares.
Blocked Users	The people you blocked, with **Unblock**.
Change region	Your country: it sets local trends and the ads you see.
Language	One of the 7 app languages.
Anonymous usage statistics	On or off. When on, the app shares anonymous navigation data that helps improve it.
Post settings	Default audience of new posts (Public, Followers, Only me), allow comments, allow sharing (and reposts), **Allow downloading my posts** (photos and videos of your public posts, including those already published; never Fans content).
Stories settings	Default audience of stories (Public, Followers, Close friends), allow replies, allow reshares.
Read receipts	The red double tick in chat. If you turn it off you don't see other people's receipts either.
Private account	Only followers you approve see your posts, stories and videos. **Follow requests** lists who is waiting (Accept / Decline).
Personalized suggestions	On by default. Suggested profiles and Explore follow what you like, comment, save and share. Turn it off to see suggestions that aren't personalized. See below.
Offers from stores you follow	Lets Bloop stores you follow or bought from send you promotions (at most 2 a day). Off until you turn it on.
My invoices	PDF invoices of your Linework purchases and services.

> Turning a private account back to public asks for confirmation, and the pending follow requests are accepted.

Personalized suggestions and privacy

Suggested for you, the people you may know, trending profiles and **Explore** are chosen from what you do on Linework: posts you like, comment, save, share or repost, accounts you followed recently and stories you watched in the last 60 days. Verified profiles stay at the top among popular ones.

Don't want it? Go to **Menu → Settings → Personalized suggestions** and turn it off: you then see suggestions that are not personalized (followers in common and popular profiles). On web.linework.app: Settings → Privacy, same switch. You can turn it back on at any time.

Seasonal themes

At some moments of the year the app dresses up. At **Halloween**, for example, you see cobwebs in the corners, a few spiders and ghosts crossing the screen and a pumpkin, with orange buttons; the Spiral pill and the Bloop gift card box lead to the Halloween gift card offer. The decorations never block your taps and are hidden from screen readers. The theme comes and goes by itself at the end of the period and can't be turned off in the settings. The web app has a lighter version (orange accent and a banner at the top of the feed).

Private account: who sees what

Who	What they see
Everyone	Your name, photo, bio and counters, and the **Follow** button (which sends you a request).
Followers you accepted	Also your posts, videos, stories, highlights, lives and your followers and following lists.
You	Everything, as always.

A private account suits you if Linework is for friends and family. If you sell on Bloop or want to grow an audience, a public account usually works better: people can see your content before they follow you.

Offers from stores

With **Offers from stores you follow** on, the Bloop stores you follow or bought from can send you promotions as notifications: discounts, new products, special days. To keep them useful:

- you get at most **2 promotions a day** from all stores together, and each store can send at most one a day;
- messages are short (title up to 50 characters, text up to 180) and contain no links;
- turn the switch off at any time and they stop.

My invoices

Linework prices are shown without VAT: in the EU your country's VAT is added, outside the EU there is none.

Good to know

Does the red tick prove who I am? It's a paid subscription: Linework doesn't ask for an ID document to activate it. It shows that the owner chose to verify the account and keeps it active.

Does the tick push me up in search or the feed? No. It's a visible badge: it doesn't change search results or the order of the feed.

Is the red tick the same as a verified Bloop store? No. Stores have their own verification, done by Linework, which they need for example to be sponsored. Your personal tick doesn't verify your store.

Why can't I see someone's posts? Their account is private and you don't follow them yet, or one of you blocked the other.

Why did my theme change take a moment? The app restarts to apply a new appearance. That's normal.

The app asks me to rate it. Do I have to? No. In **Do you like Boooooh?** tap the number of stars you want and **Send**, or **Cancel**. **Don't ask again** stops the question for good.

Feed, stories and live

Spiral is the social side of Linework: a feed of posts from the people you follow and from the whole community, stories that last 24 hours and live streams.

Home videos

The **Home** tab (Linework logo) shows full-screen vertical videos, one per screen: swipe up for the next one. The bar at the top has the red **LIVE** button, then **Community** (trends), your city or **Nearby** (LineMap), **Shop** (opens the Bloop shop; swipe back to return to the videos), **Following** (only people you follow) and **For You**, and the magnifying glass for search. On the right: sound on/off, **Like** (long-press to see who liked), **Comment**, **Repost** (two arrows), **Share** (with **Download**) and **Save**. If the video has subtitles, tap **CC** to show them. Tap the author to open their profile.

Double-tap a video to like it, hold your finger on it to play at **2x** speed, and drag the bar at the bottom to go forward or back. Once you turn the sound on, it stays on for the next videos. A 🛍 **Shop** label means the video has products you can buy.

The videos are the video posts of the Spiral feed you are allowed to see, newest first. A sponsored video page can appear after the 3rd video and then every 6, always marked **Sponsored**.

Not for you? Open the menu of a video and tap **Not interested**: the video disappears from your feed straight away. From the same menu you can **Report** it; on your own videos you can **Delete post**.

The Spiral feed

- At the top: the red **LIVE** button, **+** (the **Create** menu: **Post**, **Story**, **Reel**, **Live** and **AI Video**), **LineMap**, **Trends**, **Search** and the notification bell.
- Below: the row of **lives** happening now and the **stories** row (your circle is "You").
- Carousels work like on Instagram: the first photo sets the size of the frame and the next ones fill it, with no empty bands. Very tall videos are shown in 4:5 in the feed and whole in the full-screen video view; photos are always shown whole.
- Tap a post to open it full page; swipe sideways to go back to the feed.
- The feed refreshes by itself; if you scrolled down, a ↑ **new posts** button takes you back up.
- Ads are marked **Sponsored** (after the 3rd post, then every 8): you can hide or report them.
- To create a post, tap the round spiral button at the bottom right (see Posts and comments).

What you see in the feed	From whom
Public posts	Everyone on Linework (from private accounts only if you follow them).
Friends posts	Only the people you follow.
Your own posts	All of them, including private ones.

Posts are in time order, newest first. Posts by people you blocked (or who blocked you) and posts you reported never appear.

Search and Explore

Tap the search icon (in Spiral or in the Home video feed). With an empty box you see your **Recent** searches (tap **Remove** on one, or **Clear** for all), **You may like** and **For you**, a grid of posts chosen from what you like, comment and save, and suggested accounts. When you type, choose a tab:

Tab	What it finds
People	Accounts by name and @username, and top creators.
Hashtags	Hashtags in any alphabet and the trending ones. A search that starts with **#** goes here by itself. Tap a hashtag to see all its posts.
Posts	Words or phrases in the text of posts ("Search words or phrases in posts"). Posts that contain all your words come first, most relevant on top, in a grid; scroll for more and tap one to open it. It works in every language, Chinese and Hindi included.

Post search finds only posts you are allowed to see: public posts, **Friends** posts of people you follow and your own. Scheduled, hidden and deleted posts, and posts by people you blocked or who blocked you, never appear.

- **How For you picks posts**: it looks at the posts you liked, commented and saved in the last 60 days (a save counts the most, then a comment, then a like), works out the hashtags, words and creators you are interested in and suggests similar recent public posts. Without activity it shows the most liked recent posts.
- It doesn't repeat itself: the posts you have already been shown come back only after you have seen all the others.

> **Tip:** save the posts you really like: saves teach For you what to show you faster than likes.

Trends and LineMap

- **Trends**: three tabs, **Explore**, **Trending** and **News**. Trending shows the hashtags of the last 7 days, in your country and worldwide. The country of a post is the one of the location its author added.
- **LineMap**: tap the **LineMap** icon at the top of Spiral (or the **LineMap** card in Trends) to see posts, videos and places near you or anywhere in the world, with the **All**, **Posts** and **Places** filters. Only posts where the author added a location appear: the map never shows where people are right now. You can also open it by tapping the location on a post. All the details: LineMap.

Stories

Stories are for quick, everyday moments: they disappear after 24 hours, unless you keep them in a highlight. The stories row shows the people you follow who posted a story (private accounts only if

you follow them). A **Sponsored** circle can appear after the third story.

1. Tap your circle **You**.
2. Take a photo (tap) or a video (hold), or pick from the gallery.
3. The story editor opens. Use the vertical bar on the right (see the table below) to add text, stickers, music and more.
4. Optional: write a caption in **Add a caption...** at the bottom.
5. Tap **Share story**. It stays visible for 24 hours.

Button	What it does
Aa Text	Writing with several fonts, colours, background and alignment.
Stickers	The sticker menu, with search: interactive stickers (see below), time and date, temperature, emoji, photos and GIFs on top of your story.
Music	**Linework music** plays in the story: choose the exact part, the volume and whether to keep or **Mute original sound**; the label becomes a sticker you can style. Or **Spotify**: a song card that viewers tap to listen on Spotify.
Filters	The same filters and adjustments as posts.
Mention	Tag a person: they get a notification, and viewers tap the sticker to open their profile.
Draw	Pen, marker, neon and eraser.
Download	Saves the story to your photos before you publish it.
More	Reset the photo position, remove all texts and stickers.

- **Photo**: pinch to zoom, drag and rotate it with two fingers, or use the **Zoom** slider. Zoom and crop are for photos; on videos, texts and stickers are added when you publish.
- **Texts and stickers**: drag them, use two fingers to resize and rotate, tap one to edit it or change its style, drag it onto the bin to delete it.
- Leaving the editor asks **Discard story?**: your edits are lost.
- **Your story**: see who viewed it, delete, download, share it (the story stays paused while the share sheet is open), **Share as a post** or **Add to Highlights**.
- **Other people's stories**: reply (the reply arrives in chat), report, block or unfollow.
- **Highlights**: keep stories on your profile in named circles (names up to 40 characters). From a story's … choose **Add to Highlights → New Highlight**. You can rename, reorder, choose the cover, remove stories or delete a highlight (the stories stay in your archive).

Interactive stickers in stories

Interactive stickers turn a story into a conversation. Add them from **Stickers** in the story editor; viewers use them while they watch, and they look the same on every screen.

Sticker	How to use it	What viewers see and do
Poll	Write a question and 2 to 4 options (**Add option**).	They vote once and then see the percentages. You see who voted for what (**See who**).
Emoji slider	Write a question ("How much do you like it?") and choose an emoji.	They drag the emoji; after answering they see the average. You see every answer.
Add yours	Start a theme, for example "Countries I've visited".	They tap **Add yours** and post their own story linked to yours; everyone can open the list of stories that joined.
Mention	Search a person.	The person gets a notification; tapping the sticker opens the profile.
Location	Search a place, city or address.	Tapping it opens the place page.
Hashtag	Write a topic.	Tapping it opens the hashtag page.
Music and **Spotify**	See **Music** above.	The Linework sound page, or the song on Spotify.
Time & weather	Flip clock, date, or **Temperature** where you are (it uses your current position once, if you allow location).	The sticker as you placed it.
Link and **Donation**	A secure link (https://) with an optional text, or a button to an external fundraiser.	Tapping it asks **Open link?** before leaving Linework.

- **Links and donations** are only for verified profiles, to protect people from spam and scams. Only https links are allowed and reported sites are blocked. Linework doesn't collect or move the money of a donation. They may not be available yet in your app.
- Stickers on your own story: open it and tap a poll or a slider to see the answers.

> **Tip:** a poll or an emoji slider in your first story of the day gets people to interact, and the stories that get answers are the ones your followers remember.

Live streams

A live lets you talk to your followers in real time, answer their comments and receive gifts.

1. Tap the red **LIVE** button in Spiral.
2. Add a title if you like and allow camera and microphone.

3 Tap **Start live**: your followers see you in the Live row.

- As host you can switch camera, see who is watching, follow, mute or **remove** a viewer (they can't come back) and **End** the live.

Gift	🌹 Rose	💛 Heart	🔥 Fire	👏 Applause	👑 Crown	🚀 Rocket	💎 Diamond	∞ Linework

You can't send gifts to yourself, and blocked people can't send or receive gifts between each other.

Sounds and hashtags

Tap the music label on a post or story to open the **sound page**: preview, licence credit, how many times it was used, **Use this sound** and the posts that use it. Tap a hashtag to open its page.

Good to know

- **Why do I see posts from people I don't follow?** The feed also includes public posts from the whole community. Posts set to **Friends** are only shown to the author's followers.
- **How do I see less of something?** Use **Not interested** on a video, … → **Hide Post** on a post, unfollow or block the author, and **Hide ad** on ads.
- **Can people see where I am?** Only if you add a location or a place to a post (or a location sticker to a story), and only the place you chose; with your current location only the city and country. Stories and lives don't put you on LineMap. Live location is shared only in the chat you choose, for the time you choose.
- **How do I find an old post?** Search → **Posts** and type a few words you remember from its text.

Posts and comments

Share photos, videos and text with everyone, with your followers or only with yourself, and decide who sees what.

Create a post

1. In Spiral, tap the round spiral button at the bottom right, or **+** at the top → **Post**.
2. Write your text ("What's going on?"), up to 400 characters: the counter is next to the Post button. Use **@** to mention people and **#** for hashtags.
3. Add up to **10** photos and videos from the **Gallery** or the **Camera** (icons at the bottom). With more than one they become a swipeable carousel.
4. Choose the audience: **Public**, **Friends** or **Private** (only you). New posts start as **Friends**.
5. Optional: **Add place** (pin icon), **Tag a store**, music, a Spotify song, for videos a **Cover** and **Add subtitles**, or a schedule (calendar icon).
6. Optional: tap the eye button to see a **Preview**.
7. Tap **Post**.

A post needs at least some text, a photo or video, or a Spotify song. Long videos are fine: uploads can take up to an hour. If you cancel while uploading, the app asks for confirmation. If you leave the editor before posting, what you wrote is kept in Drafts.

Preview before posting

In the editor bar tap the **eye** button: you see the post exactly as it will look in the feed, with your photo and name, the text with mentions and hashtags, the photos and videos with the same cropping as the feed, the place and the Spotify song. From the preview tap **Keep editing** to change something, or **Post** to publish.

> **Tip:** the feed crops tall photos to 3:4. Check the preview when your first photo is very tall or very wide, and change the order of the photos if needed.

Who can see your post

Audience	Who sees it	Use it for
Public	Everyone on Linework, in the feed, on your profile, in Explore, hashtag pages and the map. If your account is private, only your followers.	Content you want to grow with: only public posts can be found by people who don't follow you.
Friends (default)	The people who follow you.	Everyday moments for your circle.
Private	Only you.	Keeping a post on your profile without showing it to anyone.

Someone who opens your profile from the web without an account sees at most your 12 latest **public** posts. People you have blocked, and people who blocked you, never see your posts.

> **Tip:** want new people to find you? Choose **Public** before you tap Post: with the default (Friends) the post only reaches those who already follow you.

Mentions, hashtags and location

- **@mentions**: the people you mention get a notification and their name links to their profile.
- **#hashtags** work in every alphabet (for example #café, #España, #Київ, #東京): they are highlighted in full, you can tap them and search them. They make your public post appear on the hashtag's page, in **Trends** and in Explore suggestions for people interested in that topic. Advertisers can also target people by the hashtags they use and like.
- **Location**: shows the place on the post and puts it on LineMap; the country counts for your country's Trends. With **Use my current location** only your city and country are shown, rounded to about 1 km. Tap the X to remove it before posting.

Places and stores in posts

Tell people where a photo was taken, or which store sold you what you are wearing. Both are free, in the app and on web.linework.app.

1. In **Create post** (or **Edit post**) tap **Add place** (the pin icon).
2. Choose how: **Use my current location** (only your city and country are shown), **Show places near me** (bars, restaurants, shops, squares nearby) or type in **Search a place, city or address**. You can choose any place, even far from where you are now.
3. Tap the place: it appears in the editor. Choosing another replaces it; the X removes it.
4. To tag stores, tap **Tag a store**, search in **Search Bloop stores** and choose up to **5** active, verified Bloop stores. Tap **Done**.

- The post shows 📍 **the place's name** under your name, and the tagged stores as labels. Tap the place to open its **place page**: map, address, **Directions** (Apple Maps or Google Maps), **View on LineMap** and the other **Posts here**.
- Tap a store label to open the store on Bloop. The store owner gets the notification "**tagged your store ... in a post**"; tapping it opens your post.
- **Privacy**: only the place you choose is saved (its public address), never your phone's exact position. The app asks for location only while you use it and only when you tap **Show places near me** or **Use my current location**; on the web the browser asks only when you tap it. You can always search by name without location.
- Places come from OpenStreetMap. If you search a lot in a short time, wait a moment and try again.

Products in posts and videos

Show what you are selling or wearing, and let people buy it without leaving the video.

1. In **Create post** or **Edit post**, first tag at least one store with **Tag a store**.
2. Tap **Tag a product** and choose up to **5** products of the tagged stores. Tap **Done**.

- In the full-screen video feed, the post shows a 🛍️ **Shop** label with the name of the first product. Tapping it opens the product: photo, price, availability and quantity, with **Add to cart** (or **Choose options** if it has variants) and **Go to cart**. You then pay with the normal Bloop checkout.
- Only active products of the tagged stores can be tagged. If you remove all the stores, the products are removed too.
- For now product tags are in the app only, not on the web app.

Music, filters and drawing

- **Add sound**: For you, Trending, New, Saved or search; choose the part of the track, keep or mute the video's own audio and set the music volume.
- **Spotify**: attach a song as a "Listen on Spotify" card (a link, not audio in the video).
- **FILTERS** on each photo or video: Natural, Warm, Cool, Film, B&W, Creative, with intensity; **Adjust** brightness, contrast, saturation, warmth, tint, fade, highlights, shadows, grain and vignette; **Save as my filter**. Hold the photo to compare with the original.
- **Draw** (pen, marker, neon, eraser), text and stickers.

Video cover and subtitles

- **Cover**: on a video in the editor tap **Cover** and drag the slider over the frames to choose the one shown on your profile grid, in the feed and in Explore. Tap **Done**. If you don't choose, Linework uses the first clear frame, never a black one.
- **Subtitles**: with a video of up to **10 minutes**, tap **Add subtitles** in the editor. After you post, Linework writes them automatically from the video's audio (the language is detected by itself); you

see **Subtitles in preparation...** on your video, usually for less than a minute. The post is published even if the subtitles can't be created.

- People watching tap **CC** on the video, in the Spiral feed or full screen, to show or hide them; the app remembers their choice.
- To correct them: ... on your post → **Subtitles**. Tap a line to fix the text (the timings stay the same, an empty line is removed), or use **Create again** and **Remove subtitles**.

> **Tip:** many people scroll with the sound off. Subtitles let them follow what you say, so they watch longer.

Schedule a post

In the editor tap the calendar icon, pick date and time (your time zone is shown) and tap **Schedule post**. The editor closes and you see "Your post has been scheduled". Until then nobody sees the post; at that time it is published by itself (within a few seconds) and appears as a new post at the top of the feed.

Drafts and scheduled posts

If you leave the editor without posting (X, back, or the app goes to the background or closes), the post is saved by itself in **Drafts**: text, mentions, photos and videos, place, stores, Spotify song and audience. You don't need to do anything.

1. Open your Profile and tap the tab with the **pencil** icon (**Drafts and scheduled**). It is visible only to you.
2. **Drafts**: tap a draft to continue editing it; the bin deletes it.
3. **Scheduled**: each post shows when it will come out. Use **Change date/time** (then **Save**) or **Cancel scheduling**: the post isn't published and goes back to Drafts, where you can edit it and publish or schedule it again.

Drafts are kept on your phone, not on your account: you don't see them on another phone or on the web. Scheduled posts are on Linework's servers and come out even if your phone is off.

> **Tip:** schedule posts for when your followers are online, for example in the evening, to get more views in the first hours.

Edit, delete or promote your post

Linework Fans creators also see **Who can see this post** (see Linework Fans).

Likes, reactions and comments

- Tap the heart to like; **long-press** it to react with ❤️ 😂 😢 🔥 🙃 . Each person has one reaction per post, which also counts as a like; next to the likes you see the most used emojis.
- Comments can be text, a **GIF**, a **photo** or a **voice comment** (up to 60 seconds). You can reply to comments and translate them.
- **Photo in a comment or a reply**: tap the photo button next to GIF and the microphone, then **Choose from gallery** or **Take a photo**. One photo per comment, up to 10 MB. Tap a photo in a comment to see it full screen.
- Under a post, **Translate post** translates the text into the app language; **Show original only** brings it back.

Repost

A repost puts someone else's post on your profile and in your followers' feed, with its author in plain view. It is the quickest way to recommend something.

1. Tap the **two arrows** button under a post (in the video feed it is in the column on the right, next to the heart, comments, share and save).
2. The post appears in your followers' feed with **Reposted by @you** on top; the original author's name is highlighted and tapping it opens the original post. On your profile, reposts are in the **Reposts** tab; the **Posts** grid shows only your own posts.
3. To take it back, tap the two arrows again (**Undo repost**): "Repost removed from your profile".

You can repost	You can't repost
Public posts of public accounts, when the author allows sharing.	Your own posts, **Friends** or **Private** posts, posts of private accounts, exclusive Linework Fans posts, posts whose author turned off sharing, or posts of people you blocked or who blocked you.

- The author gets a notification the first time you repost.
- **Privacy**: a repost never shows more than the original. If the author deletes the post, makes it non-public or blocks someone, the original disappears from the repost for whoever can no longer see it.
- Don't want your posts reposted? Turn off **Allow sharing** in Menu → Settings → **Post settings**.

Share

Tap **Share** on a post: the **Send to** sheet opens.

- **Send in chat**: search people (**Search people**) or pick your chats and groups, select one or more and tap **Send (n)**. You see "Sent to n".
- **Repost** to your Spiral (see above).
- **QR code**: shows a code that opens the post ("Scan to open the post").

- Share straight to **WhatsApp**, **Telegram**, **Messenger**, **Instagram**, **X**, **Facebook**, **Email** or **SMS**: the app opens with the link ready.
- **Copy link**, **Download** (see below) and **More**, which opens your phone's share sheet.

Linework links (`linework.app/post/…`) open directly in the app. When you paste one in another app or a chat, the preview shows the photo of the post or the cover of its video.

Download photos and videos

Save the photos and videos of a post to your phone's gallery, for example a recipe, a map or your own post when the original is no longer on your phone.

1. Tap **Share** on the post (also from the video feed) and choose **Download**, or use … → **Download**.
2. The first time, allow access to Photos.
3. You see "Saved to your gallery": all the photos and videos of the post are saved, carousels included.

- You can always download your own posts. Other people's posts only if they are public posts of a public account and the author allows it. Exclusive Fans posts can never be downloaded.
- **Your choice**: in Menu → Settings → **Post settings**, **Allow downloading my posts** (on by default) decides whether others can download the photos and videos of your public posts, including those already published.

> Respect the author: downloading a post doesn't give you the right to publish it again as your own. Use Repost to share it with its author.

AI labels

- Videos made with Linework's AI video tools show **Made with AI** on the post.
- Accounts run by Linework that post and comment automatically have an **AI** badge next to their name, in posts, comments and on the profile: they are not real people.

Other people's posts

From …: share, **Download** (if allowed), follow or unfollow, **Hide Post** (with Undo), **Report post** or block the author. Posts you report disappear from your feed. Reports are anonymous; reports of child abuse, terrorism and self-harm hide the post right away until it is reviewed. See Safety.

Good to know

- **Why can't someone see my post?** Check the audience: with **Friends** only your followers see it, with **Private** only you. If your account is private, even public posts are for followers only.
- **Can I change the audience later?** Yes: … → **Edit post** lets you change the text and the audience.

- **Where do my posts appear?** On your profile, in the Spiral feed of the people who can see them, and videos also in the Home video feed. Public posts can also show up in Explore, on hashtag pages and, with a location, on the map.
- **Where did my unfinished post go?** In your Profile, tab with the pencil (**Drafts and scheduled**) → **Drafts**.
- **Why can't I repost or download a post?** Only public posts of public accounts can be reposted, and downloaded only if the author allows it. See Repost and Download.
- **How do I get more reach?** Post in public, use a few relevant hashtags, add a location for local posts, and use **Sponsor post** for the posts that matter.

AI Video

Turn a photo, a few words, a short video or one of your products into a short video made with AI, or put your photos and clips together in a montage, then publish it as a post or a story.

What AI Video is

AI Video is a small studio inside the app. You choose what to start from, describe what should happen and Linework creates the video for you in a minute or two. When you publish one as a post, it shows the **Made with AI** label, so your followers always know.

Quick

Video from a photo

Bring a still photo to life: a smile, the wind in the hair, a slow camera move.

Sell

Ads for your products

A short promotional video of one of your Bloop products, with its name and price.

Free

Free for everyone

AI videos are free, up to 5 a day per person. Montages are always free.

Who can use it

AI Video is open to **everyone** with the latest version of the app. Only the **Bloop product** mode needs a store verified by Linework (see Selling on Bloop). The feature is switched on gradually, so it may reach your account a little later.

Where to find it

- **Create menu**: in Spiral tap **+** at the top and choose **AI Video**.
- **Create a post**: tap **AI Video**, next to the **Spotify** button (see Posts and comments).
- **On a photo**: in the editor of a post or story, tap ✦ **Animate** on the photo you picked. The studio opens with that photo ready to animate. It is not available for photos in chat.
- **On a product**: in Bloop, go to **Seller mode**, open the **Product** tab, tap … on a product and choose **Create AI video**.

In the studio, the film icon at the top opens **My AI videos**, the list of everything you have created. To remove one, tap **Delete**; a video that is still being created can be deleted once it is ready.

The five modes

1 photo

Animate photo

Choose a photo and write what should happen in it, for example "smiles and waves at the camera".

Text

From text

Describe the video you want, and the AI creates it from scratch.

1 video

From video

Choose a short video and say what should change, for example "make it snow": the AI keeps your video and changes what you ask.

Bloop

Bloop product

Pick one of your products: we use the product's photos and a promotional style, with its name and price on the video. You can add a style, setting or mood.

2–20 files

Montage

From 2 to 20 of your photos and videos, joined with transitions, with music if you like. It is put together on Linework's servers, without AI.

Mode	What you need	Duration
Animate photo	1 photo and a description of what should happen (required).	5 or 10 s
From text	A description of the video, up to 500 characters.	5 or 10 s
From video	1 video of 2 to 10 seconds (of a longer video only the first 10 seconds are used) and **What should change in the video?**	Set by your video: 5 or 10 s
Bloop product	One of your products in a verified store. **Text (optional)**: style, setting, mood, up to 300 characters.	5 or 10 s
Montage	2 to 20 photos and videos, and **Add music (optional)**.	Set automatically: each photo stays on screen a couple of seconds, each clip a few seconds, up to 60 s in total.

For every mode except **From video** (which keeps the shape of your video) you choose the **Format**: **Vertical** (9:16, best for stories and full screen), **Square** (1:1) or **Horizontal** (16:9).

Music and sound

- **Music**: in **Montage** tap **Add music (optional)** and pick a track from the Linework library, also choosing where it starts. If the music is shorter than the video it repeats, with fades; the original

sound of your clips stays, lower, underneath.

- **Automatic music**: if you don't choose a track, Linework can add one from the library that suits the video. The track's name and credit appear on the post.
- **Sound of AI videos**: some AI models create the video with its own sound (voices, effects). If a video comes out silent, Linework adds matching ambient sound and effects.
- **Narrating voice** (coming soon): a voice-over read from your text, up to 300 characters, in the 7 app languages, with a female or male voice.

Create a video

1. Open the studio from one of the places above. At the top you see how many videos you have made today, for example "1 of 5 videos today".
2. Choose the mode: **Animate photo**, **From text**, **From video**, **Bloop product** or **Montage**.
3. Add what the mode needs: **Choose a photo**, **Choose a video**, write your description, **Choose one of your products** or add your photos and videos with the **+** tile.
4. Need ideas? Tap one of the suggestion chips under the text box (for example "slow cinematic zoom"): it is added to your description.
5. Choose the **Format** and, except for montages and **From video**, the **Duration**: 5 s or 10 s.
6. Tap **Generate video**.

After you send it

- The screen shows **In the queue**, then **Creating your video** with a percentage. It usually takes about 1–2 minutes.
- You don't have to wait: tap **Close, notify me** and keep using the app. When the video is ready you get a notification ("Your video is ready").
- All your videos stay in **My AI videos**, with their status: **Ready**, **Creating...**, **In the queue** or **Failed**. Tap one to open it.

Publish, save or try again

- **Publish as post**: the post editor opens with the video already attached. Add your text, choose who can see it and publish. The post shows **Made with AI**.
- **Publish as story**: confirm and the video goes into your story, visible for 24 hours.
- **Save to phone**: the video is saved to your gallery. If the app asks, allow Linework to add to your Photos.
- **Regenerate**: sends the same request again for a new version (it counts as a new video of the day).

Free, with a daily limit

What	How it works
Price	AI videos are **free for everyone**. There is nothing to buy and no subscription.
Daily limit	Up to **5 AI videos a day** per person. The counter starts again the next day.
Montages	**Always free**: they are put together on Linework's servers without AI.
Monthly pause	Linework sets aside a monthly amount for AI videos. If it runs out, AI videos pause for everyone until the next month, and you see the limit message. **Montages keep working**, because they don't use AI.

A video that fails or is refused by the safety checks doesn't count towards your daily limit.

What you can't create

Every description is checked before the video is created, in all the app's languages. Requests about these topics are refused with "This description isn't allowed. Try writing it differently.":

- **Minors**: children, teenagers, babies or anything that refers to them.
- **Sexual content**: nudity, erotic or pornographic scenes.
- **Violence**: blood, killing, torture, suicide, terrorism.
- **Real people**: famous people, politicians, celebrities, deepfakes.

The AI models also have their own safety checks, so a video can still be refused after you send it. In addition:

- **Bloop product** works only with products from your own store.
- Use only photos, videos and music you have the right to use: you are responsible for what you publish.
- Posts with an AI video show the **Made with AI** label. The usual rules and reporting apply.

Tips for good results

- **Keep it short and concrete**: one clear action works better than a long story. "The cat jumps onto the sofa" beats a paragraph.
- **Say how the camera moves**: "slow zoom in", "the camera turns around", "drone shot from above".
- **Describe the light and mood**: "at sunset", "soft studio lights", "neon city in the rain at night".
- **Start from a good photo**: sharp, well lit, with the subject clearly visible. Choose the format that matches the photo.
- **For products**, a clean main photo works best; add a setting such as "outdoors in natural light" or "studio lights, premium look".
- **For montages**, add the photos in the order you want: the number on each tile is its position, and the × removes it.

If something goes wrong

Message	What to do
You've reached today's limit of AI videos. Try again tomorrow.	You have used today's videos, or AI videos are paused for the month. Try again tomorrow; montages may still work.
This description isn't allowed. Try writing it differently.	Your text touches a topic that is not allowed (see above). Rewrite it.
Something is missing or not valid: check photos, text and format.	Check that you have chosen the photo (or at least 2 files for a montage) and written the description.
Product not found among your products.	The product was deleted, blocked or is not in your store.
AI Video is not available at the moment.	The feature is temporarily off. Try again later.
The video couldn't be created	Creation failed or the video was refused by the safety checks. The video is given back: tap **Regenerate** or change the description.

Good to know

Why don't I see AI Video? It is switched on gradually: update the app to the latest version. The **Animate** button appears only on photos from your phone in the post and story editor, not in chat.

Can I pick several photos for a montage? Yes. In **Montage** tap the **+** tile: the gallery opens and you can tap several photos and videos, then confirm. You can add up to 20 in total; tap **+** again to add more. On iPhone, if Linework has "Limited access" to your photos, only the photos you allowed appear: go to **Settings › Linework › Photos** and choose **Full access**.

Is it paid? No. AI videos are free for everyone, up to 5 a day per person. Montages are always free.

How long does it take? Usually 1–2 minutes. You can close the screen: you get a notification when the video is ready, and you find it in **My AI videos**.

Can I add music to an AI video? In the studio you choose music for a **Montage**; for the other modes Linework can add a suitable track automatically, and you can also attach a Spotify track when you publish the post (see Music and sound).

Is the video published automatically? No. Nothing is published until you tap **Publish as post** or **Publish as story**.

Import from Instagram, X and TikTok

Paste the link of one of your posts on Instagram, X or TikTok and Linework turns it into a Linework post, with its photos, videos and caption. No app to connect and no password to give: you prove the account is yours once, with a code.

> **Available now.** In the app from version 4.0.2744 (build 387): **Create post** → the **Import from Instagram / X / TikTok** button above the text; link and verify your accounts once in Menu → Settings → **Social accounts**. In the web app: web.linework.app/import or the import button when you create a post. Only posts from your own verified accounts; imported posts show **Imported from ...**.

How it works

1. **Link your account**: in Menu → Settings → **Social accounts** (or from the import button when you create a post), choose the platform and write your username.
2. **Verify it with the code**: you get a short code like `LW-AB12C`, valid for 30 minutes. Put it in the bio of your public profile (Instagram, TikTok) or in the caption of a public post (all three; for X it must be a post), then tap **Verify**. After that you can remove the code.
3. **Import a post**: in **Create post** tap the import button and paste the link of one of your posts. Linework shows a preview with the photos, videos and caption.
4. Edit the caption if you want, choose who can see it (Public, Followers or Only me) and tap **Publish**.

The post shows **Imported from Instagram** (or X, TikTok) with the original date. It also works in the web app.

Rules

- You can import **only your own posts**: the author must be the account you verified (or a co-author of an Instagram collaboration post).
- Each social account can be linked to **one Linework account**, and you can link one account per platform. You can unlink it whenever you want.
- The same post can't be imported twice. The profile and the post must be public.

Price

Limits

What	Limit
Imports	Up to **30 a day** (in the last 24 hours).
Photos and videos per post	Up to **10**, as in a normal post.
Videos	Up to **3 minutes** and **50 MB** each.
Caption	Up to 500 characters (longer texts are shortened, you can edit them).
Verification code	Valid 30 minutes, up to 20 checks. If it expires, ask for a new one.
Preview	If you don't publish it, it expires after 24 hours.

Frequently asked questions

Do I have to give my Instagram, X or TikTok password? No. Linework only reads your public page to find the code.

Verification fails. Check that the profile or the post is public, that the code is written exactly as shown and that it hasn't expired, then tap Verify again.

Can I import someone else's post? No, only posts from the account you verified.

Are my followers or likes imported? No: only photos, videos and the caption of the post you choose.

APP GUIDE · CHAT

Chat, groups and calls

One place to talk to anyone on Linework: private chats, groups with clear rules, conversations with Bloop stores, and voice or video calls, all with the same account.

What Chat is for

Private

One-to-one chats

Text, photos, videos, documents and voice messages, with reactions, replies and read receipts.

Groups

Groups with rules

From a few friends to large communities: roles, permissions, slow mode and invite links keep them tidy.

Bloop

Talk to stores

Ask a seller about a product or an order; as a seller, answer your customers.

Calls

Voice and video

Call from any private chat or group. For bigger meetings there is Linework Meet.

Start a chat

- Chat tab → **New chat**, or **Message** on someone's profile.
- The links menu at the top gives you a **Link to chat with me** (whoever opens it starts a chat with you) and invite links to groups you manage. Handy for your bio, a business card or another social network.
- Tabs: **Chat**, **Bloop** (conversations with stores), **Group** and **Archived**. Swipe a chat to archive or delete it; you can also pin and mute chats.
- **Pinned chats** stay at the top with a pin, in the app and on web.linework.app: on the web use the pin button on a chat in the list (**Pin chat** / **Unpin chat**). A chat pinned on one device is pinned everywhere.

> **Tip:** pin the few chats you use every day so they stay at the top, and archive the ones you want out of sight without losing them.

In a conversation

- 📎 **Attach**: photos and videos (with caption, edit and draw), camera, documents. Choose up to **10** photos and videos from **Photos & videos**: they stay in a preview above the message bar, where you can remove one with the X, **Edit** or **Draw** on photos and add a caption. Nothing is sent until you tap send. On the web app too, the files you choose open in a preview (**Send n file(s)**): add a

caption (**Add a caption…**), **Rotate** or **Crop** photos (**Original**, **Square**, **Portrait**, **Wide**, **Reset**), **Remove** a file or **Add more**, then **Send** or **Cancel**.

- **Stickers and GIFs**: tap the sticker button in the message bar and choose **Sticker** or **GIF**, with search. Stickers appear without a bubble. The same GIFs are available in comments.
- **Location and store**: from 📎 choose **Location** and then **Send your current location** (only the people in this chat see it) or a place you search; or choose **Store** to send a Bloop store. They arrive as a card with a map preview or the store logo: tap it to open the place page (map and **Directions**) or the store. From **Location** you can also start a live location.
- **Voice messages**: hold the microphone to record, slide to cancel. Quicker than typing when you are on the move. While a voice message plays, hold the phone to your ear: the sound moves to the earpiece, like a call, and back to the speaker when you move it away (on iPhone the screen also turns off).
- Long-press a message: react (👍 ❤️ 😂 😮 😢 🙏 or any emoji), **Reply** (or swipe), **Forward** to up to 5 chats, Copy, **Edit** your own messages, **Star**, **Pin**, **Delete for me** or **for everyone**.
- Forwarded messages are marked as forwarded. Call records, meeting cards and system notices can't be forwarded.
- **Star** what you want to find again (an address, a code, a date): starred messages are collected in the chat info. **Pinned** messages appear in a bar at the top of the chat for everyone.
- In groups, type **@** to mention someone.
- You see when the other person is typing, and the red double tick when they have read (if read receipts are on for both). In a group the double tick appears when everyone with read receipts on has read.
- Tap the name at the top for chat info: calls, media, links and docs, starred messages, mute, wallpaper, **Disappearing messages** and **Lock chat**.

Lock chat keeps a conversation away from anyone who picks up your phone: its preview is hidden in the list and it opens only with Face ID / fingerprint or, if they are not available, your app PIN. The lock applies on this phone only.

Live location

Let the people in a chat follow you on the map for a while: when you are on your way to meet them, walking home at night, or looking for each other in a crowd. Your position updates in the chat as you move, and stops by itself when the time is up. Free, in private chats and groups. Available from the latest version of the app.

1. In the chat tap 📎 → **Location** → **Share live location**.
2. Read the explanation and choose **For how long?**: **15 minutes**, **1 hour** or **8 hours**.
3. Tap **Share live location**. The first time, the phone asks for permission (see the table below).
4. A card with a **LIVE** map appears in the chat. To end earlier, tap **Stop** on the card and confirm.

Where	What to allow	How it works
iPhone	Choose **Always Allow** when iOS asks.	Sharing continues even if you close Linework; iOS shows the location indicator. With only **While Using the App** it continues while Linework is open or in the background, but stops if you close the app: you can change it to **Always** in Settings.
Android	Location while using the app, and notifications.	While you share you see an ongoing notification, "Live location is on", with a **Stop** button. Sharing continues with the app in the background.
Web app	Allow location for the site in your browser.	From a browser it works **only while the page stays open**; from the Linework app it continues in the background too.

What the others see: the card shows a small map with your position, **Ends in …** and **Updated … min ago**. Tapping it opens **View on map**, a full-screen map with everyone who is sharing in that chat. In the chat list the preview is "📍 Live location". When it ends, the card shows **Live location ended**, without any position.

It stops by itself when the time is up, when you tap **Stop** (on the card or in the Android notification), when you log out or take away the location permission, when you leave the group, when one of you blocks the other in a private chat, when the message is deleted, or when you start a new live location in the same chat.

> **Privacy:** only the people in that chat see your live location, and never people you blocked or who blocked you. Linework keeps only your **latest** position while you share, never a history of where you went, and deletes it a few minutes after the share ends. A live location can't be forwarded or copied, and it never appears on LineMap. Background location is used only during a live location share.

> Share your live location only with people you trust, and stop it when you no longer need it.

Disappearing messages

Use them for things that don't need to stay around, such as a temporary code or a quick plan. In chat info → **Disappearing messages** choose **Off**, **24 hours**, **7 days** or **90 days**.

- The setting applies to the whole chat, for everyone in it, and only to messages sent **after** it is turned on.
- Everyone sees a notice in the chat when it changes, and a ⏱ next to the name at the top while it is on.
- In groups only the owner and admins can change it.

> Disappearing messages don't stop anyone in the chat from taking a screenshot or copying the text before it disappears.

Groups

Groups are for any shared conversation: family, a team, a class, the customers of your store or a whole community. There is no limit on the number of members.

1. Group tab → **Create group**, choose members, a name and an optional description.
2. Owner and admins use **Manage group**: icon, name and description, **Share invite link** or create a new one (the old one stops working), add members, make or remove admins, remove members.

On web.linework.app click the group's name or photo at the top of the chat (or the gear) to open **Group info**: the same settings as in the app, depending on your role (photo, name and description, mute, disappearing messages, invite link, member permissions and slow mode, members and banned people, report, leave or delete).

To join a group, open its invite link and tap **Join group**: first you see its name, photo, description and number of members. To leave, use **Exit group**; the owner can **Delete group**.

> **Large groups:** when a group has more than 200 members, people who join it have its notifications muted, so they aren't flooded. Mentions (@) still reach them.

Roles and permissions

Role	What they can do
Owner	Whoever created the group. Everything, including making and removing admins and deleting the group.
Admin	No limits on writing; manages the group and its members. An admin can't restrict, ban or remove the owner or another admin: only the owner decides about admins.
Member	Follows the group permissions below.

What members can do (set by admins):

Permission	Default	Why change it
Send messages	On	Off turns the group into an announcements channel: only admins write.
Photos, videos and files	On	Off keeps the group to words.
Voice messages	On	Off if voice notes are too much to follow.
Links	On	Off keeps spam links out.
Add members	On	Off if only admins should decide who comes in.
Pin messages	Off	On if members should be able to highlight messages.
Change name, photo and description	Off	On for small groups of friends.

Slow mode sets how often each member can send a message: off, 10 s, 30 s, 1 min, 5 min, 15 min or 1 hour. It calms down busy groups; owner and admins are not affected.

For a single member admins can **mute** them (for 1 hour, 1 day, 1 week or forever: they can read but not write), allow **text only**, or **ban** them: they leave the group and can't come back, not even with the invite link, until an admin unbans them from **Show banned people**.

These rules are checked by Linework's servers, so they apply to everyone, whatever version of the app they use.

Voice and video calls

Use the phone or camera icon at the top of a private chat or a group. During the call: mute, camera on/off, flip, speaker, end. Incoming calls ring with Answer / Decline for about 45 seconds; after that the call counts as missed. Every call leaves a line in the chat (missed, declined or how long it lasted).

- **Video calls between two people**: pinch to zoom into the other person's video and drag to move around; double-tap to go back to normal size. Drag your own small video to any corner; tap it to swap the two videos.
- **On Android**, an incoming call rings full screen with **Answer** and **Decline** even when the app is closed or in the background.
- **Group calls**: if a call is already going on in the group, tapping the icon joins it. The call ends when only one person is left.
- **Add person**: once the call has started, tap the person-with-plus icon at the top right. Search by name or @username, or pick from recent chats, people you follow and your followers; select up to 7 people at a time and tap **Add**. They get a normal incoming call ("... is adding you to the call"), and you see if someone declined or didn't answer. They don't need to be in the chat. A call can have up to 12 people; with 3 or more, everyone appears in a grid, voice calls included. Also on the web app.

- Calls are not available in chats with Bloop stores, nor with the Linework Team support account, which answers in writing.
- For meetings with many people, screen sharing, subtitles or recordings use Linework Meet.

Chats with Bloop stores

When you tap **Contact seller** or chat with a store on Bloop, the conversation goes in the **Bloop** tab, separate from your personal chats. Use it to ask about sizes, availability or shipping before buying, or about an order afterwards. If you sell, your customers' messages arrive here too (see Selling on Bloop).

Blocking and reporting

- In chat info: **Block** or **Report** the person, or **Report group**. In a group you can also long-press a member.
- **Private and store chats**: if either of you has blocked the other, neither can write, send files or voice messages, forward, react, edit, call or start a meeting there. The old messages can still be opened and read.
- **Groups**: if you are both in a group, messages stay visible to everyone, but you don't get notifications or mentions from someone you blocked. Nobody can add to a group a person who has blocked them.
- Reports are reviewed by Linework's moderators. More in Safety.

Good to know

What does "Delete for everyone" do? The message disappears for everyone in the chat. **Delete for me** removes it only from your view.

Why can't I write in a group? An admin may have turned off **Send messages** or a type of content (media, voice, links), muted you, or set slow mode. Ask an admin.

Why don't I see the double tick? Read receipts are off for you or for the other person. If you turn them off you don't see other people's either.

Are chats end-to-end encrypted? No. For sensitive conversations use disappearing messages and locked chats, and never share passwords or codes in a chat.

Can I chat from a computer? Yes, sign in with the same account on web.linework.app. There you can also pin chats, send a location or a store, share a live location (while the page stays open), forward messages, call and manage your groups from **Group info**.

Can someone see my live location after it ends? No. The card shows only **Live location ended**, and Linework deletes the last position a few minutes after the end.

APP GUIDE · MEET

Linework Meet

Video meetings inside your chats, like Zoom: start one from any chat or group, and everyone in it can join from the meeting card or a link, without ringing.

What Linework Meet is for

A normal call is great for talking. Meet is for when you need a real meeting: a team call, a lesson, a presentation to clients, a community event or a call with people who speak other languages.

Simple

No new app

The meeting starts from the chat you already use. People join when they are ready, nobody is woken up by a ring.

Show

Share your screen

The host can show slides, a website or a document; the shared screen goes full size for everyone.

Languages

Subtitles in 7 languages

Each person reads what is said, translated into their own language, and can have it read aloud.

Keep

Recording

The video of the meeting arrives in the chat, for whoever missed it.

Start a meeting

1. Open a chat or group and tap the **Meet** icon at the top.
2. If you don't have a plan yet, the Linework Meet window opens: start the free trial or activate a plan (see below).
3. Confirm **Start a Linework meeting?**: everyone in the chat sees the meeting card and can join without being called. If a meeting is already going on in that chat, you join it.
4. People outside the chat can join with the link `linework.app/meet/…`: use **Share the invite link** in the meeting. They need a Linework account, and can join from the app or from a browser.

> Joining a meeting is free for everyone. Only the person who **starts** it needs a plan, and that person's plan decides what the meeting includes (people, length, subtitles, recording).

Plans

Plan	What you get	Price
Free trial	Everything included for 48 hours, once per account, no payment: 50 people, meetings up to 4 hours, subtitles, translated voice and recording (up to 1 hour per recording).	Free
Meet Pro	Meetings from any chat, 50 people, up to 4 hours, screen sharing and host controls.	€150 / year
Written translation	Live subtitles in 7 languages (needs Pro).	€40 / year
Translated voice	Translated sentences read aloud (needs Pro and Written translation).	€25 / year
Recording	Record your meetings: the video arrives in the chat (needs Pro).	€35 / year
Large room	Up to 150 people and meetings up to 8 hours (needs Pro).	€60 / year
Everything included	Pro and all add-ons.	€250 / year

Prices include VAT. Each plan and add-on lasts 365 days. **Everything included** gives you Pro and all four add-ons for €250 instead of €310 bought separately.

Pay, renew and check your plan

1. Open the Linework Meet window (Meet icon in a chat, or the Meet products in the Linework Store on Bloop → **Activate with wallet**).

- The window shows what is active and until when. **Renew** before the expiry and you lose nothing: the new year is added to the current expiry date.
- Add-ons can only be bought while Meet Pro is active. They have their own expiry, so keep Pro active for as long as you want to use them.

During the meeting

- Gallery view (6 people per page) or speaker view (whoever is talking, in large). When the host shares the screen, it goes full size for everyone.
- Microphone, camera, participants, reactions (👏 ❤️ 😂 😮 🎉 👍), **raise hand**, leave.
- Raise your hand to ask to speak without interrupting: a ✋ appears next to your name for everyone.
- **Chat**: write to everyone in the meeting without interrupting; a badge shows new messages. Messages (up to 2,000 characters) last only as long as the meeting: the meeting chat is not saved.

Sharing your screen from a computer: in Chrome and Edge, when you tap **Share screen** a small window with the other participants opens and stays on top of your other windows, so you keep seeing them while you present. It shows their cameras, who is talking, muted microphones and raised hands, with the buttons **Mute** (or **Unmute**), **Stop sharing** and **Back to Meet**. Open or close it with **Thumbnails**; it closes by itself when you stop sharing. In other browsers, share a tab or a window instead of your entire screen to keep seeing the participants. On the phone, whoever shares doesn't see their own screen mirrored back.

Add people during the meeting

1. Tap **Add people** at the top of the meeting or in **Participants**.
2. Search by name or @username, or pick from your recent chats, the people you follow and your followers. Select one or more people (up to 20 at a time) and tap **Invite**.
3. Each person gets the invitation: if Linework is open, a notice "... invites you to the meeting" with **Join** and **Decline**; otherwise a notification that opens the meeting. The meeting card also appears in your private chat with them.

- Anyone already in the meeting can add people, even people who are not in the chat. If the meeting is **locked**, only the host can add people, and the people invited can still get in.
- People who have blocked you, or whom you have blocked, can't be invited.
- **Share the invite link** is still there if you prefer to send the link yourself.
- It works the same way on web.linework.app.

If you are the host

- **Share screen**: only the host can share the screen.
- Mute everyone or one person, remove someone, **lock** the meeting (nobody else can join, not even with the link) and **end it for everyone**. When you leave, you choose whether to just leave or end the meeting for everyone.
- **Give the floor**: next to someone whose microphone is off, tap the microphone icon. They see "The host gave you the floor" and turn their microphone on with one tap: it never turns on by itself.
- On web.linework.app, in **Participants**, the host can also **Unmute** one person or **Unmute all**: this turns back on the microphone of people who had already used it in the meeting. For someone who has never turned their microphone on, use **Give the floor**.
- **Record** (if your plan includes it): everyone sees that the meeting is being recorded. When you stop, the video is prepared and posted in the chat.

> **Tip:** once everyone has arrived, lock the meeting so the link can't be used by people you didn't expect.

Subtitles and translated voice

Tap **Subtitles** and choose your language among the 7 (English, Italiano, Español, Français, Русский, हिन्दी, 中文): what people say appears translated on your screen. Everyone picks their own language, so an Italian and a Chinese speaker can follow the same meeting.

With **Translated voice** your phone reads the translated sentences aloud with its own voice (try it with **Test the voice**). If the voice is hard to understand, install that language's voice in your phone's text-to-speech settings.

Subtitles need the host to have Written translation (or the trial); translated voice also needs the Translated voice add-on. The audio of the meeting is sent to a transcription service.

Good to know

Does the trial renew automatically? No. It is free, lasts 48 hours, can be used once per account and nothing is charged afterwards.

Do my guests need a plan? No. Only whoever starts the meeting needs one; guests just need a Linework account.

Can I start a meeting in a chat with a store? No, Meet is available in private chats and groups. It is also not available in a chat where one of you has blocked the other.

What happens when the meeting is full? Others see "The meeting is full". With the Large room add-on you go from 50 to 150 people.

Can I join from a computer? Yes, open the meeting link in a browser and sign in with your Linework account.

Can I bring in someone who isn't in the chat? Yes: during the meeting tap **Add people** and invite them (they need a Linework account), or send them the invite link.

APP GUIDE · BLOOP

Shopping on Bloop

What Bloop is for

One app

Shop where you already are

Find products, follow stores, chat with sellers and pay without leaving Linework or typing in a card.

Protection

The seller is paid when it ships

Your payment goes to Linework first and reaches the seller only once the order has shipped.

Verified

Reviewed stores

Linework reviews every store before it can list products. Verified stores show a badge next to their name.

More choice

Partners and Shopify

Partner shops such as Amazon, AliExpress, Temu and Shein, and Explore Shopify to buy from independent stores worldwide.

The Bloop home

Open Bloop from its tab in the bottom bar, or tap **Shop** at the top of the Home video feed (swipe back to return to the videos). The home looks like a shop inside the feed:

- At the top, the same bar as the video feed: **LIVE**, **Community**, **Nearby**, **Shop** (where you are; tap it to go back to the top), **Following**, **For You** and the magnifying glass to search products.
- Below: **Seller mode**, cart, wishlist (heart) and the ≡ menu (see below).
- A row of categories you can scroll sideways: **All**, the promotion of the moment (for example **Black Friday**) and the categories with products.
- **Sponsored stores**, **Partner shops**, member listings with the filters **ALL / SERVICES / FILES / NEAR ME**, then the products in a two-column grid with cards of different heights; a **Sponsored** card can appear between the products. Then **Christmas gifts** (from October to early January), the ebook shelf, the stores row (with **Explore Shopify**) and **Stores You Follow**.
- The **+** button at the bottom right publishes a **New listing**: up to 3 photos, title, price in euro, description and category, then **Publish**. The listing goes into your store; if you don't have one yet, the app takes you to create it first (see Create a store).
- Filters in search: price, discount, condition (New, Used, Renewed), newest or price order.

The ≡ menu opens a sheet with your orders, messages, favourites, offers, history, addresses, payment, help and support, and a shortcut to start selling.

Bloop, LineEat and LineX

Where they are available, the top of the Bloop home has three tabs: **Bloop** (shops), **LineEat** (food delivery) and **LineX** (rides). Tap a tab to switch; the app remembers your choice. Where LineX is not

active yet, its tab shows **Coming soon** with **Become a driver**. The web app has the same tabs at the top of Bloop.

Your language and categories

- Names and descriptions of products and stores are shown in your language (the one chosen in Settings → **Language**, or your phone's language if it is one of the 7 app languages). Translations are automatic: if a text isn't translated yet you see the original. Brands, numbers and prices don't change. Sellers always see and edit their original texts.
- All stores share the same categories (for example Fashion, Home, Tech, Beauty, Grocery, Sport, Services), translated into your language. Only categories with products are shown, and a category includes its subcategories. **Trending categories** count only products you can actually buy.
- If a seller doesn't choose a category, Bloop picks one from the product's name and description. Sold-out products show **Out of stock** and can't be added to the cart.

Products and stores

- The product page shows photos and video, price, variants (colour, size), quantity, availability, **Details**, **Reviews**, the store and related products. Tap **Add to Cart** or the heart to save it.
- A store page shows its products, followers and search; **Follow store** to see it in Stores You Follow, chat with the store, or share and report it from ….
- **Digital products** (files) have no shipping.

Cart and checkout

1. **Your cart**: change quantities, remove items or move them to the wishlist, add a note for the seller, then **Checkout**.
2. **Address**: use your location, a saved address, or fill in first name, full surname, street, city, ZIP, country, region and phone (country and region are chosen from a list with search). Tap **Continue to payment**. (Only digital items: this step is skipped.)
3. Check the total and tap **Pay**, then confirm.

Payment methods and fees

The payment fee goes down as your cart gets bigger:

Items in the cart	Payment fee
up to $50	3%
up to $200	2%
up to $1,000	1.5%
above $1,000	1%

The fee is at least $0.30 per order. **Shipping insurance** is optional: 2% of the items' value, minimum $1, for a refund if the parcel is lost or damaged.

Your orders

Menu → Bloop → **Orders**: search and filter (All, In progress, Delivered, Cancelled). For each order you can:

- **Contact seller** in chat;
- **Track** the parcel (number, courier, tracking link) once the seller has shipped it;
- confirm **Received**, then review the store and rate the product;
- **Buy again**.

> Tap **Received** only when the parcel is in your hands and you have checked it: from delivery you have 48 hours to ask for a refund.

Ebooks and digital files

- Find ebooks in the **Ebook** shelf of the Bloop home (**See all** for the full list) or in the **Ebook** category. The product page shows the file type and size and the **Book details** (author, publisher, language, pages, ISBN, year) with a summary.
- Buy as usual: there is no shipping and no address.
- After paying, in **Your orders** open **Your files** and tap **Download**. The link is valid for 10 minutes; you can create a new one whenever you need (up to 20 a day per file).
- Before paying the file is never accessible.

Refunds

1. From the order, tap **Refund** and choose what happened: it never arrived, it is damaged, or it is the wrong product.
2. The seller reviews your request. If accepted, ship the item back and add the return tracking.

Follow your requests in Menu → Bloop → **Refund** (Requested, Accepted, Rejected). You can cancel a request while it is still Requested. Requests sent more than 48 hours after delivery are rejected automatically.

Partner shops

The **Partner shops** row shows selected products from partners such as Amazon, AliExpress, Temu and Shein. Tapping one opens the partner's own app or site: you buy, pay and get support there, not on Bloop. These are affiliate links: Linework may earn a commission on what you buy there.

Explore Shopify

From the Bloop home banner (or the **Shopify** store) you can search products from independent Shopify stores all over the world:

1. Type what you are looking for and choose where it ships with **Ships to** (Worldwide, a European country or the rest of the world).
2. Open a product to see photos, options and the store. Choose **size**, colour and the other options: only the combinations available are shown, and the price, photos and store follow the variant you pick. If a product has sizes, you must choose one before buying.
3. Tap **Buy with Linework**, choose the quantity (up to 10) and the address (you can add one there) and calculate the total: items, the store's shipping, taxes and a **5% Linework service** fee. The quote is valid 15 minutes.

Follow these purchases in Menu → Bloop → **Orders**, together with your other orders, or in **My Shopify orders**. Each order shows the store, the product, the total paid and its status: buying from the store, bought, shipped (with tracking), delivered or refunded. You get a notification when the order is bought from the store, shipped, delivered or refunded; tap it to open the order. To use the store's own checkout instead, tap **See it on** the store's site. Some stores accept orders only on their own site: in that case the app tells you and offers to open it.

Changed your mind? As long as the order has not been bought from the store yet, open it in **My Shopify orders** and tap **Cancel order**, then confirm (**Keep order** leaves it as it is). You are refunded in full on the payment method you used. After that the button disappears and the order can no longer be cancelled.

Merchants: see Sell on Bloop with Shopify.

Wishlist and followed stores

Tap the heart on a product to keep it in your **Wishlist** (heart at the top of Bloop). Stores you follow are listed in **Stores You Follow**, and conversations with stores are in Chat → **Bloop**. Want their promotions? Turn on **Offers from stores you follow** in Settings: at most 2 a day from all stores together.

Good to know

- **When does the seller get my money?** When the order ships.
- **Who handles a partner shop order?** The partner (for example Amazon): shipping, returns and support are on their side.
- **A problem with an order?** Write to the seller from the order first; if it isn't solved, open a **Refund** within 48 hours of delivery. You can also report a store from … on its page.

Selling on Bloop

Why sell on Linework

Audience

Buyers already here

Your store lives in the same app where people chat, post and follow each other. Followers see your store in Stores You Follow.

Paid upfront

No unpaid orders

You receive the money as soon as you ship.

Free start

Basic plan at $0

Open a store with no subscription; move to a bigger plan when you need more products and lower commissions.

Grow

Team and promotion

Add managers and sellers, follow sales and customers, sponsor your store and send push campaigns.

Seller mode

In Bloop tap **Seller mode** at the top. The bottom bar becomes Seller home, **Orders**, **Product**, Chat and Profile; **Buyer mode** at the top of the seller home (or **Buyer mode** in the Menu) takes you back. The seller home shows your stores, products and analytics, and the **+** button at the bottom right creates a new store. The seller menu has Stores, Customers, Analytics, Inventory, Reviews, Refund, Plans and Shipping.

Create a store

1. Seller home → **+** at the bottom right (**Add store**).
2. Name, description, cover, category and accepted currencies.
3. Save. You can edit it later, make it **Temporary invisible** (hidden from search), **Close** or **Restore** it.

Store verification

Linework reviews every new store. Until it is approved you can't add products; once approved, the store gets the verified badge and its products appear on Bloop.

- Only verified, active stores can buy **sponsorship** and **push campaigns**.
- Changing the store's details (name, description, category...) sends it back for review.

Seller plans

Menu → **Plans**. Your plan sets how many products and photos you can publish and the commission Linework keeps on each sale. Without a paid plan you are on Basic.

Plan	Price	Products	Photos per product (video included)	Commission per sale
Basic	free	up to 10 a month	3	10%
Regular	$9.99 / month	up to 20 a month	6	8%
Premium	$19.99 / month	unlimited	unlimited	6.5%
Merit	$14.99 / month	unlimited	unlimited	5%

Merit is for proven stores: it needs at least 30 orders and at least 70% of reviews with 4 or 5 stars, and adds top placement in product listings.

Add products

1. **Product** tab → add: choose store and category.
2. Name, description, photos and video, price, sale price and cost, condition (New, Used, Renewed), 2–10 keywords.
3. SKU and stock, and whether to keep selling when out of stock.
4. Variants (for example colour and size), each with its own image.
5. Shipping weight and size, or mark it as a **Digital product (file)**: no shipping, it appears in Bloop's FILES section.
6. Status: **Active**, **Draft** or **Archived**. You can duplicate or delete products.

Shipping and orders

- Menu → **Shipping**: create a profile, add your stores and pick the **countries you deliver to**. You don't type rates: Bloop calculates **automatic shipping costs** for each order from your store address to the buyer's country and the parcel weight, using average courier rates (UPS, DHL, Chronopost). Tap **See rate table** to check them (USD per parcel; over 30 kg a small extra per kg).
- Set your **origin address**: it is needed for rates and labels.
- When an order arrives, open it in **Orders** and add the tracking number, courier and link.
- **Shipping label**: from the order, print or save as PDF an A6 label with your address, the buyer's and the tracking.
- Orders shipped with DHL: **Schedule Shipping** (a date within 5 days) and print the DHL label.
- If you can't ship an item, cancel it: the customer is refunded.
- **Refund** requests from buyers: accept or reject them from the seller menu.
- **Reviews**: reply to or report reviews of your store.

Step by step, from the label to the tracking number: Ship an order.

Sell ebooks and digital files

1. In the product form turn on **Digital product (file)** (in the app) or choose **Digital (no shipping)** (on web.linework.app → My shop → Products).
2. In **File to sell** upload the file: **PDF, EPUB or ZIP, up to 100 MB**. You can replace or remove it at any time. The file stays private: buyers can only download it after paying.
3. Fill in the **Book details**: author, publisher, language, pages, ISBN, year and a short summary (the title is the product name). Author and summary are required to save them; the ISBN is checked.
4. Use the cover and a few preview pages as product photos.
5. Ebooks with a file appear in the **Ebook** shelf of Bloop and in the **Ebook** category (under Books).
6. You get paid when the buyer downloads the file for the first time: the order closes by itself, with no shipping.

> The app shows the upload in the next update; on web.linework.app it is already available.

When you get paid

The buyer pays Linework at checkout. The buyer's payment fee and shipping insurance are paid by the buyer to Linework and don't reduce your earnings.

Your store team

On your store page tap **Team** and add people by @username. Each one gets a notification. Team members find the store in Menu → Bloop → **My teams** and its orders in seller mode; anyone can leave.

Role	What they can do
Owner	Everything, including payments, sponsorship and push campaigns. Only the owner changes roles.
Manager	Products, orders, shipping and customer chat; adds and removes sellers. No payments or sponsorship.
Seller	Follows orders and customers, and sees only the sales they handled.

Store address, reviews of changes and notifications

- **Store address**: in Seller mode → your store → **Shipping address**. It is needed to publish physical products (it is where orders ship from); if it is missing the app asks you to add it, or you can mark the product as digital.

- **Changes are reviewed**: when you edit the store (name, description up to 1,000 characters, logo, cover) or change a product that is already approved, Linework checks it again. Meanwhile the product is hidden from Bloop and the app shows that it is **back in review**. Saving without changes doesn't send anything to review.
- **Bloop notifications**: you get a notification and a push when your store or a product is approved or rejected (with the reason), when someone adds you to a store team and for every **new order** (sent to the whole team). You find them in Notifications → **Bloop**; tapping one opens the store, the product or the order.
- Managers and sellers see the stores they work on in Seller mode → **Stores you manage**.

Sales and customers

From the **Team** page tap **Sales & customers**: revenue, orders and customers for 7, 30, 90 or 365 days (cancelled orders excluded) and a team leaderboard: an order counts for whoever handles it first (status update or shipping label). The customer list shows each buyer's orders, total spent and last order; tap one to see their history in your store or to chat with them.

Promote your store

Sponsor your store: your store appears in the **Sponsored stores** row at the top of the Bloop home.

Duration	Price

Push campaigns: send a notification to your followers and to people who bought from you, if they turned on **Offers from stores you follow**. The invoice arrives by email.

Package	Pushes	Price (excl. VAT)
Start	10	€19
Grow	20	€35
Pro	50	€79
Business	100	€139

Rules: one campaign a day per store (each uses 1 push), title up to 50 characters and message up to 180, no links. Each person gets at most 2 promotional pushes a day from all stores. The store must be verified and active.

Already selling on Shopify?

Connect your Shopify store and your products appear in the **Shopify** store on Bloop, with stock and tracking synced. Linework keeps 12% of the items' value (shipping excluded) and pays you monthly. See Sell on Bloop with Shopify.

Drive with Linework

Menu → Bloop → **Drive with Linework**: apply to deliver LineEat orders in your city, on foot, by bike, scooter or car, and keep 92% of the delivery fee. NCC and taxi drivers can also apply to drive LineX rides. Everything about applying, offers, deliveries and earnings: Linework Drive.

Good to know

- **Why can't I add products?** Your store is still waiting for verification, or went back to review after you edited it.
- **Do I pay anything to start?** No: the Basic plan is free; you only pay the commission on what you sell.
- **Who pays the buyer's fee and insurance?** The buyer, on top of the price: they go to Linework and don't reduce your earnings.
- **Can I sell files?** Yes: mark the product as a **Digital product (file)**; there is no shipping.
- **Can my team send push campaigns?** No: buying and sending pushes and sponsorship are for the store owner.

BloopAI

BloopAI creates your Bloop store with artificial intelligence: catalog, photos, prices and texts in a few minutes. It is a paid service, charged to your wallet for each store created.

What BloopAI is

BloopAI is the paid part of Bloop that sets up a store for you. You tell it what you sell (or give it your photos, a link or your PDF catalog), it prepares the whole store, and you check everything before it goes online. The store is a normal Bloop store: you manage it like any other (see Selling on Bloop).

Fast

A store in minutes

Name, logo, cover, description, policies and products with prices, ready to review.

Catalog

From your PDF

Upload your catalog: products, prices and the real product photos are taken from it.

One click

Create store

Review, change what you like, then create the store and its products with one button.

Where to find it

BloopAI is in the seller area of the Linework web app: sign in on web.linework.app, go to **My shop** (or **Seller mode** in the Shop) and choose **Create with BloopAI**. Your drafts are listed on the same page, so you can come back to them later.

Four ways to start

Start	What you give	Good for
Tell us	A few questions, like a chat: what you sell, your customers, style, price range, country, notes. Only the first answer is required.	Starting from an idea, services, digital products.
Photos	Up to 8 real photos of your products, and a few words about them.	Handmade and physical products you already have.
Link	The address of your public website, Etsy or Instagram page.	Moving a shop you already run elsewhere.
PDF catalog	Your product catalog as a PDF: up to 25 MB and 40 pages. Optional notes (for example "prices without VAT").	Brands and shops with many products: up to 200 products are extracted, with their photos.

Create a store with BloopAI

1. Choose how to start and answer the questions (or upload your photos, link or PDF).
2. Wait while BloopAI works: it shows each step (reading the catalog, extracting products, taking the photos, writing the store, creating logo and cover). A catalog takes a few minutes; you can leave the page, the draft keeps going.
3. Review the draft: pick a name (free names are marked), change texts, prices, categories and colours, improve photos or remove the background, remove products you don't want.
4. Tap **Create store**. For physical products, add the shipping address of the store first.

What you get

- **Name ideas** already checked against existing Bloop stores, a **tagline** and a **description**.
- A **logo** and a **cover** made automatically, with brand colours. You can regenerate them or upload your own.
- **Shipping, returns and FAQ** texts adapted to what you sell.
- **Products** with description, price, category, options (sizes, colours, formats) and photos. From a PDF catalog, the photos are the real photos of your catalog.
- A **readiness score** that tells you what is still missing, and **launch tips**.
- After creating the store, a **launch kit**: a ready Spiral post, a push message for your followers and an idea for a product video.

Price

What	How it works
Price per store	Every store generated with BloopAI is paid, one by one: currently **€4.99**, and **€9.99** when you start from a PDF catalog. The exact price is shown before you confirm.
How you pay	You receive an invoice when the draft is ready.
If it fails	If the generation fails before the draft is ready, the amount is **refunded to your wallet automatically**.
What is included	The draft, the automatic logo and cover, and creating the store and its products. Regenerating images or improving photos in the review is included, up to 40 images a day.
Limits	Up to **5 stores a day** per account; up to **12 products** per store (up to **200** from a PDF catalog). Your seller plan still decides how many products you can publish each month (Basic: 10): the others stay in the draft and you publish them later from the same page.

Rules

- **Real photos for physical products.** A physical product is published only with a real photo: yours, or the one in your own catalog. BloopAI can improve it or remove the background, but never draws a product that doesn't exist.
- **AI images are labelled.** Logo, cover and images of digital products and services can be made by AI and are marked **AI**.
- **Only what you really sell.** Upload only catalogs, photos and pages that are yours or that you have the right to use. Check prices and descriptions before creating the store.
- **Not allowed on Bloop**: weapons, drugs and medicines, adult content, counterfeits, fake documents, protected wildlife, illegal services and anything involving minors. BloopAI refuses these stores.
- **Verification.** Every store goes through Linework verification like any other store. Products go online once the store is verified.

Frequently asked questions

Is the first store free? No: every store generated with BloopAI is paid, €4.99 (€9.99 from a PDF catalog). Opening a store by hand on Bloop stays free (see Selling on Bloop).

Can I use BloopAI from the phone app? BloopAI is in the web app, on web.linework.app (also from a phone browser). The store you create then works everywhere, in the app too.

What if I don't like the result? You can change everything in the draft before creating the store, and regenerate logo and cover. Nothing goes online until you tap **Create store** and the store is verified.

APP GUIDE · BOHVOLUT

Bohvolut

Bohvolut is the euro account connected to the app and to the web app. Here you find what is new: the personal and business account, statements you can download as a file, free and locked vLWK, and converting vLWK to euros from a business account.

Accounts

Personal and business

Switch between your personal account and the business account of your company at the top of the screen.

Statements

PDF or Excel

Choose the period and the type of movements and get a file you can save or send.

vLWK

Free and locked

The Wallet shows how many vLWK you can use now and when the next part unlocks.

Personal and business account

- Open **Bohvolut** from the Menu in the app, or from the side menu of the web app. If you don't see it, it is not available in your app yet: use the web app.
- If you are the owner or an admin of a company with a Bohvolut business account, the top of the screen has **Personal** and **Business**. In **Business** you see the balance, money in and out this month and the movements (pull down to refresh, **load more** for older ones). With more than one company, choose which one.
- Transfers, cards and the team of the business account are managed in the web app (**Transfers, cards and team of the business account: open the web app**).
- The business account has a one-off activation fee of **€500**. You activate it from the web app; the fees are always shown before you confirm.

The Bohvolut Black card in the Wallet

In the Wallet the **Bohvolut Black** card shows the Bohvolut logo, your name (**CARD HOLDER**) and a masked number, the same as in the web app. Tap it to open the activity of your Wallet: quick actions, movements with search and filters, and **Statement**.

Custom statements (PDF or Excel)

1. In the Wallet tap the **Bohvolut Black** card, then **Statement** (or the export icon above the movements). The **Custom statement** screen opens.
2. **Period**: **This month**, **Last month**, the current year, **All time** or **Custom** (choose **From** and **To**).

3. **Format**: **PDF** or **Excel (.csv)**.
4. **Transaction type**: **All**, **Money in** or **Money out**.
5. Tap **Generate**. The app creates the file and opens the share sheet: save it to your files or send it by email or chat as an attachment.

- The statement lists date, type, description, direction (in or out), amount and currency of every movement in the period.
- If there are no movements in the period you see "No transactions in this period".
- The **Excel (.csv)** file opens in Excel, Numbers or Google Sheets.

Free and locked vLWK

vLWK are the utility token of the app. In the Wallet, under the vLWK amount, you see **Free vLWK** (you can use them now), **Locked vLWK** and **Next unlock: x% on** a date. Locked vLWK stay yours and unlock gradually (vesting).

What	How it works
Unlock schedule	**5.5% a month** from November 2026, until **100% on 1 May 2028**.
Always free	Rewards earned in the app and commissions are not locked: you can use them at once.
Receiving	Receiving vLWK is never blocked.

Convert vLWK to euros (business account)

Converting vLWK to euros is available **only from a Bohvolut business account**. From a personal account the app shows **Business account required** with **Activate a business account**; if you already have one, **Go to the business account**.

1. In Bohvolut choose **Business** and open **Convert vLWK to euros**.
2. Enter the **Amount (vLWK)**, or tap **Max** to use all your free vLWK.
3. Check the preview: the **Value** in euros, the **Fee** and what **You receive**. The preview is held for a few seconds, then it is updated.
4. Tap **Confirm**. The euros arrive on the business account.

In the web app the same conversion is in the business account, in its own **vLWK → EUR** tab.

- The fee is **4%** and is shown before you confirm; it appears as a separate line in the account activity.
- Only **free** vLWK can be converted, at least €1 of value each time, within a daily limit shown on the screen.
- A conversion can't be undone: converted vLWK are not returned.

Good to know

Why can't I convert vLWK from my personal account? Conversion is only for business accounts. Activate a business account from the web app, or use the vLWK in the app.

Why can I convert less than I have? Part of your vLWK is still locked: only the free part can be converted. The Wallet shows when the next part unlocks.

Is Bohvolut an investment? No. Bohvolut is an account for your payments, and vLWK are a utility token for using the app.

APP GUIDE · FANS

Linework Fans

Creators keep 80% of every payment, straight into their wallet.

Fans

Exclusive content

Photos and videos reserved for subscribers, and single posts you can unlock once and keep.

Creators

Earn from your audience

Monthly subscriptions, pay-per-view posts and tips. You keep 80%.

What it costs

Creators set their prices in euros, within these ranges:

What	Price	What you get
Subscription	€4.99 to €49.99 a month	All the creator's subscriber posts, plus their pay-per-view posts at no extra cost.
Pay-per-view post	€1 to €100	That single post, unlocked for good.
Tip	€1 to €200	A thank-you to the creator, on its own or for a post.

As a fan

1. Open a creator's profile: the Linework Fans box shows subscribers and exclusive posts.
2. Choose a plan (1, 3, 6 or 12 months; longer plans may be discounted) and tap **Subscribe**.

The monthly plan is always available. The 3, 6 and 12-month plans appear only if the creator offers a discount on them (up to 60%), so they always cost less per month.

- Locked posts show **For subscribers** or **Unlock for €...** (pay-per-view: subscribers see it free). The text of the post is visible to everyone; photos and videos only after you have access.
- A pay-per-view post you unlock stays unlocked, even if you never subscribe.
- **Send a tip** from €1 to €200.
- If you subscribe again while a subscription is still running, the new period is added after the current end date: you don't lose any days.

Renewals and cancelling

- **3 days before** a renewal you get a notification reminding you to keep your wallet topped up.
- Menu → **Linework Fans** → **My subscriptions**: renewal dates, **Cancel renewal**, **Renew** or **Subscribe again**.

- If you cancel the renewal, you keep access until the end date you already paid for; nothing else is charged. You can turn renewal back on before then.

Become a creator

Anyone 18 or older can sell subscriptions, pay-per-view posts and receive tips. Linework checks your identity before activating your creator profile, so fans know they are paying a real person.

1. Menu → **Linework Fans** → **Creator** → **Become a creator**.
2. Enter your full legal name (as on your ID), date of birth and country. You must be **18 or older**.
3. Add a photo of your ID or passport (JPG, PNG, WEBP or HEIC, up to 6 MB). It is stored privately and seen only by the Linework team.
4. Tap **Send request**. You get a notification when it is approved; if it is rejected you can send it again.

What creators earn

- You keep **80%** of every subscription, renewal, pay-per-view unlock and tip; Linework keeps 20%.
- You get a notification for every new subscriber and every tip.

> Your earnings can be spent anywhere in Linework or sent to other users. Withdrawing them as money is not available at the moment.

Your creator dashboard

- **Active subscribers**, those **not renewing**, and your earnings (gross).
- **Subscription price** per month (from €4.99 to €49.99) and discounts for 3, 6 and 12 months. A discount of 0% hides that plan.
- Your latest payments: subscriptions, renewals, pay-per-view and tips.

Publish exclusive posts

As a creator you choose who sees each post while you create it, with the **lock**:

1. In **Create post** add at least one photo or video: the 🔒 **Who can see this post** row appears.
2. Choose **Everyone**, **Subscribers only** or **Pay-per-view** with a price from **€1 to €100**.
3. Publish. The post shows the lock straight away.

You can change it later from **Edit post** or from the post's … → **Who can see this post**. If the lock can't be applied when you publish, the post stays public and the app warns you, so you can set it again.

The text of the post stays visible to everyone; photos and videos are shown only to people who have access. Write a caption that makes people want to see more. Linework Fans is for regular content: the

community standards apply as everywhere else in the app.

Good to know

- **Can I get a refund?** Payments can't be cancelled from the app. If the Linework team refunds a payment, the money goes back to your wallet and a refunded subscription ends.
- **Will I be charged twice if I tap again?** No: each payment is processed only once.
- **My creator profile is suspended.** Write to support@linework.app for details.

APP GUIDE · SAFETY

Safety, notifications and help

You decide who can reach you. Blocking is instant and silent, reports are anonymous and reviewed by the Linework team, and the most serious content is hidden as soon as it's reported.

Block

Cut someone off

They can't see you, write to you or call you, and they aren't told.

Report

Tell Linework

Report posts, comments, stories, people, groups, products, stores and ads. The person doesn't know who reported them.

Privacy

Choose your audience

Private account, audience of each post and story, disappearing messages and locked chats.

Help

Answers and support

A help center by topic, a form to report a problem with screenshots, and support by email.

Block someone

From their profile (…), from the chat info or from a group member: **Block**. They can no longer see your profile, posts and stories, message you or call you, and they are not notified. Unblock them from their profile or Menu → Settings → **Blocked Users**.

- Blocking also removes the follow in both directions: you stop following each other.
- If you unblock someone, the follows don't come back by themselves: either of you can follow again.
- Blocked people aren't suggested to you, and you aren't suggested to them.
- Use it for anyone who bothers you, even if they haven't broken any rule. If they have, report them too.

Report

What	Where
A post, comment or story	… → **Report**, then choose the reason.
A person or a group	Profile … or chat info → **Report**.
A product or a store	… on the product or store → **Report**.
An ad	… on the ad → **Report ad** (or **Hide ad**).

Reasons include child sexual abuse or exploitation, terrorism, suicide or self-harm, nudity, violence, weapons, drugs, hate speech, harassment, scams, false information, spam and intellectual property. Content reported for **child abuse, terrorism or self-harm is hidden right away** until it is reviewed.

> If someone is in immediate danger, call your local emergency number first.

What happens after a report

Step	What happens
Priority	Every report gets a severity from its reason. The most serious ones (child safety, terrorism, self-harm) are reviewed first.
Content hidden	For those three reasons the post, story or comment disappears for everyone at once, until a moderator restores or removes it.
Account suspended	When you report a post, story, comment or profile, the author's account can be suspended straight away: they can't use the app and their content is hidden while the Linework team reviews the case.
Review	A moderator either restores the account and its content or confirms the suspension.

To prevent abuse, a report suspends an account only if it comes from an account with a profile photo and a verified email, created at least 3 days ago, and each account can trigger at most 3 suspensions a day. If a moderator finds a report was false, its author's reports no longer suspend anyone (they are still reviewed). Report only what really breaks the rules.

> If your own account was suspended after a report, the app shows **ACCOUNT SUSPENDED**. If you think it's a mistake, write to support@linework.app from your account's email: you can sign in again as soon as the review is finished.

Privacy tools

- **Private account** and **Follow requests**, audience of posts and stories, read receipts: see Settings.
- **Disappearing messages** and **Lock chat**: see Chat.
- The Spiral map only shows places that authors chose to add, rounded to about 1 km.
- The app lock (Face ID, Touch ID or PIN) keeps your chats and wallet safe if someone else picks up your phone: see Account.

Notifications

Tap the bell in Spiral, Chat or Bloop. Tabs: All, Spiral, Bloop and payments. **Mark all as read**, swipe to delete. When one person liked or commented on several of your posts, the notifications are grouped with **+N**: tap the row to expand it and open each post, tap again to close it. Push notifications cover

likes, comments, mentions, shares, followers and requests, messages and calls, lives starting, orders, store offers you accepted and wallet movements. Choose the Spiral ones in Settings → **Notification Preferences**.

- **Announcements**: official announcements from Linework are at the top of the **All** and **Spiral** tabs, in the **Announcements** section (for now labelled "Comunicati" in every language), with a dot until you read them. Tap one to read the full text; tapping the push notification opens it directly. The latest 30 are kept. For now in the app only.
- Too many notifications from Spiral? Keep only the types you care about, for example comments and mentions, and turn off likes.
- Store promotions arrive only if you turned on **Offers from stores you follow**, at most 2 a day: see Offers from stores.
- To stop all push notifications from Linework, turn them off for the app in your phone's settings.

Family: accounts of minors

A parent can link their account to their child's account to protect them. The link is set up on the web app, at web.linework.app/family (also from **Settings** → **Family**).

1. On your account open **Family** → **Link a child**, enter your child's date of birth, confirm the declaration and tap **Create the code**.
2. Together with your child, on their device, open the same page, choose **I'm the child** and enter the code (it is valid for a few minutes).
3. The Linework team checks the request before the link becomes active.

- Once the link is active, the parent decides who can write to the child (**Contact requests**, **Approved contacts**) and can read the child's chats; every time the parent opens them it is written in the **Access log**, which the child can see.
- Accounts of minors don't appear in search and suggestions, can't use payments and don't see LineNews, in the app and in the web app.
- If the person who linked the account is not their parent, the child can tap **This is not my parent**: the link is suspended and checked by the team. The parent can end it with **End the link**.

Get help

- **LineAI**: ask the assistant how to do something (see LineAI).
- **Help center**: Menu → **FAQs**, by topic (account, Spiral, stories, live, chat, Bloop, wallet, network and ads, safety).
- **Report a problem**: Menu → **Report a problem**, describe it (up to 2,000 characters) and attach up to **5 files**: screenshots, screen recordings or PDFs. You get a **ticket number** (for example `LW-000123`) on screen and by email; the team answers by email, and you can reply to that email to add details.
- Email: support@linework.app.
- **Terms of Service** and **Privacy Policy**: in the Menu, or on linework.app.

Tip: when you report a problem, say what you were doing, what you expected and what happened instead, and add a screenshot. It helps us fix it faster.

Good to know

Will the person know I blocked or reported them? No. Blocking sends no notice, and the reported person never sees who reported them.

What's the difference between blocking and reporting? Blocking protects you right away from one person. Reporting tells Linework that something breaks the rules, so it can be removed for everyone. You can do both.

What if I report something by mistake? Your account isn't penalized, but if moderators judge a report false, your future reports no longer suspend accounts straight away. Choose the reason carefully.

Why did a post disappear from my feed? It may have been reported for one of the most serious reasons and hidden while it's reviewed, or its author's account may be suspended.

LineAI

LineAI is Linework's assistant. Ask it how to do something (publish a story, open a store, top up your wallet) and it answers in your language, with buttons that take you straight to the right screen. It is free.

Free

No charge

7 languages

Speaks your language

English, Italian, Spanish, French, Russian, Hindi and Chinese.

Shortcuts

Opens the right screen

Up to 3 "Open..." buttons under each answer, to go straight where you need.

What LineAI is

LineAI knows this guide and the features of the app. It answers "how do I...?" questions: where a setting is, how a feature works, what something costs. When a feature is switched off for your account or your app version, LineAI doesn't talk about it either.

Where to find it

- **In the app**: the round LineAI button at the right of the bottom bar, or Menu → Settings → **Ask LineAI**.
- **In the web app**: the LineAI button next to **+** on web.linework.app.
- **On the websites**: the LineAI bubble at the bottom of linework.app, corporate.linework.app and this site. There you can use it without an account.

How it works

1. Open LineAI and write your question, as you would to a friend (for example "how do I make my account private?").
2. LineAI answers in a few seconds with the steps to follow.
3. Tap one of the **Open...** buttons under the answer to go to that screen, or ask another question to go on.

Ask one question at a time and wait for the answer before sending the next one. If something doesn't work as LineAI says, use **Report a problem** (see Safety, notifications and help).

Price

What	Cost
LineAI in the app and in the web app	**Free**, within the daily limit.
LineAI on the websites	**Free**, no account needed.

Limits

Where	Limit
App and web app (signed in)	**30 questions a day** per account; the counter restarts at midnight. Each question up to **1,000 characters**.
Websites (without an account)	10 questions an hour and 30 a day per connection. If many people are using it at the same time, you may be asked to try again in a moment.

LineAI can make mistakes: for prices and rules, the screen in the app and this guide are what count.

Privacy

- Your conversations are **not saved on Linework's servers**: only the number of questions is counted, for the daily limit.
- The recent conversation stays only on your device (the last 30 messages in the app and the web app; on the websites, until you close the page).
- Don't write passwords, codes, card numbers or other personal data in your questions: LineAI doesn't need them.

Frequently asked questions

Is LineAI paid? No, it's free for everyone, within 30 questions a day.

I don't see the LineAI button. Update the app to the latest version. LineAI may also be temporarily switched off: try again later.

Can LineAI do things for me? No. It explains how to do them and opens the right screen; you do the rest.

I've reached the limit. You can ask more questions tomorrow. Meanwhile you find the answers in the help center (Menu → FAQs) and in this guide.