Linkus Desktop Client

User Guide

Version: 1.0
Date: 2025-12-15

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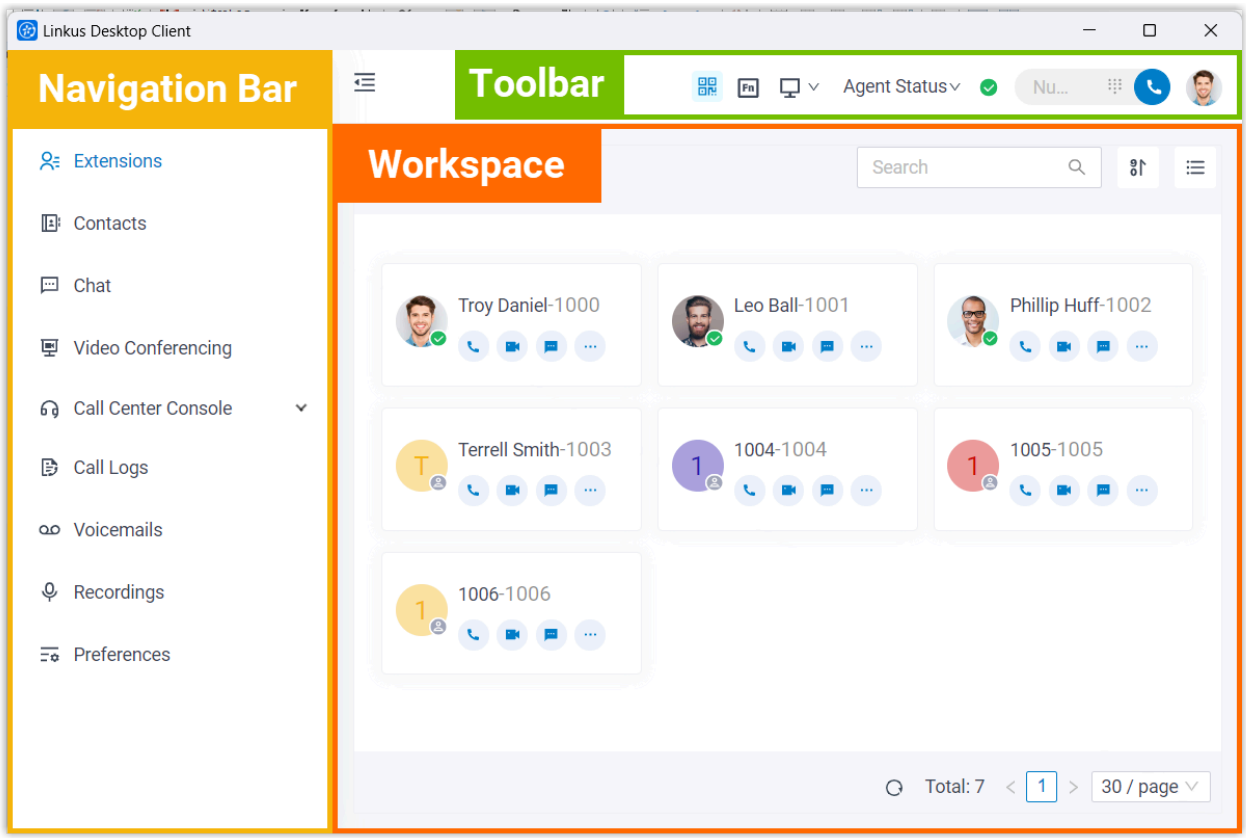
Contents

Linkus Desktop Client Overview

Running on Windows and macOS, Linkus Desktop Client provides you with access to enterprise-grade telephony features from your computer desktop.

Linkus Desktop Client layout



1. Navigation bar
2. Toolbar
3. Workspace

Navigation bar

Navigation bar provides quick access to the following features:

Feature	Description
Extensions	• View colleague information. • Place audio or video calls to colleagues. • Leave voicemails for colleagues.

Feature	Description
	• Add colleague extensions to Favorites list.
Contacts	• View, add, and manage personal contacts. • View, add, and manage company contacts.
Chat	• Start a personal chat or a group chat with colleagues. • Receive and reply to messages from different messaging channels, such as SMS or social media.
Video Conferencing	Initiate face-to-face meetings for instant communication among team members and customers. For more information, see Video Conferencing User Guide. **Note:** Linkus Desktop Client only provides a menu entry for the feature. When you access the feature, you will be redirected to the feature on Linkus Web Client without entering any credentials.
Operator Panel	Manage calls of members in a specific group. For more information, see Operator Panel User Guide.
Call Center Console	Handle queue calls and achieve real-time call monitoring, management, and reporting. For more information, see Call Center Console User Guide.
Fax Management	Send and receive faxes directly in Linkus, customize cover pages, and keep track of all fax logs.
Call Logs	Check and manage your call logs.
Voicemails	Check and manage your voicemails.
Recordings	Check and manage your call recording files.
Preferences	Configure the following settings: • Extension profile • Extension presence • Voicemail • Audio and video • Email notifications • Call-handling rules • Function keys • AI transcription • Outlook integration • TAPI integration

Toolbar

Toolbar provides quick access to common actions:

Feature	Description
	Quick access to download Linkus Mobile Client and Yeastar Linkus for Google.
	Use function keys to monitor status of specific objects or quickly perform specific operations via function keys.
	Switch between Desktop Client mode and CTI mode.
Agent Status	Change your status in a queue.
	Change extension presence.
	Place audio calls or video calls.
Account	• Change password • Configure Two-factor Authentication (2FA) • Check Privacy Policy Agreement • Access Linkus Help Center • Access Support Portal • Log out of Linkus

Workspace

An area where you can view or manage specific features.

Getting Started

Log in to Linkus

Linkus Login Overview

Linkus allows you to log in to Desktop Client using different methods, including logging in with your extension account via a login link, one-click login from Linkus Web Client, entering login information, or directly logging in with a third-party account.

Extension account login

You can log in to Linkus with your extension account using login link, one-click login, or manually-entered login information.

Quick login

- After you receive a Linkus welcome email, you can obtain a login link from the email, via which you can quickly log in to Linkus Desktop Client.

  For more information, see Log in to Linkus with Extension Account Using Login Link.

- You can quickly log in to your Desktop Client from Linkus Web Client by just one click.

  For more information, see Log in to Linkus with Extension Account by One Click.

Manual login

You need to contact system administrator to obtain your username and password, as well as the Linkus Server network information, then enter the information on Linkus Desktop Client to log in.

For more information, see Log in to Linkus with Extension Account Using Manually-Entered Credentials.

Third-party account login

If system administrator has integrated the server with a third-party system, you can directly log in to Linkus Desktop Client with the third-party account.

For more information, see the following topics:

- Log in to Linkus with Microsoft Account

- Log in to Linkus with Active Directory Domain Account
- Log in to Linkus with Google Account
- Log in to Linkus with Red Hat Account

Log in to Linkus with Extension Account Using Login Link

After you receive a Linkus welcome email, you can use the login link to quickly log in to Linkus Desktop Client with your extension account.

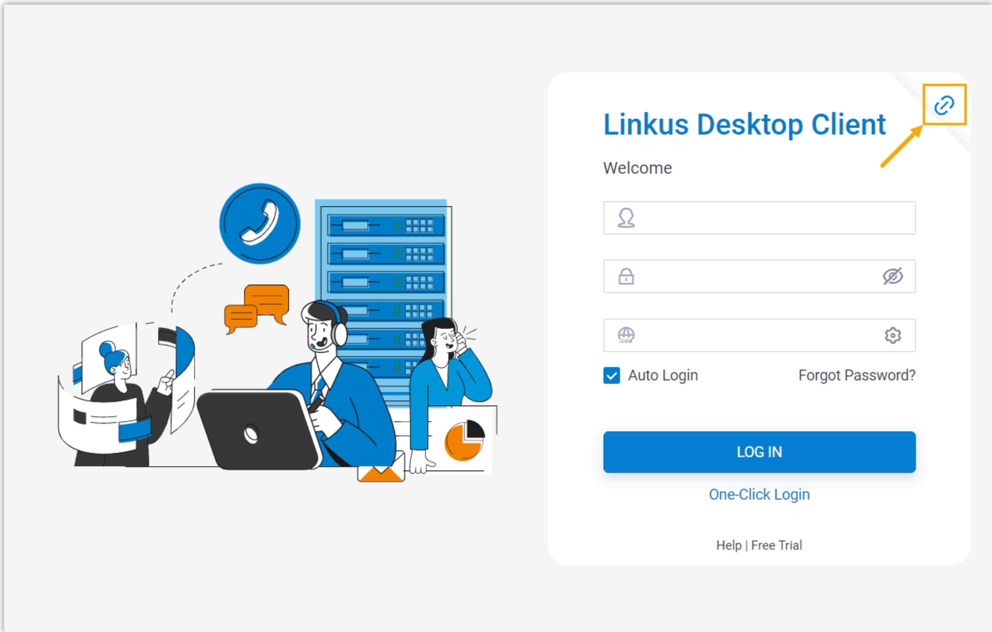
Prerequisites

You have received the Linkus welcome email.

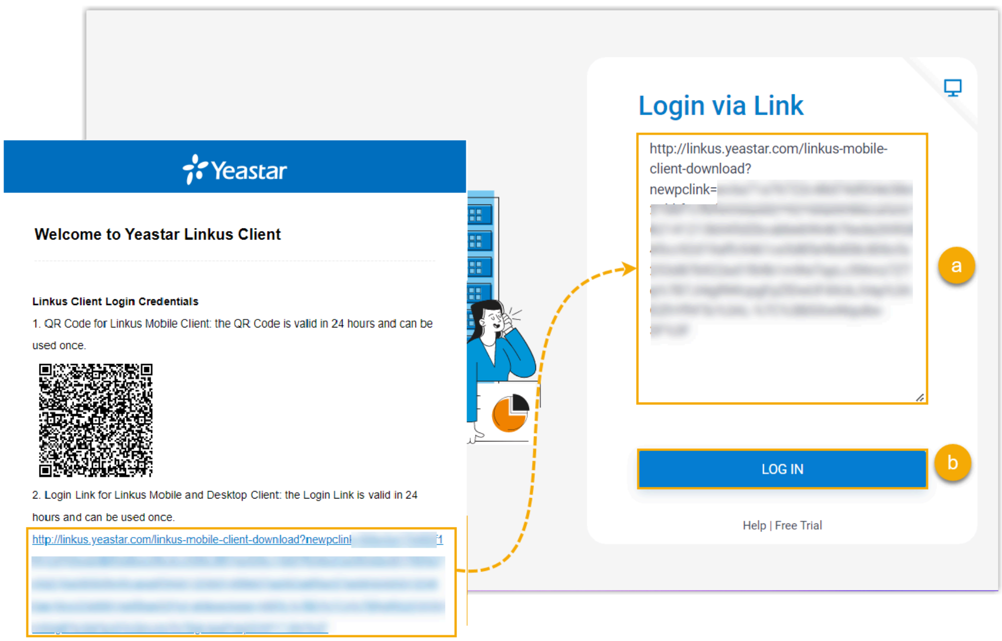
> **Note:**
>
> - If you don't receive the Linkus welcome email, contact system administrator.
> - The login link can only be used once.

Procedure

1. In the Linkus welcome mail, copy the login link.
2. Open Linkus Desktop Client, and click at the top-right corner.

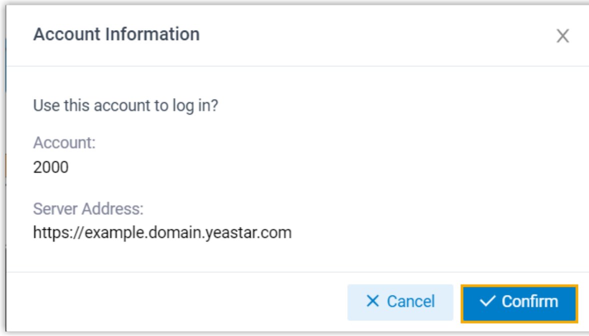


3. Paste the link on Linkus, then click **LOG IN**.



Linkus detects the account information and asks if you want to log in with the account.

4. In the pop-up window, click **Confirm**.



Note:
If it is the first time that you log in to Linkus with extension account, you will be asked to agree a privacy policy agreement and change the initial password. When finished, you need to log in to Linkus with the new password.

Log in to Linkus with Extension Account by One Click

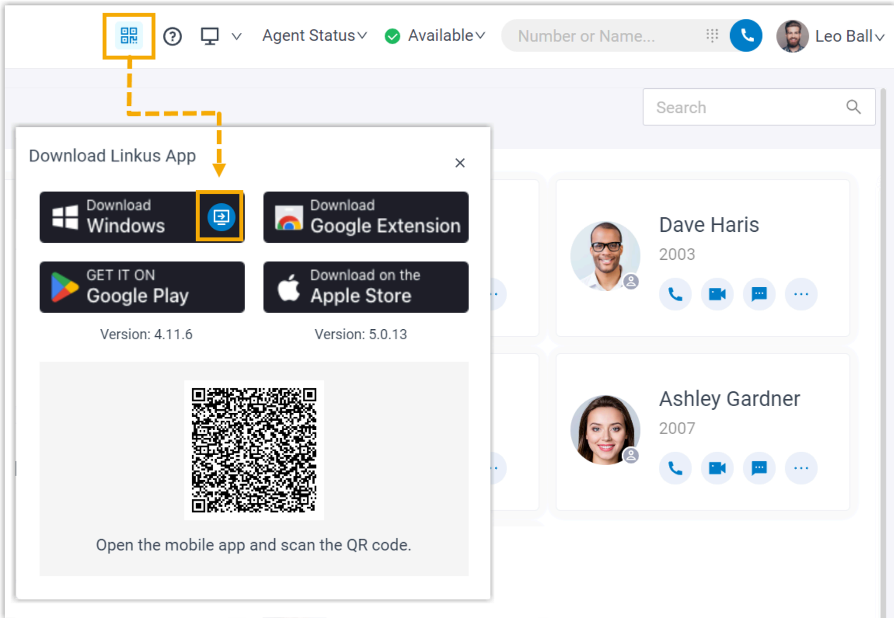
Yeastar supports one-click login for Linkus Desktop Client, you can conveniently access your Linkus Desktop Client from Web Client with just one click.

Prerequisites

- You have installed Linkus Desktop Client on your computer.
- You have logged in to Linkus Web Client.

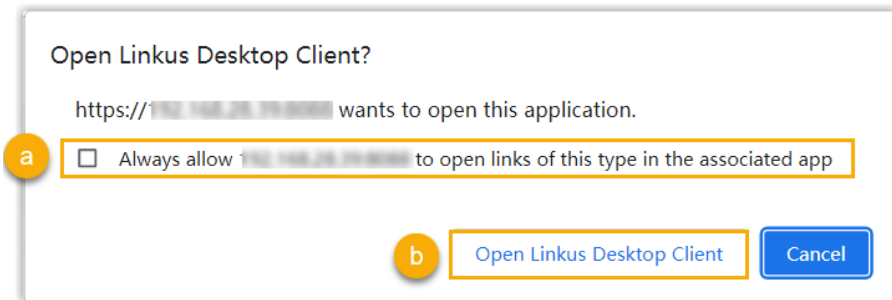
Procedure

1. On Linkus Web Client, click on the top bar, then click .



A window pops up, asking if you allow the system to open the application.

2. On the pop-up window, do as follows:



   a. If you want the system to open Linkus Desktop Client without asking again, select the checkbox.
   b. Click to open the Linkus Desktop Client.

      You are logged into Linkus Desktop Client without entering any credentials.

Log in to Linkus with Extension Account Using Manually-Entered Credentials

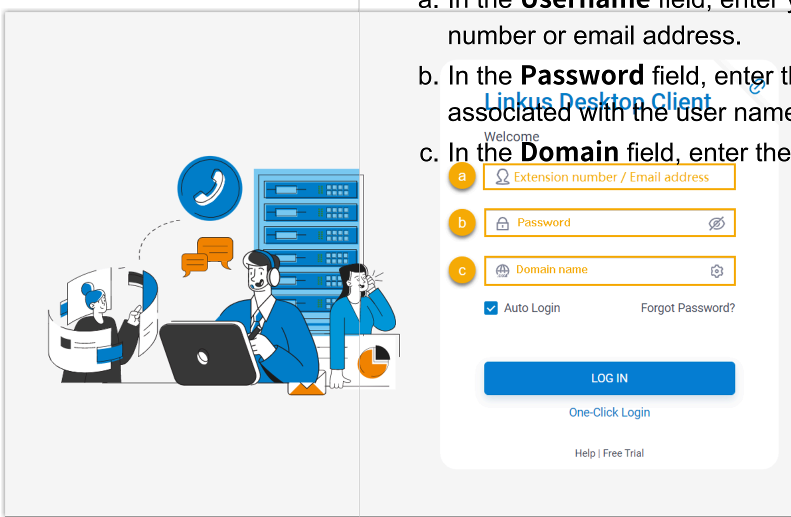
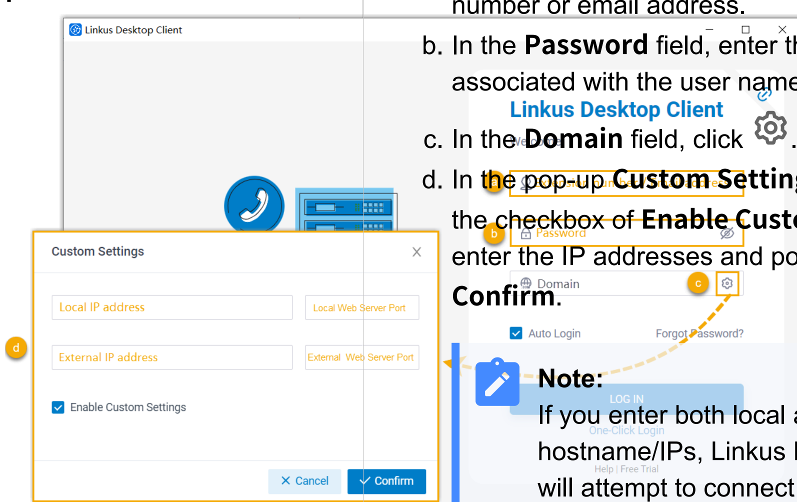
This topic describes how to log in to Linkus Desktop Client with your extension account by manually entering login information.

Prerequisites

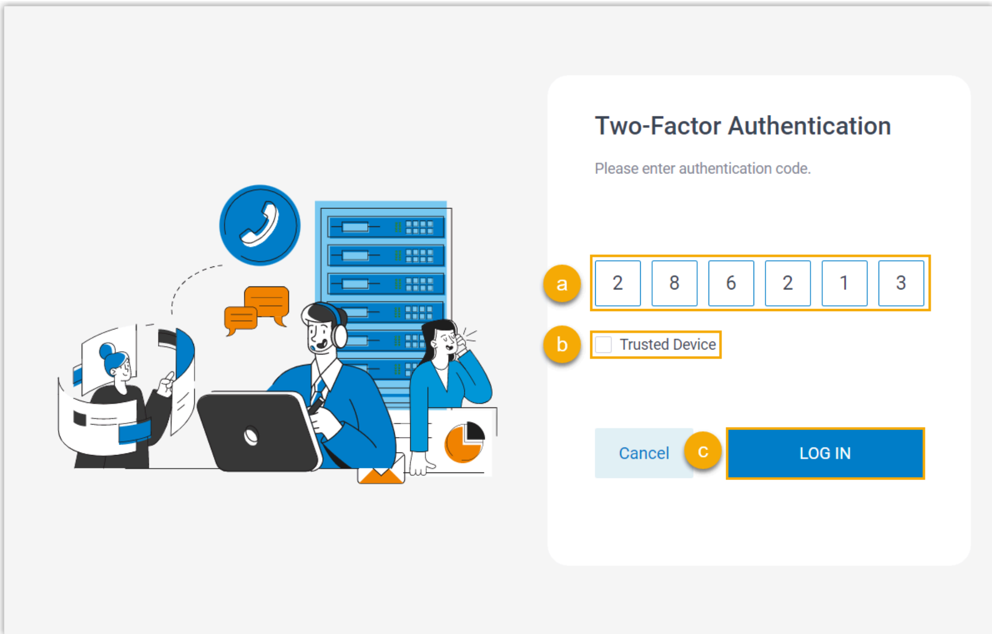
Contact system administrator to obtain your username and password, as well as the network information (either a domain name or an IP address & port) of the server.

Procedure

1. On Linkus login page, enter the login information.

Scenario	Instruction
Figure 1. **Log in using domain name**  	If you obtain a domain name, do as follows: a. In the **Username** field, enter your extension number or email address. b. In the **Password** field, enter the password associated with the user name. c. In the **Domain** field, enter the domain name.
Figure 2. **Log in using IP addresses and ports**  	If you obtain IP addresses and ports, do as follows: a. In the **Username** field, enter your extension number or email address. b. In the **Password** field, enter the password associated with the user name. c. In the **Domain** field, click ⚙. d. In the pop-up **Custom Settings** window, select the checkbox of **Enable Custom Settings**, enter the IP addresses and ports, then click **Confirm**. **Note:** If you enter both local and external hostname/IPs, Linkus Desktop Client will attempt to connect to Linkus Server using the local hostname/IP.

2. **Optional:** Select or unselect the **Auto Login** option to decide whether to automatically log in to this account next time you open Linkus Desktop Client.
3. Click **LOG IN**.
4. If you have set up two-factor authentication, you need to enter an authentication code.



a. Enter the authentication code provided by an authenticator application or email.
b. **Optional:** Select the checkbox of **Trusted Device**.

> **Note:**
> For the device from which you log in most frequently, you can select the option to add it as a trusted device. In this way, you don't have to re-enter an authentication code with this device for the next 180 days.

c. Click **LOG IN**.

> **Note:**
> If it is the first time that you log in to Linkus with extension account, you will be asked to agree a privacy policy agreement and change the initial password. When finished, you need to log in to Linkus with the new password.

Log in to Linkus with Microsoft Account

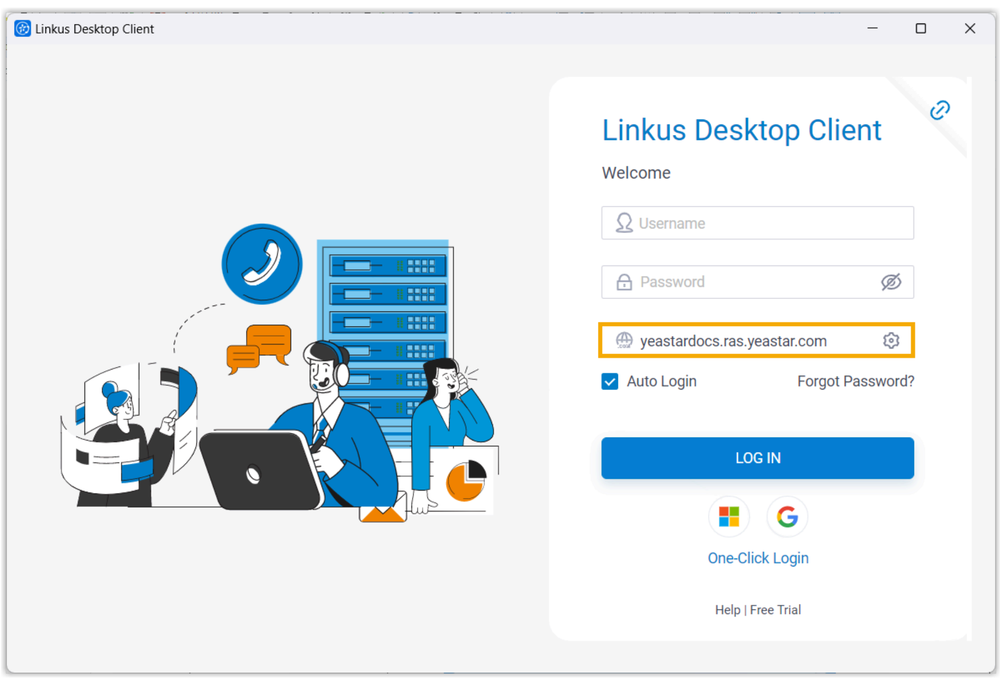
If system administrator integrates the server with Microsoft Entra ID (Azure Active Directory), you can log in to Linkus with your Microsoft account directly.

Requirements

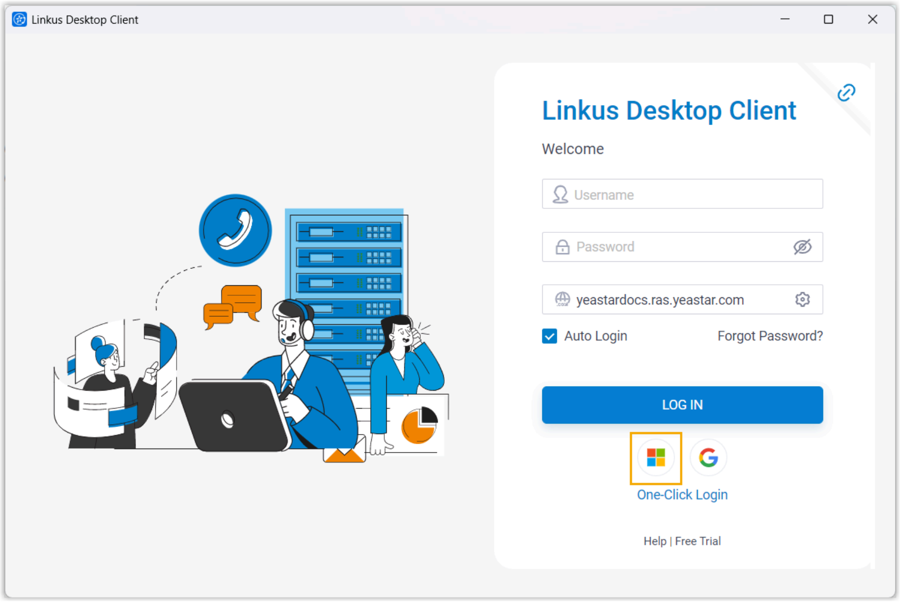
- System administrator has integrated the server with **Microsoft Entra ID**, and enabled **Single Sign-on (SSO)** feature.
- You have obtained the server address for SSO from system administrator.
- Your Linkus version meets the following requirement:
    - **Linkus Windows Desktop**: Version 1.15.3 or later
    - **Linkus Mac Desktop**: Version 1.15.3 or later

Procedure

1. Open Linkus Desktop Client.
2. In the **Domain** field, enter the server address.



3. Click and sign in to your Microsoft account.



After signed-in, you are automatically logged in to Linkus Desktop Client.

Log in to Linkus with Active Directory Domain Account

If system administrator integrates the server with Active Directory (AD), you can log in to Linkus with your AD domain account directly.

Requirements

- System administrator has integrated the server with **Active Directory**, and enabled **Single Sign-on (SSO)** feature.
- Your Linkus version meets the following requirement:
  - **Linkus Windows Desktop**: Version 1.4.9 or later
  - **Linkus Mac Desktop**: Version 1.4.9 or later

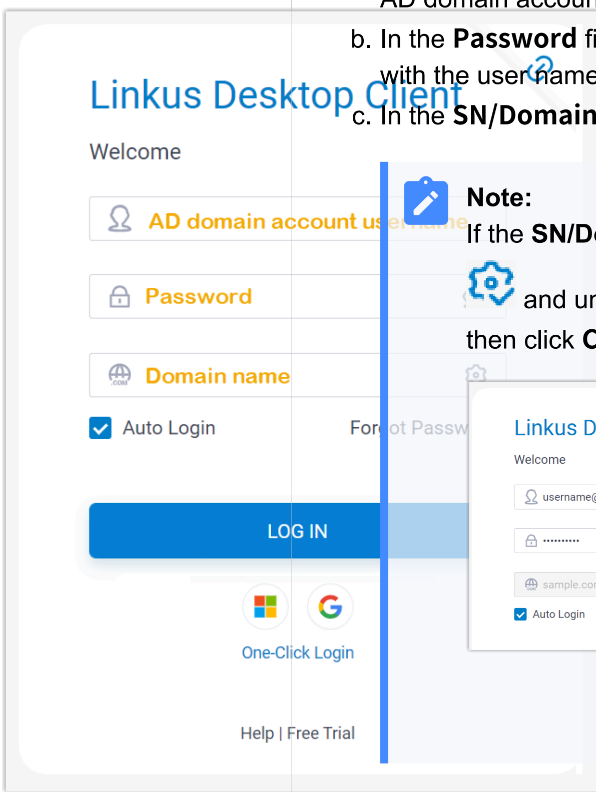
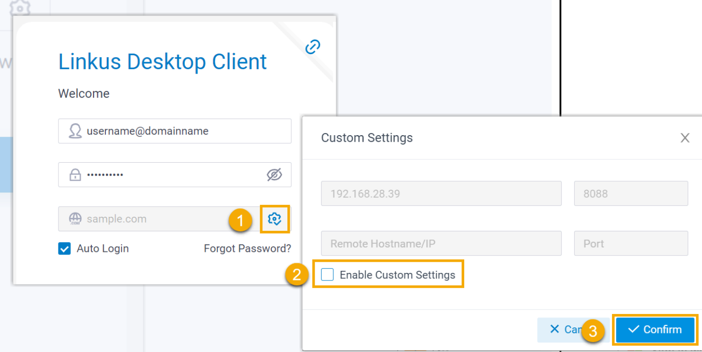
Prerequisites

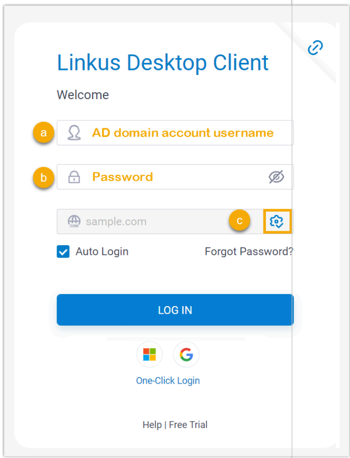
Contact system administrator to obtain the network information of Linkus Server.

Note:
The network information might be a domain name, or IP addresses and ports, depending on the Linkus Server's network configuration.

Procedure

1. On Linkus login page, enter the following information.

Scenario	Procedure
Figure 3. **Log in using domain name**  	If you obtain a domain name, do as follows: a. In the **Username** field, enter the user name of your AD domain account (**Format**: `username@domainname`). b. In the **Password** field, enter the password associated with the user name. c. In the **SN/Domain** field, enter the domain name. **Note:** If the **SN/Domain** field is non-editable, click and unselect **Enable Custom Settings**, then click **Confirm**. 
Figure 4. **Log in using IP**	If you obtain IP addresses and ports, do as follows: a. In the **Username** field, enter the user name of your AD domain account (**Format**: `username@domainname`).

Scenario	Procedure
addresses and ports 	b. In the **Password** field, enter the password associated with the user name. c. Click . d. Select the checkbox of **Enable Custom Settings**. e. Enter the IP addresses and ports. **Note:** When you use Linkus Desktop Client within company's Local Area Network (LAN), Linkus communicates through the local hostname/IP. Otherwise, Linkus communicates through the external hostname/IP. f. Click **Confirm**.

2. Click **Login**.

Log in to Linkus with Google Account

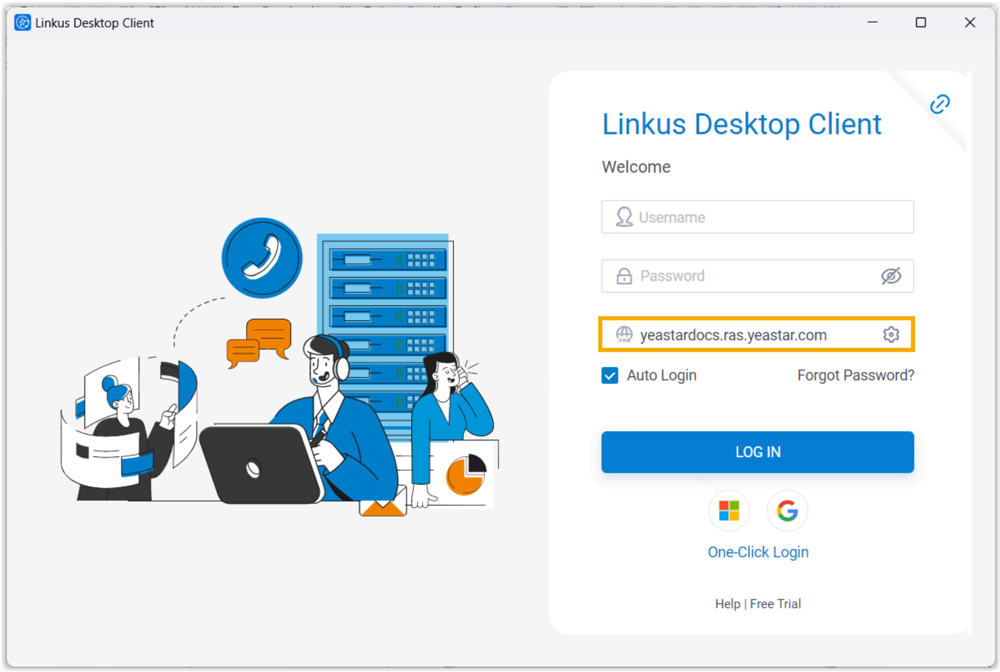
If system administrator integrates the server with Google Workspace, you can log in to Linkus with your Google account directly.

Requirements

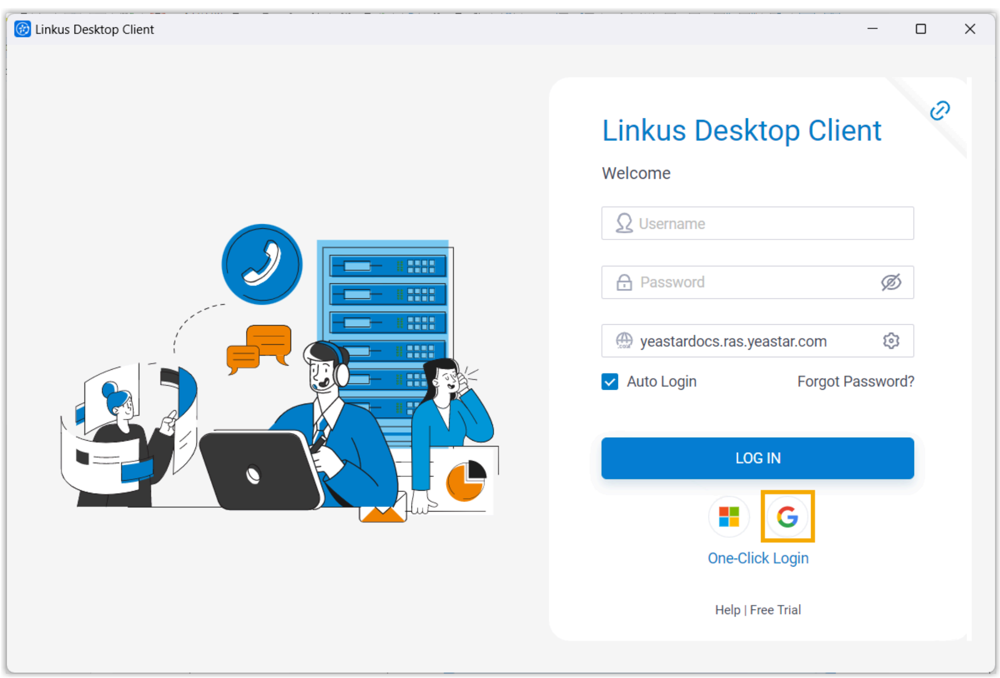
- System administrator has integrated the server with **Google Workspace**, and enabled **Single Sign-on (SSO)** feature.
- Your Linkus version meets the following requirement:
  - **Linkus Windows Desktop**: Version 1.12.4 or later
  - **Linkus Mac Desktop**: Version 1.12.4 or later

Procedure

1. Open Linkus Desktop Client.
2. In the **Domain** field, enter the server address allowed for Google SSO.



3. Click and sign in to your Google account.



After signed-in, you are automatically logged in to Linkus Desktop Client.

Log in to Linkus with Red Hat Account

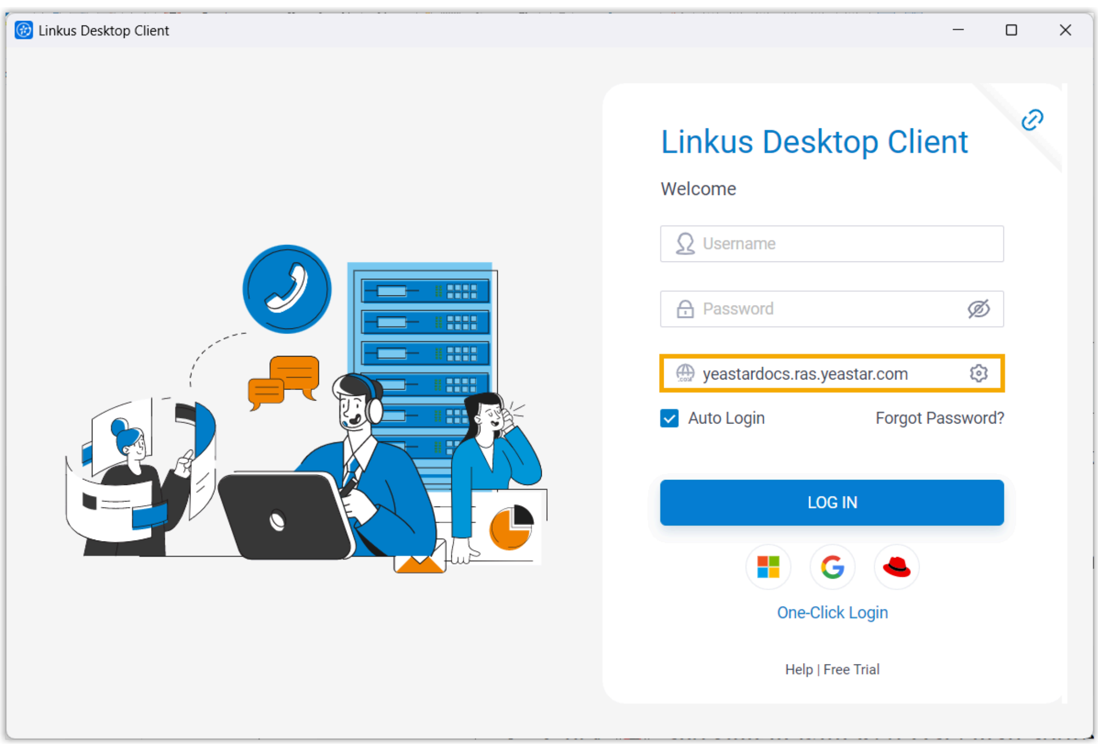
If system administrator integrates the server with Red Hat SSO, you can log in to Linkus with your Red Hat account directly.

Requirements

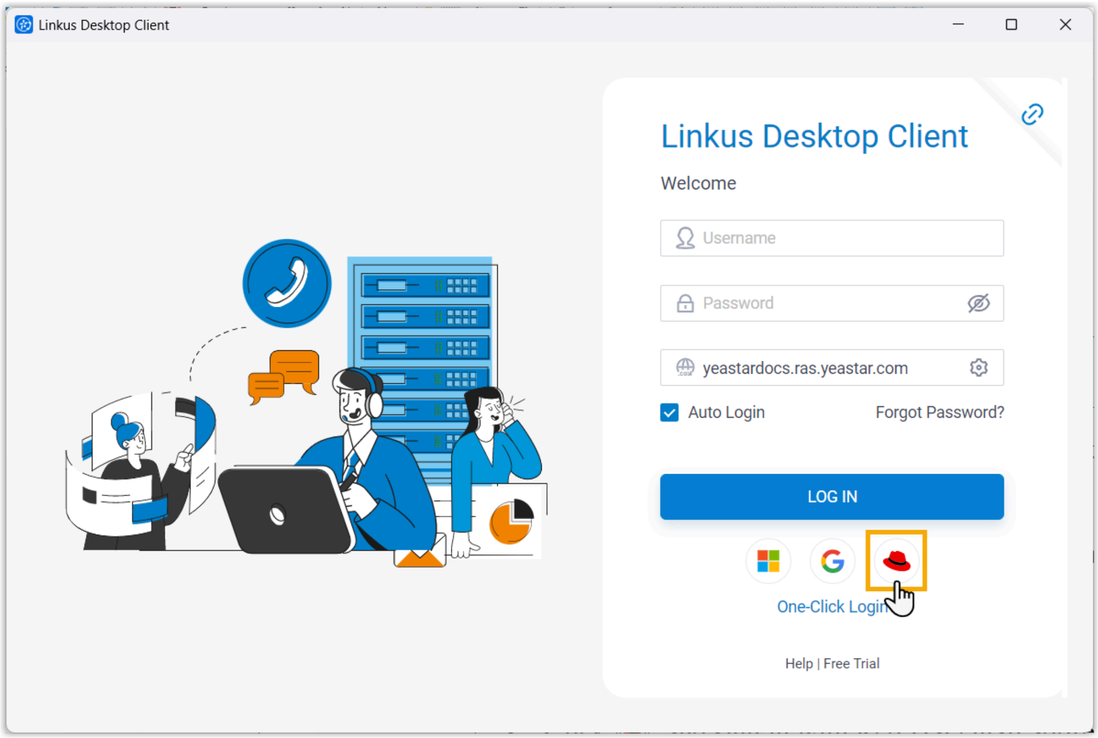
- System administrator has integrated the server with **Red Hat SSO**, and enabled **Single Sign-on (SSO)** feature.
- The version of your Linkus is 1.7.4 or later.

Procedure

1. Open Linkus Desktop Client.
2. In the **Domain** field, enter the server address allowed for Red Hat SSO.



3. Click and sign in to your Red Hat account.



After signed-in, you are automatically logged in to Linkus Desktop Client.

Reset Linkus Password

If you forget Linkus login password, you can reset password on Linkus Desktop Client.

Restriction

If you don't have an email address bound with your extension, or you forget the email address, you can not reset the login password.

> **Tip:**
> In this case, you can contact the system administrator to help you reset your password.

Procedure

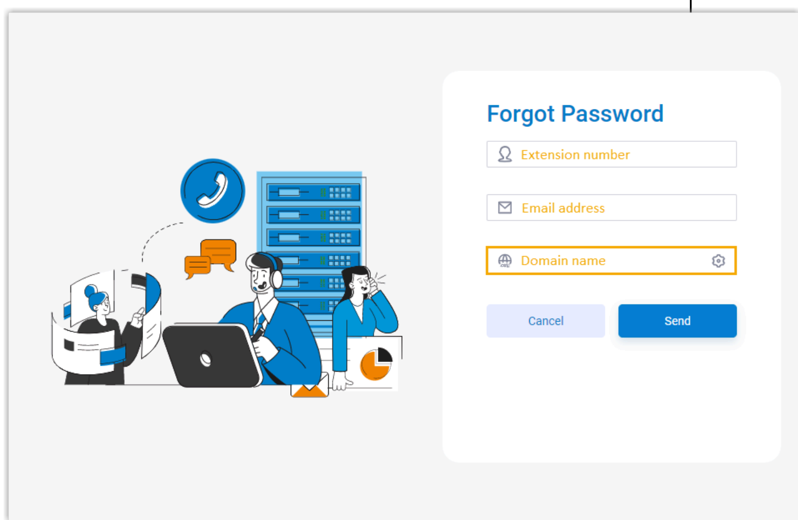
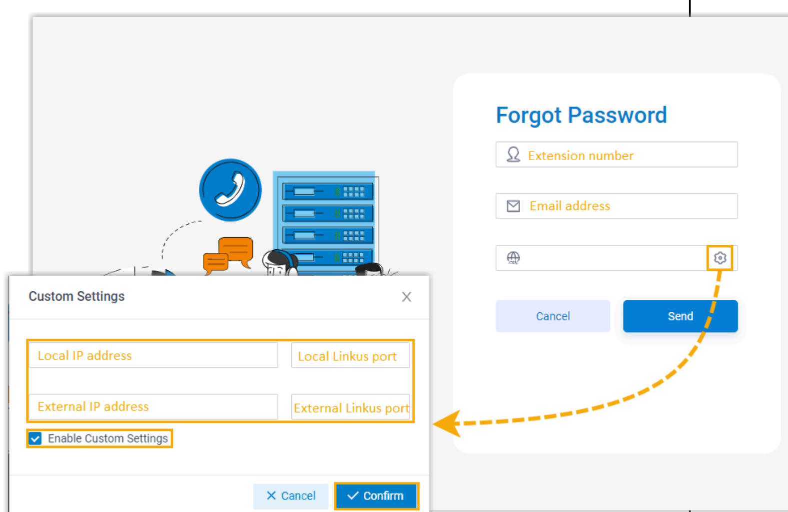
1. On Linkus Desktop Client login page, click **Forget Password?**.
2. In the **Forgot Password** page, do as follows:

a. In the **Extension Number** field, enter your extension number.

b. In the **Email Address** field, enter the email address that is bound with your extension.

c. Enter the network information of Linkus Server.

> **Note:**
> Contact the system administrator for the Linkus Server network information.

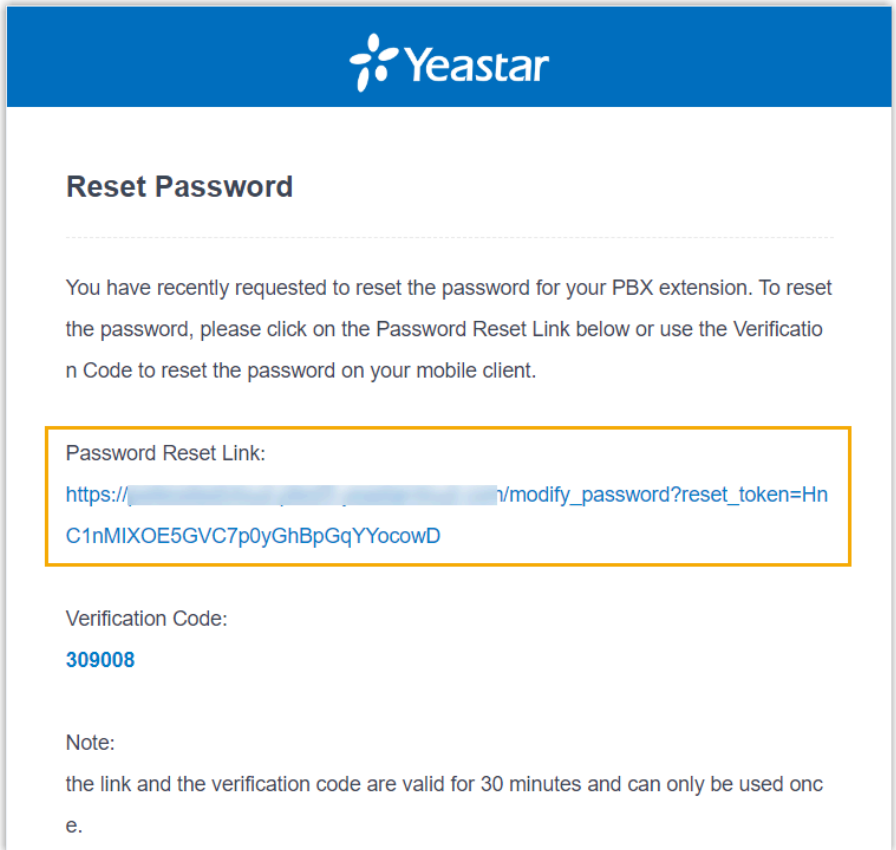
<table>
<tr><th>Network Information</th><th>Illustration</th></tr>
<tr><td>Domain name</td><td>
</td></tr>
<tr><td>IP addresses and ports</td><td>
</td></tr>
</table>

d. Click **Send**.

A password reset email is sent to your mailbox.

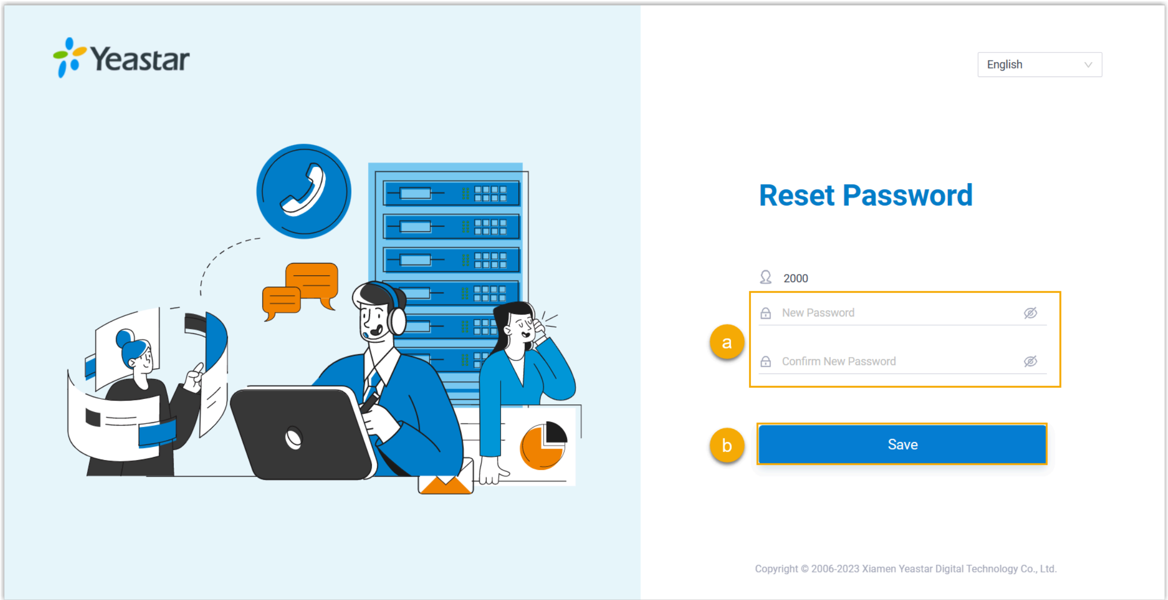
3. In the password reset email, click the password reset link.

> **Note:**
> The link is valid for 30 minutes and can only be used once.



You are redirected to a **Reset Password** web page.

4. On the **Reset Password** web page, enter your new password twice, and click **Save**.



The login password is changed.

What to do next

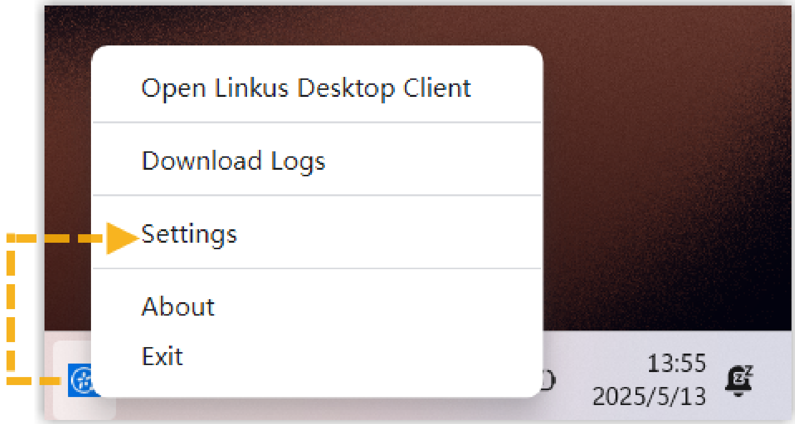
Log in to Linkus with the new password.

Change the Display Language

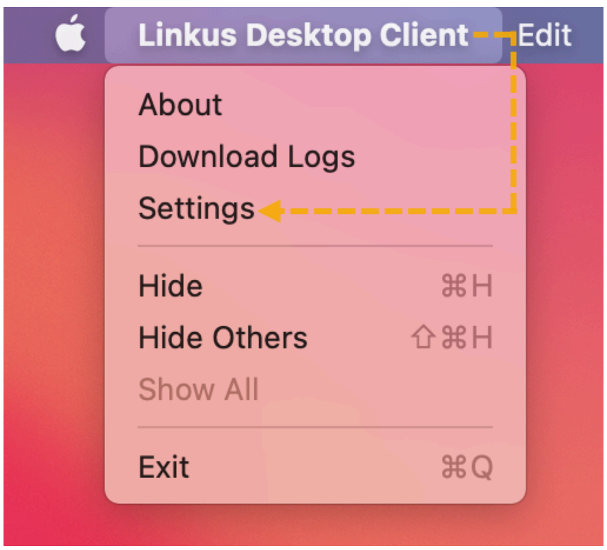
You can change the display language of Linkus Desktop Client as needed.

Procedure

1. Access the Settings menu of Linkus Desktop Client based on your operating system.
    - **For Windows**: At the system tray, right click , then select **Settings**.



- **For macOS**: On the App menu, click **Linkus Desktop Client**, then select **Settings**.



2. In the **Language** drop-down list, select the desired language.
3. In the pop-up window, click **Reboot Now**.

Change Incoming Call Pop-up Location

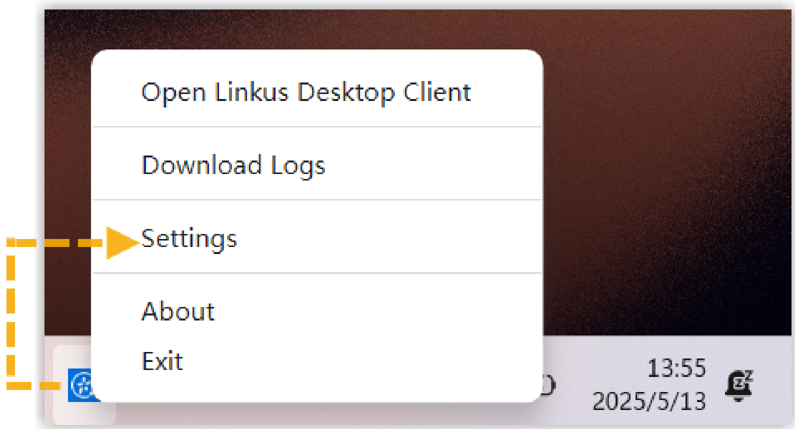
By default, when a call reaches Linkus, a pop-up appears at a fixed location - bottom right on Windows and top right on macOS. You can change the pop-up's location according to your preference.

Requirements

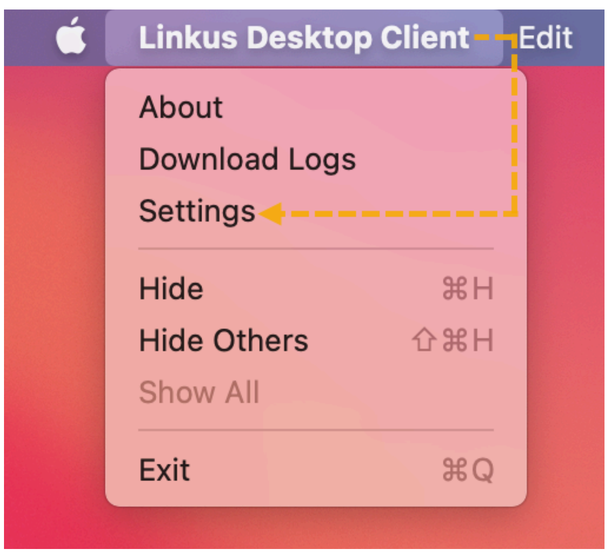
Make sure the version of Linkus Desktop Client is **1.17.4** or later.

Procedure

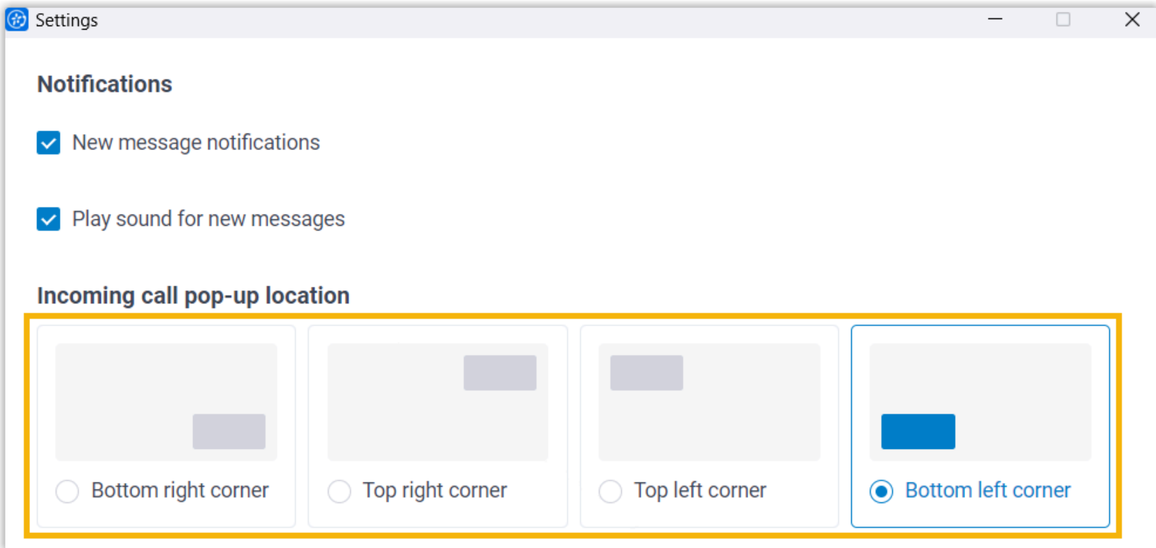
1. Access the Settings menu of Linkus Desktop Client based on your operating system.
   - **For Windows**: At the system tray, right click , then select **Settings**.

   - **For macOS**: On the App menu, click **Linkus Desktop Client**, then select **Settings**.

2. In the **Incoming call pop-up location** section, select a desired location.



Result

When a call reaches Linkus, the incoming call pop-up appears at the configured location.

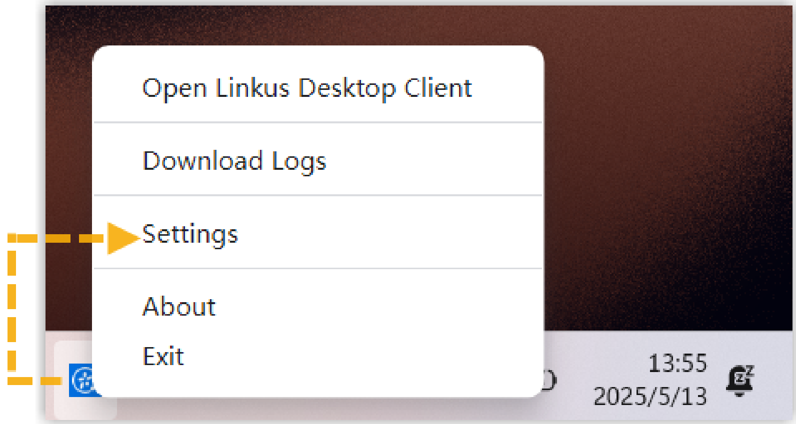
> **Note:**
> When working with multiple monitors, the incoming call pop-up appears on the same screen as the Linkus Desktop Client.

Set Linkus Desktop Client to Run at Startup on a Computer

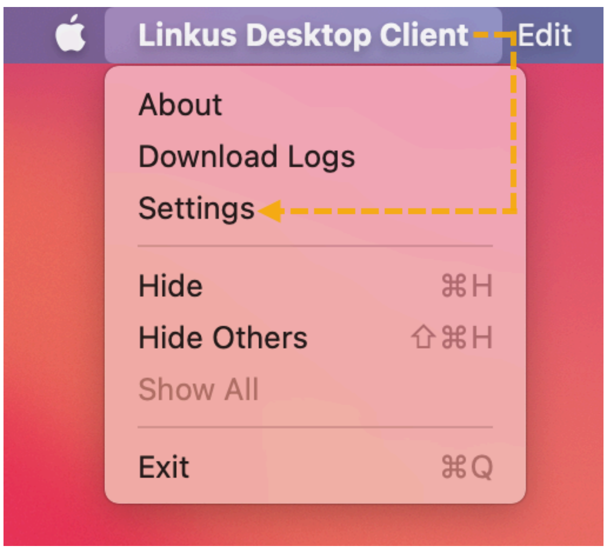
You can configure Linkus Desktop Client to automatically launch when your computer starts up.

Procedure

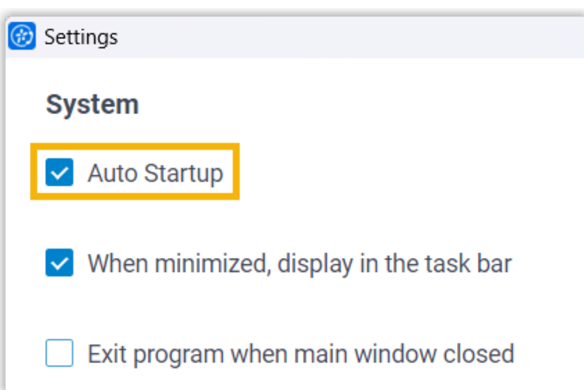
1. Access the Settings menu of Linkus Desktop Client based on your operating system.
    - **For Windows**: At the system tray, right click , then select **Settings**.



- **For macOS**: On the App menu, click **Linkus Desktop Client**, then select **Settings**.



2. In the **System** section, select the checkbox of **Auto Startup**.



Result

Linkus Desktop Client will automatically launch and run when your computer boots up.

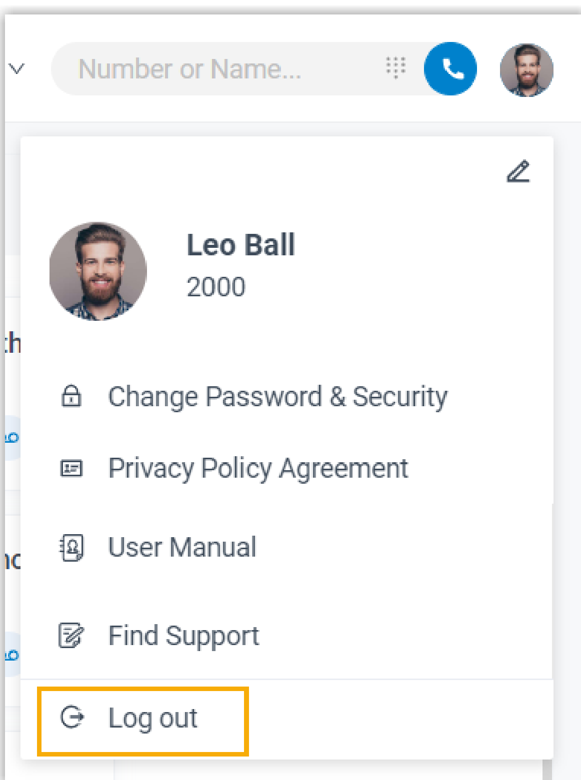
> **Note:**
> If you have enabled **Auto Login**, your account will be automatically logged in when Linkus Desktop Client is launched.

Log out of Linkus

This topic describes how to log out of Linkus Desktop Client.

Procedure

1. At the top-right corner of Linkus Desktop Client, click your account.
2. In the drop-down list, click **Log out**.



Two-Factor Authentication (2FA)

Two-factor Authentication (2FA) Overview

Linkus Desktop Client allows you to configure two-factor authentication (2FA) for your account. With 2FA enabled, both your account password and an additional authentication code are required for Linkus login, which adds an extra layer of security to your account. This topic provides an overview of the supported two-factor authentication methods.

Requirements

System administrator has upgraded the server to 37.10.0.30 or later.

Two-factor authentication by authenticator application

This method requires you to install an authenticator application on your mobile phone. The supported applications are listed below:

- Google Authenticator
- FreeOTP
- Twilio Authy
- Microsoft Authenticator

After installing an authenticator application, you need to add your account to the application, via which you can obtain authentication codes for two-factor authentication. When you log in to your account, both account password and the authentication code generated by the authenticator application are required.

For more information about the configuration, see Configure Two-Factor Authentication Using Authenticator Application.

Two-factor authentication by Email

This method allows you to receive authentication codes for two-factor authentication via the email associated with your account. When you log in to your account, both account password and the authentication code sent to your email are required.

For more information about the configuration, see Configure Two-Factor Authentication Using Email.

Configure Two-Factor Authentication Using Authenticator Application

This topic describes how to configure two-factor authentication using an authenticator application on your mobile phone.

> **Note:**
> The configurations of two-factor authentication is applied to all your Linkus clients.

Prerequisites

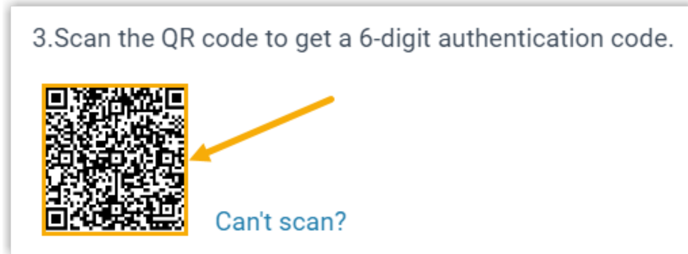
You have installed one of the following supported authenticator applications on your mobile phone.

- Google Authenticator
- FreeOTP
- Twilio Authy
- Microsoft Authenticator

Procedure

1. At the top-right corner of Linkus Desktop Client, click your account, then go to **Change Password & Security > Security Settings**.
2. Select the checkbox of **Two-Factor Authentication**.
3. In the pop-up **Password** window, enter your account password and click **Confirm** to verify your operation.
4. Select **Authenticated by Authenticator**.
5. Add your account to the authenticator application via either of the following methods.

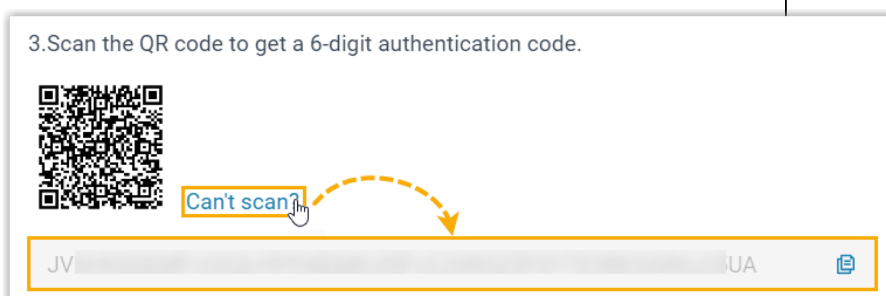
Method	Instruction
Scan QR Code to quickly add the account	You can quickly add your account to the authenticator application by scanning the QR code provided by Linkus Desktop Client. a. On your mobile phone, open the authenticator application, and select to scan QR code. b. Scan the QR code shown on Linkus Desktop Client.

<table>
<tr><th>Method</th><th>Instruction</th></tr>
<tr><td></td><td>


Your account is added to the application automatically, a 6-digit authentication code is shown.</td></tr>
<tr><td>Manually add the account</td><td>In case you can not scan QR code, you can manually add your account and enter the secret key provided by Linkus Desktop Client.

a. On Linkus Desktop Client, click Can't scan beside the QR code.

A secret key is displayed under the QR code, note it down for later use.



b. On your mobile phone, open the authenticator application, and select to manually add an account.

c. Enter the relevant information and paste the secret key.

Note:
If you need to complete more configurations for the secret key, you should set SHA1 as the algorithm for TOTP protocol, and set to generate 6-digit code with an interval of 30 seconds.

Your account is added to the application, a 6-digit authentication code is shown.</td></tr>
</table>

6. On Linkus Desktop Client, enter the 6-digit authentication code in the **Authentication Code** field.
7. Click **Save**.

Result

- The page prompts a message "Edited successfully.", which means that you have successfully set up two factor authentication.
- Next time you log in to Linkus UC clients (Web Client, Desktop Client, and Mobile Client) using the username and password of your extension account, you need to enter an authentication code additionally.

> **Troubleshooting:**
> **What if I fail to log in with two-factor authentication?**
>
> If you lose access to your two-factor authentication (e.g. you lost your device or could not receive authentication code via email), contact system administrator to disable the two-factor authentication for your account, so that you can directly log in with your username and password.

Related information

Manage Two-Factor Authentication

Configure Two-Factor Authentication Using Email

This topic describes how to configure two-factor authentication using email.

> **Note:**
> The configurations of two-factor authentication is applied to all your Linkus clients.

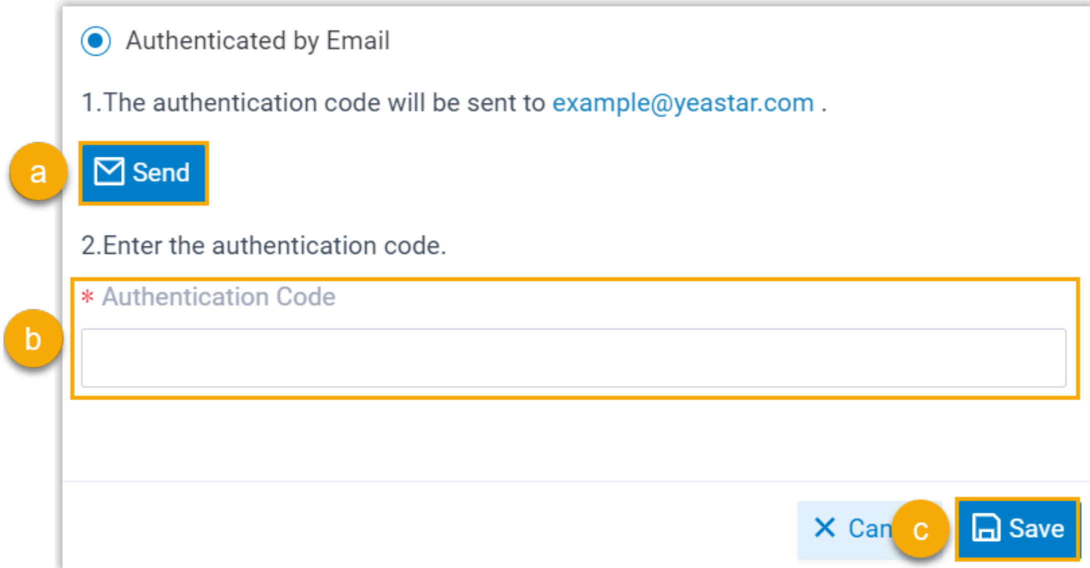
Prerequisites

Your account is associated with an email address (Path: **Preferences > User > Email Address**).

Procedure

1. At the top-right corner of Linkus Desktop Client, click your account, then go to **Change Password & Security > Security Settings**.
2. Select the checkbox of **Two-Factor Authentication**.

3. In the pop-up **Password** window, enter your account password and click **Confirm** to verify your operation.
4. Select **Authenticated by Email**, and complete the following settings:



a. Click **Send**.
   An email containing a 6-digit authentication code is sent to the email address that is associated with your account.

   > **Note:**
   > The code expires 5 minutes after the email is sent.

b. In the **Authentication Code** field, enter the authentication code.
c. Click **Save**.

Result

- The webpage prompts a message "Edited successfully.", which means that you have successfully set up two-factor authentication.
- Next time you log in to Linkus UC clients (Web Client, Desktop Client, and Mobile Client) using the usernameand password of your extension account, you need to enter an authentication code additionally.

> **Note:**
> In later use, if the email address associated with your extension is changed, the two-factor authentication will be disabled automatically.

Troubleshooting:
What if I fail to log in with two-factor authentication?

If you lose access to your two-factor authentication (e.g. you lost your device or could not receive authentication code via email), contact system administrator to disable the two-factor authentication for your account, so that you can directly log in with your username and password.

Related information

Manage Two-Factor Authentication

Manage Two-Factor Authentication

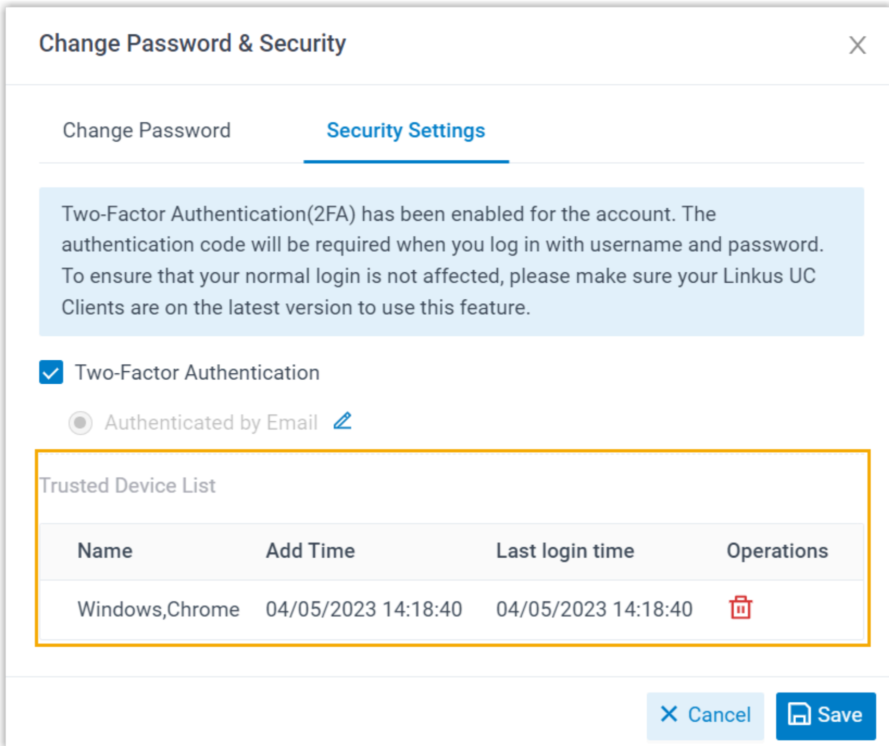
This topic describes how to manage the two-factor authentication feature, including removing trusted devices, changing authentication method, and disabling the two-factor authentication feature.

Remove a trusted device

In case you lost access to a trusted device, you can remove it from the list if necessary.

1. At the top-right corner of Linkus Desktop Client, click your account, then go to **Change Password & Security > Security Settings**.

   The trusted devices are displayed in the **Trusted Device List** section.



2. Click beside the device that you want to remove.
3. In the pop-up window, click **OK**.

Change two-factor authentication method

1. At the top-right corner of Linkus Desktop Client, click your account, then go to **Change Password & Security > Security Settings**.
2. Click beside the current authentication method.
3. Select the desired method, then complete the follow-up settings accordingly.

Disable two-factor authentication

1. At the top-right corner of Linkus Desktop Client, click your account, then go to **Change Password & Security > Security Settings**.
2. Unselect the checkbox of **Two-Factor Authentication**.
3. In the pop-up **Password** window, enter your account password and click **Confirm** to verify your operation.
4. In the **Security Settings** tab, click **Save**.

The page prompts a message "Edited successfully.", which means that you have successfully disabled two-factor authentication.

Related information

Configure Two-Factor Authentication Using Authenticator Application
Configure Two-Factor Authentication Using Email

Extensions

View Colleague Extensions

This topic describes how to view colleague extensions and quickly reach colleagues.

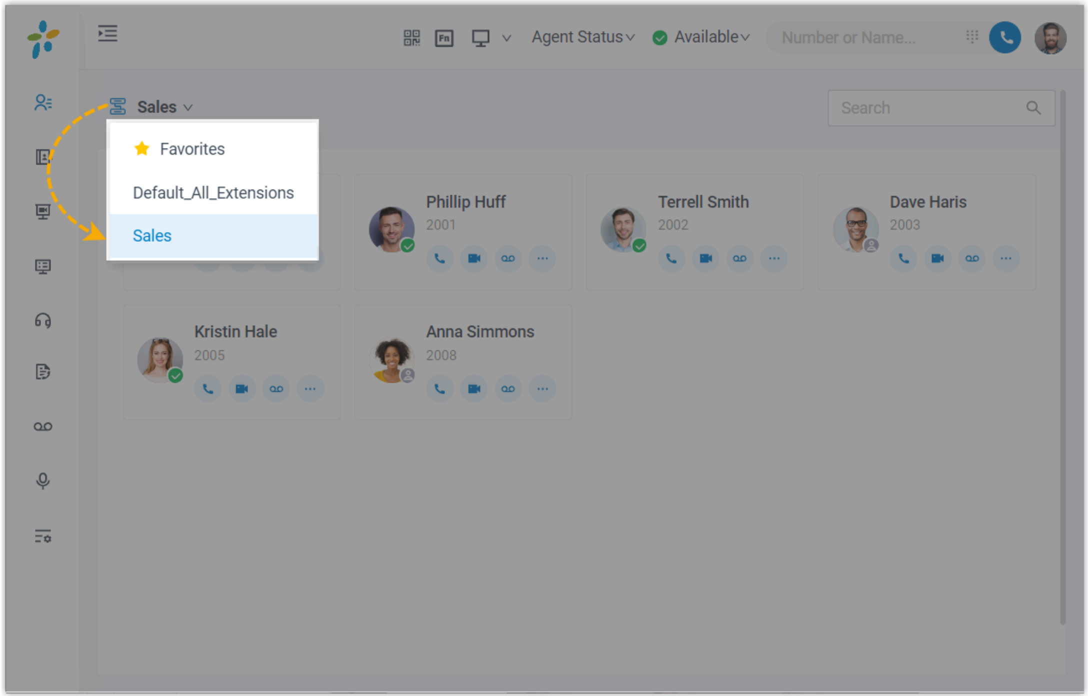
Procedure

1. Log in to Linkus Desktop Client, go to **Extensions**.
2. **Optional:** Select the group or department to which the desired extension belongs.

> **Note:**
> By default, all the extensions within the selected group or department are displayed, whether the extensions are registered or not. You can choose to display only the registered extensions. For more information, see View Registered Extensions Only.

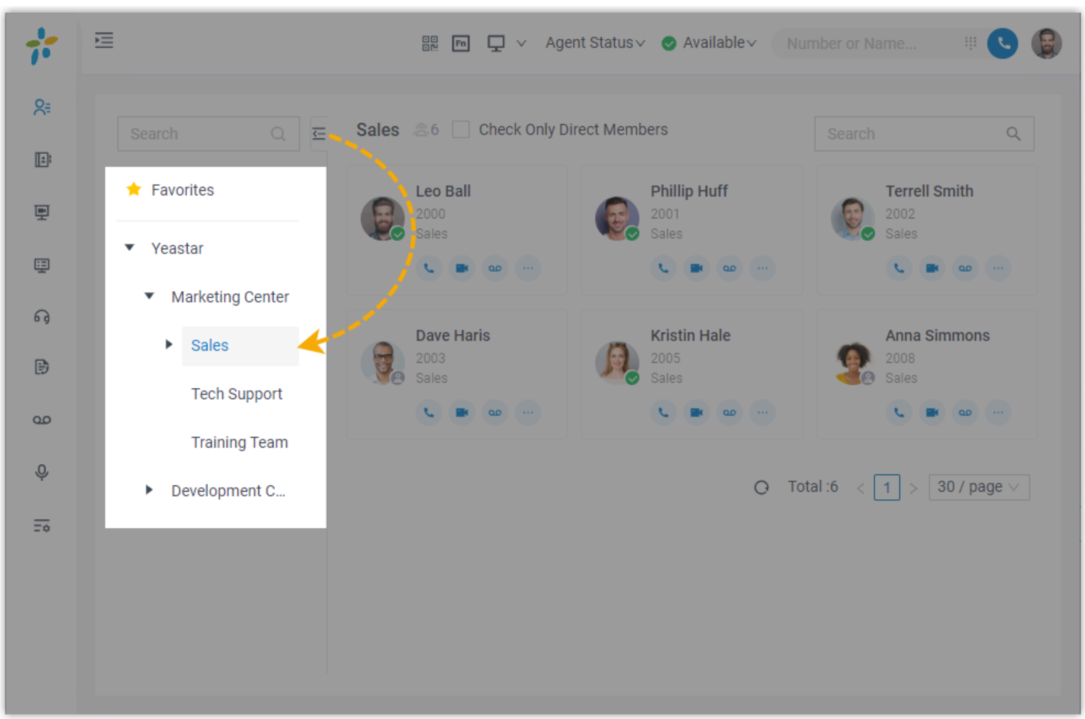
   - To select a group, click at the top-left corner, then select one from the drop-down list.

     Extensions within the group are displayed.

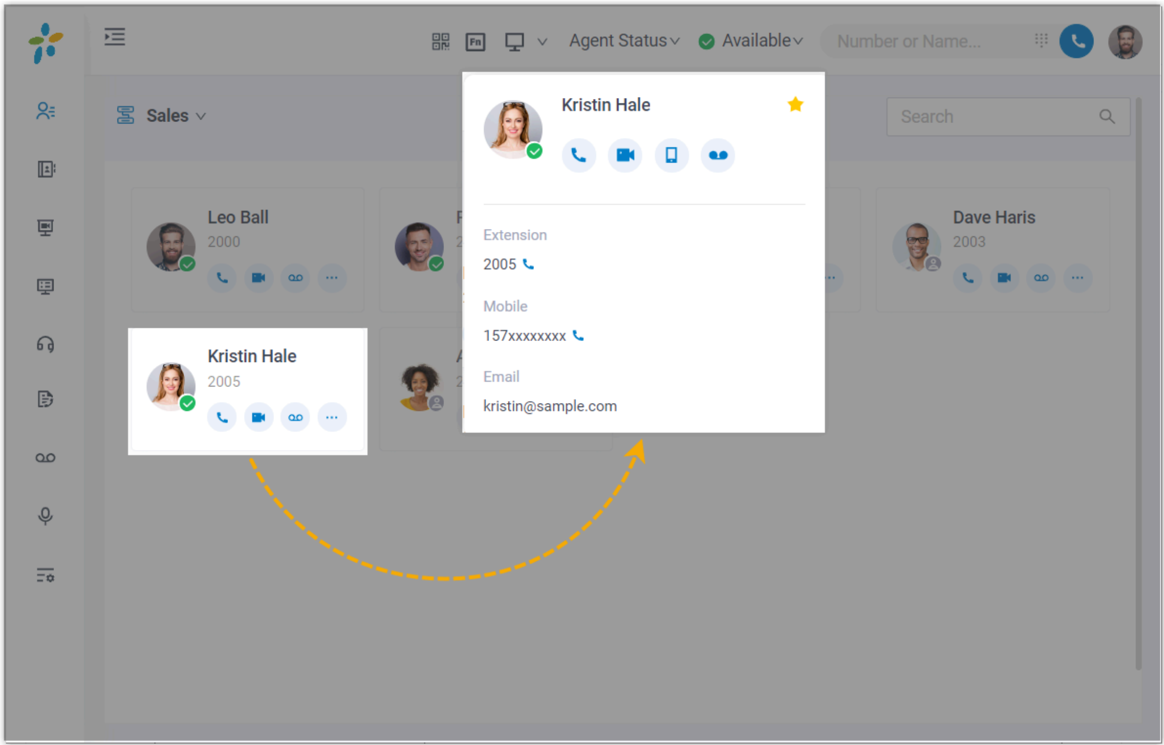


- To select a department, click the desired department from the organizational tree.

  Extensions within the department are displayed.



3. To view details about a specific colleague, click the contact card.



4. **Optional:** Click specific icons to manage or reach colleagues.

Icon	Description
☆	Add to the **Favorites** list. **Note:** • The **Favorites** list is displayed only when you add extensions to favorites. You can see the list by clicking at the top-left corner. • For the colleagues whom you communicate with most often, you can add their extensions to the favorite list, so that you can quickly contact them.
	Place an audio call to the extension.
	Place a video call to the extension.
	Call mobile number.
	Leave a voicemail to the extension.

View Registered Extensions Only

By default, all the extensions within the selected group or department are displayed on Linkus Desktop Client, whether the extensions are registered or not. You can configure to show only the registered extensions.

Procedure

1. Log in to Linkus Desktop Client, go to **Preferences > User > Status View**.
2. Unselect the checkbox of **Show Unregistered Extensions**.
3. Click **Save**.

View and Manage Colleague Extension's Calls

An authorized user can instantly see which colleague extension's ringing or on a call, view names and IDs of the other party, and manage calls with just a few clicks from Extensions panel. This topic describes how to view and manage colleague extension's calls.

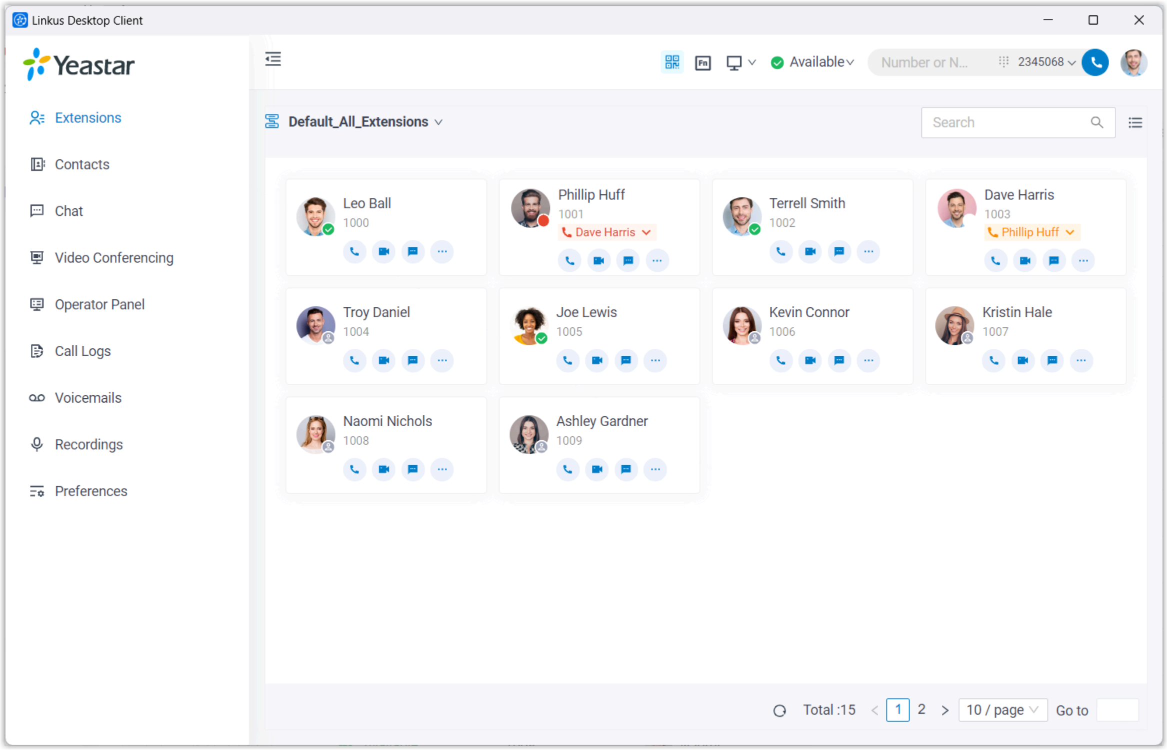
Requirements

- **PBX Server**: 37.16.0.25 or later
- **Linkus Desktop Client**: 1.6.0 or later
- **Extension**: Your extension has been assigned the **Allow Call Operations in the Extension Page** permission.

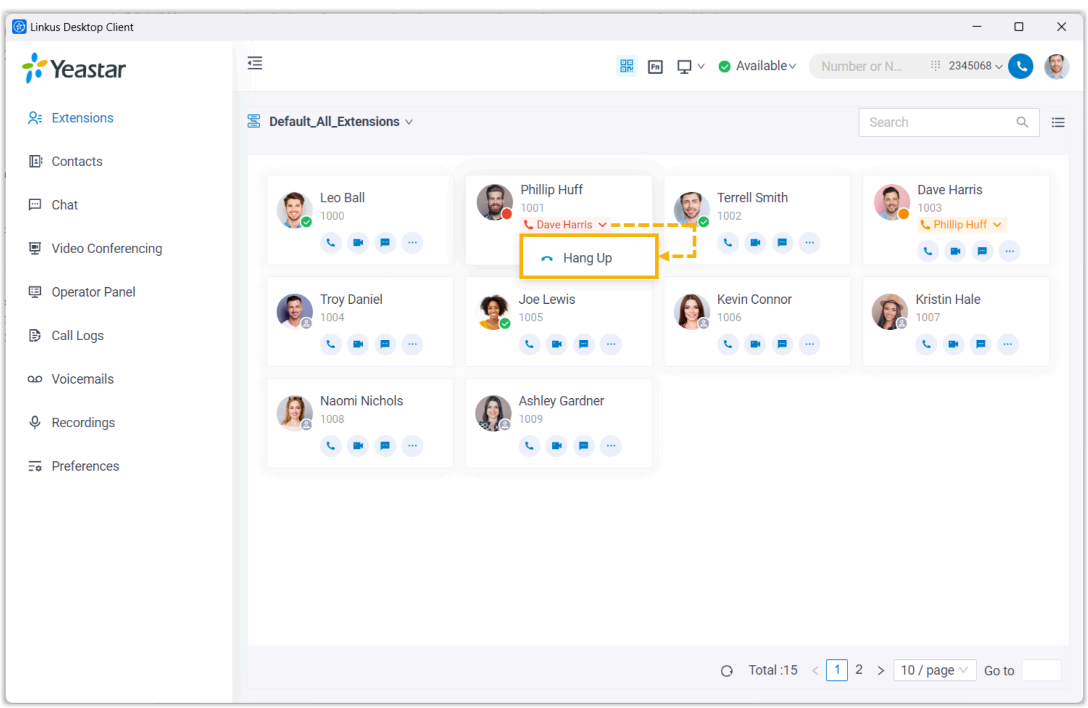
Procedure

1. Log in to Linkus Desktop Client.
2. On the left navigation bar, click **Extensions**.

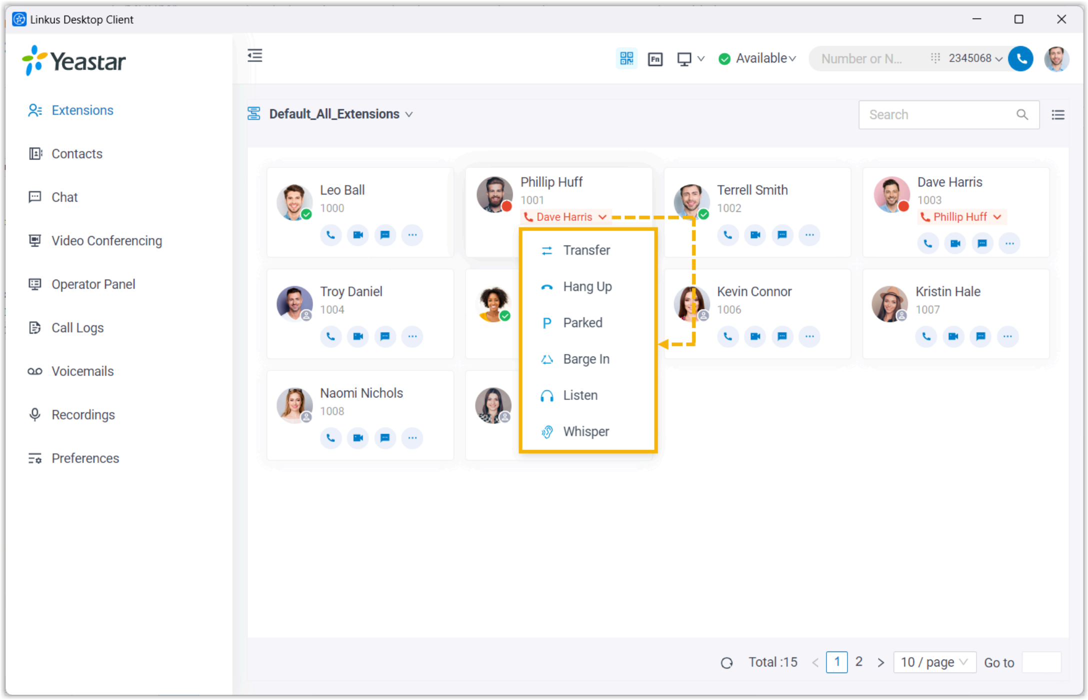
   The colleague extension that initiates a call or is on a call is marked with , and the colleague extension that receives an incoming call is marked with .



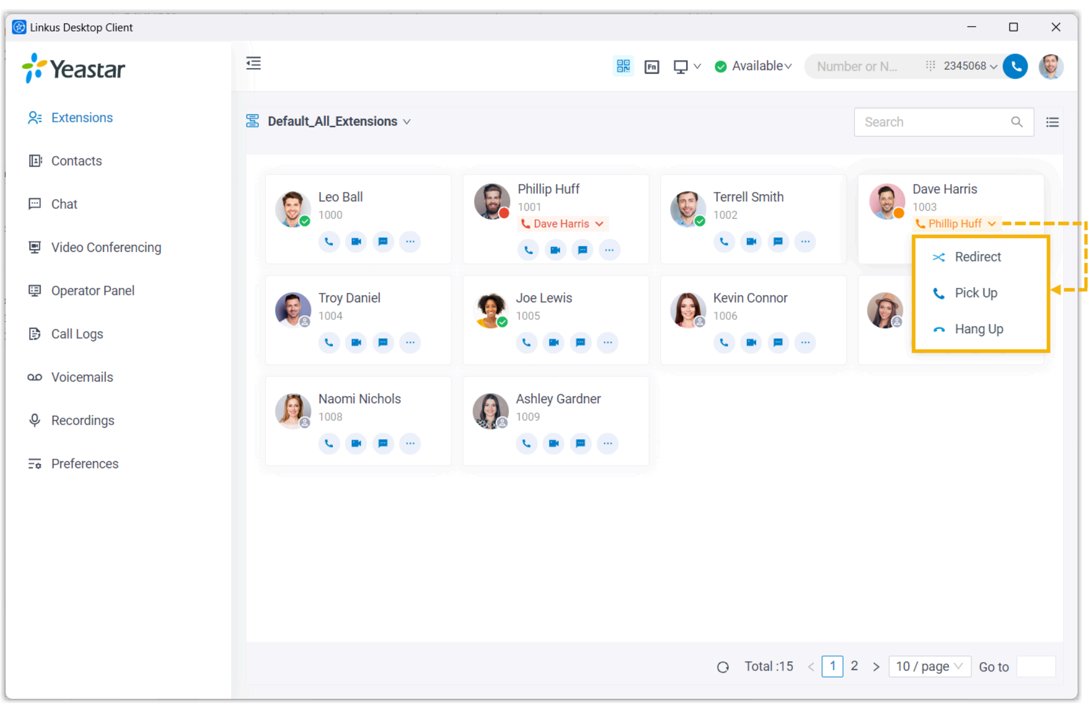
3. Manage colleague extension's call as needed.
    - For colleague extension that initiates a call, you can click the call status label, then choose to hang up the call.



- For colleague extension that is on a call, you can click the call status label, then choose to transfer, park, monitor, or hang up the call.



- For colleague extension that receives a call, you can click the call status label, then choose to redirect, pick up, or hang up the call.



Contacts

Contacts Overview

Linkus Contacts provides an overview of your external contacts that are stored on the server. The Linkus Contacts is subdivided into two types, namely personally managed contacts (stored in **Personal Contacts**) and shared contacts (stored in **Company Contacts** or phonebook).

Personal Contacts

The **Personal Contacts** is only visible to yourself. You can store your own external contacts (such as direct customers) in it.

For more information, see the following topics:

- Add a Personal Contact
- Manage Personal Contacts
- Import and Export Personal Contacts

Company Contacts

The **Company Contacts** or phonebook is shared among authorized colleagues. You can store external contacts (such as company's customers, resellers, and partners) in it, so as to share contact information with your team members and thus enhancing team collaboration.

> **Note:**
> If you fail to see **Company Contacts** or specific phonebooks, it indicates that you don't have the viewing permission. Contact system administrator to grant you the permission if necessary.

For more information, see the following topics:

- Add a Company Contact
- Manage Company Contacts

Favorite Contacts

For contacts (both **Personal Contacts** and **Company Contacts**) that you are frequently or commonly communicated with, you can mark them as favorites. The marked contacts will be displayed in the **Favorite Contacts** list for quick location and retrieval.

For more information, see Mark or Remove Favorite Contacts.

Personal Contacts

Add a Personal Contact

This topic describes how to add a personal contact. The personal contacts you add will be synchronized across your Linkus UC Clients and are only visible to yourself, other colleagues can not see your personal contacts.

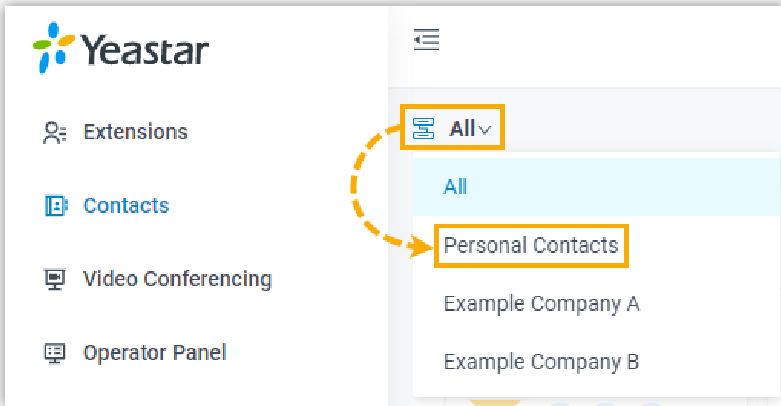
Supported methods

Linkus Desktop Client supports to add a personal contact via any of the following methods:

- Manually add a personal contact
- Add a personal contact from call logs
- Add a personal contact from Voicemails list
- Add a personal contact from Recordings list
- Add a personal contact from company contacts

Manually add a personal contact

1. On Linkus Desktop Client, go to **Contacts**.
2. At the top-left corner, click , then select **Personal Contacts** from the drop-down list.



3. Click **Add**.
4. On the contact details page, enter the information of the contact.
5. Click **Save**.

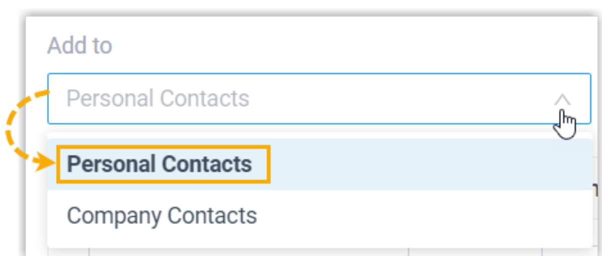
Add a personal contact from call logs

You can directly add an unknown number from call log to your Personal Contacts.

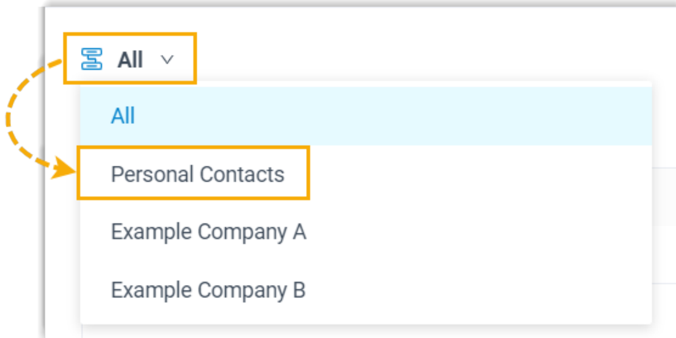
1. On Linkus Desktop Client, go to **Call Logs**.
2. Right click the desired record.
3. To add the contact as a new contact, do as follows:
    a. Click **Add New Contact**.

        You are redirected to a contact details page, and the number is automatically added to the number list.

    b. In the **Add to** drop-down list, select **Personal Contacts**.



    c. Edit the type of the number, and enter the information of the contact as needed.
    d. Click **Save**.
4. To add the contact to an existing contact, do as follows:
    a. Click **Add to Existing Contact**.
    b. In the pop-up window, click at the top-left corner, then select **Personal Contacts**.



c. Search and select an existing contact, then click **Confirm**.

You are redirected to the contact details page, and the number is automatically added to the number list.

d. Edit the type of the new number, and edit the information of the contact as needed.

e. Click **Save**.

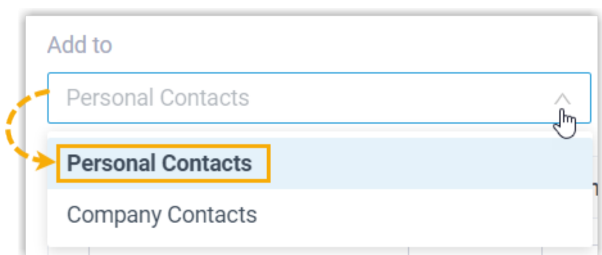
Add a personal contact from Voicemails list

You can directly add an unknown number from Voicemails list to your Personal Contacts.

1. On Linkus Desktop Client, go to **Voicemails**.
2. Right click the desired record.
3. To add the contact as a new contact, do as follows:
    a. Click **Add New Contact**.

    You are redirected to a contact details page, and the number is automatically added to the number list.

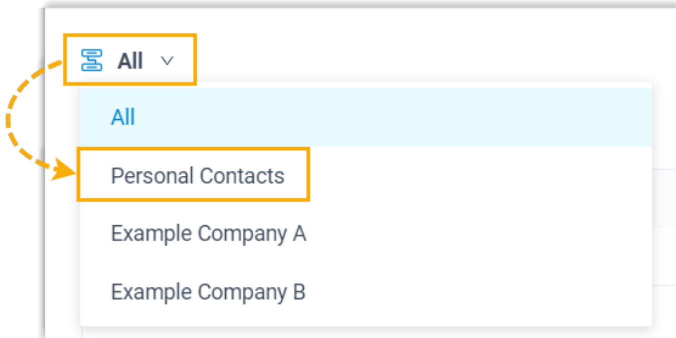
    b. In the **Add to** drop-down list, select **Personal Contacts**.



    c. Edit the type of the number, and enter the information of the contact as needed.

    d. Click **Save**.
4. To add the contact to an existing contact, do as follows:
    a. Click **Add to Existing Contact**.

b. In the pop-up window, click at the top-left corner, then select **Personal Contacts**.



c. Search and select an existing contact, then click **Confirm**.

You are redirected to the contact details page, and the number is automatically added to the number list.

d. Edit the type of the new number, and edit the information of the contact as needed.

e. Click **Save**.

Add a personal contact from Recordings list

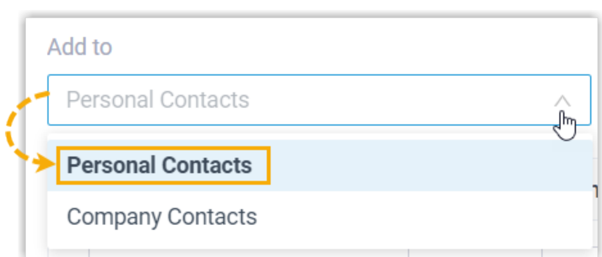
You can directly add an unknown number from Recordings list to your Personal Contacts.

1. On Linkus Desktop Client, go to **Recordings**.
2. Right click the desired record.
3. To add the contact as a new contact, do as follows:

a. Click **Add New Contact**.

You are redirected to a contact details page, and the number is automatically added to the number list.

b. In the **Add to** drop-down list, select **Personal Contacts**.



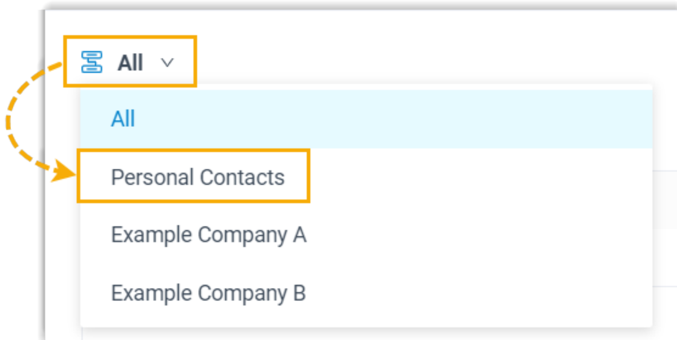
c. Edit the type of the number, and enter the information of the contact as needed.

d. Click **Save**.

4. To add the contact to an existing contact, do as follows:

a. Click **Add to Existing Contact**.

b. In the pop-up window, click at the top-left corner, then select **Personal Contacts**.



c. Search and select an existing contact, then click **Confirm**.

You are redirected to the contact details page, and the number is automatically added to the number list.

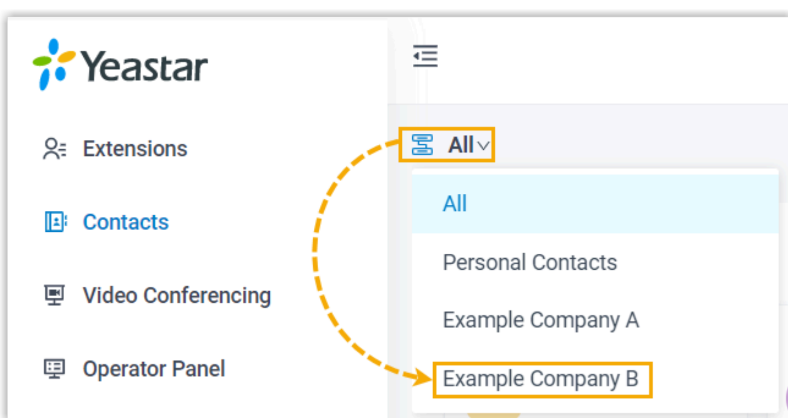
d. Edit the type of the new number, and edit the information of the contact as needed.

e. Click **Save**.

Add a personal contact from company contacts

If system administrator has granted you the permission to manage company contacts, you can directly add a company contact to your Personal Contacts.

1. On Linkus Desktop Client, go to **Contacts**.
2. At the top-left corner, click , then select **Company Contacts** or the phonebook where the company contact is stored.



3. On the contact card, click ..., then click **Add to Personal Contacts**.

The page prompts "Added successfully", which indicates that the company contact is added to your Personal Contacts.

Related information

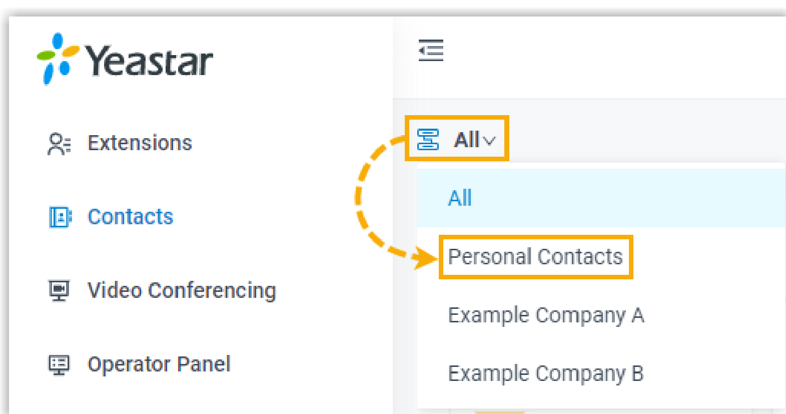
[Manage Personal Contacts](#)
[Import and Export Personal Contacts](#)

Manage Personal Contacts

This topic describes how to edit and delete your personal contacts on Linkus Desktop Client. The changes will be synchronized across your Linkus UC Clients.

Edit a personal contact

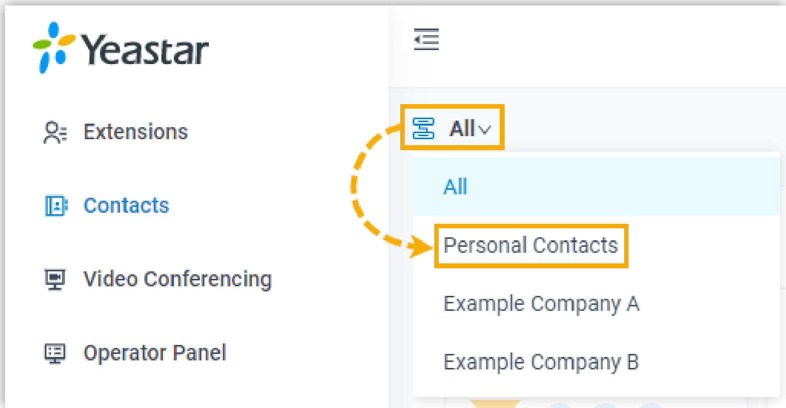
1. On Linkus Desktop Client, go to **Contacts**.
2. At the top-left corner, click , then select **Personal Contacts** from the drop-down list.



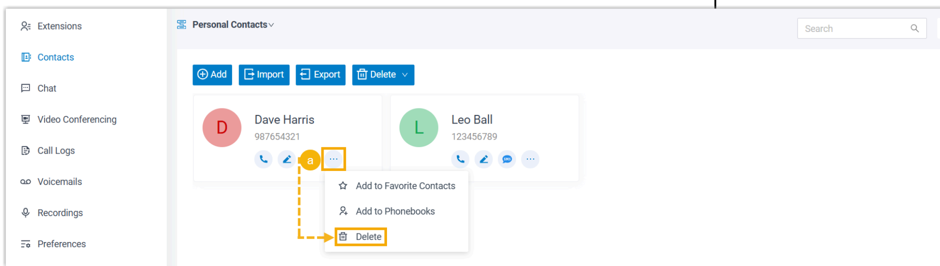
3. On the desired contact card, click .
4. Edit the contact's information as needed, then click **Save**.

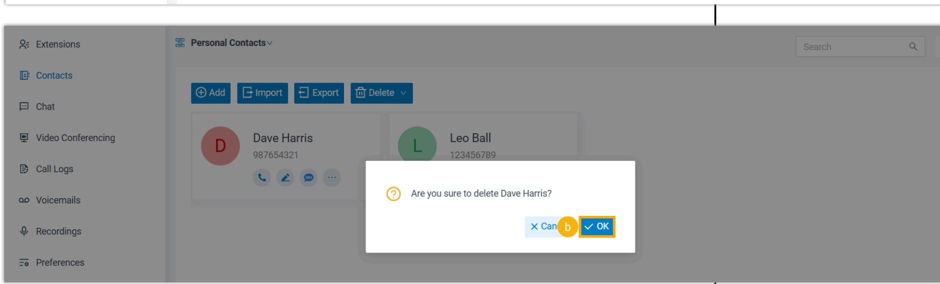
Delete personal contacts

1. On Linkus Desktop Client, go to **Contacts**.
2. At the top-left corner, click , then select **Personal Contacts** from the drop-down list.

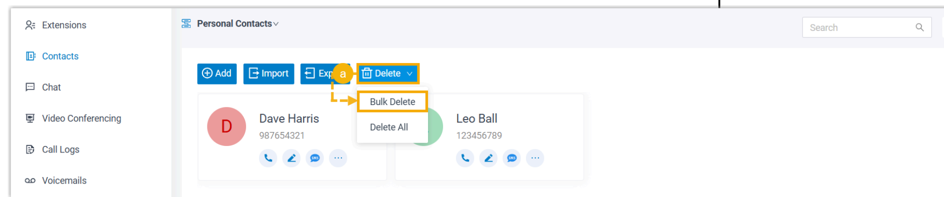


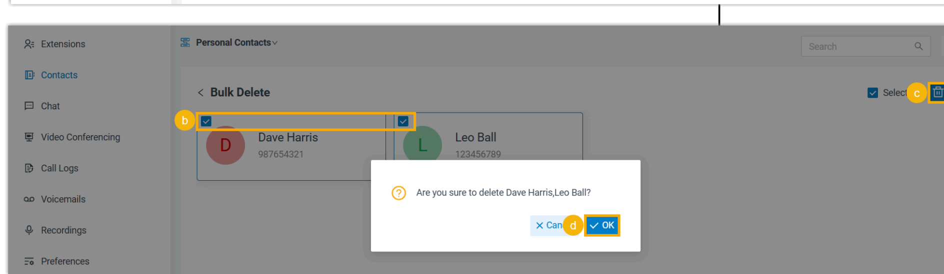
3. Delete personal contacts as needed.

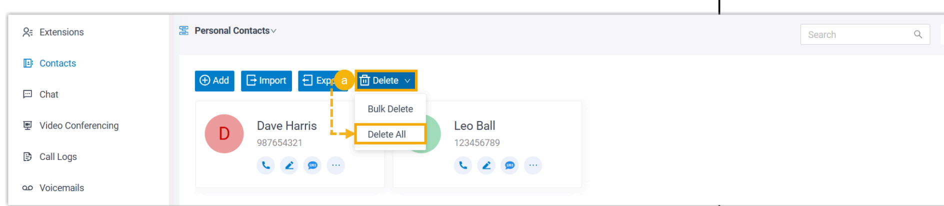
<table>
<tr><th>Scenario</th><th>Instruction</th></tr>
<tr><td>Delete a personal contact</td><td>


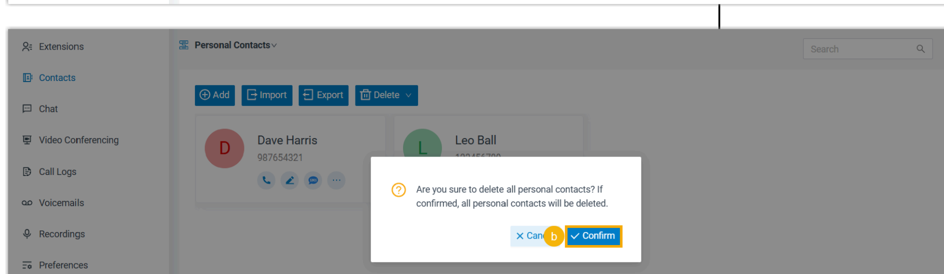


a. Click ••• on the desired contact, then select Delete.
b. In the pop-up window, click OK.
</td></tr>
</table>

<table>
<tr><th>Scenario</th><th>Instruction</th></tr>
<tr><td>Delete multiple personal contacts</td><td>




a. At the top of the list, click Delete, then select Bulk Delete.
b. Select the checkboxes of the desired contacts.
c. At the top-right corner, click Delete.
d. In the pop-up window, click OK.
</td></tr>
<tr><td>Delete all personal contacts</td><td>




a. At the top of the list, click Delete, then select Delete All.
b. In the pop-up window, click Confirm.
</td></tr>
</table>

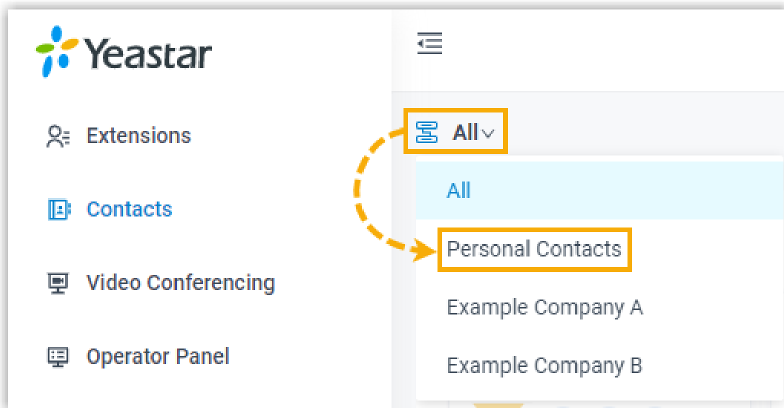
Import and Export Personal Contacts

This topic describes how to import and export personal contacts on Linkus Desktop Client.

Export personal contacts

You can export all personal contacts to a CSV file, and then make additions, removals, and changes to the file.

1. On Linkus Desktop Client, go to **Contacts**.
2. At the top-left corner, click , then select **Personal Contacts** from the drop-down list.



3. On the top of the page, click **Export**.
4. In the pop-up window, save the downloaded file to a desired location.

Import personal contacts

We recommend that you export personal contacts data to a CSV file first, and use the file as a template to start with. In this way, you can save time and effort.

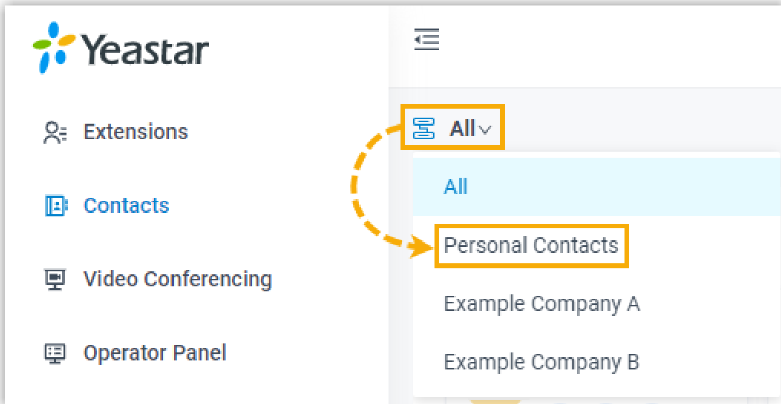
Prerequisites

Requirements of an imported file:

- **Format**: UTF-8 .CSV
- **Size**: Less than 300 MB
- **File name**: Less than 127 characters
- **Import parameters**: Ensure that the import parameters meet requirements. For more information, see Contacts Parameters.

Procedure

1. On Linkus Desktop Client, go to **Contacts**.
2. At the top-left corner, click , then select **Personal Contacts** from the drop-down list.



3. On the top of the page, click **Import**.
4. In the pop-up window, click **Browse**, and select your CSV file.
5. Click **Import**.

   The contacts in the CSV file will be displayed in **Personal Contacts**.

Related information

[Import and Export FAQ](#)

Company Contacts

Add a Company Contact

This topic describes how to add a company contact. The company contacts you add will be synchronized across your Linkus UC Clients and the server, and be shared with other authorized colleagues.

Requirements

System administrator has granted you the permission to manage company contacts or specific phonebooks.

Supported methods

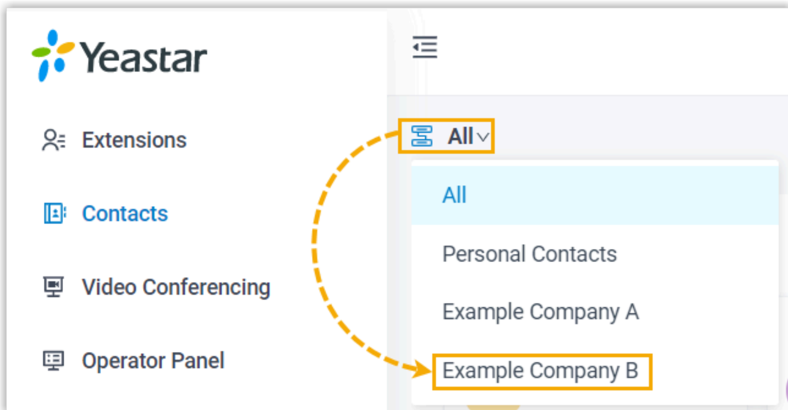
Linkus supports to add a company contact via any of the following methods:

- [Manually add a company contact](#)
- [Add a company contact from call logs](#)
- [Add a company contact from Voicemails list](#)
- [Add a company contact from Recordings list](#)

- Add a company contact from personal contacts

Manually add a company contact

1. On Linkus Desktop Client, go to **Contacts**.
2. At the top-left corner, click , then select **Company Contacts** or the phonebook where you want to add a company contact.



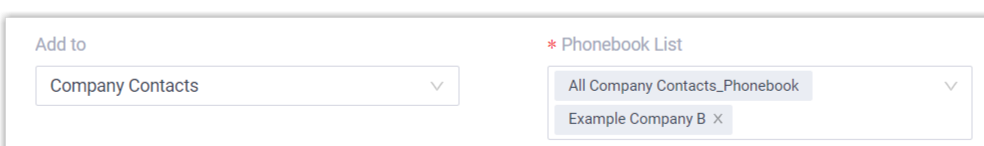
3. Click **Add**.
4. On the contact details page, enter the information of the contact.
5. Click **Save**.

Add a company contact from call logs

You can directly add an unknown number from call logs to Company Contacts.

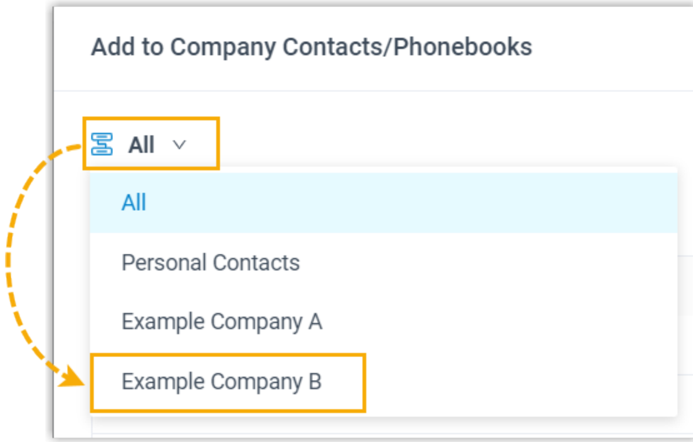
1. On Linkus Desktop Client, go to **Call Logs**.
2. Right click the desired record.
3. To add the contact as a new contact, do as follows:
   a. Click **Add New Contact**.

      You are redirected to a contact details page, and the number is automatically added to the number list.
   b. In the **Add to** drop-down list, select **Company Contacts**, then select the specific phonebook(s) where you want to store the contact from the **Phonebook List**.



   c. Edit the type of the number, and enter the information of the contact as needed.

   d. Click **Save**.
4. To add the contact to an existing contact, do as follows:
   a. Click **Add to Existing Contact**.
   b. In the pop-up window, click  at the top-left corner, then select **Company Contacts** or the phonebook where the existing contact is stored.



   c. Search and select an existing contact, then click **Confirm**.

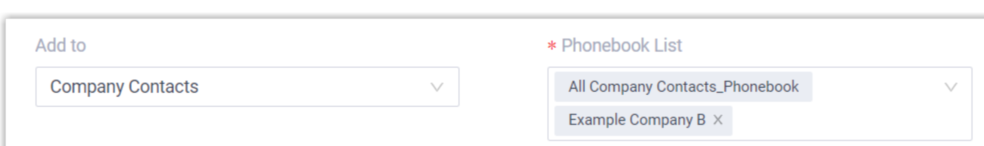
   You are redirected to the contact details page, and the number is automatically added to the number list.
   d. Edit the type of the number, and enter the information of the contact as needed.
   e. Click **Save**.

Add a company contact from Voicemails list

You can directly add an unknown number from Voicemails list to your Company Contacts.

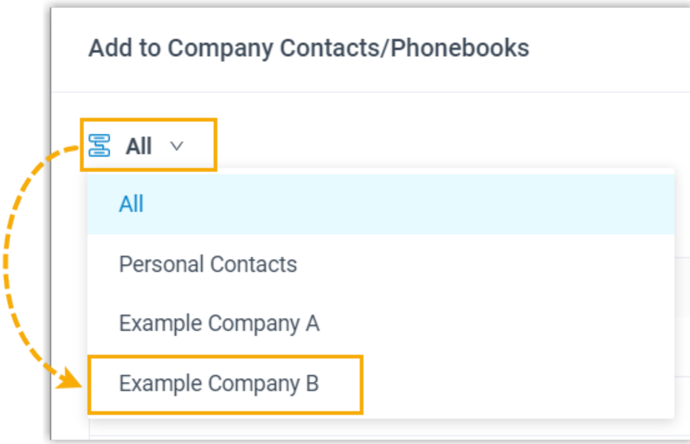
1. On Linkus Desktop Client, go to **Voicemails**.
2. Right click the desired record.
3. To add the contact as a new contact, do as follows:
   a. Click **Add New Contact**.

   You are redirected to a contact details page, and the number is automatically added to the number list.
   b. In the **Add to** drop-down list, select **Company Contacts**, then select the specific phonebook(s) where you want to store the contact from the **Phonebook List**.



c. Edit the type of the number, and enter the information of the contact as needed.
d. Click **Save**.

4. To add the contact to an existing contact, do as follows:
    a. Click **Add to Existing Contact**.
    b. In the pop-up window, click at the top-left corner, then select **Company Contacts** or the phonebook where the existing contact is stored.



    c. Search and select an existing contact, then click **Confirm**.

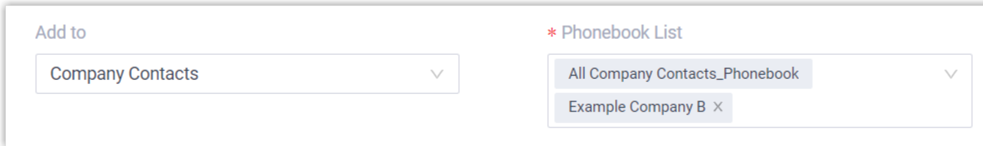
    You are redirected to the contact details page, and the number is automatically added to the number list.
    d. Edit the type of the number, and enter the information of the contact as needed.
    e. Click **Save**.

Add a company contact from Recordings list

You can directly add an unknown number from Recordings list to Company Contacts.

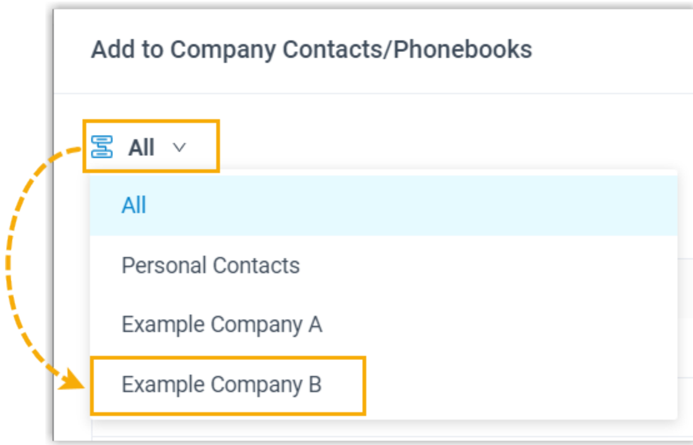
1. On Linkus Desktop Client, go to **Recordings**.
2. Right click the desired record.
3. To add the contact as a new contact, do as follows:
    a. Click **Add New Contact**.

    You are redirected to a contact details page, and the number is automatically added to the number list.
    b. In the **Add to** drop-down list, select **Company Contacts**, then select the specific phonebook(s) where you want to store the contact from the **Phonebook List**.



c. Edit the type of the number, and enter the information of the contact as needed.
d. Click **Save**.

4. To add the contact to an existing contact, do as follows:
    a. Click **Add to Existing Contact**.
    b. In the pop-up window, click at the top-left corner, then select **Company Contacts** or the phonebook where the existing contact is stored.



c. Search and select an existing contact, then click **Confirm**.

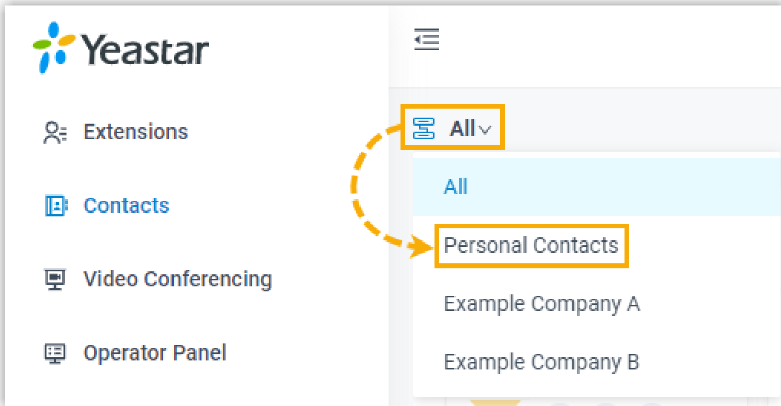
You are redirected to the contact details page, and the number is automatically added to the number list.

d. Edit the type of the number, and enter the information of the contact as needed.
e. Click **Save**.

Add a company contact from personal contacts

You can directly add a personal contact to Company Contacts for contact-sharing with your team members.

1. On Linkus Desktop Client, go to **Contacts**.
2. At the top-left corner, click , then select **Personal Contacts** from the drop-down list.



3. On the desired contact card, click ..., then click **Add to Company Contacts** or **Add to Phonebooks**.

> **Note:**
> The option varies depending on the server's subscription.

4. If you select **Add to Phonebooks**, you need to select the specific phonebook where you want to store the contact in the pop-up window, then click **Confirm**.

   The page prompts "Added successfully", which indicates that the personal contact is added as a company contact.

Related information

[Manage Company Contacts](#)

Manage Company Contacts

This topic describes how to edit and delete company contacts on Linkus Desktop Client. The changes will be synchronized across your Linkus UC Clients and the server.

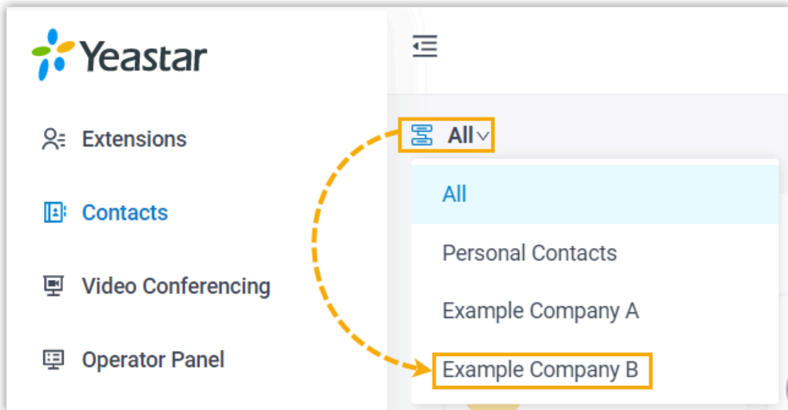
Requirements

System administrator has granted you the permission to manage company contacts or specific phonebooks.

Edit a company contact

1. On Linkus Desktop Client, go to **Contacts**.

2. At the top-left corner, click , then select **Company Contacts** or the phonebook where the company contact is stored.

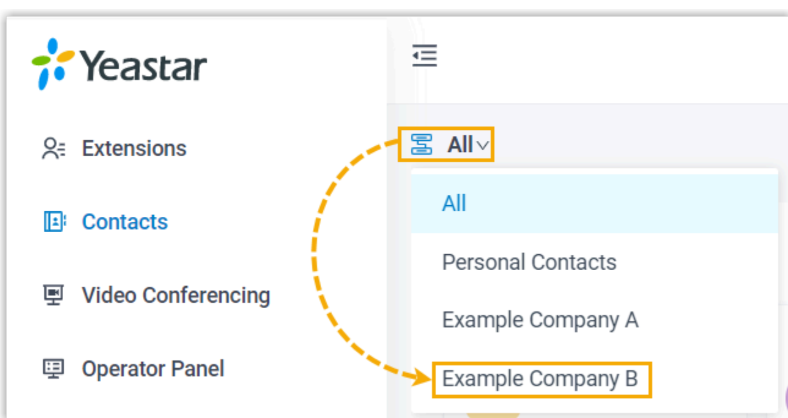


3. On the desired contact card, click .
4. Edit the contact's information as needed, then click **Save**.

Delete a company contact

> **Important:**
> Think twice before you delete a company contact, because when you delete a company contact on Linkus, the contact information will also be deleted on the server.

1. On Linkus Desktop Client, go to **Contacts**.
2. At the top-left corner, click , then select **Company Contacts** or the phonebook where the company contact is stored.



3. On the desired contact card, click , then click **Delete**.
4. In the pop-up window, click **OK**.

Mark or Remove Favorite Contacts

This topic describes how to mark or remove favorite contacts on Linkus Desktop Client.

Requirements

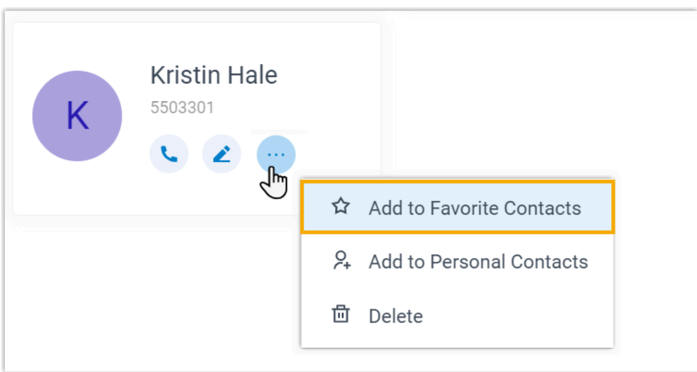
Your Linkus version meets the following requirement:

- **Linkus Windows Desktop**: Version 1.4.9 or later
- **Linkus Mac Desktop**: Version 1.4.9 or later

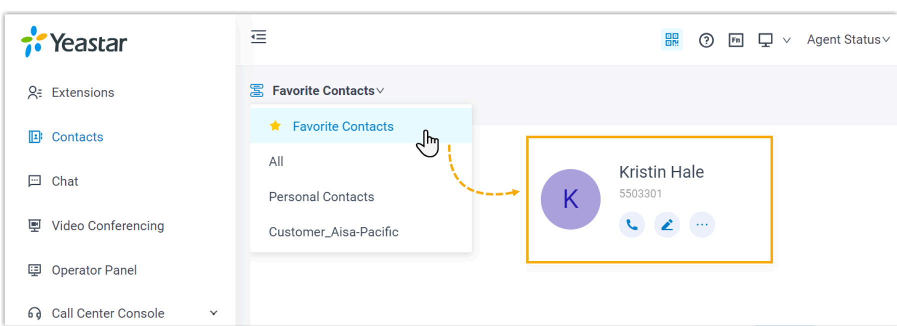
Mark a favorite contact

You can mark the desired contacts as favorites for quick location and retrieval.

1. On Linkus Desktop Client, click **Contacts**.
2. Find the desired contact, click **...** and select **Add to Favorite Contacts**.



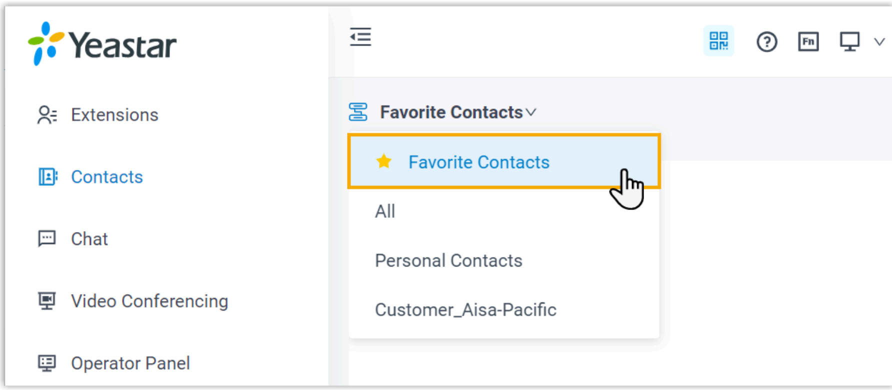
This contact is marked as favorites, which can be found in the **Favorite Contacts** list.



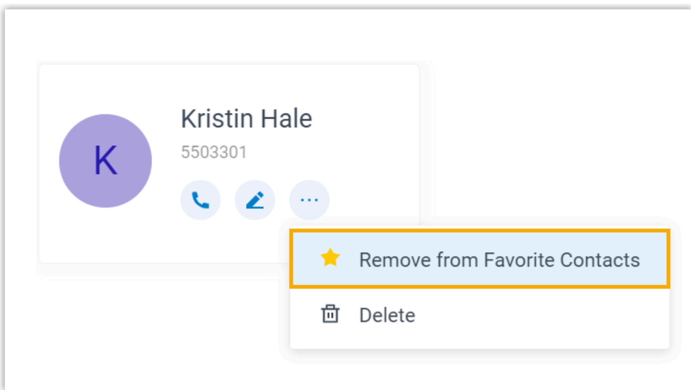
Remove a favorite contact

1. On Linkus Desktop Client, click **Contacts**.

2. At the top-left corner of workspace, select **Favorite Contacts** from the drop-down list of .



3. Find the desired contact, click **...** and select **Remove from Favorite Contacts**.



This contact is removed from your **Favorite Contacts** list.

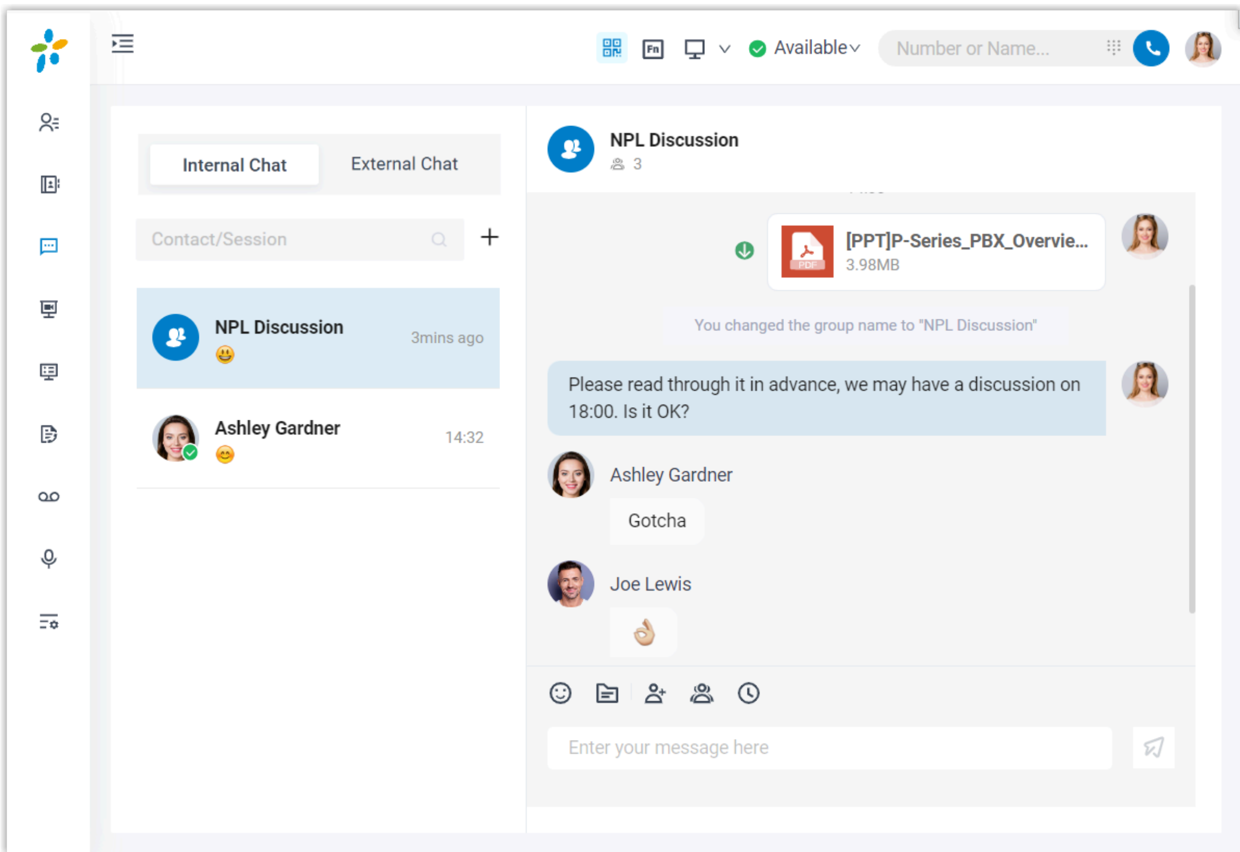
Chat

Internal Chat

Linkus Desktop Client Internal Chat Overview

Linkus Internal Chat (Instant Messaging, IM) feature allows you to start a conversation (either 1:1 or group chat) with colleague, and liven up the conversation with emoji, pictures, and file sharing.

Preview of Linkus Desktop Client internal chat



Requirements

PBX Server

- **Version**: 37.12.0.23 or later

- **Plan**: **Enterprise Plan** or **Ultimate Plan**

Linkus Desktop Client

- **Version**:
    - **Windows Desktop**: 1.2.14 or later
    - **macOS Desktop**: 1.2.10 or later

Restrictions

- **Members per group chat**: Max. 200 people
- **Group chat created (per user)**: Max. 100 group chats
- **File Sharing**: Max. 100 MB
- **Chat history**: Max. 1 year

Highlights

- **Private 1:1 or Group Chat**: Collaborate with your colleagues efficiently through a personal chat or a group chat.
- **Customizable Notification Settings**: Enable or disable notifications (pop-up and sound) for new messages.
- **Chat History**: Chat histories are auto-synced across Linkus UC Clients, which means that you can access the same messages and files from Linkus Web Client and Linkus Mobile Client.
- **Flexible Message Type**: Send text messages and emojis; Share files and pictures; Make an audio or video call within a click.

Start a Chat Session with Colleagues

For cases that do not require immediate attention, you can send instant messages right from Linkus Desktop Client to your colleagues without disturbing their work. This topic describes how to start a one-on-one chat and a group chat.

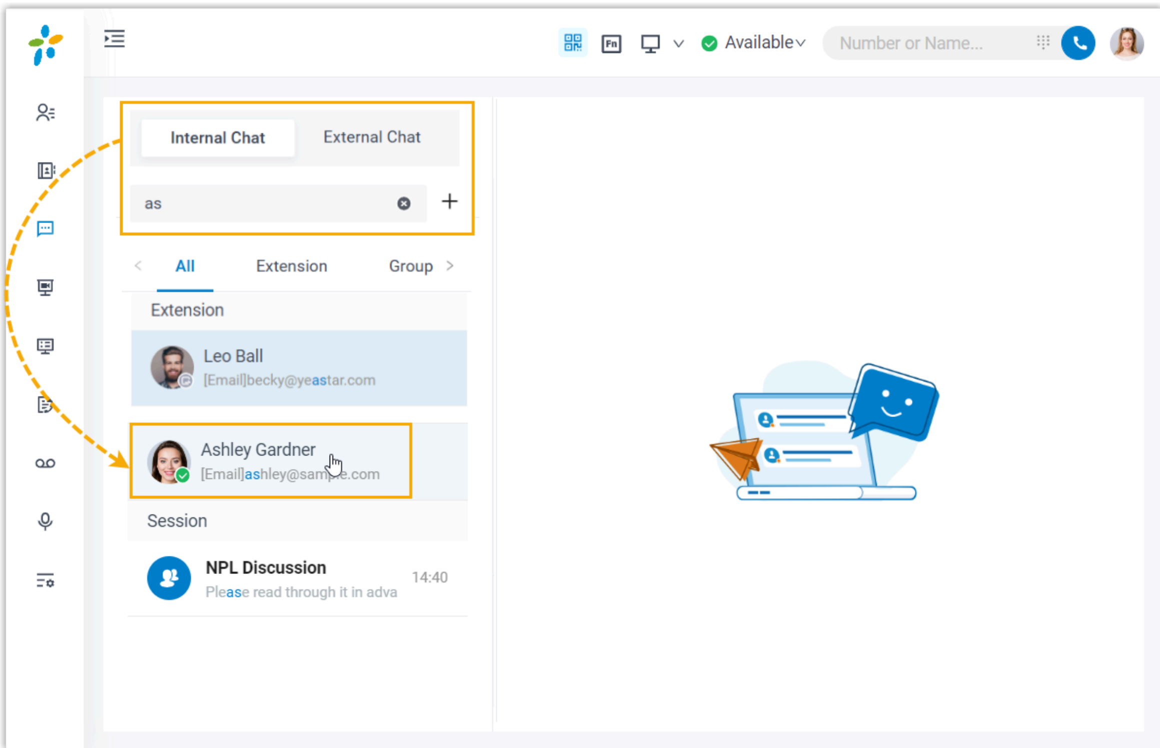
Prerequisites

- Contact system administrator to check if PBX server meets the following requirements:
    - **Version**: 37.12.0.23 or later
    - **Plan**: **Enterprise Plan** or **Ultimate Plan**

- Make sure that the version of your Linkus Desktop Client meets with the following version requirements:
    - **Windows Desktop**: 1.2.14 or later
    - **macOS Desktop**: 1.2.10 or later

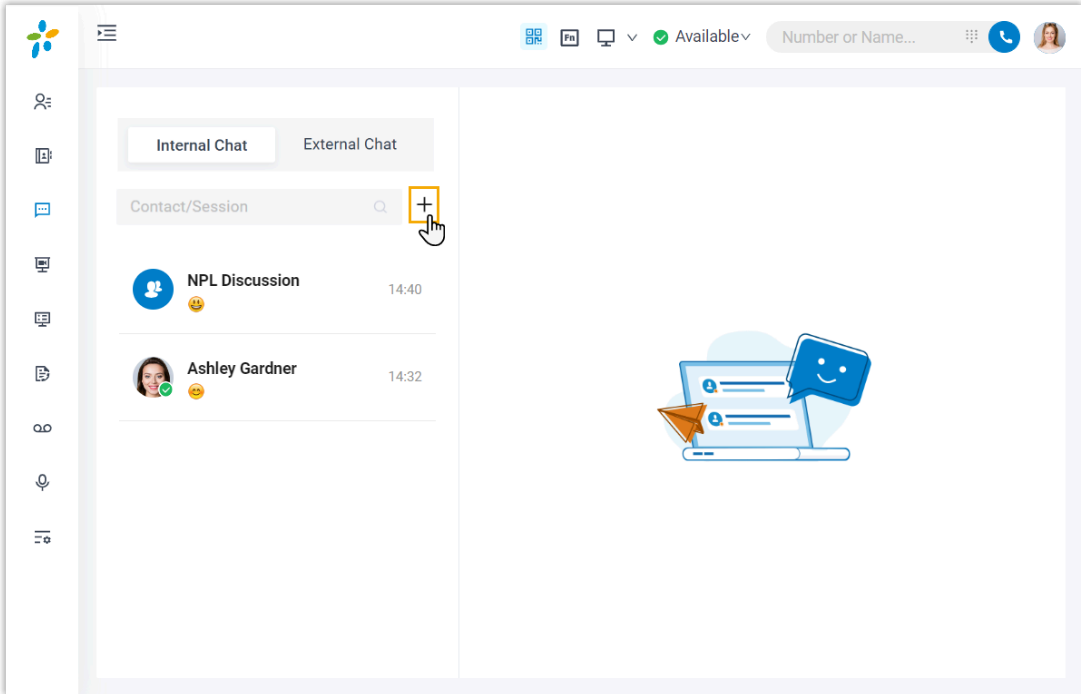
Procedure

1. Log in to Linkus Desktop Client.
2. On the left navigation bar, click **Chat**, then click the **Internal Chat** tab.
3. To start a chat with a colleague, do as follows:



    a. At the left panel, enter a value (name, number, email address or a chat history) in the search bar to find the desired colleague.
    b. Click the matched colleague.
4. To start a group chat with multiple colleagues, do as follows:

    a. Click + right beside the search bar.



b. In the pop-up window, select desired colleagues, then click **Create**.

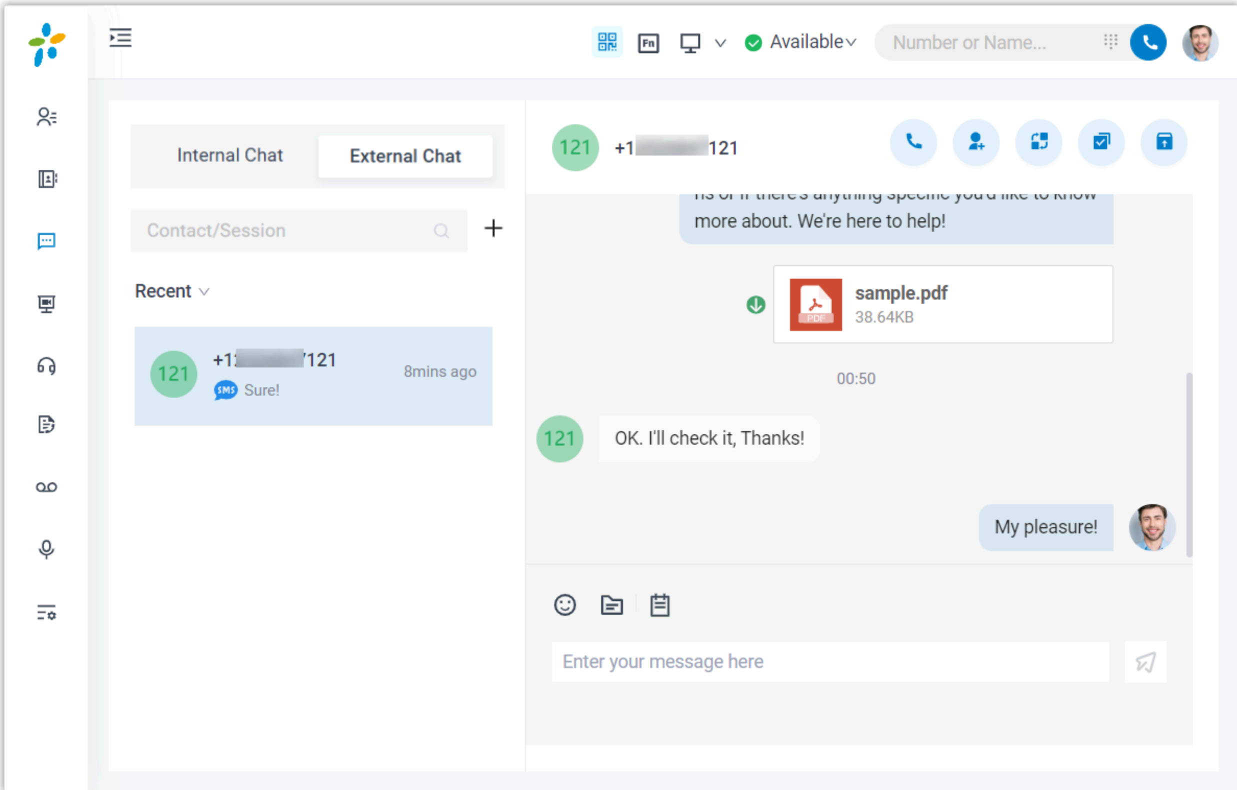
> **Note:**
> Up to 200 members can be in a group chat.

External Chat

Linkus Desktop Client External Chat Overview

Linkus External Chat feature allows you to centrally deal with customer queries (from different messaging channels, such as SMS or social media) on Linkus Desktop Client.

Preview of Linkus Desktop Client external chat



Requirements

PBX Server

- **Version**: 37.20.0.21 or later.
- **Plan**: **Enterprise Plan** or **Ultimate Plan**
- **Messaging**: At least one messaging channel is set up on PBX.

Linkus Desktop Client

- **Version**:
  - **Windows Desktop**: 1.2.14 or later
  - **macOS Desktop**: 1.2.10 or later

Channel types

The external chats are marked with specific icons to indicate the type of the source channel, as listed below:

- : The message is sent from SMS channel.
- : The message is sent from WhatsApp channel.
- : The message is sent from Facebook channel.
- : The message is sent from Live Chat channel.

Restrictions

Learn about the restrictions of different messaging channels.

	SMS channel	WhatsApp channel	Facebook channel	Live Chat channel
Chat type	Support 1:1 conversation and group chat with a queue of agents.			
Session auto closure	Depends on system administrator's configurations.			
Messaging mechanism	You can receive and reply to customers' inbound messages, and can initiate a messaging session.	You can receive and reply to customer messages, and also initiate conversations by sending WhatsApp-approved message templates.	You can receive and reply to customers' inbound messages, but can NOT initiate a messaging session.	
File sharing	Max. 100 MB		Max. 25 MB	Max. 10 MB
File retention period	72 hours			

Highlights

- **All-in-one message inbox**: Receive and manage all customers' queries across multiple messaging channels centrally in one place.
- **Customer contact using business number**: Contact customers using a business phone number, while keeping your personal number private.
- **Seamless collaboration across colleagues**: Transfer a messaging session to another colleague, the colleague can review the whole chat history and take over the messaging session without hassle.
- **Flexible session management**: Supports management operations including elevating a messaging session to a call, archiving or unarchiving messaging sessions, and more.

- **Customizable Notification Settings**: Enable or disable notifications (pop-up and sound) for new messages.

Instructions

For more information about how to use the external chat, see Manage Customer Queries from External Messaging Channels.

Related information

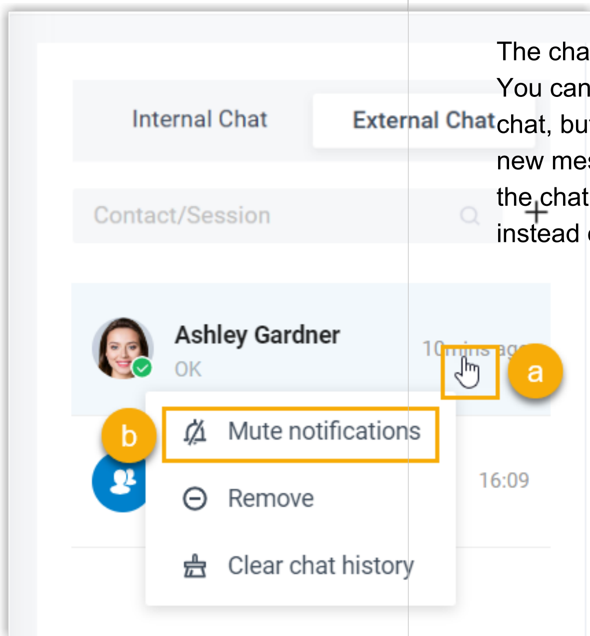
Configure Chat Notifications

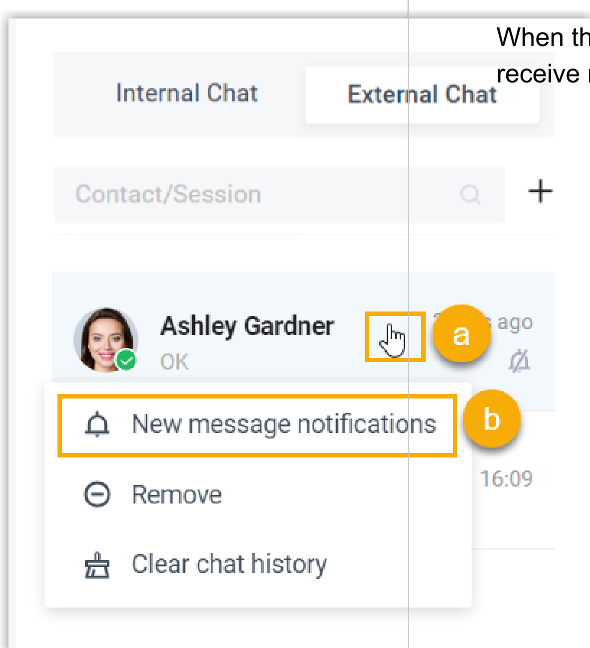
Configure Chat Notifications

This topic describes how to mute or unmute notifications for a specific chat, and how to configure new message notifications (pop-up and sound) for all Linkus chats.

Mute or unmute notifications for a chat (specific setting)

1. On Linkus Desktop Client, click **Chat**, then click the **Internal Chat** or **External Chat** tab.
2. Mute or unmute notifications for the desired chat as needed.

<table>
<tr><th>Operation</th><th>Instruction</th></tr>
<tr><td>Figure 5. Mute notifications for a chat

</td>
<td>a. Right click on the chat.
b. Click Mute notifications.

The chat is muted and marked with ; You can still receive messages in the muted chat, but will NOT be notified upon receiving new messages. If there are new messages, the chat will be marked with a red dot instead of the number of unread messages.</td></tr>
<tr><td>Figure 6. Unmute notifications for a chat

</td>
<td>a. Right click on the chat.
b. Click New message notifications.

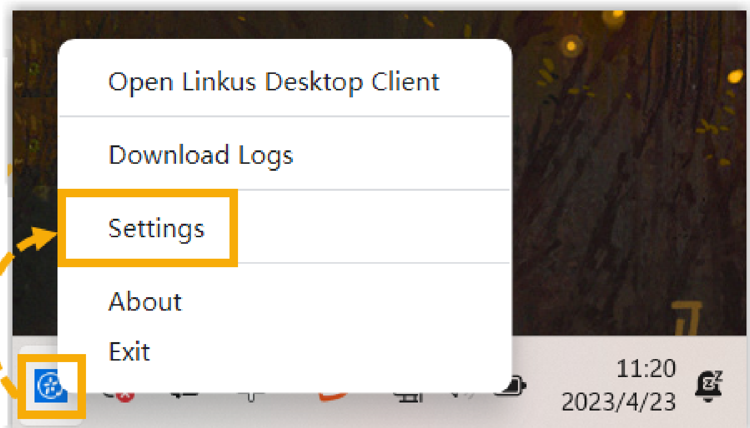
When there are new messages, you will receive new message notifications.</td></tr>
</table>

Configure new message notifications (pop-up and sound) for all chats (global settings)

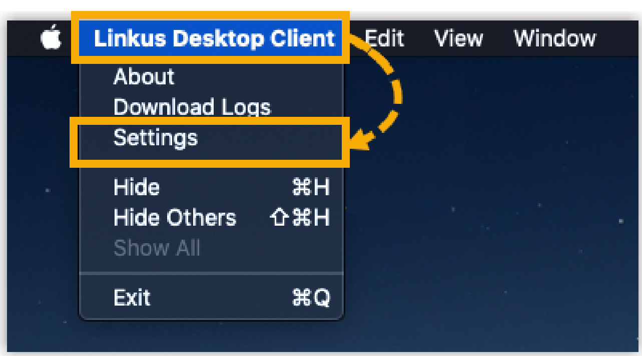
By default, Linkus Desktop Client plays a sound and displays a pop-up when a new message arrives. You can decide whether to enable the notification or not, and the settings will be applied to both Linkus internal chats and external chats.

1. Access the **Settings** menu of Linkus Desktop Client based on your operating system.

<table>
<tr><th>Operating System</th><th>Instruction</th></tr>
<tr><td>Windows</td><td>
On the system tray, right click > **Settings**

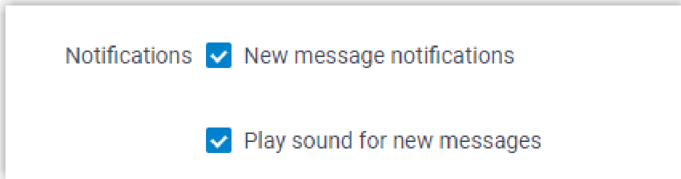


.
</td></tr>
<tr><td>macOS</td><td>
On the App menu, click **Linkus Desktop Client > Settings**.

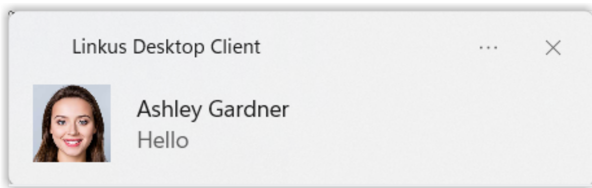


</td></tr>
</table>

2. In the **Notifications** section, change the chat notification settings as needed.



- **New message notifications**: If enabled, upon receiving a new message, you will see a pop-up notification displayed at the bottom-right corner of your desktop.



- **Play sound for new messages**: If enabled, upon receiving a new message, Linkus Desktop Client will play a sound to notify you.

CTI

Linkus Desktop Client CTI Overview

Linkus Desktop Client can be used in softphone mode or CTI mode. This topic describes what is softphone mode and CTI mode and what call operations you can perform in each mode.

Softphone mode

A softphone is a software-based phone that is equivalent to a traditional deskphone, which allows you to make and receive calls over the Internet via a computer. A softphone not only has all the features of a deskphone, but also has additional features typical for online messaging, such as chat, video call, extension presence, etc.

If you don't have a deskphone in the office, you can set Linkus Desktop Client to softphone mode. In this way, you can perform the following operations to manage phone calls on your computer:

- Make/End a call
- Make a second call
- Answer/Reject a call
- Mute/Unmute a call
- Transfer a call (attended transfer and blind transfer)
- Record a call
- Hold/Resume a call
- Swap hold
- Add participant
- Merge calls
- Call flip
- And more

CTI mode

Computer Telephony Integration (CTI) connects a computer with a telephone system, which allows you to manage phone calls right on a computer.

If you prefer deskphone or Linkus Web Client for communication, you can set Linkus Desktop Client to CTI mode. In this way, Linkus Desktop Client acts as a visual control panel where you can perform the supported call operations, whereas calls are made and received from the connected deskphone / Linkus Web Client.

You can control IP phones , analog phones, and Linkus Web Client via Linkus Desktop Client CTI. Supported operations to manage calls via CTI vary from the connected endpoint. Refer to the following table for details.

Note:

- For CTI-compatible phones, see Compatible Yealink IP phones, Compatible Fanvil IP phones, Compatible Snom IP phones, and Compatible Grandstream IP phones.
- Video call and function key are not supported under CTI mode.

Table 1. Supported call operations

Operations	Compatible Yealink / Fanvil / Snom / Grandstream IP phones	Other IP phones/Analog phones	Linkus Web Client
Make/End a call	√	√	√
Make a second call	√	×	√
Answer a call	√	×	√
Reject a call	√	√	√
Mute/Unmute a call	×	×	×
Blind transfer a call	√	√	√
Attended transfer a call	√	×	√
Record a call	√	√	√
Hold/Resume a call	√	√	√
Swap hold	√	×	√
Add participant	×	×	√
Merge calls	×	×	√
Flip a call	√	×	√

Table 2. Compatible Yealink IP phones

Phone Model	Firmware Version
SIP-T21P_E2	52.84.0.125 or later
SIP-T21_E2	52.84.0.125 or later
SIP-T23P	44.84.0.125 or later
SIP-T23G	44.84.0.125 or later
SIP-T27G	69.85.0.5 or later
SIP-T29G	46.83.0.120 or later
SIP-T30P	124.85.0.15 or later
SIP-T31	124.85.0.15 or later
SIP-T31P	124.85.0.15 or later
SIP-T31G	124.85.0.15 or later
SIP-T33P	124.85.0.15 or later
SIP-T33G	124.85.0.15 or later
SIP-T31W	124.86.0.75 or later
SIP-T34W	124.86.0.75 or later
SIP-T40P	54.84.0.125 or later
SIP-T40G	76.84.0.125 or later
SIP-T41P	36.83.0.120 or later
SIP-T42G	29.83.0.120 or later
SIP-T46G	28.83.0.120 or later
SIP-T48G	35.83.0.120 or later
SIP-T41S	66.85.0.5 or later
SIP-T42S	66.85.0.5 or later
SIP-T46S	66.85.0.5 or later
SIP-T48S	66.85.0.5 or later
SIP-T41U	108.85.0.39 or later
SIP-T42U	108.85.0.39 or later
SIP-T43U	108.85.0.39 or later
SIP-T46U	108.85.0.39 or later
SIP-T48U	108.85.0.39 or later
SIP-T44U	108.86.0.90 or later

Table 2. Compatible Yealink IP phones (continued)

Phone Model	Firmware Version
SIP-T44W	108.86.0.90 or later
SIP-T52S	70.84.0.70 or later
SIP-T54S	70.84.0.70 or later
SIP-T53	96.85.0.5 or later
SIP-T53W	96.85.0.5 or later
SIP-T54W	96.85.0.5 or later
SIP-T57W	96.85.0.5 or later
SIP-T73W	185.87.0.15 or later
SIP-T73U	185.87.0.15 or later
SIP-T74W	185.87.0.15 or later
SIP-T74U	185.87.0.15 or later
SIP-T77U	185.87.0.15 or later
SIP-T85W	185.87.0.15 or later
SIP-T87W	185.87.0.15 or later
SIP-T88W	192.87.0.5 or later
SIP-T88V	192.87.0.5 or later
T64LTE	132.86.0.25 or later
T67LTE	132.86.0.35 or later
SIP-T56A	58.83.0.15 or later
SIP-T58	58.85.0.5 or later
SIP-T58W	150.86.0.5 or later
VP59	91.85.0.5 or later
AX83H	180.86.0.5 or later
AX86R	180.86.0.5 or later

Table 3. Compatible Fanvil IP phones

Phone Model	Firmware Version
X1S/X1SP	2.2.12 or later
X1SG	2.2.12 or later
X3SG	2.2.12 or later

Table 3. Compatible Fanvil IP phones (continued)

Phone Model	Firmware Version
X3U	2.2.12 or later
X2/X2P	2.14.0.7386 or later
X2C/X2CP	2.14.0.7386 or later
X3S/X3SP/X3G	2.14.0.7386 or later
X4/X4G	2.14.0.7386 or later
X4U	2.2.11 or later
X4U-V2	2.12.1 or later
X5U	2.2.11 or later
X5U-V2	2.12.1 or later
X5S	2.2.1 or later
X6	2.2.1 or later
X6U	2.2.11 or later
X6U-V2	2.12.1 or later
X7	2.2.11 or later
X7C	2.2.11 or later
X7A	2.2.0.229 or later
i56A	2.8.13 or later
A32	2.6.0.408 or later
A32i	2.6.0.408 or later
A320	2.6.0.1402 or later
A320i	2.6.0.1402 or later
X210	2.2.11 or later
X210i	2.2.11 or later
X7-V2	2.12.1.3 or later
X7C-V2	2.12.1.3 or later
X210-V2	2.12.1.3 or later
X210i-V2	2.12.1.3 or later
V65	2.12.2.4 or later
X3S/X3SP Lite	2.4.5 or later
X3S/X3SP Pro	2.4.5 or later

Table 3. Compatible Fanvil IP phones (continued)

Phone Model	Firmware Version
X3SW	2.4.5 or later
X3SG Lite	2.4.5 or later
X3SG Pro	2.4.5 or later
X3U Pro	2.4.5 or later
V62	2.4.10 or later
V63	2.12.16.19 or later
V64	2.4.10 or later
V67	2.6.0 or later
X301	2.12.2 or later
X301G	2.12.2 or later
X301W	2.12.2 or later
X303	2.12.2 or later
X303G	2.12.2 or later
X303W	2.12.2 or later
X305	2.12.1.6 or later
X303-2 WIRE	1.0.3 or later
W610W	2.12.0 or later
W611W	2.12.4.8 or later
W620W	2.16.2 or later
V61G	2.12.18.8 or later
V61W	2.12.18.8 or later
V62G	2.12.18.8 or later
V62W	2.12.18.8 or later
V66 Pro	2.12.18.4 or later
V66	2.12.18.4 or later
V62 Pro	2.12.18.2 or later
W710D	1.18.11 or later
A308i	2.6.10.1177 or later
H1-2 Wire	2.12.1 or later
H603W	2.14.0.11 or later

Table 3. Compatible Fanvil IP phones (continued)

Phone Model	Firmware Version
V50P	2.12.20.4 or later
V60P	2.12.20.3 or later
V60W	2.12.20.3 or later

Table 4. Compatible Snom IP phones

Phone Model	Firmware Version
D120	10.1.54.13 or later
D140	10.1.148.1 or later
D150	10.1.148.1 or later
D315	10.1.73.16 or later
D335	10.1.73.16 or later
D385	10.1.73.16 or later
D710	8.9.3.80 or later
D712	8.9.3.61 or later
D713	10.1.73.16 or later
D715	10.1.33.33 or later
D717	10.1.73.16 or later
D720	8.9.3.80 or later
D725	10.1.175.16 or later
D735	10.1.73.16 or later
D765	10.1.73.16 or later
D785	10.1.73.16 or later
D810	10.1.198.22 or later
D812	10.1.184.14 or later
D815	10.1.184.14 or later
D862	10.1.137.15 or later
D865	10.1.137.15 or later
D892	10.1.214.2 or later
D895	10.1.214.0 or later
SP800	10.1.169.15 or later

Table 5. Compatible Grandstream IP phones

Phone Model	Firmware Version
GHP610W	1.0.1.71 or later
GHP611W	1.0.1.71 or later
GHP620W	1.0.1.71 or later
GHP621W	1.0.1.71 or later
GHP630W	1.0.1.71 or later
GHP631W	1.0.1.71 or later
WP825	1.0.11.67 or later

Control a Yealink IP Phone by Linkus Desktop Client

By enabling CTI mode on Linkus Desktop Client, a Yealink IP phone with your extension registered can be connected to your Linkus Desktop Client. In this way, Linkus Desktop Client acts as a visual control panel where you can manage phone calls, while calls are made and received using the Yealink IP phone.

Applications

This topic is applied to the Yealink IP phones that are compatible with Linkus Desktop Client CTI.

> **Tip:**
> For incompatible IP phones, refer to Control an Incompatible IP phone by Linkus Desktop Client for instructions on phone control.

Requirements

PBX server

The **uaCSTA** feature is enabled (Path: **PBX Settings > SIP Settings > Advanced > Other Options > Enable uaCSTA Connection**).

IP phone

The extension registered on the IP phone is the same as that of Linkus Desktop Client.

> **Note:**
> Register only one account on the IP phone, or CTI feature may not work.

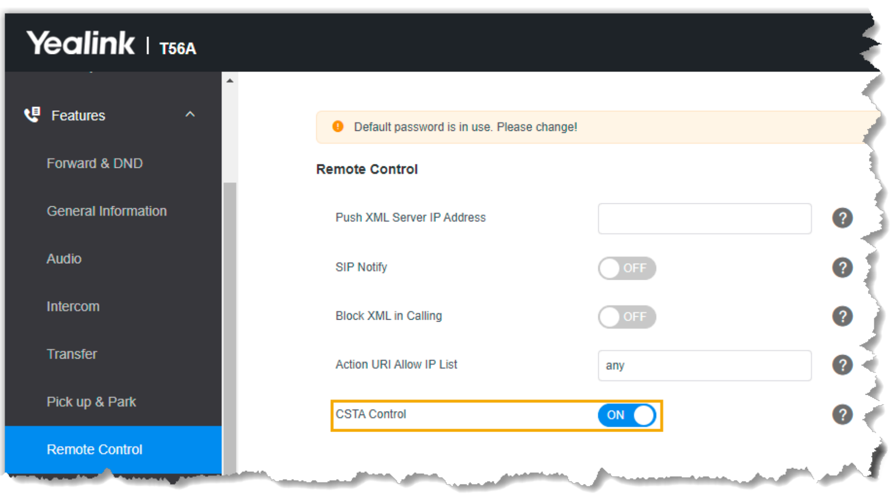
Step 1. Set the IP phone to be controllable

> **Note:**
> If system administrator has assigned your extension to the IP phone via Auto Provisioning, your IP phone is ready for being controlled. In this case, you can directly enable CTI mode on Linkus Desktop Client.

If system administrator has registered your extension to the IP phone manually, you need to set the IP phone to be controllable as follows.

The following instructions take Yealink T56A as an example to show how to enable the CSTA control function.

1. Log in to the phone web interface.
2. Go to **Features > Remote Control**.
3. On the **Remote Control** page, turn on the option **CSTA Control**.

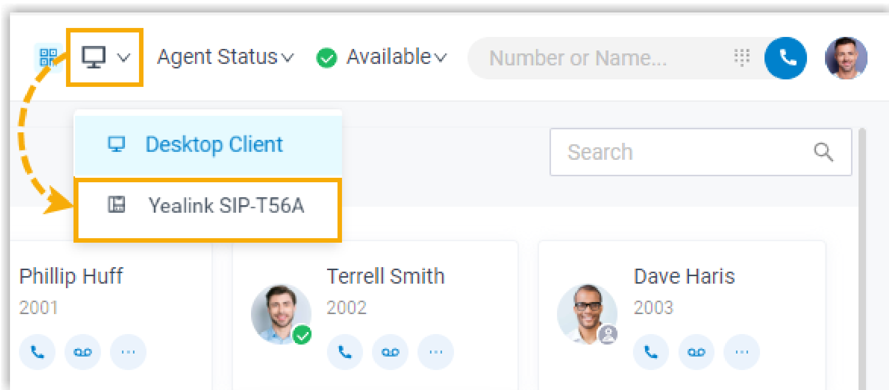


4. Click **Confirm**.
5. In the pop-up dialog box, click **OK** to reboot the phone.

Step 2. Enable CTI mode on Linkus Desktop Client

Change Linkus Desktop Client to CTI mode, so that you can use Linkus Desktop Client to manage phone calls on your IP phone.

1. Log in to Linkus Desktop Client.
2. At the top-right corner, click , then select the connected Yealink IP phone from the drop-down list.



Result

You can do the following operations on the connected Yealink IP phone from Linkus Desktop Client:

- Make/End a call
- Make a second call
- Answer/Reject a call
- Record a call
- Transfer a call (attended transfer and blind transfer)
- Hold/Resume a call
- Swap hold
- Flip a call

Control a Fanvil IP Phone by Linkus Desktop Client

By enabling CTI mode on Linkus Desktop Client, a Fanvil IP phone with your extension registered can be connected to your Linkus Desktop Client. In this way, Linkus Desktop Client acts as a visual control panel where you can manage phone calls, while calls are made and received using the Fanvil IP phone.

Applications

This topic is applied to the Fanvil IP phones that are compatible with Linkus Desktop Client CTI.

> **Tip:**
> For incompatible IP phones, refer to Control an Incompatible IP phone by Linkus Desktop Client for instructions on phone control.

Requirements

PBX server

The **uaCSTA** feature is enabled (Path: **PBX Settings > SIP Settings > Advanced > Other Options > Enable uaCSTA Connection**).

IP phone

The extension registered on the IP phone is the same as that of Linkus Desktop Client.

> **Note:**
> Register only one account on the IP phone, or CTI feature may not work.

Step 1. Set the IP phone to be controllable

> **Note:**
> If system administrator has assigned your extension to the IP phone via Auto Provisioning, your IP phone is ready for being controlled. In this case, you can directly enable CTI mode on Linkus Desktop Client.

If system administrator has registered your extension to the IP phone manually, you need to set the IP phone to be controllable as follows.

The following instructions take Fanvil X5S as an example to show how to enable the uaCSTA function and configure a uaCSTA number.

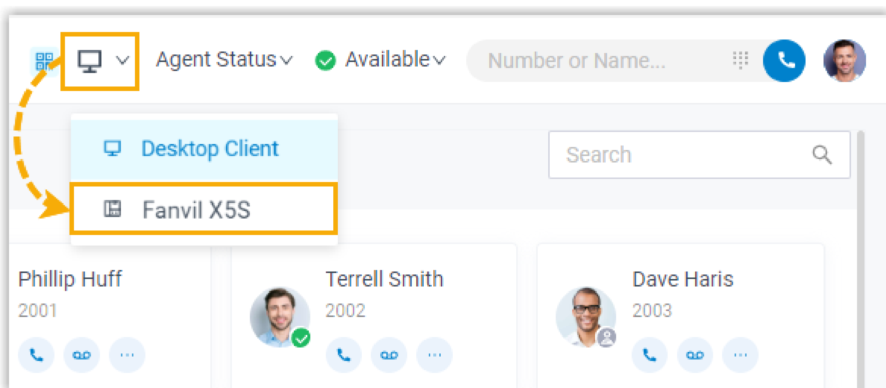
1. Log in to the phone web interface, go to **Line > SIP**.
2. In the **Line** drop-down list, select your extension.

3. Expand the **Advanced Settings** menu, enter your extension number in the **uaCSTA Number** field.
4. Expand the **SIP Global Settings** menu, select the checkbox of **Enable uaCSTA**.
5. Click **Apply**.

Step 2. Enable CTI mode on Linkus Desktop Client

Change Linkus Desktop Client to CTI mode, so that you can use Linkus Desktop Client to manage phone calls on your IP phone.

1. Log in to Linkus Desktop Client.
2. At the top-right corner, click , then select the connected Fanvil IP phone from the drop-down list.



Result

You can do the following operations on the connected Fanvil IP phone from Linkus Desktop Client:

- Make/End a call
- Make a second call
- Answer/Reject a call
- Record a call
- Transfer a call (attended transfer and blind transfer)
- Hold/Resume a call
- Swap hold
- Flip a call

Control a Snom IP Phone by Linkus Desktop Client

By enabling CTI mode on Linkus Desktop Client, a Snom IP phone with your extension registered can be connected to your Linkus Desktop Client. In this way, Linkus Desktop Client acts as a visual control panel where you can manage phone calls, while calls are made and received using the Snom IP phone.

Applications

This topic is applied to the Snom IP phones that are compatible with Linkus Desktop Client CTI.

> **Tip:**
> For incompatible IP phones, refer to Control an Incompatible IP phone by Linkus Desktop Client for instructions on phone control.

Requirements

PBX server

Contact system administrator to make sure the following requirements are met on PBX server:

- The version of PBX server is 37.13.0.25 or later.
- The **uaCSTA** feature is enabled (Path: **PBX Settings > SIP Settings > Advanced > Other Options > Enable uaCSTA Connection**).

IP phone

The extension registered on the IP phone is the same as that of Linkus Desktop Client.

> **Note:**
> Register only one account on the IP phone, or CTI feature may not work.

Step 1. Set the IP phone to be controllable

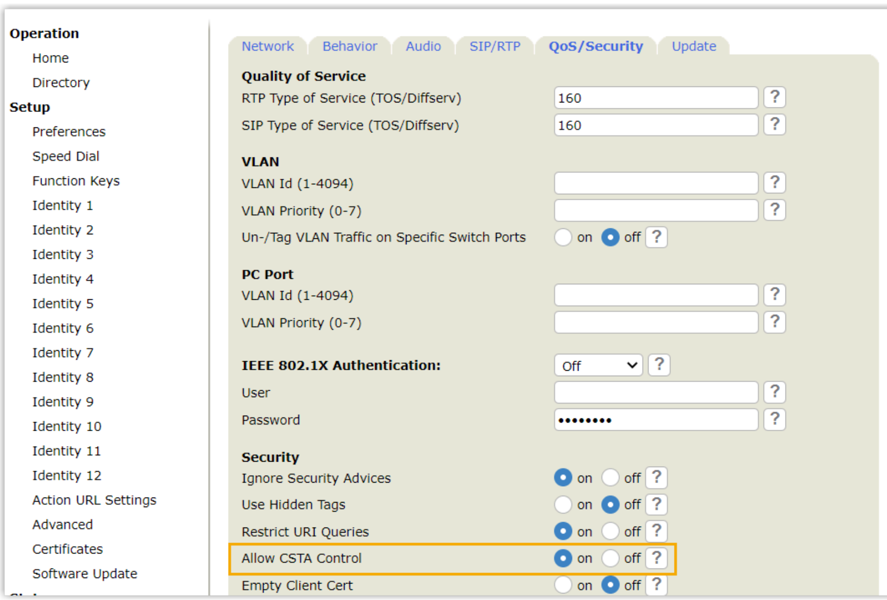
> **Note:**

> If system administrator has assigned your extension to the IP phone via Auto Provisioning, your IP phone is ready for being controlled. In this case, you can directly [enable CTI mode on Linkus Desktop Client](#).

If system administrator has registered your extension to the IP phone manually, you need to set the IP phone to be controllable as follows.

The following instructions take Snom D735 as an example to show how to enable CSTA control function.

1. Log in to the phone web interface, go to **Setup > Advanced > QoS/Security**.
2. In the **Security** section, enable the **Allow CSTA Control**.

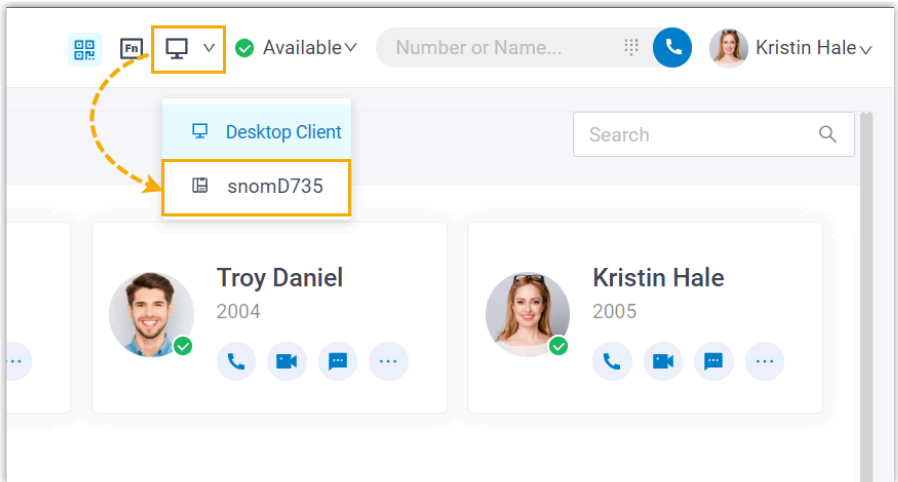


3. At the bottom of the page, click **Apply**.

Step 2. Enable CTI mode on Linkus Desktop Client

Change Linkus Desktop Client to CTI mode, so that you can use Linkus Desktop Client to manage phone calls on your IP phone.

1. Log in to Linkus Desktop Client.
2. At the top-right corner, click , then select the connected Snom IP phone from the drop-down list.



Result

You can do the following operations on the connected Snom IP phone from Linkus Desktop Client:

- Make/End a call
- Make a second call
- Answer/Reject a call
- Record a call
- Transfer a call (attended transfer and blind transfer)
- Hold/Resume a call
- Swap hold
- Flip a call

Control an Incompatible IP phone by Linkus Desktop Client

By enabling CTI mode on Linkus Desktop Client, an IP phone with your extension registered can be connected to your Linkus Desktop Client. In this way, Linkus Desktop Client acts as a visual control panel whereas calls are made and received using the IP phone.

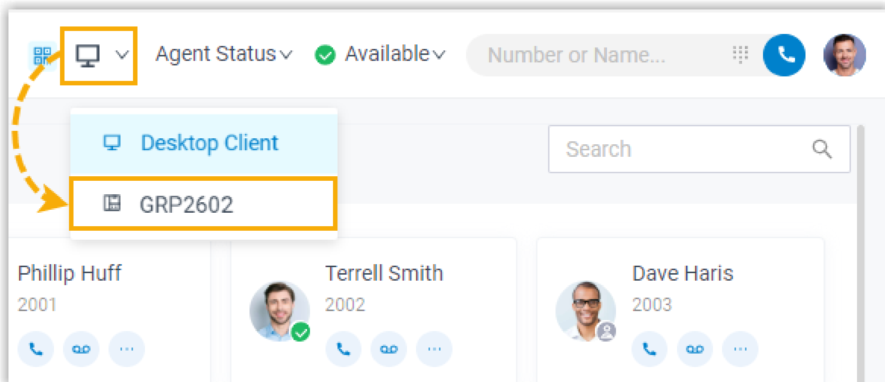
Applications

This topic is applied to the IP phones that fall out of the range of CTI-compatible devices.

For CTI-compatible phones, see Compatible Yealink IP phones, Compatible Fanvil IP phones, Compatible Snom IP phones, and Compatible Grandstream IP phones.

Procedure

1. Check if the extension registered on the IP phone is the same as that of Linkus Desktop Client.
2. Change Linkus Desktop Client to CTI mode.
    a. Log in to Linkus Desktop Client.
    b. At the top-right corner, click , then select the connected IP phone from the drop-down list.



Result

You can do the following operations on the connected IP phone from Linkus Desktop Client:

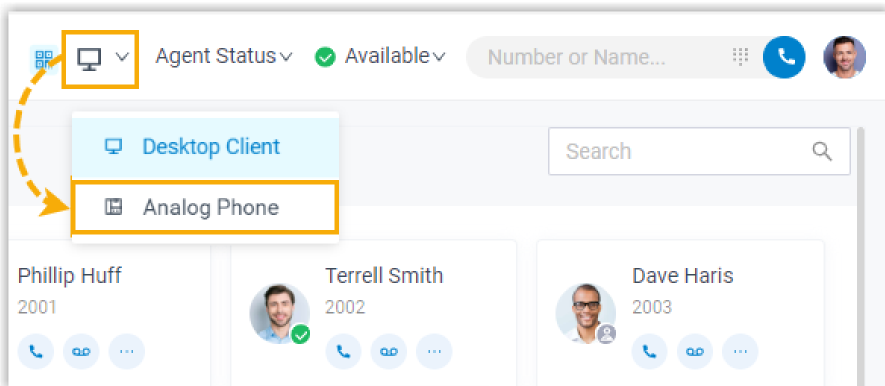
- Make/End a call
- Reject a call
- Hold/Resume a call
- Blind transfer a call
- Record a call

Control an Analog Phone by Linkus Desktop Client

By enabling CTI mode on Linkus Desktop Client, an analog phone with your extension logged in can be connected to your Linkus Desktop Client. In this way, Linkus Desktop Client acts as a visual control panel whereas calls are made and received using the analog phone.

Procedure

1. Check if the extension assigned to your analog phone is the same as that of Linkus Desktop Client.
2. Change Linkus Desktop Client to CTI mode.
    a. Log in to Linkus Desktop Client.
    b. At the top-right corner, click 🖵, then select the connected analog phone from the drop-down list.



Result

You can do the following operations on the connected analog phone from Linkus Desktop Client:

- Make/End a call
- Reject a call
- Hold/Resume a call
- Blind transfer a call
- Record a call

Control Linkus Web Client by Linkus Desktop Client

By enabling CTI mode on Linkus Desktop Client, Linkus Web Client with your extension logged in can be connected to Linkus Desktop Client. In this way, Linkus Desktop Client acts as a visual control panel where you can manage phone calls, while calls are made and received using Linkus Web Client.

Scenario

Imagine that you use a CRM system to manage customer relationships and contact customers with click-to-dial via Linkus Desktop Client, but the CRM system has limited internet access. When you access your work computer from home and click to dial in the CRM system, you may experience audio quality issues due to poor network conditions.

In this case, you can log in to Linkus Web Client with your extension on your home computer, then access your work computer to set Linkus Desktop Client to remotely control Linkus Web Client via CTI. In doing so, audio streams will be routed through Linkus Web Client, thus ensuring better audio quality.

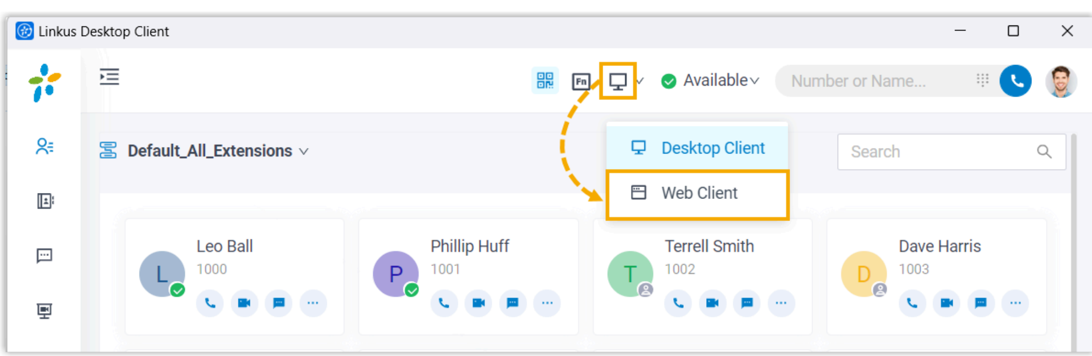
Requirements

Make sure that PBX server and your Linkus clients meet the following requirements:

Item	Requirement
PBX Server	• The firmware version is 37.15.0.74 or later. • The **uaCSTA** feature is enabled (Path: **PBX Settings > SIP Settings > Advanced > Other Options > Enable uaCSTA Connection**).
Linkus Desktop Client	Version 1.5.4 or later.
Linkus Web Client	The extension logged in to Linkus Web Client is the same as that of Linkus Desktop Client.

Procedure

1. Log in to Linkus Desktop Client.
2. At the top-right corner, click , then select **Web Client** from the drop-down list.



Result

You can do the following operations on Linkus Web Client from Linkus Desktop Client:

- Make/End a call
- Make a second call
- Answer/Reject a call
- Transfer a call (attended transfer and blind transfer)
- Record a call
- Hold/Resume a call
- Swap hold
- Add participant
- Merge calls
- Flip a call

Hotkeys

Set up Hotkeys

Hotkeys (Keyboard Shortcuts) are combinations of keystrokes that allow you to quickly perform specific operations without using the mouse. This topic introduces the supported shortcut operations, and describes how to enable hotkeys for the operations in Linkus Desktop Client.

Requirements

- **PBX Server**: Version 37.12.0.23 or later.
- **Linkus Desktop Client**:
  - **Windows Desktop**: 1.2.14 or later
  - **macOS Desktop**: 1.2.10 or later

Supported shortcut operations and default hotkeys

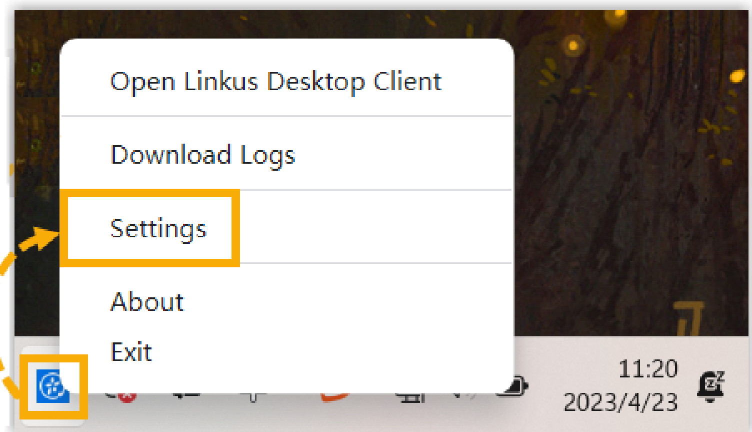
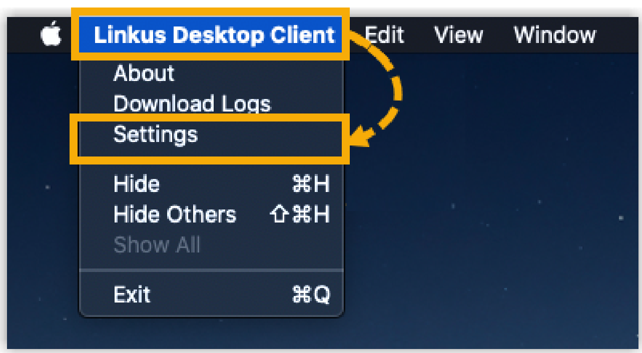
The following table lists the supported shortcut operations and their default hotkeys. The hotkeys vary depending on your operating system.

Shortcut Operation	Windows Hotkey	macOS Hotkey
Dial Selected Number	`Ctrl+Shift+E`	`⌘+Shift+E`
Answer	`Ctrl+Shift+A`	`⌘+Shift+A`
Blind	`Ctrl+Shift+B`	`⌘+Shift+B`
Attended	`Ctrl+Shift+T`	`⌘+Shift+T`
Hold/Resume	`Ctrl+Shift+H`	`⌘+Shift+H`
Hang Up	`Ctrl+Shift+F`	`⌘+Shift+F`
Send Message	`Enter`	`Return`

Procedure

By default, all the operations using hotkeys are disabled. You can enable desired operations and hotkeys as follows.

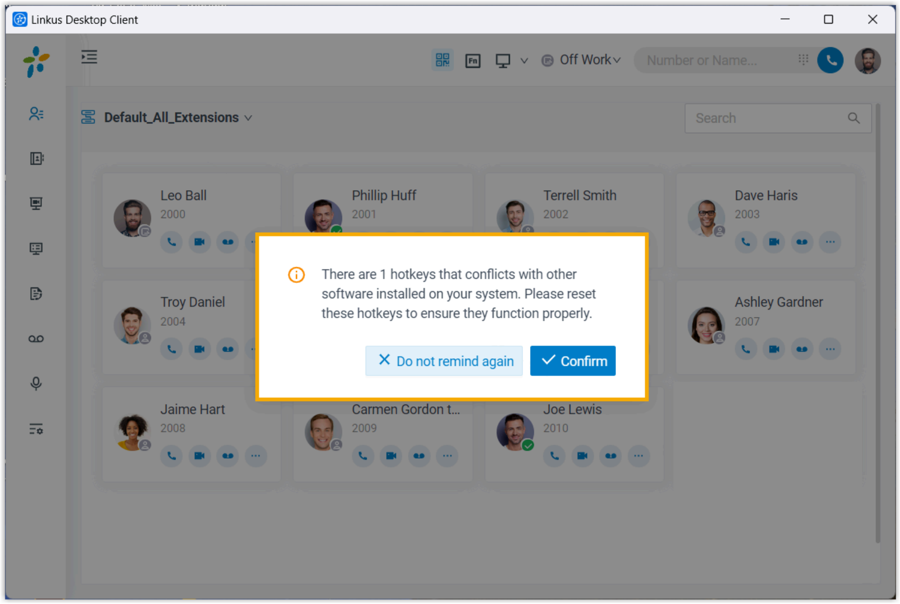
1. Access the **Settings** menu of Linkus Desktop Client based on your operating system.

Operating System	Instruction
Windows	On the system tray, right click > **Settings**  .
macOS	On the App menu, click **Linkus Desktop Client > Settings**. 

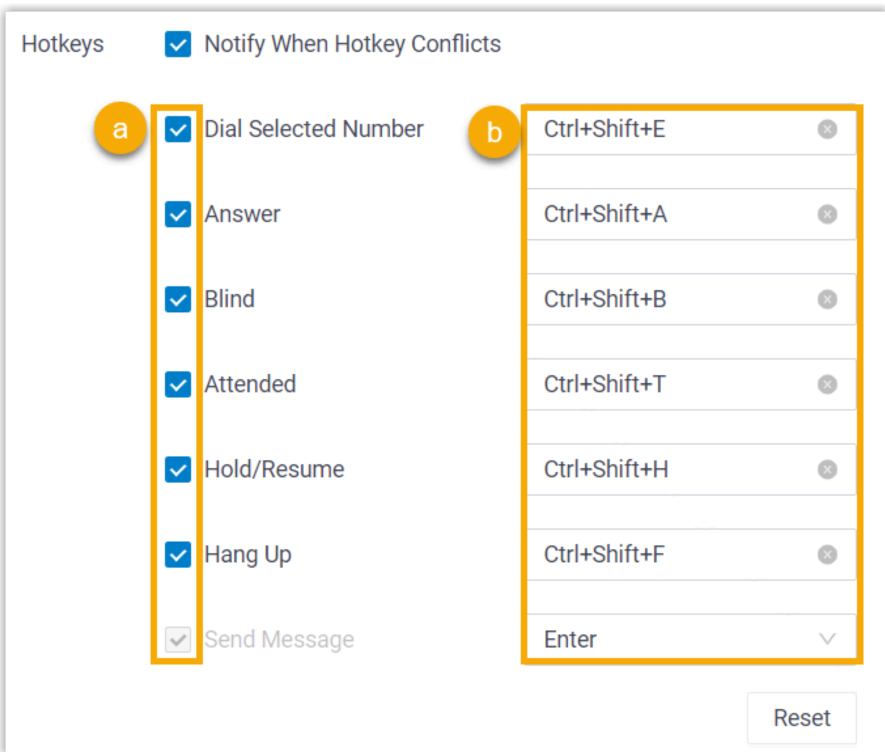
2. In the **Hotkeys** section, do as follows:
    a. **Optional:** To prevent hotkeys from becoming invalid due to hotkey conflicts, you can select the checkbox of **Notify When Hotkey Conflicts** to enable notification.

    If enabled, each time you launch and log in to Linkus Desktop Client, it will automatically check for hotkey conflicts. If any, a pop-up window will be displayed to prompt the conflict.



b. Enable desired shortcut operations and set up hotkeys.



i. Select the checkbox of the desired shortcut operation.
ii. If you want to change the default hotkey, click the hotkey field on the right, then press the desired key combinations on your keyboard.

> **Note:**
> The key combinations must begin with `Ctrl`, `⌘`, `Shift`, or `Alt`, and contain at least one alphabetic or numeric character.

Related information

Select and Dial with Hotkey

Select and Dial with Hotkey

Select & Dial with Hotkey feature allows you to quickly dial any phone numbers appear on your computer screen. No matter where the phone number is stored, you can simply select the number and press the hotkey to quickly dial the phone number via Linkus Desktop Client.

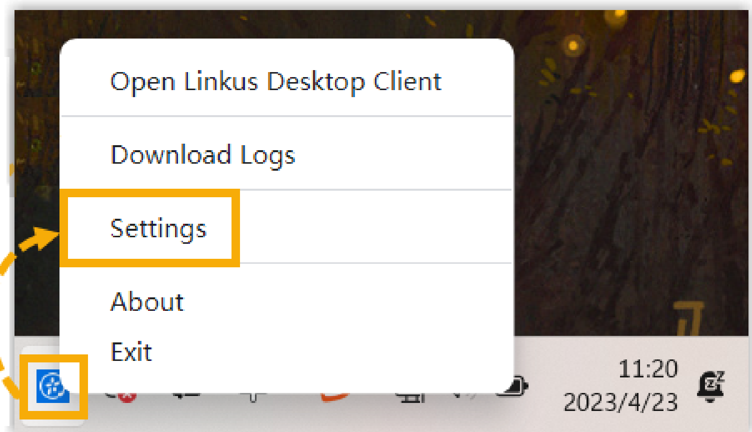
Requirements

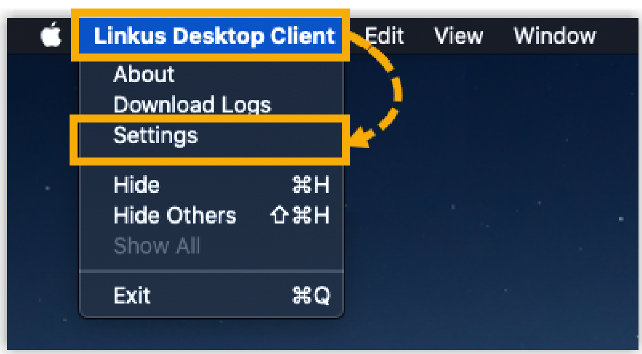
- **PBX Server**: Version 37.12.0.23 or later.
- **Linkus Desktop Client**:
    - **Windows Desktop**: 1.2.14 or later
    - **macOS Desktop**: 1.2.10 or later

Step 1. Enable and set up hotkey

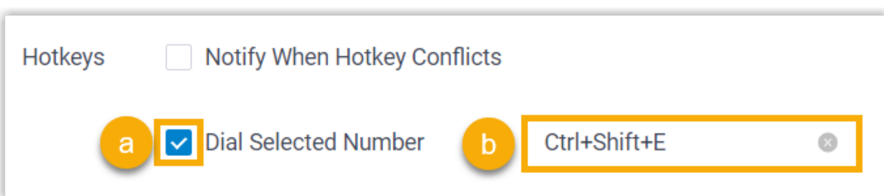
By default, the hotkey for 'Select and Dial with Hotkey' is disabled. You need to enable it on Linkus Desktop Client.

1. Access the **Settings** menu of Linkus Desktop Client based on your operating system.

<table>
<tr><th>Operating System</th><th>Instruction</th></tr>
<tr><td>Windows</td><td>On the system tray, right click  > Settings


.</td></tr>
<tr><td>macOS</td><td>On the App menu, click Linkus Desktop Client > Settings.

</td></tr>
</table>

2. In the **Hotkeys** section, do as follows:

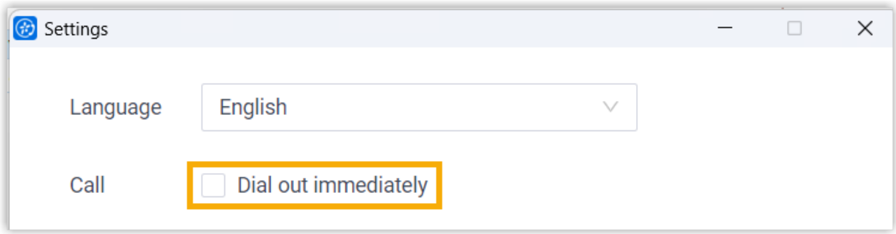


a. Select the checkbox of **Dial Selected Number**.
b. If you want to change the default hotkey, click the hotkey field on the right, then press the desired key combinations on your keyboard.

Step 2. (Optional) Disable dial out immediately

By default, Linkus dials out immediately after you select a number and press the hotkeys. If you want to edit the phone number before dialing out, you can disable **Dial out immediately** setting on Linkus Desktop Client.

1. Go to **Settings** page.
2. In the **Call** section, unselect the checkbox of **Dial out immediately**.



Calls

Linkus Call Overview

Linkus Desktop Client allows you to connect to colleagues and external contacts via audio calls and video calls. This topic describes the requirements for audio call and video call, and the supported call features.

Requirements

Audio call requirements

For audio call, contact system administrator to ensure that the PBX server's configurations are ready:

- **Web Server Protocol**: HTTPS
- **Codec**: Any of **u-law**, **a-law**, or **G722** is enabled on PBX server.

Video call requirements

For video call, besides the above requirements, make sure the followings are ready on PBX server:

- **PBX Plan**: Ultimate Plan
- **Codec**: Either **VP8** or **H264** is enabled on PBX server.

> **Note:**
> - Codec **VP8** is preferred.
> - If **VP8** and **H264** are both enabled, make sure **VP8** has the top priority.

Supported call features

Call Feature	Description
Audio Conferencing	This feature allows you to initiate an instant audio conference during a call. **Note:** Up to **9** members are supported.

Call Feature	Description
	For more information, see Audio Conferencing Overview.
Send to Voicemail	This feature allows you to forward an incoming call to your voicemail with one click from the incoming call pop-up. For more information, see Forward an Incoming Call to Voicemail.
Call Flip	This feature allows you to flip an active call from Linkus Desktop Client to another device (with your extension registered), without any interruption to the conversation. For more information, see Flip an Active Call between Devices.
Call Switch	This feature allows you to retrieve an active call from the original device (with your extension registered) to Linkus Desktop Client, without any interruption to the conversation. For more information, see Continue an Active Call on Linkus Desktop Client.
Call Park	This feature allows you to park an active call on a system-assigned or manually selected parking number. For more information, see Park a Call.
Call Merge	This feature allows you to merge two or more active calls into an audio conference call. For more information, see Merge Calls into an Audio Conference Call.
Call Hold/Resume	This feature allows you to pause your conversation without having to hang up, and resume the call when you are ready. **Note:** Allow to hold up to 6 active calls at the same time. For more information, see Hold and Resume a Call.
Call Transfer	This feature allows you to transfer an ongoing call to another number. For more information, see Transfer a call.
Call Recording	This feature allows you to record calls and play back later to review and confirm information. For more information, see Record a Call.
Call Note	This feature allows you to add tags and remarks for calls, capturing essential information for future reference. For more information, see Add Notes to a Call.
Send Call Details via Email	This feature allows you to send call details to specified email addresses for follow-up. For more information, see Send Call Details via Email.

Select Outbound Caller ID (DOD) to Call

Before making outbound calls from Linkus, you can select which outbound caller ID (DOD) to display. You can use the same DOD number for all outbound calls or select a specific DOD for each call.

Requirements

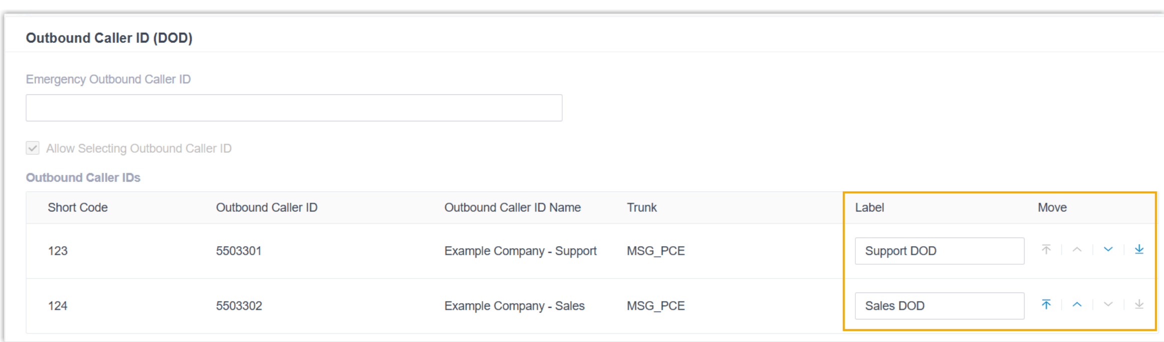
- **PBX Server**: Version 37.21.0.16 or later
- **Linkus Desktop Client**: Version 1.6.0 or later
- **Extension**: Your extension has been assigned the permission to select outbound caller IDs.

Customize DOD display

You can add a short description or adjust the order of the DODs assigned to your extension, which determines how the DODs will be displayed on your Linkus UC Clients.

1. Log in to Linkus Desktop Client, go to **Preferences > User > Outbound Caller ID (DOD)**.

   All the selectable DODs are displayed on the list.
2. Customize DOD display as needed.

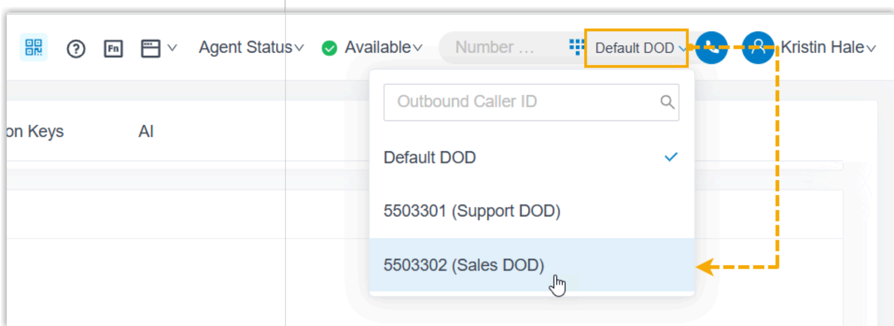
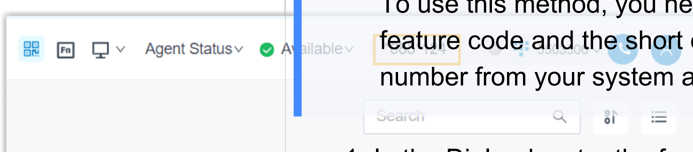
   - **Label**: Enter a short description, which is used to label the DOD number.

     For example, if you enter `Support DOD` for DOD **5503301**, the DOD will appear as 5503301 (Support DOD) on your Linkus UC Clients.
   - **Move**: Click to adjust the order in which the DODs are displayed on your Linkus UC Clients.
3. Click **Save**.

Methods of selecting DOD to call

By default, the DOD number configured by system administrator is used when you make outbound calls. You can choose to use the same DOD number for all outbound calls or select a specific DOD for each call.

- **Use the same DOD for all outbound calls**: You can set a preferred DOD to be used for all your outbound calls. This can be achieved by selecting a DOD number from the drop-down list beside Dialpad or dialing a feature code, as shown below.

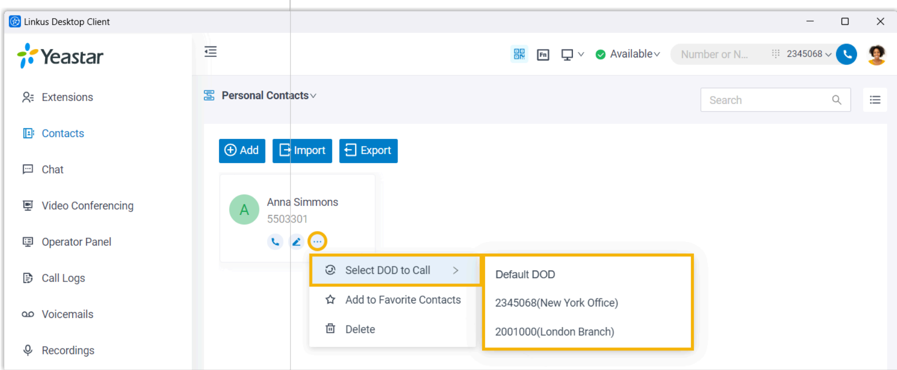
Method	Instruction
Figure 7. Select from list 	1. At the top-right corner, select a desired DOD number from the drop-down list beside Dialpad.
Figure 8. Dial a feature code 	**Note:** To use this method, you need to obtain a DOD prefix feature code and the short code of the specific DOD number from your system administrator. 1. In the Dialpad, enter the feature code together with the short code (or the DOD number). The dialing format is `{dod_prefix_feature_code}*{short_code}/{specific_dod_number}`. For example, `*085*124` or `*085*5503302`. 2. Click [call icon] or press **Enter** to call out.

- **Select a specific DOD for each outbound call**: You can select a specific DOD number for an individual outbound call before dialing. This can be achieved from the **Contacts**, **Call Logs**, **Voicemails**, or **Recordings** page, or by dialing a feature code, as shown below.

<table>
<tr><th>Method</th><th>Instruction</th></tr>
<tr><td>Figure 9. Call out from Contacts page</td><td>

1. Go to **Contacts** and find the desired contact.
2. Click ••• > **Select DOD to Call**, then select a specific DOD number.

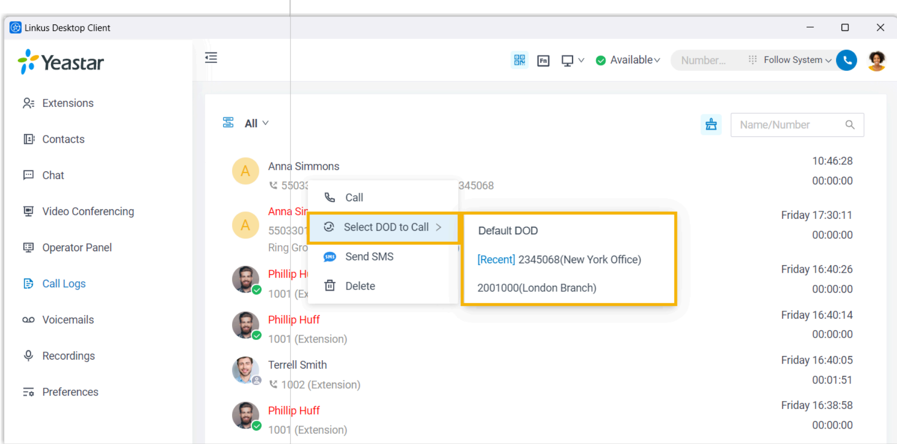
</td></tr>
<tr><td colspan="2">



</td></tr>
<tr><td>Figure 10. Call out from Call Logs, Voicemails, or Recordings page</td><td>

1. Go to **Call Logs / Voicemails / Recordings**.
2. Right click a desired record.
3. Click **Select DOD to Call**, then select a specific DOD number.

</td></tr>
<tr><td colspan="2">

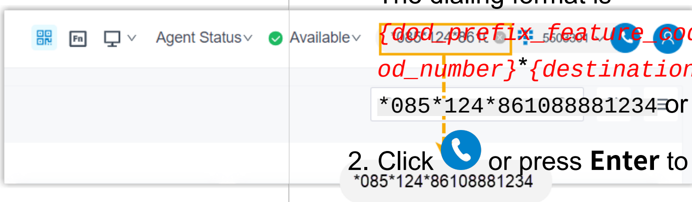


</td></tr>
<tr><td>Figure 11. Dial a feature code</td><td>

Note:
To use this method, you need to obtain a DOD prefix feature code and the short code of the specific DOD number from your system administrator.

</td></tr>
</table>

Method	Instruction
on the Dialpad	1. Dial the feature code together with the short code (or the DOD number), followed by the destination number. The dialing format is *{dod_prefix_feature_code}***{short_code}/{specific_dod_number}***{destination_number}*. For example, `*085*124*861088881234` or `*085*5503302*861088881234`. 2. Click the call button or press **Enter** to call out.



Forward an Incoming Call to Voicemail

This topic describes how to forward an incoming call to your voicemail from the incoming call pop-up on Linkus Desktop Client.

Requirements

PBX Server

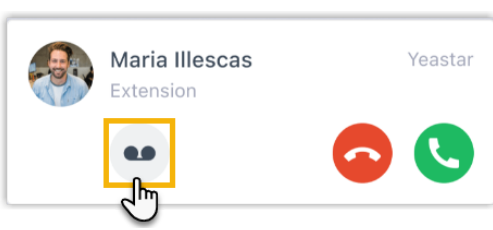
The firmware of the PBX server is 37.20.0.128 or later.

Linkus Desktop Client

- The version of your Linkus Desktop Client is 1.16.4 or later.
- Linkus Desktop Client is enabled in **Ring Strategy**.

Procedure

When there is an incoming call reaching your extension, click the voicemail button on the incoming call pop-up.



Result

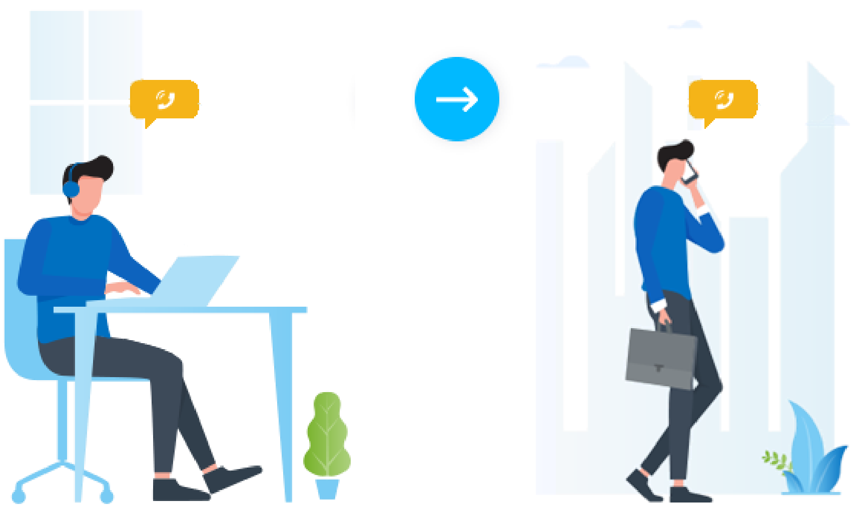
The incoming call is forwarded to your voicemail.

Flip an Active Call between Devices

Call Flip feature allows you to effortlessly and seamlessly flip an active call from Linkus Desktop Client to another device (with your extension registered), without any interruption to the conversation.

Scenario

Assume that you are in a call with a customer, but have to get out of the office. In this case, you can flip the call to your mobile phone, keeping talking without customer knowing the switchover.



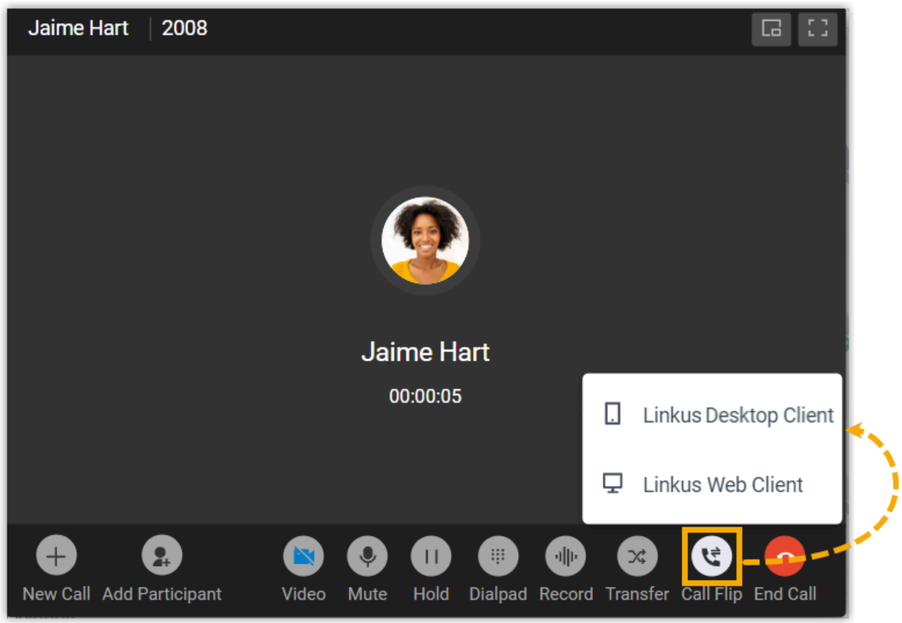
Requirements

Your extension has been registered on more than one device.

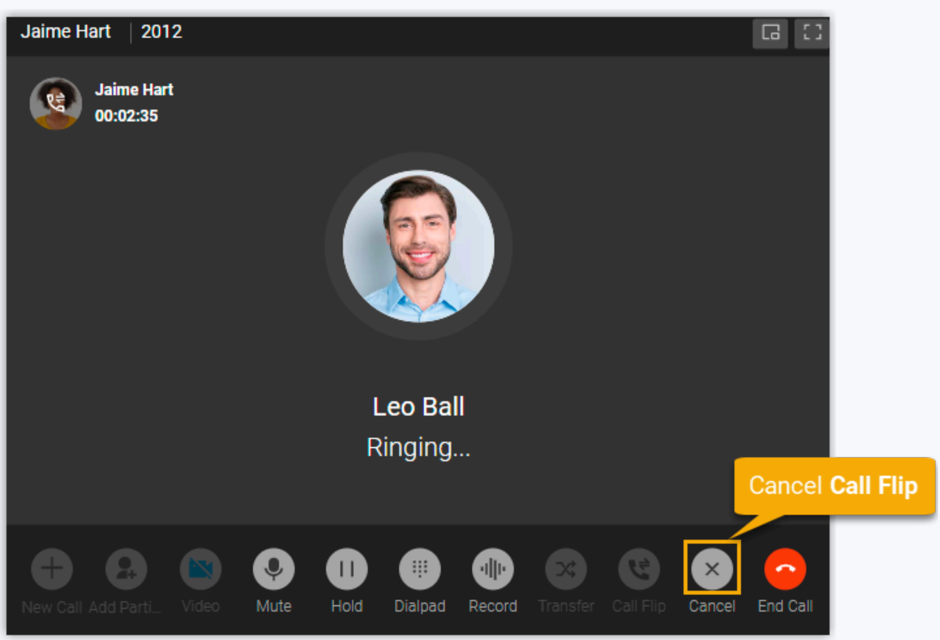
Procedure

1. During an active call, click **Call Flip**.

   All the other devices where your extension is registered are displayed.



2. Click the desired device.
   Linkus will make a call to your extension on the device.

> **Tip:**
> In case you want to cancel call flip, click **Cancel** at the bottom-right corner of the call screen.
>
> 
>

3. Answer the call on the selected device.

The call is flipped from Linkus Desktop Client to the selected device.

Related information

[Continue an Active Call on Linkus Desktop Client](#)

Continue an Active Call on Linkus Desktop Client

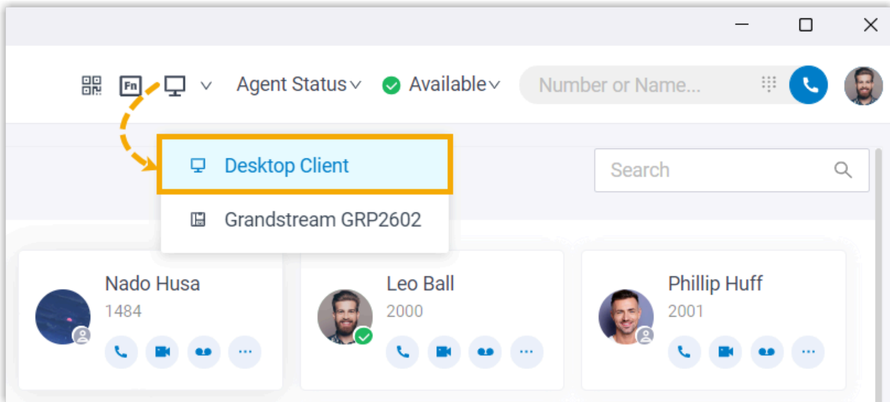
Call Switch feature allows you to retrieve an active call from the original device (with your extension registered) to Linkus Desktop Client, without any interruption to the conversation.

Scenario

Assume that you answer a call from a customer while on the road, and you want to be hands-free when returning to the office. In this case, you can retrieve the active call from mobile phone to Linkus Desktop Client, keeping talking without customer knowing the switchover.

Requirements

- **Linkus Desktop Client**: In **Desktop Client** mode.

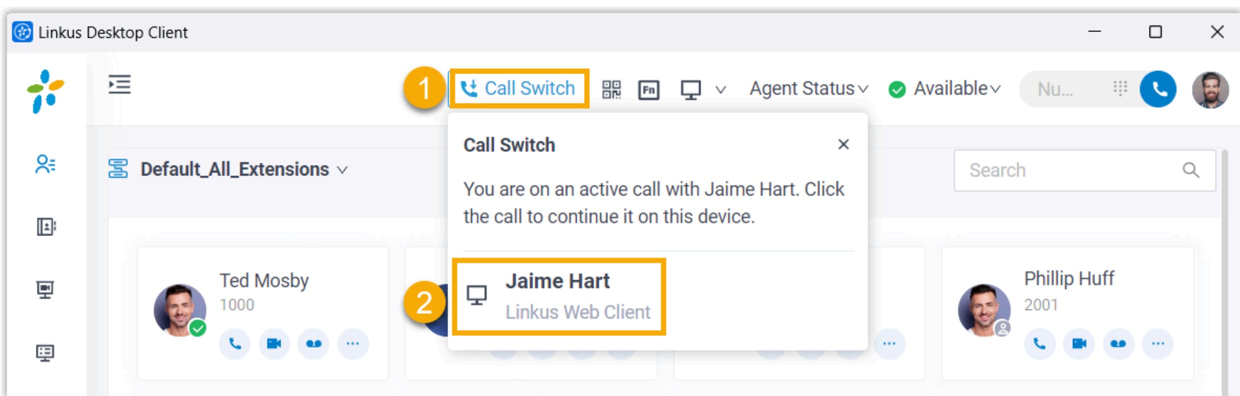


- **Extension**: Your extension has been registered on more than one device.

Prerequisites

You have an active call on another device.

Procedure



1. On the top of Linkus Desktop Client, click **Call Switch**.

   The active call on another device is displayed.
2. Click the call.

Result

The call is retrieved from the original device to Linkus Desktop Client.

Related information

[Flip an Active Call between Devices](#)

Park a Call

During an active call, you can directly click button on the call window to park the call on a system-assigned or manually selected parking number.

Parking types

You can choose one of the following types to park a call:

> **Note:**
> After parking, the call remains on the parking number for a specified period of time (default 60 seconds). Upon timeout, the call will be routed back to the parking initiator or forwarded to a predefined destination (such as a specified number or voicemail).
>
> Both the parking timeout and the timeout destination are configured by your system administrator on PBX server.

- **System Park**: If you need to temporarily switch devices or hand off a call to any available colleague, park the call on a system-assigned parking number.

  You can then either dial the number on another device or share it with your team for a quick handoff.
- **Selected Park Number**: If the departments or individuals have their own dedicated parking numbers, you can park the call on a manually selected parking number according to your need.

  For example, you need to hand off a call to a designated department, park it directly on their shared parking number. Members of that department can then retrieve the call from their devices to seamlessly continue the call.

Park a call on a system-assigned parking number

Requirements

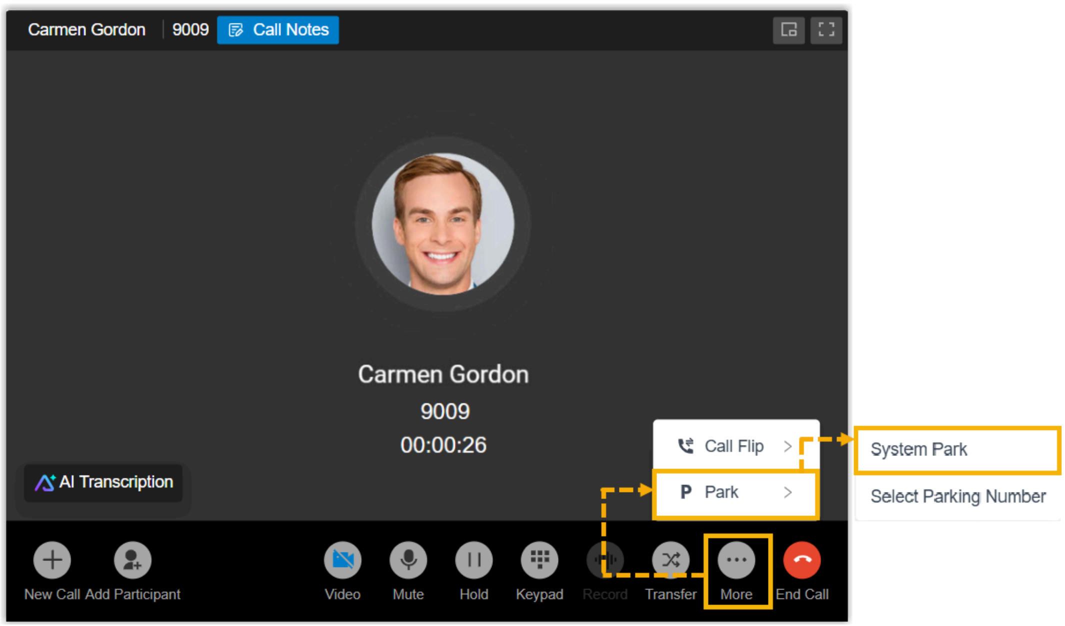
- The firmware of the PBX server is 37.21.0.66 or later.
- System administrator has enabled the **Call Parking** feature code on PBX server.

Scenario

During a call, if you need to go from the public area to a conference room, you can park the call. On the IP phone in the conference room, simply dial the parking number to continue the call.

Procedure

During an active call, click **More > Park** on the call window, then select **System Park**.



Result

- The call is parked on a system-assigned parking number, and a toast notification appears on the screen showing the parking number, for example, "The call has been parked at 6000.".

> **Note:**
> If no parking number available, a toast notification appears with the message "No available parking slot." and the call is automatically resumed.

- You can dial the parking number on the device with a PBX extension registered in the conference room to retrieve the call.

Park a call on a specified parking number

Requirements

- The firmware of the PBX server is 37.21.0.66 or later.
- System administrator has enabled the **Directed Call Parking** feature code on PBX server.

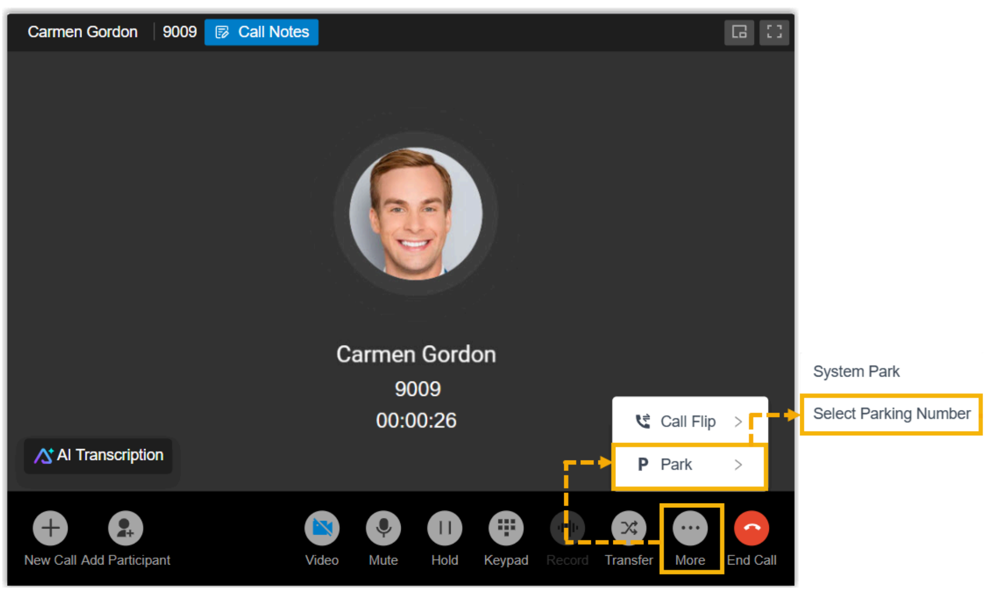
Scenario

To facilitate internal collaboration, each department has its dedicated parking number (e.g., `6004` for Sales department).

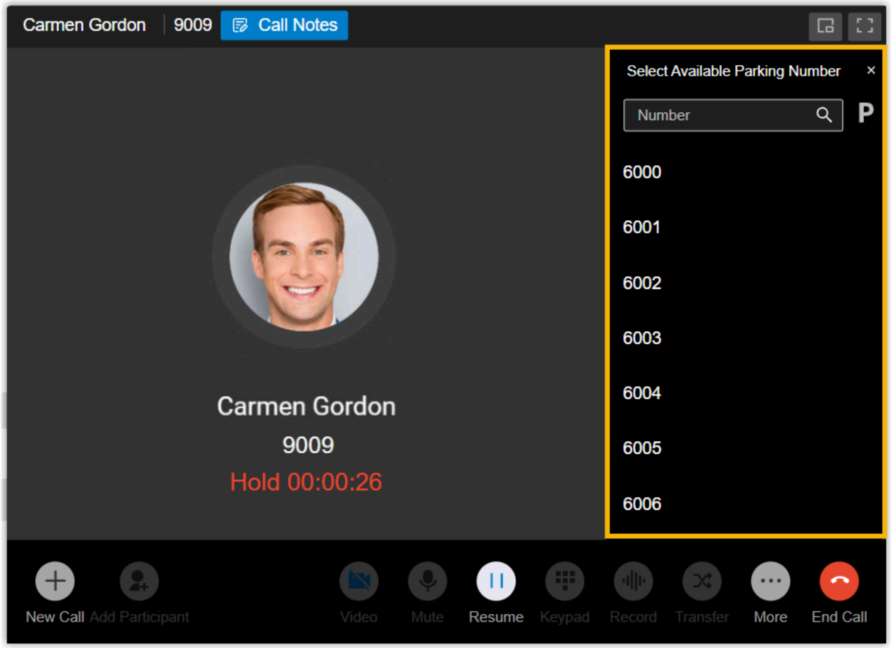
During an active call, if your customer requires another department's (e.g., **Sales**) service, you can park the call on the department's parking number. Anyone in the designated department can retrieve the call using the number to quickly assist the customer.

Procedure

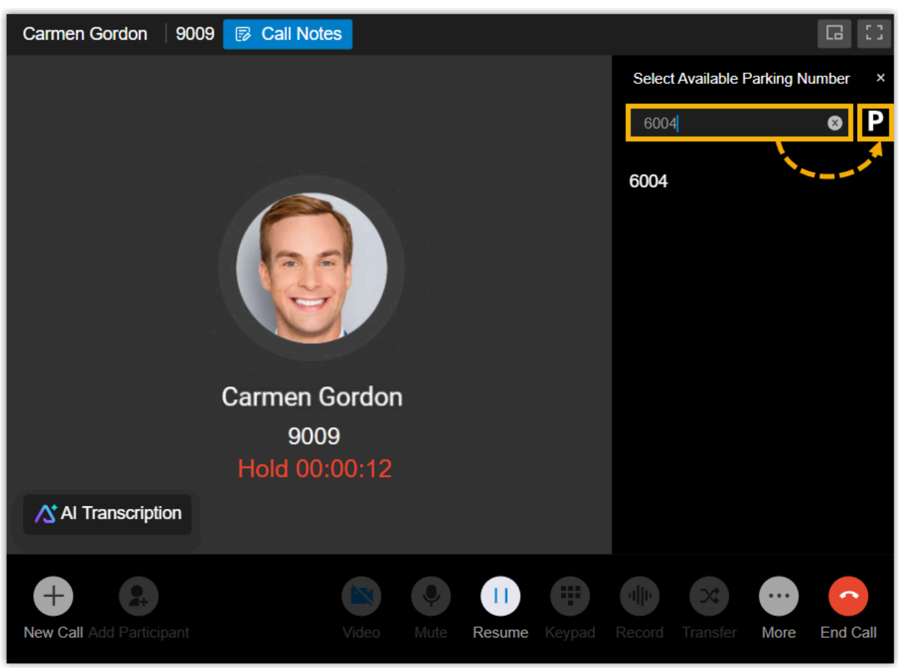
1. During an active call, click **More > Park** on the call window, then select **Selected Park Number**.



The call is put on hold, and the currently available parking numbers is listed in the right-panel.



2. In the right-panel, select the desired parking number using either of the following methods.
    - In the number list, search and select the desired parking number.
    - In the search bar, enter the desired parking number, then click **P** beside the search bar.



Result

- The call is parked on the specified parking number, and a toast notification appears on the screen with the massage "The call has been parked at 6004.".

> **Note:**
> If the selected parking number is unavailable, a toast notification appears with the message "No available parking slot." and the call is automatically resumed.

- The salespersons can dial the parking number or press the associated **Park & Retrieve** function key to quickly retrieve the parked call.

Merge Calls into an Audio Conference Call

When there are two active calls or more on Linkus Desktop Client, you can merge them into a 3-way audio conference call, and host and manage it as the conference host.

Requirements and restrictions

Requirements

Make sure that the version of Linkus Desktop Client meets the following requirements:

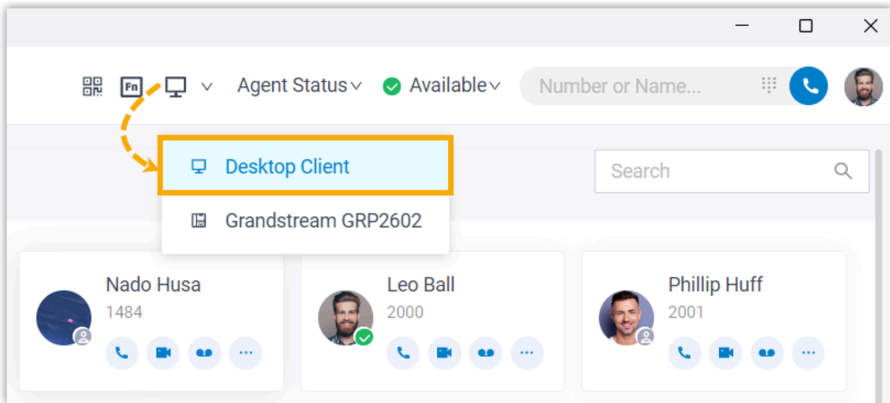
- **Windows Desktop**: Version 1.7.3 or later
- **Mac Desktop**: Version 1.7.3 or later

Restrictions

Only calls of the same type (either both voice calls or both video calls) can be merged into an audio conference call.

Prerequisites

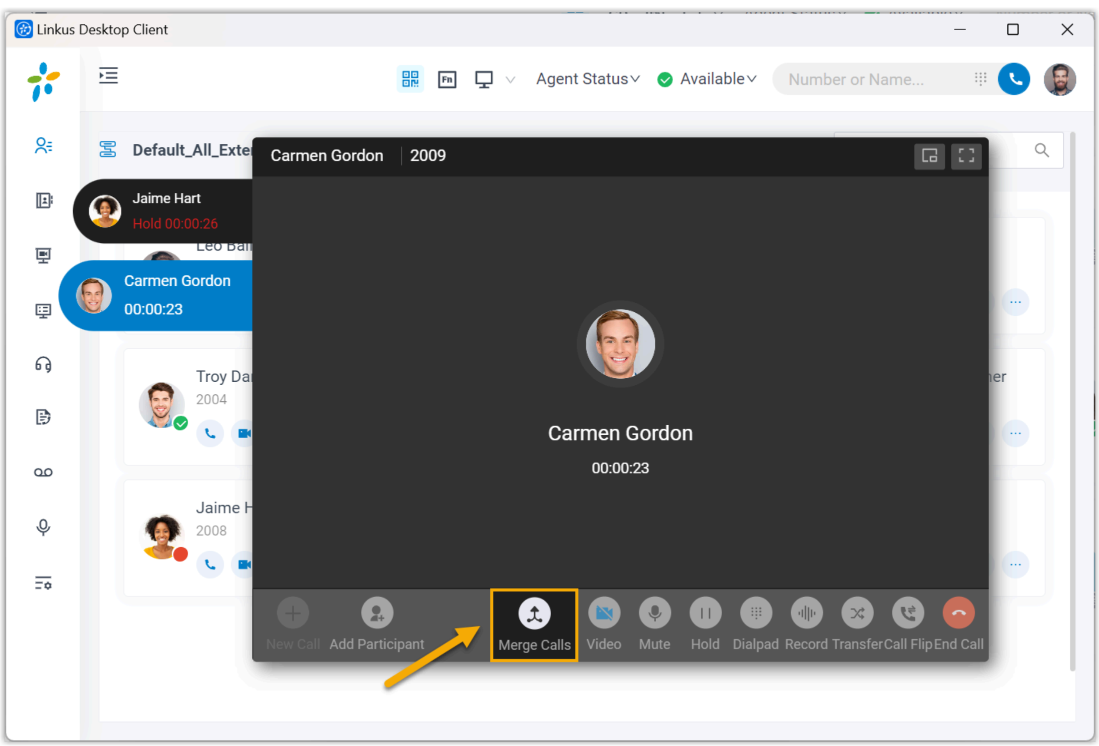
- Make sure that **Linkus Desktop Client** is in **Desktop Client** mode.



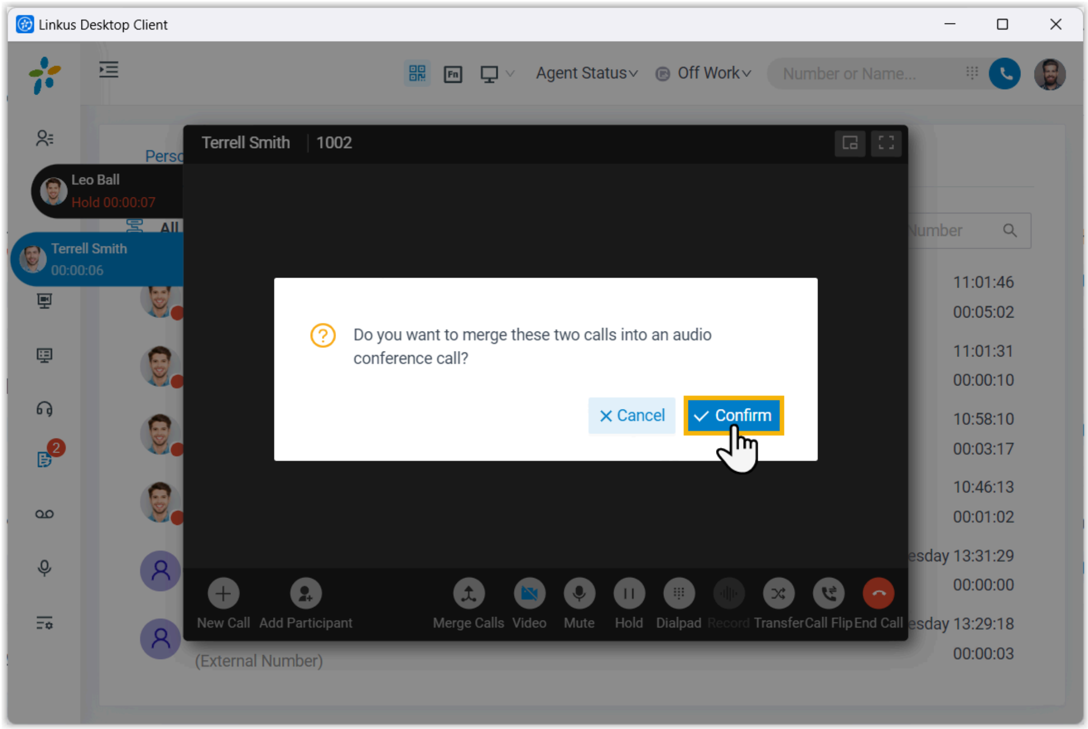
• You have two active calls or more of the same type on Linkus Desktop Client.

Procedure

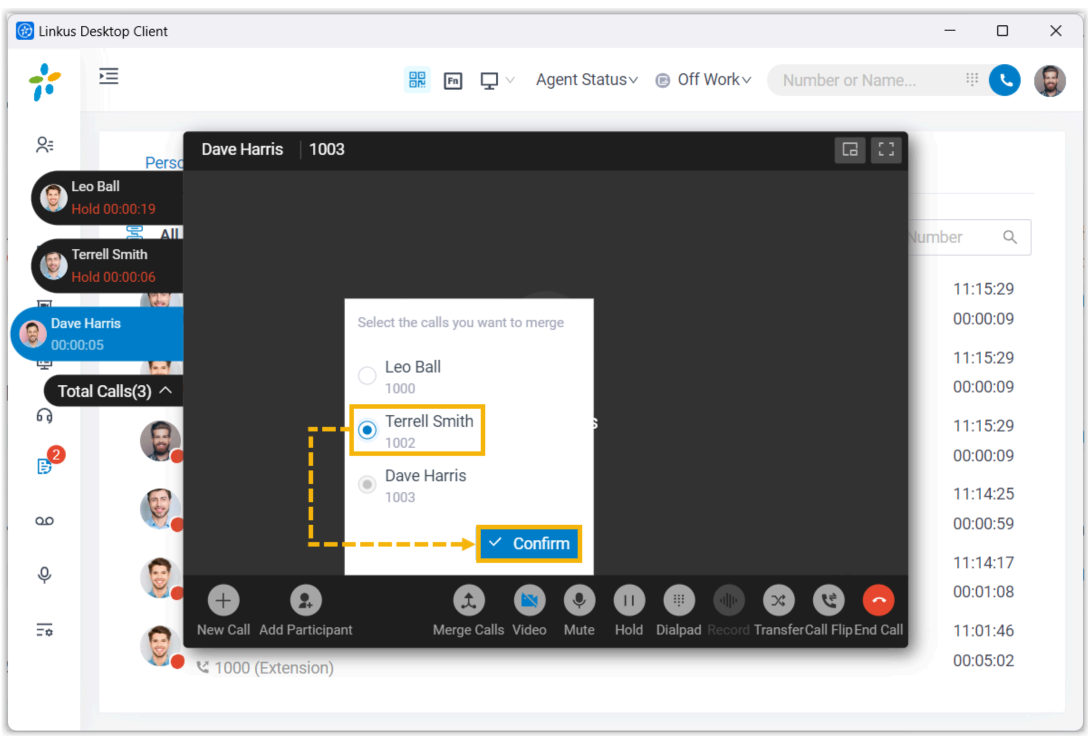
1. At the bottom of the call panel, click **Merge Calls**.



2. Perform the following operation to merge calls.
    • If there are two active calls, click **Confirm** in the pop-up window.

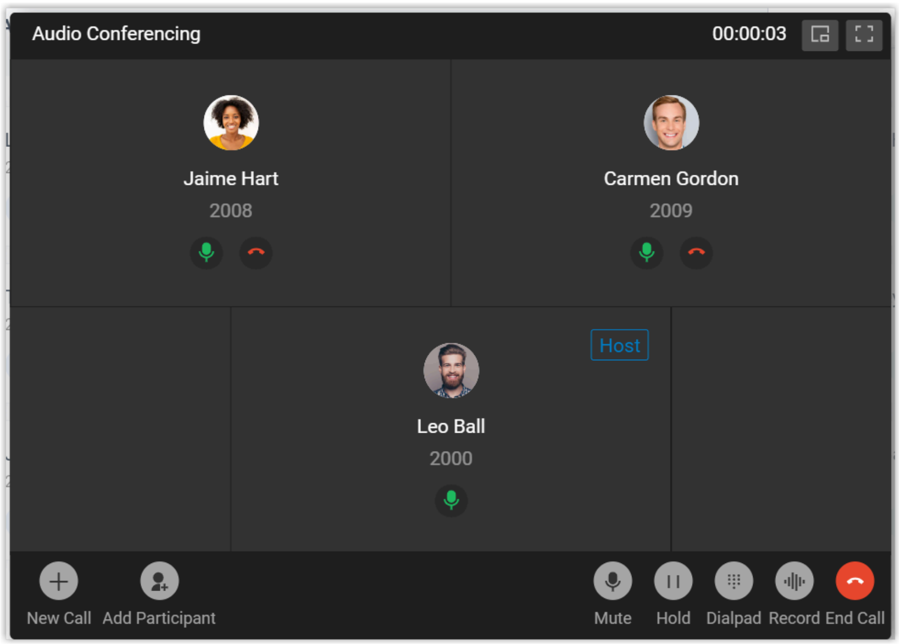


• If there are more than two active calls, select the call that you want to merge, then click **Confirm**.



Result

The active calls are merged into 3-way audio conference call, and you are the host.



Related information

[Audio Conference Call Operations](#)

Hold and Resume a Call

Call Hold and Resume feature allows you to pause your conversation without having to hang up, and resume the call when you are ready.

Procedure

1. To put a call on hold, click ⏸ (**Hold**) on the call screen during an active call.

   > **Note:**
   > Allow to hold up to 6 active calls at the same time.

   The held party can not communicate with you; The held party may hear a piece of music, depending on system administrator's configuration.
2. To resume the call, click ⏸ (**Hold**) again.

You can communicate with each other now.

Transfer a call

Call Transfer feature allows you to transfer an ongoing call to another number. For example, if you receive a call from a customer who reaches the wrong person or team, you can transfer the call to the correct one rather than asking the customer to hang up and call a different number.

Types of Call Transfer

There are two types of call transfer:

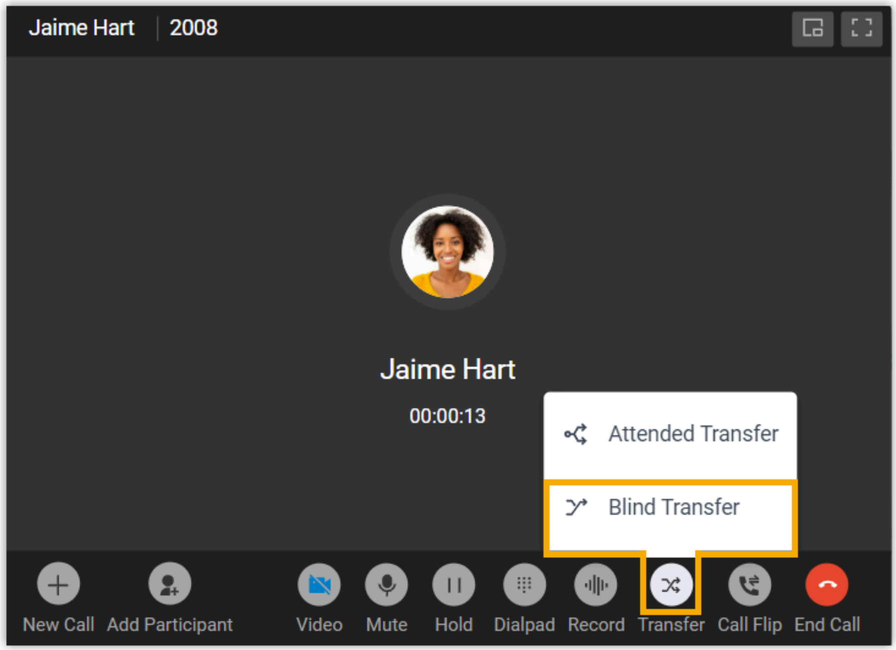
- **Blind Transfer**: Transfer an ongoing call to a third party immediately without giving him or her prior notification.

  For more information, see Perform a blind transfer.
- **Attended Transfer**: Put the ongoing call on hold and establish a second call with third party to pass on all relevant information and get his or her consent before transferring the call.

  For more information, see Perform an attended transfer.

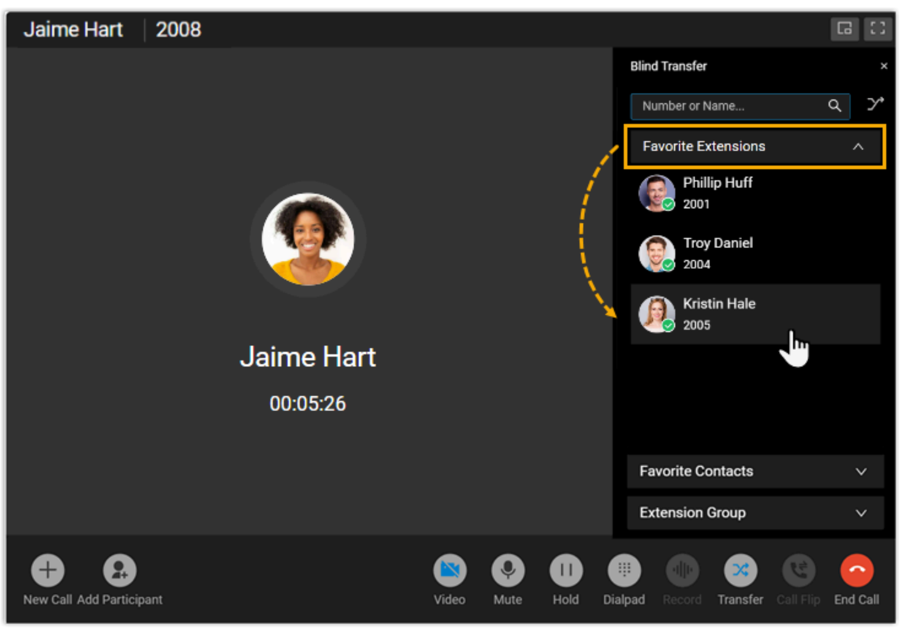
Perform a blind transfer

1. During an active call, click ⤮ (**Transfer**) on the call screen, then select **Blind Transfer**.

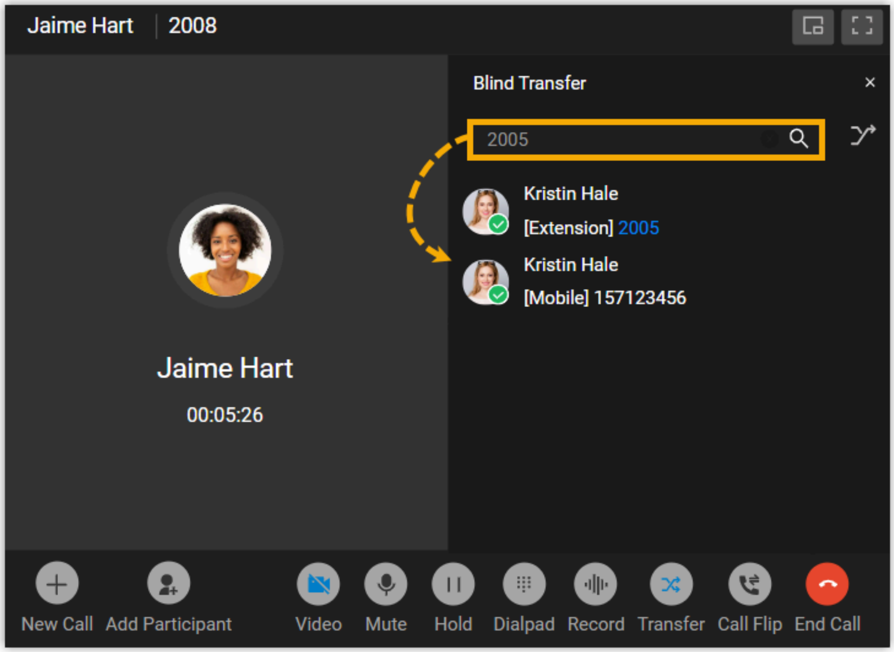


The call is put on hold.

2. Select the desired individual using either of the following methods.
    - In the right-panel, select a list and click on the desired extension user or contact who you want to transfer the call to.



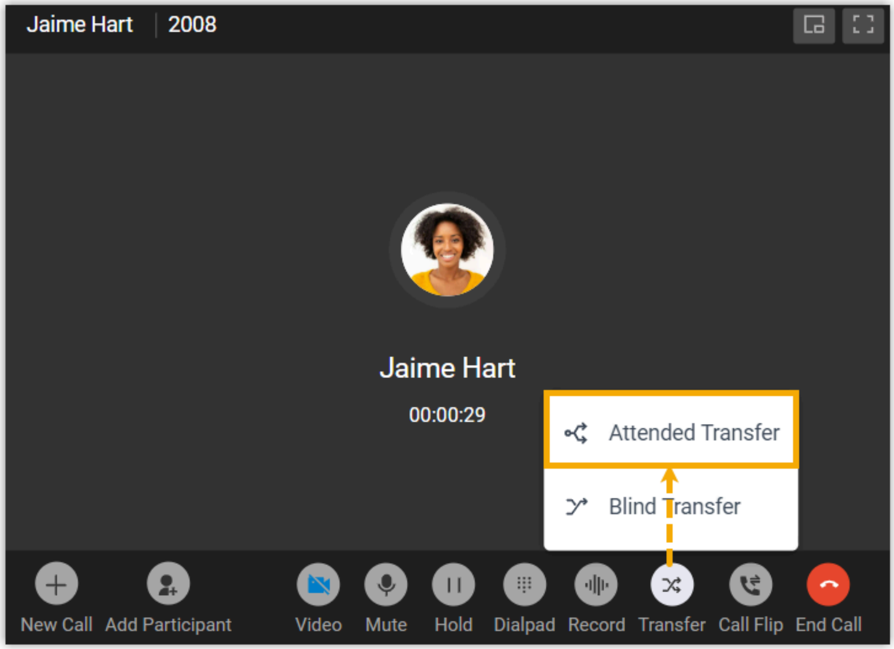
    - In the search bar, enter the number or the name of the extension user or contact who you want to transfer the call to, then select the desired number from the result.



The current call is disconnected; The specified extension user or contact will receive the call. When the call is answered, the other two parties are connected.

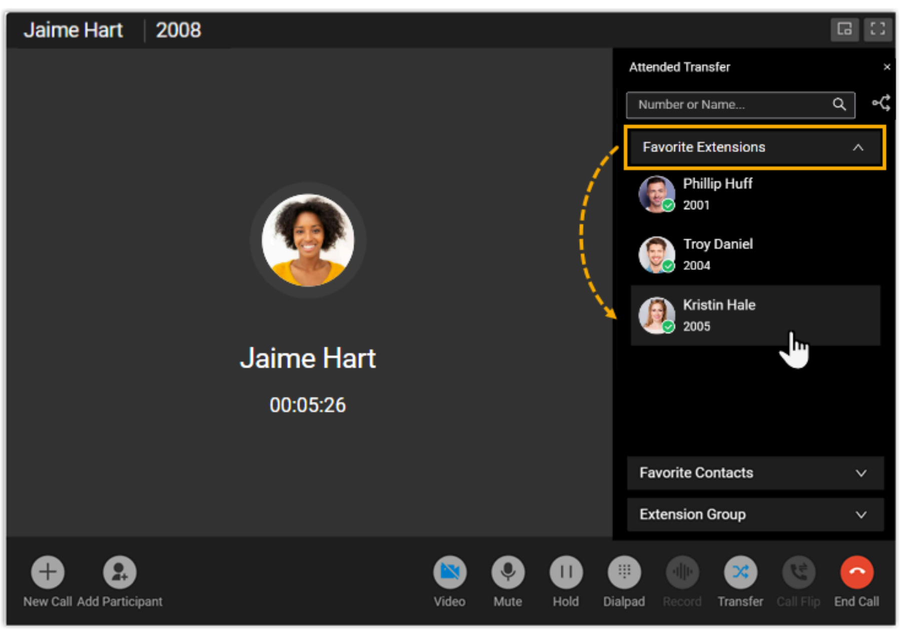
Perform an attended transfer

1. During an active call, click (**Transfer**) on the call screen, then select **Attended Transfer**.

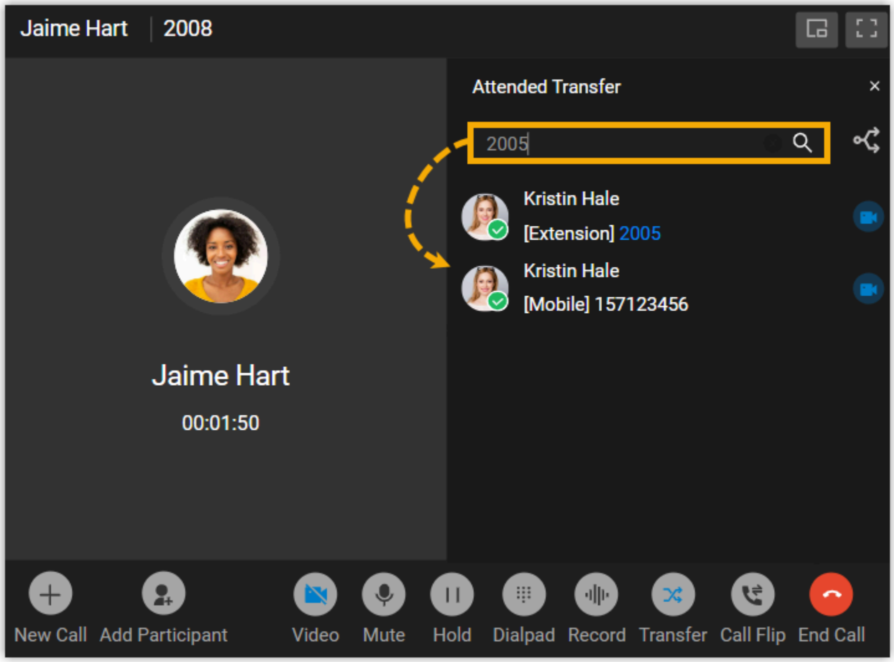


The call is put on hold.

2. Select the desired individual using either of the following methods.
   - In the right-panel, select a list and click on the desired extension user or contact who you want to transfer the call to.

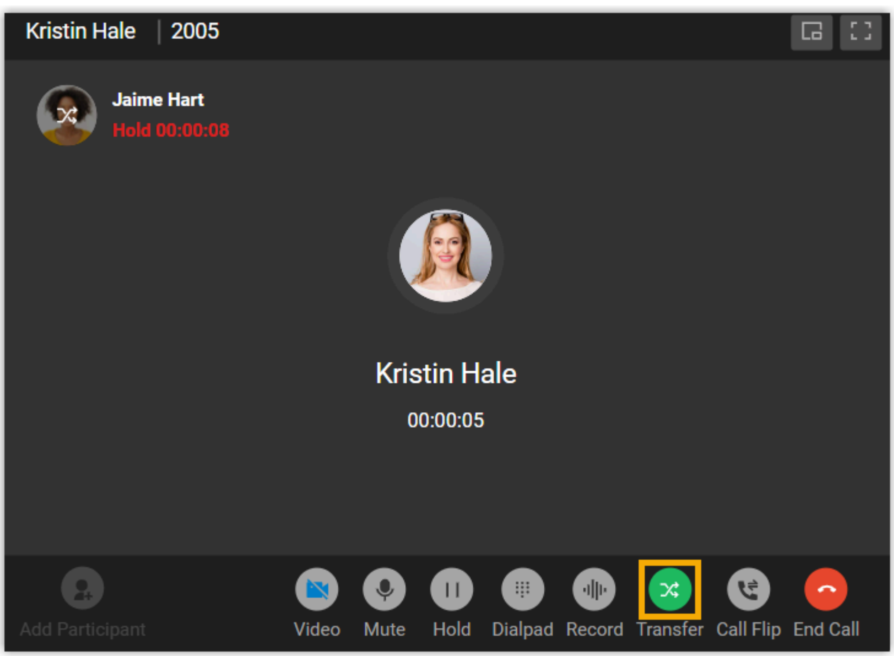


   - In the search bar, enter the number or the name of the extension user or contact who you want to transfer the call to, then select the desired number from the result.



The specified extension user or contact will receive a call.

3. If the specified contact answers the call, you can talk to the contact to pass on all relevant information first, then click **Transfer**.



The current call is disconnected; The other two parties are connected.

Related information

VoIP Features for Dummies - Call Transfer

Record a Call

Call Recording feature allows you to record calls and play back later to review and confirm information.

Requirements

System administrator has granted you the permission to record calls.

Procedure

During an active call, click (**Record**) on the call screen.

Result

- The call is being recorded.
- Both sides may hear a voice prompt announcing that the call is now being recorded, this depends on system administrator's configuration.

Add Notes to a Call

Call Note feature allows you to take notes directly during calls (received calls or outbound calls), and to review or edit notes in call logs after calls, helping you to capture important details for future reference.

Requirements

PBX Server

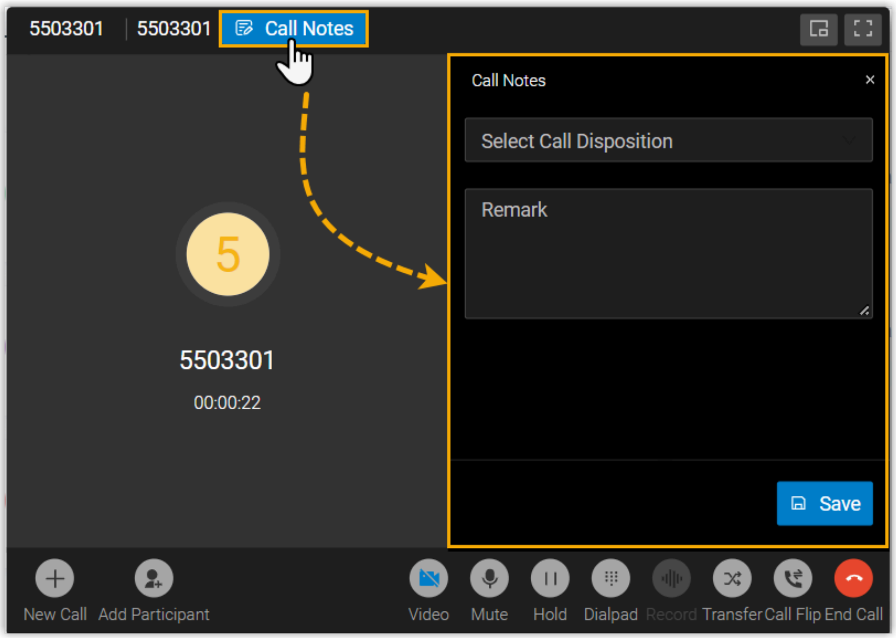
- The firmware of the PBX server is version 37.18.0.102 or later
- System administrator has configured call disposition codes and call note feature on server.

Linkus Desktop Client

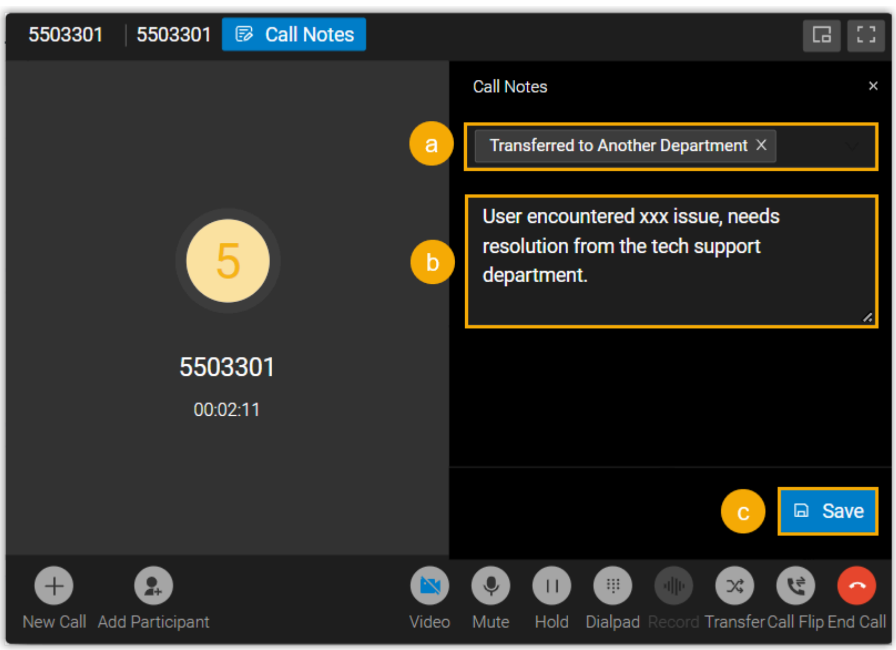
- Make sure that the version of Linkus Desktop Client is version 1.11.7 or later.

Procedure

1. During an active call, click **Call Notes** to open the call note panel.



2. In the side panel, add tags and remarks for the call according to your needs.



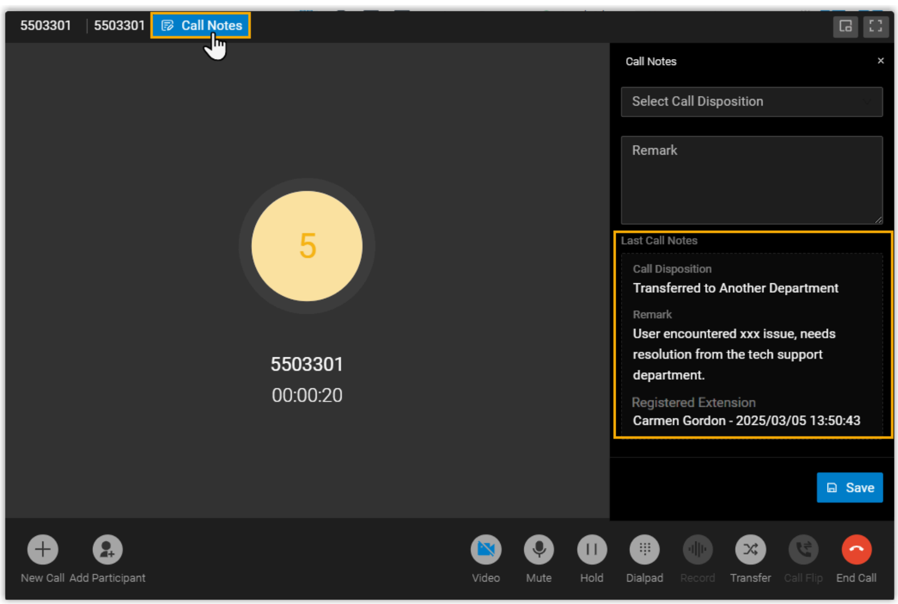
a. In the **Select Call Disposition** drop-down list, select a disposition code.
b. In the **Remark** field, enter short descriptions to note down essential information for the call.
c. Click **Save**.

Result

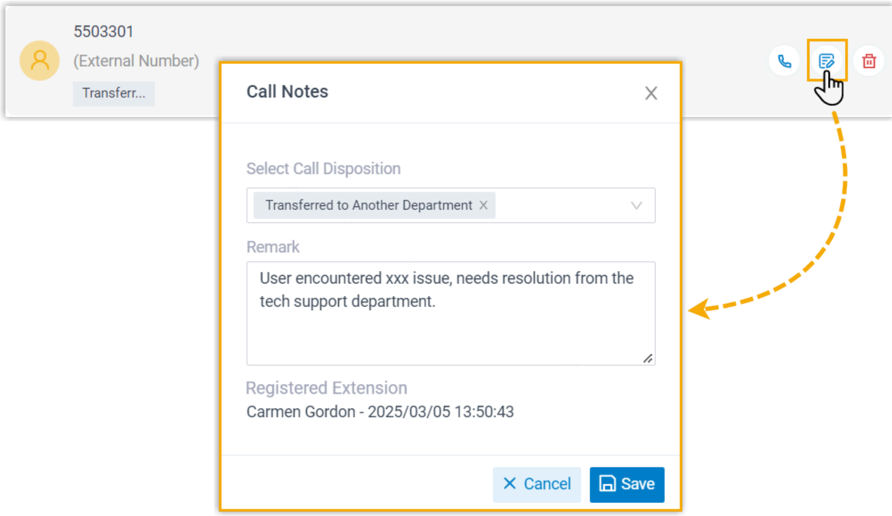
- An "Edited Successfully" prompt pops up, indicating that call note is saved successfully.

> **Note:**
> You can modify and save the notes multiple times before the call ends.

- If the call is transferred, the next user with access to the call note feature can view the last call note after answering the call.



- After calls, you can review or edit the call notes you added in the corresponding call log (Path: **Call Logs**).



Send Call Details via Email

To streamline your call follow-up process, you can email call details, such as contact information and call notes from the Linkus client. This feature is available both during an active call and after the call ends.

Requirements

The firmware of the PBX server is 37.21.0.66 or later.

Prerequisites

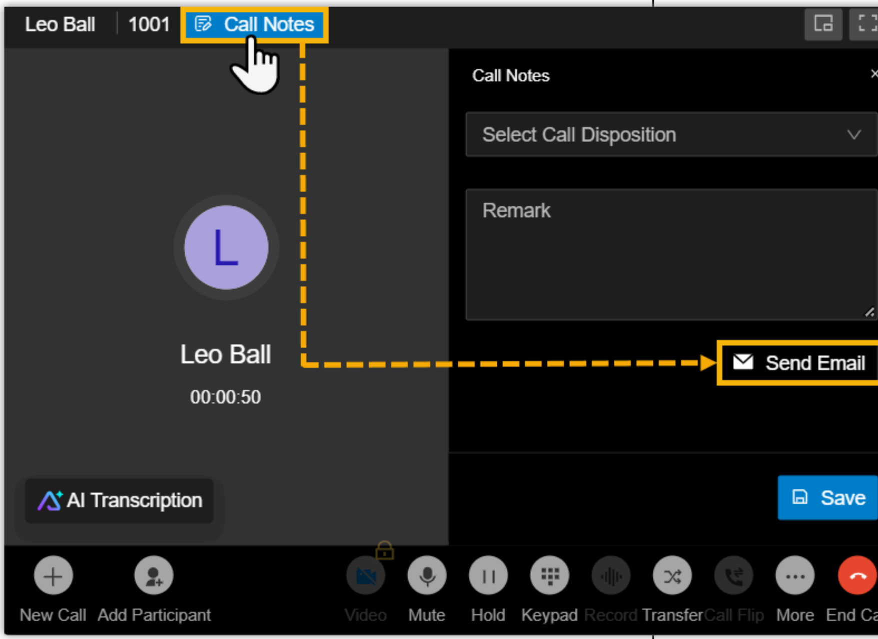
You have selected the desired email client and completed the following settings.

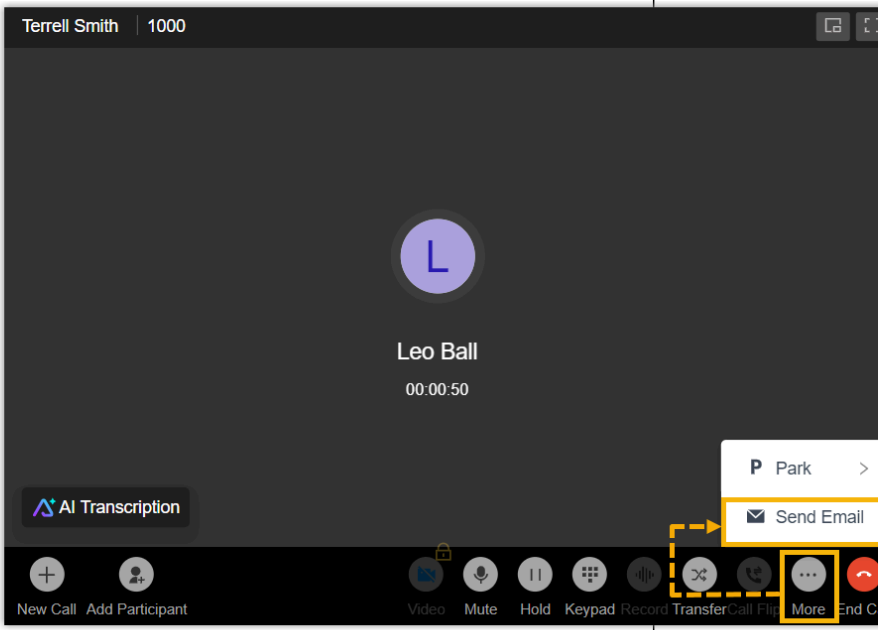
- If you use the system default email client on your computer, set a default email client within your operating system and sign in to an account.
- If you use a web-based email client, sign in to an account in the corresponding web interface.

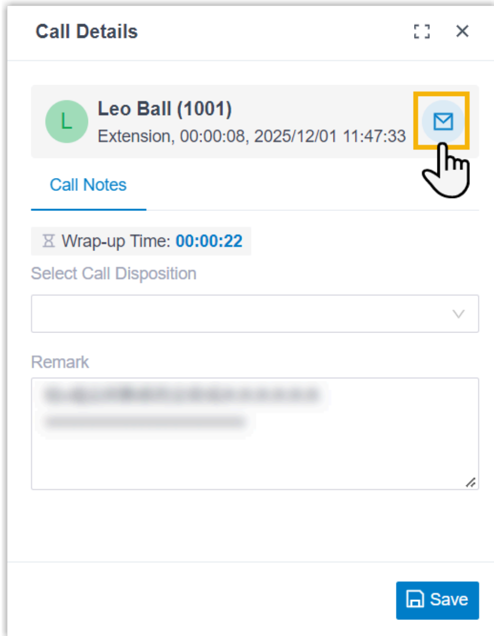
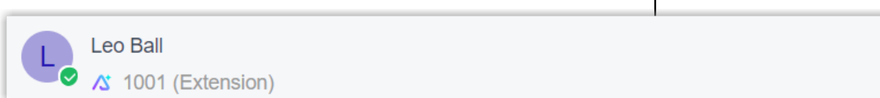
Procedure

1. Locate and click the button for email sending based on your scenario.

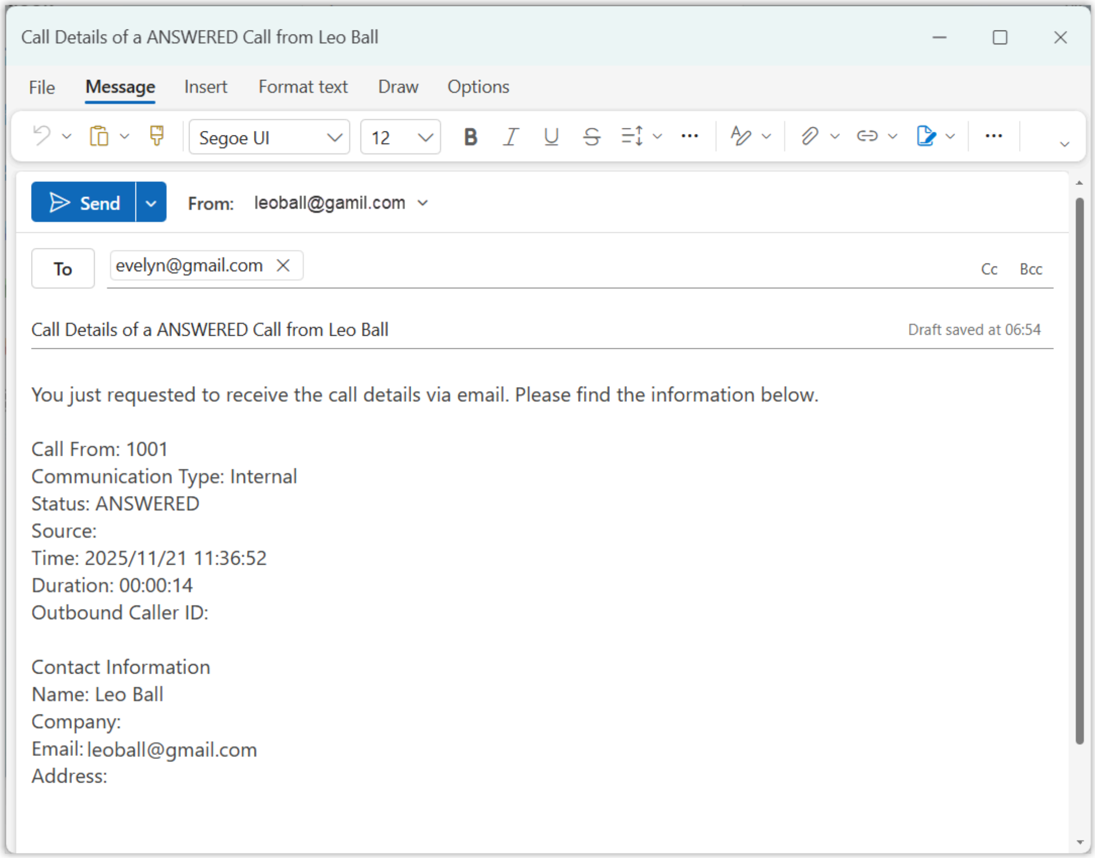
Scenario	Method
Send call details during an active call	• If the call note feature is available, click **Call Notes > Send Email**.

<table>
<tr><th>Scenario</th><th>Method</th></tr>
<tr><td></td><td>

• If the call note feature is unavailable, click More > Send Email.

</td></tr>
<tr><td>Send call details after a call ends</td><td>• In the post-call pup-up window, click .</td></tr>
</table>

Scenario	Method
	 • In the call logs, hover the desired call log and click . 

The Linkus client automatically launches the specified email client (a desktop application or a web application) and creates a new email that is pre-filled with the recipient's email address, a subject, and a body containing the call details.



2. In the new message window, add desired recipients' email addresses, review and edit the email information as needed.

> **Note:**
> It is recommended to avoid entering excessively long content, as the email client or the browser will automatically truncate the message when it exceeds their allowed maximum size, resulting in incomplete content.

3. Click **Send**.

Result

The call details are sent to the specified email addresses.

Audio Conferencing

Audio Conferencing Overview

Audio Conferencing is a feature that aims for instant meeting while on a call. If third party involvement is needed during a call, you can invite them to an audio conference by directly dialing their phone numbers.

Restrictions

Up to **9** members can be on an audio conference call.

Highlights

Instant conference calls

Initiate an instant audio conference during a call, without the need for leaving the current conversation or being back in the office.

Flexibly invite members

Invite any members you want to the audio conference, this can be colleagues or external business partners.

Easily control meeting

Meeting control is at your fingertips. Operations such as mute/unmute, members add/delete, and recording enable/disable are only one-click away.

Invite Participants to an Audio Conference Call

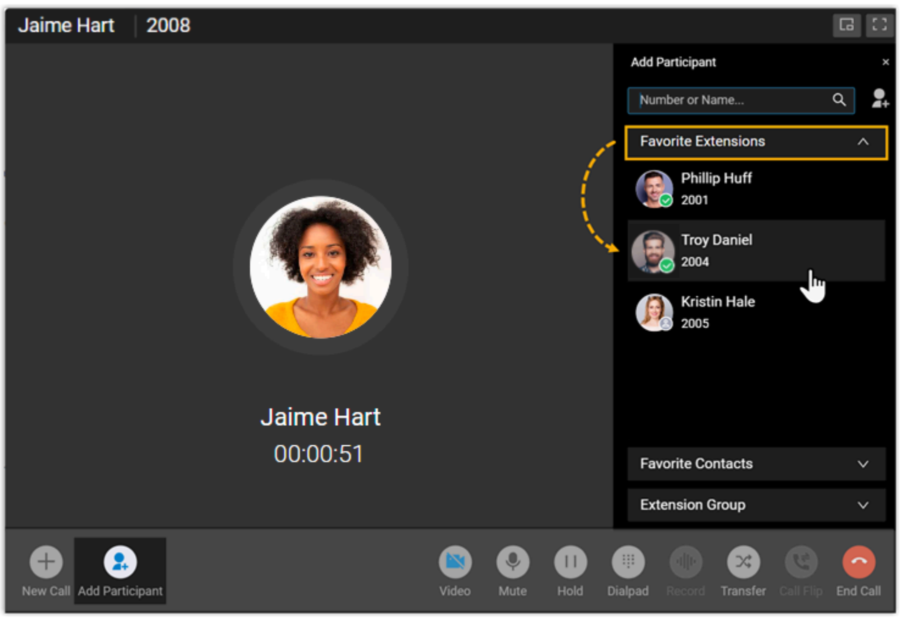
If third party involvement is needed while on a call, you can send the invitation by directly dialing them. As soon as the invitation is sent out, the call would turn into an audio conference call.

Prerequisites

Make sure Linkus Desktop Client is in **Desktop Client** mode, or you can NOT invite participants to an audio conference call.

Procedure

1. During an active call, click **Add Participant** at the bottom-left corner of the call screen.
2. On the right panel, invite participants using either of the following methods.
    - Select a list and click on the desired extension user or contact.



    - To directly search specific individuals, do as follow:

a. In the search bar, search extension users or native contacts by the supported filters, or directly invite external users by entering a phone number.

Invitee	Supported Filters
Extension Users	◦ Extension Name ◦ Extension Number ◦ Email Address ◦ Mobile Number
Native Contacts	◦ Contact Name ◦ Company Name ◦ Email Address ◦ Mobile Number
External Users	◦ External Number

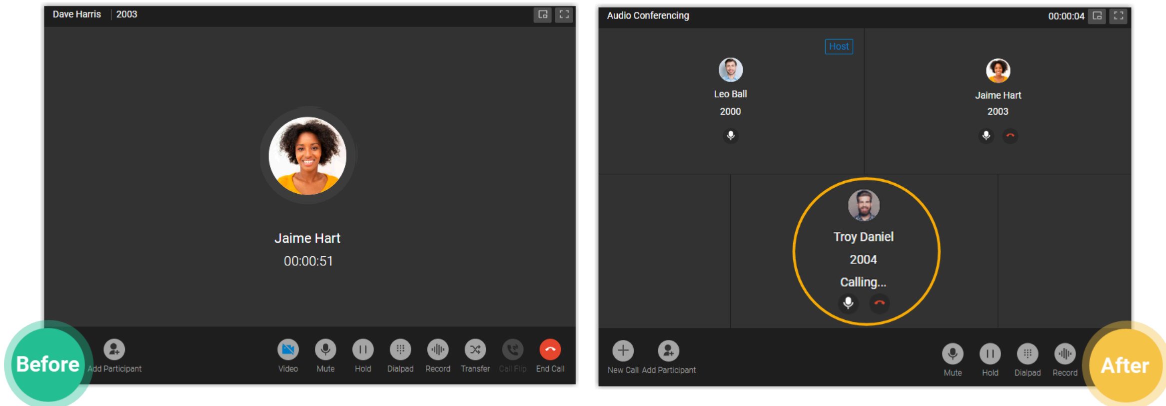
b. Click on the desired individual in the search results.

Result

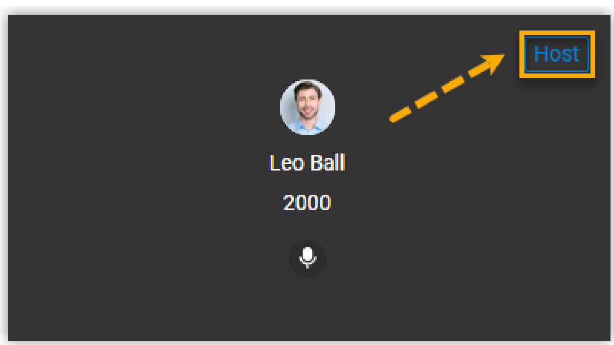
- The phone call turns into an audio conference call, where you can see a call is sending to the invitee without interrupting the current conversation.

> **Note:**
> - If the invitee is an extension user that has set up call forwarding rules, Linkus will still keep ringing the user until timeout.

◦ In case you want to cancel invitation, click under the desired invitee.



- The one who sends the call invitation first will be the conference "Host". The Host can manage the audio conference. For more information, see [Control an In-progress Audio Conference].



Audio Conference Call Operations

This topic describes what operations a host and a participant can do in an audio conference call.

Operations

Refer to the following table to check the available operations for a host and a participant in an audio conference call.

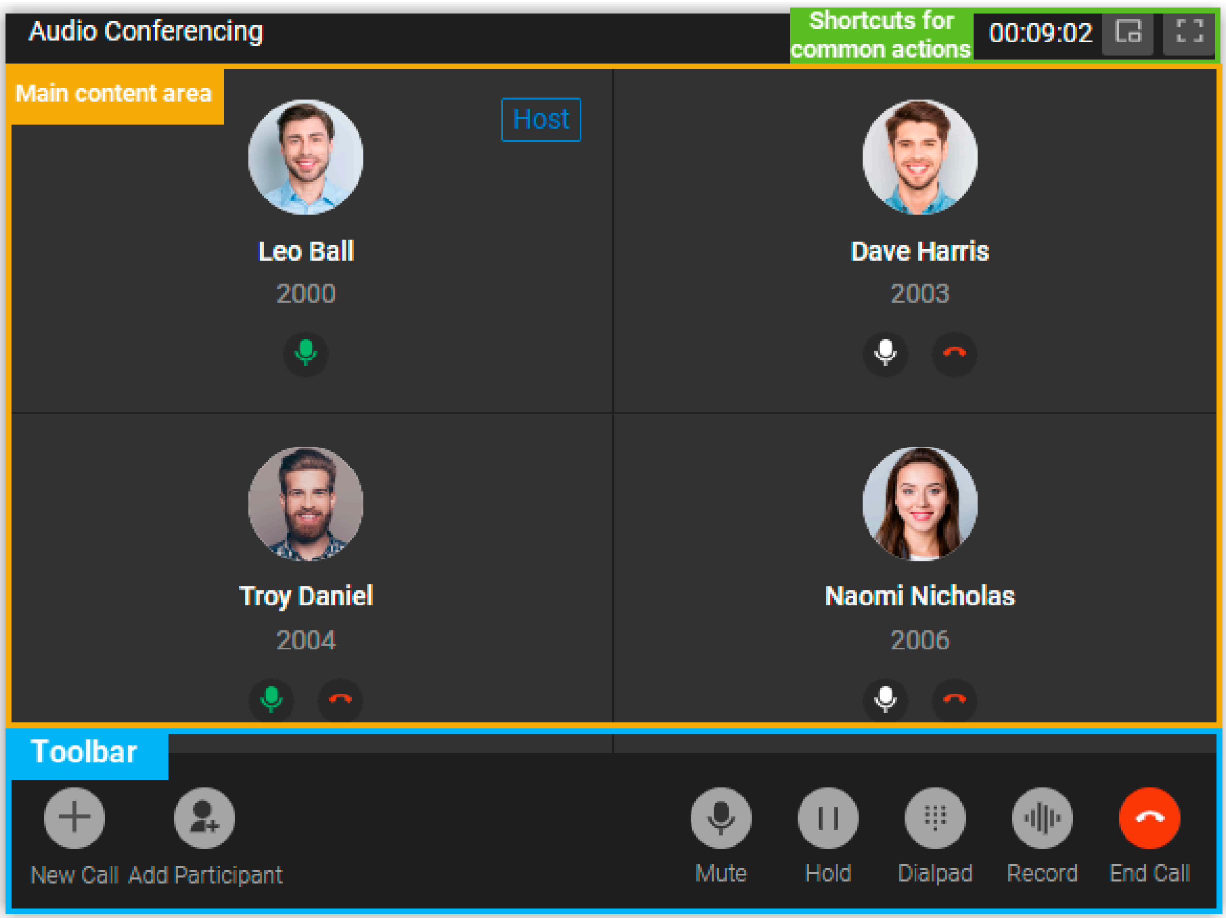
Operation	Host	Participant
Turn on/Turn off one's own audio	√	√
Turn on/Turn off participants' audio	√	×

Operation	Host	Participant
Record a conference	√	×
End a conference	√	×
Leave a conference	√	√
*View participants list	√	√
*Invite participants	√	√
Remove participants	√	×

Note:
Operations marked with * only work for **Linkus Desktop Client users**, **Linkus Web Client users**, and **'Yeastar Linkus for Google' users**.

Control an In-progress Audio Conference

Preview of an in-progress audio conference



Shortcuts for common actions

Get call window zoomed out.

Full screen mode.

Main content area

Display audio feed of all the participants.

If you are the host, you can manage participants as follows:

- Click to mute or unmute a specific participant.

> **Tip:**
> The microphone status can be synchronized on the call screen of the followings:
> - **Linkus Mobile Client**
> - **Linkus Desktop Client**
> - **Linkus Web Client**
> - **Yeastar Linkus for Google**

- Click to remove an existing participant from the audio conference, or to cancel inviting a new participant.

Toolbar

New Call

Place another call while you are on the audio conference call.

> **Note:**
> You can be on two calls at most. If you make or receive another call, the audio conference call will be automatically held.

Add Participant

Add participants to the audio conference call.

Mute

Mute or unmute yourself.

Hold/Resume

Hold or resume yourself.

Dialpad

Press a key to send DTMF signal.

Record

Control recording for the conference call.

> **Note:**

> - Only the authorized conference host can control the recording during the conference call, as well as view and manage the recording file generated after the conference call ended.
> - If conference host exits an audio conference call that is being recorded, the recording would stop.

End Call

End or leave the conference call.

> **Note:**
> Only the conference host can end the conference call.

Exit or End an Audio Conference

This topic describes how to exit or end an audio conference.

Exit an audio conference

You can exit the audio conference if you need to leave early due to unforeseen circumstances.

Procedure

1. If you are the host, you can exit the audio conference as follows:
   a. On the bottom toolbar, click **End Call**.
   b. Select **Leave Conference** and click **Confirm**.
   You exit the conference call; The audio conference is still in progress without a host, and none of the participants can invite others to join the conference.

   > **Note:**
   > If you have enabled recording for the audio conference, the recording stops as soon as you leave the conference.
2. If you are NOT the host, you can directly hang up the conference call.

End an audio conference

Only the conference host can end the audio conference.

Procedure

1. On the bottom toolbar, click **End Call**.
2. Select **End Conference** and click **Confirm**.

Result

The conference is ended from all the participants' sides and your side.

Fax Management

Fax Overview

Authorized users can send and receive faxes directly from Linkus Desktop Client, without relying on physical fax machines and papers.

Requirements

System administrator has granted you the permission to send or receive faxes.

Feature highlights

Accessible from Anywhere

Send and receive faxes from anywhere, at any time, as long as there is an Internet connection.

Customizable Cover Pages

Add custom cover pages to display essential fields such as sender information, recipient details, brief message, etc. on outbound faxes.

Flexible Recipients & Scheduled Delivery

Add recipients from external contacts within Linkus Directory or any custom fax number, and schedule outbound faxes to be sent at a specified time.

Fax to Email or Fax Number

Forward faxes to designated email addresses or fax numbers for quick information sharing, secure backup, etc.

Use fax on Linkus

Depending on the permissions granted by system administrator for your extension, you can access different fax features.

Assigned only fax sending permission

1. (Optional) Add and customize cover page(s), which can be included at the beginning of outbound faxes.
2. Send faxes from Linkus Desktop Client.
3. Manage faxes as needed.
    - Cancel a Scheduled Fax

- Forward Fax to Email or Another Fax Number
- Download Fax Data
- Delete Faxes

Assigned only fax receiving permission

1. Check inbound faxes from Linkus Desktop Client.
2. Manage faxes as needed.
    - Forward Fax to Email or Another Fax Number
    - Download Fax Data
    - Delete Faxes

Assigned both fax sending and receiving permission

1. (Optional) Add and customize cover page(s), which can be included at the beginning of outbound faxes.
2. Send faxes or check inbound faxes from Linkus Desktop Client.
3. Manage faxes as needed.
    - Cancel a Scheduled Fax
    - Forward Fax to Email or Another Fax Number
    - Download Fax Data
    - Delete Faxes

Fax Delivery

Send Faxes from Linkus Desktop Client

You can send faxes to business contacts directly from Linkus Desktop Client, either to external contacts in your Linkus directory or to a custom number, easily staying connected with business contacts while streamlining communications.

Limitations

Learn about the limitations for sending faxes from Linkus.

Fax File

- **File Format**: `.pdf`
- **File Size**: Less than 50MB

> **Note:**
> Encrypted PDF file is NOT supported.

Fax Recipients

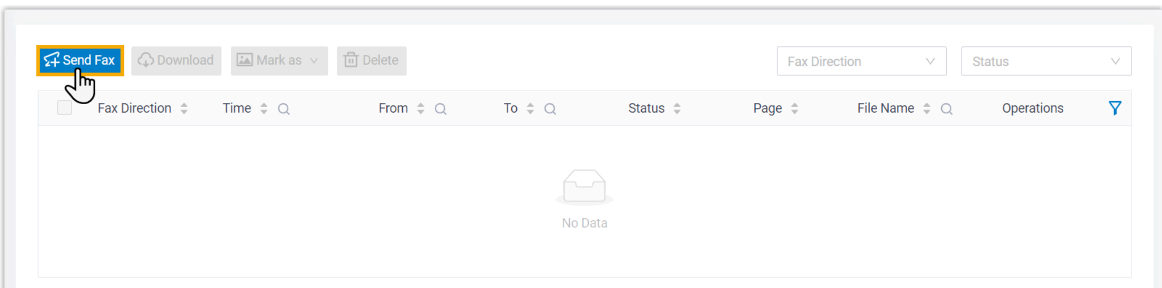
Each fax supports up to **1,000 recipients**.

Requirements

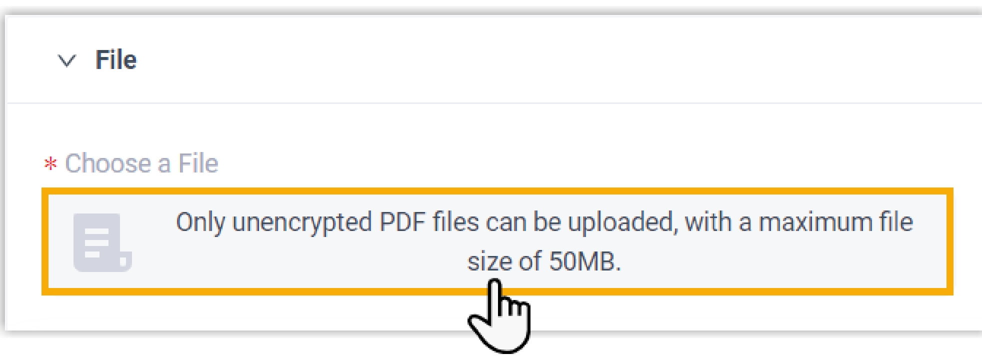
System administrator has granted you the permission to send faxes.

Procedure

1. Log in to Linkus Desktop Client, go to **Fax Management > Fax**.
2. At the top of the list, click **Send Fax**.



3. Configure outbound fax settings.
   a. In the **File** section, click the upload area to upload the fax file to be sent.

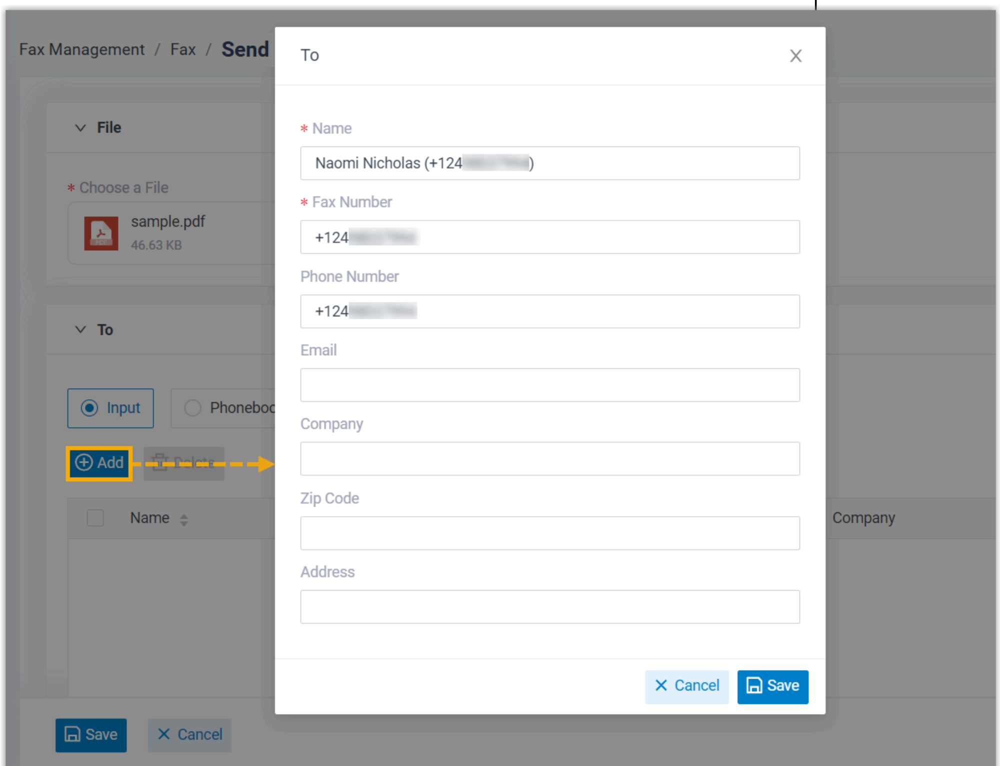


   b. In the **To** section, add fax recipients using one of the following options.

Option	Description
Input	Manually add a single custom recipient, or selecting one from existing external contacts.

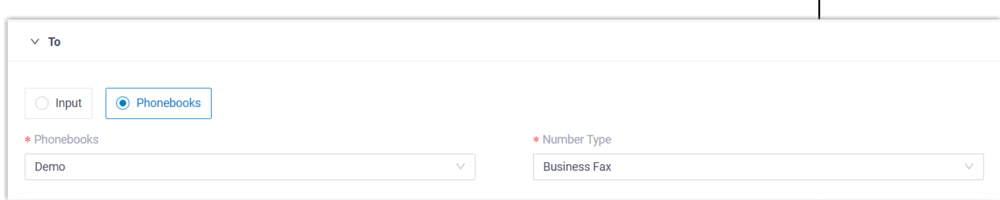
<table>
<tr><th>Option</th><th>Description</th></tr>
<tr><td></td><td>
If you choose this option, click Add to specify the recipient information, then save the setting.

Note:
Fax Number indicates the number to which the fax will be sent.



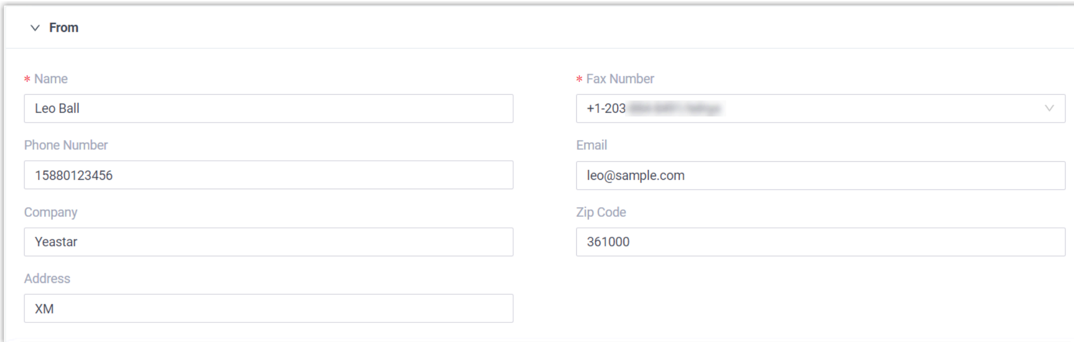
</td></tr>
<tr><td>Phonebooks</td><td>
Automatically add multiple recipients from a phonebook based on the specified number type.

If you choose this option, select a phonebook and a number type.



Note:
If there are more than 1000 contacts of the designated number type, the system will send fax only to the first 1000 contacts.
</td></tr>
</table>

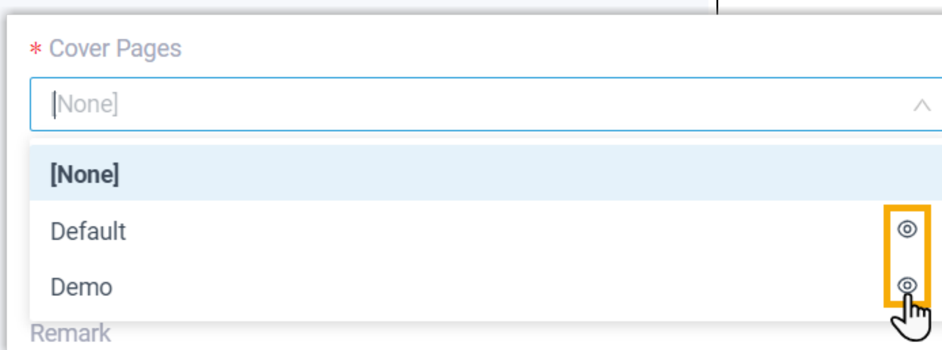
c. In the **From** section, enter the sender information, and select a fax number to send the fax.



d. In the **Settings** section, complete the following settings.

<table>
<tr><th>Setting</th><th>Description</th></tr>
<tr><td>Cover Pages</td><td>Optional. Select a cover page to include in the outbound fax.

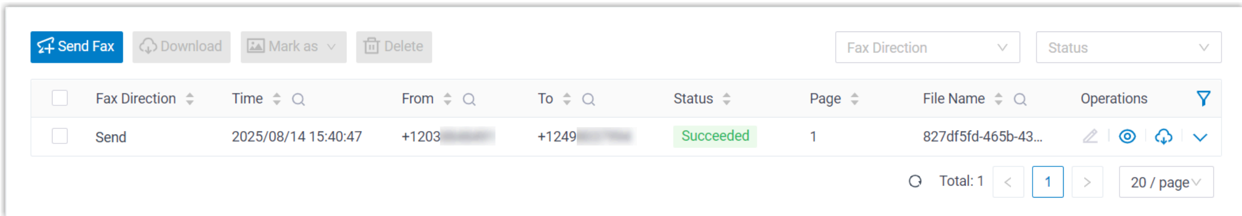
Note:
You can click to preview the cover page.


</td></tr>
<tr><td>Send Time</td><td>Specify when to send the fax.
Send Now: Send the fax immediately after saving.
Schedule Sending: Send the fax at a scheduled time.
If you choose this option, choose a desired time from the drop-down list.</td></tr>
<tr><td>Remark</td><td>Enter a short description.</td></tr>
</table>

4. Click **Save**.

Result

The outbound fax task is displayed in the list, and the fax will be sent to the recipient(s) at the specified time.



Fax Management

Check Faxes

All inbound and outbound faxes are organized for easy access and centralized management within Linkus Desktop Client. This topic describes how to check faxes in Linkus Desktop Client.

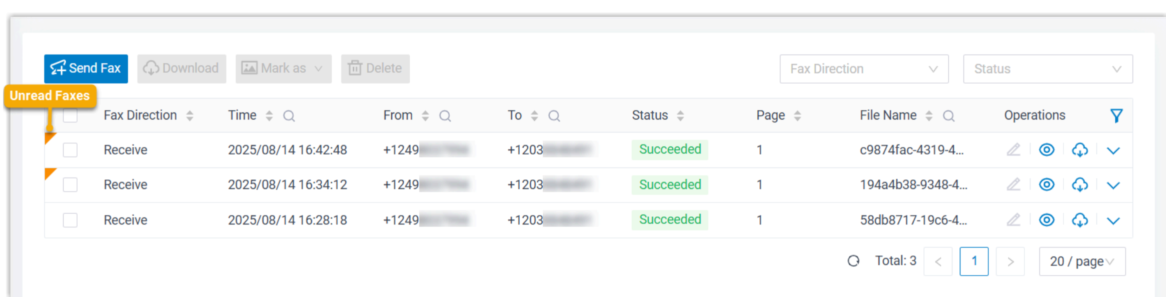
Requirements

System administrator has granted you the permission to receive or send faxes.

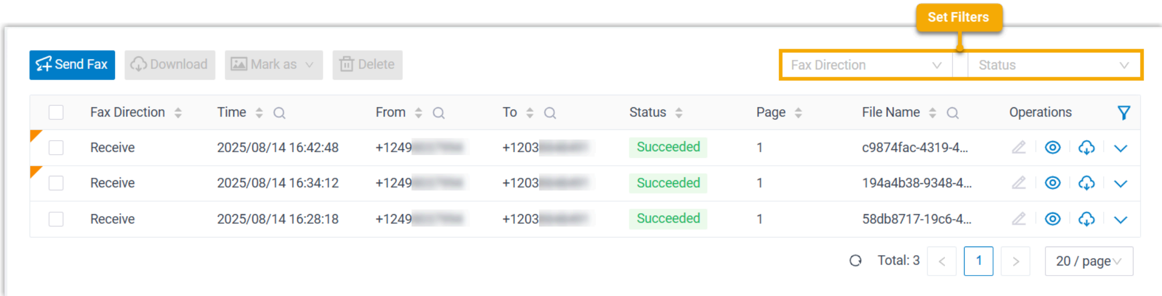
Procedure

1. Log in to Linkus Desktop Client, go to **Fax Management > Fax**.

   All inbound and outbound faxes are displayed in the list, with unread ones marked by a badge.

2. **Optional:** At the top-right corner, set filters to locate the faxes that you want to view.



Note:
To narrow down the search result, you can use the column filters in the list.

Filter	Description
Fax Direction	Select **Send** or **Receive** to filter sent or received faxes.
Status	Select a status to filter faxes.

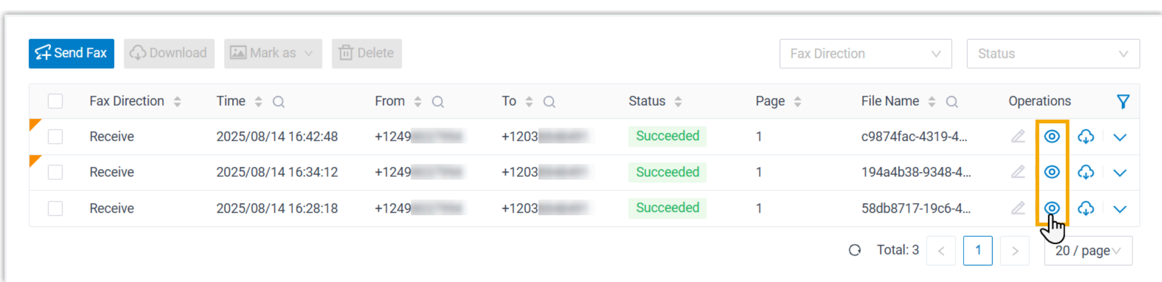
Result

The matched faxes are displayed in the list.

What to do next

Manage fax logs and fax files as needed.

- **Preview Fax File**: Click  to preview the fax file in a browser tab.



When an unread fax is previewed, it will be marked as read (with the unread badge cleared), and the status change will be synchronized to your Web Client.

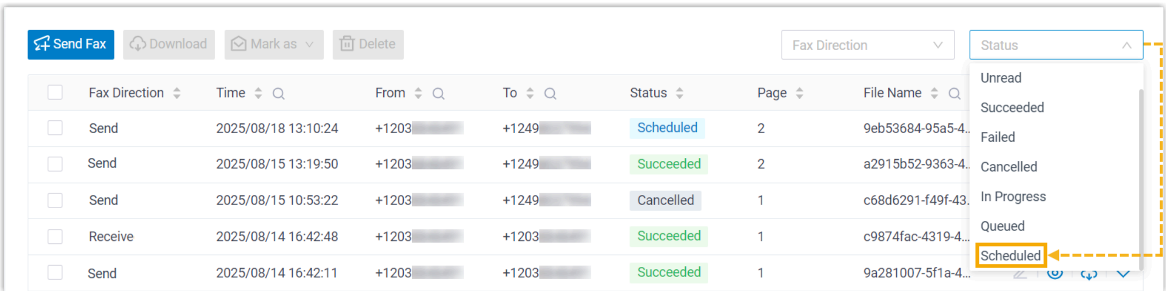
- [Forward fax to email or another fax number]
- [Update read status of inbound faxes]
- [Download fax log and fax file]
- [Delete fax log and fax file]

Cancel a Scheduled Fax

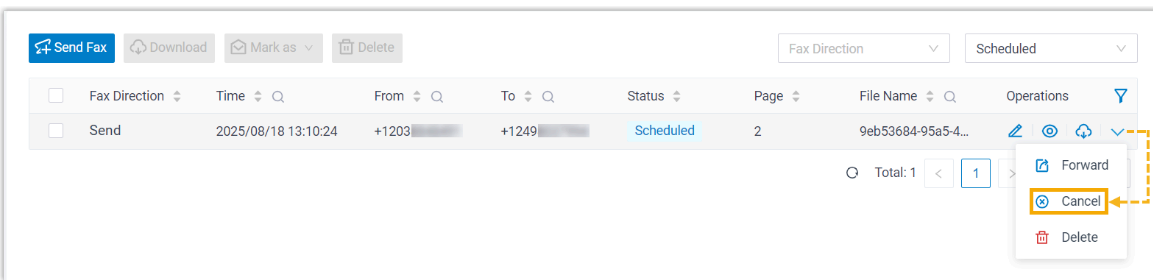
After you schedule an outbound fax, it will be sent at the designated time. You can cancel the scheduled fax if it is no longer needed.

Procedure

1. Log in to Linkus Desktop Client, go to **Fax Management > Fax**.
2. **Optional:** At the top of the list, set **Status** to **Scheduled** to filter the scheduled faxes.



3. On the right of the desired fax, click , then select **Cancel**.



Result

The scheduled outbound fax is cancelled.

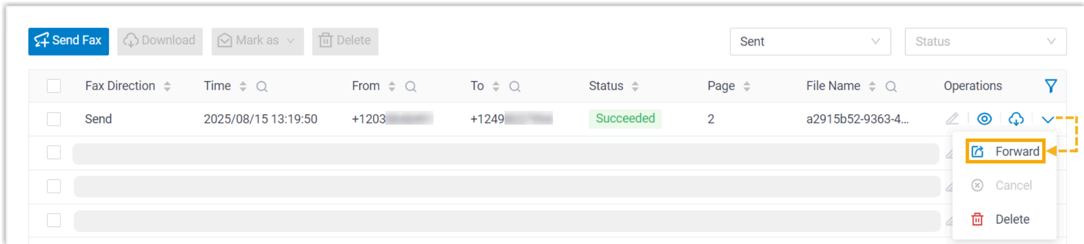
Forward Fax to Email or Another Fax Number

Forwarding a fax is useful in scenarios such as instantly sharing important information with colleagues, keeping a backup of fax documents for future reference, etc. You can forward a fax to any email address or fax number as needed.

Forward a fax to an email address

1. Access the fax forwarding page.
    a. Log in to Linkus Desktop Client, go to **Fax Management > Fax**.

b. On the right of the fax that you want to forward, click , then select **Forward**.



2. In the pop-up window, configure the following settings.
   a. Set **Forward To** to **Email**.
   b. Click **Add**, then select an email type and specify the destination email address(es).

> **Note:**
> You can add up to **5** email entries.

Email Type	Description
Extension's Email	Send the fax as email attachment to extension users' mailboxes. If you choose this option, select the desired extensions from the **Extension/Email** drop-down list. **Note:** Ensure the selected extensions have valid email addresses configured. Otherwise, users will not receive the fax emails.
Specified Email	Send the fax as email attachment to a specified email address. If you choose this option, enter a custom email address in the **Extension/Email** field.

   c. Click **Save**.

   The fax is forwarded to the designated email address as email attachment.

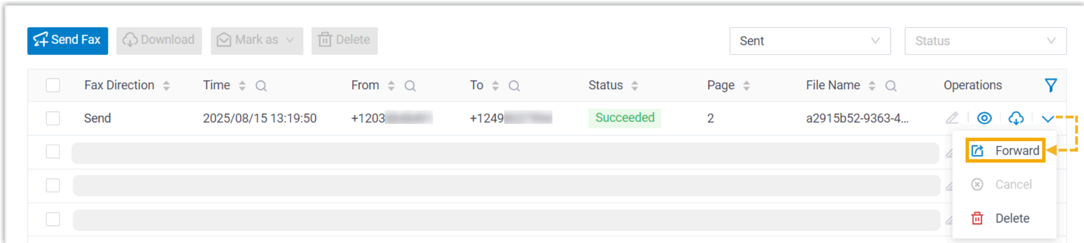
Forward a fax to another fax number

If system administrator has granted you the permission to send faxes, you can forward a fax to another fax number.

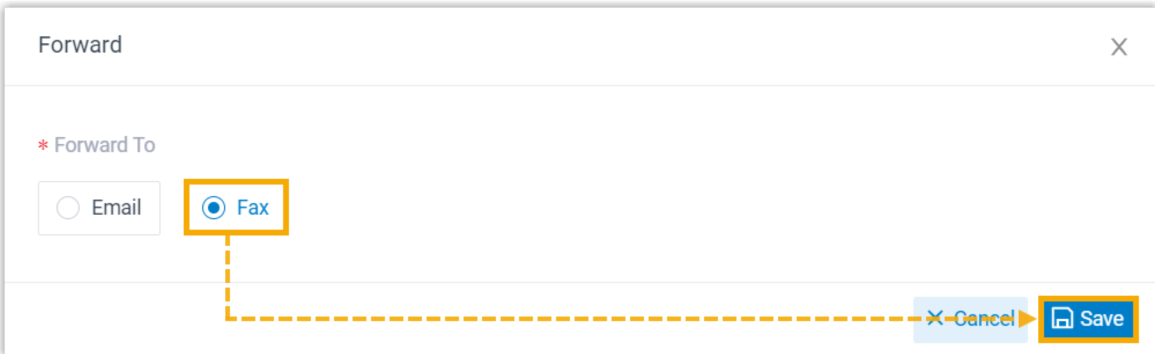
1. Access the fax forwarding page.

a. Log in to Linkus Desktop Client, go to **Fax Management > Fax**.

b. On the right of the fax that you want to forward, click , then select **Forward**.



2. In the pop-up window, set **Forward To** to **Fax**, then click **Save**.



You will be redirected to the fax sending page.
3. Complete the rest of the settings to forward the fax.

Update Read Status of Inbound Faxes

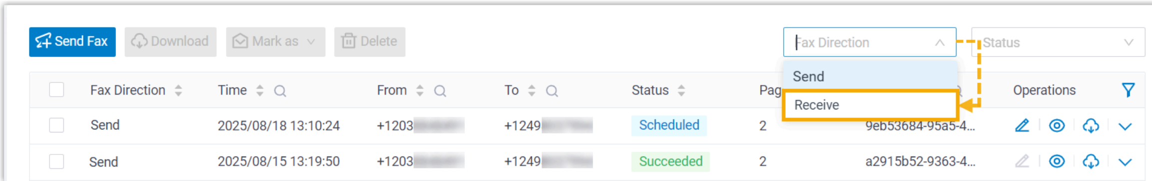
When inbound faxes reach your extension, they are marked with an unread badge in Linkus. If you preview or download a fax, it will be automatically marked as read. In case of need, you can manually change the read status, and the updates will be synchronized to your Linkus Web Client.

Restrictions

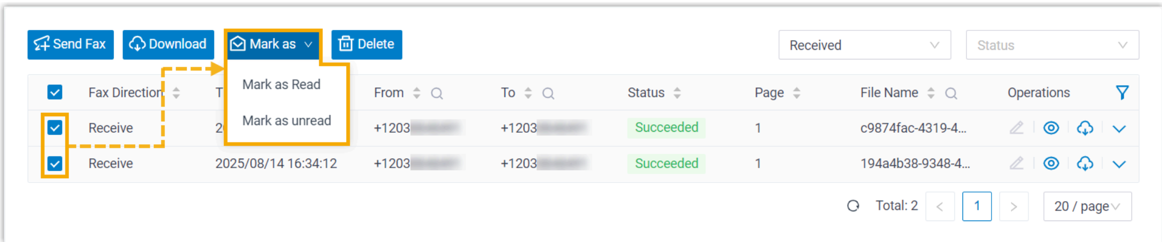
Only the read status of inbound faxes can be modified.

Procedure

1. Log in to Linkus Desktop Client, go to **Fax Management > Fax**.
2. **Optional:** At the top of the list, set **Fax Direction** to **Receive** to filter the inbound faxes.



3. Select the checkboxes of the desired faxes, click **Mark as**, then select an option to change the read status.



Result

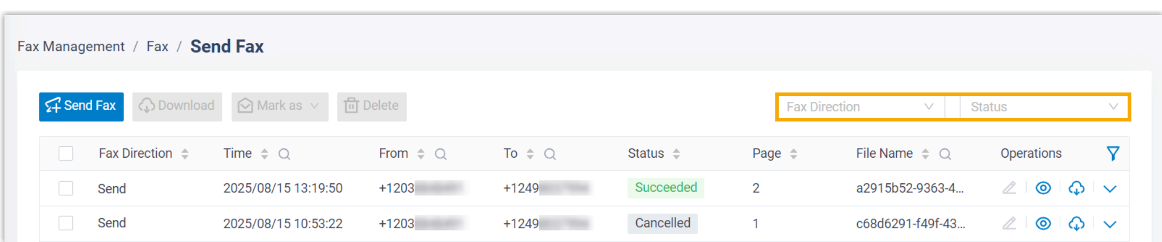
The read status of the selected inbound faxes is updated accordingly.

Download Fax Data

When faxes are sent or received through your Linkus Desktop Client, the activities are logged and the associated fax files are saved. You can download both fax logs and their associated fax files, or download individual fax file as needed.

Download fax logs and the associated fax files

1. Log in to Linkus Desktop Client, go to **Fax Management > Fax**.
2. **Optional:** At the top of the list, set filters to locate the fax logs that you want to download.

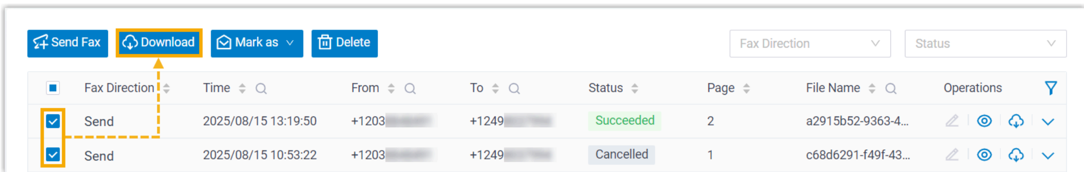


Item	Description
Fax Direction	Select **Send** or **Receive** to filter sent or received faxes.

Item	Description
Status	Select a status to filter faxes.

> **Note:**
> To narrow down the search result, you can use the column filters in the list.

3. Download fax data to your computer.
    a. Select the checkboxes of the fax logs that you want to download, then click **Download**.

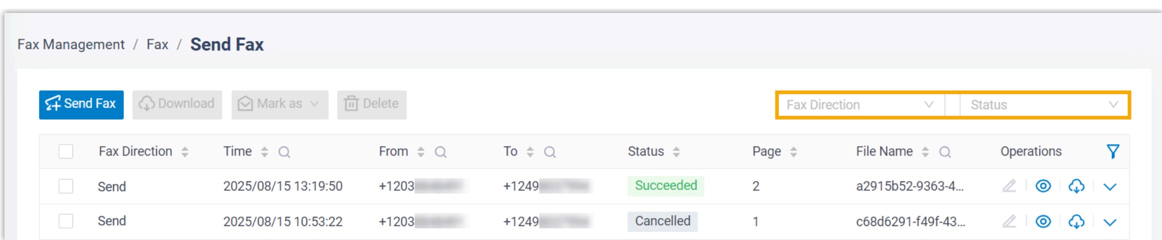


    b. In the pop-up window, select a location to save the file.

    The fax data is downloaded as a `.zip` file, which includes a `.csv` file with log details and one or more `.pdf` files for the fax documents.

Download individual fax files

1. Log in to Linkus Desktop Client, go to **Fax Management > Fax**.
2. **Optional:** At the top of the list, set filters to locate the fax log associated with the fax file that you want to download.

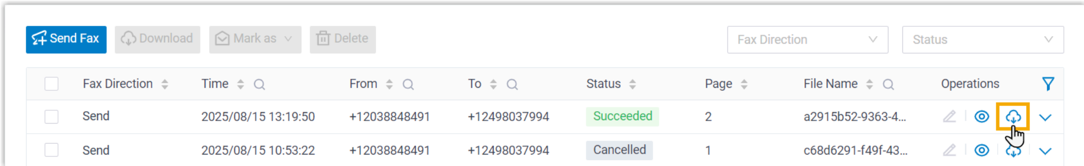


Item	Description
Fax Direction	Select **Send** or **Receive** to filter sent or received faxes.
Status	Select a status to filter faxes.

> **Note:**
> To narrow down the search result, you can use the column filters in the list.

3. Download fax file to your computer.

a. Click beside a desired fax log.



b. In the pop-up window, select a location to save the file.

The fax file is downloaded as a `.pdf` file.

Delete Faxes

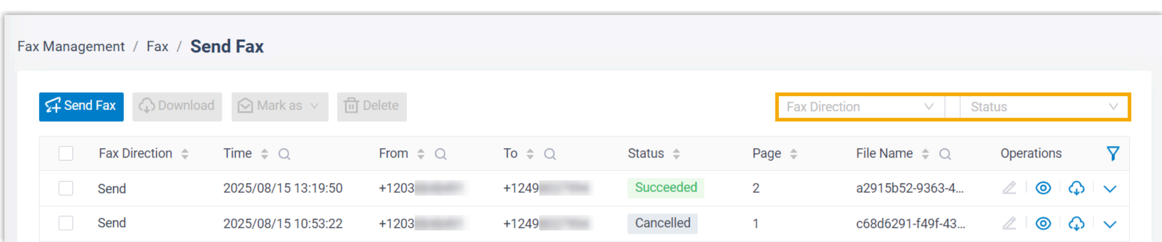
When faxes are sent or received through your Linkus Desktop Client, the activities are logged and the associated fax files are saved. If you don't need specific faxes, you can delete them as needed.

Note:

- Deleting an outbound fax that has NOT been sent will cancel the delivery.
- Deleting a fax will remove both fax log and the associated fax file from your Linkus.

Procedure

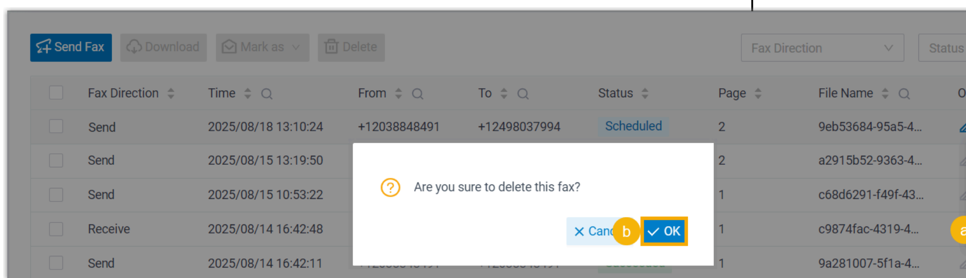
1. Log in to Linkus Desktop Client, go to **Fax Management > Fax**.
2. **Optional:** At the top of the list, set filters to locate the faxes that you want to delete.

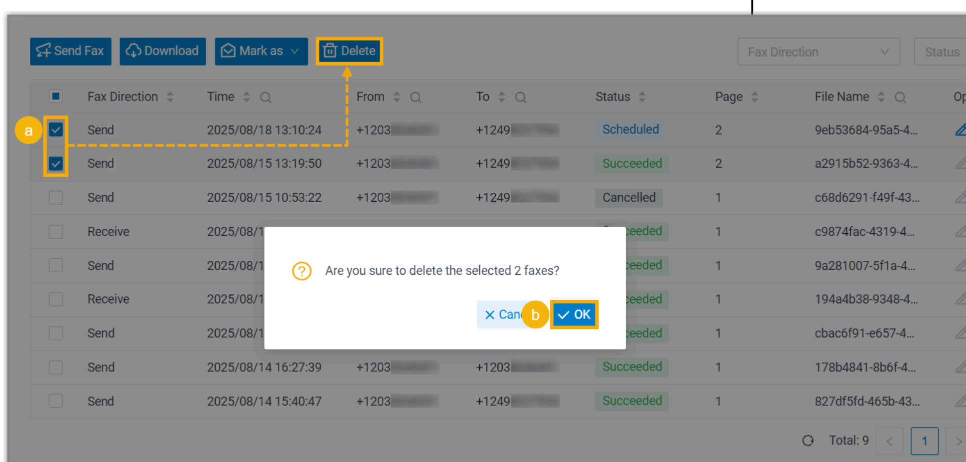


Item	Description
Fax Direction	Select **Send** or **Receive** to filter sent or received faxes.
Status	Select a status to filter faxes.

> **Note:**
> To narrow down the search result, you can use the column filters in the list.

3. Delete faxes as needed.

<table>
<tr><th>Scenario</th><th>Description</th></tr>
<tr><td>Delete a fax</td><td>

a. On the right of the desired fax log, click ﹀, then select Delete.
b. In the pop-up window, click OK.</td></tr>
<tr><td>Delete multiple faxes</td><td>

a. Select the checkboxes of the desired fax logs, click Delete.
b. In the pop-up window, click OK.</td></tr>
</table>

Result

The fax logs and the associated fax files are deleted.

Fax Cover Page

Add a Fax Cover Page

Fax Cover Page appears as the first page of an outbound fax, typically displaying essential fields such as sender information, recipient details, brief message, etc. This topic describes how to configure a fax cover page from Linkus Desktop Client.

Limitations

A maximum of **10** custom fax cover pages are supported.

Requirements

System administrator has granted you the permission to send faxes.

Prerequisites

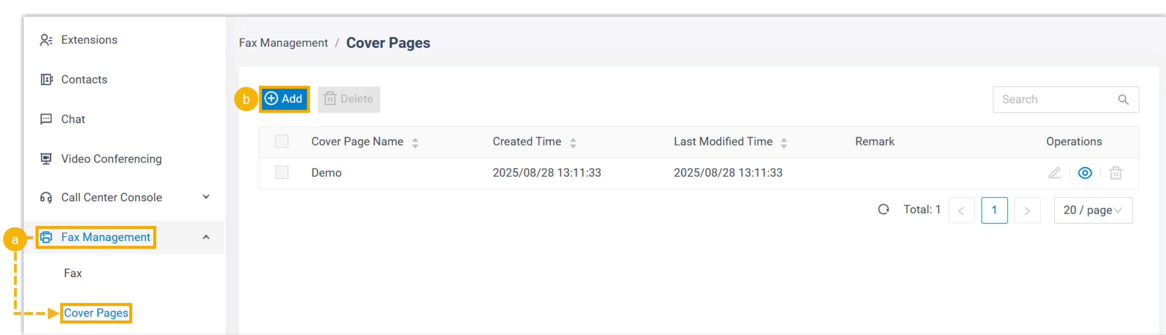
Prepare a fax cover page file that meets the following requirements:

> **Tip:**
> You can download and use the sample.docx file to customize a new cover page, then convert it to PDF for upload.

- **File format**: `.pdf`
- **File size**: Less than 5MB

Procedure

1. Access the creation page of fax cover page.

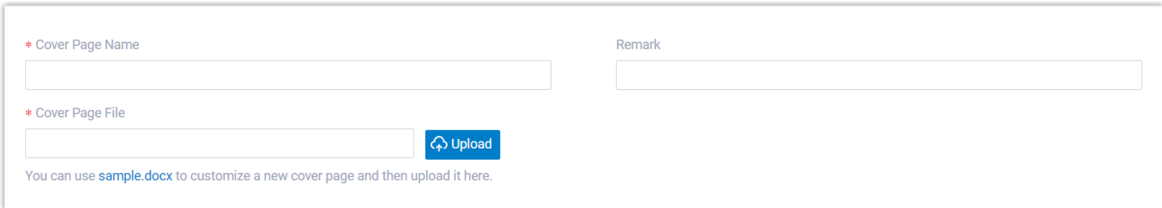


   a. Log in to Linkus Desktop Client, go to **Fax Management > Cover Pages**.

Fax cover pages created by system administrator are displayed in the list.

b. Click **Add** to create a custom cover page.

2. Complete the following settings.



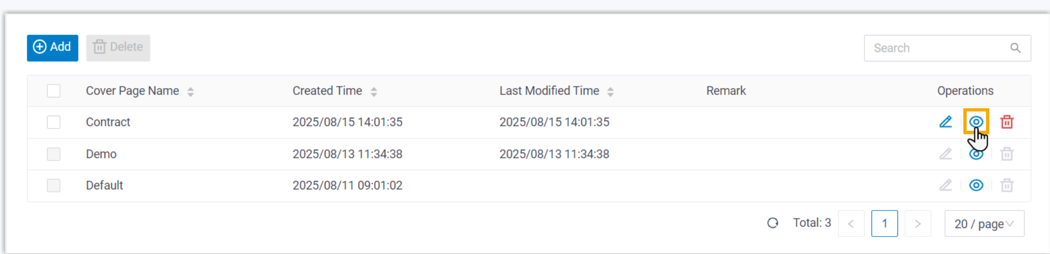
Setting	Description
Cover Page Name	Enter a name to help you identify the cover page.
Remark	Enter a short description.
Cover Page File	Click **Upload** to upload a PDF file.

3. Click **Save**.

Result

- The fax cover page is created and displayed in the list.

> **Tip:**
>
> You can click to preview the cover page in a browser tab.



- When sending outbound faxes from Linkus Desktop Client, you can select and use the cover page.

Delete Fax Cover Pages

For custom fax cover pages that are not in use, you can delete them from Linkus Desktop Client at any time.

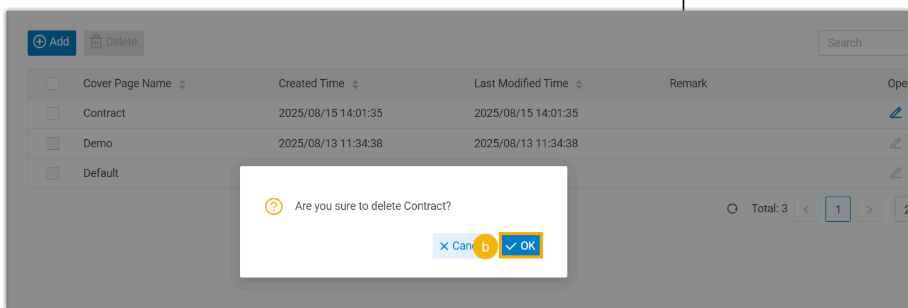
Restrictions

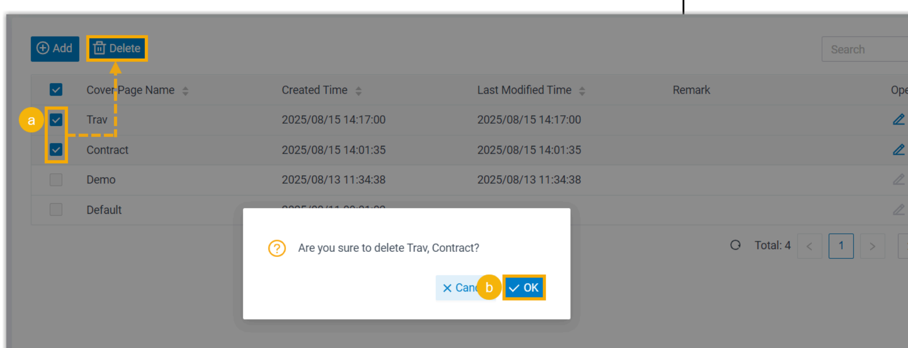
You can delete your own custom fax cover pages, but cover pages configured by system administrator cannot be deleted.

Procedure

1. Log in to Linkus Desktop Client, go to **Fax Management > Cover Pages**.

   All the available cover pages are displayed in the list.
2. Delete custom cover pages as needed.

<table>
<tr><th>Scenario</th><th>Instruction</th></tr>
<tr><td>Delete a cover page</td><td>


a. On the right of the desired cover page, click .
b. In the pop-up window, click **OK**.</td></tr>
<tr><td>Delete multiple cover pages</td><td>


a. Select the checkboxes of multiple cover pages, click **Delete**.
b. In the pop-up window, click **OK**.</td></tr>
</table>

Result

The fax cover page(s) are removed from your Linkus Desktop Client.

Call Logs

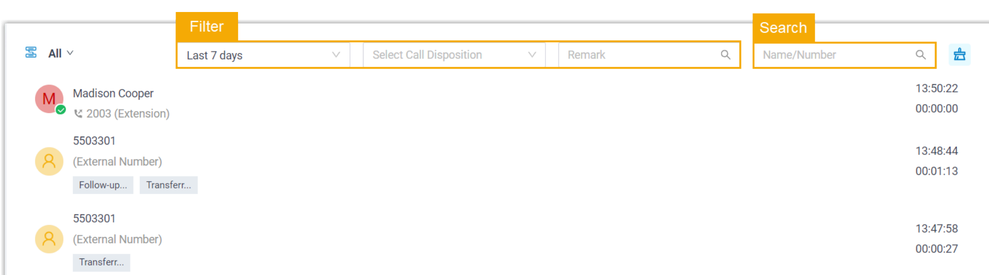
Check and Manage Call Logs

This topic describes how to view the calls that you made, answered, or missed, and how to manage the personal call logs on Linkus Desktop Client.

Procedure

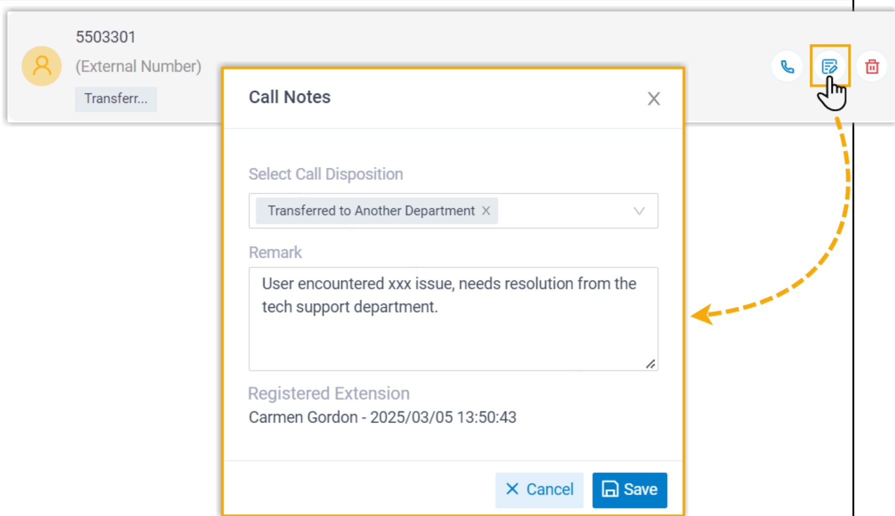
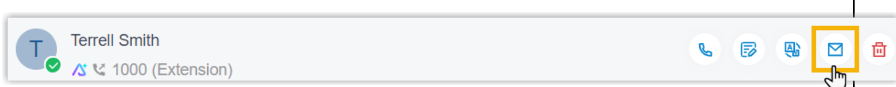
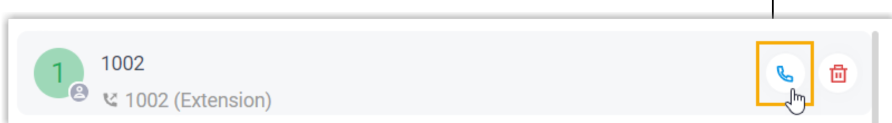
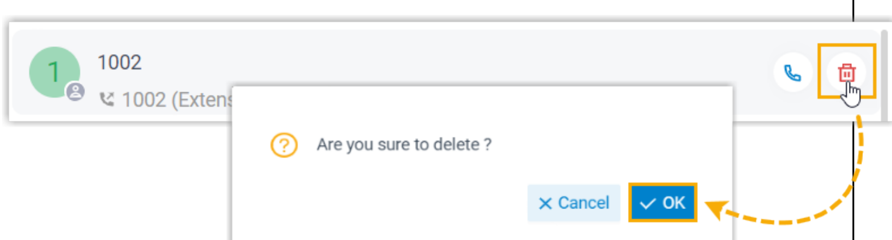
1. On Linkus Desktop Client, go to **Call Logs**.
2. **Optional**: Select a communication type from the drop-down list of to filter call logs.

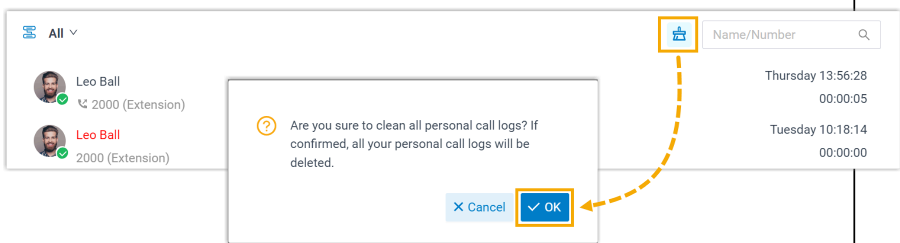
3. **Optional:** Search or filter specific call logs by name, number, time range, disposition codes, or remark.



4. Manage the call logs according to your needs.

Operation	Instruction
Check or edit call notes	To check or edit call notes you've added for a call, do as follows:

Operation	Instruction
	 a. Hover your mouse over the call log, then click . b. In the pop-up window, edit the call note as needed, then click **Save**.
Call Follow-Up Via Email	To send call details to specified email addresses for follow-up, hover your mouse over the call log, then click .  The Linkus client will launch the specified email client and create a new message containing the call details to send.
Place a call	You can directly place a call from a call log via the following methods: • Double click the desired call log. • Hover your mouse over the call log, then click . 
Delete a personal call log	To delete a call log, do as follows: 

Operation	Instruction
	a. Hover your mouse over the desired call log, then click . b. In the pop-up window, click **OK**. The personal call log is removed from Linkus UC Clients.
Clear all personal call logs	To delete all your personal call logs, do as follows:  a. Click on the top-right corner. b. In the pop-up window, click **OK**. All your personal call logs are removed from Linkus UC Clients.

Related information

[Manage Queue Call Logs]()

Voicemails

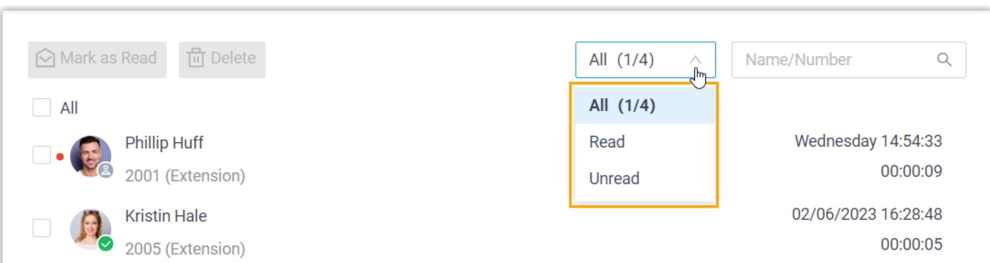
Check and Manage Voicemails

This topic describes how to check and manage your voicemails on Linkus Desktop Client.

> **Note:**
> Changes made to voicemails on Linkus Desktop Client will be synchronized to Linkus Web Client and Linkus Mobile Client.

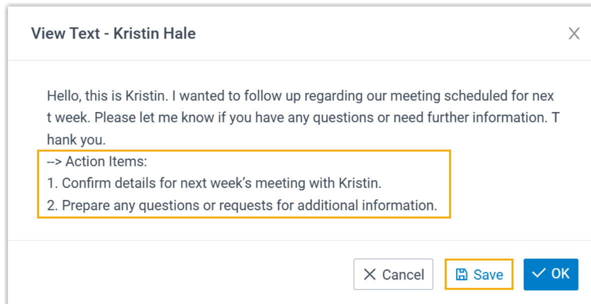
Procedure

1. On Linkus Desktop Client, go to **Voicemails**.
2. **Optional:** Select specific read status to filter voicemails.



3. Check and manage the voicemails according to your needs:

Operation	Instruction
Listen to a voicemail	a. Hover your mouse over the desired record. b. At the right side, click . An unread voicemail will be marked as read.
View or edit a transcribed voicemail text	**Note:** This operation is available only if system administrator has set up voicemail transcription feature. a. Hover your mouse over the desired record. b. At the right side, click or . You can view the transcribed text in a pop-up window.

<table>
<tr><th>Operation</th><th>Instruction</th></tr>
<tr><td></td><td>c. To edit an AI-generated transcript marked with , click Edit.
d. Edit the text as needed, then click Save.


e. Click OK to close the pop-up window.</td></tr>
<tr><td>Place a call</td><td>You can directly place a call from a voicemail record via the following methods:
• Double click the desired record.
• Hover your mouse over the desired record, and click .</td></tr>
<tr><td>Download a voicemail</td><td>a. Hover your mouse over the desired record.
b. At the right side, click .</td></tr>
<tr><td>Change the read status</td><td>• To mark a voicemail as read or unread, do as follows:
a. Right click on the desired record.
b. Click Mark as Read or Mark as unread.
• To bulk mark voicemails as read, do as follows:
a. Select the checkboxes of the desired records.
b. At the top menu, click Mark as Read.</td></tr>
<tr><td>Delete voicemail(s)</td><td>• To delete a voicemail, do as follows:
a. Hover your mouse over the desired record.
b. At the right side, click .
c. In the pop-up window, click OK.
• To bulk delete voicemails, do as follows:
a. Select the checkboxes of the desired voicemails.
b. At the top menu, click Delete.
c. In the pop-up window, click OK.</td></tr>
</table>

Recordings

Check and Manage Recordings

This topic describes how to check and manage your call recordings on Linkus Desktop Client.

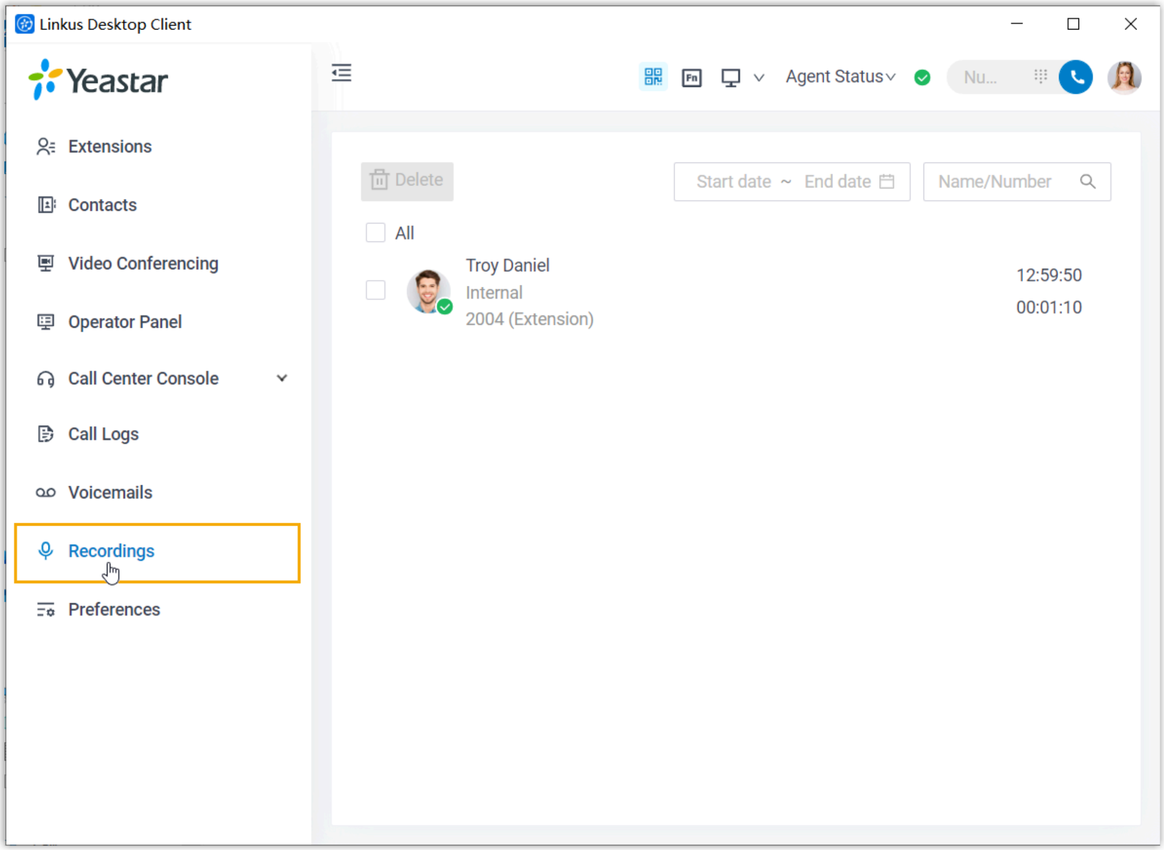
> **Note:**
> Changes made to recordings on Linkus Desktop Client will be synchronized to Linkus Web Client and Linkus Mobile Client.

Requirements

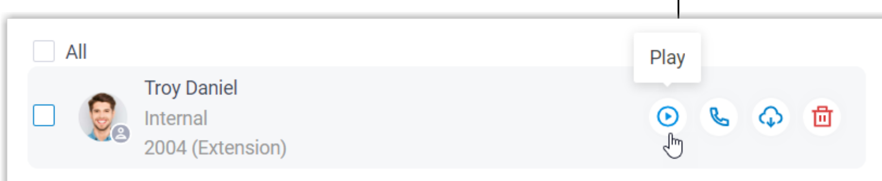
System administrator has granted you the permission to view recordings.

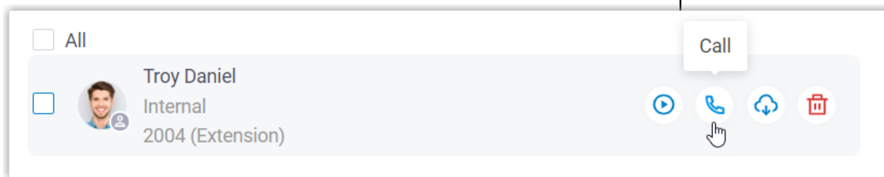
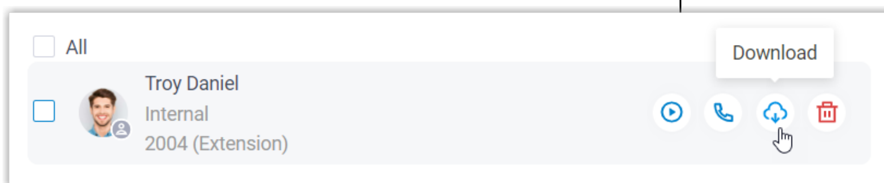
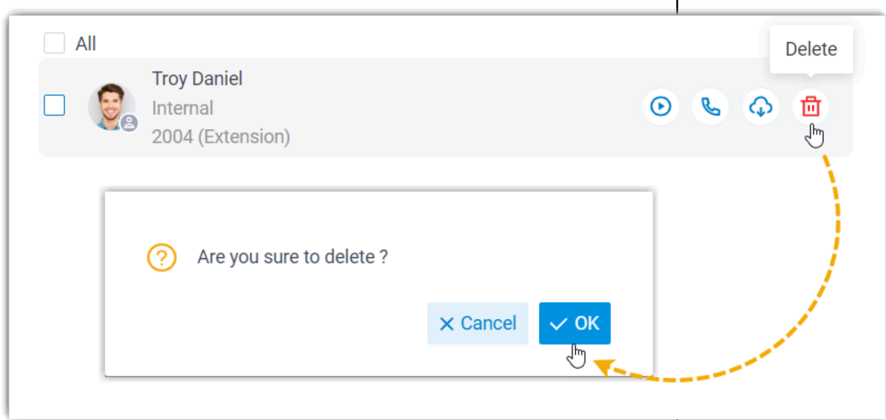
Procedure

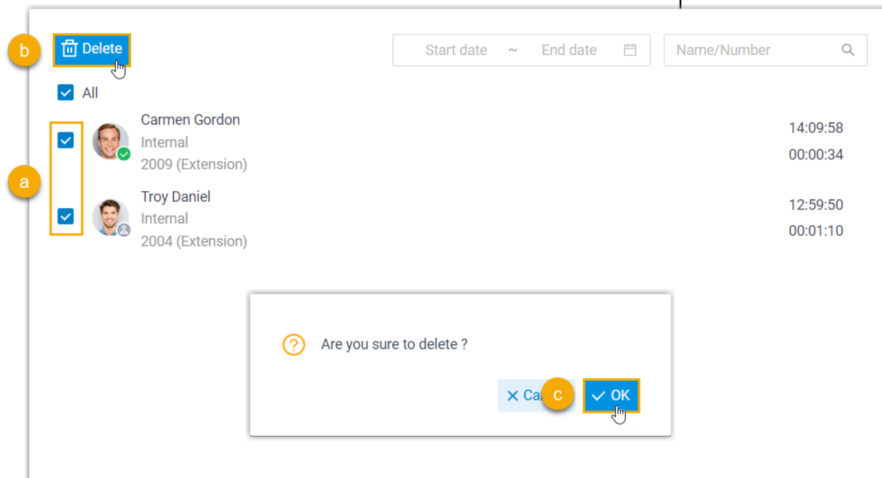
1. On Linkus Desktop Client, go to **Recordings**.



2. Check and manage the call recordings according to your needs.

Operation	Instruction
Listen to a call recording	a. Hover your mouse over the desired record. b. At the right side, click . 
Place an audio call	You can directly place an audio call from a call recording record via the following methods: • Double click the desired record. • Hover your mouse over the desired record, then click .

Operation	Instruction
	
Download a call recording	a. Hover your mouse over the desired record. b. At the right side, click . 
Delete call recording(s)	• To delete a call recording, do as follows:  a. Hover your mouse over the desired record. b. At the right side, click . c. In the pop-up window, click **OK**. • To bulk delete call recordings, do as follows:

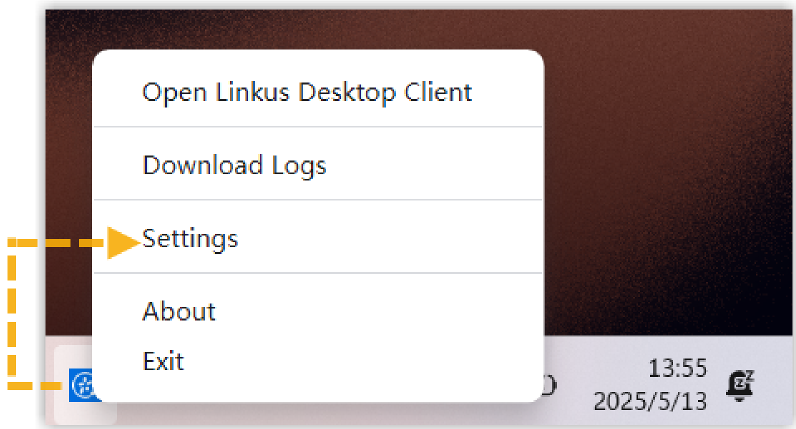
Operation	Instruction
	 a. Select the checkboxes of the desired call recordings. b. At the top menu, click **Delete**. c. In the pop-up window, click **OK**.

Upgrade

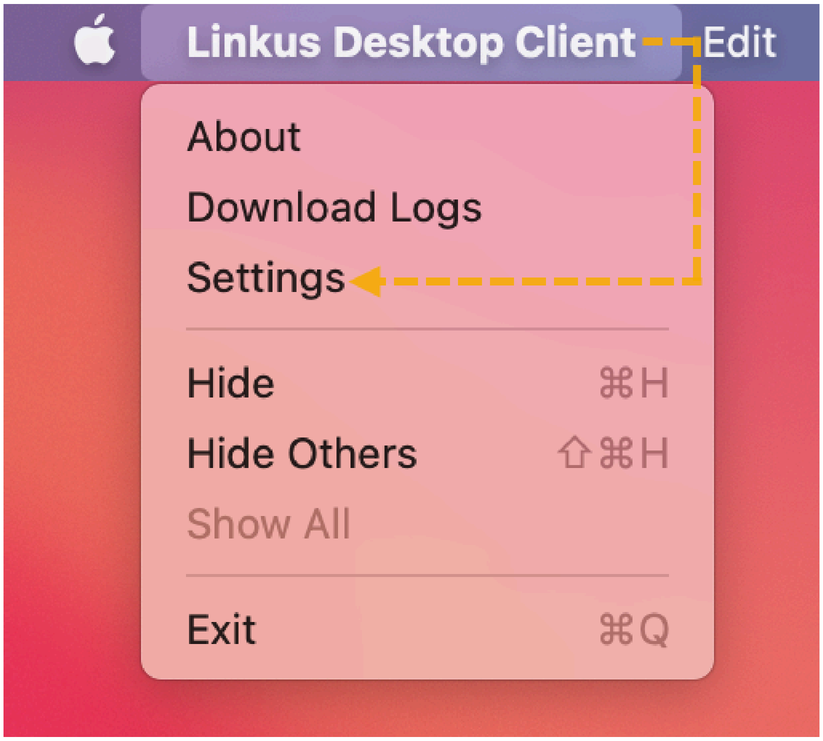
Upgrade Linkus Desktop Client

When a new version is released, Linkus Desktop Client will show a pop-up window, where you can find out what's new in the latest version. You can upgrade to the new version immediately or later. If you choose to upgrade later, follow the instructions in this topic to upgrade Linkus Desktop Client anytime you want.

1. Access the menu of Linkus Desktop Client based on your operating system.
   - **For Windows**: On the system tray, right click .

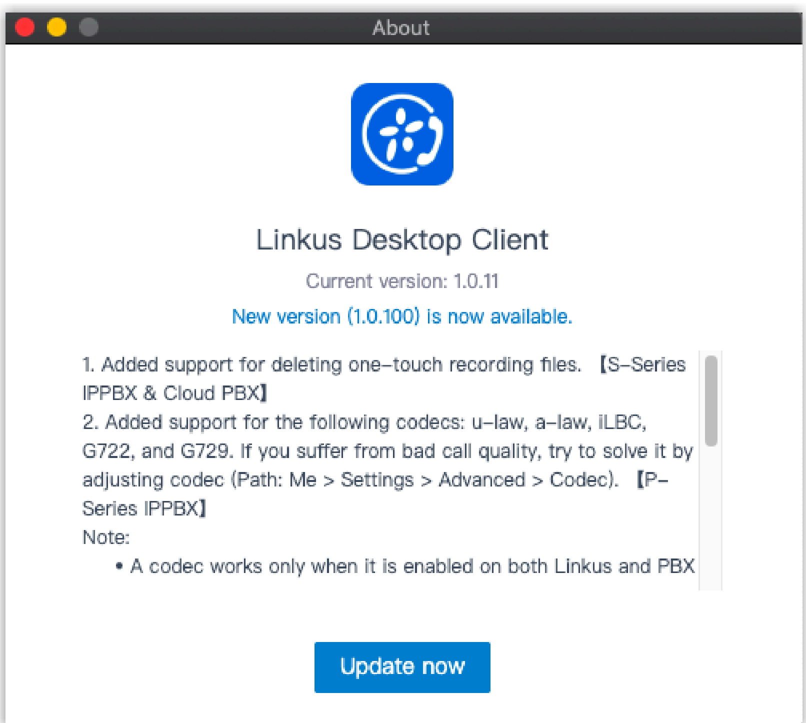
     

   - **For macOS**: On the App menu, click **Linkus Desktop Client**.



2. Select **About** from the menu.
3. In the pop-up window, click **Check for updates**.

   A window pops up to show you what's new in the latest version.



4. Click **Update Now**.

   The new installation package is downloaded.
5. Install the installation package.

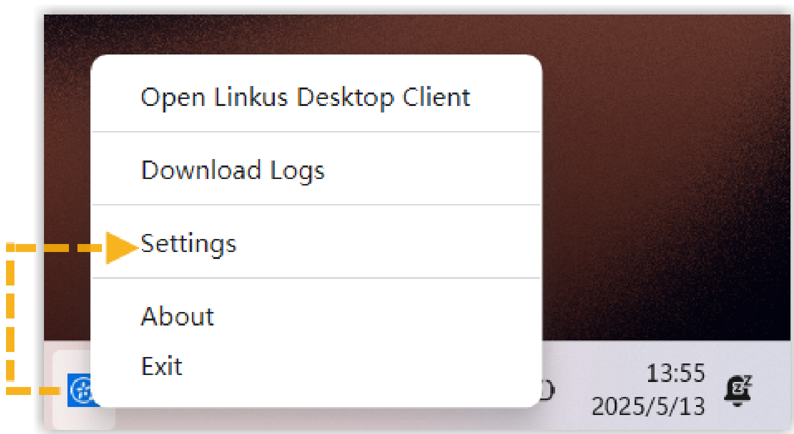
   When the installation is completed, Linkus Desktop Client is upgraded successfully.

Bug Reporting

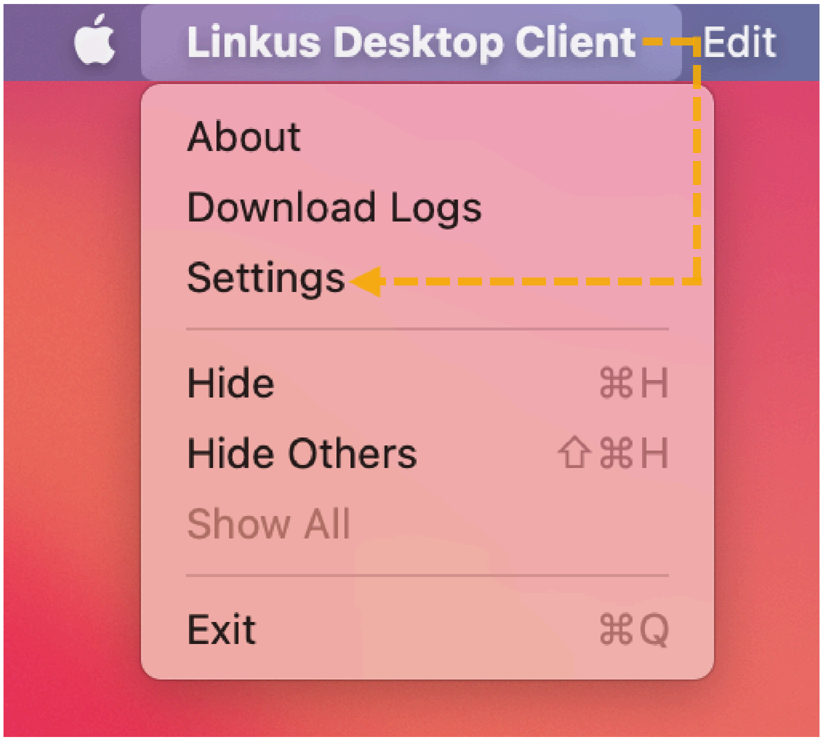
Report Linkus Problems

If you encounter problems with your Linkus Desktop Client, you can download Linkus debug logs and send the logs to Yeastar support for analysis.

1. Download Linkus debug logs.
    a. Access the menu of Linkus Desktop Client based on your operating system.
        - **For Windows**: On the system tray, right click .



        - **For macOS**: On the App menu, click **Linkus Desktop Client**.



b. Select **Download Logs** from the menu, then save the log file to your computer.

2. Submit a ticket to report the problem to Yeastar Support, and provide the debug logs.

Extension Preferences

User

Update Your Extension Profile

This topic describes how to upload profile image and configure account information.

Procedure

1. Log in to Linkus Desktop Client, go to **Preferences > User > User Information**.
2. Click to upload your profile image.

> **Note:**
> The image must be `.jpg` or `.png`, and can not exceed 1MB.

3. Configure your account information as needed.
    - **First Name**
    - **Last Name**
    - **Email Address**: You can receive voicemail messages and notifications for missed calls and password changes via the email address.
    - **Mobile Number**: You can receive calls via this mobile number.
    - **System Prompt Language**: Select the language of system prompts to be played to you during a call.
4. Click **Save**.

Configure Language Preferences for Your Extension

This topic describes how to configure language preferences for your extension, including notification email language, system prompt language, and voicemail language.

Requirements

The firmware version of the PBX server is 37.19.0.70 or later.

Procedure

1. Log in to Linkus Desktop Client, go to **Preferences > User**.
2. In the **Language** section, configure the following language settings according to your needs.
    - **Notification Email Language**: Select language used in the email notifications sent by the PBX system.

      > **Note:**
      > If you select **Follow System**, the email language will follow the system's global email language settings.

    - **System Prompt Language**: Select the language of the system prompts you will hear during a call.
    - **Voicemail Language**: Select the language of voicemail prompts heard by callers when they access your extension's voicemail.

      > **Note:**
      > If you have set up a custom greeting, the custom greeting will be played to callers instead. In this case, the language setting will be ignored.

3. Click **Save**.

View Outbound Caller ID

Outbound Caller ID is the number and name that displayed on the callees' phone when you make outbound calls via specific trunks. This topic describes how to view Outbound Caller ID.

Scenario

You are a technical support, and use the trunk "Outbound_US" to contact your customers. Your system administrator can set up a specific Outbound Caller ID Number (eg. 0592-5503301) and a specific Outbound Caller ID Name (eg. Yeastar Support) for this trunk. In this way, when you contact your customers via the trunk "Outbound_US", the callees' phone will display "Yeastar Support <0592-5503301>", so that they can verify the identity of the caller.

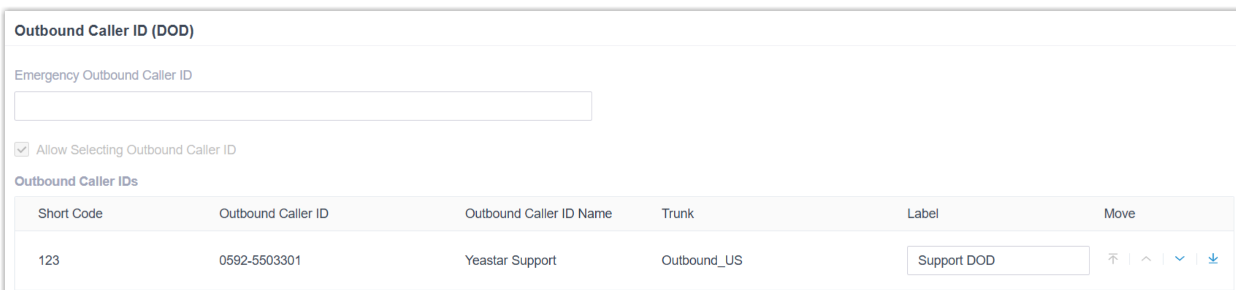
Procedure

1. Log in to Linkus Desktop Client.
2. Go to **Preferences > User > Outbound Caller ID (DOD) > Outbound Caller IDs**.

Result

The **Outbound Caller IDs** list displays the Short Code, Outbound Caller ID Number, Outbound Caller ID Name, and associated trunk that system administrator has configured for you, while you can customize the label for each DOD number to help you recognize them more easily.

> **Note:**
> For more information about how to call out with a desired DOD, see Select Outbound Caller ID (DOD) to Call.



View Emergency Outbound Caller ID

This topic describes how to view Emergency Outbound Caller ID.

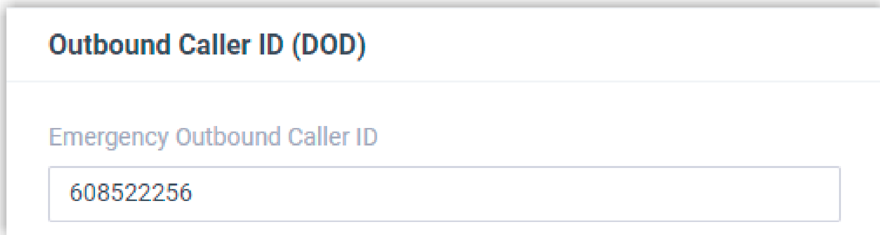
Background information

Your company has purchased enhanced emergency service, and system administrator has associated your office extension with an exclusive Emergency Location Identification Number (ELIN, which is associated with your office location). When you place an emergency call by the extension, the emergency operator terminal will display your location.

> **Note:**
> You extension associated with ELIN should be registered on a corded IP desk phone.

Procedure

1. Log in to Linkus Desktop Client.
2. Go to **Preferences > User > Outbound Caller ID (DOD) > Emergency Outbound Caller ID**.



Result

When you place an emergency call, the Public Safety Answering Point (PSAP) will pinpoint your location via ELIN, and arrange appropriate emergency response.

Presence

Configure Presence Settings

Linkus provides different presence statuses to let your colleagues know if you are currently available. This topic introduces the types of presence statuses and the presence settings.

Linkus provides the following default presence statuses:

- Available
- Away
- Business Trip
- Do Not Disturb
- Lunch Break
- Off Work

You can go to **Preferences > Presence**, select a presence status and configure the following settings differently. When your presence status changes, the presence settings will change accordingly.

Presence Information

Setting	Description
Presence Information	Add a note to the current presence.

Call Forwarding

Call forwarding rules help you forward incoming calls to a specific destination when you are unavailable.

Setting	Description
Types of incoming calls	Select a call type. • **Internal Calls**: Set a call forwarding rule for incoming calls from your colleagues. • **External Calls**: Set a call forwarding rule for incoming calls from external users.
Forwarding condition	Turn on the switch of a forwarding condition, then configure a destination. **Note:** **Do Not Disturb** presence only supports the option **Always**. • **Always**: Forward all incoming calls to the designated destination. • **No Answer**: Only forward unanswered calls to the designated destination. • **When Busy**: Only forward the calls that come in while you are talking on the phone to the designated destination.

Ring Strategy

Ring strategy allows you to decide in which order incoming calls are distributed to the end-points where your extension is registered.

> **Note:**
> **Do Not Disturb** presence does not support this setting.

- **Extension Endpoint**: The IP phone, analog phone, or softphone where your extension is registered.
- **Linkus Mobile Client**

- **Linkus Desktop Client** (Softphone only)
- **Linkus Web Client** (Web Client Mode only)

Setting	Description
Ring First	Set which endpoint(s) will ring first when a call reaches your extension.
Ring Secondly	Set which endpoint(s) will ring if the incoming call is not answered on the endpoints that are selected as **Ring First**.

Ring Timeout

To prevent callers from waiting for a long time, you can configure ring timeout. If a call is not answered during the time period, it will be routed to the destination of **No Answer**.

> **Note:**
> **Do Not Disturb** presence does not support this setting.

Setting	Description
Ring Timeout(s)	Set the timeout period. **Note:** The valid range is from 5 to 300 seconds.

Ring the Mobile Number Simultaneously

To simultaneously ring both extension and the associated mobile number when anyone calls in your extension number, you can configure a simultaneous ring strategy.

> **Note:**
> **Do Not Disturb** presence does not support this setting.

Setting	Description
Ring Mobile Number Simultaneously	Check the option to enable this feature. **Tip:** Click to configure your mobile number.

Setting	Description
Prefix	Enter the prefix of outbound route so that PBX server can successfully send calls out. **Note:** Contact system administrator to check if a prefix is required.

Accept Push Notifications

By default, you can receive push notifications on Linkus Mobile Client anywhere and anytime, such as missed calls, new voicemail messages and so on. If you don't want to receive notifications after work, you can disable the feature.

Setting	Description
Accept Push Notifications	Enable or disable push notifications on Linkus Mobile Client.

Accept calls from Ring Group

By default, you can receive ring group calls under any presence. You can set whether to receive ring group calls under the specific presence as needed.

Setting	Description
Accept calls from Ring Group	Enable or disable receive ring group calls under the this presence.

Agent Status Auto Switch

If you are a dynamic agent who needs to frequently log in to or out of a queue, you can associate your queue status with your extension presence. Your status in a queue will automatically change along with your extension presence.

Setting	Description
Log In	Log in to a queue. **Note:** The option is available ONLY in **Available** status.
Log Out	Log out of a queue.
Pause	Pause receiving queue calls, and select a specific pause reason as needed.

Setting	Description
Do Nothing	Retain current status.

Related information

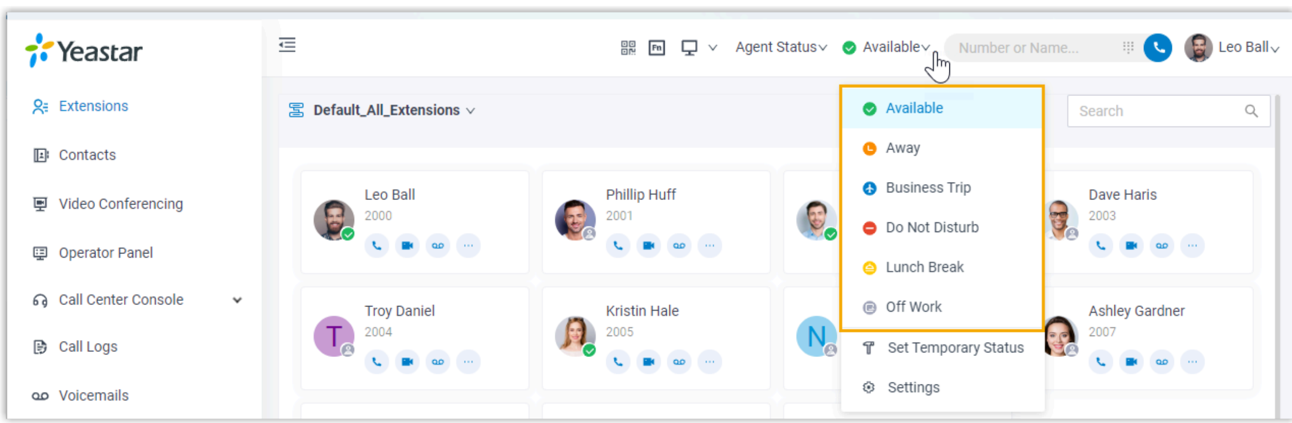
[Manually Switch Presence Status](#)
[Automatically Switch Presence Status Based on Business Hours and Holidays](#)

Manually Switch Presence Status

This topic describes how to manually switch your current presence status to a new one, including fixed status and temporary status.

Switch presence status to a fixed status

1. Log in to Linkus Desktop Client.
2. In the top pane, select a presence status from the drop-down list of presence.

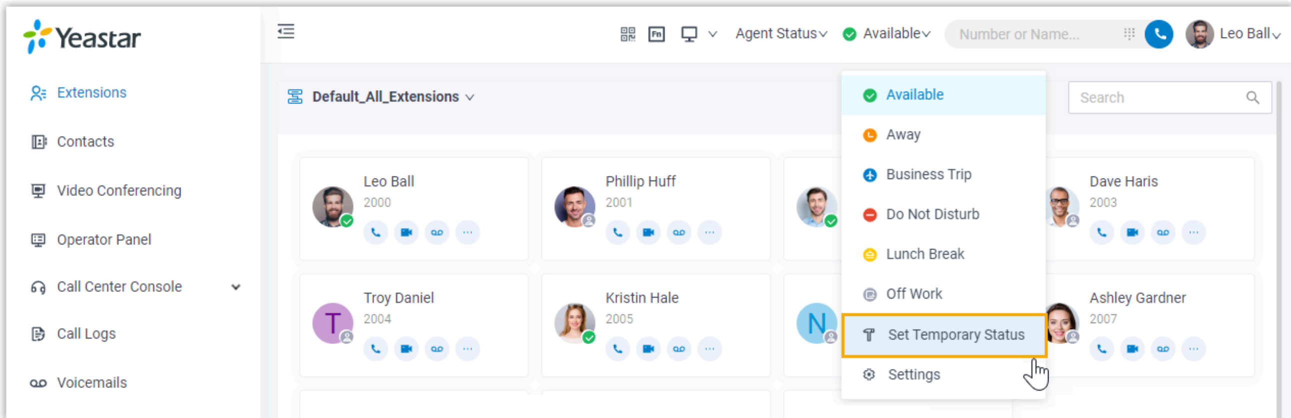


The presence status and the relevant presence settings take effect.

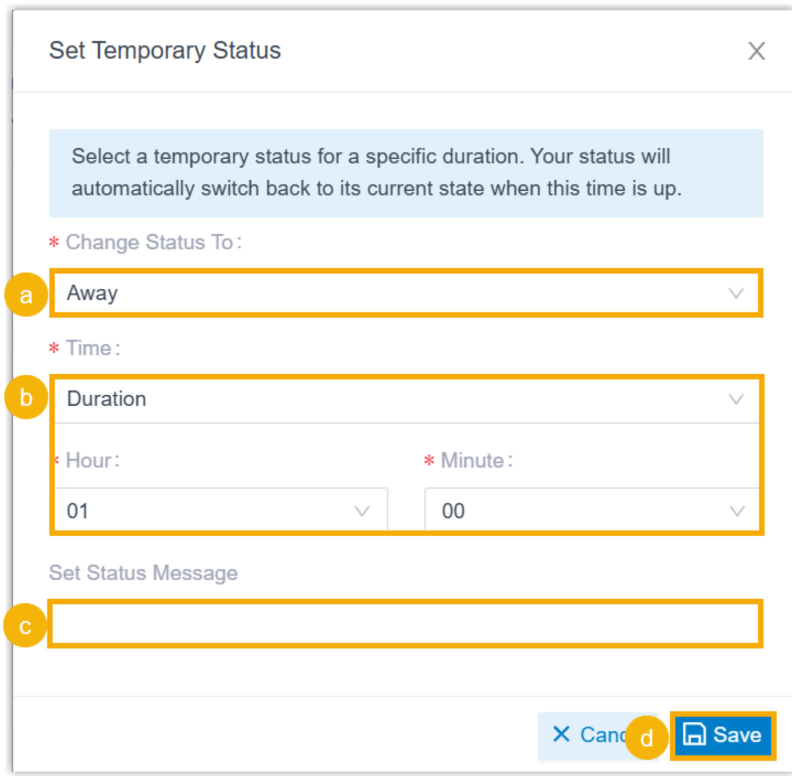
Switch presence status to a temporary status

Assume that you would be away for a scheduled meeting during which you are unavailable to answer calls, but you want calls to be forwarded to the previous destination when you are available. In case you forget to change presence status, you can switch presence to a temporary status, and set how long the status will last.

1. Log in to Linkus Desktop Client.
2. In the top pane, select **Set Temporary Status** from the drop-down list of presence.



3. In the pop-up window, configure the following settings:



a. In the **Change Status To** drop-down list, select a temporary status.
b. In the **Time** drop-down list, select a time option and configure the duration of the temporary status.
    - **Duration**: The temporary status will last for a specified time period.

      If you choose this option, you need to set the time in the **Hour** and **Minute** drop-down lists.
    - **Date**: The temporary status will last until the specified date and time.

If you choose this option, you need to set date and time in the **Date** field.

c. **Optional:** In the **Set Status Message** field, add a note to the temporary status.

d. Click **Save**.
The presence status and the relevant presence settings take effect.

> **Tip:**
> In the top pane, you can hover your mouse over the presence to check when will the temporary status ends. When the time is up, presence status and relevant settings would be switched back to the previous one.

Related information

Automatically Switch Presence Status Based on Business Hours and Holidays

Automatically Switch Presence Status Based on Business Hours and Holidays

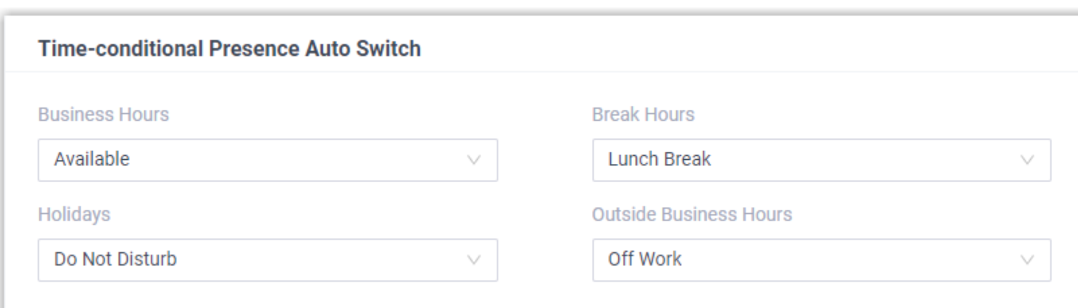
You can configure different presence status based on business hours and holidays. In this way, the extension presence will automatically switch to the preset status based on the time.

Requirement

System administrator has set up business hours and holidays.

Procedure

1. Log in to Linkus Desktop Client, go to **Preferences > Features**.
2. In the **Time-conditional Presence Auto Switch** section, specify a presence status to be displayed for the desired time.



3. Click **Save**.

Result

Presence status will be switched automatically according to the business hours and holidays.

For example, the system administrator has set the Break Hours as 12:00-14:00, and you have selected **Lunch Break** for Break Hours. Then Linkus will automatically switch your presence status to **Lunch Break** during 12:00-14:00.

Related information

[Manually Switch Presence Status]

Voicemail

Customize Your Voicemail Settings

This topic describes how to customize your voicemail settings, including voicemail access PIN, new voicemail notification, voicemail play options, and voicemail greetings.

Procedure

1. Log in to Linkus Desktop Client, go to **Preferences > Voicemail**.
2. Turn on the option **Enable Voicemail**.
3. In the **Voicemail PIN Authentication** drop-down list, decide whether a PIN is required when you access voicemail.
    - **Enabled**: You need to enter a PIN to access your voicemail messages.

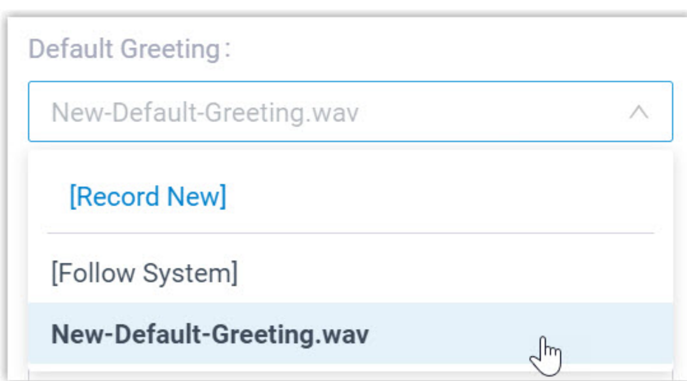
      You can set the PIN number in the **Voicemail Access PIN** field.
    - **Disabled**: You can access your voicemail messages directly.
4. In the **New Voicemail Notification** drop-down list, decide whether to receive email notification for new voicemails.
    - To disable email notifications, select **Do Not Send Email Notifications**.
    - To enable email notifications, select one of the following options:
        - **Send Email Notifications with Attachment**: Send a notification email with the new voicemail message attached as a `.wav` file.
        - **Send Email Notifications without Attachment**: Send notification emails only.

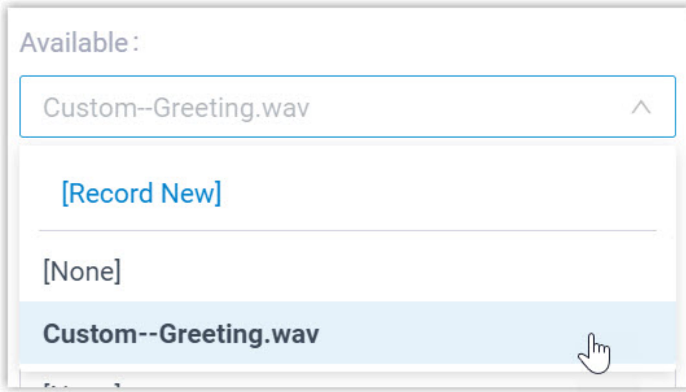
5. If you enabled email notifications, configure the following settings as needed:

Setting	Description
After Notification	Decide how to deal with voicemails after notification emails are sent out. • **Mark as Read**: Mark the voicemail message in mailbox as read. • **Delete Voicemail**: Delete the voicemail messages from mailbox. • **Do Nothing**: Keep the voicemail message in mailbox as unread.
Send to	Specify the email address for receiving notification emails. • **User Email**: Send notification emails to your email address. • **Custom Email**: Send notification emails to a custom email address. Enter the desired email address in the **Custom Email Address** field.

6. **Optional:** Set whether to play the following messages when playing a voicemail.
    - **Play Date and Time**: Enable this option to play date and time when the message is received.
        - **Time Display Format**: If **Play Date and Time** is enabled, you can specify the time format (12-hour or 24-hour) for announcing the message arrival time.
    - **Play Caller ID**: Enable this option to play caller ID information.
    - **Play Message Duration**: Enable this option to play duration of the message.
7. In the **Voicemail Greeting** section, decide which greeting will be played to callers when they reach your mailbox.

    By default, the system greeting is your default greeting, you can upload or record custom voicemail greetings and set it as the new default greeting.



> **Note:**
> If you want to play specific greetings based on your presence status, select an existing one from the corresponding drop-down list.
>
> 
>

8. Click **Save**.

Upload or Record Voicemail Greetings

Voicemail greetings are played to callers when they reach your mailbox. This topic describes how to upload or record your personal voicemail greetings.

> **Note:**
> In addition to manually recording greetings or uploading audio files, you can also generate lifelike greetings using the **AI Text-to-Speech** feature simply by entering text.
>
> For more information, see AI Text-to-Speech.

Restrictions

Up to 10 custom voicemail greetings are supported.

Upload a voicemail greeting

Prerequisites

Prepare an audio file, which must meet the following requirements:

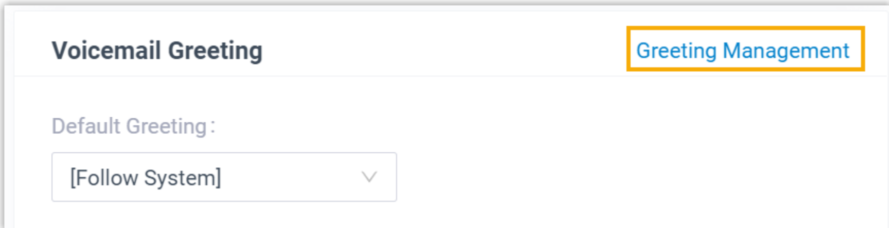
- **File format**: `.wav`, `.mp3`, or `.gsm`
  - PCM, 8K, 16bit, 128kbps

- A-law(g.711), 8k, 8bit, 64kbps
- u-law(g.711), 8k, 8bit, 64kbps

- **File size**: Up to 8 MB

Procedure

1. Log in to Linkus Desktop Client, go to **Preferences > Voicemail**.
2. In the **Voicemail Greeting** section, click **Greeting Management**.



3. In the pop-up window, click **Upload**.
4. Select an audio file to upload.

Result

- The uploaded greeting is displayed in the **Greeting Management** tab.
- You can set this greeting as the default greeting or the presence greeting by selecting it from the corresponding drop-down list.

Figure 12. **Set as the default greeting**

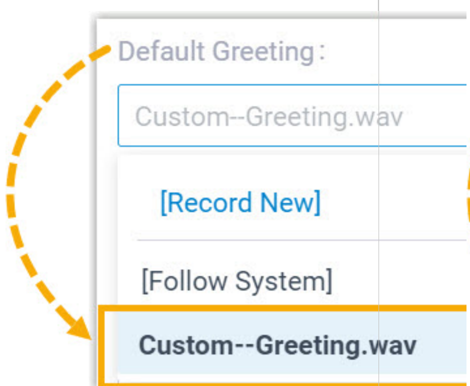
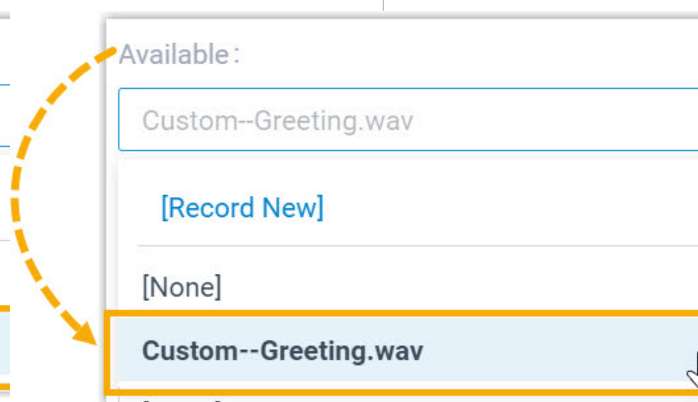


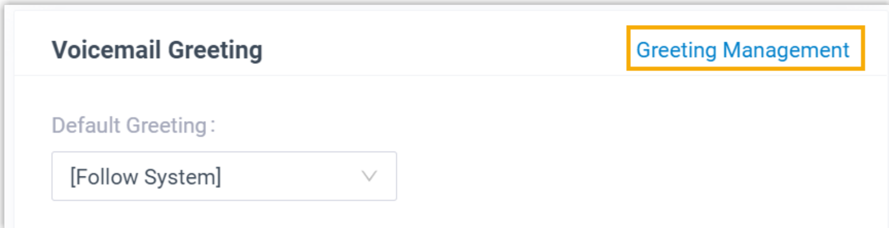
Figure 13. **Set as the presence greeting**



Record a voicemail greeting

Procedure

1. Log in to Linkus Desktop Client, go to **Preferences > Voicemail**.
2. In the **Voicemail Greeting** section, click **Greeting Management**.



3. In the pop-up window, click **Record New Greeting** tab, and configure the following settings:
    a. In the **Audio File Name** field, enter a name to help you identify it.
    b. In the **Extension** drop-down list, select your extension to record a greeting.
    c. Click **Confirm**.

       The system places a call to your extension.
4. Answer the call, then record your greeting, and hang up after you finish recording.

Result

- The recorded greeting is displayed in the **Greeting Management** tab.
- You can set this greeting as the default greeting or the presence greeting by selecting it from the corresponding drop-down list.

Figure 14. **Set as the default greeting**

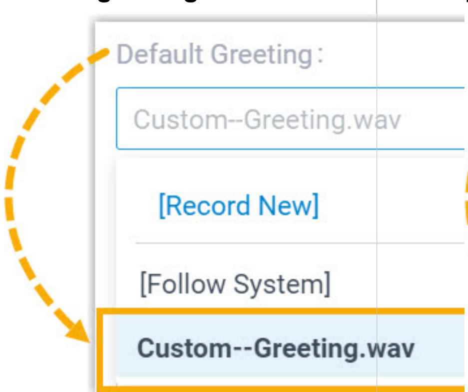
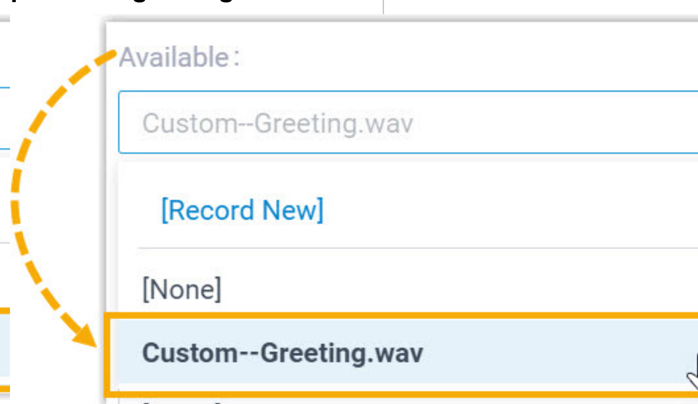


Figure 15. **Set as the presence greeting**



Manage Personal Voicemail Greetings

This topic describes how to manage your voicemail greetings, including editing, playing, downloading, and deleting greetings.

Edit a voicemail greeting

Note:

- Only AI-generated greetings can be edited.
- Some robotic-sounding voices are no longer supported starting from firmware 37.20.0.128. Greetings previously generated with these discontinued voice options remain available for use, but can not be edited.

1. Log in to Linkus Desktop Client, go to **Preferences > Voicemail**.
2. In the **Voicemail Greeting** section, click **Greeting Management**.
3. Click beside the desired AI-generated greeting to modify the text or adjust the audio settings.

Play a voicemail greeting

1. Log in to Linkus Desktop Client, go to **Preferences > Voicemail**.
2. In the **Voicemail Greeting** section, click **Greeting Management**.
3. Select the greeting that you want to play, click .
4. In the pop-up window, choose how to play the greeting:
   - **Play on Web**: Click to play the greeting on the Linkus Desktop Client directly.
   - **Play to Extension**: Play the greeting on your phone.
     a. Select your extension, and click **Play**.

        The system places a call to your extension.
     b. Pick up the call to listen to the greeting on the phone.

Download a voicemail greeting

1. Log in to Linkus Desktop Client, go to **Preferences > Voicemail**.

2. In the **Voicemail Greeting** section, click **Greeting Management**.
3. Select the greeting that you want to download, click .

Delete voicemail greetings

1. Log in to Linkus Desktop Client, go to **Preferences > Voicemail**.
2. In the **Voicemail Greeting** section, click **Greeting Management**.
3. Delete one or more greetings according to your needs.
    - To delete a greeting, click beside the greeting and click **OK**.
    - To delete greetings in bulk, select the desired greetings and click **Delete**, then click **OK**.

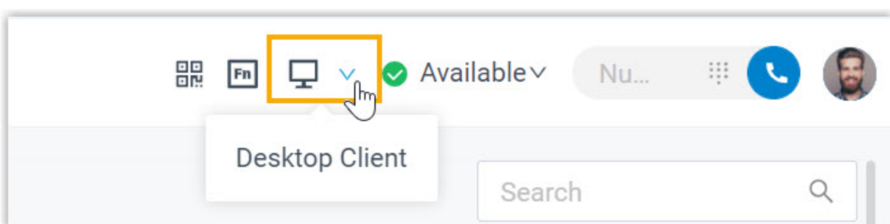
Audio and Video

Configure Audio and Video Devices

This topic describes how to select the desired audio device and video device for your Linkus Desktop Client.

Prerequisites

Linkus Desktop Client is in **Desktop Client** mode.

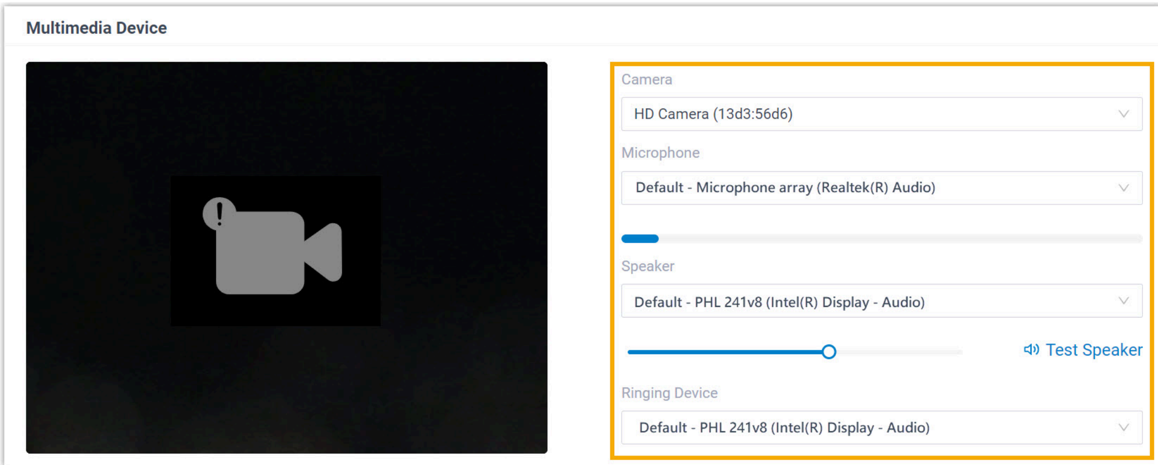


Procedure

1. Log in to Linkus Desktop Client, go to **Preferences > Audio & Video**.
2. In the **Multimedia Device** section, select desired device from the drop-down list of **Camera**, **Microphone**, **Speaker**, and **Ringing Device**.

    Important:

Video device requires the subscription to Ultimate Plan (UP) of your organization's server.



3. If you have a headset compatible with Linkus Desktop Client, you can set up the headset to work with Linkus Desktop Client in the **Headset Integration** section. In this way, you can control Linkus calls directly from the headset.

   For the compatible headsets and the integration instructions, see Integrate HID-compliant Headsets with Linkus Desktop Client.
4. Click **Save**.

Integrate HID-compliant Headsets with Linkus Desktop Client

If you have a **HID-compliant headset** on hand, you can set up the HID-compliant headset as the audio device for Linkus Desktop Client, so as to control Linkus calls via the headset.

Supported headset types

All HID-compatible headsets (connected via USB or Bluetooth transmitter) are supported.

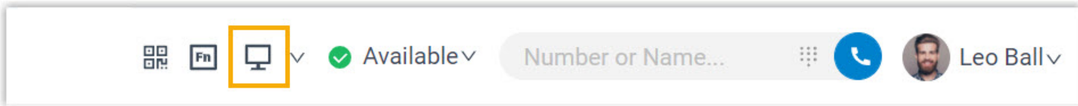
Note:
Headsets from **Jabra**, **Yealink**, **EPOS**, **Poly** have been verified to work properly. Headsets from other brands may be subject to limitations.

Procedure

1. Make sure that Linkus Desktop Client is in **Desktop Client** mode, or you can NOT set up the HID-compliant headset as the audio device.

a. Log in to Linkus Desktop Client.

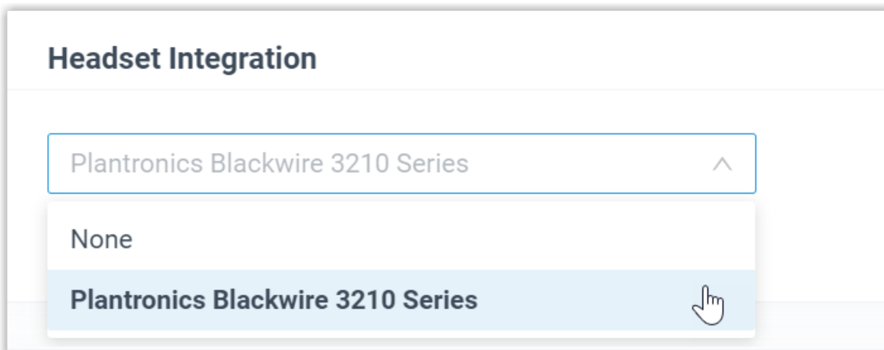
b. At the toolbar, check if  is displayed.



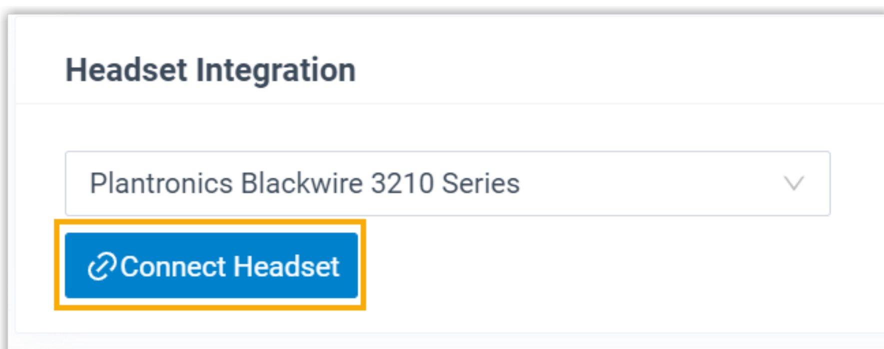
If not, select **Desktop Client** from the drop-down list.

2. Connect the HID-compliant headset to the USB port of your computer.
3. Go to **Preferences > Audio & Video > Headset Integration**, set the headset as the audio device.

a. In the drop-down list, select the connected HID-compliant headset.



b. Click **Connect Headset**.



4. Click **Save**.

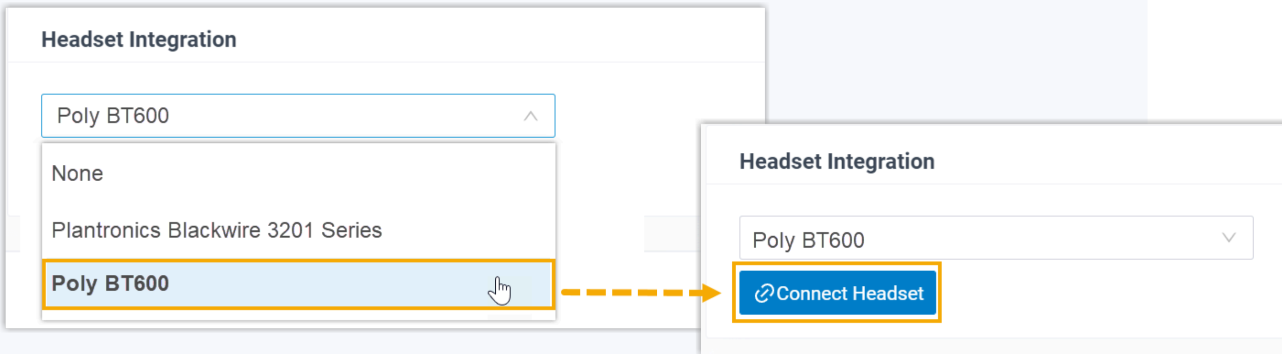
Result

You can use the HID-compliant headset to handle calls. The supported call operations are as follows:

- Answer/Reject a call

- Answer/Reject a second call
- End a call
- Hold/Resume a call
- Mute/Unmute a call
- Adjust system volume

Tip:
In case you want to change the connected headset, select another connected HID-compliant headset and click **Connect Headset**.



Email Notification

Enable Email Notifications for Missed Calls and Password Changes

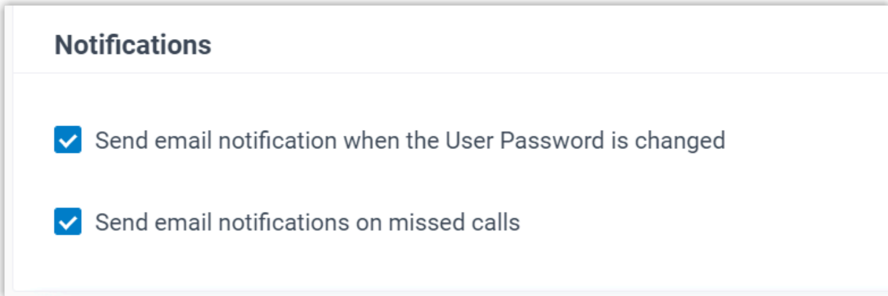
This topic describes how to enable email notifications for missed calls and password changes.

Prerequisites

Your extension account is associated with an email address.

Procedure

1. Log in to Linkus Desktop Client, go to **Preferences > Features**.
2. In the **Notifications** section, select the desired checkbox to decide which notifications you want to receive.



3. Click **Save**.

Result

When the corresponding event occurs, the system will send relevant notifications to your email address.

Call

Handle Incoming Calls Based on Caller ID

This topic describes how to create a call handling rule to handle incoming calls based on incoming Caller ID.

Procedure

1. Log in to Linkus Desktop Client, go to **Preferences > Features > Call Handling Based on Caller ID**.
2. Click **Add** to set up a call handling rule.
    a. In the **Caller ID** field, enter a specific number or a number pattern.
        - To apply the rule to a specific number, enter a specific number.

          For example, enter `10086` to handle incoming calls with Caller ID 10086 based on the rule.
        - To apply the rule to a number pattern, enter a wildcard pattern.

          For example, enter `9011.` to handle incoming calls with any Caller ID starting with 9011 based on the rule.

          For more information, see Caller ID Pattern.

b. In the **Action** drop-down list, set how you want to deal with incoming calls with the Caller ID.
   - **Hang Up**
   - **Extension**
   - **Voicemail**
   - **IVR**
   - **Play Greeting then Hang up**
   - **Accept Call**

> **Note:**
> By default, all incoming calls are allowed to reach your extension. If there is a call-handling rule to prevent spam calls (eg.728373XX) from reaching your extension, but you want to accept calls from a specific number (eg.72837300), you can create another rule to accept calls from 72837300.

c. Click **Confirm**.

3. **Optional:** To add more rules, repeat **step 2**.
4. **Optional:** In the **Move** column, adjust the rules' order. The rules take effect from the top down.

> **Note:**
> For example, set the rule "Accept calls from 72837300" to a higher priority than the rule "Reject calls from numbers starting with 728373". In this way, when receiving calls from 72837300, the system will send calls to your extension. For other incoming calls from number starting with 728373, the system will hang up directly.

5. Click **Save**.

Result

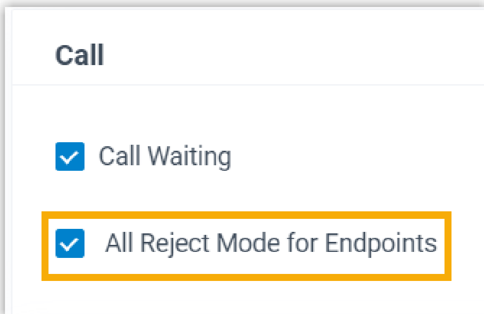
The call handling rules take effect immediately. When an incoming call reaches your extension, PBX will handle the call based on Caller ID accordingly.

Stop Rejected Calls from Ringing Other Endpoints

If your extension has been registered on multiple endpoints, when you reject an incoming call on one of the endpoints, the call keeps ringing all the other endpoints. In this case, you can set up your extension to stop rejected calls from ringing other endpoints.

Procedure

1. Log in to Linkus Desktop Client, go to **Preferences > Features**.
2. In the **Call** section, select the checkbox of **All Reject Mode for Endpoints**.



3. Click **Save**.

Result

When you reject an incoming call on an endpoint, the other endpoints will stop ringing. The call will be routed to the preset **When Busy** destination (Path: **Preferences > Presence > Call Forwarding**).

Set up Auto Answer for Non-paging/intercom Calls

With this auto-answer feature, you can efficiently manage incoming non-paging/intercom calls without manually clicking to answer, significantly reducing callers' waiting time. This topic describes how to configure auto answer non-paging/intercom calls.

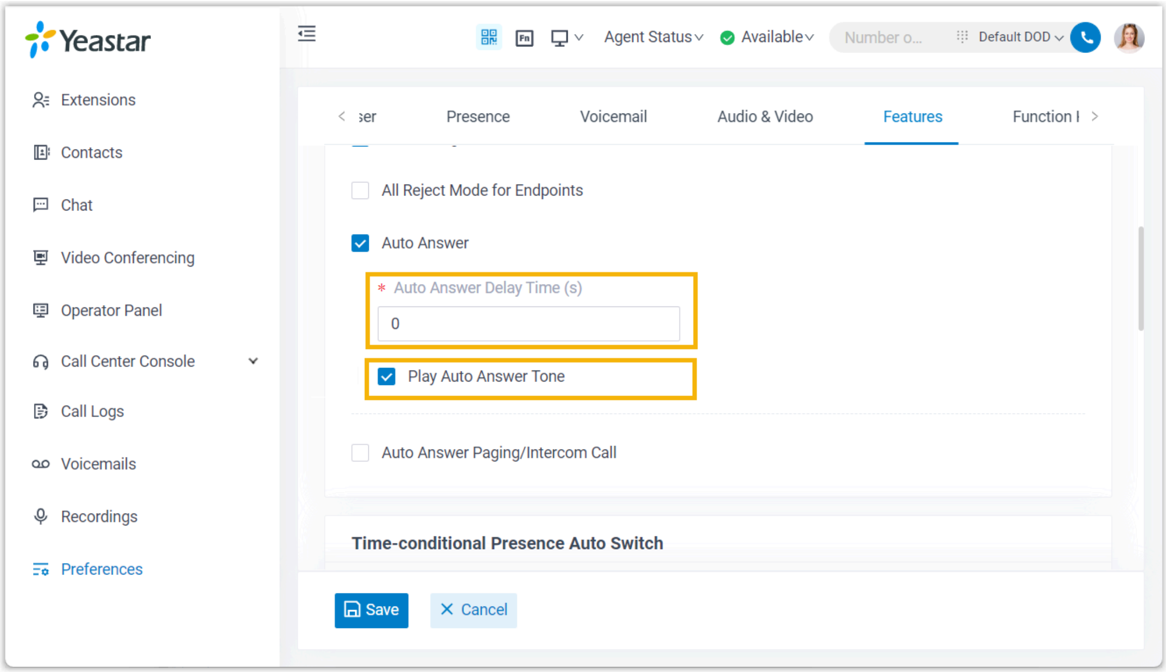
Requirements

The version of Linkus Desktop Client is 1.8.3 or later.

Procedure

1. Log in to Linkus Desktop Client, go to **Preferences > Features**.

2. In the **Call** section, select the checkbox of **Auto Answer**, then configure the following settings as needed.



- **Auto Answer Delay Time(s)**: Set the delay time in seconds that callers have to wait before automatically answering non-paging/intercom calls.

  The valid value is from 0 - 60, and 0 indicates that incoming non-paging/inter-com calls will be auto-answered immediately.
- **Play Auto Answer Tone**: Enable this option to alert you with a beep tone when incoming non-paging/intercom calls are answered automatically.

3. Click **Save**.

Result

Non-paging/intercom calls will be auto-answered based on the delay time.

Note:

- Incoming video calls will be auto-answered as audio calls.
- If you are already on an active call and call waiting is enabled, the new call will wait until the current call ends before being auto-answered; otherwise, it will be routed to the "When Busy" destination.

Set up Auto Answer for Paging/Intercom Calls

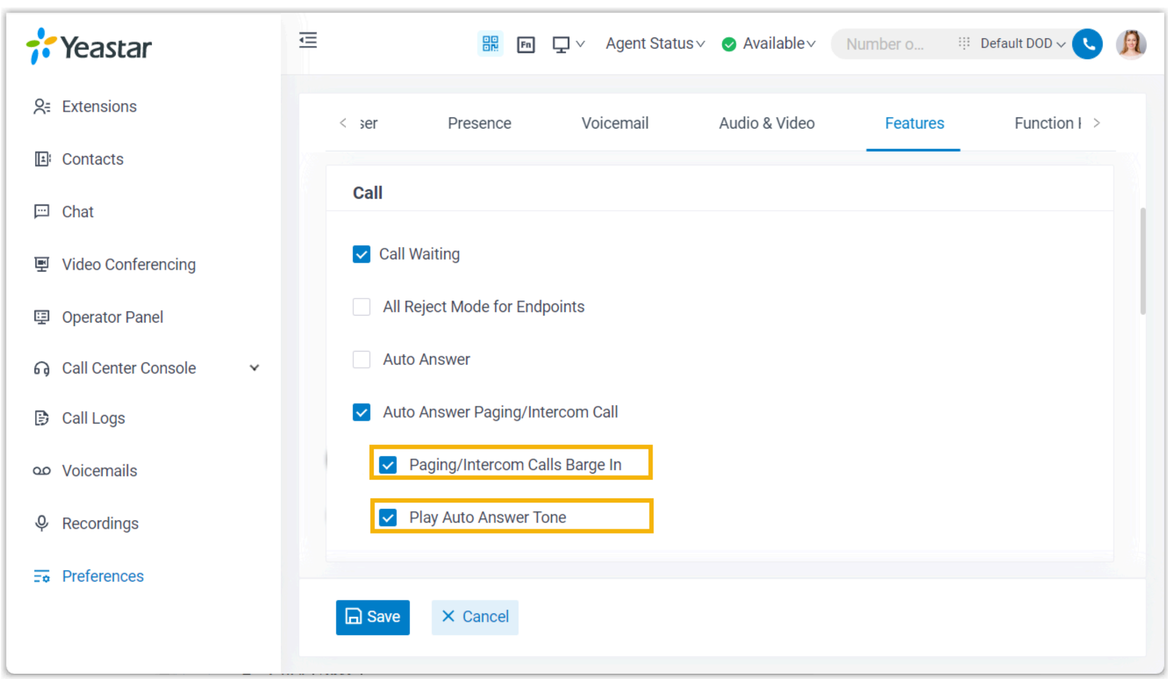
With this auto-answer feature, paging and intercom calls will be auto-answered immediately without manually clicking. This topic describes how to enable auto-answer for paging/intercom calls.

Requirements

The version of Linkus Desktop Client is 1.8.3 or later.

Procedure

1. Log in to Linkus Desktop Client, go to **Preferences > Features**.
2. In the **Call** section, select the checkbox of **Auto Answer Paging/Intercom Call**, then configure the following settings as needed.



   - **Paging/Intercom Calls Barge In**: Enable this option to auto answer incoming paging/intercom calls when you are already on an active call.
   - **Play Auto Answer Tone**: Enable this option to alert you with a beep tone when incoming paging/intercom calls are answered automatically.
3. Click **Save**.

Result

Paging/intercom calls will be auto-answered.

Note:
If you are already on an active call but call waiting is disabled, the new Paging/intercom call will be routed to the "When Busy" destination.

Call Popup

Automatically Open Contact URL on Incoming Calls

Yeastar provides a lightweight integration with a third-party application (such as CRM system, ERP system, etc.) to achieve call popup via custom popup URL. You can set the Linkus to automatically pop up a web page displaying contact details when your extension receives an incoming call, or manually open the contact details page during a call as needed.

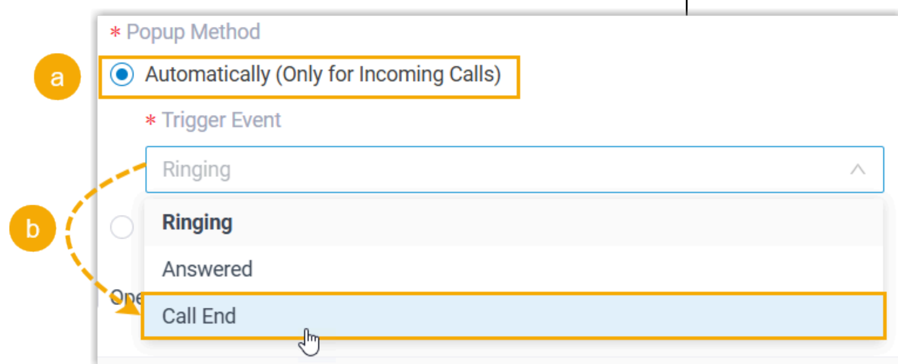
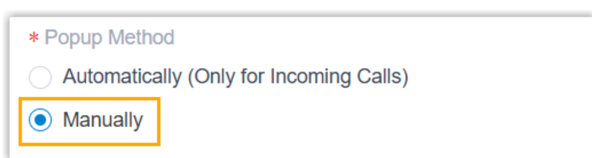
Requirements

Item	Requirement
PBX Server	Version 37.21.0.16 or later
Linkus Desktop Client	Version 1.10.2 or later
Third-party Application	• Web-based • Support to provide a URL that can identify callers via Caller ID and Caller ID Name

Procedure

1. Log in to Linkus Desktop Client, go to **Preferences > Features > Call Popup**.
2. Select the checkbox of **Open Contact URL Using Custom Popup URL**.
3. Set up third-party integration via Popup URL.

Setting	Description
Popup URL	Enter the third-party URL, followed by the variables that you want to pass. **Supported variables**: • `.{{.CallerNumber}}`: Incoming Caller ID • `.{{.CallerDisplayName}}`: Incoming Caller ID Name • `.{{.DIDNumber}}`: DID Number (only for inbound calls) • `.{{.DIDName}}`: DID Name (only for inbound calls) • `.{{.StartTime}}`: Call initiation time

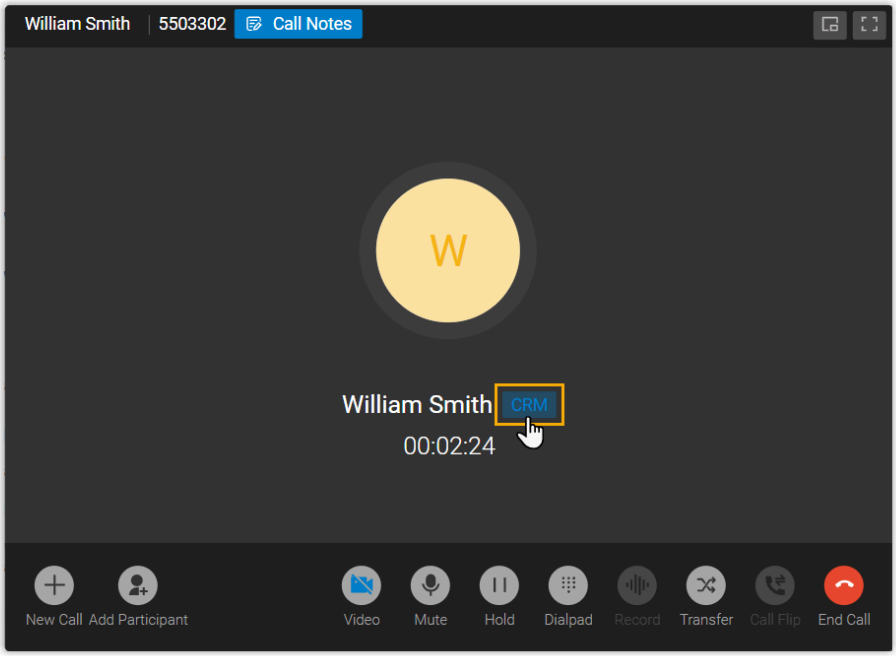
Setting	Description
	Take Solve360 CRM as an example: https://web/solve.360.com/{{.CallerNumber}}&{{.CallerDisplayName}}
Communication Type	Select which types of calls will trigger the call popup. • **Inbound**: Inbound calls from external users. • **Internal**: Internal calls from colleagues.
Popup Method	Decide the method of call popup. • **Automatically popup**: If you want the Linkus Desktop Client to automatically open the contact details page, do as follows.  a. Select **Automatically (Only for Incoming Calls)**. b. In the **Trigger Event** drop-down list, set when the call popup will be automatically triggered. ◦ **Ringing**: An incoming call reaches. ◦ **Answered**: An incoming call is answered. ◦ **Call End**: An incoming call is ended. • **Manually popup**: If you want to manually open the contact's URL during a call, select **Manually**. 

4. Click **Save**.

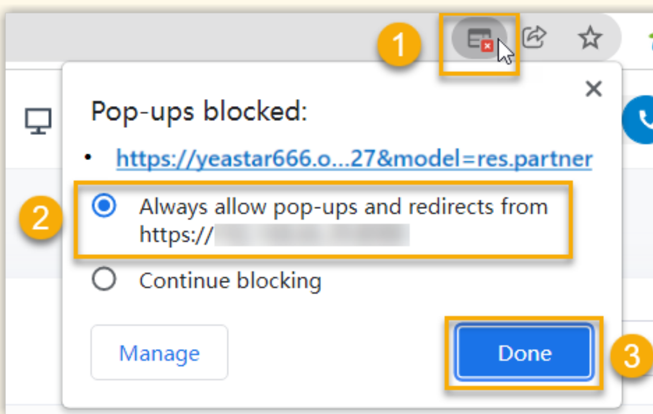
Result

- If automatic call popup is configured, when your extension receives an incoming call, a browser webpage automatically pops up based on the specified call-related events, displaying relevant customer information.

- If manual call popup is configured, you can click the `CRM` label on the call window to manually open the contact's details page during a call.



> **Important:**
> For the first-time use, you need to allow pop-ups and redirection in your browser, or the pop-up screen can NOT be opened automatically.



Automatically Launch External Applications on Incoming Calls

Yeastar Linkus Desktop Client supports to integrate third-party applications to achieve call popup by launching executable application. When your extension receives a call, Linkus

Desktop Client will automatically launch the specified external application, and transfer the incoming call information.

Requirements

Item	Description
PBX Server	Version 37.18.0.59 or later
Linkus Desktop Client	Version 1.10.2 or later
External Application	The desired application(s) have already been installed on your local computer.

Procedure

1. Log in to Linkus Desktop Client, go to **Preferences > Features > Call Popup**.
2. Select the checkbox of **Launch External Application**.
3. Click **Add** to add a trigger rule, then complete the following settings.

> **Note:**
> A maximum of **3** trigger rules are supported.

Setting	Description
Trigger Event	Set when the external application will be automatically launched. • **Ringing**: An incoming call reaches. • **Answered**: An incoming call is answered. • **Call End**: An incoming call is ended.
Parameters to Send	Enter the parameters that will be sent to the specified application. **Supported variables**: • `.{{.CallerNumber}}`: Incoming Caller ID. • `.{{.CallerDisplayName}}`: Incoming Caller ID Name.
Path to Application Executable	Enter the file path where the application is installed on the local computer or click **Browse** to select the desired application. For example, enter `D:\Download\MicroCRM\MicroCRM.exe`.

4. Click **Save**.

Result

When your extension receives a call, the external application is automatically launched based on the specified call-related events.

Ringtone

Set Ringtones for Incoming Calls

This topic describes how to assign ringtones for incoming calls on your Linkus Desktop Client. You can set a default ringtone for all incoming Linkus calls, or assign distinctive ringtones based on different call sources, making it easier to distinguish calls from colleagues, customers, or specific contacts.

Introduction

You can customize ringtones for incoming calls directly within each Linkus UC Client. Ringtone settings are managed independently on each Linkus client and are NOT synchronized across clients.

In addition to the ringtone settings on Linkus clients, system administrator can also configure a **Linkus Client Distinctive Ringtone** for specific call scenarios, including ring group, queue, or IVR. These PBX-assigned ringtones will be applied to Linkus when the users are members of a ring group or queue, or are set as IVR destinations.

If multiple ringtone rules are applied at the same tine, the following priority is used: **Distinctive ringtones specified for contacts/phonebooks > PBX assigned ringtones > Distinctive ringtones specified for internal / external calls > Default ringtone**.

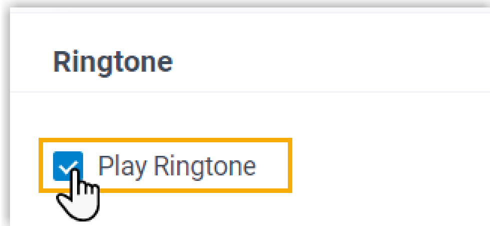
> **Note:**
> If you set up Linkus Desktop Client to work with 'Yeastar Linkus for Google', the ringtone will also be used for incoming calls in the Chrome extension.

Requirements

The firmware of PBX Server is 37.20.0.21 or later.

Procedure

1. Log in to Linkus Desktop Client, go to **Preferences > Features > Ringtone**.
2. Select the checkbox of **Play Ringtone**.



If enabled, Linkus will play a ringtone upon receiving incoming calls. Otherwise, incoming calls will be muted.

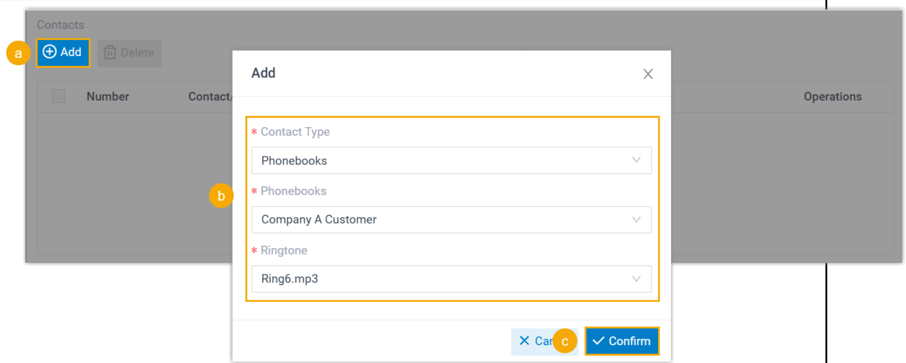
3. In the **Default Ringtone** drop-down list, select or upload the default ringtone for incoming calls.

> **Tip:**
>
> - You can upload up to 10 custom ringtones, and click to delete a custom ringtone you uploaded as needed.
> - You can click beside a ringtone to preview it.

This ringtone will be used for all incoming calls unless a distinctive ringtone is set for them.

4. In the **Distinctive Ringtone Settings** section, configure distinctive ringtones based on different call sources as needed.

Call Source	Instruction
Contacts or Phonebooks	**Note:** • You can configure up to 10 distinctive ringtone rules for specific contacts or phonebooks. • For ringtone rule priority, personal contacts are prioritized over company contacts and phonebooks, while the priority of company contacts and phonebooks is based on their position in the rule list, from top to bottom.

<table>
<tr><th>Call Source</th><th>Instruction</th></tr>
<tr><td></td><td>


a. Click **Add**.
b. Configure the ringtone setting as follows:
• **Contact Type**: Choose whether to apply the ringtone to an individual contact or a group of contacts.
• **Contacts** / **Phonebooks**: Select the specific contact (either company or personal) or the phonebook containing the desired contacts.
• **Ringtone**: Select or upload a ringtone you want to assign.
c. Click **Save**.
d. Repeat step **a** to **c** to add more rules.
Incoming calls from the specified contacts or phonebooks will use the custom ringtone you set.
</td></tr>
<tr><td>External Calls</td><td>a. In the External Calls drop-down list, select a ringtone for external calls.
Incoming calls from external numbers will use the selected ringtone.</td></tr>
<tr><td>Internal Calls</td><td>a. In the Internal Calls drop-down list, select or upload a ringtone for internal calls.
Incoming calls from internal extensions will use the selected ringtone.</td></tr>
</table>

5. Click **Save**.

Call Follow-Up Via Email

Choose Email Client

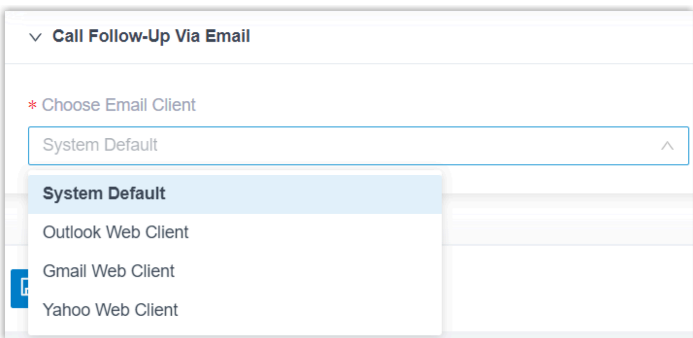
Linkus supports sending call details for follow-up via email during a call and after calls. This topic describes how to select your preferred email client for the email sending.

Requirements

The firmware of the PBX server is 37.21.0.66 or later.

Procedure

1. Log in to Linkus Desktop Client, go to **Preferences > Features > Call Follow-Up Via Email**.
2. In the **Choose Email Client** drop-down list, select the desired email client used to send call details.



Option	Description
System Default	The default email client configured in your computer's operating system is used to compose and send the call details.
Outlook Web Client	The Outlook web client is used to compose and send the call details.
Gmail Web Client	The Gmail web client is used to compose and send the call details.
Yahoo Web Client	The Yahoo web client is used to compose and send the call details.

3. Click **Save**.

Result

The **Send Call Details to Email Addresses** feature is now configured to use your selected email client. All subsequent call follow-up emails will be composed and sent through it.

Function Key

Configure Function Keys

Function keys allow you to monitor status of specific objects or quickly perform specific operations. This topic describes how to configure function keys on Linkus Desktop Client.

Applications and limitations

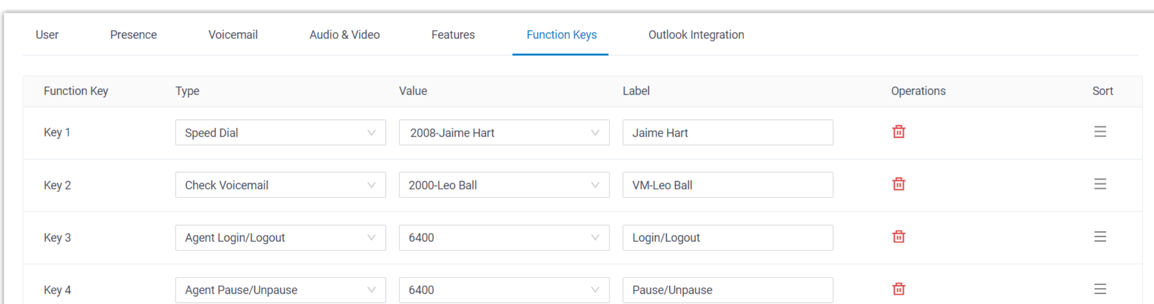
Refer to the following table for the endpoints where function keys can be applied and the supported number of function keys for each endpoint.

Supported Endpoint	Max. Number of Function Keys
Linkus Desktop Client	120
Linkus Web Client	
Yeastar Linkus for Google	
IP phones that support Auto Provisioning	Depend on how many line keys your phone supports.

Procedure

1. Log in to Linkus Desktop Client, go to **Preferences > Function Keys**.

   The function keys configured by system administrator for your extension are displayed in the list, if any.
2. Configure function keys according to your needs.



   - **Type**: Select a key type.

     > **Tip:**
     > For the supported key types, see the table.

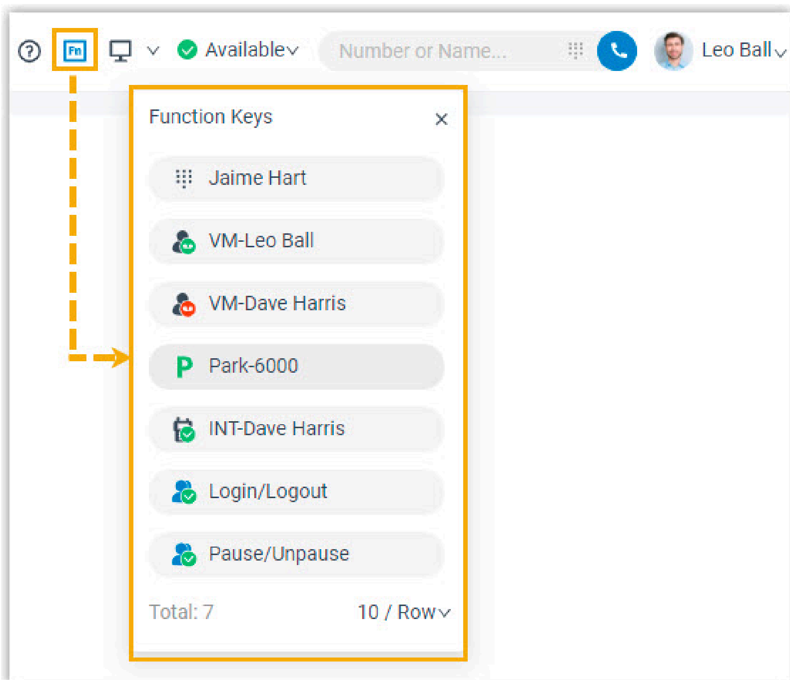
- **Value**: Configure a desired value based on the key type.
- **Label**: Optional. Enter a value to help you identify the function key.

3. Click **Save**.

Result

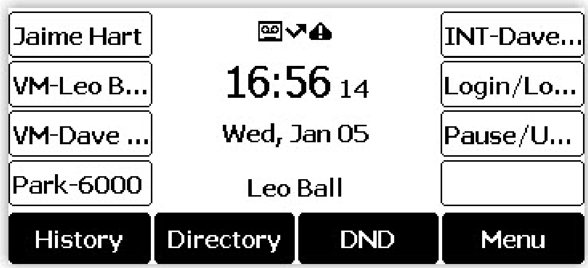
- The function keys are applied to **Linkus Desktop Client**, **Linkus Web Client**, and **Yeastar Linkus for Google**.

  You can click at the top tool bar to bring up a mini panel, on which you can monitor status of specific objects or quickly perform specific operations via function keys.



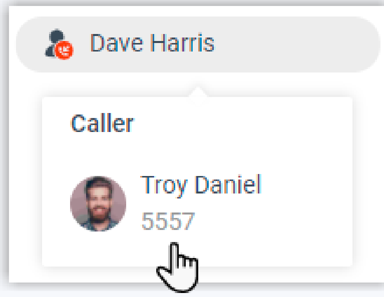
- If you have registered your extension on an IP phone via Auto Provisioning, the phone also automatically applies the changes.

> **Note:**
> For IP phones, the number of programmable function keys depends on how many line keys your phone supports. If the number of function keys you assign exceeds the number of programmable keys supported by your phone, the redundant keys cannot take effect.



Types of function keys

Key Type	Function	Icon & Description
N/A	No functionality.	• : The function key provides no functionality until configuration.
Line	Configure line keys for IP phone.	• : The key type **Line** is only available for IP phones.
BLF	Monitor the status of a specific extension.	• : The monitored extension is unregistered. • : The monitored extension is online and ready for communication. • : The monitored extension is away from desk. • : The monitored extension doesn't want to be disturbed, and won't receive any calls. • : The monitored extension is currently on lunch break. • : The monitored extension is on a business trip. • : The monitored extension is currently off work. • : The monitored extension receives a call. **Tip:** To pick up the incoming call to the extension on Linkus Desktop Client, hover your mouse over the function key, then click the desired incoming call.

Key Type	Function	Icon & Description
		 • : The monitored extension is in a call. • : The monitored extension is held in a call. **Note:** The function key doesn't work in an audio conference call.
Set Presence	Set the presence of your extension.	• : Set your extension presence to **Available**. • : Set your extension presence to **Away**. • : Set your extension presence to **Business Trip**. • : Set your extension presence to **Do Not Disturb**. • : Set your extension presence to **Lunch Break**. • : Set your extension presence to **Off Work**.
Speed Dial	Speed dial a number.	• : Click the icon to place a call to the most commonly dialed numbers or extensions.
Check Voicemail	• Monitor the status of voicemail. • Check voicemail messages.	• : The monitored extension is deleted. • : All the voicemails of the monitored extension are read. • : There are unread voicemails for the monitored extension. **Tip:**

Key Type	Function	Icon & Description
		To check the voicemail messages on Linkus Desktop Client, click the icon, then enter the voicemail PIN code as prompts.
Check Group Voicemail	• Monitor the status of group voicemail in shared mode. • Check group voicemail messages.	• : The monitored group voicemail is deleted. • : All the voicemails of the monitored group voicemail are read. • : There are unread voicemails for the monitored group voicemail. **Tip:** To check the group voicemail messages on Linkus Desktop Client, click the icon, then enter the group voicemail PIN code as prompts.
Park & Retrieve	• Monitor the status of a specific parking number. • Park a call on a specific parking number. • Retrieve a parked call from a specific parking number.	• P : The parking number is invalid. • P : The parking number is available. **Tip:** You can click the icon to park the current call on the parking number. • P : The parking number is occupied. **Tip:** You can click the icon to retrieve the call. **Note:** The function key doesn't work in an audio conference call.
Intercom	• Monitor the status of a specific extension. • Place an intercom call to	• : The monitored extension is unregistered. • : The monitored extension is available. • : The monitored extension receives a call.

Key Type	Function	Icon & Description
	the monitored extension to make an announcement.	• : The monitored extension is in a call.
DTMF	Send DTMF signals directly instead of manually entering the numbers each time.	• : During a call, click the icon to send DTMF signals. **Note:** The function key doesn't work in an audio conference call.
Agent Login/Logout	• Monitor login status in a specific queue. • Log in to or log out of a specific queue.	• : Not a member in a specific queue. • : Log in to a specific queue. • : Log out of a specific queue.
Agent Pause/Unpause	• Monitor service status in a specific queue. • Pause or unpause receiving a call from a specific queue.	• : Resume service in a queue. • : Pause service in a queue. • : Not a member in a specific queue. • : Not logged in to a specific queue.
LDAP Directory	Quickly access the LDAP phonebook to query contact information on IP phones.	• : The key type **LDAP Directory** is only available for IP phones.
Boss-Secretary Feature	Monitor the call status of your boss or secretary.	• As a boss, you can monitor your secretary's call status: ◦ : The secretary is NOT handling any calls for you. ◦ : The secretary is answering calls for you. ◦ : The secretary is putting a call on hold, waiting for you to answer. • As a secretary, you can monitor your boss's call status: ◦ : The boss is NOT holding any calls for you to resume.

Key Type	Function	Icon & Description
		◦ : The boss is putting a call on hold, waiting for you to resume.
Call Forward	Quickly enable or disable call forwarding for the IP phone.	• : The key type **Call Forward** is only available for IP phones.
Action URL	Quickly send an HTTP GET request to a specified URL for reporting specific events.	• : The key type **Action URL** is only available for IP phones.

AI Transcription

Configure AI Voicemail Transcription

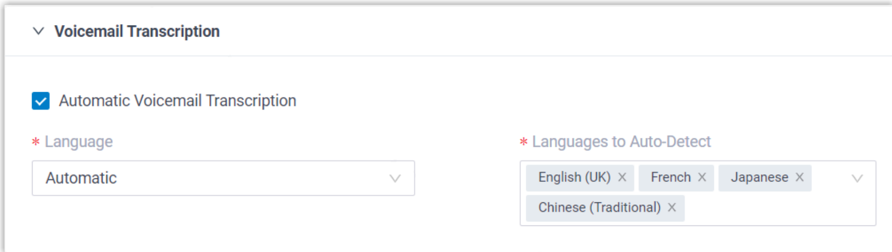
With AI voicemail transcription feature, your voicemail messages can be transcribed to readable text, which allows you to efficiently view and manage voicemails as text. This topic describes how to configure AI transcription according to your preference on Linkus Desktop Client, and the changes will be synchronized across your Linkus clients.

Requirements

- The firmware of the PBX server is 37.19.0.110 or later.
- System administrator has enabled AI Voicemail Transcription feature, and grant your extension the permission to use this feature.

Procedure

1. Log in to Linkus Desktop Client, go to **Preferences > AI**.
2. In the **Voicemail Transcription** section, configure the following settings according to your need.



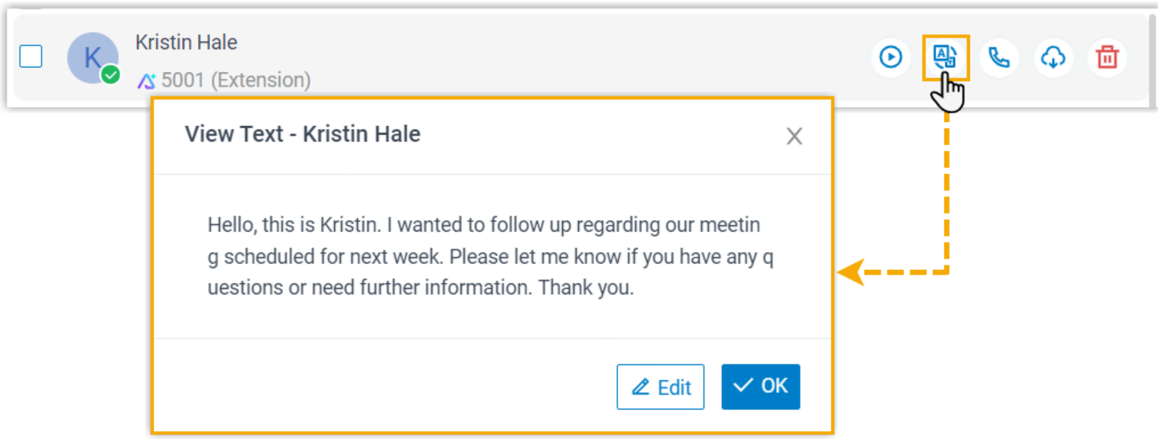
Setting	Description
Automatic Voicemail Transcription	Specify whether to automatically transcribe your voicemail messages. This option is enabled by default. If disabled, you need to manually trigger the transcription for specific voicemails when needed.
Language	Select the language in which the your voicemail messages will be transcribed.
Languages to Auto-Detect	If you set the **Language** to **Automatic**, select the desired languages for auto detection. The system will automatically detect and transcribe voicemail messages in the selected languages. **Note:** • You can select up to 5 languages for auto-detection simultaneously. • Only one region can be selected per language. For example, you cannot select both English (UK) and English (US) at the same time.

3. Click **Save**.

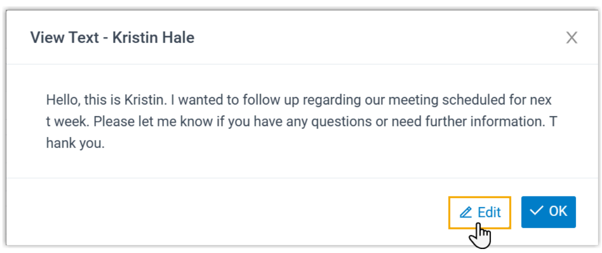
Result

- Messages delivered to your voicemail will be transcribed into text in the specified language, either automatically or manually. The transcribed voicemail messages are marked with an icon ; click to view the transcribed text.

> **Note:**
> Messages from group voicemails in **Shared by Members** mode will follow the global transcription language setting on the PBX server.



- You can refine the transcribed texts by clicking **Edit** to correct names, clarify information, or add notes for future reference.

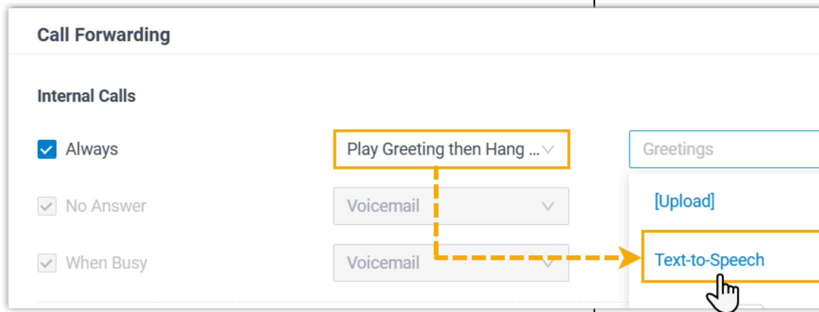
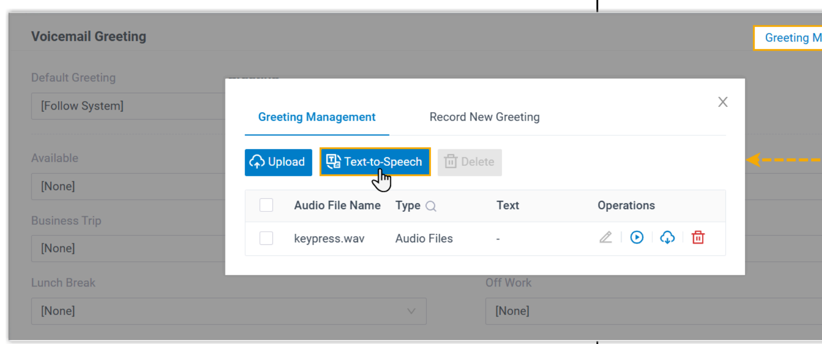


AI Text-to-Speech

The AI-powered Text-to-Speech (TTS) supports converting text into lifelike speech. With TTS, you can generate greetings simply by entering text, eliminating the need to record or upload audio files manually. This topic describes how to generate greetings with AI TTS on Linkus Desktop Client.

Introduction

You can use AI Text to Speech (TTS) to generate greetings for the two features listed below.

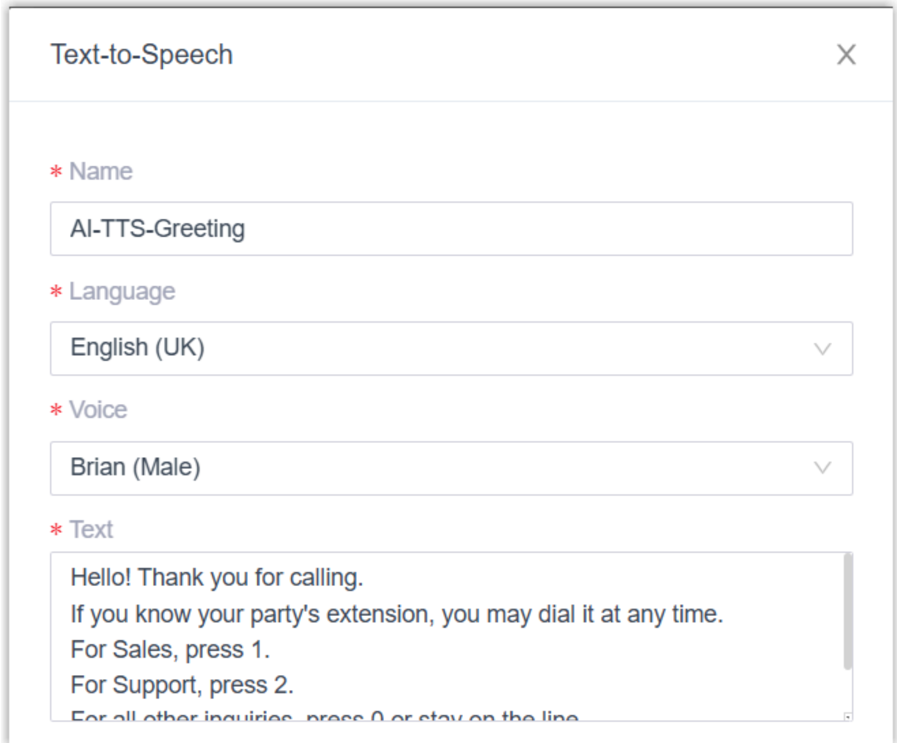
<table>
<tr><th>Feature</th><th>Description</th><th>Illustration</th></tr>
<tr><td>Call Forwarding</td><td>Set greetings for call forwarding destination (Path: Preferences > Presence > Call Forwarding).</td><td>
</td></tr>
<tr><td>Voicemail Greeting</td><td>Set greetings for voicemail (Path: Preferences > Voicemail > Voicemail Greeting).</td><td>
</td></tr>
</table>

Prerequisites

- The firmware of the PBX server is 37.20.0.128 or later.
- System administrator has enabled **AI Text-to-Speech** feature.

Procedure

1. Access the corresponding menu of desired feature, and click **Text-to-Speech**.
2. In the pop-up window, specify the prompt details.

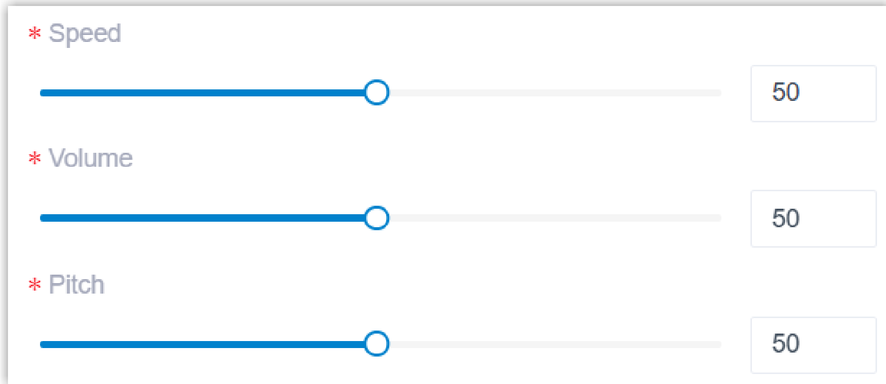


- **Name**: Specify a name for the prompt to help you identify it.
- **Language**: Select the language for the prompt.
- **Voice**: Select a voice profile for the prompt.
- **Text**: Enter the content to be converted to audio.

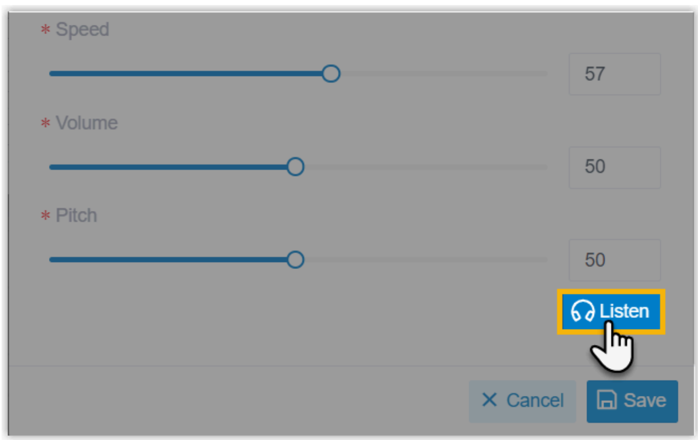
> **Note:**
> The text content should be in the same language as the audio prompt.

3. **Optional:** Adjust audio settings and preview the prompt as needed.
   a. On the **Speed**, **Volume**, and **Pitch** sliders, adjust the desired values.

> **Note:**
> The option **Pitch** is only available when you set **Language** to **Arabic**, **English (Wales)**, **Icelandic**, **Romanian**, **Russian** or **Welsh**.

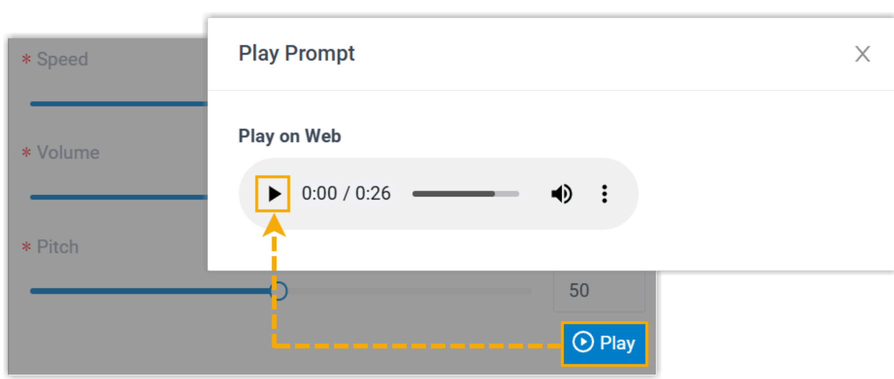


b. To preview the audio prompt, click **Listen**.



The button displays **Generating**, and then change to **Play** after the audio prompt is successfully generated.

c. Click **Play**, then click ▶ in the pop-up window to listen to the audio prompt on web.

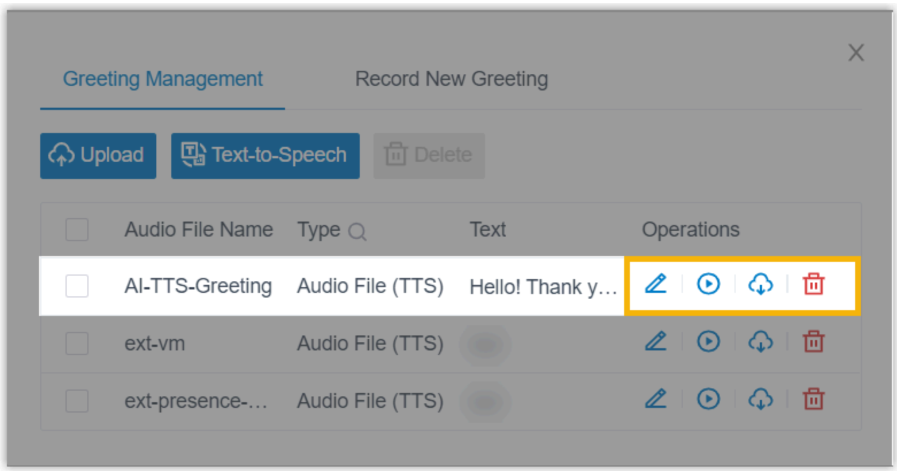


4. Click **Save**.

Result

- The audio prompt is saved and can be applied to the specific feature.
- You can easily manage the prompt after it has been added (Path: **Preferences > Voicemail > Voicemail Greeting > Greeting Management**).

  For more information, see Manage Personal Voicemail Greetings.



Integration

Microsoft Outlook Integration

Microsoft Outlook Integration Overview

Linkus Desktop Client supports to integrate with Outlook for Windows, which allows you to make phone calls to your Outlook contacts right from Outlook through Linkus Desktop Client. This topic describes the requirements and key features of Microsoft Outlook integration.

> **Important:**
> **Linkus macOS Desktop** does NOT support integration with Microsoft Outlook.

Requirements

Microsoft Outlook

- **Client**: Outlook for Windows
- **Version**: Outlook 2016 or later
- **Operating System**: Windows 10, Windows 11

Yeastar PBX

Contact administrator to ensure that the plan of your organization's PBX is **Enterprise Plan (EP)** or **Ultimate Plan (UP)**.

Key features

The integration of Linkus Desktop Client and Outlook provides the following key features:

Make Calls in Outlook

Launch phone calls to your Outlook contacts directly from Outlook through Linkus Desktop Client.

Call Popup

Automatically bring up the contact's profile on Outlook when you receive an inbound call from an Outlook contact through Linkus Desktop Client.

Call Journal

All the call activities get logged automatically to Outlook when you end calls with Outlook contacts through Linkus Desktop Client.

Automatic Contact Creation

Automatically pop up the contact creation page on Outlook when you receive or make calls with an unknown number that doesn't match an Outlook contact.

Related information

[Integrate Linkus Desktop Client with Outlook for Windows]
[Use Microsoft Outlook Integration]
[Disable Microsoft Outlook Integration]

Integrate Linkus Desktop Client with Outlook for Windows

This topic describes how to integrate Linkus Desktop Client with Outlook for Windows.

> **Important:**
> **Linkus macOS Desktop** does NOT support integration with Microsoft Outlook.

Requirements

Microsoft Outlook

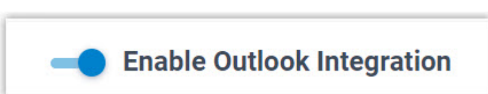
- **Client**: Outlook for Windows
- **Version**: Outlook 2016 or later
- **Operating System**: Windows 10, Windows 11

Yeastar PBX

Contact administrator to ensure that the plan of your organization's PBX is **Enterprise Plan (EP)** or **Ultimate Plan (UP)**.

Step 1. Set up Outlook integration on Linkus Desktop Client

1. Log in to Linkus Desktop Client, go to **Preferences > Integration**.
2. Turn on the switch of **Enable Outlook Integration**.



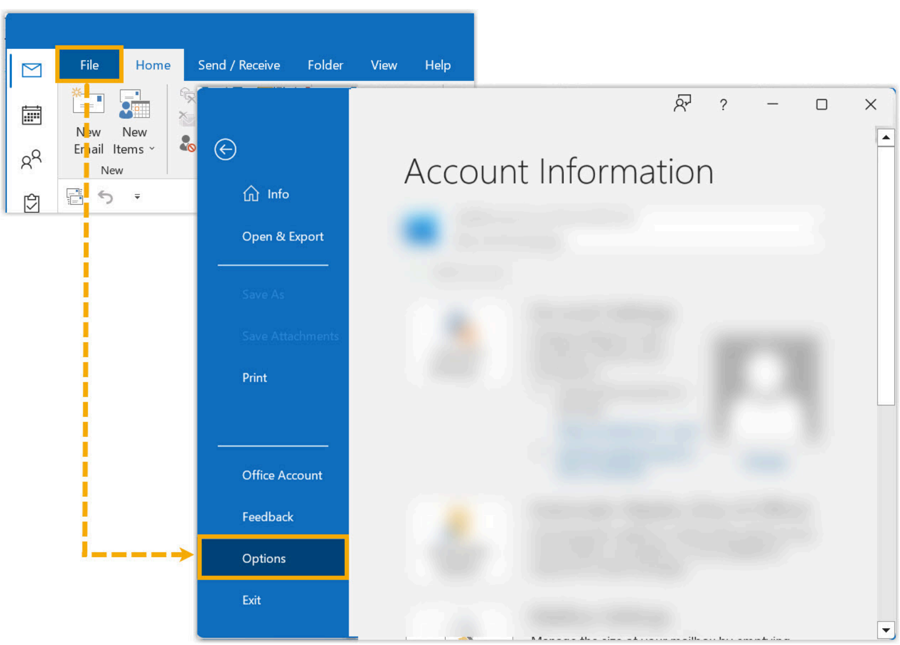
3. Set up automatic contact creation and call logs synchronization as needed.

Feature	Instruction
Automatic Contact Creation	With automatic contact creation set up, Outlook will automatically pop up the contact creation page when you receive or make calls with an unknown number that doesn't match an Outlook contact. a. Select the checkbox of **Create New Contacts Automatically**. b. In the **Call Types to Auto-create Contacts** drop-down list, select when will Outlook pop up the contact creation page. • **Inbound**: Inbound call from an unknown number that doesn't match an Outlook contact. • **Outbound**: Outbound call to an unknown number that doesn't match an Outlook contact.
Call Logs Synchronization	With call logs synchronization enabled, all the call histories with your Outlook contacts will be synchronized to Outlook. To enable call log synchronization, select the checkbox of **Synchronize Call Logs Automatically**.

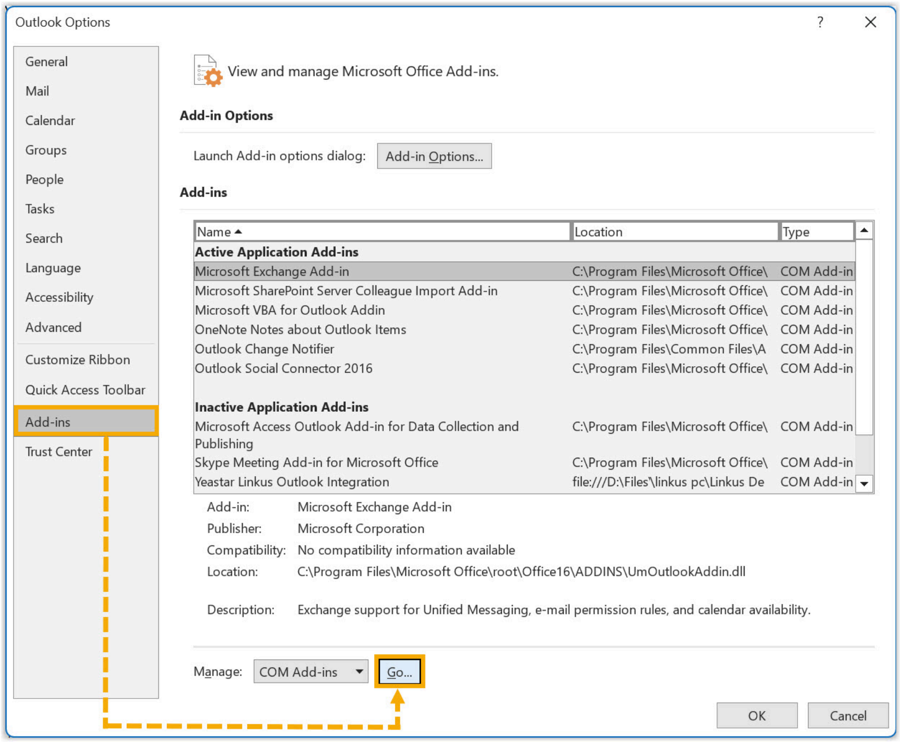
4. Click **Save**.

Step 2. Activate Linkus add-in on Outlook

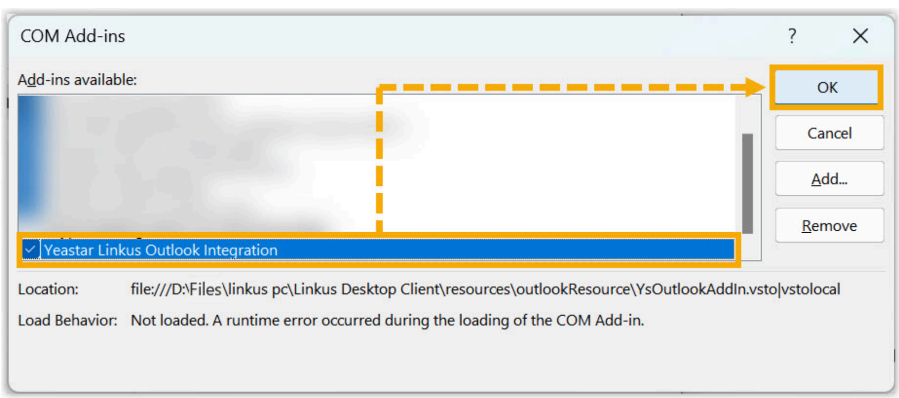
1. Open or restart Outlook, go to **File > Options**.



2. In the pop-up window, click **Add-ins** and click **Go...**.



3. In the pop-up window, select the checkbox of **Yeastar Linkus Outlook Integration** and click **OK**.



4. In the pop-up window, click **Install**.

Result

- The integration of Linkus Desktop Client and Outlook for Windows is set up.
- You can make phone calls and utilize call features within Outlook.

Use Microsoft Outlook Integration

This topic shows the usage of the key features that can be achieved after integrating Linkus Desktop Client with Outlook for Windows.

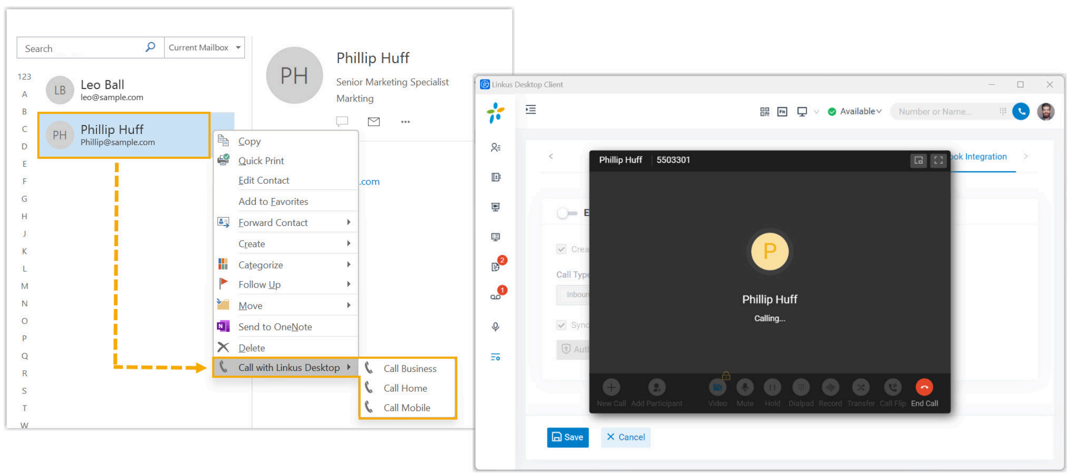
Make calls in Outlook

Prerequisites

Linkus Desktop Client stays logged in.

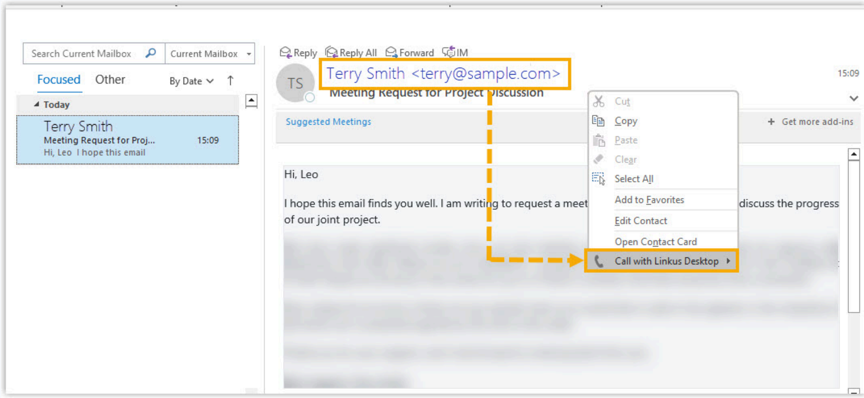
Procedure

On your Outlook contact list, right click a contact and select **Call with Linkus Desktop**, then decide which number you want to call. Linkus Desktop Client will automatically pop up and initiate the call.



Note:

- You can also make calls to your Outlook contacts by right clicking the recipient or sender in an email.



- Whenever you initiate a call for the first time after restarting Outlook for Windows, Linkus Desktop Client automatically pops up a window to prompt you to authorize it for making calls from Outlook.

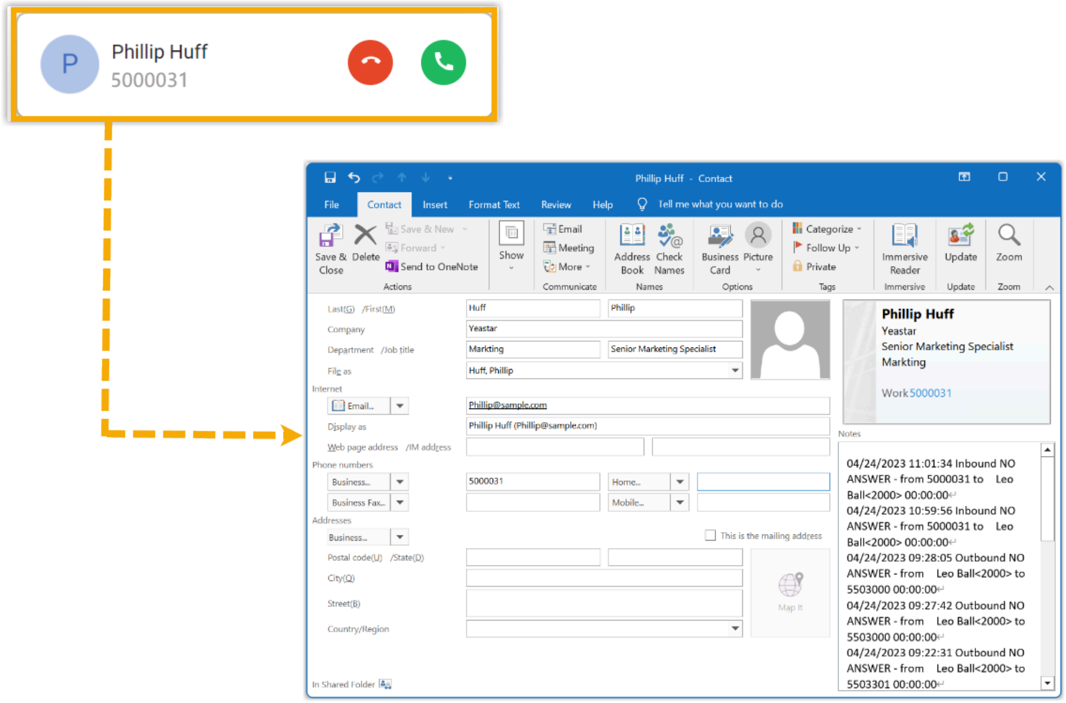
Call Popup

Prerequisites

Outlook for Windows stays logged in.

Procedure

When you receive an inbound call from an Outlook contact, Outlook will pop up to show the contact's information.



Troubleshooting:
Linkus Desktop Client does NOT display the caller's name?

If the Linkus Desktop Client only displays the phone number when receiving calls from your Outlook contacts, you need to contact the system administrator to **synchronize your Outlook contacts to Linkus clients**.

Call Journal

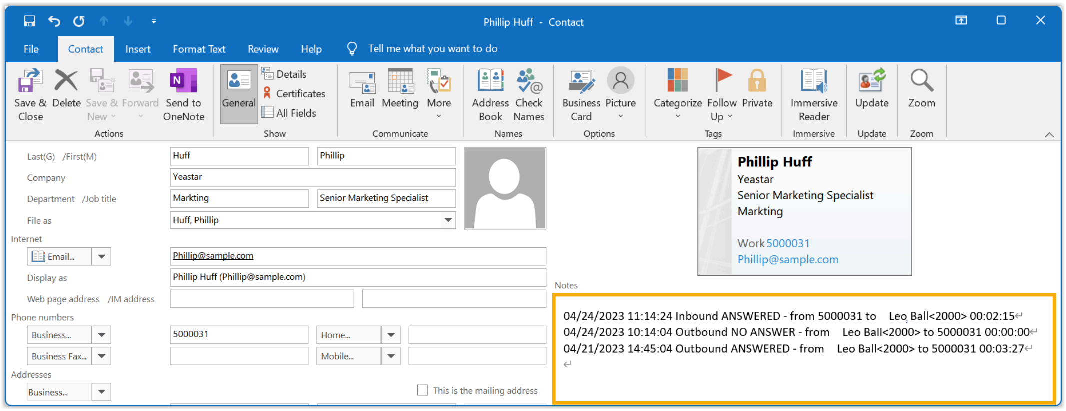
Prerequisites

- Outlook for Windows stays logged in.
- You have enabled call logs synchronization.

Procedure

All outbound calls, inbound calls, and missed call histories with your Outlook contacts will be logged to Outlook automatically, which helps you to keep track of every conversation.

You can log in to Outlook, go to the **Notes** section in a contact editing page to view the call logs.



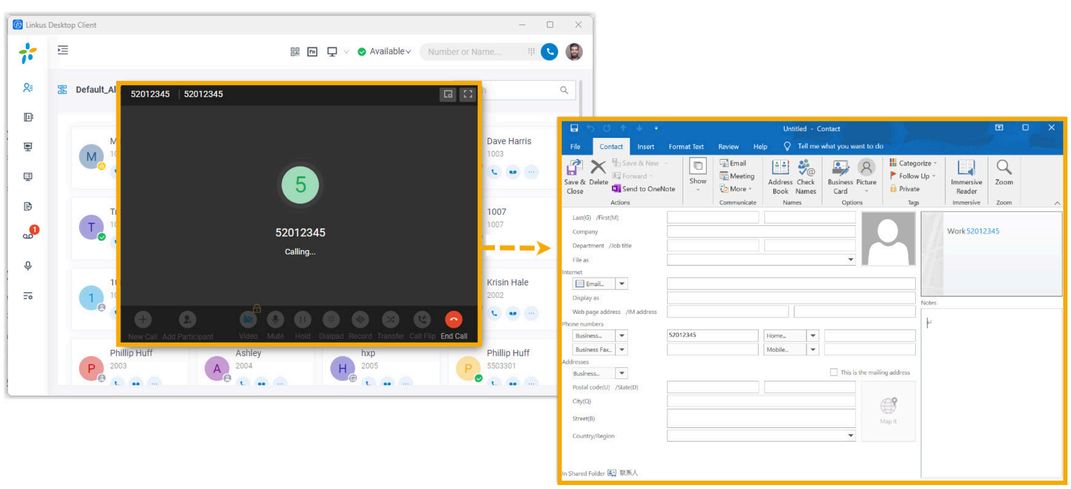
Automatic Contact Creation

Prerequisites

- Outlook for Windows stays logged in.
- You have set up automatic contact creation.

Procedure

When you receive or make calls with an unknown number that doesn't match an Outlook contact, Outlook automatically brings up the contact creation page and logs the phone number. You can update other details and save it as your Outlook contact.



Disable Microsoft Outlook Integration

This topic describes how to disable the integration of Linkus Desktop Client and Outlook for Windows.

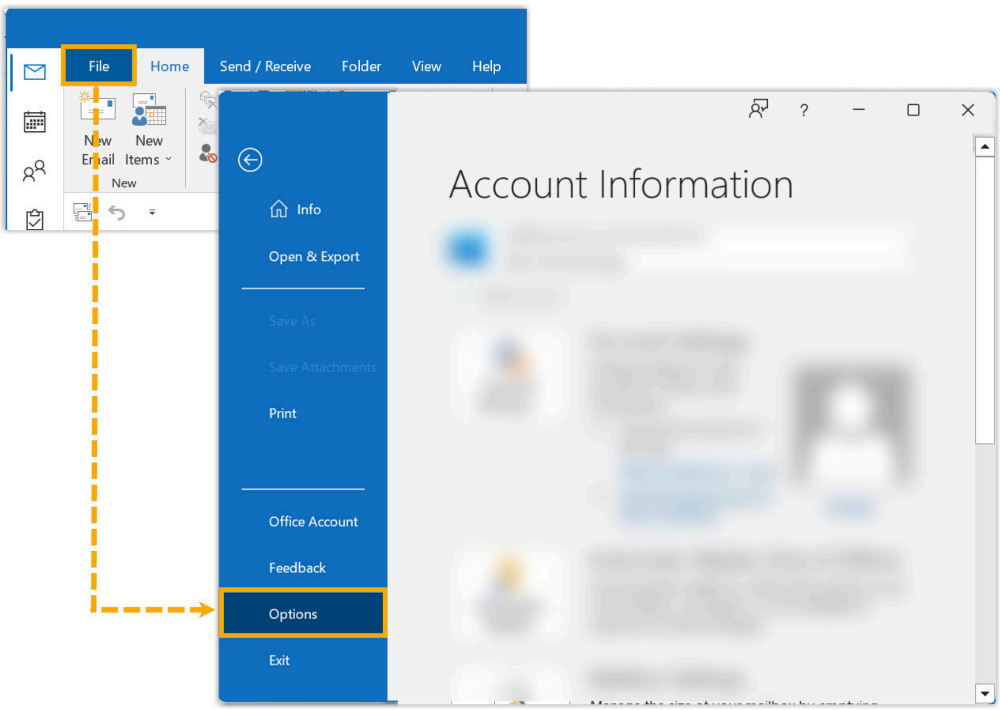
Step 1. Disable Outlook integration on Linkus Desktop Client

1. Log in to Linkus Desktop Client, go to **Preferences > Outlook Integration**.
2. Turn off the switch of **Enable Outlook Integration**.

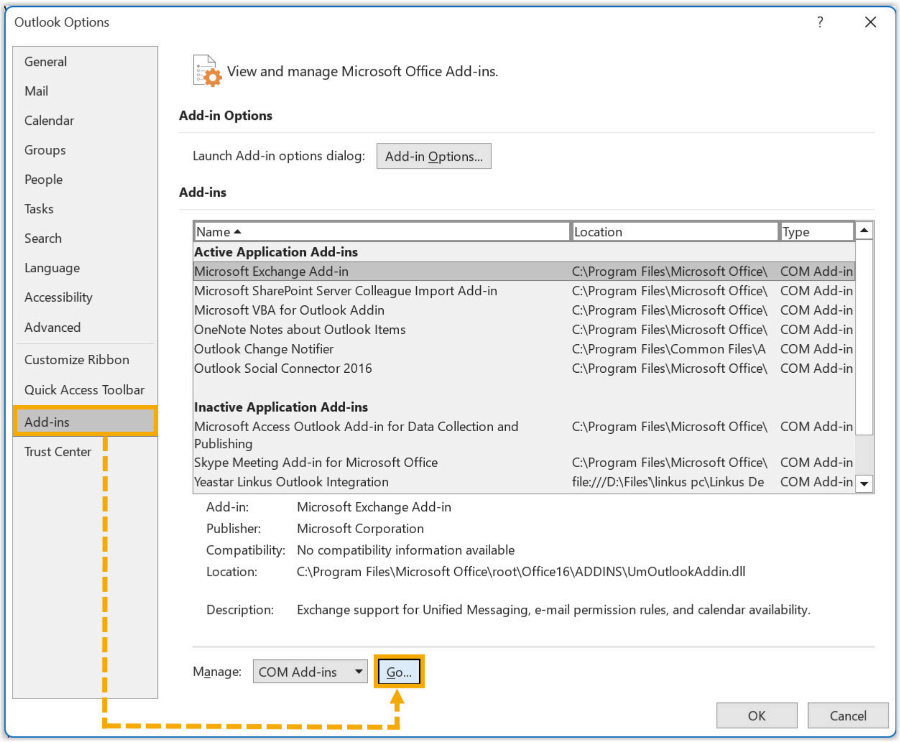
3. Click **Save**.

Step 2. Inactivate Linkus add-in on Outlook

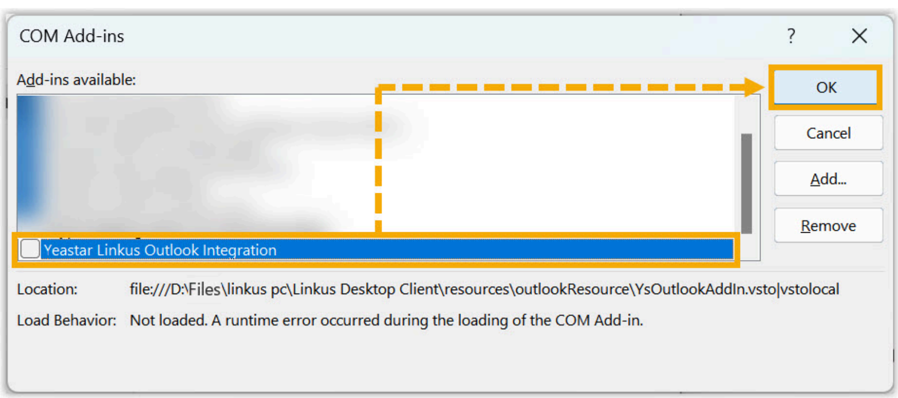
1. Log in to Outlook, go to **File > Options**.



2. In the pop-up window, click **Add-ins** and click **Go...**.



3. In the pop-up window, unselect the checkbox of **Yeastar Linkus Outlook Integration** and click **OK**.



Result

The integration of Linkus Desktop Client and Outlook is disabled, along with all the features provided by the Outlook integration.

TAPI Integration

TAPI Integration Guide

Integrate Linkus Desktop Client with TAPI

Yeastar offers a TAPI software driver that can be installed on your PC to seamlessly integrate with your Linkus Desktop Client (Windows Desktop). This integration allows you to implement click-to-call directly from a variety of TAPI-enabled applications (such as your CRM application) using Linkus Desktop Client, eliminating the need for manual dialing of telephone numbers and thus enhancing productivity.

> **Note:**
> The TAPI integration is available for **Linkus Desktop Client (Windows Desktop)** only.

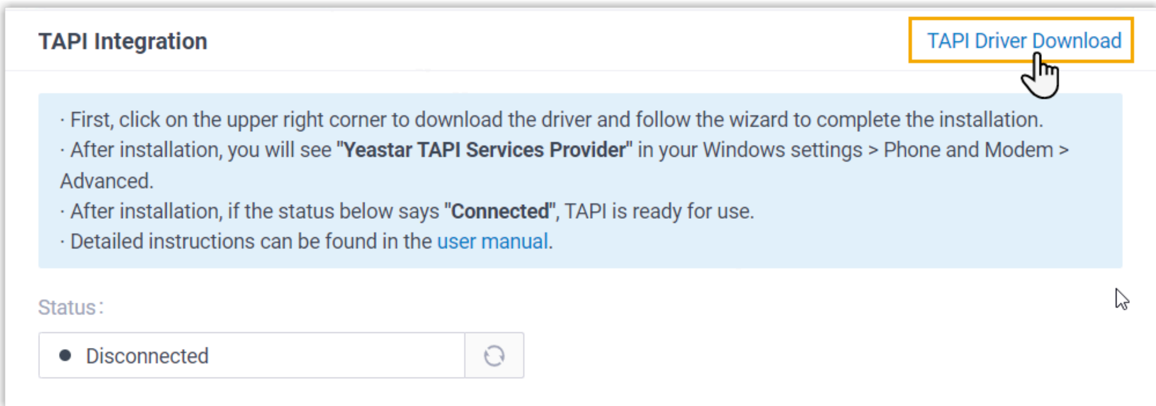
Requirements

- **PBX Server**: Version 37.20.0.128 or later
- **Linkus Desktop Client (Windows Desktop)**: 1.16.4 or later
- **Windows Operating System**: Windows 7, Windows 8, Windows 8.1, Windows 10, Windows 11, Windows Server 2008 R2, Windows Server 2012 R2, Windows Server 2016, and Windows Server 2019 (all 64-bit)

Install the Yeastar TAPI driver

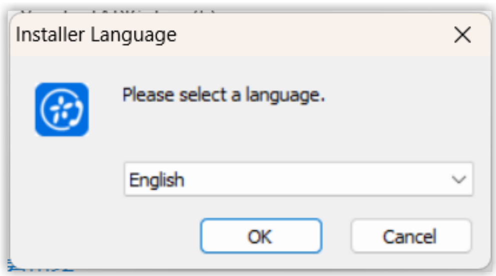
Download the TAPI driver on Linkus Desktop Client and install the driver on your PC.

1. Log in to Linkus Desktop Client, go to **Preferences > Integration**.
2. At the top-right corner of the **TAPI Integration** section, click **TAPI Driver Download**.

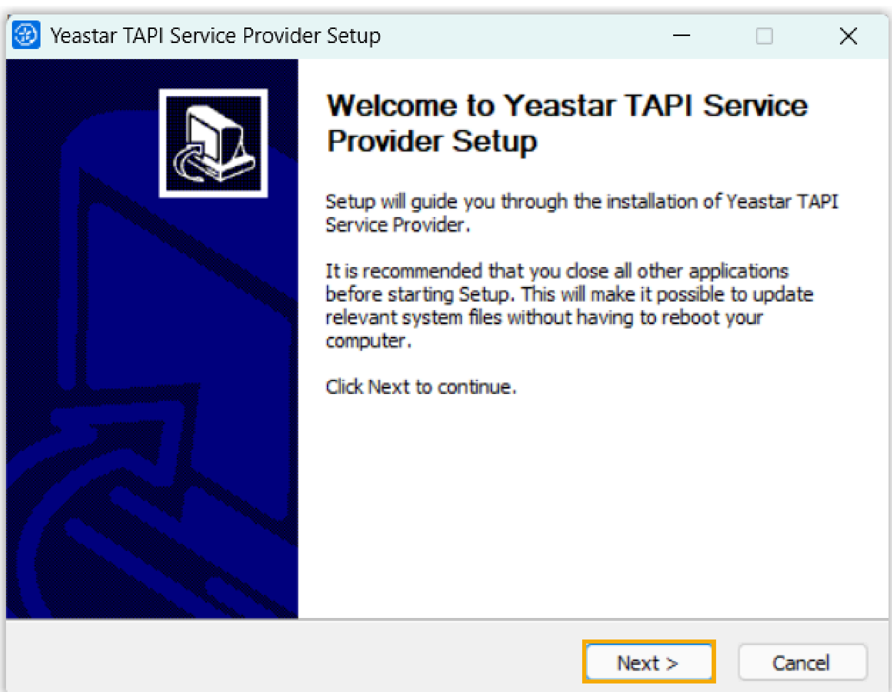


A **YeastarTAPISetup.exe** file is downloaded to your PC.

3. Open the **YeastarTAPISetup.exe** to install the TAPI driver.
    a. Select the desired language.

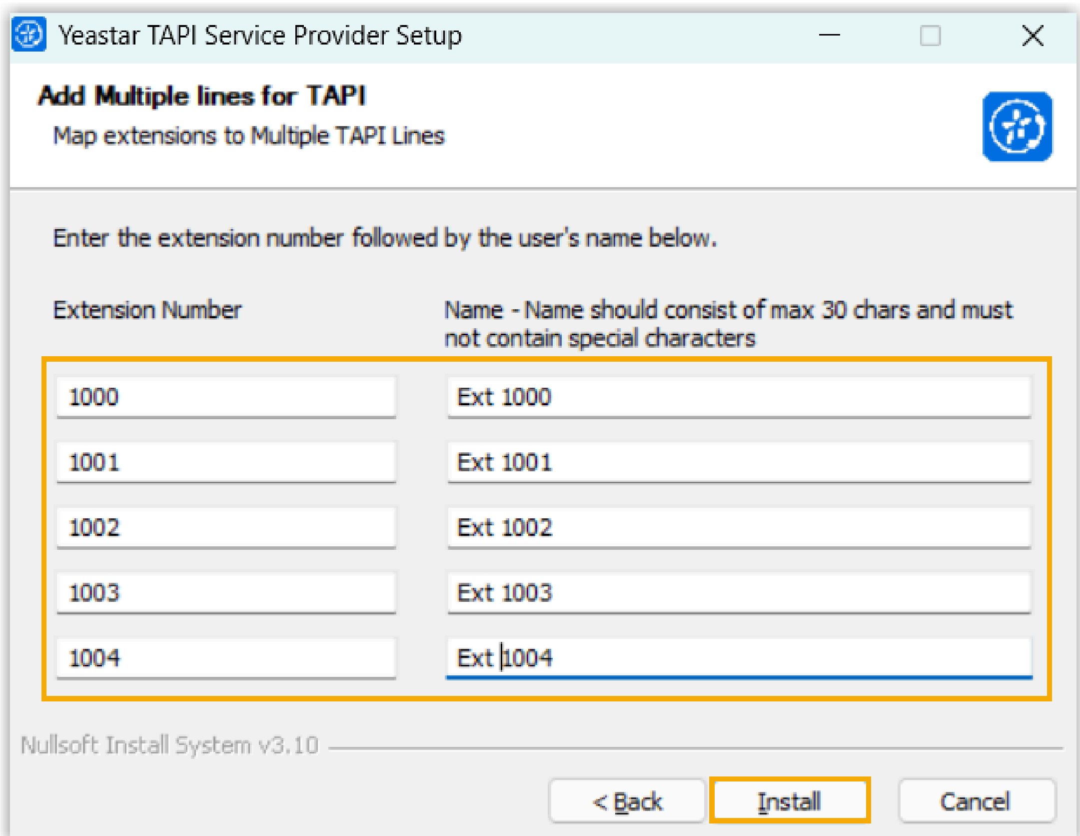


    b. Click **Next**.



c. Specify one or more extensions that are allowed to use this TAPI integration, then click **Install** to continue the installation.

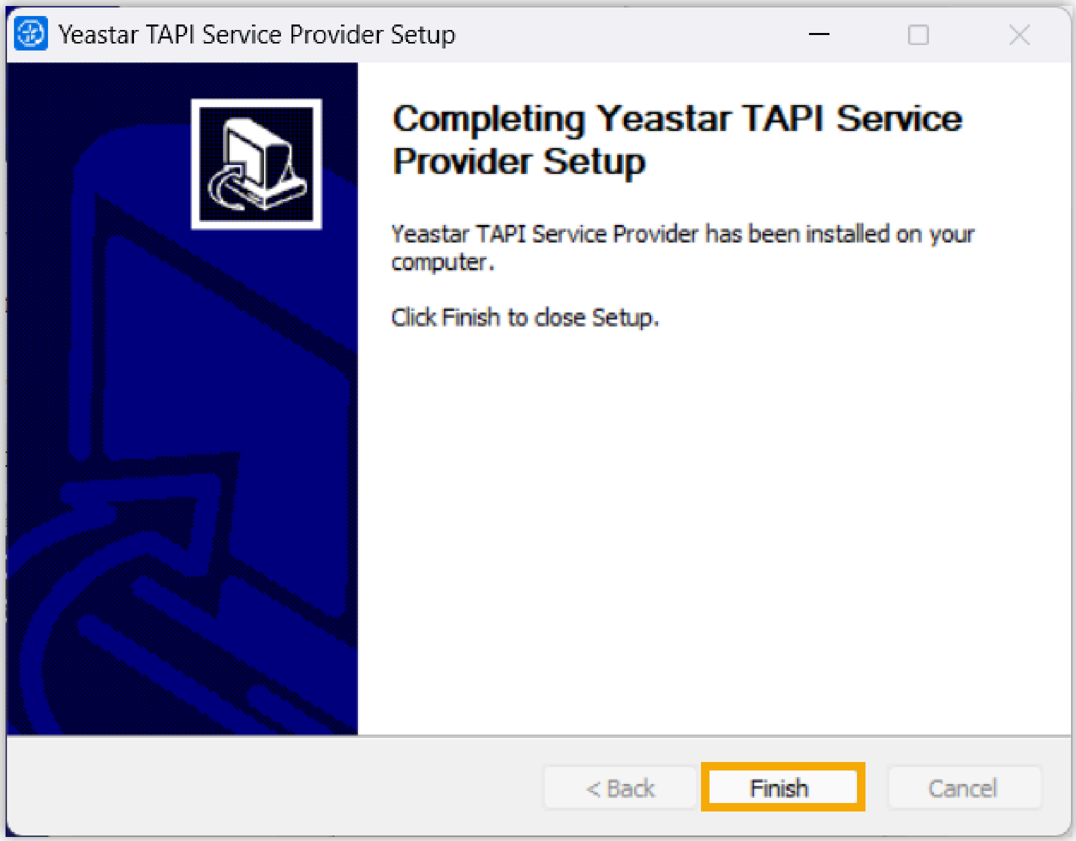
> **Note:**
> By default, you can add up to **5** extensions on this setup page. If you require more lines, you can add the desired extensions by editing the TAPI driver's configuration files after installation. For more information, see Add More TAPI Lines.



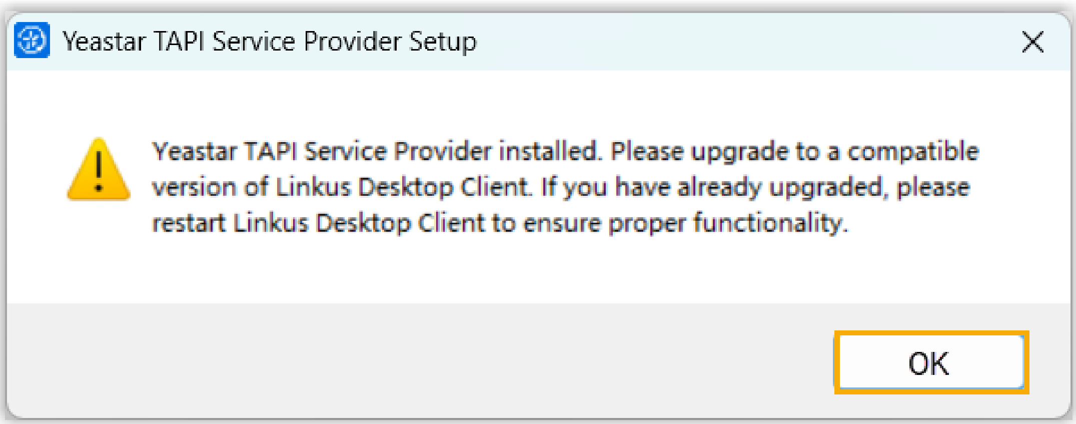
- **Extension Number**: Enter the desired extension number.
- **Name**: Enter a name to help you identify the extension.

> **Note:**
> Only letters, numbers, and spaces are allowed.

d. When finished, click **Finish** to close the installer program.



e. In the pop-up window, click **OK**.



4. Restart the Linkus Desktop Client.

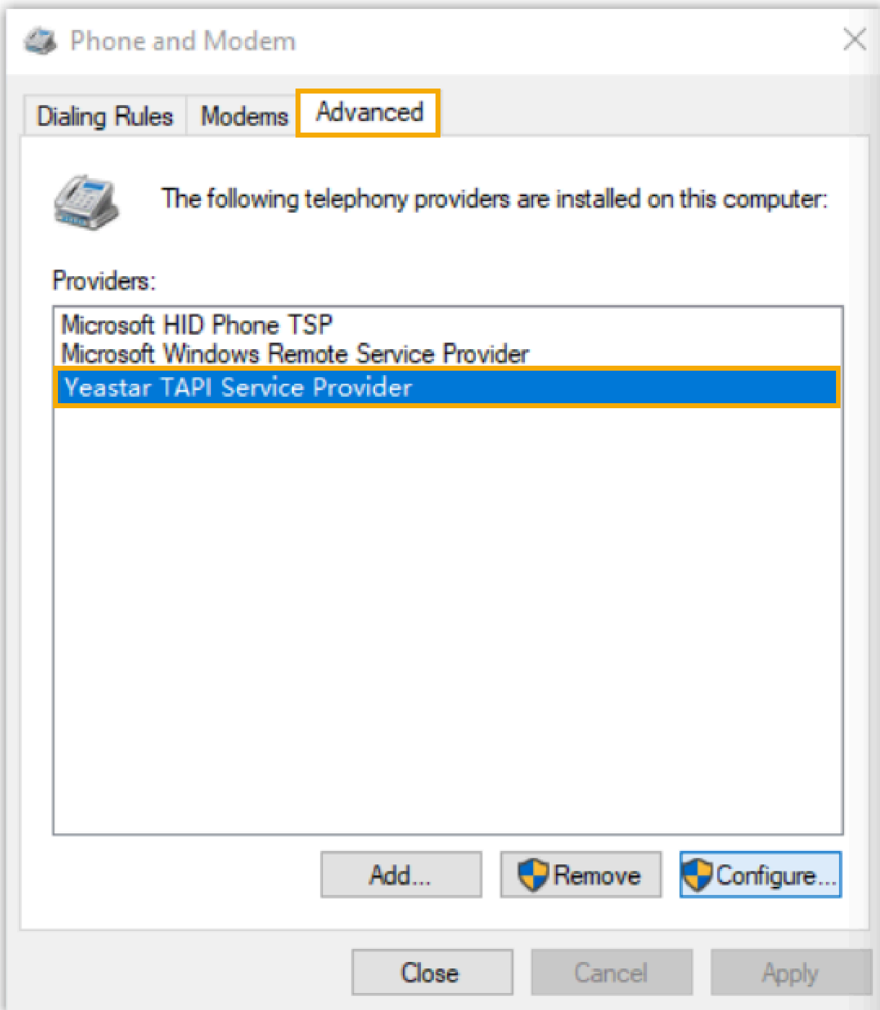
Check the installation result of the Yeastar TAPI driver

You can check whether the Yeastar TAPI driver is installed successfully on your PC.

1. Press **Win** + **R** to open the Run command window.

2. Type `telephon.cpl` and press **Enter** to open the **Phone and Modem** window.

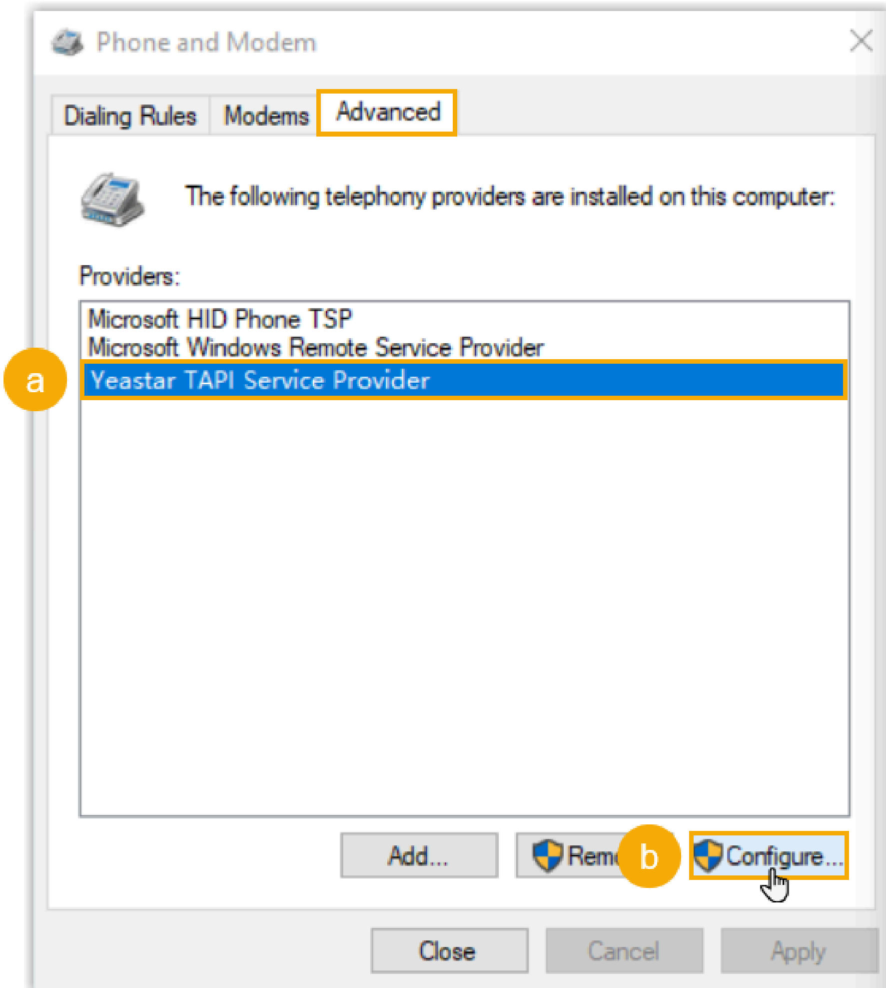
   Under the **Advanced** tab, if you see the **Yeastar TAPI Service Provider** displayed in the **Providers** list, it indicates that the Yeastar TAPI driver is installed successfully.

(Optional) Add more TAPI lines

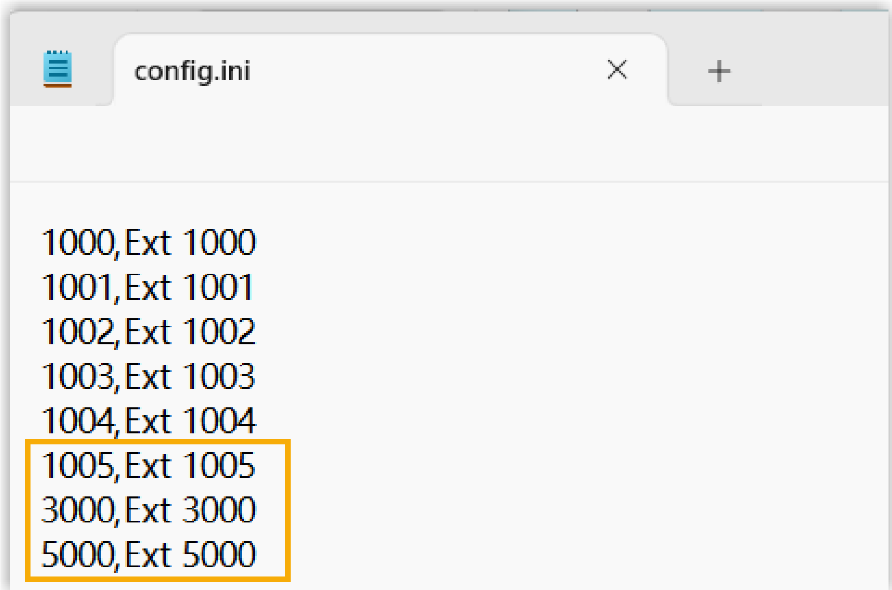
If you want to allow more extension users to use this integration, edit the TAPI driver's configuration file to add more lines.

1. On the **Phone and Modem** window, select the **Yeastar TAPI Service Provider**, then click **Configure**.



The TAPI driver's configuration file `config.ini` opens automatically.

2. In the configuration file, add as many lines as you need following the structure of the existing configurations, then save the file.



3. Restart the Telephony service to apply the changes.
    a. Press **Win** + **R** to open the Run command window.
    b. Type `services.msc` and press **Enter** to open the **Service** window.
    c. Find and right-click the **Telephony** service, then select **Restart**.

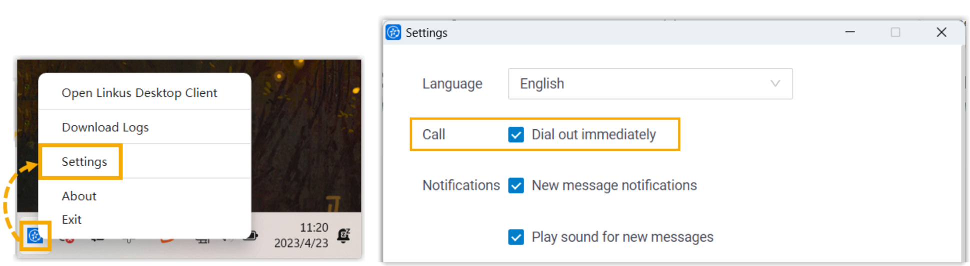
Make a test call via Yeastar TAPI driver

Make a test call to verify whether the Yeastar TAPI driver is operational.

In this example, we use the Windows **Dialer** app to show how to make a call via Yeastar TAPI driver.

Prerequisites

- You have logged in to Linkus Desktop Client.
- The **Dial out immediately** setting on Linkus Desktop Client has been enabled.

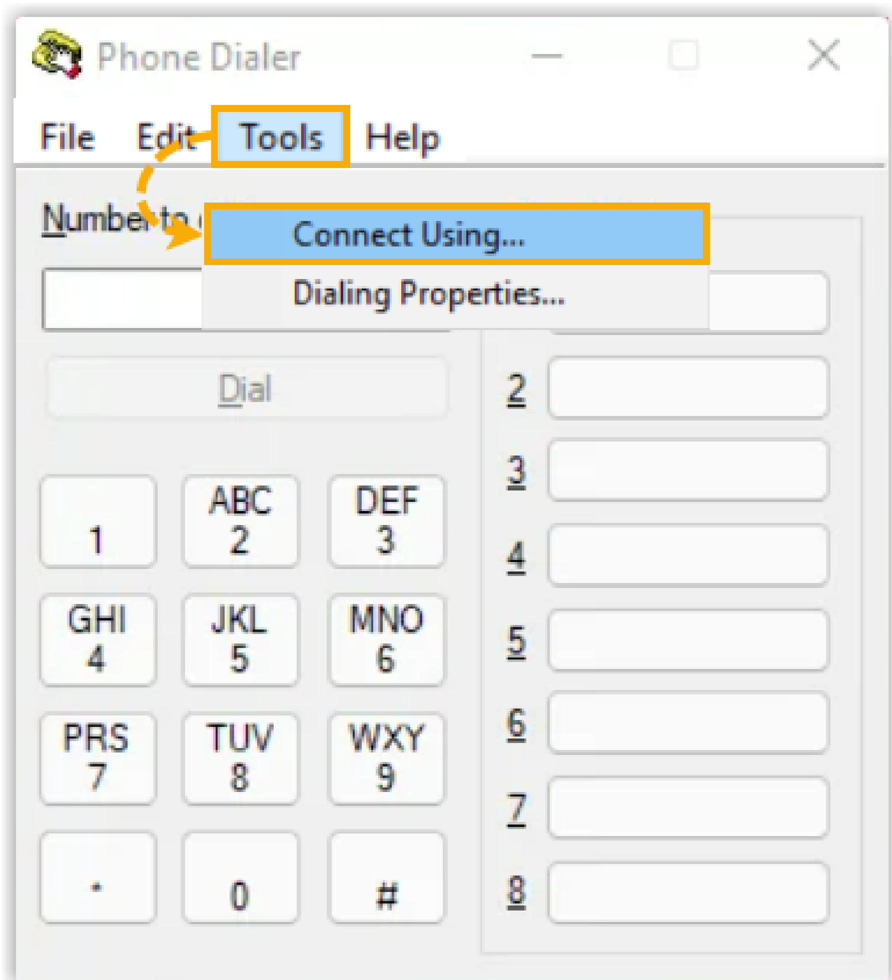


- If you have set up default calling app to other driver or app for your PC before, you need to change it to Linkus.

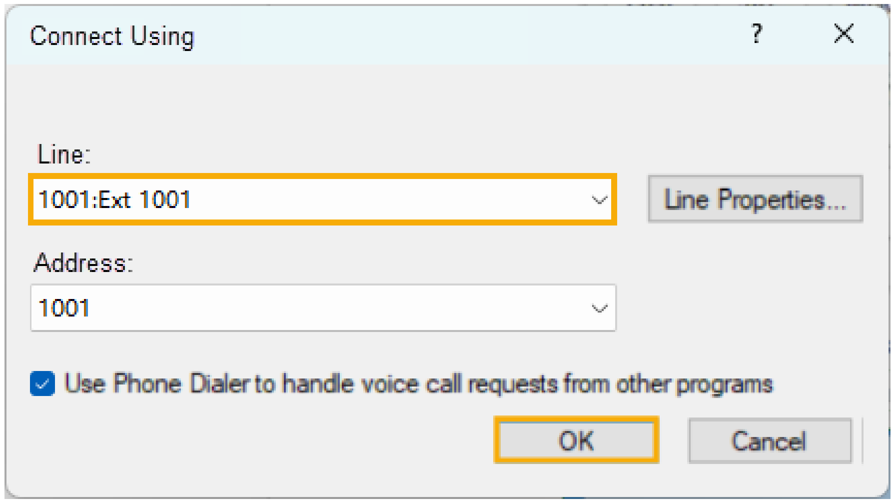
For more information, see How to set Linkus as the default calling app.

Procedure

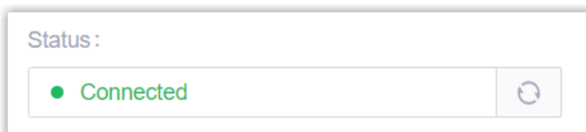
1. On your PC, press **Win** + **R** to open the Run command window.
2. Type `dialer.exe`, then press **Enter** to open the **Phone Dialer** window.
3. On the top menu, click **Tools**, then select **Connect Using...**.



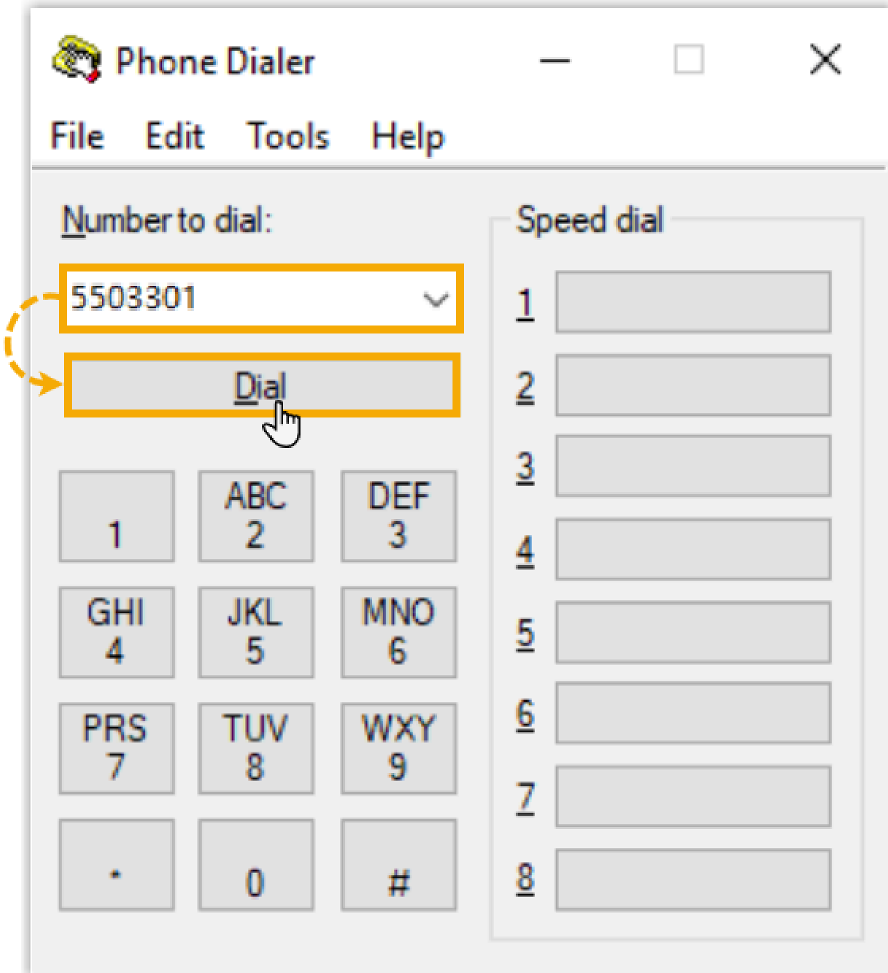
4. In the **Line** drop-down list, select the desired extension, then click **OK**.



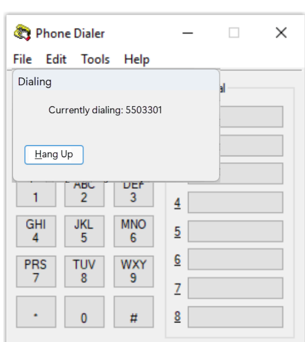
When the selected extension log in to Linkus Desktop Client, the TAPI integration status will be displayed as **Connected** (Path: **Preference > Integration > TAPI Integration**); The numbers dialed in the **Dialer** will be called out through this line.

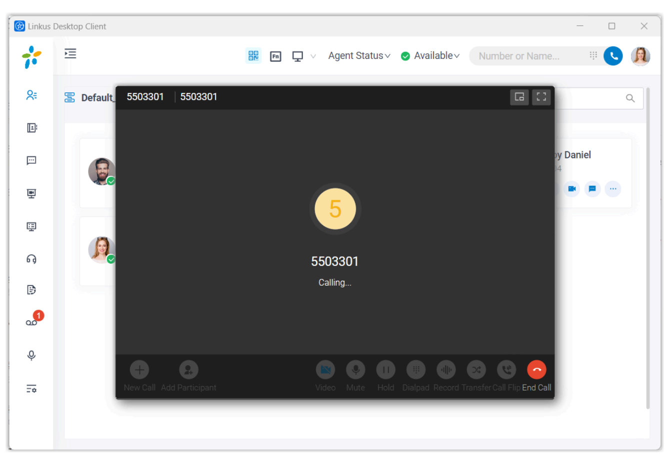


5. In the **Number to dial** field, enter a phone number and click **Dial**.



Linkus Desktop Client is launched, initiating an outgoing call.





TAPI Integration Guide (Deutsch)

Integrieren Sie den Linkus-Desktop-Client mit TAPI

Yeastar bietet einen TAPI-Softwaretreiber an, der auf Ihrem PC installiert werden kann, um nahtlos mit Ihrem Linkus Desktop Client (Windows Desktop) zu integrieren. Diese Integration ermöglicht es Ihnen, einen "Click-to-Call" Anruf direkt aus einer Vielzahl von TAPI-fähigen Anwendungen (wie Ihrer CRM-Anwendung) mithilfe des Linkus Desktop Clients zu implementieren. Somit entfällt manuelles Wählen von Telefonnummern, verringert die Fehlerquote und steigert somit die Produktivität.

> **Note:**
> Die TAPI-Integration ist nur für den **Linkus Desktop Client (Windows Desktop)** verfügbar.

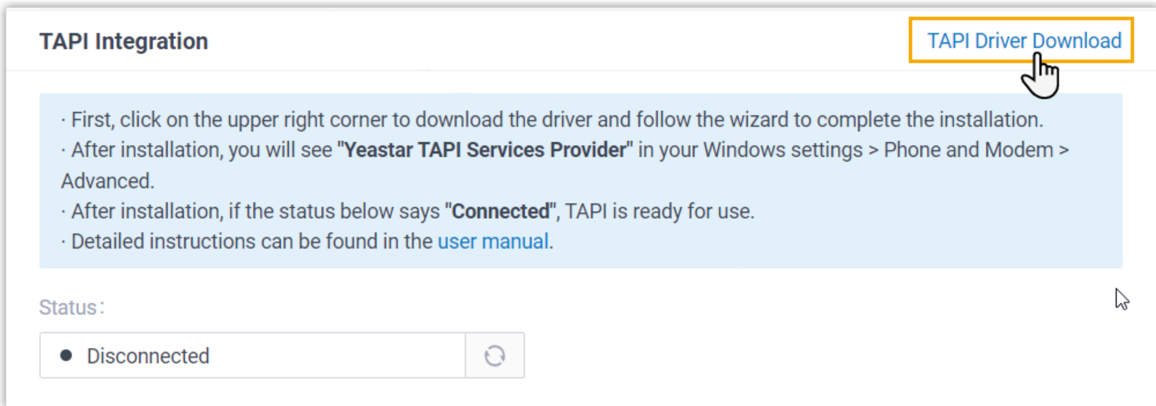
Anforderungen

- **PBX-Server**: Version 37.20.0.128 oder neuer
- **Linkus Desktop Client (Windows Desktop)**: 1.16.4 oder neuer
- **Windows-Betriebssystem**: Windows 7, Windows 8, Windows 8.1, Windows 10 und Windows 11 (alle 64-Bit)

Installation des Yeastar TAPI-Treibers

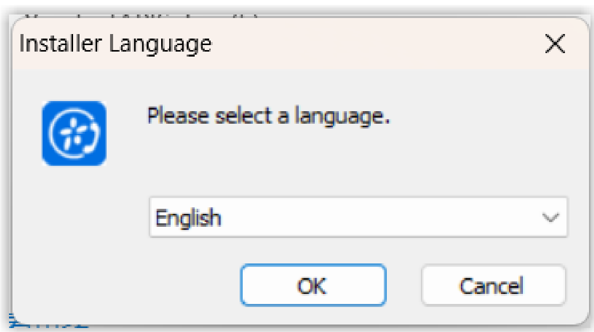
Laden Sie den TAPI-Treiber auf Ihrem Linkus-Desktop-Client herunter und installieren Sie den Treiber auf Ihrem PC.

1. Melden Sie sich beim Linkus Desktop Client an und gehen Sie zu **Preferences > Integration**.
2. In der oberen rechten Ecke des Abschnitts **TAPI Integration** klicken Sie auf **TAPI Driver Download**.

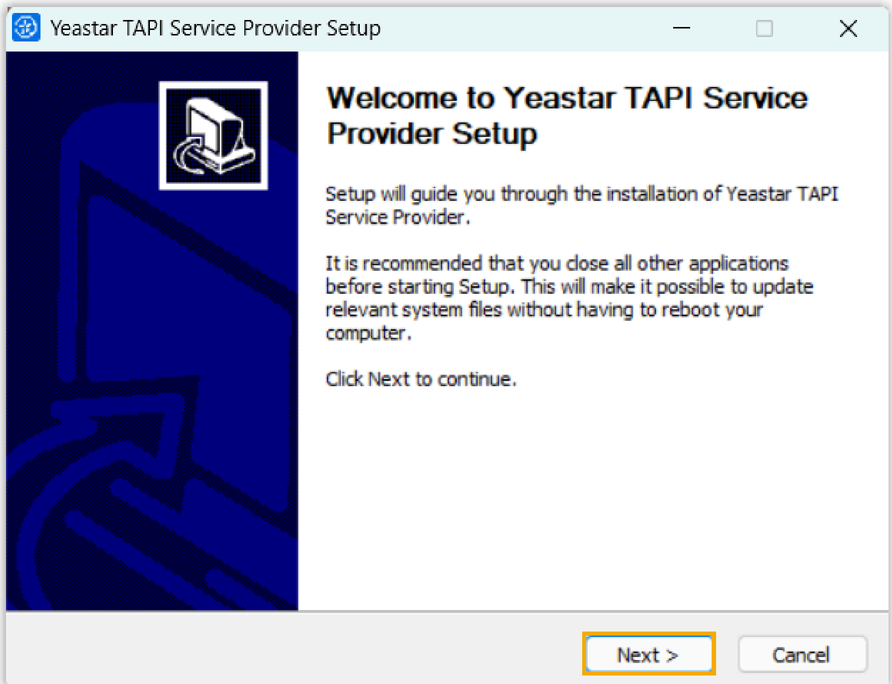


Es wird eine Datei mit dem Namen **YeastarTAPISetup.exe** auf Ihren PC herunterge-laden.

3. Öffnen Sie die Datei **YeastarTAPISetup.exe**, um den TAPI-Treiber zu installieren.
    a. Wählen Sie die gewünschte Sprache aus.

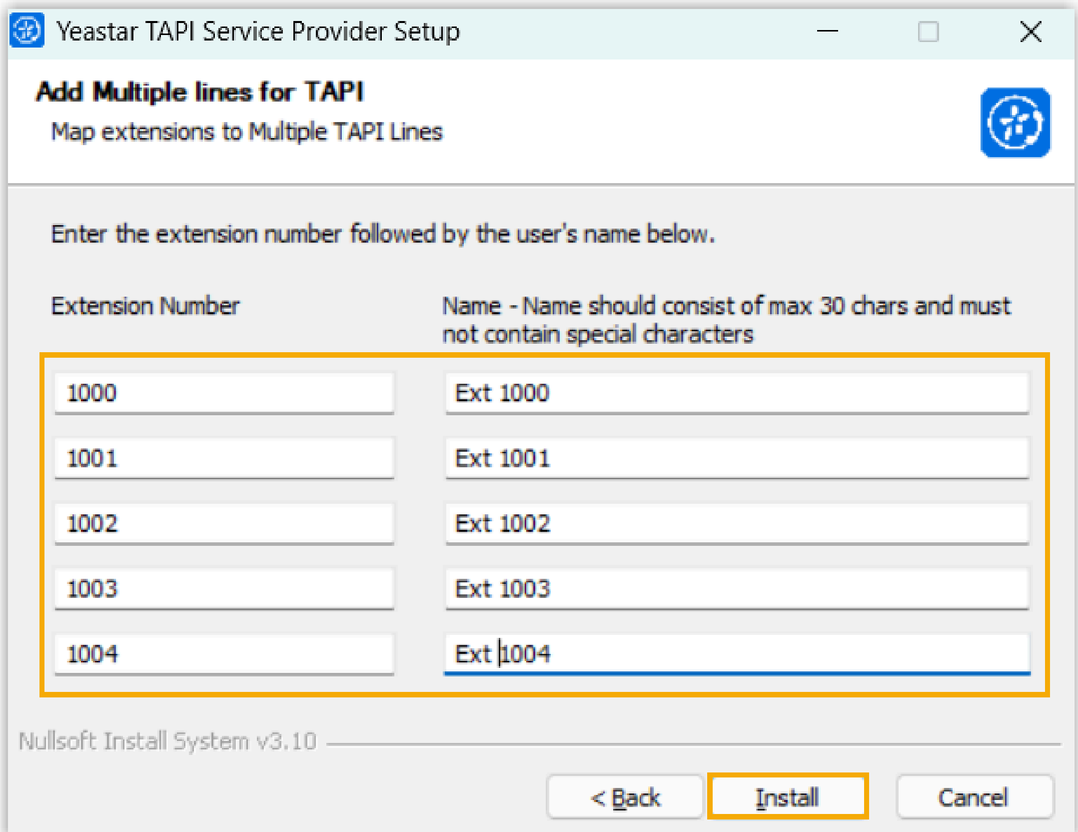


    b. Klicken Sie auf **Next**.



c. Geben Sie eine oder mehrere Nebenstellen an, die diese TAPI-Integration verwenden dürfen, und klicken Sie dann auf **Install**, um die Installation fortzusetzen.

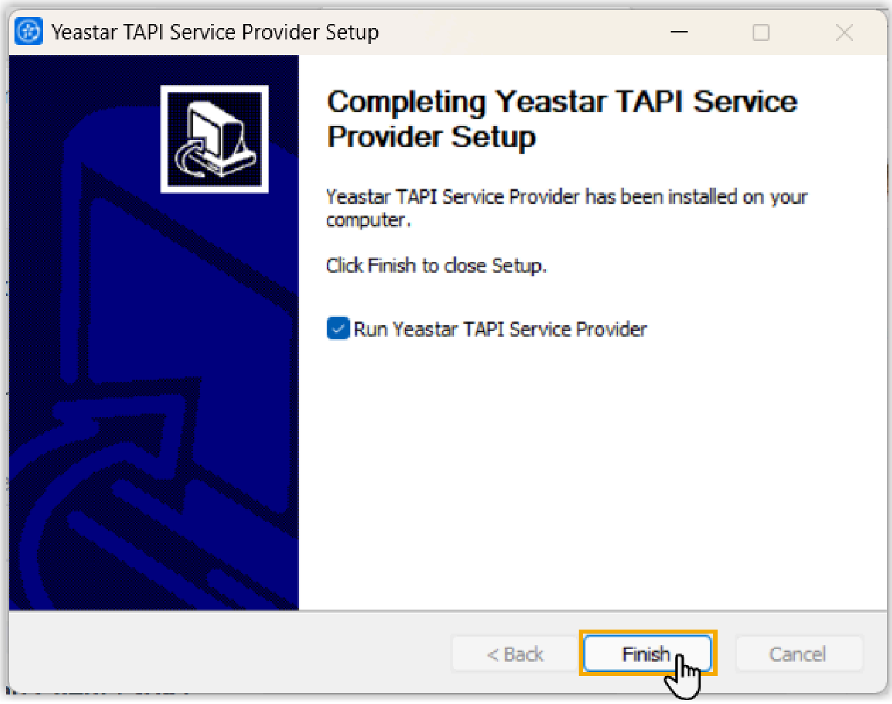
> **Note:**
> Standardmäßig können Sie auf dieser Einrichtungsseite bis zu 5 Nebenstellen hinzufügen. Wenn Sie mehr Leitungen benötigen, können Sie diese nach der Installation durch Bearbeiten der TAPI-Treiber-Konfigurationsdateien hinzufügen. Weitere Informationen finden Sie unter Weitere TAPI-Leitungen hinzufügen.



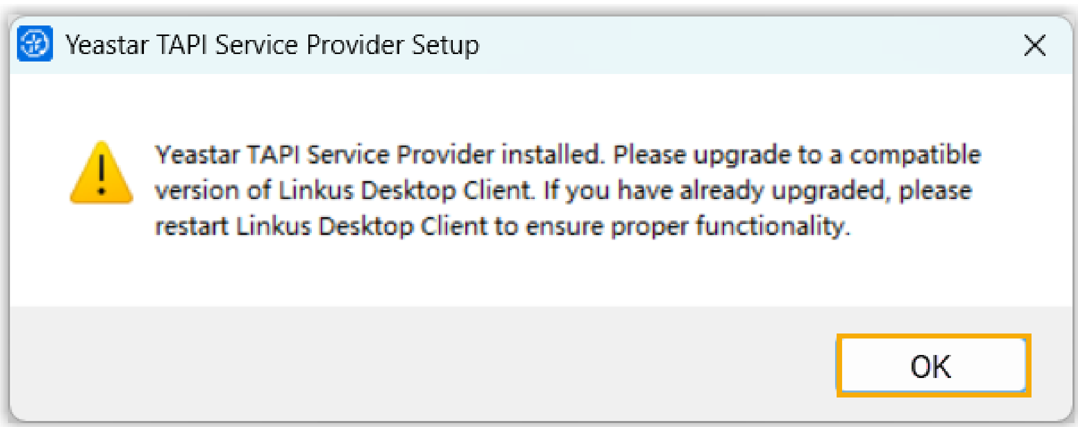
- **Extension Number**: Geben Sie die gewünschte Nebenstellennummer ein.
- **Name**: Geben Sie einen Namen ein, um die Nebenstelle besser identifizieren zu können.

> **Note:**
> Es sind nur Buchstaben, Zahlen und Leerzeichen erlaubt.

d. Wenn die Installation abgeschlossen ist, klicken Sie auf **Finish**, um das Installationsprogramm zu schließen.



e. Im Popup-Fenster klicken Sie auf **OK**.

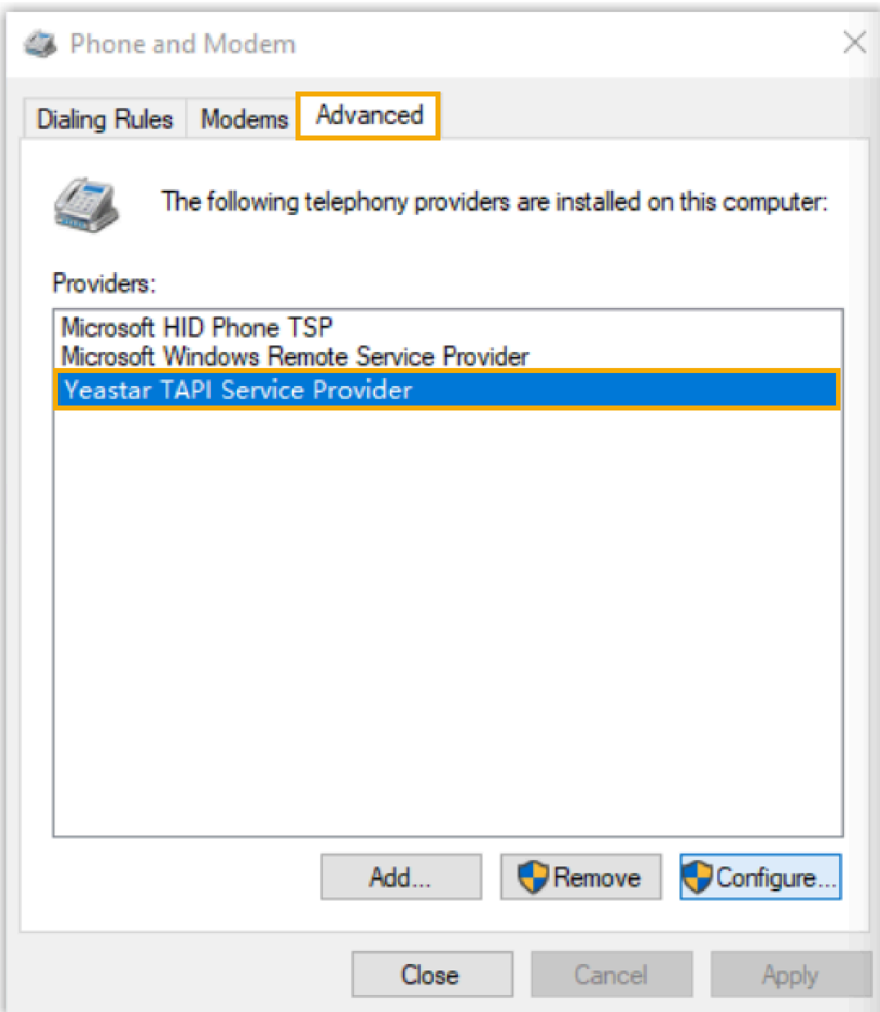


Überprüfen Sie das Installationsergebnis des Yeastar TAPI-Treibers.

Sie können folgendermaßen überprüfen, ob der Yeastar TAPI-Treiber erfolgreich installiert wurde.

1. Drücken Sie **Win** + **R**, um das Fenster "Ausführen" zu öffnen.
2. Geben Sie `telephon.cpl` ein und drücken Sie die Eingabetaste, um das Fenster **Phone and Modem** zu öffnen.

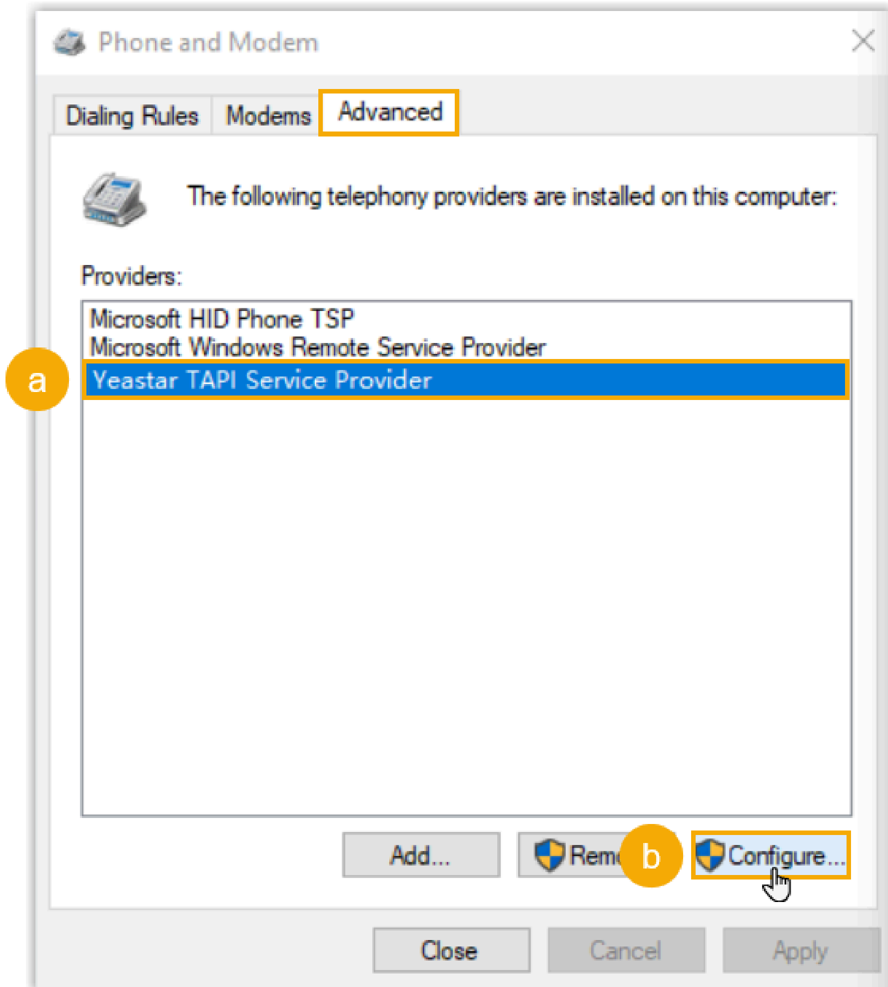
Unter dem Tab **Advanced**, wenn Sie den Yeastar TAPI-Dienstanbieter in der Liste der Anbieter sehen, zeigt dies an, dass der Yeastar TAPI-Treiber erfolgreich installiert wurde.



(Optional) Weitere TAPI-Leitungen hinzufügen

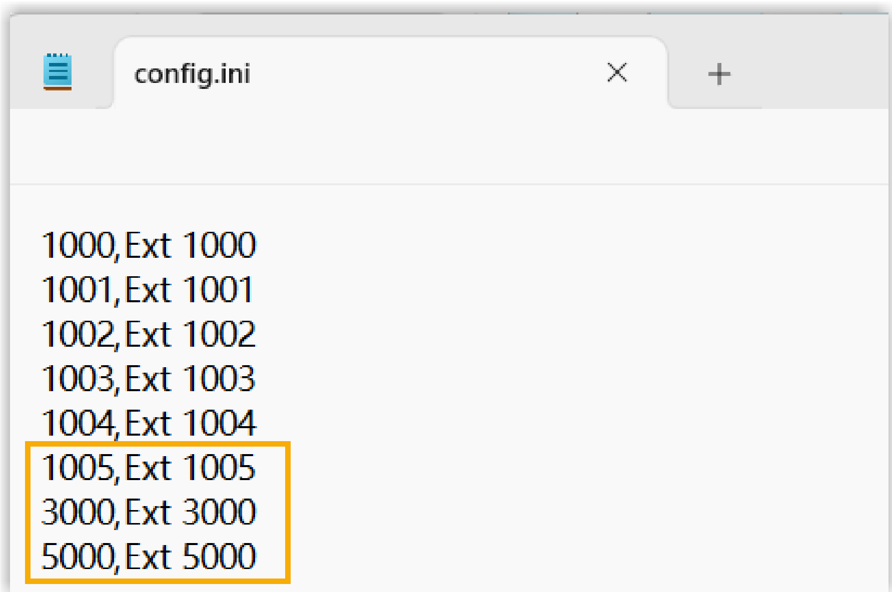
Wenn Sie möchten, dass mehr Nebenstellenbenutzer diese Integration nutzen können, bearbeiten Sie die Konfigurationsdatei des TAPI-Treibers, um weitere Leitungen hinzuzufügen.

1. Im Fenster **Phone and Modem** wählen Sie den **Yeastar TAPI Service Provider** und klicken Sie dann auf **Configure**.



Die Konfigurationsdatei des TAPI-Treibers `config.ini` wird automatisch geöffnet.

2. Fügen Sie innerhalb der Konfigurationsdatei so viele Leitungen hinzu, wie Sie benötigen, und folgen Sie dabei der Struktur der bestehenden Konfigurationen. Speichern Sie anschließend die Datei.



3. Starten Sie den Telefondienst neu, um die Änderungen zu übernehmen.
    a. Drücken Sie **Win** + **R**, um das Fenster "Ausführen" zu öffnen.
    b. Geben Sie `services.msc` ein und drücken Sie die Eingabetaste, um das Fenster **Service** zu öffnen.

       Suchen Sie den Telefondienst, klicken Sie mit der rechten Maustaste darauf und wählen Sie **Restart**.

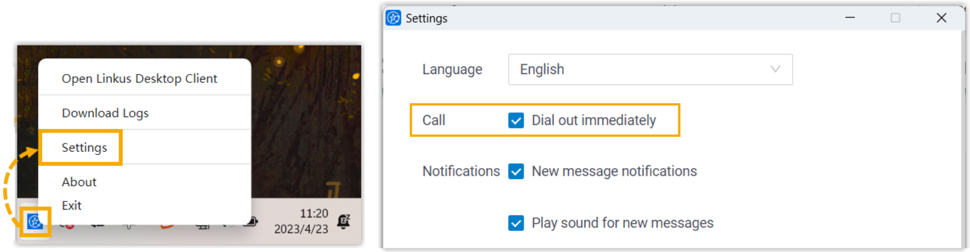
Führen Sie einen Testanruf über den Yeastar TAPI-Treiber durch

Führen Sie einen Testanruf durch, um zu überprüfen, ob der Yeastar TAPI-Treiber funktioniert.

In diesem Beispiel verwenden wir die Windows-Wähl-App, um zu zeigen, wie ein Anruf über den Yeastar TAPI-Treiber getätigt wird.

Voraussetzungen:

- Sie haben sich im Linkus Desktop-Client angemeldet.
- Die Funktion **Dial out immediately** im Linkus Desktop-Client wurde aktiviert.

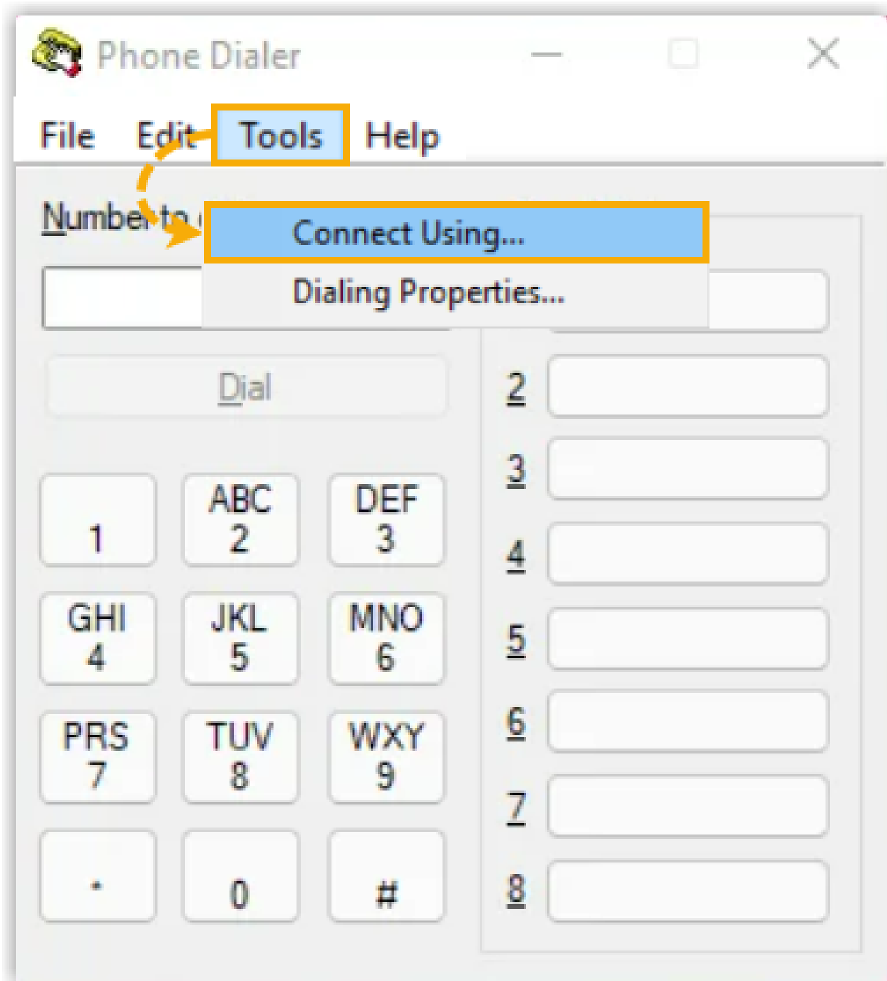


- Wenn Sie zuvor eine andere Standardanruf-App oder einen anderen Treiber für Ihren PC eingerichtet haben, müssen Sie diese auf Linkus ändern.

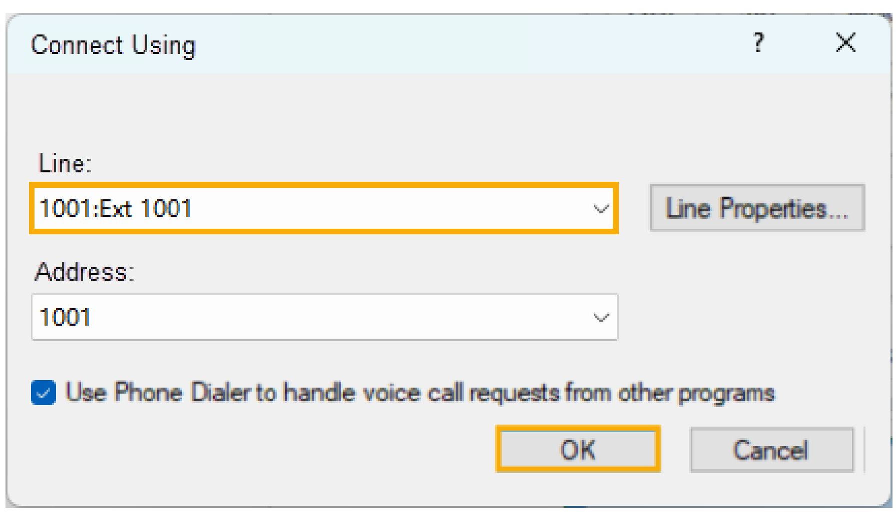
  Für weitere Informationen siehe: [How to set Linkus as the default calling app](#).

Vorgehensweise

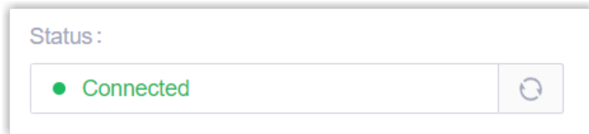
1. Drücken Sie auf Ihrem PC **Win** + **R**, um das Fenster "Ausführen" zu öffnen.
2. Geben Sie `dialer.exe` ein und drücken Sie dann die **Enter**, um das Fenster **Phone Dialer** zu öffnen.
3. Klicken Sie im oberen Menü auf **Tools**, und wählen Sie dann **Connect Using...**.



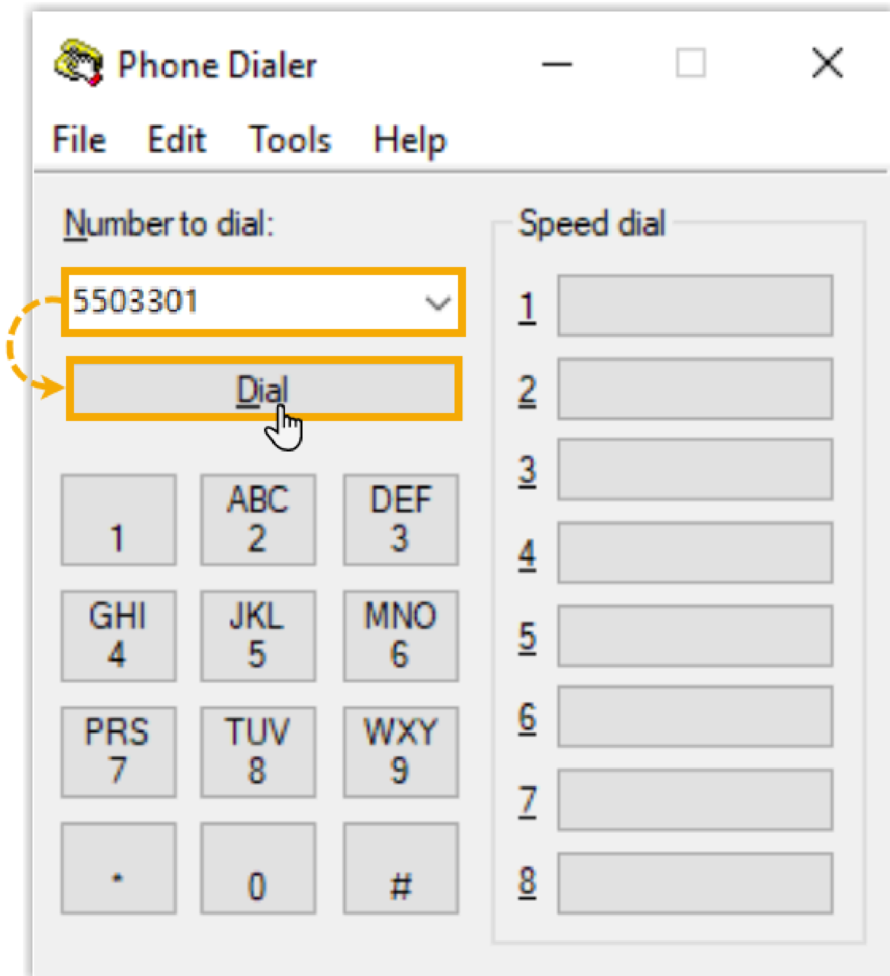
4. Im Dropdown-Menü **Line** wählen Sie die gewünschte Nebenstelle aus und klicken Sie dann auf **OK**.



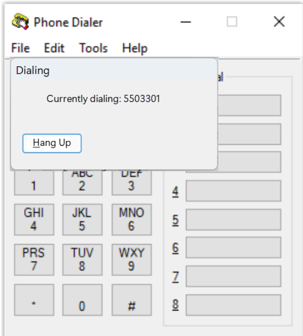
Wenn sich die ausgewählte Nebenstelle beim Linkus Desktop Client angemeldet, wird der Status der TAPI-Integration als **Connected** angezeigt; Auf diese Weise werden die im **Dialer** gewählten Nummern über diese Leitung angerufen.

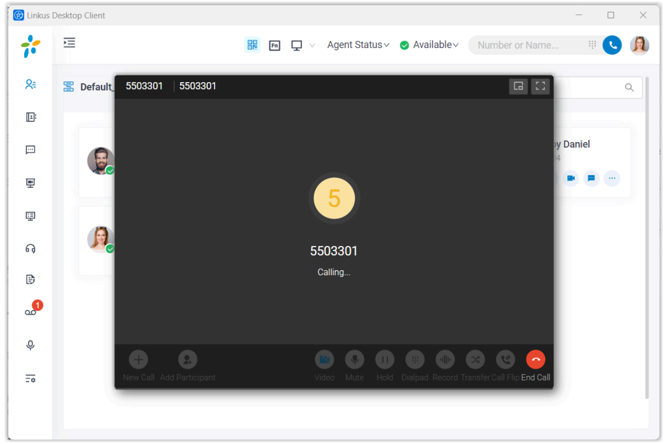


5. Geben Sie im Feld **Number to dial** eine Telefonnummer ein und klicken Sie dann auf **Dial**.



Der Linkus Desktop-Client wird gestartet und initiiert einen ausgehenden Anruf.


Phone Dialer
File Edit Tools Help
Dialing
Currently dialing: 5503301
Hang Up


Linkus Desktop Client
Agent Status
Available
Number or Name...
5503301 5503301
5503301
Calling...
End Call