Linkus Server Admin Guide

Yeastar P-Series Cloud Edition

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Contents

Linkus Overview

Yeastar Linkus is designed to keep users connected with colleagues, business partners, and customers anywhere and anytime. To help you quickly understand how to set up and use Yeastar Linkus, we provide an overview on it, including information on Linkus server, Linkus UC clients, and Linkus event notifications.

Linkus server

Yeastar P-Series Cloud Edition provides a Linkus server, the default Linkus port is `8111` and can not be modified.

The Linkus server on Yeastar P-Series Cloud Edition is already well-configured and ready to work with Linkus clients, all you need to do is to enable Linkus clients for users and send them login credentials. After that, users can log in to their Linkus clients and explore the powerful unified communication features.

Linkus client

Linkus client types

Yeastar P-Series Cloud Edition supports Linkus Mobile Client, Desktop Client, and Web Client.

The following table lists the requirements for using Linkus clients, as well as the corresponding download links and user guides.

Linkus Client		Requirement
Linkus Mobile Client	iOS	• iOS 11.0 or later
	Android	• Android 8.0 or later
Linkus Desktop Client	Windows	• Windows 7 or later • Minimum 2 GHz (32-bit or 64-bit) processor • Minimum 4 GB memory • Minimum 300 MB free hard drive space
	macOS	• OS X 10.11 El Capitan or later

Linkus Client		Requirement
Linkus Web Client	Browser	• Google Chrome 87 or later • Microsoft Edge 87 or later • Opera 72 or later

Linkus client user permissions

By default, users can access all the menus and configure all the settings within Linkus clients. You can set up permission rules to restrict users' access and configuration permission:

- **Menu Visibility Permission**: Restrict users from specific menus within Linkus clients.
- **Operation Permission**: Restrict users from specific settings within Linkus clients.

For more information, see Set up User Permissions of Linkus Clients.

Linkus client login methods

Yeastar P-Series Cloud Edition allows users to log in to Linkus clients using different methods, including quick login via a login link or QR code, and manual login with login information.

Quick login

You can send login credentials to users via Linkus welcome emails. In this way, the users can quickly and easily log in to Linkus clients with the QR code or login link provided in the email.

For more information, see Send Linkus Welcome Emails to Users for Quick Login.

Manual login

In case users fail to receive Linkus welcome emails or access their mailboxes, you can provide login information (the email and password of extension account as well as Linkus server network information) for users. In this way, users can manually enter the login information and log in to Linkus clients.

For more information, see Send Linkus Login Information to Users for Manual Login.

Linkus events

Yeastar P-Series Cloud Edition provides event notification feature. When the following Linkus events occur, the system will record events in logs and notify relevant contacts via specific notification methods.

Event	Description
Operations-related event	
Web User Login Success	An extension user successfully logged in to Linkus Web Client.
Web User Login Failed	An extension user failed to log in to Linkus Web Client.
Linkus Client Login Failed	An extension user failed to log in to Linkus Mobile Client or Linkus Desktop Client.
Extension User Password Changed	An extension user's user password was changed.
Security-related event	
Web User Blocked Out	A specific source IP address was blocked by the system due to too many failed login attempts to Linkus Web Client.
Linkus User Blocked Out	A specific source IP address was blocked by the system due to too many failed login attempts to Linkus Mobile Client or Linkus Desktop Client.

You can customize the event level, notification email template or manage relevant contacts on **System > Event Notification**.

For more information, see Configure Event Notifications and Manage Notification Contacts.

Linkus Server

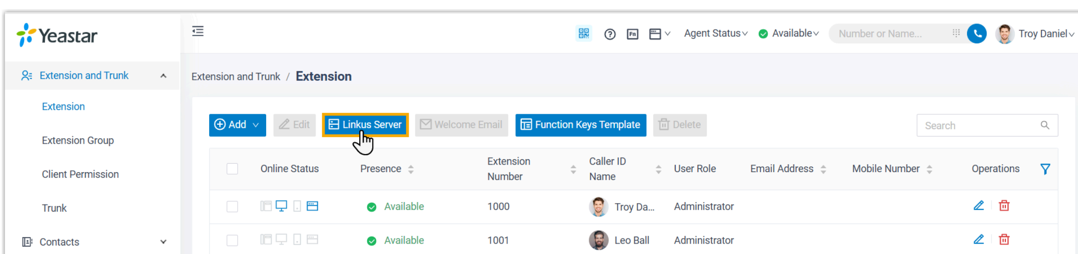
Configure Linkus Welcome Email

Linkus Welcome Email is used to provide users with their extension number and voicemail PIN, as well as the login credentials and instructions of Linkus UC Clients. Yeastar P-Series Cloud Edition provides a default email template, you can also customize your own template.

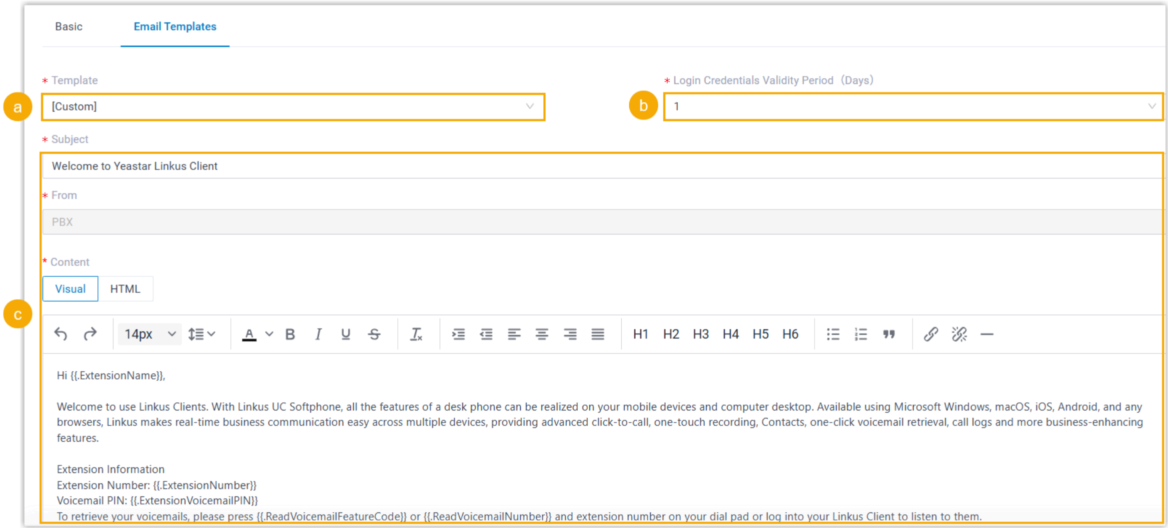
> **Note:**
> By default, Yeastar P-Series Cloud Edition sends Linkus welcome emails in the language that you have set in system email template (Path: **System > Email > Email Templates > Notification Email Language**).

Procedure

1. Access the configuration page of Linkus Welcome Email.
    a. Log in to PBX web portal, go to **Extension and Trunk > Extension**.
    b. At the top of the extension list, click **Linkus Server**.



    c. Click **Email Templates** tab.
2. Customize email template.



a. In the **Template** drop-down list, select **Custom**.
b. **Optional:** In the **Login Credentials Validity Period (Days)** drop-down list, select the validity period of the login credentials in the welcome email.
c. Edit email subject and content according to your needs.

> **Important:**
> Do NOT change the variables `{{.xxx}}` in the email template, otherwise the information in Linkus welcome emails would be wrong.

d. Click **Save**.

Related information

[Send Linkus welcome emails to users for quick login]

Configure Audio Codec for Linkus Mobile Client

Yeastar P-Series Cloud Edition provides multiple codecs for users to adjust audio quality of calls on Linkus Mobile Client. You can configure global settings of codec for Linkus Mobile Client, or customize the codec setting for different users based on their needs.

> **Note:**
> This topic shows you how to configure audio codec for Linkus Mobile Client on PBX web portal. Extension users can also change the codec setting on their Linkus Mo-

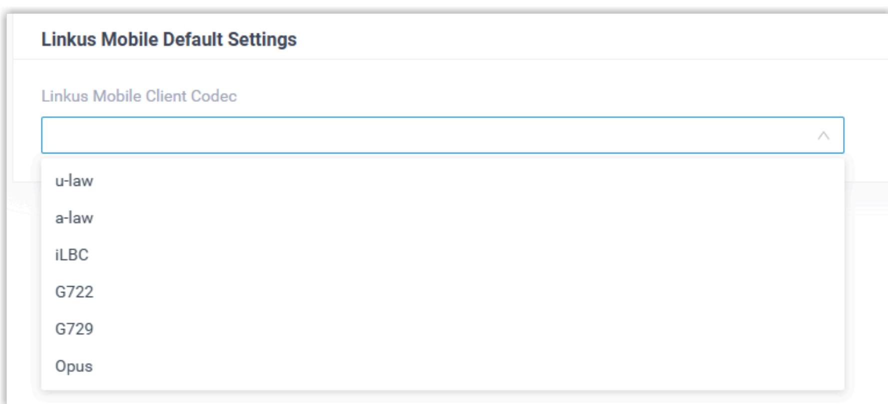
bile Clients (Path: **Account > Settings > Audio Options > Codec**), and the updated setting will be automatically synchronized to the PBX.

Requirements

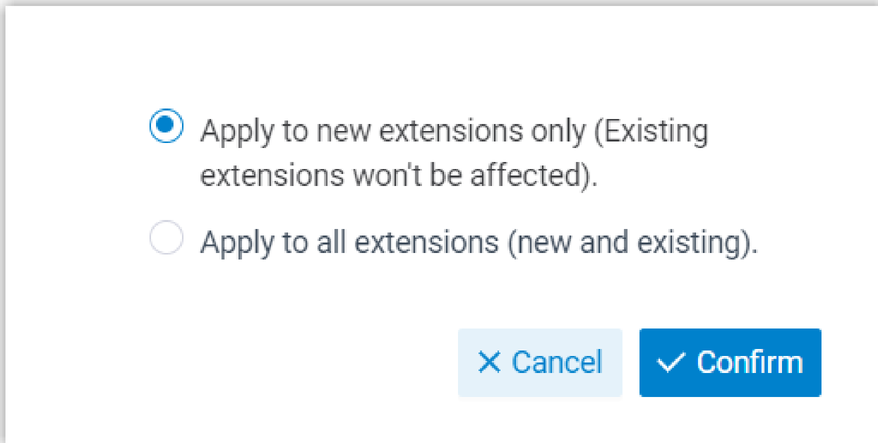
- **PBX Server**: Version 84.15.0.22 or later
- **Linkus Mobile Client**:
    - **Linkus iOS Client**: Version 5.5.9 or later
    - **Linkus Android Client**: Version 5.5.8 or later

Configure codec for all users' Linkus Mobile Client (global setting)

1. Log in to PBX web portal, go to **Extension and Trunk > Extension**.
2. At the top of the extension list, click **Linkus Server**.
3. Scroll down to the **Linkus Mobile Default Settings** section, complete the following settings.
    a. In the **Linkus Mobile Client Codec** drop-down list, select an audio codec.

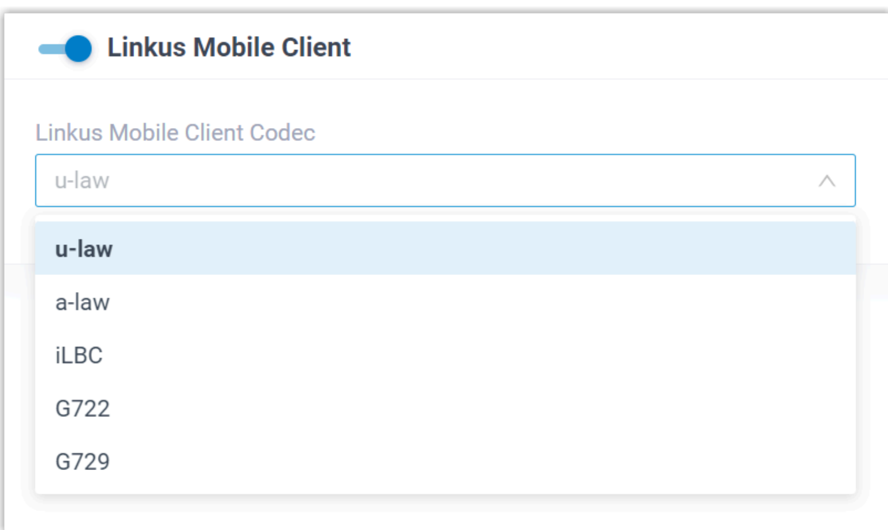
    b. Click **Save**.
    c. In the pop-up window, set whether to apply the codec setting to new extensions only or to all extensions (new and existing), then click **Confirm**.



The codec setting is synchronized to extension users' Linkus Mobile Client and takes effect immediately.

Configure codec for a user's Linkus Mobile Client (specific setting)

1. Log in to PBX web portal, go to **Extension and Trunk > Extension**.
2. Click beside the desired extension user, then go to the **Linkus Clients** tab.
3. In the **Linkus Mobile Client Codec** drop-down list, select an audio codec.



4. Click **Save**.

   The codec setting is synchronized to the extension user's Linkus Mobile Client and takes effect immediately.

Linkus Client

Enable or Disable Linkus Clients for a User

Users can use Linkus only if the Linkus clients are enabled for their extension accounts. You can enable or disable Linkus clients for users as needed.

Enable Linkus clients for a user

Procedure

1. Log in to PBX web portal, go to **Extension and Trunk > Extension**.
2. Click beside the desired extension.
3. Click **Linkus Clients** tab.
4. Turn on the switch of the desired Linkus client(s).
5. Click **Save** and **Apply**.

Result

Users can log in to Linkus clients that are enabled with their Linkus client login credentials.

What to do next

- Set up User Permissions of Linkus Clients.
- Send Linkus Client Login Credentials to Users.

Disable Linkus clients for a user

Procedure

1. Log in to PBX web portal, go to **Extension and Trunk > Extension**.
2. Click beside the desired extension.
3. Click **Linkus Clients** tab.
4. Turn off the switch of the desired Linkus client(s).
5. Click **Save** and **Apply**.

Result

The user can NOT log in to and use the Linkus client that has been disabled.

Set up User Permissions of Linkus Clients

After enabling Linkus clients for users, they can access all the menus and configure all the settings within Linkus clients. You can set up permission rules to specify the menus and settings that users can access and configure, which will be applied to all the Linkus clients.

Requirements

Server / Client	Version Requirement
PBX Server	Version 84.12.0.57 or later
Linkus Desktop Client	• **Windows Desktop**: Version 1.2.14 or later • **Mac Desktop**: Version 1.2.10 or later
Linkus Mobile Client	• **Linkus iOS Client**: Version 5.2.9 or later • **Linkus Android Client**: Version 4.13.16 or later

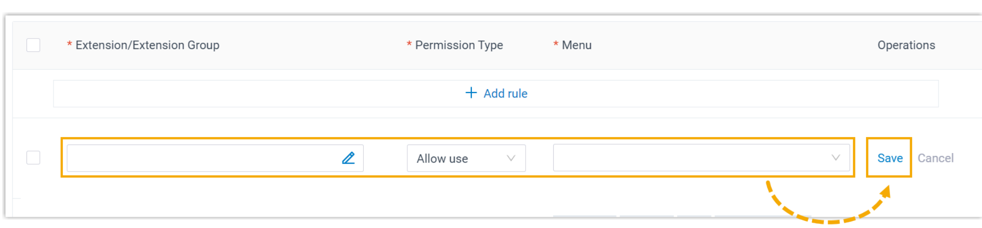
Set up menu visibility permission

By default, users can access all the menus within Linkus clients. You can set up menu visibility to restrict users from specific menus.

Procedure

1. Log in to PBX web portal, go to **Extension and Trunk > Client Permission > Menu Visibility**.

   The default rule that allows all users to access all the menus is displayed on the list.
2. Click **Add rule**.
3. Customize an access rule for menus, then click **Save**.

   - **Extension/Extension Group**: Click to select desired extensions, extension groups, or departments.

- **Permission Type**: Select an option from the drop-down list to define the permission.
  - **Allow use**: Allow to access specific menus within Linkus clients.
  - **Disallow use**: Disallow to access specific menus within Linkus clients.
- **Menu**: Select the menus that are allowed or disallowed to be accessed.

Result

The rule takes effect immediately. Users can only view and access the menus that are visible to them on Linkus clients.

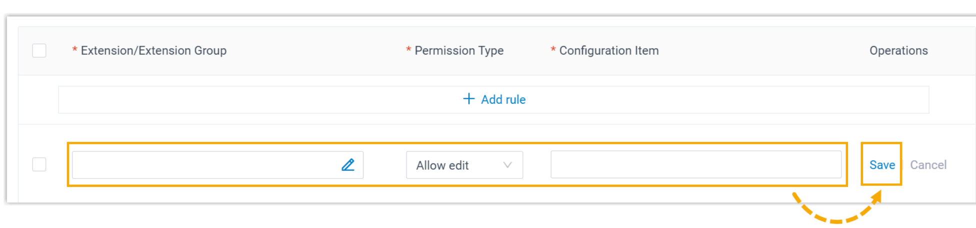
Set up operation permission

By default, extension users can configure all the settings within Linkus clients. You can set up operation permission to specify the settings that users can configure or modify.

Procedure

1. Log in to PBX web portal, go to **Extension and Trunk > Client Permission > Preference Settings**.

   The default rule that allows all users to configure all the settings is displayed on the list.
2. Click **Add rule**.
3. Customize a rule for settings, then click **Save**.



- **Extension/Extension Group**: Click to select desired extensions, extension groups, or departments.
- **Permission Type**: Select an option from the drop-down list to define the permission.
  - **Allow edit**: Allow to configure specific settings of Linkus clients.

  - **Disallow edit**: Disallow to configure specific settings of Linkus clients.
- **Configuration Item**: Select the settings that are allowed or disallowed to be configured.
  Refer to the table below for the configuration items on Linkus clients controlled by each option.

<table>
<tr><th>Option</th><th>Linkus Mobile Client</th><th>Linkus Web Client</th><th>Linkus Desktop Client</th></tr>
<tr><td>User</td><td>Settings in Account > Personal Information (controlled by the option User Information).</td><td colspan="2" rowspan="8">Settings in the corresponding tab in the Preferences menu.
Figure 1. Linkus Web Client

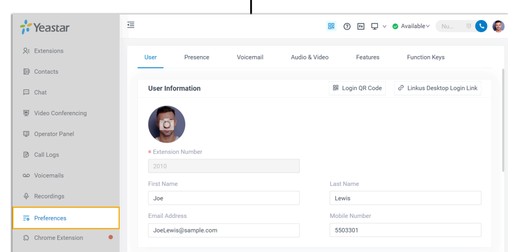
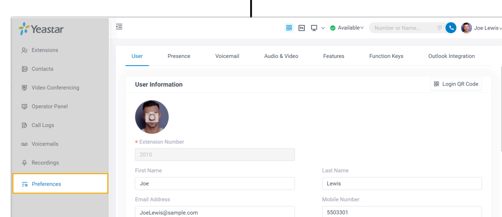



Figure 2. Linkus Desktop Client
</td></tr>
<tr><td>Presence</td><td>Settings in Account > Current Presence.</td></tr>
<tr><td>Voicemail</td><td>/</td></tr>
<tr><td>Audio & Video</td><td>/</td></tr>
<tr><td>Features</td><td>The following configuration items in Account > Settings > Advanced:
◦ Call Waiting feature (controlled by the option Call).
◦ Settings of Switch Business Hours Status feature (controlled by the option Time-conditional Presence Auto Switch).</td></tr>
<tr><td>Function Keys</td><td>/</td></tr>
<tr><td>Integration</td><td>/</td></tr>
<tr><td>AI</td><td>Settings in Account > Settings > AI.</td></tr>
</table>

Option	Linkus Mobile Client	Linkus Web Client	Linkus Desktop Client
Change Password & Security	**Password Management** feature in **Account > Settings** (controlled by the option **Change Password**).	Settings in **Account > Change Password & Security**.	

Result

The rule takes effect immediately. Users can only configure the settings that they are allowed to configure on Linkus clients.

Send Linkus Client Login Credentials to Users

After you enable Linkus clients for users, you need to send login credentials to them. This topic describes what information you need to provide, and how users can login with the provided information.

Send Linkus welcome emails to users for quick login

In most cases, you can send Linkus welcome emails to users, so that they can quickly log in to Linkus clients with the login QR code or login link provided in the email.

Prerequisites

- **System configuration**: Make sure that the system email server works.
- **Extension configuration**
  - You have configured email addresses for the desired extensions.
  - You have enabled at least one Linkus client for the desired extensions.

Procedure

1. Log in to PBX web portal, go to **Extension and Trunk > Extension**.
2. Select the checkbox(es) of the desired extension(s), then click **Welcome Email** at the top of the extension list.

Result

The specified users will receive the Linkus welcome emails. They can use the QR code or the login link to log in to their Linkus clients as the following figures show.

> **Note:**
> The QR code and login link can only be used once.

Figure 3. **Mobile Client Quick Login (QR Code)**

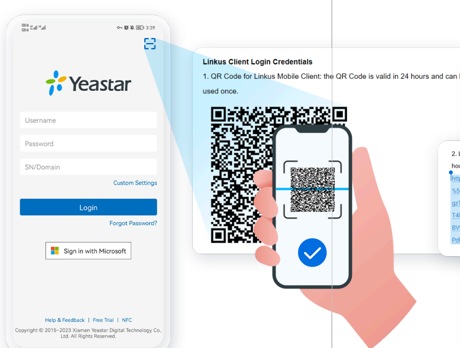


Figure 4. **Mobile Client Quick Login (Login Link)**

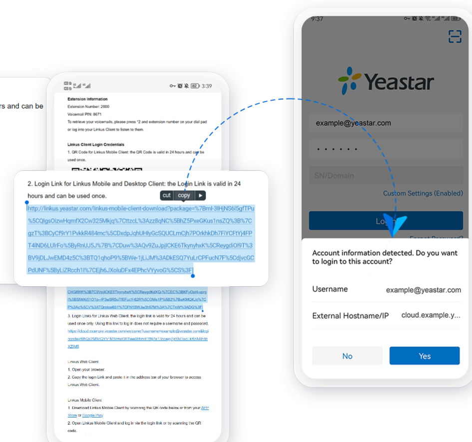


Figure 5. **Desktop Client Quick Login (Login Link)**

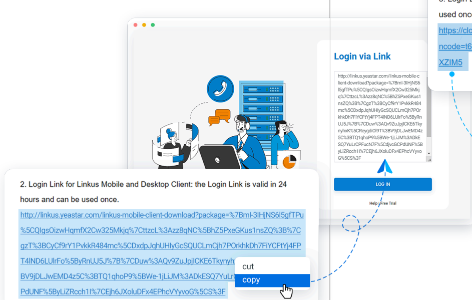
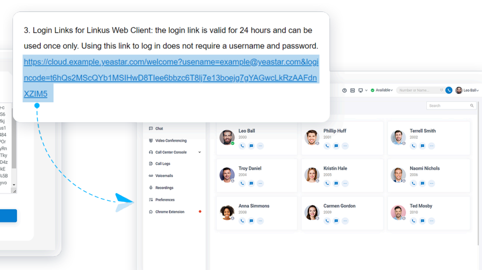


Figure 6. **Web Client Quick Login (Login Link)**



Send Linkus login information to users for manual login

In case users fail to receive Linkus welcome emails or access their mailboxes, you can provide users with the username and password of their extension accounts, as well as the network information of Linkus server, so that users can manually enter the login information to log in.

Procedure

Provide the following information for users.

- PBX domain name
- Email address that is bound with the extension
- Extension's user password

Result

Users can log in to Linkus clients by manually entering the information as the following figures show.

Figure 7. **Mobile Client Manual Login**

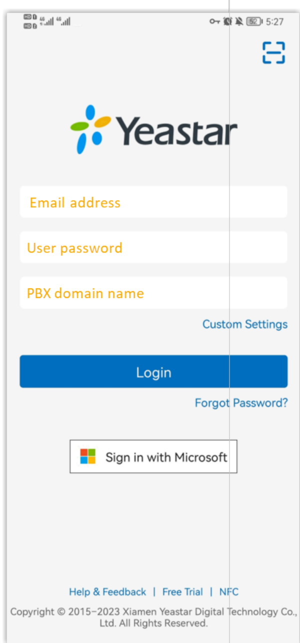


Figure 8. **Desktop Client Manual Login**

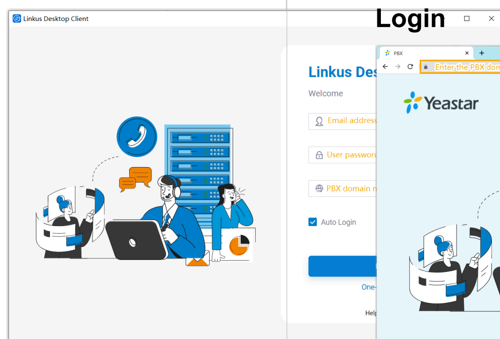
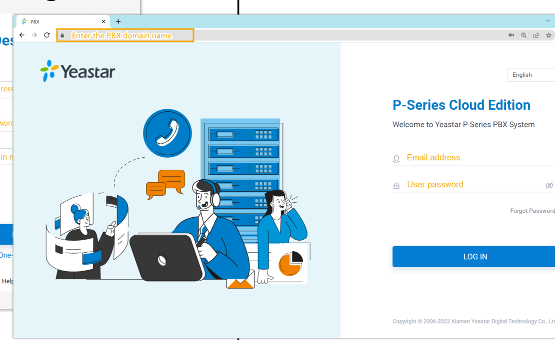


Figure 9. **Web Client Manual Login**



Enable or Disable Call Waiting for Linkus UC Clients

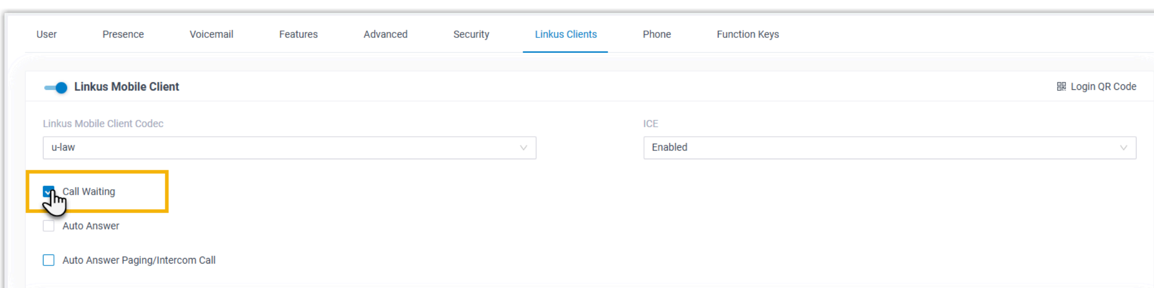
Call waiting feature allows extension users to receive another call while they are already on an active call. You can enable call waiting for extension users' any of Linkus Mobile Client, Desktop Client or Web Client, and the setting will be synchronized to their Linkus Clients.

Requirements

Server / Client	Version Requirement
PBX Server	Version 84.17.0.16 or later
Linkus Mobile Client	• **Linkus iOS Client**: Version 5.8.2 or later • **Linkus Android Client**: Version 5.8.3 or later
Linkus Desktop Client	• **Windows Desktop**: Version 1.8.3 or later • **Mac Desktop**: Version 1.8.3 or later

Procedure

1. Log in to PBX web portal, go to **Extension and Trunk > Extension**.
2. Click beside the desired extension, then go to the **Linkus Clients** tab.
3. Enable or disable **Call Waiting** for the desired Linkus Client.



4. Click **Save**.

Result

The call waiting setting is synchronized to and takes effect on the extension user's Linkus Clients.

- If call waiting is disabled and the user's extension receives another call during an active call, the system will play the prompt "The extension you dialed `{extension_number}` is busy now.", then hang up the new call.

- If call waiting is enabled and the user's extension receives another call during an active call, the system will play the prompt "Please hold on, the extension you dialed `{extension_number}` is busy now.", and the extension user will hear a tone to alert him or her to the new call.

> **Note:**
> Extension users can also enable or disable call waiting on their Linkus UC Clients:
>
> - **Linkus Mobile Client**: Enable or Disable Call Waiting on Linkus Mobile Client.
> - **Linkus Desktop/Web Client**: Go to **Preferences > Features > Call** to configure the feature.

Set up Auto Answer for Linkus UC Clients

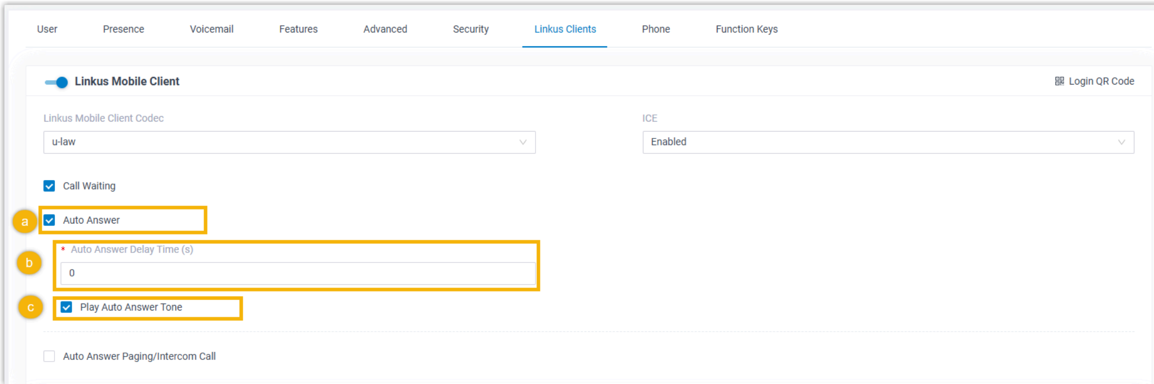
Auto-answer feature is used to automatically answer non-paging/intercom calls or paging/intercom calls without manually clicking, significantly reducing caller's waiting time. You can set up auto-answer for extension users' any of Linkus Mobile Client, Desktop Client or Web Client independently, and the settings will be immediately synchronized to their Linkus Clients.

Requirements

Server / Client	Version Requirement
PBX Server	Version 84.17.0.16 or later
Linkus Mobile Client	• **Linkus iOS Client**: Version 5.8.2 or later • **Linkus Android Client**: Version 5.8.3 or later
Linkus Desktop Client	• **Windows Desktop**: Version 1.8.3 or later • **Mac Desktop**: Version 1.8.3 or later

Configure auto answer non-paging/intercom calls for Linkus UC Clients

1. Log in to PBX web portal, go to **Extension and Trunk > Extension**.
2. Click ✎ beside the desired extension, then go to the **Linkus Clients** tab.
3. Configure auto answer for the desired Linkus Client.



a. Select the checkbox of **Auto Answer**.

b. In the **Auto Answer Delay Time(s)** field, set the delay time in seconds that callers have to wait before automatically answering non-paging/intercom calls.

   The valid value is 0 - 60, and 0 indicates that incoming non-paging/intercom calls will be auto-answered immediately.

c. **Optional:** Select the checkbox of **Play Auto Answer Tone** to alert the extension user with a beep tone when incoming non-paging/intercom calls are answered automatically.

4. Click **Save**.

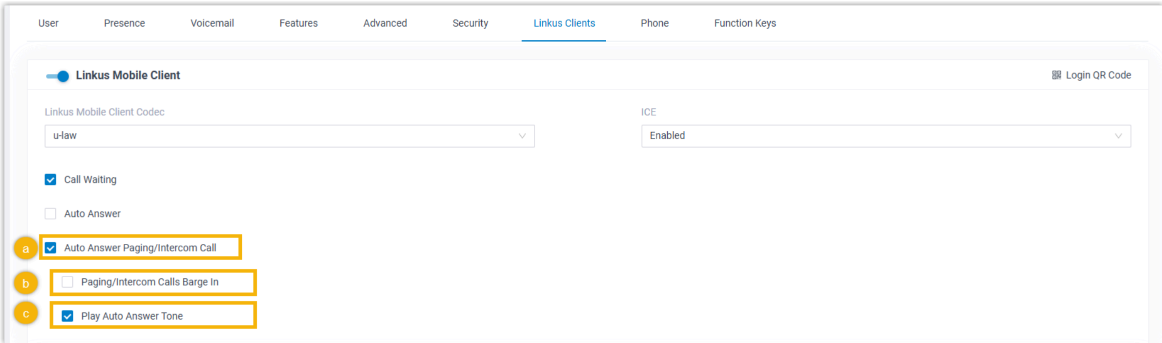
   The setting will take effect on the extension user's Linkus Clients. When the extension user receives incoming non-paging/intercom call, it will be automatically answered according to the configured delay time.

> **Note:**
> Extension users can also change the settings on their own Linkus Clients and the updated settings will be automatically synchronized to the PBX. For more information, see the following topics:
> - Set up Auto Answer for Non-paging/intercom Calls (Linkus Mobile Client)
> - Set up Auto Answer for Non-paging/intercom Calls (Linkus Desktop Client)
> - Set up Auto Answer for Non-paging/intercom Calls (Linkus Web Client)

Configure auto answer paging/intercom calls for Linkus UC Clients

1. Log in to PBX web portal, go to **Extension and Trunk > Extension**.
2. Click beside the desired extension, then go to the **Linkus Clients** tab.

3. Configure auto answer paging/intercom call for the desired Linkus Client.



   a. Select the checkbox of **Auto Answer Paging/Intercom Call**.
   b. **Optional:** Select the checkbox of **Paging/Intercom Calls Barge In** to auto answer incoming paging/intercom calls when the extension user is already on an active call.
   c. **Optional:** Select the checkbox of **Play Auto Answer Tone** to alert the extension user with a beep tone when incoming paging/intercom calls are answered automatically.
4. Click **Save**.

   The setting will take effect on the extension user's Linkus Clients. When the extension user receive the incoming paging/intercom call, it will be automatically answered.

   > **Note:**
   > Extension users can also change the settings on their own Linkus Clients and the updated settings will be automatically synchronized to the PBX. For more information, see the following topics:
   > - Enable Auto Answer for Paging/Intercom Calls (Linkus Mobile Client)
   > - Set up Auto Answer for Paging/Intercom Calls (Linkus Desktop Client)
   > - Set up Auto Answer for Paging/Intercom Calls (Linkus Web Client)

Set up Call Popup for Linkus UC Clients

Yeastar supports a lightweight integration with a third-party application (such as CRM system, ERP system, etc.) to achieve call popup via custom popup URL, allowing users to view relevant contact details on the pop-up web page. You can enable call popup for extension users' Linkus Desktop Client or Web Client, and the setting will be synchronized to their Linkus Clients.

> **Note:**
> Extension users can also change the settings on their own Linkus Desktop Client or Web Client (Path: **Preferences > Features > Call Popup**), and the updated settings will be automatically synchronized to the PBX.

Restrictions and requirements

Restrictions

The feature only works when Linkus Desktop Client or Web Client is logged in.

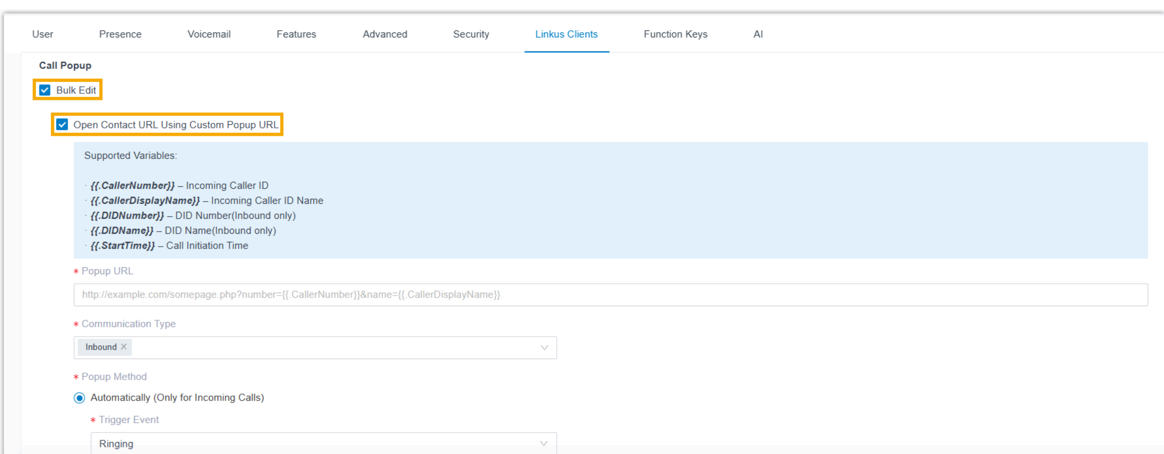
Requirements

- **PBX server**: Version 84.21.0.16 or later.
- **Third-party application**:
  - Web-based.
  - Support to provide a URL that can identify callers via Caller ID and Caller ID Name.

Procedure

Follow the instructions below to set up call popup for extension users' Linkus Desktop Client and Web Client in bulk. You can also customize it for a specific extension.

1. Log in to PBX web portal, go to **Extension and Trunk > Extension**.
2. Select the checkboxes of the desired extensions, click **Edit**.
3. Under the **Linkus Clients** tab, select the checkboxes of **Bulk Edit** and **Open Contact URL Using Custom Popup URL** for the desired Linkus Client.



4. Set up third-party integration via Popup URL.

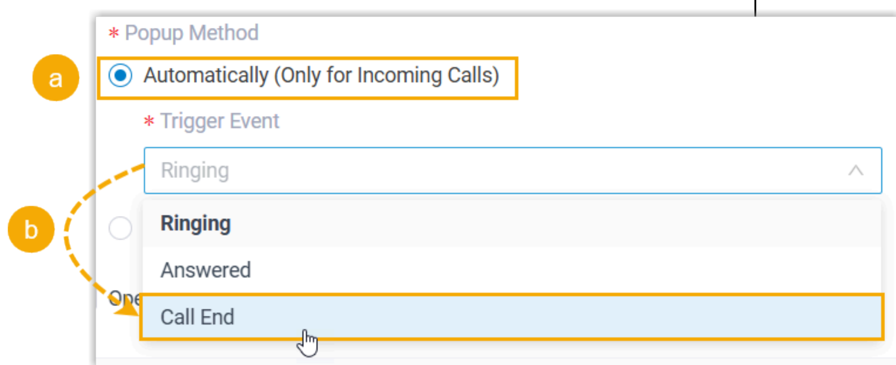
<table>
<tr><th>Setting</th><th>Description</th></tr>
<tr><td>Popup URL</td><td>Enter the third-party URL, followed by the variables that you want to pass.
Supported variables:

<code>.{{.CallerNumber}}</code>: Incoming Caller ID
<code>.{{.CallerDisplayName}}</code>: Incoming Caller ID Name.
<code>.{{.DIDNumber}}</code>: DID Number (only for inbound calls)
<code>.{{.DIDName}}</code>: DID Name (only for inbound calls)
<code>.{{.StartTime}}</code>: Call initiation time

Take Solve360 CRM as an example:
https://web/solve.360.com/{{.CallerNumber}}&{{.CallerDisplayName}}</td></tr>
<tr><td>Communication Type</td><td>Select which types of calls will trigger the call popup.

Inbound: Inbound calls from external users.
Internal: Internal calls from colleagues.
</td></tr>
<tr><td>Popup Method</td><td>Decide the method of call popup.

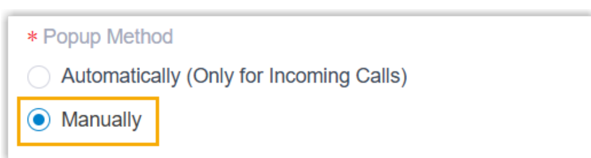
Automatically popup: If you want the Linkus client to automatically open the contact details page, do as follows.



<ol type="a">
Select Automatically (Only for Incoming Calls).
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 the extension user to manually open the contact's URL during a call, select Manually.



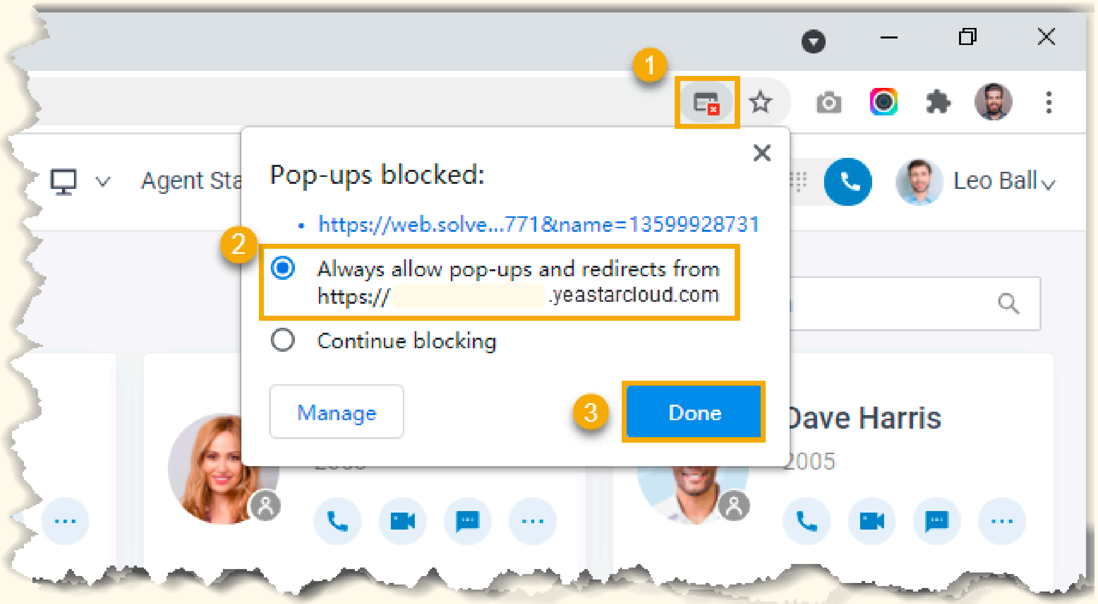
</td></tr>
</table>

5. Click **Save**.

Result

- If automatic call popup is configured, when the 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, the extension users 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, users need to allow pop-ups and redirection in the web browser, or the pop-up screen can NOT be opened automatically.


Pop-ups blocked:
https://web.solve...771&name=13599928731
Always allow pop-ups and redirects from
https:// .yeastarcloud.com
Continue blocking
Manage
Done
Agent Sta
Leo Ball
Dave Harris
2005
1
2
3