

Linkus Server Admin Guide

Yeastar P-Series Software Edition

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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

You need to configure Linkus server according to the users' needs for using Linkus.

- If users only need to use Linkus within the company's Local Area Network (LAN), you need to complete the following settings on Linkus Server:
 1. [Enable Linkus clients for users](#)
 2. [Send Linkus login credentials to users](#)
- If users need to use Linkus outside the company, you should set up Linkus server for remote access. Yeastar P-Series Software Edition provides the following two remote working solutions to help you set up a remote Linkus server.

Remote Access Service (RAS)

Remote Access Service is a subscription-based service designed for remote working, which is included in **Enterprise Plan** and **Ultimate Plan**.

After you subscribe to the plan to get Remote Access Service, you can bind a Yeastar FQDN to the PBX, and enjoy the following benefits:

- Secure connection
- Network Address Translation (NAT) for Linkus service auto configured
- Linkus server for remote access auto configured
- Remote access to Linkus Mobile Client, Desktop Client, and Web Client
- Advanced Linkus features, such as Instant Messaging (IM), video call, and video conferencing

If you choose this solution, refer to the following topics to complete the setup.

1. [Set up Linkus server with Remote Access Service](#)
2. [Enable Linkus clients for users](#)
3. [Send Linkus login credentials to users](#)

Manual configuration

If you don't subscribe to **Remote Access Service** and users need to use Linkus in external network, you have to go through complicated server and network settings, such as port forwarding, NAT and public IP address configuration, so as to implement remote access to Linkus.



Note:

- Weak network protection will cause SIP attacks.
- Incorrect configurations may cause one-way audio issue.

If you choose this solution, refer to the following topics to complete the setup.







1. [Manually set up Linkus server](#)
2. [Enable Linkus clients for users](#)
3. [Send Linkus login credentials to users](#)



Linkus client

Linkus client types

Yeastar P-Series Software 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	<ul style="list-style-type: none"> • iOS 11.0 or later
	 Android	<ul style="list-style-type: none"> • Android 8.0 or later
 Linkus Desktop Client	 Windows	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • OS X 10.11 El Capitan or later

Linkus Client		Requirement
 Linkus Web Client	 Browser	<ul style="list-style-type: none"> • 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 Software 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 user-name 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 Software 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

Set up Linkus Server with Remote Access Service

After you get Remote Access Service, users can remotely access Linkus Mobile Client using the PBX Serial Number (SN). To allow remote access to Linkus Desktop Client and Linkus Web Client, you need to further configure a Yeastar-supplied Fully Qualified Domain Name (FQDN) on the system.

Procedure

1. Log in to PBX web portal, go to **System > Network > Yeastar FQDN**.
2. Turn on **Yeastar FQDN**.
3. In the **Fully Qualified Domain Name (FQDN)** field, set up the FQDN domain name.
 - a. Select a domain name from the drop-down list.
 - b. Enter a host name in the first field.



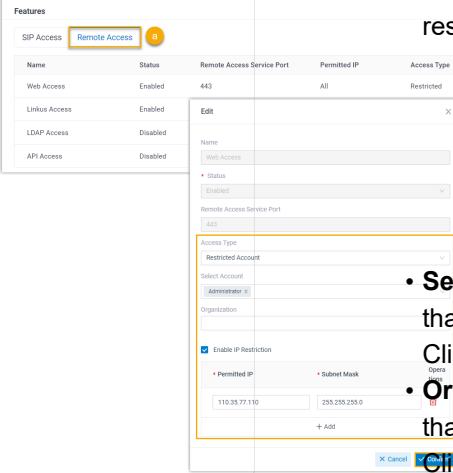



Note:

Think twice before you enter the hostname. The FQDN can not be changed after you save the configurations.

For example, select domain name **ras.yeastar.com** and enter host name `yeastardocs`. You will get an FQDN **yeastardocs.ras.yeastar.com**.

4. **Optional:** Configure the remote access permission according to your need.

Remote Access Permission	Instruction
Figure 1. Configure remote access permission	By default, all extension accounts are allowed to access Linkus Web Client via FQDN. You can change the remote access permission as needed. <ol style="list-style-type: none">a. In the Features section, go to the Remote Access tab.

Remote Access Permission	Instruction
<p>for Linkus Web Client</p> 	<p>b. Click  beside the Web Access feature.</p> <p>c. In the pop-up window, set up the access permission:</p> <ul style="list-style-type: none">• Access Type: Define the account access restriction type.<ul style="list-style-type: none">◦ Allowed Account: Only the selected accounts can remotely access Linkus Web Client.◦ Restricted Account: All accounts except for the selected accounts can remotely access Linkus Web Client.• Select Account: Select the desired accounts that can or can not remotely access Linkus Web Client.• Organization: Select the desired organization(s) that can or can not remotely access Linkus Web Client. <div>Note: This setting is available only when the Organization Management feature is enabled.</div> <ul style="list-style-type: none">• Enable IP Restriction: Select the checkbox of the option, and add at least one permitted IP address and subnet mask. <p>If you configure this option, only the devices with the permitted IP address(es) can remotely access Linkus Web Client.</p> <p>d. Click Confirm.</p>
<p>Figure 2. Configure remote access permission for Linkus Desktop Client and Mobile</p>	<p>You can set IP restriction rules for remote access to Linkus Desktop Client and Mobile Client. In this way, users can only remotely access Linkus Mobile Client and Desktop Client on the devices with the permitted IP address(es).</p> <p>a. In the Features section, go to the Remote Access tab.</p> <p>b. Click  beside the Linkus Access feature.</p> <p>c. Select the checkbox of Enable IP Restriction, then add at least one permitted IP address and subnet mask.</p>

Remote Access Permission	Instruction
<p>Clie</p> <p>t</p>	<p>d. Click Confirm.</p>

5. Click **Save**.

Result

- Linkus server is automatically set up for remote access with the FQDN. The following information is displayed on the **Linkus Server** page:

Remote Access Service

Status

Connected

Domain Name

yeastardocs.ras.yeastar.com

- Status:** Connected, which means that Linkus server is set up successfully.
 - Domain Name:** The domain name can be used for Linkus remote access.
- Users can use Linkus (Mobile Client, Desktop Client, and Web Client) via the FQDN remotely.

What to do next

- [Configure Linkus Client Login Mode](#)
- [Enable or Disable Linkus Clients for a User](#)
- [Send Linkus Client Login Credentials to Users](#)

Manually Set up Linkus Server

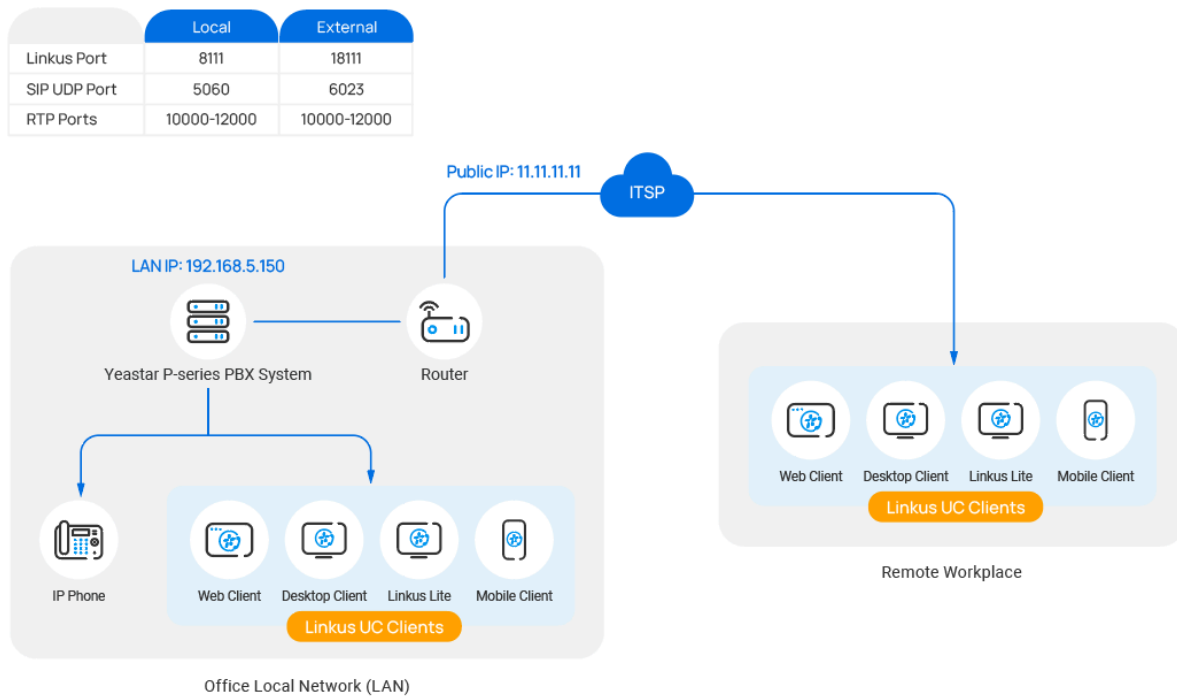
This topic describes how to manually set up Linkus server according to different network scenarios.

Network scenarios

- [PBX is behind a router](#)
- [PBX is connected to the ISP router directly](#)
- [PBX is connected to a VPN network](#)

PBX is behind a router

If your PBX is behind a router and Linkus communicates with the PBX through the network interface that is configured with a private IP, you need to forward Linkus-related ports on your router and configure SIP NAT settings on your PBX.



Procedure

Based on the above network topology, you can configure Linkus server and your router as follows:

1. Check the following local service port on your PBX system (Path: **System > Network > Service Ports**), and forward the ports on your router.

In this example, check and forward the following ports:



Important:

To ensure that RTP packets can be transmitted correctly, the same RTP ports should be used both inside and outside of the network. You can check and modify the RTP port range on **PBX Settings > SIP Settings > General > Basic > RTP Port Range**.

Service Port	Local Port	External Port
Linkus Port	TCP&UDP 8111	TCP&UDP 18111
SIP UDP Port (for SIP registration)	UDP 5060	UDP 6023
RTP Ports	UDP 10000-12000	UDP 10000-12000

2. Configure SIP NAT on your PBX for remote access.

The SIP NAT settings should be configured to ensure that SIP data can be transmitted correctly between the PBX and the public Internet.

Public IP (NAT)

* NAT Type
Public IP Address

* Public IP Address
11.11.11.11

Local Network Identification

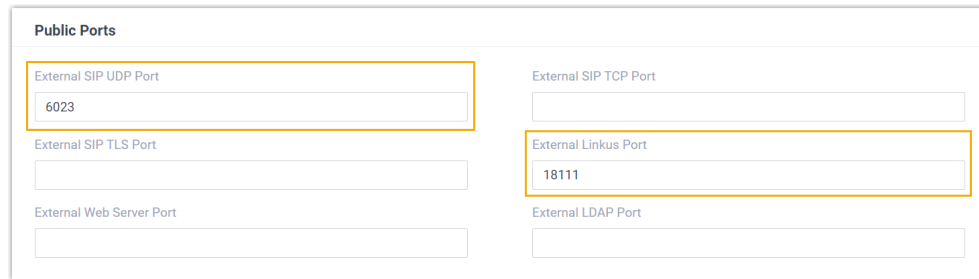
* Network Number	* Subnet Mask	Operations
192.168.5.0	255.255.255.0	

+ Add IP

* NAT Mode
Yes

- a. Log in to PBX web portal, go to **System > Network > Public IP and Ports**.
- b. Turn on **Public IP (NAT)**.
- c. In the **NAT Type** drop-down list, select **Public IP Address**.
- d. In the **Public IP Address** field, enter the public IP address. In this example, enter **11.11.11.11**.

- e. In the **Local Network Identification** section, click **+ Add IP** to add all your local network. In this example, enter *192.168.5.0/255.255.255.0*.
- f. In the **NAT Mode** drop-down list, select **Yes**.
3. In the **Public Ports** section, enter external SIP port and Linkus service port, which helps the router to direct appropriate traffic from the Internet to the PBX.



Public Ports

External SIP UDP Port 6023	External SIP TCP Port
External SIP TLS Port 	External Linkus Port 18111
External Web Server Port 	External LDAP Port

- **External SIP UDP Port:** In this example, enter *6023*.
 - **External Linkus Port:** In this example, enter *18111*.
4. Click **Save** and **Apply**.

Result

Linkus server for both local access and remote access is set up.



Note:

When users use Linkus within company's Local Area Network (LAN), Linkus communicates through the local IP address. Otherwise, Linkus communicates through the external IP address.

What to do next

- [Configure Linkus client login mode](#)
- [Enable Linkus clients for users](#)
- [Send Linkus client login credentials to users](#)

PBX is connected to the ISP router directly

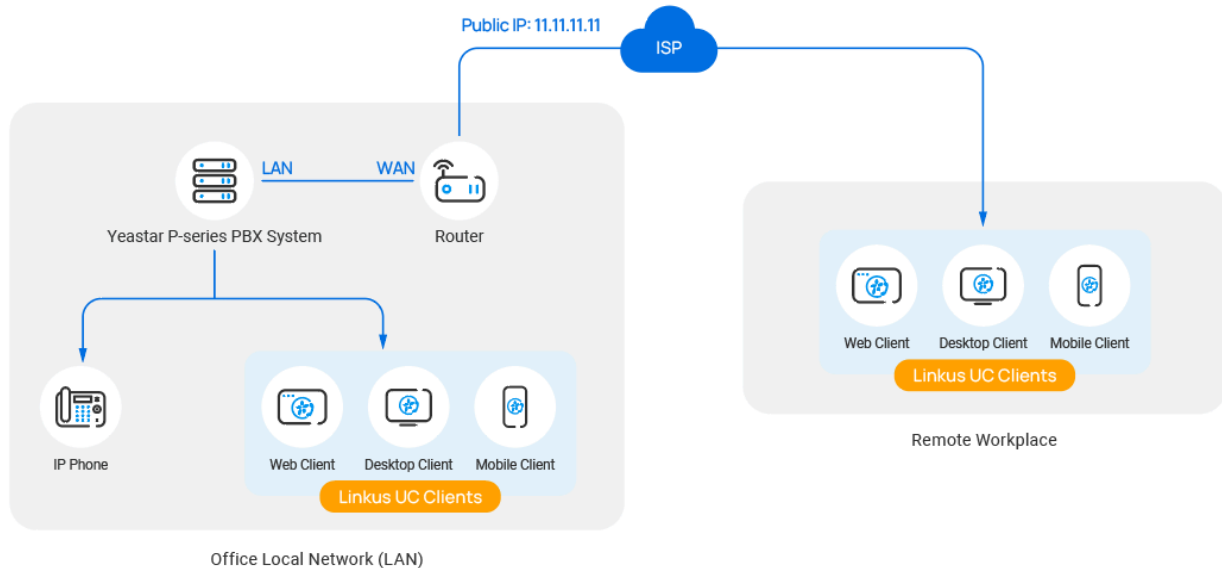
If the PBX is connected to an Internet Service Provider (ISP) router, the Linkus server is ready to be accessed remotely.



Note:



- In this network scenario, you do NOT need to do port forwarding on your router and configure SIP NAT settings on your PBX.
- In this network scenario, we recommend that you change the default SIP UDP port on the PBX to improve the system security (Path: **PBX Settings > SIP Settings > General > Basic > SIP UDP Port**).



What to do next

- [Configure Linkus client login mode](#)
- [Enable Linkus clients for users](#)
- [Send Linkus client login credentials to users](#)

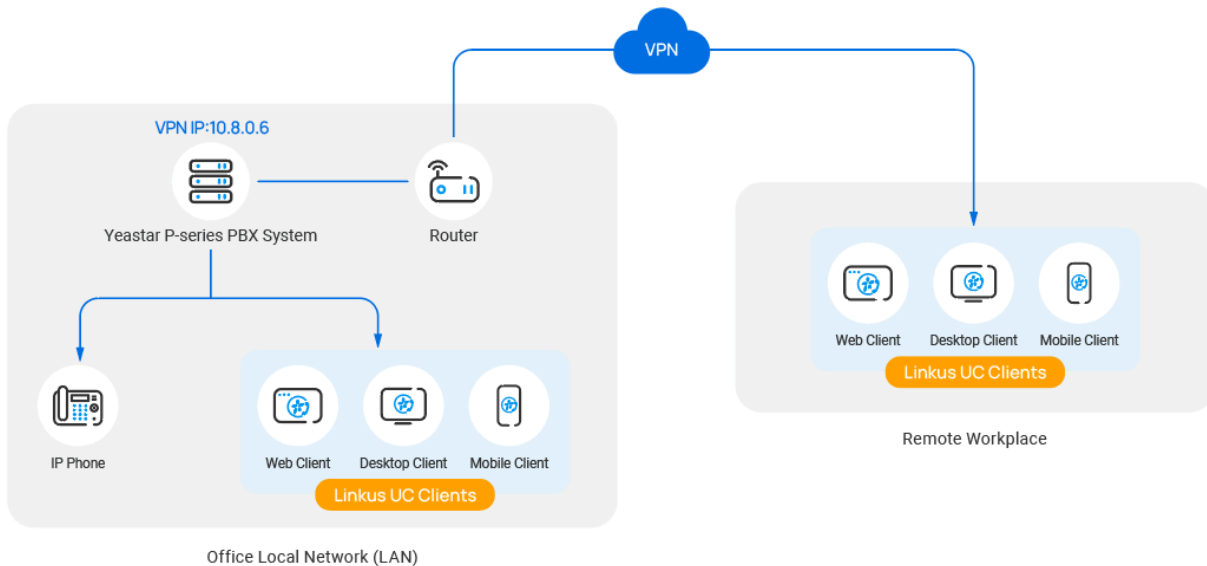
PBX is connected to a VPN network

If your PBX is connected to a VPN network, the Linkus server is ready to be accessed by the VPN network.



Note:

In this network scenario, you do NOT need to do port forwarding on your router or configure SIP NAT settings on your PBX.



What to do next

- [Configure Linkus client login mode](#)
- [Enable Linkus clients for users](#)
- [Send Linkus client login credentials to users](#)

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 Software Edition provides a default email template, you can also customize your own template.

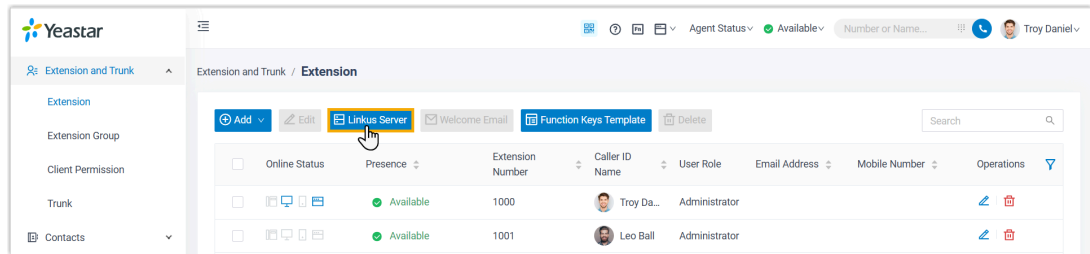


Note:

By default, Yeastar P-Series Software 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 Linkus Client Login Mode

Yeastar P-Series Software Edition supports two login modes for Linkus clients. You can decide how users can manually log in to Linkus clients.

Procedure

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. In the **Linkus Client Login Mode** section, select the checkboxes of the desired login modes.
 - **Extension Number**: Users can use extension number as the username for Linkus login.
 - **Email Address**: Users can use the email addresses that are bound with their extensions as the username for Linkus login.
4. Click **Save**.

Configure Audio Codec for Linkus Mobile Client

Yeastar P-Series Software 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:

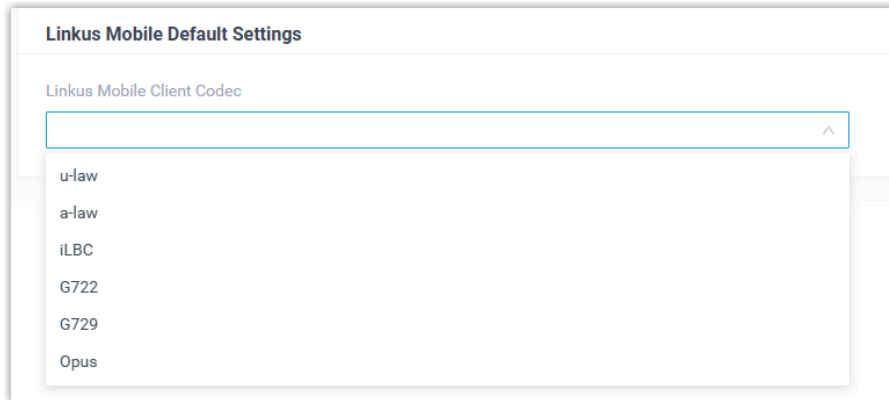
This topic shows you how to configure audio codec for Linkus Mobile Client on PBX web portal. Extension users can also change the codec setting on their Linkus Mobile Clients (Path: **Account > Settings > Audio Options > Codec**), and the updated setting will be automatically synchronized to the PBX.

Requirements

- **PBX Server**: Version 83.15.0.22 or later
- **Linkus Mobile Client**:
 - **Linkus iOS Client**: Version 5.5.9 or later
 - **Linkus Android Client**: Version 5.5.8 or later

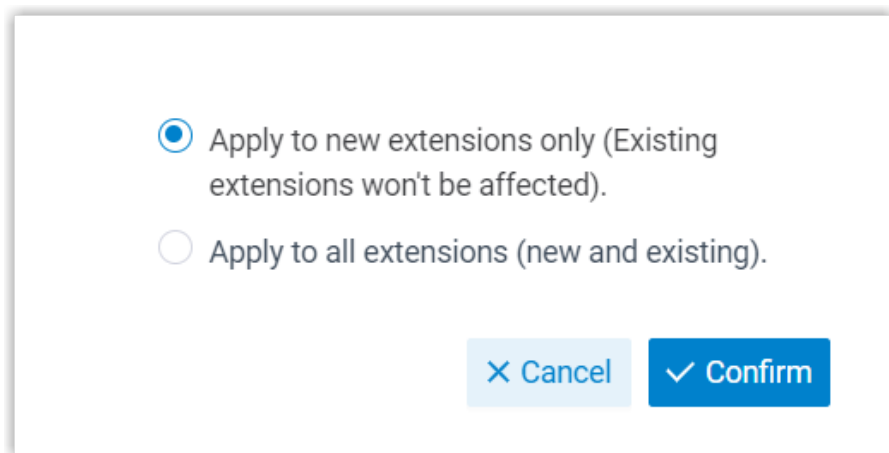
Configure codec for all users' Linkus Mobile Client (global setting)

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.



The screenshot shows a web form titled "Linkus Mobile Default Settings". Inside the form, there is a section labeled "Linkus Mobile Client Codec" with a dropdown menu. The dropdown menu is open, showing a list of audio codecs: u-law, a-law, iLBC, G722, G729, and Opus. The dropdown menu has a small upward arrow icon on the right side.

- 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**.




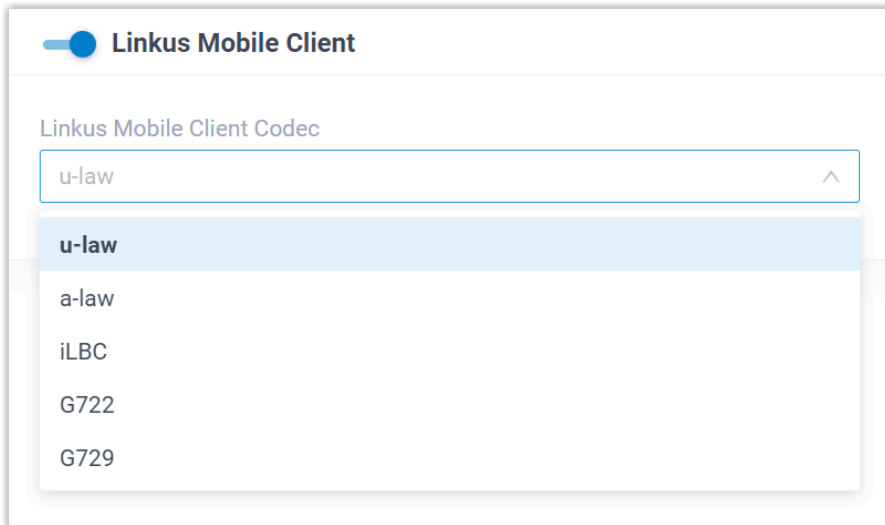
The screenshot shows a confirmation dialog box. It contains two radio button options. The first option is selected (indicated by a blue dot) and reads "Apply to new extensions only (Existing extensions won't be affected)". The second option is unselected and reads "Apply to all extensions (new and existing)". At the bottom right of the dialog box, there are two buttons: a light blue "Cancel" button with a small 'X' icon and a dark blue "Confirm" button with a small checkmark icon.

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.

Enable or Disable ICE (Interactive Connectivity Establishment) for Linkus Mobile Client

ICE (Interactive Connectivity Establishment) is a technique used to establish direct connections between Yeastar PBX and Linkus, improving call quality by reducing network latency and packet loss. You can configure global ICE settings for Linkus Mobile Client, or customize the ICE setting for different users based on their needs.



Note:

This topic shows you how to configure ICE setting for Linkus Mobile Client on PBX web portal. Extension users can also change the ICE setting on their Linkus Mobile Clients (Path: **Account > Settings > Audio Options > ICE**), and the updated setting will be automatically synchronized to the PBX.

Requirements

- **PBX Server:** Version 83.15.0.22 or later

- **Linkus Mobile Client:**

- **Linkus iOS Client:** Version 5.5.9 or later
- **Linkus Android Client:** Version 5.5.8 or later

Configure ICE 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. In the **Linkus Mobile Default Settings** section, complete the following settings.
 - a. In the **ICE** drop-down list, select an option.




Note:

If you disable ICE, video calls will be unavailable on users' Linkus Mobile Client.

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

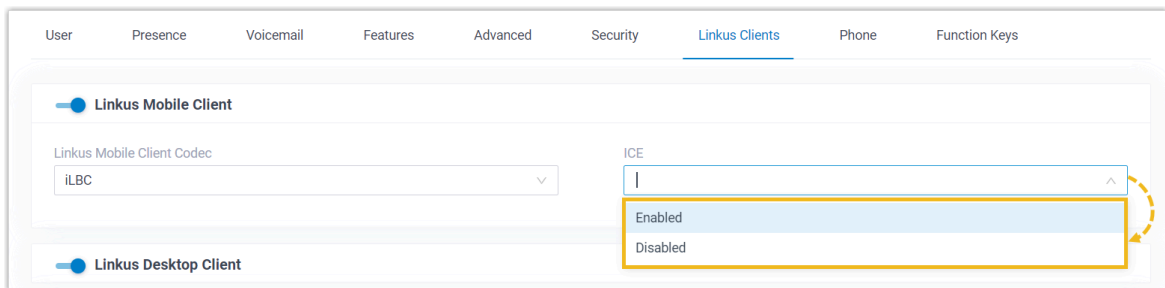
The ICE setting is synchronized to extension users' Linkus Mobile Client, and will take effect when extension users quit and reopen the APP or re-login to the APP.

Configure ICE setting 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 **ICE** drop-down list, select an option.

**Note:**

If you disable ICE, video calls will be unavailable on the user's Linkus Mobile Client.



The screenshot shows the 'Linkus Clients' configuration page for a user. The 'Linkus Mobile Client' section is active. The 'Linkus Mobile Client Codec' is set to 'iLBC'. The 'ICE' dropdown menu is open, showing 'Enabled' (selected) and 'Disabled' options. A yellow dashed arrow points to the 'Enabled' option.

4. Click **Save**.

The ICE setting is synchronized to the extension user's Linkus Mobile Client, and will take effect when the extension user quits and reopens the APP or re-logs in to the APP.


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 83.12.0.57 or later
Linkus Desktop Client	<ul style="list-style-type: none"> • Windows Desktop: Version 1.2.14 or later • Mac Desktop: Version 1.2.10 or later
Linkus Mobile Client	<ul style="list-style-type: none"> • 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**.

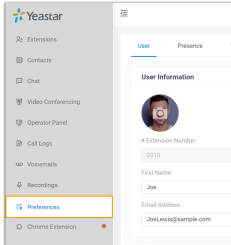
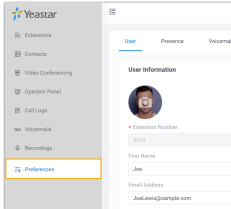
The default rule that allows all users to configure all the settings is displayed on the list.

2. Click **Add rule**.
3. Customize a rule for settings, then click **Save**.

Extension/Extension Group	Permission Type	Configuration Item	Operations
+ Add rule			
	Allow edit		Save Cancel

- **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.

Option	Linkus Mobile Client	Linkus Web Client	Linkus Desktop Client
User	Settings in Account > Personal Information (controlled by the option User Information).	Settings in the corresponding tab in the Preferences menu. Figure 3. Linkus Web Client  Figure 4. Linkus Desktop Client 	
Presence	Settings in Account > Current Presence .		
Voice mail	/		
Audio & Video	/		
Features	The following configuration items in Account > Settings > Advanced : <ul style="list-style-type: none">◦ Call Waiting feature (controlled by the option Call).◦ Settings of Switch Business Hours Status feature (controlled by the option Time-conditional Presence Auto Switch).		
Function Keys	/		
Integration	/		
AI	Settings in Account > Settings > AI .		

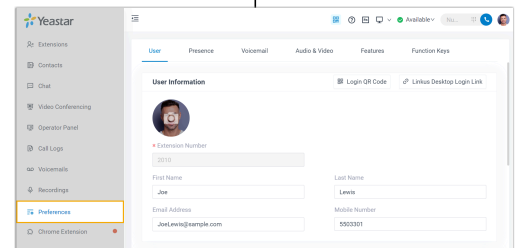
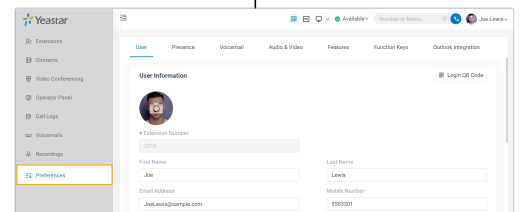


Figure 4.
Linkus Desktop Client



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 Linkus server has been set up.

For more information about the configurations, see [Set up Linkus Server with Remote Access Service](#) or [Manually Set up Linkus Server](#).

- 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 5. Mobile Client Quick Login (QR Code)

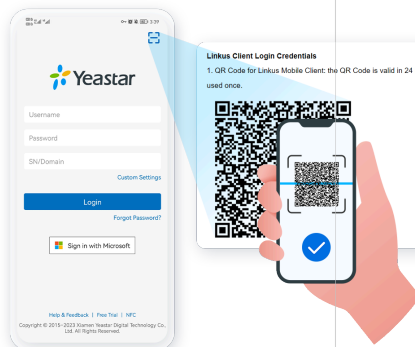


Figure 6. Mobile Client Quick Login (Login Link)

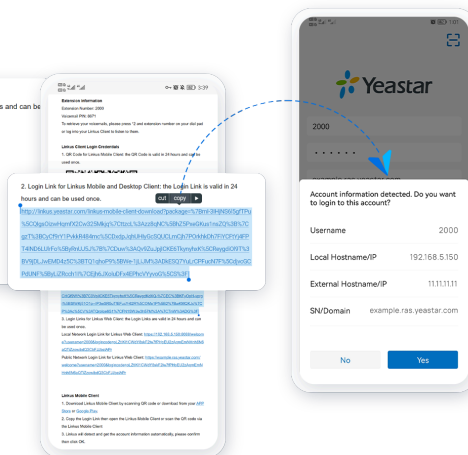


Figure 7. Desktop Client Quick Login (Login Link)

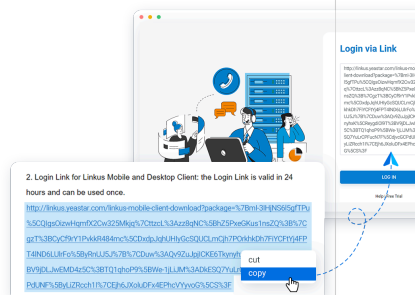
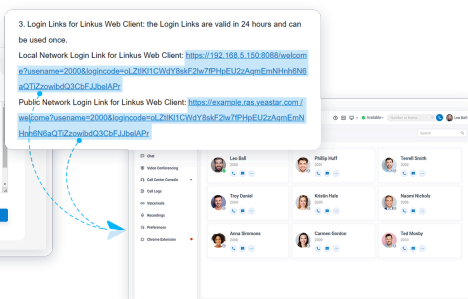


Figure 8. Web Client Quick Login (Login Link)



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 different information for users based on the way you set up the Linkus server. Refer to the following table for the detailed login credentials.

Linkus Server	Mobile & Desktop Login Credentials	Web Client Login Credentials
Local Linkus Server	<ul style="list-style-type: none"> • PBX's local IP address • Port <ul style="list-style-type: none"> ◦ Local Linkus port (for Mobile & Desktop Client) ◦ Local web server port (for Web Client) • Username (can be extension number or email address, depending on how you configure Linkus client login mode) • Extension's user password 	
Remote Linkus Server (RAS)	<ul style="list-style-type: none"> • The FQDN that is bound with the PBX, or the PBX's serial number (for Mobile Client only) • Username (can be extension number or email address, depending on how you configure Linkus client login mode) • Extension's user password 	
Remote Linkus Server (Manual configuration)	<ul style="list-style-type: none"> • PBX's local IP address and local Linkus port • PBX's public IP address/external host domain name and external Linkus port • Username (can be extension number or email address, depending on how you configure Linkus client login mode) • Extension's user password 	No supported.

Result

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

Figure 9. Mobile Client Manual Login (SN / FQDN)

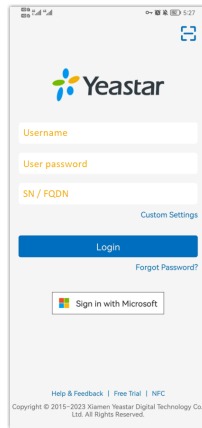


Figure 10. Mobile Client Manual Login (IP address & port)

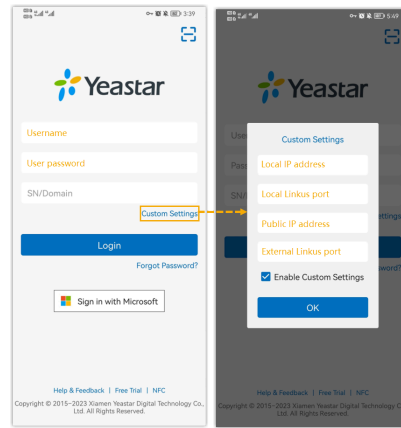


Figure 11. Desktop Client Manual Login (FQDN)

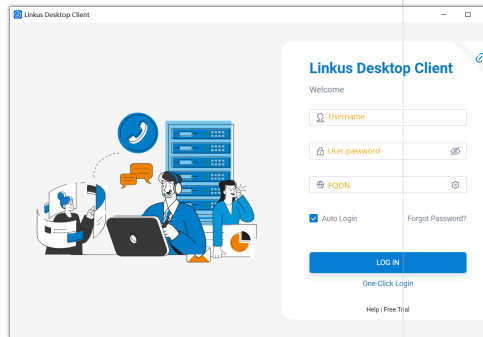


Figure 12. Desktop Client Manual Login (IP address & port)

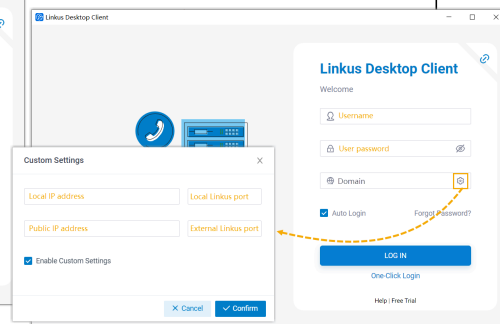
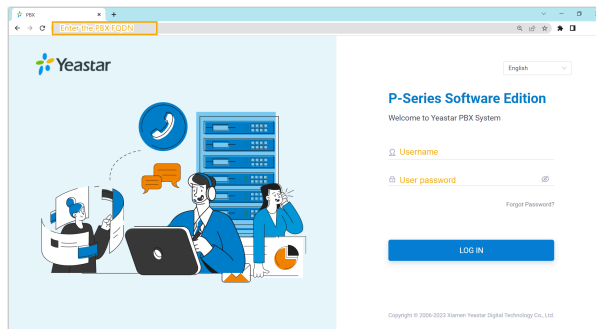


Figure 13. Web Client Manual Login (FQDN)




Enable or Disable Call Waiting for Linkus UC Clients

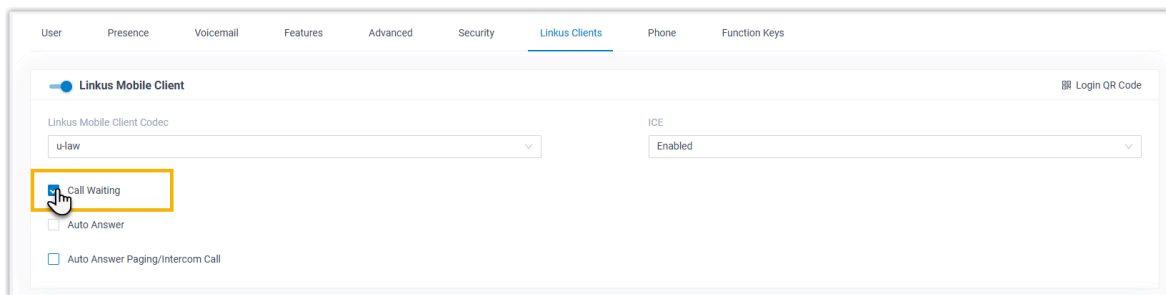
Call waiting feature allows extension users to receive another call while they are already on an active call. You can enable call waiting for extension users' any of Linkus Mobile Client, Desktop Client or Web Client, and the setting will be synchronized to their Linkus Clients.

Requirements

Server / Client	Version Requirement
PBX Server	Version 83.17.0.16 or later
Linkus Mobile Client	<ul style="list-style-type: none"> • Linkus iOS Client: Version 5.8.2 or later • Linkus Android Client: Version 5.8.3 or later
Linkus Desktop Client	<ul style="list-style-type: none"> • 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 83.17.0.16 or later
Linkus Mobile Client	<ul style="list-style-type: none"> • Linkus iOS Client: Version 5.8.2 or later • Linkus Android Client: Version 5.8.3 or later
Linkus Desktop Client	<ul style="list-style-type: none"> • 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 83.21.0.16 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.

The screenshot shows the 'Linkus Clients' configuration page in a PBX web portal. The 'Call Popup' section is expanded, and the 'Bulk Edit' and 'Open Contact URL Using Custom Popup URL' checkboxes are selected. Below these, a list of supported variables is shown: {{CallerNumber}} (Incoming Caller ID), {{CallerDisplayName}} (Incoming Caller ID Name), {{DIDNumber}} (DID Number (Inbound only)), {{DIDName}} (DID Name (Inbound only)), and {{StartTime}} (Call Initiation Time). The 'Popup URL' field is populated with a template: `http://example.com/somepage.php?number={{CallerNumber}}&name={{CallerDisplayName}}`. The 'Communication Type' is set to 'Inbound', the 'Popup Method' is 'Automatically (Only for Incoming Calls)', and the 'Trigger Event' is 'Ringing'.

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

Setting	Description
Popup URL	<p>Enter the third-party URL, followed by the variables that you want to pass.</p> <p>Supported variables:</p> <ul style="list-style-type: none"> • <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 <p>Take Solve360 CRM as an example: https://web.solve.360.com/{{.CallerNumber}}&{{.CallerDisplayName}}</p>
Communication Type	<p>Select which types of calls will trigger the call popup.</p> <ul style="list-style-type: none"> • Inbound: Inbound calls from external users. • Internal: Internal calls from colleagues.
Popup Method	<p>Decide the method of call popup.</p> <ul style="list-style-type: none"> • Automatically popup: If you want the Linkus client to automatically open the contact details page, do as follows. <div data-bbox="649 919 1555 1281"> </div> <p>a. Select Automatically (Only for Incoming Calls).</p> <p>b. In the Trigger Event drop-down list, set when the call popup will be automatically triggered.</p> <ul style="list-style-type: none"> ◦ Ringing: An incoming call reaches. ◦ Answered: An incoming call is answered. ◦ Call End: An incoming call is ended. <ul style="list-style-type: none"> • Manually popup: If you want the extension user to manually open the contact's URL during a call, select Manually. <div data-bbox="649 1638 1247 1795"> </div>

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.

