Linkus Web Client

User Guide

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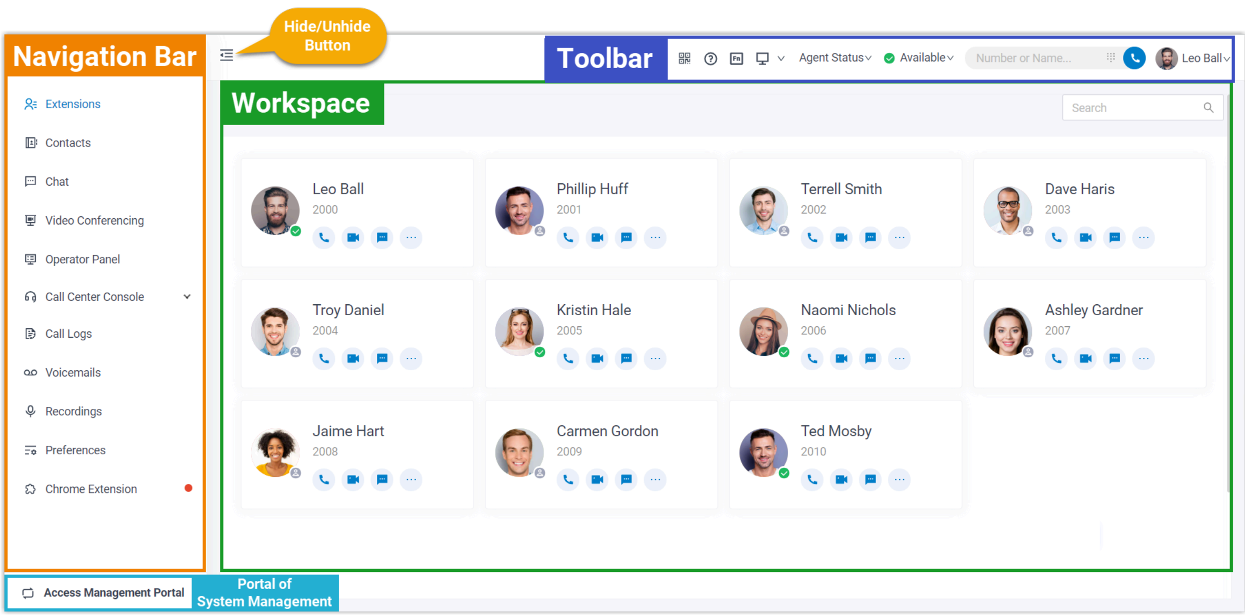
Contents

Linkus Web Client Overview

Linkus Web Client is a web-based client that can be launched from mainstream web browser (Google Chrome, Microsoft Edge, and Opera). It combines all the features that you need to communicate, collaborate, and connect with colleagues. This topic provides Linkus Web Client layout and describes how it benefits your work.

Linkus Web Client layout



Benefits

- Live talk with colleagues or external contacts via audio call or video call.
- Collaborate with colleagues efficiently through personal chat, group chat, and integrated file sharing.
- Centralized management for company-shared contacts and personal contacts.
- Face-to-face meetings from web browser within a single click, and enjoy instant, secure, and engaging team communications.
- Visualized console to quickly handle incoming calls based on real-time availability of users.
- Streamlined operations to improve agent efficiency and responsiveness, and offer ultimate customer satisfaction.

Getting Started

Log in to Linkus Web Client

This topic describes how to log in to Linkus Web Client via a link in Linkus welcome email.

Prerequisites

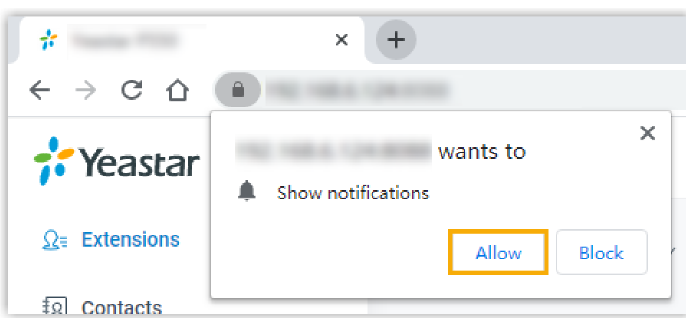
Make sure you have received a welcome email.

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

Procedure

1. Access your mailbox and find the welcome email.
2. Click the login link for Linkus Web Client.
    - To log in to Linkus Web Client locally, click the link for local network.
    - To log in to Linkus Web Client remotely, click the link for public network.

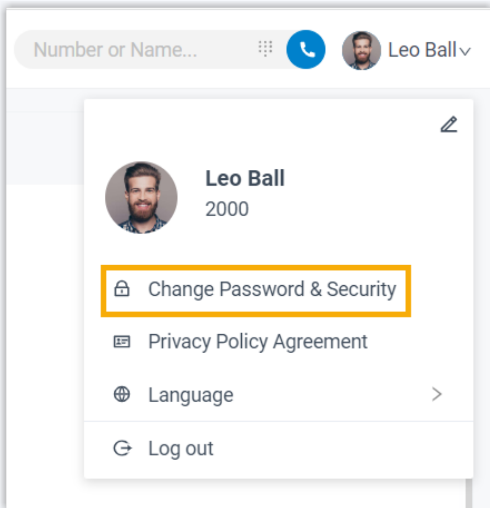
   You are directed to Linkus Web Client without entering any credentials.
3. Allow notifications from Linkus Web Client, so that you can receive notifications when there are incoming calls.
    a. In the pop-up dialog box, click **Allow**.



4. Read and agree the Privacy Policy Agreement.
    a. Select the checkbox of **I have read and agree to the above agreement**.
    b. Click **Confirm**.
5. In the pop-up window, change user password as needed.
    a. In the **New Password** field, enter a new password.

b. In the **Confirm New Password** field, enter the new password again.
c. Click **Save**.

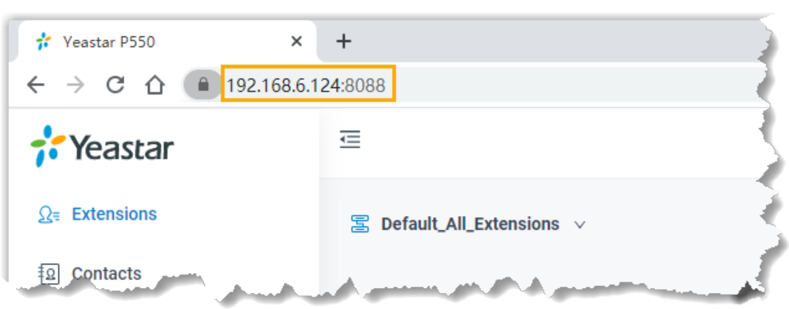
> **Note:**
> Next time you want to change user password, you can click your account at the top right corner, go to **Change Password & Security > Change Password** to change password as needed.



What to do next

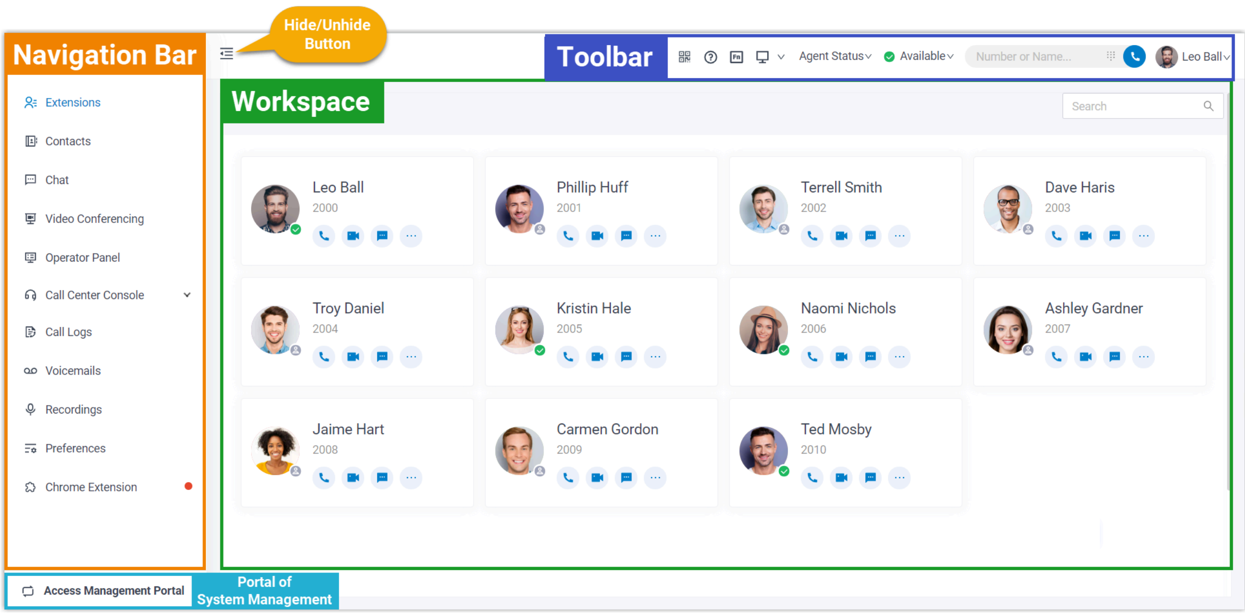
- Use your user name (extension number or email address) and new password to log in to Linkus Web Client again.
- Note down the IP address of Linkus Web Client, which is displayed in the address bar.

  Enter the IP address on web browser next time you want to access Linkus Web Client.



Linkus Web Client Layout

This topic provides an overview of Linkus Web Client.



Navigation bar

Navigation bar provides quick access to the following features:

- **Extensions**: View colleague information, place audio/video calls or leave voicemails for colleagues.
- **Contacts**: Manage external contacts, or place audio calls to external contacts.
- **Chat**: Start a personal chat or a group chat with colleagues.
- **Video Conferencing**: Start an instant meeting or schedule a future meeting to discuss with multiple parties.
- **Operator Panel**: Manage calls of members in a specific group.

  > **Note:**
  > The feature requires authorization from system administrator.

  For more information about operations on Operator Panel, see Operator Panel User Guide.
- **Call Center Console**: Handle queue calls and achieve real-time call monitoring, reporting, and management.

> **Note:**
> The feature requires support from PBX. Contact system administrator for details.

For more information about operations on Call Center, 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**: View and manage your call logs.
- **Voicemails**: View and manage your voicemails.
- **Recordings**: View and manage your recording files.
- **Preferences**: Configure extension profile, extension presence, voicemail, audio and video, function keys, call-handling rules, email notifications, etc.
- **Chrome Extension**: Provide quick access to 'Yeastar Linkus for Google' extension.

> **Note:**
> The menu only appears when you haven't downloaded or enabled 'Yeastar Linkus for Google' extension.

Toolbar

Toolbar provides quick access to common actions:

- Download Linkus Desktop Client
- Download Linkus Mobile Client
- Download 'Yeastar Linkus for Google' Extension
- Monitor status of specific objects or quickly perform specific features via function keys
- Switch between CTI mode and Web Client mode
- Change agent status
- Change extension presence
- Place audio calls or video calls
- Change user password
- Change web language

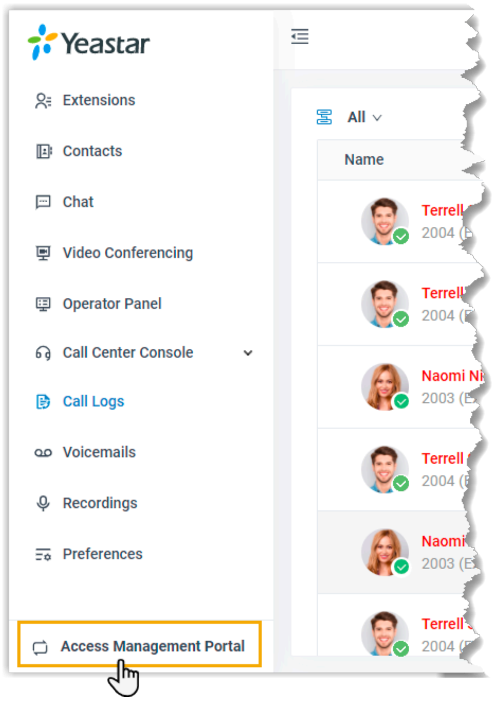
Workspace

Workspace is an area in which you can view or manage specific features.

Portal of system management

Access the management portal of PBX server to manage specific system features.

> **Note:**
> Only when system administrator grants you management permission can you view and access system management portal.



Reset Your User Password

If you forget the password to log in to Linkus clients or the PBX web portal, you can reset your User Password.

Prerequisites

- If you don't have an email address bind with your extension or you forget the email address, you cannot reset your password.

  > **Note:**

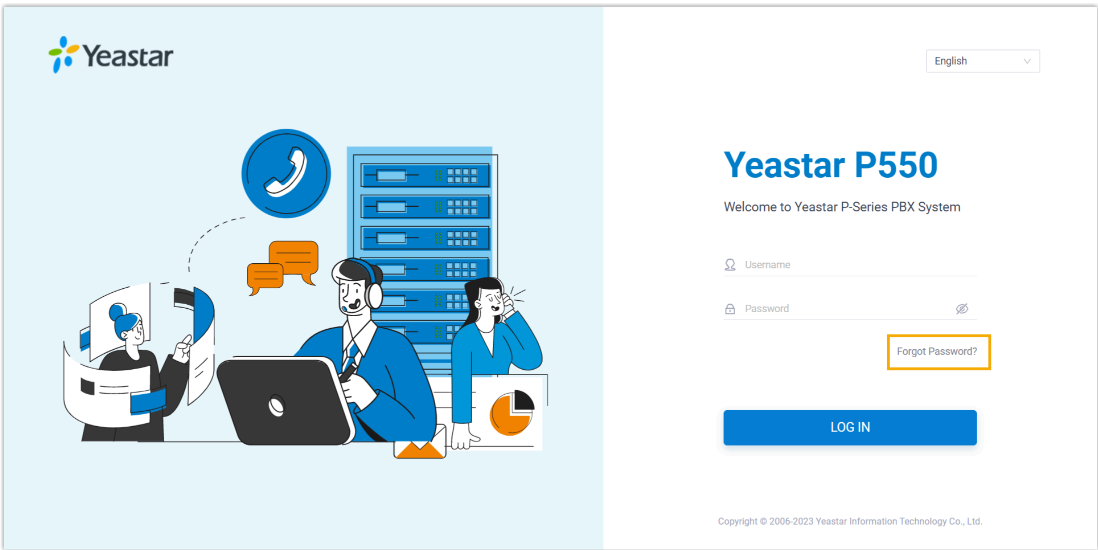
> In this case, you can contact the system administrator to help you reset your User Password.

- For P-Series Basic Plan, you can only reset your password in the local network of the PBX system.

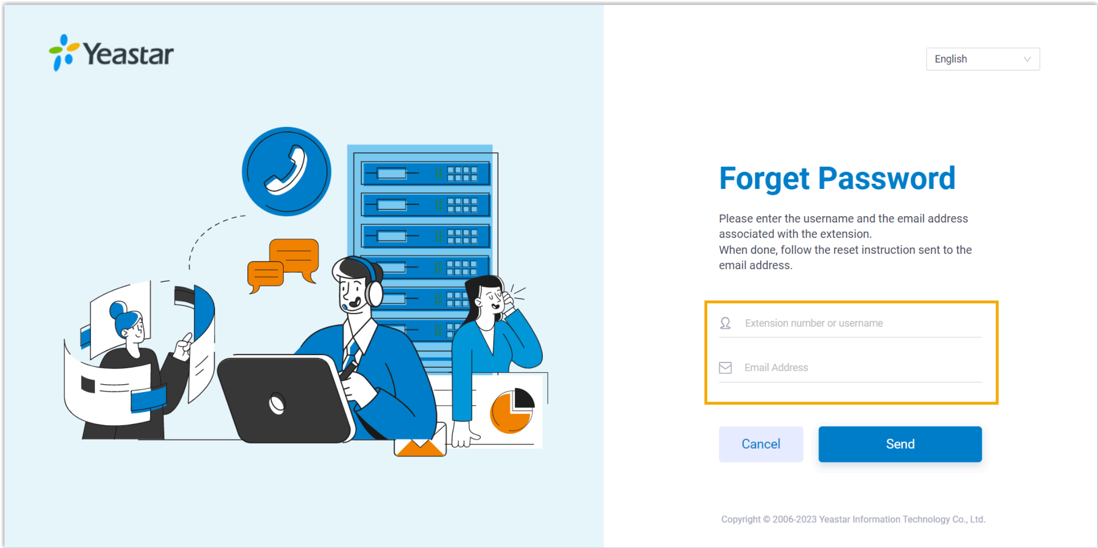
Procedure

1. Access Linkus Web Client, click **Forgot Password?**.

   You are redirected to the **Forget Password** page.



2. On the **Forget Password** page, enter the extension number and the email address.
   - **Extension number or username**: Extension number.
   - **Email Address**: The email address that is associated with your extension.



3. Click **Send**.

   A password reset email is sent to your email address.
4. Check the password reset email, and click the link provided in the email.

   You are directed to the **Reset Password** page.

   > **Note:**
   > This link is valid for 30 minutes and can only be used once.
5. On the **Reset Password** page, enter your new password twice, and click **Save**.

Result

Your User Password is changed. You need to log in to the PBX web portal and Linkus clients by the new password next time.

Set Linkus Web Client to Run at Startup on a Computer

To avoid the hassle of opening a web browser and logging in to Linkus Web Client every time you want to access it, you can set Linkus Web Client to run at startup on a computer. After your computer boots up, your Linkus Web Client automatically runs and stays logged in.

Procedure

- Step1. Make a web browser run at startup on a computer
- Step2. Make Linkus Web Client run at startup on a web browser

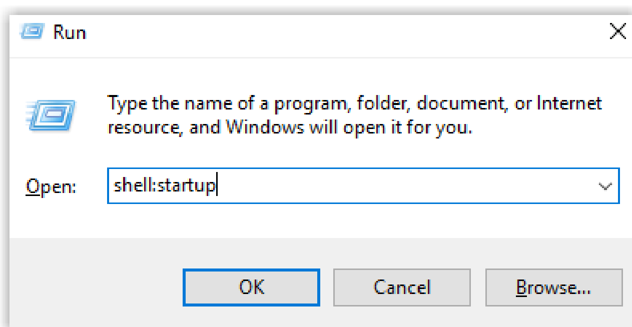
Step1. Make a web browser run at startup on a computer

Refer to the following instructions based on your operating system to make a web browser run at startup on a computer.

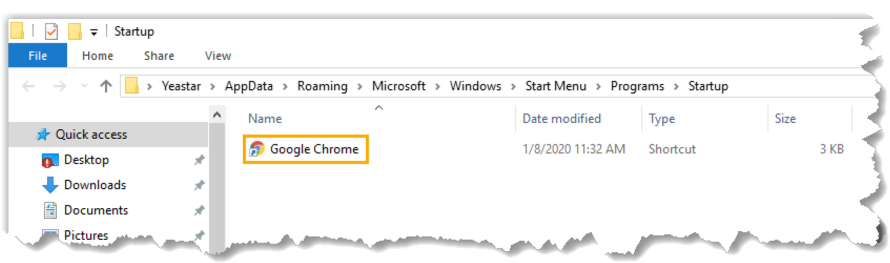
- Windows
- macOS

Windows

1. On your keyboard, press + `R`.
2. In the Run dialog box, enter `shell:startup`, click **OK**.



3. Copy the shortcut of a web browser App.
4. In the Startup folder, paste the shortcut.

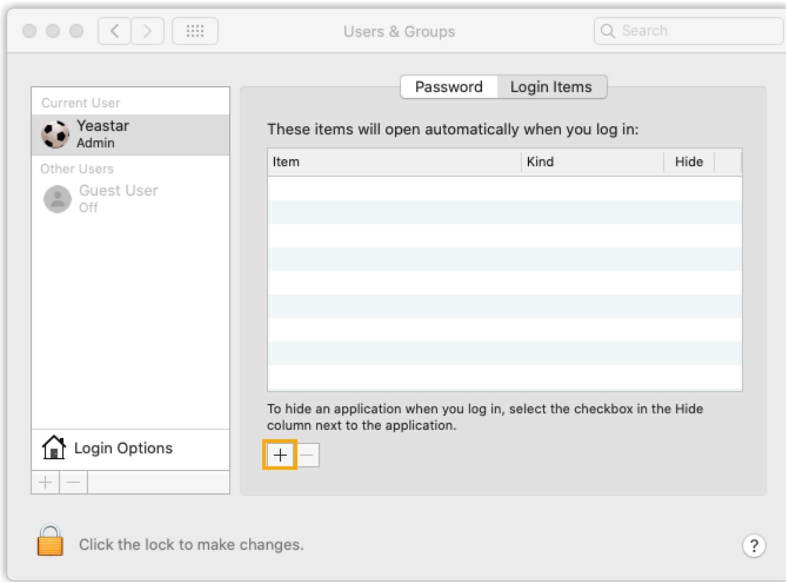


The web browser will run at startup on Windows.

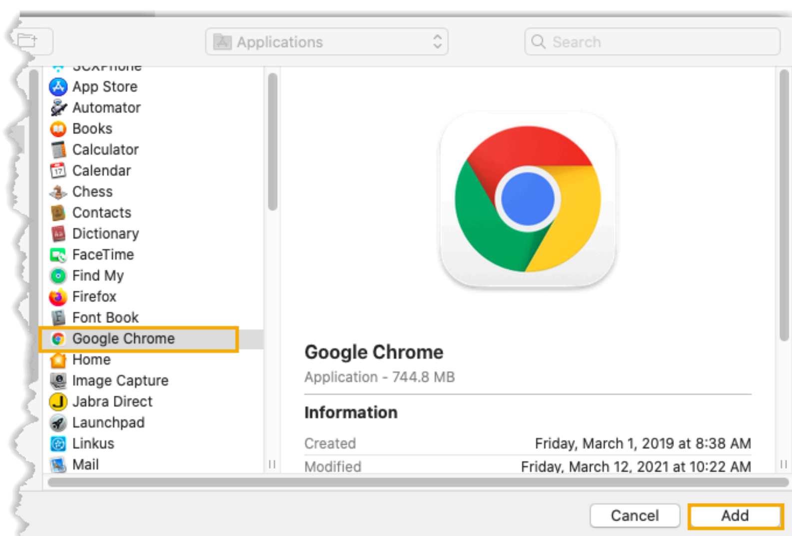
macOS

1. Go to **System Preferences > Users & Groups**, click **Login Items** tab.

2. Click + to add a web browser App.



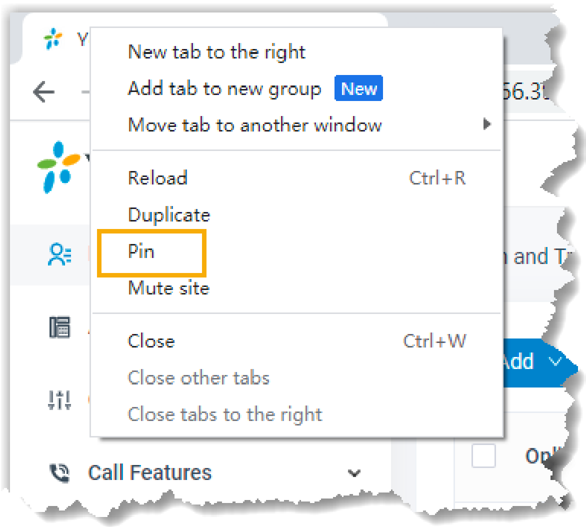
3. In the pop-up window, select a desired web browser App and click **Add**.



The web browser will run at startup on macOS.

Step2. Make Linkus Web Client run at startup on a web browser

1. Log in to Linkus Web Client.
2. Right click the Linkus Web Client tab.
3. Click **Pin**.



Result

Linkus Web Client runs at startup on the computer and stays logged in.

Important:

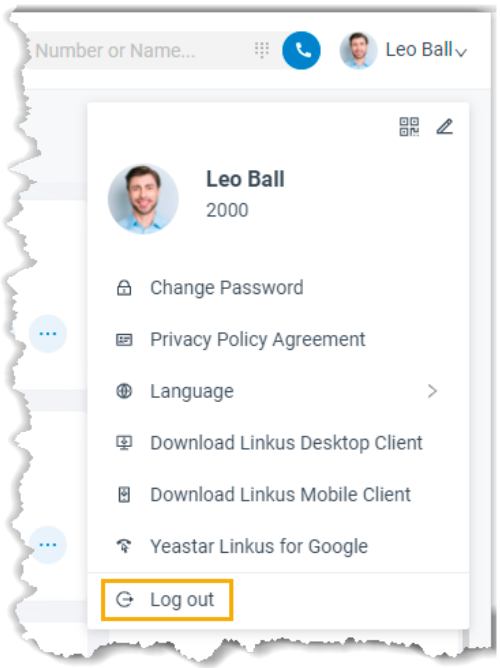
- Do NOT log out of Linkus Web Client, or it can not automatically log in next time your web browser opens.
- If you close web browser or Linkus Web Client tab, you can NOT receive notifications from Linkus Web Client. To avoid this, you can install Chrome extension 'Yeastar Linkus for Google', which allows you to make calls or receive notifications even when web browser is closed.

Log out of Linkus Web Client

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

Procedure

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



Result

You log out of Linkus Web Client.

Two-Factor Authentication (2FA)

Two-factor Authentication (2FA) Overview

Linkus Web 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

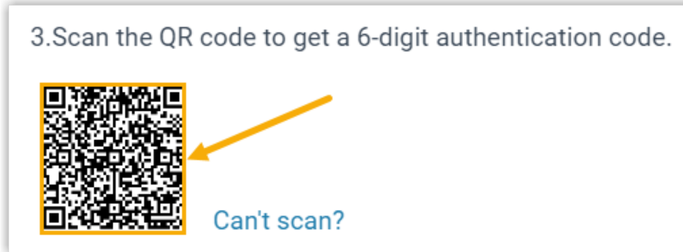
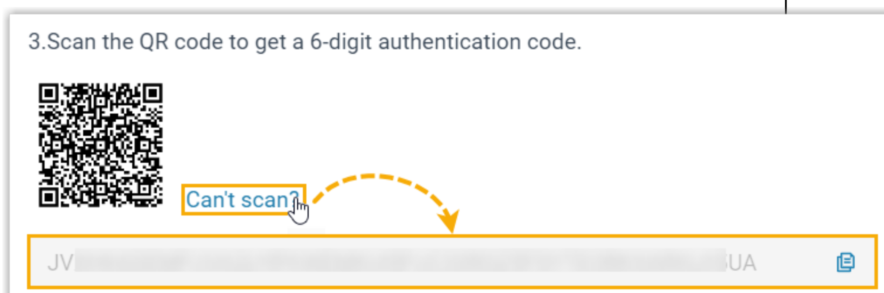
You have installed one of the following supported authenticator applications on your mobile phone.

- Google Authenticator
- FreeOTP
- Twilio Authy
- Microsoft Authenticator

Procedure

1. At the top-right corner of Linkus Web 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 Web Client. a. On your mobile phone, open the authenticator application, and select to scan QR code. b. Scan the QR code shown on Linkus Web Client.

Method	Instruction
	 Your account is added to the application automatically, a 6-digit authentication code is shown.
Manually add the account	In case you can not scan QR code, you can manually add your account and enter the secret key provided by Linkus Web Client. a. On Linkus Web 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.

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

Result

- The webpage prompts a message "Edited successfully.", which means that you have successfully set up two-actor 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), you can contact system administrator to disable 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.

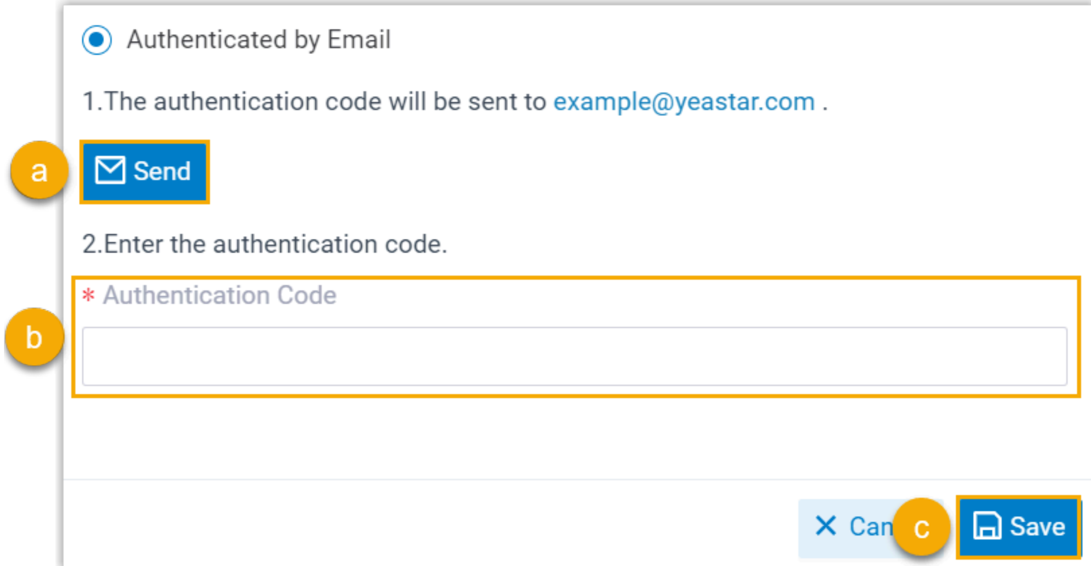
Prerequisites

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

Procedure

1. At the top-right corner of Linkus Web 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 automatically be disabled.

> **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), you can contact system administrator to disable 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

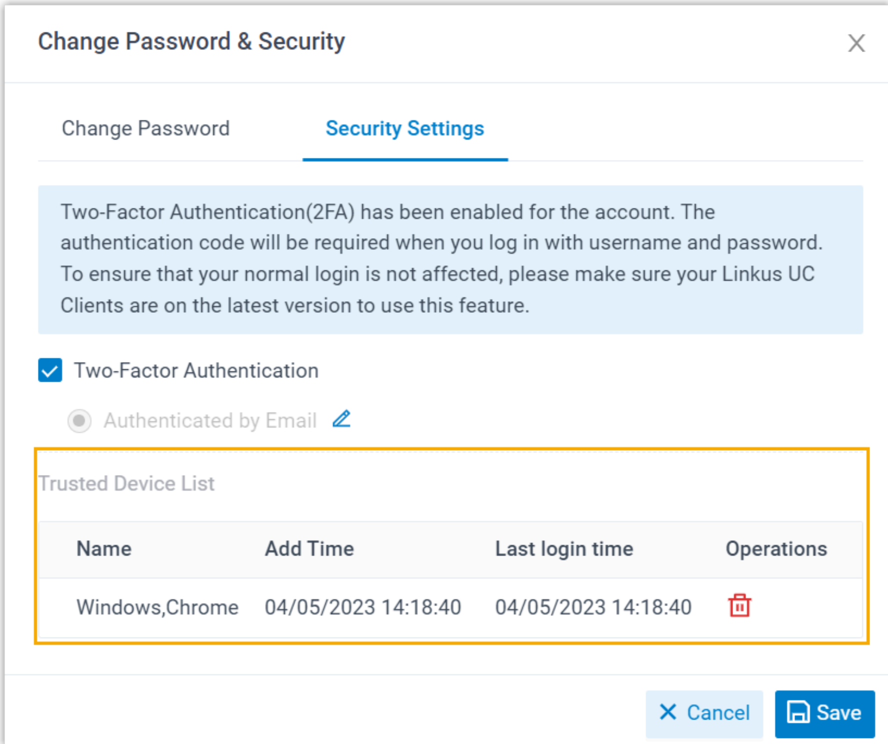
This topic describes how to manage the two-factor authentication feature, including removing trusted devices, changing authentication method, and disabling the two-factor authentication feature.

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 Web Clients, 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 Web 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 Web 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

Configure Extension Display

By default, all the extensions within groups visible to you are displayed on Linkus Web Client, whether the extensions are registered or not. You can configure whether to display the unregistered extensions. This topic describes how to configure extension display.

Procedure

1. Log in to Linkus Web Client, go to **Preferences > User > Status View**.
2. To display all the extensions, keep the option **Show Unregistered Extensions** selected.
3. To display only the registered extensions, unselect the checkbox of **Show Unregistered Extensions**.
4. Click **Save**.

Related information

View Colleague Extensions

View Colleague Extensions

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

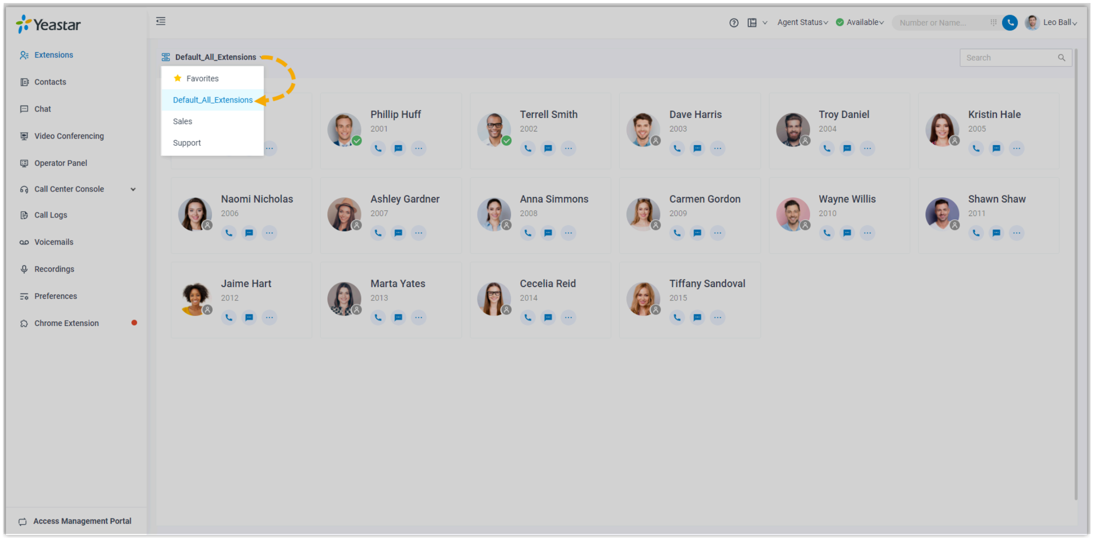
Procedure

1. Log in to Linkus Web Client.
2. On the left navigation bar, click **Extensions**.
3. **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 on Linkus Web Client, whether the extensions are registered or not. You can choose to display only the registered extensions. For more information, see Configure Extension Display.

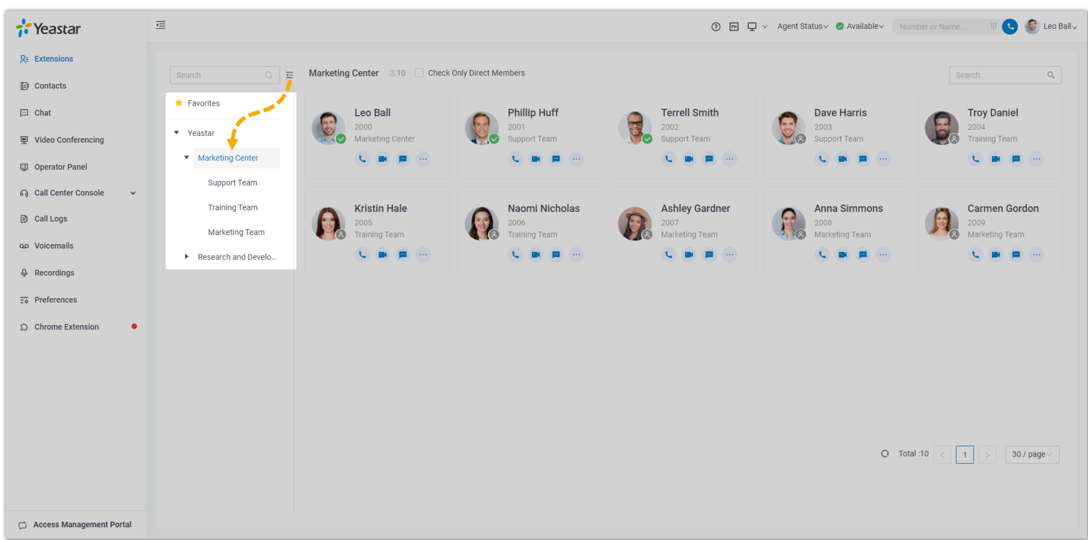
- To select a group, select one from the drop-down list of .

  Extensions within the group are displayed.

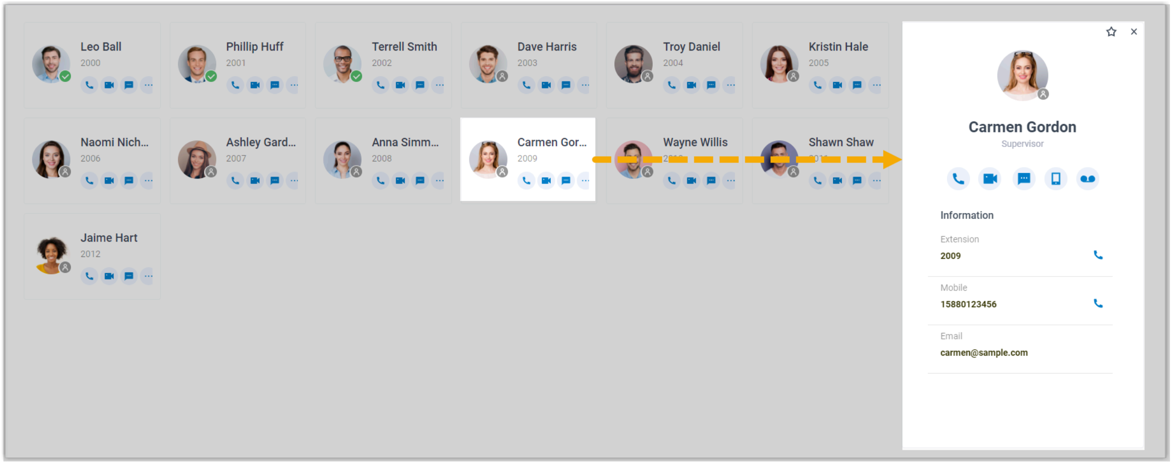


- To select a department, select one from the organizational tree.

  Extensions within the department are displayed.



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



5. **Optional:** Click specific icons to manage or reach colleagues.
    - : Add to the **Favorites** list.
    - : Place an audio call to extension.
    - : Place a video call to extension.
    - : Start a personal chat.
    - : Call mobile number.
    - : Leave voicemail.

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.

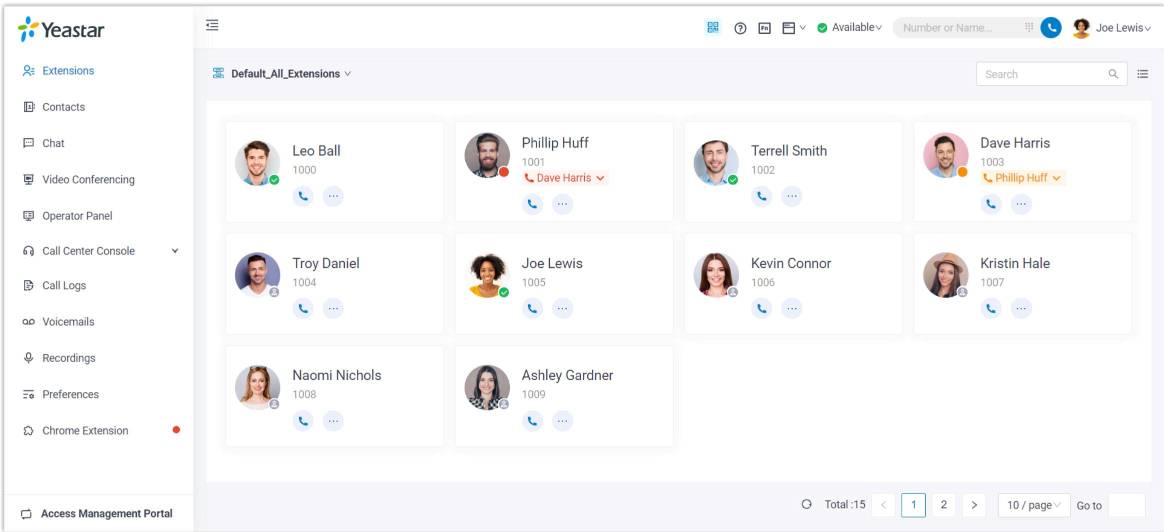
Requirements

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

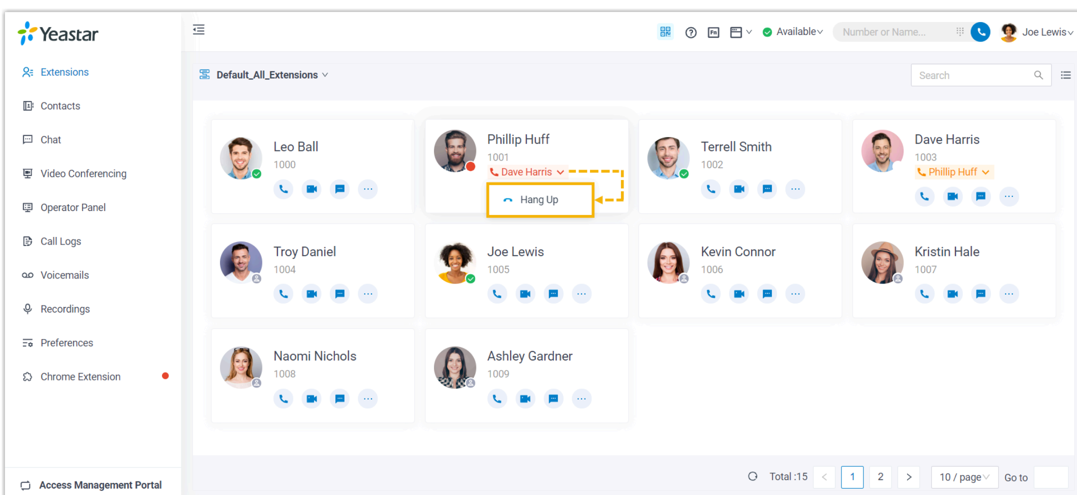
Procedure

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

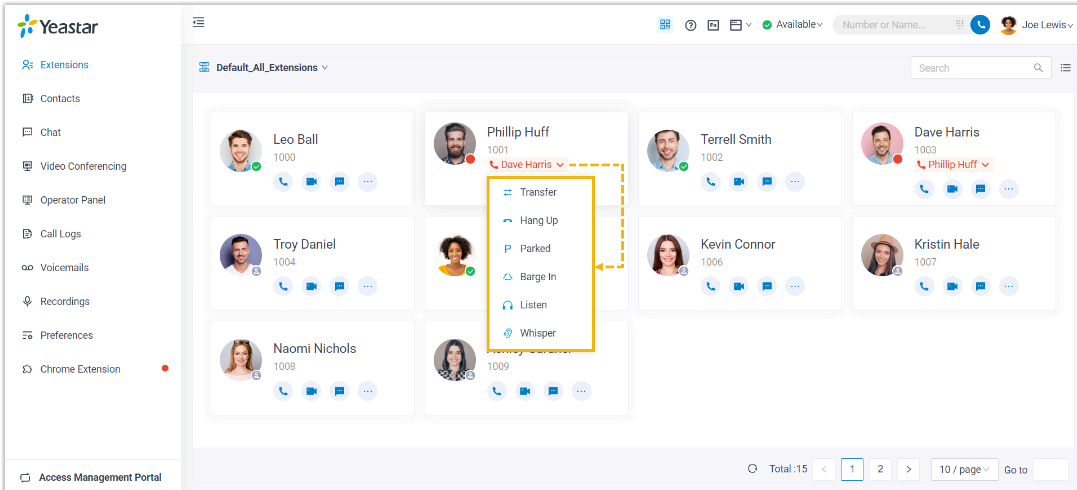
The colleague extension that initiates a call or is on a call is marked with , and the colleague extension that receives an incoming call is marked with .



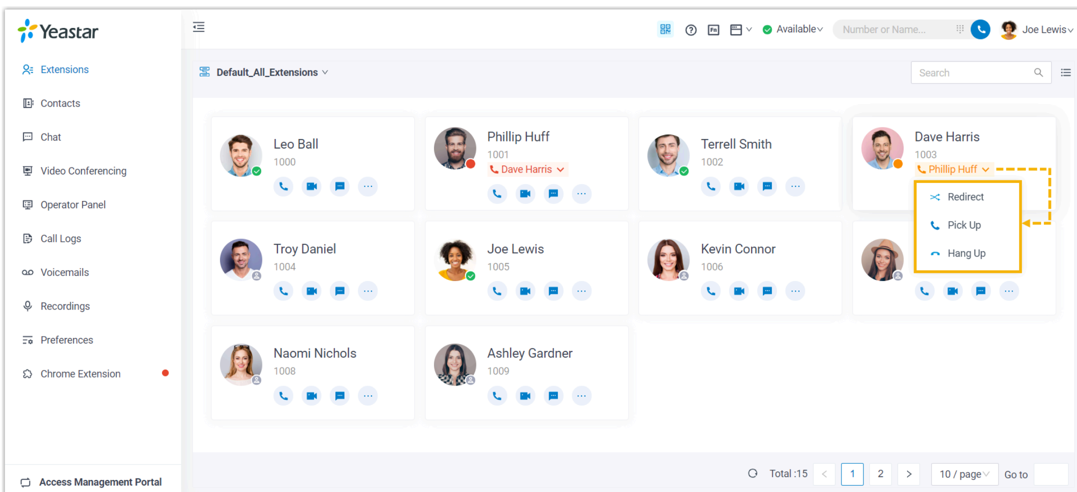
3. Manage colleague extension's calls as needed.
    - For colleague extension that initiates a call, you can click the call status label, then choose to hang up the call.



    - 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

View and Manage Company Contacts (Enterprise/Ultimate)

This topic describes how to view, add, edit, or delete company contacts in specific phonebooks on Linkus Web Client.

Audience

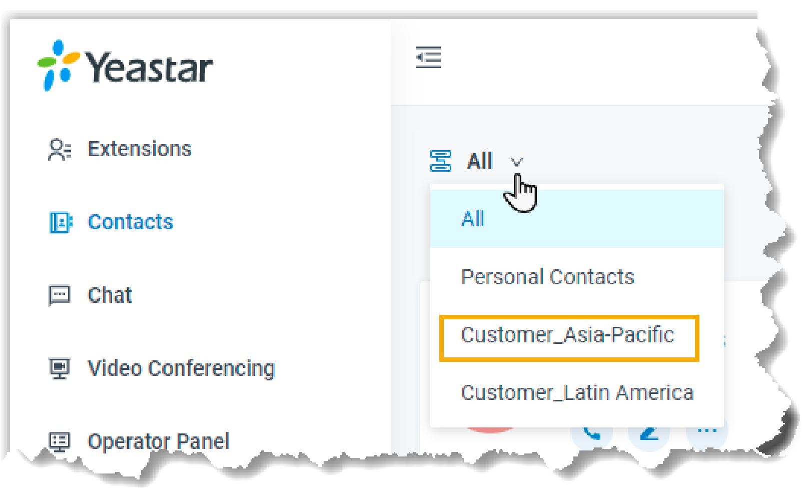
This topic is suitable for Linkus Web Client users whose organization's PBX server uses Enterprise/Ultimate Plan.

For PBX Basic Plan, see View and Manage Company Contacts (Basic).

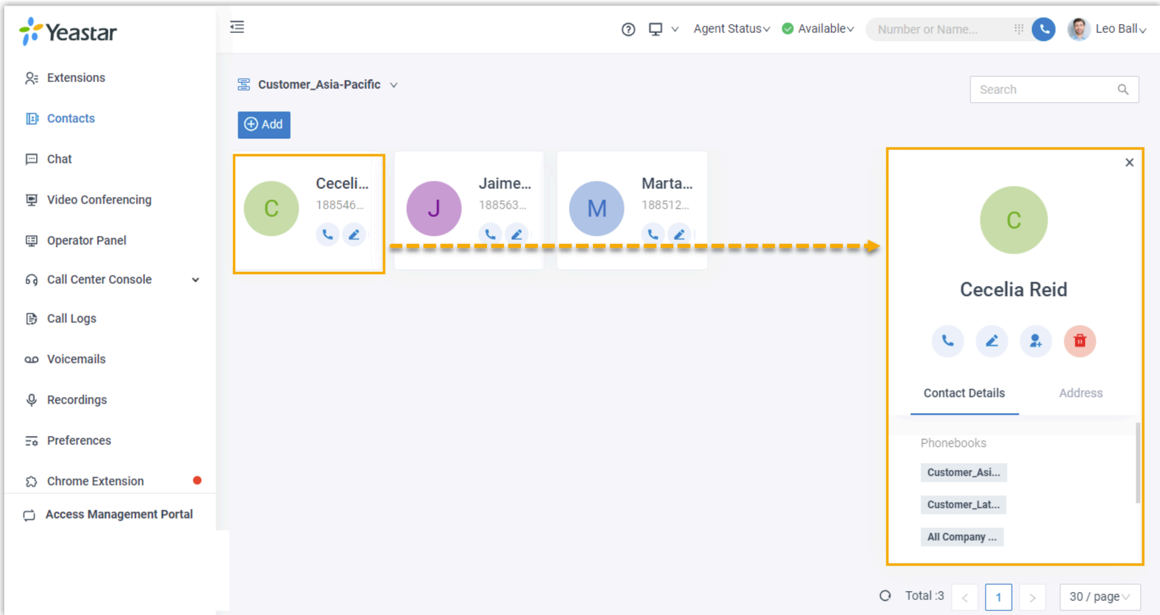
View a company contact

Before you get started, make sure system administrator has granted **View Phonebooks** permission to your extension.

1. Log in to Linkus Web Client, click **Contacts**.
2. At the top-left corner of workspace, select a phonebook from the drop-down list of .



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



Add a company contact

There are several ways for you to add a company contact:

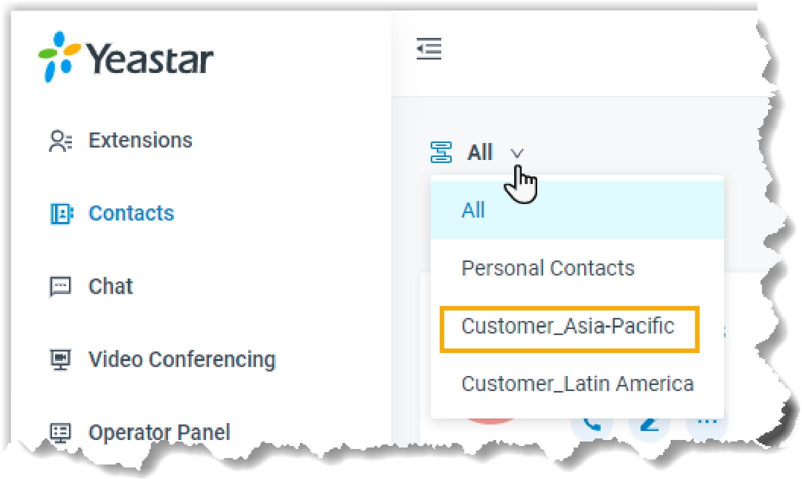
- Add a company contact in a phonebook
- Add a company contact from personal contacts list
- Add a company contact from Call Logs
- Add a company contact from Voicemails list
- Add a company contact from Recordings list

> **Note:**
> Before you get started, make sure system administrator has granted **Manage Phonebooks (Add, Edit, Delete)** permission to your extension.

Add a company contact in a phonebook

Select a phonebook that you are authorized to manage, and then add a company contact.

1. Log in to Linkus Web Client, click **Contacts**.
2. At the top-left corner of workspace, select a phonebook from the drop-down list of .



3. Click **Add**, enter contact information, and then click **Save**.

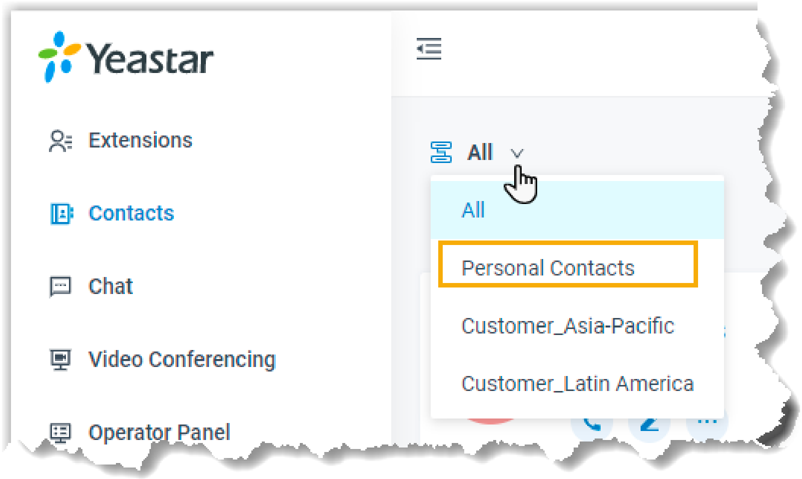
> **Note:**
> If your organization has a phonebook that contains all the company contacts, the contact will be automatically added to the phonebook.

The contact is added to the relevant phonebooks.

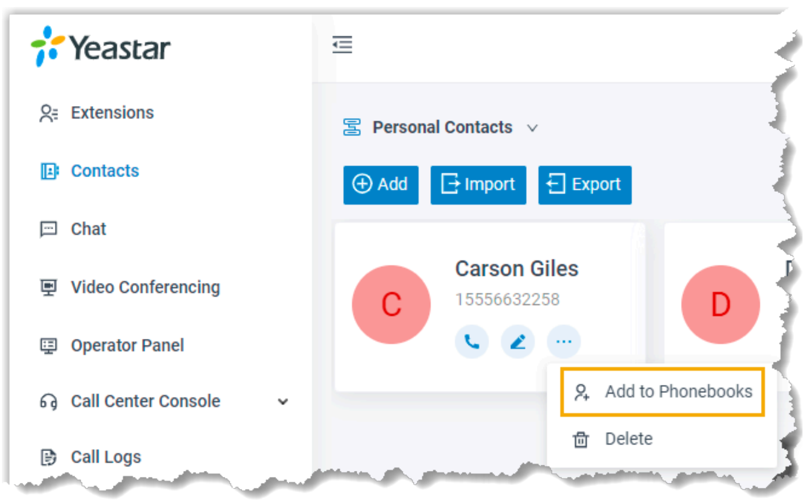
Add a company contact from personal contacts list

If you want to share a personal contact within your organization, you can add the contact to a company phonebook. Anyone who is allowed to view or manage the phonebook can see and reach the contact.

1. Log in to Linkus Web Client, click **Contacts**.
2. At the top-left corner of workspace, select **Personal Contacts** from the drop-down list of .

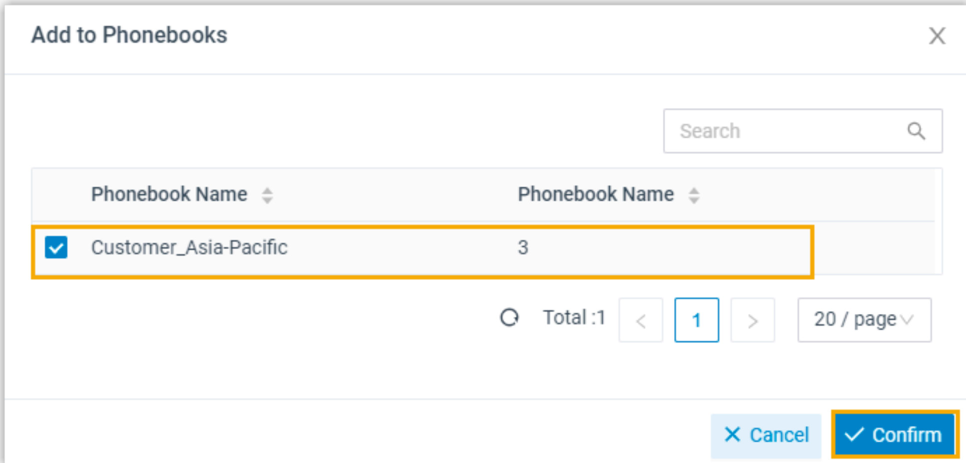


3. Find the desired contact, click **...** and select **Add to Phonebooks**.



4. In the pop-up window, select the checkbox of a phonebook and click **Confirm**.

> **Note:**
> Only the phonebooks that you are authorized to manage will be displayed on the page.

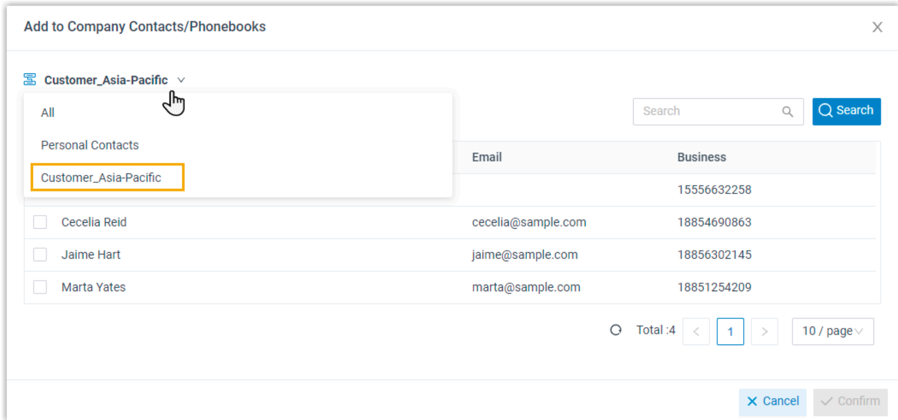


The page prompts "Added successfully", which indicates that the contact is added and phonebook is updated.

Add a company contact from Call Logs

1. Log in to Linkus Web Client, click **Call Logs**.
2. Right click a record to add a company contact.
3. To add a new contact, do as follows:
   a. Click **Add New Contact**.
   b. In the **Add to** drop-down list, select **Company Contacts**; In the **Phonebook List** drop-down list, select a phonebook.
   c. Enter contact information.
   d. Click **Save**.
4. To add to an existing contact, do as follows:
   a. Click **Add to Existing Contact**.
   b. Select a phonebook from the drop-down list of .

> **Note:**
> Only the phonebooks that you are authorized to manage will be displayed.



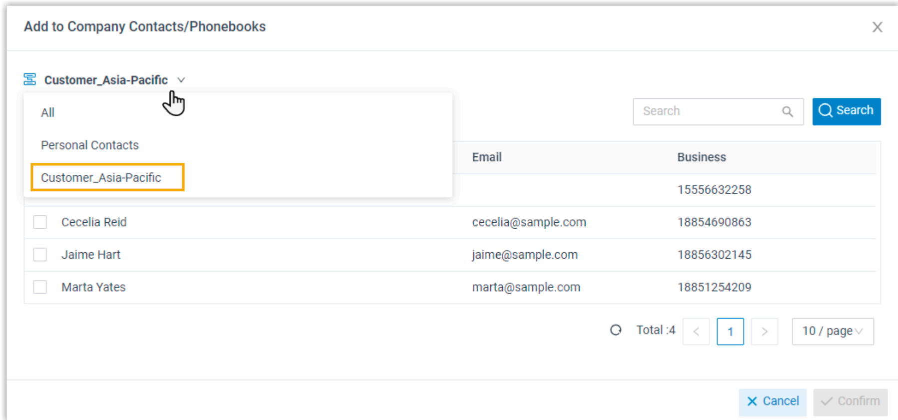
c. Select the checkbox of an existing contact.

d. Click **Confirm** and **Save**.

Add a company contact from Voicemails list

1. Log in to Linkus Web Client, click **Voicemails**.
2. Right click a record to add a company contact.
3. To add a new contact, do as follows:
    a. Click **Add New Contact**.
    b. In the **Add to** drop-down list, select **Company Contacts**; In the **Phonebook List** drop-down list, select a phonebook.
    c. Enter contact information.
    d. Click **Save**.
4. To add to an existing contact, do as follows:
    a. Click **Add to Existing Contact**.
    b. Select a phonebook from the drop-down list of .

> **Note:**
> Only the phonebooks that you are authorized to manage will be displayed.

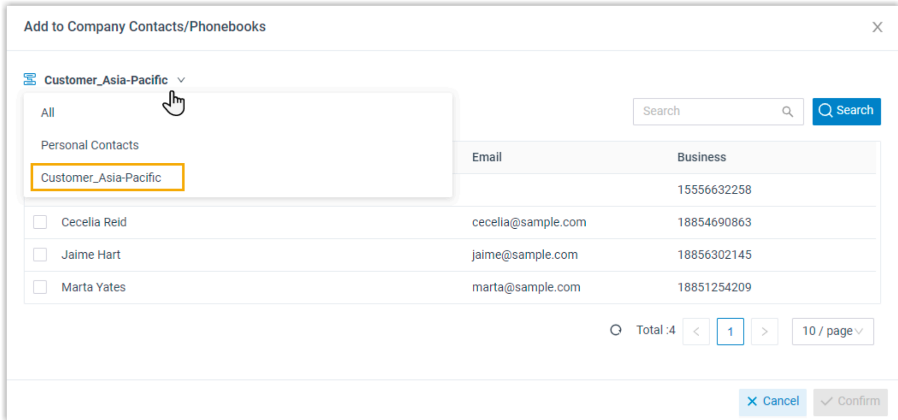


c. Select the checkbox of an existing contact.
d. Click **Confirm** and **Save**.

Add a company contact from Recordings list

1. Log in to Linkus Web Client, click **Recordings**.
2. Right click a record to add a company contact.
3. To add a new contact, do as follows:
    a. Click **Add New Contact**.
    b. In the **Add to** drop-down list, select **Company Contacts**; In the **Phonebook List** drop-down list, select a phonebook.
    c. Enter contact information.
    d. Click **Save**.
4. To add to an existing contact, do as follows:
    a. Click **Add to Existing Contact**.
    b. Select a phonebook from the drop-down list of .

> **Note:**
> Only the phonebooks that you are authorized to manage will be displayed.



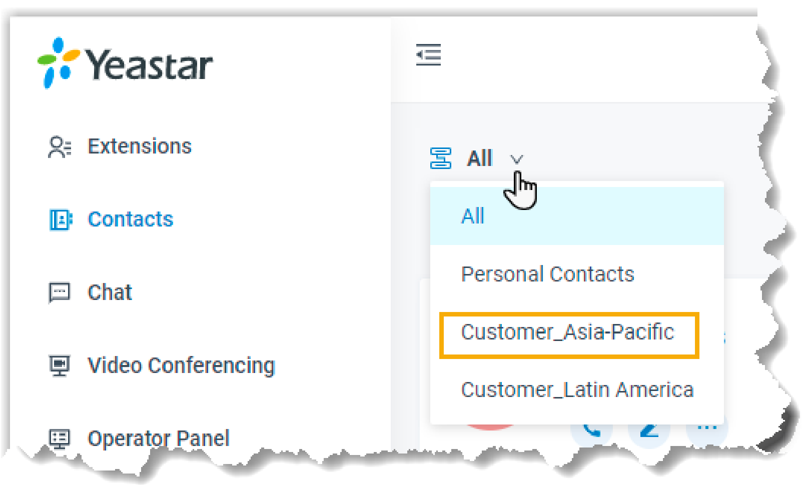
c. Select the checkbox of an existing contact.

d. Click **Confirm** and **Save**.

Edit a company contact

Before you get started, make sure system administrator has granted **Manage Phonebooks (Add, Edit, Delete)** permission to your extension.

1. Log in to Linkus Web Client, click **Contacts**.
2. At the top-left corner of workspace, select a phonebook from the drop-down list .



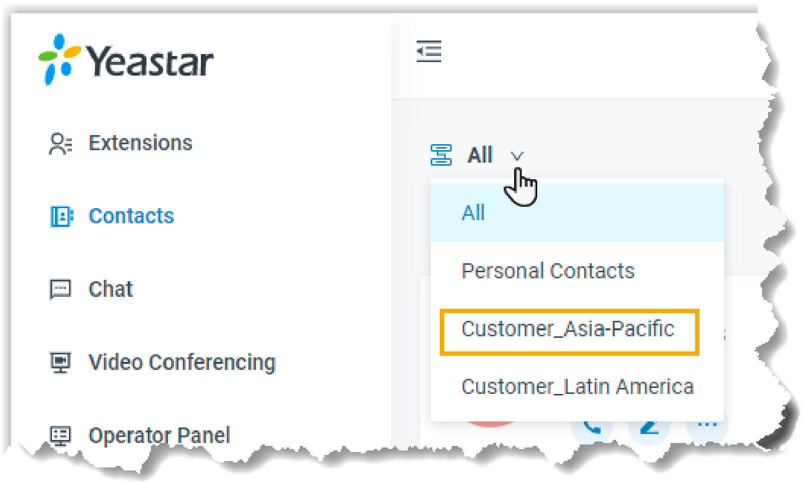
3. Find the desired contact, click to edit the desired contact.
4. After you edit contact information, click **Save**.

   The contact's information is updated.

Delete company contacts

Before you get started, make sure system administrator has granted **Manage Phonebooks (Add, Edit, Delete)** permission to your extension.

1. Log in to Linkus Web Client, click **Contacts**.
2. At the top-left corner of workspace, select a phonebook from the drop-down list of .



3. Find the desired contact, click **...**, click **Delete** and **OK**.

   The contact is removed from the PBX system.

View and Manage Personal Contacts (Enterprise/Ultimate)

This topic describes how to view, add, edit, delete, import, and export personal contacts on Linkus Web Client.

Audience

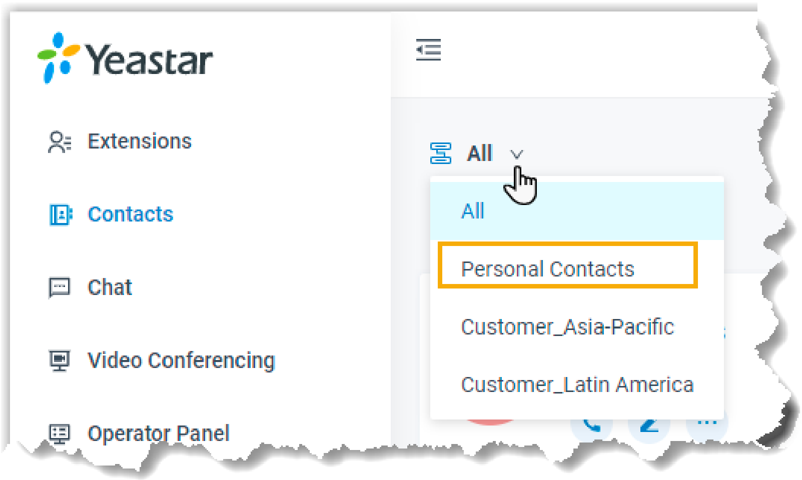
This topic is suitable for Linkus Web Client users whose organization's PBX server uses Enterprise/Ultimate Plan.

For PBX Basic Plan, see View and Manage Personal Contacts (Basic).

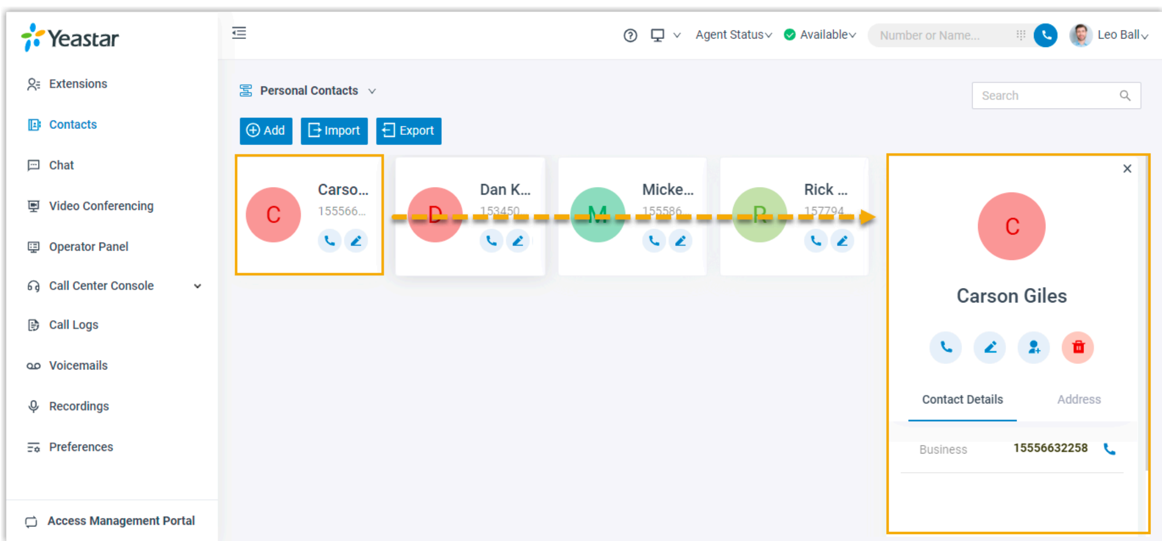
View a personal contact

1. Log in to Linkus Web Client, click **Contacts**.

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



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



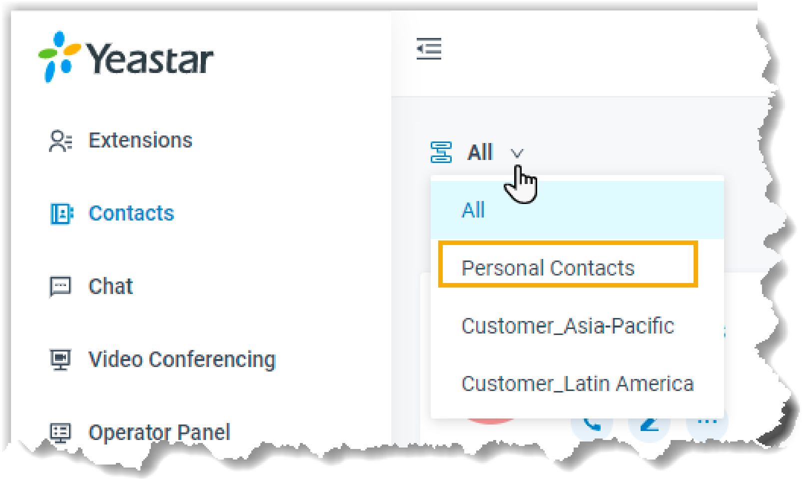
Add a personal contact

There are several ways for you to add a personal contact:

- Add a personal contact directly
- Add a personal contact from a phonebook
- 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 directly

1. Log in to Linkus Web Client, click **Contacts**.
2. At the top-left corner of workspace, select **Personal Contacts** from the drop-down list of .



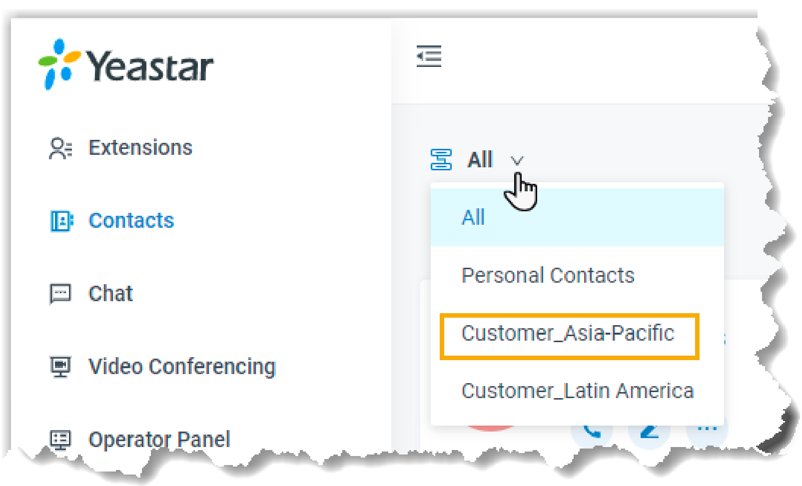
3. Click **Add**, enter contact information, and then click **Save**.

   The contact is added and your Personal Contacts is updated.

Add a personal contact from a company phonebook

If you are allowed to manage specific phonebooks, you can add company contacts in the phonebooks to your personal contacts list.

1. Log in to Linkus Web Client, click **Contacts**.
2. At the top-left corner of workspace, select the phoneook where the contact belongs from the drop-down list of .

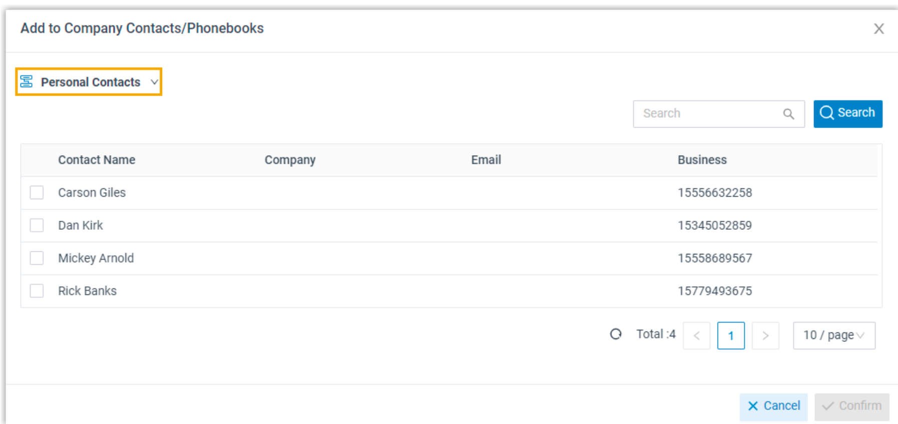


3. Find the desired contact, click **...**, select **Add to Personal Contacts**.

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

Add a personal contact from Call Logs

1. Log in to Linkus Web Client, click **Call Logs**.
2. Right click a record to add a personal contact.
3. To add a new contact, do as follows:
    a. Click **Add New Contact**.
    b. In the **Add to** drop-down list, select **Personal Contacts**.
    c. Enter contact information.
    d. Click **Save**.
4. To add to an existing contact, do as follows:
    a. Click **Add to Existing Contact**.
    b. Select **Personal Contacts** from the drop-down list of .

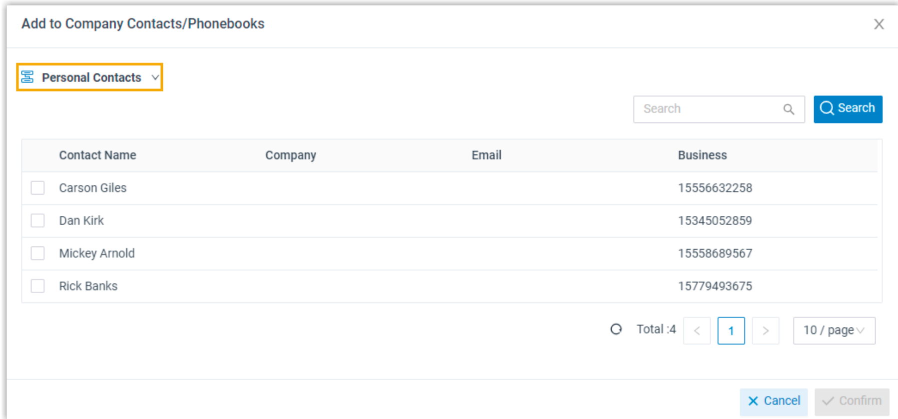


    c. Select the checkbox of an existing contact.
    d. Click **Confirm** and **Save**.

Add a personal contact from Voicemails list

1. Log in to Linkus Web Client, click **Voicemails**.
2. Right click a record to add a personal contact.
3. To add a new contact, do as follows:
    a. Click **Add New Contact**.
    b. In the **Add to** drop-down list, select **Personal Contacts**.
    c. Enter contact information.
    d. Click **Save**.

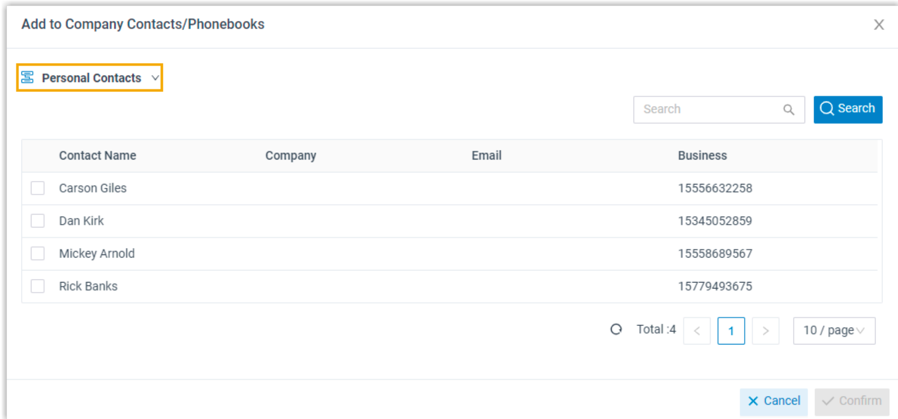
4. To add to an existing contact, do as follows:
    a. Click **Add to Existing Contact**.
    b. Select **Personal Contacts** from the drop-down list of .



    c. Select the checkbox of an existing contact.
    d. Click **Confirm** and **Save**.

Add a personal contact from Recordings list

1. Log in to Linkus Web Client, click **Recordings**.
2. Right click a record to add a personal contact.
3. To add a new contact, do as follows:
    a. Click **Add New Contact**.
    b. In the **Add to** drop-down list, select **Personal Contacts**.
    c. Enter contact information.
    d. Click **Save**.
4. To add to an existing contact, do as follows:
    a. Click **Add to Existing Contact**.
    b. Select **Personal Contacts** from the drop-down list of .

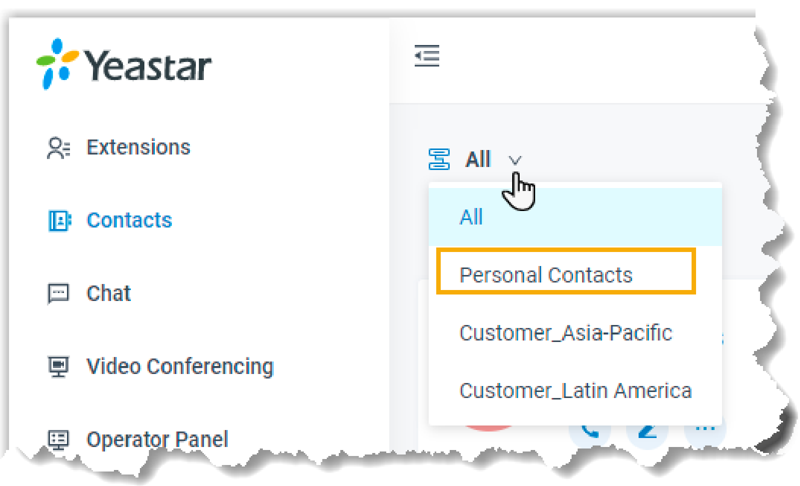


c. Select the checkbox of an existing contact.

d. Click **Confirm** and **Save**.

Edit a personal contact

1. Log in to Linkus Web Client, click **Contacts**.
2. At the top-left corner of workspace, select **Personal Contacts** from the drop-down list of .



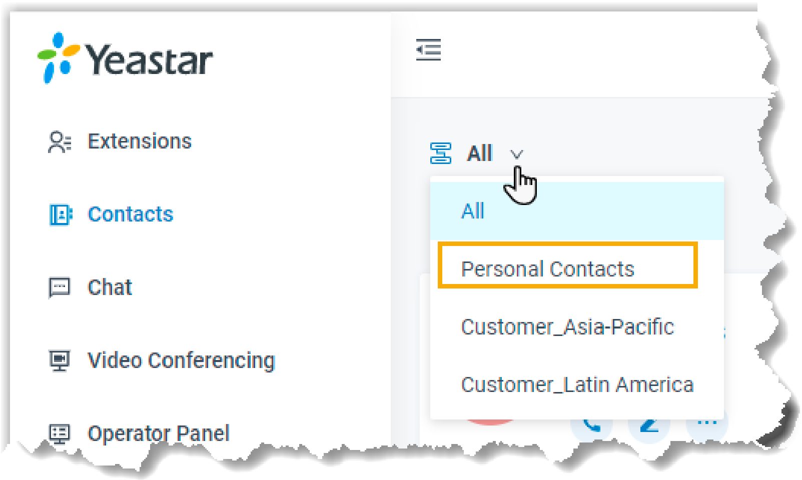
3. Find the desired contact, click to edit the desired contact information, and then click **Save**.

   The contact's information is updated in your Personal Contacts.

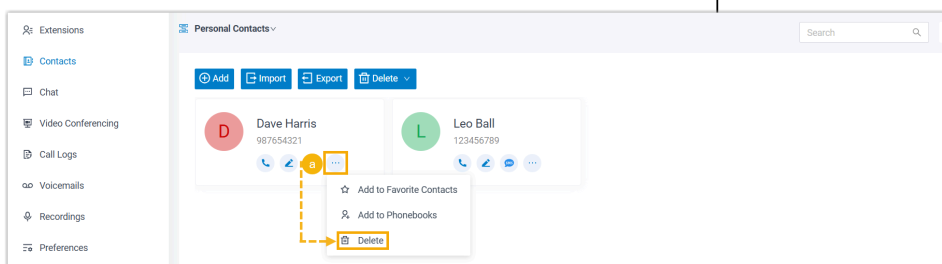
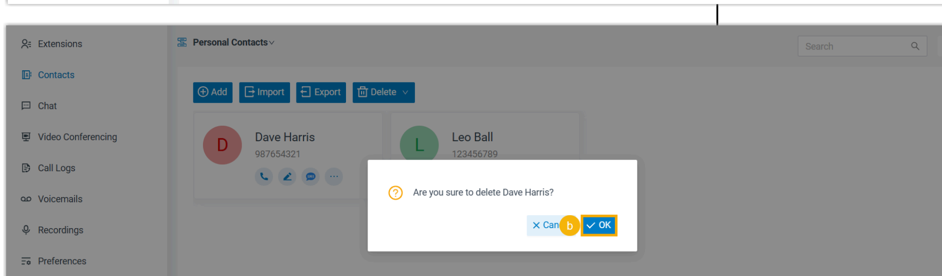
Delete personal contacts

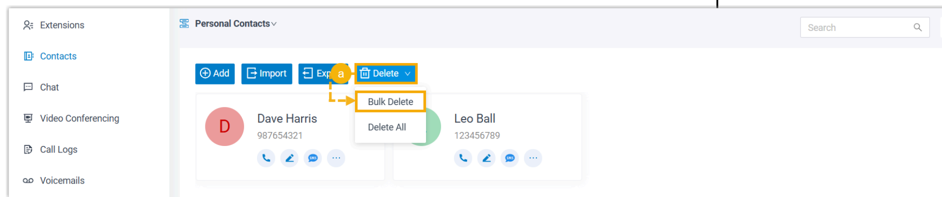
1. Log in to Linkus Web Client, click **Contacts**.

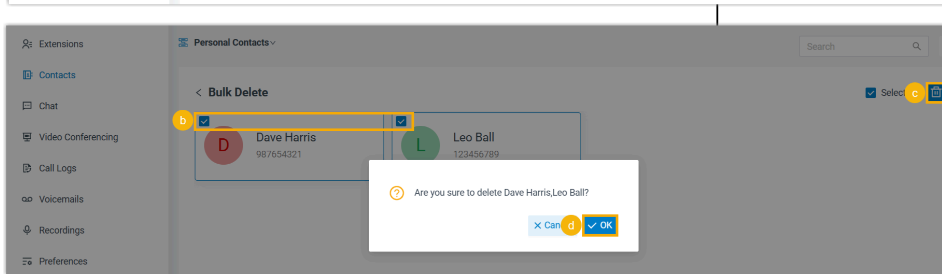
2. At the top-left corner of workspace, select **Personal Contacts** from the drop-down list of .

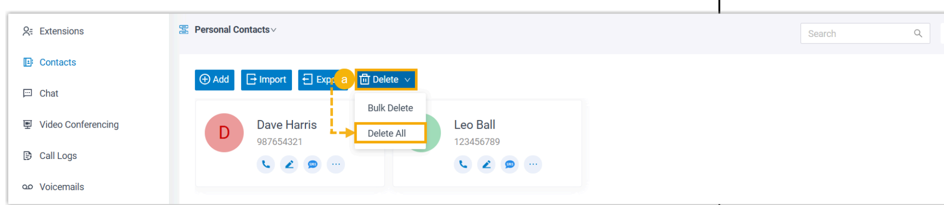


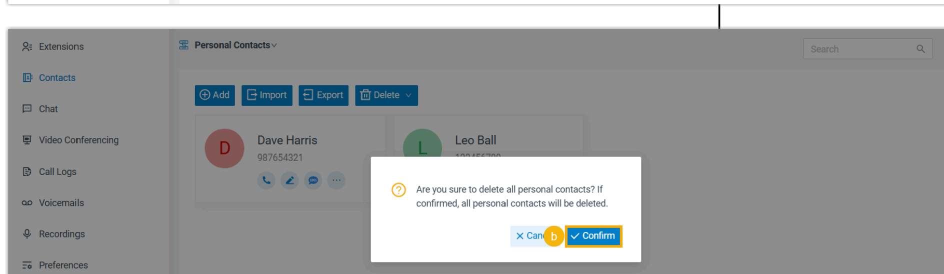
3. Delete personal contacts as needed.

Scenario	Instruction
Delete a personal contact	  a. Click **...** on the desired contact, then select **Delete**. b. In the pop-up window, click **OK**.

<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>




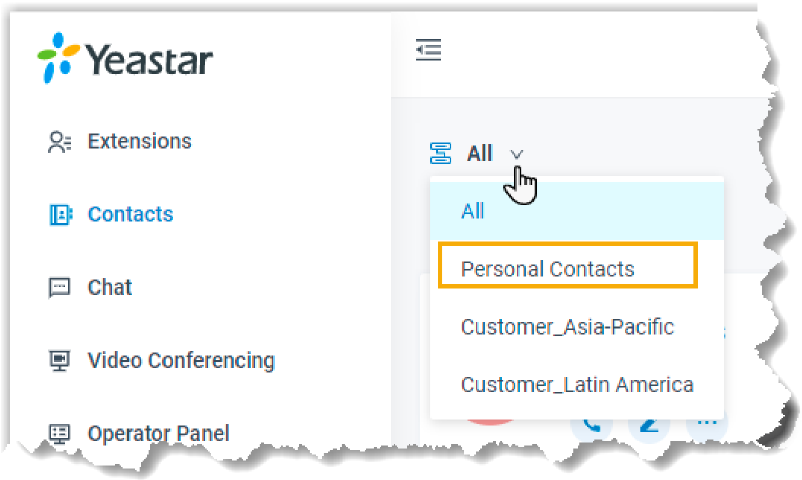
a. At the top of the list, click Delete, then select Delete All.
b. In the pop-up window, click Confirm.
</td></tr>
</table>

Export personal contacts

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

1. Log in to Linkus Web Client, click **Contacts**.

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



3. Click **Export**.

   A CSV file is saved to your computer. To check and edit parameters in the CSV file, see [Administrator Guide - Contacts Parameters].

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.

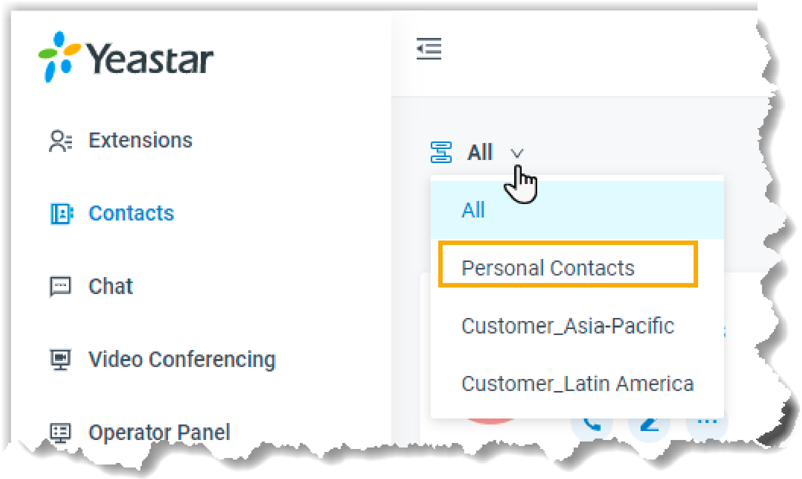
Prerequisites

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 [Administrator Guide - Contacts Parameters].

Procedure

1. Log in to Linkus Web Client, click **Contacts**.
2. At the top-left corner of workspace, select **Personal Contacts** from the drop-down list of .



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

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

View and Manage Company Contacts (Basic)

This topic describes how to view, add, edit, or delete company contacts on Linkus Web Client.

Audience

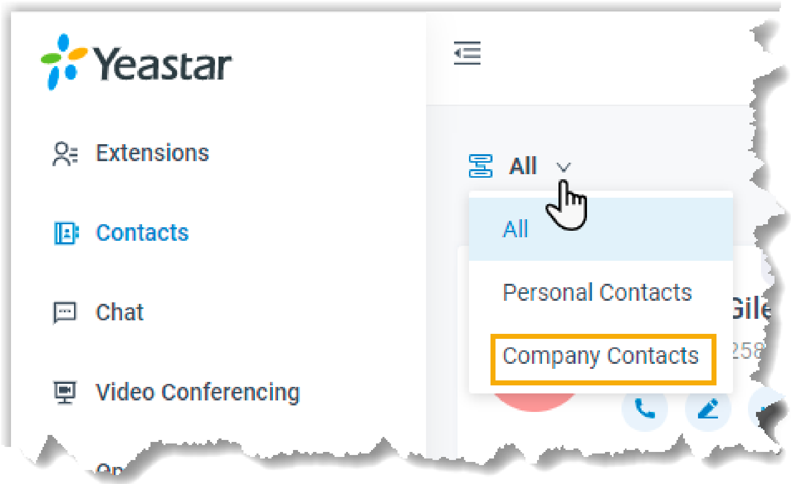
This topic is suitable for Linkus Web Client users whose organization's PBX server uses Basic Plan.

For PBX Enterprise/Ultimate Plan, see View and Manage Company Contacts (Enterprise/Ultimate).

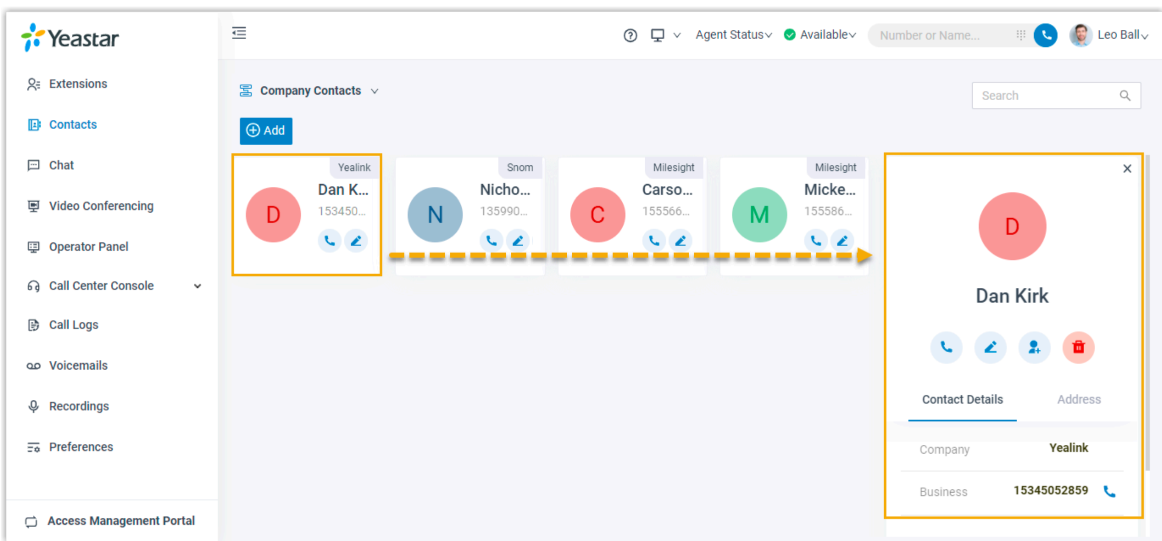
View a company contact

Before you get started, make sure system administrator has granted **View Company Contacts** permission to your extension.

1. Log in to Linkus Web Client, click **Contacts**.
2. At the top-left corner of workspace, select **Company Contacts** from the drop-down list of .



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



Add a company contact

There are several ways for you to add a company contact:

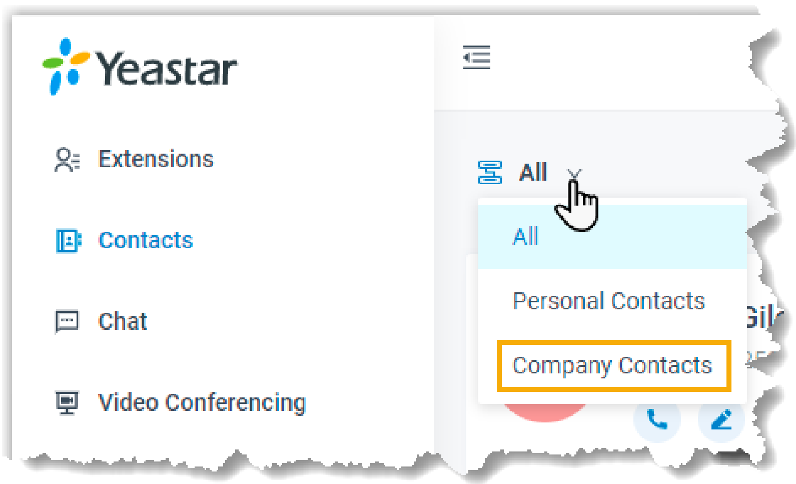
- [Add a company contact directly]
- [Add a company contact from personal contacts list]
- [Add a company contact from Call Logs]
- [Add a company contact from Voicemails list]
- [Add a company contact from Recordings list]

Note:

> Before you get started, make sure system administrator has granted **Manage Company Contacts (Add, Edit, Delete Company Contact)** permission to your extension.

Add a company contact directly

1. Log in to Linkus Web Client, click **Contacts**.
2. At the top-left corner of workspace, select **Company Contacts** from the drop-down list of .



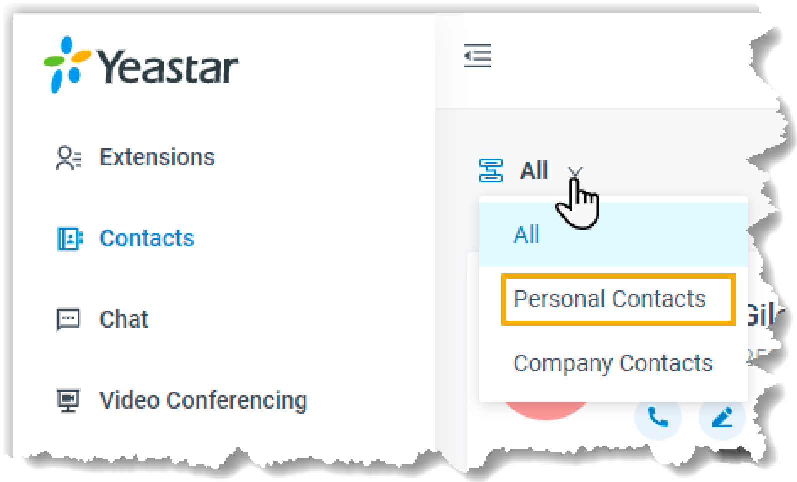
3. Click **Add**, enter contact information, and then click **Save**.

   The contact is added and Company Contacts is updated.

Add a company contact from personal contacts list

If you want to share a contact within your organization, you can add the contact as a company contact. Anyone who is allowed to view or manage Company Contacts can see and reach the contact.

1. Log in to Linkus Web Client, click **Contacts**.
2. At the top-left corner of workspace, select **Personal Contacts** from the drop-down list of .



3. Find the desired contact, click **...**, select **Add to Company Contacts**.

   The page prompts "Added successfully", which indicates that the contact is added and Company Contacts is updated.

Add a company contact from Call Logs

1. Log in to Linkus Web Client, click **Call Logs**.
2. Right click a record to add a company contact.
3. To add a new contact, do as follows:
   a. Click **Add New Contact**.
   b. In the **Add to** drop-down list, select **Company Contacts**.
   c. Enter contact information.
   d. Click **Save**.
4. To add to an existing contact, do as follows:
   a. Click **Add to Existing Contact**.
   b. Click **Company Contacts** tab.
   c. Select the checkbox of an existing contact.
   d. Click **OK** and **Save**.

Add a company contact from Voicemails list

1. Log in to Linkus Web Client, click **Voicemails**.
2. Right click a record to add a company contact.
3. To add a new contact, do as follows:
   a. Click **Add New Contact**.
   b. In the **Add to** drop-down list, select **Company Contacts**.

   c. Enter contact information.
   d. Click **Save**.
4. To add to an existing contact, do as follows:
   a. Click **Add to Existing Contact**.
   b. Click **Company Contacts** tab.
   c. Select the checkbox of an existing contact.
   d. Click **OK** and **Save**.

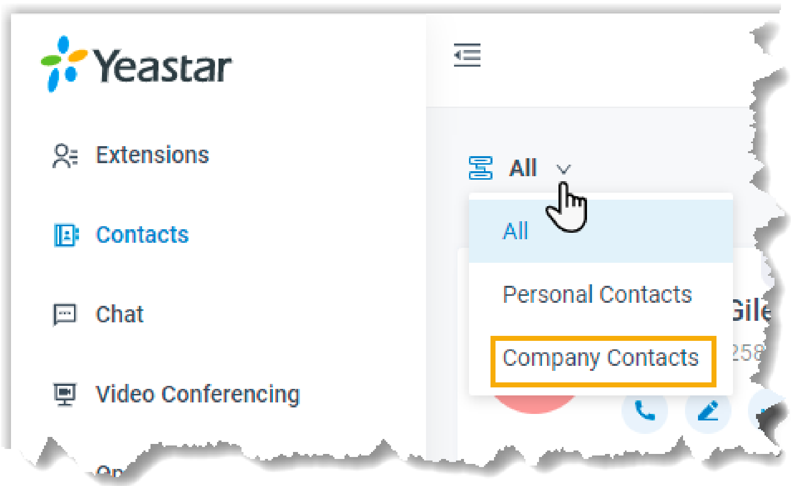
Add a company contact from Recordings list

1. Log in to Linkus Web Client, click **Recordings**.
2. Right click a record to add a company contact.
3. To add a new contact, do as follows:
   a. Click **Add New Contact**.
   b. In the **Add to** drop-down list, select **Company Contacts**.
   c. Enter contact information.
   d. Click **Save**.
4. To add to an existing contact, do as follows:
   a. Click **Add to Existing Contact**.
   b. Click **Company Contacts** tab.
   c. Select the checkbox of an existing contact.
   d. Click **OK** and **Save**.

Edit a company contact

Before you get started, make sure system administrator has granted **Manage Company Contacts (Add, Edit, Delete Company Contact)** permission to your extension.

1. Log in to Linkus Web Client, click **Contacts**.
2. At the top-left corner of workspace, select **Company Contacts** from the drop-down list of .



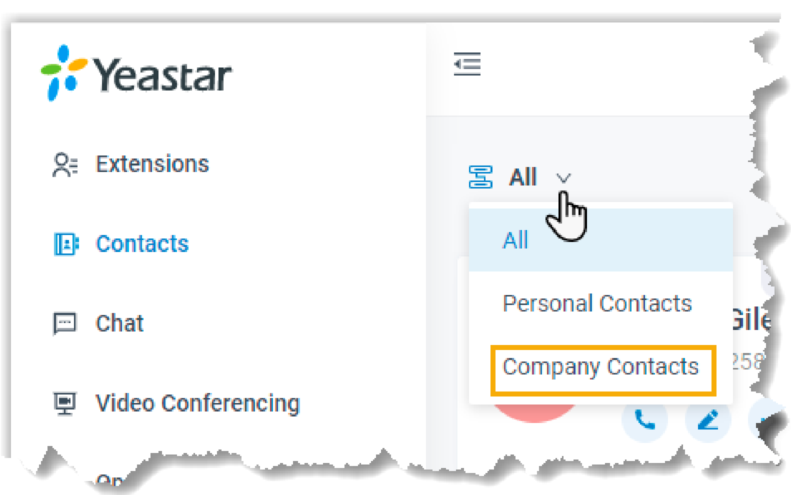
3. Find the desired contact, click to edit the desired contact.
4. After you enter contact information, click **Save**.

   The contact's information is updated in Company Contacts.

Delete company contacts

Before you get started, make sure system administrator has granted **Manage Company Contacts (Add, Edit, Delete Company Contact)** permission to your extension.

1. Log in to Linkus Web Client, click **Contacts**.
2. At the top-left corner of workspace, select **Company Contacts** from the drop-down list of .



3. Find the desired contact, click **...**, click **Delete** and **OK**.

   The contact is removed from Company Contacts.

View and Manage Personal Contacts (Basic)

This topic describes how to view, add, edit, delete, import, and export personal contacts on Linkus Web Client.

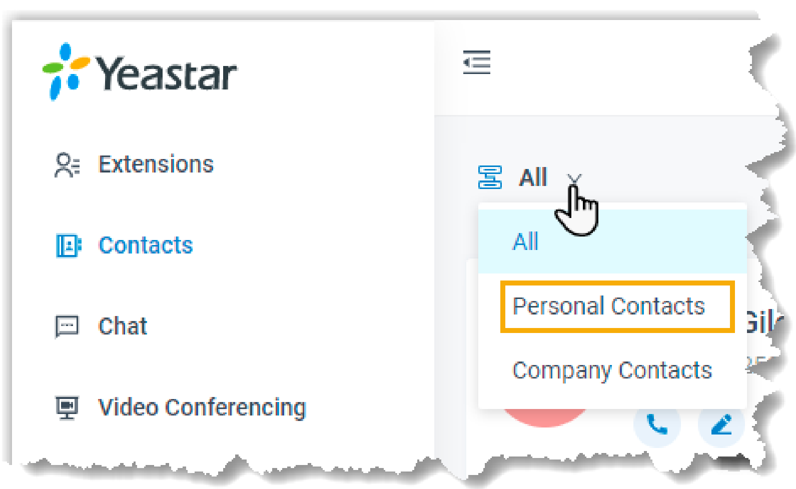
Audience

This topic is suitable for Linkus Web Client users whose organization's PBX server uses Basic Plan.

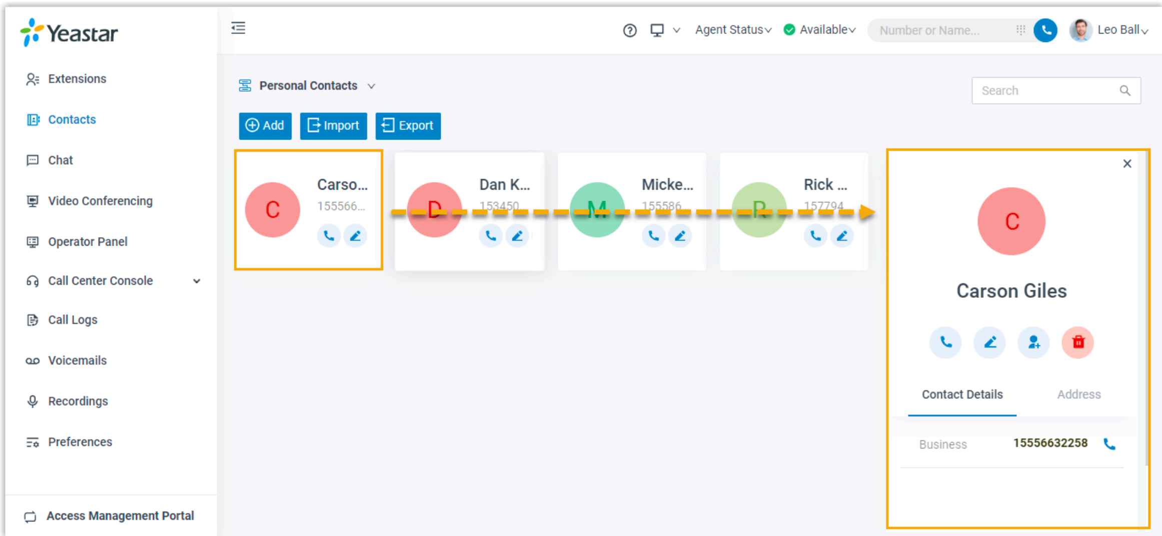
For PBX Enterprise/Ultimate Plan, see View and Manage Personal Contacts (Enterprise/Ultimate).

View a personal contact

1. Log in to Linkus Web Client, click **Contacts**.
2. At the top-left corner of workspace, select **Personal Contacts** from the drop-down list of .



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



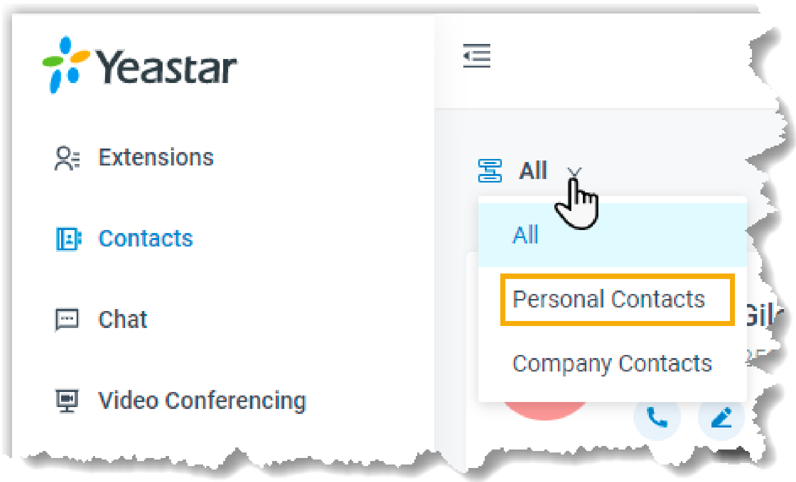
Add a personal contact

There are several ways for you to add a personal contact:

- Add a personal contact directly
- Add a personal contact from company contacts list
- 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 directly

1. Log in to Linkus Web Client, click **Contacts**.
2. At the top-left corner of workspace, select **Personal Contacts** from the drop-down list of .



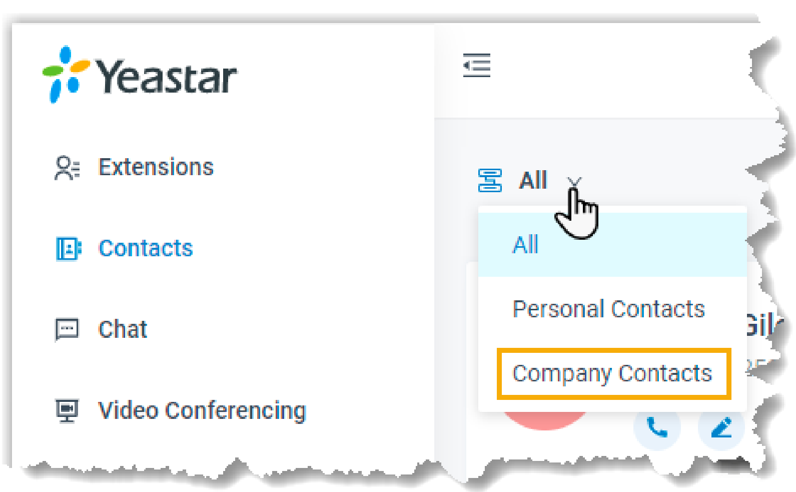
3. Click **Add**, enter contact information, and then click **Save**.

   The contact is added and your Personal Contacts is updated.

Add a personal contact from company contacts list

If your supervisor asks you to follow up with a customer whose information is saved in company contacts list, you can add the contact as a personal contact, and individually edit contact information without making changes to Company Contacts.

1. Log in to Linkus Web Client, click **Contacts**.
2. At the top-left corner of workspace, select **Company Contacts** from the drop-down list of .



3. Find the desired contact, click **...**, select **Add to Personal Contacts**.

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

Add a personal contact from Call Logs

1. Log in to Linkus Web Client, click **Call Logs**.
2. Right click a record to add a personal contact.
3. To add a new contact, do as follows:
    a. Click **Add New Contact**.
    b. In the **Add to** drop-down list, select **Personal Contacts**.
    c. Enter contact information.
    d. Click **Save**.
4. To add to an existing contact, do as follows:
    a. Click **Add to Existing Contact**.
    b. Select the checkbox of an existing contact.
    c. Click **Confirm** and **Save**.

Add a personal contact from Voicemails list

1. Log in to Linkus Web Client, click **Voicemails**.
2. Right click a record to add a personal contact.
3. To add a new contact, do as follows:
    a. Click **Add New Contact**.
    b. In the **Add to** drop-down list, select **Personal Contacts**.
    c. Enter contact information.
    d. Click **Save**.
4. To add to an existing contact, do as follows:
    a. Click **Add to Existing Contact**.
    b. Select the checkbox of an existing contact.
    c. Click **Confirm** and **Save**.

Add a personal contact from Recordings list

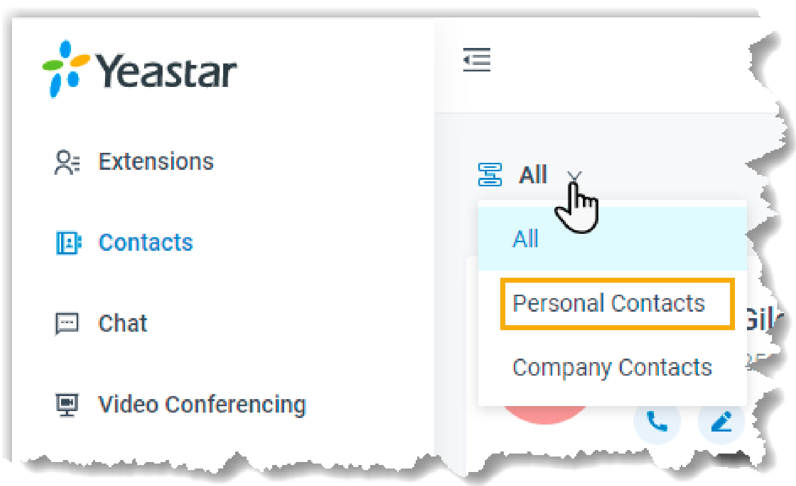
1. Log in to Linkus Web Client, click **Recordings**.
2. Right click a record to add a personal contact.
3. To add a new contact, do as follows:
    a. Click **Add New Contact**.
    b. In the **Add to** drop-down list, select **Personal Contacts**.

c. Enter contact information.
d. Click **Save**.

4. To add to an existing contact, do as follows:
   a. Click **Add to Existing Contact**.
   b. Select the checkbox of an existing contact.
   c. Click **Confirm** and **Save**.

Edit a personal contact

1. Log in to Linkus Web Client, click **Contacts**.
2. At the top-left corner of workspace, select **Personal Contacts** from the drop-down list of .

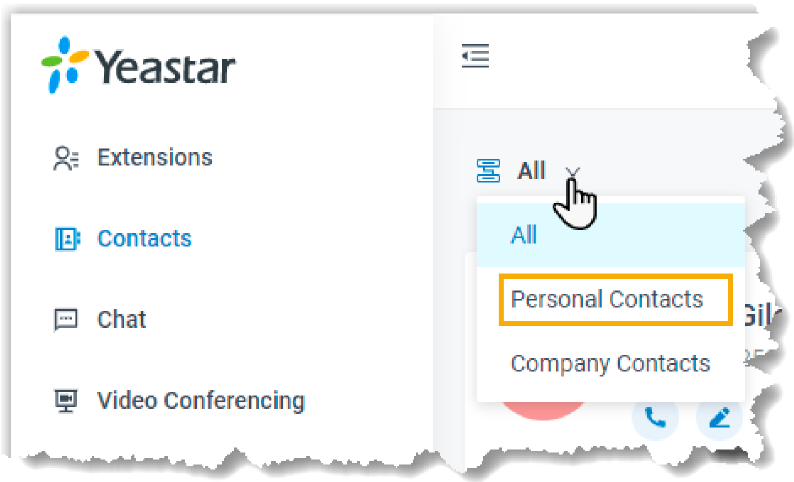


3. Find the desired contact, click to edit the desired contact information, and then click **Save**.

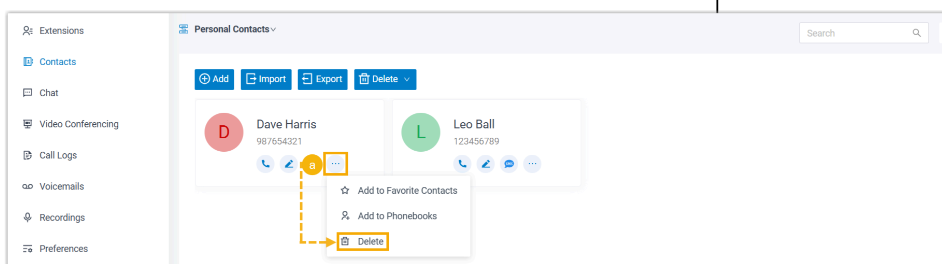
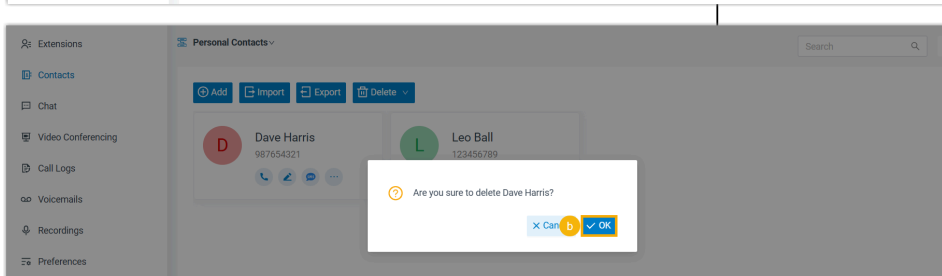
   The contact's information is updated in your Personal Contacts.

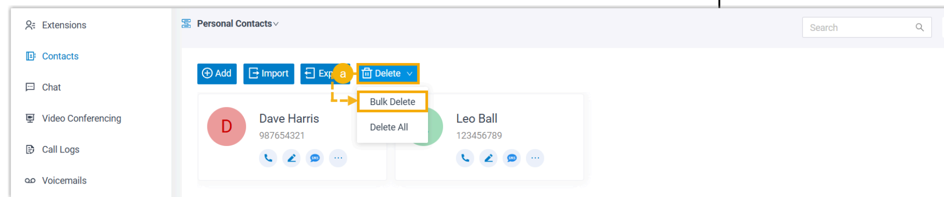
Delete a personal contact

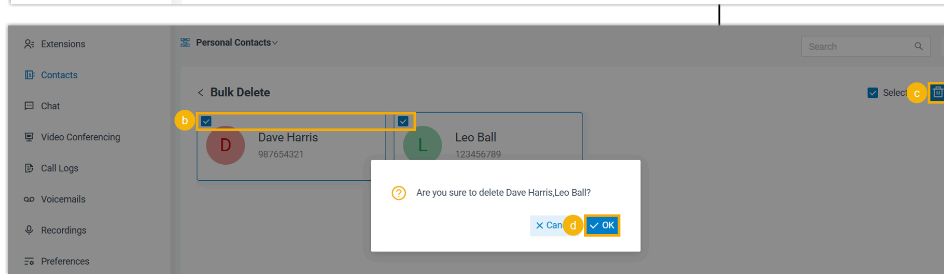
1. Log in to Linkus Web Client, click **Contacts**.
2. At the top-left corner of workspace, select **Personal Contacts** from the drop-down list of .

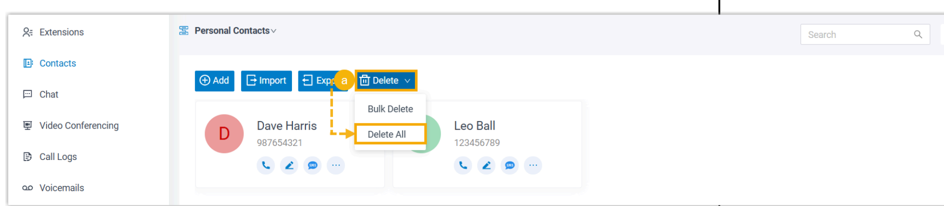


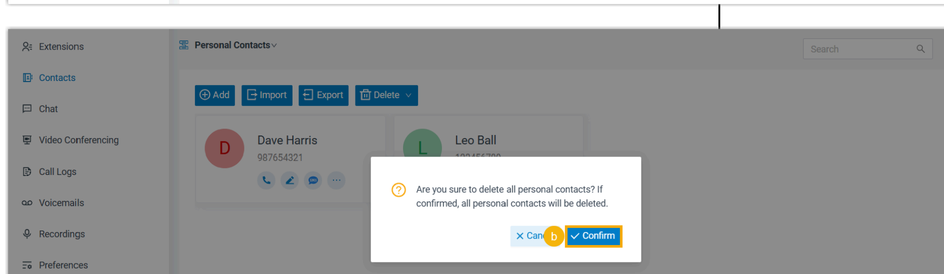
3. Delete personal contacts as needed.

Scenario	Instruction
Delete a personal contact	  a. Click **...** on the desired contact, then select **Delete**. b. In the pop-up window, click **OK**.

<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>

Export personal contacts

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

1. Log in to Linkus Web Client, click **Contacts**.

2. Click **Export**.

   A CSV file is saved to your computer. To check and edit parameters in the CSV file, see Administrator Guide - Contacts Parameters.

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 Administrator Guide - Contacts Parameters.

Procedure

1. Log in to Linkus Web Client, click **Contacts**.
2. Click **Import**.
3. In the pop-up window, click **Browse**, and select your CSV file.
4. Click **Import**.

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

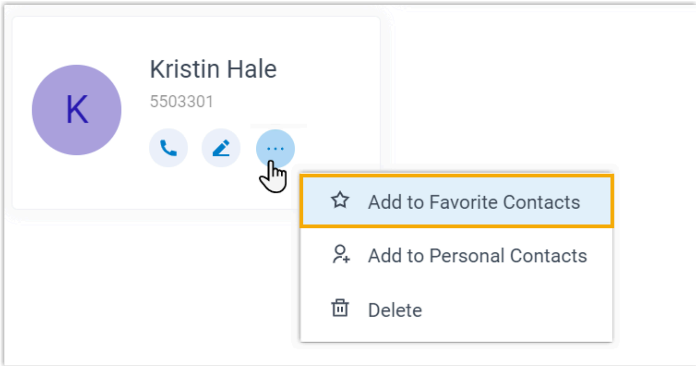
Mark or Remove Favorite Contacts

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

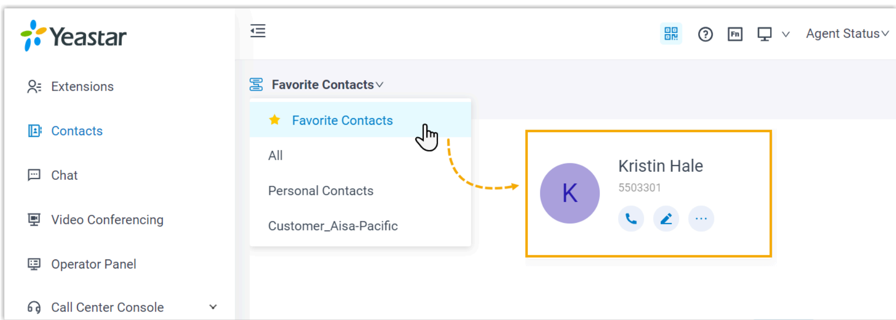
Mark a favorite contact

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

1. Log in to Linkus Web Client, click **Contacts**.
2. Find the desired contact, click ... and select **Add to Favorite Contacts**.

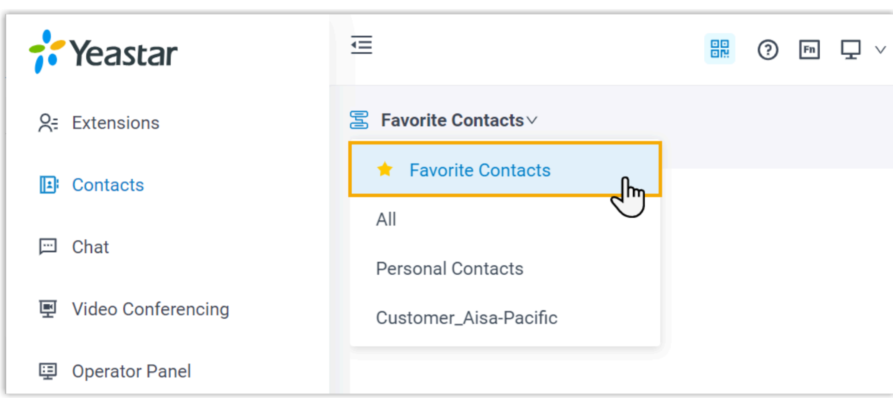


This contact is marked as favorites, which can be found in the **Favorite Contacts** list.

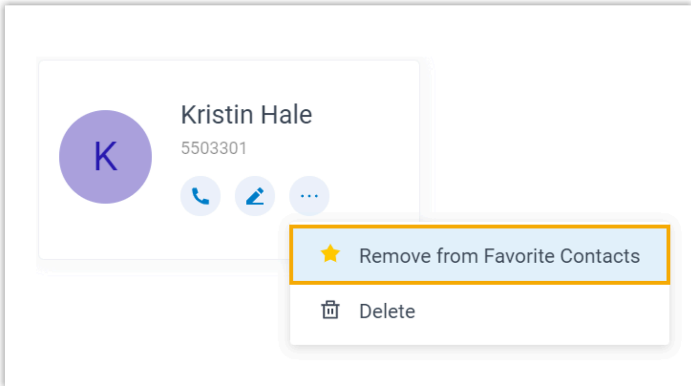


Remove a favorite contact

1. Log in to Linkus Web 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.

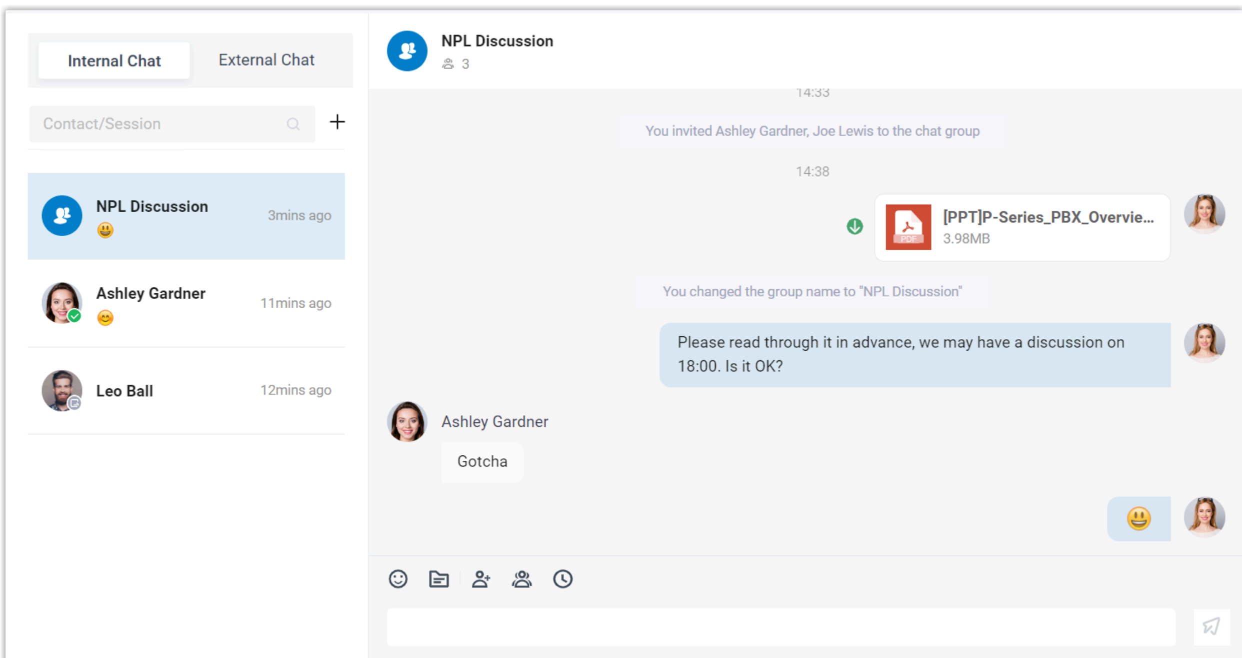
Chat

Internal Chat

Linkus Web 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 Web Client internal chat



Requirements

To use Linkus internal chat feature, contact system administrator to check if PBX server meets the following requirements:

- **Version**: 37.3.0.42 or later.
- **Plan**: Either Enterprise Plan or Ultimate Plan is subscribed.

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 photos; Make an audio or video call within a click.

Start a Chat Session with Your Colleagues

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

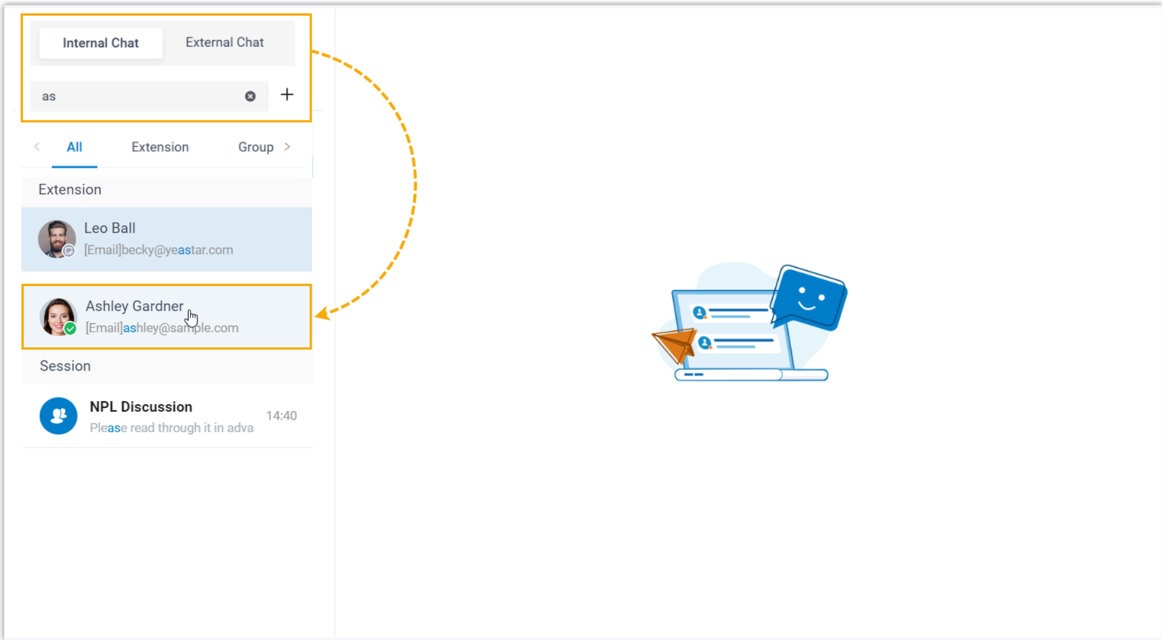
Prerequisites

To use Linkus internal chat feature, contact system administrator to check if PBX server meets the following requirements:

- **Version**: 37.3.0.42 or later.
- **Plan**: Either Enterprise Plan or Ultimate Plan is subscribed.

Procedure

1. Log in to Linkus Web 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:



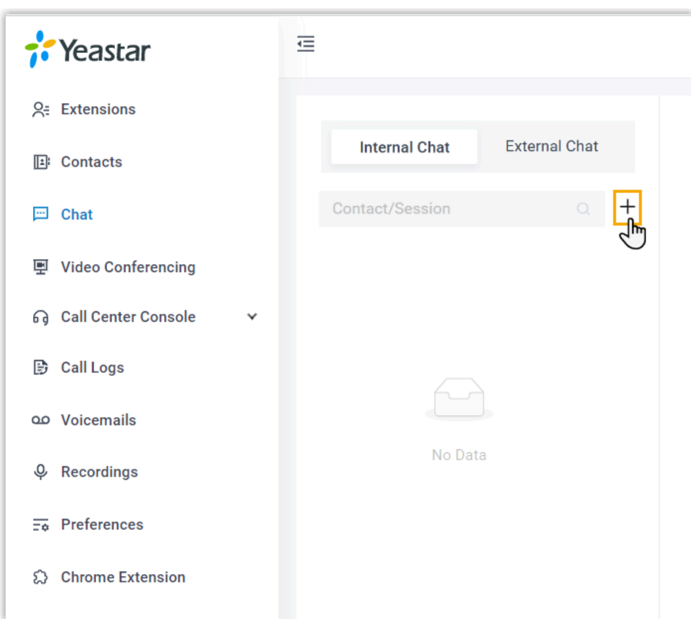
a. In the search bar, enter a desired value to find the desired colleague.

> **Note:**
> You can enter a name, a number, an email address, or a chat history.

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**.

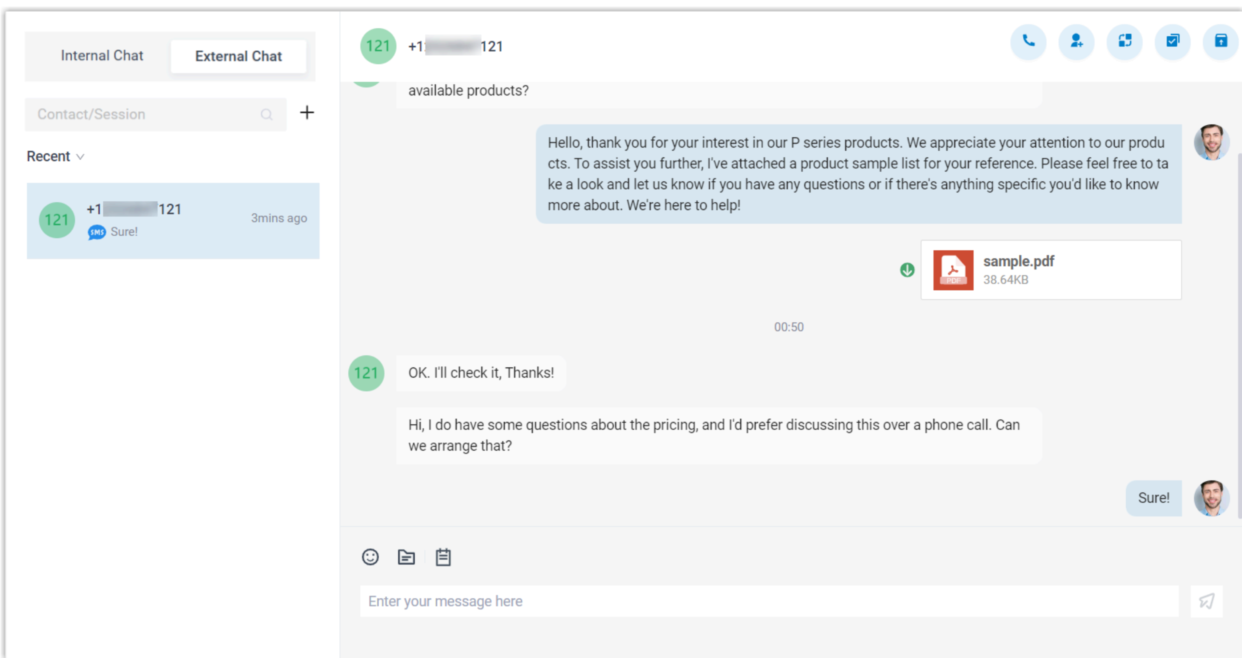
> **Note:**
> Up to 200 members can be in a group chat.

External Chat

Linkus Web 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 Web Client.

Preview of Linkus Web Client external chat



Requirements

Contact system administrator to check if PBX server meets the following requirements:

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

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

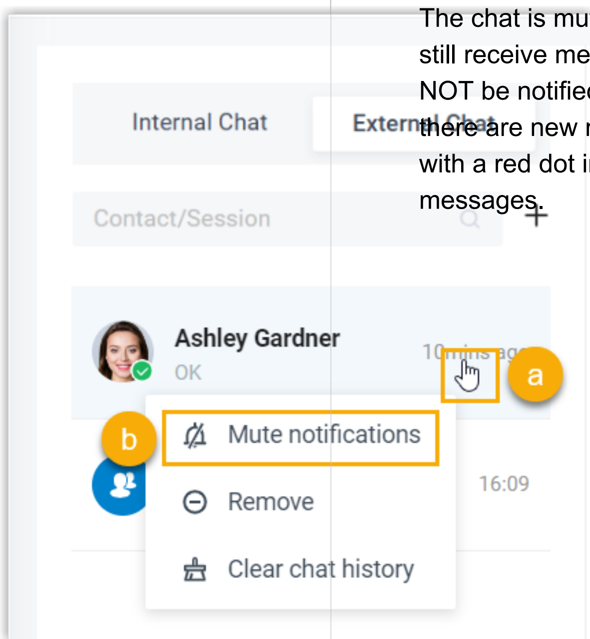
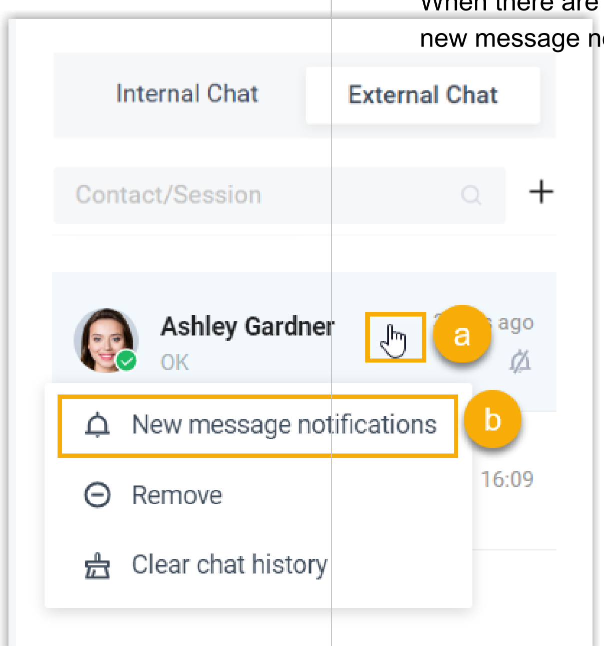
For more information about how to use the external chat, see Manage Customer Queries from External Messaging Channels.

Change Chat Notification Settings

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

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

Operation	Instruction
Figure 1. **Mute notifications for a chat** 	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.
Figure 2. **Unmute notifications for a chat** 	a. Right click on the chat. b. Click **New message notifications**. When there are new messages, you will receive new message notifications.

Enable or Disable Notification Sound for Linkus Chat

By default, Linkus Web Client plays a sound to notify you when a new message arrives. You can decide whether to enable the notification sound or not.

Procedure

1. Log in to Linkus Web Client, go to **Preferences > Features**.
2. In the **Notifications** section, select or unselect the checkbox of **Play sound for new messages** to enable or disable the notification sound.
3. Click **Save**.

Enable or Disable Pop-up Notification for Linkus Chat

Enable pop-up notification for Linkus chat

When a new message arrives your extension, a pop-up notification can be displayed on Linkus Web Client and on your desktop to notify you. You can decide where to display a pop-up notification for new messages:

- Enable pop-up notification on Linkus Web Client
- Enable pop-up notification on a web browser

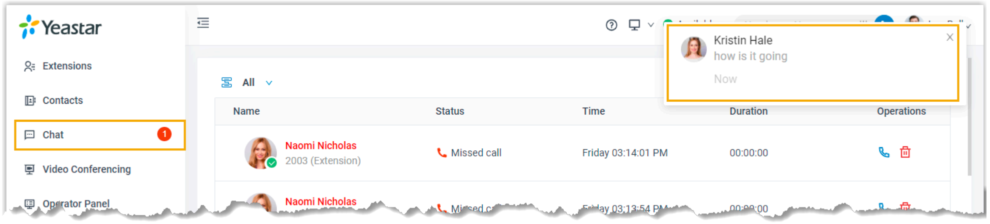
Enable pop-up notification on Linkus Web Client

To receive pop-up notifications for new messages while you are working on Linkus Web Client, follow the steps below.

1. Log in to Linkus Web Client, go to **Preferences > Features**.
2. In the **Notifications** section, select the checkbox of **New message notifications**.
3. Click **Save**.

   A pop-up notification and a notification icon for new messages will be displayed while your are working on Linkus Web Client.

   > **Note:**
   > If you are working on **Chat** interface, a pop-up notification will NOT be displayed.



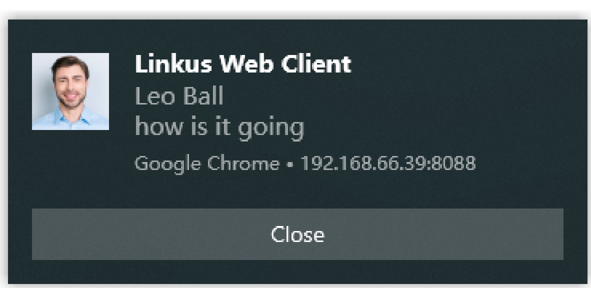
Enable pop-up notification on a web browser

To receive pop-up notifications when you are NOT active on Linkus Web Client page, make sure all the followings are ready:

Table 1.

Platform	Requirements
Linkus Web Client	• Stay logged in • **New message notifications** is enabled.
Web browser	• Stay open • Allow notifications from web browser ◦ Google Chrome ◦ Microsoft Edge ◦ Opera

Upon receiving a new message, you will see a pop-up notification as the following figure displayed at the bottom-right corner of your desktop.



Disable pop-up notification for Linkus chat

To avoid constant distraction by pop-up notifications, you can disable the notifications.

1. Log in to Linkus Web Client, go to **Preferences > Features**.
2. In the **Notifications** section, unselect the checkbox of **New message notifications**.
3. Click **Save**.

Upon receiving a new message, you will NOT receive pop-up notifications from Linkus Web Client or web browser.

CTI

Linkus Web Client CTI Overview

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

You can control IP phones , analog phones, and Linkus Desktop Client via Linkus Web 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 2. Supported call operations

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

Table 3. 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

Table 3. Compatible Yealink IP phones (continued)

Phone Model	Firmware Version
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
SIP-T44W	108.86.0.90 or later
SIP-T52S	70.84.0.70 or later

Table 3. Compatible Yealink IP phones (continued)

Phone Model	Firmware Version
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 4. 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
X3U	2.2.12 or later
X2/X2P	2.14.0.7386 or later

Table 4. Compatible Fanvil IP phones (continued)

Phone Model	Firmware Version
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
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
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

Table 4. Compatible Fanvil IP phones (continued)

Phone Model	Firmware Version
V62	2.4.10 or later
V63	2.12.16.19 or later
V64	2.4.10 or later
A320	2.6.0.1402 or later
A320i	2.6.0.1402 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
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
V50P	2.12.20.4 or later
V60P	2.12.20.3 or later
V60W	2.12.20.3 or later

Table 5. 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 6. 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

Table 6. Compatible Grandstream IP phones (continued)

Phone Model	Firmware Version
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 Web Client

By enabling CTI mode on Linkus Web Client, a Yealink IP phone with your extension registered can be connected to your Linkus Web Client, In this way, Linkus Web Client acts as a visual control panel where you can do operations to manage phone calls from Linkus Web Client, 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 Web Client CTI.

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

Requirements

PBX server

The **uaCSTA** feature is enabled (**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 Web Client.

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

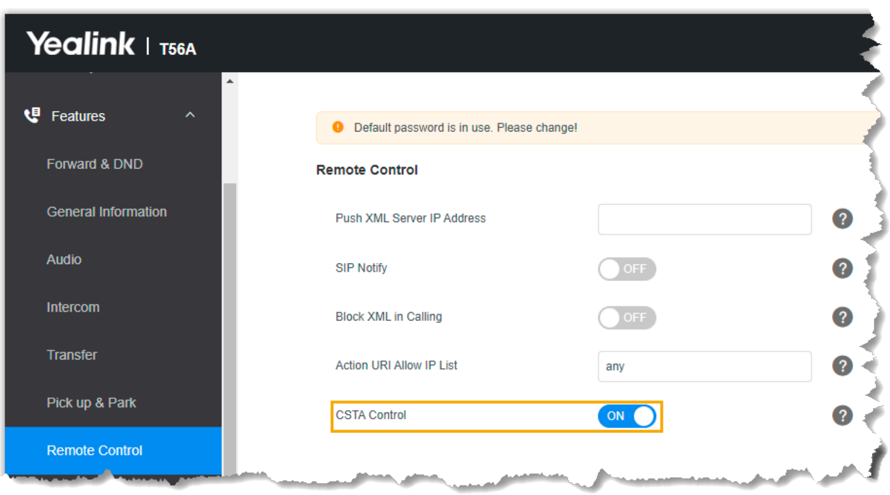
Step 1. Set the IP phone to be controllable

> **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 Web Client](#).

If system administrator register your extension to the IP phone manually, do as follows to set the IP phone to be controllable.

The following instructions take Yealink T56A as an example to show how to enable 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**.

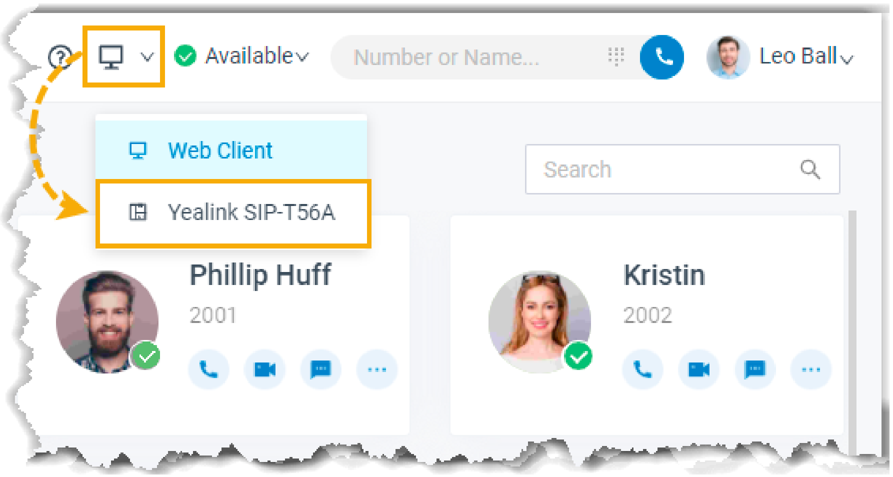


4. Click **Confirm**.
5. In the pop-up dialog box, click **OK** to reboot the phone.

Step 2. Enable CTI mode on Linkus Web Client

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

1. Log in to Linkus Web 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 Web 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 Web Client

By enabling CTI mode on Linkus Web Client, a Fanvil IP phone with your extension registered can be connected to your Linkus Web Client, In this way, Linkus Web Client acts as a visual control panel where you can do operations to manage phone calls from Linkus Web Client, 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 Web Client CTI.

Tip:

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

Requirements

PBX server

The **uaCSTA** feature is enabled (**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 Web 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 Web Client.

If system administrator register your extension to the IP phone manually, do as follows to set the IP phone to be controllable.

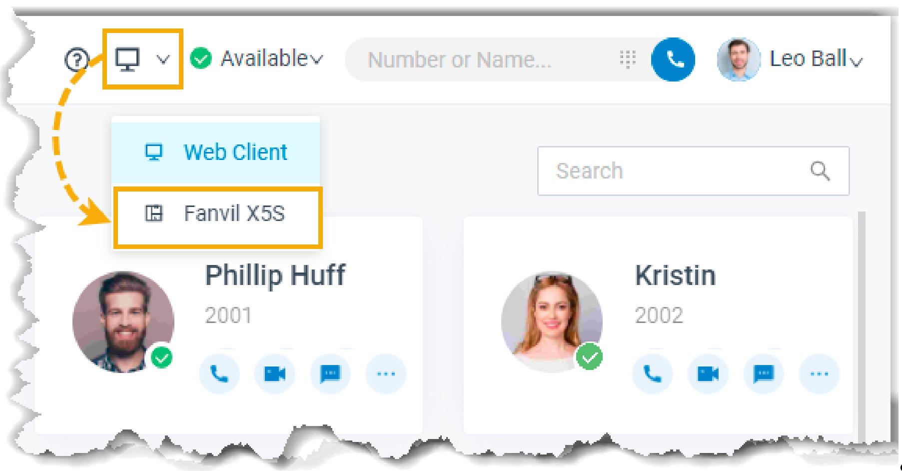
The following instructions take Fanvil X5S as an example to show how to enable uaCSTA feature and configure a uaCSTA number.

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 Web Client

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

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



s

Result

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

By enabling CTI mode on Linkus Web Client, a Snom IP phone with your extension registered can be connected to your Linkus Web Client, In this way, Linkus Web Client acts as a visual control panel where you can do operations to manage phone calls from Linkus Web Client, 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 Web Client CTI.

> **Tip:**
> For incompatible IP phones, refer to Control an Incompatible IP phone by Linkus Web 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 (**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 Web Client.

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

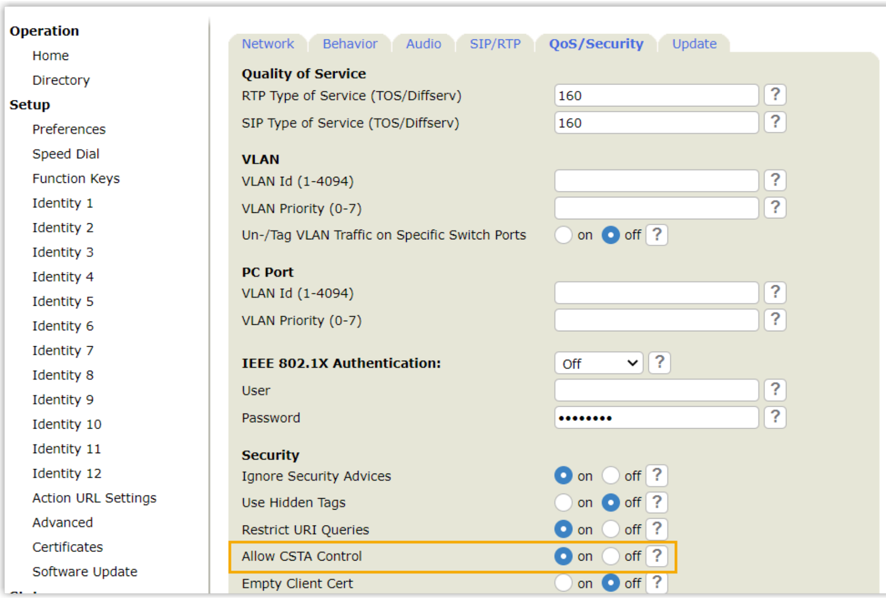
Step 1. Set the IP phone to be controllable

> **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 Web Client.

If system administrator register your extension to the IP phone manually, do as follows to set the IP phone to be controllable.

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**.

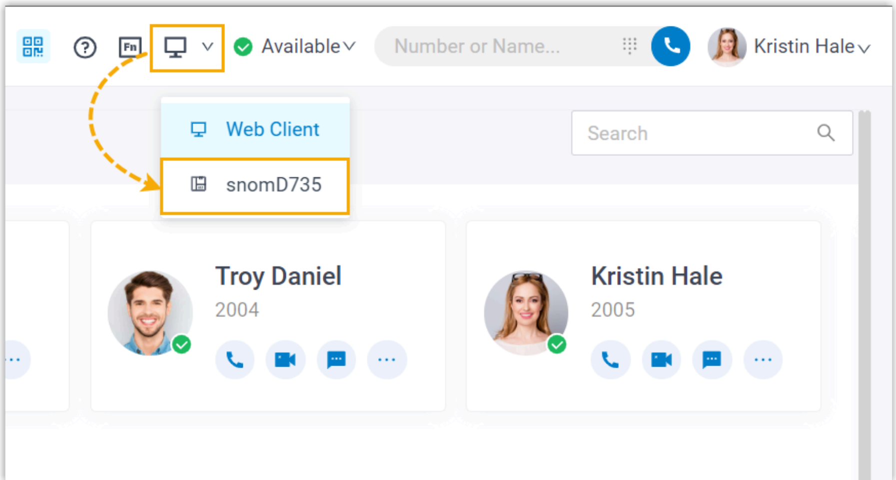


3. At the bottom of the page, click **Apply**.

Step 2. Enable CTI mode on Linkus Web Client

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

1. Log in to Linkus Web 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 Web 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 Web Client

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

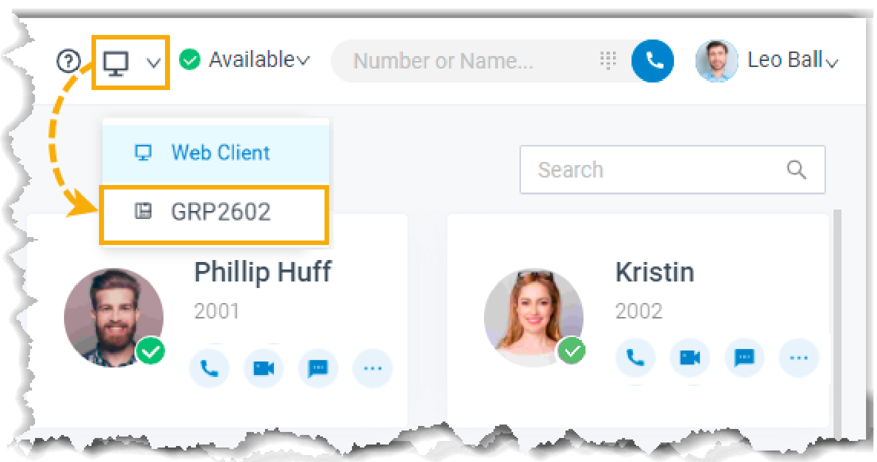
Applications

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

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

Procedure

1. Contact system administrator to check if the version of your organization's PBX server is 37.3.0.16 or later.
2. Check if the extension registered on the IP phone is the same as that of Linkus Web Client.
3. Change Linkus Web Client to CTI mode.
    a. Log in to Linkus Web Client.
    b. At the top-right corner, click , then select a desired IP phone from the drop-down list.



Result

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

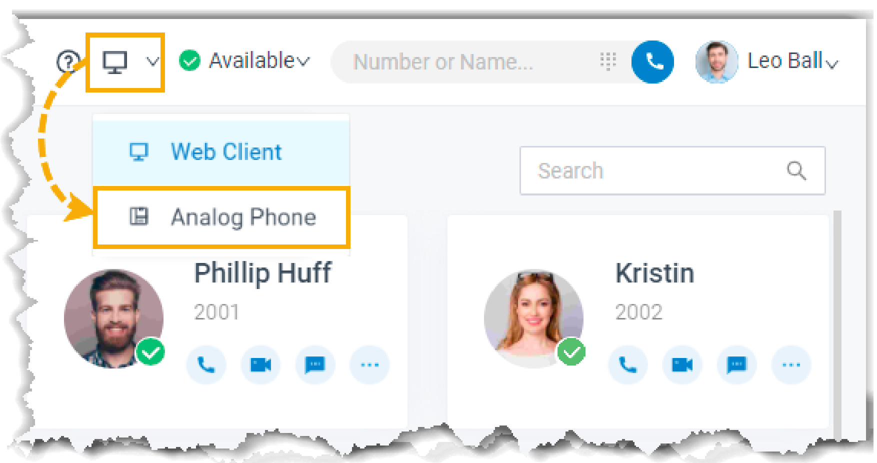
- Make/End a call
- Reject a call
- Hold/Resume a call
- Blind transfer a call
- Record a call

Control an Analog Phone by Linkus Web Client

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

Procedure

1. Contact system administrator to check if the version of your organization's PBX server is 37.3.0.16 or later.
2. Check if the extension assigned to your analog phone is the same as that of Linkus Web Client.
3. Change Linkus Web Client to CTI mode.
    a. Log in to Linkus Web 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 Web Client:

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

Control Linkus Desktop Client by Linkus Web Client

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

Scenario

Imagine that you use a CRM system to manage customer relationships and contact customers with click-to-dial via Linkus Web 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 install and log in to Linkus Desktop Client with your extension on your home computer, then access your work computer to set Linkus Web Client to remotely control Linkus Desktop Client via CTI. In doing so, audio streams will be routed through Linkus Desktop Client, thus ensuring better audio quality.

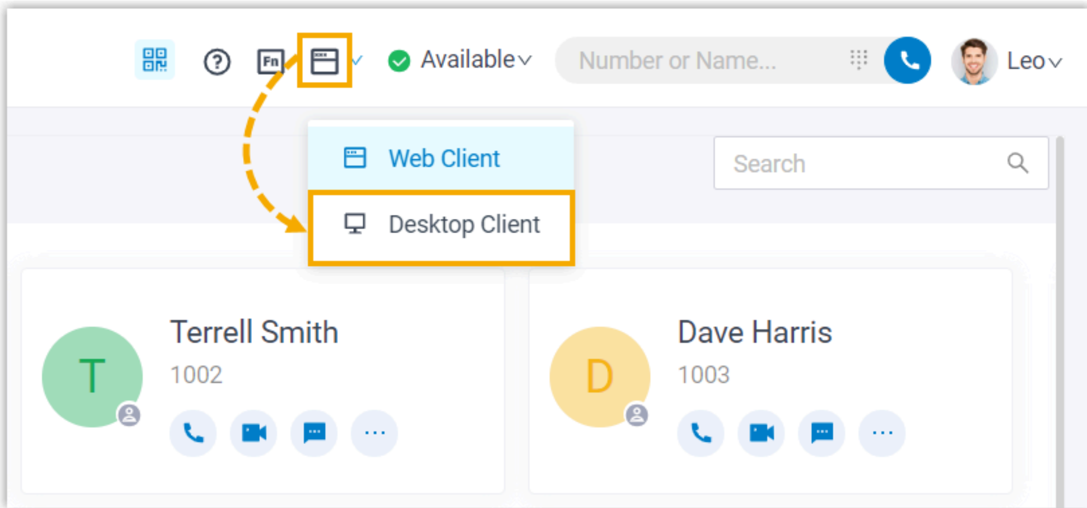
Requirements

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	• The version is 1.5.4 or later. • The extension logged in to Linkus Desktop Client is the same as that of Linkus Web Client.

Procedure

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



Result

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

Calls

Web Call Overview

Linkus Web Client allows you to have audio calls or video calls with colleagues and external contacts anywhere anytime. This topic describes requirements of Linkus web calls.

Requirements

PBX Server

To use audio service, contact system administrator to check if PBX server meets the following requirements:

- **PBX Server**: Version 37.2.0.80 or later
- **Web Server Protocol**: HTTPS
- **Codec**: Any one of **u-law**, **a-law**, or **G722** is enabled on PBX server.

To use video service, 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.

Web Browser

Use one of the following web browsers with compatible version to access Linkus Web Client:

- Google Chrome (64-bit): Version 87 or later.
- Microsoft Edge (64-bit): Version 87 or later.
- Opera: Version 72 or later.

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. 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 Web 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.
Call Transfer	This feature allows you to transfer an ongoing call to another number.
Call Recording	This feature allows you to record calls and play back later to review and confirm information.
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.

Call Feature	Description
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.

Make an Audio Call

There are multiple ways for you to make an audio call to a colleague or an external contact. This topic describes how to make an audio call on Linkus Web Client.

Prerequisites

- Make sure the requirements for web call are met.
- Audio is ready.

Make an audio call from Dialpad

Enter a number to dial out from Dialpad

1. Use one of the following ways to enter a number:
    - In the top search bar, enter a number.

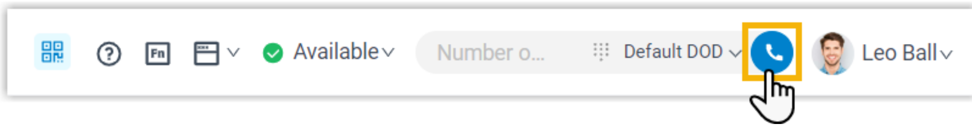
        > **Tip:**
        > If you make an audio call to a colleague or an external contact whose information is stored in your **Contacts**, you can also enter a name, an email address, or a company name.

    - Click , enter a number.
2. Press `Enter` key or click to call out.

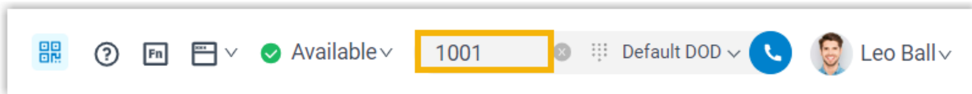
> **Tip:**
> If you make an audio call to a colleague or an external contact whose information is stored in your **Contacts**, you can also click the matched contact card to call out.

Redial the last number dialed from Dialpad

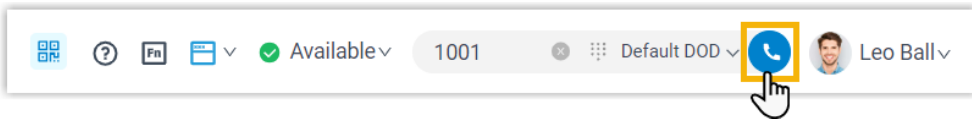
1. When the search bar is empty, click .



The search bar automatically populates with the last number dialed, as shown below.

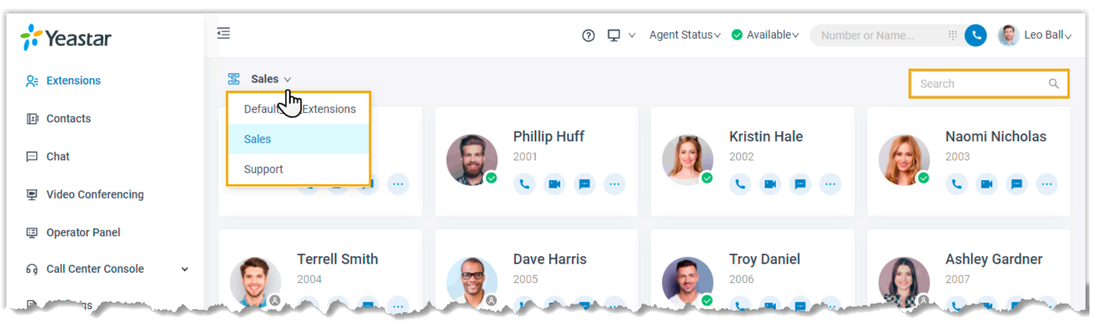


2. Click again to call out.



Make an audio call from Extensions list

1. On the left navigation bar, click **Extensions**.
2. Find a desired colleague:
   a. In the drop-down list of , select the group to which the colleague belongs.
   b. In the search bar, enter a name, a number, or an email address.

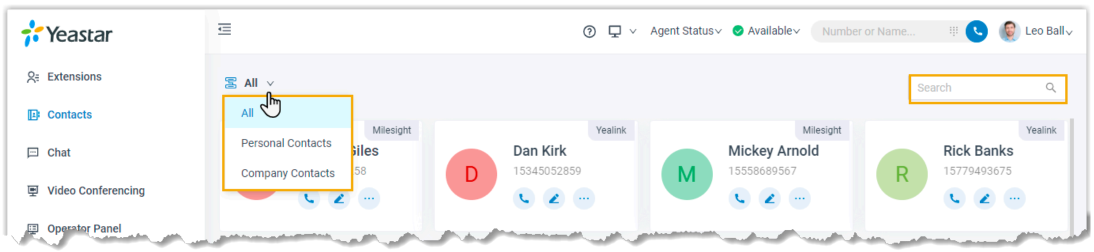


3. Place a call to the desired colleague.
   - To call the colleague's extension number, click to call out.
   - To call the colleague's mobile number, click **...** and select **Call Mobile**.

> **Tip:**
> You can also right click the contact card, and click **Call** or **Call Mobile** to call out.

Make an audio call from Contacts list

1. On the left navigation bar, click **Contacts**.
2. Find a desired contact:
    a. In the drop-down list of , select the directory to which the contact belongs.
    b. In the search bar, enter a name, a number, an email address, or a company name.

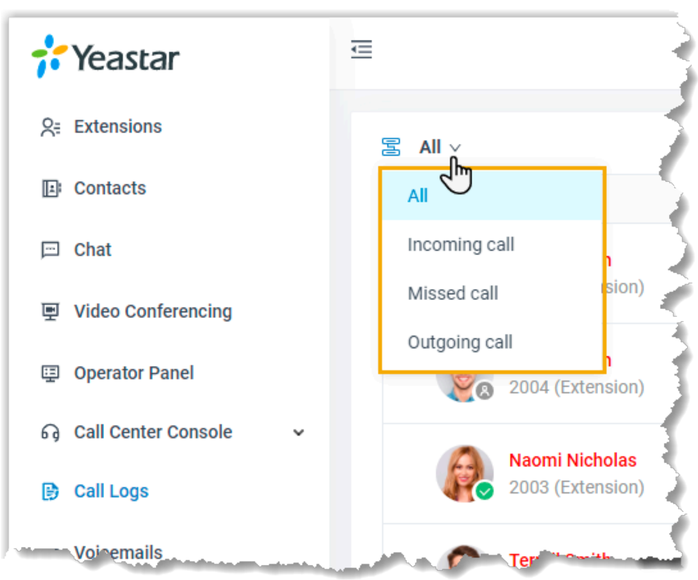


3. Click to call out.

> **Tip:**
> You can also right click the contact card, and click **Call** to call out.

Make an audio call from Call Logs

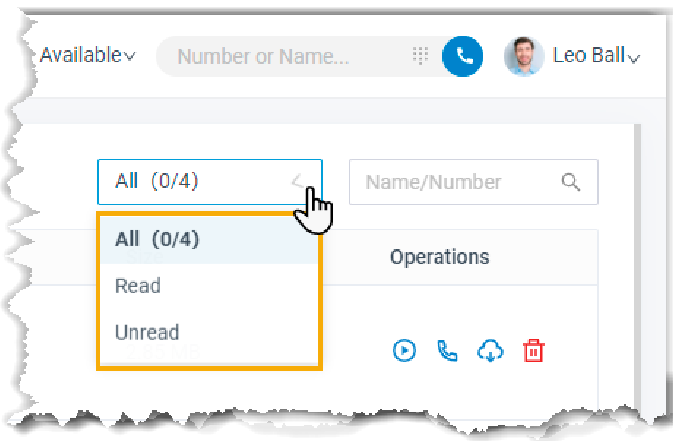
1. On the left navigation bar, click **Call Logs**.
2. **Optional:** To filter call logs, select a communication type from the drop-down list of .



3. Double click the record or click to call out.

Make an audio call from Voicemails

1. On the left navigation bar, click **Voicemails**.
2. **Optional:** To filter voicemails, you can do as follows:
    a. Select which status of voicemail messages you want to check.



    b. In the search bar, enter the caller's name or number.
3. Double click the record or click to call out.

Make an audio call from Recordings

1. On the left navigation bar, click **Recordings**.
2. **Optional:** To filter recording files, enter a name or a number in the top-right search bar.
3. In the search bar, enter a name or a number.
4. Double click the record or click to call out.

Make a Video Call

You can make a video call to a colleague or a contact whose information is stored in your **Contacts**. This topic describes how to make a video call.

Prerequisites

- Make sure the requirements for web call are met.

- Audio and video are ready.

Make a video call from Dialpad

Procedure

1. Use one of the following ways to enter a number:
   - In the top search bar, enter a number.

     > **Tip:**
     > You can also enter a name, an email address, or a company name.

   - Click , enter a number.
2. Click to place the call out.

Result

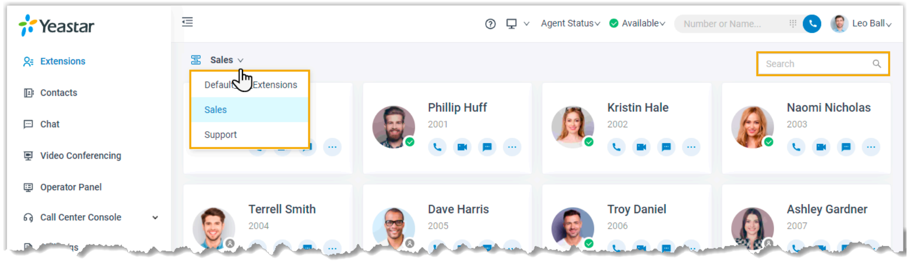
Camera is automatically turned on. After the video call is answered, you can see each other.

> **Note:**
> If video call is not supported or allowed on the callee's side, an audio call will be established when the call is answered.

Make a video call from Extensions list

Procedure

1. On the left navigation bar, click **Extensions**.
2. Find a desired colleague:
   a. In the drop-down list of , select the group to which the colleague belongs.
   b. In the search bar, enter a name, a number, or an email address.



3. Click to call out.

> **Tip:**
> You can also right click the contact card, and click **Video Call** to call out.

Result

Camera is automatically turned on. After the video call is answered, you can see each other.

> **Note:**
> If video call is not supported or allowed on the callee's side, an audio call will be established when the call is answered.

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

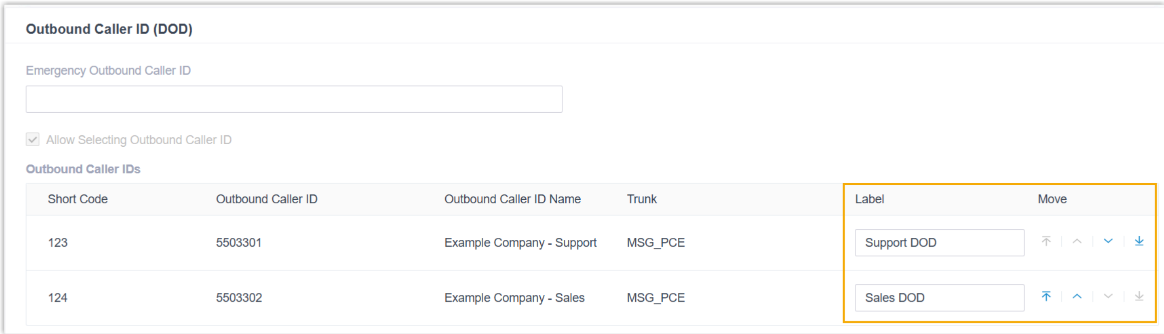
- **PBX Server**: Version 37.21.0.16 or later
- **Extension**: Your extension has been assigned the permission to select outbound caller IDs.

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 Web 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 3. Select from list	1. At the top-right corner, select a desired DOD number from the drop-down list beside Dialpad.

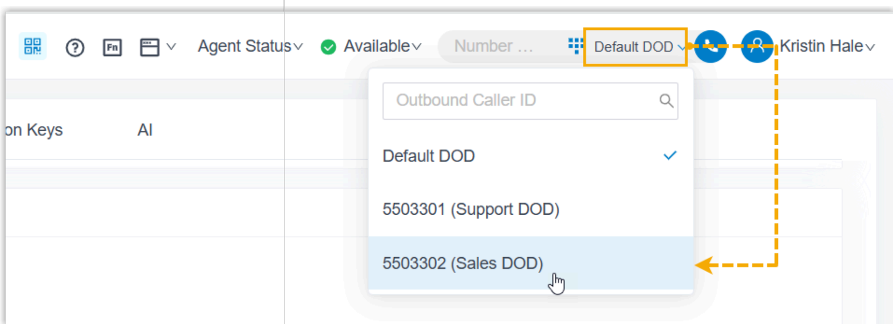
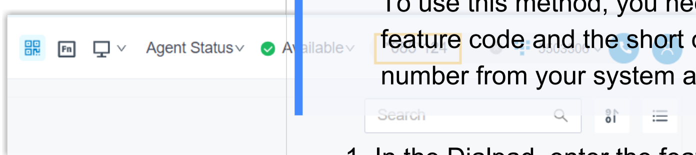



Figure 4. Dial a feature code 	**Note:** To use this method, you need to obtain a DOD prefix feature code and the short code of the specific DOD number from your system administrator. 1. In the Dialpad, enter the feature code together with the short code (or the DOD number) to dial. The dialing format is `{dod_prefix_feature_code}*{short_code}/{specific_dod_number}`. For example, `*085*124` or `*085*5503302`. 2. Click or press **Enter** to call out.

- **Select a specific DOD for each 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.

Method	Instruction
Figure 5. Call out from	1. Go to **Contacts** and find the desired contact. 2. Click • • • **> Select DOD to Call**, then select a specific DOD number.

Method	Instruction
Contacts page	

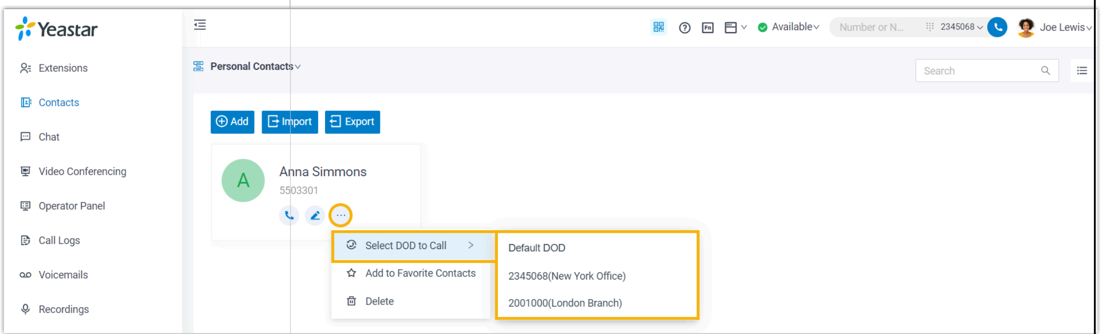


Figure 6.

Method	Instruction
Call out from **Call Logs**, **Voicemails**, or **Recordings** page	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.

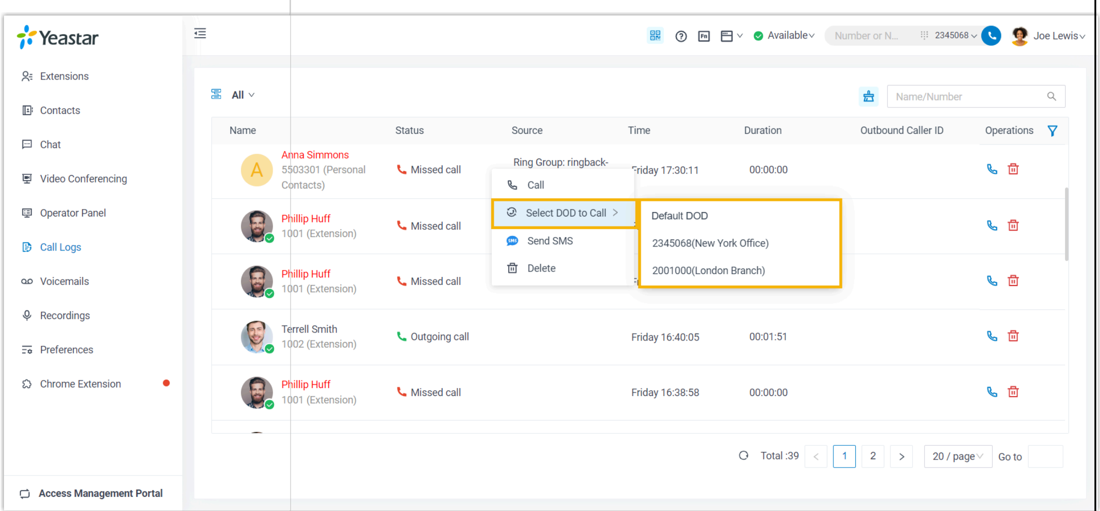
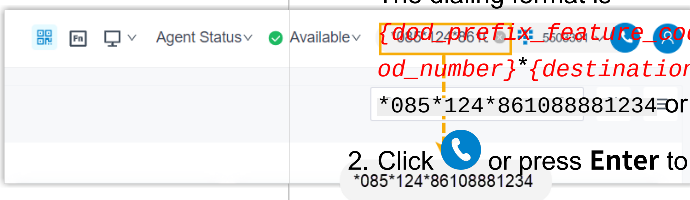


Figure 7.

Method	Instruction
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.

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 [icon] or press **Enter** to call out.



Answer or Reject a Call

This topic describes how to answer or reject a call on Linkus Web Client.

Prerequisites

- You have logged in to Linkus Web Client.
- The following settings are ready on Linkus Web Client.
  - Audio and video are ready.

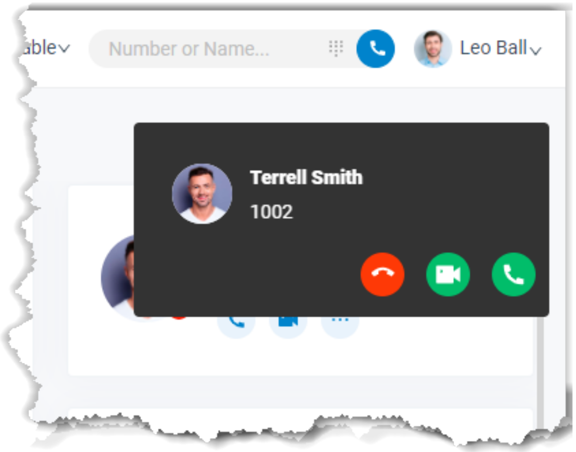
    Note:
    Video settings require support from your organization's PBX server.
  - **Call Waiting** feature is enabled.
  - **Linkus Web Client** is enabled in **Ring Strategy**.
- The following settings are ready, or you may not receive calls timely.
  - Notification from web browser is allowed.
  - Set Linkus Web Client to Run at Startup on a Computer

Answer a call

When there is an incoming call reaching your extension, you can answer a call as needed.

Answer a call while you are on the Linkus Web Client webpage

If an incoming call reaches your extension while you are on the Linkus Web Client webpage, you can answer the call as follows:



- Click to answer an audio call.
- Click to answer a video call.

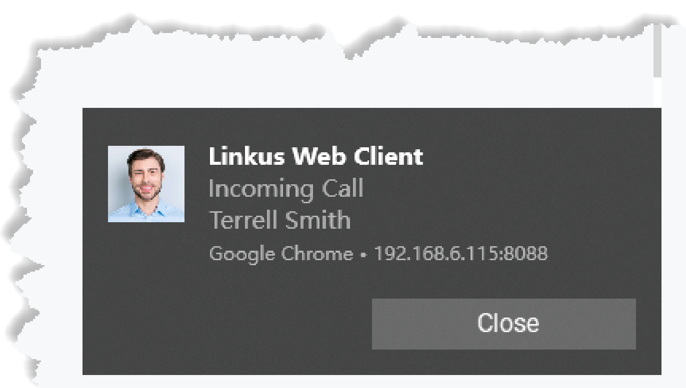
  Only when an incoming video call is received can you see .

> **Note:**
> If you has been on a call before answering the new call, the previous call will be automatically held when you answer the new call.

Answer a call while you are NOT currently on the Linkus Web Client webpage

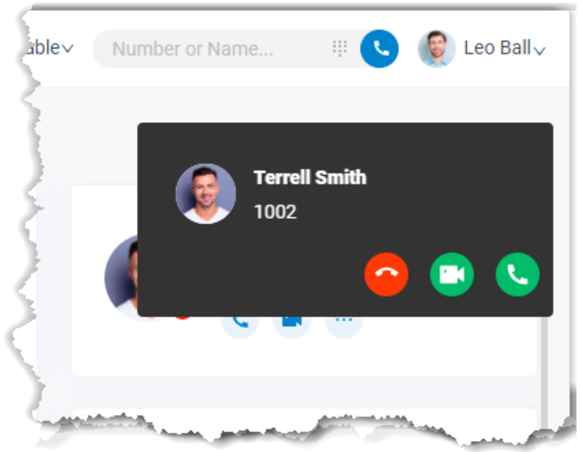
If an incoming call reaches your extension while you are NOT currently on the Linkus Web Client webpage, you will receive a pop-up notification from web browser, answer the call as follows.

1. Click the push notification.



You will be redirected to Linkus Web Client.

2. Answer the call.



- Click to answer an audio call.
- Click to answer a video call.

Only when an incoming video call is received can you see .

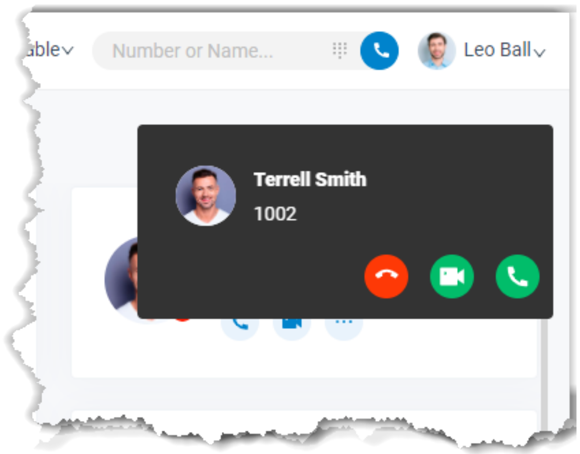
> **Note:**
> If you has been on a call before answering the new call, the previous call will be automatically held when you answer the new call.

Reject a call

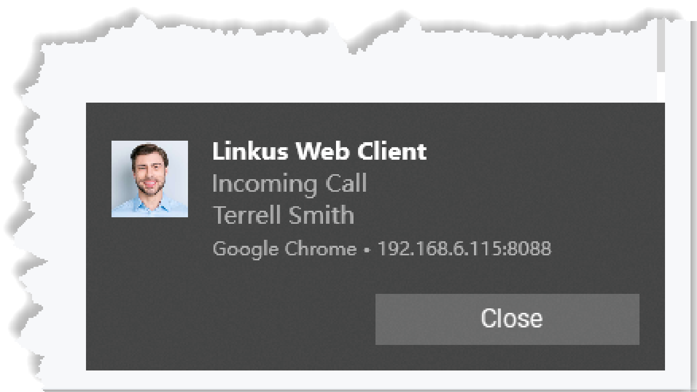
When there is an incoming call reaching your extension, you can reject a call as needed.

Procedure

1. If you are on the Linkus Web Client webpage, you can click to reject a call.

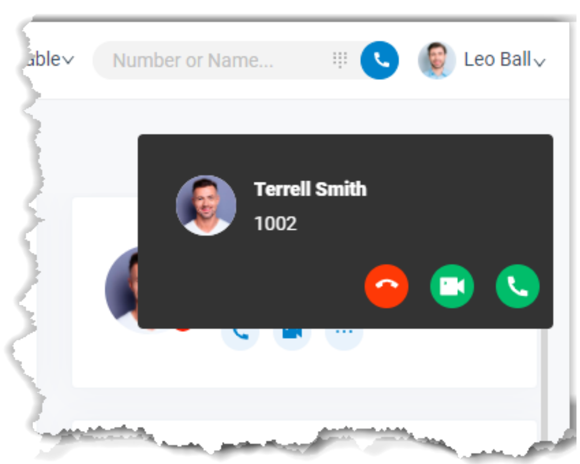


2. If you are NOT currently on the Linkus Web Client webpage, you can reject a call as follows:
   a. Click the push notification.



   You will be redirected to Linkus Web Client.

   b. Click to reject a call.



Result

The caller will be routed to the destination of **No Answer**.

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 Web Client.

Requirements

PBX Server

The firmware of the PBX server is 37.20.0.128 or later.

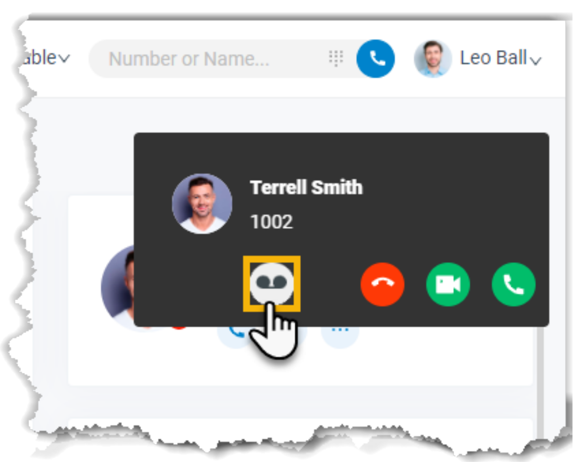
Linkus Web Client

Linkus Web Client is enabled in **Ring Strategy**.

Procedure

Forward an incoming call to voicemail while you are on the Linkus Web Client webpage

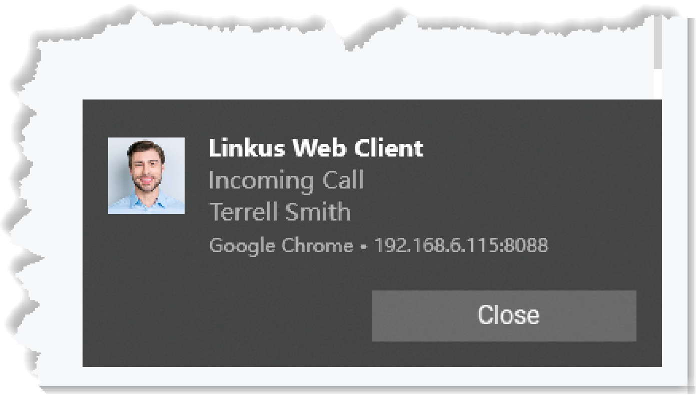
If an incoming call reaches your extension while you are on the Linkus Web Client webpage, click on the incoming call pop-up.



Forward an incoming call to voicemail while you are not currently on the Linkus Web Client webpage

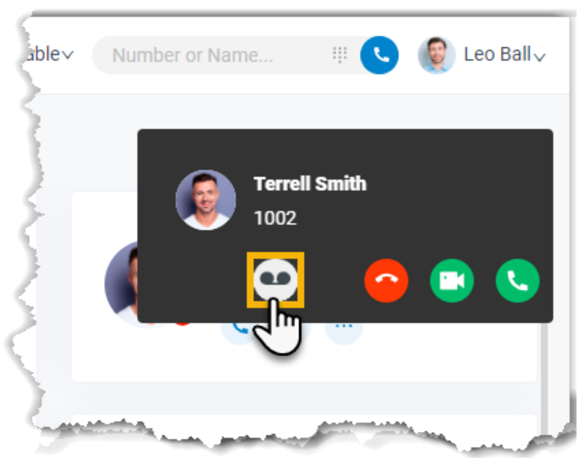
If an incoming call reaches your extension while you are not currently on the Linkus Web Client webpage, you will receive a pop-up notification from web browser, do as follows.

1. Click the push notification.



   You will be redirected to Linkus Web Client.

2. Click on the incoming call pop-up.



Result

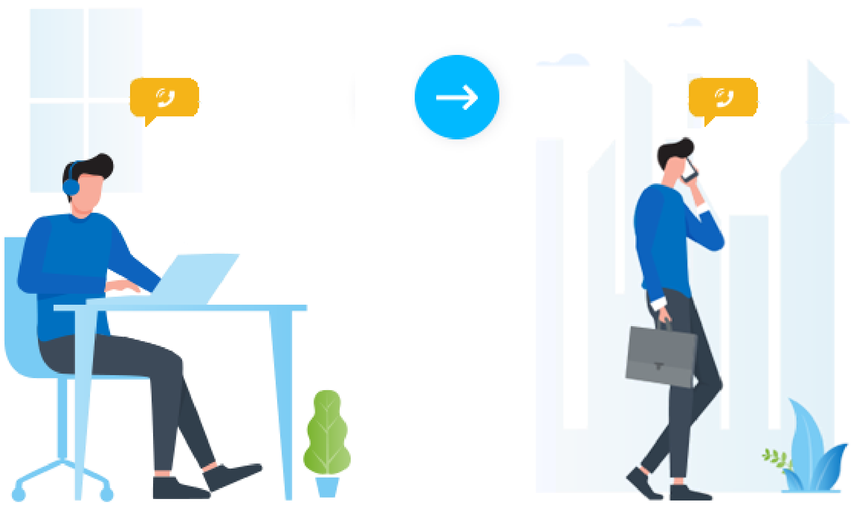
The incoming call is forwarded to your voicemail.

Flip an Active Call between Devices

Call Flip feature allows you to effortlessly and seamlessly flip an active call from current device to another (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.



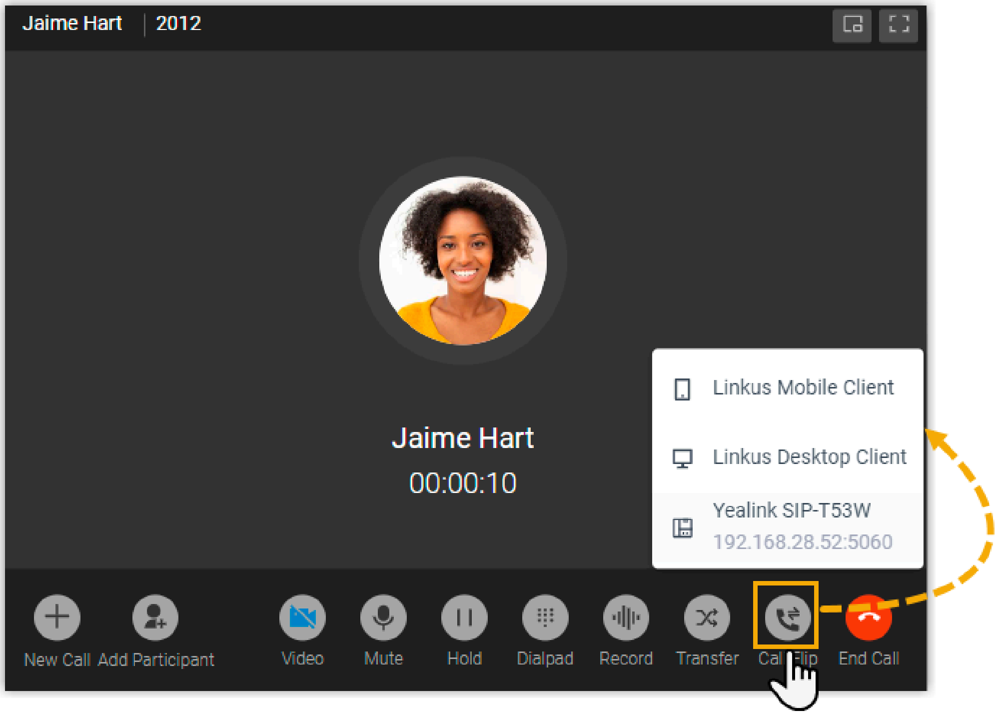
Requirements

- **PBX Server**: 37.8.0.25 or later
- **Extension**: Your extension has been registered on more than one device.

Procedure

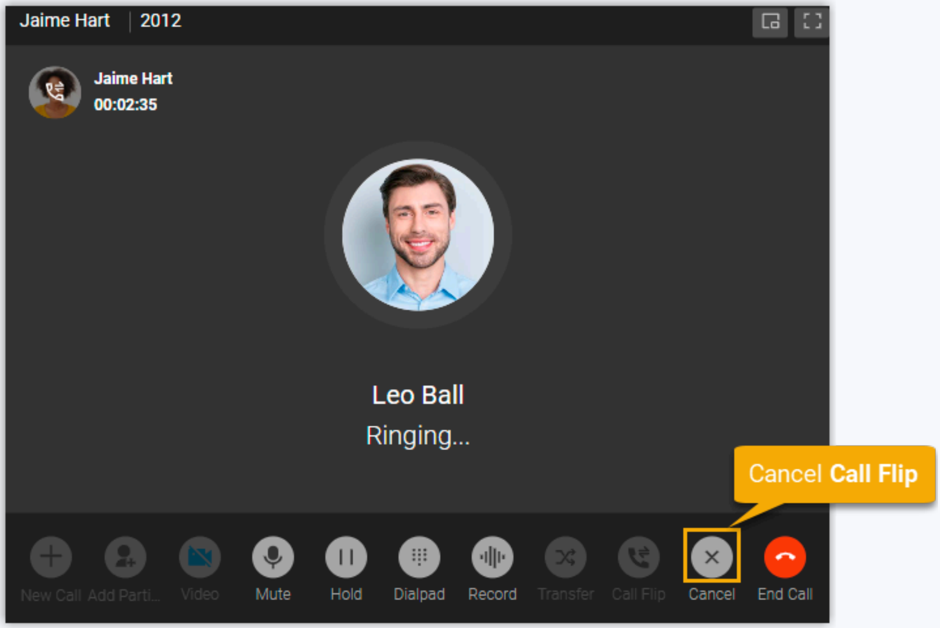
1. During an active call, click **Call Flip**.

   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 Web Client to the selected device.

Related information

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

Continue an Active Call on Linkus Web Client

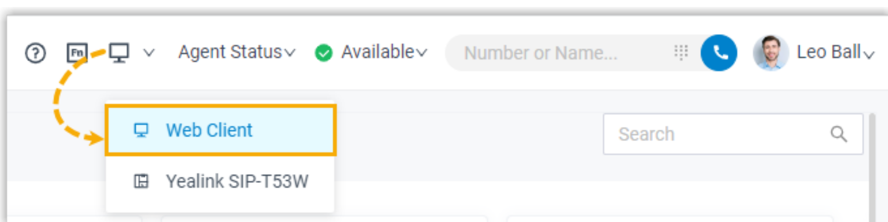
Call Switch feature allows you to retrieve an active call from the original device (with your extension registered), and continue it on Linkus Web Client, without any interruption to the conversation.

Scenario

Assume that you answer a call from a customer while on the road, 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 Web Client, keeping talking without customer knowing the switchover.

Requirements

- **PBX Server**: 37.8.0.25 or later
- **Linkus Web Client**: In **Web Client** mode

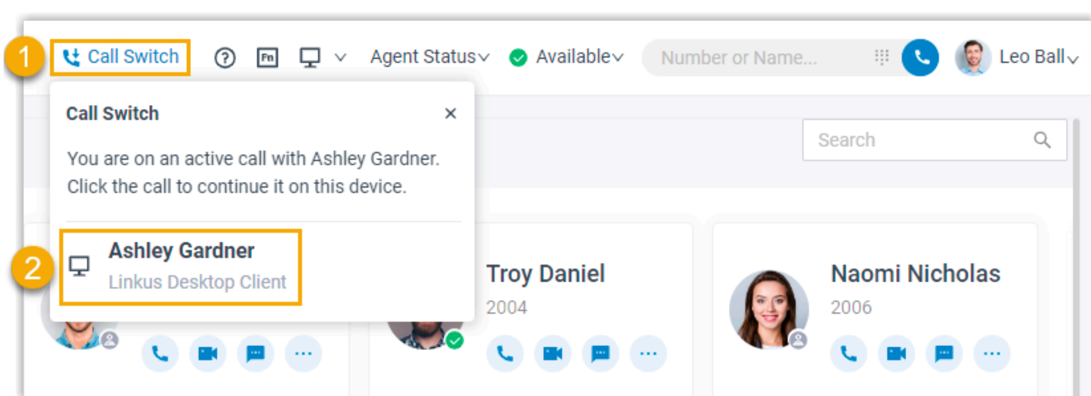


- **Extension**: Your extension has been registered on more than one device.

Prerequisites

You have an active call on another device.

Procedure



1. On the top of Linkus Web 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 Web 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 specified 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

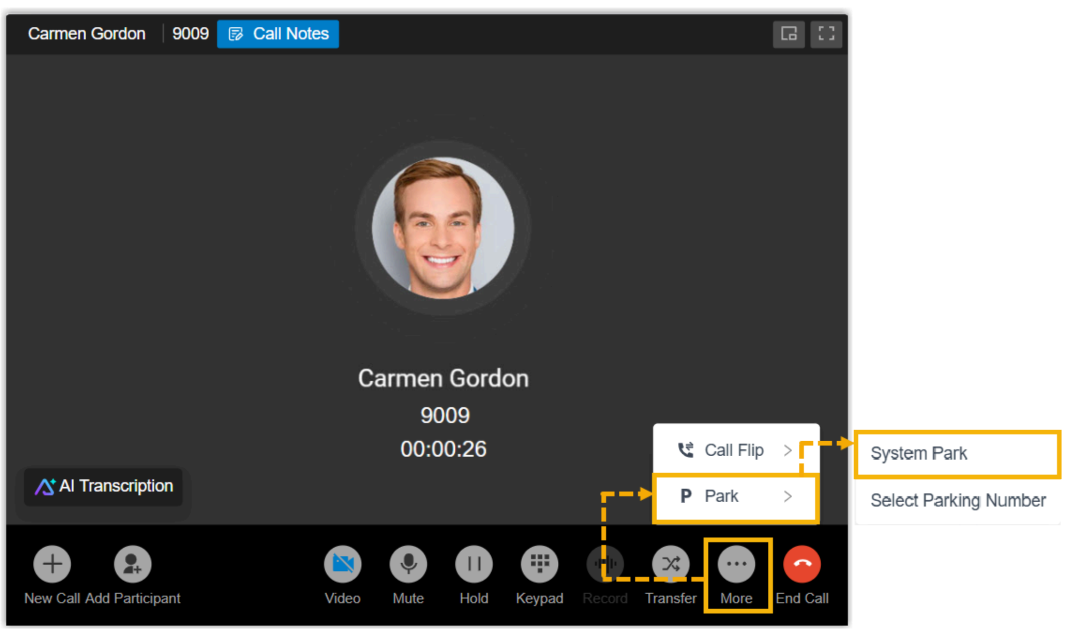
System administrator has enabled the **Call Parking** feature code on PBX server.

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

System administrator has enabled the **Directed Call Parking** feature code on PBX server.

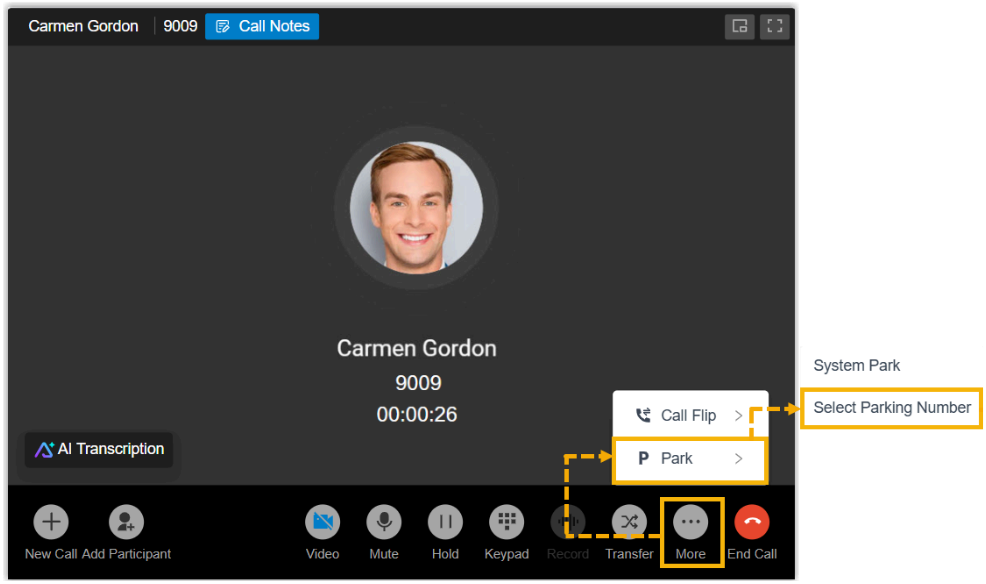
Scenario

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

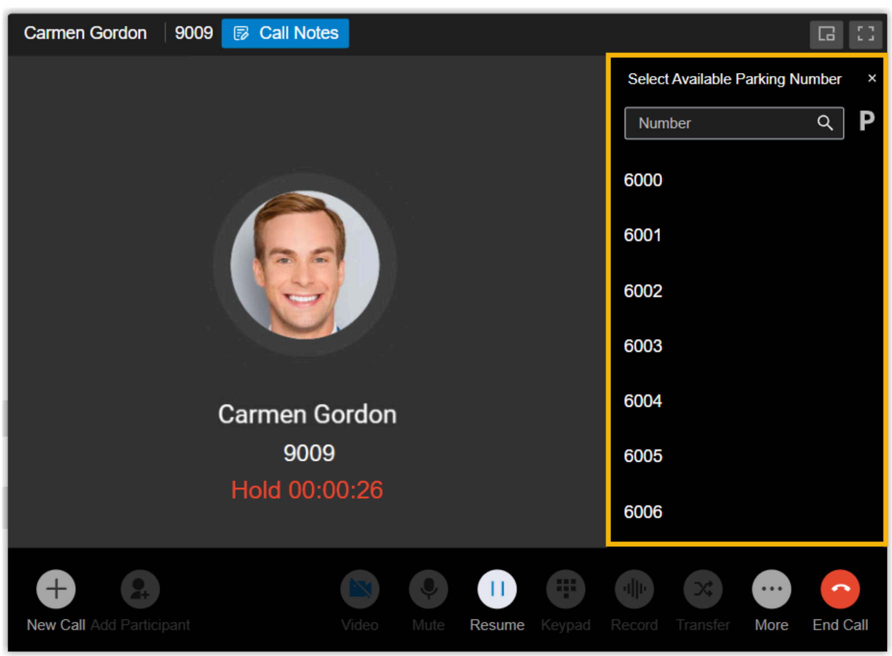
During an active call, if your customer requires another department's (e.g., **Sales**) service, you can park the call on the department's parking number. Anyone in the designated department can retrieve the call using the number to quickly assist the customer.

Procedure

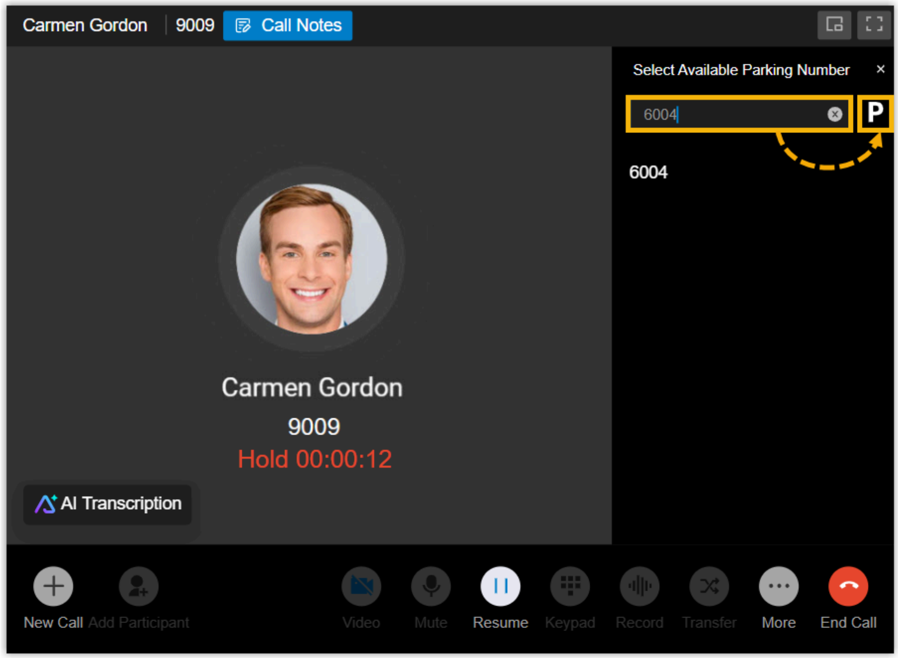
1. During an active call, click **More > Park** on the call window, then select **Selected Park Number**.



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 on their device to quickly retrieve the parked call.

Merge Calls into an Audio Conference Call

When there are two active calls or more on Linkus Web 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

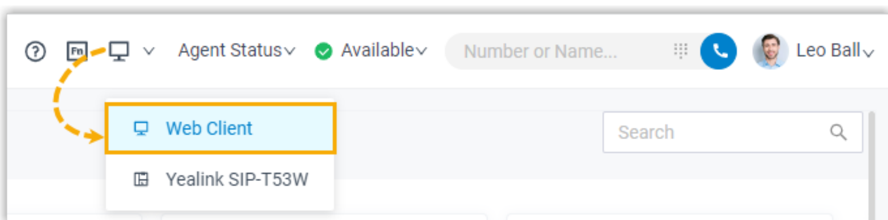
The version of PBX Server is 37.12.0.23 or later.

Restrictions

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

Prerequisites

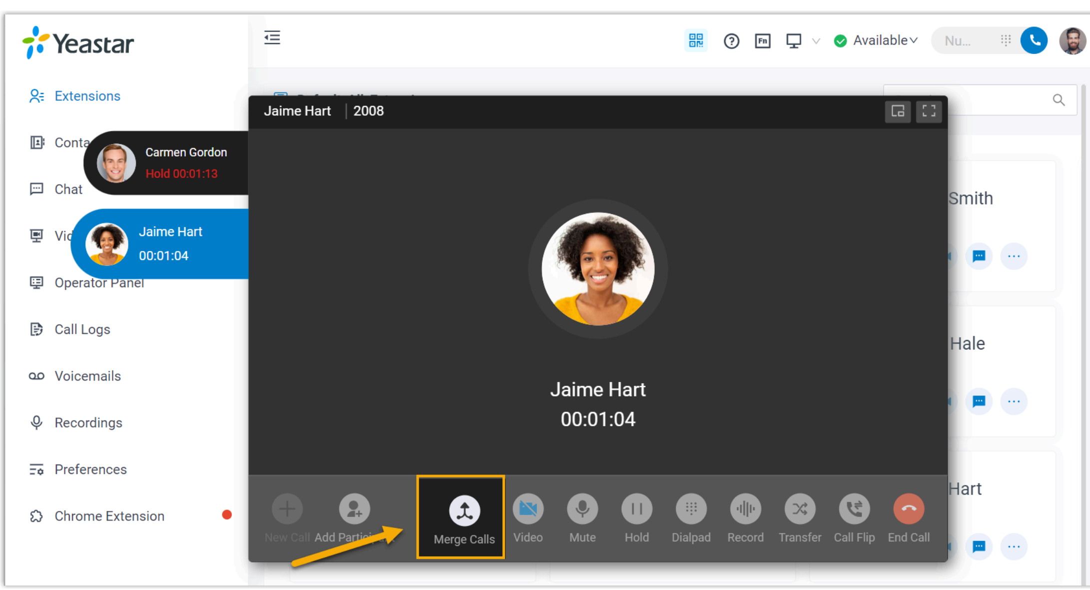
- Make sure that **Linkus Web Client** is in **Web Client** mode.



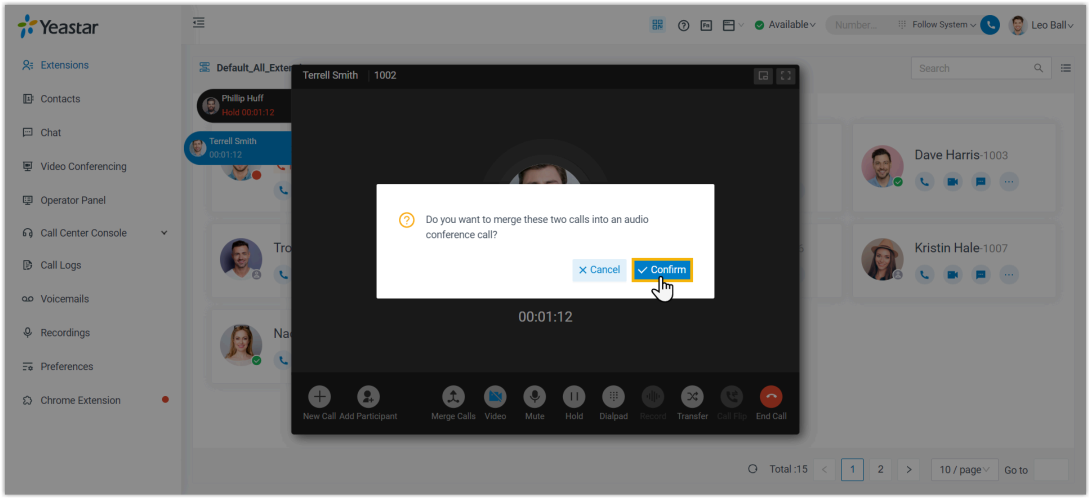
- You have two active calls or more of the same type on Linkus Web Client.

Procedure

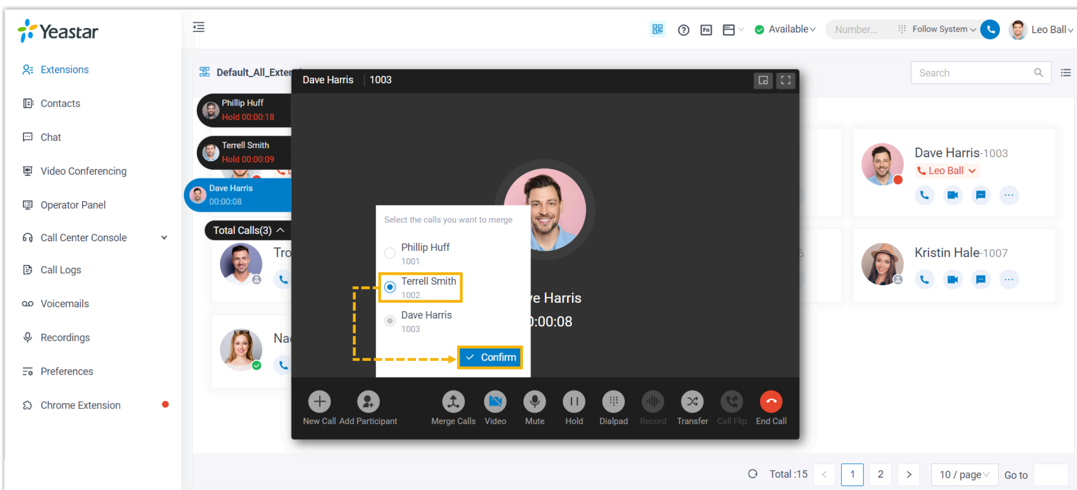
1. At the bottom of the call panel, click **Merge Calls**.



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

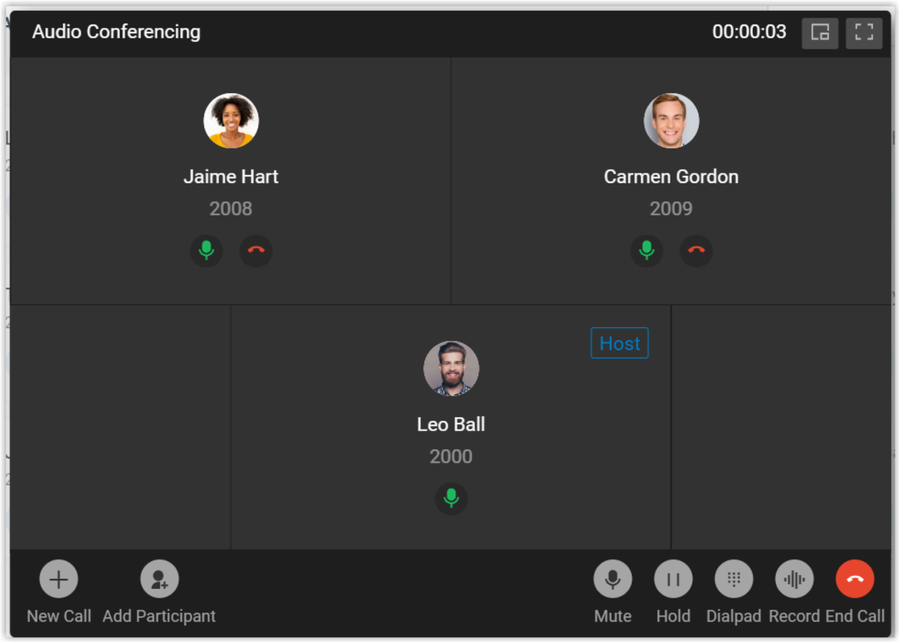


• If there are more than two active calls, select the call that you want to merge, then click **Confirm**.



Result

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



Related information

[Audio Conference Call Operations]

Add Notes to a Call

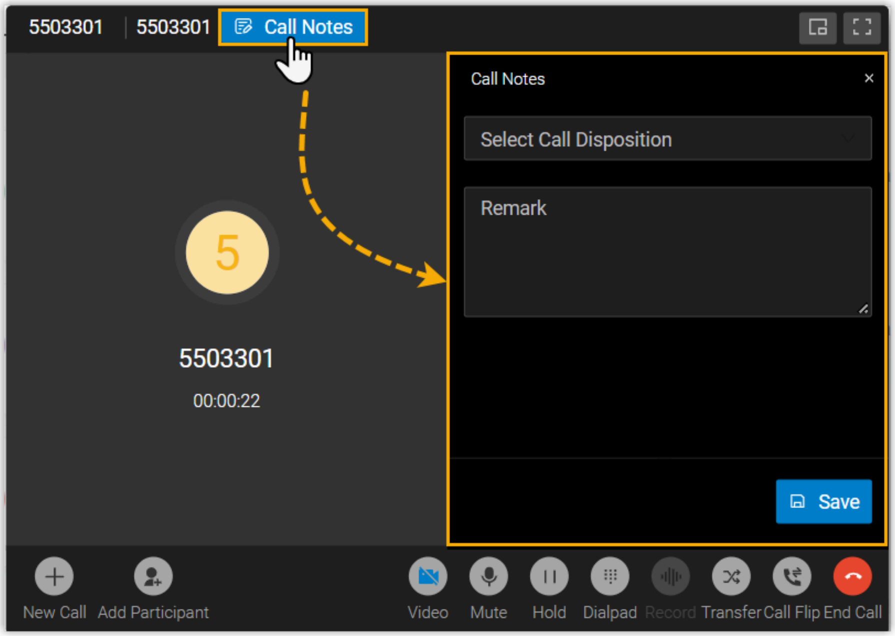
Call Note feature allows you to take notes directly during calls, and to review or edit notes in call logs after calls, helping you to capture important details for future reference.

Requirements

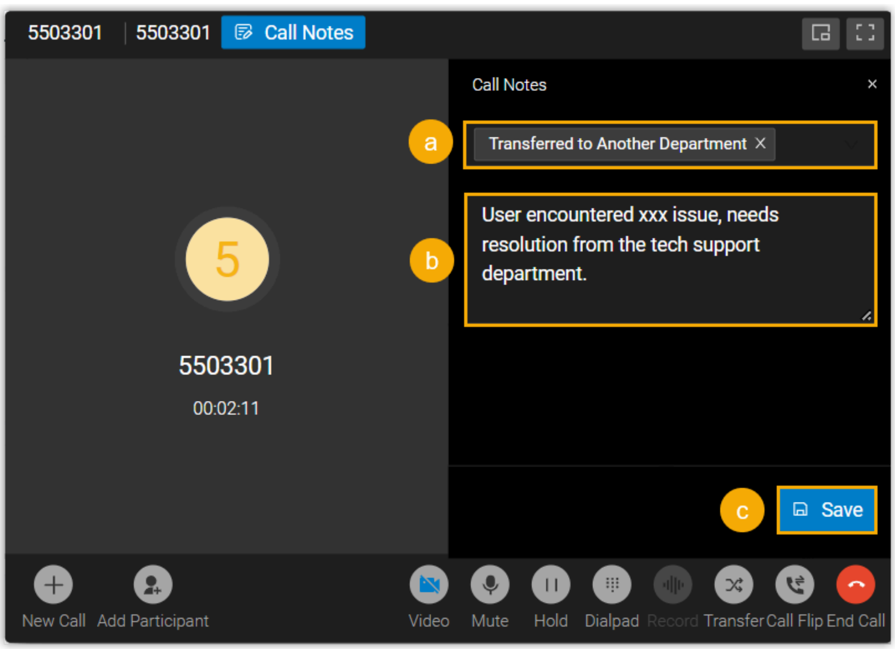
- The firmware of the PBX server is version 37.18.0.102 or later
- System administrator has configured call disposition codes on server, and granted you the permission to use call note feature.

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.



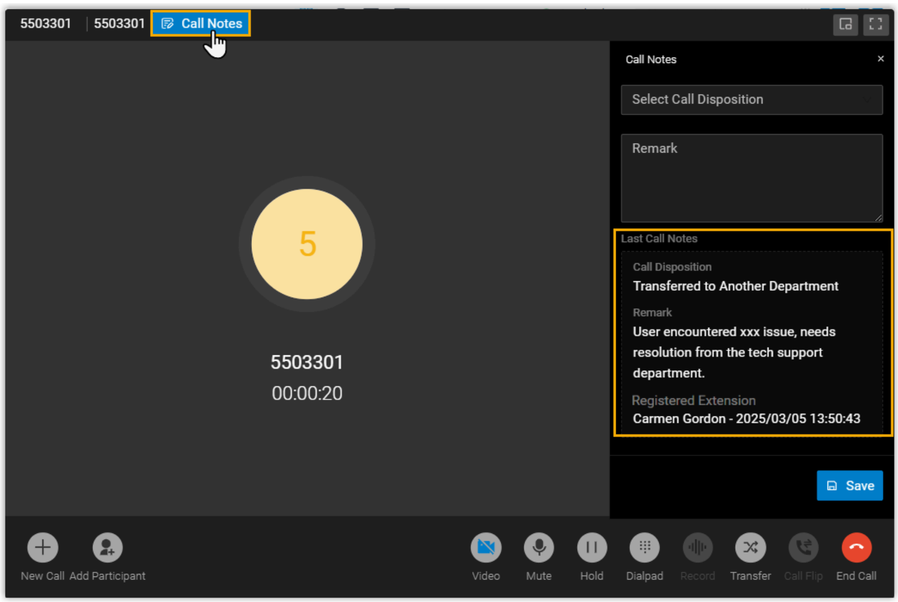
a. In the **Select Call Disposition** drop-down list, select a disposition code.
b. In the **Remark** field, enter short descriptions to note down essential information for the call.
c. Click **Save**.

Result

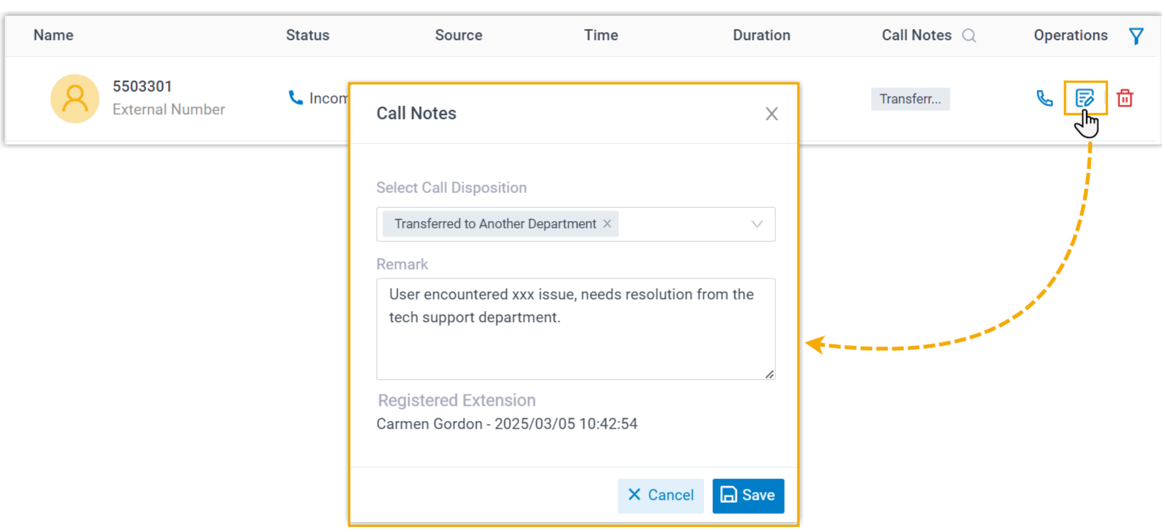
- An "Edited Successfully" prompt pops up, indicating that call note is saved successfully.

> **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

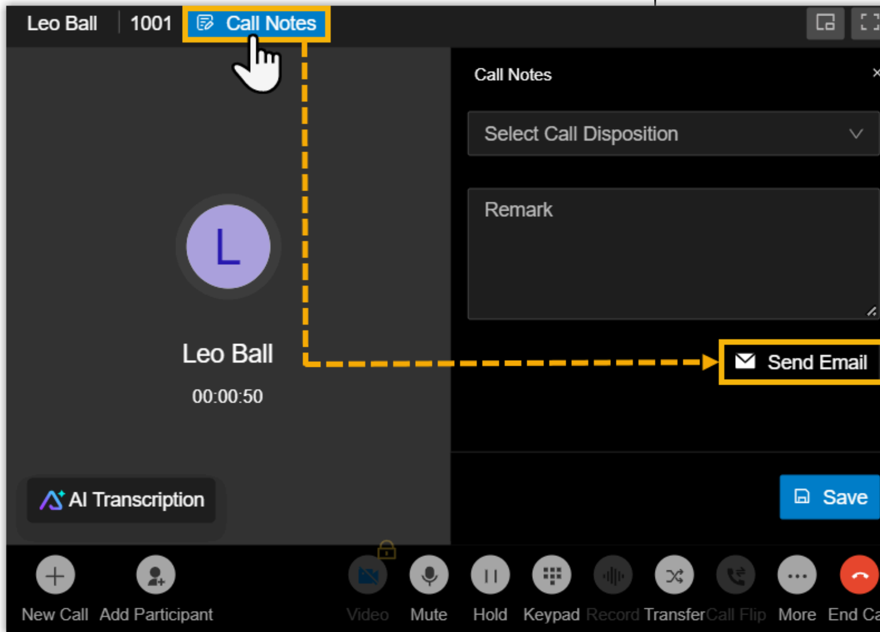
You have selected the desired email client and completed the following settings.

- If you use 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.

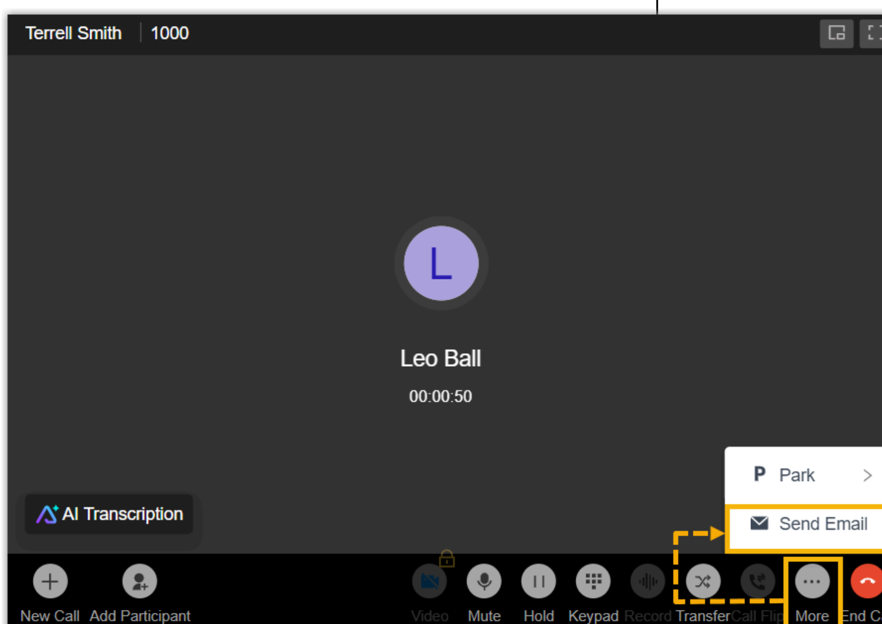
Procedure

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

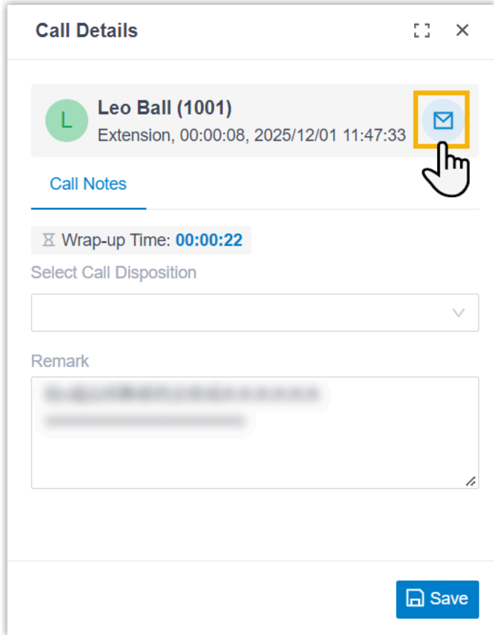
Scenario	Method
Send call details during an active call	• If the call note feature is available, click **Call Notes > Send Email**.

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


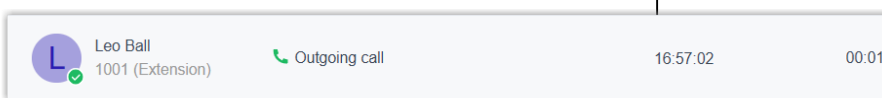
• If the call note feature is unavailable, click More > Send Email.



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

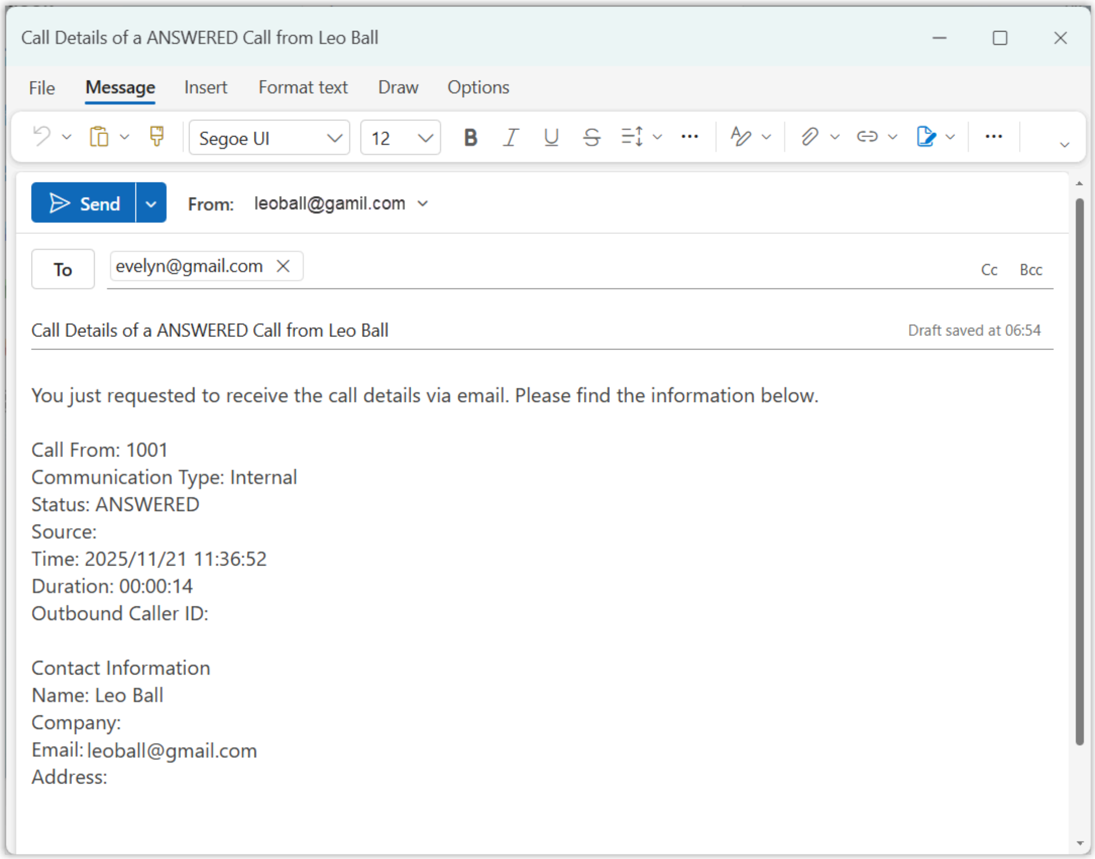
<table>
<tr><th>Scenario</th><th>Method</th></tr>
<tr><td></td><td>


• In the call logs, click beside the desired call log.



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

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.

Requirements and restrictions

Before you begin, read through the requirements and restrictions for using Audio Conferencing feature.

Requirements

PBX Server: Version 37.8.0.25 or later

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

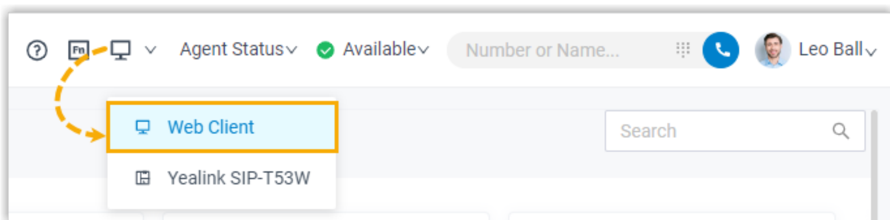
Meeting control is at your fingertips. Operations such as mute/unmute, members add/delete, and recording enable/disable are only one-click away.

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.

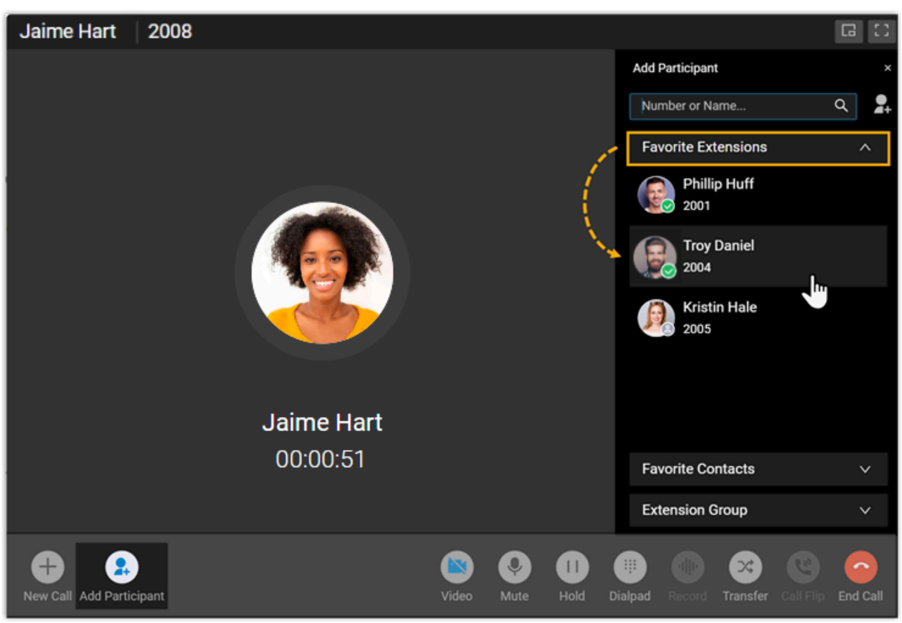
Prerequisites

Make sure Linkus Web Client is in **Web 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

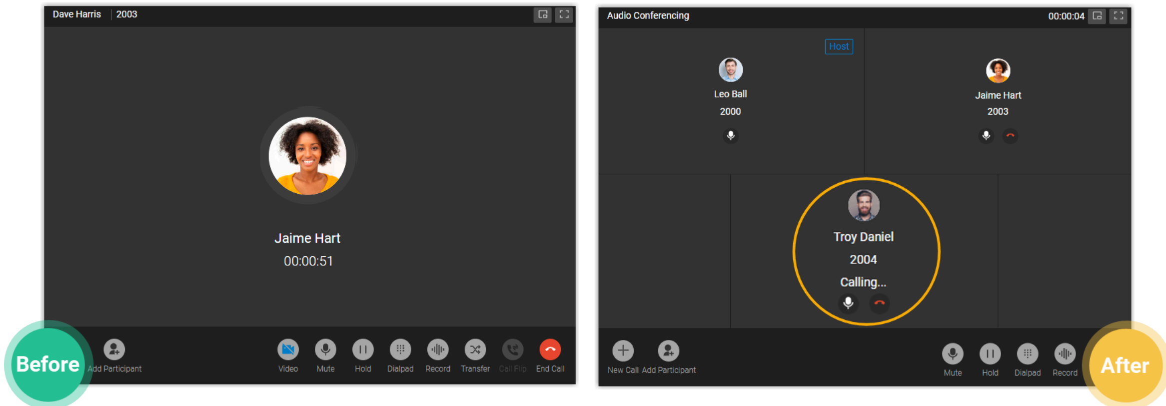
b. Click on the desired individual in the search results.

Result

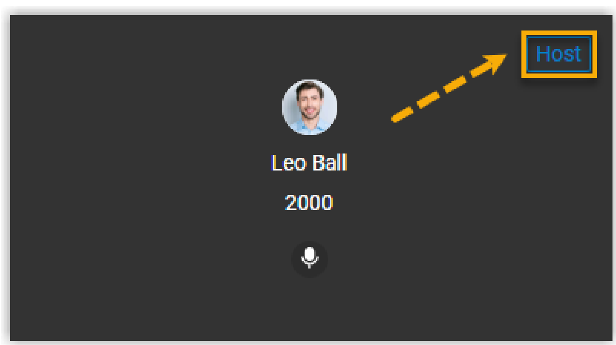
- The phone call turns into an audio conference call, where you can see a call is sending to the invitee without interrupting the current conversation.

> **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.

Table 7.

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

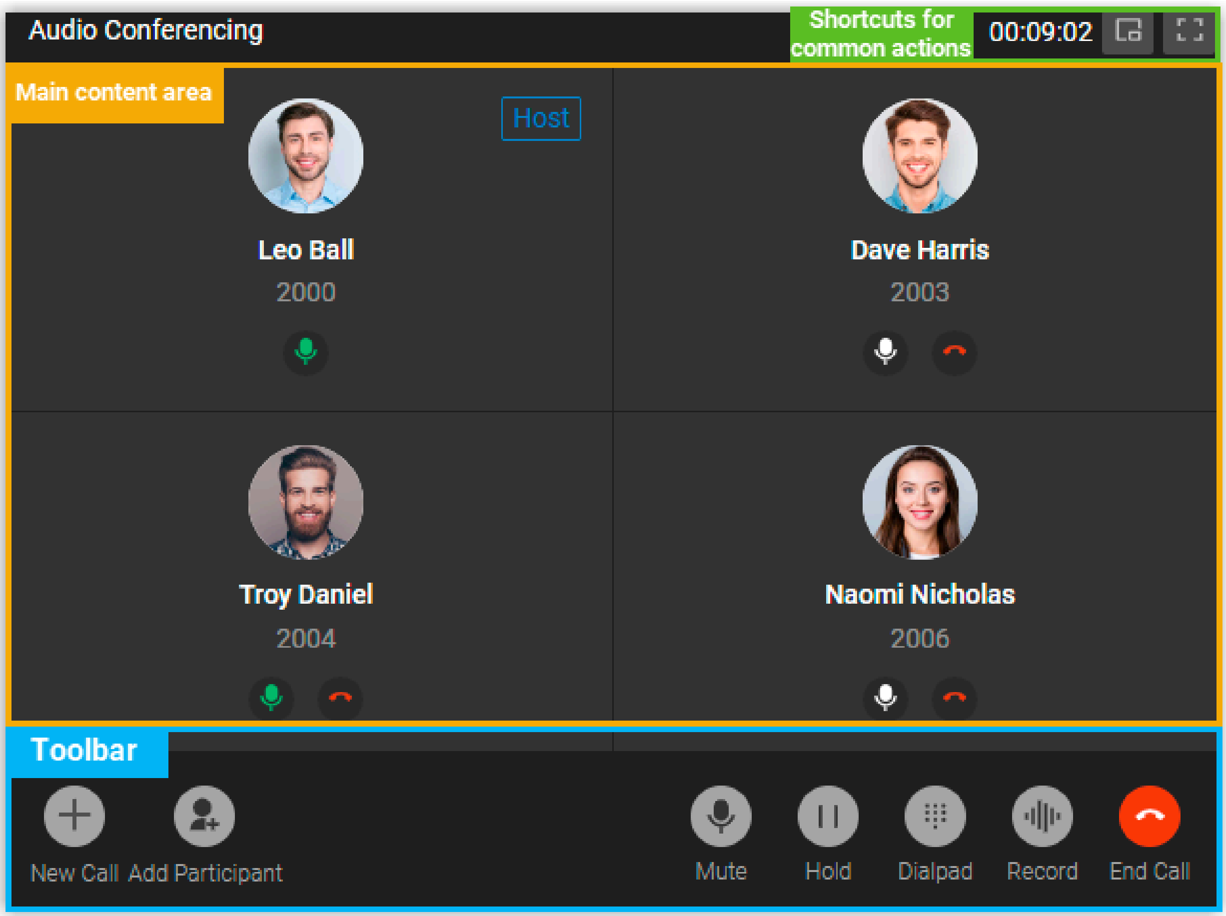
Table 7. (continued)

Operation	Host	Participant
Turn on/Turn off participants' audio	√	×
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.

Video Conferencing

Video Conferencing Overview

Yeastar Video Conferencing feature allows you to have face-to-face meetings with colleagues or external contacts worldwide, which helps increase your work efficiency.

Meeting types

There are two types of meetings: Instant Meeting and Scheduled Meeting.

Instant Meeting

Instant Meeting is a kind of meeting that starts without any prior reservation. If a task arises on short notice, you can start a meeting instantly and invite participants to join the meeting.

For more information, see Start an Instant Meeting.

Scheduled Meeting

Scheduled Meeting is a kind of meeting that is created ahead of time. You can schedule a future one-time meeting and invite participants ahead of time.

For more information, see Create a Meeting Link and Invite Participants to Join a Scheduled Meeting.

Requirements

PBX Server

Contact system administrator to check if PBX server meets the following requirements:

- **PBX Server**: Version 37.2.0.80 or later
- **PBX Plan**: Ultimate Plan
- **Web Server Protocol**: HTTPS
- **Email Server**: Either Yeastar SMTP Server or a custom email server is set up on the PBX server.

Web Browser

To use Yeastar Video Conferencing feature, use one of the following web browsers with compatible version to access Linkus Web Client:

- Google Chrome (64-bit): Version 86 or later.
- Microsoft Edge (64-bit): Version 87 or later.
- Opera: Version 72 or later.

Restrictions

- **Participants per meeting**: Max. 5
- **Concurrent meetings in PBX server**: Max. 4
- **Meeting duration per meeting**: Max.120 min.

Data protection and encryption

To guarantee data confidentiality during transmission, Yeastar uses a transmission encryption mechanism that covers the entire data link and is based on industry-standard encryption algorithms, such as Transport Layer Security (TLS) and Secure Sockets Layer (SSL).

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Warranty

The instructions on Yeastar Video Conferencing feature are subject to change without notice.

Yeastar makes no warranty of any kind with regard to the instructions on Yeastar Video Conferencing feature, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Yeastar shall not be liable for errors contained herein nor for incidental or consequential damages in connection with the furnishing, performance or use of the instructions on Yeastar Video Conferencing feature.

Manage Meeting Links

Create a Meeting Link

Yeastar Video Conferencing feature allows you to create a link for a future one-time meeting, and send invitation emails or invitation information to desired participants ahead of time. This topic describes how to create a meeting link.

Procedure

1. Log in to Linkus Web Client, go to **Video Conferencing**.
2. Click **Create Meeting Link** and customize the following meeting details:
    - **Meeting Name**: Enter a name for the meeting.
    - **Meeting Time**: Set a time for the meeting.

      The meeting link is valid for 48 hours from the meeting time onwards.
    - **Meeting Password**: Optional. Enter a password for the meeting.

      > **Note:**
      > Password can NOT be changed once set.

      All the participants are required to enter the password before they successfully join the meeting.
    - **Host Password**: Retain default password or change it as needed.

      By default, a 6-digit password is randomly generated. You can click to view the password. To change the password, enter a value that contains number, upper-case, and lower-case.

      > **Tip:**
      > In case you are unavailable when it approaches meeting time, you can inform another participant of the password, so that the participant can help you host the meeting.
    - **Memo**: Optional. Add a note to the meeting.
3. Click **Save**.

Result

The meeting is displayed on **Upcoming Meetings** list and a link is generated automatically for the meeting.

> **Note:**
> If the meeting is not started within 48 hours of the scheduled meeting time, the meeting link will be removed from the list after you refresh the page.

What to do next

Invite participants to join the meeting.

For more information, see Invite Participants to Join a Scheduled Meeting.

Update a Scheduled Meeting

After you create a link for a future meeting, you can update the meeting information. This topic describes how to update a scheduled meeting.

Procedure

1. Log in to Linkus Web Client, go to **Video Conferencing**.
2. On **Upcoming Meetings** list, click beside the desired meeting.
3. In the pop-up window, update meeting information as needed.
    - **Meeting Name**: Edit the name of the meeting.
    - **Meeting Time**: Change a time for the meeting.

      The meeting link is valid for 48 hours from the meeting time onwards.
    - **Meeting Password**: Unchangeable.
    - **Host Password**: Edit the host password.

      > **Note:**
      > Enter a value that contains number, upper-case, and lower-case.
    - **Memo**: Change meeting note.
4. Click **Save**.

Result

The meeting details are updated, but the meeting link remains the same.

What to do next

Inform participants of the change via invitation emails or invitation information.

Delete a Scheduled Meeting

If there are changes of your work schedule, and you want to cancel a scheduled meeting, you can delete the meeting. This topic describes how to delete a scheduled meeting.

Procedure

1. Log in to Linkus Web Client, go to **Video Conferencing**.

   All the scheduled meetings are displayed on the page.
2. To delete a meeting, select the desired meeting, click and **OK**.

Result

The meeting is removed and meeting link is invalid.

What to do next

If you have invited participants to the meeting, inform them of the change, or the participants will be prompted "The Meeting doesn't exist" when they access the meeting link.

Start a Meeting

Start an Instant Meeting

If a task arises on short notice, you can start an instant meeting from Linkus Web Client to save time without scheduling. The meeting starts instantly and you can invite participants to join the meeting. This topic describes how to start an instant meeting.

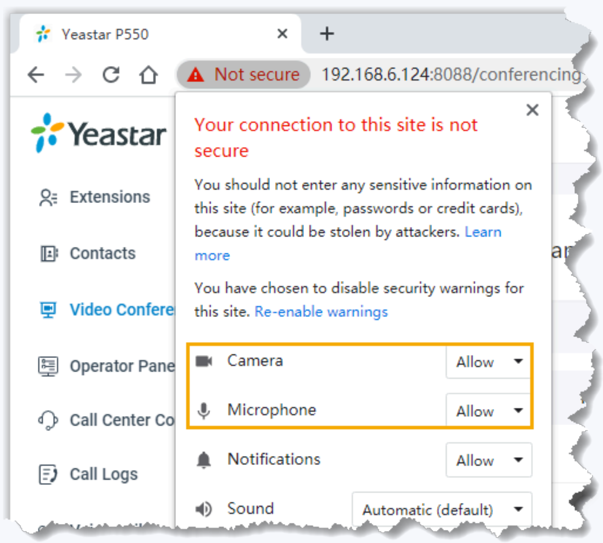
Prerequisites

- Meet requirements for using Yeastar Video Conferencing feature.
- Allow web browser to access microphone and camera in computer.

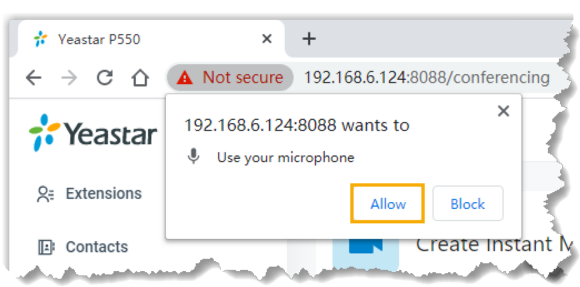
Procedure

1. Log in to Linkus Web Client, go to **Video Conferencing**.
2. Click **Create Instant Meeting**.
   A window pops up, which asks permission for Linkus Web Client to use microphone.

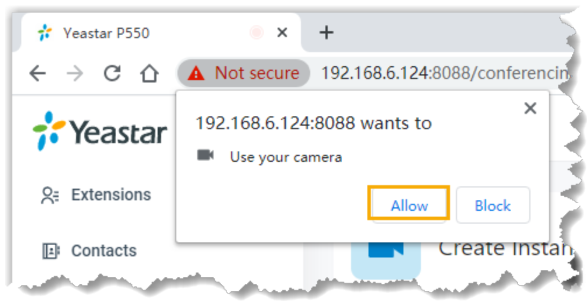
> **Note:**
>
> If no window pops up, you can click or in the address bar to check whether permissions of microphone and camera are granted to Linkus Web Client.



3. In the pop-up dialog box, allow Linkus Web Client to use microphone and camera.
   a. Click **Allow** to allow Linkus Web Client to use microphone.



   The microphone is turned on.
   b. Click **Allow** to allow Linkus Web Client to use camera.



The camera is turned on, you can see a preview video of yourself.

> **Note:**
> If you are prompted "Failed to access the camera", it indicates that the camera may be in use. Refresh the page and try again after the camera is available.

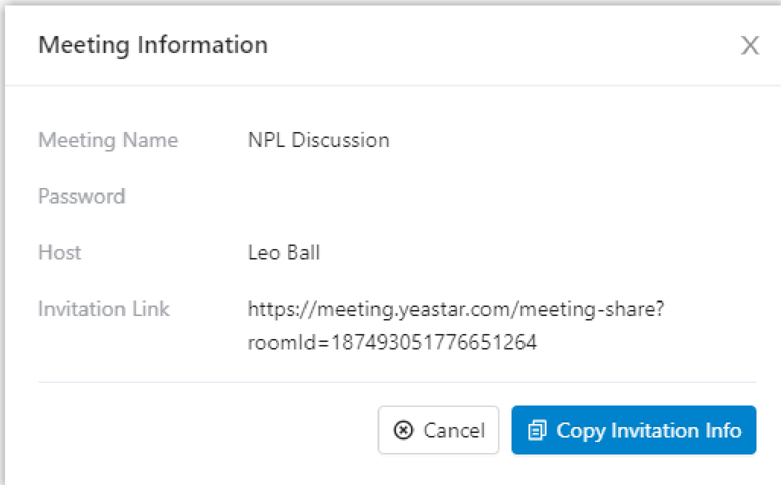
4. On **Preparation** page, set up the meeting.
   a. Click a specific icon to configure audio and video on your side.
      - : Mute or unmute yourself.
      - : Enable or disable your camera.
      - : Change camera, microphone, or speaker.

   b. Configure basic information for the meeting.
      - **Meeting Name**: Set a name for the meeting.
      - **Password**: Optional. Enter a password for the meeting.

        All the participants are required to enter the password before they successfully join the meeting.

   c. Click **Join**.

      The meeting is created. You can preview meeting information in the pop-up window.



5. Invite participants to join the meeting.
    a. In the pop-up window, click **Copy Invitation Info**.
    b. Send the invitation information to desired participants.

Start a Scheduled Meeting as the Host

When it approaches the scheduled meeting time, either meeting creator or a participant who has host password can start the meeting. This topic describes how to start a scheduled meeting as the host.

Start a scheduled meeting on Linkus Web Client

By default, meeting host is the one who creates the meeting link. If you have created a meeting link, you can start the meeting on Linkus Web Client.

Prerequisites

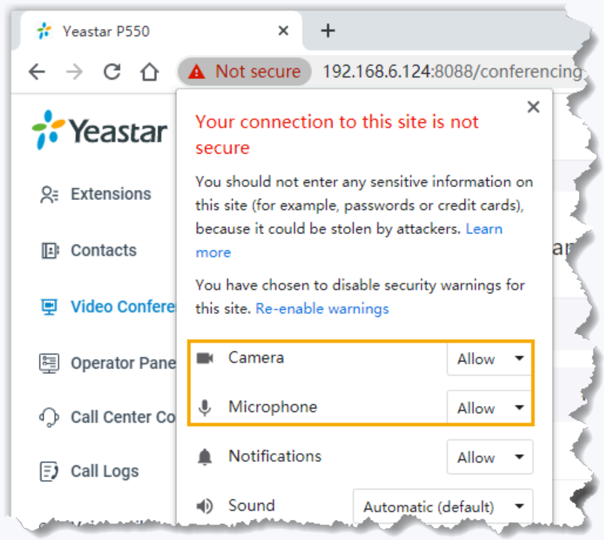
[Allow web browser to access microphone and camera in computer.]()

Procedure

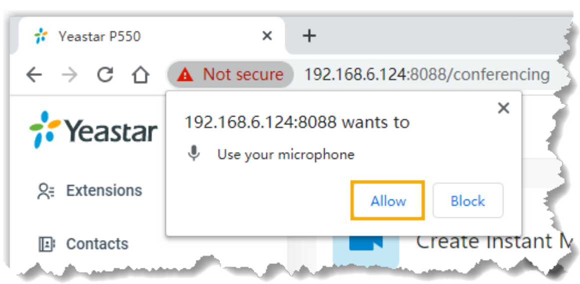
1. Log in to Linkus Web Client, go to **Video Conferencing**.
2. On **Upcoming Meetings** list, click beside the desired meeting.
   A window pops up, which asks permission for Linkus Web Client to use microphone.

> **Note:**

If no window pops up, you can click or in the address bar to check whether permissions of microphone and camera are granted to Linkus Web Client.

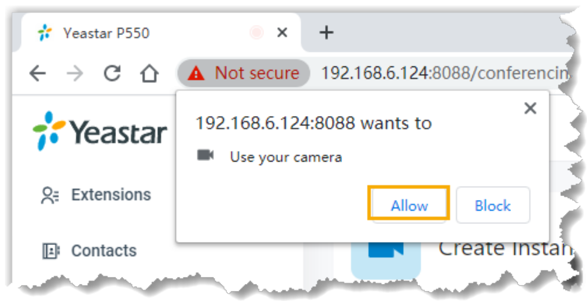


3. In the pop-up window, allow Linkus Web Client to use microphone and camera.
   a. Click **Allow** to allow Linkus Web Client to use microphone.



   The microphone is turned on.

   b. Click **Allow** to allow Linkus Web Client to use camera.



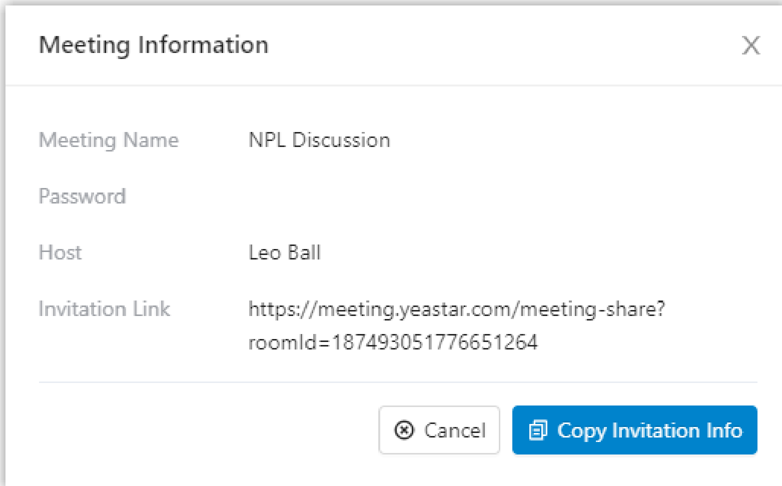
The camera is turned on, you can see a preview video of yourself.

> **Note:**
> If you are prompted "Failed to access the camera", it indicates that the camera may be in use. Refresh the page and try again after the camera is available.

4. In the **Preparation** page, set up initial configurations and check basic information for the meeting.
    a. Click a specific icon to configure audio and video on your side.
        - : Mute or unmute yourself.
        - : Enable or disable your camera.
        - : Change camera, microphone, or speaker.
    b. Check basic information for the meeting.
        - **Meeting Name**
        - **Host Password**
        - **Memo**
5. Click **Start**.

Result

You have joined the meeting and you can preview or copy meeting information in the pop-up window.



Start a scheduled meeting via an invitation link

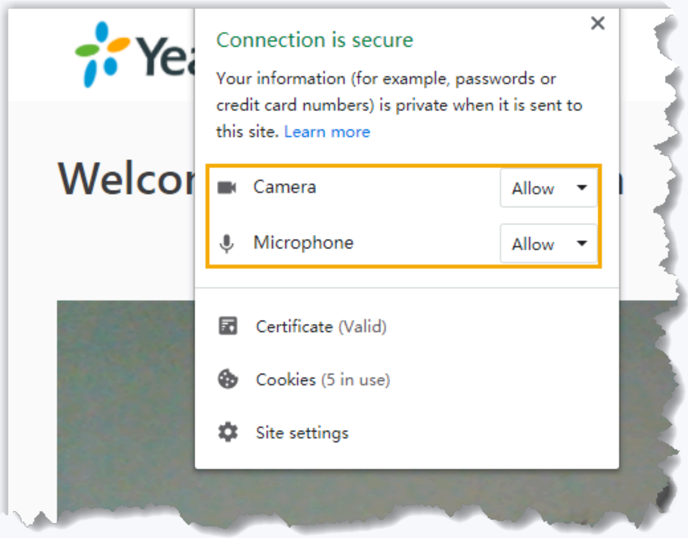
If a meeting creator has provided you with an invitation link and a host password, you can access the invitation link, and use the host password as a credential to join the meeting. You will be the host of the meeting.

Procedure

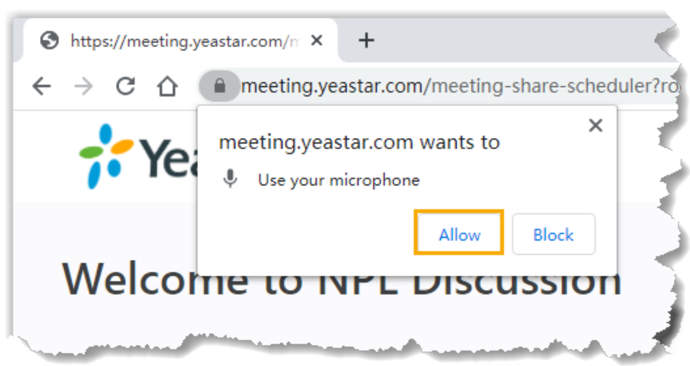
1. Click the invitation link to access the meeting.

   You are redirected to the landing page of the meeting. A window pops up, which asks permission for `meeting.yeastar.com` to use your microphone.

   > **Note:**
   >
   > If no window pops up, you can click in the address bar to check whether permissions of microphone and camera are granted to `meeting.yeastar.com`.

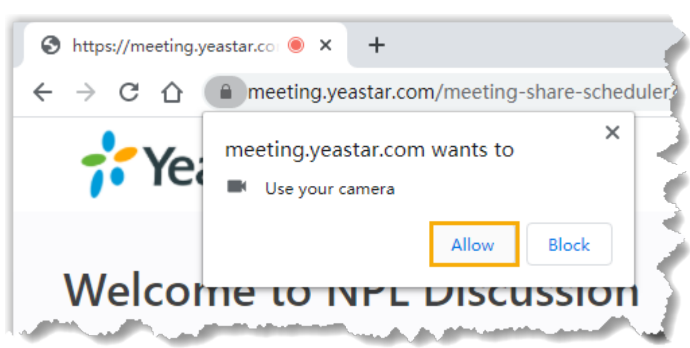


2. In the pop-up window, allow `meeting.yeastar.com` to use your microphone and camera.
   a. Click **Allow** to allow `meeting.yeastar.com` to use your microphone.



   The microphone is turned on.

   b. Click **Allow** to allow `meeting.yeastar.com` to use your camera.



The camera is turned on, you can see a preview video of yourself on left side of the page.

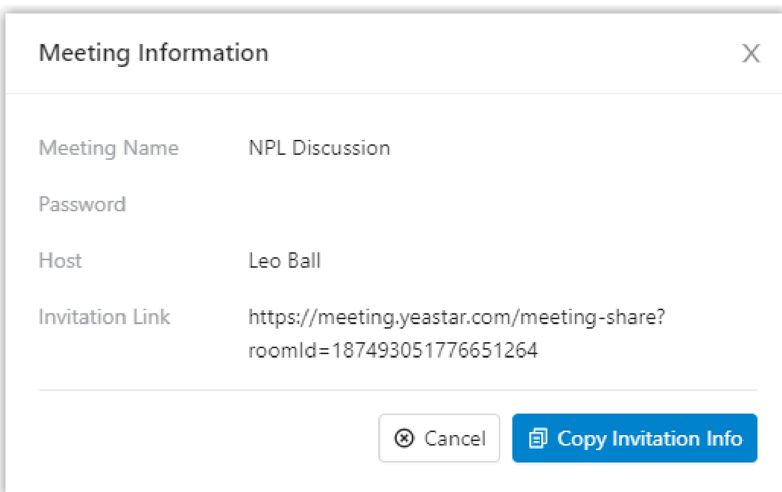
3. On right side of the page, click **Host** tab, configure basic information, audio, and video as needed.
    a. Configure basic information.
        - **Meeting Name**: Retain the meeting name or change it as needed.
        - **Your Name**: Enter your name.

          All the participants can see the name.
        - **Host Password**: Enter the host password provided by the meeting creator.
        - **Memo**: Retain the meeting note or change it as needed.

    b. Configure audio and video on your side.
        - **Camera**: Retain the default camera, or change it as needed.
        - **Microphone**: Retain the default microphone, or change it as needed.
        - **Speaker**: Retain the default speaker, or change it as needed.
4. Click **Join**.

Result

You have joined the meeting and you can preview or copy meeting information in the pop-up window.



Invite Participants to Join a Scheduled Meeting

This topic describes how to invite participants to join a scheduled meeting.

Invite participants to join a scheduled meeting via system invitation emails

Prerequisites

- You have created a meeting link.
- An email address is associated with the participant to be invited.

Procedure

1. Log in to Linkus Web Client, go to **Video Conferencing**.
2. On **Upcoming Meetings** list, click beside the desired meeting.

   All your colleagues and contacts are displayed on the list.
3. Invite participants to join the meeting.

   > **Note:**
   > Up to 4 participants can be in the meeting with you. We recommend that you select participants with caution.

   - To invite colleagues or existing contacts to join the meeting, do as follows:
     a. In the search bar, enter a name, a number, or an email address to find the desired colleague or contact.

        The page displays the matched colleague or contact.
     b. Select the checkboxes of the desired colleague or contact.
   - To invite external contacts who are NOT stored in your **Contacts**, do as follows:
     a. In the search bar, enter the email address of the contact who you want to invite.
     b. Click any blank space to confirm.
4. Click **Invite**.

Result

Invitation emails are sent out to the selected participants' email addresses via your organization's email server.

> **Note:**
>
> - If all the invitation emails are failed to be sent, contact system administrator to check if email server is set up correctly.
> - If part of invitation emails are failed to be sent, click **Email Sent Logs** to check details. If you don't have the permission to view **Email Sent Logs**, contact system administrator.

What to do next

To start the meeting, see Start a Scheduled Meeting as the Host.

Invite participants to join a scheduled meeting via invitation information

In case you want to invite specific participants when it approaches the meeting time, you can copy the invitation information, and paste the information anywhere you would like it to send out.

Prerequisites

You have created a meeting link.

Procedure

1. Log in to Linkus Web Client, go to **Video Conferencing**.
2. On **Upcoming Meetings** list, click beside the desired meeting.

   Invitation information for the meeting is copied.
3. Send the invitation information to the desired participants.

What to do next

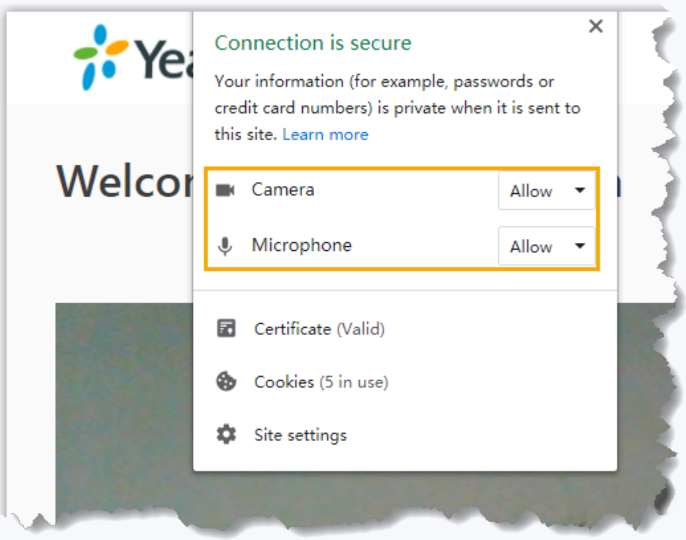
To start the meeting, see Start a Scheduled Meeting as the Host.

Join a Meeting as a Participant

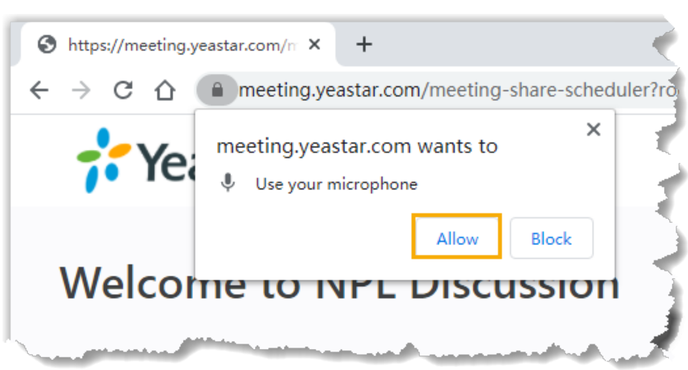
If you have received an invitation email or invitation information, you can join a meeting. This topic describes how to join a meeting as a participant.

Procedure

1. Click the invitation link to access the meeting.
   You are redirected to the landing page of the meeting. A window pops up, which asks permission for `meeting.yeastar.com` to use your microphone.

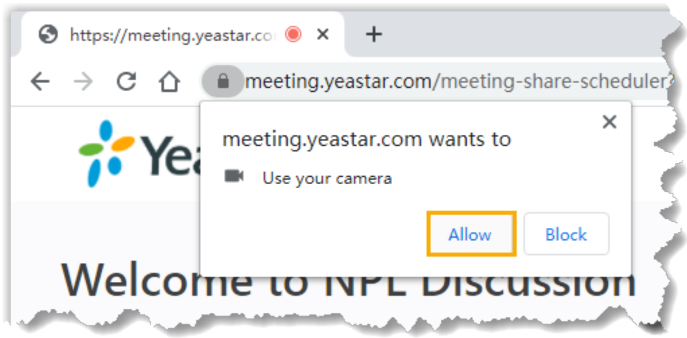
   > **Note:**
   >
   > If no window pops up, you can click in the address bar to check whether permissions of microphone and camera are granted to `meeting.yeastar.com`.
   >
   > 
   >

2. In the pop-up window, allow `meeting.yeastar.com` to use your microphone and camera.
   a. Click **Allow** to allow `meeting.yeastar.com` to use your microphone.

   The microphone is turned on.

b. Click **Allow** to allow `meeting.yeastar.com` to use your camera.



The camera is turned on, you can see a preview video of yourself on left side of the page.

3. On right side of the page, configure the following settings:
   a. If it is a scheduled meeting, click **Participant** tab.

      You will join the meeting as a participant.
   b. Enter your credentials.
      - **Your Name**: Enter your name.

        All the participants can see the name.
      - **Meeting Password**: Optional. If a meeting password is required, enter the password.
   c. Retain default camera, microphone, and speaker, or change them as needed.
4. Click **Join** to join the meeting.

Result

If the host is not in the meeting, you have to wait for the host to join. During this period, you can not view or hear any voice from other participants.

Video Conference Call Operations

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

Operations

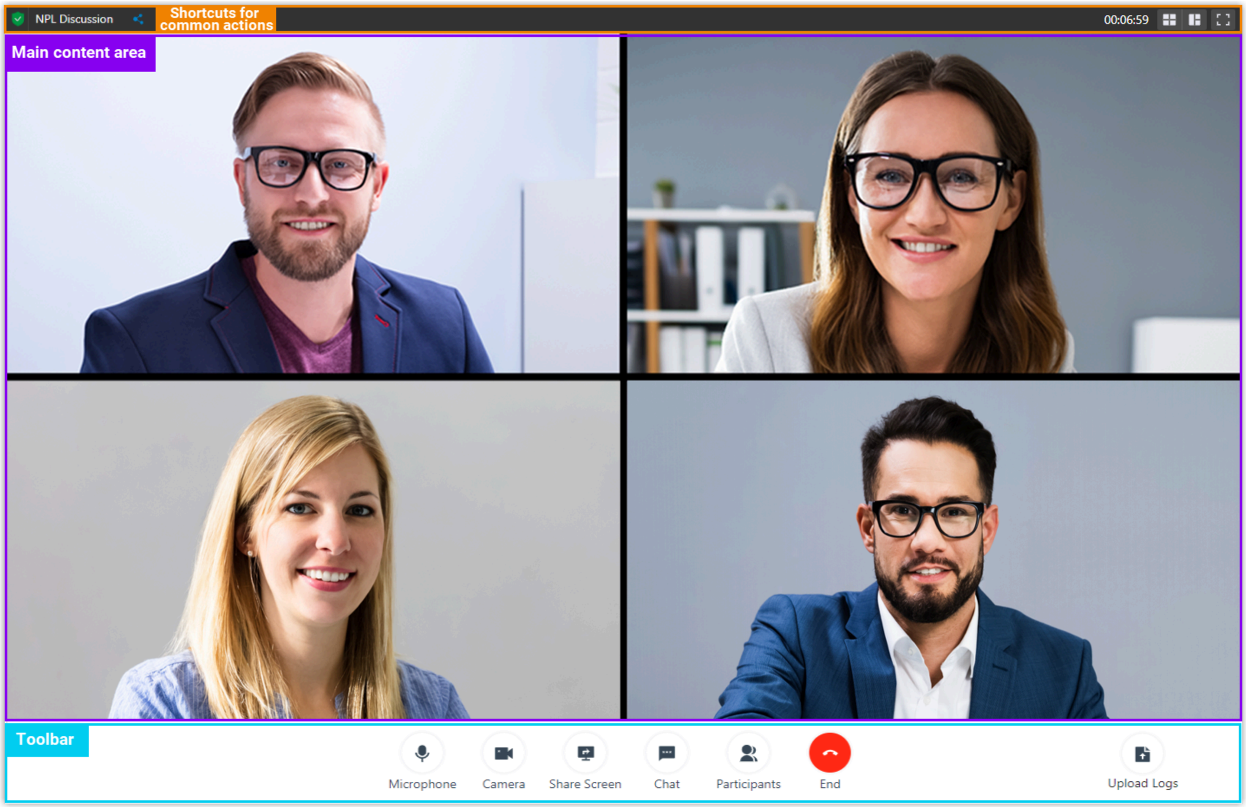
Refer to the following table to check what operations a host and a participant can do in an in-progress video conference call.

Table 8.

Operation	Host	Participant
Turn on/Turn off/Customize one's own audio	√	√
Mute all participants	√	×
Mute specific participants	√	×
Request to turn on specific participants' audio	√	×
Turn on/Turn off/Customize one's own camera	√	√
Disable specific participants' camera	√	×
Request to turn on specific participants' camera	√	×
Share screen	√	√
Leave a meeting	√	√
End a meeting	√	×
View participants list	√	√
Invite participants	√	√
Remove participants	√	×

Control an In-progress Meeting

Preview of an in-progress meeting



Shortcuts for common actions

Quick access to invitation information.

Gallery view, which shows thumbnail displays of all the participants.

Active speaker view, which shows the large video window of the speaker.

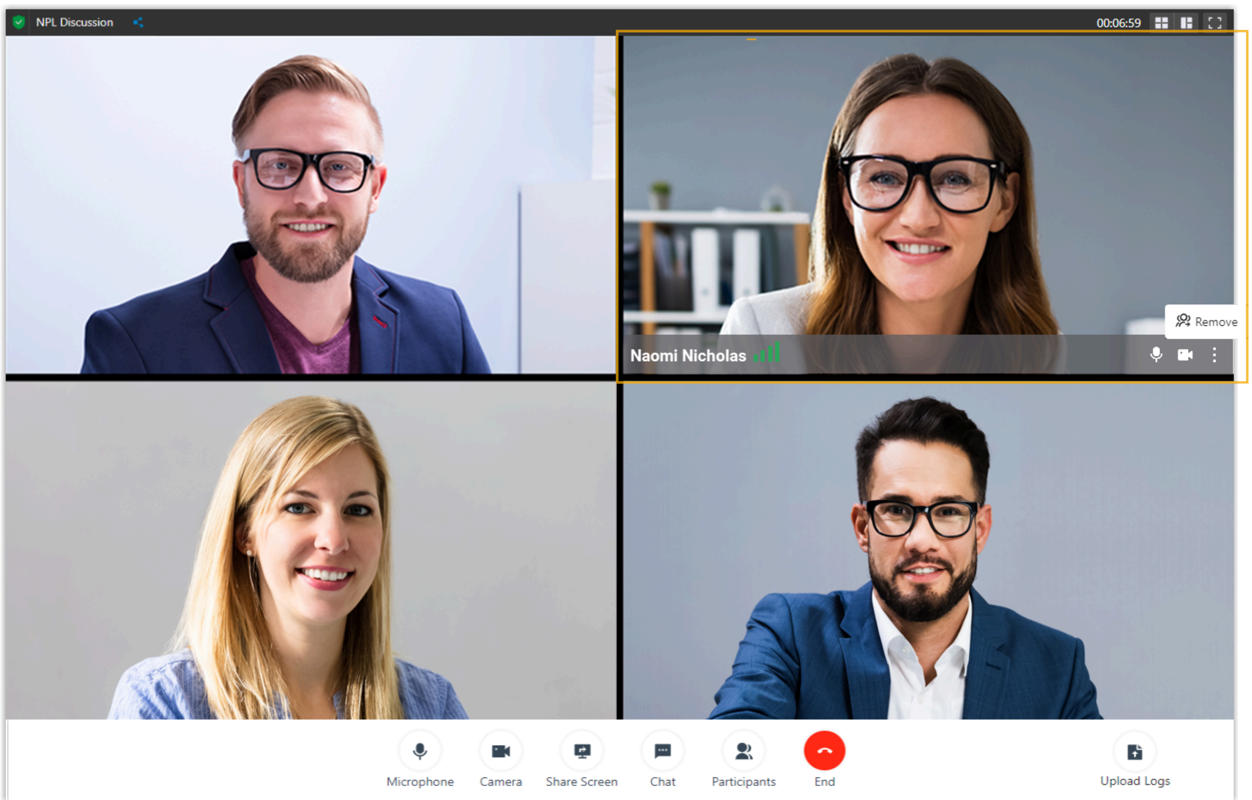
Full screen mode.

Main content area

Display video feed of all the participants.

You can hover mouse over your own video feed to check network's signal strength, control your own microphone or camera.

> **Note:**
> If you are the host, you can not only do the above operations for all the participants, but also click ⋮ and select **Remove** to remove a participant from the meeting.



Tool bar

Access Yeastar Video Conferencing tools and functions.

Microphone

- Mute or unmute yourself.
- Select a microphone or a speaker.

Camera

- Turn on or turn off your camera.
- Select a camera.

Share Screen

- Share entire screen, a specific browser tab, or an application window with participants.

> **Note:**
> To share computer audio, select the checkbox of **Share audio**.

Chat

- Have instant chat with participants.

Participants

- View all the participants in the meeting.
- Manage your own microphone and camera.

> **Note:**
> If you are the host, you can click specific icons or options to control participants' microphones and cameras:
> - or : Directly turn off a participant's microphone or camera.
> - or : Request to turn on a participant's microphone or camera.
> - **Mute All**: Mute all participants.

- Copy invitation information.

End

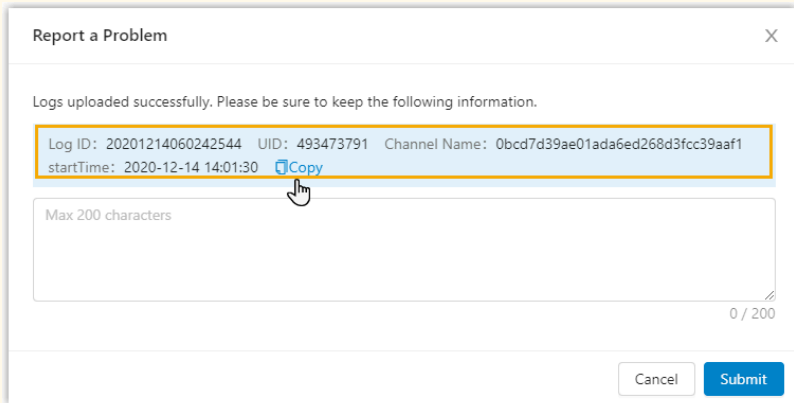
- Leave the meeting.
- End the meeting.

> **Note:**
> Only available for the host.

Upload logs

- Report a problem during a meeting.

Important:
Note down information provided in the pop-up window.



Exit or End a Meeting

This topic describes how to exit or end a meeting.

Exit a meeting

You can exit a meeting if you need to leave early due to unforeseen circumstances.

Procedure

1. If you are the host, you can exit the meeting as follows:
   a. On the bottom tool bar, click **End**.
   b. Select **Leave Meeting** and click **OK**.

      You exit the meeting, and the next participant automatically becomes the host.
2. If you are NOT the host, you can exit the meeting as follows:
   a. On the bottom tool bar, click **End** and **OK**.

      You exit the meeting.

End a meeting

Only the host can end the meeting.

Procedure

1. On the bottom tool bar, click **End**.
2. Select **End Meeting** and click **OK**.

Result

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

Fax Management

Fax Overview

Authorized users can send and receive faxes directly from Linkus Web 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 Web 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 Web 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 Web 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 Web Client

You can send faxes to business contacts directly from Linkus Web 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

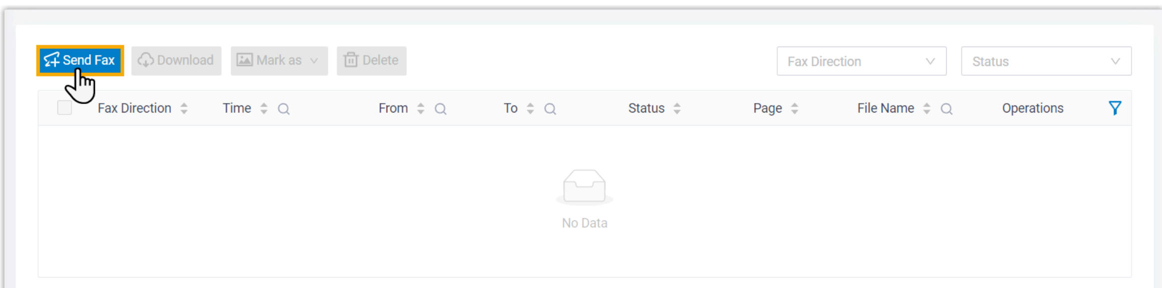
Each fax supports up to **1,000** recipients.

Requirements

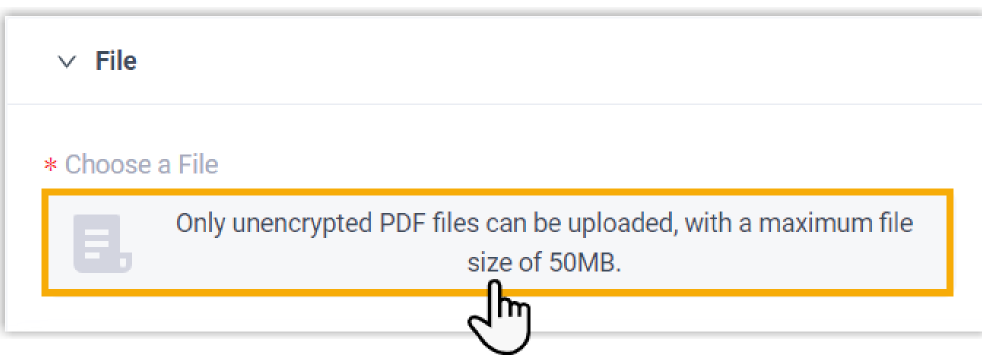
System administrator has granted you the permission to send faxes.

Procedure

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

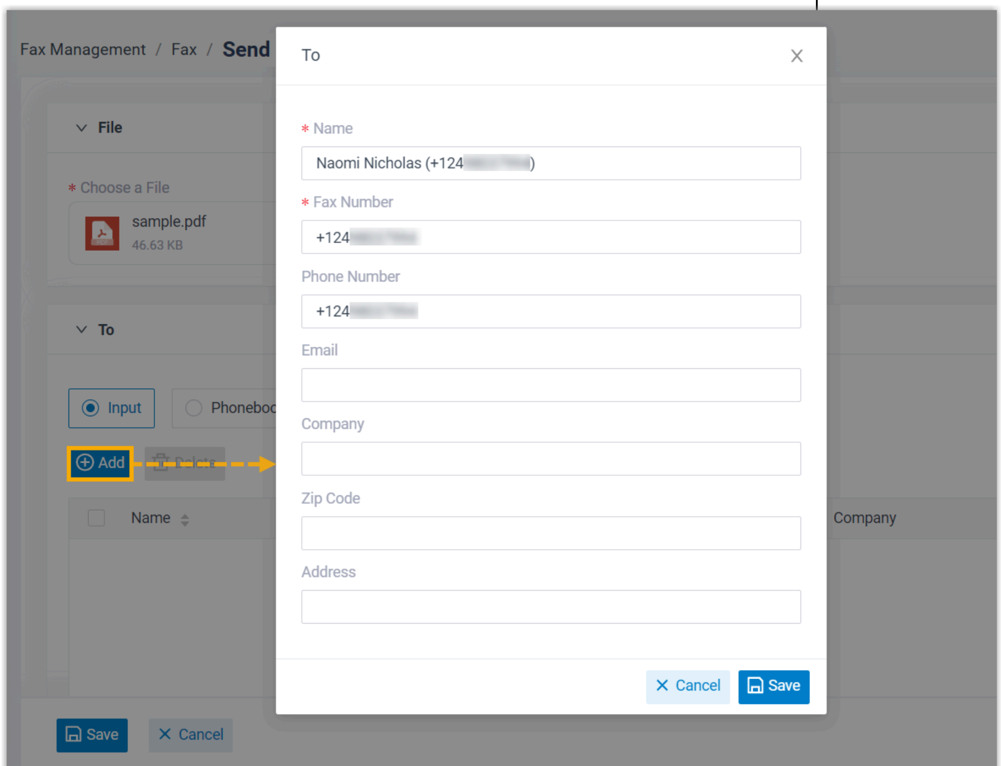
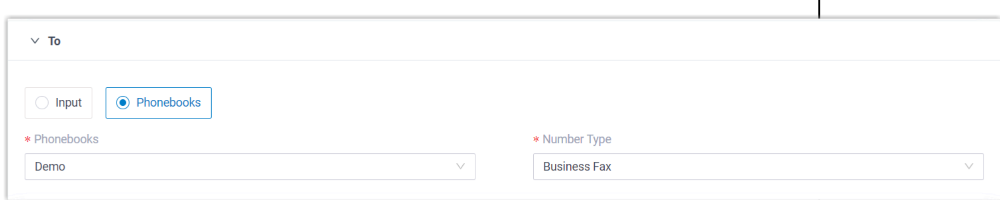


3. Configure outbound fax settings.
    a. In the **File** section, click the upload area to upload the fax file to be sent.

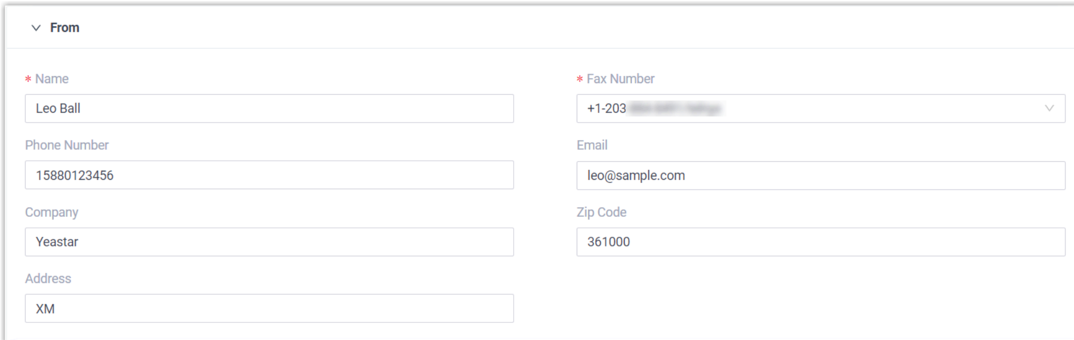


    b. In the **To** section, add fax recipients using one of the following options.

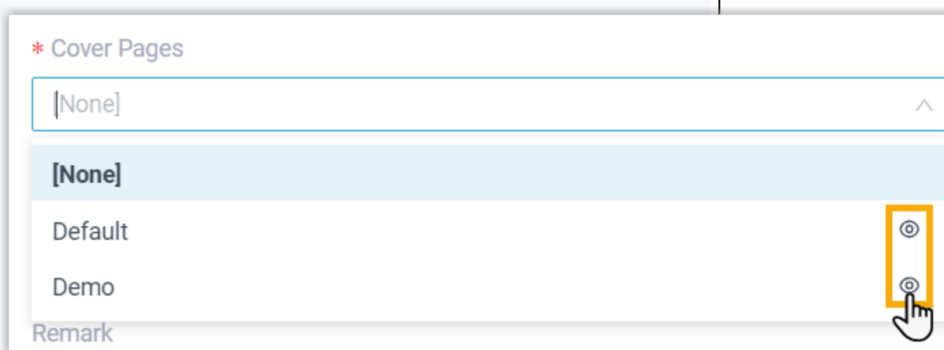
Option	Description
Input	Manually add a single custom recipient, or selecting one from existing external contacts.

Option	Description
	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. 
Phonebooks	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.

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



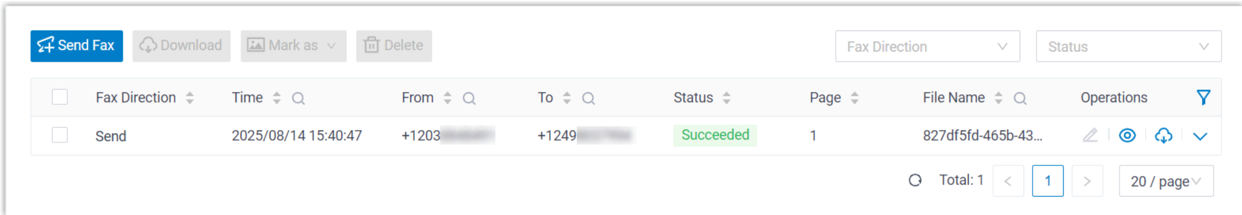
d. In the **Settings** section, complete the following settings.

Setting	Description
Cover Pages	Optional. Select a cover page to include in the outbound fax. **Note:** You can click to preview the cover page. 
Send Time	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.
Remark	Enter a short description.

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 Web Client. This topic describes how to check faxes in Linkus Web Client.

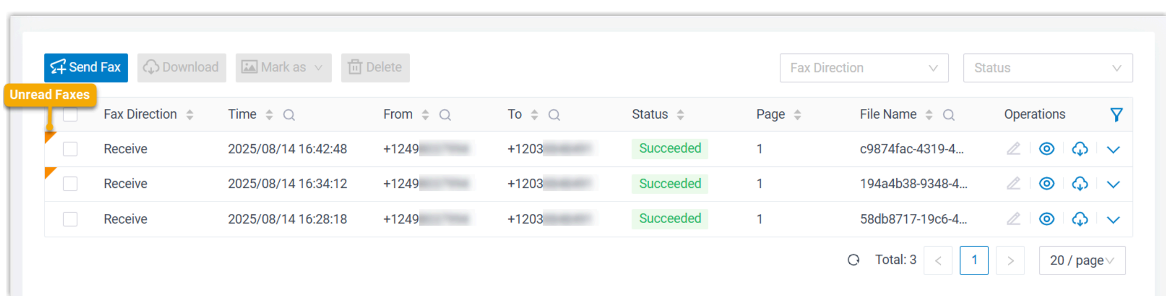
Requirements

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

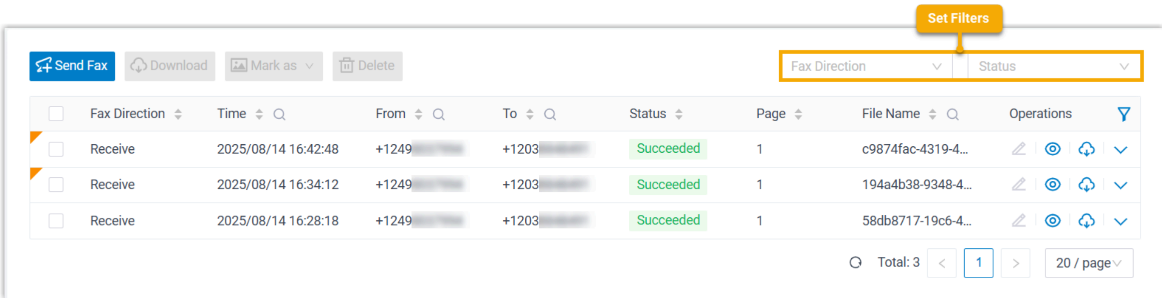
Procedure

1. Log in to Linkus Web 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.

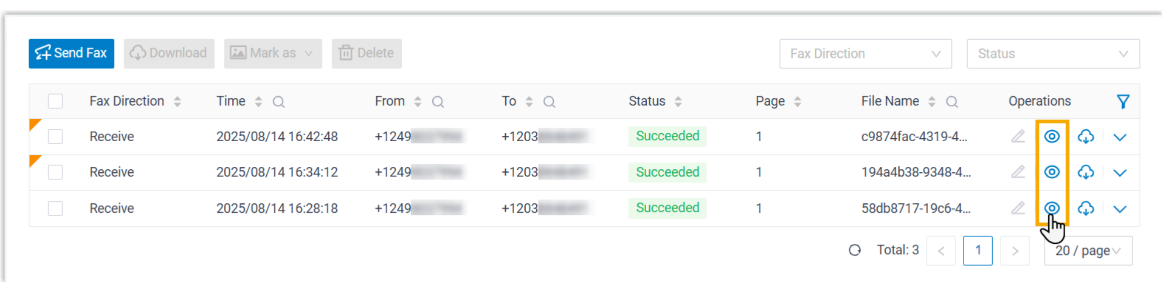
Result

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 new browser tab.



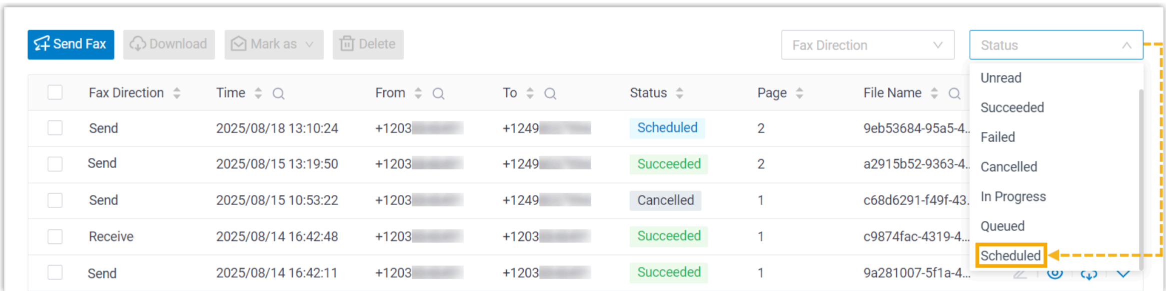
  When an unread fax is previewed, it will be marked as read (with the unread badge cleared), and the status change will be synchronized to your Desktop Client.
- Forward fax to email or another fax number
- Update read status of inbound faxes
- Download fax log and fax file
- Delete fax log and fax file

Cancel a Scheduled Fax

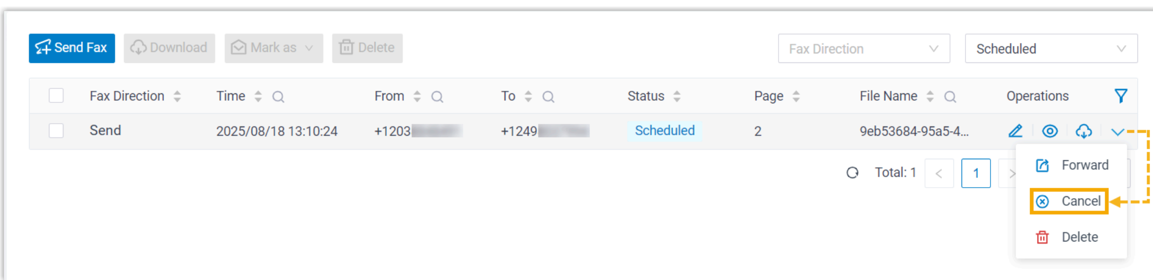
After you schedule an outbound fax, it will be sent at the designated time. You can cancel the scheduled fax if it is no longer needed.

Procedure

1. Log in to Linkus Web 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.

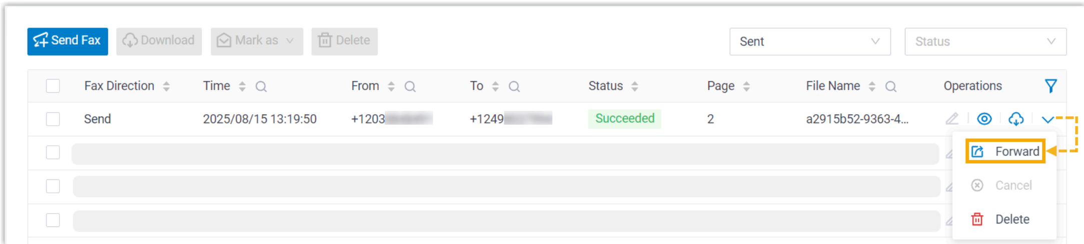
Forward Fax to Email or Another Fax Number

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 Web 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.

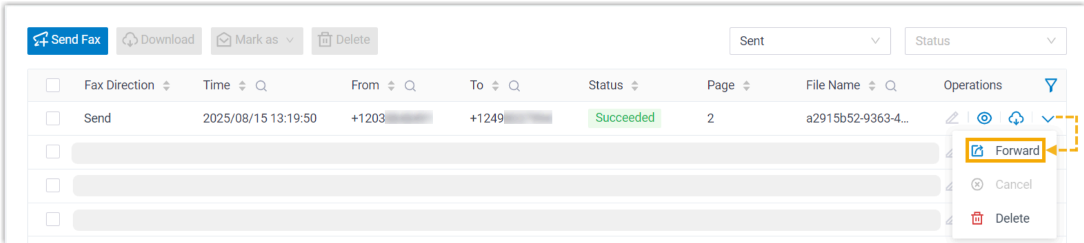
Forward a fax to another fax number

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

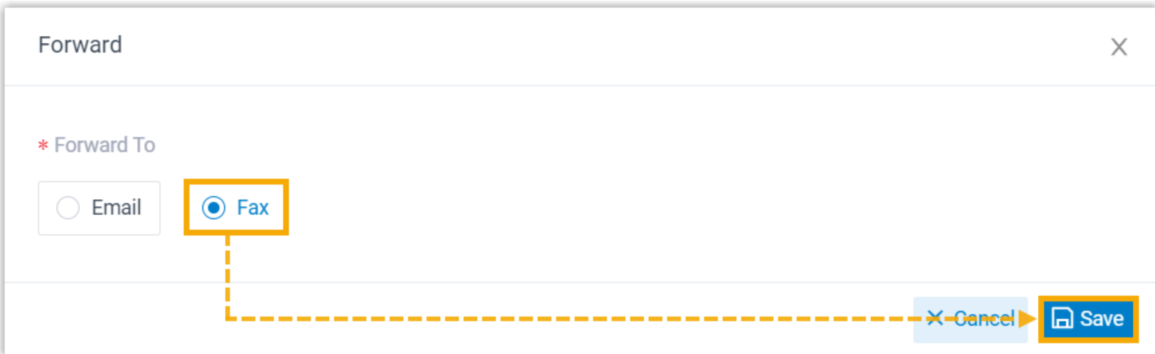
1. Access the fax forwarding page.

a. Log in to Linkus Web 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

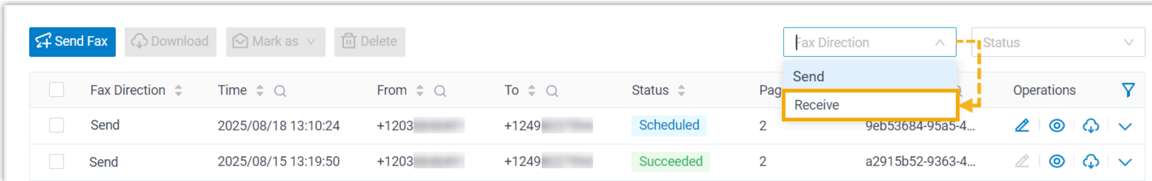
When inbound faxes reach your extension, they are marked with an unread badge in Linkus. If you preview or download a fax, it will be automatically marked as read. In case of need, you can manually change the read status, and the updates will be synchronized to your Linkus Desktop Client.

Restrictions

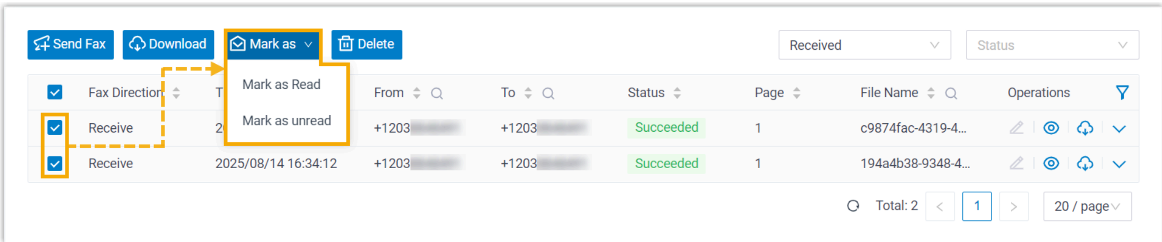
Only the read status of inbound faxes can be modified.

Procedure

1. Log in to Linkus Web 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

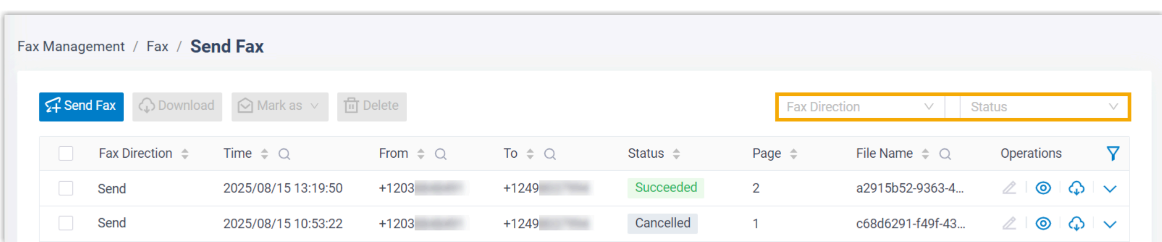
The read status of the selected inbound faxes is updated accordingly.

Download Fax Data

When faxes are sent or received through your Linkus Web 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 Web 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.

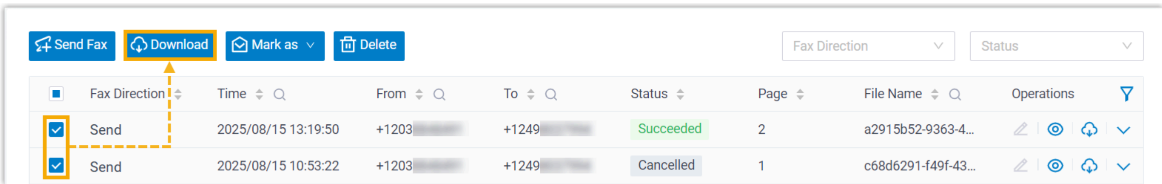


Item	Description
Fax Direction	Select **Send** or **Receive** to filter sent or received faxes.

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.

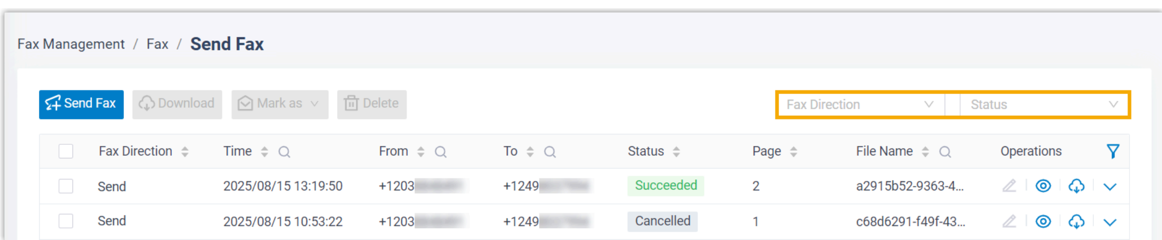
3. Select the checkboxes of the fax logs that you want to download, then click **Download**.



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

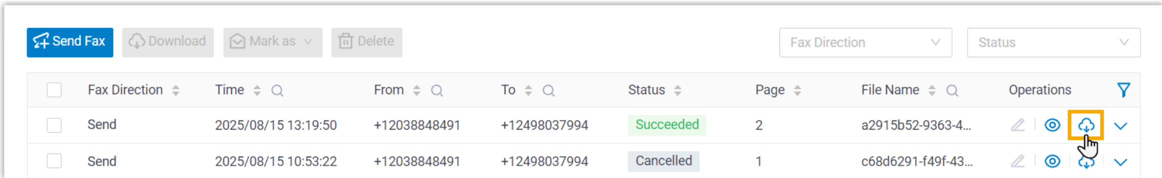
1. Log in to Linkus Web Client, go to **Fax Management > Fax**.
2. **Optional:** At the top of the list, set filters to locate the fax log associated with the fax file that you want to download.



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. Click  beside a desired fax log.



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

Delete Faxes

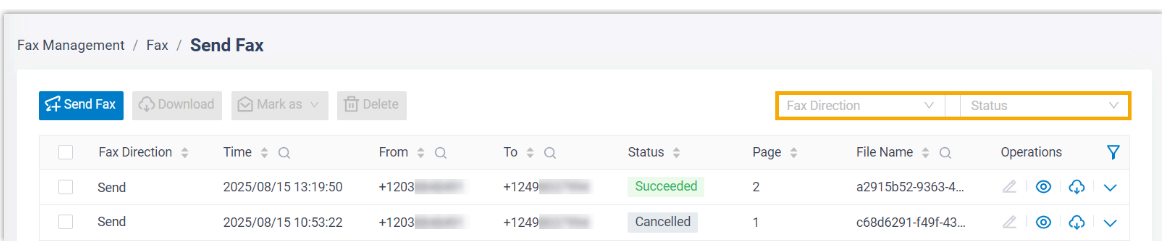
When faxes are sent or received through your Linkus Web Client, the activities are logged and the associated fax files are saved. If you don't need specific faxes, you can delete them as needed.

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

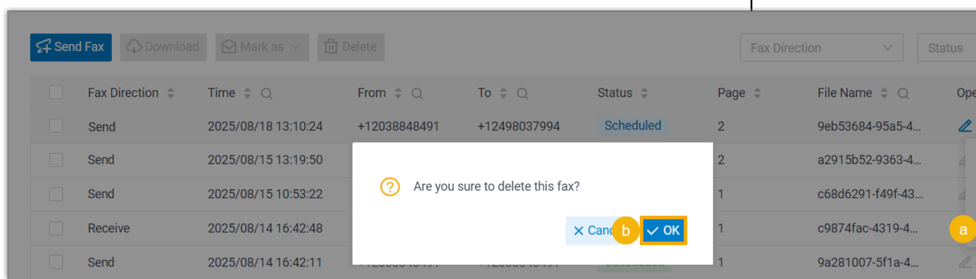
1. Log in to Linkus Web Client, go to **Fax Management > Fax**.
2. **Optional:** At the top of the list, set filters to locate the faxes that you want to delete.

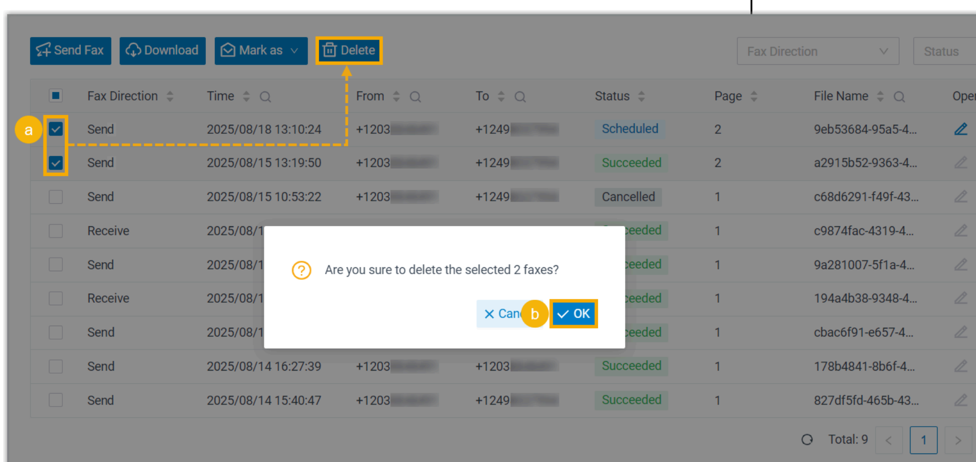


Item	Description
Fax Direction	Select **Send** or **Receive** to filter sent or received faxes.
Status	Select a status to filter faxes.

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 Web Client.

Limitations

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

Requirements

System administrator has granted you the permission to send faxes.

Prerequisites

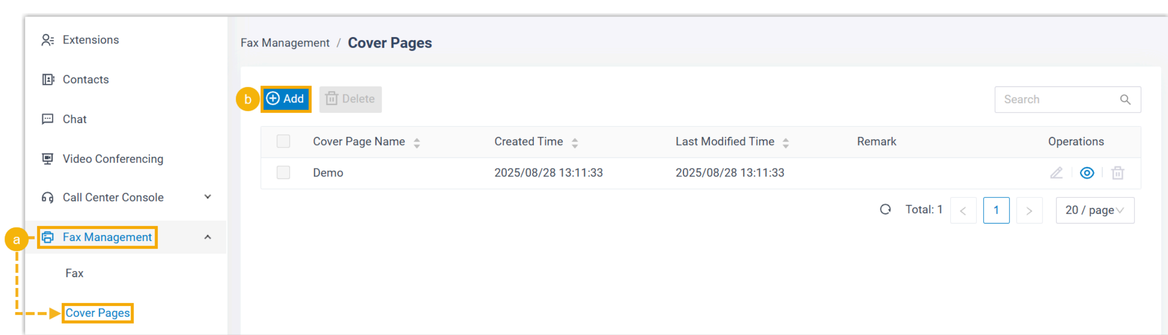
Prepare a fax cover page file that meets the following requirements:

> **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.

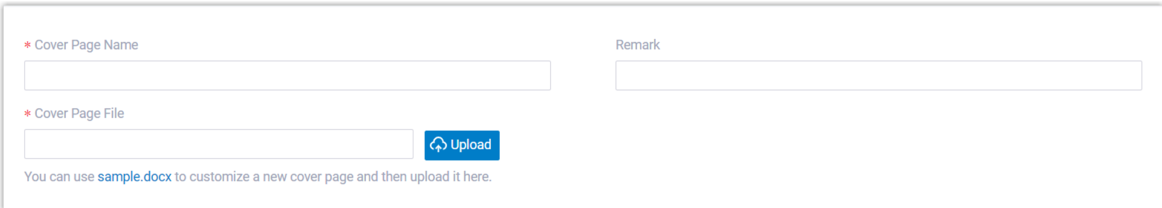


a. Log in to Linkus Web Client, go to **Fax Management > Cover Pages**.

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.

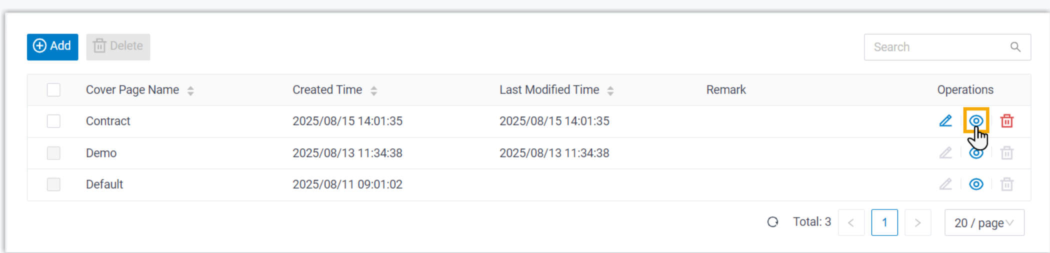


Setting	Description
Cover Page Name	Enter a name to help you identify the cover page.
Remark	Enter a short description.
Cover Page File	Click **Upload** to upload a PDF file.

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 Web 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 Web Client at any time.

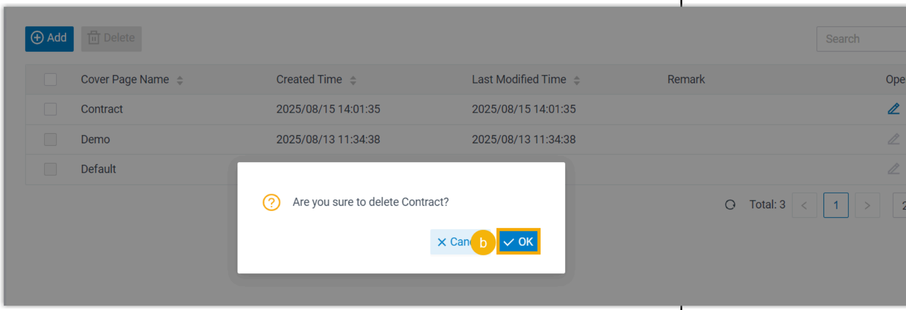
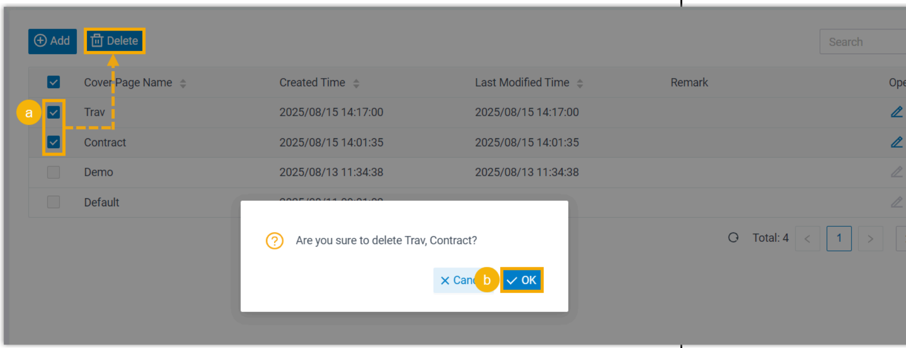
Restrictions

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 Web Client, go to **Fax > Cover Pages**.

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

Scenario	Instruction
Delete a cover page	 a. On the right of the desired cover page, click . b. In the pop-up window, click **OK**.
Delete multiple cover pages	 a. Select the checkboxes of multiple cover pages, click **Delete**. b. In the pop-up window, click **OK**.

Result

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

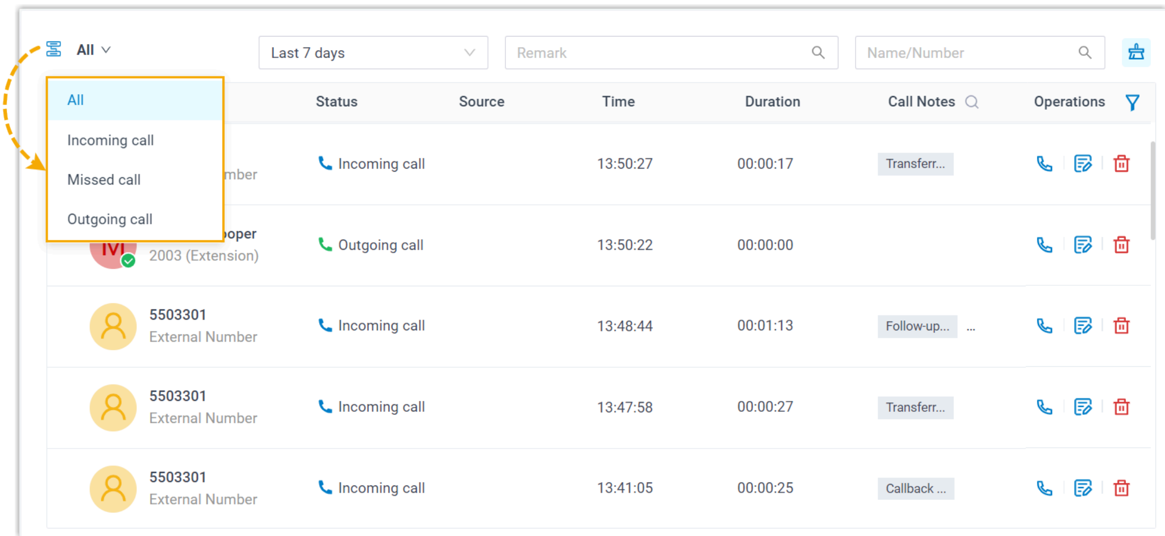
CDR and Recordings

Manage Your Call Logs

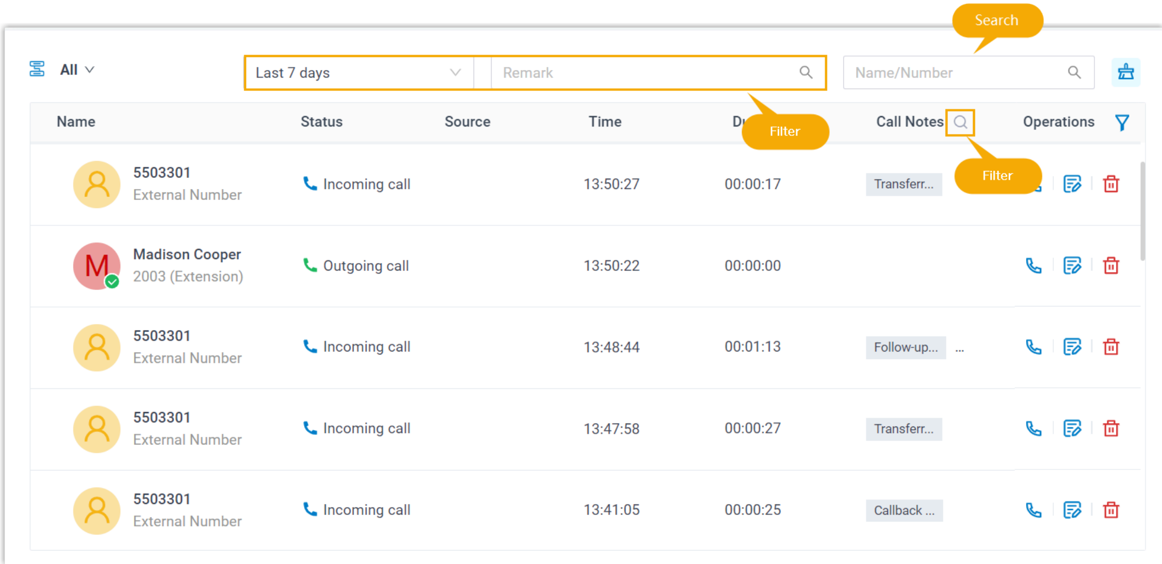
This topic describes how to manage your personal call logs.

Procedure

1. Log in to Linkus Web 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. To chat with a colleague, right click a record, then click **Chat**.
5. To check or edit call notes you added for a call, click .
6. To send call details to specified email addresses for follow-up, click .
7. To place a call to a colleague or an external contact, double click a call log or click .
8. To delete a personal call log, select the desired call log, click and **OK**.
9. To delete all your personal call logs, click on the top-right corner and click **OK**.

> **Note:**
> All your personal call logs are removed from Linkus UC Clients.

Related information

[Manage Queue Call Logs]

Manage Your Recordings

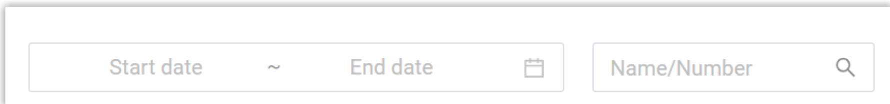
This topic describes how to view and manage your recording files.

Prerequisites

The system administrator has authorized you to view and manage your recording files.

Procedure

1. Log in to Linkus Web Client.
2. On the left navigation bar, click **Recordings**.
3. **Optional:** Find the desired recording files by the time filter or search bar in the top-right corner.



    - To filter recording files by time range, specify the time range and click **OK**.
    - To search for specific recording files, enter a name or a number in the search bar.
4. Manage recording files according to your needs.
    - To listen to a recording file, click .
    - To place a call to a colleague or an external contact, double click a record or click .
    - To download a recording file, click .
    - To delete a recording file, click and **OK**.
    - To bulk delete recording files, select the checkboxes of the desired files, click **Delete** and **OK**.
    - To chat with a colleague, right click a record, click **Chat**.

> **Tip:**
> You can also right click a record to perform the above operations for a specific recording file.

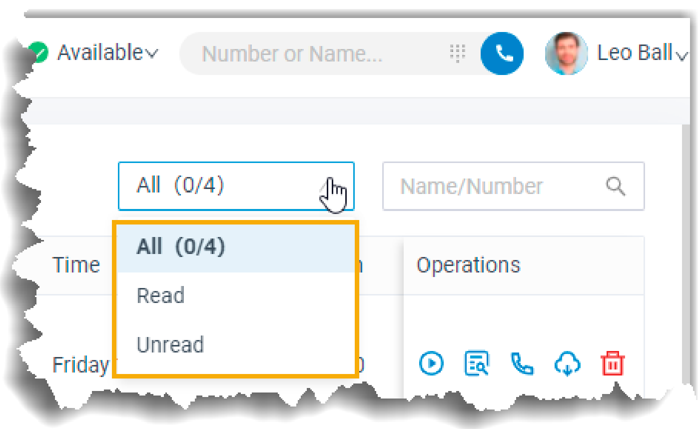
Voicemails

Manage Your Voicemails

This topic describes how to manage your voicemails.

Procedure

1. Log in to Linkus Web Client.
2. On the left navigation bar, click **Voicemails**.
3. **Optional:** To filter voicemails, you can do as follows:
    a. Select which status of voicemail messages you want to check.



    b. In the search bar, enter the caller's name or number.
4. Manage voicemails according to your needs.
    - To listen to a voicemail, click .

      An unread voicemail will be marked as read.
    - To view a transcribed voicemail text, click or .

> **Note:**
> This feature is available only when system administrator has enabled voicemail transcription feature on the PBX server.

    - To place a call to the caller, double click a record or click .
    - To chat with the caller, right click a record, click **Chat**.

> **Note:**
> **Chat** feature is only for internal communication.

- To download a voicemail, click .
- To delete a voicemail, click and **OK**.
- To bulk delete voicemails, select the checkboxes of the desired voicemails, click **Delete** and **OK**.
- To bulk mark voicemails as read, select the checkboxes of the desired voicemails, click **Mark as read**.

> **Tip:**
> You can also right click a record to perform the above operations for a specific voicemail.

Extension Preferences

Extensions

Configure Your Extension Profile

This topic describes how to upload personal avatar and configure account information.

Procedure

1. Log in to Linkus Web Client, go to **Preferences > User > User Information**.
2. Upload your avatar.
    a. Click .
    b. In the pop-up window, select an image from your computer, click **Open**.

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

    c. Click **Upload**.
3. Configure your basic information.
    - **First Name**
    - **Last Name**
    - **Email Address**: You can receive Linkus welcome email, voicemail messages, or event notifications via the email address.
    - **Mobile Number**: You can receive calls or event notifications on 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 Web 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

This topic describes how to view Outbound Caller ID.

Background information

System administrator has set up a trunk "Outbound_US" with common Outbound Caller ID "90001". When you make outbound calls via trunk "Outbound_US", "90001" will be displayed on the callees' phone.

If you are in close connection with customers (eg. a technical support responsible for resolving issues), system administrator may set up a specific outbound caller ID number (eg. 0592-5503301) and a specific outbound caller ID name (eg. Yeastar Support) for you. In this way, customers can verify the identity of caller when receiving incoming calls.

You can check your own outbound caller ID number and outbound caller ID name on Linkus Web Client.

> **Note:**
> To set another outbound caller ID (number and name), contact system administrator.

Procedure

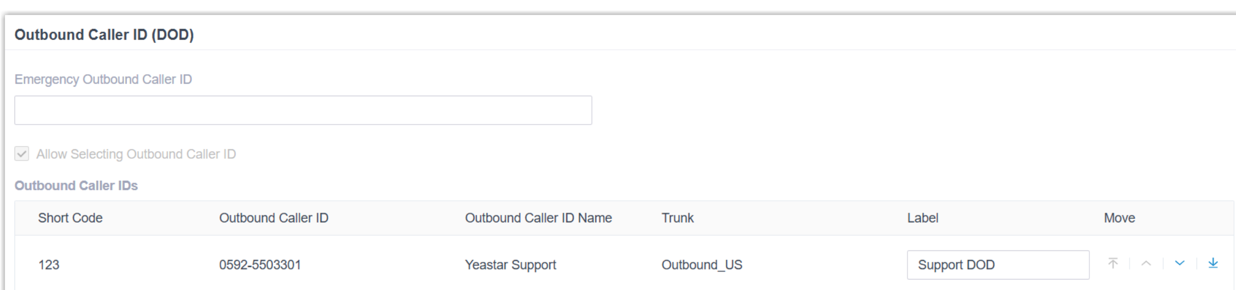
1. Log in to Linkus Web Client.
2. Go to **Preferences > User > Outbound Caller ID (DOD) > Outbound Caller IDs**.

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.

When you make outbound calls via the trunk, the distinctive outbound caller ID will be displayed on the callees' phone.
In this scenario, the callees' phone will display "Yeastar Support <0592-5503301>".

> **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

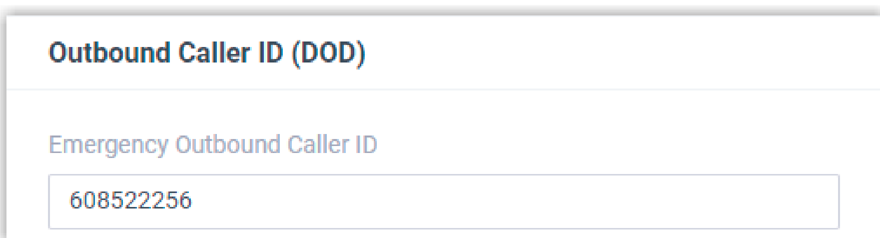
Your company has purchased enhanced emergency service, and system administrator has associated your office extension with an exclusive Emergency Location Identification Number (ELIN, which is associated with your office location). When you place an emergency call by the extension, the emergency operator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

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

You can check emergency outbound caller ID on Linkus Web Client.

Procedure

1. Log in to Linkus Web 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

Presence Settings

This topic describes presence settings.

The system has default presence (**Available**, **Away**, **Do Not Disturb**, **Lunch Break**, **Business Trip**, and **Off Work**) to help colleagues tell if you are available. For each presence, you can configure presence settings differently. When your presence changes, the presence settings will change accordingly.

Log in to Linkus Web client, go to **Preferences > Presence**, select a presence and configure the following settings.

- Presence Information
- Call Forwarding
- Ring Strategy
- Ring Timeout
- Options

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. You can set different destinations for incoming calls based on extension presence.

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	Select a forwarding condition and configure a destination. • **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 endpoints where your extension is registered.

- **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 will ring first.
Ring Secondly	Set which endpoint will ring secondly.

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**.

Setting	Description
Ring Timeout	Enter a value or select a value from the drop-down list. **Note:** The valid range is from 5 to 300.

Options

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:**
> The feature is unavailable in **Do Not Disturb** status.

Setting	Description
Ring the Mobile Number Simultaneously	Check the option to enable this feature, and configure your mobile number.
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 Notification	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 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.
Log Out	Log out of a queue.
Pause	Pause receiving queue calls.

Setting	Description
	Note: You can select a specific pause reason in the **Pause Reason** drop-down list.
Do Nothing	Retain current status.

Manually Switch Presence

This topic describes how to manually switch presence, including switch presence to a fixed status or a temporary status.

Switch presence to a fixed status

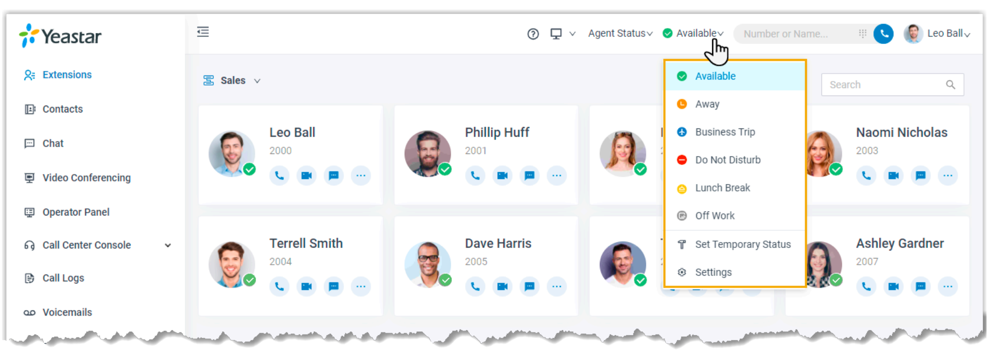
You can switch presence to a fixed status in the following ways:

- Switch presence to a fixed status on Linkus Web Client
- Switch presence to a fixed status by dialing a feature code

Switch presence to a fixed status on Linkus Web Client

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

   Related presence settings take effect.



Switch presence to a fixed status by dialing a feature code

On dialpad, dial a presence's feature code.

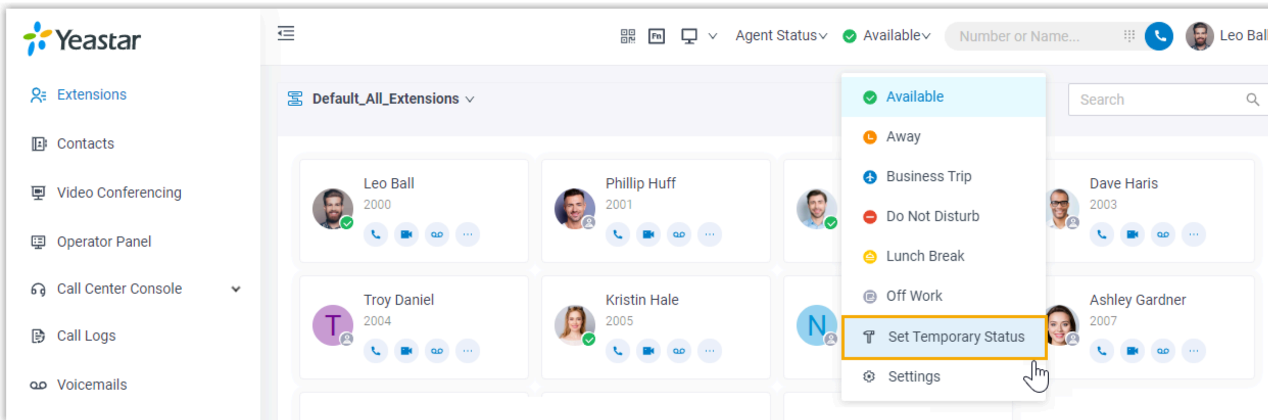
> **Note:**
> Contact system administrator to obtain feature code.

Switch presence to a temporary status

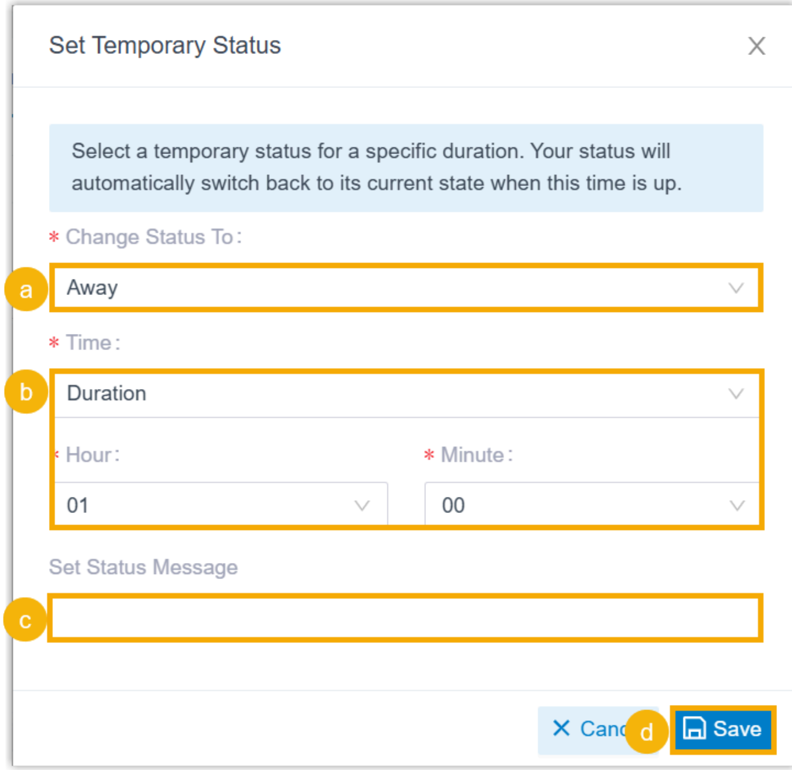
Assume that you would be away for a scheduled meeting during which you are unavailable to answer calls, but you want calls to be forwarded to the previous destination when you are available. In case you forget to change presence, you can switch presence to a temporary status, and set how long the status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

Procedure

1. Log in to Linkus Web 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.

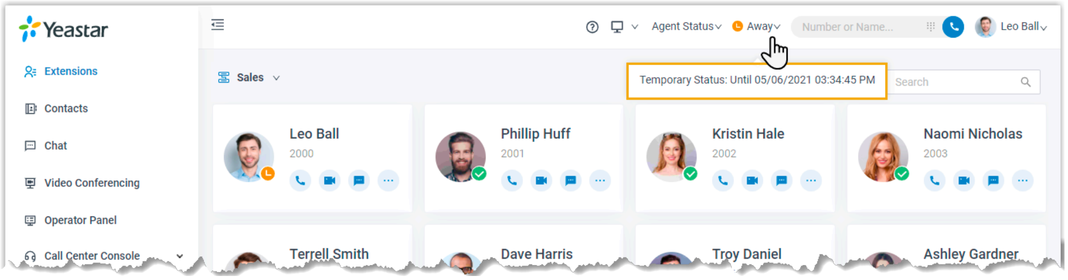
      If you choose this option, you need to set date and time in the **Date** field.
c. **Optional:** In the **Set Status Message** field, add a personal note to the temporary status.
d. Click **Save**.

   Related presence settings take effect.

Result

In the top pane, hover your mouse over presence, check when the temporary status will expire.

When it comes to the expiration time, presence and relevant settings would be switched back to the previous one.



Automatically Switch Presence Based on Business Hours and Holidays

This topic gives a configuration example to describe how to configure presence auto switch based on Business Hours and Holidays.

Background information

You want presence to be automatically switched according to the Business Hours and Holidays.

Assume that your administrator has set Business Hours and Holidays on PBX, and you want the presence to be automatically switched according to the following time schedule:

Business Hours and Holidays	Time-based Presence
Business Hours: 09:00-12:00 and 14:00-18:00 from Monday to Friday.	Available
Break Hours: 12:00-14:00 from Monday to Friday.	Lunch Break
Holidays: December 25 to January 5.	Off Work
Outside Business Hours: The time periods that are not defined as Business Hours, Break Hours, or Holidays.	Off Work

Procedure

1. Log in to Linkus Web Client, go to **Preferences > Features**.
2. In the **Time-conditional Presence Auto Switch** section, configure the following presence based on the time:

- **Business Hours**: Select a status to be displayed during office hours.

  In this scenario, select **Available**.
- **Break Hours**: Select a status to be displayed during break time.

  In this scenario, select **Lunch Break**.
- **Holidays**: Select a status to be displayed during holiday.

  In this scenario, select **Off Work**.
- **Outside Business Hours**: Select a status to be displayed during non-office hours.

  In this scenario, select **Off Work**.

3. Click **Save**.

> **Note:**
> The priority of presence switching at different times is: **Holidays** > **Break Hours** > **Business Hours** > **Outside Business Hours**.

Result

Presence will be switched automatically according to the Business Hours and Holiday status.

For example, after 18:00, the presence displayed on Linkus client will be switched to **Off Work**.

> **Note:**
> If someone force switches Business Hours Status, the presence will be switched according to the current Business Hours status.
>
> For example, Business Hours status is switched from **Outside Business Hours** to **Business Hours**, the presence will be switched from **Off Work** to **Available**.

Related information

[Manually Switch Presence](#)

Associate Your Queue Status with Your Extension Presence

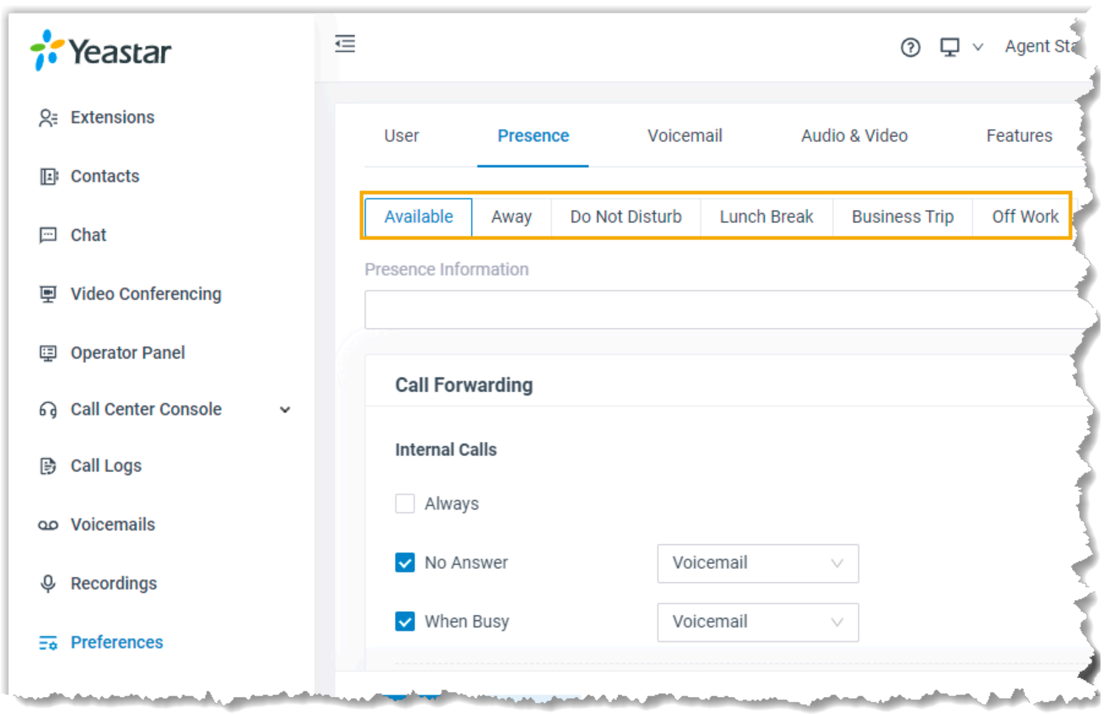
This topic describes how to configure your queue status to change along with extension presence.

Background information

If you are a dynamic agent who needs to frequently log in to or out of a queue, you can configure your queue status to change along with your extension presence. For example, automatically log in to a queue when you are available to answer calls while automatically pausing service when you are away from desk.

Procedure

1. Log in to Linkus Web Client, go to **Preferences > Presence**.
2. On the status bar, select a presence status.



3. In the **Agent Status Auto Switch** drop-down list, select an action.
    - **Log In**
    - **Log Out**
    - **Pause**

    > **Note:**
    > You can select a specific pause reason in the **Pause Reason** drop-down list.

    - **Do Nothing**
4. To configure for more status, repeat **step2-3**.

5. Click **Save**.

Result

If extension presence changes, your work status in a queue to which you belong will change accordingly.

> **Note:**
> This setting takes effect for all the queues to which you belong.

Enable or Disable Linkus Push Notifications

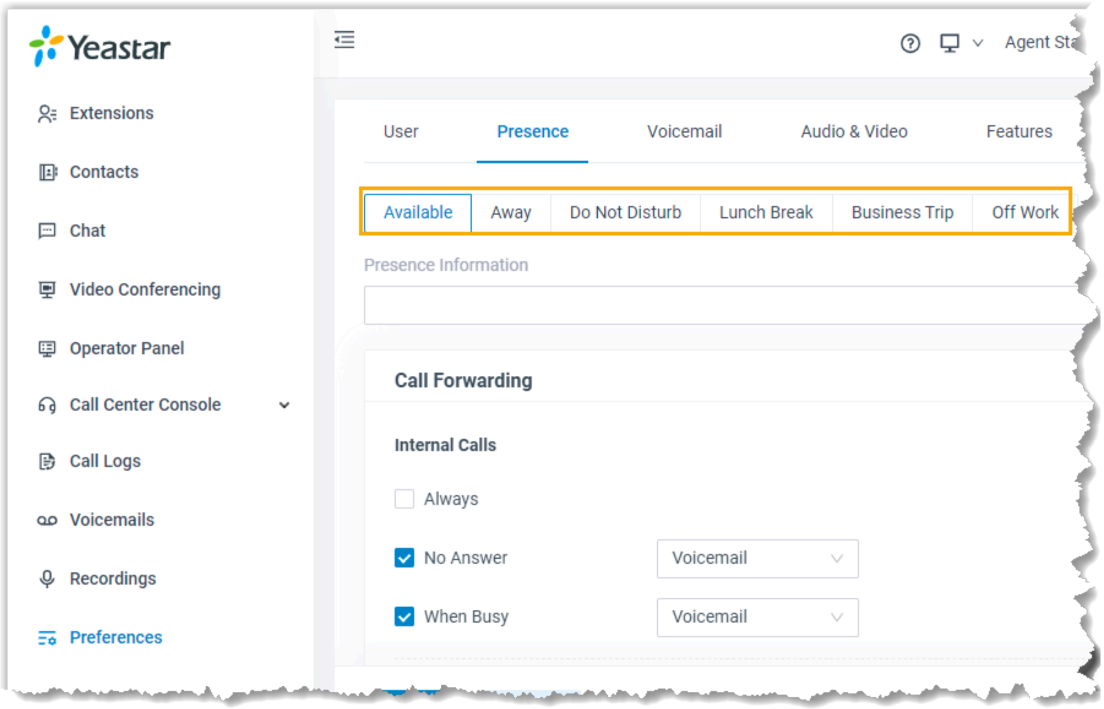
This topic describes how to enable or disable push notifications on Linkus Mobile Client.

Background information

If your extension receives new messages (eg. missed call, new voicemail messages, etc) while Linkus is running in the background on your mobile phone, the system will wake up Linkus on alert messages. By default, you will receive Linkus notifications no matter which presence (except **Do Not Disturb**) your extension is in. You can configure Linkus push notifications for different extension presence.

Procedure

1. Log in to Linkus Web Client, go to **Preferences > Presence**.
2. To configure push notification for a specific presence, select one on the status bar.



3. In the **Options** section, select or unselect the checkbox of **Accept Push Notifications**.
4. To configure push notification for other presence, repeat **step2-3**.
5. Click **Save**.

Voicemail

Customize Your Voicemail Settings

The phone system supports voicemail feature, which helps you receive audio messages when you are unavailable to answer calls. You can retain default settings, or customize voicemail settings. This topic describes how to customize voicemail settings.

Enable or disable voicemail feature

1. Log in to Linkus Web Client, go to **Preferences > Voicemail**.
2. To enable voicemail feature, turn on the option **Enable Voicemail**.
3. To disable voicemail feature, turn off the option **Enable Voicemail**.
4. Click **Save**.

Configure voicemail Access PIN

1. Log in to Linkus Web Client, go to **Preferences > Voicemail**.
2. To access voicemail messages directly, select **Disabled** from the drop-down list of **Voicemail PIN Authentication**.
3. To require a PIN code to be entered when you access voicemail, select **Enabled** from the drop-down list of **Voicemail PIN Authentication**, and enter a PIN code in the **Voicemail Access PIN** field.

> **Note:**
> The PIN code must be number, and the length must be 3-15 digits.

4. Click **Save**.

Configure email notifications for new voicemails

1. Log in to Linkus Web Client, go to **Preferences > Voicemail**.
2. In the **New Voicemail Notification** drop-down list, set whether and how to receive notification when a new voicemail reaches your extension number.
    - **Do Not Send Email Notifications**: Disable email notification.
    - **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 a notification email as soon as receiving a new voicemail message.
3. 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 the notification emails to your email address. • **Custom Email**: Send the notification emails to a custom email address. Enter the desired email address in the **Custom Email Address** field.

4. Click **Save**.

Configure voicemail play options

Decide which messages will be played before playing a voicemail.

1. Log in to Linkus Web Client, go to **Preferences > Voicemail**.
2. Select the checkboxes of the messages to be played before 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.
3. Click **Save**.

Change voicemail greetings

Decide which greetings will be played to callers when they reach your mailbox.

> **Tip:**
> You can use system greeting or your customized greeting.

1. Log in to Linkus Web Client, go to **Preferences > Voicemail**.
2. In the **Voicemail Greeting** section, configure greeting settings according to your needs.
    - **Default Greeting**: Select a greeting from the drop-down list of **Default Greeting**.

      Default greeting is played if no greeting is specified for a presence.
    - **Presence Greetings**: Select a greeting or create a new greeting from the drop-down list of corresponding presence.

      The presence greeting is played based on extension presence.
3. Click **Save**.

Record or Upload Voicemail Greetings

This topic describes how to record or upload 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.

Background information

The personalized greetings can delight the callers, and let them know why you're unavailable and how they can best contact you. It is easy to customize personal greeting in two ways:

Note:
You can customize up to 10 personal greetings.

- **Upload a voicemail greeting**: 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 8MB.
- **Record a voicemail greeting via a phone**: Place a call from system, you can answer the call and record your voice as voicemail greetings.

Upload a voicemail greeting

1. Log in to Linkus Web 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.

   You can view and manage the greeting in **Greeting Management**.

Record a voicemail greeting via a phone

1. Log in to Linkus Web 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.

4. In the **Audio File Name** field, enter a name to help you identify it.
5. In the **Extension** drop-down list, select your extension to record a greeting.
6. Click **Save**.

   The system places a call to your extension.
7. Answer the call, and record greeting on the phone.

   Press # key or hang up after recording greeting. You can view and manage the greeting in **Greeting Management** tab.

Manage Personal Voicemail Greetings

This topic describes how you can manage personal greetings, including editing, playing, downloading, and deleting greetings.

Edit a personal 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 Web 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 personal greeting

1. Log in to Linkus Web 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 web 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 personal greeting

1. Log in to Linkus Web 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 personal greetings

1. Log in to Linkus Web Client, go to **Preferences > Voicemail**.
2. In the **Voicemail Greeting** section, click **Greeting Management**.
3. To delete a greeting, do as follows:
    a. Click beside the greeting.
    b. Click **OK** and **Apply**.
4. To delete greetings in bulk, do as follows:
    a. Select the checkboxes of the desired greetings, click **Delete**.
    b. Click **OK** and **Apply**.

Audio and Video

Configure Audio and Video

This topic describes how to configure audio and video.

Important:

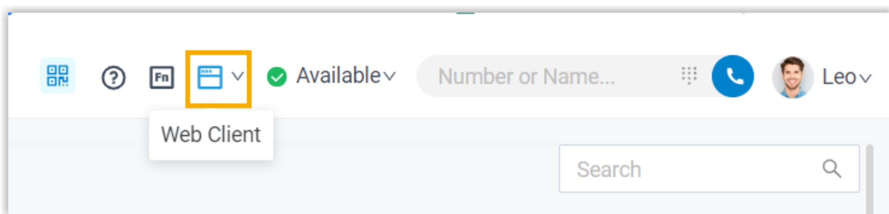
- Video settings require support from your organization's PBX server.
- You can NOT configure audio and video in either of the following scenarios:
    - Linkus Web Client is in CTI mode.

      In this scenario, the **Audio & Video** configuration page is not displayed.
    - Linkus Web Client is associated with 'Yeastar Linkus for Google' Chrome extension.

> **!** In this scenario, the **Audio & Video** configuration page can not be edited, and the page prompts "Media settings are handled by Yeastar Linkus for Google".

Prerequisites

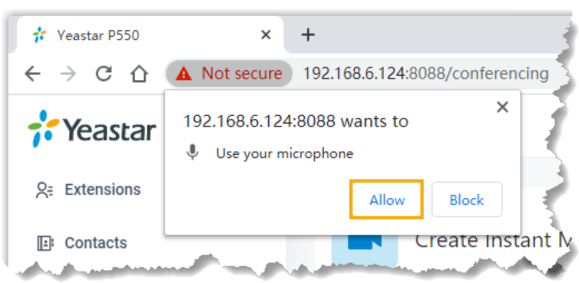
- Allow web browser to access microphone and camera in computer.
- Linkus Web Client is in **Web Client** mode.



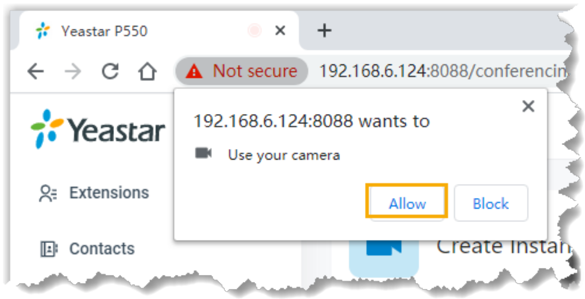
Procedure

1. Log in to Linkus Web Client, go to **Preferences > Audio & Video**.

   A window pops up, which asks permission for Linkus Web Client to use microphone.
2. In the pop-up dialog box, allow Linkus Web Client to use microphone and camera.
   a. Click **Allow** to allow Linkus Web Client to use microphone.

   The microphone is turned on.
   b. Click **Allow** to allow Linkus Web Client to use camera.



The camera is turned on, you can see a preview video of yourself on the left side of the page.

> **Note:**
> If you fail to see a preview video of yourself, you need to check if the camera is in use. Refresh the page and try again when the camera is available.

3. On right side of the page, select desired device from the drop-down list of **Camera**, **Microphone**, **Speaker**, and **Ringing Device**.
4. If you have a headset compatible with Linkus Web Client, you can set up the headset to work with Linkus Web 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 Web Client and Integrate Headsets with Linkus Web Client (before v37.7.0.16).
5. Click **Save**.

Integrate HID-compliant Headsets with Linkus Web Client

If you have a **HID-compliant headset** on hand and you use a specific version of **Linkus Web Client** and a specific **Web Browser**, you can set up the HID-compliant headset as the audio device for Linkus Web Client, so as to control Linkus calls via the headset.

> **Tip:**
> If you set up Linkus Web Client to work with 'Yeastar Linkus for Google', you can also integrate HID-compliant headsets on 'Yeastar Linkus for Google'. For more information, see Integrate HID-compliant Headsets with Linkus Web Client on 'Yeastar Linkus for Google'.

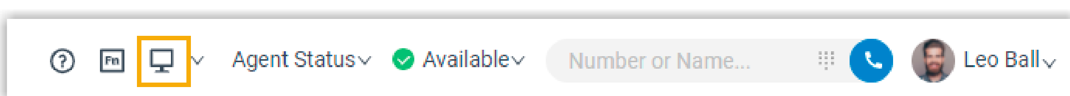
Requirements

Only when your devices meet the following requirements can you integrate headset with Linkus Web Client as the instructions provided in this topic.

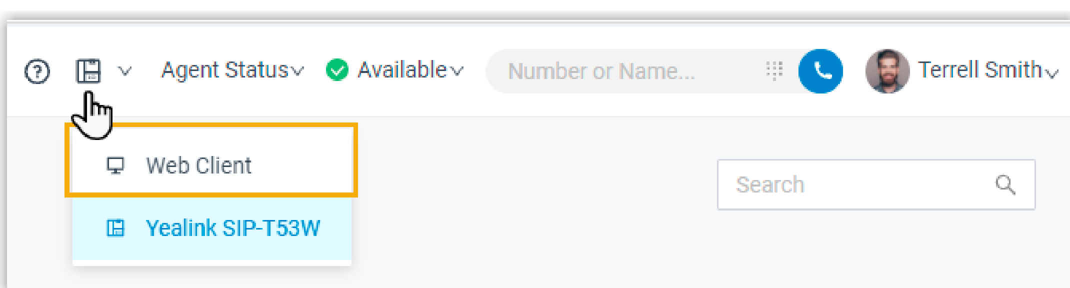
Item	Requirement
Linkus Web Client	• 37.7.0.16 or later
Web Browser	• Google Chrome: Version 89 or later • Microsoft Edge: Version 89 or later • Opera: Version 75 or later
Headset	• All HID-compatible headsets (connected via USB or Bluetooth transmitter) are supported. **Note:** Headsets from **Jabra**, **Yealink**, **EPOS**, **Poly** have been verified to work properly. Headsets from other brands may be subject to limitations.

Procedure

1. Make sure Linkus Web Client is in **Web Client** mode, or you can NOT set up the HID-compliant headset as the audio device.
    a. Log in to Linkus Web Client.
    b. At the toolbar, check if  is displayed.

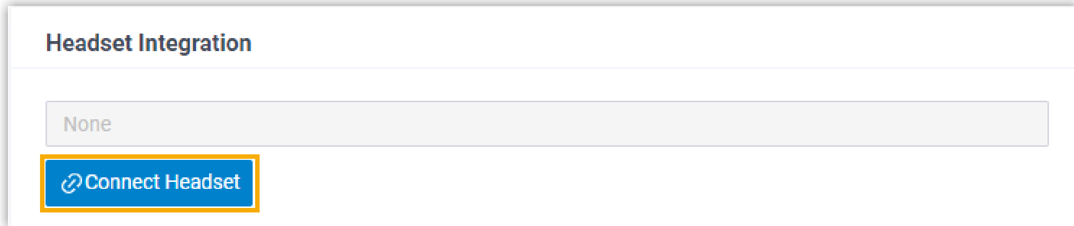


If not, select **Web Client** from the drop-down list.

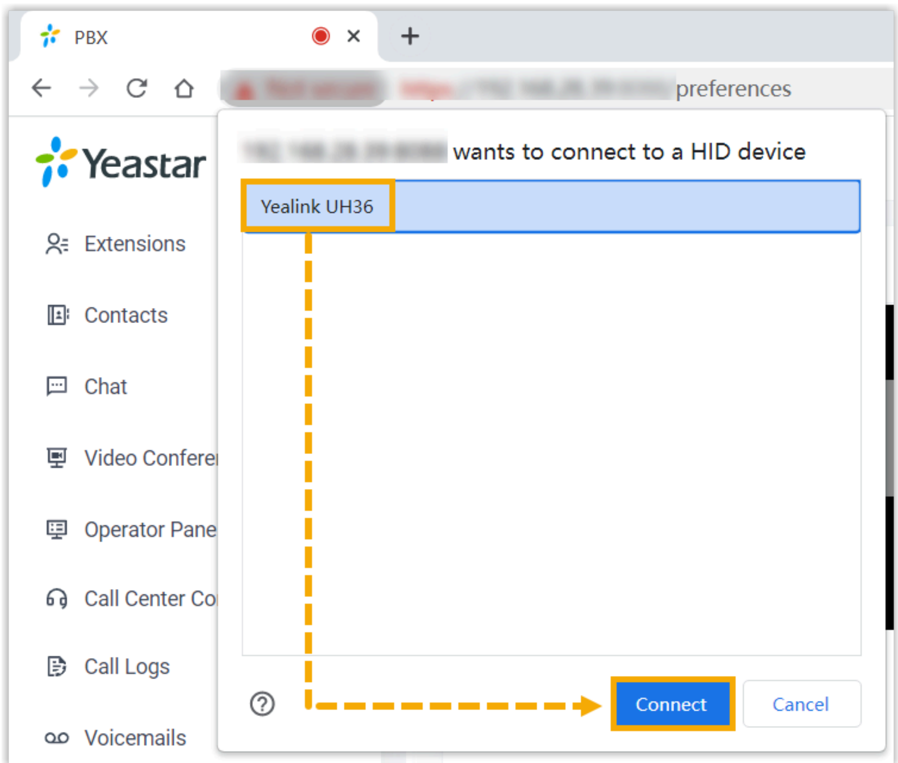


2. Connect the HID-compliant headset to Linkus Web Client.
    a. Connect the HID-compliant headset to the USB port of your computer.

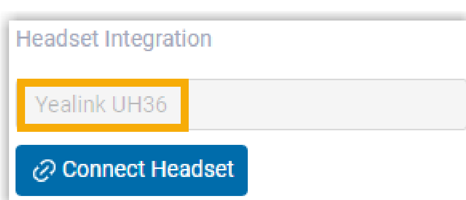
b. Go to **Preferences > Audio & Video > Headset Integration**, click **Connect Headset**.



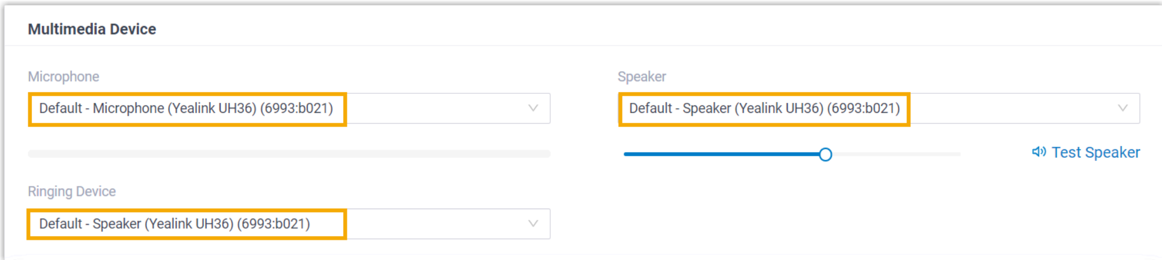
c. In the pop-up window, select the connected HID-compliant headset, then click **Connect**.



The HID-compliant headset is connected and displayed.



3. In the **Multimedia Device** section, set up the HID-compliant headset as the audio device for Linkus Web Client.



- **Microphone**: Select the HID-compliant headset.
- **Speaker**: Select the HID-compliant headset.

> **Tip:**
> You can click **Test Speaker** to test volume.

- **Ringing Device**: Select the HID-compliant headset or any desired device.

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

Integrate Headsets with Linkus Web Client (before v37.7.0.16)

If you have a specific Jabra Headset on hand and you use a specific version of **Linkus Web Client** and **Google Chrome** web browser, you can set up the Jabra headset as the audio device for Linkus Web Client, so as to control Linkus calls via the headset.

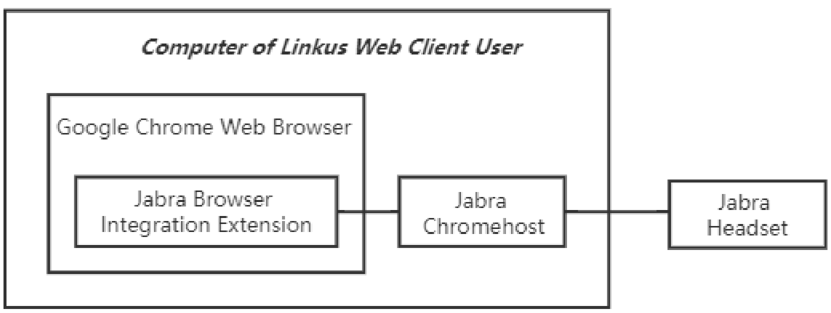
Prerequisites

Only when your devices meet the following requirements can you integrate headset with Linkus Web Client as the instructions provided in this topic.

Item	Requirement
Linkus Web Client	• v37.6.0.24 • v37.6.0.25 • v37.6.0.46
Web Browser	• Google Chrome: Version 87 or later.
Headset	• Jabra Evolve Series • Jabra Pro Series • Jabra Speak Series • Jabra Engage Series • Jabra Biz Series

Procedure

To integrate Jabra headset with Linkus Web Client, you need to install **Jabra Chromehost** and **Jabra Browser Integration Extension** to ensure advanced functionality of Jabra headset, then configure the Jabra headset as the audio device of Linkus Web Client.

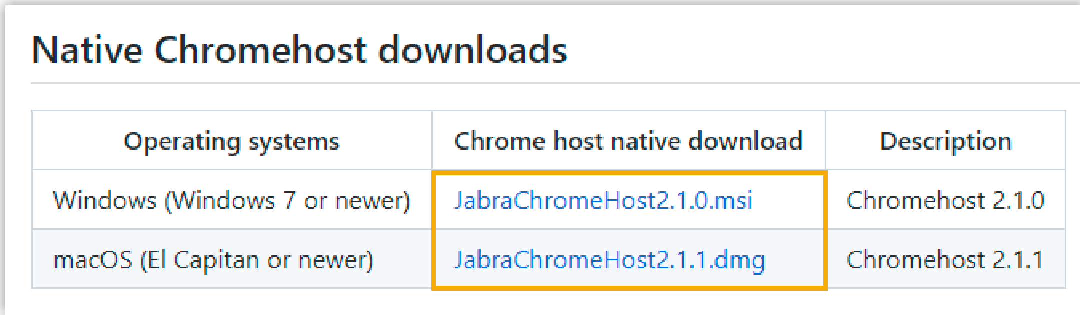


- Step1. Install 'Jabra Chromehost' on the computer
- Step2. Install 'Jabra Browser Integration Extension' on Google Chrome browser
- Step3. Configure Linkus Web Client to use Jabra Headset

Step1. Install 'Jabra Chromehost' on the computer

Jabra Chromehost is an application that allows access to Jabra Headset.

1. Visit Jabra Browser Integration.
2. Scroll down to **Native Chromehost downloads** section.
3. In the **Chrome host native download** column, click an installation package based on your operating system.

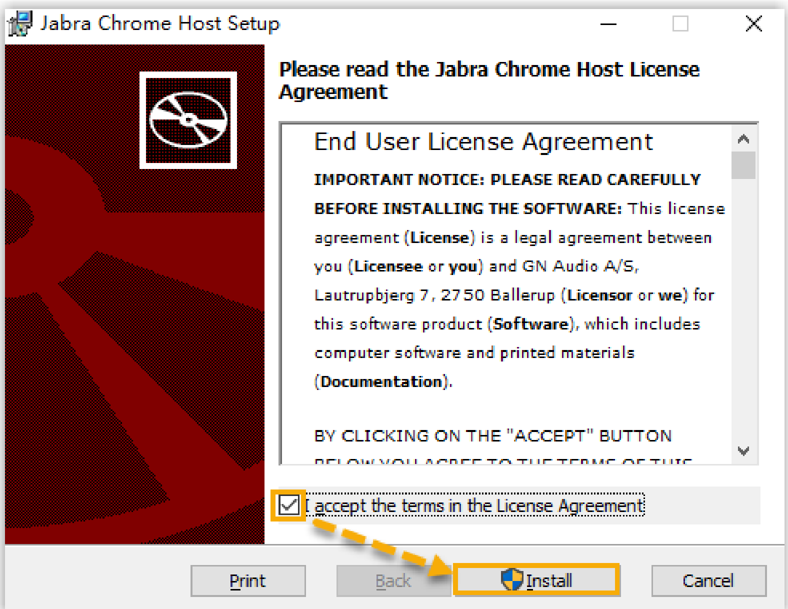


Native Chromehost downloads

Operating systems	Chrome host native download	Description
Windows (Windows 7 or newer)	JabraChromeHost2.1.0.msi	Chromehost 2.1.0
macOS (El Capitan or newer)	JabraChromeHost2.1.1.dmg	Chromehost 2.1.1

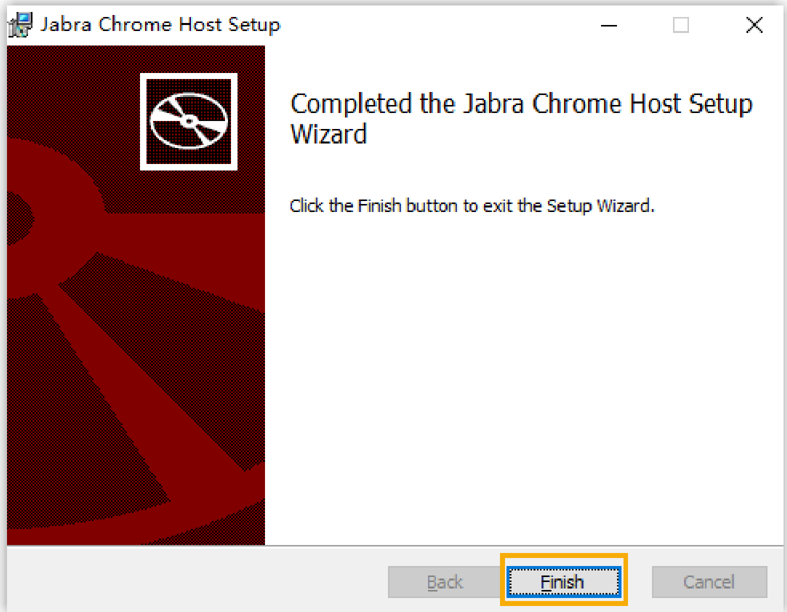
Jabra Chromehost is downloaded.

4. Install **Jabra Chromehost**.
    a. Double click the installation package that you have downloaded.
    b. Select the checkbox of acknowledgement, then click **Install**.



The **Jabra Chromehost** is installing.

    c. After **Jabra Chromehost** is installed, click **Finish** to exit the Setup Wizard.



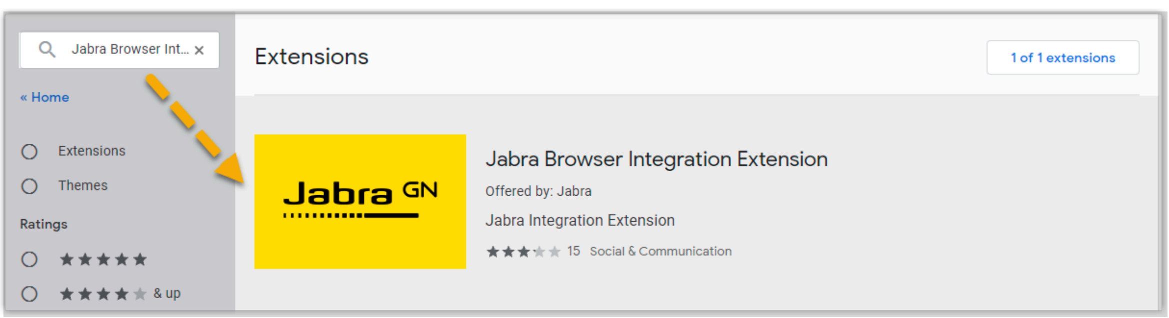
Step2. Install 'Jabra Browser Integration Extension' on Google Chrome browser

Jabra Browser Integration Extension is an extension for Google Chrome, which allows Chrome to communicate with the installed **Jabra Chromehost**.

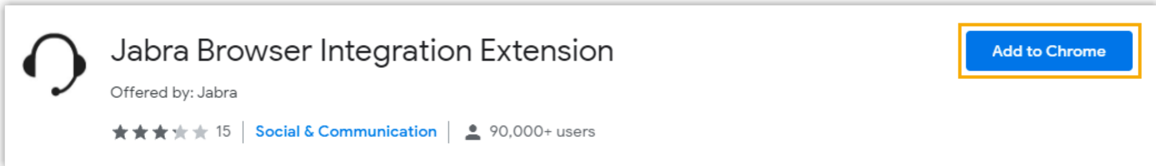
Follow the instructions below to install the extension.

1. On your computer, open [Chrome Web Store].
2. In the search bar, enter `Jabra Browser Integration Extension` and press **`Enter`**.

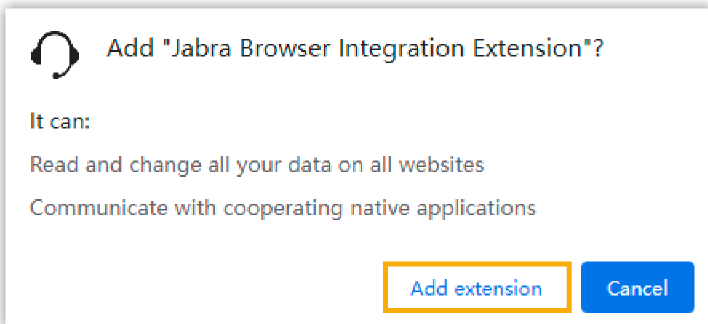
   The **Jabra Browser Integration Extension** is displayed on the page.



3. Click **Jabra Browser Integration Extension**.
4. On the right of the extension, click **Add to Chrome**.



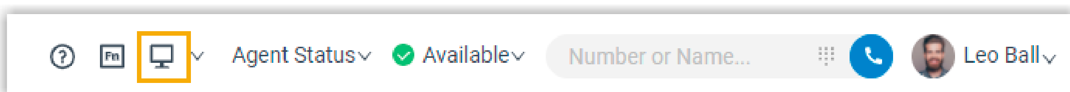
5. In the pop-up window, check the permissions that **Jabra Browser Integration Extension** requests, then click **Add extension**.



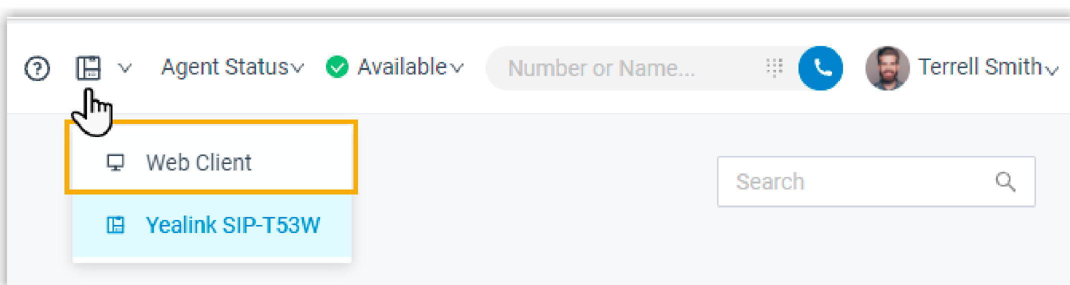
Jabra Browser Integration Extension is installed.

Step3. Configure Linkus Web Client to use Jabra Headset

1. Make sure Linkus Web Client is in **Web Client** mode, or you can NOT set up the Jabra headset as the audio device.
   a. Log in to Linkus Web Client.
   b. At the toolbar, check if is displayed.



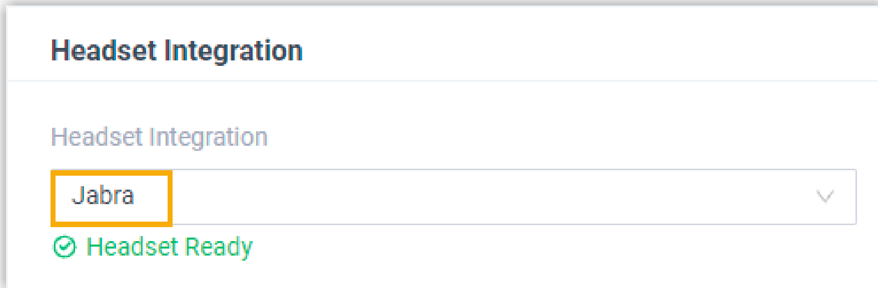
If not, select **Web Client** from the drop-down list.



2. Connect Jabra headset to Linkus Web Client.
   a. Connect Jabra headset to the USB port of your computer.

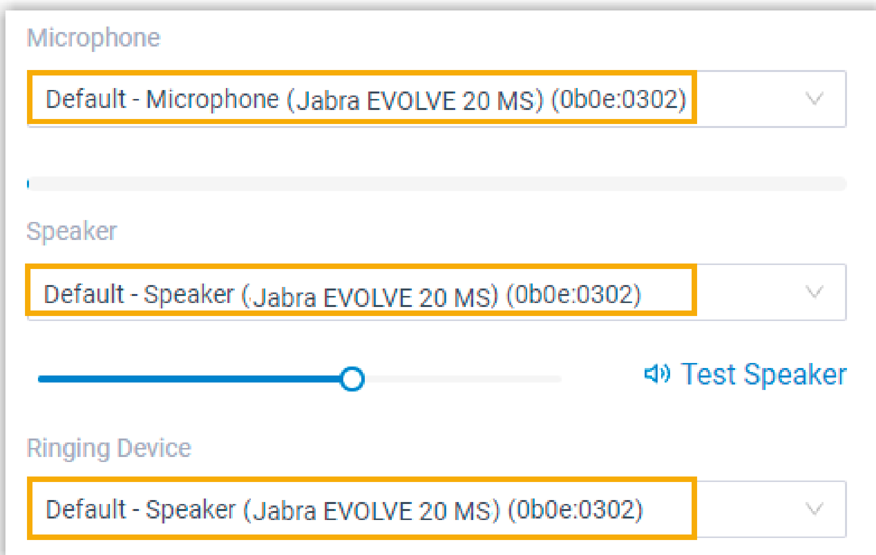
b. On Linkus Web Client, go to **Preferences > Audio & Video**.

c. In the **Headset Integration** drop-down list, select **Jabra**.



If the environment of your web browser meets the requirements for headset integration, the page prompts 'Headset Ready'.

3. In the **Multimedia Device** section, set up the Jabra headset as the audio device for Linkus Web Client.



- **Microphone**: Select Jabra Headset.
- **Speaker**: Select Jabra Headset.

> **Tip:**
> You can click **Test Speaker** to test volume.

- **Ringing Device**: Select Jabra Headset or any desired device.

4. Click **Save**.

Result

You can use Jabra Headset to handle calls. The following call operations are supported:

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

> **Important:**
> If you simultaneously stay logged in on both Linkus Web Client and Linkus Desktop Client, then the Jabra headset will be used to control calls of Linkus Desktop Client.

Email Notification

Set up Email Notifications for Missed Calls

Set up email notifications to receive notifications when you have missed calls.

Prerequisites

Make sure you have set an email address for your extension.

Procedure

1. Log in to Linkus Web Client, go to **Preferences > Features**.
2. In the **Notifications** section, select the checkbox of **Send email notifications on missed calls**.
3. Click **Save**.

Result

If you have missed calls, system will send notification emails to your mailbox.

Set up Email Notifications for User Password Change

Set up email notifications to receive notifications when your user password is changed.

Prerequisites

Make sure you have set an email address for your extension.

Procedure

1. Log in to Linkus Web Client, go to **Preferences > Features**.
2. In the **Notifications** section, select the checkbox of **Send email notification when the User Password is changed**.
3. Click **Save**.

Result

If your user password is changed, system will send notification emails to your mailbox.

Call

Handle Incoming Calls Based on Caller ID

Call handling rules help you manage calls based on incoming 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 Web Client, go to **Preferences > Features > Call Handling Based on Caller ID**.
2. Set up one or more rules according to your needs.

> **Note:**
> You can set up rules to filter and handle calls from both your colleagues and external contacts.

   a. Click **Add**.
   b. 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.

c. 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.

d. Click **Save**.

e. **Optional:** To add more rules, repeat **step a-d**.

f. **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.

3. Click **Save**.

Result

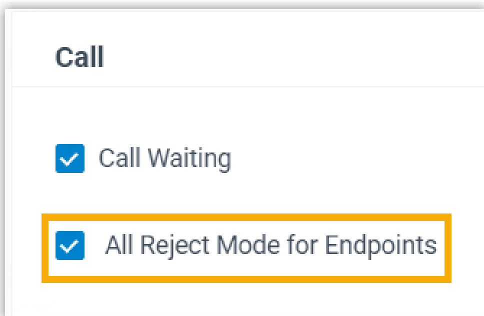
When an incoming call reaches your extension, PBX will handle the call based on Caller ID.

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 Web 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

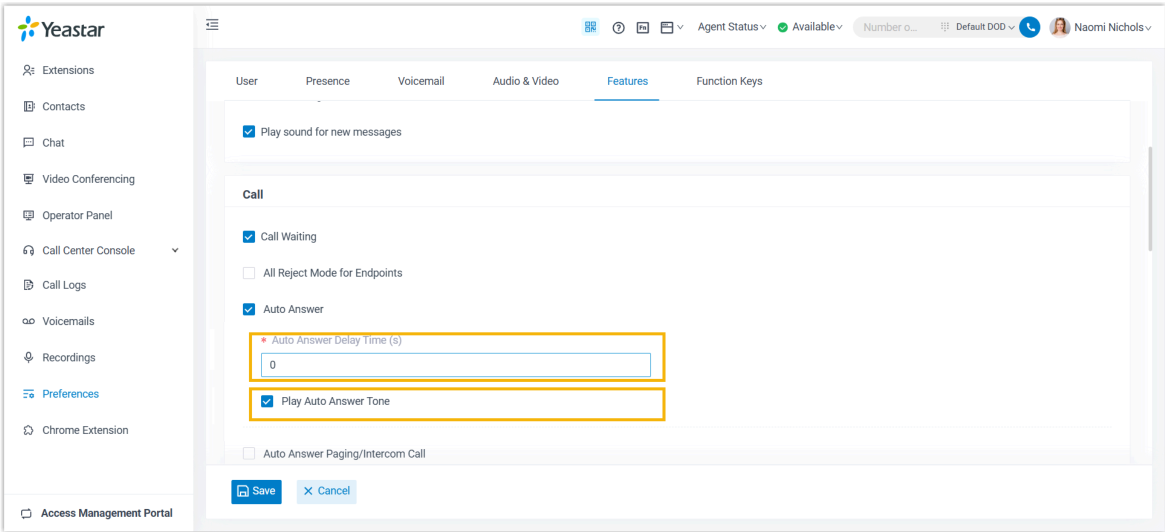
With this auto-answer feature, you can efficiently manage incoming non-paging/intercom calls without manually clicking to answer, significantly reducing callers' waiting time. This topic describes how to configure auto-answer non-paging/intercom calls.

Requirements

The firmware version of PBX server is 37.17.0.16 or later.

Procedure

1. Log in to Linkus Web 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/intercom 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

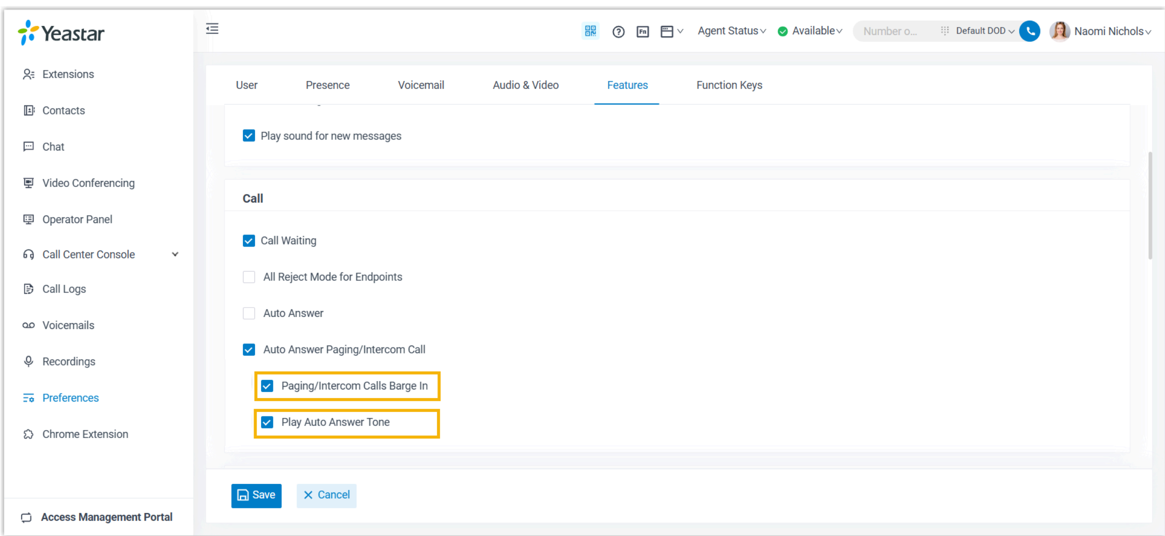
With this auto-answer feature, paging and intercom calls will be auto-answered immediately without manually clicking to answer. This topic describes how to enable auto-answer for paging and intercom calls.

Requirements

The firmware version of PBX server is 37.17.0.16 or later.

Procedure

1. Log in to Linkus Web 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.

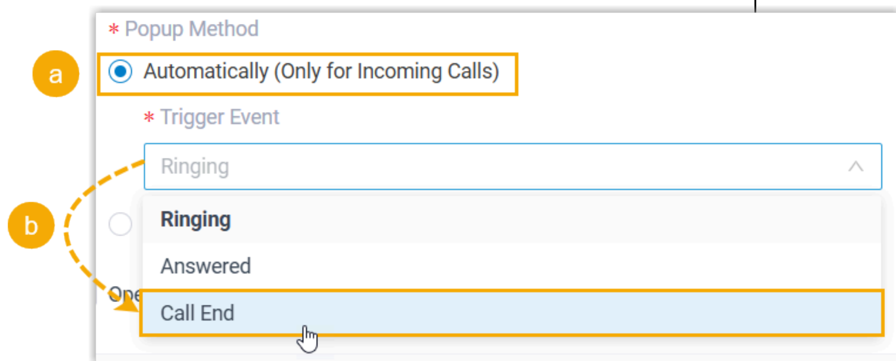
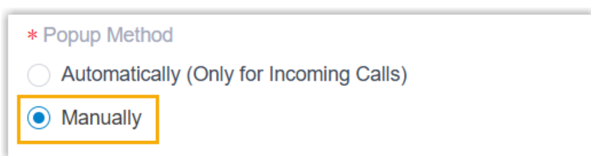
Requirements

Item	Requirement
PBX Server	Version 37.21.0.16 or later
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 Web 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.

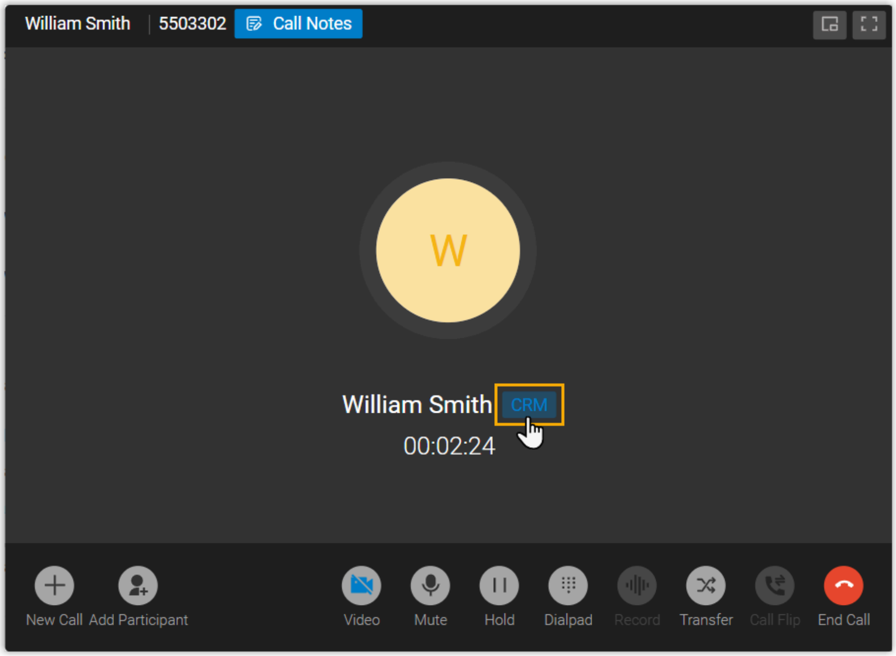
Setting	Description
Popup URL	Enter the third-party URL, followed by the variables that you want to pass. **Supported variables**: • `.{{.CallerNumber}}`: Incoming Caller ID • `.{{.CallerDisplayName}}`: Incoming Caller ID Name • `.{{.DIDNumber}}`: DID Number (only for inbound calls) • `.{{.DIDName}}`: DID Name (only for inbound calls) • `.{{.StartTime}}`: Call initiation time Take Solve360 CRM as an example: https://web/solve.360.com/{{.CallerNumber}}&{{.CallerDisplayName}}
Communication Type	Select which types of calls will trigger the call pops.

Setting	Description
	• **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 Web 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 UR L during a call, select **Manually**. 

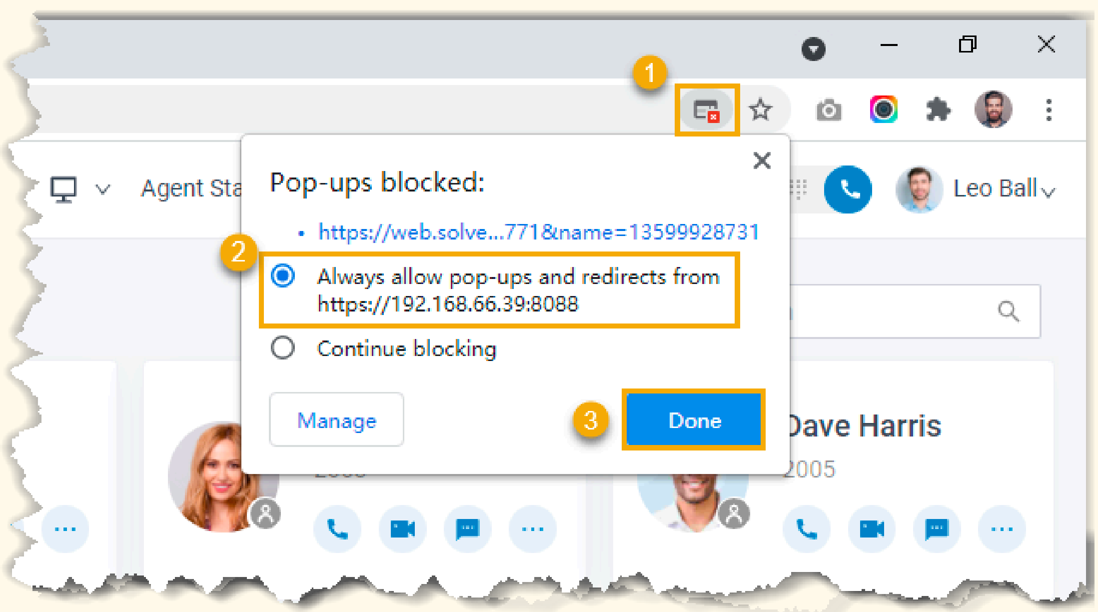
4. Click **Save**.

Result

- If automatic call popup is configured, when your extension receives a 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 the web browser, or the pop-up screen can NOT be opened automatically.



Ringtone

Set Ringtones for Incoming Calls

This topic describes how to assign ringtones for incoming calls on your Linkus Web Client. You can set a default ringtone for all Linkus incoming 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**.

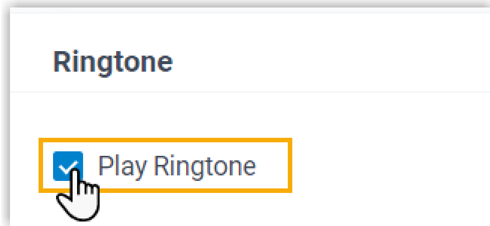
> **Note:**
> If you set up Linkus Web Client to work with 'Yeastar Linkus for Google', the ringtone will also be used for incoming calls in the Chrome extension.

Requirements

The firmware of PBX Server is 37.20.0.21 or later.

Procedure

1. Log in to Linkus Web 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.

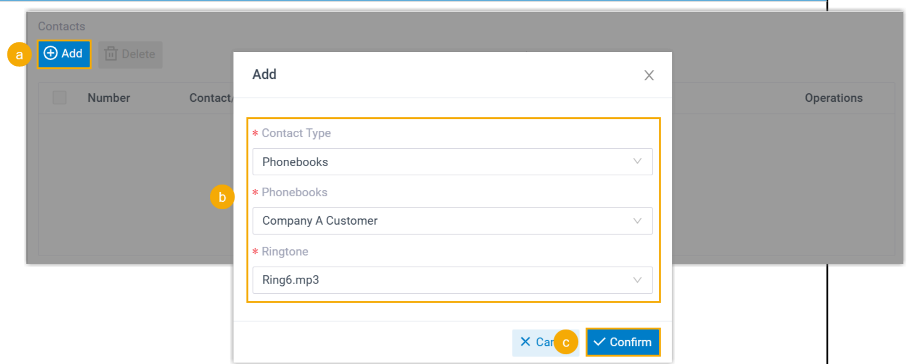
3. In the **Default Ringtone** drop-down list, select or upload the default ringtone for incoming calls.

> **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.

Call Source	Instruction
	 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.
Internal Calls	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.
External Calls	a. In the **External Calls** drop-down list, select a ringtone for external calls. Incoming calls from external numbers will use the selected ringtone.

5. Click **Save**.

Call Follow-Up Via Email

Choose Email Client

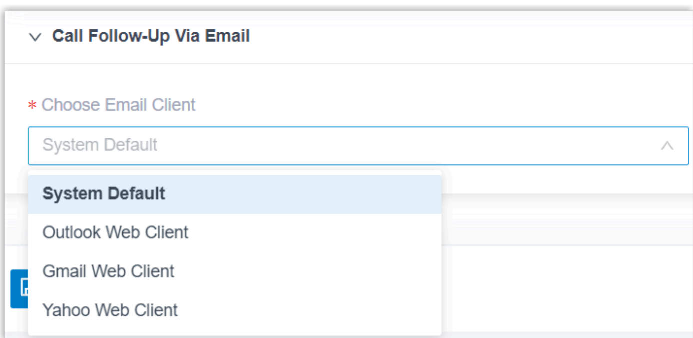
Linkus supports sending call details for follow-up via email during a call and after calls. This topic describes how to select your preferred email client for the email sending.

Requirements

The firmware of the PBX server is 37.21.0.66 or later.

Procedure

1. Log in to Linkus Web 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	Introduction
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 follow-up emails will be composed and sent through it.

Function Keys

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 Web Client.

Applications and limitations

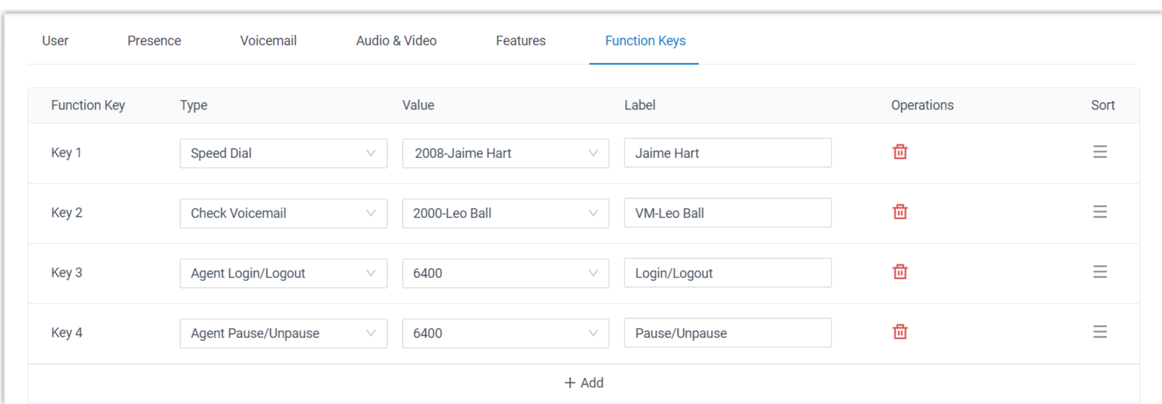
Refer to the following table for the endpoints where function keys can be applied and the supported number of function keys for each endpoint.

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 Web 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.

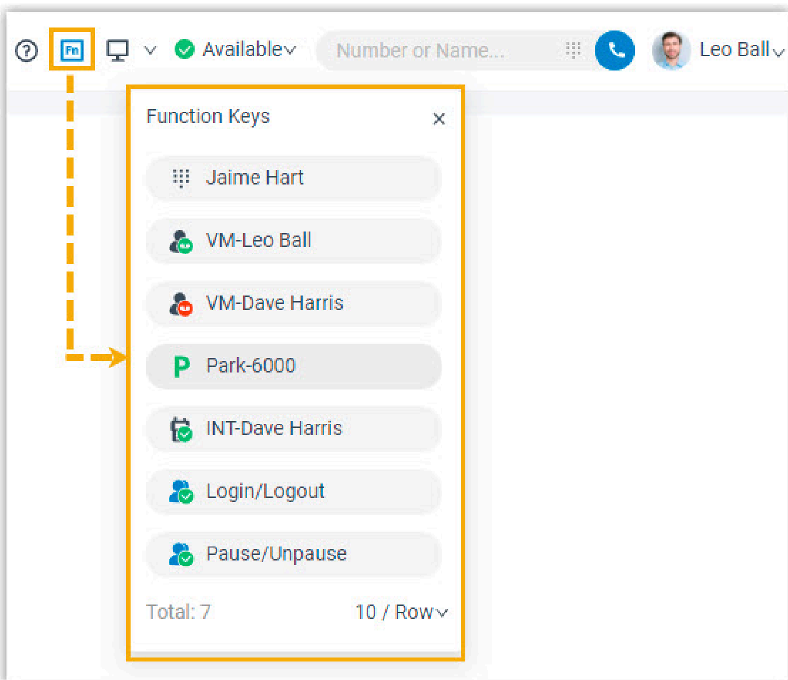
- **Value**: Configure a desired value based on the key type, such as parking number, queue, or extension.
- **Label**: Optional. Enter a value to help you identify the function key.

3. Click **Save**.

Result

- The function keys are applied to **Linkus Desktop Client**, **Linkus Web Client**, and **Yeastar Linkus for Google**.

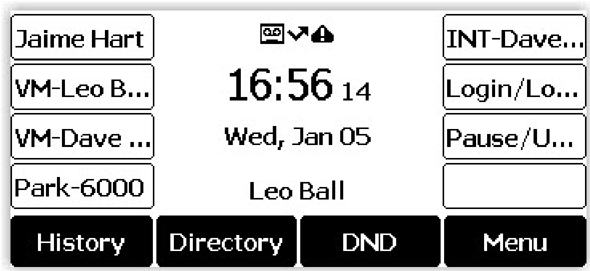
  You can click Fn at the top tool bar to bring up a mini panel, on which you can monitor status of specific objects or quickly perform specific operations via function keys.



- If you have registered your extension on an IP phone via Auto Provisioning, the phone also automatically applies the changes.

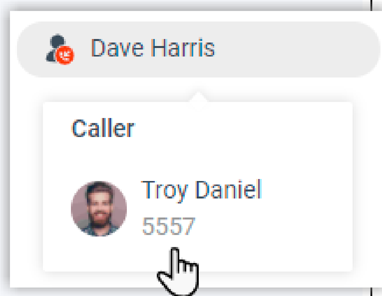
> **Note:**
> For IP phones, the number of programmable function keys depends on how many line keys your phone supports. If the number of function keys you as-

> sign 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:**

Key Type	Function	Icon & Description
		To pick up the incoming call to the extension on Linkus Web Client or Linkus extension, hover your mouse over the function key, then click the desired incoming call.  • : 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**.

Key Type	Function	Icon & Description
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:** To check the voicemail messages on Linkus Web Client or Linkus extension, 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 voicemail messages on Linkus Web Client or Linkus extension, 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:**

Key Type	Function	Icon & Description
		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 to make an announcement.	• : The monitored extension is unregistered. • : The monitored extension is available. • : The monitored extension receives a call. • : 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.

Key Type	Function	Icon & Description
		• : 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. ◦ : 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

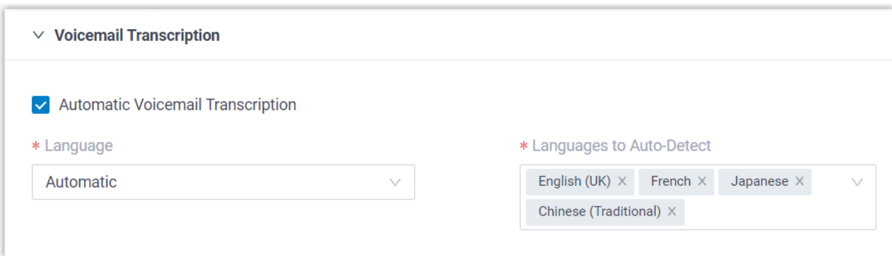
With AI voicemail transcription feature, your voicemail messages can be transcribed to readable text, which allows you to efficiently view and manage voicemails as text. This topic describes how to configure AI transcription according to your preference on Linkus Web Client, and the changes will be synchronized 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 Web Client, go to **Preferences > AI**.
2. In the **Voicemail Transcription** section, configure the following settings according to your need.



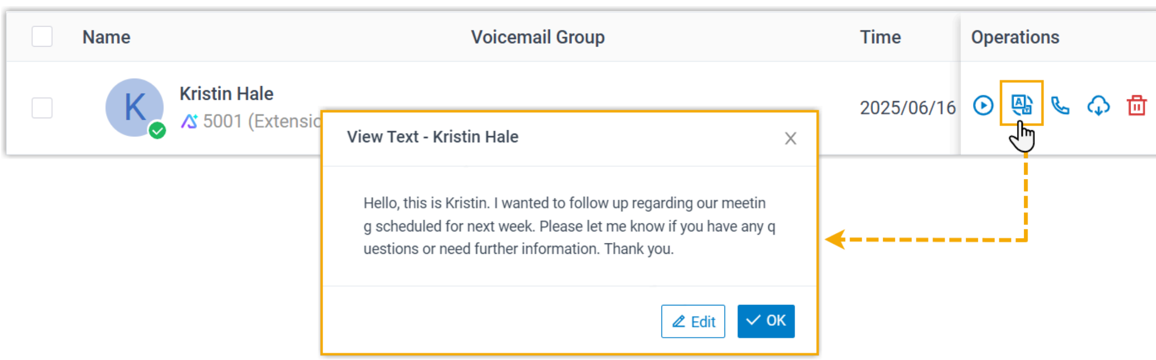
Setting	Description
Automatic Voicemail Transcription	Specify whether to automatically transcribe your voicemail messages. This option is enabled by default. If disabled, you need to manually trigger the transcription for specific voicemails when needed.
Language	Select the language in which the your 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**.

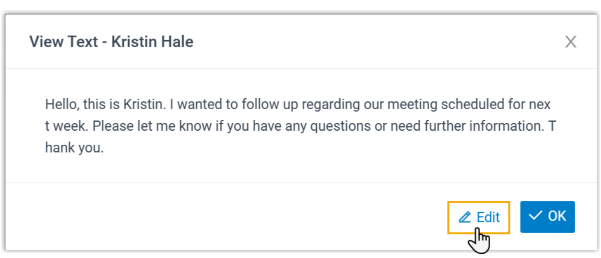
Result

- 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.

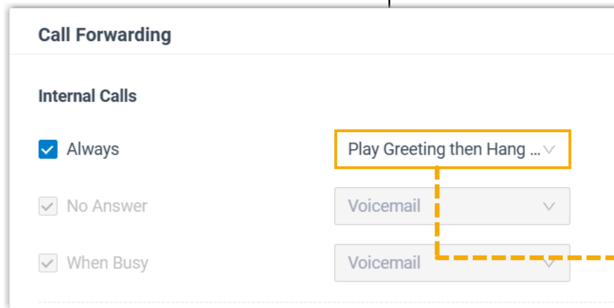
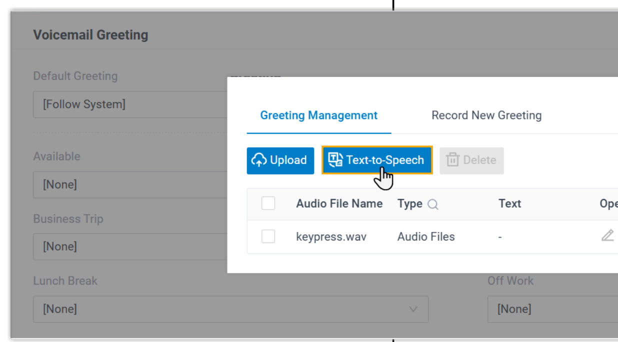


AI Text-to-Speech

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 greetings or upload audio files manually. This topic describes how to generate greetings with AI TTS on Linkus Web Client.

Introduction

You can use AI Text to Speech (TTS) to generate greetings for the two features listed below.

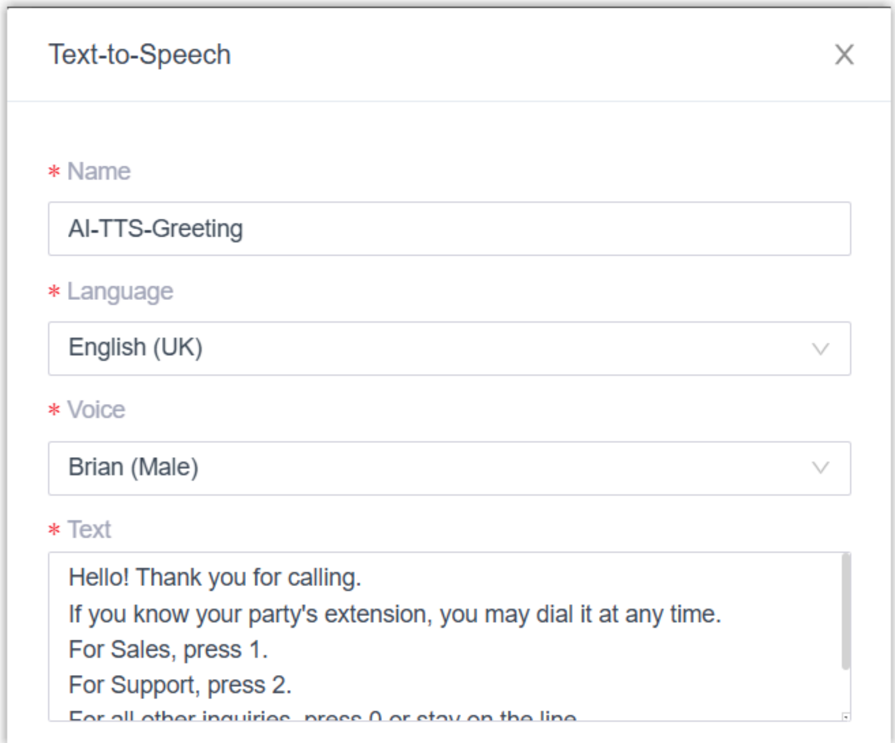
Feature	Description	Illustration
Call Forwarding	Set greetings for call forwarding destination (Path: **Preferences > Presence > Call Forwarding**).	
Voicemail Greeting	Set greetings for voicemail (Path: **Preferences > Voicemail > Voicemail Greeting**).	

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.

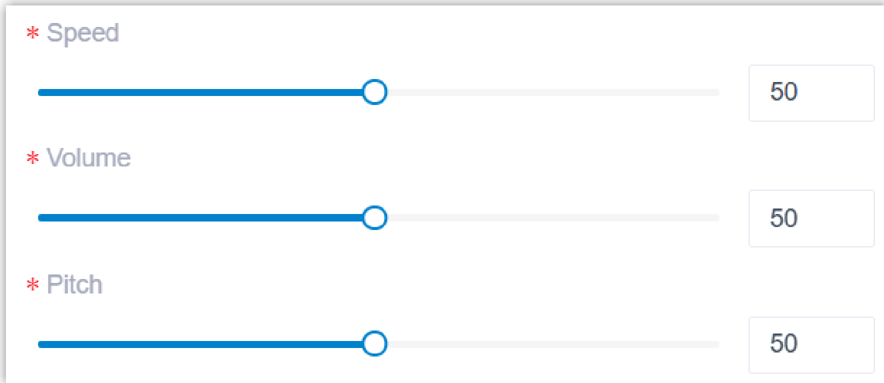


- **Name**: Specify a name for the prompt to help you identify it.
- **Language**: Select the language for the prompt.
- **Voice**: Select a voice profile for the prompt.
- **Text**: Enter the content to be converted to audio.

> **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.

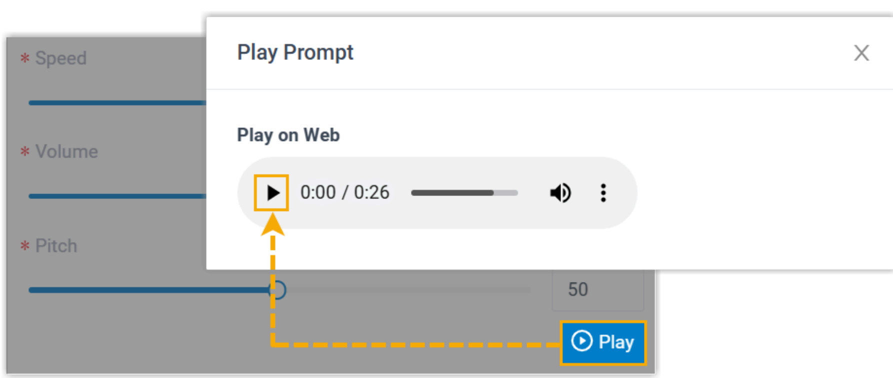
> **Note:**
> The option **Pitch** is only available when you set **Language** to **Arabic**, **English (Wales)**, **Icelandic**, **Romanian**, **Russian** or **Welsh**.



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](#).