

# Yeastar Linkus for Google (Web)

## User Guide

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# 'Yeastar Linkus for Google' Overview

'Yeastar Linkus for Google' is a free Chrome extension that seamlessly integrates Yeastar PBX services to allow you to make and receive calls straight from web browser, and enjoy easy click-to-dial of any phone number on any web pages.

## Restrictions and requirements

### Restrictions

'Yeastar Linkus for Google' is only for use with Yeastar PBX system and is not a standalone extension. It must be coordinated with **Linkus Web Client** or **Linkus Desktop Client** to work, and the available features vary according to the client it works with.



#### Tip:

This user guide provides instructions on the Chrome extension with Linkus Web Client. For more information about Linkus Desktop Client, see [Yeastar Linkus for Google \(Desktop Client\)](#).

### Requirements

**Google Chrome** is version 87 or later.

## Key features

### Click to call

Click phone numbers on any web-based CRM or any web pages to call out via Linkus Web Client.

### Multiple call operations

Perform all the call operations that are supported on the full Linkus Web Client.

### Notifications of incoming calls, voicemails, and chat messages

Receive notifications of new calls, voicemails, and chat messages no matter which web page or window you're working on even when Chrome is closed.

### Identify incoming calls

Identify callers when incoming Caller IDs match phone numbers in your existing directory.

## **Check and change business status**

Check the number of missed calls and unread voicemails; Change your status in a queue and extension presence.

# Install 'Yeastar Linkus for Google' on Chrome Web Store

You can access and install 'Yeastar Linkus for Google' on Chrome Web Store.

## Prerequisites

Browse the web in regular mode.



### Important:

You can NOT add an extension when you browse in Incognito mode or as a guest.

## Procedure

1. On your computer, open [Chrome Web Store](#).
2. Install 'Yeastar Linkus for Google' extension.
  - a. In the search bar, enter `Yeastar Linkus for Google` and press **Enter**.

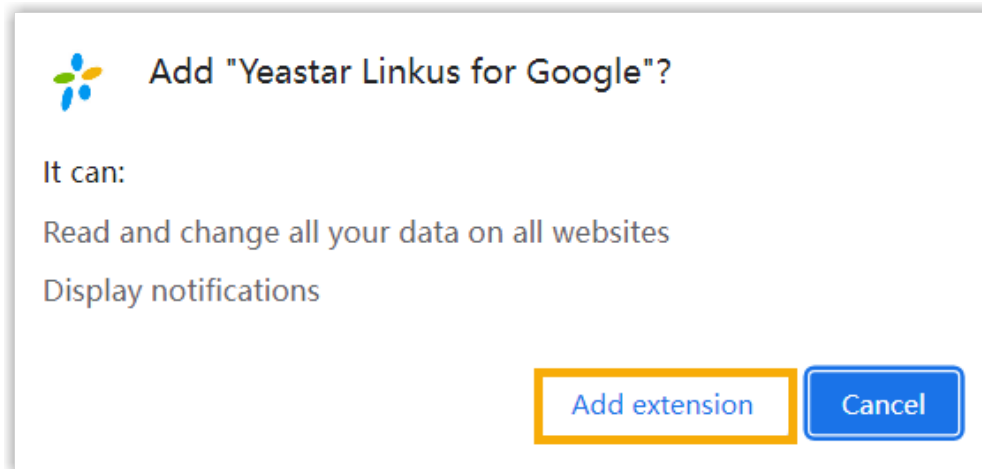
The 'Yeastar Linkus for Google' extension is displayed on the page.

- b. Click 'Yeastar Linkus for Google' extension.
- c. On the right of the extension, click **Add to Chrome**.



A window pops up and shows what permissions 'Yeastar Linkus for Google' needs.

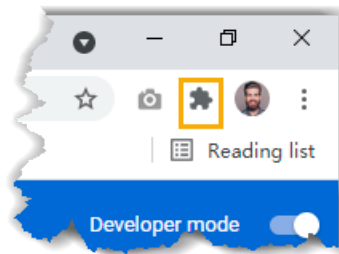
- d. Click **Add extension**.



'Yeastar Linkus for Google' extension is installed.


3. Pin 'Yeastar Linkus for Google' extension to Chrome toolbar.

a. On Chrome toolbar, click  next to your profile picture.



b. Click  beside 'Yeastar Linkus for Google' extension.

## Result

- The extension is installed and pinned to Chrome toolbar successfully.
- The extension will launch at system startup and continue to run in the background even if you close the web browser.
- Yeastar icon  is displayed on the toolbar, which allows you to quickly access the extension.


## What to do next

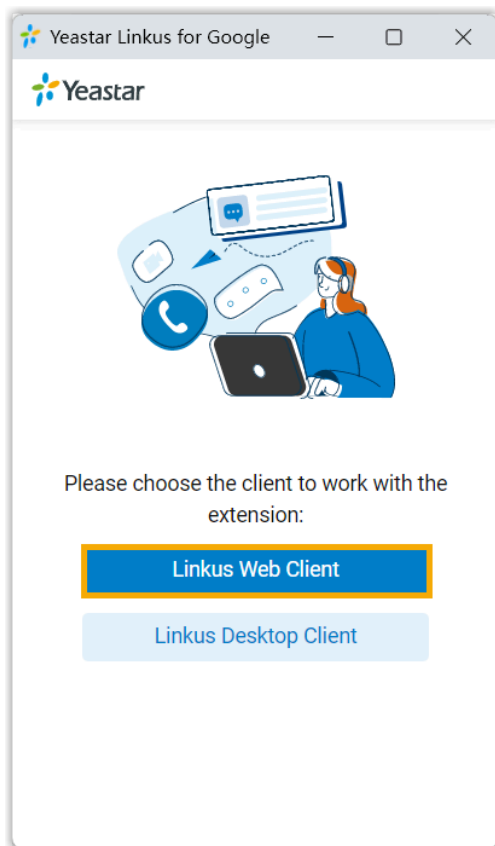
[Set up 'Yeastar Linkus for Google' to Work with Linkus Web Client.](#)

# Set up 'Yeastar Linkus for Google' to Work with Linkus Web Client

After installing 'Yeastar Linkus for Google' extension, you can set up the extension to work with Linkus Web Client.

## Procedure

1. On the Chrome toolbar, click .
2. In the pop-up window, click **Linkus Web Client**.



3. Log in to Linkus Web Client.



### Note:


If you have logged in before configuring the Chrome extension, you need to refresh the Linkus Web Client page.

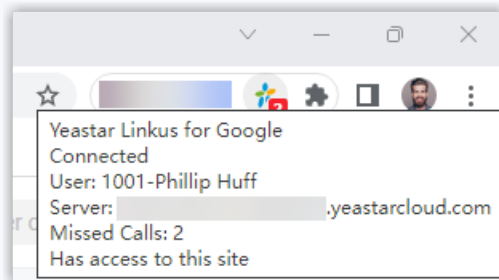
## Result

- On Chrome toolbar, Yeastar icon turns from  to , which indicates that the extension can work now.



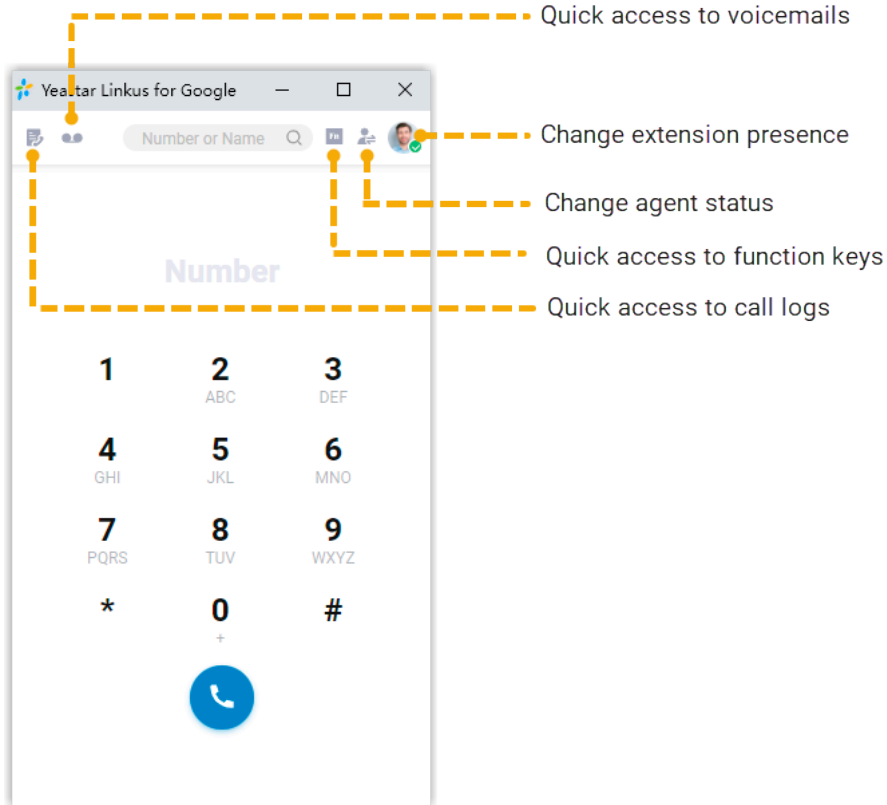
### Tip:

Hover your mouse over  to check your extension number, extension name, domain of Linkus Web Client and missed calls.



- The domain of Linkus Web Client is automatically added to the [blocklist](#), which means that the Chrome extension will NOT detect phone numbers on your Linkus Web Client.
- A mini, pop-out Linkus Web Client is displayed where you can do the following operations:
  - **Make a call**
  - **Receive a call**
  - **Change extension presence and agent status**
  - **Quickly access voicemails**
  - **Quickly access function keys**
  - **Quickly access call logs**





# Click to Call via Linkus Web Client

After setting up 'Yeastar Linkus for Google' extension to work with Linkus Web Client, you can click phone numbers on web-based CRMs or websites to call out from Linkus Web Client.

## Procedure

Click the detected phone number that you want to dial.



**Xiamen Yeastar Information Technology Co., Ltd.**

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Add: Building C09, Software Park Phase III,  
Xiamen 361024, Fujian, China

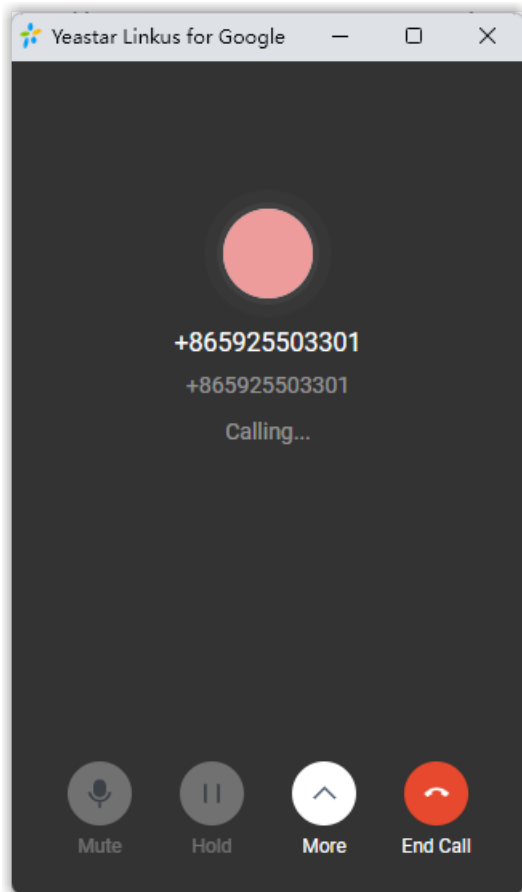
Tel: [+86-592-5503301](tel:+86-592-5503301) 📞

Fax: [+86-592-5503307](tel:+86-592-5503307) 📠


Email: [info@yeastar.com](mailto:info@yeastar.com)

## Result

The call is sent out via Linkus Web Client directly.



**Note:**

- The phone number is automatically filtered (only numbers and + are kept) and pasted on Linkus Dialpad before calling out.
- Do NOT click  to close the mini, pop-out Linkus Web Client during a call. Otherwise, the call will be ended.

## What to do next

You can change the following preferences of click-to-call:

- The length of phone number to be detected
- Whether to display call icon for phone number detected
- Whether to detect phone numbers for a website

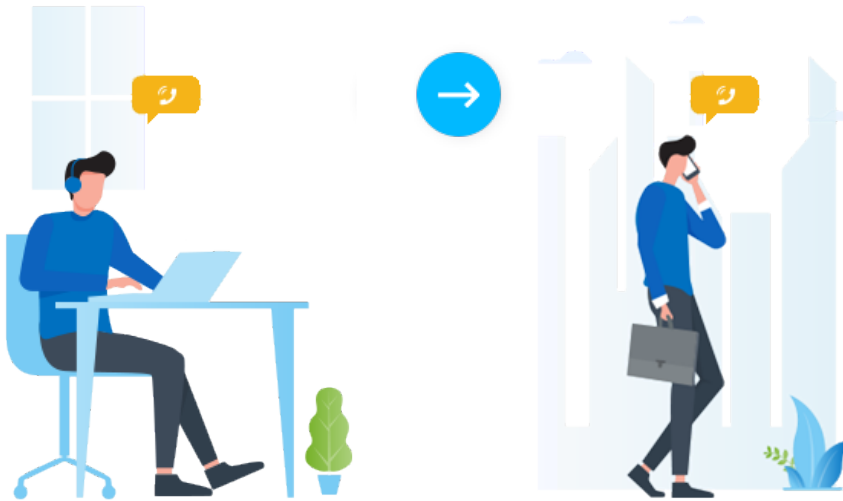
For more information, see [Change 'Yeastar Linkus for Google' Preferences.](#)

# Flip an Active Call between Devices

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

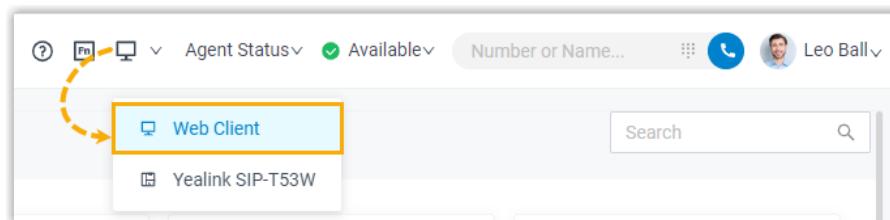
## Scenario

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



## Requirements

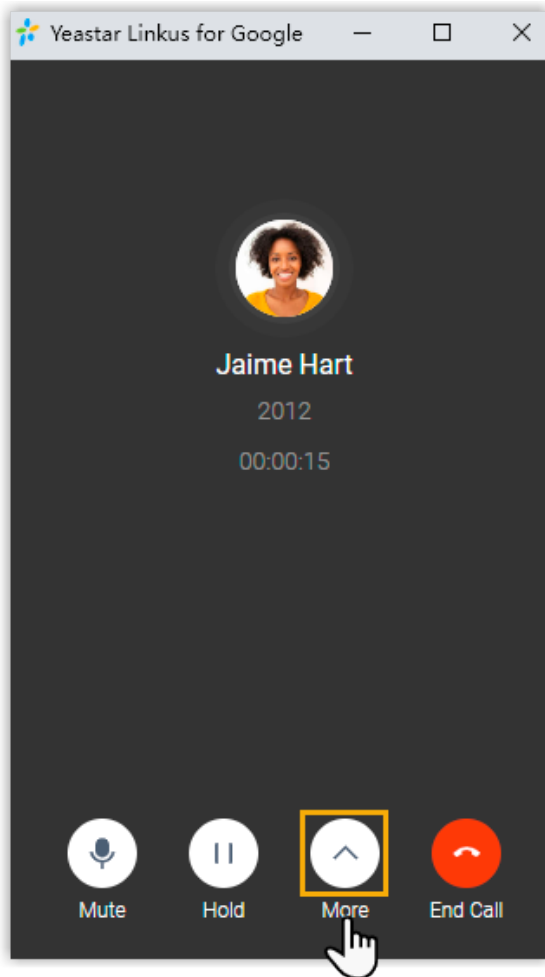
- **PBX Server:** Version 84.8.0.25 or later
- **Yeastar Linkus for Google:**
  - Version 3.3.0 or later
  - [Associated with Linkus Web Client \(In Web Client mode\)](#)



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

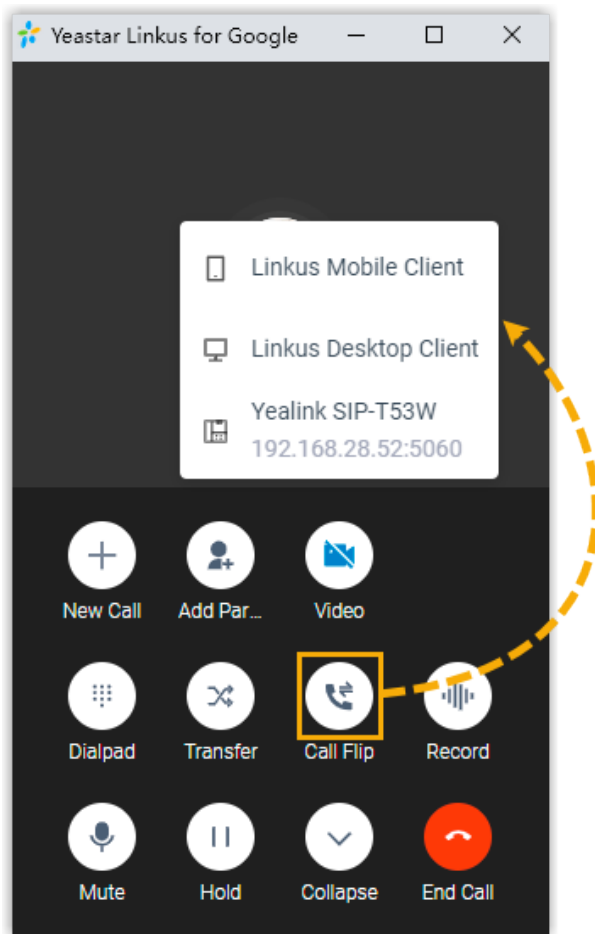
## Procedure

1. During an active call, click **More**.



2. On the expanded menu, click **Call Flip**.

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



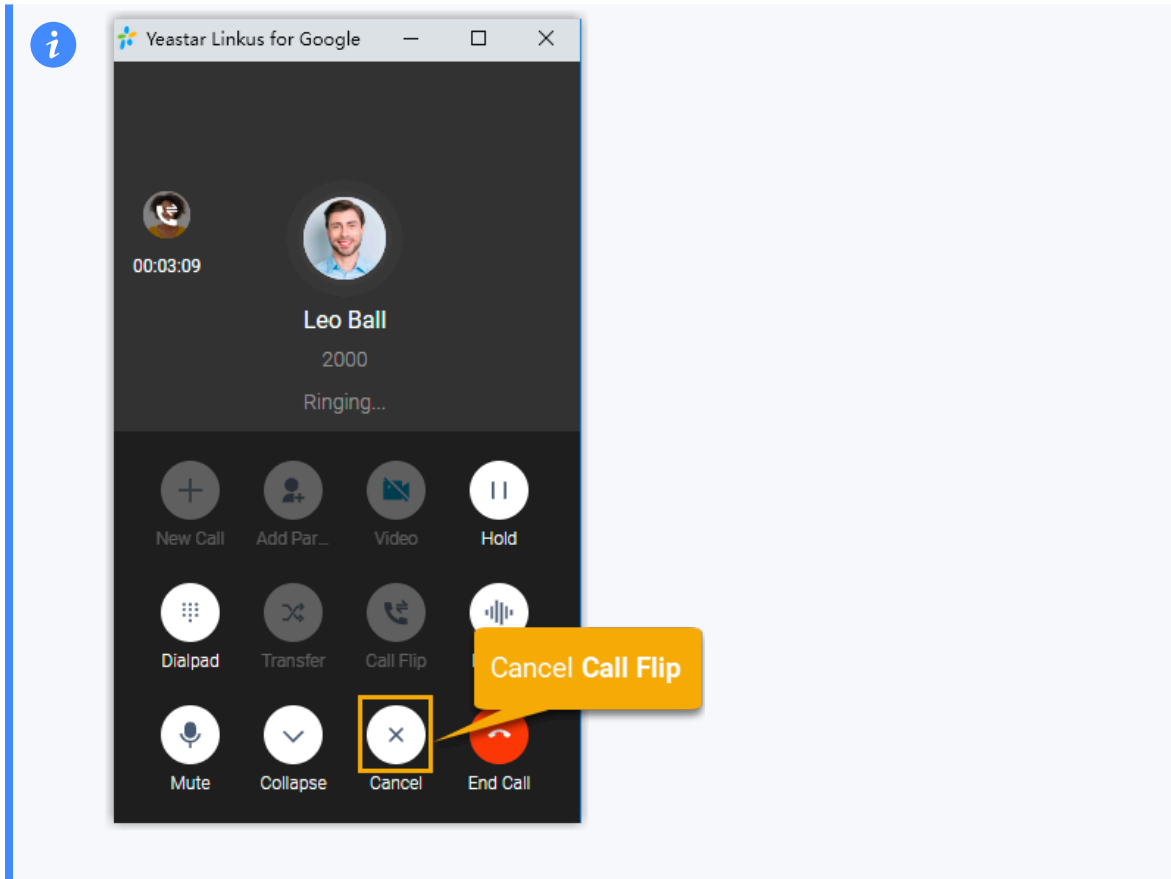
3. Click the desired device.

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.



4. Answer the call on the selected device.  
The call is flipped 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.

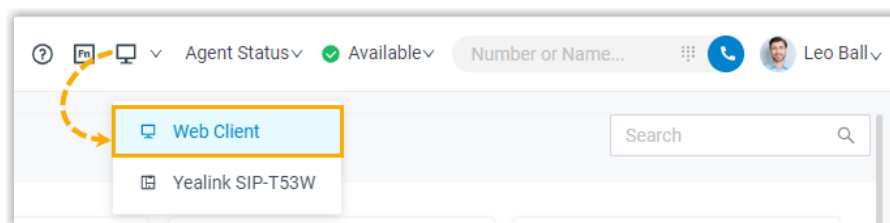
## Scenario

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 call from mobile phone to Linkus Web Client, keeping talking without customer knowing the switchover.



## Requirements

- **PBX Server:** Version 84.8.0.25 or later
- **Yeastar Linkus for Google:**
  - Version 3.3.0 or later
  - [Associated with Linkus Web Client \(In \*\*Web Client\*\* mode\)](#)



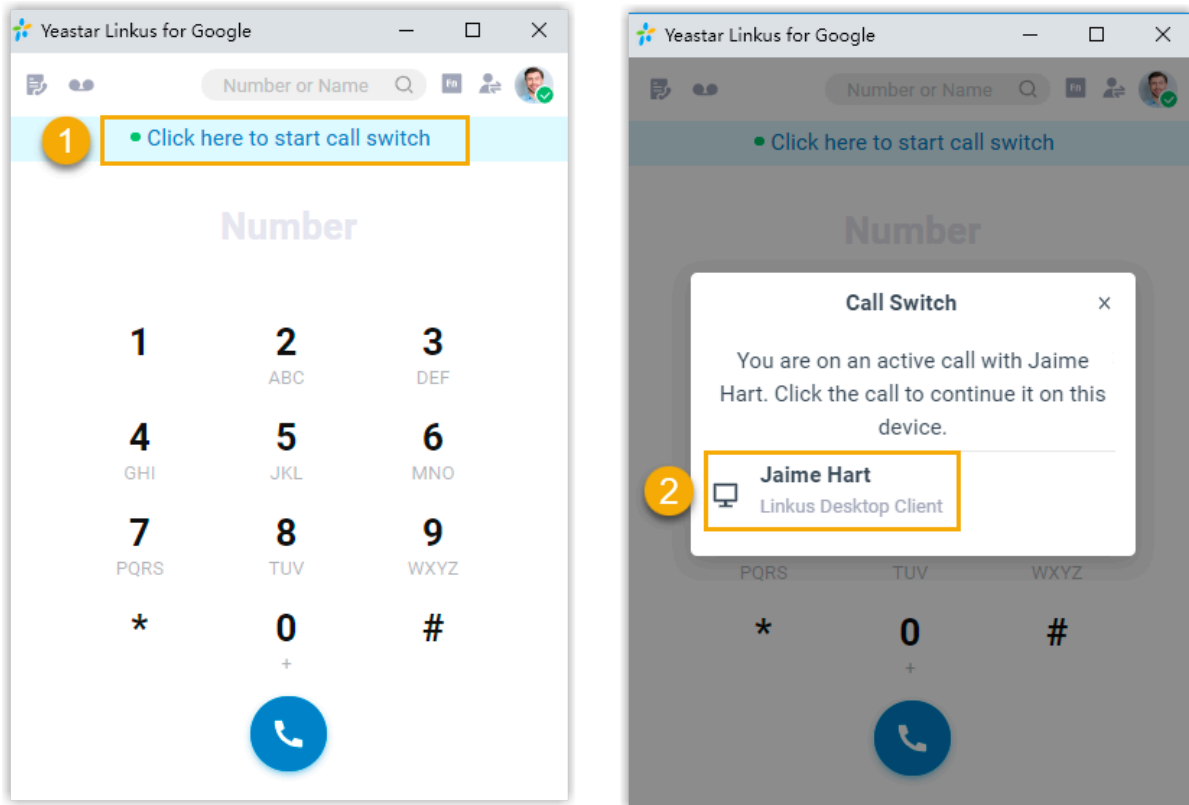
- **Extension:** Your extension has been registered on more than one device.



## Prerequisites

You have an active call on another device.

## Procedure



1. On the top of 'Yeastar Linkus for Google', click **Click here to start 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](#)

# 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.

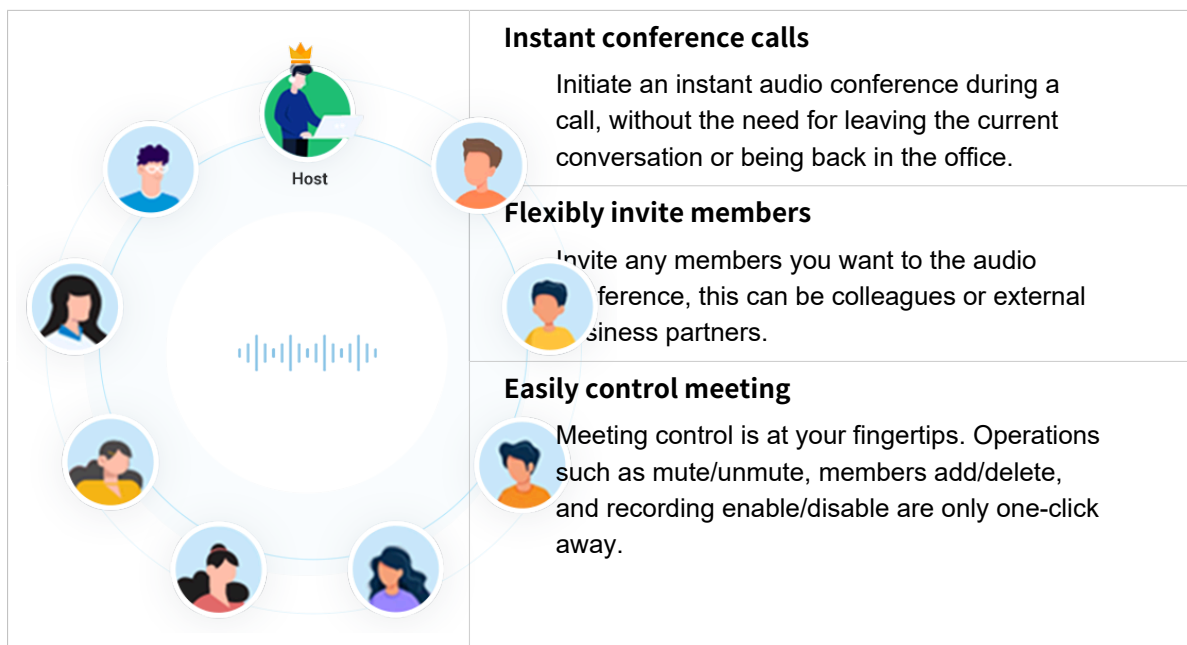
#### Requirements

- **Yeastar Linkus for Google:** Version 3.3.0 or later
- **Linkus Web Client:** Version 84.8.0.25 or later

#### Restrictions

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

#### Highlights

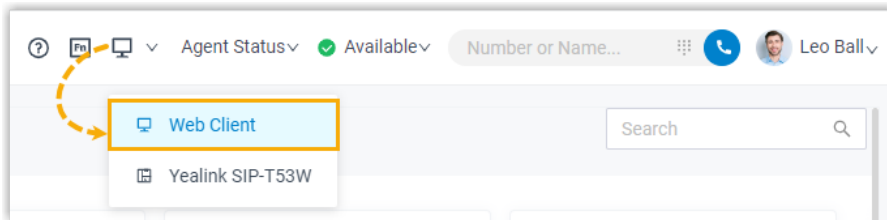


# Invite Participants to an Audio Conference Call

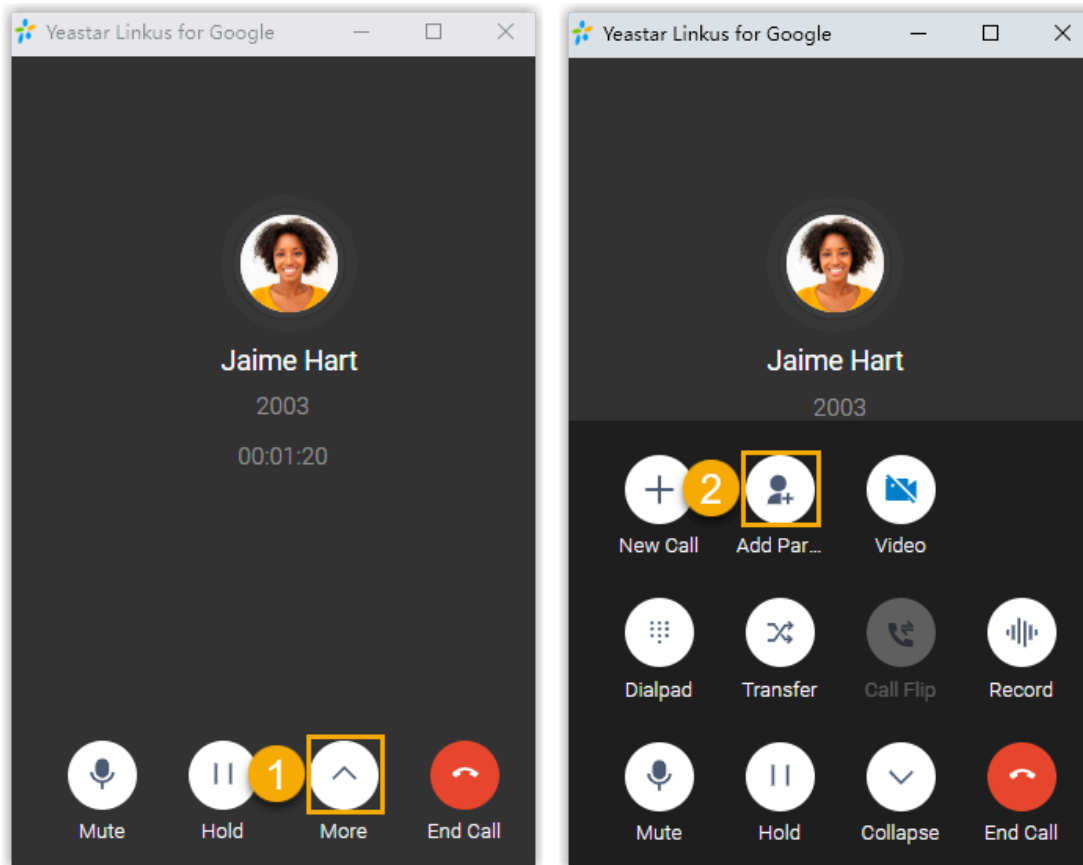
If third party involvement is needed while on a call, you can send the invitation by directly dialing them. As soon as the invitation is sent out, the call would turn into an audio conference call.

## Prerequisites

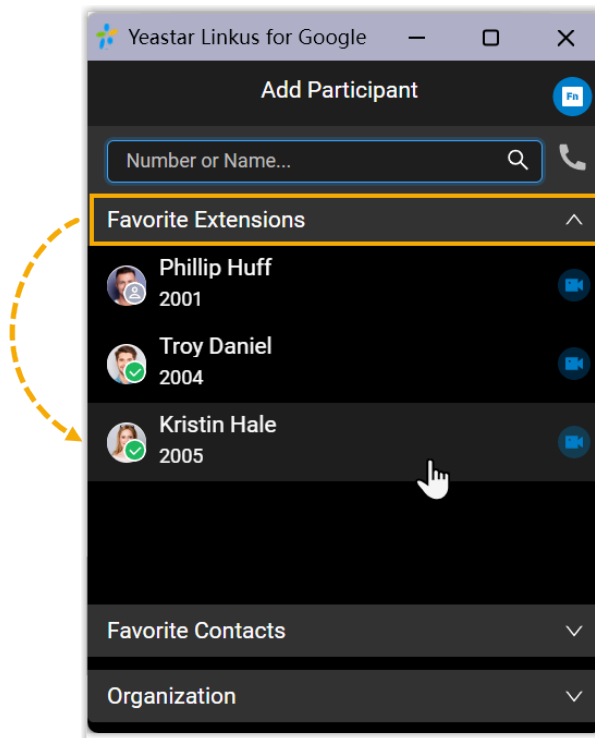
Go to Linkus Web Client and set it to **Web Client** mode, or you can NOT invite participants to an audio conference call.



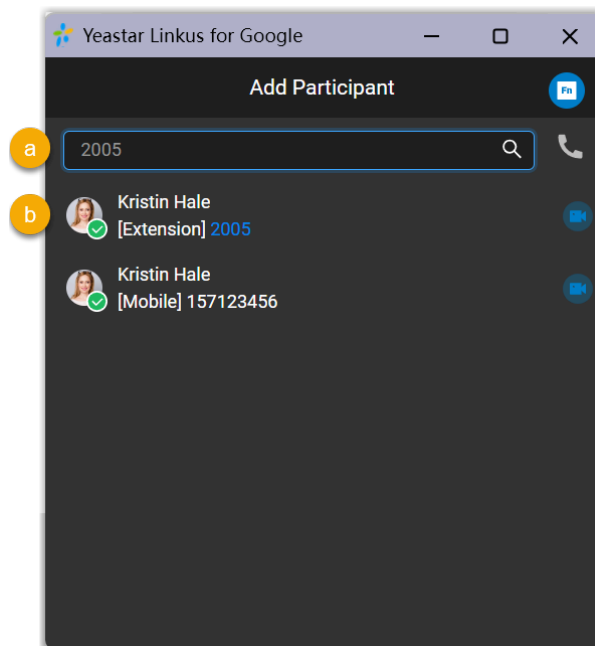
## Procedure



1. During an active call, click **More** to expand the menu.
2. On the expanded menu, click **Add Participant**.
3. Invite participants using either of the following methods.
  - Select a list and click on the desired extension user or contact.



- To search specific individuals, do as follow:



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

Invitee	Supported Filters
Extension Users	<ul style="list-style-type: none"><li>◦ Extension Name</li><li>◦ Extension Number</li><li>◦ Email Address</li><li>◦ Mobile Number</li></ul>
Native Contacts	<ul style="list-style-type: none"><li>◦ Contact Name</li><li>◦ Company Name</li><li>◦ Email Address</li><li>◦ Mobile Number</li></ul>
External Users	<ul style="list-style-type: none"><li>◦ External Number</li></ul>


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

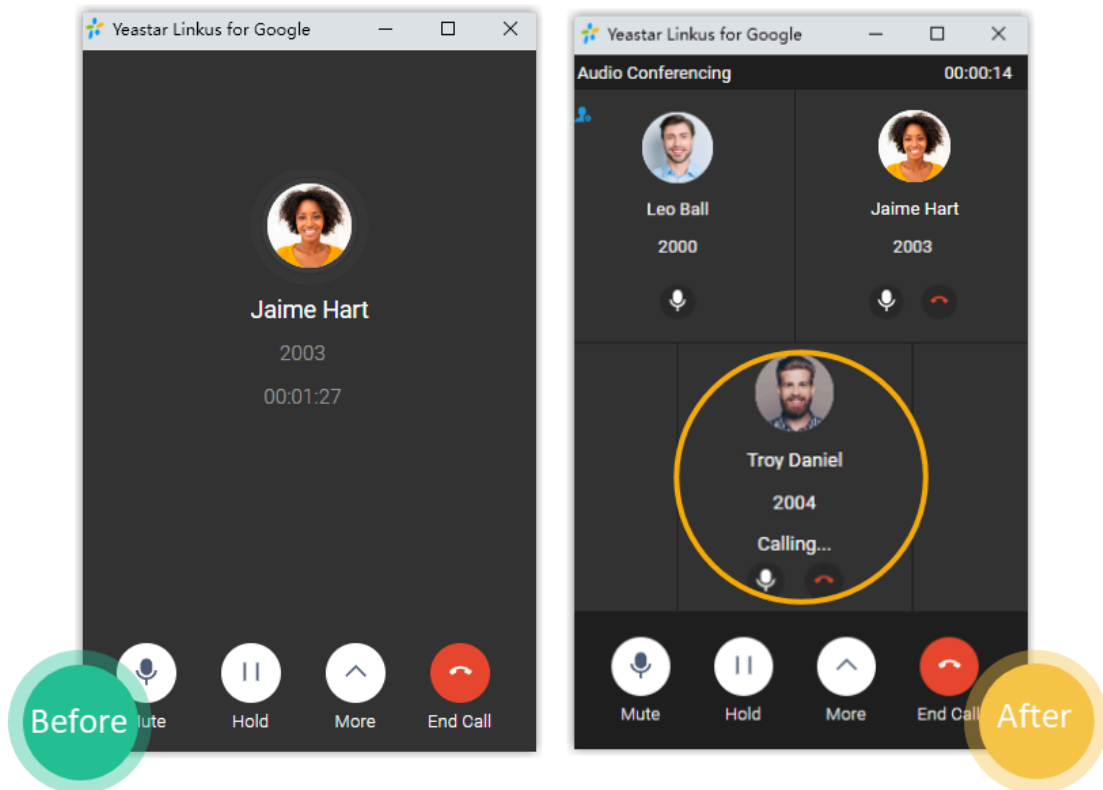
## Result

- 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.



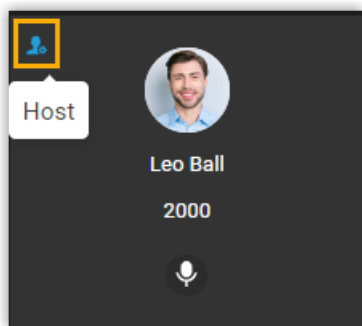
**Note:**

- If the invitee is an extension user that has set up call forwarding rules, the system will still keep ringing the user until timeout.
- In case you want to cancel invitation, click  under the desired invitee.



- The one who sends the call invitation first will be the conference "Host (👤)". The Host can manage the audio conference.

For more information, see [Control an In-progress Audio Conference](#).



## Audio Conference Call Operations

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

## Operations

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

Operation	Host	Participant
Turn on/Turn off one's own audio	√	√
Turn on/Turn off participants' audio	√	×
Record a conference	√	×
End a conference	√	×
Leave a conference	√	√
*View participants list	√	√
*Invite participants	√	√
Remove participants	√	×

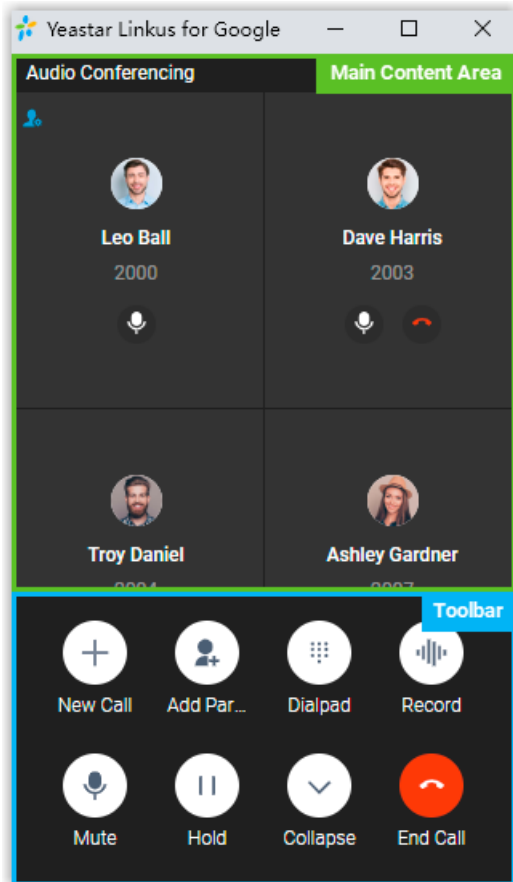


**Note:**

Operations marked with \* only work for **Linkus Web Client users** and **Linkus Desktop Client users**.

## Control an In-progress Audio Conference


### Preview of an in-progress audio conference



### 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.



#### Note:


The microphone status can be synchronized on call screens of the followings:

- **Linkus Mobile Client**
- **Linkus Desktop Client**





### ◦ Linkus Web Client

- 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.

### Dialpad

Press a key to send DTMF signal.

### Record

Control the 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.

### Mute

Mute or unmute yourself.

### Hold/Resume

Hold or resume yourself.

### Collapse

Collapse the menu.

## 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. During the conference call, 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 host can end the audio conference.

### Procedure

1. During the conference call, click **End Call**.
2. Select **End Conference** and click **Confirm**.

## **Result**

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

# Integrate HID-compliant Headsets with Linkus Web Client on 'Yeastar Linkus for Google'


After integrating HID-compliant headsets with Linkus Web Client on 'Yeastar Linkus for Google', you can control Linkus calls via the connected headset.

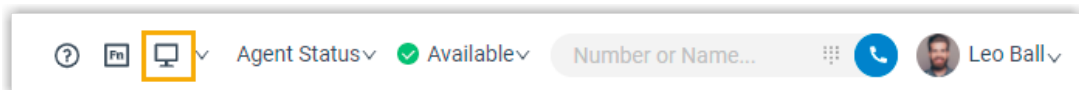
## Requirements

To integrate HID-compliant headsets with Linkus Web Client on 'Yeastar Linkus for Google', make sure the following requirements are all met:

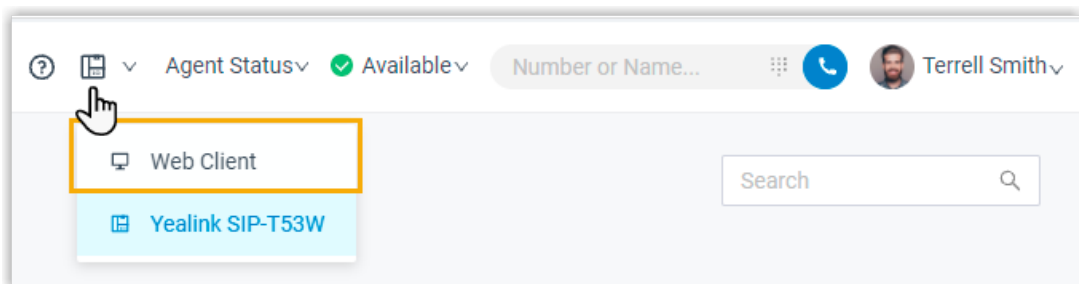
Item	Requirement
Web Browser	Google Chrome: Version 87 or later
Linkus Web Client	84.7.0.17 or later
Yeastar Linkus for Google	3.2.0 or later
Headset	USB HID headset (Jabra, Yealink, EPOS, Poly, and more)

## Procedure

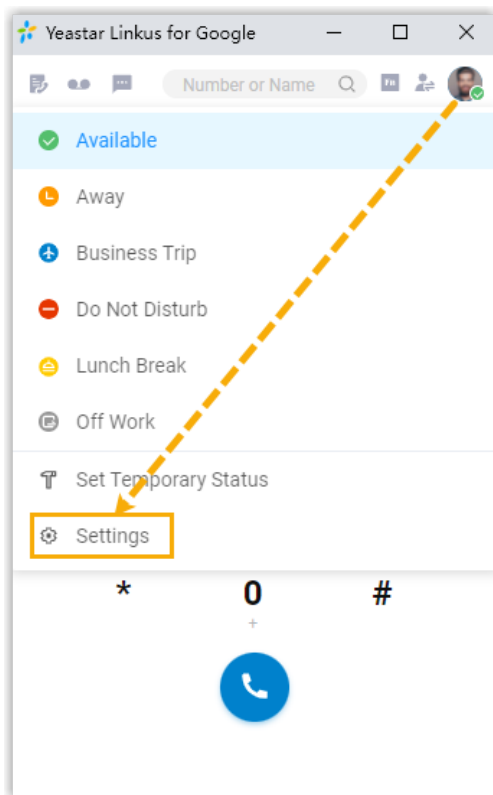
1. Make sure Linkus Web Client is in **Web Client** mode, or you can NOT set up the HID-compliant headset as the audio device.
  - a. Log in to Linkus Web Client.
  - b. At the toolbar, check if  is displayed.



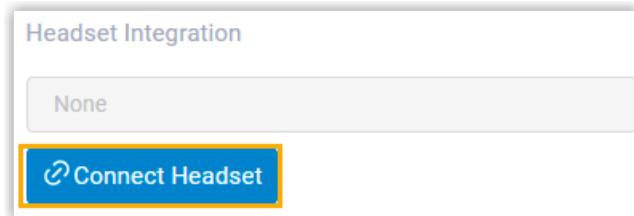
If not, select **Web Client** from the drop-down list.



2. Connect the HID-compliant headset to Linkus Web Client on 'Yeastar Linkus for Google'.
  - a. Connect the HID-compliant headset to the USB port of your computer.
  - b. At the top-right corner of 'Yeastar Linkus for Google', click your account, then click **Settings** in the drop-down list.

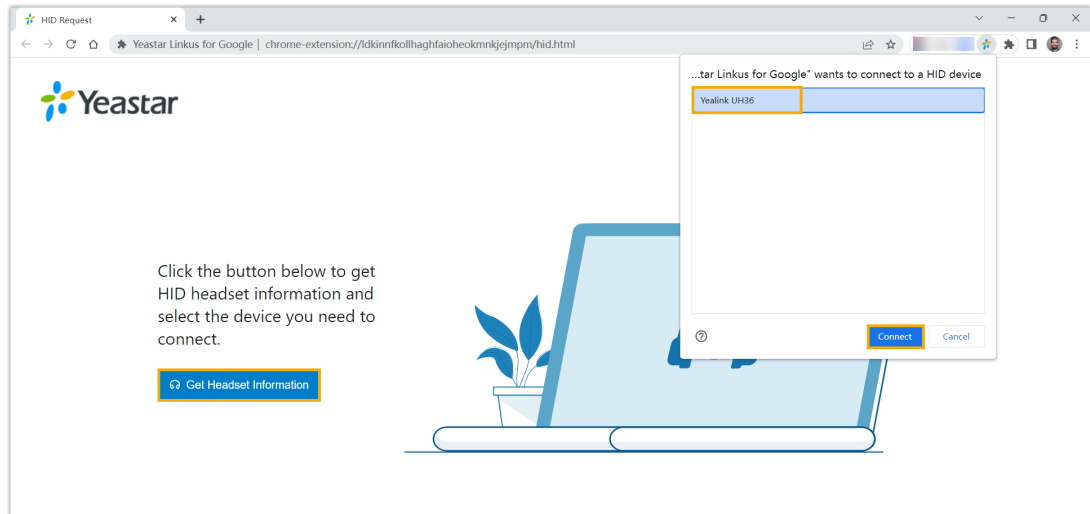


- c. In the **Headset Integration** section, click **Connect Headset**.

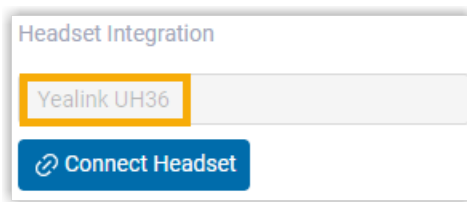


A new browser tab **HID Request** is automatically opened.

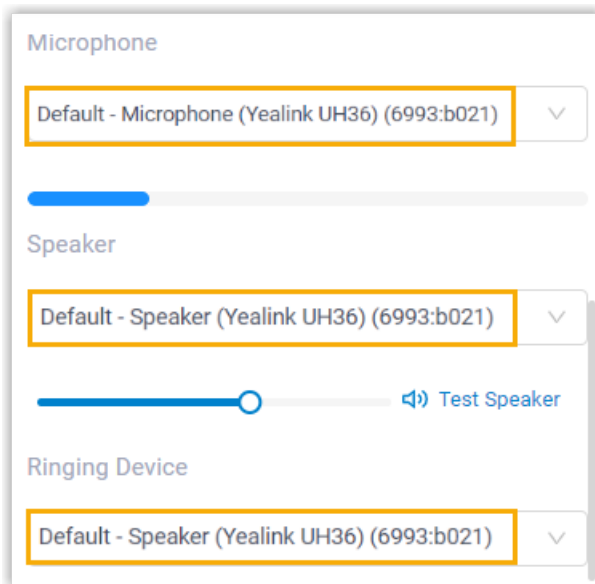
- d. On the **HID Request** page, click **Get Headset Information**, select the connect-  
ed HID-compliant headset, then click **Connect**.



The browser tab **HID Request** is automatically closed. On 'Yeastar Linkus for Google', you will find the HID-compliant headset is connected and displayed.



3. Set up the HID-compliant headset as the audio device.



- **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

# Use Function Keys on 'Yeastar Linkus for Google'

Function keys allow you to monitor status of specific objects or quickly perform specific operations. By default, all the function keys are configured on Linkus Web Client and synchronized to your 'Yeastar Linkus for Google' Chrome extension.

## Prerequisites


- You have configured function keys on Linkus Web Client.

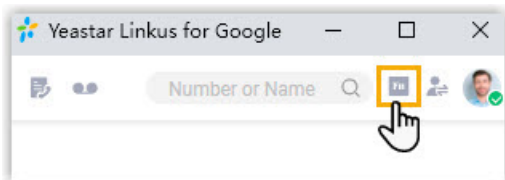
For more information, see [Configure Function Keys](#).

- You have set up 'Yeastar Linkus for Google' to work with Linkus Web Client.

For more information, see [Set up 'Yeastar Linkus for Google' to Work with Linkus Web Client](#).

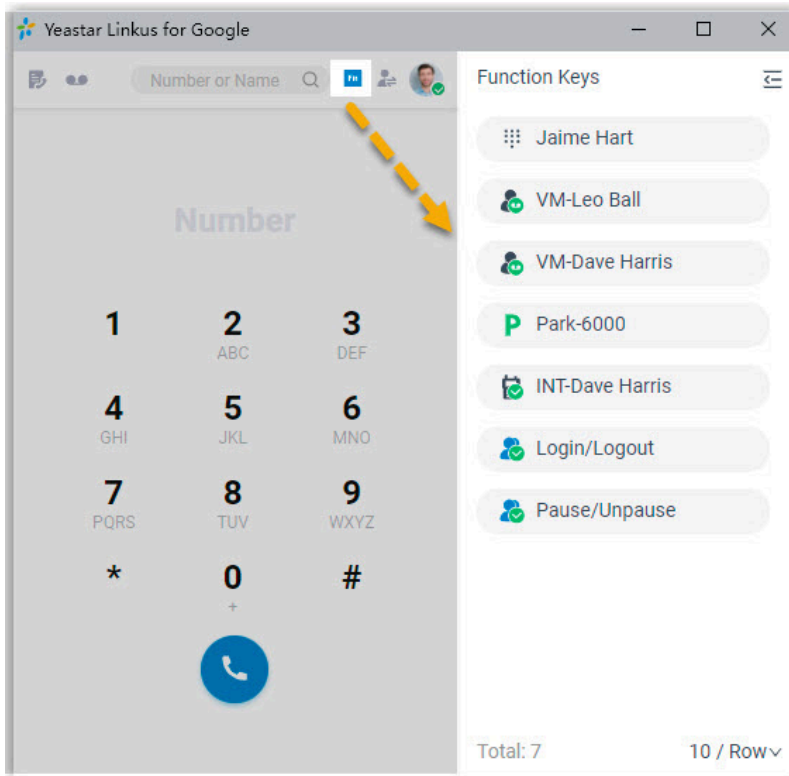
## Procedure

1. At the top-right corner of 'Yeastar Linkus for Google', click  to open the function key menu.



All the function keys are displayed on the right side of 'Yeastar Linkus for Google'.



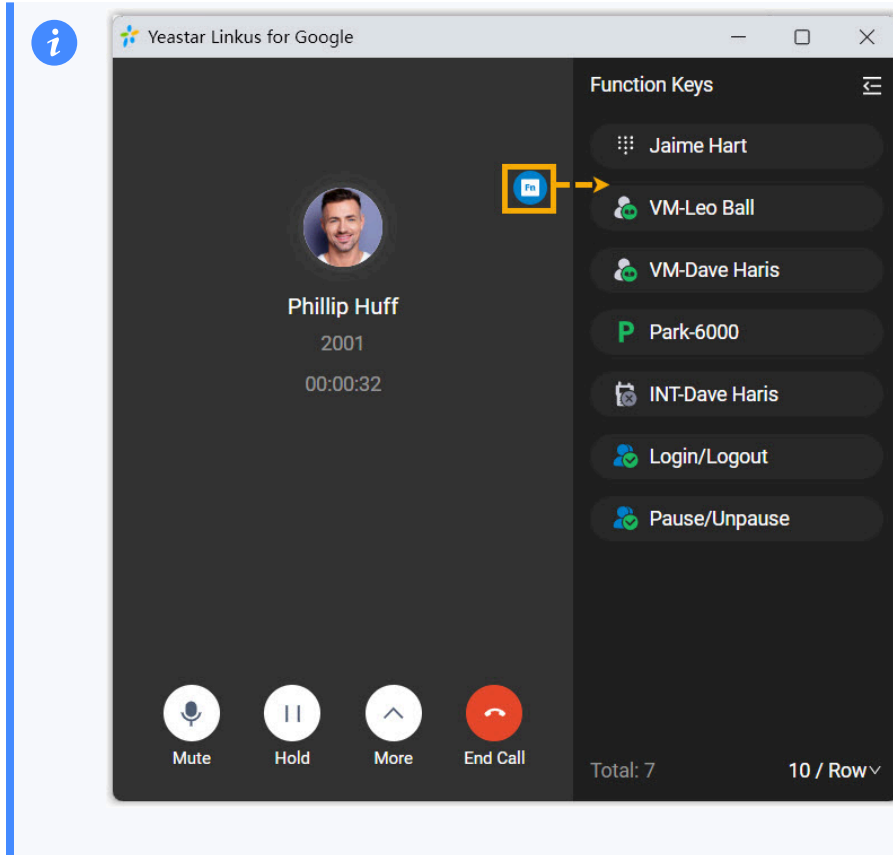


2. Click desired function keys to quickly perform specific operations or monitor status of specific objects.



**Tip:**


If you are on a call, you can click  to open the function key menu.




# Change 'Yeastar Linkus for Google' Preferences

To personalize your experience in 'Yeastar Linkus for Google' extension, you can change preferences of the extension.

## Procedure







1. On your computer, open Google Chrome.
2. On the toolbar, right click Yeastar icon () , click **Options**.
3. In the pop-up window, change the extension's preferences:
  - [Phone Number Detection](#)
  - [General Settings](#)
  - [Website Blocklist](#)
4. Click **Save**.

## Phone Number Detection

Setting	Description
Enable click to call	If enabled, phone numbers that meet <b>Phone number length</b> will be converted into clickable links; you can click the links to make calls from Linkus Web Client.
Display call icon for phone number detected	Whether to display  on the right of each detected phone number.
Phone number length (2 to 20)	Set the length of phone numbers that can be detected and converted into clickable links. <ul style="list-style-type: none"><li>• <b>Minimum</b>: The minimum length of a phone number. The default value is 7.</li><li>• <b>Maximum</b>: The maximum length of a phone number. The default value is 15.</li></ul>

## General Settings

Setting	Description
Dial out immediately on clicking phone number	Place a call out immediately via Linkus Web Client after you click a clickable phone number.

Setting	Description
	<p>If disabled, the phone number will be pasted to Linkus dialpad automatically, you need to click  to call out.</p>
<p>Auto open Yeastar Linkus for Google at system startup</p>	<p>Whether to automatically open the mini, pop-out Linkus Web Client when system starts up.</p> <div data-bbox="594 457 1386 653" style="background-color: #e6f2ff; padding: 10px;"> <p> <b>Note:</b> The feature works only when <a href="#">Continue running background apps when Google Chrome is closed</a> is enabled on Google Chrome.</p> </div>
<p>Allow incoming call pop-ups when the Extension window is minimized</p>	<p>Whether to allow incoming call pop-ups when the mini, pop-out Linkus Web Client is minimized.</p> <div data-bbox="594 764 1386 1150" style="background-color: #fff9c4; padding: 10px;"> <p> <b>Important:</b> If this option is disabled, the effects vary for different users:</p> <ul style="list-style-type: none"> <li>• <b>For Windows users:</b> No pop-up notification but the icon  in desktop taskbar will flash to remind you of a new call.</li> <li>• <b>For macOS users:</b> Not any notification on the Mac will remind you of a new call.</li> </ul> </div>
<p>Extension Shortcuts Settings</p>	<p>Set up keyboard shortcuts for the extension and Linkus call activities.</p> <ul style="list-style-type: none"> <li>• <b>Activate the extension:</b> Open the mini, pop-out Linkus Web Client when you are browsing on Google Chrome.</li> <li>• <b>Activate the extension (Global Available):</b> Open the mini, pop-out Linkus Web Client wherever you are working on the PC.</li> <li>• <b>Answer incoming call</b></li> <li>• <b>Hold/Resume</b></li> <li>• <b>Reject or hang up call</b></li> </ul> <div data-bbox="594 1577 1386 1780" style="background-color: #e6f2ff; padding: 10px;"> <p> <b>Tip:</b> Click , press desired keys on keyboard, and then decide whether to apply the keyboard shortcut to the whole system or for Chrome only.</p> </div>


## Website Blocklist

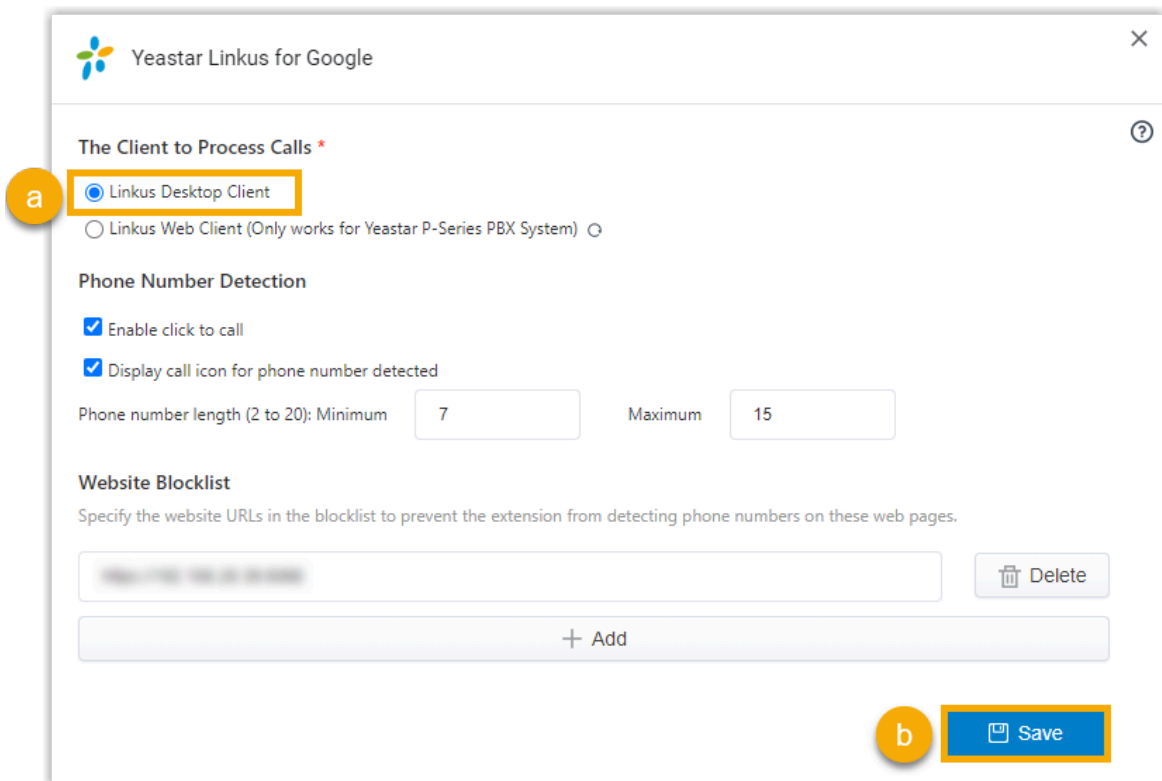
Setting	Description
Website Blocklist	Add an IP address or a domain to the blocklist. The extension will NOT detect phone numbers on the blocked website.

# Change the Linkus Client Connected to 'Yeastar Linkus for Google'

This topic describes how to change the client connected to 'Yeastar Linkus for Google' Chrome extension to Linkus Desktop Client.

## Procedure

1. On your computer, open Google Chrome.
2. On the toolbar, right click Yeastar icon () , click **Options**.
3. In the **The Client to Process Calls** section, click **Linkus Desktop Client**, then click **Save**.

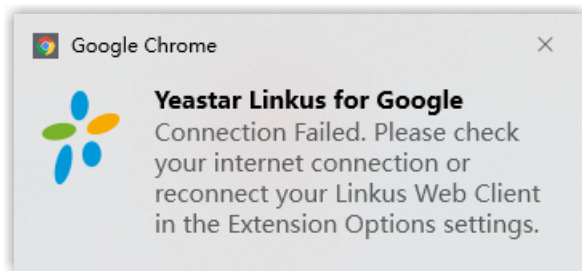


4. Log in to Linkus Desktop Client.

# Reconnect Linkus Web Client to 'Yeastar Linkus for Google'

If Linkus Web Client loses connection to 'Yeastar Linkus for Google', you need to re-establish the connection between them.

If you have allowed notifications from Google Chrome, you will receive the following notification when Linkus Web Client loses connection to 'Yeastar Linkus for Google'.



## Error cause

- Your computer's network is disconnected.
- The network of your organization's PBX server is changed.



## Solution

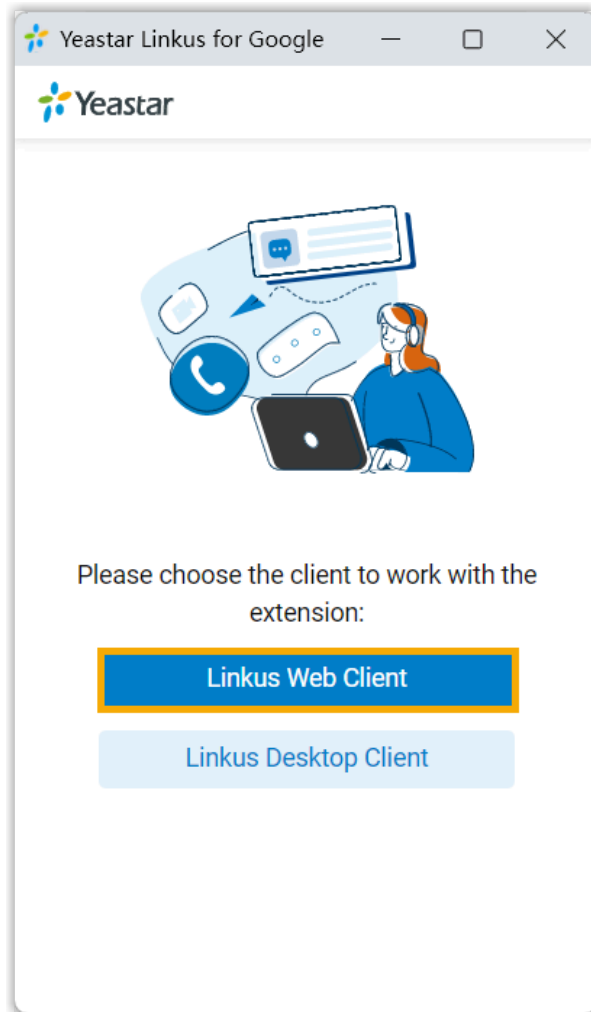
1. Check your computer's Internet connection.



### Note:

If the connection failure is caused by your computer's network, the Chrome extension automatically reconnects to your Linkus Web Client when computer is connected to Internet again. If not, please move to the next step.

2. Reconnect your Linkus Web Client to the Chrome extension.
  - a. On your computer, open Google Chrome.
  - b. On the toolbar, right click Yeastar icon () , click **Options**.
  - c. In the **The Client to Process Calls** section, click  beside **Linkus Web Client**.
  - d. In the mini, pop-out window, select **Linkus Web Client**.



e. Log in to Linkus Web Client.



**Note:**

If you have logged in, refresh Linkus Web Client page.

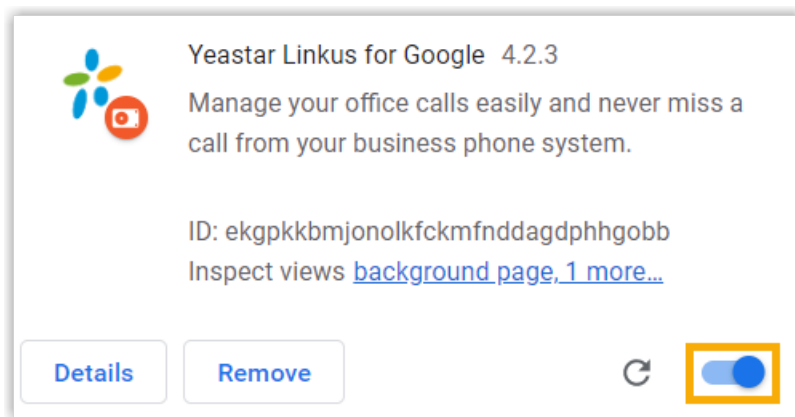


# Manage 'Yeastar Linkus for Google'


After installing the 'Yeastar Linkus for Google' extension, you can change site permission of the extension, turn on or turn off the extension, upgrade the extension, or uninstall the extension.

## Turn on/off 'Yeastar Linkus for Google' extension

1. On your computer, open Google Chrome.
2. On the Chrome toolbar, click **> More tools > Extensions**.
3. Find 'Yeastar Linkus for Google', turn on or turn off the extension.



## Change site permission of 'Yeastar Linkus for Google' extension

1. On your computer, open Google Chrome.
2. On the toolbar, right click the Yeastar icon .
3. Hover your mouse over **This can read and change site data**, and decide which permission to give the extension.
  - **When you click the extension:** Turn on the extension only when you click it. This only allows the extension to access the current site in the open tab or window.



### Note:


If you close the tab or window, you have to click the extension to turn it on again.

- **On {current\_site}**: Allow the extension to automatically read and change data on the current site.
- **On all sites**: Allow the extension to automatically read and change data on all sites.

## Upgrade 'Yeastar Linkus for Google' extension

The Google Chrome periodically checks for updates and automatically upgrades the 'Yeastar Linkus for Google' extension.

## Uninstall 'Yeastar Linkus for Google' extension

1. On your computer, open Google Chrome.
2. On the toolbar, click  > **More tools > Extensions**.
3. Find 'Yeastar Linkus for Google', and click **Remove**.
4. In the pop-up window, click **Remove** to confirm.