Linkus Web Client User Guide

Yeastar P-Series Appliance Edition

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Contents

About This Guide

This user guide provides step-by-step procedures and reference information about using Linkus Web Client.

Audience

This guide is intended for users who need to access and operate on Linkus Web Client.

Additional resources

The following table displays related documents to which you may need to refer.

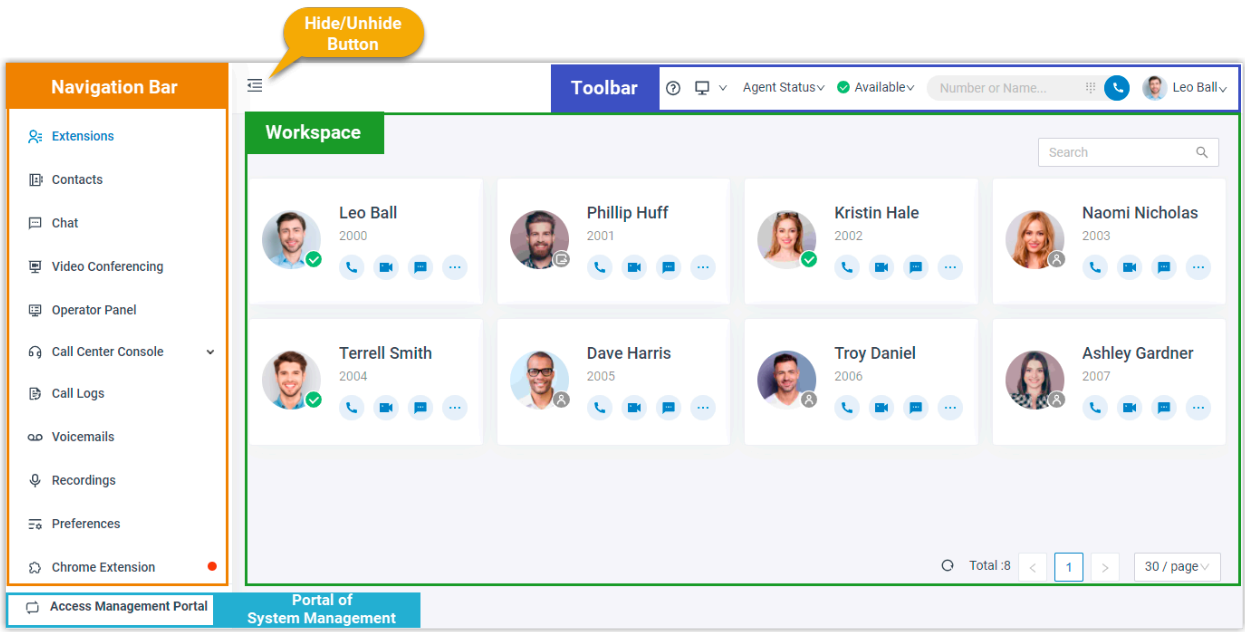
Table 1.

Document	Description	Intended Audience
Call Center Console User Guide	Call Center Console is an additional service that allows queue manager and agents to monitor queue performance and call activity, and manage queue calls.	This guide is intended for call center managers (supervisors) and agents who need to monitor call center performance and manage queue calls.
Operator Panel User Guide	Operator Panel allows you to manage multiple calls (including your group members' and yours), and direct calls to appropriate destination quickly and efficiently.	This guide is intended for operators and receptionists who need to manage calls and user presence on Operator Panel.

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

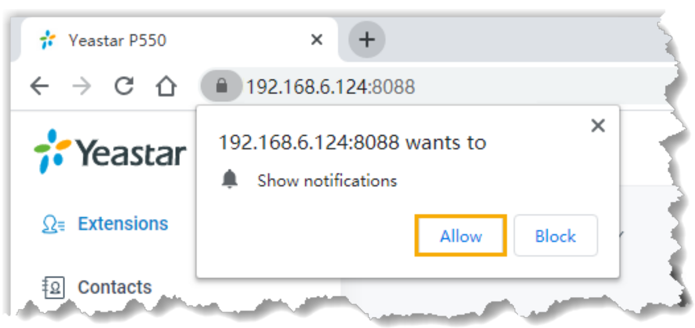
Make sure you have received a welcome email.

Note: The login link is valid for 24 hours and can be used only ONCE. If the link expires, contact system administrator to resend an email.

Procedure

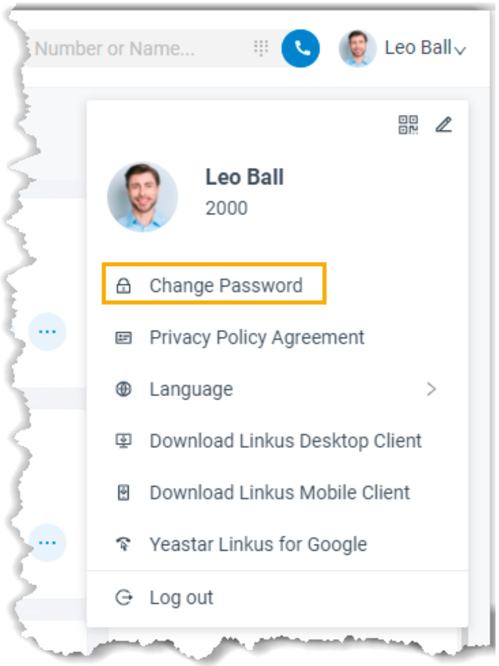
1. Access your mailbox and find the welcome email.
2. Click the login link for Linkus Web Client.
    - To log in to Linkus Web Client locally, click the link for local network.
    - To log in to Linkus Web Client remotely, click the link for public network.

    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**.

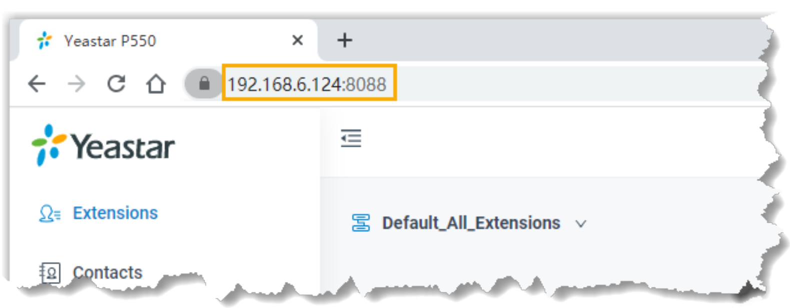
    Note: Next time you want to change user password, you can click your account at the top right, click **Change Password** to change password as needed.



What to do next

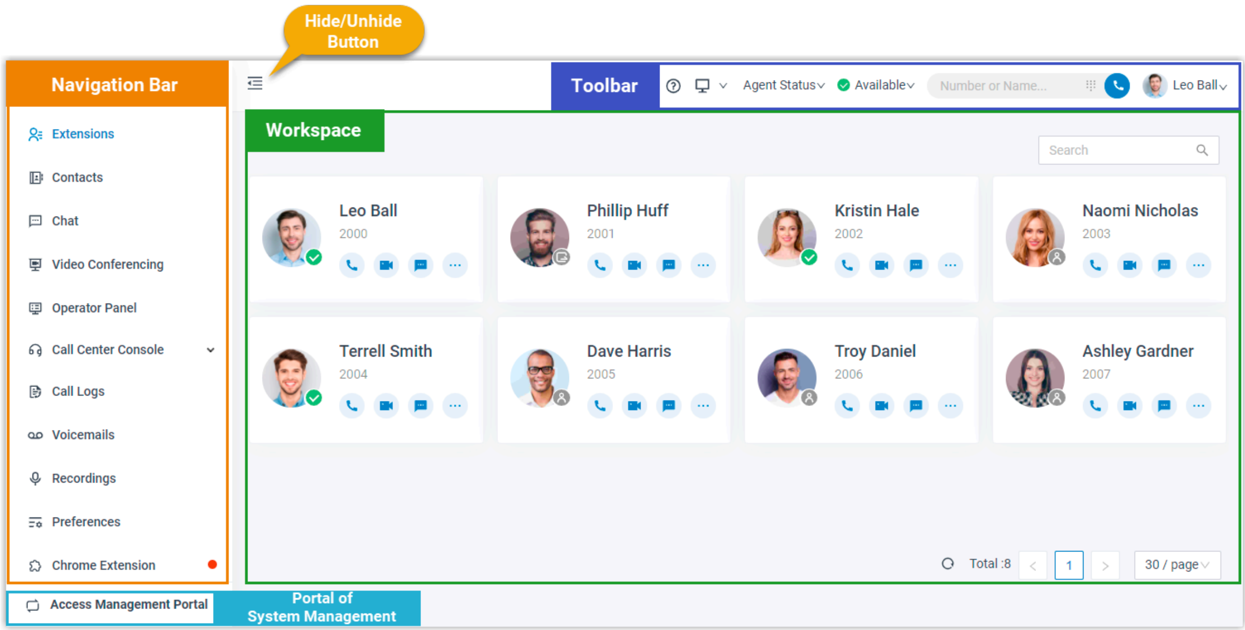
- Use your user name (extension number or email address) and new password to log in to Linkus Web Client again.
- Note down the IP address of Linkus Web Client, which is displayed in the address bar.

  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.
- **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:

- Place audio calls or video calls
- Change user password
- Change extension presence
- Change agent status
- Change web language
- Download Linkus Desktop Client and Linkus Mobile Client
- Download 'Yeastar Linkus for Google' Extension

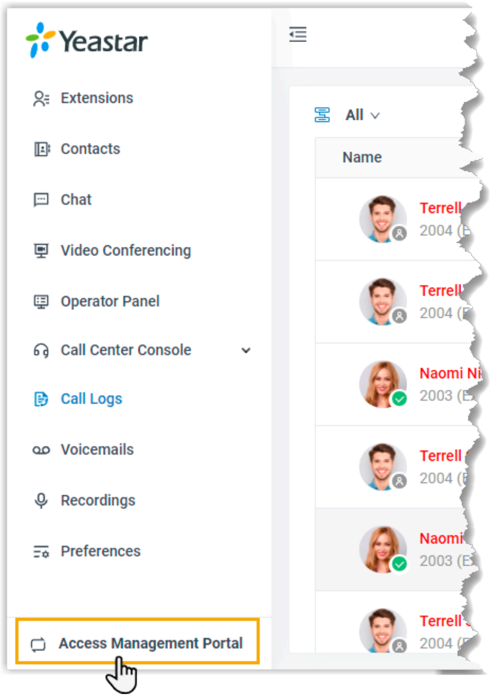
Workspace

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 management portal, you can reset your User Password.

Prerequisites

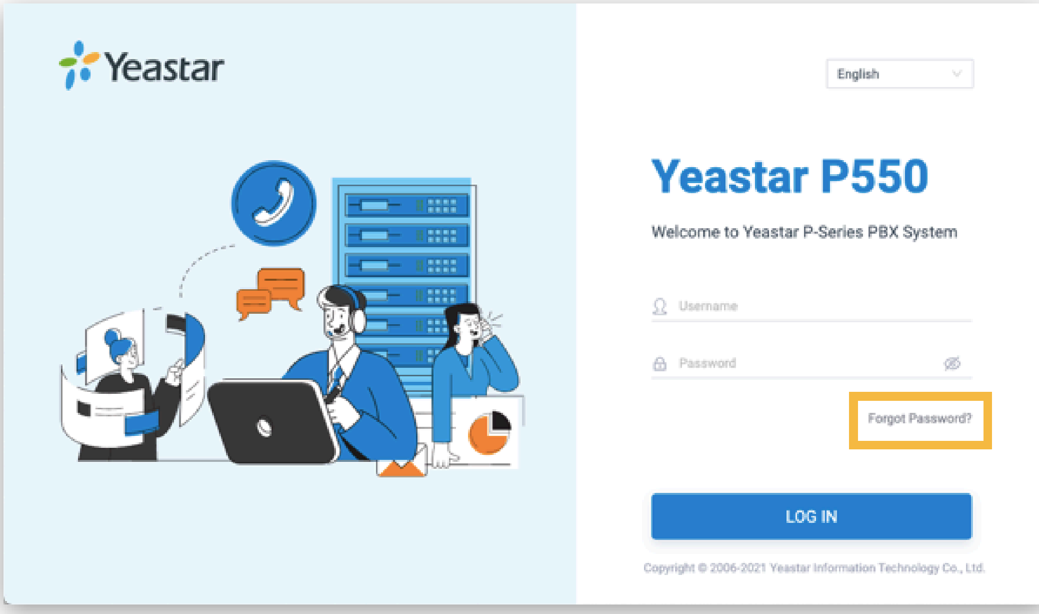
- If you don't have an email address bind with your extension or you forget the email address, you cannot reset your password.

  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.

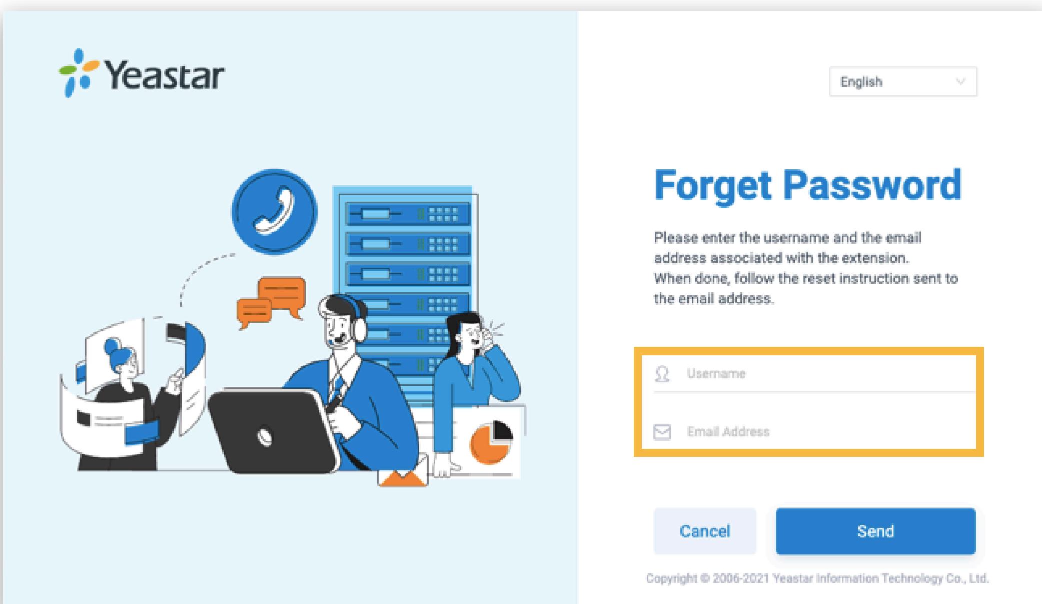
Procedure

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

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



2. On the **Forget Password** page, enter the username and the email address.
    - **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 management 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

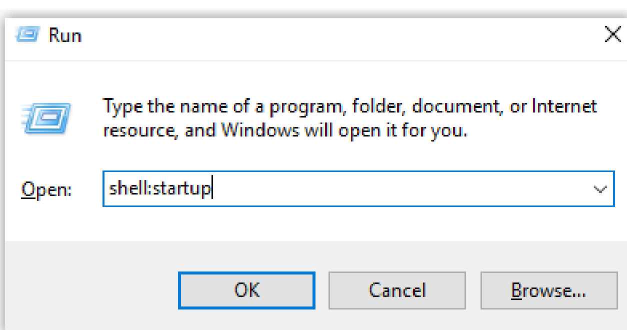
Step1. Make a web browser run at startup on a computer

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

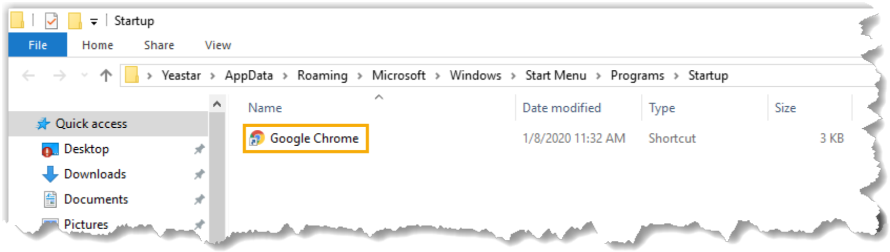
- Windows
- macOS

Windows

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



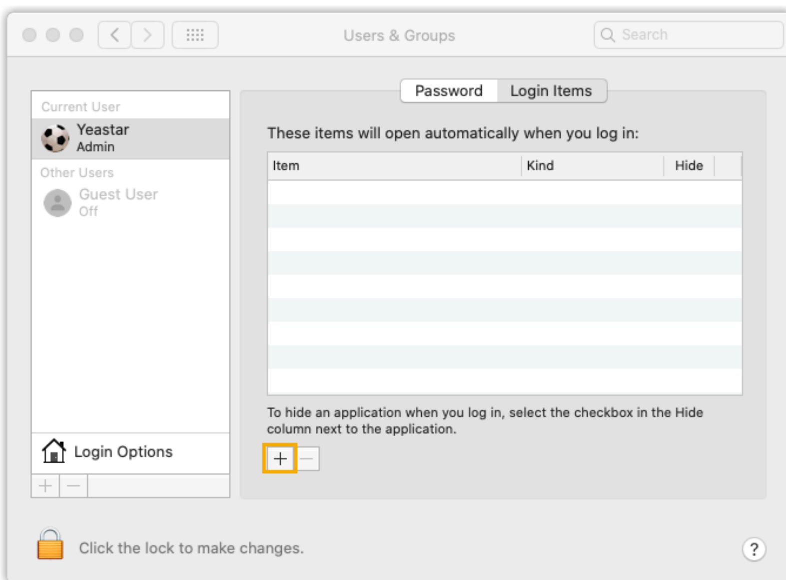
3. Copy the shortcut of a web browser App.
4. In the Startup folder, paste the shortcut.



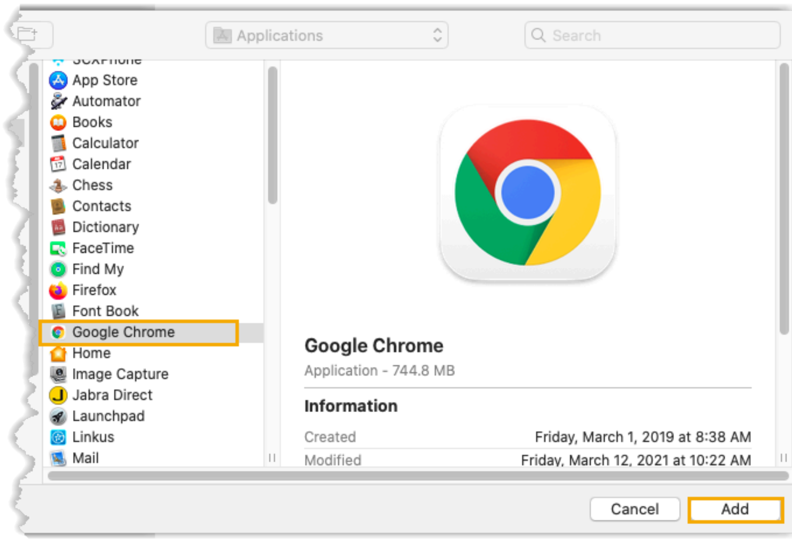
The web browser will run at startup on Windows.

macOS

1. Go to **System Preferences > Users & Groups**, click **Login Items** tab.
2. Click + to add a web browser App.



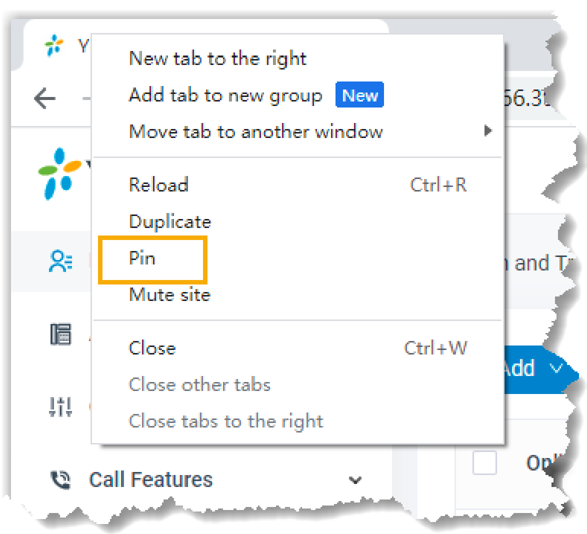
3. In the pop-up window, select a desired web browser App and click **Add**.



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:

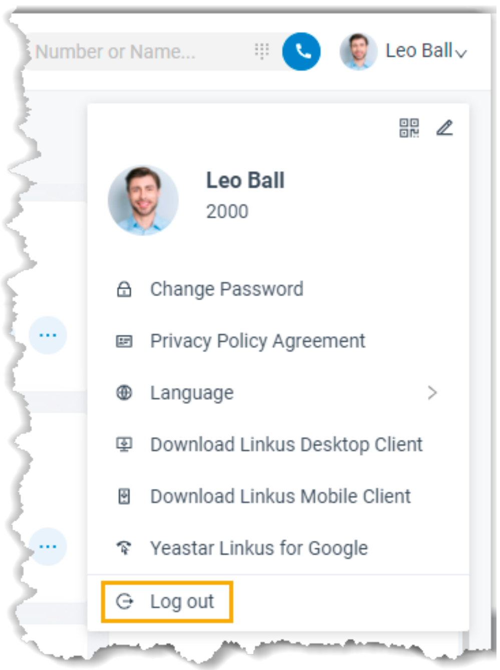
- Do NOT log out of Linkus Web Client, or it can not automatically log in next time your web browser opens.
- If you close web browser or Linkus Web Client tab, you can NOT receive notifications from Linkus Web Client. To avoid this, you can install Chrome extension 'Yeastar Linkus for Google', which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

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

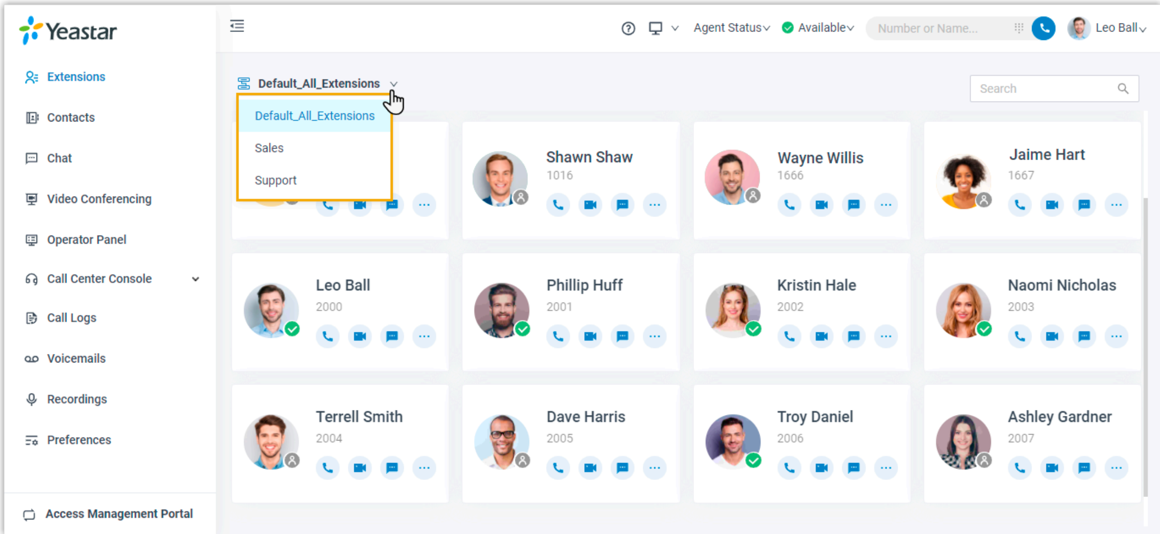
This topic describes how to view colleague extensions and quickly reach colleagues.

Procedure

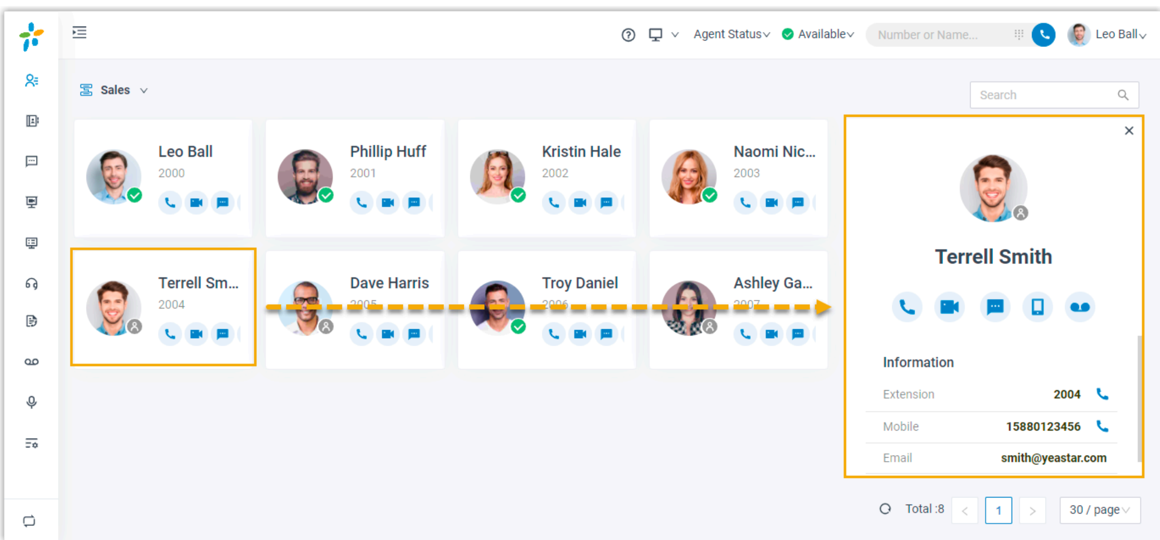
1. Log in to Linkus Web Client.
2. On the left navigation bar, click **Extensions**.
3. In the drop-down list of **Extension Group** (), select a group.
   Extensions within the group are displayed.

   Note: By default, all the extensions within groups visible to you are displayed on Linkus Web Client, whether the extensions are registered or not. If you choose to display only the registered extensions, then the unregistered extensions will not be displayed.

   For more information, see Configure Extension Display.



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



5. **Optional:** Click specific icons to reach colleagues.

- : Place an audio call to extension.
- : Place a video call to extension.
- : Start a personal chat.
- : Call mobile number.
- : Leave voicemail.

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

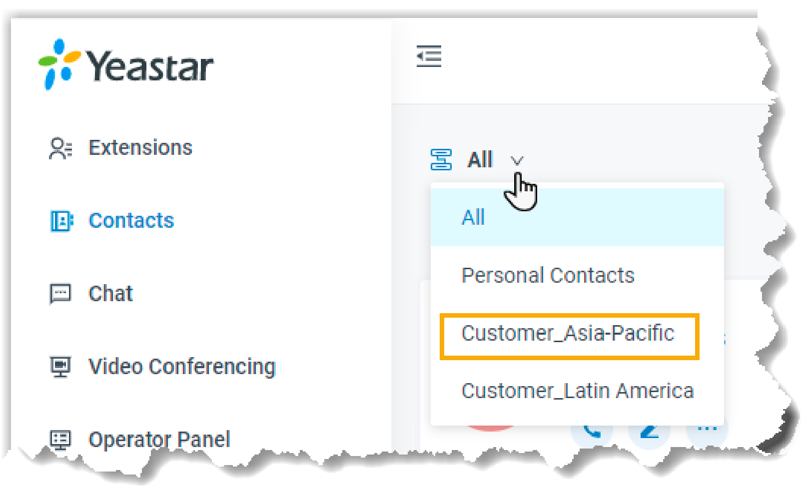
This topic is suitable for Linkus Web Client users whose organization's PBX server uses Enterprise/Ultimate Plan.

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

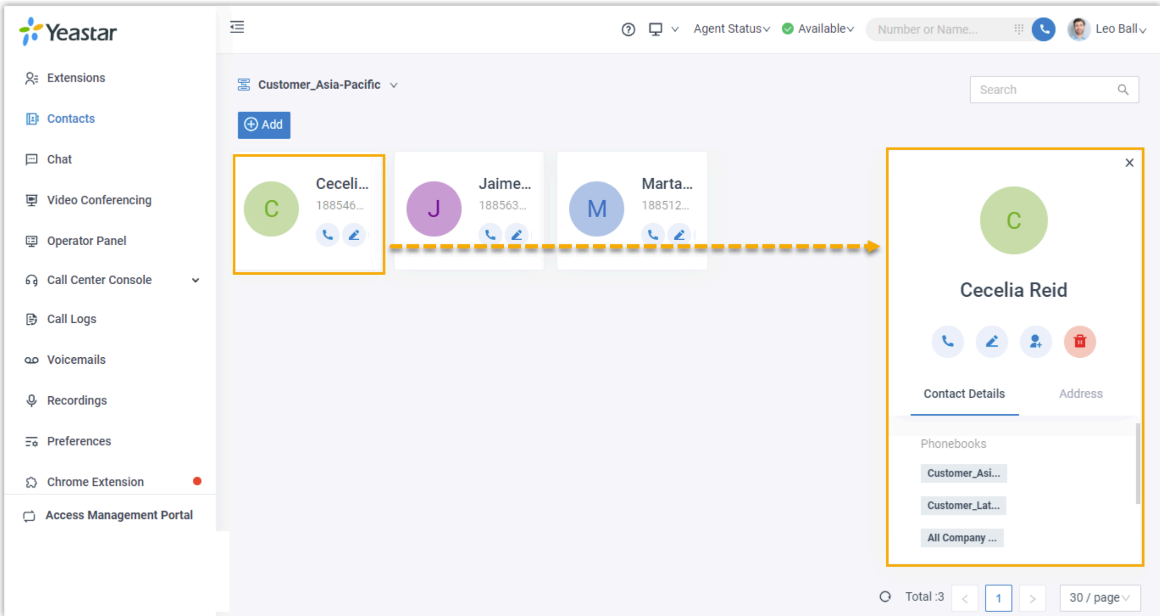
View a company contact

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:

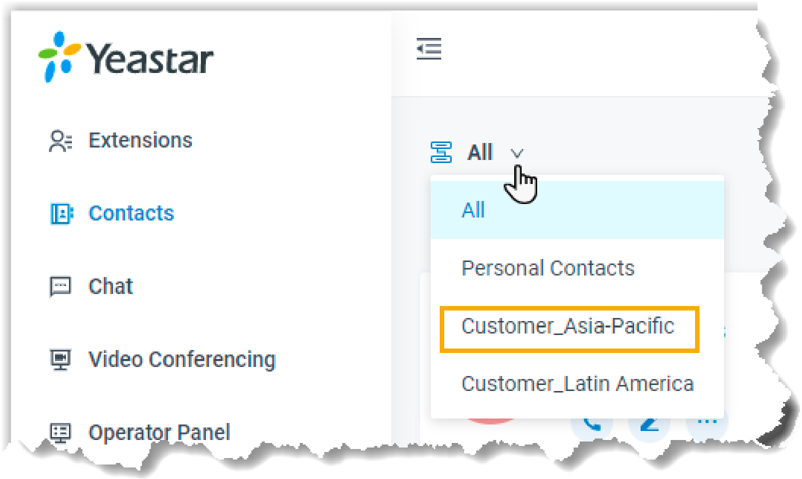
- Add a company contact in a phonebook
- Add a company contact from personal contacts list
- Add a company contact from Call Logs
- Add a company contact from Voicemails list
- Add a company contact from Recordings list

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**.

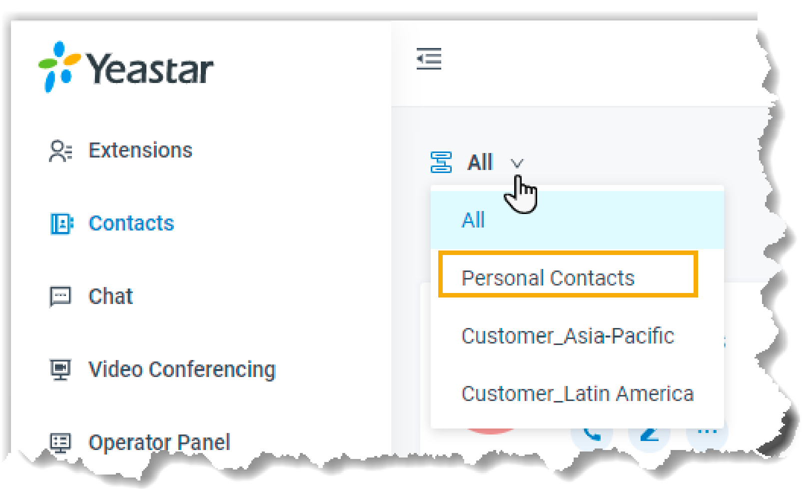
   Note: If your organization has a phonebook that contains all the company contacts, the contact will be automatically added to the phonebook.

   The contact is added to the relevant phonebooks.

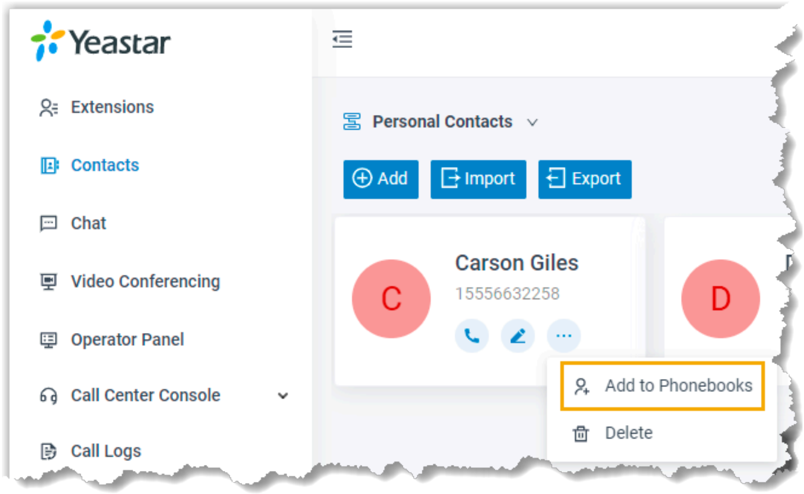
Add a company contact from personal contacts list

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 .

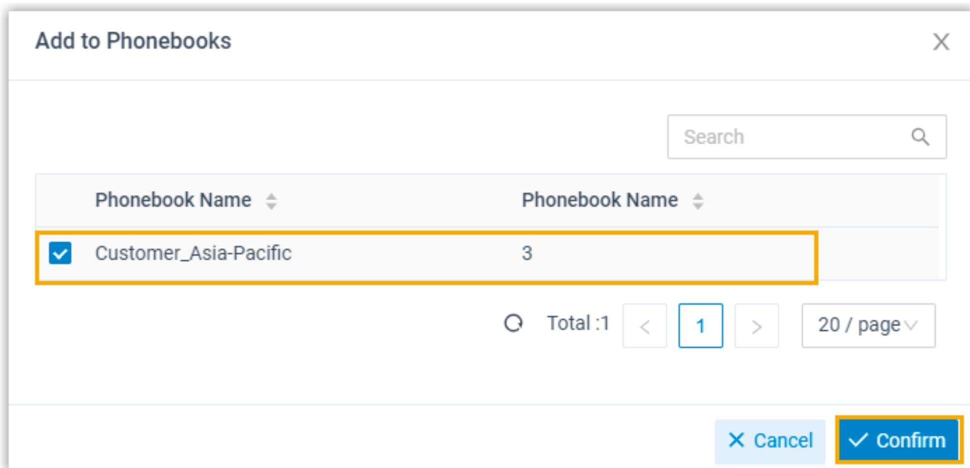


3. Find the desired contact, click **...** and select **Add to Phonebooks**.



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.

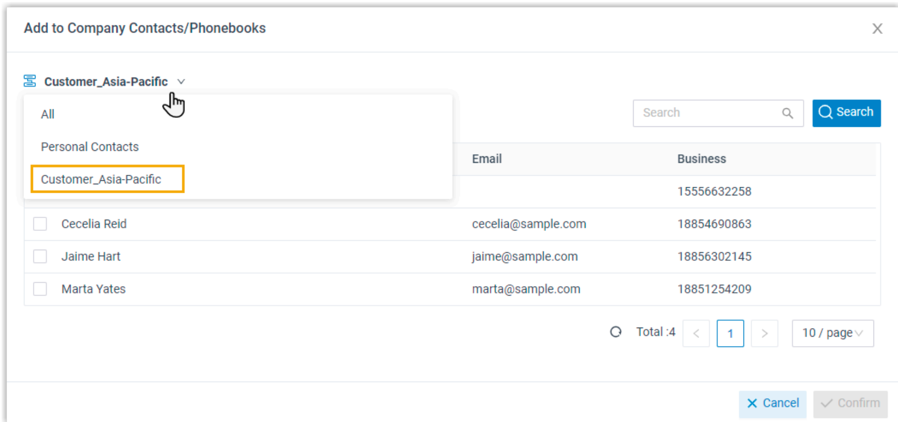
Add a company contact from Call Logs

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.

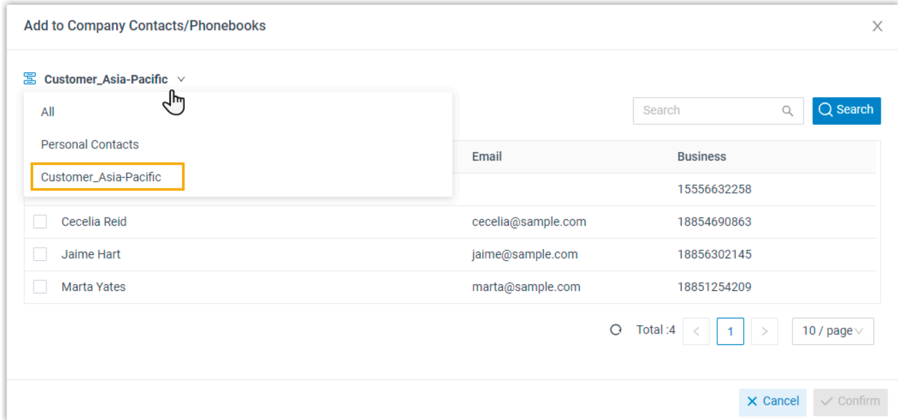


    c. Select the checkbox of an existing contact.
    d. Click **Confirm** and **Save**.

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.

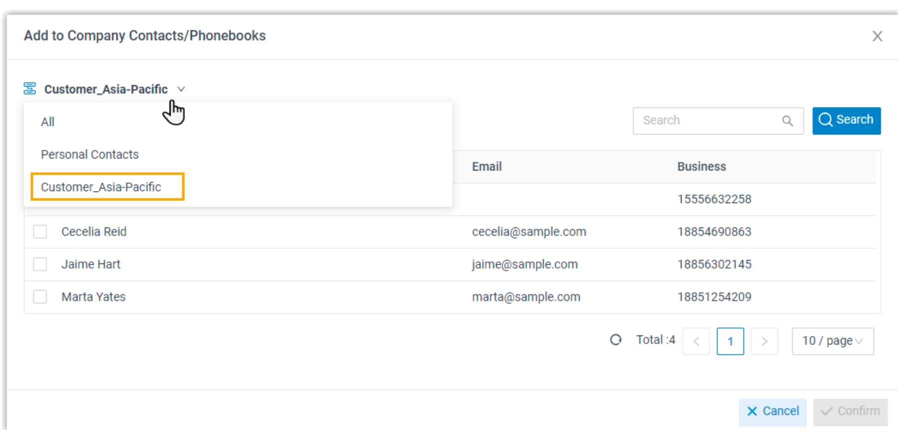


c. Select the checkbox of an existing contact.
d. Click **Confirm** and **Save**.

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.



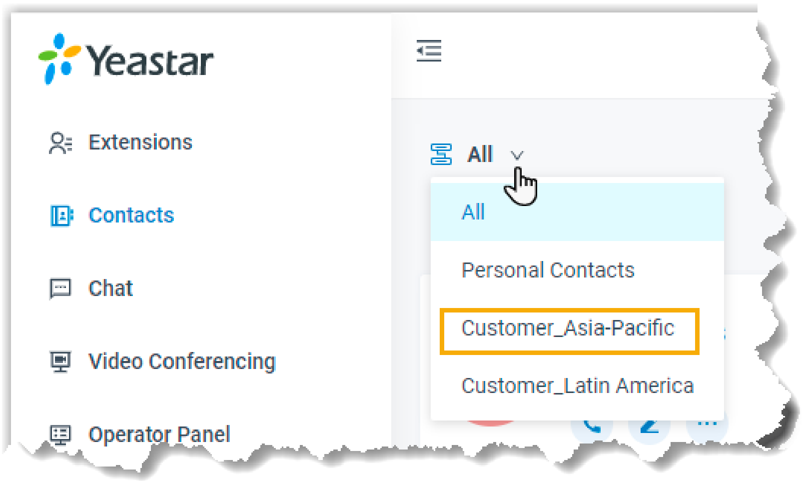
    c. Select the checkbox of an existing contact.

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 .



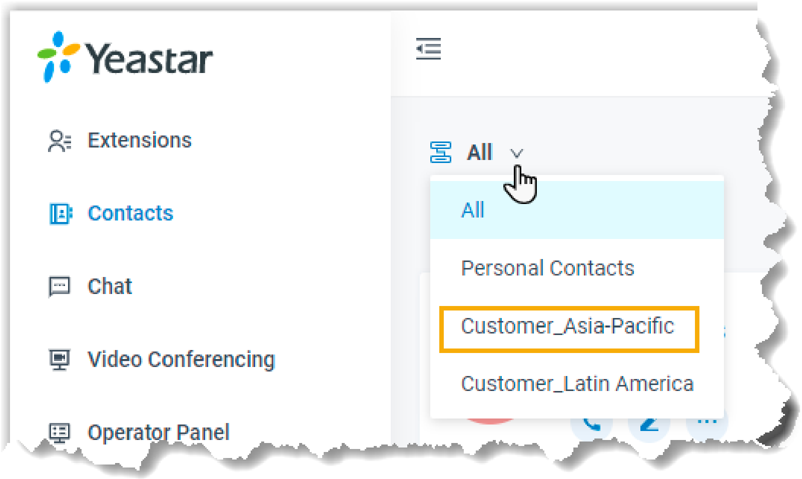
3. Find the desired contact, click to edit the desired contact.
4. After you edit contact information, click **Save**.

   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.

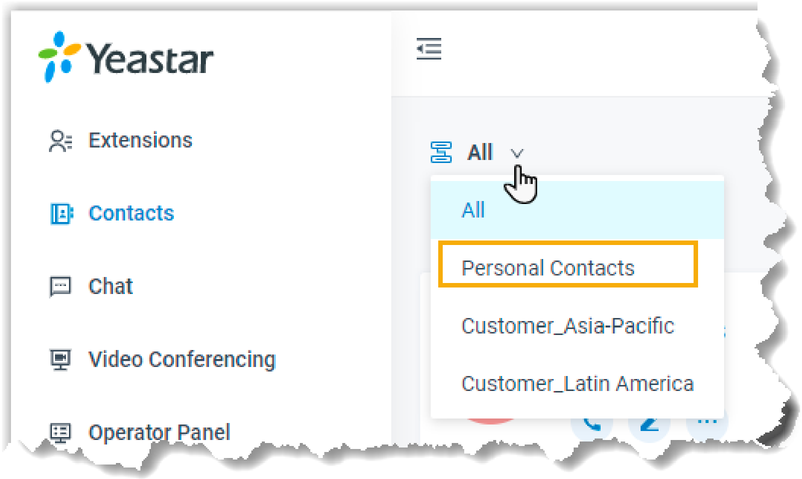
Audience

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

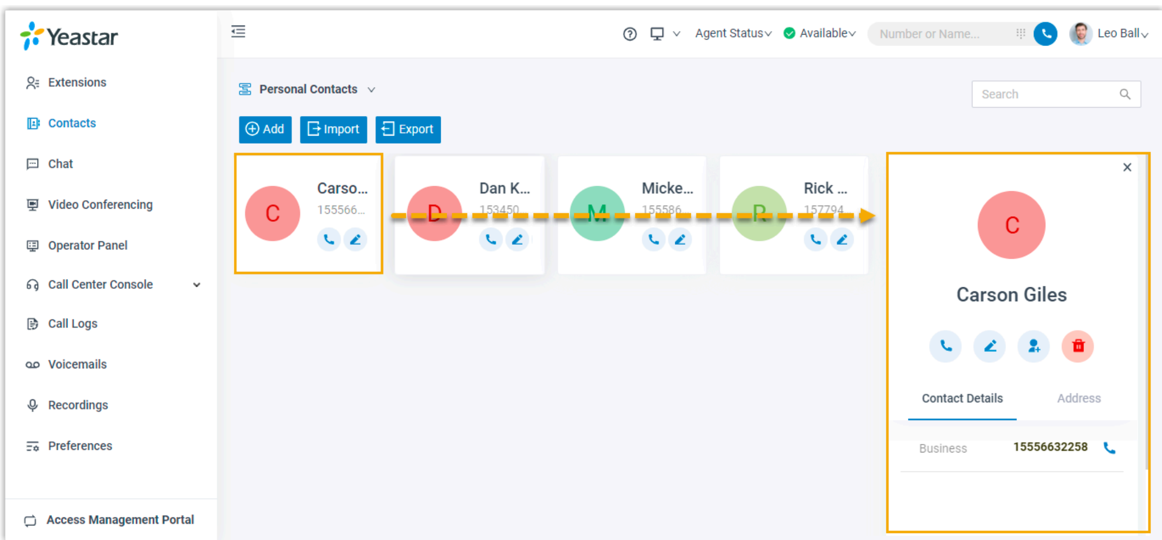
For PBX Basic Plan, see View and Manage Personal Contacts (Basic).

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.



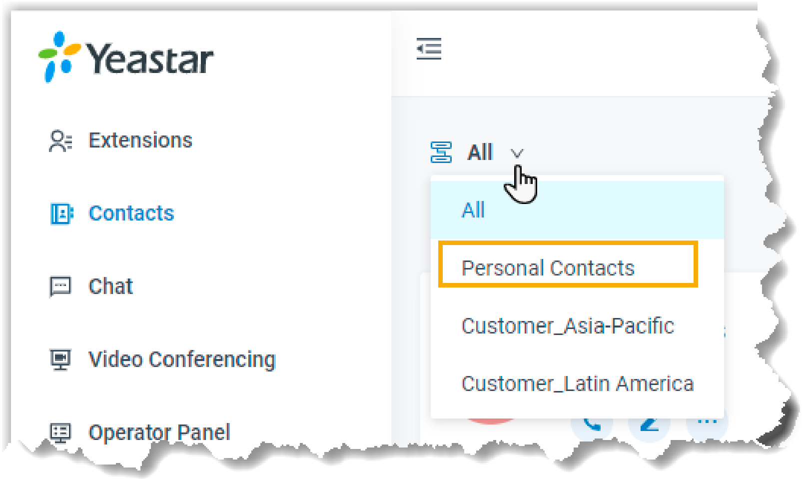
Add a personal contact

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 .



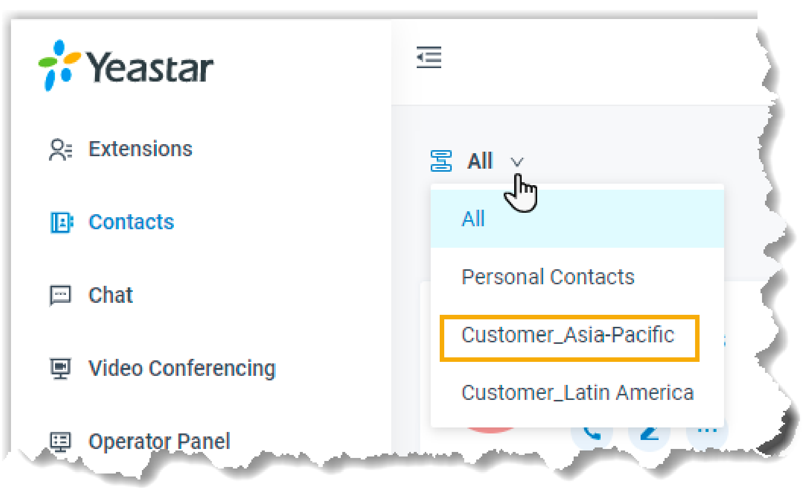
3. Click **Add**, enter contact information, and then click **Save**.

   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 .



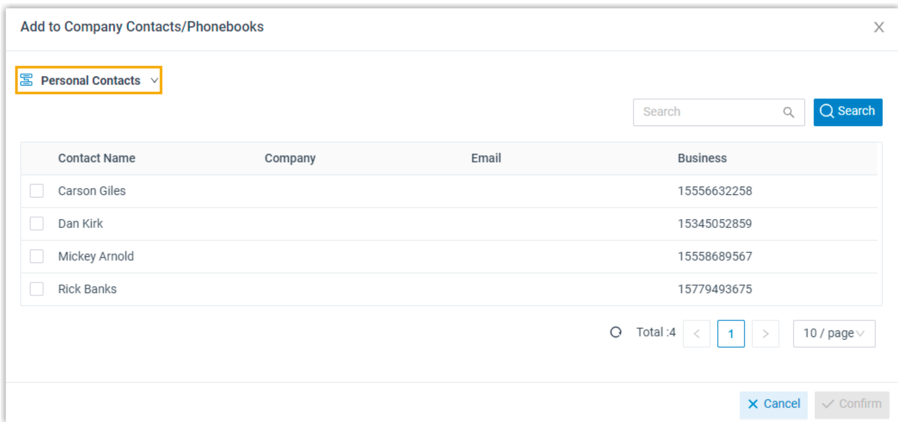
3. Find the desired contact, click **...**, select **Add to Personal Contacts**.

   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**.

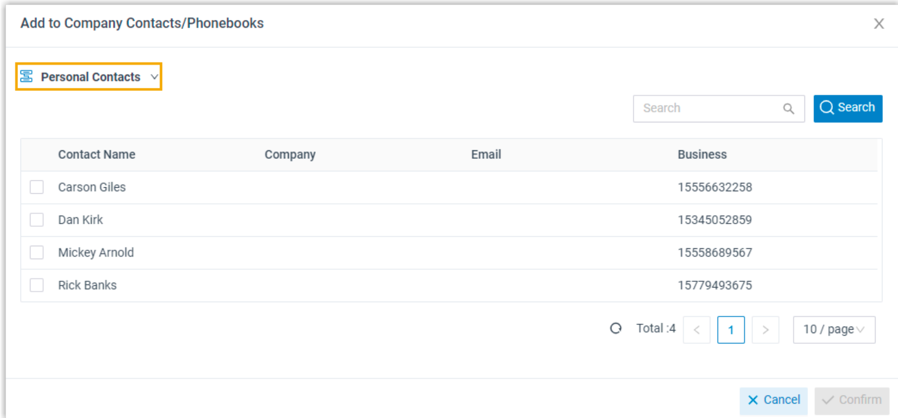
2. Right click a record to add a personal contact.
3. To add a new contact, do as follows:
    a. Click **Add New Contact**.
    b. In the **Add to** drop-down list, select **Personal Contacts**.
    c. Enter contact information.
    d. Click **Save**.
4. To add to an existing contact, do as follows:
    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

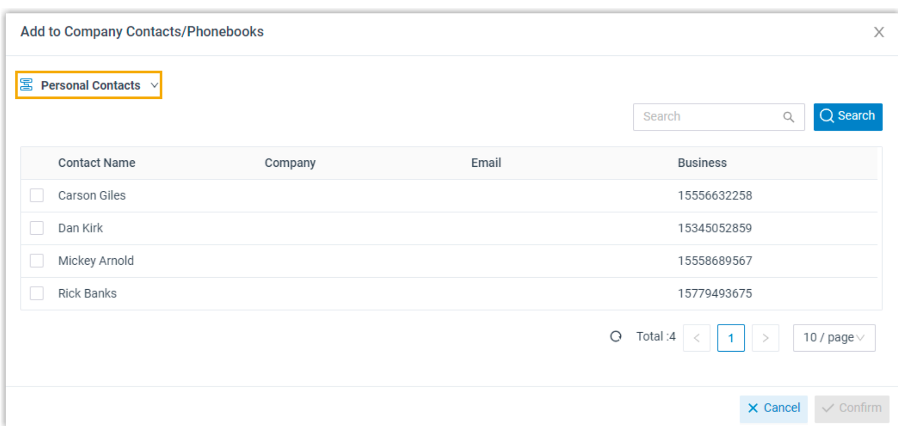
1. Log in to Linkus Web Client, click **Voicemails**.
2. Right click a record to add a personal contact.
3. To add a new contact, do as follows:
    a. Click **Add New Contact**.
    b. In the **Add to** drop-down list, select **Personal Contacts**.
    c. Enter contact information.
    d. Click **Save**.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

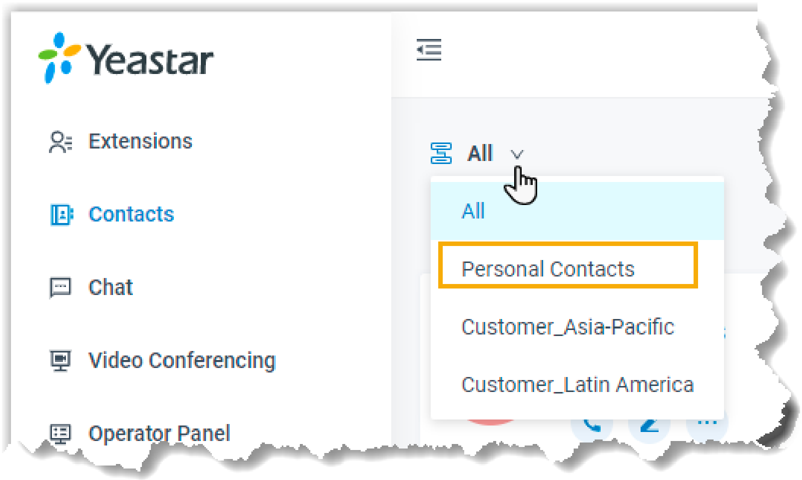


c. Select the checkbox of an existing contact.
d. Click **Confirm** and **Save**.

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 .

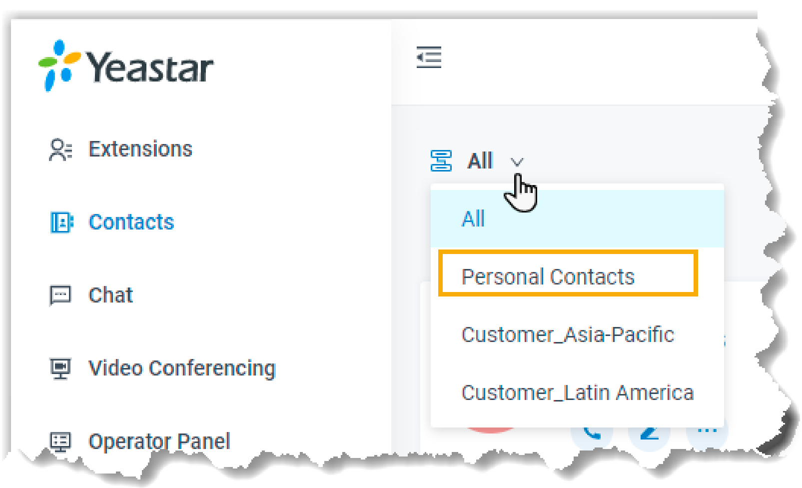


3. Find the desired contact, click to edit the desired contact information, and then click **Save**.

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

Delete 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 .



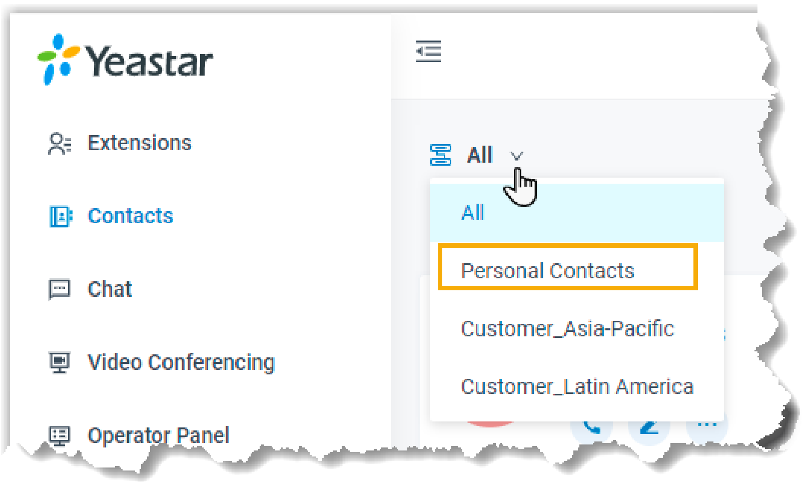
3. Find the desired contact, click **...**, click **Delete** and **OK**.

   The contact is removed from your Personal Contacts.

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.

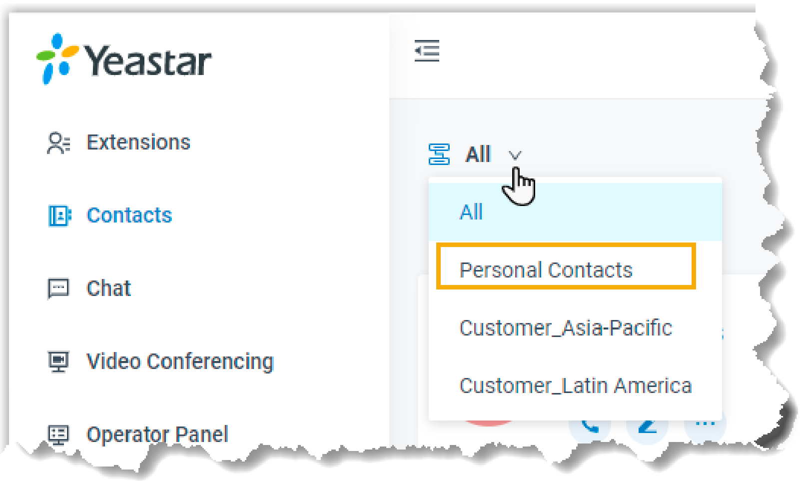
Prerequisites

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

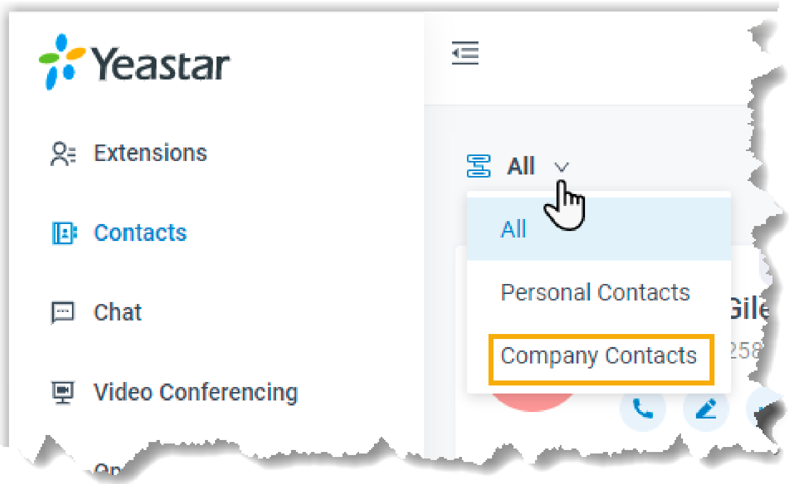
This topic is suitable for Linkus Web Client users whose organization's PBX server uses Basic Plan.

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

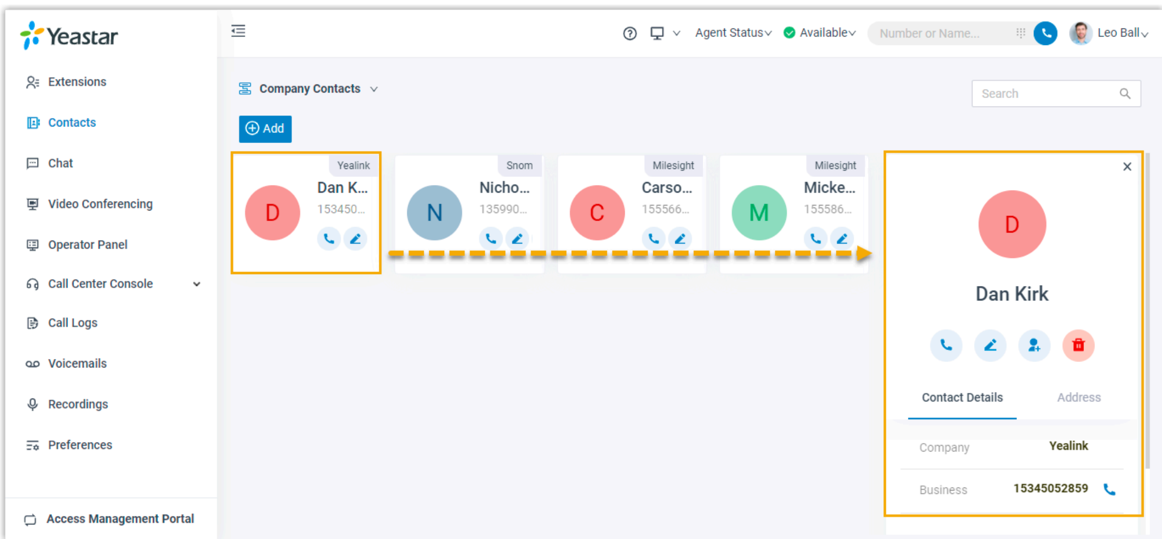
View a company contact

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

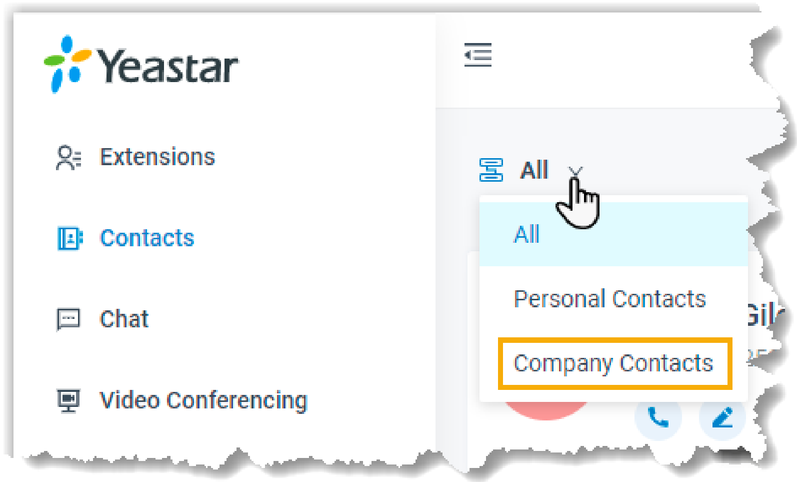
There are several ways for you to add a company contact:

- 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 .



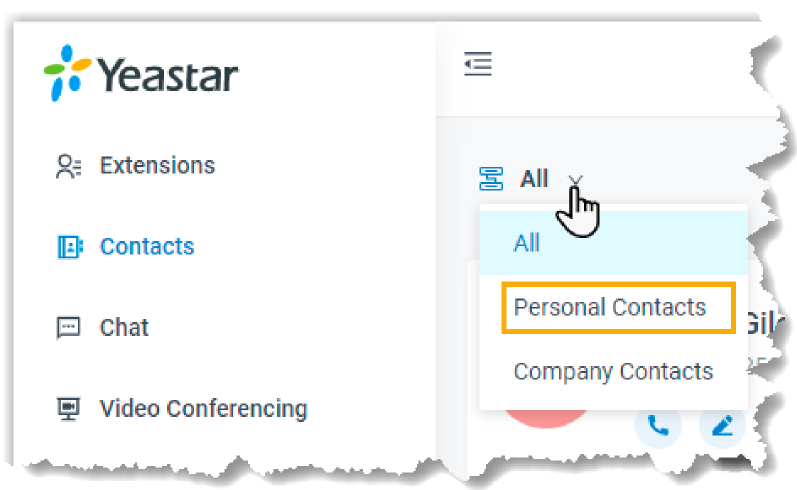
3. Click **Add**, enter contact information, and then click **Save**.

   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

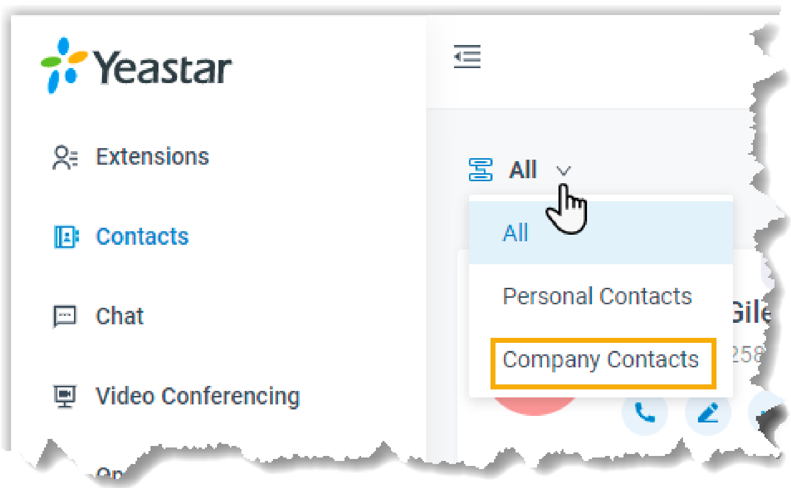
1. Log in to Linkus Web Client, click **Recordings**.
2. Right click a record to add a company contact.
3. To add a new contact, do as follows:
    a. Click **Add New Contact**.
    b. In the **Add to** drop-down list, select **Company Contacts**.
    c. Enter contact information.
    d. Click **Save**.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



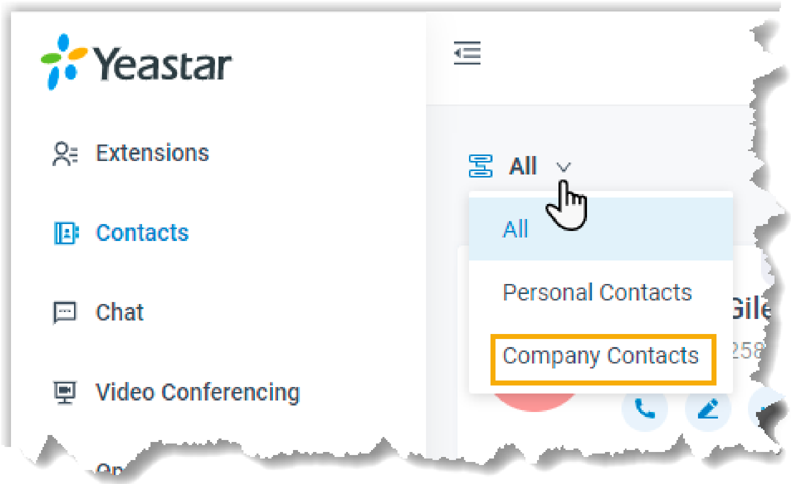
3. Find the desired contact, click to edit the desired contact.
4. After you enter contact information, click **Save**.

   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.

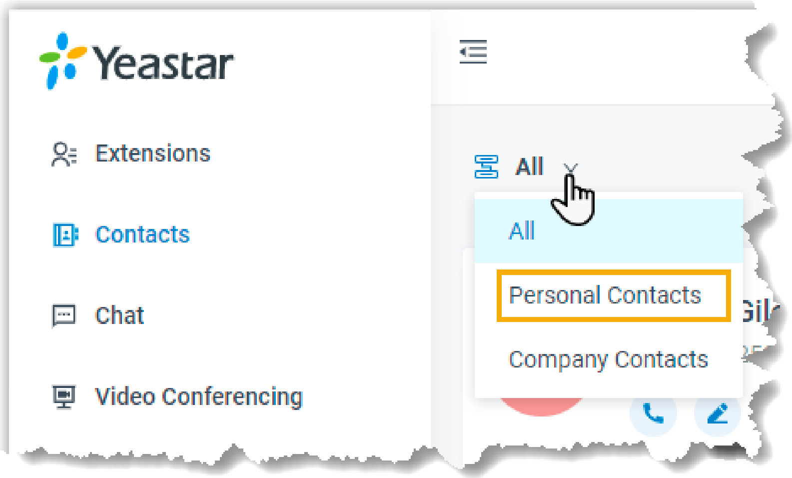
Audience

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

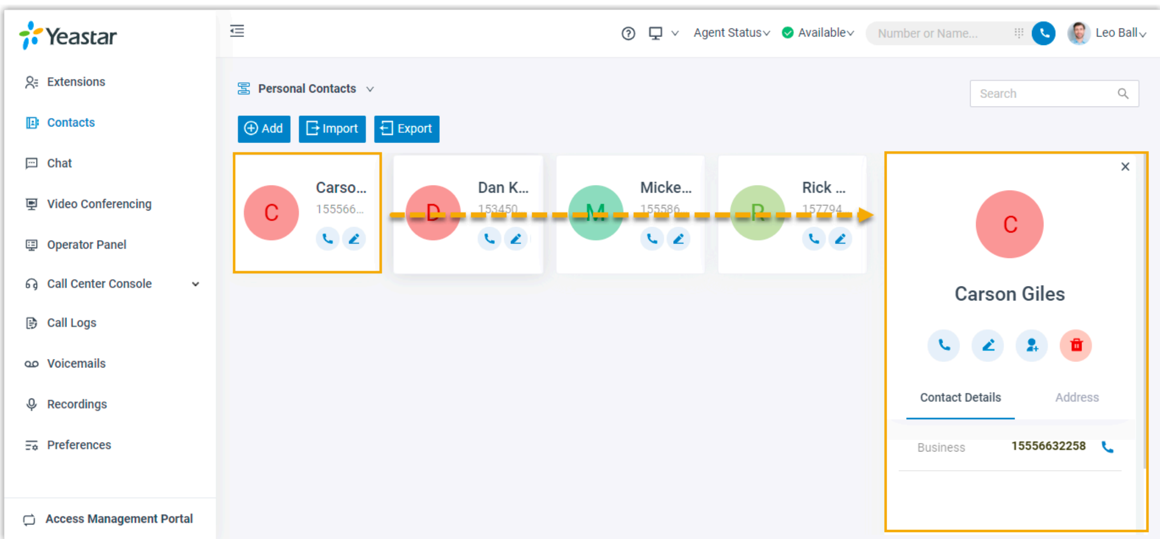
For PBX Enterprise/Ultimate Plan, see View and Manage Personal Contacts (Enterprise/Ultimate).

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.



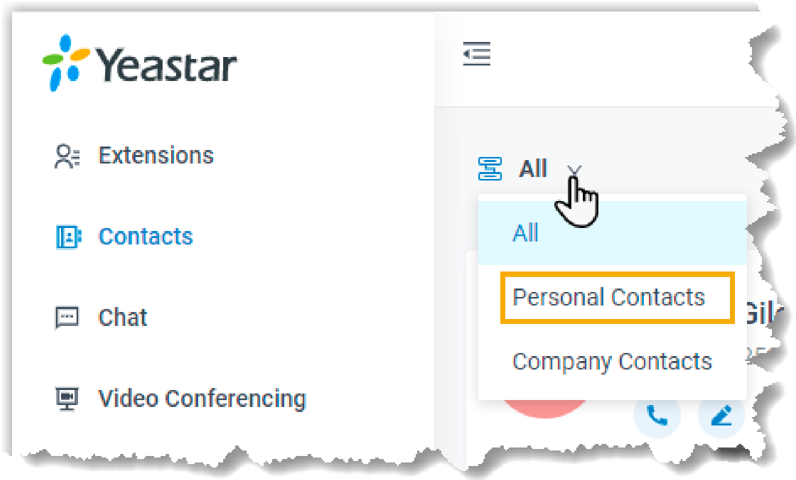
Add a personal contact

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 .



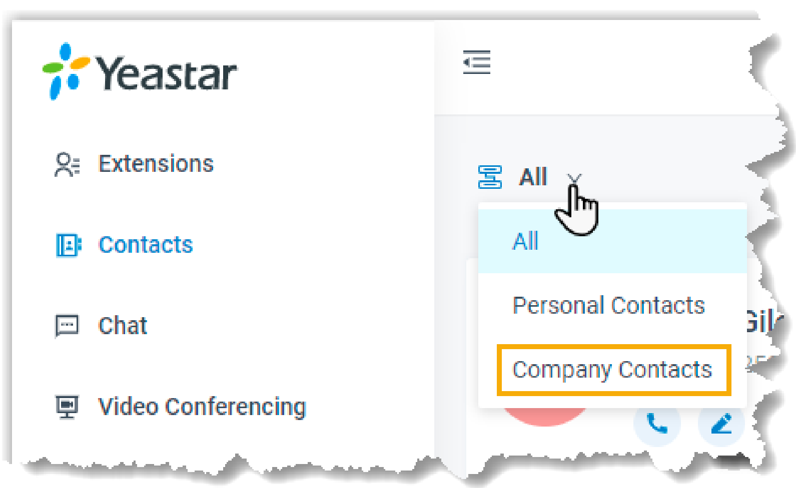
3. Click **Add**, enter contact information, and then click **Save**.

   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**.

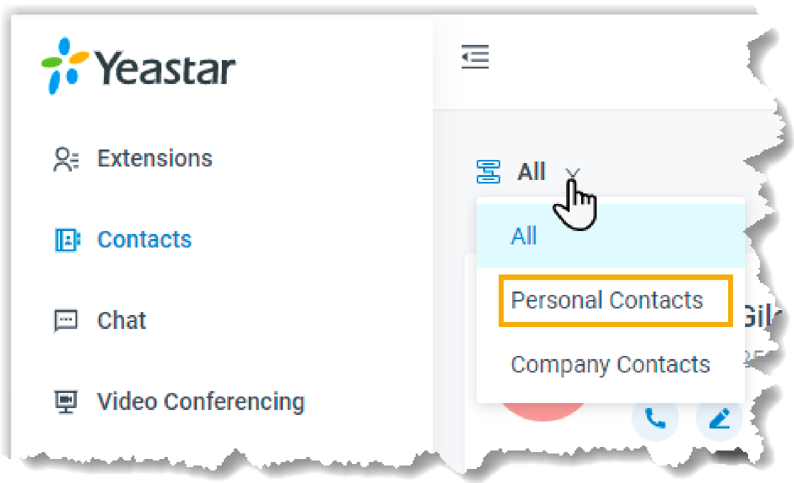
Add a personal contact from Recordings list

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 .

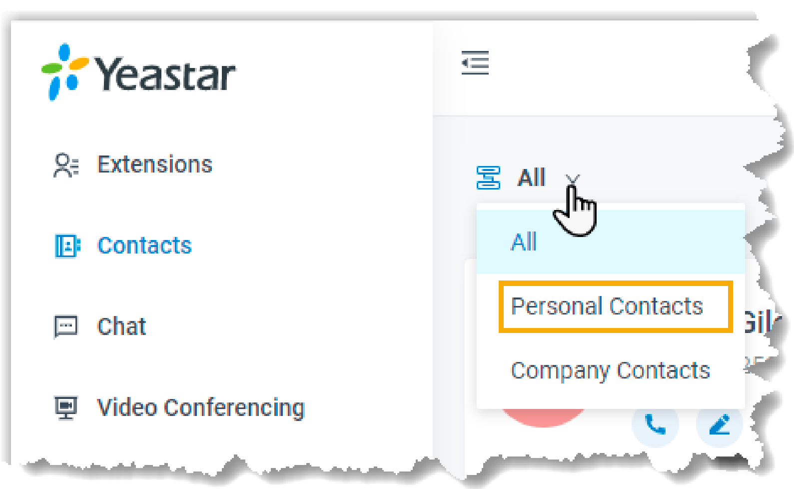


3. Find the desired contact, click to edit the desired contact information, and then click **Save**.

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

   The contact is removed from your Personal Contacts.

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.

Contacts FAQ

This topic provides answers to commonly asked questions about Yeastar Contacts.

- Why can't I import personal contacts?
- Will my personal contacts be lost if I uninstall Linkus client?
- Can system administrator or other users see my personal contacts?
- Why can't I see company contacts on IP phone?

Why can't I import personal contacts?

- Check if the contacts limit is reached. See Contact limits.
- Check if the imported file meets the format requirement: CSV file encoded in UTF-8.

Will my personal contacts be lost if I uninstall Linkus client?

The personal contacts won't be lost.

After you create personal contacts, the contacts are stored in PBX server.

Can system administrator or other users see my personal contacts?

No. Personal contacts are visible to the owner.

Why can't I see company contacts on IP phone?

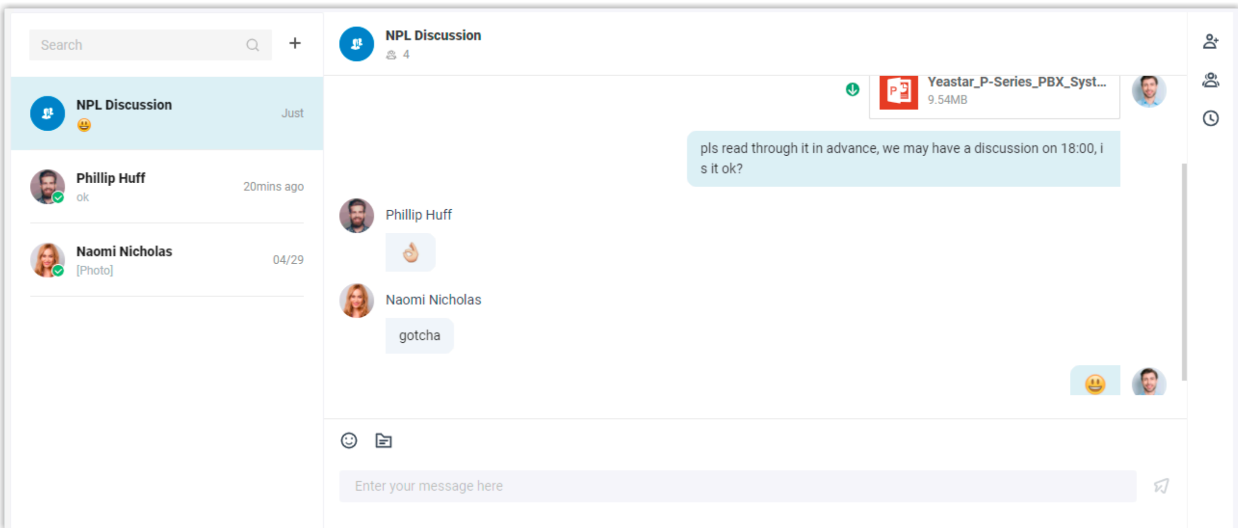
Contact administrator to check if you are allowed to view company contacts.

Chat

Linkus Web Client Chat Overview

Linkus Chat feature is specially designed for both Linkus Web Client users and Linkus Mobile Client users, which allows you to quickly collaborate with colleagues and stay productive wherever you are.

Preview of Linkus Web Client chat



Requirements

To use 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 pop-up notification and notification sound for new messages.
- **Chat History**: Sync chat history across all your Linkus Clients, including Android, iOS, and Web; Restore chat history from the backup that is created on the same PBX server.
- **Flexible Message Type**: Send text messages and emojis; Share files and photos; Make an audio/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 Chat feature, contact system administrator to check if PBX server meets the following requirements:

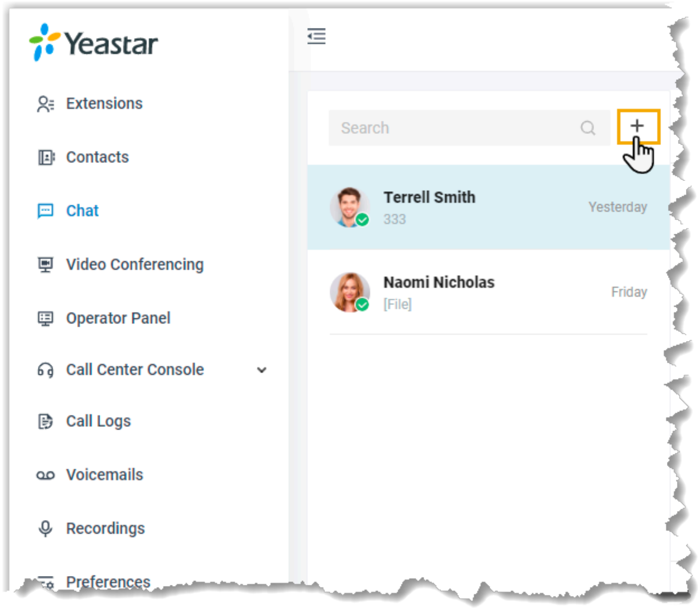
- **Version**: 37.3.0.42 or later.
- **Plan**: Either Enterprise Plan or Ultimate Plan is subscribed.

Procedure

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

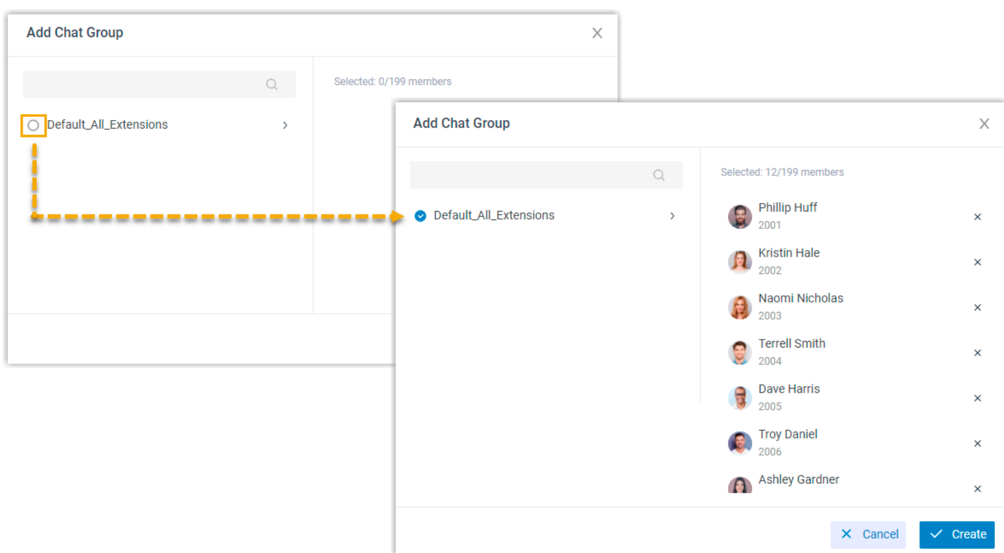
    b. Click the matched colleague.
4. To start a group chat with multiple colleagues, do as follows:
    a. Click + right beside the search bar.



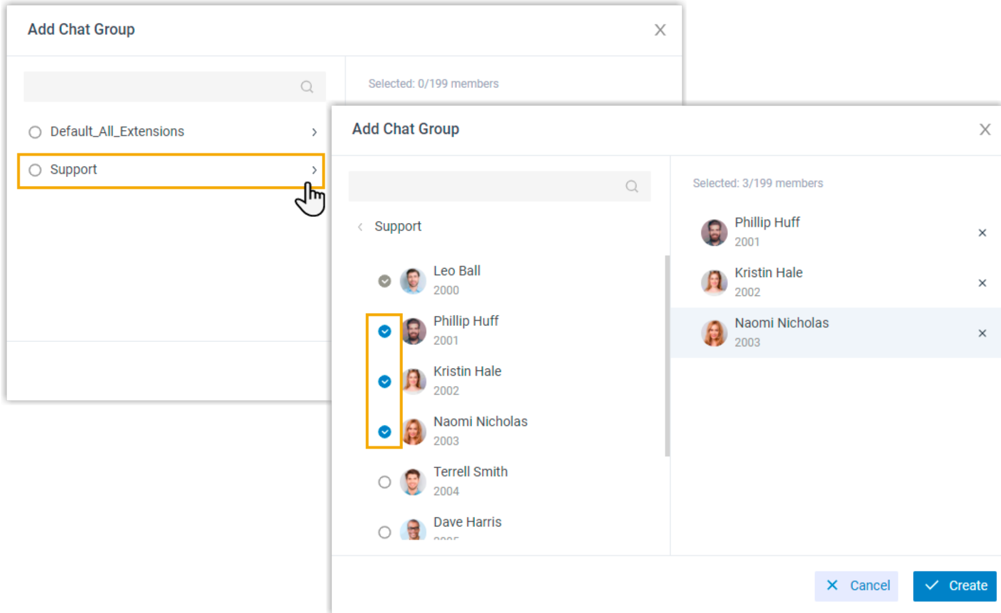
b. In the pop-up window, select desired colleagues.

- To select all the members within a group, select the checkbox of the desired group.

  Note: Up to 200 members can be in a group chat. If you fail to select the checkbox, it indicates that there are more than 199 members in the extension group.



- To select specific members within a group, click > to expand the list of all the group members, and select the checkboxes of desired members.



c. Click **Create**.

Change Chat Notification Settings

You can edit your chat notification settings, including notification sound and pop-up notification.

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

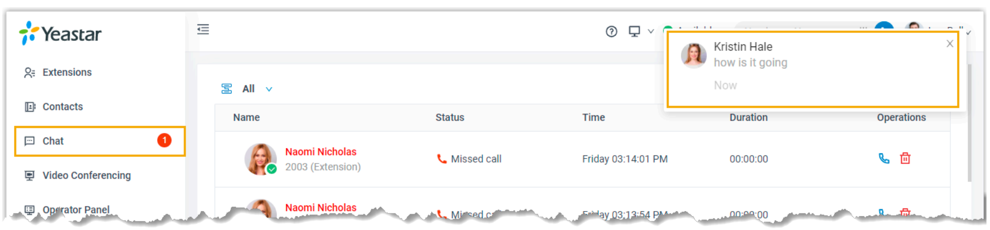
Enable pop-up notification on Linkus Web Client

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.



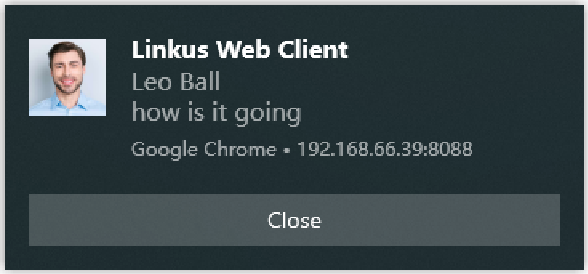
Enable pop-up notification on a web browser

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

Table 2.

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.

Calls

Web Call Overview

Linkus Web Client allows you to have audio calls or video calls with colleagues and external contacts anywhere and 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.

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

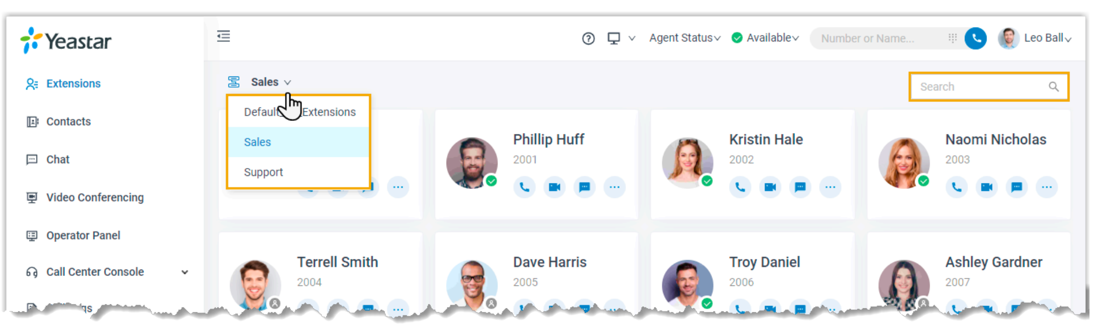
1. Use one of the following ways to enter a number:
    - In the top search bar, enter a number.

      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.

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 **Extension Group** ( ), select the group to which the colleague belongs.
    b. In the search bar, enter a name, a number, or an email address.

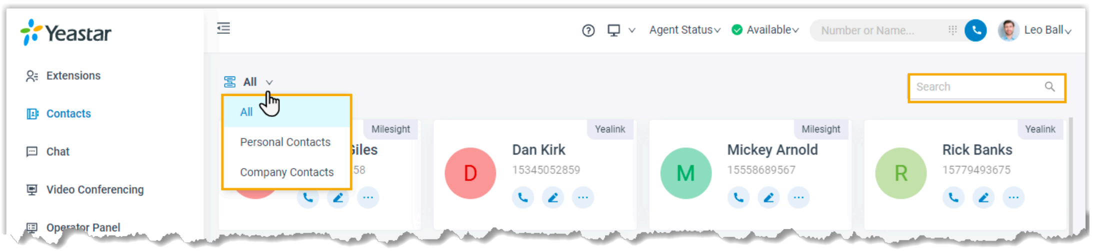


3. Place a call to the desired colleague.
    - To call the colleague's extension number, click to call out.
    - To call the colleague's mobile number, click **...** and select **Call Mobile**.

   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 **Directory** (☰), 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.

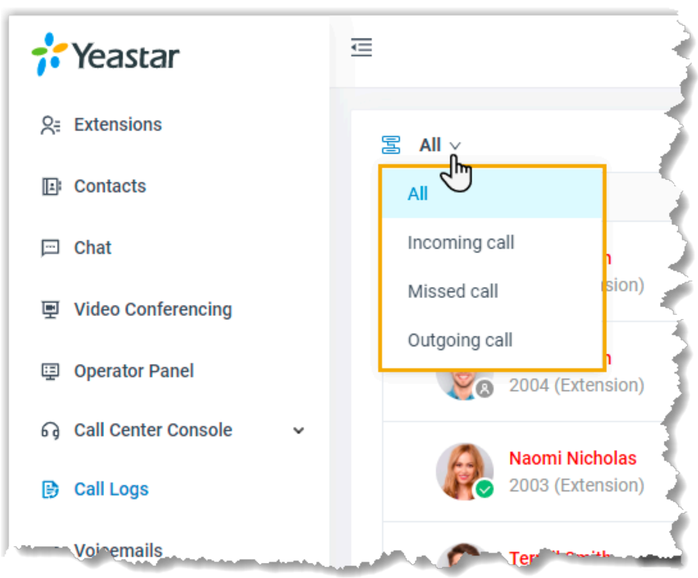


3. Click 📞 to call out.

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

Make an audio call from Call Logs

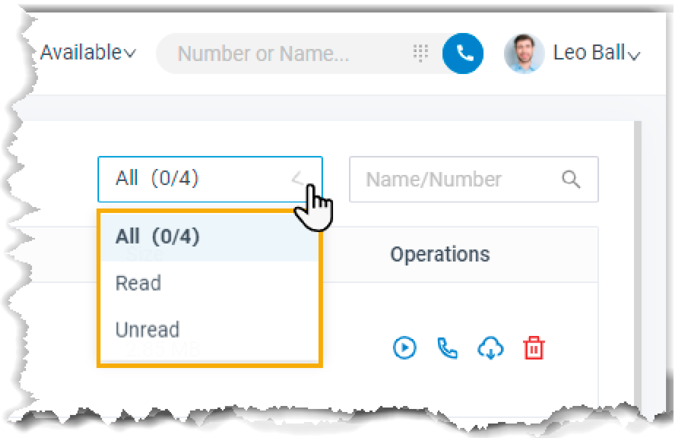
1. On the left navigation bar, click **Call Logs**.
2. **Optional:** To filter call logs, select a communication type from the drop-down list of **Communication Type** (☰).



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 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

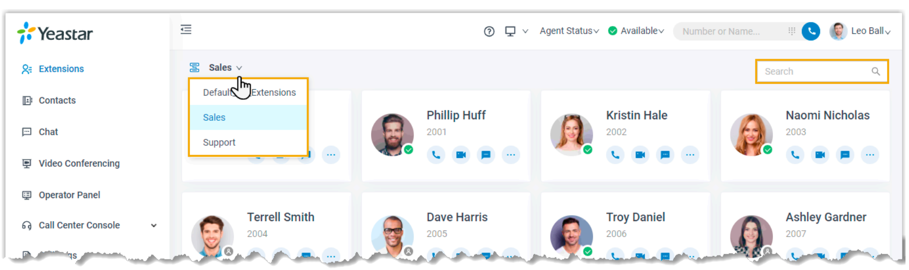
Camera is automatically turned on. After the video call is answered, you can see each other.

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 **Extension Group** ( ), 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.

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.

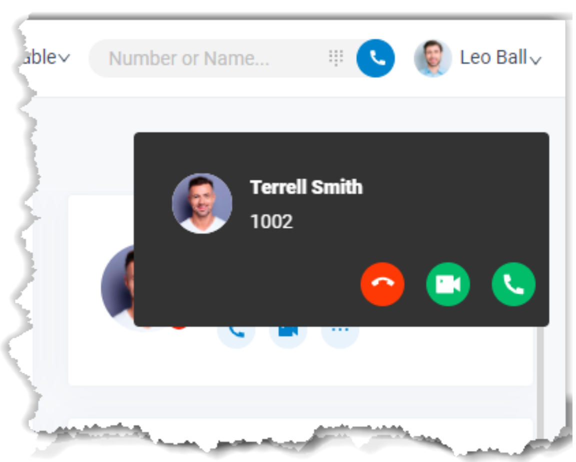
      Note: Video settings require support from your organization's PBX server.
    - # **[Call Waiting](#)** feature is enabled.
    - # **Linkus Web Client** is enabled in **[Ring Strategy](#)**.
- The following settings are ready, or you may not receive calls timely.
    - # [Notification from web browser is allowed.](#)
    - # [Notification from Linkus Web Client 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.

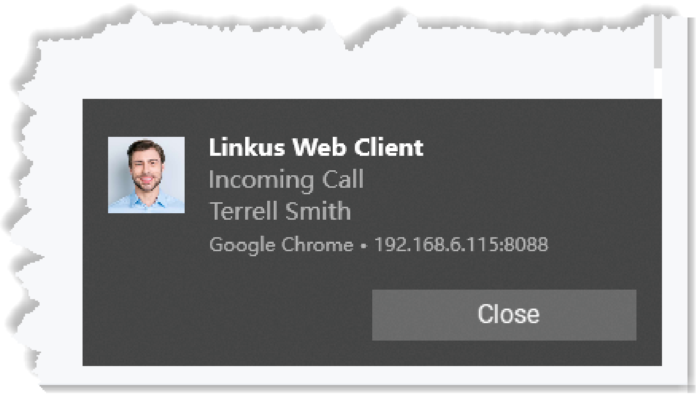
  Only when an incoming video call is received can you see .

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

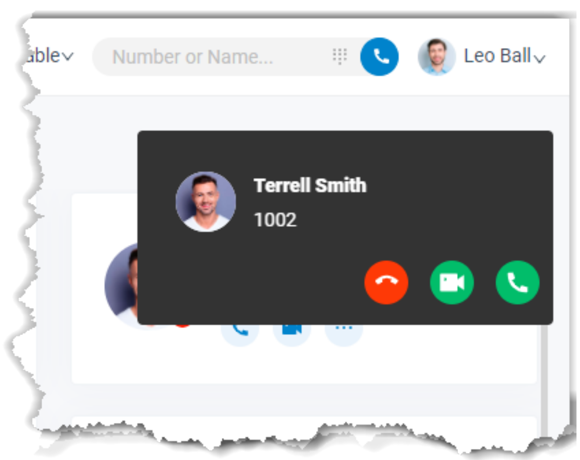
If an incoming call reaches your extension while you are NOT currently on the Linkus Web Client webpage, you will receive a pop-up notification from web browser, answer the call as follows.

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 .

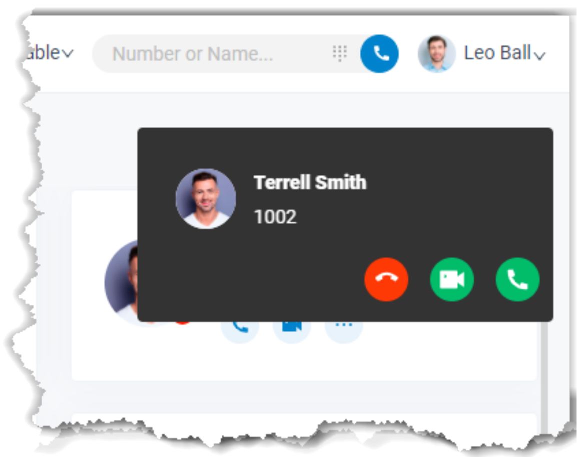
Note: If you has been on a call before answering the new call, the previous call will be automatically held when you answer the new call.

Reject a call

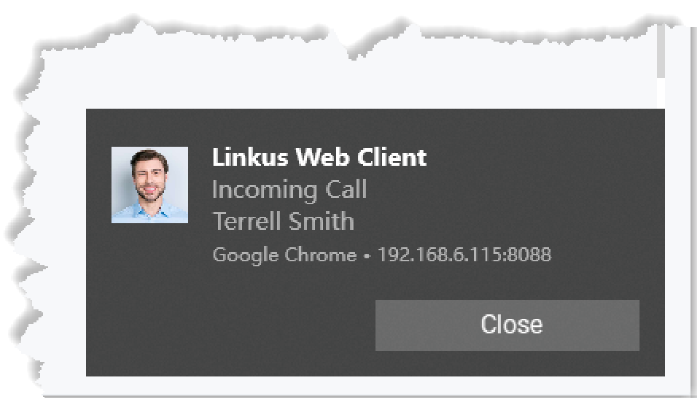
When there is an incoming call reaching your extension, you can reject a call as needed.

Procedure

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

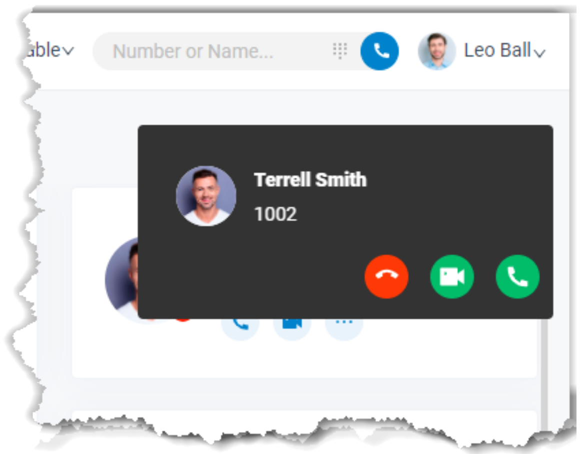


2. If you are NOT currently on the Linkus Web Client webpage, you can reject a call as follows:
   a. Click the push notification.



   You will be redirected to Linkus Web Client.

   b. Click to reject a call.



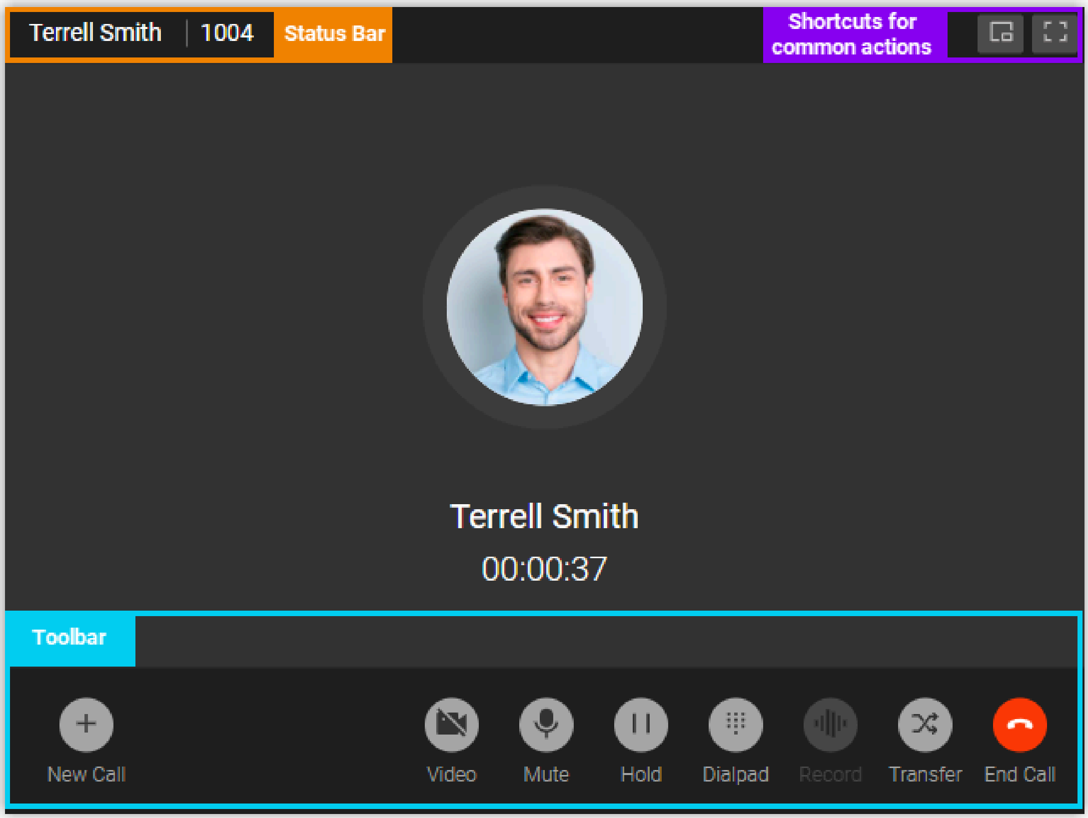
Result

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

Web Call Operations

This topic describes various operations that your can do for an ongoing call.

Preview of an ongoing call



Status bar

Display the name and number of the other party, and recording status of the call.

Shortcuts for common actions

Get call window zoomed out.

Full screen mode.

Toolbar

New Call

Place another call while you are on a call.

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

Video

Switch between a voice call and a video call.

Note: The feature requires support from your organization's PBX server. For more information, see Video Service.

Mute

Mute or unmute yourself.

Hold/Resume

Hold or resume a call.

Dialpad

Press a key to send DTMF signal.

Record

Pause or unpause recording for a call.

Note: The feature requires authentication from system administrator.

Transfer

- **Attended Transfer**: Transfer the call after the third party answers your call.

  Note: If you attended transfer a video call, an audio call will be established between the two parties.
- **Blind Transfer**: Transfer the call directly to the third party.

End

End a call.

CTI

Linkus Web Client CTI Overview

Linkus Web Client can be used in either softphone mode or CTI mode. This topic describes what is softphone mode and CTI mode, what call operations you can do in each mode, and compatible IP phones.

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

CTI mode

Computer Telephony Integration (CTI) connects a computer with a telephone system, which allows you to control a phone from your computer.

If you prefer a deskphone 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 phone.

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

Note:

- For CTI-compatible phones, see Compatible Yealink IP Phones and Compatible Fanvil IP Phones.
- Video call is not supported under CTI mode.

Table 3.

Operations	Compatible Yealink/Fanvil IP phones	Other IP phones/Analog phones
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	#	×

Compatible Yealink IP phones

Table 4.

Phone Model	Firmware Version
SIP-T21P_E2	52.84.0.125 or later
SIP-T21_E2	52.84.0.125 or later
SIP-T23P	44.84.0.125 or later
SIP-T23G	44.84.0.125 or later
SIP-T27G	69.85.0.5 or later
SIP-T29G	46.83.0.120 or later
SIP-T30P	124.85.0.15 or later
SIP-T31	124.85.0.15 or later
SIP-T31P	124.85.0.15 or later
SIP-T31G	124.85.0.15 or later
SIP-T33P	124.85.0.15 or later
SIP-T33G	124.85.0.15 or later
SIP-T40P	54.84.0.125 or later
SIP-T40G	76.84.0.125 or later
SIP-T41P	36.83.0.120 or later

Table 4. (continued)

Phone Model	Firmware Version
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-T52S	70.84.0.70 or later
SIP-T54S	70.84.0.70 or later
SIP-T53	96.85.0.5 or later
SIP-T53W	96.85.0.5 or later
SIP-T54W	96.85.0.5 or later
SIP-T57W	96.85.0.5 or later
SIP-T56A	58.83.0.15 or later
SIP-T58	58.85.0.5 or later
VP59	91.85.0.5 or later

Compatible Fanvil IP phones

Table 5.

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
X4U	2.2.11 or later

Table 5. (continued)

Phone Model	Firmware Version
X5U	2.2.11 or later
X5S	2.2.1 or later
X6	2.2.1 or later
X6U	2.2.11 or later
X7	2.2.11 or later
X7C	2.2.11 or later
X7A	2.2.0.229 or later
X210	2.2.11 or later
X210i	2.2.11 or later

Control a Yealink IP Phone by Linkus Web Client

This topic describes how to connect a compatible Yealink IP phone to Linkus Web Client, and what operations you can do to manage phone calls on the connected phone from Linkus Web Client.

Applications

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

For compatible IP phones, see Compatible Yealink IP Phones.

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

Background information

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 whereas calls are made and received from the Yealink IP phone.

Procedure

To connect a compatible Yealink IP phone to Linkus Web Client, you need to do as follows:

- Step1. Set up PBX to allow control over IP phones
- Step2. Set IP phones to be controllable
- Step3. Enable CTI mode on Linkus Web Client

Step1. Set up PBX to allow control over Yealink IP phones

Contact system administrator to check if your organization's PBX server is ready.

1. Check if the version of PBX server is 37.3.0.16 or later.
2. Check if **uaCSTA** feature is enabled (**PBX Settings > SIP Settings > Advanced > Other Options > Enable uaCSTA connection**).

   Note: **uaCSTA** feature allows you to use Linkus Web Client to connect to and manage a compatible Yealink IP phone.

Step2. Set IP phones to be controllable

Check if your IP phone is ready for being controlled.

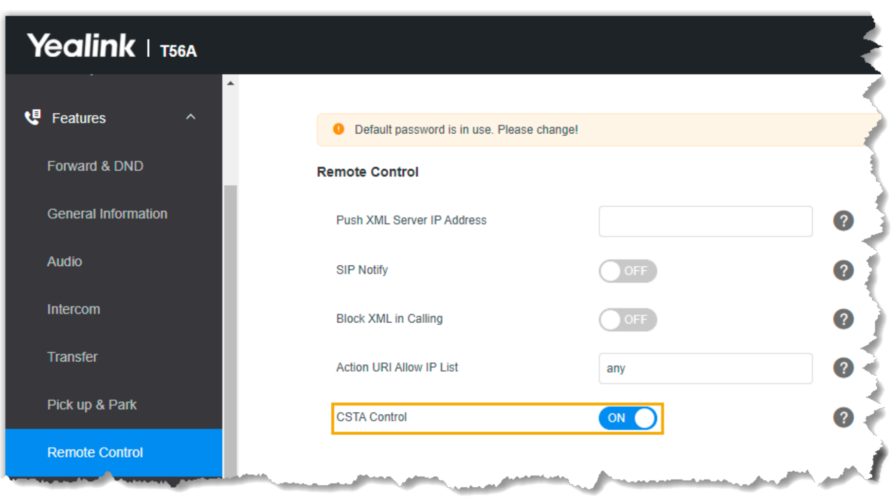
1. Check if the extension registered on the IP phone is the same as that of Linkus Web Client.

   Note: Register only one account on the IP phone, or CTI feature may not work.
2. If system administrator has assigned your extension to the IP phone via Auto Provisioning, your IP phone is ready for being controlled.

   Note: **CSTA Control** feature is enabled in the default Auto Provisioning template that is provided by PBX for your IP phone.
3. If system administrator has manually registered your extension to the IP phone, you need to enable **CSTA control** feature on the IP phone.

   The following instructions take Yealink T56A as an example.

   a. Log in to the phone web interface.
   b. Go to **Features > Remote Control**.
   c. On the **Remote Control** page, turn on the option **CSTA Control**.

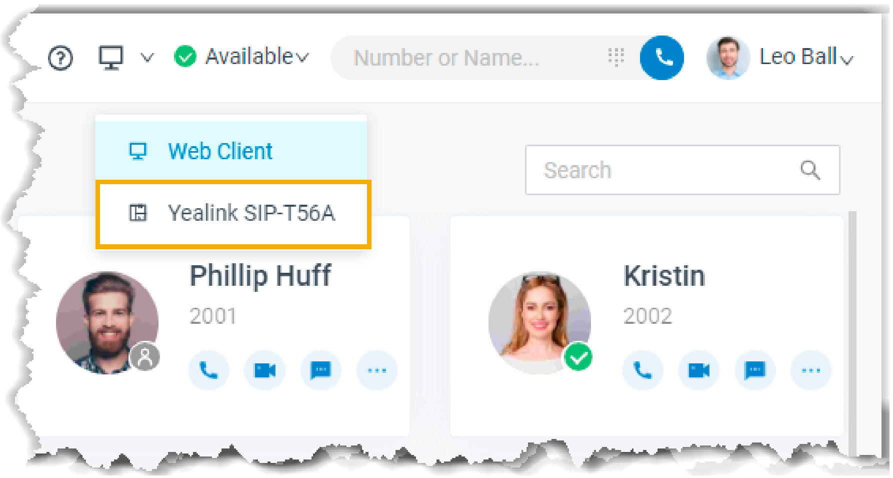


   d. Click **Confirm**.
   e. In the pop-up dialog box, click **OK** to reboot the phone.

Step3. 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 toolbar, 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

Control a Fanvil IP Phone by Linkus Web Client

This topic describes how to connect a compatible Fanvil IP phone to Linkus Web Client, and what operations you can do to manage phone calls on the connected phone from Linkus Web Client.

Applications

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

For compatible IP phones, see Compatible Fanvil IP Phones.

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

Background information

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 whereas calls are made and received from the Fanvil IP phone.

Procedure

To connect a compatible Fanvil IP phone to Linkus Web Client, you need to do as follows:

- Step1. Set up PBX to allow control over Fanvil IP phones
- Step2. Set IP phones to be controllable
- Step3. Enable CTI mode on Linkus Web Client

Step1. Set up PBX to allow control over Fanvil IP phones

Contact system administrator to check if your organization's PBX server is ready.

1. Check if the version of PBX server is 37.3.0.16 or later.
2. Check if **uaCSTA** feature is enabled (**PBX Settings > SIP Settings > Advanced > Other Options > Enable uaCSTA connection**).

   Note: **uaCSTA** feature allows you to use Linkus Web Client to connect to and manage a compatible Fanvil IP phone.

Step2. Set IP phones to be controllable

Check if your IP phone is ready for being controlled.

1. Check if 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.
2. If system administrator has assigned your extension to the IP phone via Auto Provisioning, your IP phone is ready for being controlled.

   Note: In the default Auto Provisioning template provided by PBX for your IP phone, both **uaCSTA** feature and a **uaCSTA Number** are configured.
3. If system administrator has manually registered your extension to the IP phone, you need to enable **uaCSTA** feature and configure a **uaCSTA Number** on the IP phone.

   The following instructions take Fanvil X5S as an example.

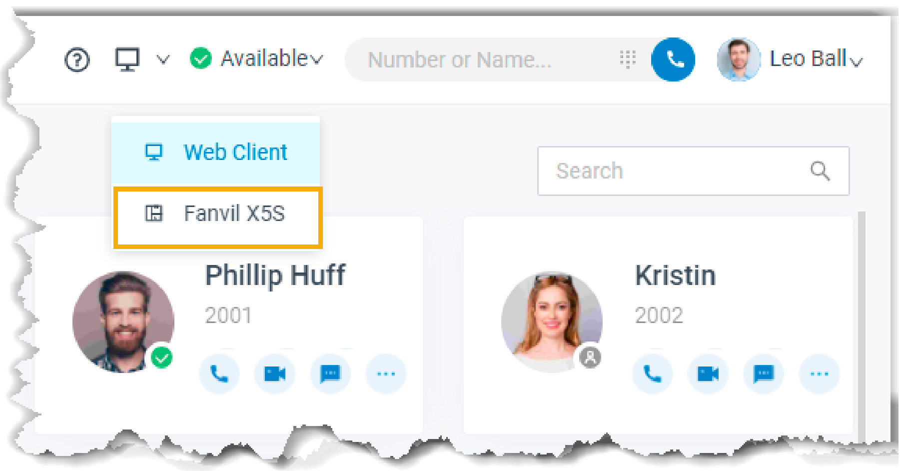
   a. Log in to the phone web interface, go to **Line > SIP**.
   b. In the **Line** drop-down list, select your extension.

c. Expand the **Advanced Settings** menu, enter your extension number in the **ua-CSTA Number** field.
d. Expand the **SIP Global Settings** menu, select the checkbox of **Enable uaCS-TA**.
e. Click **Apply**.

Step3. 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 toolbar, select the connected Fanvil IP phone from the drop-down list.



Result

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

Control an Incompatible IP phone by Linkus Web Client

This topic describes how to connect an incompatible IP phone (unsupported Yealink/Fanvil IP phones and phones of other brands) to Linkus Web Client, and what operations you can do to manage phone calls on the connected phone from Linkus Web Client.

Applications

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

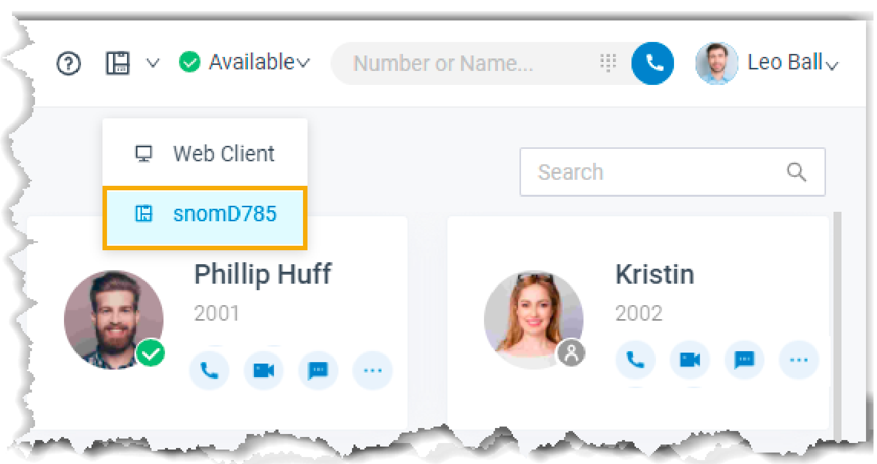
For CTI-compatible devices, see Compatible Yealink IP Phones and Compatible Fanvil IP Phones.

Background information

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 from the IP 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 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 toolbar, 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

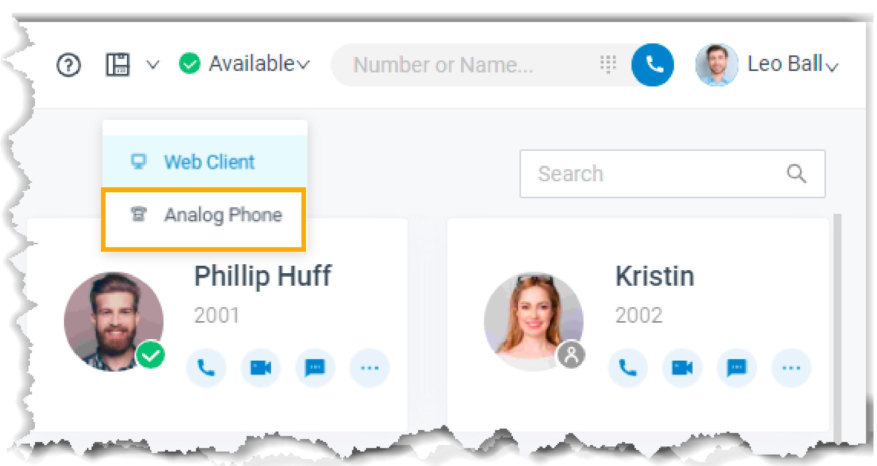
This topic describes how to connect an analog phone to Linkus Web Client, and what operations you can do to manage phone calls on the connected phone from Linkus Web Client.

Background information

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 from 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 toolbar, 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

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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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.

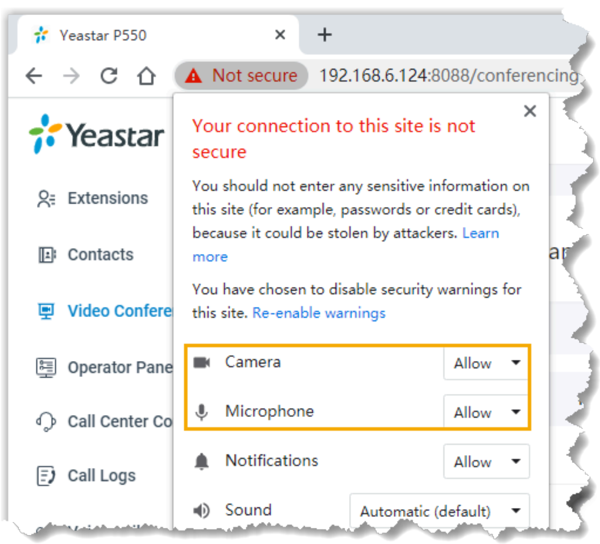
Prerequisites

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

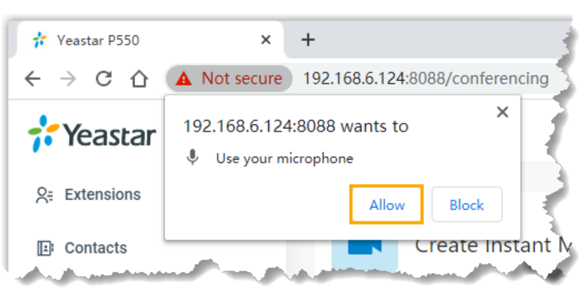
Procedure

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.

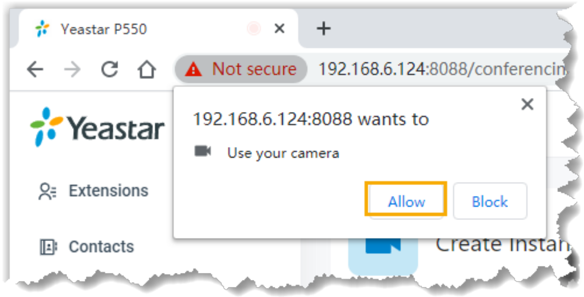
   Note: If no window pops up, you can click or in the address bar to check whether permissions of microphone and camera are granted to Linkus Web Client.

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.



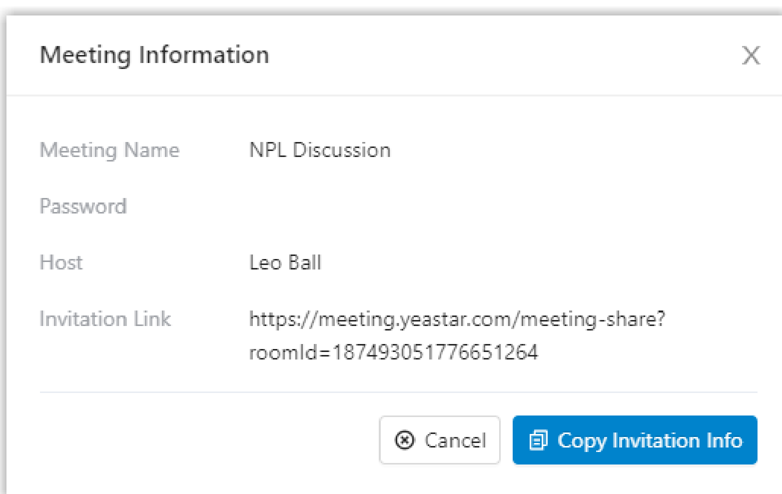
The camera is turned on, you can see a preview video of yourself.

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.

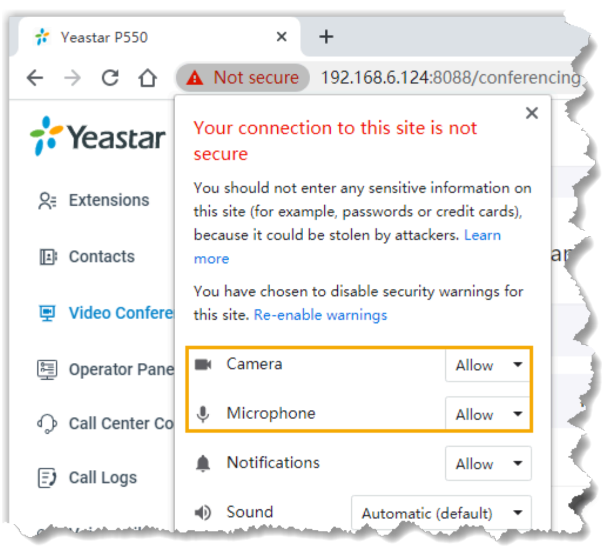
Prerequisites

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

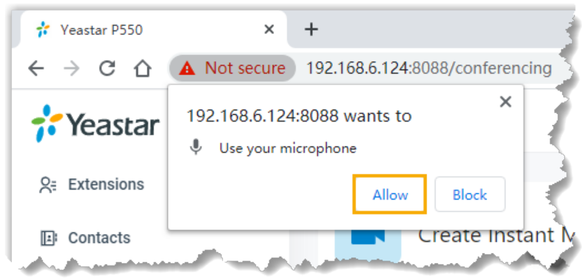
Procedure

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.

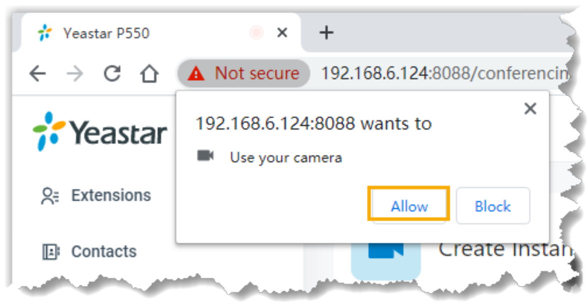
   

3. In the pop-up window, allow Linkus Web Client to use microphone and camera.
   a. Click **Allow** to allow Linkus Web Client to use microphone.



The microphone is turned on.

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



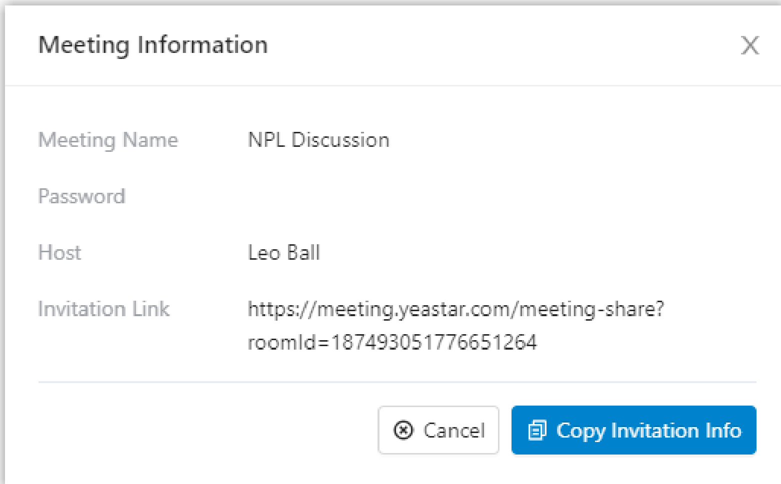
The camera is turned on, you can see a preview video of yourself.

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

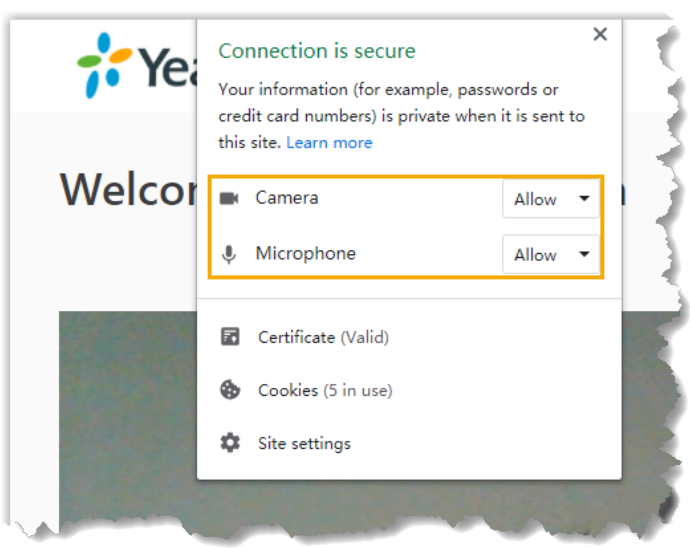
If a meeting creator has provided you with an invitation link and a host password, you can access the invitation link, and use the host password as an credential to join the meeting. You will be the host of the meeting.

Procedure

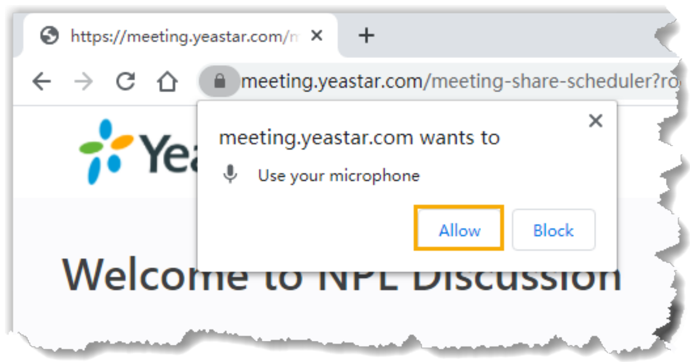
1. Click the invitation link to access the meeting.

   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.

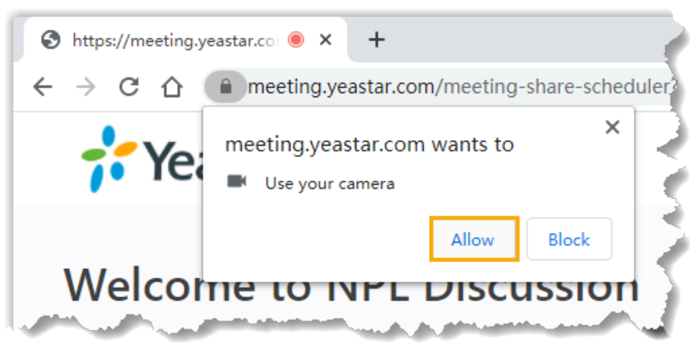
   Note: If no window pops up, you can click 🔒 in the address bar to check whether permissions of microphone and camera are granted to `meeting.yeastar.com`.



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.

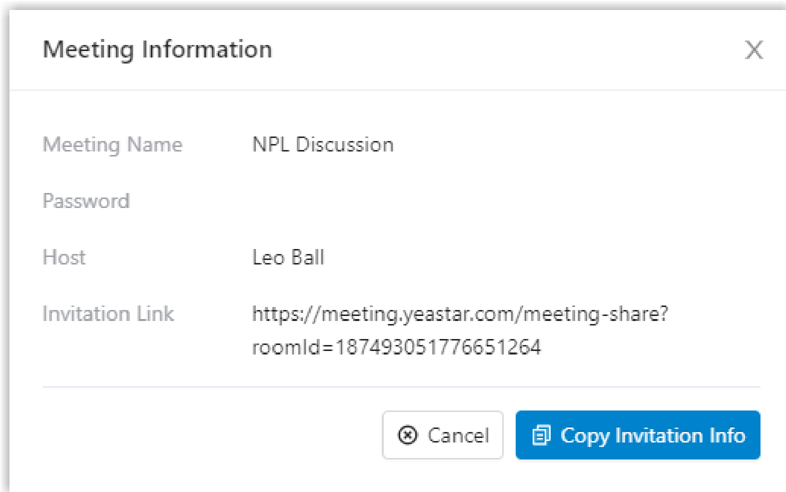
        All the participants can see the name.
      - **Host Password**: Enter the host password provided by the meeting creator.
      - **Memo**: Retain the meeting note or change it as needed.
   b. Configure audio and video on your side.
      - **Camera**: Retain the default camera, or change it as needed.
      - **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.

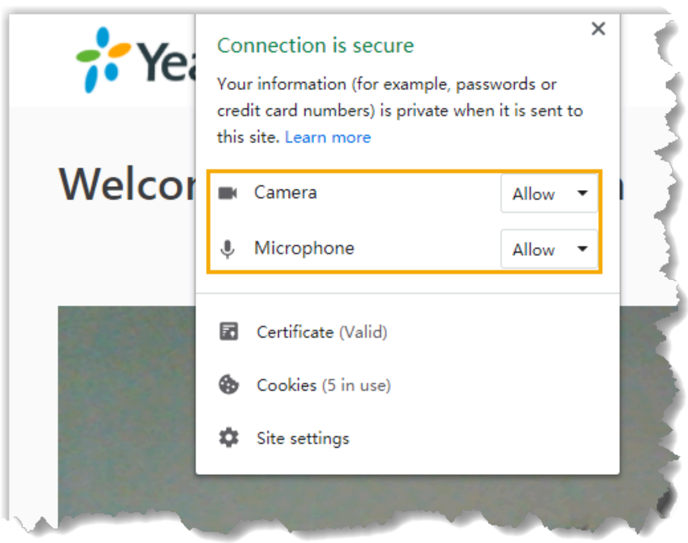
Join a Meeting as a Participant

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.

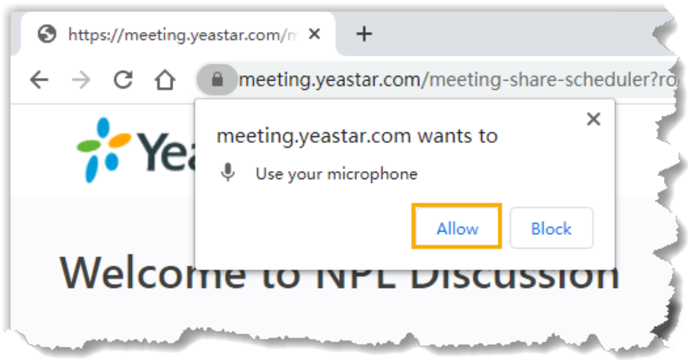
Procedure

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`.

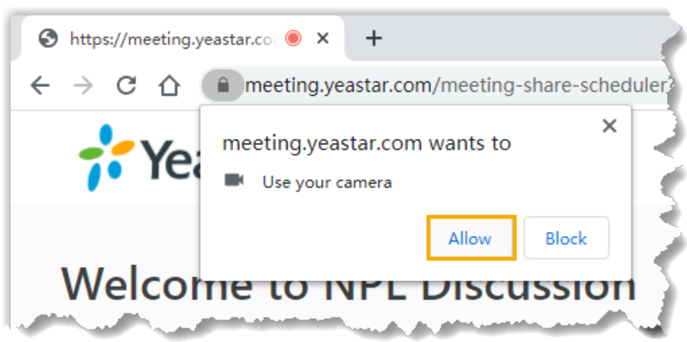
   

2. In the pop-up window, allow `meeting.yeastar.com` to use your microphone and camera.
   a. Click **Allow** to allow `meeting.yeastar.com` to use your microphone.



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.

Conference Call Operations

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

What operations a host and a participant can do

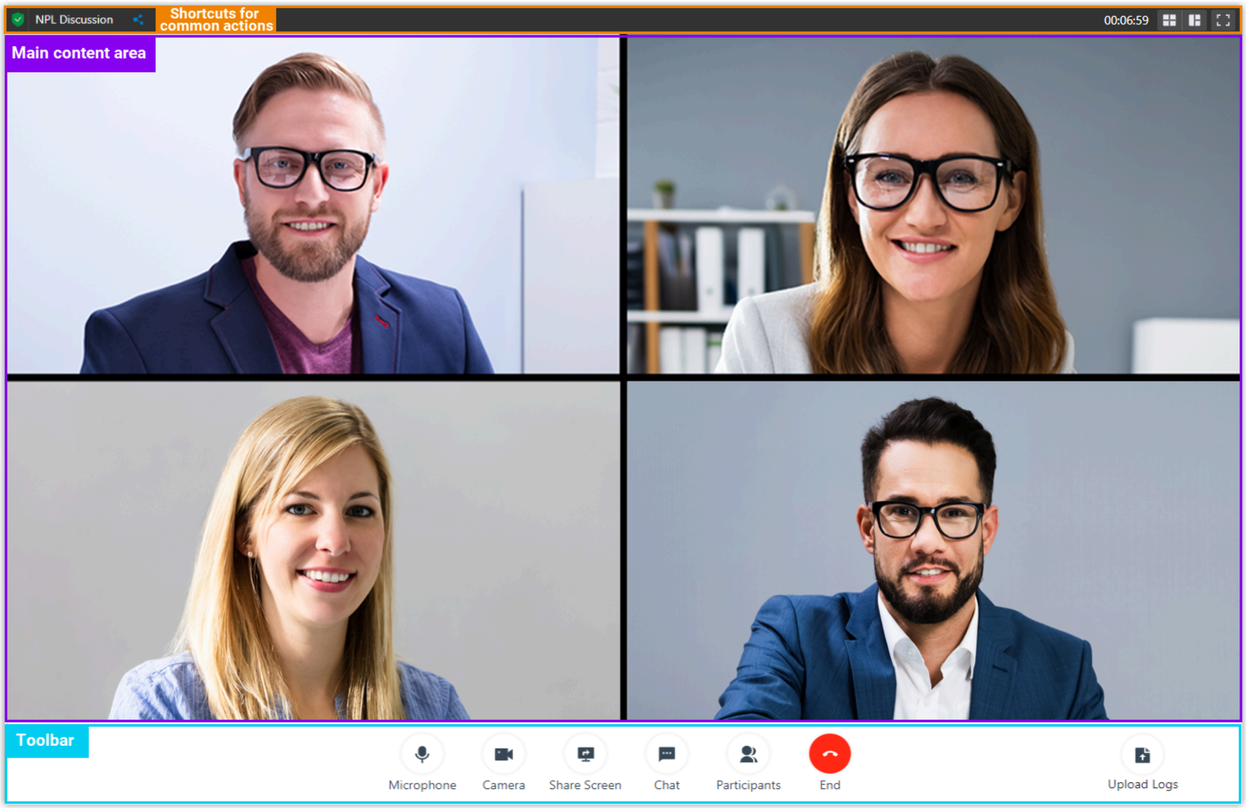
Refer to the following table to check what operations a host and a participant can do in an in-progress meeting.

Table 6.

Operation	Host	Member
Turn on/Turn off/Customize one's own audio	#	#
Mute all members	#	×
Mute specific members	#	×
Request to turn on specific members' audio	#	×
Turn on/Turn off/Customize one's own camera	#	#
Disable specific members' camera	#	×
Request to turn on specific members' 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.

Open the video conference in a new window.

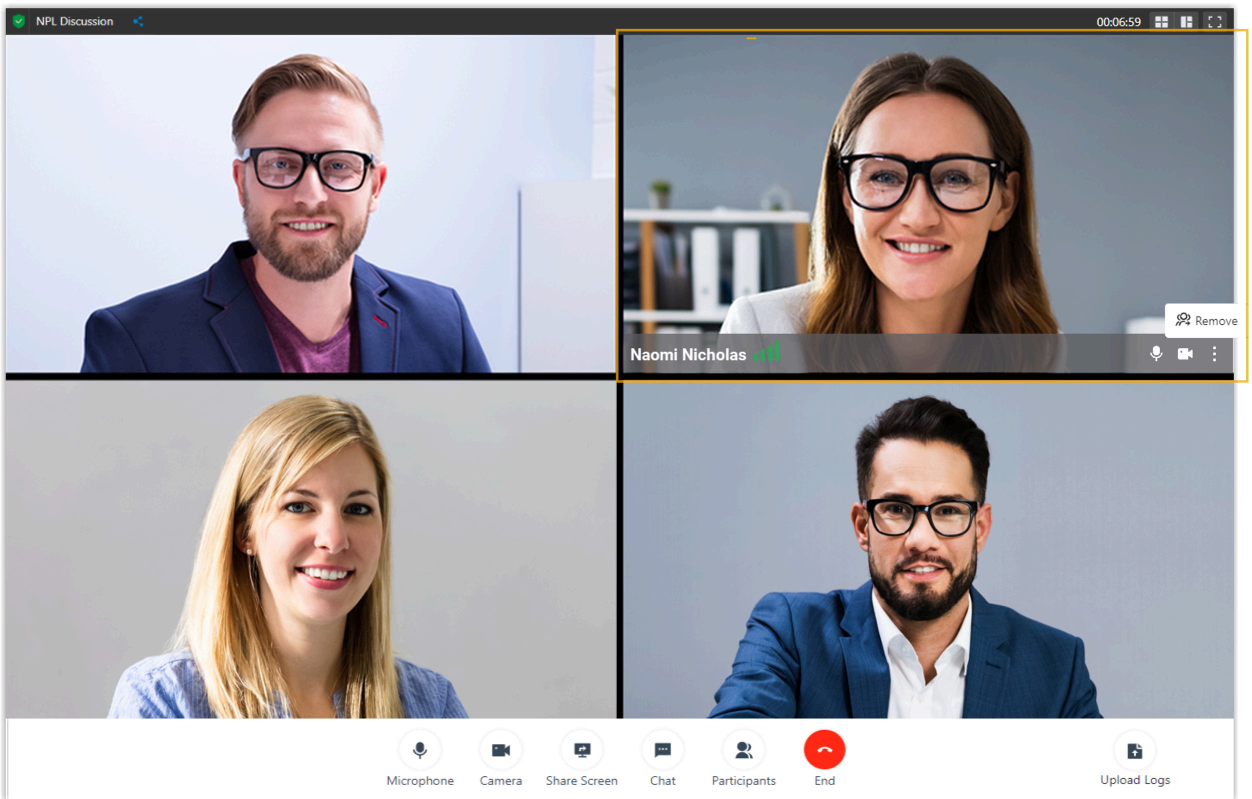
Full screen mode.

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

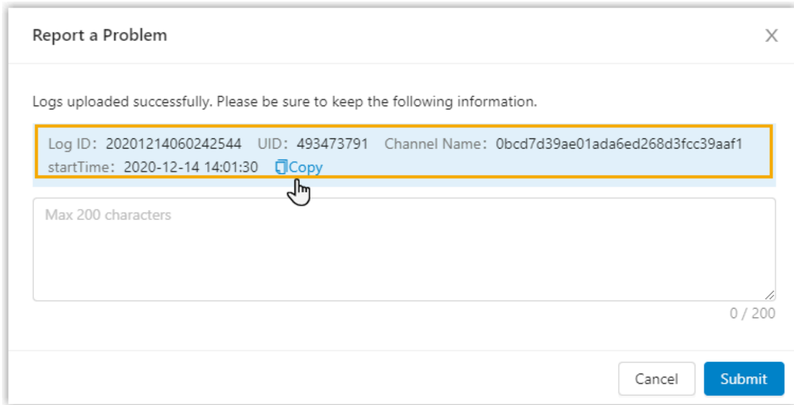
- Leave the meeting.
- End the meeting.

  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

Host and each participant can exit a meeting if they 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 the participant, exit the meeting as follows:
   a. On the bottom tool bar, click **End** and **OK**.

      You exit the meeting.

End a meeting

If you are the host, you 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.

Video Conferencing - FAQ

This topic provides answers to commonly asked questions about Yeastar Video Conferencing.

FAQs

- How to allow web browser to access microphone and camera in computer?
- Why can't I see the created meeting link on Upcoming Meetings list?
- Why can't I edit or delete a meeting link?
- Is there any restriction on the number of meeting links that I can create?
- Why can't camera be accessed when I start a meeting?
- How to allow Linkus Web Client to access microphone and camera?
- Why do my video feed on other participants' side is poor?

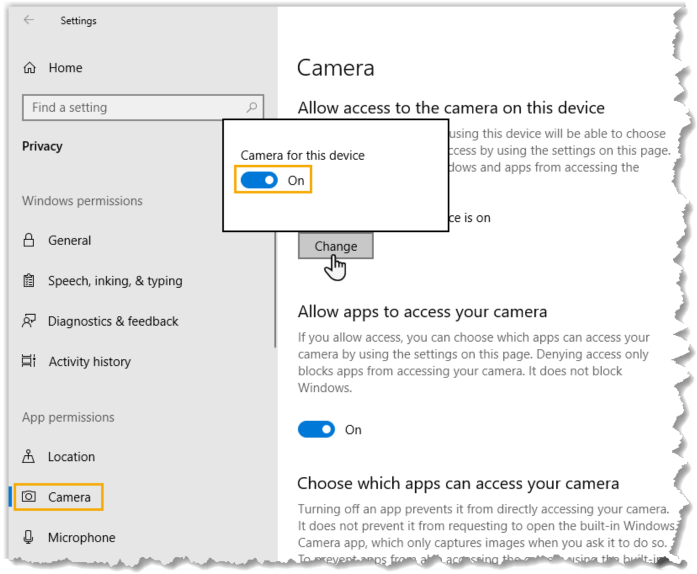
How to allow web browser to access microphone and camera in computer?

Refer to the following instructions based on your operating system to allow web browser to access microphone and camera.

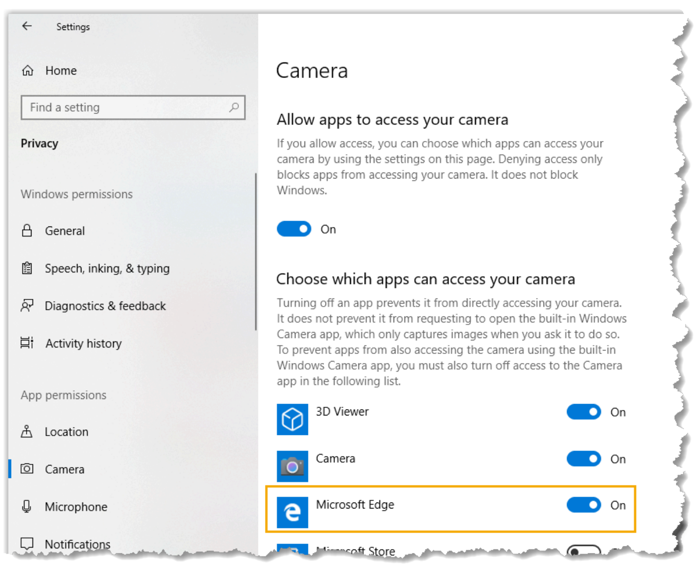
- Windows
- macOS

Windows

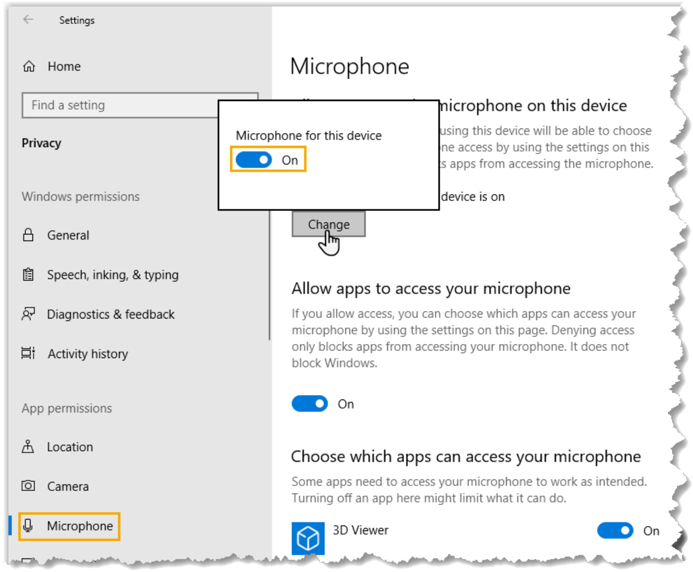
1. Go to **>** **> Privacy**.
2. To use the computer's camera, do as follows:
   a. Enable computer's camera.
      i. On the left navigation bar, click **Camera**.
      ii. In **Allow access to the camera on this device** section, click **Change**, make sure **Camera for this device** is turned on.



b. Allow web browser to access camera.
   i. Enable **Allow apps to access your camera**.
   ii. In the **Choose which apps can access your camera**, allow the web browser via which you access Yeastar video conference to access camera.



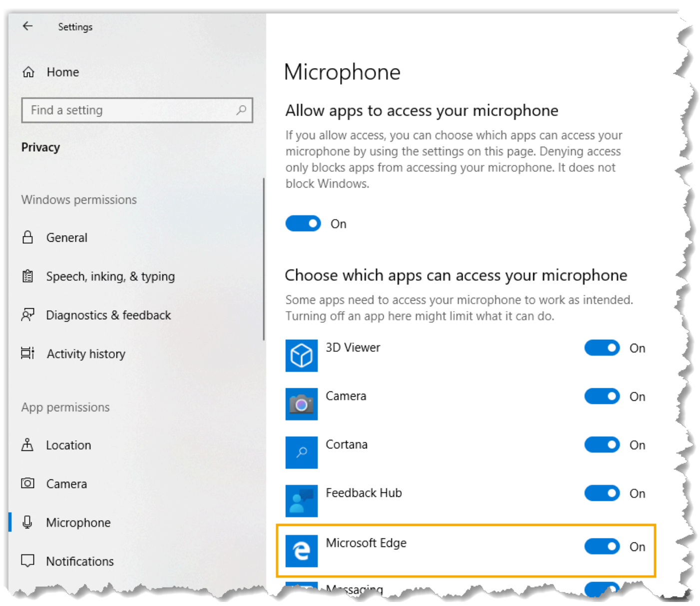
3. To use the computer's microphone, do as follows:
   a. Enable computer's microphone.
      i. On the left navigation bar, click **Microphone**.
      ii. In **Allow access to the microphone on this device** section, click **Change**, make sure **Microphone for this device** is turned on.



b. Allow web browser to access microphone.

i. Enable **Allow apps to access your microphone**.

ii. In the **Choose which apps can access your microphone**, allow the web browser via which you access Linkus Web Client to access microphone.

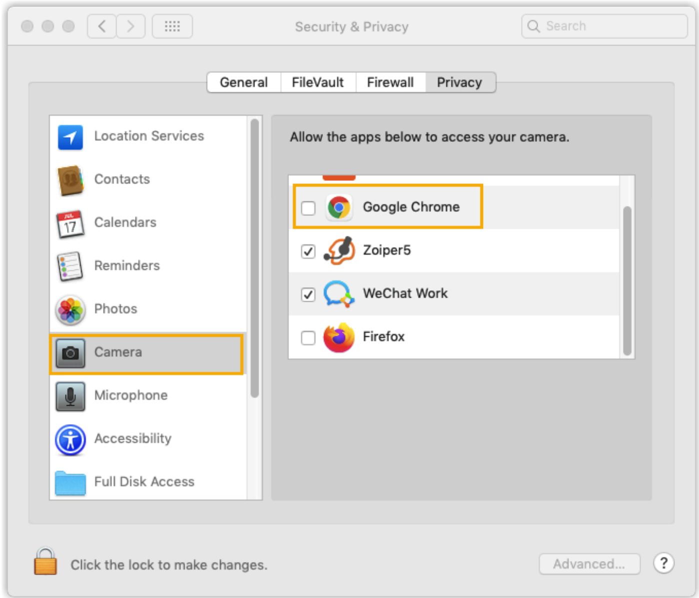


macOS

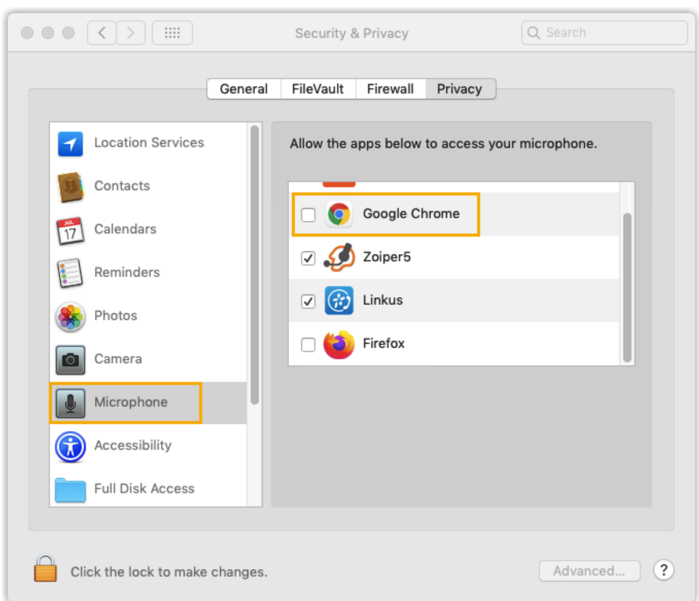
1. Go to **> System Preferences > Security & Privacy > Privacy**.
2. To use the computer's camera, do as follows:

    a. On the left navigation bar, click **Camera**.

b. Select the checkboxes of web browsers via which you want to start or join video conferences.



3. To use the computer's microphone, do as follows:
    a. On the left navigation bar, click **Microphone**.
    b. Select the checkboxes of web browsers via which you want to start or join video conferences.



Why can't I see the created meeting link on Upcoming Meetings list?

The meeting link is invalid and removed from the list.

The issue may be caused by the followings:

- The meeting is ended.
- The meeting is not started within 48 hours of the scheduled meeting time.
- At least one participant and you are in the meeting within a specific time period, and you exit the meeting.

Why can't I edit or delete a meeting link?

The meeting link is invalid.

The issue may be caused by the followings:

- The meeting is ended.
- At least one participant and you are in the meeting within a specific time period, and you exit the meeting.

Refresh the page, you will find the meeting link is removed.

Is there any restriction on the number of meeting links that I can create?

No.

Create meeting links according to your needs.

Why can't camera be accessed when I start a meeting?

Table 7.

Cause	Solution
Permission for camera is not granted to web browser.	Allow web browser to access camera based on your operating system. • Windows • macOS
Linkus Web Client is not allowed to access camera.	Allow Linkus Web Client to access camera based on your web browser. • Google Chrome • Microsoft Edge • Opera
The camera is in use	Refresh the page and try again after the camera is available.

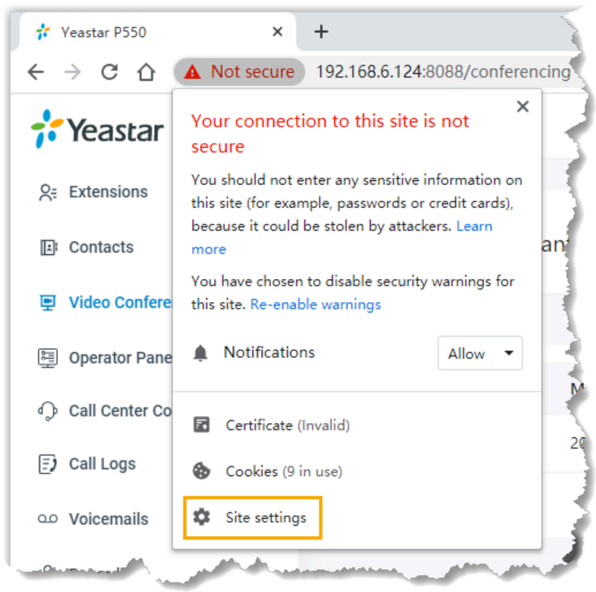
How to allow Linkus Web Client to access microphone and camera?

Refer to the following instructions based on your web browser to allow Linkus Web Client to access microphone and camera.

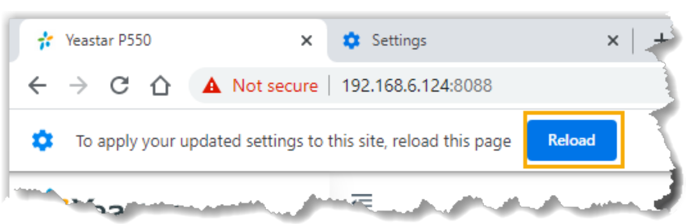
- Google Chrome
- Microsoft Edge
- Opera

Google Chrome

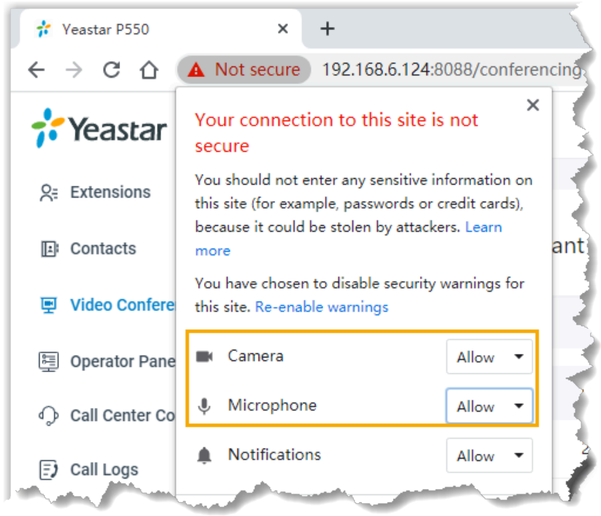
- If you haven't dealt with the request from Linkus Web Client for microphone and camera, do as follows:
  1. Log in to Linkus Web Client.
  2. Allow Linkus Web Client to access microphone and camera.
     a. In the address bar of Google Chrome, click or .
     b. In the pop-up window, click **Site Settings**.



     You are redirected to configuration page of Google Chrome.
     c. Scroll down and go to **Permissions**.
     d. In the drop-down list of **Camera/Microphone**, select **Allow**.
  3. Apply the change to Linkus Web Client.
     a. On Linkus Web Client, click **Reload**.



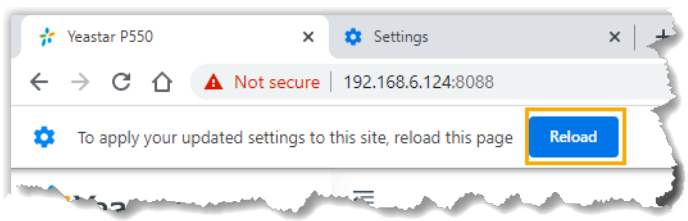
- If you have blocked Linkus Web Client from accessing microphone and camera, do as follows:
  1. Log in to Linkus Web Client.
  2. Allow Linkus Web Client to access microphone and camera.
     a. In the address bar of web browser, click or .
     b. In the drop-down list of **Camera/Microphone**, select **Allow**.



c. Click any blank space to confirm.

3. Apply the change to Linkus Web Client.

   a. On Linkus Web Client, click **Reload**.

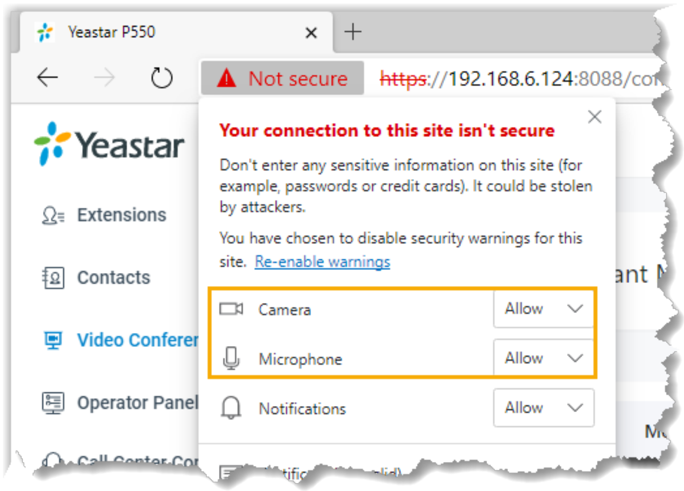


Microsoft Edge

1. Log in to Linkus Web Client.
2. Allow Linkus Web Client to access microphone and camera.

   a. In the address bar, click or .

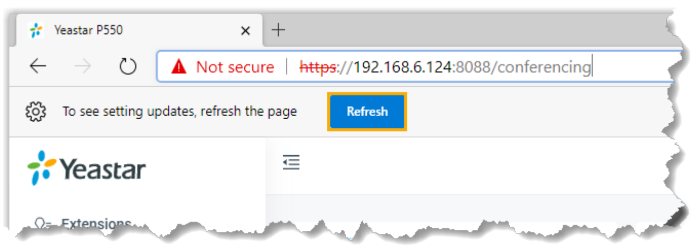
   b. In the **Camera/Microphone** drop-down list, select **Allow**.



c. Click any blank space to confirm.

3. Apply the change to Linkus Web Client.

    a. On Linkus Web Client, click **Refresh**.



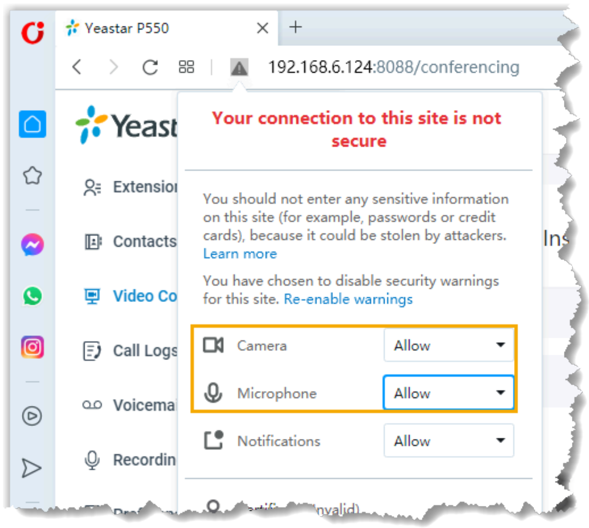
Opera

If you have blocked Linkus Web Client from accessing microphone and camera, do as follows:

1. Log in to Linkus Web Client.
2. Allow Linkus Web Client to send notifications.

    a. In the address bar of Opera, click or .

    b. In the drop-down list of **Camera/Microphone**, select **Allow**.



c. Click any blank space to confirm.

3. Apply the change to Linkus Web Client.

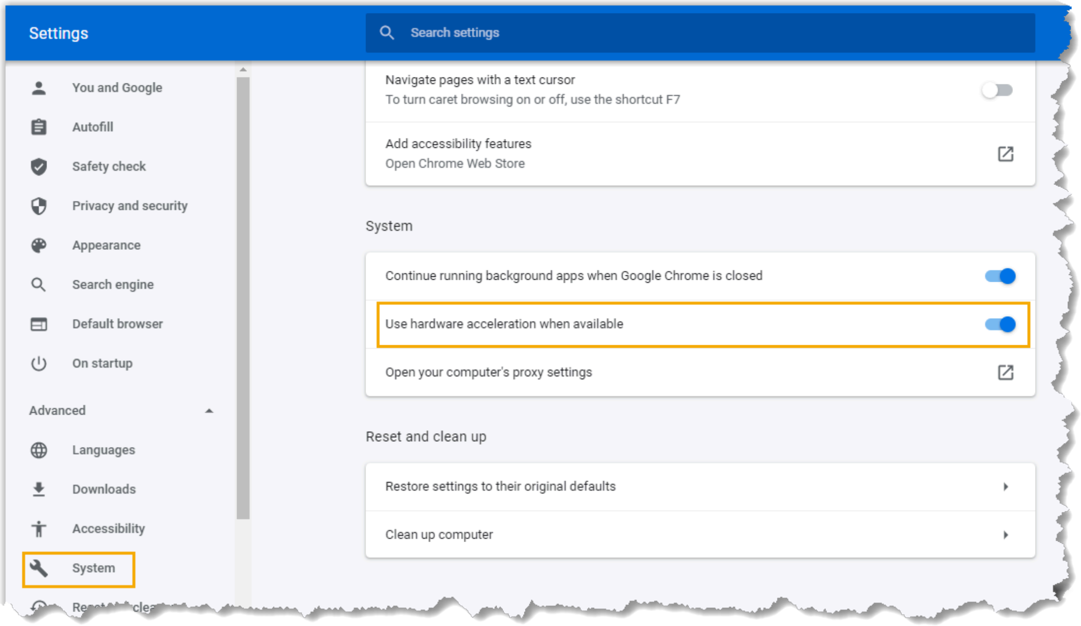
   a. On Linkus Web Client, click **Reload**.

Why do my video feed on other participants' side is poor?

- If you access Yeastar video conference via Google Chrome (Version 88) on macOS, and hard acceleration of Google Chrome is disabled, it may result in poor quality in video feed.

  You need to enable hard acceleration for Google Chrome as follows:

  1. At the top-right corner of Google Chrome, click ⋮ , click **Settings**.
  2. On the left navigation bar, click **Advanced > System**.
  3. In the **System** section, enable **Use hardware acceleration when available**.


Settings
Search settings
You and Google
Autofill
Safety check
Privacy and security
Appearance
Search engine
Default browser
On startup
Advanced
Languages
Downloads
Accessibility
System
Navigate pages with a text cursor
To turn caret browsing on or off, use the shortcut F7
Add accessibility features
Open Chrome Web Store
System
Continue running background apps when Google Chrome is closed
Use hardware acceleration when available
Open your computer's proxy settings
Reset and clean up
Restore settings to their original defaults
Clean up computer

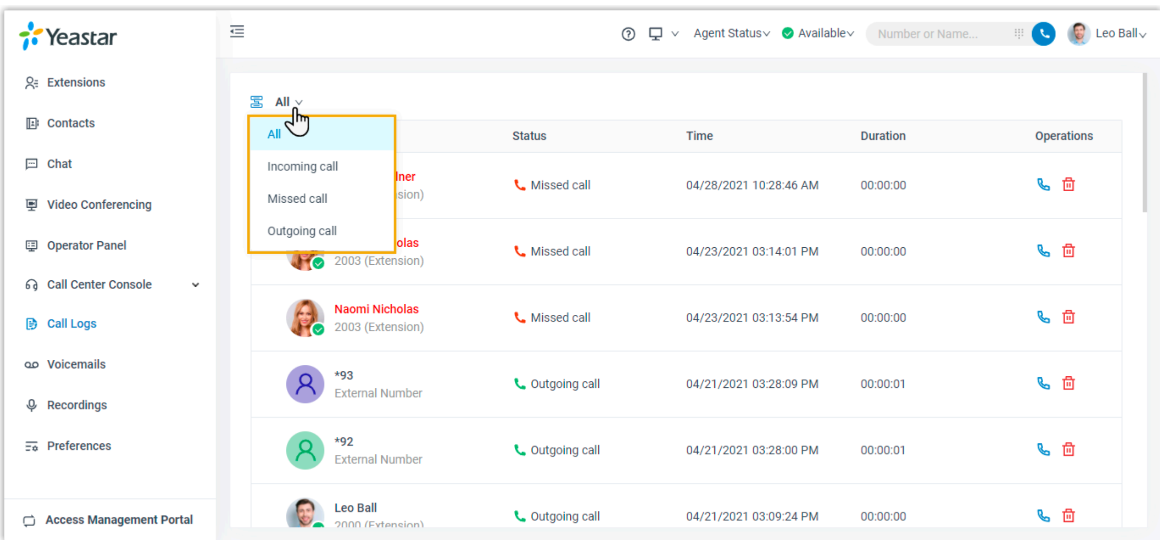
CDR and Recordings

Manage Your Call Logs

This topic describes how to manage your call logs.

Procedure

1. Log in to Linkus Web Client.
2. On the left navigation bar, click **Call Logs**.
3. **Optional:** To filter call logs, select a communication type from the drop-down list of **Communication Type** ().



4. To chat with a colleague, right click a record, click **Chat**.
5. To place a call to a colleague or an external contact, double click a call log or click .
6. To delete a call log, select the desired call log, click and **OK**.

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:** To filter recording files, enter a name or a number in the top-right 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.

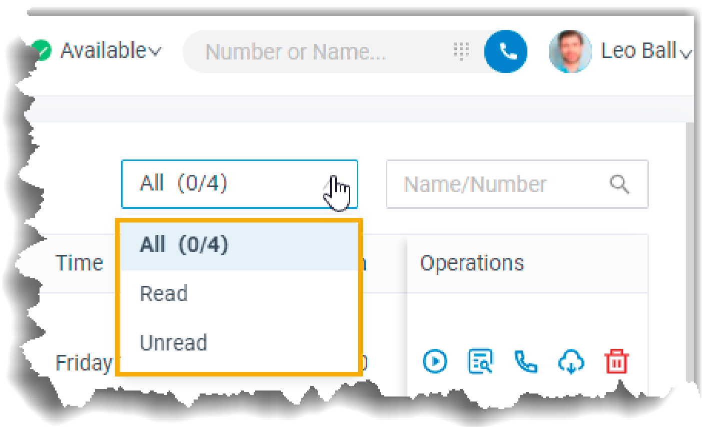
Voicemails

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 .

      Note: This feature is only available when the Speech to Text (STT) API integration and Voicemail Transcription feature on the PBX are both enabled.
    - 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.
4. 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

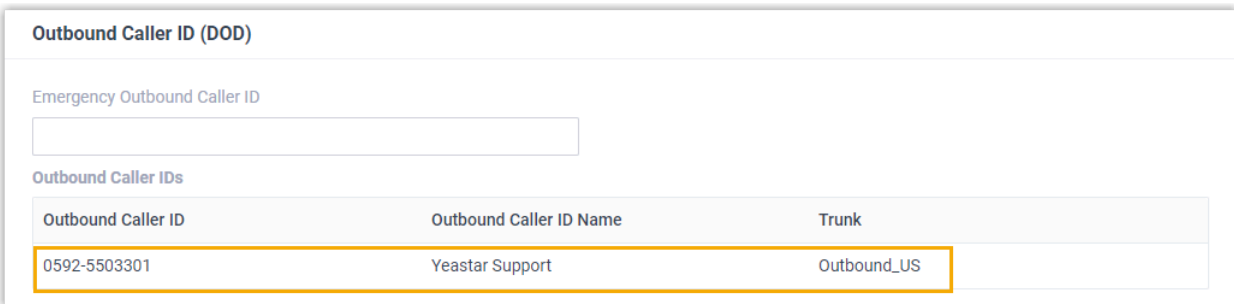
1. Log in to Linkus Web Client.
2. Go to **Preferences > User > Outbound Caller ID (DOD) > Outbound Caller IDs**.

Result

The **Outbound Caller IDs** list displays the outbound caller ID number, outbound caller ID name, and associated trunk that system administrator has configured for you.

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>".



View Emergency Outbound Caller ID

This topic describes how to view emergency outbound caller ID.

Background information

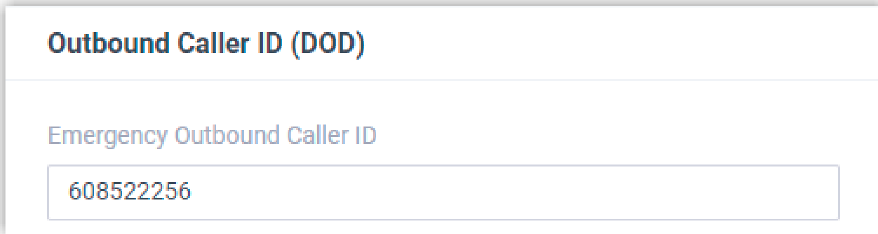
Your company has purchased enhanced emergency service, and system administrator has associated your office extension with an exclusive Emergency Location Identification Number (ELIN, which is associated with your office location). When you place an emergency call by the extension, the emergency operator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

Table 8.

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.

Table 9.

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 end-points 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)**

Table 10.

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**.

Table 11.

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.

Table 12.

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.

Table 13.

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

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.

Table 14.

Setting	Description
Log In	Log in to a queue. **Note:** The option is available ONLY in **Available** status.
Log Out	Log out of a queue.
Pause	Pause receiving queue calls.

Table 14. (continued)

Setting	Description
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

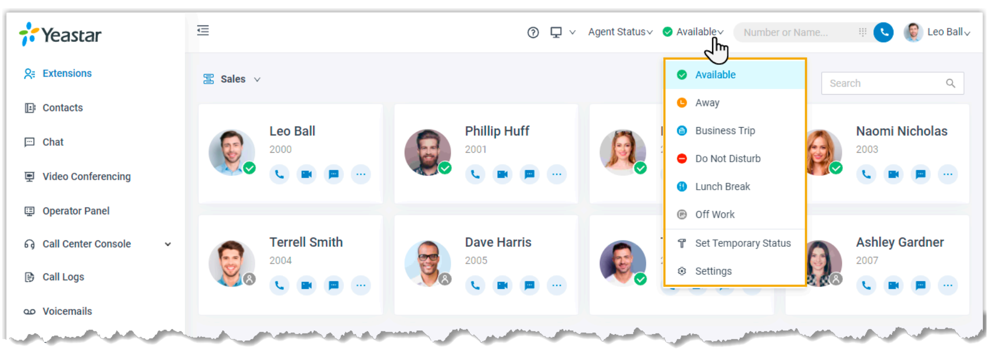
You can switch presence to a fixed status in the following ways:

- 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

1. On dialpad, dial a presence's feature code.
   The default feature code for each presence are listed as below:

   Note: Contact system administrator to check if there are changes of the feature codes.

   - **Available**: *91
   - **Away**: *92
   - **Do Not Disturb**: *93
   - **Lunch Break**: *94
   - **Business Trip**: *95

- **Off Work**: *96

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

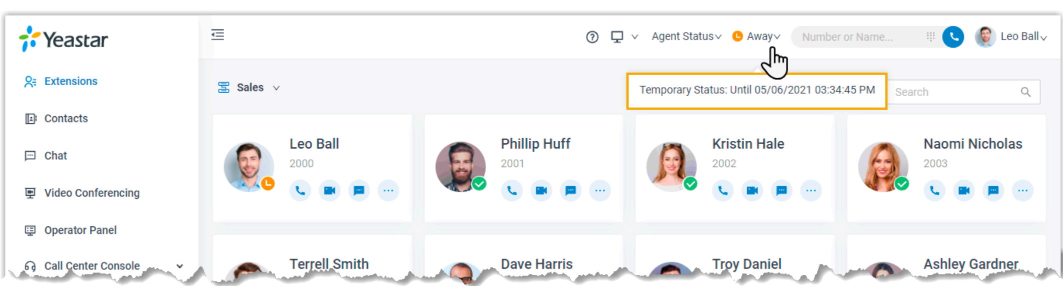
1. Log in to Linkus Web Client.
2. In the top pane, select **Set Temporary Status** from the drop-down list of presence.
3. In the pop-up window, configure the following settings:
   a. In the **Change Status To** drop-down list, select a temporary status.
   b. In the **Hour** and **Minute** drop-down list, set how long the temporary status will last.
   c. **Optional:** In the **Set Status Message** field, add a personal note to the temporary status.
4. 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

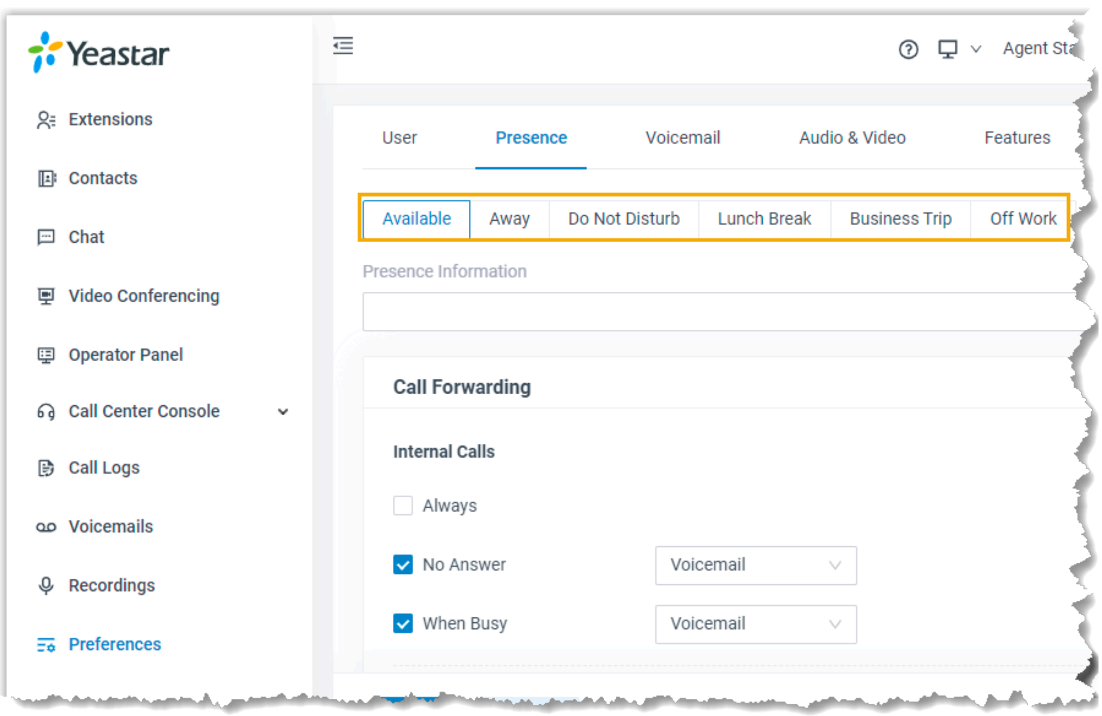
This topic describes how to configure your queue status to change along with extension presence.

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**

     Note: The option is accessible ONLY in **Available** status.

- **Log Out**
- **Pause**
- **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

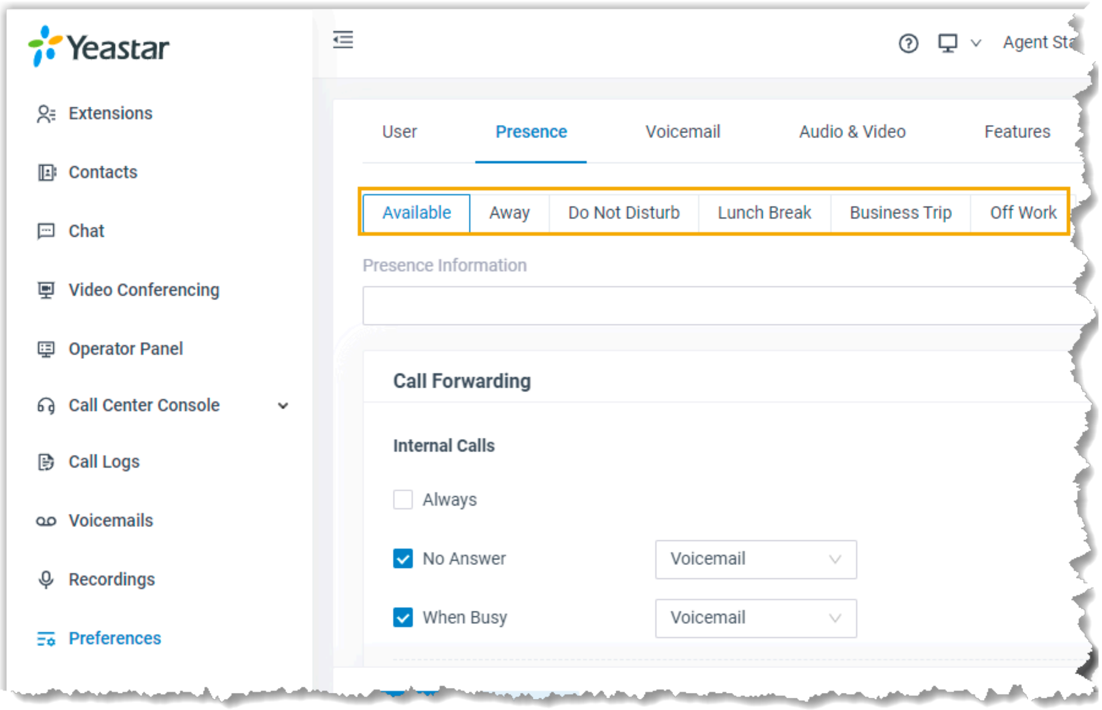
This topic describes how to enable or disable push notifications on Linkus Mobile Client.

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 enable notification of new voicemails, choose an option from the drop-down list of **After Notification** to decide how to deal with voicemails after notification emails are sent out.
    - **Mark as Read**: Mark voicemail messages in mailbox as read to prevent from repeatedly receiving reminders.
    - **Delete Voicemail**: Delete voicemail messages to avoid mailbox being filled up.
    - **Do Nothing**: Keep voicemail messages in mailbox as unread.
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**: Play date and time when the message is received.
    - **Play Caller ID**: Play caller ID information.
    - **Play Message Duration**: 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.

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 greeting, including playing, downloading, and deleting greetings.

Play a personal greeting

To check the uploaded greeting or recorded greeting, you can play the greeting on a phone or on web.

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.

Note: Video settings require support from your organization's PBX server.

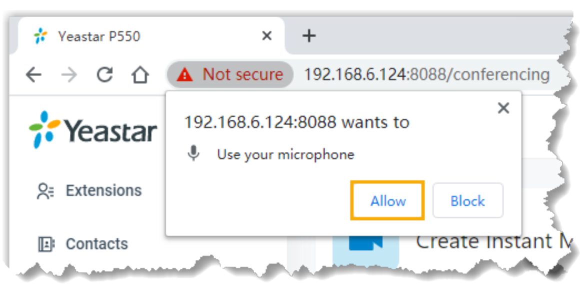
Prerequisites

Allow web browser to access microphone and camera in computer.

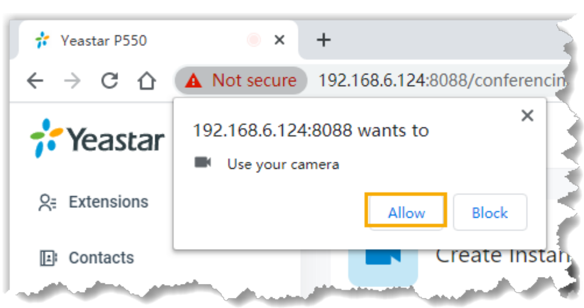
Procedure

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 can 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. Click **Save**.

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 Handling Rule

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.

Popup URL

Set up Third-party Integration for Call Popup

Yeastar Popup URL allows a lightweight integration with a third-party application (such as CRM system, ERP system, etc.) to achieve call popup. When your extension receive a call, the PBX calls the URL of the third-party application and retrieves relevant customer data to display on the pop-up web page.

Restrictions and requirements

Restrictions

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

Requirements

- **PBX server**: Contact system administrator to check if the version is 37.4.0.17 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**.
2. Turn on the option **Popup URL**.
3. Set up third-party integration via Popup URL.

Table 15.

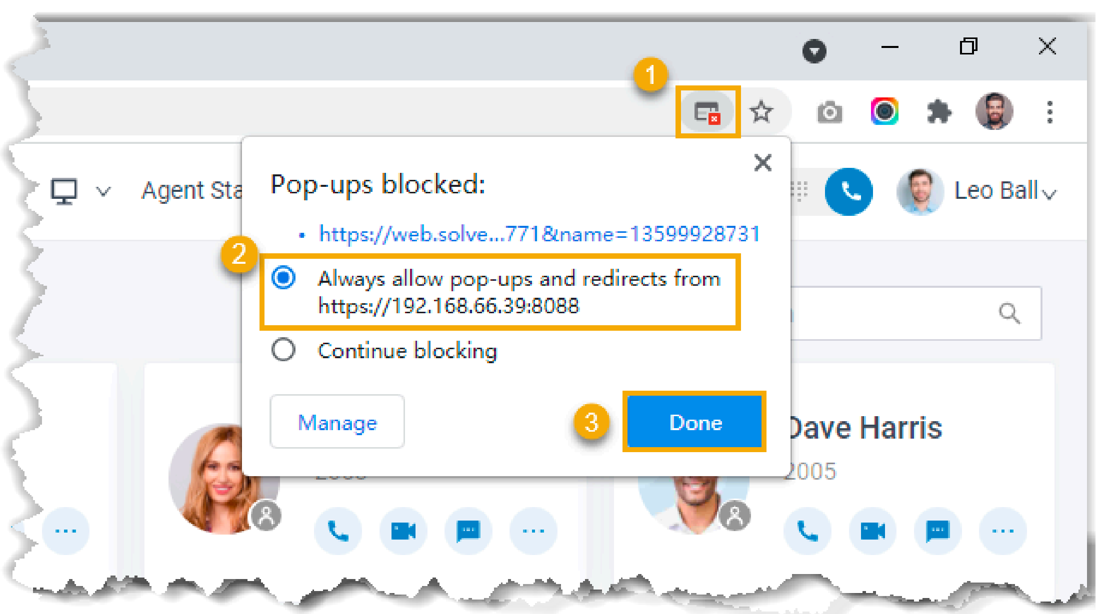
Settings	Descriptions
Popup URL	Enter the third-party URL, followed by the variables that you want to pass. **Supported variables**: • `.{{.CallerNumber}}`: Incoming Caller ID. • `.{{.CallerDisplayName}}`: Incoming Caller ID Name. Take Solve360 CRM as an example: https://web/solve.360.com/{{.CallerNumber}}&{{.CallerDisplayName}}
Communication Type	Select which types of calls will trigger the call pops. • **Inbound**: Inbound calls from external users. • **Internal**: Internal calls from colleagues.
Trigger Event	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.

4. Click **Save**.

Result

When an incoming call reaches your extension, a pop-up screen automatically appears in your web browser and displays relevant customer data.

Important: For the first-time use, you need to allow pop-ups and redirection from Linkus Web Client, or the pop-up screen can NOT be opened automatically.



SIP Phone Function Keys

Configure Function Keys for Your Phone

Function keys allow you to subscribe status of specific objects or quickly perform specific features. This topic describes how to configure function keys for your phone.

Prerequisites

System administrator has assigned your extension to a SIP phone via Auto Provisioning.

Supported key types

The following table lists the function keys that you can provision for your phone:

Key type	Function
Line	Monitor your extension.
BLF	Monitor the status of a specific extension.
Speed Dial	Speed dial a number.
Check Voicemail	• Monitor the status of voicemail. • Check voicemail messages.
Check Group Voicemail	• Monitor the status of group voicemail in shared mode. • Access group voicemail box and check group voicemail messages.
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.
Intercom	Place an intercom call.
DTMF	Send DTMF signal.
Agent Login/Logout	• Log in to a specific queue. • Log out of a specific queue.
Agent Pause/unpause	• Pause receiving a call from a specific queue. • Unpause receiving a call from a specific queue.

Procedure

1. Log in to Linkus Web Client, go to **Preferences > Function Keys**.
2. Configure function keys according to your needs.

   Note: The number of programmable function keys depends on how many line keys your phone supports. If the number of function keys you assign exceeds the number of programmable keys supported by your phone, the redundant keys cannot take effect.

    - **Type**: Select a key type.
    - **Value**: Configure a desired value based on the key type, such as parking number, queue, or extension.
    - **Label**: Optional. Enter a value, which will be displayed on your phone screen.
3. Click **Save**.

Result

The phone automatically applies the changes. Check the function key status on the phone to see if the changes are applied.

Linkus Web Client - FAQ

This topic provides answers to commonly asked questions about Linkus Web Client.

FAQs

- How to allow notifications from web browser on computer?
- How to allow notifications from Linkus Web Client on web browser?
- What if I want to get notified of a new call when I'm on a call?
- What if the other party can not see my video feed during a video call?

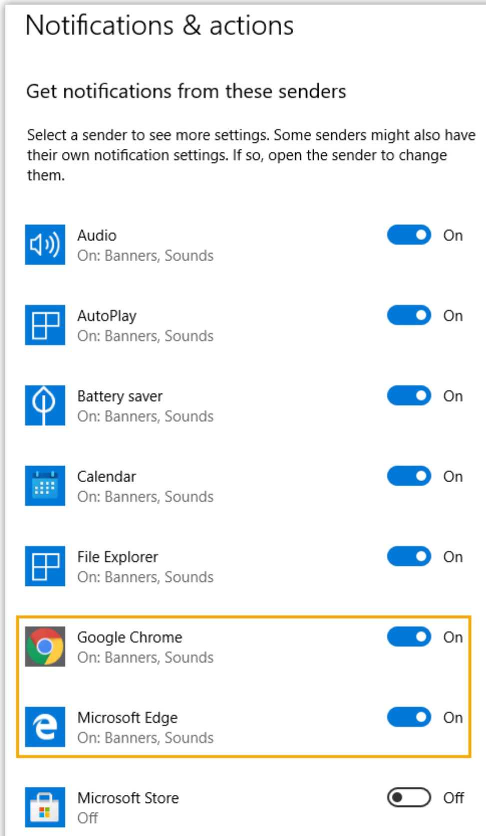
How to allow notifications from web browser on computer?

Refer to the following instructions based on your operating system to allow notifications from Linkus Web Client.

- Windows
- macOS

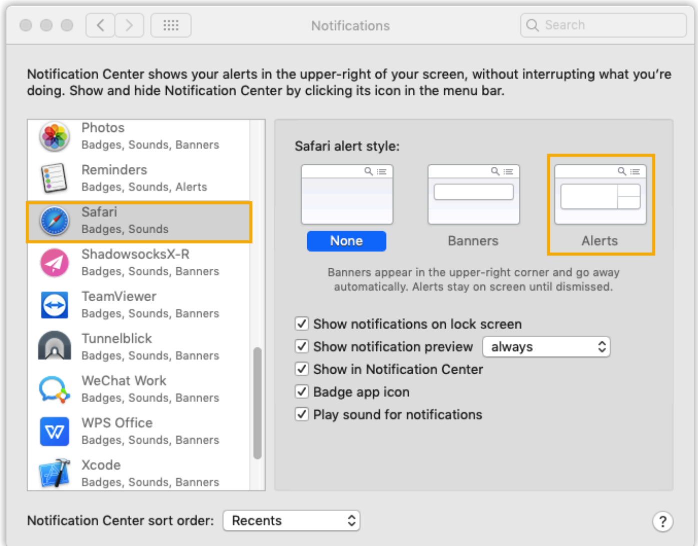
Windows

1. Go to **>** .
2. Go to **System > Notifications & Actions**.
3. In the **Get notifications from these senders** section, turn on the notification for desired web browser.



macOS

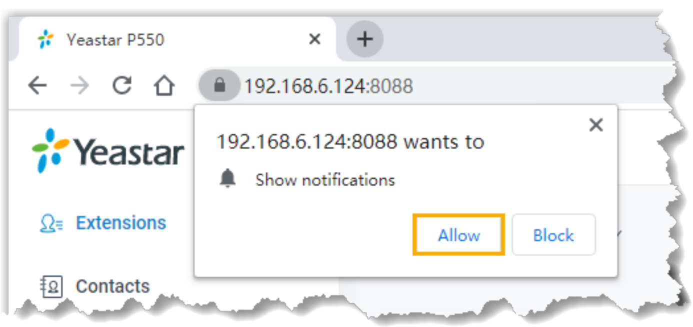
1. Go to **> System Preferences > Notifications**.
2. On the left panel, select the web browser via which you access Linkus Web Client.
3. Set alert style to **Alerts**.



How to allow notifications from Linkus Web Client on web browser?

If you ignore or decline the request for notification when first logging in to Linkus Web Client via web browser, you need to allow it so that you can receive notifications when there are incoming calls.

Refer to the following instructions based on your web browser to allow notifications from Linkus Web Client.

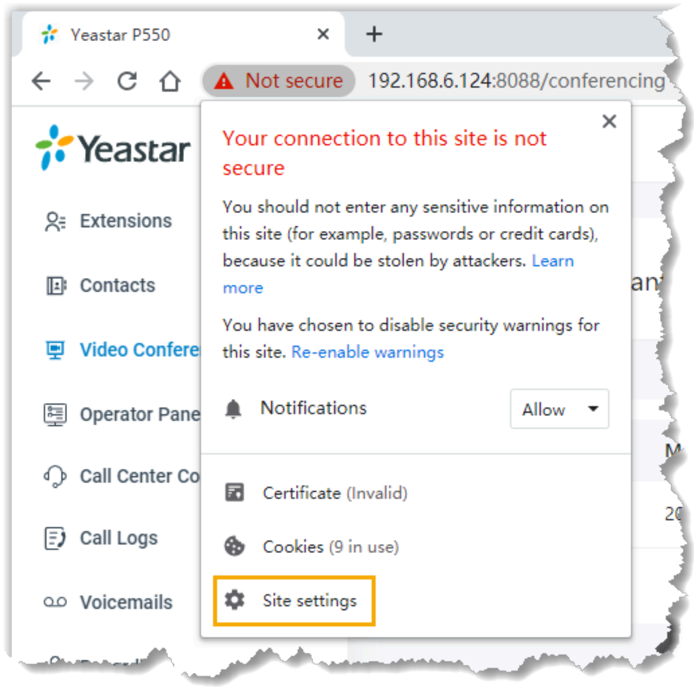


- Google Chrome
- Microsoft Edge
- Opera

Google Chrome

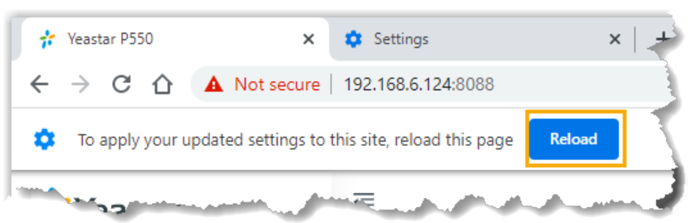
- If you haven't dealt with the request from Linkus Web Client for notification, you can do as follows:
  1. Log in to Linkus Web Client.
  2. Allow Linkus Web Client to send notifications.

a. In the address bar of Google Chrome, click or .
b. In the pop-up window, click **Site Settings**.



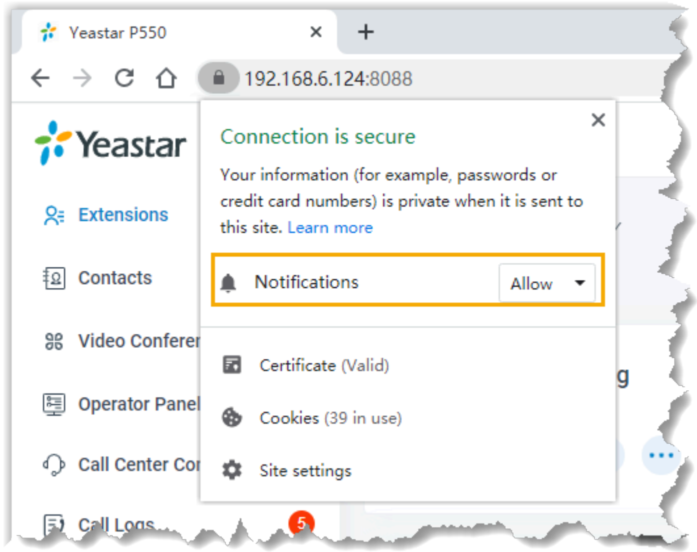
You are redirected to configuration page of Google Chrome.
c. Scroll down and go to **Permissions > Notifications**.
d. In the drop-down list of **Notifications**, select **Allow**.

3. Apply the change to Linkus Web Client.
   a. On Linkus Web Client, click **Reload**.



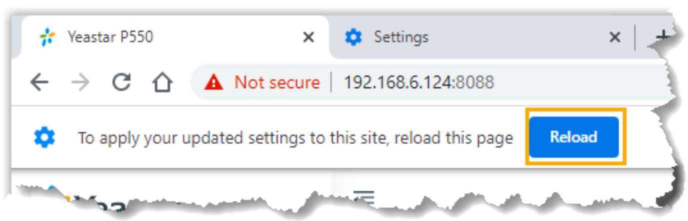
- If you have blocked Linkus Web Client from sending notifications, you can do as follows:
  1. Log in to Linkus Web Client.
  2. Allow Linkus Web Client to send notifications.

     a. In the address bar of Google Chrome, click or .
     b. In the drop-down list of **Notifications**, select **Allow**.



c. Click any blank space to confirm.

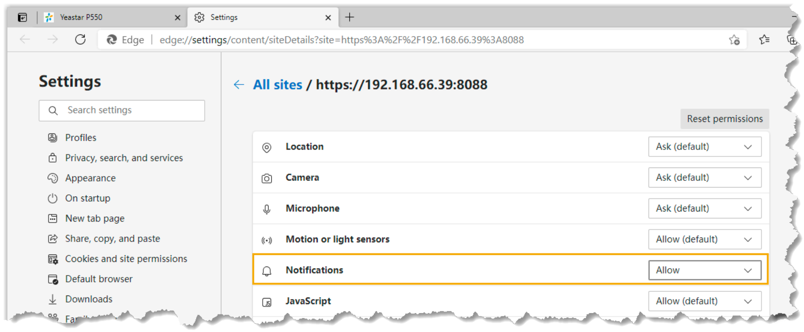
3. Apply the change to Linkus Web Client.
   a. On Linkus Web Client, click **Reload**.



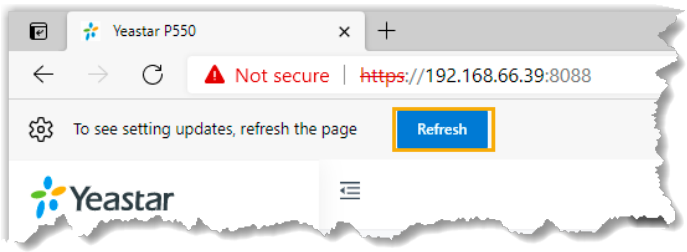
Microsoft Edge

- If you haven't dealt with the request from Linkus Web Client for notification, you can do as follows:
  1. Log in to Linkus Web Client.
  2. Allow Linkus Web Client to send notifications.
     a. In the address bar, click or .
     b. Select **Permissions for this site** from the drop-down list.

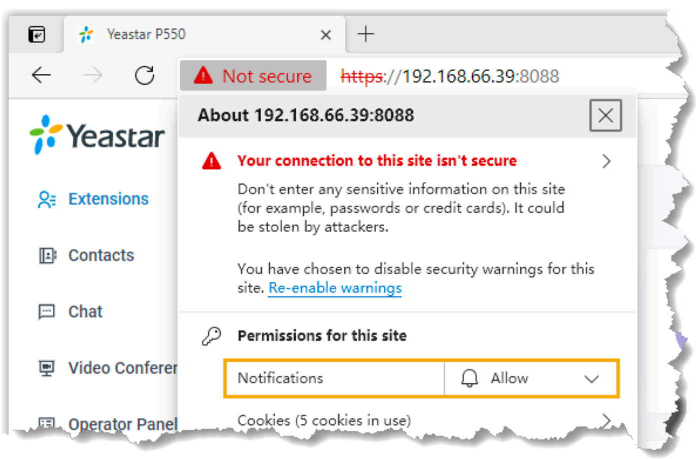
        You are redirected to the web browser's **Settings** page.
     c. In the drop-down list of **Notifications**, select **Allow**.



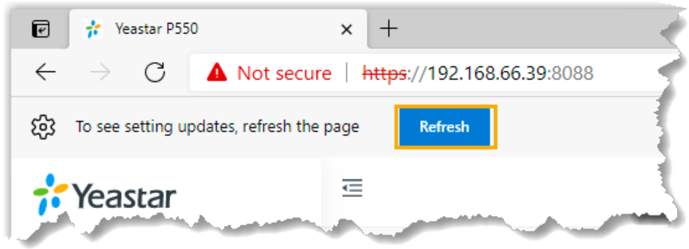
3. Apply the change to Linkus Web Client.
    a. Click the tab of Linkus Web Client.
    b. On Linkus Web Client, click **Refresh**.



- If you have blocked Linkus Web Client from sending notifications, you can do as follows:
    1. Log in to Linkus Web Client.
    2. Allow Linkus Web Client to send notifications.
        a. In the address bar, click or .
        b. In the drop-down list of **Notifications**, select **Allow**.

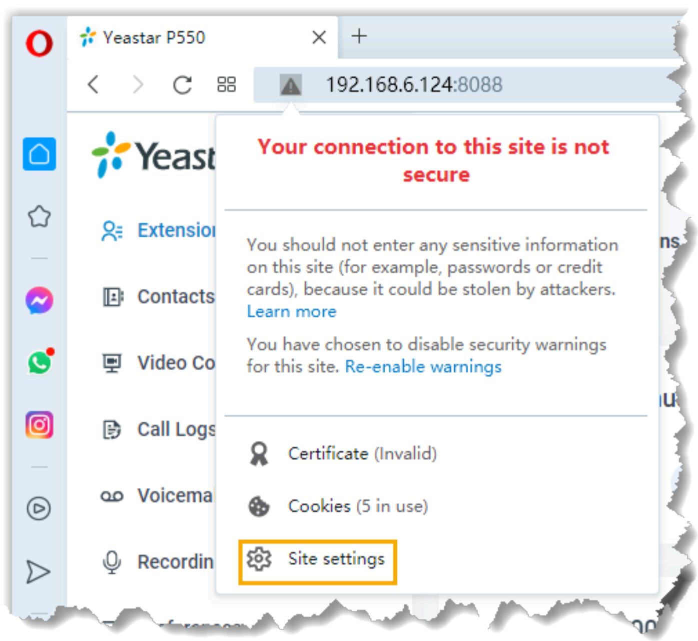


        c. Click any blank space to confirm.
    3. Apply the change to Linkus Web Client.
        a. On Linkus Web Client, click **Refresh**.



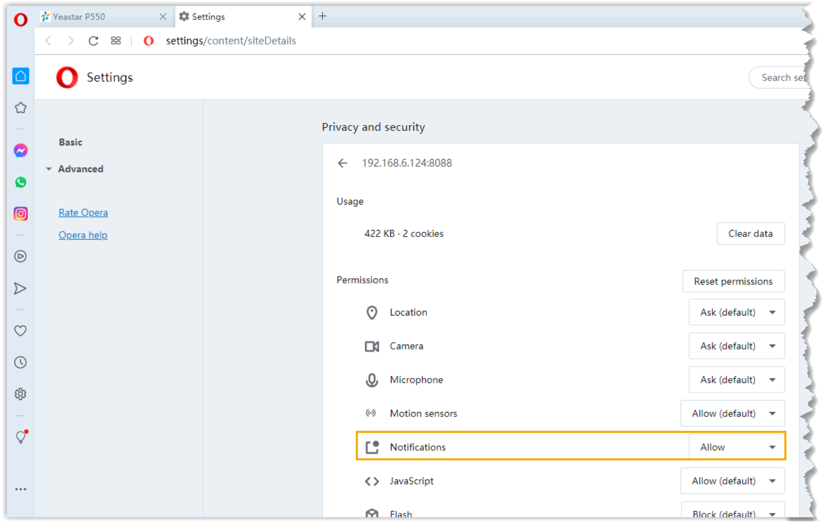
Opera

- If you haven't dealt with the request from Linkus Web Client for notification, you can do as follows:
  1. Log in to Linkus Web Client.
  2. Allow Linkus Web Client to send notifications.
     a. In the address bar, click ⚠ or 🔒.
     b. In the pop-up window, click **Site Settings**.



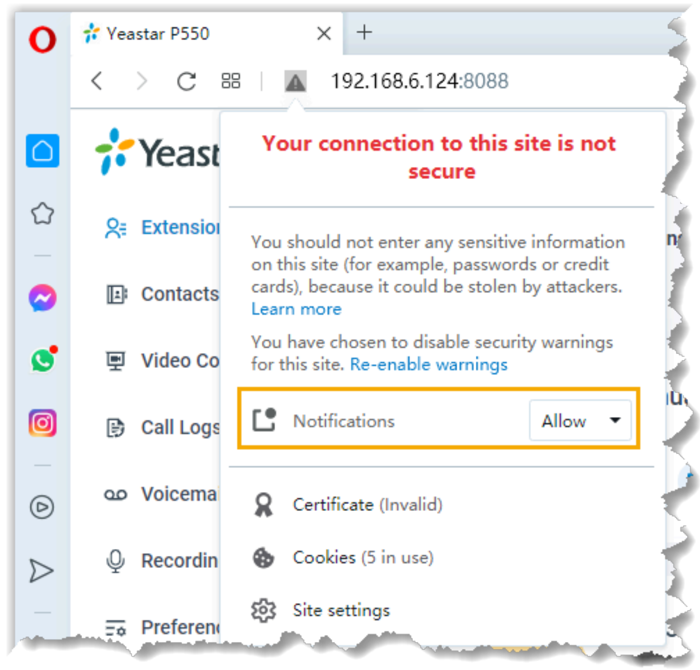
You are redirected to configuration page of Opera.

c. In the drop-down list of **Notifications**, select **Allow**.



3. Apply the change to Linkus Web Client.
    a. On Linkus Web Client, click **Reload**.

- If you have blocked Linkus Web Client from sending notifications, you can do as follows:
    1. Log in to Linkus Web Client.
    2. Allow Linkus Web Client to send notifications.
        a. In the address bar of Opera, click or .
        b. In the drop-down list of **Notifications**, select **Allow**.



c. Click any blank space to confirm.

3. Apply the change to Linkus Web Client.
   a. On Linkus Web Client, click **Reload**.

What if I want to get notified of a new call when I'm on a call?

You need to enable **Call Waiting** feature as follows:

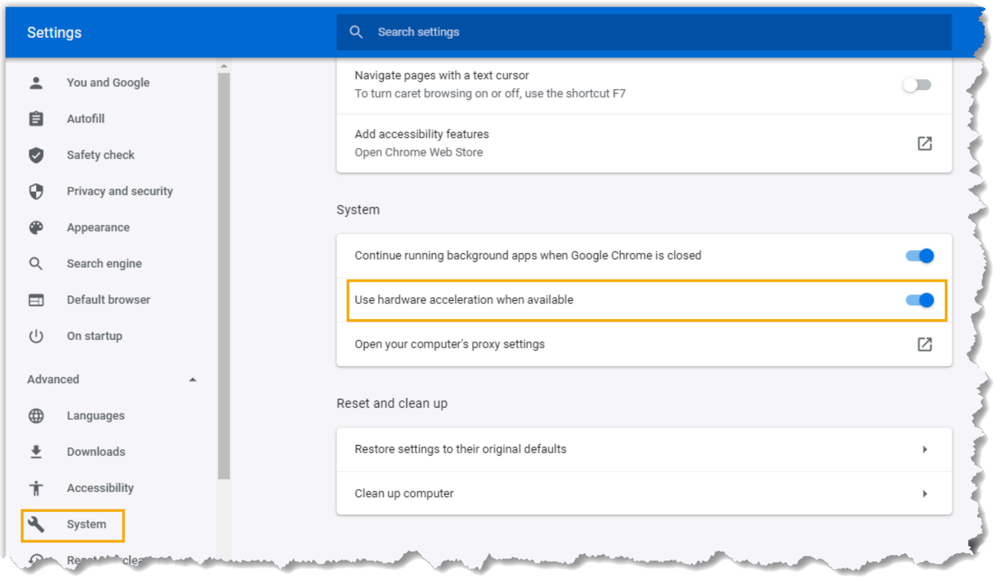
1. Log in to Linkus Web Client.
2. Go to **Preferences > Features**.
3. In the **Call** section, select the checkbox of **Call Waiting**.
4. Click **Save**.

What if the other party can not see my video feed during a video call?

If you access Linkus Web Client having a video call via Google Chrome (Version 88) on macOS, you need to check if hard acceleration of Google Chrome is disabled:

1. At the top-right corner of Google Chrome, click ⋮ , click **Settings**.
2. On the left navigation bar, click **Advanced > System**.
3. In the **System** section, check if **Use hardware acceleration when available** is disabled.

   If yes, then enable the feature.


Settings
Search settings
You and Google
Autofill
Safety check
Privacy and security
Appearance
Search engine
Default browser
On startup
Advanced
Languages
Downloads
Accessibility
System
Navigate pages with a text cursor
To turn caret browsing on or off, use the shortcut F7
Add accessibility features
Open Chrome Web Store
System
Continue running background apps when Google Chrome is closed
Use hardware acceleration when available
Open your computer's proxy settings
Reset and clean up
Restore settings to their original defaults
Clean up computer