






User Guide

Yeastar Linkus for Google

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'Yeastar Linkus for Google' Overview

'Yeastar Linkus for Google' Chrome extension seamlessly integrates Yeastar PBX services to create a lightweight yet powerful browser-based softphone tool. The Chrome extension enables easy dialpad, click-to-call, advanced call handing, call notification, phone number auto-detection on web pages and more to maximize your workday efficiency.

Restrictions and requirements

'Yeastar Linkus for Google' is a non-standalone Chrome extension, which must work with Yeastar-provided Linkus Client.

Restrictions

Based on the PBX server in your organization, the Chrome extension can work with different Linkus Clients.

Table 1.

| PBX Server | Linkus Client |
|---|-----------------------|
| P-Series System / P-Series Software Edition | Linkus Web Client |
| S-Series IPPBX | Linkus Desktop Client |
| Cloud PBX | |
| K2 IPPBX | |

Requirements

To use the Chrome extension, all the following requirements must be met:

- PBX Server: No additional requirements.
- Linkus Client:
 - Linkus Web Client: Version 37.3.0.42 or later.
 - Linkus for Windows: Version 1.8.11 or later.
 - Linkus for macOS: Version 1.8.9 or later.
- Google Chrome: Version 87 or later.

Features

The Chrome extension can work with either Linkus Web Client or Linkus Desktop Client. The available features vary from Linkus Clients.

- [For Linkus Web Client](#)
- [For Linkus Desktop Client](#)

For Linkus Web Client

- **Click to call:** Click phone numbers on web-based CRMs or any websites to call out via Linkus Web Client.
- **Multiple call operations:** Perform all the call operations that are supported on the full Linkus Web Client.
- **Notifications of incoming calls:** Receive notifications of new calls no matter which web page or window you're working on even when Chrome is closed.
- **Identify incoming calls:** Identify callers when incoming Caller IDs match phone numbers in your existing directory.
- **Check and change business status:** Check the number of missed calls and unread voicemail messages; Change your status in a queue and extension presence.

For Linkus Desktop Client

- **Click to call:** Click phone numbers on web-based CRMs or any websites to call out via Linkus Desktop Client.

Install 'Yeastar Linkus for Google' on Chrome Web Store

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

Prerequisites

Browse the web in regular mode.

⚠ Important:

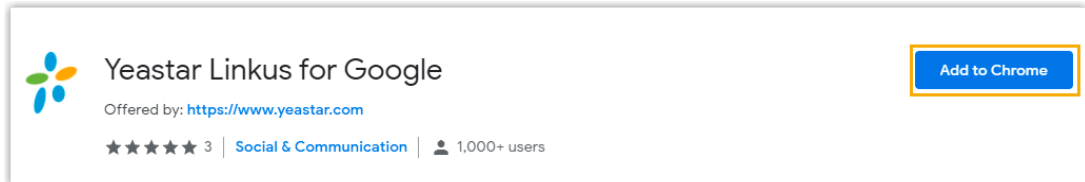
You can NOT add an extension when you browse in Incognito mode or as a guest.

Procedure

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

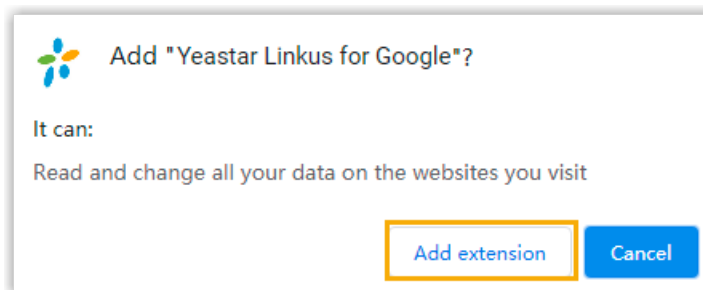
The 'Yeastar Linkus for Google' extension is displayed on the page.

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




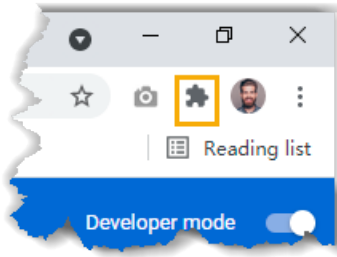
A dialog box pops up and shows what permissions 'Yeastar Linkus for Google' needs.

- d. Click Add extension.




'Yeastar Linkus for Google' extension is installed.

3. Pin 'Yeastar Linkus for Google' extension to Chrome toolbar.
 - a. On Chrome toolbar, click  next to your Profile avatar.



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

Result

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

What to do next

Set up 'Yeastar Linkus for Google' extension to work with either Linkus Web Client or Linkus Desktop Client. For more information, see [Set up 'Yeastar Linkus for Google' to Work with Linkus Clients](#).

Set up 'Yeastar Linkus for Google' to Work with Linkus Clients


After installing 'Yeastar Linkus for Google' extension, you need to choose a type of Linkus Client to work with the extension, then log in to the Linkus Client, so that you can use the extension to manage calls via Linkus Client.

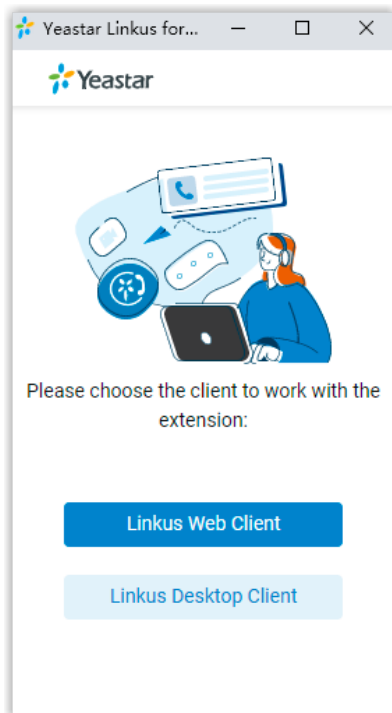
Prerequisites

Read the restrictions and requirements for 'Yeastar Linkus for Google' extension; Make sure all the requirements are met.


For more information, see [Restrictions and requirements](#).

Procedure

1. On the Chrome toolbar, click .
2. In the pop-up window, select the Linkus Client that will work with 'Yeastar Linkus for Google'.



3. Make sure that you have logged in to the Linkus Client.



 Note:

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



Result


The result varies from the Linkus Client that will work with the extension.


The Chrome extension for Linkus Desktop Client

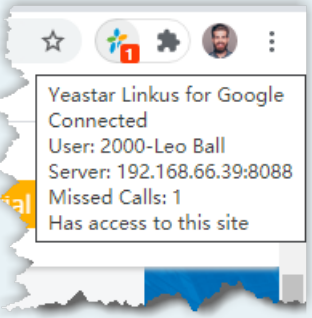
On Chrome toolbar, Yeastar icon turns from  to , which indicates that the extension can work now.

The Chrome extension for Linkus Web Client


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

 Tip:

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

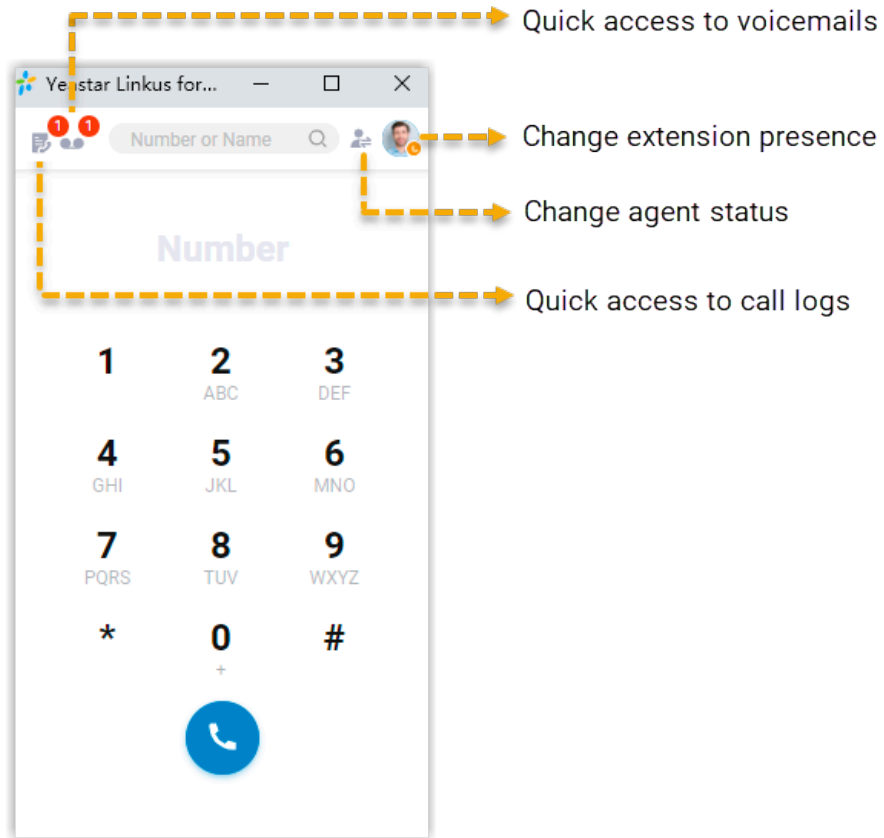


- The IP address of Linkus Web Client is automatically added to the block-list, which means that the Chrome extension will NOT detect phone numbers on your Linkus Web Client.
- A mini, pop-out Linkus Web Client is displayed where you can do the following operations:

 Note:

When you use the mini, pop-out Linkus Web Client for calls for the first time, you will receive the requests for microphone and notification from Google Chrome. Please approve the requests.

- Make a call
- Receive a call
- Change extension presence and agent status
- Quickly access Voicemails and Call Logs



Click to Call via Linkus Client

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

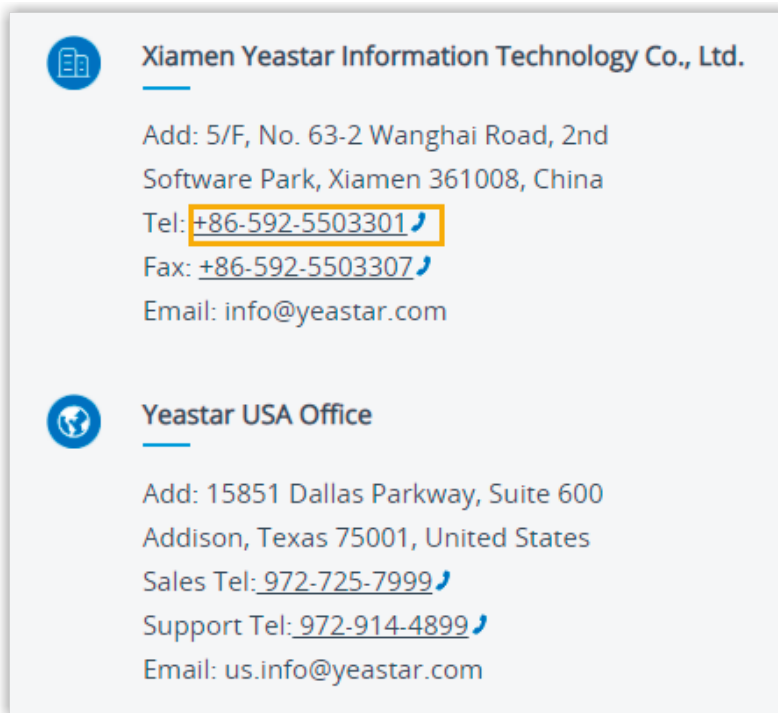
Prerequisites




To click to call via Linkus Client, make sure 'Yeastar Linkus for Google' extension is connected to your Linkus Client.




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

Procedure

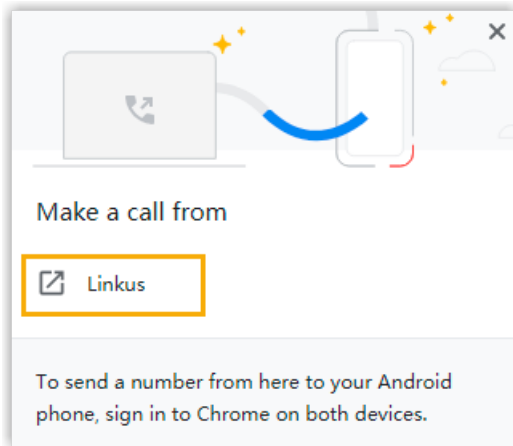
1. Click the detected phone number that you want to dial.



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2. If you set Linkus Desktop Client to work with the extension, you need to select Linkus in the pop-up window.



Result

The call is sent out via Linkus Client directly.

Note:

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

What to do next

You can change the following preferences of click to call:


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

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

Change 'Yeastar Linkus for Google' Preferences


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

Procedure

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

Phone Number Detection

Table 2.

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

General Settings

Note:

These features are only available for Linkus Web Client.

Table 3.







| Settings | Descriptions |
|--|---|
| Dial out immediately on clicking phone number | Place a call out immediately via Linkus Client after you click a clickable phone number. If disabled, the phone number will be pasted to Linkus automatically, you need to click  to call out. |
| Auto open Yeastar Linkus for Google at system startup | <p>Whether to automatically open the mini, pop-out Linkus Web Client when system starts up.</p> <div data-bbox="597 604 1386 772" style="border: 1px solid #add8e6; padding: 5px;"> <p> Note: The feature works only when Continue running background apps when Google Chrome is closed is enabled on Google Chrome.</p> </div> |
| Allow incoming call pop-ups when the Extension window is minimized | <p>Whether to allow incoming call pop-ups when the mini, pop-out Linkus Web Client is minimized.</p> <div data-bbox="597 894 1386 1306" style="border: 1px solid #ffcc00; padding: 5px;"> <p> Important: If this option is disabled, the effects vary for different users:</p> <ul style="list-style-type: none"> • For Windows users: No pop-up notification but the icon  in desktop taskbar will flash to remind you of a new call. • For macOS users: No any notification on the Mac will remind you of a new call. </div> |
| Extension Shortcuts Settings | <p>Set up keyboard shortcuts for the extension and Linkus call activities.</p> <ul style="list-style-type: none"> • Activate the extension: Open the mini, pop-out Linkus Web Client when you are browsing on Google Chrome. • Activate the extension (Global Available): Open the mini, pop-out Linkus Web Client wherever you are working on the PC. • Answer incoming call • Hold/Resume • Reject or hang up call <div data-bbox="597 1808 1386 1858" style="border: 1px solid #add8e6; padding: 5px;"> <p> Tip:</p> </div> |

Table 3. (continued)

| Settings | Descriptions |
|----------|--|
| | Click  , press desired keys on keyboard, and then decide whether to apply the keyboard shortcut to the whole system or for Chrome only. |

Website Blocklist

Table 4.

| Settings | Descriptions |
|-------------------|---|
| Website Blocklist | Add an IP address or a domain to the blocklist. The extension will NOT detect phone numbers on the blocked website. |

Change the Linkus Client Connected to 'Yeas-tar Linkus for Google'


This topic describes how to change a Linkus Client to work with 'Yeas-tar Linkus for Google' Chrome extension.


Prerequisites

You have set up 'Yeas-tar Linkus for Google' to work with either Linkus Desktop Client or Linkus Web Client.

For more information, see [Set up 'Yeas-tar Linkus for Google' to Work with Linkus Clients](#).

Procedure

1. On your computer, open Google Chrome.
2. On the toolbar, right click Yeas-tar icon () , click Options.
3. In the pop-up window, select the Linkus Client that will work with the extension.
 - a. In the The Client to Process Calls section, select a client.
 - b. Click Save.
4. Log in to the Linkus Client that you have selected.

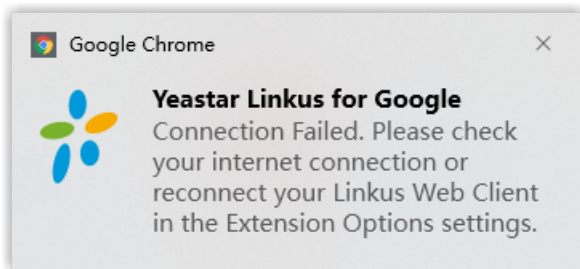
 Note:

If you choose Linkus Web Client and have logged in to it, you need to refresh the Linkus Web Client page.

Reconnect Linkus Web Client to 'Yeastar Linkus for Google'

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

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



Error cause



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

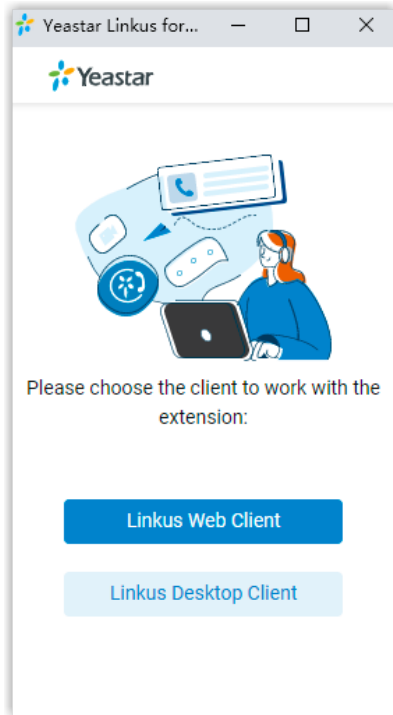
Solution

1. Check your computer's Internet connection.


Note:

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

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



e. Log in to Linkus Web Client.


 Note:

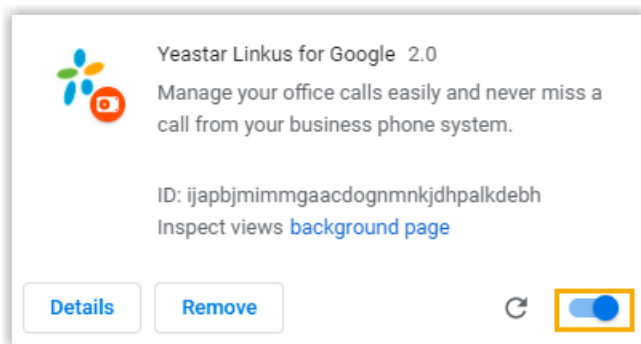
If you have logged in, refresh Linkus Web Client page.

Manage 'Yeastar Linkus for Google'


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

Turn on/off 'Yeastar Linkus for Google' extension

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



Change site permission of 'Yeastar Linkus for Google' extension

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

Note:


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

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

Upgrade 'Yeastar Linkus for Google' extension

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

Uninstall 'Yeastar Linkus for Google' extension

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


Yeastar Linkus for Google - FAQ

This topic provides answers to commonly asked questions about 'Yeastar Linkus for Google' extension.

FAQs

- [What if I don't want to use the extension on a specific website?](#)
- [Why doesn't the extension automatically start calling when I click on a phone number?](#)
- [Can I add a prefix to the callee number before dialing out?](#)
- [How to set Linkus as the default app for calls on Windows 10?](#)
- [How to set 'Yeastar Linkus for Google' to open at startup?](#)

What if I don't want to use the extension on a specific website?


1. On your computer, open Google Chrome.
2. On the toolbar, right click , select Options.
3. In the pop-up window, go to Website Blocklist section.
4. Click +Add and enter the domain of the specific website.
5. Click Save.

Why doesn't the extension automatically start calling when I click on a phone number?


- Check if Dial out immediately on clicking phone number is enabled.
- If your PC is Windows 10, check if Linkus is the [default App for TEL protocol](#).

Can I add a prefix to the callee number before dialing out?

Yes. You can add a prefix as follows:


1. On your computer, open Google Chrome.
2. On the toolbar, right click , select Options.
3. In the General Settings section, unselect the checkbox of Dial out immediately on clicking phone number.
4. Open web browser, click the number that you want to dial.

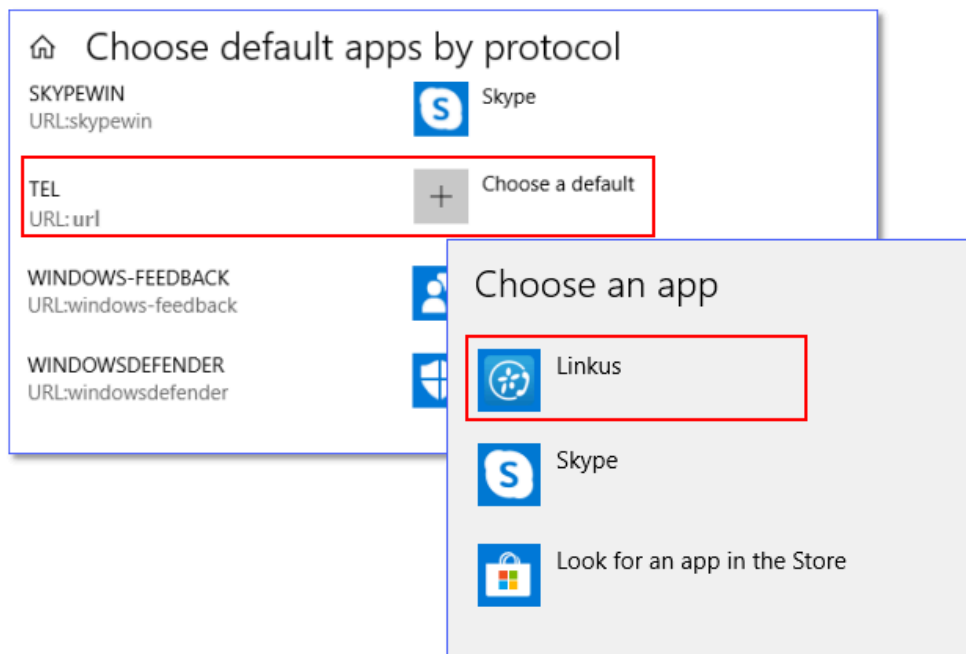
The phone number will be automatically pasted on Linkus dialpad.

5. Add a prefix in front of the phone number.
6. Click  to place the call out.



How to set Linkus as the default app for calls on Windows 10?


1. In the Windows Search Bar, enter `default apps`.
2. In the search result, click Default Apps.
3. Scroll down and click Choose default apps by protocol.
4. Scroll down and find TEL, click Choose a default right beside the TEL protocol, and select Linkus.

 **Note:**
If the TEL protocol already has an App assigned, click it and select Linkus.



How to set 'Yeastar Linkus for Google' to open at startup?

1. On Google Chrome, allow 'Yeastar Linkus for Google' extension to run in the background.
 - a. At the top-right corner of Google Chrome, click  , click Settings.
 - b. Scroll down and click Advanced to expand menus.
 - c. In the System section, enable Continue running background apps when Google Chrome is closed.
2. On 'Yeastar Linkus for Google' extension, allow the extension to be automatically opened at system startup.
 - a. On Chrome toolbar, right click  , click Options.
 - b. In the General Settings section, select the checkbox of Auto open Yeastar Linkus for Google at system startup.
 - c. Click Save.

 **Important:**

Make sure 'Yeastar Linkus for Google' has ever been connected to your Linkus Client.