Linkus Mobile Client

User Guide

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Getting Started

Log in to Linkus

Linkus Login Overview

Linkus allows you to log in to Mobile Client using different methods, including logging in with your extension account by scanning QR code, copying login link, entering login information, or directly logging in with a third-party account.

Extension account login

You can log in to Linkus with your extension account using QR code, login link, or manually-entered login information.

Quick login

After you receive a Linkus welcome email, you can obtain a QR code and a login link from the email, via which you can quickly log in to Linkus Mobile Client.

For more information, see the following topics:

- Log in to Linkus with Extension Account Using QR Code
- Log in to Linkus with Extension Account Using Login Link

Manual login

You need to contact system administrator to obtain your extension account username and password, as well as the network information of Linkus Server, then manually enter the information to log in.

For more information, see Log in to Linkus with Extension Account Using Manually-Entered Credentials.

Third-party account login

If system administrator has integrated the server with a third-party system, you can directly log in to Linkus Mobile Client with the third-party account.

For more information, see the following topics:

- Log in to Linkus with Microsoft Account
- Log in to Linkus with Active Directory Domain Account

Log in to Linkus with Extension Account Using QR Code

After you receive a Linkus welcome email, you can scan the QR code to quickly log in to Linkus Mobile Client with your extension account.

Prerequisites

You have received the Linkus welcome email.

Note:

- If you don't receive the Linkus welcome email, contact system administrator to resend one.
- The QR code is valid in 24 hours and can only be used once.

Procedure

1. At the top-right corner of the Linkus login page, tap .
2. Scan the QR code that is in the welcome email.

   Linkus will get the login information and log in automatically.

   Note:
   If it is the first time that you log in to Linkus with extension account, you will be asked to agree a privacy policy agreement and change the initial password. When finished, you need to log in to Linkus with the new password.

Related information

Change Linkus Password
Reset Linkus Password
Log out of Linkus

Log in to Linkus with Extension Account Using Login Link

After you receive a Linkus welcome email, you can use the login link to quickly log in to Linkus Mobile Client with your extension account.

Prerequisites

You have received the Linkus welcome email.

> **Note:**
>
> - If you don't receive the Linkus welcome email, contact system administrator to resend one.
> - The login link is valid in 24 hours and can only be used once.

Procedure

1. On your mobile phone, copy the login link from the Linkus welcome email.
2. Open Linkus Mobile Client.

   Linkus automatically detects the account information and asks if you want to log in with the account.
3. In the pop-up dialog box, tap **Yes**.

> **Note:**
> If it is the first time that you log in to Linkus with extension account, you will be asked to agree a privacy policy agreement and change the initial password. When finished, you need to log in to Linkus with the new password.

Related information

Change Linkus Password
Reset Linkus Password
Log out of Linkus

Log in to Linkus with Extension Account Using Manually-Entered Credentials

This topic describes how to log in to Linkus Mobile Client with your extension account by manually entering login information.

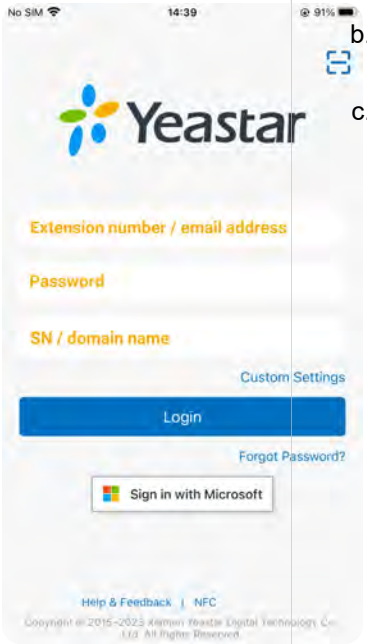
Prerequisites

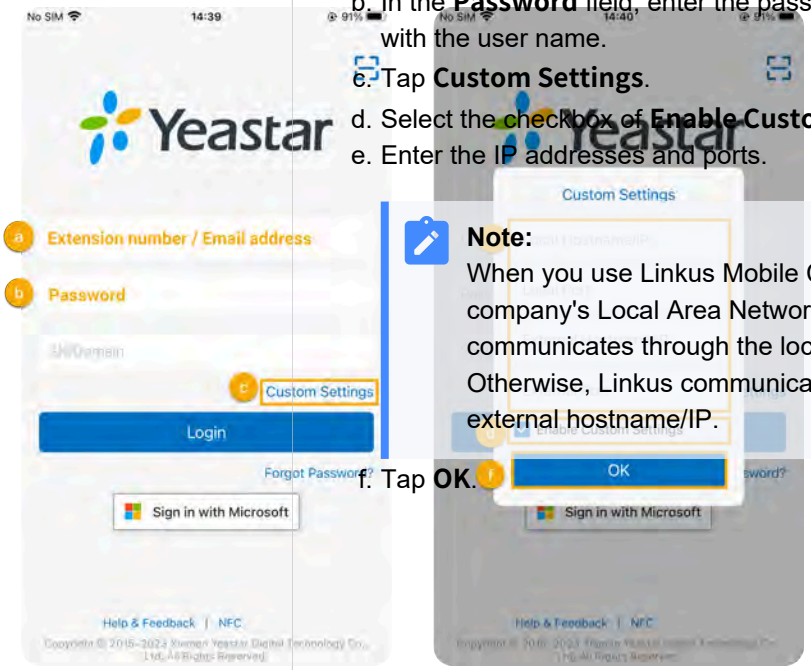
Contact system administrator to obtain your extension account username and password, as well as the network information of Linkus Server.

> **Note:**
> The network information might be Serial Number (SN), domain name, or IP addresses and ports, depending on the Linkus Server's network configuration.

Procedure

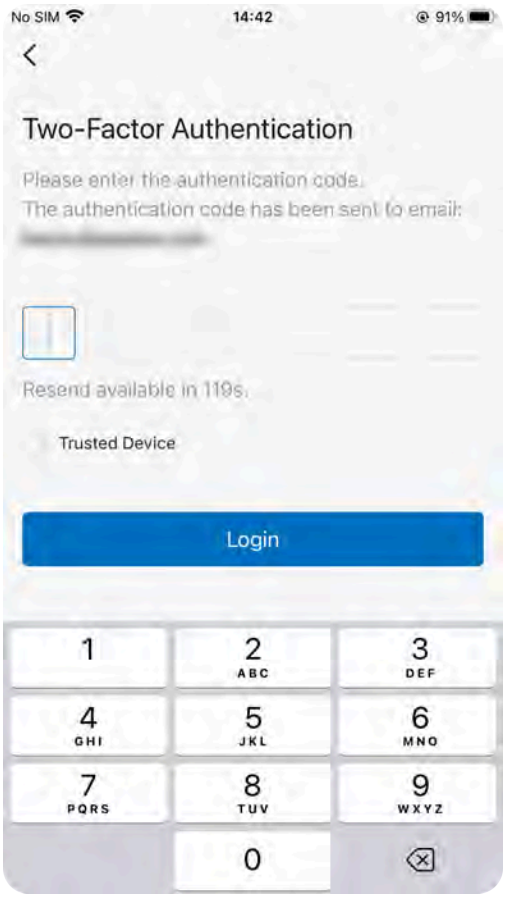
1. On Linkus login page, enter the login information.

Scenario	Instruction
Figure 1. **Log in using SN or domain name** 	If you obtain an SN or a domain name, do as follows: a. In the **Username** field, enter your extension number or email address. b. In the **Password** field, enter the password associated with the user name. c. In the **SN/Domain** field, enter the SN or domain name. > **Note:** > If the **SN/Domain** field is non-editable, tap **Custom Settings (Enabled)**, and unselect the checkbox of **Enable Custom Settings**.

Scenario	Instruction
Figure 2. **Log in using IP addresses and ports** 	If you obtain IP addresses and ports, do as follows: a. In the **Username** field, enter your extension number or email address. b. In the **Password** field, enter the password associated with the user name. c. Tap **Custom Settings**. d. Select the checkbox of **Enable Custom Settings**. e. Enter the IP addresses and ports. **Note:** When you use Linkus Mobile Client within company's Local Area Network (LAN), Linkus communicates through the local hostname/IP. Otherwise, Linkus communicates through the external hostname/IP. f. Tap **OK**.

2. Tap **Login**.
3. If you have set up two-factor authentication, you need to enter an authentication code.

Note:
This feature is supported when your Linkus version meets the requirement:
- **Linkus iOS Client**: Version 5.0.13 or later
- **Linkus Android Client**: Version 4.11.6 or later



a. Enter the authentication code provided by an authenticator application or email.
b. **Optional:** Select the checkbox of **Trusted Device**.

> **Note:**
> For the device from which you log in most frequently, you can select the option to add it as a trusted device. In this way, you don't have to re-enter an authentication code with this device for the next 180 days.

c. Click **LOG IN**.

> **Note:**
> If it is the first time that you log in to Linkus with extension account, you will be asked to agree a privacy policy agreement and change the initial password. When finished, you need to log in to Linkus with the new password.

Log in to Linkus with Microsoft Account

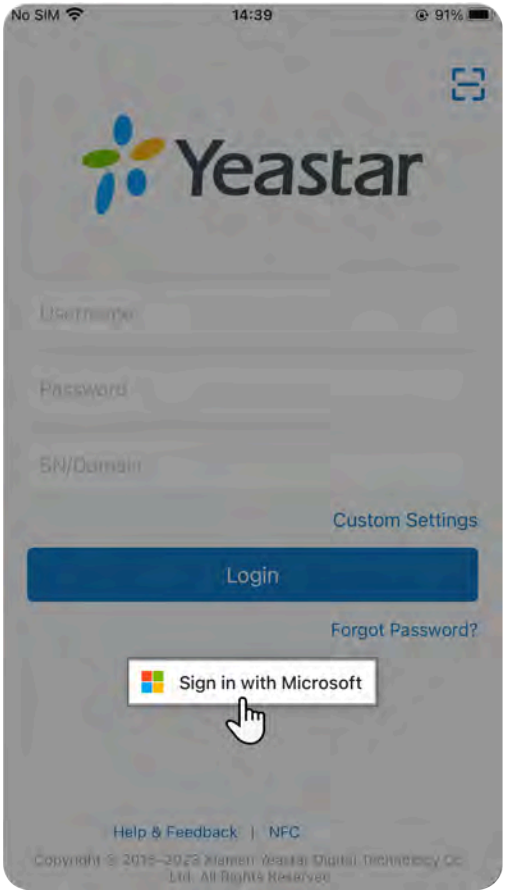
If system administrator integrates the server with Microsoft Azure Active Directory, you can log in to Linkus with your Microsoft account directly.

Requirements

- System administrator has integrated the server with **Microsoft Azure Active Directory**, and enabled **Single Sign-on (SSO)** feature.
- Your Linkus version meets the following requirement:
  - **Linkus iOS Client**: Version 4.9.5 or later
  - **Linkus Android Client**: Version 4.9.6 or later

Procedure

1. On Linkus login page, tap **Sign in with Microsoft**.



   You are redirected to the Microsoft sign-in page.
2. Sign in to your Microsoft account.

After signed-in, you are automatically logged in to Linkus Mobile Client.

Related information

Log out of Linkus

Log in to Linkus with Active Directory Domain Account

If system administrator integrates the server with Active Directory (AD), you can log in to Linkus with your AD domain account directly.

Requirements

- System administrator has integrated the server with **Active Directory**, and enabled **Single Sign-on (SSO)** feature.
- Your Linkus version meets the following requirement:
  - **Linkus iOS Client**: Version 4.9.5 or later
  - **Linkus Android Client**: Version 4.9.6 or later

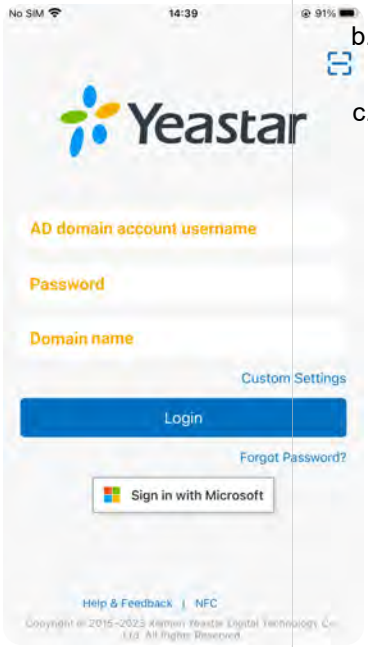
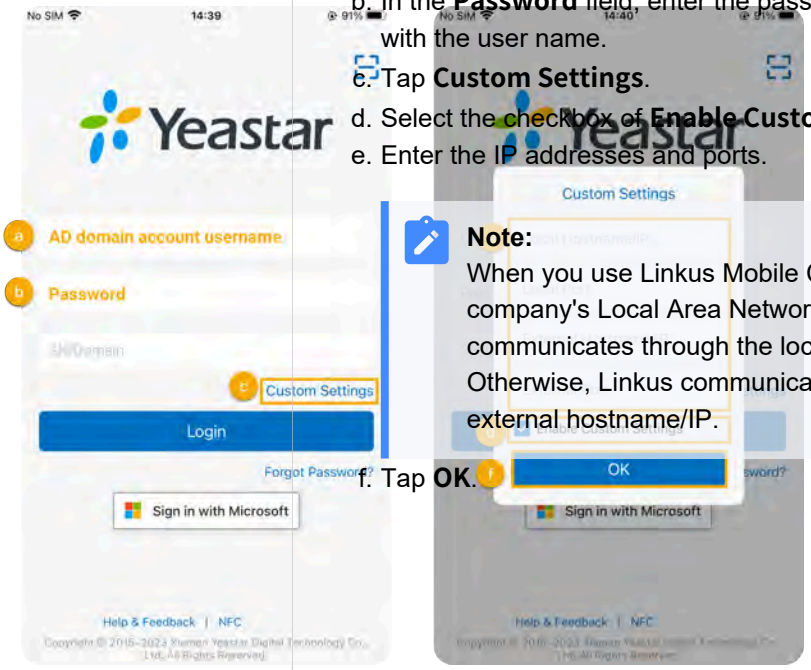
Prerequisites

Contact system administrator to obtain the network information of Linkus Server.

> **Note:**
> The network information might be a domain name, or IP addresses and ports, depending on the Linkus Server's network configuration.

Procedure

1. On Linkus login page, enter the following information.

Scenario	Procedure
Figure 3. **Log in using domain name** 	If you obtain a domain name, do as follows: a. In the **Username** field, enter the user name of your AD domain account (**Format**: `username@domainname`). b. In the **Password** field, enter the password associated with the user name. c. In the **SN/Domain** field, enter the domain name. **Note:** If the **SN/Domain** field is non-editable, tap **Custom Settings (Enabled)**, and unselect the checkbox of **Enable Custom Settings**.
Figure 4. **Log in using IP addresses and ports** 	If you obtain IP addresses and ports, do as follows: a. In the **Username** field, enter the user name of your AD domain account (**Format**: `username@domainname`). b. In the **Password** field, enter the password associated with the user name. c. Tap **Custom Settings**. d. Select the checkbox of **Enable Custom Settings**. e. Enter the IP addresses and ports. **Note:** When you use Linkus Mobile Client within company's Local Area Network (LAN), Linkus communicates through the local hostname/IP. Otherwise, Linkus communicates through the external hostname/IP. f. Tap **OK**.

2. Tap **Login**.

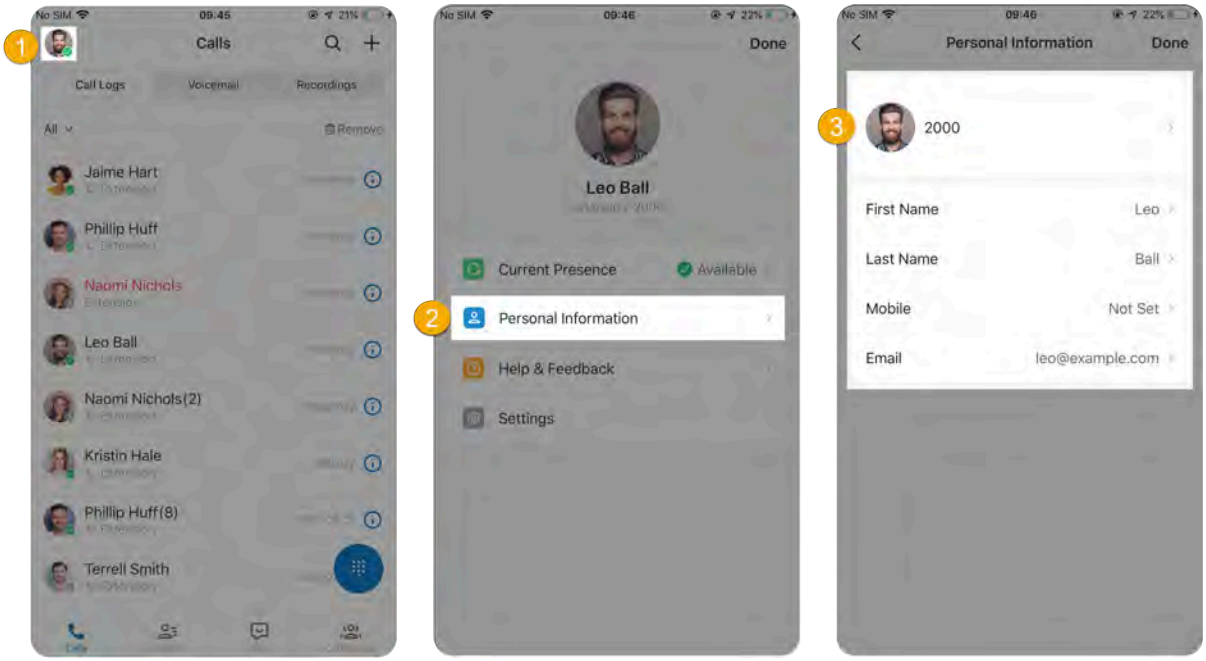
Related information

Log out of Linkus

Edit Personal Information

This topic describes how to edit your personal information, such as profile picture, name, mobile number, or email address.

Procedure



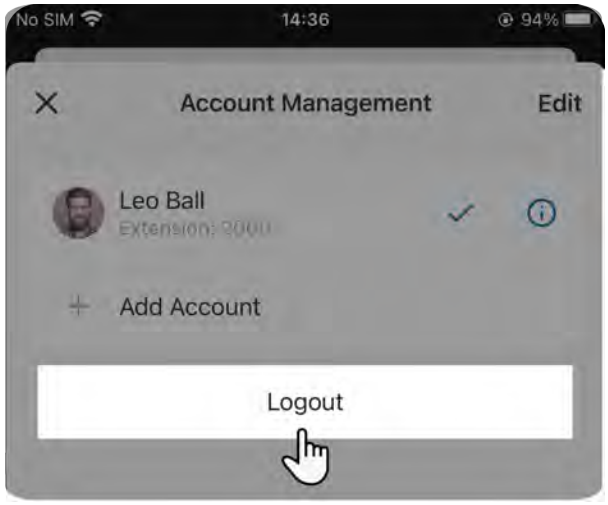
1. At the top-left corner of Linkus, tap your account.
2. Tap **Personal Information**.
3. Change your profile picture, or edit your name, mobile number, email address as needed.

Log out of Linkus

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

Procedure

1. At the top-left corner of Linkus, tap your account.
2. Go to **Settings > Account Management**.
3. Tap **Logout**.



Account Management

Add Multiple Accounts to Linkus

If you have more than one account for work, you can add them to Linkus, so as to quickly switch between the accounts. This topic describes how to add multiple accounts to Linkus Mobile Client.

Procedure

1. At the top-left corner of Linkus, tap your account.
2. Go to **Settings > Account Management**.
3. Tap **Add Account**.



   You are redirected to the Linkus login page.
4. Log in to Linkus with the new account.

Result

- You are logged in to Linkus with the new account.
- The added accounts are displayed in the account list on **Settings > Account Management**.



Related information

Switch between Accounts on Linkus
Remove Accounts from Linkus

Switch between Accounts on Linkus

After you add multiple accounts to Linkus Mobile Client, you can easily switch between different accounts without signing out and back in again.

Prerequisites

You have added more than one account to Linkus.

Procedure

1. At the top-left corner of Linkus, tap your account.
2. Go to **Settings > Account Management**.
3. Tap the desired account.

> **Tip:**
> You can tap ⓘ beside the account to check the account information.



Result

You are logged in to Linkus with the selected account.

Related information

Remove Accounts from Linkus

Remove Accounts from Linkus

This topic describes how to remove the accounts that you no longer use from Linkus.

Procedure

1. At the top-left corner of Linkus, tap your account.
2. Go to **Settings > Account Management**.
3. To remove an account from Linkus, do as follows:
    a. Long press the account that you want to remove.
    b. In the pop-up window, tap **delete** to confirm.
4. To remove multiple accounts from Linkus, do as follows:
    a. Tap ⊖ in front of the desired account.
    b. In the pop-up window, tap **delete** to confirm.

c. Tap **Done**.

Result

You have removed the account(s) from Linkus.

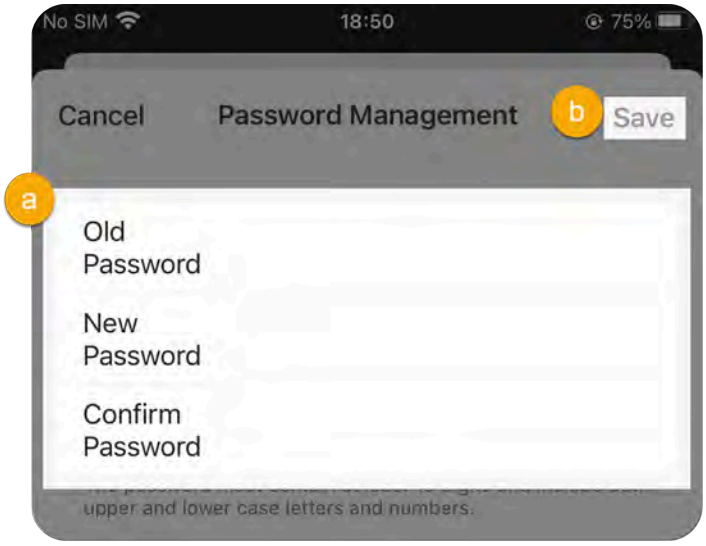
Password Management

Change Linkus Password

This topic describes how to change Linkus login password.

Procedure

1. At the top-left corner of Linkus, tap your account.
2. Go to **Settings > Password Management**.
3. In the **Password Management** page, do as follows.



   a. Set the password.
      - **Old Password**: Enter the old password.
      - **New Password**: Enter the new password.
      - **Confirm Password**: Enter the new password again.

   b. At the top-right corner, tap **Save**.

Result

The login password is changed, and your account is automatically logged out of Linkus.

What to do next

Log in to Linkus with the new password.

Reset Linkus Password

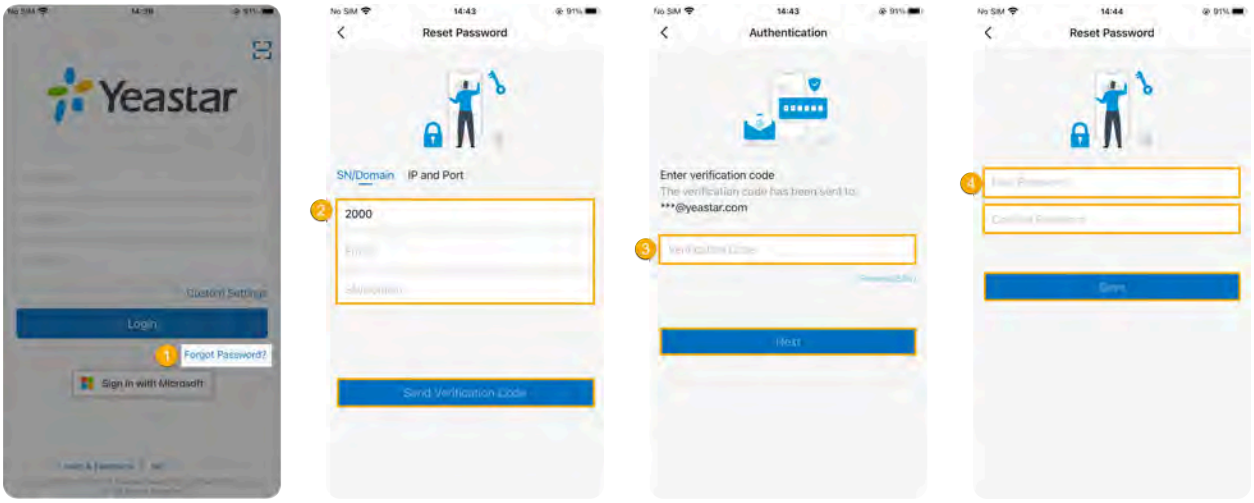
If you forget Linkus login password, you can reset password on Linkus Mobile Client.

Restriction

If you don't have an email address bound with your extension, or you forget the email address, you can not reset the login password.

> **Tip:**
> In this case, you can contact the system administrator to help you reset your password.

Procedure



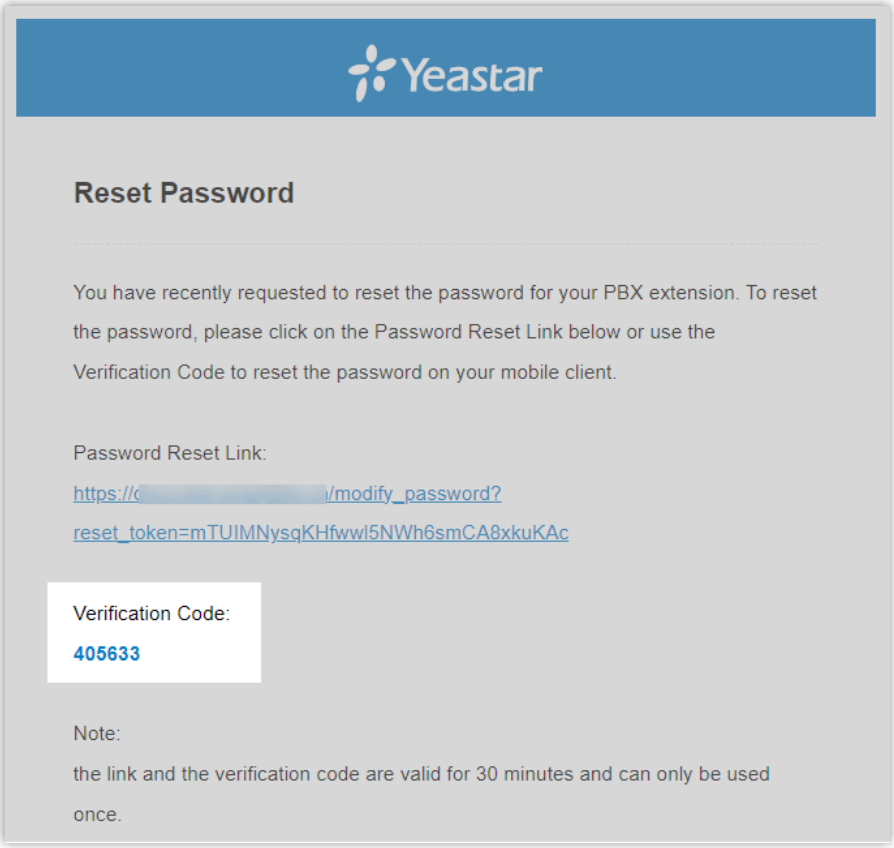
1. On Linkus Mobile Client login page, tap **Forgot Password?**.
2. In the **Reset Password** page, do as follows:
    a. In the **Extension** field, enter your extension number.
    b. In the **Email** field, enter the email address that is bound with your extension.
    c. Enter the network information of Linkus Server.

    > **Note:**
    > By default, the network information of Linkus Server is auto-populated. If not, you need to contact the system administrator and manually enter the information.

    d. Tap **Send Verification Code**.

A password reset email is sent to your mailbox. You can obtain a verification code from the email.

> **Note:**
> The verification code is valid for 30 minutes and can only be used once.



3. In the **Verification Code** field, enter the verification code, then tap **Next**.

   You are redirected to the **Reset Password** page.
4. Enter your new password twice, then tap **Save**.

   The login password is changed.

What to do next

Log in to Linkus with the new password.

Presence

Presence Settings

Linkus provides different presence statuses to let your colleagues know if you are currently available to contact. This topic introduces the types of presence and how to configure the presence settings.

Linkus provides the following presence statuses.

- Available
- Away
- Do Not Disturb
- Lunch Break
- Business Trip
- Off Work

For each presence status, you can configure presence settings differently (Path: **Me > Current Presence > Presence >** ⋮). When your presence status changes, the presence settings will change accordingly.

Presence Information

Setting	Description
Presence Information	Add a note to the presence status. **Note:** The information will be displayed in the extension details.

Call Forwarding

Call forwarding rules help you forward incoming calls to a specific destination when you are unavailable.

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.
Forward condition	Turn on the switch of a forwarding condition, then 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. **Note:** **Do Not Disturb** presence only supports the option **Always**.

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 only)

Note:
Do Not Disturb presence does not support this setting.

Setting	Description
Ring First	Set which endpoint(s) will ring first when a call reaches your extension.

Setting	Description
Ring Secondly	Set which endpoint(s) will ring if the incoming call is not answered on the endpoints that are selected as **Ring First**.

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**.

> **Note:**
> **Do Not Disturb** presence does not support this setting.

Setting	Description
Ring Timeout(s)	Set the timeout period. **Note:** The valid range is from 5 to 300 seconds.

Other Settings

Ring 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:**
> **Do Not Disturb** presence does not support this setting.

Setting	Description
Ring Mobile Number Simultaneously	Turn on the switch to enable the feature.
Mobile	Enter your mobile phone number.

Accept Push Notifications

By default, you can receive push notifications on Linkus Mobile Client anywhere and anytime, such as missed calls, new voicemail messages and so on.

If you don't want to receive notifications after work, you can disable the feature.

Setting	Description
Accept Push Notifications	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.

Setting	Description
Log In	Log in to a queue.
Log Out	Log out of a queue.
Pause	Pause receiving queue calls, and select a specific pause reason as needed.
Do Nothing	Retain current status.

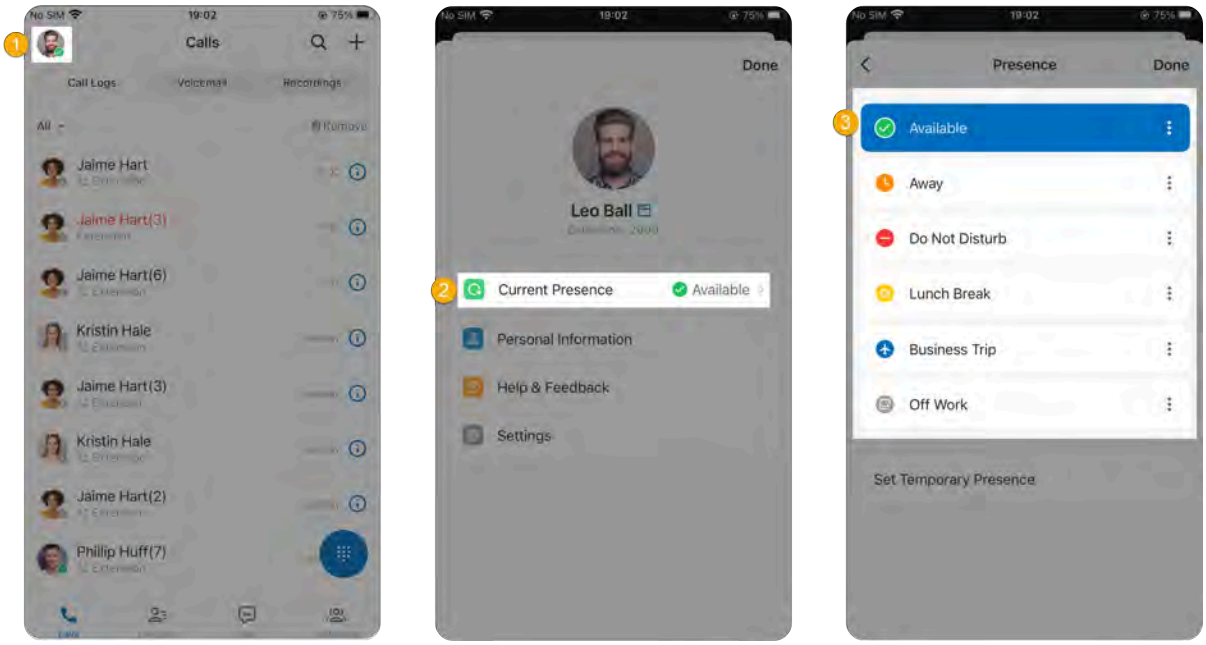
Related information

Manually Switch Presence Status
Automatically Switch Presence Status Based on Business Hours and Holidays

Manually Switch Presence Status

This topic describes how to manually switch current presence status to a new one, including fixed status and temporary status.

Switch presence status to a fixed status



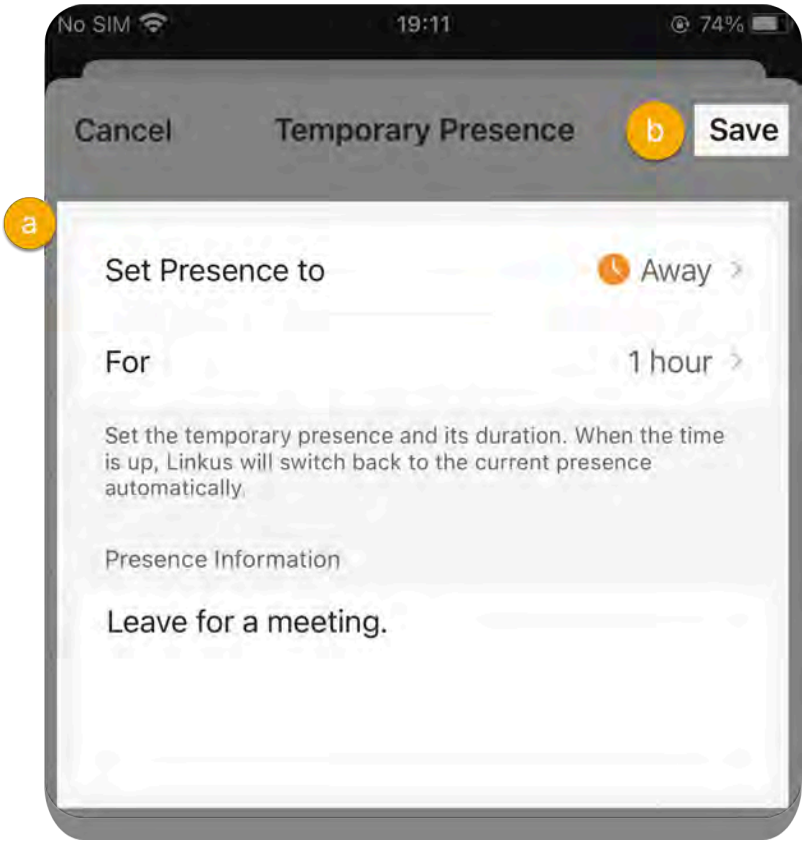
1. At the top-left corner of Linkus, tap your account.
2. Go to **Current Presence**.
3. In the **Presence** list, select a presence status.

   The presence status and the relevant presence settings take effect.

Switch presence status 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 status, you can switch presence to a temporary status, and set how long the status will last.

1. At the top-left corner of Linkus, tap your account.
2. Go to **Current Presence > Set Temporary Presence**.
3. In the **Set Temporary Presence** page, do as follows:



a. Set a presence status and its duration.

- **Set Presence to**: Select a temporary presence status.
- **For**: Set the duration of the temporary presence status.
- **Presence Information**: Optional. Add a note for the temporary presence status.

> **Note:**
> The information will be displayed in the extension details.

b. Tap **Save**.
The presence status and the relevant presence settings take effect.

> **Note:**
> In the **Presence** list, the selected presence status displays when will the temporary status ends. When the time is up, presence status and relevant settings would be switched back to the previous one.

Related information

Automatically Switch Presence Status Based on Business Hours and Holidays

Automatically Switch Presence Status Based on Business Hours and Holidays

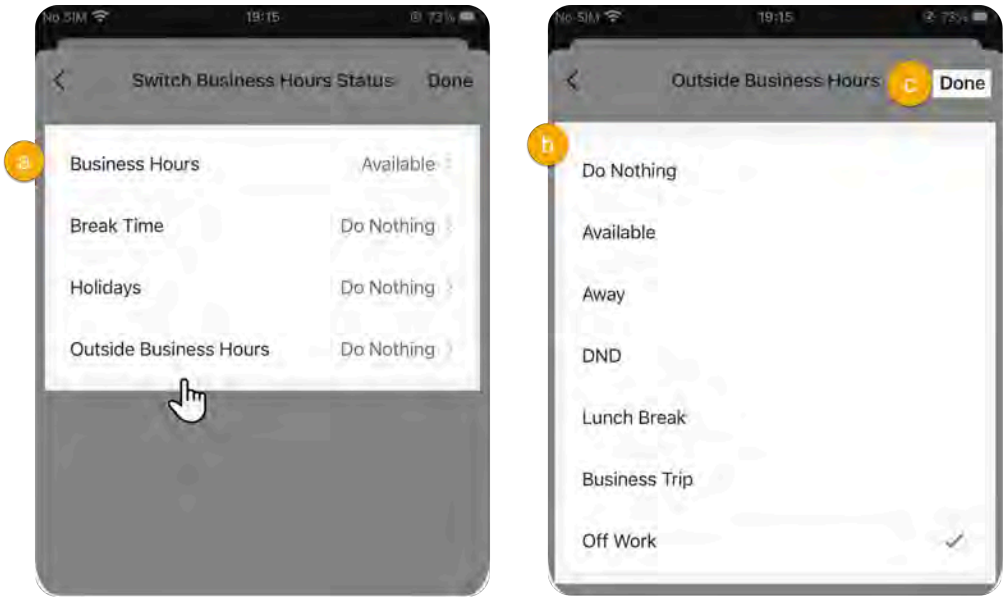
You can configure different presence status based on business hours and holidays. In this way, the extension presence will automatically switch to the preset status based on the time.

Requirement

System administrator has set up business hours and holidays.

Procedure

1. At the top-left corner of Linkus, tap your account.
2. Go to **Settings > Advanced > Switch Business Hours Status**.
3. Configure the presence status based on the time:



a. Tap the desired time.
b. Select a presence status for the time.
c. At the top-right corner, tap to save the setting.

Result

Presence status will be switched automatically according to the business hours and holidays.

For example, 18:00 is non-office hours, then the presence displayed on Linkus will be switched to the corresponding status of **Outside Business Hours**.

Related information

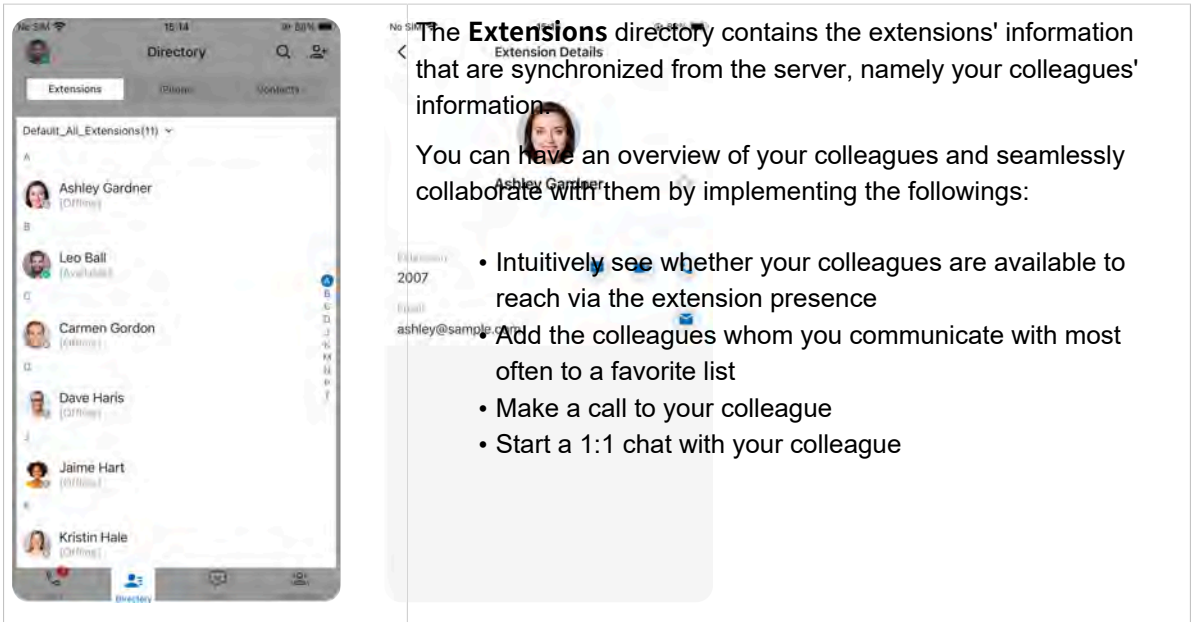
Manually Switch Presence Status

Directory

Directory Overview

Linkus directory is divided into three types, including colleagues in company, native contacts in your phone, and external contacts stored on the server. This topic provides an overview of the three types of directory.

Extensions

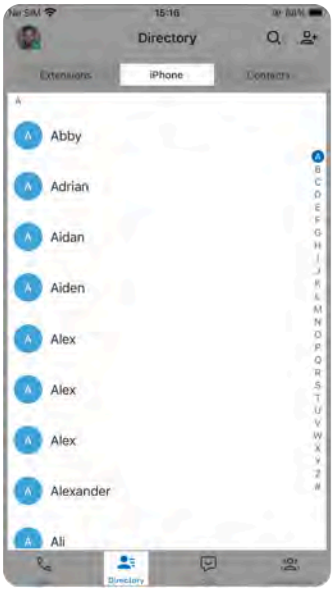


The **Extensions** directory contains the extensions' information that are synchronized from the server, namely your colleagues' information.

You can have an overview of your colleagues and seamlessly collaborate with them by implementing the followings:

- Intuitively see whether your colleagues are available to reach via the extension presence
- Add the colleagues whom you communicate with most often to a favorite list
- Make a call to your colleague
- Start a 1:1 chat with your colleague

Phone

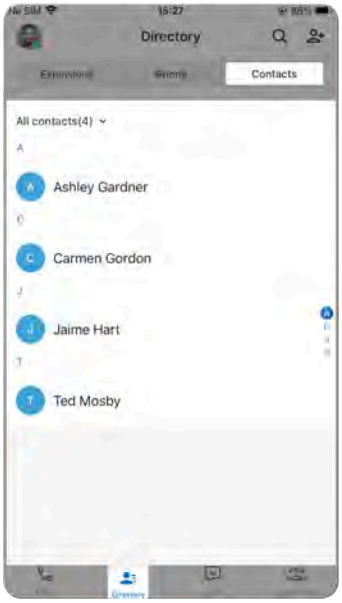


If you grant Linkus Mobile Client the permission to access your phone contacts, the **Phone** directory will display the native contacts that are synchronized from your mobile phone.

You can easily add the phone contact to Linkus Contacts directory as needed, and directly initiate a call to the contact via either Linkus or mobile phone.

> **Note:**
> The phone contacts only display on Linkus Mobile Client, all data is stored in your phone locally and will NOT be uploaded anywhere.

Contacts



The **Contacts** directory provides an overview of your external contacts that are stored on the server. The directory is subdivided into two types, namely personally managed contacts (stored in **Personal Contacts**) and shared contacts (stored in **Company Contacts**).

Personal Contacts

This directory is only visible to yourself. You can store your own external contacts (such as direct customers) in the directory.

For more information, see the following topics:

- Add a Personal Contact
- Manage Personal Contacts

Company Contacts

This directory is shared among authorized colleagues. You can store external contacts (such as company's customers, resellers, and partners) in the directory, so as to share contact information with your team members and thus enhancing team collaboration.

Note:
If you fail to see Company Contacts directory, it indicates that you don't have the viewing permission. Contact system administrator to grant you the permission if necessary.

For more information, see the following topics:

- Add a Company Contact
- Manage Company Contacts

Personal Contacts

Add a Personal Contact

This topic describes how to add a personal contact. The personal contacts you add will be synchronized across your Linkus UC Clients and are only visible to yourself, other colleagues can not see your personal contacts.

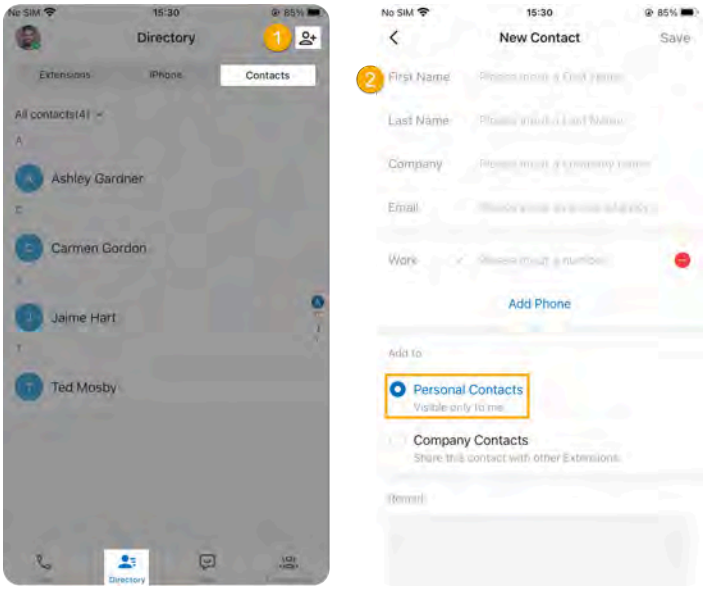
Supported methods

Linkus supports to add a personal contact via any of the following methods:

- Add a personal contact on 'Contact' page
- Add a personal contact from company contacts
- Add a personal contact from phone contacts
- Add a personal contact from Linkus call history

Add a personal contact on 'Contact' page

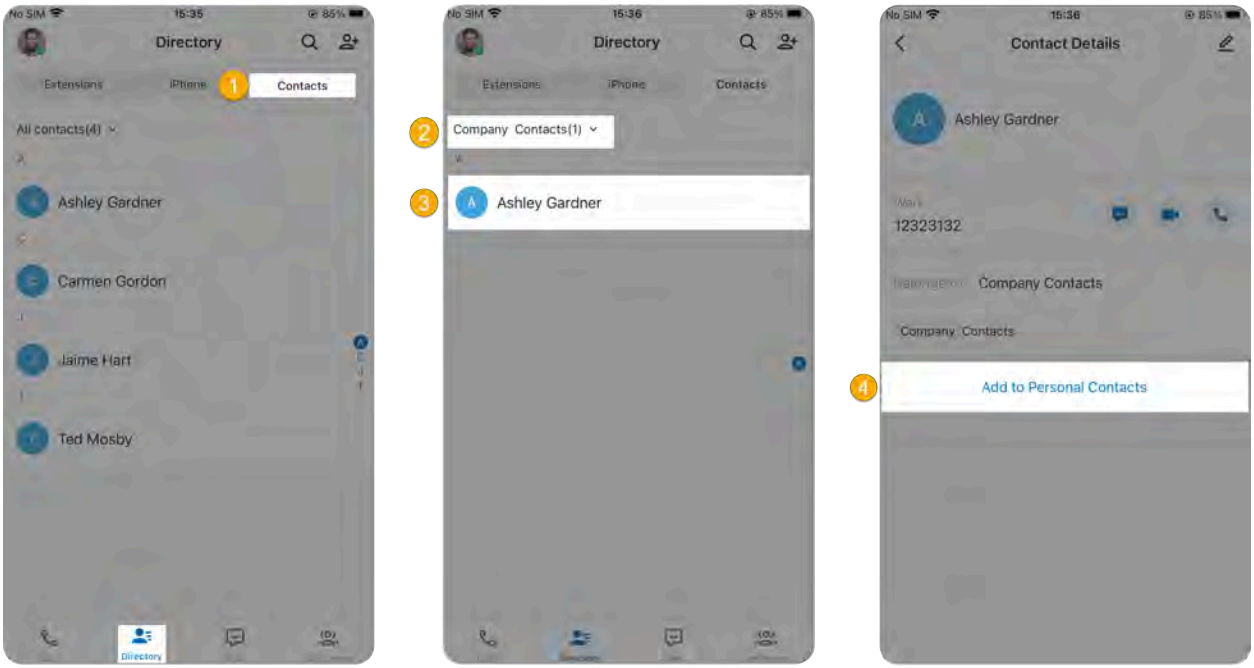
If there is no record or information about a contact on Linkus, you can manually add a contact and enter the contact's information, then save the contact to your Personal Contacts directory.



1. On Linkus Mobile Client, go to **Directory > Contacts**, then tap  at the top-right corner.
2. In the **New Contact** page, do as follows:
    a. Enter the contact information.
    b. In the **Add to** section, select **Personal Contacts**.
    c. **Optional:** In the **Remark** field, enter a short description about the contact.
    d. At the top-right corner, tap to save the information.

Add a personal contact from company contacts

If system administrator has granted you the permission to manage company contacts, you can directly add a company contact to your Personal Contacts directory.

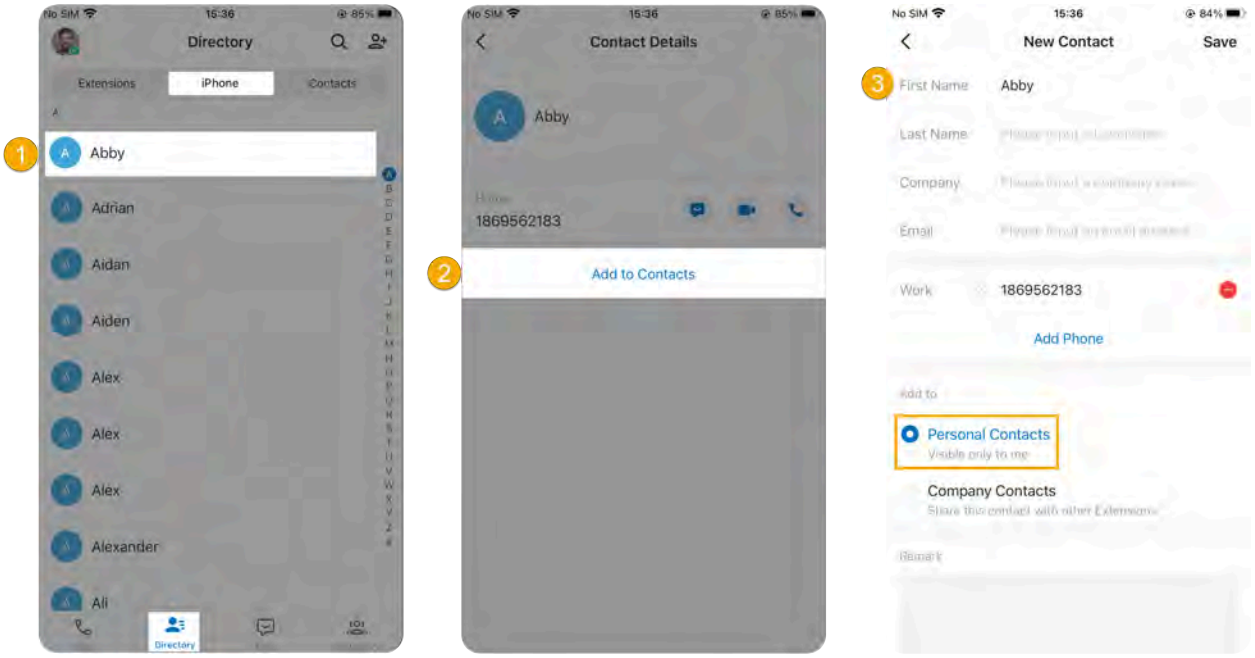


1. On Linkus Mobile Client, go to **Directory > Contacts**.
2. At the top-left corner, select **Company Contacts** or the phonebook where the company contact is stored.
3. Tap the desired company contact.
4. In the **Contact Details** page, tap **Add to Personal Contacts**.

   The page prompts "Added successfully", which indicates that the company contact is added to your Personal Contacts directory.

Add a personal contact from phone contacts

If you have granted Linkus Mobile Client the permission to access your native contacts on mobile phone, you can directly add a phone contact to your Personal Contacts directory.



1. On Linkus Mobile Client, go to **Directory > Phone**, then tap the desired contact.
2. In the **Contact Details** page, tap **Add to Contacts**.
3. In the **New Contact** page, do as follows:
    a. Edit the contact information as needed.
    b. In the **Add to** section, select **Personal Contacts**.
    c. **Optional:** In the **Remark** field, enter a short description about the contact.
    d. At the top-right corner, tap to save the information.

Add a personal contact from Linkus call history

You can directly add an unknown number from Linkus call history to your Personal Contacts directory.

1. On Linkus Mobile Client, go to **Calls > Call Logs**, then tap ⓘ beside the desired record.
2. In the **Call History Details** page, tap +.
3. In the pop-up window, tap **Add to Contacts**, then decide how to add the contact.

> **Note:**
> If you select **Add to Phone**, the contact will be added to native contacts on your mobile phone.

- To add the contact as a new contact, do as follows:
  a. Tap **New Contact**.
  b. Enter the contact information.
  c. In the **Add to** section, select **Personal Contacts**.
  d. **Optional:** In the **Remark** field, enter a short description about the contact.
  e. At the top-right corner, tap to save the information.
- To add the contact to an existing contact, do as follows:
  a. Tap **Add to Existing Contact**.
  b. At the top-left corner of the **Add to Contact** page, select **Personal Contacts**.
  c. Tap the desired personal contact.
  d. In the **Edit** page, edit the contact's information and remark as needed.
  e. At the top-right corner, tap to save the information.

  The contact's information is updated.

Related information

Manage Personal Contacts

Manage Personal Contacts

This topic describes how to edit and delete your personal contacts on Linkus Mobile Client. The changes will be synchronized across your Linkus UC Clients.

Edit a personal contact

1. On Linkus Mobile Client, go to **Directory > Contacts**.
2. At the top-left corner, select **Personal Contacts**.



3. Tap the desired contact, then tap at the top-right corner.
4. Edit the contact's information as needed.
5. At the top-right corner, tap to save the information.

Delete a personal contact

1. On Linkus Mobile Client, go to **Directory > Contacts**.
2. At the top-left corner, select **Personal Contacts**.



3. Tap the desired contact, then tap at the top-right corner.
4. At the bottom of the edit page, tap **Delete**.
5. In the pop-up window, tap **OK**.

Company Contacts

Add a Company Contact

This topic describes how to add a company contact. The company contacts you add will be synchronized across your Linkus UC Clients and the server, and shared with other authorized colleagues.

Requirements

System administrator has granted you the permission to manage company contacts or specific phonebooks.

Supported methods

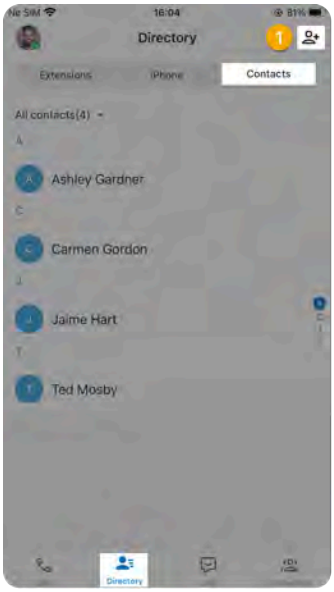
Linkus supports to add a company contact via any of the following methods:

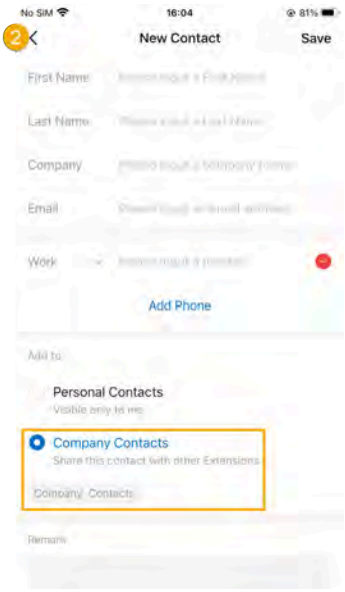
- Add a company contact on 'Contacts' page

- Add a company contact from personal contacts
- Add a company contact from phone contacts
- Add a company contact from Linkus call history

Add a company contact on 'Contacts' page

If there is no record or information about a contact on Linkus, you can manually add a contact and enter contact's information, then save the contact to Company Contacts directory.

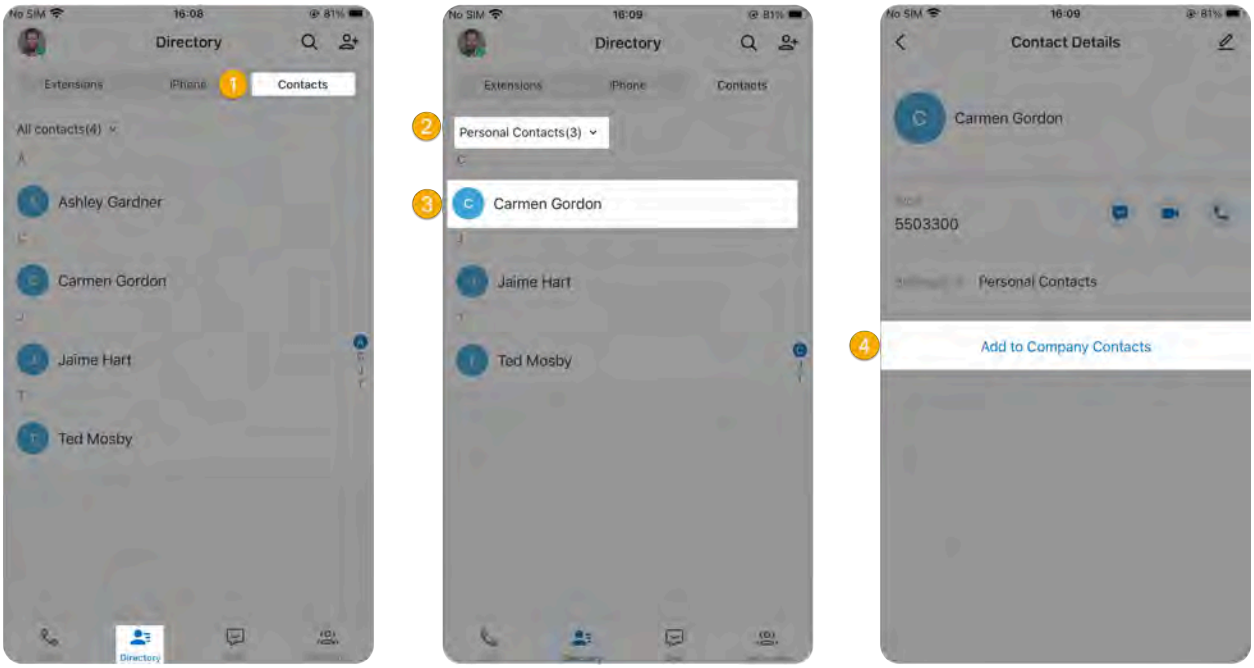




1. On Linkus Mobile Client, go to **Directory > Contacts**, then tap  at the top-right corner.
2. In the **New Contact** page, do as follows:
    a. Enter the contact information.
    b. In the **Add to** section, select **Company Contacts**, then select the phonebook(s) where you want to store the contact.
    c. **Optional:** In the **Remark** field, enter a short description about the contact.
    d. At the top-right corner, tap to save the information.

Add a company contact from personal contacts

You can directly add a personal contact to Company Contacts directory for contact-sharing with your team members.

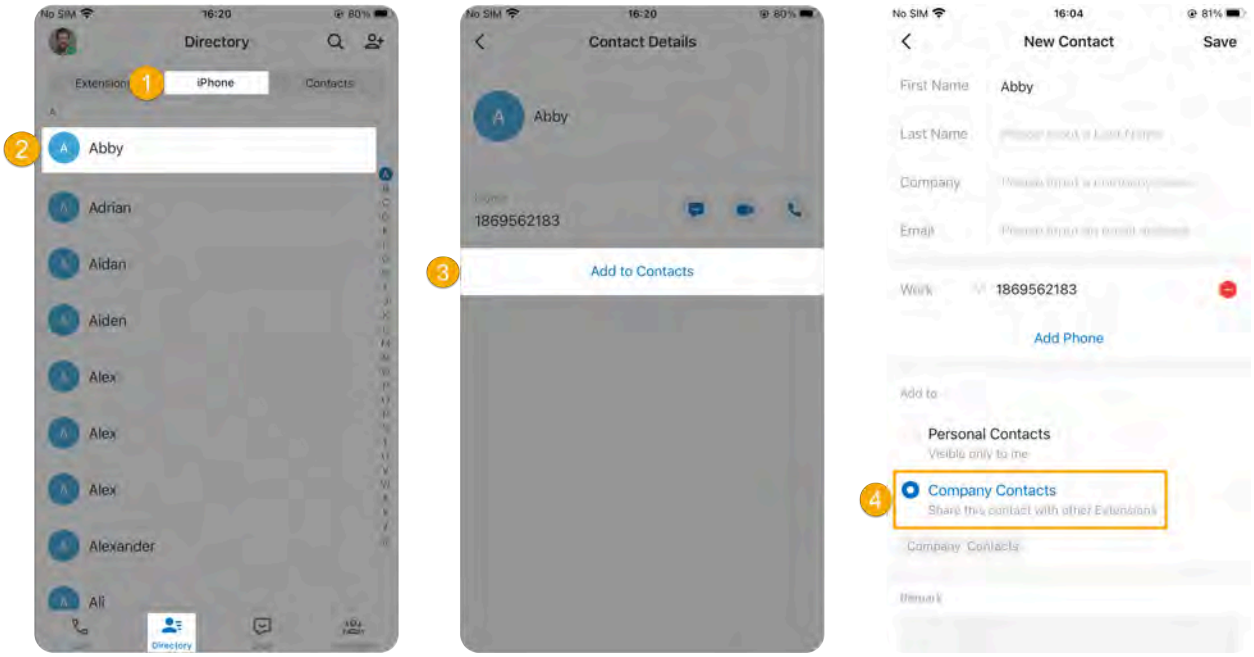


1. On Linkus Mobile Client, go to **Directory > Contacts**.
2. At the top-left corner, select **Personal Contacts**.
3. Tap the desired contact.
4. In the **Contact Details** page, tap **Add to Company Contacts**, then select the phone-book where you want to store the contact.

   The page prompts "Added successfully", which indicates that the personal contact is added to the Company Contacts directory.

Add a company contact from phone contacts

If you have granted Linkus Mobile Client the permission to access your native contacts on mobile phone, you can directly add a phone contact to Company Contacts directory.



1. On Linkus Mobile Client, go to **Directory > Phone**.
2. Tap the desired contact.
3. In the **Contact Details** page, tap **Add to Contacts**.
4. In the **New Contact** page, do as follows:
    a. Edit the contact information and remark as needed.
    b. In the **Add to** section, select **Company Contacts**, then select the phonebook(s) where you want to store the contact.
    c. **Optional:** In the **Remark** field, enter a short description about the contact.
    d. At the top-right corner, tap to save the information.

Add a company contact from Linkus call history

You can directly add an unknown number from Linkus call history to Company Contacts directory.

1. On Linkus Mobile Client, go to **Calls > Call Logs**, then tap ⓘ beside the desired record.
2. In the **Call History Details** page, tap +.
3. In the pop-up window, tap **Add to Contacts**, then decide how to add the contact.

> **Note:**

> If you select **Add to Phone**, the contact will be added to native contacts on your mobile phone.

- To add the contact as a new contact, do as follows:
  a. Tap **New Contact**.
  b. Enter the contact information.
  c. In the **Add to** section, select **Company Contacts**, then select the phonebook(s) where you want to store the contact.
  d. **Optional:** In the **Remark** field, enter a short description about the contact.
  e. At the top-right corner, tap to save the information.
- To add the contact to an existing contact, do as follows:
  a. Tap **Add to Existing Contact**.
  b. At the top-left corner of the **Add to Contact** page, select **Company Contacts** or the phonebook where the contact is stored.
  c. Tap the desired company contact.
  d. In the **Edit** page, edit the contact's information and remark as needed.
  e. At the top-right corner, tap to save the information.

  The contact's information is updated.

Related information

Manage Company Contacts

Manage Company Contacts

This topic describes how to edit and delete company contacts on Linkus Mobile Client. The changes will be synchronized across your Linkus UC Clients and the server.

Requirements

System administrator has granted you the permission to manage company contacts or specific phonebooks.

Edit a company contact

1. On Linkus Mobile Client, go to **Directory > Contacts**.
2. At the top-left corner, select **Company Contact** or the phonebook where the desired contact is stored.

3. Tap the desired contact, then tap  at the top-right corner.
4. Edit the contact's information and remark as needed.
5. At the top-right corner, tap to save changes.

   The contact's information is updated.

Delete a company contact

> **Important:**
> Think twice before you delete a company contact, because when you delete a company contact on Linkus, the contact information will also be deleted on the server.

1. On Linkus Mobile Client, go to **Directory > Contacts**.
2. At the top-left corner, select **Company Contact** or the phonebook where the desired contact is stored.
3. Tap the desired contact, then tap  at the top-right corner.
4. At the bottom of the edit page, tap **Delete**.
5. In the pop-up window, tap **OK**.

Calls

Make a Video Call

You can make and receive video calls on Linkus when your mobile phone is connected to the Internet.

Requirements and restrictions

Before you begin, read through the requirements and restrictions for the feature:

Requirements

- Contact system administrator to ensure that your organization's server meets the requirements:
  - **Version**: 37.13.0.25 or later
  - **Plan**: Ultimate Plan
- Make sure that your Linkus meets the requirement:
  - **Linkus iOS Client**: Version 5.0.13 or later
  - **Linkus Android Client**: Version 5.3.12 or later

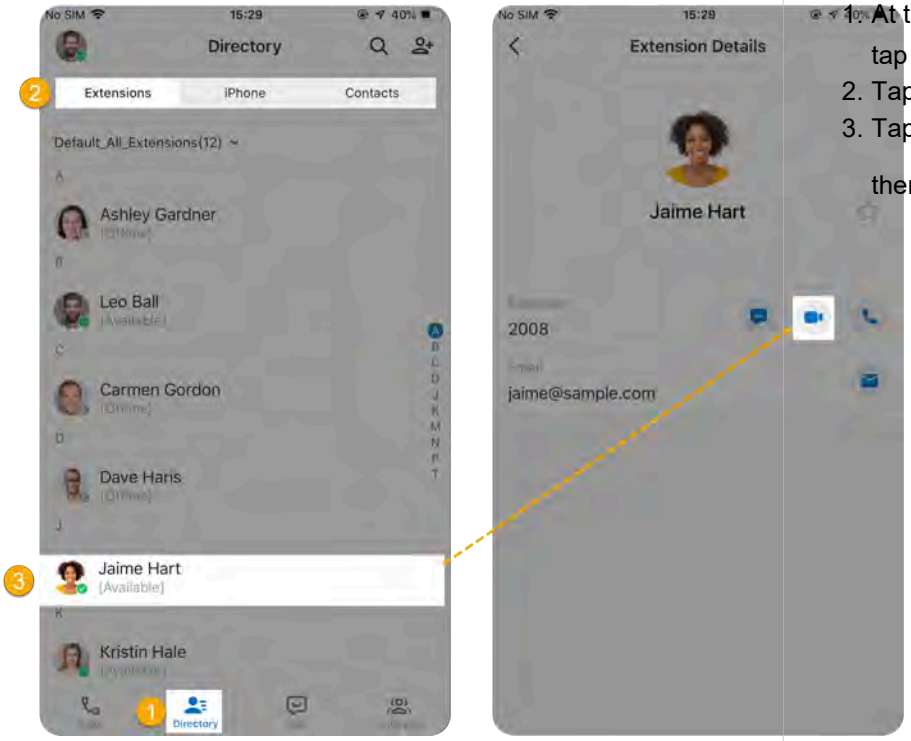
Restrictions

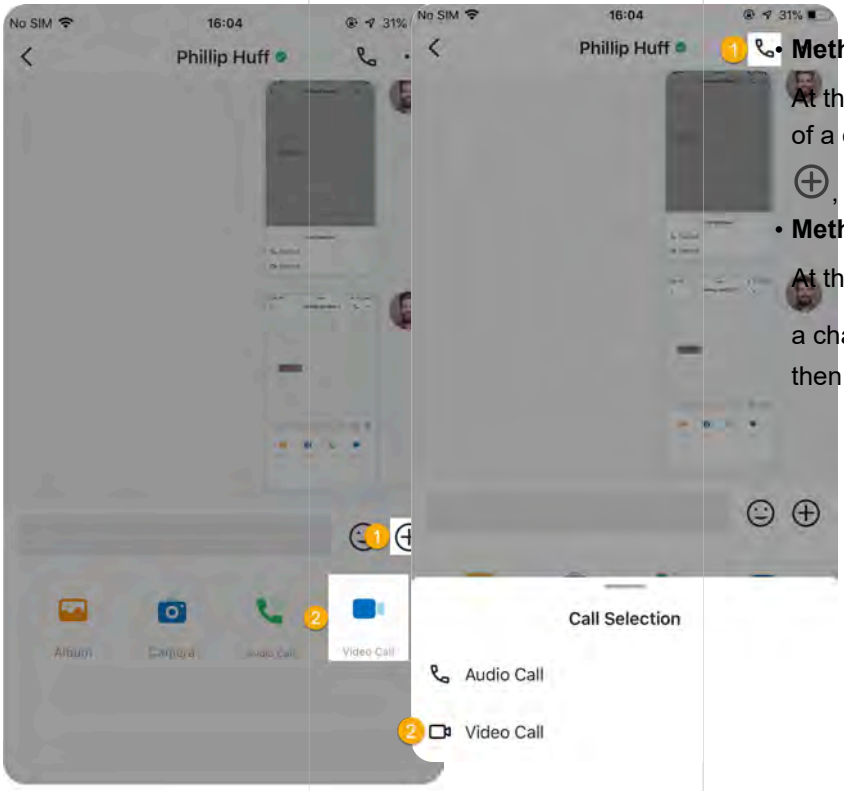
Only 1:1 video call is supported.

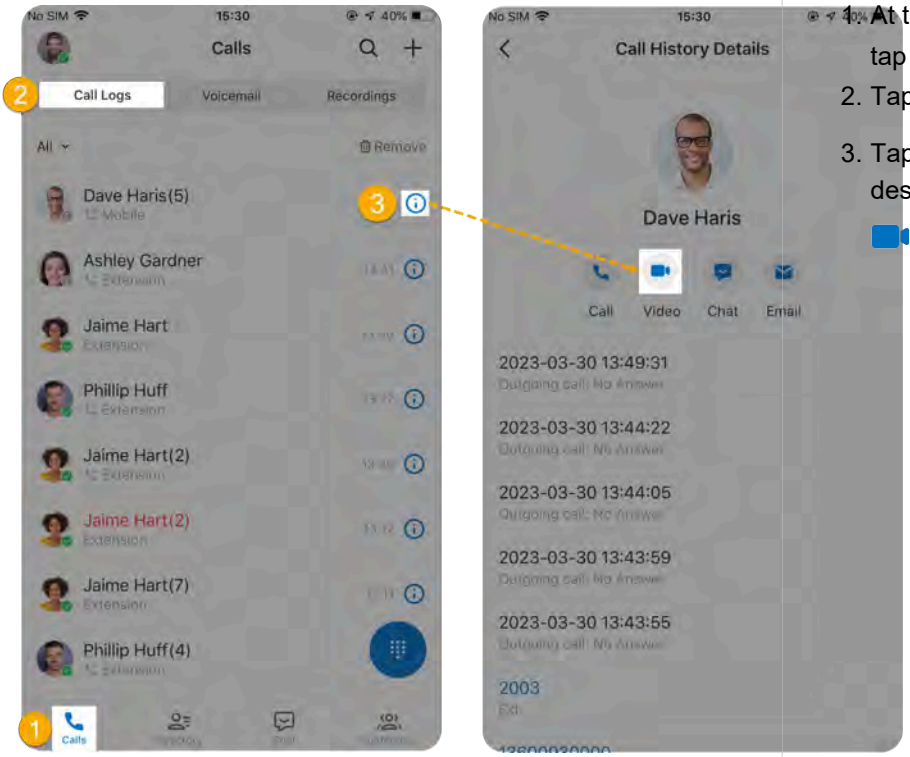
3 ways to make a video call

You can make a video call in the following ways:

Scenario	Instruction
Make a video call from Directory	

Scenario	Instruction
	1. At the bottom of Linkus, tap **Directory**. 2. Tap the desired tab. 3. Tap the desired contact, then tap .
Make a video call from Chat	

Scenario	Instruction
Figure 5. **Method 1** Figure 6. **Method 2** 	There are two ways to make a video call from your chat: • **Method 1** At the bottom-right corner of a chat window, tap ⊕, then tap **Video Call**. • **Method 2** At the top-right corner of a chat window, tap 📞, then tap **Video Call**.
Make a video call from Call Logs	

Scenario	Instruction
	1. At the bottom of Linkus, tap **Calls**. 2. Tap **Call Logs**. 3. Tap ⓘ beside the desired contact, then tap 📹.

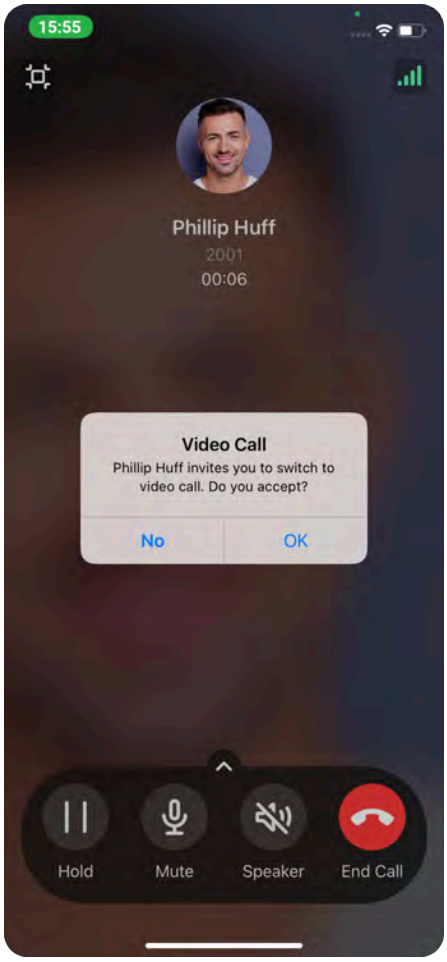
FAQs

Q: Can I switch from an audio call to a video call?

Yes. During an audio call, you can tap the **Video** icon to switch to a video call.



The other party will receive an invitation. When he or she accepts the invitation, the video call is established.



Q: Why there is no response when I tap the Video icon?

The issue may arise from the following reasons:

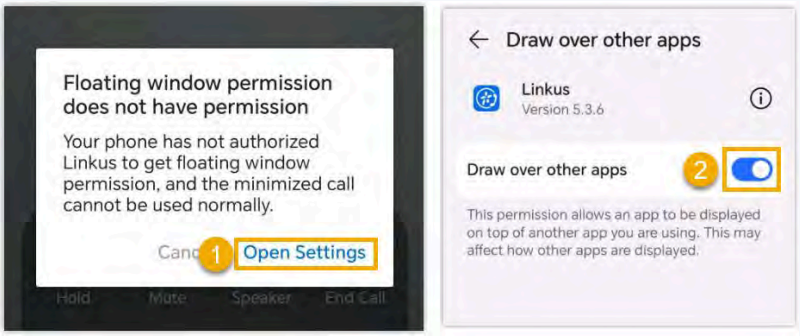
- Your organization's server is NOT subscribed with Ultimate Plan.
- ICE (Interactive Connectivity Establishment) feature is disabled on your Linkus Mobile Client. To enable the feature, go to **Me > Settings > Audio Options > ICE**.

Q: Can I minimize Linkus video call window?

Yes. During the video call, you can tap to minimize the video call window.

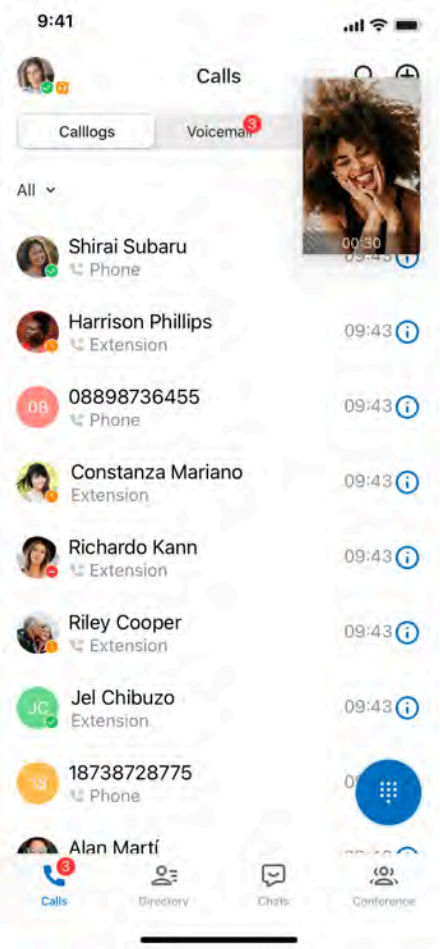
> **Note:**
> If you use Linkus Android Client, you will be prompted to grant permission the first time you perform the operation. You need to grant

Linkus the permission to draw over other apps. An example of HON-OR V40 is shown below:





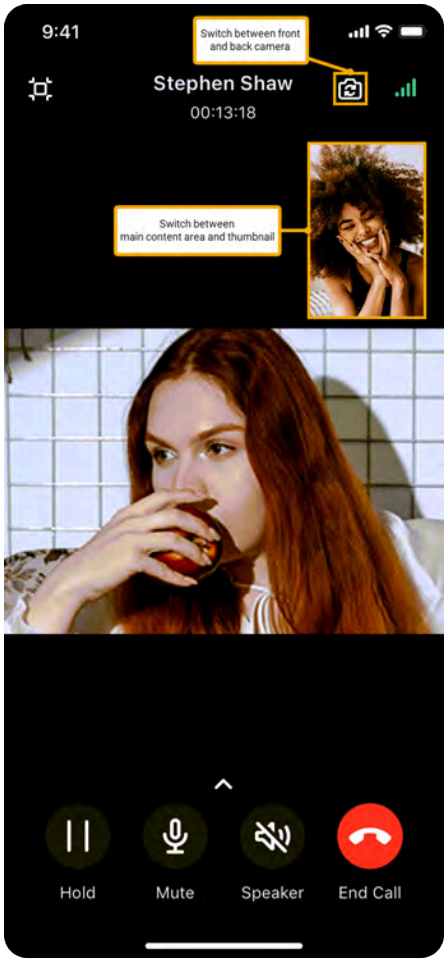
The video call window will be displayed on Linkus.



Q: Can I switch views during a video call?

Yes.

- To switch between your front and back cameras, tap .
- To switch between the main content area and the thumbnail, tap the view at the top-right corner.



Make a Multi-party Call

Multi-party Call feature allows you to add additional participants to an ongoing call. For example, if you are on a call trying to close a mortgage transaction, you can add a mortgage broker and a supervisor to the call to help resolve issues quickly.

Restrictions

You can add up to **3** participants to an ongoing call, for a total of **5** participants.

Procedure



1. During an active call, tap (**Add Participant**) on the call screen.
2. Invite participants to the call in any of the following ways:
   - **Contacts**: Invite participants from your Linkus directory.

     Tap the desired participant, then the invitation call will be sent out immediately.
   - **Dialpad**: Invite participants by dialing the number directly.

     Enter number on the dialpad, tap , then the invitation call will be sent out immediately.
   - **Call Logs**: Invite participants from call logs.

     Tap the desired participant, then the invitation call will sent out immediately.

> **Note:**
> When you try to add additional participants, the ongoing call will be held; It will resume only when the invitation call is cancelled or responded.

Result

- Your call screen displays the number of all the involved participants; the call screen of all the other participants only displays your information (the inviter's information).

Figure 7. **Your call screen**

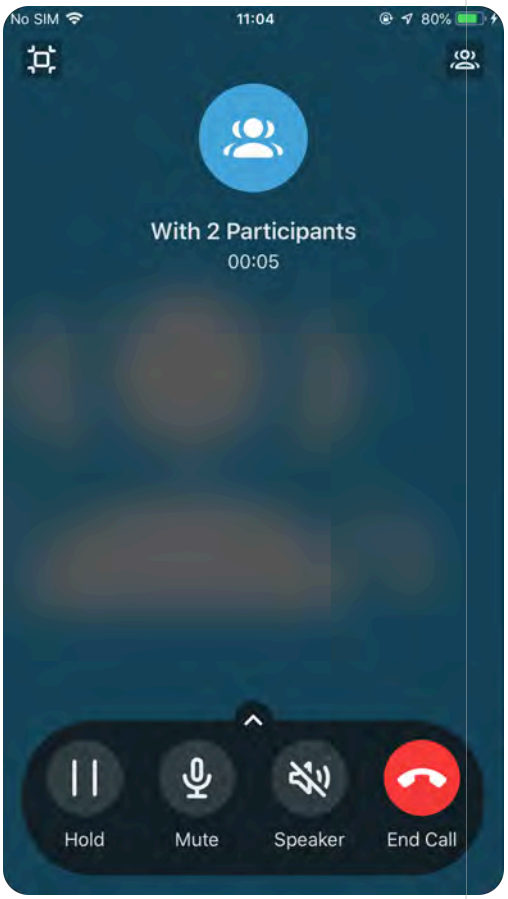
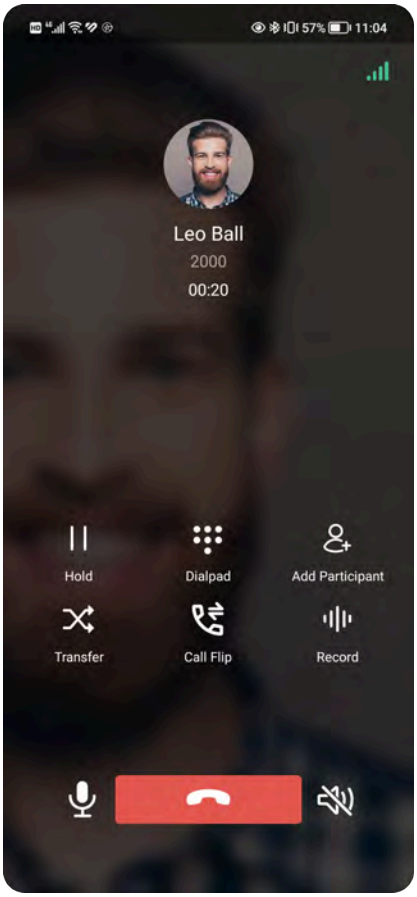


Figure 8. **Other participants' call screen**



- During the call, you can manage participants by tapping at the top-right corner.
  - : Mute or unmute the participant.
  - : Remove the participant from the call.

Flip an Active Call between Devices

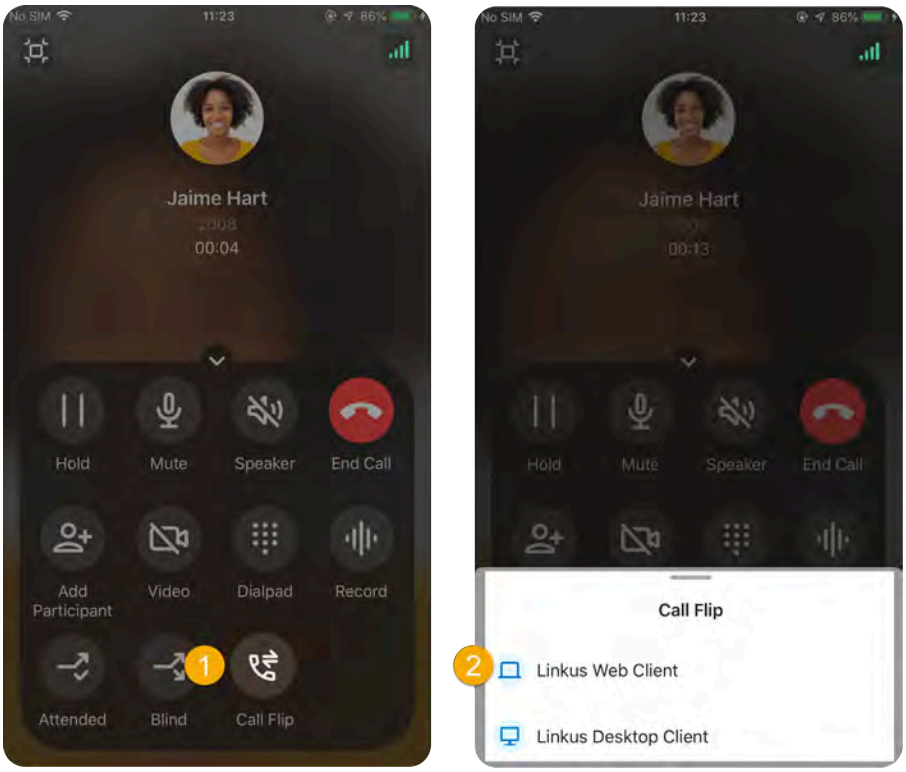
Call Flip feature allows you to effortlessly and seamlessly flip an active call from Linkus Mobile Client to another device (with your extension registered), without any interruption to the

conversation. For example, if you are on a long call that has drained your phone battery, you can flip the call to a desk phone or a PC softphone to continue.

Requirements

- Your Linkus version meets the requirement:
  - **Linkus iOS Client**: Version 4.9.5 or later
  - **Linkus Android Client**: Version 4.9.6 or later
- Your extension has been registered on more than one device.

Procedure

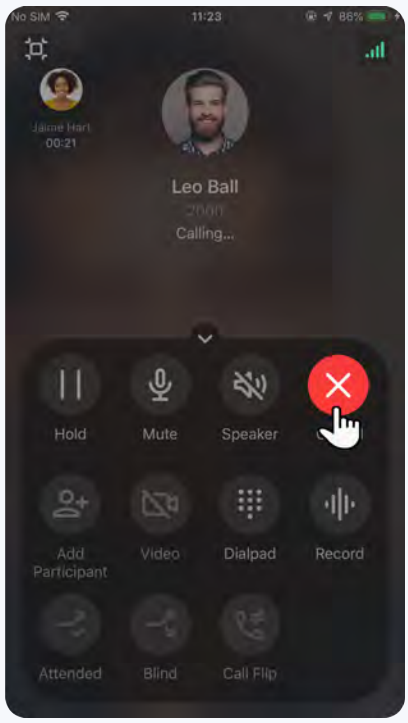


1. During an active call, tap (**Call Flip**) on the call screen.

   All the other devices where your extension is registered are displayed.
2. Tap the desired device.

   Linkus will make a call to your extension on the device.

> **Tip:**
> In case you want to cancel call flip, tap **Cancel** on the call screen.



3. Answer the call on the selected device.

   The call is seamlessly flipped from Linkus Mobile Client to the selected device.

Related information

[Continue an Active Call on Linkus Mobile Client]

Continue an Active Call on Linkus Mobile Client

Call Switch feature allows you to move an active call from the original device (with your extension registered) to Linkus Mobile Client, without any interruption to the conversation. For example, if you have a sales call on desk phone, but have an emergency that forces you to leave your desk, you can move the call to Linkus Mobile Client to continue.

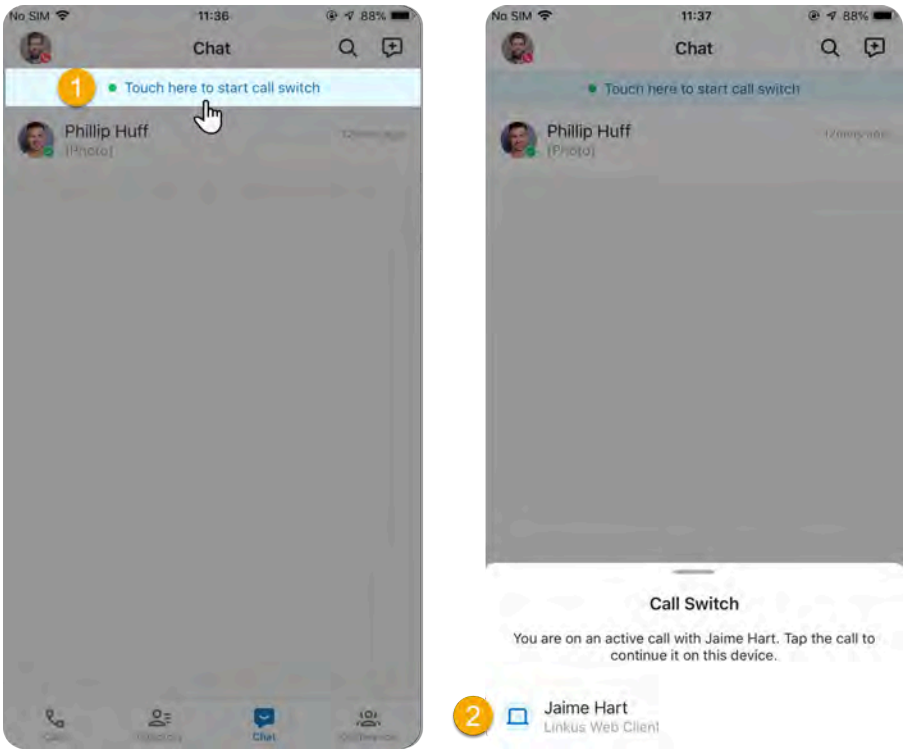
Requirements

- Your Linkus version meets the requirement:
  - **Linkus iOS Client**: Version 4.9.5 or later
  - **Linkus Android Client**: Version 4.9.6 or later
- Your extension has been registered on more than one device.

Prerequisites

You have an active call on another device.

Procedure



1. At the top of Linkus, tap **Touch here to start call switch**.

   The active call on another device is displayed.
2. Tap the call.

Result

The call is moved from the original device to Linkus Mobile Client.

Related information

[Flip an Active Call between Devices]

Transfer a call

Call Transfer feature allows you to transfer an ongoing call to another phone number or extension. For example, if you receive a call from a customer who reaches the wrong person

or team, you can transfer the call to the correct one rather than asking the customer to hang up and call a different number.

Types of Call Transfer

There are two types of call transfer:

- **Blind Transfer**: Transfer an ongoing call to a third party immediately without giving him or her prior notification.

  For more information, see Perform a blind transfer.
- **Attended Transfer**: Put the ongoing call on hold and establish a second call with third party to pass on all relevant information and get his or her consent before transferring the call.

  For more information, see Perform an attended transfer.

Perform a blind transfer



1. During an active call, tap (**Blind**) on the call screen.

   The call is put on hold.
2. Select the contact who you want to transfer the call to in any of the following ways:

- **Contacts**: Select a contact from your Linkus directory.
- **Dialpad**: Enter the desired phone number on the dialpad, then tap .
- **Call Logs**: Select a contact from call logs.

The current call is disconnected; The specified contact will receive the call. When the call is answered, the other two parties are connected.

Perform an attended transfer



1. During an active call, tap  (**Attended**) on the call screen.

   The call is put on hold.
2. Select the contact who you want to transfer the call to in any of the following ways:
   - **Contacts**: Select a contact from your Linkus directory.
   - **Dialpad**: Enter the desired phone number on the dialpad, then tap .
   - **Call Logs**: Select a contact from call logs.

   The specified contact will receive a call.
3. If the specified contact answers the call, you can talk to the contact to pass on all relevant information first, then tap **Attended**.

   The current call is disconnected; The other two parties are connected.

Related information

VoIP Features for Dummies - Call Transfer

Hold and Resume a Call

Call Hold and Resume feature allows you to put an active call on hold to pause your conversation, and resume the call when you are ready.

Procedure

1. To put a call on hold, tap ⏸ (**Hold**) on the call screen during an active call.

   The held party can not communicate with you; The held party may hear a piece of music, depending on system administrator's configuration.

2. To resume the call, tap ⏸ (**Hold**) again.

   You can communicate with each other now.

Record a Call

Call Recording feature allows you to record calls and play back later to review and confirm information.

Requirements

System administrator has granted you the permission to record calls.

Procedure

During an active call, tap (**Record**) on the call screen.

Result

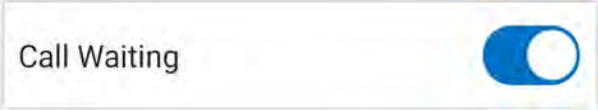
- The call is being recorded.
- Both sides may hear a voice prompt announcing that the call is now being recorded, this depends on system administrator's configuration.

Enable or Disable Call Waiting

Call Waiting feature allows you to receive another call while you are already on a call. For example, when you are talking to a colleague but have a customer call coming in, you can choose to put your colleague on hold for a few minutes. You can enable or disable Call Waiting feature as needed.

Enable 'Call Waiting'

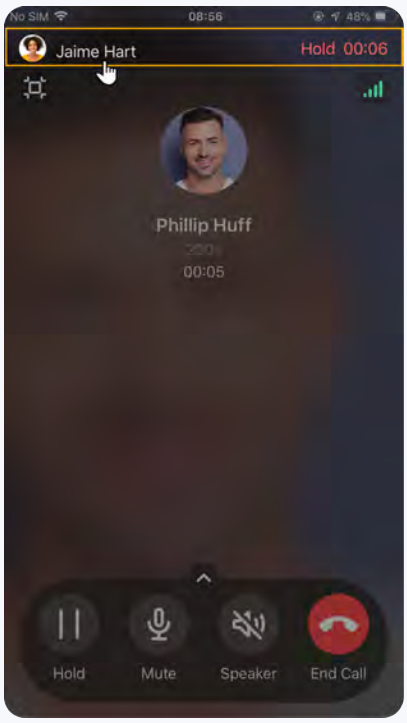
1. At the top-left corner of Linkus, tap your account.
2. Go to **Settings > Advanced**.
3. Turn on the switch of **Call Waiting**.



If another incoming call tries to reach you while you are on the phone, you will hear a prompt indicating that there is a new call coming in. You can tap the following buttons to handle the new call:

- (**Hang up**): End the current call and answer the incoming call.
- (**Reject**): Reject the incoming call.
- (**Answer**): Place the current call on hold while you answer the incoming call.

> **Tip:**
> You can tap the banner to switch between the two calls.



Disable 'Call Waiting'

1. At the top-left corner of Linkus, tap your account.
2. Go to **Settings > Advanced**.
3. Turn off the switch of **Call Waiting**.



If another incoming call tries to reach you while you are on the phone, the caller will hear a prompt, either instructing him or her to leave a voicemail message, or indicating he or she will be forwarded to another destination (depending on the configuration on your **When Busy** forwarding destination).

Enable or Disable Car Bluetooth

Car Bluetooth feature allows you to answer or hang up Linkus incoming calls on the car screen when your mobile phone is connected to car via bluetooth. You can enable or disable car bluetooth on Linkus as needed.

> **Note:**
> This feature is supported on **Linkus Android Client** only.

Enable 'Car Bluetooth'

1. At the top-left corner of Linkus, tap your account.
2. Go to **Settings > Advanced**.
3. Enable car bluetooth as follows:
    a. Turn on the switch of **Car Bluetooth**.



    b. In the pop-up window, tap **OK**.
    If you connect mobile phone to your car via bluetooth and an incoming call reaches your Linkus Mobile Client, the car screen will show the call. You can answer or hang up the call on the car screen directly.

> **Note:**
> Some mobile phones might not support the feature and might have call issues like one-way call when using the feature.

Disable 'Car Bluetooth'

1. At the top-left corner of Linkus, tap your account.
2. Go to **Settings > Advanced**.
3. Turn off the switch of **Car Bluetooth**.



Add and Manage Outbound Prefix

Outbound Prefix feature allows you to pre-configure a prefix (such as country code, region code, or international dialing code) for external numbers on Linkus Mobile Client. When you want to make a call to an external number, you can prepend the desired prefix and then call

out, thus avoiding repeated manual entry. This topic describes how to add, edit, and delete an outbound prefix.

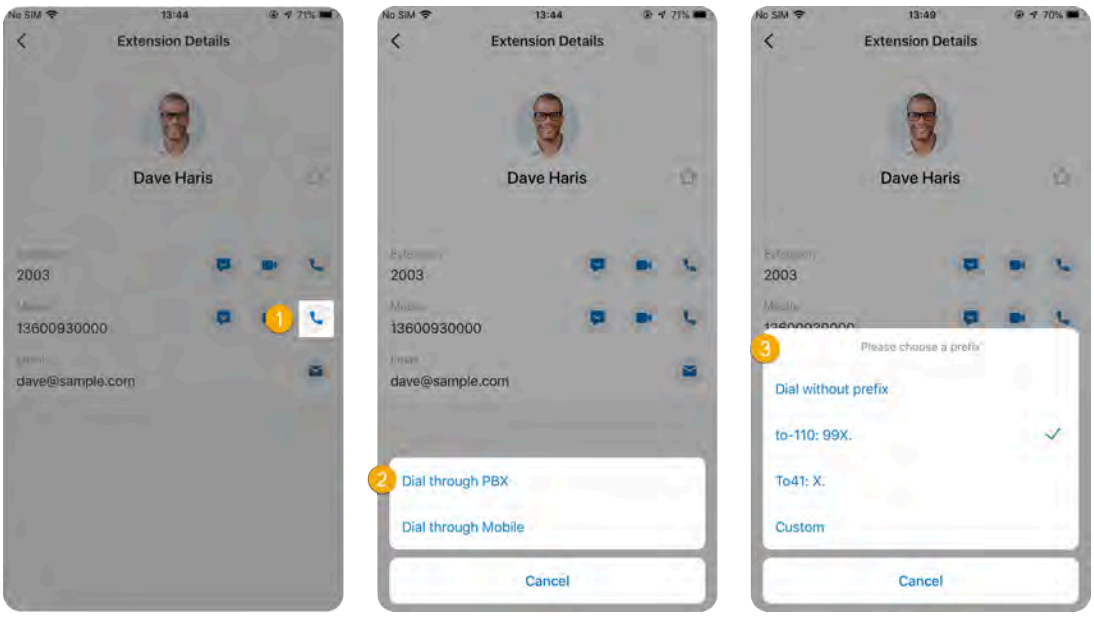
Add an outbound prefix

If system administrator grants you the permission to use specific outbound prefixes, you can prepend these prefixes to an external number before calling out. In case that the available outbound prefixes can not meet your needs, you can customize an outbound prefix as needed.

> **Important:**
> You need to check with system administrator if the customized outbound prefix is allowed on the server.

1. At the top-left corner of Linkus, tap your account.
2. Go to **Settings > Advanced > Outbound Prefix**.
3. Add an outbound prefix as follows.
    a. At the top-right corner, tap +.
    b. In the **Prefix Name** field, enter a name to help you identify the prefix.
    c. In the **Prefix Number** field, enter the desired prefix number.
    d. At the top-right corner, tap **Save**.

    To prepend the prefix to an external number before calling out, long press beside the number, tap **Dial through PBX**, then select the prefix.



Linkus will add the prefix to the number and then call out.

Edit an outbound prefix

1. At the top-left corner of Linkus, tap your account.
2. Go to **Settings > Advanced > Outbound Prefix**.
3. Edit an outbound prefix as follows.
    a. Tap the desired outbound prefix.
    b. Edit the prefix name or prefix number as needed.
    c. At the top-right corner, tap **Save**.

Delete an outbound prefix

1. At the top-left corner of Linkus, tap your account.
2. Go to **Settings > Advanced > Outbound Prefix**.
3. Delete an outbound prefix as follows.
    a. Long press the desired outbound prefix.
    b. In the pop-up window, tap **Delete**.

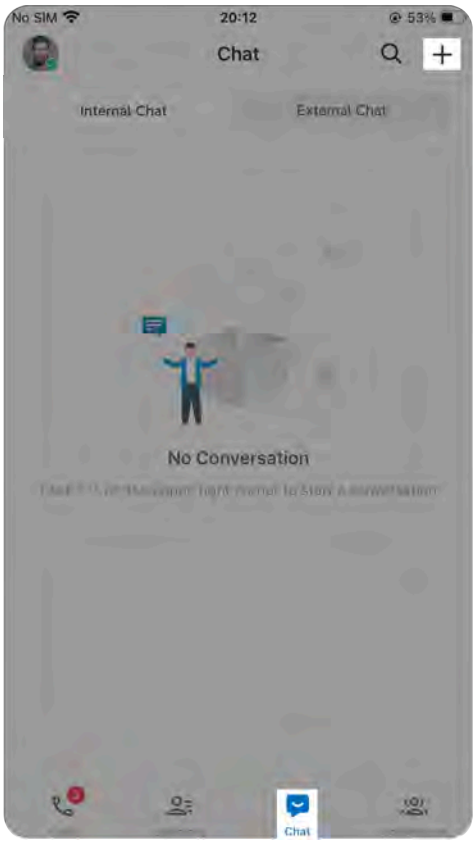
Chat

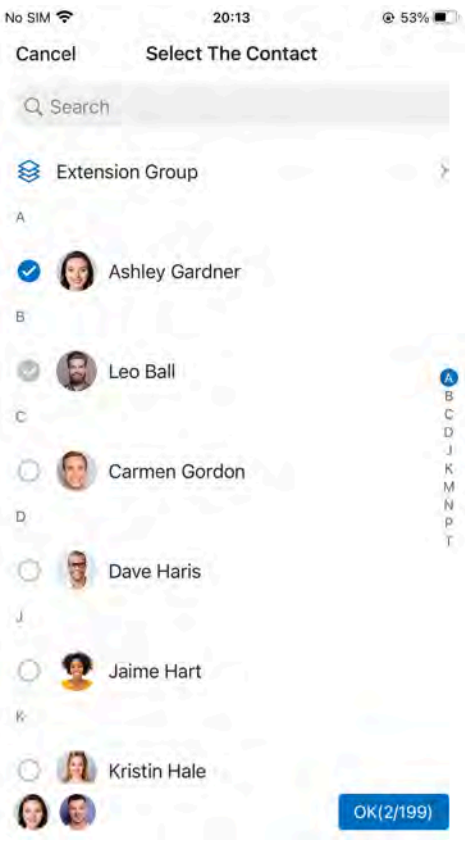
Internal Chat

Start an Internal Chat

Chat feature allows you to start a conversation (either 1:1 chat or group chat) with colleagues, and liven up the conversation with emoji, pictures, and file sharing. Chat histories are auto-synced across Linkus UC Clients, which means that you can access the same messages and files from Linkus Web Client and Linkus Desktop Client.

Procedure





1. On Linkus Mobile Client, go to **Chat > Internal Chat**.
2. At the top-right corner, tap +, then select **Create Group**.
3. Search and select the colleague(s) to add to a chat, then tap **OK**.

Result

- If it is a 1:1 chat, the chat will appear on the receiver's side after you send a message.
- If it is a group chat, the chat will automatically appear in the chat list of other group chat members.

Related information

Change Group Chat Name
Manage Internal Chat Members
Configure Chat Notifications

Change Group Chat Name

By default, group chat in the chat list is named after all the involved members. You can change group chat name to show what the subject of the conversation is.

Procedure

1. On Linkus Mobile Client, go to **Chat > Internal Chat**.
2. Enter the desired chat, then tap ••• at the top-right corner.
3. On the **Chat Information** page, tap **Group Name**.
4. Enter a new group name, then save the change.

Result

The group chat name is updated; A notification will appear on all the members' group chat windows, showing that you have renamed the group chat.

Manage Internal Chat Members

This topic describes how to add members to an internal chat, and how to remove members from a group chat.

Add members to an internal chat

Any chat members can invite new member(s) to join the conversation.

1. On Linkus Mobile Client, go to **Chat > Internal Chat**.
2. Enter the desired chat, then tap ••• at the top-right corner.

3. In the **Chat Information** page, tap **Add Member**.
4. Search and select the desired member(s), then tap **OK**.

Remove members from a group chat

If you are the admin of a group chat, you can remove members that do not need to continue the conversation from the chat.

1. On Linkus Mobile Client, go to **Chat > Internal Chat**.
2. Enter the desired chat, then tap ••• at the top-right corner.
3. In the **Chat Information** page, tap **Members**.
4. Remove member(s) as follows:
   a. At the top-right corner, tap .
   b. Select the checkbox(es) of the member(s) that you want to remove.
   c. At the bottom-right corner, tap **Remove**.

Clear Internal Chat History

The internal chat history of Linkus Mobile Client is saved on your mobile phone and can be accessed as long as you don't clear the data. If you want to clear the chat history of a specific chat, refer to the instructions in this topic.

Procedure

1. On Linkus Mobile Client, go to **Chat > Internal Chat**.
2. Enter the desired chat, then tap ••• at the top-right corner.
3. In the **Chat Information** page, tap **Clear Chat History**.
4. In the pop-up window, tap **OK**.

   The history of the chat is cleared from your Linkus Mobile Client.

Clear a Internal Chat from List

This topic describes how to clear a internal chat from your chat list.

Procedure

1. On Linkus Mobile Client, go to **Chat > Internal Chat**.

2. Long press the desired chat.
3. In the pop-up window, tap **Delete the chat**.

Result

The chat is removed from the chat list on your Linkus Mobile Client.

> **Note:**
> The chat disappears from the list, but the chat history still exists, you can find the chat by searching the chat name or relevant chat history.

Related information

Leave a Group Chat

Leave a Group Chat

This topic describes how to leave a group chat.

Procedure

1. On Linkus Mobile Client, go to **Chat > Internal Chat**.
2. Enter the desired chat, then tap ••• at the top-right corner.
3. In the **Chat Information** page, tap **Leave Group**.
4. In the pop-up window, tap **OK**.

Result

You have left the group chat; You can view the history of the chat, but can NOT send messages, or receive new messages from the group chat any more.

External Chat

Linkus Mobile Client External Chat Overview

Linkus External Chat feature allows you to centrally deal with customer queries (from different messaging channels, such as SMS or social media) on Linkus Mobile Client.

Requirements

PBX Server

Contact system administrator to make sure that the PBX server meets the following requirements:

- **Version**: 37.12.0.57 or later
- **Plan**: **Enterprise Plan** or **Ultimate Plan**
- **Messaging**: At least one messaging channel is set up on PBX.

Linkus Mobile Client

Make sure that the version of your Linkus Mobile Client meets the following requirement:

- **Linkus iOS Client**: Version 5.2.9 or later
- **Linkus Android Client**: Version 4.13.16 or later

Channel types

The external chats are marked with specific icons to indicate the type of the source channel, as listed below:

- 

: The message is sent from SMS channel.
- 
: The message is sent from WhatsApp channel.

Restrictions

Learn about the restrictions of different messaging channels.

	SMS channel	WhatsApp channel
Chat type	Only support 1:1 conversation	
Session auto closure	Depends on system administrator's configurations.	Automatically close a messaging session that has been inactive for 24 hours.
Messaging mechanism	You can receive and reply to customers' inbound messages, and can initiate a messaging session.	You can receive and reply to customers' inbound messages, but can NOT initiate a messaging session.
File sharing	Max. 525 KB	Max. 100 MB

	SMS channel	WhatsApp channel
File retention period	24 hours	

Highlights

- **All-in-one message inbox**: Receive and manage all customers' queries across multiple messaging channels centrally in one place.
- **Customer contact using business number**: Contact customers using a business phone number, while keeping your personal number private.
- **Seamless collaboration across colleagues**: Transfer a messaging session to another colleague, the colleague can review the whole chat history and take over the messaging session without hassle.
- **Flexible session management**: Support management operations including elevating a messaging session to a call, archiving or unarchiving messaging sessions, and more.
- **Customizable Notification Settings**: Enable or disable notifications (notification push and sound) for new messages.

Related information

Start a Messaging Session with a Customer
Manage Customer Queries from External Messaging Channels

Start a Messaging Session with a Customer

If you need to send customers messages for notifications, marketing campaigns or other purposes, you can proactively start a messaging session.

Requirements

PBX Server

Contact system administrator to make sure that the PBX server meets the following requirements:

- **Version**: 37.12.0.57 or later
- **Plan**: **Enterprise Plan** or **Ultimate Plan**
- **Messaging**: At least one SMS messaging channel is set up on PBX.

Note:

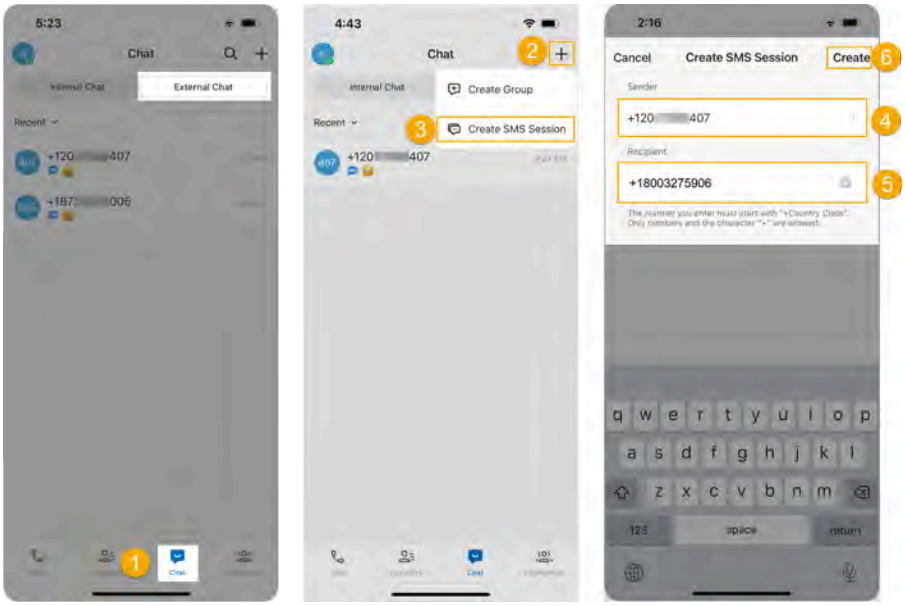
> You can only proactively start a messaging session via SMS messaging channel.

Linkus Mobile Client

Make sure that the version of your Linkus Mobile Client meets the following requirement:

- **Linkus iOS Client**: Version 5.2.9 or later
- **Linkus Android Client**: Version 4.13.16 or later

Procedure



1. On Linkus Mobile Client, go to **Chat > External Chat**.
2. At the top-right corner, tap +.
3. In the drop-down menu, select **Create SMS Session**.
4. Tap the **Sender** field, then select the channel number for sending messages.
5. In the **Recipient** field, enter the recipient's phone number in E.164 format (`[+][country code][phone number]`). For example, `+18003275906`.
6. At the top-right corner, tap **Create**.

   The messaging session will appear in the external chat list after you send a message.

Related information

Manage Customer Queries from External Messaging Channels

Configure Chat Notifications

Manage Customer Queries from External Messaging Channels

This topic describes how to manage the messaging sessions of customer queries on Linkus Mobile Client.

Requirements

PBX Server

Contact system administrator to make sure that the PBX server meets the following requirements:

- **Version**: 37.12.0.57 or later
- **Plan**: **Enterprise Plan** or **Ultimate Plan**
- **Messaging**: At least one messaging channel is set up on PBX.

Linkus Mobile Client

Make sure that the version of your Linkus Mobile Client meets the following requirement:

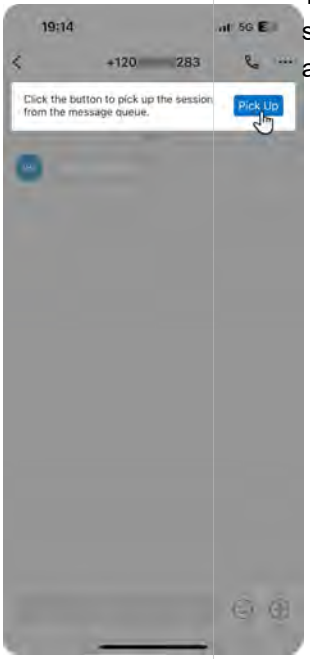
- **Linkus iOS Client**: Version 5.2.9 or later
- **Linkus Android Client**: Version 4.13.16 or later

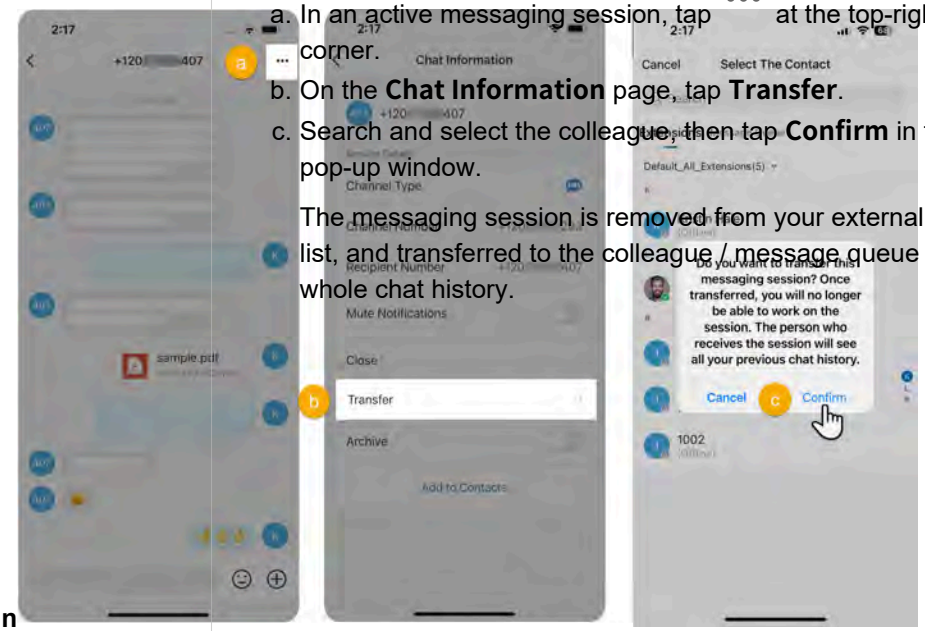
Procedure

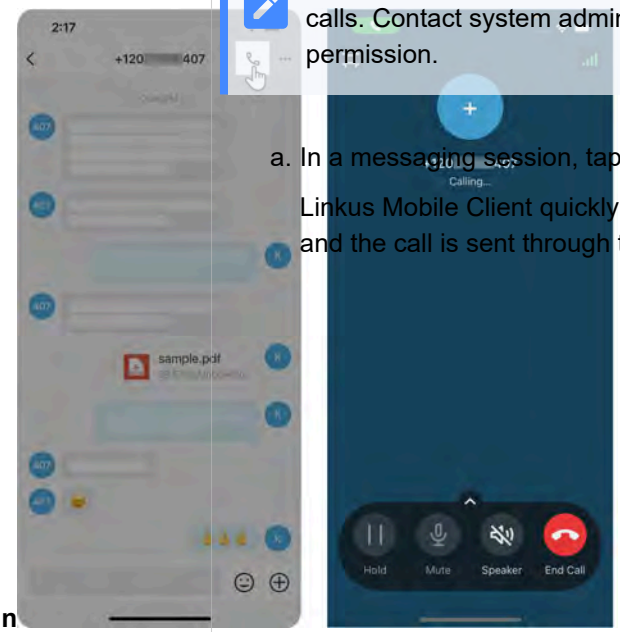
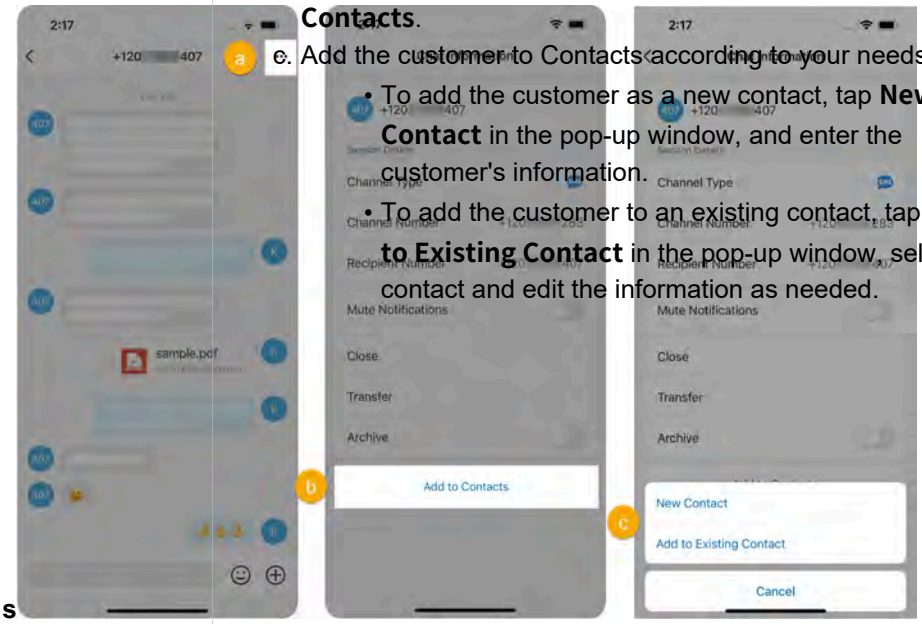
1. On Linkus Mobile Client, go to **Chat > External Chat**.

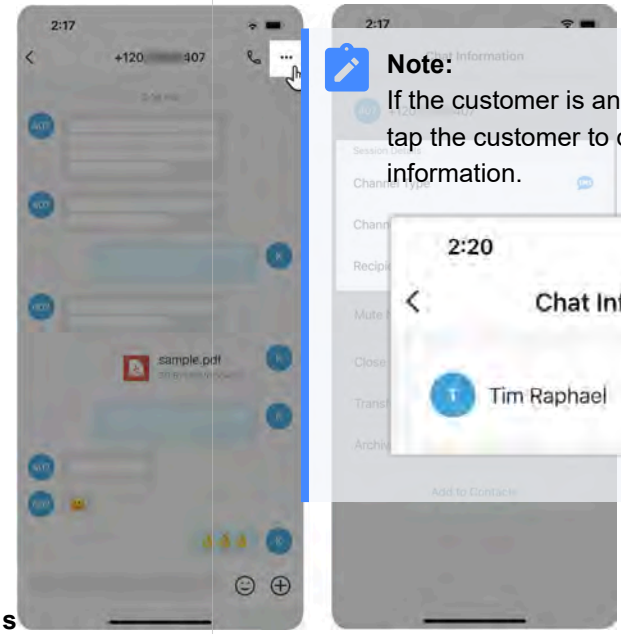
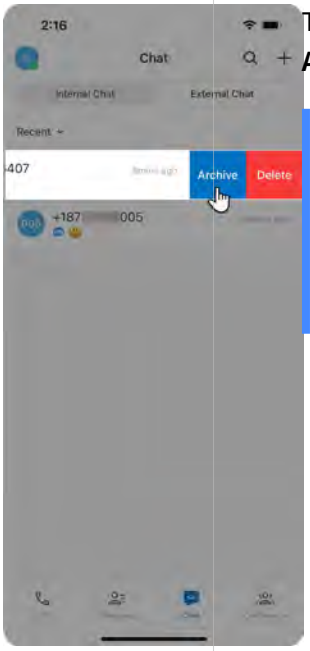
   All the messaging sessions sent from different channels are displayed in the external chat list.
2. Manage the messaging session according to your needs.

Scenario	Instruction
Figure 9. **Pick up a**	If you are an agent of a message queue, when the message queue receives inbound message(s) in a new session, you can see the message(s) and pick up the session from the queue.

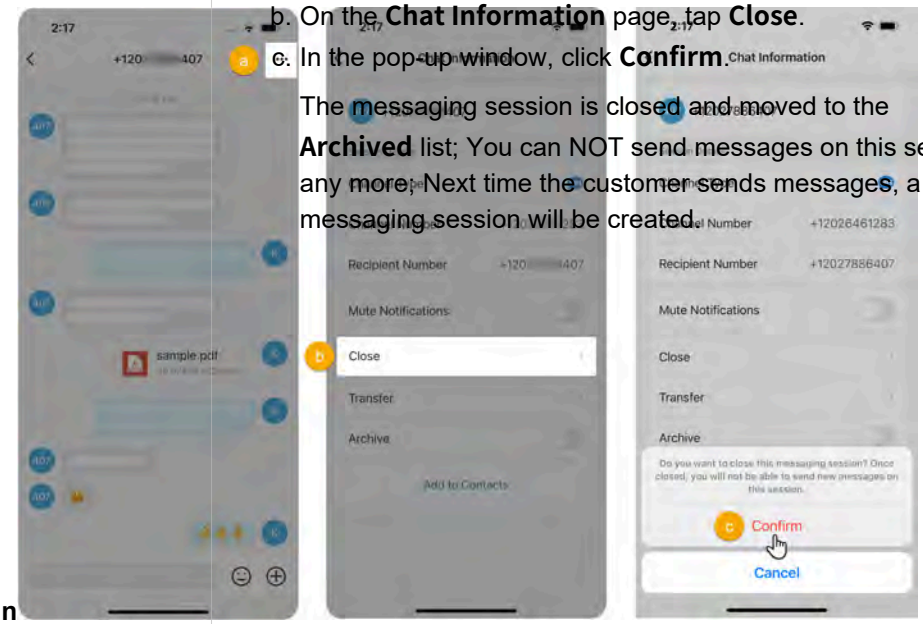
Scenario	Instruction
messaging session  	a. At the top of the messaging session, click **Pick Up**. There is a prompt indicating that you have picked up the session from message queue; Only you can see the session and respond to messages in the session.
Figure 10. **Transfer a messaging**	During a session, you can hand off a customer's issue to another colleague or a message queue by transferring the messaging session.

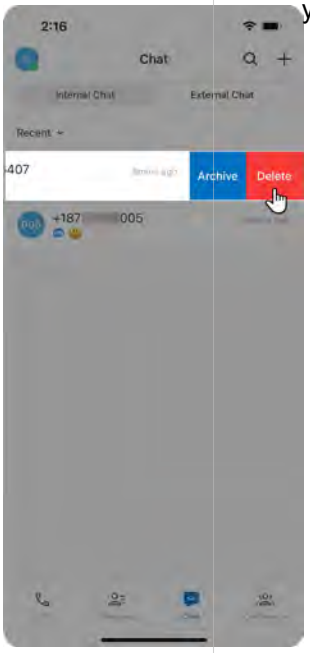
Scenario	Instruction
sessio n	a. In an active messaging session, tap ••• at the top-right corner. b. On the **Chat Information** page, tap **Transfer**. c. Search and select the colleague, then tap **Confirm** in the pop-up window. The messaging session is removed from your external chat list, and transferred to the colleague / message queue with whole chat history. 
Figure 11. **Initiate a voice call from a messagin g**	You can initiate a voice call right from the messaging session to resolve a customer's issue if necessary. **Note:**

Scenario	Instruction
sessio **n** 	This operation requires the permission to make outbound calls. Contact system administrator to check if you have the permission. a. In a messaging session, tap at the top-right corner. Linkus Mobile Client quickly dials out the customer's number, and the call is sent through the PBX.
Figure 12. **Add a customer to Contact** **s** 	You can add a customer to Contacts right from the messaging session. a. In a messaging session, tap at the top-right corner. b. At the bottom of the **Chat Information** page, tap **Add to Contacts**. c. Add the customer to Contacts according to your needs. • To add the customer as a new contact, tap **New Contact** in the pop-up window, and enter the customer's information. • To add the customer to an existing contact, tap **Add to Existing Contact** in the pop-up window, select the contact and edit the information as needed.
Figure 13. **View messagin**	You can check the detailed information of a messaging session, including the message source channel, channel number, etc. a. In a messaging session, tap at the top-right corner.

Scenario	Instruction
g session detail **s**	The details of the messaging session is displayed in the **Session Details** section.  **Note:** If the customer is an existing contact, you can also tap the customer to quickly access the contact's information.
Figure 14. **Archive a messagin g session**	You can archive a messaging session if there is no response from the customer or you want to refer back to the session later. a. In the external chat list, touch and hold an active messaging session, then tap **Archive**. The messaging session is moved from **Recent** list to the **Archived** list.  **Note:** To start the conversation again, you can directly send a message in the archived messaging session, the messaging session will be automatically unarchived and moved back to the **Recent** list.
Figure 15. **End a**	When you're done helping a customer, you can end the messaging session.

Scenario	Instruction
messaging session	a. In an active messaging session, tap ••• at the top-right corner. b. On the **Chat Information** page, tap **Close**. c. In the pop-up window, click **Confirm**. The messaging session is closed and moved to the **Archived** list; You can NOT send messages on this session any more; Next time the customer sends messages, a new messaging session will be created.
Figure 16. **Remove a messaging session**	To remove a messaging session from the chat list, do as follows: a. In the external chat list, touch and hold a messaging session, then tap **Delete**. The messaging session is removed from the chat list on all your Linkus clients.





Related information

Configure Chat Notifications

Configure Chat Notifications

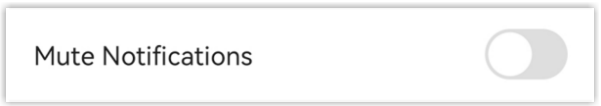
This topic describes how to mute or unmute notifications for a specific chat, and how to configure push notification and notification sound for all Linkus chats.

Mute or unmute notifications for a chat (specific setting)

1. On Linkus Mobile Client, go to **Chat > Internal Chat**.
2. Enter the desired chat, then tap ••• at the top-right corner.
3. In the **Chat Information** page, set whether to mute or unmute notifications for the chat.
   - To mute notifications, turn on the switch of **Mute Notifications**.

     The chat is muted and marked with 🔕; You can still receive messages in the muted chat, but you will NOT be notified about them by push notification. If there are new messages, the chat will be marked with a red dot instead of the number of unread messages.
   - To unmute notifications, turn off the switch of **Mute Notifications**.

     You will receive push notification when there are new messages in the chat.

Configure push notification and notification sound for all chats (global setting)

You can decide whether to be notified of new chat messages when Linkus Mobile Client is running in the background.

1. At the top-left corner of Linkus, tap your account.

2. Go to **Settings > New Message Alerts**, change the chat notification settings as needed.

Setting	Description
New Message Alerts	Whether to receive push notification when a new chat message reaches Linkus.
Sound	Whether to play a sound to notify you when a new chat message reaches Linkus. **Note:** This feature is supported on **Linkus Android Client** only.
When Linkus Desktop Client or Web Client is logged in	Whether to receive push notification on Linkus Mobile Client when you are logged into Linkus on computer and a new chat message reaches Linkus.

Conference

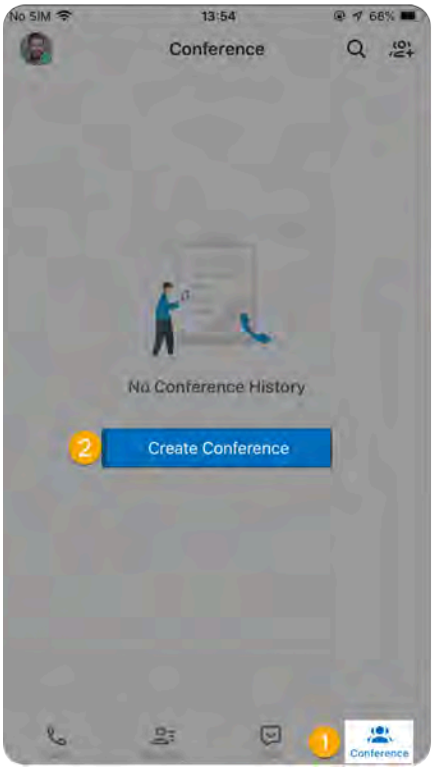
Make a Conference Call

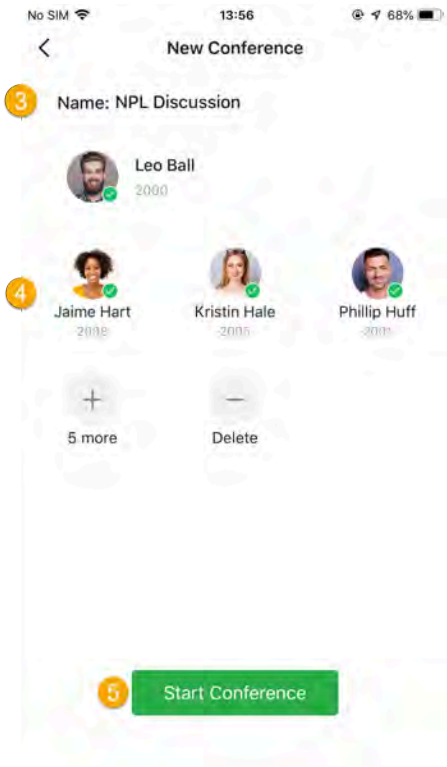
Linkus Conference feature allows you to initiate and host an ad-hoc conference call and invite other participants to join. It is a quick and easy way to have a conference call whether you are in the office or not.

Restrictions

Up to **9** participants can be on a conference call.

Procedure





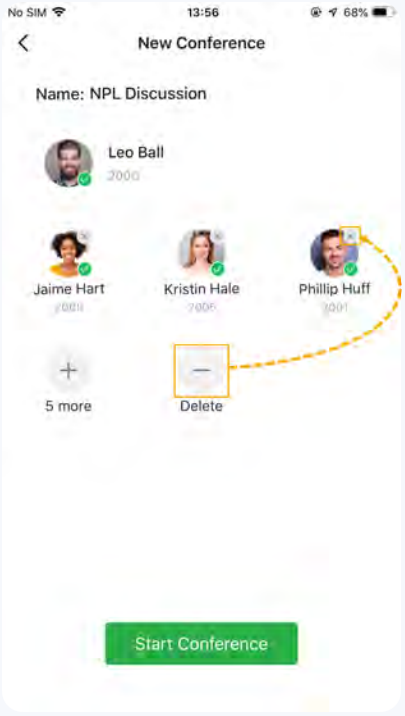
1. At the bottom-right corner of Linkus, tap **Conference**.
2. Tap **Create Conference**.

> **Note:**

> You can also tap at the top-right conner to make a conference call.

3. **Optional:** In the **Name** field, change the default name to the subject of the conference.
4. Add participants to the conference call.
   a. Tap .
   b. Select the desired participants, then tap **OK**.

> **Note:**
> - A window may pop up in the following cases:
>   - **There are several numbers for the participant**: In this case, tap the desired number.
>   - **There is only one number for the participant and it is an external one**: In this case, you can tap the number directly to call the original number, or tap to select a prefix to prepend before calling out.
> - In case you add specific participants by mistake, tap , then tap at the top-right of desired participant.



5. Tap **Start Conference**.

Result

The invited participants will receive a call, you can check call status on the call screen.

- : The participant answers the call.
- : The participant's phone is ringing.
- : The participant doesn't answer the call or lost connection.

  In this case, you can tap the participant, then tap **Call Again** to send a new call.

> **Tip:**
> After the conference call ends, it will be saved on the Conference list. You can resume the conference call anytime you want.

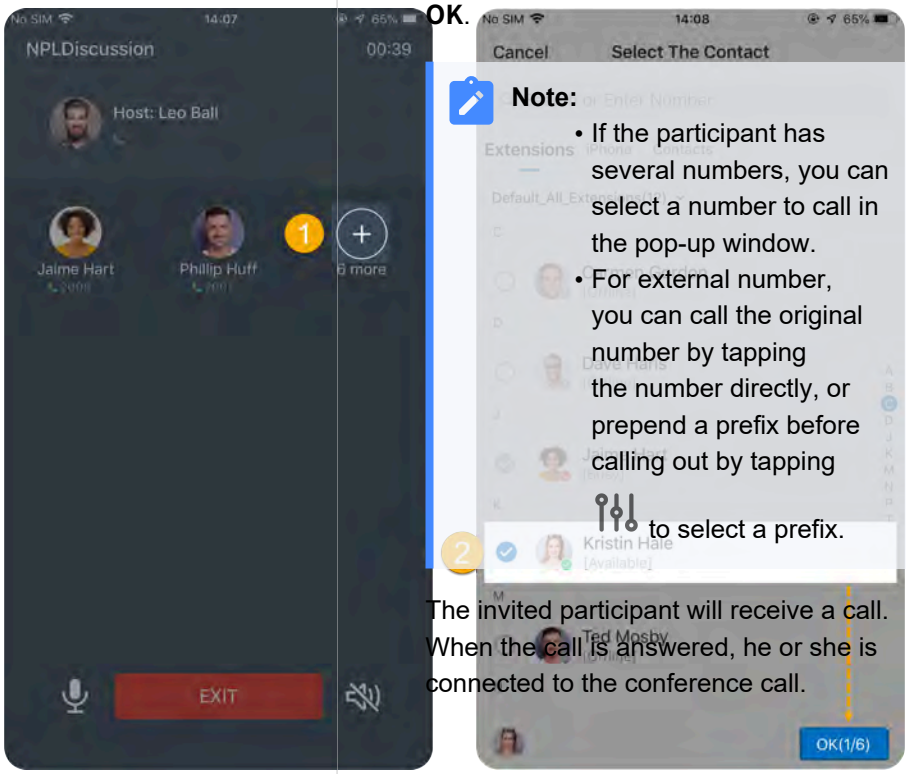
Manage an Ongoing Conference Call

This topic describes how to manage an ongoing conference call, including add and remove participants, mute and unmute participants and yourself.

Add or remove a participant during a conference call

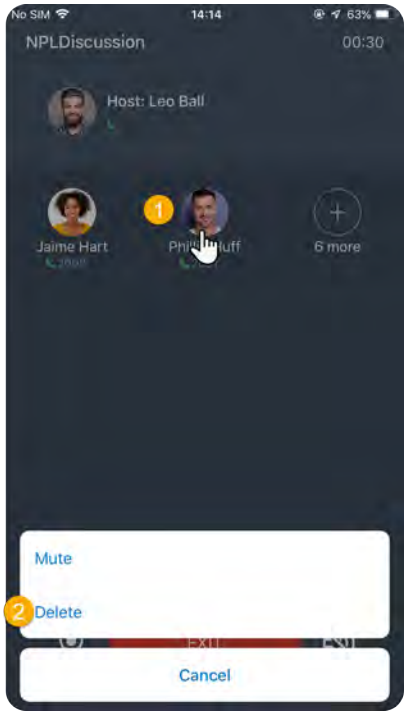
Add a participant during a conference call

Any conference participants can invite other participants to join the conference call.

Scenario	Instruction
Figure 17. **Add a participant during a conference call** 	1. During a conference call, tap  . 2. Select the desired participant, then tap **OK**. **Note:** • If the participant has several numbers, you can select a number to call in the pop-up window. • For external number, you can call the original number by tapping the number directly, or prepend a prefix before calling out by tapping to select a prefix. The invited participant will receive a call. When the call is answered, he or she is connected to the conference call.

Remove a participant during a conference call

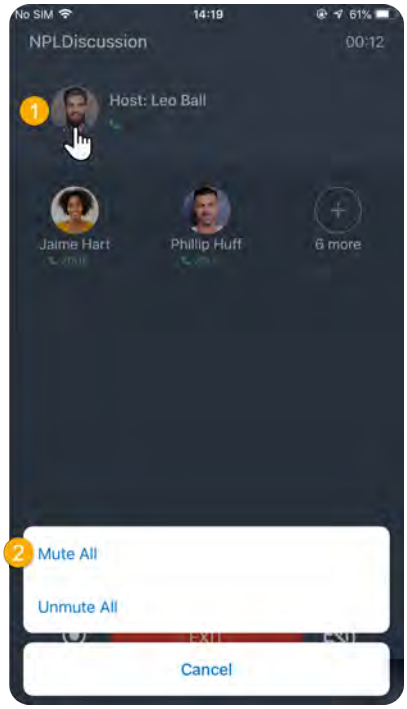
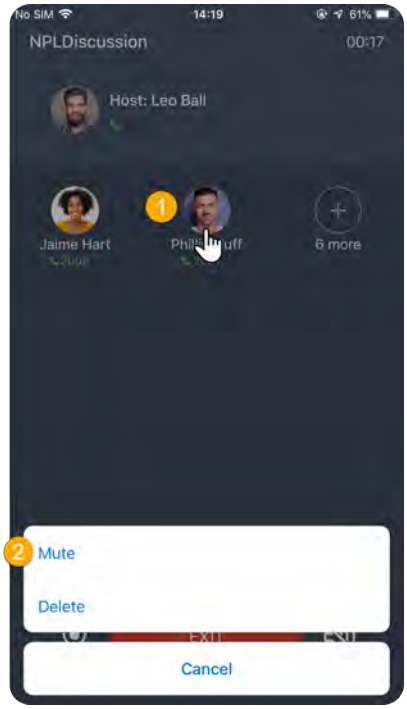
Only the host can remove participants from a conference call.

Scenario	Instruction
Figure 18. **Remove a participant during a conference call** 	1. During a conference call, tap the desired participant. 2. In the pop-up window, tap **Delete**. The participant is removed from the conference.

Mute or unmute participants and yourself during a conference call

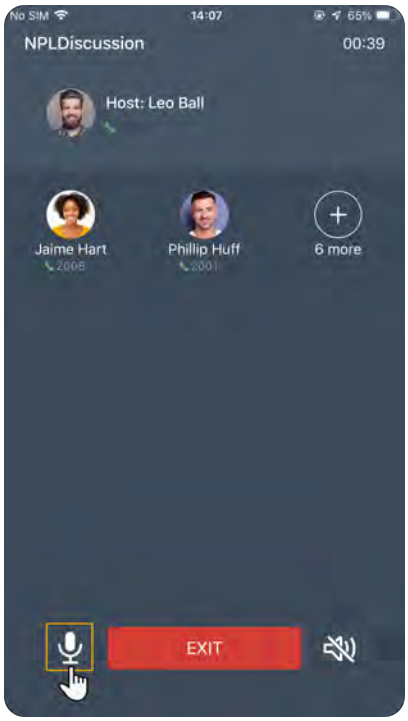
Mute or unmute participants

Only host can mute or unmute other participants.

Scenario	Instruction
Figure 19. **Mute or unmute all participants** 	1. Tap your account. 2. Select **Mute All** or **Unmute All**.
Figure 20. **Mute or unmute specific participants** 	1. Tap the desired participant. 2. Select **Mute** or **Unmute**.

Mute or unmute yourself

Any conference participants can mute or unmute himself or herself.

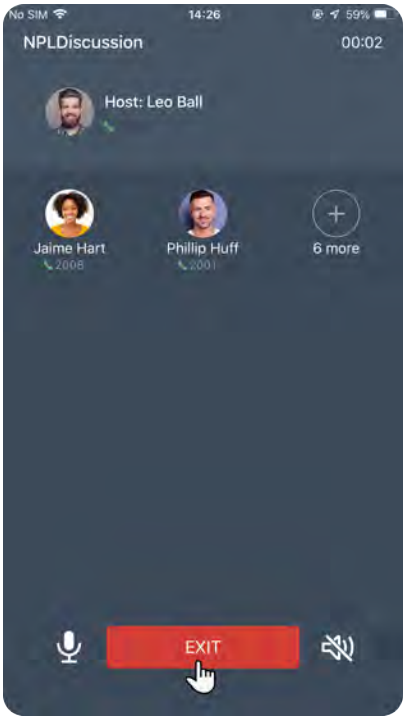
Scenario	Instruction
Figure 21. **Mute or unmute yourself** 	1. Tap  at the bottom-left corner of the call screen.

End or Exit a Conference Call

This topic describes how to end or exit a conference call.

Procedure

During the conference call, tap **EXIT**.



Result

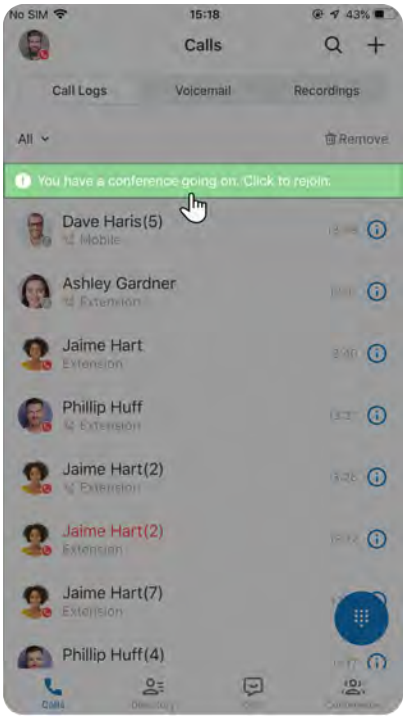
- If you are the host, the conference call ends on all sides.
- If you are NOT the host, you exit the conference call while the other participants continue the call.

Rejoin a Conference Call

In case you are disconnected from a conference call due to poor network connection or unexpected Linkus kill, you can rejoin the conference call when the network connection is restored or when you get back to Linkus.

Procedure

At the top of Linkus, tap **You have a conference going on. Click to rejoin.**.



Result

You are reconnected to the conference call.

Delete Conference Call History

This topic describes how to delete conference call history.

Procedure



1. At the bottom-right corner of Linkus, tap **Conference**.
2. Long press the conference call history that you want to delete, then tap **Delete**.

Result

The conference call history is deleted from the list.

Voicemail

Check and Manage Voicemails

This topic describes how to check and manage your voicemails on Linkus Mobile Client.

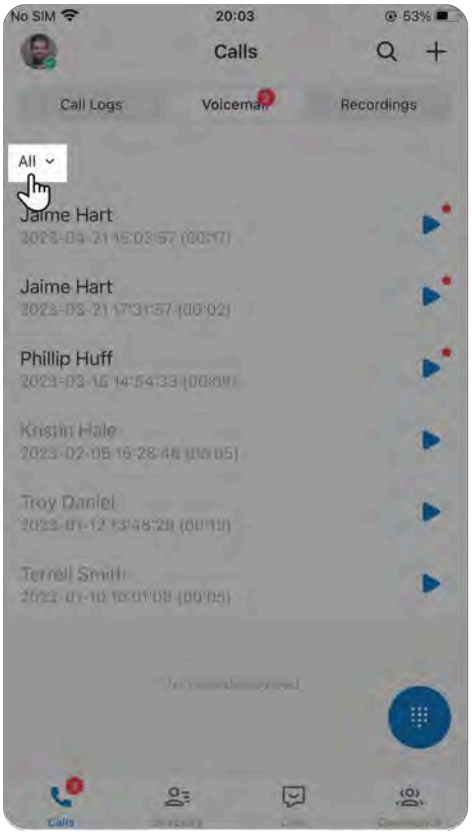
> **Note:**
> Changes made to voicemails on Linkus Mobile Client will be synchronized to Linkus Web Client and Linkus Desktop Client.

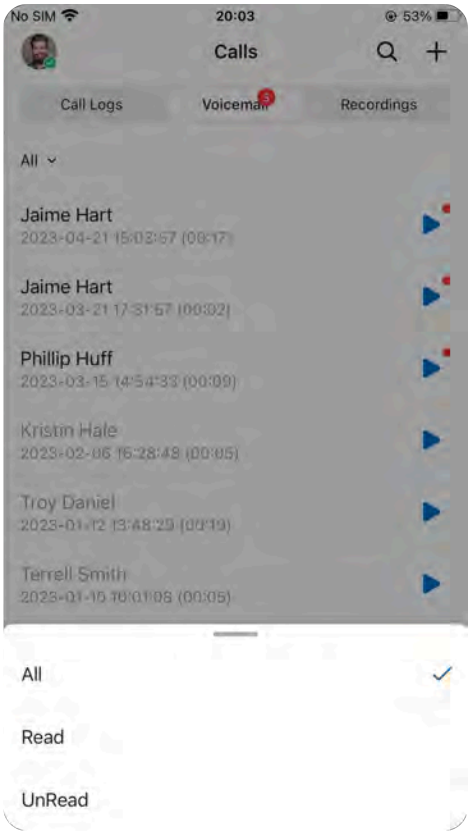
Procedure

1. On Linkus Mobile Client, go to **Calls > Voicemail**.

   > **Note:**
   > If there exists unread voicemails, a badge will appear on the **Voicemail** tab, displaying the number of unread voicemails.

2. **Optional:** At the top-left corner, select a read status to filter voicemails.





3. In the list, check and manage your voicemails.

Play a voicemail

Tap ▶ to play the voicemail.

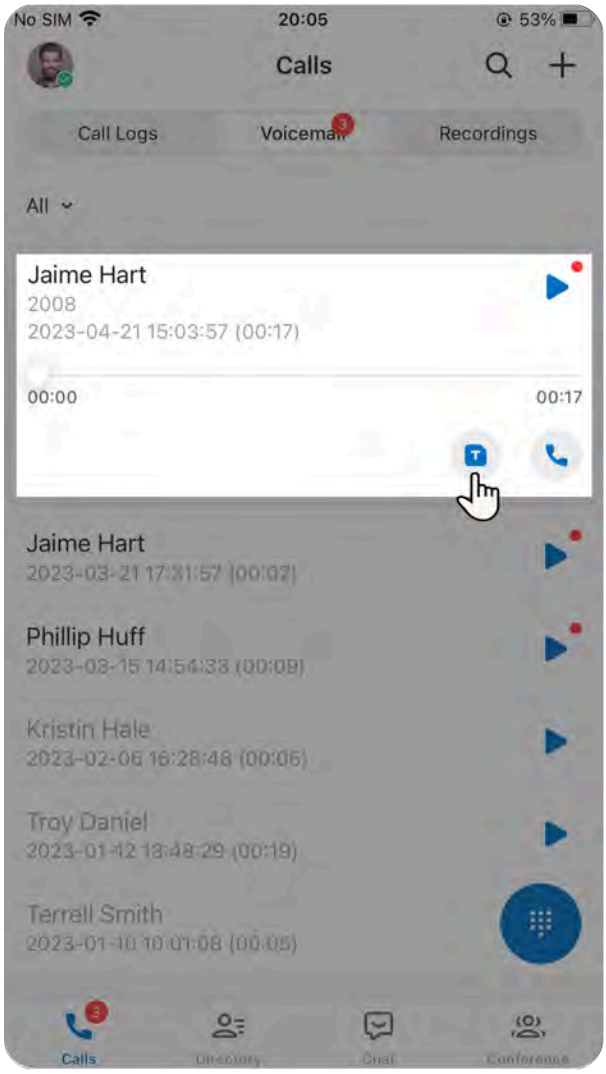
> **Tip:**
>
> If it is a group voicemail, you can tap ⓘ to see whether other group members have read the voicemail.

View a transcript of a voicemail

> **Note:**
> This operation is available only if system administrator has set up voicemail transcription feature.

a. Tap the desired voicemail.

b. In the expanded panel, tap to view the transcribed voicemail text.

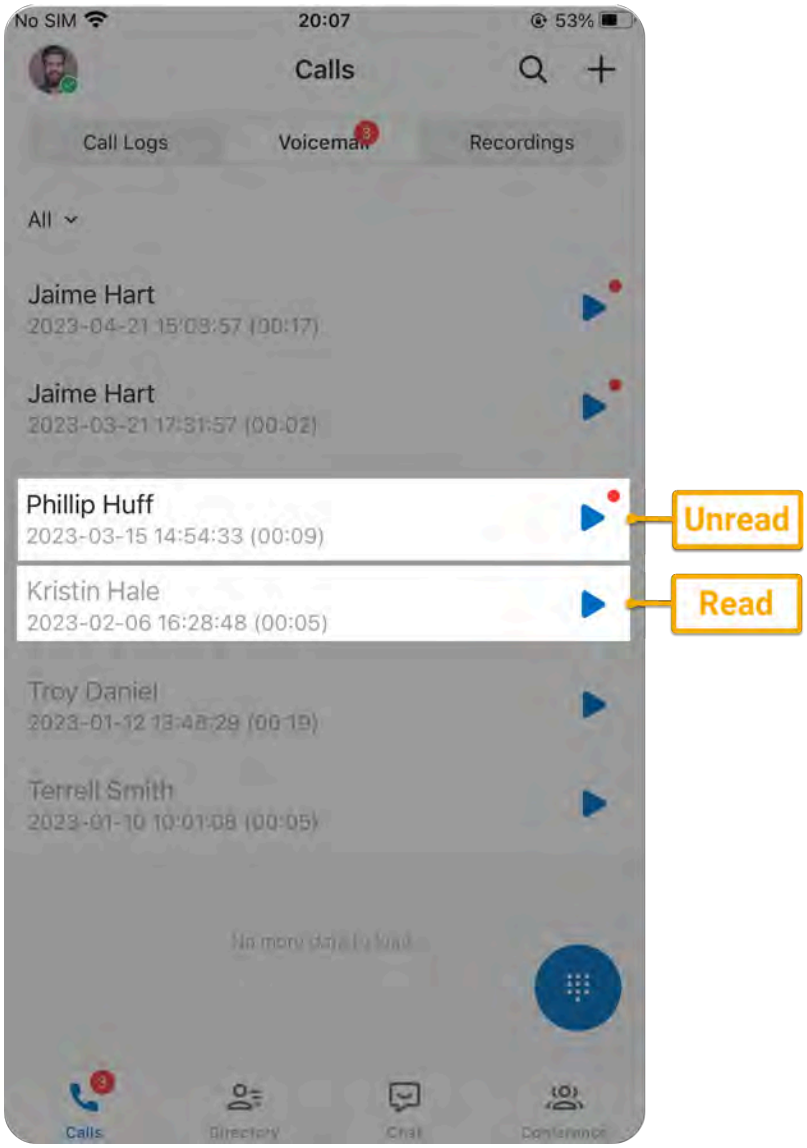


Change read status of a voicemail

a. Long press the desired voicemail

b. In the pop-up window, tap **Unread** or **Read**.

The unread voicemail is marked with a red dot ( ), while the read voicemail is grayed out.



Delete a voicemail

a. Long press the desired voicemail.

b. In the pop-up window, tap **Delete**.

The voicemail is deleted from all your Linkus Clients.

Recordings

Check and Manage Recordings

This topic describes how to check and manage your call recordings on Linkus Mobile Client.

> **Note:**
> Changes made to recordings on Linkus Mobile Client will be synchronized to Linkus Web Client and Linkus Desktop Client.

Requirements

System administrator has granted you the permission to view recordings.

Procedure

1. On Linkus Mobile Client, go to **Calls > Recordings**.
2. In the list, check and manage your call recordings.

   Play a recording

   Tap ▶ to play the recording.

   Clear a recording from list

   a. Long press the recording.
   b. In the pop-up window, tap **Remove**.

   The recording is removed from all your Linkus Clients.

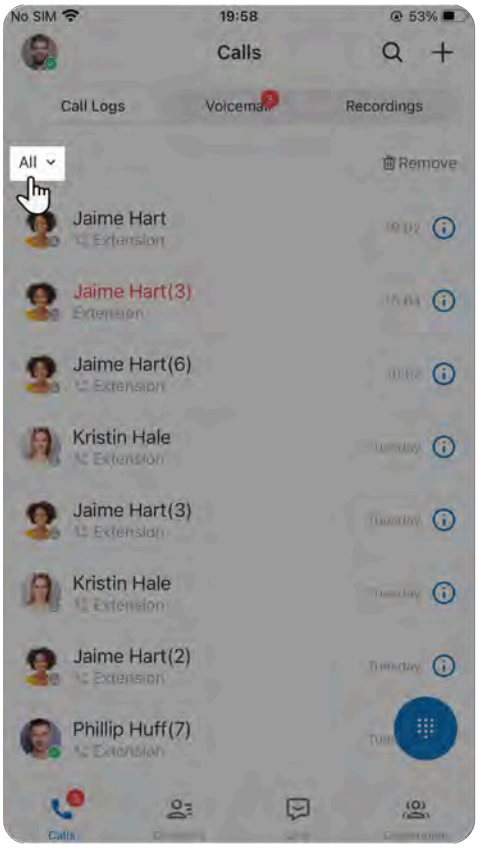
Call History

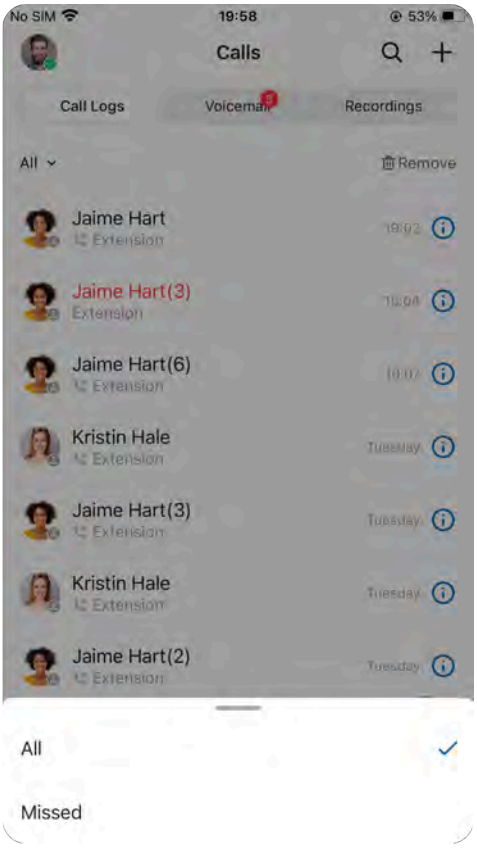
View and Manage Call History

This topic describes how to view the calls that you made, answered, or missed, and how to delete the call histories on Linkus Mobile Client.

View call history

1. On Linkus Mobile Client, go to **Calls > Call Logs**.
2. **Optional:** At the top-left corner, select a communication type to filter call histories.





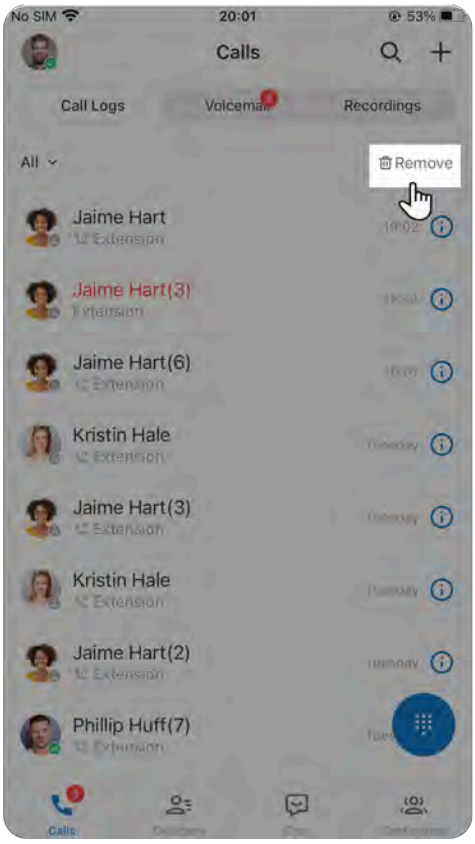
3. Tap ⓘ to view the call history details.

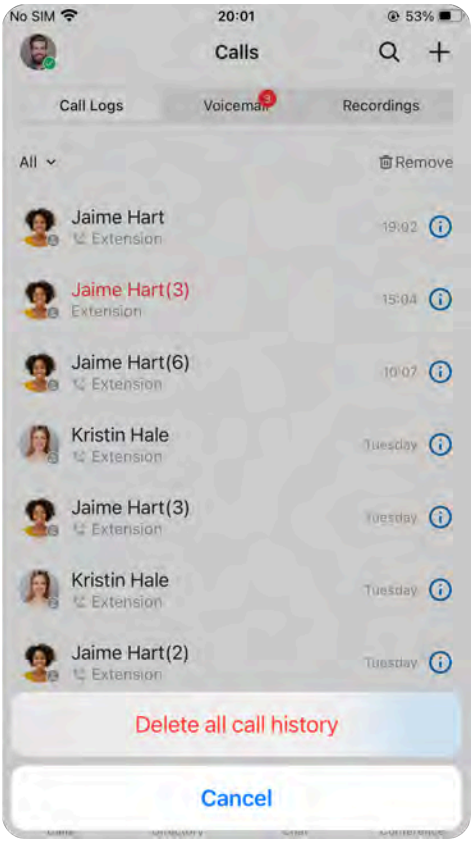
Delete call histories

1. On Linkus Mobile Client, go to **Calls > Call Logs**.

2. To delete a specific call history, do as follows:
    a. Long press the call history.
    b. In the pop-up window, tap **Delete**.

    The call history is removed from Linkus Mobile Client.
3. To delete all the call history, do as follows:





    a. At the top-right corner, tap **Remove**.
    b. In the pop-up window, confirm your operation.

    All the call histories are removed from Linkus Mobile Client.

Enable or Disable Linkus Call History Synchronization to iPhone

If you use Linkus Mobile Client on an iPhone, the Linkus call histories will be automatically synchronized to your phone by default. You can enable or disable the synchronization feature on Linkus Mobile Client as needed.

Note:

This feature is supported on **Linkus iOS Client** only.

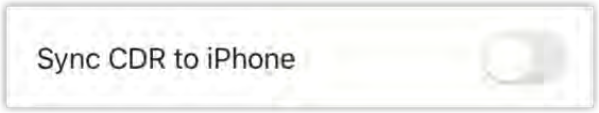
Enable Linkus call history synchronization to iPhone

1. At the top-left corner of Linkus, tap your account.
2. Go to **Settings > Advanced**.
3. Turn on the switch of **Sync CDR to iPhone**.



Disable Linkus call history synchronization to iPhone

1. At the top-left corner of Linkus, tap your account.
2. Go to **Settings > Advanced**.
3. Turn off the switch of **Sync CDR to iPhone**.



Audio

Change Audio Settings

This topic describes how to change Linkus audio settings, such as ringtone, vibration, and dial pad tones.

Procedure

1. At the top-left corner of Linkus, tap your account.
2. Go to **Settings > Audio Options**, change audio settings according to your needs.

Setting	Description
Ringtone	Select a ringtone to distinguish Linkus calls from mobile phone calls.
Vibrate	Whether to vibrate your phone when receiving Linkus calls. **Note:** This feature is supported on **Linkus Android Client** only.
Dial Pad Tones	Whether to enable dial pad tones.

Adjust Audio Quality

You can improve Linkus call quality by adjusting the settings of echo cancellation, codec, Interactive Connectivity Establishment (ICE), and audio gain.

Procedure

1. At the top-left corner of Linkus, tap your account.
2. Go to **Settings > Audio Options**, configure the following settings according to your needs.

Setting	Description
Echo Cancellation	Enable this option to remove the echo that is heard when talking on the phone.
Codec	Select a codec to improve call quality with lossy compression. The supported codes are shown below: • **u-law** • **a-law** • **iLBC** • **G722** • **G729** (default)
ICE (Interactive Connectivity Establishment)	Enable this option to improve call quality by reducing network latency and packet loss. **Note:** To make this configuration take effect, you need to exit and reopen Linkus.
Audio Gain Control	Adjust the audio gain for the audio received and transmitted, this is helpful if you suffer from poor call quality (e.g. the other side's voice is too loud or too low).

Switch Audio Device During a Call

If you have an audio device (e.g. bluetooth headphone) connected to your mobile phone, you can easily switch audio device during a call without interrupting the conversation.

Prerequisites

At least one audio device is connected to your mobile phone.

Procedure



1. During an active call, tap on the call screen.
2. Select an audio device.

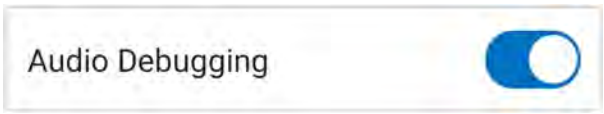
   Now you can continue the call via the selected audio device.

Enable or Disable Audio Debugging

Linkus allows you to record audio for debugging purposes.

Enable 'Audio Debugging'

1. At the top-left corner of Linkus, tap your account.
2. Go to **Settings > Audio Options**, enable audio debugging as follows:
   a. Turn on the switch of **Audio Debugging**.

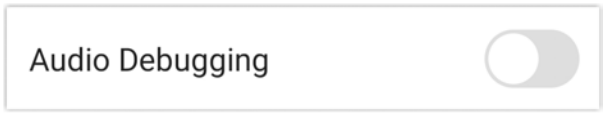


b. In the pop-up window, tap **OK**.
Your calls will be recorded and saved on your mobile phone. When you have audio issues, you can report the problems on Linkus, and the recording will be automatically submitted.

> **Note:**
> Only the recording of the most recent call will be saved on your mobile phone.

Disable 'Audio Debugging'

1. At the top-left corner of Linkus, tap your account.
2. Go to **Settings > Audio Options**, turn off the switch of **Audio Debugging**.



The existing recording for audio debugging is deleted from your mobile phone, and your calls will not be recorded.

Security

Restrict Inbound Calls to Linkus

For security reasons, you can set the Linkus Mobile Client to reject inbound calls from unknown sources.

Procedure

1. At the top-left corner of Linkus, tap your account.
2. Go to **Settings > Advanced**.
3. Turn on the switch of **Restrict External IP**.



Result

You will only receive inbound calls through the Linkus Server.

Background Activity

Enable or Disable Background Mode

Background Mode keeps Linkus alive to receive notifications while Linkus is running in the background. You can enable or disable Background Mode as needed.

> **Note:**
> This feature is supported on **Linkus Android Client** only.

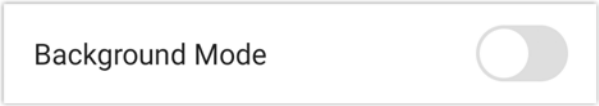
Enable 'Background Mode'

1. At the top-left corner of Linkus, tap your account.
2. Go to **Settings > Advanced**.
3. Turn on the switch of **Background Mode**.



Disable 'Background Mode'

1. At the top-left corner of Linkus, tap your account.
2. Go to **Settings > Advanced**.
3. Turn off the switch of **Background Mode**.



Upgrade

Upgrade Linkus Mobile Client

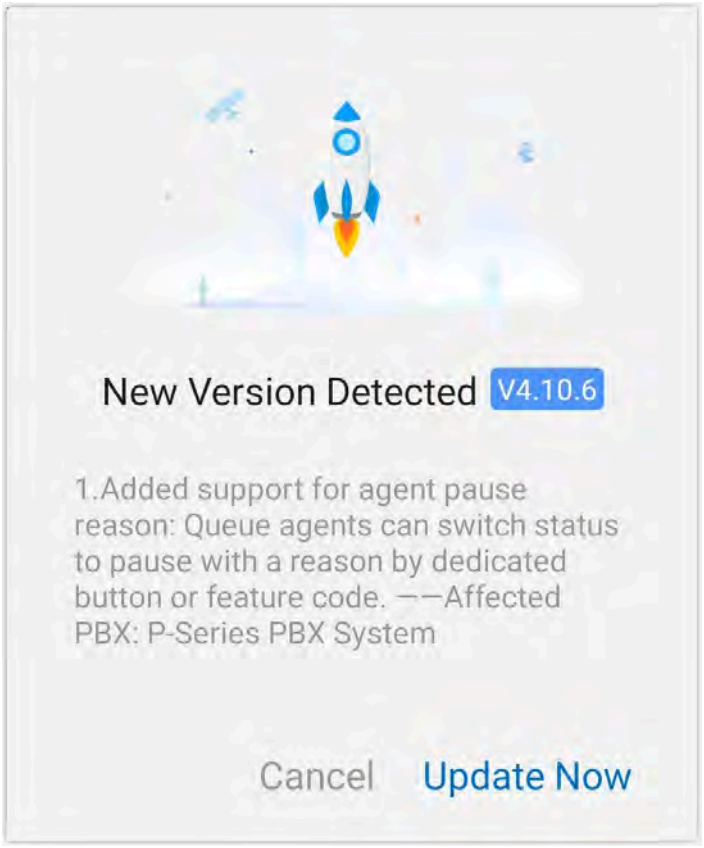
When a new version is released, Linkus Mobile Client will show you a pop-up window, where you can find out what's new in the latest version. The pop-up window will be shown once a day till Linkus is upgraded. You can upgrade to the new version immediately or later. If you choose to upgrade later, you can follow the instructions in this topic to upgrade Linkus anytime you want.

> **Note:**
> This topic is only for **Linkus Android Client**. For Linkus iOS Client, you can download from App Store.

Procedure

1. At the top-left corner of Linkus, tap your account.
2. Go to **Settings > About > Upgrade**.

   A window pops up to show you what's new in the latest version.



3. Tap **Update Now**.

   The new installation package is being downloaded.
4. Install the installation package.

   When the installation is completed, Linkus is upgraded successfully.

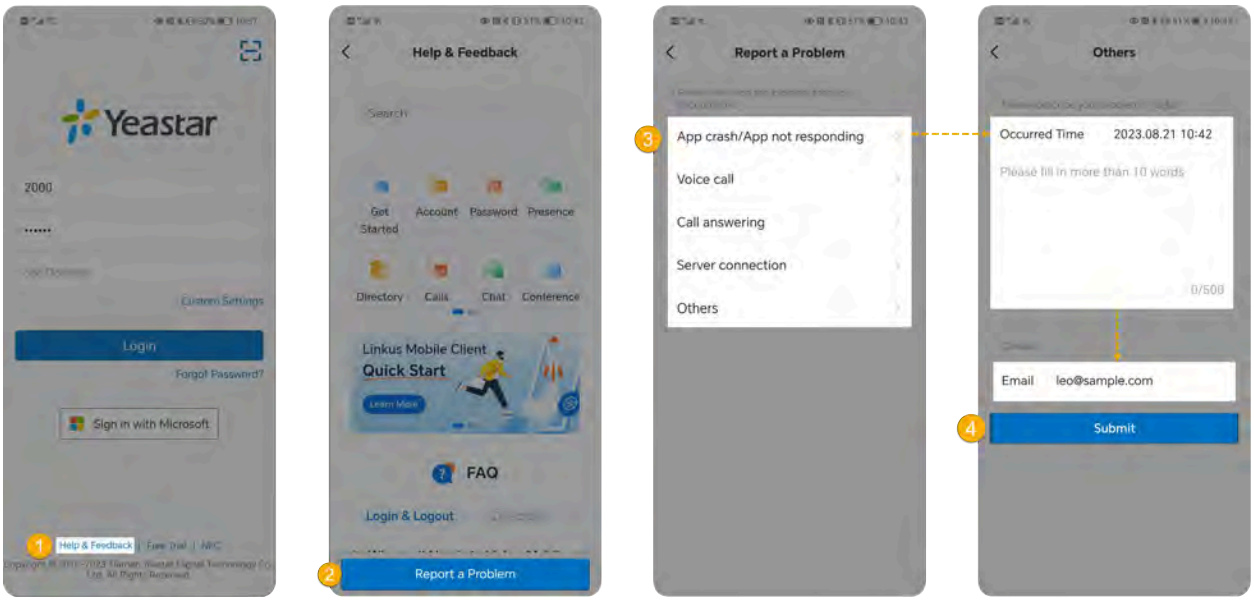
Bug Reporting

Report Linkus Problems

If you encounter problems, you can report the problems on Linkus. Yeastar support team will contact you to solve the problem.

Report a problem on Linkus without logging in

If you fail to log in to Linkus with correct credentials, you can report the problem on Linkus as follows.



1. At the bottom of Linkus login page, tap **Help & Feedback**.
2. At the bottom of **Help & Feedback** page, tap **Report a Problem**.
3. Describe the problem that you encountered.
    a. Select the type of the problem.

    > **Note:**
    > If you can not find the type that best describes your problem, you can select **Others**.

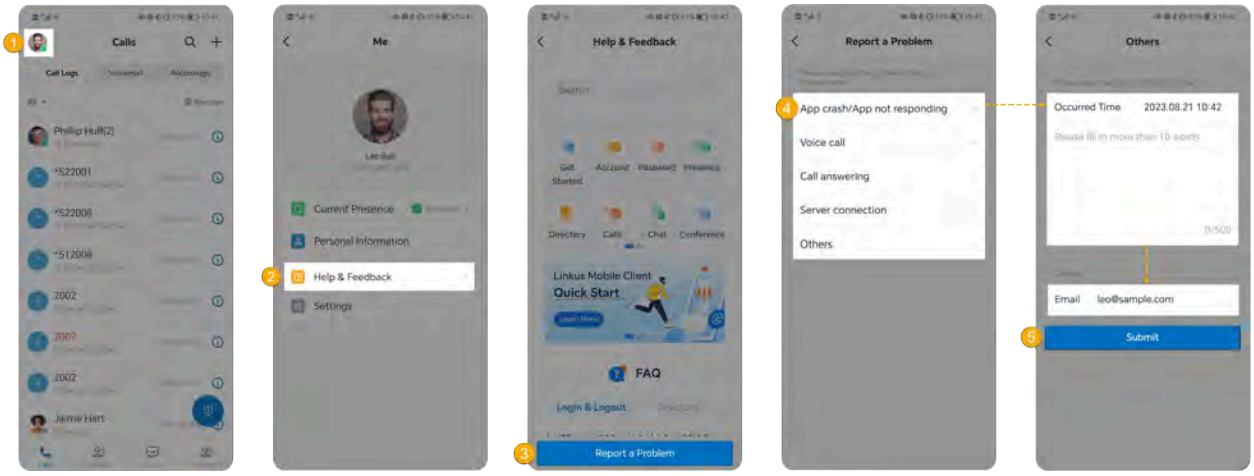
    b. In the **Occurred Time** field, select the time when the problem occurred.
    c. Enter a detailed description of the problem.

d. In the **Email** field, enter your email address, so that Yeastar support team can contact you.

4. Tap **Submit**.

Report a problem on Linkus while logging in

If you encounter a problem while you have logged in, you can report the problem on Linkus as follows:



1. At the top-left corner of Linkus, tap your account.
2. Go to **Help & Feedback**.
3. Tap **Report a Problem**.
4. Describe the problem that you encountered.
    a. Select the type of the problem.

    > **Note:**
    > If you can not find the type that best describes your problem, you can select **Others**.

    b. In the **Occurred Time** field, select the time when the problem occurred.
    c. Enter a detailed description of the problem.
    d. In the **Email** field, enter your email address, so that Yeastar support team can contact you.
5. Tap **Submit**.