






# User Guide

## Linkus Web Client

Version: 37.2.0.7

Date: 2020-12-08

-  Support: +86-592-5503301
-  Support: [support@yeastar.com](mailto:support@yeastar.com)
-  <https://www.yeastar.com>

# Contents

- About This Guide..... 1**
- Linkus Web Client Overview.....2**
- Getting Started.....3**
  - Log in to Linkus Web Client..... 3
  - Linkus Web Client Layout.....4
  - Log out of Linkus Web Client..... 6
- View Colleague Extensions.....8**
- Manage Your Extension Preferences.....10**
  - Extensions..... 10
    - Configure Your Extension Profile..... 10
    - Associate Outbound Caller ID with Your Extension..... 10
    - Associate Emergency Outbound Caller ID with Your extension..... 11
  - Presence..... 12
    - Configure Your Presence Settings..... 12
    - Switch Presence Status..... 14
    - Associate Your Queue Status with Your Presence Status..... 15
    - Enable or Disable Linkus Push Notifications..... 16
  - Voicemail..... 17
    - Customize Your Voicemail Settings.....17
    - Record or Upload Voicemail Greetings..... 19
    - Manage Personal Voicemail Greetings..... 20
  - Email Notification.....21
    - Configure Email Notification.....21
  - Call Handling Rule..... 22
    - Create a Custom Rule to Handle Incoming Calls Based on Caller ID..... 22
    - Remove a Specific Phone Number from Blocklist.....23
  - SIP Phone Function Keys.....24
    - Configure Function Keys for Your Phone.....24
- Manage Your Recordings.....26**
- Manage Your Call Logs..... 27**

**Manage Your Voicemails.....28**

# About This Guide

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

## Audience

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

## Additional resources

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

**Table 1.**

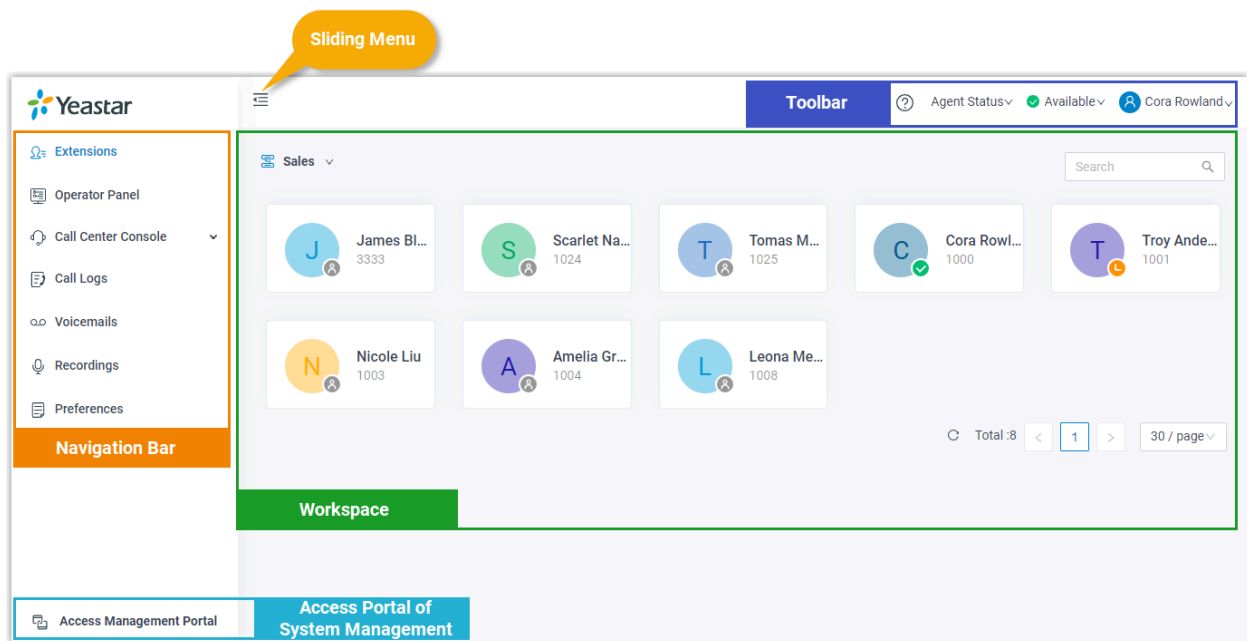
Document	Description	Intended Audience
<a href="#">Call Center Console User Guide</a>	Call Center Console is an additional service that allows queue manager and agents to monitor queue performance and call activity, and manage queue calls.	This guide is intended for call center managers (supervisors)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

# Linkus Web Client Overview

This topic describes what is Linkus Web Client, and how it benefits your work.

## What is Linkus Web Client

Linkus Web Client is a web-based client that can be launched from mainstream web browser. It combines all the features that you need to communicate, collaborate, and connect with colleagues.



## Benefits

- Comprehensive suite of call logs, voicemails, recordings, presence from a single interface.
- Visualized console to quickly handle incoming calls based on real-time availability of users.
- Streamlined operations to improve agent efficiency and responsiveness, and offer ultimate customer satisfaction.


# Getting Started

## Log in to Linkus Web Client

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

### Prerequisites

Make sure you have received a welcome email from system administrator.

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

### Procedure

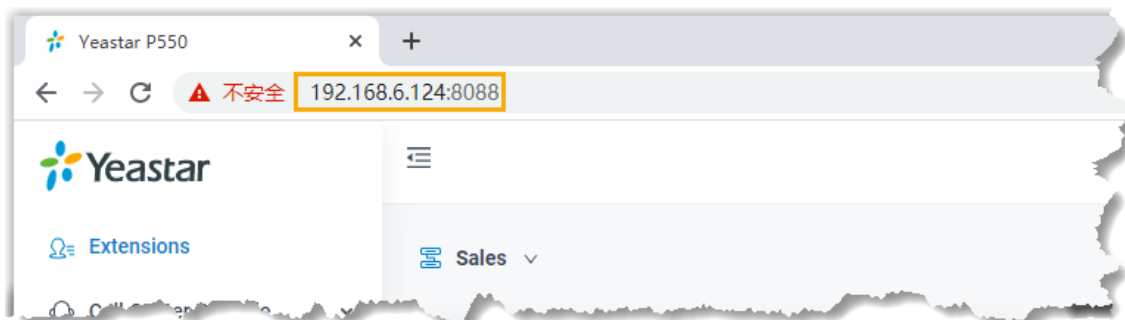
1. Access your mailbox and find the welcome email.
2. Click the login link for Linkus Web Client.
  - If your device is in the same local network as the PBX, click the link for local network.
  - If your device is NOT in the same local network as the PBX, click the link for public network.

### Result

You are redirected to Linkus Web Client without entering any credentials.


### What to do next

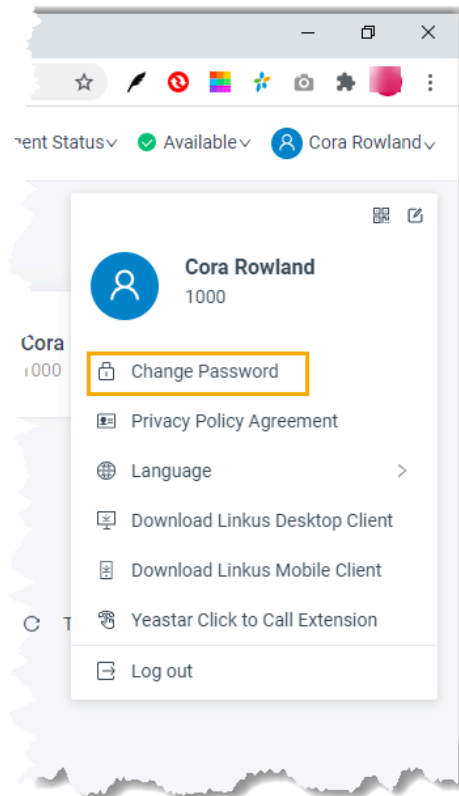
- Note down the IP address of Linkus Web Client in the address bar.  
Enter the IP address on web browser next time you access Linkus Web Client.



- Change user password according to your needs. The password is required next time you access Linkus Web Client.

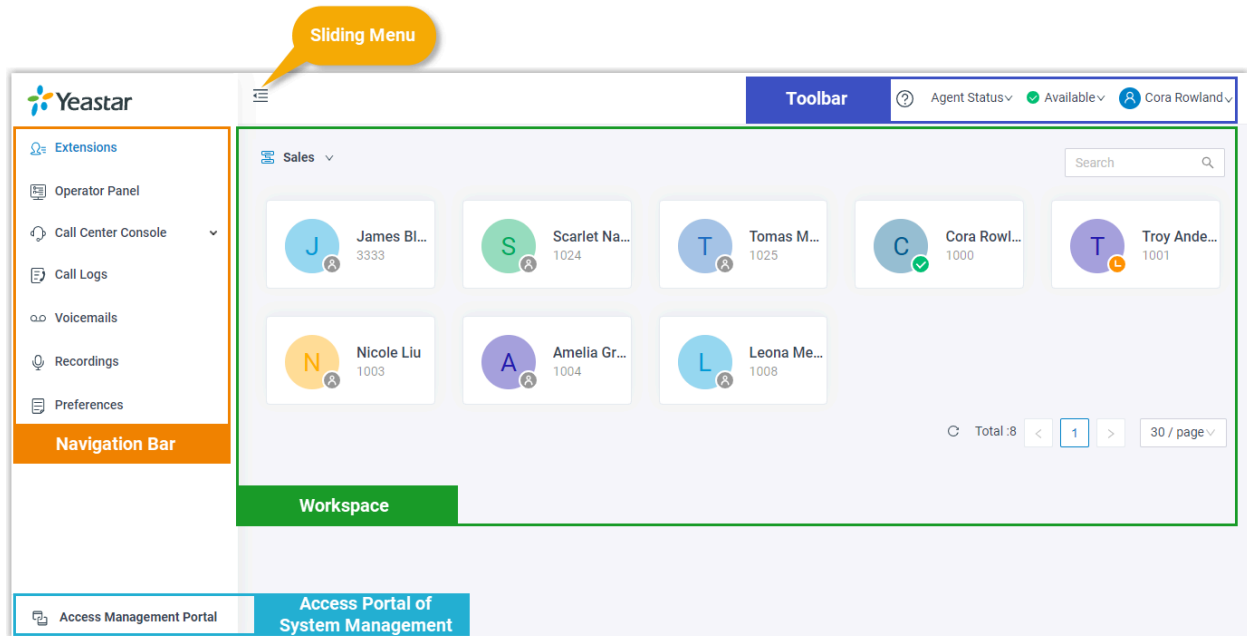
On Linkus Web Client, click your account, click **Change Password**, and change a password.

 **Note:** If you forget password, contact system administrator to send another welcome email.



## Linkus Web Client Layout

This topic provides an overview of Linkus Web Client interface.



## Navigation bar


Navigation bar provides quick access to the following features:

- **Extensions:** Configure [user information](#), [common outbound caller ID](#), and [emergency outbound caller ID](#).
- **Operator Panel:** Manage calls of members in a specific group.

 **Note:** The feature requires authentication from system administrator.

For more information about operations on Operator Panel, see [Operator Panel User Guide](#).

- **Call Center Console:** Handle queue calls and achieve real-time call monitoring, reporting, and management.

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

For more information about operations on Call Center, see [Call Center Console User Guide](#).

- **Call Logs:** [View and manage your call logs.](#)
- **Voicemails:** [Configure, view, and manage your voicemails.](#)
- **Recordings:** [View and manage your recording files.](#)
- **Preferences:** [Configure call forwarding rule, ring strategy, ring timeout, etc.](#)

## Toolbar

Toolbar provides quick access to changing agent status, presence status, user password, and downloading Linkus Mobile Client and Linkus Desktop Client.

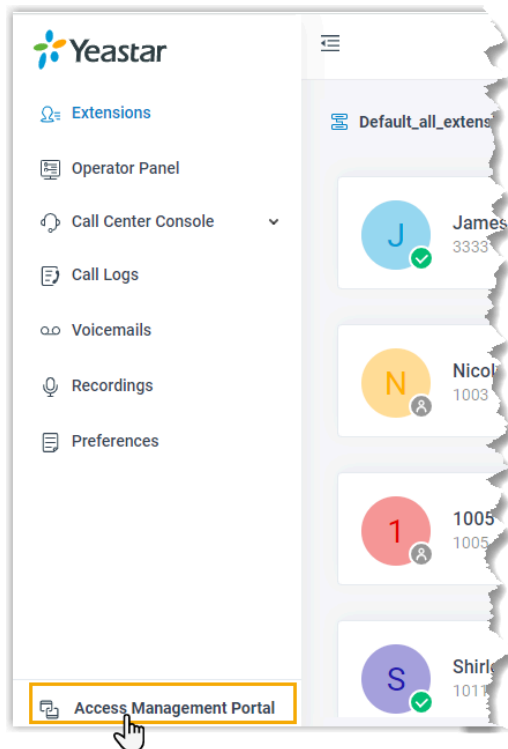


## Workspace

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

### Access portal of system management

If system administrator has granted you administrative permissions to manage specific system features, you can click **Access Management Portal** to make universal, real-time changes to the phone system.

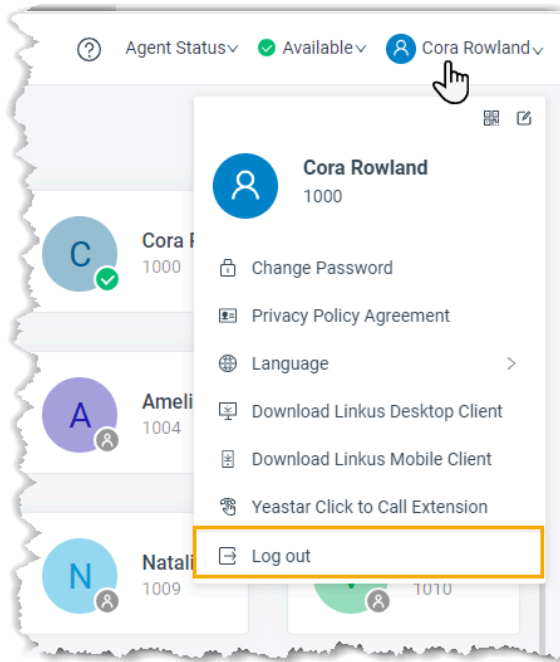


## Log out of Linkus Web Client

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

### Procedure

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



## Result

You are log out of Linkus Web Client.

# View Colleague Extensions

This topic describes how to view colleague extensions within a specific group.

## Prerequisites

Make sure you have permission to view at least one extension group.

## Procedure

- [Step1. Decide which extensions to be displayed.](#)
- [Step2. View colleague extensions.](#)

### Step1. Decide which extensions to be displayed

By default, all your colleagues' extensions are displayed on Linkus Web Client, whether they are registered or not. You can configure whether to display all the extensions or only the registered extensions.

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

### Step2. View colleague extensions

1. On the left navigation bar, click **Extensions**.
2. Select an extension group from the drop-down list.

Extensions within the group are displayed.

The screenshot displays the Yeastar web client interface. On the left is a navigation sidebar with the following items: **Extensions**, **Call Center Console**, **Call Logs**, **Voicemails**, **Recordings**, and **Preferences**. The main content area features a dropdown menu titled **Default\_All\_Extensions** with a hand cursor pointing to it. The dropdown list contains three entries: **Default\_All\_Extensions**, **sales**, and **Test**. To the right of the dropdown is a search bar. Below the search bar are four colleague cards: **1 1001** (extension 1001), **James Bl... 3333**, **Sunny Ye... 3334**, and **John Snow 3337**. At the bottom right, there is a pagination control showing **Total: 5**, **1** (current page), and **30 / page**.



# Manage Your Extension Preferences

## Extensions

### Configure Your Extension Profile

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

#### Procedure

1. Log in to Linkus Web Client, go to **Preferences > User > User Information**.
2. Upload your avatar.
  - a. Click .
  - b. In the pop-up window, select an image from your computer, click **Open**.  
  
 **Note:** The image must be .jpg or .png, and can not exceed 1MB.
  - c. Click **Upload**.
3. Configure your basic information.
  - **First Name**
  - **Last Name**
  - **Email Address:** You can receive Linkus welcome email, voicemail messages, or event notifications via the email address.
  - **Mobile Number:** You can receive calls or event notifications on this mobile number.
4. Click **Save**.

### Associate Outbound Caller ID with Your Extension

This topic describes how to configure a distinctive outbound caller ID that will be displayed on the callee's phone when you place an outbound call.

#### Background information

By default, when you place an outbound call, the callee's phone displays the common outbound caller ID that is configured by system administrator.

#### Procedure

To display a distinctive outbound caller ID when you place an outbound call, contact system administrator to associate the desired outbound caller ID with the trunk that your extension is allowed to use.

## Result

You can check the distinctive outbound caller ID on Linkus Web Client (**Preferences > User > Outbound Caller ID (DOD) > Outbound Caller IDs**).

When you place an outbound call via the trunk, the distinctive outbound caller ID will be displayed on the callee's phone.

**Outbound Caller ID (DOD)**

Emergency Outbound Caller ID

**Outbound Caller IDs**

Outbound Caller ID	Outbound Caller ID Name	Trunk
05925503301	Yeastar Test	sipptest

## Associate Emergency Outbound Caller ID with Your extension

This topic describes how to configure an outbound caller ID that will be displayed on the Public Safety Answering Point (PSAP) side when you make an emergency call.

### Background information


If your company has purchased enhanced emergency service and has an exclusive Emergency Location Identification Number (ELIN) for each extension, you can contact system administrator to obtain your ELIN.

### Procedure

1. Log in to Linkus Web Client, go to **Preferences > User > Outbound Caller ID (DOD)**.
2. In the **Emergency Outbound Caller ID** field, enter the ELIN provided by system administrator.
3. Click **Save**.

## Result

When you place an emergency call, the Public Safety Answering Point (PSAP) will pinpoint your location via the Emergency Response Location (ERL) associated with your ELIN, and arrange appropriate emergency response.

 **Note:** If you place an emergency call from Linkus or wireless phone, the PSAP could not pinpoint your location.

# Presence

## Configure Your Presence Settings

This topic describes how to configure your presence settings.

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

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

- [Presence Information](#)
- [Call Forwarding](#)
- [Ring Strategy](#)
- [Ring Timeout](#)
- [Ring the Mobile Number Simultaneously](#)
- [Accept Push Notifications](#)
- [Agent Status Auto Switch](#)

## Presence Information

**Table 2.**

Setting	Description
Presence Information	Add a note to the current presence status.

## Call Forwarding

Call forwarding rules help you forward incoming calls to a specific destination when you are unavailable. You can set different destinations for incoming calls from colleagues and external contacts.

**Table 3.**

Setting	Description
Types of incoming calls	<ul style="list-style-type: none"> <li>• <b>Internal Calls:</b> Set a call forwarding rule for incoming calls from your colleagues.</li> <li>• <b>External Calls:</b> Set a call forwarding rule for incoming calls from external users.</li> </ul>
Forwarding condition	<p>Select a forwarding condition and configure a destination.</p> <ul style="list-style-type: none"> <li>• <b>Always:</b> Forward all incoming calls to the designated destination.</li> </ul>

**Table 3. (continued)**

Setting	Description
	<ul style="list-style-type: none"> <li>• <b>No Answer:</b> Only forward unanswered calls to the designated destination.</li> <li>• <b>When Busy:</b> Only forward the calls that come in while you are talking on the phone to the designated destination.</li> </ul>

## Ring Strategy

Ring strategy allows you to decide in which order incoming calls are distributed to the endpoints where your extension is registered.


- **Extension Endpoint:** The IP phone or soft phone where your extension is registered.
- **Linkus Mobile Client**
- **Linkus Desktop Client (Softphone Only)**

**Table 4.**


Setting	Description
Ring First	Set which endpoint will ring first.
Ring Secondly	Set which endpoint will ring secondly.

## Ring Timeout

To prevent callers from waiting for a long time, you can configure ring timeout. When a call reaches your extension number, the system rings each endpoint for a specific time period.

 **Note:** If the call is not answered during the time period, it will be routed to the destination of **No Answer**.

**Table 5.**

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


## Ring the Mobile Number Simultaneously

To simultaneously ring both extension and the associated mobile number when anyone calls in your extension number, you can configure a simultaneous ring strategy.

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



**Table 6.**

Setting	Description
Ring the Mobile Number Simultaneously	Check the option to enable this feature, and configure your mobile number.
Prefix	Enter the prefix of outbound route so that the system can successfully send calls out.   <b>Note:</b> Contact system administrator to check if a prefix is required.

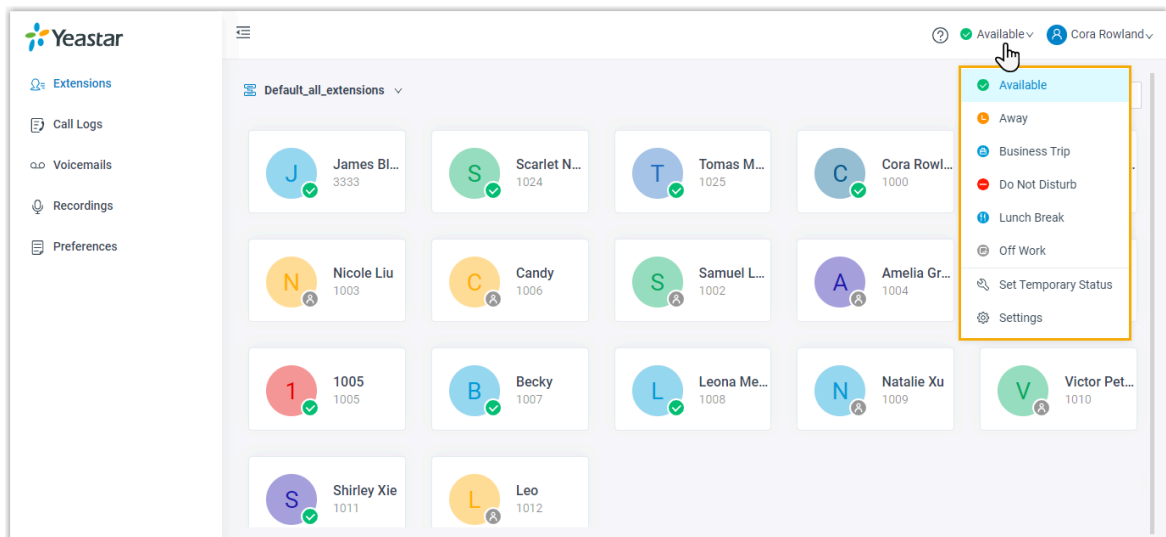
## Switch Presence Status

This topic describes how to manually or automatically switch presence status.

### Manually switch presence status

1. Log in to Linkus Web Client.
2. At the top-right corner, select a presence status from the drop-down list.

Related [presence settings](#) take effect.



### Set automatic presence switch

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 configure auto switch of presence status as follows.

#### Procedure

1. Log in to Linkus Web Client.

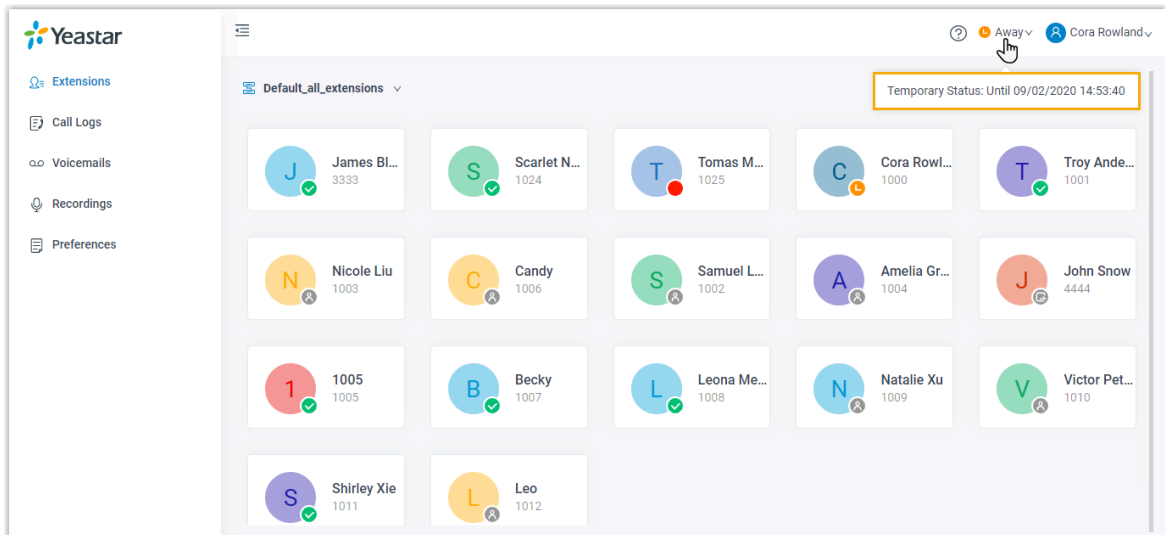
2. At the top-right corner, select **Set Temporary Status** from the drop-down list of presence.
3. In the pop-up window, configure the following settings:
  - a. In the **Change Status To** drop-down list, select a temporary status.
  - b. In the **Hour** and **Minute** drop-down list, set how long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

Related [presence settings](#) take effect.

## Result

At the top-right corner, hover your mouse over presence status, check when the temporary status will expire.

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



## Associate Your Queue Status with Your Presence Status

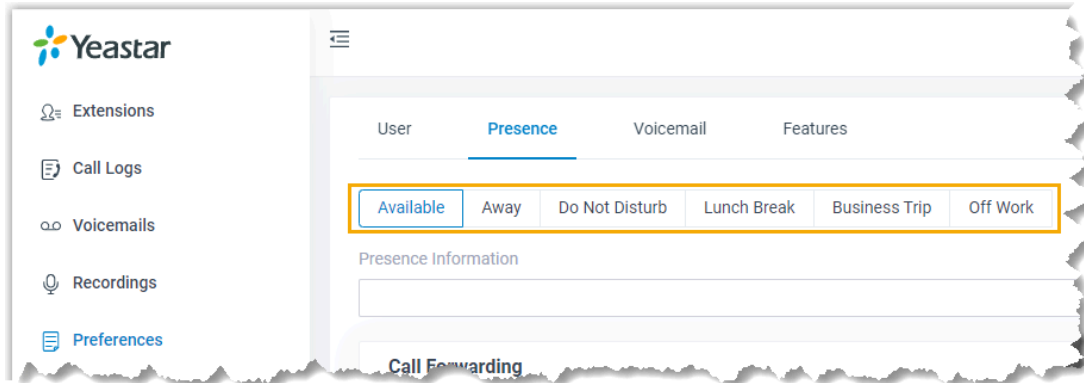
This topic describes how to configure your queue status to change along with presence status.

### Background information

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 presence status. For example, automatically log in to a queue when you are available to answer calls while automatically pausing service when you are away from desk.


## Procedure

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



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

- **Login**


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

- **Logout**
- **Pause**
- **Do Nothing**

4. To configure for more status, repeat **step2-3**.
5. Click **Save**.

## Result

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

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

## Enable or Disable Linkus Push Notifications

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

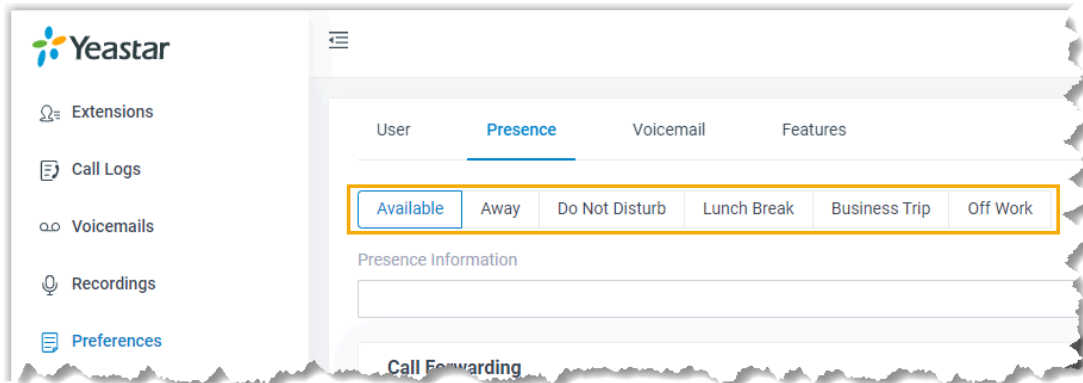
### Background information

Push notification is used to wake up Linkus Mobile Client on alert messages, which helps conserve battery life of your mobile phone. By default, you will receive Linkus notifications, such as missed call, new voicemail messages no matter which presence status you are in.

## Procedure

1. Log in to Linkus Web Client, go to **Preferences > Presence**.

2. To configure push notification for a specific presence status, select one on the status bar.



3. In the **Options** section, enable or disable push notifications according to your needs.
  - To enable push notifications, select the checkbox of **Accept Push Notifications**.
  - To disable push notifications, unselect the checkbox of **Accept Push Notifications**.
4. To configure push notification for other presence status, repeat **step2-3**.
5. Click **Save**.

## Result

The push notification setting is applied to Linkus Mobile Client.

## Voicemail

### Customize Your Voicemail Settings

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

#### Enable or disable voicemail feature

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

#### Configure voicemail Access PIN


Decide whether a PIN code is required when you access your voicemail messages.

## Prerequisites

Make sure you have enabled voicemail feature.

## Procedure

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

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

4. Click **Save**.

## Configure email notifications for new voicemails

Decide whether to receive email notifications when new voicemails reach your mailbox.

### Prerequisites

Make sure you have enabled voicemail feature.

### Procedure

1. Log in to Linkus Web Client, go to **Preferences > Voicemail**.
2. In the **New Voicemail Notification** drop-down list, set whether and how to receive notification when a new voicemail reaches your extension number.
  - **Do not Send Email Notifications:** Disable email notification.
  - **Send Email Notifications with Attachment:** Send a notification email with the new voicemail message attached as a .wav file.
  - **Send Email Notifications without Attachment:** Send a notification email as soon as receiving a new voicemail message.
3. If you enable notification of new voicemails, choose an option from the drop-down list of **After Notification** to decide how to deal with voicemails after notification emails are sent out.
  - **Mark as Read:** Mark voicemail messages in mailbox as read to prevent from repeatedly receiving reminders.
  - **Delete Voicemail:** Delete voicemail messages to avoid mailbox being filled up.
  - **Do Nothing:** Keep voicemail messages in mailbox as unread.
4. Click **Save**.

## Configure voicemail play options

Decide which messages will be played before playing a voicemail.

### Prerequisites

Make sure you have enabled voicemail feature.

### Procedure

1. Log in to Linkus Web Client, go to **Preferences > Voicemail**.
2. Select the checkboxes of the messages to be played before playing a voicemail.
  - **Play Date and Time:** Play date and time that the message is received.
  - **Play Caller ID:** Play caller ID information.
  - **Play Message Duration:** Play duration of the message.
3. Click **Save**.

## Change voicemail greetings

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

 **Tip:** You can use system greeting or your [customized greeting](#).

### Prerequisites

Make sure you have enabled voicemail feature.

### Procedure


1. Log in to Linkus Web Client, go to **Preferences > Voicemail**.
2. In the **Voicemail Greeting** section, configure greeting settings according to your needs.
  - **Default Greeting:** Select a greeting from the drop-down list of **Default Greeting**.  
Default greeting is played if no greeting is specified for a presence status.
  - **Presence Greetings:** Select a greeting or create a new greeting from the drop-down list of corresponding presence.  
The presence greeting is played based on presence status.
3. Click **Save**.

## Record or Upload Voicemail Greetings

This topic describes how to record or upload voicemail greetings.

### Background information

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

 **Note:** You can customize up to 10 personal greetings.

- **Upload a voicemail greeting:** Prepare an audio file, which must meet the following requirements:
  - # **File format:** .wav Or .WAV
  - # **File size:** Up to 8MB.
  - # **Supported wav format:**
    - # PCM 8K 16bit 128kbps
    - # A-law(g.711) 8k 8bit 64kbps
    - # u-law(g.711) 8k 8bit 64kbps
- **Record a voicemail greeting via a phone:** Place a call from system, you can answer the call and record your voice as voicemail greetings.

## Upload a voicemail greeting

1. Log in to Linkus Web Client, go to **Preferences > Voicemail**.
2. In the **Voicemail Greeting** section, click **Greeting Management**.
3. In the pop-up window, click **Upload**.
4. Select an audio file to upload.

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

## Record a voicemail greeting via a phone

1. Log in to Linkus Web Client, go to **Preferences > Voicemail**.
2. In the **Voicemail Greeting** section, click **Greeting Management**.
3. In the pop-up window, click **Record New Greeting** tab.
4. In the **Audio File Name** field, enter a name to help you identify it.
5. In the **Extension** drop-down list, select your extension to record a greeting.
6. Click **Save**.

The system places a call to your extension.

7. Answer the call, and record greeting on the phone.

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



## Manage Personal Voicemail Greetings

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


### Play a personal greeting

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


1. Log in to Linkus Web Client, go to **Preferences > Voicemail**.
2. In the **Voicemail Greeting** section, click **Greeting Management**.

3. Select the greeting that you want to play, click .
4. In the pop-up window, choose how to play the greeting:
  - **Play on Web:** Click  to play the greeting on the web directly.
  - **Play to Extension:** Play the greeting on your phone.
    - a. Select your extension, and click **Play**.  
The system places a call to your extension.
    - b. Pick up the call to listen to the greeting on the phone.

## Download a personal greeting

1. Log in to Linkus Web Client, go to **Preferences > Voicemail**.
2. In the **Voicemail Greeting** section, click **Greeting Management**.
3. Select the greeting that you want to download, click .

## Delete personal greetings

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

# Email Notification

## Configure Email Notification

This topic describes how to configure email notifications when you have missed calls or changed user password.

### Prerequisites

Make sure you have [set an email address for your extension](#).

### Procedure

1. Log in to Linkus Web Client, go to **Preferences > Features**.
2. To receive email notifications when your user password is changed, select the checkbox of **Send email notification when the User Password is changed**.



3. To receive email notifications when there are missed calls, select the checkbox of **Send email notifications on missed calls**.
4. Click **Save**.

## Call Handling Rule

### Create a Custom Rule to Handle Incoming Calls Based on Caller ID


This topic describes how to set up a rule to handle incoming calls from a specific caller ID.

#### Procedure

1. Log in to Linkus Web Client, go to **Preferences > Features > Call Handling Based on Caller ID**.
2. Set up one or more rules according to your needs.
  - a. Click **Add**.

A window pops up.
  - b. In the **Caller ID** field, enter a caller ID pattern or an exact number.

For more information about caller ID pattern, see [Caller ID Pattern](#).
  - c. In the **Action** drop-down list, select an action to take when incoming calls match the rule.
    - **Hang Up**: Select this option if you want to block the calls directly.
    - **Extension**: Select this option if you want to forward the calls to another extension.
    - **Voicemail**: Select this option if you want to redirect the calls to voicemail.
    - **IVR**: Select this option if you want to forward the calls to an IVR.
    - **Play Greeting then Hang up**: Select this option if you want to play a pre-recorded announcement and end the call afterward.
    - **Accept Call**: Select this option if you want to allow the incoming calls.

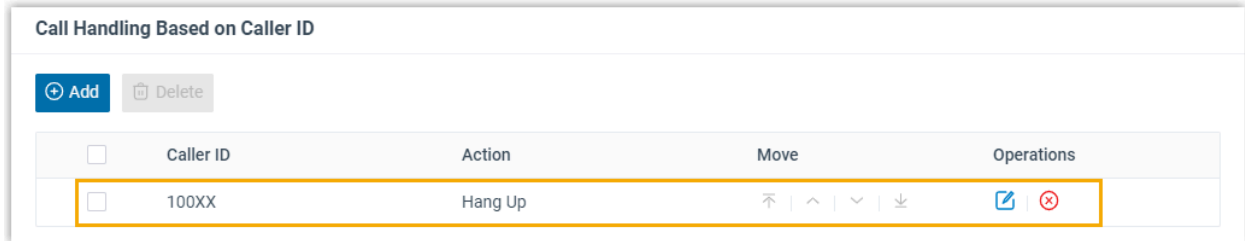
 **Note:** By default, all incoming calls are allowed to reach your extension. This option is typically used to [remove a specific phone number from blocklist](#).
  - d. Click **Save**.
  - e. **Optional:** To add more rules, repeat **step a-d**.
  - f. **Optional:** In the **Move** column, adjust the rules' order. The rules take effect from the top down.
3. Click **Save**.

## Remove a Specific Phone Number from Blocklist

This topic describes how to allow calls from a specific phone number, which matches a call blocked pattern on your side.

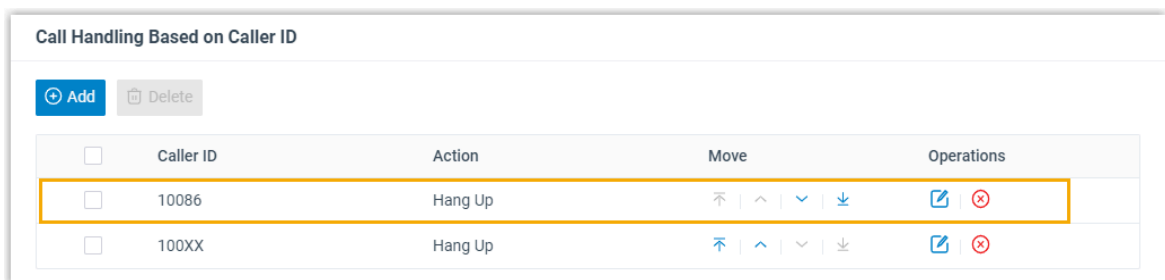
### Background information

You have a rule to block all incoming calls with caller ID "100XX" as follows. However, you want to allow incoming calls from 10086.



### Procedure

1. Log in to Linkus Web Client, go to **Preferences > Features > Call Handling Based on Caller ID**, click **Add**.
2. In the pop-window, set up a rule to allow calls from 10086.
  - a. In the **Caller ID** field, enter *10086*.
  - b. In the **Action** drop-down list, choose **Accept Call**.
  - c. Click **Save**.
3. Click [⤴](#) to move the rule to the top.



### Result

When a call with caller ID 10086 reaches your extension number, you will receive push notification of the incoming call.

# SIP Phone Function Keys

## Configure Function Keys for Your Phone

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

### Prerequisites

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


### Supported key types

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

Key type	Function
Line	Monitor your extension.
BLF	Monitor the status of a specific extension.
Speed Dial	Speed dial a number.
Check Voicemail	<ul style="list-style-type: none"> <li>• Monitor the status of voicemail.</li> <li>• Check voicemail messages.</li> </ul>
Park&Retrieve	<ul style="list-style-type: none"> <li>• Monitor the status of a specific parking number.</li> <li>• Park a call on a specific parking number.</li> <li>• Retrieve a parked call from a specific parking number.</li> </ul>
Intercom	Place an intercom call.
DTMF	Send DTMF signal.
Agent Login/Logout	<ul style="list-style-type: none"> <li>• Log in to a specific queue.</li> <li>• Log out of a specific queue.</li> </ul>
Agent Pause/unpause	<ul style="list-style-type: none"> <li>• Pause receiving a call from a specific queue.</li> <li>• Unpause receiving a call from a specific queue.</li> </ul>

### Procedure

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

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

- **Type:** Select a key type.

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




## **Result**

The phone automatically applies the changes.

# Manage Your Recordings

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

## Procedure

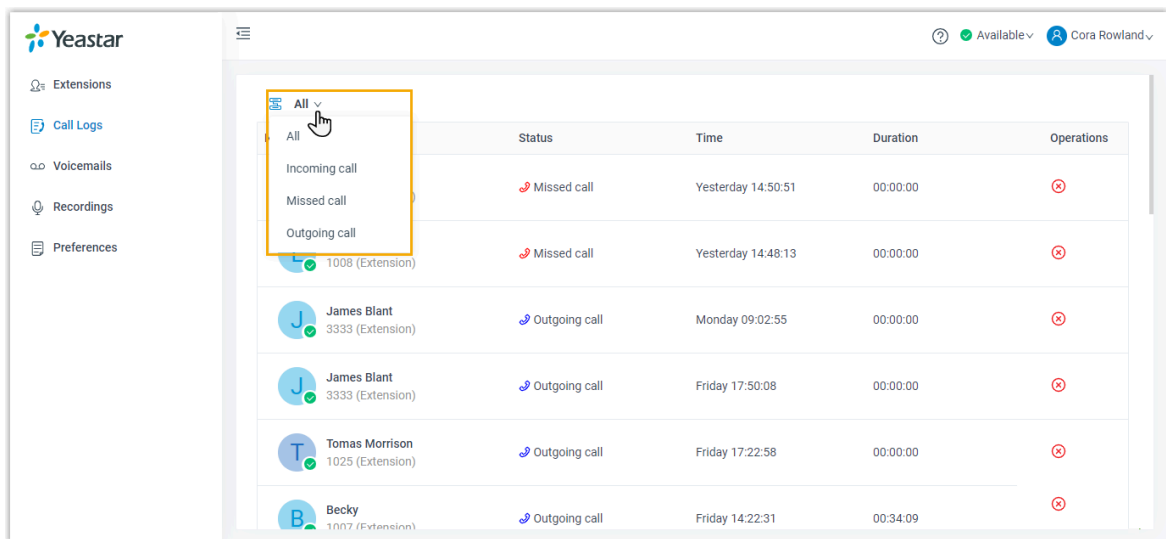
1. Log in to Linkus Web Client.
2. On the left navigation bar, click **Recordings**.
3. Manage recording files according to your needs.
  - To listen to a recording file, click .
  - To download a recording file, click .
  - To delete a recording file, click .
  - To bulk delete recording files, select the checkboxes of the desired files and click **Delete**.

# Manage Your Call Logs


This topic describes how to manage your call logs.

## Procedure

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






	Status	Time	Duration	Operations
All				
Incoming call				
Missed call	Missed call	Yesterday 14:50:51	00:00:00	⊗
Outgoing call	Missed call	Yesterday 14:48:13	00:00:00	⊗
1008 (Extension)				
James Blant 3333 (Extension)	Outgoing call	Monday 09:02:55	00:00:00	⊗
James Blant 3333 (Extension)	Outgoing call	Friday 17:50:08	00:00:00	⊗
Tomas Morrison 1025 (Extension)	Outgoing call	Friday 17:22:58	00:00:00	⊗
Becky 1007 (Extension)	Outgoing call	Friday 14:22:31	00:34:09	⊗

4. To delete a call log, select the desired call log, click  and **OK**.

# Manage Your Voicemails

This topic describes how to manage your voicemails.

## Procedure

1. Log in to Linkus Web Client.
2. On the left navigation bar, click **Voicemails**.
3. Manage voicemails according to your needs.
  - To listen to a voicemail, click  .  
The voicemail will be marked as read.
  - To download a voicemail, click  .
  - To delete a voicemail, click  .
  - To bulk delete voicemails, select the checkboxes of the desired voicemails, click **Delete**.
  - To bulk mark voicemails as read, select the checkboxes of the desired voicemails, click **Mark as read**.