Yeastar

Linkus Desktop Client Quick Start Guide

V3.0

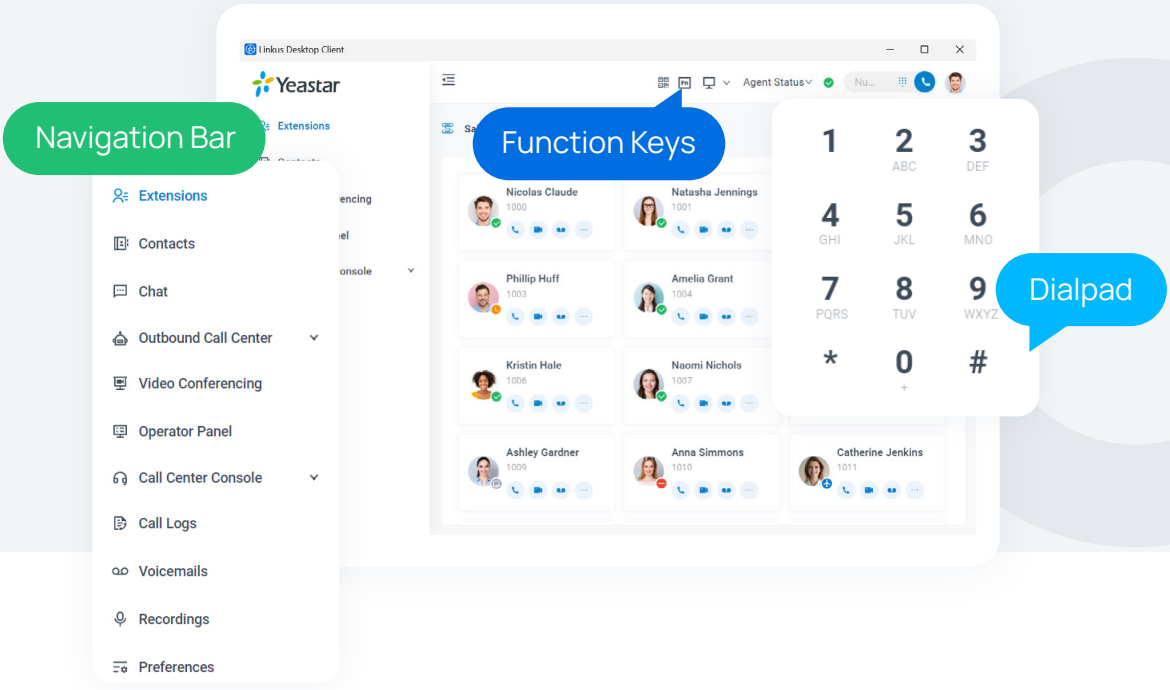


Download Linkus Desktop Client

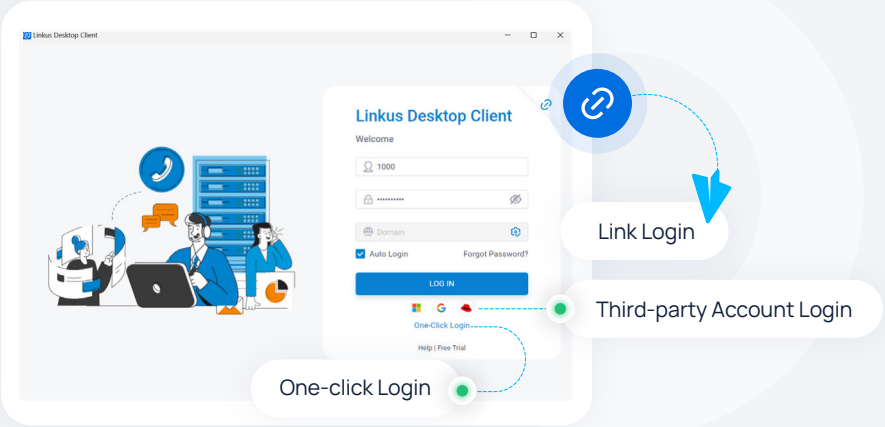
Built for Yeastar P-Series Phone System, Linkus Desktop Client is a unified communications client that offers users a virtual desktop phone experience. It's compatible with **Windows** and **macOS** operating systems.

Download the Linkus Desktop Client now based on your operating system.

Download for macOS Download for Windows



Quick Login



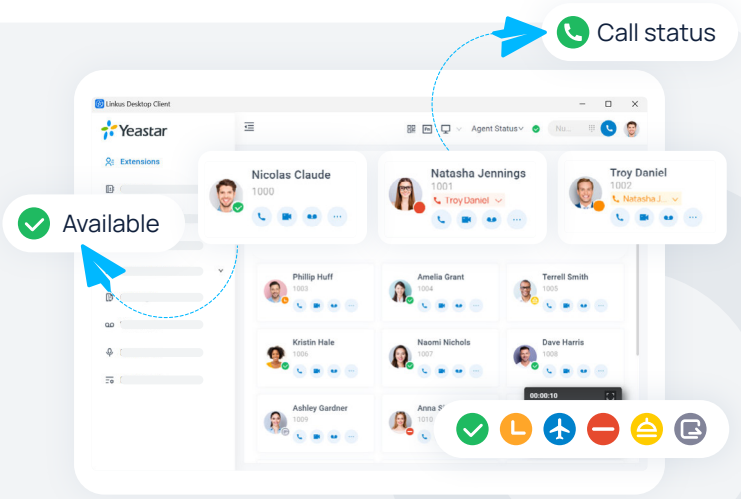
In addition to the direct login using username and password, Linkus Desktop Client offers users the convenience of quick login via one-click login from Linkus Web Client, the Login Link in the welcome email, or a third-party account.

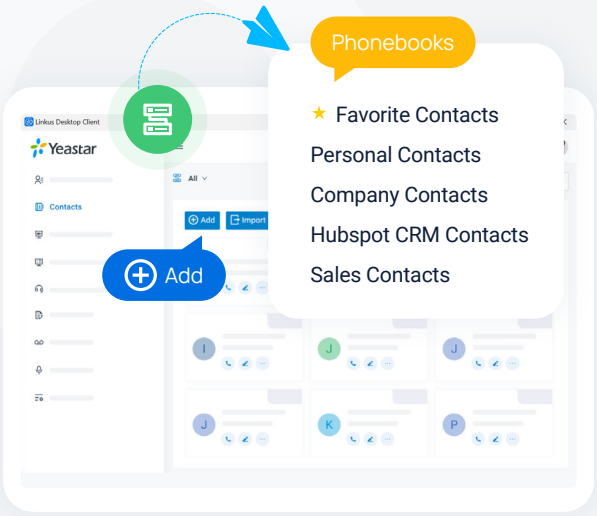
Unified Contacts Directory

Extensions Directory

The Extensions directory synchronizes your colleagues' extension information from the PBX server.

- Intuitively check colleague availability via presence and call or leave voicemail.
- View and manage colleague calls directly from the Extensions panel.





Contacts Directory

The Contacts directory displays the external contacts that are stored on or synced to the PBX server.

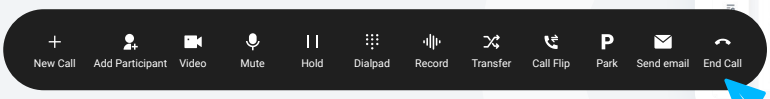
- Share contact information with authorized colleagues using the **Company Contacts** directory.
- Use the exclusive **Personal Contacts** directory that is only visible to yourself to store your own external contacts.
- Sync contacts from 3rd-party **CRM**, **Helpdesk**, or **Database** via integration.

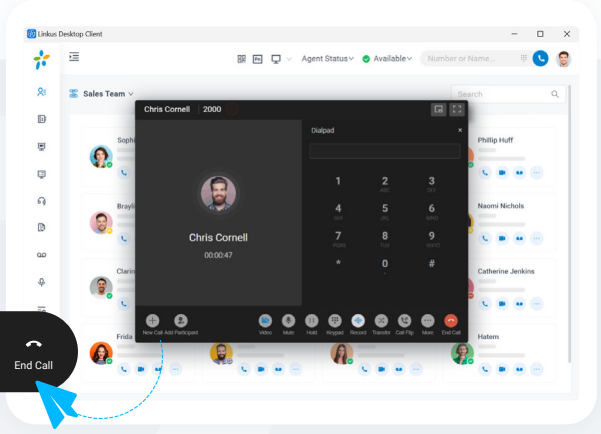
Mark frequent contacts as favorites for quick access in the Favorite Contacts list.

Rich Call Features

Call Control

Effortlessly make, receive, transfer, record, mute your calls and more with intuitive, single-click actions.





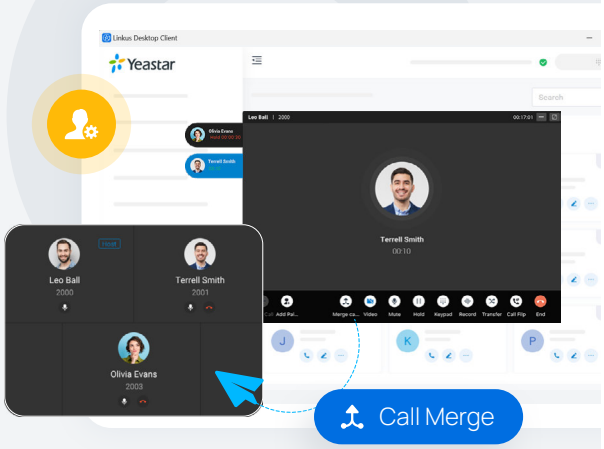
Call Flip & Switch

Flip an active call seamlessly between your desktop and mobile device without any interruption. Continue your conversation everywhere.



Call Merge

Combine two active calls into one audio conference, and host and manage it as the conference host.



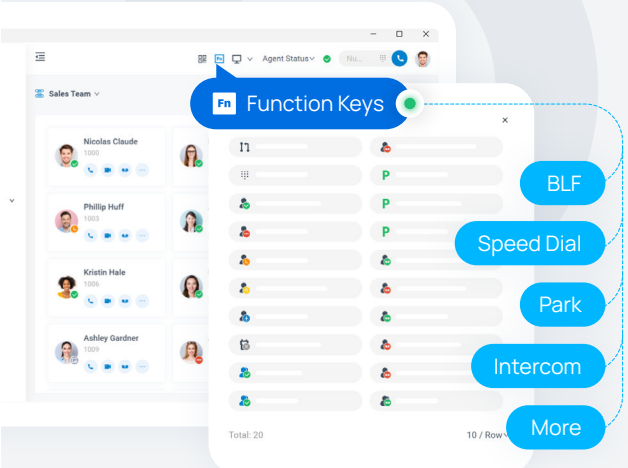
Audio Conference

Invite other participants to an ongoing call to instantly convert a 1:1 call into an audio conference.



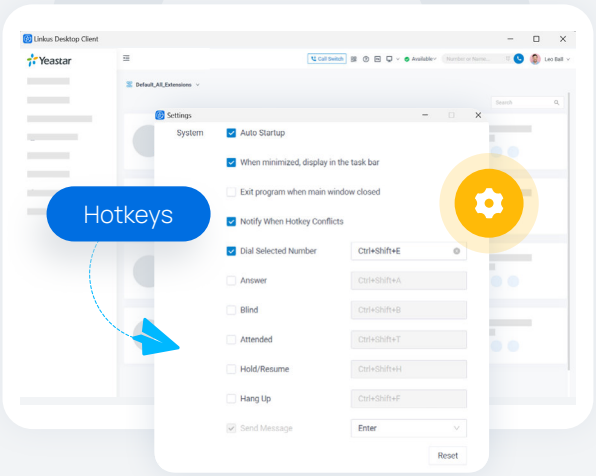
Function Keys

Customizable function keys to achieve one-click operation of often-used features, including speed dial, extension status monitoring, call parking, etc.



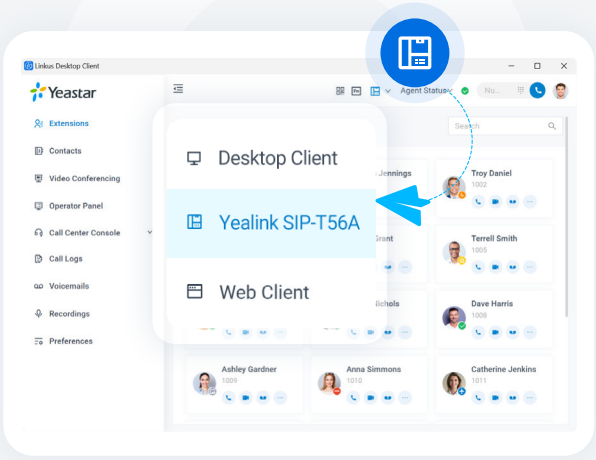
Hotkeys

Use keyboard shortcuts to send instant messages, answer and control calls, or quickly dial any selected phone number on your screen.



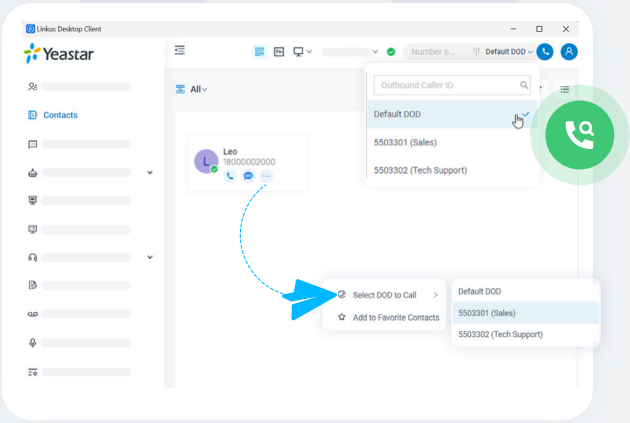
CTI Mode

Link Linkus Desktop Client with your desk phone or Web Client. Click to dial and control calls from your Desktop Client while using the desk phone or Web Client for communications.



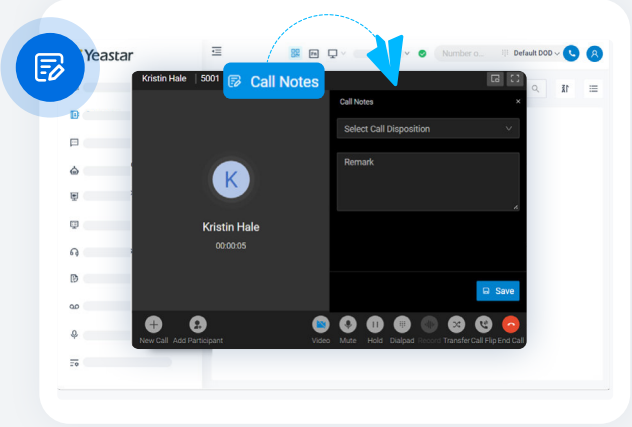
Selectable DOD

Select a specific Outbound Caller ID (DOD) to display when making outbound calls.



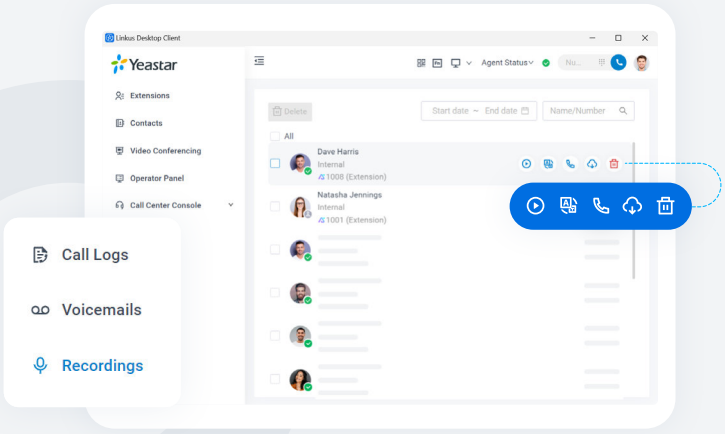
Call Note

Add call disposition tags and remarks to categorize calls and streamline follow-ups.

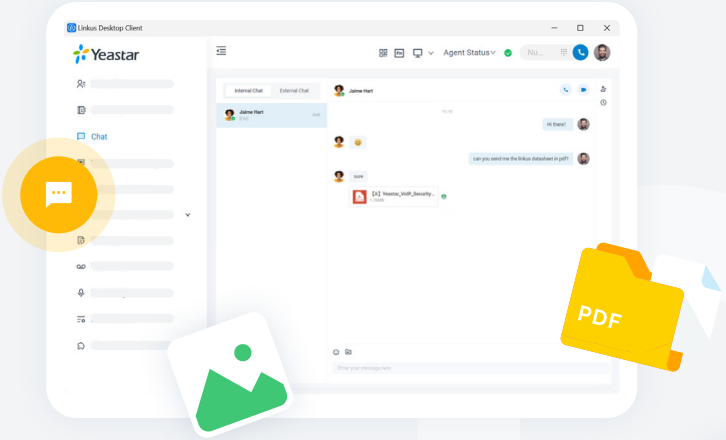


Voicemails & Recordings & Call Logs

In clear list view, check your call logs, voicemails, and call recordings. Listen to what was left and call back to your contact in one simple click.



Internal & External Messaging

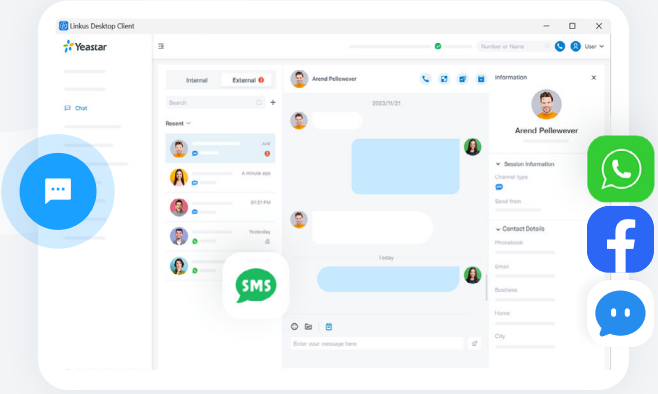


Internal Chat

Start a personal or group chat with colleagues and have an instant sharing of emojis, pictures, or any other types of files.

External Chat

Receive and respond to your social media and SMS messages. All chats can be archived for further review.



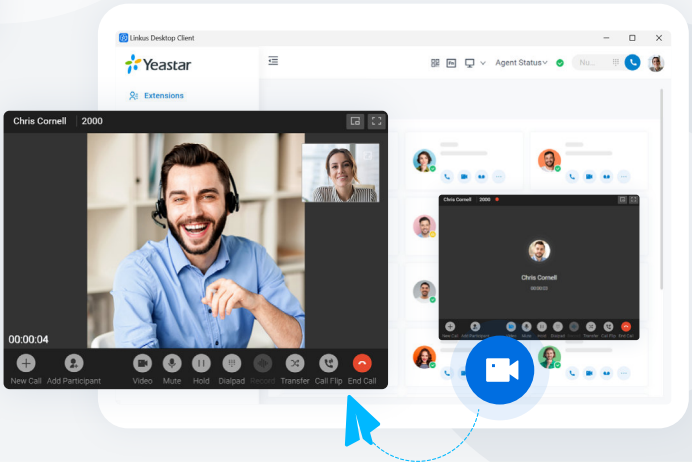
Video Communications



Video Conference

Start or schedule a web-based video conference in clicks. Participants can join the meeting via a unique meeting link.

* This feature is realized through the Linkus Web Client on the web browser.



Video Call

Initiate a 1:1 video call or switch an audio call to a video call for face-to-face communication.

Inbound Call Center Wallboard & Queue Panel

Wallboard

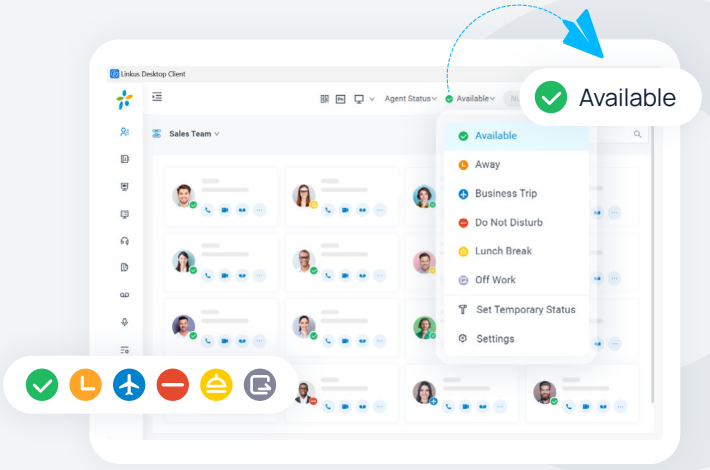
Gain full visibility into your call center with real-time wallboard metrics, queue performance insights, and agent status tracking - available in multiple intuitive views.



Queue Panel

Visualize your call queues. Drag and drop to distribute calls to individuals or groups & use call barge/monitor/whisper to coach agents.

Customizable Presence

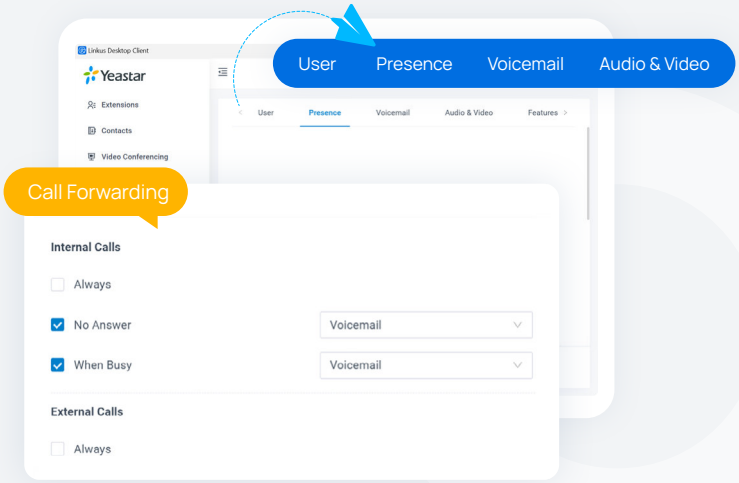


Select a presence to let your colleagues know if you are currently available.

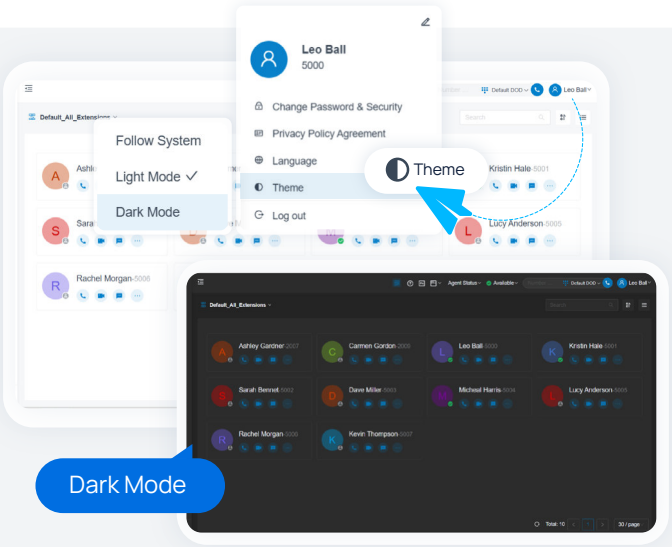
Set up the presence auto-switch based on business hours and holidays to ease your work.

Set customizable rules to route your calls to different destinations when you are under different presences.

For example, route your calls to your colleague's extension when you are "Away" and route your calls to voicemail when you are "Do Not Disturb".

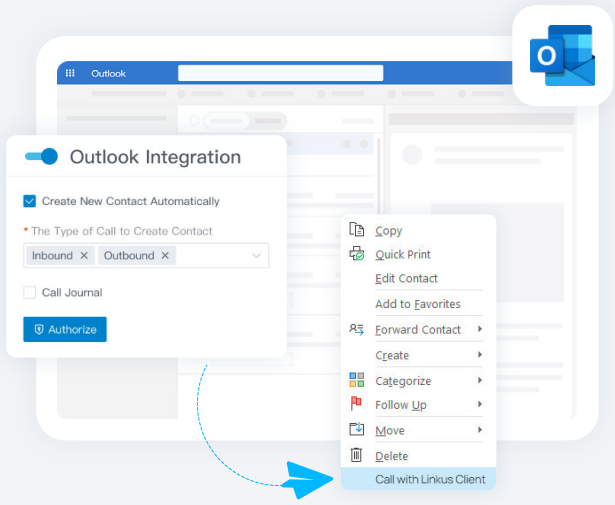


Adaptive Theme Mode



Seamlessly switch between light and dark modes for optimal viewing experience under all lighting conditions.

Integrations



Outlook Integration

Click-to-call your Outlook contacts, receive call popups, and check your call logs directly in Outlook. The integration takes only clicks on the Linkus Desktop Client.

Microsoft Outlook Integration Guide →

TAPI Integration

Integrate Yeastar TAPI software driver with Linkus Desktop Client (Windows Desktop) to implement click-to-call directly from a variety of TAPI-enabled applications using Linkus Desktop Client.

TAPI Integration Guide →

