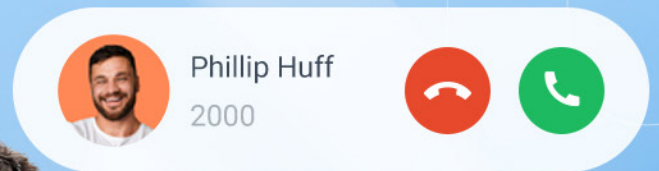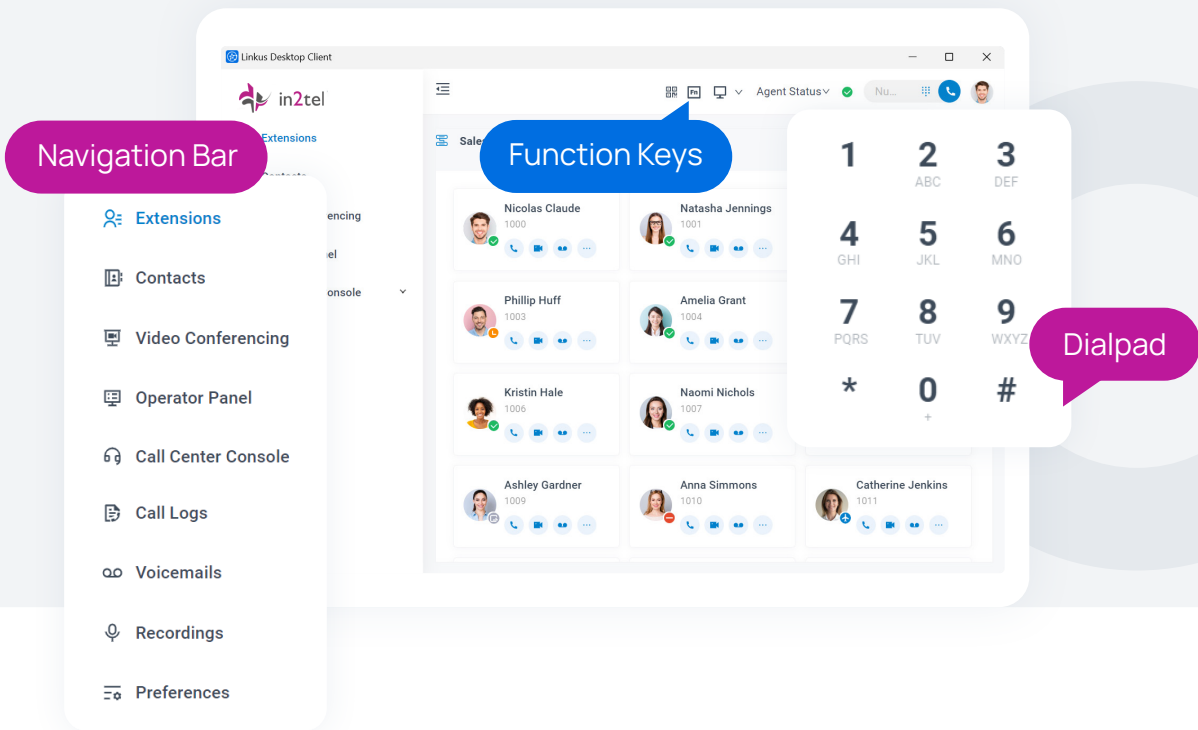# Linkus Desktop Client Quick Start Guide
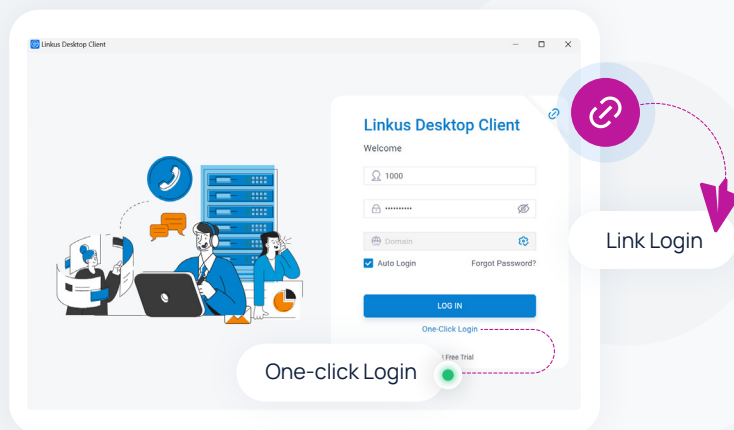
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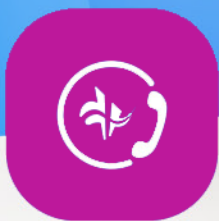
Download Linkus Desktop Client

The Linkus Desktop Client is a unified communications client that runs on Windows and iOS operating systems.

To download the Linkus Desktop Client, please visit https://www.yeastar.com/linkus-download/


Quick Login

In addition to the direct login using username and password, Linkus Desktop Client offers users the convenience of logging in with a single click from Linkus Web Client or using their unique Login Link from the Linkus User Welcome Email to access the system quickly.

Unified Contacts Directory

Extension Directory

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

See whether your colleague is available intuitively via the extension presence, and collaborate with them by making calls or leaving a voicemail.
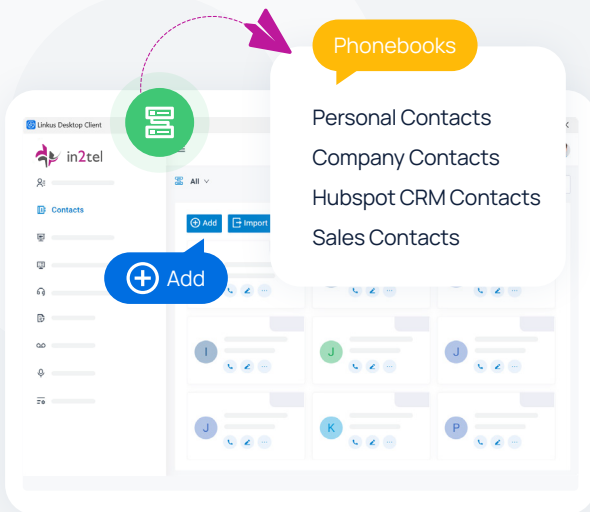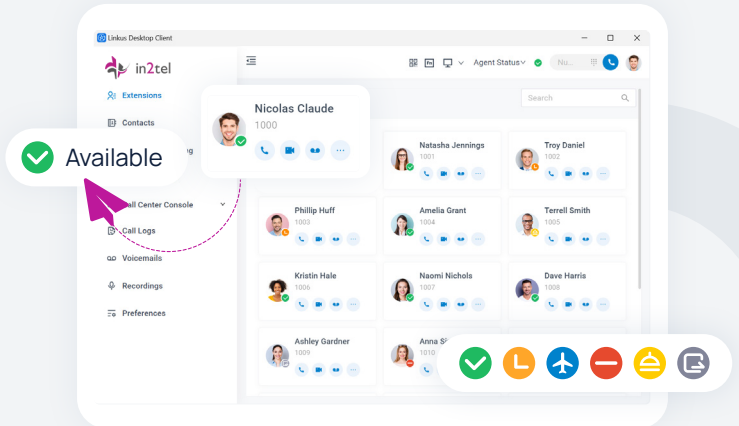
Contacts Directory

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.
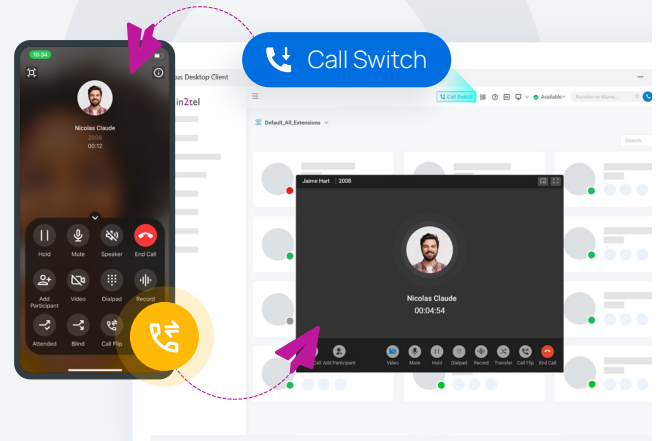- Sync contacts from 3rd-party **CRM** or **helpdesk** with integration.
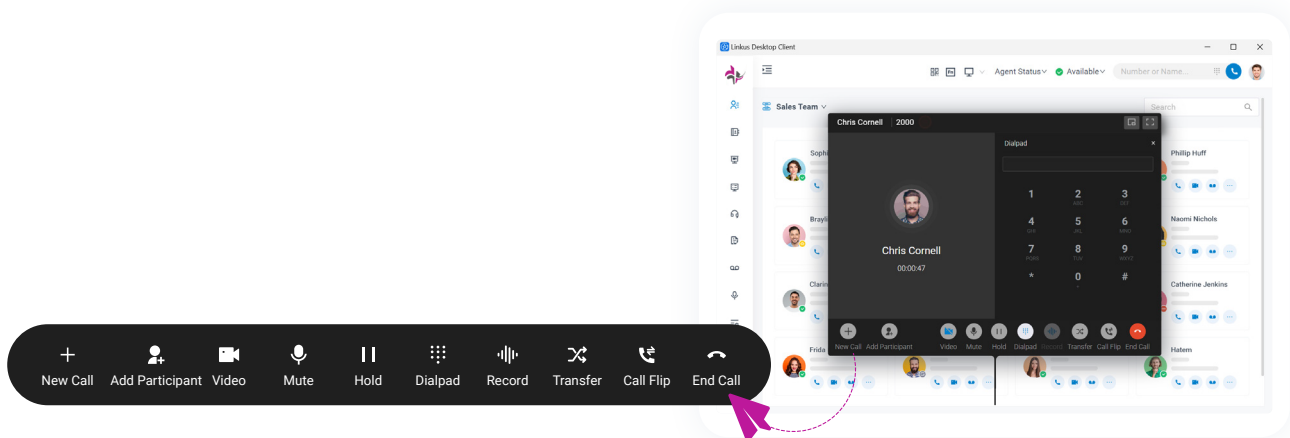
Audio Conference

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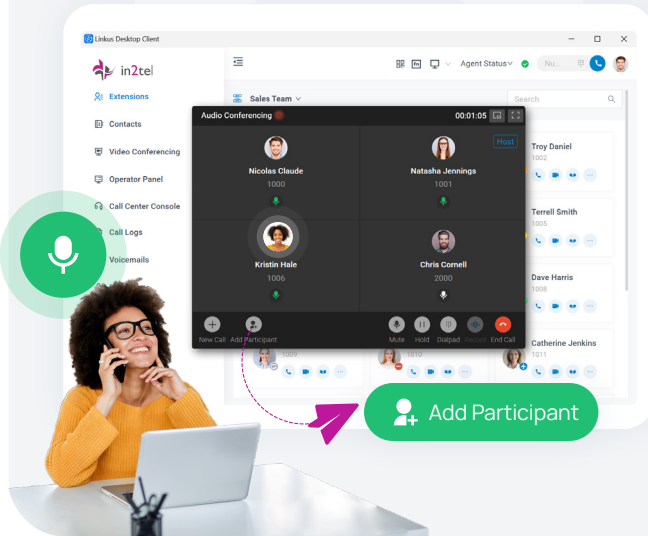
Call Flip & Switch

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

Function Keys

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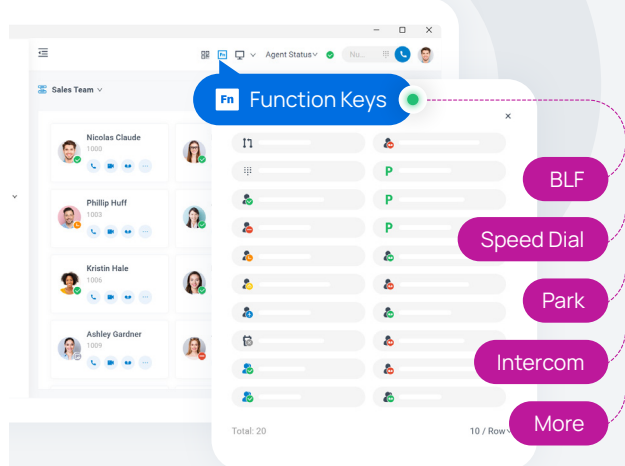
CTI Mode

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

Voicemails & Recordings & Call Logs

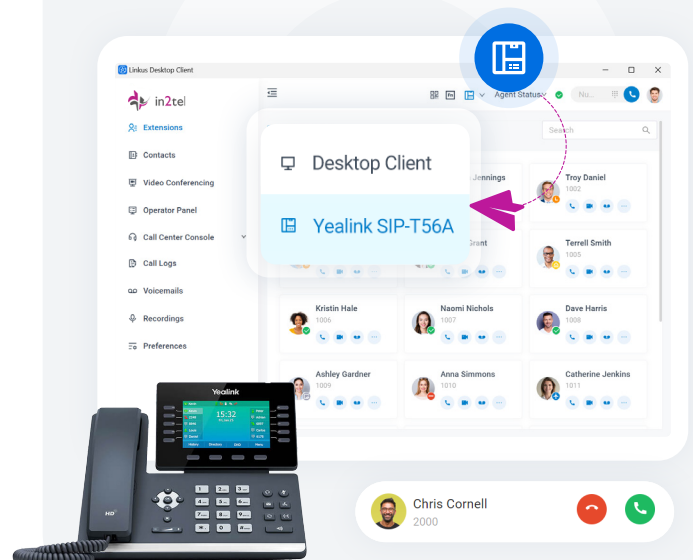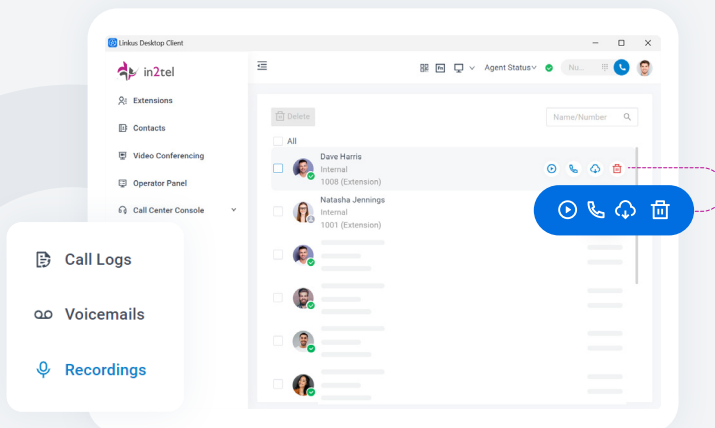In clear list view, check your call logs, voicemails, and call recordings. Listen to what was left and call back to your contact in one simple click.

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.

Call Queues & Call Center Wallboard

Answer customer calls, speed up support, and track your call agent's performance with ease.

Queue Panel

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

Wallboard

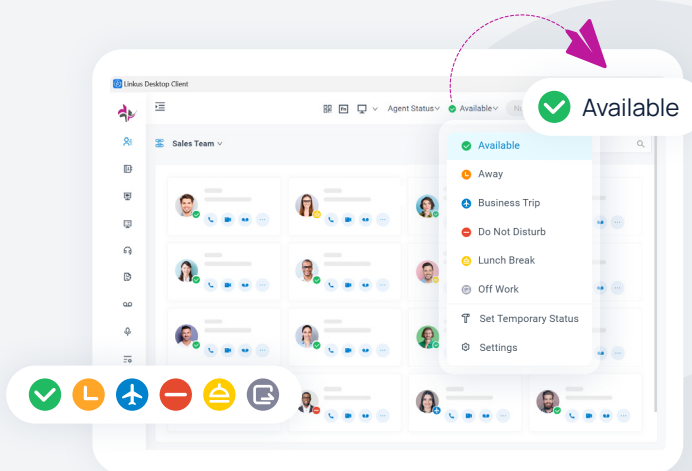Track and display your call centre performance data in real-time, including total waiting calls, call missed rate, SLA, etc.

* The Queue Panel and Wallboard features are realised through the Linkus Web Client on the web browser.
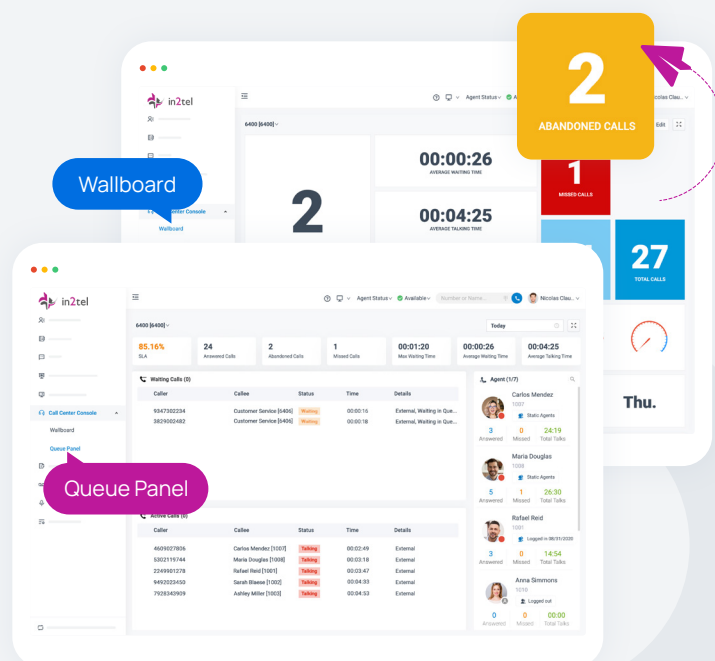
Customisable Presence

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

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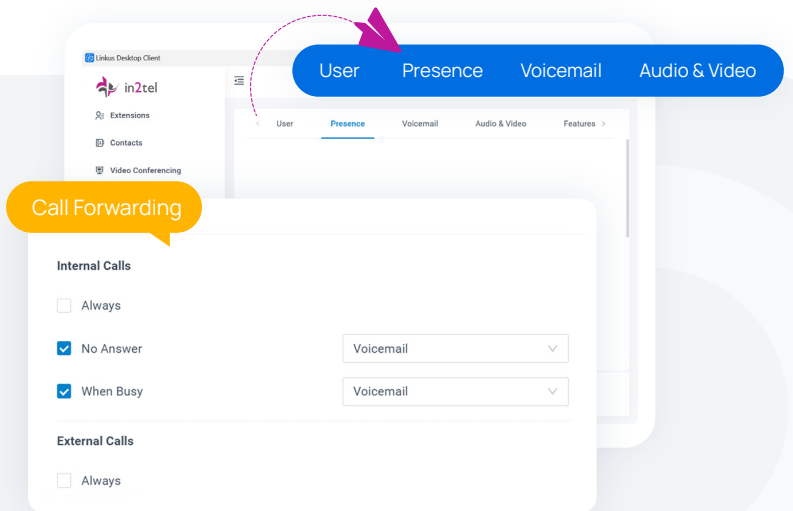
Integrations

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.
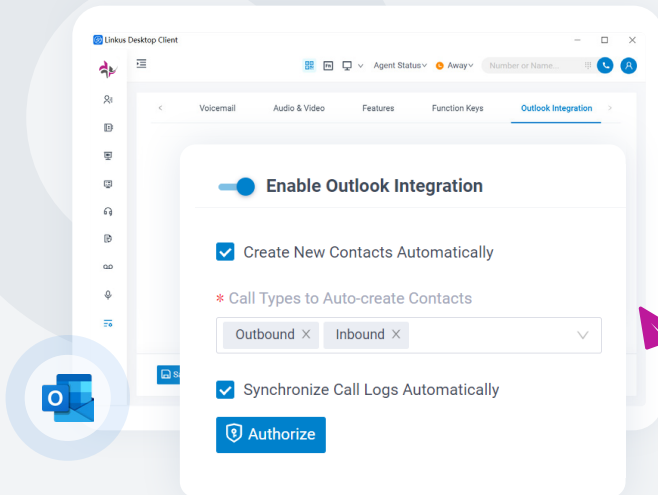
Other Integrations

In addition to native integration with Outlook, in2pbx also supports integrations with Microsoft Teams, Microsoft 365, and other popular CRM and helpdesk platforms. The integrations are done on the server side of the PBX administrator portal.
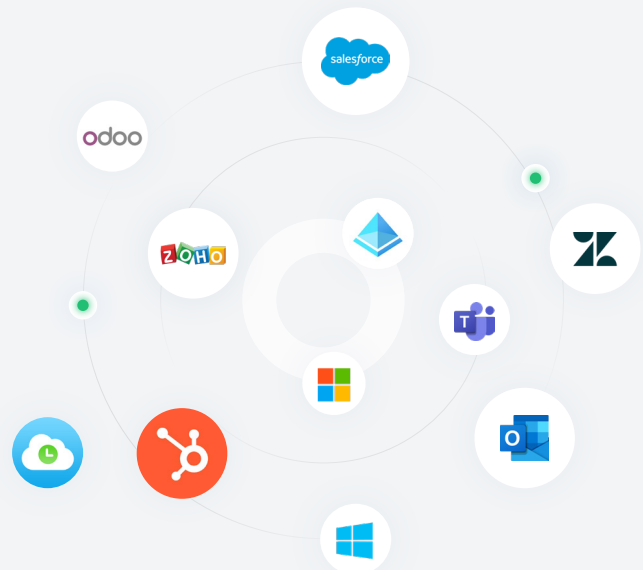
Here is a detailed breakdown of the features available on the Mobile Client, Desktop Client, and Web Client.

Features	Mobile Client	Desktop Client	Web Client
Telephony Features			
Video Call	✔ (iOS only)	✔	✔
Call Forwarding	✔	✔	✔
Call Transfer (Attended & Blind)	✔	✔	✔
Call Flip & Switch	✔	✔	✔
Call Hold & Resume	✔	✔	✔
Call Mute	✔	✔	✔
Call Recording	✔	✔	✔
Call Waiting	✔	✔	✔
Business Efficiency			
Voicemail	✔	✔	✔
CTI for Remote Deskphone Control	✘	✔	✔
Function Keys	✘	✔	✔
Operator Panel	✘	✔	✔
Call Center Console	✘	✔	✔
Door Phone Video Preview	✘	✔	✔
Unified Communications & Collaboration			
Extension List	✔	✔	✔
Native Contacts (Personal & Company Contacts)	✔	✔	✔
Audio Conferencing	✔	✔	✔
Instant Messaging	✔	✘ (coming soon)	✔
Video Conferencing	✘	✔	✔
Headset Integration	✘	✔	✔
Outlook Integration	✘	✔	✘
Security			
Password Policy Enforcement	✔	✔	✔
Two-Factor Authentication (2FA)	✔ *	✔	✔

* Linkus Mobile Client does NOT support the setup of 2FA. To configure 2FA, you can proceed on Desktop Client or Web Client.