

Presence Settings

This topic describes presence settings.

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

Log in to Network PBX Web Client, go to **Preferences > Presence**, select a presence and configure the following settings.

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Presence Information

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

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 based on extension presence.

Setting	Description
Types of incoming calls	Select a call type. <ul style="list-style-type: none">• 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.
Forwarding condition	Select a forwarding condition and configure a destination. <ul style="list-style-type: none">• 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.

Ring Strategy

Presence Settings

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 softphone where your extension is registered.
- **Linkus Mobile Client**
- **Linkus Desktop Client (Softphone Only)**
- **Network PBX Web Client (Web Client Mode Only)**

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

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

Options

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.

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 PBX server can successfully send calls out. Note: Contact system administrator to check if a prefix is required.

Accept Push Notifications

Presence Settings

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 Notification	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. Note: The option is available ONLY in Available status.
Log Out	Log out of a queue.
Pause	Pause receiving queue calls.
Do Nothing	Retain current status.