



Quick User Guide

Everything you need to make calls, send messages and stay connected

 **iOS**

 **Android**

Welcome to Trikon Link Pro

Trikon Link Pro turns your smartphone into your work phone. Make and take business calls, send messages, check voicemail and see who on your team is available — all from one app, using your existing business number over Wi-Fi or mobile data.



Calls

Dial extensions or any number, transfer, record and switch calls between devices.



Chat

Message your coworkers and keep every conversation in one place.



Visual voicemail

See, play, save and forward voicemails without dialling in.



Contacts & presence

Your directory syncs automatically and shows who's available.

What's inside

1. Getting started
2. Permissions and notifications
3. Getting around the app
4. Contacts
5. Making a call
6. Receiving a call
7. During a call
8. Voicemail
9. Chat
10. Call history
11. The More menu
12. iPhone (iOS) notes
13. Android notes
14. Notifications & alerts
15. Troubleshooting
16. Support

This guide covers both iPhone (iOS) and Android. Where the two differ, the steps are clearly marked **iOS** and **Android**. Where the screens are the same, one set of steps applies to both.

1 Getting started

Setting up takes a couple of minutes. Download the app, sign in with the details your administrator gave you, and you're ready to go.

Download the app

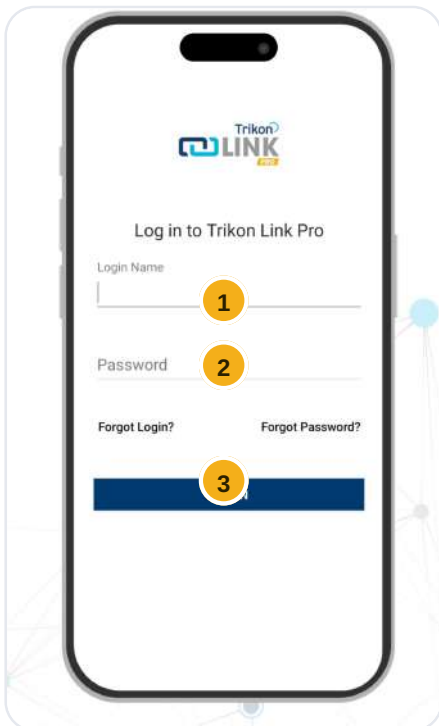
iPhone (iOS)

- 1 Open the **App Store**.
- 2 Search for **Trikon Link Pro**.
- 3 Tap **Get**, then **Open**.

Android

- 1 Open **Google Play**.
- 2 Search for **Trikon Link Pro**.
- 3 Tap **Install**, then **Open**.

Sign in



- 1 **Login Name** — the username your administrator gave you.
- 2 **Password** — the same password you use for the Trikon phone portal.
- 3 Tap **LOG IN**.

The sign-in screen looks the same on iPhone and Android.

No Host ID needed

Trikon Link Pro is pre-configured, so you won't be asked for a Host ID — just your login name and password.

Forgot your details?

Tap **Forgot Login?** or **Forgot Password?** on the sign-in screen, or contact your administrator.

2 Permissions and notifications

The first time you open Trikon Link Pro, it asks permission to use a few features on your phone. These keep calling and messaging working properly. Tap **Allow** when prompted.

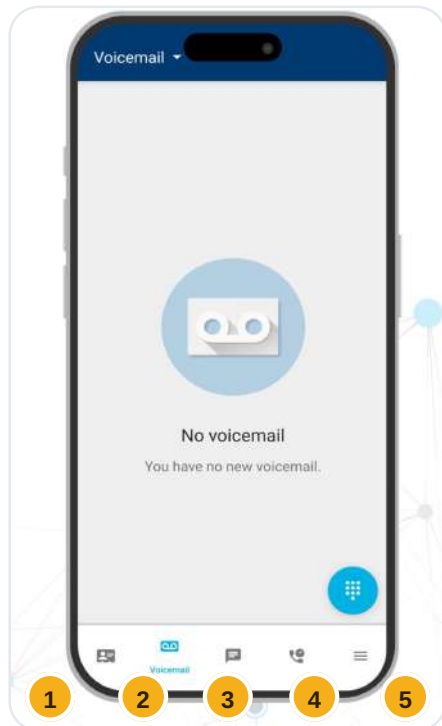
	Permission	Choose	Why it's needed
	Microphone	Allow	So people can hear you on calls. Required.
	Notifications	Allow	So you see incoming calls and new messages. Required.
	Phone	Allow	Lets the app place and manage calls. Android
	Contacts	Allow	To show and dial the contacts saved on your phone. Optional
	Camera & Photos	Allow	For video calls and setting your profile picture. Optional
	Bluetooth / Nearby devices	Allow	To use wireless headsets and car kits. Optional

Changed your mind?

You can turn any permission on or off later: **iOS** [Settings > Trikon Link Pro.](#) **Android** [Settings > Apps > Trikon Link Pro > Permissions.](#)

3 Getting around the app

Five tabs run along the bottom of the screen. Tap any tab to switch between the main areas of the app. A dial pad button is always close by so you can start a call from almost anywhere.

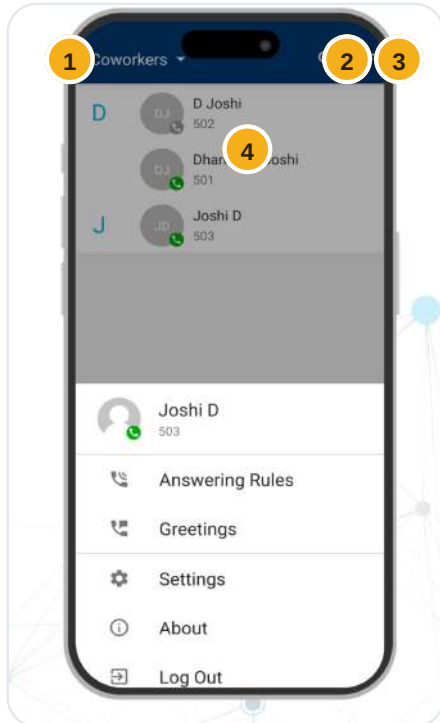


- 1 **Contacts** — your directory and the app's home screen.
- 2 **Voicemail** — listen to and manage messages.
- 3 **Chat** — message your coworkers.
- 4 **Call History** — recent, missed and made calls.
- 5 **More** — your profile, settings and log out.

The round dial pad button opens the keypad to place a call.

4 Contacts

Contacts is your home screen. From here you can find anyone in your organisation, dial extensions or outside numbers, and add new contacts. Anything you add syncs automatically with your Trikon account.

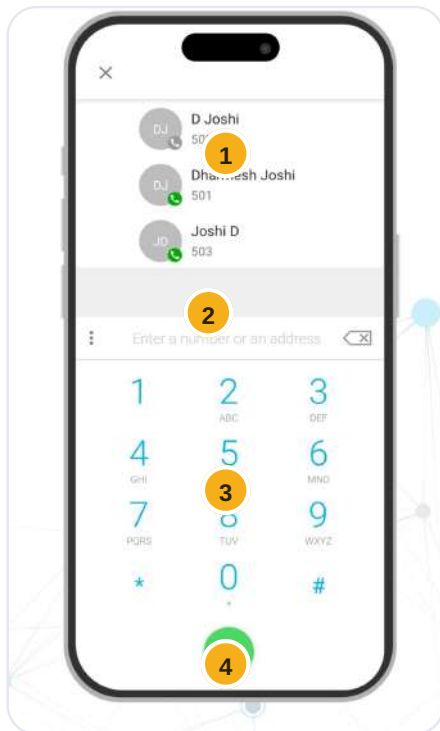


- 1 **Filter** your list — coworkers, shared, or contacts saved on your phone.
- 2 **Search** by name, extension or phone number.
- 3 **Sort** the list by first or last name.
- 4 **Tap a contact** to call, chat, email or mark them as a favourite.

Favourites (starred contacts) always appear at the top of the list.

5 Making a call

You can start a call from almost any screen — tap a contact, or use the dial pad to enter a number or extension.



- 1 Matching contacts appear as you type — tap one to call it.
- 2 Type a **number, extension or address** here.
- 3 Use the **keypad** to dial.
- 4 Tap the green **call** button to connect.

- 1 Tap the dial pad button (or tap a contact).
- 2 Enter an extension or phone number — or pick a matching contact shown above the keypad.
- 3 Tap the green **call** button.

6 Receiving a call

When a call comes in, Trikon Link Pro shows who's calling. How you answer depends on your phone — this is one of the few places iPhone and Android differ.



iPhone (iOS)

Android

iPhone (iOS)

Tap the **blue tick** to answer, or the **red cross** to decline.

Android

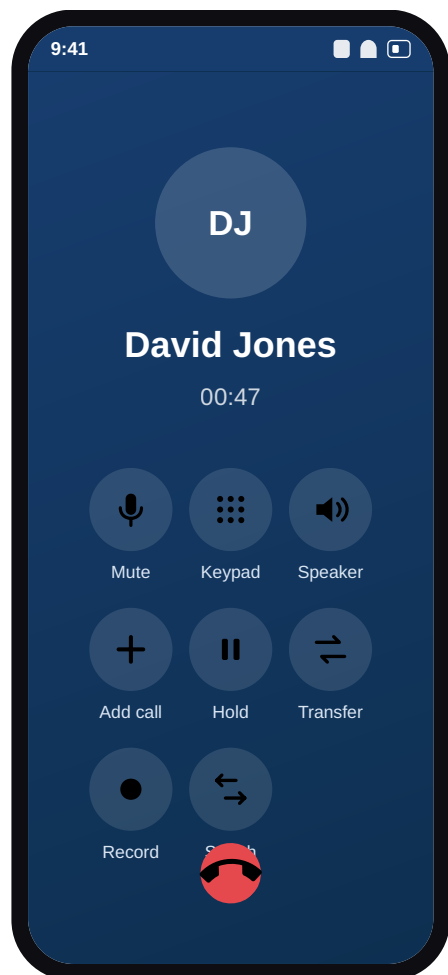
Tap the **green phone** to answer, or the **red button** to decline.

Getting calls when the app is closed

While the app is open, calls appear straight away. To keep receiving calls when the app is closed or in the background, make sure **Notifications** are allowed (see Permissions). If calls still don't come through, see **Troubleshooting**.

7 During a call

While you're on a call, the in-call screen gives you everything you need — the usual controls plus a few extras built for business calls.

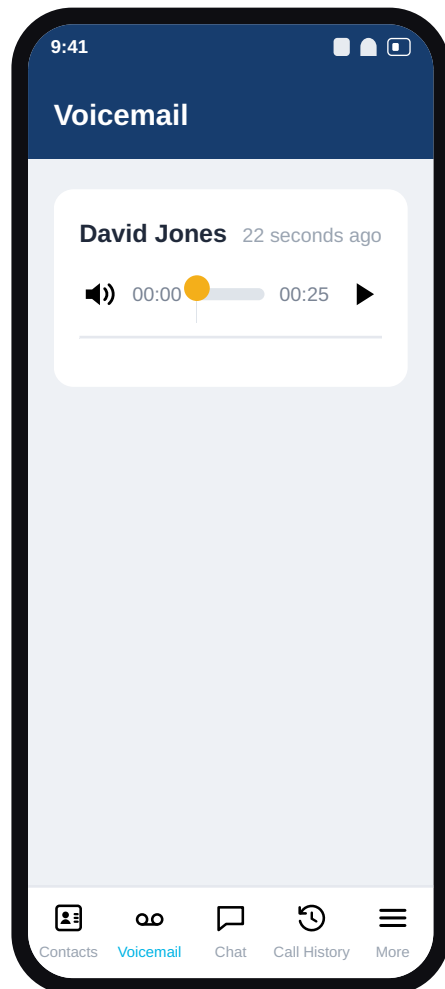


During a call

-  **Mute** — silence your microphone.
-  **Keypad** — enter numbers (for menus and extensions).
-  **Speaker** — switch to hands-free.
-  **Add call** — start a second call.
-  **Hold** — pause the call.
-  **Transfer** — send the call to someone else.
-  **Record** — record the conversation.
-  **Switch phone** — move the call to another device.
-  **End** — hang up.

8 Voicemail

The Voicemail tab shows all your messages and stays in sync with your Trikon account. Filter by **New**, **Saved** or **Trash**, and tap a message to play it.



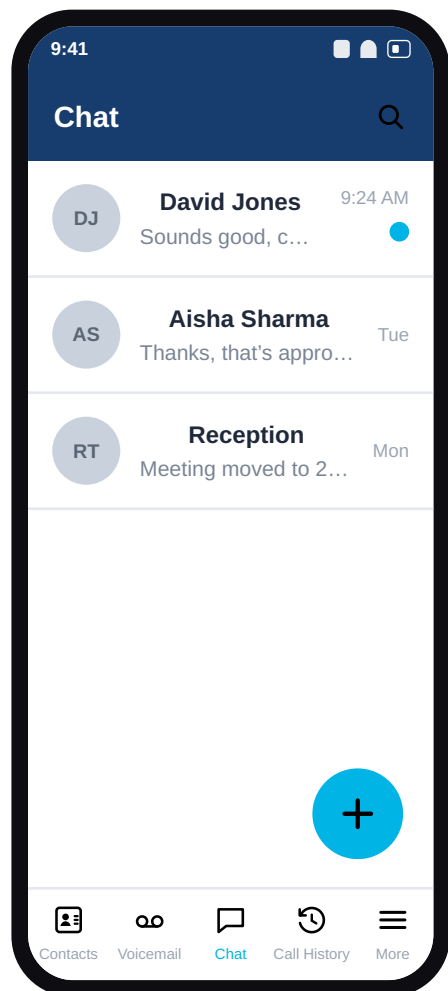
Playing a voicemail

Tap a voicemail to open the player. From there you can:

-  **Play** — listen, and drag the slider to skip.
-  **Return call** — call the person back.
-  **Save** — keep the message.
-  **Forward** — send it to a contact.
-  **More info** — add the caller as a contact and see the exact time.
-  **Delete** — move it to Trash.

9 Chat

Message your coworkers from the Chat tab. Conversations are ordered with the most recent reply at the top, so the latest activity is always easy to find.



Chat

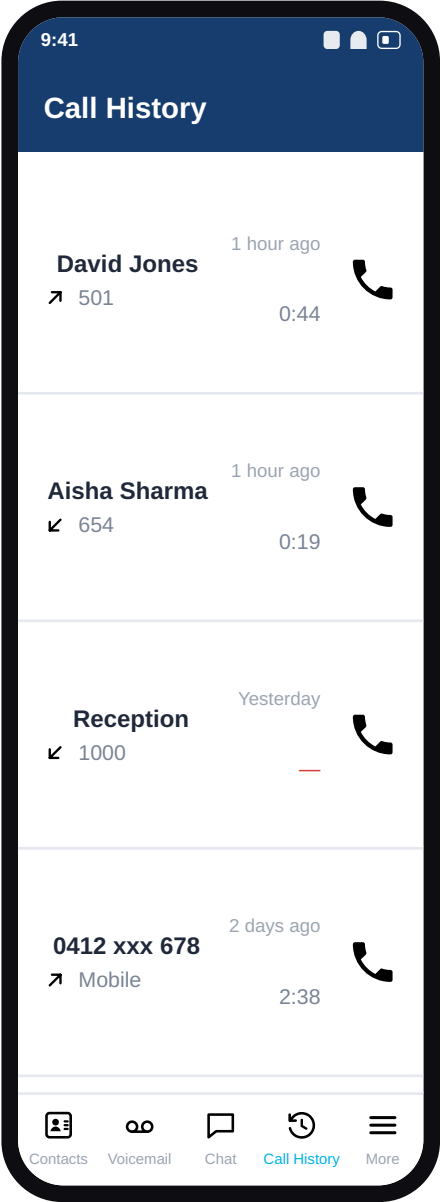
- 1 Open the **Chat** tab to see your conversations.
- 2 Tap a conversation to read it and reply.
- 3 Tap the **+** button to start a new conversation, or message someone straight from their contact card.

A dot next to a conversation means there are unread messages.

10

Call history

Call History lists your recent calls so you can call people back in a tap. Small arrows show whether each call was made, received or missed.



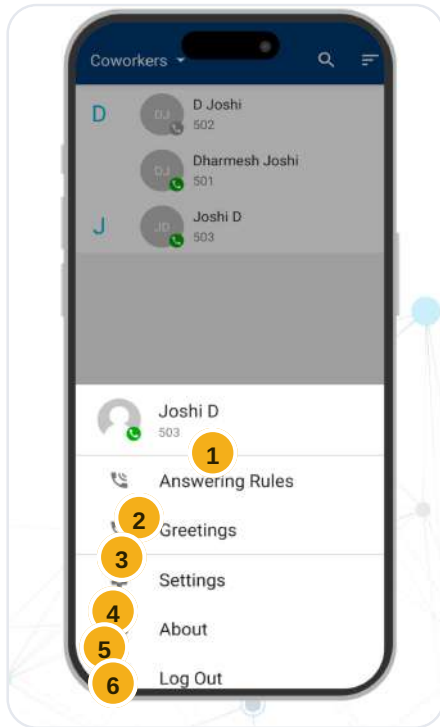
Call History

-  **Outbound** — a call you made.
-  **Inbound** — a call you answered.
-  **Missed** — a call you didn't answer.
-  **Call back** — tap the phone icon on a row.

Tap a row for details — the exact time, or add the caller as a contact. Use the heading at the top to filter by **outbound**, **inbound** or **missed**.

11 The More menu

The **More** tab (the three lines) is where you manage your profile and settings, and where you log out.



- 1 **Your profile** — set a photo, status message and details.
- 2 **Answering Rules** — turn your call-routing rules on or off.
- 3 **Greetings** — choose or record a voicemail greeting.
- 4 **Settings** — calling and data options (below).
- 5 **About** — app version and feedback.
- 6 **Log Out**.

Useful settings

In **Settings** you can set a **Mobile Number** and pick your **Default Calling Method** — use Trikon Link Pro, your mobile phone (best where data is poor), or be asked each time. **iOS** also lets you turn **Use mobile data** on or off (on by default) and clear saved sign-in on log out.

12 iPhone (iOS) notes

A few things work slightly differently on iPhone:

- **Install** from the **App Store** (tap **Get**).
- **Answering calls** — tap the **blue tick** to answer and the **red cross** to decline.
- **Lock-screen privacy** — turn message previews on or off in **Settings › Notifications › Trikon Link Pro › Show Previews**. With previews off, the alert simply says a notification arrived, without the message.
- **Data & sign-in** — **Settings** in the app lets you turn **Use mobile data** off (Wi-Fi only) and clear your saved sign-in when you log out.

13

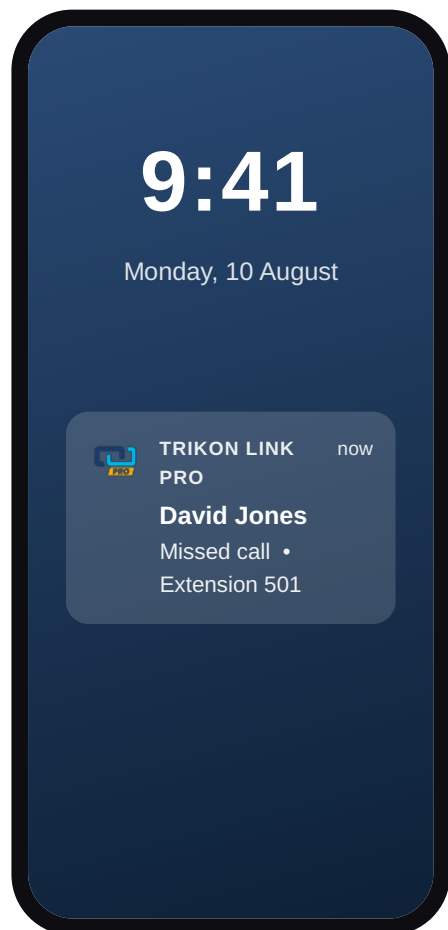
Android notes

A few things work slightly differently on Android:

- **Install** from **Google Play** (tap **Install**).
- **Answering calls** — tap the **green phone** to answer and the **red button** to decline.
- **Phone permission** — allow the **Phone** permission so the app can place and manage calls.
- **Lock-screen privacy** — choose **show content** or **hide content** in **Settings › Apps › Trikon Link Pro › Notifications**. With content hidden, the alert shows only the app name.

14 Notifications & alerts

Notifications keep you from missing calls and messages. When something arrives, you'll see the Trikon Link Pro alert on your lock screen and in your notification bar.



Lock-screen alert



This is the **Trikon Link Pro** icon you'll see on alerts.



Incoming calls and new messages appear as alerts you can tap to open.



To keep getting alerts when the app is closed, make sure **Notifications** are allowed.

For privacy, you can hide message previews on the lock screen — see the **iPhone** and **Android** notes.

15 Troubleshooting

I can't sign in

Check your login name and password — they're the same as your Trikon phone portal. Use **Forgot Password?** on the sign-in screen if needed, and make sure you have an internet connection.

I'm not getting calls or notifications

Make sure **Notifications** are allowed for Trikon Link Pro, check that **Do Not Disturb** is off, and confirm you're still signed in. Calls arrive instantly while the app is open; when it's closed, notifications must be allowed.

A permission is switched off

Re-enable it in your phone's settings. **iOS** **Settings** › **Trikon Link Pro**. **Android** **Settings** › **Apps** › **Trikon Link Pro** › **Permissions**.

People can't hear me, or audio is poor

Check that the **Microphone** permission is allowed. If the connection is weak, try switching between Wi-Fi and mobile data.

Calls only work on Wi-Fi

Turn on **Use mobile data** in the app's **Settings** so calls also work over your mobile network.

The app isn't responding

Close the app fully and open it again. Make sure you're on the latest version from the App Store or Google Play.

Still stuck?

Reach out to the support team — details are on the next page.

16 Support

We're here to help. If you have a question or run into a problem, get in touch:



EMAIL

support@trikon.com.au



PHONE

1300 880 687



WEB

trikon.com.au/link



Thanks for choosing Trikon Link Pro.