NewLync Teams Collaboration Platform

PC & Mobile_ Operation, Administration and Maintenance Guide

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1 About this Document

This document is a guide to the operation, administration, and maintenance of the NewLync Collaboration Platform for PC and Mobile. The document describes in detail the various management functions of the platform, including instant messaging, calls, conference management, contact management, etc., as well as the recommended configurations of the system and devices, installation and registration steps, initial configurations and user rights management. Through this manual, administrators will learn how to carry out the daily operation, function setting and security configuration of the platform to effectively manage and maintain the system to ensure its continuous and stable operation.

1.1 Notation

Item	Definition
Clarification 	Explanatory text, indicating additions and explanations to the main text.
Note 	Attention text, which indicates that the user is reminded of some important operation or guarded against potential dangers.
Warning 	Alert-type text that indicates a potential risk that, if not avoided, could result in damage.

1.2 Amendment Record

Document version	Dates	Rrevision
V1.0.0	2025-4-16	Full version
V2.0.0	2026-06-05	Add content related to NewLync VoiceAI.

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2 NewLync Collaboration Platform PC & Mobile Operation, Administration and Maintenance Guide

This guide describes in detail how to operate, manage and maintain the NewLync Collaboration Office platform on PC and mobile. The content includes an overview of the platform, an introduction to its features (Instant messaging, conference management, etc.), system and equipment requirements, installation and registration, and initial configuration for PC and mobile.

2.1 NewLync Collaboration Platform Overview

NewLync collaborative office platform is an efficient and comprehensive collaborative office solution. The platform integrates instant messaging, audio and video conferencing, file sharing, and team collaboration, and is designed to improve communication efficiency and collaboration within the organization. Whether on PC or mobile, NewLync provides users with a consistent and smooth experience, helping organizations achieve efficient collaboration and communication.

2.2 Function

The NewLync Collaboration Office Platform integrates a wide range of features to support users to communicate and collaborate efficiently in different scenarios.



To ensure optimal use of the NewLync Collaboration Office platform, users can access the Settings menu via the avatar in the upper left corner to perform the necessary configuration and management operations. This includes features such as inviting new members, creating new departments, managing backend settings and logging out. For detailed procedures, see "2.5 PC initialization configuration" section or "2.6 Mobile Initialization Configuration" section.

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2.2.1 Instant Messaging (IM)

Instant Messaging is the core function of NewLync collaborative office platform, providing real-time text, pictures, files and other types of messages to send and receive, supporting a variety of formats and attachment types, to meet the communication needs of different scenarios. The feature also includes enhancements such as self-deleting messages and emoji insertion.

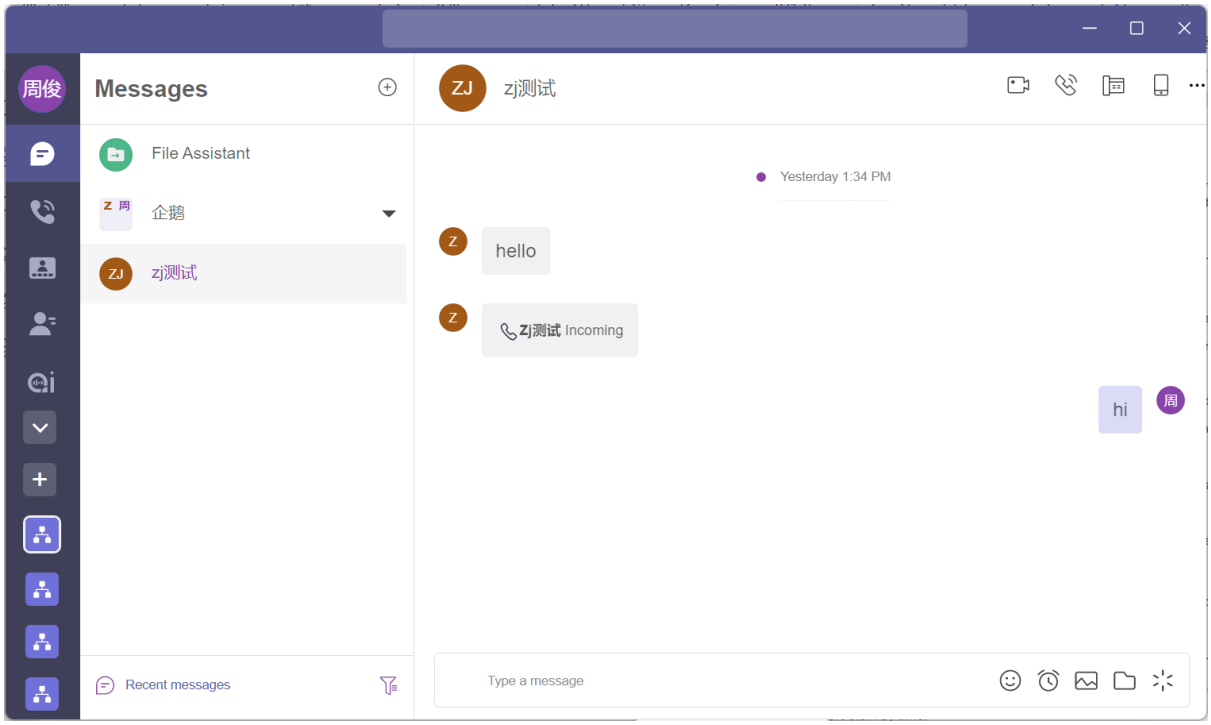
In terms of voice messaging, NewLync supports not only the regular voice message recording and sending functions, but also unlimited voice messages. This means that users can record and send voice content of any length to meet the needs of scenarios that require prolonged communication, providing a more flexible and comprehensive voice communication experience.

2.2.1.1 Send Text Message (PC)

Users can send and receive text messages through the chat interface of the NewLync Collaboration Office platform. This feature supports the following formats and functions:

- Emoticons: Insert emoticons in the message to enrich the expression.
- Self-deleting messages: Set messages to be automatically deleted after a specified time, applicable to sensitive information. Choose from 10 seconds, 5 minutes, 1 hour, 1 day, 1 week or 4 weeks' time options.
- Add Picture: Users can insert pictures in the chat, support JPEG, PNG and other formats.
- Add Files: Users can send and receive files in chat, supporting multiple file formats.
- Greeting: Users can send greeting messages to get the other person's attention and make a quick connection.
- Real-time roaming synchronization of messages: NewLync Collaboration Platform supports real-time roaming synchronization of messages, ensuring that users' chat records and message contents are always consistent across multiple devices. When a user sends, receives or edits a message on one device, these actions are synchronized in real-time to all logged-in devices, ensuring seamless messaging.

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Send Text Message_PC

2.2.1.2 Sending Text Messages (Mobile)

On mobile devices, users can send and receive text messages through the chat interface of the NewLync Collaboration Office platform. The Instant Messaging feature for mobile includes the following options:

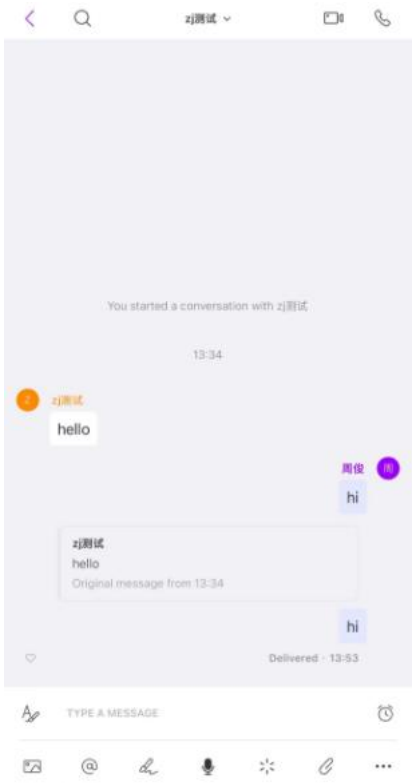
- Emoticons: Insert emoticons in the message to enrich the expression.
- Self-deleting messages: Set messages to be automatically deleted after a specified time, applicable to sensitive information. Choose from 10 seconds, 5 minutes, 1 hour, 1 day, 1 week or 4 weeks time options.
- Add Picture: Users can insert pictures in the chat, support JPEG, PNG and other formats.
  - Instant photo and video recording: Users can take photos or videos directly from the chat interface and send them to their contacts.
  - Select from Albums: Users can select pictures or videos from albums to send to contacts. In the Albums screen, users can also browse recent photos, sort by time, and select photos or videos taken in "Large files" or "This week".
  - Edit Picture: After selecting a picture, users can use the "Brush", "Add Emoji" and

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"Write" functions to edit the picture, increasing the interactivity and richness of expression.

- Function: Users can use the @ symbol to mention specific members in a message to remind each other to check the message.
- Paintbrush function (whiteboard function): Users can draw images directly on the chat interface and send them as messages to their contacts. The brush feature not only supports creative expression or annotation using different colors and strokes, but also serves as a whiteboard tool for real-time collaboration. In addition, users can add emoticons and text to the drawing interface to enrich the image content, which is suitable for scenarios such as teleconferencing and team collaboration.
- Voice Messaging: Users can record and send voice messages for scenarios where information needs to be communicated quickly.
- Video Messaging: Users can record and send short videos for messages that need to be expressed visually.
- Greeting: Users can send greeting messages to get the other person's attention and make a quick connection.
- Add Files: Users can send and receive files in chat, supporting multiple file formats. In the file browsing interface, users can select pictures, audio, video and documents, and can sort them by time.
- Location Sharing: Users can share their geographic location in real time, making it easy for team members to know each other's location.
- Sending Business Cards: Users can send business cards and share information about their contacts through the chat interface.
- Real-time roaming synchronization of messages: NewLync Collaboration Platform supports real-time roaming synchronization of messages, ensuring that users' chat records and message contents are always consistent across multiple devices. When a user sends, receives or edits a message on mobile, these actions are synchronized in real-time to all logged-in devices, ensuring seamless messaging.

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Send Text Message_Mobile

2.2.1.3 View Contact Details (PC)

In the instant messaging interface on the PC, users can click on the three dot buttons in the upper right to view detailed information, including:

- Email: Displays the contact's email address for easy email communication.
- Phone and Extension Number: The contact's phone number and internal extension number.
- Department and Position: Information about the department and position to which the contact belongs.

Click on the "Chat History" button in the contact details to view all chats, files, pictures and videos with the contact.

Note

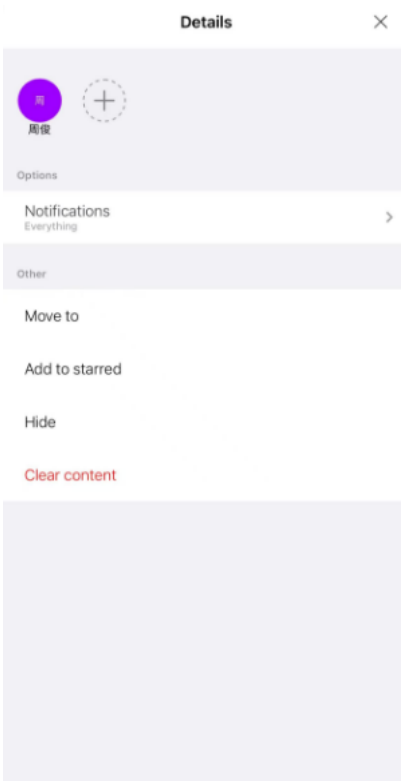
This feature is only available in the instant messaging interface on the PC, the mobile instant messaging interface does not include this feature.

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2.2.1.4 View Chat Details (Mobile)

In the mobile instant messaging interface, clicking on a contact's name brings up a details screen. In this screen, the user can perform the following operations:

- Notification Settings: Users can manage the notification options for this chat session, including Receive All, Mention & Reply Only, or Receive No Notifications.
- Close Session: Closes the current chat session and provides the option to resume the session.
- Add to Favorites: Add chat sessions to favorites for quick access and remove favorites.
- Move to: Move the session to another location. Users can choose to move the session to a specific category and support removing the category.
- Delete Session: Delete the current chat session, the system will prompt that the delete operation will clear the session history on all devices.



View Chat Details_Mobile

Note

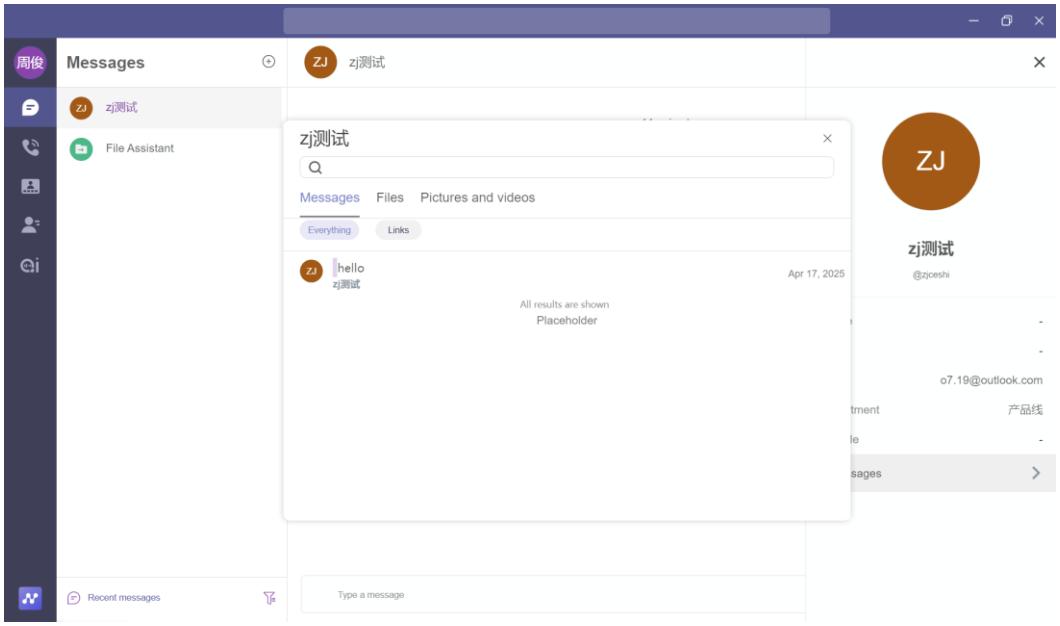
There are differences in functionality implementation between mobile and PC. Chat details are viewed by clicking on a contact's name in the mobile IM interface, while on the PC, contact

details are viewed by clicking on the three-dot button in the upper right. These two methods differ in operation and function, so please select the appropriate operation method according to the equipment used.

2.2.1.5 Search Chat Transcripts (PC)

NewLync Collaboration Office provides a powerful search function that allows users to search chats by keywords and find the information they need conveniently. Specific features include:

- Keyword Search: Users can enter keywords to find related chats and quickly locate the desired information.
- Categorized View: Users can view chats, files, pictures and videos by category.
- File Download: In the search results, users can directly download the sent and received files for easy management and use.

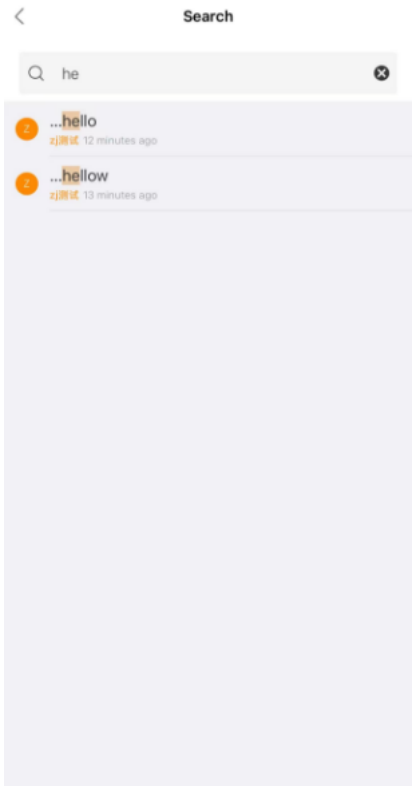


Chat Log Search_PC

2.2.1.6 Search Chat Logs (Mobile)

In the Instant Messaging interface on mobile, users can use the search function to find chats:

- Keyword Search: Users can enter keywords in the search box to find specific chats, helping users quickly find the conversations they need.



Chat Log Search_Mobile

2.2.1.7 Call and Interactive Functions (PC)

In the Instant Messaging interface on the PC, users can use the following features to manage and interact with each other:

- Video Call: Click the video call icon at the top right of the interface to initiate a video call and communicate with the other party face-to-face.
- Make a call: Click on the phone icon to make a call to a contact's phone number, including extension and cell phone numbers.
- Dialing an extension: Users can dial the extension number of a contact for a voice call through the instant messaging interface.
- Dialing a cell phone number: Users can directly dial a contact's cell phone number to make a call through the instant messaging interface.

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2.2.1.8 Calls and Interactive Features (mobile)

In the Instant Messaging interface on mobile, users can use the following features to make calls and interact with each other:

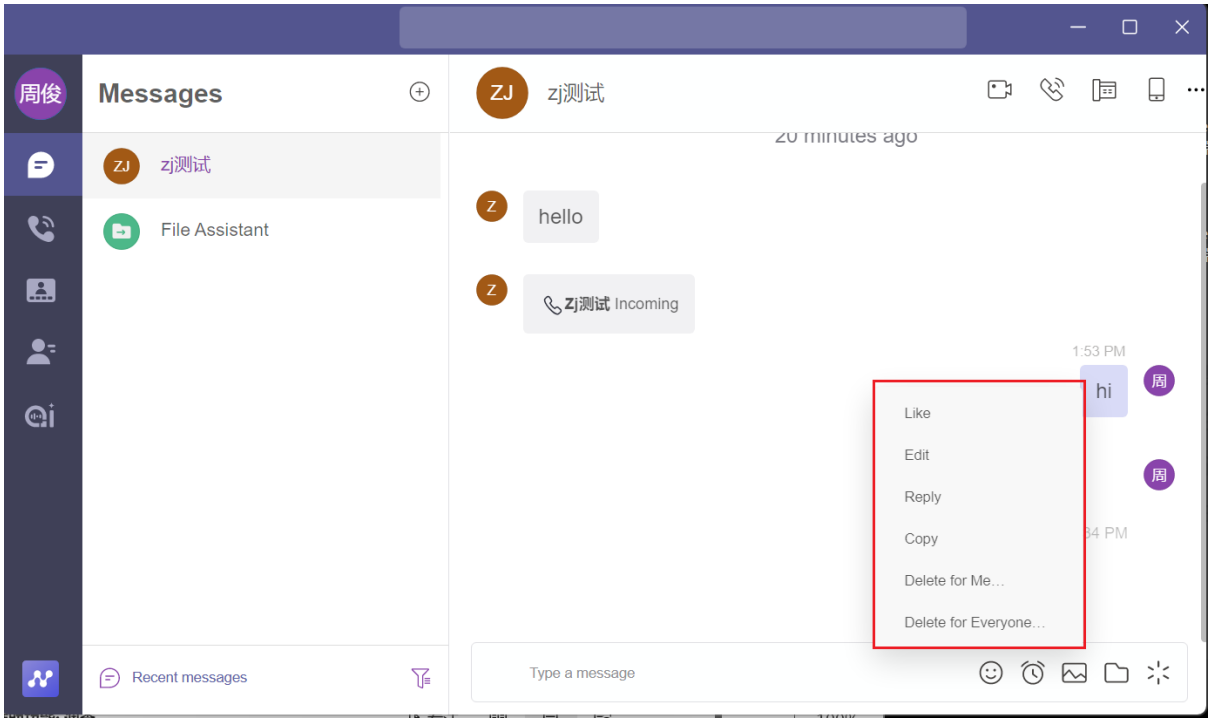
- Video Call: By clicking on the video icon at the top right of the interface, users can initiate a video call and communicate with each other face-to-face.
- Make a call: clicking on the phone icon, users can dial the contact's phone number, including extension and cell phone numbers

2.2.1.9 Message Operation Function (PC)

On the PC side of the NewLync Collaboration Office platform, users can perform the following actions on instant messages for easy management and interaction:

- Like: Users can like the content of the message to indicate approval or agreement.
- Edit: Users can edit their sent messages to make content corrections or updates.
- Reply: Users can quote the content of previous messages to reply, making it easy to clearly respond to specific historical messages.
- Copy: Users can copy the content of a message to paste and use it in other conversations or applications.
- Delete:
    - Delete in My Device Only: Users can choose to delete messages only on the current device, which will not affect the display of messages on other devices.
    - Delete in all places: The user has the option to delete the message, which will clear the message on all devices.

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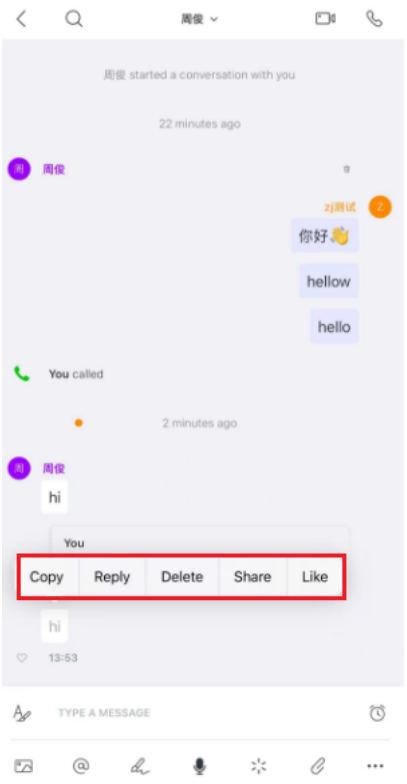
PC message operation function interface

2.2.1.10 Message Operation Function (Mobile)

On the mobile side of the NewLync Collaboration Office platform, users can perform the following actions on instant messages to enhance the flexibility of information processing and interaction:

- Copy: Users can copy the content of a message to paste and use it in other conversations or applications.
- Modify: Users can modify the messages they send to ensure the accuracy of the information.
- Likes: Users can express their approval or likes to the message to enhance the interactivity.
- Reply: Users can quote the content of previous messages to reply, facilitating clear responses to specific historical messages.
- Sharing: Users can share the content of the message through other applications or platforms to expand the scope of information dissemination.
- Delete: Users can choose to "Delete only in My Device" or "Delete everywhere" their sent messages to clean up the conversation or correct errors.

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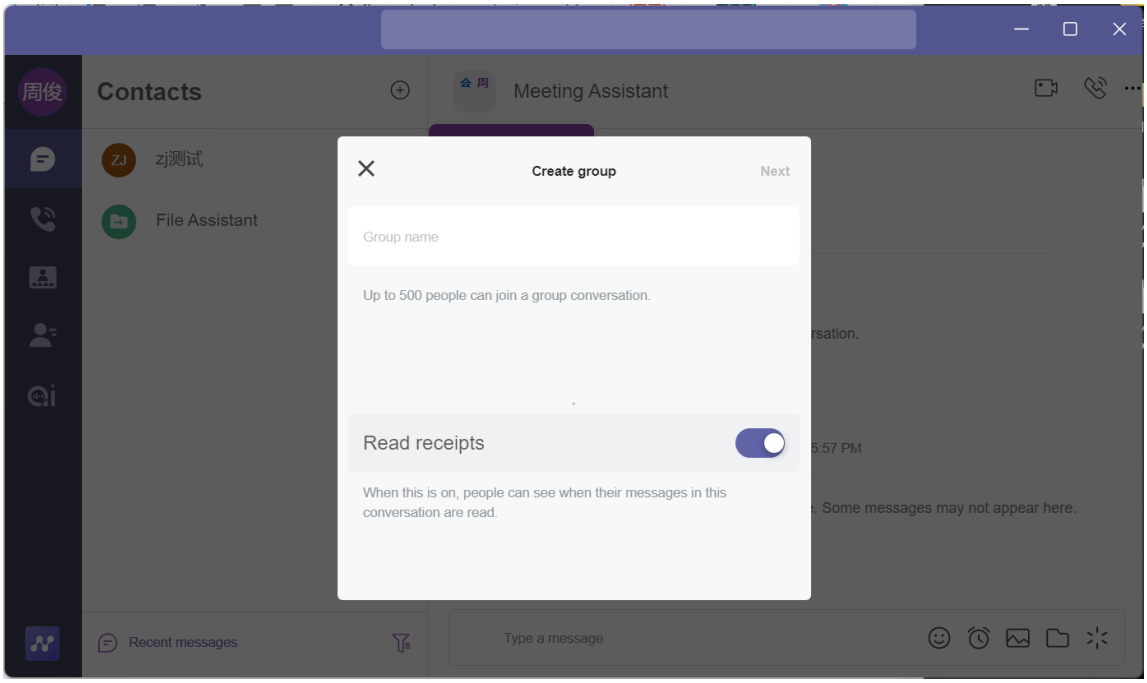
Mobile message operation function interface

2.2.2 Create and Manage Group Chats (PC)

The PC side of the NewLync Collaboration Office Platform provides powerful group chat functionality that supports users to create and manage group chats for efficient collaboration among team members. This feature includes:

- Create Groups: Users can select multiple contacts to create group chats for easy team discussion and collaboration.

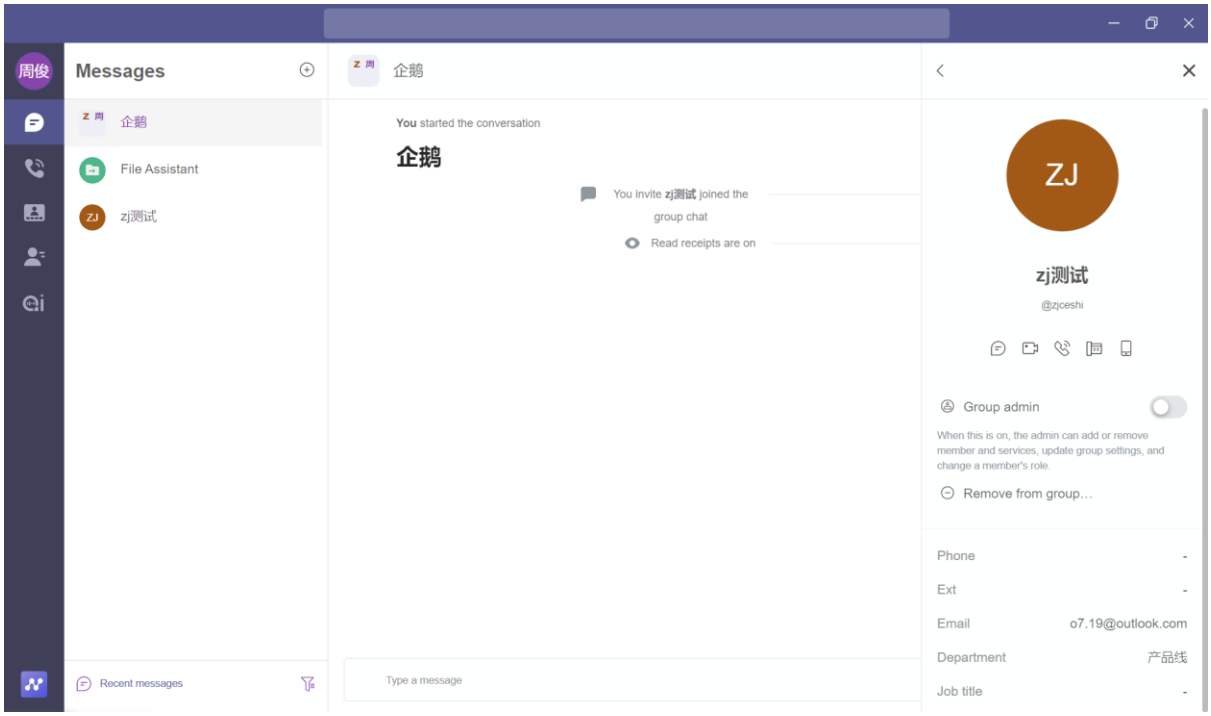
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Create Group_PC

- Voice Conference: Users can initiate a voice conference for real-time voice communication with multiple contacts. Click the "Voice Conference" button and select the contacts you want to join the conference.
- Video Conferencing: Users can initiate a video conference to meet face-to-face with multiple contacts. Click on the "Video Conference" button and select the contacts you want to join the conference.
- Invite: Users can invite new contacts to join the platform through the "Invite" button to expand the scope of communication.
- Manage Group Chats: Users can manage existing group chats, including viewing group chat members, adding new members and exiting group chats. Specifically included:
  - View and Manage Group Chat Members: Users can view all the members' information in the group chat, including members' avatars, names, and so on. Click on the list of members on the right side of the group chat window to view the details. Administrators can add or remove group chat members, update group settings and change member roles by clicking on the "Admin" option next to the member's name.

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Manage Group Chat Members_PC

- Add New Member: Users can add new members to an existing group chat to expand the participation of the group chat. Click the "Add Member" button to select the contact you want to add, or create a link to invite an external contact to join the group chat.
- Exit and Remove Group Chat: Users can exit from the current group chat and stop receiving messages from that group chat. Click on the "Exit Group Chat" option in the Group Chat Settings to exit the current group chat.

- Setting Options: Users can make some basic settings in the group chat settings, such as message no-disturb, read receipt, etc. Specific setup options include:
  - Message Do Not Disturb: Users can set whether to receive all message notifications for this group chat.
  - Burn After Reading: Set messages to be automatically destroyed after being read to protect privacy.
  - Read receipts: When this feature is enabled, other members can see when the user's messages in this conversation have been read.
  - Mute Conversation: Users can choose to mute a conversation to avoid receiving notifications for that conversation, for situations where you don't want to be disturbed

but don't want to exit the group chat.

- Close Session: Closes the current chat session and provides the option to resume the session.
- Add to Favorites: Add chat sessions to favorites for quick access and remove favorites.
- Move to: Move the session to another location. Users can choose to move the session to a specific category and support removing the category.
- Delete Session: Delete the current chat session, the system will prompt that the delete operation will clear the session history on all devices.

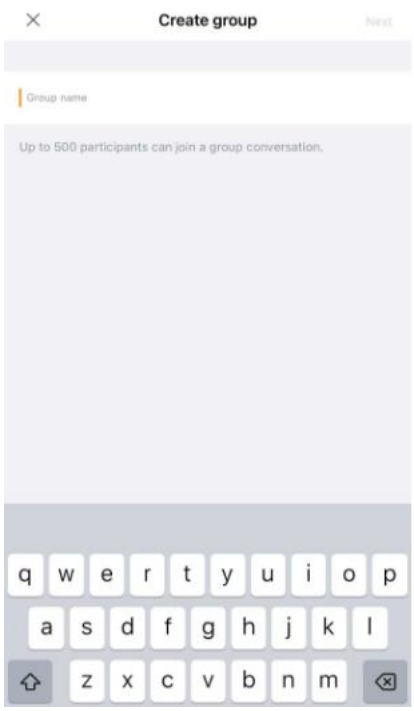
- View and Manage Files: Users can click the "Files" button to view all the files and pictures shared in the group chat, making it easy to quickly find and manage the shared resources in the group.
- Guest Options: Users can allow visitors from outside the team to join the group chat by enabling guest options. By creating links, anyone with a link can join the conversation.

2.2.3 Create and Manage Group Chats (Mobile)

NewLync Collaboration Office provides a powerful group chat feature that supports users to create and manage group chats for efficient collaboration among team members. This feature includes:

- Create Groups: Users can select multiple contacts to create group chats for easy team discussion and collaboration.

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Create Group_Mobile

- Voice Conference: Users can initiate a voice conference for real-time voice communication with multiple contacts. Click the "Voice Conference" button and select the contacts you want to join the conference.
- Video Conferencing: Users can initiate a video conference to meet face-to-face with multiple contacts. Click on the "Video Conference" button and select the contacts you want to join the conference.
- Invite: Users can invite new contacts to join the platform through the "Invite" button to expand the scope of communication.
- Swipe: Users can use the mobile "swipe" feature to quickly scan a QR code to join a team, add an OM device, or log into the NewLync admin backend.

- Manage Group Chats: Users can manage existing group chats, including viewing group chat members, adding new members, and exiting group chats.
  - View and Manage Group Chat Members: Users can view all the members' information in the group chat, including members' avatars, names, and so on. Click on the list of members on the right side of the group chat window to view the details.

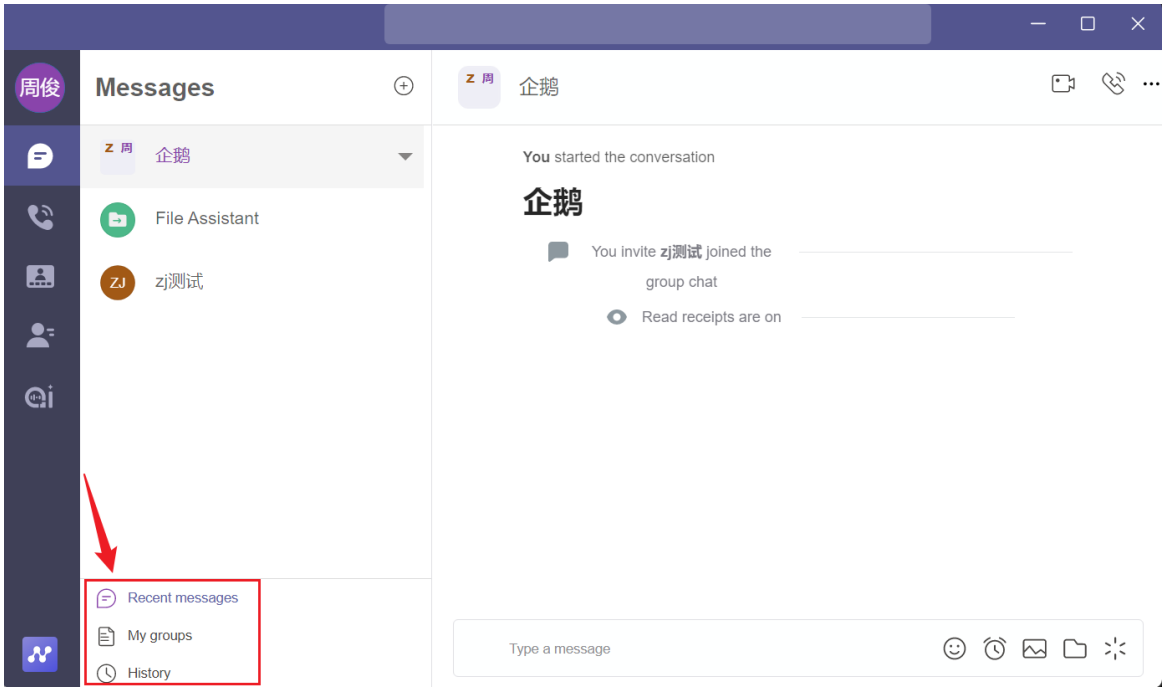
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- Add New Member: Users can add new members to an existing group chat to expand the participation of the group chat. Select the contact you want to add by using the "Add Member" button on the right side of the group chat window.
- Exit and Remove Group Chat: Users can exit from the current group chat and stop receiving messages from that group chat.
- Settings Options: Set whether to receive notifications for all messages from this group chat, set messages to be automatically destroyed after being read, enable read receipts feature, close the current chat session and provide an option to resume the session, add the chat session to favorites and remove favorites, move the session to a different location and remove the category, delete the current chat session and prompt to clear the session history on all devices.

2.2.4 View and Manage Chat Sessions (PC & Mobile)

NewLync Collaboration Office provides convenient session management features to help users efficiently manage and view chat logs. This feature includes:

- Filter: Click the "Filter" icon on the chat interface to filter and sort the chat records, and quickly find the desired conversations according to different conditions.



Chat Filter_PC

- Current Session: Users can view the current chat session in "Current Session" and follow up the conversation in real time.
- History Session: Users can view past chats through "History Session", which makes it easy to find and review previous conversations.
- My Groups: Users can also manage and view the groups they have joined in "My Groups", which facilitates communication and collaboration within the groups.

2.2.5 Call Feature

The NewLync Collaboration Office Platform provides powerful calling features that support users to make voice and video calls, facilitating efficient communication between users. Below is a detailed description of the call feature:

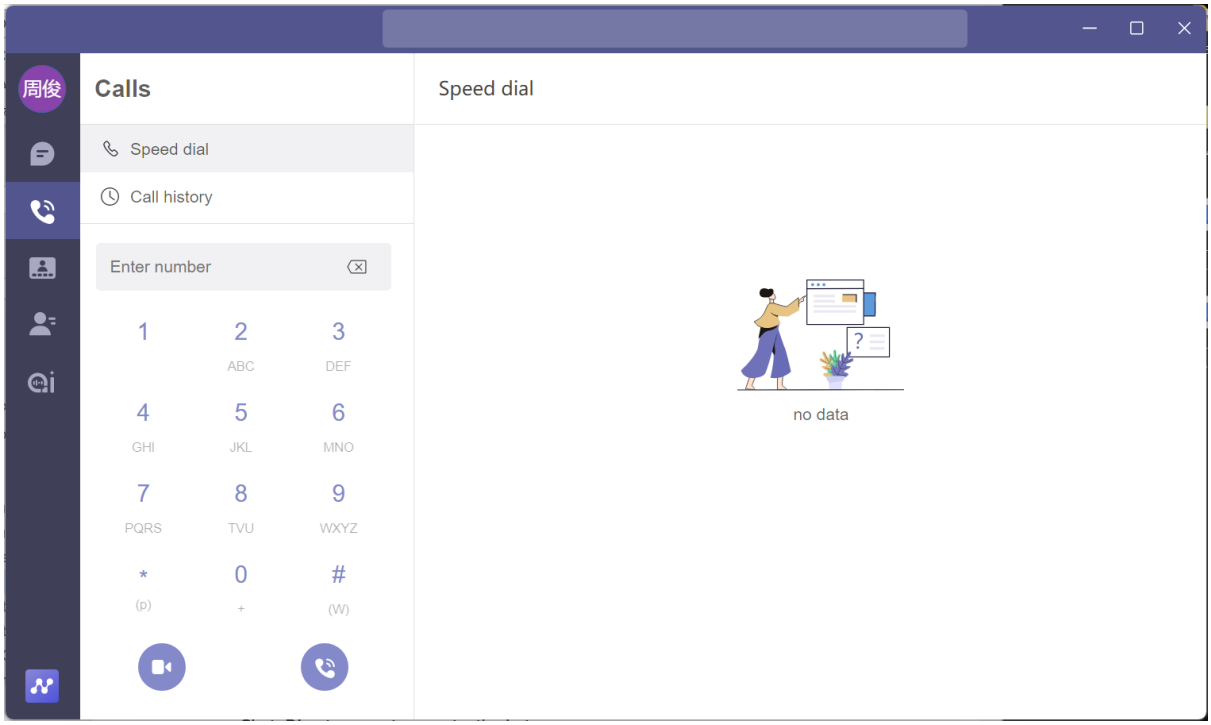
2.2.5.1 Speed Dialing (PC-based)

The NewLync Collaborative Workplace's speed dial feature allows users to make calls quickly by entering a phone number or extension. This function supports the following features:

- Make a phone call: Support users to quickly enter a number to make a phone call.
- Make a video call: supports users to quickly enter a number to make a video call. Video call scenarios include:
    - PC to Mobile: Users can make video calls to contacts using the NewLync Mobile App by speed dialing from the PC. This scenario is suitable for maintaining video communication via mobile devices while on the go or working remotely to ensure continuity of work collaboration.
    - PC to Video Phones: Users can make video calls to in-house video phones via PC speed dialing. This scenario is suitable for formal meetings and communications in the office using video phones to ensure audio and video quality for formal occasions such as conference rooms.
    - PC to 5G Android phone: Supports initiating video calls directly from PC to 5G Android phone. In order to realize this feature, the phone needs to meet the following conditions:

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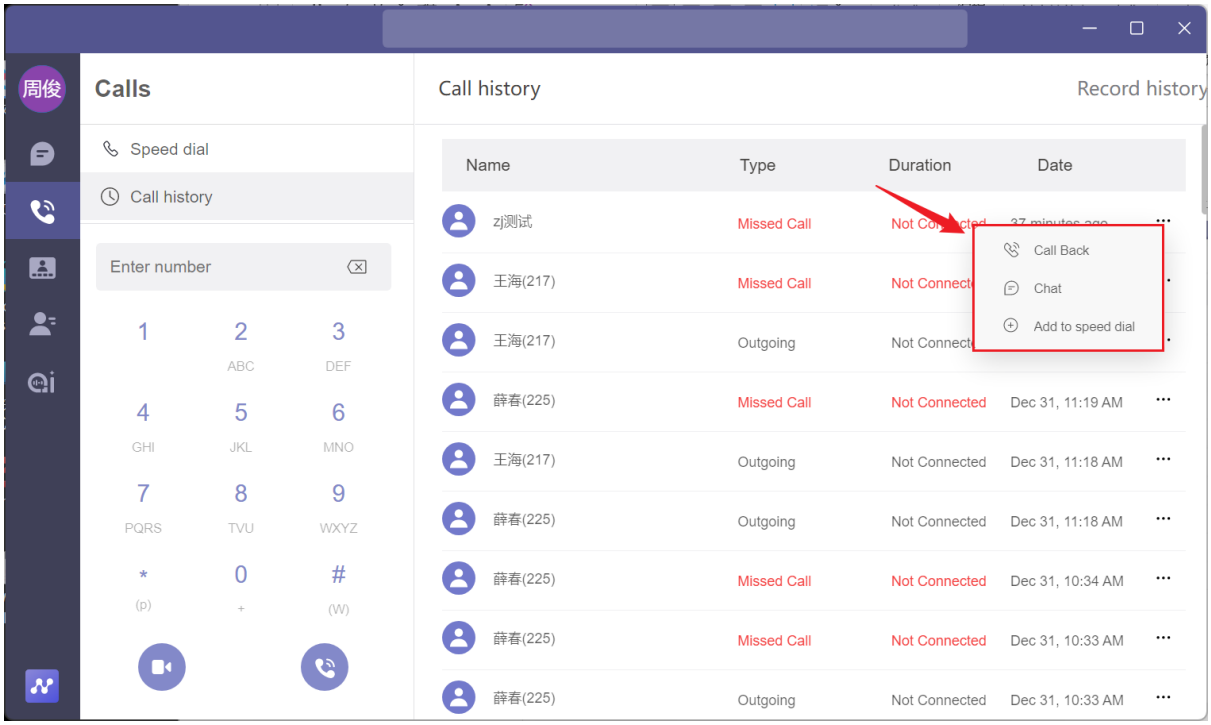
- 5G SIM card: The phone must be inserted with a SIM card that supports 5G networks to ensure high speed and stability of video calls.
- Android: The phone needs to be running the Android operating system to ensure compatibility with the NewLync platform and to be able to receive video calls without problems.
- Video call feature support: The phone's carrier needs to be enabled for video calls. This service acts as a video channel connecting the NewLync PC side to the cell phone, ensuring call quality and connection stability.



PC speed dialing interface

In addition, the following features are available on the speed dial contact card:

- Chat: Direct access to a contact's chat screen.
- Answer and dial extension numbers: to facilitate answering or dialing extension numbers.
- Remove from Speed Dial: Remove contacts you no longer need from your speed dial list.



PC call record interface

2.2.5.2 Speed Dialing (Mobile)

The NewLync Collaboration Office Platform provides a simple and efficient dialing feature on the mobile side, making it easy for users to quickly initiate voice or video calls in mobile office scenarios. Below is a detailed description of the mobile dialing feature:

1. Access dialing function

Users can access the dialing interface by clicking the dialing button in the "Call" tab. In this screen, the user can enter the phone number or extension number to be dialed.

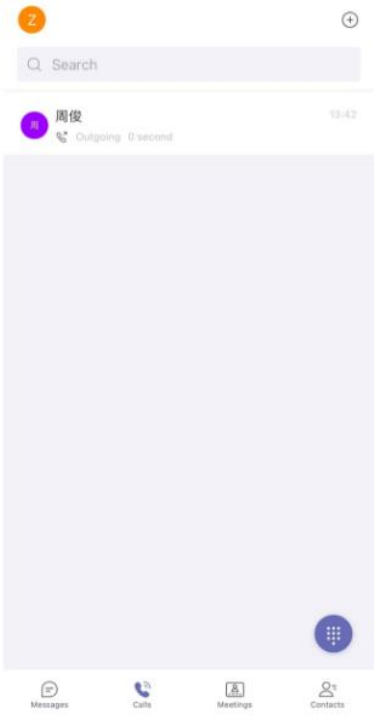


Dialing Interface_Mobile

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2.Initiate a call directly through a contact

Users can quickly initiate a call by directly clicking on a contact's name in the call log and selecting the voice or video call button from the pop-up options.



Quickly initiate a call interface

Figure 15: Demonstrates the voice and video call buttons that appear when you click on a contact

3. Enter the number and initiate the call

In the dialing interface, the user can use the numeric keypad to enter the target phone number or extension number. When you are done entering, click the Dial button to initiate the call.

4. Bound extension number

If you want to bind a mobile device to a specific extension, you can enter the extension number and select the corresponding OM device in the "Bind Extension" screen. After completing the binding, users can receive calls from extensions via mobile.

5. Select a contact

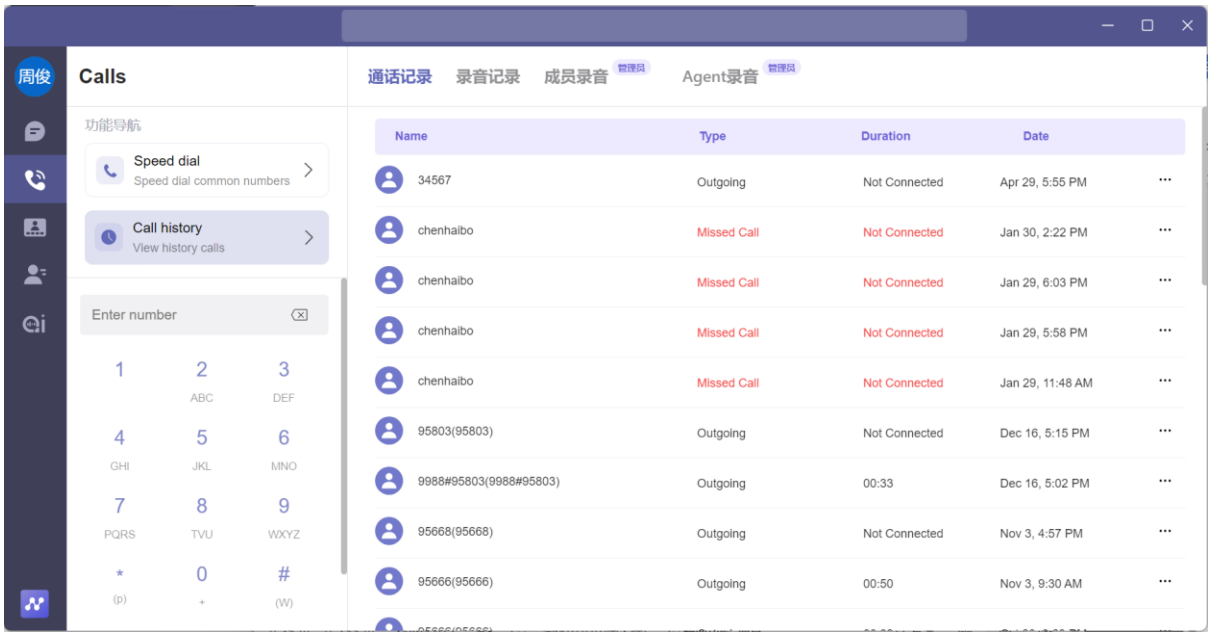
Users can also select a target contact to call directly from the contact list by clicking the Contacts icon in the dialing interface. This feature simplifies the calling process, especially in scenarios where specific people need to be contacted frequently.

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2.2.5.3 Call Logs (PC & Mobile Client)

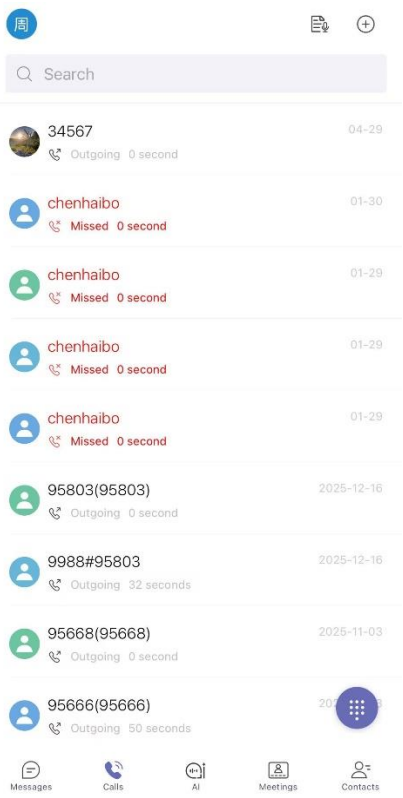
The call log feature of the NewLync collaborative office platform enables users to manage and review historical call records for quick retrieval and reference of past call details. Key features are specified as below:

- View Call Logs: Users can browse full historical call data containing call time, call duration, call status as well as the caller/callee's phone number or display name. Call logs are categorized into three types:
  - Outgoing Calls: Calls initiated by users with recorded duration and the destination contact's number or name; failed outbound calls show a call duration of 0 seconds.
  - Incoming Calls: Inbound calls from external contacts, with logged call duration and the caller's number or name.
  - Missed Calls: Unanswered incoming calls, marked with the incoming timestamp and the caller's phone number or name
- Call Status: Every entry is tagged with a call result status (Answered / Unanswered) to clarify the outcome of each call.
- Redial Function: Supports one-tap instant redial to historical contacts for convenient follow-up communications.



Call Logs – PC Client

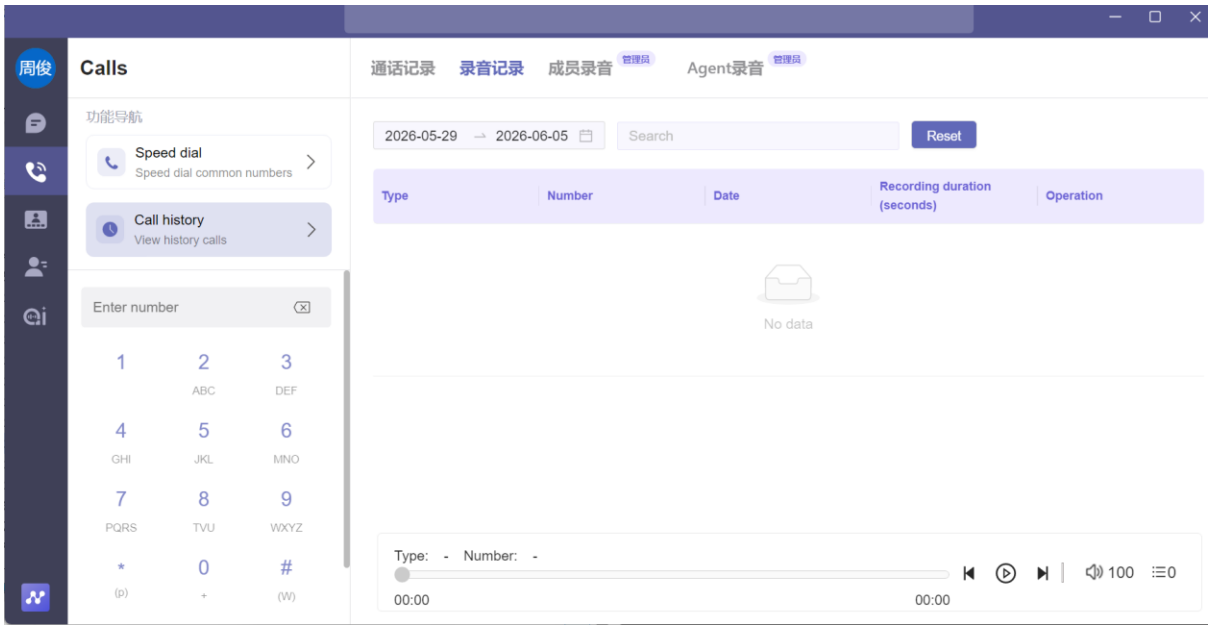
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Call Recordings_Mobile

2.2.5.4 Call Recordings (PC & Mobile)

Users can check saved call recordings via the "Call Recordings" feature, which supports online playback and audio management.



Call Recordings_PC



Call Recordings_Mobile

- Date Filter: Allows selecting a start and end date to filter recordings within a specific time period.
- Number Search: The search box supports a "Search Number" feature, allowing users to enter a specific phone number to find records.
- Reset Button: Click [Reset] to clear all current filter criteria with one click.

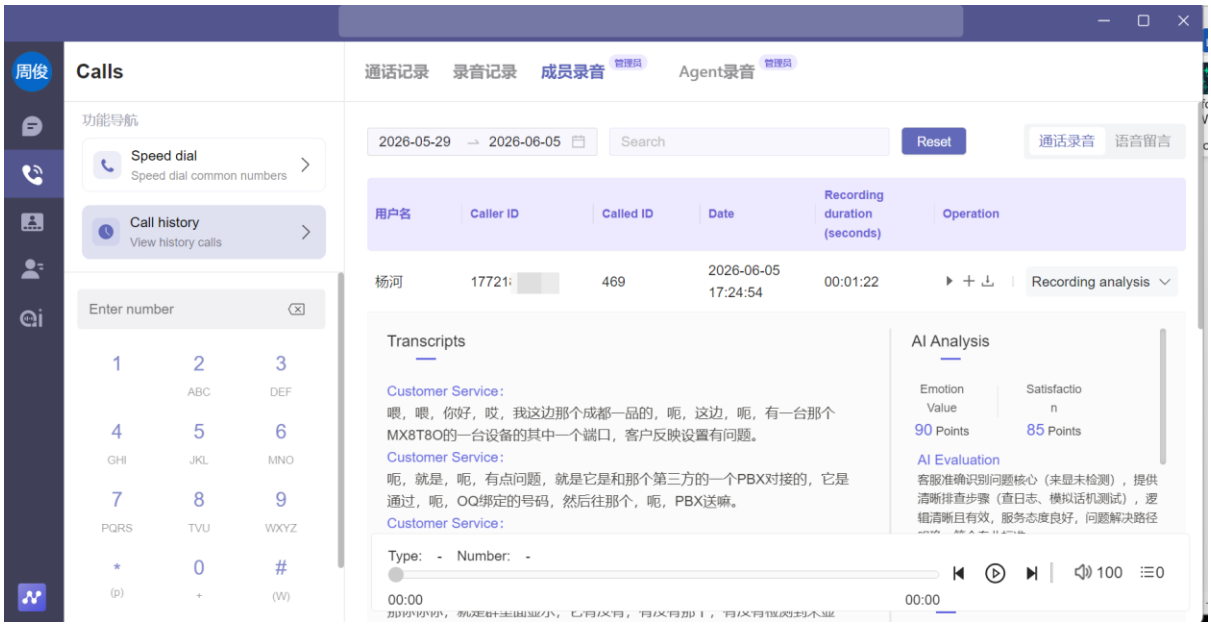
Record List Area: The central section displays the recording data list, which includes the following fields:

- Type: Indicates the call attribute (e.g., Inbound/Outbound).
- Number: The corresponding phone number of the call.
- Date: The exact date and time when the call occurred.
- Duration (s): The total duration of the recording file (in seconds).
- Actions: Management options for individual recordings, supporting playback, adding to the playlist, and downloading.
- Bottom Playback Control Bar: When a recording is being played, the control bar at the bottom is activated. It displays the "Type" and "Number" of the currently playing recording and provides controls such as a progress bar, play/pause, fast forward/rewind, volume adjustment, and a playlist view.

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2.2.5.5 Team Recordings (PC)

This feature allows enterprise administrators to centrally monitor, retrieve, and analyze the call recordings of their team members, while leveraging AI text-based quality inspection to quickly capture key conversation insights.



Team Recordings_PC

Business Type Switch: In the top right corner, users can switch between [Call Recordings] and [Voicemail] views.

Filter & Search Area: Supports filtering by "Date Range" and precise retrieval by entering a "Phone Number". Click [Reset] to clear all active criteria.

Member Record List: Displays detailed call logs of team members, including the following core fields:

- Username: The name of the internal team member involved in the call.
- Caller / Callee: Clearly displays the specific phone numbers of the outgoing party (Caller) and incoming party (Callee).
- Date: The exact timestamp when the call was established.
- Duration (s): The total length of the call recording.
- Actions & AI Analysis: Provides basic audio operations and access to advanced AI insights.

AI Recording Analysis Panel: Click the [Recording Analysis] dropdown on the right side of any record to expand this panel, which includes:

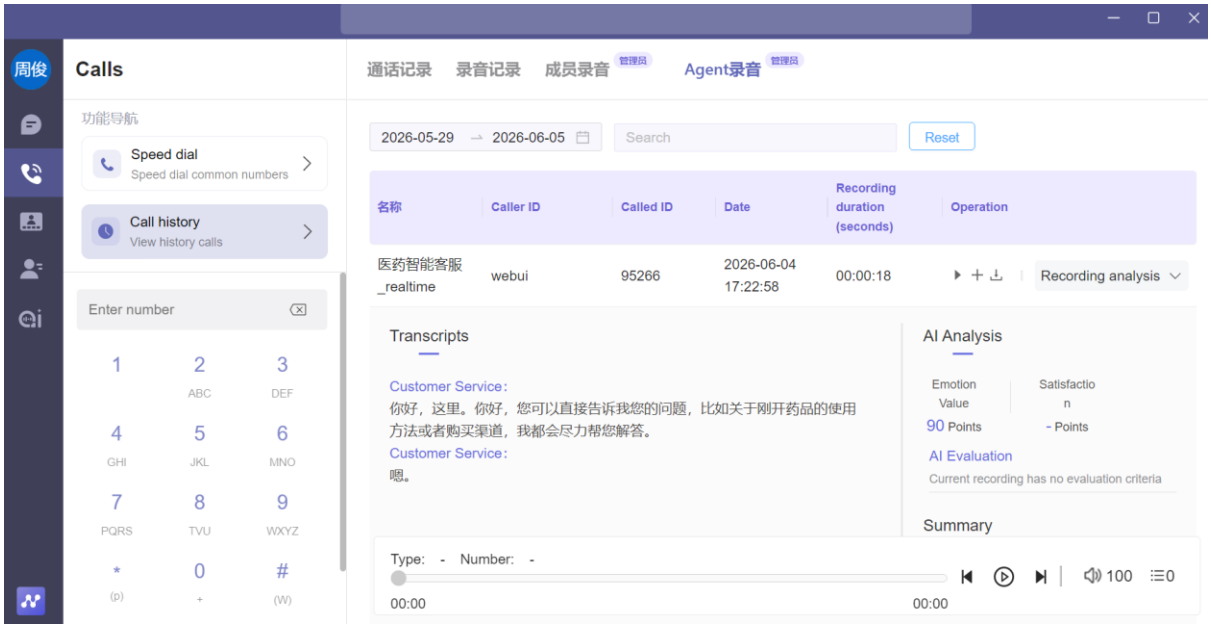
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- Transcription: The system automatically recognizes and transcribes the call recording into text dialogues, accurately distinguishing speaker roles between "Agent" and "Customer" for rapid skimming without listening.
- Summary: The right side displays an AI-extracted summary or key takeaways of the current recording.

Bottom Global Player: Once playback begins, the bottom control bar dynamically displays the "Type" and "Number" of the active audio, supporting progress dragging, volume adjustment, and playlist management.

2.2.5.6 Agent Recordings (PC)

Designed specifically for enterprise administrators, the Agent Recordings feature allows admins to comprehensively review call recordings between customers and AI assistants. By leveraging multi-dimensional AI quality inspection metrics, administrators can precisely evaluate the service quality and business performance of the AI Agent.



Agent Recordings_PC

Agent Record List Area: Located in the center-lower section of the page, this area displays a list of all AI Agent call logs, including:

- Agent Record List Area: Located in the center-lower section of the page, this area displays a list of all AI Agent call logs, including:
- Channel / Caller-Callee Info: Displays associated internal/external phone numbers or

trunk/line identifiers.

- Date: The exact timestamp when the call occurred.
- Duration (s): The actual total duration of the call.
- Actions & AI Analysis: Provides basic audio operations and buttons to expand/collapse the advanced AI analysis panel.

AI Deep Analysis Panel: Expand the recording analysis on the right side of any log to view highly detailed, intelligent QA data at the top:

- Transcription: Converts the entire voice dialogue between the Agent and the customer into text. The interface clearly separates the conversation flow by speaker roles, allowing administrators to pinpoint issues quickly without listening.
- AI Smart Analysis:
    - Sentiment Score: Automatically evaluates the "sentiment rating" of the customer or the overall conversation flow.
    - Satisfaction Rating: Rates the "customer satisfaction (CSAT) score" based on the call interaction.
- AI Evaluation Basis: Provides an in-depth text explanation for the quantitative scores above. The AI automatically highlights the Agent's strengths and weaknesses during the service process.
- Summary: Large Language Models (LLMs) automatically extract a business summary of the call, helping administrators grasp the core events of a long conversation within seconds.

2.2.5.7 Push Function (PC)

The PC side of the NewLync Collaboration Platform offers an exclusive push feature that pops up a notification in the lower-right corner of the screen when a user has a new message or incoming call while the computer is in use, ensuring that the user has access to important information in a timely manner.

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2.2.5.8 In-Call Features (PC & Mobile)

When making calls with the NewLync app, users can utilize a variety of features to enhance the calling experience. These include dial pad, hold, resume, transfer, conference, relay, microphone control, camera use, speaker and recording. Below is a detailed description of each function.

Call an outside line:

Users can communicate with external contacts by dialing external phone numbers directly from the NewLync app.

Call extensions:

Users can make one-to-one audio or video calls to specific internal extension users by entering their extension number during a call.

In-Call Features

1.Dialpad: Users can open the dialpad during a call and enter the number they need to dial to operate. If you need to press a number during a call, such as to enter a password or select a menu option, you can use the dial pad to accomplish these actions. These keys generate DTMF (Dual Tone Multi-Frequency) signals for transmitting user-input digits.

2.Hold: Users can put the current call on hold temporarily during a call to attend to other urgent matters. During the hold, the other party will hear waiting music.

3.Transfer: Users can transfer the current call to other contacts during the call to maintain the continuity of the call. The transfer function includes:

- Blind transfer: Transfer the call directly to the specified contact.
- Consultation transfer: Speak to the transfer target first and confirm before transferring.

4.Conference: Users can initiate a conference during a call, add other contacts to participate, realize multi-party calls, support audio conference. The system displays a screen for adding members, and the user can select the members to be added.

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Interface for adding members

Note

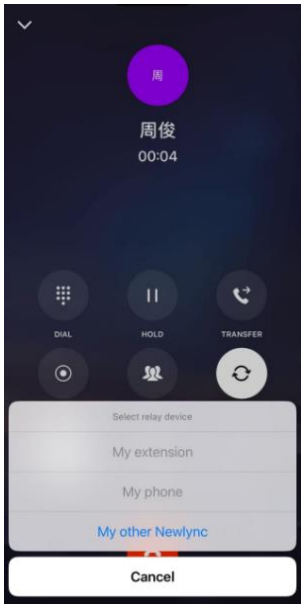
Current system tests indicate that the maximum number of supported multi-party calls can be 400 to 500 under ideal server configuration, but the actual number may vary depending on server configuration and network conditions.

- Operation after entering a multi-party call:
  - View Participants: Users can view a list of all participants, including the status of each participant (e.g., muted, speaker, etc.) in the multi-party call interface.
  - Invite New Participants: At any time during a meeting, users can invite new participants to join the meeting to expand the discussion or add necessary members.
  - Withdrawal from the meeting: any participant can choose to withdraw from the meeting, but this will not affect other people's calls, and the meeting will continue until the last participant has withdrawn

5.Relay: Users can select the "Relay" function during a call to transfer the current call to another device to continue. The system displays a list of optional devices, such as My Extensions, My Cell Phone, My Other NewLync Devices, and calls are seamlessly transferred to the selected

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devices.



Relay feature options screen in a call

- My Extension Relay: This option allows users to relay calls from their current device (e.g., mobile or PC) to an extension device. This feature is useful for scenarios where you want to handle longer or more formal calls over a desk phone, such as a formal meeting with a client. The extension provides consistent sound quality and better call control. Once a call has been answered at an extension, the call cannot be relayed back to the original device.
- My Phone Relay: This option allows users to relay calls from their PC or extension to their cell phone. This is very useful when users need to move or leave the office environment. With Cellular Relay, users can continue other activities, such as walking or going outside, while keeping their calls uninterrupted. Once a call is answered on the phone, the call cannot be relayed back to the original device.
- My Other NewLync Relay: This option allows users to transfer calls to other devices connected to the NewLync system, such as PC-based, tablet (PAD) or mobile. This feature is ideal for scenarios where you need to switch between devices, ensuring HD quality and better engagement on calls.
- Relay to Original Device: The NewLync platform uniquely supports relaying calls back to the original device when using "Relay from my other NewLync device". Users can

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relay a call to another NewLync device (e.g., from a PC to a mobile device) and then relay the call back to the original device again. This feature is particularly suited to work scenarios where multiple devices are switched between, ensuring that users have the flexibility to choose the most appropriate device for their calls as needed.



The "Relay back to original device" feature is only available in the "Relay my other NewLync devices" scenario. Please make sure that the operation process is smooth when switching between different devices to avoid call interruption or quality degradation.

6.Recording: Users can enable the recording function during a call to record the contents of the call for easy access afterwards.
7.Microphone: Users can turn the microphone on or off during a call to control whether or not the other party hears them.
8.Camera: Users can turn on or off the camera during a video call to control the display status of the video, applicable to call outs and call extensions.
9.Speakerphone: Users can switch between earpiece and speakerphone during a call, or adjust the volume to enhance call quality or talk in hands-free mode.

2.2.5.9 Seamless Multi-device Answering Capability

NewLync Collaboration Office Platform supports users to answer calls flexibly between multiple devices (e.g. mobile, PC, IP phone, PAD) to ensure a seamless communication experience. The following is a description of the functional scenario for answering calls:

1. Three machines in one function

- Description. Users can seamlessly answer the same incoming call between mobile, PC, IP phone and PAD. When there is an incoming call, the system will send alerts on multiple devices at the same time, and the user can choose to answer the call according to the convenient device. After answering, alerts for incoming calls from other devices

are automatically canceled.

2. Standby Answer function under black screen of cell phone

- Description. The NewLync app displays an incoming call alert at the top of the screen when the phone is in black standby. Users can swipe the screen to answer a call without having to unlock the phone.

3. PAD access call function

- Description. Users can use the PAD device to answer incoming calls and switch seamlessly with other devices (e.g. PC, mobile, IP phone). The PAD access call feature is especially suitable for scenarios that require a larger screen and a better audiovisual experience, such as for remote meetings or long calls.

4. Multi-device relay function

- Description. The NewLync platform's relay feature allows users to switch a call from one device to another to continue it during a call. Whether answering a call from a mobile and then switching to a PC or IP phone, or switching back from a PC to a mobile device, users can seamlessly switch between devices, ensuring call continuity and flexibility.

2.2.5.10 Enterprise WeChat Access Calls (PC & Mobile)

NewLync Collaboration Office Platform supports seamless integration with Enterprise WeChat, both on PC and mobile, allowing users to initiate and receive calls on the NewLync platform directly through the Enterprise WeChat client. This feature is designed to streamline the internal communication process and enhance work efficiency.

1. Originating Call: Users can select contacts directly in Enterprise WeChat to initiate voice calls. There is no need to switch apps, the call request will be processed and delivered to the receiver via the NewLync platform.

2. Answering calls: When there is an incoming call from the NewLync platform, users can receive a notification in Enterprise WeChat and answer it directly. Enterprise WeChat will display the caller's information and the user can choose to answer or reject the call.

3. Call Log Synchronization: All calls initiated or answered in Enterprise WeChat will be synchronized to the call history in the NewLync platform, and users can view the detailed call

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history through NewLync.

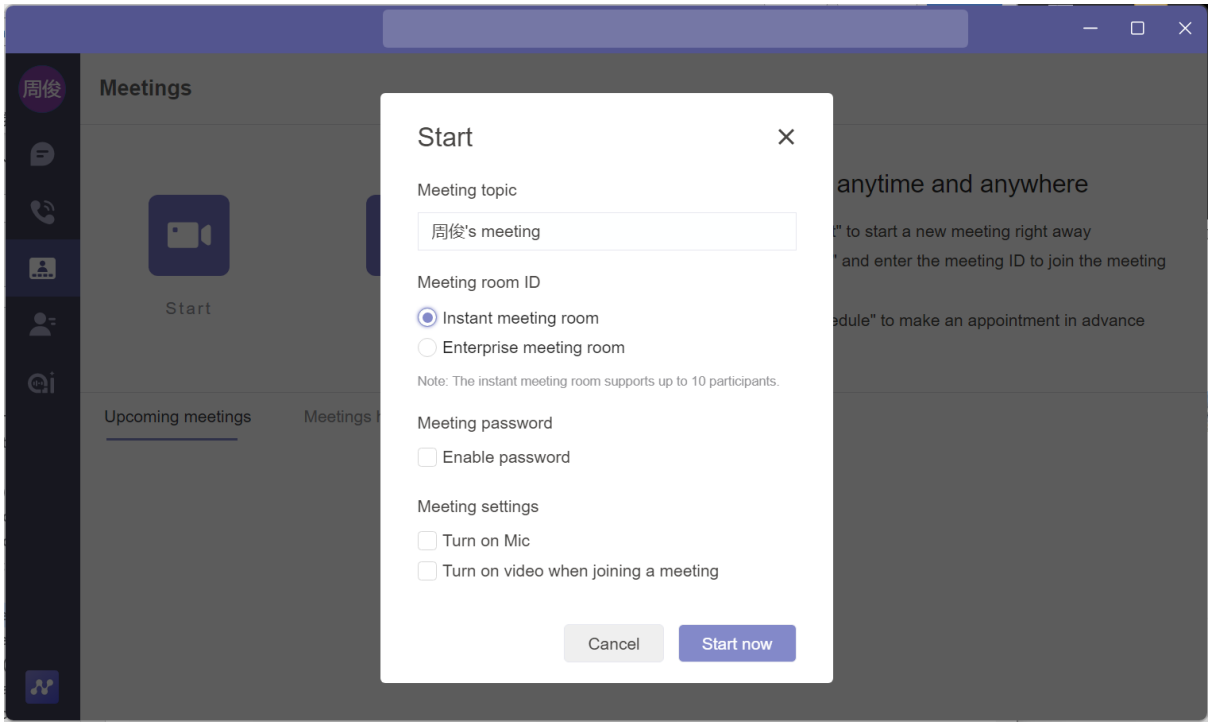
Note

Features can be customized. In addition, the NewLync platform supports feature customization based on customer needs, including custom development of messaging, conferencing, and other features, and customers can extend the configuration according to their needs.

2.2.6 Conference Management (PC-based)

NewLync Collaboration Office Platform provides powerful meeting management features that support users to initiate, join and book meetings to meet various meeting needs. Specific features include

- Launch Meetings: Users can instantly launch meetings, invite internal and external participants, and instantly notify participants to join the meeting. The conference supports audio and video by default, and users can choose to use them as needed.



Launch Meeting_PC

- Join a meeting: Users can quickly join a meeting by entering a meeting number, supporting

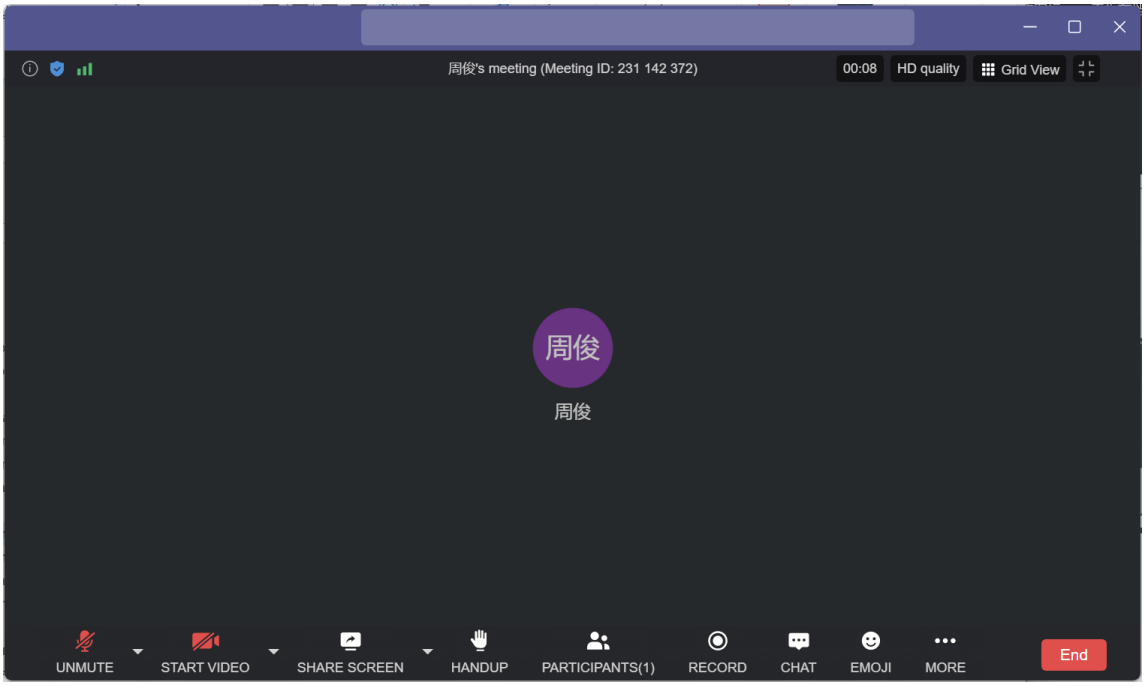
both internal and external attendees. Whether it's a meeting within the company or a discussion with an external partner, it's easy to join in. Users simply enter the meeting number into the interface and enter the conference room for real-time communication.

- Desktop Extension Conference Access: Supports employees to join the conference via desktop extensions. These phones are rigorously tested to ensure that they provide a high-quality communication experience and achieve good compatibility with the platform.
- Password entry: The conference management interface also provides a password entry function to ensure the security of the conference. Users need to enter the conference password when joining the conference, and only the correct password can enter the conference to ensure the confidentiality of the conference content.
- Reserve a meeting: Users can reserve a meeting in advance, set the meeting topic, time and participants to facilitate the planning and organization of the meeting. The booking meeting feature includes:
  - Setting the theme of the meeting: Clarifying what will be discussed at the meeting.
  - Scheduling of meetings: Selecting appropriate meeting times to avoid scheduling conflicts.
  - Invite Attendees: Select the people who need to attend the meeting and send an invitation to the meeting.
- View Meeting Details: Users can view detailed information about the meeting, including meeting time and attendees. This feature helps users to be well-prepared by knowing the relevant information before the meeting. Specific features include:
  - Meeting Time: View the start and end time of the meeting.
  - Attendees: View the list of invited and confirmed attendees.

In addition, the meeting management interface provides the following features:

- Unmute and turn on video: Users can unmute themselves or turn on video to interact with other attendees in a meeting.
- Shared Screen: Users can share screens in meetings to show documents, presentations, or other content for attendees to view and discuss together.

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Shared Screen_PC

- Sharing Permission Setting: Users can set the permission to share the screen and choose whether all members can share or only the moderator can share.
- Raise your hand: Users can indicate that they have a question or need to speak through the "raise your hand" function in the meeting, so as to make it easier for the meeting moderator to coordinate the order of speeches.
- Attendees: View a list of attendees in the current meeting to see who has joined the meeting.
- Recording: Users can choose to record the meeting content, which is convenient for reviewing and recording important information after the meeting.
- Emoticons and Chat: Users in a meeting can use emoticons or send messages in the chat window to increase interactivity and participation in the meeting.
- More: Includes other features such as file sharing and settings that users can manipulate as needed.
- Leaving the meeting: Users have the option to leave the meeting and end their participation in the meeting.

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Meeting facilitator privileges and operations

As a meeting facilitator, you have a wide range of permissions and operational features to ensure the smooth running and management of your meetings. These permissions and operations include:

- Unmute and turn on video: Users can unmute themselves or turn on video to interact with other attendees in a meeting.
    - Select Microphone: Users can select a microphone device for voice input in the conference.
    - Select Speakers: Users can select speaker devices for audio output in the conference.
    - Test Speakers & Microphones: Users can test the working status of audio equipment to ensure clear voice transmission in meetings.
    - Deactivate computer audio device: Users can choose to deactivate the current computer audio device.
    - Select Camera: Users can select the camera device to ensure the image quality in the video conference.
    - Video Settings: Users can preview the video effect and select the camera device in the "Settings" interface.
- Shared Screen: Users can share screens in meetings to show documents, presentations, or other content for attendees to view and discuss together. Users can set permissions for sharing screens, selecting whether all members can share or only the presenter can share.
- Manage Attendees: The host can view the details of all attendees and perform the following actions:
    - Mute: Mutes a specific participant.
    - Turn on video: Requests the attendee to turn on the video.
    - Change name: Changes the display name of the participant.
    - All See Ta: Set the screen of a specific attendee as the main display screen.
    - Set up as a co-facilitator: Designate specific attendees as co-facilitators to help manage the meeting.
    - Set as Moderator: Transfer moderator privileges to other attendees.

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- Remove Meeting: Removes a specific participant from the current meeting.

- Notifications and invitations: Hosts can quickly invite attendees to join a meeting via the in-app address book.
- Mute All: The host can mute all joined and new attendees, and optionally allow attendees to unmute themselves.
- More: Includes the following features, which the user can operate as needed:
  - Locked meeting: prevents new attendees from joining the meeting.
  - Mute members on entry: All members joining the meeting will be automatically muted.
  - Allow members to unmute themselves: Attendees can unmute themselves.
  - Play a tone when someone joins or leaves the meeting: A tone is played when a participant joins or leaves the meeting.
- Dialpad: The presenter can use the dialpad feature to dial internal extension numbers and external phone numbers to facilitate phone calls.

2.2.7 Conference Management (Mobile)

The mobile meeting management interface features the following functions, providing a simple and efficient way to manage meetings, suitable for mobile office scenarios:

- Initiate meetings: Users can instantly initiate video and audio meetings from mobile devices (including cell phones and PADs), select the appropriate meeting mode, invite internal and external participants, and instantly notify participants to join the meeting.
- Join a meeting: Users can quickly join a meeting using their mobile devices (including cell phones and PADs) by entering a meeting number or clicking on a meeting invitation link, supporting both internal and external attendees.
- Desktop Extension Conference Access: Supports employees to join the conference via desktop extensions. These phones are rigorously tested to ensure that they provide a high-quality communication experience and achieve good compatibility with the platform.
- Reserve a meeting: Users can reserve a meeting in advance, set the meeting topic, time

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and participants to facilitate the planning and organization of the meeting.

- View Meeting Details: Mobile users can view details of historical meetings, including meeting times.

In addition, the mobile meeting management interface provides the following features:

- Unmute and turn on video: Users can unmute themselves or turn on the video feature in a meeting.
- Share Screen: Although the mobile meeting management interface provides a Share Screen button, this feature is not yet enabled and users cannot share screens in meetings for the time being.
- Attendees: View and manage a list of current attendees.
- More: Includes a hand-raising feature where participants can signal their intention to speak.
- Conference tablet access to the meeting: mobile users can seamlessly access the meeting through the tablet, enjoying a larger screen and better interactive experience. This feature is especially suitable for efficient meeting management and content presentation using conference tablets in scenarios such as meeting rooms.
- Leaving the meeting: Users have the option to leave the meeting and end their participation in the meeting.

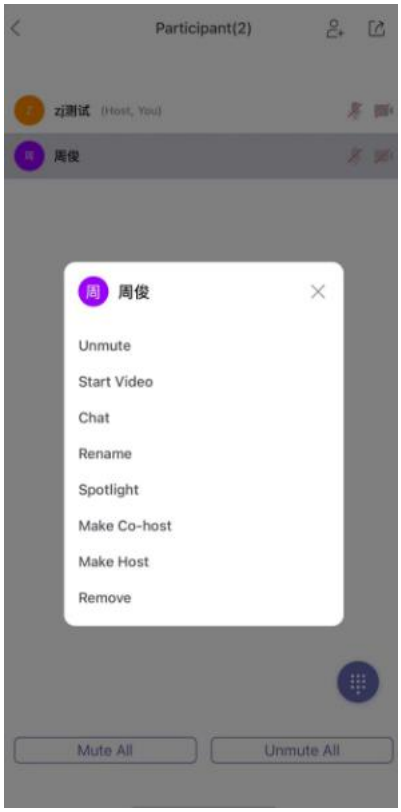
Meeting facilitator privileges and operations

Meeting facilitators in the NewLync Collaborative Workplace have a variety of permissions and operational capabilities to ensure smooth running and management of meetings. These permissions and operations include:

- Mute and Unmute: The moderator can choose to mute all attendees or allow attendees to unmute themselves. This can be done by clicking on the "Mute All" or "Unmute All" button.
- Manage Attendees: The host can view the details of all attendees, including avatars and names, and can perform the following actions on attendees:
  - Unmute: The moderator can request to unmute a specific attendee.
  - Turn on Camera: The host can request to unlock the static camera status of a specific attendee.

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- Change name: Changes the name of a specific participant.
- Set up as a co-facilitator: Designate specific attendees as co-facilitators to help manage the meeting.
- Set as Moderator: Designate a specific attendee as the moderator and transfer the moderator privileges.
- Move Out of Meeting: Moves a specific participant out of the current meeting.

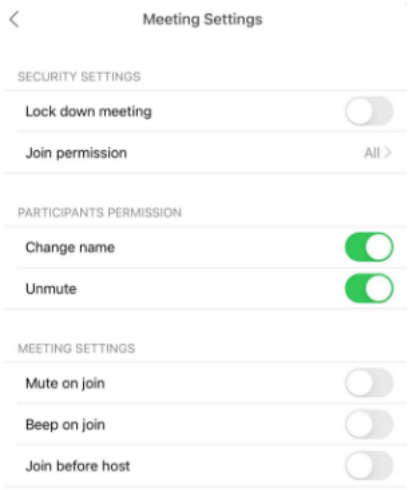


Participant Management Options Screen

- Setup Options:The facilitator can make some basic settings in the meeting setup to ensure that the meeting runs smoothly. Specific setup options include:
  - Locked meeting: prevents new attendees from joining the meeting.
  - Allowed In: Set which types of users can join the meeting (e.g., everyone, in-house only, meeting invitees only).
  - Change Name: Allows participants to change their display name in the meeting.
  - Self Unmute: Allows participants to unmute themselves during a meeting.
  - Auto mute when member joins a meeting: Set the participant to be muted automatically when joining a meeting.

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- Play a tone when a member joins a meeting: Set a tone to play when a participant joins a meeting.
- Allow members to join the meeting before the moderator enters the meeting: allow participants to join the meeting before the moderator enters the meeting.



Meeting Settings Screen

- Raise your hand: Participants can signal the moderator to speak by using the "raise your hand" function.
- Meeting Settings: The host can manage and control the meeting through the meeting settings, including mute, unmute, manage participants and other functions.
- MuteAll: The host can mute all current and new attendees, and can choose whether to allow attendees to unmute themselves.
- Move out of meeting: The moderator can move specific participants out of the meeting.
- Invite Attendees: Hosts can invite new attendees to join the meeting by sharing the link in-app or externally.
- Session Link Sharing: Facilitators can create and share session links, making it easy for

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attendees to join the session directly through the link.



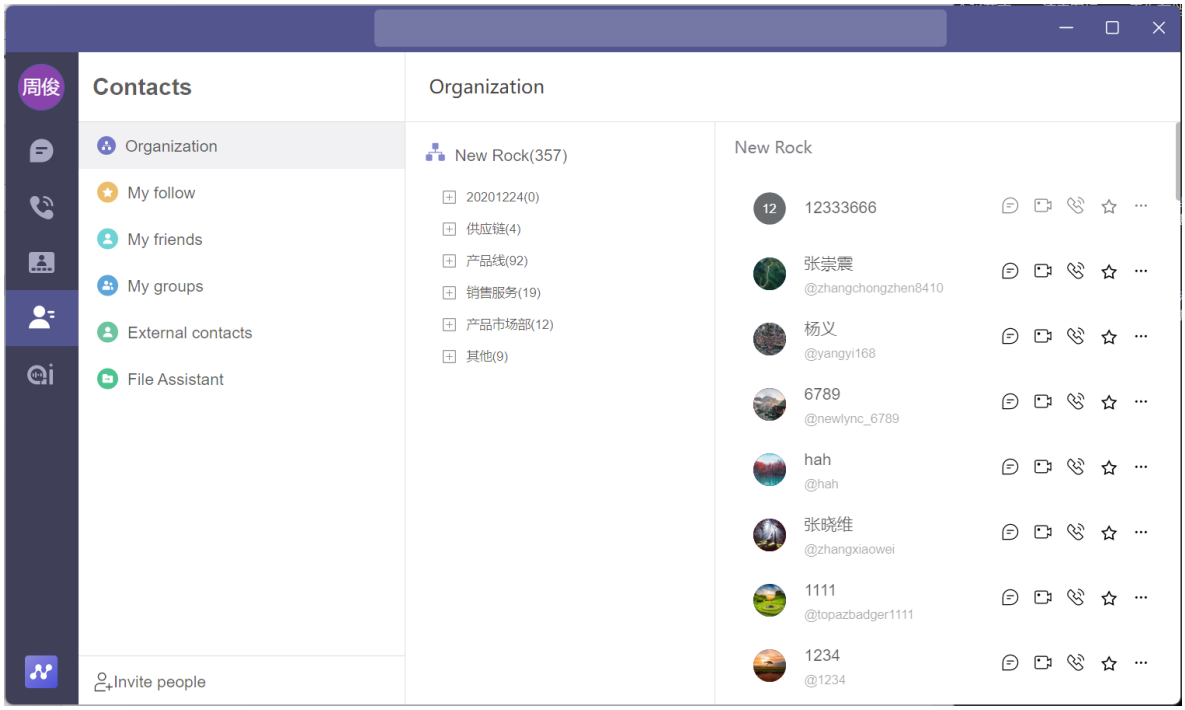
This feature supports cross-organizational guests to conveniently join a meeting through the browser web interface. Even if the attendees are not in the same organization or do not use the NewLync platform, they can join the meeting directly in the browser through the meeting link. This feature enhances the flexibility of meetings and is suitable for meetings where external partners are invited to participate. Attendees can participate in the conference via a web browser by simply clicking on the conference link, with no software to download or install.

2.2.8 Contact Management (PC & Mobile)

NewLync Collaboration Office provides comprehensive contact management features to help users efficiently manage and organize their contacts and improve the efficiency of communication and collaboration. Specific features include:

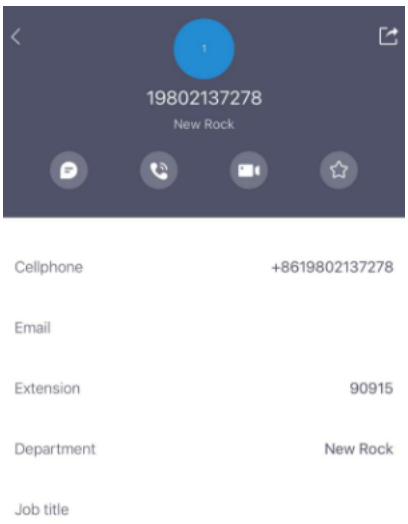
- Organizational structure: Users can view and browse the internal organizational structure of the company and quickly find colleagues who need to be contacted. With a clear hierarchical structure, users are able to get a comprehensive view of the distribution of departments and personnel.
- My Favorites (PC only): Users can click the star icon (⭐) to add frequently used contacts to the Favorites list for quick access and communication, ensuring important contacts are always reachable.

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PC Contacts Management Interface

- Favorite contacts (Mobile): on mobile, users can favorite contacts by clicking on the star icon in the contact details page (⭐) on the contact details page to favorite a contact, making it easy to find frequently used contacts in the address book.



Favorite contacts (mobile)

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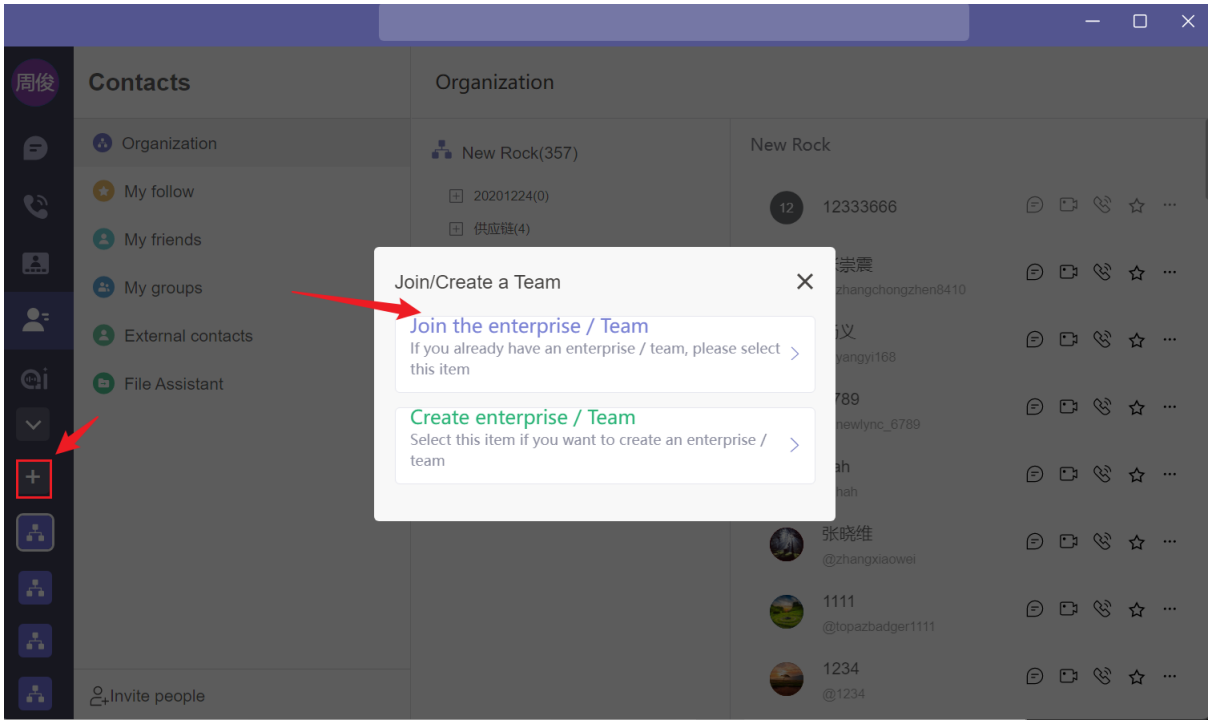
- My Friends: Users can add friends and view a list of friends, keeping them close to key contacts and facilitating efficient collaboration.
- My Groups: Users can view all the groups they have created and joined, which facilitates teamwork and information sharing and improves work efficiency.
- External Contacts: Users can add and manage external contacts to facilitate smooth communication with partners, customers and other external personnel.
- File Assistant: Provides file management function, supports users to easily share and manage files among contacts, and ensures timely delivery of information.

2.2.9 Switching/Creating Teams (PC & Mobile)

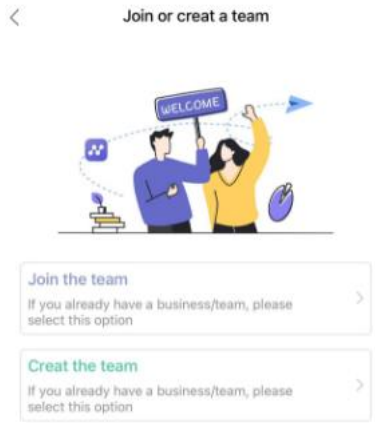
The NewLync Collaboration Office platform allows users to switch between organizations or businesses, ensuring that they have the flexibility to participate in collaboration and communication across multiple teams. Specific features include:

- Switching enterprise/team (PC): users can quickly switch to the corresponding enterprise or team interface by clicking on the different purple organizational structure icons on the left side for related operations and communication. Each icon represents a business or team, and clicking on it will take you directly to the main interface of that business or team.
- Switching between companies/teams (mobile): Users can switch between companies and teams by clicking on the icon of the administrator's avatar on the page and selecting "Companies and Teams". All companies or teams are listed with the same icon, click on it to switch to the corresponding company or team interface.
- Join a business/team: users can quickly join a new business or team by entering an invitation code or scanning a QR code. This feature makes it easy for users to accept invitations from companies or teams to quickly join and participate in related work.
- Create a business/team: Users can follow the platform guidelines to create a new business or team, fill in basic information and invite members to join. This feature supports users to manage and collaborate with enterprises or teams, making the organizational structure more flexible and efficient.

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Join or Create a Team_PC



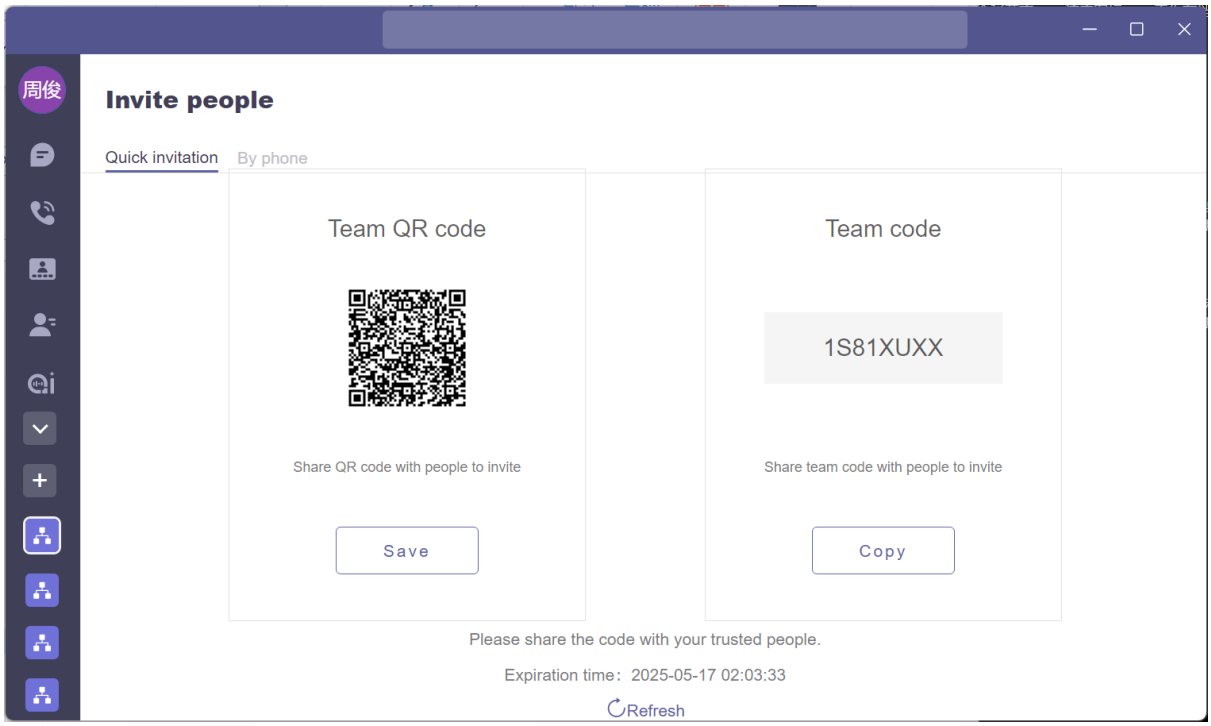
Join or Create a Team_Mobile

2.2.9.1 Adding Team Members (PC-based)

In NewLync Collaborative Workplace PC, users can invite and add team members in the following ways:

- By Quick Invite: users can generate and share team QR codes and team codes by clicking on the invite icon in the lower left corner. These invitations make it easy for users to quickly

add new members to the team, ensuring easy and efficient team expansion. Users can click the "Save" button to save the QR code image, or click the "Copy" button to copy the team code and share it with new members.



Quick Invitation_PC

- Invitation via cell phone: Users can click on the invite icon in the lower left corner, select the "Invitation via cell phone" option, enter the new member's cell phone number and name, and click the "Add Member" button to send an invitation message to the new member. New members can join the team by receiving an invitation message, simplifying the process of adding team members.

2.2.9.2 Add Team Members (Mobile)

In NewLync Collaborative Workplace Mobile, users can invite and add team members in a variety of ways to facilitate team expansion and management:

- Invitation via cell phone number: Users can enter a new member's cell phone number and name, and the system will send an invitation message to the new member, enabling them to join the team quickly.

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- Invitation via e-mail: users can enter the e-mail address and name of new members, the system will send an invitation e-mail, and the new members can join the team through the invitation link in the e-mail.
- Team QR Code Invitation: The system generates a team QR code that users can share with new members. New members can join the team easily by scanning the QR code.
- View Team Code: The system displays the team invitation code, which users can share with new members. New members can join the team by entering an invitation code for a variety of scenarios.

On the Organizational Structure page on mobile, users can access these invitation options by clicking the icon in the upper right corner.

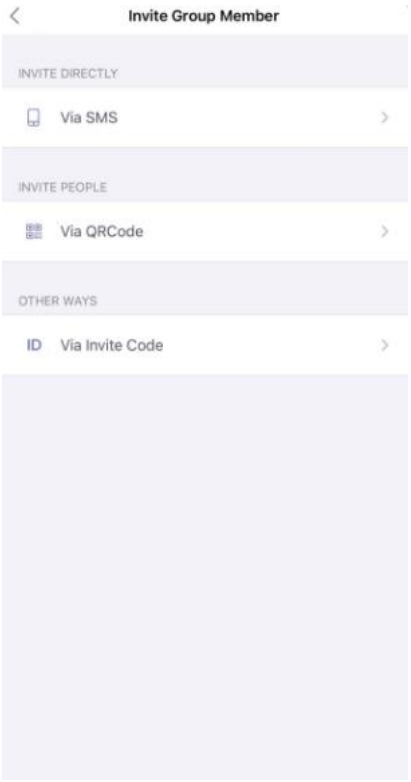


Figure 29: Add Team Member_Mobile

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2.2.10 Third Party Application Integration (PC & Mobile)

The NewLync platform helps users efficiently utilize NewLync's features in the Enterprise WeChat work environment through integration with Enterprise WeChat.

1.Enterprise WeChat Integration (PC & Mobile)

The NewLync app supports integration with Enterprise WeChat, which enables users to easily access and use NewLync features within Enterprise WeChat, allowing them to communicate and collaborate with colleagues and partners via Enterprise WeChat. For detailed steps to configure this integration feature, please contact technical support for assistance.

2.Enterprise Micro Client Scanning Login (Mobile)

NewLync supports users to log in by scanning the code through the Enterprise Micro client. When users are in the login interface, they can choose to use the code scanning function of Enterprise WeChat to quickly complete the identity verification and login the system by scanning the QR code on the screen.

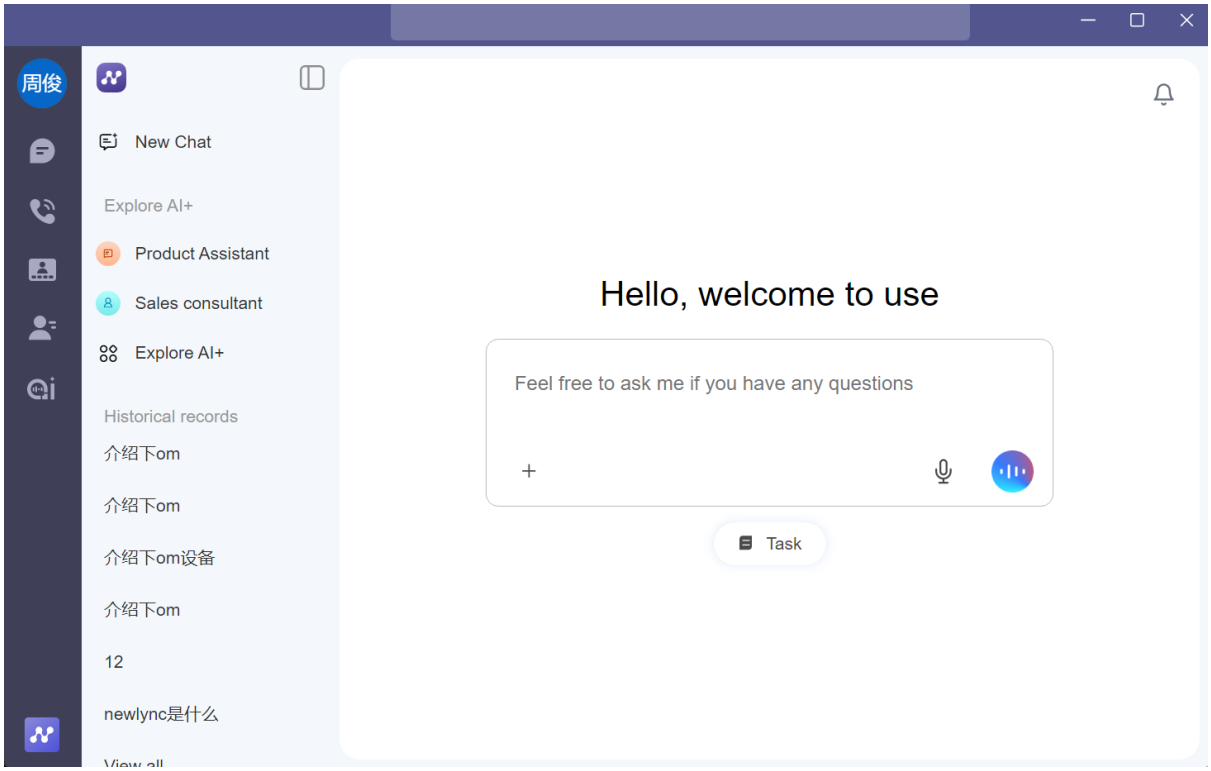
3.Enterprise WeChat Incoming Call Alert (PC & Mobile)

NewLync supports the incoming call reminder feature of Enterprise WeChat. When there is an incoming call, users will receive a notification in Enterprise WeChat to remind to answer the call. This feature facilitates users to handle incoming calls in a timely manner even when using Enterprise WeChat.

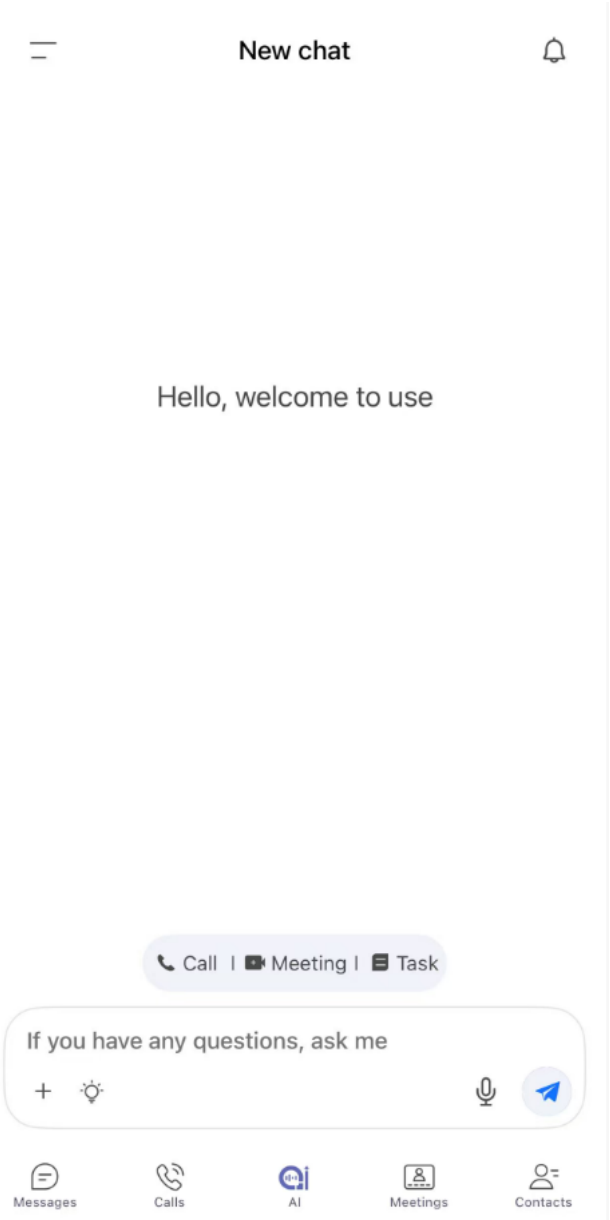
2.2.11 AI Applications

After enterprises activate the AI service and complete the deployment of private knowledge bases (including product manuals, sales scripts, rules and regulations, etc.), employees can engage in real-time conversations with the AI assistant via this function to retrieve internal knowledge assets accurately and efficiently.

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AI Application Interface – PC Version



AI Application Interface - Mobile Version

Conversation Management

- Start New Chat: Click to initiate a brand new query session.
- Dedicated Assistants (Product Assistant / Sales Consultant): Pre-built professional assistants for specific business scenarios. Select the corresponding assistant for more accurate replies.
- Chat History: Automatically saves past conversations. Click to restore chats with one tap.

Q&A Interaction Area

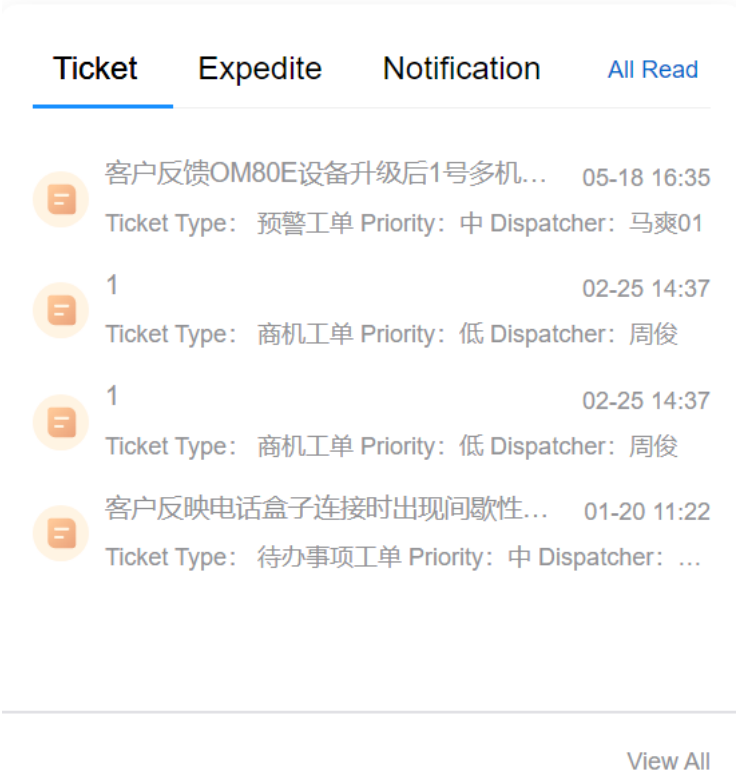
- AI Input Box: Type your business-related questions directly here.

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- FAQs (+): Customizable frequently asked questions to boost search efficiency.
- Voice Query (Microphone): Supports voice-to-text input.
- Colored AI Button: Click this button or press Enter to send your message after input.

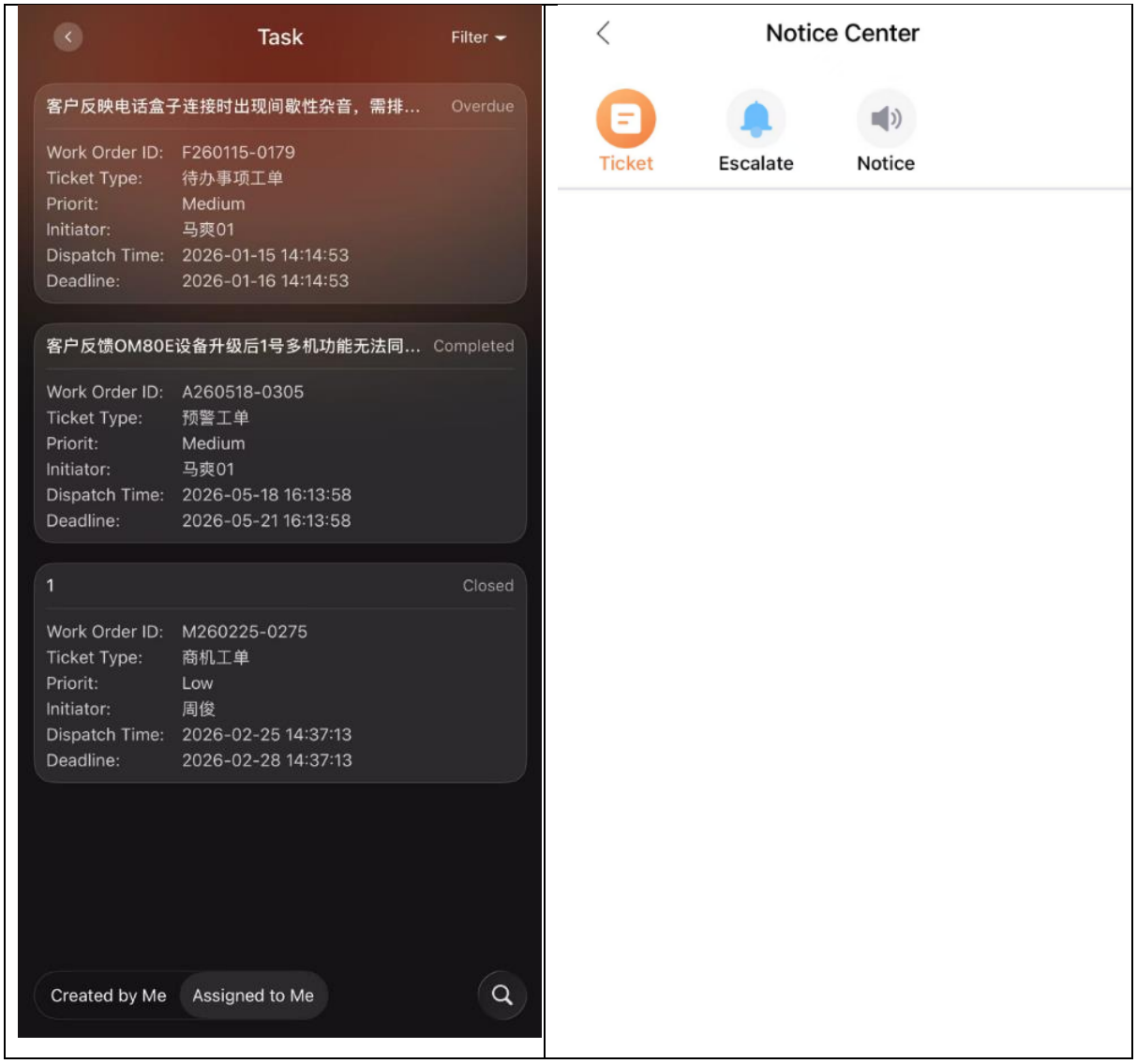
Work Orders

Click the [🔔] button in the upper right corner of the page to quickly open the message center panel, where you can process assigned work orders and system notifications in real time.



Task Interface - PC Version

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Task Interface - Mobile Version

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2.2.12 List of Features and Comparison of Differences (PC & Mobile)

To show more clearly the difference between the functionality of NewLync Collaboration Office Platform on PC and mobile, a detailed list of features and a comparison table are provided below. This comparison table allows users to visualize the similarities and differences between the two features.

Function	PC-based	Mobile	Description of differences
Instant messaging (IM)	√	√	Both PC and mobile support sending instant messages, but mobile has more features such as instant photo and video recording. PC currently does not support sending location and business cards, and cannot take photos or videos.
Create group	√	√	No difference
Voice conference	√	√	No difference
Videoconferencing	√	√	No difference
Invitation contacts	√	√	No difference
Sweep	×	√	Mobile only
View and manage group chats	√	√	No difference
Call an outside line	√	√	No difference
Extension	√	√	No difference
Telephone dial	√	√	No difference
Preserve	√	√	No difference
Put through (to telephone extension)	√	√	No difference
Meetings management	√	√	Both PC and mobile support initiating, joining and booking meetings, but the mobile shared screen feature is not yet enabled and only supports viewing historical meeting details. The PC side supports more meeting management features, such as sharing permission settings, viewing and managing attendees, recording, emoji and chat.
Relay	√	√	No difference

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Function	PC-based	Mobile	Description of differences
Sound recordings	×	×	Neither is currently supported
Microphone control	√	√	No difference
Camera control	√	√	No difference
Speaker adjustment	√	√	No difference
Call log synchronization	√	√	Both PC and mobile support call log synchronization, especially when using Enterprise wechat for calls, all call logs will be synchronized and displayed on both ends, ensuring that users can view the history on any device.

2.3 System Requirements

To ensure the smooth installation and operation of NewLync Collaboration Office Platform, please make sure that your terminal hardware and operating system meet the following recommended configurations. Before installation, please check the environment according to the requirements, if it does not meet the configuration requirements, it may cause the software can not be used normally.

2.3.1 System and Equipment Requirements

To ensure that the NewLync Collaboration Office platform runs optimally on all types of devices, it is recommended that the user's terminal hardware and operating system meet the following recommended configuration. Recommended configurations for PC and mobile are listed separately according to different usage environments.

2.3.1.1 Recommended Configuration for PC

To ensure the stable and efficient operation of NewLync Collaboration Platform on PC, it is recommended that your computer meets the following configuration requirements:

Terminal systems	versioning requirements
Windows operating	Windows 10 and above, 64-bit (supports 4GB+ RAM and higher

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Terminal systems	versioning requirements
system	performance)
macOS Operating System	MacOS 10.13 (High Sierra) and above

2.3.1.2 Recommended configuration for mobile

In order to ensure the stable and efficient operation of NewLync Collaboration Office Platform on mobile devices, it is recommended that your mobile device meets the following configuration requirements:

Terminal system	Versioning requirements
iOS	iOS 11 and above (supports iPhone and iPad devices)
Android system	Android 7.0 (Nougat) and above (for multiple Android devices)

2.3.2 OM Device Software Version Requirements

Since the NewLync Collaborative Work Platform integrates with OM devices, to ensure device performance and compatibility, please make sure that the software versions of the following devices are compliant. You can check and update the software version of these OM devices in the NewLync admin backend. This will ensure that the device is able to fully utilize all the features of the NewLync Collaboration Office platform and ensure system stability and security:

Equipment Model	Software Version Requirements
OM20G, OM50G, OM80E, OM200g, OM8000	V2.0.4 and above

2.4 Installation and Registration

Please follow the steps below to download, install and register the NewLync app for PC and mobile:

2.4.1 Installation of NewLync Application on PC

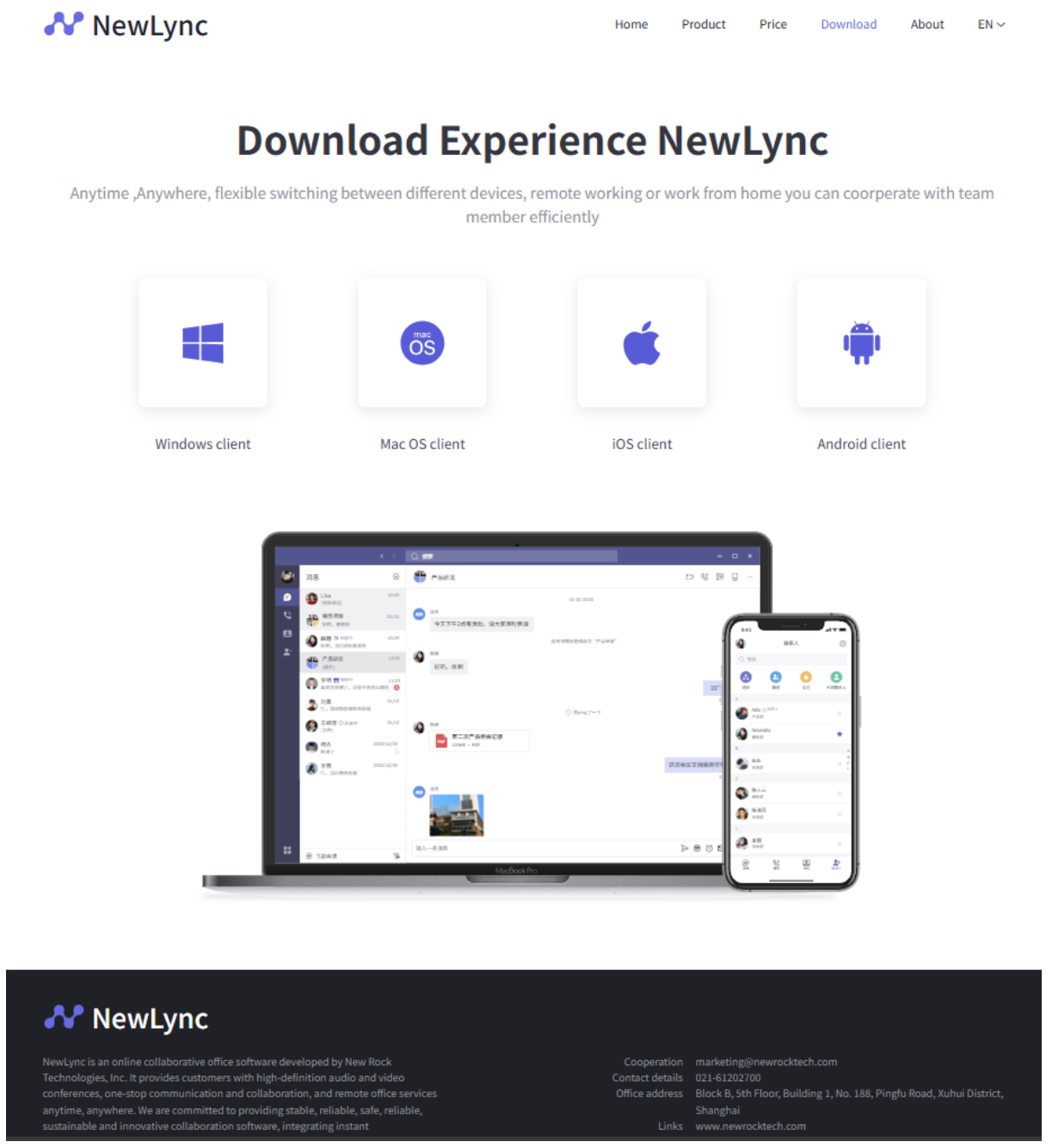
To install the NewLync application on your PC, follow the steps below:

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Visit the official website download page:

1. Open your browser, enter the following URL in the address bar and visit the download page on the official NewLync website: https://www.NewLync.com/#/download

2. You will see the following page:



NewLync Client Download Page

Choose the version that's right for you:

3. On the download page, you will see several download options. Please select the appropriate version for your device:

- Windows Client: If you are using a Windows operating system, click on the "Windows Client" icon.
- MacOS Client: If you are using the MacOS operating system, please click on the "Mac OS Client" icon.

Click on the download link:

4. Click on the download icon for your desired version and your browser will begin downloading the NewLync installer.

5. Once the download is complete, you can find the installer in the Downloads folder.

Install the NewLync application:

6. Locate the downloaded installer file and double-click to run it.

7. Follow the on-screen instructions for installation.

8. Once the installation is complete, you will see the icon for the NewLync application.

2.4.2 Installing the NewLync App on Mobile

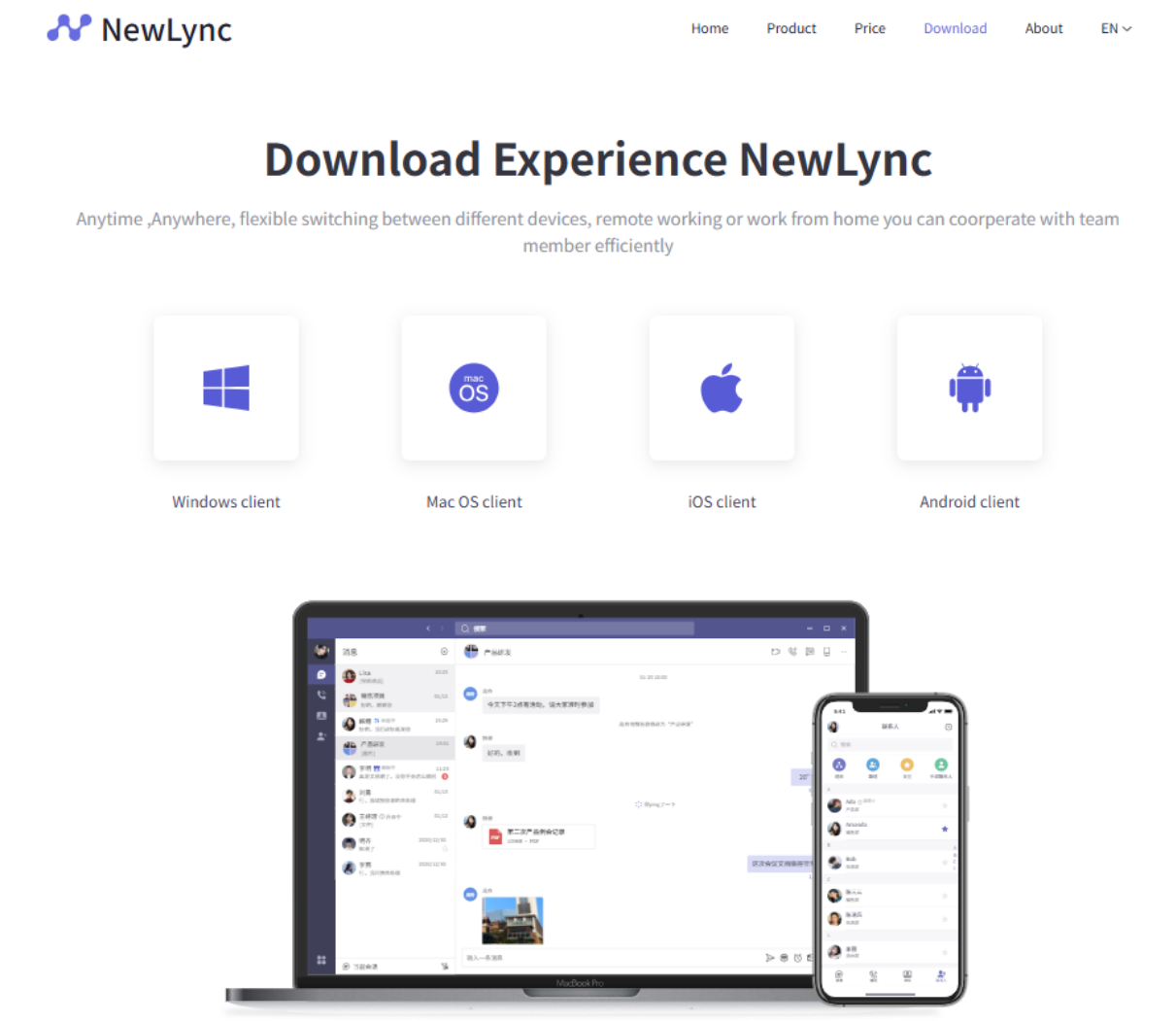
To install the NewLync app on your mobile device, follow these steps:

Visit the official website download page:

1. Open the browser on your mobile device, enter the following URL in the address bar and visit the download page on the official NewLync website:

https://www.NewLync.com/#/download

2. You will see the following page:



NewLync client download page

Choose the version that's right for you:

3. On the download page, you will see several download options. Please select the appropriate version for your device:

- iOS Client: If you are using an iPhone or iPad, go directly to the Apple App Store, search for "NewLync" and download the app.
- Android Client: If you are using an Android device, click on the "Android Client" icon,

which will direct you to the appropriate app store.

Download and install via the app store:

4. After clicking the appropriate icon, you will be automatically redirected to the NewLync app page in the app store.

5. On the App Store page, click the "Get" or "Install" button to begin downloading and installing the NewLync application.

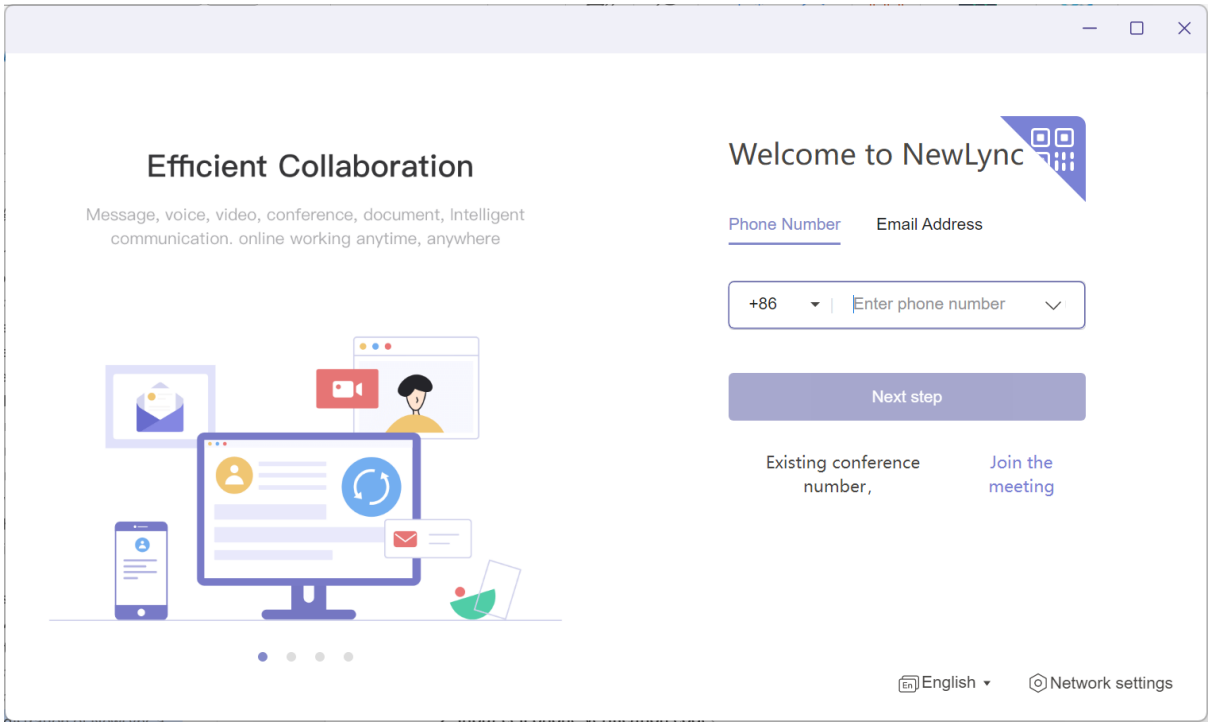
6. Once the download and installation is complete, you will see the NewLync app icon on the home screen of your mobile device.

2.4.3 Registration of NewLync Application for PC

To use the NewLync application, you need to register first. Please follow the steps below to complete the registration process:

1. Enter your cell phone number

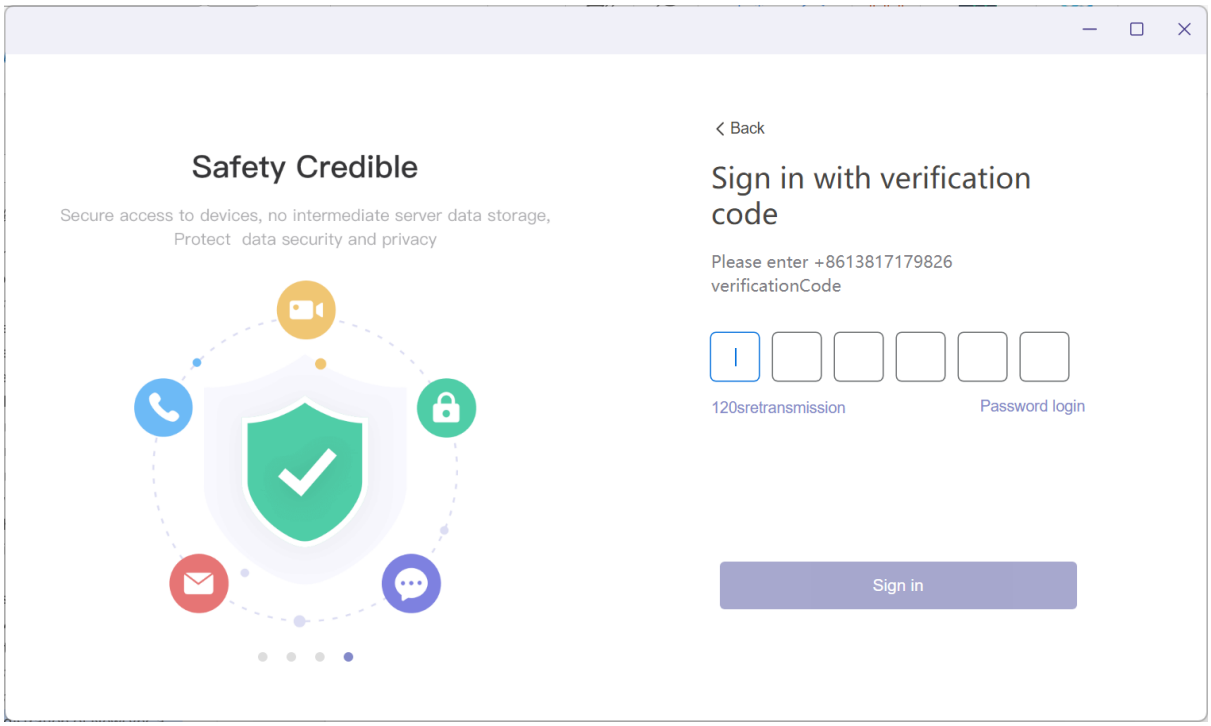
On the NewLync PC application launch screen, enter your cell phone number and click Next.



NewLync PC login screen

2. Input cell phone verification code

The system will send a verification code to the cell phone number you entered. Please enter the verification code and click "Register".



NewLync PC mobile verification code verification interface

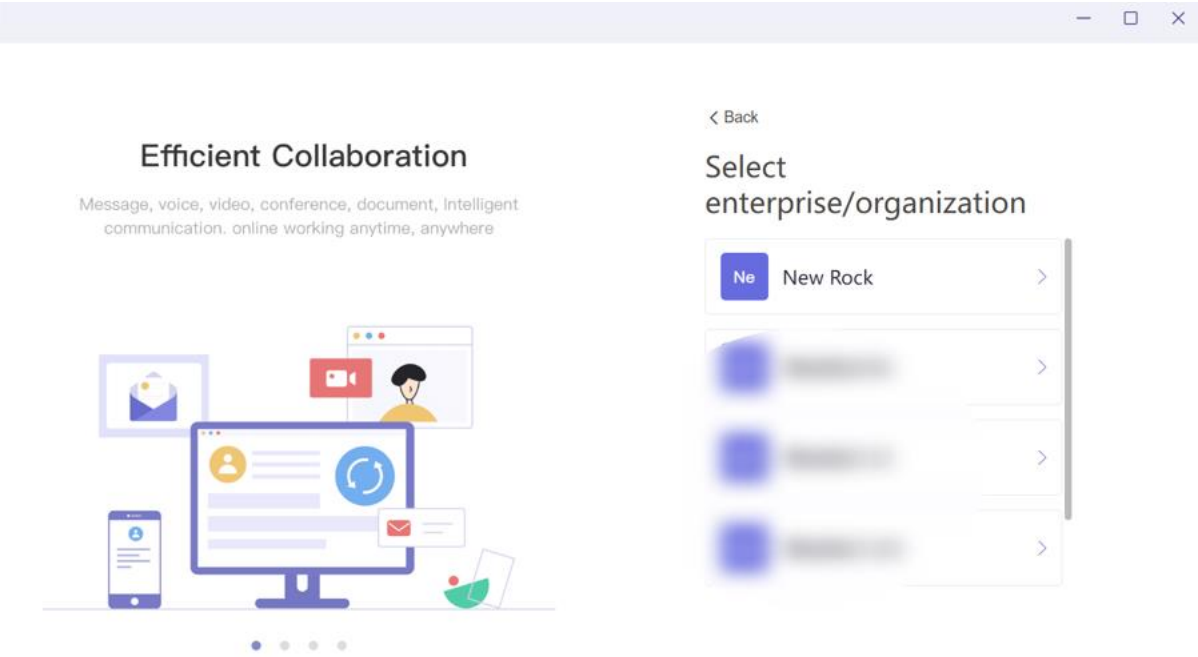
3. Improvement of information

In the information improvement screen, fill in your name, password, and confirm your password. Passwords contain at least 8 characters, including uppercase letters, lowercase letters, numbers, and special characters. Click "Next" when you are done.

4. Selection of access method

Depending on your needs, you can choose to "Join a Business/Team", "Create a Business/Team" or "Use Personal Edition".

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NewLync PC User Portal Selection Interface

5.Join Company/Team

If you select "Join Company/Team", please enter the company invitation code provided by the team administrator and click "Join". Corporate invitation codes can be obtained by contacting the team administrator.

6. Create a business/team

If you select "Create Business/Team", enter the name of your business or team and click "Create".

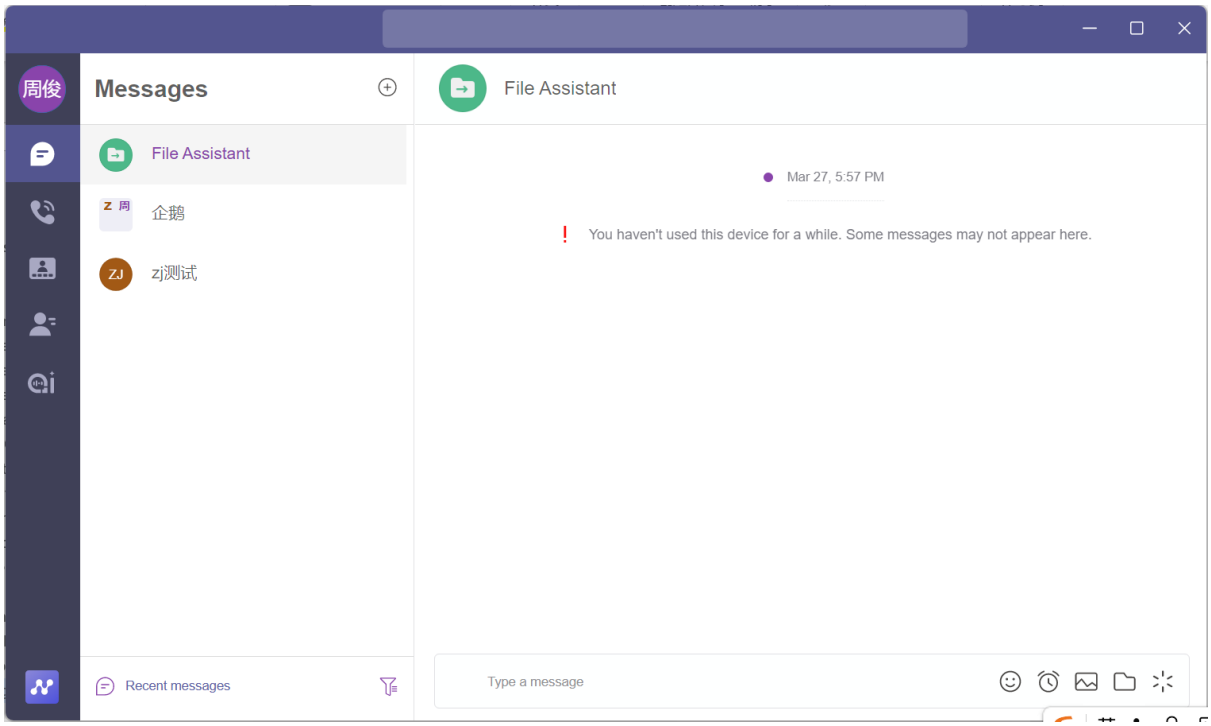
7. Initial login screen

Once registration is complete, you will be taken to the initial login screen for the NewLync PC-based application. From this screen, you can start using the various features of the application such as messaging, file helpers, and more. The specific initial login screen will vary depending on your choice:

- If you choose to join a business/team, you will be logged in as a member of the team and see information and features about the team.

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- If you choose to create an enterprise/team, you will log in as a team administrator to manage team members and set up team configurations.
- If you choose to use the Personal Edition, you will log in as an individual and enjoy the features offered by the Personal Edition.



NewLync PC messaging chat interface

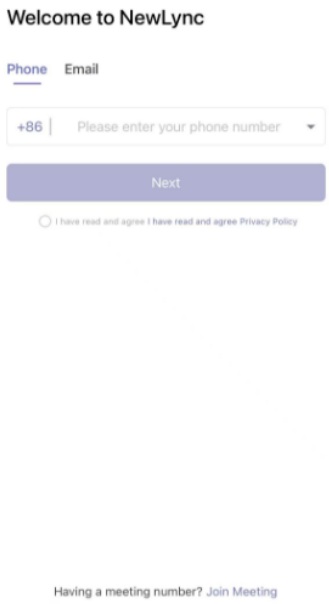
2.4.4 Registering the NewLync App on Mobile

To use the NewLync application, you need to register first. Please follow the steps below to complete the registration process:

1. Enter your cell phone number

On the NewLync mobile app launch screen, enter your cell phone number and click Next. Make sure you enter a valid cell phone number. After clicking "Next", the system will send a verification code to your cell phone.

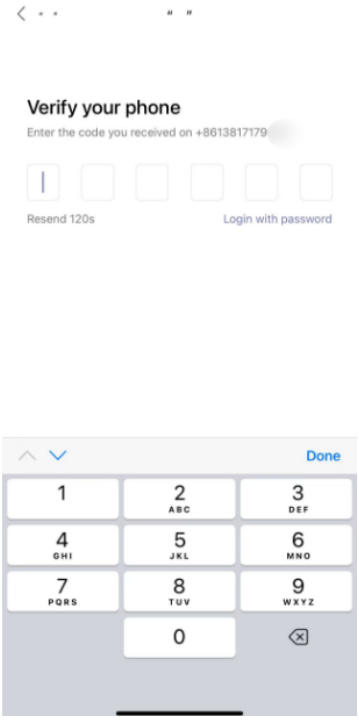
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NewLync mobile login screen

2. Input cell phone verification code

The system will send a verification code to the cell phone number you entered. Please enter the verification code and click "Register". Check your SMS inbox for verification codes from NewLync. Enter the verification code and click "Register" to continue.



NewLync Mobile Mobile Verification Code Verification Interface

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3. Improvement of information

In the information improvement screen, fill in your name, password, and confirm your password. Passwords contain at least 8 characters, including uppercase letters, lowercase letters, numbers, and special characters. Click "Next" when you are done. The name should be given as a real name so that it can be easily identified by colleagues. Set a strong password and enter the same password again in the Confirm Password box. Click "Next" to complete the information.

4. Selection of access method

Depending on your needs, you can choose to "Join a Business/Team", "Create a Business/Team" or "Use Personal Edition".

- Join a business/team: If you have an existing team or business, you need to enter the invitation code provided by the administrator.
- Create Business/Team: If you need to create a new team or business, you need to fill in the team or business name.
- Use Personal Edition: You can select this if you only need to use the personal edition features.

5. Join a company/team

If you choose "Join Company/Team", please enter the company invitation code provided by the team administrator and click "Join". You can also join by scanning the QR code of your business.

- Enter Corporate Invitation Code: Please contact your team administrator for a corporate invitation code and enter it here.
- Scanning Enterprise QR Code: Please contact the team administrator to get the enterprise QR code and use the scanning function to scan to join.

6. Create a business/team

Enter the name of the business or team you wish to create. After confirming your information, click "Create Team" to complete the creation of your business or team.

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7. Invite colleagues to join

After registration, you can invite your colleagues to join via QR code or invitation code. Click "Save" to save the QR code, or click "Share" to share the invitation code via other apps.

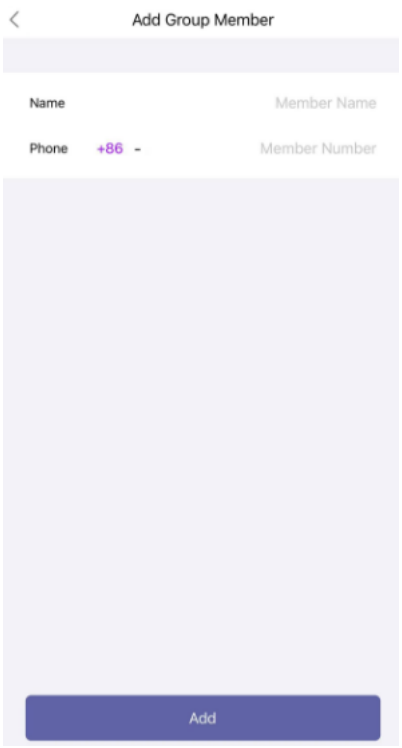


NewLync Mobile Invite Colleagues to Join Interface

You can click "Share" to share the invitation code through other applications. Choose a suitable sharing method, such as WeChat, Bluetooth, etc., and send the QR code or invitation code to your colleagues.

8. Add Team Member

You can add team members by entering their name and cell phone number or email address. Enter the name and cell phone number of the new member and click "Add Member" to complete the addition.



NewLync Mobile Add Team Member screen

Enter the name and e-mail address of the new member and click "Add Member" to complete the addition.

9. Select a contact

You can browse or search for contacts in your address book and tap a contact to send an invitation.

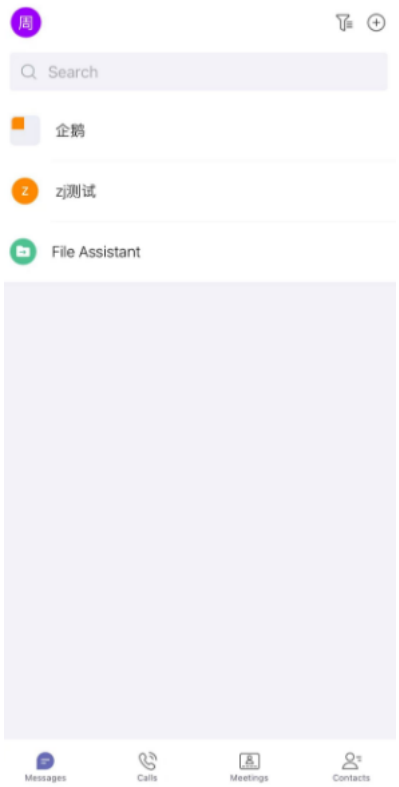
10. Initial login screen

Once registration is complete, you will be taken to the initial login screen for the NewLync mobile app. From this screen, you can start using the various features of the application such as messaging, file helpers, and more. The specific initial login screen will vary depending on your choice:

- If you choose to join a business/team, you will be logged in as a member of the team and see information and features about the team.
- If you choose to create an enterprise/team, you will log in as a team administrator to manage team members and set up team configurations.
- If you choose to use the Personal Edition, you will log in as an individual and enjoy the

features offered by the Personal Edition.

Depending on your choice, start using NewLync's various features such as messaging, calling, conferencing and contact management.



NewLync mobile messaging chat interface

2.5 PC Initialization Configuration

This section describes the detailed steps to perform the initial configuration of the NewLync Writing Office on the PC. Through each of the following subsections, you will learn how to set up the application, invite and add members, access and configure the administrative backend, and perform department and member management. Designed to help you complete the initial configuration of your NewLync office writing software quickly and efficiently, ensuring that the system will function properly and meet your needs.

2.5.1 NewLync Application Settings

NewLync is a powerful collaborative office software designed to improve team communication efficiency and work collaboration. With this application, users can conduct instant messaging,

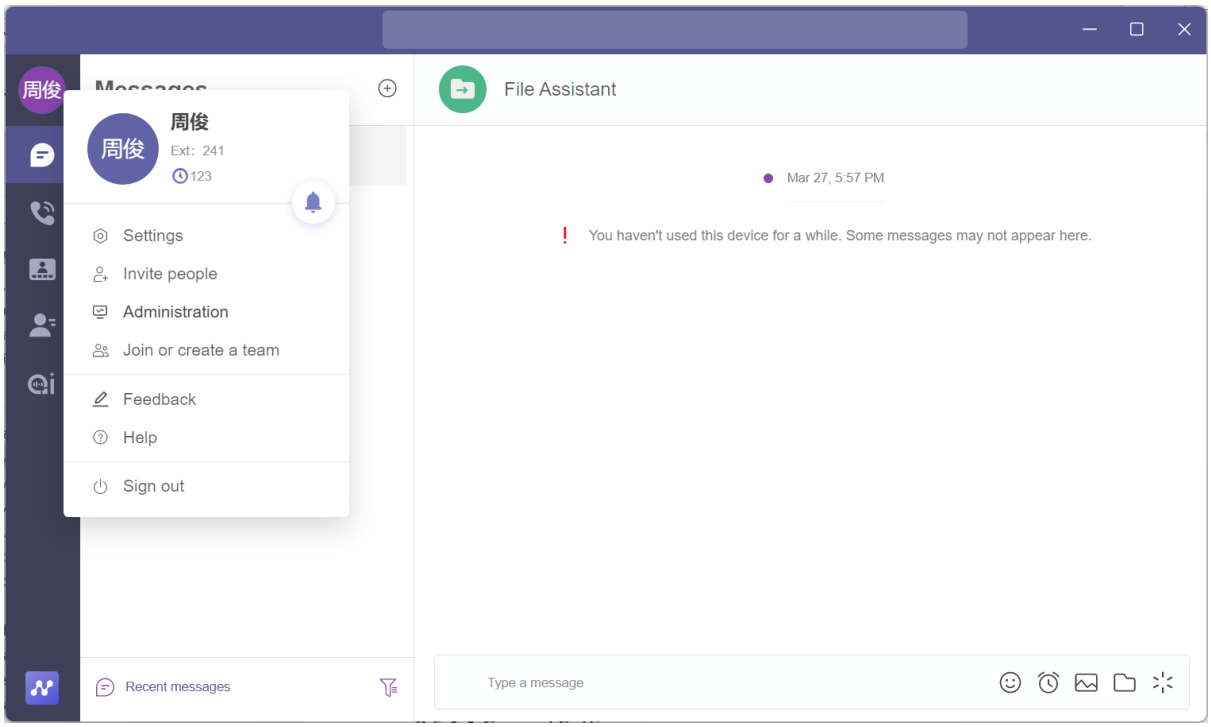
video conferencing, file sharing, project management and many other operations. Below are detailed steps on how to set up the NewLync application.

1.Log in to the NewLync Collaborative Workplace:

- Before logging in to the admin backend, you will need to register for a NewLync account and create a team on your PC. Only administrators are authorized to access the administration backend.
- Open the NewLync application and click on the user's avatar or name in the upper left corner.
- Select "Settings" from the drop-down menu.

2.Enter the General Settings screen:

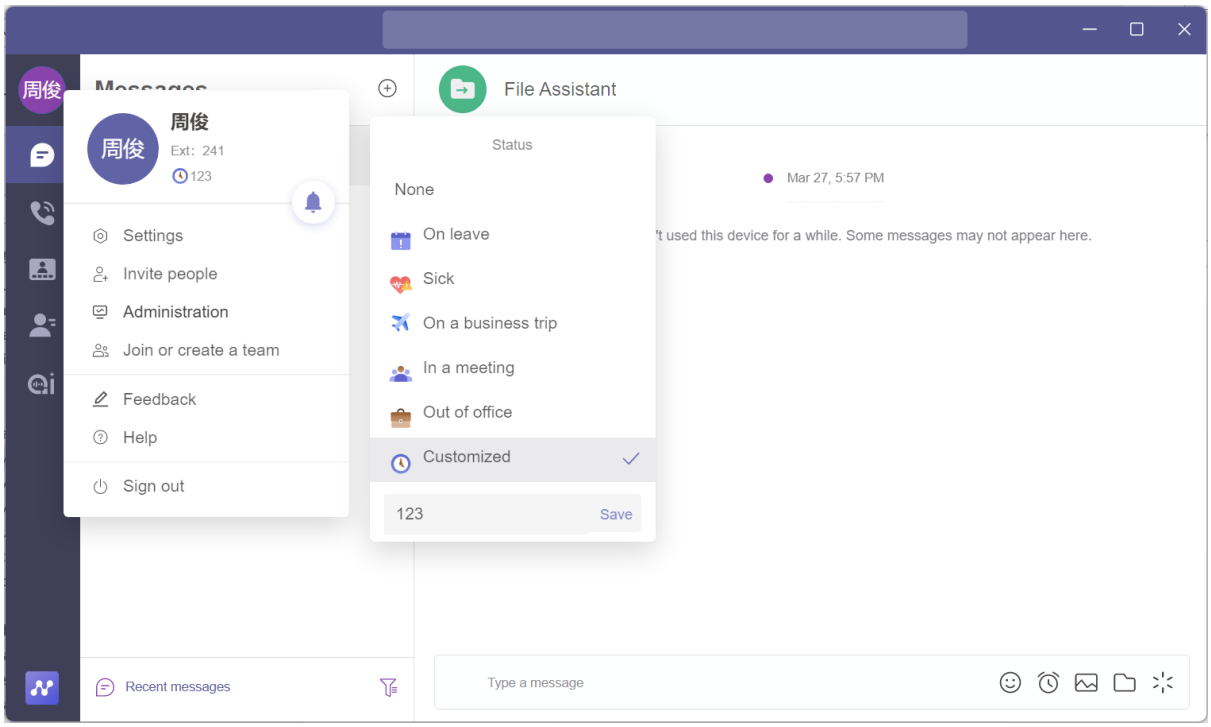
- Select the "Settings" option to enter the General Settings screen.
- In the settings interface, you can make various general settings, message notifications, audio and video settings, security and privacy, data and storage, device management, and about NewLync.



Entering the General Settings interface

2.5.1.1 General Settings

- Profile Settings: In the General Settings screen, click on the "Profile" section. Update your personal information such as name, avatar, and organization.
- User Status Setting: Users can customize their own work status according to their needs, including "on leave", "sick", "on business trip", "in meeting", "out of office" and other common statuses, "Meeting", "Out" and other common statuses, and supports customized status message input. This feature allows users to manage their online status more flexibly, making it easy for other users to view their current availability.



User Status Setting Interface (PC)

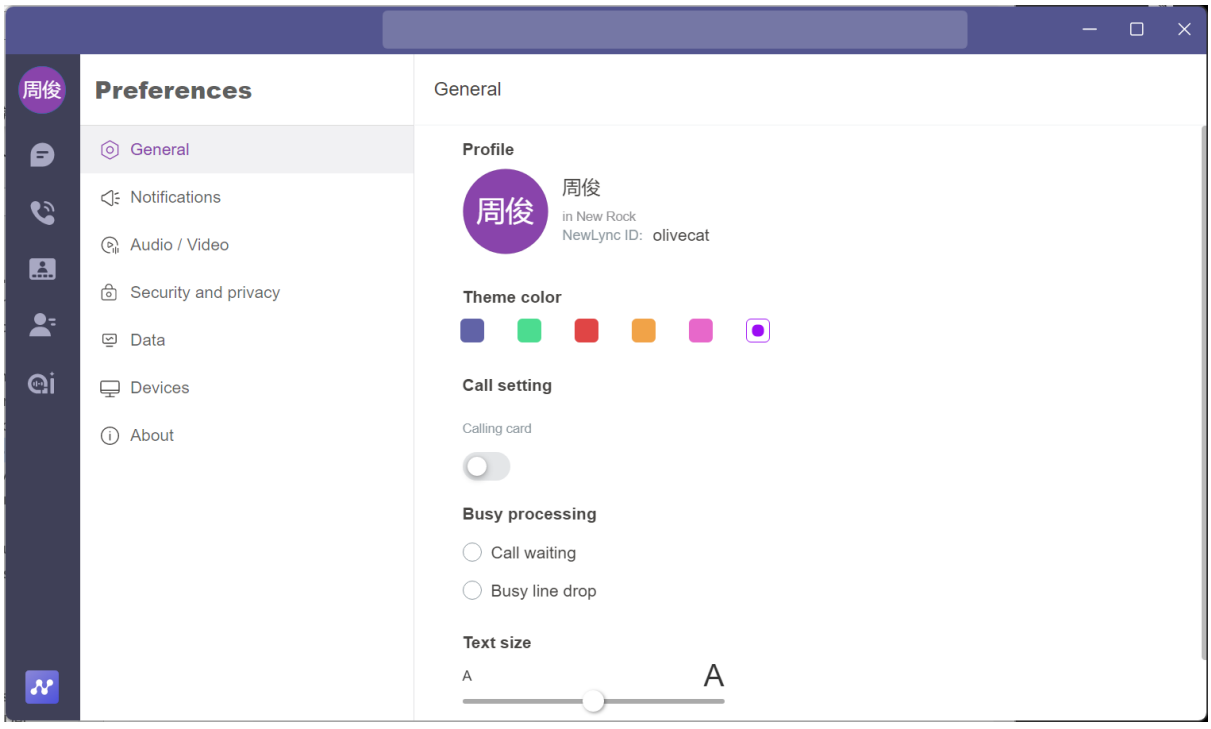
- Select Theme Color: In the "Theme Color" section, select your favorite theme color. Click on a color option to apply that color theme.
- Configure Incoming Calls: In the "Incoming Calls Settings" section, users can enable or disable the Incoming Calls push function. With this feature enabled, when you receive an incoming call, the device can display the caller's information, including avatar, name, position, etc., only if you have enabled this feature on the access terminal (e.g., cell phone

or PC).

Note

Incoming business card information needs to be set in the profile in the NewLync management background. If the profile or business card information is not set in the background, the access terminal may only display basic incoming call number information.

- Configure Busy Handling: In the "Busy Handling" section, select how to handle when you are on a busy line, either "Call Waiting" or "Busy Line Hangup". Call Waiting allows caller ID to be on hold, and Busy Line Hangup hangs up directly on the caller.
- Adjust Font Size: In the "Font Size" section, adjust the font size to match your reading habits.

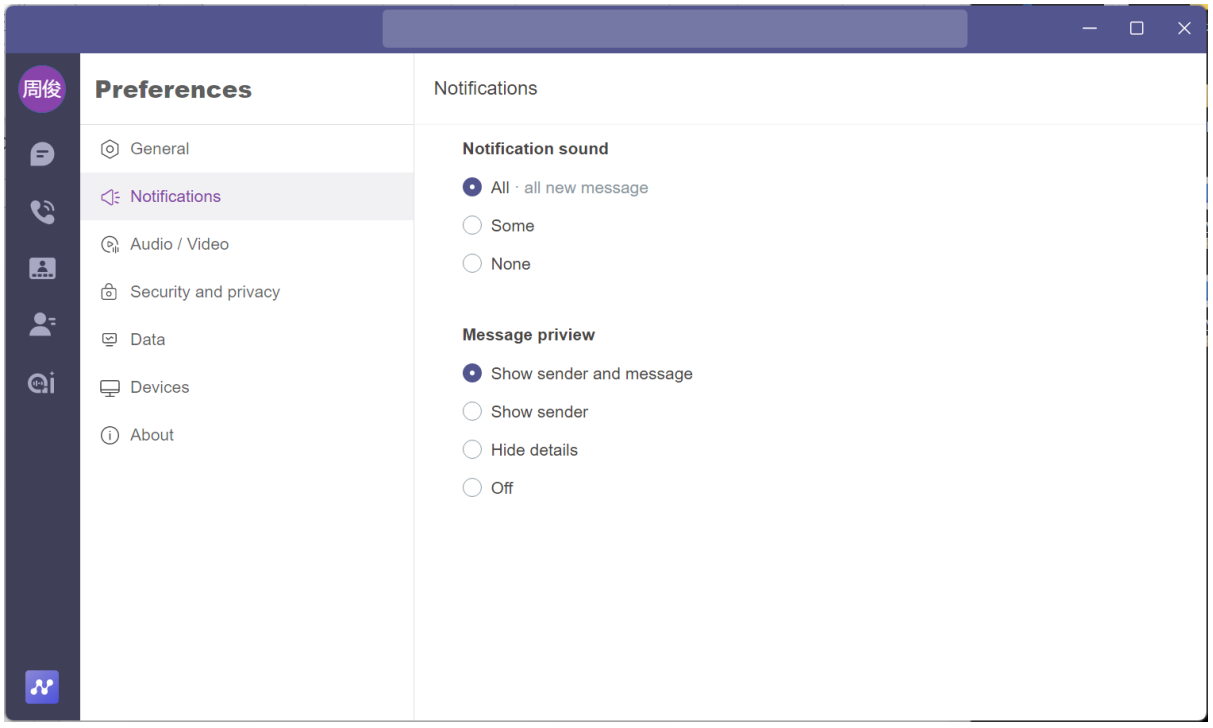


General Settings Screen

2.5.1.2 Message Notification

In the "Message Notification" section, you can set how sound notifications and message notifications are displayed.

- Sound notification: Select the type of sound notification, you can select "All new messages - all sounds" to receive sound notification for all new messages, or select "Important new messages" to receive sound notification for important messages only, or select You can also select "Important New Message" to receive sound notification for important messages only, or select "None" to turn off sound notification.
- Notification: Choose how to display the notification, you can select "Show sender and message" to show all details, or select "Show sender" to show only the sender's information, select "Hide details You can choose "Show Sender" to show all details, or choose "Show Sender" to show only the sender's information, choose "Hide Details" to hide the details, or choose "Close" to close the notification.



NewLync Message Notification Settings screen

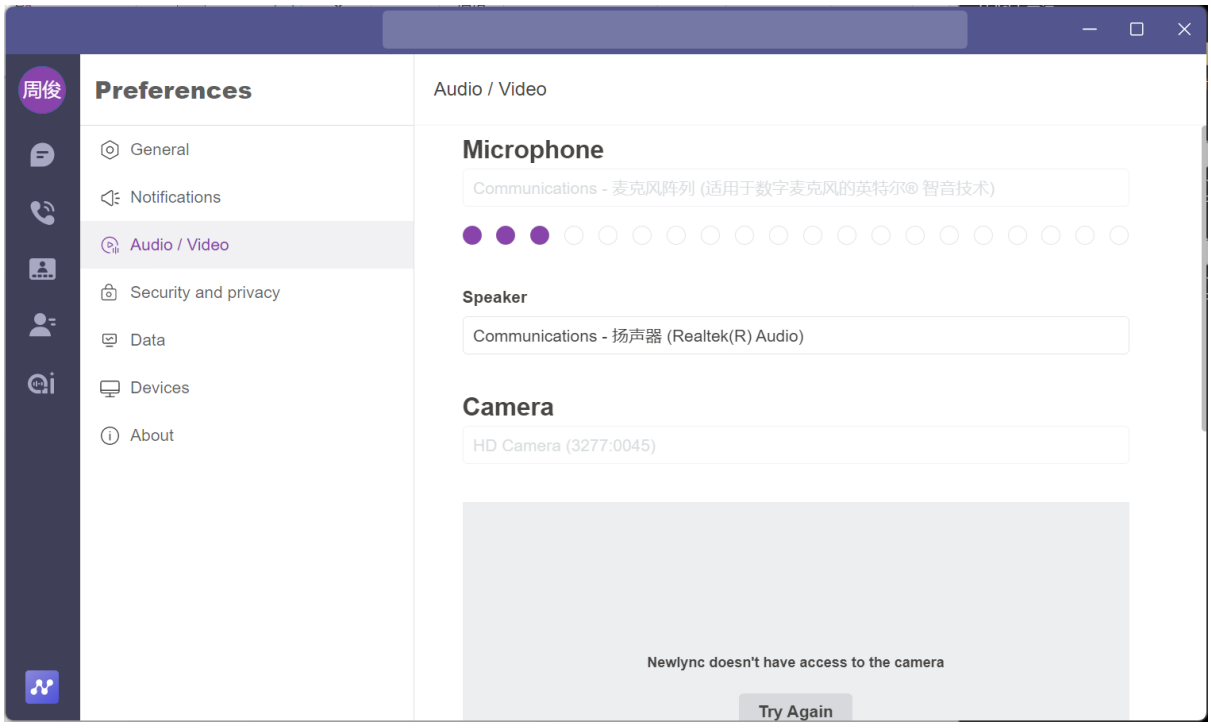
2.5.1.3 Audio and Video Settings

Go to the "Audio/Video Settings" section to configure the microphone, speakers and camera.

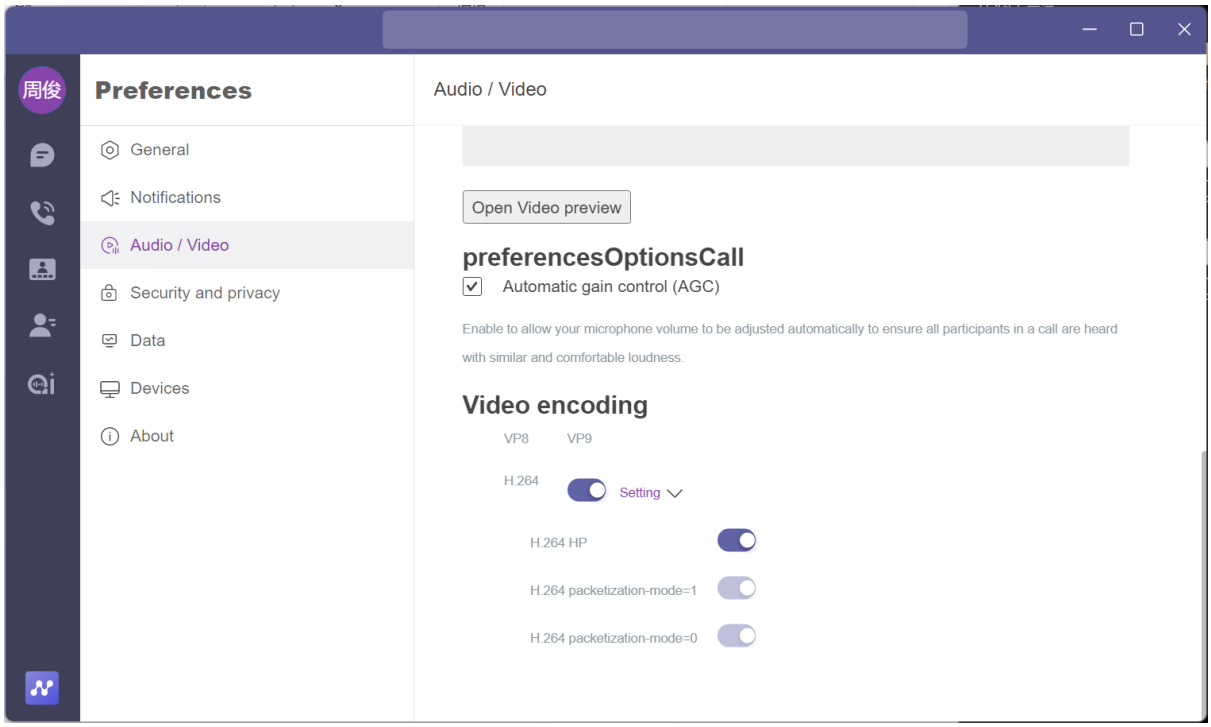
- Microphone Settings: Select the appropriate microphone device and adjust the volume.

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- Speaker Settings: Select the appropriate speaker device and adjust the volume.
- Camera Settings: Make sure the camera is connected properly and video preview is enabled.
- Call Setup: Enables Automatic Gain Control (AGC) to ensure that the microphone volume is automatically adjusted during a call.
- Video Encoding Settings: In the "Video Encoding" section, you can select the appropriate video encoding format, such as H.264, VP8 or VP9. These encoding formats ensure smoothness and compatibility of video calls. H.264 is a common and efficient video compression standard, while VP8 and VP9 are another widely used video coding formats for different network environments and devices.
    - Advanced Settings: Click on "Advanced Settings" to enable or disable advanced encoding options
        - H.264 HP: Enabling this option allows you to use the high performance mode of H.264, providing higher video quality and lower latency.
        - H.264 packetization mode: Select the appropriate packetization mode to optimize the network transmission performance. Mode 1 and Mode 0 are suitable for different network conditions, and choosing the appropriate mode can improve the stability and clarity of video calls.



Audio and Video Settings



Advanced Video Encoding Settings

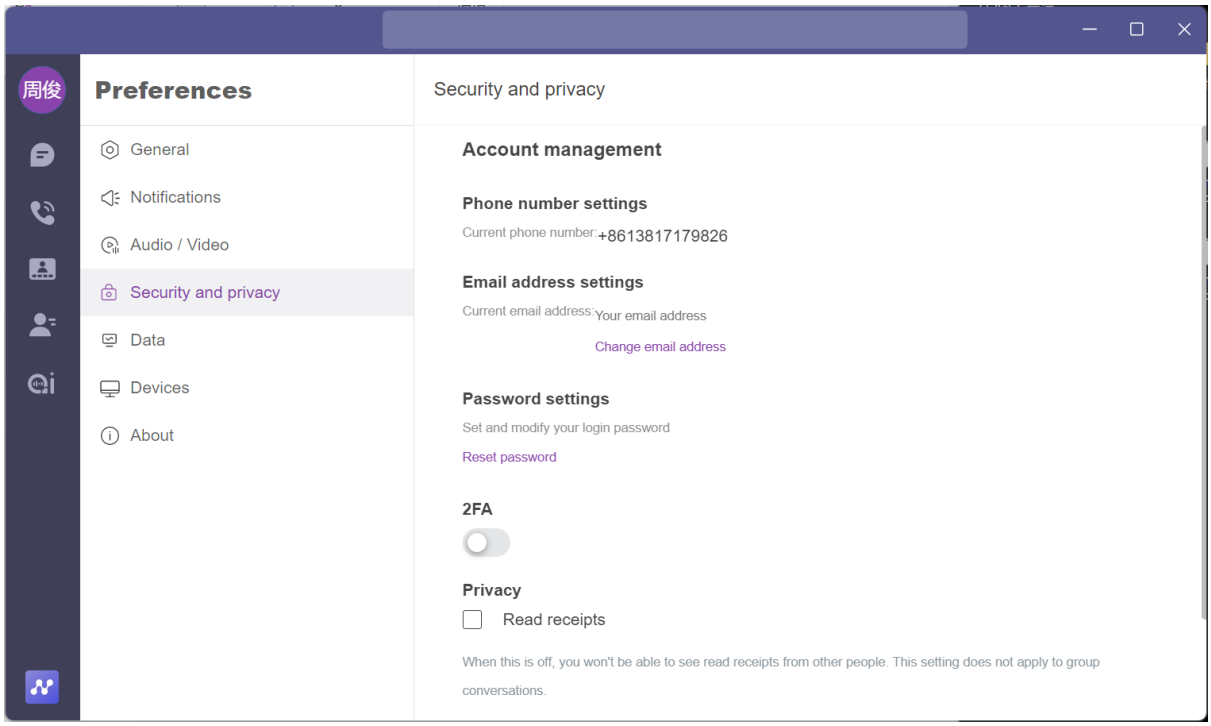
2.5.1.4 Security and Privacy

Select the "Security & Privacy" option to enter the account management and security & privacy settings screen.

- Cell Phone Binding: Ensure your cell phone number is bound to the account for account security verification and recovery.
- Email Binding: Bind your email address to receive security notifications and perform password recovery.
- Reset Password: Click on the "Settings" button to set and change your account login password to ensure account security.
- Read receipts: In the privacy settings section, check the "Read receipts" option to choose whether to send read receipts or not. When this option is turned off, others will not be able to see the status of your read messages.

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- Logout: If you no longer need to use NewLync, you can logout your account by selecting the "Logout" button. After successful logout, your account will not be available for use and all data under your account will be deleted.



Security and Privacy Settings

2.5.1.5 Data & Storage

Select the "Data & Storage" option to enter the Data & Storage Settings screen. This interface allows the user to configure the data management and storage location of the application. Specific setup options include:

Backup history chats:

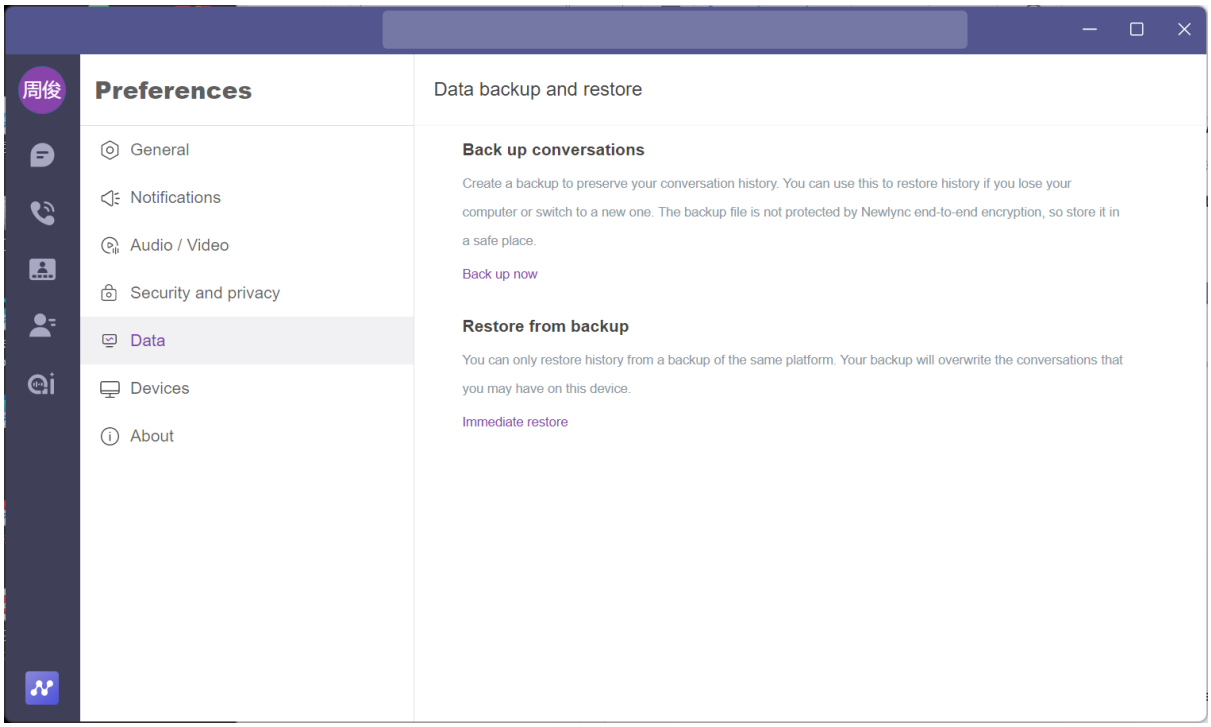
- Create Backup: Click on the "Backup Now" button to create a backup of the chat history on your current device. This is very useful in preventing data loss.
- Storage Location: The backup files will be stored in a secure location to keep your chats safe.

Restore backup chat logs:

- Recover Chat History: Click "Recover Now" button to recover chat history from backup file.

Note that only backups created from the same platform can be restored on that platform.

- Device Synchronization: In the pop-up file selection window, locate and select the previously saved backup file, and then click the "Open" button to start recovering chat history. Recovered chats will be synchronized to the current device, ensuring that you can access the same chat history on different devices.



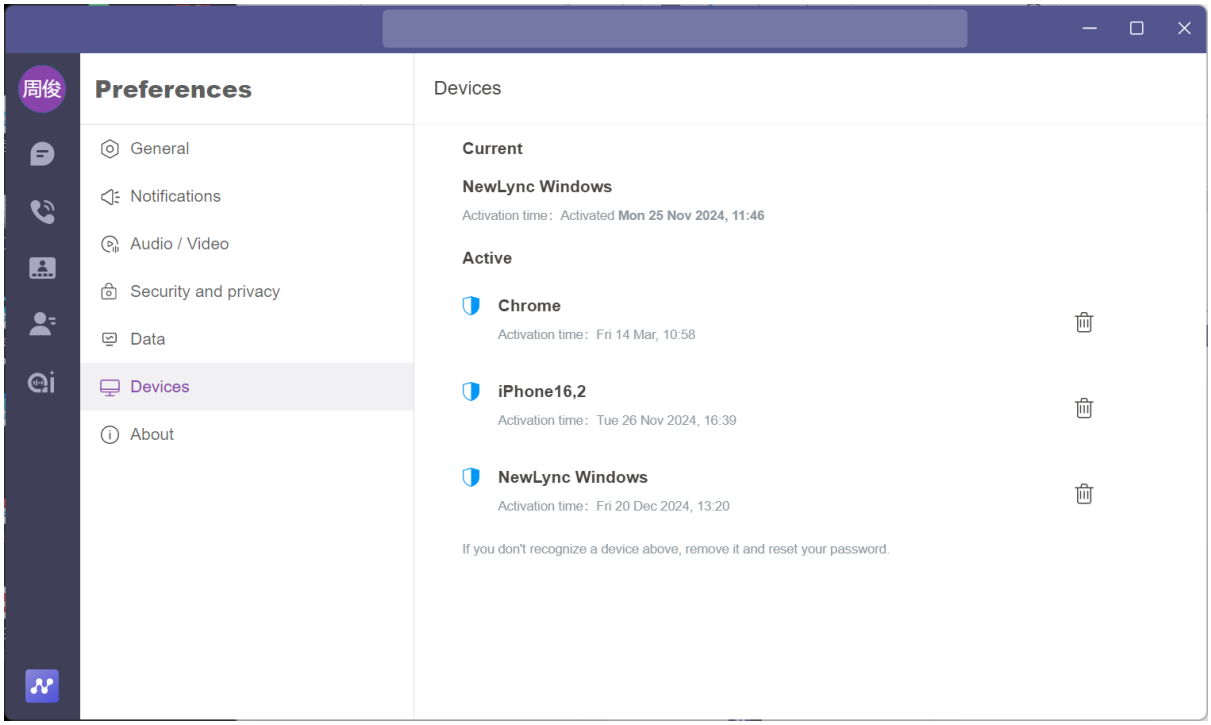
Data and Storage Settings Screen

2.5.1.6 Equipment Management

Select the "Device Management" option to enter the device management setting interface.

- Current Device: Displays the name of the device you are currently using and its most recent activation time.
- Enabled Devices: Lists all enabled devices, including the device name and most recent activation time.
- Delete Device: Click the delete icon next to each device to remove the authorization for that device. This is especially useful for devices that are no longer in use or have been lost to ensure account security. For security purposes, you will be prompted to enter a password to confirm the deletion of the device.

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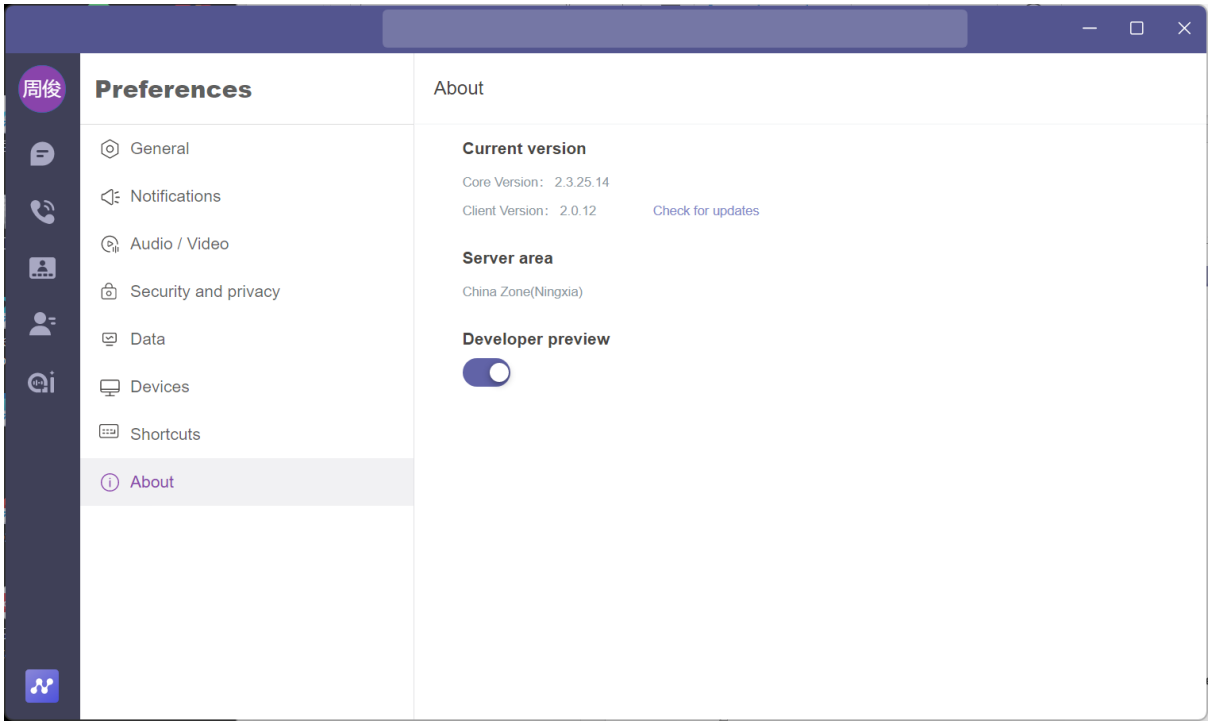
NewLync Device Management Interface

2.5.1.7 About NewLync

Select the "About NewLync" option to access the About screen.

- About Us: View the Terms of Use, Privacy Policy and visit the official NewLync website.
- Current Version: View the current client version and server zone information, and you can click the "Check for Updates" button to make sure you are using the latest version.
- Server Region: Indicates the geographic location of the server you are currently connected to, for example, China Region (Ningxia).
- Developer Preview: Enable or disable the Developer Preview feature for experiencing new features.
- Support: Visit the NewLync help site or contact customer service for support.

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About the NewLync interface

2.5.2 NewLync Application Member Invitation and Addition

In NewLync Collaborative Workplace PC, you can invite and add team members in two ways: Quick Invite and Mobile Invite. These features are designed to conveniently manage the joining of team members, making it faster and easier to invite and add new members, while users can choose the appropriate invitation method according to their actual needs, and add members on a large scale or a small scale can be handled with ease.

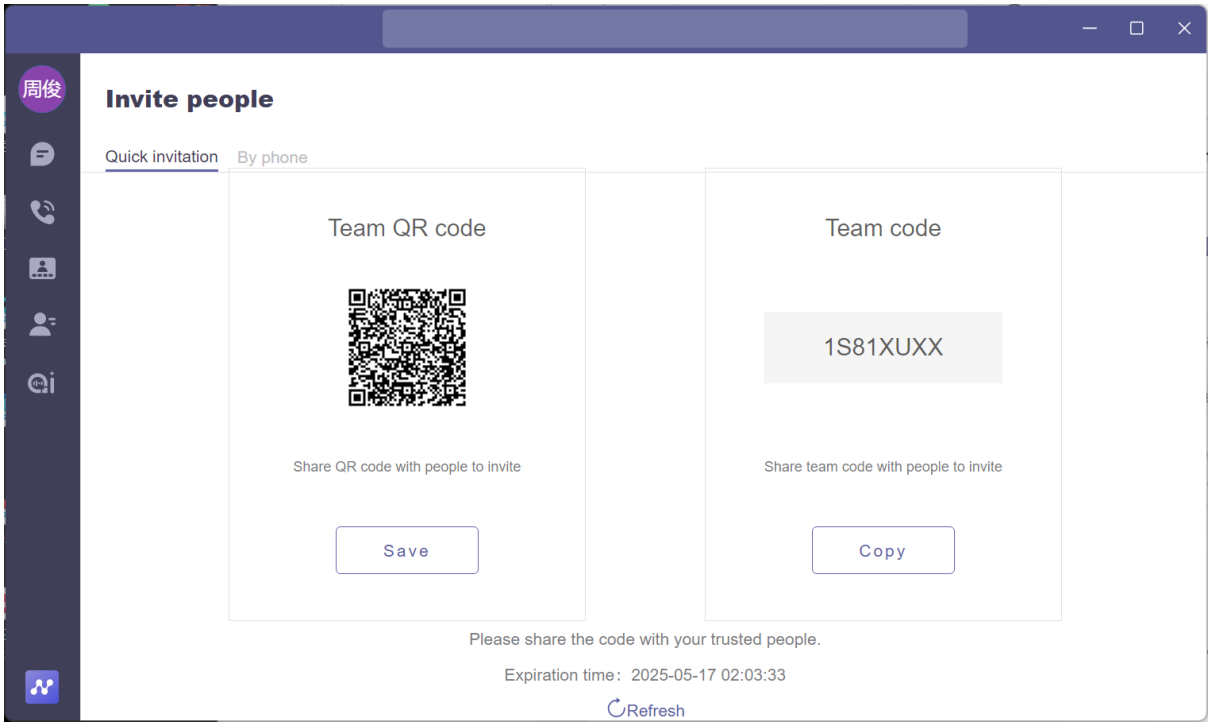
1. Quick Invitation:

- Click on the user's avatar or name in the upper left corner and select the "Invite" option.
- Go to the "Quick Invites" tab.
- On the pop-up page, a team QR code and invitation code will be generated.
- You can save the QR code image by clicking the "Save" button.
- By clicking the "Copy" button, you can copy the invitation code and share it with new members.
- New members can join the team using a QR code or invitation code, this method works for

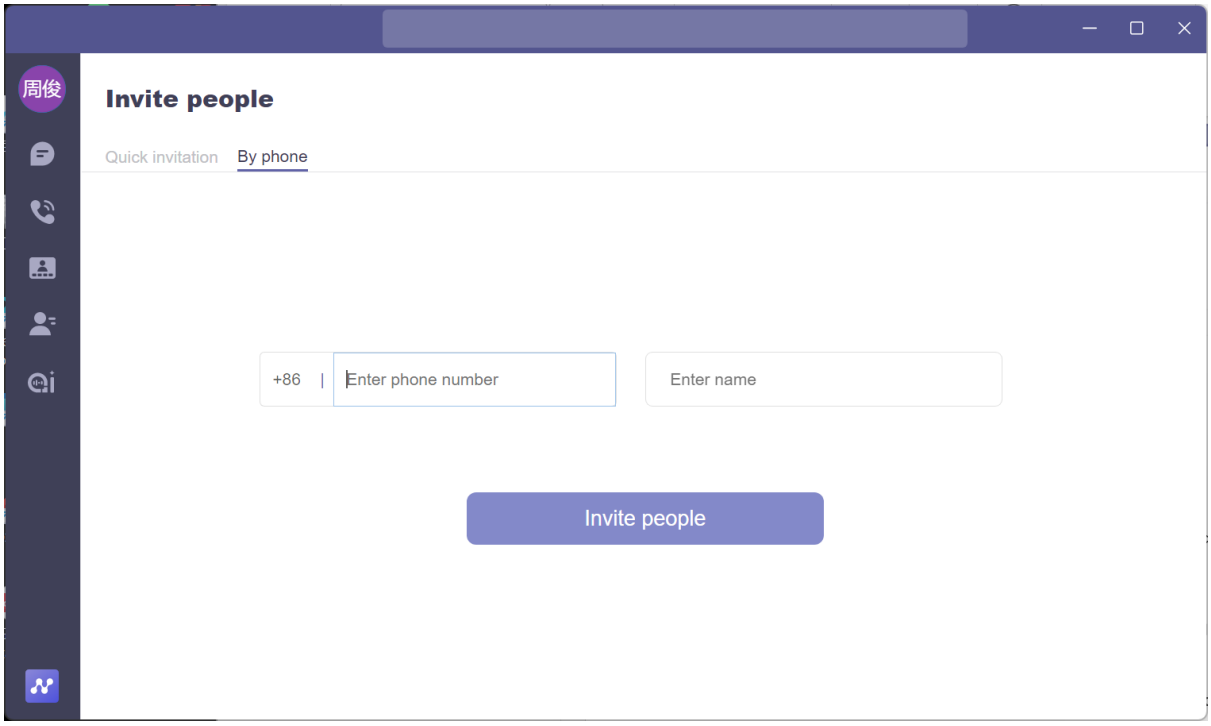
quick and mass invitations.

2. Cell phone invitations:

- Click on the user's avatar or name in the upper left corner and select the "Invite" option.
- Go to the "Mobile Invitations" tab.
- Enter the new member's cell phone number and name.
- Click the "Add Member" button to send an invitation.
- This feature is suitable for adding members one by one, for smaller team management or gradually inviting new members.



NewLync shortcut invitation interface



NewLync Mobile Invitation Interface

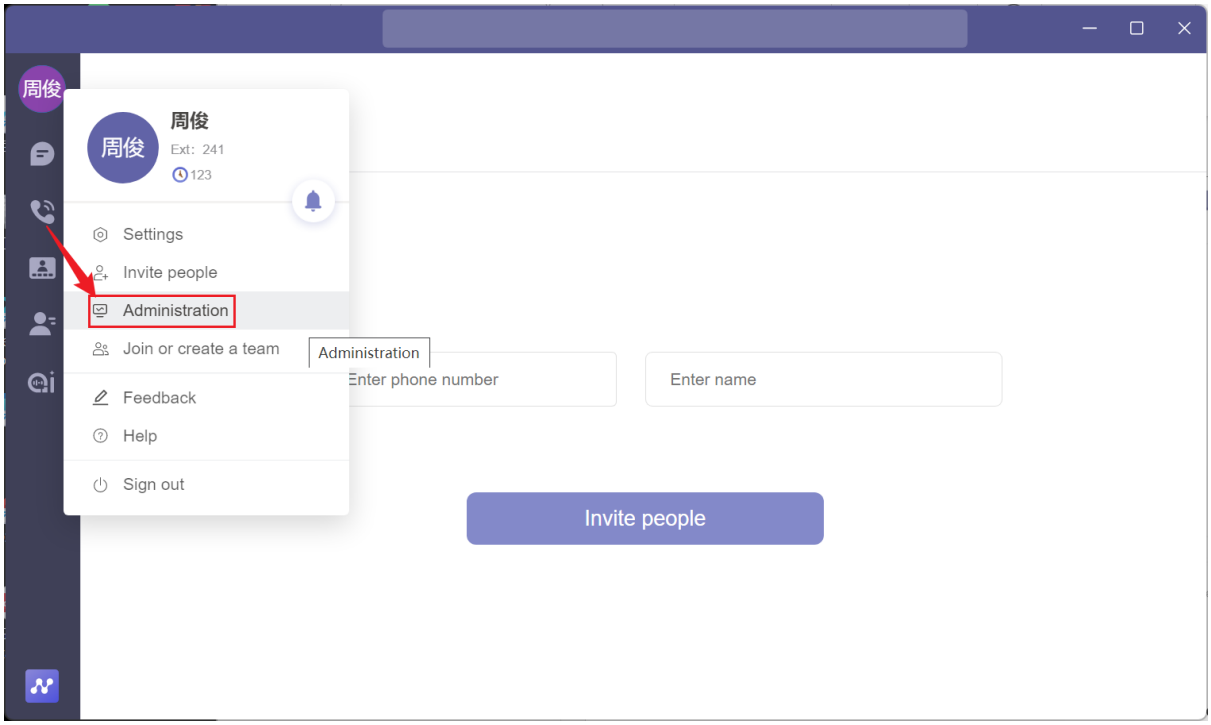
2.5.3 NewLync Admin Backend Access and Configuration (Administrator Only)

In the NewLync Collaborative Workplace, administrators can provide advanced configuration and management of teams and members through the administration backend. The management backend offers more functionality and flexibility than a PC-based application, making it suitable for use in the management and control of large-scale teams. Below are the detailed steps for administrators to access and configure the admin backend, as well as the differences between the PC-based application and the admin backend configuration.

1. Access to the management background

Before logging into the NewLync admin backend, you need to register your NewLync account and create a team on your PC. Only administrators are authorized to access the administration backend. Open the NewLync Collaborative Worker PC application and click on the user's avatar or name in the upper left corner. Select "Admin Back Office" from the drop-down menu.

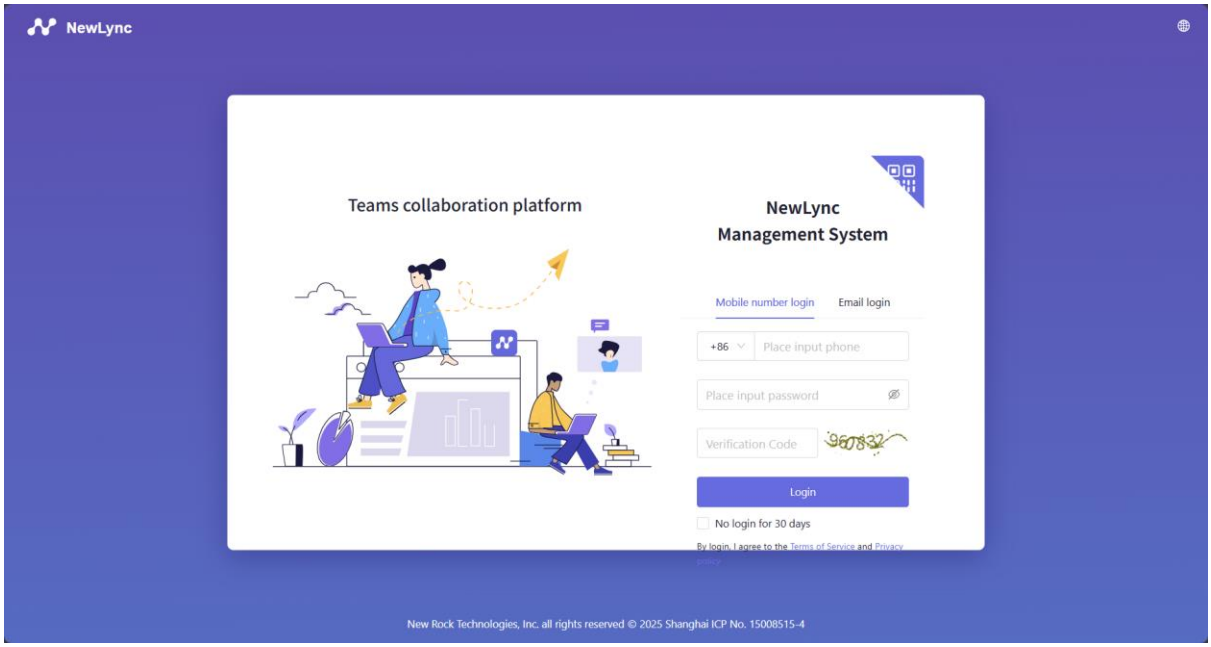
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Management back-office access

2. Log in to the Administrator's Back Office

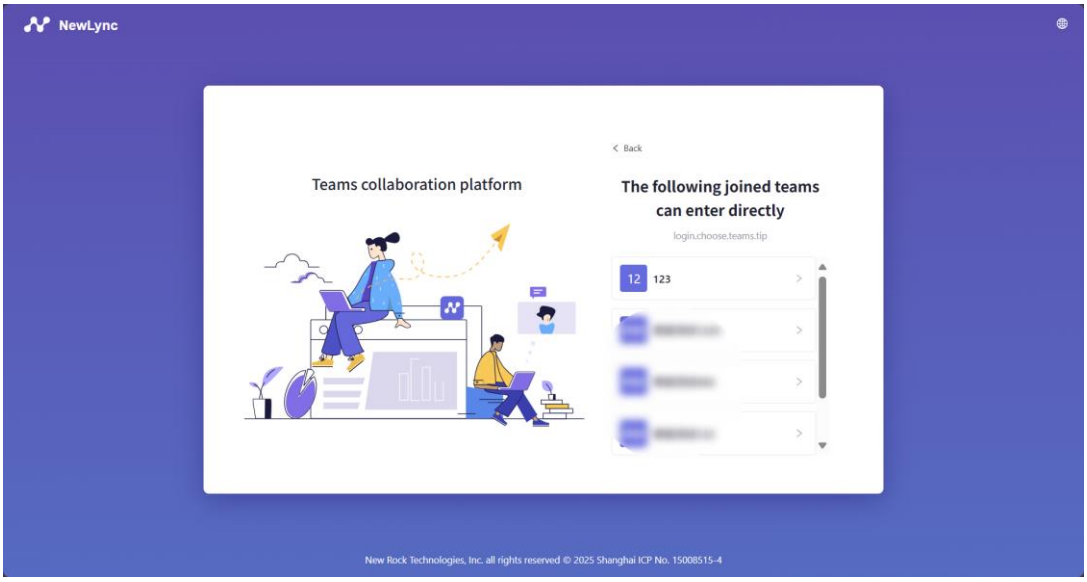
Go to the management backend interface and enter your cell phone number and verification code to log in. Secure your account with double verification.



Management Back Office Login

3. Select Team

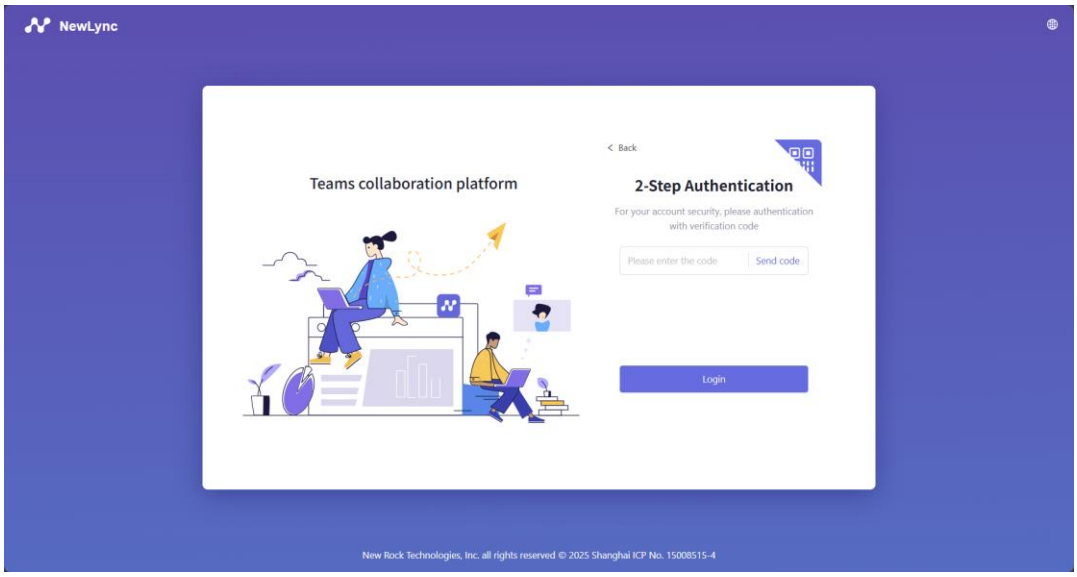
Once you have successfully logged in, select the team you want to manage in order to access the corresponding management interface.



Selecting a team

4. Safety certification

- To ensure account security, the system will require double verification.
- Enter the verification code and click the "Login" button.



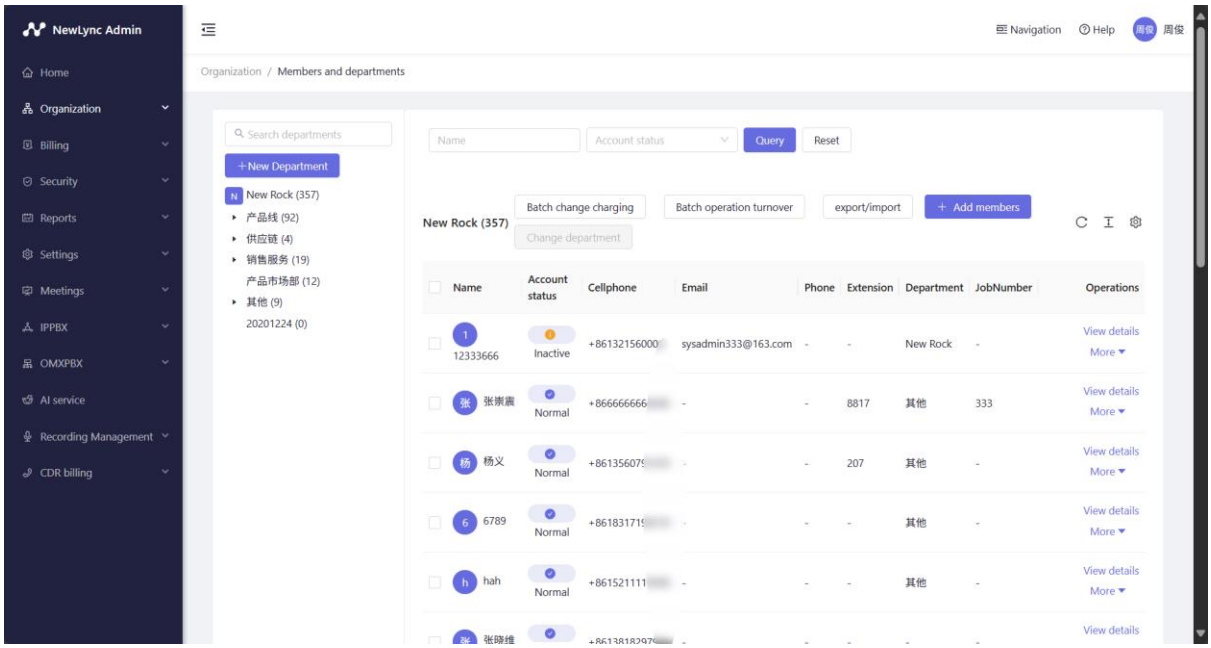
Security Verification

2.5.3.1 Administration and Member Management (NewLync Admin Backend)

In the NewLync administration backend, administrators can easily view and manage team members and departments. This feature helps to ensure a clear team structure and efficient management.

1. View and manage members

In the left menu of the administration backend, select the "Members & Departments" option to see a list of all members of the current team. You can perform viewing, editing, and management operations on members.

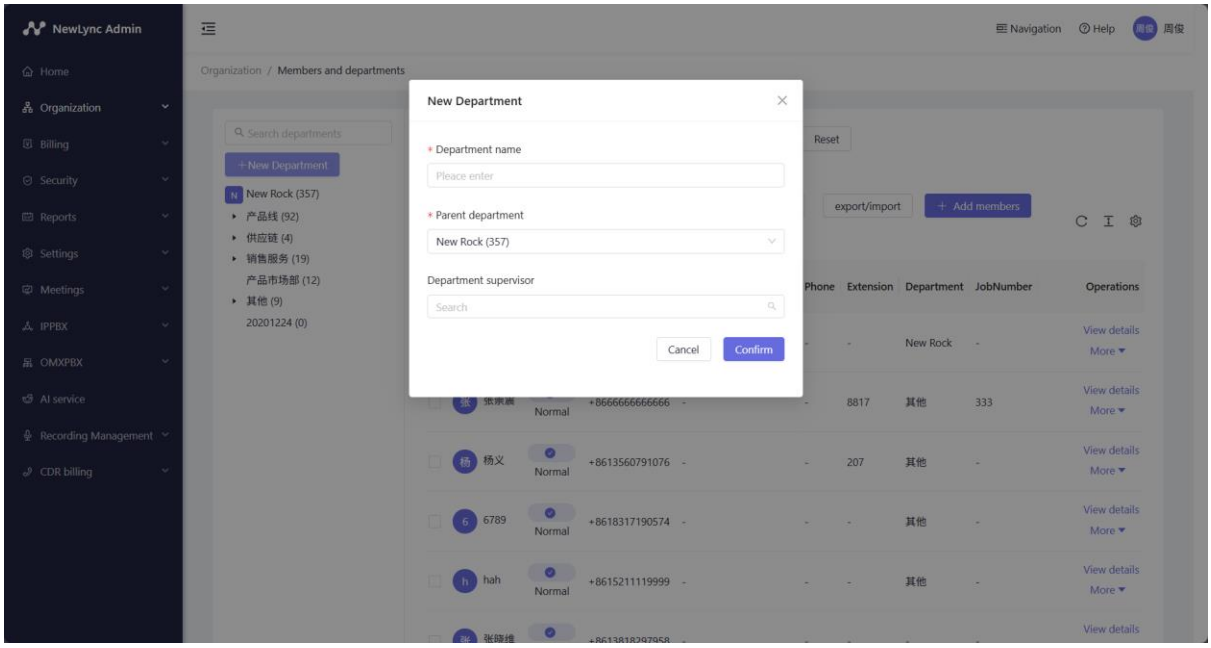


NewLync Admin Backend Members and Departments Screen

2. Creation of new departments

Click the "+ Add Department" button, enter the name of the department and the parent department in the pop-up dialog box, and click "Confirm" to complete the creation of the new department. This feature helps you to effectively manage team members according to the organizational structure.

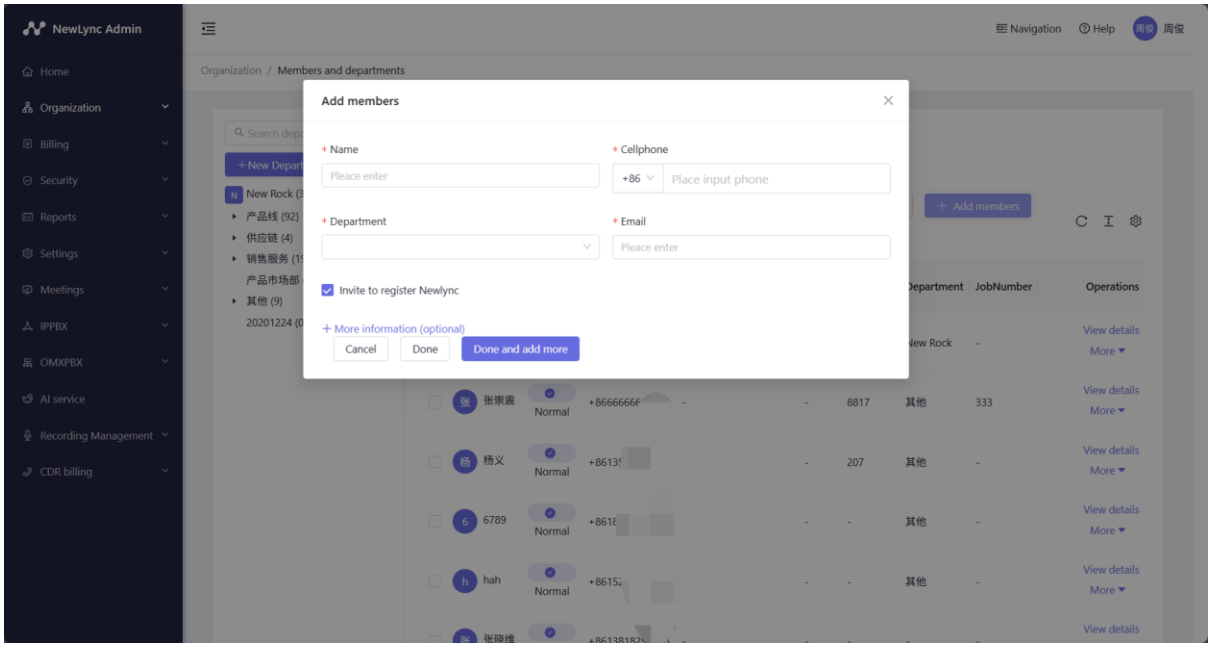
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NewLync Administration Backend - New Department Page

3. Add new member

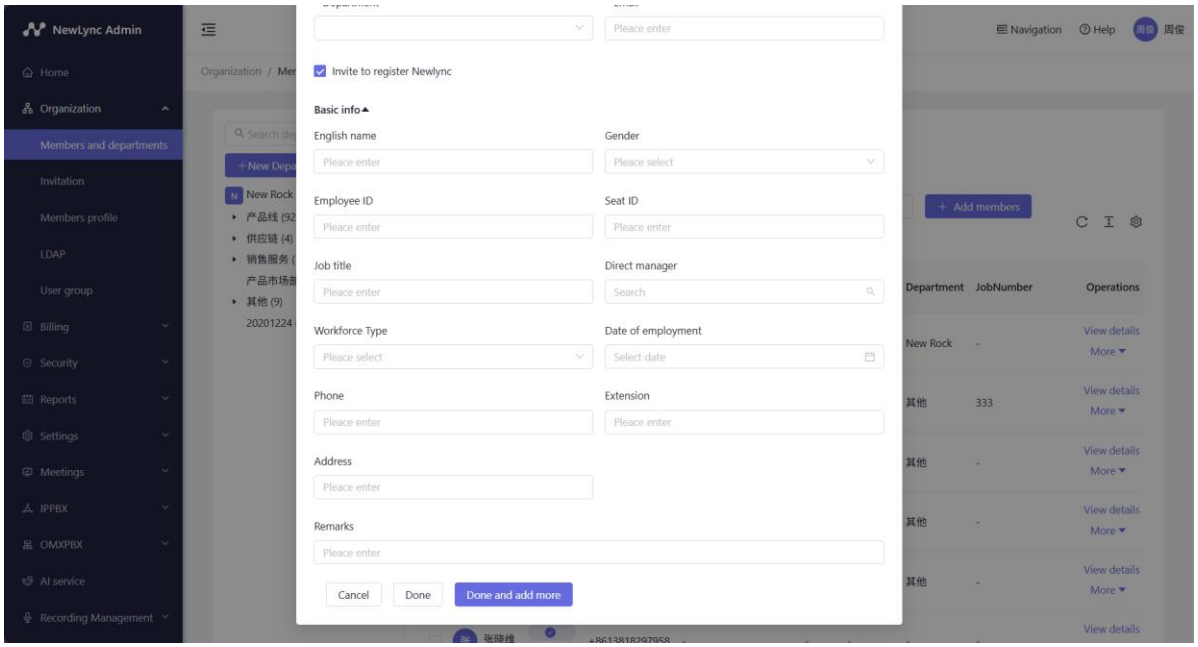
Click on the "+ Add Member" button and fill in the pop-up dialog box with the new member's basic information (name, cell phone, department, email). This feature makes it easy to manually add new members to the team to ensure that all members can join smoothly.



NewLync Admin Backend - Add Member Page

4. Add member information

In the Add Member dialog box, fill in the basic information of the member, including name, cell phone, email, department, etc. If you need to fill in more details, you can click on the "Fill in more information (optional)" button to fill in details such as gender, position, office address, and so on. Once you have filled in all the information, you can click the "Finish and continue adding" button to add more members, or click the "Finish" button to end the adding operation.



NewLync Admin Backend Add Member Screen

5. Invite members to join the team

After adding a new member, the system will send SMS or email to invite the new member to join the team according to the filled cell phone number and email address. Invitation code is included in the invitation message. Invitees need to sign up for NewLync and join the team based on the invitation code to actually appear on the team.

Note

- New members who receive an invitation code: New members will need to sign up for a NewLync account and join the team based on the invitation code in order to appear in the "Members & Departments" list and gain access to the team.
- New members who have not received an invitation code: new members can register for a

NewLync account on their own. If the invitation code is not used during the registration process, the administrator can manually add it to the team. At this point, the new member's information will be displayed in the "Members & Departments" list and they will be given access to the team.

2.5.3.2 Member Invitation (NewLync Admin Backend)

In the NewLync admin backend, administrators can easily invite new members to join the team. Here are the detailed steps:

1. Go to Invitation Settings:

In the left menu of the management background, "Organization", click "Invitation" option to enter the invitation setting interface. Unlike the Invite feature in the NewLync app, the Invite settings in the NewLync admin backend offer more configuration options and flexibility for large-scale member management and control.

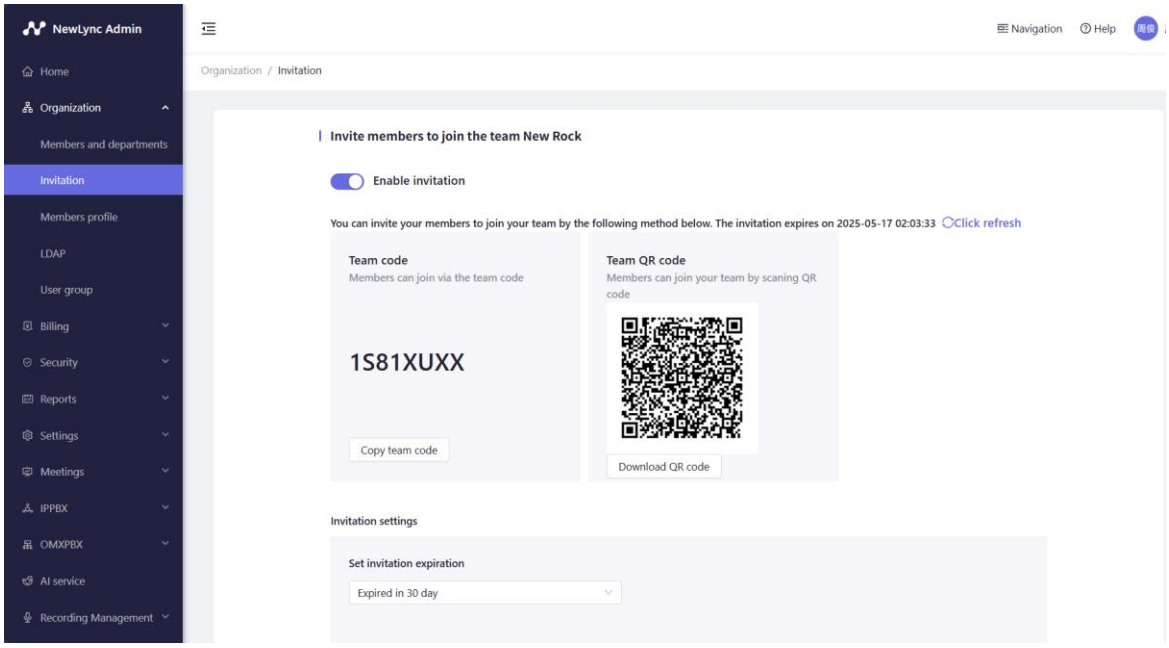
2.Open Invitation:

In the Invitation Settings screen, you first need to turn on the Invitation feature. Tap the on/off button in the upper right corner to turn the invite feature on. This action allows you to generate and share team invitation codes and QR codes, ensuring that new members can join the team in a variety of ways.

3.Generate and share team codes:

After opening the invitation function, the system will generate a unique team code and QR code. You can copy the team code by clicking the "Copy" button, or download the QR code image by clicking the "Save" button. Share the team code or QR code with new members and they can join your team by entering the team code or scanning the QR code.

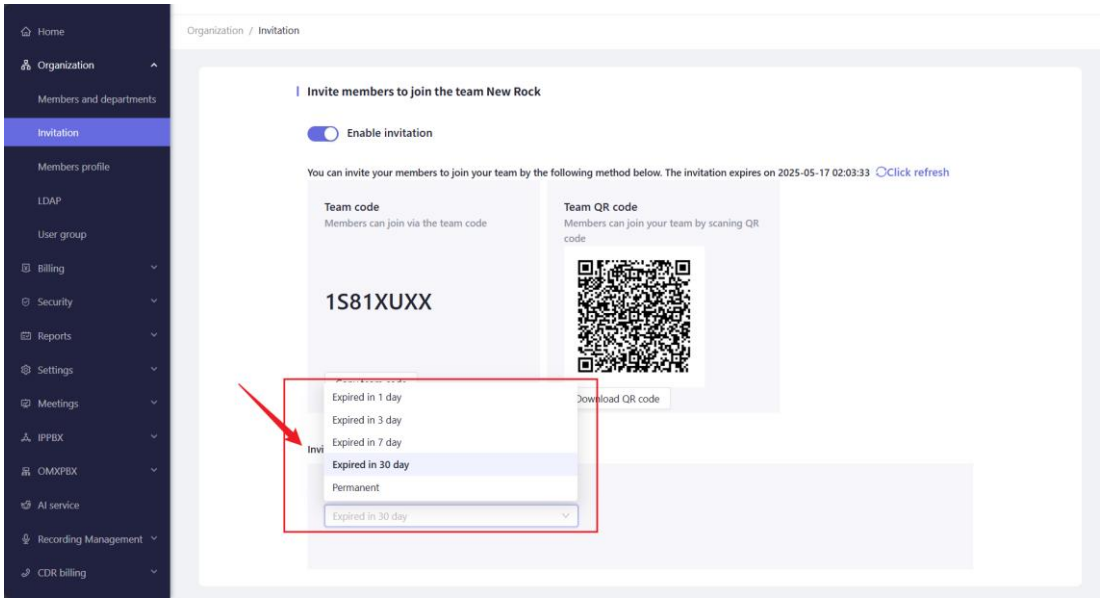
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NewLync Admin Backend Invite Members Screen

4.Set the invitation expiration date:

You can set the expiration date of the team code in the Invitation Settings screen. Click on the drop-down menu to select the appropriate expiration date option, such as 1 day, 7 days, 30 days, or permanent. Once selected, the team code will be valid for the specified period of time and will expire after the expiration date. This feature gives you the ability to control the window of time in which members can join as needed, increasing the flexibility and security of team management.



NewLync Admin Backend - Activation Invitation Page

2.5.3.3 LDAP Configuration (NewLync Management Backend)

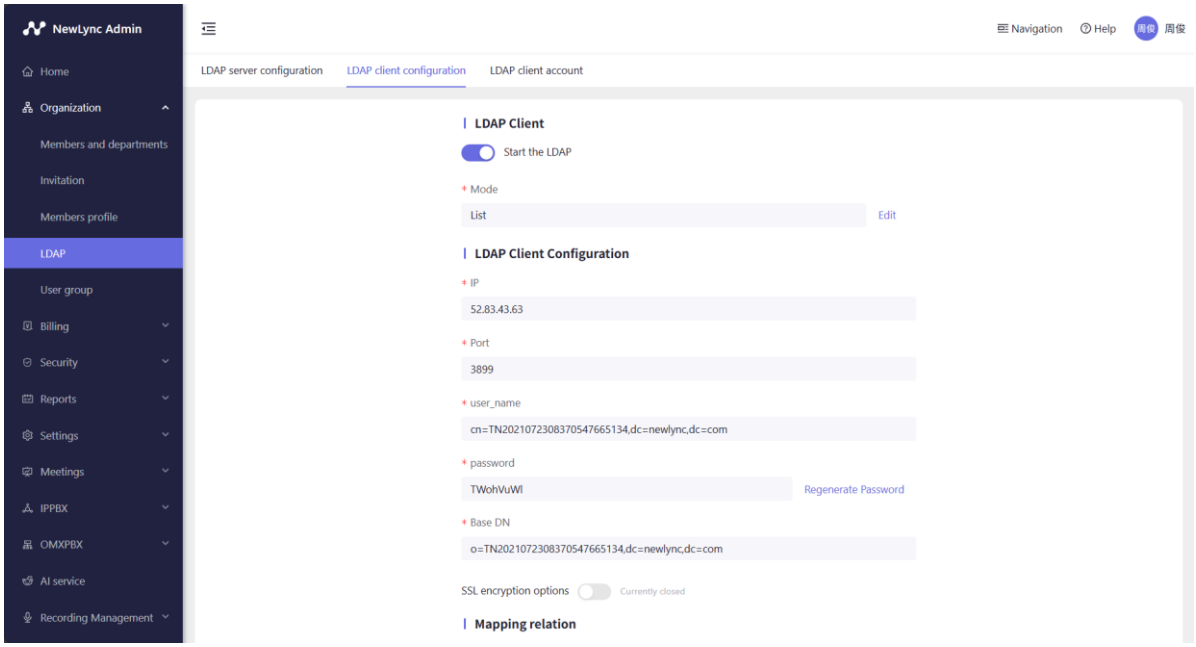
In the NewLync platform, administrators can configure the LDAP client to synchronize the address book and other information from an external LDAP server to the NewLync system. This configuration process is simple and efficient, helping administrators easily manage their team's address book data.

1. Enter the LDAP configuration page

In the left menu of the management background, click the "LDAP" option to enter the LDAP configuration interface. This configuration option allows you to connect and synchronize an external LDAP server with the NewLync system.

2. Enabling LDAP Client Configuration

On the LDAP Configuration page, find the "LDAP Client Configuration" option and enable it. Synchronization of address book information with external LDAP servers can be achieved through "LDAP Client Configuration".



LDAP Client Configuration Interface

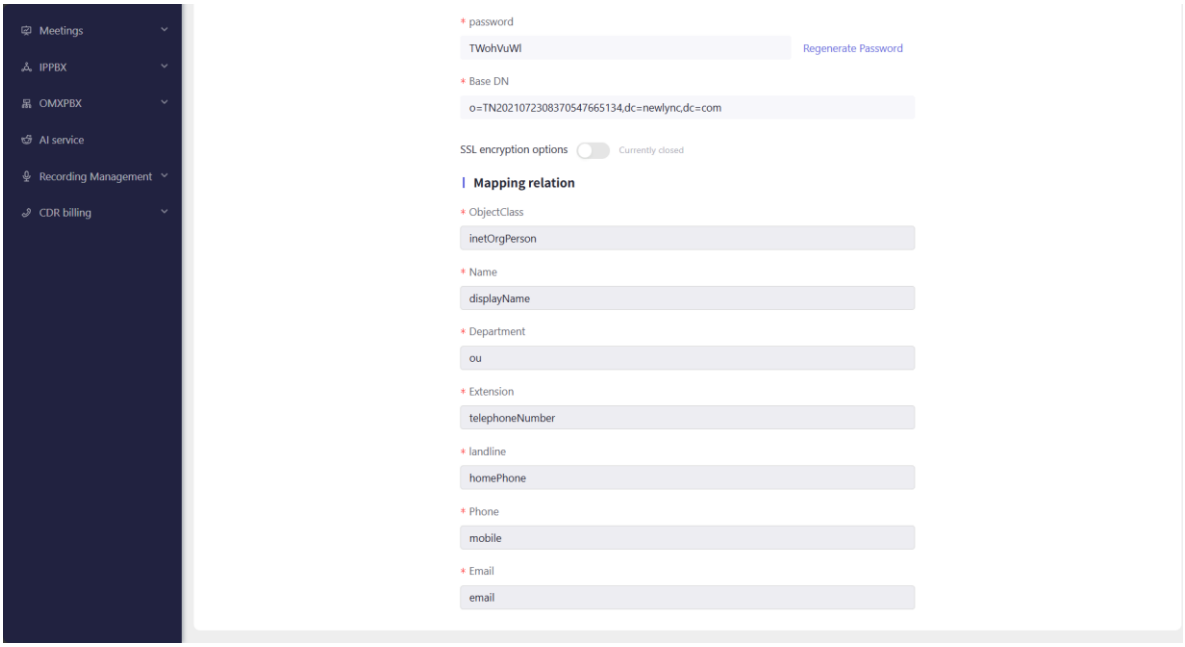
3. Configuring the LDAP Client

After enabling "LDAP Client Configuration", you need to enter relevant LDAP server information, such as server address, port number, user name, password and Base DN. Ensure that all information is accurate in order to successfully complete the connection to the LDAP server.

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4. Mapping relation

When configuring the LDAP client, the mapping relationship is predefined in gray and cannot be modified manually. This ensures that the data in the LDAP server correctly matches the corresponding fields in the NewLync system without the need for users to make adjustments themselves.



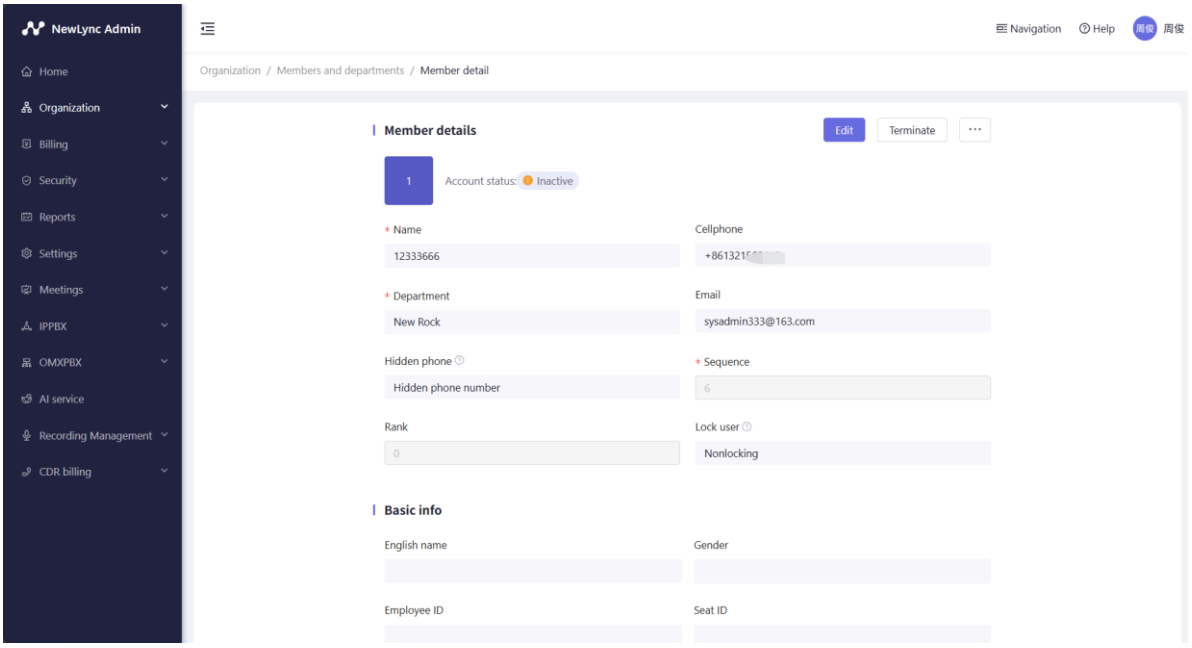
Mapping relationships in the LDAP client configuration

2.5.3.4 IP Phones Sorting Function (NewLync Management Backend)

In the NewLync administration backend, administrators can set the order in which members (including IP phones) are displayed using the "Sort" field. This feature provides administrators with the flexibility to adjust how members are arranged in the list as needed. The purpose of this feature is to allow administrators to control how members (including IP Phones) are arranged in the system according to the needs of the organization so that important or frequently used members can be found more easily.

1. Entering the Member Sorting Page

On the "Members and Departments" page in the administration panel, select the member you want to sort, click the "More" button, and then select "Edit Profile" to enter the "Detailed Settings" page. Enter the member sorting page. This contains the "Sort By" field, where you can set the sort value as desired.



Member Sorting Screen

2.Set Sort Value

Enter the appropriate sort value, the smaller the number the further down the list the members will be. For IP phone members, set the sort value to control their position in the member list.

Note

The smaller the value of the Sort field, the further down the list the member is placed. That is, members with the number "1" will be at the bottom of the list, while members with larger numbers will be at the top.

For "inactive" members, setting a sort value takes effect immediately and the sort follows the same sorting rules as for activated members.

2.5.3.5 Hierarchical Visibility Control of IP Phone Leader Directory (NewLync Management Backend)

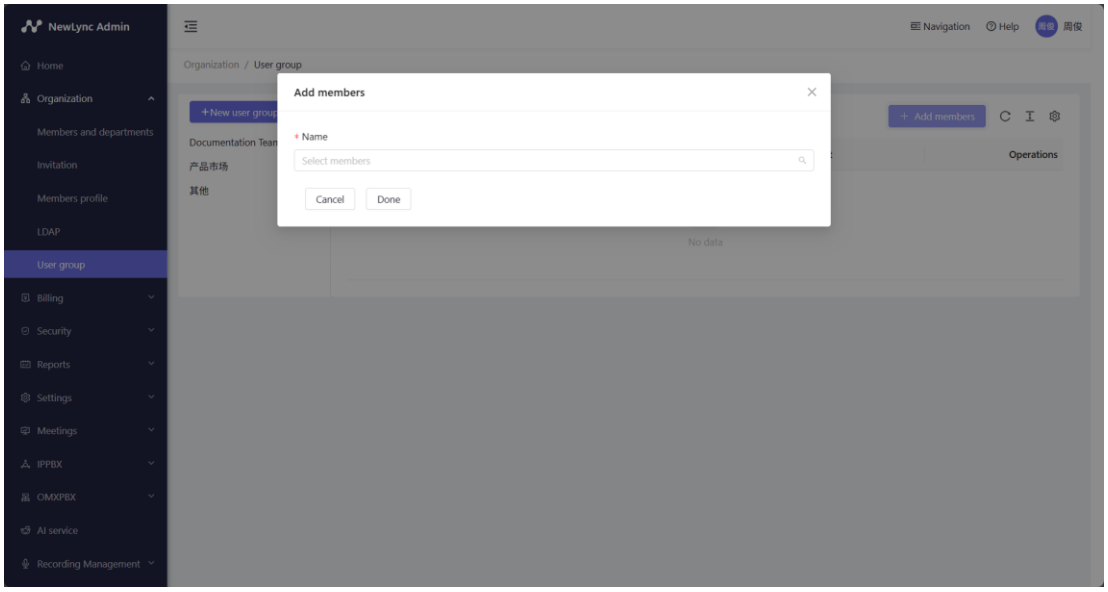
In the NewLync administration backend, administrators can further control which users can view a leader's contact information by setting visibility conditions for the address book. This feature helps protect leaders' private information and ensures that only users at specific position levels have access to it.

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1. Creating User Groups

In the left menu of the NewLync administration backend, click the "User Groups" option to enter the user group management interface. Administrators can create new user groups by clicking the "+Add User Group" button.

In the pop-up dialog box, enter the name of the user group (e.g. "Documentation Team") and fill in the description information. This is done to subsequently set up which specific user groups can access the leader's contact information.



New User Group dialog box

2. Add Member

After creating a user group, the administrator can add members to that user group. In the Add Member dialog box, select the member you want to add and click the Confirm button. Ensure that new members are successfully added to user groups, e.g. add Zhang Xiaohui to the "Documentation Team" user group so that the member can subsequently access the leader's address book information.

3. Confirmation of addition of members

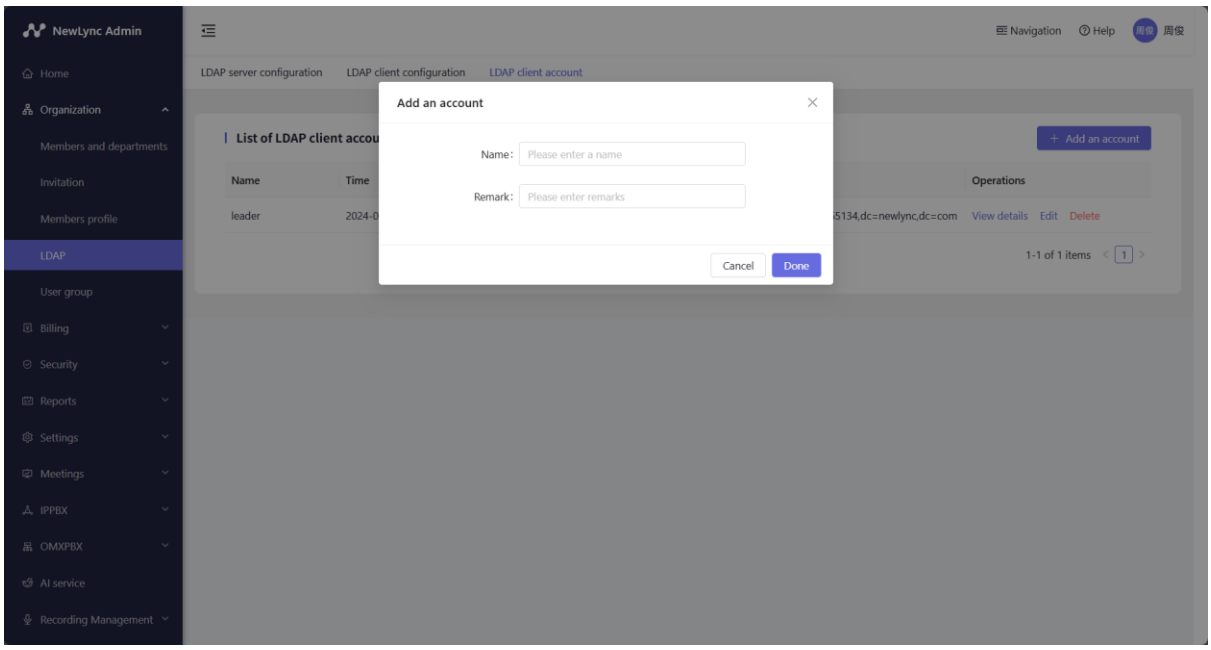
When a new member is successfully added, the user group list will display the member's information, and the administrator can confirm that members such as Zhang Xiaohui have successfully joined the user group. This step ensures that only members of the specified user

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group can participate in subsequent address book visibility settings.

4. Creating an LDAP client account

After the user groups and members are added, the administrator enters the LDAP configuration interface and clicks the "+Add Account" button to create a new LDAP client account for the leader. Enter the account name and notes (e.g., "leader" with the note "Do not delete"), and make sure the information is filled out correctly. This LDAP account will be used to set the visibility conditions for the Leader Address Book.

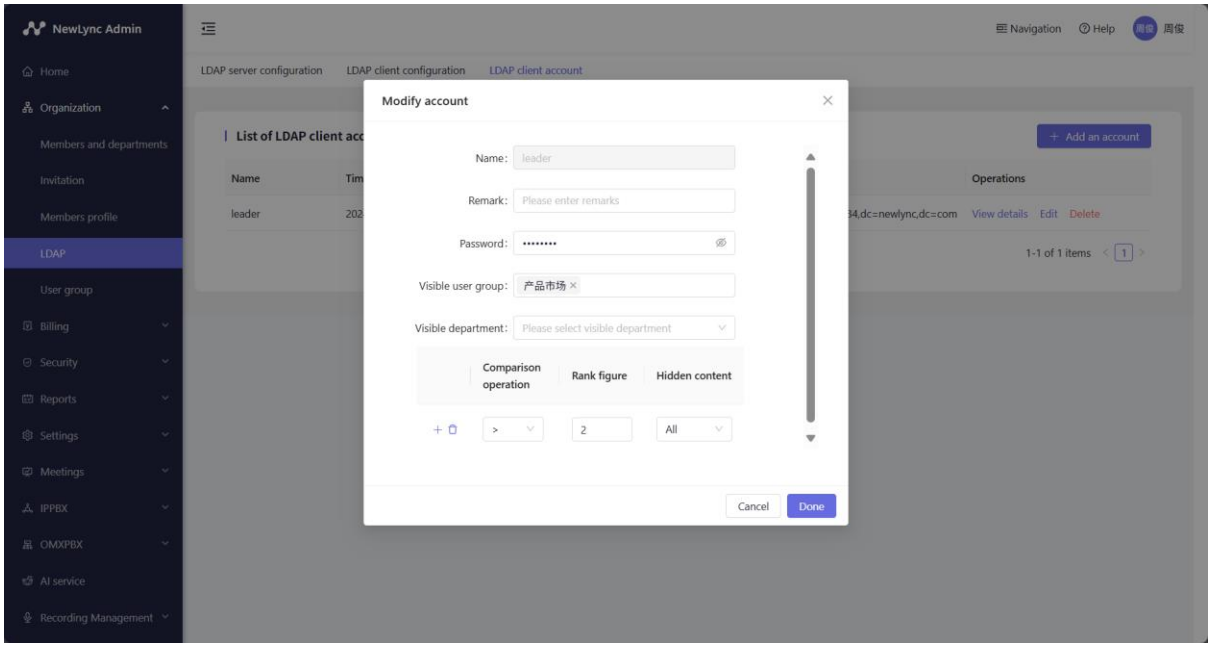


Add Account dialog box

5. Setting up visible user groups

After the account is created, the administrator selects which user groups can view the leader's contact information in the LDAP client account configuration page. The Visible User Groups field allows administrators to select previously created user groups, such as the Documentation Team, to ensure that members of the group have access to the leader's contact information.

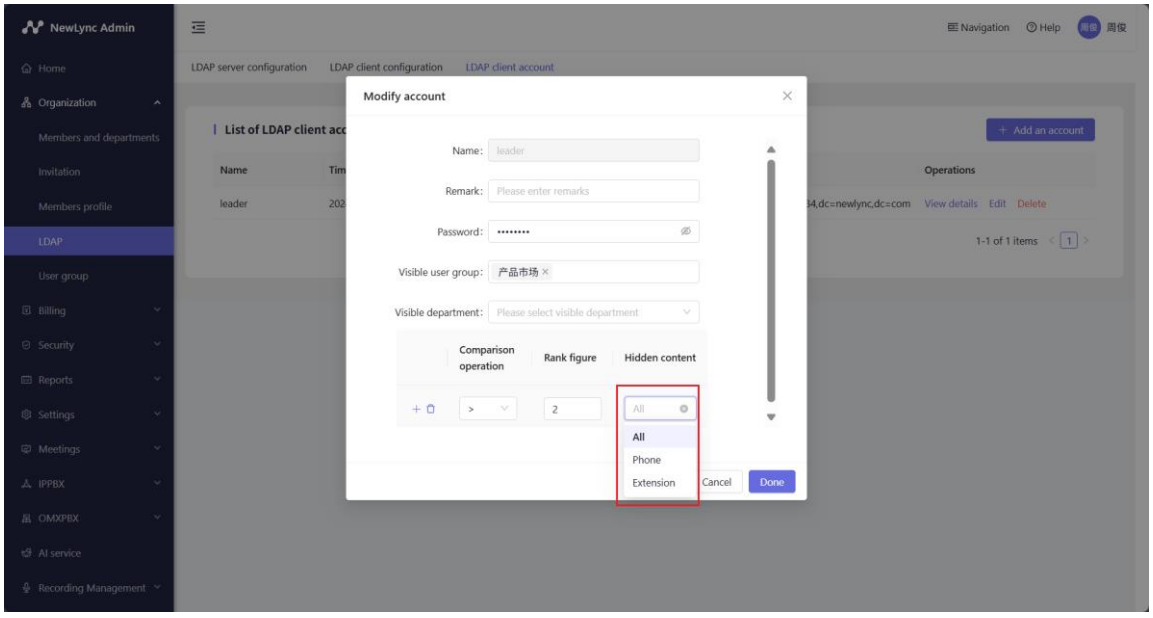
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Configuration screen for selecting visible user groups

6. Setting Visibility Conditions

When setting visibility conditions, administrators can select the appropriate comparison operation symbol (e.g., >, <, =), enter a position level number (e.g., 2), and select the privacy content (e.g., "extensions") that they want to restrict viewing. This way, only eligible members can view a leader's specific contact information. For example, only members of the "Documentation Team" with a position level higher than 2 can view the extension number of the leader.



Dialog box for setting visibility conditions

Note

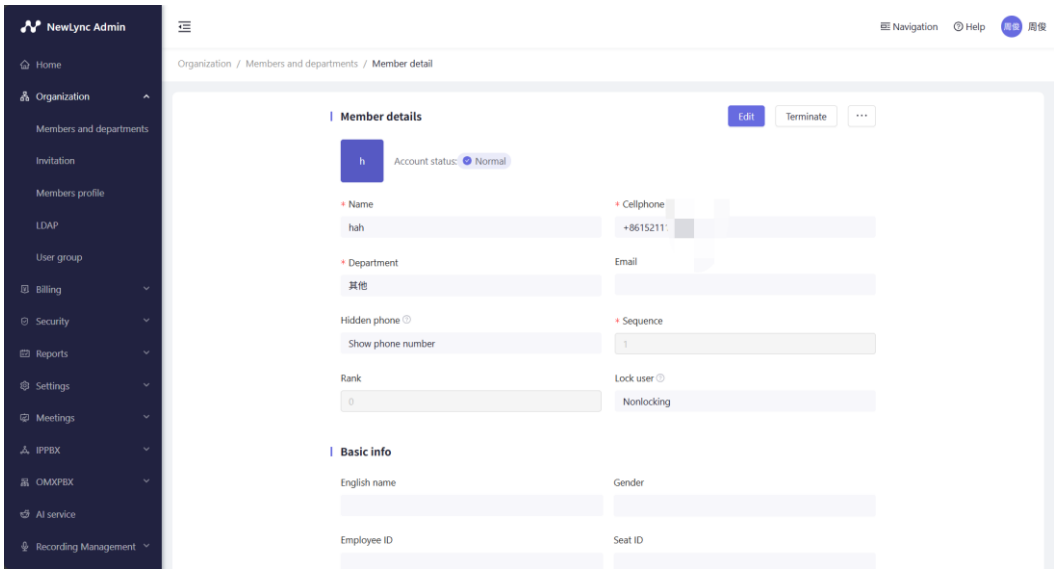
This feature is only available for IP Phones. Neither mobile nor PC currently supports the hierarchical visibility control feature for Leader Contacts.

2.5.3.6 Visibility Settings for IP Phone Leader Directory (NewLync Administration Backend)

In the NewLync administration backend, administrators can set visibility conditions for the leader's address book to control which devices and users can view the leader's address book information. The support for this feature for different types of devices is as follows:

- IP Phones: Supports setting the visibility of the leader's address book. Members cannot see the leader's address book information, and this feature is only supported on IP phones.
- Mobile: does not support hiding members' address book information, but does support hiding members' cell phone numbers.
- PC: does not support hiding members' address book information, but does support hiding members' cell phone numbers.

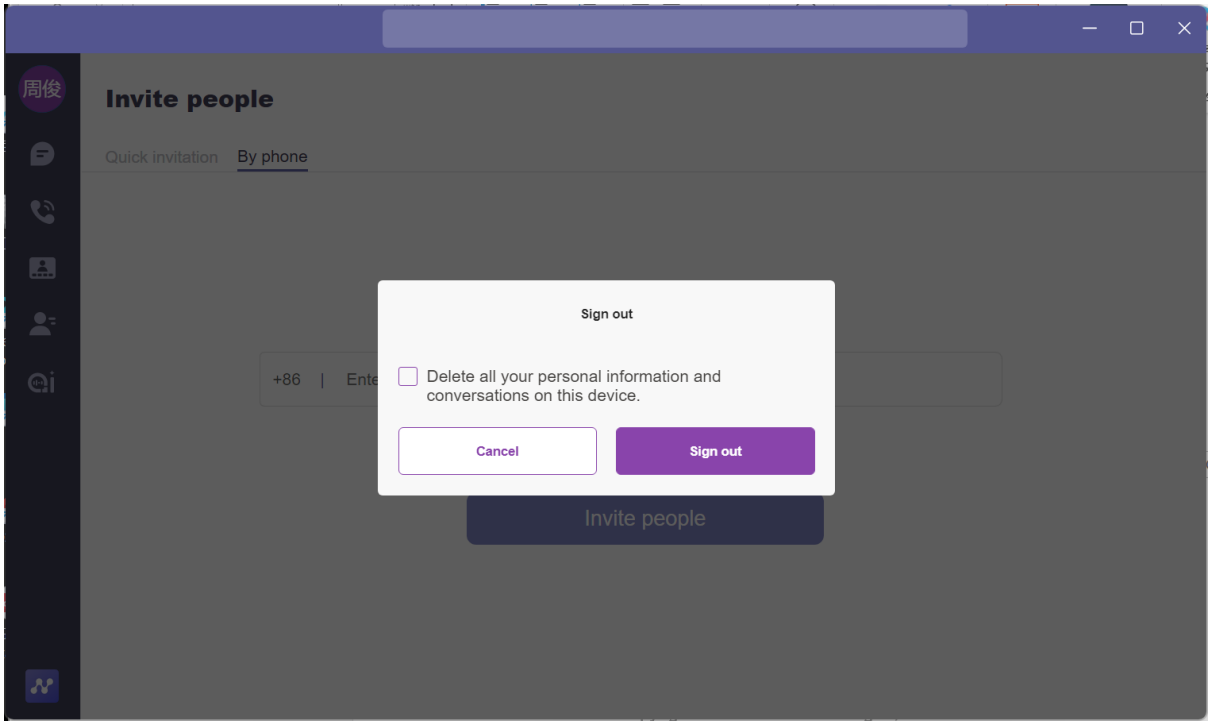
On IP phones, administrators can control whether a member's address book is visible or not by setting the "Hide cell phone number" option in the member's details. After checking the "Hide cell phone number" option, the member's address book information will not be visible to other users, as shown in the figure:



Employee Details Page - Hide Cell Phone Number Setting

2.5.4 Log Out

In the NewLync app, users can opt out of logging in at any time, ensuring the security of their account. Open the NewLync application, click on the user's avatar or name in the upper left corner, and select the "Log out" option from the drop-down menu. A confirmation dialog box will pop up asking whether to delete all personal information and sessions on this device. Check the "Delete all personal information and sessions on this device" option (if required) and click the "Exit" button to complete the operation.

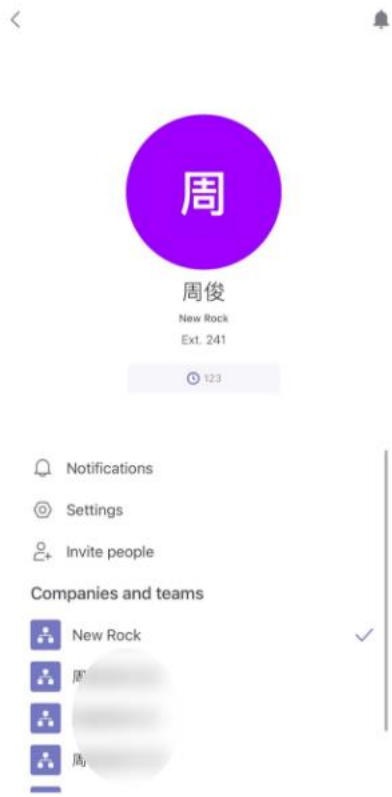


NewLync Exit Login Confirmation Screen

2.6 Mobile Initialization Configuration

This section describes the detailed steps for initializing the configuration in NewLync Mobile. Through each of the following subchapters, you will learn how to set up the application, invite and add members, and also cover configurations related to IPPBX interconnections, including WEB configuration of OM devices, adding OMs, extension management, and routing management. Designed to help you quickly and efficiently complete the initial configuration of your NewLync Collaboration Office software to ensure that the system is up and running and meets your needs.

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Personal Information and Corporate Teams screens for administrator accounts

2.6.1 Notification of New Messages

The New Message Notification Settings section of the NewLync application will guide you through the initial configuration of new message notifications for your mobile application. This includes sound settings, incoming ringtone settings, vibration settings, message preview settings, and resident notification bar settings. Follow the steps below and you will be able to successfully complete the configuration of new message notifications.

1. Go to New Message Notification Settings

- After you have successfully logged in, click on the user's avatar or name in the upper left corner to enter the user settings interface.
- In the User Settings screen, select the New Message Notification option.

2. Setting up new message notifications

- Sound: Set the type of sound effect for new message notifications. You can choose from the following types: All, First Message, Greeting, Call, None.

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- All: Receive notification sound effects for all new messages
- First Message: plays a sound effect only when the first message of the session arrives.
- Greetings: Receive notification sound effects for greeting type messages
- Calls: Receive notification sound effects related to calls.
- None: Turns off sound for all new message notifications.

- Incoming Ringtone: Select the type of incoming ringtone, default or other customized ringtone.
- Vibrate: Turn on or off vibration alerts for message notifications.
- Message Preview: Set whether to show message details in notifications.
- Resident Notification Bar: Enable or disable the resident notification bar for the NewLync application system to ensure that messages are pushed in a timely manner.



New message notification settings

3. Notes on resident notification bar settings

- iOS Phones, Huawei Phones, Honor Phones: These devices do not require any additional settings, and the resident notification bar feature is enabled by default. These devices run

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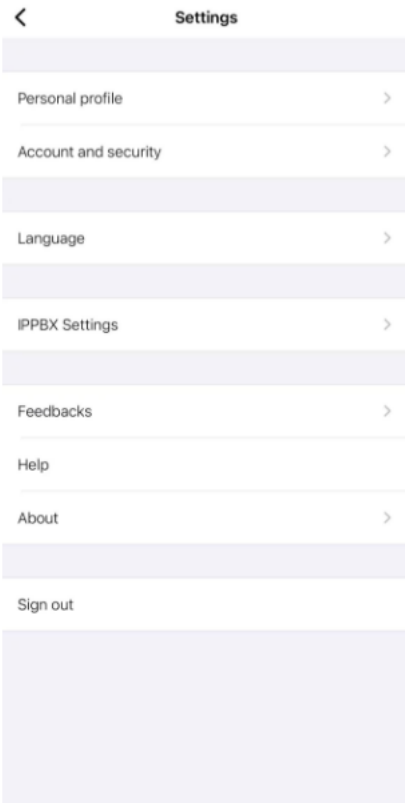
applications in the background without additional configuration to ensure stability and timeliness of message push.

- Other Android phones (for use abroad): Theoretically, no additional settings are needed. Most Android systems abroad allow apps to run in the background by default, so you usually don't need to make additional settings. The resident notification bar feature works properly and ensures that messages are pushed in a timely manner.
- Other Android phones (for use in China): Android devices for use in China need to be especially careful, in order to ensure that the NewLync app pushes messages in a timely manner, you need to turn on the resident notification bar setting in the NewLync app. After opening this setting, a pop-up box will guide you through further settings. Ensure that the NewLync app is running in the background in your phone's system settings by following the instructions in the prompt box. This is done as follows:
  - Turn off battery optimization: Whitelist NewLync for battery optimization to prevent apps from going to sleep.
  - Enable self-start permission: Enter the "Settings" interface of your phone, find the "App Management" or "App Permission" option, find the NewLync app in the list of apps, and set the app to "Allow background running" or "Self-start". Allow background running" or "Self-start".

2.6.2 Set up

In this section, you will learn how to configure and customize your application settings in the Settings screen for the best user experience. By adjusting various settings, you can optimize the functionality of the application to ensure that it meets your personal and business needs. Below is a detailed setup guide to help you take full control of the app's features.

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Screenshot of Settings Interface

2.6.2.1 Personal profile

In Profile Settings, you can view and edit your personal information, including Name, NewLync ID, Avatar, Appearance, Edit Navigation, Message Fonts, Incoming Call Settings, Intercom Playback, and Video Encoding. The following are the detailed configuration steps.

1.Name: View or edit your name. In this field, you can enter or update your display name.

2.NewLync ID. Check your NewLync ID, which is your unique identifier in NewLync.

3.Avatar. Click on the avatar icon to upload or change your personal avatar. Choose an image that represents you, click upload and save.

4.Appearance. Select the theme appearance of the application. You can choose from different color themes to personalize your NewLync interface.

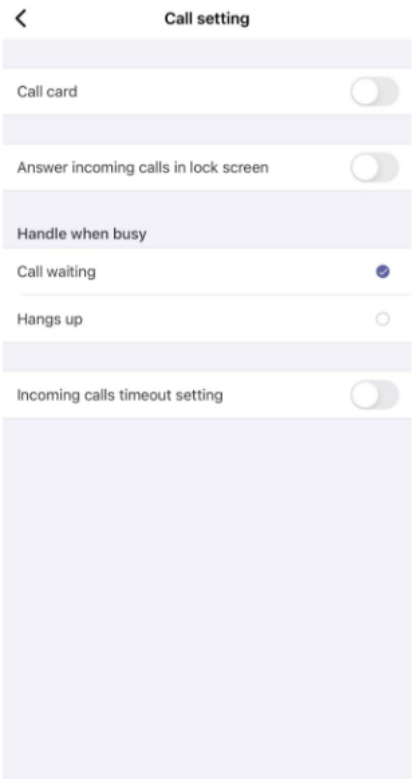
5.Editorial navigation. Configure the navigation options for the main interface and decide which functions and modules are displayed on the main interface.

6.Message font. Sets the font style of the message. Choose from regular fonts or other font

styles to match your reading habits.

7.Incoming Call Settings: Configure settings for incoming calls, including incoming business card display, busy handling, and call no answer timeout settings.

- Incoming Call Settings: Enable or disable the incoming business card push function. When you receive an incoming call with this feature enabled, your device will display the caller's details, including avatar, name, title, etc., if your end device (e.g., cell phone or PC) has this feature turned on. This not only enhances caller recognition, but also enhances the professionalism of the communication.



Incoming Call Settings Screen (Mobile)

Note

If the other person's device doesn't have this feature enabled, they won't be able to see the business card information you send. Therefore, both parties need to enable this feature on their respective devices in order to display and view each other's business card information.

- Busy Handling: Choose how to handle the busy situation, you can choose "Call

Waiting" or "Hang Up on Busy Line". Call Waiting allows caller ID to be placed on hold, and Busy Line Hangup hangs up directly on the caller.

- Incoming Call No Answer Timeout Setting: Enables or disables the Incoming Call No Answer Timeout setting.

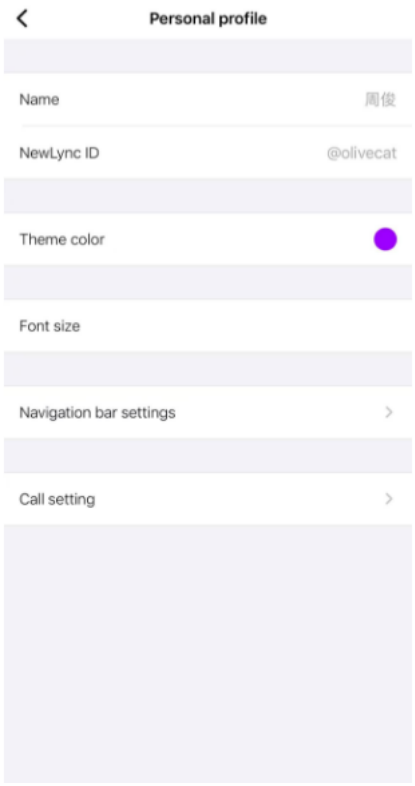
8.Intercom Playback. Configure playback settings for the intercom function. With talkback playback enabled, team members can send voice messages directly by holding down the talkback button, and these messages will be immediately played back in real-time to the designated recipient, similar to how walkie-talkies are used. The intercom playback feature is suitable for scenarios where fast, instant communication is required, ensuring that messages are communicated quickly and received immediately, without the need for the receiver to manually click play. Unlike conventional "voice" functions, intercom playback emphasizes real-time and one-way transmission to ensure a quick response in case of emergency or when efficient communication is required.



This feature is only supported on Android phones, iOS devices do not support this feature. To ensure proper use of the intercom playback feature, Android devices need to have the resident notification bar setting enabled.

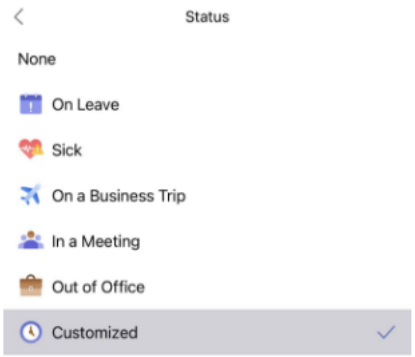
9.Video encoding. Select the encoding format to be used during video calls to ensure video quality and call stability. Common options include H.264, VP8 and VP9.

- VP8: A widely used video encoding format suitable for different network environments.
- VP9: A more efficient video encoding format that provides better video quality and compression efficiency.
- H.264: A highly efficient video compression standard that is suitable for most network conditions and provides better video quality.



Profile Settings Screen

10.User Status Setting: Users can customize their own work status according to their needs, including "on leave", "sick", "on business trip", "in meeting", "out of office" and other common statuses, "Meeting", "Out" and other common statuses, and supports customized status message input. This feature allows users to manage their online status more flexibly, making it easy for other users to view their current availability.



Mobile user status setting interface

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2.6.2.2 Account & Security

In the "Account and Security" interface, users can perform a series of security settings and management operations for their accounts. With these features, users can enhance the security of their accounts and ensure the safety of their account information and data. Here are the exact steps to follow:

1.Account Management: In this section, you can view and manage information related to your NewLync account, including the tied cell phone number and email address.

- Cell Phone Number Binding: Ensure that your cell phone number is bound to the account for account security verification and recovery.
- Email Binding: Bind your email address to receive security notifications and perform password recovery.

2.Privacy Settings: In Privacy Settings, you can manage privacy-related options.

- Read Receipt: Check this option to choose whether to send a read receipt. When this option is turned off, others will not be able to see the status of your read messages.

3.2FA (Two-Step Authentication):Two-Step Authentication adds an extra layer of security to ensure your account is more secure.

- Turn on two-step verification:
  - Select the 2FA option to go to the setup page.
  - The system will generate a QR code and 16-bit key, please record or print the key properly and store it securely.
  - Scan the QR code using the authentication app or manually enter the 16-bit key.
  - Enter the 6-digit 2FA numeric verification code generated by the application and click "Open".
- Turn off two-step verification:
  - You can choose to turn off the two-step verification feature at any time. Go to the 2FA Settings page, select Off, and follow the prompts.

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Turning on 2FA

4.Password Settings: In the Password Settings section, you can change your account login password to ensure account security. Click on this option, enter the current password and the new password, and then confirm the new password to complete the change. The new password should contain at least 8 characters, including uppercase letters, lowercase letters, numbers and special characters.

5.Login Device Management: Manage devices that are logged into your NewLync account.

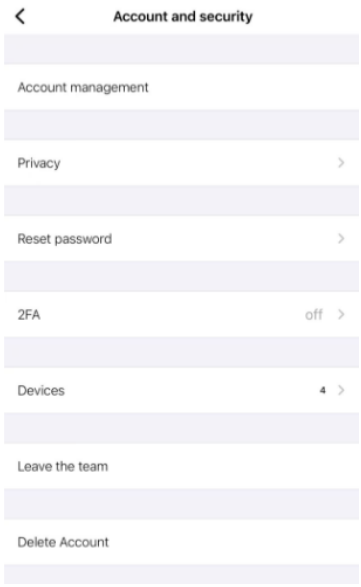
- View Logged-In Devices: Lists the names and recent activation times of all logged-in devices.
- Delete Device: Click the delete icon next to each device to remove the authorization for that device. This is especially useful for devices that are no longer in use or have been lost to ensure account security.

6.Exit Current Team: If you no longer need to participate in the current team, you can select this option to exit the team. By exiting a team, you will be removed from the organizational structure of that team and from the associated internal group. When confirming the exit, you need to enter a password to verify your identity.

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7.Cancellation of accounts. If you no longer need to use NewLync, you can choose to cancel your account.

- Confirm logout: Click this option and confirm the logout operation. We will send an email to your registered email address (e.g. sma-10@newrocktech.com). Click the link in the email to permanently delete your account.
- After successful cancellation, your account will not be available for use and all data under your account will be deleted.



Account and Security Settings Screen

2.6.2.3 Data & Storage

In the Data & Storage Settings section, you can manage your application's data storage and caching to optimize performance and storage space.

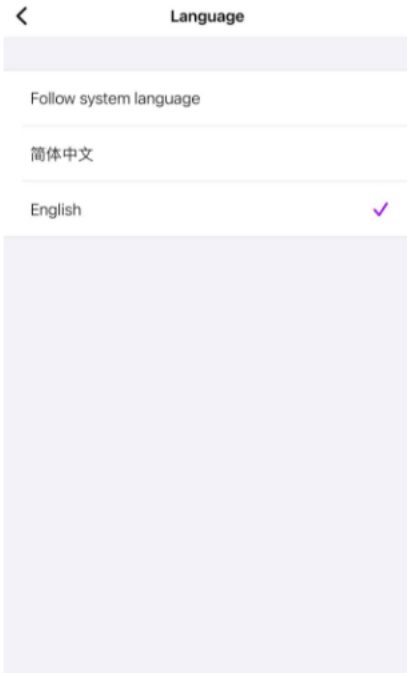
- Clear Cache: Click the "Clear Cache" button to delete the temporary files and cache data generated by the application, thus freeing up storage space and improving the speed of the application.

2.6.2.4 Language Selection

In the Language and Time Settings section, you can select the language of the application for easy operation and use.

- Language Settings
  - Select the "Language and Time" option to enter the language setting interface.

- On this screen, you can select the language of the application, including Simplified Chinese and English.
- If you want the language of the application to be synchronized with the system language, you can select the "Follow system" option.



Language and Time Settings Screen

2.6.2.5 IPPBX Interconnect

This section describes how to interconnect IPPBX via mobile. IPPBX (Internet Protocol Private Branch Exchange) is an Internet Protocol-based telephone switching system that integrates voice, video and data on a single platform for efficient communication and management. By following these steps, you can effectively manage OM devices, extensions, and routing to ensure the proper operation of your IPPBX system.

The IPPBX interconnect feature consists of the following three main modules:

1. OM Management: Responsible for managing the addition, binding and activation of OM devices to ensure proper operation and configuration of OM devices. The OM device is the core of the entire IPPBX system, it is responsible for handling all voice and data streams, so its proper configuration and activation is crucial.

2. Extension management: Responsible for managing the addition, editing and deletion of extensions, and setting up the corresponding OM equipment and co-oscillation function of the extensions to ensure the normal operation of the extensions in the system. Extension is the terminal equipment for users to communicate with IPPBX system, and through extension management, it can ensure that the communication needs of each user are satisfied and can be flexibly adjusted according to the needs.

3. Routing Management: Responsible for setting up and managing call routing rules to ensure that calls are processed through the correct path. Route management determines the transmission path of a call and ensures that the call reaches its destination efficiently and accurately, thus guaranteeing the quality and efficiency of the communication.

The following are detailed steps for each module:



This setting item is only visible and operable by the team administrator.

2.6.2.5.1 OM Management

With OM management via NewLync Mobile, you can view, add, bind and activate OM devices to ensure proper operation of your IPPBX system. In the OM management interface, users can operate and configure the device accordingly to its status (offline, online, inactive).

1.Enter the OM management interface:

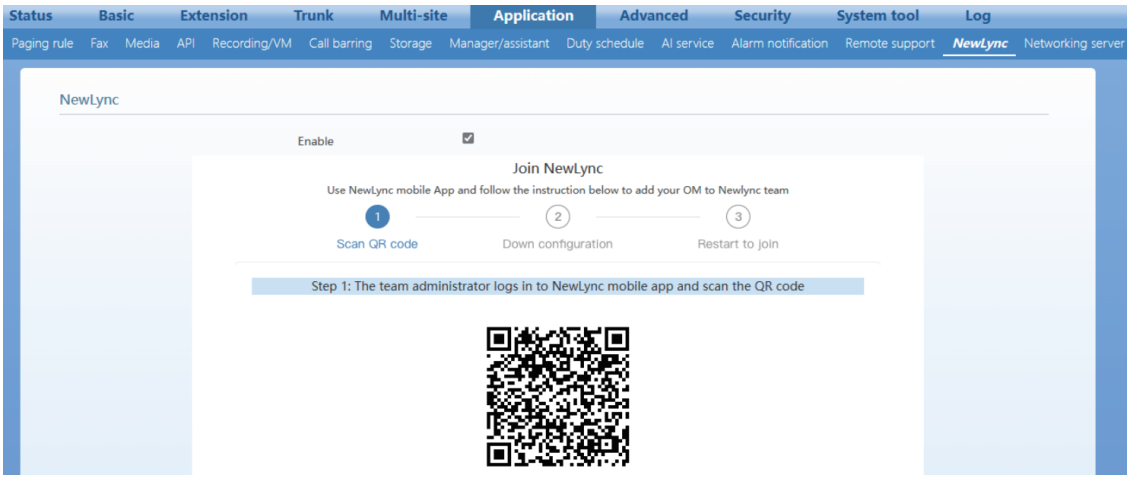
After successful login, enter the "IPPBX Interconnection" interface and click "OM Management" option.

2. Adding OM devices (quick add for mobile)

When using the NewLync Mobile App to manage OM devices, the following steps are recommended to complete the addition and configuration of OM devices. This method quickly binds the OM device by scanning the QR code and performs the necessary configurations to ensure that the system can operate normally.

2.1 Login to OM WEB Management System. First, go to the "Application Services" page, and

then select "Cloud Collaboration Services". On the Enable NewLync page, check the Enable option.

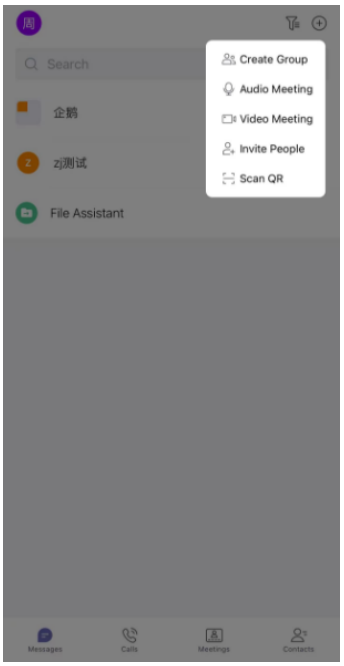


Enable NewLync Options page

2.2 Confirmation of cloud co-location service activation. A confirmation dialog box will pop up prompting whether to enable the Cloud Co-working service. Click "OK" to continue.

2.3 Enable NewLync. Once enabled, the system will display the steps to enable NewLync. At this point, you will need to scan the QR code on the screen to continue the activation.

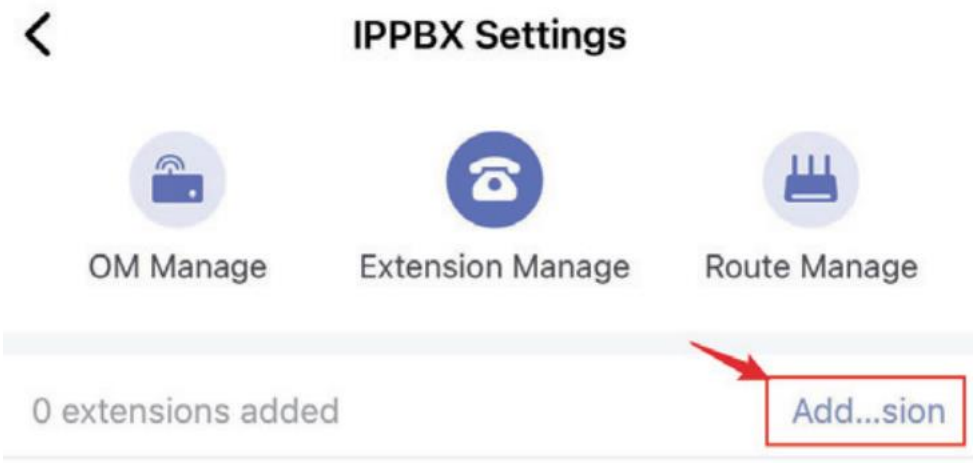
2.4 Scan the QR code for OM devices. Select "Swipe" function in NewLync mobile app and scan the QR code on your OM device.



NewLync Mobile App Sweep Function

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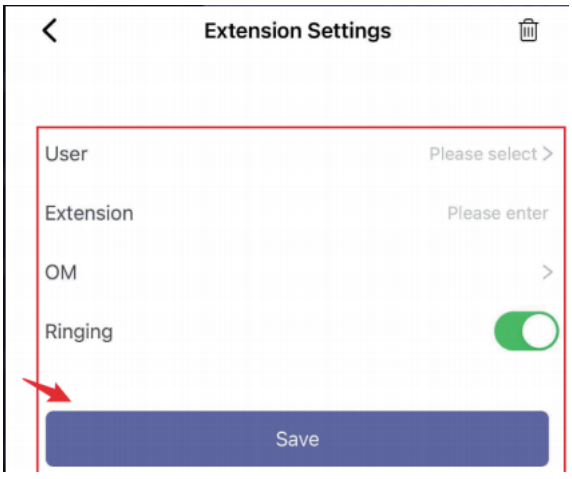
2.5 Confirmation of bound OM devices. When the scanning is complete, confirm the device information and click the "Confirm Activation" button.



NewLync Mobile App Confirmation Activation Page

2.6 Configuring OM devices. Follow the system prompts to make the necessary configurations in the web interface of the OM device.

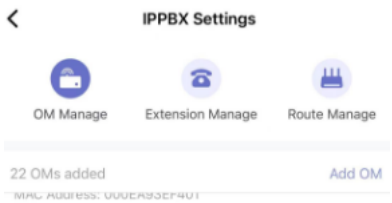
2.7 Add extension. Once the configuration is complete, go ahead and add the extension number in the NewLync mobile app.



NewLync Mobile App Add Extension Number page

2.8 Save extension information. After entering the extension number, click the "Save" button to save the extension information.

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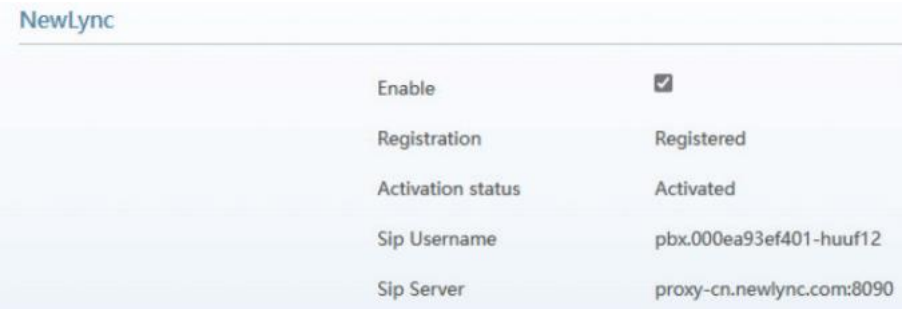


NewLync Mobile App Extension Adding Completion Page

Note

When setting the bound extension, make sure that the extension number already exists in the "Extension Settings" -> "IP Extension" page of the OM WEB management system. Although you can add extension numbers that do not exist on this page, the configuration of these extension numbers will not take effect. Therefore, be sure to add and configure an extension number on the "Extension Settings" -> "IP Extension" page of the OM WEB management system before performing the binding operation.

2.9 Completion of configuration. After confirming that all configurations are complete, the system will prompt "OM binding is complete, configuration reboot takes effect". At this point, click the Finish button and reboot the OM device to ensure that all configurations take effect.



NewLync Mobile App Configuration Completion Page

2.6.2.5.2 Extension Management

In the extension management interface, you can view all the currently added extensions, and perform extension adding, editing and deleting operations. Through extension management, you can easily assign and adjust the extension number and set the corresponding OM

equipment and co-oscillation function of the extension to ensure the normal operation of the extension in the IPPBX system.

1. Extension management interface:

In the extension management interface of IPPBX Interconnect, you can view and manage the added extension devices. The Extension Device List shows information about all the extensions that have been added, including the extension number and status (e.g., whether the co-oscillation feature is enabled).

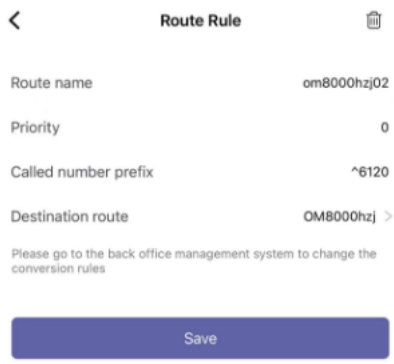


IPPBX Interconnect Extension Management Interface

2. Edit extension:

Click on an extension to enter the Edit Extension screen. You can view and modify the user, extension number, corresponding OM, and co-oscillation settings. When you have finished making changes, click the "Save" button.

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Edit Extension Screen

3. Add extensions:

Click the "Add Extension" button to enter the Add Extension screen. Enter the following information:

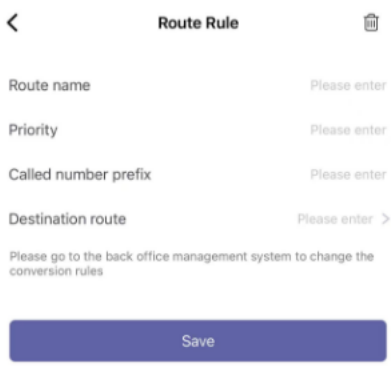
- User: Fill in the name of the user of the extension.
- Extension Number: Enter the extension number.
- Corresponding OM: Select the corresponding OM device.
- Simultaneous Ringing: When this feature is enabled, multiple devices will ring at the same time when an extension receives an incoming call to ensure that the incoming call is answered in a timely manner.

When finished, click the "Save" button to complete the addition of the new extension.

Note

Make sure that the extension number entered already exists in the OM device WEB management system.

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Add Extension Screen

4.Enable the co-oscillation function of the extension:

In order to ensure that multiple devices can ring at the same time when an extension receives an incoming call, we need to enable the simultaneous ringing function for the extensions in the WEB management system of OM devices. Please note that the simultaneous vibration function previously enabled in NewLync Mobile is only a user-side setting, and the following steps are for system configuration in the OM device WEB management system to further confirm that the simultaneous vibration function is enabled. This is done as follows:

4.1 Log in to the OM equipment management system, go to the "Application Services" page, and then select "Cloud Collaboration Service".

4.2 On the page, you see a list of extensions that have been added.

4.3 Locate the extension that needs to enable the same vibration function, and check the check box in front of the name of the extension.

4.4 When checked, the synchro function is enabled. At this point, when an extension receives an incoming call, multiple devices will ring simultaneously to ensure that the call is answered in a timely manner.

4.5 Finally, click the "Save" button at the bottom of the page to ensure that the configuration takes effect.

Note

The synchronization function enabled on the NewLync mobile terminal is only a setting on the

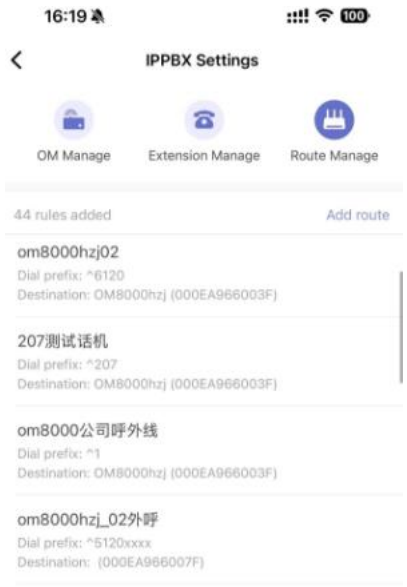
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user side, and enabling the synchronization function in the OM equipment WEB management system here is a further confirmation of the entire system configuration to ensure that the synchronization function is effectively enabled.

2.6.2.5.3 Routing Management

Manage the routing of your IPPBX system through NewLync Mobile to ensure calls are routed and handled correctly. The following are the detailed steps for route management:

1. Routing management interface: After successful login, enter the "IPPBX Interconnection" interface and click "Route Management" option. This screen displays all routing rules that have been added and labels them with relevant information such as called number prefix and destination route.



IPPBX Interconnect Routing Management Interface

2. View and delete routes: In the Route Management interface, you can see all the routing rules that have been added. Each rule includes details of the route name, called number prefix and destination route. Click on a routing rule to view its details. There is also a Delete Route function in the interface, which allows users to delete routing rules that are no longer applicable as needed.

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View and Delete Routing Rules screen

3. Adding routing rules (NewLync Mobile):

Ideal for scenarios where you are out of the office or need to configure on-the-go. Quick adjustments and settings are easily accessible via mobile.

- In the route management page of NewLync Mobile, click the "Add Rule" button in the upper right corner of the interface to enter the Add Routing Rule interface.
- In the Add Routing Rule screen, fill in the following information:
  - Route Name: Enter a name for this routing rule to distinguish between different rules.
  - Priority: Sets the priority of the routing rule, the smaller the number the higher the priority.
  - Called Number Prefix: Enter the called number prefix to which this routing rule applies.
  - Destination Route: Select the destination route for this routing rule, which can be a specific OM device.
- When you are done, click the "Save" button to add the routing rule.

4. Adding routing rules (NewLync admin backend)

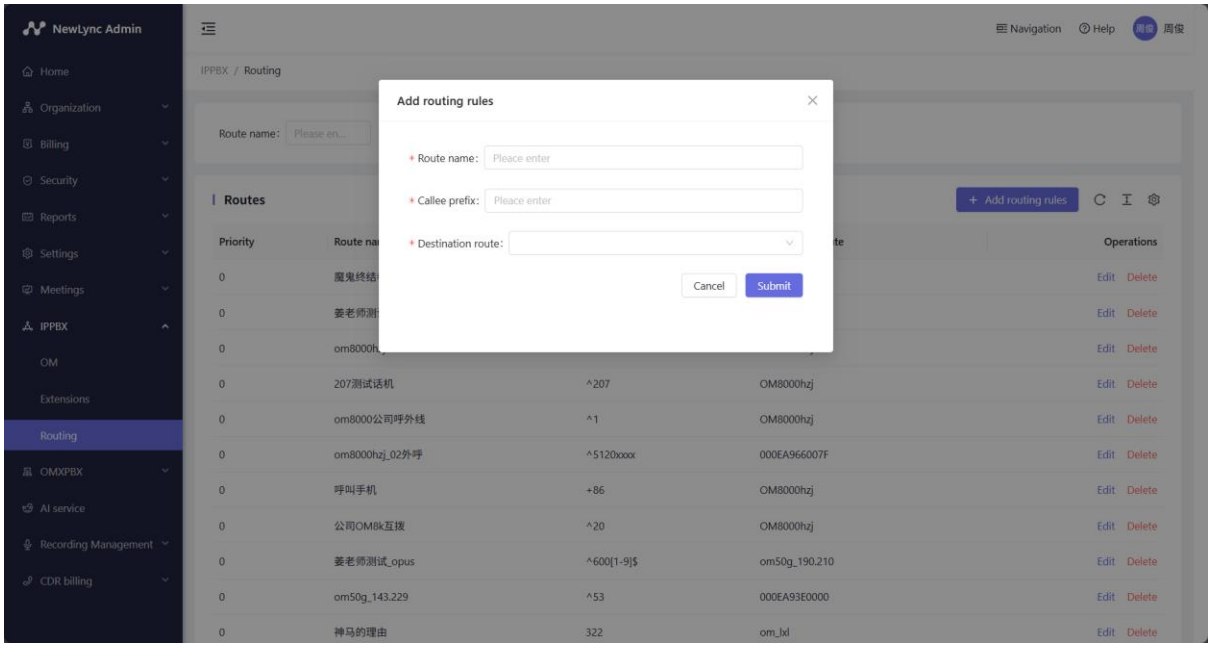
Ideal for scenarios where you are in an office or have a computer to operate. The NewLync administration backend provides a more comprehensive and detailed configuration interface suitable for complex routing rule setup and management.

- In the NewLync Management Back Office, navigate to IPPBX Interconnect and select Route Management. Click "+Add Routing Rule" button to enter Add Routing Rule

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interface.

- In the Add Routing Rule screen, fill in the following information:
  - Route Name: Enter a name for this routing rule to distinguish between different rules.
  - Number prefix: Enter the called number prefix to which this routing rule applies.
  - Destination Route: Select the destination route for this routing rule, which can be a specific OM device.
- After filling out the form, click the "Submit" button to add the routing rule.



NewLync Admin Backend Add Routing Rules Interface

Note

NewLync mobile terminal is suitable for quick configuration anytime and anywhere, convenient for use when you are out of the office; NewLync management backend is suitable for detailed configuration and management in the office, providing more comprehensive functions, suitable for dealing with complex routing rules setup and making system configuration confirmation.

5. Examples of common routing rules

The following are some common routing rule examples to explain how to configure number

prefixes:

5.1 Match a specific number:

- Rule: ^709$
- Note: Only matches numbers that are exactly 709. ^ denotes the beginning of the number, 709 is the specific number, and $ denotes the end of the number. Example: If 709 is entered, then this rule will take effect; however, if 7091 or 1709 is entered, the rule will not take effect.

5.2 Match numbers beginning with 7:

- Rule: ^7
- Description: Match all numbers starting with 7. ^ denotes the beginning of the number, 7 denotes all numbers starting with 7. Example: numbers 701, 712, 799, etc. will match.

5.3 Matches 5-digit numbers starting with 7:

- Rule: ^7[0-9]{4}
- Description: Match 5-digit numbers starting with 7. ^ means the beginning of the number, 7 means the number must start with 7, [0-9] means the next digit can be any one of 0 to 9, and {4} means it must be followed by 4 digits. Example: Numbers such as 70001, 71234, etc. will match.

5.4 Match 6 to 10 digits beginning with 76:

- Rule: ^76[0-9]{4,8}
- Description: Match 6 to 10 digits starting with 76. ^ means the beginning of the number, 76 means the number must start with 76, [0-9] means the next digit can be any one of 0 to 9, and {4,8} means it must be followed by 4 to 8 digits. Example: 761234, 76234567, 7698765432 and other numbers will match.

2.6.2.6 Cloud PBX Services

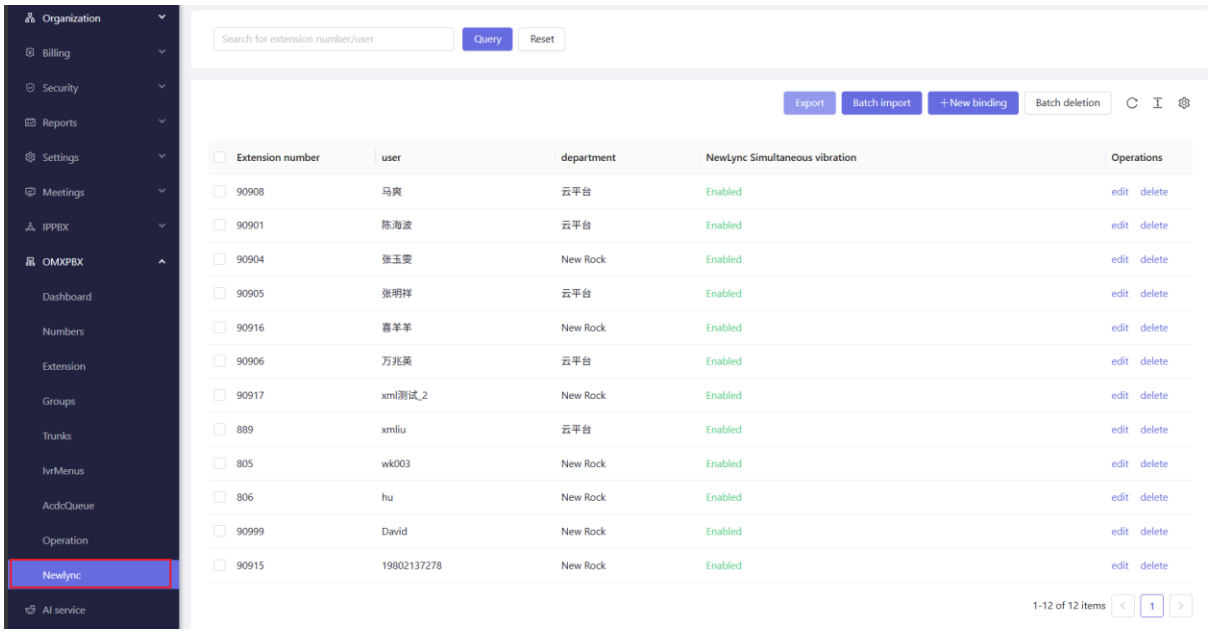
The NewLync Collaboration Office platform also offers advanced Cloud PBX services, which is a cloud-based telephone exchange service that provides voice communication capabilities over the Internet. This service eliminates the need for traditional hardware telephone exchanges, enabling organizations to have flexible, cost-effective voice communications. Users can realize cross-region and cross-device voice communication through cloud PBX service, improving the

communication efficiency and flexibility of enterprises.

Detailed configuration steps

For detailed configuration steps of the cloud PBX service, please refer to the NewLync All-in-One Configuration and Operation Manual. Specific sections are listed below:

- 4.8.2 Subscribing to Cloud PBX Services:Subscribing to Cloud PBX services includes creating an enterprise account and subscribing to the required Cloud PBX services
- 4.8.4 Configure Cloud PBX Service:Configuring Cloud PBX service includes steps such as creating new Cloud PBX extensions, binding extensions to enterprise members, and adding outbound trunks, etc., to ensure that Cloud PBX service can be used normally .



Cloud PBX service interface in the NewLync management backend

2.6.2.7 Questions and Feedback

If you encounter problems or have feedback while using the NewLync app, you can submit your questions and feedback by following the steps below:

1.Enter the Questions and Feedback screen:In the main screen of Settings, find and click on the "Questions and Feedback" option.

2.Fill in the feedback content:In the feedback content input box, leave your questions or

valuable comments.

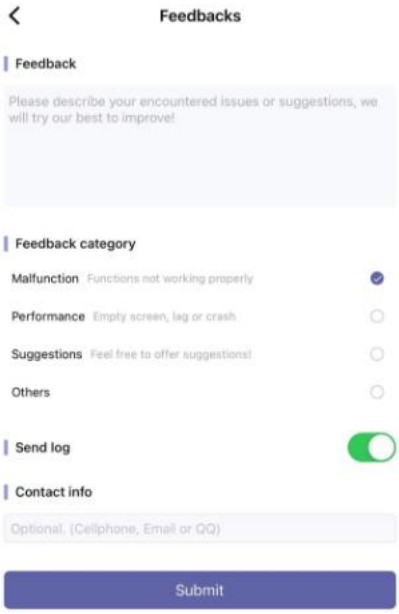
3.Select Feedback Type:In the Questions and Feedback screen, select the type of feedback:

- Functional anomaly: Some functions do not work properly.
- Performance experience: white screen, lag, flashback, etc.
- Product Suggestions: Suggestions for the product all come in.
- Other feedback: other types of feedback.

4.Send logs (optional):If you need to send application logs to help locate problems, you can turn on the "Send logs" option.

5.Fill in contact information (optional):In the contact information input box, you can selectively fill in your cell phone number, e-mail or QQ number.

6.Submit Feedback:After filling out the form, click the "Submit" button at the bottom of the page to complete the feedback submission.



Questions and Feedback Screen

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2.6.2.8 Help

If you need to get help while using the NewLync application, you can access the help page by following these steps:

1.Select the Help option: On the Settings page, locate and click on the Help option.

2.Open Browser to Access Help Content: After selecting the Help option, NewLync will prompt you if you want to open the Chrome browser to access the help pages.

- Check the "Always allow to open" option (optional) so that you don't have to reconfirm it later.
- Click the "Open" button and the app will open the help page in Chrome.

2.6.2.9 Aboout

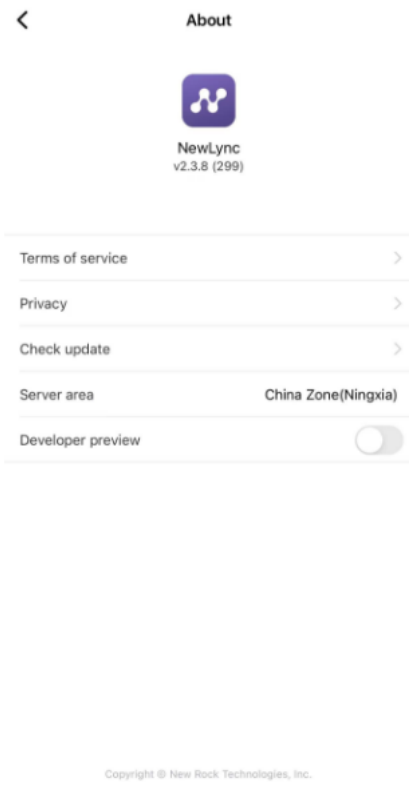
When using the NewLync app, if you need to view the app's version information, service agreement, privacy policy, etc., you can access the About page by following the steps below:

1.Select the About option On the Settings page, locate and click the About option.

2.Viewing About Content On the About screen, you can view the following content:

- NewLync Version Number: Displays the version number of the current application.
- Service Agreement: Click to view the content of the service agreement for the application.
- Privacy Policy: Click to view the contents of the app's privacy policy.
- Check for updates: click to check if there is a new version of the app.
- Server Area: Displays the area of the current server.
- Developer Preview: If you are a developer, you can choose to enable the preview feature.

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NewLync About Screen

2.6.2.10 Log out

If you need to log out of your current account while using NewLync Mobile, you can do so by following these steps:

1.Opting out of login: On the Settings page, scroll down to find the "Opt out of login" option and click on it.

2.Confirmation of logging out: A confirmation dialog box will pop up, prompting "Are you sure you want to log out?". . Click the "Logout" button to confirm logging out of your current account, or click the "Cancel" button if you do not want to log out.

2.6.3 Invite

In the NewLync mobile application, you can invite new members to join your team in a number of ways. Here are the exact steps:

2.6.3.1 Invitation via cell phone number

1.Go to the Add Team Member screen: Once the administrator has logged into NewLync Mobile, click on the avatar and select the "Invite" option.
2.Choose to invite via cell phone number: Click on the "Invite by Mobile Number" option to go to the mobile number invitation page.
3.Fill in the membership information: Enter the member's name and cell phone number and click the "Add Member" button.

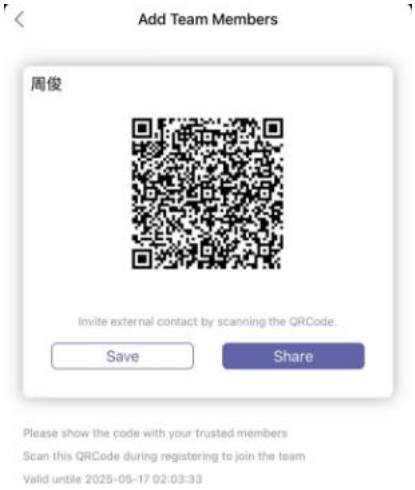
2.6.3.2 Invitation via email

1.To access the Add Team Member screen: Once the administrator is logged into NewLync Mobile, click on the avatar and then select the "Invite" option.
2.Select Invite by Email: Click on the "Invite by Email" option to enter the email invitation page.
3.Fill in the membership information: Enter the member's name and e-mail address and click the "Add Member" button.

2.6.3.3 Team QR Code Invitation

1.Go to the Add Team Member screen: Once the administrator has logged into NewLync Mobile, click on the avatar and select the "Invite" option.
2.Select the team QR code to invite: Click on the "Team QR Code Invitation" option to generate a QR code.
3.Show or share the QR code: You can choose to "Save" the QR code image or click "Share" button to share the QR code through other applications. New members can scan this QR code to join the team.

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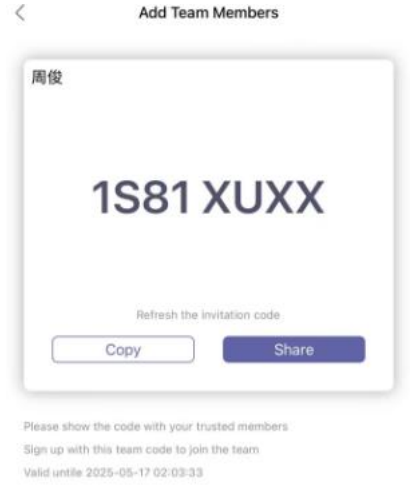
QR Code Add Team Member Interface

2.6.3.4 View Team Code

1. Go to the Add Team Member screen: Once the administrator has logged into NewLync Mobile, click on the avatar and select the "Invite" option.

2.Select View Team Code: Click on the "View Team Code" option and a team code will be generated.

3.Show or Share Team Code: You can click the "Copy" button to copy the team code, or click the "Share" button to share the team code through other applications. New members can use this team code to join the team.



Team Code Add Team Member Interface

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2.6.4 Companies and teams

In the "Organizations and Teams" section, users can view and manage the organizations and teams they belong to, switch between teams to operate, and create or join new teams, the following steps will explain how to use this feature.

1.Enterprise and team management interface:

- After you have successfully logged in, you will enter the personal information and enterprise team interface of the administrator account, and you can see the list of enterprises and teams that you currently belong to.
- Click on the business and team names on the left to switch between the currently operating business or team.



List of companies and teams

2.6.5 Create/Join a team

In the "Create/Join Team" screen, you can choose to join an existing organization or team, or create a new one. Here are the exact steps to follow:

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1.Go to the "Create/Join Team" screen:

- In the enterprise and team management interface, click the "+ Create/Join Team" button to enter the relevant interface.
- On the "Join or Create Team" screen, you can select "Join Company/Team" or "Create Company/Team".

2.Join the business/team:

- If you select "Join Company/Team", the system will enter the "Select Joining Method" screen.
- Here you can join the appropriate business or team by entering the business invitation code or scanning the business QR code.
    - Enter Enterprise Invitation Code: Select the "Enter Enterprise Invitation Code" option and enter the invitation code provided by the enterprise or team to complete the joining.
    - Scan the QR code of the enterprise: Select the option "Scan the QR code of the enterprise" and use the scanning function to scan the QR code provided by the enterprise to complete the joining.

3.Create a business/team:

- In the "Join or Create a Team" screen, select the "Create a Company/Team" option and the system will enter the "Create a Company/Team" screen.
- On the "Create a Business/Team" screen, enter the name of the business/team.
- After confirming that the information is correct, click the "Create Team" button to complete the creation of the enterprise/team.

2.6.6 Comparison of Administrator Settings Interface (Android vs. iOS)

To help users better understand the differences in settings on different devices, here is a comparison of the NewLync app administrator settings interface on Android and iOS devices. Only items with differences are listed; the remaining features not listed are consistent on both devices:

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Functional item	Android (operating system)	Ios	Description of differences
Notification of new messages	Includes sound notification, incoming call ringtone, vibration, message preview, resident notification bar	Includes message preview, message bar, sound notification, incoming call ringtone	Details of specific options vary
personal profile	Name, NewLync ID, Avatar, Appearance, Edit Navigation, Message Fonts, Incoming Call Settings, Intercom Playback, Video Encoding	Name, username, theme color, font size, edit navigation, caller settings	Android offers more personalization options
Data & Storage	clear the cache	No such option	Android-only support for data and storage management
Log out	Prompt to confirm exit	Prompts for confirmation of exit and states that the dialog record will be retained	The text of the prompts varies slightly, and transcripts of the conversations are kept.

2.7 Initialization Configuration Detailed Comparison (PC & Mobile)

There are some differences between the NewLync Collaboration Office platform when it comes to features and settings on PC and mobile. Through the following comparison, users can clearly understand the specific differences in the use and configuration of PC and mobile, making it

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easier to choose the appropriate use according to their needs.

Configuration steps	PC-based	Mobile	Description of differences
Installing the software	Download the installation package from the official website and install it	Download and install via the app store (currently ios only, Android please download from the official website)	Installation is different, PC and Android need to be downloaded from the official website, ios through the app store to download
Register an account	Enter your cell phone number, receive the verification code and enter and complete the registration, fill in personal information and select the entry method	Enter your cell phone number, receive the verification code and enter and complete the registration, fill in personal information and select the entry method	The registration process is the same, both need to enter the cell phone number, verification code, personal information and choose the way to enter the
Log in	Enter user name and password	Enter your cell phone number and password	Same login method, both use cell phone number and password
Personal profile	View and edit name, newlync ID, avatar, appearance, edit navigation, message fonts and more!	View and edit name, newlync ID, avatar, appearance, edit navigation, message fonts, caller settings, intercom playback and video encoding	Mobile offers more personalization options, PC settings are relatively simple
Notification of new messages	General Settings, Message Notification, Audio/Video	Notification of new messages	More focus on system and privacy settings on PC, more focus on

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Configuration steps	PC-based	Mobile	Description of differences
	Settings, Security & Privacy, etc.		message notifications on mobile
Security and Privacy	Cell phone binding, e-mail binding, reset password, read receipt, cancel account	Account management, privacy settings, two-step verification, password settings, login device management, logging out of the team, logging out of the account	The settings are different, with PC focusing more on system and privacy, and mobile focusing more on account security
Data & storage	Backup and restore history chats	Clear the cache	PC support for backup and restoration of chat logs, mobile support for clearing cached data
Language settings	Not have	Language and Time	Mobile-only support for language and time settings
General settings	Includes software updates, language settings, startup settings, profile settings, selecting theme colors, incoming call settings, busy handling, and adjusting font size.	No dedicated "General Settings" option, but includes settings related to personal data, account and security, data and storage, language and time, etc.	PC has a special "General Settings" option, mobile does not have this feature, but contains relevant settings.

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Configuration steps	PC-based	Mobile	Description of differences
Audio and video settings	Including audio input and output device selection, video device selection, etc.	Video encoding settings	PC provides audio and video setting options, while mobile only has video encoding setting function.
System notification	Includes message notifications, sound notifications, etc.	Provides new message notification, sound effects, vibration, etc.	System notification settings are available for both PC and mobile, but the specific options and details differ
Ippbx interconnect	Not have	OM management, extension management, routing management	Mobile provides IPPBX interconnection function, PC does not have this function
Management backend configuration	Support, configured through the backend management interface	Unsupported	Supported on PC, not on mobile
Questions and Feedback	Not have	Provide access to feedback and suggestions on issues	Mobile-only support for issue feedback and suggestions
Help	Not have	Provide help page access options	Mobile-only support for help page access
About	View newlync version information, service agreement, privacy policy and more!	View newlync version information, service agreement, privacy policy and more!	No difference

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Configuration steps	PC-based	Mobile	Description of differences
Log out	Opt out of login and confirm whether to delete personal information and sessions	Confirm logging out of your current account by selecting Log Out	No significant difference
Invited members	Quick Invitation, Mobile Invitation	Invitation via cell phone number, invitation via email, team QR code invitation, team code invitation	Slightly different invitations and processes for PC and mobile use
Create/join a team	Create or join teams, manage team members and set team configuration	Create or join teams, manage team members and set team configuration	no difference
Enterprise wechat Configuration and Synchronization	Supports call log synchronization with enterprise WeChat integration, allowing call logs to be synchronized and displayed on both ends	Supports call log synchronization with Enterprise WeChat integration, allowing call logs to be displayed synchronously on both ends.	no difference
Initial login screen	Initial login based on role selected (team member, team administrator or individual)	Initial login based on role selected (team member, team administrator or individual)	no difference

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3 Appendix

The Appendix section provides explanations of specialized terminology, security guidelines, and is designed to help administrators better understand and use the content in this manual to improve the efficiency and security of system operations.

3.1 Glossary

The Glossary contains specialized terms and their explanations that appear in this manual and is used to assist the user in accurately understanding the technical expressions in the document.

Letter	Nomenclature	Definition
A	AGC (Automatic Gain Control)	AGC is an audio signal processing technique used to automatically adjust the gain of the input signal to maintain consistency and clarity of the output volume.
D	DTMF (Dual Tone Multi-Frequency Signaling)	DTMF is a signaling method that produces tones of different frequencies by means of telephone keys and is used for the transmission of key tones in telephone systems.
I	IPPBX (Internet Protocol Private Branch Exchange)	IPPBX is an Internet Protocol-based telephone switching system that integrates voice, video and data for efficient communication and management.
I	ICE (Interactive Connection Establishment)	ICE is a technology used to establish point-to-point connections, especially in NAT (Network Address Translation) environments, for transmitting audio and video data.
R	RFC2833	RFC2833 is a standard for transmitting DTMF signals via RTP (Real-Time Transport Protocol), where key tone signals are transmitted as part of an RTP packet during a voice call.
R	RTP (Real Time Transport Protocol)	RTP is a network protocol used to transmit real-time audio and video data over Internet Protocol (IP) networks.
R	RTCP (Real-Time Transmission	RTCP is a network protocol used along with the RTP protocol to transmit control information and provide

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	Control Protocol)	quality feedback.
S	SIP (Session Initiation Protocol)	SIP is an application layer control protocol used to create, modify and terminate multimedia sessions such as voice and video calls. SIP INFO is a way to transmit DTMF signals via SIP messages.

3.2 Troubleshooting and Frequently Asked Questions

This section provides solutions to common problems and is designed to help administrators and technicians quickly resolve common issues encountered when using the NewLync Collaboration Office platform.

Issue 1: QR code for activation cannot be displayed when OM Cloud Collaboration Service is enabled

Solution:.

- Check the device network and DNS settings. If the QR code for activation still doesn't show up after checking Enable on the page, it's most likely caused by a network problem. Confirm that the network connection is normal and check the DNS configuration to ensure that it can resolve the relevant domain name correctly.
- The management system of the OM device times out in two seconds, and if the backend is slow to return, the management system will not be able to access the data. Therefore, make sure that the background response time is under two seconds.

Issue 2: Failure to activate code scanning when adding OMs

Solution:

- Checks if the network request has timed out.
- Try rebooting the OM device and re-sweeping the code to activate it.

Problem 3: Device shows not online after adding OM after OM

Solution:

- First, try rebooting the OM device.

- Check the mobile configuration of the OM to make sure that the following parameters are included: CLOUD_SUPPORT, CLOUD_SERVER, CLOUD_USERNAME and CLOUD_PASSWORD. If these parameters are not present, delete the OM device and re-sweep to add it.
- Check the network firewall configuration to ensure that the OM device can register to the NewLync server on port 8090.
- Check the OM mobile logs for any anomalies.

Issue 4: NewLync can't call cell phones, only extensions

Solution:

Verify that NewLync is set up correctly for calling cell phones, you need to turn on outbound call settings.

Issue 5: After turning on co-oscillation for an extension in NewLync, it does not take effect

Solution:

On the OM Cloud Office Collaboration page, double-check that the resonance function is enabled, make sure that the settings are correct and save them.

Issue 6: NewLync calls to OM extensions are erratic

Solution:

The connection from the OM device to the NewLync softswitch may be disconnected, resulting in unstable calls. A softswitch is a software-based telephone switching system for controlling call connections in a VoIP network. To ensure a stable connection, set the OM's outbound registration period to 300 seconds. This means that the OM device re-registers the connection with the NewLync softswitch every 300 seconds to maintain continuity and stability of the connection.

Problem 7: There is sound for the first two seconds after the call starts and then no sound after

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that

Solution:

The egress of the OM device is configured with two IP addresses, causing RTP (Real Time Transport Protocol) and RTCP (Real Time Transport Control Protocol) packets to be transmitted through different IP addresses. This configuration may result in UDP packets not being transmitted correctly, which in turn may cause the call to be interrupted. To ensure call quality, please contact the customer's network administrator to ensure that all data transmissions from the OM device are configured and transmitted through only one egress IP address. This will avoid packet delivery problems and ensure stable calls.

Issue 8: NewLync Mobile calls an extension and then connects but there is no sound
Solution:
This problem is usually caused by a failed ICE (Interactive Connectivity Establishment) connection. ICE is a technology used to establish connections for the transmission of audio and video data in different network environments. When the ICE connection between the NewLync mobile and the extension fails, audio data is not transferred properly. In order to resolve this issue, make sure that your internet connection is stable, with no packet loss or high latency. If the problem is still not resolved, contact the technical support team, who can help check the specific ICE connection failure cause and provide a detailed solution.

Issue 9: Can't access the team after email registration
Solution:
Please use all lowercase letters to register your email address, not capital letters. If already registered, please contact technical support to resolve this issue. The technical support team will help modify the relevant settings to ensure that users are able to join the team correctly.

3.3 Security Guidelines

This section provides advice on how to use the NewLync Collaborative Work Platform securely, including data protection and measures to prevent unauthorized access, to help users ensure system security and data integrity. Below are the details of the safety guidelines:

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Access control

Account Management:

- Ensure that account management permissions are set strictly so that only authorized users can perform sensitive operations.
- Bind your cell phone number and email address to receive security notifications and perform password recovery.
- Implement two-factor authentication (2FA) to add an extra layer of security to ensure account security.
- Use strong passwords and change them regularly.

Equipment Management:

- Manage devices that are logged into your NewLync account to ensure that only authorized devices can access the system.
- Periodically check and remove device authorizations that are no longer in use.

Data & Storage

Backup and Restore:

- Regular backups of historical chats and important data ensure quick recovery in case of data loss.
- Store backup files in a safe location to ensure data security.
- Ensure that the same chat history is accessible on different devices with the device synchronization feature.

Software update

System Updates:

- Ensure that system software and all security patches are kept up-to-date to prevent known vulnerabilities from being exploited.
- Pay attention to the announcements made by the vendor for timely system upgrades and maintenance.

Client Updates:

- Regularly check and ensure that you are using the latest version of the NewLync client to

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prevent security issues caused by using older versions of the software.

Recommendations for safe use

Accounts and Security:

- Bind your cell phone number and email address for account security verification and recovery.
- Enable and manage two-step verification (2FA) to secure accounts.

Data and storage settings:

- Clear Cache: Regularly clean up temporary files and cached data generated by the application to free up storage space and increase the speed of the application.