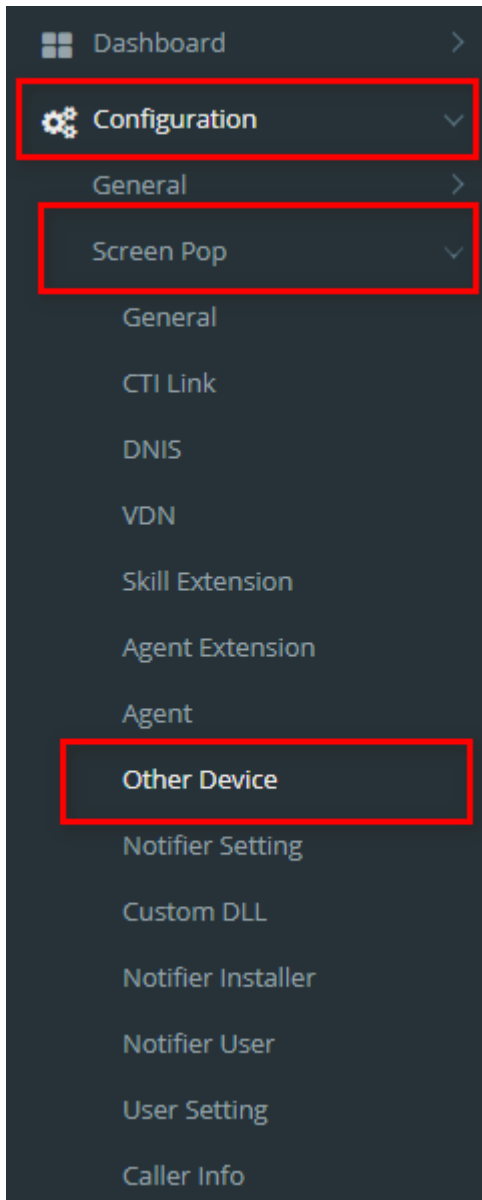




How to manage Other Device at Screen Pop Configuration

Step-by-step guide

- Go to Linkscope Web application and if you're not already signed in, select **Sign in**.
- From the Linkscope Web application, you click to **Configuration ? Screen Pop? Other Device** at the menu.



ADD NEW AN OTHER DEVICE

1. Click  button, the **Add** popup is displayed.
2. At the **Add** popup, you enter **Device ID**, **Name** and select **Type**. Then click  button.

Add

Device ID
12345

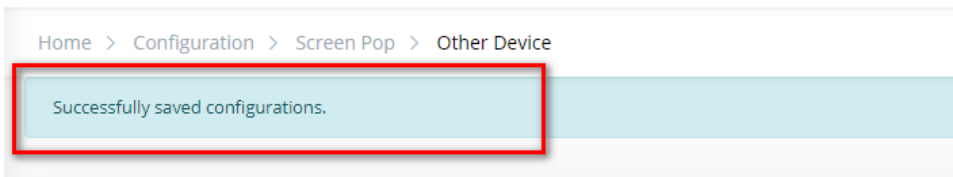
Name
Voice

Type
Voice Recorder

Update

Cancel


If the system shows this message, you created successfully new an other device.



EDIT AN OTHER DEVICE

- On the **Other Device List** table, select any row you want to edit the other device.

Device ID	Name	Type	Date Updated
1111	111111	Announcement Menu	11/20/2018 16:13:24 PM
12345	Voice	Voice Recorder	08/26/2019 14:23:36 PM

- Click  button on that row. The **Edit** popup is displayed.

- At **Edit** popup, you modify a new **Name** and select **Type**. Then click the  button.

Edit

Device ID
12345

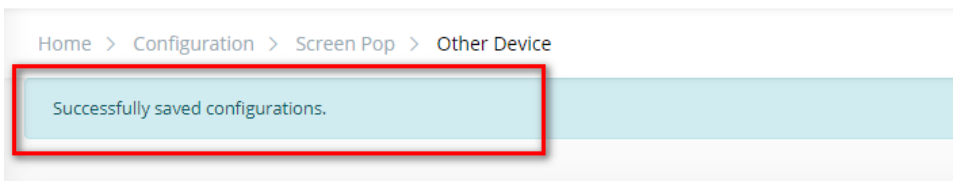
Name
Announcement

Type
Announcement m...

Update

Cancel


If the system shows this message, you edited successfully another device.

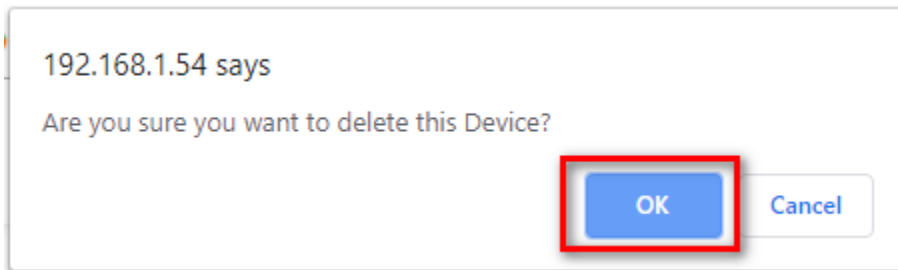


DELETE AN OTHER DEVICE

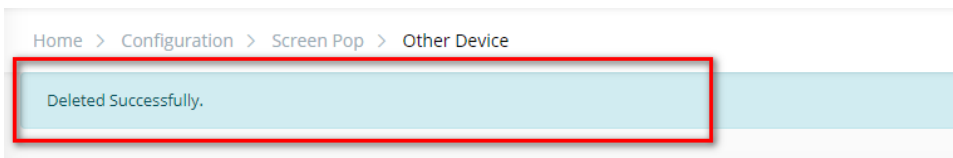
1. On the **Other Device List** table, select any row you want to delete the other device.

Device ID	Name	Type	Date Updated
1111	111111	Announcement Menu	11/20/2018 16:13:24 PM
12345	Voice	Voice Recorder	08/26/2019 14:23:36 PM

2. Click  button on that row.
3. There're alert displays after you click to this button. Select **OK**.



If the system shows this message, you deleted successfully another device.



SEARCH OTHER DEVICE

On the **Other Device List** table. You can search for an other device by searching the **Device ID**, **Name** or **Type**. field.

1. Search by the **Device ID** field:

Device ID	Name	Type	Date Updated
1111	111111	Announcement Menu	11/20/2018 16:13:24 PM

2. Search by the **Name** field:

Device ID	Name	Type	Date Updated	
	Device			
Id113	Device12	Voice Recorder	07/26/2019 09:59:43 AM	
Id114	Device13	Announcement Menu	07/26/2019 09:59:54 AM	
Id115	Device14	Other	07/26/2019 10:00:05 AM	

1 - 3 of 3 items

3. Search by the **Type** field:

Device ID	Name	Type	Date Updated	
		Announcement Menu		
1111	111111	Announcement Menu	11/20/2018 16:13:24 PM	
Id114	Device13	Announcement Menu	07/26/2019 09:59:54 AM	

1 - 2 of 2 items

IMPORT FROM/ EXPORT TO AN EXCEL FILE

- To import data from excel file:

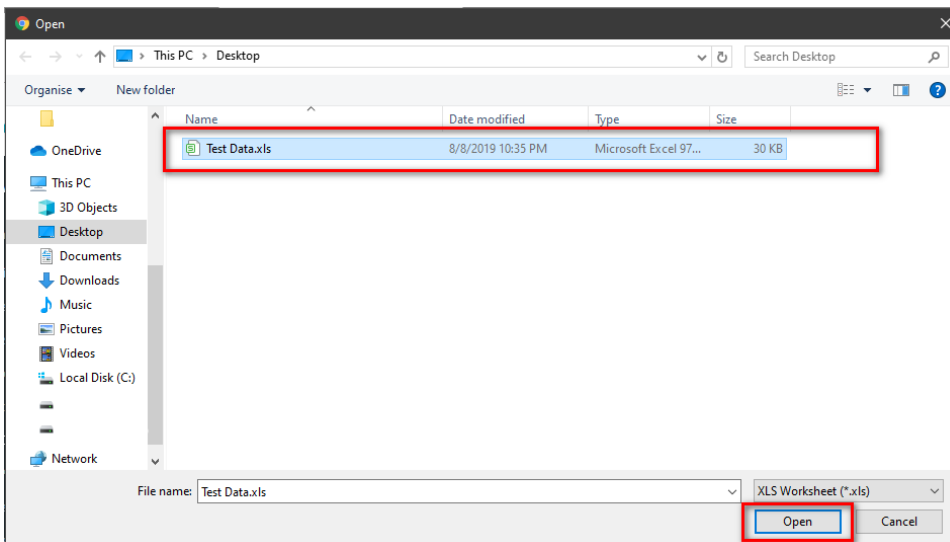
1. At select file (.xls) label, click **Select files** button.

Select file (.xls)

Select files...

Import Export excel

2. Select an excel file that you want to import and click **Open** button.



3. Click the **Import** button.

Select file (.xls)

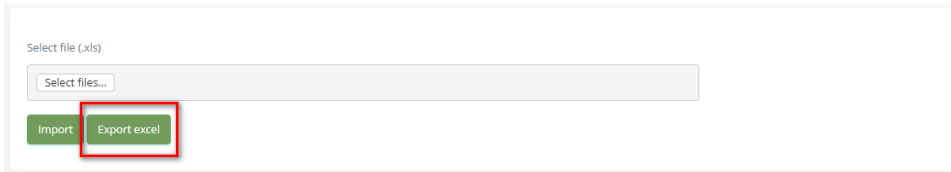
Select files...

Test Data.xls

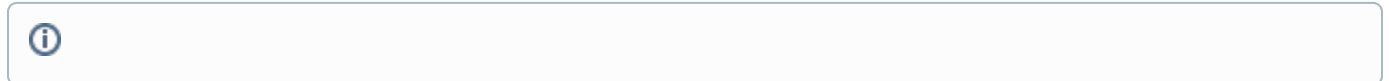
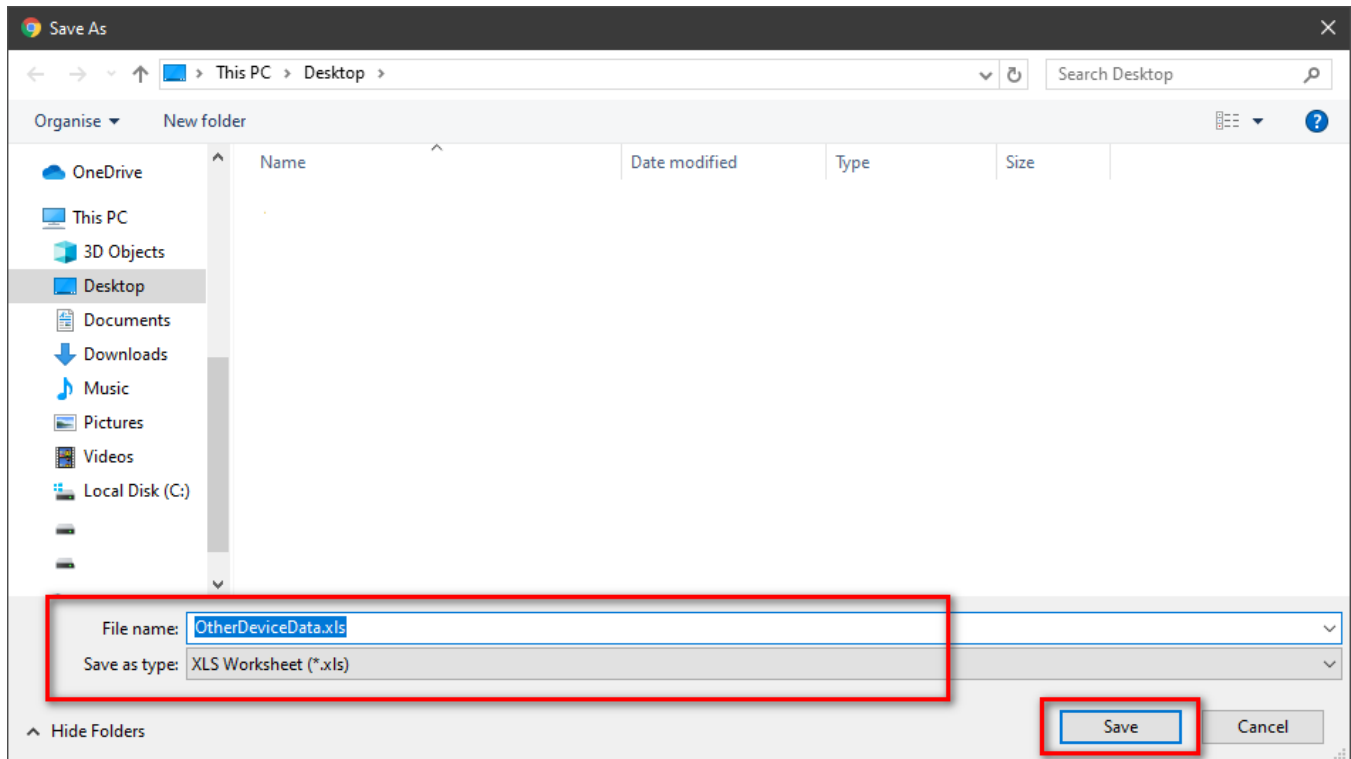
Import Export excel

- To export data from excel file:

1. On the page below, click the **Export Excel** button.



2. Check the **File Name** (default page name), **Save as type (*XLS file)**. Then click **Save** button.



Related articles

- [Guideline How To Use The Agent Dashboard](#)
- [How to manage API User at General Configuration](#)
- [How to manage Postcall Survey Configuration](#)
- [How to manage User Setting at Screen Pop Configuration](#)
- [How to manage FQ Config at FreedomQ Configuration](#)