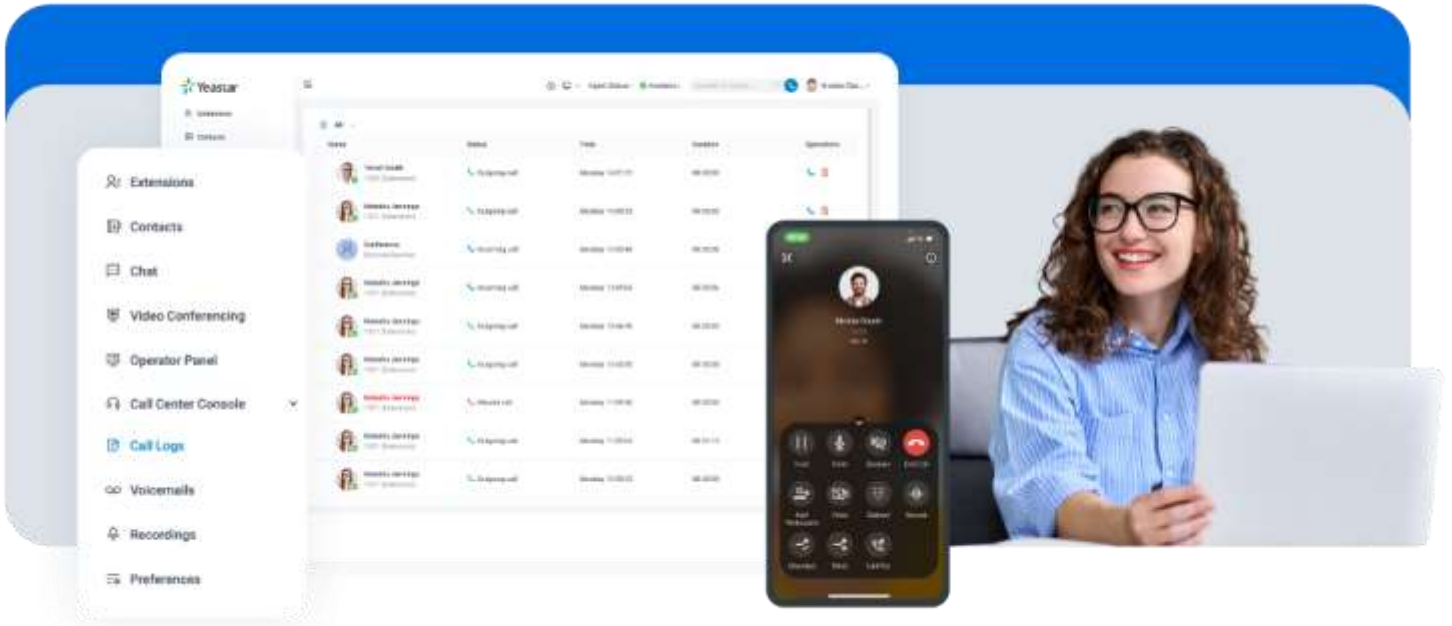# Yeastar

P-Series Phone System

Empower, Enhance, Future Proof
Your Business Communications

Solution at A Glance

Easy-first Unified Communications Trusted by **450,000+** Businesses

Easy to Use   Easy to Manage   Easy to Adopt   Easy to Grow

Key Solution Capabilities

Focusing on delivering "Easy-first Unified Communications", Yeastar P-Series Phone System helps you connect dispersed teams, level up customer experience, streamline IT, and boost employee efficiency at all levels with everything you need in one simple system:

PBX   Call Center

Omnichannel Messaging

Video Conferencing   Simple User Apps

Rich 3ʳᵈ-party Integrations

For Business Owners

- Future-proof business with UCaaS + CCaaS in one platform
- Boost customer engagement & sales with omnichannel communications
- Slash telco costs and streamline duplicative services to one bill

For Employees

- One simple app for all: call, meet, message anywhere, on any device
- 100+ enterprise-grade features at fingertips
- Work more efficiently with integrations & automation

For IT and System Admins

- Simplify setup, admin, and IT management
- Protect, control and manage user permission & access easily
- Maximize uptime in case of unforeseen events.

"Yeastar has everything we need to get work done, with new levels of ease of use, performance, reliability, and cost savings."

Call, Meet. Chat. On-the-go.

Yeastar P-Series Phone System enables you to take your extension with you wherever you go and turn any smart device into a work-connected communications hub.

With Linkus UC Clients for web browsers, Android, iOS, Windows, and MacOS, you are guaranteed to be kept in the loop, always and everywhere.

Any Device. Anywhere
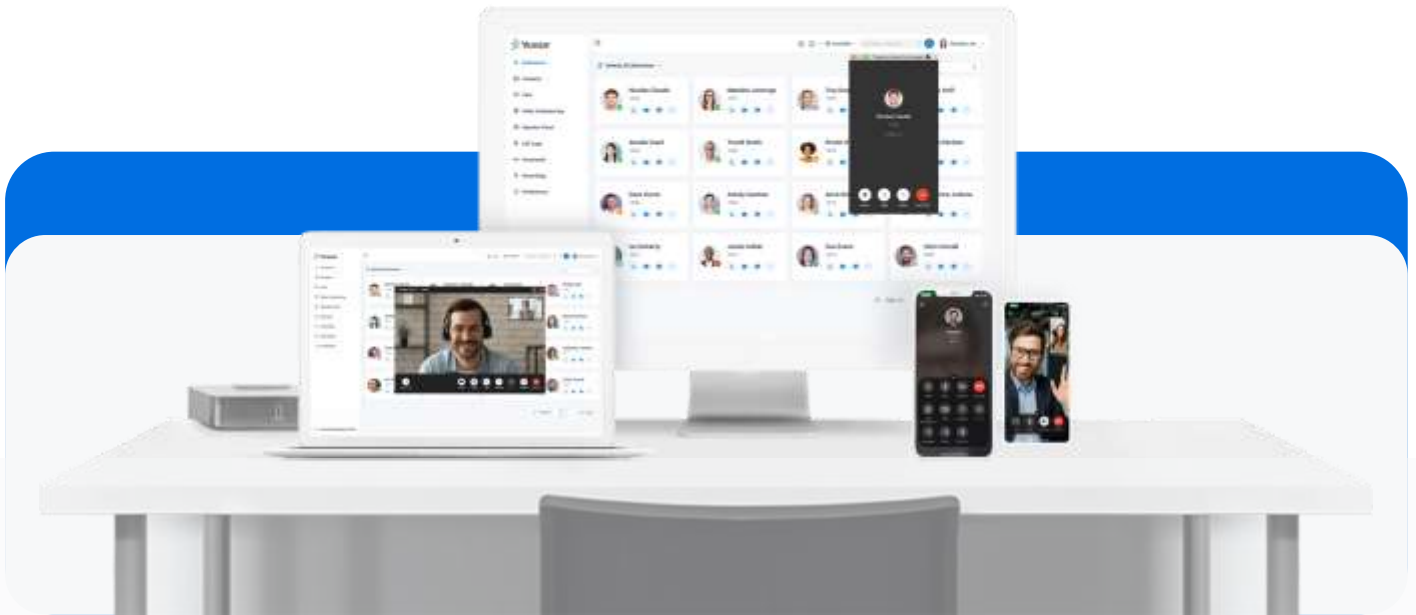
Never Miss a call →

- Make and receive audio/video calls on computer or mobile phones
- Transfer, hold, mute, and record calls to any phone number or extension
- Access call history, voicemails, and call recordings
- Click to call any phone number on web pages using Google Extension
- Work flawlessly with CRM/helpdesk to know who's calling
- Customize call forwarding rules based on different presence status

Collaborate with Team →

- Move seamlessly between voice, video, and chat
- Chat and share files privately with teams & message with customers
- View the real-time call status & availability of your colleagues
- Start and join a conference call or web-based video meeting
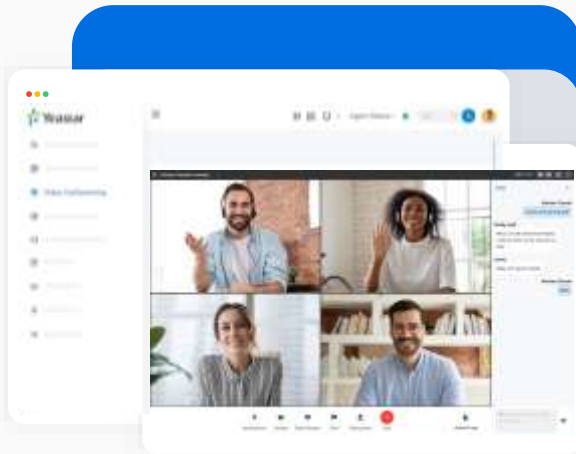- Access & manage personal or shared company contacts and phonebooks

Connect All Devices →

- Consistent experience across desktop, mobile, and web
- Connect all apps and desk phones simultaneously via SIP Forking
- Move a live call seamlessly between devices and continue your conversation everywhere
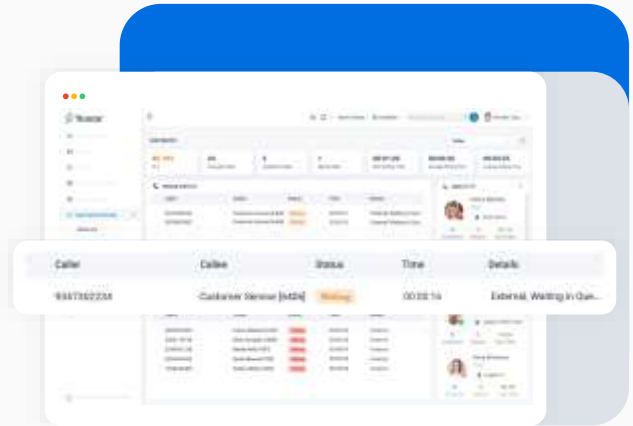
More on Desktop and Web App

Video Conferencing

Start or schedule a web-based video conferencing in clicks. Participants can join the meeting via a unique meeting link and be further engaged with screen sharing & in-meeting chat.

Call Operator Panel

Use receptionist view to administer calls. Visualize all inbound/outbound call activities, and drag and drop to route calls to specific extensions, ring groups, queues, parking, etc.

Desk Phone Control (CTI)
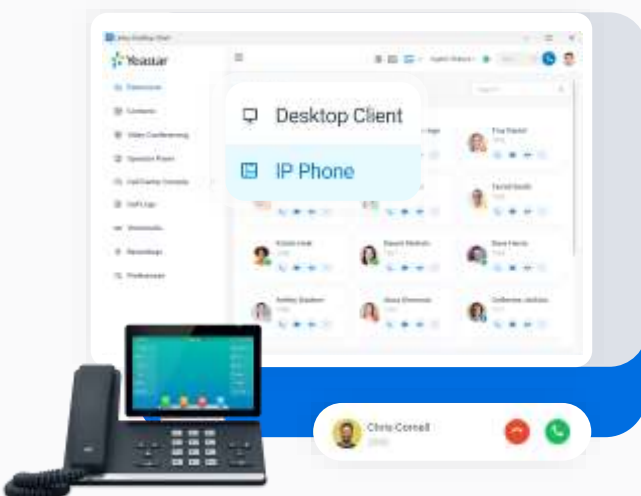
Link the desktop/web app with your desk phone. Click to dial and control calls from your computer while using the desk phone for communications.

Free Microsoft Teams Integration
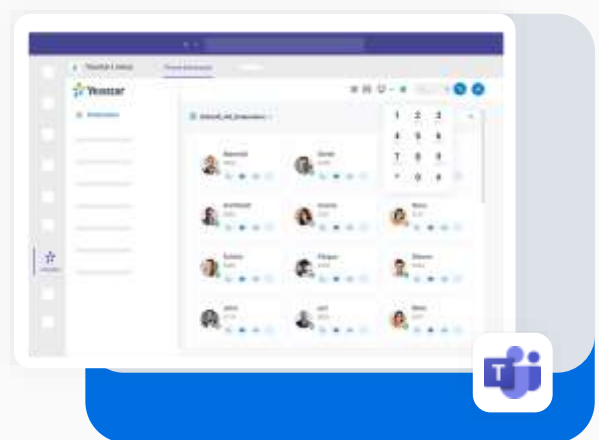
Embed Linkus app on Microsoft Teams to click to call, search contacts, check voicemails, and more directly in Teams. No extra Teams Phone license or integration middleware is needed.

Boost Customer Engagement & Sales

With Yeastar P-Series Phone System, communicate with customers however they come to you and empower your call agents, supports, and sales to work smarter.

🔵 Enable Productive Call Center

Convert
Visitors to Leads & Sales (→)

With inbuilt WebRTC trunk and advanced Linkus SDK & API features, easily add a click-to-call button to your websites or offer calling capabilities directly within your own app. Let your visitors call you for free with just a click.

Easier
Call Resolution (→)

- Automatic call distribution, multi-level/lingual IVR, unlimited queues
- Skill-based routing & priority queue to deliver calls to most suitable agent
- Flexible queue ring strategies (Rrmemory, least recent, etc.)
- Queue call-backs as overflow during busy times

Easier
Agent Engagement (→)

- Wallboard showing real-time queue stats in one sum
- Switchboard-type Queue Panel for all agent-related operations in one place
- Agent coaching: call listen/whisper/barge-in and call recording
- Missed call disposition for easier follow-ups
- Graphical/real-time/historical/scheduled call center reports: queue/agent performance, SLA, and more.
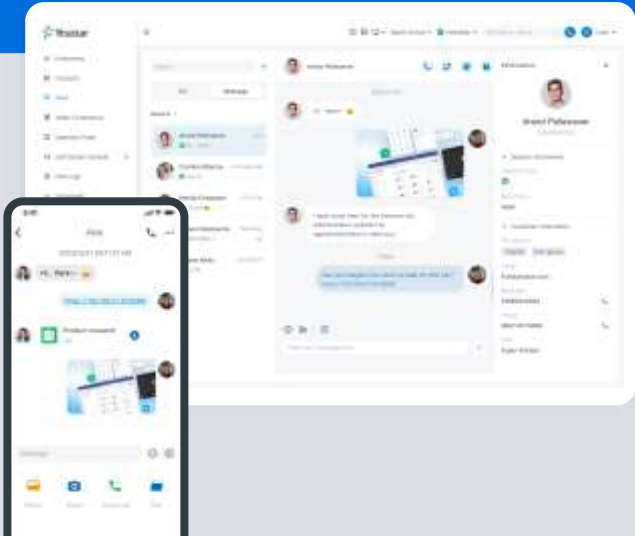
Greater
Customer Experience (→)

- Automatic greeting, Agent Hold Time announcement, music on hold, etc.
- Post-call survey settings & customer satisfaction reports
- CRM and helpdesk integration automatically unfold customer records upon on the calls
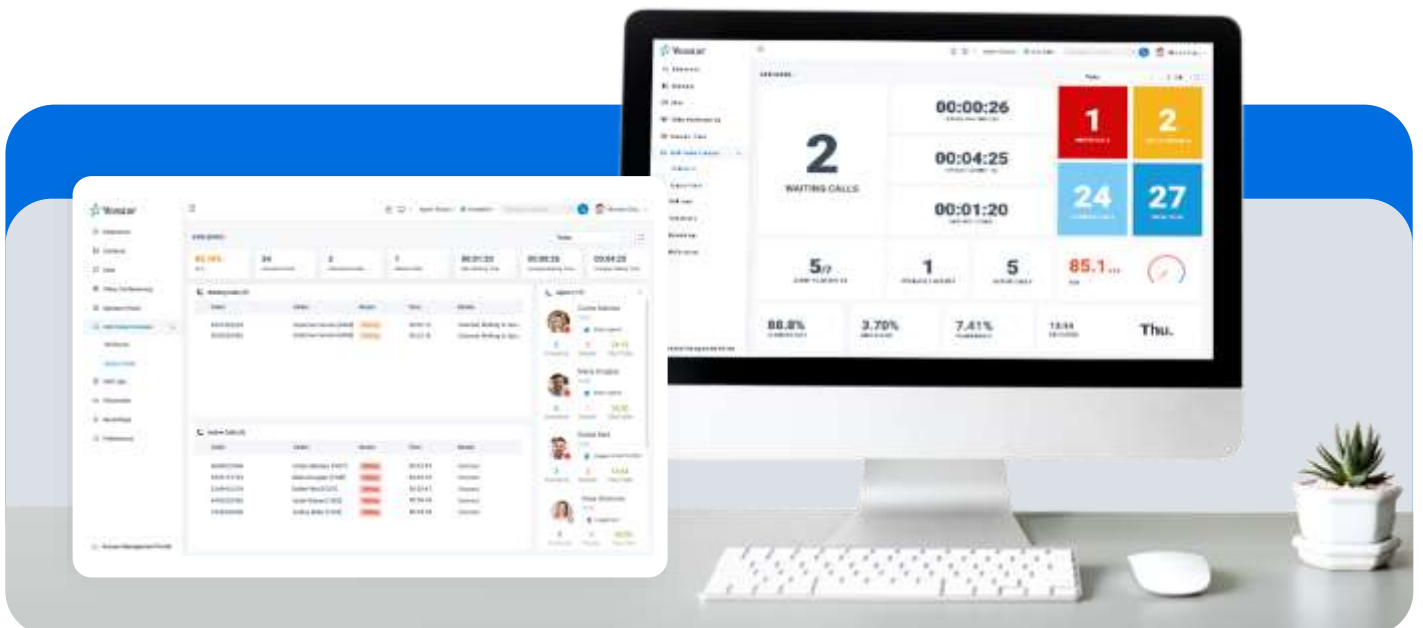
Add SMS & WhatsApp Messaging

Improve customer interaction by engaging with the channel of their choice. Yeastar P-Series Phone System allows you to manage your business SMS texting, WhatsApp messages, and internal chats in one simple interface.

- Unlimited SMS trunk & WhatsApp account integrations
- Send, receive, and manage all your business chat/message with customers in one place, using Linkus app for web, desktop, or mobile
- Send incoming messages to a queue of agents to share the workload & easily transfer a chat to colleague
- Elevate chats to calls in one click
- Keep a central records of all customer chat interactions with messages detail records
- Meet your customers where they are while keeping personal numbers private

Integrate CRM to Know Who's in Touch

Break down communication barriers that isolate your contact center from the rest of the business. Yeastar phone system supports seamless integrations with popular CRM and helpdesk platforms, so you can:

- Quickly identify who's calling or as messages come in
- Automatically open CRM contact records when customers call
- Click to call contacts without leaving your CRM
- Auto-create a new CRM contact for calls from unknown numbers
- Automatically log calls to CRM records
- Give the best customer service with all your customer's history in one place.

No Administration Hassles

Spend less time managing your phone system and IT, and more time working. Yeastar P-Series Phone System's unified admin portal makes all your settings and system administration straightforward. Set up call routing rules, add new extensions, create auto-attendants, and more—all can be done in minutes without IT assistance.
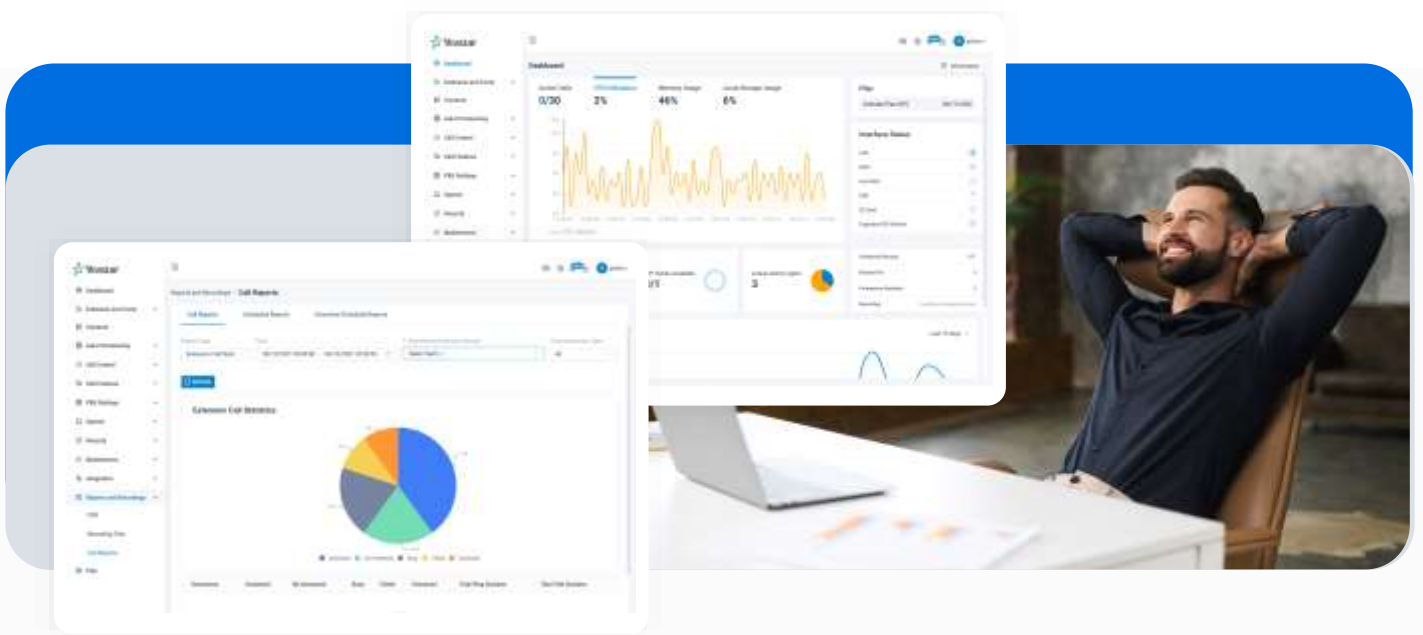
Easy Setup

- No technical expertise required
- Point-and-click configuration
- Plug-and-play IP phones with auto-provisioning
- Ready integration with Microsoft Extra ID and Active Directory

Easy Management

- Granular user permission based on user roles & extension groups
- Intuitive system performance and usage dashboard
- Clear call analytics, CDR, reporting
- Comprehensive event logs & notifications for system issues

Enterprise-grade Security

- SRTP & TLS call encryption
- Auto & static defense of SIP attack and spam blocking
- Global anti-hacking IP blocklist automatically updated
- Account login two-factor authentication
- More inbuilt security mechanisms & features

High Availability

99.99% Uptime for Cloud PBX hosted by Yeastar. The enterprise-grade cloud hosting architecture is powered and double-secured by the global resilient AWS facilities.

Real-time Failover. Enterprise-grade Hot Standby solution for full PBX dual-server redundancy with real-time data replication, auto heartbeat check, and near-instant failover.

Cross-region Disaster Recovery to maintain uninterrupted call services even in case of regional disasters like network failure or power outage. *

*Supported only on the Yeastar P-Series Software Edition.

Great for Any Business

Through the easy-to-use, easy-to- manage, easy-to-adopt, and easy-to-grow communications solutions, Yeastar helps businesses of all sizes and industries meet their goals.

Healthcare

Improve the patient experience with faster response and greater connectivity.

- Empower patient-centric call center that drives shorter response times
- Make doctors & staff mobile and always-on
- Telehealth services with video conferencing
- Longtime stability & system uptime
- Easy system administration
- Secure, encrypted communications
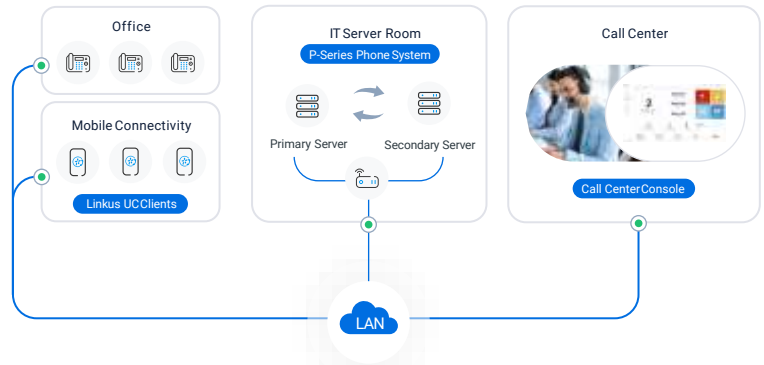
Hospitality

Streamline hotel operations while offering high availability for call services.

- Keep existing hotel phones & phone lines
- Hotel PMS & PMS middleware integration: wake-up call scheduling, guest check-in/out, call accounting, maid codes, blocking external calls when guests check out, etc.
- Operator panel for room booking calls
- Redundancy with Hot Standby & 4G LTE failover
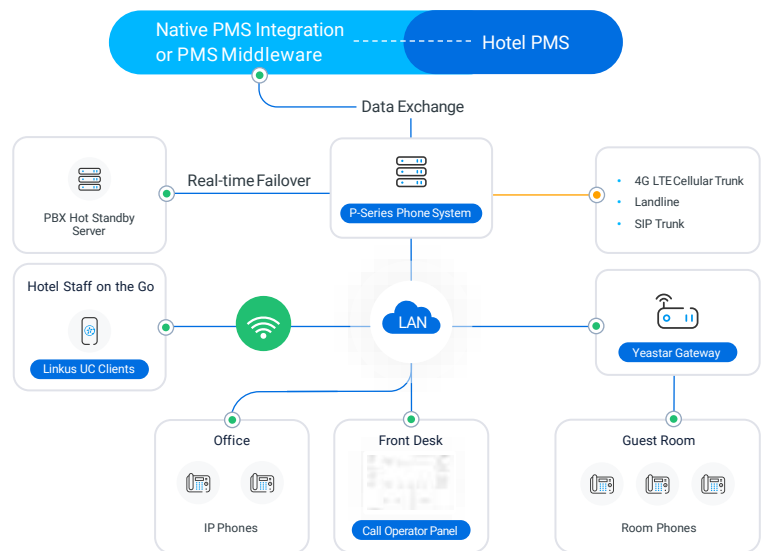
Education

Helping faculty and students communicate effectively and securely in one single platform

- One-time & scheduled paging for facility-wide announcements, time-based bell, and emergency broadcast
- Integrate with SIP cameras, door phones, and other surveillance products for door access control
- Enhance multi-campus & student-teacher communications with a unified directory, conferencing, Linkus UC Clients, and more
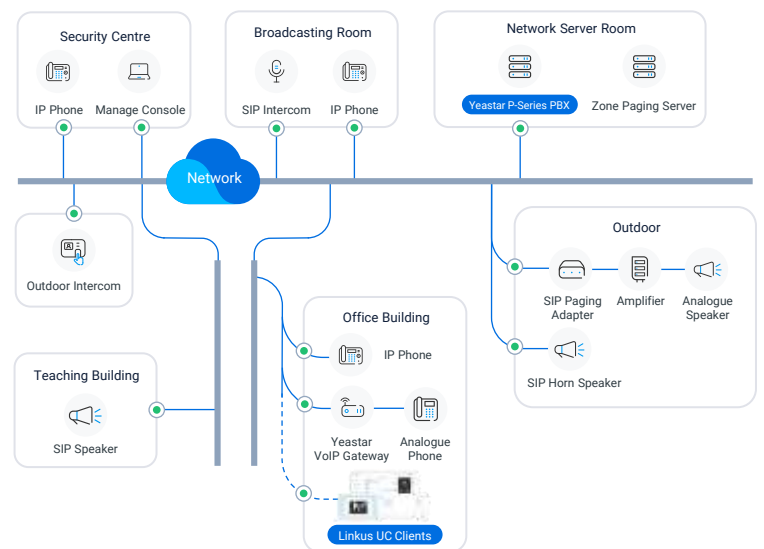
Features and Plans

	Standard	Enterprise	Ultimate
Telephony Features	✅	✅	✅
Business Features	✅	✅	✅
Administration & Security	✅	✅	✅
Unified Communications	✅	✅	✅
Team Chat - 1:1 or Group Chat with Colleagues - File & Image Sharing	✅	✅	✅
Remote Access Service - Custom PBX Domain Name (FQDN) - Remote & Secure PBX Web Portal Access - Linkus UC Clients Remote Connection - LDAP Server Remote Access	✅	✅	✅
Remote SIP Service - Hassle-free Remote SIP Registration - WebRTC Trunk	✅	✅	✅
Phonebook	⬜	✅	✅
Call Accounting	⬜	✅	✅
Voicemail Announcement	⬜	✅	✅
Advanced Call Center Features - Skill-based Routing & Queue Callback - Intuitive Queue Panel - Real-time Wallboard & SLA monitoring - Comprehensive Call Center Reports	⬜	✅	✅
Omnichannel Messaging - Business SMS & WhatsApp Integration - Central Message Inbox - Message to Queue & Chat Transfer - Elevate Chat to Call in One Click	⬜	✅	✅
CRM and Helpdesk Integration - Support Salesforce, HubSpot, Zoho, Bitrix24, Odoo, Zendesk	⬜	✅	✅
Microsoft 365 Integration - Microsoft Teams Integration - Outlook Integration - Microsoft Extra ID Integration - User Sync & Single Sign-on (SSO)	⬜	✅	✅
Remote Archiving * - Archive call recordings & system backups to external servers - Support FTP, SFTP, Amazon S3, Google Storage	⬜	✅	✅
Active Directory Integration - User, Organization Unit, Group Sync - Auto Extension Assignment for New User - Single Sign-on (SSO)	⬜	⬜	✅
Video Calls & Video Conferencing	⬜	⬜	✅
Linkus SDKs - Add Linkus Voice Calling to Custom Application - Tools, Documentations, and Sample Codes	⬜	⬜	✅
Disaster Recovery *	⬜	⬜	✅
Hotel PMS Integration *	⬜	⬜	✅

* Remote Archiving requires Ultimate Plan to use on the P-Series Cloud Edition.

* Disaster Recovery is currently only supported by the P-Series Software Edition and requires an additional PBX redundancy server.

* Hotel PMS Integration is currently only supported by the P-Series Appliance Edition (except P520) and Software Edition.

Basic Feature List

Telephony Features

- Call Routing
- Call Forwarding
- Call Monitoring (Listen/Whisper/Barge-in)
- Call Parking
- Call Pickup
- Call Transfer (Attended/Blind)
- Call Waiting
- Call Flip/Switch

- IVR (Multi-level & Multi-lingual)
- Queue & Priority Queue
- Queue Missed Call Disposition
- Ring Group
- Paging & Intercom
- Conference Rooms
- CDR & Scheduled Download
- Basic Call Reports

- Dial by Name
- AutoCLIP
- Caller ID
- CID-based & DID-based Call Routing
- DID (Direct Inward Dialing)
- DND (Do Not Disturb)
- DOD (Direct Outward Dialing)
- DNIS

Business Features

- Call Recording
- Call Allow/Block List
- BLF Support
- Busy Camp-on
- Boss-Secretary
- Business Hours & Holidays
- Custom Prompts
- Distinctive Ringtone

- Music on Hold
- MOH Playlist & Streaming
- T.38 Fax
- Fax to Email
- Voicemail
- Group Voicemail
- Voicemail to Email
- Voicemail Transcription

- LDAP Server
- PIN List
- Speed Dial
- TAPI Driver
- Emergency Number
- Emergency Notifications
- SIP Forking
- IP Phone Concurrent Registrations

Administration & Security

- Web-based GUI
- Dashboard
- Auto Provisioning
- User Role & Permission
- Extension Group & Organization
- Bulk Import & Export
  (Extension, Trunks, Route, Contacts)
- Operation Logs

- Event Logs & Notifications
- Backup and Restore
- Troubleshooting
- Built-in SMTP Server
- AMI (Asterisk Manager Interface)
- Network Drive
- SNMP Support
- Hot Standby
- APIs

- Security
  - SRTP & TLS Call Encryption
  - Auto & Static Defense
  - Global Anti-hacking IP Blocklist
  - Certificates
  - Password Policy Enforcement
  - Two-factor Authentication
  - Allowed Country IP's & Codes
  - Outbound Call Frequency Restriction

Unified Communications

- Linkus UC Clients
  - Linkus Web Client
  - Linkus Mobile Client (iOS & Android)
  - Linkus Desktop Client (Windows & MacOS)
  - Linkus Google Chrome Extension
  - Linkus Function Keys (Web/Desktop)
  - Linkus Hotkeys (Desktop)
  - Linkus CTI Mode for Desk Phone Control

- Operator Panel
  - Unlimited Users
  - Dispatch Active Calls (Redirect, Transfer, Hang up, Park, Monitor)
  - Monitor Call Status (Inbound, Outbound, Extension, Parked Calls, Ring Group, Queue)
  - Unified Presence
  - Control Extension Presence

- Presence
- Custom Presence description
- Personal & Company Contacts
- Audio Conferencing
- Call Pop-up URL
- Door Phone Video Preview

Yeastar P-Series PBX appliance edition comes with the basic feature list. The P520 PBX model does not support API feature.

Contact us to arrange a demonstration of the products within this guide