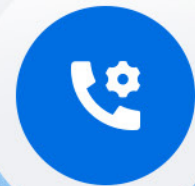# Yeastar

P-Series Phone System

Empower, Enhance, Future Proof
Your Business Communications

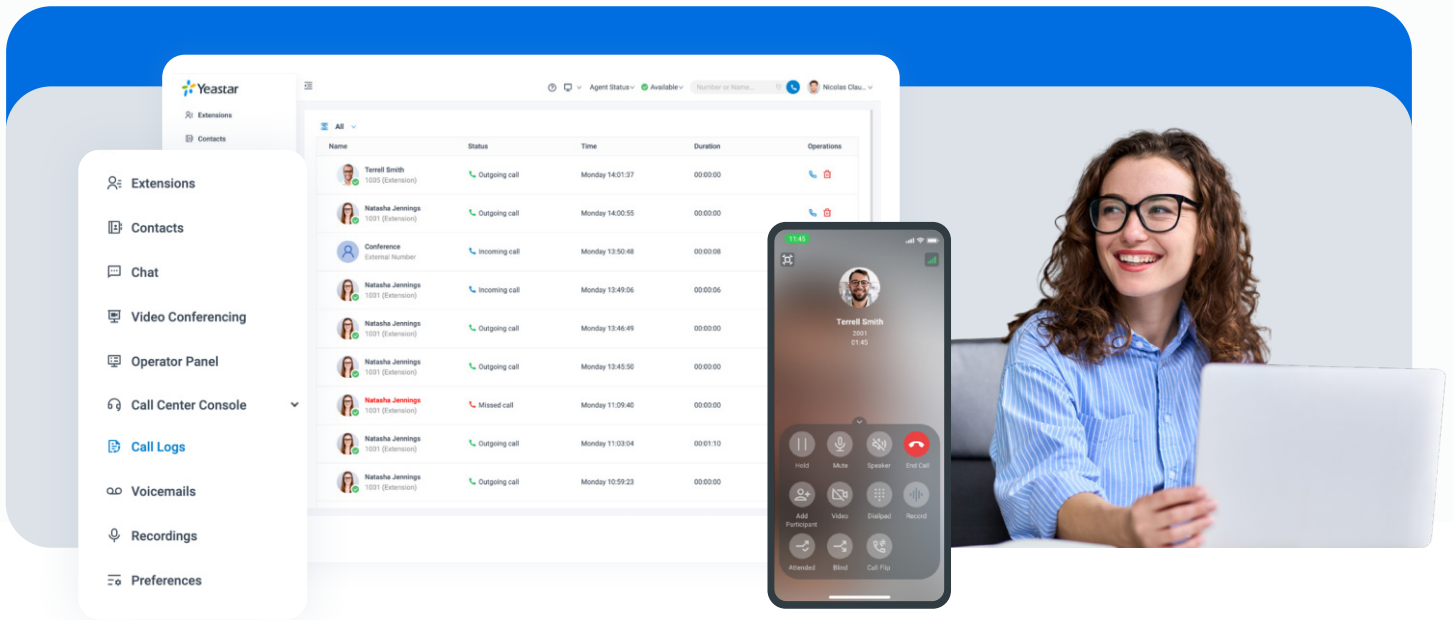# Solution at A Glance

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 connects 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 Live Chat
Omnichannel Messaging
Video Conferencing Simple User Apps
100+ 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, chat, 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 communicationshub.

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
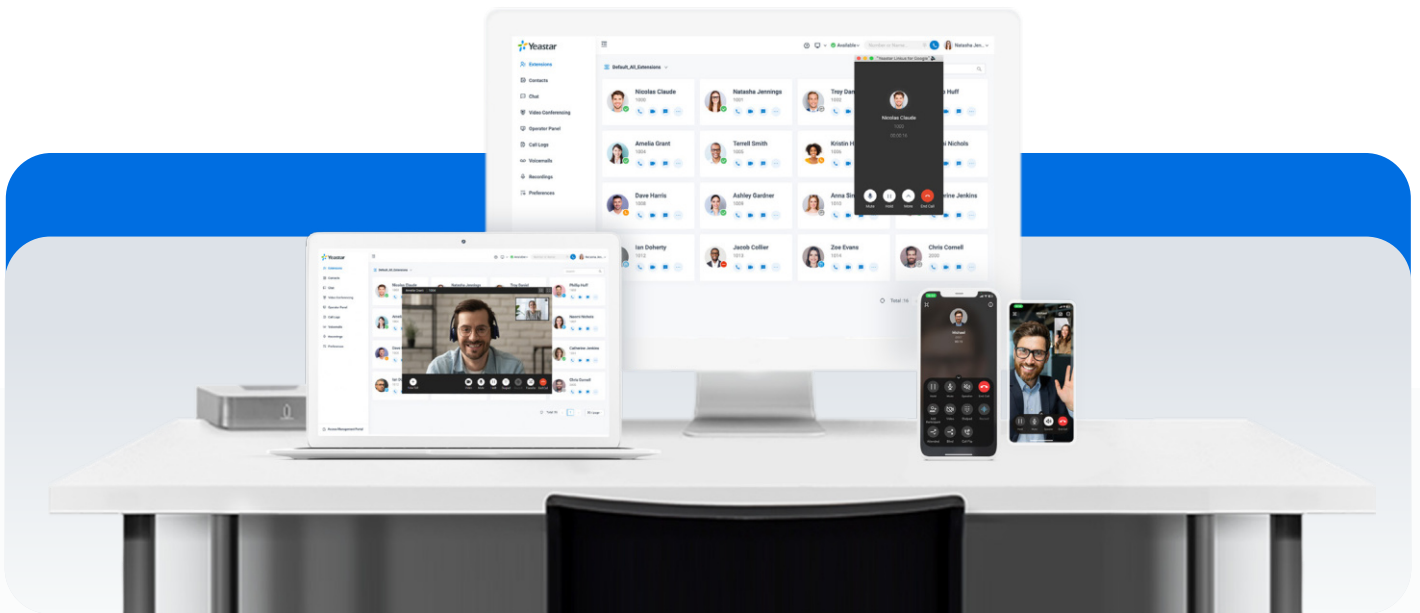
Never Miss a call →

- Make and receive audio/video callson computer or mobile phones
- Transfer, hold, mute, and record callsto 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 with colleague and customers, in one interface
- View the real-time call status & availability of your colleagues
- Start and join a conference call or web-based video meeting
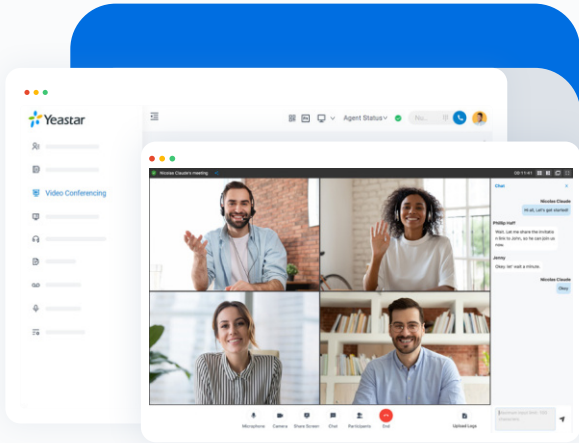- Access & manage personal or shared company contacts and phonebooks

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
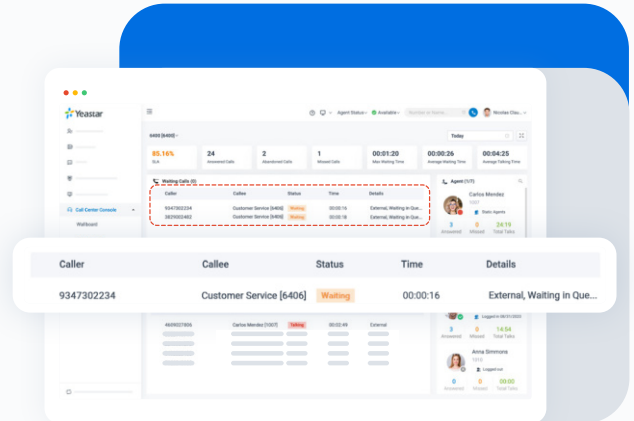
More on Desktop and Web App

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-meetingchat.

Call Operator Panel

Usereceptionistviewtoadministercalls. Visualizeallinbound/outboundcallactivities,anddragand droptoroutecallstospecificextensions,ringgroups,queues,parking,etc.

Desk PhoneControl(CTI)
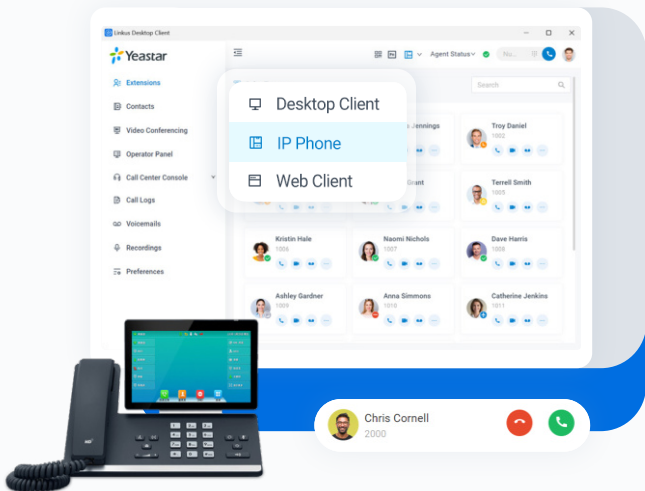
Link the desktop/webapp with your desk phone. Click to dial and control calls from your computer while using the desk phone forcommunications.

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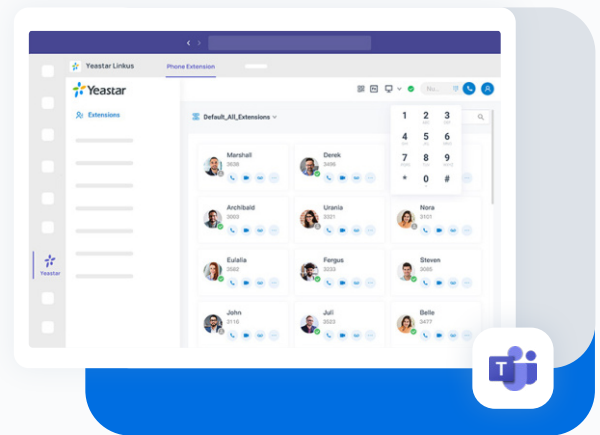
Embed Linkus app on Microsoft Teams to click to call, search contacts, check voicemails, and more directly in Teams. No extra Teams Phone license or integration middleware is needed.

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 worksmarter.

🗨 Complete Call CenterFeatures

Convert Visitors to Leads →

With embeddable website Live Chat and Linkus SDK features, easily add achat or call buttonyour websites or offer calling capabilities directly within your own app. Let your visitors reachyou for free with just aclick.

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 andcall recording
- Missed call disposition for easier follow-ups
- Graphical/real-time/historical/scheduled call

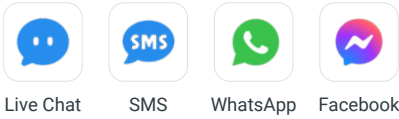**Greater Customer Experience** →

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

Omnichannel Messaging

Live Chat   SMS   WhatsApp   Facebook

Improve customer interaction by engaging with the channel of their choice. Yeastar P-Series Phone System allows you to manage yourwebsite live chat,business SMS texting, WhatsApp chats, and Facebookmessagesalongside your other support channel, reducing the number of tabs your teams need to keep track.

- All-in-one message inbox
- Automatic agent assignment & message queue
- Contact matching and customer profile display
- Easy chat management: transfer, archive, close
- Elevatechatstocallsinonesimple click
- Traceable message detail records & chat logs
- Meet your customers wherever they are and respond from any of your devices, anywhere

Rich CRM/Database Integration

Break down communication barriers that isolate your contact center from the rest of the business. Yeastar phone systemsupports seamless integrationswith popular CRM, database, and helpdesk platforms, so youcan:

- Quickly identify who's calling or as message scomein
- Automatically open CRM contactrecordswhen customers call
- Click to call contacts without leaving your CRM numbers
- AutomaticallylogcallstoCRMrecords
- Givethebestcustomerservicewithallyour customer's history in oneplace.

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 andsystem administration straightforward. Set up call routing rules, add new extensions, create auto-attendants, and more—all can be done in minutes without ITassistance.
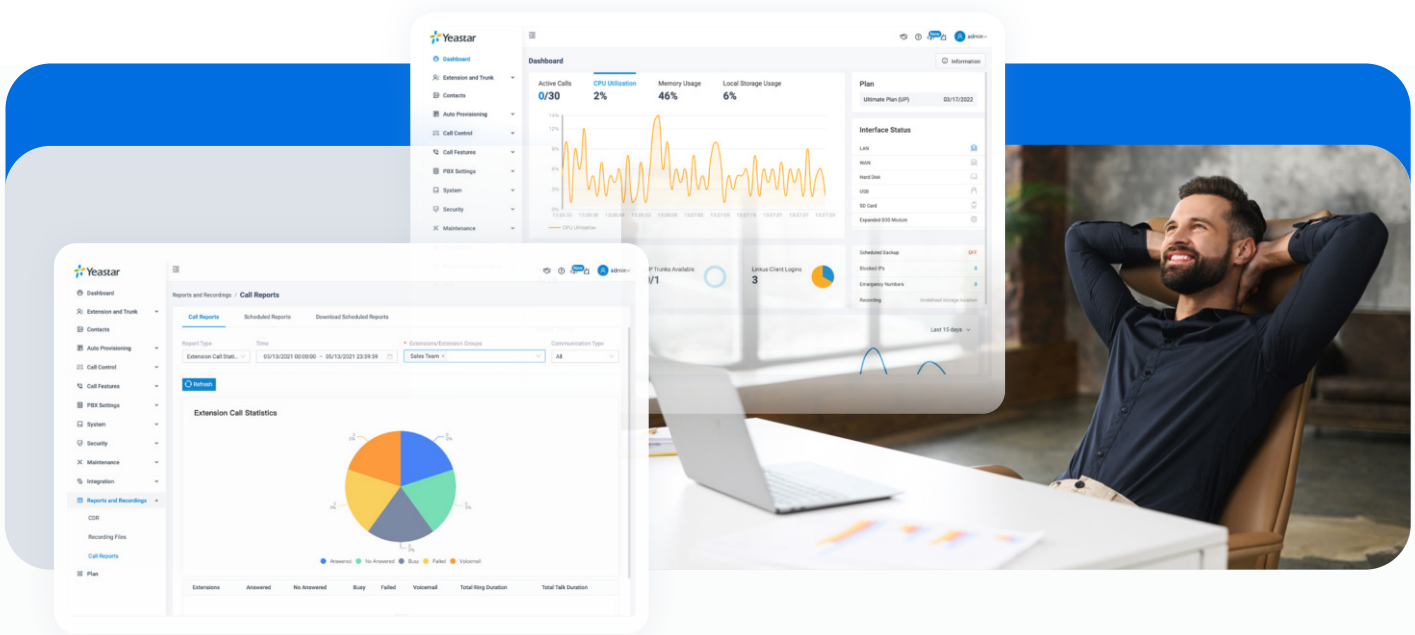
Easy Setup

- 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-gradeSecurity

- 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 poweredand double-securedby theglobal 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-instantfailover.

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 withfaster response and greaterconnectivity.

- 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
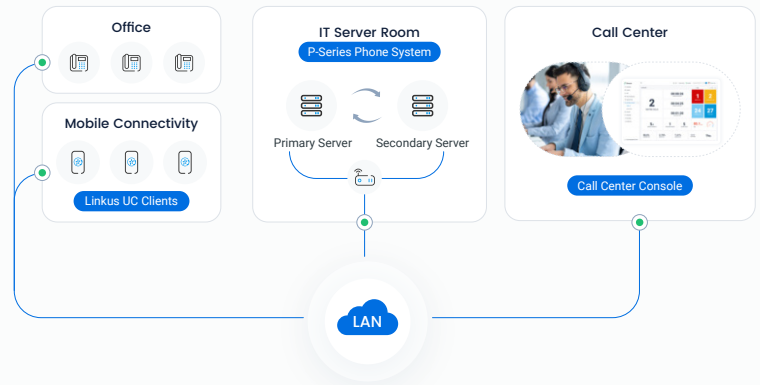
Hospitality

Streamline hotel operations while offering high availability for callservices.

- Keep existing hotel phones & phone lines
- Operator panel for room booking calls
- Redundancy with Hot Standby & 4G LTE failover
- Built-in hotel management module: easy room management, guest check-ins/outs, and more day-to-day hotel operations in one intuitive interface.
- 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.
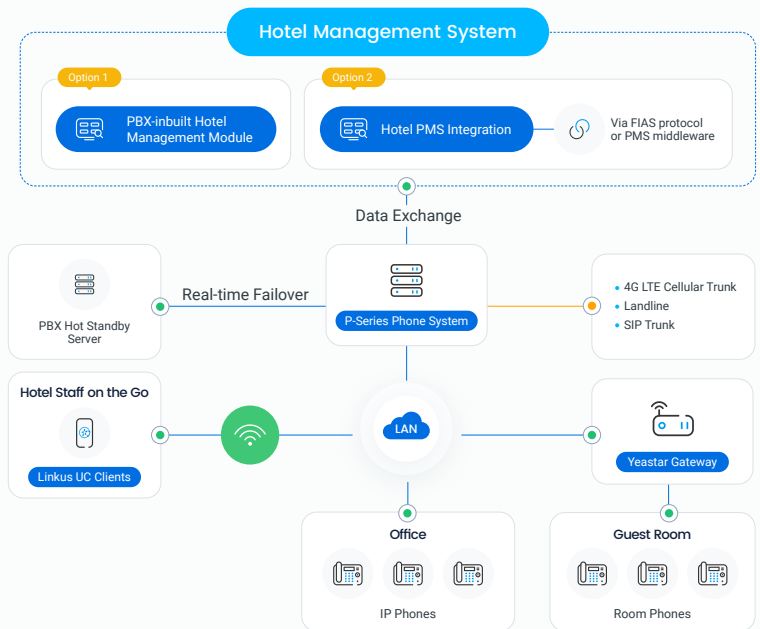
Education

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
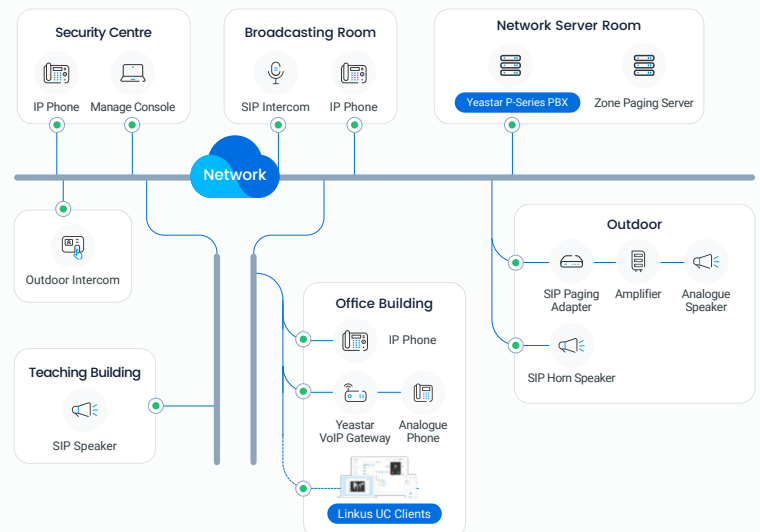
Feature Plans

Basic Telephony	Standard	Enterprise	Ultimate
Call Routing	•	•	•
Call Forwarding	•	•	•
Call Parking / Pickup	•	•	•
Call Transfer (Attended/Blind)	•	•	•
Call Waiting	•	•	•
Call Flip/Switch	•	•	•
Call Recording[1]	•	•	•
Ring Group	•	•	•
Paging & Intercom	•	•	•
Caller ID	•	•	•
Dial by Name	•	•	•
Speed Dial	•	•	•
AutoCLIP	•	•	•
CID/DID-based Call Routing	•	•	•
Direct Inward/Outward Dialing	•	•	•
DNIS	•	•	•
DND (Do Not Disturb)	•	•	•
Custom Prompts	•	•	•
Distinctive Ringtone	•	•	•
Music on Hold	•	•	•
MOH Playlist & Streaming	•	•	•
CDR & Basic Call Reports	•	•	•

Business			
Call Operator Panel	•	•	•
Desk Phone Control (CTI)	•	•	•
Function Keys	•	•	•
Feature Code	•	•	•
BLF Support	•	•	•
Busy Camp-on	•	•	•
Business Hours & Holidays	•	•	•
Boss-Secretary	•	•	•
Hot Desking	•	•	•
Emergency Calling	•	•	•
LDAP Server	•	•	•
TAPI Driver	•	•	•
Call Accounting		•	•

Unified Communications	Standard	Enterprise	Ultimate
Linkus UC Clients	•	•	•
- Web Client	•	•	•
- Mobile: iOS & Android	•	•	•
- Desktop: Windows & MacOS	•	•	•
- Google Chrome Extension	•	•	•
Presence & Custom Messages	•	•	•
Team Chat & File Sharing	•	•	•
Audio Conferencing	•	•	•
T.38 Fax	•	•	•
Fax to Email	•	•	•
Voicemail	•	•	•
Voicemail to Email	•	•	•
Voicemail Transcription[2]	•	•	•
Group Voicemail	•	•	•
Personal & Company Contacts	•	•	•
Call Pop-up URL	•	•	•
Voicemail Announcement		•	•
Phonebooks		•	•
Video Calls & Conferencing			•
Door Phone Video Preview			•

Integration	Standard	Enterprise	Ultimate
Open APIs[3]	•	•	•
CRM & Helpdesk Integration Zoho CRM, Salesforce, HubSpot, Bitrix 24, Odoo, Zoho Desk, Zendesk		•	•
Messaging Channel Integration SMS, WhatsApp, Facebook		•	•
Microsoft 365 Integration Teams, Outlook, Azure AD (Entra ID)		•	•
File Remote Archiving[4] Google Storage, Amazon S3, FTP, SFTP		•	•
Database Contacts Sync Microsoft SQL		•	•
Active Directory Integration			•
Linkus SDKs			•
Hotel PMS Integration[5]	Optional	Optional	Optional

Advanced Business	Standard	Enterprise	Ultimate
Remote Access Service (FQDN)[6]	●	●	●
Remote SIP Service (WebRTC Trunk & Effortless Offsite SIP)[7]		●	●
Hotel Management Module[10]	Optional	Optional	Optional
Call Center			
IVR	●	●	●
Call Queue	●	●	●
Listen/Whisper/Barge Monitoring	●	●	●
Prority Queue & Acceleration	●	●	●
Queue Announcement	●	●	●
Queue Call Logs	●	●	●
Missed Call Disposition	●	●	●
Queue Callback		●	●
Skill-based Routing		●	●
Queue Panel		●	●
Wallboard		●	●
SLA Monitoring & Alerts		●	●
Post Call Survey		●	●
Call Center Reports		●	●
CRM & Helpdesk Integration		●	●
Live Chat & Messaging			
Live Chat (Chat & Call)		●	●
WhatsApp Integration		●	●
Facebook Integration		●	●
SMS & MMS Integration		●	●
Central Inbox & Message Queue		●	●
External Call Logs		●	●

Administration	Standard	Enterprise	Ultimate
Web Admin Portal	●	●	●
Real-time Dashboard	●	●	●
Extension Group & Organization	●	●	●
User Role & Permission	●	●	●
IP Phone Auto Provisioning	●	●	●
Headset Integration	●	●	●
SIP Forking	●	●	●
PIN List	●	●	●
Event Logs & Notficatoins	●	●	●
Troubleshooting	●	●	●
Backup and Restore	●	●	●
Built-in SMTP Server	●	●	●
AMI (Asterisk Manager Interface)	●	●	●
Network Drive	●	●	●
SNMP Support	●	●	●
Hot Standby[8]	Optional	Optional	Optional
Disaster Recovery[9]			Optional
Security			
SRTP & TLS Call Encryption	●	●	●
Auto & Static Defense	●	●	●
Global Anti-hacking IP Blocklist	●	●	●
Allowed Country IP's & Codes	●	●	●
Call Allow/Block List	●	●	●
Outbound Call Frequency Restriction	●	●	●
Password Policy Enforcement	●	●	●
Two-factor Authentication (2FA)	●	●	●

Plan and Deployment Mode

	Standard Plan	Enterprise Plan	Ultimate Plan
Deployment Mode	Appliance	Appliance, Software, Cloud	Appliance, Software, Cloud

Note: The Standard Plan is only available for P-Series Appliance Edition. The P-Series Appliance itself comes pre-installed with all features in Standard Plan except for Team Chat and Remote Access Service.

1   **Call Recording** is free on Appliance and Software Edition. The Cloud Edition includes 500 free recording minutes per PBX instance and more can be purchased additionally if needed.

2   **Voicemail Transcription**: Requires integration with Google Cloud Speech-to-Text Service.

3   **API**: Not support by P520.

4   **File Remote Archiving**: Requires Ultimate Plan for Cloud Edition; Requires Enterprise Plan for Appliance and Software Edition.

5   **Hotel PMS Integration**: Only supported by Appliance Edition (Except P520) and Software Edition.

6   **Remote SIP/Access Service**: The Cloud Edition is inherently accessible from anywhere and doesn't need the feature.

7   **Remote SIP Service**: Eliminates the need for port forwarding to register remote SIP endpoints (phones, branch office PBXs, VoIP gateways) to the PBX.

8   **Hot Standby**: Only supported by the Appliance and Software Edition. Requires an additional PBX redundancy server to function.

9   **Disaster Recovery**: Only supported by the Software Edition. Requires an additional PBX redundancy server to function.

10 **Hotel Management Module** is available as add-on for Appliance Edition. For Software and Cloud Edition, it's available with Enterprise Plan or higher.

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