



P-Series Phone System

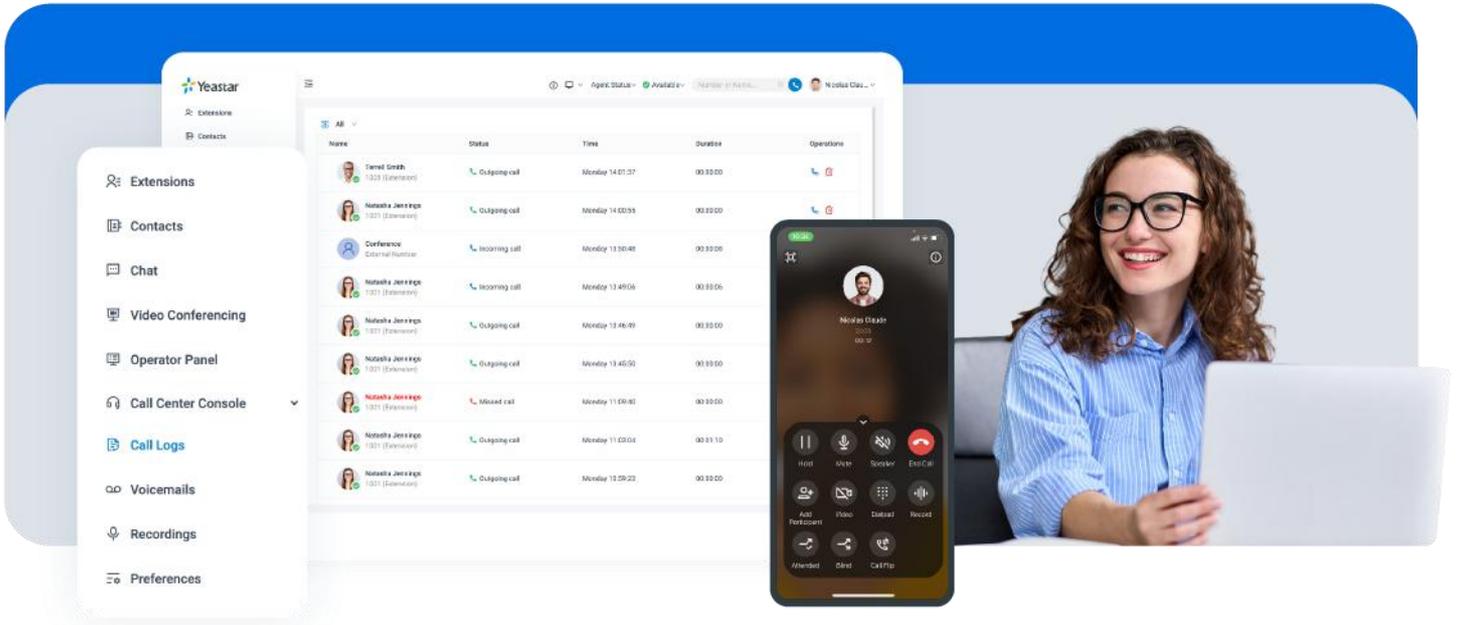
Empower, Enhance, Future Proof
Your Business Communications



Solution at A Glance

Easy-first Unified Communications Trusted by **650,000+** Businesses

- Easy to Use
- Easy to Manage
- Easy to Integrate
- 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
- Live Chat
- Omnichannel Messaging
- Video Conferencing
- Simple User Apps
- 100+ Integrations
- AI-Powered

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.



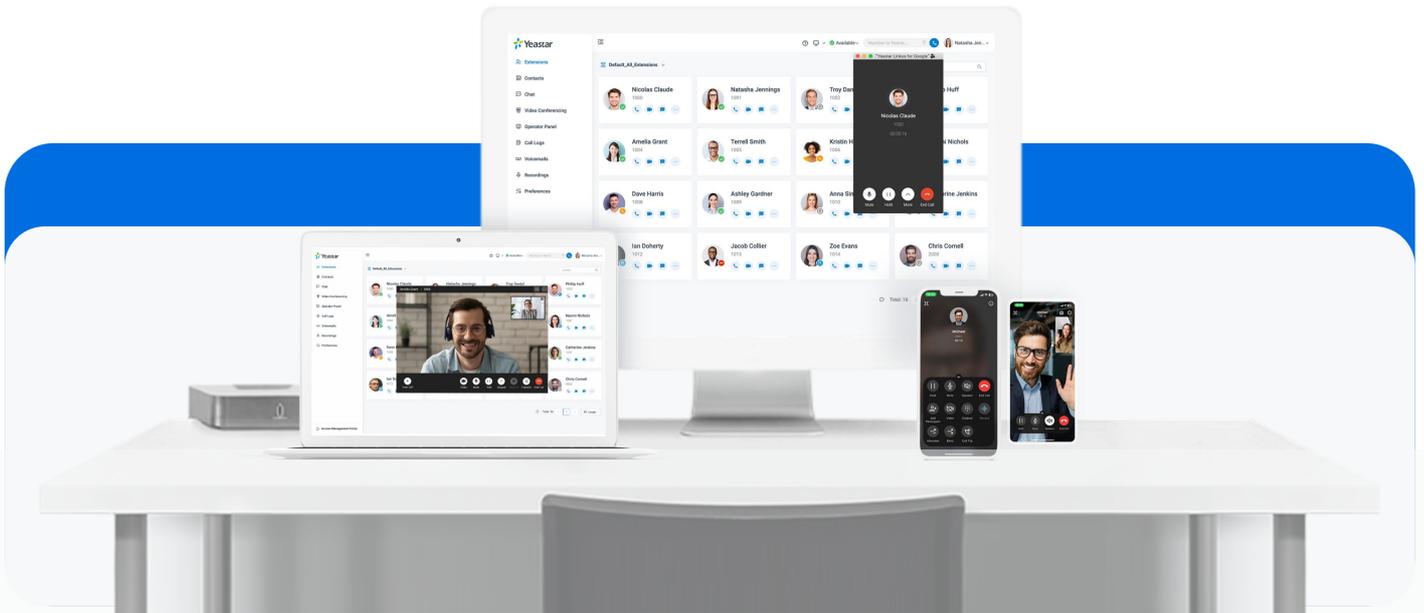
“Yeastar has everything we need to get work done, with new levels of ease of use, performance, reliability, and cost savings.”

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 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 1:1 or group 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

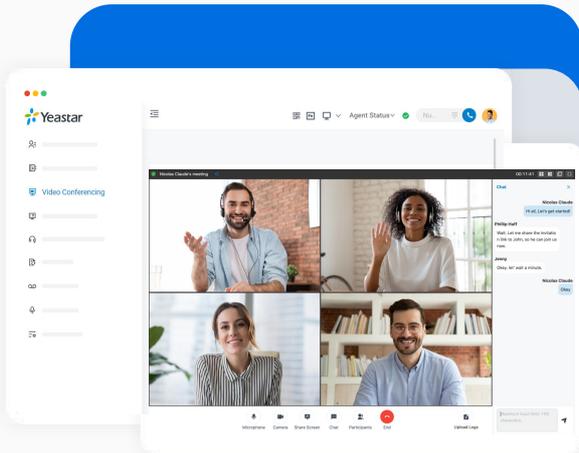
Connect All Devices



- 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

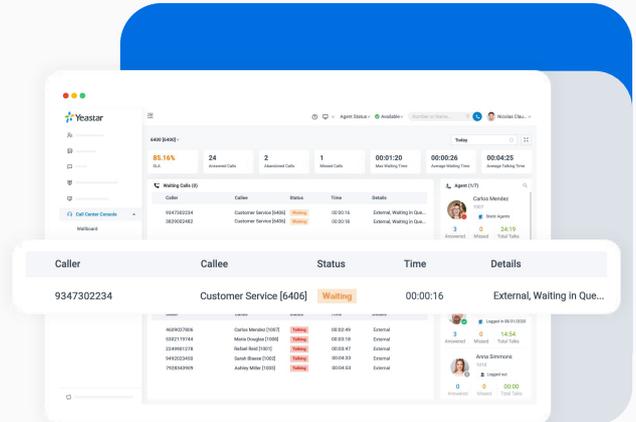
More on Desktop and Web App

Video Conferencing



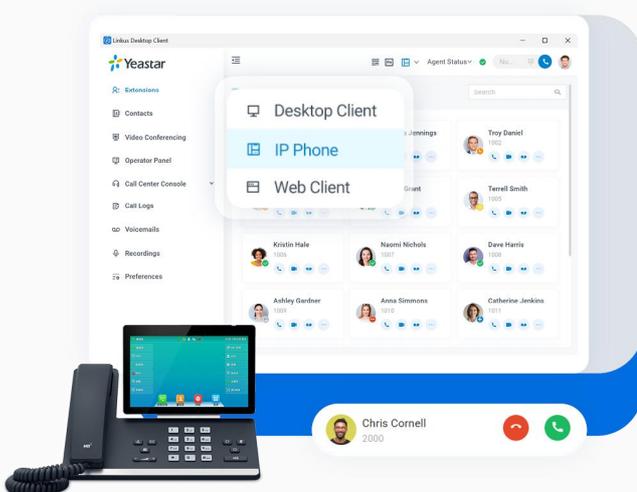
Start or schedule a web-based video conferencing in clicks. Participants can join the meeting via a unique meeting link and be further engaged with screen sharing & in-meeting chat.

Call Operator Panel



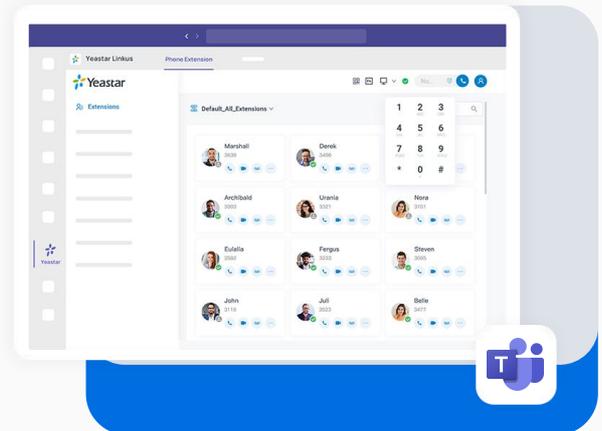
Use receptionist view to administer calls. Visualize all inbound/outbound call activities, and drag and drop to route calls to specific extensions, ring groups, queues, parking, etc.

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, engage with customers proactively and handle both inbound and outbound interactions seamlessly. Empower your agents with automated dialing, real-time performance insights, and intelligent call routing to drive more sales and enhance service efficiency.

Complete Call Center Features

Convert Visitors to Leads



With embeddable website Live Chat and Linkus SDK features, easily add a chat or call button your websites or offer calling capabilities directly within your own app. Let your visitors reach you for free with just a click.

Easier Outbound Call Campaign Management



- 3-in-1 Auto Dialers: Progressive, Power, and Agentless dialing
- Outbound Campaign Wallboard showing live performance metrics, agent stats, and call outcomes
- Campaign Call Inbox for agents: manage calls, access contact details, log dispositions, and schedule callbacks—all in one intuitive view.
- Do Not Call (DNC) list protection keeps your outreach compliant.

Easier Inbound 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.

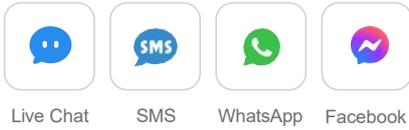
Greater Customer Experience



- 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



Omnichannel Messaging



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

- All-in-one message inbox
- Outbound bulk messaging: SMS, WhatsApp
- Group chat in message queue
- Automatic agent assignment & message queue
- Contact matching and customer profile display
- Easy chat management: transfer, archive, close
- Elevate chats to calls in one simple click
- Traceable message detail records & chat logs
- Meet your customers wherever they are and respond from any of your devices, anywhere

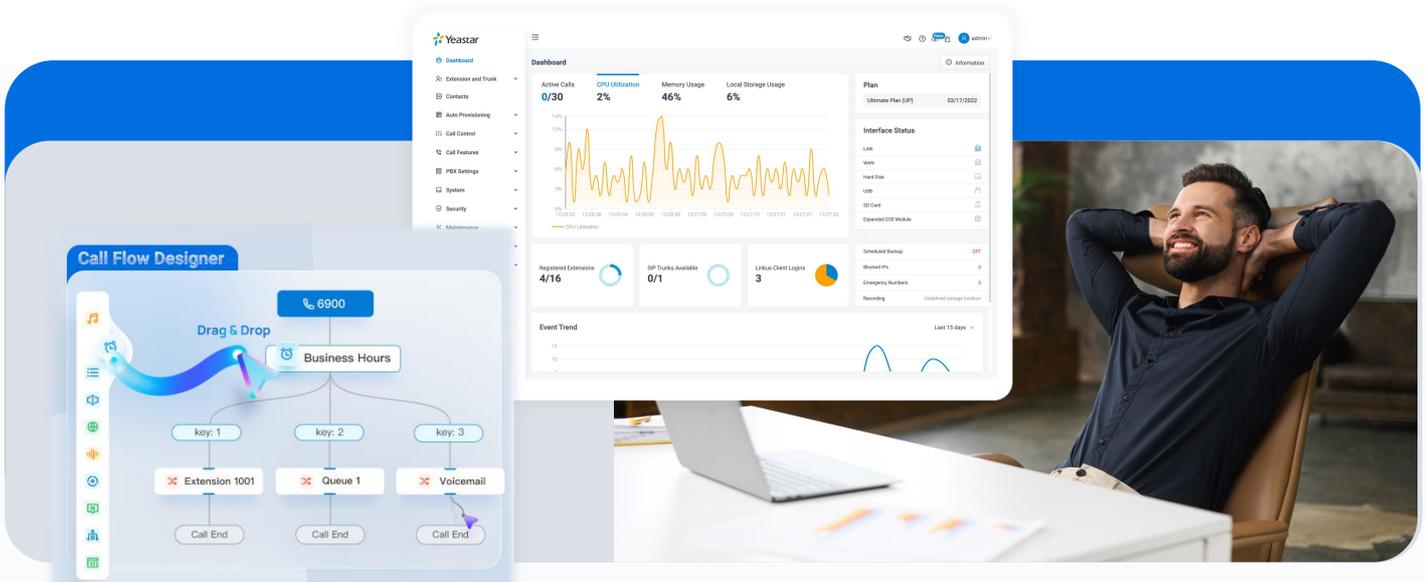
Rich CRM/Database Integration

Break down communication barriers that isolate your contact center from the rest of the business. Yeastar phone system supports seamless integrations with popular CRM, database, 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

Call Flow Designer

Easily build custom call workflows with a drag-and-drop interface — no programming needed. Use 22+ native PBX components and reusable templates to handle everything from basic call routing to advanced automation with CRM/database integration and developer APIs.

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.

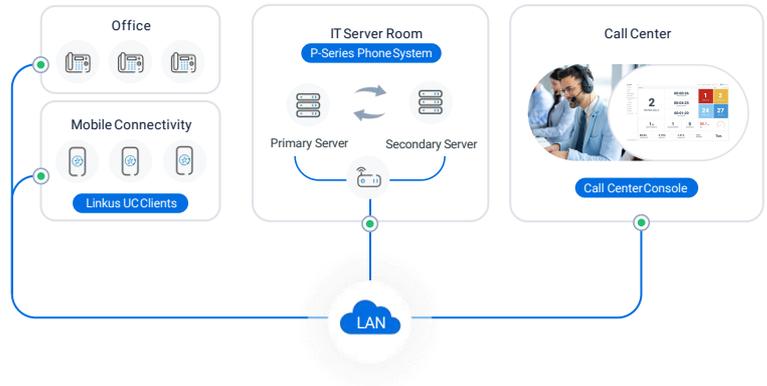
Great for Any Business

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.

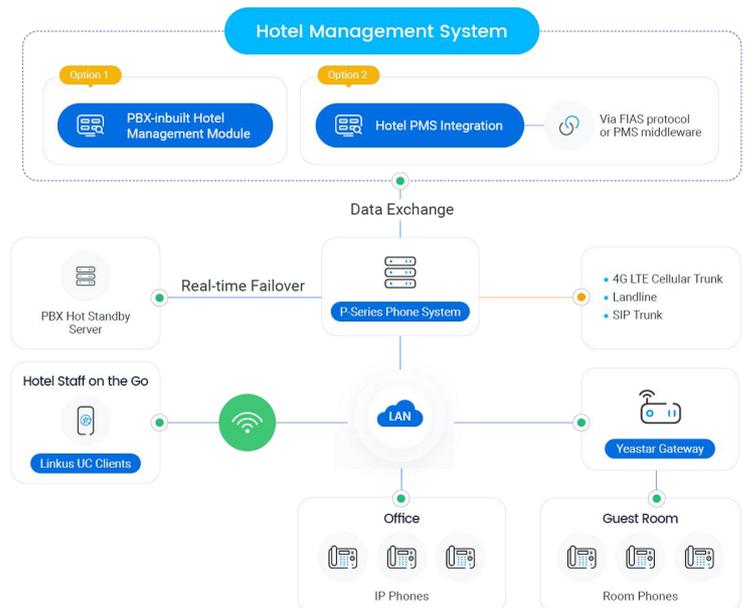
- Empower patient-centric call center that drives shorter response times
- Make doctors & staff mobile and always-on
- Telehealth services with video conferencing
- Longtime stability & system uptime
- Easy system administration
- Secure, encrypted communications



Hospitality

Streamline hotel operations while offering high availability for call services.

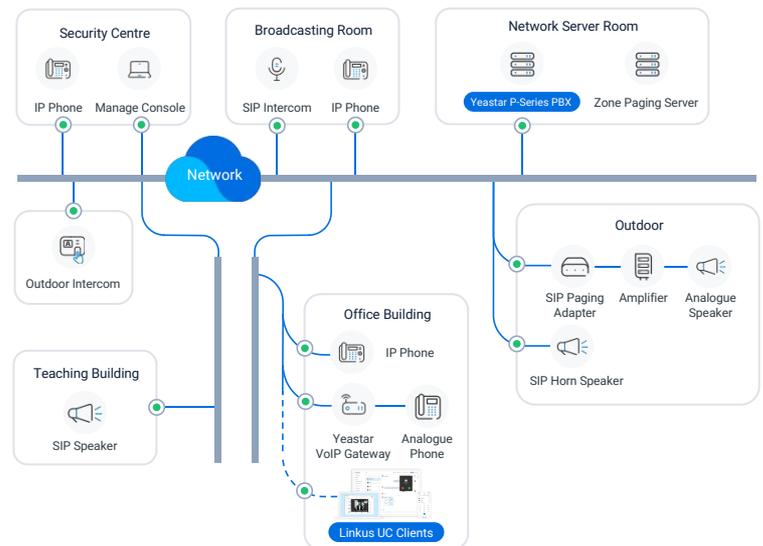
- Keep existing hotel phones & phone lines
- Operator panel for room booking calls
- Redundancy with Hot Standby & 4G LTE failover
- Built-in hotel management module: easy room management, guest check-ins/outs, and more day-to-day hotel operations in one intuitive interface.
- Hotel PMS & PMS middleware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

Plan and Deployment Mode

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

Basic Features Included in All Plans

Telephony	Business	Administration	Unified Communications
Call Routing	Call Operator Panel	Web Admin Portal & Dashboard	Linkus UC Clients
Call Forwarding	Desk Phone Control (CTI)	Extension Group & Organization	• Web Client
Call Parking / Pickup	BLF Support	User Role & Permission	• Mobile: iOS & Android
Call Transfer (Attended/Blind)	Busy Camp-on	IP Phone Auto Provisioning	• Desktop: Windows & MacOS
Call Waiting	Business Hours & Holidays	SIP Forking	• Google Chrome Extension
Call Flip / Switch	Multi-Time Zones	Event Logs & Notifications	Presence & Custom Messages
Ring Group	Boss-Secretary	Troubleshooting	Audio Conferencing
Paging & Intercom	Hot Desking	Backup and Restore	T.38 Fax
Caller ID	Emergency Calling	Built-in SMTP Server	Voicemail
Dial by Name	Feature Code	Network Drive	Fax/Voicemail to Email
Speed Dial	Function Key	SNMP Support	Call Follow-Up via Email
AutoCLIP	LDAP Server	Spilt DNS	Voicemail Transcription via Google Cloud STT ¹
CID/DID-based Call Routing	TAPI Driver	Hot Standby ²	Group Voicemail
Direct Inward/Outward Dialing	Basic Call Center	Security	Personal & Company Contacts
DNIS	Call Recording ³	SRTP & TLS Call Encryption	Call Pop-up URL
DND (Do Not Disturb)	Listen/Whisper/Barge-in Monitoring	Auto & Static Defense	Headset Integration
Custom Prompts	IVR	Global Anti-hacking IP Blocklist	Open APIs ⁴
Distinctive Ringtone	Queue	Allowed Country IP's & Codes	Multiple PBX Management
Music on Hold	Queue Priority & Acceleration	Outbound Call Frequency Restriction	Yeastar Central Management
MOH Playlist & Streaming	Queue Announcement	Password Policy Enforcement	Remote Management
Advanced CDR & Basic Reports	Queue Call Logs & Missed Call Disposition	Two-factor Authentication (2FA)	Trunk Sharing ⁵

1 Voicemail Transcription via Google Cloud STT: Requires integration with Google Cloud Speech-to-Text Service.

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

3 Call Recording: It 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.

4 API: Not support by P520.

5 Trunk Sharing: Only supported by the Cloud Edition.

Feature Plans

Advanced Features and Plans

Advanced Business & UC	Standard	Enterprise	Ultimate
Team Chat	•	•	•
Remote Access Service ¹	•	•	•
Remote SIP Service ²		•	•
Phonebook		•	•
Call Note		•	•
Call Accounting		•	•
Call Timeline		•	•
Voicemail Announcement		•	•
Virtual Fax (eFax)		•	•
Call Flow Designer			•
Video Calls & Video Conferencing			•
Disaster Recovery ³			Optional
Advanced Call Center			
Skill-based Routing		•	•
Queue Callback		•	•
Queue Panel		•	•
Wallboard & SLA Monitoring		•	•
Post Call Survey		•	•
Call Center Reports		•	•
Outbound Call Center ⁴			
Auto Dialer, DNC List, Agent Inbox, Campaign Wallboard & Management, etc		Optional	Optional
Omnichannel Messaging			
Live Chat		•	•
SMS Integration		•	•
Facebook & WhatsApp Integration		•	•

AI Related Features	Standard	Enterprise	Ultimate
Text to Speech for Voice Prompts		•	•
Voicemail Transcription ⁵		•	•
Call Transcription & Summary ⁶		•	•
WebSocket for Audio Stream Transmission ⁷			•
Integrations			
CRM & Helpdesk Integration Developed: Dynamics 365, Zoho, Salesforce, HubSpot, Bitrix 24, Odoo, Zendesk Custom Integration Template: Works with any RESI API-supported system		•	•
Microsoft 365 Integration Teams, Outlook, Azure AD (Entra ID)		•	•
Google SSO		•	•
Database Contacts Sync Microsoft SQL, LDAP		•	•
File Remote Archiving ⁸ Google Storage, Amazon S3, FTP, SFTP		•	•
Active Directory Integration			•
Linkus SDKs			•
Hotel Solutions			
Hotel Management Module ⁹	Optional	Optional	Optional
Hotel PMS Integration ¹⁰	Optional	Optional	Optional

- 1 Remote SIP/Access Service:** The Cloud Edition is inherently accessible from anywhere and doesn't need the feature.
- 2 Remote SIP Service:** Eliminates the need for port forwarding to register remote SIP endpoints (phones, branch office PBXs, VoIP gateways) to the PBX.
- 3 Disaster Recovery:** Only supported by the Software Edition. Requires an additional PBX redundancy server to function.
- 4 Outbound Call Center:** Available as add-on for Software Edition only.
- 5 Voicemail Transcription:** Subscription to the add-on service based on transcription minutes is required.
- 6 Call Transcription & Summary:** Only supported on the Software Edition & Cloud Edition. And subscription to the add-on service based on transcription minutes is required for Call Transcription.
- 7 WebSocket for Audio Streams Transmission:** Only supported on the Software Edition & Cloud Edition.
- 8 File Remote Archiving:** Requires Ultimate Plan for Cloud Edition; Requires Enterprise Plan for Appliance, Software Edition, and Yeastar BYOI Partners.
- 9 Hotel Management Module:** Available as add-on for Appliance Edition. For Software and Cloud Edition, it's available with Enterprise Plan or higher.
- 10 Hotel PMS Integration:** Only supported by Appliance Edition (Except P520) and Software Edition.

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



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