



# Your Tru Guide to the Yeastar P-Series Telephone System



# About Unified Business Communications

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Established in 2002, we have grown organically year on year to become an established SMB and Enterprise provider of Telecommunications. Unified Business Communications is a Mitel Authorized PARTNER and NEC Associate Partner in the North East of England. At Unified we engineer bespoke Unified Communication solutions to meet the exact needs of businesses and organisations. Our technicians have over 50 years' experience dealing with Mitel and NEC telephone systems. All our technicians are trained and certified to the highest level demanded by our strategic partners.

Traditionally Mitel and NEC PABXs were installed into medium size organisations large secondary schools, hotels, architects, and business centres but the much more feature rich and cost effective Yeastar solution is taking over our installed based and is the preferred option for a VoIP solution for business.

With traditional telephone lines (PSTN) now scheduled to end in 2024 and as broadband speeds and reliability have increased VoIP in the form of SiP and Hosted Devices have become the predominant option to a traditional telephone system with traditional analogue and ISDN lines. Now we also offer Superfast Broadband SoGEA, FTTp and Leased Line with Hosted SiP Devices and SiP Trunks.



Our clients come from a wide variety of sectors across the UK and include local government, schools, hotels, managed workspaces, taxis, manufacturing, healthcare, Third Sector organisations and legal practices.

## Why choose Yeastar?

**For 16 years, Yeastar has served more than 350,000 customers in over 100 countries with reliable, robust and flexible VoIP & UC solutions.**

Yeastar PBX Systems, as part of an advanced unified communications solution, makes enterprise-grade business communication capabilities available to small and medium-sized businesses across a wide variety of industries. With different product models, the modular design and the cloud-based solution, Yeastar PBX System has the capacity and scalability to serve the entire SME market instead of just a portion of it. With both service providers and business users in mind, Yeastar have developed the PBX system to be easy to use, implement, and manage.

*"We love the Yeastar Phone systems, the ease of use and setup has allowed us to move from our previous overcomplicated and unstable system to something that we can manage with confidence."*

– Martin Toy, IT Manager of Citizens Advice Cornwall

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Empower, Enhance, and Future Proof  
your Business Communications



# Why choose the P-Series

## A sophisticated communications system that combines Voice, Applications, Collaboration and more for small to medium sized enterprises.

Yeastar P-Series PBX System helps businesses get more done with less effort. Available both on-premises and in the cloud, it works seamlessly with mobile and desktop clients, IP phones, CRM, etc. as a fully open and inter-operable solution.

### Future-proof communications system

The System delivers unified communications experience for today's dynamic workforce. Flexible and scalable, it not only grows with your business but also boasts state-of-the-art technology thanks to continuous updates.

### Easy configuration and effortless management

The configuration and management are simple and intuitive with the sleek Web GUI. Whether it's automatic phone provisioning, setting up call routing rules, or connecting your branch offices, everything can be performed easily.

### Extensive productivity-enhancing features

The P-Series System boasts a lengthy list of enterprise-grade features, covering SME's daily communication needs. Call queue, ring group, auto attendant, conference call, voicemail and more are all provided at no additional cost.

Available as a on  
premise or Cloud solution.  
Pick what suits the needs  
of your business best.



## Future proof and scalable for up to 500 users

# P-Series core features



## UC Clients

Easily access a comprehensive suite of calling, conference, voicemail, presence, enterprise contacts, collaboration from a single interface using web browsers,

mobile phones, and desktops. Employees can stay connected with colleagues and customers where, when, and however they prefer.



## Video Communications

P-Series PBX System makes remote face-to-face communications instant, simple, secure, and engaging with the integrated 1:1 web video call and video

conferencing features. Allowing SME's to benefit from a more engaging meeting experience along with the integrated screen sharing, in-meeting team chat, and more.



## Call Center

Improve agent efficiency, responsiveness, and ultimately customer satisfaction for SME's running service centers. Besides standard communications features, Call

Distribution, Queue Panel, Queue Callback, Wallboard, SLA, and Call Reports are all designed to support more proactive performance monitoring, reporting, and management.



## Contacts Directory

P-Series PBX System makes it easy and intuitive to organize contacts. Users can create and manage a

company-wide directory and personal

contact entries. Both are synced across Linkus UC Clients, IP phones, and the PBX, enabling easy access and dialling from anywhere. Each department have separate permissions to different phonebooks with CRM contacts automatically synced and updated.



## Presence & IM

The Presence feature comes with rich information about users' availability and great flexibility in switching the status while the IM feature, along

with file sharing, complements other forms of communication and prompt employee engagement.



## Remote Working

P-Series PBX System helps SME's adapt to working from home by enabling BYOD (Bring Your Own Device)

mobility, reducing network administration challenges, supporting remote management, and combining team collaborations. With teleworking-friendly features available out of the box, the dispersed teams unified under the same PBX system can remain engaged and productive.



## Operator Panel

The Operator Panel is a visualised console for corporate operators and receptionists to quickly handle incoming

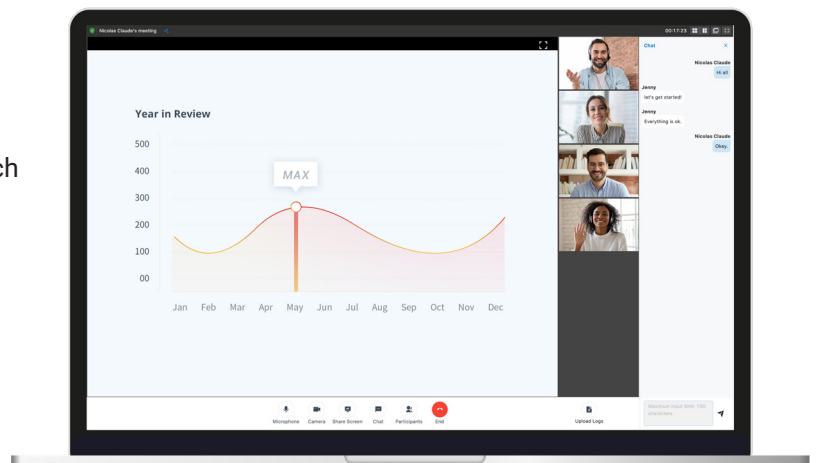
calls based on the real-time availability of employees. They can simply drag and drop on the panel to dispatch calls to extensions, ring groups, and queues.



## Integrated System

Besides built-in functionalities, P-Series PBX System also works perfectly with 3rd party systems, including standard SIP endpoints, CRM, collaboration tools,

etc., delivering a unified experience with unmatched simplicity and new possibilities. Breaking the barriers among a wide variety of systems, P-Series PBX allows SME's to unleash the true power of business communications.



# Linkus UC Clients: Any Device, Anywhere

## Stay connected and productive whether you are in the office, on the go, or working from home

Driven through a set of applications for web browsers, Android, iOS, Windows and Mac, Linkus UC Clients enable P-Series PBX users to make audio and video calls right from the web browser as well as easily turn mobile phones and desktops into office extensions

### Features

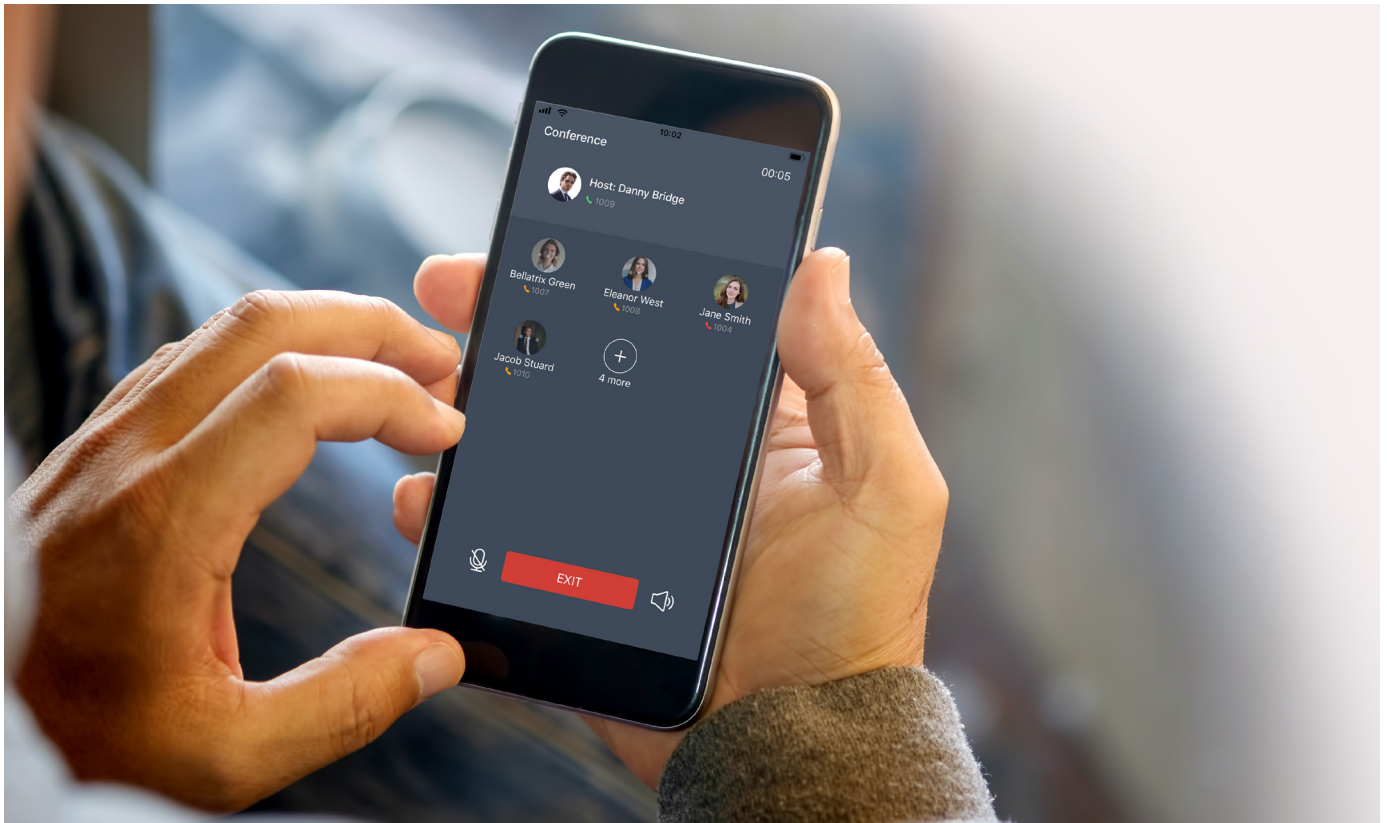
- Single phone number, universal directory, enterprise telephony, reduced call costs
- Same calling experience from browsers, mobiles, and desktops
- Check colleague's presence and availability, and chat with them for efficient collaboration
- Work from anywhere quickly and securely, and stay engaged and productive

### What is Unified Communications?

Unified communications is about making a wealth of communications channels, such as voice, presence, instant messaging/chat, video conferencing, data sharing, etc., into a single point of access. The idea behind this is that employees can access the same communication system on multiple devices with multiple tools, creating a consistent and unified experience for everyone.

- Make and receive enterprise VoIP calls on your computer and mobile phones
- Transfer, hold, mute, and record a call to any phone number or extension
- Set up call forwarding rules and ring strategy settings easily
- Check missed calls, call history, manage voicemails and one-touch recordings





### Instant Messaging

Collaborate with your colleagues efficiently through personal chat, group chat, and integrated file sharing. Instant communications are only clicks away.

### Presence

See who is available, offline, away, on a call, in a break or trip, etc. immediately with coloured presence status indicators and customisable status description.

### Native Contacts Management

Create and manage your Company/Personal Contacts that sync across your Linkus UC Clients, IP Phone, and PBX. Reach out to customers easily everywhere.

### CRM Integration

Integrate Salesforce, Dynamics 365, Zoho CRM, Outlook Contacts, and Google Contacts to enjoy click-to-call, call pop-up, call journals, etc. right on your CRM.

### Remote Desk Phone Control

Remotely control your desk phone with Linkus Desktop Client (CTI mode). Boost call efficiency with easier call control while enjoying HD audio from your desk phone.

### Yeastar Linkus for Google Chrome Extension

With Yeastar Linkus for Google Chrome Extension, enable easy dial pad, call pop-ups, and call control directly with your web browser. You will also be able to click to dial any phone numbers on web pages and never miss a call.

### Web Client Function Key

Create short-cuts for frequently used functions. Configure up to 120 function keys to achieve one-click operation of often-used functions for higher work efficiency.

### Hot Standby

Hot Standby is an effective method to prevent unnecessary business loss caused by unexpected system failure and ensure business continuity.

# Stay Connected Anywhere Anytime

# Video Conferencing

## Designed for SME's essential online meeting needs

As part of the unified communications strategy, video conferencing is not just for large enterprises anymore. SME's have also been increasingly embracing face-to-face interactions to get more done quicker, enhance team collaboration, build stronger relationships with customers.

### Get started in seconds

Initiate an instant or planned meeting and share the meeting link to invite your colleagues and customers to join.

### Participate via links

Click to participate in video conferences right on the web browser, saving you time and effort in installing applications or plug-ins.

### Stay interactive

Simultaneously share your screen to all participants for demonstration and chat with others instantly to exchange ideas.

### Stay in control

As the host, you can mute individual or all participants, remove certain ones, and end the meeting at any time..

- See and hear other participants in full HD.
- Meet everyone with the gallery or speaker views
- Share the whole screen, applications, or browser tabs
- Click-to-invite team directory via email
- Password-protected and password-free meetings
- Industry-standard security and GDPR compliance
- Up to 5 attendees in a single online meeting
- 4 video conferences at the same time
- 2-hour duration for a single video conference

Bring teams together  
quickly & efficiently



# Call Center

## Deliver exceptional customer service with maximized efficiency

The P-Series System tightly integrates call center and unified communications capabilities to put everything you need on a single, integrated system to impress your customer, empower your agents, and elevate your business.

Call Center telephony for SME's doesn't have to be expensive or complex. P-Series PBX introduces an inbound call center solution tailored for SME's to optimise agent productivity and boost customer satisfaction in a budget-friendly way. Your customers can utilise the best-in-class automatic routing, effective agent tools, up-to-the-minute analytics and reports, together with the superior built-in phone system and Unified Communications and Collaboration functions to impress customers, empower agents, and elevate their business.



### ACD (Automated Call Distribution)

Route incoming calls to the proper queue and the right, available staff member based on certain criteria that you set up.

### IVR (Interactive Voice Response)

Paired with ACD, IVR prompts callers to their desired destinations with customised rules, helping SME's handle high volumes of incoming calls.

### Call Recording

Keep track of every phone conversation to improve the performance of your team or for compliance with regulatory requirements.

### Queue Panel

View real-time display of incoming calls, agent status and other queue-related statistics to help you efficiently handle the calls.

### Queue Callback

Aiming to improve customer satisfaction, the Queue Callback feature saves your callers time by allowing them to reserve their positions in the queue without having to wait in line.

### Wallboard

For agents and supervisors to intuitively monitor staff & queue activities in real time and quickly identify any possible issues.

### Reports

Use detailed statistical reports for multi-dimension performance measurement and gain in-depth insights on efficiency improvement.

# Operator Panel

## Manage incoming calls based on the real-time availability of employees

Yeastar Operator Panel is a full-featured web-based console designed for SME's that have receptionist and supervision requirements to achieve next-level call management efficiency and flexibility. This easy to use tool gives you a graphical, holistic view and complete control of the call activities in your company in real-time, including who is available at the moment, the duration of ongoing calls, how long an incoming call rings, which destination a call is directed, and much more.

The screenshot displays the Yeastar Operator Panel interface. On the left is a sidebar with navigation options: Extensions, Contacts, Chat, Video Conferencing, Operator Panel (highlighted), Call Center Console, Call Logs, Voicemails, Recordings, and Preferences. The main area is divided into several sections:

- Inbound & Internal Calls:** A table with columns: Caller, Callee, Status, Time, and Details. It shows one call from John Snow [4444] to Tomas Morrison [1025] with a status of 'Talking' and a duration of 00:36:31. Below the table is a 'No Data' placeholder.
- Outbound Calls:** A table with columns: Caller, Callee, Status, Time, and Details. It shows one call from James Blant [3333] to 94939922223 with a status of 'Talking' and a duration of 00:08:32. A context menu is open over this call, showing options: Transfer, Hang Up, Parked, Barge In, Listen, and Whisper.
- Ring Group:** A section showing a group with 6300 1 (1/1).
- Queue:** A section showing a queue with 6400 6400 (1/7).
- Group Voicemail:** A section showing a group with 6100 6100 (0/0).
- Extension List:** A sidebar on the right showing a list of extensions categorized under 'Support (2/4)' and 'Sales (6/6)'. Each entry includes a status icon (green for available, red for busy), the extension number, and the name of the agent.

At the top right, there is a header bar with 'Agent Status' (Available), a search bar 'Number or Name...', and a user profile for 'Nicolas Clau...'.

### Key Features:

- Accessible from the comfort of your web browser.
- Clean and straightforward interface design, easy to understand at a glance.
- Included for every P-Series PBX users. No cap on the number of users.
- No license is required. No need to download or install anything.
- Simple drag-and-drop operation to help you quickly handle calls.
- Allow for multiple users with permissions to sign in and out as operators.
- Support for switching status directly when the user is unavailable to avoid missed calls.

# Microsoft Teams Integration

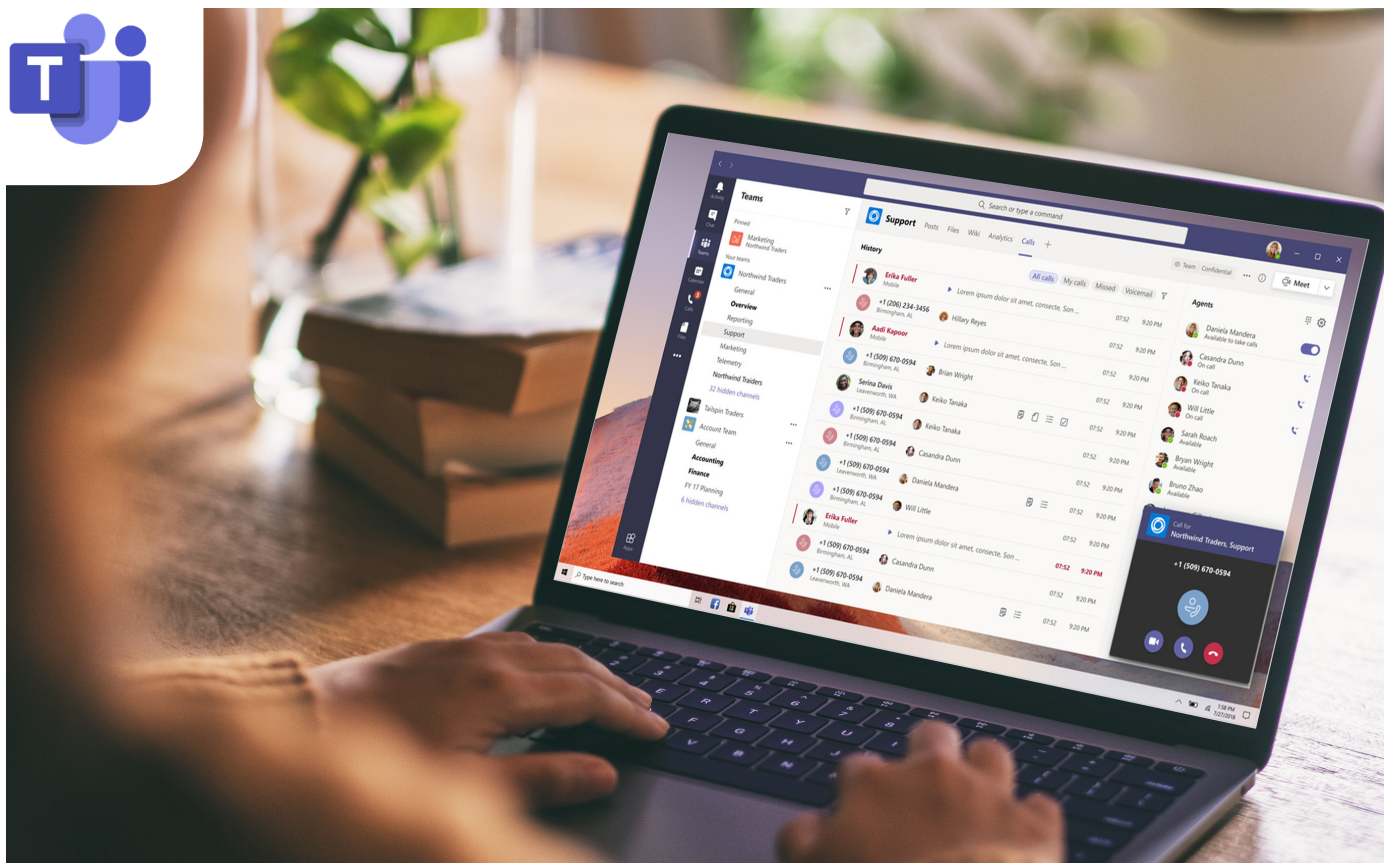
## Delivering a complete Unified Communications and Collaboration solution

As Microsoft Teams surpassed 75 million daily active users, Yeastar integrates with Teams to make enterprise-grade calling capabilities available to Teams users.

With the direct routing technology, users on Yeastar P-Series System and Teams can seamlessly communicate with others like regular extensions do, making it a perfect fit for businesses with a mix of Teams and non-Teams users.

### Key Features:

- Meet all internal and external calling needs directly from the Teams app.
- Bring your existing phone number and any SIP endpoints to MS Teams.
- Communicate seamlessly from anywhere on mobile phones and desktops.
- Set it up in minutes without the need for any expensive equipment.
- Consolidate your business communications and collaboration on a single platform.
- Easily integrate with SIP paging systems, door phones, and analogue devices.



### Your Business Phone System Features Directly on Teams:

- IVR
- Call Forwarding
- Call Queue
- Call Recording
- Ring Group
- Voicemail to Email
- Time Conditions
- Conference
- Caller ID
- Music on Hold
- Contacts

# Great for any business

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**The Yeastar P-Series is perfectly suited to the needs of small and medium sized businesses and can be used everywhere - in industries such as; retail, hospitals, care facilities, call centres and education.**

## Education

With Yeastar P-Series PBX System for schools, experience simple and seamless migration from an older phone system to VoIP, whether cloud-based or on-premises.

### Save Time & Money

Easily integrate with your existing infrastructure to facilitate a slow roll out and save your budget.

### Paging

Dial the overhead speakers or IP phones in the classroom or other public areas to make voice announcements and broadcast emergency alerts.

### Scheduled Paging

Set recurring paging to auto-broadcast custom prompts or notifications at specific time and days of the week. For instance, a school may want to set up a bell schedule for class breaks on every school day.

### Security

Integrate with SIP cameras, door phones, and other surveillance products, keeping the school, staff members and pupils safe.

### Instant Communications

Enhance multi-campus and student-teacher communication with audio and video conferencing calls. Using the school's directory, teachers and students can find people by searching name, department, email address, title, etc.



## Health Care

From hospitals to elder care facilities and clinical research centers, unified communications is proving itself an invaluable technology asset for communication efficiency in healthcare.

### Feature Rich

Built-in features like auto-attendant, call recording, call transfer, intercom/paging boost productivity and efficiency.

### Stability

The Hot Standby function provides a viable contingency plan meaning if the primary system fails, a secondary system will take over. Resulting in the business never missing a call and always being available to staff and customers.

### Multi-site Connection

Connect multiple surgeries with ease and allow free inter-branch calls

### Simple Integration

Seamlessly integrated with other applications and systems like CRM, Outlook, paging system, etc.

### Security

Industry-standard encryption and security mechanism ensure privacy and system security

### Mobile Communications

When leaving the desk, make and receive calls through Linkus Mobile Client. Real-time presence tells if a doctor or colleague is available and instant messaging offers greater flexibility.

### Video Conferencing

Allow Doctors to engage remotely with patients over video, allowing face to face communication with ease, speed and security.

### Queue Callback

Avoid patients from getting annoyed having to spend time on hold during busy periods with the queue callback function.



## Transport / Logistics

Distributed workforce is common in transportation companies. Mobile communications are necessary for keeping office staff and on-the-road workers connected.

### Linkus UC Softphone

Drivers and ground crews can install Linkus UC softphone on their smartphones to bring their extensions making them contactable anywhere, anytime.

### Stability

Hot standby feature enables a secondary system to take over if the primary system fails and notify the administrator via email or SMS. Resulting in no lose of communication with customers or staff members.

### Broad Compatibility

Compatible with various IP-PBX and traditional PBX, Yeastar P-Series can be seamlessly integrated with other management systems like ERP, OA, CRM, and dispatching systems.

### Quick Deployment

The P-Series does not require complicated cabling and can be easily configured and managed with a Web interface, saving you time and money.

### Rich functionalities

Built-in features like conferencing, video call, call recording, paging/intercom, etc. boost productivity and enhance efficiency.

## Retail

Communication between stores, suppliers, warehouses, buyers, and sales teams is vital for creating better customer service and supply management.

### Interactive Voice Response (IVR)

The IVR feature prompts callers with recorded messages and options and directs calls to the appropriate destinations, providing callers 24 hours services without any costly human resources.

### Call Statistics and Reports

Call statistic helps keep tracks of all the information about incoming and outgoing calls. You can have a clear insight into the performance and efficiency of your communications with your clients.

### Flexibility

You can easily register chained stores' extensions remotely to the headquarters P-Series PBX system to reach other extensions in the system freely.

### Multi-site Interconnect

Users can make free and direct-dial internal calls between all company extensions across all branches.

### Robust Communications Features

Yeastar introduces a feature-rich VoIP communication solution, including voice over IP communications, call queues, call recording, call center, video conferencing, etc.

# Feature List

	Basic	Enterprise	Ultimate
<b>Business Features</b>	✓	✓	✓
<b>Telephony Features</b>	✓	✓	✓
<b>Administration &amp; Security</b>	✓	✓	✓
<b>Unified Communications</b>	✓	✓	✓
<b>Call Center</b>		✓	✓
Switchboard-type Queue Panel		✓	✓
Real-time Metrics on Wallboard		✓	✓
SLA for Performance Measurement		✓	✓
Insightful Call Center Reports		✓	✓
Queue Callback for Reduced Call Abandonment		✓	✓
<b>Remote Access Service*</b>		✓	✓
Yeastar-supplied Domain Name for SIP Registration		✓	✓
Remote & Secure PBX Web Portal Access		✓	✓
Linkus UC Clients Remote Connection		✓	✓
Consistent In-office Communication Experience		✓	✓
Advanced Access Control for Further Security		✓	✓
<b>CRM Integration</b>		✓	✓
Incoming Call Pop-ups		✓	✓
Auto Call Journal		✓	✓
Click to Call CRM Contacts		✓	✓
Hassle-free Configuration		✓	✓
Support for Zoho & Salesforce		✓	✓
<b>Phonebooks</b>		✓	✓
PBX-native Contacts Management		✓	✓
Separate Permission Control Per Phonebook		✓	✓
CRM Contacts Synchronization		✓	✓
Sync Across Linkus UC Clients		✓	✓
<b>Instant Messaging</b>		✓	✓
One-on-one or Group Chat		✓	✓
Cross-client Synchronization		✓	✓
File Sharing & Image Sharing		✓	✓
Push Notification		✓	✓
<b>WebRTC Video Call</b>			✓
Direct 1:1 Web Video Call from Linkus Web Client			✓
HD Audio and Video			✓
Seamless Video/Audio Call Switch			✓
Shrinkable Call Window			✓
<b>Video Conferencing</b>			✓
Bulk Email & Instant Link Invitation			✓
HD Audio and Video			✓
Screen Sharing			✓
In-meeting Team Chat			✓

# Basic Feature List

## Business Features

- BLF Support
- Business Hours & Holidays
- Call Allow/Block List
- Call Recording\*
- Concurrent Registrations for IP Phones
- Custom Prompts
- Distinctive Ringtone
- DNIS
- Emergency Number
- Emergency Notifications
- Fax to Email
- Group Voicemail
- Mobility Extension
- MOH Play List
- Microsoft Teams Integration
- Personal Voicemail Greeting
- PIN List
- Remote Extensions
- Speed Dial
- T.38 Fax
- Voicemail
- Voicemail to Email
- WebRTC Audio Call

## Telephony Features

- Call Forwarding
- Call Monitoring (Listen/Whisper/Barge-in)
- Call Parking
- Call Pickup
- Call Routing
- Call Transfer (Attended & Blind)
- Call Waiting
- Caller ID
- CID-based & DID-based Call Routing
- Conference Rooms
- CDR & Basic Reports
- Dial by Name
- DID (Direct Inward Dialling)
- DOD (Direct Outward Dialling)
- DND (Do Not Disturb)
- IVR
- Paging & Intercom
- Queue
- Ring Group

## Administration & Security

- Yeastar Central Management
- Auto Provisioning
- AMI (Asterisk Manager Interface)
- Web-based GUI
- Dashboard
- Granular User Role
- Bulk Import & Export (Extension, Trunk, Route, Contacts)
- Extension Group
- Built-in SMTP Server
- Event Logs
- Event Notifications
- Network Drive
- Backup and Restore
- Operation Logs
- Secure Communications (SRTP & TLS)
- Troubleshooting
- Security
  - Password Policy Enforcement
  - Auto & Static Defence (Appliance, Software)
  - IP Allow list (Cloud)
  - IP Block list
  - Allowed Country IP's & Codes
  - Certificates
  - Outbound Call Frequency Restriction
  - Security Alerts via Email

## Unified Communications

- Linkus Web Client
- Linkus Mobile Client (iOS & Android)
- Linkus Desktop Client (Windows & MacOS)
- Linkus Web Client Function Key
- Presence
- Custom Presence Description
- CTI (Computer Telephony Integration)
- Company & Personal Contacts
- Yeastar Linkus for Google Chrome Extension
- Select & Dial with Hot Key
- Voicemail Transcription
- Audio Conferencing
- Unified Messaging
- Voicemail & Recording List
- Pop-up URL
- Operator Panel
  - Unlimited Users
  - Dispatch Active Calls (Redirect, Transfer, Hang up, Record, Park, Monitor)
  - Monitor Call Status (Inbound, Outbound, Extension, Parked Calls, Ring Group, Queue)
  - Unified Presence
  - Control Extension Presence

Please contact your sales representative to arrange  
a demonstration of the products within this guide



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