Yeastar

Yeastar P-Series PBX System Software Edition

Secure and adaptable Unified Communications for modern business

Table of Contents

Product Overview

Introduction

Supporting a maximum of 10,000 users and 1,000 concurrent calls, Yeastar P-Series Software Edition is a versatile communications solution that caters to businesses of all sizes, from SMBs to large enterprises, reinventing the way businesses connect with ultimate ease of use, flexibility, scalability and security. As a "PLUS" solution, it brings professional voice, video, applications, collaboration, and more together as one, and lets you work everywhere and every way your business does.

Features and Benefits

Drive business growth and unlock unparalleled success with a future-ready communications platform

Virtualization	Yeastar P-Series Software Edition combines all communication stacks into one single virtualized server. Users can deploy the system on any VMware or HyperV compatible virtual machine, in a local data center, or in a cloud environment based on their existing resources, which not only helps businesses reduce the budgets on initial setup and ongoing maintenance, but also saves valuable IT resources (both manpower and time). Additionally, this solution provides businesses with enhanced security and scalability, enabling them to benefit from a highly efficient and reliable communications system that can be fully controlled and easily adapted to meet their evolving business needs.
Security	Yeastar P-Series Software Edition has strong security mechanisms that guarantee a higher level of system protection. Its built-in security features effectively safeguard the confidentiality and integrity of both data and communications, providing businesses with reliable protection against unauthorized access, data breaches, tampering, and other security threats.
Reliability	Yeastar P-Series Software Edition offers enterprise-grade redundancy and failover solutions, including local and geo-redundancy, to help businesses stay connected during unforeseen outages. With the solutions in place, the system minimizes downtime and provides businesses with uninterrupted and reliable communication.

Flexibility	Yeastar P-Series Software Edition empowers businesses to be more agile and responsive to new challenges and opportunities. IT staff can easily adjust the system resources (such as CPU, RAM, storage) on-the-fly, expand the system capacity, and update the services to meet evolving needs, ensuring that the communications system consistently aligns with the business's growth trajectory.
Mobility	Yeastar P-Series Software Edition delivers communication mobility with its Linkus UC Clients, a suite of easy-to-use applications designed for mobile, desktop, and web-based platforms. By removing the constraints of traditional desk phones, these applications enable employees to effortlessly turn their devices (mobile phone, tablet, or desktop) into office extensions, allowing them to stay connected with colleagues and customers anywhere, anytime.

Compatibility	Yeastar P-Series Software Edition boasts excellent compatibility with interoperability of global SIP trunks/ITSP and a wide range of IP devices (IP phones, gateways, intercoms, etc.), seamless integration with various third-party systems or services (CRM, PMS, etc.), and extensibility of ecosystem (APIs and Linkus SDKs). These impressive features empower businesses to fully leverage their existing assets, unlock opportunities for further integration and customization, and unleash the true power of unified communications.
All-inclusive Features	From the must-have to the nice-to-have, Yeastar P-Series Software Edition includes every feature that an enterprise may ask for: presence, IVR, DID, call forwarding, call recording, call logs, individual/group voicemail, conference, to name but a few.

Application Scenario and Topology

Provide businesses with a flexible and versatile communications solution

Local / Cloud-based Deployment

Yeastar P-Series Software Edition comes fully packaged and is designed for deployment on various platforms. Businesses can choose to deploy it in an on-premises server within their network for complete system control or host it in a private cloud for swiftly delivery of a UCaaS solution, meeting diverse business needs.

Connectivity Expansion

Physical SIP endpoints (IP phones, VoIP gateways, etc.) and virtual softphones can be connected directly to the PBX via the SIP protocol, ensuring communications services and eliminating the need for additional dedicated wiring.

Whether deployed in the cloud or on-premises, the PBX offers robust support for remote communication capabilities, ensuring seamless connectivity for users working in different locations. Users can easily set up remote extensions and access unified communications services over the Internet, extending connectivity beyond the confines of the local network. Furthermore, the system supports SIP trunking to connect with various VoIP gateways, enabling the expansion of signals such as GSM, PSTN, ISDN, and ISTP. This empowers businesses to leverage their existing assets and enhance communication capabilities by utilizing Voice over Internet Protocol (VoIP) telephony.

To establish a remote connection to the PBX, businesses have two options. They can utilize their Public IP address/domain and specific ports, or leverage the Yeastar **Remote Access Service** (RAS) and **Remote SIP Service** (RSS). The RAS and RSS are remote working solutions designed specifically for P-Series PBX system, providing a secure and hassle-free method to establish encrypted remote connections **without requiring a public IP address or port forwarding.**

Network Topology Overview
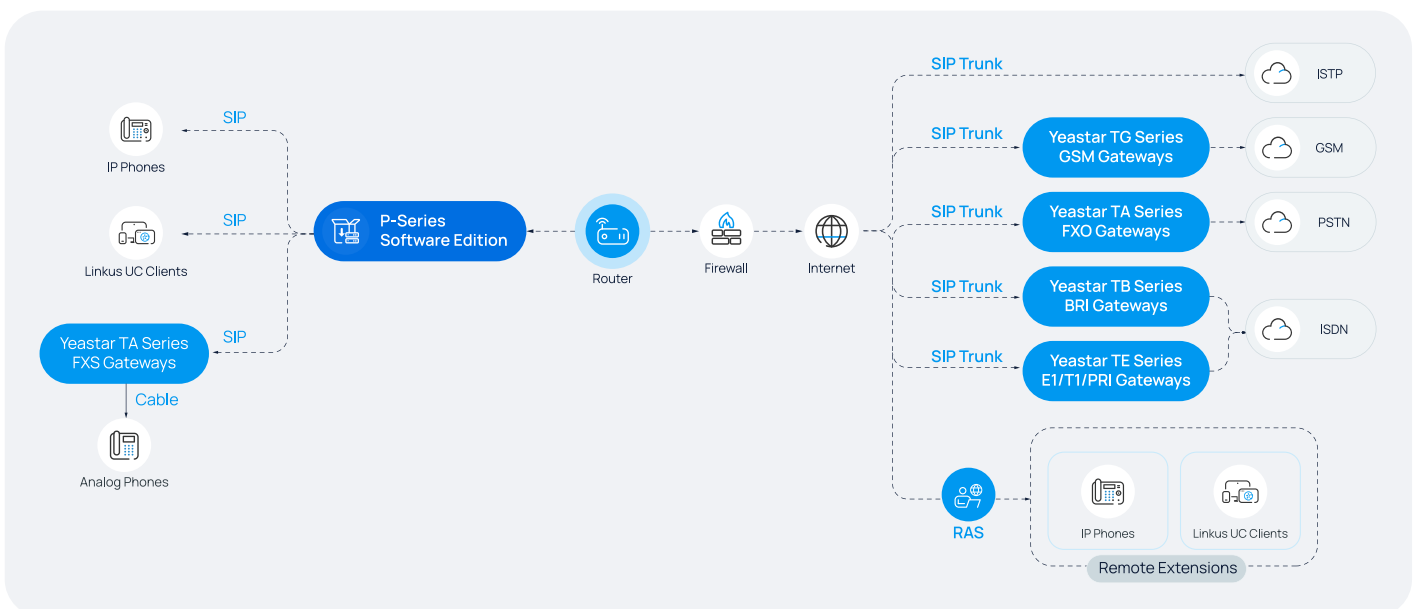
Deployment Environments and Server Requirements

Yeastar offers flexible deployment options. Businesses need to evaluate their resources and demands to plan and prepare the required deployment environment.

The recommended operating system are **Ubuntu 20.04 LTS**, **Ubuntu 24.04 LTS**, or **Debian 12**, and the recommended deployment environments are shown below:

Recommended Physical Server
Dell EMC PowerEdge R350/750

Recommended Virtual Machines
VMware, Hyper-V, KVM, and Proxmox

Recommended Cloud Servers
Amazon AWS, Alibaba Cloud, Microsoft Azure, Google Cloud, Amazon Lightsail, DigitalOcean, OVHcloud, HETZNER, Vultr, Voyager, Infomaniak, and more

Physical server requirement

Number of Extensions Concurrent Calls	500-1000 125-250	1001-2000 251-500	2001-4000 501-1000
Recommended Server	Dell EMC PowerEdge R350	Dell EMC PowerEdge R350	Dell EMC PowerEdge R750
CPU	Intel(R) Xeon E-2374G • CPU count: 1 • Cores: 4 • Threads: 8	Intel(R) Xeon(R) E-2386G • CPU count: 1 • Cores: 6 • Threads: 12	Intel(R) Xeon(R) Gold 6346 • CPU count: 2 • Cores: 16 • Threads: 32
CPU Frequency	3.70 GHz	3.50 GHz	3.10 GHz
Memory	16 GB	16 GB	32 GB
Hard Disk	1 TB	1 TB	1 TB

Virtual Machine (VM) platform requirement

Number of Extensions Concurrent Calls	1-20 1-5	21-50 6-13	51-250 14-63	251-500 64-125	501-1000 126-250
vCPU	2	2	4	6	8
CPU Frequency	2.4 GHz	2.4 GHz	2.4 GHz	2.4 GHz	3.0 GHz
CPU Family	Intel i3 (Gen.8) or equivalent	Intel i3 (Gen.8) or equivalent	Intel i5 (Gen.8) or equivalent	Intel i7 (Gen.8) or equivalent	Intel Xeon E5 v4 or equivalent
Memory	2 GB	4 GB	4 GB	8 GB	16 GB
Storage — Call Recording Disabled	40 GB	40 GB	50 GB	100 GB	200 GB
Storage — Call Recording Enabled	Recommended: 1 TB **Tip:** 1 GB of storage holds approximately 1000 minutes of recorded calls. You can set up the storage based on your recording usage.				

Cloud-based server requirement

Platform	Number of Extensions Concurrent Calls	1-20 1-5	21-50 6-13	51-250 14-63	251-500 64-125	501-1000 126-250
Amazon AWS	Instance Type	t3.small	t3.medium	c5a.xlarge	c5a.2xlarge	c5.2xlarge
Alibaba Cloud	Instance Type	ecs.u1-c1m1.large	ecs.n4.large	ecs.u1-c1m1.xlarge	ecs.u1-c1m1.2xlarge	ecs.n4.2xlarge
Microsoft Azure	Instance Size	B2s	B2s	D4 v3	D4 v3	D8 v3
Google Cloud	Machine Type	e2-small (2 vCPU, 1 core, 2 GB memory)	e2-medium (2 vCPU, 1 core, 4 GB memory)	n1-custom (4 vCPU, 2 core, 8 GB memory)	n1-custom (8 vCPU, 4 core, 16 GB memory)	

AWS Lightsail, DigitalOcean, OVHcloud, Vultr, Voyager, Infomaniak, HETZNER, Others	1-20 1-5	21-50 6-13	51-250 14-63	251-500 64-125	501-1000 126-250
vCPU	2	2	4	6	8
Memory	2 GB	4 GB	4 GB	8 GB	16 GB
Storage (Call recording disabled)	40 GB	40 GB	50 GB	100 GB	200 GB
Storage (Call recording enabled)	Recommended: 1 TB **Tip:** 1 GB of storage holds approximately 1000 minutes of recorded calls. You can set up the storage based on your recording usage.				

For the server requirements for PBX that exceeds the given capacity range, please contact Yeastar for more details.

In-depth Product Learning

Security

Balance security and performance across your system

Yeastar P-Series Software Edition leverages multiple layers of defense to ensure the highest level of user protection and system security. Built-in security-specific features are provided at every level, including the network access control, admin / user interface access control, SIP registration and communication security, data security, and more.

Network Access Control

The PBX system offers an innovative security solution **Remote Access Service** (RAS) and a set of pre-defined rules to secure, control and filter network traffic, improving overall network security.

- **Remote Access Service** (RAS): The service provides a private and secure tunnel, secured by Yeastar-managed SBC, for remote access to the PBX, offering unparalleled network security and control.

  - **Hassle-free deployment without port forwarding**

    With the RAS solution in place, secure remote connections are established effortless with one click. It frees IT staff from risky port opening, complicated network setup and troublesome NAT issues. Businesses can rest assured without worrying about exposing their intranet to the public network.

  - **Customizable PBX URL**

    The solution offers an easy-to-access domain name (Yeastar FQDN) for businesses to customize their unique PBX URLs, allowing their employees to perform daily business communications and administration with Linkus UC Clients anywhere through a private and secure tunnel provided by the RAS.

  - **End-to-end encrypted communication**

    The solution provides end-to-end encryption for data transmission within its dedicated secure tunnel. Only parties involved in a conversation can decrypt messages sent between one-another. No other party, including Yeastar, could access the encrypted conversation, effectively preventing the traffic from eavesdropping.

  - **Secure and remote feature access**

    The solution applies advanced access control to ensure further security. Administrators can configure the PBX system to permit or block remote access for SIP registration, web, Linkus, LDAP, and API, customize remote access authorization by extension or department, and apply IP restriction to further secure all the remote access.

- **Global Anti-hacking IP Blocklist:** Yeastar launches a Global Anti-hacking IP Blocklist Program, which centrally records a wide range of IP addresses that have been blocked by Yeastar PBXs worldwide and that are suspected of malicious activity or attack. This IP blocklist shared across Yeastar PBXs greatly reduces the risk of cyber attacks by immediately dropping connections from the listed IP addresses.

- **Static Defense:** The static firewall rules can monitor and control incoming traffic based on IP address, domain name, or MAC address, effective in protecting trusted connections and blocking known threats.

- **Country/Region Access Restriction:** Implementing geographic restrictions allows businesses to limit access to Yeastar P-Series Software Edition from specific countries or regions. The PBX system only allows access from trusted geographic locations while blocking all other traffic.

- **Auto Defense:** The dynamic firewall rules can block unknown threats by monitoring the packets sent within a specific time interval, effective in preventing massive connection attempts or brute force attacks.

Admin/User Interface Access Control

Yeastar P-Series Software Edition implements strict access control for admin portal and user portal, minimizing the risk of attacks and misuse from unauthorized individuals and hackers.

- **Strong Password Policy:** The PBX system enforces a strong password policy by requiring users to set passwords with a combination of uppercase letters, lowercase letters, and digits.

- **Two-factor Authentication (2FA):** The PBX system supports two-factor authentication, adding an extra layer of account security. Users are required to provide two different types of information to login, their account credentials and a security code sent to their trusted devices or verified account email addresses.

- **Single Sign-on (SSO):** The PBX system offers the convenience and security of Single Sign-on by integrating with Microsoft 365. By allowing users to log in to their Linkus UC Clients using their Microsoft credentials, this integration leverages the multi-factor authentication mandatory for Microsoft account to provides an additional layer of account security.

- **Role-based Access Control:** The PBX system offers granular permissions management. Super administrator can assign different permissions to different roles as needed, ensuring that users only have access to the functions and data they need, which further enhances the security and control of the system.

- **IP-based Access Control:** The PBX system allows you to restrict remote access for user accounts, and both remote and local logins for the super administrator, to trusted IPs, enhancing security across all account types.

SIP Registration and Communication Security

Yeastar P-Series Software Edition provides a secure remote registration solution **Remote SIP Service** (RSS) and a variety of user-defined rules to protect the security of SIP endpoints, from registration to actual phone calls.

- **Remote SIP Service (RSS):** The service provides a private and secure tunnel, secured by Yeastar-managed SBC, for hassle-free remote SIP registration **without the need for complex network settings or port forwarding**. This enables businesses to seamlessly register their remote IP phones, branch office PBXs, VoIP gateways, and other SIP endpoints to the PBX as if they were deployed on the intranet.

- **Registration Restriction:** The PBX system enhances security by implementing various restriction policies for SIP endpoint registration. These include requiring complex registration credentials, limiting concurrent registration of SIP endpoints, restricting SIP registration by specified user agents or IP addresses, and implementing remote registration control.

- **Communication Encryption:** The PBX system establishes authenticated and encrypted communication streams to ensure secure and tamper-proof communications. It encrypts both the SIP signaling and media stream using Transport Layer Security (TLS) for call signaling and Secure Real-time Transport Protocol (SRTP) for audio/video sessions. The advanced encryption guarantees the safety and confidentiality of communication traffic, preventing it from any malicious activities.

- **Toll-fraud Prevention:** The PBX system offers businesses a range of toll-fraud prevention measures to protect against unauthorized use of communications resources.

  ○ Outbound route restrictions allow businesses to set usage permissions based on users, time conditions, or PIN codes, ensuring that only authorized individuals can make outbound calls through the route during permitted time periods.

  ○ System-level call duration and outbound call frequency restrictions, as well as the maximum concurrent call limit for specific SIP trunks, helps to mitigate the risk of excessive usage.

  ○ International call restrictions can be implemented at two levels, by restricting international outbound calls for specific extension users or by allowing international calls only to specified country codes.

Data Security

Yeastar P-Series Software Edition prioritizes data security by applying strong cipher algorithms to encrypt usage data and leveraging secure protocols for service-related data.

- **Usage Data:** Sensitive usage data stored on the PBX, including user accounts, user passwords, registration details, call logs, configuration files, etc., is encrypted using a combination of symmetric and asymmetric algorithms. By encrypting the information, unauthorized access and tampering can be mitigated.

- **Service-related Data:** The PBX system uses a variety of secure protocols to ensure the confidentiality and integrity of data transmission during service usage. These protocols include SSL/TLS, HTTPS, SRTP, LDAPS, among others. By utilizing these protocols, data exchanged between devices, servers, and services within the PBX ecosystem remains secure and protected from potential threats.

Other Security Measures

In addition to the aforementioned security features, the PBX provides built-in security mechanism to minimize system vulnerabilities, including but not limited to the followings:

- **Auto Lockout Policy Enforcement:** The PBX system automatically locks out extensions, web logins, Linkus logins, and API authentication after multiple failed attempts. This helps prevent unauthorized access and protects against brute-force attacks.

- **Auto Logout Policy Enforcement:** The super administrator account can be automatically log out after a specified period of inactivity. This feature reduces the risk of unauthorized access if the account is left unattended.

- **Certificates:** The PBX system supports to upload certificates to encrypt and authenticate communication traffic, which helps to prevent data tampering or interception during transmission.

- **Allowlist/Blocklist of Phone Numbers:** The PBX system allows for the creation of an allowlist or blocklist to manage incoming and outgoing calls from specific phone numbers, effectively blocking nuisance calls and unauthorized communications, further enhancing security and protection against unwanted disruptions.
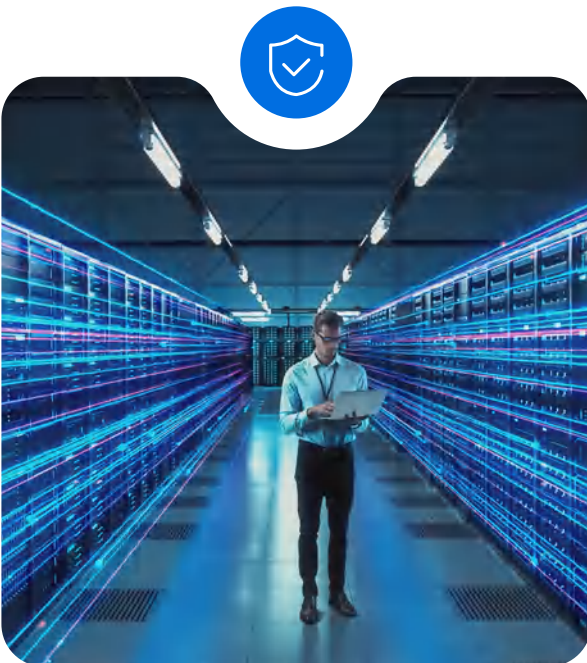
Reliability

Guaranteed system performance and service availability
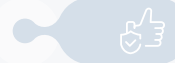
High system reliability ensures that the PBX system can perform its core functions without service disruptions or significant performance degradation. Yeastar P-Series Software Edition provides system monitoring, data backup, and disaster recovery to ensure maximized system uptime and a certain level of operational performance in the event of unexpected failures.


- **24/7 System Monitoring:** Yeastar P-Series Software Edition provides robust monitoring and logging capabilities that offer complete visibility into system activities.

  ○ **Dashboard:** The intuitive dashboard offers real-time monitoring of key system metrics, including processor and memory usage, active calls, registered phones, available trunks, and more. Customizable widgets allow administrators to tailor the dashboard to specific needs.

  ○ **Event notifications:** The system is equipped with event alert features that enable real-time notification of issues and failures. Notification contacts are immediately alerted to any detected failures, enabling prompt remediation.

  ○ **Logging:** The PBX system automatically captures and stores detailed information about system events, user operations and system activities. These detailed logs serve as invaluable resources for administrator to efficiently troubleshoot and resolve failures, enhancing system performance and minimize downtime.

  ○ **Automated call service recovery:** The PBX system offers automatic, real-time monitoring of core call service. When anomalies are detected, the system generates alerts and triggers an automatic recovery process, restoring normal service without manual intervention.

- **Data Backup and Restore:** Yeastar P-Series Software Edition offers data backup and restore features, empowering businesses to ensure the safety and consistency of critical business information and system configurations.

  ○ **Regular and scheduled backups:** The PBX system allows for automated and scheduled backups, ensuring that critical data is protected consistently. This helps prevent data loss caused by unforeseen events or system failures.

  ○ **Quick restoration and recovery:** In the event of accidental deletion, database corruption, or issues arising from a firmware upgrade, the PBX system enables quick restoration and recovery. Businesses can easily retrieve their data and resume normal operations without significant downtime.

  ○ **Seamless data migration:** The software simplifies the process of migrating data from one PBX to another. Whether upgrading to a new system or transferring data between locations, businesses can seamlessly migrate their data with minimal effort and disruption.

  ○ **Remote file archiving:** The PBX system allows you to off-load call recordings and system backup files to secure remote storage like Amazon S3, Google Cloud Storage, and FTP/SFTP servers, safeguarding your data and ensuring it is securely stored for long-term retention and easy access whenever needed.

- **System Redundancy:** Yeastar P-Series Software Edition incorporates with high availability solutions for both local and geographical redundancy, helping to ensure consistent performance and uninterrupted services even in the face of unforeseen disasters.
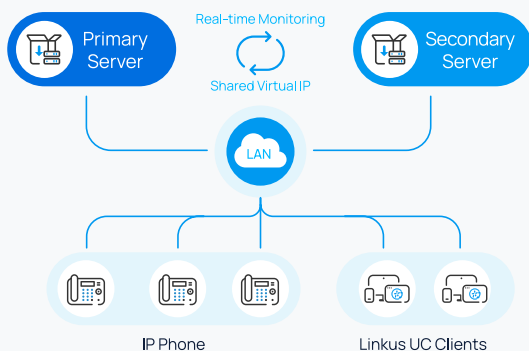

Local Redundancy - Inbuilt Hot Standby Solution

By deploying two identical PBX servers (Primary Server and Secondary Server) within the same site as a failover pair, the solution establishes a fully automated local redundancy mechanism, where the Secondary Server will automatically take over the entire phone system in the event of a server failure or hardware crash on the Primary Server, ensuring uninterrupted operation of all the PBX functionalities.
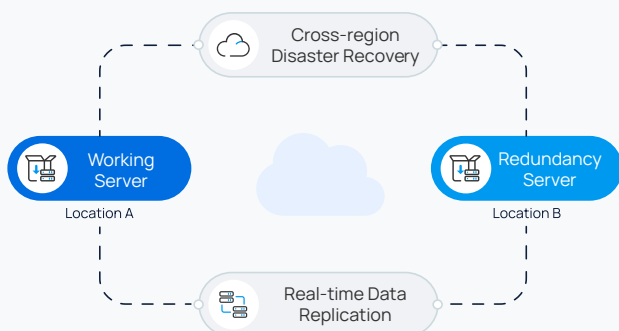
Geo Redundancy - Disaster Recovery Solution

By deploying two identical PBX servers (Working Server and Redundancy Server) in different geographical regions or data centers as a mirroring server pair, remotely connected via either Yeastar-provided SD-WAN service or the business' existing VPN, the solution establishes a fully automated cross-regional redundancy mechanism, where the Redundancy Server will automatically take over the essential telephony services in the event of regional disruptions such as Internet or power outages in the region where the Working Server is located, ensuring seamless communication services of the phone system.
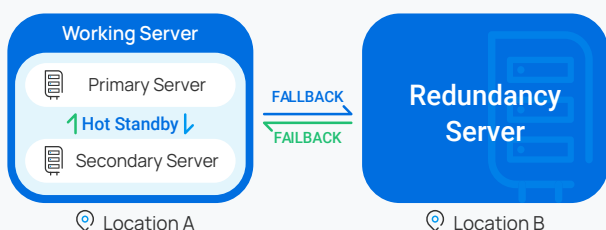

Depending on different needs, businesses can implement either one or both of the local Hot Standby and cross-region Disaster Recovery solutions. With these solutions in place, businesses can rely on a robust and resilient phone system to maintain seamless communications and continue their business operations without interruption.

○ **Easy configuration:** No technical expertise is required. With an intuitive web interface, it only takes a few minutes to set up the server pairing and get the solution up and running.

○ **Automatic failure detection & failover/fallback:** If the main server (Primary Server or Working Server) fails, the redundant server (Secondary Server or Redundancy Server) seamlessly takes control from the crashed system within seconds, ensuring normal operation of the phone system and minimizing downtime.

○ **Real-time data mirroring:** All PBX phone settings and customer data are mirrored to the redundant server in real time, eliminating data loss or the hassle of manual backup.

○ **Prompt notification:** There is no gap in-between. As soon as a PBX server failure or automatic failover occurs, emails or calls will be sent to notify the appropriate contacts to fix the crashed system.

Flexibility

Future-proof adaptability for evolving business needs

The way people work is constantly changing. Businesses today are looking for a phone system that is highly adaptable to the changing environment and can grow with their business. Yeastar P-Series Software Edition provides the flexibility to adjust system resources on the fly, delivering a solution that is highly scalable and adaptable to your success.
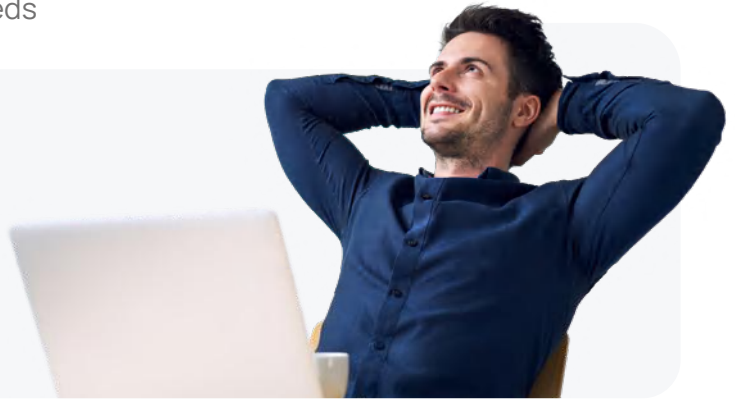
Deployment Flexibility

Yeastar P-Series Software Edition offers flexible deployment options to match your infrastructure needs. This multi-option approach ensures that organizations can deploy the system in the environment that best aligns with their technical requirements and business objectives.

- **Flexible deployment options:** Businesses can deploy the PBX on a **cloud server** for maximum convenience, choose an **on-premises installation** in their own data centers for full system control, or opt for **virtualized deployment** on platforms such as VMware, Hyper-V, KVM or Proxmox for optimal resource utilization.

- **Automated provisioning via partner portal:** For cloud-based deployments, Yeastar Partner Portal streamlines provisioning on **AWS Lightsail**, **Amazon AWS**, **OVHcloud**, and **DigitalOcean**. After purchasing a software PBX instance, you can initiate the installation process directly from the Partner Portal. The system will then provisions the necessary cloud resources and installs the PBX automatically, without requiring command-line operations or complex setup.

Resource & Licensing Flexibility

Yeastar P-Series Software Edition offers agility in adapting to your organization's evolving needs. It enables seamless scaling of system resources and simple licensing upgrades, all while maintaining uninterrupted service.

- **Effortless system scaling:** The PBX system can be scaled easily by adjusting computing resources, such as CPU, RAM, and storage, without the need for hardware replacements. This allows the system to seamlessly scale from small teams to enterprise-level deployments, maintaining optimal performance as the organization grows.

- **Flexible licensing upgrades:** The elastic licensing model enables effortless upgrades to user capacity and premium features. This ensures that as the organization grows, the PBX system is always aligned with the latest performance requirements, continuously and efficiently responding to the evolving demands of the business.

Network & Multi-site Flexibility

Yeastar P-Series Software Edition allows business to adapt to evolving network infrastructure requirements, and seamlessly connect multiple locations to ensure smooth communication across geographically dispersed branches.

- **Dual-stack IPv4/IPv6 support:** Native support for both IPv4 and IPv6 ensures full compatibility with current and next-generation network infrastructures, providing businesses with the flexibility to transition smoothly to modern networking standards without disruption.

- **Multi-site connectivity:** Remote extension registration allows any IP phone or softphone to become a seamless office extension, while SIP trunking connects multiple locations into a unified communication system. This architecture ensures free internal calling between sites, all while maintaining centralized management and control.

System Management Flexibility

Yeastar P-Series Software Edition streamlines the system management process, making it easier for businesses to configure, monitor, and maintain their PBX systems.

- **Automated installation wizard:** The system offers a user-friendly installation wizard that simplifies the initial setup. Businesses can quickly set up and configure their systems using pre-configured templates and step-by-step guidance, or by importing an existing backup files for fast deployment. This ensures an efficient installation without requiring advanced technical expertise.

- **Intuitive web interface:** The intuitive web-based dashboard provides businesses with a centralized location to manage and monitor their systems. Routine tasks such as administration, monitoring, and updates can be easily performed, reducing operational complexity and overhead.

Branding Flexibility

Yeastar P-Series Software Edition offers flexible white label options, allowing service providers to deliver branded UCaaS services quickly and maintain full customer ownership, without the need to build from scratch.

- **Custom branding & platform identity:** Effortlessly apply your own brand across the entire PBX experience. Customize elements such as product name, logo, login page visuals, welcome messages, email templates, and more — all through an intuitive white-label template. Changes can be made anytime with just a few clicks, no technical skills required.

- **Branded UC clients & domain access:** Extend your brand to Linkus UC Clients across Windows, macOS, iOS, and Android, including control over app icons and logos for a unified experience. Define your own PBX service domain for customer access, or opt for a gray-label domain provided by Yeastar to balance branding and simplicity.

All-in-one Capabilities

Empower seamless collaboration, productivity, and customer engagement

Yeastar P-Series Software Edition delivers all-in-one capabilities by unifying a full suite of core communication and service modules - from voice and video communications to contact center services (inbound call center, outbound call center, and omnichannel messaging), and even industry-specific modules like hotel management - into a single, comprehensive platform. This section provides an in-depth look at these built-in capabilities.
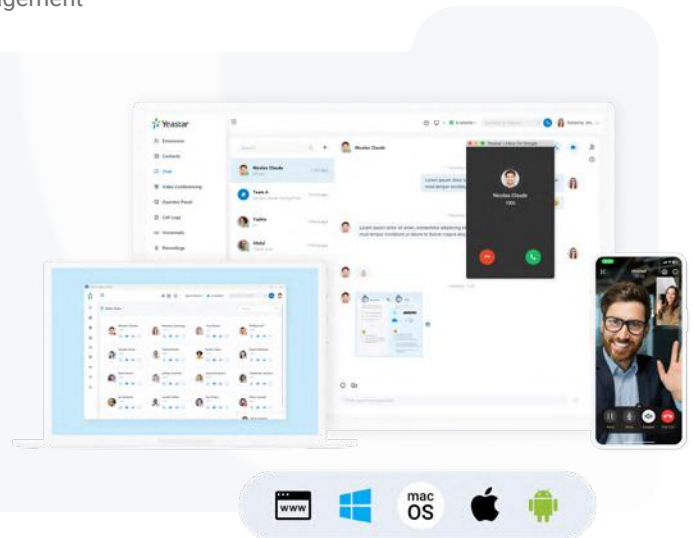
Audio Communications

As its core, Yeastar P-Series Software Edition allows users to make / receive audio calls over the Internet as opposed to the traditional wired PSTN, and access an abundance of call management features, directly on their Linkus UC Clients.

- ✅ Rich call management features such as click-to-call, call routing, call forwarding, call logging, missed call notifications, to name but a few

- ✅ Advanced call features such as Interactive Voice Response (IVR), ring group, call recording, call monitoring, call switch and call flip, voicemail and voicemail transcription, etc.

- ✅ Integrated audio conferencing, allowing users to effortlessly initiate and host an instant audio conference during a call

- ✅ Visual operator panel for receptionists to get a holistic view of call activities and streamline the call operations with visual call activities
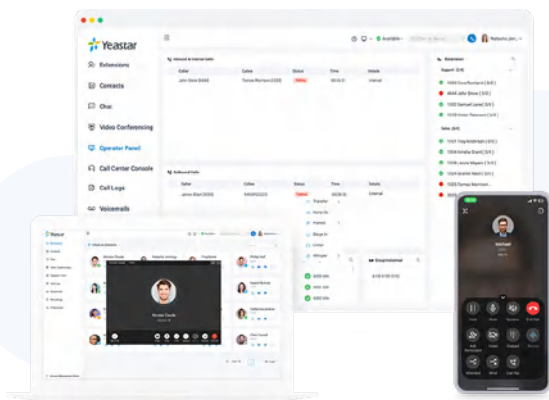
Video Communications

Enterprises need face-to-face conversations to bring teams and customers closer together regardless of their locations. Yeastar P-Series Software Edition makes remote face-to-face communications instant, simple, secure, and engaging with the integrated 1:1 video call and web video conferencing features.

- ✅ Initiate a video call directly with one click, or seamlessly switch from an audio call to a video call

- ✅ Initiate and participate in web video conferences right from a browser

- ✅ Generate meeting links to invite colleagues and customers

- ✅ Hear and see other participants in full HD for clear and immersive communication

- ✅ Share the screen for live presentation during meetings, enhancing the effectiveness of discussions

- ✅ Group chat and file sharing in the sidebar for real-time collaboration
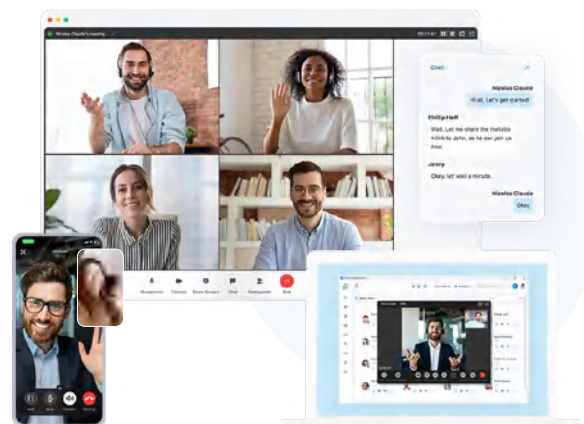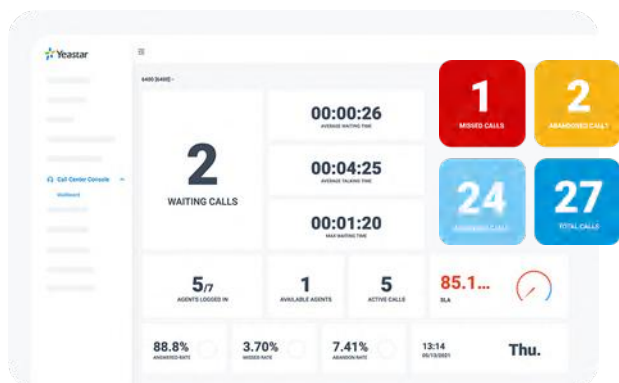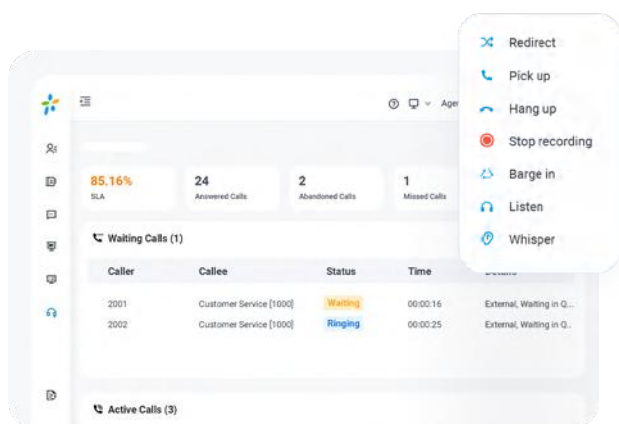
Inbound Call Center

Yeastar P-Series Software Edition provides an economical inbound call center solution that includes all the essential features – ACD queuing and distribution, IVR, visual call management, call recording & monitoring, real-time wallboards, reports, and more – to power customer service sophistication, operational efficiency, and help businesses impress their customers, empower their agents, and elevate their business.

- ✓ Self-service IVR, priority queues, and ring groups

- ✓ Switchboard-type Queue Panel for all agent-related data and operations in one interface

- ✓ Real-time wallboard & SLA performance monitoring

- ✓ Automatic queue callback settings

- ✓ Call recording & monitoring for agent coaching

- ✓ Missed call disposition with clear queue call logs

- ✓ Post-call survey and agent/queue performance reports
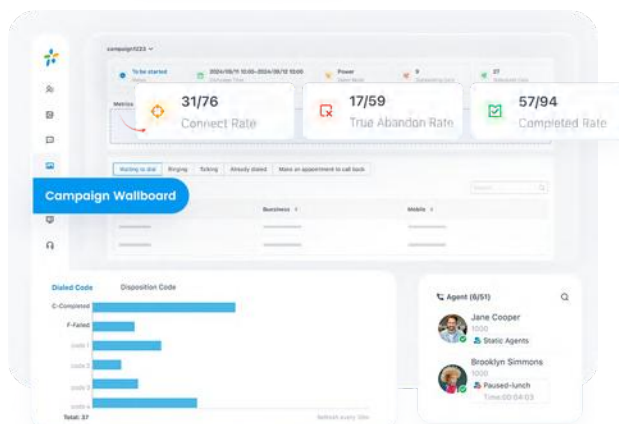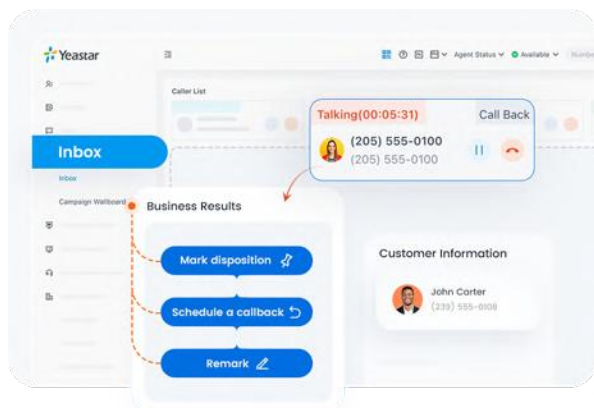
Outbound Call Center

Yeastar P-Series Software Edition delivers a complete outbound call center solution to boost sales and customer engagement, all within a single platform. Designed to maximize outreach efficiency, it combines advanced auto dialing, unified agent tools, and real-time campaign insights to enhance outbound call center performance and results.

- ✓ Automates outbound calls with progressive, power, and agentless dialing modes

- ✓ Empowers agents with a unified workspace for active call lists, customer details, and follow-ups

- ✓ Live campaign insights with real-time campaign metrics, agent statuses, and visualized call outcomes at a glance

- ✓ Quick access to call records with filter for tracking and analysis

- ✓ Flexible campaign setup to create and schedule agent-based and agentless campaigns in just a few clicks
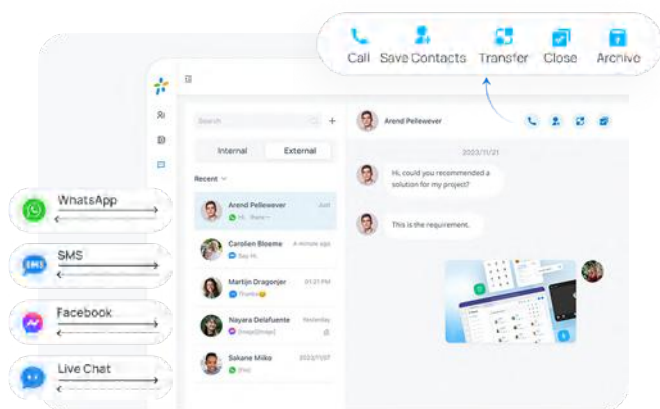
Omnichannel Messaging

Yeastar P-Series Software Edition offers unified messaging solutions for internal and external real-time communications. In addition to the inbuilt team chat (either 1:1 or group chat) with internal colleagues, the PBX system can integrate with digital communication channels such as WhatsApp, Facebook, Live Chat, SMS, and more. The integration allows users to receive and process customer conversations from different messaging channels within their Linkus UC Clients.

- ⊘ Central message inbox, removing the need to switch between apps

- ⊘ Auto chat assignment & transfer to a colleague or a queue of agents for faster response

- ⊘ Elevate chats to voice calls in one click to improve customer interaction

- ⊘ Auto contact matching as messages come in

- ⊘ Keep a central record of all the external chat conversations
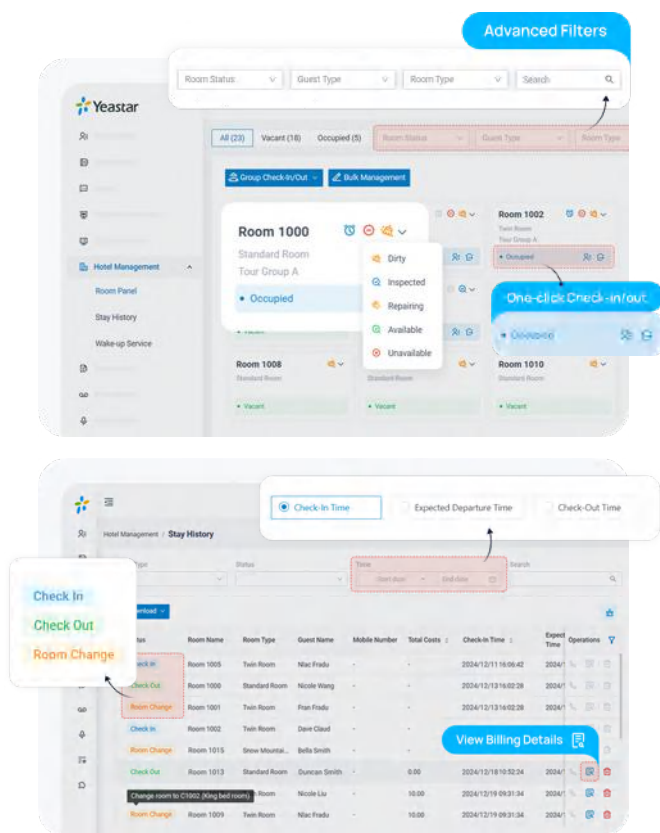
Hotel Management Module

Yeastar P-Series Software Edition comes with a built-in hotel management module, ideal for small to medium-sized hotels. It streamlines daily operations with centralized, intuitive controls embedded directly within the PBX system, helping reduce administrative workload and enhance service delivery.

- ⊘ Manage check-ins, check-outs, and billing via an intuitive room panel

- ⊘ Configure call rules, currency, and billing settings from a unified interface

- ⊘ Automatically log call charges into guest accounts and generate branded invoices at checkouts

- ⊘ Schedule wake-up calls with a visual task board and status indicators

- ⊘ Access complete guest stay records, including room changes and billing history

More features ↗

Open Ecosystem

Proven interoperability, seamless integration and flexible extensibility

Yeastar P-Series Software Edition works perfectly with businesses' existing office infrastructure and IT services, whether it is IP phones, SIP trunks, CRM, and more. Aiming to provide effortless interoperability and seamless integration, the PBX adopts open approaches to help businesses tap into the VoIP ecosystem and take advantage of the fully integrated and extensible system and uninterrupted business communications.

By now, Yeastar P-Series Software Edition cooperates with the following SIP endpoints, and supports the integration with the following services and applications, and there will be more in the future.
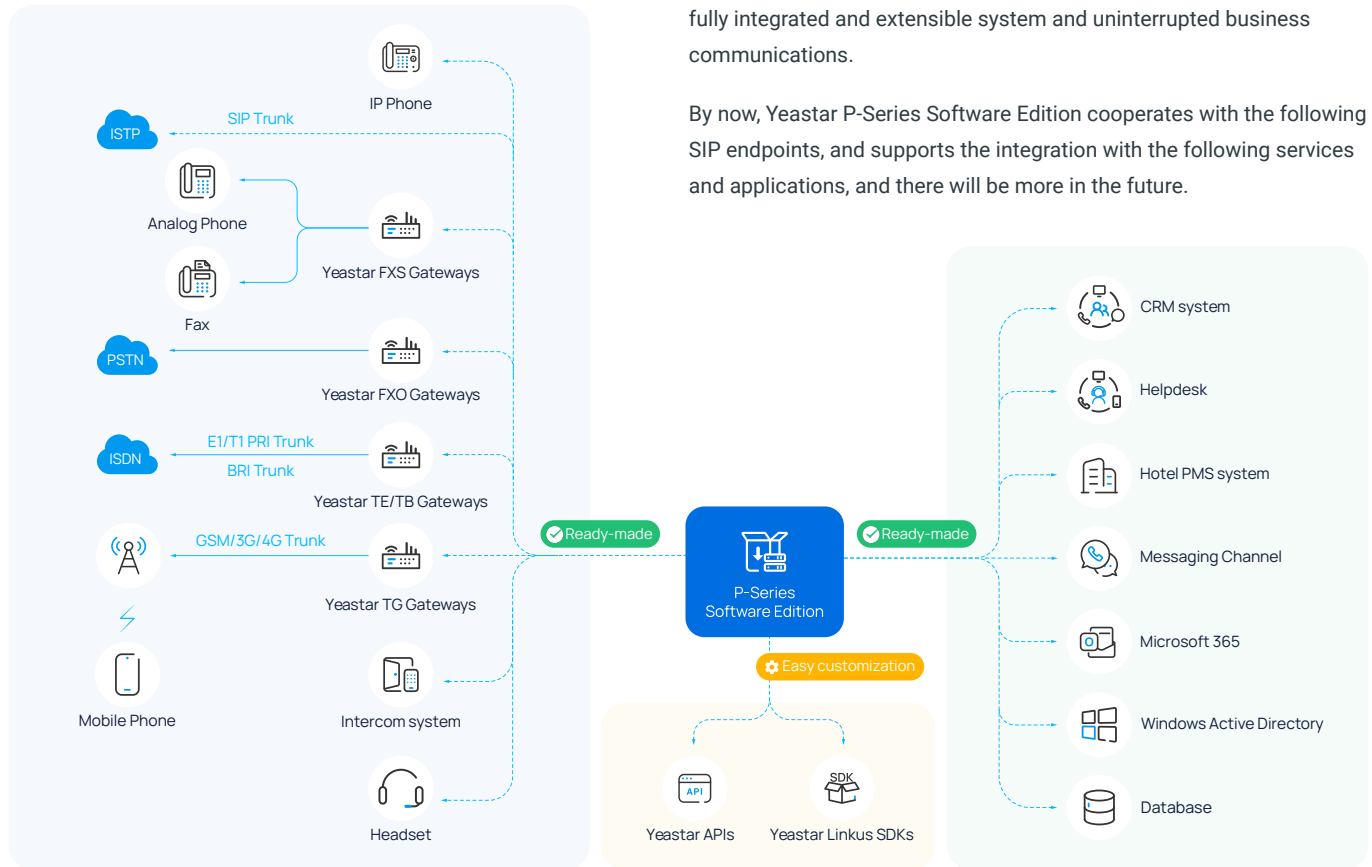
Interoperability

IP Phone

The PBX system supports compatibility with over **270+** IP Phone models and **10+** renowned brands in the market, including Yealink, Fanvil, Cisco, Avaya, Grandstream, Snom, Gigaset, Htek, and more. Users can easily register and configure their IP phones in bulk using customizable provisioning templates.

SIP Trunk

The PBX system offers compatibility with SIP trunks from over **120+** global certified SIP trunk providers. With the PBX's inbuilt pre-configured templates, businesses can effortlessly set up SIP trunks for specific regions, helping them to establish a local presence and thus facilitating business localization.

Door Phone & Intercoms

The PBX system can integrate with voice/video IP intercom devices to provide a more secure and efficient solution for managing public access and communication. Users can quickly and easily communicate with visitors through the intercom system and manage the access control, achieving remote intercom and secure public access control anywhere anytime.

VoIP Gateway

The PBX system can integrate with Yeastar VoIP gateways to extend physical trunks, including PSTN trunk, GSM trunk, and E1/T1/PRI trunk, the gateways will convert the voice signal into the proper form for receipt by the destination network.

Headset

The PBX system offers plug-and-play integration of its Linkus Desktop Client, Linkus Web Client and Linkus for Google Chrome extension with most models of the leading headset vendors (Jabra, Yealink, EPOS, Poly, and more), allowing users to control calls directly on the headsets and enjoy superior call quality with simple operations on the headsets.

Integration

CRM Integration

The PBX system is CRM-friendly and supports integration with most popular CRM platforms, including Salesforce, Odoo, HubSpot, Zoho, Bitrix24, etc. In addition to these well-known platforms, the system also offers the flexibility to integrate with custom or niche CRMs using a custom integration template. The integration facilitates auto data exchange between the two platforms, allowing businesses to easily track business interactions with customers and streamline call handling, thereby boosting users' productivity.

Hotel PMS Integration

The PBX system can integrate with hotel's Property Management System (PMS), either using the FIAS protocol or via PMS middleware, to offer a comprehensive suite of hospitality-centric features. The integration streamlines hotel front desk and housekeeping functions with automated wake-up call scheduling, call accounting, minibar charges, and more, reducing hotel operating costs and enabling seamless hotel internal and guest communications.

Microsoft 365 Integration

The PBX system supports integration with Microsoft 365 services and applications, including Azure Active Directory (AAD), Microsoft Teams and Microsoft Outlook, to simplify user management and improve productivity. The integration allows effortless user synchronization and provisioning from Azure AD to the PBX, and streamlines users' login process and workflows. Users can enjoy a seamless communication and collaboration experience by logging in with SSO and access PBX calling features directly within Teams or Outlook.

Helpdesk Integration

The PBX system can be seamlessly integrated with helpdesk system like Zoho Desk and Zendesk to enhance the customer support experience. Beyond the popular platforms, the system supports custom integrations via an custom integration template, allowing businesses to connect the PBX system to locally used or niche helpdesk systems. The integration brings calls directly into the business's ticketing system and enables data synchronization. Users can handle calls directly within the helpdesk system and tickets are automatically created for inbound/outbound calls, automating repetitive tasks and maximizing users' efficiency.

Messaging Channel Integration

The PBX system goes beyond voice & video with a new communication channel for customers, implemented by integrating with different messaging channels such as SMS trunk and popular social media platforms like WhatsApp, Facebook Messenger, and Live Chat. With the integration, all customer messages can be centralized in one platform, allowing businesses to streamline their communication workflows and improve responsiveness to customer inquiries.

Windows Active Directory Integration

The PBX system can be integrate with Windows Active Directory service to streamline repetitive user management tasks without the need to switch between platforms. The integration implements automatic mapping of users, groups, and organizational information as well as user provisioning, from Active Directory to the PBX, simplifying administration by consolidating user information from a single source, and getting tasks done faster with all in sync.

Database integration

The PBX can be seamlessly integrated with your database, including Microsoft SQL and LDAP server, enabling automatic contact lookup and synchronization in your database for inbound calls, instant display of caller's name, and auto call routing based on phonebook matches, optimizing call handling by providing immediate access to relevant customer data, enhancing service efficiency.

Extensibility

Yeastar APIs

The PBX system supports robust APIs (Application Programming Interface) for seamless integration with other platforms. The APIs provide programmatic access to core PBX features, call control, uaCSTA control and event notification, and acts as a bridge that allows data to flow and synchronize seamlessly among systems and platforms. This enables businesses to develop custom 3rd-party integrations, extending the capability and adaptability of their phone system, so as to remain competitive and agile in a rapidly changing economy.

Yeastar Linkus SDKs

The PBX system offers Linkus SDKs (Software Development Kit) for businesses to tailor their custom communication experience. The solution provides a collection of APIs and tools for developers to seamlessly integrate Linkus voice calling into their custom applications in various types of platforms, including web browsers, Windows, macOS, Android, and iOS. With the Linkus SDKs, developers can build feature-rich communications applications that seamlessly integrate with the PBX system and provide a unified communications solution for their users.

Featured Solutions

Yeastar offers a wide range of flexible and reliable solutions that are tailored to meet various business communication needs. With extensive experience and proven expertise, Yeastar has assisted numerous organizations in delivering high quality services. In this section, we will showcase a few of our featured solutions.

Remote Networking

Challenge

The way people work has changed – they work from home, on-the-go, and in the workplace. Always-on remote connectivity and instant secure access have become crucial to bring dispersed teams together. Employee mobility and remote communication security becomes the top concerns for businesses adopting a remote or hybrid working model.

Solution

Yeastar P-Series Software Edition provides Remote Access Service (RAS) and Linkus UC Clients for businesses to set their teams up for anywhere-anytime productivity instantly and securely. It meshes together a set of seamless components to deliver a consistent unified communications experience in-office or anywhere, on the purpose-built Linkus UC Clients (mobile, desktop, web app and Chrome extension).
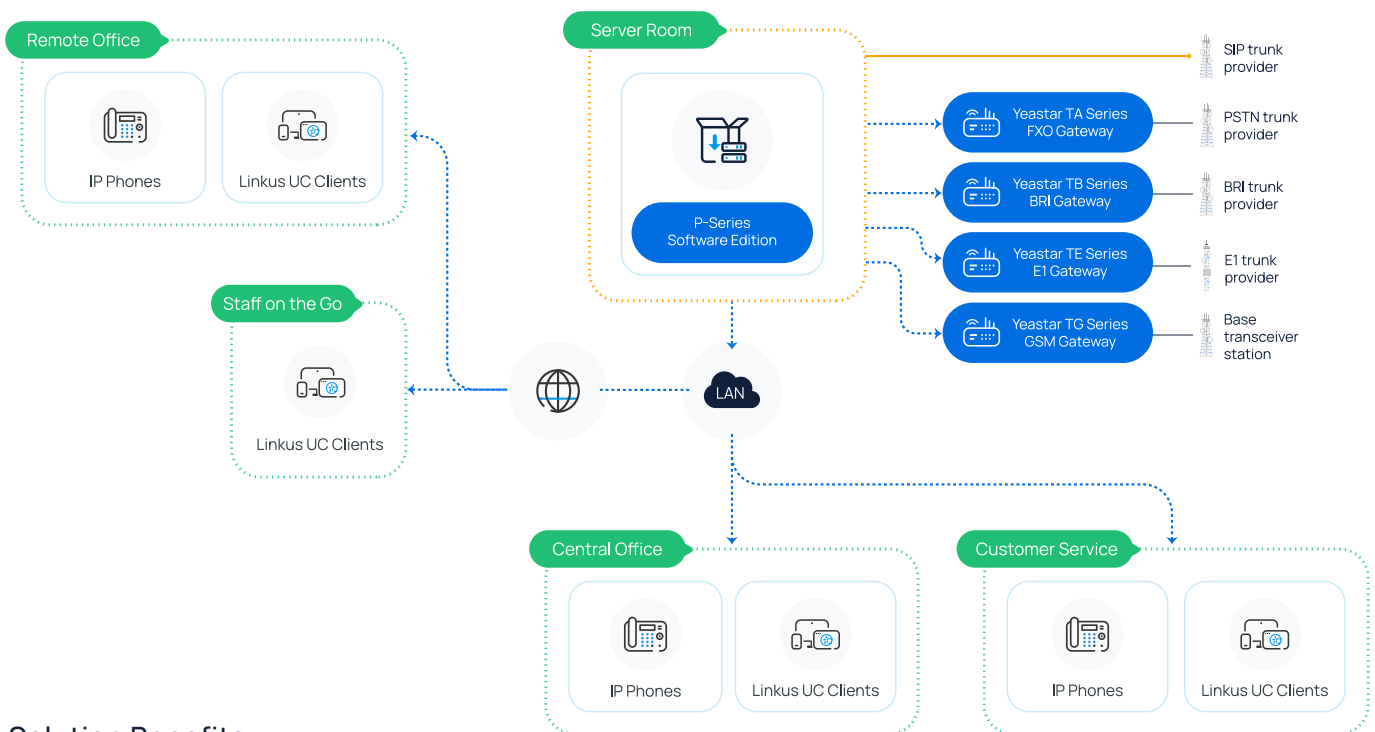
Solution Benefits

Easy & Quick Configuration

With Yeastar's Remote Access Service in place, business only needs to complete simple configurations with a few clicks on PBX web portal to achieve hassle-free and fully-controlled remote connections, eliminating the need for port forwarding and complicated network configurations.

Secure Communication

Business can rest assured with secure end-to-end remote communication encryption. The remote connection is established through an encrypted private tunnel, where only the sender and the intended recipient(s) are able to read the data, thus ensuring data privacy and preventing eavesdropping.

Excellent Mobility

With Yeastar Linkus UC Clients, no business call will be missed, whether employees are in the workplace, at home, or on the go. Rich collaboration features like Contacts, Instant Messaging, File Sharing, CRM Integration, etc., keep work moving forward and greatly enhance productivity.

Eliminated Restriction of Distance

Yeastar Linkus UC Clients support video calls, as well as video conferencing that is exclusively available on Web Client, enabling face-to-face conversations that eliminate the sense of distance. This brings teams and customers closer, fosters trusts, and build stronger business relationships.

Contact Center

Challenge

Multichannel customer support has become a major strategy required to stay competitive in this fast-moving world. With rising customer expectations and budget constraints, businesses need a unified solution that offers multiple touchpoints for customer interaction, enabling timely and effective communication.

Solution

Yeastar P-Series Software Edition provides a comprehensive contact center solution that unifies multiple communication channels for customer service. It includes Interactive Voice Response (IVR) for self-service, inbound and outbound call centers for customer support and proactive engagement, and digital messaging for handling customer queries. This all-in-one solution streamlines customer interactions, helping businesses build loyalty and enhance their reputation.
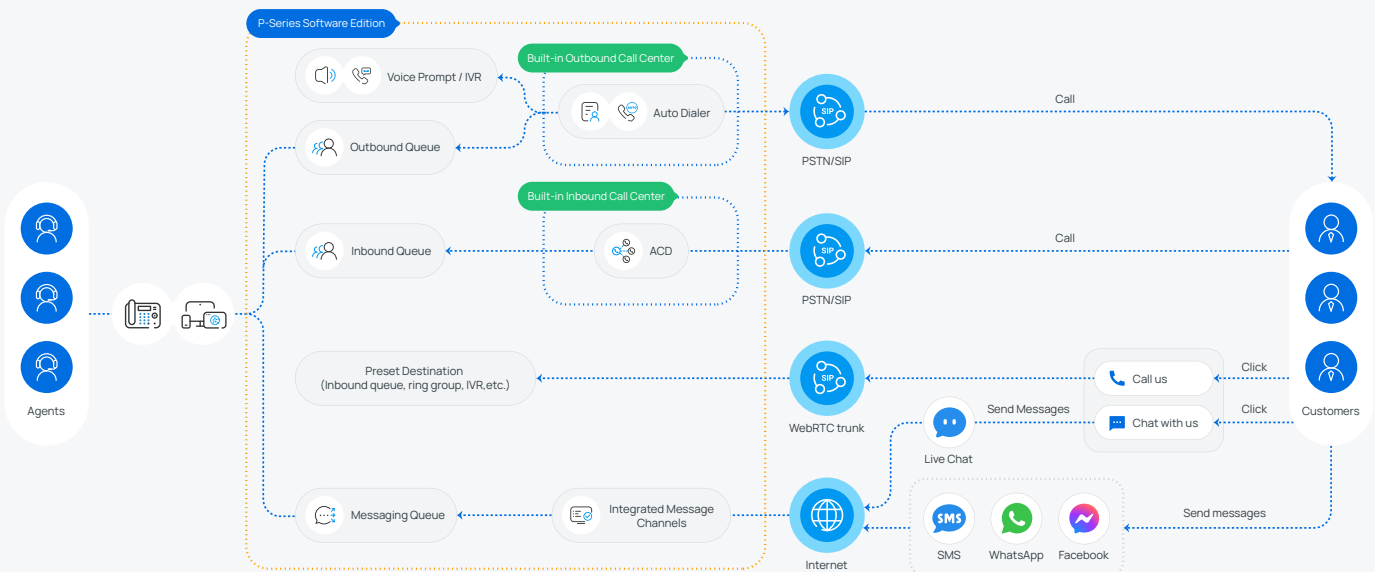
Solution Benefits

Seamless Communication Options

Extend beyond phone calls, the support for various communication channels ensures that each customer can engage using their preferred method, while business can respond to customer interactions timely right on a single platform. The solution enables a consistent customer experience across all touch-points and fosters stronger relationships.

Enhanced Customer Experience

The solution integrates inbound call center, outbound calling, and digital messaging, allowing customers to reach businesses through their preferred channels. Features like automatic call routing, priority queues, callback options, outbound call scheduling, and auto chat assignments ensure that customers are promptly connected to the right agents, offering timely, personalized responses and proactive service.

Improved Agent Efficiency

The solution offers agents a range of features designed to maximize their efficiency and enhance service quality. With best-in-class call routing capabilities, rich call & chat management features, together with the superior Unified Communications and Collaboration (UC&C) functions, agents can handle multiple customer interactions effortlessly and focus on addressing customer needs, greatly improving work efficiency.

Streamlined Management Efficiency

Supervisors can access real-time call center metrics through the centralized Wallboard. Inbound call center reports offer detailed insights with daily, weekly, and monthly views of call performance. For outbound call centers, campaign metrics provide valuable activity information and performance tracking. The PBX system also stores statistics and messaging session histories for comprehensive analysis. These features streamline customer service evaluation and improve management efficiency.

Branch Office

Challenge

Work is no longer confined to a single location. Many businesses now establish branch offices at different regions for market penetration and localization, and most branch offices conduct internal and external communications relying on the telephony system of headquarters for cost-effectiveness. Investing in a high-quality branch office VoIP network and associated services has never been more important. It's imperative that all remote sites and branch offices are securely connected, and that employees can effectively communicate, smoothly coordinate, and operate in tandem to achieve the maximum efficiency.

Solution

Yeastar P-Series Software Edition helps businesses remove the barriers and keep everything in tandem. With the SIP trunking capability and secure remote connectivity solutions **Remote Access Service** and **Remote SIP Service**, VoIP gateways and SIP devices in branch offices can be remotely connected to the PBX system in the headquarters through a private tunnel, extending the full suite of central phone system to multiple sites and enabling seamless inter-office communications and collaboration across locations. Moreover, Hot Standby and Disaster Recovery solutions are adopted to implement both local and cross-region server redundancy, ultimately ensuring the service continuity.
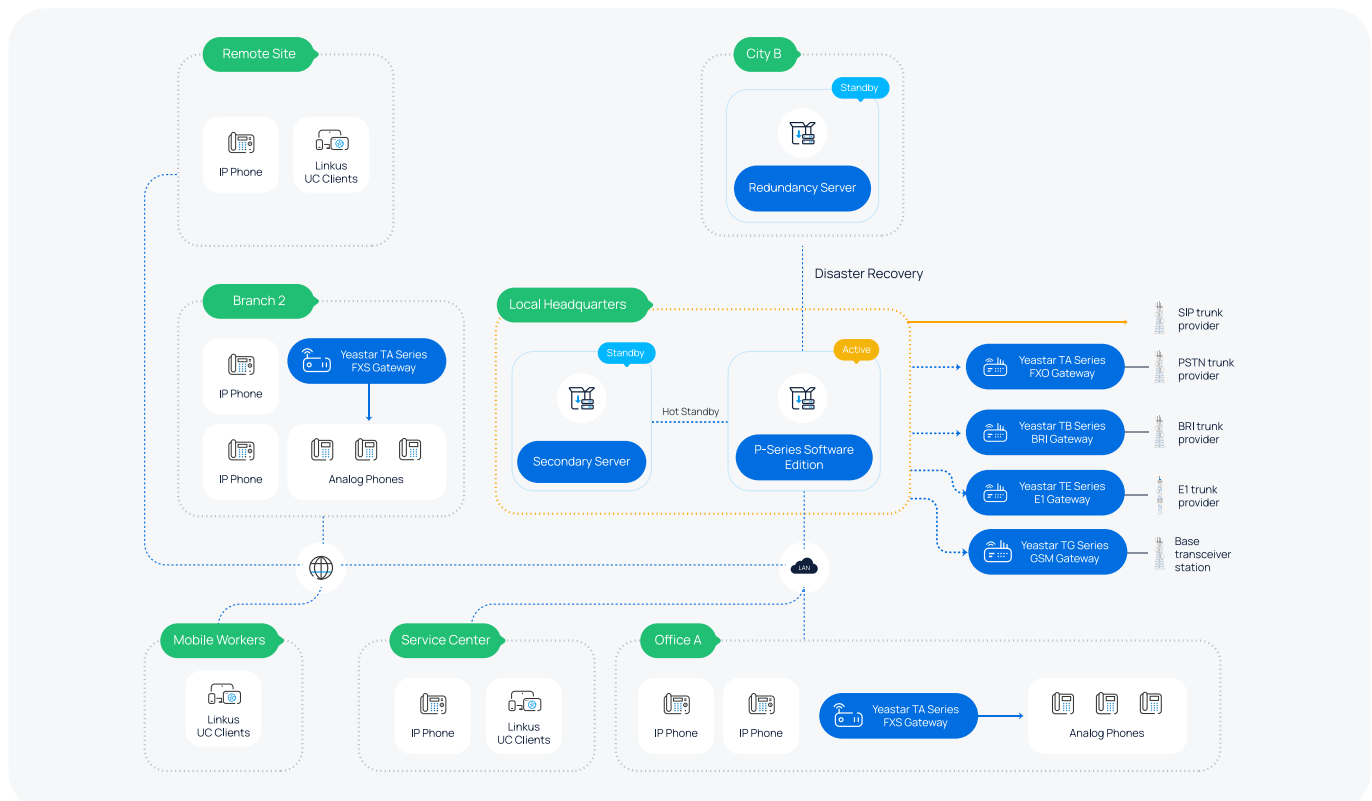
Solution Benefits

One System for Multiple Locations

Serve all the locations over the internet with a single Yeastar P-Series Software Edition. The cutting-edge PBX remote working solution effortlessly extends the full suite of central phone system and unified communication features to multiple sites, which significantly reducing the costs associated with deploying and managing separate systems at each location, as well as the communication costs.

Networking Existing Infrastructure

Yeastar P-Series Software Edition working together with VoIP gateways can connect the existing analog/IP infrastructures (PBXs, handsets, and phone lines, etc.) across multiple locations. This allows businesses to leverage their existing equipment and maintain a consistent corporate identity for branches.

Seamless Inter-office Collaboration

Connect employees at different locations with advanced features such as direct extension dialing, video conferencing, presence, instant messaging and many more to bring dispersed teams together, facilitating collaboration as if they were in the same office.

Guaranteed Service Continuity

The Server redundancy solutions help to minimize downtime and maintain uninterrupted operations even in the face of unexpected disruptions. This allows organizations to provide reliable and seamless services to their customers, thus building a strong business reputation.

Hotel Phone System
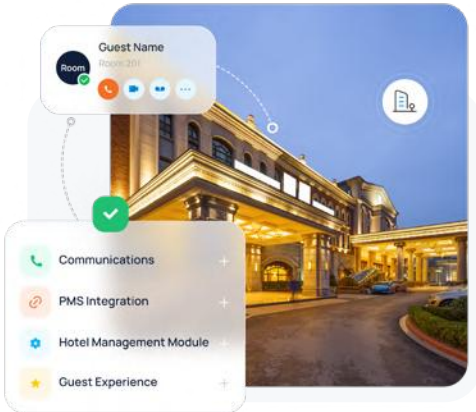
Challenge

The fast-paced working environment of hotels requires quick and reliable communication. With intense competition in the industry, hoteliers needs communication systems that are quick, reliable, efficient, and cost-effective to meet their communication and information management needs, which can be a significant challenge for hotels.

Solution

Yeastar P-Series Software Edition provides a versatile, future-ready hotel communication solution. You can either integrate the PBX with your existing Property Management System (PMS) via FIAS protocol or PMS middleware, or opt for the built-in hotel management module to manage operations directly within the PBX. Supporting both analog and IP environments, the system is compatible with most hotel phones and includes hospitality-tailored features to enhance service quality. The built-in Hot Standby feature further ensures continuous service with high availability.
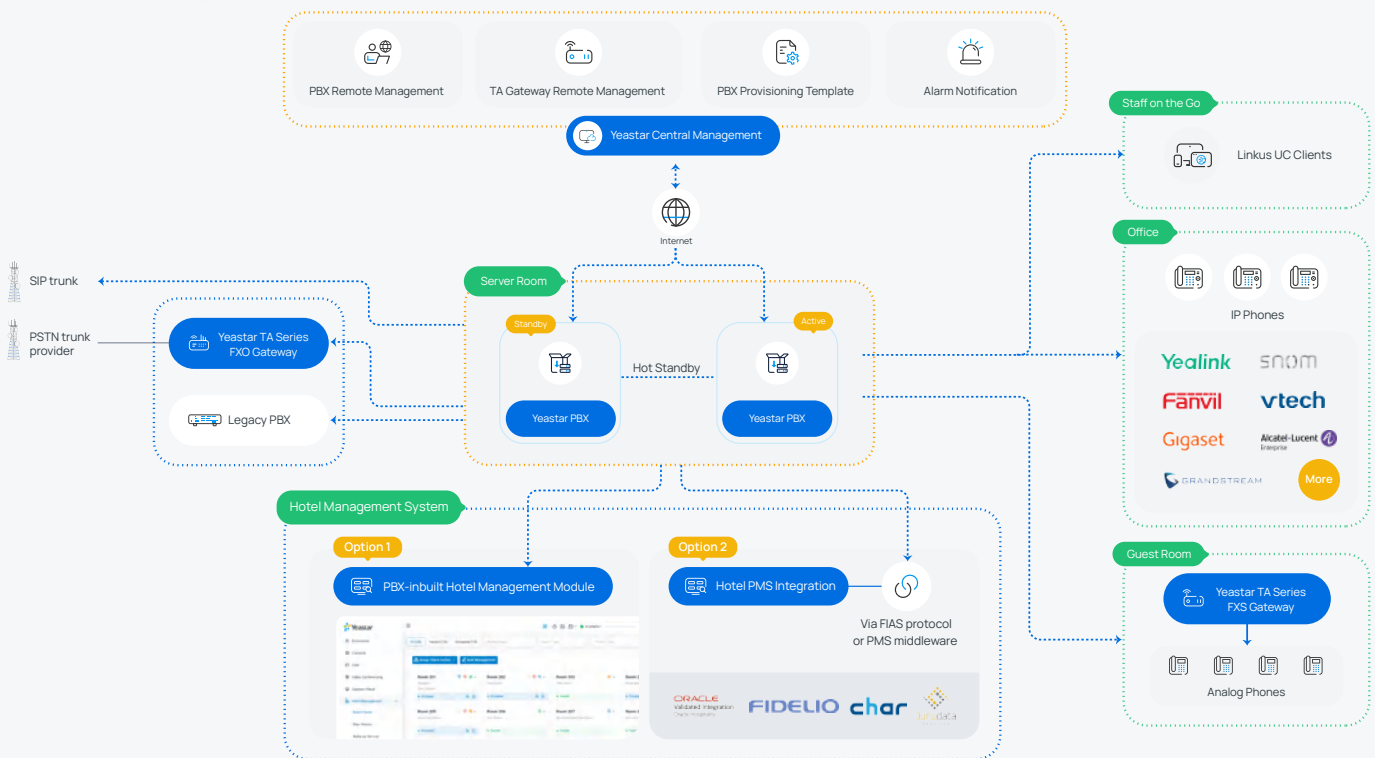
Solution Benefits

Flexible System Compatibility

The solution supports seamless integration with existing PMS systems or allows hotels to manage both communications and operations directly on the PBX. It also provides compatibility with analog/IP phones and gateways, minimizing hardware investment while streamlining workflows.

Improved Work Efficiency

The solution streamlines operations at the front desk. Receptionists can perform various functions within the PMS system and the corresponding data will be automatically synchronized to the PBX system without having to manually switching between the platforms and conduct repetitive tasks, which greatly increases efficiency and reduces workload.

Enhanced Guest Experience

With the solution, hotels can provide frictionless services such as wake-up calls, Do-Not-Disturb (DND) presence,easy check-in/check-out, and more. By offering a smooth and convenient experience for guests, hotels can enhance customer satisfaction and loyalty.

Optimized System Reliability

The solution includes a hot standby feature to minimise downtime and ensure continuous operation in the event of equipment failure. In addition, the PBX servers and FXS gateways can be remotely connected to Yeastar Central Management for efficient remote management. This enables real-time server monitoring, providing instant notification and Tier 2 technical support, ensuring timely system maintenance and further optimizing overall system reliability.

IP Intercom System

Challenge

For large organizations such as schools, apartments, and government operations, security is always a top priority. Remote entrance monitoring and control, as well as in-time emergency notification, are fundamental. organizations wants to be deploy door entry devices at different sites to build an ultimate safe environment, and looking for a system that can provide the ability to communicate with and remotely control the door entry devices, and make system-wide announcements in the event of emergency.

Solution

Yeastar P-Series Software Edition provides a solution to achieve anywhere-anytime remote intercom and secure public access control by integrating with an IP intercom system. The IP intercom devices can be registered as a regular PBX extension, allowing employees to talk to visitors and open the door from anywhere. The solution also provides a wide range of features, such as SIP paging, that work together to create a connected, agile, and secure environment.
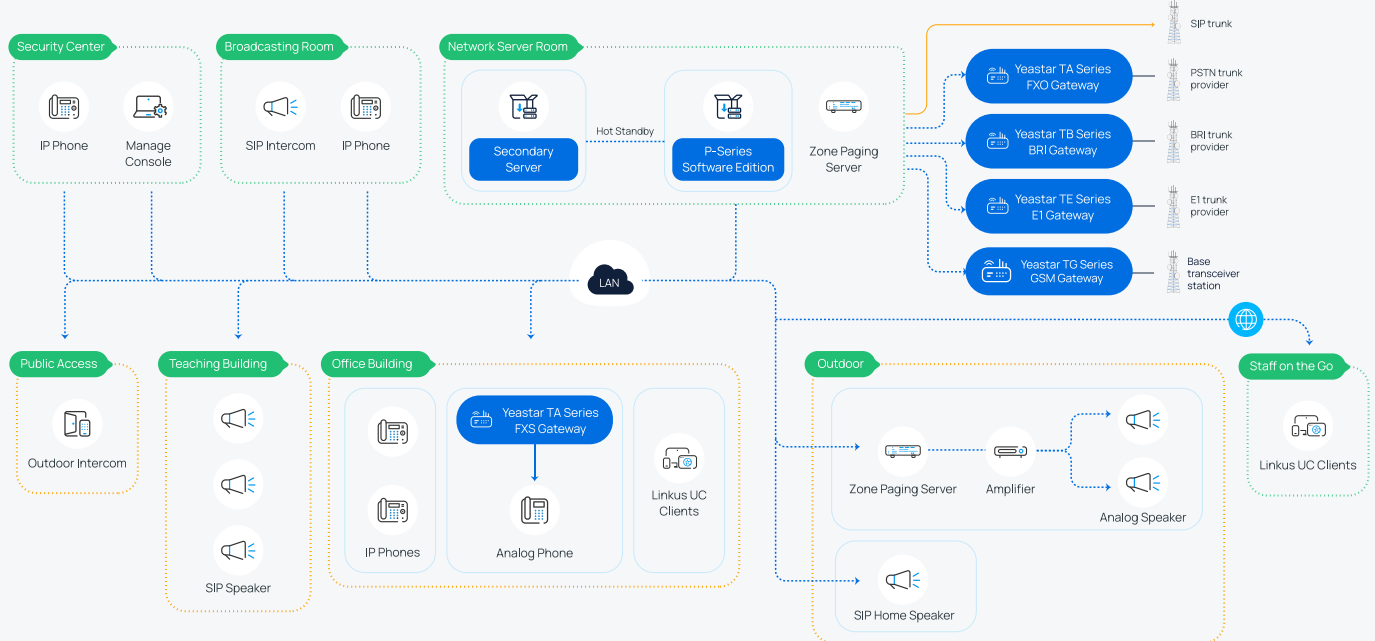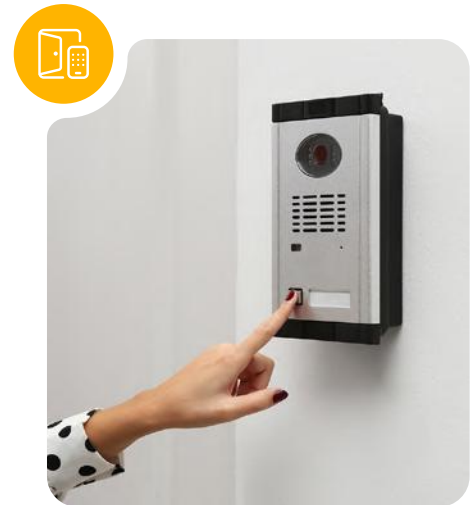
Solution Benefits

Full-featured UC Applications

This solution empowers organizations to stay connected at all times using Linkus UC Clients on their mobile devices, web browsers, and desktops.

SIP Paging & Intercom

The solution helps to create a mass notification system by customizing bells and paging to broadcast system-wide announcements, scheduled/recurring notifications, and emergency alerts.

Access Control & Surveillance

By registering SIP cameras, door phones, IP video phones, and intercom systems as endpoints of the PBX system, employees can effortlessly implement remote monitoring via audio/video calls, and remotely open the door via phones or Linkus UC Clients.

Flexible Scaling Capability

The system can be easily scaled by effortlessly register additional VoIP devices and IP intercoms with the PBX as needed. This ensures that businesses can easily meet evolving needs and expand their communications infrastructure without complications.

Awards & Recognition

650,000+ Business Users Worldwide Trust Yeastar

About Yeastar

Yeastar helps businesses realize digital values by making communications and workplace solutions easily accessible from ownership and adoption to daily usage and management. Yeastar has established itself as a leading provider of UC solutions with a global partner network and over 650,000 customers worldwide. Committed to delivering the right technology to value-oriented businesses, Yeastar offers products and services for UC&C, workplace scheduling, and hybrid workplace to enable them to win in the modern digital world.