



Your Tru Guide to the Yeastar P-Series Telephone System





Technology is moving so fast these days; it has become increasingly challenging to find solutions that really help your business save time and money. With a reliable track record and proven service for over 30 years, with a jargon-free approach to technology, we here at Anglia Technology are here to make sure you pick the best solution for your business needs.

Our Brands

As East Anglia's Premier Telecommunication Technology Solution Supplier, we specialise in supplying solutions from the following manufacturers:

Yeastar – P Series PBX. Purpose-built for SMEs to fulfil more sophisticated communication needs, the P-Series PBX is a converged system to wrap a suite of services around, including voice, video, applications, collaboration, and more.

Panasonic – although announcing their departure from the PBX market at the end of next year, Panasonic PBXs still have plenty of life left in them and we will continue to support Panasonic Solutions for the rest of this decade.

Dahua – As a leading security solution provider, Dahua offers end-to-end solutions for various CCTV applications including traffic management, government facilities, retail, and banking & finance. So now you can benefit from this innovative technology, reliable quality and end-to-end Service.

AJAX – When security is art. Ajax combines the best components, powerful software and reliable security technology. AJAX systems provide thousands of people around the world the peace of mind to go to work and get a good night of sleep.

Ubiquiti – ushering in a new era of long range high throughput wireless technology, delivering amazing wireless performance, making it ideal for building-tobuilding, enterprise use, public wi-Fi applications or just a seamless connection to Netflix.

Our experienced team understand the importance of providing the right solution and can advise you on the best technology to meet your requirements. Our team will listen to what your business needs and provide the best solution

Why choose Yeastar?

For 16 years, Yeastar has served more than 450,000 customers in over 100 countries with reliable, robust and flexible VoIP & UC solutions.

Yeastar phone 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's phone 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 Phone System to be easy to use, implement, and manage.

"We love the Yeastar phone systems, the ease of use and set up has allowed us to move from our previous over complicated 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.

The Yeastar P-Series phone 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 phone 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 an on premise, software or Cloud solution. Pick what suits the needs of your business best.



Future proof and scalable, to grow with your business.

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

The P-Series phone 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

The P-Series phone 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 system, enabling easy access and dialling from anywhere. Each department has 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

The P-Series phone 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 phone 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 Phone System can also work with 3rd party technologies, including standard SIP endpoints, headsets, CRM, helpdesk, directory services, Microsoft Teams, Outlook, PMS, and more, to break the barriers among a wide variety of systems, deliver a unified experience with unmatched simplicity and new possibilities



Omnichannel Messaging

By integrating digital channels such as Live Chat, SMS, WhatsApp and Facebook, P-Series allows businesses to manage all customer messages in one place through Linkus UC Clients. Users can quickly respond to customer queries, transfer chat conversations to team members, and send messages to customers, providing an omnichannel customer experience.

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 makes real-time business communications and collaboration easy across multiple devices, for true one-number access.

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





Stay Connected
Anywhere Anytime

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 phone system. Reach out to customers easily everywhere.

CRM Integration

Integrate Salesforce, Dynamics 365, Zoho, Bitrix24, Odoo, Sugar and Hubspot 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.

Call Flip

Move a live call between your PC, mobile, and IP Phone within seconds. Continue your calls on another device without interrupting the conversation.

Call Center

Deliver exceptional customer service with maximized efficiency

The P-Series phone system tightly integrates call centre and unified communications capabilities to put everything you need on a single, integrated system.

Call centre telephony for SME's doesn't have to be expensive or complex. The P-Series introduces an inbound call centre 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.

Boss Secretary

Allows a designated user, the "secretary", to screen both internal and external calls, for another designated user, the "boss".

Hot Desking

Hot desking allows users to set up at any empty desk, they can quickly log in to the phone, and make or receive calls with their own extension number.

Queue Callback

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 navigation sidebar with 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, Details. One entry shows John Snow [4444] calling Tomas Morrison [1025] in a 'Talking' state for 00:36:31. Below the table is a 'No Data' message with an envelope icon.
- Outbound Calls:** A table with columns: Caller, Callee, Status, Time, Details. One entry shows James Blant [3333] calling 94939922223 in a 'Talking' state for 00:08:32. A context menu is open over this entry with options: Transfer, Hang Up, Parked, Barge In, Listen, and Whisper.
- Ring Group:** A card showing 6300 1 (1/1).
- Queue:** A card showing 6400 6400 (1/7).
- Group Voicemail:** A card showing 6100 6100 (0/0).
- Extension List:** A sidebar on the right showing a list of extensions with their status (green for available, red for busy) and call counts. It is categorized into 'Support (2/4)' and 'Sales (6/6)'. Extensions include: 1000 Cora Rowland (0/0), 4444 John Snow (0/0), 1002 Samuel Lane (0/0), 1010 Victor Peterson (0/0), 1001 Troy Anderson (0/0), 1004 Amelia Grant (0/0), 1008 Leona Meyers (3/3), 1024 Scarlet Nash (0/0), 1025 Tomas Morrison ..., and 3333 James Blant (7/7).

At the top right, there is a search bar for '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 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.

Yeastar P-Series System and Teams users 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

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.

Hospitality

Yeastar P-Series Phone System is a simple-to-use solution optimized for hospitality sectors. It integrates easily into existing hotel infrastructures, supporting both SIP phones and analogue phones, and includes inbuilt hospitality-centric features like PMS integration, call accounting, voicemail, and more that take hotel service to next level.

Guest Reception

See guest name on reception, room service and management phones. Use ready-made PMS integration to streamline front-desk and housekeeping functions and have everything ready for billing when guest checkout.

Staff Mobility & Collaboration

Mobile app empowers staff to stay connected and responsive to guest request while on the go. With integrated chat, voice, and video features, enhance collaboration between different departments.

Room Booking

Add “Click-to-Call” button to hotel website and see booking rates soar. The system’s inbuilt WebRTC trunk and advanced call center features help reduce customer call wait time and build brand loyalty with custom greeting, multi-language IVR, and more.

SMS Notification

Send and manage SMS notifications for room booking confirmation etc. Promote your brand services, restaurants, and amenities before, during, and after their stay.

Emergency Calling

Keep staff and guests safe with inbuilt emergency calling feature. Allow calls to go at any time to emergency number and trigger a notification to emergency contacts at the same time.



Education

With the Yeastar P-Series phone system, schools can 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.

Great for any business

Finance

Meeting the growing requirements of financial services providers, the Yeastar P-Series offers a user-friendly and feature-rich telephone system. Therefore enhancing the customer experience and enabling financial services providers to efficiently develop and manage client relationships.

Reduced Costs

Make free calls among branches and offices and reduce long-distance call charges and operational costs

Reliable System

Ensure long operation time with low failure rate and downtime, reducing risks associated with the repair. Built-in firewall and multi-level security measures protect the system from being hacked

Multiple Branches

The advanced solution can support financial services providers with a single office and business with multiple branches spreading nationally.

Call Recording

Call recording helps you business stay compliant, resolve disputes, and ensures your values, codes of conduct and goals are being met.

Enhanced Experience

With the powerful IVR feature, all incoming calls will be handled automatically and professionally. Meanwhile, distribute the calls among offices or remote workers.

Mobile Communications

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

CRM Integration

Users can be given more visibility into caller information while enhancing relationships with customers and improve productivity and collaboration

Fax to Email

Without the need for a fax server or additional phone line, users can send an incoming fax as email and receive fax anywhere anytime.





Transport / Logistics

A 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 loss of communication with customers or staff members.

Broad Compatibility

Compatible with various IP systems and traditional phone systems, 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 phone 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.

Features

	Standard On-premise	Enterprise On-premise & Cloud	Ultimate On-premise & Cloud
Business Features	✓	✓	✓
Telephony Features	✓	✓	✓
Administration & Security	✓	✓	✓
Unified Communications	✓	✓	✓
Team Chat	✓	✓	✓
Remote Access Service*	✓	✓	✓
Custom PBX Domain Name	✓	✓	✓
Remote & Secure PBX Web Portal Access	✓	✓	✓
Linkus UC Clients Remote Connection	✓	✓	✓
LDAP Server Remote Access	✓	✓	✓
Remote SIP Service*		✓	✓
Easy Remote SIP Endpoints Registration*		✓	✓
WebRTC Trunk		✓	✓
Advanced Call Center Features		✓	✓
Automatic Call Distribution & Skill-based Routing		✓	✓
Queue Callback		✓	✓
Intuitive Queue Panel		✓	✓
Real-time Wallboard & SLA Monitoring		✓	✓
Insightful Call Center Reports		✓	✓
Omnichannel Messaging		✓	✓
Website Live Chat, SMS, WhatsApp, and Facebook messages in one single inbox		✓	✓
Message to Queue & Chat Transfer		✓	✓
Automatic Contacts Matching		✓	✓
Message Detail Records		✓	✓
Phonebooks		✓	✓
Call Accounting		✓	✓
Voicemail Announcement		✓	✓
CRM and Helpdesk Integration		✓	✓
Contacts Synchronization, Call Pop-up, Call Journal, Click to Call		✓	✓
Supporting HubSpot, Zoho, Salesforce, Bitrix24, Odoo, Zoho Desk, and Zendesk		✓	✓
Microsoft 365 Integration		✓	✓
Microsoft Teams Integration		✓	✓
Outlook Integration		✓	✓
Microsoft Entra ID (Azure AD) Integration		✓	✓
User Sync & Single Sign-on (SSO)		✓	✓
Remote Archiving*		✓	✓
Archive call recordings & system backup files to external servers		✓	✓
Supporting FTP, SFTP, Amazon S3, and Google Cloud Storage		✓	✓
Active Directory Integration			✓

Features Continued

Video Calls & Video Conferencing			✓
Linkus SDKs			✓
SDKs for Android, iOS, macOS, Windows, Web			✓
Disaster Recovery*			✓
PMS Integration*	Optional	Optional	Optional

Standard Feature List

Telephony Features

- Call Forwarding
- Call Transfer (Attended/Blind)
- Call Monitoring (Listen/Whisper/Barge-in)
- Call Parking
- Call Pickup
- Call Waiting
- Call Flip/Switch
- Call Merge
- IVR
- Queue
 - Queue Priority
 - Queue Call Logs
 - Queue Missed Call Disposition
- Ring Group
- Paging & Intercom
- Conference Rooms
- CDR & Scheduled Download
- Basic Call Reports
- Dial by Name
- AutoCLIP
- Caller ID
- CID-based & DID-based Call
- Routing
- DID (Direct Inward Dialing)
- DND (Do Not Disturb)
- DOD (Direct Outward Dialing)
- DNIS

Business Features

- Call Recording
 - Support Scheduled Download to Remote FTP Server
- Call Allow/Block List
- BLF Support
- Busy Camp-on
- Business Hours & Holidays
- Boss-Secretary
- Custom Prompts
- Distinctive Ringtone
- Music on Hold
- MOH Playlist & Streaming
- T.38 Fax
- TAPI Driver
- Fax to Email
- Voicemail
- LDAP Server
- PIN List
- Speed Dial
- Emergency Number
- Emergency Notifications
- IP Phone Concurrent Registrations
- Operator Panel
 - Monitor Call Status
 - Monitor Presence Status (Extension, Ring Group, Queue, Parking Slot)
 - Drag & Drop to Dispatch Call
 - Advanced Call Control

Administration & Security

- #### Administration
- Web-based GUI
 - Dashboard
 - Auto Provisioning
 - User Role & Permission
 - Extension Group & Organization
 - Bulk Import & Export (Extension, Trunks, Route, Contacts)
 - Operation Logs
 - Event Logs & Notifications
 - Backup and Restore
 - Troubleshooting
 - Built-in SMTP Server
 - AMI (Asterisk Manager Interface)
 - Network Drive
 - SNMP Support
 - Hot Standby*
 - API*
- #### Security
- SRTP & TLS Call Encryption
 - Auto & Static Defense
 - Global Anti-hacking IP Blocklist
 - Certificates
 - Password Policy Enforcement
 - Two-factor Authentication
 - Allowed Country IP's & Codes
 - Outbound Call Frequency

Unified Communications

- Linkus UC Clients
 - Web Client
 - Mobile Client (iOS & Android)
 - Desktop Client (Windows & MacOS)
 - Google Chrome Extension
 - WebRTC Audio Call
 - Function Keys on Web/Desktop Client
 - Hotkeys on Desktop Client
 - Remote Desk Phone Control (Linkus CTI Mode)
- Presence
- Contacts Management (Personal and Company)
- Audio Conferencing
- Door Phone Video
- Preview
- Voicemail
 - Voicemail Transcription
 - Group Voicemail
 - Voicemail to Email
- Pop-up URL
- Microsoft Teams Integration (via Call2Teams)
- Headset Integration

* Please speak to your sales representative for further details on this feature.



Beacon Innovation Centre
Gorleston-on-Sea
Norfolk
NR31 7RA

Phone:
Gorleston : 01493 444555
Norwich : 01603 324555
Lowestoft : 01502 377277

Email: sales@atel.co.uk / sales@angliatechnology.co.uk
Web: www.angliatechnology.co.uk

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