

# SME PBX System & Unified Communications

*Empower, Enhance, and Future Proof SME Business Communications* 



# Yeastar SME PBX System & Unified Communications

Yeastar provides small and medium-sized businesses with powerful PBX System and complete unified communications solutions. It's more than telephony; it brings enterprise-grade business communication capabilities to users across a wide variety of industries. Easy to use and manage, Yeastar PBX System helps SMEs 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 interoperable solution.



#### Future-proof communication system

Yeastar PBX 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 update.

#### 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

Yeastar PBX System boasts a lengthy list of enterprise-grade features, covering SMEs daily communication needs. Call queue, ring group, auto attendant, conference, voicemail and more are all provided at no additional cost.



#### P-Series PBX System

#### "PBX-Plus-More" System

For businesses with higher expectations on business communications



### S-Series VoIP PBX

#### **On-premises Phone System**

For businesses with entrylevel requirements on business communications



#### Yeastar Cloud PBX

#### Hosted Phone System

For businesses prefer not maintaining any hardware and a pay-as-you-go model



#### Available for Web, Windows OS, macOS, Android & iOS mobile phone







Make and receive enterprise VoIP calls over your business' trunks and phone system from virtually any devices.

 $\bigcirc$ 

See who is available, offline, away, on a call, in a break or trip, etc. immediately. You can also customize availability status description.

Create and manage your Company and Personal Contacts that sync across Linkus clients, IP Phone, and PBX. Reach customers easily anywhere.

000	One number reach to conceal your mobile
000	phone number and ensure a unified corporate
000	identity.

#### **Recent Awards and Recognition**







# Linkus UC Clients

### Stay Connected Anywhere Anytime

Linkus is a unified communications client for Web Browser, Windows Desktop, Mac Desktop, iPhone and Android phones. Designed for Yeastar PBX System, it transforms your desktop and mobile phone into a fully-featured office extension, provides convenient call experience with click-to-call, and offers powerful collaboration features like presence, instant messaging, contacts management, CRM integration, etc.

Linkus UC Clients tailor communications to fit each employee's role and enable productivity gains through UC efficiencies.





Collaborate with your colleagues efficiently through personal chat, group chat, and file sharing.



Secure instant messaging with proprietary binary protocol and encrypted communications with TLS/SRTP.



Meet face-to-face with anyone in the world instantly via integrated video conferencing and 1:1 web video calls on Linkus Web Client.



Integrate Salesforce, Dynamics 365, and Zoho CRM with Linkus to enjoy instant click-to-call, call popup, and call journals.



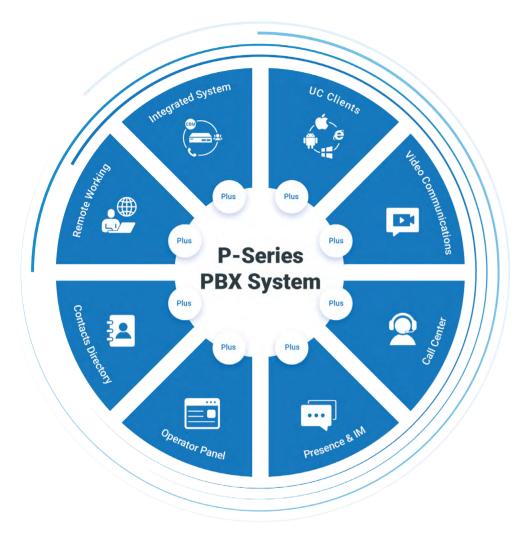






# P-Series PBX System

Go boundless. Converge voice, video, applications, collaboration, and more for SMFs.

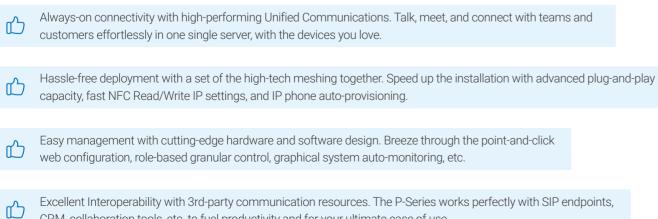


Purpose-built for SMEs to fulfill more sophisticated communication needs, Yeastar P-Series PBX System is a converged system that wraps a suite of services around, including voice, video, applications, collaboration and more in a single system.

Beyond just a PBX, it provides SMEs with visualized call management, advanced call center features, anywhere-anytime connectivity, and everything practical yet out performing across mobiles, desktops, and browsers.

Whether making a phone system transition or starting from the ground up, get a leg up on competition with the "PBX Plus More" system that allows uninterrupted, future-proof communications at all times.

### Superior Capacity that Powers Digital Future



CRM, collaboration tools, etc. to fuel productivity and for your ultimate ease of use.

Enhanced multiexperience collaboration that crosses platforms, touchpoints and modalities. ம் P-Series PBX System is highly-integrated, adaptable, and evolutionary to future digital workplace.

# Linkus Web Client

### Voice, Video and More. Visualized Panel for Everything to Connect, Easily

Besides the Linkus Desktop and Mobile Client, Yeastar P-Series PBX System also supports Linkus Web Client that gives each user the ability to maintain all aspects of communications right from the browser. Beyond just a web-based softphone, it provides at-a-glance visibility to everything that a user needs in real time and supports robust call handling, video conferencing, operator panel, and call center functionalities to make every connection a snap for every role.



### All Tools You Need in One Interface





Extensions & Contacts

Web Audio/Video Call





Advanced Call Handling

Video Conferencing





**Operator Panel** 

Comprehensive Call Logs





Voicemails & Recordings

**Preference Settings** 

### **Easier Call Management** for Receptionist

With the all-in-one Operator Panel, your receptionists get a holistic view and complete control of your company call activities. The dynamic panel design allows you to access simultaneously the real-time caller info, employee availability, company-wide Ring Group/Queue/Parking status, and advanced call control functions such as drag-and-drop routing, call transfer, call park, etc. in a single interface.

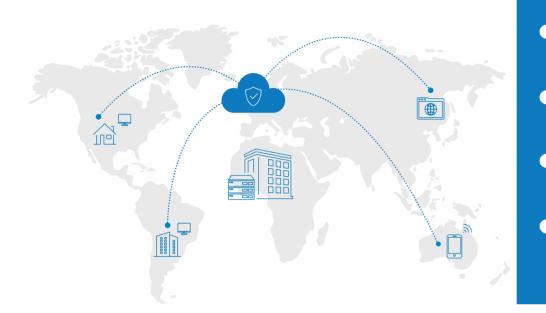
### Instant Video Communications

Leveraging the integrated 1:1 web video call and video conferencing features, you get to meet face-to-face with anyone in the world instantly and securely right on the web browser. With a simple click of mouse, remote team meetings and customer conferences can get simple and engaging with instant link invitation, screen sharing, and in-meeting team chat.

## **Remote Access Service**

### Set your team up for anywhere-anytime productivity instantly, securely

Remote Access Service is a turnkey remote working solution developed specially for P-Series appliance. It provides an easy-to-access domain name, safeguards PBX remote web access, and allows the remote workforce to enjoy a consistent in-office unified communications experience with Linkus UC Clients anywhere on any device.



- $\bigcirc$ Yeastar-supplied domain name for you to customize the PBX URL
- Remote and secure web access to P-Series administrator/user portal
- One-click remote connection for your Linkus Desktop/ Mobile/Web Clients
- Consistent in-office experience with all extension and UC features at fingertips
- Eliminated risky port forwarding, complex network and server configurations

## P-Series PBX System Plans Bring more values to customers and grow with recurring revenues

\*The Basic Plan is included with the appliance. The Enterprise Plan and the Ultimate Plan require additional subscription.

	Basic Plan	Enterprise Plan	Ultimate Plan
Business Features	$\bigotimes$	$\bigotimes$	$\bigotimes$
Telephony Features	Ś	Ś	$\bigotimes$
Administration & Security	Ś	Ś	$\bigotimes$
Unified Communications	Ś	Ś	$\bigotimes$
Call Center		Ś	$\bigotimes$
Remote Access Service		Ś	$\bigotimes$
Video Conferencing			$\bigotimes$
Web Video Call			$\bigotimes$

### Features Included with the Appliance

Business Features	Telephony Features	Administration & Security	Unified Communications
BLF Support	Call Forwarding	Web-based User Portal	Linkus Mobile Client
Business Hours & Holidays	Call Monitoring	Dashboard	Linkus Desktop Client
Call Allow/Block List	Call Parking	Granular User Role	Linkus Web Client
Call Recording	Call Pickup	Bulk Import & Export	Click to Call Chrome Extension
Custom Prompts	Attended Transfer	(Extension, Trunk, Route, Contacts)	Linkus Select & Dial with Hotkey
DNIS	Blind Transfer	Extension Group	Audio Conferencing
Emergency Number	Call Waiting	Built-in SMTP Server	Company & Personal Contacts
Emergency Notifications	Caller ID	Event Logs	Unified Messaging
Mobility Extension	CID-based Call Routing	Event Notifications	Operator Panel
Music on Hold	DID-based Call Routing	Network Drive	Unlimited Users
MOH Playlist	Conference Rooms	Backup and Restore	Dispatch Active Calls
Microsoft Teams Integration	Dial by Name	Operation Logs	(Redirect, Transfer, Hang up,
Remote Extensions	DID (Direct Inward Dialing)	SRTP & TLS Encryption	Record, Park, Monitor)
Speed Dial	DOD (Direct Outward Dialing)	Troubleshooting	Monitor Call Status
T.38 Fax	DND (Do Not Disturb)	Security	(Inbound, Outbound,
Fax to email	DISA	Password Policy Enforcement	Extension, Parked Calls,
Voicemail	IVR	Auto Defense	Ring Group, Queue)
Personal Voicemail Greeting	Queue	Static Defense	Unified Presence
Voicemail to email	Ring Group	• IP Blocklist	Switch Presence Status
WebRTC Audio Call	CDR & Basic Reports	Security Alerts via Email	Switch Business Hours

## Call Center

### Deliver exceptional customer service with maximized agent efficiency

Yeastar P-Series PBX System provides an economical 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 SMEs impress their customers, empower their agents, and elevate their business.



Switchboard-type Queue Panel with all the effective tools in one webbased interface.



Customizable Wallboard to monitor up to 16 key performance metrics in real time.

SLA

Advanced SLA function for you to define and auto-monitoring call center service level.

Real-time & historical reports for targeted analysis based on agent,

queue, timeframe, etc.



## S-Series VoIP PBX

### Entry-level On-premises Business Phone System for SMEs



## 5 2 Modular and Scalable

The unique modular design allows users to customize the interfaces and scale readily; the choices are extensive: FXS, FXO, GSM/3G/4G, BRI, and PRI modules



#### **Abundant Features**

From flexible call routing, IVR, to call conferencing and recording, etc. increase efficiency and lower cost of ownership with all-inclusive features in a single server.

## Q

#### Secure Communications

Protect the system with encrypted signaling and media, IP allowlist & blocklist, Firewall, VPN Server, and advanced call permission settings.



#### Easy Management

The S-Series features fast installation with plug-and-play capability and an intuitive Metro UI driven by point-and-click configuration, from any location.



#### **Quick Provisioning**

Automatically provision IP phones from Yealink, Fanvil, Cisco, Snom, Polycom, Gigaset, Grandstream, Htek, etc. and enjoy the great interoperability.

#### **Reliable Performance**

Powered by industrial grade CPU processors, cutting-edge hardware design and software development, S-Series VoIP PBX is trustworthy and reliable.

# Linkus Cloud Service

### Less setup hassle. More efficient communication.

#### Challenge

Remote workforces and WFH employees need to connect to the company's communication system and stay connected to their co-workers and customers. But communications with Linkus client or any other softphones outside of company networks requires complicated network settings: port forwarding, NAT settings, and network issues are simply nightmares.

#### Solution

Thanks to the cloud technology, we are now able to provide Linkus Cloud Service to clear all the obstacles and create an effortless configuration process. It won't take 1 minute to configure Linkus server and port forwarding, NAT issues, and misconfiguration will be a thing of the past.

Linkus Cloud Service is a valued-added service designed to make remote working easier and more accessible for Yeastar S-Series PBX users. Freeing you from IT headaches, it avoids the necessity of port forwarding when using Linkus outside of the company and offers secure, uninterrupted Linkus remote connection in no time, so your teams can work and collaborate with clear, reliable calling and secure unified communications, irrespective of locations.



#### Don't Let Network Settings Stop Users from Using Linkus

The cloud-enabled Linkus no longer requires port forwarding and frees the PBX administrator from tricky server and network settings; Linkus setup is now a breeze. Eliminating the need for exposing ports to the Internet, Linkus Cloud Service also strengthens the network's security.

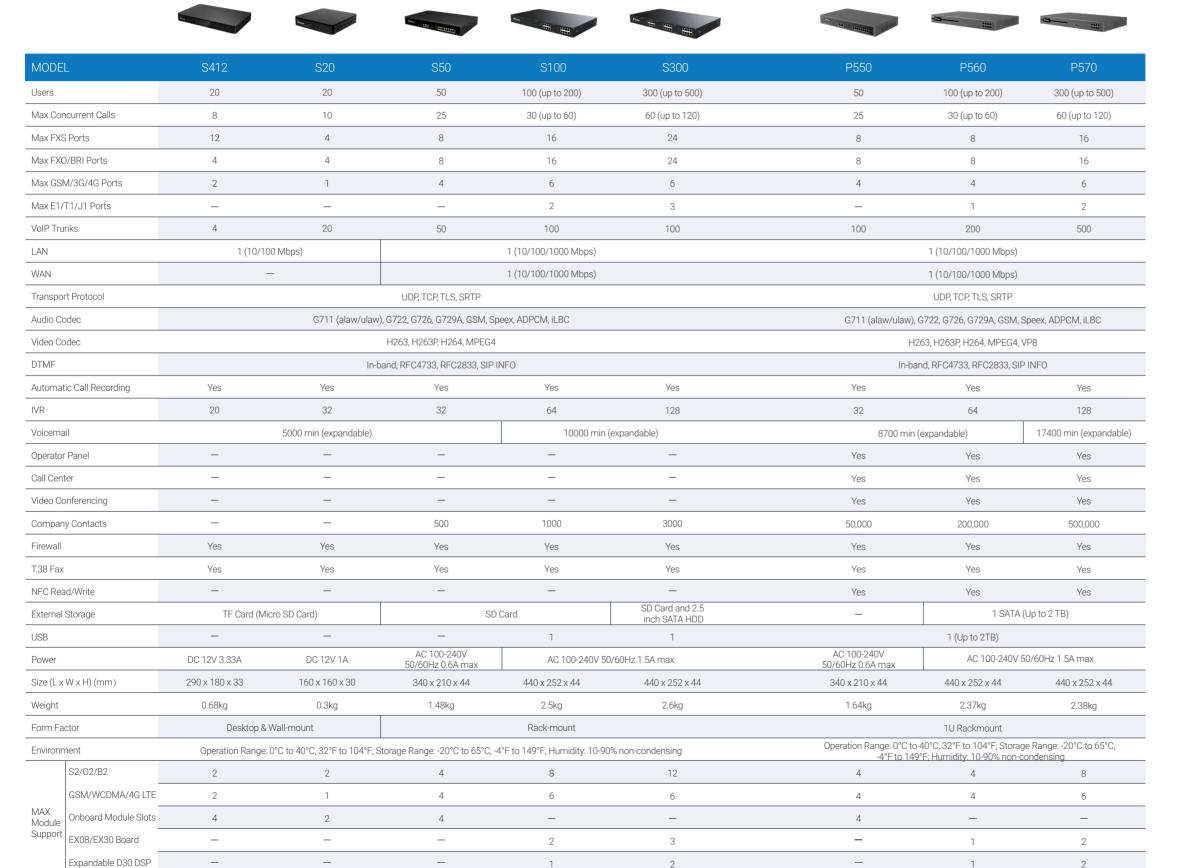
#### Better Call Quality and User Experience

The quality of a VoIP call is heavily dependent on the environment that the call is running in. Linkus Cloud Service stops NAT issues from happening and provides a reliable call environment to improve the call

#### Natural UC Experience Now a Reality for **On-premises PBX**

Linkus Cloud Service brings collaboration features to users of S-Series VoIP PBX as handling instant messaging and file-sharing on S-Series is inconvenient and infeasible. The advantage of cloud technology is best positioned to provide IM and file sharing for S-Series users.

## S-Series & P-Series PBX Specifications



#### **Telephony Module**



- S2: 2 FXS Ports
- B2: 2 NT/TE BRI Ports
- 02: 2 FXO Ports
- SO: 1 FXO and 1 FXS Port



- GSM: 1 GSM Channel
- WCDMA: 1 WCDMA/3G Chanel
- 4G LTEL: 1 4G LTE Channel

#### **Expansion Board**



• EX08: 4 Module Slots and 8 Interfaces on the Panel

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• EX30: 1 Onboard E1/T1/PRI Interface

#### **Expand System Capacity**



• D30 DSP: Add 100 VoIP Users & 30 Concurrent Calls

## Yeastar Cloud PBX

Cloud-based Business Phone System



Combine a cloud PBX and unified communications service delivery platform with flexible business models to accelerate channel success and deliver optimal business phone service.

### Satisfy Customers with Optimal User Experience

Yeastar Cloud PBX provides users with optimal communication experience and empowers channel partners to deliver exceptional value to their customers. By satisfying the customers with flexible and reliable cloud communication services, channel partners will ultimately enhance their opportunities in the steadily growing UCaaS market.

- ✓ Features like Auto Attendant, Queue, Conference, and more are all included in our cloud PBX solution without extra costs.
- $\checkmark$  Linkus UC Clients delivers consistent communication experience across multiple devices.
- $\checkmark$  New users can be added as needed. Your customers will have a business phone system that grows with them.
- $\checkmark$  Yeastar Cloud PBX is compatible with worldwide SIP trunks and mainstream IP phones.
- ✓ Multi-site organizations can unify headquarters, branches, and teleworkers within a single cloud PBX system.
- $\checkmark$  Get started in minutes. Save time and energy through multi-level user permissions.

# Simplify Management with Yeastar Management Plane

Yeastar Management Plane (YMP) is a centralized service delivery platform, which supports multi-instance deployments capable of delivering premium class hosted PBX services to your customers in the most cost-efficient way. It only takes seconds to create a new PBX instance for your customers and the PBX will be live immediately. The number of users and concurrent calls can be scaled up or down with just a few clicks.

### Overview in Dashboard



Real-time status of CPU, network, and memory is displayed in intuitive graphics.

#### **PBX List**



Comprehensive information about your devices. Easy installation and configuration.



#### Instant Alarm

Customized system and PBX events will trigger alarms for specified contacts.



#### **Robust Security Mechanism**

Blacklist, Fail2ban, Limited Country Access, Dynamic Defense, Statistic Defense, and more.

#### Maintenance



System upgrade, backup & restore, as well as system and operation logs.

#### Easy Capacity Expansion



Increase or decrease system capacity including the number of PBX, extensions and concurrent calls.



### Flexible Deployment Models: The Choice is Yours

With flexible purchasing and deployment models, you can either use YMP without preparing any server or reside YMP in your data center or the cloud service platforms. Regardless of the entry price and level of experience, you will find a new way into the market and take advantage of the recurring revenue stream. If you'd like to sell under your brand, the white label option is also available.

### 1 Turnkey Solution

In the OpEx Model, there is no need for you to prepare the servers, and it requires minimal technical knowledge. You will have access to YMP without any setup time and start to sell right away, ensuring the fast time-to-market and quick ROI.

- Low Upfront Costs
- ✓ Short Time-to-market
- Rapid Return of Investment
- No Infrastructure to Maintain
- 🗸 🛛 Zero Setup Time

### 2 Bring Your Own Infrastructure

In the CapEx model, you can reside YMP in the cloud services platforms of your choice or your own data center. This way, you can have complete control of your telecom infrastructure and generate a recurring revenue stream as the OpEx model.

- Your choice of public cloud service platforms or local data center
- ✓ Stay in complete control over YMP
- Re-branding options: place your own logo and use a custom domain



## Yeastar VoIP Gateways

Best VoIP Gateways for SMEs and Service Providers

### TA Series Analog VoIP Gateway

TG Series VoIP GSM Gateway



Yeastar TA Analog VoIP Gateways connect legacy analog telephones, fax machines and PBX systems with IP-based phone systems. TA Series helps businesses to preserve previous investment on legacy telephone systems and reduce communication costs significantly with the true benefits of VoIP.

#### Features & Benefits

- 4/8/16/24/32 FXS ports or 4/8/16 FXO ports
- Advanced and flexible calling rules
- Support various methods to light up the MWI
- Web interface for easy configuration and management
- Interoperable with a wide range of legacy and IP devices
- Best for connecting analog devices to VoIP and providing SIP trunkings for legacy PBX



Yeastar TG is a series of VoIP GSM/3G/4G gateway connecting GSM or 3G WCDMA or 4G LTE network to VoIP network directly. It provides GSM trunking solution for IP-based telephone systems, fallback solution in case of landlines outages, and an alternative for areas with limited landlines or SIP connections.

#### Features & Benefits

- 1 to 16 GSM or 3G WCDMA or 4G LTE channles
- Link up PBX with cellular trunks
- Save costs with mobile-to-mobile calls and SIP trunks
- Send and receive SMS and bulk SMS via Web GUI
- Work as a backup when the landline goes down
- Everything can be easily set up on the Web interface
- High compatibility with IP-PBX and softswitches



**TE Series PRI VoIP Gateway** 

Yeastar TE Series PRI VoIP Gateway provides single or dual E1/T1/J1 ports. It offers SMBs using legacy telephone systems a cost-effective addition to connect VoIP networks, and bridges the gap between traditional ISDN connections and IP-based phone systems to provide dial tone.

#### Features & Benefits

- Up to 60 simultaneous VoIP to ISDN PRI calls
- Configurable E1/T1/J1 ports and TE/NT Modes
- Flexible call routings to reduce communication costs
- Simple management with easy-to-navigate Web GUI
- Connect ISDN PBX to VoIP and retain the dialing habits
- Bring ISDN trunks to a VoIP-only phone system
- Compatible with various ISDN PBX and IP-PBX

### **TB Series BRI VoIP Gateway**

Yeastar TB200/400 is a compact and reliable standalone VoIP BRI gateway offering 2 or 4 BRI ports for companies using ISDN BRI lines. An easy, cost-effective and flexible integration into any VoIP system or enabling any IP PBX to be connected to the public ISDN network.

ALL THE

#### Features & Benefits

- Software configurable TE/NT modes
- ISDN PBX has access to VoIP network
- Preserve investment on PBX infrastructure
- Additional ISDN BRI trunking for IP-PBX
- Cost savings on phone calls via VoIP
- ISDN compliant and proven interoperability
- Compatible with your ISDN PBX, IP-PBX, and softswitch

## Yeastar Remote Management

Manage and Monitor Customer Premises Yeastar Devices Easily and Securely

Built for Yeastar Devices, Yeastar Remote Management is a robust centralized platform for easy management and configuration of your customer-premises Yeastar PBXs and gateways. It helps you to securely monitor and manage Yeastar Devices from one single platform, giving you the power to guickly and securely take control without having to travel to the equipment



Supported Devices: S-Series VoIP PBX, Yeastar Cloud PBX, K2 IP-PBX, TA1600/2400/3200 FXS VoIP Gateway

#### Easy and Secure Remote Management

Leveraging Remote Management, you get to configure the customer's devices regardless of your location while your customers get Level 2 technical support. All remote connections are HTTPS secured. Moreover, every command is double checked by device connection and rolebased access control. You can review comprehensive logs and have total traceability.

#### Real-time Monitoring and Notification

An all-in-one dashboard presents you with a real-time eagle-eye overview of all your customerpremises devices from a central point. By automatically monitoring the status of the device, Remote Management takes the great burden off your shoulder. You can also get immediate alerts on critical system issues before your customers do, and react to them right away.

#### Monetize Support Services with Recurring Revenue

Remote Management not only allows for efficient management but also enables you to create a recurring revenue stream by monetizing support services. Excellent technical support always bears great significance in continued revenue. The ability to proactive monitoring and reaction contributes to a more efficient, successful and profitable solution.

### FEATURES:





Dashboard



**Device Management** 



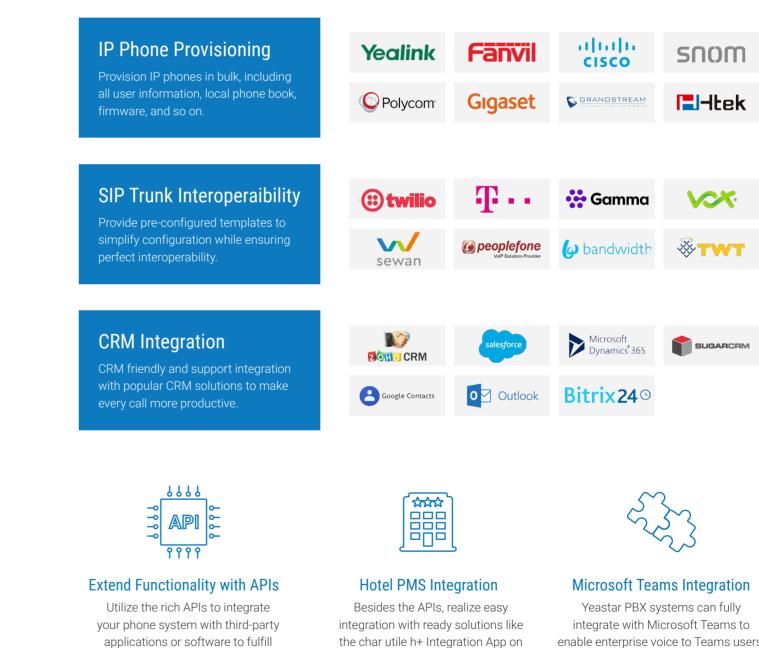
**Device Configuration** 



**Device Monitoring** 

# Proven Interoperability and Seamless Integration

Yeastar PBX System works perfectly with your office infrastructure and IT services, whether it's IP phones, SIP trunks or your CRM. Aiming to provide effortless integration and interoperability, Yeastar PBX System adopts open approaches to help you tap into the VoIP ecosystem and take advantage of the fully integrated system and uninterrupted business communications.



the char utile h+ Integration App on the S-Series to connect char, the PMS middleware. As a result, the Hotel PMS and Yeastar PBX systems can be interconnected to perform billing, wakeup-call, and related operations.

your business needs. The possibilities

are immense: intelligent call process

and control, custom voice services,

statistics retrieval, event notification synchronization, and more.

enable enterprise voice to Teams users. The integration helps Teams users to work as regular PBX extensions and enjoy a full set of advanced calling capacities such as IVR, Call Forwarding, Conferencing, etc.

## Bring Teams Together, Everywhere

All the tools you need for seamless UC&C experience



- Enjoy the superior unified communication features
- Flexible terminals including IP phone, analog phone, desktop/mobile softphone, etc.
- Communicate effectively and closely with customers and colleagues who might not work in the office

## Multiple Offices

- Convenient and secure inter-office communications
- A unified corporate number providing the branch office with an appearance of corporate unity
- Easy to use system with least administrative burdens



- Meet the dynamic workforce' needs with anywhereanytime mobility and device usage flexibility
- Turn Web browser, PC or mobile phone into an office extension and never miss a business call
- Consolidated collaborations with robust features like presence, IM, conferencing, etc.

## Upgrade & Migration

- Move from legacy PBX system to VoIP seamlessly
- Boost team productivity with all-inclusive call features and cutting-edge Unified Communications
- Preserving existing analog devices and save costs

#### Always-on Connectivity

Consistent in-office experience with Linkus UC Clients anywhere on any devices



#### Seamless Collaboration

Easily call, chat, meet, or conference through one integrated system, with advanced UC&C features





#### **Productive Call Center**

Get all effective agent & supervisor tools in one unified web panel and boost call center efficiency



#### **Powerful Integrations**

Interconnect your office devices and infrastructure effortlessly: PBX, handsets, fax machines, CRM, hotel PMS, collaboration tools, etc.

#### Remote Management

Centrally monitor and manage Yeastar PBXs & Gateways

#### Easy Communications

Enhance productivity with rich time-saving features like click-to-call, auto attendant, operator panel, etc.

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