

Your Tru Guide to the Yeastar P-Series Telephone System



At Applied Technologies Group, we're on a mission to empower businesses through digital transformation and comprehensive IT solutions. With a wealth of experience spanning decades, we've continually delivered cutting-edge technology products, services, and solutions to a diverse array of clients.

Our Commitment

Our extensive network of resources merges technical expertise with forward-thinking innovation to provide tailored IT support that precisely aligns with your unique business needs. Headquartered in Ballymena, our team of dedicated professionals offers a range of customizable IT support services, designed to be robust, up-to-date, and precisely aligned with your requirements.

Our Core Services

Our core services encompass Voice over IP (VoIP), CCTV, Structured Cabling, Cloud Hosting, Endpoint Security, Managed IT Services, and Bespoke Programming. These solutions are finely tuned to help you meet your business objectives and outperform the competition.

THE APPLIED TECHNOLOGIES DIFFERENCE

Why choose Applied Technologies?

We understand that IT can be a source of concern for businesses, which is why we're here to provide solutions. Whether you need assistance with setting up a new office or require disaster recovery planning to safeguard your vital data, our team of experts is equipped with the knowledge and experience to craft a comprehensive IT support system tailored specifically to your business needs.

We firmly believe that the right technology can supercharge your business's efficiency, while the wrong technology can impede it. That's why we place a premium on outstanding customer support and high-performance solutions that yield results. When you choose Applied Technologies, you can rest assured that your IT services are in capable hands.

Why choose Yeastar?

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

Yeastar 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

Contents

About the P-Series	4 - 5
Linkus UC Clients	6 - 7
Call Center	8
Operator Panel	9
Microsoft Teams Integration	10
Industry Solutions	11 - 13
Feature List	14 - 15

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 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

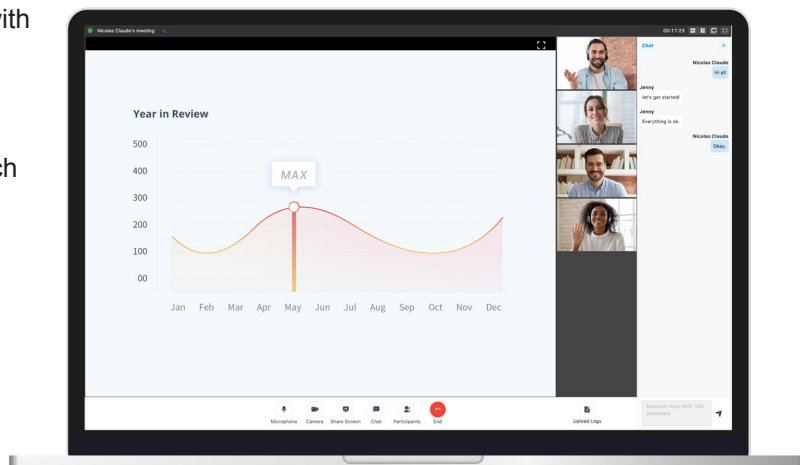
of employees. They can simply drag and drop on the panel to dispatch calls to extensions, ring groups, and queues.



Integrated System

Besides built-in functionalities, the phone system also works perfectly with 3rd party systems, including standard SIP endpoints, CRM, collaboration tools, etc.,

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



Linkus UC Clients: Any Device, Anywhere

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

Driven through a set of applications for web browsers, Android, iOS, Windows and Mac, Linkus makes real-time business communications and collaboration easy across multiple devices, for true one-number access.

Features

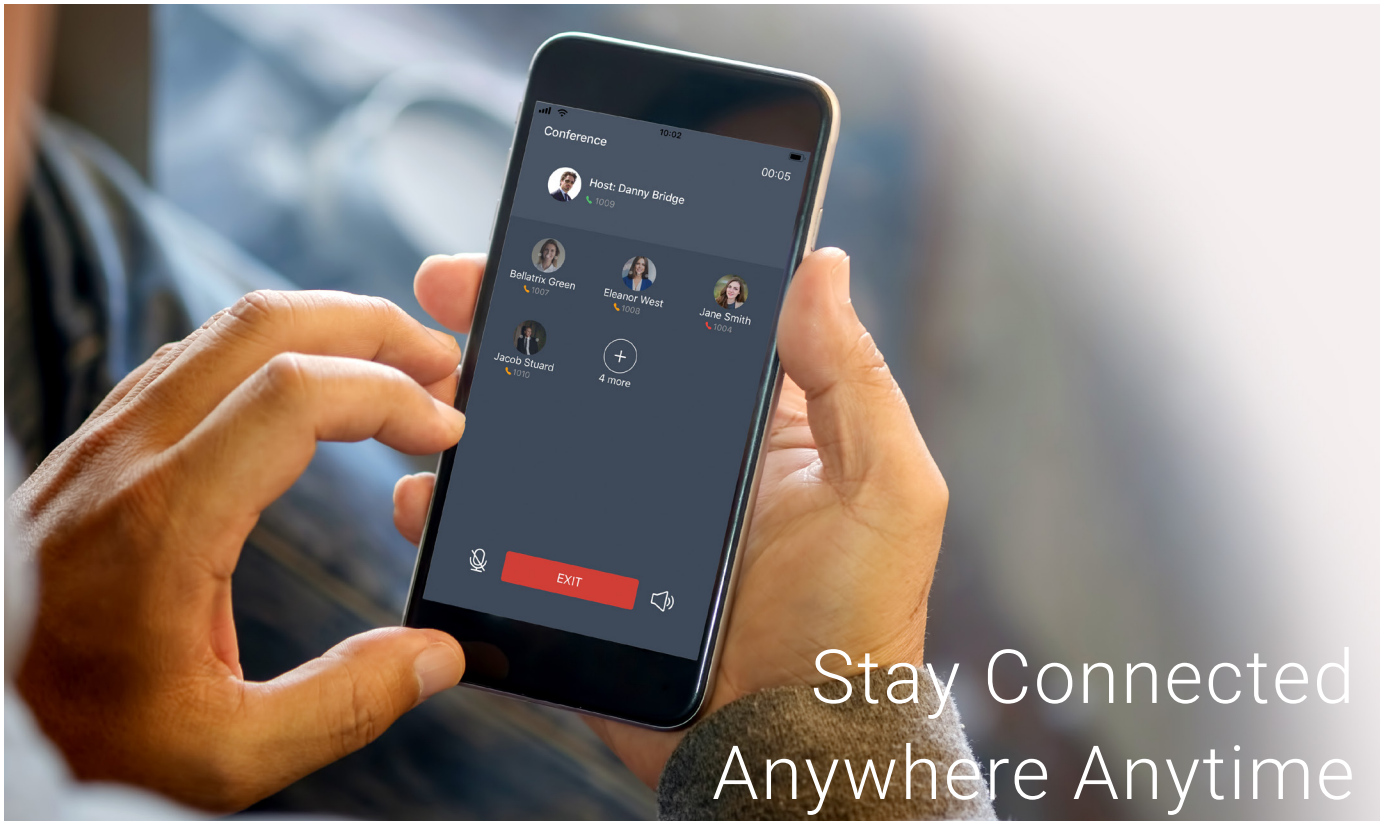
- Single phone number, universal directory, enterprise telephony, reduced call costs
- Same calling experience from browsers, mobiles, and desktops
- Check colleague's presence and availability, and chat with them for efficient collaboration
- Work from anywhere quickly and securely, and stay engaged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

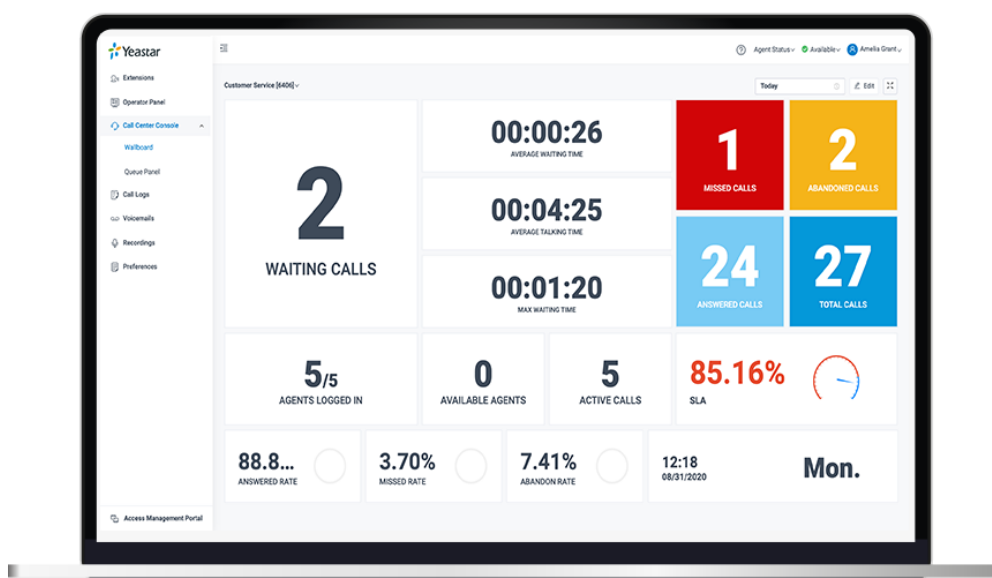
Move a live call between your PC, mobile, and IP Phone within seconds. Continue your calls on another device without interrupting the conversation.

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' status for 00:36:31. Below the table is a 'No Data' icon.
- Outbound Calls:** A table with columns: Caller, Callee, Status, Time, Details. One entry shows James Blant [3333] calling 94939922223 in a 'Talking' status 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).
- Agent Status:** A list of agents with their status (green for available, red for unavailable) and call counts. It is categorized into 'Support (2/4)' and 'Sales (6/6)'. Agents listed include Cora Rowland, John Snow, Samuel Lane, Victor Peterson, Troy Anderson, Amelia Grant, Leona Meyers, Scarlet Nash, Tomas Morrison, and James Blant.

At the top right, there is a user profile for 'Nicolas Clau...' and a search bar for 'Number or Name...'. At the bottom left, there is an 'Access Management Portal' link.

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

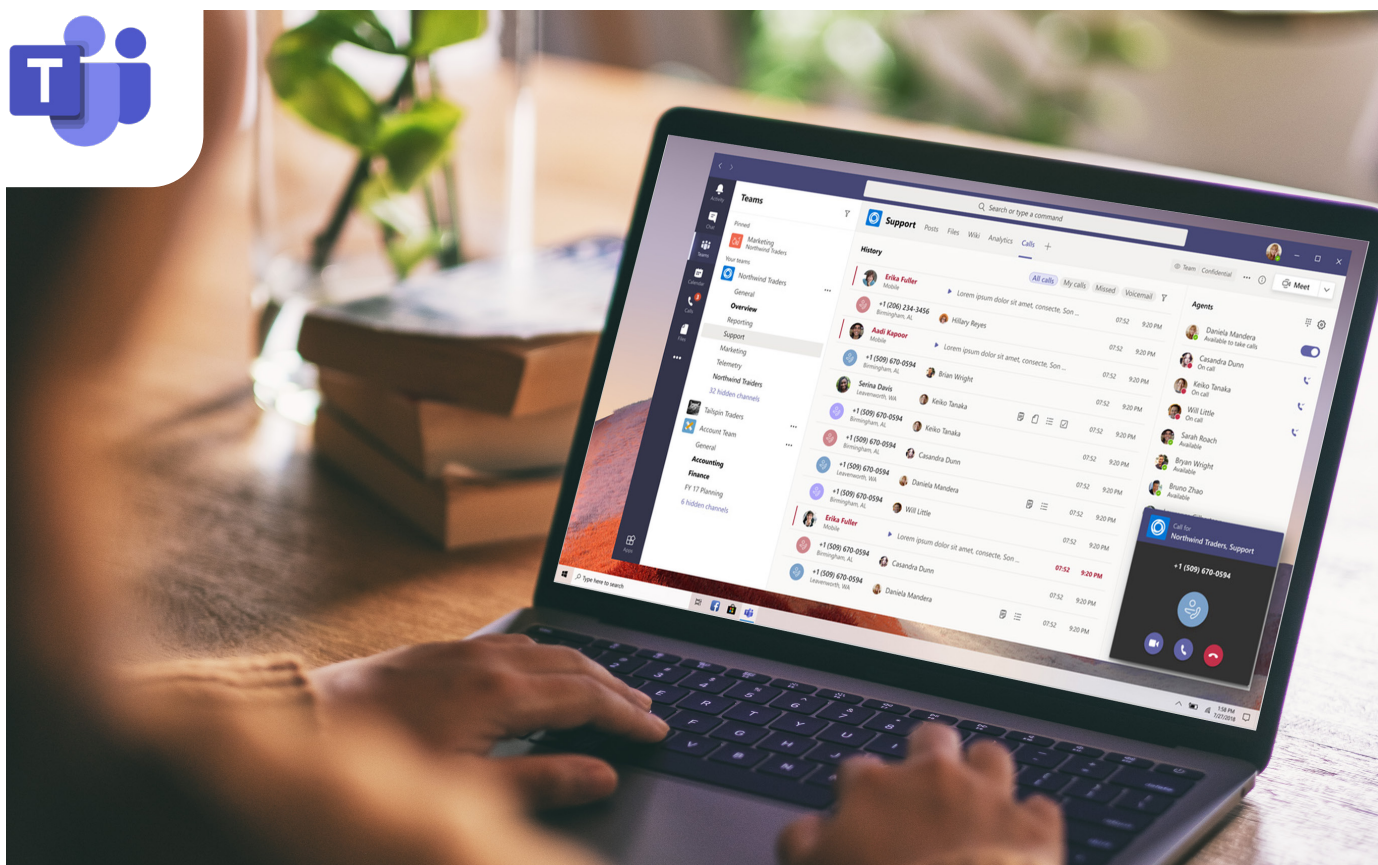
Delivering a complete Unified Communications and Collaboration solution

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

Intense competition in the hotel industry drives hoteliers to pursue the high efficiency of communications and information management systems. The P-Series not only facilitates hotel operations but also ensures high-quality guest experience.

Check-in and Check-out

Streamline operations of the receptionists at the front desk like entering guest information to assist guests to check-in when they arrive at the hotel and check-out before they leave.

Manage Room Status Via the Room Phone

The hotel maid can dial the feature code from the guest room phone to confirm the room's status, clean or dirty, or the minibar needs to be replenished.

Receive Voice Messages

The PMS integration solution provides convenient phone feature for hotel receptionists by allowing extensions to receive voice messages so that voice booking information won't be missed.

Schedule Wake-up Calls

Hotel guests can dial the feature code on their room phones to set wake-up calls themselves, and the reception executive can also see the alarms from the PBX Web interface.

Set Do Not Disturb

Switch the status of any room extension to Do Not Disturb on the hotel phone system to give the customer quiet and relaxing nights without annoying incoming phone calls.



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	✓	✓	✓
Instant Messaging	✓	✓	✓
Remote Access Service*	✓	✓	✓
Custom PBX Domain Name	✓	✓	✓
Remote & Secure PBX Web Portal Access	✓	✓	✓
Linkus UC Clients Remote Connection	✓	✓	✓
Consistent In-Office Communication Experience	✓	✓	✓
Advanced Access Control for Further Security	✓	✓	✓
Remote SIP Service*		✓	✓
Private & Secure Tunnel		✓	✓
Easy Remote SIP Endpoints Registration*		✓	✓
Granular Security Control		✓	✓
No Port Forwarding & NAT Issues		✓	✓
Call Center		✓	✓
Switchboard-Type Queue Panel		✓	✓
Real-Time Metrics on Wallboard		✓	✓
SLA for Performance Measurement		✓	✓
Insightful Call Center Reports		✓	✓
Queue Callback for Reduced Call Abandonment		✓	✓
Phonebooks		✓	✓
Call Accounting		✓	✓
CRM Integration		✓	✓
Contacts Synchronization, Call Pop-up, Call Journal, Click to Call		✓	✓
Supporting HubSpot, Zoho, Salesforce, Bitrix24, and Odoo		✓	✓
Help Desk Integration		✓	✓
Auto Ticket Creation, Contacts Synchronization, Call Pop-up, Call Journal, Click to Call		✓	✓
Supporting Zendesk and Zoho Desk		✓	✓
Microsoft 365 Integration		✓	✓
Azure Active Directory Integration		✓	✓
User Single Sign-on (SSO)		✓	✓
Microsoft Teams Integration		✓	✓
Outlook Integration		✓	✓
API		✓	✓
Windows Active Directory Integration			✓
Video Calls			✓
Video Calls on Web Client			✓
Video Calls on Mobile Client (iOS)			✓

Features Continued

Video Conferencing			✓
Bulk Email & Instant Link Invitation			✓
HD Audio and Video			✓
Screen Sharing			✓
In-Meeting Team Chat			✓

Standard Feature List

Telephony Features

- Auto CLIP
- Call Routing
- Call Forwarding
- Call Monitoring (Listen/Whisper/Barge-in)
- Call Parking
- Call Pickup
- Call Recording*
- Call Flip
- Call Switch
- Call Transfer (Attended & Blind)
- Call Waiting
- Caller ID
- Conference Rooms
- Speed Dial
- Dial by Name
- DNIS
- DID (Direct Inward Dialing)
- DND (Do Not Disturb)
- DOD (Direct Outward Dialing)
- CID-based & DID-based Call
- Allowed/Blocked Number
- Concurrent Registration for IP Phones

Business Features

- IVR
- Queue
- Ring Group
- BLF Support
- Paging & Intercom
- Operator Panel
 - Monitor Call Status (Inbound/Outbound)
 - Monitor Presence Status (Extension, Ring Group, Queue, Parking Slot)
 - Drag & drop Dispatch Call
 - Advanced Call Control
- Blocked & Allow Numbers
- Custom Prompts
- Distinctive Ringtone
- Music on Hold
- MOH Playlist & Streaming
- PIN List
- BLF Support
- LDAP Server
- Hot Desking
- T.38 Fax
- Remote Extensions
- Business Hours & Holidays
- Emergency Number
- Emergency Notification
- CDR & Basic Reports

Administration & Security

- Web-based Management Portal
- Graphical Dashboard
- Auto Provisioning
- Bulk Import & Export (Extension, Trunk, Route, Contacts)
- Extension Directory
- Group & Organization
- User Role & Permissions
- Operation Logs
- Event Logs & Notifications
- Backup and Restore
- Troubleshooting
- Built-in SMTP Server
- Network Drive
- AMI
- Remote Management
- Hot Standby
- Security
 - SRTP & TLS Call Encryption
 - Password Policy Enforcement
 - Auto & Static Defence
 - IP Blocklist
 - Global IP Blocklist
 - Country Allow/Block List
 - Outbound Call Frequency Restriction
 - Two-Factor Authentication (2FA)

Unified Communications

- Linkus UC Clients
 - Web Client
 - Mobile Client (iOS & Android)
 - Desktop Client (Windows & MacOS)
 - Google Chrome Extension
 - Presence
 - Native Contact Management (Personal Contacts, Company Contacts)
 - Audio Conferencing
 - Web RTC Audio Call
 - Function Keys on Web Client
 - CTI
 - Select & Dial with Hot key on Desktop Client
 - Door Phone Video Preview on Linkus Web/Desktop Client
- Voicemail
 - Voicemail Transcription
 - Group Voicemail
 - Voicemail to Email
- Pop-up URL
- Microsoft Teams Integration (via Call2Teams)
- Headset Integration

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



APPLIED TECHNOLOGIES GROUP LTD

Applied Technologies Group Ltd
Unit 8 Woodgreen Trade Mill
3 Woodgreen Road Ballymena
BT42 3DR

Phone: 028 25 220110

Mobile: 07968 255593

Email: sales@iconnecttechnologies.com

Web: www.appliedtechnologiesgroup.co.uk