

P520

Designed to empower small businesses, Yeastar P520 seamlessly integrates voice, video, messaging, customer experience, and more into one platform, offering a unified communication experience that boosts productivity and simplifies business operations.



Specifications

| | |
|-------------------------------|---|
| Appliance Model | P520 |
| Base Users / Max Users | 20 |
| Max Concurrent Calls | 10 |
| Base / Max Call Center Agents | 20 |
| Max FXS Ports | 4 |
| Max FXO/BRI Ports | 4 |
| Max GSM/3G/4G Ports | 1 |
| Max E1/T1/J1 Ports | Not Supported |
| Expandable D30 | Not Supported |
| NFC Read/Write | Not Supported |
| Ethernet Interfaces | 2 x 10/100 Mbps |
| Hard Disk | Not Supported |
| USB | Not Supported |
| Power Supply | DC 12V 1A |
| Size (L x W x H) (cm) | 16 x 16 x 30 |
| Weight | 0.3 KG |
| Form Factor | Desktop & Wall-mount |
| Environment | Operation Range: 0°C to 40°C, 32°F to 104°F Storage Range: -20°C to 65°C, -4°F to 149°F Humidity: 10-90% non-condensing |

Plans & Features

| | Standard Plan | Enterprise Plan | Ultimate Plan |
|--|---------------|-----------------|---------------|
| Telephony Features | • | • | • |
| Business Features | • | • | • |
| Administration & Security | • | • | • |
| Unified Communications | • | • | • |
| Team Chat | • | • | • |
| Remote Access Service | • | • | • |
| Custom PBX Domain Name (FQDN) | • | • | • |
| 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 | | • | • |
| Queue Panel & Customizable Wallboard | | • | • |
| Queue Callback for Reduced Call Abandonment | | • | • |
| SLA for Performance Measurement | | • | • |
| Insightful Call Center Reports | | • | • |
| Omnichannel Messaging | | • | • |
| Customer Messages in One Chat Panel | | • | • |
| Message to Queue & Chat Transfer | | • | • |
| Automatic Contacts Matching | | • | • |
| Message Detail Records | | • | • |
| Supporting WhatsApp and SMS | | • | • |
| Phonebooks | | • | • |
| Call Accounting | | • | • |
| Voicemail Announcement | | • | • |
| CRM and Helpdesk Integration | | • | • |
| Contacts Synchronization, Call Pop-up, Call Journal, Click to Call | | • | • |
| Supporting HubSpot, Zoho CRM, Salesforce, Bitrix24, Odoo, Zoho Desk, and Zendesk | | • | • |
| Microsoft 365 Integration | | • | • |
| Azure Active Directory Integration | | • | • |
| User Sync & Single Sign-on (SSO) | | • | • |
| Microsoft Teams Integration | | • | • |
| Outlook Integration | | • | • |
| Windows Active Directory Integration | | | • |

| | Standard Plan | Enterprise Plan | Ultimate Plan |
|--|---------------|-----------------|---------------|
| Video Conferencing | | | • |
| Bulk Email & Instant Link Invitation | | | • |
| HD Audio and Video | | | • |
| Screen Sharing and In-meeting Team Chat | | | • |
| Video Calls | | | • |
| Linkus Client SDK | | | • |
| Add Linkus Voice Calling to Custom Desktop/Mobile/Web Applications | | | • |
| APIs, Tools, Documentation, and Sample Codes | | | • |

Note:

- 1) **API** and **PMS Integration** features are not supported by Yeastar P520.
- 2) ***Easy Remote SIP Endpoints Registration:** Register your remote IP phones, branch office PBXs, VoIP gateways, and alike remote SIP endpoints to the PBX easily as if they were deployed on your PBX's intranet.

Built-in Features (Available in All Plans)

| Telephony Features | Business Features | Administration & Security | Unified Communications |
|--|---|---|---|
| <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> ◦ 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 | <ul style="list-style-type: none"> • Call Recording <ul style="list-style-type: none"> ◦ 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 • Fax to Email • Voicemail • LDAP Server • PIN List • Speed Dial • Emergency Number • Emergency Notifications • IP Phone Concurrent Registrations • Operator Panel <ul style="list-style-type: none"> ◦ Monitor Call Status ◦ Monitor Presence Status (Extension, Ring Group, Queue, Parking Slot) ◦ Drag & Drop to Dispatch Call ◦ Advanced Call Control | <p>Administration</p> <ul style="list-style-type: none"> • 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 <p>Security</p> <ul style="list-style-type: none"> • 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 Restriction | <ul style="list-style-type: none"> • Linkus UC Clients <ul style="list-style-type: none"> ◦ 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 <ul style="list-style-type: none"> ◦ Voicemail Transcription ◦ Group Voicemail ◦ Voicemail to Email • Pop-up URL • Microsoft Teams Integration (via Call2Teams) • Headset Integration |