

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