

# 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 3
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
<b>Telephony Features</b>	•	•	•
<b>Business Features</b>	•	•	•
<b>Administration &amp; Security</b>	•	•	•
<b>Unified Communications</b>	•	•	•
<b>Team Chat</b>	•	•	•
<b>Remote Access Service</b>	•	•	•
Custom PBX Domain Name (FQDN)	•	•	•
Remote, Secure PBX Web Portal Access	•	•	•
Linkus UC Clients Remote Connection	•	•	•
LDAP Server Remote Access	•	•	•
<b>Remote SIP Service</b>		•	•
Easy Remote SIP Endpoints Registration*		•	•
WebRTC Trunk		•	•
<b>Advanced Call Center Features</b>		•	•
Automatic Call Distribution & Skill-based Routing		•	•
Queue Callback		•	•
Intuitive Queue Panel		•	•
Real-time Wallboard & SLA Monitoring		•	•
Insightful Call Center Reports		•	•
<b>Omnichannel Messaging</b>		•	•
WhatsApp & SMS Integration		•	•
Message to Queue & Chat Transfer		•	•
Automatic Contacts Matching		•	•
Message Detail Records		•	•
<b>Phonebooks</b>		•	•
<b>Call Accounting</b>		•	•
<b>Voicemail Announcement</b>		•	•
<b>CRM and Helpdesk Integration</b>		•	•
Contacts Synchronization, Call Pop-up, Call Journal, Click to Call		•	•
Supporting HubSpot, Zoho CRM, Salesforce, Bitrix24, Odoo, Zoho Desk, and Zendesk		•	•
<b>Microsoft 365 Integration</b>		•	•
Microsoft Teams Integration		•	•
Outlook Integration		•	•
Microsoft Entra ID (Azure AD) Integration		•	•
User Sync & Single Sign-on (SSO)		•	•

	Standard Plan	Enterprise Plan	Ultimate Plan
<b>Remote Archiving</b>		•	•
Archive call recordings & system backups to external servers		•	•
Supporting FTP, SFTP, Amazon S3, and Google Storage		•	•
<b>Windows Active Directory Integration</b>			•
<b>Video Conferencing</b>			•
Bulk Email & Instant Link Invitation			•
Screen Sharing and In-meeting Team Chat			•
<b>Video Calls</b>			•
<b>Linkus Client SDK</b>			•
Add Linkus Voice Calling to Custom Desktop/Mobile/Web Applications			•

**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"> <li>• Call Forwarding</li> <li>• Call Transfer (Attended/Blind)</li> <li>• Call Monitoring (Listen/Whisper/Barge-in)</li> <li>• Call Parking</li> <li>• Call Pickup</li> <li>• Call Waiting</li> <li>• Call Flip/Switch</li> <li>• Call Merge</li> <li>• IVR</li> <li>• Queue                             <ul style="list-style-type: none"> <li>◦ Queue Priority</li> <li>◦ Queue Call Logs</li> <li>◦ Queue Missed Call Disposition</li> </ul> </li> <li>• Ring Group</li> <li>• Paging &amp; Intercom</li> <li>• Conference Rooms</li> <li>• CDR &amp; Scheduled Download</li> <li>• Basic Call Reports</li> <li>• Dial by Name</li> <li>• AutoCLIP</li> <li>• Caller ID</li> <li>• CID-based &amp; DID-based Call Routing</li> <li>• DID (Direct Inward Dialing)</li> <li>• DND (Do Not Disturb)</li> <li>• DOD (Direct Outward Dialing)</li> <li>• DNIS</li> </ul>	<ul style="list-style-type: none"> <li>• Call Recording                             <ul style="list-style-type: none"> <li>◦ Support Scheduled Download to Remote FTP Server</li> </ul> </li> <li>• Call Allow/Block List</li> <li>• BLF Support</li> <li>• Busy Camp-on</li> <li>• Business Hours &amp; Holidays</li> <li>• Boss-Secretary</li> <li>• Custom Prompts</li> <li>• Distinctive Ringtone</li> <li>• Music on Hold</li> <li>• MOH Playlist &amp; Streaming</li> <li>• T.38 Fax</li> <li>• TAPI Driver</li> <li>• Fax to Email</li> <li>• Voicemail</li> <li>• LDAP Server</li> <li>• PIN List</li> <li>• Speed Dial</li> <li>• Emergency Number</li> <li>• Emergency Notifications</li> <li>• IP Phone Concurrent Registrations</li> <li>• Operator Panel                             <ul style="list-style-type: none"> <li>◦ Monitor Call Status</li> <li>◦ Monitor Presence Status (Extension, Ring Group, Queue, Parking Slot)</li> <li>◦ Drag &amp; Drop to Dispatch Call</li> <li>◦ Advanced Call Control</li> </ul> </li> </ul>	<p><b>Administration</b></p> <ul style="list-style-type: none"> <li>• Web-based GUI</li> <li>• Dashboard</li> <li>• Auto Provisioning</li> <li>• User Role &amp; Permission</li> <li>• Extension Group &amp; Organization</li> <li>• Bulk Import &amp; Export (Extension, Trunks, Route, Contacts)</li> <li>• Operation Logs</li> <li>• Event Logs &amp; Notifications</li> <li>• Backup and Restore</li> <li>• Troubleshooting</li> <li>• Built-in SMTP Server</li> <li>• AMI (Asterisk Manager Interface)</li> <li>• Network Drive</li> <li>• SNMP Support</li> <li>• Hot Standby</li> </ul> <p><b>Security</b></p> <ul style="list-style-type: none"> <li>• SRTP &amp; TLS Call Encryption</li> <li>• Auto &amp; Static Defense</li> <li>• Global Anti-hacking IP Blocklist</li> <li>• Certificates</li> <li>• Password Policy Enforcement</li> <li>• Two-factor Authentication</li> <li>• Allowed Country IP's &amp; Codes</li> <li>• Outbound Call Frequency Restriction</li> </ul>	<ul style="list-style-type: none"> <li>• Linkus UC Clients                             <ul style="list-style-type: none"> <li>◦ Web Client</li> <li>◦ Mobile Client (iOS &amp; Android)</li> <li>◦ Desktop Client (Windows &amp; MacOS)</li> <li>◦ Google Chrome Extension</li> <li>◦ WebRTC Audio Call</li> <li>◦ Function Keys on Web/Desktop Client</li> <li>◦ Hotkeys on Desktop Client</li> <li>◦ Remote Desk Phone Control (Linkus CTI Mode)</li> </ul> </li> <li>• Presence</li> <li>• Contacts Management (Personal and Company)</li> <li>• Audio Conferencing</li> <li>• Door Phone Video Preview</li> <li>• Voicemail                             <ul style="list-style-type: none"> <li>◦ Voicemail Transcription</li> <li>◦ Group Voicemail</li> <li>◦ Voicemail to Email</li> </ul> </li> <li>• Pop-up URL</li> <li>• Microsoft Teams Integration (via Call2Teams)</li> <li>• Headset Integration</li> </ul>