






Getting Started Guide

Yeastar Cloud PBX

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Getting Started Guide

Quickly get start to configure the basics of Yeastar Cloud PBX .

Initial System Setup

For the first login, you need to set the PBX according to your local language and location time.


Set Date and Time

Adjust the time of your PBX (including the time zone) to your local time. The PBX will generate call logs with your local time.

1. Go to **Settings**→ **System**→ **Date & Time**.
2. Select your time zone.
3. (Optional) Configure **Daylight Saving Time**.
4. Click **Save**.
5. On the pop-up window in the bottom right corner, click **Yes** to reboot the system.

Change the System Prompt

The default system prompt on the PBX is US English prompt. The PBX supports multiple language prompts. You can update the system prompt from the cloud server directly or upload system prompt from local PC.

1. Go to **Settings**→ **PBX**→ **Voice Prompt**→ **System Prompt**.
2. Click **Download Online Prompt**.
3. In the **Download Online Prompt** window, choose your desired system prompt, click  .
The new downloaded system prompt will appear in the **Prompt List**.
4. In the **Prompt List**, select one system prompt as the default prompt.
5. Click **Save** and **Apply**.

Add Trusted IP Addresses into Whitelist

To avoid that your trusted IP address would be blocked, you need to add your trusted IP address, especially the IP/domain of your office, into the Whitelist.

1. Go to **Settings**→**System**→**Security**→**IP Whitelist**, click **Add**.
2. On the configuration page, enter the name and your trusted IP/domain.



Add IP Whitelist [X]

Name:

Description ⓘ:

Type ⓘ: IP Domain Name

Source IP Address:

- **Name:** Set a name for the IP whitelist.
- **Description:** Enter description of the trusted IP/domain.

- **Type:** Choose **IP** or **Domain Name**.
- **Source IP Address:** If you choose **IP** type, enter the trusted IP address.
- **Domain Name:** If you choose **Domain Name**, enter the domain of the trusted domain.

3. Click **Save** and **Apply**.

Set up Extensions

To make calls and receive calls, you need to create extensions on your PBX, and register the extensions on your Linkus mobile client or IP phones.

Change Extension Range

The default extension range is from 1000 to 5999. Before you create extensions, you can change the extension range according to your needs.

1. Log in PBX web interface, go to **Settings**→**PBX**→**General**→**Preferences**→**Extension Preferences**.
2. Change the range of **User Extensions**.
3. Click **Save** and **Apply**.

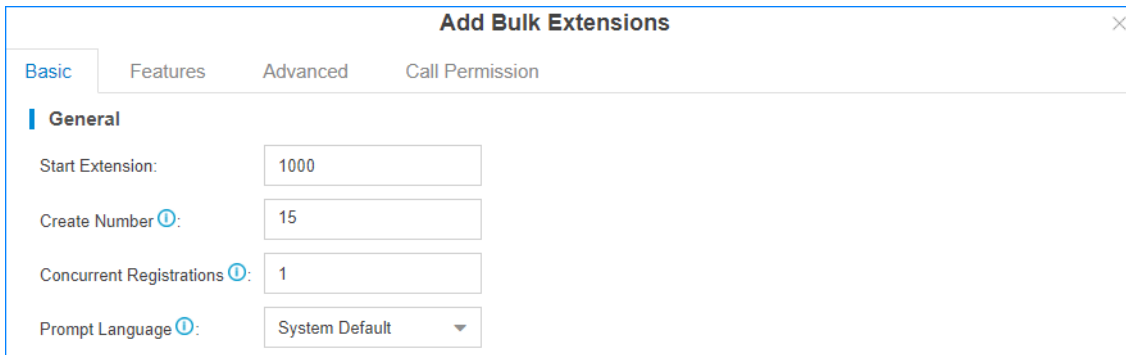
Bulk Create Extensions

Yeastar Cloud PBX supports to add SIP extensions in bulk.

1. Go to **Settings**→**PBX**→**Extensions**, click **Bulk Add**.
2. On the **Basic** page, go to **General** section, and configure the following settings:


 **Note:**

- A random **Registration Password** and a random **User Password** will be assigned for each extension.



Add Bulk Extensions	
Basic	Features
Advanced	Call Permission
General	
Start Extension:	1000
Create Number ⓘ:	15
Concurrent Registrations ⓘ:	1
Prompt Language ⓘ:	System Default ▼

- **Start Extension:** Enter the first extension number. The system will create extensions in bulk starting with the extension number.
- **Create Number:** Enter the number of extensions that will be created.
- **Concurrent Registrations:** Yeastar Cloud PBX supports to register one extension number on multiple phones. When a call reaches the extension number, all phones will ring.
- **Prompt Language:** The language of voice prompts. The default prompt language is the same as the system language. If the extension user speaks foreign language, you can set a specific system prompt.

 **Note:** Before selecting other system prompts, go to **Settings**→**PBX**→**Voice Prompts**→**System Prompt** to download online prompts.

3. Click **Features**, **Advanced**, or **Call Permission** tab to configure other settings.
4. Click **Save** and **Apply**.

Bulk Edit Extension Names and Emails [To bulk edit the extension names and emails, you need to export the extensions from Yeastar Cloud PBX first, edit the extension names and email addresses in the CSV file, then import the file to the PBX.]

Register a SIP Extension [To make calls and receive calls from a SIP extension, you need to register the SIP extension on an IP phone or soft phone.]

Set up Your Phone

To use VoIP extensions, you need to register the extensions on your IP phones or soft phones.

Yeastar provides Linkus mobile client. Linkus helps you set up your phone efficiently and links you and your colleagues and customers anywhere anytime.

We have tested a number of IP phones and soft phones with Yeastar Cloud PBX. Below is an example of registering an extension on Yealink phones.

Register an Extension on Yealink Phone

1. Log in the Yealink phone web interface, click **Account** tab.
2. From the **Account** drop-down list, select an available account.
3. Set **Line Active** to **Enabled**.
4. Enter the extension information.
 - **Label:** The name you want to display on the phone screen.
 - **Display Name:** The name you want to display on another person's phone screen when you are calling the phone.
 - **Register Name:** Enter the extension's Registration Name.
 - **User Name:** Enter the extension number.
 - **Password:** Enter the extension's Registration Password.
 - **SIP Server Host:** Enter the PBX's domain.
 - **Port:** Enter the PBX's SIP port.

The screenshot displays the 'Add Extension' configuration page in the Yealink phone web interface. The 'Account' tab is selected, and the 'Line Active' is set to 'Enabled'. The 'General' tab is active, showing fields for Extension (1000), Registration Name (1000), Registration Password (Bvaiey57), and SIP Server 1 (business.cloudpbx.yeastar.cc, Port 10001). The 'Register Name' and 'User Name' fields are also set to 1000. The 'Password' field is masked with asterisks. The 'SIP Server Host' is set to business.cloudpbx.yeastar.cc and the 'Port' is 10001. The 'Server Expires' field is set to 3600. The 'Outbound Proxy Server' and 'STUN Server' fields are empty. The 'Transport' is set to UDP and 'NAT' is set to Disabled. The 'Concurrent Registrations' field is set to 1. The 'Caller ID' field is set to 1000. The 'Register Name' and 'User Name' fields are highlighted with red boxes in the original image.

5. Click **Confirm**.

If the extension is registered, you can see the Register Status shows "Registered" on the **Account** page.

Set up VoIP Trunks

To make and receive calls through a VoIP trunk, you need to buy a VoIP account from the VoIP provider and register the account on the PBX.

Create a VoIP Peer Trunk - General

If your VoIP provider is not included in the supported VoIP provider list, and the ITSP only provides an IP address or domain for your purchased VoIP account, you can set up a Peer Trunk on the Yeastar Cloud PBX.

Assume that you bought a SIP trunk from the ITSP, and the trunk information is displayed as below. We will introduce how to set up a Peer Trunk according to the trunk information.

Provider address	peer.sip.com
Protocol	SIP
SIP Port	5060
Transport	UDP

1. Go to **Settings**→ **PBX**→ **Trunks**, click **Add**.
2. In the **Name** field, enter a trunk name.
3. In the **Select Country** drop-down list, select **General**.
4. In the **Trunk Type** drop-down list, select **Peer Trunk**.
5. Enter the trunk information that is provided by the VoIP provider.
 - **Hostname/IP:** Enter the IP address or the domain of the VoIP provider (e.g., *peer.sip.com*).
 - **Domain:** Enter the IP address or the domain of the VoIP provider (e.g., *peer.sip.com*).
6. Configure other VoIP trunk settings as your need.
7. Click **Save** and **Apply**.

You can check the trunk status in **PBX Monitor**. If the trunk status shows , the trunk is ready for use.

Add an Outbound Route [To allow users to make outbound calls through trunks, you need to set up at least one outbound route on the PBX.]

Add an Inbound Route [To receive external calls on Yeastar Cloud PBX, you need to set up at least one inbound route.]

Set up DOD Numbers for VoIP Trunk [Direct Outward Dialing (DOD) is a service of VoIP provider. It allows multiple extension users within a PBX system to make a outbound call directly, and shows the same caller ID to the callee. DOD is often used together with Direct Inward Dialing (DID).]


Create a VoIP Register Trunk - General

If your VoIP provider is not included in the supported VoIP provider list, and you have got a VoIP account with user name and password, you can set up a Register Trunk on Yeastar Cloud PBX.

Assume that you bought a SIP trunk from the VoIP provider, and the trunk information is displayed as below. We will introduce how to set up a Register Trunk according to the trunk information.

Provider address	abc.provider.com
Protocol	SIP
SIP Port	5060
Transport	UDP


Username	254258255
Authenticate name	254258255
Password	05JsOmsIS54SYh
Provided DID numbers	5503301 / 5503302 / 5503303

1. Go to **Settings**→ **PBX**→ **Trunks**, click **Add**.
2. In the **Name** field, enter a trunk name.
3. In the **Select Country** drop-down list, select **General**.
4. In the **Trunk Type** drop-down list, select **Register Trunk**.
5. Enter the trunk information that is provided by the VoIP provider:
 - **Hostname/IP**: Enter the IP address or the domain of the VoIP provider (e.g., *abc.provider.com*).
 - **Domain**: Enter the IP address or the domain of the VoIP provider (e.g., *abc.provider.com*).
 - **User Name**: Enter the username to register to the VoIP provider (e.g., *254258255*).
 - **Password**: Enter the password that is associated with the username (e.g., *05JsOmsIS54SYh*).
 - **Authenticate**: Enter the authentication name to register to the VoIP provider (e.g., *254258255*).
 - **From User**: Enter the same name as **User Name** (e.g., *254258255*).
6. Set DID numbers for the trunk#
 - a. Enter the **DID Numbers** which is provided by the VoIP provider.
 - b. Select the checkbox of **DNIS Name**, enter a DNIS name for the DID number.
When users call the DID number, the DNIS name will be displayed on ringing phone.
 - c. Click  and repeat steps i-ii to add another DID numbers.


Add VoIP Trunk ×


Basic
Codec
Advanced
DOD
Adapt Caller ID


Name:


Select Country :


Trunk Type:


Hostname/IP :


Domain :


Username :


Authentication Name :


DID Number :

DID Number :


DID Number :


Caller ID Number :



Trunk Status :



Transport :




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
Password :

From User :


DNIS Name : 

DNIS Name : 

DNIS Name :  

Caller ID Name :

7. Configure other VoIP trunk settings as your need.
8. Click **Save** and **Apply**.

You can check the trunk status in **PBX Monitor**. If the trunk status shows , the trunk is ready for use.


Add an Outbound Route [To allow users to make outbound calls through trunks, you need to set up at least one outbound route on the PBX.]

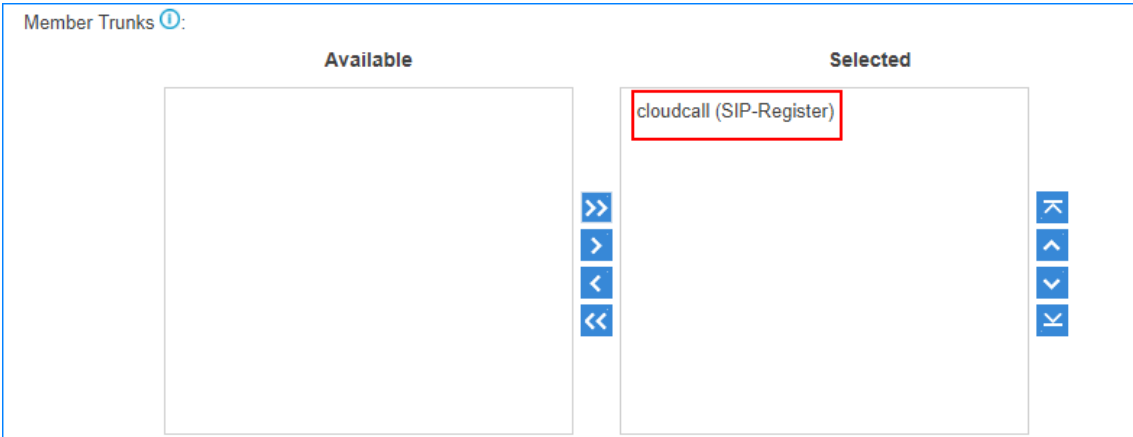
Add an Inbound Route [To receive external calls on Yeastar Cloud PBX, you need to set up at least one inbound route.]

Set up DOD Numbers for VoIP Trunk [Direct Outward Dialing (DOD) is a service of VoIP provider. It allows multiple extension users within a PBX system to make a outbound call directly, and shows the same caller ID to the callee. DOD is often used together with Direct Inward Dialing (DID).]


Receive Inbound Calls

When a call comes into the PBX from outside, PBX needs to know where to direct it. The incoming call can be directed to an extension, a ring group, a queue, or a digital receptionist (IVR) etc. For this purpose, you need to set up inbound routes on the PBX.

1. Go to **Settings**→ **PBX**→ **Call Control**→ **Inbound Routes**.
2. Click  to edit the default inbound route.
3. In the **Member Trunks** field, double click the desired trunk in the **Available** box, the trunk will appear on **Selected** box.



4. In the **Destination** field, select a destination for the inbound route (e.g. extension 1001).



5. Click **Save** and **Apply**.


When a person calls in the selected trunk "cloudcall", the call will be directed to extension 1001.

Make Outbound Calls

Outbound routes are used to specify what numbers are allowed to go out a particular route. When a call is placed, the actual number dialed by the user is compared with the dial patterns in each route (from highest to lowest priority) until a match is found. If no match is found, the call fails. If the number dialed matches a pattern in more than one route, only the rules with the highest priority in the route are used.

The default outbound route (with dial pattern x.) on the PBX will allow any outgoing numbers. You can make outbound calls as you usually do on your phone.

1. Go to **Settings**→ **PBX**→ **Call Control**→ **Outbound Routes**.

2. Click  to edit the default inbound route.
3. In the **Member Trunks** field, double click the desired trunk in the **Available** box, the trunk will appear in **Selected** box.

The users can only use the selected trunk to make outbound calls through this route.

Member Trunks ⓘ:

Available	Selected
	cloudcall (SIP-Register)

Navigation buttons: >>, >, <, << (between boxes); <, ^, v, > (right of Selected)

4. In the **Member Extensions** field, double click the desired extensions in the **Available** box, the extensions will appear on **Selected** box.

Only the selected extension users can make outbound calls through this route.

Member Extensions ⓘ:

Available	Selected
1008 - jack	1001 - cindy
1009 - cellie	1002 - alice
1010 - 1010	1004 - bella
1011 - 1011	1003 - elly
1012 - 1012	1005 - angle
1013 - 1013	1007 - stella
1014 - 1014	1006 - aviva

Navigation buttons: >>, >, <, << (between boxes); <, ^, v, > (right of Selected)

5. Click **Save** and **Apply**.

Now, the selected extension users can make outbound calls through this route.