

Getting Started Guide

Yeastar Cloud PBX

Version:

Date: 2024-08-01



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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 Allowlist

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 Allowlist.

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



The screenshot shows a web form titled "Add IP Allowlist" with a close button (X) in the top right corner. The form contains the following fields and options:

- Name:** A text input field containing the value "accept_registration".
- Description:** A larger text input field, currently empty.
- Type:** Two radio button options: "IP" (which is selected) and "Domain Name".
- Source IP Address:** A text input field containing the value "192.168.6.70".

- **Name:** Set a name for the IP allowlist.
 - **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.

Procedure

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:

Create Number ⓘ:

Emergency Outbound Caller ID ⓘ:

Concurrent Registrations ⓘ:

Prompt Language ⓘ:

- **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.
- **Emergency Outbound Caller ID:** Enter the outbound caller ID for emergency calls. The PSAP (Public Safety Answering Point) can pinpoint the user's location based on the caller ID.



Note:



The setting takes effect only when the extension uses [enhanced emergency calling](#). You don't have to configure the option if the extension uses [basic emergency calling](#).

- **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**.

Related information

[Bulk Edit Extension Names and Emails](#)

[Register a SIP Extension](#)

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 shows the 'Add Extension' configuration page in the Yeastar PBX web interface. The 'Account' tab is selected, and the 'General' sub-tab is active. The 'Register Name' field is highlighted with a red box. The 'User Name' field is also highlighted with a red box. The 'Password' field is highlighted with a red box. The 'Extension' field is highlighted with a red box. The 'Registration Name' field is highlighted with a red box. The 'Registration Password' field is highlighted with a red box. The 'Concurrent Registrations' field is highlighted with a red box. The 'SIP Server 1' section is visible, showing the 'Server Host' as 'business.cloudpbx.yeastar.cc' and 'Port' as '10001'.

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. **Optional**: 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.

Related information

[Add an Outbound Route](#)

[Add an Inbound Route](#)

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	05JsOmslS54SYh
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*).
 - **Username**: Enter the username to register to the VoIP provider (e.g., *254258255*).
 - **Password**: Enter the password that is associated with the username (e.g., *05JsOmslS54SYh*).
 - **Authentication Name**: 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. Select **Add Single DID**.
 - b. Enter the **DID Numbers** which is provided by the VoIP provider.
 - c. 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.
 - d. Click 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 Settings: Add Single DID Bulk Add DID

DID Number ?:

DID Number ?:

DID Number ?:

Caller ID Number ?:

Enable Outbound Proxy ?

Trunk Status ?:

Transport ?:

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.

Related information

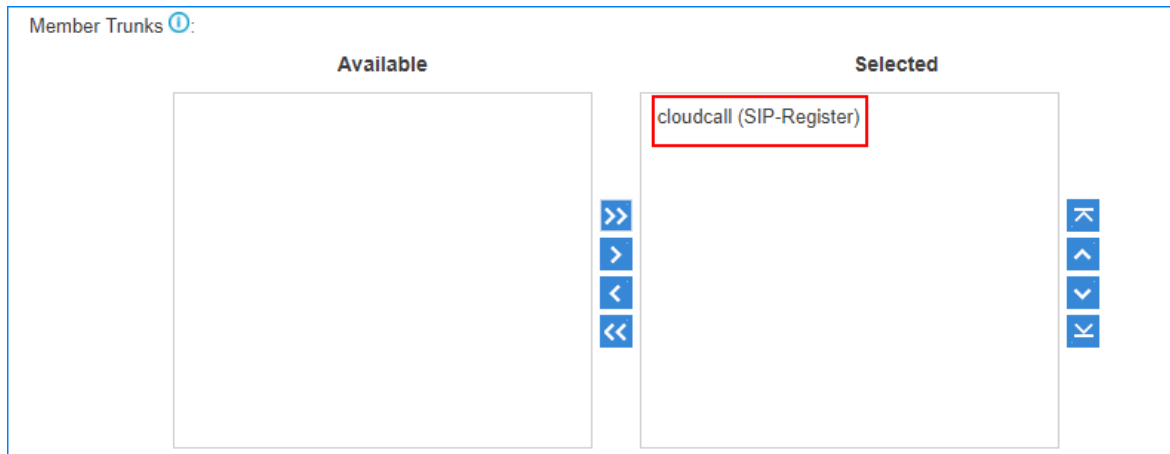
- [Add an Outbound Route](#)
- [Add an Inbound Route](#)

Receive Inbound Calls

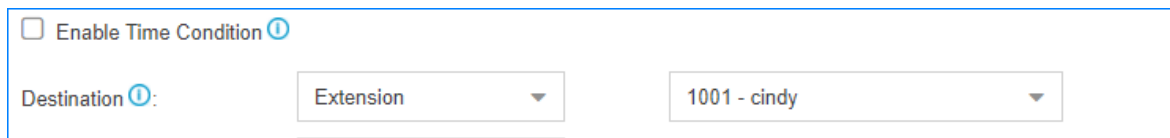
When a call comes into the PBX from outside, PBX needs to know where to direct it. The incoming call can be directed to an extension, a ring group, a queue, or a digital receptionist (IVR) etc. For this purpose, you need to set up inbound routes on the PBX.

1. Go to **Settings > PBX > Call Control > Inbound Routes**.
2. Click  to edit the default inbound route.

- In the **Member Trunks** field, double click the desired trunk in the **Available** box, the trunk will appear on **Selected** box.



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




- Click **Save** and **Apply**.

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

Make Outbound Calls

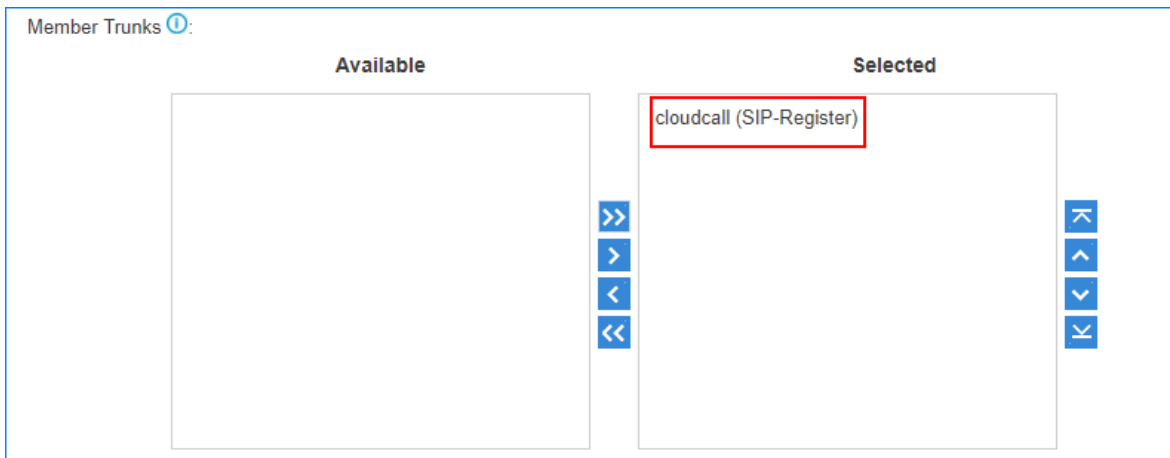
Outbound routes are used to specify what numbers are allowed to go out a particular route. When a call is placed, the actual number dialed by the user is compared with the dial patterns in each route (from highest to lowest priority) until a match is found. If no match is found, the call fails. If the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

- Go to **Settings > PBX > Call Control > Outbound Routes**.
- Click  to edit the default inbound route.

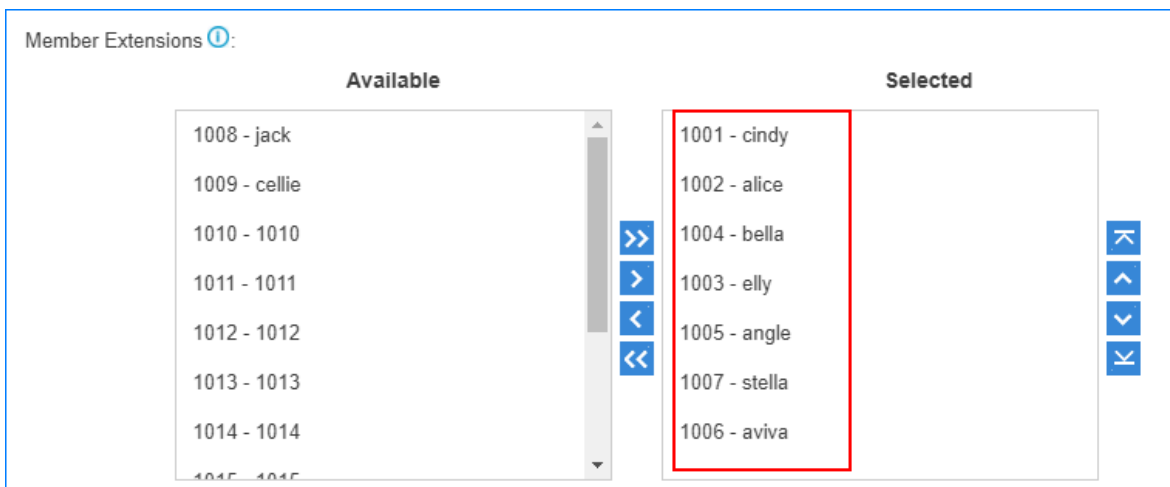
3. In the **Member Trunks** field, double click the desired trunk in the **Available** box, the trunk will appear in **Selected** box.

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



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.



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

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