

## YEASTAR S412

# Yeastar S412 PBX Business Phone System User Manual

Model: S412

## 1. PRODUCT OVERVIEW

The Yeastar S412 is a flexible and modular VoIP PBX system designed for small businesses. It provides a robust communication platform capable of handling various telephony needs.

This system supports up to 4 CO/BRI lines, up to 12 analog extensions, 2 GSM/3G/4G channels, 8 VoIP extensions, and 4 VoIP trunks. Its design focuses on delivering cost savings, improved productivity, and enhanced communication efficiency.



**Figure 1:** Front view of the Yeastar S412 PBX Business Phone System. The front panel displays the Yeastar logo, model number 'S412', and a series of LED indicators. These indicators typically show the status of power, system activity, and individual port connections (numbered 1-12 for extensions and 1-4 for lines), with green indicating active status and red indicating issues or specific line types.

### Key Features:

- Modular design for flexible configuration.
- Supports a mix of analog and VoIP lines/extensions.
- Compact form factor suitable for small business environments.
- Integrated voice mail and call routing capabilities.
- Energy-efficient operation.

## 2. SETUP AND INSTALLATION

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This section outlines the general steps for setting up your Yeastar S412 PBX system. For detailed wiring diagrams and specific module installation, please refer to the comprehensive installation guide provided with your hardware.

### 2.1 Unpacking and Inspection

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1. Carefully unpack all components from the box.
2. Verify that all items listed in the packing list are present.
3. Inspect the unit for any visible damage incurred during shipping. If damage is found, contact your vendor immediately.

### 2.2 Physical Connections

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1. **Power Connection:** Connect the provided power adapter to the DC IN port on the rear panel of the S412 and then plug it into a suitable power outlet.
2. **Network Connection:** Connect an Ethernet cable from the LAN port on the S412 to your network switch or router. This connection is essential for IP phone registration and remote management.
3. **Analog Line/Trunk Connections (if applicable):** Insert your analog telephone lines (PSTN lines) into the FXO ports (if FXO modules are installed).
4. **Analog Extension Connections (if applicable):** Connect your analog phones or fax machines to the FXS ports (if FXS modules are installed).
5. **GSM/3G/4G Module Installation (if applicable):** Refer to the module-specific installation guide for proper insertion and antenna connection.

### 2.3 Initial Configuration

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After physical connections are made, the system will power on. You can access the web-based management interface for initial configuration.

- Obtain the IP address of the S412 (e.g., via a connected display, network scanner, or default IP).
- Open a web browser and enter the IP address to access the login page.
- Log in using the default administrator credentials (refer to your quick start guide for defaults).
- Follow the setup wizard to configure basic network settings, time zone, and administrator password.

## 3. OPERATING INSTRUCTIONS

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This section provides general guidance on operating your Yeastar S412 PBX system. Most day-to-day operations and advanced features are managed through the web-based user interface.

### 3.1 Basic Call Handling

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- **Making Calls:** Dial the desired number from your connected phone. For internal extensions, dial the extension number. For external calls, dial the access code (e.g., '9') followed by the external number.
- **Receiving Calls:** Incoming calls will ring on configured extensions. Lift the handset or press the answer button on your IP phone to answer.
- **Transferring Calls:** Consult your phone's user manual for specific transfer methods (e.g., attended or blind

transfer). The PBX facilitates these transfers.

- **Voicemail:** Access your voicemail by dialing the designated voicemail access number. Follow the voice prompts to listen to messages, change greetings, or manage settings.

## 3.2 System Management (Web Interface)

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The web interface allows for comprehensive management of the S412 system.

- **Extension Management:** Add, modify, or delete extensions (VoIP, Analog, Mobile).
- **Trunk Configuration:** Set up and manage SIP trunks, analog trunks (FXO), or GSM/3G/4G trunks.
- **Call Routing:** Configure inbound and outbound routes, IVRs (Interactive Voice Response), ring groups, and call queues.
- **System Settings:** Adjust network settings, time and date, security settings, and perform firmware upgrades.
- **Call Records:** View detailed call logs and statistics.

## 4. MAINTENANCE

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Regular maintenance ensures the optimal performance and longevity of your Yeastar S412 PBX system.

- **Firmware Updates:** Periodically check the Yeastar official website for new firmware versions. Updating firmware can provide new features, security enhancements, and bug fixes. Always back up your configuration before updating.
- **Configuration Backup:** Regularly back up your system configuration through the web interface. This allows for quick restoration in case of data loss or system reset.
- **Physical Cleaning:** Keep the unit free from dust and debris. Use a soft, dry cloth for cleaning. Ensure ventilation slots are not blocked to prevent overheating.
- **Environmental Conditions:** Ensure the PBX is operated within recommended temperature and humidity ranges. Avoid direct sunlight, excessive heat, or moisture.
- **Power Cycle:** If the system experiences minor issues, a power cycle (turning off and on) can sometimes resolve them. Always shut down the system properly via the web interface before disconnecting power.

## 5. TROUBLESHOOTING

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This section addresses common issues you might encounter with your Yeastar S412 PBX system. For more complex problems, consult the Yeastar support resources or contact technical support.

### 5.1 Common Issues and Solutions

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- **No Dial Tone on Analog Phone:**
  - Check if the analog phone is properly connected to the FXS port.
  - Verify the FXS module is correctly installed and recognized by the system.
  - Ensure the extension is enabled and configured correctly in the web interface.
- **IP Phone Not Registering:**
  - Verify network connectivity between the IP phone and the S412.
  - Check the IP phone's SIP registration settings (SIP server IP, username, password).

- Ensure the extension is enabled and configured correctly on the S412.
  - Check for any firewall rules blocking SIP ports (UDP 5060, RTP ports).
- **Cannot Make/Receive External Calls:**
    - Verify that external trunks (FXO, SIP) are registered and active in the web interface.
    - Check inbound and outbound routes configuration. Ensure dial patterns match.
    - For SIP trunks, verify internet connectivity and SIP provider credentials.
- **System LEDs Not Behaving as Expected:**
    - Refer to the LED indicator guide in the full manual for specific meanings.
    - A solid red power LED usually indicates a critical error; try a power cycle.
    - Flashing LEDs often indicate activity or a specific status.

## 6. SPECIFICATIONS

The following table details the key specifications of the Yeastar S412 PBX Business Phone System.

Attribute	Value
Brand	YEASTAR
Model	S412
Package Dimensions	13.4 x 9 x 4.2 inches
Item Weight	3.29 pounds
Power Source	Corded Electric
Dialer Type	Single Keypad
Answering System Type	Digital
Recording Capacity	17 minutes
Caller Identification	Yes
UPC	682863385267

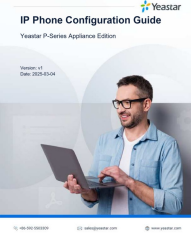





## 7. WARRANTY AND SUPPORT

Yeastar products typically come with a manufacturer's warranty. The duration and terms of the warranty may vary by region and reseller. Please retain your proof of purchase for warranty claims.

For technical support, product documentation, and software downloads, please visit the official Yeastar support website. You can also contact your authorized Yeastar reseller for assistance.

- **Official Yeastar Website:** [www.yeastar.com](http://www.yeastar.com) (Please verify the exact URL for support)
- **Support Resources:** FAQs, knowledge base articles, and community forums are often available online.

## Related Documents - S412

	<p><a href="#">Yeastar P-Series Appliance Edition: IP Phone Configuration Guide</a></p> <p>Comprehensive guide to configuring various IP phones with Yeastar P-Series PBX systems, covering auto-provisioning and manual registration methods for brands like Yealink, Fanvil, Avaya, Cisco, and more.</p>
	<p><a href="#">Yeastar P IP</a></p> <p>Yeastar P Yealink, Fanvil, Avaya, Cisco, Snom, Gigaset, Grandstream, Htek, Tiptel, ALE, Flyingvoice, Mitel, Dinstar IP</p>
	<p><a href="#">Yeastar Zoho Integration Guide for Cloud PBX</a></p> <p>A comprehensive guide detailing the integration of Yeastar Cloud PBX with Zoho applications such as Zoho One, Zoho CRM, Zoho Mail, and Zoho Recruit. Covers setup, features like click-to-call and call pop-ups, user association, and troubleshooting common issues.</p>
	<p><a href="#">Yeastar P-Series Software Edition Google Workspace Integration Guide</a></p> <p>Comprehensive guide for integrating Yeastar P-Series Software Edition PBX with Google Workspace, enabling user synchronization and Single Sign-On (SSO) for streamlined management and enhanced user access.</p>
	<p><a href="#">Configure peoplephone SIP-TRUNK with Yeastar Cloud PBX</a></p> <p>Step-by-step guide to configuring the peoplephone SIP-TRUNK service with Yeastar Cloud PBX for reliable VoIP communication. Learn how to set up trunks, outbound routes, and inbound routes.</p>
	<p><a href="#">Yeastar P-Series Software Edition IP Phone Configuration Guide</a></p> <p>Comprehensive guide for configuring various IP phones with Yeastar P-Series Software Edition PBX, covering auto-provisioning and manual registration methods for multiple vendors.</p>

