



Bring Online

20250924_BO_YeasarBandjesAanpassen_v1

V1.0 • 24-09-2025

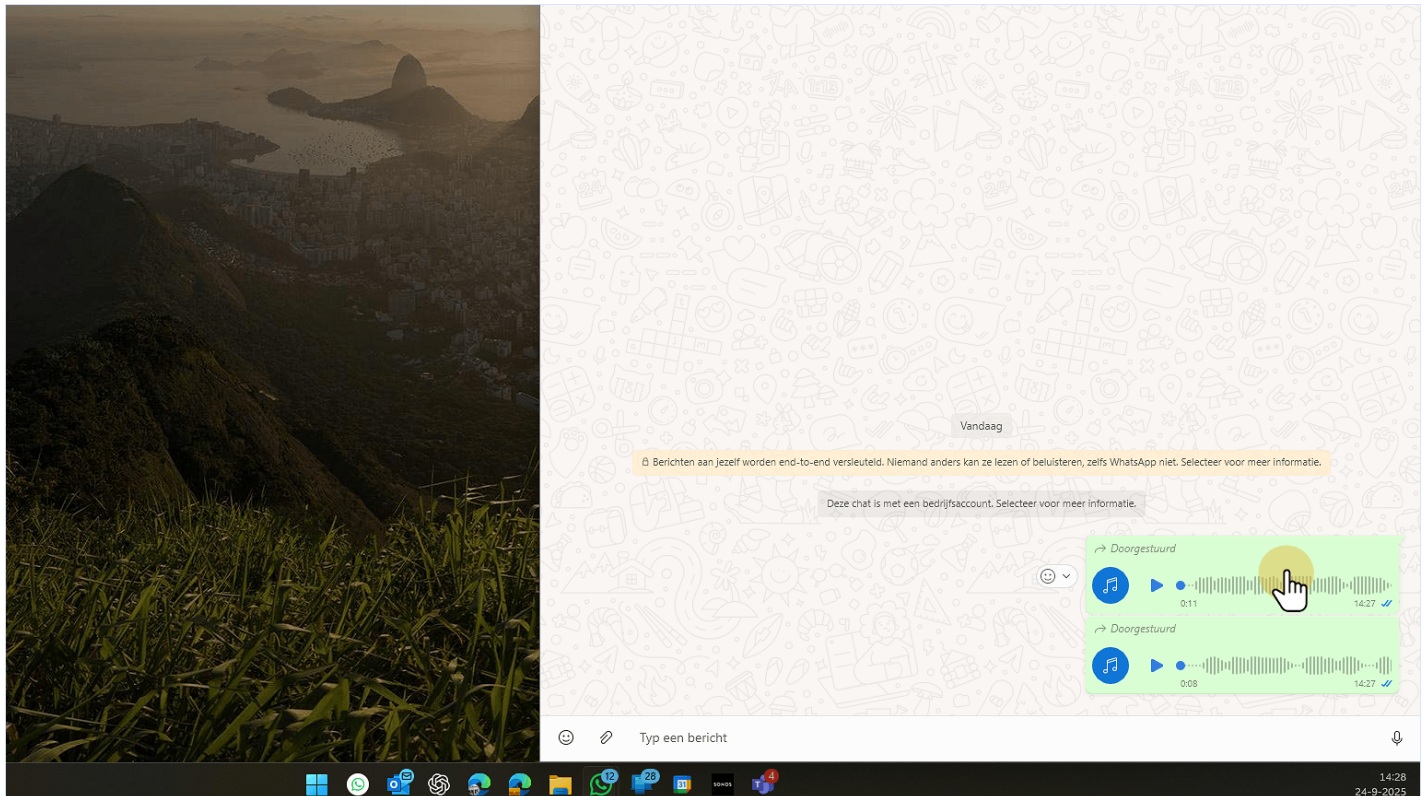
INTERNAL ONLY

Inhoudsopgave

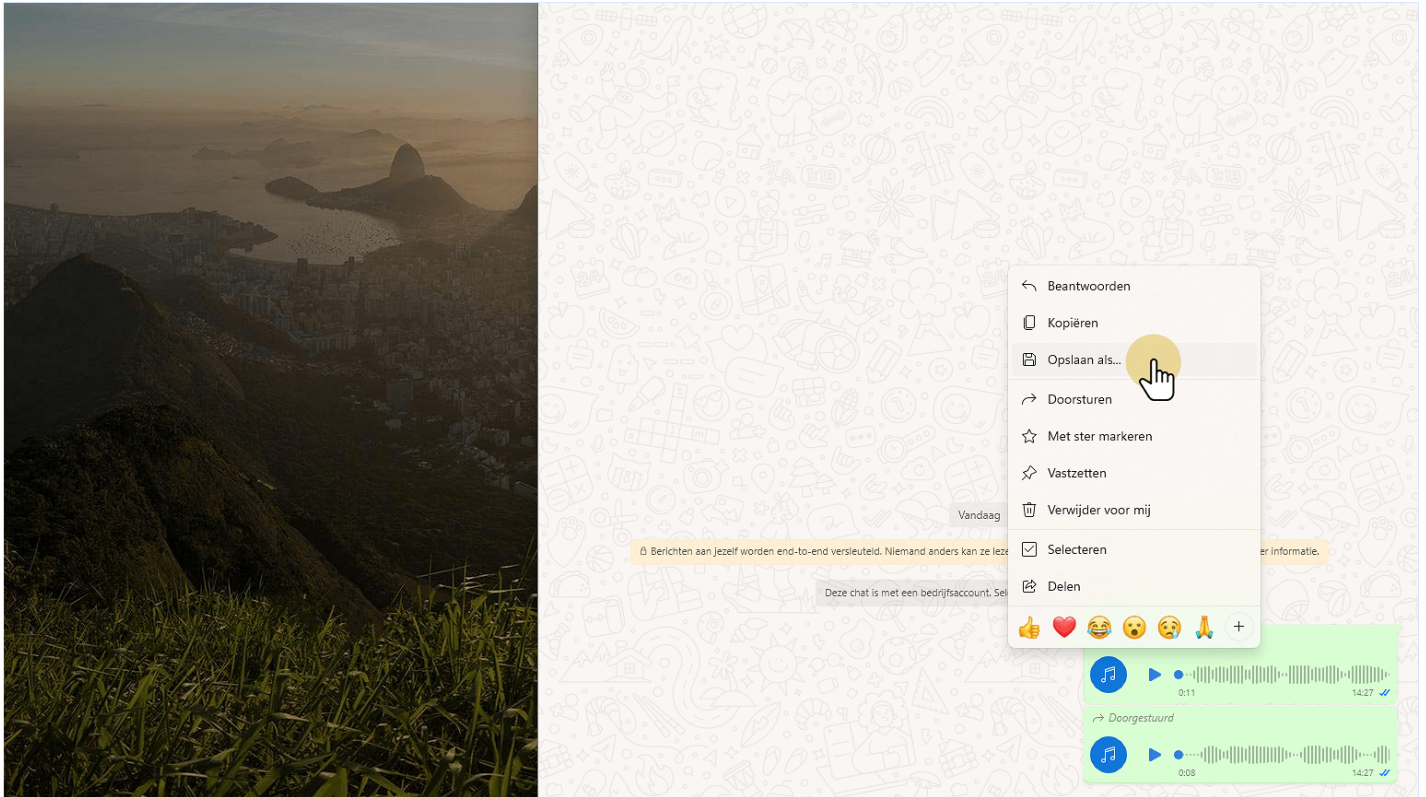
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1 Audio uit WhatsApp opslaan

1.1 Klik met de rechter muisknop op het audio bestand



1.2 Klik op "Opslaan als..."

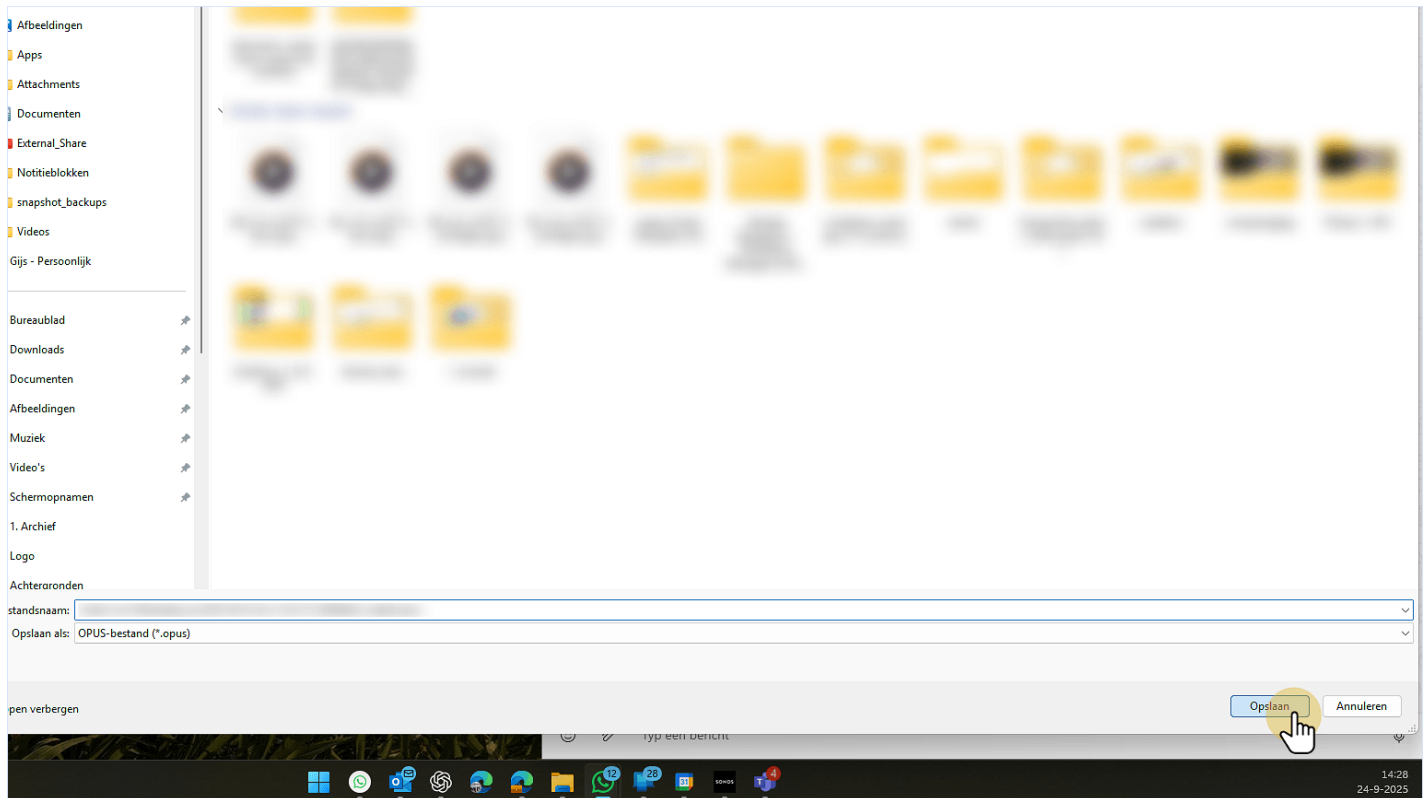


1.3 Klik op "Opslaan"



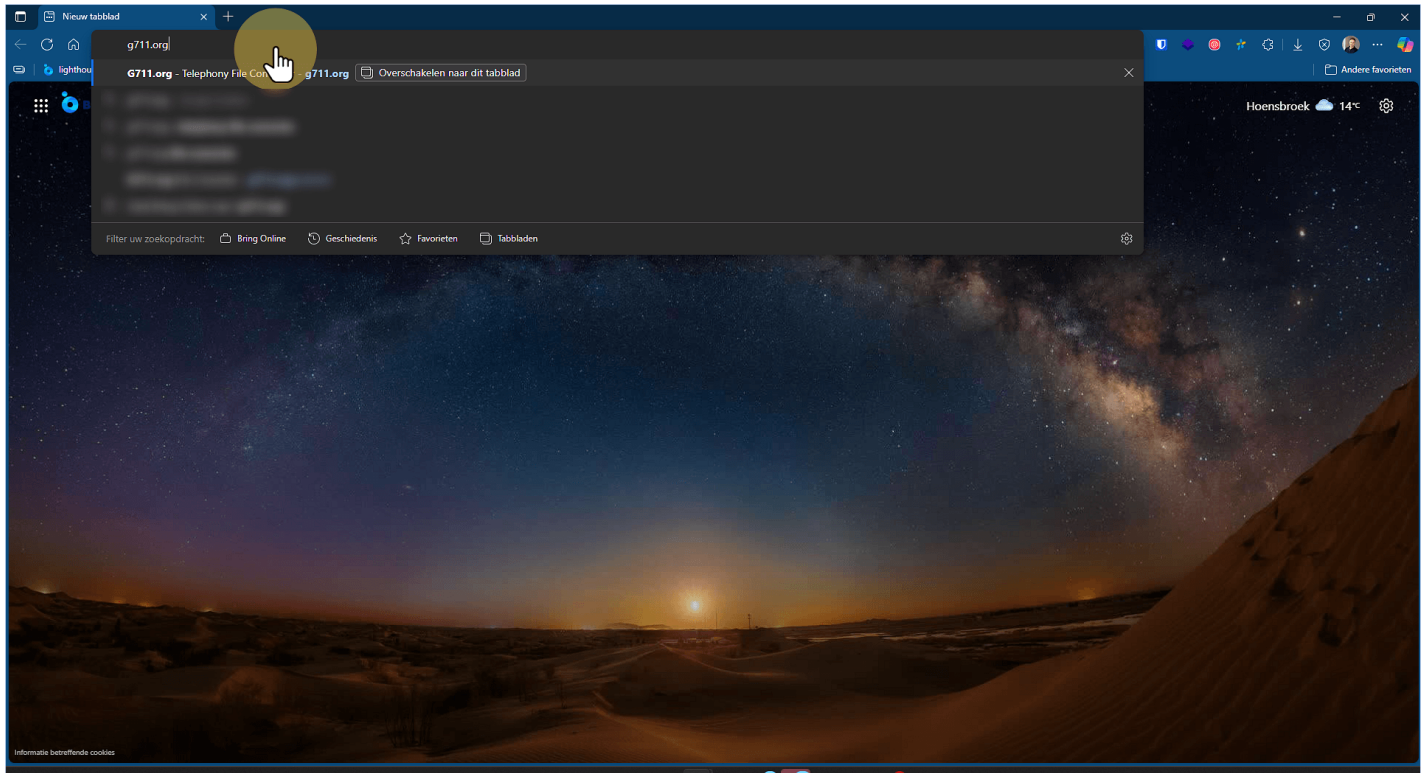
Bestandsnaam aanpassen

Pas de bestandsnaam aan naar een duidelijk herkenbare verwijzing bijv.: NL_ma-za-09-17_zo-10-17.opus

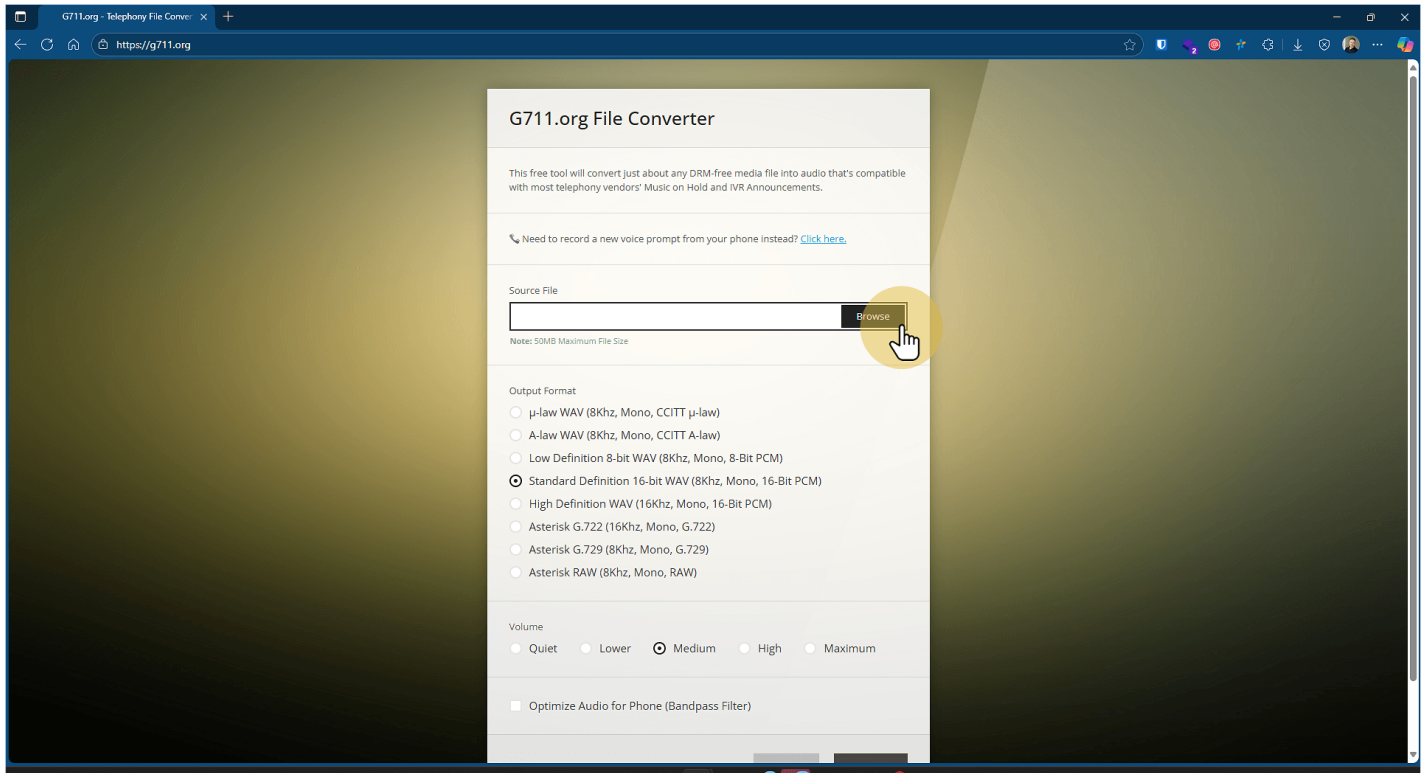


2 Audio converteren

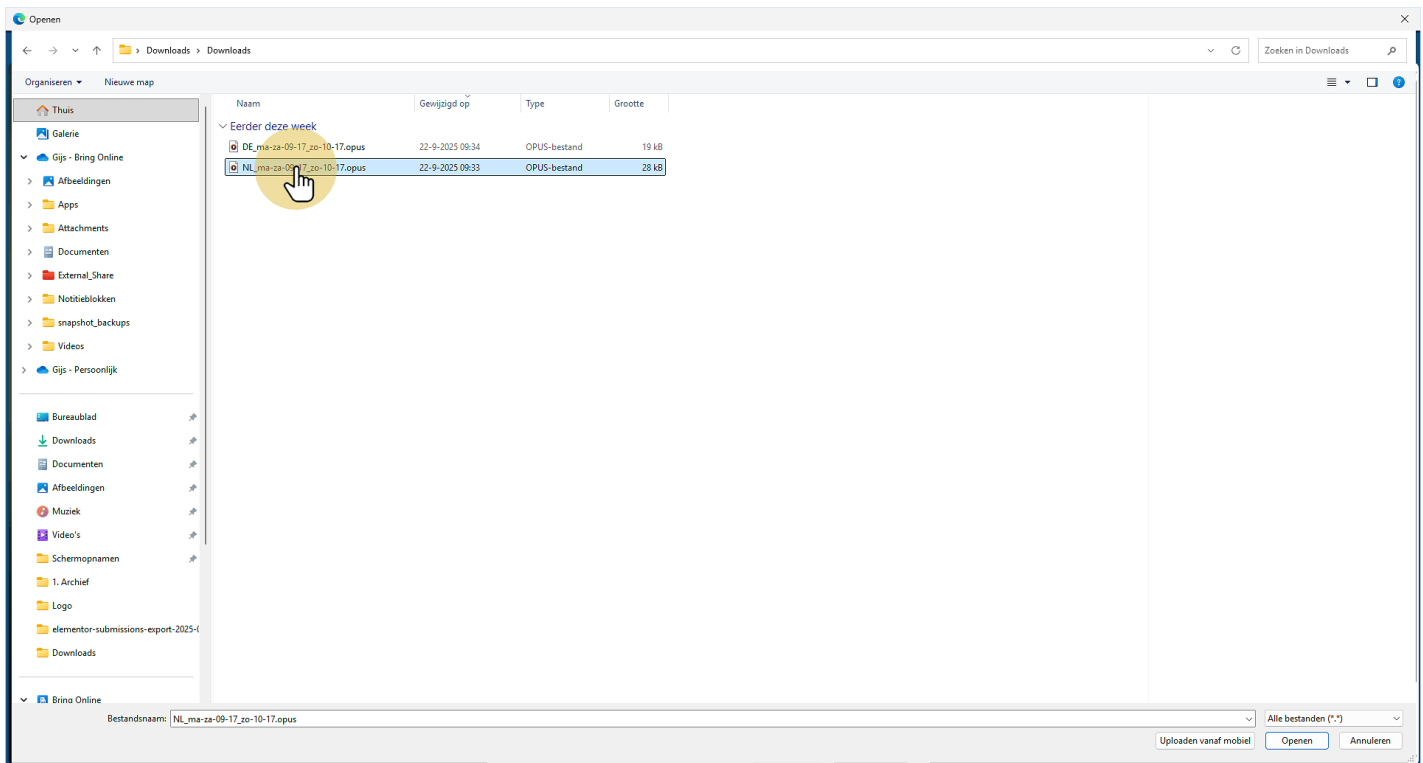
2.1 Ga naar de website g711.org



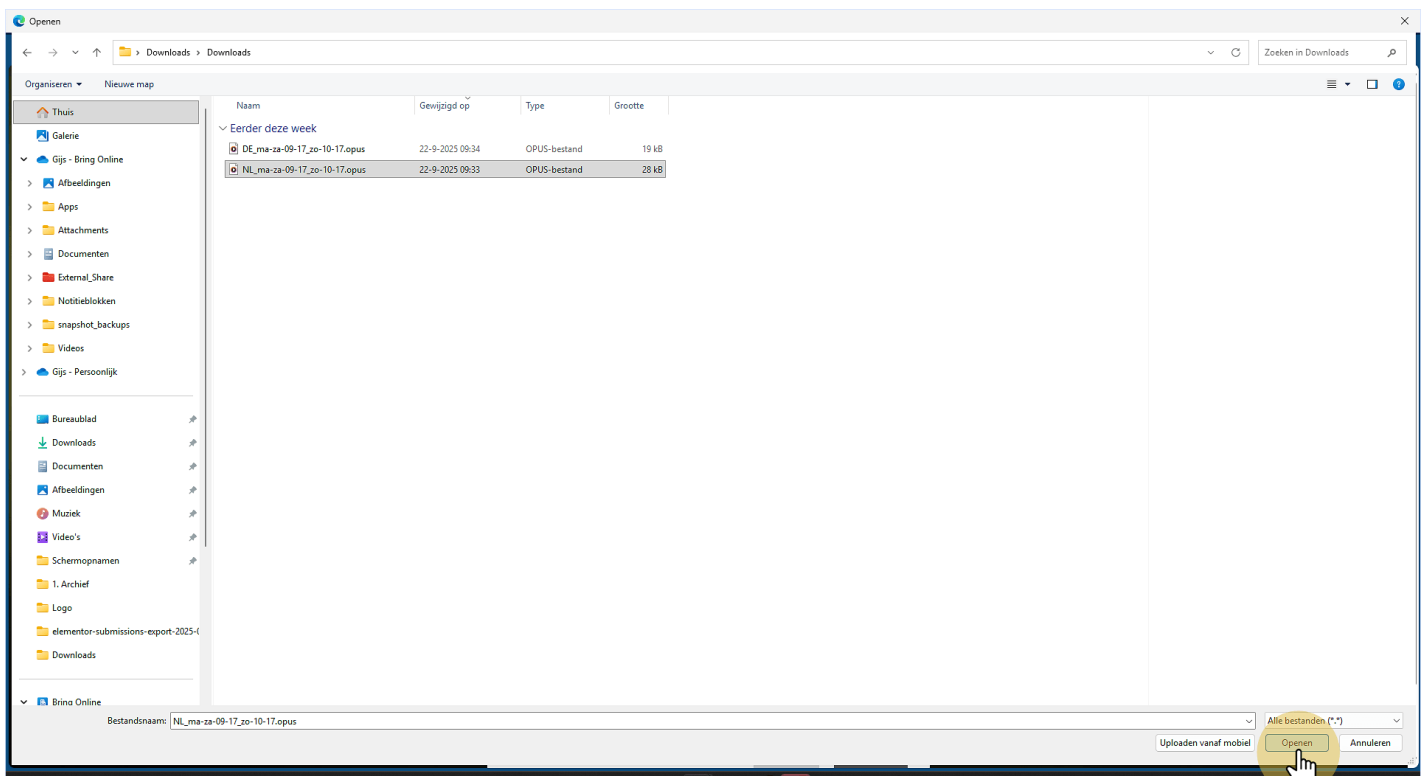
2.2 Klik op "Browse"



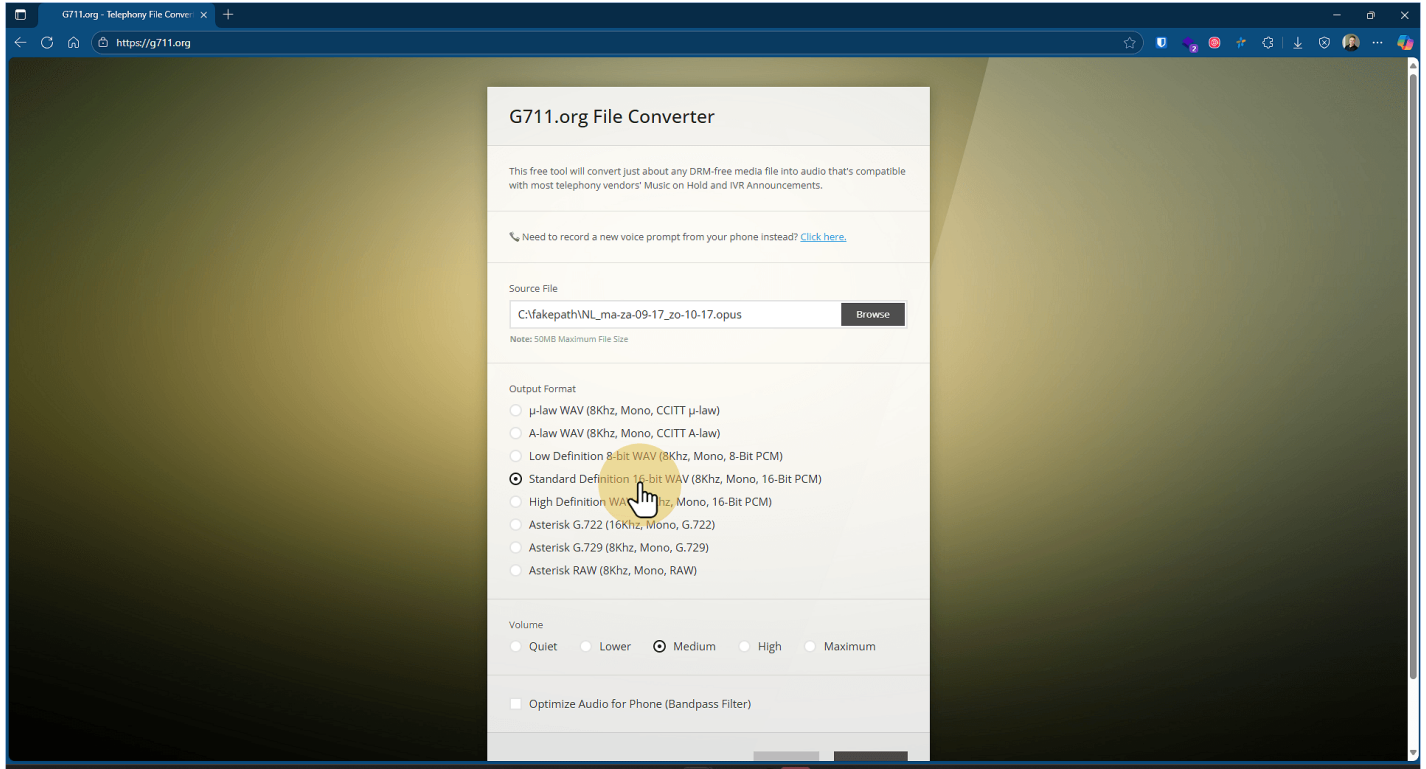
2.3 Selecteer het bestand dat je wil converteren



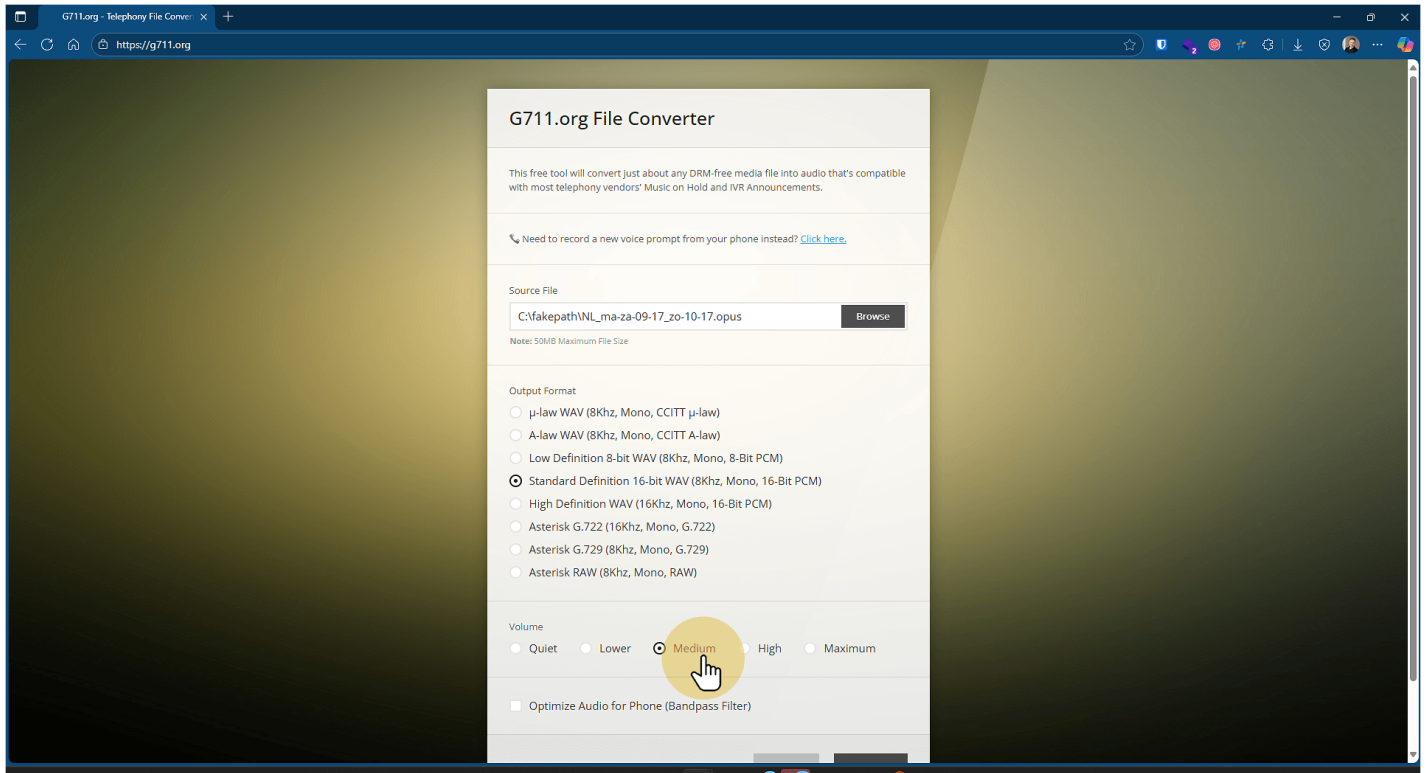
2.4 Klik op "Openen"



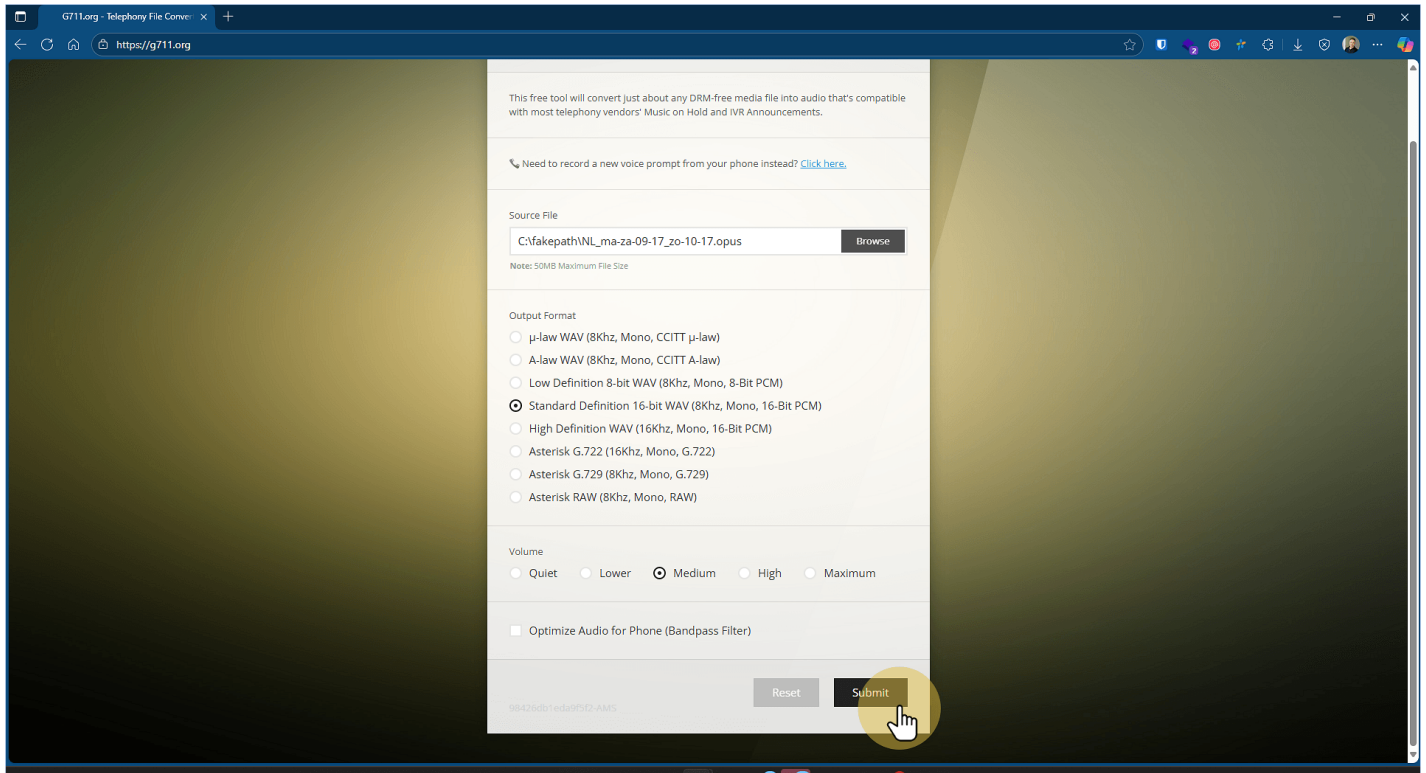
2.5 Selecteer "Standard Definition 16-bit WAV (8Khz, Mono, 16-Bit PCM)"



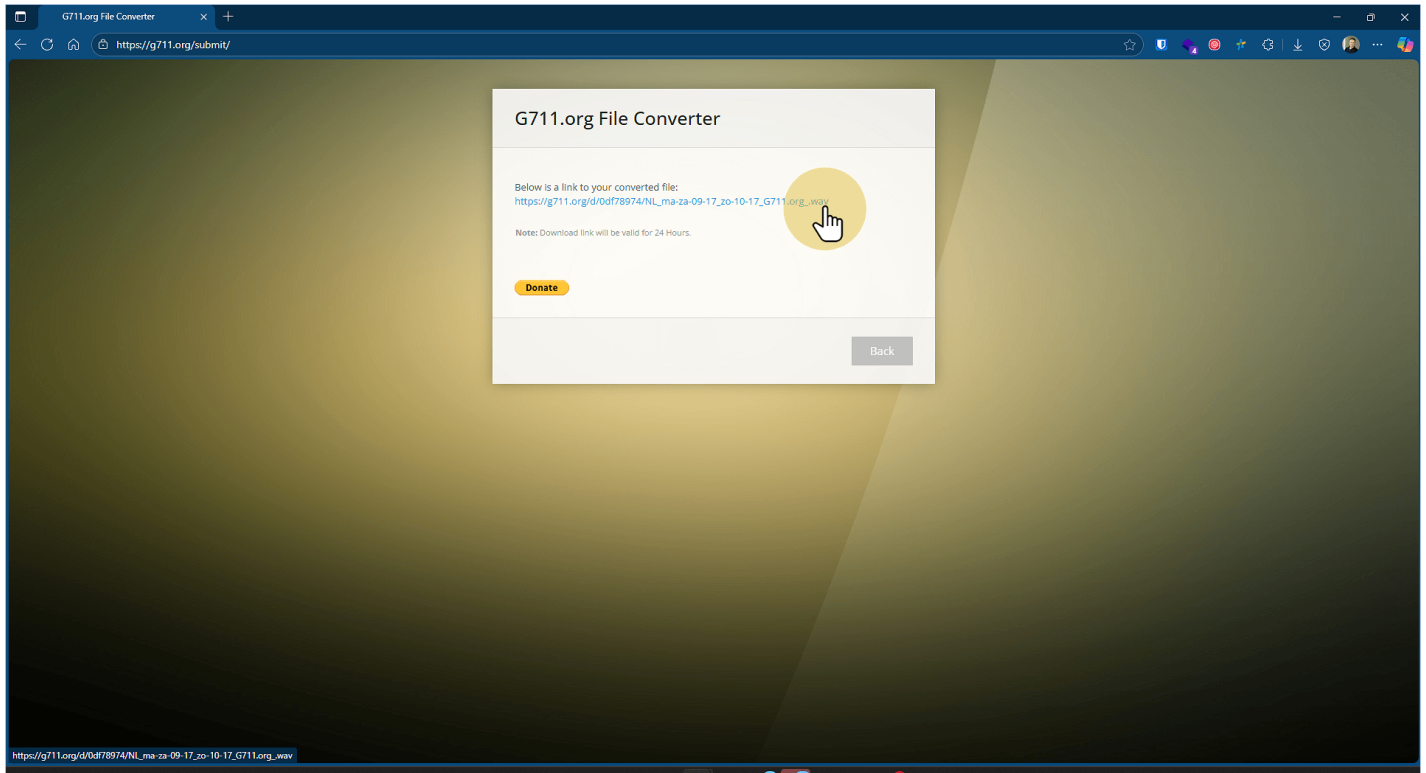
2.6 Selecteer volume "Medium"



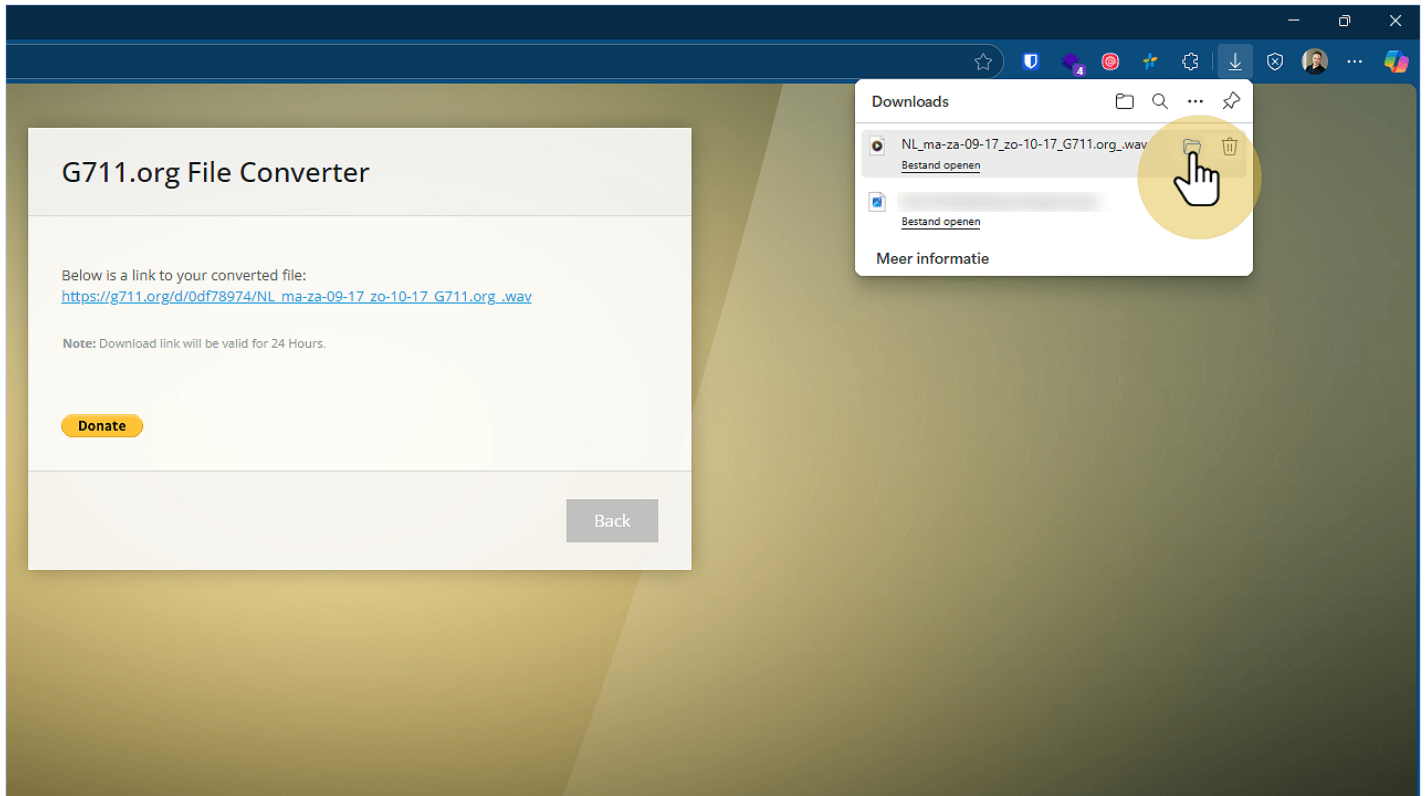
2.7 Klik op "Submit"



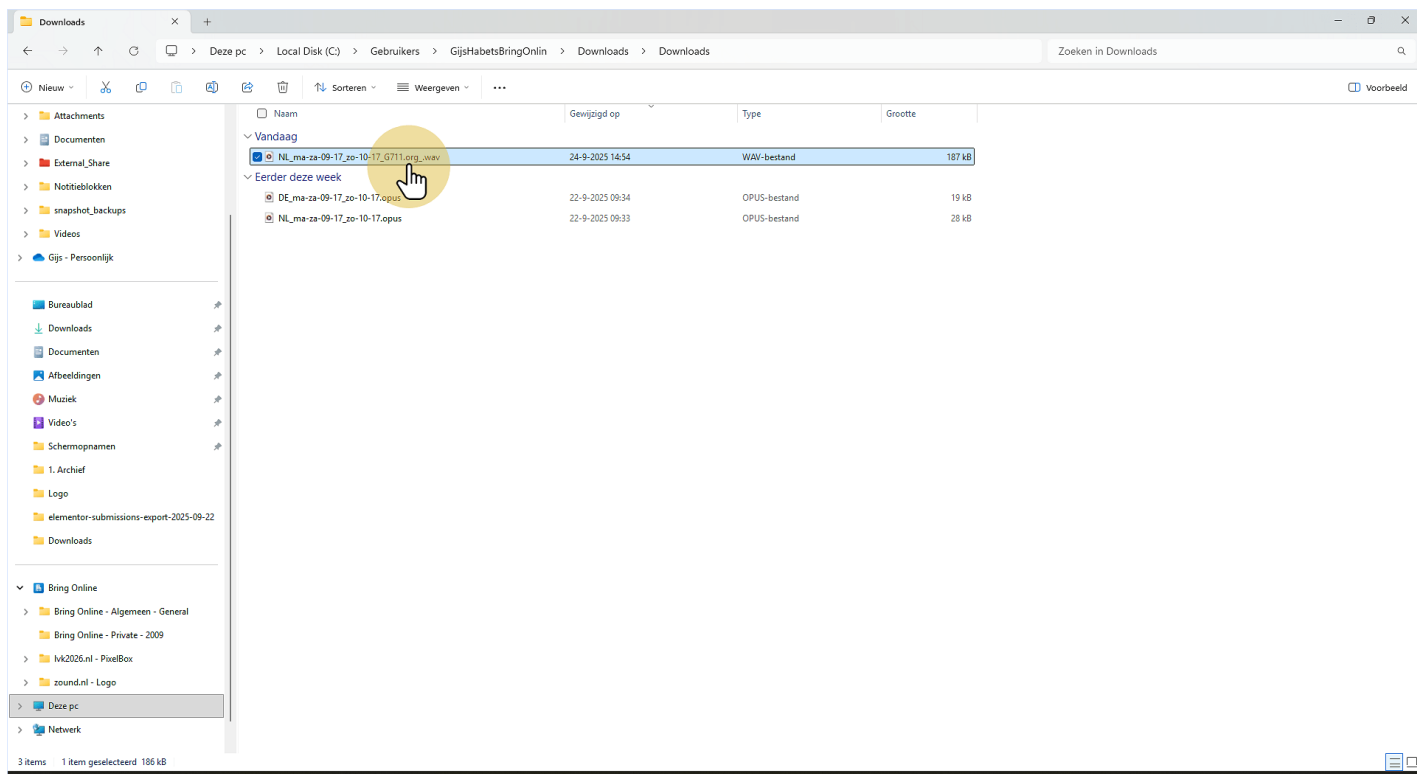
2.8 Download het bestand door op de link te klikken



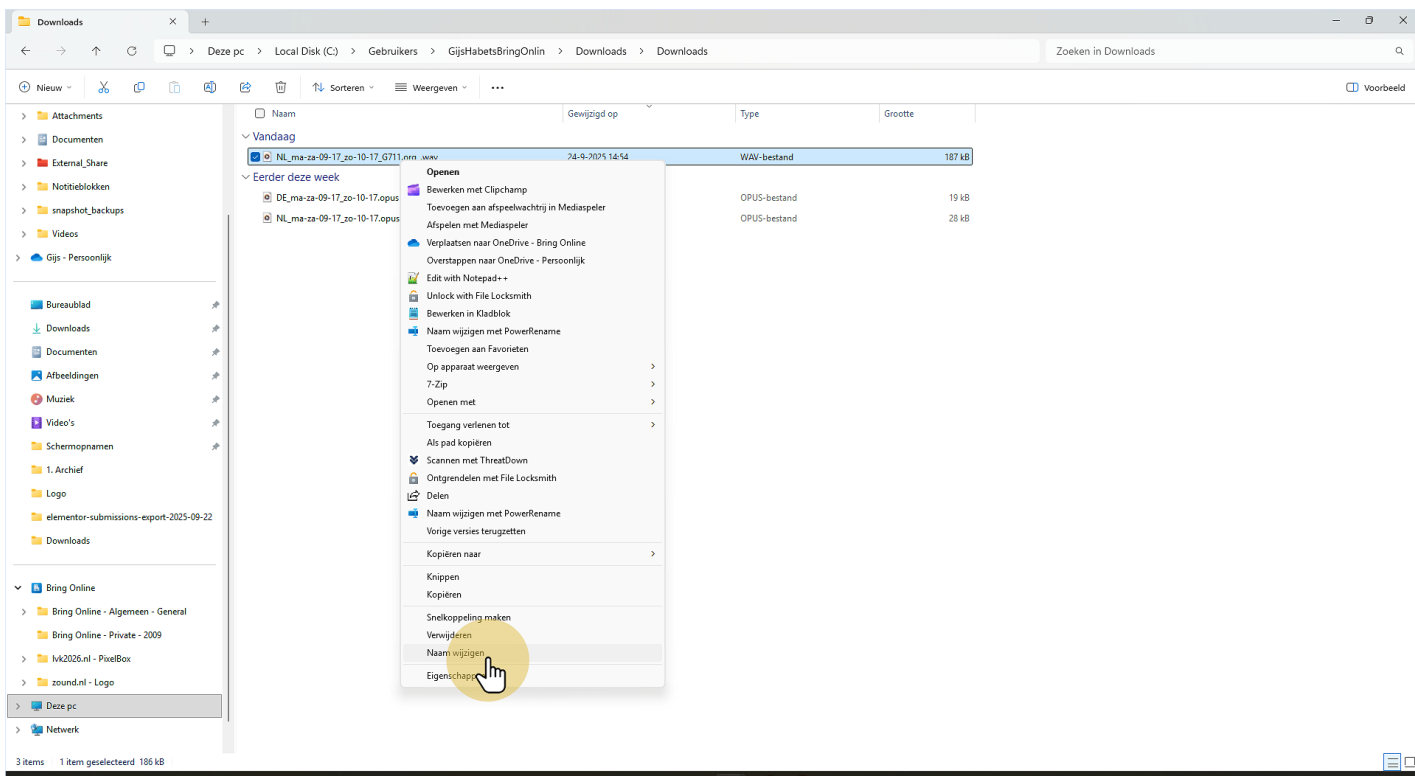
2.9 Klik op "Weergeven in map"



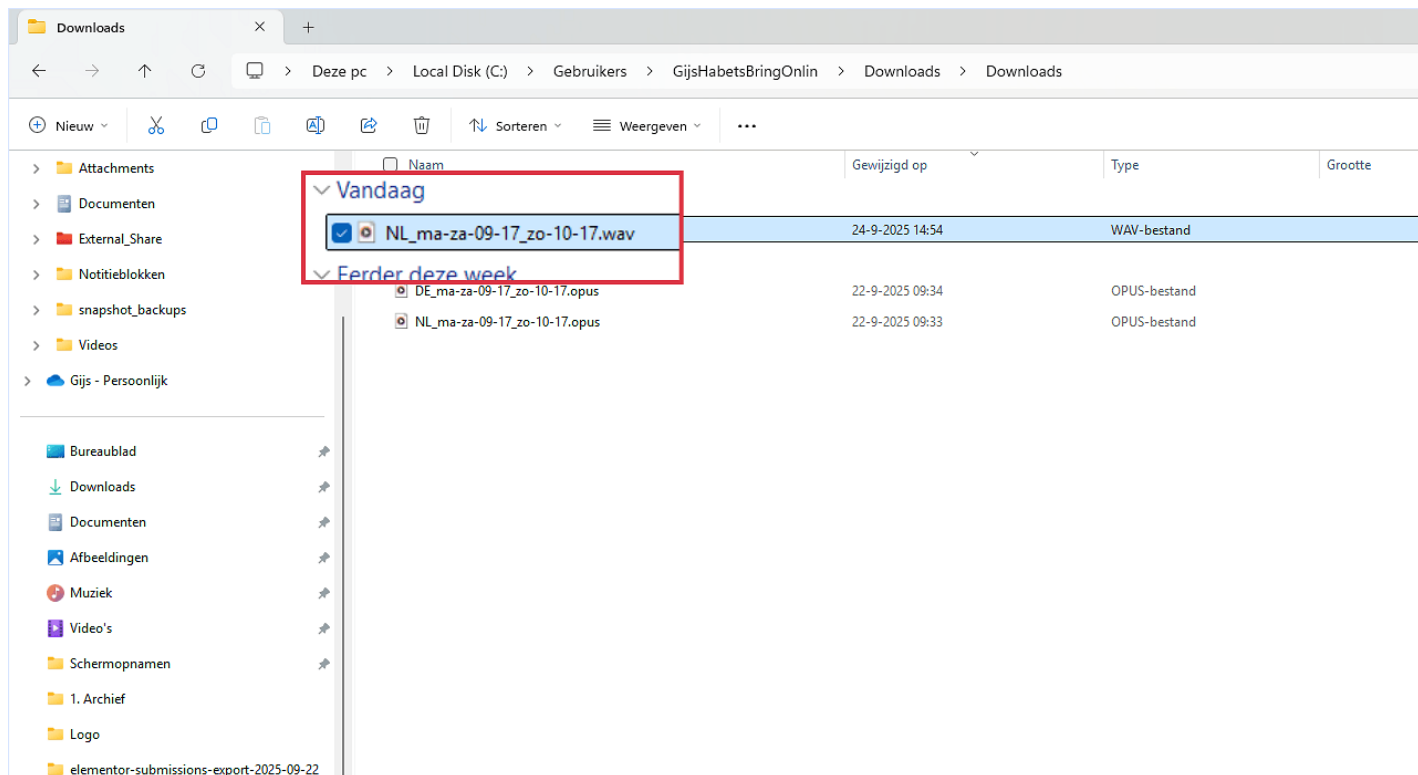
2.10 Klik met de rechter muisknop op het audio bestand



2.11 Klik op "Naam wijzigen"



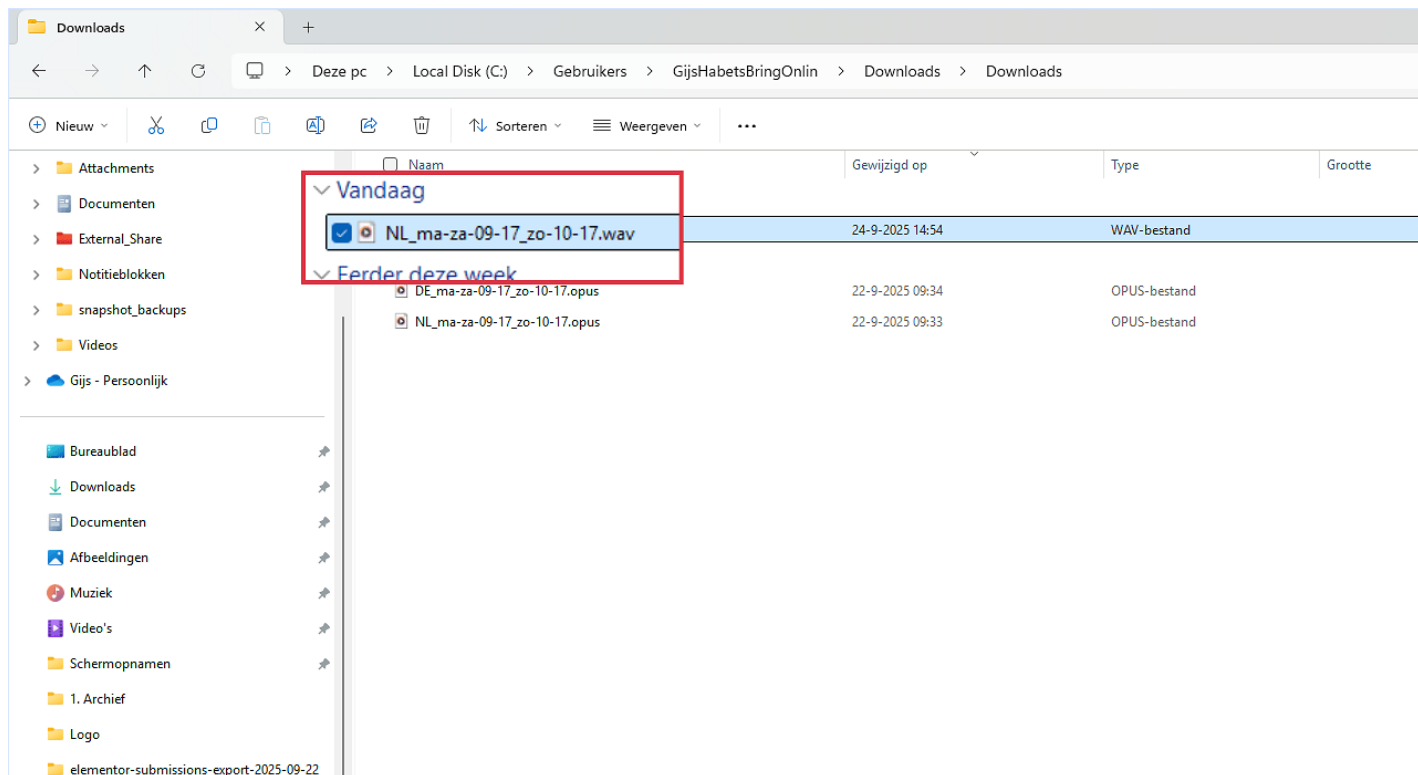
2.12 Verwijder "_G711.org" (aan het einde van het bestand) uit de benaming van het bestand



The screenshot shows a Windows File Explorer window with the address bar set to 'Downloads'. The left sidebar shows the 'Downloads' folder selected. The main pane displays a list of files grouped by date. A red box highlights the file 'NL_ma-za-09-17_zo-10-17.wav' under the 'Vandaag' group. The file is a WAV-bestand, 24-9-2025 14:54, and 1 MB. Other files in the list include 'DE_ma-za-09-17_zo-10-17.opus' and 'NL_ma-za-09-17_zo-10-17.opus'.

Naam	Gewijzigd op	Type	Grootte
Vandaag			
☒ NL_ma-za-09-17_zo-10-17.wav	24-9-2025 14:54	WAV-bestand	1
Ferder deze week			
DE_ma-za-09-17_zo-10-17.opus	22-9-2025 09:34	OPUS-bestand	
NL_ma-za-09-17_zo-10-17.opus	22-9-2025 09:33	OPUS-bestand	

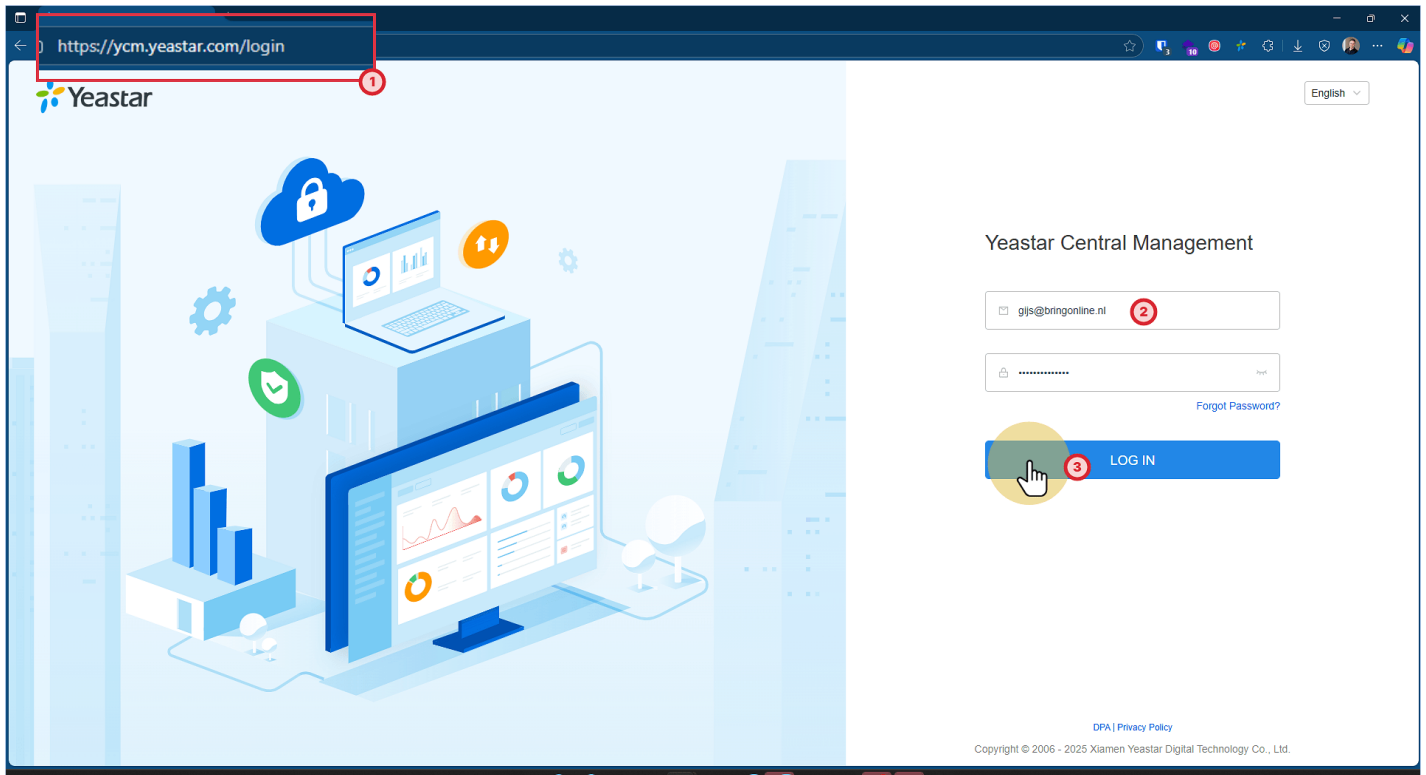
2.13 Het bestand heeft nu de aangepaste naam eindigend met het bestandsformaat .wav



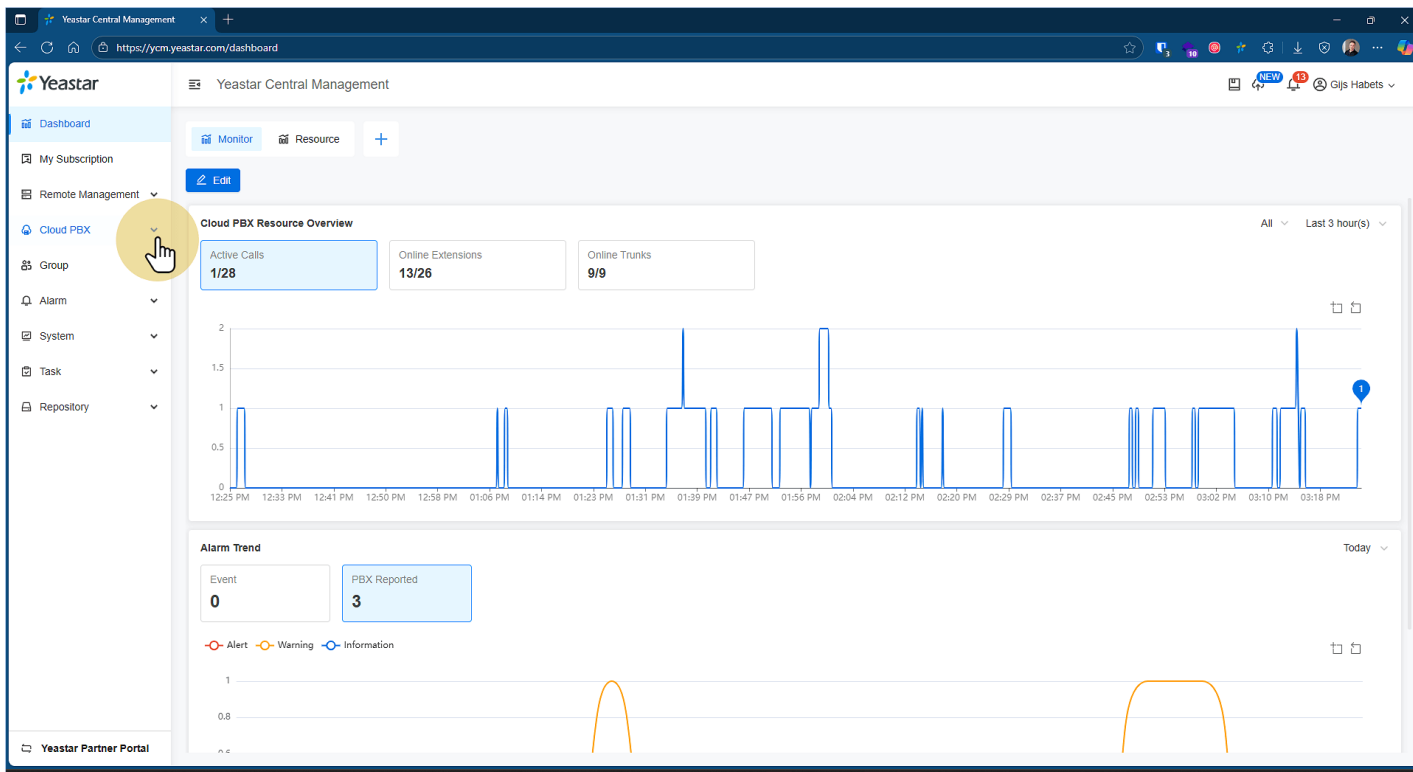
3 Inloggen telefooncentrale

3.1 Login op de portal Yeasar Central Management

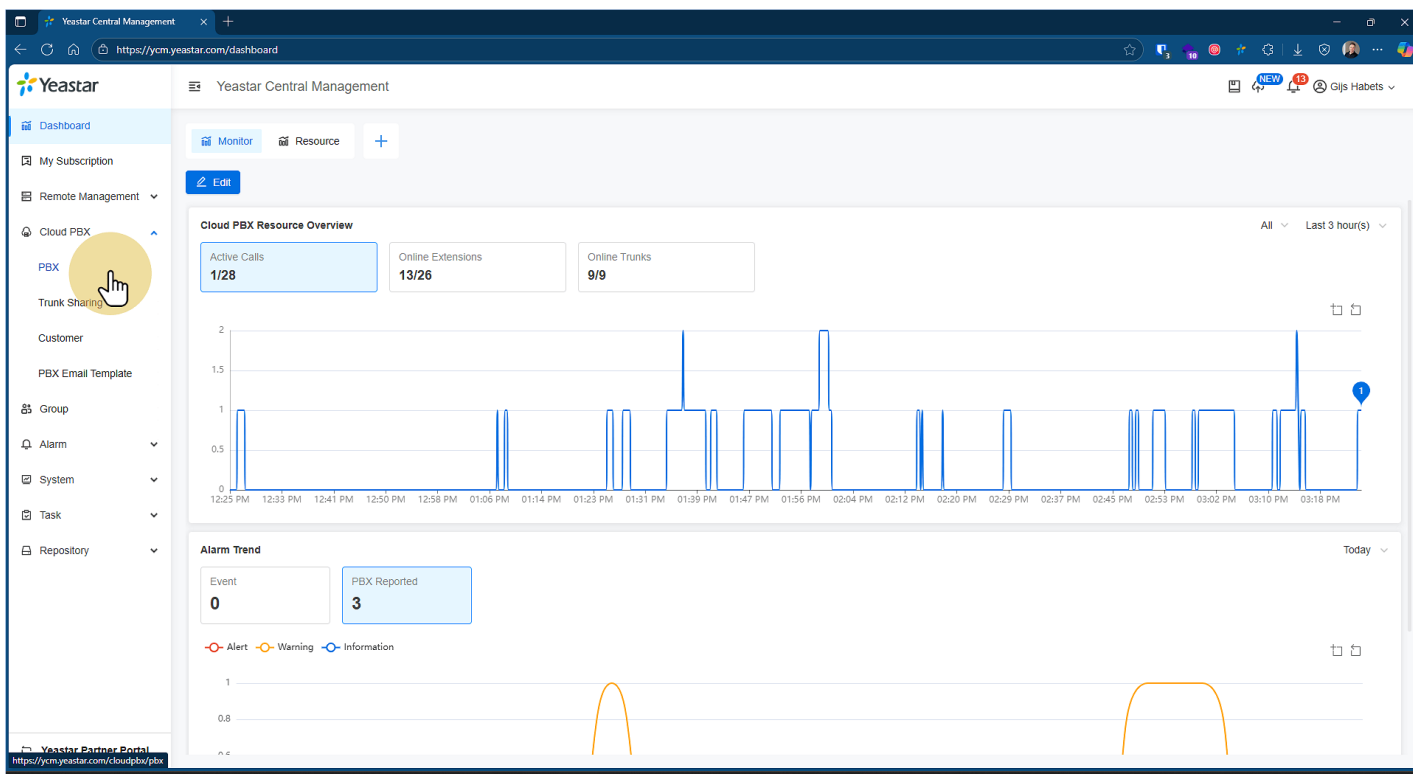
1. Ga naar <https://ycm.yeasar.com/login>
2. Vul de juiste gebruikersnaam en wachtwoord in uit de Bring Online passwordmanager
3. Klik op "LOG IN"



3.2 Klik op "Cloud PBX"

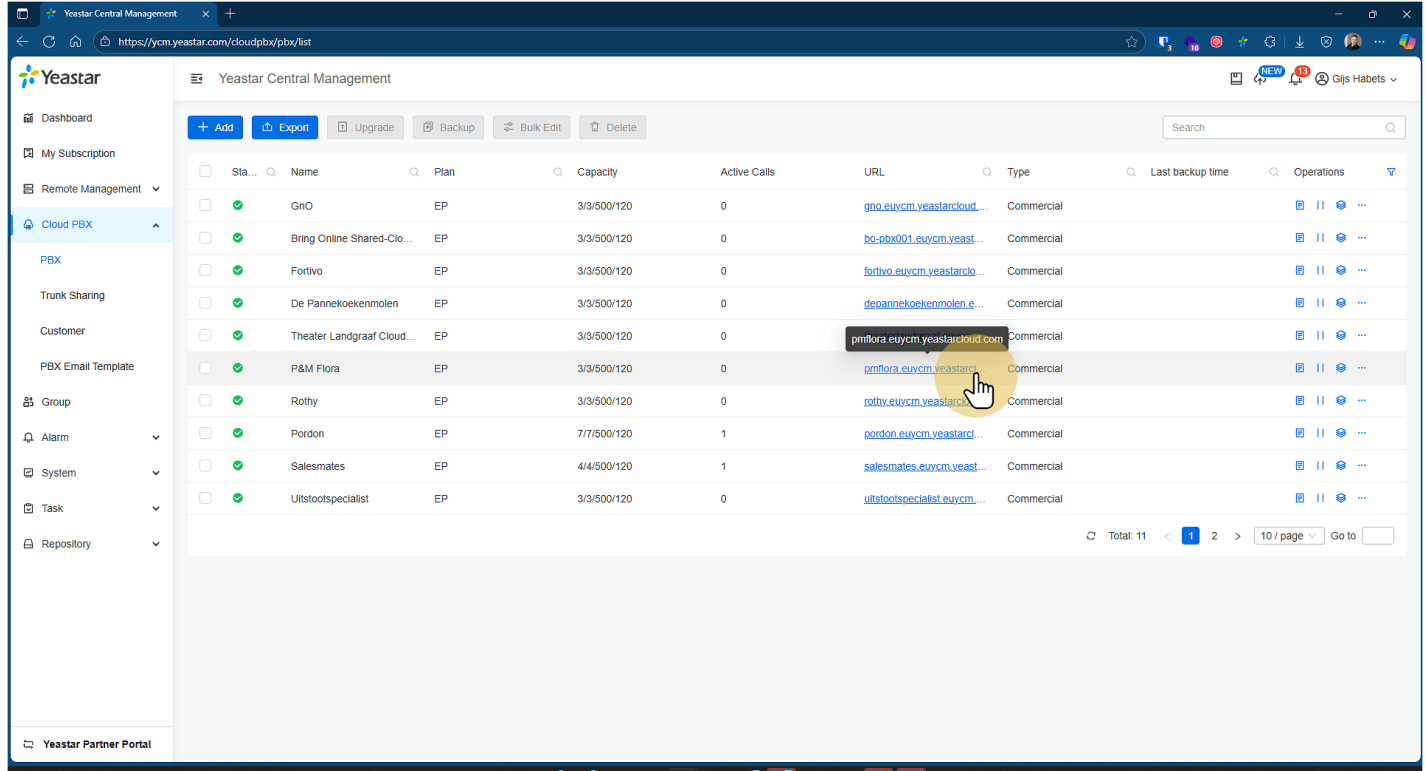


3.3 Klik op "PBX"



3.4 Login op de telefooncentrale van de klant

Klik op de URL van de klant. Je wordt automatisch ingelogd op de telefooncentrale van de klant



The screenshot displays the Yeastar Central Management web interface. On the left is a sidebar with navigation options: Dashboard, My Subscription, Remote Management, Cloud PBX (selected), PBX, Trunk Sharing, Customer, PBX Email Template, Group, Alarm, System, Task, and Repository. The main area shows a table of Cloud PBX customers. The table has columns for Status, Name, Plan, Capacity, Active Calls, URL, Type, Last backup time, and Operations. A hand cursor is pointing to the URL of the 'P&M Flora' customer, which is 'pimflora.euycm.yeastarcloud.com'. Below the table, there is a pagination bar showing 'Total: 11', '1' selected, '2' next, and '10 / page'.

Sta...	Name	Plan	Capacity	Active Calls	URL	Type	Last backup time	Operations
☐	GnO	EP	3/3/500/120	0	gno.euycm.yeastarcloud.com	Commercial		Edit Refresh More
☐	Bring Online Shared-Clo...	EP	3/3/500/120	0	bo-pbx001.euycm.yeastarcloud.com	Commercial		Edit Refresh More
☐	Fortivo	EP	3/3/500/120	0	fortivo.euycm.yeastarcloud.com	Commercial		Edit Refresh More
☐	De Pannekoekenmolen	EP	3/3/500/120	0	depannekoekenmolen.euycm.yeastarcloud.com	Commercial		Edit Refresh More
☐	Theater Landgraaf Cloud...	EP	3/3/500/120	0	pimflora.euycm.yeastarcloud.com	Commercial		Edit Refresh More
☐	P&M Flora	EP	3/3/500/120	0	pimflora.euycm.yeastarcloud.com	Commercial		Edit Refresh More
☐	Rothly	EP	3/3/500/120	0	rothly.euycm.yeastarcloud.com	Commercial		Edit Refresh More
☐	Pordon	EP	7/7/500/120	1	pordon.euycm.yeastarcloud.com	Commercial		Edit Refresh More
☐	Salesmates	EP	4/4/500/120	1	salesmates.euycm.yeastarcloud.com	Commercial		Edit Refresh More
☐	Uitslootspecialist	EP	3/3/500/120	0	uitslootspecialist.euycm.yeastarcloud.com	Commercial		Edit Refresh More

Total: 11 < 1 2 > 10 / page Go to

4 Bandjes uploaden

4.1 Open het menu "PBX instellingen"

The screenshot displays the Yeastar Central Management web interface. The left sidebar contains a navigation menu with the following items: Dashboard, Extensies en Trunk, Contactpersonen, Auto Provisioning, Oproepcontrole, Call Flow Designer, Oproepfuncties, Berichten beheer, PBX instellingen (highlighted with a yellow circle and a hand cursor), Systeem, Beveiliging, Onderhoud, Integration, Hotel beheer, Rapporten en opnames, and Plan. The main content area shows the 'Dashboard' with a line graph for 'Actieve oproepen' (Active calls) showing 0/3. Below the graph are three circular progress indicators: 'Geregistreerd 3/3', 'Trunks beschikbaar 1/1', and 'Linkus Clients 0'. At the bottom, there is a section for 'Evenementtrend' (Event trend) with a line graph. The right sidebar contains a 'Plan' section with a dropdown for 'Ondernemingsplan (EP)' and a 'Capacity' section with a table showing 'Transcription' and 'Opnemen' status.

Transcription	Opnemen

Geplande back-up	Geblokkeerde IPs	Alarm nummers
UIT	0	0

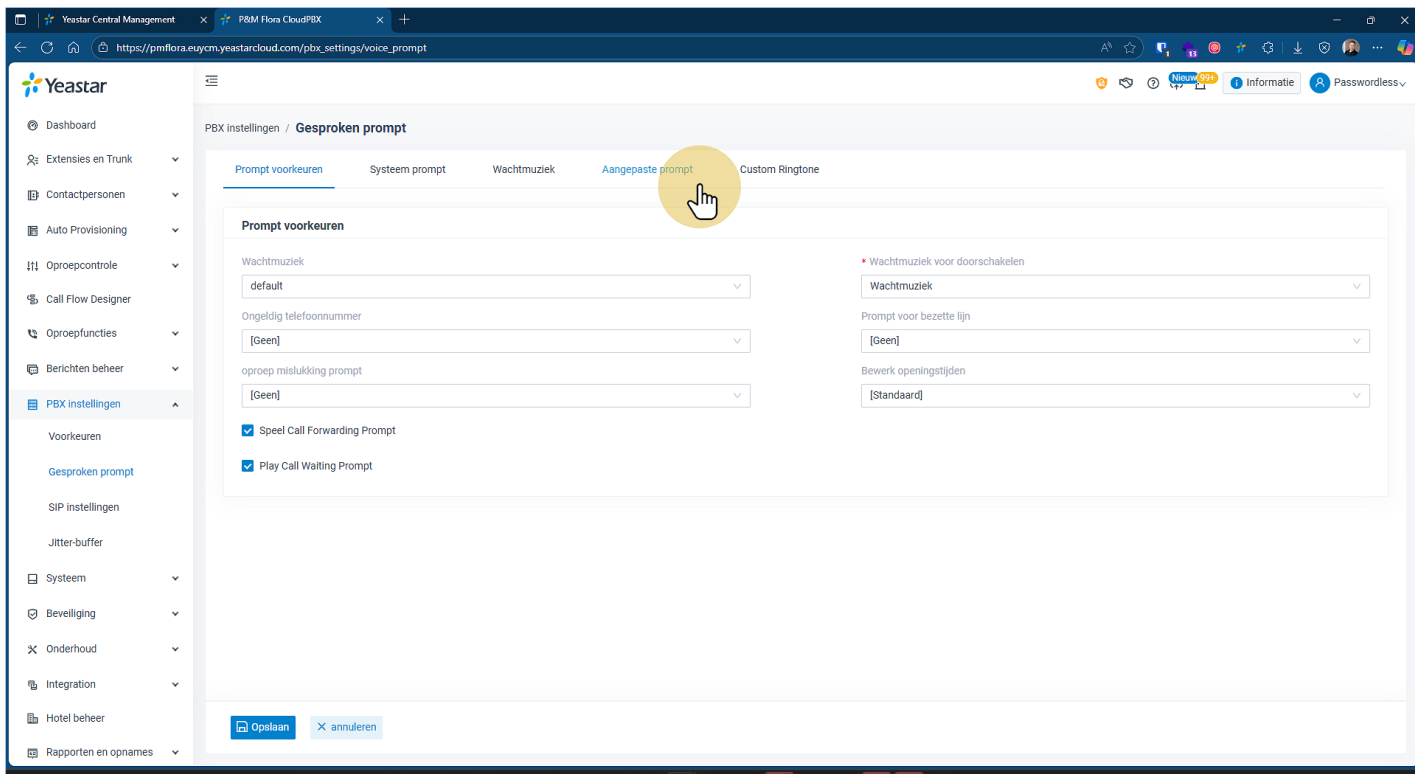
4.2 Klik op "PBX instellingen"

The screenshot displays the Yeastar Central Management interface. On the left sidebar, the 'PBX instellingen' menu item is highlighted with a yellow circle and a hand cursor. The main dashboard area shows various metrics and charts:

- Dashboard:** Active oproepen: 0/3. A line chart shows a flat trend at 0 over time.
- Plan:** Ondernemingsplan (EP) is selected.
- Capacity:** Transcription and Opnemen are shown with progress bars.
- Geplande back-up:** UIT (red status).
- Geblokkeerde IPs:** 0.
- Alarm numbers:** 0.
- Registratie:** Geregistreerd: 3/3. A donut chart shows 100% completion.
- Trunks beschikbaar:** 1/1. A donut chart shows 100% completion.
- Linkus Clients:** 0. A pie chart shows 0 clients.
- Evenementtrend:** A line chart showing a trend over the last 15 days, with a value of 1.5 at the end.

The URL in the browser address bar is https://pmflora.euycm.yeastarcloud.com/pbx_settings/voice_prompt.

4.3 Klik op "Aangepaste prompt"



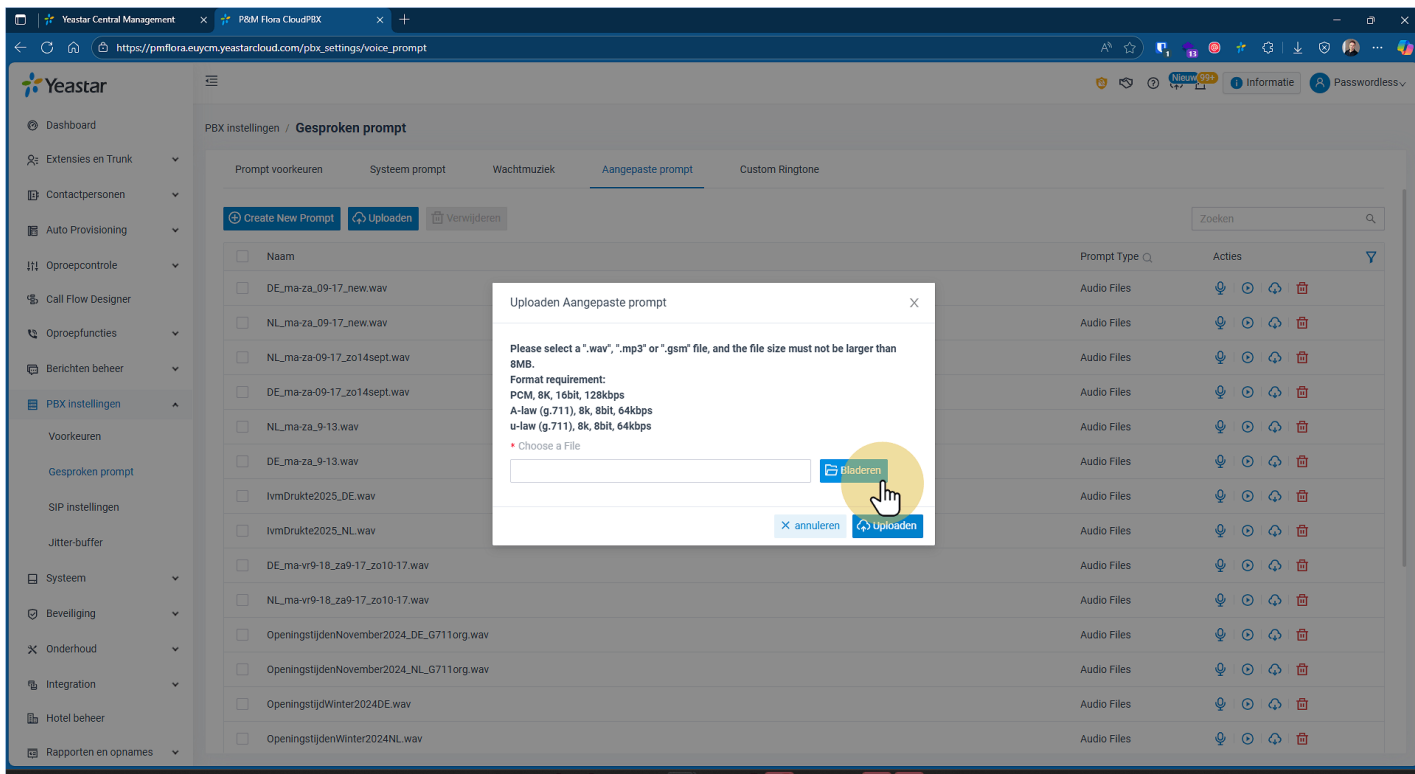
The screenshot displays the Yeastar PBX settings interface. The left sidebar contains a navigation menu with options like Dashboard, Extensies en Trunk, Contactpersonen, Auto Provisioning, Oproepcontrole, Call Flow Designer, Oproepfuncties, Berichten beheer, PBX instellingen, SIP instellingen, Jitter-buffer, Systeem, Beveiliging, Onderhoud, Integration, Hotel beheer, and Rapporten en opnames. The main content area is titled 'PBX instellingen / Gesproken prompt'. It features a tabbed interface with four tabs: 'Prompt voorkeuren', 'Systeem prompt', 'Wachtmuziek', and 'Aangepaste prompt'. The 'Aangepaste prompt' tab is selected and highlighted with a yellow circle and a hand cursor. Below the tabs, the 'Prompt voorkeuren' section is visible, containing several dropdown menus and checkboxes. The dropdowns are labeled 'Wachtmuziek', 'Ongeldig telefoonnummer', 'oproep mislukking prompt', 'Wachtmuziek voor doorschakelen', 'Prompt voor bezette lijn', and 'Bewerk openingstijden'. The checkboxes are labeled 'Speel Call Forwarding Prompt' and 'Play Call Waiting Prompt'. At the bottom of the main content area, there are two buttons: 'Opslaan' (Save) and 'annuleren' (Cancel).

4.4 Klik op "Uploaden"

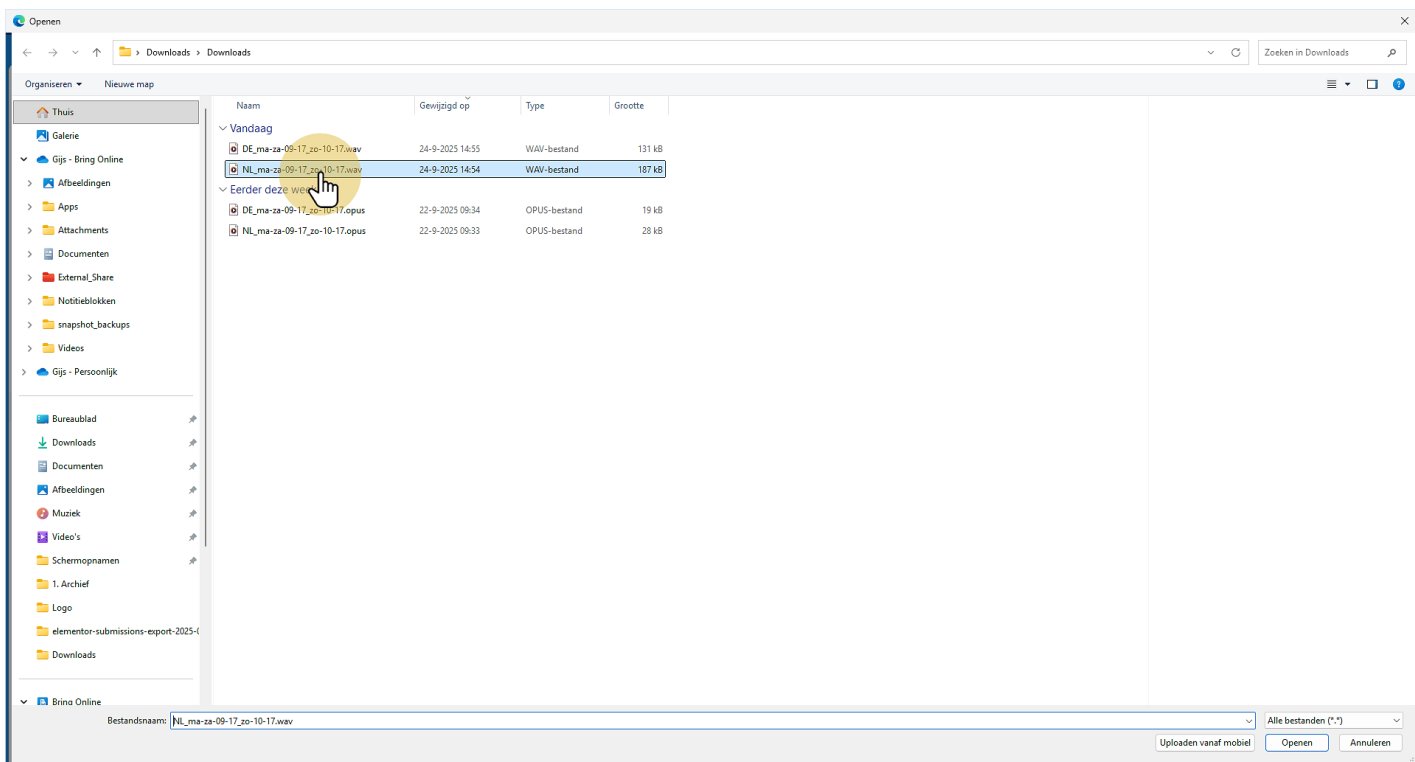
The screenshot displays the Yeastar PBX settings interface, specifically the 'Gesproken prompt' (Voice Prompt) section. A yellow circle highlights the 'Uploaden' button, with a hand cursor pointing to it. The interface includes a sidebar with navigation options like 'Dashboard', 'Extensies en Trunk', 'Contactpersonen', 'Auto Provisioning', 'Oproepcontrole', 'Call Flow Designer', 'Oproepfuncties', 'Berichten beheer', 'PBX instellingen', 'SIP instellingen', 'Jitter-buffer', 'Systeem', 'Beveiliging', 'Onderhoud', 'Integration', 'Hotel beheer', and 'Rapporten en opnames'. The main content area shows a table of prompts with columns for 'Naam', 'Prompt Type', and 'Acties'.

Naam	Prompt Type	Acties
DE_ma-za-09-17_new.wav	Audio Files	[Download] [Refresh] [Delete]
NL_ma-za-09-17_new.wav	Audio Files	[Download] [Refresh] [Delete]
NL_ma-za-09-17_zo14sept.wav	Audio Files	[Download] [Refresh] [Delete]
DE_ma-za-09-17_zo14sept.wav	Audio Files	[Download] [Refresh] [Delete]
NL_ma-za-9-13.wav	Audio Files	[Download] [Refresh] [Delete]
DE_ma-za-9-13.wav	Audio Files	[Download] [Refresh] [Delete]
IvmDrukte2025_DE.wav	Audio Files	[Download] [Refresh] [Delete]
IvmDrukte2025_NL.wav	Audio Files	[Download] [Refresh] [Delete]
DE_ma-vr9-18_za9-17_zo10-17.wav	Audio Files	[Download] [Refresh] [Delete]
NL_ma-vr9-18_za9-17_zo10-17.wav	Audio Files	[Download] [Refresh] [Delete]
OpeningstijdenNovember2024_DE_G711org.wav	Audio Files	[Download] [Refresh] [Delete]
OpeningstijdenNovember2024_NL_G711org.wav	Audio Files	[Download] [Refresh] [Delete]
OpeningstijdWinter2024DE.wav	Audio Files	[Download] [Refresh] [Delete]
OpeningstijdenWinter2024NL.wav	Audio Files	[Download] [Refresh] [Delete]

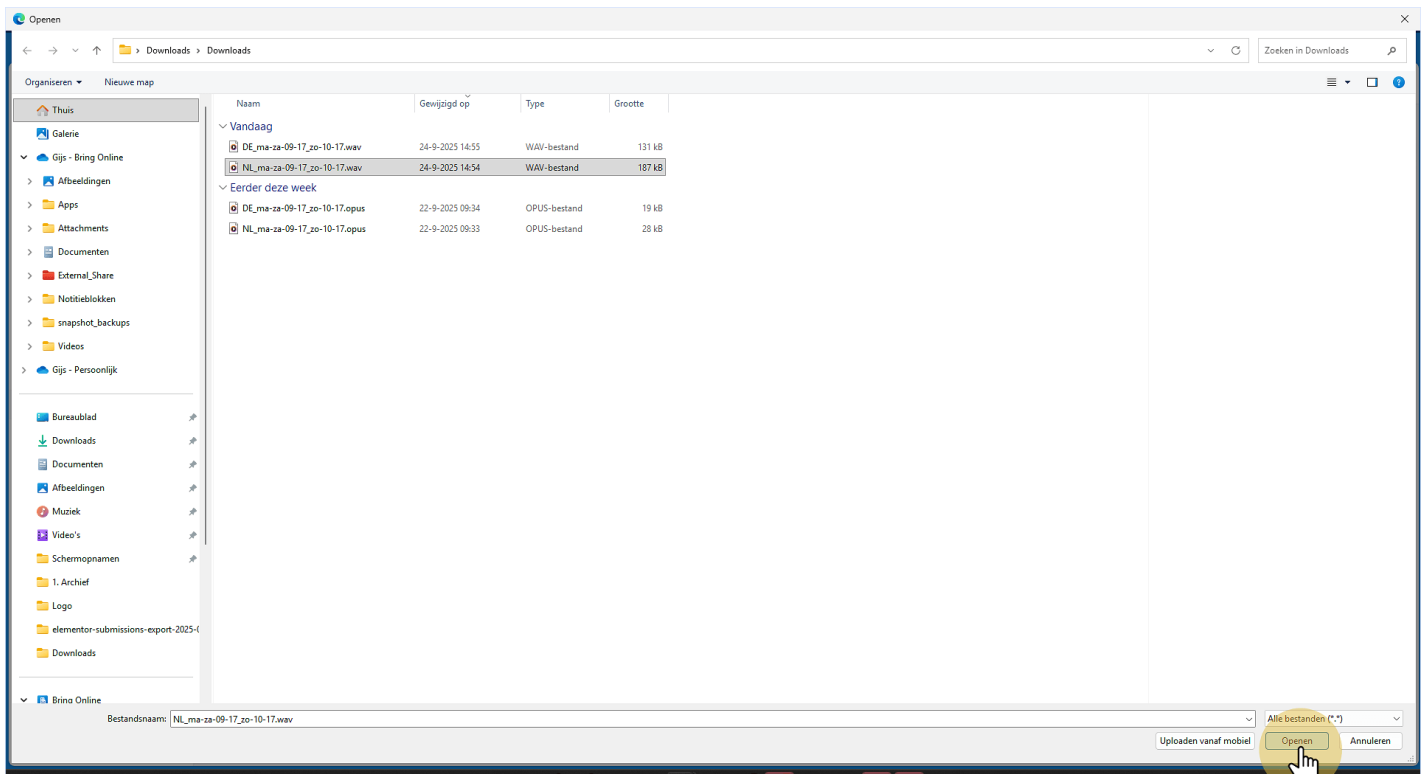
4.5 Klik op "Bladeren"



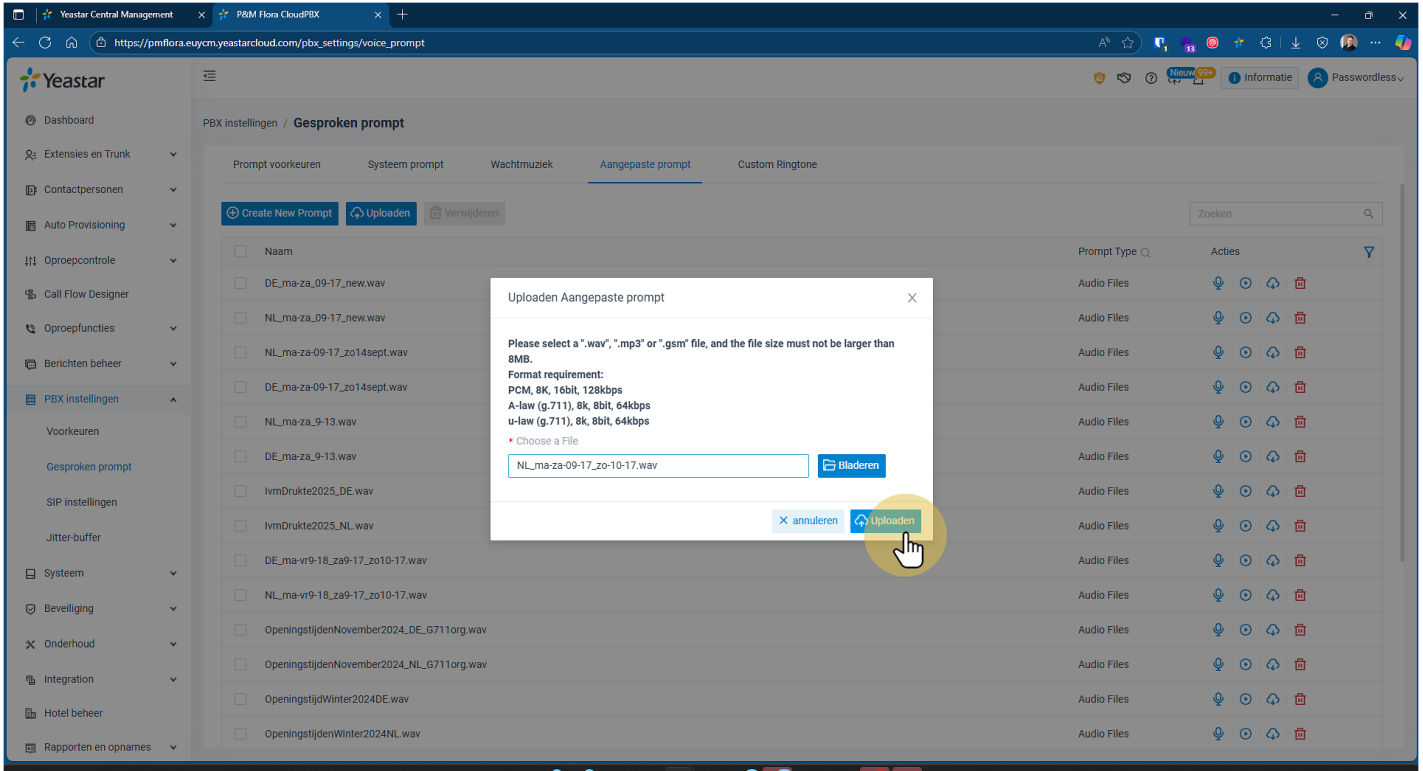
4.6 Selecteer het juiste (nieuwe) bestand/bandje



4.7 Klik op "Openen"



4.8 Klik op "Uploaden"



4.9 Controleer de status

The screenshot shows the Yeastar PBX settings interface. The sidebar on the left contains navigation options: Dashboard, Extensies en Trunk, Contactpersonen, Auto Provisioning, Oproepcontrole, Call Flow Designer, Oproepfuncties, Berichten beheer, PBX instellingen (selected), Voorkeuren, Gesproken prompt (selected), SIP instellingen, Jitter-buffer, Systeem, Beveiliging, Onderhoud, Integration, Hotel beheer, and Rapporten en opnames. The main content area is titled 'PBX instellingen / Gesproken prompt'. It has tabs for 'Prompt voorkeuren', 'Systeem prompt', 'Wachtmuziek', 'Aangepaste prompt' (selected), and 'Custom Ringtone'. Below the tabs are buttons for 'Create New Prompt', 'Uploaden', and 'Verwijderen'. A search bar is also present. The table below lists prompts with columns for 'Naam', 'Prompt Type', and 'Acties'. The prompts listed are: NL_ma-za-09-17_zo-10-17.wav, DE_ma-za-09-17_new.wav, NL_ma-za-09-17_new.wav, NL_ma-za-09-17_zo14sept.wav, DE_ma-za-09-17_zo14sept.wav, NL_ma-za-9-13.wav, DE_ma-za-9-13.wav, lvmDrukke2025_DE.wav, lvmDrukke2025_NL.wav, DE_ma-vr9-18_zo9-17_zo10-17.wav, NL_ma-vr9-18_zo9-17_zo10-17.wav, OpeningstijdenNovember2024_DE_G711org.wav, OpeningstijdenNovember2024_NL_G711org.wav, and OpeningstijdWinter2024DE.wav. A success message 'Succeeded to upload NL_ma-za-09-17_zo-10-17.wav.' is displayed at the bottom right.

Naam	Prompt Type	Acties
NL_ma-za-09-17_zo-10-17.wav	Audio Files	[Download] [Refresh] [Delete]
DE_ma-za-09-17_new.wav	Audio Files	[Download] [Refresh] [Delete]
NL_ma-za-09-17_new.wav	Audio Files	[Download] [Refresh] [Delete]
NL_ma-za-09-17_zo14sept.wav	Audio Files	[Download] [Refresh] [Delete]
DE_ma-za-09-17_zo14sept.wav	Audio Files	[Download] [Refresh] [Delete]
NL_ma-za-9-13.wav	Audio Files	[Download] [Refresh] [Delete]
DE_ma-za-9-13.wav	Audio Files	[Download] [Refresh] [Delete]
lvmDrukke2025_DE.wav	Audio Files	[Download] [Refresh] [Delete]
lvmDrukke2025_NL.wav	Audio Files	[Download] [Refresh] [Delete]
DE_ma-vr9-18_zo9-17_zo10-17.wav	Audio Files	[Download] [Refresh] [Delete]
NL_ma-vr9-18_zo9-17_zo10-17.wav	Audio Files	[Download] [Refresh] [Delete]
OpeningstijdenNovember2024_DE_G711org.wav	Audio Files	[Download] [Refresh] [Delete]
OpeningstijdenNovember2024_NL_G711org.wav	Audio Files	[Download] [Refresh] [Delete]
OpeningstijdWinter2024DE.wav	Audio Files	[Download] [Refresh] [Delete]



Meerdere bandjes uploaden?

Herhaal deze stappen vanaf Stap 3. Bandjes uploaden

5 Bandjes wisselen in keuzemenu

5.1 Klik op "Oproepfuncties"

The screenshot displays the Yeastar Central Management interface. On the left sidebar, the 'Oproepfuncties' menu item is highlighted with a yellow circle and a hand cursor. The main dashboard area shows the 'Dashboard' section with a line graph for 'Actieve oproepen' (Active calls) showing 0/3. Below the graph are three circular progress indicators: 'Geregistreerd 3/3', 'Trunks beschikbaar 1/1', and 'Linkus Clients 0'. At the bottom, there is an 'Evenementtrend' (Event trend) section with a line graph. The right sidebar contains a 'Plan' section with a dropdown menu for 'Ondernemingsplan (EP)' and a 'Capacity' section with a table showing 'Transcription' and 'Opnemen' status.

Plan
Ondernemingsplan (EP)

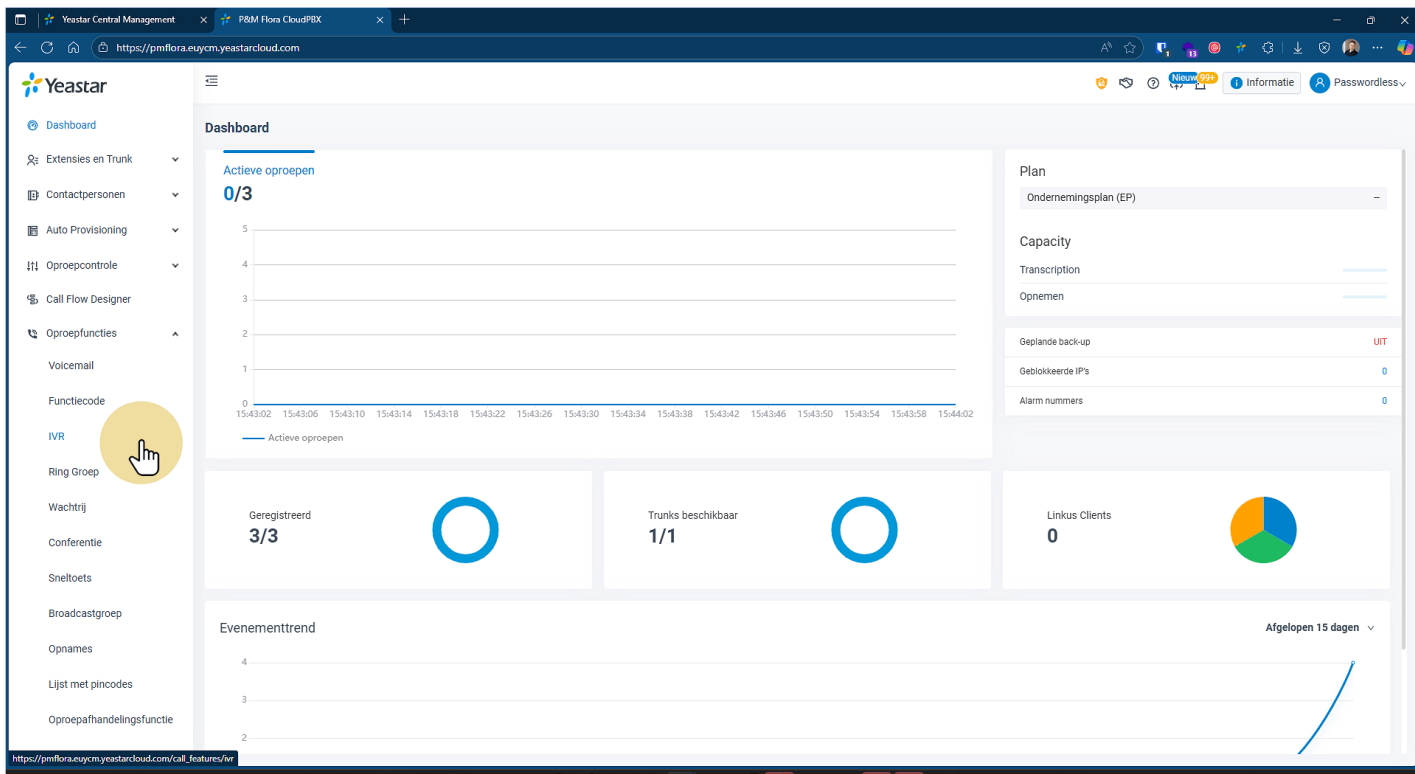
Capacity
Transcription
Opnemen

Geplande back-up
UIT

Geblokkeerde IPs
0

Alarm nummers
0

5.2 Klik op "IVR"

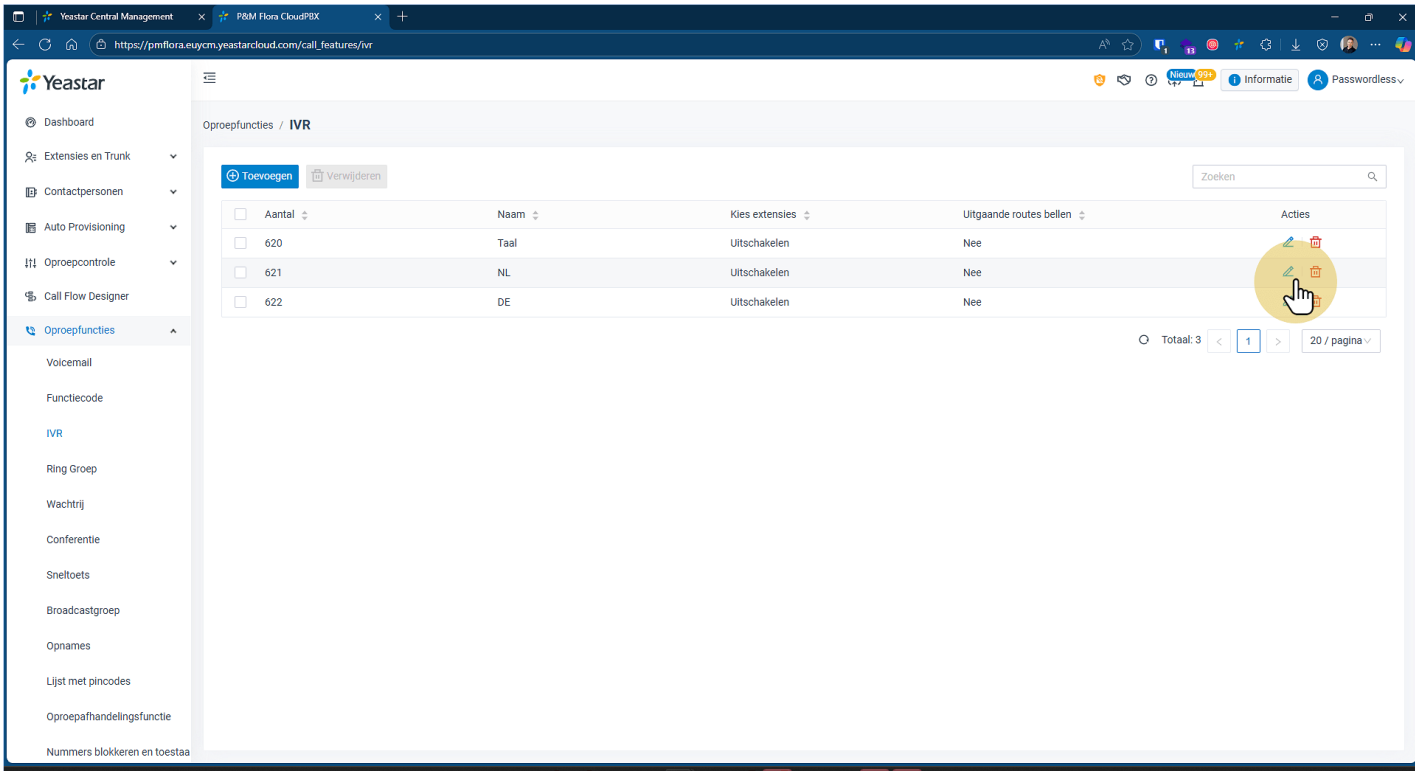


The screenshot displays the Yeastar Central Management web interface. The left sidebar contains a navigation menu with the following items: Dashboard, Extensies en Trunk, Contactpersonen, Auto Provisioning, Oproepcontrole, Call Flow Designer, Oproepfuncties, Voicemail, Functiecode, **IVR** (highlighted with a hand icon), Ring Groep, Wachtrij, Conferentie, Sneltoets, Broadcastgroep, Opnames, Lijst met pincodes, and Oproepafhandelingsfunctie. The main content area is titled "Dashboard" and features several widgets:

- Actieve oproepen**: A line chart showing active calls over time, with a value of 0/3.
- Geregistreerd**: A circular progress indicator showing 3/3.
- Trunks beschikbaar**: A circular progress indicator showing 1/1.
- Linkus Clients**: A circular progress indicator showing 0.
- Evenementtrend**: A line chart showing event trends over the last 15 days.

The right-hand panel displays the "Plan" section, including "Ondernemingsplan (EP)", "Capacity", "Transcription", "Opnemen", "Geplande back-up", "Geblokkeerde IPs", and "Alarm numbers". The "Geplande back-up" status is marked as "UIT".

5.3 Klik op "Bewerk"



The screenshot shows the Yeastar Central Management interface. The left sidebar contains a menu with options like Dashboard, Extensies en Trunk, Contactpersonen, Auto Provisioning, Oproepcontrole, Call Flow Designer, and Oproepfuncties. The main content area is titled 'Oproepfuncties / IVR' and displays a table with three rows of IVR configurations. A hand icon points to the 'Bewerk' (Edit) button in the 'Acties' column of the first row.

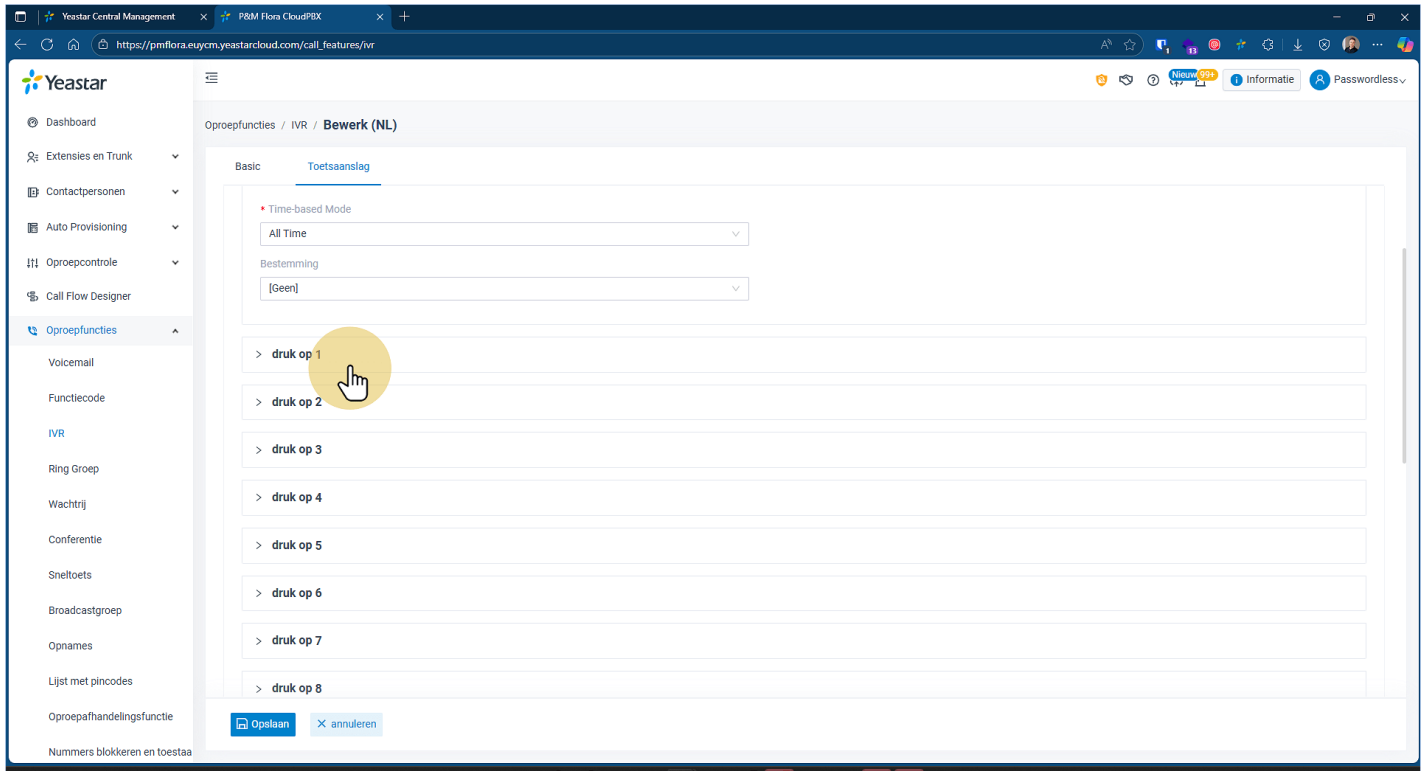
Aantal	Naam	Kies extensies	Uitgaande routes bellen	Acties
620	Taal	Uitschakelen	Nee	
621	NL	Uitschakelen	Nee	
622	DE	Uitschakelen	Nee	

Totaal: 3 | 1 | 20 / pagina

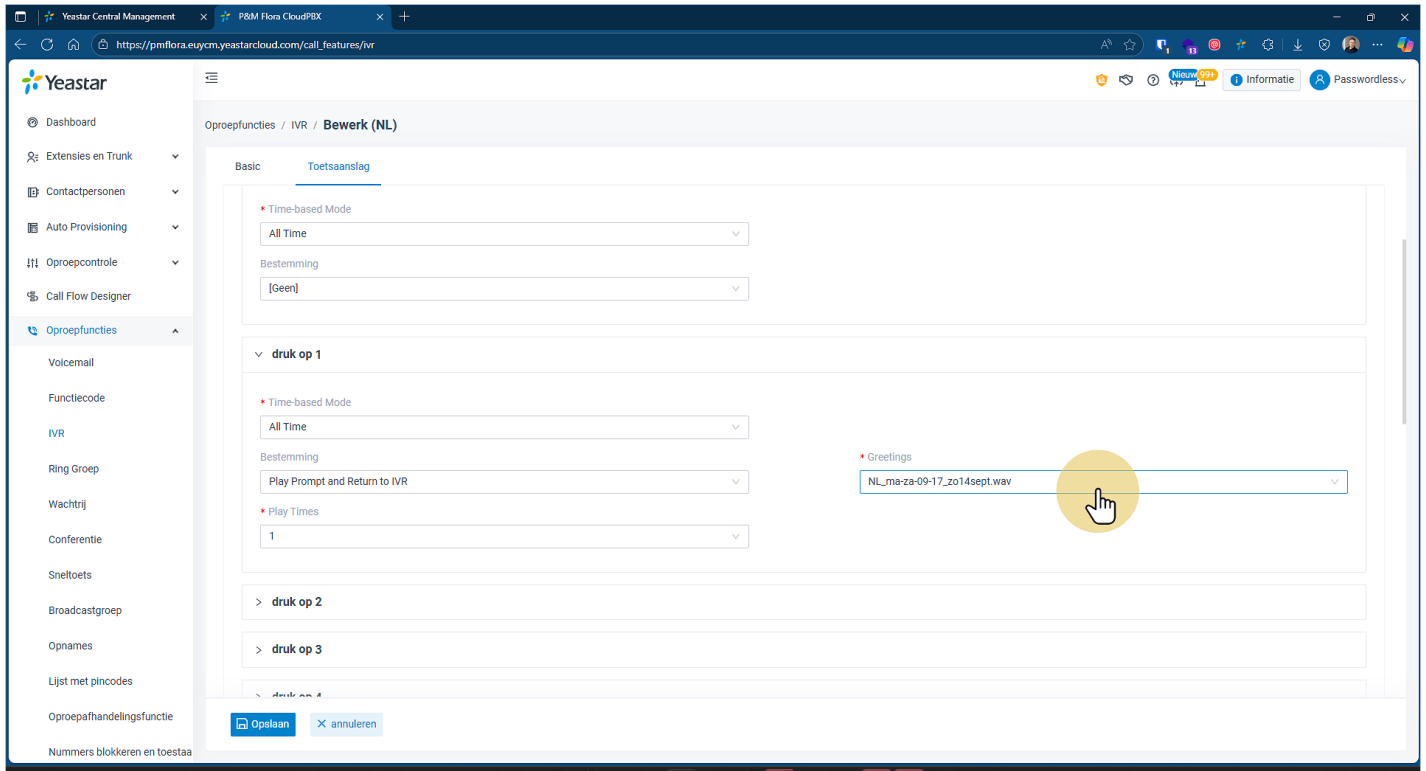
5.4 Klik op "Toetsaanslag"

The screenshot shows the Yeastar Central Management interface. The left sidebar contains a navigation menu with the following items: Dashboard, Extensies en Trunk, Contactpersonen, Auto Provisioning, Oproepcontrole, Call Flow Designer, Oproepfuncties (highlighted), Voicemail, Functiecode, IVR, Ring Groep, Wachtrij, Conferentie, Sneltoets, Broadcastgroep, Opnames, Lijst met pincodes, Oproepafhandelingsfunctie, and Nummers blokkeren en toestaan. The main content area is titled 'Oproepfuncties / IVR / Bewerk (NL)'. It features two tabs: 'Basic' and 'Toetsaanslag'. A yellow circle with a hand icon points to the 'Toetsaanslag' tab. The 'Basic' tab is currently active, displaying various configuration fields: Aantal (621), Opname (KeuzemenuNL_0711org_wav), Reactietime-out (s) (3), IVR Alert Info, Kies extensies (Uitschakelen), and several checkboxes (Allow Calling Numbers, Uitgaande routes bellen, Kies om voicemail te controleren, Dial #9 to Modify IVR Prompt). The right sidebar contains fields for Naam (NL), Snelle herhalingsteller (3), Time-out (s) voor cijfers (3), and Linkus Client Distinctive Ringtone ([Geen]). At the bottom of the main content area, there are two buttons: 'Opslaan' and 'annuleren'.

5.5 Klik hier

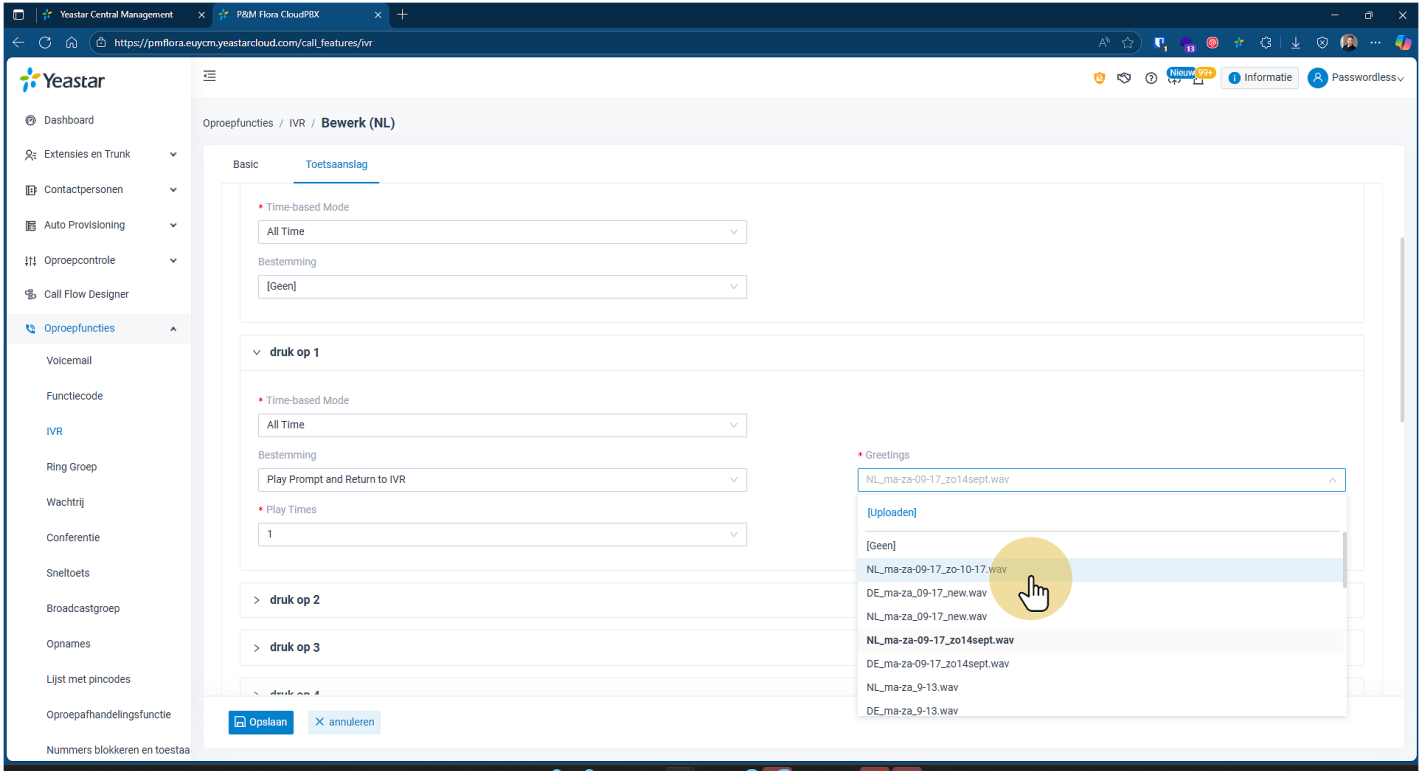


5.6 Klik hier



The screenshot displays the Yeastar Central Management web interface. The left sidebar contains a navigation menu with options like Dashboard, Extensies en Trunk, Contactpersonen, Auto Provisioning, Oproepcontrole, Call Flow Designer, and Oproepfuncties. The main content area is titled 'Oproepfuncties / IVR / Bewerk (NL)' and shows the 'Toetsaanslag' (Test Call) configuration. The 'Basic' tab is active, showing settings for 'Time-based Mode' (All Time), 'Bestemming' (Geen), and 'Greetings' (NL_ma-za-09-17_zo14sept.wav). A yellow circle highlights the 'Greetings' dropdown menu, and a hand cursor icon points to the dropdown arrow. Below the main configuration, there are sections for 'druk op 1', 'druk op 2', 'druk op 3', and 'druk op 4'. At the bottom, there are buttons for 'Opslaan' (Save) and 'annuleren' (Cancel).

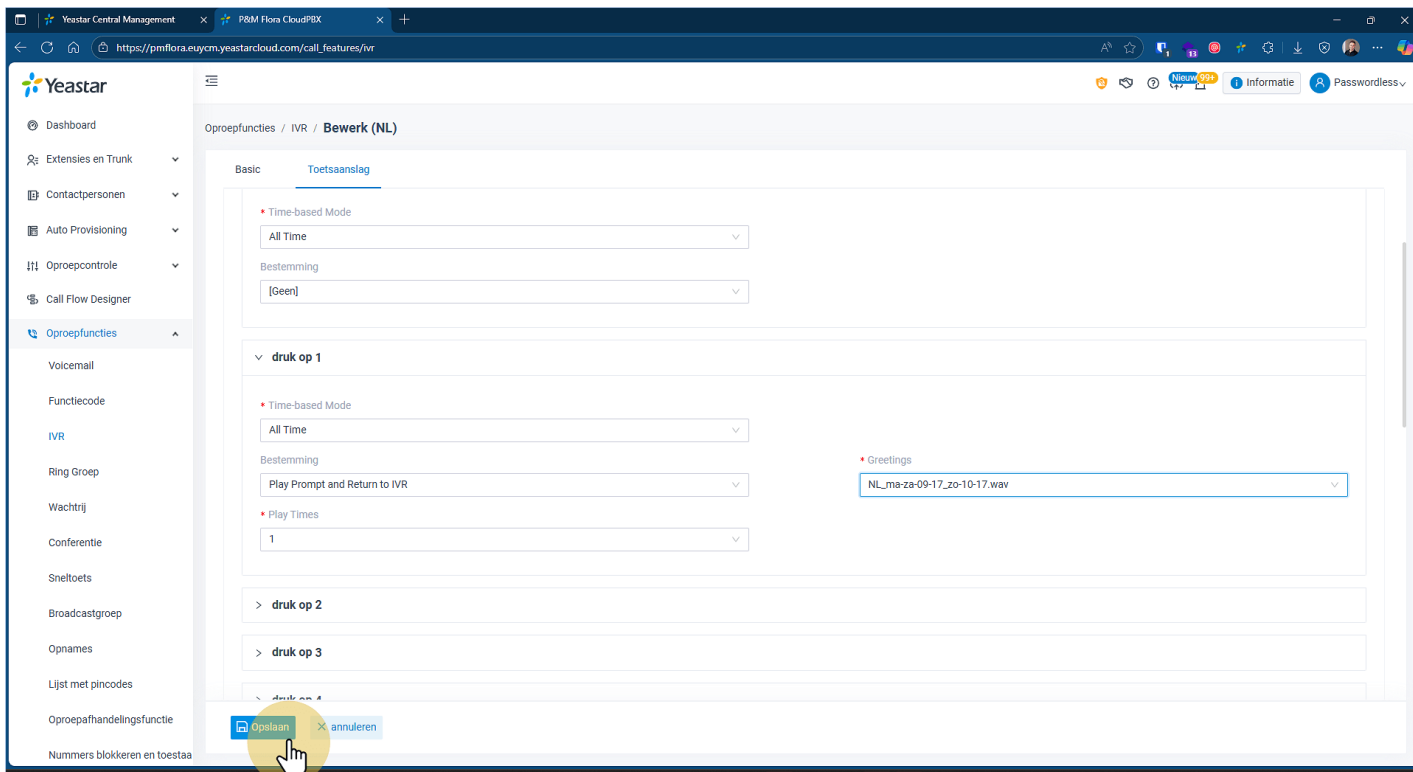
5.7 Selecteer het nieuwe bestand/bandje



The screenshot shows the Yeastar Central Management interface for configuring an IVR system. The left sidebar contains a navigation menu with options like Dashboard, Extensies en Trunk, Contactpersonen, Auto Provisioning, Oproepcontrole, Call Flow Designer, and Oproepfuncties. The main area is titled 'Oproepfuncties / IVR / Bewerk (NL)' and has tabs for 'Basic' and 'Toetsaanslag'. The 'Toetsaanslag' tab is active, showing configuration for 'druk op 1', 'druk op 2', and 'druk op 3'. The 'Greetings' dropdown menu is open, displaying a list of audio files. A yellow circle with a hand icon highlights the file 'NL_ma-za-09-17_zo10-17.wav'.

Yeastar Central Management interface showing the IVR configuration page. The page is titled "Oproepfuncties / IVR / Bewerk (NL)". The left sidebar contains a navigation menu with options like Dashboard, Extensies en Trunk, Contactpersonen, Auto Provisioning, Oproepcontrole, Call Flow Designer, and Oproepfuncties. The main area is titled "Oproepfuncties / IVR / Bewerk (NL)" and has tabs for "Basic" and "Toetsaanslag". The "Toetsaanslag" tab is active, showing configuration for "druk op 1", "druk op 2", and "druk op 3". The "Greetings" dropdown menu is open, displaying a list of audio files. A yellow circle with a hand icon highlights the file "NL_ma-za-09-17_zo10-17.wav".

5.8 Klik op "Opslaan"

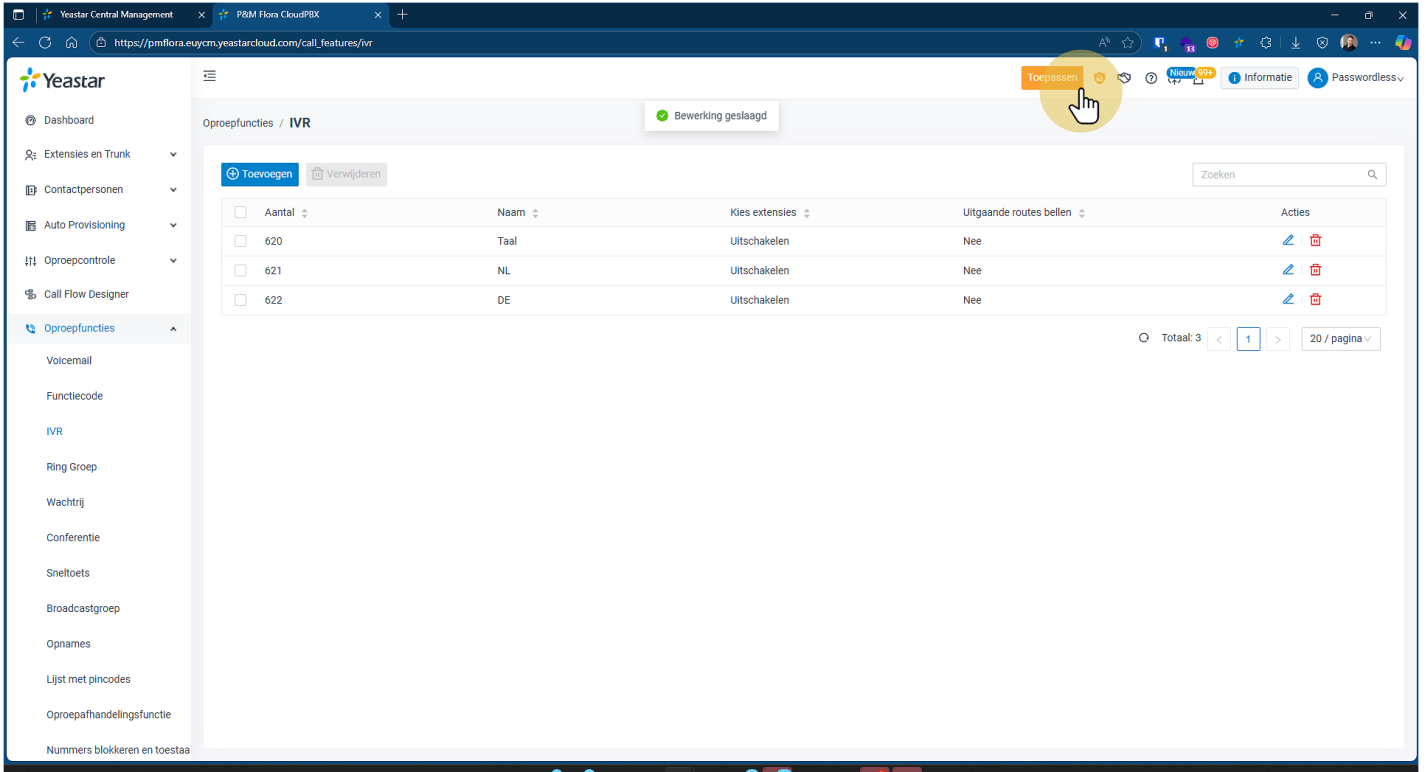


5.9 Je ziet een bevestiging

The screenshot shows the Yeastar Central Management web interface. A red box highlights a green confirmation message at the top: "Bewerking geslaagd" (Operation successful). Below this, the "Oproepfuncties / IVR" section is visible, containing a table of IVR features. The table has columns for "Aantal", "Naam", "Kies extensies", "Uitgaande routes bellen", and "Acties". Three rows are listed with IDs 620, 621, and 622, each with a "Uitschakelen" (Disable) action link. The interface also includes a sidebar with navigation options like "Dashboard", "Extensies en Trunk", and "Oproepfuncties".

Aantal	Naam	Kies extensies	Uitgaande routes bellen	Acties
620	Taal	Uitschakelen	Nee	Uitschakelen Verwijderen
621	NL	Uitschakelen	Nee	Uitschakelen Verwijderen
622	DE	Uitschakelen	Nee	Uitschakelen Verwijderen

5.10 Klik op "Toepassen" om de wijzigingen toe te passen (oftewel live te zetten)

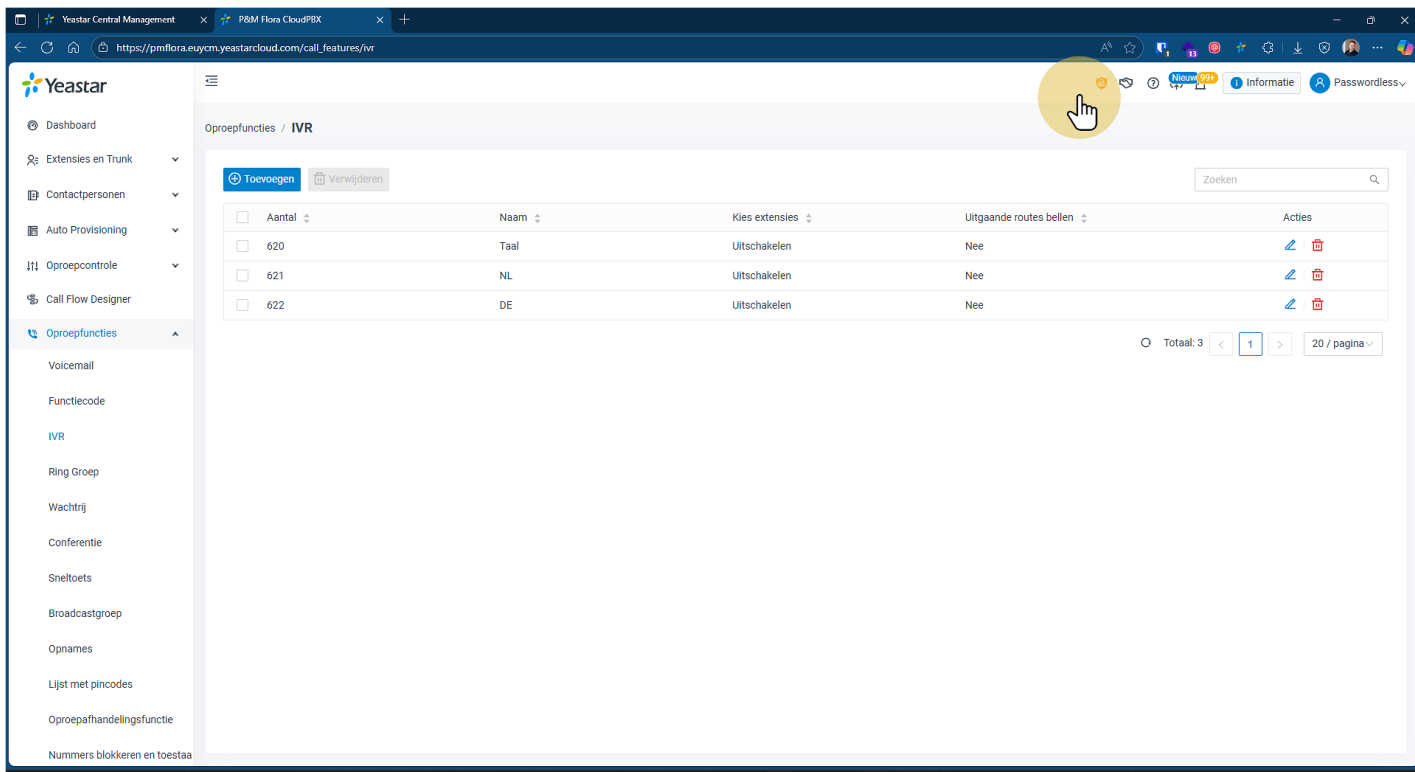


The screenshot shows the Yeastar Central Management interface for configuring IVR (Interactive Voice Response) features. The left sidebar lists various management options, and the main area displays the 'Oproepfuncties / IVR' configuration page. A yellow circle highlights the 'Toepassen' button in the top right corner, indicating where to click to apply the changes. A green notification bar at the top indicates 'Bewerking geslaagd' (Operation successful).

Aantal	Naam	Kies extensies	Uitgaande routes bellen	Acties
620	Taal	Uitschakelen	Nee	Edit Delete
621	NL	Uitschakelen	Nee	Edit Delete
622	DE	Uitschakelen	Nee	Edit Delete

Totaal: 3 | 1 | 20 / pagina

5.11 Er verschijnt kort een melding met "Geladen"



The screenshot shows the Yeastar Central Management interface. The left sidebar contains the following menu items: Dashboard, Extensies en Trunk, Contactpersonen, Auto Provisioning, Oproepcontrole, Call Flow Designer, Oproepfuncties (selected), Voicemail, Functiecode, IVR, Ring Groep, Wachtrij, Conferentie, Sneltoets, Broadcastgroep, Opnames, Lijst met pincodes, Oproepafhandelingsfunctie, and Nummers blokkeren en toestaan.

The main content area is titled "Oproepfuncties / IVR". It features a table with the following columns: Aantal, Naam, Kies extensies, Uitgaande routes bellen, and Acties. The table contains three rows of data:

Aantal	Naam	Kies extensies	Uitgaande routes bellen	Acties
620	Taal	Uitschakelen	Nee	Edit Delete
621	NL	Uitschakelen	Nee	Edit Delete
622	DE	Uitschakelen	Nee	Edit Delete

At the bottom right of the table, there is a summary: "Totaal: 3" and a pagination control showing "1" of "20 / pagina".