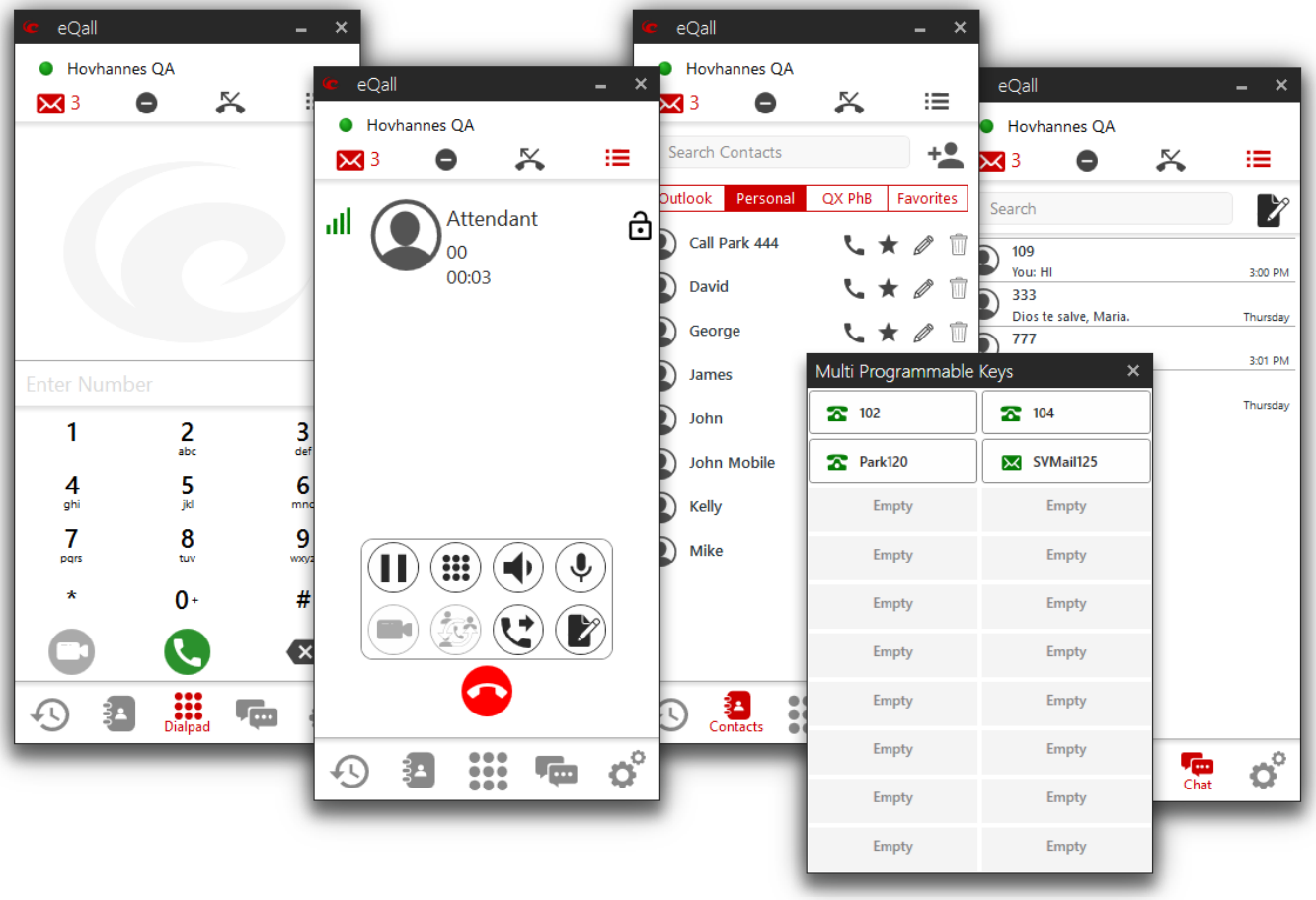
epygi®



User Guide for eQall

Abstract: This guide describes the installation, configuration and features of the Epygi eQall softphone.

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Document Revision History

Revision	Date	Description	Valid for IP PBX FW	Valid for IP PBX models
1.0	30-Apr-20	Initial Release	6.3.14 and higher	QX IP PBXs, UC IP PBXs
1.1	15-Oct-20	Updated	6.3.26 and higher	QX IP PBXs, UC IP PBXs
1.2	02-Jun-21	Updated with the Receptionist Console feature	6.3.54 and higher	QX IP PBXs, UC IP PBXs
1.3	10-Sep-21	Updated	6.3.60 and higher	QX IP PBXs, UC IP PBXs
1.4	19-Nov-21	Updated with eQall custom logo and SMS support	6.3.75 and higher	QX IP PBXs, UC IP PBXs
1.5	25-Jan-22	Updated	6.3.76 and higher	QX IP PBXs, UC IP PBXs
1.6	17-May-22	Updated	6.4.1 and higher	QX IP PBXs, UC IP PBXs
1.7	01-Aug-22	Updated	6.4.1 and higher	QX IP PBXs, UC IP PBXs
1.8	29-Sep-22	Updated	6.4.8 and higher	QX IP PBXs, UC IP PBXs
1.9	08-Dec-22	Updated	6.4.16 and higher	QX IP PBXs, UC IP PBXs
1.10	22-May-23	Updated	6.5.1 and higher	QX IP PBXs, UC IP PBXs
1.11	23-Jun-23	Updated	6.5.8 and higher	QX IP PBXs, UC IP PBXs
1.12	25-Sep-23	Updated	6.5.15 and higher	QX IP PBXs, UC IP PBXs
1.13	27-Nov-23	Updated	6.5.16 and higher	QX IP PBXs, UC IP PBXs
1.14	21-Feb-24	Updated	6.5.25 and higher	QX IP PBXs, UC IP PBXs

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1 Introduction

eQall is Epygi's free softphone available for Microsoft Windows and for mobile devices using Android and iOS. It can make receive and transfer VoIP calls via Internet. With its easy-to-use interface, it functions much the same way as any Epygi supported full-featured desk phone would be.

eQall can be used with QX/UC line of Epygi IP PBXs, both the physical appliances and the cloud-based ones, namely the QX20, QX50, QX60, QX100, QX200, QX500, QX3000, QX5000, QXISDN4+, QXSC, QXSCFXO, ecQX and UC20, UC80 (hereafter QX).

This guide is intended for the eQall on the Microsoft Windows and Android platforms. It walks you through the installation, activation, and key configuration steps required for both QX and eQall, enabling seamless integration as a QX extension. eQall telephony features are outlined as well.

The illustrations in this guide are mainly taken from the eQall for Android. The screenshots analogous to those for Windows eQall are either identical or similar. The specific differences are noted accordingly.

For eQall on iOS refer to the User Guide for eQall iOS.

2 System Requirements

- QX running the FW version 6.5.25 or higher, connected to the Internet with the network settings properly configured.
- eQall license(s) installed on the QX. The number of IP lines configurable with eQall is limited by this license. **Note.** Epygi provides one free eQall license for QX by default.
- License(s) for eQall receptionist console installed on the QX.
- License for eQall SMS installed on the QX, allowing to enable the eQall SMS messaging on the QX selected extensions.
- eQall for Microsoft Windows, version 1.12.7 or higher, available at http://support.epygi.com.
- eQall for Android, version 2.3.1 or higher, available at Google Play Store.
- For Microsoft Windows: PC running Windows 10 or newer, TCP/IP installed, webcam, microphone and speakers.

Note. The QX firewall will need to be configured to allow SIP messages from the **proxy.sip.epygi.com** server. To do so, add a SIP Access rule for the **proxy.sip.epygi.com** in the SIP Access table under **Firewall → Filtering Rules** in the QX GUI. Using this method, the QX firewall can receive calls from eQall regardless of where it is located while the QX firewall can still be secure. Creating a rule is not required if the firewall on the QX is disabled, set to Low or the SIP access is allowed for any address.

3 Configuration on the QX

3.1 Select and Configure an Extension for eQall

- On the QX GUI, go to **Extensions Management**, select the extension that needs to be used for eQall (or add a new one) to edit.
- In the **General Settings** section add a Display Name for the selected extension. The Display Name will be shown in the eQall window under the registered account and used as the Caller ID when making calls.

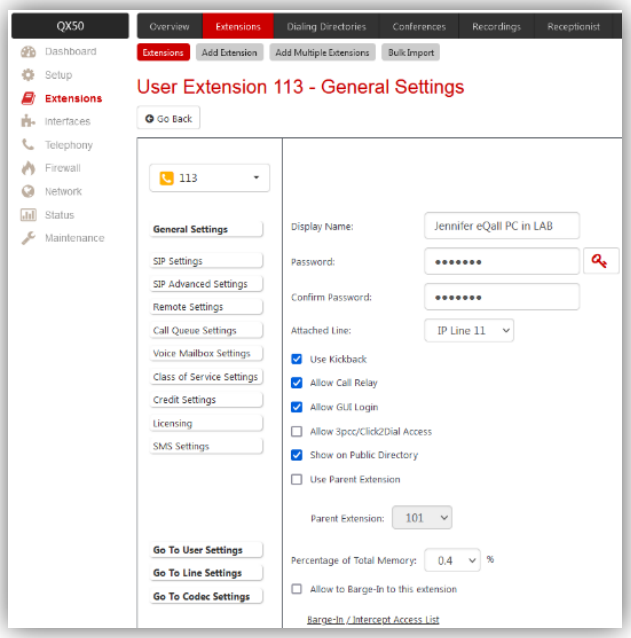


Figure 1: Sellect and Configure the Extension for eQall

3.2 Select and Configure the IP line for eQall

- On the QX GUI go to **Interfaces →IP lines** and click on the IP line attached to the extension for eQall.
- Select the **IP Phone** option, in the **Phone Model** drop down list choose the option “Epygi eQall” as the phone model and Save.

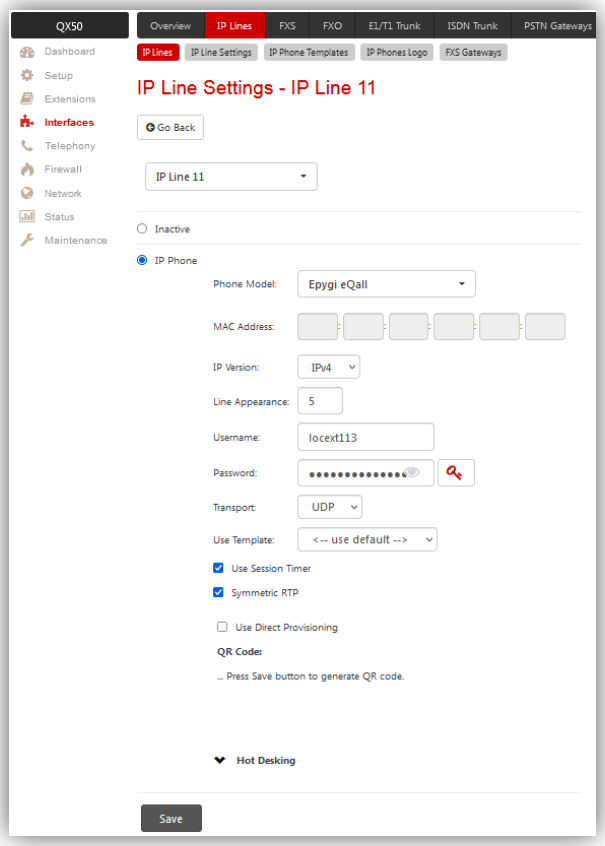


Figure 2: Activating the IP line on QX for eQall

- After refreshing, the IP Line Settings page will display the QR code automatically generated by the QX.

Figure 3: QR code for eQall

3.3 How to use the QR Code

- **For Microsoft Windows:** Right click on the QR image and select "**Save Image As…**" from the pop-up menu to save it on your PC. This file contains the configuration for eQall. You will need to upload this file when adding the account in the eQall.
- **For Android:** You will need to scan the QR code in the QX GUI using your mobile phone when adding the account in the eQall.

QR code troubleshooting. It will take some time for the system to generate the eQall configuration file with the QR code and display it in the GUI. If the QR code does not display on the GUI as expected, check the QX network connection. The QX needs to be able to access https://monitor.epygicloud.com via port 9443 to be able to generate the eQall config file with the QR code.

Please Note. There are two provisioning modes for eQall: provisioning via ecMON and "Direct Provisioning", when eQall is being provisioned directly from the QX. In case of ecMON provisioning, which is the default mode as is shown on Figure 2 above, ecMON should be up and running, but on QX GUI you don't need to enable the ecMON connection. In case of direct provisioning the ecMON is not used at all.

4 Installing eQall

For Microsoft Windows

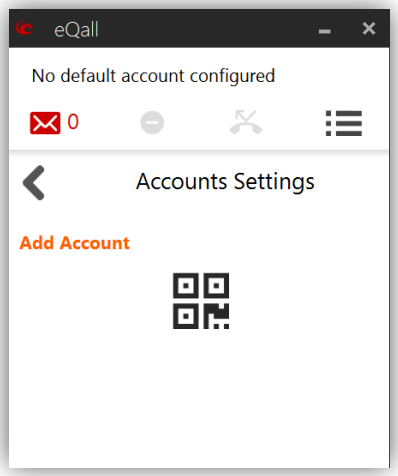
- Download the eQall Windows setup file from the Epygi support portal.
- Double-click on the setup file, read the system requirements and click "Next".
- Read the configuration recommendations and click "Next".
- Review and accept the license agreement.
- Select the installation folder, then click "Next". eQall needs a minimum of 1GB free hard disk space.

For Android

- install the eQall from the Google Play Store.

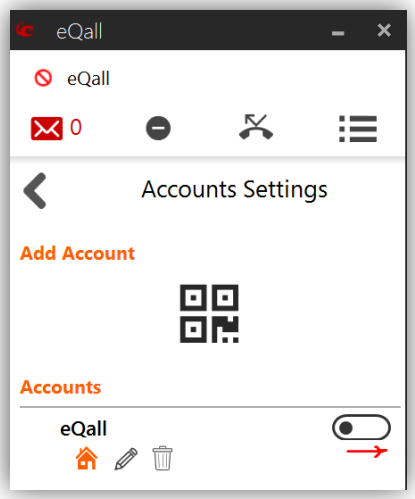
5 Configuration on the eQall

Run eQall, it will open on the **Settings** page. Click on the **Accounts** to open the **Accounts Settings** page.



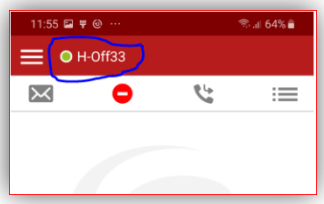
- For Microsoft Windows - add an account by clicking on the QR code icon. From the opened window retrieve the QR code image file you have stored on the PC.
- For Android - add an account by scanning the QR code in the QX GUI using your mobile phone.

Activate the newly added account by moving the slider (switch) to the right in the eQall window.

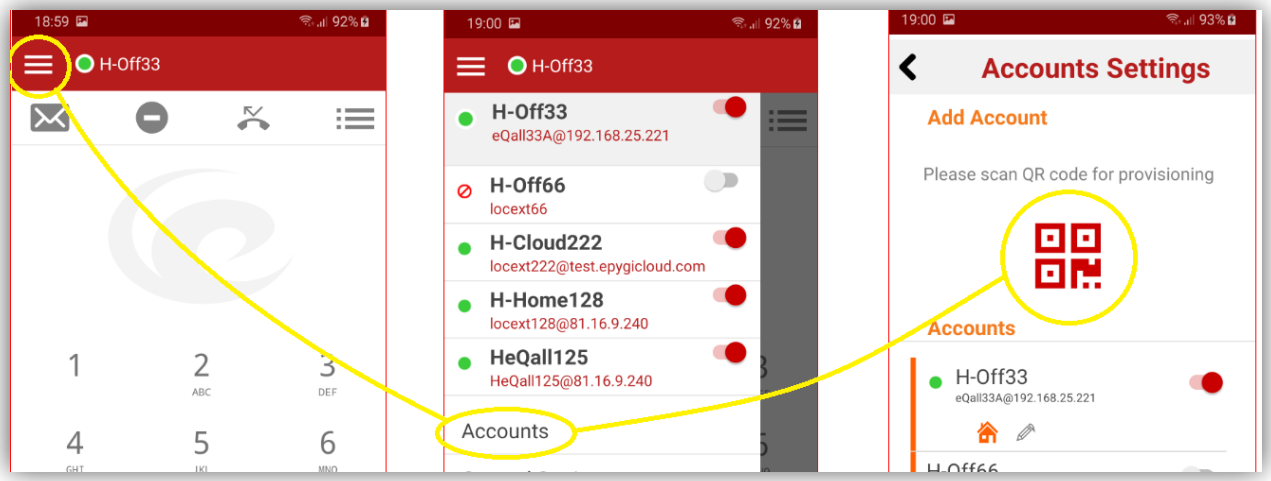


Note. The account indicator turns green as soon as the account activates (registers). You can also check this by dialing the feature code - *74, or going to the Status -> System Status -> IP Line Registration Status page on the QX GUI and checking the eQall registration status. If it cannot register for some reason, the indicator stays yellow for a while and then turns red.

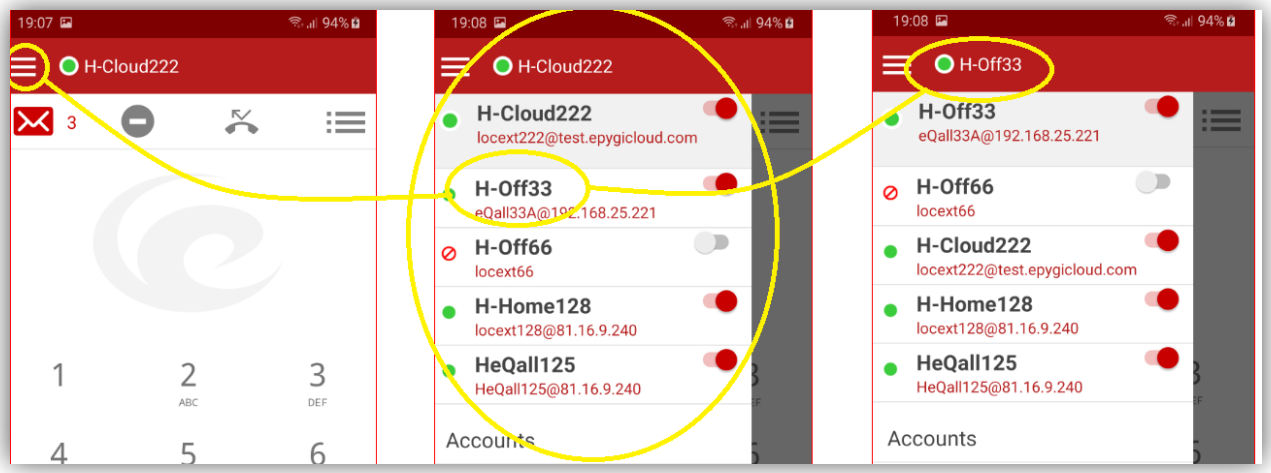
Note: You can see the account name (display name of the QX extension) at the top of the eQall window (H-Off33 in the picture below).
Note: You can configure up to eight (8) eQall accounts registered on the same or different QX devices.

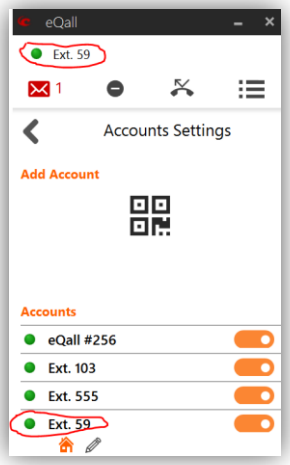


- You can add new accounts anytime later following the steps on the picture below.



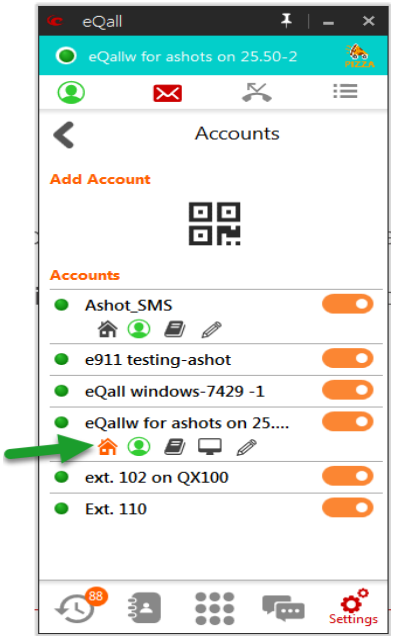
- To make calls, eQall uses the default account displayed on the top of accounts list. Follow the steps on the picture below to change the default account on the eQall Android as an example.





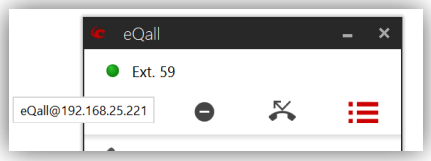
To change the default account for the eQall for Microsoft Windows click the name of the default account on the top of the window, then select the desired account in the drop-down list with available accounts.

Or press the name for the desired account displayed in the lower part of the eQall window, then push the home icon below the account name (see the picture below).

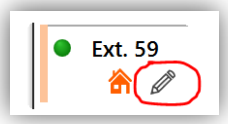


6 Useful hints

eQall tries to connect to the QX via all available network addresses received from the QX: the IP address of QX LAN, IP address of QX WAN and IP address of the router (if any) installed in front of the QX. You can see the current IP address used for connecting to QX by hovering the mouse over the extension name on the top of eQall (see the picture below). As soon as eQall is connected and registered on the QX, the indicator changes its color from yellow to green.



- If for some reason the account cannot register, try to deactivate and reactivate the account.
- By default, eQall sends the SIP messages to the QX through a SIP proxy server. It allows you to open in the QX firewall the SIP access only for specified trusted IP addresses even if your eQall's address is dynamic. If for some reason you do not want to use the SIP proxy, you can disable it on the "Network settings" page in the QX GUI. To open that page, use the edit icon below the account name (picture below).



7 Troubleshooting

There are two log levels for troubleshooting: **Info** and **Verbose**. You can select the appropriate log level on eQall **Troubleshooting →Debug Settings** GUI page. Since the Verbose mode is CPU intensive, by default the log level is set to **Info**. In case the user wants to troubleshoot an issue, he should set the log level to **Verbose** for more information from the logs. However, one has to take into account the following:

- eQall starts collecting detailed logs only after selecting the Verbose mode. The logs collected before selecting the Verbose mode are not detailed.
- After viewing or sending the logs, eQall will automatically switch the log level back to **Info** to avoid unneeded CPU usage in case if user didn't do it himself.

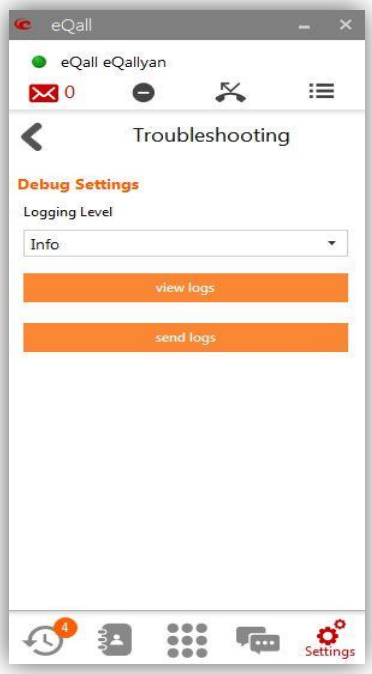


Figure 4: Selecting the Log Level

8 Menus

Here is the main screen you will see after eQall is started and ready for use:

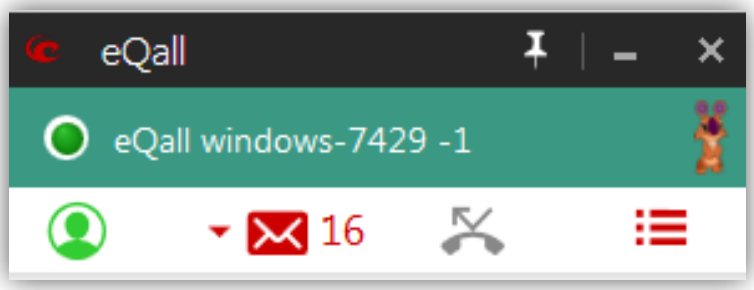
Figure 5: eQall Main Window

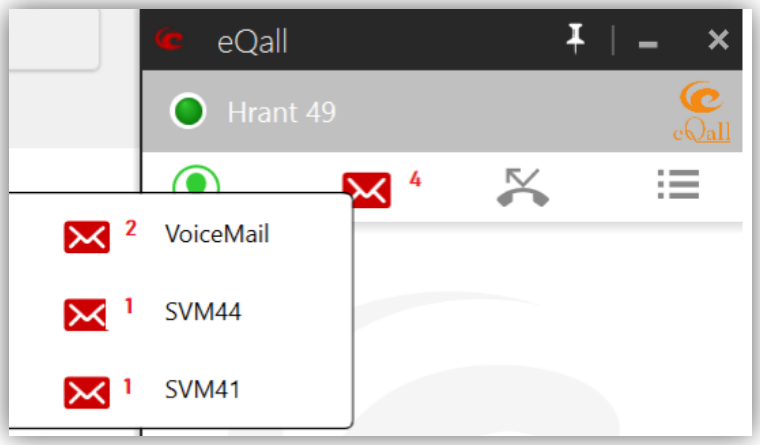
On the banner, on the top of the eQall screen, you see from left to right:

- The eQall status indicator. When eQall is registered on the QX, the indicator color is green.
- The display name of the eQall extension as is configured in the QX's Extension Management menu. It is the extension of the eQall default account.
- The customized logo for eQall preconfigured on the QX, in the Interfaces-> IP Lines-> IP Phones Logo menu. If logo is not enabled for eQall, the Epygi default logo (for eQall) will be displayed there.

Please Note. The color of the banner is customizable. It can be done on QX, the eQall Settings menu.

Notification Bar





(From left to right)

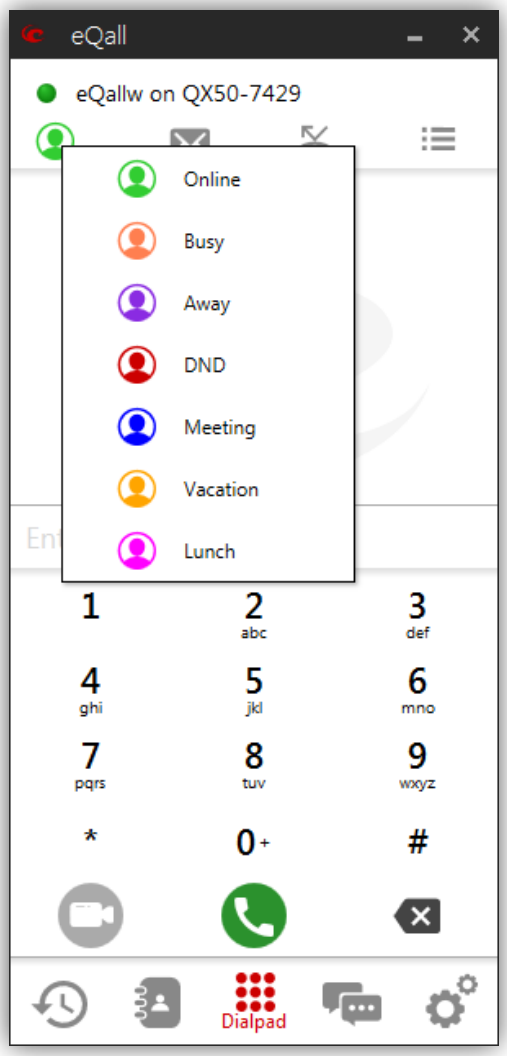
- **Presence status** icon – shows the current presence status, allows to update the presence status

  Voice Mailbox status icon - shows the number of new VMs and allows access to the mailbox(s). It is red if any voicemail box associated with the extension (extension's own mailbox plus all shared mailboxes the extension is authorized to access) stores a new voice message. Clicking on the icon will open the list of all voicemail boxes associated with extension along with the number of the new voicemails in each.

  The example in the left showcases a total number of 4 new VMs across all voicemail boxes associated with extension #49. 2 in own mailbox and 1 in each shared mailboxes SVM44 and SVM41.

  In the absence of new voicemails in any of the mentioned boxes, the icon must have a gray color.
- UCF icon – to configure and toggle the unconditional call forwarding
- MPK/Receptionist Console icon – allows to show/hide the MPKs and Receptionist Console

Presence Status



The QX Presence Server allows to maintain the presence status of eQall extension on the QX and immediately notifies eQall about changes to it.

Presence state:

- Watches the current status of eQall.
- Changes the status of eQall.

Note: The eQall status will change to Offline automatically in case it is unregistered.

Changing the eQall extension's status also permits the activation of the Caller ID Based Service(s) configured using one of the available presence states, e.g., offline, away, vacation.

Activate the preconfigured Caller ID Based Service(s) with presence states as follows:

- Click on the eQall presence icon and select the desired status.
- Configure an entry for the changed status on the Caller ID Based Service page.

Note: Be sure to set the same presence status on the eQall extension from the QX GUI. Otherwise, the configured Caller ID Based services will not be activated and eQall will handle all calls as if it is in Online state.
The presence icon in the eQall contacts list indicates the presence status of the corresponding contact.

Bottom Bar

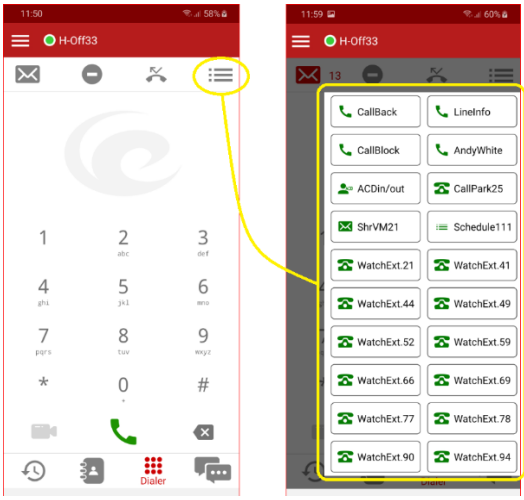
(from left to right)

- Shows the details for recent calls
- Shows the list of Contacts
- Opens the Dialpad
- Activates Messaging (Chat)
- Opens the eQall Settings

9 eQall Features

9.1 Configuring MPKs (Multi-functional Programmable Keys)

- On the QX GUI go to Interfaces -> IP lines, find the IP line configured for eQall and click on MPK in the "Actions" field to open the Multi-functional Programmable Keys (MPK) GUI page.
- Configure the keys as you wish and press the Save button.
- The updated configuration of MPKs on the QX will be automatically pushed to eQall.
- To open the MPK dashboard, tap the top right icon, or swipe from the right edge of the screen to the left (see the picture below).



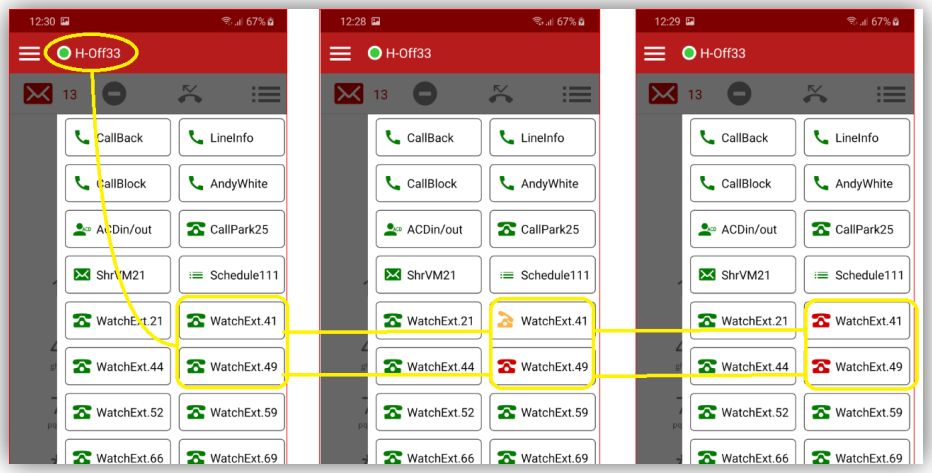
The following functions for MPKs are available:

- Watch Extension: places the appropriate icon when extensions status changes (idle, busy, in-call)
- Speed Dial: makes a call to specified number
- Call Park: parks the call
- Shared Voice Mail: connects to a shared voice mailbox
- Call Block: blocks the last caller
- Call Back: calls back the last caller
- Line Info: plays the line information (IP line, extension, SIP user name)
- ACD Login/Logout : support for ACD agent login/logout from/to ACD queue.
- Schedule: enables/disables the schedule
- Watch FXO: support watching the status of FXO lines (available for QX50/QX200/QXSCFXO)
- Watch DND of: support watching DND status of the selected PBX extensions on the same QX
- Watch FWD of: support watching FWD status of the selected PBX extensions on the same QX

Note. The max number of MPKs on eQall is 20.

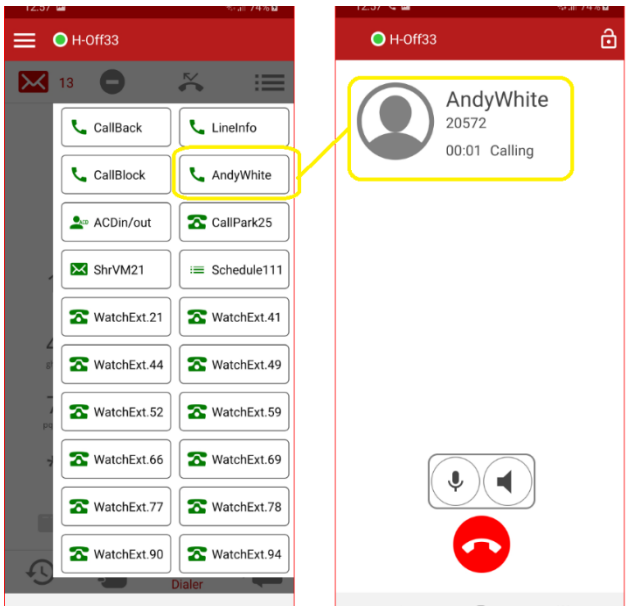
9.1.1 Watch extension

- Extension 49 calls extension 41. The pictures below show the MPKs of eQall extension 33 watching extensions 41 and 49.
- In the first picture, both extensions are idle. In the second picture, extension 49 called 41, which is ringing. In the third picture, extensions are in an active call.



9.1.2 Speed dial

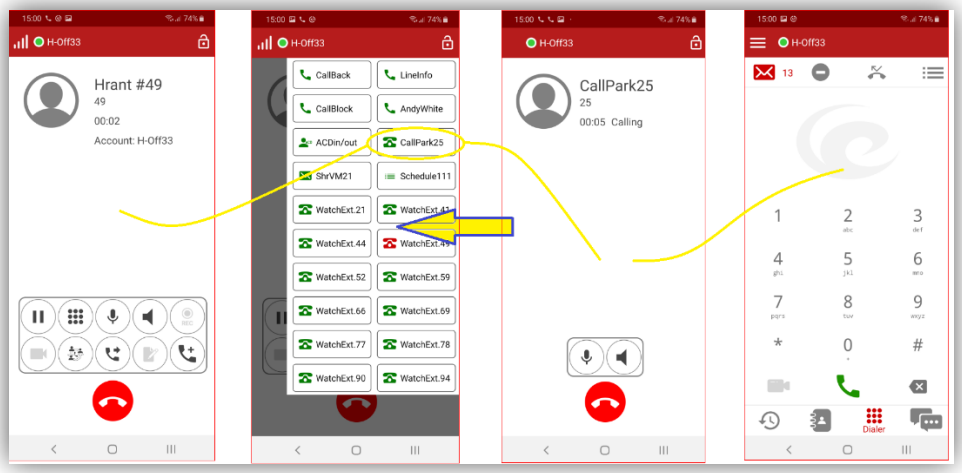
Speed dial MPK makes a call to the phone number specified during MPK configuration on the QX. The phone number may be any number routable via QX's Call Routing Table.
In the picture below tapping the "Andy White" MPK initiates a call to Andy White's SIP number 20572 registered on sip.epygi.com.



9.1.3 Call Park

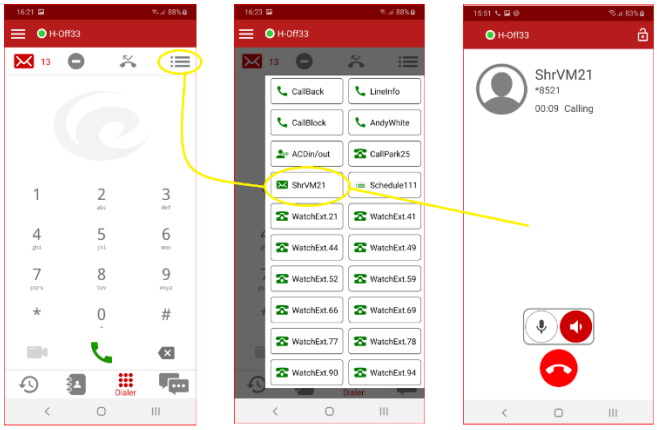
Call Park MPK parks the call on a specified call park extension

- In the picture below extension 33 receives a call from the extension 49.
- Swipe a finger from the right to left to open the MPK dashboard. Tap the CallPark25 key which parks the call on the park extension 25. After that, extension 33 disconnects from the call.



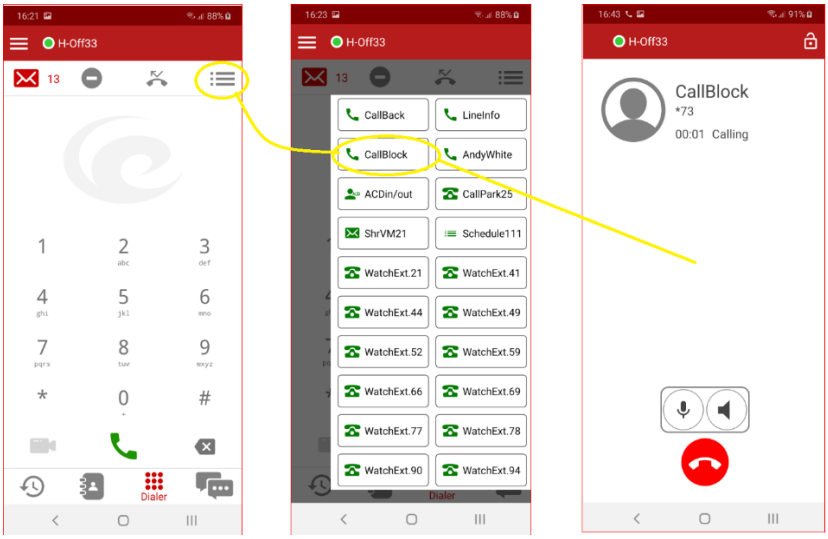
9.1.4 Shared Voice Mailbox

To connect to a specified extension's shared voice mailbox, just open the MPK dashboard and tap the MPK as shown below.



9.1.5 Call Block

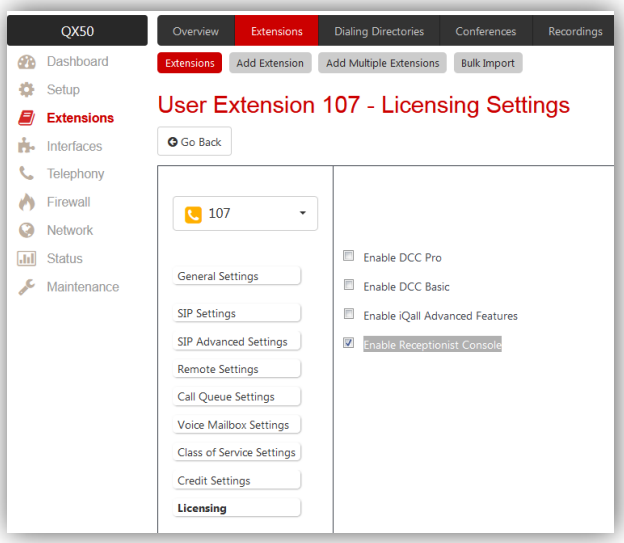
This MPK blocks the last caller. After finishing the call, immediately open the MPK dashboard and tap the Call Block button. This process (starting from closing the call and tapping the MPK) must take less than 10 seconds. Otherwise pushing the button will not take effect.



9.2 Receptionist Console

The receptionist console is a licensable feature, so make sure the appropriate license is installed and activated on the QX.

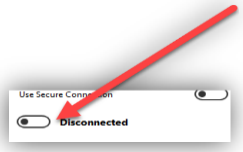
- Go to the **Licensing Settings** for the eQall extension and enable the **Receptionist Console** option in the licensing menu.



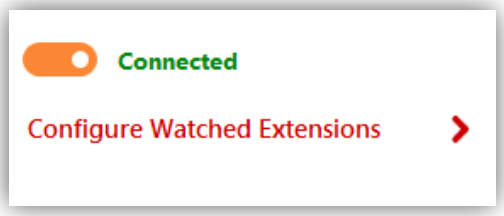
- The receptionist console works for the eQall default account only. So, go to the settings for the desired account and make that account as default for the eQall.

- Click on the logo for the receptionist console

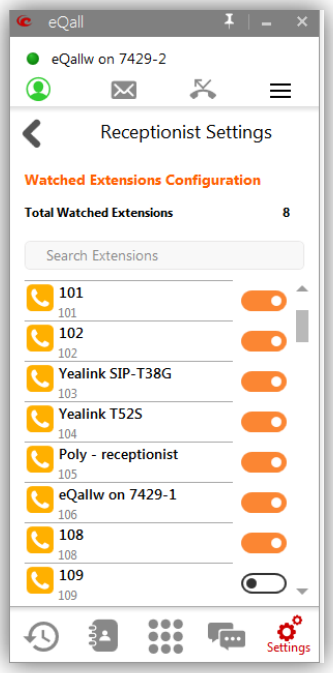
- Click on the mentioned icon to enable it



- The status for that icon will be changed as **Connected** and the "**Configure Watched Extensions**" link appear



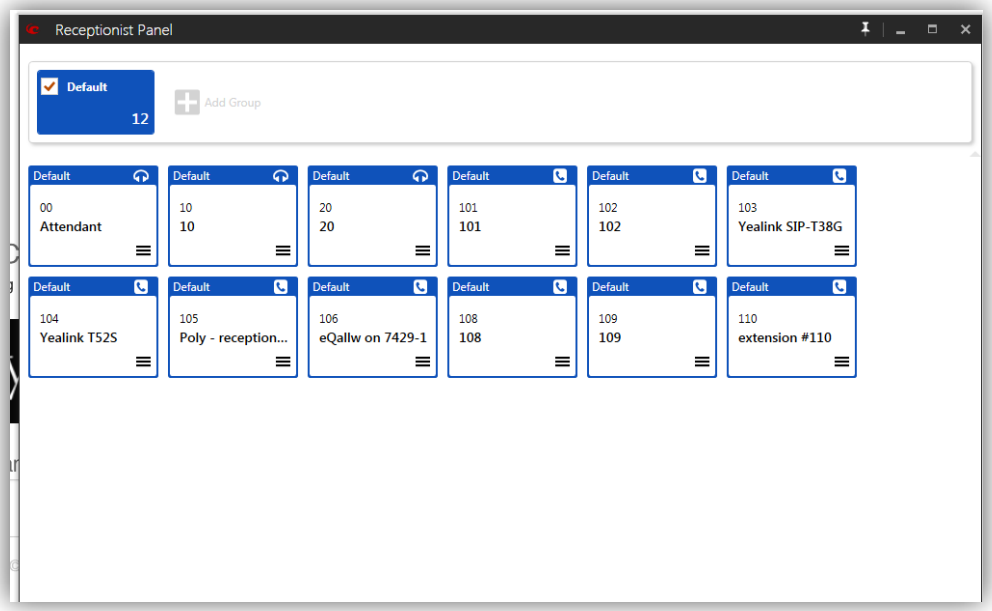
- Configure (enable) the watched extensions in the opened window



Result. The menu on the right in the notification bar will show the receptionist console option together with the MPK keys. Pushing the Show Receptionist with open the **Receptionist Panel**.

9.2.1 The Receptionist Panel

The **Receptionist Panel** show the status of the watched extensions (ringing, talking), allow calling to the watched extensions, leaving voice mails to the mailboxes for watched extensions, transfer calls to the watched extensions, as well as intercept the calls to the watched extensions.



Each watched extension is shown in the **Receptionist Pane** by his own card. The watched extension's card specifies the number and the display name of that extension. Upon configuring the list of the watched extensions eQall will automatically arrange showing the appropriate cards in the receptionist pane. The position of cards can be changed by moving the cards manually. Place the mouse pointer over a card and drag the card to a new position.

The newly added list of the watched extensions will be combined in a default group. Joining the cards for the watched extensions into the groups allows managing the watched extensions in the receptionist panel easily, example, show or hide in the receptionist pane the whole group at once.

By selecting the card for a watched extension, then drag and drop it to the Add Group field of the pane allows creating a new group with the selected watched extension. The group(s) can be removed, the name and the color of the selected group can be changed.

9.2.2 Making Call to the watched extension

Double-click on the icon for that watched extension or right-click the menu on the icon for the watched extension and select the "**Call to Extension**" option.

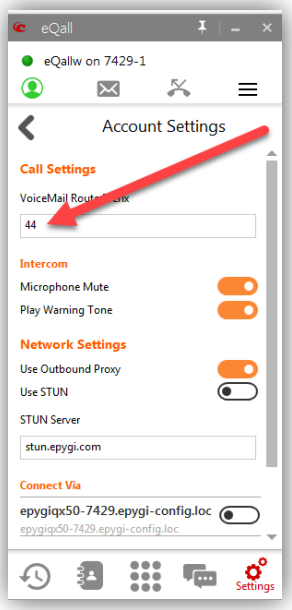
9.2.3 intercepting the call to the watched extension

Right-click on the menu of the icon for the ringing watched extension and select the "Intercept Call" option.
Note. To intercept the calls to the extension the "Allow Intercept" option should be defined in the Barge in/Intercept access list for that extension (in the QX GUI, extension settings - edit view).

9.2.4 Leaving voice mail in the mailbox for watched extension

Right-click on the menu of the icon for the watched extension and select the "Leave Voicemail" option. **Note**. to be able to use this function need to make small configuration changes on both the QX and eQall:

- On the QX need to configure a **PBX-Voicemail** type routing rule in the call routing table (**44???** in this example)
- On the eQall need to add the prefix of that routing rule (**44** in this example) in the Account Settings – VoiceMail Route Prefix field (see below)

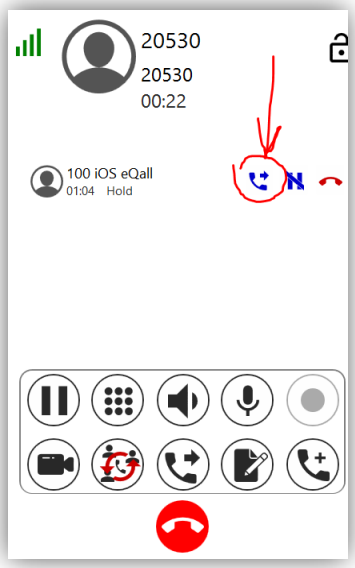


9.2.5 Blind Transfer to the watched extension

During an active call right-click on the menu of the icon for the watched extension, you want transfer call to, and select the “Transfer Call” option.

9.2.6 Consultative Transfer to the watched extension

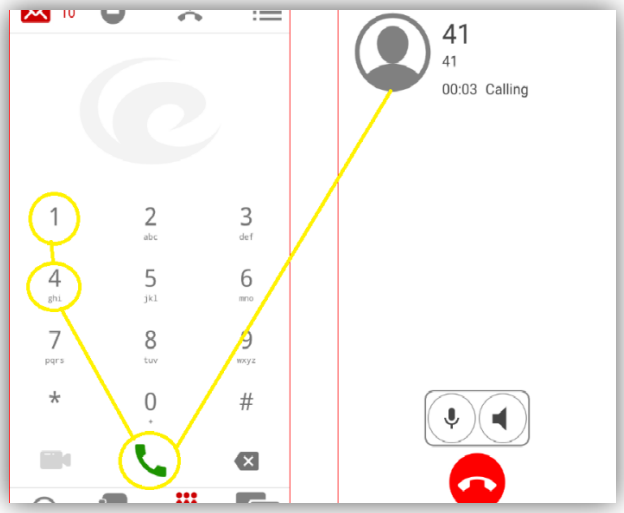
During an active call with user A, double click the card for the watched extension B to make call to B. This which automatically holds the user A. After that, if you want to transfer A to B, click on the transfer button on the eQall main screen. See where is the transfer button on the picture below:



Note. The receptionist console feature is available on the eQall for MS Windows only.
Note. The maximum number of watched extensions on the receptionist console is 100.

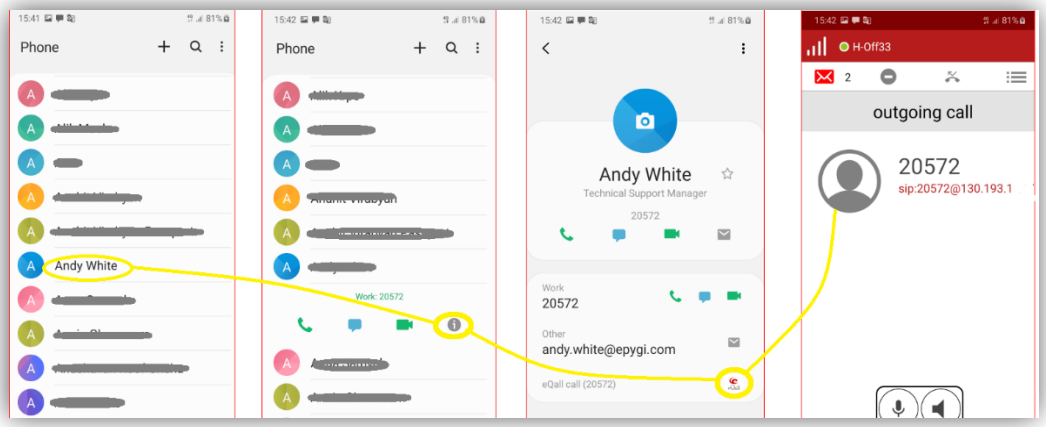
9.3 Basic call (dialing from eQall)

Open eQall, dial the phone number and tap the call button (see below).



9.4 Basic call (dialing from native dialer)

- From the phone native contact list, select the contact and tap it.
- On the selected contact's expanded details, tap the "i" icon. It will open all available phone numbers of the contact along with the calling options, including, eQall.
- Tap the eQall icon to make a call to a selected contact via eQall.

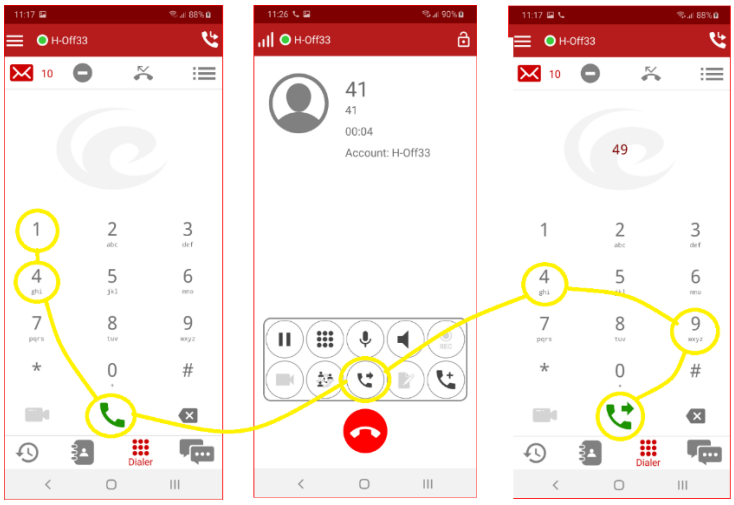


The call is made on behalf of the default account selected last time when eQall was opened. Therefore, ensure that the contact's number selected in the native dialer is reachable via QX call routing.

9.5 Call transfer

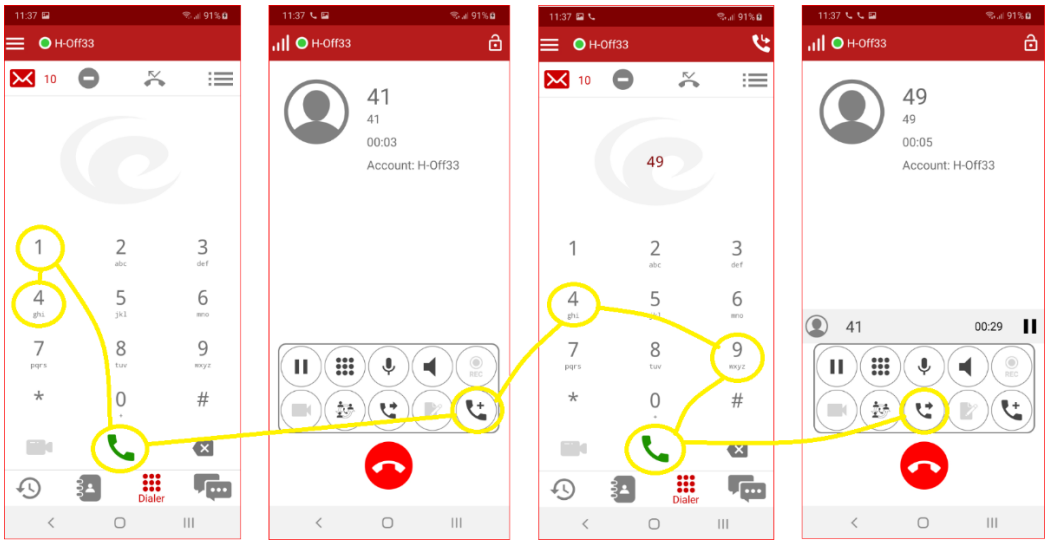
9.5.1 Blind transfer

- To make a call to the first number (for example, to extension 41) dial the number and tap the Call button (first picture below).
- Once the first call is established, tap the Transfer button (second picture below).
- Now dial the second number (for example, the extension 49) and tap the Transfer button again (third picture below).
- eQall will be disconnected from the call and extensions 41 and 49 will be connected to each other.



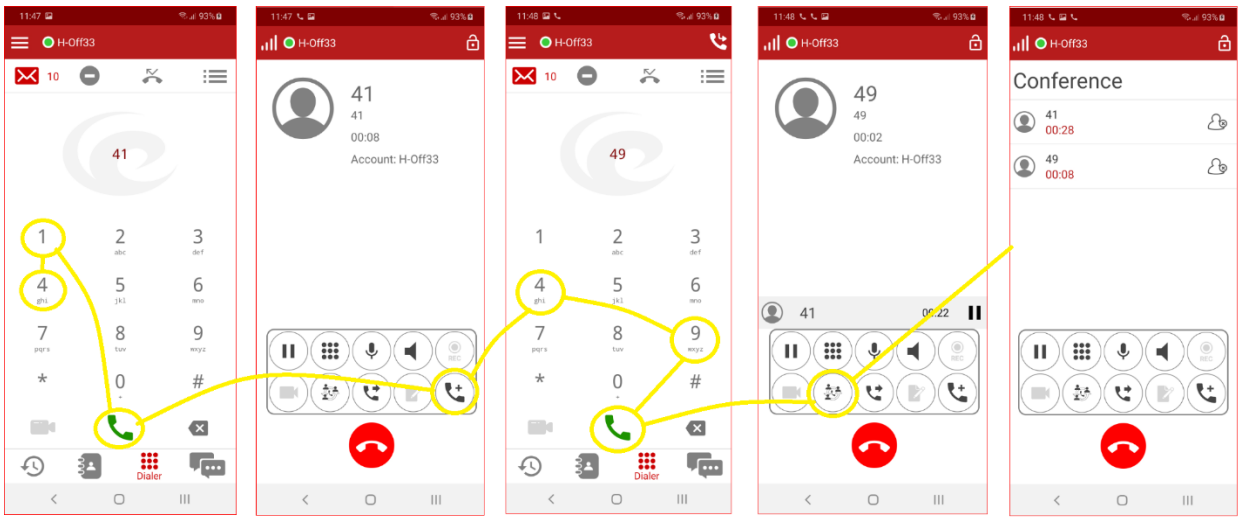
9.5.2 Consultative transfer

- Call the first number (for example, to extension 41) by dialing the number and tapping the Call button (first picture below).
- Once the first call is connected, tap the Add Call button (second picture below).
- On the next screen, dial the second number (for example, extension 49) and tap the Call button (third picture below).
- After that, the second call is connected and the first call is put on hold. When the time comes to transfer, tap the Transfer button. It disconnects eQall from the calls and connects extensions 41 and 49 to each other.



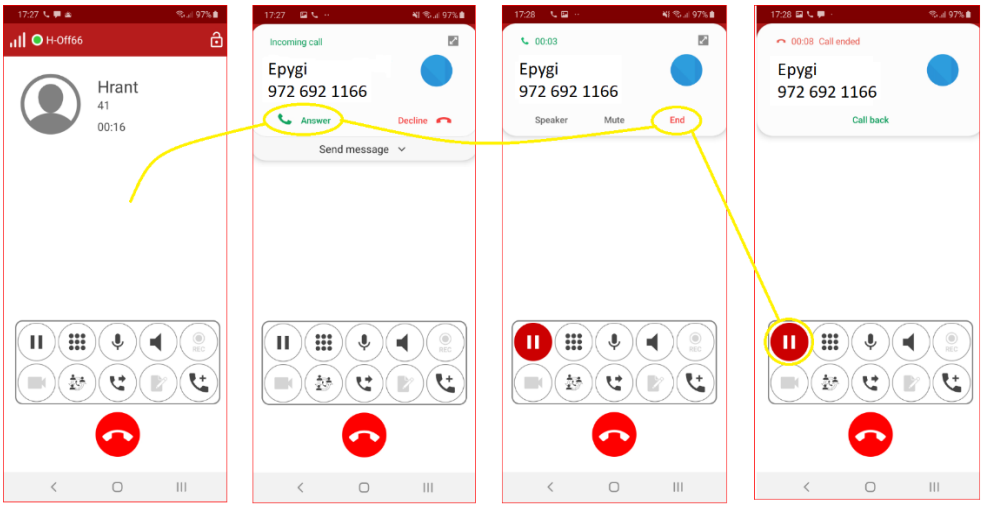
9.6 3-Way conference calling

The first four steps are the same as those for consultative transfer discussed above. The last step the user should tap the call conferencing button (see the last picture below).



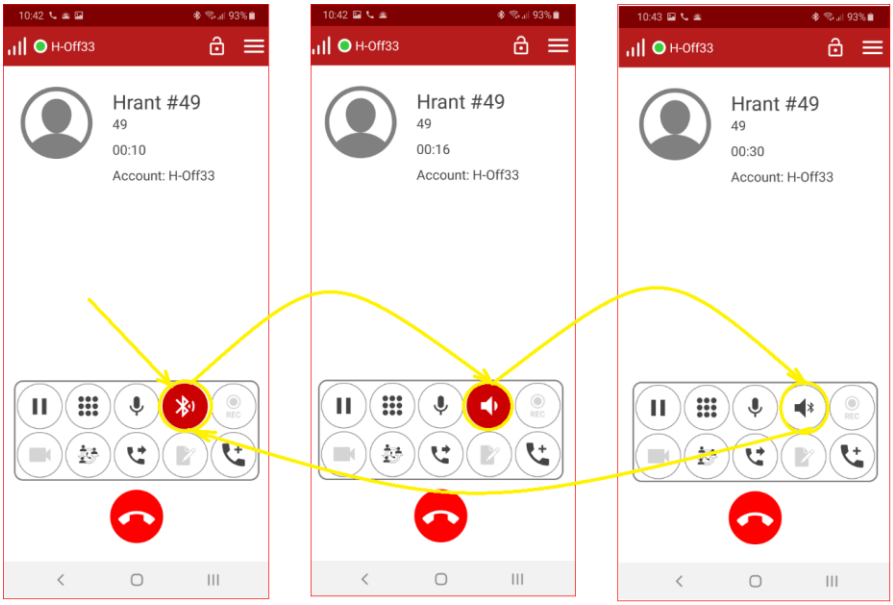
9.7 Answering Native Calls (GSM calls)

When you are in an eQall call and receive another call via the GSM network, the latter will not forcefully interrupt the first call. Upon receiving the GSM call, eQall will offer two options: a) answer the GSM call and b) reject the call. If the user choses the first option, the first call is held and user connects to second call. Upon ending that call the user should tap the hold button to switch back to the first call. In case the user taps the “Decline” button the GSM call is rejected.
The first snapshot below shows that the user is in active call. When the GSM call arrives, the user taps the “Answer” button to answer that call (second snapshot below). If user wants to end the GSM call, he taps the “End” button (the third snapshot below). To return to the first call which is on hold, the user should tap the hold button (the fourth snapshot below).



9.8 Using Bluetooth

When a Bluetooth earphone is in use during the call, eQall shows the Bluetooth icon in the audio output device button (see the first picture below). Tapping that button will switch from the Bluetooth earphone to the loudspeaker (see the second picture below). Another tap will switch to the earphone. If Bluetooth is still connected and you tap the earphone button (picture three below), it will make the Bluetooth earphone active again (back to picture one below).



9.9 Using Yealink Wireless Headsets

The eQall softphone is integrated with Yealink wireless headsets. The Yealink headsets' keys allow to control the incoming calls on eQall. With this compatibility, user can perform various actions such as answering and terminating calls, placing on hold, resuming, muting and unmuting, and adjusting speaker volume in the calls. All these actions initiated through the headset will be mirrored on the corresponding buttons of the eQall softphone. For example, pressing the hold button on the Yealink headset will activate the hold button on the eQall softphone.

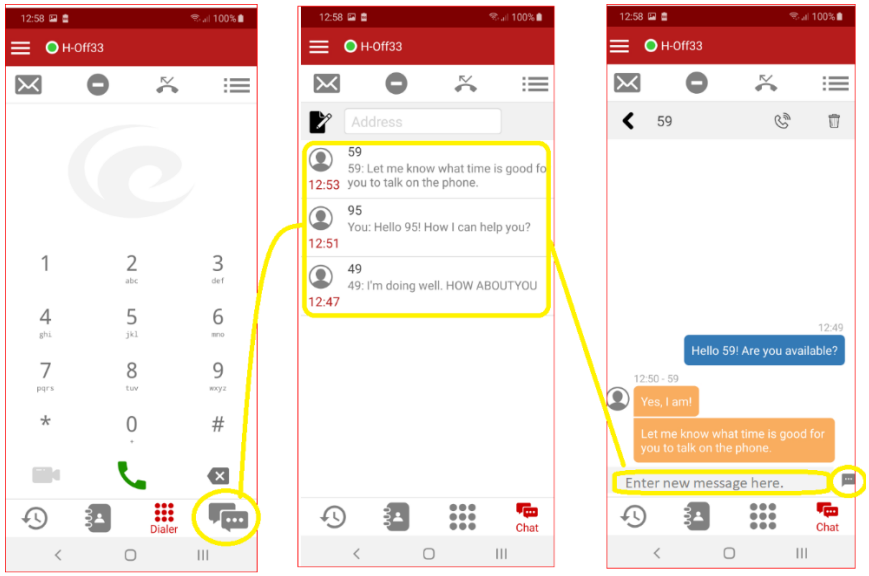
eQall Windows is compatible with Yealink DECT Wireless Headsets WH62/WH63, WH66/WH67 models and Bluetooth Wireless Headsets BH72/BH76.

For Yealink DECT Wireless Headset models the inbound/outbound calls made to/from eQall can be also altered from the Yealink DECT touchscreen, as well as new calls can be dialed on the Yealink DECT touchscreen with eQall extension.

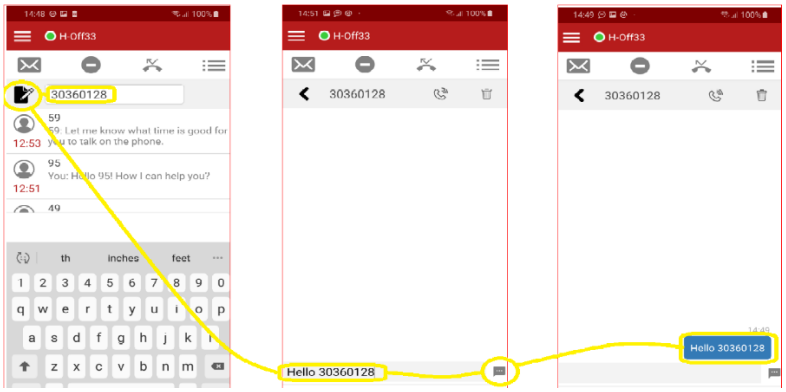
Note. so far, this feature is available for eQall windows only.

9.10 SIP Messaging (Chat)

eQall messaging uses the SIP protocol and is compatible with IP phone messaging. Tapping the messaging icon (first snapshot below) opens the list of the message threads of the default account. In the example below, the second screenshot shows the message threads of the default account #33. Tapping one of the items in that list opens the details of the message thread with a specific endpoint (extension #59 in our example). To send a message to a selected endpoint, the user should enter the text of the new message and tap the message icon (see the third snapshot below).

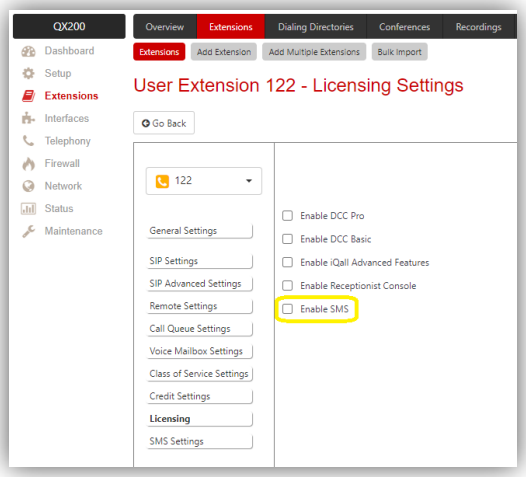


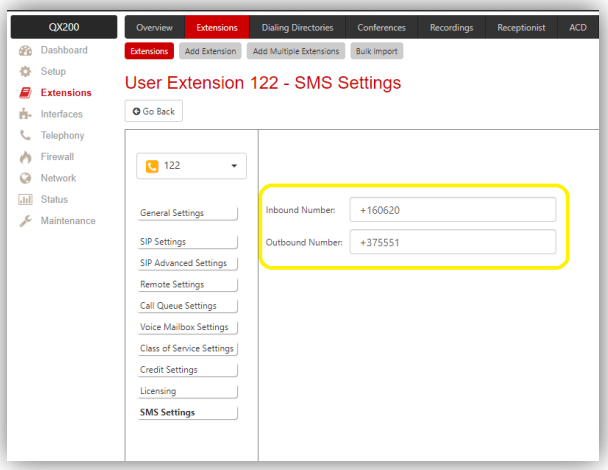
If the user wants to send a message to a new destination which is not listed in the message threads of the default account, then he should enter the phone number of the contact in the address field (30360128 in the example below) and tap the "new message" icon (see the first snapshot below). It will open a new screen where the user should enter the text of the message and tap the "send message" icon (see the second snapshot below).



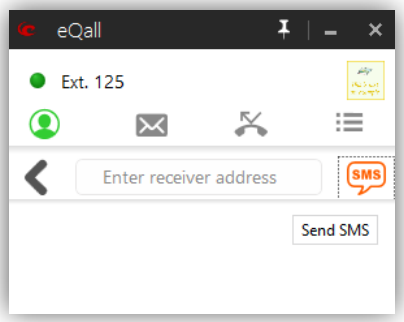
9.11 SMS/WhatsApp Messaging

The eQall SMS/WhatsApp Messaging feature allows sending or receiving SMS/WhatsApp messages by eQall extensions globally. In order to do this eQall SMS/WhatsApp license should be is enabled along with the SMS settings configured for the selected eQall extension on the QX, under the Extensions Management menu (see the pictures below). For details refer to the **eQall SMS/WhatsApp Messaging on QX IP PBX** Guide.





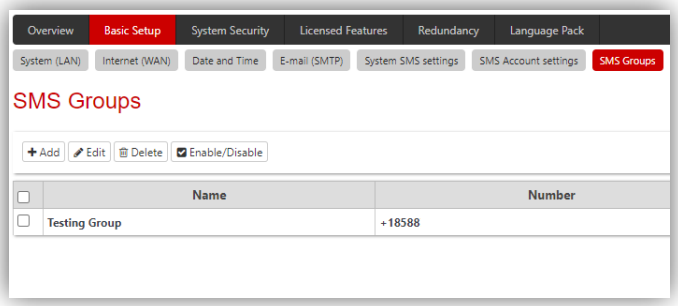
Note. Once the SMS button is pressed, the messages will be sent as an SMS, versus Chat message (SIP Instance Messages) in case if the button is not pressed. After pressing that button each message of that conversation will be of the SMS type. Once the first message was sent the conversation type cannot be changed later to SIP.

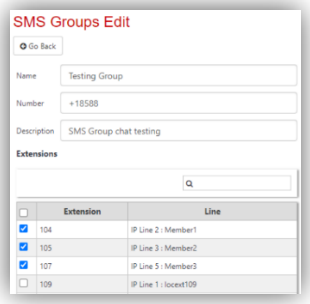


9.12 Group Messaging (SMS Groups)

QX IP PBX also supports eQall SMS Group messaging. This is basically the same as sending and receiving SMS, but with a group(s) of multiple participants to receive and send SMS messages at once.

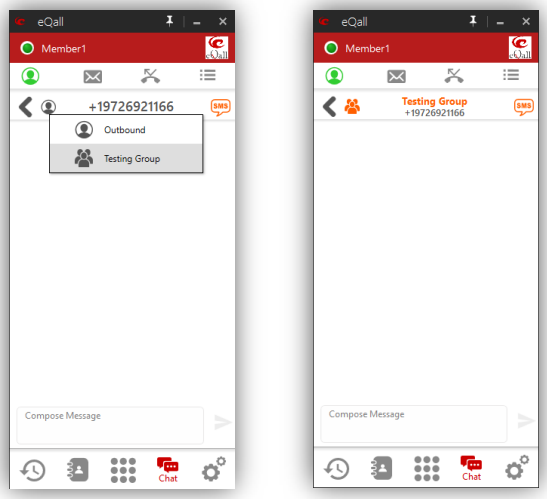
This feature requires an SMS Group to be configured on the QX.





Note. Once the SMS Group has been created, the name of that group couldn't be changed later.

From the eQall Chat window a user can choose to send an SMS from the group number or from its own dedicated number. For details refer to the **eQall SMS/WhatsApp Messaging on QX IP PBX** Guide.



9.13 WhatsApp Messaging

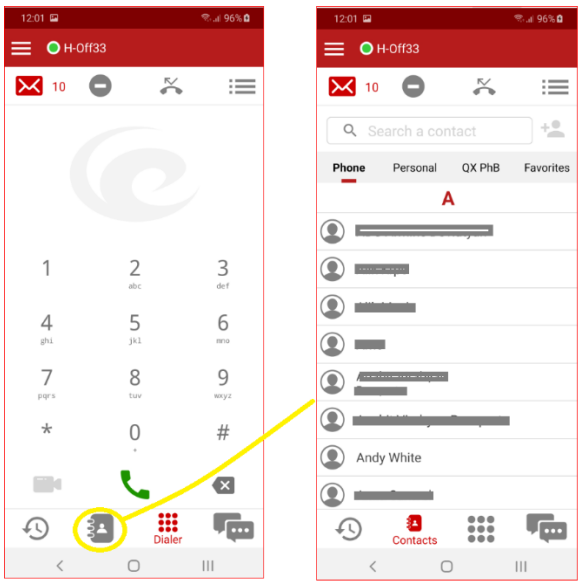
This feature allows an eQall to send and receive messages to/from WhatsApp numbers. For eQall the WhatsApp messaging license is merged with SMS messaging license, hence the configuration for WhatsApp messaging is the same as for eQall SMS messaging. It is done under the Extensions Management menu (see the pictures below). For details refer to the **eQall SMS/WhatsApp Messaging on QX IP PBX** Guide.

9.14 Contact lists

There are four contacts lists in the eQall:

- Mobile phone's native phone book (Phone for Android) or Outlook contacts (for Microsoft Windows)
- Personal phonebook
- QX phonebook
- Favorites

To open the "Contacts" page on eQall, tap the Contacts button/icon (see below).

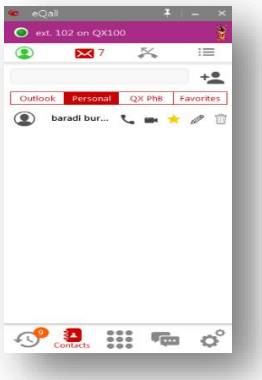


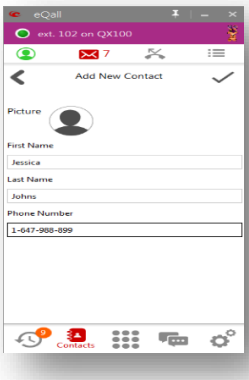
9.14.1 Native phone book

The native phonebook (Phone) contains the list of contacts created by the mobile phone's native phone application. For eQall Windows it is the Outlook contact list.
eQall automatically loads these contacts after the first launch, asking permission from the user. User cannot add, delete or edit contacts in that list from eQall. This list is common for all eQall accounts. If you are adding a new contact to a native phone directory, you should re-open eQall, to make that contact visible to eQall. Only after that you can make a call to that contact from the native dialer via eQall.

9.14.2 Personal

The Personal (Personal) list contains the contacts added by the eQall user. The user can add, delete or modify contacts on that list anytime. This list is specific to the mobile phone where eQall is installed on. It is common for all accounts but if the user moves eQall to another phone, the list will not move automatically to that phone.
Click on o add a contact as bellow.





9.14.3 QX Phonebook

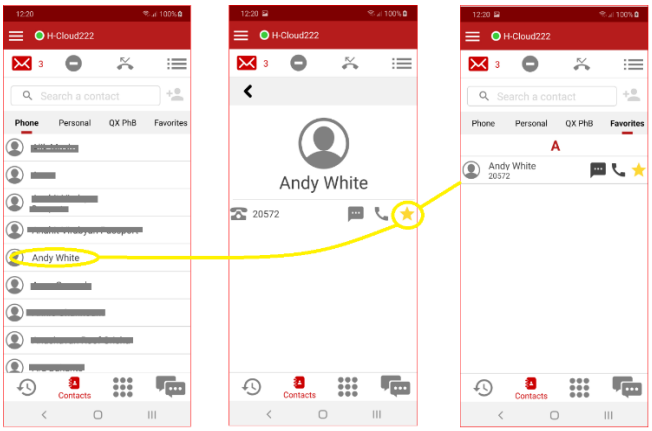
The QX phonebook (QX PhB) list contains the contacts from two sources on a QX:

- The contacts from the Phone Book of QX where the account is registered (Extensions→Dialing Directories→Phone Book on the QX GUI)
- The contacts/extensions included into the QX Public Directory. The extension is included into the QX Public Directory if the user enables the "Show on Public Directory" checkbox on the General Settings page of the QX extension.

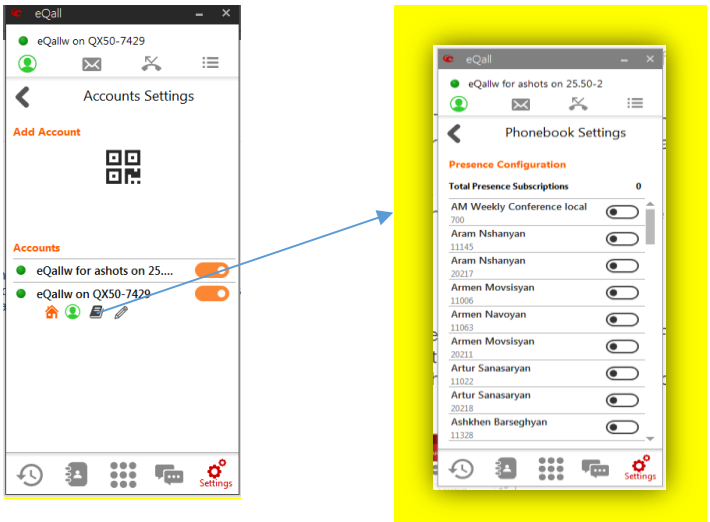
Note: The eQall user cannot add, delete or edit contacts in this list. This list is common for all eQall accounts registered on the same QX. When switching to an account registered on another QX, eQall will use the Phone Book from that QX.

9.15 Favorites

The Favorites list is populated from the lists mentioned above. To add a contact to the Favorites list, the user should open one of the above-mentioned lists, select a contact and tap the star icon next to the contact's name and phone number (see the picture below). After that, the contact with the selected phone number will appear in the Favorites list.



Note: The presence status of all contacts for all accounts on eQall is disabled by default. To enable the presence, you have to go to **Settings -> Accounts**, click the account and then **Presence Subscriptions** icon . It will open the following page to enable the subscriptions:



- For each account you can enable subscriptions maximum for 10 contacts.

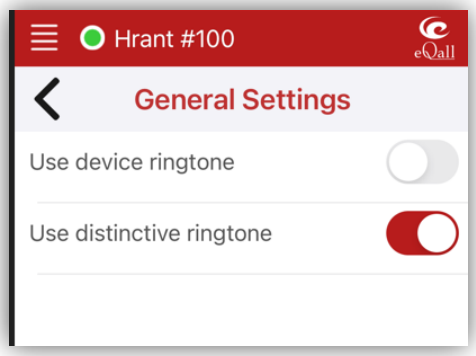
- When you open the QX PhB, at the top of the list you will see the contacts having presence subscriptions and after that the complete contacts' list.

9.16 Ringtones

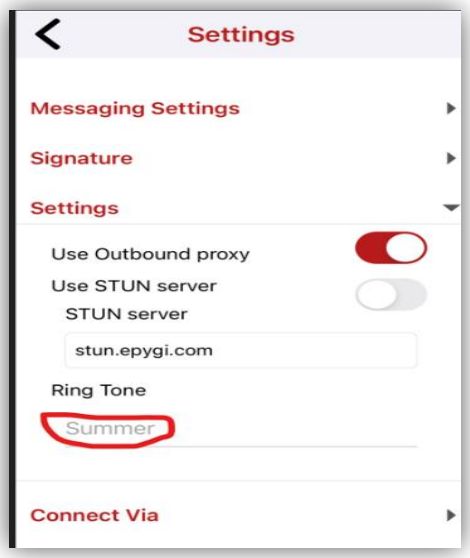
If in the **General Settings** for eQall (Android) the **Use device ringtone** is enabled, eQall uses the ringtone set in the native phone configuration. Every time when you change the native phone ringtone, the eQall ringtone is being changed as well. If the **Use device ringtone** is disabled, eQall uses its own ringtone.

The **Use distinctive ringtone** feature allows each eQall account to have a unique ringtone, differentiating it from others.

Note. For the **Use distinctive ringtone** feature to function, it must be activated for all accounts via the General Settings page, as shown in the picture below.

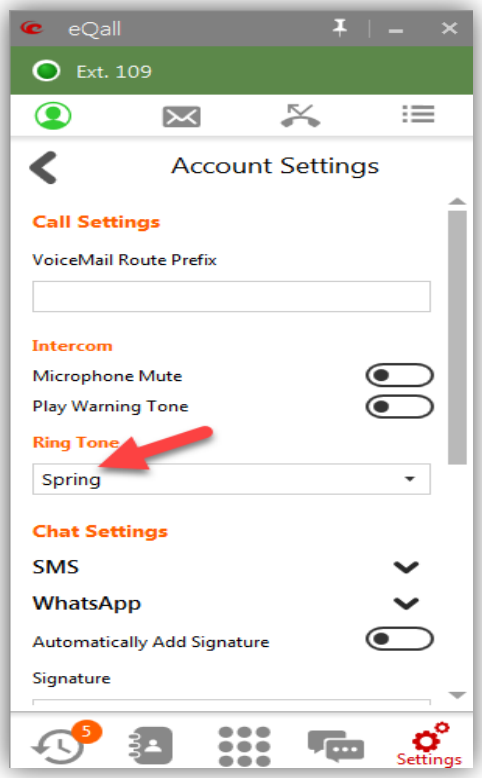


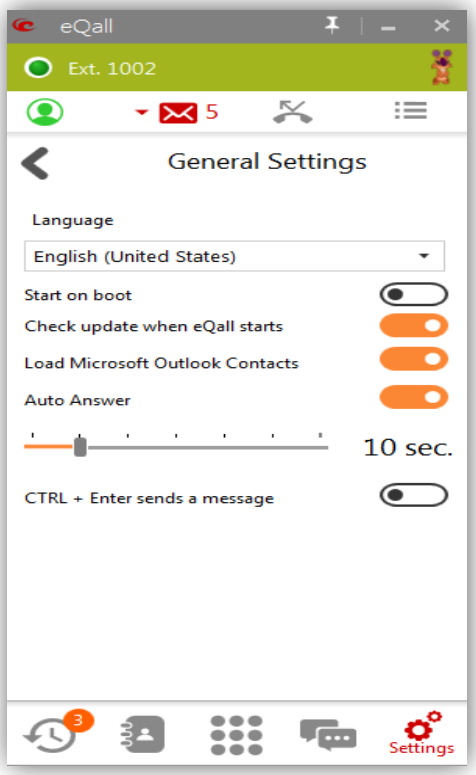
Accounts have the option to choose from a selection of ringtones, including default, summer, autumn, winter, and spring. This can be set up in the account's Settings page, as illustrated in the picture below.
It's possible for multiple accounts to share the same ringtone. The range of available ringtones is pre-established and integrated within eQall.



The images below illustrate the process for replicating the **Ring Tone** configuration on the eQall for Windows.

Here the ring tone configuration is managed by **Ring Tone** option for each specific account.





10 Advanced Configuration

10.1 Configuring NAT traversal on the QX IP line

eQall communicates with QX via SIP and RTP. The RTP protocol uses UDP as a transport for RTP packets. SIP may use UDP, TCP or TLS. Selection of the transport protocol for SIP messages is made on the respective "Interfaces -> IP line settings" GUI page of the QX (the page where QR code is displayed). By default, the SIP transport is UDP.
If the QX is located behind a router with Firewall/NAT, then the user has two options for configuring the NAT traversal for SIP messages on the "Telephony →NAT Traversal →SIP parameters" GUI page:

- Use STUN. If this option is selected, then STUN scans the SIP ports and uses them in outbound SIP messages. Also, STUN binding requests server for keepalive purpose, in order to maintain the NAT bindings. The default option on the QX is STUN but it does not work with symmetric NAT. If that is the case, then the next option should be chosen.
- Use manual NAT traversal. If this option is chosen, then in "Mapped Host" field user should enter the public IP address of router, which is in front of QX. In "Mapped Port" field user should enter the port number for SIP on the router. QX will use the above-mentioned IP address and port in outbound SIP messages, replacing by those its own local IP address and SIP port. In opposite direction (for inbound SIP messages) the port forwarding rules should be configured on the router. These rules will forward all SIP packets received on "Mapped Host" IP address and "Mapped Port" to local WAN IP address and SIP port of the QX.

- Similar settings exist for RTP packets. If the STUN option is chosen, then the ports designed for RTP/RTCP are scanned and will be uses to send outbound RTP/RTCP packets.
- In the case of manual NAT traversal, in the “Mapped Host” field the user should enter the same public IP address as for SIP. The “Mapped RTP/RTCP” port range should include the range of port numbers to be used by the RTP/RTCP packets. The QX will use the above-mentioned IP address and ports in outbound RTP/RTCP packets, replacing those with its own local IP address and RTP/RTCP ports. In the opposite direction (for inbound RTP packets), the port forwarding rules should be configured on the external router. These rules will forward all RTP/RTCP packets received on the “Mapped Host” IP address and “Mapped RTP/RTCP Port Range” to the local WAN IP address and SIP port of the QX.

10.2 Using the Outbound Proxy setting on eQall

Since eQall is a mobile client, it will change its’ network segment while moving from one WiFi network to another or to a GSM network, receiving a new public IP address every time. In order to protect the system by opening SIP access only for trusted IP addresses (like IP address of the SIP trunk provider), the QX administrator cannot just do this because, if he does so, that will block mobile clients because their IP addresses are not in the trusted IP list. On the other hand, opening SIP access to any IP address is a big security risk. To solve this dilemma, the administrator should enable the “Use Outbound Proxy” in eQall Account Settings. This will force eQall to send the SIP messages through Epygi’s SIP proxy server (proxy.sip.epygi.com) rather than directly to the QX. The QX admin should add the IP address of the proxy server to the list of trusted IP addresses and close access for all other addresses.

10.3 Connection to ecMON service

The complexity of the eQall configuration is hidden from the user’s view. Once the user configures the IP line for eQall, the QX creates the eQall configuration and sends it to ecMON. For that reason, the QX connection to ecMON needs to be enabled on “Setup -> Basic Setup -> ecMON” QX GUI page.
The QX also generates the QR code which includes the details needed to receive that configuration from ecMON. As soon as eQall scans the QR code, it downloads the configuration from ecMON and auto configures.

11 References

Refer to the below listed resources to get more details about the configuration settings used in this guide:

- Manual-II: Administrator’s Guide for QX
- Manual-III: Extension User’s Guide for QX
- Preventing Unauthorized Calls on the Epygi QX
- Configuration of the Epygi Supported IP Phones oe n QX IP PBX
- QX Features on the Epygi Supported IP Phones
- User Guide for eQall
- eQall SMS/WhatsApp Messaging Feature on QX IP PBX

Find the above listed documents on Epygi Support Portal.

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