ecMON - Centralized Monitoring for QX and ecQX Systems

ecMON (Epygi Cloud Monitoring Service) is a powerful, cloud-based monitoring and management solution designed to ensure the reliable operation of Epygi QX/UC IP PBXs, QX Gateways, and ecQX cloud PBXs.

In modern voice networks, proactive monitoring is essential. ecMON provides system administrators and service providers with a centralized platform to supervise distributed QX deployments, enabling rapid detection, notification, and resolution of service-affecting events.

Originally developed for Epygi SIP-based cloud PBXs (ecQX), ecMON has been extended to fully support on-premise QX/UC PBXs, offering a unified monitoring experience across both cloud and on-site environments.

Key Capabilities
ecMON enables centralized visibility and control of all active QX devices, regardless of their physical location, and delivers real-time insight into system health, performance, and service status.

Key features include:
- Centralized directory of all active QX and ecQX systems, including device status, uptime, and registered endpoints
- Monitoring and reporting of over 100 system and service events to help proactively identify potential issues

- Real-time notifications for events that may impact service availability or call quality
- Display of critical configuration and system parameters such as firmware version, active licenses, pricing plans, host addresses, CPU utilization, and concurrent call statistics
- Secure remote access to QX devices and connected phones, even when deployed behind NAT or firewall environments
- Built-in AI Assistant (AIA) provides quick answers, configuration guidance, and troubleshooting assistance directly within ecMON for Epygi products.

Simplified Management and Maintenance

ecMON significantly reduces administrative effort by enabling centralized management tasks across multiple devices, including:

- Simultaneous deployment of configuration backups to multiple QX systems
- Bulk firmware upload and installation across selected QX devices
- Automated configuration backups
- Remote log file collection for troubleshooting and diagnostics

Additional management capabilities include centralized configuration editing via a graphical Configuration Editor, distribution of Music on Hold and universal extension recordings, and visibility of QX device locations on a map.

Cloud and On-Premise Integration

For ecQX cloud PBXs, ecMON is included by default. An ecMON account is automatically created when ecQX is purchased through the Epygi Cloud portal.

For on-premise QX IP PBXs, ecMON is available as a subscription service with annual renewal. Subscriptions for the required number of devices can be purchased through the Epygi Cloud portal.

Unified Monitoring Experience

By supporting both ecQX Cloud PBXs and on-premise QX systems, ecMON delivers a consistent and comprehensive monitoring solution that combines cloud-based scalability with on-site flexibility, making it a practical tool for organizations managing Epygi voice infrastructures.