



Overview

Epygi Cloud QX (ecQX) is a cloud-based PBX that delivers the same feature set as Epygi's QX on-premise appliances. It offers two flexible deployment options: hosting on Epygi's infrastructure (ecQX-hosted) or self-hosting the ISO image on a customer's own cloud or servers (ecQX-ISO).

The ecQX-hosted option is ideal for resellers looking to launch services quickly without managing infrastructure, enabling faster deployments, predictable costs, and scalable growth. For end users, it delivers a reliable, secure, and maintenance-free PBX experience with all updates and availability handled by Epygi.

Core Functionality and Scalability

- **PSTN Connectivity:** Connection to the Public Switched Telephone Network (PSTN) is provided through third-party SIP trunk providers, offering flexibility in carrier selection.
- **Scalability:** Each instance starts with a basic activation of three extensions and can scale seamlessly to support up to 3,000 extensions.
- **Instance Structure:** Each end user is assigned a dedicated PBX instance within the cloud environment, while resellers manage PBX configuration through an intuitive web-based graphical user interface (GUI).
- **Bundles:** End users can choose from ecQX instance bundles of 3, 5, 10, 20, 40, 60, 100, 150, or 200 extensions. The entry-level ecQX3 bundle includes three IP phone extensions, five conference ports, three eQall softphones, and Calling Cost Control features.

E1/T1, FXO, and FXS ports can be easily integrated with Epygi QX Gateways (QXFXO4, QXE1T1, and QXFXS24). The ecQX-hosted automatically detects and configures ports added through the QXFXO4, QXE1T1, and QXFXS24 gateways.

System Resources and Management

- **Monitoring:** ecQX-hosted includes Epygi cloud-based ecMON, providing comprehensive monitoring and management services.
- **Redundancy:** High availability is ensured through an automatic failover mechanism, reducing instance downtime to just a few minutes in the event of hardware or network failures.
- **Resource Allocation (Per Instance):** Each ecQX-hosted instance utilizes approximately 1 GHz of CPU, 1 GB of SDRAM, and 20 GB of SSD (HDD) storage.
- **User Storage:** Each ecQX-hosted instance provides 15 GB of user-available storage, which can be allocated across extensions as needed.

Licensing and Feature Expansion

The ecQX-hosted is based on the QX appliance software, supporting all free telephony features. It can also be bundled with licensed, premium features.

FEATURES

Telephony

Auto Attendant with standard and customizable scenarios
Voicemail service with EMAIL notification
Call Waiting
Auto Redial
Do Not Disturb
Call Hold
Callback
Hold Music Upload
Call Forwarding
Find Me/Follow Me
Many Extension Ringing
Call Hunting
Distinctive Ringing
Hiding Caller Information
Phone Book
WebRTC server
Embedded Media Streamer
Authorized Phones
Language Pack
Alarm
Time of Day Call Routing
Parent-Child extension configuration
Block Last Caller
Day/Night Switching
Call Transfer (Blind and Consultative)
Call Park
Call Pickup
Call Paging
Intercom
Zero-Out, call redirection for Auto Attendant
Auto Attendant Directory Assistance
Global Speed Dial, speed dial configuration from the phone handset
SIP Intrusion Detection System (SIP IDS)
Presence Status
Chrome Click to Dial Extension
Event Notifications
Security Diagnostics
User Rights Management
Schedules
Local Authorization by PIN code
Hot Desking
PIN code barring
Dial and Announce
Scheduled Announcements
Call History archiving and automatic download
Class of Service

Add-On Features

Epygi ACD Console (EAC)
Automatic Call Distribution (ACD)
Automatic Outbound Calling (AOC)
eQall Receptionist Console
eQall SMS/WhatsApp Messaging
CRM Integration
Audio/Video Conferencing
Call Recording
Epygi Hotel Console
Additional IP Lines
Calling Cost Control
Barge-in
eQall
Redundancy
Auto Dialer
VM/CR Transcription
Text-to-Speech
Voice-Enabled Auto Attendant for Custom Scenarios

IP Phones

Auto provisioning support for all IP phones from selected manufacturers
PnP configuration support for the most of IP phones from selected manufacturers
Auto-configuration using OpenVPN service for some of the selected IP phones
IP phones Proxy Connection

Management Features

Multilingual web interface accessible via HTTP/HTTPS
Password control
User rights management
Remote diagnostics and software upgrade
VoIP Carrier Wizard
Monitoring via ecMON
Download/restore configuration
Legible and editable configuration files
Auto-configuration of IP phones via TFTP and HTTP

SNMP monitoring and configuration
Security diagnostics
System logs, SIP IDS logs
Call capture
Billing and Statistics
Call Detail Records
Third Party Call Control (3PCC)
System event notification via SMS/email
Emergency recovery
Diagnostics/Testing
Automatic Backup/Download of QX Configuration
Automatic Firmware Updates
Daylight Savings Time Adjustment
IP Phone Templates
IP Phones Logo
Remote IP Phone Support
Voicemail Setup via Phone
The System Security Software, Denial of Service (DoS) or Theft of Service (ToS)
The HotCall Add-In
HotKeyCall