



## 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-ISO option offers greater flexibility by enabling customers to host and manage the solution on their own infrastructure, making it ideal for resellers who wish to offer the service to partners or end-users. This capability distinguishes it from the ecQX-hosted deployment, which is fully managed by Epygi.

## Core Functionality and Scalability

- **PSTN Connectivity:** Trunk termination to the Public Switched Telephone Network (PSTN) is achieved through third-party SIP trunk providers, ensuring flexibility in service selection.
- **Scalability:** The maximum number of extensions supported by an ecQX-ISO instance is determined by the associated Price Plan.
- **Instance Structure:** Each end-user operates their own dedicated PBX instance within the cloud environment. Resellers manage the PBX configuration through an intuitive web-based graphical user interface (GUI).

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

## System Resources and Management

- **Monitoring:** ecQX-ISO includes Epygi cloud-based ecMON, providing comprehensive monitoring and management services.
- **Redundancy:** High availability is achieved through an automatic fail-over mechanism, which minimizes downtime to just a few minutes in the event of hardware or network failures.
- **Minimum Recommended Resources (Per Instance):** To ensure optimal performance, each ecQX-ISO instance requires the following dedicated resources: 1 GHz of CPU, 1 GB of SDRAM, and 20 GB of SSD (HDD) storage, 15 GB of user-available memory managed and allocated across extensions.
- The **ecQX-ISO software offers** flexible deployment options: can be installed via the .ISO file from a CD/DVD or USB drive onto a Virtual Machine or a standalone PC.
- The customer can **install ecQX-ISO** software using products like Microsoft Hyper-V, VMware (Workstation, ESXi), Oracle VM VirtualBox, and Proxmox.

## Licensing and Feature Expansion

The ecQX-ISO is based on the QX appliance software, supporting all basic free telephony features. To extend functionality, users can add Price Plan Packages (PPP), available in **BASIC** and **PRO** options, to unlock advanced capabilities based on business needs. The **BASIC package** includes QX Basic Features, Audio Conference, 3PCC, PMS Link, IP Phone Expansion, Internal and External Concurrent Calls, Redundancy, and eQall Receptionist. The **PRO package** adds to the **BASIC** the following features, including Barge-In, EAC, ACD, AOC, Call Recording, Auto Dialer, Calling Cost Control, SMS Extensions, CRM, VM/Call Recording Transcription, Text-to-Speech (TTS), and Advanced Proxy Connection. Once the PPP is ordered, users can create a Price Plan using the available licenses and assign it to the desired instances.



# 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