



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

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

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