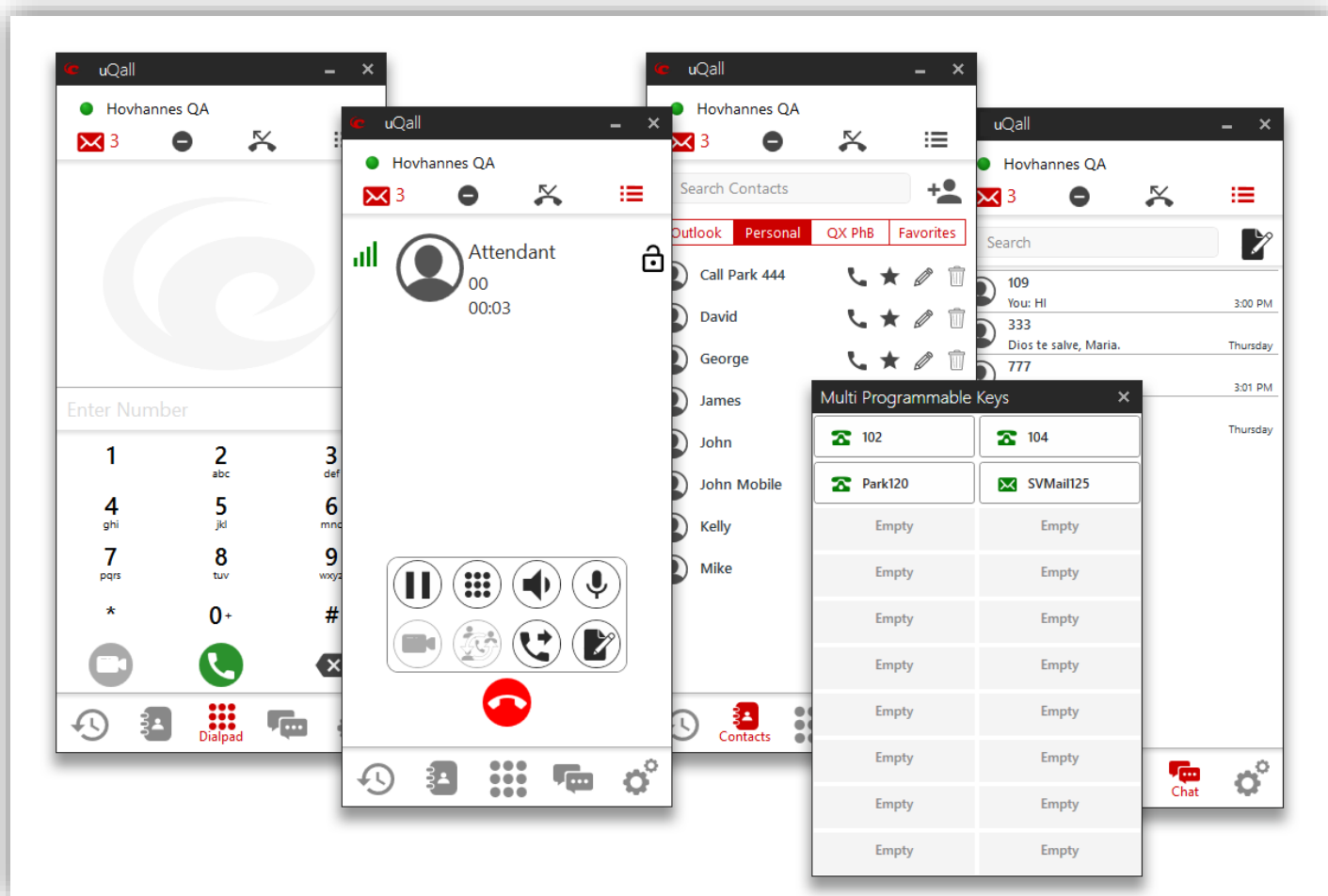




User Guide for uQall

Abstract: Describes the installation, configuration and features of the Epygi uQall softphone. It is intended for Epygi resellers and end users.

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Document Revision History

Revision	Date	Description	Valid for uQall FW	Valid for IP PBX FW
1.0	30-Apr-20	Initial Release	1.3.1 and higher	QX/UC IP PBXs, FW 6.3.14 and higher
1.1	30-Sep-24	Updated	1.4.2 and higher	QX/UC IP PBXs, FW 6.5.45 and higher
1.2	06-Nov-25	Updated	1.15.2 and higher	QX/UC IP PBXs, FW 6.5.73 and higher
1.3	16-Jun-26	Updated	2.0.0 and higher	QX/UC IP PBXs, FW 6.6.37 and higher

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1 Introduction

uQall 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.

uQall 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 comprehensive guide is intended for the uQall on the Microsoft Windows and Android platforms. It covers the installation, configuration, and features of the Epygi uQall softphone:

- ✓ Chapters 3-8: Primarily intended for QX administrators and Epygi resellers.
- ✓ Chapter 9: Specifically tailored for uQall end users.

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

For uQall on iOS refer to the **User Guide for uQall iOS**.

2 System Requirements

- QX running the FW version 6.6.37 or higher, connected to the Internet with the network settings properly configured.
- uQall license(s) installed on the QX. The number of IP lines configurable with uQall is limited by this license. **Note.** Epygi provides one free uQall license for QX by default.
- License(s) for uQall receptionist console installed on the QX.
- License for uQall SMS/WhatsApp installed on the QX, allowing to enable the uQall SMS messaging on the QX selected extensions.
- uQall for Microsoft Windows, version 2.0.0 or higher, available at <http://support.epygi.com>.
- uQall for Android, version 4.7.7 or higher, available at Google Play Store.
- 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 uQall 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 your Extension for uQall

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

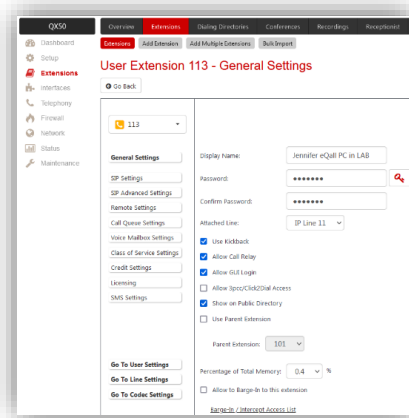
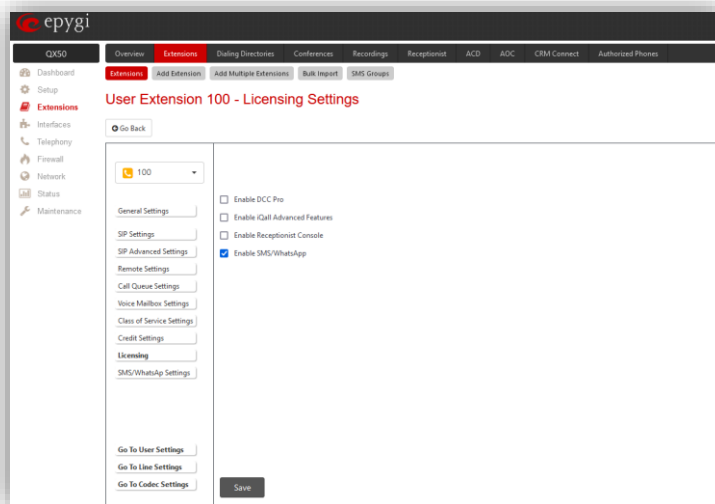


Figure 1: Configure display name for uQall

To support the **SMS/WhatsApp messaging** additional configuration must be done on uQall extension:

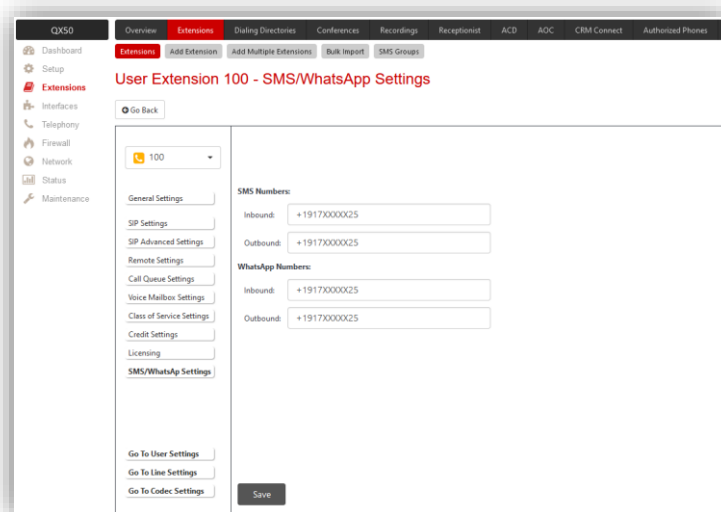
- Check the **Enable SMS/WhatsApp** checkbox on the extension's **Licensing Settings** GUI page on QX (picture 2).

Note. The total number of extensions with this checkbox selected cannot exceed the number specified by the **uQall SMS/WhatsApp** license.



Picture 2. Activate SMS/WhatsApp messaging license for uQall extension

- Configure the SMS and WhatsApp phone numbers on the **SMS/WhatsApp Settings** GUI page for uQall extension (see example on the picture 3 below). Normally, the inbound and outbound SMS numbers are identical. However, if necessary, these numbers can be different.
- If extension should be able to send and receive WhatsApp messages, configure the extension's WhatsApp phone numbers on the same GUI page.



Picture 3. Configure phone numbers for SMS and WhatsApp

The inbound SMS number is a phone number attached to uQall extension and used for receiving the SMS messages on uQall; the SMS messages sent to that number will be received on that uQall. The inbound numbers shall be unique across all extensions.

The outbound SMS number serves as the sender's identification when sending SMS messages from uQall. The recipient of the SMS will be able to see that the message came from this particular number. In contrast to inbound numbers, the outbound numbers do not necessarily have to be distinct. It is possible for multiple uQall extensions to share the same outbound phone number.

Also, you can have the same number for both SMS and WhatsApp, although it is also possible to have different numbers for each.

To support the **Receptionist Console** one more additional configuration must be done on the uQall extension.

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 uQall extension and enable the **Receptionist Console** option in the licensing menu.

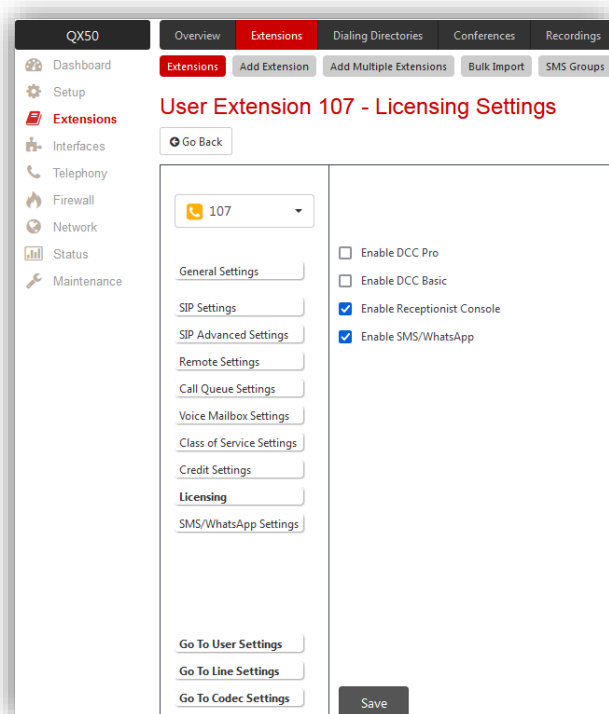


Figure 4: Activate Receptionist console license for uQall extension

3.2 Select and activate the IP line for uQall

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

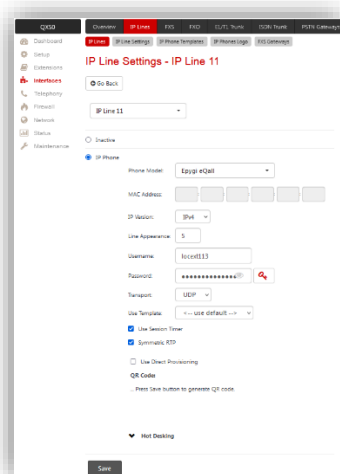


Figure 5: Activating the IP line on QX for uQall

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



Figure 5: QR code for uQall

3.3 How to use the QR Code

- **For Microsoft Windows:** Right click on the QR image, select “**Save Image As...**” from the pop-up menu to save it on your PC. This file contains the configuration for uQall. You will need to upload this file when adding the account in uQall.

- **For Android:** You will need to scan the QR code in the QX GUI using your mobile phone when adding the account in uQall.

QR code troubleshooting. It will take some time for the system to generate the uQall 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 uQall config file with the QR code.

Please Note. There are two provisioning modes for uQall: provisioning via ecMON and “Direct Provisioning”, when uQall 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 uQall and Adding Accounts

Step 1: Installing the uQall:

For Microsoft Windows

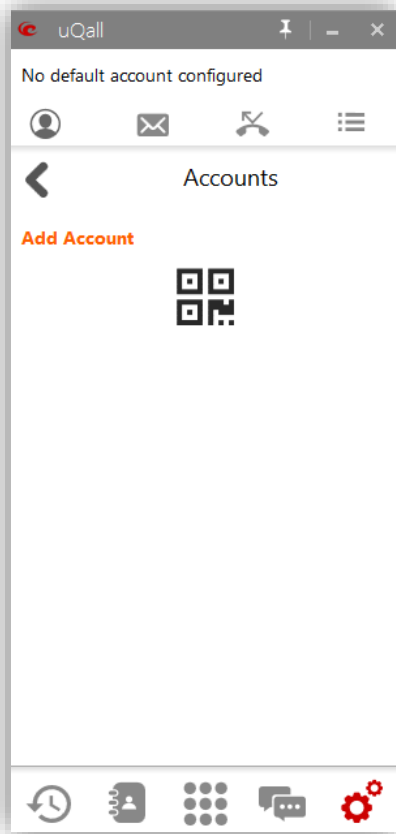
- Download the uQall Windows setup file from the Epygi support portal on PC: **Knowledgebase:** [Software Applications](#) > [uQall for MS Windows](#) > [Software](#)
- Double-click on the setup file, read the system requirements and click “Next”.
- Read the configuration recommendations and click “Next”.
- Review and accept the license agreement.
- Select the installation folder, then click “Next”. uQall needs a minimum of 1GB free hard disk space.

For Android

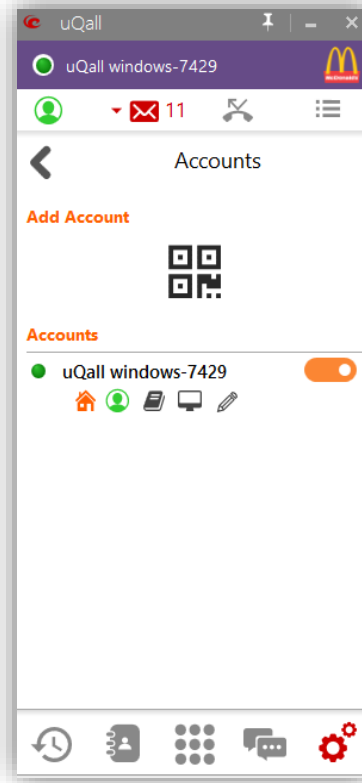
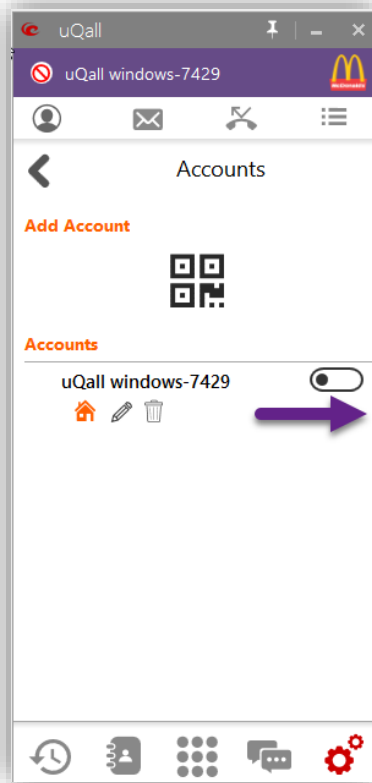
- install the uQall from the Google Play Store.

Step 2: Add accounts, switch between accounts on uQall

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

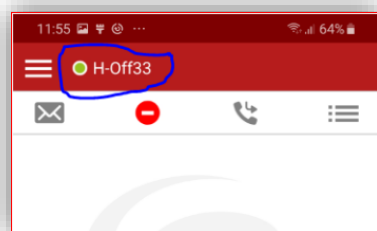


- For Microsoft Windows - add an account by clicking on the QR code icon. From the opened window retrieve the QR code image file you have stored on the PC.
- For Android - add an account by scanning the QR code in the QX GUI using your mobile phone.
- Activate the newly added account by moving the slider (switch) to the right in the uQall window (below).



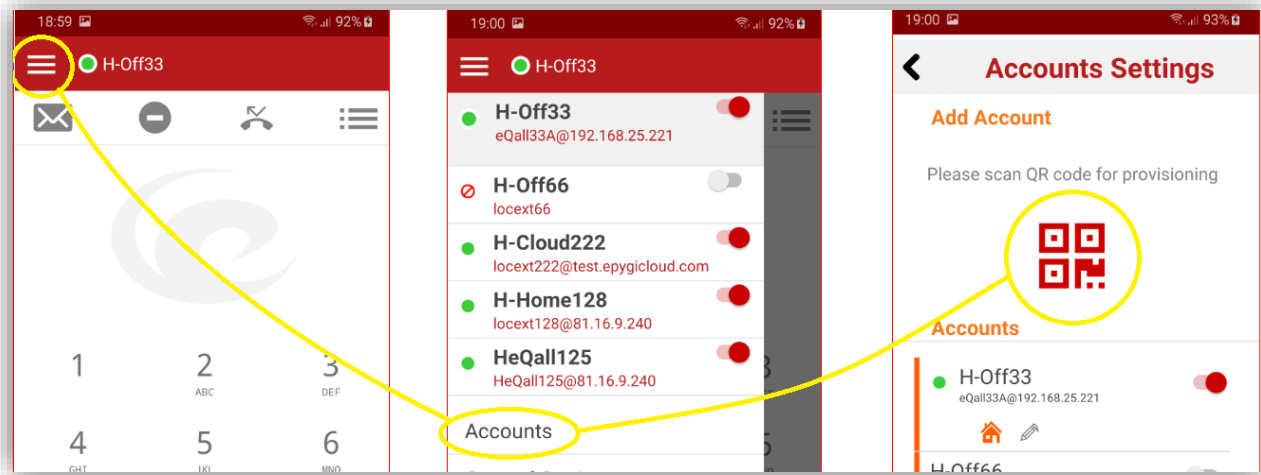
Note. The account indicator turns green as soon as the account activates (registers). You can also check this by dialing the feature code - *74, or going to the Status -> System Status -> IP Line Registration Status page on the QX GUI and checking the uQall registration status. If it cannot register 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 uQall window (H-Off33 in the picture below).

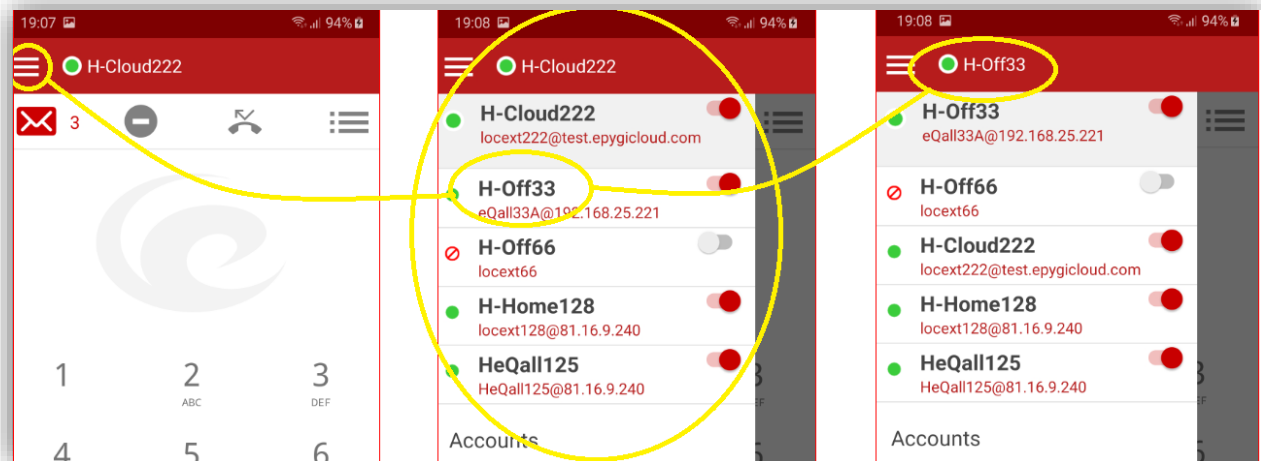


Note: You can configure up to eight (8) uQall accounts registered on the same or different QX devices.

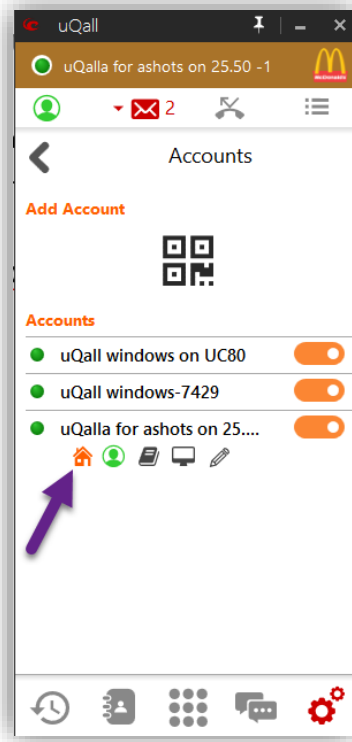
- You can add new accounts anytime later following the steps on the picture below.



Note. To make call, uQall 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 uQall Android as an example.



- To change the default account for the uQall 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 uQall window, then push the home icon below the account name (see the picture below).

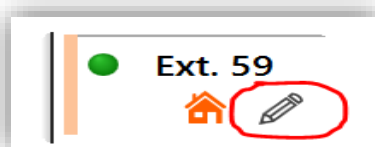


5 Useful Hints in uQall Configuration and Troubleshooting

5.1 Network Configuration

uQall 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 uQall (see the picture below). As soon as uQall 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, uQall 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 uQall'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).

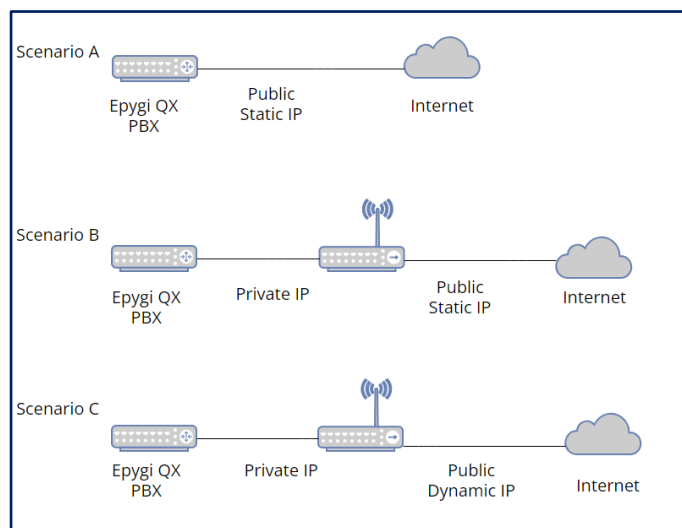


5.2 Troubleshooting

Most of the uQall issues are caused by incorrect settings on QX, mostly concerning network. If these settings are misconfigured, the remote device, whether it's a phone or computer, may fail to register with the QX, or users might experience issues with audio. To mitigate potential problems, it's essential to examine connections, consider network filtering factors, to ensure all settings are correct.

Below are the possible connection scenarios for both the QX and uQall.

5.3 For on-premise QX devices



Scenario A: If the QX device is directly connected to the Internet, after setting the Public IP, you should check the NAT Traversal for SIP setting in the **Telephony > NAT Traversal > NAT Traversal for SIP Settings** section and select the option Disabled. The WAN port of QX should be configured with a public IP address.

Scenario B: If the QX device is not directly connected to the Internet, but is located behind a local router

with a consistent public IP address, navigate to the **Telephony > NAT Traversal > NAT Traversal Settings** section. Enable NAT Traversal for SIP by selecting the "Forced" option. Then, in the **NAT Traversal - SIP/RTP Parameters** section, ensure that "Use Manual NAT Traversal" is selected for both UDP and other protocols. Enter the router's public IP address in the designated field.

Scenario C: If the QX device is not connected directly to the Internet but is located behind a local router with a dynamically changing IP address, navigate to the **Telephony > NAT Traversal > NAT Traversal Settings** section and enable the **NAT Traversal for SIP** by selecting the **Forced** option. Then, in the **NAT Traversal - SIP/RTP Parameters** section, select **Use STUN** for both UDP and other protocols.

Additionally, you may also consider using Dynamic DNS services. If you have registered a hostname, make sure to enter it in **Telephony > SIP > SIP Aliases > Host Aliases for SIP**. This field is crucial for compiling a list of the QXs' hostnames that have been registered on remote DNS servers. Following these steps will enhance connectivity and communication reliability.

Note. After making all the necessary changes, please consider updating uQall IP Line in order to obtain newly configured interfaces. For that you should navigate to **Telephony > IP Lines -> uQall configured IP**

Line and without any changes simply hit save button at the bottom of the screen, then you should delete the account in uQall application and rescan the QR code.

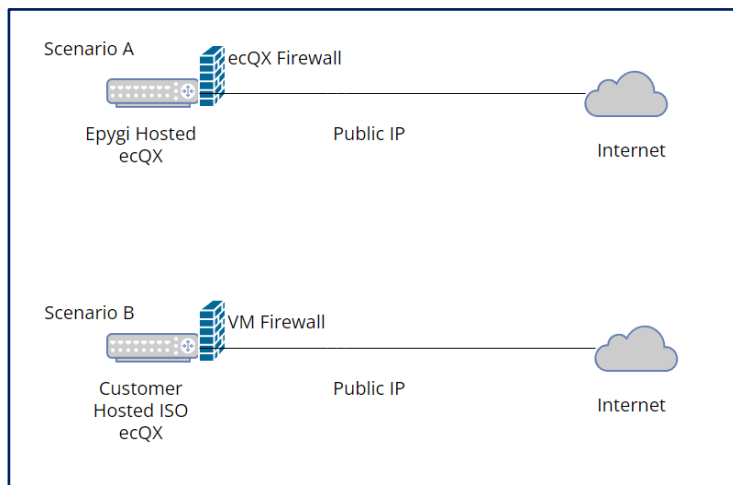
5.4 For Epygi cloud instances

Scenario A.:

In Epygi hosted cloud devices there is basically no need to configure; relevant information is provided to the customer after the device is deployed.

Scenario B. (for customer hosted ISO instance):

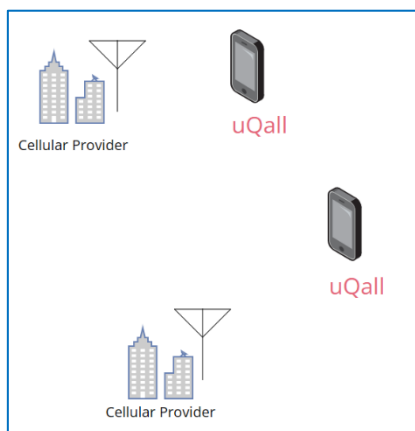
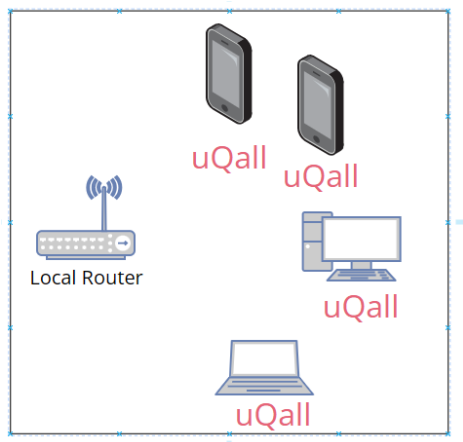
Similarly, to QX device it is necessary that the virtual instance has the SIP and RTP ports range opened and that they are correctly mapped in the network router accordingly.



5.5 Connecting uQall to Network

Connecting uQall to network is possible in two ways: via a **Wi-Fi** or **mobile** network.

In the first case, when the uQall application is connected to the local router, it should be checked whether the local router is filtering the SIP registration and the RTP stream or not. It would also be useful to check



the SIP ALG filter, which is recommended to be disabled.

In the second case, when the uQall application is connected to the mobile network, for the most part there is no problem. However, sometimes you need to check whether the mobile network provider is filtering some network packets or not. Or, SIP messages may not pass through the mobile network due to their large size. This basically refers to SIP registration. In this case, it is recommended to register using the TCP protocol option instead of the UDP (in the **IP Line Settings** section of the QX configuration).

5.6 uQall Logs

If the issue with the uQall application cannot be resolved independently or is unclear, you can contact the Epygi technical support team. In such cases, you must provide the uQall logs necessary for troubleshooting the issue.

There are two log levels for troubleshooting: **Info** and **Verbose**. You can select the appropriate log level on uQall **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:

- uQall 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, uQall will automatically switch the log level back to Info to avoid unneeded CPU usage in case if user didn't do it himself.

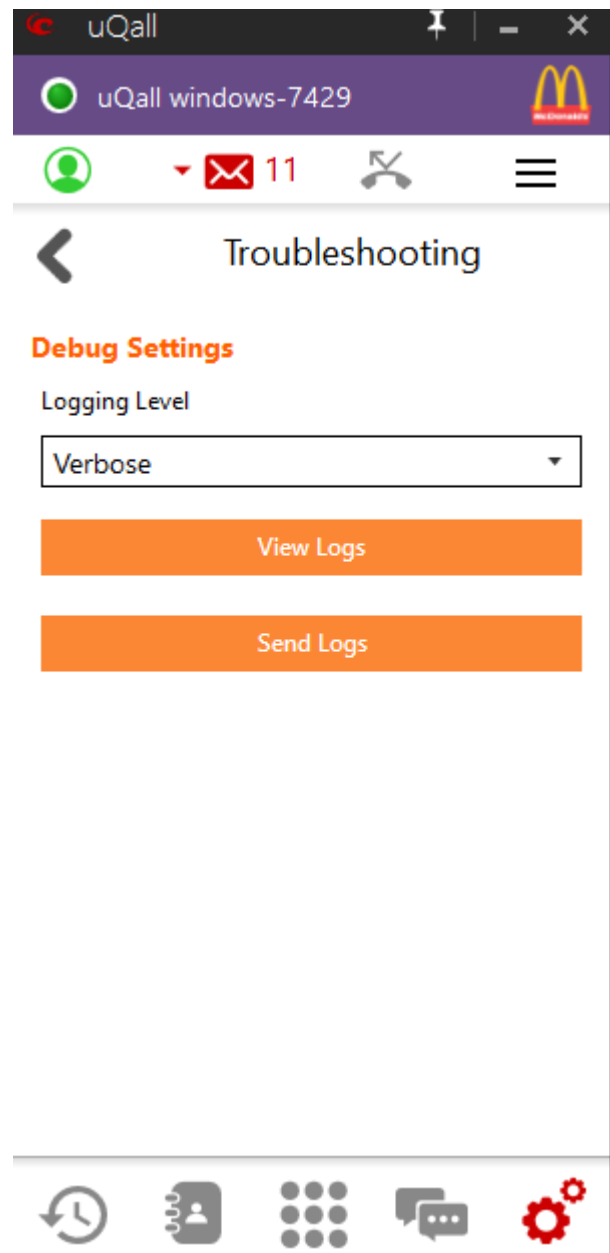


Figure 2: Selecting the Log Level

6 Advanced Configuration

6.1 Configuring NAT traversal on the QX IP line

uQall 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 used 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.

6.2 Using the Outbound Proxy setting on uQall

Since uQall 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 uQall Account Settings. This will force uQall 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.

6.3 Connection to ecMON service

The complexity of the uQall configuration is hidden from the user's view. Once the user configures the IP line for uQall, the QX creates the uQall 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 uQall scans the QR code, it downloads the configuration from ecMON and auto configures.

7 uQall Menus

The main screen you will see after uQall is started and basically ready for use:



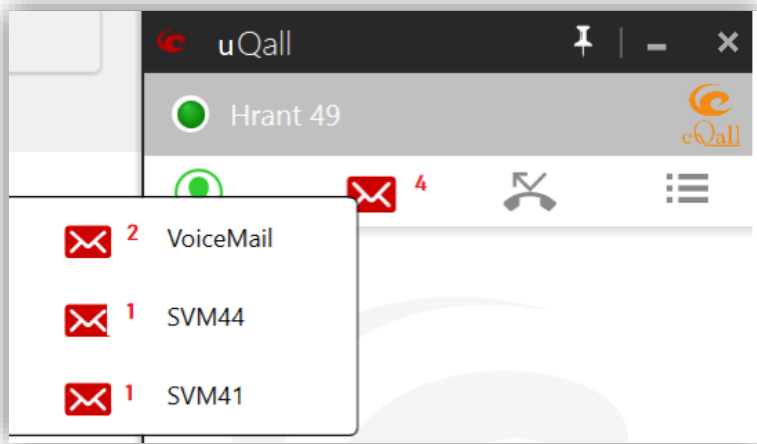
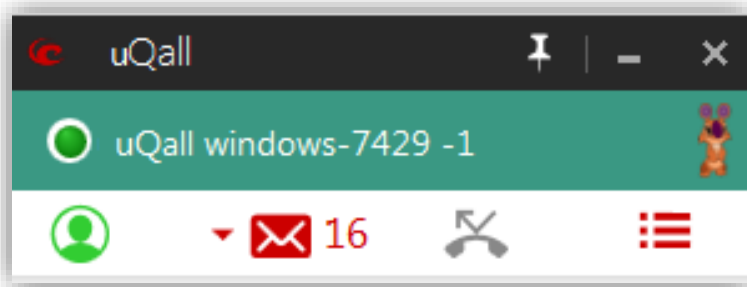
On the banner, on the top of the uQall screen, you see from left to right:

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

Please Note. The color of the banner is customizable. It can be done on QX, in the Interfaces-> IP Lines-> uQall Settings menu.

Figure 3: uQall Main Window

Notification Bar



(From left -> right)

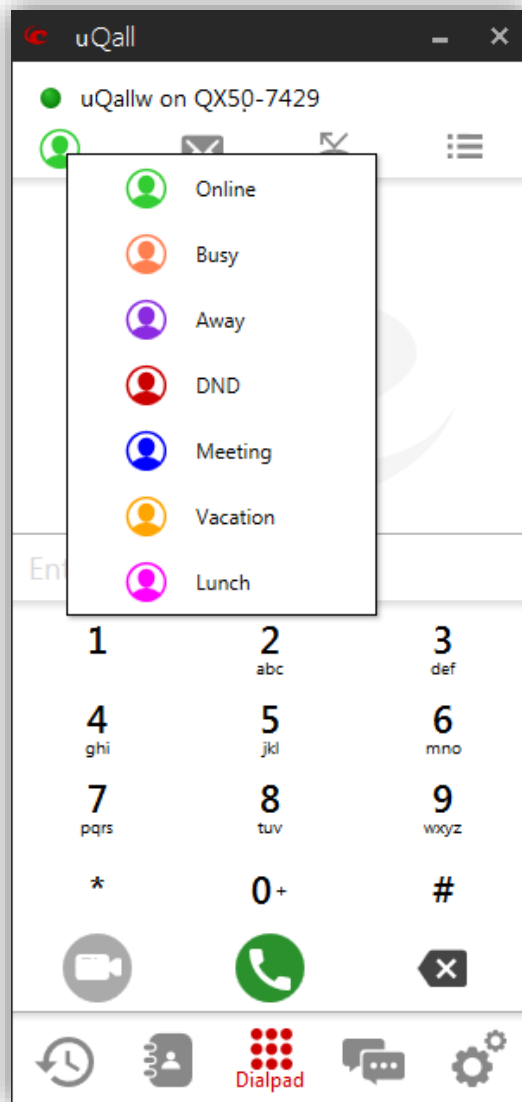
- Presence status icon – shows the current presence status, allows to update the presence status
- Voice Mailbox status icon - shows the number of new VMs and allows access to the mailbox(s). It is red if any voicemail box associated with the extension (extension's own mailbox plus all shared mailboxes 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 uQall extension on the QX and immediately notifies uQall about changes to it.

Presence state:

- ✓ Watches the current status of uQall.
- ✓ Changes the status of uQall.

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

Changing the uQall 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 uQall 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 uQall extension from the QX GUI. Otherwise, the configured Caller ID Based services will not be activated and uQall will handle all calls as if it is in Online state.

The presence icon in the uQall contacts list indicates the presence status of the corresponding contact.

Bottom Bar

(from left -> right)

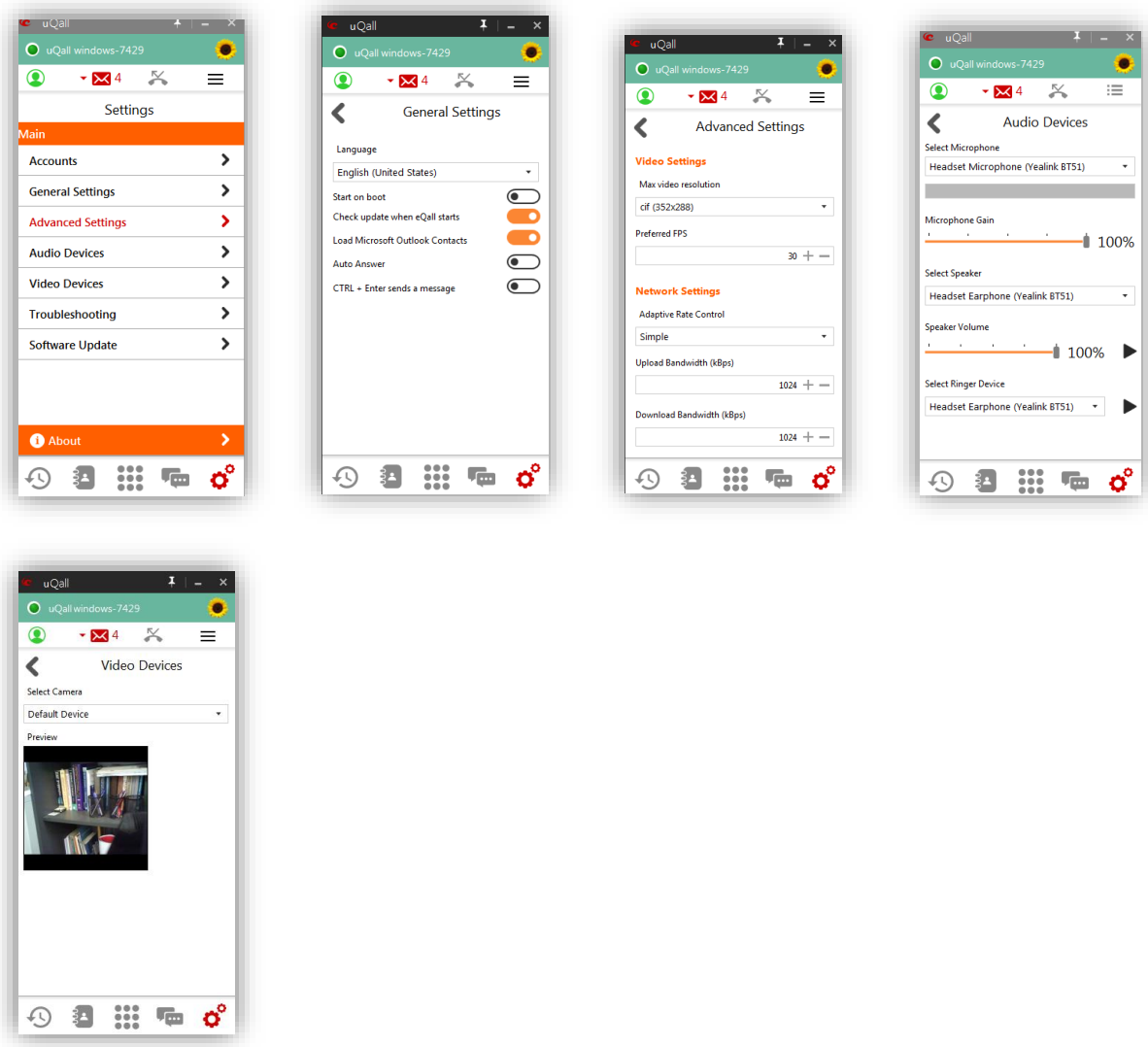


- Shows the details for recent calls
- Shows the list of Contacts
- Opens the Dialpad
- Activates Messaging (Chat)
- Opens the uQall Settings

8 uQall Settings

Click the logo for **Settings** on the Bottom Bar. You will see the following options:

- Accounts: used for adding accounts and switching between the accounts
- General Settings: used to choose the language and some other options
- Advanced Settings: used to adjust the video and network settings
- Audio-video devices: used to select audio/video options
- Troubleshooting: opens the debug settings to view/send logs and choose the logging level
- Software Update: opens Software update window to check for updates and update the software

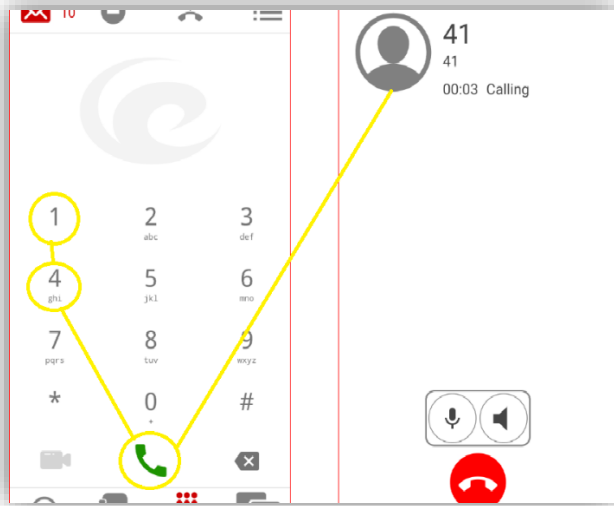


9 uQall Features

Note: The features outlined in the following sections will become accessible to end users once they have been configured according to the steps detailed in Chapters 3 to 8.

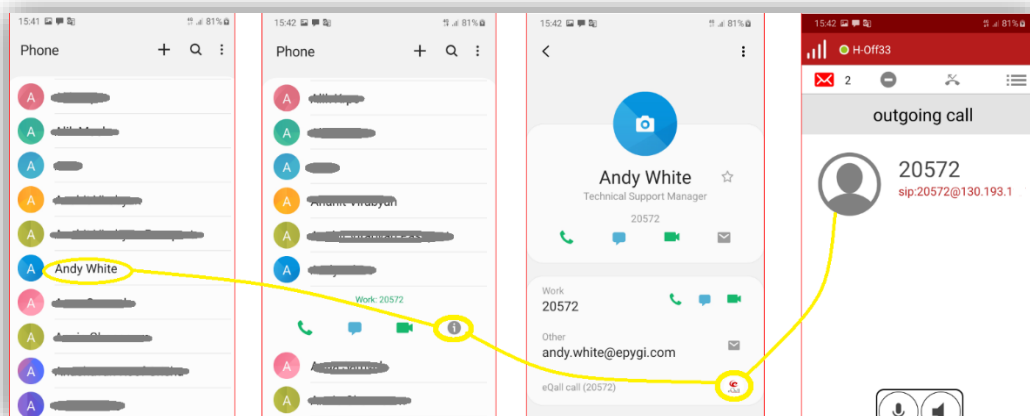
9.1 Basic call (dialing from uQall)

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



9.2 Basic call (dialing from native dialer on Android)

- 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, uQall.
- Tap the uQall icon to make a call to a selected contact via uQall.



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

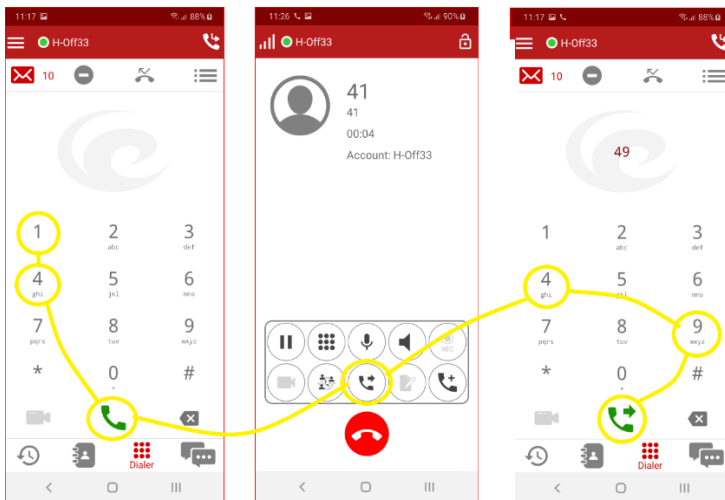
9.3 Hold an active call

During the active call press the **Hold** button. Push that button again to restore the active call



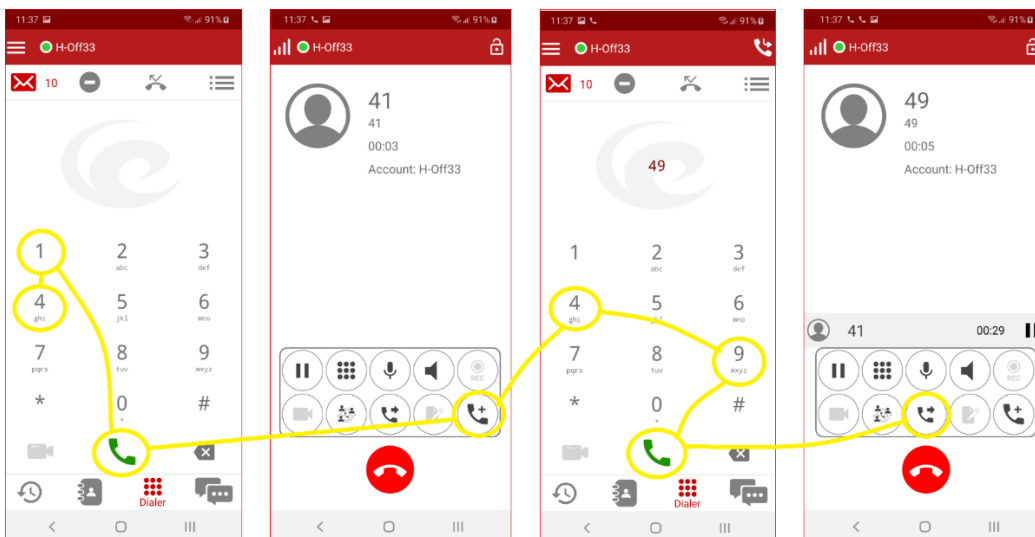
9.4 Transfer Call: Blind transfer

- 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).
- uQall will be disconnected from the call and extensions 41 and 49 will be connected to each other.



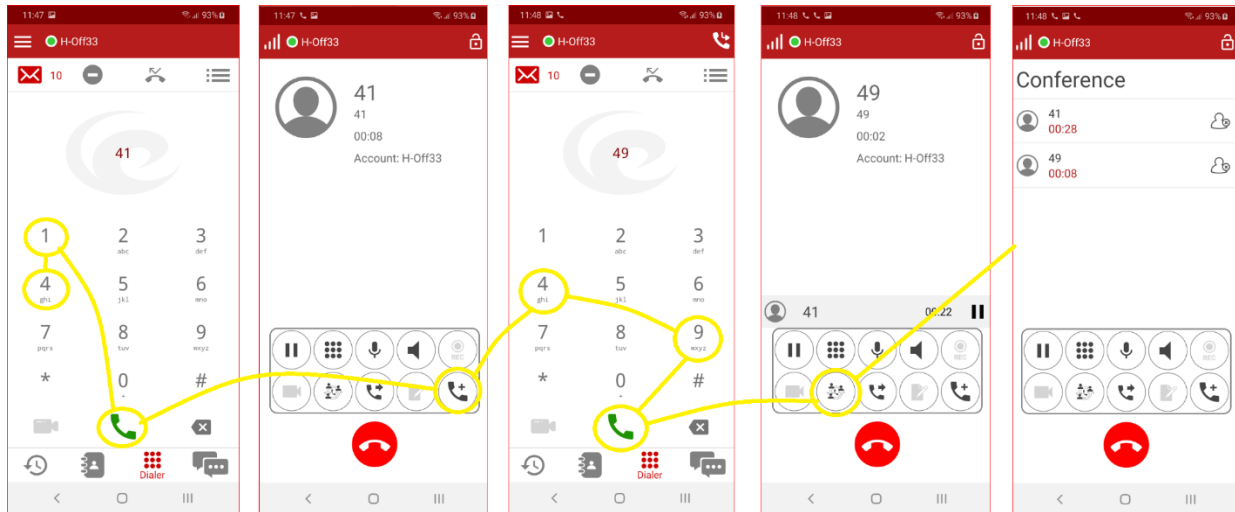
9.5 Transfer Call: Consultative transfer

- 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 uQall 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).



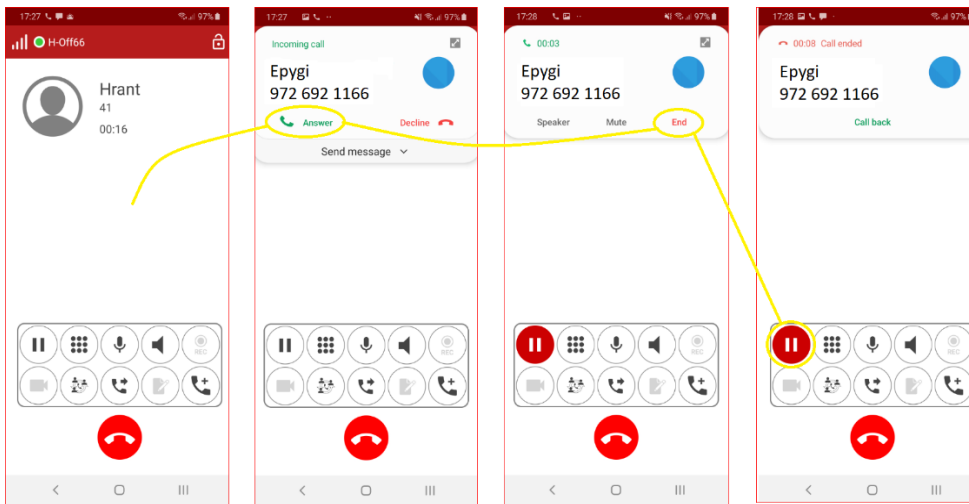
9.7 Call Park

To park an active call, put it on hold and either dial ***5** or the **Call Park** extension number. The call will be parked. In the first case call will be parked on the first available **Call Park** extension. In the second case, call will be parked on the selected **Call Park** extension. To retrieve the parked call, dial the **Call Park** extension number.

9.8 Answering Native Calls (GSM calls)

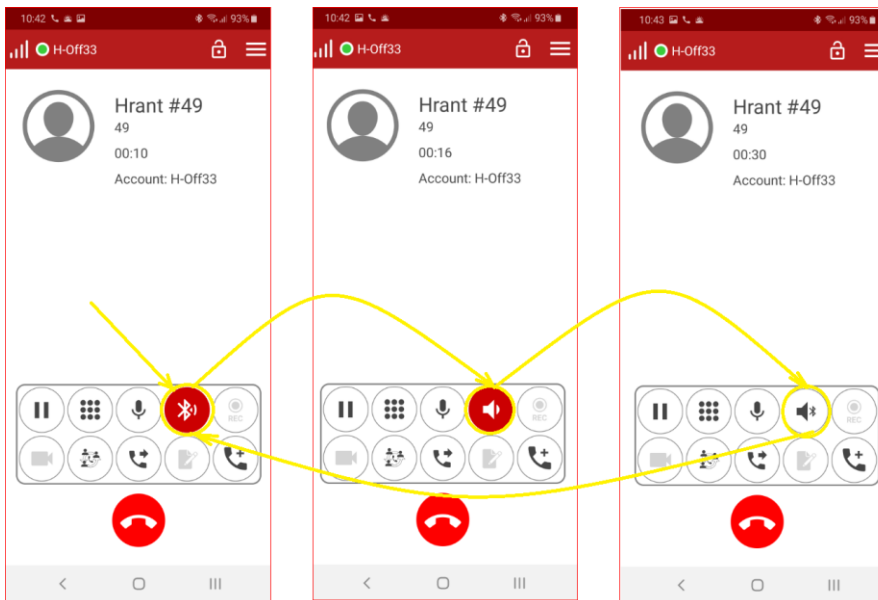
When you are in an uQall call and receive another call via the GSM network, the latter will not forcefully interrupt the first call. Upon receiving the GSM call, uQall will offer two options: a) answer the GSM call and b) reject the call. If the user chooses the first option, the first call is held and 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).



9.9 Using Bluetooth

When a Bluetooth earphone is in use during the call, uQall 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).



9.10 Using Yealink Wireless Headsets

The uQall softphone is integrated with Yealink wireless headsets. The Yealink headsets' keys allow to control the incoming calls on uQall. 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

uQall softphone. For example, pressing the hold button on the Yealink headset will activate the hold button on the uQall softphone.

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

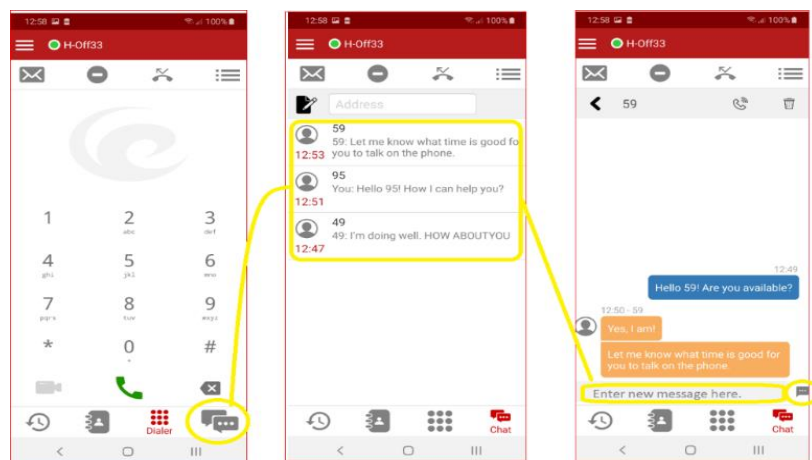
For Yealink DECT Wireless Headset models the inbound/outbound calls made to/from uQall can be also altered from the Yealink DECT touchscreen, as well as new calls can be dialed on the Yealink DECT touchscreen with uQall extension.

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

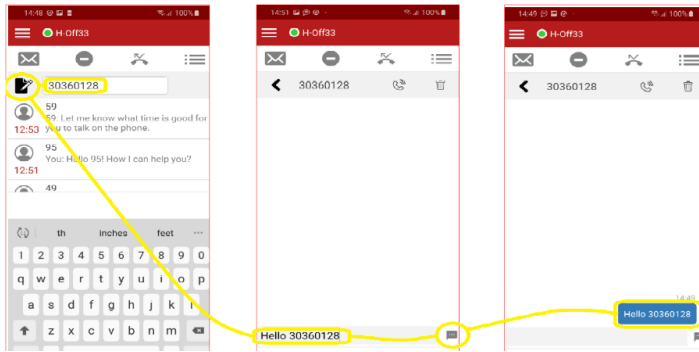
9.11 Chat (SIP Messaging)

Tapping the messaging icon (first snapshot below taken from Android phone) 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).

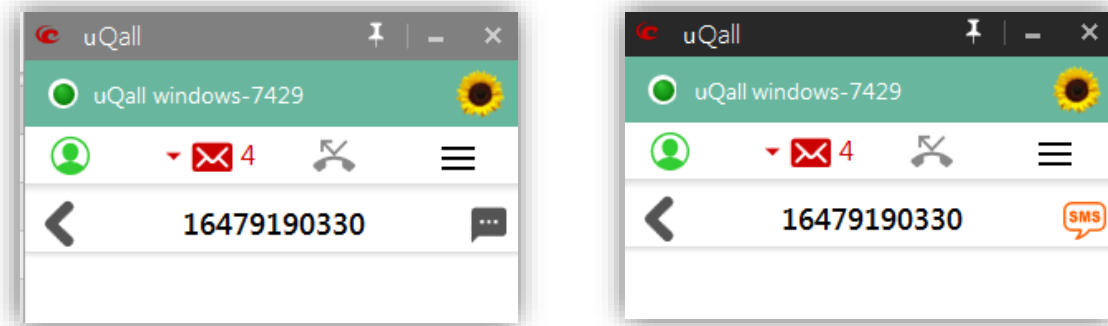


Note. uQall messaging uses the SIP protocol and is compatible with IP phone messaging.

9.12 SMS Messaging

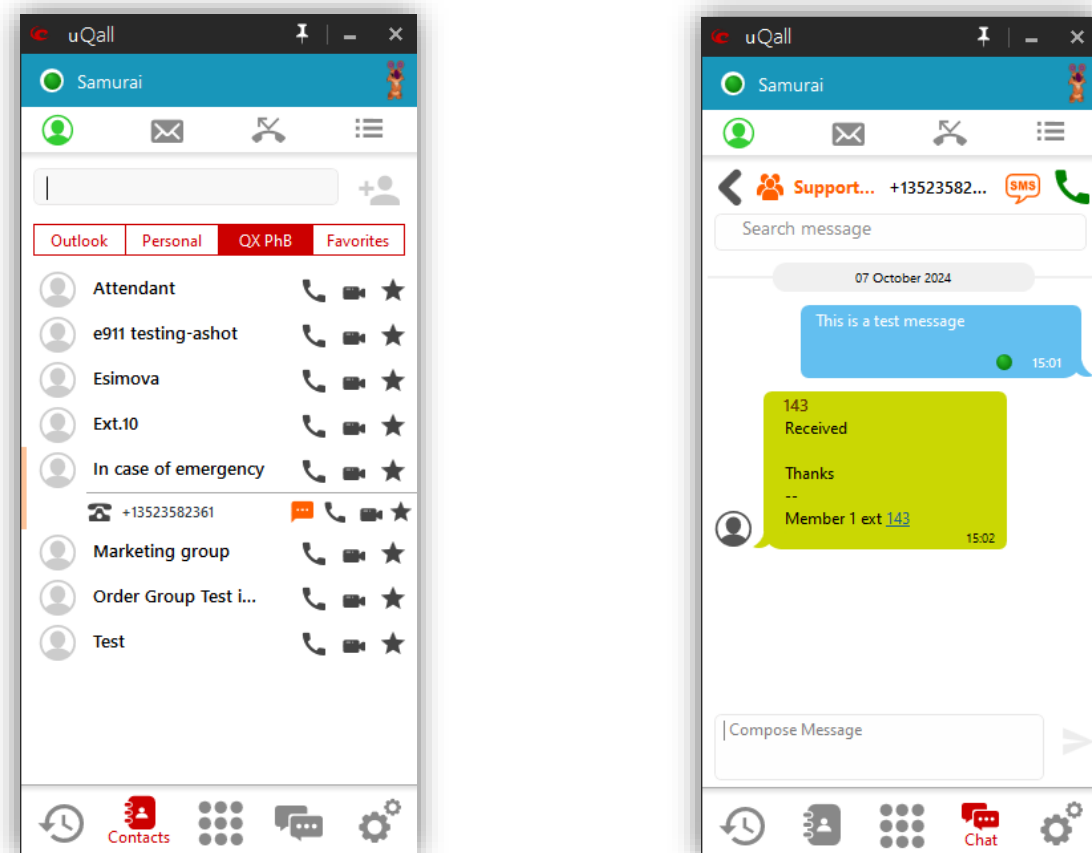
- QX extension users can have SMS conversations with any PSTN phone using their **uQall** softphone application.
- An uQall extension can be a standalone SMS endpoint or a member of one or many SMS groups.
- For an uQall extension to function as a standalone SMS endpoint capable of receiving direct SMS messages, it must have an inbound SMS number assigned to it. Each inbound SMS number must be unique and not shared among uQall extensions on the QX.
- For an uQall extension to function as a standalone SMS endpoint capable of sending SMS messages, it must have an outbound SMS number assigned to it. Outbound SMS numbers can be shared between uQall extensions on the QX.
- Typically, an uQall extension uses the same SMS number for both incoming and outgoing messages. Nonetheless, QX permits alternative configurations, such as assigning an SMS number as an inbound number for one extension while using it as an outbound number for multiple extensions.
- uQall has the capability to automatically add a pre-set signature when sending a message to a mobile phone. This signature can be individually configured for each uQall extension.

To start an SMS messaging enter the receiver number (for example 16479190330 in left snapshot below) in the address field for uQall, then push the messaging icon . The SMS icon  will appear (the right snapshot below).



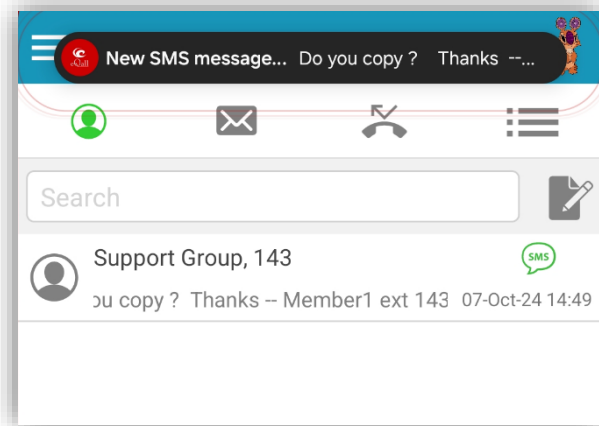
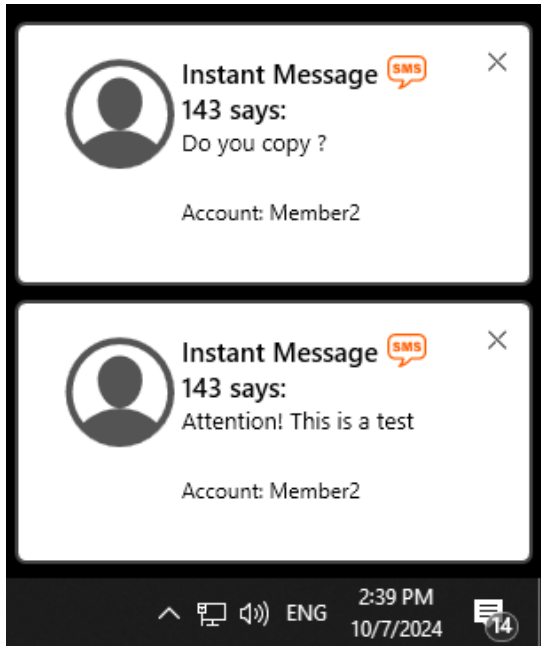
Note. Once the SMS button  is pressed, the messages will be sent as an SMS, versus Chat message (SIP Instance Messages) in case if the button is not pressed. After pressing that button each message of that conversation will be of the SMS type. Once the first message was sent the conversation type cannot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

An SMS messaging could be started from an individual contact as well, by navigating to **Contacts** section, choosing a desired contact and pressing on the messaging icon  (see the snapshots below).



Upon receiving a new SMS on uQall windows a notification will appear on the bottom right side of the screen. As well as a new message will appear in uQall (picture on the left).

On uQall Android a push notification will appear on the top of the screen (picture on the right).

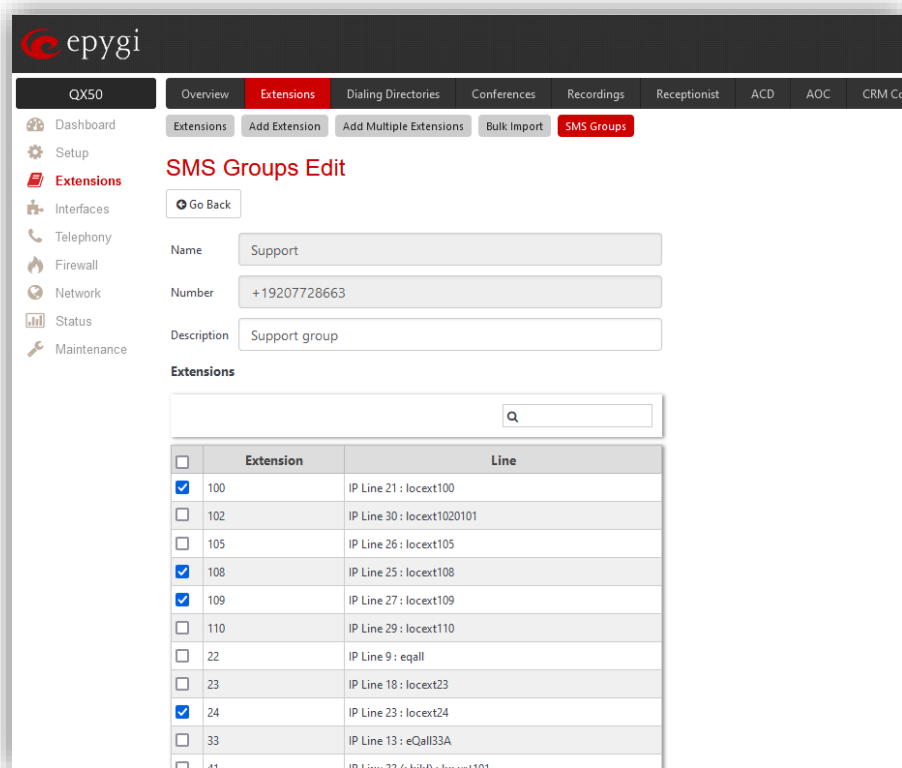


9.12.1 SMS Group Messaging

- uQall extensions with SMS messaging feature enabled can be combined into SMS groups. No additional license is required for this feature.
- This capability allows the extensions of the group to act as a single endpoint from a remote mobile perspective. Thus, allow receiving the SMS messages sent to a single SMS number, by multiple extensions at once.
- SMS group has a single phone number used both for the inbound and outbound calls.
- SMS message sent from a remote mobile to SMS group number is being delivered to all group members.
- The SMS group members can send SMS messages to a remote mobile from the SMS number assigned to the group.
- An SMS message sent by SMS group member to a mobile is copied to all other group members.

- When a member of an SMS group sends a message to a mobile phone, it is sent representing the entire SMS group. The recipient's mobile phone displays the group's number, regardless of the individual sender. Additionally, the message is also shared with all other members of the group.
- Extension can be configured with its own inbound and outbound SMS numbers and at the same time be a member of one or many groups. If that is the case, uQall user should choose which number to use for sending SMS.
- Any SMS group member may reply to SMS message received from a mobile user. The reply message is being send not only to mobile user from SMS group number, but also it is copied to all members of the same group.

To create an SMS group the user should open the **Extensions -> SMS Group** GUI page on QX and push the **Add** button. On the opened page (see the snapshot below) the user should enter the name of the group, the phone number and description.



Extension	Line
☒ 100	IP Line 21 : locext100
☐ 102	IP Line 30 : locext1020101
☐ 105	IP Line 26 : locext105
☒ 108	IP Line 25 : locext108
☒ 109	IP Line 27 : locext109
☐ 110	IP Line 29 : locext110
☐ 22	IP Line 9 : eqall
☐ 23	IP Line 18 : locext23
☒ 24	IP Line 23 : locext24
☐ 33	IP Line 13 : eQall33A
☐ 41	IP Line 22 (4110) : locext101

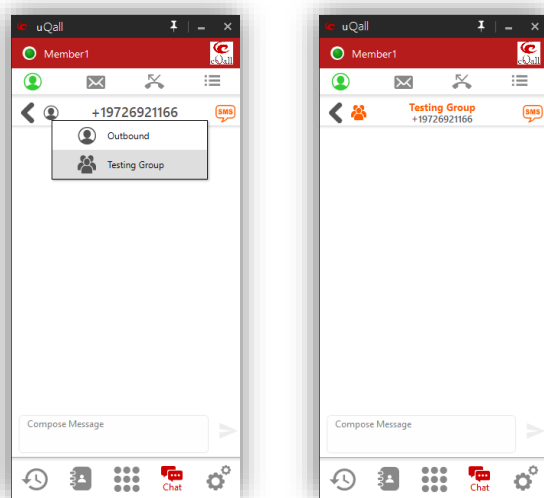
To finalize the creation of an SMS group, the user is required to choose the desired extensions for inclusion in the group, followed by pushing the **Save** button. In the list of extensions, the following extensions can be found:

- regular or parent extension that are connected to uQall

- parent extensions that are not connected to uQall but have at least one child extension connected to uQall.
- ✓ If user selects a parent extension not connected to uQall then SMS will be sent to that parent's child extension having connection to uQall.
- ✓ Extension can be configured with its own inbound and outbound SMS numbers and at the same time be a member of one or many groups. If that is the case, uQall user should choose which number to use for sending SMS.
- ✓ Any SMS group member may reply to SMS message received from a mobile user. The reply message is being send not only to mobile user from SMS group number, but also it is copied to all members of the same group.

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

From the uQall Chat window a user can choose to send an SMS from the group number or from its own dedicated number.



9.13 WhatsApp Messaging

This feature allows an uQall to send and receive messages to/from WhatsApp numbers. For uQall the WhatsApp messaging license is merged with SMS messaging license, hence the configuration for WhatsApp messaging is the same as for uQall SMS messaging. It is done under the Extensions Management menu (see the pictures below).

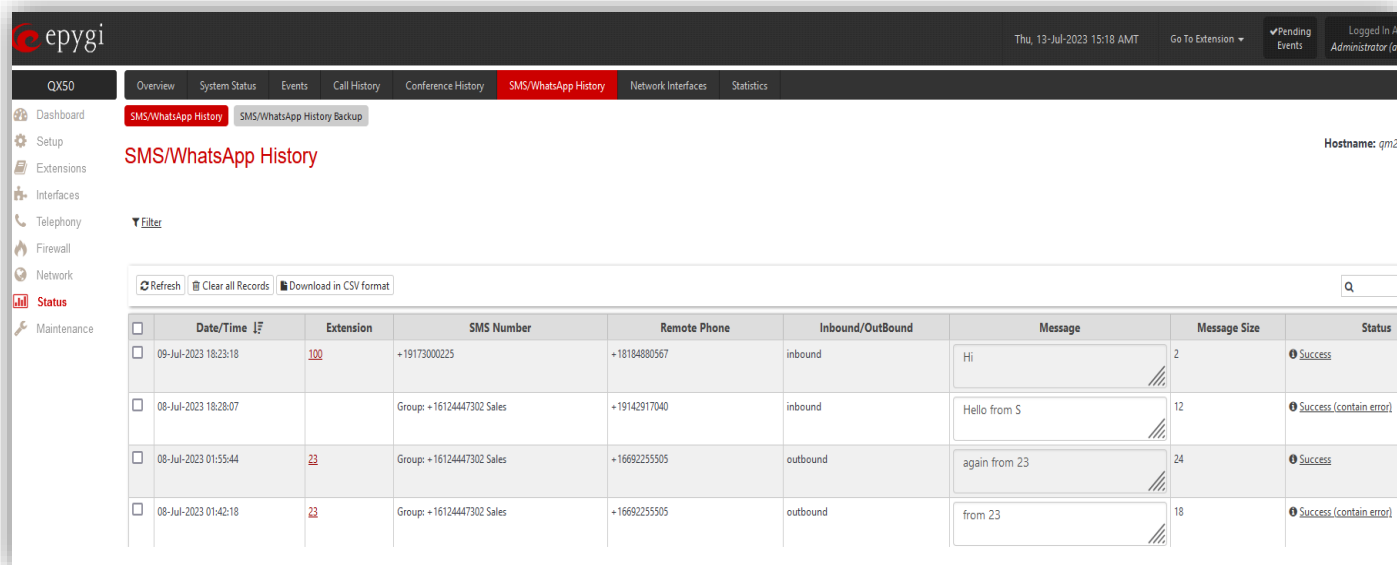
9.14 SMS/WhatsApp Message History

All inbound and outbound SMS and WhatsApp messages are being archived on QX. The messages can be viewed via QX GUI opening the **Status → SMS/WhatsApp History** page (see example on the Picture below).

QX stores the last 10,000 message records. If the number of stored records hits 10,000, QX deletes the oldest record before adding a new one.

The following information is included in SMS/WhatsApp history records:

- **Date/Time:** date and time when the message was sent or delivered.
- **Extension:** the uQall extension, which sent or received the message.
- **SMS/WhatsApp number:** the phone number attached to uQall, that was used for sending or receiving the SMS or WhatsApp message.
- **Remote Phone:** the phone number of mobile users receiving a message from uQall or sending message to uQall.
- **Inbound/Outbound:** indicates if the message is inbound or outbound.
- **Message:** the text of the message.
- **Message size:** the number of characters in the message.
- **Status:** status of the sent or received message (success/error).



	Date/Time	Extension	SMS Number	Remote Phone	Inbound/Outbound	Message	Message Size	Status
☐	09-Jul-2023 18:23:18	100	+19173000225	+18184880567	inbound	Hi	2	Success
☐	08-Jul-2023 18:28:07		Group: +16124447302 Sales	+19142917040	inbound	Hello from S	12	Success (contain error)
☐	08-Jul-2023 01:55:44	23	Group: +16124447302 Sales	+16692255505	outbound	again from 23	24	Success
☐	08-Jul-2023 01:42:18	23	Group: +16124447302 Sales	+16692255505	outbound	from 23	18	Success (contain error)

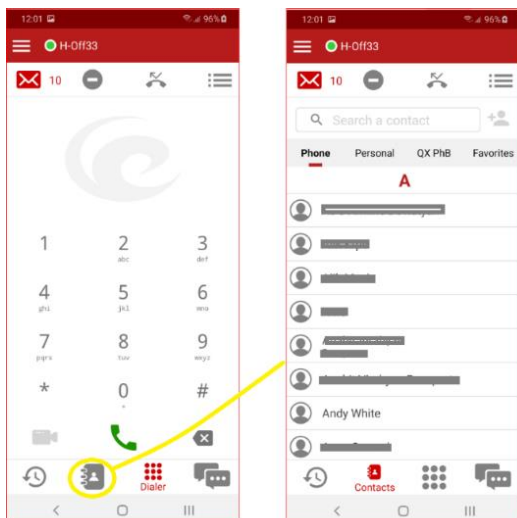
Note: To receive the message delivery status from SMS service provider, the **Status Callback URL** should be configured on the **SMS/WhatsApp Account** settings QX GUI page. That URL for Twilio has the following format: `http://<QX FQDN or IP address>/twiliosms/status.php`.

9.15 Contact lists

There are four contacts lists in the uQall:

- 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 uQall, tap the Contacts button/icon (see below).



9.15.1 Native phone book

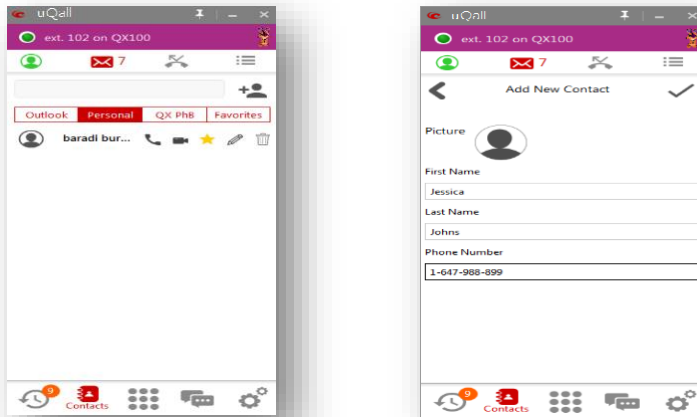
The native phonebook (Phone) contains the list of contacts created by the mobile phone's native phone application. For uQall Windows it is the Outlook contact list.

uQall automatically loads these contacts after the first launch, asking permission from the user. User cannot add, delete or edit contacts in that list from uQall. This list is common for all uQall accounts. If you are adding a new contact to a native phone directory, you should re-open uQall, to make that contact visible to uQall. Only after that you can make a call to that contact from the native dialer via uQall.

9.15.2 Personal

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

Click on  add a contact as bellow.



9.15.3 QX Phonebook

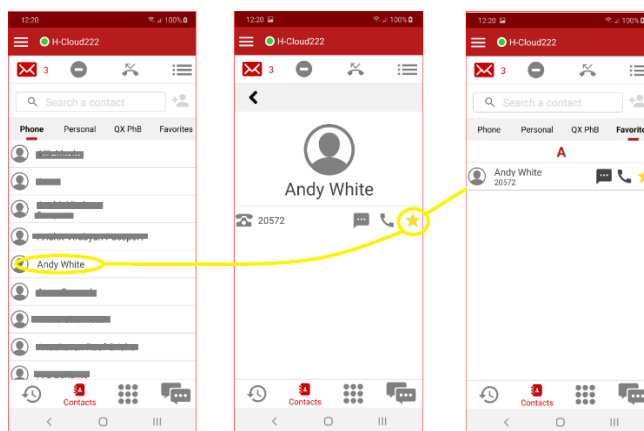
The QX phonebook (**QX PhB**) list contains the contacts from two sources on a QX:

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

9.16 Favorites

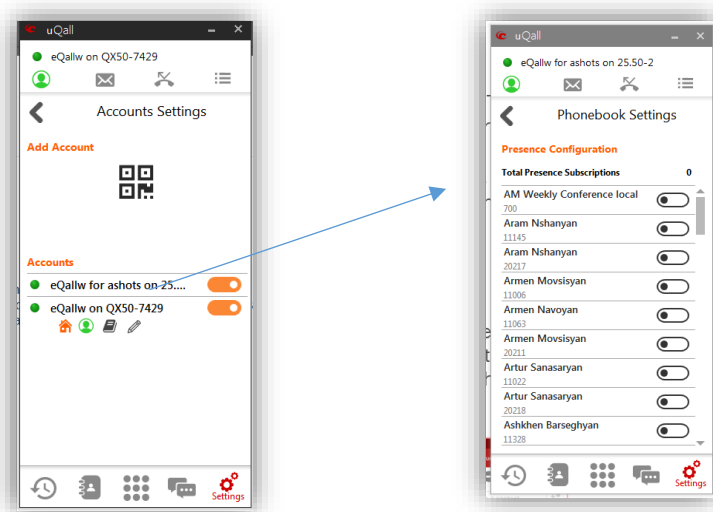
The Favorites list is populated from the lists mentioned above. To add a contact to the Favorites list, the user should open one of the above-mentioned lists, select a contact and tap the star icon next to the contact’s name and phone number (see the picture below). After that, the contact with the selected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



Note: The presence status of all contacts for all accounts on uQall 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:

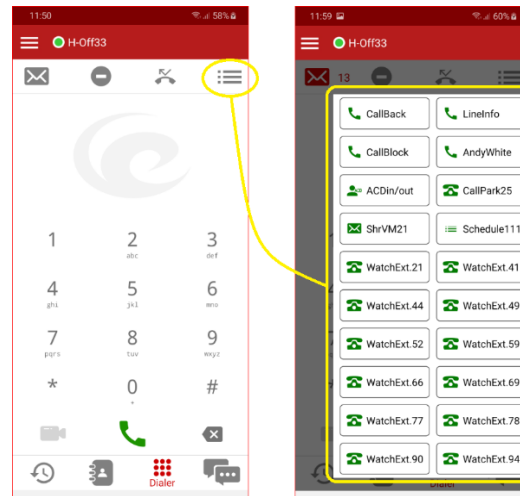


- For each account you can enable subscriptions maximum for 10 contacts.
- When you open the QX PhB, at the top of the list you will see the contacts having presence subscriptions and after that the complete contacts' list.

9.17 Configuring MPKs (Multi-functional Programmable Keys)

- On the QX GUI go to Interfaces -> IP lines, find the IP line configured for uQall 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 uQall.
- 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:

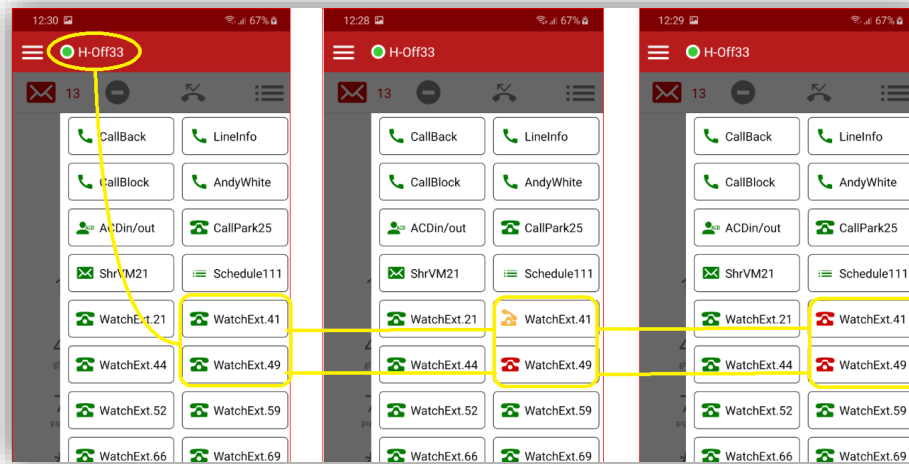
- Watch Extension: places the appropriate icon when extensions status changes (idle, busy, in-call)
- Speed Dial: makes a call to specified number
- Call Park: parks the call
- Shared Voice Mail: connects to a shared voice mailbox
- Call Block: blocks the last caller
- Call Back: calls back the last 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 uQall is 20. Some examples for MPK configuration on uQall below.

9.17.1 Watch extension

- Extension 49 calls extension 41. The pictures below show the MPKs of uQall extension 33 watching extensions 41 and 49.

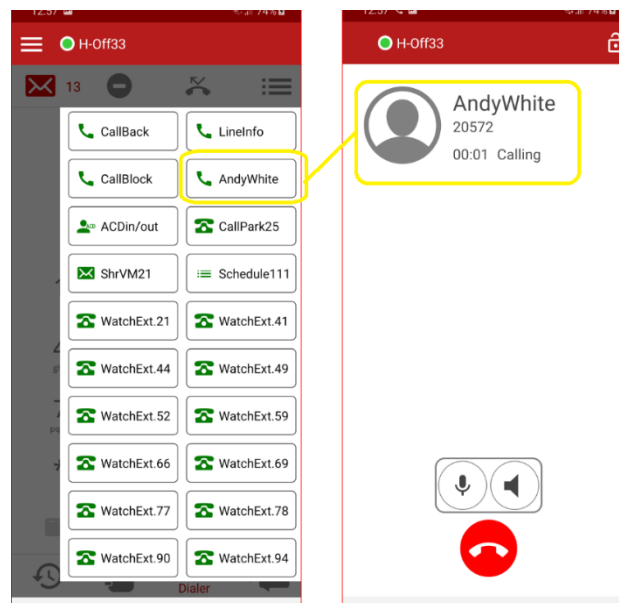
- In the first picture, both extensions are idle. In the second picture, extension 49 called 41, which is ringing. In the third picture, extensions are in an active call.



9.17.2 Speed dial

MPK configured for Speed dial allow making call to the phone number specified during MPK configuration on the QX. The destination may be any number routable via QX's Call Routing Table.

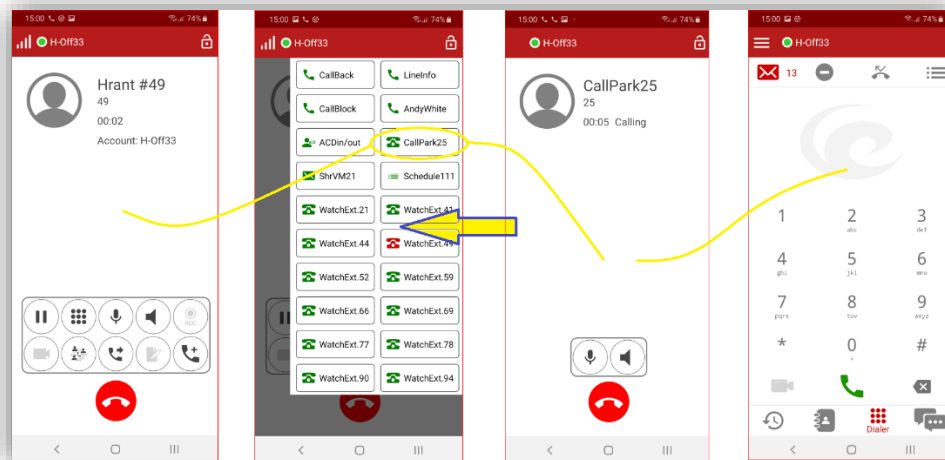
In the picture below tapping the "Andy White" MPK initiates a call to Andy White's SIP number 20572 registered on sip.epygi.com.



9.17.3 Call Park

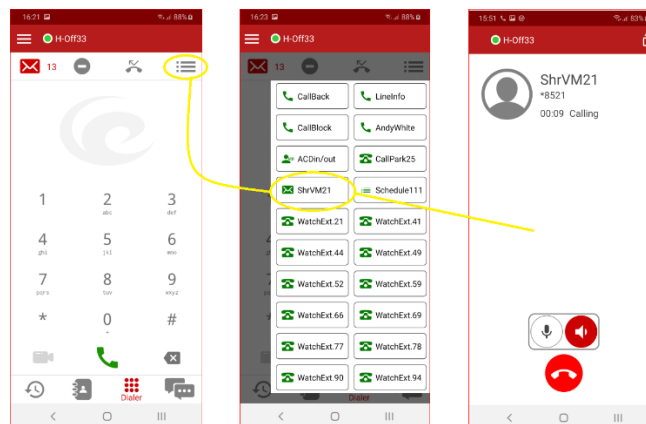
MPK configured for Call Park allow parking the call on a specified call park extension

- 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.



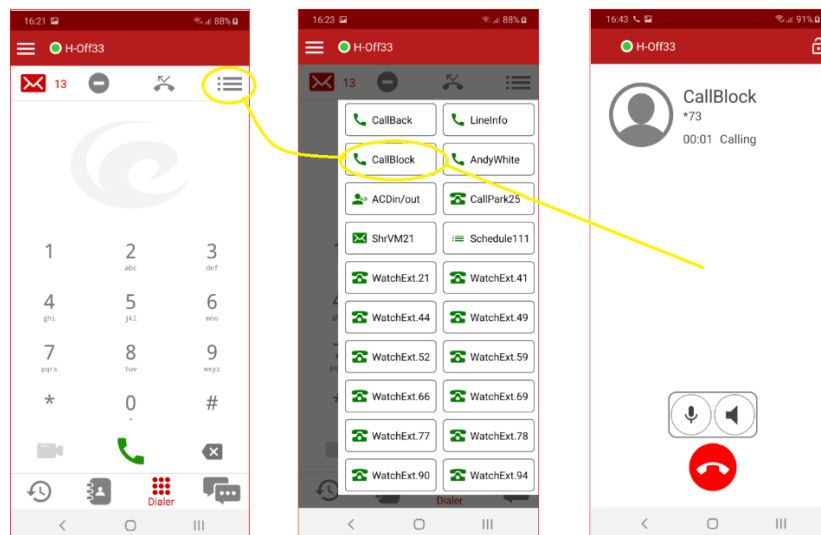
9.17.4 Shared Voice Mailbox

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



9.17.5 Call Block

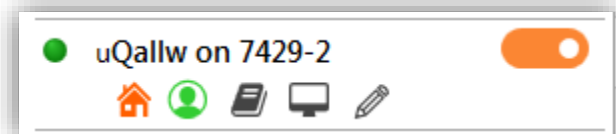
This MPK blocks the last caller. After finishing the call, immediately open the MPK dashboard and tap the Call Block button. This process (starting from closing the call and tapping the MPK) must take less than 10 seconds. Otherwise pushing the button will not take effect.



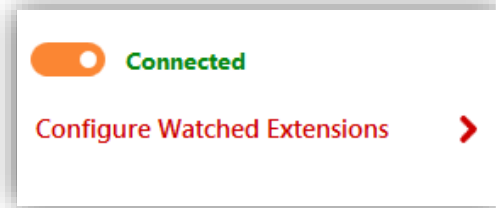
9.18 Receptionist Console

The receptionist console is a licensable feature, so make sure the appropriate license is installed and activated on the QX as it described in the chapter 3.1.

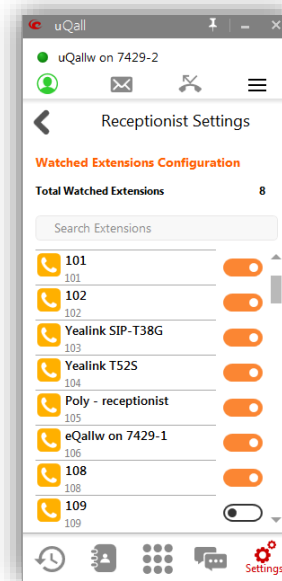
- ✓ The receptionist console works for the uQall default account only. So, go to the settings for the desired account and make that account as default for the uQall.
- ✓ Click on the logo for the receptionist console
- ✓ Click on the mentioned icon to enable it



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



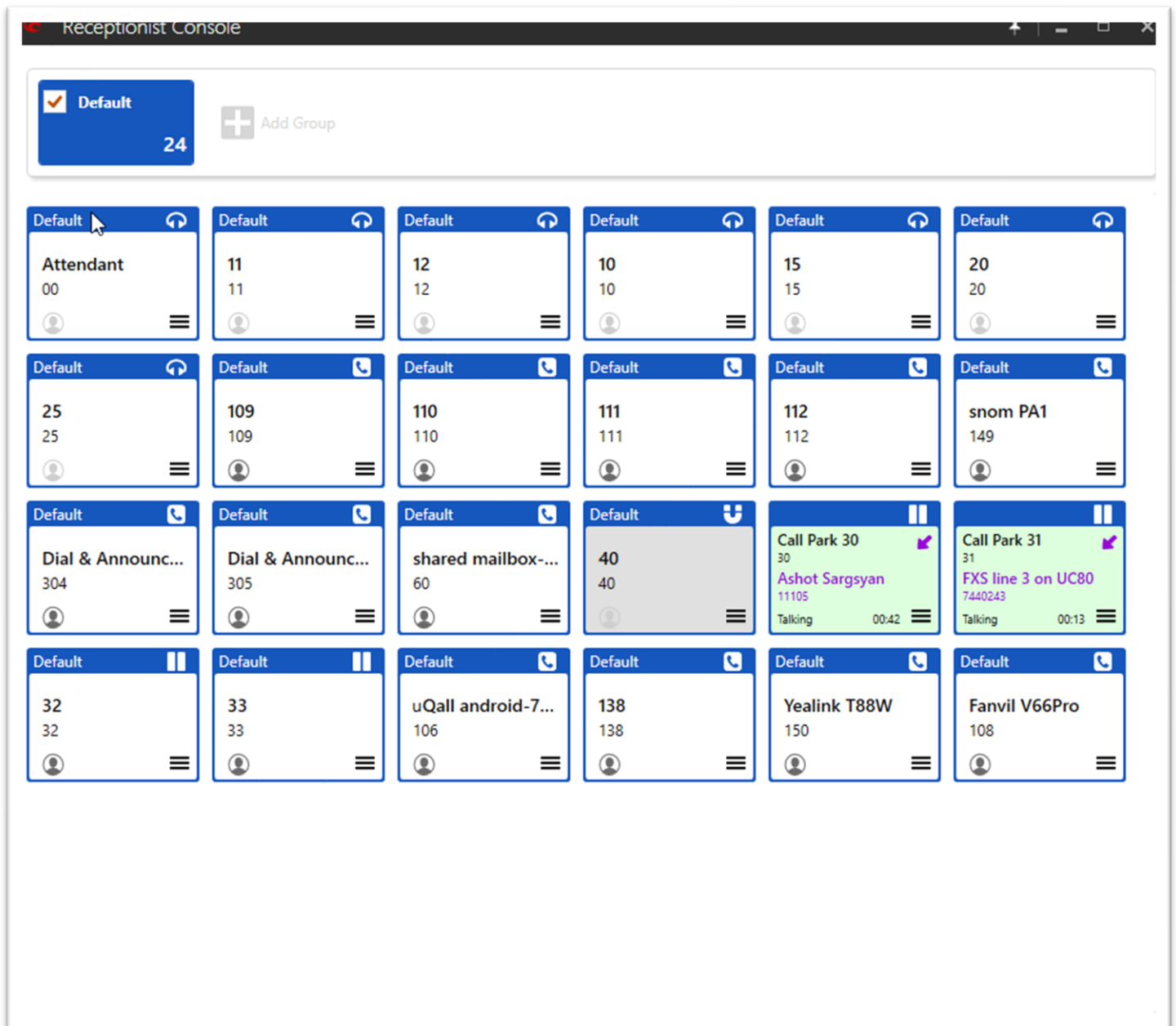
- ✓ Configure (enable) the watched extensions in the opened window



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 Console** will open the **Receptionist Panel**.

9.18.1 The Receptionist Panel

The uQall **Receptionist Panel** shows the status of the watched extensions (ringing, talking), allows 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 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, uQall 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.

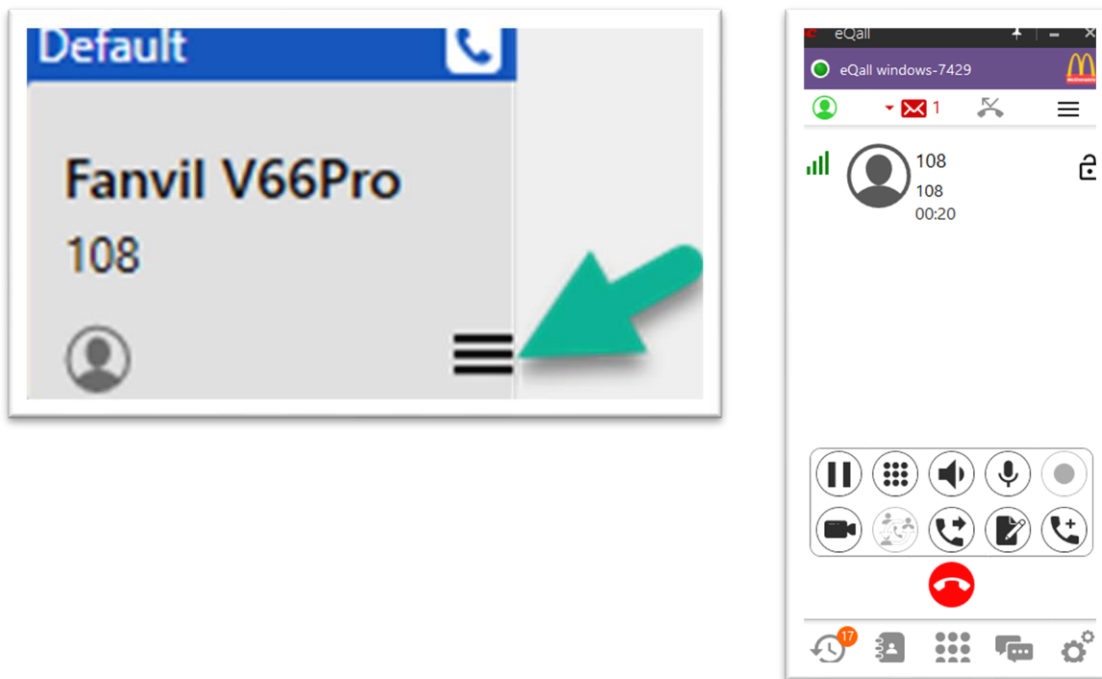
9.18.2 Showing the status of watched extension

The Receptionist Panel **shows** the status of the watched extensions as ringing or talking. In the screenshot above:

- Extension# 108 called to the shared mailbox# 60 and leaving a VM.
- The call from remote user “Ashot Sargsyan” is parked on the **CallPark** extension # 30.
- The call from remote user “FXS line 3” is parked on the **CallPark** extension# 31.

9.18.3 Making Call to the watched extension

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



Your uQall extension will call the watched extension, extension # 108 in this example.

9.18.4 Intercepting the call to the watched extension

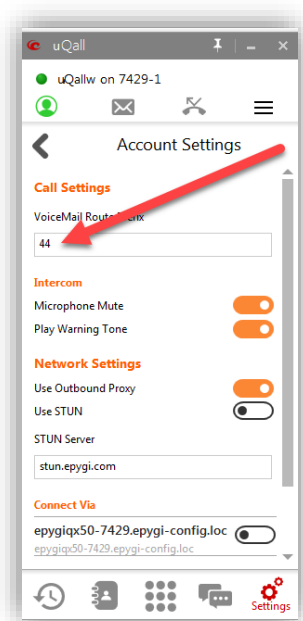
Right-click on the menu icon for the ringing watched extension and select the “**Intercept Call**” option. Your uQall extension will intercept that call.

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 general settings menu).

9.18.5 Leaving voice mail in the mailbox for watched extension

Right-click on the menu 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 uQall:

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

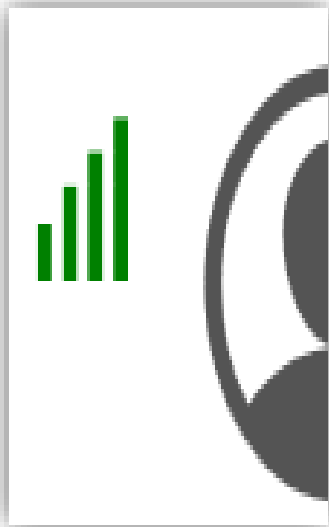


9.18.6 Blind Transfer to the watched extension

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

9.18.7 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 uQall main screen. See where is the transfer button on the picture below:



9.18.8 Call Park

Note: To use the Call Park feature with the uQall Receptionist Console, you must add one or more Call Park–type extensions as watched extensions in the Receptionist Pane.

To park an active call from the uQall extension, use the “**Call to Extension**” menu on the watched Call Park extension card.

To retrieve (pick up) a parked call, again use the “**Call to Extension**” menu on the same Call Park extension card.

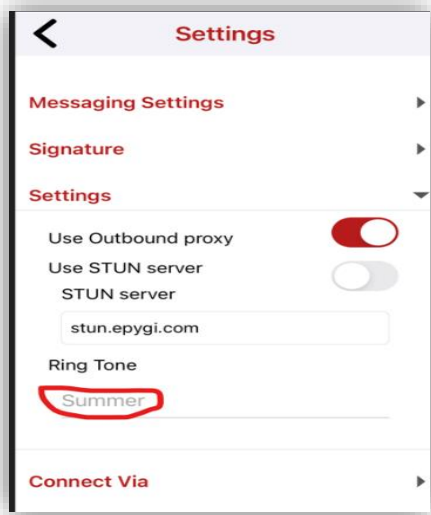
Note. The receptionist console feature is available on the uQall for MS Windows only. The maximum number of watched extensions on the receptionist console is **125**.

9.18.9 Ringtones

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

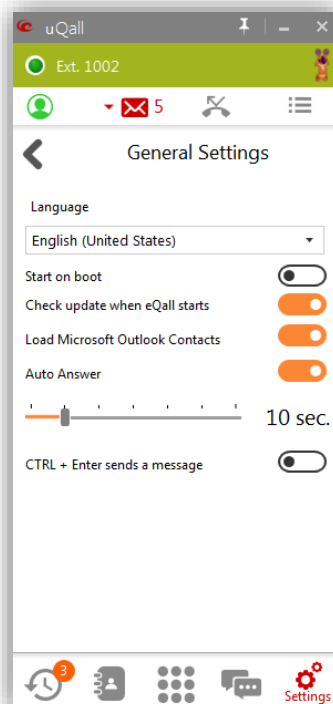
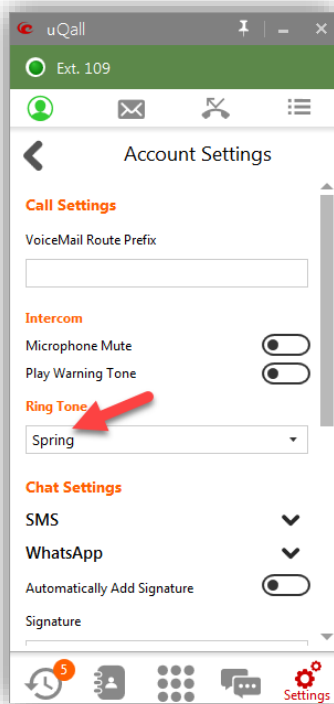
Accounts have the option to choose from a selection of ringtones, including default, summer, autumn, winter, and spring. This can be set up in the account's Settings page, as illustrated in the picture below.

It's possible for multiple accounts to share the same ringtone. The range of available ringtones is pre-established and integrated within uQall.



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

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



10 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 on QX IP PBX
- QX Features on the Epygi Supported IP Phones
- uQall SMS/WhatsApp Messaging Feature on QX IP PBX

Find the above listed documents on [Epygi Support Portal](#).

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