



LICENSABLE Features



IP PHONE EXPANSION KEY

This phone expansion key enables 8, 16, 32, 64 or 128 additional local IP phone extensions on the QX line of IP PBXs.

- This key works with a variety of SIP-based endpoints including IP phones, paging systems, IP cameras and IP door stations.



AUDIO CONFERENCE KEY

Audio Conference Key is an integrated conferencing feature that allows your company to stay connected and current around the globe.

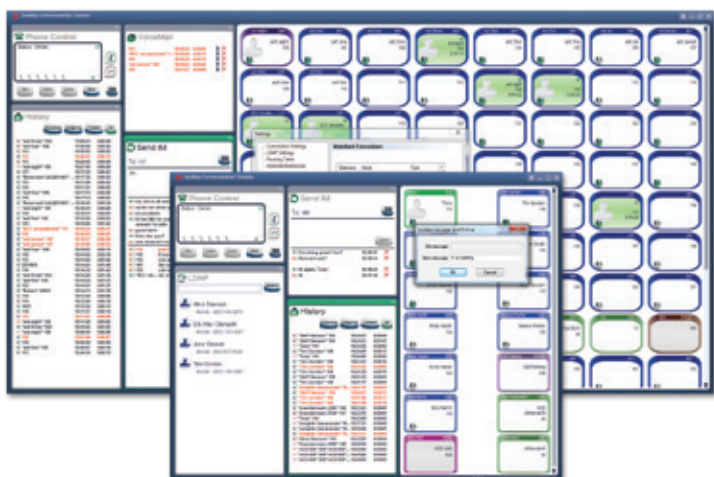
- The number of available ports determines how many active users can be on the individual conference bridge at one time.
- Each user utilizing the conference bridge can have their own unique conference ID.
- Other features include password-protected conferences, lecture mode (moderator led), mute participants and a conference schedule.



VIDEO CONFERENCE SERVER

As an add-on feature to the Audio Conference Key, companies can view both local and remote users' video streams.

- Video is more affordable and offers an additional return on investment when addressing remote communication needs.
- There's no need for expensive video control units, lowering the total cost of ownership.
- This feature determines who the speaker is and automatically switches the video stream to display that speaker. There is also a manual video switching mode.



DESKTOP COMMUNICATION CONSOLE (DCC)

This feature allows you to view the current status/presence of team members in the office.

- This communication tool is Windows-based and shows desktop presence.
- Users can instantly click to dial other users, open chat sessions, update your presence with pre-configured states and add custom text.
- It also includes visual voicemail, call history, access to Outlook or LDAP directories and speed dial lists.

Agent Name	Extension	Phone Number	Calling Status	ACD Status	Ring without Answer Call	Ring without Answer Call	Skills	Status
Agent 1	101	901-123-4567	On Hold	Yes	Yes	Yes	Skills 1, 2	Online
Agent 2	102	901-123-4567	On Hold	Yes	Yes	Yes	Skills 1, 2	Online
Agent 3	103	901-123-4567	On Hold	Yes	Yes	Yes	Skills 1, 2	Online
Agent 4	104	901-123-4567	On Hold	Yes	Yes	Yes	Skills 1, 2	Online
Agent 5	105	901-123-4567	On Hold	Yes	Yes	Yes	Skills 1, 2	Online
Agent 6	106	901-123-4567	On Hold	Yes	Yes	Yes	Skills 1, 2	Online
Agent 7	107	901-123-4567	On Hold	Yes	Yes	Yes	Skills 1, 2	Online
Agent 8	108	901-123-4567	On Hold	Yes	Yes	Yes	Skills 1, 2	Online
Agent 9	109	901-123-4567	On Hold	Yes	Yes	Yes	Skills 1, 2	Online
Agent 10	110	901-123-4567	On Hold	Yes	Yes	Yes	Skills 1, 2	Online

Queue Name	Extension Number	IP Address	Agents	Percentage of Open Items	Status
Queue 1	100	192.168.1.100	10	100%	Online
Queue 2	101	192.168.1.101	10	100%	Online
Queue 3	102	192.168.1.102	10	100%	Online
Queue 4	103	192.168.1.103	10	100%	Online

AUTOMATIC CALL DISTRIBUTION (ACD)

ACD supports call center environments by allowing for more customizable call distribution management.

- Call Distribution types include all agent ringing, round robin, longest idle agent, less busy during last half hour, random hunting and skills selected.
- Zero Out gives user the option to dial “0” and be redirected.
- A welcome message begins when a person enters the ACD queue, and a variety of queue messages play periodically.



EPYGI ACD CONSOLE (EAC)

The Epygi ACD Console is a web based application that gives supervisors full control of their call center.

- The EAC includes the ACD license.
- Agents can login, change their status, assign wrap-up codes, chat and view their own statistics.
- Supervisors can monitor the queues, generate reports, chat with agents and display the current status of the ACD queues.



BARGE-IN

Barge-In can be an add-on to the Automatic Call Distribution or as a stand-alone feature for training purposes.

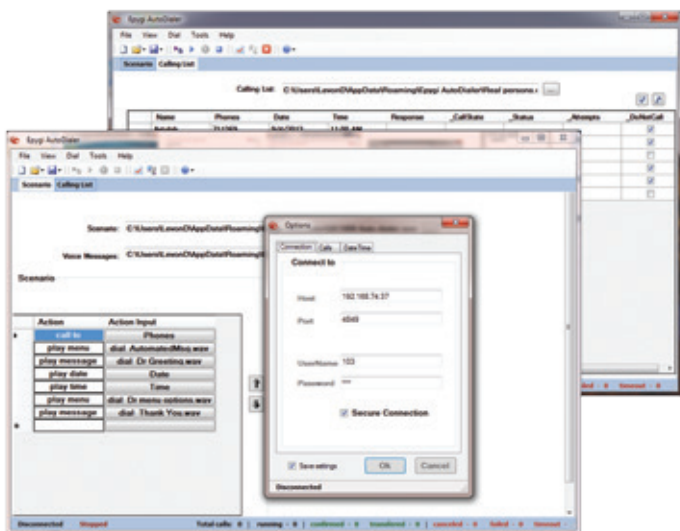
- **Silent Monitoring:** Supervisors are able to listen in on calls with no audible notification to the agent or incoming caller.
- **Whisper Mode:** Supervisors are able to listen in on calls and advise agents on what to say to the incoming caller. Supervisors' comments are only heard by the agent. The agent will hear an audible tone to notify them that their supervisor has joined the call.
- **Supervisor Barge-In:** ACD supervisors are able to join established calls. All call participants will hear an audible tone to notify that another party has joined the call.



CALL RECORDING

Call Recording is used to record PBX, SIP or PSTN calls on the QX and store the recordings either locally or on an external server.

- Call Recording can be activated by pushing the record button on your IP phone, programming specific extensions to be recorded or recording every active call.
- This add-on allows a user to record selected calls both automatically and by special request from the GUI or directly from the phone.



AUTO DIALER

Auto Dialer automates outbound calls directly to clients. The messages played to the clients can be pre-recorded and updated regularly.

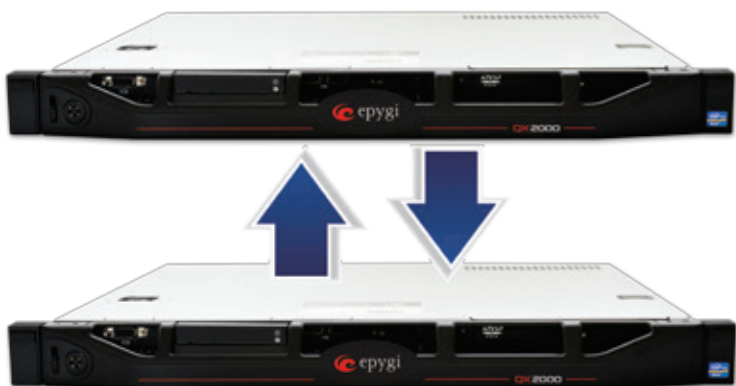
- The call list can be created in any spreadsheet application and exported to .CSV format. The clients contacted are then prompted to respond to the information with pre-set options delivered by the automatic call.
- The Auto Dialer Expansion license increases the number of simultaneous outbound calls by one.



THIRD PARTY CALL CONTROL (3PCC) ACTIVATION LICENSE

The QX IP PBXs have a full-featured Application Programming Interface (API).

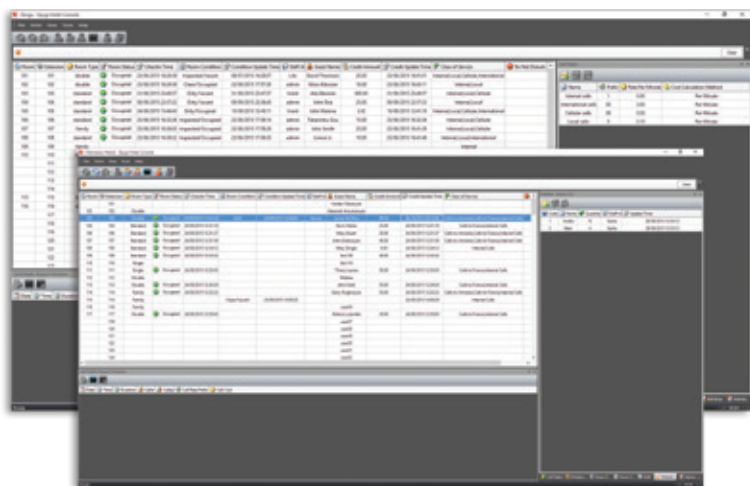
- Applications can be designed to gain direct access to the QX phone system to enhance the feature offerings of this system.
- Inbound and outbound calls can be manipulated. The QX IP PBXs can also retrieve Call Detail Records.



SERVER SYSTEM REDUNDANCY ACTIVATION

By activating this feature, a second unit runs as an active standby. If the primary unit fails, the secondary unit will take over as the main working QX IP PBX.

- The secondary standby QX IP PBX and the Server System Redundancy Activation license will need to be purchased.



EPYGI HOTEL CONSOLE (EHC)

EHC provides telephone control and billing of telephone calls for hotel rooms, as well as supplementary functions.

- The Epygi Hotel Console (EHC) is a solution for small and mid-sized hotels designed to work with Epygi's QX IP PBXs.
- This feature allows the hotel personnel to change/update room conditions both from the EHC main pane and via a telephone.
- Hotel personnel can also check room status, set up wake up calls and Do Not Disturb (DND) for a guest extension as well as manage the Minibar status.



iQall MOBILE TOGGLING

The Mobile Toggling feature allows customers to alternate between their mobile device and their desk phone without the call being disconnected.

- The QX IP PBX automatically redirects the call to the owner's iPhone or Android device upon the user answering.
- Mobile Toggling on iQall is a revolving door with a toggle both from desk phone to smartphone and vice versa without the user on the other end knowing.

	QX50	QX200	QX2000
IP Phone Expansion Key	IP Phone Expansion Key - 8, 16, 32 extensions Maximum of 48 total IP phones	IP Phone Expansion Key - 8, 16, 32, 64, 128 extensions Maximum of 200 total IP phones	IP Phone Expansion Key - 8, 16, 32, 64, 128 extensions Maximum of 2,000 total IP phones
Audio Conference Key	Audio Conference Key - 16 users Maximum of 16 users	Audio Conference Key - 16, 32 users Maximum of 32 users	Audio Conference Key - 16, 32 users Maximum of 288 users
Video Conference Server	Video Conference Key - 4 users Maximum of 8 video users	Video Conference Key - 4 users Maximum of 16 video users	Video Conference Key - 4 users Maximum of 104 video users
DCC Support	DCC Basic License Key - 1 user Maximum of 6 watched extensions DCC Professional License Key - 1 user Maximum of 30 watched extensions	DCC Basic License Key - 1 user Maximum of 20 watched extensions DCC Professional License Key - 1 user Maximum of 100 watched extensions	DCC Basic License Key - 1 user Maximum of 20 watched extensions DCC Professional License Key - 1 user Maximum of 100 watched extensions
Automatic Call Distribution	ACD Activation Key All users can be configured as agents	ACD Activation Key All users can be configured as agents	ACD Activation Key All users can be configured as agents
Epygi ACD Console	EAC Activation Key - 1, 5, 10 users Maximum of 15 total users**	EAC Activation Key - 1, 5, 10 users Maximum of 30 total users**	EAC Activation Key - 1, 5, 10 users Maximum of 300 total users**
Barge-In	Barge-In Activation Key Activates feature for all users	Barge-In Activation Key Activates feature for all users	Barge-In Activation Key Activates feature for all users
Call Recording	License Key - 4, 8 ports Maximum of 12 ports	License Key - 4, 8 ports Maximum of 20 ports	License Key - 4, 8 ports Maximum of 152 ports
Auto Dialer Activation	Auto Dialer Activation	Auto Dialer Activation	Auto Dialer Activation
Auto Dialer Expansion License	Auto Dialer Expansion - 1 port	Auto Dialer Expansion - 1 port	Auto Dialer Expansion - 1 port
3PCC	Medium System 3PCC Activation License	Medium System 3PCC Activation License	Enterprise 3PCC Activation License
Server System Redundancy Activation	Available with purchase of second unit and small system redundancy license	Available with purchase of second unit and medium system redundancy license	Available with purchase of second unit and enterprise system redundancy license
Epygi Hotel Console (EHC)	EHC Activation Key	EHC Activation Key	EHC Activation Key
iQall Mobile Toggling	iQall Mobile Toggling - 4, 8 users Maximum of 48 users	iQall Mobile Toggling - 4, 8 users Maximum of 200 users	iQall Mobile Toggling - 4, 8 users Maximum of 2,000 users

**Number of concurrent users may be reduced by other active features, such as Call Recording.

About Epygi Technologies, LTD.



Epygi Technologies, LTD. is a worldwide manufacturer of award-winning IP PBXs and Gateways. Founded in 2000 and based in Plano, Texas, Epygi enhances small enterprises by producing products that are feature rich, scalable and have a low total cost of ownership.

The Epygi line of QX IP PBXs and Gateways are reliable, secure and easy to install and use, offering outstanding benefits with an unparalleled range of advanced features. With up to 2,000 IP extensions supported, the IP PBXs can connect to a variety of SIP manufacturers. Epygi's customers are able to improve their productivity, lower operating expenses and enhance their image while affording the latest in telecommunications equipment.

Epygi Technologies, LTD.
1400 Preston Road, Suite 300
Plano, Texas 75093

Tel: (+1) 972.692.1166
Web: www.epygi.com
E-mail: sales@epygi.com

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