

LICENSEABLE 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 BRIDGE

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

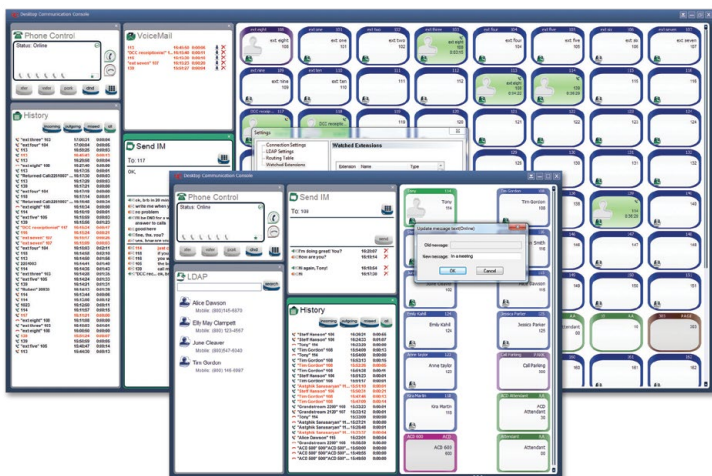
- The number of available ports determines how many active users can be on the individual conference bridge at one time.
- Each user utilizing the conference bridge can have their own unique conference ID.
- Other features include password-protected conferences, lecture mode (moderator led), mute participants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



VIDEO CONFERENCE BRIDGE

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

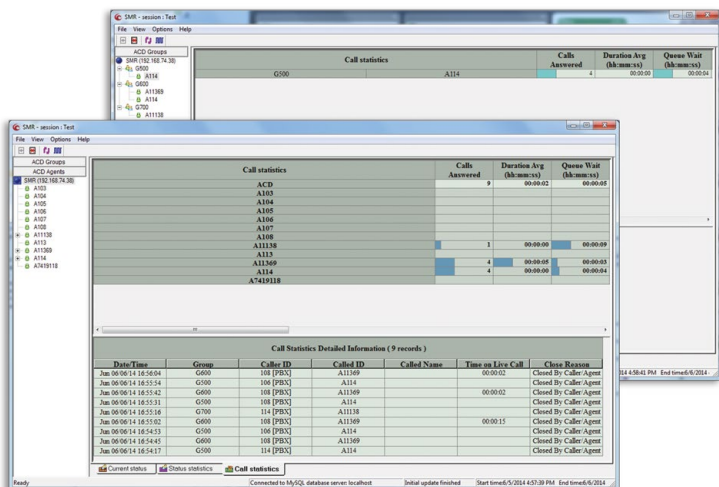
- Video is more affordable and offers an additional return on investment when addressing remote communication needs.
- There's no need for expensive video control units, lowering the total cost of ownership.
- This feature determines who the speaker is and automatically switches the video stream to display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



AUTOMATIC CALL DISTRIBUTION (ACD)

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

- Statistics Monitoring and Reporting (SMR) displays real-time details on call center agents and the call activity. SMR software is included with the purchase of this feature.
- 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.



BARGE-IN

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

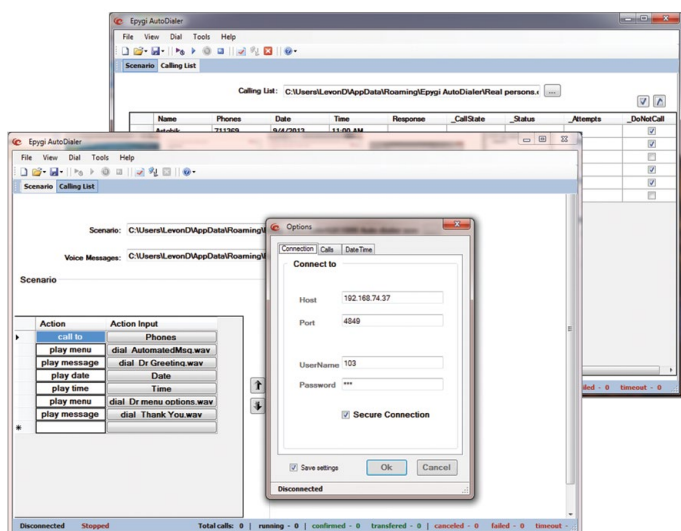
- **Silent Monitoring:** Supervisors are able to listen in on calls with no audible notification to the agent or incoming caller.
- **Whisper Mode:** Supervisors are able to listen in on calls and advise agents on what to say to the incoming caller. Supervisors' comments are only heard by the agent. 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.

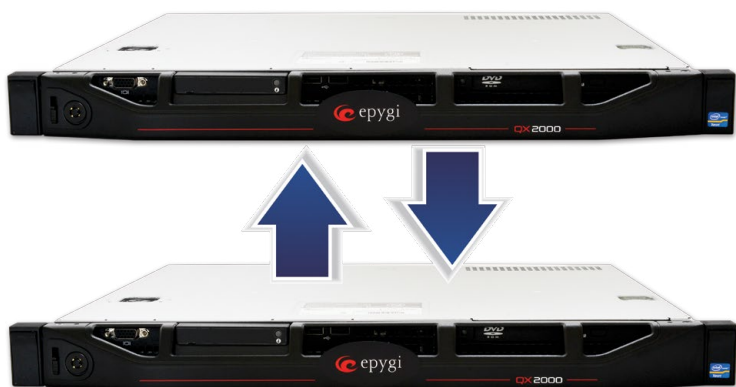
- The call list can be created in any spreadsheet application and exported to .CSV format. The clients contacted are then prompted to respond to the information with pre-set options delivered by the automatic call.
- The Auto Dialer Expansion license increases the number of simultaneous outbound calls 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, as well as the QX IP PBXs can 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 QX2000.

- The secondary standby QX2000 and the Server System Redundancy Activation license will need to be purchased.



iQall MOBILE TOGGLING

The Mobile Toggling feature allows customers to alternate between their mobile device and their desktop 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 desktop phone to smartphone and vice versa without the user on the other end knowing.



	QX50	QX200	QX2000
Automatic Call Distribution	<p>ACD Activation Key</p> <p>All users can be configured as agents</p>	<p>ACD Activation Key</p> <p>All users can be configured as agents</p>	<p>ACD Activation Key</p> <p>All users can be configured as agents</p>
Barge-In	<p>Barge-In Activation Key</p> <p>Activates feature for all users</p>	<p>Barge-In Activation Key</p> <p>Activates feature for all users</p>	<p>Barge-In Activation Key</p> <p>Activates feature for all users</p>
Call Recording	<p>License Key - 4, 8 ports</p> <p>Maximum of 12 ports</p>	<p>License Key - 4, 8 ports</p> <p>Maximum of 20 ports</p>	<p>License Key - 4, 8 ports</p> <p>Maximum of 152 ports</p>
Auto Dialer Activation	Auto Dialer Activation	Auto Dialer Activation	Auto Dialer Activation

	QX50	QX200	QX2000
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 duplicate license keys	Available with purchase of second unit and duplicate license keys	Available with purchase of second unit and server system redundancy license
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



	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 Conferencing Key - 2 users Support video conferencing for up to 8 video users	Video Conferencing Key - 2 users Support video conferencing for up to 16 video users	Video Conferencing Key - 2 users Support video conferencing for up to 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

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, cost effective 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 and offer 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.

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