

Features CENSABLE







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.
- O 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.

- O 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.

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8-41 G700 6 A1113							00	×
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		A103						
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		A108 A11138			1	00.00	00:00	109
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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.

		Scenario Calling List	Calling	List: C:\Users\Levo	nDVAppData\Roam	ing\Epygi AutoDia	aler\Real p	ersons.		
		Name	Phones	Date	lime Res	onse _Calls	Rate	Status	Attem	pts _DoNotC
		Antobile	711369	9/4/2012 1	1-00 AM				22	V
P	gi AutoDialer	Statements and			1. 100		1		45	V
	View Dial Tools									2
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e	ario Calling List								_	V
e	nario		pData\Roaming	Connect to						
	Action	Action Input		Host Port	192.168.74.37 4849					
	Action call to	Phones		Host	192.168.74.37				E	
	Action call to play menu	Phones dial AutomatedMsq.wa	IV I	Host	192.168.74.37 4849				E	
	Action call to play menu play message	Phones dial AutomatedMsq.wa dial Dr Greeting.wav		Host Port UserName	192.168.74.37 4849 103				E	
	Action call to play menu	Phones dial AutomatedMsq.wa	IV I	Host Port UserName	192.168.74.37 4849 103					d - 0 timeout -
	Action call to play menu play message play date play time	Phones dial AutomatedMsq.wa dial Dr Greeting.wav Date		Connect to Host Port UserName Password	192.168.74.37 4849 103					d - 0 timeout -
	Action call to play menu play message play date play time	Phones dial AutomatedMsq.wa dial Dr Greeting.wav Date Time		Connect to Host Port UserName Password	192.168.74.37 4849 103	action				d - 0 timeout -
	Action call to play menu play message play date play time play menu	Phones dial AutomatedMsq.wav dial Dr Greeting.wav Date Time dial Dr menu options.wa		Connect to Host Port UserName Password	192.168.74.37 4849 103 ***	ection				d - 0 timeout -
	Action call to play menu play message play date play time play menu	Phones dial AutomatedMsq.wav dial Dr Greeting.wav Date Time dial Dr menu options.wa		Connect to Host Port UserName Password	192.168.74.37 4849 103 ***	pection				d - 0 timeout -
	Action call to play menu play message play date play time play menu	Phones dial AutomatedMsq.wav dial Dr Greeting.wav Date Time dial Dr menu options.wa		Connect to Host Port UserName Password	192.168.74.37 4849 103 	action				d - 0 timeout -

AUTO DIALER

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

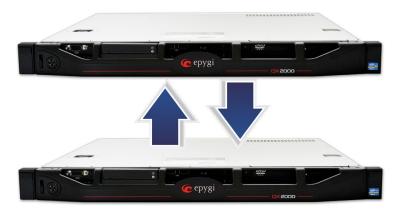
- The call list can be created in any spreadsheet application and exported to .CSV format. The clients contacted are then prompted to respond to the information with pre-set options delivered by the automatic call.
- O The Auto Dialer Expansion license increases the number of simultaneous outbound calls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

O 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.

- O 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.



	<mark>Q</mark> X50	<mark>Q</mark> X200 (<mark>7</mark> ×2000
Automatic	ACD	ACD	ACD
Call	Activation	Activation	Activation
Distribution	Key	Key	Key
	All users can	All users can	All users can
	be configured	be configured	be configured
	as agents	as agents	as agents
Barge-In	Barge-In	Barge-In	Barge-In
	Activation	Activation	Activation
	Key	Key	Key
	Activates	Activates	Activates
	feature for	feature for	feature for
	all users	all users	all users
Call	License Key	License Key	License Key
Recording	- 4, 8 ports	- 4, 8 ports	- 4, 8 ports
	Maximum of	Maximum of	Maximum of
	12 ports	20 ports	152 ports
Auto Dialer	Auto Dialer	Auto Dialer	Auto Dialer
Activation	Activation	Activation	Activation

	Q X50	Q×200	<mark>Q×</mark> 2000
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



	QX 50	<mark>Q</mark> ×200	<mark>Q</mark> ×2000
IP Phone Expansion Key	IP Phone Expansion Key - 8, 16, 32 extensions	IP Phone Expansion Key - 8, 16, 32, 64, 128 extensions	IP Phone Expansion Key - 8, 16, 32, 64, 128 extensions
	Maximum of	Maximum of	Maximum of
	48 total	200 total	2,000 total
	IP phones	IP phones	IP phones
Audio Conference Key	Audio Conference Key - 16 users	Audio Conference Key - 16, 32 users	Audio Conference Key - 16, 32 users
	Maximum of 16 users	Maximum of 32 users	Maximum of 288 users
Video	Video	Video	Video
Conference	Conferencing	Conferencing	Conferencing
Server	Key - 2 users	Key - 2 users	Key - 2 users
	Support video	Support video	Support video
	conferencing	conferencing	conferencing
	for up to 8	for up to 16	for up to 104
	video users	video users	video users
DCC Support	DCC Basic License Key - 1 user	DCC Basic License Key - 1 user	DCC Basic License Key - 1 user
	Maximum of	Maximum of	Maximum of
	6 watched	20 watched	20 watched
	extensions	extensions	extensions
	DCC	DCC	DCC
	Professional	Professional	Professional
	License Key	License Key	License Key
	- 1 user	- 1 user	- 1 user
	Maximum of	Maximum of	Maximum of
	30 watched	100 watched	100 watched
	extensions	extensions	extensions



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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