

EPYGI - DCC CONFIGURATION



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TOPIC/ISSUE: HOW TO CONFIGURE DCC ON EPYGI QUADRO IP PBX

❖ Description of Issue/Procedure:

This document shows how to configure an Epygi DCC client to communicate with a Quadro IP PBX either remotely or locally. From this point, it is assumed that you have already activated the DCC Licensing on the Quadro IP PBX features list and also have activated the DCC licenses, allocated under the corresponding extension (see images below).

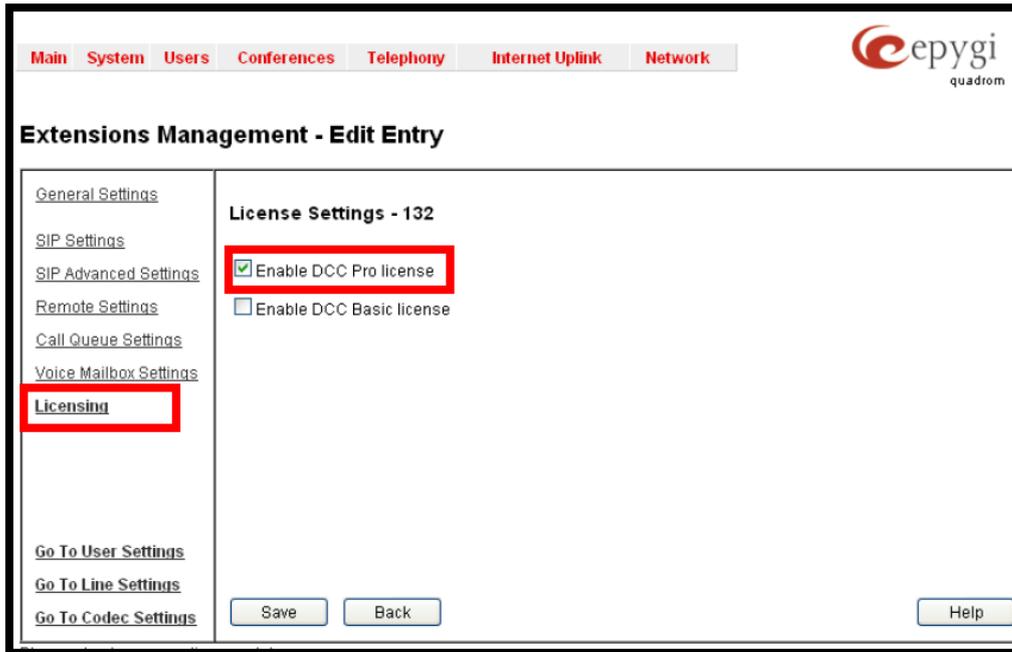
Features

Unique ID: 06-5.3.13-00010c

Add

Upgrade Name	Additional Features	Status
Debug	Enables Debug support	Activated
3pcc Support	Support for Third Party Call Control	No Key found
ACD Support	Support for Automatic Call Distribution	No Key found
Barge In	Support for Barge In	No Key found
DCC Pro Support	Full support for Pro-level Desktop Communication Console	Free trial Expiration Date: 2012.08.29-16:00
DCC Basic Support	Full support for Basic-level Desktop Communication Console	Free trial Expiration Date: 2012.08.29-16:00
IP Phone support	Support for additional IP Phones	No Key found
Autodialer Support	Support for Automatic Dialer Application	No Key found
QCM Support	Full support for Quadro Communication Manager	No Key found
Conference Server	Full support for Conference Server	No Key found
Call Recording	Support for Call Recording capability	No Key found
Video Conferencing	Video Conferencing Enabler for the Conference Server	No Key found

Back Help



❖ **Configuring DCC Extension as a Quadro Local Extension:**

To configure a DCC extension as a Quadro local extension, follow these steps:

1. Log into the Quadro as an administrator and select Extensions Management from the Users menu.
2. Select the extension to which the DCC line is to be registered and click Edit.
3. On the Extensions Management – Edit Entry page for the selected extension, click the General Settings tab and ensure that an IP line is attached to the extensions. Also ensure the 3PCC/Click2Dial Access allowed is ticked.

[Main](#) [System](#) [Users](#) [Conferences](#) [Telephony](#) [Internet Uplink](#) [Network](#)

Extensions Management - Edit Entry

General Settings

[SIP Settings](#)

[SIP Advanced Settings](#)

[Remote Settings](#)

[Call Queue Settings](#)

[Voice Mailbox Settings](#)

[Licensing](#)

[Go To User Settings](#)

[Go To Line Settings](#)

[Go To Codec Settings](#)

General Settings - 152

Display Name / Subject

Password

Confirm Password

Attached Line

Use Kickback

Allow Call Relay

GUI Login Allowed

3pcc/Click2Dial Access Allowed

Show on Public Directory

Percentage of Total Memory %

Allow other users to Barge In to this extension

[Edit Call Barge In / Intercept Access List](#)

Please check your online manual

This is the password that will be used in the DCC Client to register it to the Quadro IP PBX.

- ⇒ Note 1: if you want to configure the Barge in to this extension features (i.e. Agent Whisper, Barge in and Silent Monitoring), you must configure it as per the figure above.
- ⇒ Note 2: If the Epygi device doesn't support Barge in features (i.e. Quadro2x) then you will not be able to use such features with the DCC client.

4. Specify the Password field. This password will be used in the DCC Client configuration to get it registered with the PBX.

5. Specify the **User Name** field in the **SIP Settings** tab

⇒ Note: The username must match the extension number, which will be used to configure the DCC client username

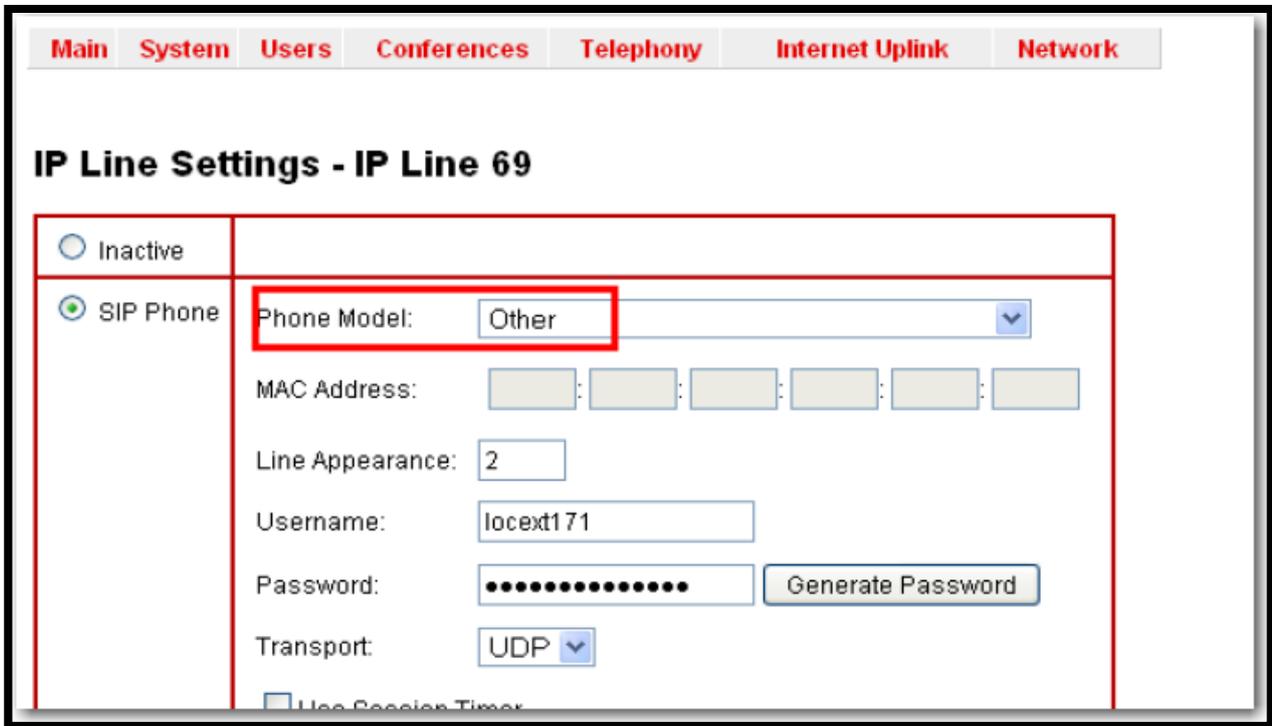
Extensions Management - Edit Entry

General Settings	SIP Registration Settings - 152	Username must match the extension number. it will be used to configure the DCC client user name
SIP Settings	User Name <input type="text" value="152"/>	
SIP Advanced Settings	Password <input type="password" value="....."/>	
Remote Settings	Confirm Password <input type="password" value="....."/>	
Call Queue Settings	SIP Server <input type="text" value="sip.epygi.loc"/>	
Voice Mailbox Settings	SIP Port <input type="text" value="5060"/>	
Licensing	<input checked="" type="checkbox"/> Registration on SIP Server	
Go To User Settings	<input type="button" value="Save"/> <input type="button" value="Back"/>	<input type="button" value="Help"/>
Go To Line Settings		
Go To Codec Settings		

❖ **Configuring DCC Extension as a Quadro Remote Extension:**

To configure a DCC extension as a Quadro remote extension, follow these steps:

1. Connect to the Quadro management page and go to the Telephony >> Line Settings >> IP Line Settings page.



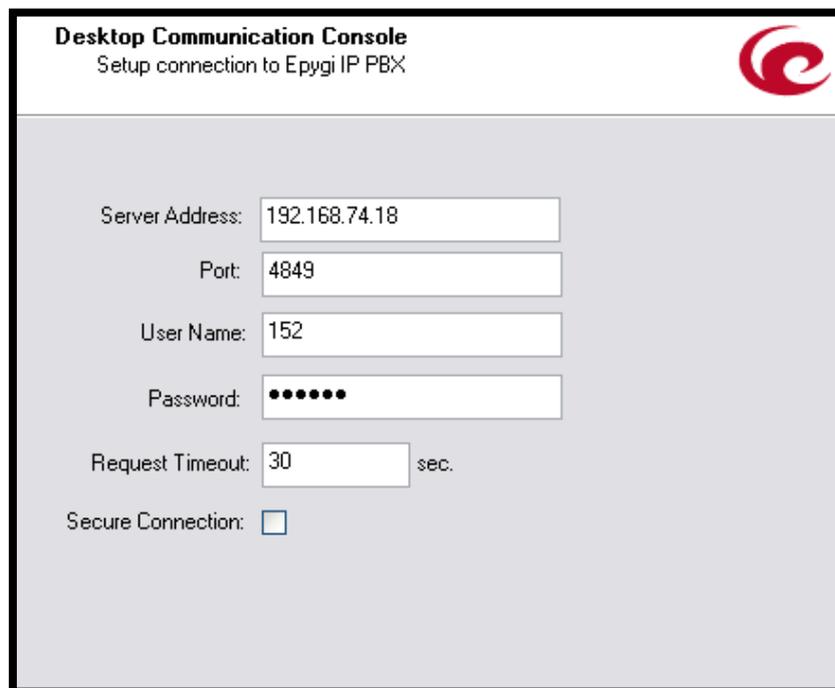
2. Select an IP line and configure it as follows:
 - a. Select the SIP Phone radio button.
 - b. Select **Other** from the Phone Model drop down list.
3. Select Extensions Management from the Users menu.
4. Select the extension to which the DCC line is to be registered and click Edit.
5. On the Extensions Management – Edit Entry page for the selected extension, click the Remote settings tab and enable the Remote extension settings (see Figure 7).
6. Specify the Username and the Password fields a random and strong password. This is NOT the one that will be used to register the DCC client. Click Save.
7. **Make sure that all Firewall devices in front of the Quadro are correctly configured. 3PCC Port 4849 must be correctly opened/forwarded for Quadro-DCC communication.**
8. **Now continue from [STEP 1](#) in the [Configuring DCC Extension as a Quadro Local Extension](#).**

❖ **Configuring DCC Connection with Epygi IP PBX**

1. PAGE 1 – GETTING STARTED: The DCC Configuration Wizard allows navigating through the following basic configuration parameters and settings:



2. PAGE 2 - CONNECTION SETTINGS : The input fields in the Connection Settings window are as follows:

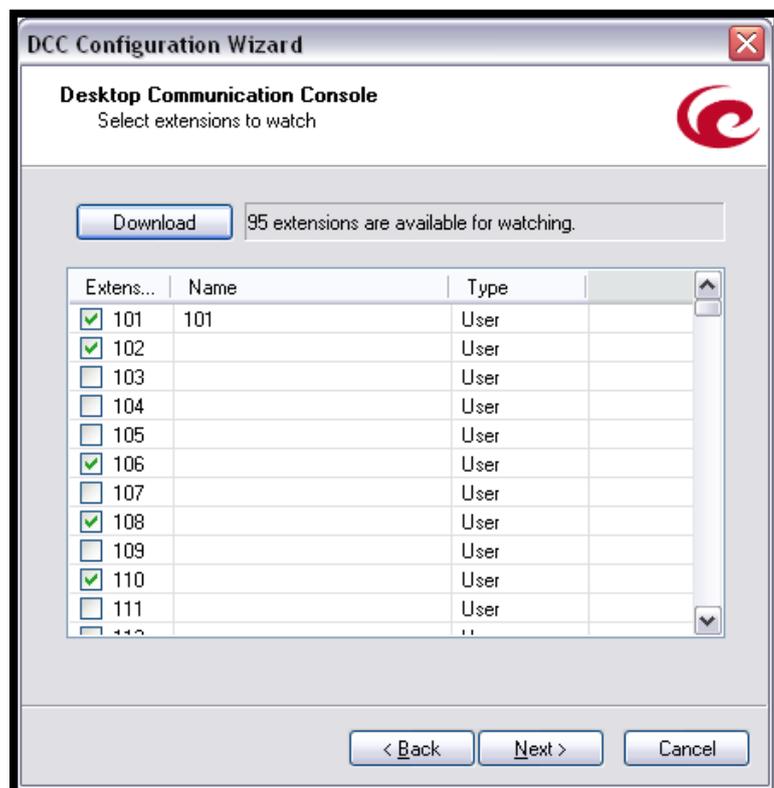


The screenshot shows a window titled "Desktop Communication Console" with a sub-header "Setup connection to Epygi IP PBX" and a red logo in the top right corner. The form contains the following fields:

- Server Address: 192.168.74.18
- Port: 4849
- User Name: 152
- Password: ••••••
- Request Timeout: 30 sec.
- Secure Connection:

- a. **Server Address** is the IP address of the Epygi IP PBX used by DCC for making the calls.

- b. **Port is the 3pcc port of the Epygi IP PBX.** For details on how to configure this port on the Epygi IP PBX, see the IP PBX manual. The default value of the 3PCC port on all Epygi IP PBX products is 4849.
 - c. The **User Name** (the same specified on the Quadro SIP setting page of the extension) and **Password** (the same specified on the Quadro General setting page of the extension) are identification parameters required for registration to the Quadro.
 - d. The Request Timeout text field requires the timeout (in seconds) during which the Quadro should receive a response to the request from the call controlling application. The default value is 30 seconds.
3. PAGE 3 - WATCHED EXTENSIONS: DCC can watch only the extensions on the IP PBX it is connected to; extensions located on another PBX cannot be watched by DCC.
- a. Press Download button. The extensions and corresponding display names will be displayed in the window below.
 - b. Select the extensions to be watched (see Figure 10) and click on Next to continue.
- ⇒ Please Note: If you are already watching some extensions then DCC will open the list of extensions which are not watched yet.



- 4. Follow the rest of the wizard until you to the last page, then click finish to save.