



Dialing Directories on QX IP PBXs

Abstract: This guide briefly describes how to configure and use the Dialing Directories available on Epygi QX IP PBXs.

Document Revision History

Revision	Date	Description	Valid for Models	Valid for FW
1.0	01-Jul-15	Initial Release	QX IP PBXs	6.1.2 and higher
1.7	23-Mar-17	Added new Yealink IP phones. Updated for QX20 and QX500.	QX IP PBXs	6.1.45 and higher
2.0	15-Jun-17	Added new Mitel 6869 and Grandstream IP phones.	QX IP PBXs	6.1.50 and higher
2.1	11-Dec-17	Added new Fanvil, Htek, snom and Yealink IP phones. Updated for the new QX3000.	QX20, QX50, QX200, QX500, QX2000, QX3000, QXISDN4+ and ecQX	6.2.1 and higher

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1 Introduction

The Epygi QX IP PBXs (herein QX) provide different services allowing to dial the desired destinations with ease. These services are known as **Dialing Directories**:

- **Dial by Name** – this service allows to dial the QX extensions by simply spelling the extension’s user name on the phone’s keypad.
- **Global Speed Dial** – this service allows to dial the desired destination by using a preconfigured speed dial code (shortcut number).
- **Phone Book** – allows to dial the desired contact by using the contact’s name from the Local Directory on the phone.

The described configuration is relevant to all QX IP PBX models, such as the QX20, QX50, QX200, QX500, QX2000, QX3000, QXISDN4+ and ecQX.

2 Requirements and Preparation

- QX connected to the network and appropriately configured. Always use the **latest** available **firmware** to achieve maximum compatibility for the QX’s telephony features and settings.
- Calls from PSTN (FXO, ISDN or E1/T1) are routed to the QX’s Auto Attendant.
- Supported IP phones are appropriately configured with the QX. The list of IP phones supporting **Phone Book** service is given in the [Appendix](#).

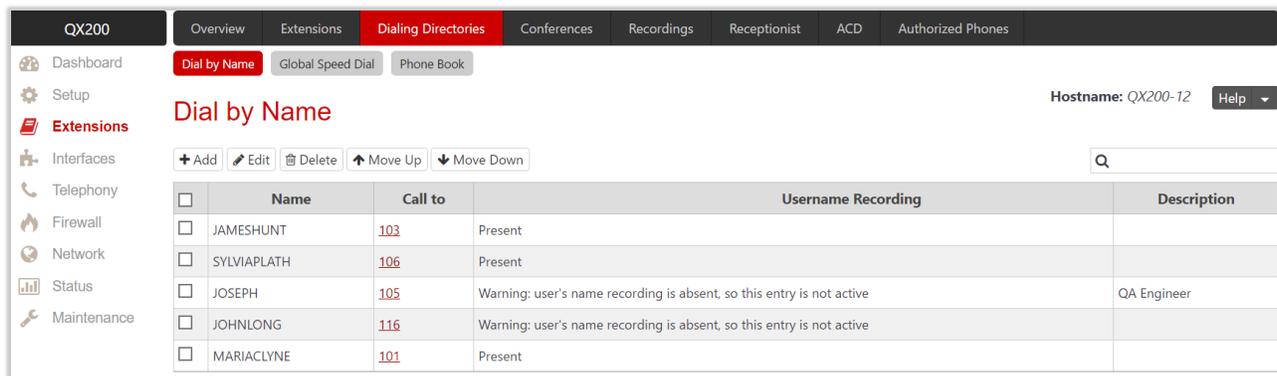
3 Configuration

The configuration settings for all **Dialing Directories** can be found at the **Extensions→Dialing Directories** page.

3.1 Dial by Name

The **Dial by Name** service is for external callers mainly. It allows caller to access the QX extension by simply spelling the extension’s user name on the phone’s keypad. **Note:** To access this service, someone should call the QX’s Auto Attendant and press the **#** sign.

The **Dial by Name** page allows programming the list of names assigned to the QX extensions. If the name spelled by a caller on the phone’s keypad matches to the one listed in the **Dial by Name** directory, then the recording for corresponding extension’s user name will be played to the caller, allowing to verify the name and select the appropriate user to be connected to.



The screenshot shows the 'Dial by Name' configuration page in the Epygi QX200 web interface. The page title is 'Dial by Name' and the hostname is 'QX200-12'. There are tabs for 'Dial by Name', 'Global Speed Dial', and 'Phone Book'. Below the tabs are buttons for '+ Add', 'Edit', 'Delete', 'Move Up', and 'Move Down'. A search bar is also present. The main content is a table with the following data:

	Name	Call to	Username Recording	Description
<input type="checkbox"/>	JAMESHUNT	103	Present	
<input type="checkbox"/>	SYLVIAPLATH	106	Present	
<input type="checkbox"/>	JOSEPH	105	Warning: user's name recording is absent, so this entry is not active	QA Engineer
<input type="checkbox"/>	JOHNLONG	116	Warning: user's name recording is absent, so this entry is not active	
<input type="checkbox"/>	MARIACLYNE	101	Present	

Figure 1: Dial by Name page

1. The **Add** option opens the **Dial by Name - Add Entry** page, where a name may be assigned to any extension available on the QX.

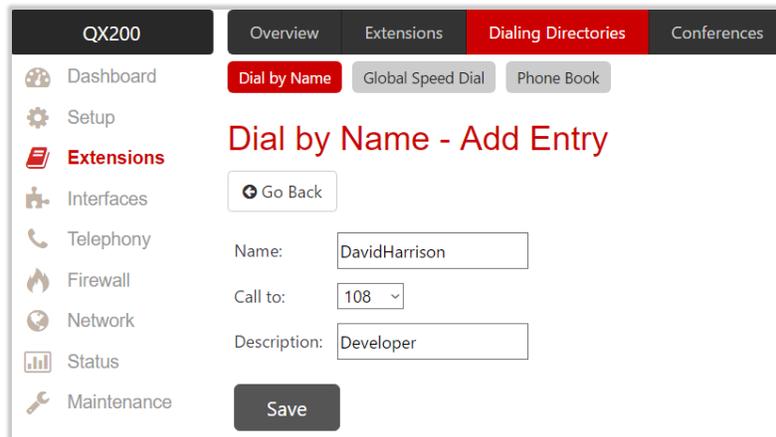


Figure 2: Dial by Name – Add Entry page

The **Dial by Name – Add Entry** page consists of the following components:

- **Name** – requires the name of the extension owner. Several extensions can have the same name and a single extension may have several names. User's Name is the identification parameter being searched within the **Dial by Name** directory. It is desirable to use uppercase letters, as the system will automatically change the name into uppercase letters upon saving the input.
 - **Call to** – a drop-down list presents all available extensions on the QX that can be assigned to a certain name and called if the specified name is spelled on a phone keypad.
 - **Description** – can be used for any optional information concerning entry in the Dial by Name directory.
2. The **Edit** option opens the **Dial by Name – Edit Entry** page to modify the selected entry.
 3. The **Delete** option removes the selected name(s) from the **Dial by Name** directory table. The entries will be automatically deleted if the extensions assigned to those entries are removed from the **Extensions Management** table.
 4. **Move Up** and **Move Down** options are used to move the selected record one level up/down in the Dial by Name directory table. The sequence of the entries in the **Dial by Name** directory is important when several records match a name spelled the same way. The **Dial by Name** directory table is sorted from the top down and the matched entries will be played according to their position in the table.
 5. The **Username Recording** column in the **Dial by Name** table displays whether the custom greeting (user's name) is recorded/uploaded or not. Users cannot be accessed through the **Dial by Name** directory until the custom greeting is recorded/uploaded, and will be shown as an inactive entry. Warnings will be seen in the **Dial by Name** directory table for inactive entries. Extension numbers in the **Dial by Name** directory table are created as links which direct to the corresponding extension's **Account Settings** page, allowing access to the settings page where custom greetings can be manually uploaded.

To record/ upload a user name for a selected entry, click on the corresponding extension number from the **Dial by Name** directory table (Figure 1). It will take you to the **Account Settings** page where you can record the name either using the accessible SIP phone, or uploading a prerecorded wav file.

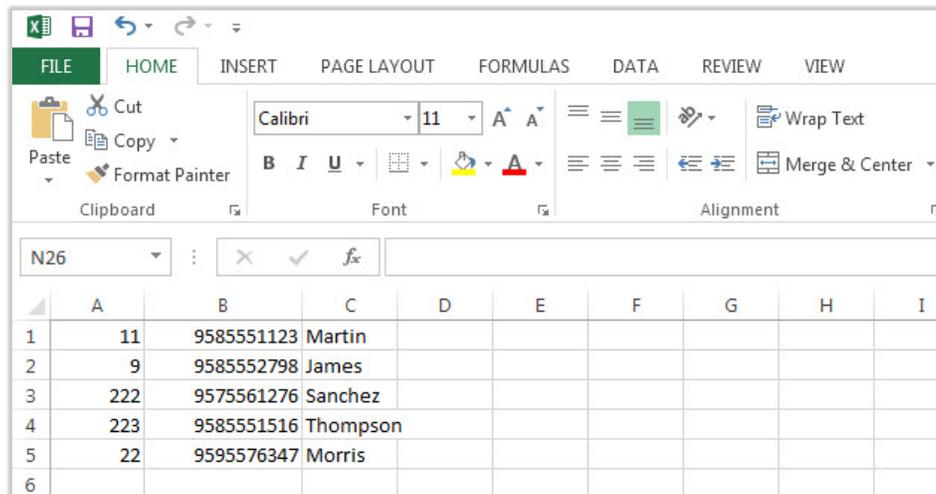
3.2 Global Speed Dial

This service is mainly for PBX local users, but authorized external callers can use it as well.

The **Global Speed Dial** directory allows multiple speed dial rules to be composed in a file and imported into the QX. To use the global speed dialing rules, a caller should simply dial the speed dial code assigned to a specified destination. The pattern for destination will be parsed through the **Call Routing Table**.

To create the global speed dial file:

1. Use any text editor.
2. Separate speed dial codes and destinations with commas.
3. Add a line break after each inserted speed dial rule.
4. Save the file in the (*.csv) format.



	A	B	C	D	E	F	G	H	I
1	11	9585551123	Martin						
2	9	9585552798	James						
3	222	9575561276	Sanchez						
4	223	9585551516	Thompson						
5	22	9595576347	Morris						
6									

Figure 3: Configuration file for Global Speed Dial directory

Note: There is no need to insert a header for each column.

Based on the first speed dialing rule in the [Figure 3](#), a caller should dial 11 from an IP phone to access Martin's number, 9585551123.

To import the file:

1. Go to the **Extensions**→**Dialing Directories**→**Global Speed Dial** page.

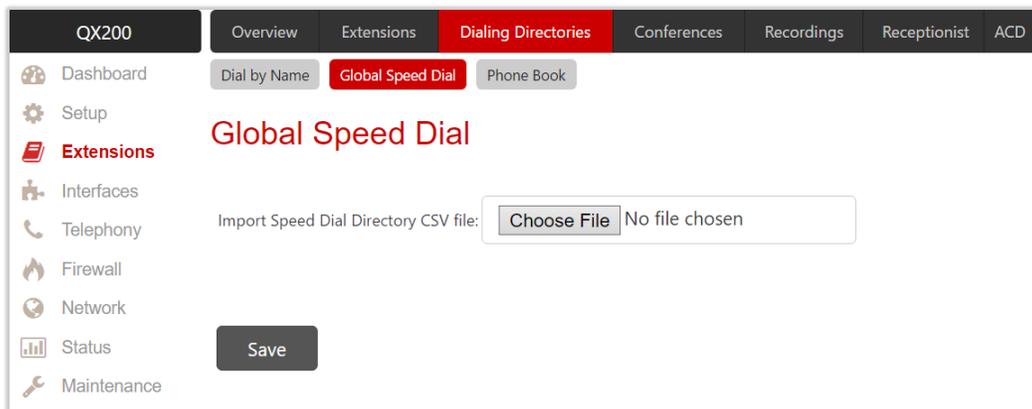


Figure 4: Global Speed Dial page

2. Click the **Choose File** button to import the file.

The **Export Speed Dial Directory** and **Remove Speed Dial Directory** buttons will appear if the file is successfully imported.

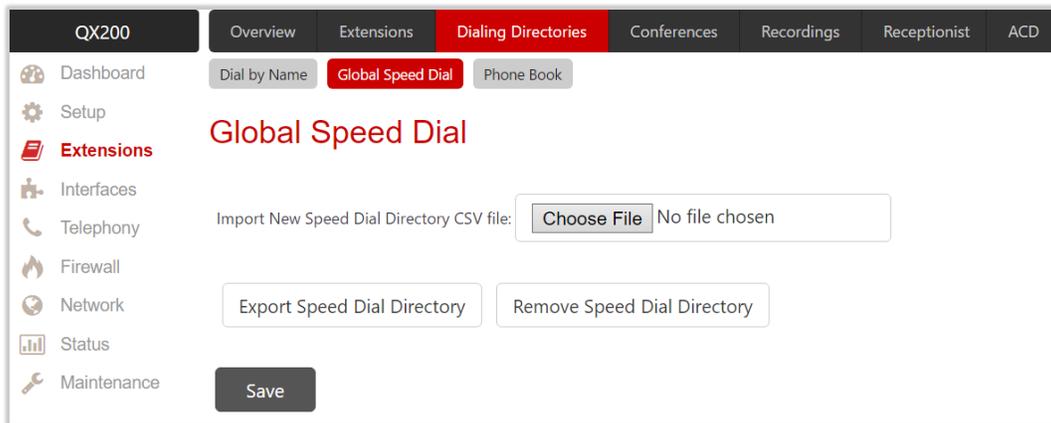


Figure 5: Global Speed Dial page with the successfully imported file

The **Export Speed Dial Directory** button is used to export the file to a PC. The **Remove Speed Dial Directory** button is used to remove the previously imported file.

3.3 Phone Book

This service is for QX extensions only. It allows dialing the desired contact by selecting the contact's name in the **Local Directory** on the phone. The list of contacts can be composed of:

- [QX Extensions](#)
- [External Destinations](#)
- Both QX extensions and external destinations

The configuration of **Phone Book** list may differ depending on the above listed options.

3.3.1 Create Contact List for QX Extensions

To add a certain extension to contact list for the **Phone Directory** (or **Directory**):

1. Go to the **Extensions**→**Extensions**→**Extension Management** page, select the desired extension (or multiple extensions at once) to be added in the contact list and click the **Edit** button. The **Extension Management – Edit Entry** page will appear.
2. Enable the **Show on Public Directory** checkbox from the **General Settings** page (Figure 6).

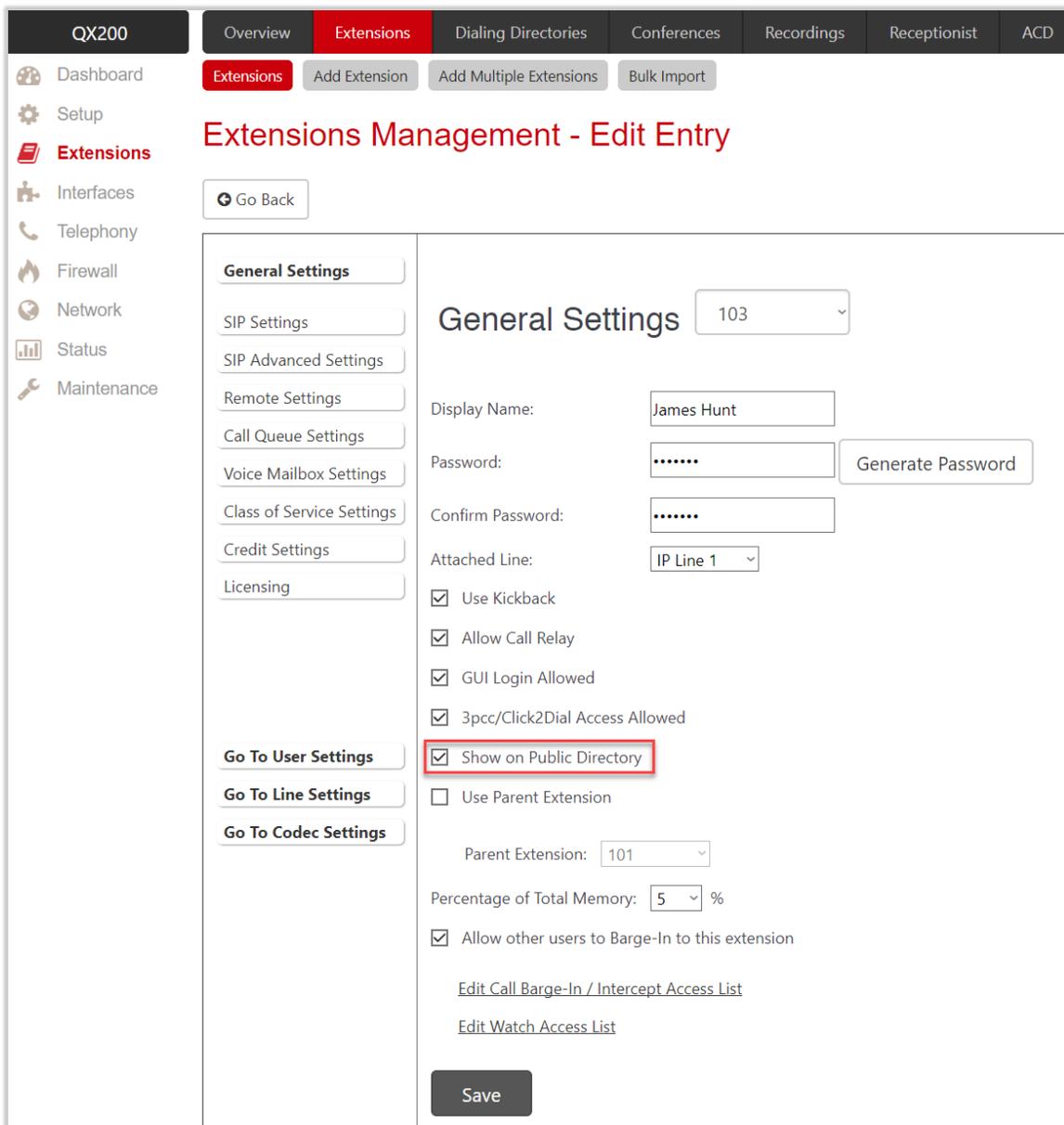


Figure 6: Extensions Management – Edit Entry page

3. Since this checkbox is enabled, use the **Save** button. The following warning message will appear:

The change will affect the Public Directory. To apply the change and update the Phones' Directory reboot is needed. Do you want to reboot all phones now?

4. Click "Yes" to immediately update the **Local Phone Directory** or click "No" to postpone it.

As a result of the above listed steps, the **Extension Number** and **Display Name** of the selected extension(s) will appear in the **Local Phone Directory** for the IP phones configured with the QX.

Note: Leave this checkbox unselected if the extension is reserved or not used, or when the extension serves as an intermediate unit for call forwarding, etc. to avoid overloading the phone's public directory list.

3.3.2 Create Contact List for External Users

To compose the **Phone Book** of external users only:

1. Prepare a file with the list of contacts.
2. Import the prepared file into the QX.
3. Use these contacts for dialing from the phones.

After successfully importing the file, all of the created contacts will automatically be displayed in the **Local Phone Directory** of the [Epygi supported IP phones](#).

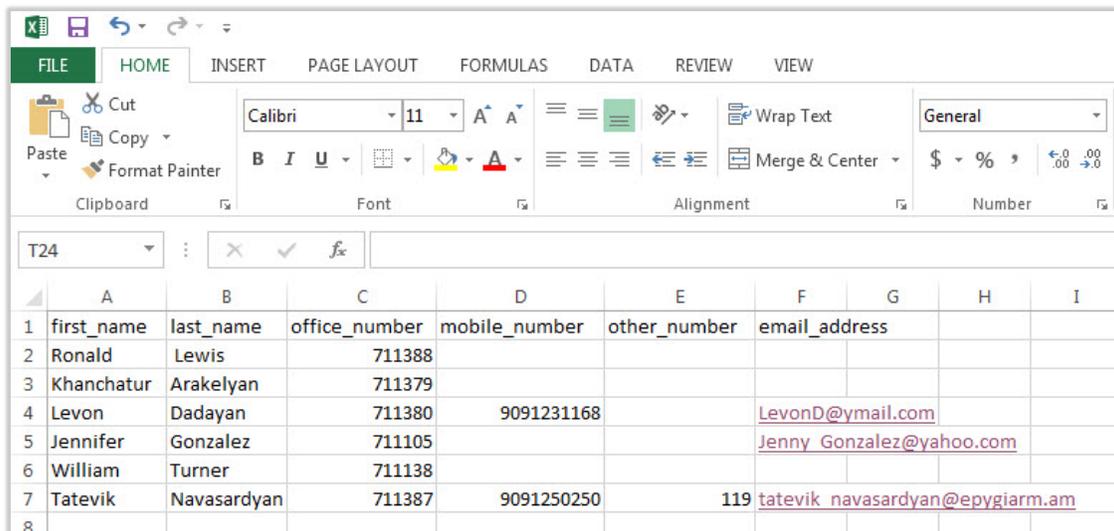
Each contact must contain (Figure 7):

- First name
- Last name
- At least one phone number
- Email address (optional) **TIP:** E-mail addresses are only supported in Epygi's ACD Console Contacts list.

To create the CSV file

- Use any text editor.
- Separate each component of a certain contact by comma.
- Add a line break after each inserted contact.
- All columns' headers should be written in the following syntax: first_name, last_name, office_number, mobile_number, other_number and email_address.
- The file should include all 6 columns' headers, even if some fields are going to be left empty.
- Save the file in the (*.csv) format.

Attention: Keep the recommended format, otherwise the file will not be imported.



	A	B	C	D	E	F	G	H	I
1	first_name	last_name	office_number	mobile_number	other_number	email_address			
2	Ronald	Lewis	711388						
3	Khanchatur	Arakelyan	711379						
4	Levon	Dadayan	711380	9091231168		LevonD@ymail.com			
5	Jennifer	Gonzalez	711105			Jenny_Gonzalez@yahoo.com			
6	William	Turner	711138						
7	Tatevik	Navasardyan	711387	9091250250	119	tatevik_navasardyan@epygiam.am			
8									

Figure 7: Contact list example

3.3.3 Importing Contact List into the QX

To import the created file with contacts:

1. Go to the **Extensions**→**Dialing Directions**→**Phone Book** page.

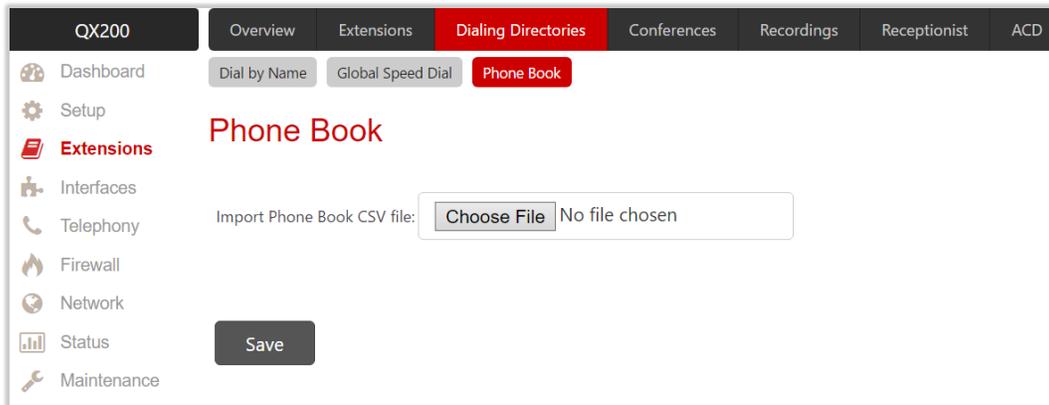


Figure 8: Phone Book page

2. Click the **Choose File** button to import the created configuration file in the (*.csv) format.
3. Once the file is selected, click **Save** to finish uploading the contact list to the phones connected to the QX. After the successful import of the file a warning message will appear:

The change will affect the Public Directory. To apply the change and update the Phones' Directory reboot is needed. Do you want to reboot all phones now?

4. Click **"Yes"** to immediately update the **Local Phone Directory** and reboot each phone or click **"No"** to postpone.

The **Export Phone Book** and **Remove Phone Book** buttons will appear if the configuration file is successfully imported.

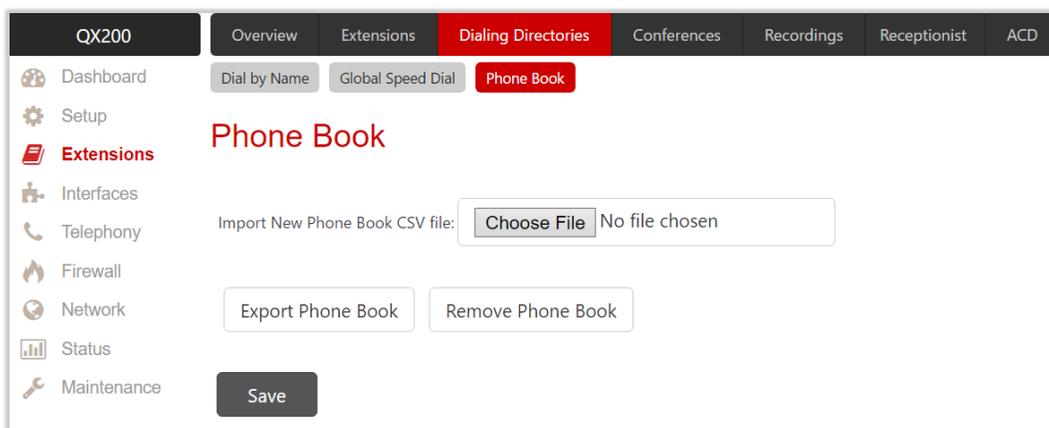


Figure 9: Phone Book page

The **Export Phone Book** button is used to export the file to a PC. The **Remove Phone Book** button removes all entries in the phone book, except for the entries automatically generated by the **Show in Public Directory** checkbox. Entries generated by the **Show in Public Directory** checkbox are not included in the exported file.

Note: User could combine the above two options and update supported IP Phones' directories by enabling the **Show in Public Directory** checkbox for extension(s) and **Phone Book** service to compose a list of contacts from external users.

4 Limitations

Dial by Name

- The uploaded file should be either in the (*.wav) or (*.mp3) format. The uploaded file will be converted to QX's supported wav format: (CCITT u-law, 8 kHz, 16-bit Mono).
- The uploaded file size needs to be less than the allocated memory space for the corresponding extension.

Global Speed Dial Directory

- Imported file's maximum size should be 50KB for QX20, QX50, QX200, QX500 and QXISDN4+.
- Imported file's maximum size should be 200KB for QX2000 and QX3000.

Phone Book

- Imported file should contain a maximum of 1000 lines for all QXs.
- Contact's **First name** and **Last name** maximum length is 45 symbols.
- Each contact in the file must have at least one number.
- Each contact in the file must have at least a first name or a last name.
- Contact's numbers should start either with a number or a "+" sign.
- Contacts can have pauses, "p" (according to RFCs), in numbers, but the number cannot start with "p".

Note: Some of the IP phones supporting **Phone Book** service, display only one phone number in the **Local Phone Directory**.

5 Appendix

The list of IP Phones with recommended firmware versions supporting the **Phone Book** service.

Vendor	Model	SW/FW Version
Alcatel	IP2015 (IP15)	1.0.7A-0
Alcatel	Temporis IP150	1.0.6A-0
Alcatel	Temporis IP300	1.0.7B-0
Alcatel	Temporis IP700G	1.0.7A-0
Fanvil	X3/X3P	1.3.511.1821
Fanvil	X3S/X3G	2.0.3.3049
Fanvil	X4/X4G/X4S	2.0.2.2830
Fanvil	X5/X5G	1.3.511.1821
Fanvil	X5S	R0.7.0.1
Fanvil	X6	R0.5.3
Grandstream	GXP1160	1.0.8.6
Grandstream	GXP1165	1.0.8.6
Grandstream	GXP1400	1.0.8.6
Grandstream	GXP1405	1.0.8.6

Vendor	Model	SW/FW Version
Grandstream	GXP1450	1.0.8.6
Grandstream	GXP1615/1610	1.0.4.55
Grandstream	GXP1625/1620	1.0.4.55
Grandstream	GXP1628	1.0.4.55
Grandstream	GXP1630	1.0.4.55
Grandstream	GXP1760	1.0.0.48
Grandstream	GXP1782/1780	1.0.0.48
Grandstream	GXP2100	1.0.8.6
Grandstream	GXP2110	1.0.8.6
Grandstream	GXP2120	1.0.8.6
Grandstream	GXP2124	1.0.8.6
Grandstream	GXP2130	1.0.7.99
Grandstream	GXP2135	1.0.7.99
Grandstream	GXP2140	1.0.7.99
Grandstream	GXP2160	1.0.7.99
Grandstream	GXP2170	1.0.7.99
Grandstream	GXP2200	1.0.3.27
Grandstream	GXV3140	1.0.7.80
Grandstream	GXV3175	1.0.3.76
Grandstream	GXV3240	1.0.3.62
Grandstream	GXV3275	1.0.3.62
Htek	UC924	2.0.4.2.24
Htek	UC926	2.0.4.2.24
Mitel (Aastra)	6730	3.3.1.4305-SIP
Mitel (Aastra)	6731	3.3.1.4305-SIP
Mitel (Aastra)	6735	3.3.1.8140-SIP
Mitel (Aastra)	6737	3.3.1.8140-SIP
Mitel (Aastra)	6739	3.3.1.4305-SIP
Mitel (Aastra)	6753	3.3.1.4305-SIP
Mitel (Aastra)	6755	3.3.1.4305-SIP
Mitel (Aastra)	6757	3.3.1.4305-SIP
Mitel (Aastra)	9143	3.3.1.4305-SIP
Mitel (Aastra)	9480	3.3.1.4305-SIP
Mitel	6863	4.2.0.2023-SIP
Mitel	6865	4.2.0.2023-SIP
Mitel	6867	4.2.0.2023-SIP
Mitel	6869	4.2.0.2023-SIP
QOSIP	Q7104/Q7204	1.0.3.98
snom	300	8.4.35
snom	320	8.4.35
snom	360	8.4.35
snom	370	8.7.5.35
snom	720	8.7.5.35
snom	760	8.9.3.60
snom	821	8.9.3.60

Vendor	Model	SW/FW Version
snom	870	8.7.5.35
snom	D345	8.9.3.60
snom	D375	8.9.3.60
snom	D710/710	8.9.3.60
snom	D715/715	8.9.3.60
snom	D725	8.9.3.60
snom	D745	8.9.3.60
snom	D765	8.9.3.60
snom	M700 (M85/M65/M25)	03.24.0007
snom	m9	9.4.7
snom	MeetingPoint	8.7.5.35
VTech	ErisStation VCS754	1.1.4.0-0
VTech	ErisTerminal VSP600 (VSP601)	1.1.4.1-0
VTech	ErisTerminal VSP715	1.1.4.0-0
VTech	ErisTerminal VSP725	1.1.4.0-0
VTech	ErisTerminal VSP726	2.0.3.2-0
VTech	ErisTerminal VSP735	1.1.4.0-0
VTech	ErisTerminal VSP736	2.0.3.2-0
Yealink	CP860	37.80.0.30
Yealink	CP920	78.81.0.15
Yealink	CP960	73.80.0.25
Yealink	SIP-T19P	31.72.0.1
Yealink	SIP-T19P E2	53.81.0.25
Yealink	SIP-T20P	9.72.0.1
Yealink	SIP-T21P	34.72.0.1
Yealink	SIP-T21P E2	52.81.0.25
Yealink	SIP-T22P	7.72.0.1
Yealink	SIP-T23G(P)	44.81.0.25
Yealink	SIP-T26P	6.72.0.1
Yealink	SIP-T27G	69.81.0.25
Yealink	SIP-T27P	45.81.0.25
Yealink	SIP-T28P	2.72.0.1
Yealink	SIP-T29G	46.81.0.25
Yealink	SIP-T32G	32.70.0.130
Yealink	SIP-T38G	38.70.0.125
Yealink	SIP-T40G	76.81.0.110
Yealink	SIP-T40P	54.81.0.110
Yealink	SIP-T41P	36.81.0.25
Yealink	SIP-T41S	66.81.0.25
Yealink	SIP-T42G	29.81.0.25
Yealink	SIP-T42S	66.81.0.25
Yealink	SIP-T46G	28.81.0.25
Yealink	SIP-T46S	66.81.0.25
Yealink	SIP-T48G	35.81.0.25
Yealink	SIP-T48S	66.81.0.25

Vendor	Model	SW/FW Version
Yealink	SIP VP-T49G	51.80.0.100
Yealink	SIP-T52S	70.81.0.10
Yealink	SIP-T54S	70.81.0.10
Yealink	SIP-T56A	58.80.0.25
Yealink	SIP-T58AV	58.80.0.25

Table 1: List of IP phones supporting Phone Book service

6 References

Refer to the below listed recourses to get more details about the configurations described in this guide:

- Manual-II: Administration Guide for QX IP PBXs
- QX IP PBX Features on Epygi Supported IP Phones
- Call Routing on QX IP PBXs
- ACD and EAC – User Guide

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

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