Configuring eQall with QX IP PBXs

Abstract: This guide describes the configuration of the Epygi eQall softphone for windows with QX IP PBXs.

Document Revision History

Revision	Date	Description	Valid for FW	Valid for models
1.0	10-Oct-19	Initial Release	6.2.57 and higher	QX IP PBXs, UC IP PBXs
1.1	06-Apr-20	Updated	6.3.5 and higher	QX IP PBXs, UC IP PBXs

Table of Contents

1   Introduction

eQall is a softphone dedicated to be used with Epygi IP PBXs of QX and UC line (hereafter QX), both the appliances and the cloud based ecQXs. The PC version of eQall is designed to run on Windows platform and supports the full set of QX telephony features like the other Epygi supported IP phones.

This guide describes the installation and the configuration steps needed to be done on the QX and eQall to configure it as an extension of the QX. The described configuration is relevant to all models of QX and UC IP PBXs, namely the QX20, QX50, QX200, QX500, QX3000, QX5000, QXISDN4+, ecQX and UC20, UC80.

2   System Requirements

- QX IP PBX running the FW version 6.3.5 or higher.
- eQall license(s) installed on the QX. The number of IP lines configurable with eQall is limited by this license.
- PC running MS Windows 10 and above, TCP/IP installed, microphone and speakers.
- eQall version 1.2.8 or higher, freely downloadable at http://support.epygi.com.

3   Network Connectivity

- QX and PC are visible to each other.
- QX connected to the Internet with the network settings properly configured.

Note. The QX firewall will need to be configured to allow receiving SIP messages from the **proxy.sip.epygi.com** server. To do so add a SIP Access rule for the **proxy.sip.epygi.com** in the SIP Access table under the **Firewall→ Filtering Rules**. Using this method, the QX firewall can receive calls from eQall regardless of where it is located and the QX Firewall can still be secured. Creating a rule is not required if the firewall on the QX is disabled, set to Low or the SIP access is allowed for any address.

4   Configuring the QX

4.1   Activate the QX Monitoring service:

1. Go to the **Setup→ecMON** page.
2. Enable the **QX Monitoring** option. By default, the QX monitoring is disabled for on-premise QXs.
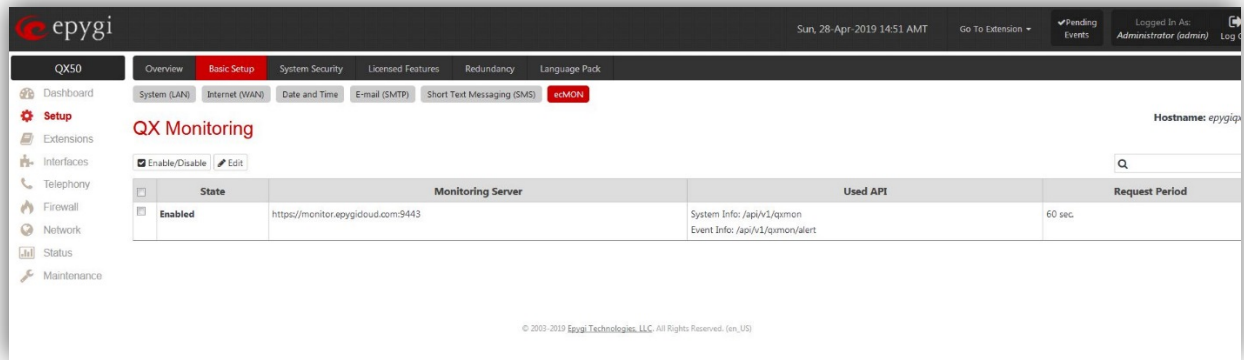3. Leave other settings unchanged and click **Save** to apply the changes.

Figure 1: QX Monitoring page

Result: The QX will immediately connect to the ecmon.epygicloud.com server. The appropriate event will be displayed in the system events page.
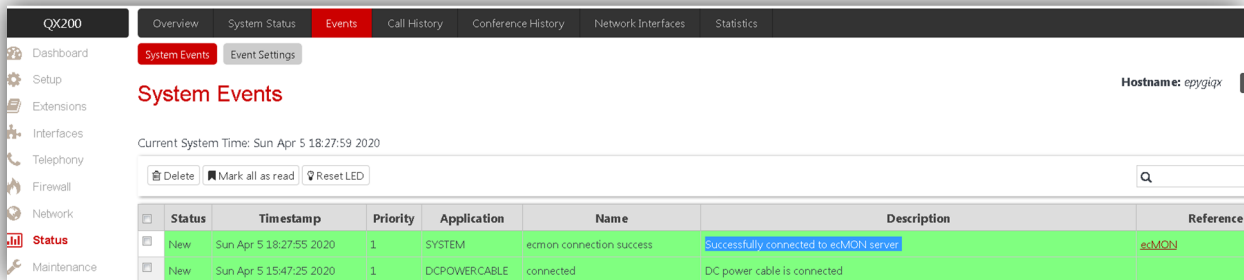

Figure 2: ecmon connection event

4.2 Select the Extension and Configure the IP line for eQall

1. On QX GUI go to Extensions Management, select an extension for eQall (or add a new one) to edit.
2. In the General Settings section add a Display Name for the selected extension. The Display Name will be shown in the eQall window under the registered account(s) and used as the Caller Id when making calls.
3. Attach the selected extension to the IP line you want to configure with eQall.
4. On QX GUI go to **Interfaces→IP lines** and click on the IP line for eQall.
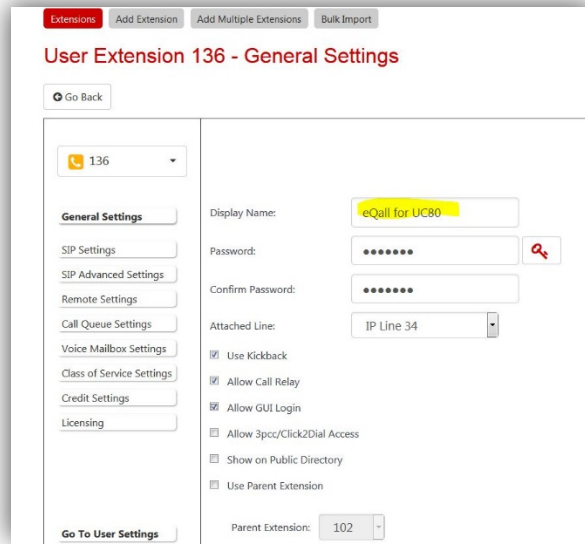5. Click on IP Phone radio button, choose **Epygi eQall** as the phone model and push the **Save** button.

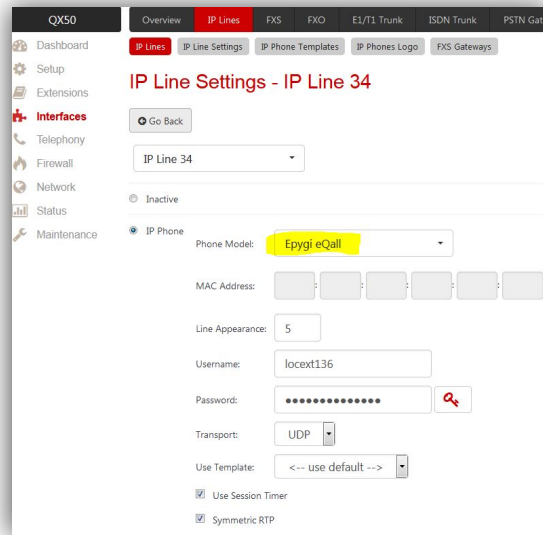Figure 3: Sellect the Extension for eQall

Figure 4: Configuring IP line on QX for eQall

6. After refresh the IP Line Settings GUI page will display the QR code automatically generated by the QX.
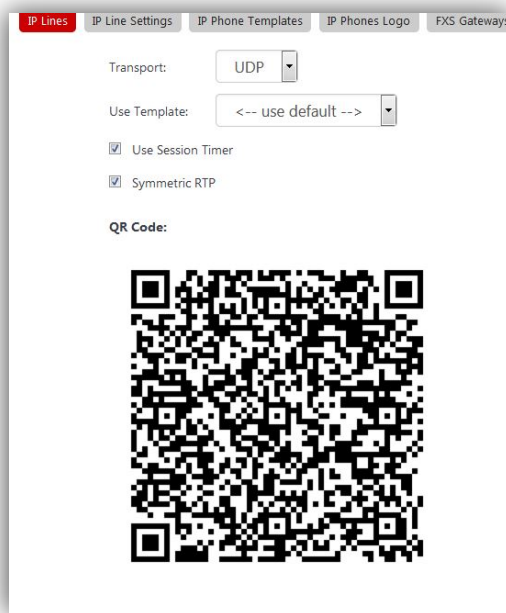
Figure 5: QR code for eQall

7. Right click on the QR image and select "**Save Image As…**" from pop-up menu to save it on your PC. You will need to provide this QR code with eQall config to the eQall user.

QR code troubleshooting. It will take some time for the system to generate the eQall config file with the QR code and display the QR code on the GUI. If the QR code doesn't displayed on the GUI as expected, check the QX network connection. The QX needs to be able to access ecmon.epygicloud.com via the port 9449 to be able to generate the eQall config file with the QR code.

5 Installing eQall

- Download the setup file for eQall for Windows to the PC.
- Double-click on the setup file, read the system requirements and click "Next".
- Read our configuration recommendations and click "Next".
- Review and accept the license agreement.
- Select the installation folder path and then click "Next". eQall needs a minimum of 1GB free hard disk space.

6 Configuring eQall

- Save the QR code image file received from the QX admin on your PC.
- Run eQall, it will open on **Settings** page. Click on the **Accounts** to open the **Accounts Settings** page.
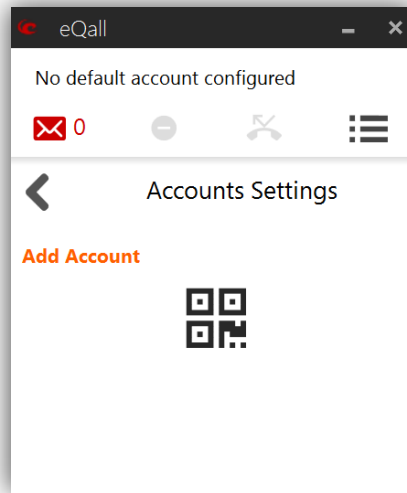
- Click on the QR code icon and from the opened window retrieve the QR code image file you stored on the PC.
- Activate the account moving the slider to the right in the eQall window.
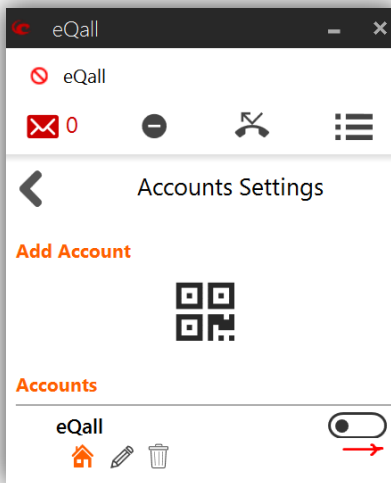
- The indicator turns green as soon as the account registers. You can configure up to 8 accounts on one or many QXs.

Note: You can also dial the feature code - *74 or go to the **Status→ System Status→IP Line Registration Status** page on the QX to check the eQall registration status.
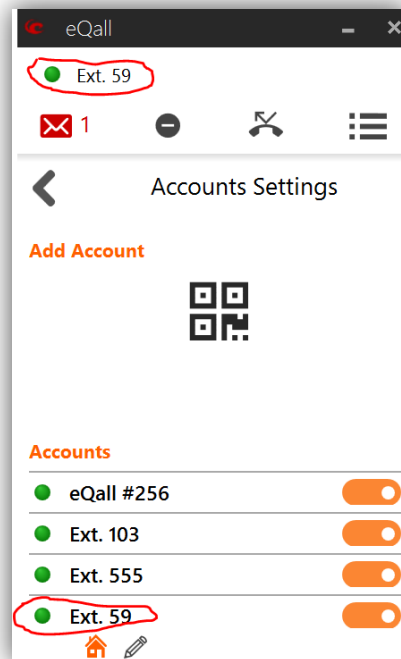
- For making calls, eQall uses the default account displayed on the top. To set the default account click on the home icon below the account name.
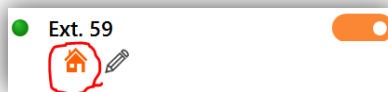

7 Configuring MPKs (Multi-functional Programmable Keys)

1. On QX GUI go to Interfaces→IP lines, find the IP line used for the eQall extension and click on MPK in the "Actions" field to open the Multi-functional Programmable Keys GUI page.
2. Configure keys and press the Save button.
3. The updated configuration of MPKs on QX will automatically be pushed to eQall.
4. To open MPK dashboard click on the list icon on the top.
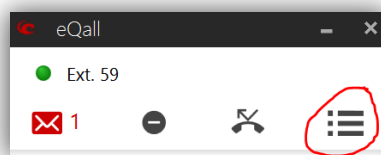
8   Some hints

- eQall tries to connect to QX via all available network addresses received from the QX: IP address of QX LAN, IP address of QX WAN and IP address of the router (if any) installed in front of the QX. You can see the current IP address used for connecting to the QX by hovering the mouse over the extension name on the top of eQall (see the picture below). As soon as eQall is connected and registered on QX, the indicator changes the color from yellow to green.
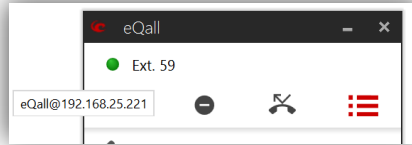
- If by some reason the account cannot register, try to deactivate and reactivate the account.
- By default, eQall sends the SIP messages to the QX through a SIP proxy server. It allows you to open on the QX firewall the SIP access only for specified trusted IP addresses even if your eQall's address is dynamic. If by some reason you don't want to use SIP proxy, you can disable it on "Network settings" page. To open that page, use the edit icon below the account name.
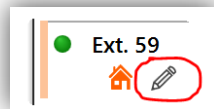
9   Troubleshooting

There are two log levels for troubleshooting: **Info** and **Verbose**. You can select the needed log level on eQall **Troubleshooting→Debug Settings** GUI page. Since the Verbose mode is CPU intensive, by default the log level is set to Info. In case if the user wants to troubleshoot an issue, he should set the log level to Verbose for getting more information from the logs. However, he has to take into account the following:

- eQall starts collecting detailed logs only after selecting Verbose mode. The logs collected before selecting Verbose mode are not detailed. In other words, user has to set the mode to Verbose before making the test.
- After viewing or sending the logs, eQall will automatically switch the log level back to Info to avoid unneeded CPU usage in case if user forgot to switch the mode back to Info.
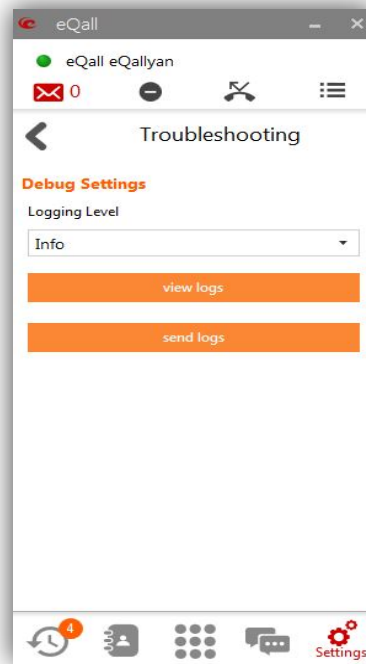
Figure 6: Selecting the Log Level

10 References

Refer to the below listed recourses to get more details about the configuration settings used in this guide:

- Manual-II: Administrator's Guide for QX
- Manual-III: Extension User's Guide for QX
- Preventing Unautorized Call on the Epygi QX
- Configuration Epygi Supported IP Phones on QX IP PBX
- QX Features on the Epygi Supported IP Phones

Find the above listed documents on Epygi Support Portal.