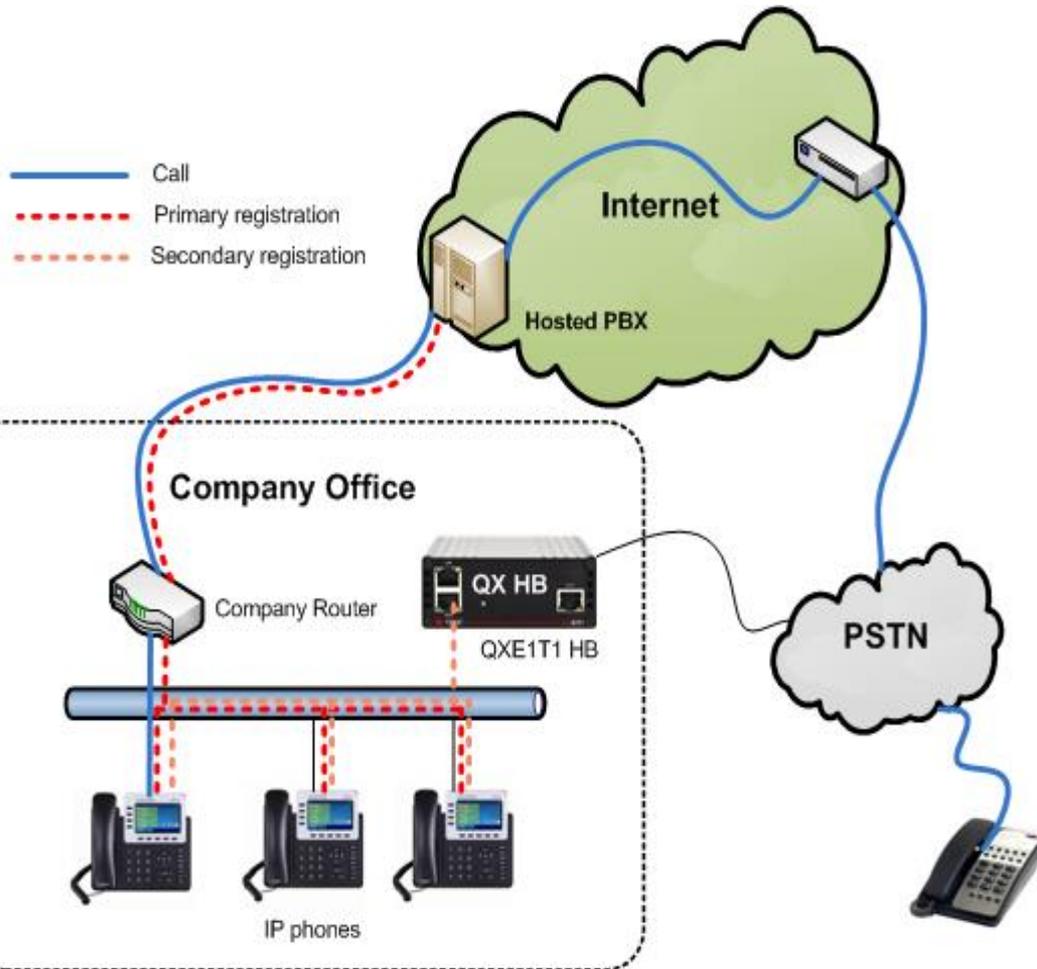Epygi Integrated Communications

Hosted PBX Survivability on QX Gateways

- As an IP PBX and Gateway manufacturer, we do hope you will choose our IP PBX systems for your business needs.

- But, if you've chosen a Hosted PBX and cannot make calls because you lost the broadband connection, we can still help you with the new Hosted PBX Survivability (HS) feature.

- Available on Epygi QXE1T1 and QXFXO4 gateways starting from 6.1.16 firmware release.

- It allows your company telephones to work even when the broadband link or Hosted PBX are down.

- You can also use HS to provide access to remote phones in a branch office.

- HS is enabled by installing a software license key. $250 MSRP for 24 extensions. You can stack licenses for more. Available on next price list update.
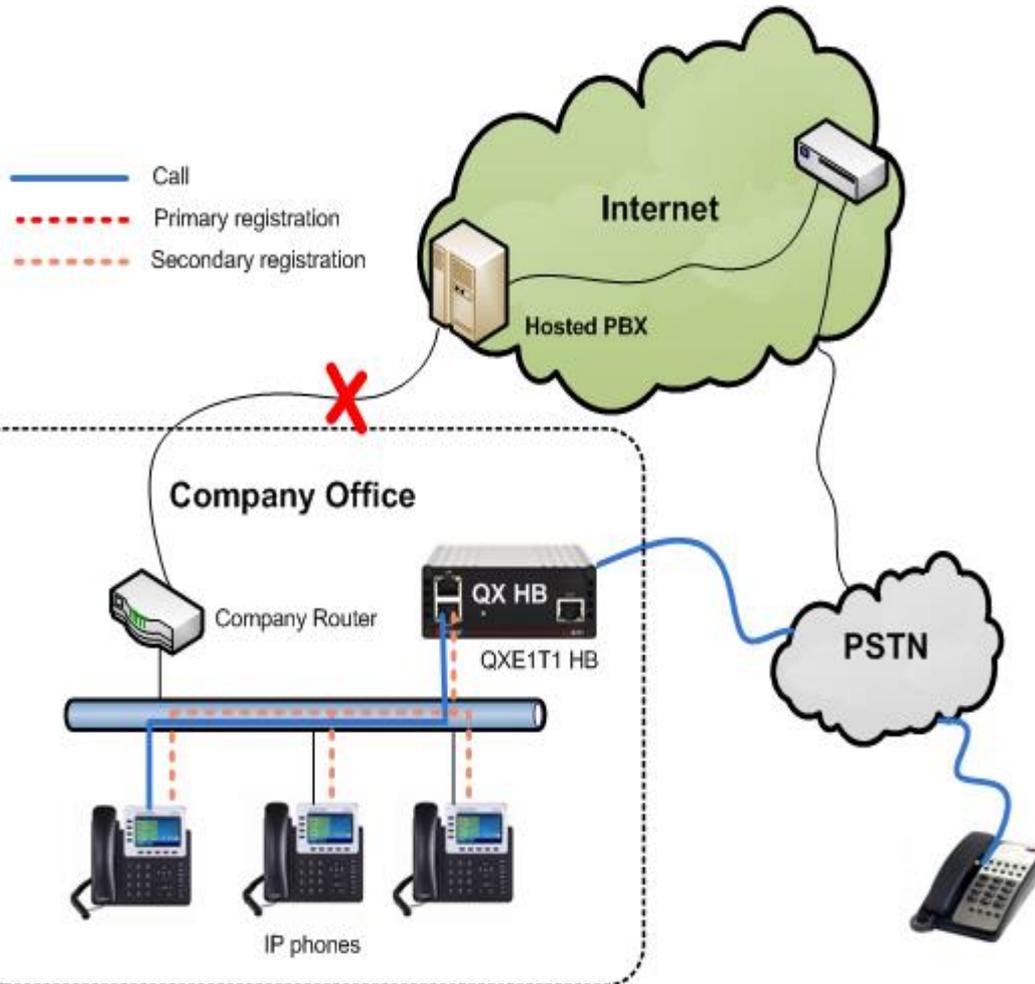
- IP phones register on the Hosted PBX as a primary SIP proxy server. In normal conditions they make and receive calls through the Hosted PBX.

- IP phones also register on the QX gateway as a secondary SIP proxy server.

- When the broadband link or Hosted PBX fail, the QX gateway takes control of the IP phone calls connecting them to the PSTN. Transition from the Hosted PBX to the QX HS is transparent to users.

- IP phones can also call extension to extension.

- Epygi QX Gateways have embedded Auto Attendant so incoming calls can be dialled to extensions.

Hosted PBX Normal Operation

Legend:
- Call
- Primary registration
- Secondary registration

Internet — Hosted PBX

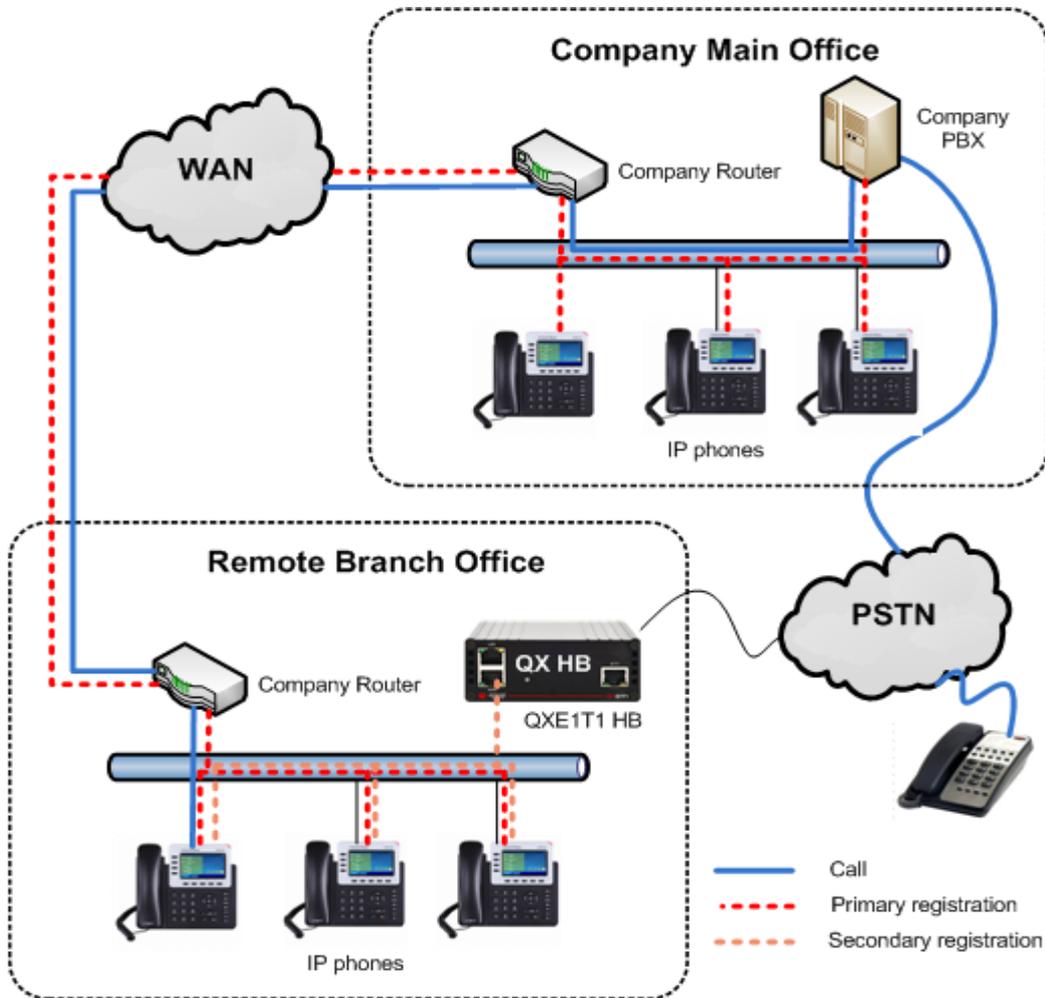Company Office — Company Router — QX HB / QXE1T1 HB — IP phones

PSTN

- Hosted PBX and broadband are up.

- IP phones are registered on Hosted PBX as on primary server and QXE1T1 HS as on secondary server.

- All calls to PSTN go through Hosted PBX.

- On calls between office IP phones, the SIP signaling goes through Hosted PBX and voice goes directly between the phones.
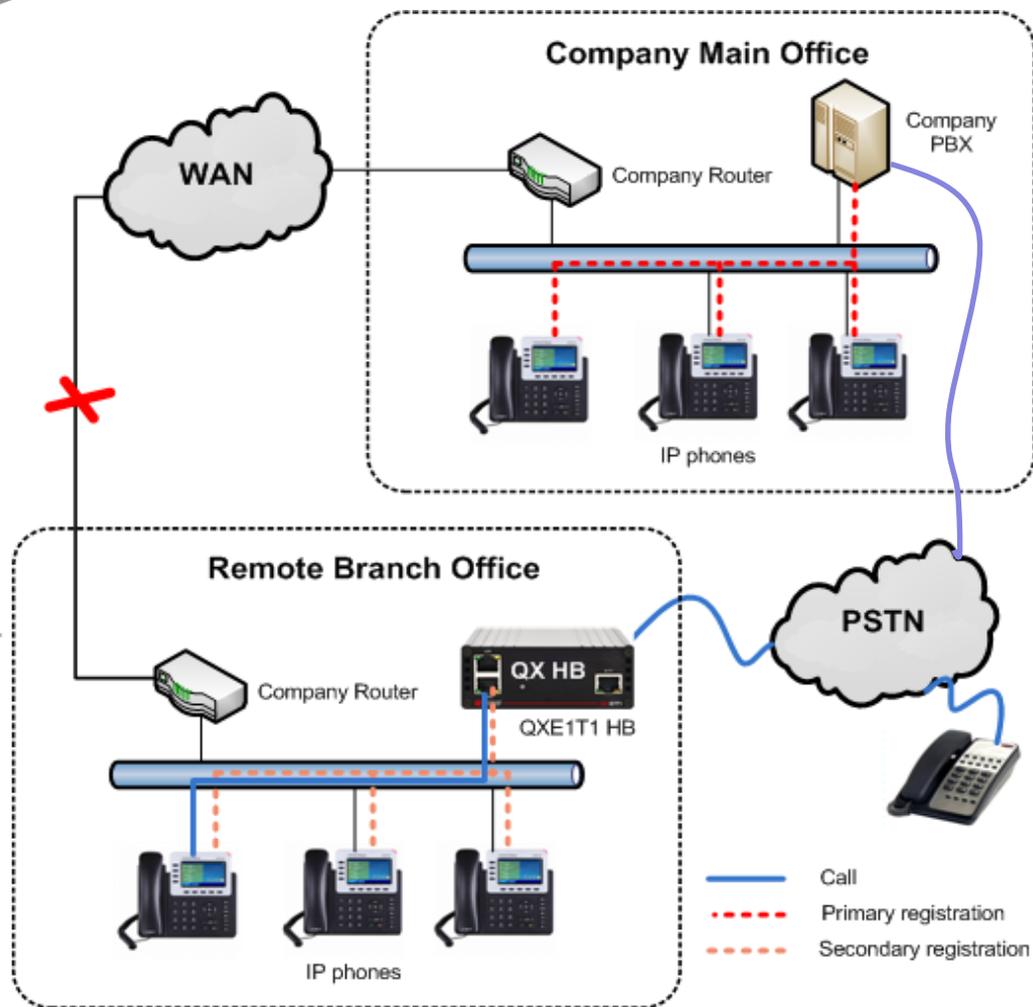
Hosted PBX with Failed Connection

- Hosted PBX or broadband connection are down

- QX HS takes the lead and handles all calls.

- Calls to PSTN go through QX HS

- On calls between office IP phones, the SIP signaling goes through QX HS and voice goes directly between the phones.

- Incoming calls can be answered by the QX HS embedded Auto Attendant then dial an extension

- If hosted provider has failover number you can forward to QX HS. Transparent to users.

Branch Office Normal Operation

- PBX in the Main Office and broadband are up.

- IP phones in the Remote Branch Office are registered remotely on the primary server - Main Office PBX, and on the secondary server – QX HS.

- All calls to PSTN go through Main Office PBX.

- On calls between branch office IP phones, the SIP signaling goes through PBX in the main office and voice goes directly between the phones.

Branch Office Failed Connection

- Broadband or PBX in the Main Office are down.

- QX HS takes the lead and handles all calls in the Remote Branch Office.

- Calls to PSTN go through QX HS.

- On calls between branch office IP phones, the SIP signaling goes through QX HS and voice goes directly between the phones.

- Incoming calls can be answered by the QX HS embedded Auto Attendant then dial extension.

- Company PBX can failover calls to branch PSTN connection.

- QX GW HS notifies via events the status of IP phones registration whether they are successfully registered or not.

- The QX HS notifies regarding the PSTN interface functionality if the link is down/up/unusable.

- For some models QX GW HS supports the diagnostics loopback mode for testing.

- The Epygi QCC application works with the QX GW HS and can show the status changes online and send email notifications regarding the QX GW availability.

- These are important features to consider so that the system can be ready during failover. Combined with periodic failover testing will insure the functionality is available when needed.

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