



Guide to the Epygi QX products Callback Functionality

Abstract: This document describes the Callback functionality on the Epygi QX products and explains how to configure and activate it.

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Document Revision History

Revision	Date	Description	Valid for SW	Valid for models
1.0	13-Jan-14	Initial release	6.0.2 and higher	QX IP PBXs and QX Gateways

1 Introduction

This guide describes the **Callback** functionality on the Epygi QX products and explains how to configure and activate it.

Please note: **Callback** functionality is not available on **QXFXS24** Gateway.

Callers who reach the QX's Auto Attendant (AA) from authorized PSTN or SIP numbers may initiate a **Callback** from the QX. This allows authorized callers to save call charges when calling to/through the QX.

2 Functional Description

The **Callback** service is available only for calls from authorized PSTN and SIP numbers. These are the numbers included in the QX's **Authorized Phones Database**. Thus, the first step in configuring the **Callback** service for a phone number/SIP address is to add the number/address to this database and enable the **Callback** service for that number (see [4 Configuring the Callback Service](#)).

After the number has been added to the **Authorized Phones Database**, any call from the specified number may initiate an instant Callback from the QX. This is done simply by calling the QX's Auto Attendant and hanging up the phone before the auto attendant gets activated (see [5 Activating the Callback Service](#)).

The authorized callers may re-specify the **Callback** service caller/destination numbers over a phone. This feature is particularly useful when the web access to the QX is not possible or when the new caller/destination numbers are needed for one-time use only (see [6 Re-specifying Callback Parameters over a Phone](#)).

3 Requirements and Preparations

- SW 6.0.2 or higher is running on QX.
- QX is connected to the network and appropriately configured.
- Calls from PSTN (FXO, ISDN or E1/T1) are routed to the QX's Auto Attendant.

4 Configuring the Callback Service

To configure the **Callback** service for a phone number, first add the number to the **Authorized Phones Database**, and then enable the service for that number:

To add a number to the **Authorized Phones Database**, follow the steps below:

1. Log in to the QX as the administrator and go to **Extensions->Authorized Phones** page. The **Authorized Phones Database** page will be displayed (see Figure 1).

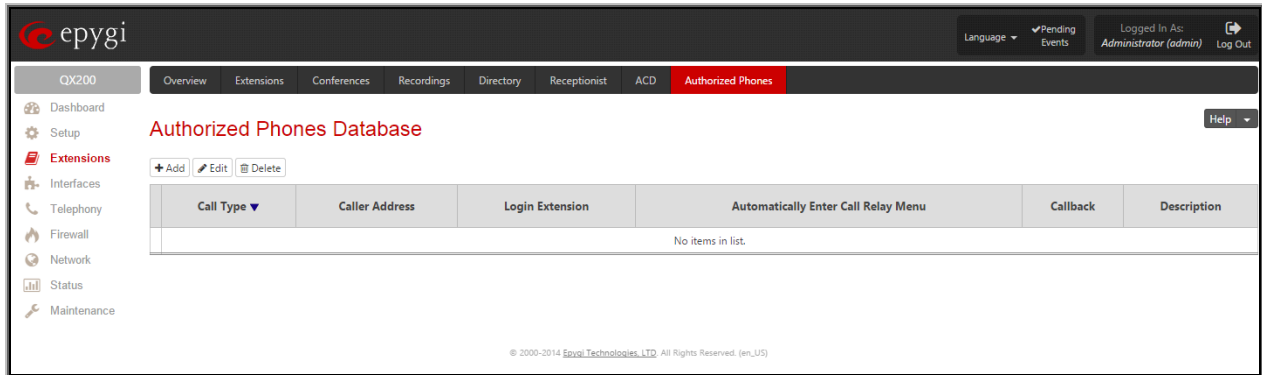


Figure 1 Authorized Phones Database page

2. Click the **Add** button above the table (see Figure 1) to enter a new phone number into the **Authorized Phones Database**.
3. On the **Authorized Phones Database- Add Entry** page, specify the following settings
 - From the **Call Type** drop-down menu, select **PSTN/SIP** or **Auto**.
 - Enter the authorized caller phone number/SIP address into the **Caller Address** text field (see Figure 2).
 - From the **Login Extension** drop-down, select the extension whose settings (the extension number, password) will be used by the QX to authorize the caller, e.g. the caller will not be requested to pass authentication for accessing the voice mailbox.
 - Select the **Automatically Enter Call Relay Menu** checkbox to permit the authorized caller to directly access the Auto Attendant's **Call relay** menu (optional).
 - Enter any optional comment into the **Description** text field.

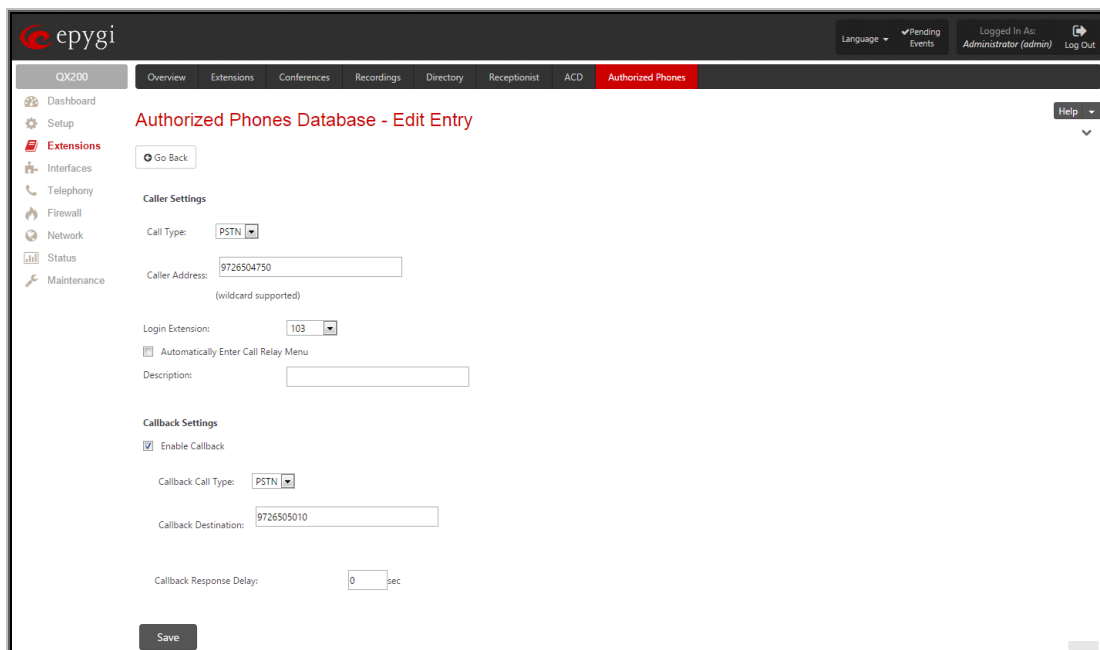


Figure 2 Authorized Phones Database – Add Entry

To enable the **Callback** service for the number:

- Select the **Enable Callback** checkbox.
- Enter a valid PSTN, SIP or PBX number into the **Callback Destination** text field. This is the number the QX will call, after the authorized caller initiates a Callback. If this field is left blank, the **Caller Address** will be used as the **Callback Destination**.
- The **Callback Response Delay** text field requires the delay (in seconds) after which the call back will be activated.
- Click **Save** to submit the changes. The new authorized phone with the configured **Callback** settings will be added to the **Authorized Phones Database** (see Figure 3).

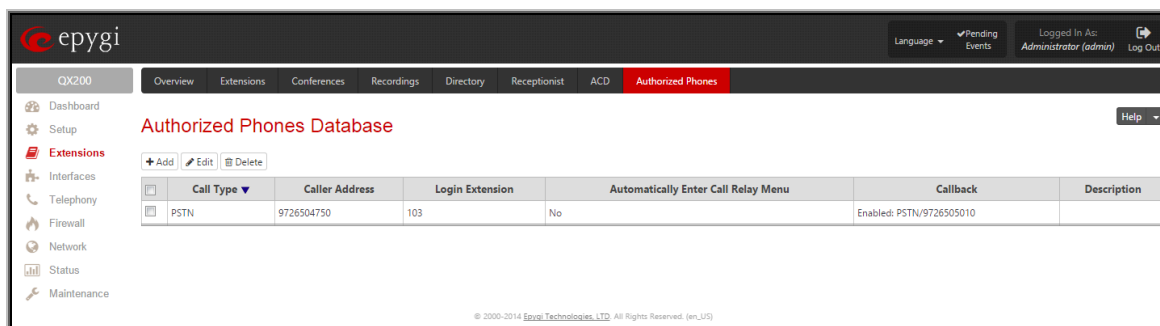


Figure 3 Authorized Phones Database with a new entry

5 Activating the Callback Service

After adding the number to the **Authorized Phones Database** and enabling the **Callback** service for it (see [Configuring the Callback Service](#)), you can easily activate the service:

- Call the QX's AA from the authorized number you have specified (see Figure 2 – **Caller Address**).
- Wait until you hear 3-4 ringing tones and hang up the phone.

The QX will instantly call you back at the number you have entered as the **Callback** Destination (see Figure 2).

Please note: You should hang up the phone before AA gets activated. If AA is activated before you hang up the phone, the Callback will not be initiated. For calls from authorized numbers with **Callback** enabled, AA gets activated after 18 seconds by default (about 3-4 ringing tones).

Please note: The time range within which you have to interrupt the call to AA in order to initiate the Callback can be changed using the <http://xxx.xxx.xxx.xxx/extmanagement.cgi> hidden page.

6 Re-specifying Callback Parameters over a Phone

You may re-specify **Callback** parameters over a phone.

To do this, you have two options:

1. Change the Callback destination number for one-time Callback only. With this option, as soon as you hang up the phone, the QX will dial the new Callback destination. Note that this change will not be saved in the QX. Next time you call and hang up, the QX will dial the **number** you have previously specified on the **Authorized Phones Database-Add Entry**

page (see Figure 1). This is called **Non-Permanent Callback** (see [Activating Non-Permanent Callback](#)).

2. Change the caller and Callback numbers permanently (**Permanent Callback**). This option allows you to permanently overwrite the authorized phone number and/or the Callback destination in the QX (see [Activating Permanent Callback](#)). After you hang up the phone the Callback will be possible to initiate only for calls from the newly specified caller number.

Please note: To be able to re-specify Callback parameters the **Automatically Enter Call Relay Menu** checkbox should be disabled (see Figure 1).

6.1 Activating Non-Permanent Callback

- Call the AA and wait until it gets activated with the welcome message.
- Dial *5.
- Enter the Login Extension's number and password (see Figure 2) to be able to modify the Callback number. The QX will ask you to confirm your caller ID.
- Press # to confirm you caller ID. The QX will ask you either to confirm the Callback destination (#), or enter a new one (*).
- Press * to change the Callback destination.
- Dial the new Callback Destination and press #. The QX will play the new destination number. If it is correct, press #, otherwise press * and enter it again.
- Hang up the phone. The QX will instantly call the number you have specified. Note that no changes will be made in the authorized phone configuration.

6.2 Activating Permanent Callback

- Call the QX's AA and wait until it gets activated with the welcome message.
- Dial *6.
- Enter the Login Extension's number and password (see Figure 2) to be able to modify the Callback parameters. The QX will ask you to confirm you caller ID.
- Press * to change your caller ID, otherwise press #. The QX will ask you either to confirm the Callback destination (#), or enter a new one (*).
- Press * to change the Callback destination, otherwise press #.
- Hang up the phone. The Callback settings on the Authorized Phones Database page will be changed. The Callback will now be possible for the new specified caller number.

Please note: The **Permanent** and **Non-Permanent Callback** services are possible for calls from authorized PSTN numbers only.

7 References

Following documents for the corresponding software release:

- Manual II-Administrators Guide.

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