

## Epygi Launches New ISDN BRI IP PBXs, QuadroM12Li and QuadroM26xi

*Takeaway: Epygi, a U.S.-based designer and manufacturer of IP systems for small- and mid-size businesses (SMBs), responds to customer demand in foreign markets for larger capacity Quadro platforms with built-in ISDN BRI interfaces (ISDN BRI is a common trunking interface promoted in many countries outside of the United States). Two new Quadro systems, QuadroM12Li and QuadroM26xi, each support six ISDN BRI trunks and more IP phones (98 and 106 telephones, respectively) than Epygi's earlier Quadro4xi and Quadro 16xi ISDN platforms (66 telephones). Furthermore, the newer Quadro "M" platforms include licensed feature options for some more advanced functionality such as ACD, call recording and multi-party conferencing. At ITEXPO East in Miami, Florida this month, Epygi announced some upcoming products, namely a new video conferencing and switching capability due out in March and the QX1000, a new larger platform (1,000 IP extensions) expected in mid-2011. More details will become available soon. Read below about the latest Quadro ISDN platforms from Epygi and visit [www.telecomtactics.com](http://www.telecomtactics.com) for more on the SMB market.*

**Epygi** Technologies releases two new systems with support for ISDN BRI, the QuadroM12Li and QuadroM26xi, expanding its family of all-in-one IP PBXs designed for small and mid-sized businesses (SMBs) and reaching out to customers in foreign markets who are looking for a hybrid ISDN BRI PBX with more capacity. The QuadroM12Li (96 IP phones maximum, two FXS stations, six ISDN BRI trunks) and QuadroM26xi (80 IP phones maximum, 26 FXS stations, six ISDN BRI trunks) offer larger overall phone capacity than Epygi's earlier Quadro4xi and Quadro16xi platforms that handled a maximum of 66 telephones.



Epygi's "M" platforms support some productivity applications which are activated by software license key, including call recording, automatic call distribution and a voice conference bridge; a new video conferencing solution will be available for the QuadroM products in the March 2011 timeframe. Warren Sonnen, Director of Product Management and Marketing at Epygi, explains that after the company launched the QuadroM32x in 2008 with licensed feature options, customers began to demand these more advanced features on other platforms. In 2010, Epygi released the QuadroM8L and QuadroM26x platforms, and now, the two ISDN versions, QuadroM12Li and QuadroM26xi (pictured), all which support the more advanced license-activated features. QX1000, a new larger platform (1,000 IP extensions) is expected in mid-2011.

With all Quadro IP PBX systems, voicemail is a standard feature (no license required) and available for every user with some unified messaging functionality such as retrieving stored voicemail messages via e-mail as attachments and receiving notifications via e-mail or SMS. An Auto Attendant with Interactive Voice Response is also standard to direct callers to an extension or voice mailbox (pre-recorded or synthesized audio prompts based on VoiceXML).

As noted, the "M" platforms support some license-activated productivity applications. This includes an optional integrated 32/64-party conference bridge and programmable ACD (Automatic Call Distribution) for call centers. Recent software updates (R5.1 and R5.2) add more ACD group features, a barge-in feature pack with whisper, silent monitoring and barge-in features, SIP Call Recording (with storage locally or on a remote server), hot desking, streaming hold music and a shared voice mailbox capability, as well as additional security features.

A wide range of third party IP telephones, wired and wireless, are compatible, including those from preferred Epygi vendors, Aastra, Grandstream, snom, Polycom and Yealink, though any SIP-compliant IP phone will function with the Quadro. For home office and teleworkers, the Quadro Communications Manager (QCM) softphone lets users

manage calls via a laptop or desktop PC. All new Quadro IP PBXs include an installed copy of QCM. For mobile employees, Epygi offers the iQall mobility application for the Apple iPhone, as well as find-me follow-me, remote extensions and extension forwarding features, and GSM, DECT and WiFi wireless solutions via third party partners.

Availability/Compatibility: The Epygi QuadroM12Li (\$2,495 US MSRP) and QuadroM26xi (\$2,895 US MSRP) are available now globally. QuadroM platforms include the QuadroM8L/12Li (32-98 users), QuadroM26x/xi (42-106 users) and the QuadroM32x IP PBX (192 users). The forthcoming QX1000 will handle up to 1,000 IP users. Epygi also offers several earlier Quadro platforms, including the Quadro 2x/2xi (18 users), Quadro 6L that functions like a traditional key system (18 users) and Quadro 4Li with built-in ISDN BRI interfaces for foreign markets (18 users).  
[www.epygi.com](http://www.epygi.com)

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