



ecMON – Effective Monitoring Solution for QX PBXs

An effective automatic monitoring tool is always needed for properly operating and managing complex PBX infrastructures, cloud-based services, and most importantly, for ensuring the availability of the company's business-critical voice network.

ecMON (Epygi Cloud Monitoring Service) is a cloud-based monitoring service which is part of the **Epygi Cloud QX Service (ecQX)**. It is a WEB application platform allowing centralized monitoring for Epygi QX IP PBXs. Primarily designed for the Epygi SIP-based cloud PBXs – ecQX, the ecMON service is also used for monitoring the on-premise QX and UC IP PBXs (henceforth, QX) as well. It is a great tool for centralized supervision and management of all active QX PBXs, regardless whether they are on-premise or in CLOUD.

Once configured, all online QX PBXs will be shown in a centralized directory with some key configuration settings and performance parameters. Conveniently accessible via a WEB browser, ecMON will provide real-time event notifications on QX application statuses.

For cloud-based ecQXs the account for ecMON activation will automatically be generated when a reseller purchases ecQX from the <https://www.epygicloud.com> portal. For on-premise QX IP PBXs, the Epygi technical team would easily create an ecMON account.

ecMON is designed for Epygi resellers and distributors for centralized monitoring of active on-premise and cloud QXs. It makes it possible to efficiently monitor all active system events on all QX devices and report them to the system administrator. Among the reports shown is the status of registered phones, SIP trunks and even bad quality calls. These reports help identify problems quickly and resolve them in a timely manner.

With recent enhancements ecMON has become even more powerful. When you have a specific backup configuration file and need to propagate it on a selected number of active QXs at once - instead of one device at a time - you can do that. In the same manner, you can conveniently upload and install a specific firmware version on multiple QXs simultaneously in no time.

ecMON combined with **ecQX** and on-premise **QXs** becomes the best monitoring solution of both worlds. It allows:

- To review all currently active QXs in a centralized directory.
- To get the key configuration settings of active QXs, such as the unique ID, hostname, FW version, uptime duration and the number of registered phones.
- To evaluate the CPU utilization and get the number of simultaneous calls on QXs.
- To get real-time notifications for system events that may affect the quality of services running on the QXs.
- To support the remote web access to QXs as well as to the IP phones located in the same network as the QX is.
- To provide for the specific firmware file to be uploaded and installed on the selected multiple QXs.
- To provide for the specific backup configuration file to be uploaded and restored on the selected multiple QXs.