

Best-in-class  
Hybrid  
Communications  
Solution

iPECS  
eMG100

**iPECS**  
Your Communications Solution



# Simple and Cost Effective yet Reliable and Powerful Communications



It's time for unified communications (UC), the transformative tool that integrates all your business communications into one place. Here's the cost competitive and simple platform for small and midsize businesses to help connect better, boost efficiency, and move your business to the next level.

- Best-in-class hybrid for analog, digital and IP technologies
- Single cabinet for basic and expansion KSU
- Equipped with all RJ45 interfaces
- Max 214 ports - 74 trunks/140 EXT.
- Wall or 19 inch rack mounting



## Cost effective hybrid platform

It's a cost effective hybrid platform that supports IP, digital, analog, and UC devices, so you can work from any device with any technology. When looking for a communication system and value for money comes as the main decision-making factor. iPECS eMG100 provides many built-in solutions that will maximize your return on investment. TDM interfaces, built-in VoIP and VM capacity with emergency alarm and relay and paging features are all embedded as default. Compact design, single cabinet with many of the communication features included out of the box. Enjoy your best-in-class hybrid communication system with iPECS eMG100.

## Simple single cabinet

With a single cabinet solution it removes the hassle of carrying multiple cabinet types for your communications solution. iPECS eMG100 comes as a single cabinet that can be wall mounted or 19-inch rack mount depending on your requirements. All ports are equipped with a RJ45 interface to have universal compatibility. Whether you are looking for series of capacity upgrades, complete hardware expansion or technology upgrade from TDM to IP, this single cabinet simplifies your solution options. Add an additional license to connect another iPECS eMG100 cabinet to simply double your communication power.

## Prepare for growth

Be prepared for expansion, with a seamlessly scalable communications system. It's easy to add capacity, along with all the features you need for easy expandability. Take advantage of the business communications platform that adapts to your requirements.

## Easy installation and simple management

Transition seamlessly to a new system that doesn't disrupt. IT managers can breeze through initial installation, and quickly customize settings for easy management. The user-friendly interface is consistent across devices, keeping training times quick. Simple software installation makes the initial settings effortless. Multiple levels of user-friendly administration tools also add value for easy management. Web-admin helps IT managers to easily customize their workflows and manage the real-time operation locally and remotely. The 'Web User Portal' allows end-users to easily personalize their communication needs from anywhere and anytime on any device such as their desktop, smart phone or tablet.

## Reliable multi-site deployment

We provide multi-site deployment with a local/branch system that supports local survivability (LCM). Centrally connected and managed, your communication system is secure and reliable. In case of a network failure, local servers will take over the operation to securely manage the local communication system. Backup connections to the local PSTN network can also be used as a last resort. Avoid downtime with automatic fail-over between sites, so that your clients can reach you whenever they need.



## iPECS eMG100

- 2 user license included for iPECS UCS / iPECS Click Call
- 4 VM and 2 VoIP channels included on basic KSU
- 32 IP EXT. Included and expandable up to 64 EXT.
- 32 Mobile EXT. Included and expandable up to 140 EXT.
- ACD, Audio conference, VM to e-mail notification are included
- Relay, alarm, paging and MOH are included

### Out of the box Unified Communications

As the most compelling advantage, advanced business communication features are provided by default. Users can improve business efficiency and productivity with embedded UC features including real-time voice, video and presence enabled instant messaging under a single user interface on any device.

### Out of the box premium features

In addition to embedded UC with iPECS UCS, TDM interface and VoIP channel capacity, premium features are also included in the basic package. For efficient internal and external communications, the system has an Audio Conference Bridge and Automatic Call Distributor (ACD) default to increase your organization's productivity with no extra cost. Use the audio conference bridge for daily group call meetings up to 13 participants with max 40 simultaneous conferences. Using the built in ACD will provide a better customer service allowing all call to be answered and routed to the proper departments, providing real time monitoring and supervision, as well as call statistics and ACD event messages for management reporting.

### Rich business applications

iPECS eMG100 provides a various range of business applications and mobile clients to fulfill varying needs and requirements in the small and medium sized enterprise environments. It also offers interoperability with various 3rd party solutions in hospitality, healthcare and other vertical industries.

### Tailor to your needs

All businesses are different. Whatever makes you distinctive, pick the applications and integrations you need to connect better and deliver more. Choose from the many add-ons to meet your specifications from our suite of products or from compatible 3rd party solutions with easy integration. iPECS eMG100 provides a cost-effective way to use existing solutions by using universal interfaces such as Web API to provide compatibility.

### Aspire to be mobile

By embracing VoIP technology, you can benefit with the enterprise grade mobility of the iPECS eMG100 that is maximized for mobility solutions. Whether in the office, warehouse or in a factory IP DECT provides reliable communications even in the high demanding environments. For more personalized mobility and for outside office the iPECS UCS brings the power of a desk phones into smart-phones or tablet PCs. In addition, the Mobile Extension (MEX) feature is provided for seamless communications and ease of use for calls to be seamlessly and easily moved back and forth between desk phone and mobile. Be professional with one-number service from any device in any location. Utilize iPECS mobility solutions and take the office with you.

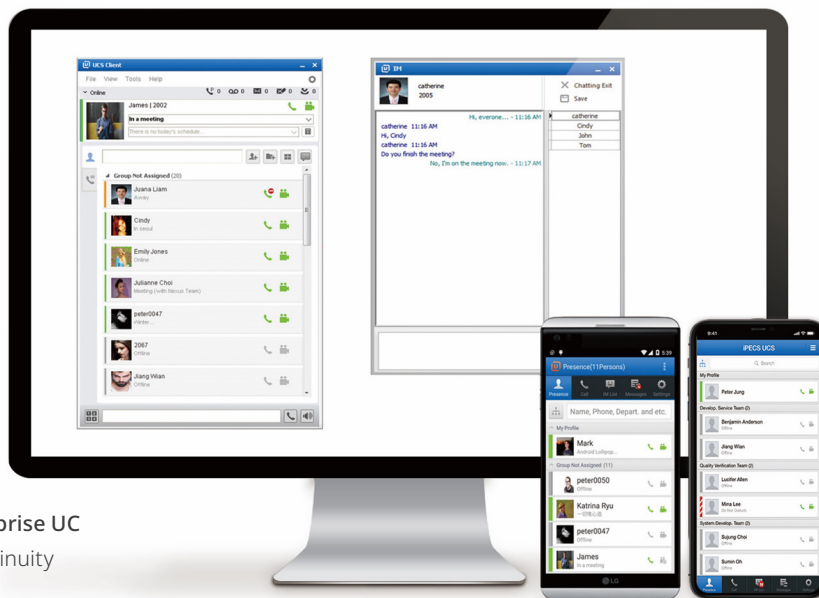


# Applications for Business Performance



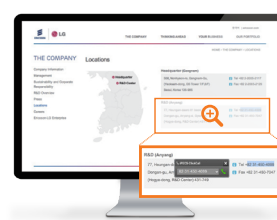
Make your communications efficient with our full suite of business applications. Build smarter workflows for better collaboration with time-saving solutions powered by iPECS. iPECS eMG100 offers communication add-ons as a competitive differentiator that makes your business more agile and flexible.

## iPECS UCS



### IP based productivity-boosting enterprise UC

- Integrated presence and IM, SMS continuity
- Voice and video call & conference
- Click to call and call control on your PC for your call devices
- Call recording on any device
- CRM integration support
- Directory service/phonebook management
- Organization chart



## iPECS Attendant Office

### IP based Attendant application for receptionists

- Handle calls easily with simple click or drag & drop
- Wait time and priority based call handling with caller information
- Call park, paging, and e-mail for multi-purpose call handling
- Presence monitoring for all devices including phones and clients
- Embedded IP softphone : Desktop call control mode supported
- Directory service/phonebook management

## iPECS Attendant Hotel

### Hotel solution optimized for small to medium sized hotels

- Effective front desk and staff work
- Night service or emergency mode
- Maximize guest service
- Effective call management
- Productivity features :
  - Various Hotel features
  - Various and quick alternative contacts
  - Flexible and configurable layout and user interface
  - Statistic report and Snapshot of group monitoring
  - Local language support

## iPECS ClickCall

### Standard windows application to make dialing a breeze

- Click to call from any selectable number in Windows application
  - Show previous dialed call log, up to 10
  - Exit/Setup through the icon in Windows tray
  - Setup dialing information
  - Multi language support
- Call control client without voice module
- Easy installation : Simple call client without dedicated server

# iPECS CCX

## Browser-based multi-channel IP Contact Center

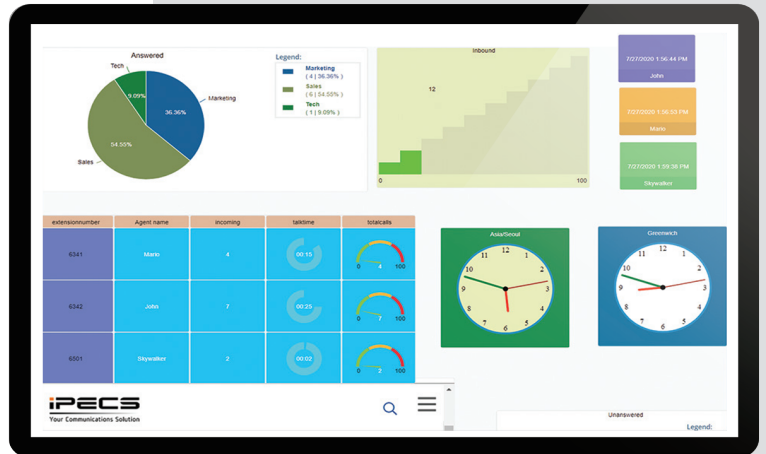
- Contact Center solution integrated with iPECS platforms
  - Multi-channel inbound and outbound contact center
  - iPECS CCX IPCR is provided for a call recording
- Benefits of all software solution
  - Software based media processing through SIP
  - No PSTN media interface card
  - Interactive Voice Response (IVR)
  - Monitoring and report
  - Agent's desktop software
- Next generation single multimedia solution
  - Email, Voice Mail, Fax, Web chat
  - Social networking with Facebook and SMS server
  - Multimedia outbound Tele-Marketing



# iPECS CCX Report Plus

## Real-time monitoring and reporting for small sized Contact Centers

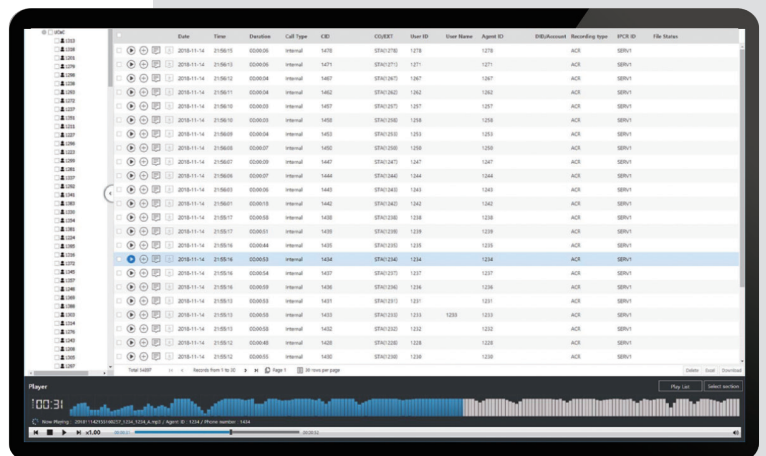
- Service and performance monitoring
  - Call distribution based on built-in ACD functionalities of call server
  - Saving and displaying call accounting and ACD data generated from call server
  - Real-time information display for supervisor and management
  - Personal statistics for agent reporting and performance review
- Connect and analyze with ease
  - Accesses anywhere - use dashboard in the company or remote office
  - Simple for user to configure and create multiple dashboard screens



# iPECS IPCR

## Cost effective single server IP Call Recording solution

- Powerful value added features
  - Voice packet encryption on call recording
  - Real-time monitoring and recording
  - Remote maintenance and automatic alarming
  - Single server for all terminals
- Intuitive user interface
  - Users can easily access the recording files over web browser
  - Powerful statistics features with real time graphic view and search options
  - User based access level management with intuitive GUI



# Terminals



iPECS eMG100 supports an extensive range of terminals from IP and Digital to IP DECT. These are designed for professional users who require a wide range of feature-rich telephony devices to match your constantly changing business needs. iPECS eMG100 will give you an access to a large portfolio of terminals to optimize your unique business communications solution.



**1080i** Premium



**1050i** Advanced



**1040i** Professional

### Premium Gigabit video IP Phone

- 7" (1024 x 600) touch & color display
- Up to 48 programmable keys with 12 self-label keys
- HD video with high resolution (HD720p) and 8M pixel camera
- HD audio for handset and speaker with wideband codec (G.722, Opus)
- Full duplex speakerphone with wideband voice
- Dual Gigabit Ethernet ports
- 2 USB ports for charging and USB accessories
- Built-in Wi-Fi, Built-in Bluetooth and HDMI port
- OS version: Android 10

### Advanced Gigabit color IP Phone

- 8 line 4.3" (480 x 272) color display
- Up to 36 programmable keys with 12 self-label keys
- HD audio for handset and speaker with wideband codec (G.722, Opus)
- Full duplex speakerphone with wide band voice
- Dual Gigabit Ethernet ports
- 1 USB port for charging mobile devices and USB accessories

### Professional Gigabit color IP Phone

- 6 line 3.5" (480 x 320) color display
- Up to 24 programmable keys with 8 self-label keys
- HD audio for handset and speaker with wideband codec (G.722, Opus)
- Full duplex speakerphone with wideband voice
- Dual Gigabit Ethernet ports
- 1 USB port for charging mobile devices and USB accessories



**1030i** Essential



**1020i** Basic



**1010i** Entry

### Essential Gigabit color IP Phone

- 6 line 2.8" (320 x 240) color display
- Up to 18 programmable keys with 6 self-label keys
- HD audio for handset and speaker with wideband codec (G.722, Opus)
- Full duplex speakerphone with wideband voice
- Dual Gigabit Ethernet ports

### Basic Gigabit IP Phone

- 4 line 2.8" (132 x 64) gray scale display
- Up to 16 programmable keys with 4 self-label and 4 paper-label keys
- HD audio for handset and speaker with wideband codec (G.722, Opus)
- Full duplex speakerphone with wideband voice
- Dual Gigabit Ethernet ports

### Cost effective entry IP Phone

- 4 line 2.4" (132 x 64) BW display
- 4 self-label programmable keys
- HD audio for handset and speaker with wideband codec (G.722, Opus)
- Full duplex speakerphone with wideband voice



**1048ilss**



**1024idss**



**1048idss**



**EHSA** (Electronic Hook Switch Adapter)

### Expanding the scalability and responsiveness

- 1048ilss: 48 buttons DSS (LCD type underlay)
- 1024idss: 24 buttons DSS (Paper type underlay)
- 1048idss: 48 buttons DSS (Paper type underlay)
- Compatible with 1020i, 1030i, 1040i, 1050i, 1080i

### Enable remote control for well-known EHS Headsets

- Compatible with 1020i, 1030i, 1040i, 1050i
- Wired and wireless EHS devices support
- Stable and better quality operation

# Digital Phones

## LDP-9240D



- 320 X 144 graphic LCD with backlight
- 12 Flexible buttons (Dual LED, 12 X 2)
- Full duplex speaker phone
- Support DSS button kit
- Support EHSA

## LDP-9224DF



- 192 X 36 graphic LCD with backlight
- 24 Flexible buttons (Dual LED)
- Full duplex speaker phone
- Support DSS button kit
- Support EHSA

## LDP-9224D

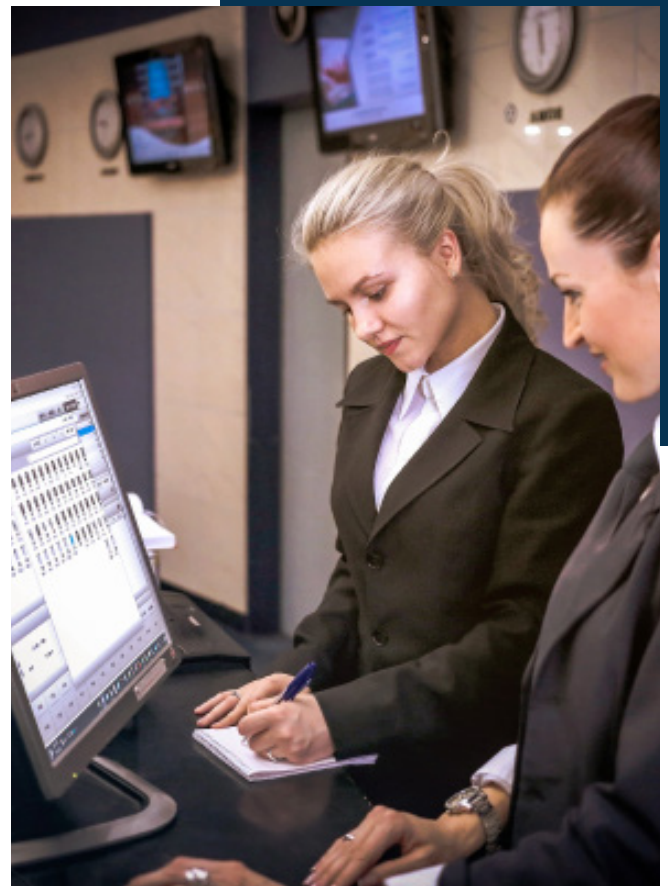


- 3 X 24 character LCD without backlight
- 24 Flexible buttons (Dual LED)
- Half duplex speaker phone
- Support DSS button kit
- Support EHSA

## LDP-9208D



- 2 X 24 character LCD without backlight
- 8 Flexible buttons (Dual LED)
- Half duplex speaker phone
- No Support DSS Button Kit



## LIP-9024DSS



- Support : LDP-9240D/24DF
- Flexible button : 24 with 3 color LED
- Underlay type : Paper
- DSS connection : 1

## LIP-9012DSS



- Support : LDP-9240D/24DF
- Flexible button : 12 with 3 color LED
- Underlay type : Paper
- DSS connection : 1

## LDP-9248DSS



- Support : LDP-9240D/24DF/24D
- Flexible button : 48 with 3 color LED
- Underlay type : Paper
- DSS connection : Up to 2

## EHSA (Electronic Hook Switch Adaptor)



- Support : LDP-9240D/24DF/24D
- Wired and wireless EHS devices support
- Stable and better quality operation

# IP DECT Bases / Phones

## 130db / 110db



### 130db Base

- Max 254 base station in a zone
- Up to 1,000 handsets registerable
- 8/10 simultaneous calls (Mult-cell case/ Single cell case)
- Narrow or Wide Band audio
- Mutual Authentication
- Software Upgrade Over The Air
- Air sync and LAN sync
- Central Directory

### 110db Base

- Single base
- 1 repeater for coverage expansion
- Up to 20 users can be registered
- 5 simultaneous calls
- Narrow or Wide Band audio
- Central Directory

## 100dr



### 100dr Repeater

- Number of repeaters
- 110db: max. 1 repeater
- 130db: 50 bases and 3 repeaters per base, 127 bases and 1 repeater per base, 254 bases and 0 repeater

## 150dh / GDC-800H / 120dh



### 150dh Handset

- 2 inch TFT Color LCD
- 200/17 hrs standby/talk time
- 250 local phonebook
- Emergency button
- IP65 compliant

### GDC-800H Handset

- 2 inch TFT Color LCD
- 200/18 hrs standby/talk time
- 100 local phonebook
- 16 languages
- Emergency button (ok button)
- 3.5mm headset jack

- Pull cord support
- Man-down support
- Bluetooth for headset
- 16 languages
- 3.5mm headset jack

### 120dh Handset

- 2 inch TFT Color LCD
- 350/22 hrs standby/talk time
- 100 local phonebook
- 16 languages

## System Capacity – KSUD

		1st KSU	2nd KSU	Total	System max
Trunks	CO	16	16	32	74
	BRI (ch)	8	-	8	
	E1/PRI, T1/PRI (ch)	30, 24/23	-	30, 24/23	
	SIP	64	16	74**	
Extensions	DKT	24 ( 8 )	24 ( 8 )	48	140
	SLT	36 ( 4 )	36 ( 4 )	72	
	IP EXT / IP DECT	64 ( 32 )	-	64	

\* ( ) default number of interfaces      \*\* Within maximum number of trunks

## System Capacity – KSUS or KSUSC

		1st KSU	2nd KSU	Total	System max
Trunks	CO	16	16	32	74
	BRI (ch)	8	-	8	
	E1/PRI, T1/PRI (ch)	30, 24/23	-	30, 24/23	
	SIP	64	16	74**	
Extensions	DKT	18 ( 2 )	18 ( 2 )	36	140
	SLT	38 ( 6 )	38 ( 6 )	76	
	IP EXT / IP DECT	64 ( 32*** )	-	64	

\* ( ) default number of interfaces      \*\* Within maximum number of trunks      \*\*\* no default IP EXT. for KSUSC

## System Components

Item	Board	Description
KSU	KSUD	8 DKT and 4 SLT Interfaces Voice Mail (Default : 4 ch/2 hrs, Max : 16 ch/62 hrs) VOIP: built-in max 16ch (default 2ch). Expandable up to 74 with VOIB48 and 2nd KSU 32 IP EXT/MEX by default. Built-in UCS license for 2 advanced users, Built-in ClickCall : 2 copies
	KSUS	2 DKT and 6 SLT Interfaces Voice Mail (Default : 4 ch/2 hrs, Max : 16 ch/62 hrs) VOIP: built-in max 16ch (default 2ch). Expandable up to 74 with VOIB48 and 2nd KSU 32 IP EXT/MEX by default. Built-in UCS license for 2 advanced users, Built-in ClickCall : 2 copies
	KSUSC*	2 DKT and 6 SLT Interfaces Voice Mail (Default : 2 ch/2 hrs, Max : 16 ch/62 hrs)
Trunk Interface Boards	eMG100-COIU2	2 CO Line Interface Unit
	eMG100-COIU4	4 CO Line Interface Unit
	eMG100-BRIU1	1 BRI (2 ch) Interface Unit
	eMG100-BRIU2	2 BRI (4 ch) Interface Unit
	eMG100-BRIU4	4 BRI (8 ch) Interface Unit
	eMG100-PRIU	1 PRI/E1R2 or T1/PRI (30 or 24/23 channels) Interface Unit
Extension Interface Boards	eMG100-SLIB8	8 SLT Interface Board
	eMG100-SLIU8	8 SLT Interface Unit
	eMG100-DTIB8	8 DKT Interface Board
Function Boards	eMG100-VOIB48	48 VoIP Interface Board (default 8ch)
	eMG100-MEMU	Memory Expansion Module Unit for VM (15 hours expansion)
	eMG100-MEMU2	Memory Expansion Module Unit for VM (60 hours expansion)
	eMG100-MODU	Modem Unit
	eMG100-MISU	Miscellaneous Resource Unit (1 Ext MOH, 1 Ext Page, 3 Replays, 1 RS232, 1 USB**)
Accessory	eMG100-RMB	19" Rack Mounting Bracket
	eMG100-EXPCABLE	KSU Expansion Cable
	eMG100-BATTCABLE	External Battery Cable
	eMG100-KCC	KSU Cord Cover

\* Available only in limited countries. \*\*Application of USB resource will be available from Unified SW V5.