Design Your Business Communications
with iPECS Unified
eMG80 & UCP

iPECS
Your Communications Solution

Creating Innovation in Business Communications

Ericsson-LG Enterprise is a leading provider of business communications solutions with over 40 years' experience in the global market.

Our premium iPECS brand delivers a complete product lineup for Unified Communications from small to large-sized businesses and establishes its strong position through advanced technology and diverse reference sites. We offer customised solutions with a portfolio ranging from mobile, fixed network infrastructure, voice and data solutions.

Enterprise Core Values

Ericsson-LG Enterprise focuses on the following core values when delivering enterprise communications solutions:

Convergence

Meeting customer's needs for converged services including voice capabilities, applications suites, data networking and management tools.

Compatibility

Protects your investments through feature enhancements in your existing environment and the seamless migration to a converged IP world when it works best for your business.

Efficiency

Offers total solutions including management platforms for UC, Mobility and Security, which are designed to improve efficiency.

Future proofed

Our R&D investment is focused on continuous technology leadership in IP Communications. This innovative technology enables easy expansion in either features or system capabilities, as your business needs change.

iPECS Models

eMG80   UCP100   UCP600   UCP2400

iPECS eMG80

Feature-rich & Cost Effective Communications Solution for SMEs

iPECS eMG80 adopts VoIP technologies running in an optimised IP/TDM hybrid switching platform. It has the ability to communicate seamlessly over IP networks, which deliver advantages over existing hybrid technologies, permitting SMBs to access efficient and productive applications.

Seamless Expandability for SMEs

Delivers cost effective communications to small and growing businesses with affordable expandability to medium size businesses. You can grow from 8-12 users and seamlessly expand to more than 100 ports. It employs a multi-cabinet (KSU) architecture that allows four KSU and one expansion KSU to configure a dynamic system.

Cost Effective & Expandable VoIP Technology

Includes advanced VoIP technology supporting low cost SIP trunking, on and off-premise mobility, remote connectivity and multi-site networking with minimal cost to overcome geographical boundaries.

Easy & Economical Built-in UC

The iPECS UCS standard server is built into the eMG80 Call Server. You can utilise video, IM, audio conference, visual voicemail and voice calls on the one platform.

Simple Installation & Maintenance

Adopts advanced HTML5 based Web admin which is an intuitive simple solution to system configuration and maintenance. The Web Manager Install Wizard presents the basic installation in a series of simple steps.

Rich Features & Applications

It has all the basic features and functions of a modern communications platform such as Transfer, Caller ID, MoH etc and delivers advanced functions including an integrated multi-level Auto Attendant and Voicemail with both Mobile and Email notifications.

Multi-Tier Mobility

The iPECS UCS Mobile Client, Mobile Extension, DECT and Wi-Fi terminals are optimised within the iPECS eMG80 platform.

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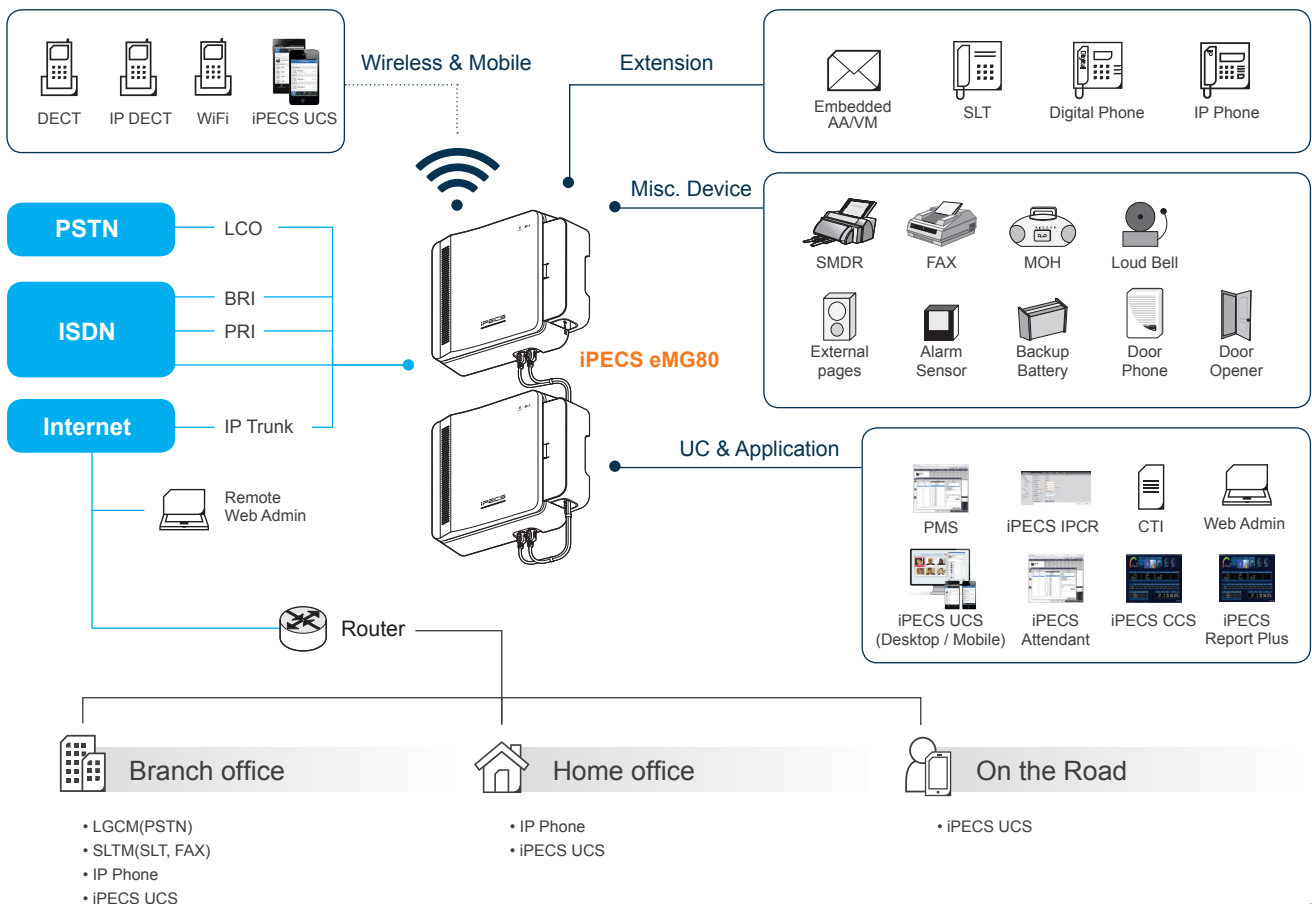
iPECS UCP

Unified Communications Platform for UC & Mobility Solutions

iPECS UCP is Ericsson-LG Enterprise's unified communications platform designed to meet SMB and Enterprise communications needs. As a ground breaking innovative platform, iPECS UCP provides out-of-box UC & Mobility solutions and can be scalable for premium UC.

Easy & Economical UC

The iPECS UCP call server has UCS standard built-in. You can utilise video, IM, audio conference, visual voicemail and voice calls on one platform. As an external server the iPECS UCS Premium server can also provide various collaboration features.

Increase Reliability with Distributed Architecture

Geographical/server redundancy and T-Net features provide high reliability and makes management very easy for both local and remote offices.

Anytime & Anywhere Connectivity

iPECS UCS optimises Mobile Client, Mobile Extension, DECT, and Wi-Fi terminals. Mobile communications are available both in and out of the office.

Improve Business Performance

iPECS CCS, IPCR, Attendant, NMS, Voicemail, Click Call and Skype for Business are all optimised. These applications enable users to build their own unified communications solution to suit their business.

Simple Installation & Management

Adopts advanced HTML5 based Web admin which is an intuitive simple solution to system configuration and maintenance. The Web Manager Install Wizard presents the basic installation in a series of simple steps.
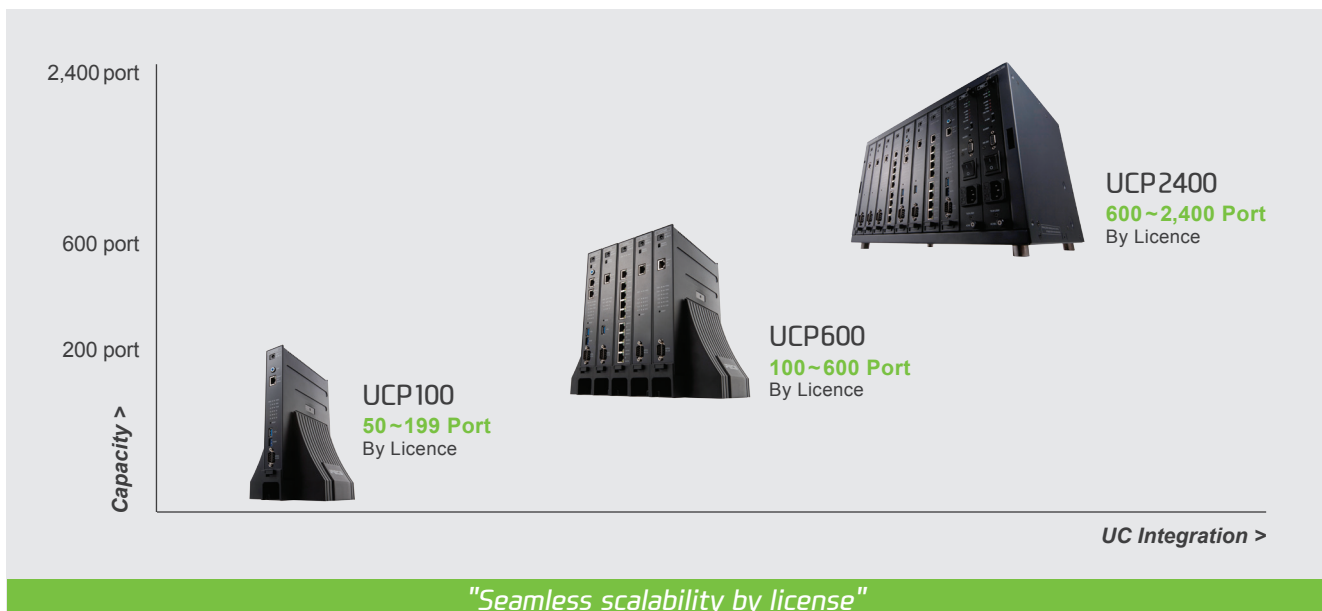
Efficient Investment

You can simply expand your capacity with license options. Invest in additional licenses as your business grows.

Call Server

Mobility

Collaboration

UCP Models

Users can simply expand the capacity of their system by starting with a base UCP100, UCP600, or UCP2400 and expand with licenses on their iPECS UCP

2,400 port

600 port

200 port

Capacity >

UCP100
50~199 Port
By Licence

UCP600
100~600 Port
By Licence

UCP2400
600~2,400 Port
By Licence

UC Integration >

"Seamless scalability by license"

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Competitive Features

The built-in system feature set and UC server provide various application and collaboration features to meet a variety of customer needs

One Number Service

A personal group consisting of a master station and group user stations (maximum 32 including the master station) can be configured by the system administrator. When the master station receives a call, all group users also receive the call. When placing a call the master station's number, access and dialling restrictions are used. Each group member can still receive calls to their user station number.

Embedded Voicemail

Voicemail is built into iPECS UCP platform. It supports various voicemail features such as multi language auto attendant, VM cascading, Email notification of voicemail and centralised voicemail.
- UCP100/600 (Built-in VM)
- UCP2400 (UVM required)

iPECS Attendant for Office/Hotel

This is a powerful PC-based attendant console designed to enhance call handling and control functions of the attendant, through superb intuitive drag & drop actions. It also allows the attendant to manage the directory with ease of use and graphical user interface.

Enhanced Auto Attendant (AA) / Voicemail (VM)

The integrated AA/VM application is provided through the Voice Store and Forward (VSF) Gateway incorporated in the KSU main board. It includes an application processor, 8 access channels with 1 hour of storage. The MEMU option expands the storage to 16 hours of voice and VVMU option provides an additional 8 channels and 15 hours of storage with a license. The iPECS eMG80 also supports various voicemail features such as multi language auto attendant, voicemail cascading, Email notification of voicemail and integration with UCS clients.

Mobile Extension

A user's mobile phone may be registered against a station, allowing the mobile phone to place and receive calls through the system. DDI calls are sent to the users IP or LDP phone and the registered mobile phone simultaneously. If the mobile is paired with a hunt group station, then hunt group calls routed to the station can also ring to a users mobile.

Powerful Call Handling Features

The iPECS UCP platform can provide more than 300 features for call handling such as built-in ACD, hot desk, individual call routing, incoming caller ID based call routing and web call back.

Embedded SIP

The iPECS UCP platform has embedded SIP features that supports SIP trunking with 3rd party SIP based devices and applications. Users can combine these various communication resources with iPECS UCP.

Automatic Call Distribution (ACD)

Provides flexible incoming call routing, real-time agent monitoring with supervision, call record statistics and ACD event messages for management reporting. The caller may receive announcements which route to an available agent. When no agent is available, calls queue to the group awaiting a free agent. If calls overflow based on the number of queued calls or queued duration the calls can be routed to an alternate destination.
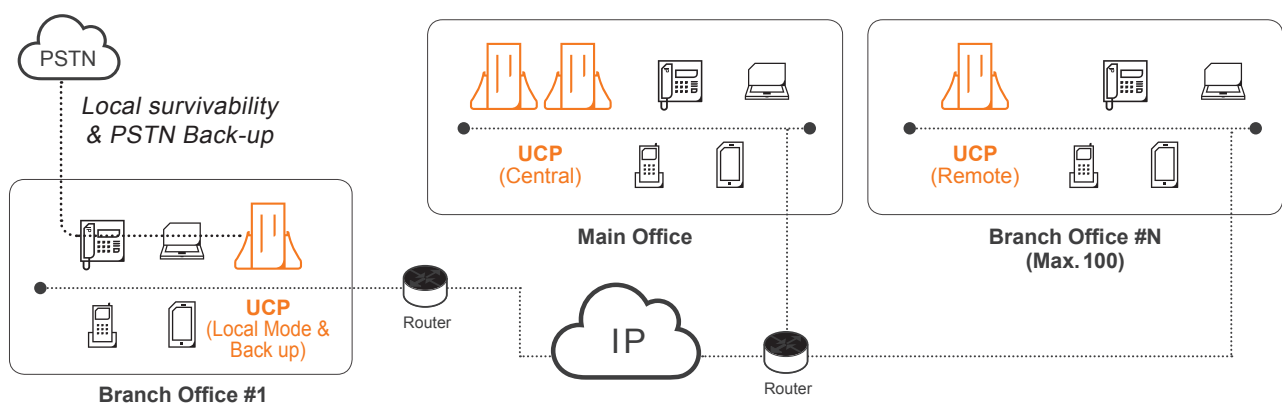
Terminals

iPECS supports an extensive range of terminals such as digital & IP phones, SIP phones, DECT, mobile client and IP Conference Phones. These terminals are designed for business users who require a range of feature-rich telephony devices to match your constantly changing business requirements.

IP Phones

LIP-9002
- 2 Line Gray graphic
- 4 Programmable feature keys with LEDs
- PoE(802.3af) Support
- Open VPN
- LLDP-MED/802.1x Security
- 10/100 BASE-T 2 ports

LIP-9010
- 3 Line Gray graphic LCD with White backlighting
- 5 Programmable feature keys with 3 colour LEDs
- PoE(802.3af) Support
- Open VPN
- LLDP-MED/802.1x Security
- 10/100BASE-T 2 ports

LIP-9020
- 4 Line Gray graphic LCD with White backlighting
- 10 Programmable feature keys with 3 colour LEDs
- PoE(802.3af) Support
- Open VPN
- LLDP-MED/802.1x Security
- 10/100/1000BASE-T 2 ports

LIP-9030
- 6 Line Gray graphic LCD with White backlighting
- 24 Programmable feature keys with 3 colour LEDs
- PoE(802.3af) Support
- Open VPN
- LLDP-MED/802.1x Security
- 10/100/1000BASE-T 2 ports

LIP-9040
- 8 Line Gray graphic LCD with White backlighting
- 36 Programmable feature keys with LCD underlay and 3 colour LEDs
- PoE(802.3af) Support
- Open VPN
- LLDP-MED/802.1x Security
- 10/100/1000BASE-T 2 ports

LIP-9071
- 7" LCD with touch screen
- HD Video call
- 3-way audio conference
- MCID through XM service
- Built-in camera
- Built-in HDMI interface
- Wi-FI nd bluetooth dongle support
- NFC Tagging support
- 3rd party Android applications

IP Phone Extensions

LIP-9012DSS
- Supports: LIP-9020/30/40
- Flexible button: 12 with 3 colour LEDs
- Underlay type: Paper
- DSS connection: 1

LIP-9024DSS
- Supports: LIP-9020/30/40
- Flexible button: 24 with 3 colour LEDs
- Underlay type: Paper
- DSS connection: 1

LIP-9024LSS
- Supports: LIP-9020/30/40
- Flexible button: 12 with 3 colour LED & 2 page button
- Underlay type: LCD
- DSS connection: 1

LIP-9048DSS
- Support : LIP-9020/30/40/71
- Flexible button : 48
- Underlay type : Paper
- DSS connection : Up to 2

Digital Phones

LDP-9208D
- 2 lines 2x24 character LCD without backlit
- 8 flexible buttons (Dual LED)
- Half duplex speaker phone
- No support button Kit

LDP-9224DF
- 3 lines 192x36 graphic LCD with backlit
- 24 flexible buttons (Dual LED)
- Full duplex speaker phone
- Support phone extension button Kit (LDP-9248 DSS)
- Support EHSA

LDP-9240D
- 8 lines 320x144 graphic LCD with backlit
- 12 (2 pages, total 24) flexible buttons (Dual LED)
- Full duplex speaker phone
- Supports phone extension button Kit (LDP-9248 DSS)
- Supports EHSA

Digital Phone Extensions

LIP-9012DSS
- Supports: LDP-9224DF / LDP-9240D
- Flexible button: 12 with 3 colour LEDs
- Underlay type: Paper
- DSS connection: 1

LIP-9024DSS
- Supports: LDP-9224DF / LDP-9240D
- Flexible button: 24 with 3 colour LEDs
- Underlay type: Paper
- DSS connection: 1

LDP-9248DSS
- Supports: LDP-9224DF / LDP-9240D
- 48 programmable keys (Triple LED)
- Power via keyset
- Paper underlay
- Up to 2 DSS

DECT Phones

GDC-800H
- Protocol set: GDC-800H (handset), GDC-800Bi (base), and GDC-800R (repeater)
- 2 inch colour LCD with backlight
- Polyphonic ringtone
- 25 call list storage capacity
- 100/200 phonebook (local/central)
- Emergency key
- Duplex speaker phone
- Headset jack
- 16 languages

GDC-500H
- Protocol: Standard GAP + Ericsson-LG Proprietary
- 2 inch colour LCD
- Buttons: Easy access via 2 soft keys, 5 way navigation
- Languages: 7 languages (English, Italian, Spanish, Swedish, Russian, Turkey, German)
- Bluetooth: Yes (V2.1, headset profile)
- Speakerphone: Yes

GDC-480H
- Protocol: Standard GAP + Ericsson-LG Proprietary
- Buttons: Easy access via 2 soft keys, 5 way navigation
- Languages: 5 languages (English, Italian, Spanish, Swedish, Russian)
- Bluetooth: No
- Speakerphone: Yes
- Stand by 100 hrs/ Talking 10 hrs
- 2" full colour LCD

Wi-Fi Phone

WIT-400HE
- 2line, 2" colour LCD(176 X 220)
- 802.11 b/g, 802.11e for WLAN QoS
- Supporting iPECS system call features
- G.722 wide-band codec support for better voice
- PTT for group announcing, SMS

Applications for Business Performance

Every business has different communication requirements and meeting these is critical for your business communications solution. iPECS offers various applications and mobile clients for you to fulfil business needs.

iPECS Attendant (Office)

iPECS Attendant Office

IP based Attendant application for quick and easy call handling

- Easier management of call handling: Ease of use for an attendant, flexible call handling
- Embedded IP Softphone: Various call features of iPECS platform
- Directory Management: Database management, Directory service and Phone book

iPECS Hotel PMS

(iPECS Attendant Hotel)

iPECS Hotel PMS (iPECS Attendant Hotel)

Hotel Solution optimized for small to medium sized hotels

- Effective front desk and staff work
- Maximize guest service
- Effective Call Management
- Productivity features:
  - Various hotel features
  - Various and quick alternative contacts
  - Local language support
  - Flexible and configurable layout and user interface
  - Statistic report and Snapshot of group monitoring

iPECS IPCR

iPECS IPCR

Optimized and integrated IP Call Recording solution

- Simple and cost effective solution designed by a single vendor
  - Single IP connection for all call & terminal recording
  - Cost effective single server call recording
- Powerful value added features
  - Voice packet encryption and call recording at the same time
  - Flexible deployment without limiting functionality
  - Agent monitoring
  - Remote maintenance and automatic alarming
- Intuitive user interface
  - Users can easily access the recording files over web browser
  - Intuitive graphical display
  - Powerful statistics features with real time graphic view & search options
  - User base access level management

iPECS ClickCall

iPECS ClickCall

Standard windows application for easy dialling

- Click to Call from any selectable number in windows application
  - Easy dialling of selectable number from Windows Applications
  - Show dialled call log (10)
  - Exit/setup only through the icon in Windows tray
  - Setup dialling information
  - Multi language support
- Call control client without voice module
- Easy installation: Simple call client without dedicated server

iPECS CCS

Multi-channel IP Contact Centre solutions integrated with iPECS Platforms

- CC solutions Integrated with iPECS platforms
  - Seamless and tighter integration with iPECS eMG80
  - Constant development path for iPECS CCS
  - Valuable packaging with other applications
- Best suite for small & medium-sized Contact Centre
  - Cost effective bundles for a basic contact centre with iPECS Platforms
  - Easy installation and operation with intuitive and simple functions
- Benefits of All Software solution
  - Software based media processing through SIP
  - No PSTN media interface card
- Next generation Single multi-media solution
  - Email, Voice Mail, Fax, Web chat
  - Social interface – Twitter, Facebook
  - Multi-Media Outbound Tele-Marketing

iPECS CCS

iPECS Report Plus

Real-time monitoring and reporting for small Contact Centres

- Easy ACD agent management web based tool, Agent Web Client
- 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
- Call recording integrated with report in one interface

iPECS Report Plus

iPECS RCCV – Skype for Business Integration

Cost effective solution to use iPECS voice in Skype for Business

- MS EV connection
  - iPECS works as a SIP gateway for Skype for Business Enterprise Voice (EV)
- • iPECS RCC Gateway
  - Cost effective solution to use iPECS voice in Skype for Business
  - Remote call control for IP phone & Soft client on Skype for Business client
  - IP phone presence share with Skype for Business clients
  - Aiming to Extend Skype for Business standard client to iPECS feature set through call control
  - Dual Ring scenario can be done when iPECS RCC Gateway and MS EV (from MS) are deployed together
  - Support Remote Call control on Office 365 Skype for Business as well

iPECS RCCV - Skype for Business Integration

iPECS NMS

A powerful web based Network Management tool designed to improve operation efficiency, permit rapid response to system alarms access remote, use statistics and alarm notification
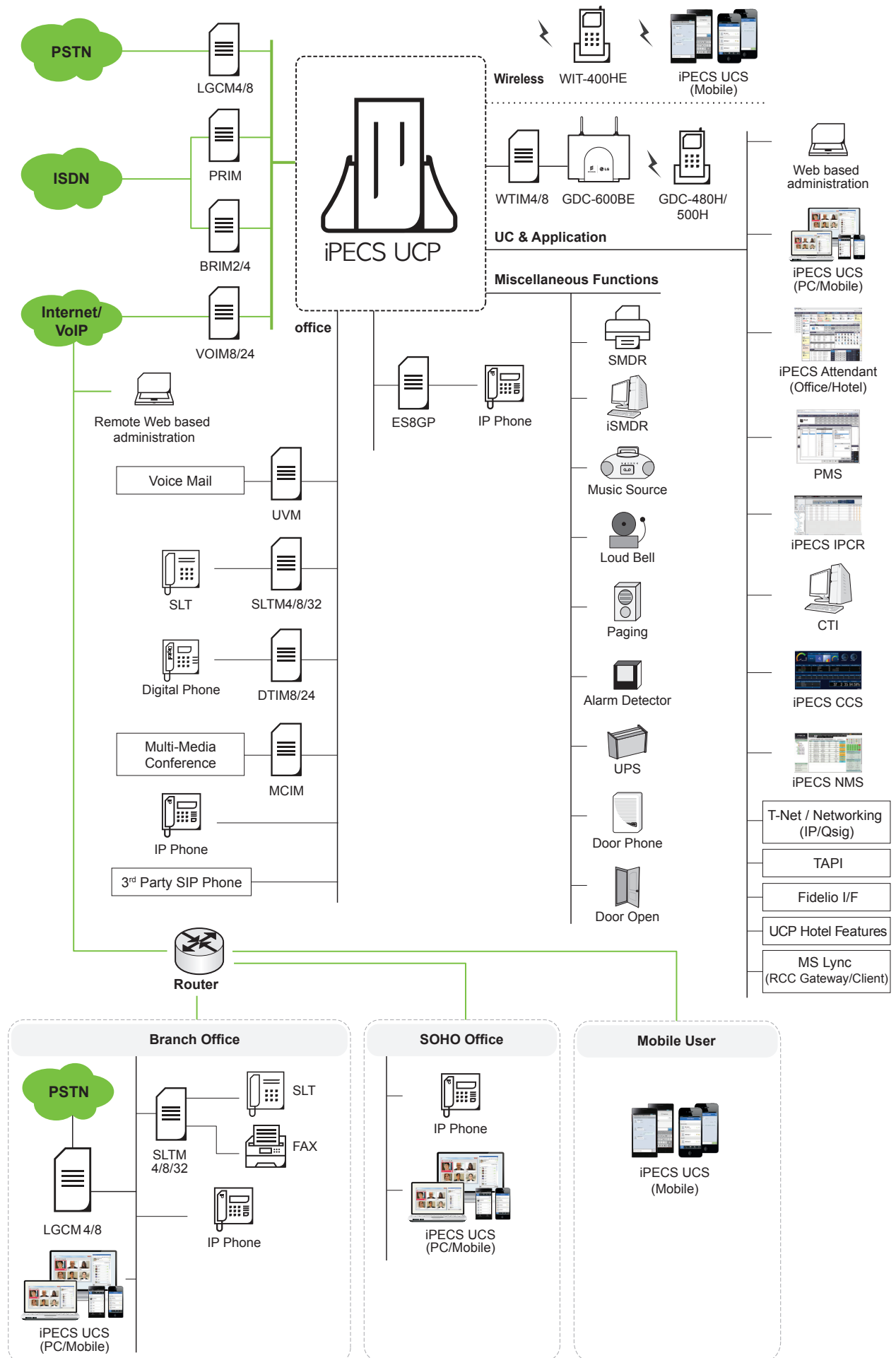
- Fault management and real time system monitoring
- Web based client access
- Traffic statistics

iPECS NMS

iPECS UCS

A powerful multimedia collaboration and productivity enhancing tool

- Real-time presence information displaying user status at a glance
- Selecting the best communications method based on the user presence information; via voice, E-mail, Instant Messaging or video
- Mobile UC enabled
- Multi-party video conferencing among up to 6 users
- 1:1 video call on mobile phone

iPECS UCS Client (PC & Mobile)

iPECS UCP Network

PSTN — LGCM4/8

ISDN — PRIM, BRIM2/4

Internet/VoIP — VOIM8/24

office — iPECS UCP

Wireless — WIT-400HE, iPECS UCS (Mobile)

WTIM4/8, GDC-600BE, GDC-480H/500H

UC & Application

Miscellaneous Functions

ES8GP, IP Phone

Remote Web based administration

Voice Mail — UVM

SLT — SLTM4/8/32

Digital Phone — DTIM8/24

Multi-Media Conference — MCIM

IP Phone

3rd Party SIP Phone

SMDR

iSMDR

Music Source

Loud Bell

Paging

Alarm Detector

UPS

Door Phone

Door Open

Web based administration

iPECS UCS (PC/Mobile)

iPECS Attendant (Office/Hotel)

PMS

iPECS IPCR

CTI

iPECS CCS

iPECS NMS

T-Net / Networking (IP/Qsig)

TAPI

Fidelio I/F

UCP Hotel Features

MS Lync (RCC Gateway/Client)

Router

Branch Office

PSTN

LGCM 4/8

SLTM 4/8/32 — SLT, FAX

IP Phone

iPECS UCS (PC/Mobile)

SOHO Office

IP Phone

iPECS UCS (PC/Mobile)

Mobile User

iPECS UCS (Mobile)

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Powered by Ericsson-LG Enterprise's
iPECS-Cloud Platform

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