iPECS
Your Communications Solution

ERICSSON

LG

ERICSSON-LG ENTERPRISE COMMUNICATIONS SOLUTIONS

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Contents

Ericsson-LG Enterprise Communications Solutions

Ericsson-LG Enterprise, a joint venture between Ericsson and LG-Electronics, is a global leader in providing innovative technology and business communications solutions.
Ericsson-LG Enterprise enables enterprises to boost revenue, reduce costs, enhance customer service, and increase productivity.

With more than 50 years of experience, Ericsson-LG Enterprise recognizes and understands customers concerns and requirements when selecting a communications solution.
As a reliable business partner, Ericsson-LG Enterprise offers customized solutions to small and large enterprises with a portfolio ranging from Cloud UC, IP PBX, UC, mobility, fixed network infrastructure, voice, applications and data solutions.

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

Convergence	Ericsson-LG Enterprise meets customer's needs for converged services including cloud, voice capabilities, applications suites, data networking and management tools.
Compatibility	Ericsson-LG Enterprise 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	Ericsson-LG Enterprise offers total solutions including management platforms for cloud, UC, mobility, hospitality, contact center and security which are designed to improve efficiency.
Future proofed	Our R&D investment is focused on continuous technology leadership in IP communications. The innovative technology enables easy expansion in either features or system capabilities as your business needs change.

Ericsson-LG Enterprise ensures your competitiveness through delivering end-to-end communications solutions that provide the answers for your business.

ENTERPRISE BUSINESS

iPECS Platforms

The value of any solution to an enterprise must be tied to the quantifiable results that can deliver to the organization. As an enterprise expands, these results become apparent as their workforce becomes mobile, global, and dependent on ease of communications and collaborations. For the business to perform and stay competitive, enterprises need tools that interoperate well together, bring fast, and well performed. With high quality interoperability, critical decision making can be faster and more efficient in the work environment.

To meet the enterprise needs, Ericsson-LG Enterprise offers the iPECS, converged IP enterprise communications solutions, that delivers a complete product lineup for unified communications including voice, data and applications for small to large enterprises. iPECS platforms, including call servers and gateways are at the heart of the iPECS solutions that have highly reliable hardware and software. Experience a fully distributed IP architecture and rich set of features.

iPECS UCM

The next generation
communications platform

All-IP Enterprise Unified Communications Solution

iPECS UCM is an All-IP communications platform for medium and large enterprises iPECS UCM provides IP telephony, various multimedia, applications, and mobility services over an IP environment. Its innovative design enables organizations to deliver the most reliable, flexible, and secured communications.

iPECS UCM employs a distributed architecture across an IP Network to communicate transparently without geographic limitations. Users at headquarters and branch offices have access to the same features and functions delivered by the central call server. This architecture enables you to deploy a flexible network and configuration to fit any business needs.

iPECS UCM redundant call server provides a strong survivability against LAN/WAN failure or main office call server failure with redundancy using Active-Standby or Active-Active configurations. iPECS UCM's geographic redundancy guarantees availability of communication even if the primary site fails.

iPECS UCM is the best platform for you to deploy a Unified Communications solution in a cost effective way. iPECS UCE, together with iPECS UCM, brings phones and applications running on your desktop or mobile phone/tablet PC providing calls, IM, file sharing for collaboration as well as video conferencing.

System management is made easy with applications on iPECS UCM. iPECS WMS (Web Management System) for telephony system management, eNMS (Enterprise Network Management) for real-time network monitoring, eVQM(Enterprise Voice Quality Management) for monitoring and troubleshooting the call quality, and eCSM(Enterprise Call Statistics Management) for analytics of the system operation satatistics.

Features and Benefits

Maximized scalability
- Unlimited scalability by networking multiple servers
- Support Max 960,000 users with 8,192 local survival branches
- Call server options: S2K,S4K,10K/30K/60K 120K/240K/480K/960K
- Support Max 65,000 tenants
- iPECS UCP call servers can be used as a local call server

Flexible network architecture with reliability
- Support flexible and simple network design on All-IP based modular architecture
- Local survivability with a range of local call servers
- Geographic redundancy for maximizing service availability
- Multiple redundancy options including Call Server/LAN/Control/Power unit

Beyond investment protection
- Keep using iPECS UCP gateway module, common applications and end points
- Support wide range of desktop phones from existing analog phones to high-end IP phones; Video, IP/SIP, digital analog phone, soft phone, mobile phone client, etc.
- Communications cost reduction via internal VoIP calls and operational cost reduction by easy to use centralized management
- Keep benefits of desktop phone features with MS Lync/SfB by using iPECS RCCV solution
- An easy extension of the 3rd party services through standardized APIs as RESTful API, CSTA, TAPI and more.

Enterprise FMC for seamless communication
- Advanced Mobile Extension feature is set on iPECS UCM and iPECS UCE mobile clients
- Improvement of work efficiency and reduction on communication cost

iPECS UCP

Unified Communications Platform
for UC&C and Mobility Solutions

Features and Benefits

Embedded UC and telephony

- iPECS UCS standard server is built in iPECS UCP
- iPECS UCS standard provides numerous features such as Video, Instant Message(IM), Audio Conference, Visual Voice Mail(VVM) etc.
- iPECS UCS premium server (External server) provides more advanced features than standard server

Seamless scalability

- Expansion of system capacity is available by a simple license up to Max 2,400 ports
- User can reduce initial and upfront investment cost
- Ability to expand with licenses as the business grows

Mobular All-IP architecture for ultimate flexibility

- Geographical call server redundancy and power redundancy
- T-NET(Transparent Networking) for local survivability and PSTN failover
- IT managers can easily manage a multi-site business network
- Realizing a seamless and powerful business communication

Improved business performance

- Diverse applications for user (iPECS IPCR, Attendant, NMS, Voice Mail, ClickCall and RCCV for MS Lync/SfB)
- Interoperability with various 3rd party solutions in hospitality, healthcare and other vertical industries with RESTful API supported
- Users can set up an efficient communications environment with various applications

Virtualizing business communications

- Software based call server (vUCP) runs on VMware or AWS
- Same software as on-premise iPECS UCP and all the system features as well
- Easy deployment with scalability and flexibility with iPECS vUCP starting from 50 and up to 2,400 ports

Simple, Flexible and Cost-Effective Platform

iPECS UCP is Ericsson-LG Enterprise's unified communications platform designed to meet SME and enterprise communications needs. As ground breaking innovative platform, iPECS UCP provides out of box UC and Mobility solution. In addition, iPECS UCP is scalable for premium UC solution. There are 3 models for your business size.(UCP100, UCP600, UCP2400)

As the most compelling advantage, unified communications services are embedded in iPECS UCP. Users can improve business efficiency and productivity with embedded UC features including real-time voice, video and presence enabled IM with messaging services(Visual Voice Mail and SMS etc.) under a single user interface on multiple devices without the need of an external server. Also, it is seamlessly expandable to provide advanced collaboration services(File sending, application sharing and multi-party video conference etc.) by simply adding an external server.

iPECS UCP provides multiple mobility solutions to improve business productivity and decrease communication expenses. iPECS DECT solution provide feature rich and reliable communications for internal mobile workers. iPECS UCS mobile client delivers power of a desk phones to smartphones or tablet PCs for external mobile workers.

iPECS UCP provides a various range of applications and mobile clients to fulfill varing nedds and requirements in the SME environments. Also, it offers interoperability with various 3rd party solutions in hospitality healthcare and other verical industries.

iPECS eMG800

Innovative Hybrid Platform

Features and Benefits

Embedded UC and telephony
- iPECS UCS standard server is built in iPECS eMG800
- iPECS UCS standard provides various features such as Video, Instant Message(IM), Audio Conference, Visual Voice Mail(VVM) etc.
- iPECS UCS premium server (External server) provides more various features than standard server

Seamless scalability
- Basic capacity is 200 ports
- Expandable up to 1,200 ports by a simple system expansion
- User can reduce initial and upfront investment cost

Simple and flexible architecture
- T-NET(Transparent Networking) for local survivability and PSTN failover
- IT managers can easily manage a multi-site business network
- Realizing a seamless and powerful business communication

Improved business performance
- Various applications for user (iPECS IPCR, Attendant, NMS, Voice Mail, ClickCall and RCCV for MS Lync/SfB)
- Interoperability with various 3rd party solutions in hospitality, healthcare and other vertical industries with RESTful API supported
- Users can set up an efficient communications environment with various applications

Embedded VoIP
- Embedded VoIP Max 8 channels by license
- Provides cost benefits on overall business communications for using VoIP channel

Maximizing Cost and Communication Effectiveness

iPECS eMG800 is an optimized SME solution built with the common challenges of SMEs in mind such as growth, flexible IP converged capabilities, unified communications, ease of use, mobility, single management, scalability, reliability and cost-effectiveness.

Same as iPECS UCP, iPECS eMG800 also provides embedded unified communications services. Users can improve business efficiency and productivity with iPECS UCS built in standard or external premium server. Moreover, for internal mobile workers, iPECS eMG800 provides DECT and IP DECT mobility solutions.

iPECS eMG800 supports complete single network IP solutions with high capacity embedded VoIP to protect your upfront investment. Also, it can seamlessly migrate to an IP converged world as an innovative hybrid platform.

To fulfill varying needs and requirements in the SME environments, iPECS eMG800 provides a various range of applications and mobile clients. Also, it offers interoperability with various 3rd party solutions in hospitality, healthcare and other vertical industries.

iPECS eMG800 enables flexible and cost-effective multi-site deployment, and it makes users can experience seamless and powerful communications. Also, it can be fully networked in T-NET(Transparent Networking) for local survivability and PSTN failover. Through flexible T-NET features, IT managers can easily manage a multi-site architecture.

SMALL AND HOME OFFICE

Smart and Efficient
Solutions

New technologies in the realm of telephony bring communications advances that influence changes in business. Traditional imperatives in the SOHO telephony market are cost-effectiveness and ease of operation and maintenance; the latest generation technologies provide both without requiring significant technical training and support. Ericsson-LG Enterprise provides communications solutions that fit the needs of small businesses to help accelerate business opportunities. And it will provide a better customer satisfaction with sophisticated service options - while, giving them full-control to manage the system for themselves. In the end, no matter what size your business is, Ericsson-LG Enterprise delivers business critical solutions that give you a competitive advantage.

iPECS eMG100

Best-in-class Hybrid Communications Solution

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.

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.

Features and Benefits

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.

Reliable multi-site deployment

We provide multi-site deployment with a local/branch system that supports local suvivability (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.

Easy installation and simple 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.

- 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

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.

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.

iPECS eMG80

IP/TDM Hybrid Communications Platform

As mobile offices increase, people need a more cost-effective and efficient system. iPECS eMG80 is designed as simple expansion architecture. Users can easily expand capacity as business grows.

iPECS eMG80 adopts VoIP technology running in optimized IP/TDM hybrid switching platform. The ability to communicate seamlessly over IP networks delivers advantages permitting SMEs to access efficiency and productive applications in a simple and cost effective manner.

iPECS eMG80 is the perfect system for users who are looking for a small and cost-effective system that also provides a mobility to increase business productivity. Experience a feature rich and cost-effective communications solution with iPECS eMG80.

Features and Benefits

Seamless expandability
- From 8~12 users to more than 100 users as business grows
- Multi cabinet architecture
- Configure dynamic system with multiple types of KSU
- Max 74 Trunks/140 Extension

Cost-effective embedded VoIP
- Advanced VoIP technology supports low cost SIP trunking, on and off-premise mobility, remote connectivity and multi-site networking to overcome geographical boundaries
- 2 channels are provided as built-in service for small sized business customer
- Expandable up to 16 channels by a simple license

Wide range of mobility
- Supports iPECS DECT and IP DECT for internal mobile workers
- iPECS UCS mobile client delivers the power of a desktop phone to smart phones or tablet PCs for external mobile workers
- Mobile extension lets users place and receive business calls from their smartphones

Flexible multi-site deployment
- iPECS eMG80 enables flexible and cost-effective multi-site deployment as local/branch system
- Local survivability and PSTN back-up service(Fail-over)

Improved Business performance
- Various applications for user: iPECS IPCR, Attendant, NMS, Voice Mail, ClickCall and RCCV for MS Lync/Sfb
- Interoperability with various 3rd party solutions in hospitality, healthcare and other vertical industries with RESTful API supported

Embedded UC and telephony
- iPECS UCS standard server is built in iPECS eMG80
- iPECS UCS standard provides various features such as Video, Instant Message(IM), Audio Conference, Visual Voice Mail(VVM) etc.
- iPECS UCS premium server(External server) provides more various features than standard server

ETHERNET SWITCHES

Simpler and Smarter Networking for the SME

Today, SMEs are facing more and more challenges with the growing complexity of IT solutions from its limited budgets and resources, however, they have to operate in the same business environment competing against larger enterprises. With the vision to deliver an optimized solution to best solve these challenges, iPECS Ethernet Switch families are designed to be simpler to install and smarter to manage with high reliability. iPECS Ethernet Switch can perfectly solve the needs from the varying environments and challenges with less effort and lower investment now and in the future.

Easy to install

iPECS Ethernet Switches have plug and play capabilities such as Auto-negotiation of speed and duplex mode, Auto-MDI/MDIX, at a glance intuitive status LEDs right on top of the ports. And also its intuitive web user interface makes the installation and administration much easier.

Advanced QoS(Quality of Service)

Prioritization of the data on the network is essential in order to ensure that mission critical applications such as voice are delivered in a timely manner. iPECS Ethernet Switches are able to classify packets into different priority queues and deliver each packet in the priority queues using WRR(Weighted Round Robin) or SPQ(Strict Priority Queuing) method.

Flexible PoE (Power over Ethernet)

iPECS Ethernet Switches are designed to support both 802.3af and 802.3at standard POE. Therefore, SMEs can flexibly and cost-effectively connect standard and high powered devices on a single PoE switch. In addition, the PoE control and monitoring can be easily managed via the intuitive web user interface.(POE models only)*

Green ethernet

iPECS Ethernet Switches incorporate the latest green ethernet technology to help you save energy costs. iPECS Ethernet Switches use either EEE(Energy Efficient Ethernet) or are able to detect link status and cable length allowing each port to dynamically configure providing maximum power efficiency.(Gigabit models only)*

Secure networking

iPECS Ethernet Switches support key security features like RADIUS authentication and authorization as well as multi-layer filtering. Web management sessions can be secured with HTTPS encryption.

Smart management using iPECS UDM

Ericsson-LG Enterprise offers an unique management tool, the iPECS UDM(Unified Device Manager), which enables the management of all iPECS product lines from IP telephony to data networking via a single management interface. iPECS UDM simplifies network administration and management through the use of a single consistent and familiar interface.

- System/switch device registration using site profile
- Device parameters and inventory information
- Web admin interface
- Telnet/serial command line interface(iPECS ES-3000 Series only)
- Device/port information and traffic monitoring using SNMP
- Ping/traceroute test
- Windows layout control and excel report export
- Topology map display, edit and export

iPECS Ethernet Switches

iPECS ES-4500G Series L3 Stacking Switches

ES-4526G
- 24 ports 10/100/1000 Base-T
- 4 ports Gigabit shared uplinks
- 2 ports 10 Gigabit XFP
- High availability
- IPv4 and IPv6 routing support

ES-4550G
- 48 ports 10/100/1000 Base-T
- 4 ports Gigabit shared uplinks
- 2 ports 10 Gigabit XFP
- High availability
- IPv4 and IPv6 routing support

iPECS ES-3500 Series L2 Managed Switches

ES-3528GP
- 24 ports 10/100 Base-TX
- 4 ports Gigabit shared uplinks
- RJ-45 Console port support
- High availability
- IPv4/IPv6 dual protocol stack

ES-3552P
- 48 ports 10/100 Base-TX
- 4 ports Gigabit shared uplinks
- RJ-45 Console port support
- High availability
- IPv4/IPv6 dual protocol stack

* iPECS UDM does not support iPECS ES-3500 series

iPECS ES-3000 Series L2 Managed Switches

ES-3026
- 24 ports 10/100 Base-TX
- 2 ports Gigabit combo uplinks

ES-3026P
- 24 ports 10/100 Base-TX with PoE
- 2 ports Gigabit combo uplinks

ES-3024G
- 24 ports 10/100/1000 Base-T
- 4 ports Gigabit shared uplinks

ES-3024GP
- 24 ports 10/100/1000 Base-T with PoE
- 4 ports Gigabit shared uplinks

ES-3052G
- 48 ports 10/100/1000 Base-T
- 4 ports Gigabit uplinks

ES-3052GP
- 48 ports 10/100/1000 Base-T with PoE
- 4 ports Gigabit uplinks

iPECS ES-2000 Series L2 Advanced Switched

ES-2026
- 24 ports 10/100 Base-TX
- 2 ports Gigabit combo uplinks

ES-2026P
- 24 ports 10/100 Base-TX with PoE
- 2 ports Gigabit combo uplinks

ES-2024G
- 24 ports 10/100/1000 Base-T
- 4 ports Gigabit shared uplinks

ES-2024GP
- 24 ports 10/100/1000 Base-T with PoE
- 4 ports Gigabit shared uplinks

APPLICATIONS

Empowering Business
Communications and
Collaborations

To enrich the business communications experience and empower collaboration, applications are critical in addition to IP telephony platforms. Ericsson-LG Enterprise provides a variety of software applications for business communications and collaboration.

iPECS UCS(Unified Communications Solution) is designed for enterprise business customers. TAPI based office CTI application and PC based attendant console are also available with all the platforms.

iPECS UCS

Unified Communications Solution for Enhancing SMBs

iPECS UCS is a powerful multimedia collaboration and productivity enhancing application which is exclusively designed for small and medium sized businesses. Users can experience powerful UC solution without concerns over expenses thanks to a single server architecture. The rich features, capability and the ability to integrate 3rd party solutions are well-suited for small and medium sized customer's UC environment.

iPECS UCS feature set will be dependent on the types of license installed. (Please refer to UCS datasheet for detailed license information.)

[Desktop client for Win/Mac]

[iOS]   [Android]

Integrated Presence

- Instant decision on reachability by status color
- Save time and cost through real-time communications with people who are available for collaboration
- Integrated DND setting is available for both iPECS UCS client and desktop phone at the same time

Instant Messaging, SMS and Note

- Various chatting mode(1:1, 1:N, Ad-hoc)
- Inviting others by drag and drop
- Packet encryption by AES
- Send and receive text message to other internal iPECS system or external SMS users
- Leave a note for offline iPECS UCS user

Audio Call & Conference

<Audio Call>
- Call popup : Display caller's information based on CID
- MS Outlook popup : Display caller's contact information in MS Outlook based on CID
- Call memo : Noting important information during a call

<Audio Conference>
- Easy conference building by graphical user interface and drag and drop
- Conference control features : Invite, Remove, Mute, Changing Master, Record

Video Call & Conference

- Build face to face conference at anytime, anywhere
- Maximum 9 party, 8 group video conference
- Video resolution : QCIF, CIF, VGA, 4CIF (704 x 480/576)
- Ad-hoc conference
- Meet-me conference and e-mail notification
- Application sharing during conference
- Remote monitoring, still shot
- Presentation mode (1:32)

Collaboration

- More effective and productive work with others
- File Send
- Program sharing
  - Application : Sharing documents, spreadsheets, presentations and drawing in real time
  - Desktop : Sharing desktop screen
- Web push : Sharing web page address
- Whiteboard : Sharing drawings and free-form text

iPECS ClickCall

Significant Change in Your Office Communications

iPECS ClickCall is a smart application used to make communications simpler and easier when working with a PC. All you need to do is drag a telephone number from any Windows application such as a website, Windows document or any application running on your PC. You don't need to memorize a phone number to make a call from a desktop phone. You can even reduce the chances of delays or mistakes made by pressing buttons when making a call in desktop phone.

[iPECS ClickCall]

- Click to call from any selectable number in Windows application
  - Easy dialing of selectable number from Windows applications
  - Show dialed call log up to 10
  - Exit/Setup only 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 RCCV for MS Lync/SfB

Easy and Simple Remote Call Control Solution

Through iPECS RCCV (Remote Call Control), users can easily handle outgoing/incoming calls with a simple click on MS Lync/SfB(Skype for Business). iPECS RCCV for integration with MS Lync/SfB consists of 'RCC Gate way' and 'RCCV Client'. For flexible deploying on various office environments, iPECS RCC provides various scenarios. It provides two types of user scenario. Users can do remote control of iPECS desk phones with 'RCC mode' and SIP voice communication with 'VC mode'. iPECS RCCV solution is available in Cloud Service solution as well as on-premise solution.
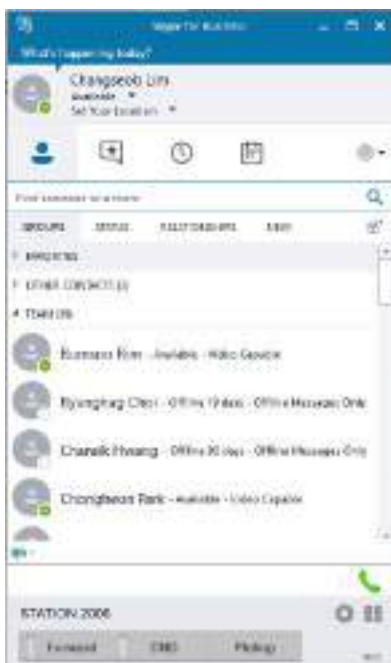
[iPECS RCCV]

iPECS RCCV configuration
- Linkage with both desktop phone and MS Lync/SfB Client presence
- Desktop phone control in iPECS RCCV Client
- MS Plus CAL(Client Access License) to be replaced by the iPECS RCCV solution in two concepts

iPECS RCCV Client user interface
- On installation of the iPECS RCCV client, it will be shown and positioned underneath of MS Lync/SfB Client
- When right click on MS Lync/SfB contact list, "Make Call(s)" menu will be shown
- The station number will be displayed as shown in the "desktop phone" number assigned by the Active Directory

iPECS RCCV Client features
- 'RCC Mode' for desktop phone call control solution : MS Lync/SfB with iPECS RCCV Client and desktop phone
  - Remote call control for iPECS desktop phones in iPECS RCCV Client
  - Desktop phone status updated to MS Lync/SfB presence
- 'VC Mode' for SIP voice communication solution : MS Lync/SfB with iPECS RCCV Client
  - iPECS RCCV Client as a SIP extension
  - No iPECS RCC Gateway needed
  - MS Lync/SfB calls for MS Lync/SfB clients
  - iPECS RCCV Client soft phone status updated to MS Lync/SfB presence

Software Attendant Console

Operator and Information Solutions

Ericsson-LG Enterprise provides PC based software attendant consoles that integrate telephony with external call data and workforce information. The applications simplify call handling and meet evolving communications requirements. As the operator consoles for Ericsson-LG Enterprise's communications systems, iPECS Attendant gives highly efficient telephony connections for attendants, receptionists and secretaries.

iPECS Attendant

iPECS Attendant is the IP based attendant console with soft phone function, hotel features and an improved user interface. Based on the iPECS platforms that integrated with iPECS Attendant, the supported features are various for quick and easy call handling.

[iPECS Attendant Office Version]

[iPECS Attendant Hotel Version]

Embedded IP soft phone functions
- Various call features without an external desktop phone
- High quality voice communications using a PC or laptop

Desktop call control mode (Supported over Ver. 2.6)
- Additional option for an attendant using desktop IP phone for voice
- Supports Same call features as in iPECS Attendant softphone mode

Easy to use interface
- Wait time and priority based call handling with caller information
- Quick and easy call handling with simple click or drag and drop
- Desktop phone and status presence based call routing
- iPECS UCS presence information display
- Busy Lamp Field(BLF) and status information display
- Shortcut keys for frequently used functions
- Pre-selected and customized station status message setting
- Station setting modification: Station name, COS, Temporary COS, attendant cancel, music selection
- Attendant status change : Day, Night, On demand, Weekend, Auto ring, Forward

Simple directory and database management

- Local phone book import and export
- Database and system component back up to the local hard disk drive
- Multiple local database interface
- Support MS Outlook integration
- Phone book management : Register, Edit, Delete, 17 database fields, Dynamic search, Sort, Filter

More productivity enhancement features
- Dialing options : Keypad dialing, click to call from the phone book, station icon, log view and speed dial
- Video call, Conferencing, Call recording, Text messaging, E-mail notice, Paging, Emergency call monitoring, etc.
- Multiple attendants' monitoring and superb statistical reporting of all calls

Hospitality features
- Check in/out, wake up call, room status, room cut off, hotel reservation part-time of room charge calculation, add additional service charge option etc.
- Wake-up call management: Multiple wake-up, group set, optional set
- iPECS Attendant Hotel for basic PMS functionality
  - Check-out billing service, Custom billing format
  - System Information update in real-time(PMS DB sync)
  - DND service, message service
  - Room class(COS) setting, Room change and automatic change of COS when check out

Contact Center Solution

Intelligent Multi-Channel IP Contact Center Solution

Ericsson-LG Enterprise offers a contact center solution that covers all size business. iPECS CCX is a web based professional multi-channel IP contact center solution best integrated with iPECS platforms. Including desk client and reporting tool as default, iPECS CCX provides many additional modular applications.

[iPECS CCX Web Dashboard]

iPECS CCX

iPECS CCX is a web based multi-channel contact center solutions package for all businesses. Its multiple channels in comprehensive all-in-one solution provide seamless connections for your smart customer services.

Best suite for small and medium sized contact center
- Cost effective bundles for basic contact center with iPECS platforms
- Flexible add-on and optional modules for additional functionality
- Easy installation and operation with intuitive and simple functions
- Embedded CRM interface for major CRM solutions

Multi-channel all in one solution
- iPECS CCX enables you to provide smart customer service enabling customers to communicate any way they choose
- Managing telephone, e-mails, voice mail, fax, SMS, web call back, call back in queue, web chat and social networking
- Different rules for each media or channel
- Virtual server support for multi functional servers
- Agent use web based iPECS CCX Desk agent for multimedia call handling

Next generation customer contact
- Enable consistent cross channel communications
- Social Network Solution supports most popular medias (incl. Facebook)
- Multimedia outbound Tele-Marketing
- CRM integration for better service for customers and business integration
- Expert contact levering Unified Communications Solutions increase productivity and improve customer service by providing first contact resolution

[iPECS CCX Web Desk agent]

Web based reporting tool
- Real-time monitoring and historical reports on a range of call accounting, billing, call analysis, etc.
- Integrating with voice recording or CRM/Database in the contact center to show comprehensive reports
- Business intelligent web based Dash Board

iPECS CCX consists of basic package and modularized options for special functions
- Basic package
  iPECS CCX CC : Multi channel inbound CC
  iPECS CCX Desk : Agent's desktop software
  iPECS CCX Report : Monitoring and report

- Optional modules
  iPECS CCX Call : Multimedia outbound CC
  iPECS CCX Chat : Web chat and instant messaging clients
  iPECS CCX Social : Social networking with Facebook
  iPECS CCX IVR : Interactive voice response
  iPECS CCX Record : Voice recording
  iPECS CCX SMS : SMS service
  iPECS CCX Survey : Survey for customer service measurement
  iPECS CCX Coach : Coach for agent training
  iPECS CCX PICM: Personal Information Compliance Manager

[Agent Statistics and Web Client]

[ACD Dashboard and Reporting Display]

iPECS Report Plus

iPECS Report Plus business reporting module delivers historic and current information on business communications, supporting better analysis and decision making.

Service and performance monitoring

In today's fast moving, service oriented environment, providing customer service and managing resources efficiently are key objectives. iPECS Report Plus provides an intuitive tool to monitor customer service and the operational performance of your business. You can easily check and analyze if your level of service and staffing are adequate, resulting in better business planning.

Business intelligence dashboard

iPECS Report Plus provides business intelligence dashboard, real-time dashboard screen and threshold alerting service that is user configurable. Whether you need telephone call accounting statistics, or contact center real-time information for a wallboard, iPECS Report Plus dashboard has the answer. User configurable interface that lets you control what you want to see. You can design your own business intelligence center and then create thresholds and targets. It gives you complete control on how you are alerted when those targets are reached.

Embedded ACD and ACD Report

iPECS Report Plus gathers ACD information from the call servers embedded ACD. As ACD information is embedded, every call is distributed automatically based on call information. The key feature of embedded ACD is agent monitoring and reporting. Managers can get agent's status, break time, number of calls etc. Statistics of agent's activity are provided with a diverse report format. Managers can get a report from the web and also through the dashboard. Efficient monitoring and fast decision making are possible utilizing the ACD information provided to managers through the dashboard.

Agent Web Client

Agent Web Client is web based tools for agent reporting and performance review. Users can easily login/out without inputting a code using a desktop phone. A user can connect his/her desktop phone to the contact center system. Once a user is logged into the system, the presence is integrated between the Agent Web Client and the desktop phone. Managers can easily monitor real-time ACD agent statuses and history. Agent statistics are provided as a ticker-tape, pie and bar chart. Through client statistics, a manger can easily manage an agent group for business productivity.

Features

- Proprietary protocol between the call server and reporting server instead of TAPI
- Automatic scheduling of reports to print, e-mail or file(PDF, Excel)
- Call distribution based on built-in ACD functionalities of call server
- Saving and displaying call traffic and ACD data
- Real-time information display about every call including agent status and action
- Personal statistics for agent reporting and performance review
- Agent Control by supervisor in Agent Web Client
- Over 80 powerful reports for system performance, service levels, grades of service and agent/team evaluation
- Powerful carrier tariff interface - resulting in enterprise grade reporting
- Accesses anywhere - use dashboard in the company or remote office
- Wallboard and alert management
- Simple for user to configure and create multiple dashboard screens

iPECS IPCR

IP Call Recording Solution

iPECS IPCR(IP Call Recording) is a call recording and monitoring solution tightly integrated with iPECS platforms optimized for small and medium sized offices and contact centers. iPECS IPCR is designed as a simple and cost- effective solution, while it delivers powerful value added features. iPECS IPCR can meet the needs of robust call recording to ensure regulatory compliance and quality management.

[iPECS IPCR]

Real-time monitoring and recording single server for all terminals

- Automatic call recording and on-demand recording
- No additional hardware or cabling required
- IP, digital and SLT extension recording
- Graphical agent status monitoring : Idle, log in/out and busy
- Live agent call monitoring with a click of mouse
- On-demand recording of the entire call, simply press call recording button any time during the call
- Voice packet encryption and call recording at the same time
- Remote maintenance and automatic alarming
- Server status and memory monitoring

Remote call recording

- Record calls to remote branch, home office and road warriors
- Conversations are saved in a central or remote servers
- Remote packet trans-coding and relay via VOIM
- Multiple codec selection depending on network condition(G.723/G.729)
- Up to 10 systems register and record to a single iPECS IPCR server

Search and play recording

- Web based search and play
- Keyword search : Period, hour, agent, DID and incoming/outgoing
- Directory search : Group or agent selection
- Built in media player : Play, stop, pause, marking and speed control

Distributed recording

- Flexible deployment without limiting functionality
- Traffic balancing and employing through local iPECS IPCR servers
- Local traffic saved in local servers : Regional agents and local conversation
- Support server redundancy for local survivability
- Up to 10 iPECS IPCR servers register and record calls from a single call server

Intuitive display of statistics

- Usage statistics graphs : Table, bar chart and line graph
- External calls, internal calls and average talking time
- Hourly, daily, monthly, yearly data and per agent data
- Web display and excel file downloadable
- User base access level management

Conference recording

- From 3 up to 32 party conference recording
- Mixing multi party conversation paths into one path via MCIM
- Any iPECS IPCR registered participants can save the conference

GDPR Readiness

- Ready for GDPR compliance operation

iPECS NMS

Multi-Site Management Tool

iPECS NMS(Network Management Solution) is a powerful tool for managing fault information, monitoring real-time status, maintaining call statistics and databases of multiple iPECS platforms and switches. iPECS NMS is a web based application enabling communications managers to access iPECS NMS via Internet Explorer from any PC. It employs standard SNMP (Simple Network Management Protocol) to identify and "trap" events should a problem occur.

[iPECS NMS]

Fault management and real-time system monitoring
- Monitoring registered systems in real-time to deliver fault and alarm event statistics
- Automatic e-mail alerts defined as critical by the system manager
- Network topology diagram as tree or circle format including zooming and exporting

System information management
- A list of the resources and components for all registered systems including call servers, gateways, terminals, soft phones, and software associated with systems and components

Various traffic statistics
- Easily analyzing the traffic data to determine under or over usage of resources and usage trends to adjust system configuration
- Detailed and summary data for call accounting and cost allocation

Switch information management
- Real-time CPU and memory utilization
- Switch and port related information and configuration

PHONES

Business Communications
Phones

To an end user, the telephone that sits on the desk is the system. It is the critical interface that determines how easy it is to use the system, and in turn, how productive, effective and satisfied they can be. That's why Ericsson-LG Enterprise offers a wide range of user friendly business portfolio to fit any business.

Ericsson-LG Enterprise IP phones support a comprehensive suite of telephony features and applications with solutions designed to meet varying communications needs from small to large environments.

IP Phones
1000i series

Intuitive user interface, superior HD voice, comprehensive range of terminals meet the needs of your entire organization for today and future. Enjoy the wide selection of 1000i IP phones from entry level to professional business phones.

Simple installation and maintenance are designed into the phones. Managers and administrators can access the system via the web admin from any remote location. The intuitive user interface helps manage sophisticated feature configuration and easy maintenance routines.

1050i `Advanced`

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 wideband voice
- Dual Gigabit Ethernet ports
- 1 USB port for charging mobile devices and USB accessories

1040i `Professional`

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`

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

1020i `Basic`

Basic Gigabit IP Phone

- 4 line 2.8" (132 x 64) grayscale display
- Up to 16 programmable keys with 4 self-label(x3 pages) 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

1010i `Entry`

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

1024idss

Expanding the scalability and responsiveness

- 24 buttons DSS
- Compatible with 1020i, 1030i, 1040i, 1050i

EHSA V3/Electronic Hook Switch Adapter

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
- EHS headset support :
  - Plantronics (Savi 700 series, CS 500 series)
  - Jabra (PRO 920, 925, 9450, 9460, 9470, Duo 9460, 9465)
  - Sennheiser EHS (D10, DW Pro, SDW 5000)

IP Phones

LIP-9000 series

Enjoy High Voice quality with LIP-9000 Series IP Phone. Enrich your communications experience with a powerful speaker phone and wideband voice support.

LIP-9071

Enhanced Touch Screen IP Video Phone

- 7 inch LCD with touch screen
- HD video call
- 3 way audio conference
- MCID through XML service
- Built in camera
- Bluetooth and Wi-Fi dongle support
- Built in HDMI interface
- NFC tagging support
- 3rd party Android applications

LIP-9040C

Professional Gigabit IP Phone with Color graphic LCD

- 8 line color graphic with backlit(480x272)
- 36(12x3page) programmable feature keys with 3 color LED
- 2 Gigabit LAN port (10/100/1000 Base-T)
- Wide Band Speaker phone
- PoE(802.3af)
- LLDP-MED/802.1x security support
- Open VPN support

LIP-9040

Professional Gigabit IP Phone

- 8 line gray scale graphic with backlit(320x144)
- 36(12x3page) programmable feature keys with 3 color LED
- 2 Gigabit LAN port (10/100/1000 Base-T)
- Wide Band Speaker phone
- PoE(802.3af)
- LLDP-MED/802.1x security support
- Open VPN support

LIP-9030

Mid Range Gigabit IP Phone

- 6 line gray scale graphic with backlit(320x112)
- 24(8x3page) programmable feature keys with 3 color LED
- 2 Gigabit LAN port (10/100/1000 Base-T)
- Wide Band Speaker phone
- PoE(802.3af)
- LLDP-MED/802.1x security support
- Open VPN support

LIP-9020

Standard Gigabit IP Phone

- 4 line gray scale graphic with backlit(320x80)
- 10 programmable feature keys with 3 color LED
- 2 Gigabit LAN port (10/100/1000 Base-T)
- Wide Band Speaker phone
- PoE(802.3af)
- LLDP-MED/802.1x security support
- Open VPN support

LIP-9010

Simple Functionality for a Basic Level IP Phone

- 3 line gray scale graphic with backlit(320x48)
- 5 programmable feature keys with 3 color LED
- 2 LAN port (10/100 Base-T)
- Wide Band Speaker phone
- PoE(802.3af)
- LLDP-MED/802.1x security support
- Open VPN support

LIP-9008G

Featured Entry Level Gigabit IP Phone

- 4 line gray scale graphic with backlit(128x64)
- 8 programmable feature keys with 3 color LED
- 2 Gigabit LAN port (10/100/1000 Base-T)
- Wide Band Speaker phone
- PoE(802.3af)
- LLDP-MED/802.1x security support
- Open VPN support

LIP-9008

Featured Entry Level IP Phone

- 4 line gray scale graphic with backlit(128x64)
- 8 programmable feature keys with 3 color LED
- 2 LAN port (10/100 Base-T)
- Wide Band Speaker phone
- PoE(802.3af)
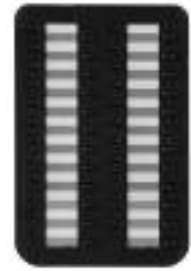- LLDP-MED/802.1x security support
- Open VPN support

LIP-9002

Entry Level IP Phone

- 2 line gray graphic with backlit(128x32)
- 4 programmable feature keys with 3 color LED
- 2 LAN port (10/100 Base-T)
- Narrow Band Speaker phone
- PoE(802.3af)
- LLDP-MED/802.1x security support
- Open VPN support

| LIP-9012DSS | LIP-9024DSS | LIP-9024LSS | LIP-9048DSS |

	LIP-9012DSS	**LIP-9024DSS**	**LIP-9024LSS**	**LIP-9048DSS**
DSS keys	12(3 color LED)	24(3 color LED)	12(2 pages, 3 color LED)	48(3 color LED)
Underlay	Paper	Paper	LCD	Paper
Support	LIP-9020/30/40/40C/71	LIP-9020/30/40/40C/71	LIP-9020/30/40/40C/71	LIP-9020/30/40/40C/71
DSS connection	1	1	1	SIP : 2 / IPKTS* : 4

IPKTS : 4 connection is supported only in following conditions. (System - Unified 2.1 or higher, IP Phone - 1.0Fh version or higher, DSS - ECO B20160177)

EHSA V3
(Electronic Hook Switch Adaptor)

	EHSA V3
Support	LIP-9008/08G/10/20/30/40/40C
Detail	Compatible with Plantronics, Sennheiser and Jabra*

*Compatible Model : Plantronics CS500 Series, SAVI 700 Series
Jabra Pro 920 Series, Pro 9400 Series*

IP DECT

Business IP DECT Solution

Ericsson-LG Enterprise provides a new and cost effective business IP DECT solution with rich DECT features for both enterprises and small to medium-sized businesses. Make your Enterprise IP wireless with iPECS IP DECT solution.

150dh

- Feature rich 2 inch TFT color LCD
- 50 call log
- 250 local phonebook
- Dedicated emergency button
- Man-down support
- Pull cord support
- Ruggedized design with IP65 compliant
- Ambient noise reduction
- Bluetooth pairable
- HD audio speaker phone
- Vibrator
- Headset jack(3.5mm)
- 16 languages
- Voice encoding : G.711/G.722
- Standby 200hrs/Talking 17hrs

GDC-800H

- Feature rich 2 inch TFT color LCD
- 50 call log
- 100 local phonebook
- Emergency button (ok button)
- HD audio speaker phone
- Vibrator
- Headset jack(3.5mm)
- 16 languages
- Voice encoding : G.711/G.722
- Standby 200hrs/Talking 18hrs

110dh

- Feature rich 1.44 inch TFT color LCD
- 20 call list storage capacity
- 50 local phonebook
- HD audio speaker phone
- Headset jack(3.5mm)
- 16 languages
- Voice encoding : G.711/G.722
- Standby 75hrs/Talking 8hrs

130db

- Multi-cell IP-DECT base for SME & Enterprise
- Max 254 base stations in a zone
- Up to 1,000 handset registrable
- 8/9 simultaneous calls per base (Multi-cell case/Single cell case)
- Narrow or Wide Band Audio
- Multi-Authentication
- Software Upgrade Over The Air (SUOTA)
- Air sync and LAN sync
- SIP Protocol
- IP security TLS 1.2, sRTP
- Statistics (Call data, System data, DECT data)
- Central directory

110db

- Cost effective single cell IP-DECT base for small offices
- 1 repeater for coverage expansion
- Up to 20 users can be registered
- 5 simultaneous calls
- Narrow or Wide Band Audio
- Central directory
- SIP Protocol
- IP security TLS 1.1, sRTP
- Statistics (Call data, System data, DECT data)

GDC-800R

- DECT repeater for coverage expansion
- Up to 6 repeaters per 130db/GDC-800Bi
- Up to 1 repeaters per 110db
- Up to 3 repeaters in daisy chain

DECT

Business DECT Solution

Business DECT solution provides fully integrated system features with cost effective way. iPECS DECT solution's flexible deployment architecture will empower your business.

GDC-500H

- Ruggedized design for advanced functionality
- Feature rich 2 inch TFT color LCD
- Bluetooth headset support
- Serial port for software upgrade and direct charging
- Speaker phone
- Scanning 5 base stations as candidates for handover
- Standby 100hrs/Talking 10hrs
- 2.5mm ear mic jack

GDC-480H

- Ruggedized design for advanced functionality
- Feature rich 2 inch TFT color LCD
- Serial port for software upgrade and direct charging
- Speaker phone
- Scanning 5 base stations as candidates for handover
- Standby 100hrs/Talking 10hrs
- 2.5mm ear mic jack

GDC-600BE

- Base station for GDC-500H, GDC-480H
- 6 simultaneous calls
- Scalable from 1 to 72 bases in a zone
- 3 LED indicators

Digital Phones

LDP-9200 series are Ericsson-LG Enterprise's digital desktop phones that bring the functionality to the desktop with display based interfaces, call log, self labeling keys, and simplified administration. Also, Ericsson-LG Enterprise digital desktop phones meet the diverse requirements for features, reliability, ease of use, and productivity as well as ergonomic user friendly design.

LDP-9240D

- 8 line graphic LCD with backlit(320x144)
- 24(12x2pages) programmable feature keys with Dual LED
- Wide Band Speaker phone
- Support button kit and EHSA

LDP-9224DF

- 3 line graphic LCD with backlit(192x36)
- 24 programmable feature keys with Dual LED
- Wide Band Speaker phone
- Support button kit and EHSA

LDP-9224D

- 3 line 24 character LCD
- 24 programmable feature keys with Dual LED
- Narrow Band Speaker phone
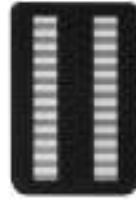- Support button kit and EHSA

LDP-9208D

- 2 line 24 character LCD
- 8 programmable feature keys with Dual LED
- Narrow Band Speaker phone
- No support button kit and EHSA

LIP-9012DSS LIP-9024DSS LDP-9248DSS

EHSA V3
(Electronic Hook Switch Adaptor)

	LIP-9012DSS	**LIP-9024DSS**	**LDP-9248DSS**
DSS keys	12(3 color LED)	24(3 color LED)	48(3 color LED)
Underlay	Paper	Paper	Paper
Support	LDP-9224D/DF/40D	LDP-9224D/DF/40D	LDP-9224D/24DF/40D
DSS connection	1	1	Up to 2

	EHSA
Support	LDP-9224D/24DF/40D
Detail	Compatible with Plantronics Sennheiser and Jabra*

* Compatible Model : Plantronics CS500 Series, SAVI 700 Series / Jabra Pro 920 Series, Pro 9400 Series

Analog
Single Line Telephones

The LKA series contains a set of user friendly features and secure connection to Ericsson-LG Enterprise PBXs.

LKA-220C

• 16 digits, 3 line LCD
• OHD(On Hook Dial)
• Ring lamp/Direct memory(3)

LKA-210

• 16 digits, 3 line LCD
• Speaker phone
• Ring lamp/Direct memory(3)

LKA-200

• Simple SLT
• 3 memory buttons
• Redial/Volume control

iPECS

Your Communications Solution

Bringing its premium brand 'iPECS' in the market,
Ericsson-LG Enterprise delivers customized
Business Communication Solutions for every need.

iPECS is an Ericsson-LG Brand