iPECS UCP
Unified Communications

iPECS AN ERICSSON-LG BRAND

SIMPLE UNIFIED COMMUNICATIONS

Unified Communications Platform, iPECS UCP

iPECS UCP is Ericsson-LG Enterprise's unified communications platform and is designed to help organisations communicate and collaborate with all of their stakeholders. iPECS Unified Communications helps people across your business be more productive and efficient regardless of their location or chosen device.

Simple Unified Communications

iPECS Unified Communications (UC) capability is built-into UCP. Users can use voice, video, instant messaging, conference calls, visual voicemail, all on one simple and easy to use platform. It is designed to be intuitive and provide your team easy to use tools and features.

Increase reliability and flexibility with distribution architecture

Total reliability is the only option for your communications. iPECS UCP is designed to deliver complete resilience through geographic redundancy and inherent modular architecture.

Anytime and anywhere connectivity

Access the power of your iPECS UCP your way regardless of your device or location using smartphone, tablet or PC applications.

Integrated applications tailored to your needs

iPECS UCP is designed to offer a range of enhanced applications from Ericsson-LG and other specialist application providers. Integration into standard office applications such as Microsoft Outlook or Lync as well as other applications means your communications are truly integrated.

Leverage the latest standards based technologies

iPECS UCP helps you to make the most of the latest network technologies such as SIP, optimise call costs using WiFi or use in-built voice conferencing to save on external conference services.

Scale with your growth

iPECS UCP is designed to deliver the flexibility you need as your organisation grows. Your communications can easily adapt to meet changing needs.

Call Server

Mobility

Collaboration

Building blocks for your Unified Communications strategy

Easy UC

No additional hardware options to deliver standard UCS to your team. Just choose your licences and go.

Mobile Access

Access the power of iPECS UCS wherever you are with the intuitive iPECS UC mobile client.

Video

Bring interactions alive with video calls from your handset, PC client or smartphone application.

Presence and Messaging

Easily see if colleagues are available and quickly communicate using instant messaging.

Application Integration

Easy integration into Outlook or Click-To-Call from any application.

SYSTEM FEATURES
Built-in iPECS UCP features to keep you competitive

Built-in Voicemail and Auto Attendant

- Voicemail includes message broadcast, email and mobile notification
- Auto Attendant delivers recorded announcement to direct callers to the proper destination
- Offers all the common voicemail functionality

Built-in Automatic Call Distribution (ACD)

- Flexible incoming call routing
- Real-time agent monitoring and call record statistics
- Event messages for management reporting.

Mobile Extension

- Allows your mobiles to place and receive calls through the system
- Calls sent to a user's iPECS phone and mobile simultaneously.

Powerful Call Handling Features

- iPECS UCP provides more than 300 features for call handling.

Embedded SIP

- The system supports SIP trunking and 3rd party SIP based devices and applications.

Embedded Hotel Features

- iPECS UCP has embedded hotel features with a PMS interface
- It supports standard hotel features like Check-in/out, Room status, Billing, Emergency call, Wake up, mini-bar integration and Customer information
- License required.

Centralised Control Transparent Network (T-NET)

- Central iPECS UCP controls all modules and terminals located in remote offices providing all the features and functions of the central iPECS UCP
- Local survivability is provided with a second call server located at a remote site
- Power redundancy available when UCP100/600/2400 installed in main cabinet.

UNIFIED COMMUNICATIONS FOR ALL OF YOUR TEAM

iPECS UCP tailored to the needs of your users

MANAGING DIRECTOR

"iPECS helps me run my business, provide the service my customers need and control my costs. Every member of the team gets the communications tools they need to do a great job."
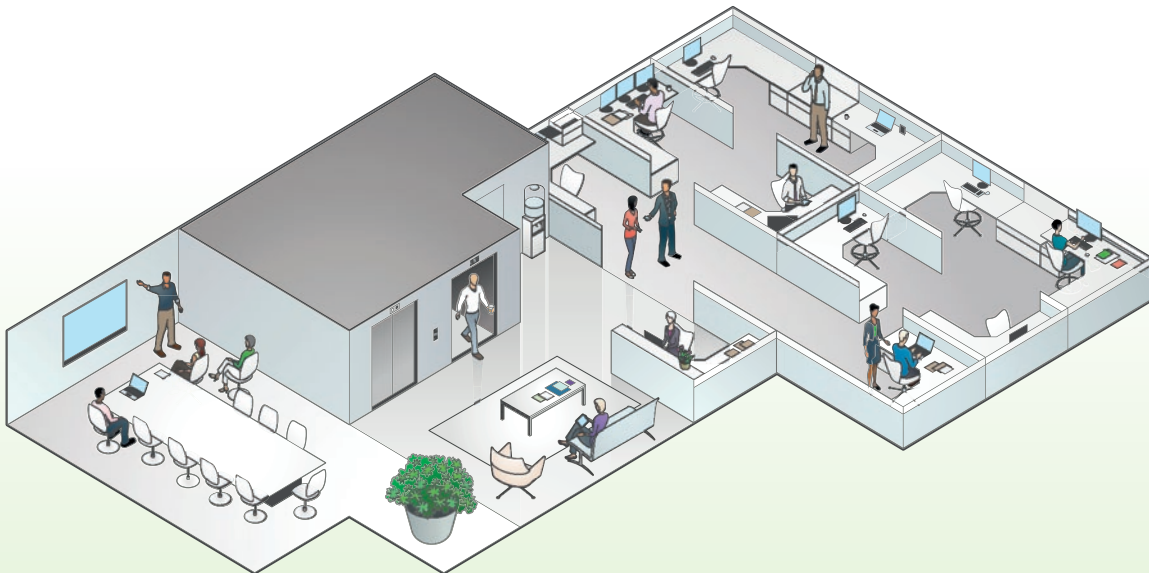
OFFICE MANAGER

"The wallboard tells me and the team when we all need to grab the phones and simple reports help me stay on top of costs and response times."

MOBILE SALES EXECUTIVE

"I can take my office phone extension with me wherever I am as my smartphone is integrated into the system meaning my customers can easily reach me anytime and colleagues can see when I am available."

SALES AND SUPPORT AGENT

"I can support my customers better as they know what's happening if they ever have to queue. There's a simple announcement telling them where they are in the queue and the call is quickly delivered to the right person in the team."

GLOBAL ACCOUNT MANAGER

"Travelling abroad used to mean lots of expensive calls to the office and restricting calls home to my family but with iPECS UC technology on my smartphone and laptop I can easily call at local rates wherever I am in the world."

WAREHOUSE SUPERVISER

"My mobile DECT handset means wherever I am everyone can still easily reach me."

RECEPTIONIST

"I can easily see what everyone is doing and transfer calls with a single button or mouse click. It's never been easier."

IT MANAGER

"With a simple and intuitive web interface I can make changes myself and complete handset moves quickly and easily."

HOME BASED WORKER

"I use my phone just the same at home as if I was in the office. Being able to see the status ("presence") of my colleagues and instant message quick questions makes me feel just like I am sitting next to my team".

iPECS UCP OVERVIEW
iPECS UCP delivers the tools and features to support your team

iPECS UCS (Unified Communications Solution) Features

Evolving to your needs
iPECS UCP can scale with your business as your needs and requirements develop from UCS standard to premium.

Mobile Client (Android/iOS)
Enhance your mobile communications with all of the power of your iPECS UCP solutions using a simple to use application.

Video Conferencing
Six party video conference, sharing document, desktop, and application.

Presence and Instant Messaging
Easily connect with colleagues over phone, video, instant messaging or web collaboration.
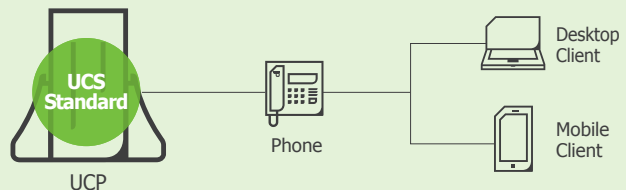
Outlook Integration
Integrate Microsoft Outlook into your iPECS with simple integrations of schedule, contacts and Click-To-Call.

※ UCS features depend on standard and premium version.

iPECS UCS server types
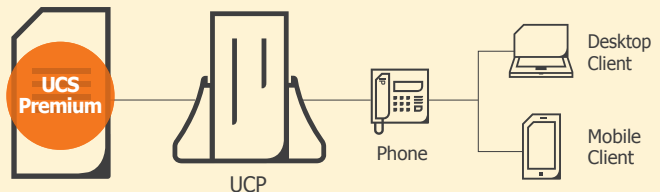
➤ Type 1
UCS Standard (Built-in)
- Built-in UC Server for iPECS UCP
- Cost effective and easy to deploy

UCS Standard

UCP

Phone

Desktop Client

Mobile Client

➤ Type 2
UCS Premium (External)
- External Windows UCP server*
- Advanced features, collaboration tools and capacity

*For PC spec see datasheet

UCS Premium

UCP

Phone

Desktop Client

Mobile Client

iPECS UCS main features

- **Call Control:** Control all of your calls and telephony from your desktop
- **Click-To-Call:** A simple mouse click to dial numbers from your screen
- **Chat Instant Messaging:** Chat to colleagues and collaborate on simple questions and information exchange
- **Call Through/Call Back:** Call through your main office system and secure reliable and cost effective call rates
- **Outlook Integration:** Outlook contact and schedule synchronisation
- **Audio Conference Manager:** Voice conference (Ad-hoc, Room, and Group) easily invite attendees using drag and drop
- **Video Conference and Collaboration:** Video conference up to six colleagues on UCS Premium including screen sharing, white board and web push functions
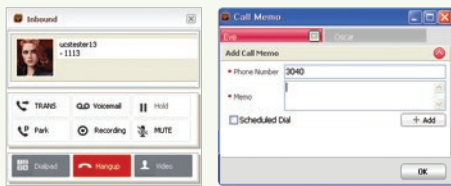- **Visual Voicemail:** Manage all of your voicemail on your PC, smartphone or tablet
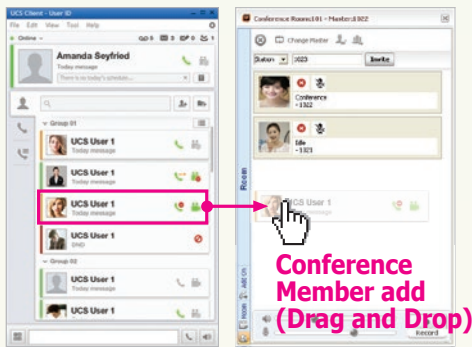
∘ Desktop Client

∘ UCS Mobile Client (Android and iOS)
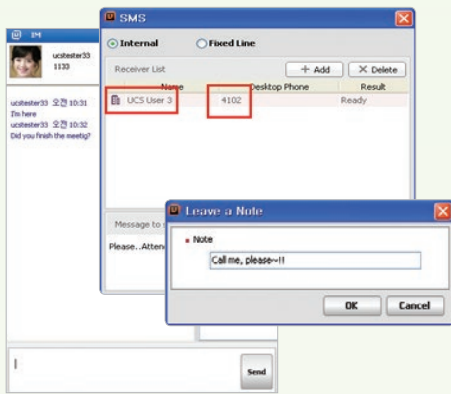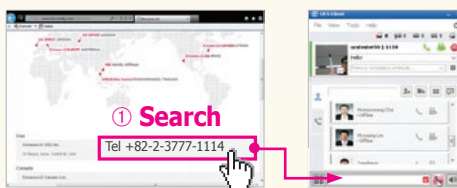
Instant Message/SMS/Note

Call Pop-up and Memo

Conference Member add (Drag and Drop)

Audio Call and Conference

Video Call and Conference

① **Search**

Tel +82-2-3777-1114

② **Call**

Click-To-Call

Integrated Presence

• Instant access to colleagues availability
• Quickly find colleagues who are available and save time
  and money with more efficient first time contact
• Integrated "do not disturb" presence setting is available across
  UCS and Phone

Instant Messaging, SMS and Note

• Simply invite others with drag and drop
• Send and receive text messages to other internal iPECS systems
• Leave notes for offline UCS users so they can contact you as soon
  as they come online

Audio Call

• Call pop-up shows caller's information
• Outlook pop-up shows caller's contact information in
  Microsoft Outlook

Audio Conference

• Simple to use Audio Conference Manager
• Use built-in audio conference system and increase capacity with
  MCIM conferencing module
• Easy conference organisation through PC application
  with drag and drop
• Features for conference control
  (Invite / Master change / Mute / Lock / Record)

Video Call

• One-to-one video calls from UCS desktop and mobile client
• QCIF, CIF, 4CIF video resolution

Video Conference

• Face-to-face conferences with colleagues
• Max. six party, and eight group video conference
(Support only 1:1 on Mobile)
• QCIF, CIF, 4CIF video resolution
• Quick ad-hoc conference set-up
• Meet-me conference and email notification
• Application sharing during conference
• Remote monitoring, Still shot, Recording
• Presentation mode (1:32)
• Multi-party on UCS Premium

Click-To-Call

• Integrate iPECS telephony into your desktop and PC applications
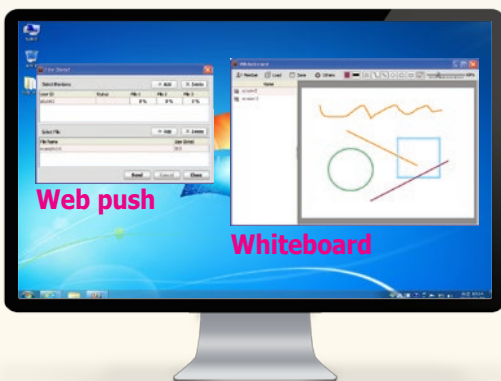• Easy dialling from web browser or Microsoft Windows applications
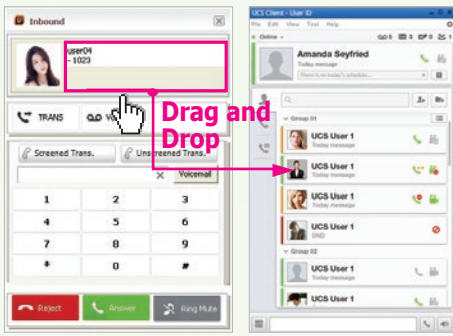
Call Transfer
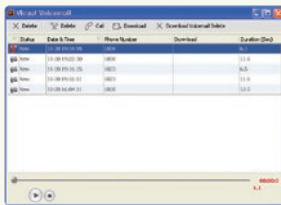
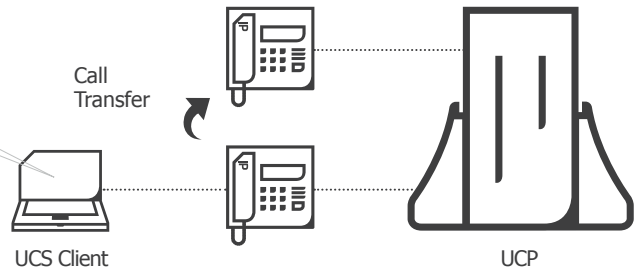## Call Control

• Manage your calls from the desktop with iPECS UCS
• Call control with simple one click or drag and drop
• Answer / Disconnect / Deny / Transfer / Hold / Park

▶ **Example : Call Transfer by drag and drop**

UCS Client   UCP

Visual Voicemail

Visual Voicemail

• Easy retrieval of voicemail through iPECS Visual Voicemail application
• Supporting desktop client and mobile client

Outlook Synchronisation

Outlook Synchronisation

• Synchronisation with Microsoft Outlook contacts and schedule
• Contacts registered to Microsoft Outlook are synchronised to iPECS UCS users' Private Directory
• If Private option is activated, the schedule is not opened to the shared users from the iPECS UCS
• Easy dialling from Microsoft Outlook contact

Microsoft Exchange Server Integration

• More precise schedule synchronisation with Exchange Server
• Outlook schedule synchronisation with or without UCS login
• Option 1: Integration with local MS Outlook client
• Option 2: Synchronisation between Exchange server and UCS Server
• Exchange Server Integration on UCS Premium

Collaboration

Collaboration

• File Send
• Program sharing
   - Application: Share for documents, spreadsheets, presentations, and drawing in real time
   - Desktop: Share desktop screen with other UCS users
• Web push: Share web page address with other UCS users
• Whiteboard: Share drawings and free-form text
• Collaboration on UCS Premium

iPECS ENHANCED APPLICATIONS

Every business has different communications needs and iPECS is designed to be tailored to your specific market sector and organisation. Ericsson-LG Enterprise offers various applications to help you build a unified communications strategy that meets the needs of every part of your business.

iPECS Attendant

iPECS IPCR

iPECS Attendant

An operator console which helps your receptionist or front desk staff handle high call volume.

• Operating without a desktop phone

• Call recording / Call statistics / Call history

• Presence, shortcuts and on screen call control

iPECS IPCR

A call recording and monitoring solution tightly integrated with iPECS call platforms and contact centres.

• Centralised or distributed call recording

• Encryption enabled call recording

• Multi-party conference call recording up to 32 party access

• Extension and trunk based recording

• Announcement file play during call

iPECS CCS

iPECS NMS

iPECS CCS

Multi-channel IP Contact Center Solution package is optimally integrated with iPECS Platforms.

• CCS Q: Multi-channel Inbound CC

• CCS IVR: Empowers self-service

• CCS Desk: Agent's Desktop Software

• CCS Report : Monitoring and report

• CCS Record: On-demand and scheduled

• CCS Chat: Live Internet Chat

• CCS Social: Twitter and Facebook

iPECS NMS

A powerful web-based Network Management tool designed to permit rapid response to system alarms, provide remote access, analyse system statistics and provide issue alarm notification.

• Fault management and real time system monitoring

• Web based client access

• Traffic statistics

• Monitor up to 500 sites

TERMINALS

iPECS UCP supports an extensive range of terminals such as digital and IP phones, SIP phones, DECT, Mobile Client, and IP Conference Phone. These terminals are designed for business users who require a range of feature-rich telephony devices to match your constantly changing business needs. iPECS UCP gives you access to a large portfolio of terminals and clients to suit your unique business telephony needs.

IP Phones

LIP-9002
- Designed for users across the business to access the full power and functionality of the iPECS platform
- HD Voice

LIP-9010
- Mid-range phone designed for users across your business requiring access to the full range of iPECS features and functions.
- HD Voice
- Electronic Hook Switch Compatible
- Bluetooth

LIP-9020
- Mid-range phone designed for users across your business requiring access to the full range of iPECS features and functions.
- 10 Programmable feature keys with 3 colour LED
- Gigabit Support
- HD Voice
- Electronic Hook Switch Compatible
- Bluetooth

LIP-9030
- High call volume or management phone with 30 LCD programmable buttons to quickly access features and see colleagues presence across three pages
- Integrated presence indication helping users see colleagues availability
- Gigabit support
- HD Voice
- Electronic Hook Switch Compatible
- Bluetooth

LIP-9040
- Reception attendant handset with 40 LCD programmable flexible keys viewable over four pages
- Integrated presence indication helping users see colleagues availability
- Gigabit support
- HD Voice
- Electronic Hook Switch Compatible
- Bluetooth

LIP-9070
- Executive handset designed to deliver an immersive telephony and video experience.
- Full touchscreen interface with full Bluetooth integration to smartphone and Bluetooth enabled devices
- Gigabit support
- HD Voice

DECT Phones

GDC-500H
- TDM DECT handset for roaming access to iPECS in your office or warehouse
- Bluetooth connectivity for headset use
- Speakerphone function

PACKAGED AND SCALABLE UCP

Choose which version suits your business by identifying the options below that suit your users needs.

FEATURES	IPECS UCS STANDARD*	UCS PREMIUM*
Presence	●	●
Presence registration	50	200
Instant Messaging	One to One	One to Many
Audio Call	●	●
Video Call	●	●
Click-To-Call	●	●
Call Control	●	●
Visual Voicemail	●	●
Audio Conference Manager	●	●
Supporting Active Directory		●
Outlook Contact Synchronisation	●	●
MS Exchange Integration		●
Organisation Chart		●
6-Party Video Conference		●
Collaboration		●
Mobile Client (Android, iPhone)	●	●

*iPECS UCS Standard clients and UCS Premium clients cannot be operated in parallel.

iPECS UCP SPECIFICATIONS

Item	Description	Specification
Module AC/DC Adapter	AC Voltage Input	100~240VAC +/- 10%@ 50/60Hz
	AC Current Input	1.0 amps
	DC Output	48 VDC @ 0.8 amps
Keyset AC/DC Adapter	AC Voltage Input	100~240VAC +/- 10%@ 50/60Hz
	AC Current Input	0.2 amps
	DC Output	48 VDC @ 0.3 amps
PSU	AC Voltage Input	100~240VAC +/- 10%@ 50/60Hz
	Fuse	T6.3, AC250V
	DC Output	48 VDC, 5.3 amps / 5VDC@1amps
Operating Environment	Temperature	0~40 o C / 32~104oF
	Humidity	0~80% (non-condensing)
Dimension	Standard Gateway Module	38.8mm(W) x 230mm(H) x 194.5mm(D)
	Main Cabinet, Enhanced	440mm(W) x 265.6mm(H) x 318.2mm(D)
	19" Rack Mount modules	436.6mm(W) x 53mm(H) x 318mm(D)
Weight	Standard Gateway Module	1.5Kg
	Main Cabinet, Enhanced (with PSU module)	7.78Kg (9.32Kg)
	19" Rack Mount modules	4.32Kg

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