Hybrid Communications Platform
iPECS eMG80

Unified Communications

Powerful and Reliable Communications Supporting Your Business

Hybrid communication platform helping you evolve to the latest technology

The iPECS eMG80 from Ericsson-LG Enterprise delivers simple and reliable telephony with a feature set that empowers your business to save money, drive productivity and increase customer satisfaction. With a range of embedded features that help your business compete and win, the flexibility to meet the needs of office, home or remote users, the iPECS eMG80 is Your Communications Solution.

Easy and economical UC

iPECS UCS Standard server is built into the eMG80. Users can use video, IM, audio conference, visual voicemail, as well as voice calls on one platform. An external server, iPECS UCS Premium, provides even more collaboration features (see page 5 for more information).

Seamless expandability

With the iPECS eMG80 you can start small with 2-12 users and grow seamlessly to more than 100 ports. iPECS eMG80 delivers cost effective communications to small and growing businesses and affordable expandability to medium-size businesses.

Simple to use and flexible

Intuitive handset and desktop interfaces help users to quickly grasp the benefits of iPECS technology and adopt it into their daily tasks and business processes.

Flexible architecture ensures iPECS can grow and adapt with your business.

Call Server

Mobility

Collaboration

Rich features

The eMG80 comes highly featured straight out of the box without expensive licence options - voicemail, auto-attendant, voicemail to email, smartphone integration, on-demand call recording and much more. The in-built specialist features are designed to deliver a tailored solution for every user.

Cost effective and expandable VoIP Technology

The eMG80 platform includes advanced VoIP technology supporting low cost SIP trunking, mobile integration, remote connectivity and multi-site networking. Utilise the latest network technologies to help your organisation stay competitive and win.

Start with built-in VoIP card for smaller needs and expand with optional VoIP for future use

Cost effective mobility and multi-site connections

eMG80 KSU

8ch Built-in VoIP

8ch Option VoIP

Max 16ch

SIP Trunking (VoIP Provider)

Remote Office

On the road

Home/Teleworking

Wi-Fi Phone

iPECS UCS
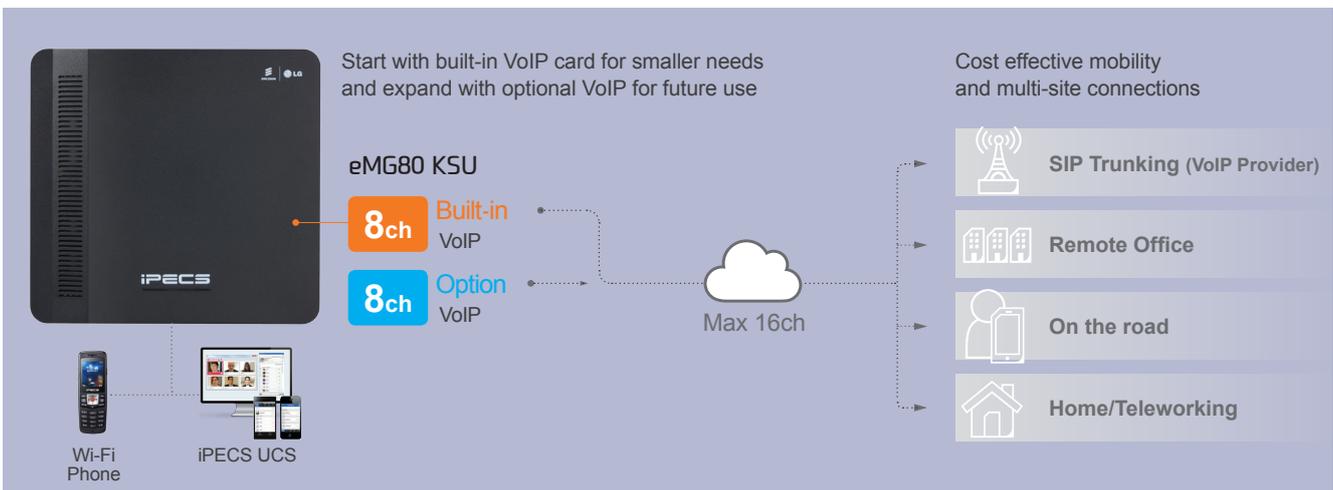
Unified Communications for the Whole Team

A powerful built-in system feature set and UC server provide the applications and features to support your team

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 SUPERVISOR

"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 like I am sitting next to my team."

iPECS UCS Feature Introduction

Communicate, collaborate and boost productivity regardless of your location or chosen device

Your Unified Communications Strategy

iPECS UC delivers the tools and features to support your team, including:

Easy UC
No additional hardware options to deliver standard UC to your team - just choose your licences and go.

Mobile
Access the power of iPECS UC wherever you are with the intuitive iPECS UCS mobile client on your smartphone.

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

Presence & Messaging
Easily connect with colleagues over phone, video, instant messaging or web collaboration.

Application Integration
Integrate Microsoft Outlook into your iPECS with simple integrations of schedule, contacts and click to call.

UCS features dependent on Standard and Premium version - see page 5 for more information.

iPECS UCS Key Features

- **Call control**: Control all of your calls and telephony from your desktop or mobile client
- **ClickCall**: A simple mouse click to dial numbers from your screen
- **Chat Instant Messaging**: Chat to colleagues, collaborate on simple questions and exchange information
- **Call Through/Call Back**: Call through your main office system to 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 & drop
- **Video Conference & Collaboration**: Video conference up to six colleagues on UCS Premium including screen sharing, white board & web push functions
- **Visual Voicemail**: Manage all of your voicemail on your PC, smartphone or tablet

See overleaf for the features available on the UCS Standard and Premium options.

◦ Desktop Client

◦ UCS Mobile Client (Android & iOS)

Packaged and Scalable UC

Choose which version suits your business by identifying the options below that suit your users needs. iPECS UC can scale with your business as your needs and requirements develop from Standard to Premium.

iPECS UCS server types

Type 1
UCS Standard (Built-in)

Built in UC Server for iPECS eMG80
Cost effective and easy to deploy

UCS Standard · eMG80 · Phone · Desktop Client · Mobile Client

Type 2
UCS Premium (External)

External Windows UC server*
Advanced features, collaboration tools and capacity

*For PC spec see product datasheet

UCS Premium · eMG80 · Phone · Desktop Client · Mobile Client

Evolve Your Needs

Please note that features are non-transferable between the Standard and Premium options.

Each software client can be embedded with a softphone enabling you to make calls directly from your PC. Alternatively, choose the "without voice" option to continue using your desktop handset alongside the application.

*IPECS UCS Standard clients and UCS Premium clients cannot be operated in parallel. IPECS UC migration to UC Suite is possible.

UCS clients consume IP channels and resource . Remember to check the datasheet to fully understand the system capacities and resources available.

**A separate licence is required for support on both platforms.

FEATURES	iPECS UCS Standard*	iPECS UCS Premium
Presence	●	●
Presence registration	50	200
IM	One to One	One to Many
Audio Call	●	●
Video Call	●	●
Click to call	●	●
Call Control	●	●
Visual Voicemail	●	●
Audio Conference Manager	●	●
Supporting Active Directory		●
Outlook Synchronisation	●	●
MS Exchange Integration		●
Organisation Chart		●
6-Party Video Conference		●
Collaboration		●
Mobile Client (Android, iPhone)**	●	●
Live call recording	●	●
Web collaboration		●
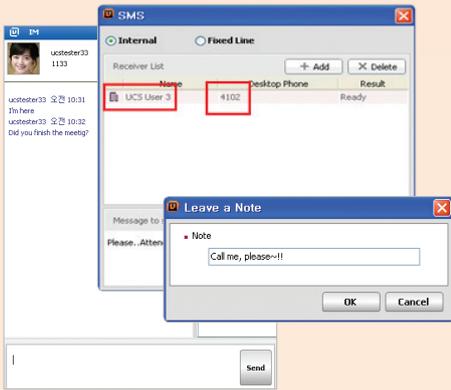
Instant Message/SMS/Note
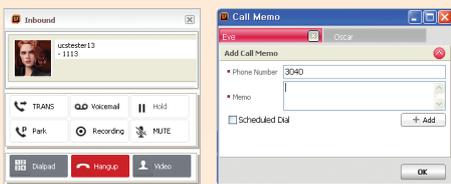
Call Popup & Memo
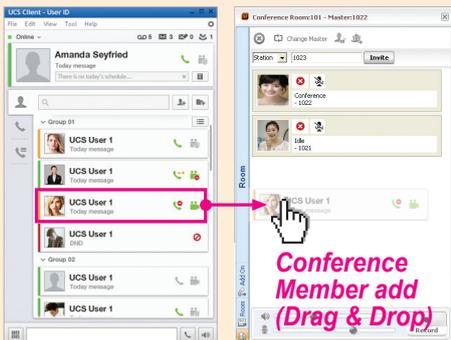
Audio Call & Conference

Video Call & Conference
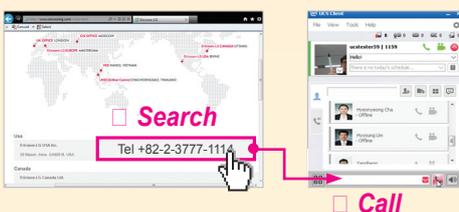
Click call

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 & 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 popup shows caller's information
• Outlook popup shows caller's contact information in
  Microsoft Outlook
• Make quick memos on call within a pop up window

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 & 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)

Clickcall

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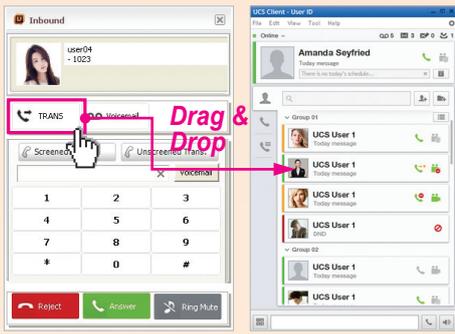
Call Transfer
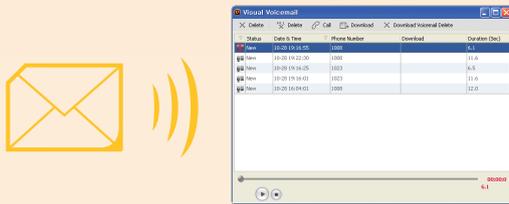
Visual Voice Mail

Outlook Synchronization

Web push

Whiteboard
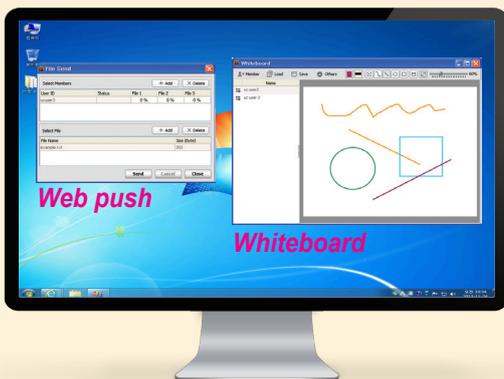
Collaboration

Call Control

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

Example : Call Transfer by drag & drop

Call Transfer

UCS Client

eMG80
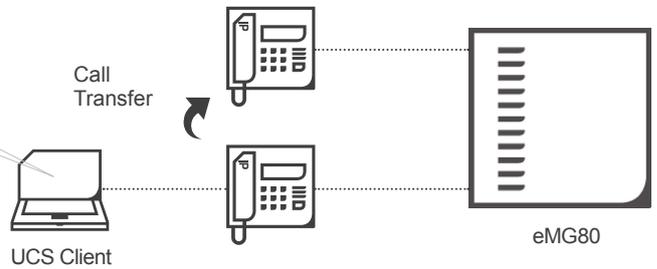
Visual Voicemail

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

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 Microsoft Outlook client
• Option 2: Synchronisation between Exchange server and UCS Server

Collaboration

• File Send
• Program sharing
  - Application: Share documents, spreadsheets, presentations,
    and drawings 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

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 ClickCall

iPECS ClickCall

Simple desktop click-to-dial tool.

- Click to Call from any telephone number in Windows applications or browsers.
- Quick and easy installation.
- Speeds up daily processes and reduces user dialing errors.

iPECS Hotel PMS

(iPECS Attendant Hotel)

iPECS Attendant Hotel

Hotel Solution optimised for small to medium sized hotels

- Improve the efficiency of your front desk staff.
- Maximise guest service.
- Effective Call Management.

Integrated Applications

The iPECS open architecture means that integrated third party applications are able to leverage the full power of the iPECS and ensure you can build a complete solution around the platform.

icall report dashboard

icall record

icall suite

Productivity Through Intelligence

icall is designed to integrate into the iPECS platform and use the data and system functionality to deliver you greater insight and control of your communications platform. Five modules cover call reporting, recording, desktop call control, contact centre management and outbound dialling.

report

Log and analyse your communications
• Customised and scheduled call reports and analysis
• Real time dashboard and wallboard displays

record

Record your calls for training, compliance and assurance
• Simple retrieval, playback and call evaluation
• Easily record ISDN2, ISDN 30, Analogue or SIP trunks

dial

Outbound dialler - more talking, less time dialling
• Progressive and predictive dialling
• Increase agent productivity and job satisfaction

contact

Contact centre management module
• Real time contact centre reporting and demand modelling
• Manage SLA's and monitor agent performance

PHONE-LiNK Desktop Call Control

PHONE-LiNK

Integrated telephony from your desktop delivering call control and full integration into CRM, ERP and specialist applications.

• Screen popping of key applications
• Integration into Microsoft Outlook and other applications
• Share presence busy status and internal messaging
• Click to dial from websites or applications
• Operator console

Terminals

iPECS eMG80 supports an extensive range of terminals such as digital and IP phones, SIP phones, DECT and Mobile Clients. These terminals are designed for business users who require a range of feature-rich telephony devices to match your constantly changing business needs.

Digital Phones

LDP-9208

Highly featured phone providing user friendly access to key iPECS features and functions. 8 programmable feature keys for quick access functions.

LDP-9224

Executive and high call volume phone with 24 programmable feature keys. Expand the capacity of your LDP-9224 handset by adding a DSS console to provide additional programmable buttons.

LDP-9240

Top-of-the range digital handset with 24 paperless flexible buttons (across two pages), two way audible speakerphone and additional programmable buttons by adding a DSS console.

IP Phones

LIP-9002

With 4 programmable flexible buttons for quick access functions, HD voice and headset interface the LIP-9002 is designed for users across your business to access key telephony features and functionalities.

LIP-9010 / LIP-9020

These mid-range phones give businesses the full functionality of the iPECS platform with HD voice, full duplex and headset interface. These handsets offer additional programmable keys meaning you can quickly access the features your users need with a single button. The LIP-9020 includes gigabit support.

LIP-9030 / LIP-9040

If your business receives a high volume of calls, integrated presence helps show user availability. This phone has programmable keys viewable across three pages. This high-end phone also includes gigabit support, HD voice and headset interface.

LIP-9071

Top-of-the-range handset with full touchscreen interface. Support for apps and web browsing means you have a phone and tablet video conference unit in a single device. Wireless and Bluetooth support via a dongle. HDMI output.

Optional DSS / LSS Consoles

Expand the capacity of your handset by adding a console, providing 12, 24 or 48 additional programmable buttons with paper or LCD screens.

DECT Phones

GDC-480H / 500H

DECT handset for roaming access to iPECS in your office or warehouse. Bluetooth connectivity for headset use (GDC-500H only) and speakerphone functionality.

Wi-Fi Phone

WIT-400HE

WiFi handset for roaming access to iPECS in your office. Seamless handover between voice-enabled WiFi access points

iPECS Case Study
Warren House Vets

About Warren House

The Warren House Veterinary Group has been offering surgical, emergency and general pet healthcare services and treatments for over 30 years.

They are an independent, family-run business with a team of 50 across four practices in Kent, South East England.

The Challenge

The ageing systems already in place across Warren House's four sites were unreliable and offered limited features. The Group required a simple solution that would provide them with:

• The ability to network the four sites together to reduce costs and improve business efficiency.
• Overflow call handling so that customers can get through to a member of the team if Reception are busy during peak times.
• The ability to see which staff members are available and who is busy with a patient.
• Call recording for training and monitoring purposes.

> " *The iPECS eMG80 communications solution from Ericsson-LG has given me greater confidence that our customers are receiving a high standard of service at each of our four branches. Customers can now get hold of a member of my team even at busy times, which means we aren't losing business to the competition and as a result we are seeing a fantastic return on our investment.*
>
> Anthony Piercy, Owner, Warren House "

The Solution

• The iPECS eMG80 was chosen as it could run on the existing cabling without the need for CAT5 cabling. The eMG80 also provided a future-proof solution by using SIP functionality.
• Installation was completed over the space of three months across the four sites, which included time spent upgrading all lines to ISDN.
• IP phones were installed allowing staff members to roam throughout the office and work remotely.
• The Practice Manager can now work from home and move easily between sites.
• Customers can now get through to a member of the team, and not just a busy tone, even during busy times thanks to overflow call handling.
• Presence enables staff to easily see when a colleague is available to take a call.
• Ad hoc call recording allows the management team to monitor customer service and provide better training to staff.

Key Features

• iPECS eMG80

• 20 IP Phone Handsets

• 10 Cordless Handsets

• 16 Digital Handsets

• Voicemail to Email

• Overflow Call Handling

• Call Recording

ABOUT ERICSSON-LG ENTERPRISE

Ericsson-LG Enterprise is a joint venture company between Ericsson and LG Electronics, founded in July 2010. The combination of two of the world's largest technology companies delivers market leading communications solutions to enterprises of all sizes.

Ericsson-LG Enterprise empowers customers and telecommunications operators around the world, with a full range of cutting-edge wired, wireless and optical telecommunications and networking technologies.

Ericsson-LG Enterprise has 1,200 employees including 700 R&D manpower and is head-quartered in Seoul, Korea, with its R&D center in Anyang, Korea.

Ericsson-LG Enterprise Solutions (ES) division has 250 employees including R&D resources with a prime strength in designing, developing, manufacturing and marketing voice solutions.

Ericsson-LG Enterprise operates in over 60 countries around the globe and has been in the communications market for over 40 years. This heritage and market presence mean they truly understand enterprise communications and what it takes to provide reliable, resilient and highly featured communication platforms that help you win.

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