

# Simple and Cost-Effective Way to Use UC&C and Mobility Solutions

Unified Communications Platform, iPECS UCP



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.

## Ultimately Flexible

Industry-unique distributed modular, all -IP architecture delivers great flexibility for multi-site dispersed and mobile environments



## Seamlessly Scalable

Unmatched scalability to grow and evolve with business needs for investment protection

## Embedded UC & Mobility

Built-in UC in a single server and expandable to full UC & Collaboration services with growing business

## Simple & Reliable

Simple & easy to install and manage  
Powerful resiliency



## Three Models of UCP

Users can simply expand capacity of their system starting with a base UCP100, UCP600, UCP2400 with license of iPECS UCP



# Competitive Feature Set

Built-in system feature set and UC server provide various applications and collaboration features to meet the variety of customer's needs



## Modular All-IP Architecture

Modular All-IP Architecture enables flexible and cost-effective multi-site deployment. Transparent networking is upto 100 call servers with local and geographical survivability with PSTN Failover. Intelligent gateway modules can be deployed at any locations. And high reliability with server redundancy and power redundancy is available.

## Multi-Tier Mobility

iPECS UCP is maximized for Mobility solution. Users have multiple choice of mobility solutions for office and mobile environments such as out of office and even in the office. In the office, IP DECT, DECT and Wi-Fi Phone are available. And out of office, iPECS UCS Mobile Client is cover rich communications features for mobile workers. Users can choose one of mobility solution as considering office environment.

## Embedded Voice Mail

Voice Mail is built in iPECS UCP and it supports various voice mail features such as Multi language Auto Attendant, VM Cascading, E-mail Notification of voice mail, centralized voice mail and more. UCP100/600(Built-in VM), UCP2400(UVM required)

## One number service

Personal Group consisting of your master station and group member stations (maximum 32 including your master station) can be configured by the system Administrator. When user's master station receives a call all members also receive the call and when placing a call the master station number, access and dialing restrictions are used. Each member can still receive call to the member station number.

## Embedded ACD

iPECS UCP provides intelligent ACD engine by default which offers flexible incoming call routing, easy to use agent features, real-time monitoring and supervision and call record statistics as well as ACD event messages for management reporting.

## Embedded SIP

iPECS UCP is embedded SIP features. As embedded SIP, system supports SIP trunk and 3rd party SIP based devices and applications. Users can compose various communication resources with iPECS UCP.

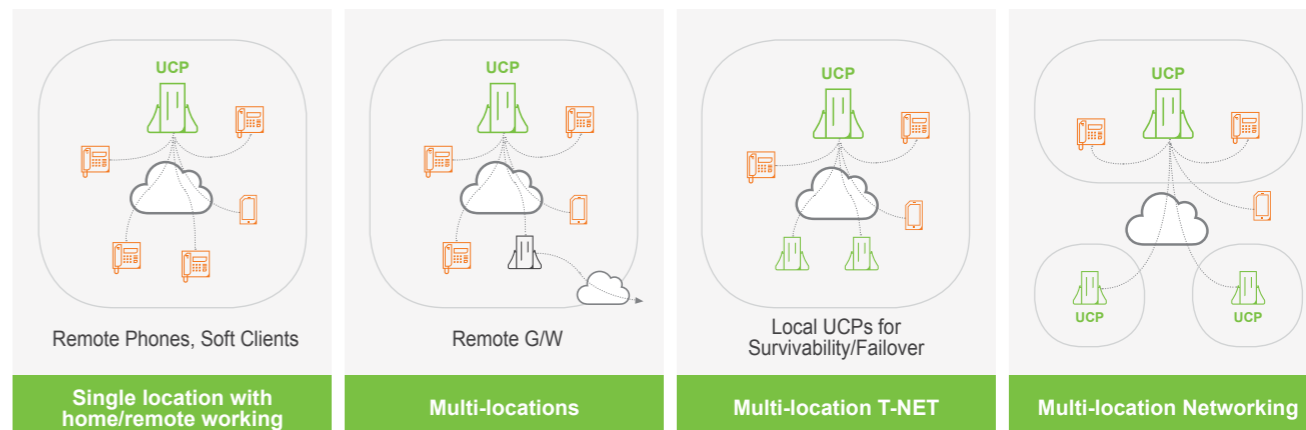
## Embedded Hotel Features

iPECS UCP is embedded hotel features and provides PMS interface. It supports standard hotel features like Check-in/out, Room status, Billing, Emergency call, Wake up, Register mini-bar information in room and Customer information. License required for this features.

## Powerful Call Handling Features

iPECS UCP provides more than 300 features for call handling. Built-in ACD, Hot desking, Individual call routing, Incoming caller ID based call routing, Web call back and more.

### Flexible deployment options for multi-site environments



# iPECS UCS Introduction

iPECS UCP provides various UC solution features with UCS server and client

## iPECS UCS highlight

<b>UCS Standard (Built-in)</b> No additional H/W server and installation	<b>Mobile Client (Android/iOS)</b> Including video call support	<b>High quality Video Conferencing</b> Max six party video conference, sharing for document, desktop, and application	<b>Rich Presence &amp; IM</b> Mobile presence and personal status based on Outlook schedule	<b>Outlook Integration</b> Outlook calendar, click to call from Office application
---	--	--	--	---

※ UCS features depend on standard and premium version.

## iPECS UCS server types

**Type 1 UCS Standard (Built-in)**

- Built in UCS Server in UCP
- Cost saving for H/W server & OS

**Type 2 UCS Premium (External)**

- External UCS server
- Advanced features and collaboration tools

\* Desktop Client : There are two types of client according to provide call feature or not.

## UCS Standard vs UCS Premium

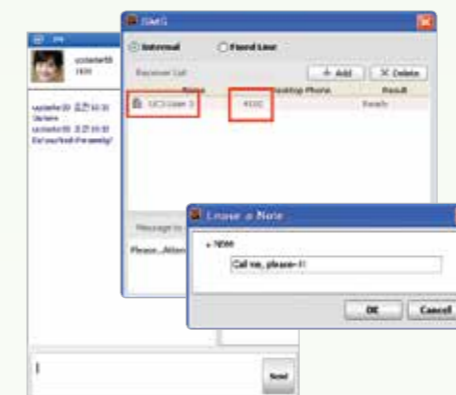
Features	Standard	Standard Call Control	Premium	Premium Call Control
Max Registration	UCP 100 UCP 600 UCP 2400	100 200 400	100 600 2,400	100 600 2,400
Concurrent Login	UCP 100 UCP 600 UCP 2400	100 200 400	100 600 2,400	100 600 2,400
Presence	O	O	O	O
Presence registration	50	50	200	200
IM	(1:1)xN	(1:1)xN	(1:N)xN	(1:N)xN
Audio Call	O	-	O	-
Video Call	O	-	O	-
Click to call	O	O	O	O
Call Control	O	O	O	O
Visual Voice Mail	O	O	O	O
Audio Conference Manager	O	O	O	O
Supporting Active Directory	-	-	O	O
Outlook synchronization	Contact	Contact	Contact/Schedule	Contact/Schedule
MS Exchange Integration	-	-	O	O
Organization chart	-	-	O	O
6-Party Video Conference	-	-	O	-
Collaboration	-	-	O	O
Mobile client (Android, iPhone)	O	O	O	O

# iPECS UCS Main Features

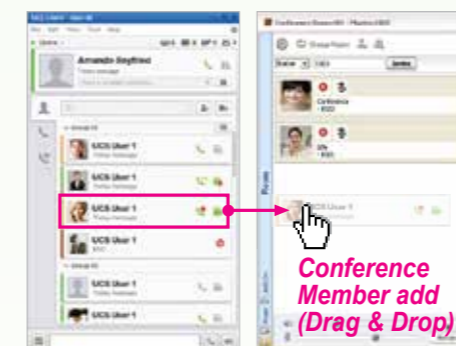
iPECS UCS provides UCS standard for SME and UCS premium for enterprise businesses. As all features are designed for a business size, customers can experience an efficient investment as their business grows.



Integrated Presence



Instant Message/SMS/Note



Audio Call & Conference



Click call

## Integrated Presence

- Instant decision on reachability is available by presence information
- Save time and cost with available people
- Integrated DND which block UCS and Phone at the same time

## Instant Messaging, SMS and Note

- IM : Various chatting mode, Inviting others by drag & drop
- SMS : Send and receive text message to other internal iPECS UCP system users or \*external SMS users (\*Need to be supported fixed line SMS by system)
- Note : Leave a note for offline UCS user

## Audio Call & Conference

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

<Audio conference> : GUI Based Audio Conference Manager

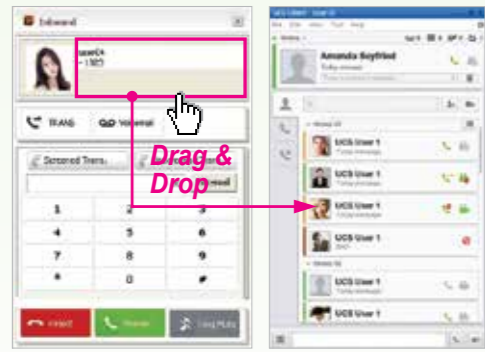
- Built-in audio conference system
- Graphical user interface : Support drag & drop function
- Various features for conference control

## Video Call & Conference

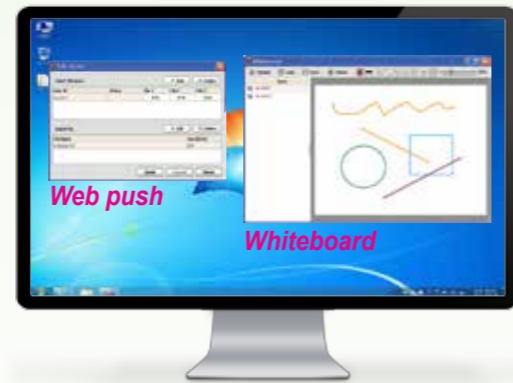
- Build face to face conference at anytime and anywhere
- Maximum 6 party, 8 group video call & conference
- Video Resolution : QCIF, CIF, 4CIF (704x480/576)
- Ad-hoc Conference
- Meet-me conference and e-mail notification
- Application sharing during conference
- Remote monitoring, Still shot, Recording voice & video
- Presentation mode(1:32)

## Click call

- Easy dialing in Web browser and Windows application
- ① Capture numbers by drag
- ② Call in the Quick Call Control Bar or the Call Assistance



Call Transfer



Collaboration

## Call Control

- Easy and simple call control on UCS desktop client
- Most call control functions can be executed by one click or drag & drop (Answer / Drop / Deny / Transfer / Hold / Park)

## Visual Voice Mail

- Automatic synchronization with system Voice Mail board
- Easy voice mail management : Non serial access to a message
- Desktop client and mobile client support

## Microsoft Exchange Server Integration

- Precise schedule synchronization with Exchange Server
- Outlook schedule synchronization with or without UCS login

## UCS Account Creation and Maintenance

- Automatic user creation & Synchronization from Active Directory
- User creation only one time
- Maintain the information consistency with Active Directory

## Collaboration

- File Send
- Program sharing : Share documents & Desktop screen with other UCS users
- Web push : Share web page address with other UCS users
- Whiteboard : Share drawings and free-form text

## Organization chart

- Hierarchy tree view in organization table
- Member's presence status
- Relocate member view table
- Customize member view table
- Sort members by IM, phone status etc.
- Immediate refresh organization chart manually
- Periodic update organization chart by time setting
- User search by text

## Outlook Synchronization

- Synchronization with MS Outlook contact with iPECS UCS users' Private Directory
- Support private option
- Easy dialing on MS Outlook contact

# Applications for Business Performance

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



iPECS Attendant (Office)

## iPECS Attendant Office

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



iPECS Hotel PMS  
(iPECS Attendant Hotel)

## iPECS Hotel PMS (iPECS Attendant Hotel)

- Hotel Solution optimized for small to medium sized hotels
- Effective front desk and staff work
- Maximize guest service
- Effective Call Management
- Productivity features :
  - Various Hotel features
  - Various and quick alternative contacts
  - Local language support
  - Flexible and configurable layout and user interface
  - Statistic report and Snapshot of group monitoring



iPECS IPCR

## iPECS IPCR

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



iPECS ClickCall

## iPECS ClickCall

- Standard windows application for easy dialing
- Click to Call from any selectable number in windows application
  - Easy dialing of selectable number from Windows Applications
  - Show dialed call log (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 CCS

## iPECS CCS

Multi-channel IP Contact Center solutions integrated with iPECS Platforms

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



iPECS Report Plus

## iPECS Report Plus

Real-time monitoring and reporting for small Contact Center business

- Easy ACD agent management web based tool, Agent Web Client
- Call distribution based on built-in ACD functionalities of call server
- Saving and displaying call accounting and ACD data generated from call server
- Real time information display for supervisor and management
- Personal statistics for agent reporting and performance review
- Call recording integrated with report in one interface



iPECS RCCV - MS Lync Integration

## iPECS RCCV – MS Lync Integration

Cost effective solution to use iPECS voice in MS Lync

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



iPECS NMS

## iPECS NMS

A powerful web based Network Management tool designed to improve operation efficiency, permit rapid response to system alarms, and access remote, use statistics and alarm notification

- Fault management and real time system monitoring
- Web based client access
- Traffic statistics

# Terminals

iPECS UCP supports an extensive range of terminals such as digital and IP phones, SIP phones, DECT, and Mobile Client. 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

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



### LIP-9010

- 3 Line Gray graphic LCD White backlit
- 5 Programmable feature key with 3 color LED
- PoE(802.3af) Support
- Open VPN
- LLDP-MED/802.1x Security
- 10/100BASE-T 2 ports



### LIP-9020

- 4 Line Gray graphic LCD with White backlit
- 10 Programmable feature key with 3 color LED
- PoE(802.3af) Support
- Open VPN
- LLDP-MED/802.1x Security
- 10/100/1000BASE-T 2 ports



### LIP-9030

- 6 Line Gray graphic LCD with White backlit
- 24 Programmable feature key with 3 color LED
- PoE(802.3af) Support
- Open VPN
- LLDP-MED/802.1x Security
- 10/100/1000BASE-T 2 ports



### LIP-9040

- 8 Line Gray graphic LCD with White backlit
- 36 Programmable feature key with LCD underlay and 3 color LED
- PoE(802.3af) Support
- Open VPN
- LLDP-MED/802.1x Security
- 10/100/1000BASE-T 2 ports



### LIP-9070

- 7" TFT color touch LCD
- WVGA resolution
- Android OS
- Gigabit support
- Media play, picture viewer
- 1.3M pixel CMOS camera
- Video calls with iPECS video clients (UCS, LIP-8050V, Phontage)
- Soft flexible buttons : 48 for SIP / 30 for iPECS protocol



### LIP-9012DSS

- Support : LIP-9020/30/40
- Flexible button : 12 with 3 color LED
- Underlay type : Paper
- DSS connection : 1



### LIP-9024DSS

- Support : LIP-9020/30/40
- Flexible button : 24 with 3 color LED
- Underlay type : Paper
- DSS connection : 1



### LIP-9024LSS

- Support : LIP-9020/30/40
- Flexible button : 12 with 3 color LED & 2 page button
- Underlay type : LCD
- DSS connection : 1



### 9070 DSS48

- Support : LIP-9070
- Flexible button : 48
- Underlay type : Paper
- DSS connection : Up to 2



### LIP-9000BTMU

- Support : LIP-9010/20/30/40
- Optional module
- Bluetooth V2.1+EDR
- Speakerphone or handset calls on smart phone and Bluetooth headset

## Digital Phones



### LIP-8002E/AE

- 2 Line LCD, Grey scale graphic display
- User programmable 4 feature keys
- LLDP-MED
- LIP-8002E (PoE support) / LIP-8002AE (non PoE with adapter)



### LIP-8008E

- 4 Line LCD
- User programmable 8 feature keys
- BLF information with triple color LED
- Enhanced quality conference call
- High quality voice codecs
- LLDP-MED / 802.1x security support



### LIP-8012E

- 3 Line backlit LCD
- User programmable 12 feature keys
- BLF information with triple color LED
- Gigabit support
- High quality voice codecs
- Enhanced quality conference call
- LLDP-MED / 802.1x security support
- Open VPN support



### LIP-8024E

- 4 Line backlit LCD
- User programmable 24 feature keys
- BLF information with triple color LED
- More informative display with feature icons
- LLDP-MED / 802.1x security support
- Open VPN support
- Gigabit support



### LDP-7004D

- 1 Line LCD
- 2 Flexible buttons
- 5 fixed buttons
- OHD(On-hook Dialing)
- Message waiting lamp



### LDP-7004N

- 2 Flexible buttons
- 5 Fixed buttons
- OHD(On-hook Dialing)
- Message waiting lamp



### LDP-7008D

- 2 Line LCD
- 8 Flexible buttons
- 5 fixed buttons
- Speaker phone
- Headset Jack



### LDP-7016D

- 3 Line LCD
- 16 Flexible buttons
- 7 fixed buttons
- 3 Soft buttons
- Navigation button
- Additional device port for SLT / FAX
- Speaker phone
- Wall mountable



### LIP-8040E

- Informative large 9 Line backlit LCD
- User programmable 10 feature keys with LCD labeling
- BLF information with triple color LED
- Professional headset integration via RJ11
- LLDP-MED / 802.1x security support
- Open VPN support
- Gigabit support



### LIP-8050E

- 4.3" Wide Color Graphic screen
- 5 Programmable feature keys
- USB interface [USB 2.0]
- LLDP-MED / 802.1x / EAP-MD5
- VLAN, Open VPN support
- Gigabit support



### E-BTMU (Bluetooth Dongle)

- Optional Module
- Bluetooth v2.1 + EDR
- Support smart phone and headset



### LIP-8012DSS

- Support : LIP-8012E / 8024E / 8040E / 8050E
- Flexible button : 12
- Underlay type : Paper
- DSS connection : Up to 2



### LDP-7024D

- 3 Line LCD
- 24 Flexible buttons
- 7 fixed buttons
- 3 Soft buttons
- Navigation button
- Additional device port for SLT / FAX
- Call recording
- Speaker phone
- Wall mountable
- Optional Bluetooth



### LDP-7024LD

- 9 Line LCD
- 24 Flexible buttons
- 7 fixed buttons
- 3 Soft buttons
- Navigation button
- Additional device port for SLT / FAX
- Call recording
- Speaker phone
- Wall mountable
- Optional Bluetooth



### LDP-9008D

- 2 Line LCD
- 7 Flexible buttons
- 8 Programmable buttons
- Wall mountable
- Enhanced high quality conference calling
- Flexible desktop configuration options via tilting handset



### LDP-9030D

- 3 Line LCD with high visibility backlighting
- 7 Flexible buttons
- 30 Programmable buttons
- 3 Soft keys
- Wall mountable
- More extension handling with optional DSS

※ For more information and DSS options, refer to a total brochure

## DECT Phones



### GDC-500H

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



### GDC-800H(IP DECT)

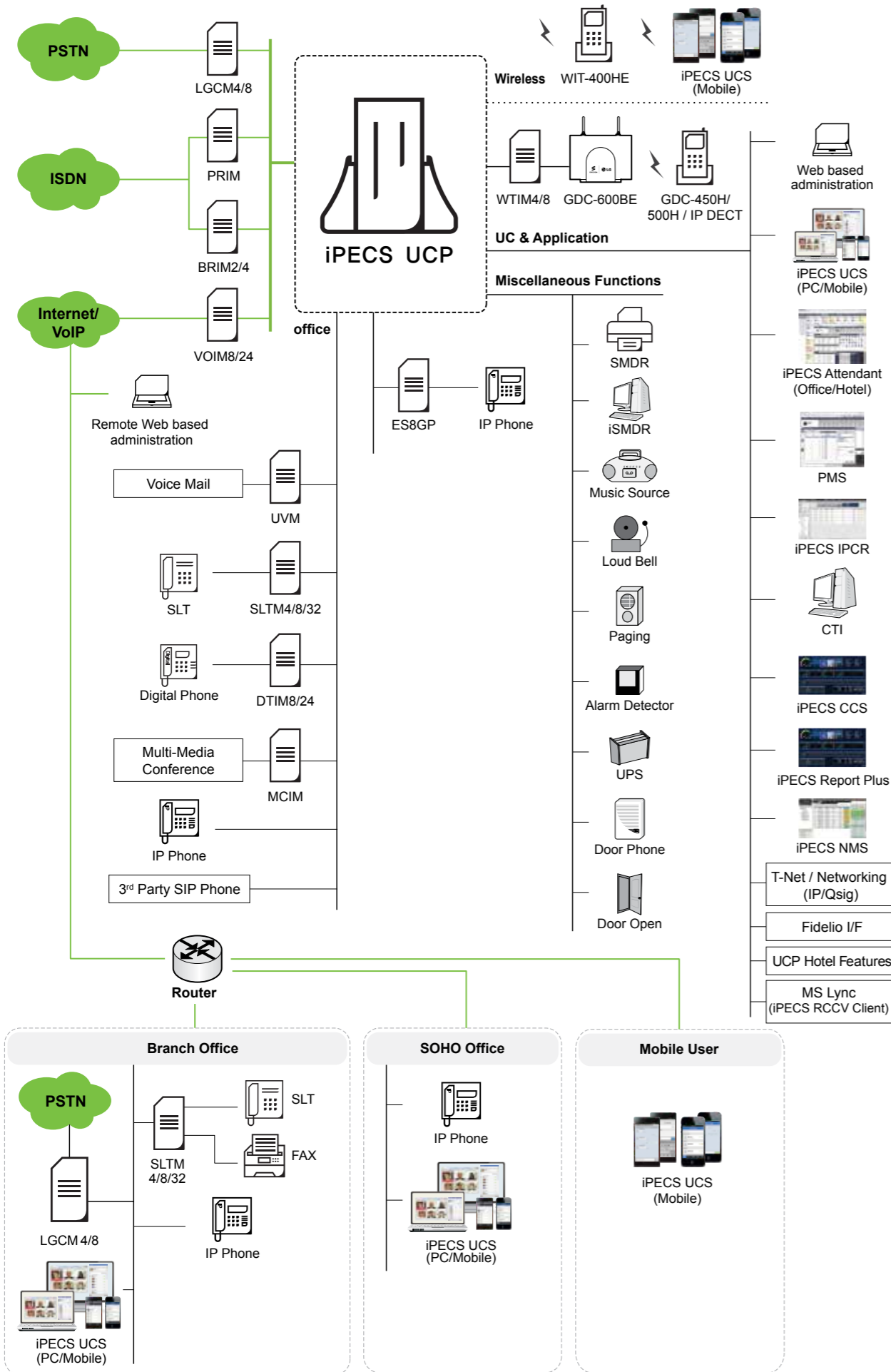
- Product set : GDC-800H(handset), GDC-800Bi (base), and GDC-800R (repeater)
- 2 inch color LCD with backlight
- Polyphonic ringtone
- 25 Call list storage capacity
- 100/200 phonebook(local/ central)
- Emergency key
- Duplex speaker phone
- Headset jack
- 16 Languages



### WIT-400HE

- 2line, 2" color LCD(176 X 220)
- 802.11 b/g, 802.11e for WLAN QoS
- Supporting iPECS system call features
- G.722 wide-band codec support for better voice
- PTT for group announcing, SMS
- Seamless handover between cells during talk

## iPECS UCP Network



## System Capacity

Category		UCP100	UCP600	UCP2400	Remark
Main cabinet			10 Slot		10 <sup>th</sup> slot for PSU
System channel	Basic	50	100	600	
	Max.	199	600	2,400	
Extension		199	600	2,400	
CO/IP Line		199	600	998	
Integrated Telephony ports	Standard	2FXS(SLT)	-	-	
	Option	4CO or 2BRI or 4BRI	-	-	
VoIP Channel	Built-in VoIP *	2~6Ch.	6Ch.	-	
	Built-in VoIP Expansion**	16Ch.	24Ch.	-	w/ License (8ch increment)
	System Max.	199	600	998	w/VOIM
Built-in Audio Conference		6/10/14/18	6/18	-	VoIP DSP channels can be assigned to the MCIU, 2 VoIP = 4 Conf Channels
Built-in VM (UVMU)	Basic	4Ch./ 4Hrs	6Ch. / 6Hrs	-	
	Max.	4Ch./14Hrs	6Ch./16Hrs	-	w/ License
External VM (UVM)	Basic		8Ch./50hrs		
	Max.		16Ch./200Hrs		w/ License
UVM per system			100		
MCIM*** per system			30		
UCS Standard clients		100	200	400	
UCS Premium clients		199	600	2400	
Attendant			Up to 50		
Serial Port (RS-232C)			1		
USB (3.0) Host port			1		

\* In-band/Out-band SIP, Transcoding, Networking, Remote IP Phone/Devices

\*\* Out-band SIP, Networking, Remote IP Phone/Devices

\*\*\* MCIM supports 4-32 party conferencing

## System Components

Item	Model	Description
UCP Call Server	UCP100	Unified Communications Platform Server 100, Basic 50, Up to 199 ports
	UCP600	Unified Communications Platform Server 600, Basic 100, Up to 600 ports
	UCP2400	Unified Communications Platform Server 2400, Basic 600, Up to 2400 ports
Trunk G/W	COIU4	4 ports Central Office Interface Unit daughter board for UCP100
	BRIU2/4	2/4 port Basic Rate Interface Unit daughter board for UCP100
Extension G/W	VOIM8/24	8/24ch VoIP Interface Module
	LGCM4/8	4/8 port Analog CO Interface Module
	BRIM2/4	2/4BRI (4/8ch) Interface Module
	PRIM	1 port PRI (30ch) Interface Module
	T1PRI	1 port T1/PRI (23ch) Interface Module
	CMU50PR	Call Metering Unit (50/PR) for UCP-LGCM4/8
Extension G/W	CMU12/16	Call Metering Unit (12K/16K/PR) for UCP-LGCM4/8
	DTIM8/24	8/24 port Digital Line Telephone Interface Module
Extension G/W	SLTM4/8/32	4/8/32 port Single Line Telephone Interface Module

\* For more information and other components, refer to an order information or others.

## 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 °C / 32~104 °F
	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