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 a groundbreaking innovative platform, iPECS UCP provides out of box UC and Mobility solution. In addition, iPECS UCP is scalable for premium UC.

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 up to 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.

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)

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 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.

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.

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.

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.

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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.
iPECS UCS Introduction

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

iPECS UCS highlight

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

iPECS UCS server types

Type 1

- UCS Standard (Built-in)
  - Built in UCS Server in UCP
  - Cost saving for HW server & OS

Type 2

- UCS Premium (External)
  - External UCS server
  - Advanced features and collaboration tools

UCS features depend on standard and premium version.

UCS Standard vs UCS Premium

<table>
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<th>Features</th>
<th>Standard</th>
<th>Standard Call Control</th>
<th>Premium</th>
<th>Premium Call Control</th>
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<td>UCP 600</td>
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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
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.

### Applications for Business Performance

#### 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

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

#### 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

#### 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

#### 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)

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

#### iPECS Attendant Office
- 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)
- Effective front desk and staff work
- Maximize guest service

#### iPECS IPCR
- 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
- 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

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-size 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

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

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 (form MS) are deployed together
- Support Remote Call control on Office 365 Lync as well

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

IP Phones

LIP-9002
- 2 Line Gray graphic LCD with White backlight
- 36 Programmable feature key with LCD underlay and 3 color LED
- PoE(802.3af) Support
- Open VPN
- LLDP-MED/B1.1 Security
- 10/100/1000BASE-T 2 ports

LIP-9010
- 3 Line Gray graphic LCD with White backlight
- 5 Programmable feature key with 3 color LED
- PoE(802.3af) Support
- Open VPN
- LLDP-MED/B1.1 Security
- 10/100BASE-T 2 ports

LIP-9020
- 4 Line Gray graphic LCD with White backlight
- 10 Programmable feature key with 3 color LED
- PoE(802.3af) Support
- Open VPN
- LLDP-MED/B1.1 Security
- 10/100/1000BASE-T 2 ports

LIP-9040
- 8 Line Gray graphic LCD with White backlight
- 36 Programmable feature key with LCD underlay and 3 color LED
- PoE(802.3af) Support
- Open VPN
- LLDP-MED/B1.1 Security
- 10/100/1000BASE-T 2 ports

LIP-9070
- 11 TFT color touch LCD
- VGA resolution
- Android OS
- Gigabit support
- Media play: picture viewer
- 1.3M pixel CMOS camera
- Video calls with iPECS video clients (LCS, LIP-300V, PhonePad)
- Soft flexible buttons
- 48 for SIP 1.2 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-9090BTMU
- Support: LIP-9020/30/40
- Optional module
- Bluetooth V2.1/EDR
- Speakerphone or handset calls on smart phone and Bluetooth headset

Terminals

iPECS UCP supports a wide 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.
Wi-Fi Phone

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

LIP-8032E/AE
- 2 Line LCD, Grey scale graphic display
- User programmable 10 feature keys with LCD labeling
- BLF information with triple color LED
- Enhanced quality conference call
- High quality voice codecs
- Enhanced enhanced quality conference call
- LLDP-MED / 802.1x security support
- Open VPN support
- Gigabit support

LDP-7004D
- 1 Line LCD
- 2 Flexible buttons
- 5 fixed buttons
- BLF information with triple color LED
- Message waiting lamp

LDP-7004N
- 2 Line LCD
- 2 Flexible buttons
- 5 fixed buttons
- Speakerphone
- Headset jack

LDP-7008D
- 3 Line LCD
- 8 Flexible buttons
- 5 fixed buttons
- Speakerphone
- Wall mountable

LDP-7016D
- 3 Line LCD
- 16 Flexible buttons
- 5 fixed buttons
- Navigation button
- Additional device port for SLT / FAX
- Speaker phone
- Wall mountable

LDP-9008D
- 3 Line LCD
- 8 Flexible buttons
- 6 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 LCD keys
- Wall mountable
- More extension handling with optional DSS

DECT Phones

- Speakerphone : Yes
- Bluetooth : Yes (V2.1, headset profile)
- Russian, Turkey, German)
- Languages : 7 languages
- 5 way navigation
- Easy access via 2 soft keys, 5 way navigation
- 16 Languages
- Headset jack
- Seamless handover between cells during talk

WIT-400HE
- 2 Line LCD
- 2 Flexible buttons
- 5 fixed buttons
- Speakerphone
- Wall mountable

GDC-500H
- Protocol : Standard GAP + Encapsulating SGAP
- Buttons : Easy access via 2 soft keys, 5 way navigation
- Languages : 7 languages
- Polyphonic ringtones
- 25 Cell call storage capacity
- 10000 phonebook (local / central)
- Emergency key
- Speakerphone / Yes
- 16 Languages

GDC-800H(IP DECT)
- Product set : GDC-800A(Handset), GDC-800B(base), and GDC-8005 (repeater)
- 2 inch color LCD with backlight
- Polyphonic ringtones
- 25 Cell call storage capacity
- 10000 phonebook (local / central)
- Emergency key
- Speakerphone / Yes
- 16 Languages

For more information and DSS options, refer to a total brochure.
## System Components

### Item | Model | Description
--- | --- | ---
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
- VOIM8/24: 8/24ch VoIP Interface Module
- LGCM4/8: 4/8 port Analog CO Interface Module
- BRIM2/4: 2/4BRI Interface Module
- PRIM: 1 port PRI (30ch) Interface Module
- CMU50PR: Call Metering Unit (50/PR) for UCP-LGCM4/8
- CMU12/16: Call Metering Unit (12K/16K/PR) for UCP-LGCM4/8

### Extension G/W
- DTM4B24: 8/24 port Digital Line Telephone Interface Module
- SLTM4B32: 4/32 port Single Line Telephone Interface Module

### System Capacity

#### Category | UCP100 | UCP600 | UCP2400 | Remark
--- | --- | --- | --- | ---
Main cabinet | 10 Slot | 10 Slot | 10 Slot | 10 Slot for PSU
System channel | Basic | Max. | Max. | Max.
Expansion | 199 | 199 | 199 | 2,400
CO/IP Line | 199 | 600 | 998 | 998
Integrated Telephony ports | Standard Option | 2FXS(SLT) | 4CO or 2BRI or 4BRI | 4CO or 2BRI or 4BRI
VoIP Channel | Built-in VoIP Expansion** | 16Ch. | 24Ch. | w/ License (64Ch increment)
Built-in Audio Conference | 6/10/14/18 | 6/10/14/18 | 6/10/14/18 | w/64Ch
Built-in VM (UVM) | Basic | Max. | Max. | w/ License
External VM (UVM) | Basic | Max. | Max. | w/ License
UCS Standard clients | 100 | 200 | 400 | w/ License
UCS Premium clients | 199 | 600 | 2400 | w/ License
Attendant | Up to 50 | Up to 50 | Up to 50 | Up to 50
Serial Port (RS-232C) | 1 | 1 | 1 | 1
USB (2.0) Host port | 1 | 1 | 1 | 1

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### Specifications

#### Item | Description | Specification
--- | --- | ---
Module AC/DC Adapter | AC Voltage Input | 100-240VAC +/- 10% / 50/60Hz
| DC Output | 1.0 amps | 48 VDC @ 0.8 amps
Keyset AC/DC Adapter | AC Voltage Input | 100-240VAC +/- 10% / 50/60Hz
| DC Output | 0.2 amps | 48 VDC @ 0.8 amps
PSU | AC Voltage Input | 100-240VAC +/- 10% / 50/60Hz
| DC Output | 23.5VDC | 48 VDC @ 5.3amps / 10Watt
Operating Environment | Temperature | 0°C~40°C / 32°F~104°F
| Humidity | 0~85% (non-condensing)
Dimension | Standard Gateway Module | 358mm(L) x 229mm(H) x 144mm(D)
| Main Cabinet, Enhanced | 440mm(W) x 285.6mm(D) x 318.2mm(D)
| 10' Rack Mount modules | 436mm(W) x 53mm(H) x 318mm(D)
Weight | Main Cabinet, Enhanced (with PSU modules) | 7.78Kg (9.32Kg)
| 10' Rack Mount modules | 4.32Kg |