

Unified communications solution for SMB

iPECS LIK

PURE IP SYSTEM FOR SMB NETWORKS

IP PBX SOLUTION DESIGNED TO MEET
NEEDS OF SMB.
SPECIFICALLY DESIGNED FOR 20 TO 1,000 USERS
WHILE DELIVERING FULL PBX FUNCTIONALITY.



Grows as your business grows

Select the iPECS LIK call server that best fits the size of your business from 20 to 1000 users. Then select the modular gateway component interfaces to address your needs. As your business grows and changes, the modular architecture lets you expand and change your iPECS LIK by adding new modules to your network.

Minimizing Total Cost Ownership

iPECS LIK employs IP to let you deploy a single network infrastructure and modular components to lower your Capital Expenditure. Managing a single infrastructure, employing modular components to expand your system, simple implementation for remote offices and traveling workers, enhanced productivity applications and advanced network management services all allow your business to lower your Operating Expenditure.

Distributed architecture

Using IP as the core switching architecture, the iPECS LIK call server, modular gateways and terminals connect over your LAN to implement a single voice and data network. iPECS LIK distributed architecture provides robust survivability capabilities to alleviate potential network and power outages without adding over-head costs.

Native remote solution

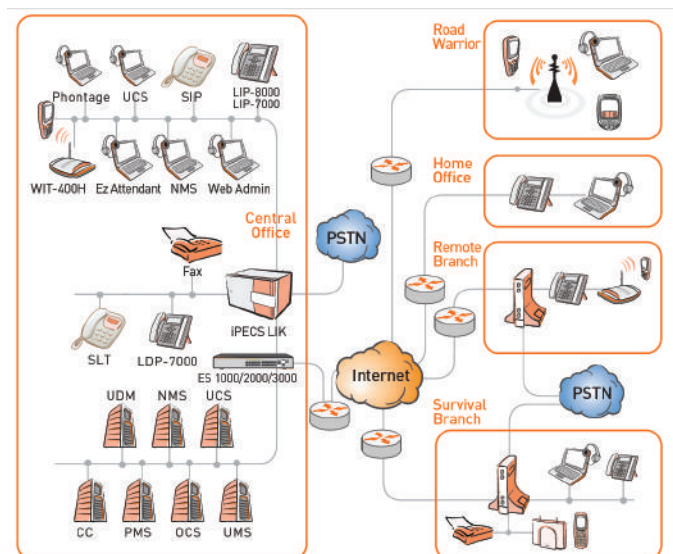
Thanks to the native IP structure, you can deploy iPECS LIK with remote offices and nomadic employees. Branch offices and traveling employees connect to HQ anywhere there is an IP network. The unique RSGM solution gives home office workers full access to iPECS LIK. Link as many as 250 systems in a single common communications network. With iPECS LIK, there is no need for any employee or office to be stranded on a communications island.

It is a PBX

iPECS LIK delivers all the functionality of a traditional PBX and more with features to simplify your business operations and improve productivity. The uncompromising design assures you of the highest reliability and convenience for your business communications.

Application platform

iPECS LIK AIM (Application Interface Messaging) technology combines industry standard TAPI with advanced information and control capabilities. Choose from a variety of 3rd party developer applications from LG-Ericsson partners. Or, select from a host of business ready applications directly from LG-Ericsson including soft-phones, PC Attendant, Network Management, Unified Communications, Unified Messaging and more. iPECS LIK also provides perfect feature sets for hotel business. Latest PMS integration with Micros Fidelio which is a global market leader in hotel industry makes iPECS much more attractive.



Call servers

- MFIM50A for 20+ users: All in one single box solution.
: Built in PSTN trunk, VM, VoIP and SLT I/F
- MFIM100 for 50+ users: Built in VM and VoIP
- MFIM300 for 200+ users: Built in VM and VoIP
- MFIM600 for up to 500 users: Dedicated call server
- MFIM1200 for up to 1,000 users: Dedicated call server

Distributed architecture

- Remote device connection Gateway: IP phone, DECT
- Toll by pass with system LCR: Automatic routing using remote trunk
- System networking up to 250
- Modular type gateway: PRI, BRI, Analog CO, IP trunk, SLT, DKT, DECT MCIM, VMIM, RSGM
- Flexible mounting options: 19" rack mounting, Wall mounting, Desktop mounting

Centralized management

- Built in system web admin: Call Servers include built-in web server
- Easy to use GUI: Full feature and all device access
- Multiple level ID management: User/Administration/Maintenance ID, Editable access control per each level of user ID
- Zone base device management: Logical device grouping
- Station user admin: Web admin for station configuration

Session Initiation Protocol (SIP)

- SIP trunk interface: Interoperable with major softswitch
- SIP extension: Basic call, Hold, Transfer, 3 way conference

Survivability

- System redundancy: Active & Standard call server duplication
- Local survivability: WAN failure back up. Central mode & local mode
- Power redundancy: Cabinet based PSU back up

Conference

- Multi party voice conference up to 32 party with MCIM
- Virtual conference room, Conference group call, Ad hoc conference

Powerful system functions

- Built in ACD, Fixed line SMS, Hot desking, Individual call routing, Automatic call recording
- ICLID base call routing, T.38, Built in voice mail, Multi language Auto Attendant, Email notification of VM and more

Mobility

- Wireless IP Phone: Proprietary system terminal
- Mobile extension: GSM/CDMA linked as a system extension. One number service

	MFIM50A	MFIM100	MFIM300	MFIM600	MFIM1200
Max Channel No.	50	100	300	600	1200
Max Trunk Channel	42	42	200	400	600
Max Station Channel	50	70	300	600	1200
Built in Trunk	4 CO	-	-	-	-
Built in SLT	2	-	-	-	-
Built in VoIP ch.	4(8*)	6	6	-	-
Built in VM ch.	6	6	6	-	-
VM recording time	270min.	210min.	210min.	-	-
PFTU	1 port	4 ports	4 ports	4 ports	4 ports
BGM	1 Int. + 1 ext.	1 Int. + 2 Ext.	1 Int. + 2 Ext.	1 Int. + 2 Ext.	1 Int. + 2 Ext.
Local Survivability	Yes	Yes	Yes	Yes	Yes
System Redundancy	No	Yes	Yes	Yes	Yes
System Gateways	PRIM, BRIM2/4, LGCM4/8, VOIM8/24, SLTM4/8/32, DTIM8, WTIM4/8, POE8, MCIM, VMIM, RSGM				
System Housing	MCKTE, 1URMB, PSU, WBRKTE, WHLD, DHLD & DHE				
System Terminals	LIP-8000 & 7000, LDP-7000, WIT-400H				
Applications	Phontage, UCS, NMS, UMS, UDM, ez-Attendant, IP Networking, 3rd party interfaces(TAPI, SMDR, SMDI, ACD, AIM)				
IP Security & QoS	IPSec, SRTP, 802.1p/Q, IP TOS, Diffserv pre-tagging, TLS 1.0, SSL 3.0				
VoIP Interface	H.323 v4, SIP(Trunk/Extension), RTP/RTCP, STUN, G.711/G.723/G.729, T.38				
Application protocol	HTTP, FTP, TFTP, DHCP, PPPoE, SNMP				

*No of available channels only using G.711

LIP 8000 series IP Terminals

iPECS includes a wide variety of user desk-top terminals. The LIP 8000 series includes **four (4) phone models** and **3 types of DSS Consoles** to provide a solution tailored to the needs of each user. From the LIP-8004D basic lobby phone to the Executive LIP-8040L, the LIP-8000 terminals

are **simple to use yet feature rich**. Users quickly learn to use the LIP phone thanks to one button operations and user friendly features such as the navigation and soft-menu keys. The **full duplex HD quality speakerphone** in most models let users converse handsfree, assured of the highest

quality through advanced VoIP technology.

The LIP-8000 terminals can connect anywhere there is a LAN connection and support the IEEE **802.11af Power-over-Ethernet** standard so a separate power connection is not required.

LIP-8040L

- 240 x 144 LCD 9 lines
- 3 soft keys
- Navigation key
- Full duplex SPK
- 10 flexible buttons (LCD)
- 10 fixed buttons
- Wideband Codec
- Triple color LED
- Ring/MW indicator
- 2nd hub pot(10/100T)
- 802.3af PoE



LIP-8024D

- 240 x 56 LCD 4 lines
- 3 soft keys
- Navigation key
- Full duplex SPK
- 24 flexible buttons
- 10 fixed buttons
- Wideband Codec
- Triple color LED
- Ring/MW indicator
- 2nd hub pot(10/100T)
- 802.3af PoE
- Optional Bluetooth/DSS



LIP-8012D

- 240 x 42 LCD 3 lines
- 3 soft keys
- Navigation key
- Full duplex SPK
- 12 flexible buttons
- 10 fixed buttons
- Wideband Codec
- Triple color LED
- 802.3af PoE
- 2nd hub pot(10/100T)
- Ring/MW indicator
- Optional DSS



LIP-8004D

- 16 character 1 line
- OHD
- 4 flexible buttons
- 8 fixed buttons
- Triple color LED
- Ring/MW indicator
- 802.3af PoE



LIP-8048DSS

- 48 LED flexible buttons
- Paper underlay
- Triple color LED
- External power supply
- 12 pin connector
- Max. 4 cascading



LIP-8012DSS

- 12 LED flexible buttons
- Paper underlay
- Triple color LED
- Power feeding from IP Phone
- 12 pin connector
- Max. 2 cascading



LIP-8012LSS

- 12 LED flexible buttons
- LCD underlay
- Triple color LED
- Power feeding from IP Phone
- 12 pin connector
- Max. 2 cascading



LIP-8040LSS

- 40 LED flexible buttons
- LCD underlay
- Triple color LED
- PoE or External power supply
- LAN connection



LIP 7000 series IP Terminals

LIP-7024LD

- LIP-7024LD
- 224x144 Large LCD
- 3 softkeys
- Navigation key
- Fullduplex SPK
- 24 flex btn
- 9 fixed btn
- Dual LED
- 2LAN(10/100T)
- 802.3af PoE
- Optional Wall mount
- Optional DSS
- Optional Pedestal



LIP-7024D

- 3x24 LCD
- 3 softkeys
- Navigation key
- Fullduplex SPK
- 24 flex btn
- 9 fixed btn
- Dual LED
- 2LAN(10/100T)
- 802.3af PoE
- Optional Wall mount
- Optional DSS
- Optional Pedestal



LIP-7016D

- 3x24 LCD
- 3 softkeys
- Navigation key
- Fullduplex SPK
- 16 flex btn
- 9 fixed btn
- Dual LED
- 2LAN(10/100T)
- 802.3af PoE
- Optional Wall mount
- Optional DSS
- Optional Pedestal



LIP-7008D

- 2x24 LCD
- Fullduplex SPK
- 8 flex btn
- 5 fixed btn
- Single LED
- 802.3af PoE
- Optional Wall mount



LIP-7004N

- 2 flex btn
- 5 fixed btn
- 802.3af PoE
- OHD
- Single LED
- Optional Wall mount



LIP-7048DSS

- 48 flex btn
- Dual LED
- 2LAN(10/100T)
- 802.3af PoE
- Optional Wall mount
- Optional DSS
- Optional Pedestal
- Optional DSS



LKD series

LKD-2NS

- CTI interface (Optional)
- Low power consumption
- On-hook dialing
- 2 flexible button



LKD-8DS

- CTI interface (Optional)
- Low power consumption
- Speaker phone
- LCD display(24* 2 Char.)
- 8 flexible button



LKD-30DS

- CTI interface (Optional)
- Speaker phone
- LCD display(24* 2 Char.)
- 30 flexible button
- 2B interface (SLT or DKTU)



LKD-30LD

- Low power consumption
- Speaker phone
- Large LCD type
- Dual LED indication
- 30 flexible button



LDP Innovative Stylish Desk-top Terminals

Select from the widest array of desk-top terminals, designed to meet the needs of each location in your office. Desk-top terminals include the 7004N

and 7004D and 7008N and 7008D, the choice for basic systemservices. The 7016D or 7024D for more advanced typical user needs incorporate the

innovative mobile like operating style. The 7024LD with its large display is the choice for the power user.

LDP-7004N

Entry Level Non Display Digital Keypad

- Dedicated Feature Keys
- 2 Flexible Buttons
- 5 Fixed Buttons
- OHD / HOLD



LDP-7004D

Display Digital Keypad

- One Line LCD (1 x 16)
- 2 Flexible Buttons
- 5 Fixed Buttons
- OHD / HOLD



LDP-7008D

Compact and Convenient Digital Keypad

- Dual Line LCD (2 x 24)
- 8 Flexible Buttons
- 5 Fixed Buttons
- Speaker Phone
- Headset Jack



LDP-7016D

Essential and Standard Digital Keypad

- Triple Line LCD (2 x 24)
- Navigation Key / Hand Free Operation
- 16 Flexible / 7 Fixed Buttons
- Various Options available



LDP-7024D

Leading and Highest Level Digital Keypad

- Triple Line LCD (3 x 24)
- Navigation Key / Hand Free Operation
- 5 Fixed Buttons
- 24Flexible / 7 Fixed Buttons
- All Options available



LDP-7024LD

Dignity Digital Keypad with Large LCD

- Multi Line Graphic LCD (9 x 24)
- All the Beneficial of LDP series



LDP-7048DSS

DSS Console

- 48 Programmable Keys
- Can be assigned to direct station selection
- Can be programmed as feature Keys



Options

- **LDP-7000FU**
Full Duplex Module
- **LDP-7000MU**
Melody Unit (40 poly melody)
- **LDP-7000MFU**
Melody and Full Duplex Unit
- **LDP-7000CTU**
Computer Telephony Integration Unit
- **LDP-7000USB**
Call Recording Feature thronging USB Module
- **LDP-7000BTU**
Wireless Access function using Bluetooth Tech

BTU and USB are only compatible with LDP-7024D and LDP-7024LD

FU, MU and MFU are compatible with LDP-7016D, LDP-7024D and LDP-7024LD

- Black color is available

Unified communications solution for SMB

iPECS

WIT-400H

SYSTEM INTEGRATED WLAN SOLUTIONS

WIRELESS LAN PHONE WITH INTEGRATED SYSTEM FEATURES DESIGNED FOR ROBUST BUSINESS COMMUNICATION AND SEAMLESS MOBILITY



Productivity enhancement via integrated system features

Tightly integrated system features make WIT-400H a perfect business mobility terminal. Industry proven iPECS family, LG-Ericsson's IP PBX solution, has completed interoperability test for sophisticated business features. Users can broadcast their voice to multiple peers by simply pressing Push To Talk (PTT) button on the handset then WIT-400H maintains open channels for the instant half duplex voice communication. By using Linked Station Pair, users communication options become seamless. Pairing with desktop phone or soft client with WIT-400H matches ideal combination of true business communication. Not to mention Paging, Message wait indication, multi party conference, internal text messaging, door opening relay control etc., traditional system features are well implemented in the latest IP technology without compromising.

Cost effective business mobility

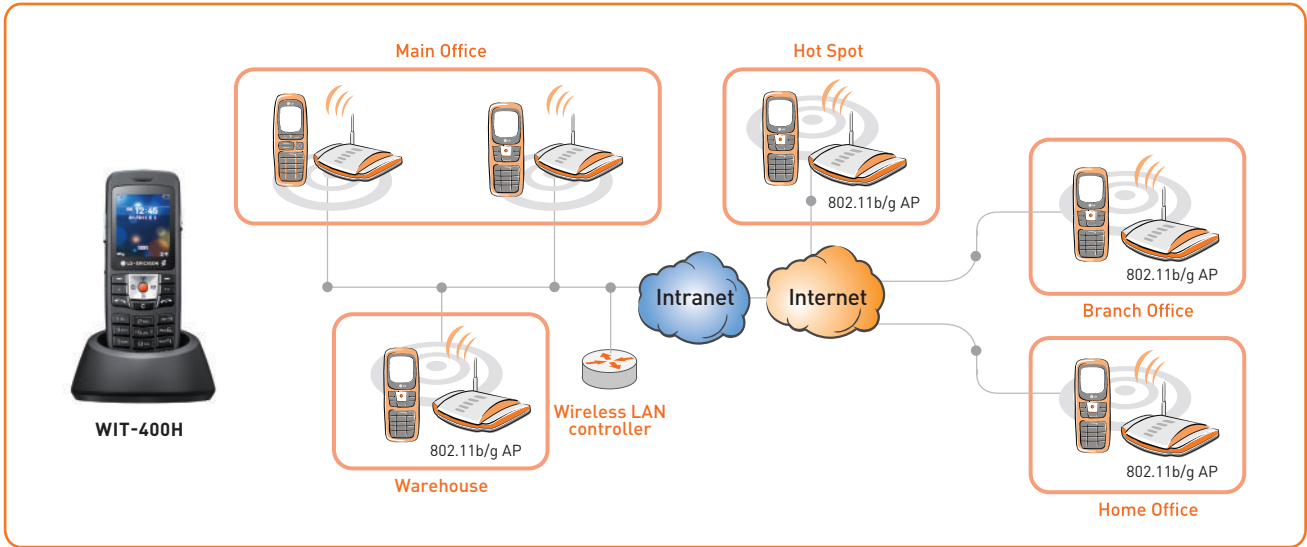
Forget about dedicating infrastructure only for voice communication which comparatively consumes low traffic bandwidth. Thanks to massively spread wireless network infrastructure, 802.11b/g. Now users can benefit single infrastructure over wired and wireless network wherever they go. Simply by accessing standard wireless access point, users can free their business transaction rather than adapt themselves into the given closed infrastructure. Imagine any remote environment such as remote/home workers, branch office, road warriors, warehouse managers. With LG-Ericsson's wireless LAN solution, any of these mobility options easily become your strength without causing significant investment. Since LG-Ericsson integrates WIT-400H with all of its telephone systems, there is no additional gateway or controller required to support sophisticated system features. Lowering management cost is also an deliverable value especially to where many terminals are deployed. Unpack and hook up any WIT-400H to the network, then it'll find the built in provisioning server of LG-Ericsson's telephone system for automatic registration and latest S/W upgrade.

Customized cell planning for any size of business

LG-Ericsson's wireless LAN solution fits best for small office or branch office where single cell planning is mostly accepted. Plug in any decent quality standard AP to the network, that'll cover most of the capital investment on wireless network infrastructure. Still depend on the AP's channel handling capacity, system can manage 2-8 simultaneous calls normally. If your challenge is in handling seamless handover within multi cell environment, upgrade the wireless infrastructure with adequate performance and brand. Any industry standard infrastructure would work with WIT-400H. Although the solution is running on an open infrastructure, latest security technology ensures users business communication safe and sound. WEP/WPA/WPA2 and SRTP secures the business communication from logging in data to voice packets.

Optimal design for everyday business environment

To make the handset work better for business purpose, simple and robust design concept is applied for WIT-400H. Damage proof shell design, internal antenna, dark grey color housing impress users with firm and solid communication tool. Turn on the handset, you will find full color display panel with well arranged graphical menu. Interactive softkey and navigation key makes the user interface even easier to use. For your convenience, you can attach an optional belt clip which helps snap in and out without hassle. WIT-400H applies industry standard Micro USB port for battery charging either via desktop charger or direct connection to the handset.



System features*

Call Transfer, Call Hold, Call Forward, Call Park, Call Pick Up, Call Waiting, DND, Speed dial, One digit service on busy (Call wait, Camp on, Override), Message wait indication, Conference(w/MCIM), Internal SMS, Push To Talk, Linked station, Pre-defined & custom text display message, Paging, Auto Provisioning, Online S/W Upgrade, WLAN Profile, Extension program (Class change, Mobile extension enable, Conference room, Morning call)

*Full system feature supported later than iPECS LIK P5.5 and CM P2.0

Phone features

Registration, Manner & Lock mode, Mute, Redialing Call, Volume Adjustment, Signal Strength Indicator, Caller ID, AP Scanning, Call History

Phone Book: Add New, Search, Caller Groups, Speed Dials, Delete All

Messages: Write, Inbox, Outbox, Draft, Templates, Spam Message, Message Settings

Tools: Schedule, Memo, Alarm Clock, Calculator, World Time, Timer

Settings: Sound, Display, Profile Settings, Wireless LAN Setting, Security, Multi Language

Phone Information: S/W Version, Network Information, Wireless LAN Status

Item Item	Description
Size (H x W x D, cm)	13.61 x 4.7 x 2.03
Weight	100g(with battery)
Color	Dark gray
Talking/Standby	3hrs/50hrs
Battery type	Lithium Ion
Battery capacity	3.7V, 950mAh
LCD size	2" (176 x 220)
LCD color	65K color graphic
Frequency	2.4 - 2.4835 GHZ
Average Output Power	17dBm/11b, 15dBm/11g
Operating Range	50m (Office), 200m (Open)
Operating Temperature	0°C ~ 50°C
Transmit data rate	- 802.11b : ~11Mbps - 802.11g : ~54 Mbps

Item Item	Description
VoIP Protocol	SIP (Proprietary)
Codec	G.711(A/U Law) / G.729
Wired Encryption	SRTP, IPSec**
Wireless Encryption	WEP : Disabled, 64bit, 128bit WPA-PSK-TKIP, WPA2-PSK-CCMP
Compatible Systems	iPECS LIK/MG
Wireless Standard	IEEE 802.11b/g
Wireless Access Protocol	CSMA/CA
QoS	IEEE 802.11e
Screen Theme	5 (Animation), 15(Still)
Key/Ring Tones	Key : 2, Ring : 34
SMS	Inbox/Outbox : 100, Draft : 10
Call History	100
Phone Book/Caller Group	500 / 34
Speed Dialing	99

**To be supported

UCS, Unified communication for small and medium size business!



iPECS UCS is a PC based application, which operates in conjunction with the **iPECS Call Server**. iPECS UCS Server simply integrates all of your modes of communications into a single graphical user interface. Supporting access by up to **600 simultaneously**, iPECS UCS expands and enhances the communication services of iPECS to dramatically improve business productivity and customer responsiveness. In addition to the rich voice services available from the iPECS LIK, UCS users are provided access to a wide range of video, text and graphic collaborative and messaging services.

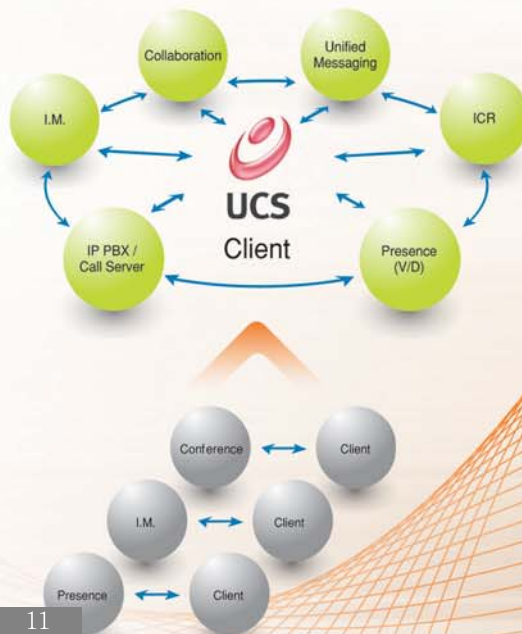
Unlike other UC solutions, iPECS UCS is designed

as a Single Server Solution. All the functional modules, IM, Video Conference, Shared and Private directories, ICR, etc., are included in a single server application, improving performance, lowering costs and reducing maintenance. Additionally, traffic analysis of the various UCS functions permits the communication manager to easily analyze use of each module and adjust the environment appropriately.

Services available include 32-party voice and 6-party video **conferencing**, Business purpose **instant messaging**, **Application sharing** and Multi-party **call recording**, Comprehensive presence information, Individual Call Routing and

more. Employing a simple intuitive graphical user interface, the UCS has access to both private and shared **Schedules**. Users can easily access the central UCS **database** or company's **Active Directory via LDAP**.

Further, UCS operates and synchronizes with major personal information management applications and databases such as **Outlook, ACT!, Goldmine and Excel**. The user interface is highly flexible and can be customized to address the needs of the individual user. As an IP solution, UCS overcomes geographical limitations, allowing access to services and databases of the UCS Server while in the office or on the road.



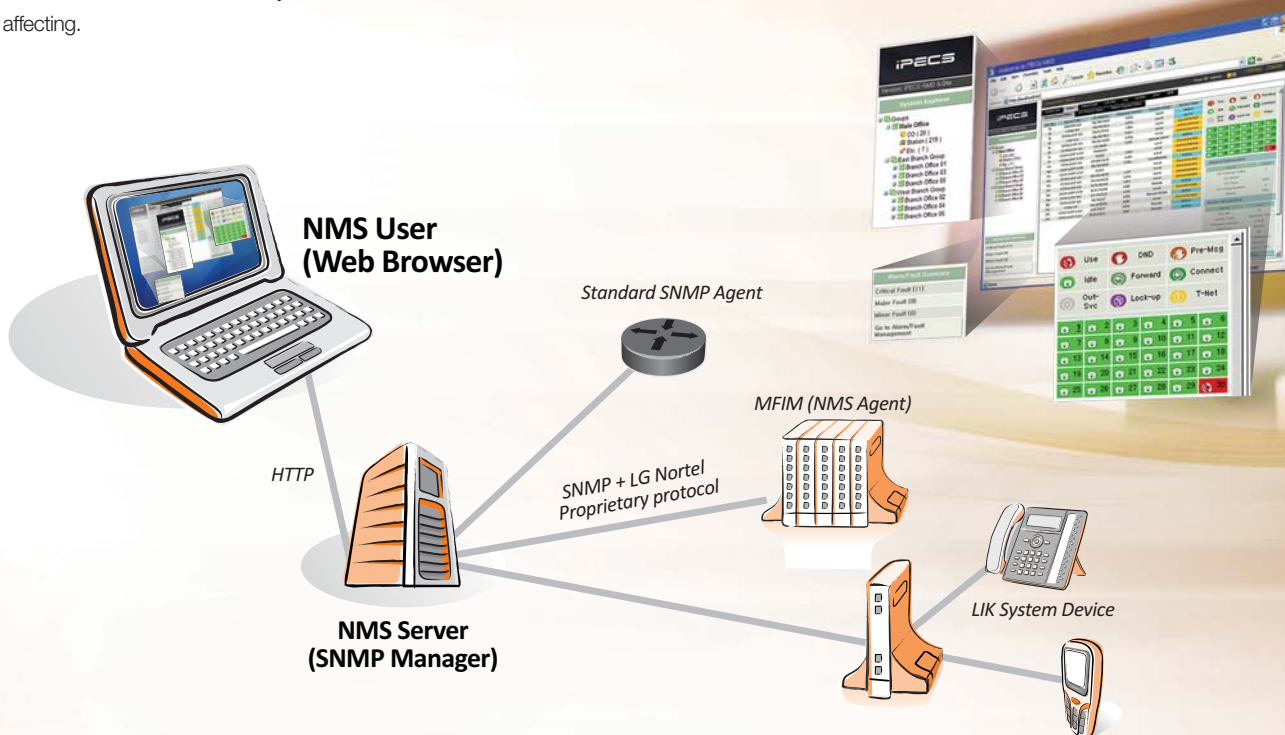
NMS, Multi site management tool for iPECS

iPECS Network Management Solution (NMS) is a powerful tool for managing fault information, monitoring real time status, maintaining call statistics and databases of multiple iPECS appliances. iPECS NMS is a Web based application so that communication managers access NMS via Internet Explorer from any remote PC. Providing services for up to **1,000 iPECS Call Servers**, iPECS NMS employs standard SNMP (Simple Network Management Protocol) to identify and "trap" events should a problem occur.

E-mail fault notification assures the network manager is informed of predefined events and faults on a real-time basis so unusual conditions can be addressed before they become service affecting.

With iPECS NMS, communication managers can review **real-time status** of all devices and channels associated with a Call Server, with fault events highlighted for quick identification. NMS maintains a database of all Call Servers and permits **direct access to each server's Web Admin** function for remote adds, moves and changes. Instead of accessing the Web admin of each Call Server and dealing with multiple site IDs and passwords, the manager can download or upload **multiple system databases or upgrades to software** through NMS with a few mouse clicks.

iPECS NMS monitors and stores **call traffic and SMDR statistics** from each registered server. Analysis of call (SMDR) and traffic statistics are presented in both graphical and tabular formats and to be used for resource planning of the corporation. Select stations, lines, time interval, etc. to isolate the reporting you need.





Phontage, Desktop or PDA & Webphone

iPECS Phontage is a **software base communication tool** using a PC or PDA to link the operation of an on-screen multi-button telephone with other communications related PC applications. All the features of the traditional iPECS multi-button phone are available to the user as well as 2 party call recording. In addition, a Phonebook database with links to the user's PIM (Personal Information Manager), provides pop-up windows for incoming caller identification. iPECS Phontage users can

employ the Phonebook to place calls as well as manage contact records. The video interface in the desk-top Deluxe version delivers video for a multi-party conference with up to 3 participants. Sharing allows multiple parties in a conference to view and manipulate files simultaneously.

While Phontage Desktop provides excellent communication features based on multi tasking PC platform, **Phontage PDA** works as a perfect mobile communicator within wireless network cov-

erage. Unlike other software based applications, users can access **iPECS Webphone** from any location via Internet Explorer. This simple Active X controlled voice application can be used for variety of business occasions.



Ez-ATD, PC based Attendant Console

iPECS ez-Attendant application simplifies call handling for your Attendant. The powerful ez-Attendant capabilities and superb GUI improve efficiency of the Attendant. Attendants manage incoming **calls with a simple click** of a mouse. ez-Attendant links to local and corporate **databases (MS Outlook, Access, ACT, Goldmine)** so the answering position is able to greet callers

knowing who's calling. From a glance at the ez-Attendant Station folder window, the receptionist views the **status of users** idle, busy, etc. In addition, iPECS ez-Attendant supports any language by simply translating all text including menus to the Attendant's desired language with the Local **Language** feature.

iPECS Call Server supports up to **5 ez-**

Attendants for larger or high call-volume environments, and can be used as a **Centralized attendant** in networked environments.



Improved business productivity and quicker decision making

Collaboration is more than a hot-button, enhanced productivity, faster decision making, and improved customer care mean **improved performance for your small to mid-sized business**. iPECS UCS delivers the benefits of organizational collaboration at a price affordable to the SMB. Use iPECS UCS Client to share and review the latest budget analysis or sales brochure with all concerned parties at once. Everyone gets the same message and decision response time improves.

iPECS UCS Shared Schedules and Directories make it simple to schedule a **conference call with up to 32 voice or 6 video users**. In iPECS UCS Scheduler create a shared group schedule

with Outlook synchronization, create a conference room and password, iPECS UCS notifies participants automatically with e-mail. Or set-up a conference group identifying participants and establish your conference call with the click of your mouse.

Presence and telephony status of other iPECS UCS users eliminates communication latency. Know who's on the phone before you call. If another user is on the phone, send an Instant message instead. iPECS UCS **Instant Messaging** let's you chat securely with one or a group of colleagues. Or use SMS to send a quick note to other internal users or to external parties using fixed line PSTN SMS.

iPECS UCS Client has an **intuitive Graphical User Interface** with easy access to the always available Call Assistance to place calls and receive notification of new calls through call pop-ups with detailed caller information. UCS Client has access to all iPECS features and unique capabilities such as peer-to-peer and **multi-party conference call recording** and voice file management. Record that important client call and assure you can pass the message accurately to all concerned parties.



Mobility, a tool for the Competitive Edge

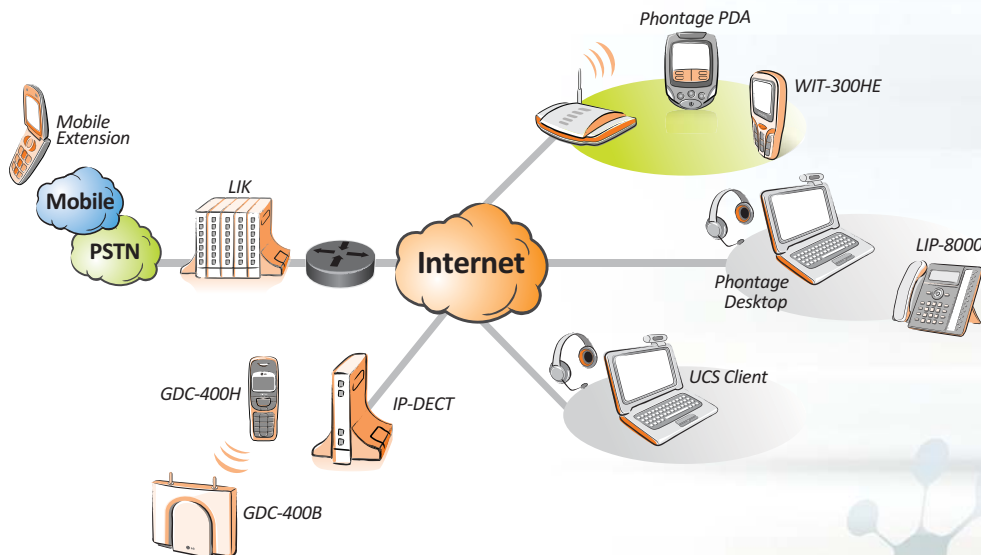
Mobility can be a critical need for the competitive business. iPECS offers an array of solutions from wide-area mobile phone integration to in-building mobility with WiFi or IP-DECT to address your mobility requirements. With **iPECS Mobile Extension** service, callers only need to remember one number. No matter where you are, iPECS routes the call to your office extension and registered mobile phone at the same time. You can also make calls from your mobile phone using iPECS resources and features available at your office extension. Major call features are supported from the mobile including Call transfer, Recall, Hunt calls, etc.

If you need to roam throughout your facility or campus and maintain communications, iPECS

offers both Wireless LAN and DECT technologies. Using a network of WiFi standard Access points, the iPECS wireless LAN phone, WIT-300HE, has access to the full complement of iPECS functionality while on the move. As you move, the **WIT-300HE** automatically locates the most appropriate AP in the network to maintain a call. The iPECS **IP-DECT** in-building mobility solution is built on LG-Nortel's DECT base station (GDC-400B). Base stations connect to the exclusive iPECS wireless management interface to create coverage zones. Within these zones, users of the highly functional GDC-400H wireless DECT handset gain access to iPECS features and resources without having capacity limitation other than system maximum capacity. With seamless handover, during a call,

users roam freely through-out the DECT coverage zone and the Call Server automatically maintains the connection while the handset moves from base station to base station. Because both DECT-400H and WIT-300HE employ mobile phone-like operation and simple GUI, users will quickly enjoy the many benefits of either of these solutions.

Your traveling employees are always out-of-touch with the office. Phontage and UCS Client let the **road warrior** transparently access iPECS anywhere there is an internet connection. Call others in the office, place and receive outside calls just like while in the office. And, use the conference and collaboration capabilities of the UCS Client to enhance productivity while on the road.



Advanced feature support improves customer care

From basic direct call routing to advanced Caller ID based routing, iPECS handles your important customer calls quickly and efficiently. Programmable hunt groups let you define how best to handle customer calls. **Ring multiple phones** at one time in a Ring group or set-up a basic Call Center using ACD.

Assign an **ACD Supervisor** to monitor the real-time status of the group from their iPECS phone display, act to oversee and assist group agents and activate alternative routing during high volume call periods. Agents login from any available phone. **ACD statistics** report basic group and agent performance on-demand or at regular intervals. Applying **Caller Controlled Routing**, callers

can route through a multi-level menu of recorded announcements to refine the call routing. The advanced call routing algorithms even allow you to route incoming calls based on the Caller ID.

Use Caller ID routing to further separate incoming calls. Calls from that large account can be sent to the account team or route calls based on regional origin, language or time-of-day.

Once the call is answered, users can **easily process** the call ; place the call on hold, transfer the call or even set-up a conference call with a press of a button. Users no longer need to worry about losing the call with the simple call handling operation of iPECS terminals.

With advanced features such as **Station ICR**, you define how to manage your incoming calls. Define call routing scenarios to forward calls using time, date, day of week, even caller id to specific destinations all through the iPECS Web Station Program User portal. Incoming calls are compared to the scenarios and the call is routed based on the highest priority matching scenario.