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# Hybrid Communications Platform for SME

## iPECS eMG80



# Experience a rich featured and cost effective communications solution in a trendy design

IP/TDM Hybrid communication platform, iPECS eMG80

iPECS eMG80 adopts VoIP technologies running in optimized IP/TDM hybrid switching platform. The ability to communicate seamlessly over IP networks delivers advantages over existing hybrid technologies permitting SMEs to access efficiency and productive applications with iPECS eMG80 in a simple and cost effective manner.



**PINUP**  
DESIGN AWARDS

## Seamless expandability for SMEs

With iPECS eMG80, you can start small with 8~12 users and grow seamlessly to more than 100 ports. Employing a multi-cabinet (KSU) architecture that allows four KSU and one expansion KSU to configure a dynamic system. iPECS eMG80 delivers cost effective communications to small and growing businesses and affordable expandability to medium size businesses.

## Cost effective and expandable VoIP Technology

iPECS eMG80 platform includes advanced VoIP technology supporting low cost SIP trunking, on and off-premise mobility, remote connectivity and multi-site networking with minimal cost to overcome geographical boundaries.

## Easy and economical Built-in UC

iPECS UCS Standard server is built into the eMG80. Users can use video, IM, audio conference, visual voice mail, as well as voice calls on one platform.

## Simple installation and maintenance

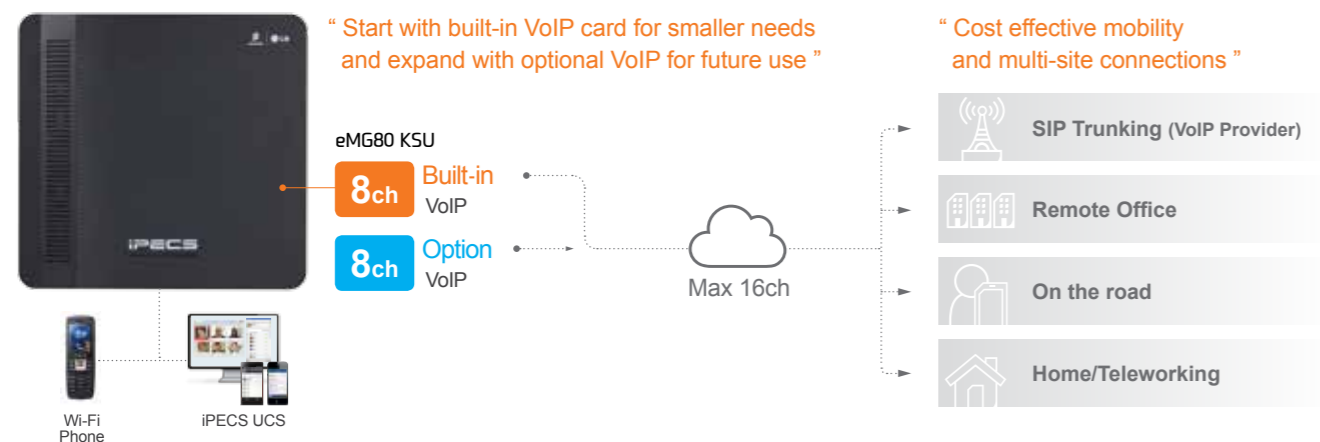
The iPECS eMG80 adopts advanced HTML5 based Web admin, which is an intuitive simple solution to system configuration and maintenance. The Web Manager Install Wizard presents the basic installation in a series of simple steps for an easy basic installation in English or other local language.

## Rich features and applications

Pre-packaged rich embedded features and applications increases business competitiveness with effective communications with less cost.

## Multi-Tier Mobility

iPECS UCS mobile client, Mobile Extension, DECT, and Wi-Fi terminals are optimized with the iPECS eMG80.



# Rich Feature Set

Built-in system feature set and UC server provide various applications and features to meet a variety of customer needs



## One number service

iPECS eMG80 provides one number service to users anywhere on any device. Users have a consistent experience over multiple devices (maximum 32 including your master device) with seamless call control between devices. When a users master station receives a call, all members also receive the call.

## iPECS Attendant (Office/ Hotel)

iPECS Attendant is a powerful PC based attendant console, designed to enhance call handling and control functions of the attendant, through superb intuitive drag & drop actions. It also allows the attendant to manage the directory with ease of use and graphical user's interface.

## Multiple Call Handling

When a user is busy on a call and another call is presented to the station, the user can transfer between the two using an unified button. A Unified button can hold a call (either calling, waiting, talking or held) and display that calls CID. Users can experience seamless communications through unified buttons. One station can have a maximum 48 unified buttons.



## Multi-Tier Mobility

iPECS eMG80 is maximized for mobility solutions. Users have their choice of mobility solutions for office and mobile environments. In the office, IP DECT, DECT and Wi-Fi Phone are available. For mobile workers, iPECS UCS Mobile Client provides rich communication features. Users can design their own mobility solution to best fit their environment.

## Web Call Back

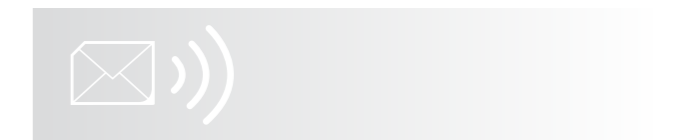
The Station User Web portal offers a Web Call Back feature. In the portal, you may be permitted to request the system to establish a telephone call between two telephone numbers. The call is subject to the dialing restrictions of the station number associated with the portal access. A SMDR record is generated with the station number that accessed the portal identified.

## Automatic Call Distribution (ACD)

iPECS ACD provides flexible incoming call routing, real-time agent monitoring and supervision, and call record statistics as well as ACD event messages for management reporting. The caller may receive announcements then route to an available agent. When no agent is available, calls queue to the group awaiting a free agent. Should the calls overflow based on the number of queued calls or queued duration, the calls can be routed to an alternate destination.

## Deployment flexibility and survivability

Through an IP connection between CCM Master and CCM Slave systems, deployment flexibility and expandability are possible. For growing businesses, iPECS eMG80 as LCM provides deployment flexibility and cost effectiveness with the T-NET feature with license.



## Enhanced Auto Attendant /Voice Mail

The integrated AA/VM application is provided through the Voice Store and Forward (VSF) Gateway incorporated in the KSU main board and includes an application processor, eight (8) access channels and 1 hour of storage. Further the MEMU option expands the storage to 16 hours of voice and VVMU option provides and additional 8 channels and 15 hours of storage with license. Additionally, iPECS eMG80 supports various voice mail features such as Multi language Auto Attendant, Voicemail Cascading, E-mail Notification of voice mail, Integration with UCS clients and more.

# iPECS UCS Feature Introduction

iPECS eMG80 provides various UC solution features with built-in or External type UCS Server and client

\* iPECS UCS is supported on iPECS eMG80 P2 or later



# Applications for Business Performance

Every business has different communications needs and meeting these needs is critical for your business communications solution. iPECS eMG80 offers various applications and mobile clients for you to fulfill different needs and requirements of your business



## iPECS UCS Standard highlight\*

### UCS Standard (Built-in)

No additional H/W server and installation

### Mobile Client (Android/iOS)

Includes video call support

### High quality Video call

One-to-one video call from UCS Desktop and Mobile client

### Rich Presence & IM

Mobile presence and personal status



iPECS UCS Desktop / Mobile Client

\* UCS Premium provides more advanced features and collaboration tools with External UCS server  
\* Please refer iPECS UCS datasheet for UCS Premium

## 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 eMG80 system users or \*external SMS users (\*Need to be supported fixed line SMS by system)
- Note : Leave a note for offline UCS user

## Call Control

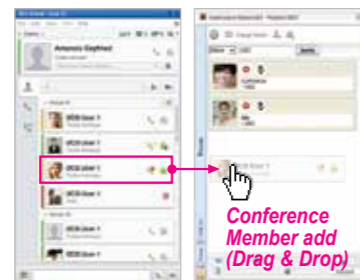
- Easy and simple call control on UCS desktop client
- Most call control functions can be executed by one click or drag & drop (Answer / Drop / Deny / Transfer / Hold / Park)

## 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



Instant Message/SMS/Note



Audio Call & Conference



Click call

## 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

- One-to-one video call from UCS Desktop and Mobile client
- QCIF, CIF, 4CIF video resolution

## 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



iPECS Attendant (Office)



iPECS Hotel PMS (iPECS Attendant Hotel)



iPECS IPCR



iPECS ClickCall

## 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)

- 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

- 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

- 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 eMG80
  - 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 eMG80 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 eMG80 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 eMG80 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)

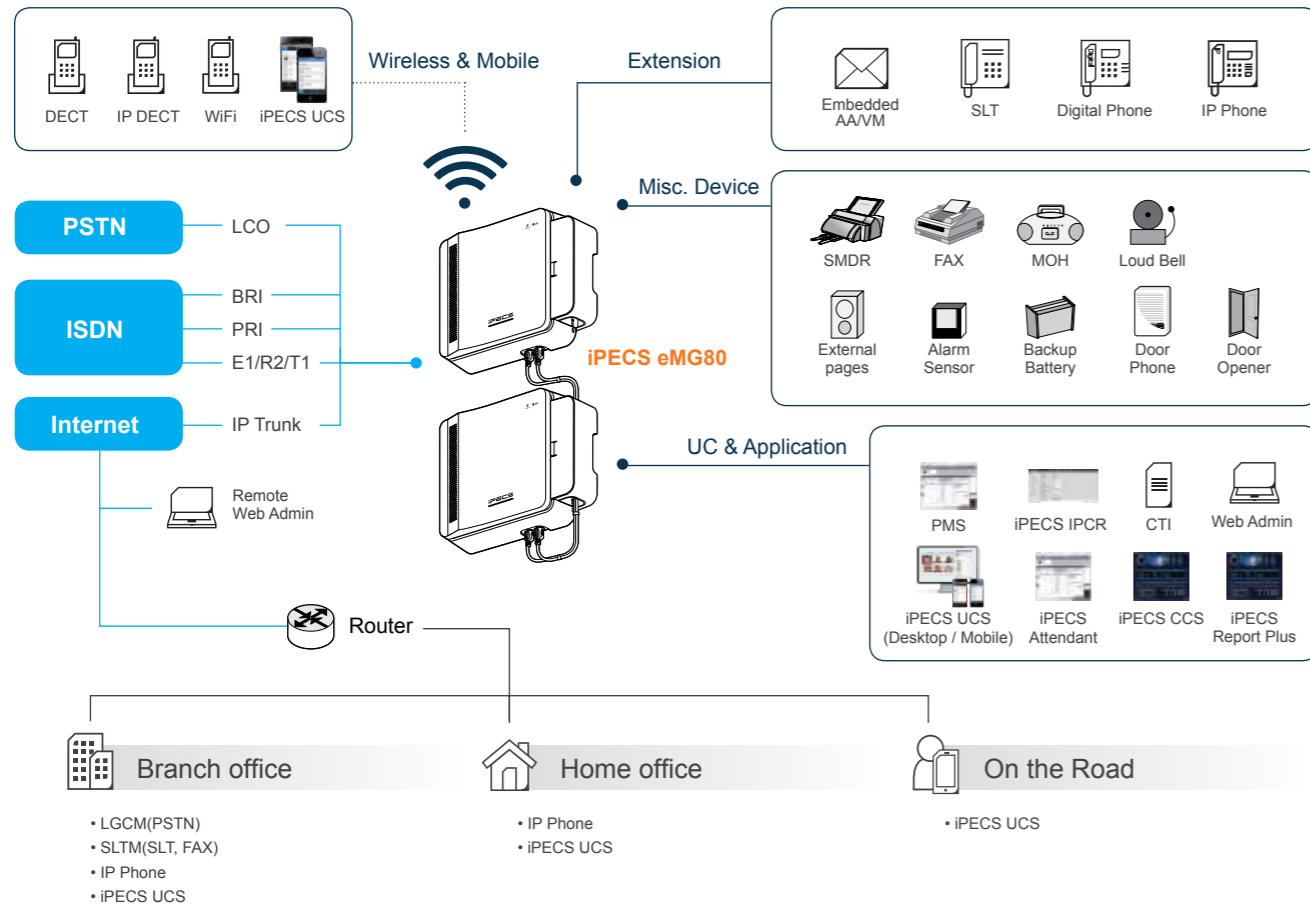
- Product set : GDC-800H(handset), GDC-800Bi (base), and GDC-800R (repeater)
- 2 inch color LCD with backlight
- Polyphonic ringtone
- 25 Call list storage capacity
- 100/200 phonebook(local/ central)
- Emergency key
- Duplex speaker phone
- Headset jack
- 16 Languages



### 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

# Platform for Communications



## Port Configuration

KSUA / KSUI / KSUAD / KSUID+EKSU

		KSU	EKSU	Max
Trunks	<b>Max Ports</b>	<b>36/62/36/62</b>	<b>12</b>	<b>48/74/48/74</b>
	Analog/BRI trunk	12	12	24
	PRI*	-/30-/30	-	-/30-/30
	IP trunk(SIP/H.323)	16	-	16
	Remote Gateway	8	-	8
Extensions	<b>Max Ports</b>	<b>104**/104/108***/108</b>	<b>32</b>	<b>136/136/140/140</b>
	SLT	31/31/28/28	32	63/63/60/60
	Digital	24	24	48
	Hybrid(SLT or Digital)	23/23/16/16	24	47/47/40/40
	IP	32	-	32
	DECT	48	-	48
	UC Desktop / Mobile****	32	-	32
	Clickcall****	104	-	136
	MEX	104	-	136
	IP ATD	5	-	5
VM channel	without VVMU	8	-	8
	with VVMU	12	-	12
VoIP channel	without VVMU	8	-	8
	with VVMU	16	-	16

\* PRI : In KSUI and KSUID  
 \*\* HYB(8) + DECT(48) + SLIB(16) + IP PHONE(32) = 104  
 \*\*\* DSIB(12) + DECT(48) + SLIB(16) + IP PHONE(32) = 108  
 \*\*\*\* UCS Desktop / Mobile and Clickcall are supported on iPECS eMG80 P2 or later

# Product Components

Item	Board	Description
Basic KSU	KSUA	4 CO, 1 DKT and 7 Hybrid Interfaces Voice Mail (Default : 2 ch / 1 hr, Max : 12 ch / 32 hrs) VoIP (Default : 2 ch, Max : 16 ch) Built-in UCS Desktop / Mobile, Built-in Clickcall : Default 2 / 2, 2 copy
	KSUAD	4 CO, 8 DKT and 4 SLT Interfaces Voice Mail (Default : 2 ch / 1 hr, Max : 12 ch / 32 hrs) VoIP (Default : 2 ch, Max : 16 ch) Built-in UCS Desktop / Mobile, Built-in Clickcall : Default 2 / 2, 2 copy
	KSUI	1 DKT and 7 Hybrid Interfaces Voice Mail (Default : 2 ch / 1 hr, Max : 12 ch / 32 hrs) VoIP (Default : 2 ch, Max : 16 ch) Built-in UCS Desktop / Mobile, Built-in Clickcall : Default 2 / 2, 2 copy
	KSUID	8 DKT and 4 SLT Interfaces Voice Mail (Default : 2 ch / 1 hr, Max : 12 ch / 32 hrs) VoIP (Default : 2 ch, Max : 16 ch) Built-in UCS Desktop / Mobile, Built-in Clickcall : Default 2 / 2, 2 copy
Expansion KSU	EKSU	4 CO and 8 Hybrid
Trunk / Extension Interface Boards	eMG80-CH204	2 CO Line and 4 Hybrid Interface Board
	eMG80-CH408	4 CO Line and 8 Hybrid Interface Board
	eMG80-CS416	4 CO Line and 16 SLT Interface Board
	eMG80-BH104	1 BRI (2B+D) and 4 Hybrid Interface Board
	eMG80-BH208	2 BRI (2B+D) and 8 Hybrid Interface Board
	eMG80-HYB8	8 Hybrid Interface Board
	eMG80-SLB16	16 SLT Interface Board
	eMG80-PRIU	1 PRI/E1/R2 or T1 (30 or 24 channels) Interface Unit
Function / Accessory Boards	eMG80-BRUI2	2 BRI (2B+D) Interface Unit
	eMG80-WTIB4	4 Wireless Terminal Interface Board (24 channels)
	eMG80-VVMU	8 VoIP, 4 VM Channel, 1 hour default plus 15 hours VM storage – licenses required for VoIP, VM channel and VM storage
	eMG80-MEMU	Memory Expansion Module Unit for VM (15 hours)
	eMG80-MODU	Modem Unit
	MG-CMU4	4 Call Metering Unit, 4 channel daughter board for MBU, EMBU and analog CO Line Interface boards
PSU	Power Supply Unit, pre-installed in each cabinet	
	eMG80-RMB	19" Rack Mounting Bracket (Option)

## Specifications

Item	Description	Specification
PSU	AC Voltage Input	100~240 +/- 10% Volt AC @ 47-63 Hz
	AC Power consumption	90 Watts
	AC Input Fuse	2A @250 Volt AC
	DC Output Voltage	+5, -5, +27, +30 Volt DC
External Backup Battery	Input Voltage	+24 Volt DC (+12 VDC x 2 each KSU)
	Battery Fuse	5.0A @250 Volts AC, 5AG
	Charging Current	Max. 200 mA
	Battery Load Current	Max. 200 mA
Operating Environment	Temperature	0 (°C) - 40 (°C) / 32(F) - 104(F)
	Humidity	0 - 80% (non-condensing)
Dimension	KSU	307 mm(W) x 294 mm(H) x 126.6 mm(D)
	Expansion KSU	307 mm(W) x 294 mm(H) x 126.6 mm(D)
Weight	KSU	2.03 Kg
	Expansion KSU	1.99 Kg