APPLICATIONS

Empowering Business Communications and Collaborations

To enrich the business communications experience and empower collaboration, applications are critical in addition to IP telephony platforms. Ericsson-LG Enterprise provides a variety of software applications for business communications and collaboration.

iPECS UCS(Unified Communications Solution) is designed for enterprise business customers, Phontage is an IP based soft client that can fully replace a desktop keyset. TAPI based office CTI application and PC based attendant console are also available with all the platforms.
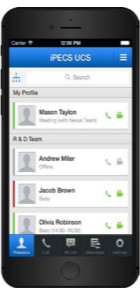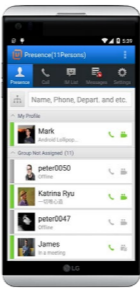
iPECS UCS

Unified Communications Solution for Enhancing Business Performance

iPECS UCS is a powerful multimedia collaboration and productivity enhancing application which is exclusively designed for small and medium sized businesses. Users can experience powerful UC solution without concerns over expenses thanks to a single server architecture. The rich features, capability and the ability to integrate 3rd party solutions are well-suited for small and medium sized customer's UC environment.

* iPECS UCS features are different depend on standard and premium version.

[Desktop client for Win/Mac]

[iOS]   [Android]

Integrated Presence

- Instant decision on reachability by status color
- Save time and cost through real-time communications with people who are available for collaboration
- Integrated DND setting is available for both iPECS UCS client and desktop phone at the same time

Instant Messaging, SMS and Note

- Various chatting mode(1:1, 1:N, Ad-hoc, Meet-me)
- Inviting others by drag and drop
- Packet encryption by AES
- Send and receive text message to other internal iPECS system or external SMS users
- Leave a note for offline iPECS UCS user

Audio Call & Conference

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

<Audio Conference>
- Based on built-in audio conference system
- Easy conference building by graphical user interface and drag and drop
- Conference control features : Invite, Remove, Mute, Changing Master, Record
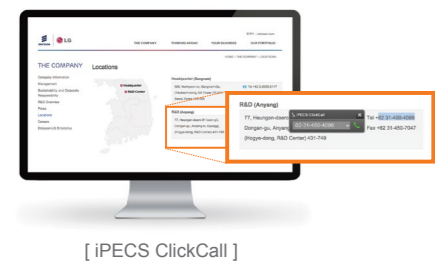
Video Call & Conference

- Build face to face conference at anytime, anywhere
- Maximum 9 party, 8 group video conference
- Video resolution : QCIF, CIF, VGA, 4CIF (704 x 480/576)
- Ad-hoc conference
- Meet-me conference and e-mail notification
- Application sharing during conference
- Remote monitoring, still shot
- Presentation mode (1:32)

Collaboration

- More effective and productive work with others
- File Send
- Program sharing
  - Application : Sharing documents, spreadsheets, presentations and drawing in real time
  - Desktop : Sharing desktop screen
- Web push : Sharing web page address
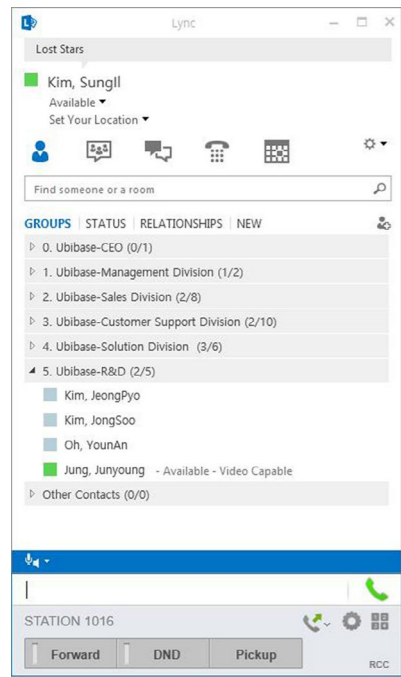- Whiteboard : Sharing drawings and free-form text

iPECS ClickCall

Significant Change in Your Office Communications

iPECS ClickCall is a smart application used to make communications simpler and easier when working with a PC. All you need to do is drag a telephone number from any Windows application such as a website, Windows document or any application running on your PC. You don't need to memorize a phone number to make a call from a desktop phone. You can even reduce the chances of delays or mistakes made by pressing buttons when making a call in desktop phone.

- Click to call from any selectable number in Windows application
  - Easy dialing of selectable number from Windows applications
  - Show dialed call log up to 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 ClickCall]

iPECS RCC Gateway for MS Lync/SfB

Easy and Simple Remote Call Control Solution

Through iPECS RCC(Remote Call Control) Gateway solution, users can easily handle outgoing/incoming calls with a simple click on MS Lync/SfB(Skype for Business). iPECS RCC Gateway solution for integration with MS Lync/SfB consists of 'RCC Gateway' and 'RCCV Client'. For flexible deploying on various office environments, iPECS RCC Gateway provides various scenarios. It provides two types of user scenario. Users can do remote control of iPECS desk phones with 'RCC mode' and SIP voice communication with 'VC mode'. iPECS RCC Gateway solution is available in Cloud Service solution as well as on premise solution.

iPECS RCC Gateway configuration
- Linkage with both desktop phone and MS Lync/SfB Client presence
- Desktop phone control in iPECS RCCV Client
- MS Plus CAL(Client Access License) to be replaced by the iPECS RCC Gateway solution in two concepts

iPECS RCCV Client user interface
- On installation of the iPECS RCCV client, it will be shown and positioned underneath of MS Lync/SfB Client
- When right click on MS Lync/SfB contact list, "Make Call(s)" menu will be shown
- The station number will be displayed as shown in the "desktop phone" number assigned by the Active Directory

iPECS RCCV Client features
- 'RCC Mode' for desktop phone call control solution : MS Lync/SfB with iPECS RCCV Client and desktop phone
  - Remote call control for iPECS desktop phones in iPECS RCCV Client
  - Desktop phone status updated to MS Lync/SfB presence
- 'VC Mode' for SIP voice communication solution : MS Lync/SfB with iPECS RCCV Client
  - iPECS RCCV Client as a SIP extension
  - No iPECS RCC Gateway needed
  - MS Lync/SfB calls for MS Lync/SfB clients
  - iPECS RCCV Client soft phone status updated to MS Lync/SfB presence

[iPECS RCC Gateway]

Soft Clients

IP based Soft Phone Application

Soft clients turn your PC and laptop into a complete IP terminal with many additional features. These are ideal for users who communicate frequently, manage multiple calls, set up ad-hoc conferencing, and need to be highly available. The solutions provide users with anytime, anywhere access to unified communications capabilities including voice call, audio conference, corporate directories, and communications logs.

[Phontage]

Phontage

Phontage is a multimedia communications tool that integrates the extensive iPECS voice communications capabilities with communications aware applications on your PC or laptop. Phontage's user friendly interface enriches your communications experience and eases access to contact databases.

Powerful communications tool
- All the features of an IP multi button desktop phone
- Link to users desktop phone with simultaneous ring
- Phone book, Call log, Scheduled dial, SMS, Video call and application sharing features

Simple personal contact management
- Personal phone book with links to users' PIM(Personal Information Manager) such as Microsoft Outlook, GoldMine, and ACT!
- Synchronizing the DB with Microsoft Outlook contacts and scheduler for simple data management

Variety of client types
- Available in several versions(Basic and Deluxe)
- Basic : Powerful tool for users with intense communications needs
- Deluxe : Users who need one-on-one multimedia collaboration

User friendly interface
- Always on top call assistant and smart system tray
- Audio tuning wizard and wireless hook-switch integration

Enhancing the communication experience
- With links to your contact manager simply dial by name
- Register Phontage with desktop phone and seamlessly switch voice from PC by just lifting the desktop phone handset
- With incoming calls, Phontage delivers a popup with details from your contact manager
- Scheduled dialing adds to the power of Phontage as a personal assistant

Software Attendant Console

Operator and Information Solutions

Ericsson-LG Enterprise provides PC based software attendant consoles that integrate telephony with external call data and workforce information. The applications simplify call handling and meet evolving communications requirements. As the operator consoles for Ericsson-LG Enterprise's communications systems, iPECS Attendant gives highly efficient telephony connections for attendants, receptionists and secretaries.

[iPECS Attendant Office Version]

[iPECS Attendant Hotel Version]

iPECS Attendant

iPECS Attendant is the IP based attendant console with soft phone function, hotel features and an improved user interface. Based on the iPECS platforms that integrated with iPECS Attendant, the supported features are various for quick and easy call handling.

Embedded IP soft phone functions
• Various call features without an external desktop phone
• High quality voice communications using a PC or laptop

Easy to use interface
• Well organized user interface and customizable display for individual attendant
• Wait time and priority based call handling with caller information
• Intuitive display icons: Monitoring window, Queue window and tool bar
• Quick and easy call handling with simple click or drag and drop
• Desktop phone and status presence based call routing
• iPECS UCS presence information display
• Busy Lamp Field(BLF) and status information display
• Shortcut keys for frequently used functions
• Pre-selected and customized station status message setting
• Station setting modification: Station name, COS, Temporary COS, attendant cancel, music selection
• Attendant status change : Day, Night, On demand, Weekend, Auto ring, Forward
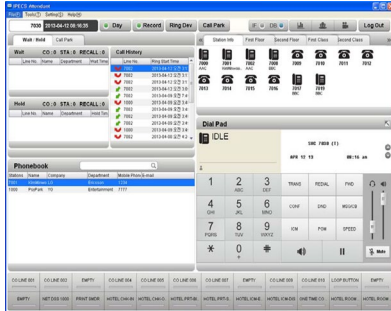
Simple directory and database management
• Local phone book import and export
• Database and system component back up to the local hard disk drive
• Multiple local database interface
• Support MS Outlook integration
• Phone book management : Register, Edit, Delete, 17 database fields, Dynamic search, Sort, Filter
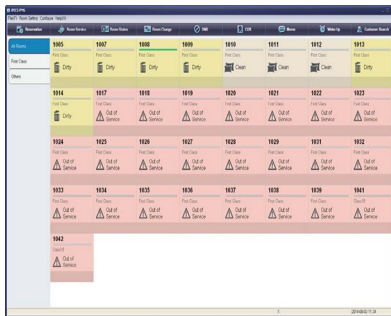
More productivity enhancement features
• Dialing options : Keypad dialing, click to call from the phone book, station icon, log view and speed dial
• Video call, Conferencing, Call recording, Text messaging, E-mail notice, Paging, Emergency call monitoring, etc.
• Multiple attendants' monitoring and superb statistical reporting of all calls

Hospitality features
• Check in/out, wake up call, room status, room cut off, hotel reservation part-time of room charge calculation, add additional service charge option etc.
• Wake-up call management: Multiple wake-up, group set, optional set
• iPECS Attendant Hotel for basic PMS functionality
  - Check-out billing service, Custom billing format
  - System Information update in real-time(PMS DB sync)
  - DND service, message service
  - Room class(COS) setting, Room change and automatic change of COS when check out