

The logo for iPECS, featuring the word "iPECS" in a bold, black, sans-serif font. The "i" is lowercase and has a small orange square above it. The "P" is uppercase and has a horizontal line through it. The "E" and "C" are uppercase and have horizontal lines through them. The "S" is uppercase and has a horizontal line through it.

iPECS

Your Communications Solution

A photograph of three business professionals in an office setting. A man in a dark blue t-shirt is in the center, smiling and looking down at a laptop screen. To his left, another man in a light blue shirt is partially visible, also smiling. To his right, a woman with dark hair is smiling and looking at the laptop. The background shows a modern office with a white ceiling and a glass partition.

The Best Communications
Solution for Your Business
iPECS-LIK

A man with glasses and a checkered shirt sits at a desk in a cluttered office. The background wall is covered with various papers, photos, and documents. In the foreground, the hands of another person are visible, gesturing during a conversation.

iPECS-LIK

Simply Unifying
for SMB
Communications

As your workforce becomes more mobile and dependant on ease of use and collaboration, your SMB communications solution should be simple, powerful and cost effective. For a business to perform and stay competitive, regardless of size, it needs tools that work well together to facilitate fast, well informed, critical decision making in a more efficient work environment.

PRODUCTIVITY ENHANCEMENT OF YOUR BUSINESS WITH UNIFIED COMMUNICATIONS

As an SMB, you need to constantly improve business productivity. Ericsson-LG iPECS-LIK is the core platform of a Unified Communications Solution with easy to use communication and collaboration tools. iPECS-LIK brings together various applications and communication tools so you can easily work and serve your customers effectively. The iPECS UCS Client is an intuitive desktop and mobile application designed for SMB users so they can easily collaborate with colleagues. Wherever you are, you are able to reach the resources needed for efficient communications. With the click of your mouse, iPECS UCS Client instantly accesses shared resources such as a central company directory and schedule synchronization. Use the presence information reduce communication latency and communicate with others in the most appropriate format, Instant Message, Voice call, video conference, SMS and more. Share applications and files to review the latest information such as sales

records and improve decision making and response time. iPECS UCS simplifies your business communications and improves productivity by linking voice and other communications aware applications under a single intuitive user interface.

LOWER TCO AND COMMUNICATION EXPENSES

Ericsson-LG has been focusing on small and medium-sized businesses for more than 40 years and this experience is reflected in our products and solutions. The best of which, is the iPECS-LIK for SMB, to help you save money and lower costs. iPECS-LIK employs a fully distributed modular architecture to deliver all the advantages of VoIP. The single voice/data infrastructure significantly reduces the costs of managing your communication solution. The modular type gateways, terminals and soft clients can be located anywhere there is access to your network. Powerful redundancy capabilities assure operation should failure occur utilizing back-up power and Call Server modules. iPECS intelligent management permits a highly versatile interface to save

management time and costs of all iPECS solutions in a distributed environment. Multi-party audio and video conference through the system eliminates the need for expensive, third party conferencing services.

EASY TO USE AND MANAGE

Whether you're adding a new employee, moving phones, dispatching a road warrior or deploying a new branch office, iPECS-LIK always makes it simple to do. With a simple, straight-forward configuration along with plug and play installation, IT managers appreciate the ability to locate where iPECS solutions are needed without clumsy and difficult configuration limits. Managers can monitor and manage up to 500 Call Servers from a single remote point and have full access to the database and maintenance features of each system from anywhere. Thanks to the modular hardware and software structure, you can simply add another module to increase the capacity or coverage of service, no matter how your business is growing.

Key Benefits

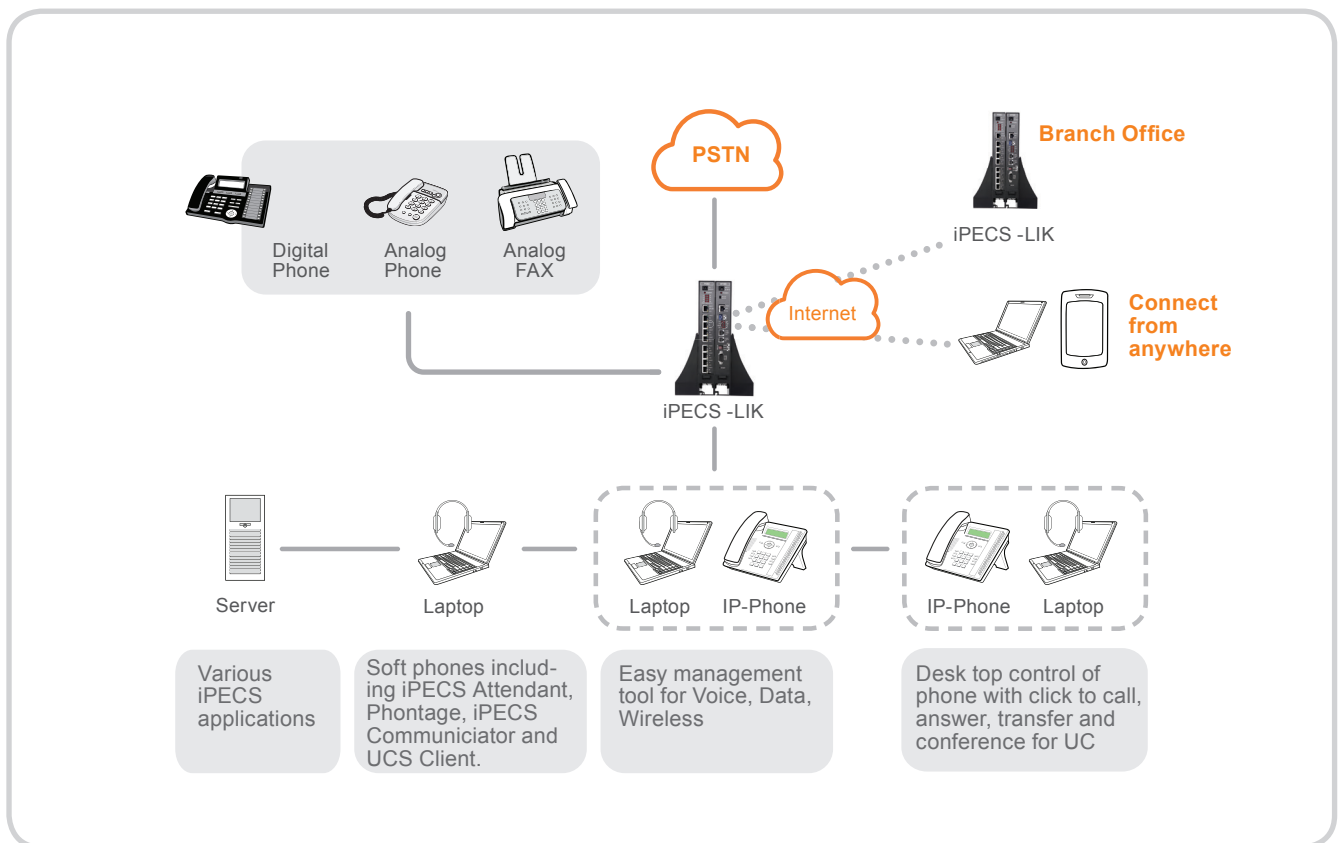
- Utilizing a simple and flexible architecture best suited for small and medium sized businesses
- Cost effective full featured IP PBX system rather than a key phone system
- Enjoy the value of convergence that simplifies and empowers business communications
- Transparent connectivity for the branch office, home office and business traveler
- Improved business productivity and faster business decisions
- Understand and respond to your customers needs quicker
- Keep your staff connected and remain reachable from anywhere, anytime, on any device
- Experience highly secure rich-media communications
- Return on investment as your business grows and becomes more efficient
- Future proof your business with future ready solutions
- Easy and seamless integration with other applications and solutions across various business environments such as customer service, hospitality, monitoring and reporting

Features

- Powerful call handling features including Built-in ACD, Hot desking, Individual call routing, Incoming caller ID based call routing and 300+ features
- System networking up to 250 servers and gateways
- Scalability: Up to 1,200 ports per system and 300,000 with networking
- Modular type gateway : PRI, Analog CO, IP trunk, SLT, DKT, DECT
- Built-in resilience: Active/Standby System redundancy and local survivability
- Supports a wide range of Ericsson-LG communication and collaboration applications and phones
- Centralized management with built-in system web admin
- Multi party voice conference up to 32 parties with MCIM
- Virtual conference room, conference group call, Ad-hoc conference
- Automatic call recording
- Built-in Voice mail in some models and additional service with VMIM
- Multi language Auto Attendant, Email notification of VM and more
- Personal call routing: Re-routing to other destination, Queue for answer
- Mobility with full feature system DECT and Wi-Fi phones
- Mobile extension with mobile phone linked as a system extension with no licensing cost
- One office number service for mobile workers
- Fixed line SMS
- Various standard telephony and networked protocols and API
- Session Initiation Protocol (SIP): SIP trunk interface interoperable with major soft switches, SIP extension and other devices
- Embedded hotel features such as check-in/out, wake up, room status, emergency call, mini-bar, pre-paid call and etc.
- Various PMS support with Ericsson-LG PMS in iPECS® Attendant Hotel version, Micros Fidelio PMS certified interface and optional 3rd party PMS
- Simple licensing model: just choose the right call server for you and install! That's it.

A photograph of three people in a meeting. On the left, a woman with dark hair is partially visible, looking towards the center. In the center, a man with grey hair and a beard, wearing a black shirt, is smiling and looking down at a table. On the right, a woman with blonde hair, wearing a black and white striped shirt, is smiling and looking towards the center. They are all sitting around a table with several brown paper cups. The background is a modern office with a white wall and a shelf with various items.

Your SMB
communications
solution in today's
competitive
business
environment
should be simple
and powerful with
less investment.



Flexible and scalable call server and gateway

iPECS-LIK Call Server is at the heart of the iPECS call control platform. This highly reliable purpose-built server controls and maintains communications between end-points and shared network resources. You can select the Call Server to best meet your needs based on the size of the business from 20 to 1,000 users. Modular type iPECS-LIK Gateways, which easily connect to the call server over any IP network, interface to an array of resources including analog, digital and SIP connections both for trunk and extension. The simple modular structure yields flexible configurations and installations to meet your business needs now and in the future.



Easy and efficient desktop applications

Every business has different communications needs and to Meeting these needs is critical for the business communications solutions. Ericsson-LG iPECS-LIK offers various applications for you to fulfill different needs and requirements in your business. Unified Communications,

Management and monitoring solutions, customer service and contact center solutions, hospitality solutions and other applications are designed to deliver the efficient and powerful resolutions for your business.

Unified Communication and Collaboration Solutions

- iPECS UCS, iPECS UCS Mobile Client, ez Attendant, Phontage

Easy management and monitoring solutions

- iPECS NMS, UDM

Productivity enhancement solutions

- iPECS IPCR
- iPECS CCS for contact center and customer service
- iPECS Attendant for Office version and Hotel version

A variety of system phones available

To an end user, the telephone that sits on the desk is the system. It is the critical interface that determines how easy it is to use the system, and in turn, how productive, effective and satisfied a user can be. That's why Ericsson-LG offers a wide range of user-friendly business sets to fit any business.

Ericsson-LG IP Phones support a comprehensive suite of telephony features and applications with solutions designed to meet varying communication needs from small-to-large environments. The portfolio includes desktop IP phones, IP conference phone and Voice over Wireless LAN handsets. Ericsson-LG also offers TDM analog and digital phones to meet the wide range of customers requirements.

IP Desktop Phone

- LIP-8000E Series IP Phone
- LIP-9000 Series IP Phone
- IP8800E Series SIP Phone
- ACT-50 Conference Phone

Digital Desktop Phone

- LDP-9000 Series and LDP-7000 Series Digital Phones



LIP-8050V



IP8840E

Internal mobility and mobile reachability

iPECS-LIK supports various mobility solutions to keep people connected for better communication and work performance. Business DECT solutions including GDC-600BE base system and various DECT system phones guarantee in-building mobility. Also within the wireless LAN environment, Wi-Fi phones are connected to the communication network. With mobile client applications on your smartphone, you can easily access and utilize the rich communication features and provide your customers with one-number reachability anytime, anywhere.

Business DECT Solution

- GDC-500H
- GDC-450H
- GDC-400H
- GDC-600BE

Wi-Fi Phone

- WIT-400H SIP Wi-Fi Phone
- WIT-400HE IPKTS Wi-Fi Phone

Mobile applications for communication and collaboration

- iPECS Communicator for Android and iOS
- iPECS UCS Mobile Client for Android
- Phontage



GDC-500H



WIT-400HE

The content of this document is subject to revision without notice due to continued progress in methodology, design and manufacturing. Ericsson-LG shall have no liability for any error or damage of any kind resulting from the use of this document.

AUTHORIZED RESELLER



About Us

Demco Communications and Ericsson-LG Partnership commenced in 2009 and we were awarded Premier Partner status in 2013, as recognition of our high levels of customer service, technical support and understanding of Client needs. We have full access to the entire range of industry-leading Ericsson-LG products, backed by their UK's 2nd and 3rd line support and services.

We commenced trading in 1992, and through the years have been recognised with Industry awards for Customer Care, Sales Performance and Outstanding services.

Our Solutions include Consultancy, Network Performance Reports, Telephone System Installations, Unified Communications, Practice VoIP Networks, Call Recording, Professional Announcements and all with Customer Care and performance as our Core Values.

Our Mission Statement

Solutions driven by our customers which will grow with the development of their business. A total Voice and Data solutions platform based on the highest level of Consultancy, utilising quality products and implemented by superior technical competence. Maximising customer benefits with training, ongoing support and maintenance. Utilising the latest technology, developed for reliability, performance, expandability and growth.

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