iPECS IN EDUCATION

With Ericsson-LG Enterprise

POWERFUL AND RELIABLE COMMUNICATIONS SUPPORTING UK EDUCATION

IP, Cloud and Digital Hybrid unified communication (UC) platforms, data networking, productivity applications and desktop devices.

iPECS simple, reliable and feature rich solutions covers all sized schools, colleges and university campuses with a variety of platforms that can scale to meet the needs of 2 - 30,000+ users.

iPECS empowers school to save money, drive productivity and increase student satisfaction. With a range of embedded features that help your school excel, with the flexibility to meet the needs of classroom, office, home or mobile users, iPECS is Your Communications Solution.

Simple Unified Communications

iPECS UCs capabilities are built in to a UCP solution. Schools and colleges can use voice, video, instant messaging, conference calls and visual voicemail all on one simple and easy to use platform. UC is designed to be intuitive and provide your team easy to use tools and features.

Reliable and Resilient

iPECS UC is designed to deliver complete resilience through geographic redundancy and inherent modular architecture.

Anytime & Anywhere Connectivity

Access the power of your iPECS UCs platform regardless of your device or location using a smartphone, tablet or PC applications.

Integrated applications tailored to your needs

iPECS is designed to offer a range of enhanced applications from Ericsson-LG Enterprise and other specialist application providers. Integration into standard office applications such as Microsoft Outlook or Skype for Business means your communications are truly integrated.

Leverage the latest standards based technologies

iPECS UCP helps you to make the most of the latest network technologies such as SIP, optimise call costs using WiFi or use in built voice conferencing to save on external conference services.

Scale with your growth

iPECS delivers scalablity and flexibility to easily adapt to meet the changing needs of your establishment.

iPECS

Call Server   Mobility   Collaboration   Cloud

Building blocks for your Unified Communications strategy

Simple, flexible, mobile

- Intuitive and easy to use interface
- Ensure your staff across the school are always available and connected through any device whether it be deskphone, hotdesk, smartphone, laptop, DECT or WiFi

Supporting the connected school

- Can be deployed to multiple locations across campus
- Set up pin code access to prevent misuse in the classroom
- Use multi-party conferencing to rapidly disseminate news and updates to school staff

Improved parent-teacher communication

- Virtual mailbox for every teacher in your school
- Voicemail to email integration helps manage high call volumes such as absence reporting
- Hotdesking allows teachers to login to their personal settings at any desk across the school

Cost efficient communication

- Comes packed with features - including auto-attendant, voicemail to email and smartphone integration - without the need for expensive licence options
- Specialist features deliver a tailored solution for every user, from Principal to caretaker

UNIFIED COMMUNICATIONS FOR ALL OF YOUR TEAM

iPECS UCP tailored to the needs of your users

HEAD TEACHER

"iPECS helps me run the school, providing the service and communication parents need and keeping control of costs. Every member of the team gets the communications tools they need to do a great job."

DEPUTY HEAD

"I can quickly and easily communicate with all of my teams wherever I am as my smartphone is integrated into the system meaning everyone can easily reach me anytime."

TEACHER

"Having contact with parents is critical to my job and iPECS allows me to respond to messages without interrupting teaching time."

TEACHING ASSISTANT

"The one to one support I can provide to pupils is enhanced through regular contact with parents and being able to better understand their progress at home."

SCHOOL GOVERNOR

"With iPECS I can be completely confident that we can quickly react to situations and rapidly communicate information to parents, be it severe weather, exam timetables or school trip information."

CARETAKER

"My mobile DECT handset means wherever I am everyone can still easily reach me."

RECEPTIONIST

"iPECS helps me to handle large volumes of calls and messages from parents quickly at peak times. Implementing absence reporting through iPECS voicemail has transformed my day."

IT MANAGER

"With an intuitive web interface I can make changes myself and complete handset moves quickly and easily without having to contact my provider. This saves time and money for the school."

PARENT

"Being able to access term times, timetables, exam information and other updates really helps me to manage my busy lifestyle. Knowing my child's teacher is available to contact gives me a real sense of reassurance."

iPECS UC Overview

iPECS UC delivers the tools and features to support your team

iPECS UC Features

Evolving to your needs
iPECS UC can scale with your school or college as your needs and requirements develop from UC standard to premium.

Mobile Client (Android/iOS)
Access all of the power of your iPECS UC solutions on your mobile by using a simple to set up application.

Video Conferencing
Six party video conference, sharing document, desktop, and application.

Presence & IM
Easily connect with colleagues over phone, video, instant messaging or web collaboration.

Outlook Integration*
Integrate Microsoft Outlook into your iPECS with simple integrations of schedule, contacts and click to call.
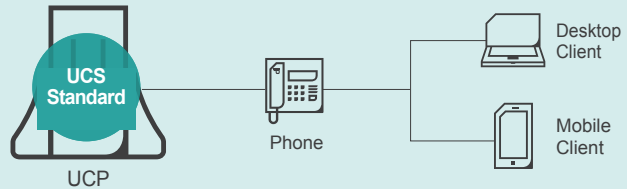
※ UCS features depend on standard and premium version.

iPECS UCS/UCE server types

Type 1
UCS Standard (Built-in)
◦ Built in UC Server for iPECS UCP
◦ Cost effective and easy to deploy

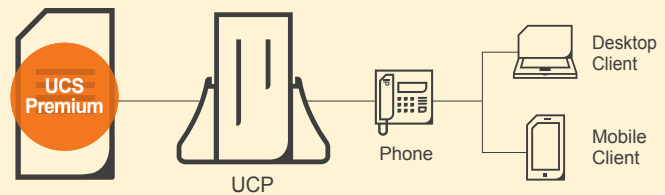UCS Standard

UCP

Phone

Desktop Client

Mobile Client

Type 2
UCS Premium (External)
◦ External Windows UC server
◦ Advanced features, collaboration tools and capacity

*For PC spec see datasheet

UCS Premium

UCP

Phone

Desktop Client

Mobile Client

iPECS Cloud
UCE
◦ Hosted UC Server with automatic feature updates
◦ User of multiple devices to one user

Phone → Switch

Desktop Client

Mobile Client

Router

Internet

iPECS Cloud
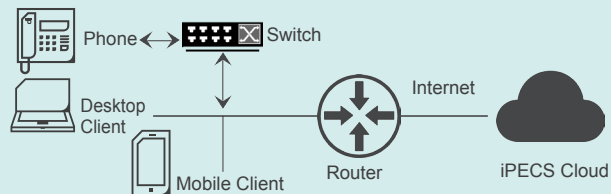
iPECS UCS/UCE main features

◦ Desktop Client

- **Call control:** Control all of your calls and telephony from your desktop or mobile client
- **ClickCall:** A simple mouse click to dial numbers from your screen
- **Chat Instant Messaging:** Chat to colleagues and collaborate on simple questions and information exchange
- **Call Through/Call Back:** Call through your main office system and secure reliable and cost effective call rates
- **Outlook integration:** Outlook contact and schedule synchronisation*
- **Audio Conference Manager:** Voice conference (Ad-hoc, Room, and Group), easily invite attendees using drag & drop
- **Video Conference* & Collaboration:** Video conference up to six colleagues on UCS Premium including screen sharing, white board and web push functions
- **Visual Voicemail:** Manage all of your voicemail on your PC, smartphone or tablet
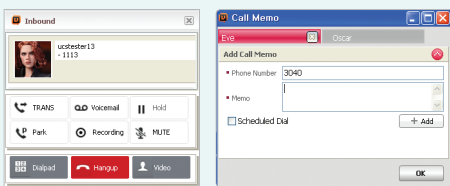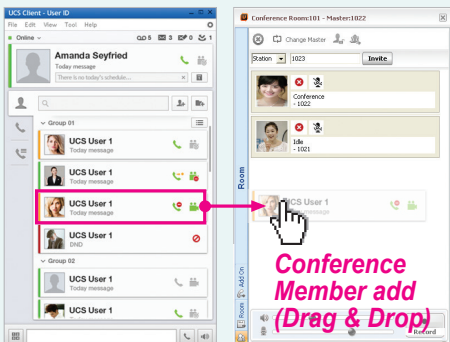
*Currently not available on the iPECS Cloud

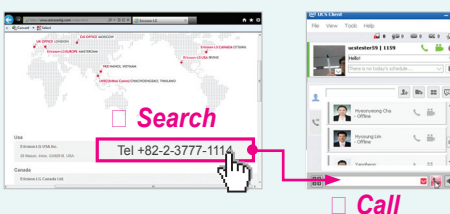◦ UCS Mobile Client (Android & iOS)

4
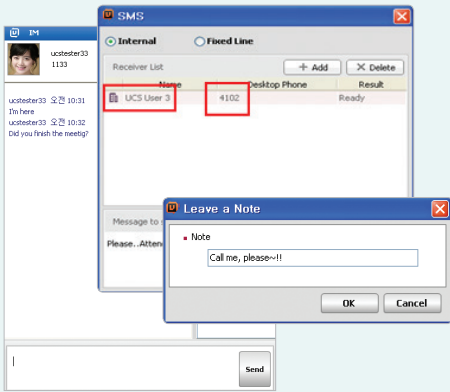
Instant Message/SMS/Note

Call Popup & Memo

Conference Member add (Drag & Drop)

Audio Call & Conference

Video Call & Conference

Search

Tel +82-2-3777-1114

Call

Click call

Integrated Presence

• Instant access to colleagues availability and save time and money with more efficient first time contact
• Integrated "do not disturb" presence setting available across UCS and Phone

Instant Messaging, SMS, Note and Memo

• Simply invite others with drag & drop
• Send and receive text messages to other internal iPECS systems
• Leave notes for offline UCS users so they can contact you as soon as they come online

Audio Call

• Call popup shows caller's information
• Outlook popup shows caller's contact information in Microsoft Outlook*
• Make quick memos on call within a pop up window

Audio Conference

• Simple to use Audio Conference Manager
• Use built-in audio conference system and increase capacity with MCIM conferencing module
• Easy conference organisation through PC application with drag & drop
• Features for conference control (Invite / Master change / Mute / Lock / Record)

Video Call

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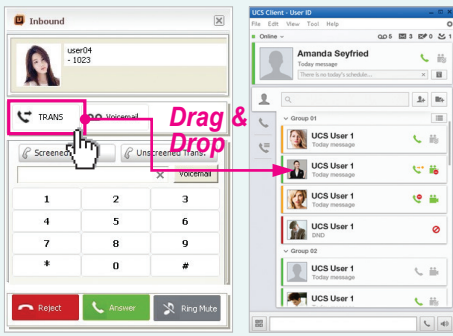• QCIF, CIF, 4CIF video resolution

Video Conference*

• Face to face conferences with colleagues
• Max. six party, and eight group video conference (Support only 1:1 on Mobile)
• QCIF, CIF, 4CIF video resolution
• Quick ad-hoc conference set up
• Meet-me conference and email notification
• Application sharing during conference
• Remote monitoring, Still shot, Recording
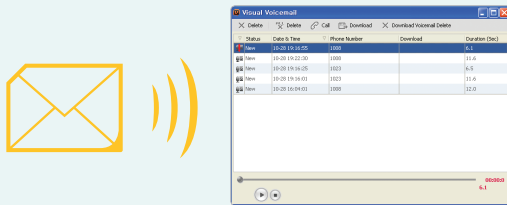• Presentation mode (1:32)

Click call*

• Integrate iPECS telephony into your desktop and PC applications
• Easy dialling from web browser or Microsoft Windows applications

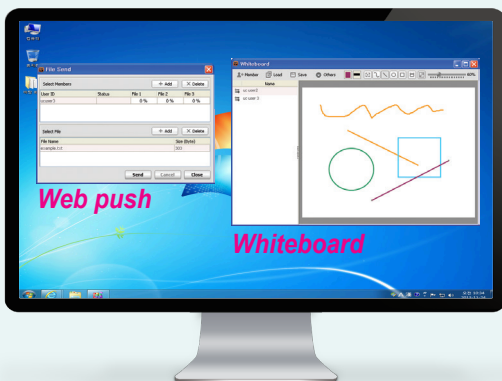*Currently not available on the iPECS Cloud

Call Transfer

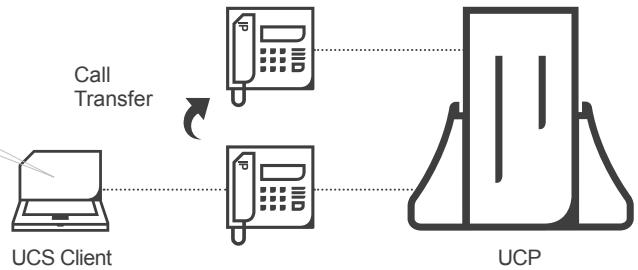## Call Control

• Manage your calls from the desktop with iPECS UCS
• Call control with simple one click or drag & drop
• Answer / Disconnect / Deny / Transfer / Hold / Park

▶ *Example :* Call Transfer by drag & drop

Call Transfer
UCS Client
UCP

Visual Voice Mail

Visual Voicemail

• Easy voicemail retrieval through iPECS Visual Voicemail
  application
• Supporting desktop client and mobile client

Outlook Synchronization

Outlook Synchronisation*

• Synchronisation with Microsoft Outlook contacts and schedule
• Contacts registered to Microsoft Outlook are synchronised to
   iPECS UCS users' Private Directory
• If Private option is activated, the schedule is not opened to the shared
  users from the iPECS UCS
• Easy dialling from Microsoft Outlook contact

Microsoft Exchange Server Integration*

• More precise schedule synchronisation with Exchange Server
• Outlook schedule synchronisation with or without UCS login
• Option 1: Integration with local Microsoft Outlook client
• Option 2: Synchronisation between Exchange server and UCS Server

Web push
Whiteboard
Collaboration

Collaboration*

• File Send
• Program sharing
   - Application: Share documents, spreadsheets, presentations,
     and drawings in real time
   - Desktop: Share desktop screen with other UCS users
• Web push: Share web page address with other UCS users
• Whiteboard: Share drawings and free-form text

*Currently not available on the iPECS Cloud

iPECS Enhanced Applications

Every school has different communications needs and iPECS is designed to be tailored to your requirements. Ericsson-LG Enterprise offers various applications to help you build a unified communications strategy that meets the needs of every part of your establishment.
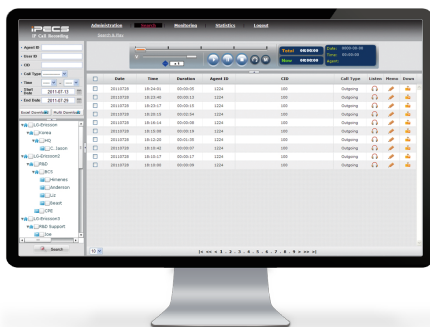

iPECS Attendant (Office & Hotel)

iPECS Attendant

An operator console helping the school receptionist or front desk staff handle high call volume.
- Operating without an external phone
- Call recording / Call statistics / Call history
- Presence, short cuts and on screen call control

iPECS IPCR

iPECS IPCR*

A call recording and monitoring solution tightly integrated with iPECS Call platforms and contact centres.
- Centralised or distributed call recording
- Encryption enabled call recording
- Multi party conference call recording up to 13 party access
- Trunk-based recording
- Announcement file play during call
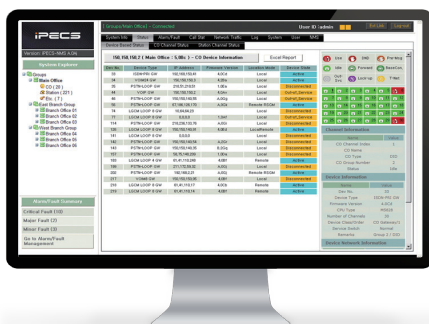
iPECS NMS

iPECS NMS*

A powerful web based Network Management tool designed to permit rapid response to system alarms, remote access, analyse system statistics and provide issue alarm notification.
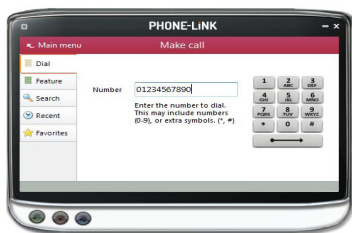- Fault management and real time system monitoring
- Web based client access
- Traffic statistics

*Currently not available on the iPECS Cloud

Integrated Applications

The iPECS open architecture means that integrated third party applications are able to leverage the full power of the iPECS platform and ensure you can build a complete solution around the platform.

icall report dashboard

icall suite
Productivity Through Intelligence

icall is designed to integrate into the iPECS platform and use the data and system functionality to deliver you greater insight and control of your communications platform. Five modules cover call reporting, recording, desktop call control, contact centre management and outbound dialling.

report
Log and analyse your communications
• Customised and scheduled call reports and analysis
• Real time dashboard and wallboard displays

record
Record your calls for training, compliance and assurance
• Simple retrieval, play back and call evaluation
• Easily record ISDN2, ISDN 30, Analogue or SIP trunks

connect
Bring your telephony to your desktop
• Screen pop and click to call from your favourite applications
• See colleagues presence and share a school address book

PHONE-LINK Desktop Call Control

PHONE-LINK
Integrated telephony from your desktop delivering call control and full integration into Education specific applications such as SIMS, EBS and PASS.
• Screen popping of key applications
• Integration into Microsoft Outlook
• Share presence busy status and internal messaging
• Click to dial from websites or applications
• Operator console
• Create user accounts directory using the integrated Active Directory

Terminals

iPECS UCP supports an extensive range of terminals such as digital and IP phones, SIP phones, DECT, Mobile Client, and IP Conference Phone. iPECS UCP gives you access to a large portfolio of terminals and clients to suit your unique telephony needs.

IP Phones

LIP-9002

- Designed for users across your school to access the full power and functionality of the iPECS platform
- HD Voice

LIP-9010

- Mid-range phone designed for users across your school requiring access to the full range of iPECS features and functions
- HD Voice

LIP-9020

- Mid-range phone designed for users across your school requiring access to the full range of iPECS features and functions
- HD Voice
- 10 Programmable feature keys with 3 colour LED

LIP-9030

- High call volume or management phone with 24 LCD programmable buttons to quickly access features and see colleagues presence across three pages
- Integrated presence indication helping users see colleagues availability
- Gigabit support
- HD Voice

LIP-9040

- Reception attendant handset with 36 LCD programmable flexible keys viewable over three pages Integrated presence indication helping users see colleagues availability
- Gigabit support
- HD Voice

LIP-9071

- Top-of-the-range handset delivering an immersive telephony and video experience
- Full touchscreen interface
- Full support for apps and web browsing
- Wireless & Bluetooth support via a dongle
- Gigabit support
- HD Voice
- HDMI output

Optional DSS / LSS Consoles

Expand the capacity of your LIP handset by adding a console, providing 12, 24 or 48 additional programmable buttons with paper or LCD screens. Compatible consoles with handsets only.

Mobility Options

DECT Phones

GDC-480H / 500H*

- DECT handset for roaming access to iPECS in your office or warehouse
- Bluetooth connectivity for headset use (GDC-500H only)
- Speakerphone function

WiFi Phone

WIT-400HE*

- WiFi handset for roaming access to iPECS across the school campus
- Seamless handover between voice-enabled WiFi access points

IP DECT

GDC-800H(IP DECT)

- IP based DECT solution designed to leverage the power of your network
- Configure cost effective coverage across your building with IP base stations and repeaters
- Simple to use and intuitive handset designed to support users across your school or college

*Currently not available on the iPECS Cloud

Packaged and Scalable UC

Choose which version suits your business by identifying the options below that suit your users needs.

Please note that features are non-transferable between the Standard and Premium options.

FEATURES	IPECS UCP STANDARD*	UCP PREMIUM*	UCE
Presence	●	●	●
Presence registration	50	**200**	XXXX
IM	One to One	**One to Many**	One to Many
Audio Call	●	●	●
Video Call	●	●	●
Click to call	●	●	
Call Control	●	●	●
Visual Voicemail	●	●	●
Audio Conference Manager	●	●	●
Supporting Active Directory		●	
Outlook Synchronisation	●	●	
MS Exchange Integration		●	
Organisation Chart		●	
6-Party Video Conference		●	
Collaboration		●	
Mobile Client (Android, iPhone)**	●	●	●

*IPECS UCP Standard clients and UCP Premium clients cannot be operated in parallel. IPECS UC migration to UC Suite is possible.

**A separate licence is required for support on both platforms.

Each software client can be embedded with a softphone enabling you to make calls directly from your PC. Alternatively, choose the "without voice" option to continue using your desktop handset alongside the application.
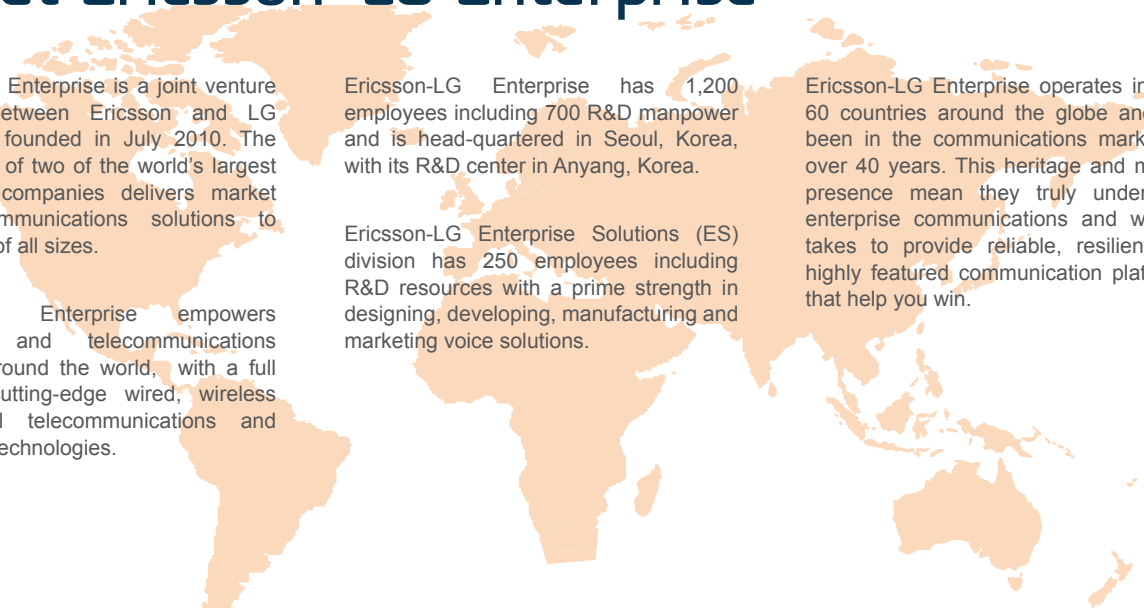
About Ericsson-LG Enterprise

Ericsson-LG Enterprise is a joint venture company between Ericsson and LG Electronics, founded in July 2010. The combination of two of the world's largest technology companies delivers market leading communications solutions to enterprises of all sizes.

Ericsson-LG Enterprise empowers customers and telecommunications operators around the world, with a full range of cutting-edge wired, wireless and optical telecommunications and networking technologies.

Ericsson-LG Enterprise has 1,200 employees including 700 R&D manpower and is head-quartered in Seoul, Korea, with its R&D center in Anyang, Korea.

Ericsson-LG Enterprise Solutions (ES) division has 250 employees including R&D resources with a prime strength in designing, developing, manufacturing and marketing voice solutions.

Ericsson-LG Enterprise operates in over 60 countries around the globe and has been in the communications market for over 40 years. This heritage and market presence mean they truly understand enterprise communications and what it takes to provide reliable, resilient and highly featured communication platforms that help you win.

iPECS
AN ERICSSON-LG BRAND

HEAD OFFICE