

Infiniti

Making Communication Easy.

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iPECS

IP Enterprise Communication Solutions



THE COMPANY

As one of the largest global electronics manufacturers, LG Corporation is consistently rated in the world's 'Top-50' electronics and IT companies. Throughout the world, the LG brand has become synonymous with leading edge, high quality, innovative technology delivered at affordable prices. LG IP and IP-enabled telephone systems are no exception!

LG's traditional range of key-telephone and PBX systems employing TDM (time division multiplex) technology, and servicing 5~500 extensions, have been supplied to the Australian market under the LG Aria brand for more than 10 years. Aria Communications is the exclusive Australian distributor for LG digital and IP telephony products, and in 2003 received LG's top distributor award, attaining Platinum Distributor status as LG's number one global partner.

Over the past three years, LG systems have gained predominance by achieving top market-share* in the 1~100 port segment – the largest market segment in Australia.

LG's pure IP system – iPECS, employs IP at its core, rather than traditional TDM technology, and sets the standard for future development. The addition of iPECS to the highly successful IP-enabled Aria range ensures that, whatever your communications needs or budget, LG systems can meet those requirements!

Aria's fully equipped technical laboratories offer on-line support to our 130-strong national dealer network and ensure all field conditions can be replicated. And to ensure product quality, no LG product reaches the market without obtaining ACA approval – ensuring design integrity, build quality, network compliance and electrical safety.

Aria also proudly supplies systems to Telstra - Australia's largest carrier. These are supplied to the market under the Telstra brand and installed and serviced by the Aria/Telstra Business Systems dealer network.

So when you choose LG systems – Aria or iPECS – you're not only making a wise investment in reliable, future-friendly technology, you're also joining more than 60,000 other businesses throughout Australia, in choosing Australia's favourite phone system!

LG
Life's Good



PLATFORM

Today, more than ever, your telephone system needs to be able to deliver the communication tools that help improve the efficiency and productivity of your company.

PURE IP SYSTEM

LG's iPECS is a dynamic pure IP communication system designed to deliver easy to use voice features and productivity enhancing business applications over your LAN, WAN and the Internet.

By employing IP at its core to route calls and manage communications, the iPECS delivers unsurpassed reliability and functionality whether operating as a stand alone system or integrated into your data network.

EXTENDING THE BOUNDARY OF YOUR OFFICE

The iPECS extends the communications reach of your organisation to a new playing field. By utilising the latest in voice over Internet protocol (VoIP) technology, telephone extensions can be placed at any remote location where there is a broadband Internet connection.

It provides a fully featured handset into locations such as remote offices, home offices, teleworkers and for the business traveller, a softphone on their laptop provides them with an office extension where ever they have access to a broadband connection or WiFi hotspot.

AS EASY TO USE AS THE TRADITIONAL LG ARIA PBX

The features and easy to use handsets on LG's traditional TDM systems have made them the popular choice with over 60,000 systems sold in Australia. The design and features of these handsets have been incorporated into the iPECS making it one of the most user friendly IP PBX systems available.



- Native IP technology: single voice and data infrastructure
- Full range of sophisticated easy-to-use features
- Centralised system administration and management
- Advanced solutions for single and multi-site organisations

- Modular platform and distributed architecture
- Powerful remote access solutions
- IP based applications to improve workforce productivity
- Range of IP terminals, from basic to multi-media



SYSTEM DESIGN

Ease of use is an important requirement from an IP phone systems, but there are many other important factors to consider – such as reliability, security and quality of voice – when purchasing a phone system. The iPECS has been designed to deliver all this and more.

RELIABILITY

A world leader in electronics and with over 40 years in the telecommunications industry, it is not surprising LG understands that, unlike data, the reliability of voice communications is critical to your company.

For this reason, reliability has been a key aspect of the iPECS's design and manufacturing. The highest level of reliability has been achieved by utilizing a solid state design with no moving parts such as hard drives which are prone to failure. LG's ISO certified manufacturing assures the highest reliability for every component of your telephone system.

SECURITY AND VOICE QUALITY

With the iPECS you can be confident of the security and voice quality for remote users over the Internet. Deploying security and quality of service (QoS) technologies such as IPSec (VPN & voice encryption) and DiffServ pre-tagging (IP packet prioritization) your network will remain protected behind your firewall, while remote users enjoy quality voice with the full access to the functionality of the phone system.

WEB BASED REMOTE SYSTEM MANAGEMENT

The iPECS employs user friendly web-based administration tools that are accessible from any standard Web browser.

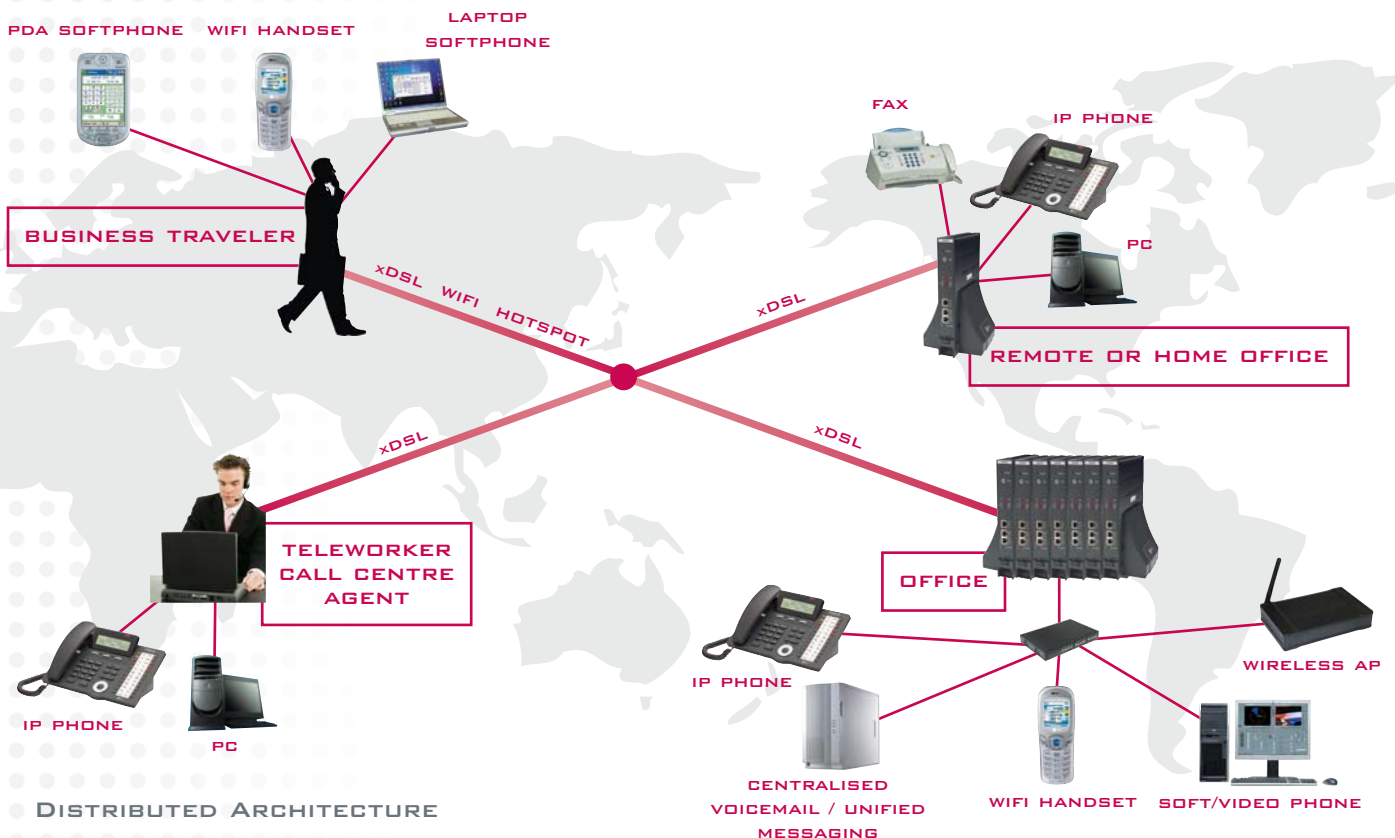
These IP-based tools are simple to use and enable IT staff to effectively administer and manage the iPECS either locally or from a centralized location.

The web-based administration tools support system monitoring and real-time tracing to provide a high level of resource utilisation and trouble shooting. They also provide the ability to download the latest iPECS software, which is simply installed at the click of a button.

FUTURE

We live in dynamic times, facing new challenges and opportunities everyday. LG is aware that being innovative and flexible is a key to the future success of any business. The iPECS's design has been based on a modular and distributed architecture platform to not only grow as your business grows but to support new technologies and applications as they become available.

The iPECS is TAPI 3.1 and SIP ready, so it will support the latest business applications as they are made available – providing your business with the innovative cutting edge tools required to meet the challenges of the future.



CAPACITY TABLE

	iPECS 100	iPECS 300
Max Ports (extensions and lines)	100	300
Max Extensions (IP & Analogue)	70	300
Max Lines (IP channels, ISDN & PSTN)	42	200
System Speed Dials	800	3000
VSF channels (integrated voice mail)	6	10
No of relay contacts	2	4
Signalling	LG iPECS protocol, H.323 v4, SIP, RTP/RTCP, STUN, 802.11b	
IP Security and QoS	DES/3DES/AES, IPsec, 802.3a/f (PoE), 802.1p/Q, IP TOS, Diffserv Pre-tagging	
Voice and Video Codec	G.711, G.723.1, G.729a, H.263	
Application protocol	HTTP, FTP, TFTP, DHCP, PPPoE, TAPI 3.1	



MOVES, ADDS AND CHANGES MADE EASY

The unique modular distributed architecture of the iPECS has been designed to make moves, adds and changes a breeze. Installation of additional gateway modules or IP handsets is just a matter of 'plug and play'. Once the MAC address of the equipment has been registered with the iPECS (for security purposes), modules and IP handsets can be connected to the LAN or at remote locations and they will register with the iPECS automatically. And staff moving desks simply connect their IP handset to any LAN port and their extension is up and running.

DISTRIBUTED ARCHITECTURE

Distributed networking is the way of the future. The iPECS distributed architecture places the appropriate system components and intelligence where the communication is happening – at the distributed locations.

The iPECS is not limited to networking or distributing its extensions on the company WAN, it can extend its modules and IP extensions to where ever there is a broadband service. They can be located in the homes of

call centre agents providing them with transparent extensions to the iPECS system. Extensions are not tied down to fixed locations. Business travellers can register their WiFi handset or SoftPhone anywhere they have broadband access or a WiFi hot spot.

REMOTE SERVICE GATEWAY MODULE (RSGM)

The RSGM provides transparent access to extensions on the iPECS and supports a locally connected telephone line. This unique device provides telephone access for the remote office via the local telephone line if the ADSL service was to fail. In addition it has an analogue extension for a fax machine and it supports its own local background music and music on hold to minimize bandwidth utilisation.

The intelligence of the RSGM ensures no calls go unanswered. If the remote office is unattended, calls dialed to its local line number will be forwarded by the RSGM to the iPECS where the receptionist can answer the call.



IP TERMINALS



7004N

- 2 Flexible buttons
- 5 Fixed buttons
- 1 switch (10/100) port
- On-hook dialling (OHD)
- Silence suppression and echo cancellation
- Power over Ethernet (IEEE 802.3af)
- Optional 48V DC power adaptor



7008

- 2 x 24 Character LCD display
- 8 Flexible buttons
- 5 Fixed buttons
- 1 switch (10/100) port
- Full duplex speaker-phone
- Headset jack
- Silence suppression and echo cancellation
- Power over Ethernet (IEEE 802.3af)
- Optional 48V DC power adaptor



7016

- 3 x 24 Character LCD display
- 16 Flexible buttons
- 7 Fixed buttons
- 3 Soft keys
- Navigation button
- 2 switch (10/100) port
- Full duplex speaker-phone
- Headset jack
- Silence suppression and echo cancellation
- Power over Ethernet (IEEE 802.3af)
- Optional 48V DC power adaptor
- Optional pedestal



7024

- 3 x 24 Character LCD display
- 24 Flexible buttons
- 7 Fixed buttons
- 3 Soft keys
- Navigation button
- 2 switch (10/100) port
- Full duplex speaker-phone
- Headset jack
- Bluetooth module (optional)
- Silence suppression and echo cancellation
- Power over Ethernet (IEEE 802.3af)
- Optional 48V DC power adaptor and pedestal



7024LD

- 224 x 144 graphic LCD display
- 24 Flexible buttons
- 7 Fixed buttons
- 3 Soft keys
- Navigation button
- 2 switch (10/100) port
- Full duplex speaker-phone
- Headset jack
- Bluetooth module (optional)
- Silence suppression and echo cancellation
- Power over Ethernet (IEEE 802.3af)
- Optional 48V DC power adaptor
- Optional pedestal



7048 DSS

[DISPLAYED WITH 7024]

- 47 programmable keys
- Can be assigned to direct station selection, speed dial numbers and line status
- Can be programmed as feature keys
- Optional pedestal



SOFTPHONE AND VIDEOPHONE

- Fully featured extension
- Call recording function
- Call logging
- Flexible programmable buttons
- Video support on VideoPhone
- SMS to WiFi, SoftPhone, VideoPhone and IP display handsets
- Video Phone: Multimedia



WiFi HANDSET

- Fully functional extension
- Easy to use – mobile phone menu and navigation
- Use locally or remote in WiFi Hotspot
- SMS messaging to other extensions
- Phone book
- Call history
- Headset jack

EASY TO USE, RICH IN FEATURES

The intelligence, power and user friendliness of the iPECS gives you the ability to ensure your staff have the features they need to communicate effectively and callers get the level of service you want them to receive.

FEATURE RICH

The iPECS offers the rich feature set developed on the traditional TDM phone systems and more. With basic features such as one touch transfer to more advanced features such as call screening as messages are being left on the built-in voice messaging service, the iPECS provides you with the tools to make work a little easier.



AUTO ATTENDANT

The multi-layer auto attendant can automatically answer calls and play company-specific announcements to callers. Up to 20 announcements can be recorded offering the caller options to select the one that best suits them. By pressing a single digit they can transfer to reception, to a department, off-net to a mobile or to leave a message.

To present a professional image of your company, the iPECS supports the uploading of professionally recorded announcements and messages for the Music-on-Hold (MOH) source, so callers will hear your selected messages when they are on hold or waiting in queue.

INTEGRATED VOICE MAIL

The iPECS integrated voice mail provides the features to meet the needs of most organisations such as time and date stamping, forwarding messages with commentary, one touch dialling to call back the number of the person who left the message, password protection, call screening and remote access.

ACD

If you operate a call centre, it is possibly the communication hub of your business. The iPECS standard software includes advanced ACD functionality for you to manage this important resource. Some of the available features include call monitoring by the supervisor, agents logging into multiple groups, re-routing of queued calls to new destination by the supervisor and the ability of the caller in a queue to dial out of the queue on receiving their second announcement.

CALL CENTRE FEATURES & STATISTICS

AVAILABLE ON STANDARD SOFTWARE

- Number of calls in queue
- Longest and average queued calls
- Number and total time when all agents were busy
- Average ring and service time
- Total calls
- Number of unanswered calls.

Ez-ATTENDANT

The iPECS PC based attendant console can help process calls quickly and accurately in high call volume environments. It supports up to 5 attendants and integrates databases from Microsoft Outlook, Excel, Access, ACT! or Goldmine.



Ez-Attendant will match up the incoming CLI to the name of the caller on your database so your receptionist can see who the callers are in the queue. It displays the status of all handsets, including those on other sites that are networked, so your receptionist can see at a glance who is on the phone before transferring calls.

Your attendant can attend to calls via an LCD touch screen, their handset, PC using the mouse or by assigning "hot key" functions such as answer, transfer, hold etc to any of the keys on the keyboard. The Ez-Attendant also provides basic system administration features such as the ability to change the class of service of handsets, change the extension name display, adjust the time and day, program flexible buttons on any handset and send SMS messages to SoftPhone, WiFi and display IP handsets.

UNIFIED MESSAGING

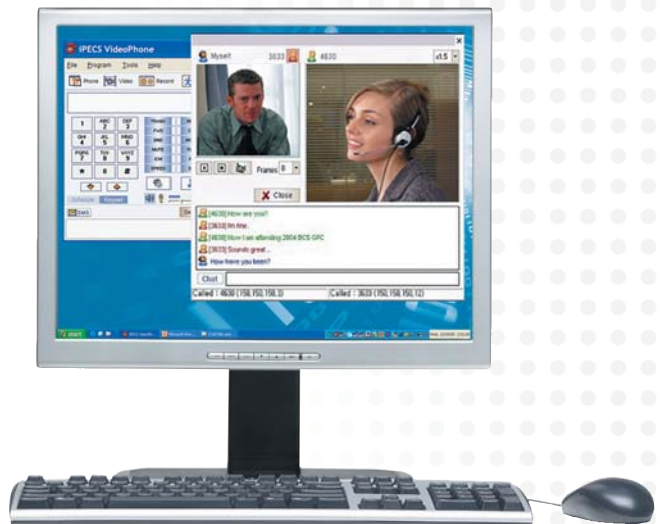
The iPECS and the AriaMail2 Flexicall Manager provides advanced applications including unified messaging, SMS service to mobile phones in addition to advanced voice mail and auto attendant functionality.

Receive your voice mail as an email attachment and manage them through Outlook. The business traveller who can access their email can now manage their voice mail from anywhere in the world

With the Web based mobile phone SMS service you can send and receive SMS messages to and from your desktop. Ideal for sending SMS messages to sales people who are on the road and don't get the change to check emails during the day.

MULTI-MEDIA

The iPECS brings Point-to-Point video conferencing to your desktop. Conference your colleagues into a video conference call at the convenience of your own desk or any where you have a broadband service and use the VideoPhone's collaborative file sharing feature to step them through a presentation or collectively work on a project.



MOBILITY

Mobility has become an integral tool in many business environments. The iPECS offers a range of wireless solutions that not only give your staff freedom to move around the office or building with Bluetooth headsets and WiFi handsets, it now provides mobility where ever they have access to broadband or a WiFi Hotspot. Business travellers for instance, can have their office extension on their laptop or PDA.

INTEGRATED BLUETOOTH

The iPECS's integrated Bluetooth module is the ideal solution for staff that need handsfree operation or mobility to move around the office up to 10 meters from their desk. It provides the user with the ability to answer and terminate calls from the Bluetooth headset and seamless handover between the Bluetooth headset and the handpiece.



WiFi HANDSET

Provide mobile staff with their own extension and the freedom to move within the office, warehouse and even external areas with a WiFi handset or a SoftPhone on a WiFi enabled PDA. Set up a wireless network of standard Access Points (AP) for seamless wireless connectivity. Coverage is up to 300 meters in the open and typically 50 meters or more in buildings.

Employees will quickly enjoy the benefits of the WiFi handsets with their mobile phone-like ease of operation and the features of a desktop extension. They can send and receive internal text messages so you can get a message though to mobile staff member quickly and effectively without interrupting them during the course of their work. This means that service staff who are assisting customers can receive messages without being interrupted.



PDA - NOW ONE DEVICE...SOFTWARE APPLICATIONS, MOBILE, OFFICE EXTENSION

A WiFi enabled PDA with the iPECS SoftPhone installed will achieve the same wireless connectivity as a WiFi handset with the added benefit of being able to synchronise with Outlook Contacts and interface with applications running on the network. Staff using PDAs which also support a mobile phone will be able to reduce the number of devices they need to carry.

SOFTPHONE

Travelling interstate? Overseas? By installing the SoftPhone on to your laptop or PDA and accessing a broadband Internet service in the hotel or a WiFi hot spot, your SoftPhone connects back to the office iPECS providing you with a fully featured office extension, able to make and receive calls over the Internet avoiding high toll charges to your company.

NETWORKING - SEAMLESS CONNECTIVITY

The iPECS powerful Networking Solution connects multiple office locations in to a single unified telephone network providing a low total cost of ownership and high return on investment on your data and telephony network.

ONE VOICE AND DATA NETWORK

Utilizing VoIP, the iPECS delivers high-quality voice services over the LAN, WAN and Internet, eliminating the expense of building and supporting separate telephone and data networks. By using a single infrastructure and routing call to other sites over the data network, call cost between office sites and calls automatically re-routed over the WAN to interstate destinations are greatly reduced.

UNIFIED NUMBERING PLAN

In addition, a unified telephone network brings together staff at dispersed office sites, teleworkers and even mobile workers to achieve significant productivity gains. A unified numbering plan for multiple sites provides users access to all iPECS resources and other users just as if they were at a single office site.

MORE WAYS OF CONNECTING PEOPLE

When trying to contact a staff member, users can monitor networked busy-lamp-fields. They can then see when the desired extension is free and thus eliminate telephone tag. At smaller branch offices which are sometimes unattended, the Centralized Attendant Service (CAS) automatically forwards calls to central answering points so no calls go unattended.

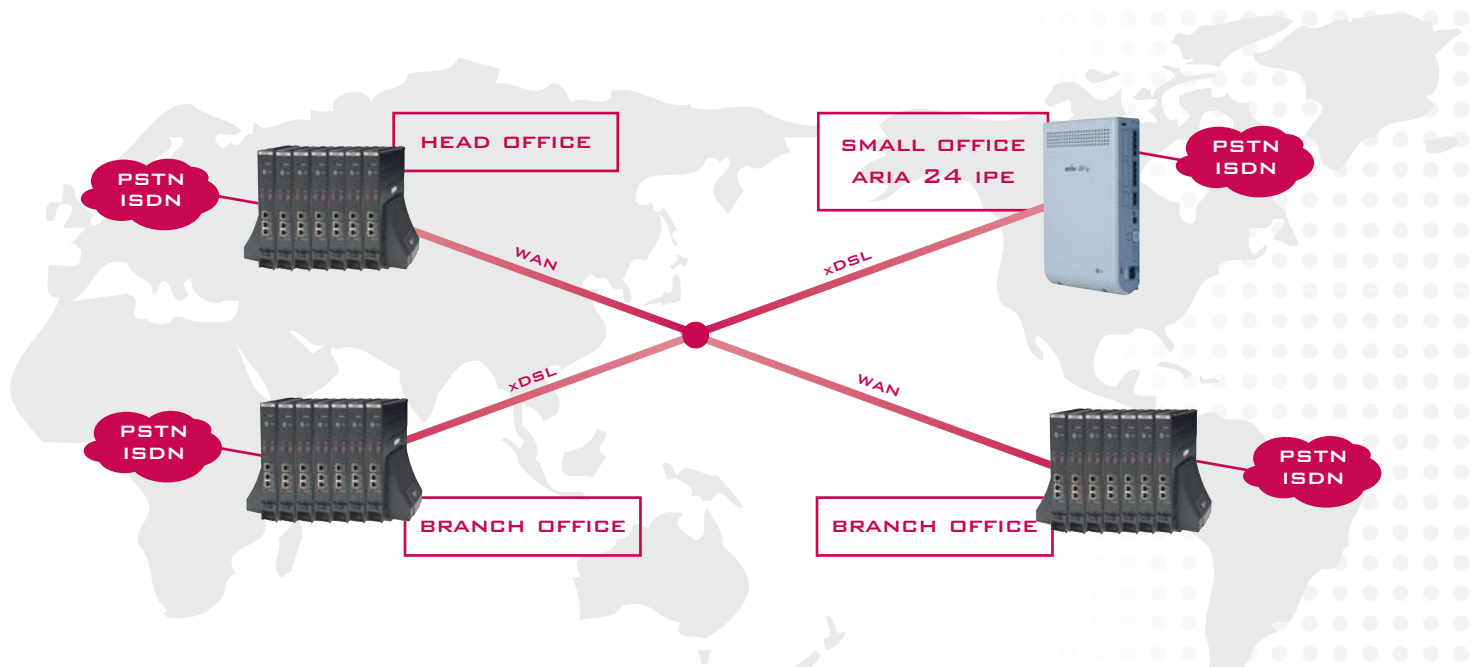
CENTRALISED VOICE MAIL

A single centralised voice mail (CVM) system reduces the duplication of expensive equipment across office sites. It also provides such services as voice mail to remote sites or teleworkers who, for practical and financial reasons, would normally not have access to such services.

FEATURES AVAILABLE ACROSS THE NETWORK

iPECS Networking effectively links all the iPECS and Aria IP-enabled phone systems together as one communication system, supporting the user-friendly features that make the iPECS so easy to use.

Inter-office features such as one touch call transfer, calling line identification for transferred calls, camp-on and call back options, and LG's unique network busy-lamp-fields, which can display call status of any extension on the network, are all supported-making communication with other office sites easier and more efficient.



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Phone systems made easy & affordable.

- ✓ Latest Phone Systems
- ✓ Easy Finance Options
- ✓ Hassle Free Installation
- ✓ Wholesale Call Rates
- ✓ Pre-loved Phone Systems
- ✓ VoIP
- ✓ Ongoing Support
- ✓ Messages on Hold



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Specifications are subject to change without prior notice.