



Telkom
BUSINESS

Best-in-class Hybrid Communications Solution

iPECS eMG100

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Standard T&C apply and can be viewed at telkombusiness.co.za. E&OE.

Simple and cost-effective yet reliable and powerful communications

It's time for unified communications (UC), the transformative tool that integrates all your business communications into one place. Here's the cost-competitive and simple platform for small and mid-size businesses to help connect better, boost efficiency, and move your business to the next level.

- Best-in-class hybrid for analogue, digital and IP technologies
- Single cabinet
- Equipped with all RJ45 interfaces
- Max 188 ports - 74 trunks/124 Ext.
- Wall or 19-inch rack mounting

Cost-effective hybrid platform

It's a cost-effective hybrid platform that supports IP, digital, analogue and UC devices, so you can work from any device with any technology. When looking for a communication system and value for money comes as the main decision-making factor, iPECS eMG100 provides many built-in solutions that will maximise your return on investment. TDM interfaces, built-in VoIP and VM capacity with emergency alarm and relay and paging features are all embedded as a default. It's compact design, single cabinet with many of the communication features included out of the box. Enjoy your best-in-class hybrid communications system with iPECS eMG100.

Simple single cabinet

A single cabinet solution removes the hassle of carrying multiple cabinet types for your communications solution. iPECS eMG100 comes as a single cabinet that can be wall mounted or a 19-inch rack mount depending on your requirements. All ports are equipped with an RJ45 interface to have universal compatibility. Whether you are looking for a series of capacity upgrades, complete hardware expansion or technology upgrade from TDM to IP, this single cabinet simplifies your solution options. Add an additional licence to connect another iPECS eMG100 cabinet to double your communication power.

Prepare for growth

Be prepared for expansion with a seamlessly scalable communications system. It's easy to add capacity, along with all the features you need for easy expandability. Take advantage of the business communications platform that adapts to your requirements.

Easy installation and simple management

Transition seamlessly to a new system that doesn't disrupt. IT managers can breeze through initial installation and quickly customise settings for easy management. The user-friendly interface is consistent across devices, keeping training times quick. Simple software installation makes the initial settings effortless. Multiple levels of user-friendly administration tools also add value for easy management. Web-admin helps IT managers to easily customise their workflows and manage the real-time operation locally and remotely. The 'Web User Portal' allows end users to easily personalise their communication needs from anywhere and any time on any device such as their desktop, smartphone or tablet.

Reliable multi-site deployment

We provide multi-site deployment with a local/branch system that supports local survivability (LCM). Centrally connected and managed, your communication system is secure and reliable. In case of a network failure, local servers will take over the operation to securely manage the local communication system. Backup connections to the local PSTN network can also be used as a last resort. Avoid downtime with automatic failover between sites, so that your clients can reach you whenever they need.

iPECS eMG100

- 2-user licence included for iPECS UCS / iPECS Click Call
- 4 VM and 2 VoIP channels included on basic KSU
- 32 IP Ext. included and expandable up to 64 Ext.
- 32 Mobile Ext. included and expandable up to 124 Ext.
- ACD, audio conference, VM to email notification are included
- Relay, alarm, paging and MOH are included



Out-of-the-box Unified Communications

As the most compelling advantage, advanced business communication features are provided by default. Users can improve business efficiency and productivity with embedded UC features including real-time voice, video and presence-enabled instant messaging under a single user interface on any device.

Out-of-the-box premium features

In addition to embedded UC with iPECS UCS, TDM interface and VoIP channel capacity, premium features are also included in the basic package. For efficient internal and external communications, the system has an Audio Conference Bridge and Automatic Call Distributor (ACD) default to increase your organisation's productivity with no extra cost. Use the Audio Conference Bridge for daily group call meetings up to 13 participants with max. 40 simultaneous conferences. Using the built-in ACD will provide a better customer service allowing all calls to be answered and routed to the proper departments, providing real-time monitoring and supervision, as well as call statistics and ACD event messages for management reporting.

Rich business applications

iPECS eMG100 provides a range of business applications and mobile clients to fulfill varying needs and requirements in the small and medium-sized enterprise environments. It also offers interoperability with various third-party solutions in hospitality, healthcare and other vertical industries.

Tailored to your needs

Aspire to be mobile

Aspire to be mobile

Applications for business performance

Applications for business performance



IP-based productivity-boosting enterprise UC

- Integrated presence and IM, SMS continuity
- Voice and video call and conference
- Click-to-Call and call control on your PC for your call devices
- Call recording on any device
- CRM integration support

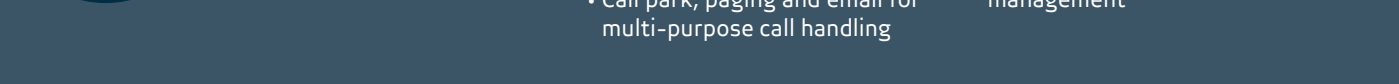
Businesses using / looking for a UC solution



IP-based productivity-boosting enterprise UC

- ## Applications for business performance

Applications for business performance



iPECS Attendant Office

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iPECS Attendant Hotel



iPECS ClickCall

- Standard windows application to make dialling a breeze
- Click-to-Call from any selectable number in Windows application
- Show previous dialled call log, up to 10
- Exit/Setup through the icon in Windows tray
- Setup dialling information
- Multi-language support
- Call control client without voice module
- Easy installation: Simple call client without dedicated server

Tegsoft blended and omnichannel contact centre blended contact centre

- Working flexibility anywhere
- Embedded webphone on agent's desktop
- Embedded contact CRM
- Automatic identification and display of incoming and outgoing caller's contact info, voice recording and analytics
- Recording of all call traffic, reporting with speech analytics, advanced reporting, detailed queue reports (ASA, ACHT, SL, AAT), agent activity reports and IVR dialling reports, campaign reports etc.



Campaign management:

- Preview dialler: Customer details that are in the campaign data are automatically displayed on the agent screen which can then manually start an outbound call.
- Progressive dialler: Customer details that are in the campaign data are automatically displayed on the Agent screen and an outbound call is initiated by the system.
- Predictive dialler: Delivers up to 86% agent utilisation rate by using adaptive algorithms (with real-time analytics). The algorithm distinguishes the dialled number and analyses the reachability rate separately for the landline number and mobile number.

Omnichannel Contact Centre:

All the features of the Blended Contact Centre:

- SMS & Email: Campaigns can also be run through Email and SMS
- Webchat and Video: The agents will also be able to interact via Webchat and Video
- Social Media: The agents will also be able to interact via a variety of social media (such as WhatsApp, Facebook Messenger etc.)

iPECS IPCR

Cost-effective single-server IP Call Recording solution

- Powerful value-added features
- Voice packet encryption on call recording
- Real-time monitoring and recording
- Remote maintenance and automatic alarming
- Single server for all terminals
- Intuitive user interface
- Users can easily access the recording files over web browser
- Powerful statistics features with real-time graphic view and search options
- User-based access level management with intuitive GUI



Terminals

iPECS eMG100 supports an extensive range of terminals from IP and digital to IP DECT. These are designed for professional users who require a wide range of feature-rich telephony devices to match your constantly changing business needs. iPECS eMG100 will give you access to a large portfolio of terminals to optimise your unique business communications solution.

User Devices

Model and Specifications

Advanced Gigabit colour - IP phone

LIP-1050i Advanced

- 8-line 4.3" (480 x 272) colour display
 - Up to 36 programmable keys with 12 self-label keys
- HD audio for handset and speaker with wideband codec (G.722, Opus)
- Full duplex speakerphone with wideband voice
- Dual Gigabit Ethernet ports
- 1 USB port for charging mobile devices and USB accessories



User Devices

Model and Specifications

Essential Gigabit colour

LIP-1030i Essential

- 6-line 2.8" (480 x 320) colour display
- Up to 18 programmable keys with 6 self-label keys
- HD audio for handset and speaker with wideband codec (G.722, Opus)
- Full duplex speakerphone with wideband voice
- Dual Gigabit Ethernet ports



User Devices

Model and Specifications

Basic Gigabit - IP phone

LIP-1020i Basic

- 4-line 2.8" (132 x 64) grayscale display
- Up to 16 programmable keys with 4 self-label (x3 pages) and 4 paper-label keys
- HD audio for handset and speaker with wideband codec (G.722, Opus)
- Full duplex speakerphone with wideband voice
- Dual Gigabit Ethernet ports



User Devices

Model and Specifications

Expanding the scalability and responsiveness - IP phone

LIP-1024i DSS

- 24 buttons DSS
- Compatible with 1020i, 1030i, 1050i



Model and Specifications

Enable remote control for well-known EHS Headset

EHSA V4

- Wired and wireless EHS devices support
- Stable and better quality operation
- EHS headset support:
Plantronics (Savi 700 series, CS 500 series)
Jabra (PRO 920, 925, 9450, 9460, 9470, Duo 9460, 9465)
Sennheiser EHS (D10, DW Pro, SDW 5000)



* Previous terminals of iPECS LIP and LDP series are compatible with the latest Unified 4.0 update.
Please refer to compatibility table for more details.

Digital Phones

Model and Specifications

LDP-9240D

- 320 X 144 graphic LCD with backlit
- 12 Flexible buttons (Dual LED, 12 X 2)
- Full duplex speakerphone
- Support DSS button kit
- Support EHSA



Model and Specifications

LDP-9224DF

- 192 X 36 graphic LCD with backlit
- 24 Flexible buttons (Dual LED)
- Full duplex speakerphone
- Support DSS button kit
- Support EHSA



Digital Phones

Model and Specifications

LDP-9208D

- 2 X 24 character LCD without backlit
- 8 Flexible buttons (Dual LED)
- Half duplex speakerphone
- No Support DSS button kit



Model and Specifications

EHSA v4 - (Electronic hook switch adapter)

- Support: LDP-9240D/24DF/24D
- Compatible with Plantronics, Sennheiser and Jabra
- Package of EHSA and Foot stand
- *Sennheiser Cable optional



Model and Specifications

LIP-9024DSS

- Support: LDP-9240D/24DF
- Flexible button: 24 with 3 colour LED
- Underlay type: Paper
- DSS connection: 1



Model and Specifications

LIP-9012DSS

- Support: LDP-9240D/24DF
- Flexible button: 12 with 3-colour LED
- Underlay type: Paper
- DSS connection: 1

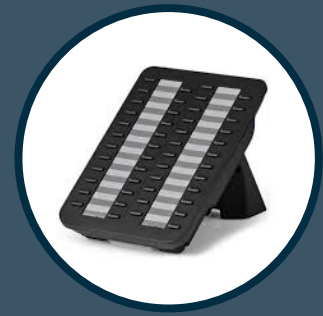


Digital Phones

Model and Specifications

LDP-9248DSS

- Support: LDP-9240D/24DF/24D
- Flexible button: 48 with 3-colour LED
- Underlay type: Paper
- DSS connection: Up to 2



IP DECT Bases/Phones

Model and Specifications

130db/ 110db Basic

- 130db Basic
- Max 254 base station in a zone
- Up to 1 000 handsets registerable
- 8/10 simultaneous calls (Mult-cell case/Single-cell case)
- Narrowband or wideband audio
- Mutual Authentication
- Software upgrade over the air
- Air sync and LAN sync
- Central directory
- 110db Basic
- Single base
- 1 repeater for coverage expansion
- Up to 20 users can be registered
- 5 simultaneous calls
- Narrowband or wideband
- Central directory



Model and Specifications

150dh/ 120hd handset

- 150dh/ 120hd handset
- 2-inch TFT Colour LCD
- 200/17 hrs standby/talk time
- 250 local phonebook
- Emergency button
- IP65 compliant
- 120hd
- 2" TFT display, 176 x 220
- Wideband speakerphone
- Polyphonic ringtones
- Call log (50ea)
- Local phonebook (100ea)
- Central Directory support
- Talk time up to 22 hours (NB) / Stand-by time up to 350 hours



System Capacity - KSUS

		1st KSU	System max
Trunks	CO	16	74
	BRI (ch)	8	
	E1/PRI, T1/PRI (ch)	30, 24/23	
	SIP	64	
Extensions	DKT	24 (2)	124
	SLT	36 (6)	
	IP EXT/IP DECT	64 (32)	

* () default number of interfaces ** Within maximum number of trunks

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