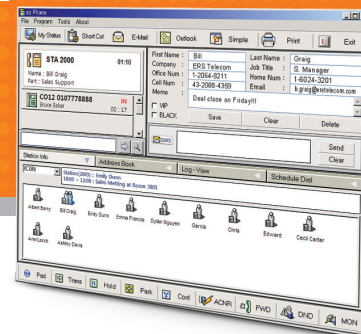


Unified communications solution for SMB

**iPECS**  
**ez-PHONE**

## OFFICE CTI APPLICATION

THE ez PHONE PROVIDES MINI CONTACT CENTER CAPABILITY BY USING STANDARD TAPI INTERFACE. WITHOUT HAVING A SIGNIFICANT INVESTMENT, USERS CAN EASILY USE OFFICE FRIENDLY FEATURES WITH INTUITIVE GRAPHICAL USER INTERFACE OF THE ez PHONE



### Easy to handle everyday calls on a PC

Your valuable business calls can be handled in a much easier way with ez Phone. The live queue window displays the call waiting list along with queue times. Click to pick-up a call for further action, or drag and drop the call from the queue list to another station for handling. Right mouse click pop up from the live queue window shows available call handling options based on current status of the user such as hang up, call back, message wait, camp on etc. Users can easily duplicate the operation from the call log information and access user's voice mail just by clicking message waiting indication icon of the ez Phone. User database can be simply managed in a local PC by importing various formats such as Outlook, Goldmine, ACT, MS Access and Excel. Based on the imported DB, user can easily edit the customer information directly from ez Phone as well.

### Productivity enhancing tool

Thanks to the graphical display of real time station status, users can minimize the opportunity of making unreached call attempts and choose the best available assistant as updated. Incoming call screen pop up contains valuable customer information such as contact information, customer memo so that the user can treat the customer with more personalized care. By integrating ez Phone and Microsoft Outlook directory, user can manage a single customer contact information source for multiple business tasks. Variety of the customer data fields include name, picture ID, phone number, addresses as well as previous discussion history text memo are easily available from user's Outlook database. User can choose ez Phone local pop up or Outlook pop up as a preference. Text messaging can be useful especially point to multi point occasion. An ez Phone user can send a text message to any multiple system stations with LCD display. If the system is configured for PSTN or GSM based short messaging service, the SMS messages can also be delivered to the off net destinations. Scheduled dialing helps the user focus on his/her own job while ez Phone reminds the user when pre-scheduled out bound call is ready to place. There are many other productivity enhancing functionalities that ez Phone can provide and users will be more than happy to find the detail every day.

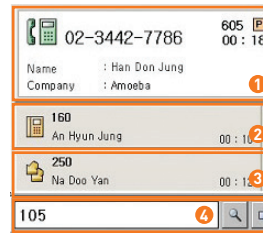
### Desktop telephone manager

Since ez Phone is tightly integrated with system terminals, users can manage their desktop telephone functions in an easier way. Some of the complicated system functions make much better sense with user friendly PC interface. By using ez Phone, user can assign flexible buttons with intuitive visual options. Then ez Phone provides same user experience on a PC. Promptly used functions such as voice mail control, call forwarding setting, DND, pre-selected message change can be easily set by the user without reading a manual or asking IT manager for help. Some functions like CID based ring tone selection, drag and drop conference management, blocked caller list filtering, MS Office built in dash board is making users hard to live without ez Phone.



## Entry version

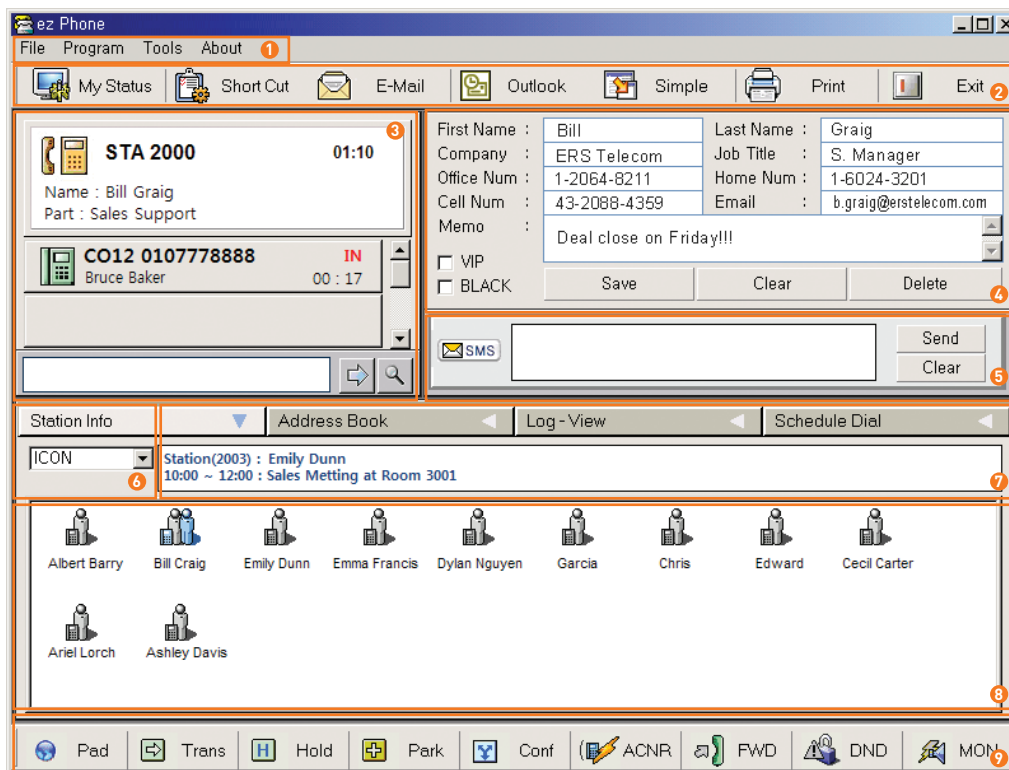
- New Database creation (Microsoft Access, Excel compatible)
- Call control (make a call, hold call, park/unpark, transfer, camp on, call back, ad hoc conference)
- DB Import and Export (Access, Excel)
- Print Address book
- Call forward (Internal, Off-net, VMIB, DND)
- Always on top
- BLF information display
- Local language selection : Local or English
- Shortcut keys for frequently used functions : ALT/Ctrl/Shift +
- 20 activity log saving
- Call queuing (up to 5 calls)
- Screen call pop up
- Wake up call setting
- Text dialing
- Hot desk log in
- Pre selected message selection
- MS Office built in dash board
- Drag and drop conference management



1. Current Call
2. Incoming Call on Hold
3. Transferred Incoming CO Call
4. Make & Transfer Call

## Deluxe version

- All Features of Entry Version
- DB Import and Export (MS Outlook, Goldmine, ACT)
- VMIB control (MWI, user greeting recording)
- Flex button programming
- Automated Called Number Redial (ACNR)
- Resisted Outlook Contact Popup or Create new Outlook Contact
- On demand Outlook schedule synchronization
- CLI based differential ring tone
- Call Filtering: VIP/Blocked List by DND/FWD/Ring
- Scheduled Dial
- Internal/External SMS
- 999 activity log saving
- System tray pop up



1. Main Menu
2. Top Tool Bar
3. Call Window
4. Information Window
5. Message Window
6. Display Option
7. MS Scheduler
8. Station Information Window
9. Bottom Icon Menu

### System requirement :

ipLDK v1.0 or higher /  
iPECS MG v1.0 or higher

**System connection :** 1<sup>st</sup> party TAPI

**PC requirements :** Software

**Operating system :** Microsoft Window 98/  
NT/2000/ME/XP and Vista/Win7

LG-Ericsson TSP D.1Ae or higher

LG-Ericsson ez Phone 4.0Ah or higher

**Hardware :** Pentium 3 300MHz +, 128MB  
RAM, 200MB HDD