

CLOUD-VOICE SOLUTION

CLOUD
VOICE & DATA



Authorised Reseller

iPECS
AN ERICSSON-LG BRAND

AN INTRODUCTION TO

iPECS
Your Communications Solution


ERICSSON

 LG

ABOUT US

About Us

We are experienced, knowledgeable consultants specialising in supplying phone systems and business services that benefit your business through cost reductions, unified billing and a personalised account management service.







Working With Us

As Fixed and ICT Managed Service providers we provide innovative communications and IT solutions that increase efficiency and productivity. We empower businesses nationwide to reach the next level of success with support and account management along the way.

Unify All Of Your Communications

Cloud, Voice and Data deliver all in one business communications. Whether it be your company email, the network that delivers your key business applications, the telephone system this integrates with or the mobile voice and data network, we have the capability to deliver this as a unified solution. This all in one approach consolidates your supply chain, helping to reduce costs, enhance efficiencies and improve service reporting and support.

Services

- Voice  Business telephone systems. VOIP. SIP. ISDN. Lines and Calls.
- Mobile  Business smart phones and tablets. Network and bespoke tariffs. MDM.
- Data  Business broadband; ADSL, Fibre, Ethernet leased lines, VPN, MPLS.
- IT  Office 365. IOT. M2M. Anti-Virus. Server and User support contracts.
- Security  Interior & exterior CCTV recording, live viewing & mobile app. Security gates. Intercoms.
- Energy  Gas and Electricity. Cost comparisons & contracts using the top suppliers in the UK.



Mobile App

Scan the QR code.
Click open, this will give you a preview, you'll then need to select the download option on the menu on the right hand side 'install app'.



Example of Implementation

 Pre-Sales Action: A consultant engages with the customer and CV&D Pre-Sales to gather requirements and gain an understanding of the current situation. Owner: Business Consultant	 Proposal Action: Present our findings and recommendations either by an onsite visit or a proposal document Who: Business Consultant	 Agreement Action: CV&D and the customer review, adjust where required and agree on the proposal. A contract is created and issued to the customer. Owner: Business Consultant	 Order Validation Action: CV&D Project Manager checks the order is correct, approves the order, assigns an engineer and sends confirmation to the customer. Owner: Project Manager
 Configuration Action: An Engineer configures any equipment or telephony systems, CV&D Project Manager activates any lines or access circuits. Owner: Project Manager	 Installation Action: Engineers will prep and install your service on a specified date to ensure a smooth transition from your old service. Numbers will port to us on this date. Owner: Engineer	 Training Action: The Engineer will complete onsite training with all staff on the activation date. Followed up by after sales call or appointment from the Business Consultant. Owner: Engineer/Business Consultant	 Follow Up Action: Your Business Consultant will now take full management of your ongoing account. After sales and on going account management. Owner: Account Manager



CLIENT EXPERIENCE

Account Management

At CV&D we place great importance on our Account Management structure and pride ourselves on the professional nature of the service we provide to our customers.

All our Account Managers are highly trained to work with you to maximise the benefits of your communications in your organisation and your sector. Your Account Manager is closely supported by an impressive range of expertise from our internal Customer Service Team. This support enables him/her to resolve specific issues involving your account and also ensures that your account is managed in a professional and efficient manner.

Your Account Manager's key responsibilities include:

- Assess your specific needs.
- Proactively manage your monthly costs by reviewing your spend every quarter, by using a Tariff Analyser tool.
- Help build the relationship that forms the virtual team of CV&D and your company.
- Produce monthly bills for cost centre billing.
- Produce a step-by-step implementation plan.
- Ensure your expectations have been met.
- Help ease your company into the CV&D support functions.
- Demonstrate the longevity and reliability of the solution.
- Help define the measurable deliverables to allow you to justify return on investment.

Dedicated Customer Support Team

Our Customer Service structure has evolved so that we can ensure that we always exceed your expectations. We are continually introducing and developing technology to provide our staff with the tools and information to provide first time resolution on a query whenever possible. We also ensure that service meets high quality standards by continually coaching and developing our customer care staff. We guarantee that:

Regardless of your problem or query, we'll do everything we can to deal with it the first time you call.

- When contacting us, you will always get through to a customer support consultant within, no long-winded set of options.
- When you call, you'll be talking to trained business advisers who have no other job but to help business people like you.

CV&D offers dedicated Customer Service for both key contacts and the individual users within your organisation. Our Customer Support Team take full responsibility for all aspects of daily service and their aim is to offer professional and knowledgeable support in a variety of functions including:

- Invoice / billing queries • Written query solution • Equipment recovery / repair • Telephone query resolution
- Adhoc reports • Account re-structures • Technical support • Customer detail amendment • Order Processing
- Consolidated Invoicing

Contact the customer support team:

Telephone number: 01323 407775

Email address: customersupport@cloudvoicedata.co.uk

Your Customer Support Team can be contacted by phone or email and, in addition, the Team Manager's number is provided to key customer contacts for escalation purposes in accordance with our Service Level Agreement.

Hours of Service

Monday to Friday - 8.30am to 5.30pm (this is when your Customer Support Team is available to take calls and complete orders and administration). Outside these hours, we can operate an out of hours customer support service should it be necessary. For:

- Stolen bars (placing bars not lifting).
- Network queries.
- Advice on handset functionality queries.
- Portal changes for users (network dependant)

THE ISDN & PSTN

SWITCH OFF

In 2015, Openreach announced that they will be switching off the PSTN and ISDN network in 2025, marking the biggest change in the telecoms industry for over 30 years, but what does this mean for you?

- PSTN (Analogue line). This is the line that a classic broadband product will use to run into your building. Carrying ADSL and FTTC.
- ISDN. This product sits on the PSTN network and provides dual lines for businesses that have 2 or more users on their lines and telephone systems.

So if you have either of the above products, which most will, this seriously affects you and we would recommend you read on to know what's required and when, and please use us for advice.

We're here to help you prepare for the approaching deadline.

We have all the knowledge, tools, products and pricing to make sure you're ready, set and future proofed way ahead of the deadline.

And within an affordable, top quality and well managed package.

The Public Switch Telephone Network (PSTN) is aging and will reach the end of life in December 2025. The PSTN supports a number of Openreach products which Communication Providers (CPs) purchase at regulated pricing and often sell to businesses and consumers, wrapped up in their own line rental, broadband and call package deal. These include: Wholesale Line Rental (WLR) and Integrated Services Digital Network (ISDN).

PSTN will also be used to support a business or residential broadband connection, which will be on either ADSL or FTTC (fibre to the cabinet).

You may need to wait some time to replace PSTN, due to the availability of the new products on the Openreach network, but with us we will always keep you up to date on what's available and when.

Integrated Services Digital Network (ISDN) is a set of communication standards for simultaneous digital transmission of voice, video, data, and other network services over the digitalised circuits of the public switched telephone network.

A traditional PBX Telephone system will be on the ISDN infrastructure, so these systems will need replacing with an upgraded product.

So if this affects you, please take a look at your options, as you will need to upgrade.

Upgrading These Products:

PSTN for voice will be replaced by products called SOTAP & SOGEA, which are products that are line & broadband inclusive in one package, rather than needing the 2 combined.

And contrary to popular belief you do not 'have' to upgrade from ISDN to a Cloud-Hosted (VoIP) service. There are options... certainly with us.

It is true however, that any new system will use broadband connectivity to handle the voice calls.

Unlike most Telecommunications service providers, CV&D have options for your upgrades.

INTRODUCTION TO

iPECS CLOUD

iPECS Cloud is a Best-In-Class UCaaS solution accommodated to the cloud environment. iPECS Cloud contains Agility, Flexibility and Simplicity on top of the proven technology of Ericsson-LG Enterprise, leading in business communications. Equipped with a variety of end-points, applications and features, iPECS Cloud is your smart option for your communication system.



Business Application

Business Application

- Contact Center
- ACD Report
- Auto Attendant
- Call Recording
- WebFAX
- Audio Conference Bridge
- Web Conference
- Analytics



UC&C

UC&C

- Desktop/Mobile Client for UC
- Remote Call Control for MS Lync/SfB
- IM, Presence
- Audio/Video Conferencing



Security

Security

- IPKTS Protocol
- Extension/Media/Trunk SBC
- Redundancy and Geo-Redundancy
- Data Encryption
- Strong Authentication
- Call Fraud Protection



Telephony Essentials

Telephony Essentials

- Hunt/Pickup/Paging Group
- Voice Mail
- Multi/One/Share Number
- Mobile Extension
- Hot Desk
- Remote Office
- Etc.



IP Phones

IP Phones

- LIP-9071 Premium Video Phone
 - LIP-9000 Series
 - IP DECT
- * Some 3rd Party SIP Phones can be integrated



Management

Management

- Backend Portal for Service Provider/Reseller
- Frontend Portal for IT Manager/End User

FEATURES &

BENEFITS



TELEPHONY ESSENTIALS
Auto Attendant
Hunt groups
Pickup groups
Paging groups
Voicemail
Voicemail to email
Music on hold



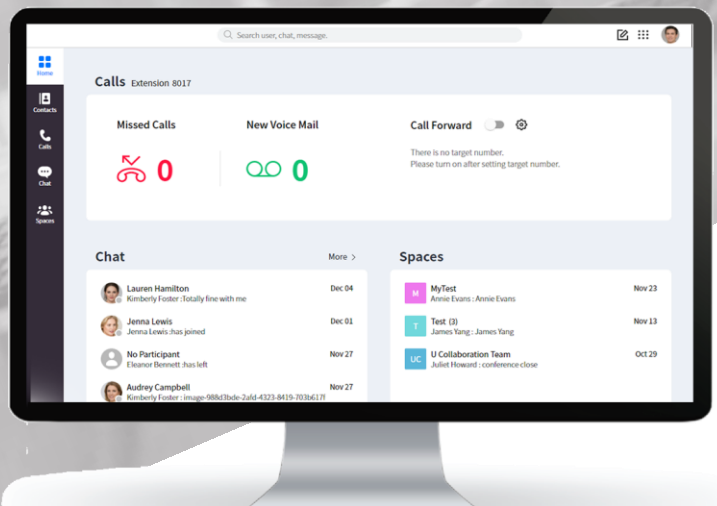
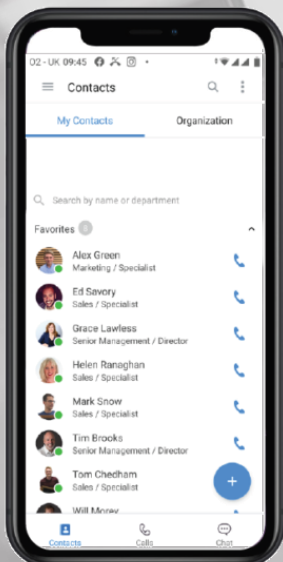
COLLABORATION & MOBILITY
Instant Messaging
Presence
Conferencing
Video
Skype for Business
Integration
UC Android Client*
UC iOS Client*
UC Desktop Client*
Mobile phone pairing
Link multiple devices
Hot Desk
Disaster Recovery



CONTROL & VISIBILITY
Analytics
Call reporting
Scheduled reports
Call recording
Live call monitoring
Portal for simple management



SPECIALIST COMMUNICATIONS
Reception Console
IP DECT
ACD



CLASS 1 HANDSETS



Authorised Reseller

iPECS
AN ERICSSON-LG BRAND

For superior user experience, iPECS 1000i Series
Intuitive user interface, superior HD voice, comprehensive range of terminals meet the
needs of your entire organization for today and future.

- Simple, sleek and modern design goes well for desktop or wall mounting
- User friendly intuitive interfaces with color display
- Superior HD voice and full duplex speakerphone
- Zero touch provisioning for all cloud and on-prem users
- Exceptional performance, security and various range of accessories

1050i Advanced

Advanced Gigabit color IP Phone

- 8 line 4.3" (480 x 272) color 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



1040i Professional

Professional Gigabit color IP Phone

- 6 line 3.5" (480 x 320) color display
- Up to 24 programmable keys with 8 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



1030i Essential

Essential Gigabit color IP Phone

- 6 line 2.8" (480 x 320) color 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



1080i – Android Tablet Phone

- 7" (1024 x 600) touch & color display
- Up to 48 programmable keys with 12 self-label keys
- HD video with high resolution (HD720p) and 8M pixel camera
- HD audio for handset and speaker with wideband codec (G.722, Opus)
- Full duplex speakerphone with wideband voice
- Dual Gigabit Ethernet ports
- Built-in Wi-Fi – dual band (2.4Ghz/5Ghz), installing at any workplace
- Built-in BT – supporting BT headset, phonebook
- 2 USB ports for charging mobile devices, USB accessories
- HDMI port for duplicating phone display in a big screen

IP DECT

iPECS IP DECT provides your team with full access to the system regardless of their location. Perfect for staff on the move or working in warehouse, workshop or campus locations.



CLASS 2 HANDSETS

For superior user experience, iPECS 1000i Series
Intuitive user interface, superior HD voice, comprehensive range of terminals meet the
needs of your entire organization for today and future.

- Simple, sleek and modern design goes well for desktop or wall mounting
- User friendly intuitive interfaces with color display
- Superior HD voice and full duplex speakerphone
- Zero touch provisioning for all cloud and on-prem users
- Exceptional performance, security and various range of accessories



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1020i Basic



Basic Gigabit IP Phone

- 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

1010i Entry



Cost effective entry IP Phone

- 4 line 2.4" (132 x 64) BW display
- 4 self-label programmable keys
- HD audio for handset and speaker with wideband codec (G.722, Opus)
- Full duplex speakerphone with wideband voice

Yealink

A 3RD party compatible Dect solution

- High-performance SIP cordless phone system
- 1.8" 128 x 160 TFT color screen with intuitive user interface
- Up to 8 concurrent calls • Up to 8 DECT cordless handsets
- Up to 8 SIP accounts
- Support Opus audio codec
- Up to 18-hour talk time (in ideal conditions)
- Up to 200-hour standby time (in ideal conditions)
- Quick charging: 10-min charge time for 2-hour talk time
- TLS and SRTP security encryption
- Noise Reduction System
- Headset connection via 3.5 mm jack
- Charger wall mountable



EXAMPLE HANDSET

USER GUIDE



Ericsson-LG iPECS 1030i Cloud Handset Key Features Guide

1030i Button Layout



Phone Guide

• Fixed Buttons

- **MSG:** Accesses message boxes
 - **Mute:** Mute the call so that the caller cannot hear your voice.
 - **Headset (Icon):** If a headset is plugged in this button allows you to toggle between the headset and handset.
 - **Dir:** Assign or use assigned station speed dial numbers.
 - **Trans:** Transfer the current active call or access the Program menu while the phone is idle.
 - **DND (Do-Not-Disturb):** Blocks incoming calls. You can also activate Do-Not-Disturb while the phone is ringing - this terminates the call and the caller will get a busy tone.
 - **Hold:** Place a call on hold – the caller will receive on-hold music or comfort tones.
- #### • Menu button:
- Access the settings for your phone, such as changing the font and display or changing configuration.
- #### • Volume button:
- Adjust the Ring, Headset, Handset, and Speaker volume.
- #### • Speaker button:
- Toggle the speakerphone On and Off during a call. The button will automatically illuminate when the phone is in menu mode.
- #### • Flexible buttons:
- A line or feature can be assigned to these buttons.
- #### • LCD screen:
- Phone interface for status, dialing directories, and text message information.
- #### • Soft Keys:
- These buttons are interactive and have a changing function based on the phone's status.

The 1030i has 18 programmable keys across 3 pages



**THANK YOU
FOR YOUR TIME**

ANY QUESTIONS?

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