

# STEP INTO THE FUTURE



# READY FOR THE FUTURE

## IS YOUR BUSINESS BENEFITING FROM THE EVOLUTION IN COMMUNICATIONS?

- Use an IP phone at home or when you are travelling to make and receive calls as if you were in the office.
- Have calls to your office number forwarded automatically to your mobile phone and be able to transfer those calls to another extension as if you were at your desk
- Record, save, edit and forward your phone conversations
- Greet your customers with personalised messages using advanced, flexible call management
- Manage your call centre requirements with the advanced ipLDK Evolution call handling

The advanced ipLDK portfolio from LG has everything you need to take your business to another level. Whether you are looking for a user-friendly, reliable phone system or the latest that technology can offer in state of the art communications solutions, the ipLDK Evolution can be tailored to meet your needs.







## SYSTEM OVERVIEW

### ADVANCED TECHNOLOGIES

The IPLDK platforms offer the latest in communication technology for the forward looking business. Advanced VoIP solutions mean that employees wishing to work from home can now be part of the office, using an IP hardphone or computer based softphone. Calls will appear and be made as if you are sitting at your office desk, reducing employee travel time and increasing flexibility of working hours, all at minimal cost.

If you need to be travelling away from the office, your GSM mobile phone can become a virtual extension of your phone system, receiving calls to your office

via a direct dial number and allowing you to transfer callers to other extensions from your mobile phone.

If you need records of telephone conversations for any reason, such as purchase orders, directions or legal details, individual calls can be recorded and stored onto your PC in a format which can be emailed or simply filed for future reference.

### MODULAR & SCALABLE DESIGN

Additional capacity can be easily added to your system. IPLDK is perfect for organisations that may expand in the future. Whichever

system you choose, simply add additional system cards and cabinets where necessary to the IPLDK to accommodate new features, applications or additional capacity.

#### ■ IPLDK Evolution 20:

Single Cabinet  
(Up to 24 Extension Ports)

#### ■ NEXER (ipLDK 24):

Single Cabinet  
(Up to 40 Extension Ports)

#### ■ IPLDK Evolution 50:

Single Cabinet  
(Up to 48 Extension Ports)

#### ■ IPLDK Evolution 100:

Expandable to 2 Cabinets  
(Up to 96 extension ports)

#### ■ IPLDK Evolution 300:

Expandable to 3 Cabinets  
(Up to 300 ports)

#### ■ IPLDK Evolution 300E:

Expandable to 6 Cabinets  
(Up to 600 ports)

### CONVERGED COMMUNICATIONS PLATFORM; VOICE OVER IP

As well as offering home worker solutions, the IPLDK's utilisation of Voice over Internet Protocol (VoIP) technologies can enable multiple offices to be linked seamlessly, providing cost effective inter-office communication and money saving shared resources, such as centralised reception and voicemail.

### INTEGRATED VOICE MESSAGING

IPLDK's optional integrated Voice Messaging provides the features to meet the needs of most organisations such as time and date stamping, forwarding of messages, password protection and multi-level auto attendant.

Starting from 3 ports and 200 minutes of recording time on the ipLDK 20 and NEXER (4 ports and 5 hours of recording time on ipLDK 50 to 300E) and expanding to 24 ports with 30 hours\* of recording time, it has been designed to cope with the most intensive, demanding applications.

\*IPLDK300/300E only

### EASY TO UPGRADE AND MAINTAIN

Remote system diagnostics, program changes or even software upgrades can be performed quickly and reliably by utilising high speed ISDN modem access, no matter where your system is located.

On-site maintenance on your phone system can also be performed easily and efficiently via a LAN connection (A web interface is utilised on the NEXER).

The enhanced IPLDK system administration can allow customers safe and secure access, to make changes to customisable system features.

# 7000 SERIES HANDSET RANGE

THE WIDE RANGE OF STYLISH DIGITAL SYSTEM TELEPHONES FROM LG, OFFERS A COMPREHENSIVE CHOICE OF STYLE, FEATURES AND COST, TO MEET THE NEEDS OF ANY BUSINESS.

Available in Ice White or Graphite Grey, the 7000 Series digital system telephones can be chosen to complement your office equipment.

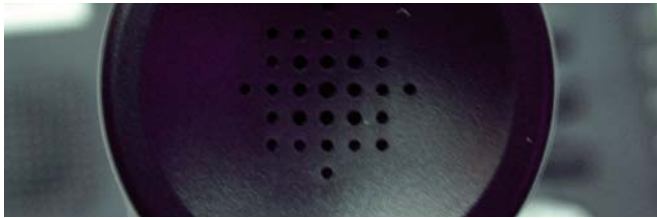
Office productivity can be increased using the wired headset port available on 8-button telephone and above, or using a Bluetooth headset on the 24-button telephone with the optional Bluetooth module.

Advanced features on the 24 button display models:

- Menu driven soft keys depending on call status
- Optional Bluetooth wireless headset module
- Enhanced display functionality
- Call Recording USB module
- Easy to use navigation key
- Headset socket







## HANDSET RANGE

### GDC345H DECT HANDSET

- Vibrate Alert
- Full access to system features
- One touch speed dialling
- Auto Answer
- Message waiting indication
- CLI Display

### 7004N (4 BUTTON NON-DISPLAY)

- Message Lamp
- Dedicated feature keys
- 2 fixed function keys
- 2 user-programmable keys
- On-hook dial

### 7004D (4 BUTTON DISPLAY)

- Single Line Display
- Message Lamp
- Dedicated feature keys
- 2 fixed function keys
- 2 user-programmable keys
- On-hook dial

### 7008D (8 BUTTON DISPLAY)

- Two Line Display
- Message Lamp
- Dedicated feature keys
- 8 user-programmable keys
- Handsfree
- Headset Port

### 7016D (16 BUTTON DISPLAY)

- Three Line Display
- Message Lamp
- Navigation keys
- Dedicated feature keys
- 16 user-programmable keys
- Handsfree
- Headset Port



### 7024D (24 BUTTON DISPLAY)

- Three Line Display
- Message Lamp
- Navigation keys
- Dedicated feature keys
- 24 user-programmable keys
- Handsfree
- Headset Port
- Bluetooth/USB Module Options



### 7024LD (24 BUTTON LARGE DISPLAY)

- Intuitive Multi Line Display
- Message Lamp
- Navigation keys
- Dedicated feature keys
- 24 user-programmable keys
- Handsfree
- Headset Port
- Bluetooth/USB Module Options



### DSS CONSOLE

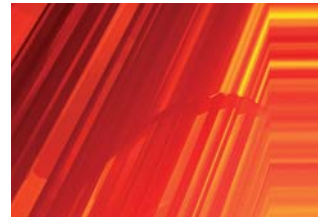
- 48 user-programmable keys
- Programmed as:
  - Internal extension number
  - External speed dial
  - Line & Feature keys



# ADVANCED APPLICATIONS

LG PC APPLICATIONS CAN COMBINE POWERFUL RESOURCES AND TOOLS IN YOUR ORGANISATION SUCH AS THE COMPUTER NETWORK AND IPLDK EVOLUTION SYSTEM. TAKE ADVANTAGE OF THE VALUABLE BUSINESS APPLICATIONS THAT WILL ENABLE YOU TO INCREASE YOUR SERVICE LEVELS AND PRODUCTIVITY.





## PC APPLICATIONS

### EZ PHONE

CTI applications can utilise screen popping to display calling customer history from the ez PHONE address book or MS Outlook™. This helps you provide a fast and efficient response with a personalised feel to your customer's interaction. ez PHONE also provides visibility of other extensions and their status prior to making or transferring a call.

Short messages can be sent to other ez PHONE users or to 16-button digital telephones and above or LG DECT\* wireless handsets.

\*IPLDK 20 only

### EZ ATTENDANT\*

IPLDK's integrated PC based Attendant Console, with point and click operation, can help process calls quickly and accurately, in high call volume environments.

- ez ATTENDANT provides the quickest way to respond to customers by using these features
- Auto display detailed caller's information
- Shows station status: Idle/Busy, DND, FWD or Custom Message
- Queued time display on each queued call
- Send Short Text Messages to Digital Keysets and DECT Handsets!
- MS schedule/email integration

\*Not available on NEXER (iPLDK 24)



### ADVANCED IPLDK APPLICATIONS

Improved productivity, better customer service and competitive advantage can be achieved by implementing Voice over IP, Computer Telephony Integration (CTI) or DECT wireless solutions. In addition, the IPLDK's open architecture supports Microsoft's International standard, TAPI, interfacing with the widest range of applications available, allowing you to choose the most suitable for your business needs.

### IP HARDPHONE AND SOFTPHONE

Using your home Broadband or other IP based connection it is possible to register one of LG's IP

Hardphones onto the office system and make and receive calls as if you are at your desk\*. Alternatively you can load IP softphone onto your PC and talk using a headset. This may require some additional equipment on your phone system.

### CALL CENTRE

There are many built-in Call Centre features which are supplied as standard on the iPLDK, such as:

- Supervisor of multiple groups
- Inbound call logging statistics
- Comfort messaging
- Call queue break out
- Call sequencing

\*Subject to data connection speeds and contention



# FEATURES AND CAPACITIES

## KEY FEATURE LIST

Alarm	CTI	Line Name Display	VoIP Call - Direct Call
Account Code	Day / Night / Weekend Mode	Line Queuing	VoIP Call - Call by Network
Attendant	Desktop Call Recording	Line Ring Assignment	Windows Operator Console
Authorisation Code	Dial by Name	Linked Station Pair	ISDN-CLIP
Auto Call Distribution (ACD)	Dial-in Conference Room	Message Waiting Call Back	ISDN-COLP
Auto Call Number Redial(ACNR)	DDI (Direct Dial In)	Mobile Extension	ISDN-CLIR/ COLR
Auto Call Release	Disable Outgoing Access	Music On Hold	ISDN-MSN/Sub-Addressing
Automatic Pause Insertion	Door Phone	Override	
Busy Lamp Field	DISA (Direct Inward System Access)	Paging	
Call Forward	DND (Do Not Disturb)	Paging Meet Me	
- Busy/No Answer	Executive/Secretary Transfer	- Conference Group	<b>HOTEL FEATURES</b>
- Follow Me	External Call Time Restriction	Pause Insertion in Speed Dial	Hotel name registration
- System Off Net	Flash on incoming Call	Private Line	Check - in / out
- Station Off Net	Hot Desking	Remote S/W Upgrade by ISDN, LAN, Modem	Room Charge Display
- Pre-set	Hot line / Warm Line	Save Number Redial	One Time CO Call Enable
- Unconditional	Hunt Group -	Serial Calling	Change Language On Display
Call Park	- Circular	SMDR	Mini bar
Call Pick Up	- Terminal	Speed Dial (Station / System)	Maid Status
Call Queuing	- Uniform Call Distribution	Station Feature Cancel	Bathroom Alarm
Call Transfer	- Ring	Step Calling	Baby Listening
Call Transfer to External Line	- Voicemail	System Speed Zone Group	Muti Front Desk
Camp - on	Intrusion	Tenant Group	Auto Internal Speed Directory
Canned Toll Restriction	IP End Points (Hardphone/Softphone)	Voice Over IP	PMS Interface
Centralised SMDR/Call Logging	Last Number Redial	Voice Mail	
CLI Message Waiting	LCR (Least Cost Routing)	Voice Messaging	
Conference	Line Groups		

SYSTEM CAPACITY								
Item	ipLDK300/300E				ipLDK 50/100	ipLDK 100	NEXER (ipLDK24)	ipLDK 20
MAXIMUM CAPACITY	1 Cab	2 Cab	3 Cab	6 Cab	1 Cabinet	2 Cabinets	1 Cabinet	1 Cabinet
No. Slots	9	18	27	54	6	12	10	6
Max Digital Extensions	96	192	288	396	48	96	18	22
Max Analogue Extensions	96	192	288	576	48	96	18	20
Max IP Extensions	96	96	96	96	64	64	16	28
Max Analogue Lines	64	128	192	284	40	40	8	8
Max ISDN2e (Channels)	56	112	152	152	40	40	8	8
Max ISDN30e (Channels)	120	150	150	180	40	40	N/A	N/A
Max VMIBE	3	3	3	3	2	2	1	1
DECT CAPACITY								
<b>Total</b>	<b>ipLDK 300/300E</b>				<b>ipLDK 50/100</b>	<b>ipLDK 100</b>	<b>NEXER (ipLDK24)</b>	<b>ipLDK 20</b>
Card/Daughter board	3/3				2/2	2/2	1	N/A
Maximum base stations	24				16	16	3	N/A
Max calls per base station	5				5	5	2	N/A
Max calls per system	96				64	64	6	N/A
Maximum Handsets	192				40/80	40	12	N/A



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