

ipLDK

Voice and IP Convergence for
Future-proof Communication Platform





All the functionality from the past with power of the future



ipLDK = VoIP+Apps+LDK

In the fast moving business world, you need a voice platform that can keep-up. The voice system you need, must address all those basic business communications needs, deliver on the connectivity promise of VoIP (Voice over IP) technology and have an array of applications for effective productive communications throughout your business.

Voice and IP Convergence for Future-proof Communicatoin Platform

ipLDK was designed to do just that, all in an affordable package. LG-Nortel's LDK advanced digital communications architecture merged with the latest in VoIP technology and advance business applications offers an unparalleled solution to your ever evolving business needs.



» High Powered VoIP Solution

LG-Nortel's advanced VoIP technology integrated in the ipLDK delivers on the promise

- Remote users connect transparently over broadband interfaces.
- Multi-site businesses network seamlessly over the WAN.
- Important business applications interface at LAN speeds
- Connect via digital, ipLDK Softphone and widest array of wireless and IP terminals
- SIP trunk interface



» Advanced Business Applications

Controlling cost and improving productivity can often negatively impact your customer's contact experience. LG-Nortel's advanced 3rd party CTI and proprietary applications help you to improve productivity and customer service levels to gain the competitive edge on your business needs.

- Call Center: MIS with PC based real-time ACD Supervision
- ez-Attendant: PC based Attendant shares database with ez-Phone users
- Standards based TSP for 3rd party CTI
- Integrated Auto-Attendant/Voice Mail



» Innovative Stylish Desk-top Terminals

The stylish design of the new LDP 7000 series digital phones address the varied needs common in a business environment. Select the basic 7004 for a simple lobby phone or select the advanced 7024LD with large color-graphic display and innovative mobile-like user interface yielding a desk-top terminal with more power and ease of use than ever before possible.



» Feature Rich & Cost Effective

LG-Nortel has been a major provider of telecom equipment for almost 5 decades. LG-Nortel's LDK digital hybrid system has been answering the telephony needs of small and mid-sized business users for over a decade. In that time.

LG-Nortel has constantly upgraded and enhanced the system to provide a rich and robust set of feature and functions at the lowest possible cost. So you can be assured of getting all the telephony features and functions you need at a highly competitive price.



Key System Features



» ipLDK-50

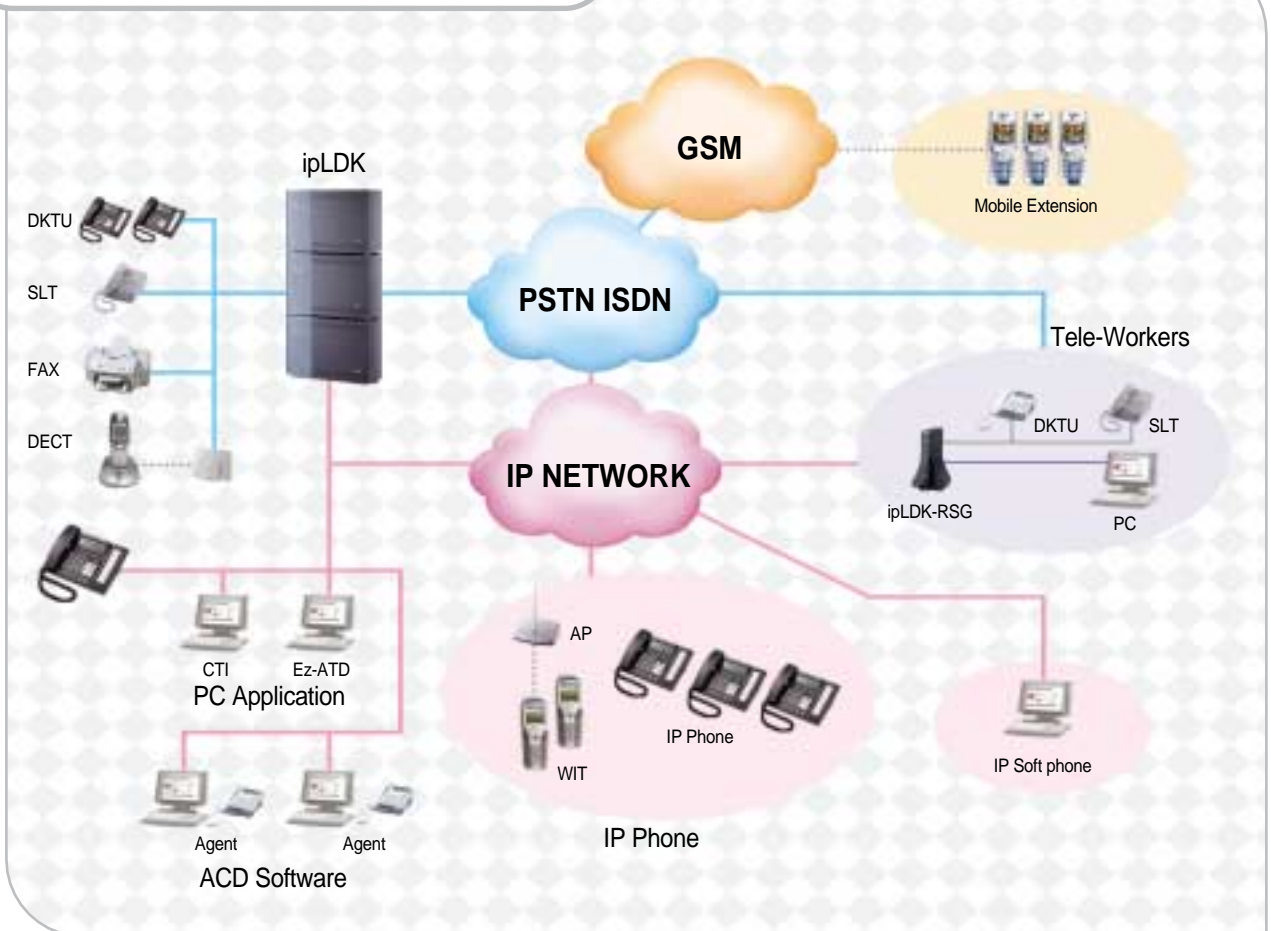


» ipLDK-100



» ipLDK-300

» Smooth Migration to IP

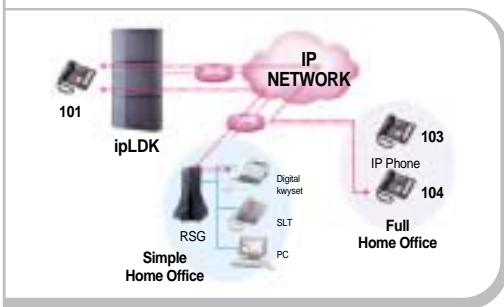


**LG-Nortel's VoIP technology
for reliable & secure connectivity**



LG-Nortel's VoIP technology for reliable and secure connectivity

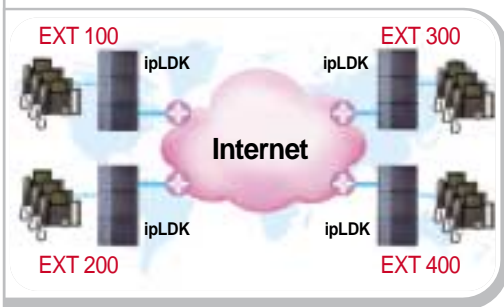
Remote users connect transparently, multi-site systems interconnect seamlessly, and applications enjoy LAN speeds with the ipLDK modular VoIP implementation. LG-Nortel's VoIP technology is simple to implement, addresses QoS and assures security for communications over broadband networks.



» Remote User (Tele-worker Solution)

Whether you choose the Basic or Pro Remote, your remote users get full and transparent access to the features and resources of the ipLDK platform. The remote phone simply operates like the phone in the office.

Basic: LIP Phone for local tele-worker
 Pro: RSG (Remote Service Gateway) includes ports for Digital phone, Fax(or SLT), BGM/Alarm contact and local PSTN and Back-up.



» System Networking

The ipLDK VoIP module integrates seamlessly into your company's LAN and WAN. ipLDK offers superior networking functionality by combining standards based (H.323/450) VoIP connectivity for basic functions and LG-Nortel's proprietary protocol to gain advanced capabilities over your IP network.

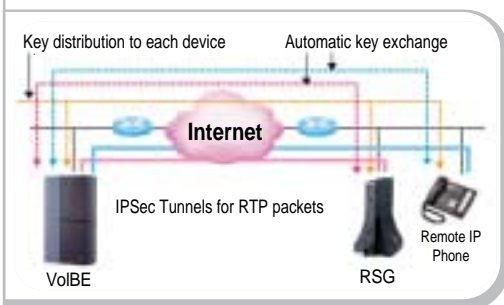
Transfer or call remote system extensions with a Unified Numbering Plan, share resources accessing facilities from remote systems, centralize attendant & voice mail services, activate forward and receive messaging transparently across the network utilizing your WAN and/or ISDN (PRI) network.

▶ Sample Connection using VoIP



» ipLDK Soft phone

The ipLDK SoftPhone gives you a powerful personal communications tool. In addition to full access to the ipLDK, the application synchronizes its internal Phone Book with your PIM (Outlook, ACT!, Goldmine), links to your Outlook calendar and e-mail, records conversations, and permits video calling and file sharing/collaboration under single application. With remote connectivity, add a WiFi interface to your PC for anywhere/anytime full feature transparent access to the ipLDK features and resources.



» QoS (Quality of Service) & Secure VPN

Quality and security for your voice communications is a must. By enabling DiffServe pretagging and IP Sec, LG-Nortel's VoIP technology assures reliable and secure voice communications over IP networks. With DiffServe real-time voice packets are given priority over data at each point in the network route. Implementing the IPSec VPN (Virtual Private Network) standard sets authorization keys and establishes a "tunnel" through the network assuring you of private and secure voice communications.

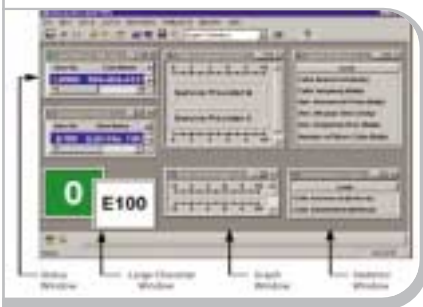
Advanced Business Applications

LG-Nortel provides an array core telephony business applications to improve productivity and enhance your customer's contact experience. These desk-top PC and server based applications combine the power of your databases with tools your organization can employ to better serve your customer. In addition, LG-Nortel's CTI permits you to obtain customized applications from 3rd parties for those business specific applications that must interface with your telephone equipment.



» ez Attendant

ez Attendant operates with an attendant's multi-button phone visualizing the status of incoming calls and other users with icons to denote status of lines and stations, increasing the attendant's efficiency and productivity. The application can manage and interact with a contact database (Outlook, Goldmine, ACT!, etc) in the Phone Book Window. Use the Phone Book to place calls, send e-mails or SMS messages, and see who is calling to improve service levels to your customers.



» Call Center Management & Supervision

Advanced incoming call algorithms permit flexible ACD group structures, covering customer service, tech service, and other groups employing basic or advanced incoming Caller ID routing. Supervisors can be defined to provide basic real-time management from an ipLDK terminal. The optional ACD ProCall Center app. incorporates flexible historical, real-time and forecasting reports and versatile PC based supervisor; capable of monitoring an array of real-time windows and Wall Boards for up to 3 ACD groups simultaneously.



» PC Admin Management & Supervision

User friendly PC Admin supports multi-level database access for use as a site management tool. Permit structured database access so your staff can manage system functions quickly and conveniently. Provide flexible access to the various Admin functions as desired for your business; give access to supervisors for call routing and to attendants for speed dial and name/number assignments. Provide the system administrator with full access to the system database.

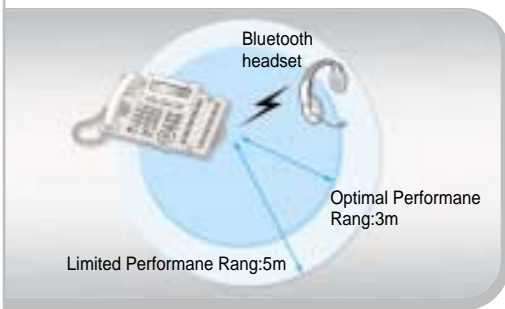


» CTI unleashes your databases

CTI applications employ your customer databases to deliver information to your staff along with the call, ipLDK's ez-Phone interfaces LG-Nortel's TAPI 2.1 TSP (Telephone Service Provider) to the desk-top PC. ez-Phone can receive caller information from 1st (local) or 3rd (server) party database applications. Agents receive customer records for the caller as they answer the call, simply verify the caller information rather than inconvenience the caller with delays to bring up a customer's record. The customer service level is enhanced and agent productivity improved.

Various Wireless Solutions give your staff the mobility they need

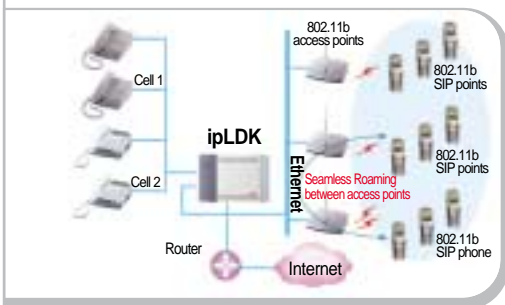
ipLDK integrates multiple wireless technologies so your staff can get the level of mobility they need: locally around the office space, throughout your business offices, or wide area with their mobile/cell phone.



» In Office mobility with Bluetooth

When the need is for tetherless office mobility, the LDP-7024D and LDP-7024LD are the solution. The optional Bluetooth™ module and any standard Bluetooth™ headset allows the user to move freely within a range of 10 meters. Users are untethered and handsfree for efficient high volume or agent call handling.

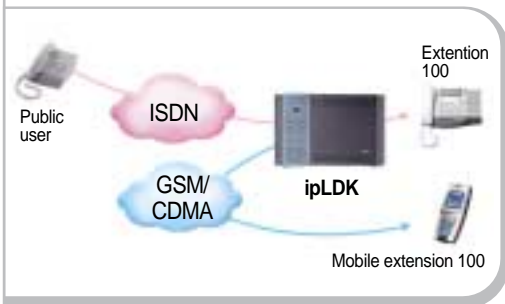
*Note : Compatible Bluetooth Headset Model : Jabra BT-200/250
Plantronics M3000
Motorola HS810



» In-building Wireless for Office Mobility Low Cost DECT/High Coverage WiFi

LG-Nortel in-building wireless solution lets you roam freely throughout your business facility using wireless voice terminals as standalone extensions or linked to a wired desk-top terminal. You gain access to the ipLDK to place and receive calls or activate features anywhere in the RF coverage zones. Seamless hand-over between zones increases the range and allows constant user mobility during a call or while idle.

The ipLDK lets you choose the right technology for your site. LG-Nortel's DECT digital wireless phone and DECT base stations implement the ETSI Digital Enhance Cordless Telephone standard for multiple user/multiple cell environments with up to 3 cells and 24 handsets. LG-Nortel Wireless IP Phone implements WiFi (Wireless LAN) standard from IEEE, 802.11b. Bring together an unlimited number of zones for full building coverage. With its large full color screen and mobile phone like operation, you can quickly adapt to the wireless environment and its many benefits. WiFi also allows you to merge your voice and data over a single wireless LAN infrastructure.



» Mobile Extension(GSM/CDMA)

For the road-warrior in need of unified communication, simply join the user's mobile number to the user's desk-top phone. The mobile user gains full access to the ipLDK resources and incoming calls to the extension are automatically routed to mobile user.

Distinguishing features lower cost, inform and address critical needs



» Virtual Conference Room



Invite your co-workers and customers, to join in a Virtual Conference Room. With ipLDK's unique digital architecture you can bring up to 15 participants into a single group conference, avoiding multiple calls and delivering a single message. Each of the up to 9 Virtual Conference Rooms is secured by a separate user defined password required to enter the conference, assures only invited participants can enter.

» Hot Desk



Free to move and free to call. Using Hot Desk, multiple users can asynchronously share a single ipLDK terminal. You log on to any unused Hot Desk extension and your extension features are available at the Hot Desk extension. Log-off and the Hot Desk extension is available for use by other users. Ideal for companies with a multi-shift environment or to set-up temporary back-up coverage positions.

» Caller ID(CID)



With the new PSTN interface modules, you can receive incoming Caller ID at any phone in the system including CID compatible SLTs. Use the caller ID as a reference into your business database with LG-Nortel's or 3rd party applications and now you can see the customers history. Know who is calling before you answer, pick-up the call or let the system take a voice message.

» Redundant Power



If you are concerned about failure of the internal system power supply, equip your system with the Back-up Power unit. In the highly unlikely event of failure of the primary supply, the back-up supply takes over with no interruption in service for the critical back-up you want.

Innovative Stylish Desk-top Terminals

Select from the widest array of desk-top terminals, designed to meet the needs of each location in your office. Desk-top terminals include the 7004N and 7004D and 7008N and 7008D, the choice for basic system services. The 7016D or 7024D for more advanced typical user needs incorporate the innovative mobile like operating style. The 7024LD with its large display is the choice for the power user.



» LDP-7004N

Entry Level Non Display Digital Keypad

- Dedicated Feature Keys
- 2 Flexible Buttons
- 5 Fixed Buttons
- OHD / HOLD



» LDP-7004D

Display Digital Keypad

- One Line LCD (1 x 16)
- 2 Flexible Buttons
- 5 Fixed Buttons
- OHD / HOLD



» LDP-7008D

Compact and Convenient Digital Keypad

- Dual Line LCD(2 x 24)
- 8 Flexible Buttons
- 5 Fixed Buttons
- Speaker Phone
- Headset Jack



» LDP-7016D

Essential and Standard Digital Keypad

- Triple Line LCD (3 x 24)
- Navigation Key / Hand Free Operation
- 16 Flexible / 7 Fixed Buttons
- Various Options available



» LDP-7024D

Leading and Highest Level Digital Keypad

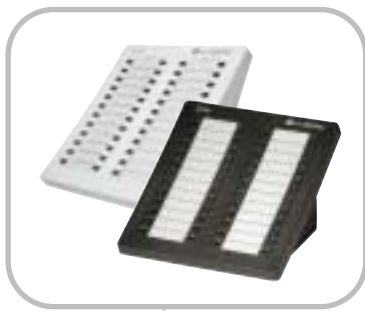
- Triple Line LCD (3 x 24)
- Navigation Key / Hand Free Operation
- 24 Flexible / 7 Fixed Buttons
- All Options available



» LDP-7024LD

Dignity Digital Keypad with Large LCD

- Multi Line Graphic LCD(9 x 32)
- All the Beneficial of LDP series



» LDP-7048DSS

DSS Console

- 48 Programmable Keys
- Can be assigned to direct station selection
- Can be programmed as feature Keys

Options

- LDP-7000FU Full Duplex Module
- LDP-7000MU Melody Unit (40 poly melody)
- LDP-7000MFU Melody and Full Duplex Unit
- LDP-7000CTU Computer Telephony Integration Unit
- LDP-7000USB Call Recording Feature thronging USB Module
- LDP-7000BTU Wireless Access function using Bluetooth Tech

*BTU and USB are only compatible with LDP-7024D and LDP-7024LD

*FU, MU and MFU are compatible with LDP-7016D, LDP-7024D and LDP-7024LD

ipLDK Key System Features

External Line Features

Auto Call Number Redial(ACNR)
 Call Park
 Call Transfer
 CO Call Time Restriction
 CO Call Transfer to Co Line
 Co Line Groups
 CO Line Name Display
 CO Line Queuing
 CO Line Ring Assignment
 Executive/Secretary Transfer
 Last Number Redial
 Music On Hold
 Private Line
 Save Number Redial
 Speed Dial(Station/System)
 System Speed Zone Group
 VoIP Call-Direct Call
 VoIP Call-Call by Network
 ISDN Services
 -Advice of Charge (AOC)
 -CLIP
 -COLP
 -CLIR/COLR
 -MSN/Sub-Addressing

Attendant Features

Call Queuing
 Disable Outgoing Access
 Intrusion
 Override
 Day/Night/Weekend Mode
 Station Feature Cancel

System Features

Alarm
 Account Code
 Analog Caller ID Service
 Authorization Code
 Auto Call Distribution(ACD)
 Busy Lamp Field
 Canned Toll Restriction
 CLI Message Waiting
 Conference
 Dial by Name
 Door Phone
 DID(Direct in Dial)
 DISA(Direct Inward System Access)
 LCR(Least Cost Routing)
 Linked Station Pair
 Message Waiting Call Back
 SMDR
 Remote Software Upgrade by ISDN, LAN or Modem
 Station Group-
 Circular/Terminal/UCD/Ring/VM
 Universal Night Answer
 Voice Over
 Attendant
 Voice Announcement
 Hot desk
 Conference Room
 CID
 Redundant Power

Call Features

Call Forward busy/no answer
 follow-me
 incoming CO Line off-net
 preset
 station off net
 unconditional
 Camp-on
 Call pick up
 DND
 Hot line/Warm line
 Serial Calling
 Step Calling
 Tenant Group
 Paging
 Paging Meet Me Page
 Conference Group

Hotel Features

Hotel name registration
 Check-in/out
 Room Charge Display
 One Time CO Call Enable
 Change Language On Display
 Mini bar
 Maid Status
 Bathroom Alarm
 Baby Listening
 Multi Front Desk
 Auto Internet Speed Dial
 PMS Interface

System Capacity

Item	ipLDK-50	ipLDK-100	ipLDK-300	ipLDK-600
Analog Station	48	96	288	576
Digital Station	48	96	288	396
Analog CO Line	40	40	192	384
BRI	40	40	152	152
PRI	40	40	180	180
IP Extension	48	64	96	96
IP Trunk	40	40	200	200
DECT Handset	40	80	192	192



LG-NORTEL

GS Tower, 679, Yoksam-dong, Kangnam-gu,
 Seoul, 135-985, Korea
 Tel:+82-2-2005-2941 Fax:+82-2-2005-2599

<http://www.LG-Nortel.com>

This document is for general guidance purpose only. The information furnished in this document is valid as of the date of its publication and is subject to change without notice. LG-Nortel Co.Ltd., assumes no responsibility for any errors or omissions in this document that result in your misunderstanding.

Copyright 2004 October, LG-Nortel Co.Ltd., All rights reserved.
 Printed in Korea