

Smarter Business Communications With iPECS Cloud

Cloud Communications, Enhanced by AI Innovation

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 **techpay**

iPECS
Part of Ericsson

iPECS, part of Ericsson

iPECS is built on decades of innovation in business communications, with its origins in the early PBX systems developed by GoldStar and LG-Nortel.

Today, iPECS is the global communications platform from Ericsson, trusted by over 15 million users in more than 60 countries.

It delivers reliable, flexible and modern communication tools to help businesses stay connected and deliver exceptional service.

Australian Hosted and Supported

- Fully owned by Ericsson, a global leader in technology and innovation
- Trusted by major carriers, service providers and enterprise customers worldwide
- Used in government, education, health, retail and professional services
- Built to scale – from small teams to large organisations and contact centres
- Fully hosted in Australia to support data sovereignty and local compliance
- Supported locally by certified iPECS partners in Australia



-  Originates from LG-Nortel and GoldStar's early PBX systems
-  iPECS Cloud launched in Australia in 2018
-  Fully hosted in Australia to meet data sovereignty requirements
-  Fully acquired by Ericsson in 2025
-  Trusted by over 15 million users in 60+ countries





What is iPECS Cloud

iPECS Cloud is a simple, powerful way to manage your business calls, designed to keep your team connected wherever they work.

Hosted securely in Australia, it delivers crystal-clear conversations, effortless flexibility, and smart features that grow with your business.

With advanced AI tools like Bonnie AI, your calls are answered instantly and professionally helping customers straight away, transferring calls when needed, and ensuring your business never misses an opportunity.

Plus, with AI On-Hold, you can update your on-hold music and messaging instantly, keeping your business sounding fresh, polished, and up-to-date at all times.

Built for the Modern workplace

Cloud Communications,
Enhanced by AI Innovation

Work From Anywhere

Support remote and hybrid work models with secure, cloud-based voice services.



Meet Bonnie: Your AI Receptionist

Bonnie AI answers every call the moment it rings. No more frustrating "Press 1 for Sales" menus. Your caller simply speaks naturally, and Bonnie understands exactly what they need. It can answer questions or transfer the call to the right person instantly and professionally.

It's fast, friendly, and always on.

(Prefer traditional IVR menus? They're still available too.)



Smarter On-Hold, Powered by AI

Promote your business while callers wait.

With AI On-Hold, you can update your messages and music instantly, as often as you need. AI helps craft professional scripts and content, making it easy to advertise new offers, services and announcements while customers are on hold.



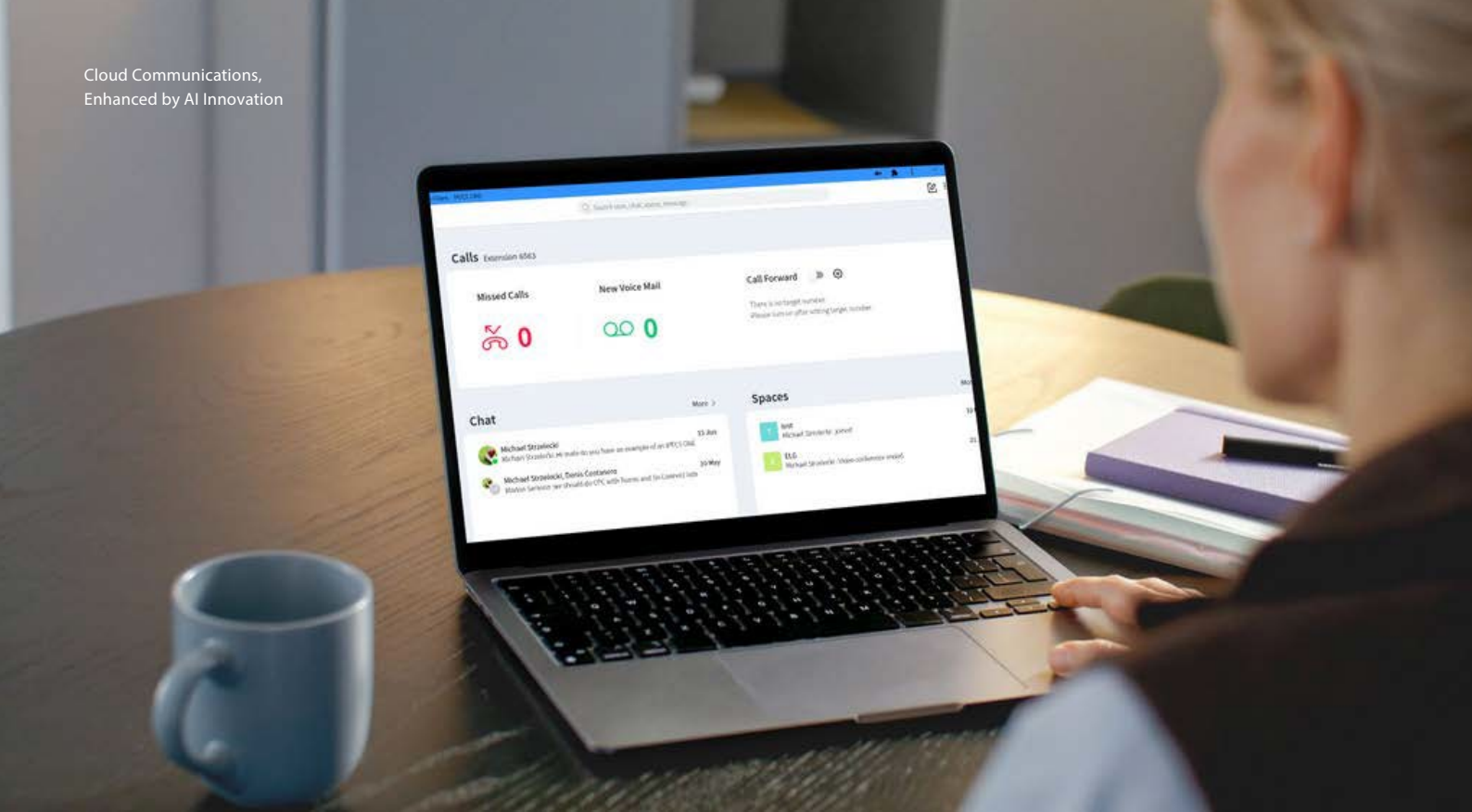
Australian Hosted and Supported

iPECS Cloud adapts as your business grows.

You can add users, features and locations whenever you need, without complex setup or costly hardware.

Stay in control as your needs evolve.





Always Ready. Always Professional.

A customer calls your business. The call is answered immediately by Bonnie, your AI receptionist, available 24 hours a day, seven days a week.

The caller simply says what they need. Bonnie responds, answers questions, transfers the call to the right person, or takes a message.

If your team is unavailable, Bonnie sends a follow up email with the caller's details. Every call is recorded and transcribed, so nothing is missed.

While the caller waits, AI On-Hold plays a professional message that promotes your latest offers, written with help from AI and updated in moments with no complications.

BARS provides a daily report of call activity, including missed calls and outbound usage, giving you valuable insight into your business.

Work Your Way

Users can choose between the iPECS ONE softphone or Microsoft Teams with iPECS2Teams. With iPECS2Teams, they can keep working in Microsoft Teams while unlocking the full power of iPECS. Everything works together beautifully.

Everything You Expect. More Than You Realise.

iPECS Cloud is built for more than voice. It is a smarter way to connect your team, serve your customers and simplify how you work all with the flexibility to grow as your business evolves.



Softphone Access on Any Device

Make and receive business calls from your mobile, tablet or computer all using your business number.

Use iPECS ONE Anywhere

Take your business number with you. Make and receive calls, manage settings and view call history from your mobile or computer.

Connect with the Tools You Already Use

iPECS ONE links with over 280 leading platforms like Salesforce, HubSpot and more, giving your team instant access to customer details while on a call and updating your CRM

Make Sure Every Call Reaches Someone

Calls are automatically shared across your team, so customers get through faster even when things get busy.

Call Pickup and Call Park

Pick up a colleague's ringing line or place a call on hold for someone else to retrieve simple and seamless.

Call Recording Available

Record inbound and outbound calls when needed. Ideal for compliance, dispute resolution or quality assurance.

Looking for something specific? More features are available to complement the way your business works.

Simple to use. Powerful behind the scenes.



Phones

Cloud Communications,
Enhanced by AI Innovation



iPECS desk phones and cordless DECT handsets are designed to suit every kind of workspace from small offices to large, high demand environments. They support a full range of business grade features and give your team the flexibility to stay connected and productive, whether they're at the desk or on the move.



iPECS Handsets

Designed for the way your team works

Cloud Communications,
Enhanced by AI Innovation

iPECS 1000i phones are designed to sound great, feel simple and fit every kind of user. From basic models to full-featured business phones, the range gives your team the tools to work better today and as your business grows.



1080i Premium

The 1080i is the most advanced phone in the iPECS range, designed for executives, front of house roles and anyone who needs video calls or high visibility features. It includes a large 7 inch colour touchscreen, crystal clear HD voice and built in video calling. With Wi-Fi, Bluetooth and USB included, it connects effortlessly to your devices. You get smart features like up to 48 programmable keys, dual Gigabit ports and an HDMI output all powered by a smooth Android experience.



1050i Advanced

The 1050i is a premium desk phone designed for busy professionals, managers and small receptionist areas that need speed, flexibility and performance. It features a bright 4.3 inch colour display and up to 36 programmable keys, giving you fast access to contacts, features and call control. With crystal clear HD audio, a full speakerphone, dual Gigabit ports and a USB connection, the 1050i keeps you connected and in control throughout the day. Wi-Fi support is available with an optional adapter for wireless setup when needed.



1040i Professional

The 1040i is a reliable, professional desk phone built for team members who handle calls regularly. It's ideal for shared desks, standard office roles or customer service teams. It includes a 3.5 inch colour display and up to 24 programmable keys, so your team can access key contacts and functions quickly. With HD audio, a speakerphone, dual Gigabit ports and a USB connection, the 1040i delivers clear sound and dependable performance in every conversation. Wi-Fi is also available with an optional adapter, giving you flexibility for any workspace.



1030i Essential

The 1030i is a dependable desk phone for everyday users and shared spaces. It features a 2.8 inch colour display, up to 18 programmable keys, HD audio and dual Gigabit ports all in a compact, easy to use design.



1020i Basic

The 1020i is a simple and reliable phone designed for low call volume areas like warehouses, kitchens or casual desks. It features a 2.8 inch grayscale display, up to 16 programmable keys, HD audio and dual Gigabit ports all in a tough, no fuss design.



1010i Entry

The 1010i is a simple, cost effective phone for occasional use in shared areas, visitor desks or meeting rooms. It includes a 2.4 inch black and white display, four programmable keys, HD audio and a clear speakerphone everything you need, nothing you don't.



1048ilss



1024idss



1048idss

For users who need more buttons and more control, iPECS expansion modules add speed and visibility to every call. Choose from 24 or 48 programmable keys, with paper or LCD labelling, depending on how much flexibility you need. Ideal for receptionists, assistants or team leaders who manage high call volumes. Compatible with iPECS 1020i, 1030i, 1040i, 1050i and 1080i handsets.



IP DECT

The iPECS IP DECT range gives your team the freedom to move while staying connected. It's perfect for warehouses, large offices, retail and hospitality anywhere mobility matters. Choose from a range of durable cordless handsets, powerful base stations and signal boosters to expand your coverage.

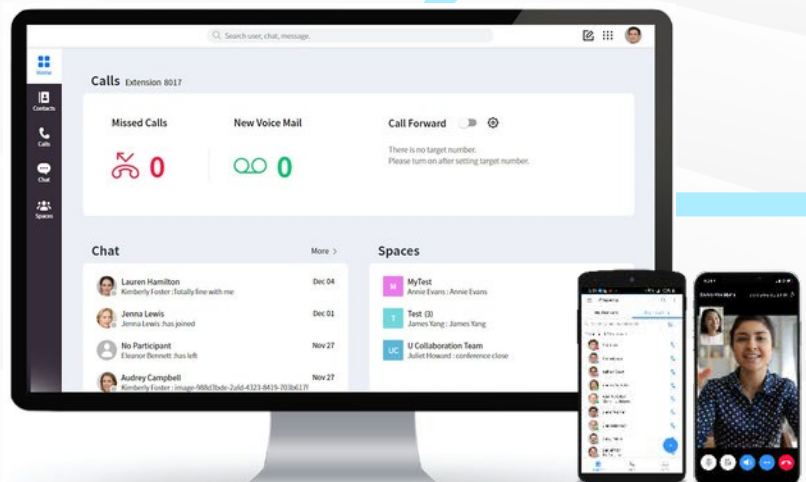


Applications

iPECS ONE

Work From Anywhere

iPECS ONE is a web based unified communications & team collaboration solution that allows you to connect with your team and customers anywhere, anytime. iPECS ONE provides digital workspace to boost productivity and improve customer experience by unifying voice, messaging, conferencing and sharing. Get work done more efficiently in iPECS ONE.



Key features

iPECS call handling
Desktop phone control
Voice mail Call
Recording

1:1, Group chat File
Transfer Initiating
Group call Ad-hoc
Conference

Video conferencing Team
Messaging Guest access
Through URL link Sharing

Global search Personal &
Company directory CRM
Integration Automated
Provisioning



BARS

Business Activity reporting Service

BARS gives you visibility into how your business communicates helping you stay informed, spot trends and never miss what matters. You'll receive daily alerts and monthly reports, plus access to a simple online dashboard with deeper insights into missed calls, answered calls and team activity.

See how many calls your business is handling across users or locations:

- Get notified when calls are missed or volumes spike
- Identify busy times and plan staffing more effectively
- Use real data to improve service and decision making
- Access everything from an easy to use web dashboard

Smarter reporting. Better decisions. Delivered daily.

Key features

Daily call summaries

Missed call alerts Monthly

trend reports Web

dashboard access

User and team insights

Historical call activity

Quick setup

Scheduled email reports

iPECS2Teams

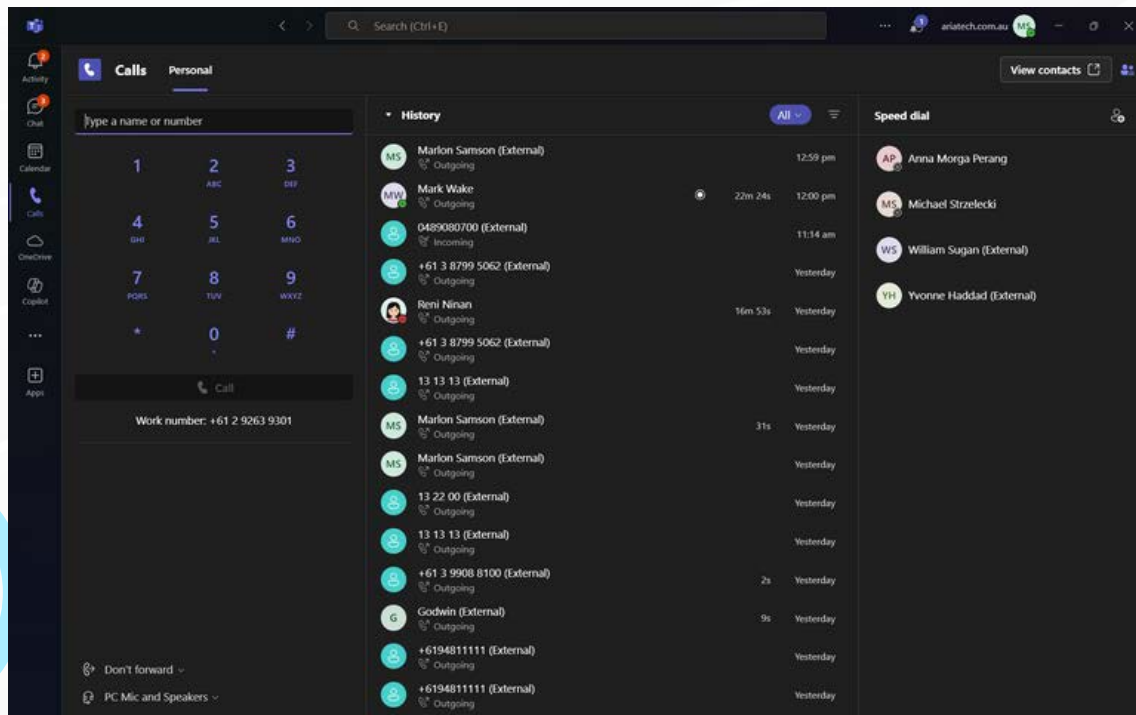
Work in Teams. Call with Confidence.

Cloud Communications,
Enhanced by AI Innovation

iPECS2Teams extends iPECS Cloud into Microsoft Teams so users can make and receive business calls directly inside Teams.

If Teams is ever unavailable, calls will still reach your mobile or desk phone through iPECS Cloud, keeping your business connected without interruption.

It is the flexibility of Teams with the resilience and control of iPECS.



Key features

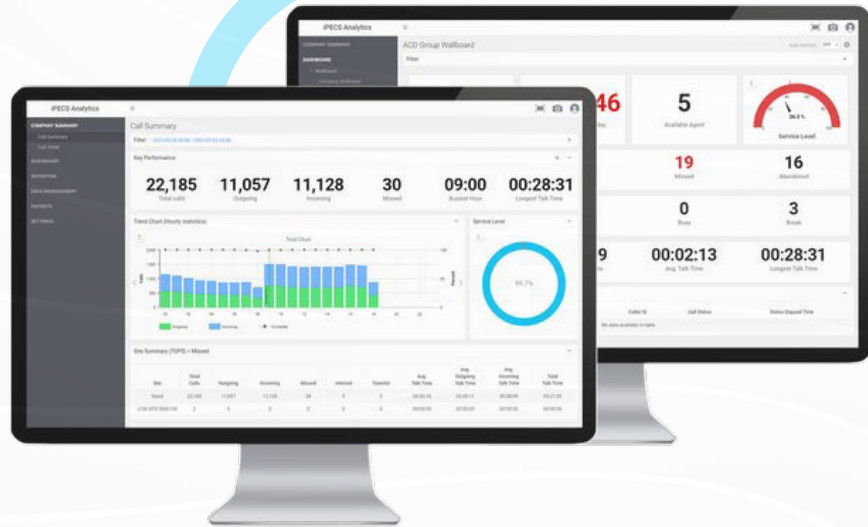
- Make and receive business calls inside Microsoft Teams
- Keep your iPECS Cloud features including call routing and reporting Calls still come through if Teams is offline or unavailable
- Works with desk phones, mobiles and softphones
- Perfect for hybrid and remote work No need to switch between apps or platforms
- Built for reliability, flexibility and a seamless experience

iPECS Analytics

Turn Call Activity into Clear Business Insights

Key features

- See real time status of extensions, lines and teams
- Track agent and group call performance live
- Monitor call response and service levels over time
- View call volume trends in 5 minute, hourly, daily or monthly breakdowns
- Set instant alerts for missed call thresholds
- Access summaries by agent, team or department
- Includes built in call centre features to support high volume environments





Smarter Customer Experiences with AI

AI is changing the way businesses handle calls, not by replacing people but by making every interaction faster, smarter and more professional.

With Bonnie and AI On Hold, your business can answer every call instantly, guide customers to the right person and keep them informed while they wait.

These tools are designed to improve the caller experience, reduce missed opportunities and help your team focus on what matters most.

From the very first ring, your business sounds polished, responsive and always available — without adding pressure to your staff.

It is intelligent automation that works in the background so your business stays one step ahead.

Answer smarter. Sound better. Stay one step ahead.

Bonnie AI

Cloud Communications,
Enhanced by AI Innovation

Always on. Always polite. Always professional

Bonnie is your always-available front desk assistant, ready to answer every call the moment it rings.

Bonnie helps callers speak naturally, get what they need and reach the right person without pressing a button or navigating annoying menus.

Bonnie can answer questions, transfer calls, take messages and even email a summary to your team if no one is available.

Whether working alongside your receptionist or handling every call independently, Bonnie helps you deliver a faster, more polished experience every time.

“

Try Bonnie for Yourself

Experience how Bonnie answers and responds in real time. Call (02) 5839 3405 and dial 28# to try it now.

”

Key features

- See real time status of extensions, lines and teams
- Track agent and group call performance live
- Monitor call response and service levels over time
- View call volume trends in 5 minute, hourly, daily or monthly breakdowns Set instant alerts for missed call thresholds
- Access summaries by agent, team or department
- Includes built in call centre features to support high volume environments

AI On-Hold

Smarter Messaging While Callers Wait

AI On-Hold helps you turn hold time into an opportunity.

It allows you to update your music and messages instantly using AI-written scripts and natural voice styles.

You can promote new services, advertise offers or simply keep callers engaged all without the hassle of studios or delays.

Update as often as you like and give every caller a professional experience, even when they are waiting.

Click the link below to see it in action.

Key features

- Update your on-hold messages as often as you like
- Promote offers, services or seasonal updates instantly
- AI helps write clear, effective scripts for your business
- Choose from professional voice styles and music options
- No recording studio or long production delays
- Easy to use and fully integrated with iPECS Cloud
- A modern, scalable replacement for traditional on-hold systems



WATCH NOW



Choose the Plan That Works for You

Teams

- Make and receive business calls directly inside Teams
- Unlimited local, national and mobile calls within Australia
- Keep full access to iPECS
- Cloud features like call routing and reporting
- Even if Teams goes offline, your calls keep flowing through iPECS Cloud to mobiles or desk phones
- Ideal for hybrid, remote and deskless teams using Teams as their main workspace

Business Plus

- Includes iPECS ONE softphone across laptop, mobile or tablet
- Unlimited local, national and mobile calls within Australia
- Voicemail included
- Access to features such as call menus (IVR), hunt groups and more
- Ideal for office-based or remote users who want full functionality without a desk phone

Lite User

- Includes 20 minutes of calls per month
- Pay-as-you-go rates apply once minutes are used
- Simple, cost-effective and easy to manage
- For phones in low use areas like kitchens, lobbies or shared spaces

Flexible Options for Every Business

Business Phone

- DID Number Range (blocks of 10, 20 or 100)
- IP Attendant
- Conference Rooms
- CRM Integration

Contact Centre

- ACD User Groups
- ACD Reporting & Analytics
- Call Recording

AI Assistance

- AI Receptionist
- AI ON-Hold

Your iPECS System, Evolved

It's Time to Go Cloud

Move to the Cloud Seamlessly
Keep What You Love, Gain What You Need

If you already use iPECS on premise, you're halfway there.

Now you can enjoy everything you already know without the limits of hardware.

iPECS Cloud gives you the same powerful platform, hosted securely in Australia, with the freedom to work anywhere, update instantly and scale effortlessly with the cloud.

No disruption. Just more control.

