
Design Your Business Communications with iPECS UCP



iPECS
Your Communications Solution



As your workforce becomes more mobile and dependant on ease of use and collaboration, your communications solution should be simple, powerful and cost effective. For a business to perform and stay competitive, regardless of size, it needs tools that work well together to facilitate fast, well informed, critical decision-making in a more efficient work environment.



YOUR BUSINESS PRODUCTIVITY WILL BE ENHANCED WITH UNIFIED COMMUNICATIONS

In business, you need to constantly improve productivity. iPECS UCP is the core platform, and iPECS UCS is the application that provides Unified Communications through linkage with iPECS UCP. iPECS UCS benefits SMB customers with its built-in simple UC. For enterprise customers, iPECS UCS can be seamlessly expanded to provide rich UC features as needed. iPECS UCP brings together various applications and communication tools so you can easily work and serve your customers effectively. The iPECS UCS Client is an intuitive desktop and mobile application designed for SMB users so they can easily collaborate with colleagues. Wherever you are, you are able to reach the resources needed for efficient communications. With the click of your mouse, iPECS UCS Client instantly accesses shared resources such as a central company directory and schedule synchronisation. Use the presence information to reduce communication latency and communicate with others in the most appropriate format—Instant Message, Voice call, video conference, SMS and more. Share applications and files to review the latest information such as sales records and improve decision making and response time. iPECS UCS simplifies your business communications and improves productivity by linking voice and other communications aware applications under a single intuitive user interface.

LOWER TCO AND COMMUNICATION EXPENSES

Ericsson-LG Enterprise has been focusing on all business sizes for more than 40 years and this experience is reflected in our products and solutions. The best of which is the iPECS UCP. From SMB to Enterprise, it helps you save money and lower costs. iPECS UCP employs a fully distributed modular architecture to deliver all the advantages of VoIP. The single voice/data infrastructure significantly reduces the cost of managing your communications solution. iPECS UCP has a uniquely designed modular and distributed architecture. It can provide economical communication environments, such as managing multi sites or the mobile office. The modular type gateways, terminals and soft clients can be located anywhere there is access to your network. As users can connect anywhere, call charges decrease and business productivity increases. iPECS UCP is scalable easily with licenses. This scalability saves upfront investment and also protects future investment. Powerful redundancy capabilities assure operation, should failure occur, utilising back-up power and Call Server modules. iPECS intelligent management permits a highly versatile interface to save management time and costs of all iPECS solutions in a distributed environment. Multi-party audio and video conferencing through the system eliminates the need for expensive, third party conferencing services.

EASY TO USE AND MANAGE

Whether you're adding a new employee, moving phones, dispatching a road warrior or deploying a new branch office, iPECS UCP always makes it simple to do. With a simple, straight-forward configuration along with plug and play installation, IT managers appreciate the ability to locate where iPECS solutions are needed without clumsy and difficult configuration limits. Managers can monitor and manage up to 500 Call Servers from a single remote point and have full access to the database and maintenance features of each system from anywhere. Thanks to the modular hardware and software structure, you can simply add licenses to increase the capacity or coverage of service as your business grows.

Simple and Cost-Effective Way to Use UC&C and Mobility Solutions

Unified Communications Platform, iPECS UCP



iPECS UCP is Ericsson-LG Enterprise's unified communications platform designed to meet SMB and Enterprise communications needs. As ground-breaking innovative platform, iPECS UCP provides out-of-box UC and Mobility solutions. In addition, iPECS UCP is scalable for premium UC.

Easy and economical UC

iPECS UCS Standard server is built into UCP. Users can use video, IM, audio conference, visual voice mail, as well as voice calls on one platform. As an external server, iPECS UCS Premium server provides more advanced collaboration features.

Increase reliability with distributed architecture

Geographical / Server redundancy and T-Net features provide high reliability and makes management very easy for both local and remote offices.

Anytime & Anywhere Connectivity

iPECS UCS mobile client, Communicator, Mobile Extension, DECT, and WiFi terminals are optimised. Mobile communications are available both in and out of the office.



Improved business performance

iPECS CCS, IPCR, Attendant, NMS, Voice Mail, Click Call, and Microsoft Lync are optimised. These applications help users build a unified and efficient communications solution, which fits with the user's business situation.

Simple installation and management

Web management (with install wizard) based on HTML5, helps the administrator install easily and then change the configuration simply.

Efficient investment

Capacity can be expanded by simple licensing. Users can save on initial cost and can invest in additional licenses as their business grows.



Three Models of UCP

Users can simply expand the capacity of their base UCP100, UCP600 or UCP2400 with licensing.



Competitive Feature Set

The Built-in system feature set and UC server provide a variety of applications and collaboration features to meet various customer needs

One number service

Personal Group, consisting of your master station and group member stations (maximum 32 including your master station) can be configured by the system Administrator. When a user's master station receives a call all members also receive the call and when placing a call the master station number, access and dialing restrictions are used. Each member can still receive a call to the member station number.

Embedded Voice Mail

Voice Mail is built in iPECS UCP and it supports various voice mail features such as Multi Language Auto Attendant, VM Cascading, E-mail Notification of voice mail, centralised voice mail and more. UCP100/600 (Built-in VM), UCP2400 (UVM required).

System Geographic Redundancy

The iPECS UCP system supports redundant processor operation. The redundant system processor is a hot standby processor. The standby UCP monitors the active UCP and if the Active UCP fails or reset, the standby UCP will take over and maintain control of the system.

Embedded Hotel Features

iPECS UCP has embedded hotel features and provides a PMS interface. It supports standard hotel features like Check-in/out, Room status, Billing, Emergency call, Wake up, Register mini-bar information in room and Customer information. License is required for these features.

Mobile Extension

A user's mobile phone may be registered to their station allowing the mobile phone to place and receive calls through the system. DID calls are sent to user's iPECS. IP or LDP Phone and registered mobile phone simultaneously. If the mobile phone is paired with a hunt group station, Hunt group calls routed to the station can also ring to user's mobile phone.

Centralised Control T-NET

In a Centralised control T-NET (Transparent Network), a central UCP controls all remote modules and terminals providing transparent networked access to all the features and functions of the central iPECS system as well as the resources at the connected iPECS systems. In addition, it provides fail-over option.

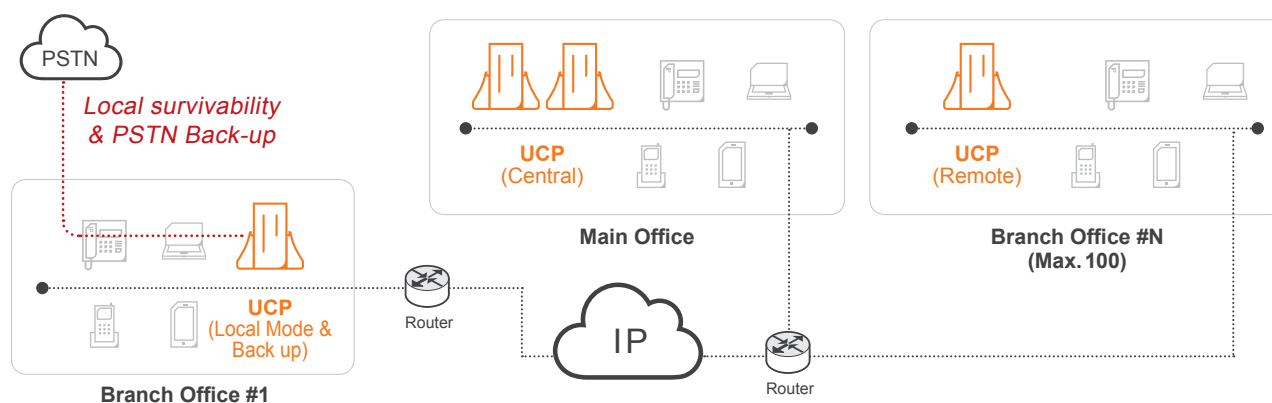
Embedded SIP

iPECS UCP has embedded SIP features. With embedded SIP, the system supports SIP trunks and 3rd-party SIP based devices and applications. Users can combine various communication resources with iPECS UCP.

Powerful Call Handling Features

iPECS UCP provides more than 300 features for call handling. Built-in ACD, Hot desking, Individual call routing, Incoming caller ID based call routing, Web call back and more.

► Distribution architecture & Geographical redundancy



iPECS UCS Feature Introduction

iPECS UCP provides various UC solution features with UCS server and client

iPECS UCS highlights

UCS Standard (Built-in)

No additional H/W server or installation

Mobile Client (Android/iOS)

Including video call support

High quality Video Conferencing

Maximum six party video conference, sharing for document, desktop, and application

Rich Presence & IM

Mobile presence and personal status based on Outlook schedule

Outlook Integration

Outlook calendar, Click to call from Office applications

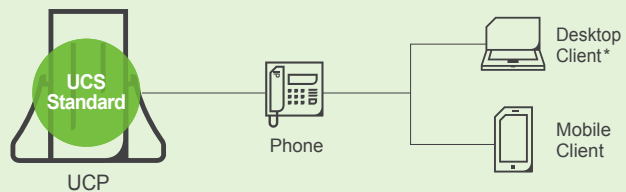
UCS features depend on standard and premium version.

iPECS UCS server types

► Type 1

UCS Standard (Built-in)

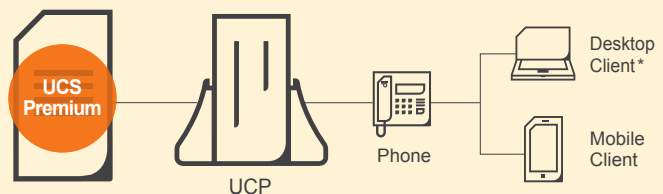
- Built-in UCS Server in UCP Call Server
- Cost saving of H/W server & OS



► Type 2

UCS Premium (External)

- External UCS server
- Advanced features and collaboration tools



* Desktop Client: There are two types of client according to required features.

iPECS UCS main features

- **Call Control:** Control Answer/Deny/Hold/Park/Transfer on UCS client
- **Click Call:** Simple outgoing dialer on web browser or windows application
- **Chat(IM):** Text based one-to-N chatting (one-to-one on UCS Standard)
- **Call Through/Call Back:** Reduce call charge and increase reliability
- **Outlook Integration:** MS Outlook contact and schedule synchronisation
- **Organisation Chart:** Customised through Active Directory
- **Audio Conference Manager:** Voice conference (Ad-hoc, Room, and Group) including member invitation by drag & drop
- **Conference Call & Collaboration:**
 - Max six members video conference on UCS Premium including monitor/program sharing, white board, web push
- **Visual Voice Mail:** Graphical VM management and notification of urgent VM

◦ Desktop Client



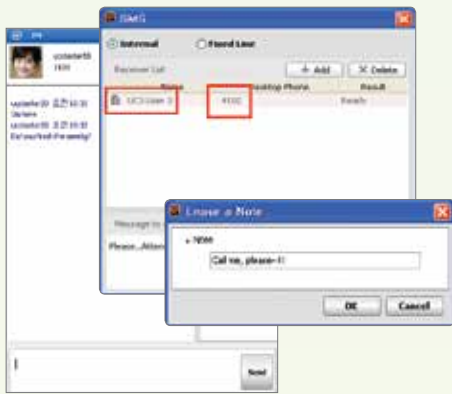
◦ UCS Mobile Client (Android & iOS)

UCS Standard vs UCS Premium

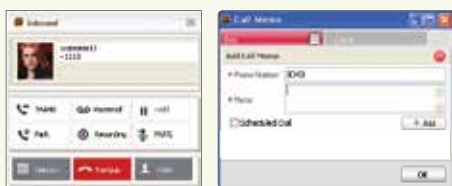
iPECS UCS provides UCS standard type for SMB and UCS premium type for Enterprise business. All features are designed for different business sizes. Customers can choose the most efficient system investment to suit their business situation.

Features		Standard	Standard Call Control	Premium	Premium Call Control
Max Registration	UCP 100	100	100	100	100
	UCP 600	200	200	600	600
	UCP 2400	400	400	2,400	2,400
Concurrent Login	UCP 100	100	100	100	100
	UCP 600	200	200	600	600
	UCP 2400	400	400	2,400	2,400
Presence		O	O	O	O
Presence registration		50	50	200	200
IM		(1:1)xN	(1:1)xN	(1:N)xN	(1:N)xN
Audio Call		O	-	O	-
Video Call		O	-	O	-
Click to call		O	O	O	O
Call Control		O	O	O	O
Visual Voice Mail		O	O	O	O
Audio Conference Manager		O	O	O	O
Supporting Active Directory		-	-	O	O
Outlook synchronisation		Contact	Contact	Contact/ Schedule	Contact/ Schedule
MS Exchange Integration		-	-	O	O
Organisation chart		-	-	O	O
6-Party Video Conference		-	-	O	-
Collaboration		-	-	O	O
Mobile client (Android, iPhone)		O	O	O	O

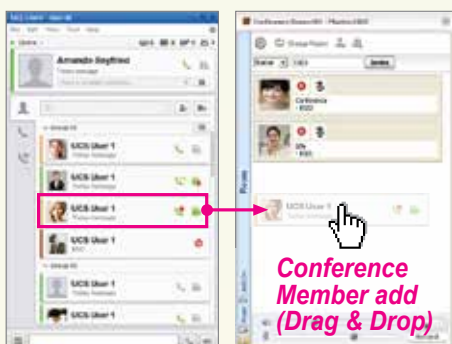
* Feature details are on next pages



Instant Message / SMS / Note



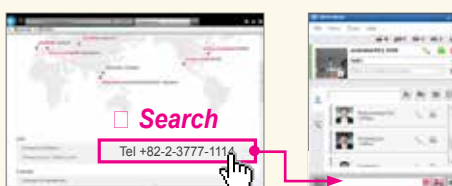
Call Popup & Memo



Audio Call & Conference



Video Call & Conference



Click Call

Integrated Presence

- Instant decision on reachability made by the status of colour following usage
- Save time and cost through real-time communication with people who are available for collaboration
- Integrated DND setting is available for UCS Client and Phone at the same time

Instant Messaging, SMS and Note

- Various chatting mode 1:1, 1:N, Ad-hoc, and Meet-me
- Inviting others by drag & drop
- Packet encryption by AES
- Send and receive text messages to other internal iPECS system users
- Leave a note for offline UCS user

Audio Call

- Call popup shows the caller's information based on CID
- Outlook popup shows caller's contact information in Outlook based on CID
- Call memo available during a call

Audio Conference

- GUI Based Audio Conference Manager
- Based on built-in audio conference system
- Easy conference building with graphical user interface and drag & drop
- Features for conference control (Invite / Master change / Mute / Lock / Record)

Video Call

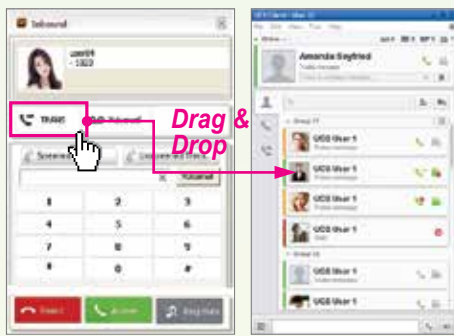
- One-to-one video call from UCS Desktop and Mobile client
- QCIF, CIF, 4CIF video resolution

Video Conference

- Face to face conference at anytime and anywhere
- Max. six party, and eight group video conference (Support only 1:1 on Mobile)
- QCIF, CIF, 4CIF video resolution
- Ad-hoc Conference
- Meet-me conference and e-mail notification
- Application sharing during conference
- Remote monitoring, Still shot, Recording
- Presentation mode(1:32)

Click Call

- Easy dialing in Web browser
- Capture numbers with mouse dragging
- Call in the Quick Call Control Bar or the Call Assistance



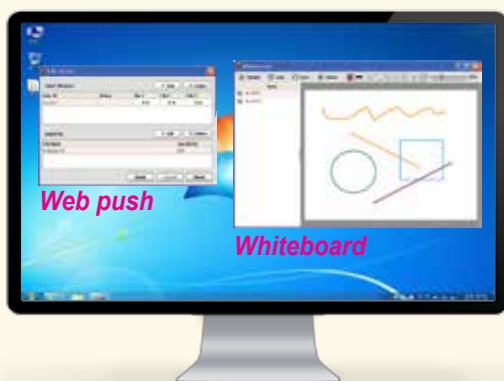
Call Transfer



Visual Voice Mail



Outlook Synchronisation

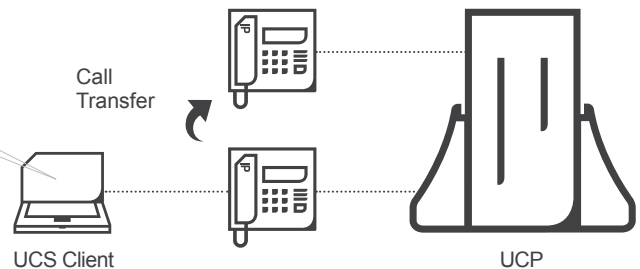


Collaboration

Call Control

- Call control of linked desktop phone on UCS desktop client
- Most call control function can be executed by one click or drag & drop
- Answer / Drop / Deny / Transfer / Hold / Park

► **Example:** Call Transfer by drag & drop



Visual Voice Mail

- Easy retrieval of voice mail through GUI
- Automatic synchronisation with UVM
- Supported in desktop client and mobile client

Outlook Synchronisation

- Synchronisation with MS Outlook contact and schedule
- Contacts registered to Microsoft Outlook are synchronised with iPECS UCS users' Private Directory
- If Private option is activated, the schedule is not available to shared users from the iPECS UCS
- Easy dialing of MS Outlook contact

Microsoft Exchange Server Integration

- More precise schedule synchronisation with Exchange Server
- Outlook schedule synchronisation with or without UCS login
- Option 1: Integration with local MS Outlook client
- Option 2: Synchronisation between Exchange server and UCS Server

Collaboration

- File Send
- Program sharing
 - Application: Sharing of documents, spreadsheets, presentations, and drawing in real time
 - Desktop: Share desktop screen with other UCS users
- Web push: Share web page address with other UCS users
- Whiteboard: Share drawings and free-form text

Applications for Business Performance

Every business has different communications needs and meeting these needs is critical for your business communications solution. Ericsson-LG Enterprise iPECS UCP offers various applications and mobile clients for you to fulfill different needs and requirements in your business



iPECS Communicator (Android & iOS)

iPECS Communicator (Android & iOS)

A SIP-based softphone for users who need to have seamless communications with one number

- Phone book / call log
- SMS/broadcast message sending and receiving to iPECS users
- Hold / Resume / One touch pickup
- One-touch blind/screened transfer



iPECS Attendant (Office & Hotel)

iPECS Attendant (Office & Hotel)

iPECS Attendant includes soft phone function, hotel features

- Operates without an external phone
- Call Recording / Call statistics / Call history
- Video Call support
- Check-in/out, wake up call, room status, etc. for Hotel



iPECS IPCR

iPECS IPCR

A call recording and monitoring solution tightly integrated with iPECS Call platforms and contact centres

- Centralised or distributed call recording
- Encryption enabled call recording
- Trunk-based recording
- Announcement file play during call



iPECS CCS

iPECS CCS

Multi-channel IP Contact Center solutions package best integrated with iPECS Platforms

- CCS Q: Multi-channel Inbound CC
- CCS Desk: Agent's Desktop Software
- CCS Report: Monitoring and report



iPECS NMS

iPECS NMS

A powerful web-based Network Management tool designed to improve operation efficiency, permit rapid response to system alarms, and access remote, use statistics and alarm notification

- Fault management and real-time system monitoring
- Web based client access
- Traffic statistics

Terminals

iPECS UCP supports an extensive range of terminals such as digital and IP phones, SIP phones, DECT, Mobile Client, and IP Conference Phone. These terminals are designed for business users who require a range of feature-rich telephony devices to match your constantly changing business needs. iPECS UCP gives you access to a large portfolio of terminals and clients to suit your unique business telephony needs.

IP Phones



LIP-9002

- 2 Line Gray graphic display
- 4 Programmable feature keys with LED
- PoE(802.3af) Support
- Open VPN
- LLDP-MED/802.1x Security
- 10/100 BASE-T 2 ports



LIP-9010

- 3 Line Gray graphic LCD with White backlighting
- 5 Programmable feature keys with 3 colour LEDs
- PoE(802.3af) Support
- Open VPN
- LLDP-MED/802.1x Security
- 10/100BASE-T 2 ports



LIP-9020

- 4 Line Gray graphic LCD with White backlighting
- 10 Programmable feature keys with 3 colour LEDs
- PoE(802.3af) Support
- Open VPN
- LLDP-MED/802.1x Security
- 10/100/1000BASE-T 2 ports



LIP-9030

- 6 Line Gray graphic LCD with White backlighting
- 24 Programmable feature keys with 3 colour LEDs
- PoE(802.3af) Support
- Open VPN
- LLDP-MED/802.1x Security
- 10/100/1000BASE-T 2 ports



LIP-9040

- 8 Line Gray graphic LCD with White backlighting
- 32 Programmable feature keys with LCD underlay and 3 colour LEDs
- PoE(802.3af) Support
- Open VPN
- LLDP-MED/802.1x Security
- 10/100/1000BASE-T 2 ports



LIP-9070

- 7" TFT colour touch LCD
- WVGA resolution
- Android OS
- Gigabit support
- Media play, picture viewer
- 1.3M pixel CMOS camera
- Video calls with iPECS video clients (UCS, LIP-8050V, Phontage)
- Soft flexible buttons: 48 for SIP / 30 for iPECS protocol



LIP-9012DSS

- Supports: LIP-9020/30/40
- Flexible buttons: 12 with 3 colour LEDs
- Underlay type: Paper
- DSS connection: 1



LIP-9024DSS

- Supports: LIP-9020/30/40
- Flexible buttons: 24 with 3 colour LEDs
- Underlay type: Paper
- DSS connection: 1



LIP-9024LSS

- Supports: LIP-9020/30/40
- Flexible buttons: 12 with 3 colour LEDs & 2 page button
- Underlay type: LCD
- DSS connection: 1



9070 DSS48

- Supports: LIP-9070
- Flexible buttons: 48
- Underlay type: Paper
- DSS connection: Up to 2



LIP-8002E

- 2 Line LCD, Grey scale graphic display
- User programmable 4 feature keys
- LLDP-MED
- PoE support



LIP-8008E

- 4 Line LCD
- User programmable 8 feature keys
- BLF information with triple colour LEDs
- Enhanced quality conference call
- High quality voice codecs
- LLDP-MED / 802.1x security support



LIP-8012E

- 3 Line backlit LCD
- User programmable 12 feature keys
- BLF information with triple colour LEDs
- Gigabit support
- High quality voice codecs
- Enhanced quality conference call
- LLDP-MED / 802.1x security support
- Open VPN support



LIP-8024E

- 4 Line backlit LCD
- User programmable 24 feature keys
- BLF information with triple colour LEDs
- More informative display with feature icons
- LLDP-MED / 802.1x security support
- Open VPN support
- Gigabit support



LIP-8040E

- Informative large 9 Line backlit LCD
- User programmable 10 feature keys with LCD labeling
- BLF information with triple colour LEDs
- Professional headset integration via RJ11
- LLDP-MED / 802.1x security support
- Open VPN support
- Gigabit support



E-BTMU (Bluetooth Dongle)

- Optional Module
- Bluetooth v2.1 + EDR
- Support smart phone and headset
- For use with 8012E, 8024E & 8040E



LIP-8012DSS

- Support: LIP-8012E / 8024E / 8040E
- Flexible button: 12
- Underlay type: Paper
- DSS connection: Up to 2



LIP-8048DSS

- Support: LIP-8012E / 8024E / 8040E
- Flexible button: 48
- Underlay type: Paper
- DSS connection: Up to 4



LIP-8012LSS

- Support: LIP-8012E / 8024E / 8040E
- Flexible button: 12
- Underlay type: LCD
- DSS connection: Up to 2



LIP-8040LSS

- Support: LIP-8012E / 8024E / 8040E
- Flexible button: 40
- Underlay type: LCD
- DSS connection: Up to 4

Digital Phones



LDP-7004D

- 1 Line LCD
- 2 Flexible buttons
- 5 fixed buttons
- OHD(On-hook Dialing)
- Message waiting lamp



LDP-7008D

- 2 Line LCD
- 8 Flexible buttons
- 5 fixed buttons
- Speaker phone
- Headset Jack



LDP-7016D

- 3 Line LCD
- 16 Flexible buttons
- 7 fixed buttons
- 3 Soft buttons
- Navigation button
- Additional device port for SLT / FAX
- Speaker phone
- Wall mountable



LDP-7024D

- 3 Line LCD
- 24 Flexible buttons
- 7 fixed buttons
- 3 Soft buttons
- Navigation button
- Additional device port for SLT / FAX
- Call recording
- Speaker phone
- Wall mountable
- Optional Bluetooth

DECT Phones



GDC-450H

- Protocol: Standard GAP + Ericsson-LG Proprietary
- Buttons: Easy access via 2 soft keys, 5 way navigation
- Languages: 7 languages (English, Italian, Spanish, Swedish, Russian, Turkey, German)



GDC-500H

- Protocol: Standard GAP + Ericsson-LG Proprietary
- Buttons: Easy access via 2 soft keys, 5 way navigation
- Languages: 7 languages (English, Italian, Spanish, Swedish, Russian, Turkey, German)
- Bluetooth: Yes (V2.1, headset profile)
- Speakerphone: Yes



GDC-800H(IP DECT)

- Product set: GDC-800H(handset), GDC-800Bi (base), and GDC-800R (repeater)
- 2 inch colour LCD with backlight
- Polyphonic ringtone
- 25 Call list storage capacity
- 100/200 phonebook(local/ central)
- Emergency key
- Duplex speaker phone
- Headset jack
- 16 Languages

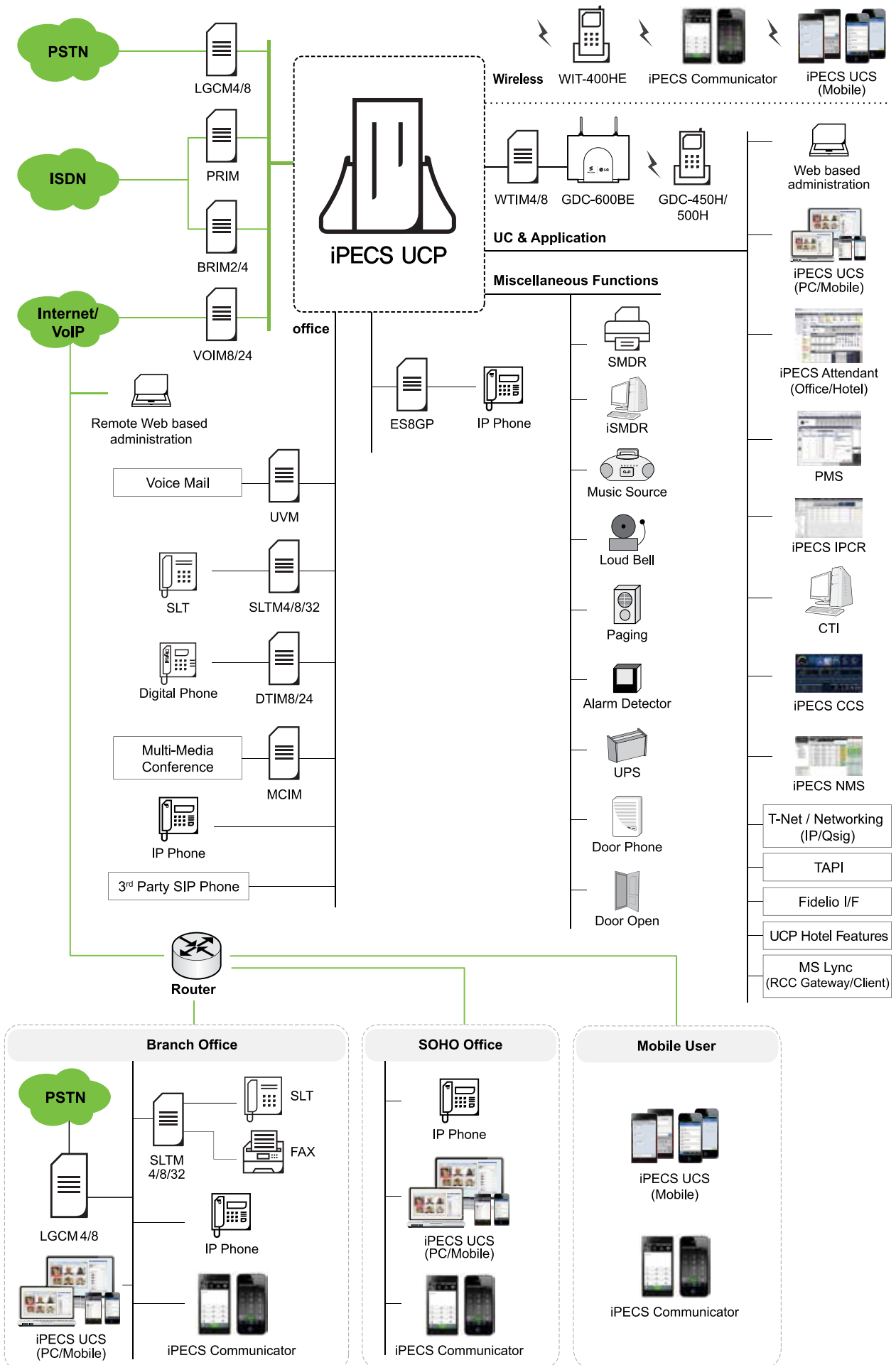
WiFi Phone



WIT-400HE

- 2line, 2" colour LCD(176 X 220)
- 802.11 b/g, 802.11e for WLAN QoS
- Supporting iPECS system call features
- G.722 wide-band codec support for better voice
- PTT for group announcing, SMS
- Seamless handover between cells during talk

iPECS UCP Network



System Capacity

Category	UCP100	UCP600	UCP2400	Remark
System Channel Basic	30	100	600	
System Channel Maximum	100	600	2,400	
Extension	100	600	2,400	
CO/IP Line	100	600	998	
Integrated Extension Ports	Standard 2FXS (SLT)	-	-	
Integrated Trunk Ports	Option 4CO or 2BRI or 4BRI	-	-	
Built-in VoIP Channel*	2~6Ch.**	6Ch.	-	
System VoIP Channel Maximum	100	600	998	w/VOIM
Built-in Audio Conference	6 / 10 / 14 / 18	6 / 18	-	Shared resource with VoIP and built-in TDM
Built-in VM (VSF) Basic	4Ch. / 4Hrs	6Ch. / 6Hrs	-	
Built-in VM (VSF) Maximum	4Ch. / 14Hrs	6Ch. / 16Hrs	-	w/ License
External VM - UVM	8Ch. / 50Hrs by default, Max 16Ch. / 200Hrs	8Ch. / 50Hrs by default, Max 16Ch. / 200Hrs	8Ch. / 50Hrs by default, Max 16Ch. / 200Hrs	w/License
UVM Per System	2	6	30	
MCIM Per System	30	30	30	
Attendant	50	50	50	
Serial Port (RS-232C)	1	1	1	
SB (3.0) Host Port	1	1	1	

* In-band/Out-band SIP, Transcoding, Networking, Remote IP Phone/Devices

** VoIP 2Ch. – BRIU4 in use on UCP100, VoIP 4Ch. – BRIU2 / COIU4 in use on UCP100, VoIP 6Ch. – No TDM in use on UCP100

Product Components

Item	Model	Description
UCP Call Server	UCP100	Unified Communications Platform Server 100, Basic 30, Up to 100 Ports
	UCP600	Unified Communications Platform Server 600, Basic 100, Up to 600 Ports
	UCP2400	Unified Communications Platform Server 2400, Basic 600, Up to 2400 Ports
	COIU4	4 Ports Central Office Interface Unit Daughter Board for UCP100
Trunk G/W	BRIU2/4	2 / 4 Port Basic Rate Interface Unit Daughter Board for UCP100
	VOIM8/24	8 / 24 Ch. VoIP Interface Module
	LGCM4/8	4 / 8 Port Analogue CO Interface Module
	BRIM2/4	2 / 4BRI (4/8Ch.) Interface Module
	PRIM	1 Port PRI (30ch) Interface Module
Extension G/W	CMU50PR	Call Metering Unit (50/PR) for UCP-LGCM4/8
	DTIM8/24	8 / 24 Port DTI Interface Module
	SLTM4/8/32	4 / 8 / 32 Port Single Line Telephone Interface Module

Specifications

Item	Description	Specification
Module AC/DC Adapter	AC Voltage Input	100~240VAC +/- 10%@ 50/60Hz
	AC Current Input	1.0 amps
	DC Output	48 VDC @ 0.8 amps
Keyset AC/DC Adapter	AC Voltage Input	100~240VAC +/- 10%@ 50/60Hz
	AC Current Input	0.2 amps
	DC Output	48 VDC @ 0.3 amps
PSU	AC Voltage Input	100~240VAC +/- 10%@ 50/60Hz
	Fuse	T6.3, AC250V
	DC Output	48 VDC, 5.3 amps / 5VDC@1amps
Operating Environment	Temperature	0~40 o C / 32~104oF
	Humidity	0~80% (non-condensing)
Dimensions	Standard Gateway Module	38.8mm(W) x 230mm(H) x 194.5mm(D)
	Main Cabinet, Enhanced	440mm(W) x 265.6mm(H) x 318.2mm(D)
	19" Rack Mount Modules	436.6mm(W) x 53mm(H) x 318mm(D)
Weight	Standard Gateway Module	1.5Kg
	Main Cabinet, Enhanced (with PSU Module)	7.78Kg (9.32Kg)
	19" Rack Mount Modules	4.32Kg

iPECS

Your Communications Solution

iPECS is an Ericsson-LG Brand



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