



Thank you for your interest in our IP-PBX solution aptly named Footprint.

IP Telecommunications is fast becoming a valued service for corporations in terms of cost saving, ease of use and flexibility. The Footprint IP-PBX provides a solid base foundation from a hardware perspective as well as fundamental source code developed and rigorously tested in house.

The benefits of utilizing the Footprint System allow for complete flexibility as well as scalability in order to meet the clients fundamental communication needs.

All Footprint System's are bundled with custom, in house developed software. This ensures our developers are available directly to handle queries for 3rd party applications or custom add-ons. The software base incorporates the abilities to easily configure the entire office PBX environment. From adding a simple extension, to auto configuring certified/compatible IP-Phones and other IP based telephony hardware.

The product also allows for a modular platform giving the end user the ability to mix and match different hardware configurations as well as software environments to fit in seamlessly with the telephony environment.

Who We Are

Wireless Dimensions are a leading technology company, providing thousands of businesses with custom Linux development solutions, reliable and secure data hosting environments as well as complete wholesale ADSL bandwidth which is used for a myriad of solutions.

We believe in building relationships. Our team is result driven, ensuring that one is provided with the expertise in all areas of product support and account management.

We also specializes in providing self-developed solutions. We look for gaps in the market and develop solutions that aren't available or aren't suitable for South African companies in out-of-the-box form.

Call Answering Features

Call Queue / Ring Groups

Incoming callers can be held in a queue or a ring group while they listen to a customizable recorded message or music-on-hold. The caller can be sent to a configurable destination including but not limited to: voicemail, redirected to another extension if no one picks up or back to an IVR application.

Multi-Company Receptionist

One receptionist can answer calls from predetermined PSTN/IP lines or based on users entered information from an IVR platform; each of which can be identified to a specific company through caller ID presentation.

Simultaneous Ring

While covering several managers' extensions, a receptionist's phone will ring simultaneously with each extension, showing which manager is being called, with the caller ID.

Extension Status

A receptionist's phone can be used to monitor multiple managers' phones providing information on the extension's status (off-hook, on-hook, do-not-disturb) before taking action.

Call Pickup

Pickup groups may be defined with a group of extensions. Any phone in the office can be used to answer a call that is ringing on another extension within the pickup group as well as allowing a direct call pickup.

Call Hunt

Allows calls to ring in on a number of lines so that the first available person can answer.

Auto Attendant with Interactive Voice Response

An Auto Attendant can be configured to direct callers based on pre-recorded instructions and using their phone keypads to enter destinations. These Auto Attendants can be cascaded into a multiple array of applications.

An interactive voice response (IVR) system replaces the human operator and directs callers to the appropriate extensions or voice mailboxes. VoiceXML v2 is an XML-based language (Extensible Markup Language) created to develop speech user interfaces for telephone users. It engages users through pre-recorded or synthesized audio prompts. – Available as a third party application.

Call Management Features

Call Hold

Keeps one line "off hook" and connected while the user makes or receives a call on another line. This however is not limited to the amount calls you can put on hold based on your IP phone. The user can take the original part off hold and resume the conversation.

Call Transfer

Transfer enables a user to forward an incoming call to another telephone or extension. We support both blind transfer as well as attendant transfer.

Call Waiting

Signals a recipient that he has an incoming call on an engaged line and allows him to hold his current call, in favor of taking the second one and then switching back to his original caller.

Three-way Conferencing

Allows the caller and two other parties to speak together on one connection.

Conference Rooms

Allows you to setup and configure multiple conference rooms which includes the following capabilities:

- 📞 Multi User Conferencing over multiple channels – VOIP and/or PSTN
- 📞 One Talker – Multiple Listeners
- 📞 Background Music whilst waiting for other participants
- 📞 Access control with Pin Code Authentication for Entry
- 📞 Administration abilities including Kicking Users, Locking Conference Rooms and muting conferences.

Call Park

When a call is placed in "park" it is put on hold at a specific extension number to be resumed by someone at another phone. That person can pick up the call by keying the displayed extension number. If no one is available to take the call at the other location, it will "ring back" to the original extension alerting the person who originally parked the call.

Call Screening Features

Direct Transfer to a Voicemail Box

Allows a caller to be transferred directly to the voicemail of another user.

Call Blocking

Prevents calls from preselected numbers from ringing through, giving users the opportunity to avoid unwanted callers.

Hiding Caller ID

A caller can block their phone number from being identified by the called recipient.

Do Not Disturb

User instructs PBX to route all his incoming calls directly to voice mail. The phone on his desk does not ring.

Privacy Notification

Prompts the caller, if their caller ID is hidden, to enter their true caller ID before presentation of call is routed to an extension. This feature is disabled by default if you do not have caller ID enabled.

Away from the Phone

Receive Notification of System Events via Text Messages

Choose to receive notice of "events" (calls, voice mails, etc.) from the PBX to your mobile phone as a text message or to your email address. An email to SMS gateway is required for SMS notifications

Voice Mail

Voice Mail is a centralized system of managing phone messages for a group of people. Voice mail allows users to receive, answer and manage their phone messages from different locations, sometimes tailoring a response to different callers.

Call Forwarding

Allows users to program the PBX to automatically redirect incoming calls to another number--a mobile phone or home phone for example.

Follow Me

Allows the user to program a set of numbers that the PBX should call if his extension is not answered – Excellent feature for road warriors.

Unified Messaging

Integrates different message types: voice mail, email, text messaging, fax, into a single box that is accessible from a variety of devices: phone, PC, mobile phone, PDA.

Conveniences

Intercom

Room to room communication on telephone sets

Speed Dial

The user "saves" frequently called numbers so that they can be dialed with an assigned shortcut of two or three digits.

Corporate Directory

Provides users with the ability to scroll through a company directory list of names and numbers and dial automatically.

Call Paging

User dials in to overhead or external speakers to make voice announcements. Can be set up with speakerphones or specific groups of speakerphones.

Utilities

Hold Music (WAV File Upload)

Allows callers to hear music or a recorded message while on hold or waiting for other participants to arrive for a conference call.

T.38 FAX, FAX Relay and Clear Channel Fax

The T.38 fax relay standard permits faxes to be transported across IP networks between existing fax terminals. A clear channel gives full use of the bandwidth for this purpose.

Cost and Bandwidth Saving Features

Call Statistics

The ability to track and report facts (call recipient, length of call, on-hold time, etc.) on incoming and outgoing calls per extension.

Dial Plans (call routing)

Calls can travel through a network along a pre-determined path to accomplish a specific goal. Call routing helps determine the least expensive way to make a call or the least congested path to take. Incoming calls can be grouped according to area code and routed to specific customer service reps who manage different geographic regions.

Outbound Call Barring

Allow users to enter a set of numbers that are barred from being called from the PBX system.

Time of Day Dialing

Creates the ability to route call as according to times of day, enabling users to reselect where a call will come to them during different time periods.

Special IP Phone Support

Distinctive Ringing on IP Phones

Program Snom phones to produce distinctive ring sounds for identified callers and categorize incoming calls made to direct lines (service, sales, billing, etc.).

Administrative Functions

Enhanced IP Phone Support

Certain popular IP phones can be automatically configured by Footprint resulting in a plug and play installation

Footprint FXO Auto Configuration

Footprint IP PBX detects and automatically configures ports added via the Web Interface.

Voicemail Setup via Phone

Voice-enabled wizard guides users through setting up the personal recorded username, password and voicemail greeting for each extension

CDR Tags for Billing

Eliminates hand-coding of invoices by department, etc.

Automatic Backup/Download of Footprint Configuration

Automatic scheduled backups and downloads of Footprint configuration to a LAN PC or WAN location

Automatic Footprint Firmware Update

Footprint detects newer versions of its IP phone firmware and automatically installs and updates.

IP Phone Plug-and-Play

IP phones automatically acquire an extension on the system and auto-configure with little user intervention.

Automatic Firmware Updates Snom IP Phones

Footprint identifies the firmware on each installed IP phone and automatically loads proper firmware version.