



VoIP and Collaboration

Elite IT Experts

About Us

To be an Ineapple engineer one must have 10+ years of IT experience and have at least 2 active expert certifications from the list below.



DESIGN
EXPERT



ineapple.com/service



VoIP/Voice Gateways

Voice gateways connect your office network to the rest of the world of voice. There are features such as gateway redundancy, toll bypass, and autonomous dial plan that should be setup in the most optimal way. Voice gateways can also provide transcoding, conference, music on hold, call routing, voice mail, and automated attendant.

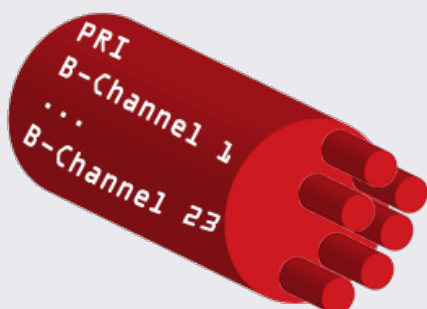
Our experts will provide a complete gateway solution optimized to your environment.



PRI Circuits

PRI is the standard for providing voice services to enterprises and offices. PRI circuits are still being used today and require an ISDN card in the voice gateway.

We will optimize your PRI circuit design or help you move over to a SIP trunk.



SIP Trunk Integration

SIP (Session Initiation Protocol) is the predominant protocol used today to integrate VoIP systems. It is used to connect your internal voice services together as well as connecting to the service provider using IP transport.

We have perfected integrating voice systems using SIP over the past decade and will be happy to pass our experience to you.





Call Control



Communication managers and PBXs are the main brain of any phone system. Each call control system has vast set features that you probably already paid for. Let our team of experts unleash the power of your voice system.

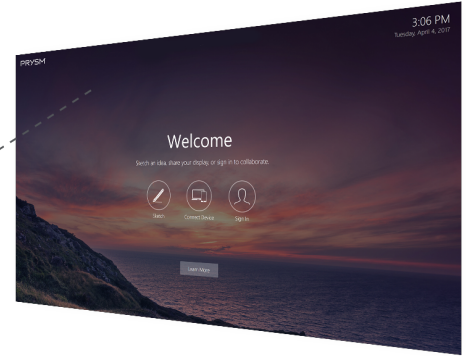


Call Features	Dial Plan	Media Resources	Mobility	Call Admission Control
<ul style="list-style-type: none">• Call park• Call pickup• BLF speed dial• Call queuing• Call hunting• Meet-Me	<ul style="list-style-type: none">• Globalized call routing• Local route groups• Time-of-day routing• Application dial rules• Digit manipulations• Digit presentations	<ul style="list-style-type: none">• Trusted relay point• Music on hold• Conference bridge• Transcoder/MTP• Annunciator• Media route group	<ul style="list-style-type: none">• Extension mobility• Device mobility• Mobile connect• Single number reach• EMCC	<ul style="list-style-type: none">• Enhanced location call admission control• RSVP• SIP preconditions• CAC



Voice mail

Voice mail features have grown over the past decade. You now can see your voice mail messages directly on your phone screen, have it forwarded over email to a device of your choice, or completely integrate it with your mail server. You can also use your voice mail system to provide simple auto attendant features.



Next Generation Team Collaboration

Have you heard of tools like Slack, Zoom, Spark, Jabber, Jira, Confluence, Trello, Skype, Asana, WebEx, BlueJeans, and Prysm just to name a few? They all provide next generation team collaboration features. These features include stateless chat, stateful chat, remote white board, screen sharing, conference service, file sharing, project management, presentation mode and more. Some are complementary and some are competitive.

We will help you decide on the right tool suite and provide integration within these tools and into your phone system wherever possible.

VoIP business continuity

Voice over IP was a breakthrough of communications technology that allowed us to have phones anywhere we have IP network without the separate phone infrastructure. It did, however, create complexity in spanning across the area of a network team and a voice team and a failure on either technology can produce a loss of service.

Because each Ineapple engineer and architect is cross-technology certified, we are uniquely qualified to produce the best business continuity result when it comes to your voice infrastructure.

