

**Q.** We have a Definity G3SI version 6.2 that we are trying to integrate with a third-party voicemail system (CallMaster by Speechsoft). Right now the Callmaster system supervises the calls through the system which is becoming a heartache due to the functions of the PBX that we are not able use. I understand that the correct (only?) way to do a "tight" integration is to use mode codes passed between the Definity and the VMS. How do these mode codes work? What information do they pass? For example, we have the "Mode Code Interface" activated on the Definity and consequently we are able to see that #00 is the mode code for direct dial access, #01 for direct inside dialing, etc. What does this mean? What needs to take place on either the Definity or the VMS for these codes to function properly?

What we are hoping to achieve is that the Callmaster VMS will transfer the call to the Definity and drop out of the call. Then on a busy or no-answer, the Definity will call back to the VMS passing to it the correct mailbox number of the called party so that the calling party can leave a message.

I apologize for the long-winded question. I saw your Q/A section on Telecom Reseller and hoped you were the one who can help.

Thank you for your time,

Geoffrey Howson

**A.** Thanks for the query, Geoffrey.....

I'm not sure I'm going to be able to give you what you want or need, but I'll share what I know about integration with third-party voicemail systems to the Definity line.

I'm not sure that the mode-code type of integration is the correct or "only" method. First, I would prefer the same method that Lucent/Avaya uses with either bx25 or ip integration, but it seems that no third-party company can crack those packet formatting schemes, though I know of only four major manufacturers who have tried. Since that method seems out of reach, I feel the next best method, though not as easy as mode-code, is the DCP method used by most other third-party manufacturers. The DCP method incorporates a simulated multi-line digital voice terminal (most commonly a Calista Box or Card, or a Voice-Bridge) that reads the name field of the calling station (or covered station) to the voicemail. It is imperative that the extension number be in the name field, either at the beginning or the end as long as the number of characters including the extension number doesn't exceed 15 (the old maximum number of characters in the name field. It has been increased within the Definity, but most voicemail manufacturers still limit it to 15). The simulated voice terminal reads the extension number in the name field and passes that information to the voicemail system via an rs232 connection along with the port number to identify the call on that port and it's intended destination mailbox or auto-attendant.

Lastly, lacking either of the previous two methods, would be the mode-code integration. If the voicemail manufacturer did their job by defaulting most if not all of the options necessary for integration with the Definity (nearly all manufacturers have default sets for a variety of different PBX systems), this method of integration might be as simple as the previous two. My experience has been, however, there are anomalies between the two systems, usually because of the wide divergence of attempted integration with dozens of different PBX manufacturers, that will need much special attention and time to overcome. If you have a good accountable tech support team from the manufacturer to fall back on, you are home free. Too often, though, the tech support falls short of being intimately familiar with the Definity product, and it can take hours and hours. If you're lucky, the tech support team will stick with you. I have experienced otherwise.

As far as what is the identification of each mode-code function, i.e., #00, #01, etc., I have no clue. That is the responsibility of the voicemail manufacturer to come up with, and most have done it to a moderately good degree. If that information is available to me, I will ask those whom I suspect might have it and forward it on to you. I will also ask the readers of my column if they have any source for that info.

Thanks again, Geoffrey, for the contact.