Definity-G(x) Demystified:
By Walt Medak

Q: We are getting proposals for a new voice-mail system for our Definity-G3V6 and are receiving conflicting information about how each will work with the Definity. The vendor proposing the Intuity claims that no other voice-mail will function properly with the Definity, but the vendor for the Digital Speech System says that's just not so. With all of the discussion about packets and serial connections I'm lost. Is the Intuity really the only good option for voice-mail for the Definity?

A: Absolutely not! Having said that, I do think it's probably the best system to integrate to the Definity because of it's inherently having been designed specifically for it. But, there is a price to pay for that design integrity. The Intuity has a large pricetag compared to many good alternative voice-mail systems available. I'm unfamiliar with the one you mention above, but checked out their website and it looks to be a quality system. Some others that come to mind are DuVoice, KeyVoice, Callware, Repartee, among probably many others I have no familiarity with such as the Digital Speech System.

All of them will integrate with the Definity via either Serial-in-band, Mode-Code (also called Analog-In-Band), IP connectivity of some sort or a proprietary connectivity arrangement such as Intuity can use, the DCIU method using a Processor Interface circuit pack in the Definity as a Data Link exchanging those mysterious "packets" between them. Most current Definity integrations use the IP method through a C-Lan circuit pack in the Definity and a Network Interface Card (NIC) in the Intuity.

Virtually _ANY_ voice-mail system that can integrate with the above mentioned varieties will work with the Definity, and those I mentioned specifically will work very, very well. The biggest concern of all is the support for the system after it is sold. Anybody can sell you a system, but be sure you pick someone who can also support it. How many techs are there in your area that can support it? How many other companies in your area also carry it in case you become displeased with the company selling it? What other features can be activated if you want to add them, such as Unified Messaging or some other type of feature that allows you to get your messages via the sound-card in your workstation?

There are many things to think about when choosing a voice-mail system, but exclusivity of the Intuity with the Definity is not one of them.

Q: We are having a problem with the Zero-Out feature of our Intuity voice-mail. When a caller presses Zero to go to the covering station it will ring there, but it won't follow the coverage path of that station. Is this possible?

A: Yes. This is a very common problem that we are asked about on the average of at least once a month. The problem lies in the fact that the Intuity defaults the system to **not** follow the covering stations coverage path in the Definity. To remedy this, log into the Intuity and go to Audix Administration. Type the command "ch sys f". You will then go to the first page of the System Features. Page down until you get to the "Transfer Out of Audix" section. The "Transfer Type" will probably be "none". Press the "Choices" (F-6) key and select the option that says "enhanced_transfer_0". The call that has Zeroed-out of a voicemail box will then ring to the covering station, and if no answer, will then follow the Definitys coverage path for that station.

Q: Where can we find the information for determining what size of Uninterruptable Power Supply we need for our Definity systems? We have a MCC R1v6 with an EPN in one location, an XE with three carriers in another location, and an XE with two carriers in a third location.

A: I have found that the APC website has the best information to suit us. They will have specific units listed for the exact Definity model and size listed in their telecom section. Go to http://www.apcc.com, then click on the "Selectors" tab at the top of the page. Then click on "Go to UPS Selector", then "Advanced UPS Selector", then finally on the "Telecom" hyperlink. The rest will be obvious. Good Luck!