

## CallXpress Supports Centrex/SMDI Integration

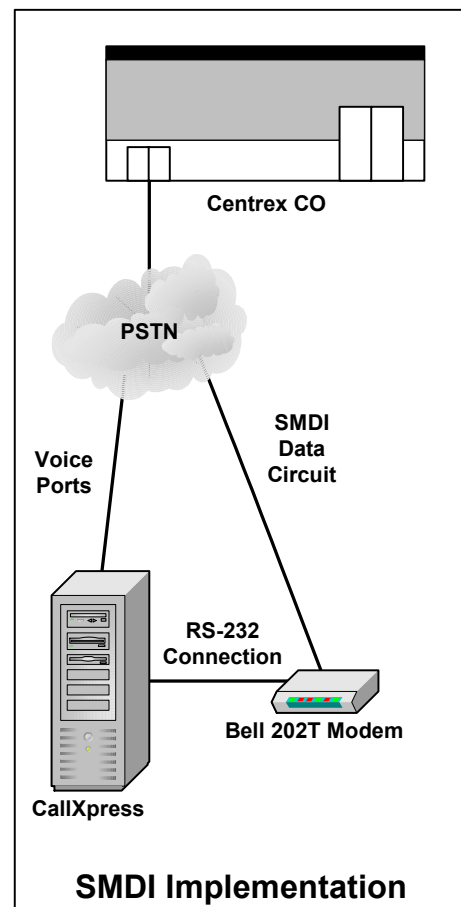
### CENTREX SMDI INTEGRATION

CallXpress supports integrations to all of the major telephone systems on the market today. This makes CallXpress an excellent choice for multi-site enterprises that wish to standardize on a single voice mail or unified messaging system. CallXpress can be used in a Centrex environment, deployed using a standard SMDI (Station Message Desk Interface) type integration. The SMDI integration is an outband data link integration with separate data connectivity for the voice mail integration channel. Originally used only with Centrex, SMDI is now an industry-standard interface protocol that supplies all the information necessary to integrate a voice mail system including calling identification, called party identification and the ability to control message-waiting indicators (MWI). Voice and DTMF signaling between the caller and CallXpress can be accomplished using either analog single-line connections or via a T1 circuit (ISDN connectivity is currently supported). With SMDI integration to Centrex, CallXpress supports the full range of voice mail, automated attendant, fax and unified messaging features available on the platform (see features section for more information).

### ARCHITECTURE AND FUNCTIONALITY

SMDI integration uses a special data circuit from the telephone company. This circuit sends the integration information to CallXpress to allow it to process incoming calls and allows CallXpress to send the Centrex central office switch information necessary to control the status of the message waiting indicators for the users. At the customer site, the SMDI circuit connects to a special modem (Bell 202T) that converts that data into industry standard RS-232 format which is passed to CallXpress. The data circuit and modem can be configured for operation at speeds from 1200 to 9600 Baud, depending on the central office switch and tariffs. For information on the requirements for SMDI link speed, contact your sales engineers.

CallXpress can be configured to use either analog lines or T1 circuits for the voice connections. CallXpress will support a partial T1 connection for smaller systems. CallXpress supports up to 192 ports on a single CallXpress server.



## INTEGRATION FEATURES

Used with Centrex, CallXpress supports all of the expected features for voice mail, automated attendant, fax and unified messaging functionality.

### Features Supported with Centrex:

- Automatic Subscriber Logon
- ANI/CLI
- Busy Forward
- Call Screening
- Caller Queuing
- DNIS
- Fax Ports (\*1)
- Internal CLID for Reply
- Live Reply to Sender
- MWI Callouts
- MWI, Set/Clear (\*2)
- MWI, Inband/Outband
- Networking, Analog
- Networking, Digital
- Overflow to Operator
- Overflow from Operator
- Disconnect Signaling
- Revert to Operator
- Transfers, Blind
- Transfers, Confirmed
- Transfers, Supervised (\*3)
- Transfers, Monitored
- Trunk ID for Call Routing

\*1 Requires separate analog ports or a separate fax server.

\*2 While some Centrex switches will provide MWI lamps, depending on the distance from the central office, most central offices do not provide the capability for using lamps as an MWI. Instead, they offer stutter dial tone as an MWI. CallXpress supports stutter dial tone as well as MWI lamps. Check with your local CO for specific information regarding the MWI capabilities.

\*3 Music on hold (MOH) is not generally available with Centrex. Therefore, callers will hear silence while supervised (T-type) transfers are in progress. Blind transfers are recommended.

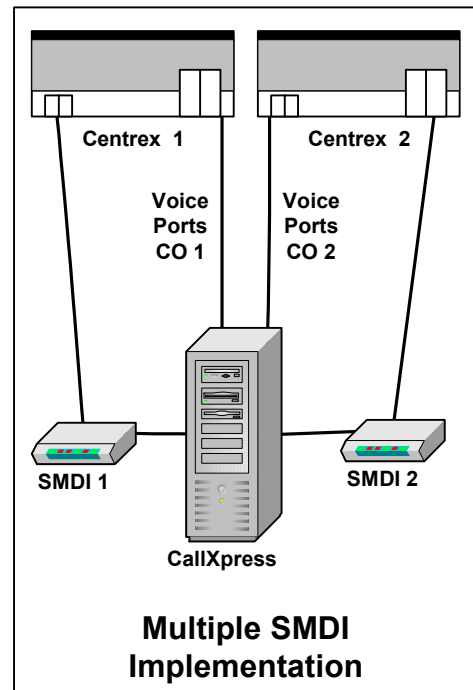
### SPECIAL CENTREX ENVIRONMENTS

CallXpress has several advanced integration capabilities that make it an ideal choice for some of the special environments in which Centrex may be deployed. CallXpress supports multiple integrations on a single CallXpress system allowing CallXpress to be integrated

to the Centrex switch and other systems at the same time (up to three circuit-switched systems or one IP switch and one circuit-switched system). When connected to multiple systems, CallXpress can process incoming calls from each system, make callouts on the system that corresponds with the user requesting the callout and control the message waiting indicators on each of the separate systems.

### MORE THAN ONE CENTREX OFFICE

In a traditional Centrex implementation, CallXpress is connected only to a single Centrex switch with a single set of audio resources (analog lines or T1 circuits) and an SMDI link. In this setup, all of the users are on a single Centrex system. In some scenarios, a prospective customer may have users being served out of two different Centrex offices. In this configuration, a single CallXpress is also capable of being connected to multiple Centrex systems (a maximum of three systems). This type of connection is implemented by connecting the CallXpress system to both SMDI circuits and voice ports from each of the Centrex central offices. In this configuration, all of the users on both Centrex systems will receive full voice mail integration functionality including call forwarding to personal greetings, message notification out-calling and message waiting indicator control.



### CENTREX WITH AN ON-SITE TELEPHONE SYSTEM

CallXpress can also be used to support both a Centrex integration and an integration to an on-site telephone system. This allows customers to install key systems or PBXs on-site in order for some of the users to gain use of the enhanced features and functionality available from these types of systems while other users remain on the Centrex system. Both those on the Centrex and those using the onsite telephone system will have fully integrated voice mail, including call forward to personal greeting, escape to operator and fully functional message waiting indicators. Since all of the users are on a single voice messaging system, distribution lists can include any of the employees, regardless of what telephone system they are using. This also means a Centrex user can send a PBX user a voice message and vice versa.

### FOR MORE INFORMATION

For over 25 years, AVST has been shaping the evolution of communication, with more than 40,000 systems installed worldwide. Our award-winning CallXpress solution has been unifying communications for companies all over the world. So as the world of enterprise communications advances, you can rest assured that AVST has your future covered. To learn more visit [www.avst.com](http://www.avst.com) or contact us at +1.949.699.2300.

