

# ixi-UMS Business

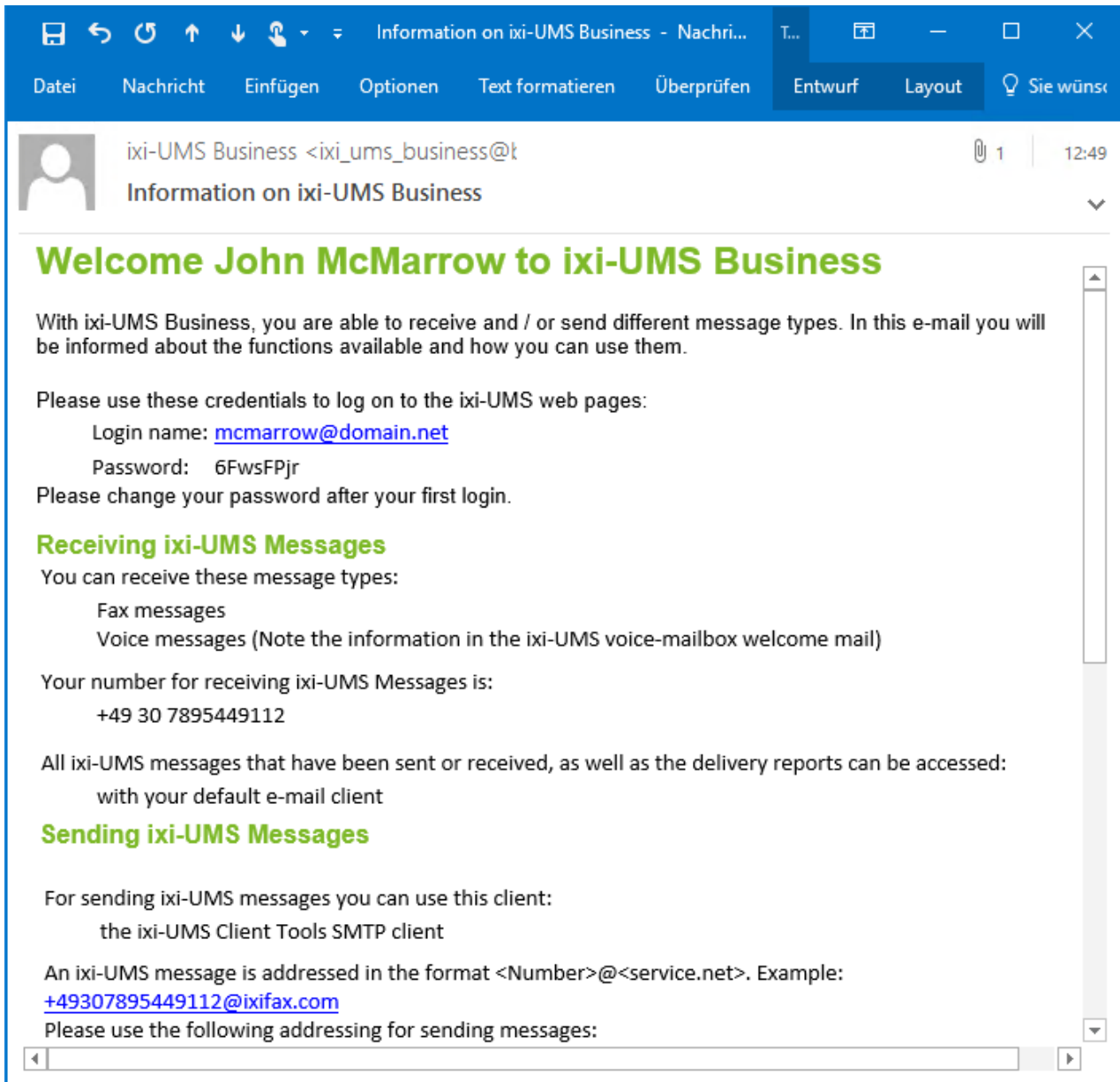
## User Guide

# Content

<b>1</b>	<b>Overview</b>	<b>2</b>
<b>2</b>	<b>Receiving ixi-UMS messages</b>	<b>3</b>
2.1	in your default mail client	3
2.2	in the ixi-UMS Web Journal	4
<b>3</b>	<b>Sending ixi-UMS messages</b>	<b>5</b>
3.1	with your default mail client	5
3.1.1	Addressing Faxes via the "To"-Field	6
3.1.1.1	Exchange / Outlook	6
3.2	with ixi-UMS SMTP Client	7
<b>4</b>	<b>Features of the ixi-UMS Client Tools</b>	<b>8</b>
4.1	ixi-UMS Client tools settings	8
4.2	ixi-UMS Fax Printer	9
4.3	Using the Word Macros	9
4.3.1	Create ixi-Fax	10
4.3.2	Create ixi-AutoFax	11
4.3.3	Start ixi-MailMergeFaxe	12
4.4	Using the System Tray Application	14
4.4.1	Collect files	14
4.4.2	Reset Notification Status	15
4.4.3	Collect box	16
4.4.4	Options	16
4.5	ixi-UMS Button for mail clients	17
4.5.1	Exchange / Outlook	17
4.5.1.1	Send Fax	18
4.5.1.2	Send SMS	19
4.5.1.3	Send to Telephone	20
4.5.1.4	Reset Notification Status	21
<b>5</b>	<b>Using ixi-UMS PS Printer</b>	<b>22</b>
5.1	Transferring Fax Print Jobs via Control Characters in the Text	23
<b>6</b>	<b>How to</b>	<b>24</b>
6.1	Entering the Telephone Number at a Contact	24
6.2	Cover Pages	25
<b>7</b>	<b>Info</b>	<b>26</b>
7.1	About estos	26
7.2	Version	26

# 1 Overview

With ixi-UMS Business, faxes, SMS, text-to-speech messages and voice messages can be sent and/or are received. What type of messages you can send and/or receive is set at the ixi-UMS Business server. Also, how you receive the ixi-UMS messages and the possibility to send a ixi-UMS message depends on the setting of the ixi-UMS Business server. This information must be provided by your administrator. You may receive an email with the required information.



In principle, the following variants are possible for accessing received ixi-UMS messages and sending the ixi-UMS messages:

- Sending via your mail client
- Delivery of the messages to your mail client
- Sending via the ixi-UMS SMTP client (part of ixi-UMS Business Client Tools)
- Delivery of the messages in the ixi-UMS Web Journal
- Combinations of the above. possibilities

Even if you send the ixi-UMS messages through your mail client, the ixi-UMS Business Client Tools may be installed. The ixi-UMS Business Client Tools extend the ixi-UMS Business solution at the workplace to provide useful, convenient features for sending the different messages.

In this guide, you'll find information about all ways to send and receive ixi-UMS messages, as well as an explanation of all features of the ixi-UMS Business Client Tools.

## 2 Receiving ixi-UMS messages

Depending on the configuration of ixi-UMS Business, incoming ixi-UMS messages and send-confirmations are delivered as e-mails in your [standard mail client](#) or can be open by you [in the ixi-UMS Web Journal](#).

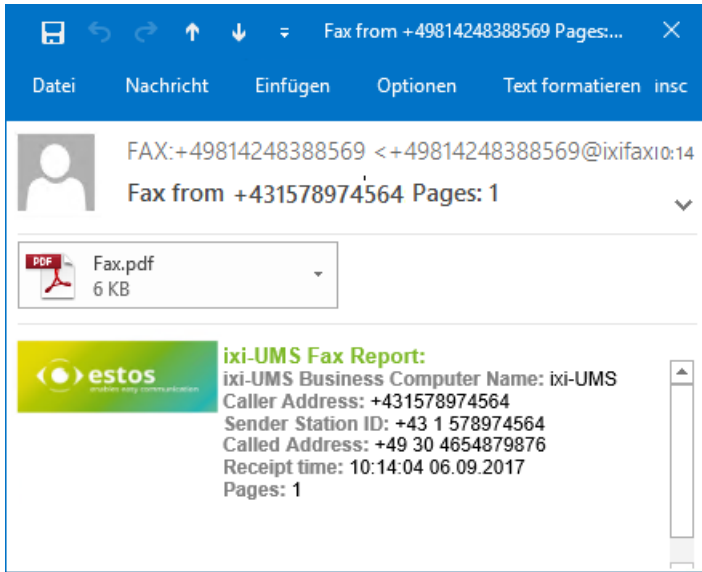
### 2.1 in your default mail client

Unabhängig von Ihrem Mail Client werden Ihnen eingehende ixi-UMS Nachrichten und Rückmeldungen als E-Mail zugestellt.

Incoming ixi-UMS messages and transmission reports converted into an e-mail and is sent to your mailbox.

#### Incomming/reveived ixi-UMS messages

In the case of an incoming / received ixi-UMS message, the number of the sender is indicated in the "**From**" field. As with any other e-mail, you can forward or reply to it (assuming the sender is sending the correct information).



The type of message is specified in **the subject**

Fax from, Voice message from or SMS from  
Depending on the functions set up on the ixi-UMS Business server, the number or address information of the sender is specified.

**In the e-mail body**, you will receive all relevant data for this transmission (report).

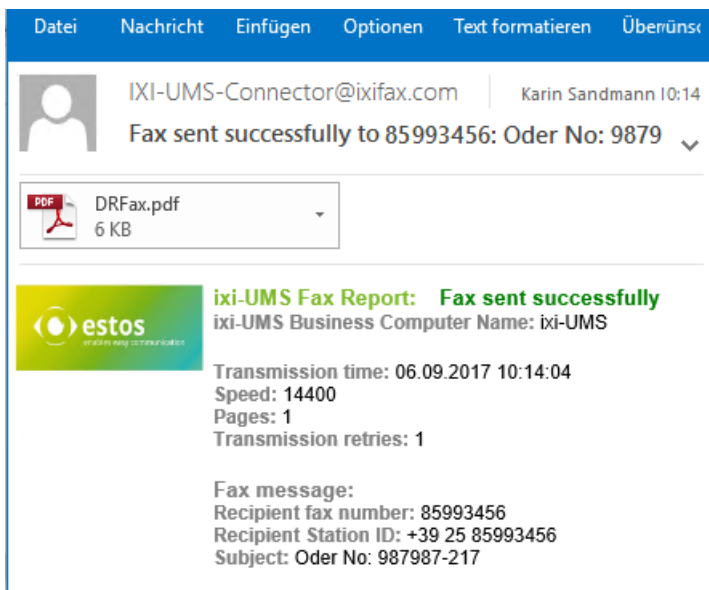
If the message is an received SMS , the text is displayed in the mail body.

Optionally, additional sender information may be present in a second block

A voice message is delivered as a .wav file and a fax message as an PDF attachment.

#### Transmission reports

The transmission report is created by the ixi-UMS Business and always has the same sender "IXI-UMS Connector@....".



In the subject is already indicated whether the message was sent or not

You can get detailed information about the transmission in the e-mail body.

All transmission reports also include the sent/not sent fax. Depending on setting in the server, the file contains the entire fax or fax report, and only the first fax pages

## 2.2 in the ixi-UMS Web Journal

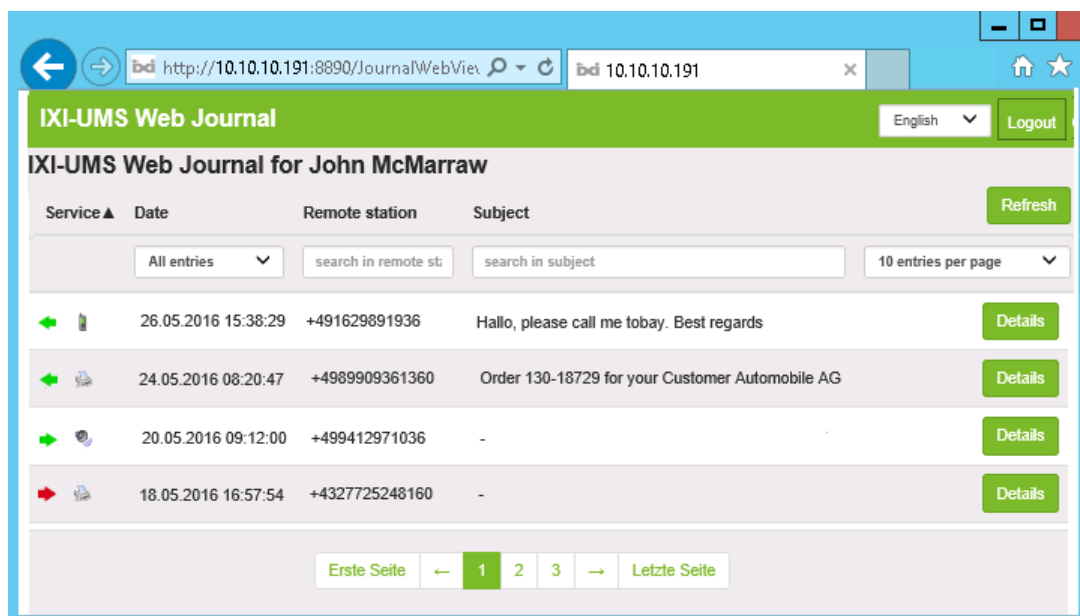
With the "ixi-UMS Web Journal", ixi-UMS Business offers every user a browser-based view of his own sent and received ixi-UMS messages.



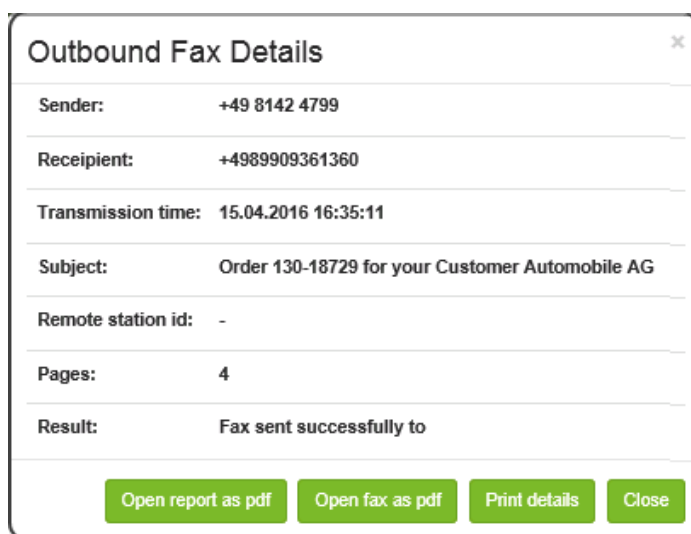
You will receive the link to the ixi-UMS Web Journal and the login data via e-mail from your administrator.

You must login with your e-mail-address and your password.

After login you can see all informations about send and received ixi-UMS messages.



Service	Date	Remote station	Subject	
←	26.05.2016 15:38:29	+491629891936	Hallo, please call me toby. Best regards	Details
←	24.05.2016 08:20:47	+4989909361360	Order 130-18729 for your Customer Automobile AG	Details
→	20.05.2016 09:12:00	+499412971036	-	Details
→	18.05.2016 16:57:54	+4327725248160	-	Details



You can displayed all relevant data for send an receipt ixi-UMS message in detail.

If the option "Archiving" activated in ixi-UMS Business Server, you can open, print and save all SMS and fax messages include reports. Also you can save and listen your voice messages.

**Requirement:**

Internet Explorer 10 or higher,  
Mozilla Firefox 39 or higher

### 3 Sending ixi-UMS messages

Sending faxes, voice-messages and SMS is similar to sending e-mails. Whether you can use your [default mail client](#) or the [ixi-UMS SMTP client](#) to send ixi-UMS messages will be communicate to you by your administrator.

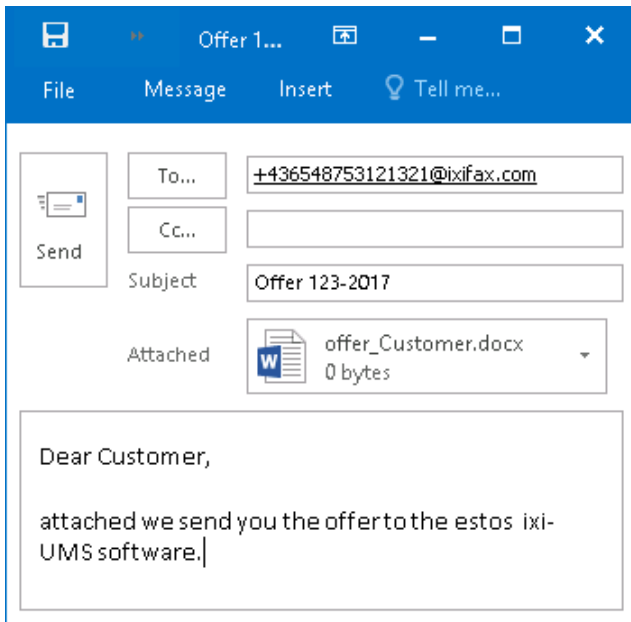
#### 3.1 with your default mail client

Sending faxes and SMS is as simple as sending e-mails. You can even enter multiple recipients (e.g. to an e-mail-recipient and a faxnumber) and also answer and forward the received message.

In order to distinguish the ixi-UMS Business system between the different message types (fax, voice, SMS), the desired service (fax, SMS, voice) must be specified in the "domain part". The examples show the default domain ixifax.com, ixisms.com, ixivoc.com.

##### Valid for all mail clients/mail systems

You create a new e-mail and write the text in the e-mail body. You can also attach a document (e.g. Word, PowerPoint or Excel). Now address the message accordingly and send it.



Regardless of the mail client and mail system, the addressing is always the same and depends on the domain specified by the administrator during installation.

##### Addressing of a fax:

Open a new memo and address it with <fax number>@<ixifax.com>

Example:

+49814247993422@ixifax.com  
0814247993422@ixifax.com  
47993422@ixifax.com  
[47993422@ixifax.com](mailto:47993422@ixifax.com)

NOTE: Do not use any characters except numbers and "+" in the user's part (the part before the @)

The addressing of an **SMS** or a **voice message** differs only in the specification of the message type in the domain.

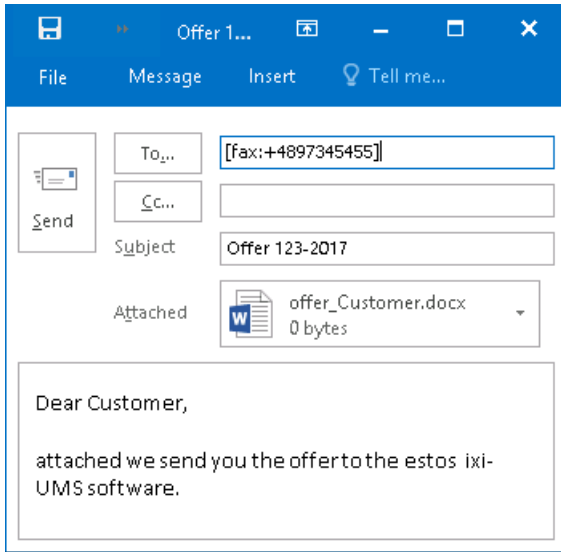
Fax:	+49814247993422@ixifax.com
SMS:	+491711234567@ixisms.com
voice message	+49130457894@ixivoc.com
Text to Spech	+494065987454@ixitts.com

##### Remark:

The domain part <ixifax.com> could have been changed by your administrator. Please ask your administrator.

### Optional: Additional addressing for Outlook with Microsoft Exchange

When an MS Exchange Server is applied, you can use the addressing as described bevor as well as the addressing portrayed in the following. Please ask your administrator.



Addressing of a fax:  
Open a new e-mail and address it with [Fax:<fax number>]

Example:  
[Fax:+49814247993422]

**Addressing of an SMS**  
[sms:<phone number>]  
Example:  
[sms:+491711234567]

**Addressing of a voice mail**  
[voc:<phone number>]  
Example:  
[voc:+491711234567]

### 3.1.1 Addressing Faxes via the "To"-Field

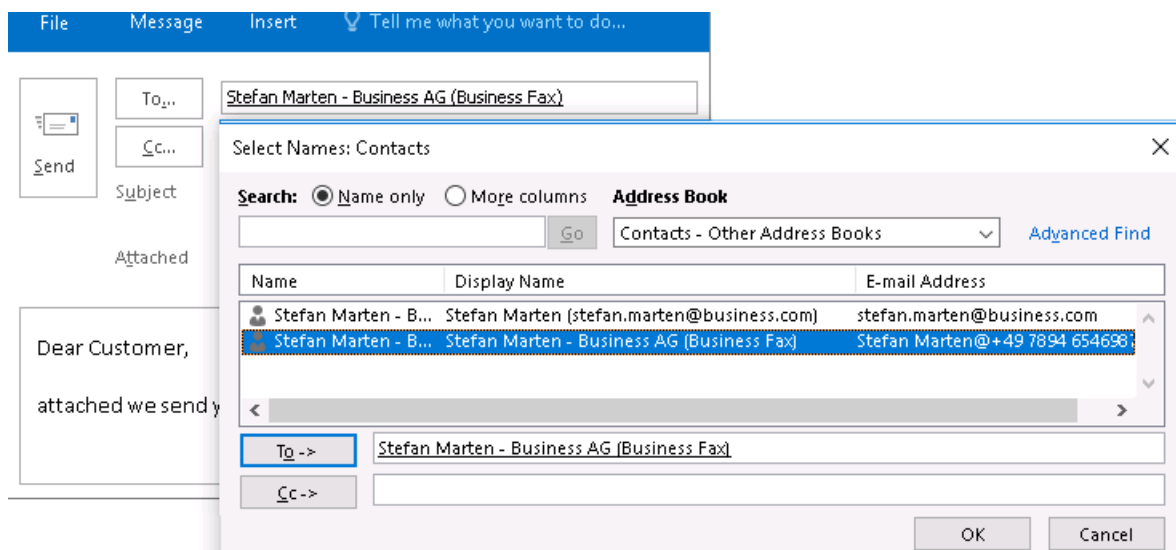
When an MS Exchange Server is deployed at your company, you can address your faxes via the selection in the "To"-field, just like with e-mails.

For further information, please refer to "[Entry of the Phone Number in a Contact](#)".

#### 3.1.1.1 Exchange / Outlook

As you have already stored your private contacts in the Outlook Contacts, it makes sense to use them for sending fax messages:

- Open a new e-mail and click "To" - The dialog below opens
- Choose the address book the contact is stored in (e.g. Global Address Book or your private contacts)
- Search for the contact you want to send a fax to ("Type Name or Select from List")
- Choose e.g. Peter Smith (Business Fax). The additional information in brackets makes it easier for you to distinguish between e.g. a phone number and the fax number.
- Click "To" and the name is displayed in the field "Message Recipients"
- If you have finished your selection, click "OK"



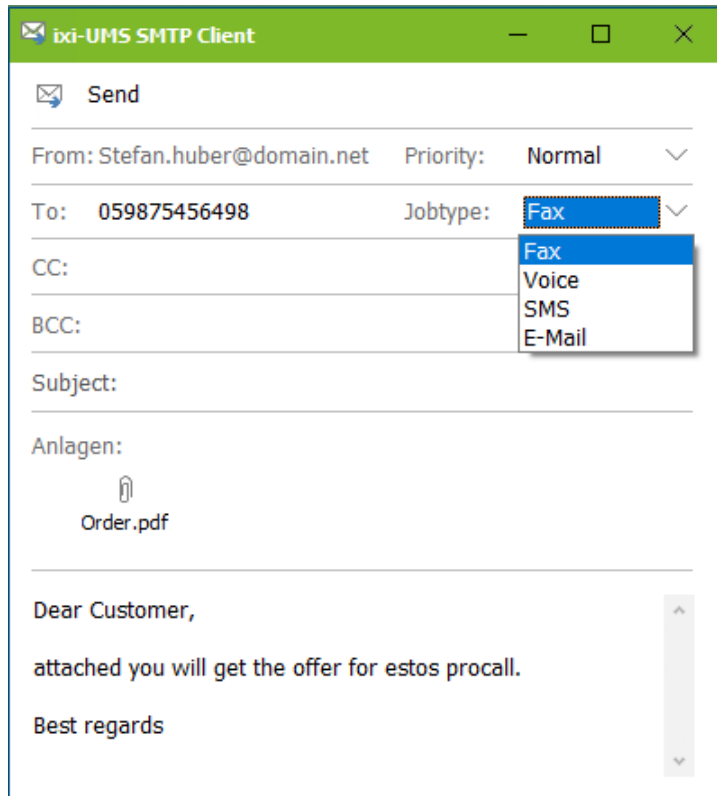
## 3.2 with ixi-UMS SMTP Client

If it is not possible to send the faxes via your existing mail client, the ixi-UMS SMTP Client (component of ixi-UMS Business Client Tools) was installed on your workstation. This is an "e-mail" which can be sent as a fax, SMS, TTS or voice message.

**Before you use it**, you must specify your e-mail address in the [ixi-UMS Client Tools Settings](#). If you have not yet entered an e-mail address, it will be requested at the first start.

If a document is printed via the printer "ixi-UMS Fax" or pulled into the collection box, the ixi-UMS SMTP client opens.

You can also open the ixi-UMS SMTP Client from the Start menu at any time.



It always opens a new message, which you only have to address.

In the AN field, enter the recipient number.

Depending on the available services, you can optionally select whether the message should be sent as a fax, SMS, TTS or Voice.

Optionally, you can set the priority.

As with a normal e-mail, you can specify a subject and write a text to the e-mail body.

You can also attach a document only or in addition. Simply drag and drop the desired document into the "E-Mail".

Which documents (Word, PDF, Excel) you are allowed to send will be communicated to you by your administrator.



## 4 Features of the ixi-UMS Client Tools

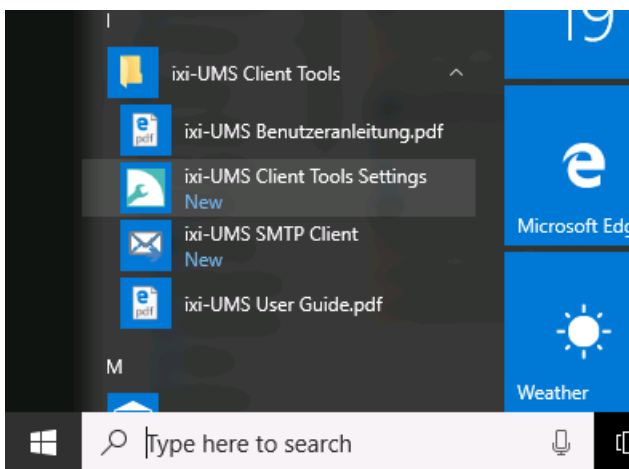
Independent of the mail client version you use, some new features are available after having installed the ixi-UMS Client Tools:

The ixi-UMS Client Tools include:

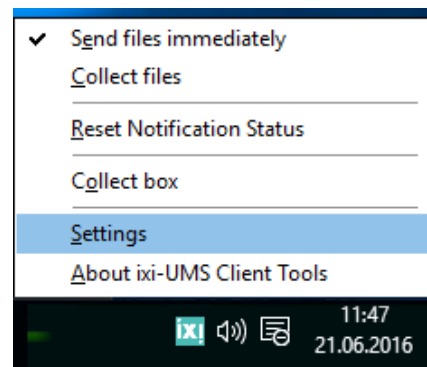
1. Fax printer driver to send faxes out [of different applications](#)
2. [Mail merge fax module and Auto fax](#) module for MS Word (Word macro)
3. Fax, SMS [buttons/menus for MS Outlook](#) add-in (Optional)
4. Sending of messages by [Drag&Drop](#) (system tray)
5. [Collecting faxes](#). This feature enables to print out of different applications (e.g. CorelDRAW file and Excel table) via the virtual printer driver and unite them in one fax (system tray)
6. Own [mail client](#) (optional)
7. %IXI-UMS%> PS Drucker to sending faxes by using control character

### 4.1 ixi-UMS Client tools settings

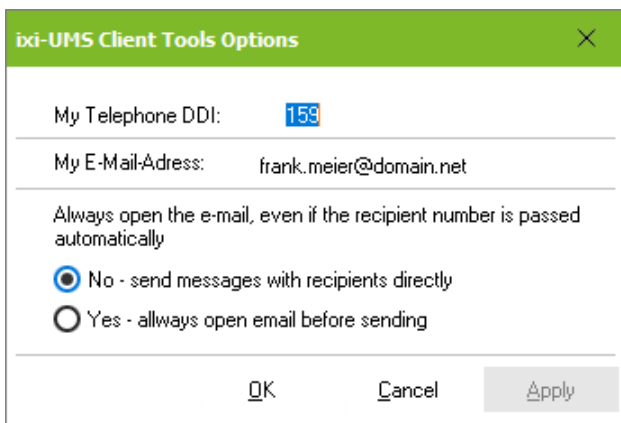
The ixi-UMS Business Client Tools settings are available when the ixi-UMS Business Client Tools are installed.



You can open the settings via Start - Programs -ixi-UMS Client Tools - ixi-UMS Client Tools Settings or via systray - settings.



The available settings depend on the installed options.



#### My Telephone DDI:

Entering the own extension/DDI is only required if:

- service "Voice" is available **and**
- if Outlook is used and the "Outlook Add-Ins" are installed, too.

#### My E-Mail Address:

If you use the [<%IXI-UMS%> SMTP client](#) to send ixi-UMS messages, you must specify your e-mail address.

#### Always open the e-mail....

Here you have to specify what should happen with the e-mail when you create faxes via "[Autofax](#)" or the [collection box](#), specifying a recipient number.

- **No - send message with recipients directly**

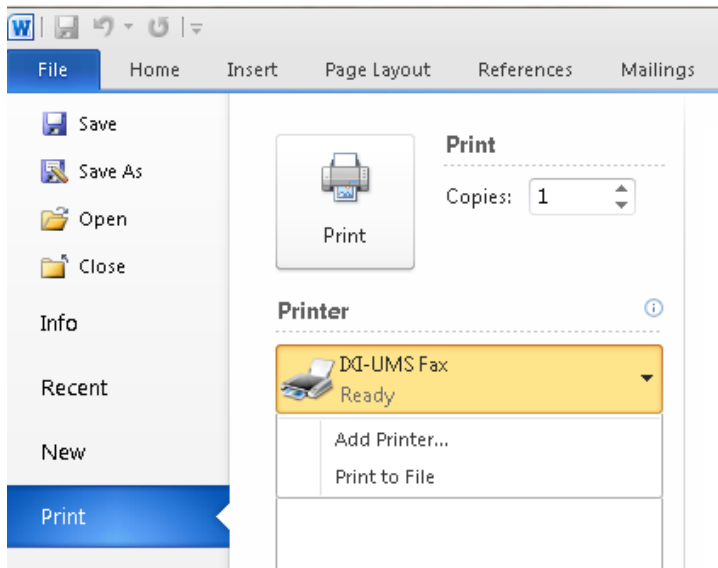
A fax is created and sent immediately. No e-mail is opened / displayed.. If you use your standard mail client, you can view the message under "Sent Items"

- **Yes - always open the e-mail bevor sendindig**

A new e-mail is always displayed. You can correct the recipient numbers, view the attachment and enter a text into the e-mail.

## 4.2 ixi-UMS Fax Printer

You can create and send a fax out of any Windows application. In order to send a document by fax, you have to print the document via the virtual ixi-UMS fax printer driver.



If you want to send a fax out of any Windows application, please proceed as in the following:

- Create a document (e.g. in PowerPoint)
- Go to File / Print
- Choose "ixi-UMS Fax" Printer

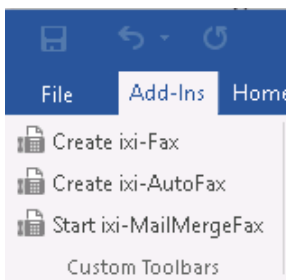
The document is converted automatically and your default mail client or the [ixi-UMS SMTP Client](#) is started and opens a new e-mail.

The virtually printed document is attached to an e-mail as a TIFF-file.

If you want to send multiple documents as one fax, start "[Collect files](#)"

## 4.3 Using the Word Macros

As the feature Microsoft Word is often used, ixi-UMS Client Tools offer Word macros for the comfortable sending of faxes. It is possible to send faxes directly out of Microsoft Word using the Word macros.



If these "Word macros" are installed for you, you will find some additional "ixi-buttons" under "Add-Ins". The Word macros provide the following features:

### **Create ixi-Fax:**

Prints automatically via the printer <% IXI-UMS%> Fax

### **Create ixi-AutoFax:**

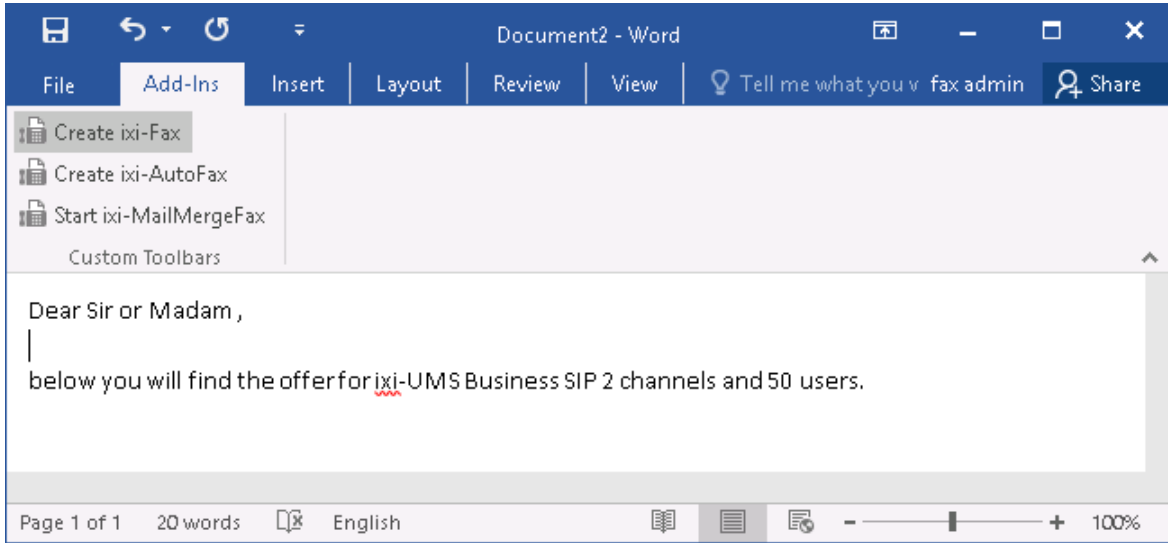
Reads the fax number from the document and sends it automatically.

### **Start ixi-MailMergeFax:**

Sending mail merge faxes: Merges the mail merge document and data records out of a data source and sends it automatically.

### 4.3.1 Create ixi-Fax

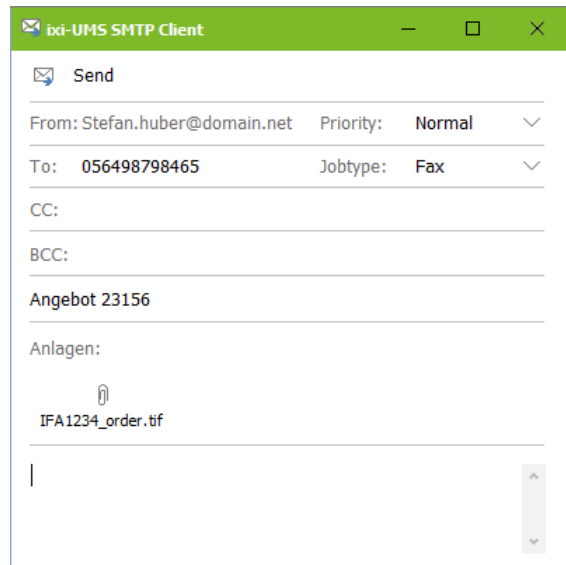
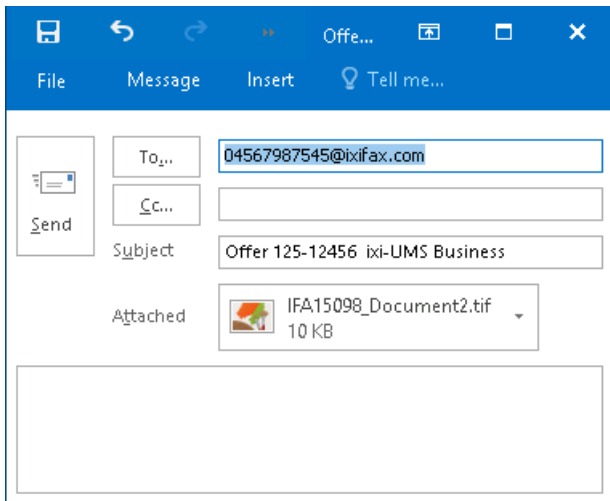
Sending faxes directly out of MS Word: Uses the ixi-UMS fax printer driver and starts the printing process.



The document is converted automatically and your default mail client oder the [ixi-UMS SMTP Client](#) is start and open a new e-mail.

The virtually printed document is attached to an e-mail as TIF-file.

You only have to [address and send](#) the new e-mail.



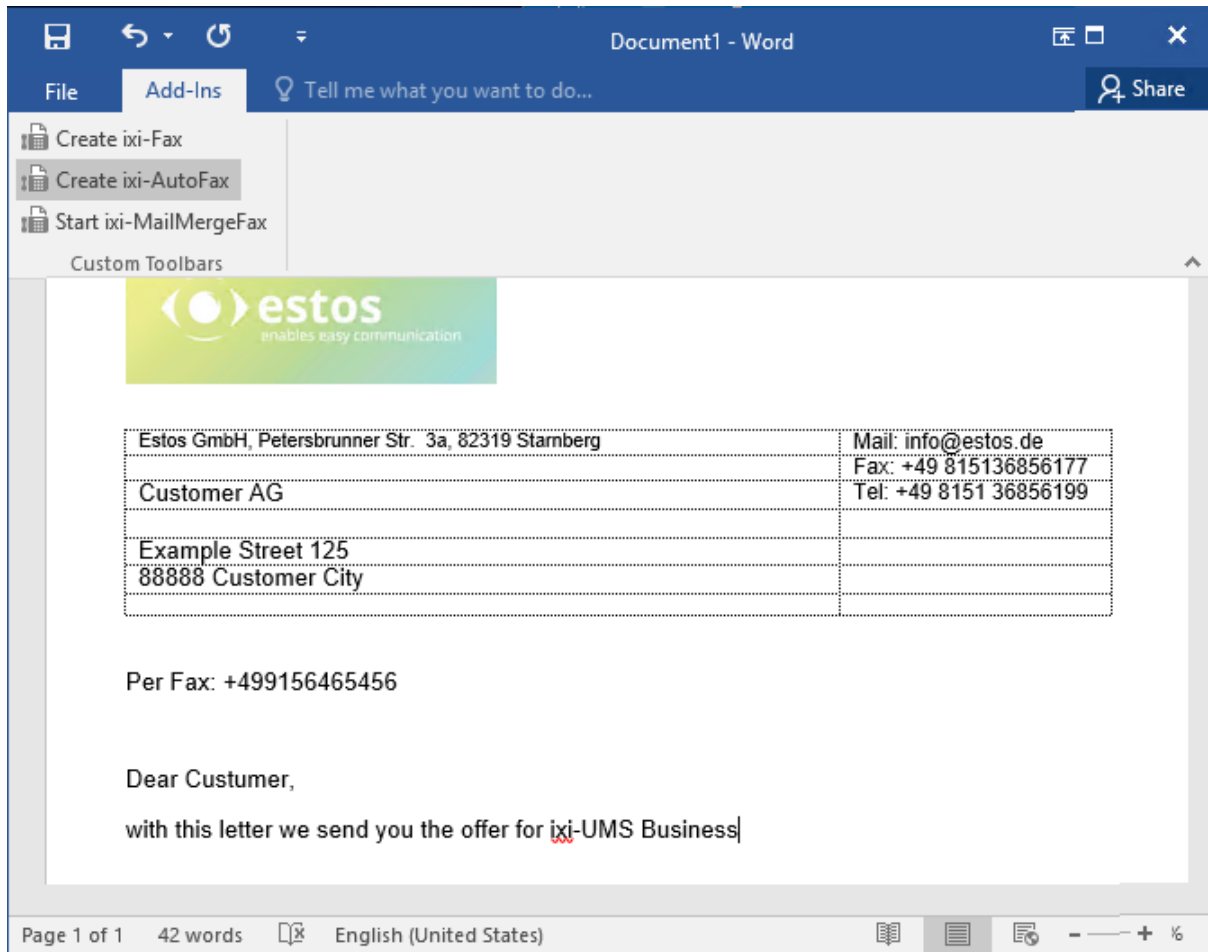
**Note:**

If you want to send multiple documents as one fax, start "[Collect files](#)"

### 4.3.2 Create ixi-AutoFax

Create your Word-document. The fax number to which the document is sent has to be included in the document and must be in the following format: Fax: +49814247993422 (as a predefined syntax is needed for the tracking of the fax number).

Note: The specification must not be in a table!



Click on the tab Add-In and select "Create ixi-AutoFax"

The document is printed via the ixi-UMS fax printer driver and sent via your [default e-mail client](#) or the [<% IXI-UMS%> SMTP client](#) to the fax number contained in the document.

Depending on how you set the behavior of the ixi-UMS Business Client Tools in the [settings](#), the message is sent directly or a new e-mail is opened.

If you are using your [standard mail client to send](#), you can view the sent document under "Sent Items".

**Note:** If you have more than one fax number included in the document, the fax number you want to send the document to must be the **first** in the document!

### 4.3.3 Start ixi-MailMergeFaxe

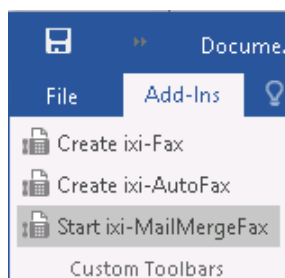
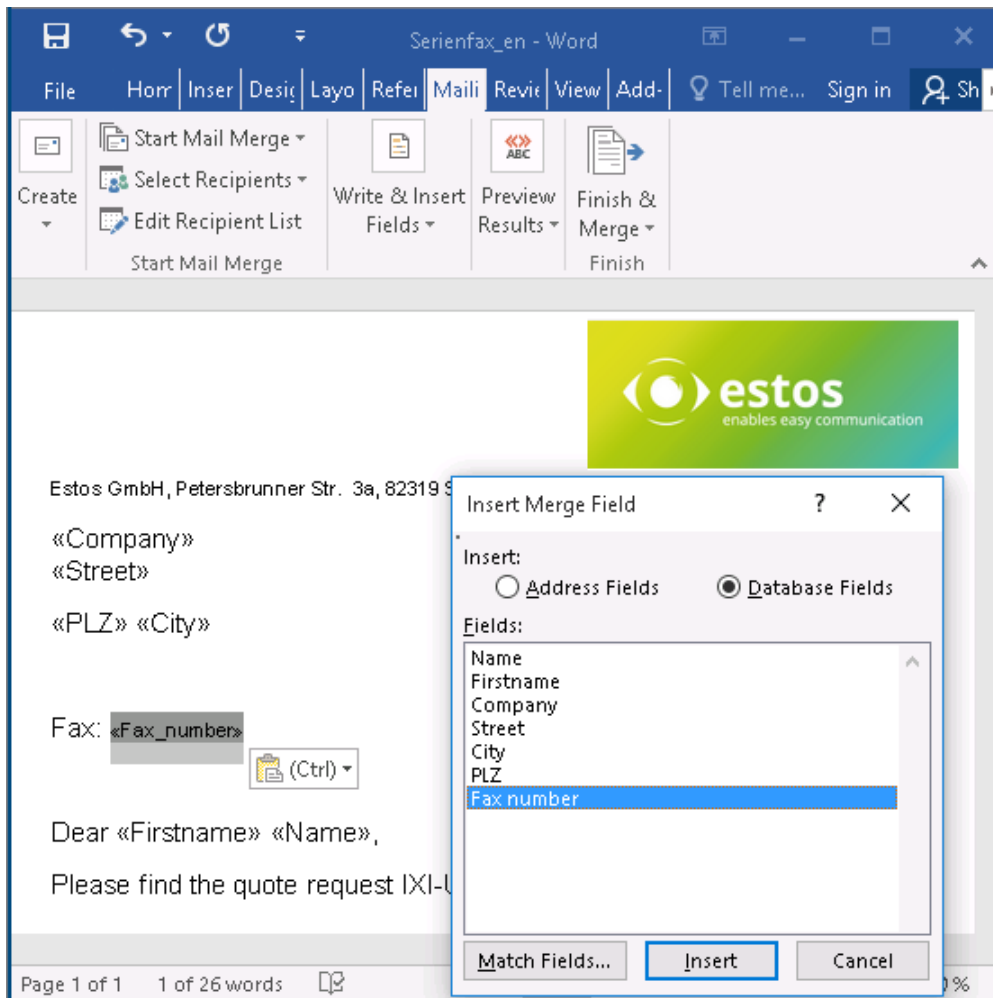
If you want to send the same fax to different recipients (e.g. a mailing), you can use the feature MailMergeFax. Sending mail merge faxes is very simple when you are already used to sending mail merges.

Mail merge faxes are documents you want to send to different recipients via fax. You do not have to insert every fax number and recipient name manually, but can use a data base for the sending of these mail merge faxes.

**NOTE:** During the creation of the mail merge fax, you have to insert data specified in a data base (similar to creating mail merges with MS Word). Due to this fact, it makes sense to create a data base with the appropriate data beforehand. Furthermore, it is important that the selected data sources contain the fax numbers of the recipients.

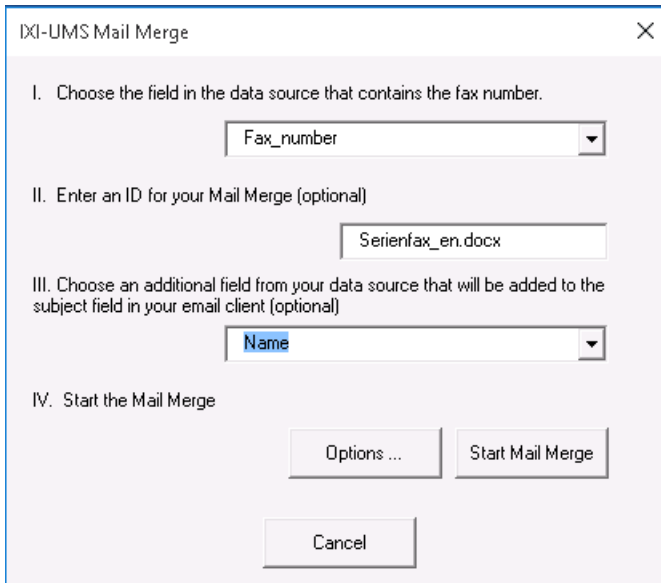
Proceed as in the following:

- Create the document you want to send as fax
- Proceed as with mail merges (selecting the data from a data base etc.)
- As with sending mail merges, you insert the address data that you want to appear in the document ("Insert Merge Field")



Having included all the data, click on the tab Add-In and select "Start ixi-MailMergeFax"

The following dialog appears:

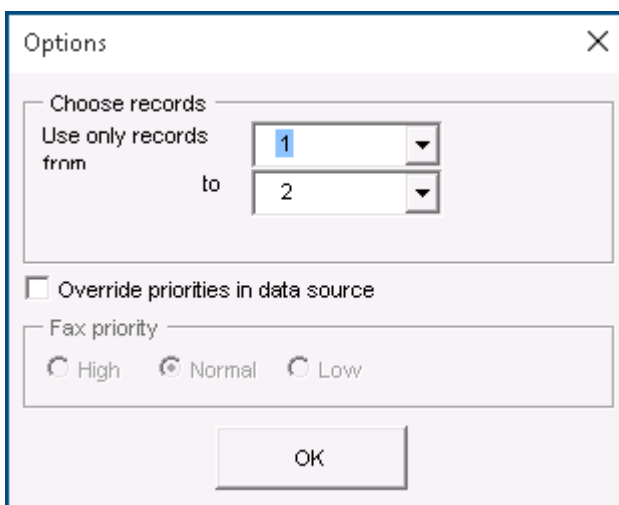


Here, you must specify the field which contains the fax number. Optionally, you can enter a name for the fax message.

The name appears in the Mail-Subject and sending reports so that you can assign the reports to a particular mailing, e.g. "Workshop".

Moreover, you can enter an additional field which also appears in the "Subject"-field of the sending reports an E-Mail.

Now you can either start the mail merge or go to "Options" and the following dialog appears:



Here you can restrict the number of records in the data source used for the mail merge faxes

e.g. if you want to send 1000 mail merge faxes, you could divide the records into two parts of 500 each:

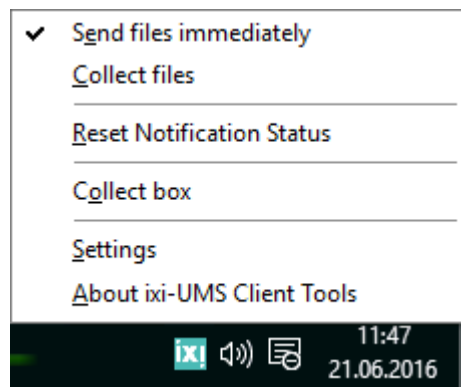
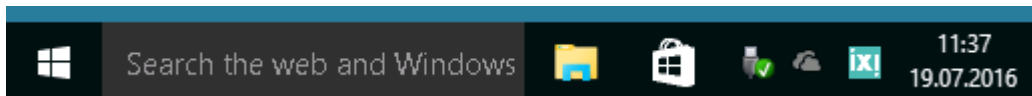
"Use only records from 1 to 500" in the first step and "Use only records from 501 to 1000 in the second step.

If you mark "Override priorities in data source", you can change the priority with which the faxes are sent. If you mark "Low", the faxes are sent within a predefined time frame, e.g. between 2 a.m. and 5 a.m. (this time frame must be specified by your administrator).

## 4.4 Using the System Tray Application

The following features are optional and may not be available. Please turn to your system administrator.

In the right-hand bottom corner, you can see a system tray icon called ixi-UMS, which belongs to the ixi-UMS Client Tools and helps you with sending your messages.

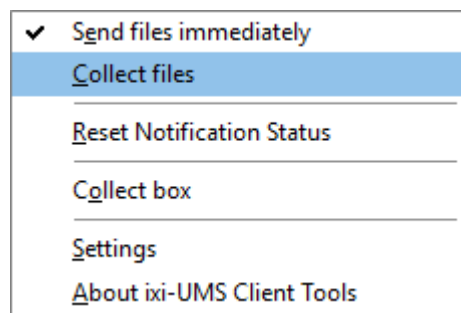


Right-click on the ixi-UMS icon and the following dialog appears:

- [Collect box](#)
- [Collect files](#)
- [Reset Notification Status](#) (optional)
- [Options](#)

### 4.4.1 Collect files

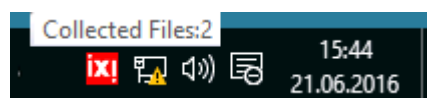
Using the feature "Collect files", it is possible to send different types of files (e.g. a Word document and an Excel sheet) in one fax message over the virtual printer driver. You do not have to send faxes out of every application as described in the chapter "[Sending via the virtual printer driver](#)", but can collect the different files and send them altogether in one fax message.



Proceed as follows:

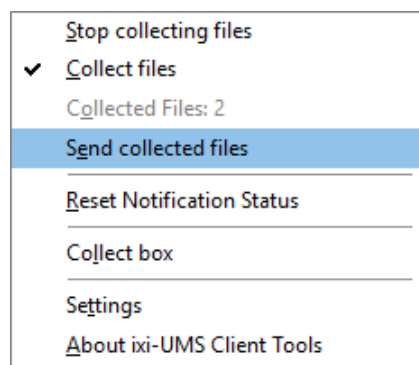
Click on "Collect files" and all the documents / files you print via the printer "ixi-UMS Fax" are collected.

Create the documents in the different applications (e.g. a PowerPoint file, a Corel Draw file and an Excel sheet) and print them one after the other.



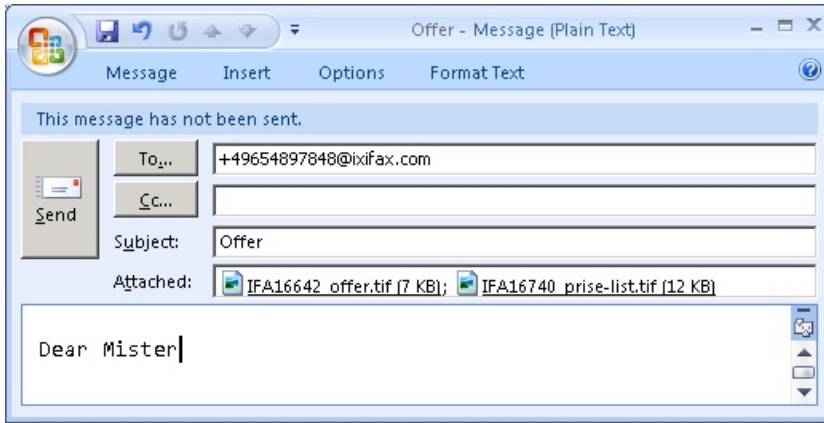
The ixi-UMS symbol in the system tray is now displayed in red.

If you go to the ixi-UMS icon with the mouse pointer, you can see how many files have already been collected.



In order to send these documents / files, right-click on the ixi-UMS icon again

Instead of "Collect files", the text "Send collected files" appears



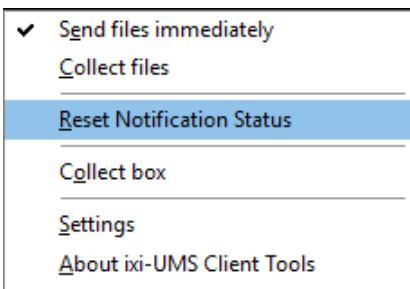
An e-mail form appears (all the files you want to send via fax are already attached)

Address the fax as explained above; you can also enter a text in the e-mail body if you want to.

All attachments are sent in one fax

#### 4.4.2 Reset Notification Status

If you use the feature "notification" from the ixi-UMS voice-mailbox, you will be informed about new messages by MWI, SMS or Voice Call. There for the ixi-UMS Server stores information about the count of incoming messages and reset this counter only if you listen to your messages via telephon.



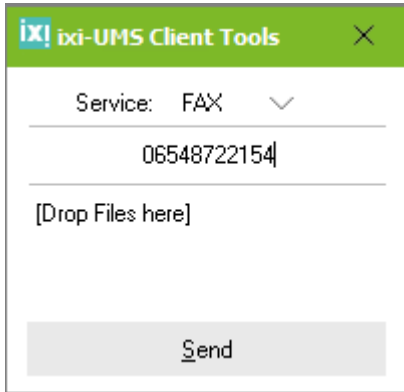
The ixi-UMS System can not recognize, if you open a new Message at your Outlook client and can not inform you about new incoming messages.

To reset the ixi-UMS Message counter, you can use the "Reset Notification Status" to set the status to "zero" on the ixi-UMS Server.



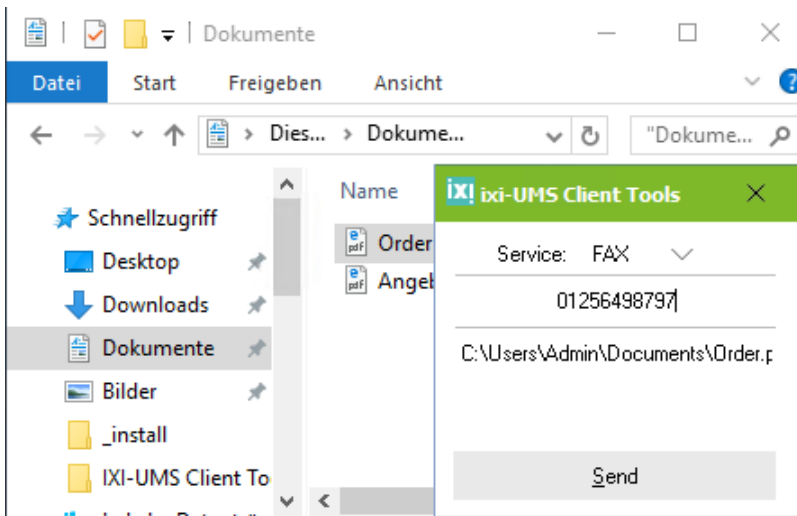
### 4.4.3 Collect box

When using this application, you can send different files directly out of the Explorer by Drag&Drop.



It is not necessary to attach files using Copy&Paste or Insert/File.

Select the service "Fax", "E-Mail" or "Voc", depending on what and which way you want to send something, then enter the recipient number or the e-mail address.

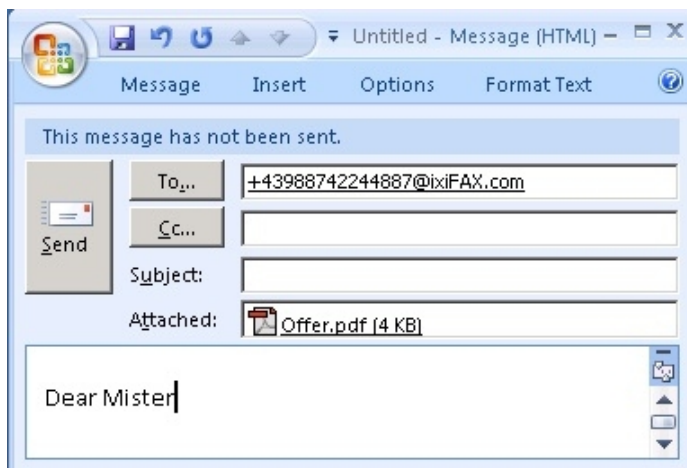


Select the documents in the Explorer and place them in the Collect box by Drag&Drop.

Click on "Send".

Depending on how you have set the behavior of the ixi-UMS Business Client Tools [in the settings](#), the message will be sent directly or a new e-mail will always be opened.

If you have not entered a recipient number, a new e-mail will be opened.



The file(s) you selected is/are attached. Furthermore, you have the opportunity to enter a "Subject" and an additional text in the e-mail body.

If you have not entered a fax number/E-Mail-Address by now, you can enter it manually in the "To"-field.

Click "Send" and the fax is sent

You can proceed the same way if you want to send e-mails or voice mails. Instead of selecting the service "FAX", select EMAIL or VOC.

### 4.4.4 Options

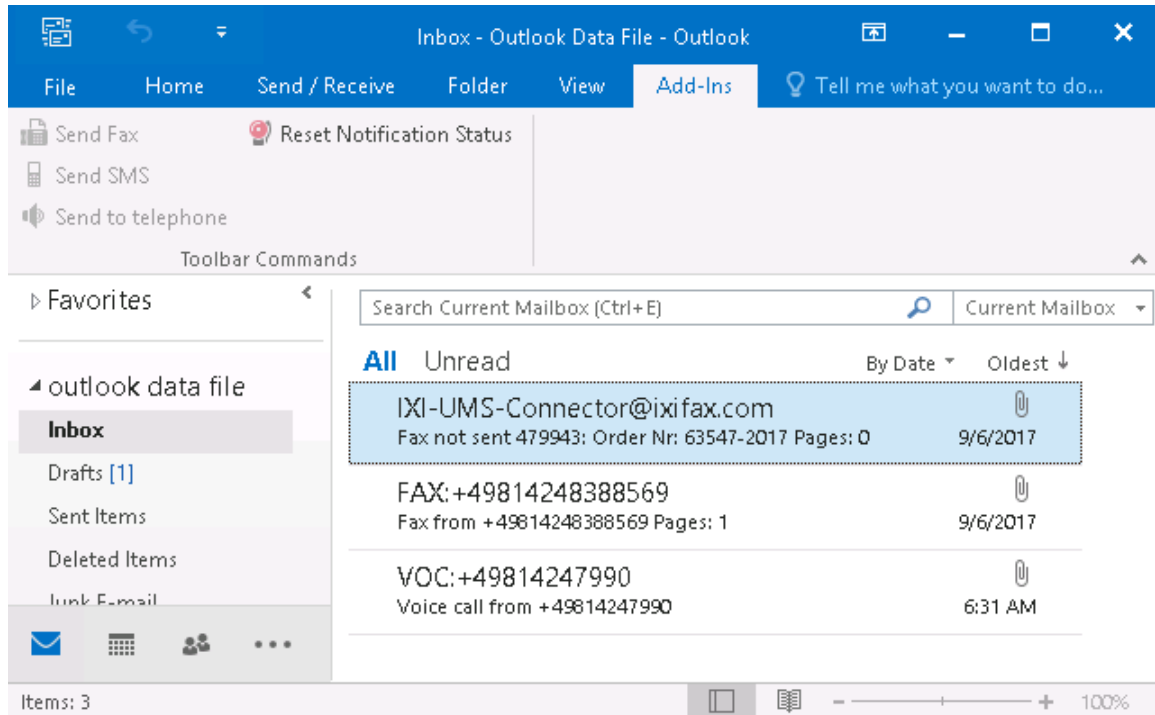
here you can open the [ixi-UMS Client Tools Settings](#).

## 4.5 ixi-UMS Button for mail clients

In Exchange/Outlook environment, new buttons on the Add-In tab exist in Outlook after having installed the ixi-UMS Client Tools.

### 4.5.1 Exchange / Outlook

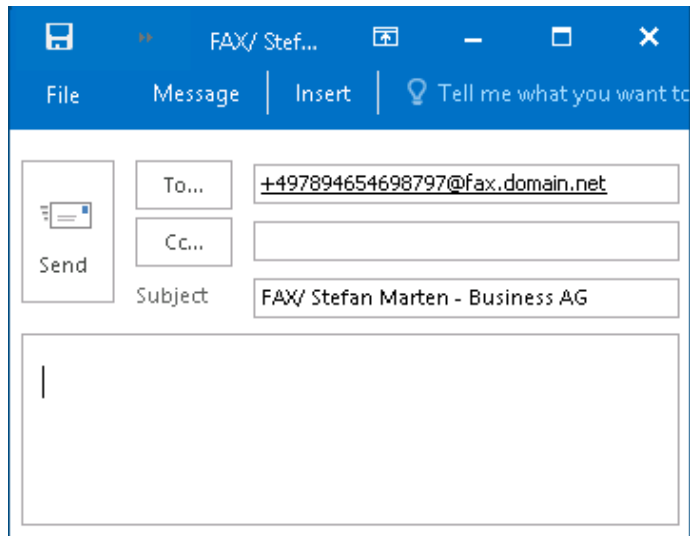
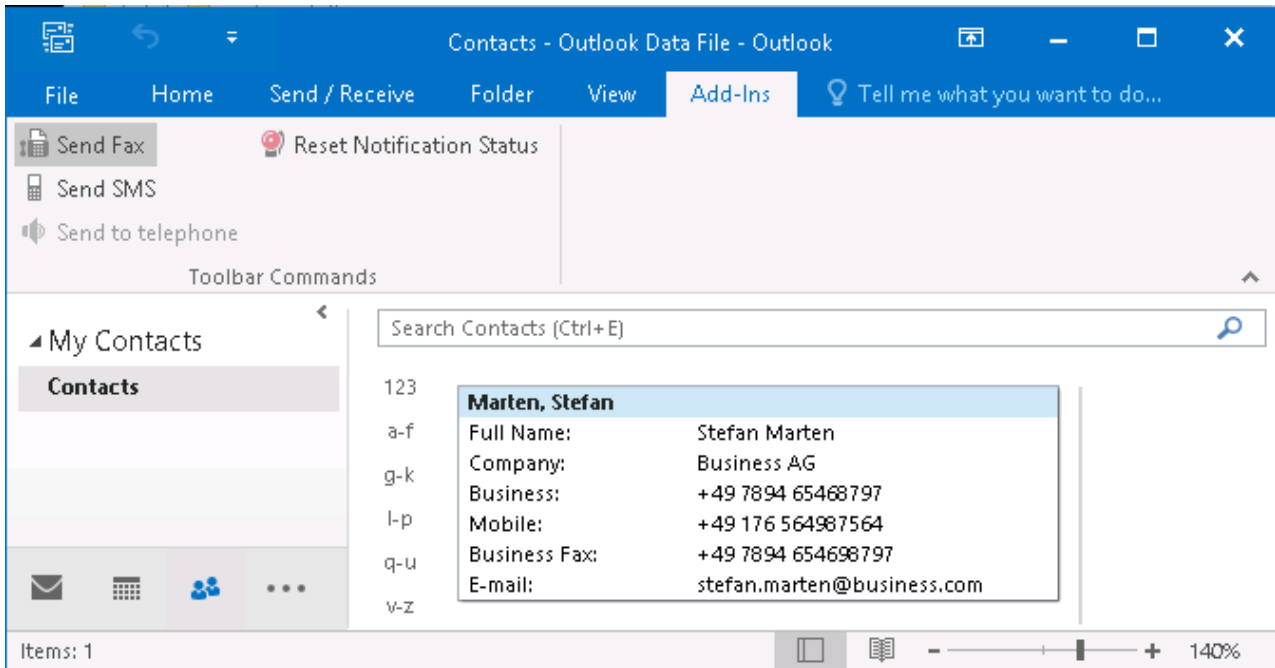
The Outlook add-ins are additional buttons in your Outlook e-mail client. The ixi-UMS Client Tools enhance Outlook and its functionality. You can use it when you want to [send a fax](#) or [an SMS](#) directly out of the Outlook Contacts by one mouse-click. Furthermore, you can make use of it when you want to send an incoming voice mail directly [to your telephone](#).



### 4.5.1.1 Send Fax

In order to send a fax via a Contact, please proceed as in the following:

- Go to the respective Contact you want to send a fax to
- Click the Tab Add-Ins and select "Send Fax"



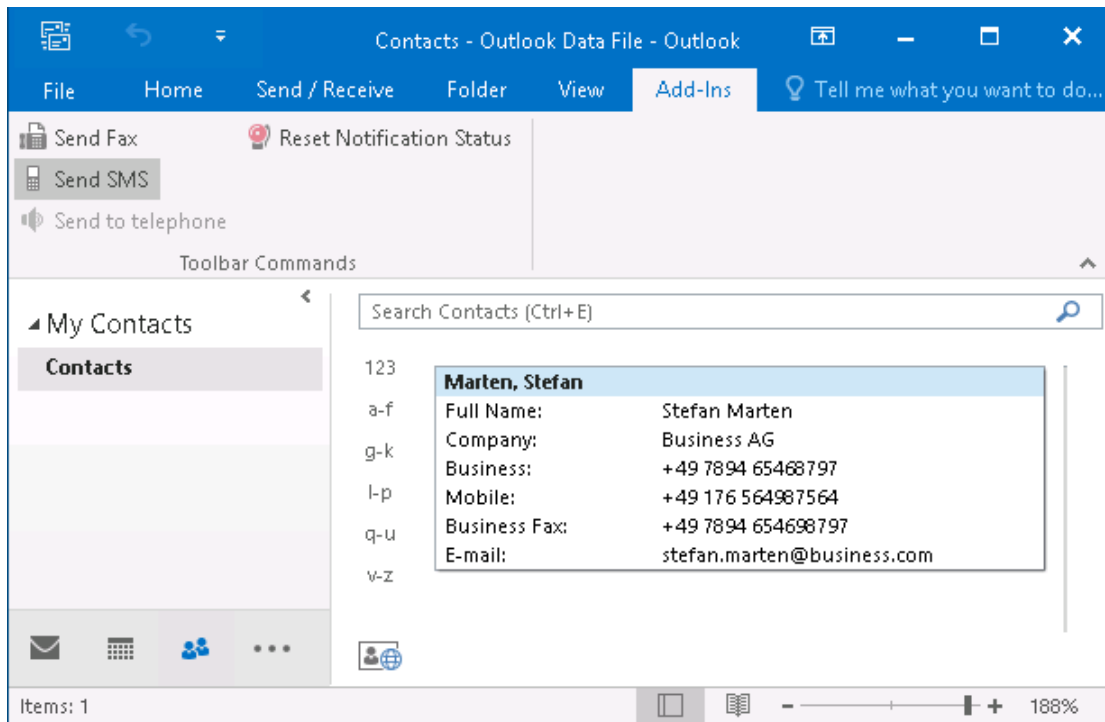
A new e-mail opens with the fax number already included in the "To"-field  
You can now proceed as when writing an e-mail and enter a subject and text in the e-mail body  
You can also attach (a) document(s) if you want to

Click "Send"  
You receive a sending report in your inbox about the delivery status (e.g. Fax sent successfully)

### 4.5.1.2 Send SMS

In order to send a short message (SMS) via a Contact, please proceed as in the following:

- Go to the respective Contact you want to send an SMS to
- Click the Tab Add-Ins and select "Send SMS"

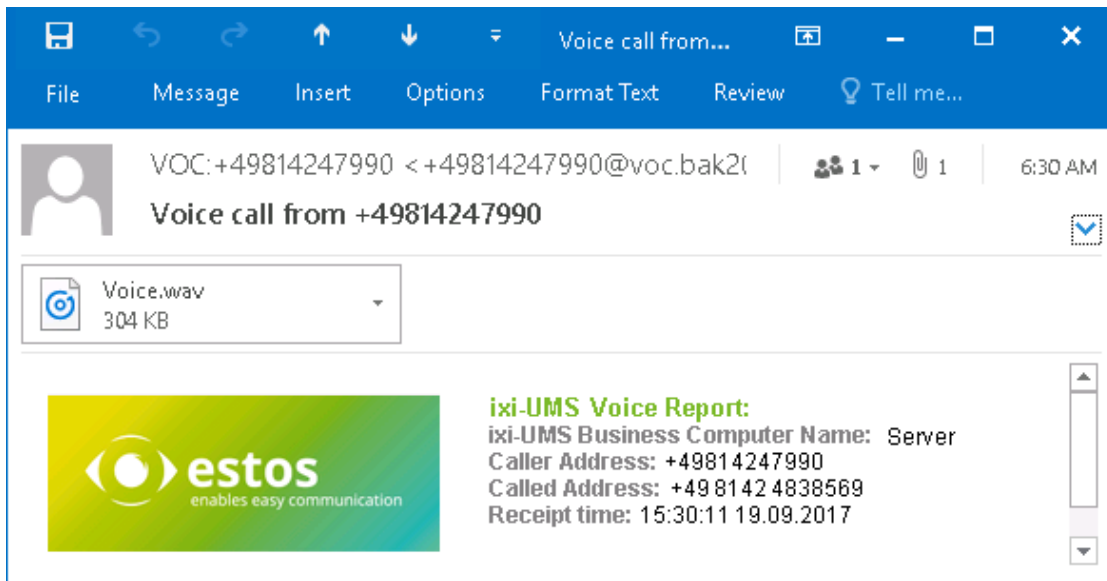


- A new e-mail opens with the mobile phone number already included in the "To"-field
- You can now proceed as when writing an e-mail and enter a subject and text in the e-mail body
- Click "Send"
- You receive a sending report in your inbox about the delivery status (e.g. SMS sent successfully)

### 4.5.1.3 Send to Telephone

A voice mail has a wav-file attached to the e-mail message.

You can either double-click on the attachment and use the media player for listening to the message or listen to it via your telephone.



When your PC is not equipped with a sound card or loudspeakers or you want to listen to your voice mails on the phone discretely, you can do that by sending the message to your telephone.

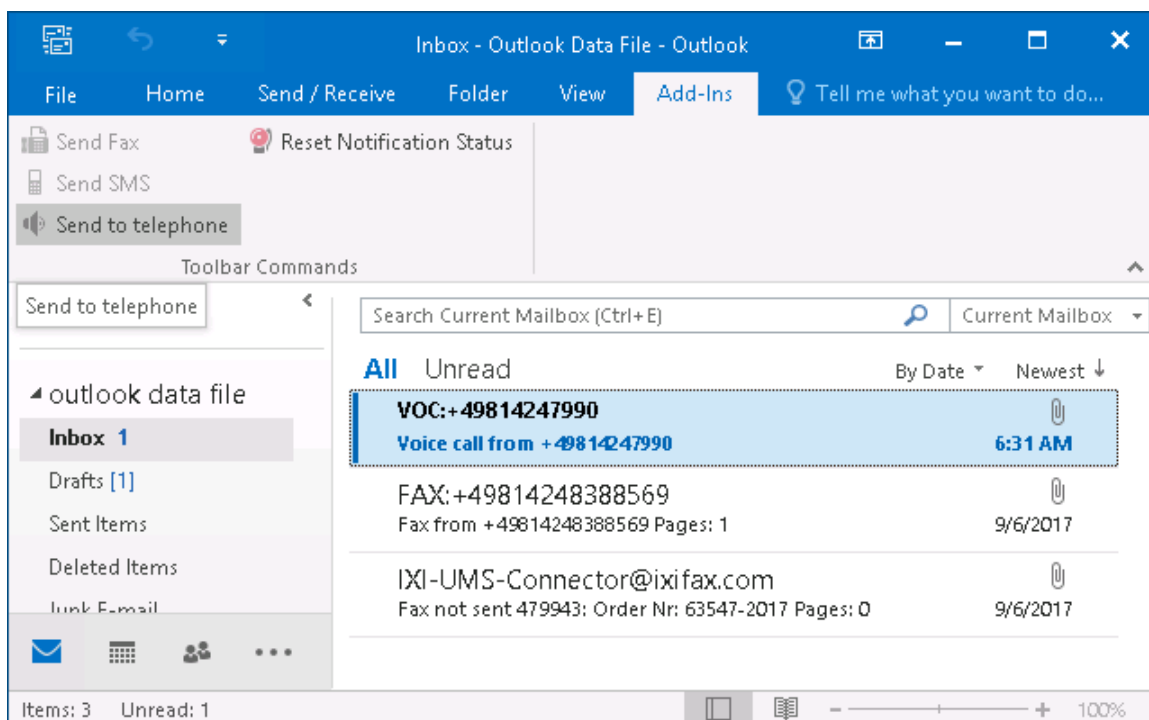
You can forward the e-mail to the adress: <your [DDI@ixivoc.com](mailto:DDI@ixivoc.com). Please see also Sending ixi-UMS messages - [with your default mail client](#)

If the ixi-UMS Outlook add-in is installed, you can forward the e-mail over the "Send to telephone" selection.

In this case, you must define your phone extension [in the settings](#).

First of all, you have to select the respective voice mail

- Click the Tab Add-Ins and select "Send to telephone"



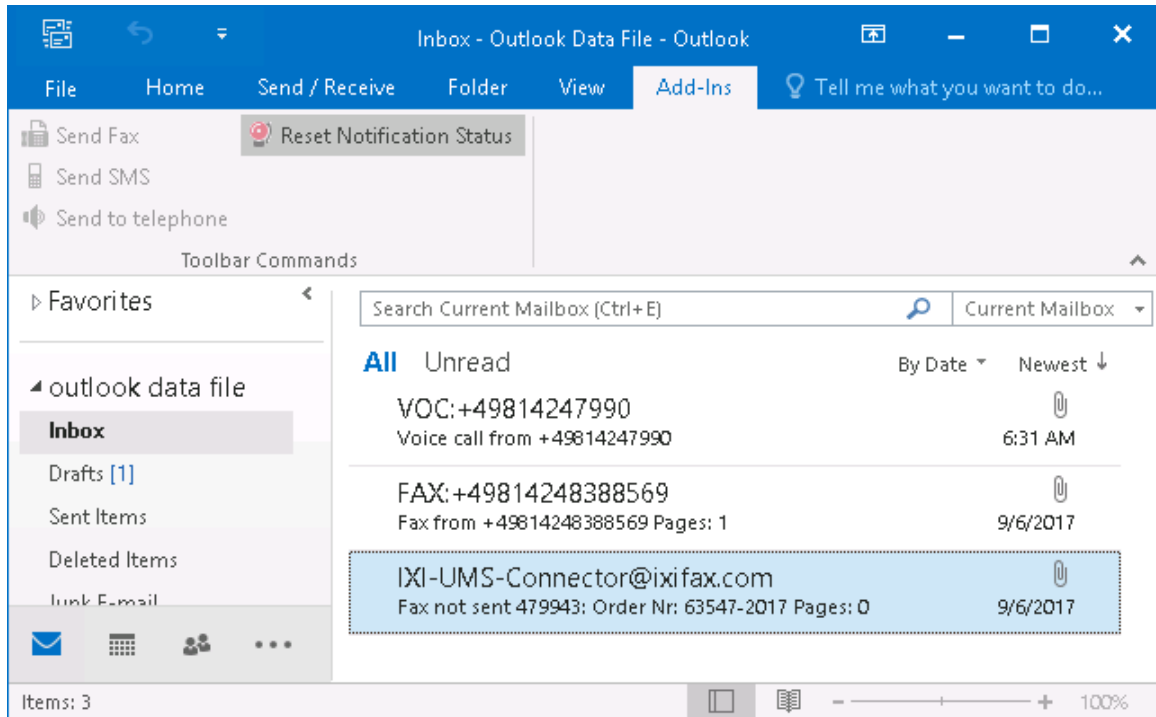
You now can listen to the voice mail on your telephone

#### 4.5.1.4 Reset Notification Status

If the ixi-UMS Business system is set up like that you will be informed about new messages via MWI. The ixi-UMS Business Server store the information about the count of incoming messages. This counter is reset only if you listen to your messages via telephone.

The ixi-UMS System can not recognize, if you open a new Message at your mail client and can not inform you about new incoming messages.

To reset the ixi-UMS message counter, you can use the "Reset Notification Status" to set the status to "zero" on the ixi-UMS Server.



In this case, you must define your phone extension [in the settings](#). This option is also available in the [systray](#).

## 5 Using ixi-UMS PS Printer

With the ixi-UMS Client Tools, another printer is provided. The ixi-UMS PS-printer can read out the fax number and the subject from the document to be printed and can transfer it to the mail client, together with the printed document.

With it, automatically generated documents can also be sent automatically. Precondition is that the needed transfer-parameters are available in the document.

You can find out in the following, what a document shall look like in order that the ixi-UMS PS-printer can read out the needed data.

Please note that the "keywords" (prefix) must be determined by your system administrator. The entries are case sensitive.

## 5.1 Transferring Fax Print Jobs via Control Characters in the Text

The ixi-UMS PS-printer can read out the fax number and the subject from the document to be printed and can transfer it to the mail client, together with the printed document. This way, a fax is addressed and sent automatically.

Some applications transfer the call number and maybe the subject of a fax in the document as text. In this case, the following entries must be contained in the text:

@@FAX: <fax number>@@ @@Betreff: <optional entry of a mail subject>@@

### Remark:

Depending on the configuration, other control characters can be valid as well. Please ask your system administrator which syntax is valid for you.

### Important:

1. This entry can also be multiline.

@@FAX <fax number>@@

@@Betreff: <optional entry of a mail subject>@@

2. The entries do **not** have to be visible.

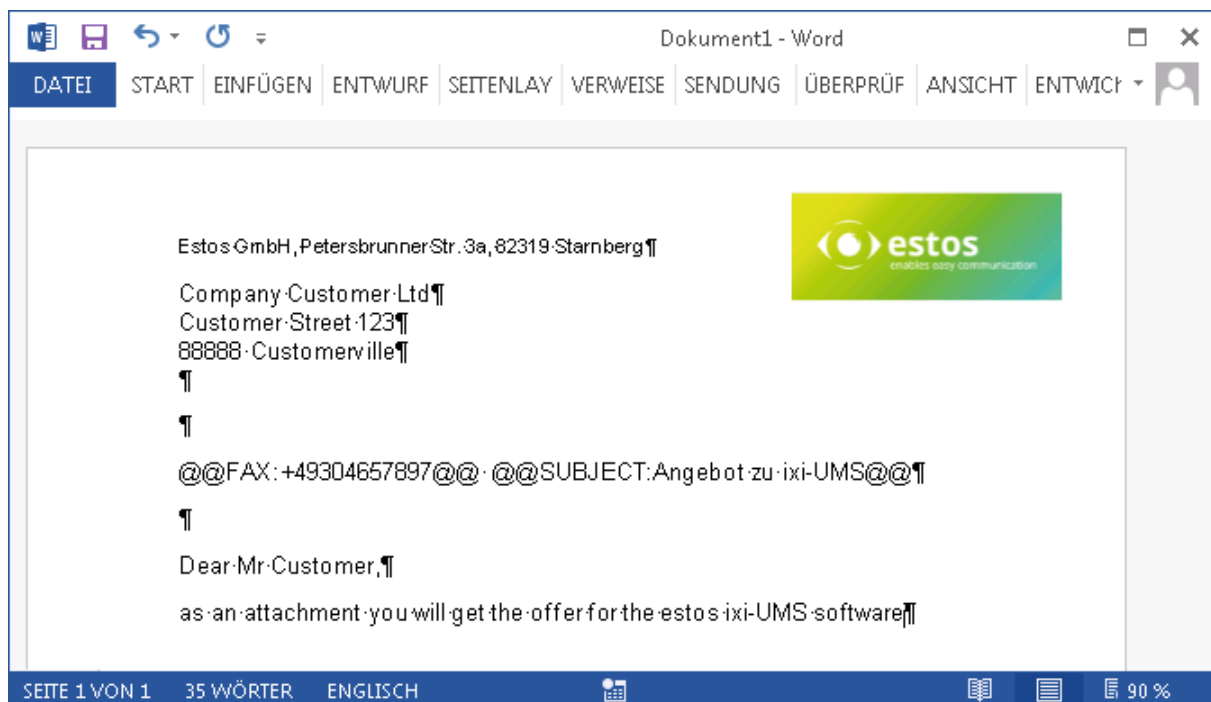
In order that the recipient does not see these entries, they should always be in white.

3. The prefixes are case sensitive.

4. The data cannot be recognized in any font.

The entry of the data and prefixes should be formatted in font Arial, Helvetica or Courier.

When the document is printed on the ixi-UMS PS, it is automatically sent via the mail client. The fax can be inspected at "Sent Items".



### Remark:

If you type in the parameters into a document yourself in order to transfer the fax number automatically, problems may occur with some versions of Word when you want to correct anything.

If you typed in the word "Fax" incorrectly, for example, and want to correct this, this parameter may not be analyzed.

If this effect emerges, please delete the whole line and enter everything again.

### Note:

By the handing over to the mail client umlauts (e.g. ä,ö) from the field "Reference" will not properly hand over. The contents of the Faxes are not concerned by it.



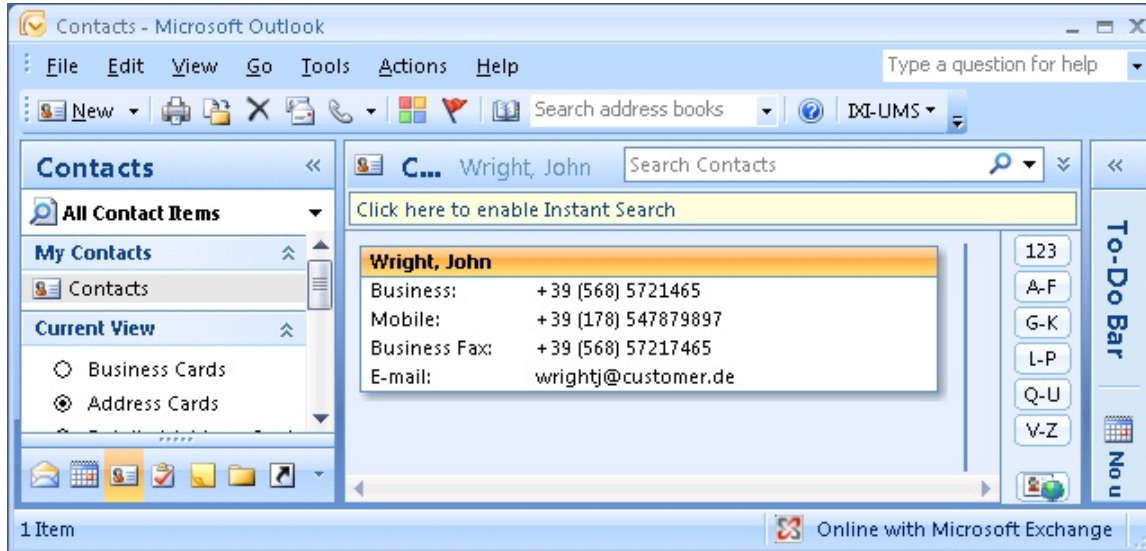
## 6 How to

Here are some remarks listed for the administrator about frequently asked questions.

### 6.1 Entering the Telephone Number at a Contact

You can address faxes and short messages (SMS) directly out of an Outlook-Contact.

Precondition: The call numbers must have been entered in a valid format.

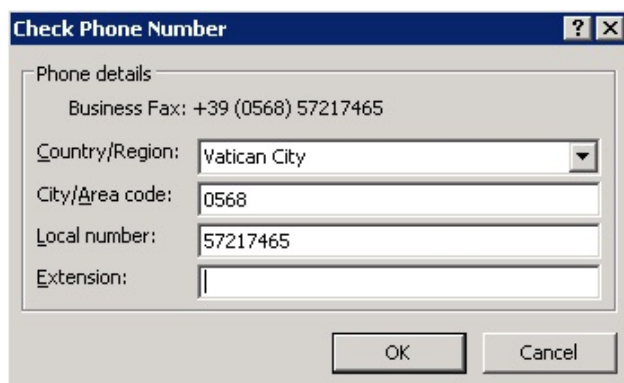


Please take care with phone numbers, fax numbers and mobile phone numbers that they are saved in an international format:

e.g. +49 8142 47990 not +49 (08142) 47990  
08142447990  
47990

Special characters (e.g.: „/“, „(„ „)“, „-“, „ „) should not appear in a telephone number!

Older versions of MS Outlook in some cases offer to bracket or to add 0 to the extension.



Remove the checkmark at "Dialog" with incomplete phone numbers..." and click on "Cancel".

All the call numbers now are saved exactly the way you enter them and are not formatted by Outlook any more.

## 6.2 Cover Pages

In order to be able to design a fax message individually (e.g. by inserting the company logo or the address data of the user), you can create an individually designed cover page, which is inserted during the rendering process.

A cover page is always created when you write **a text into the body of the e-mail**.

Fax cover pages and layouts for faxes can only be set up at the server centrally. Depending on the features deployed, these cover pages can be created according to the sender or the recipient and maybe you then can select the cover page to be used yourself. Please ask your administrator.

Example of a fax message with cover page

The image shows two side-by-side screenshots. The left screenshot is an email client window titled "Workshop - Message (Rich Text)". It shows a message from Patricia Linke to '0814247993422' with the subject "Workshop". The body of the email says "Dear Mr. Smith, please find attached the agenda of the w... If you have any further questions, please... Kind regards Patricia Linke". There is a red circle around a document icon labeled "Workshop.doc". The right screenshot is a generated fax cover page. It has a header with "FAX MESSAGE" and a small photo of a person. Below that is a metadata section with "Priority: ASAP", "From: +49 8142 47993422", "To: 0814247993422", "CC:", and "Subject: Workshop". A red circle highlights the text "Following 1 attachment(s): Workshop.doc". Below the metadata is the same text as the email body: "Dear Mr. Smith, please find attached the agenda of the workshop, taking place next Wednesday. If you have any further questions, please do not hesitate and contact me."

Sent item

Generated cover page

Provided that the user only wants to send these documents, he just does not write text in the e-mail body, but sends the attachments only - no cover page is generated.

## 7 Info

### 7.1 About estos



estos GmbH, headquartered in Olching near Munich, Germany, is a leading manufacturer of software solutions with focus on unified communication with unified messaging, fax, voice mail, SMS and CTI (Computer Telephony Integration) with presence and instant messaging. The products of estos GmbH support existing standards like standard interfaces and standard hardware; proprietary solutions are avoided. The company strives to provide its customers with future-oriented product development, with a focus on integration in available environments.

Contact details:

estos GmbH  
Ilzweg 7  
82140 Olching  
Germany

Phone: +49 8142 4799-0  
Fax: +49 8142 4799-3434  
E-mail: [sales@estos.de](mailto:sales@estos.de)  
Web: [www.estos.com](http://www.estos.com)

For more information about estos GmbH and its products, please visit estos GmbH website.

© estos GmbH All rights reserved. Changes, errors and misprints reserved. Product names are registered trademarks or trademarks of their respective owners. The terms of business of estos GmbH come into force.

### 7.2 Version

Software: ixi-UMS Business Client Tools  
Version: 6 SR3  
Manual: User Manual  
Date: 10/9/2019