ixi-UMS voice-mailbox

User Guide

Inhalt

1   Introduction

The ixi-UMS Voice-Mail Server is essentially a voice mail box system with remote inquiry. It works like your voice box at home, except that also e-mails and faxes can be accessed, if needed.

When a call arrives at your voice box and the caller leaves a message, this message is forwarded to your inbox as an e-mail with WAV-file attachement. You can listen to the message e.g. via your loudspeakers or send it to your telephone.

With the ixi-UMS Voice-Mail Server, you additionally have the option to call your voice box and intercept the message from your inbox. The administrator determines in which language the menu is announced on the phone.

A caller has several options to leave a message:

Conventional:
Somebody calls your ixi-UMS number or is forwarded to it, listens to your announcement and can leave a message then.

Announcement cut:
Somebody calls your ixi-UMS number or is forwarded to it, presses the "0" during your announcement and can leave a message without listening to the announcement.

Menu Selection
If you want to leave it up to the caller whether he wants to leave a message or wants to be forwarded, you can offer this optionally.

1.1   Welcome E-Mail

With the first call to your ixi-UMS voice-mailbox number you will receive in your mailbox the ixi-UMS welcome email.
In the e-mail you will receive your ixi-UMS voice-mailbox number and the automatically generated PIN. The ixi-UMS voice-mailbox number can be identical to your ixi-UMS fax number.
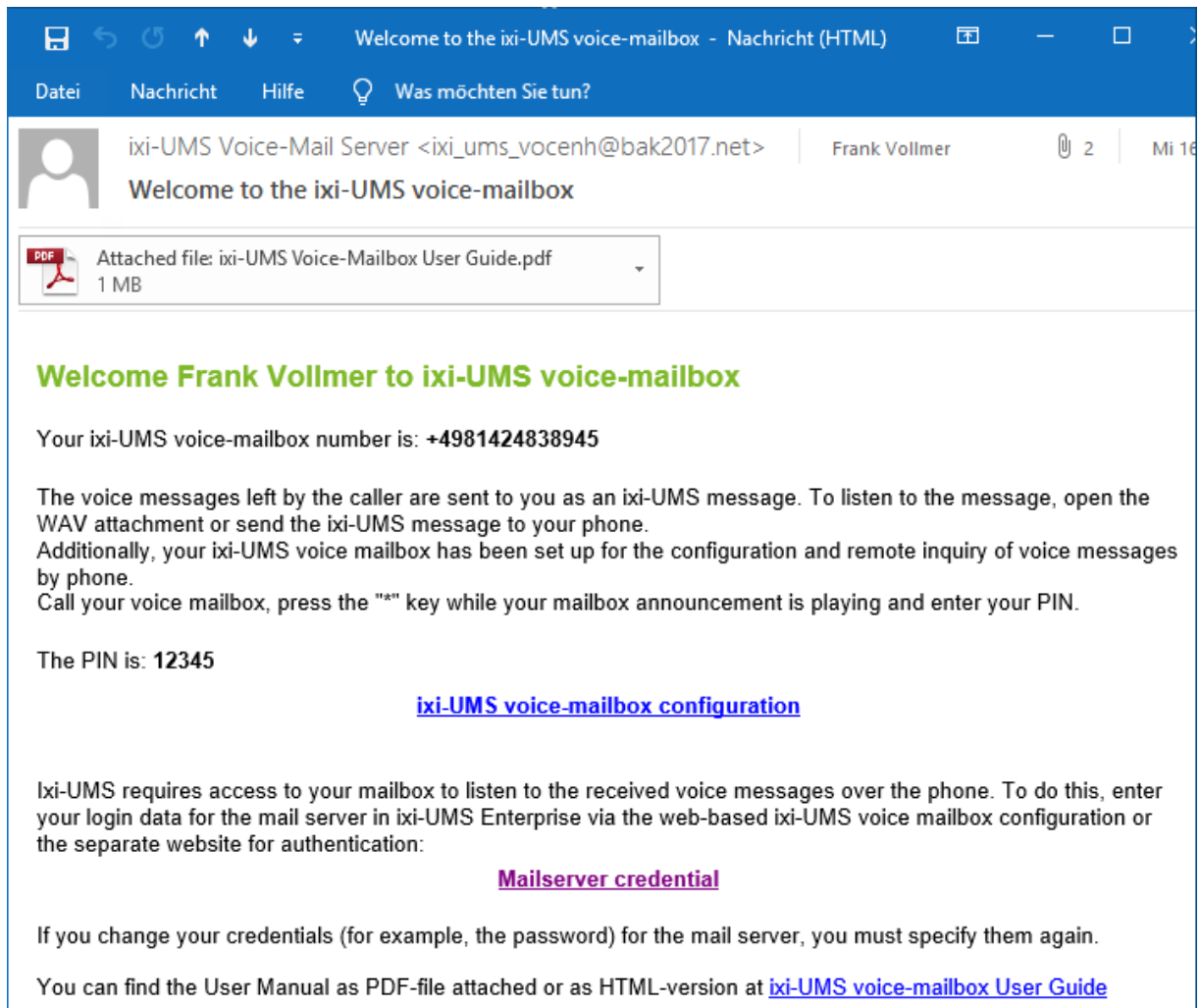
In addition, the email contains the link to the browser-based ixi-UMS voice-mailbox configuration. The functionality available to you can be set by the administrator.
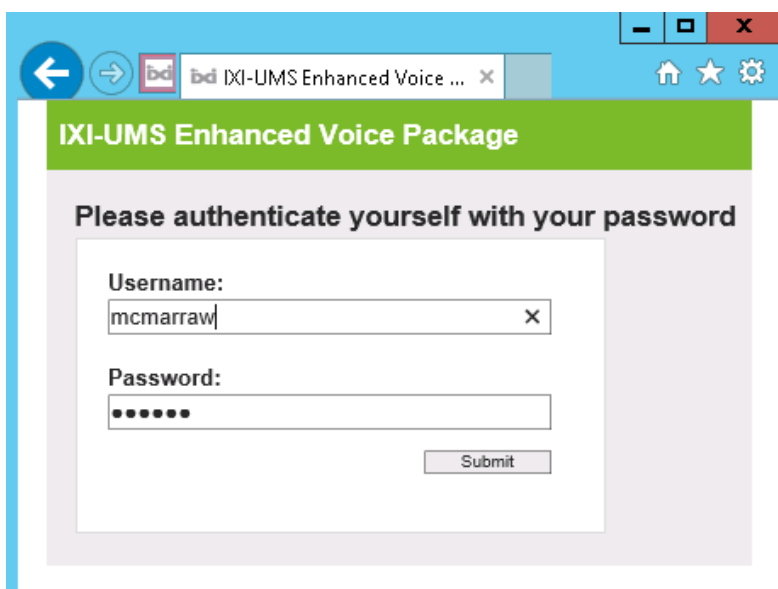
Depending on your mail server, you may have to enter your NT password to be able to listen to your messages by telephone.

For this purpose, the e-mail either contains an additional link or you can enter this data in your personal web-based ixi-UMS voice-mailbox configuration.

1.2   Overview of Features

The ixi-UMS Voice-Mail Server provides some interesting additional features that are not contained in a conventional voice mailbox system. Please have a look at the ixi-UMS Welcome E-Mail in order to see which version is installed at your site.

- Quick Message Option: When the caller presses **"0"** while the announcement is played, he can leave a message immediately.

- Individual or personalized announcements: Individual announcements are recorded by the user completely. A personalized announcement consists of one part that cannot be altered by the user and an individual part (e.g. the user name), that can be recorded by the user. Please contact your administrator for further information about the settings.

- You can choose whether you want to listen to unread/read voice mails.

- ixi-UMS Enhanced Voice Package directly accesses your mailbox. For this reason, new messages are indicated immediately and deleted messages are moved to the folder "Deleted Items".

- The following properties of a message are read: Kind of Message, Date/Time, Sender Address.

- Every user can determine a PIN in order to protect his voice mailbox from undesired accesses.

- 6 profiles (Work, Mobile, Home, Vacation) are supported. An announcement can deposited for every profile per language (default German and English).

- Call transfers can be set per profile. Callers then can either leave a message or be forwarded to a colleague

- "Off-hours Profile": According to centrally fixed times, a profile can automatically be activated for every user company-wide. The times / days are fixed centrally or by user, the profile is determined centrally or by every user, too.

- The language of the announcement can be chosen either automatically according to the caller address (country code in the telephone number) or manually by the language menu. Please ask your administrator.

- Depending on the installation you can choose whether you want to listen to unread/read voice mails and e-mails. This is also valid for faxes and short messages (SMS). Please ask your administrator.

- The sender can be called back directly, provided that the sender address is a telephone number

- Messages can be forwarded as e-mail, fax, SMS or voice mail. An audio-comment can be added to the forwarded message. Please ask your administrator.

- Security features: The access to the ixi-UMS voice-mailbox inbox can be restricted to certain devices (e.g. the telephone at the office or the mobile phone). After a fixed number of failed tries to enter the PIN, the remote inquiry to this mailbox is blocked.

- All the settings can be made via the browser-based ixi-UMS voice-mailbox configuration at the PC via Internet Browser.

1.3   Notifications

You can be informed about new UMS-messages by SMS, MWI or by a call..

When the messages are accessed via the <ixi-UMS Voice-Mail Server (dial-in by telephone), the message counter and MWI-status (where applicable) on the phone is/are reset as soon as you call the message menu.

When the messages are accessed via the mail client, the message counter and the status indication on the telephone (when applicable) has/have to be reset manually.
You can do this via the ixi-UMS Client Tools or via an e-mail to NOTIFIER_EXPRESS_OFF@ixialert.com. The e-mail does not need to have any content.

1.4   Call forwarding - feature and option

Call forwarding can only be set up if the server meets certain criteria and is not always offered. Depending on the settings in the ixi-UMS Voice-Mail Server, you can set up call forwarding via the menu on the phone and / or via the ixi-UMS voice-mailbox configuration.

Please note:
The call forwarding destination entered on the phone is included in the call forwarding destination list for the browser-based ixi-UMS voice mailbox configuration. If a call diversion has been set up on the telephone, it will be marked as "TUI" in the ixi-UMS voice-mailbox configuration.

If call forwarding is set up, the caller can decide whether to leave a message or to connect to another number (for example, your phone). The ixi-UMS Voice-Mail Server offers 2 options:

1) The required selection for the caller is played by the server (mandatory for personalized announcement) or
2) You must offer the selection to the caller in your individual announcement additionally.

Which option can / should be used is set on the ixi-UMS Voice-Mail Server and can be changed by you in the browser-based ixi-UMS voice-mailbox configuration.

1. The selection is played from the server
In this case, the caller first plays the announcement you have stored. Thereafter, the following options are played by the ixi-UMS Voice-Mail Server:

"Press "1" to leave a message or "2" to be transferred to <description text> or <phone number>."

With this setting, you should record a description text in order that the caller is informed about to whom he is transferred.

This variant is mandatory for you if you use a "personalized" announcement.

2. The selection is offered by your individual announcement -
You have to record the selection "Press "1" to leave a message or "2" to be transferred to XXX" along with your announcement.

There is no announcement or selection imported from the server.

1.5   Important Notes

- The ixi-UMS Voice-Mail Server is controlled through DTMF sequences. Therefore you can only retrieve messages from a DTMF enabled telephone

- If you use a hands-free telephone, you may encounter the effect that options in the ixi-UMS voice-mailbox menus are chosen arbitrarily without interaction from your side. The reason for this effect is that some tones in the announcement or menu voice are detected as DTMF. Turn down the volume of the phone or use the handset to avoid this problem.

- The system can be set up at the server in a way that a global announcement valid for all the users is used. In this case, you can deposit your own announcement; however, this announcement might not be played. Please ask your administrator.

- You can load existing announcements as a wav file into your ixi-UMS voice-mailbox.
  These announcements must be recorded with ixi-UMS or be in one of the following formats:

Variant 1:   **Variant 2**:
G.711 (u-law oder a-law)   PCM
1 Kanal (Mono)   1 Kanal (Mono)
Sampling Rate 8 KHz   Sampling Rate: 8 KHz
Bits per sample: 8 Bit   Bits per sample: 16 Bit

2   Menu Items and Settings by Telephone

This chapter presents the settings for your mailbox system. Depending on the settings of the administrator and configured functions on the server, not all features or functions are available.
Depending on the settings made by the administrator, not all the features are available.

When you want to access messages from your ixi-UMS voice-mailbox, record announcements or conduct other configurations via your telephone, please proceed as in the following:

Step 1 Dial the extension number of your voice box
Step 2 As soon as the announcement starts, press the asterisk "*"
Step 3 Enter your PIN

If the PIN is incorrect, the ixi-UMS Voice-Mail Server requests the PIN again.
If you forgot your PIN, please turn to your administrator.

When the log in was successful, the Main Menu is announced.

2.1 Main Menu

After the successful login by telephone it is announced whether you have new voice mails and which profile is set, if necessary. The available main menu is announced to you then.
Only the menu items that actually are available to you are announced.

In order to listen to your new voice mails, please press "1".
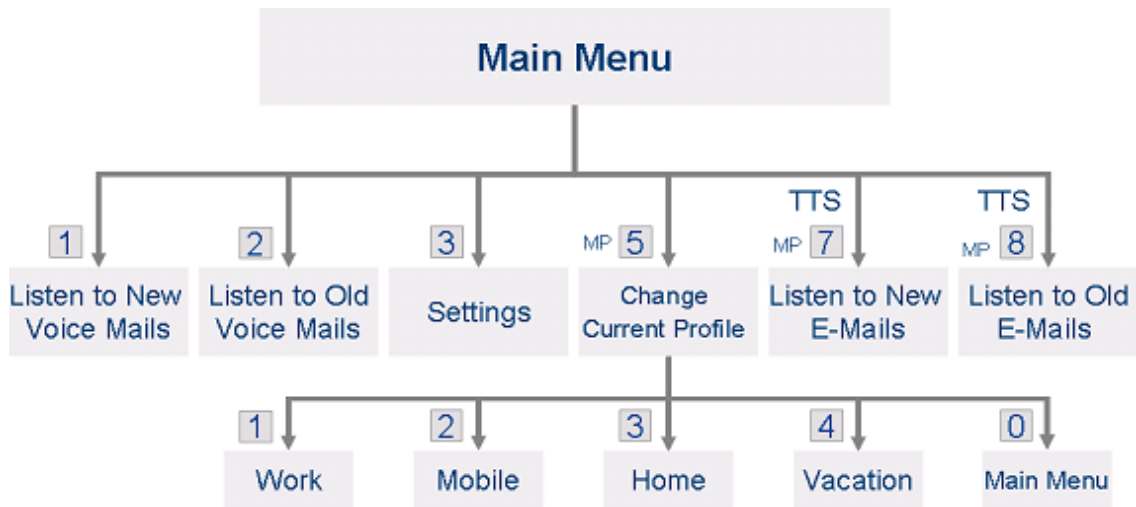
In the option "3" Settings, you can change your PIN and record your announcements.

The options "7" Listen to New E-Mails and "8" Listen to Old E-Mails are only available a TTS-Engine (TTS= Text To Speech) is installed.
With this option, also fax messages can be accessed when OCR is installed in addition. Please ask your administrator.

2.2 Querying and Processing Messages

In the main menu, you can choose which messages you want to query from your ixi-UMS voice-mailbox. Whether you are able to listen to your voice mails on the phone is adjusted at the server. Moreover, you must deposit your log-in data for the mail server, if necessary.

First of all, the latest messages are read to you with the following information:
o Sending date
o Sender number and address
o Subject of the message (Fax,SMS and e-mails if TTS is installed)
o Content of the message

The order in which the information is read to you is determined at the server.

If you do not want to listen to the sender information, you can skip them with *.

When messages (faxes, SMS, e-mails) are read to you, you can jump to the next paragraph by pressing the #-key.
While a message is read to you, you can jump to the next message by **pressing "3".**

The available options to choose are offered to you after every message.

The basically available options

- Reply
- Forward
- Call back the originator
- Send Message as SMS

are dependent of the settings at the server.

Only the available and possible options are offered to you.

2.2.1 Reply

After having intercepted the message, you can reply to it, forward it or call back the sender, if necessary.
Only the available and possible options are offered to you.

In order to reply to a message, please press the "4".
Now you can record your reply. After that you can decide whether you want to send the reply or not.

2.2.2 Forwarding

As you can only enter numbers at a telephone, you can only forward messages to "phone numbers" and "fax numbers".
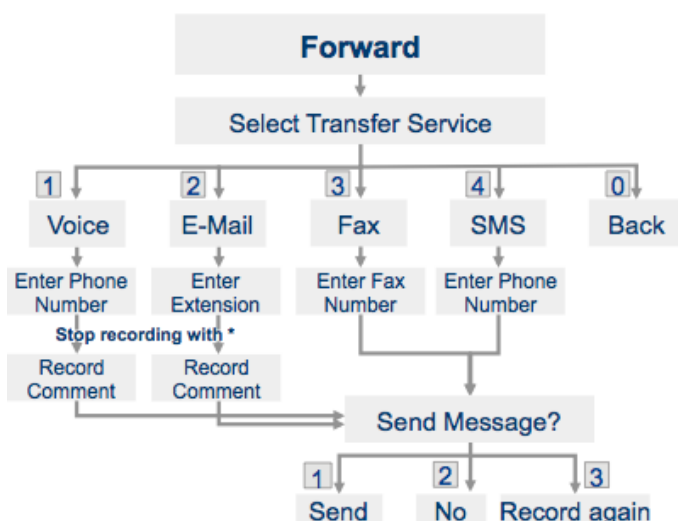
The options are different according to the message type, this means you can only forward a voice mail as voice mail or as e-mail.

The option "Forward as E-Mail" is only possible for the internal forwarding, e.g. to a colleague. Enter the UMS-extension of the recipient as destination.

When you forward a message as voice mail or e-mail, you can also add a comment.
This is not possible with a fax or an SMS, of course.

2.2.3　Call-back

Via the option "Call back the sender", you can be connected to the sender of this message directly.
This option is only offered to you if the server supports this feature.
Please ask your administrator.

2.2.4　Send Message as SMS

When you access the messages by mobile phone, you can send **the text in the body** of the message as SMS to your own mobile phone.

With voice mails and fax messages, you then receive the report with the sender number, the time, etc. as SMS on your mobile phone.
When you receive fax messages as OCR-text, this is sent to your mobile phone as well. Please note that the length and the number of SMS-messages is set at the server.

2.2.5　Deleting Messages

The messages deleted at the telephone are deposited in a new folder in your mail client.
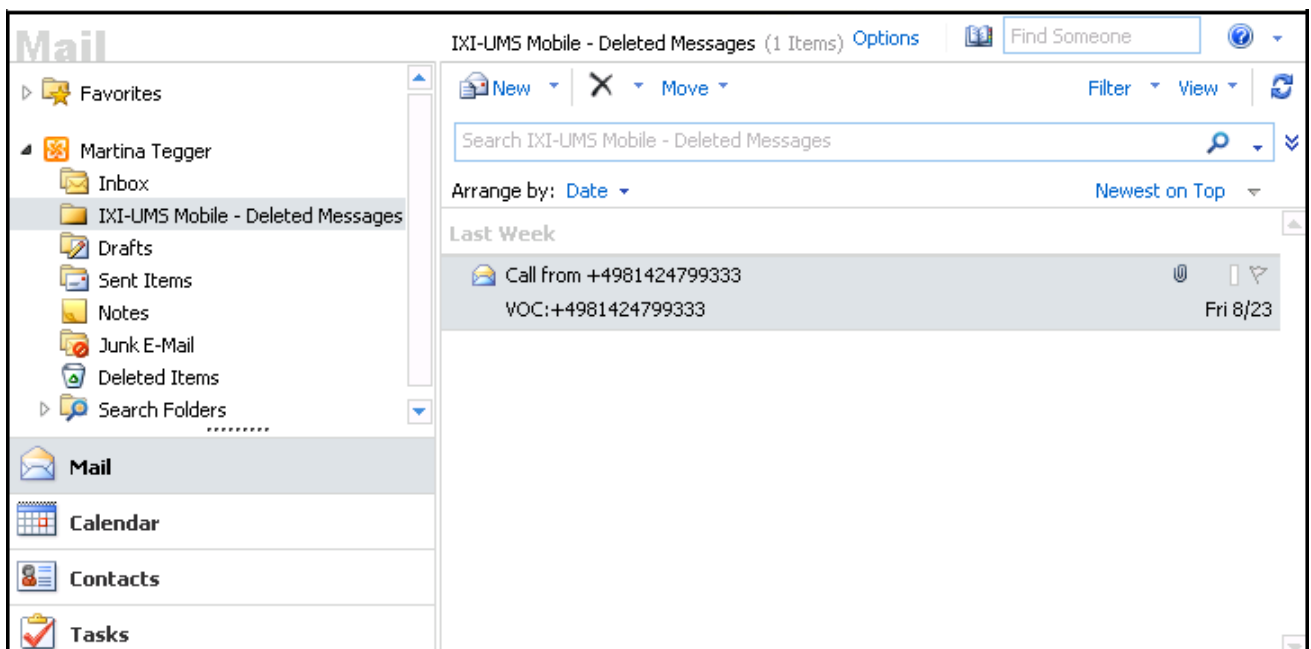
2.3 Change Settings

With the selection **"3" - Change Settings** in the main menu, you are directed to the configuration menu, in which you can configure your mailbox.
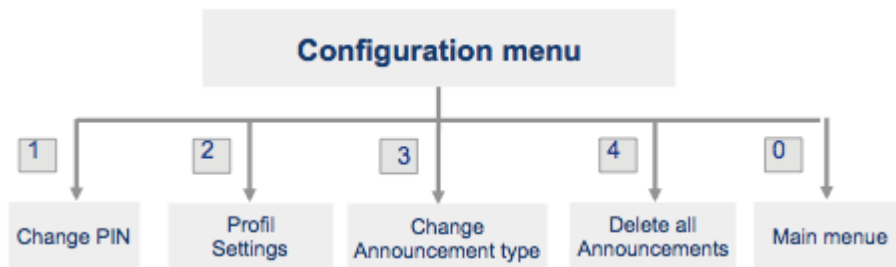
The settings available depend on the default at the server and the announcement type that is set.

2.3.1 Changing the PIN

When you want to change your PIN via the telephone, please dial "3" in the Main Menu - Change Settings.
Now you are in the Configuration Menu.
You can enter a new PIN now via "1" - Change PIN.
According to the pre-setting, the necessary number of digits is announced to you.
Enter the PIN and store it.

2.3.2 Profile Settings

There are 6 profiles (Work, Mobile, Home, Vacation, 2x Custom) you can configure.

First of all, you have to choose the profile you want to edit.
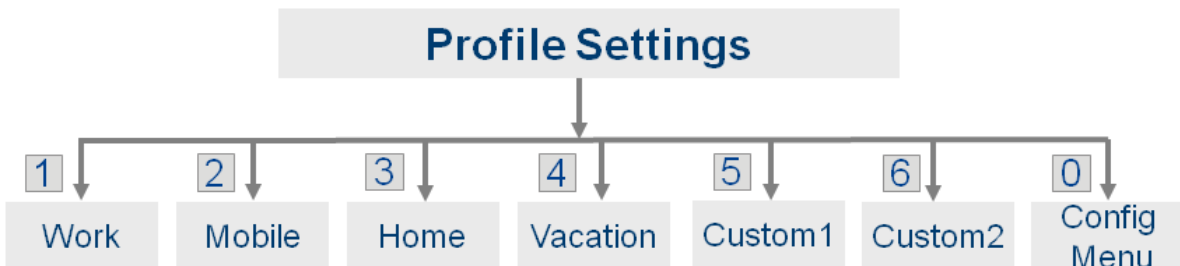
For every profile - depending on the announcement type - you now can:

Announcement type "personalized":

- record user names
  (announcement is valid for all the profiles)
- set up a call transfer
- delete user names (optional; valid for all the profiles)

Announcement type "individual":
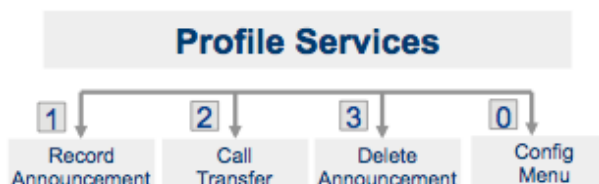
- deposit an announcement
  (only with announcement type "individual")
- determine whether the caller is enabled to leave a message
- set up a call transfer
- delete the announcement (optional)

2.3.2.1   Record Announcements

After having selected the profile, you can - depending on the announcement type - deposit 2 individual announcements (per profile) or deposit your user name.

If the announcement type "**individual**" is used, the languages German and English are offered by default. If the Mobile Package is configured accordingly, the announcements are played subject to the sender ID of the caller or the selection of the caller. Please ask your administrator.

Remark:

An individual announcement should take at least 3 seconds, because otherwise it causes problems to interrupt your mailbox announcement with the asterisk "*" in order to log in and intercept your messages.

After having recorded your announcement you should wait for about 1 second before you press "*" to finish the announcement (Step 7).

The announcement does not stop so abruptly by this.

Importat:

If you want to set up call forwarding, please refer Call forwarding - feature and option

After having recorded the individual announcement, you can determine whether the user can leave a message or not.
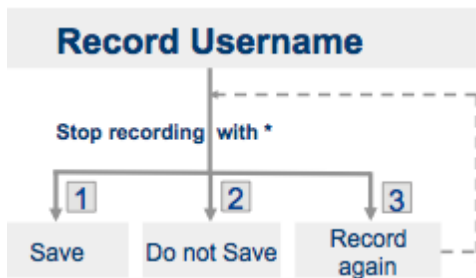
With announcement type **personalized**, you can only deposit your user name.

Remark:

This user name is imported in every profile and language.

The user can always leave a message.

2.3.2.2   Configuration of Call Transfers

To set up call forwarding for your ixi-UMS voice-mailbox, you first have to do the same in all versions as described under "Recording announcements". Then select the menu item "2" in the profile services to set up call forwarding.

Depending on whether you need to speak a descriptive text (always required for personalized announcement) or included in the individual announcement you will be offered the following:
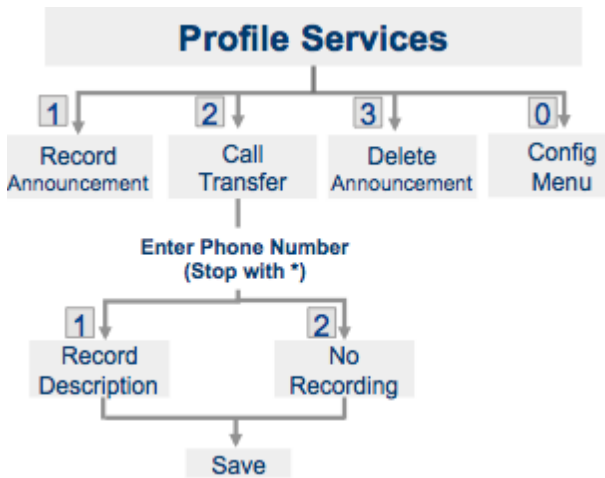
1. When the caller is offered the selection from the server
Enter the phone number the caller shall be transferred to.

Dial "1" to record a description text or "2" to continue without description text.

After having recorded the description text or having selected 2 (No Recording), the call transfer is saved.

Remark:
If you enter only an asterisk "*" instead of a call number, the call transfer is disabled.
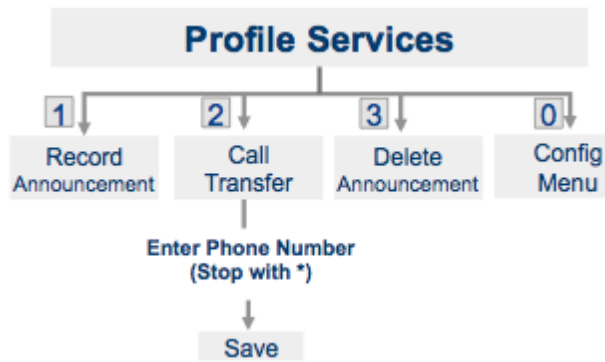
2. When the selection is offered to the user by your individual announcement -
Enter the phone number the caller shall be transferred to.

You have to record the selection "Press "1" to leave a message or "2" to be transferred to XXX" along with your announcement. **There is no announcement or selection imported from the server.**

Remark:
If you enter only an asterisk "*" instead of a call number, the call transfer is disabled.

Before activating your configuration, you should check the settings by calling your mailbox.

2.3.2.3   Delete Announcement

If this option has be activated at the server, you can delete your user name (valid for all the profiles) or all the individual announcements (German or English) of the profile you are editing.

Announcement type "personalized":
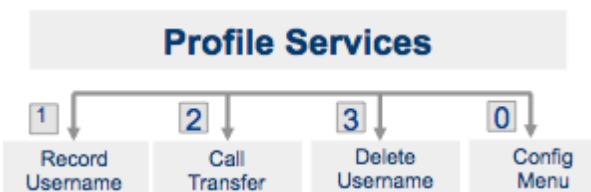
Announcement type "individual":
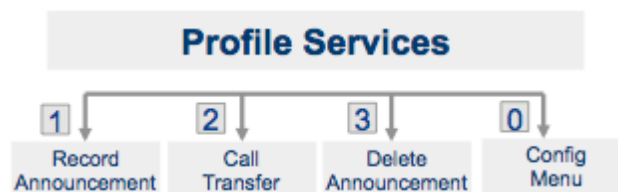
When an announcement is deleted, the default announcement is activated.

2.3.3 Determine Announcement Type

This option is only offered when you got permission at the server to determine the announcement type for your mailbox yourself.

You determine with the selection of the announcement type, which options are available to you for depositing the announcement for the voice box.

With announcement type **personalized**, you can only deposit your user name. This is valid for all the profiles then. Furthermore, the caller can always leave a message.

With announcement type individual, you can deposit an individual announcement per profile and language. You can determine after that, whether the caller is enabled to leave a message or not.

2.3.4 Delete all Announcements

This option is only available if you got permission at the server.
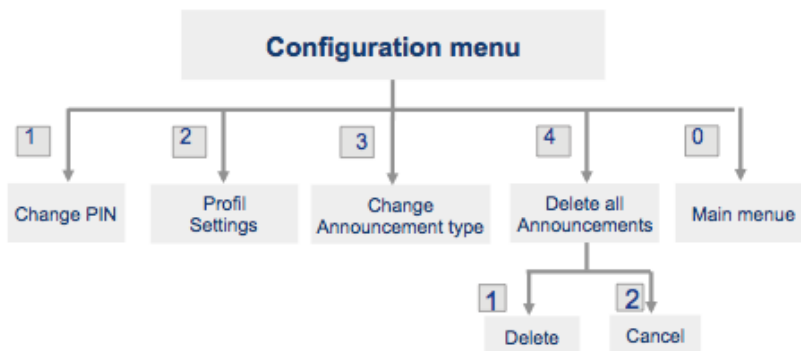
If this option has been activated at the server, you are enabled to delete **all the announcements**.

The announcements of all the profiles and the deposited user name (if there is one) are deleted.

After the deletion, the default announcement is active.

2.4 Switching the Active Profile

When you have several profiles to choose from, you can deposit an announcement and individual settings for every profile. According to which profile is set "active", the deposited announcement is played when a call comes in.
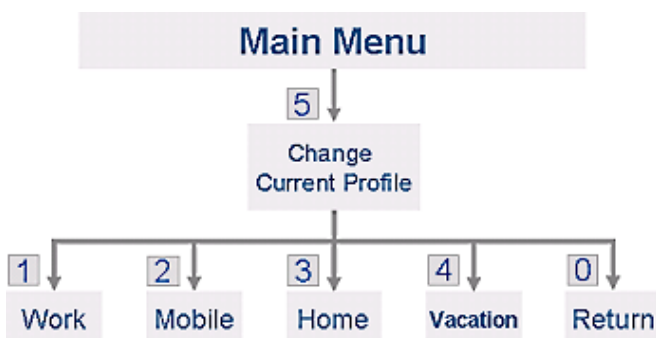
In order to switch the active profile and therewith the active announcement and settings, you have to choose 5" = "Change Current Profile" in the Main Menu. Now the available profiles are offered to you.

Remark: Please note that with the announcement of the profiles, the activated profile is not announced.

ixi-UMS voice-mailbox

The selections marked with * are optional and must be set at the server.

@ estos GmbH,
Version 6.50, Mai 2017
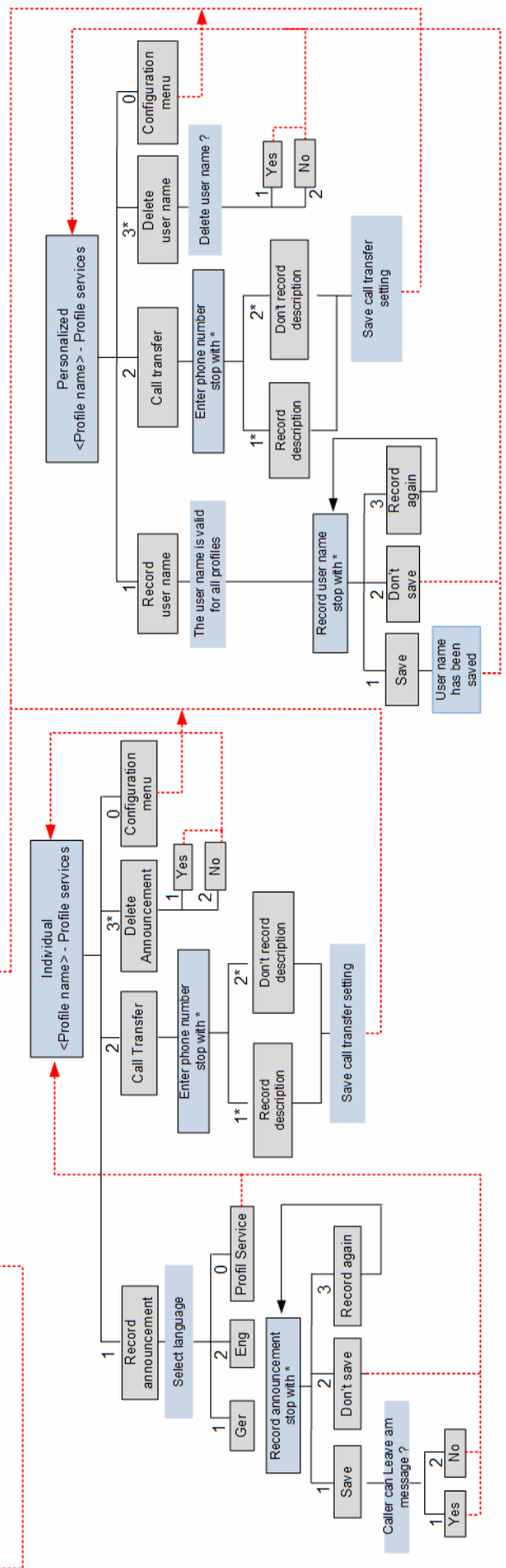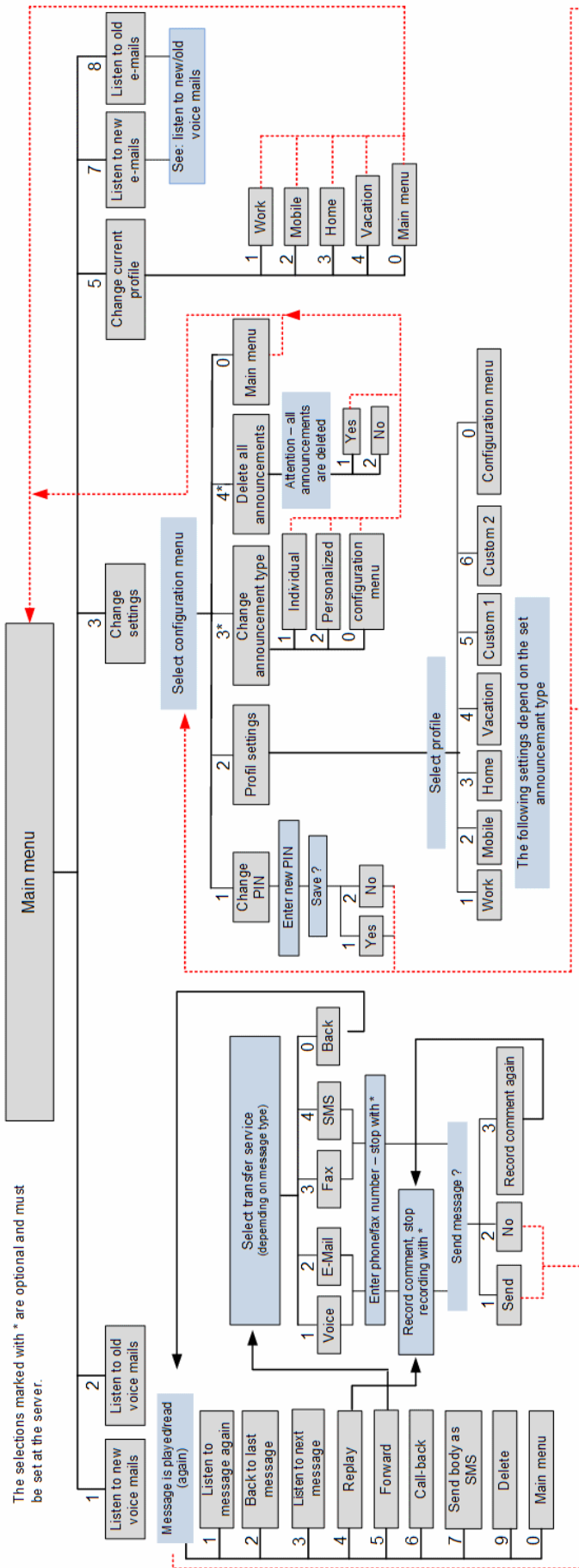
3   ixi-UMS voice-mailbox configuration

After the first call to the "voice box", the ixi-UMS Voice-Mail Server generates an e-mail with the link to the ixi-UMS voice-mailbox configuration.
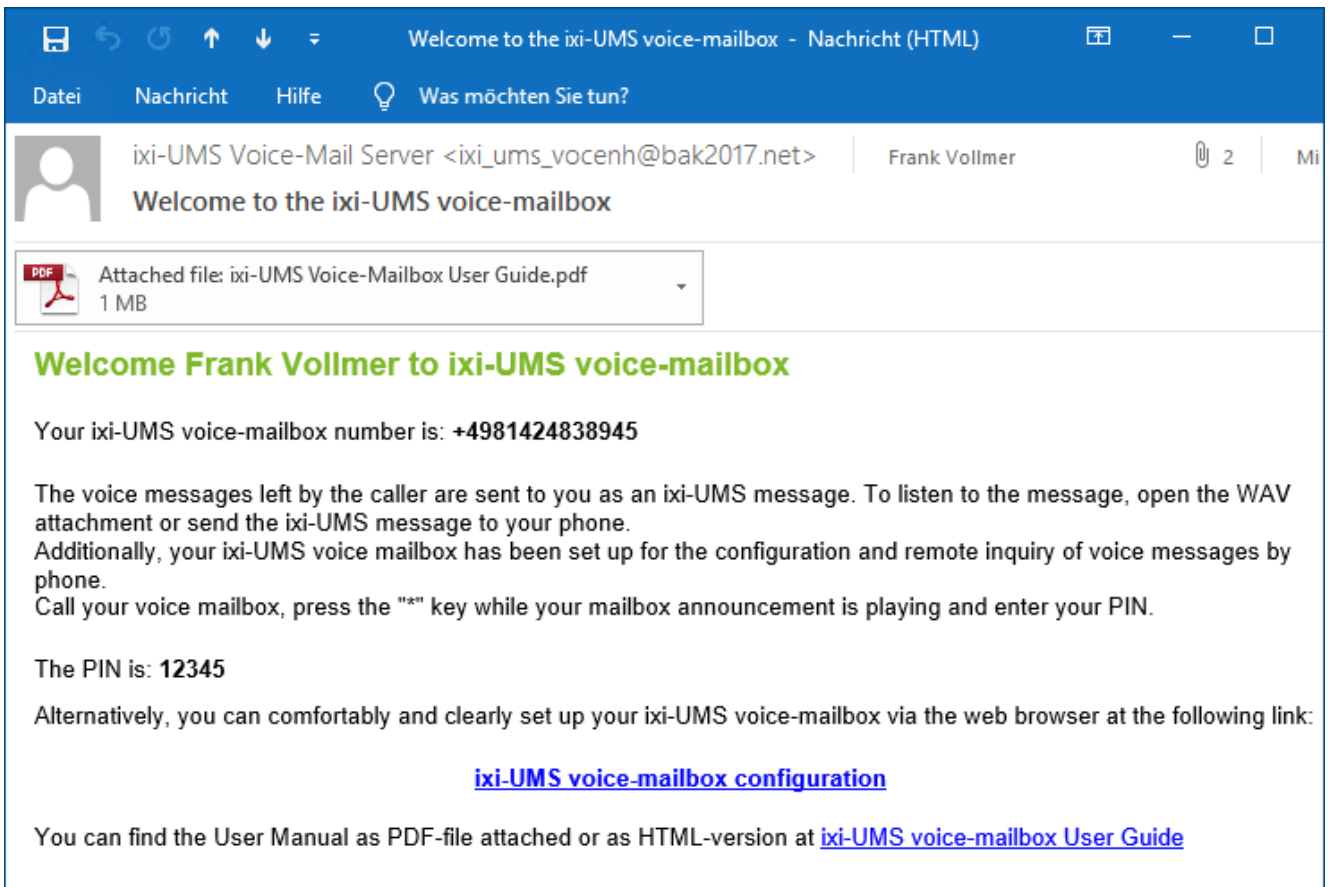
Via the ixi-UMS voice-mailbox configuration, you can comfortably carry out all the settings for your mailbox that you also can carry our by telephone. Furthermore, there are some additional features available to you.

3.1   Login
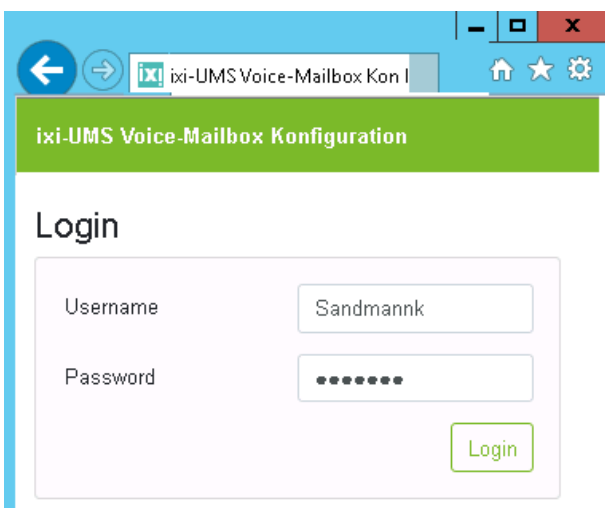
The log in page is opened by clicking on the link. You have to log in at the server with your "Windows" - user name (ask your administrator).

For example:
User: smithj
Password: xxxxx

3.2 Overview

After the login, you are directed to the start page. Here you can get an overview of which profile is set and what you deposited in this profile. Therewith you can see at a glance which options are available to the caller.

Via the menu on the left side you can switch between the individual configuration interfaces. The available menu items are specified by the administrator.
At the top right you can Logoff and switch to individual **Settings**.

Settings

here you can set the language for the browser-based ixi-UMS voice-mailbox configuration.

Click on "ixi-UMS voice-mailbox configuration" in the upper left corner to get back to the configuration.

Set Profiles
In the field, you can determine the **Default profile**. If no office hours are set, the profile is always active. Behind it, you will see in (...) whether this profile is currently active or, because you are out of office hours, not.

Via the link "Edit_profile" you can change directly to the selected profile to change the settings.

Underneath the existing options and settings of this profile are shown.

Profile used during non-office hours/during breaks
If "office_hours" are used to control the ixi-UMS voice-mailbox, you can set the after-work and break profile

Valid for all profiles
You must specify which announcement language is given to the caller, or he can select. Please take care that you deposit an announcement text for the respective language.

Defined:
Please define whether the caller shall hear your German or your English announcement.

Manual:
All languages available are offered to the caller. By pressing the respective key he then can decide, which of the laguages offered he prefers.

By means of country code:
The language of the announcement is determined on the basis of the sender number of the caller. When the incoming call number e.g. is +49 8142 4799xxx, the language is German (default). Please ask your administrator about the available settings / options.

Informations about your voice-mailbox
Here you can see what options are available to you when dialing by telephone to the voice mailbox.

If you have access by phone, you can specify whether the menu is available on the phone in German or English.

3.3   Profile Management

The configuration options offered in Profile Management depend on the settings in the ixi-UMS Enterprise system and the rights assigned to you. At the ixi-UMS Voice-Mail Server it can specify whether you can use "Personalized" or "Custom" as the announcement type.

- With announcement type **Personalized**, you can only save your user name. This is then valid for all profiles.
- With the announcement type **Individual**, you can define an individual announcement per profile and language.

If you have the right to log in to your ixi-UMS voice-mailbox by phone, you may be offered the option Determine Announcement Type

Regardless of whether you have a "personalized announcement" or one "individual welcome message" per profile, you can record the announcements via a telephone. This requires the ixi-UMS Voice-Mail Server can call you. By default, ixi-UMS will call you on **your office number**.

Own Telephone Number:

If you have been granted authorization, you can enter your own telephone number at "Custom number", e.g. your mobile phone number. After entering the phone number, it must be saved 💾.
The ixi-UMS Voice-Mail Server will call you at the number you dial here so you can record your announcement.

After define the phone number , you can personalize your voice mailbox or record an individual welcome message per profile.

3.3.1 individual Announcement

If you are allowed to record an individual welcome message, you can enter your own announcement **for each of the 6 profiles**.

You can record and play the announcements via your phone, delete or upload the file and save a wav file with your announcement on the ixi-UMS Voice-Mail Server.

Select the profile you want to edit, record the announcements and set the functions/options of the voice mailbox.

By clicking on the button [icon] in the text field you can enter your announcement text. That way you can always see, which announcement you recorded for which profile.

| Work | Mobile | Home | Vacation | Custom 1 | Custom 2 |

Announcement for German   ▶ ● ⬆ ⬇ 🗑

> Guten Tag, Sie haben den Anschluss vom Martin Mustermann erreicht. Ich bin gerade in einem Gespräch. Bitte hinterlassen Sie Ihren Namen und Ihre Telefonnommer. ich werde Sie so schnell wie möglch zurück rufen.

Announcement for English   ▶ ● ⬆ ⬇ 🗑

> Hello, you have reached the connection of Martin Mustermann. I am currently in a conversation. Please leave your name and telephone number. I will call you back as soon as possible.

If the ●-button for recording an announcement is not highlighted in color, no phone number is stored under "Own phone number".

Record announcement

To record the announcement via your telephone, click on the button ⬤. This opens a dialog with all required information. If you have entered your announcement as text, it will be displayed to you.

If you click on "**Start recording**", ixi-UMS Enterprise will call you after a short time and you can speak your announcement. Stop recording by pressing the * key on the phone.

Please note:

If you set up a "call forwarding" this must be offered to the caller. Either you have to offer this selection in your announcement or it will be imported from the ixi-UMS Voice-Mail Server. In that case, you must provide a description text.

Use existing announcement

With the button ⬆ you can load an existing announcement as a wav file into your ixi-UMS voice-mailbox.
Please read the notes under Important Notes

3.3.2 Voice-Mailbox personalization

If your ixi-UMS voice-mailbox is set up for a personalized announcement, you can leave your name. This is valid for all profiles.

After recording your name, you can specify functions/options of the voice-mailbox per profile.
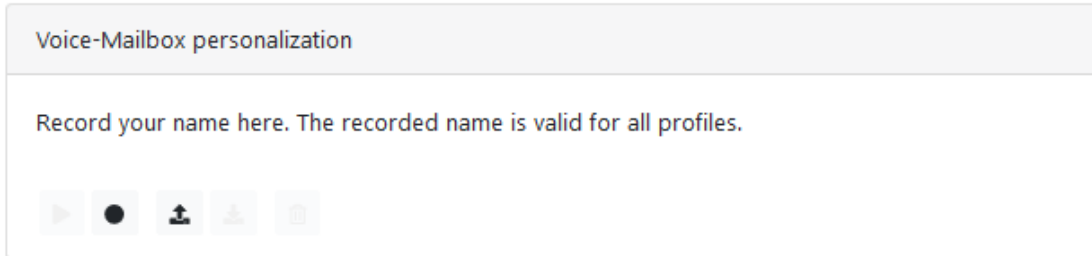
If the ●-button for recording an announcement is not highlighted in color, no phone number is stored under "Own phone number".

Record name

To record your name via your telephone, click on the button ●. This opens a dialog with all required information. If you have entered your announcement as text, it will be displayed to you.
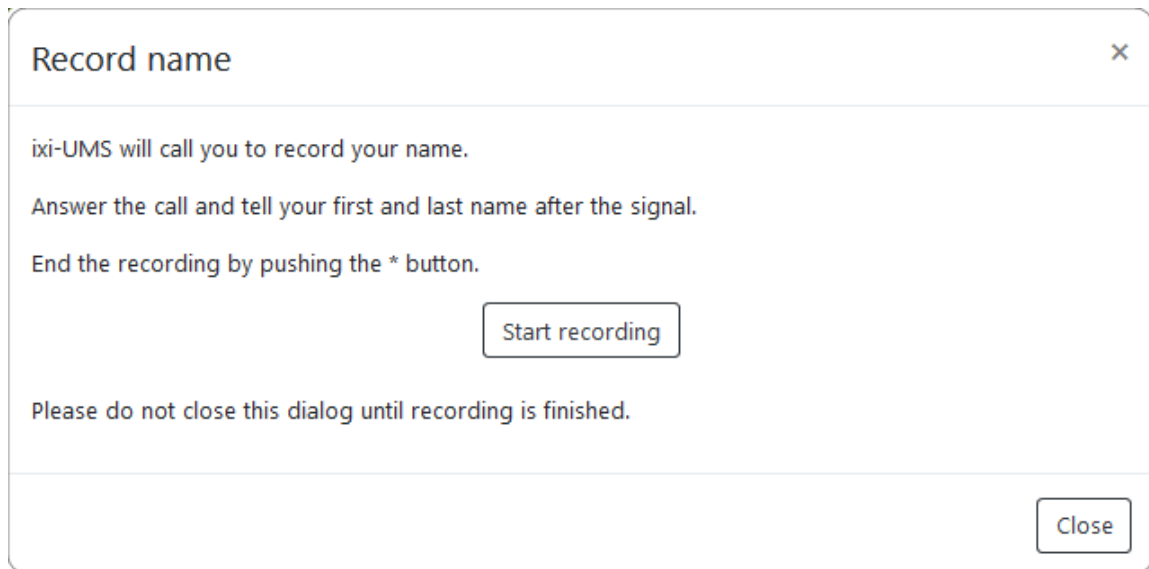
If you click on "Start Recording", the ixi-UMS Voice-Mail Server will call you after a short time and you can speak your announcement. Stop recording by pressing the * key on the phone.

Use existing announcement

With the button ⬆ you can load an existing announcement as a wav file into your ixi-UMS voice-mailbox.
Please read the notes under Important Notes

3.3.3 Voice-Mailbox settings

Regardless of whether you have a "personalized announcement" or one "individual welcome message" per profile, you can specify **for each profile** whether the caller leaves a message and/or can be connected further.

Callers can leave a message

Select whether the caller is allowed to leave a message (yes) or not (no).
The left voice-message will be sent to you as an attachment in an e-mail or can be heard in the ixi-UMS Web Journal.

Call forwarding:

Call forwarding can only be set up if the server meets certain criteria and we therefore may not offer it to you.

Activate call forwarding by selecting a stored phone number.
You can select the numbers stored on the server for your home phone and your mobile phone and set your own call forwarding numbers under "Edit call forwarding destinations".

Whether you need to enter a descriptive text for each destination or offer the caller the choice in your announcement will be displayed to you.

Call forwarding destinations entered via the telephone are offered here for selection. Call forwarding over the telephone is represented by the name TUI. The telephone numbers/destinations entered on the telephone and the corresponding description text can only be changed or deleted via the telephone.

For more information about call forwarding, see Call Forwarding - Features and Options

### 3.3.4   Call forwarding destinations

Please note that during "Call Forwarding" your announcement changes or has to change when you call the voice mailbox. For more information about call forwarding, see Call Forwarding - Features and Options

Call forwarding destinations may be provided with telephone numbers from the system. In addition, you can specify 3 additional phone numbers via "**Edit call forwarding destinations**".
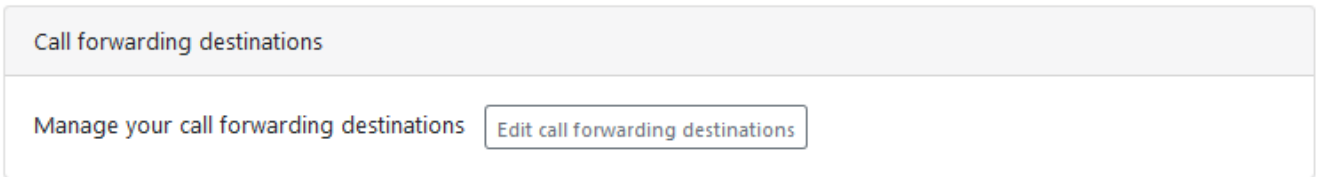
You can enter and store these phone numbers as an extension or in the format +49 ....
The number stored here is available in all profiles as a selection. If you change a phone number in one of the user-defined entries, this has an influence on any profiles that have already been set up.
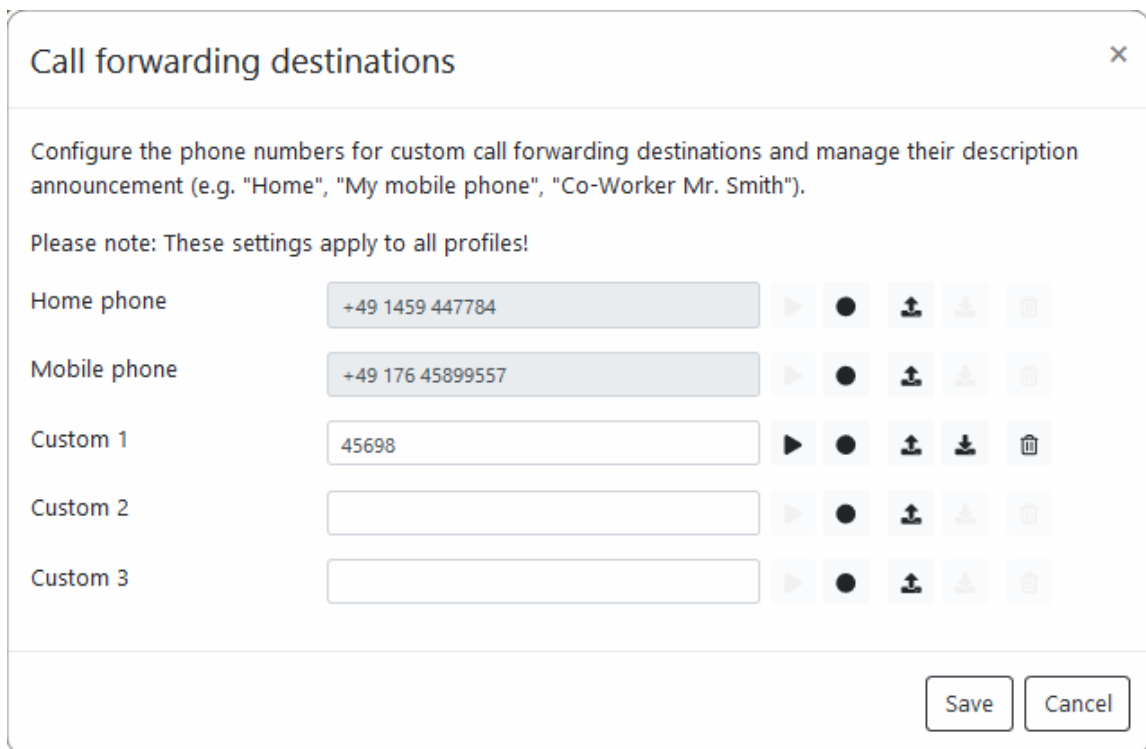
Announcement for Call Forwarding:
If you need to record a descriptive text, you will be offered options for recording etc. on the right.
To record the announcement via your telephone, click on the button ●. This opens a dialog with all required information.

Use existing announcement
With the button ⬆ you can load an existing announcement as a wav file into your ixi-UMS voice-mailbox.
Please read the notes under Important Notes

After saving the settings, the numbers are available to you for selection via the browser-based <ixi-UMS voice-mailbox configuration.
When setting up call diversion over the telephone, the destination and announcement must be defined independently of this.

3.4   Notifications

These settings are optional and might not be available or only in part.

You can get a notification on the phone (MWI), by SMS or by call on your phone when a new UMS message arrives in your inbox.
When you are called, the menu for accessing the messages is offered to you when accepting the call.

Please follow your administrator's information as well.

If in the ixi-UMS Voice-Mail Server settings are stored, they can be adopted with the "**Use system settings**" option. To use your own, different settings, select the setting "**Use own custom settings**".

Now you can select:
- which type of messages you want to be informed about and after how many of them.
- how and on which telephone you want to be informed.

Notifications about new incoming e-mails are not possible, because the ixi-UMS System does not know about incoming e-mails.

When the messages are accessed via the ixi-UMS Voice-Mail Server (dial-in by telephone), the message counter and MWI-status (where applicable) on the phone is/are reset as soon as you call the message menu.

When the messages are accessed via the mail client, the message counter and the status indication on the telephone (when applicable) has/have to be reset manually.
You can do this via the ixi-UMS Client Tools or via an e-mail to NOTIFIER_EXPRESS_OFF@ixialert.com. The e-mail does not need to have any content.

3.5   Office Hours

Optionally you will see the "office hours". In this case, you can adjust your working hours yourself..

During "office hours", if you call on your ixi-UMS voice-mailbox, the "default profile" you specify will be valid, while the break time will be the "break profile" you specify.
Outside these times, the profile defined for "use otside office hours" becomes active.

You can set the profiles in the overview of the ixi-UMS voice-mailbox configuration.

On the ixi-UMS Voice-Mail Server times are stored which you can accept by selecting "**Use system default**".
Select "Use your own office and break times" if you want to change the specified times

If office hours are not displayed, ask your administrator if the office hours are active and how they are set.

Remark:
These times are invalid for the "Vacation"-profile.

3.6   Change PIN

After the first call to the "voice box", the ixi-UMS Voice-Mail Server generates an e-mail with the link to the ixi-UMS voice-mailbox configuration, including the PIN for mobile access.
In this menu, you can change your PIN easily and quickly.

3.7   Remote Inquiry

This optional configuration depends on the mail server you are using and is only available if you are authorized to access your messages through the phone.

In order to be able to listen to your messages by telephone, the registration data must be stored for access to your mailbox.

Depending on the mailserver and the user database, you must enter your login name and/or password for logon to the mailserver.

"**Reset settings**" will delete your password in <%RODUKTNAME%> system and the default settings stored on the ixi-UMS Voice-Mail Server will be valid.

4 Info

4.1 About estos

Estos GmbH, headquartered in Starnberg near Munich, Germany, is a leading manufacturer of software solutions with focus on unified communication with unified messaging and CTI (Computer Telephony Integration). The products of estos IXI-UMS 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.

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4.2 Version

Software: ixi-UMS Voice-Mail Server
Guide: ixi-UMS voice-mailbox User Guide
Version: 6.70
Manual: 18.04.2019