

ixi-Framework

Installation & Configuration

Onlineversion

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1 Overview

ixi-Framework is a set of applications necessary to install and run ixi-UMS Enterprise components. ixi-Framework must be installed on every computer at that you set up an ixi application.

Currently ixi-Framework setup consists of:

- Apache HTTP Server Version 2.4.59 with OpenSSL Version 3.1.5 Required for the function of the ixi-UMS SnapIns, the ixi-UMS Voice-Mail Server and the included websites
- **OpenSSL Version 1.0.2u** Required for TLS connections of ixi-UMS components
- Firebird Server Version 3.0.5 Bequired for storing the journal data of the jvi LIMS Korn
 - Required for storing the journal data of the ixi-UMS Kernel.
- OpenLDAP Server Version 2.4.42 (optional)

LDAP database for user administration. This server is only required if the ixi-UMS users are to be created and managed locally.

• ixi-UMS User Management (optional)

ixi-UMS User Management is a tool for the user administration, when the users are administered in the Open LDAP. You can find instructions on this issue in the manuals of ixi-UMS Mail Server Connector andixi-UMS Voice-Mail Server.

1.1 Requirements

- Windows 10 (32bit / 64bit)
- Windows Server 2012/2012R2
- Windows Server 2016/2019/2022

2 Installation

Before you start the ixi-Framework 7.0 setup:

- deinstall all older Version
- you have to be logged in with an administrator-account
 - Remark: With this account, many of the needed services for ixi-UMS Enterprise run after the installation

The setup includes a configuration wizard for HTTPS. The ports of the other components are fixed during the installation:

Service	Port
Apache HTTP	8890
OPEN LDAP Server: LDAP	391
Firebird Datenbank Server (gds_db)	3050

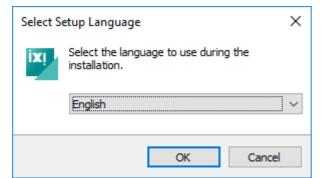
If these ports have to be changed, please contact ixi-UMS support department.

For the ixi-UMS web applications provided by the ixi-UMS Portal Server the use of HTTPS is recommended. The state kind port 443 can be changed during the set-up. A setup to change to HTTPS can be start separate after installation also.

During the installation, the password IXI-UMS is assigned to the user "**sysdba**" of the Firebird Server. The password can be changed anytime.

Entries in the ixi-UMS User Management should be exported before the deinstallation of the ixi-Framework. User data can be reimported in the new OPEN LDAP data base.

2.1 Language



2.2 Welcome

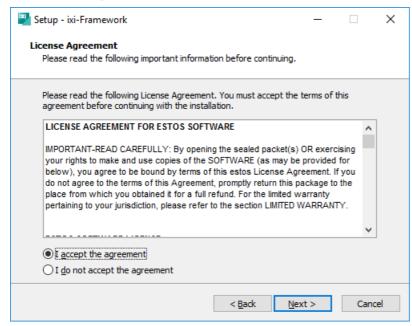
The ixi-Framework Setup can be executed in the languages German and English.

The console for the ixi-UMS User Management is installed in the same language. This can be changed after the installation.

🕎 Setup - ixi-Framework	- 🗆 X						
() estos	Welcome to the ixi-Framework Setup Wizard						
	This will install ixi-Framework Version 7.00.0 on your computer.						
	It is recommended that you close all other applications before continuing.						
	Click Next to continue, or Cancel to exit Setup.						
	<u>N</u> ext > Cancel						

The installation is started after the language has been determined.

2.3 License Agreement



The end user's licence agreement is indicated.

Peruse this carefully and choose "I accept..."

Only then the installation can be continued.

2.4 Select Destination Location

Setup - ixi-Framework	_		×
Select Destination Location Where should ixi-Framework be installed?			
Setup will install ixi-Framework into the following folder.			
To continue, click Next. If you would like to select a different folder,	click Br	owse.	_
C:\Program Files (x86)\estos\ixi-Framework	E	erowse	
At least 90.0 MB of free disk space is required.			
< Back Next	>	Can	cel

Now you have to determine the installation path.

All the further ixi-UMS components are installed in the main directory stated here by default.

2.5 Local User Management

Setup - ixi-Framework	-		×						
Local User Management Do you want to install local user management?									
Local user management consists of management GUI "ixi-UMS Userl Open LDAP.	Manager	nent" and							
Open LDAP requires MIT Kerberos which will be installed if you select	Open LDAP requires MIT Kerberos which will be installed if you select this option.								
✓ Local User Management									
< <u>B</u> ack <u>N</u> ex	kt >	Can	icel						

This selection has to be selected only if the ixi-UMS users shall be administered on the ixi-Server locally.

The the interface needed for the ixi-UMS User Management is automatically installed in addition.

2.6 Start Installation

🖳 Setup - ixi-Framework		_		×
Ready to Install Setup is now ready to begin installing ixi-F	ramework on your comp	uter.		
Click Install to continue with the installation change any settings.	n, or click Back if you wa	int to revie	w or	
Destination location: C:\estos\ixi-Framework			^	
Additional tasks: Local User Management				
			~	
<			>	
	< <u>B</u> ack I	nstall	Cance	ł

After having determined which components are installed, the copying- and installation procedure starts.

2.7 Service Account

	ation Wizard	
Service Account		
Please enter the pass	word for the account used for ixi-UMS services.	
Account Name	WIN-B2MNOKG28GU\Administrator	
Password	•••••	
Confirm Password	••••••	
	1	Next > <u>C</u> ancel
rror		×
🔿 The login	was unsuccessful.	
You shou	ld proceed with the installation if you are su	re that you
	ne password correctly	
Otherwise	he password correctly. e, go back to change the service account.	
	e, go back to change the service account.	
Otherwise Proceed a	e, go back to change the service account.	
	e, go back to change the service account.	
	e, go back to change the service account.	<u>N</u> ein
	e, go back to change the service account.	Nein
Proceed a	e, go back to change the service account. anyway?	<u>N</u> ein
Proceed a	e, go back to change the service account. anyway?	
Proceed a i-Framework Configur Service Account	e, go back to change the service account. anyway?	
Proceed a i-Framework Configur Service Account Please enter the pass	a, go back to change the service account. anyway? <u>Ja</u> ation Wizard word for the account used for ixi-UMS services.	
Proceed a i-Framework Configur Service Account Please enter the pass Account Name	a, go back to change the service account. anyway?	
Proceed a i-Framework Configur Service Account Please enter the pass Account Name Password	a, go back to change the service account. anyway? <u>Ja</u> ation Wizard word for the account used for ixi-UMS services.	
Proceed a i-Framework Configur Service Account Please enter the pass Account Name	a, go back to change the service account. anyway?	
Proceed a	a, go back to change the service account. anyway?	
Proceed a	a, go back to change the service account. anyway? Ja ation Wizard Word for the account used for ixi-UMS services. BAK2017\ixiadmin •••••••	correctly.
Proceed a	a, go back to change the service account. anyway? Ja Ja ation Wizard	correctly.
Proceed a	a, go back to change the service account. anyway? Ja Ja ation Wizard	correctly.
Proceed a	a, go back to change the service account. anyway? Ja Ja ation Wizard	correctly.
Proceed a	a, go back to change the service account. anyway? Ja Ja ation Wizard	correctly.

During the installation, the password for the service account is queried.

The service account is the user account, with which you are logged in. This account cannot be changed!

Update

If the original installation account is no longer valid, the login will fail.

The installation and service account can be set to the account you are logged in with.

Confirm the message with "No.

You will now be offered the "Change user" button, with which you can use the user with which you are currently logged in as the future service account.

Changing the installation account **does not** change the already installed services. These must be manually changed to the new service account in the Microsoft Services Administration.

After changing the service account, you can enter the password and continue the installation.

2.8 HTTPS Settings

ixi-UMS Enterprise offers to the users the possibility to call away information and/or settings about a web page or to work on. These web applications are provided by the ixi-UMS Portal Server by default via HTTP on port 8890.

Note:

The Apache HTTP Server uses all IP addresses registered to the computer. The connection on one IP address must be made manual.

ki-Framework Configuration	Wizard X
HTTPS Settings	
Please configure whether HT	TPS shall be provided.
For the web applications pro specify whether and on whic	vided by ixi-UMS, it is highly recommended to use HTTPS. Please h port HTTPS shall be provided additionally.
	Port: 443 🖌 Refresh
Use self-signed certif	Incate WIN-B2MNOKG28GU
FQDN Import existing SSL c Keep installed SSL ce	ertificate Select
	Next > Cancel
nport Certificate	×
Do you want to import this o	ertificate?
· ·	
Certificate Details:	
Issued to	ixi-ums-Server.domain.net
Issued by	ixi-ums-Server.domain.net
Valid from	Oct 14 12:38:49 2019 GMT
Valid to	Oct 13 12:38:49 2020 GMT
Serial number	C1 94 72 EB D0 96 E2 22
Finger print (SHA1) Finger print (SHA256)	88 AB 17 AA FE 90 7E E8 51 6E F7 CF 42 D5 5D D8 EB F3 4E DF EE B0 40 15 2C 37 58 B8 F7 72 6A B9 33 87 B5 81 CF 65 E2 B3 E0 D5 54 78 9B 64 8F 0A 38 21 0A B6
	Yes No
/arning	×
-	ITTPS port is already in use on these IP addresses:
that port.	other port or change/disable the service that is using may cause problems with ixi-Framework, ixi-UMS and
	ОК

The web applications can publish, **in addition**, by HTTPS.

To use HTTPS a SSL certificate is necessary.

- You can
- create from the setup a selfsigned SSL certificate,
- import an available SSL certificate
- or (with an update) already in the Apache servers available certificate take over.

Note:

The configuration wizard can be restarted at any time after installation.

An existing certificate must be available on the computer and can then be selected as:

- PEM encoded server certificate as .cer or .crt file with the corresponding "private key" as "key" file or as:

- PKCS#12 certificate as .pfx file

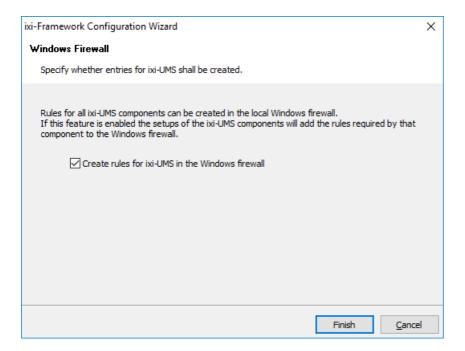
On the internal network a selfsigned certificate is sufficient to use the websites from ixi-UMS Enterprise.

If **HTTPS is enabled**, the setup is checked whether the given port (for all local IPAddressed) is available. If the given port on all or one the IP addresses is already booked, a suitable warning is given.

In this case, it is urgently recommended to bind the Apache HTTP Server (of ixi-Framework) on another port or on a free IP address.

2.9 Windows Firewall

Some ixi-UMS Enterprise components must be reachable over the network.



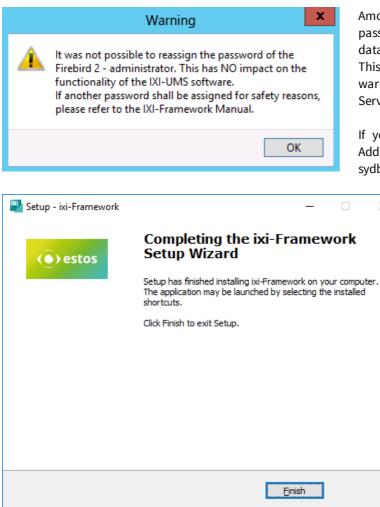
Required accesses are:

- HTTP/HTTPS port specified in the ixiFramework for the administration and availability of the web-based user pages
- in the ixi-UMS Mail Server Connector defined ports for e-mail receipt / shipping

By enabling this feature, the setups of ixi-UMS components can enter the required shares in the Windows Firewall.

2.10 Finish

The services are configured and installed in the following.



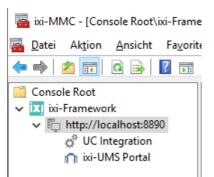
Among others, the setup tries to rename the default password of the system administrator of the Firebird data base.

This process fails on some of the systems. In this case, a warning is displayed and the user **sysdba** of the Firebird Server keeps his default password.

If you want to change this, please have a look at Additional Information - Change of the Password of the sydba

In order to complete the installation, please click on "Finish".

3 ixi-Framework Management



During the installation, the needed ixi-UMS Enterprise snap-ins are registered on the machine automatically. After the installation, please open the Microsoft MMC and add the Configuration Snap-In.

Via Console - Add/Remove MMC-Snap-in - Add, the ixi-UMS MMC-Snap-Ins can be selected

2	Cor	nsole1 - [Co	nsole Root]							—		×
	File	Action	View Favorites Window	Help	þ						-	. 8 ×
¢		New	Ctrl+	N								
r		Open	Ctrl+	o ji	Name							
		Save	Ctrl-	-s								
		Save As					T	here are r	to items to show in this vie	ew.		
		Add/Remo	ove Snap-in Ctrl+	м								
		Options	Add or Remove Snap-ins									×
		1 C:\estos\	You can select snap-ins for t	his conse	ole from th	nose av	vailable on vou	ir compute	r and configure the selected	set of snan-in	s For	
		Exit	extensible snap-ins, you can						and compare the selected	sec or shap in	5.10	
			Available snap-ins:					S <u>e</u> lected sr	hap-ins:	_		
			Snap-in	Vendor		^			le Root	Edit E <u>x</u>	tensions	
			ixi-UMS Kernel Confi	estos G	mbH				UMS Kernel Configuration UMS Kernel Monitor	Re	emove	
			ixi-UMS Kernel Monit					€ IXI-	Ons Kernel Monitor			
			ixi-UMS MDS	estos G estos G			<u>A</u> dd >			Mo	ove Up	
			Link to Web Address							Maria	-	
			🐌 Local Backup	Microso	ft Cor					Mov	ve <u>D</u> own	
			Security Templates	Microso	ft Cor	¥				Adva	anced	
En	ables	you to add s								OK	Cano	el

Changing MMC Language

The language of the snap-ins is stated in the file "**snapinLang.ini**" in the respective user directory at "C:\Documents and Settings\Administrator\Application data\estos.

In order to change the language, please enter Language=de for German Language=en for English at [Language] and restart the MMC.

3.1 UC Integration

ixi-UMS Enterprise provides various browser-based configuration options for users via the ixi-UMS Portal Server. The ixi-UMS User Portal can be published via a "WebTabs" from ProCall. Information about this can be found in the ixi-UMS Portal Server Manual under Additional Information in article: Integrate ixi-UMS User Portal in estos ProCall.

In order for users not to have to log on to ixi-UMS User Portal, authentication can be automatically made via the "ProCall Enterprise Integration" via single-sign-on. For this function, the user administration of ProCall and ixi-UMS Enterprise must be performed in the same Active Directory.

Requirement:

- A ProCall Server version 6 or later is installed on the network
- The "estos UCServer Web Services" service has started and the "Web Service" on port 7224 is available
- The user management for ixi-UMS Enterprise and ProCall are in Active Directory
- The ProCall UCServer is entered in the ixi-Framework configuration

Enter the name of the computer on which the UCS server of ProCall 6 Enterprise is installed or click on "Find UCServer" to find the ixi framework in the network for an installed UCServer.

🗳 UC Integration	×							
The web applications "ixi-UMS Web Journal", "ixi-UMS Voice-Mailbox Configuration" and "ixi-UMS User Settings" available via the ixi-UMS Portal can be integrated / published in a "WebTab" in ProCall. If Active Directory is used as common user administration for ProCall (from version 6) an ixi-UMS, the web applications available in the ixi-UMS Portal can be used without enterin the login (Single-Sign-On). Enter the UCServer of version "ProCall 6" or later.								
UCServer Name: estos CTIServer Detect UCServer								
The "estos UCServer Web Services" service must be started and the "Web Service" on port 7224 must be available. The logon via SSO must be activated in the appropriate ixi-UMS components wich the website makes available.								
Help OK Cancel Apply								

If the logon is to be performed via SSO, this must be activated in the configuration of the ixi-UMS Portal Server.

3.2 ixi-UMS Portal

To secure the connection from ixi-UMS Portal Server to ixi-UMS components and workstations, the JWT tokens issued to users after authentication are digitally signed. For this purpose, the "public.key" must be entered on all computers on which the required ixi-UMS components are installed.

For further information on the "JWT tokens" and setup for distributed installations, please refer to the ixi-UMS Portal Servers manual.

3.2.1 ixi-UMS Portal Server

🕅 ixi-UMS Portal				-		\times				
ixi-UMS Portal Serve	r Public Key									
For the ixi-UMS Portal server to access the ixi-UMS components installed on this computer, the ixi-UMS Portal server's public key must be entered here. If the ixi-UMS Portal server is installed on the same computer, the key is entered automatically. If the ixi-UMS Portal server is installed on another computer, the public key can be downloaded from the ixi-UMS Portal via http/https, imported or entered manually.										
	ion data to the ixi-UM xiPortalServer		8890	htt	tps					
		Down	load Public	Key						
	Import Public Key									
Help		ОК	Cano	el	Apply	/				

The "public.key" is automatically entered into the locally installed ixi framework. If the ixi-UMS Portal Server is installed on another computer, the "public.key" can be downloaded via http/https.

Alternatively the "public.key" can be exported in ixi-UMS Portal Server and imported here.

Further information about the "JWT tokens" and setup for distributed installations can be found in the manual of the ixi-UMS Portal Servers.

3.2.2 Öffentlicher Schlüssel

ſ	l ixi-UMS Portal				_			×
	ixi-UMS Portal Server	Public Key						
	Enter the publiuc key	y of the ixi-U	MS Portal server:	:				
	Public Key							
	BEGIN PUBLIC MIIBIJANBgkqhkiG9 +edKG6 Nt3F+yTTJP2+iT/a HaNJu8kW17T3uxY qi4vlXuCFfGyvqcf+ IbX064GTGmoO3tv1 Fingerprint	w0BAQEFAA xmVQtBB1O\ /I4VN/M/Vn56 -6K/r+BSvI10	VO0K8tkZ43IzP1 JzLrBjExVwnf6NV GrlKhOGOz+VvKo	LARcumZn WVIP6I9Ag 127E78wiT	vijsaMTIqA VHCSl84g4 IDFT5FtV7	kX Sub 1pAgi SyqJT	onzaH Di1 `y	<
	10:13:2d:32:06:4a b1:e0:d9:35:d6:51		:1b:43:3b:80:ce	:58:72:3b	:25:22:df:3	3c:50	:41:7d:0	:0:
	The key has been do	ownloaded or	11.12.2019 10:	02 from h	nttp://10.20).90.2	205:889	0
	Help		Oł	(Cancel		Appl	у

After the public key has been imported, it is displayed here.

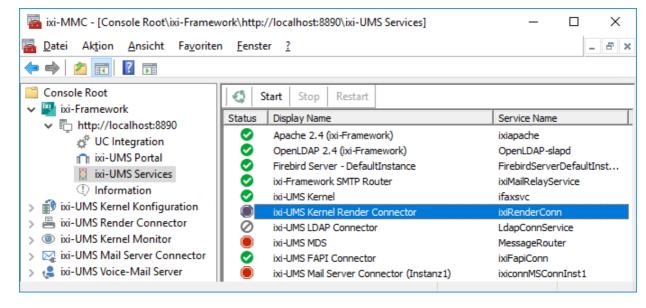
If required, this can be quickly checked using the "fingerprint" with the key created/registered in ixi-UMS Portal Server.

The bottom line shows when and how the key was entered.

3.3 ixi-UMS Dienste

In the ixi-UMS services all services installed by ixi-UMS can be monitored. The services can be stopped and started by "right mouse click" and via the menu bar.

The displayed services depend on the installed components



Service started
 Service ended
 Service disabled

Note:

Please note: if the service "Apache 2.4 (ixi-Framework") is stopped, settings and the display of the services in the MMC are no longer possible. The service must be restarted via the service control of the operating system.

3.4 Information

(1) Information			×
ixi-Framework			()) estos
Version: 7.10.0			
Application path:	C:\estos\ixi-Framework		
Last update: Snap-in version:	23.02.2021 07:55:05 7.10.0.56 (64-bit)		
File name		Version	Date
httpd.exe firebird.exe		2.4.43 WI-V3.0.5.33220	21.04.2020 14:06:36 06.01.2020 14:24:44
	ftware, components and li 0/OpenSource/License.tx		amework can be found at
Help			Close

Some information about installed file versions is displayed here.

4 ixi-UMS User Management

If you installed the service OPEN LDAP as user data base additionally, you get the respective icon with the installation in order to start the ixi-UMS User Management.



Remark:

If another LDAP-server is applied for the user management, the interface can be mapped on this via "Setting" in order to enter the needed ixi-UMS settings at the users.

Precondition for this is that the needed attributes are available in the LDAP-server and/or that the interface was adjusted.

4.1 Menue

Via the menu bar users can be created, the display can be modified and the "Settings" can be called.

ixi-UMS User Management	German			- 🗆	×
🗄 📽 🔟 🖉 🔇 🐹 🔳 🖩	Language 🖌 English	Se	arch		
Display Name 🔺	E-Mail		Busin	ess FAX Number	
💄 Huber, Claudia	CHuber@business.com		+49	596 64579877	
💄 Marten, Frank	Marten@Business.com		+49	596 64579874	
💄 Mayr, Franziska	FMayr@business.com		+49	596 64579876	
💄 Schneider-Franken, Maria	Schneider-FrankenM@Business.com		+49	596 64579875	
💄 Sebastian Kümmel	SKuemmel@business.com				
14:53:44 WIN-K908D2USQLK	Administrator				

- Button for closing ixi-UMS User Management
- 🔮 🛛 Add user
- Edit properties
- C Refresh
- 🗶 Delete
- Define view
- Display configuration, e.g. OpenLDAP configuration

The language of the interface can be changed via the button Language between German and English. In the field "**Search**" you can search for displayed names. It is searched in the entire name.

4.1.1 Anzeige definieren

Via the button \blacksquare , the column setting for the ixi-UMS User Management can be opened.

The displayed columns are currently displayed in ixi-UMS User Management.

Define view	×
View for Users	
Current View	
Display Name E-Mail Business FAX Number	
	<u>M</u> odify
	<u>D</u> K <u>C</u> ancel

Via the button "Modify" columns can be added to the display or removed.

The available fields are displayed in the left column and the displayed fields in the right column. The available fields in the left column can be added to the right column using the arrow keys.

Define view	efinition of View for Users			×	×
View for L Current V Display I E-Mail Business	Available Fields Common Name Department Number Description Employee Type First Name Home Telephone Number Initials City Manager Mobile Phone Number Type Department Pager Number ZIP Code P.O.Box Room Number Secretary Last Name State	 ↑ + +	<u>Q</u> K	Cancel	<u>M</u> odify Cancel

4.1.2 LDAP-Settings

Via the button , the LDAP-connection data for the ixi-UMS User Management can be opened. The interface is connected to the additionally installed OPEN LDAP data base by default.

Settings		×
LDAP Temp	lates LDAP Export LDAP Import	
LDAP Setting	gs	
Authentica	ition	
Host	10.10.150 Connection Security LDAPS V	
Port	991 🗧 None LDAPS StartTLS	
User DN	cn=Administrator,dc=ixi,dc=net	
Base DN	dc=IXI,dc=net	
Password	Confirm	
🗌 Use pa	aged search to list users I est Connection	
🗹 Use Co	ompany - has to exist in LDAP schema	
Help	<u> </u>	у

If the ixi-UMS User Management shall display the data from another LDAP-data base, the connection data can be adjusted accordingly.

If the OPEN LDAP Server was changed to LDAPS or if the connection to the LDAP database is to be established via LDAPS, the FQDN must be specified as "Host" which is entered in the certificate.

If the LDAP server supports this option, the users can be queried page by page (paged-mode).

Please take into account that the LDAP-fields to be read (schema) must correspond with the LDAP-attributes in the OPEN LDAP supplied with ixi-UMS Enterprise.

Exception here is the field "Company", which is displayed in the user settings as field "Company". As it is not a default field, the "Mapping" can be deactivated. The attribute then does not have to be available in the external data base.

The ixi-UMS User Management interface must be closed and open again for the change of the settings.

4.1.2.1 Templates

The setting is only valid for newly created user objects, users already available are not changed.

Here you can determine, how the **display name** in the ixi-UMS User Management shall be created.

It is determined at "**E-Mail-Templates**", how the e-mail addresses of the users are generated. The selection is displayed as "Address example".

Settings	×
LDAP Templates LDAP Export LDAP Import	
Display Name Templates	
Last Name, First Name	⊖ First Name Last Name
E-Mail Templates	
Address example: JohnSmith@Business.net	Advanced
First Name + Last Name	
◯ First Name + '.' + Last Name	
O Last Name + First Name	
◯ Last Name + '.' + First Name	
	Basic View
Primary domain Business.net	
Help	<u>D</u> K <u>C</u> ancel <u>Apply</u>

When "Advanced" is selected, the template can be adjusted individually.

Settings	×
LDAP Templates LDAP Export LDAP Import	
Display Name Templates	
Last Name, First Name O First Name	
E-Mail Templates	
Address example: JSmith@Business.net	Advanced
● First 1 character(s) of First Name + → + Last Name	
O First Name + + first character(s) of Last Name	
○ First character(s) of Last Name + + First Name	
O Last Name + + first character(s) of First Name	
	AdvancedView
Primary domain Business.net	
Help <u>D</u> K <u>C</u> ancel	Apply

4.1.2.2 LDAP Export

If the users shall be saved, they can be exported to an LDIF-file.

Start the query via the button "Run Query".

This query may take a while, depending on how many users are in the OPEN LDAP.

lettings	×
LDAP Templates LDAP Export LDAP Import	
Export of LDAP Database	
● All Data	
O Define Own Query objectClass=*	
Result	
ou: Church st: Vereinigtes Königreich I: England displayName: Smith, Steve givenName: Steve mail: SmithS@Business.net ixi-umsMobileUserConfiguration: iumPinDate=43307,iumPIN={2}9PFeox4gbe6Q+WVvAD9+Fg==, ixi-umsMobileUserConfiguration: s,layout=Sales,vcard=Sales'',IXIFaxMaxPages=0,iumCfgVer=2 # Number of entries: 5	
~	
< >>	
<u>B</u> un Query <u>S</u> ave As	
Help <u>O</u> K <u>Cancel</u> <u>Apply</u>	

When the query is finished, the data can be stored in a file via "Save As".

4.1.2.3 LDAP Import

tings								×
DAP Templates LDAP Export LDAP Import								
mport								
Öffnen								
€ 💿 ▼ ↑ 퉬 « Local Disk (C:) ▶ _Install ∨	Ç	Sear	rch _lr	nstall			\$	C
Organize 🔻 New folder						:==	• (?
Local Disk (C:) 🔨 Name		Dat	e mo	dified	ł		Туре	
Linstall		13.0	3.201	3 09:	40		LDIF	File
PerfLogs serVonic V								>
File name: IXI-User.ldif		P Exp	out Ei	loc /*	(14)E	,		7
The name. The oseriful								
		Oper				Canc		
		Select	File			mport		
Help	<u>0</u> K		Ca	ncel		, I	Apply	
· · ·	-		_					
Loading and convertig data. If this is successful, the import can be started.							and ess n	
If this is successful, the import can be started.	OK							the
If this is successful, the import can be started.	OK							the
If this is successful, the import can be started.	ОК							the
If this is successful, the import can be started.	OK							the nus
If this is successful, the import can be started.	OK							the nus
If this is successful, the import can be started.	OK							the nus
If this is successful, the import can be started.	OK							the nus
If this is successful, the import can be started.	OK							the nus
If this is successful, the import can be started. If this is successful, the import can be started. AP Templates LDAP Export LDAP Import AP Templates LDAP Export LDAP Import # Conversion Date: 26.07.2018 13:09:53 # Export date: 26.07.2018 13:09:54 # Query: objectClass=* # dc=ixi,dc=net # dc=ixi,dc=n	OK							the nus
If this is successful, the import can be started. If this is successful, the import can be started. AP Templates LDAP Export LDAP Import AP Templates LDAP Export LDAP Import # Conversion Date: 26.07.2018 13:09:53 # Export date: 26.07.2018 13:09:53 # Export date: 26.07.2018 13:09:53 # Export date: 26.07.2018 13:09:53 # Query: objectClass=* # do=ixi.dc=net #objectClass: dcObject # objectClass: organization # oc IXI # Conversion Date: 26.07.2018	OK							the nus
If this is successful, the import can be started. If this is successful, the import can be started. AP Templates LDAP Export LDAP Import AP Templates LDAP Export LDAP Import AP Templates 26.07.2018 13:09:53 # Conversion Date: 26.07.2018 13:09:53 # Export date: 26.07.2018 # Export date: 26.07.2018 # Export date: 26.07.2018 # Export date: 26.07.2018 # Export da	OK							the nus
If this is successful, the import can be started. If this is successful, the import can be started. AP Templates LDAP Export LDAP Import # Conversion Date: 26.07.2018 13:09:53 # Export date: 26.07.2018 # Export date: 26.07.	OK							the nus
If this is successful, the import can be started. If this is successful, the import can be started. AP Templates LDAP Export LDAP Import AP Templates LDAP Export LDAP Import # Conversion Date: 26.07.2018 13:09:53 # Export date: 26.07.2018 # Export date: 26.	OK							the nus
If this is successful, the import can be started. If this is successful, the import can be started. AP Templates LDAP Export LDAP Import AP Templates LDAP Export LDAP Import # Conversion Date: 26.07.2018 13:09:53 # Export date: 26.07.2018 # Export date: 26.	OK						ess n	the nus
If this is successful, the import can be started. If the im	OK					roce	ess n	the nus
If this is successful, the import can be started. If th			File		is pr	roce	ess n	the nus
If this is successful, the import can be started. If this is successful, the import can be started. AP Templates LDAP Export LDAP Import AP Templates LDAP Export LDAP Import mport # Conversion Date: 26.07.2018 13:09:53 # Export date: 26.07.2018 # Ex		Select	File		is pr	roce	ess n	the nus

In order to import users from an older ixi-UMS User Management, they must be available in an LDIF-file.

The LDIF-file can be selected via the button "Select File".

When the file is open, the data must be imported via the mporter and thereby formatted correctly. Fhis process must be started now.

This process may take a while. If the conversion has been successful, a note is displayed.

The user data now can be imported in the OPEN LDAP data base via the button "Import".

tings	xport LDAP Import		
DAP Templates LDAP E	xport LDAP Import		
Import			
adding new entry "cn=Fran	kMeier,dc=ixi,dc=net''		^
adding new entry "cn=Stef	an Marten,dc=ixi,dc=net''		
adding new entry "cn=Mari	a Huber,dc=ixi,dc=net''		
adding ne Information		×	
	t has finished successfully.		
		ОК	
<			>
Loading of the data was suc now.	ccessful. Import can be started	Select File	Import
Help		OK Cance	el Appl

Import	w entry "cn=FrankMeier,dc=ixi,dc=net"		
	-		
Idap_add:	Already exists (68)		
	Error	×	
	Import returned an error.		
		ОК	
<			>
	the data was successful. Import can be started		

If the import has been completed successfully, a note is displayed.

All the imported data are displayed with "adding new entry".

If the process has not been successful, the respective error message is displayed with the first error.

The dataset that caused the problem is displayed in the "Import Window".

All the added user data are now displayed at "Users" in the ixi User Management. It might be necessary to update the display with "F5".

4.2 Create User

A new user can be created via the button 뽇 .Note the settings under "Templates" before creating the user

New user						×	A 64
General A	ddress Organization	Phone	E-Mail ixi-UMS				After entering the first name and surname, the user can be
Common Na	ame (CN) Steve	Smith	า				saved using the "Apply" button.
-Basic Use	r Informations						The CN corresponds to the UID
Title				Initi	als		and is created when saving and cannot be changed later.
First Nam	e Steve						The CN or UID may be required
Last Nam	e Smith						for logging on to one of the ixi-
Display N	ame Smith, S	teve					UMS User Homepages.
Password							To use ixi-UMS Enterprise, the
UID	SteveS	nith					user must enter a valid e-mail
Descriptio	n						address (see below) and a valid ixi-UMS recipient number.
						$\hat{}$	in ons respentitumber.
Help				<u>0</u> K	<u>C</u> ancel	<u>A</u> pply	
New user						×	To be able to deliver incoming

General	Address Organization Phone E-Mail ixi-UMS
E-Mail	s 6@Business.net
	E-mail address
	Type e-mail address SmithS@Business.net
	OK Cancel
	A <u>d</u> d D <u>e</u> lete Edjt
Help	<u>O</u> K <u>C</u> ancel <u>Apply</u>

To be able to deliver incoming ixi-UMS messages to the user and for authentication with outgoing ixi-UMS messages, the user must be entered a valid email address in the mail system.

Please double-click on the automatically generated entry in the tab "E-Mail" and enter the e-mail address from the mail server.

Note the settings under "Templates" before creating the user

It is then stored with "OK".

 \times User - Smith, Steve This information can be printed General Address Organization Phone E-Mail ixi-UMS on a cover sheet. Organization Address By default, ixi-UMS Mail Server Street 20 Deans Yd Connector reads: - company P.O.Box - Road ZIP Code SW1P 3PA City (country) England - Post Code - place State (province) Vereinigtes Königreich - Department - office User - Smith, Steve \times General Address Organization Phone E-Mail ixi-UMS For more information about cover page, see the instructions -Organizationixi-UMS Mail Server for Plan and lead LLP. Company Connector and ixi-UMS Kernel. Church Department Department Number Room Number Employee Employee Number Employee Type \sim Manager \sim Secretary \sim Help Cancel <u>0</u>K Apply

Optionally, information about the company and the address can be provided.

4.3 Assign ixi-UMS number

Inbound Routing means the delivery of UMS messages to the e-mail inbox of the user. By means of LDAP, the ixi-UMS Mail Server Connector looks for the call number received by the ixi-UMS Kernel in the LDAP-Database.

When the UMS number is found, the ixi-UMS Mail Server Connector reads out the accompanying e-mail address of the user and transmits the message to the Exchange Server.

Principally, every user in the company can get one or several fax-, voice- and SMS-numbers assigned therewith. By Default, every user gets a UMS recipient number, on that all 3 sorts of messages can be received.

New user	×
General Address Organization Phone E-Mail ixi-UMS	
Business	
Telephone +44 98454132 V Edit	
FAX Number V Edit	L I
FAX Numbers >	<
Editing FAX Numbers	
Pet Telephone number	
+44 9845419932 Add	
-Prit	
Te Replace	
•	
+	
<u> </u>	
Help <u>O</u> K <u>C</u> ancel <u>A</u> pp	y

In order to be able to receive messages, a valid fax recipient number has to be entered at the user in the tab "Phone" at **FAX Number**.

(LDAP Attribute: facsimileTelephoneNumber)

When clicking on the button "Edit", the call number can be entered.

Via "Add", it is assigned to the user.

Remark:

The call number must be entered in the international format. Characters like () / - are NOT read out.

Example: +49 8142 4799123 or +4981424799123 (without all spaces)

Remark:

An E.164 telephone number is a number in the so-called canonical format, this means it contains country code, area code, phone number and extension information.

Example: +49 8142 4799123 or +4981424799123 (without all spaces)

By default, the country code, area code and call number depend on the ixi-UMS Kernel site settings.

When the PBX transmits the recipient number in E.164 format (see ixi-UMS Kernel Manual - ISDN & PBX) or when a call number converter is deployed, you may have to enter the recipient number without blanks.

Note:

If the fax recipient number is to be searched in another field, see the notes in Additional Information in the ixi-UMS Mail Server Connector and / or ixi-UMS Voice-Mail Server manual.

4.4 ixi-UMS Tab

Regardless of whether the ixi-UMS Voice-Mail Server is installed or not, all settings / buttons are active.

New user	×			
General Address Organization Phone E-Mail ixi-UMS				
Voice mailbox system default enabled disabled Reset Access Mode				
	e (only profile settings)			
O No login via telephone O Login via telephone	e and remote inquiry			
Voice mail settings	<u>V</u> oice Mail			
Remote inquiry settings	<u>R</u> emote Inquiry			
Settings to access user's mailbox <u>Mailbox</u>				
Notifications	Notifications			
	UMS			
All ixi-UMS installations are version 6.60 or newer				
Help <u>O</u> K	Cancel Apply			

If the "Voice-mailbox" function is not in use, it can also be deactivated.

Under "UMS" the authorizations and properties for the services Fax, SMS and TTS can be entered.

4.4.1 UMS Settings

Here, the setting per service can be made, if these should deviate from the settings on the ixi-UMS server. If this information is not deposited with the user, the standard authorizations entered at the ixi-UMS Mail Server Connector and / or ixi-UMS Kernel will apply. In that case, "System Preset" is displayed.

In general, the settings of the users overwrite the settings on the server.

4.4.1.1 General

Here, the sender information as well as "Coverpage" and "Cost Center" are determined. These entries are optional.

UМ	S Configuration		Х
	General Fax SMS	Voice / TTS	
	ISDN Originating Address	9987	
	Billing Code		
	Cover Page	Sales	
	Force Cover Page		
	Reports		
	HTML Reports in	System default 🗸 🗸 🗸	
	Delete all Reports	System default Dutch English French German Italian Portuguese Spanish	
		OK Cancel	

ISDN Originating Address:

The calling party number, that is signaled for outgoing UMS messages for this user.

If no ISDN sender identification is entered here, the fax sender number is signaled as a calling party number.

If SMS-in fixed network is used, a sender information valid for the ISDN connection **must be stored here**, if the fax sender number is not a valid number for the telephone system or the connection

Billing Code:

Any string. Is logged in the journal of the ixi-UMS Kernel and can be used for charging information.

Cover Page

Here you enter the directory name of a cover page sub-directory. It contains files, that can be used as fax coversheet, fax layout and as header file for outgoing short messages (SMS).

Optionally it can be set Force Cover Page for all outgoing fax messages.

Non/Delevery reports:

The ixi-UMS Kernel reports, the text OCR and the information contained by the "transmitter identification", can be sent as HTML e-mail to the user. If this option in the ixi-UMS server is activated, an individual presentation can be assigned to the user.

Optionally **all reports can be deleted**. In this case the user gets no more positive and negative delivery reports. Errors that occur while processing an outgoing message keep the users informed.

If ixi-UMS Enterprise is set up so that ixi-UMS messages and reports are only stored on the ixi-UMS server (see also Message Store), the settings for the confirmations are not relevant.

4.4.1.2 Fax Settings

This sets the sender information and permissions for ixi-UMS faxes.

Fax Sender Number:

The number in the headline of an outgoing fax. This number is an extension number. It is then combined with the licensing information of the ixi-UMS Kernel.

Example:

When a sender ID +49 is entered at the ixi-UMS Kernel in the license information, you have to enter the following here: <area code without 0> <complete phone number>

Fax Headline:

This entry overwrites the sender ID in the ixi-UMS Kernel. If you want the users to enter this individually, see also "Additional Informations - ixi-UMS User Preference" in ixi-UMS Mail Server Connector manual.

UN	1S Configuration		×
	General Fax SMS	Voice / TTS	
	Fax Sender Number	9988	
	Fax Headline	estos GmbH, Sales dep.	
	Send permission	System default \sim	
	Allowed to send with	high \sim priority	
	Max. Fax Pages:	0	
	Max. Fax Per Day	System default \sim	
	Inbound fax as	System default V System default PDF	
		TIF PDF and TIF	
		<u>O</u> K <u>C</u> ancel	

Fax Permissions:

Here it is entered how "far" a user is allowed to send UMS messages.

Allowed to send with priority:

If the priority stated in the message exceeds the priority entered here, the effective priority is limited to the one entered here.

Max. Fax Pages:

If the user wants to send a fax with more pages than entered here, he gets an error message. The value 0 means "System default"= (max. number of pages defined in the ixi-UMS Render Connector).

Max. Fax Per Day:

You can determine how many messages per message type the user is allowed to send per day. In order to activate this limitation, the score must be activated in the ixi-UMS Kernel Configuration at "AddOns - Daily Limit". The settings of the users overwrite the settings at the server.

System default: The number set at the ixi-UMS Kernel is valid.

Infinite: Independent of the configuration at the ixi-UMS Kernel, the user is allowed to send any number of messages. *Custom*: The number of the messages allowed must be entered.

Inbound fax as

Here you can specify whether the user receives the ixi-UMS faxes as TIF and / or PDF attachments. Note the required setting in the ixi-UMS Render Connector.

If ixi-UMS Enterprise is set up so that ixi-UMS messages and reports are only stored on the ixi-UMS server (see also "Message Store" in ixi-UMS Kernel manual), the settings for "Inbound fax as" is not relevant.

4.4.1.3 SMS Settings

If the ixi-UMS Enterprise system is set up for sending SMS, you can set different permission from the server here.

UMS Configuratio	n		×
General Fax	SMS	Voice / TTS	
Send permissio	n	international	~
Max. SMS Per	Day	Custom 🗸 5	▲ ▼
Depending of t be sent. For this user wi		method and provider, a sender nu ed:	ımber can
In case of 9 this user.	SMS via HT1	P: The mobile phone number ent	ered for
		N/VoIP: The ISDN originating add wise the ixi-UMS fax sender numb	
If a GSM da of the SIM		s used for sending SMS the phone	e number
		<u>о</u> к	<u>C</u> ancel

4.4.1.4 Voice+TTS Settings

UMS Config	guration							×
General	Fax	SMS	Voice	e/TTS				
	ermission			nationa			\sim	
Max. V	oice Per [Јау		System	detault	~		
The se are def	ttings for (ined on th	using the ne user ta	servic: b ''ixi-L	e Voice ir JMS''.	n conjunct	tion with t	he ixi-UMS	5
Please	note:							
	r sending must be li		sages	the servi	ce "Voice	" at the ix	á-UMS	
					<u>_</u>	<u>I</u> K	<u>C</u> anc	el

SMS Permissions:

Here it is entered how "far" a user is allowed to send SMS messages.

Max. SMS Per Day:

You can determine how many SMS per the user is allowed to send per day.

In order to activate this limitation, the score must be activated in the ixi-UMS Kernel Configuration at "AddOns - Daily Limit".

The settings of the users overwrite the settings at the server.

System default: The number set at the ixi-UMS Kernel is valid.

Infinite: Independent of the configuration at the ixi-UMS Kernel, the user is allowed to send any number of messages.

Custom: The number of the messages allowed must be entered.

Send Permissions:

Here it is entered how "far" a user is allowed to send Voice- or TTS messages.

Max. Voice/TTS Per Day:

You can determine how many Voice and TTS messages (additively) per the user is allowed to send per day.

In order to activate this limitation, the score must be activated in the ixi-UMS Kernel Configuration at "AddOns - Daily Limit".

The settings of the users overwrite the settings at the server.

System default: The number set at the ixi-UMS Kernel is valid.

Infinite: Independent of the configuration at the ixi-UMS Kernel, the user is allowed to send any number of messages.

Custom: The number of the messages allowed must be entered.

4.4.2 ixi-UMS Voice-Mailbox Settings

All basic settings can be made globally on the ixi-UMS Voice-Mail Server and are valid for all users. Thus, e.g. Deactivate the voice mailbox on the server and activate it only for selected users. If the function "remote inquiry by telephone" is to be used, a configuration for the IMAP access is absolutely necessary. For more information, see the ixi-UMS Voice-Mail Server Guide.

If the PIN has been entered incorrectly several times and therewith the account for the log in by telephone has been locked, it can be unlocked via the button "Reset". The options are explained under: Reset - Release locked voice-mailbox

If the **Voice mailbox** is disabled, the caller hears a respective announcement and cannot leave a message. At **Access Mode** it can be determined, whether and for which features the user is entitled to log in by telephone.

System default: No login via telephone:

Login via telephone (only profile settings): Login via telephone and remote inquiry: The settings at the ixi-UMS Voice-Mail Server are valid. The user is not entitled to log in. He cannot record any announcements or access messages. The user is entitled to log in via telephone, record his announcements and set all the profiles, independent of the settings in "Global User Settings - Login via telephone". The user is entitled to log in, set his profiles and access his messages, independent of the settings - Remote Inquiry"

New user	×
General Address Organization Phone E-Mail ixi-UMS	
Voice mailbox	Reset
System default Cogin via telephone (onl	ly profile settings)
O No login via telephone O Login via telephone and	f remote inquiry
Voice mail settings	⊻oice Mail
Remote inquiry settings	<u>R</u> emote Inquiry
Settings to access user's mailbox	<u>M</u> ailbox
Notifications	Notifications
UMS Configuration	UMS
All ixi-UMS installations are version 6.60 or newer	
Help <u>O</u> K	<u>C</u> ancel <u>Apply</u>

Further settings in terms of language and permissions can be made in the menues "Voice Mail", "Remote Inquiry", "Mailbox" and "Notifications".

All ixi-UMS installations are version 6.60 or newer

With ixi-UMS Enterprise 6.60, the encryption of the PIN and the IMAP password for the individual IMAP4-login on the mail server is increased. If the ixi-UMS User Managemet is installed on the same server as the ixi-UMS Voice-Mail Server, the setting is automatically taken from the setting of the ixi-UMS Voice-Mail Server. For more information, please refer to the ixi-UMS Voice-Mail Server Manual.

4.4.2.1 Voice Mail

In Greeting type it is determined, whether this user is enabled to use an individual or a personalized announcement.

Voice Mail			×
Voice Mail			
Greeting type	System default	~	
Description of the call transfer	destination annound	ed by (only individual):	
	System default	~	
Greeting default language	System default	~	
Language detection	System default Default	~	
Use following profile	Depending on calle Let the caller select		
outside the office hours		System default 💦 🔻	1
during breaks		System default None Work Mobile Home Vacation Custom 1 Custom 2	
		<u>O</u> K <u>C</u> ancel	

At **Description of the call transfer destination is announced by (only individual)** it is determined, who announces the selection for the forwarding of callers. This setting is only possible in combination with the announcement type "Individual".

System Default:

The setting of the ixi-UMS Server is used.

Only User:

The user must announce the selection for "Press 1 and 2" together with his individual announcement.

User and System:

The user deposits a regular announcement and the ixi-UMS system then plays: "Press 1 to leave a message or 2 to be forwarded to XXX"

The **Greeting default language** defines whether the caller hears the German or the English announcement by default. **Language detection** specifies the method used to find out the preferred language for the caller.

System default:	The language determined at Default Language is played.
Depending on caller address:	Depending on what was set up on the ixi-UMS Voice-Mail Server under Country
	Codes / Languages, the caller will receive the announcement in the assigned
	language (if available) based on the sender number.
Ask the caller for	The caller gets a selection of the available languages (German and English by
language preference:	default) and can choose which language he prefers.

When a profile is defined for **outlide off-hours** or **during breaks**, this profile is activated automatically according to the fixed times.

Office hours can be set on the ixi-UMS Voice-Mail Server and/or set by the user using the browser-based ixi-UMS Voice-Mailbox Configuration.

4.4.2.2 Remote Inquiry

At Menu Language it is determined, in which language the menu at the phone shall be announced to the user.

Remote Inquiry	×
Remote Inquiry	
Menu language PIN	System default
Specify from which telephone	is the user is allowed to log in from remote in and access the mailbox with and without
🔿 System default	
C Login allowed from all tele	ephones with PIN
Login allowed from nowh	ere
Exceptions	
🗹 Office telephone	🗹 without PIN
🗹 Mobile phone	without PIN
C	ther numbers
	<u>O</u> K <u>C</u> ancel

When the user has forgotten his **PIN** or has entered it incorrectly several times, a new PIN can be entered here.

Login allowed from all telephones with PIN is activated by default. That way, the users can access their voice box via any telephone and log in by entering the PIN.

If this shall not be allowed, you can switch over to **Login allowed from nowhere**.

At **Exceptions**, telephone numbers can be entered, from that the user can change his profile settings and access his messages. Depending on the general selection, call numbers can entered here which do not require a PIN-entry or it can be adjusted in general, from which telephone the users are allowed to log in.

The telephone numbers that may have have been entered in the AD at "General - Phone Number" and "Phone Numbers - Mobile" are predefined. If **without PIN** is selected, no PIN-entry is required from this telephone. When dialing in from one of the numbers defined here, the main menu is immediately read to the user.

More Exceptions		×
Other phone numbers		without PIN
+44 321325498 +44 32454587	no PIN	<u>A</u> dd
		Delete Clear
[<u>0</u> K	<u>C</u> ancel

At **Other Phone Numbers**, any phone number can be entered. It is also possible here to allow the dial in from this telephone without PIN-entry.

When entering phone numbers for the general access or the access without PIN you have to take care, that the phone numbers are deposited in the format +49 8142 47990.

Remark:

If the access is restricted to one phone number, the caller ID must not be suppressed.

4.4.2.3 Mailbox

Mailbox Access IMAP Folder	Inbox	
Use administrative IN	1AP account to access the mailbox	
IMAP user name	SmithS	
IMAP Password		
Mail Server		
Use other IMAP serv	er	
IMAP Host		
IMAP Port	143	

Here a mailbox folder can be assigned to the user that differs from the default entry. New messages are then searched for in this folder.

Example:

If a subfolder "Voice" is created in the inbox of the user and all the voice mails are moved there rulebased, Inbox/Voice has to be entered here.

- with MS Exchange: Inbox/Voice
- with IBM Domino: Voice

Basically, a configuration of the mailbox access is not required, as for the access to all the mailboxes, an administratove IMAP account is used. For using Individual IMAP4 User Login the feature "**use administrative IMAP account...**" must uncheck and the users must enter the valid password via "IndivHomepage" or ixi-UMS Voice-Mailbox Configuration.

If the user name required for the IMAP-access is not deposited in the LDAP-data base, it can be entered here.

If the mail server does not support "IMAP4 Forwarding" (e.g. IBM Lotus Domino) and if it is not deposited in the LDAP-data base, it must be entered as **Other Mail Server**.

Note:

If users must enter their passwords for mobile accessing their mailbox, sending of welcome messages is mandatory because the link to password web page is included in this mail or the feature must aktivate in ixi-UMS Voice-Mailbox Configuration.

4.4.2.4 Notifications

It is determined here after how many and which sort of incoming messages the user shall receive a notification (MWI) at his telephone.

In order to be able to make use of the "Message Waiting Indication" or "SMS to mobile phone", you have to make the respective setting in the ixi-UMS Kernel Configuration and in the ixi-UMS Voice-Mail Server Configuration.

Notifications	×
General	
Use default notification	
🗹 on 🛛 🗸 🗸	new fax message(s)
🗌 on 🛛 🗸	new voice message(s)
🗌 on 🛛 🗸	new SMS message(s)
Send notification to the	following devices
🗹 Set MWI on use	
MWI Sender	9987
SMS to mobile p	hone
	<u>O</u> K <u>C</u> ancel

If **Use default notification settings** is enabled, no individual settings can be made for the user. The default settings of the Notifier Express are used.

At **Send notifications to the following devices** it can be determined, how the user is informed. Only the options are active that can be used on the basis of the deposited information. Missing yet required information is indicated.

In the Configuration of the ixi-UMS Enhanced Voice Package at General - Number conversion it can be termined, from which LDAP-Attribute the number for the MWI-notification is read out.

Sender of the "Message Waiting Indication" (MWI) at the Telephone:

By default, the UMS-extension of the user is displayed as sender number at the telephone. If "Route-By-Redirection" was activated in the configuration of the ixi-UMS Voice-Mail Server at General - Number configuration, the number entered there is displayed at the telephone of the user as call back number. It should be guranteed that the user is connected to his mailbox with this number by call-back.

In environments with e.g. networked PBX's it can happen that the internal and the external extension differ in order to get access to the ixi-UMS Server.

In cases like this, the UMS number "dialed" from the outside has to be entered as recipient number at the user. The differing internal MWI callback number must be deposited at the users separately.

In this case, the entire configuration of the notifications MUST be set at the user individually. No default settings are valid any more.

In environments with several ixi-UMS Kernel sites AND the use of Route-By-Redirection, the respective voice-mailbox number must be entered here.

- **Remark:** In order to inform the user by MWI, the phone number of the user has to be entered in the User Administration in the following format: +49 8142 4799555. The fax number of the users is used as sender number for SMS-messages.
- **Remark:** If e-mails and/or faxes shall be read via telephone, TTS and/or OCR is/are needed.

4.4.2.5 Reset - Unlock Voice-Mailbox

Via the button "Reset", you can select at any time:

Resend welcome mail

Reset PIN and resend welcome mail

With the next call, the user receives the welcome mail with his PIN again. With the next call, the user receives the welcome mail again with a newly generated PIN.

If the PIN has been entered incorrectly several times, the account for the access via telephone is locked. Via the button "Reset", it can be unlocked and you can choose, whether and which further action shall be executed:

The access by telephone is unlocked. Unlock and resend welcome mail

The access is unlocked and the user receives the welcome mail with his PIN again with the next call.

Unlock, reset PIN and resend welcome mail

Unlock

The access is unlocked and the user receives the welcome mail with a newly generated PIN with the next call.

User - Marten, Stefan	×				
General Address Organization Phone E-Mail ixi-UMS					
The remote inquiry service has been disabled (incorrect PIN entered).					
Voice mailbox	Reset				
Access Mode Unlock					
System default Unlock and send welcome mail					
🔿 No login via telephone 🔤 🖓 Unlock and send we	Icome mail with new PIN				
Voice mail settings	⊻oice Mail				
Remote inquiry settings	<u>R</u> emote Inquiry				
Settings to access user's mailbox	<u>M</u> ailbox				
Notifications	Notifications				
UMS Configuration	UMS				
All ixi-UMS installations are version 6.60 or newer					
<u></u> K	<u>C</u> ancel <u>Apply</u>				

5 Info

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

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5.2 Version

Software: ixi-Framework Version: 7.10 Date: 4/19/2024