

ixi-UMS Client Tools

User Guide

Onlineversion

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1 Overview

With ixi-UMS Enterprise faxes, SMS, text-to-speech messages and voice messages can be sent and/or received. The types of messages you can send and/or receive are defined on the ixi-UMS Enterprise Server. How incoming ixi-UMS Messages are delivered to you and what option you have to send a ixi-UMS Message depends on the setup of the ixi-UMS Server. This information must be provided to you by your administrator.

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

- Sending via your mail client, e.g Microsoft Outlook
- Dispatch of attachments: Office documents (e.g. Docx, xlsx), PDF files, image files
- Delivery of the messages to your mail client
- Sending via the ixi-UMS SMTP client (part of ixi-UMS Client Tools)
- Delivery of the messages in the ixi-UMS Web Journal
- Combinations of the above possibilities

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

The ixi-UMS Client Tools include:

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

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

2 ixi-UMS User Portal

With the ixi-UMS Portal Server the ixi-UMS User Portal with web applications for ixi-UMS Enterprise can be made available to you:

ixi-UMS Web Journal

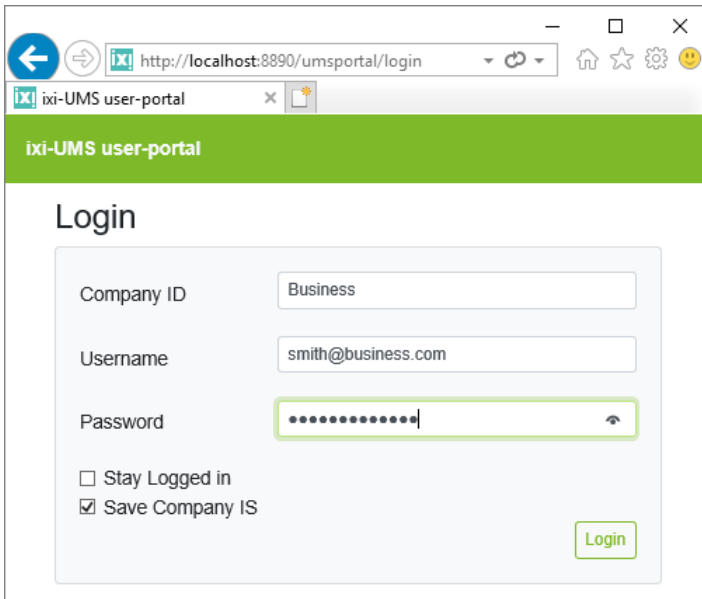
view incoming messages and confirmations in the ixi-UMS Web Journal

ixi-UMS User Settings

Information about the fax, SMS, voice permissions and Changing Cover Sheet and Sender Information Settings

ixi-UMS Voice-Mailbox Configuration

the browser-based configuration interface for the **ixi-UMS Voice-Mailbox**



If the ixi-UMS User Portal is available to you, your administrator will provide you with the link and access data.

Depending on the configuration of the ixi-UMS Enterprise system, you may have to log in with your e-mail address or your Windows login name.

For further information please refer to the ixi-UMS User Portal manual.

To view the ixi-UMS User Portal you need one of the following web browsers:

- at least Internet Explorer 11
Note: The recording of announcements for the ixi-UMS Voice-Mailbox via headset is not supported
- Microsoft Edge
Note: The headset for recording the announcement for the ixi-UMS Voice-Mailbox must be selected anew in each session
- at least Mozilla Firefox 68
- at least Google Chrome 78

3 Receiving ixi-UMS Messages

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

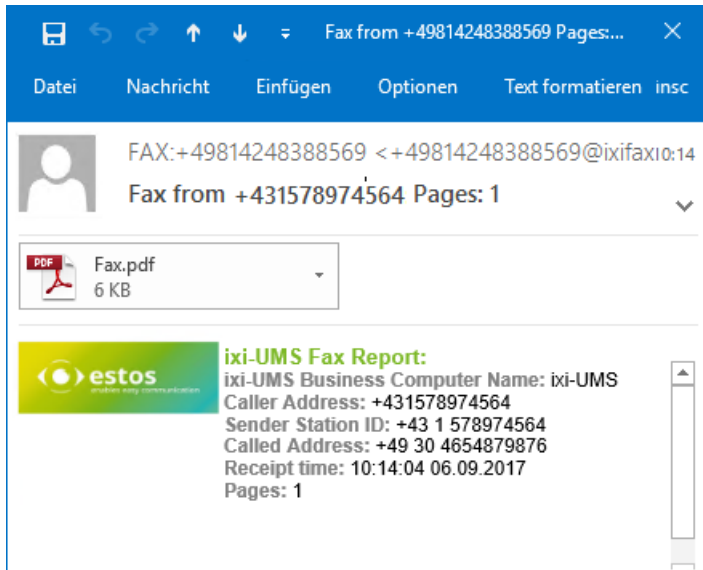
3.1 in your default mail client

Regardless of your mail client, incoming ixi-UMS Messages and feedback will be delivered to you by e-mail. Depending on the functions set up on the ixi-UMS Server, the body text in the e-mail body can be displayed in color as HTML or in black / white as "plain text" werden.

Incoming/reveived ixi-UMS messages

In the case of an incoming / received ixi-UMS message, the number of the sender is indicated in the "**From**" field.

As with any other e-mail, you can forward or reply to it (assuming the sender is sending the correct fax sender information).



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

Fax from, Voice message from or SMS from

Depending on the functions set up on the ixi-UMS Enterprise server, the number or address information of the sender is specified.

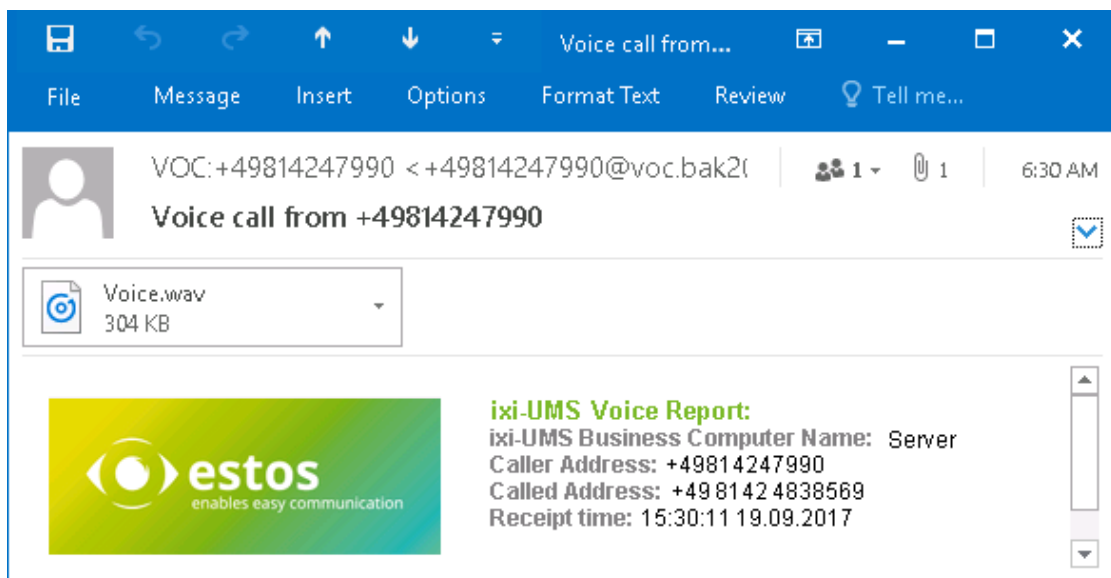
In the e-mail body, you will receive all relevant data for this transmission (report).

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

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

For an incoming fax message, the fax document is attached as a Tif and/or PDF attachment and can be opened with a double-click.

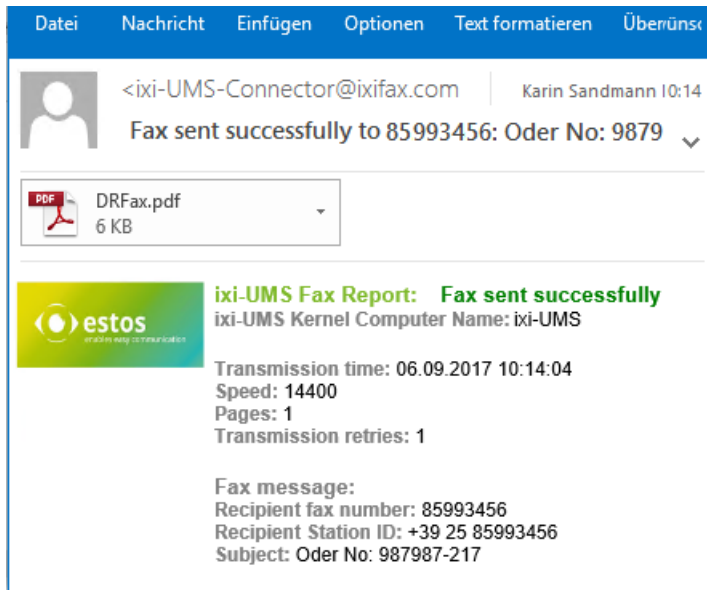
A voice mail has a wav-file attached to the e-mail message. You can either double-click on the attachment and use the media player for listening to the message or listen to it via your telephone.



When your PC is not equipped with a sound card or loudspeakers or you want to listen to your voice mails on the phone discretely, you can do that by sending the message to your telephone. You can forward the e-mail to the address: <your DDI>@ixivoc.com. e.g.: 69@ixivoc.com

Transmission reports

The transmission report is created by the ixi-UMS Enterprise and always has the same sender specified by the administrator.



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

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

Depending on setting in the server, the sent/not sent fax will be attached or not.

3.2 in the ixi-UMS Web Journal

With the "ixi-UMS Web Journal", ixi-UMS Enterprise offers each user a browser-based overview of their own sent and received ixi-UMS Messages as well as dispatch reports. ixi-UMS Messages can be opened and saved. The "ixi-UMS Web Journal" is made available via the [ixi-UMS User Portal](#) by your administrator.

The screenshot shows the "Your ixi-UMS Components:" header with a navigation bar containing "ixi-UMS Web Journal", "Settings", "Help", and "Logoff". Below the header, there are filters for "Entries per page" (set to 10), "Time span" (set to all entries), and a search bar with the text "Subject or remote numbe".

Service	Date	Remote station	Subject	
➔	13:34:51 01.Aug.2019	04569874564	-	Details
➔	07:10:19 01.Aug.2019	003046549845	Offer to estos ixi-UMS	Details
➔	08:16:43 09.Jul.2019	017145679879	Please call me at the office	Details
➔	17:47:16 07.Jul.2019	+31 0578 564896	-	Details
➔	13:47:32 02.Jul.2019	562	WG: Call from Sales GmbH	Details
➔	12:51:53 02.Jul.2019	+4917297454	-	Details

6 entries

4 Sending ixi-UMS Messages

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

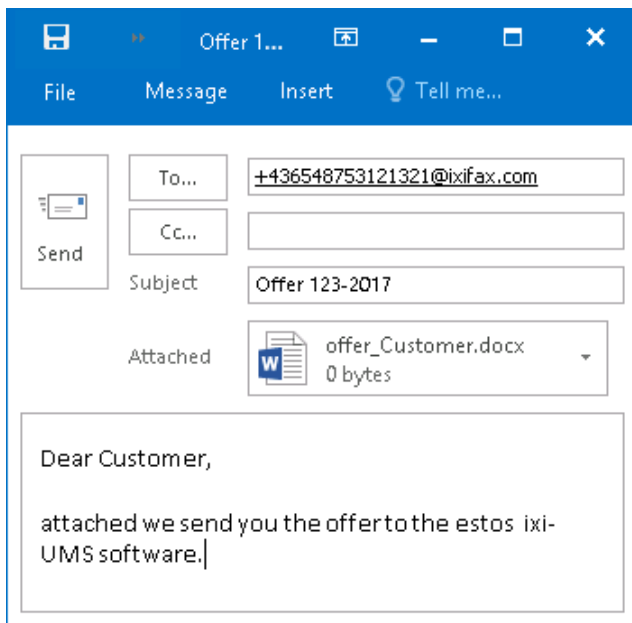
4.1 with your default mail client

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

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

Valid for all mail clients/mail systems

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



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

Addressing of a fax:

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

Example:

+49814247993422@ixifax.com
0814247993422@ixifax.com
47993422@ixifax.com
47993422@ixifax.com

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

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

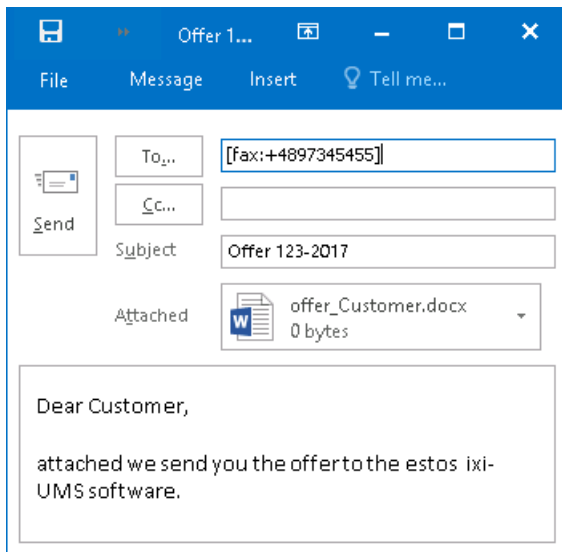
Fax:	+49814247993422@ixifax.com
SMS:	+491711234567@ixisms.com
voice message	+49130457894@ixivoc.com
Text to Spech	+494065987454@ixitts.com

Remark:

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

Optional: Additional addressing for Outlook with Microsoft Exchange

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



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

Example:
[Fax:+49814247993422]

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

Addressing of a voice mail
[voc:<phone number>]

Example:
[voc:+491711234567]

4.1.1 Addressing Faxes via the "To"-Field

When an Microsoft Exchange Server or an Domino Server is deployed at your company and this is set up accordingly, you can address your faxes via the selection in the "To"-field, just like with e-mails.

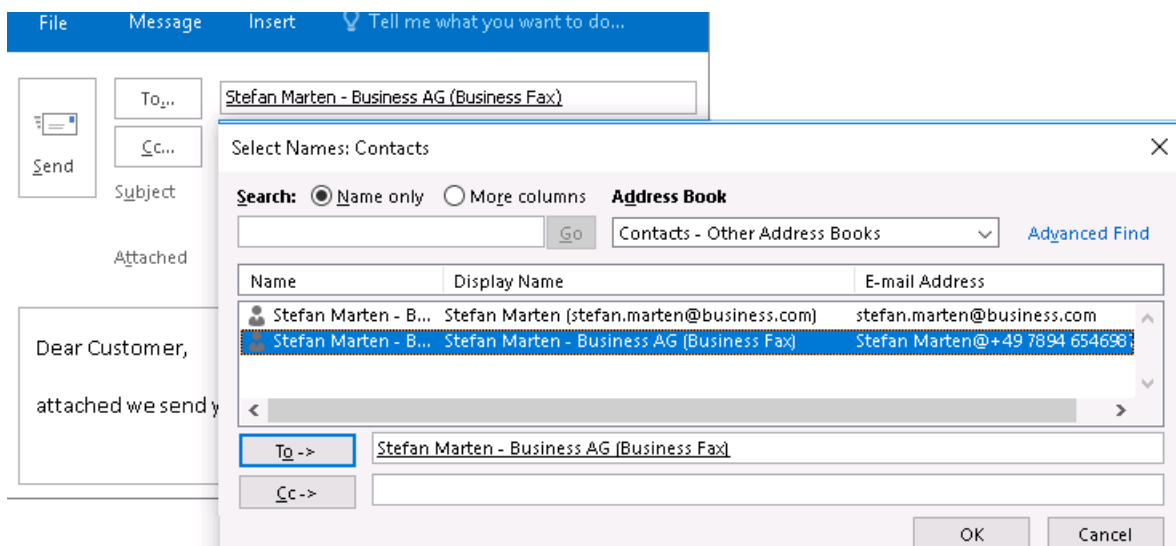
For further information, please refer to "[Entry of the Phone Number in a Contact](#)".

Remark: With Domino Servers, the mail template enhancement has to be installed at the server for this.

4.1.1.1 Microsoft Exchange / Microsoft Outlook

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

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



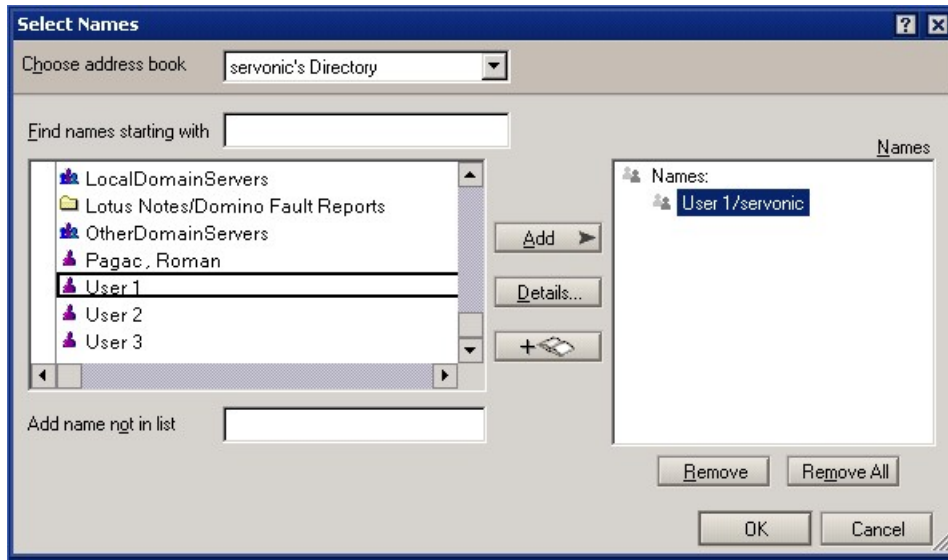
4.1.1.2 Domino / Notes

By means of the Fax/SMS-button in the memo form, you can also add Fax- and SMS-recipient from the Names and Address Book to the recipient field.



To	<input type="text"/>	Fax	SMS
cc	<input type="text"/>	Fax	SMS
bcc	<input type="text"/>	Fax	SMS
Subject	<input type="text"/>		

When you click on one of these buttons, you can choose Fax/SMS recipient (also groups) by means of the dialog stated below.



Select Names

Choose address book: servonic's Directory

Find names starting with:

- LocalDomainServers
- Lotus Notes/Domino Fault Reports
- OtherDomainServers
- Pagac, Roman
- User 1
- User 2
- User 3

Add name not in list:

Names:

- User 1/servonic

Buttons: Add, Details..., +, Remove, Remove All, OK, Cancel

Provided that the user has a fax number or mobile phone number,

Office phone:	+49 8142 47990
FAX phone:	+49 8142 4799378

it is inserted in the respective address field in the correct format.



To: "(FAX) User 1"<+4981424799378@IXIFAX.com>

Fax SMS

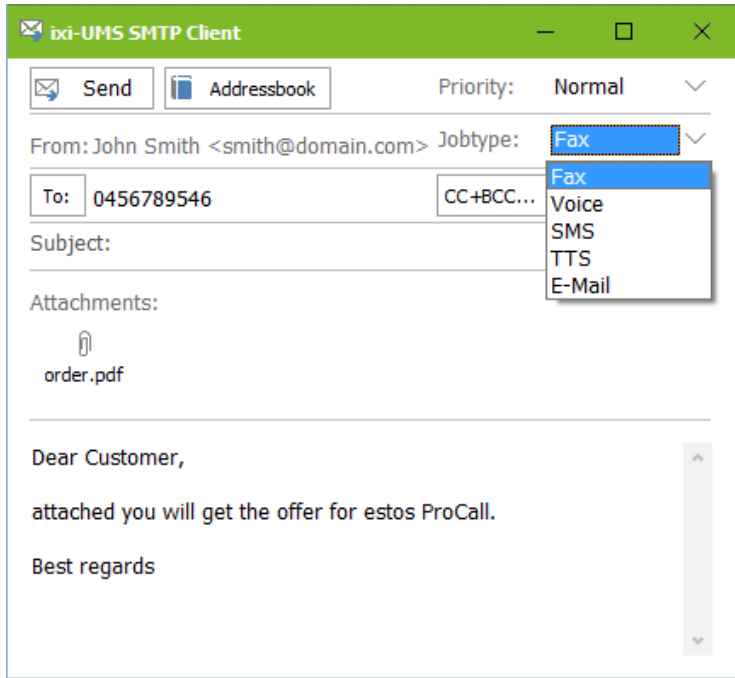
4.2 with ixi-UMS SMTP Client

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

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

4.2.1 send message

If a document is printed via the printer "[ixi-UMS Fax](#)" or dragged into the [collection box](#), the ixi-UMS SMTP Client opens. You can also open the ixi-UMS SMTP Client at any time via the Start menu. A new message always opens, which you only have to address.



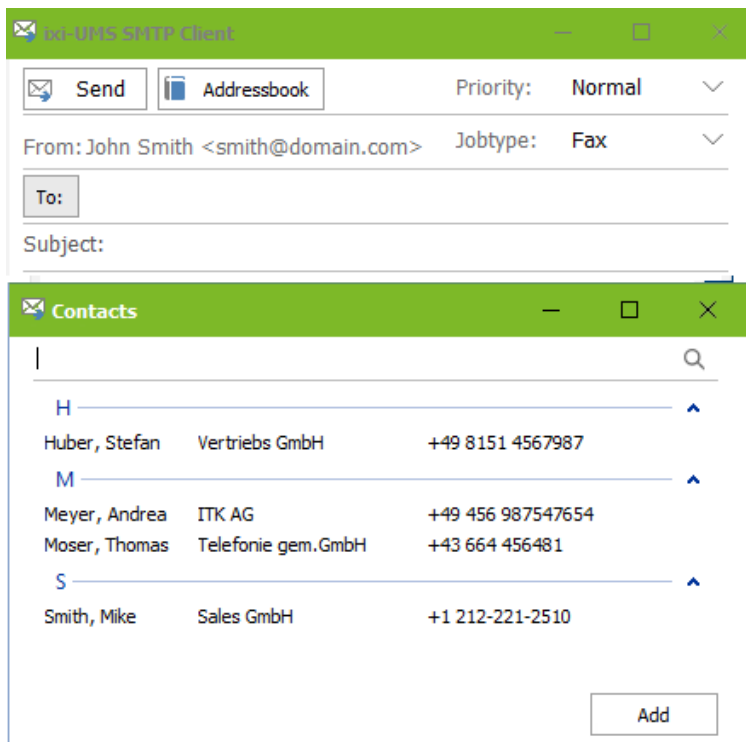
Depending on the available services, you can select as the job type whether the message is to be sent as fax, SMS, TTS, voice or e-mail.

After selecting the desired service, enter the recipient number or e-mail address in the AN field.

Optionally, you can set the priority or specify recipients as CC and BCC.

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

You can also attach a document only or additionally. Simply drag and drop the desired document into the "e-mail".



The ixi-UMS SMTP Client has a simple [address book](#). If you have entries in the address book, you can click on the "An"-field and the contacts will be displayed.

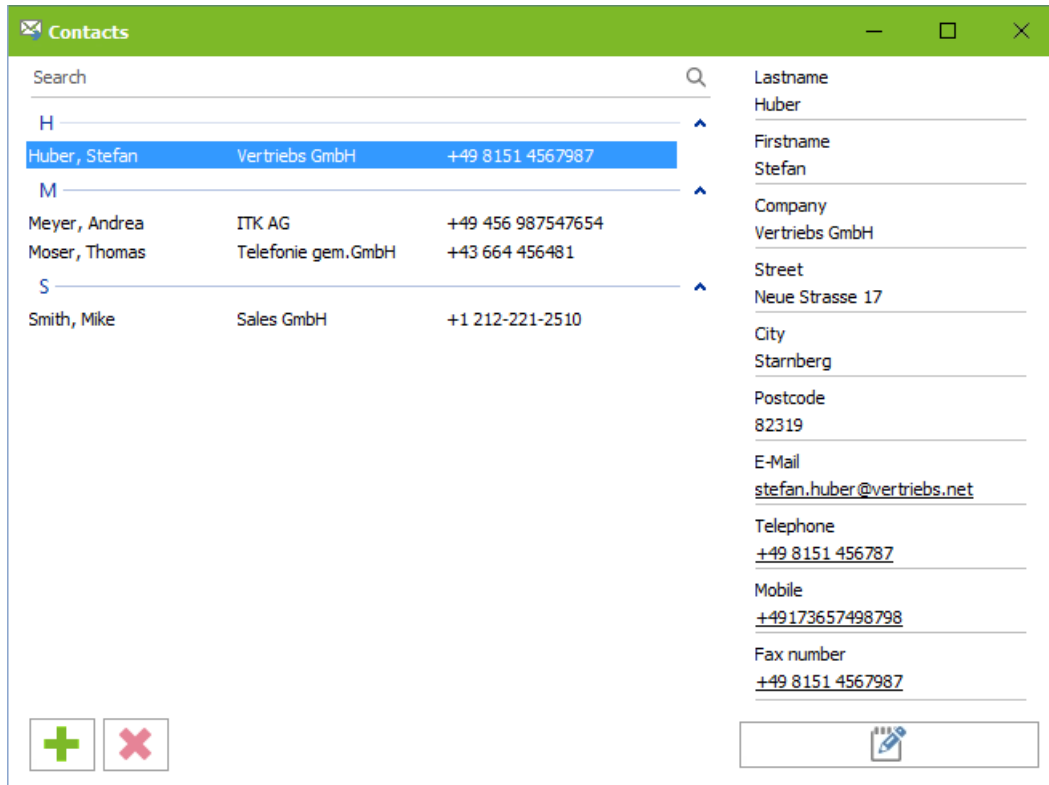
Depending on which job type you have selected for sending, the appropriate recipient data for the contacts will be displayed:


- Fax = Fax number
- Voice/TTS = telephone number
- SMS = Mobile
- E-Mail = E-Mail address


Select the contact and click "Add". Multiple recipients can be specified one after the other

4.2.2 Address book

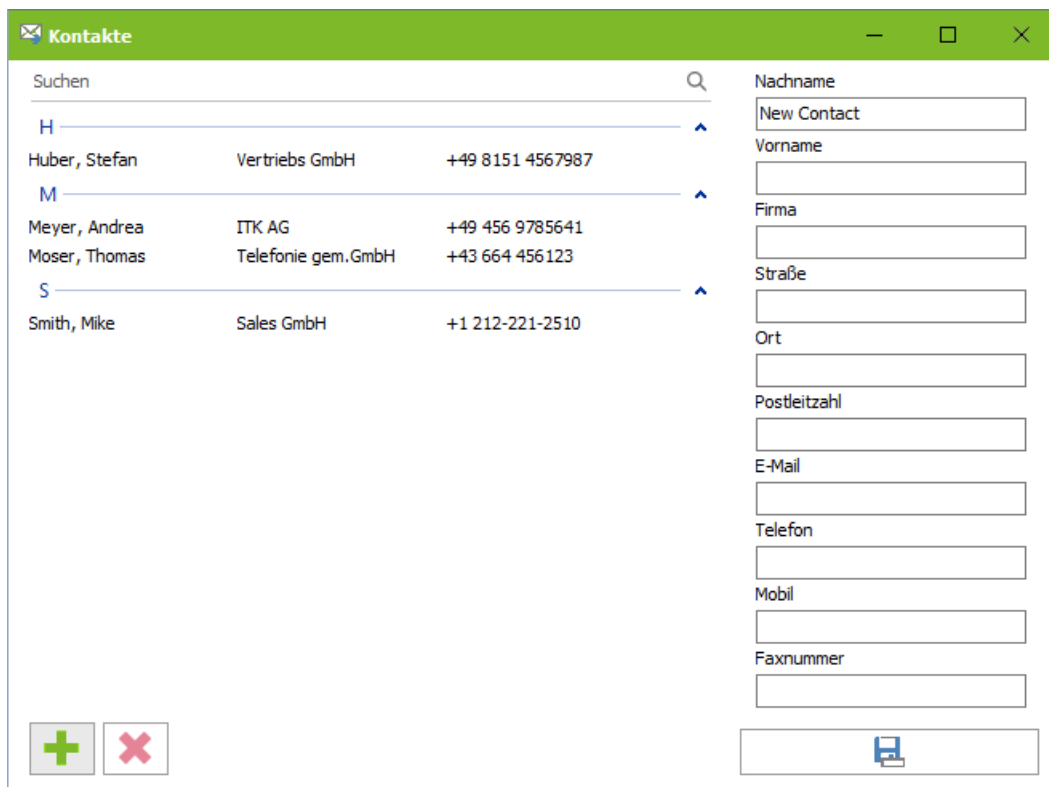
The ixi-UMS SMTP Client has a simple address book. The address book can be opened in ixi-UMS SMTP Client.



To edit an existing contact, select the contact and click .

Click on the - sign to add a contact.

You can now enter the data in the fields on the right.



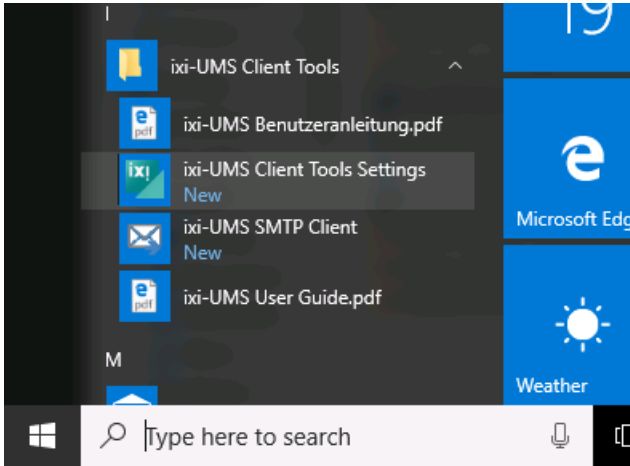
Click on  to save the contact.

5 Features of the ixi-UMS Client Tools

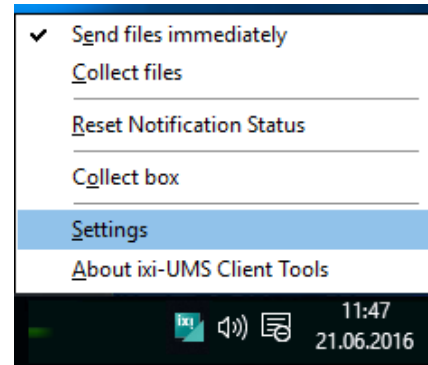
After installing the ixi-UMS Client Tools some new functions are available. Which of the functions explained below you can use depends on the installed scope.

5.1 ixi-UMS Client Tools settings

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



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



The available settings depend on the installed options.

A screenshot of the 'ixi-UMS Client Tools Options' dialog box. The dialog has a green title bar and a close button. It contains the following fields and options:

- My Telephone DDI: 356
- My Displayname: John Smith
- My E-Mail-Adress: smith@domain.com
- Allways open emails if recipient is provided:
 - No - send messages with recipients directly
 - Yes - allways open email before sending
- Language: English (dropdown menu)

At the bottom, there are three buttons: 'OK', 'Cancel', and 'Apply'.

My Telephone DDI:

Entering the own extension/DDI is only required if:
- service "Voice" is available **and**
- if Microsoft Outlook is used and the "Outlook Add-Ins" are installed, too.

My Displayname

Enter the name where you want the display name to appear for e-mails. This name is also entered as the sender when a fax cover page is created.

My E-Mail Address:

If you use the <%IXI-UMS%> SMTP client to send ixi-UMS Messages, you must specify your e-mail address.

Always open the e-mail....

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

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

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

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

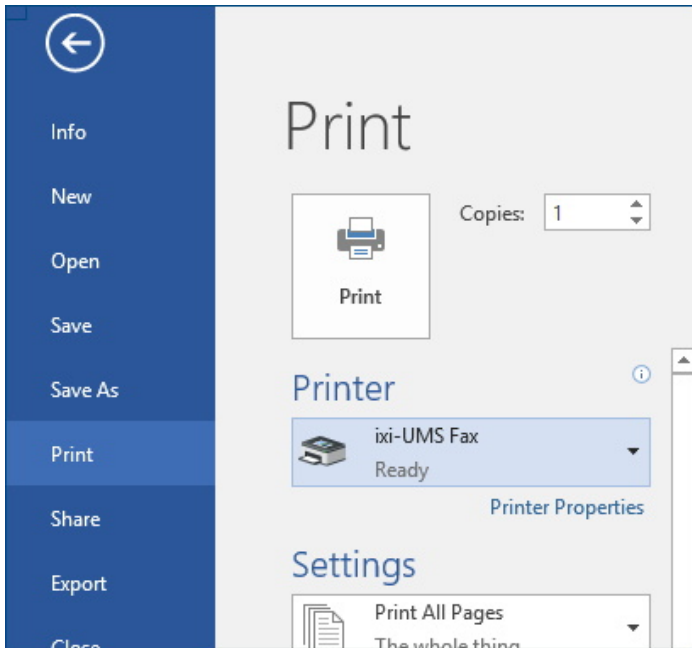
A new e-mail is always displayed. You can correct the recipient numbers, view the attachment and enter a text into the e-mail.

Language:

Specify whether the ixi-UMS Client Tools should be displayed in German or English.

5.2 ixi-UMS Fax Printer

You can send faxes from any Microsoft Windows application that can print. In order to send a document by fax, you have to print the document via the virtual ixi-UMS fax printer driver.



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

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

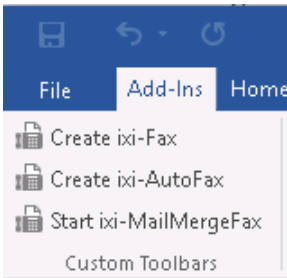
The document is converted automatically and your default mail client oder the [ixi-UMS SMTP Client](#) is start and open a new e-mail.

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

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

5.3 Using the Word Macros

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



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

Create ixi-Fax:

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

Create ixi-AutoFax:

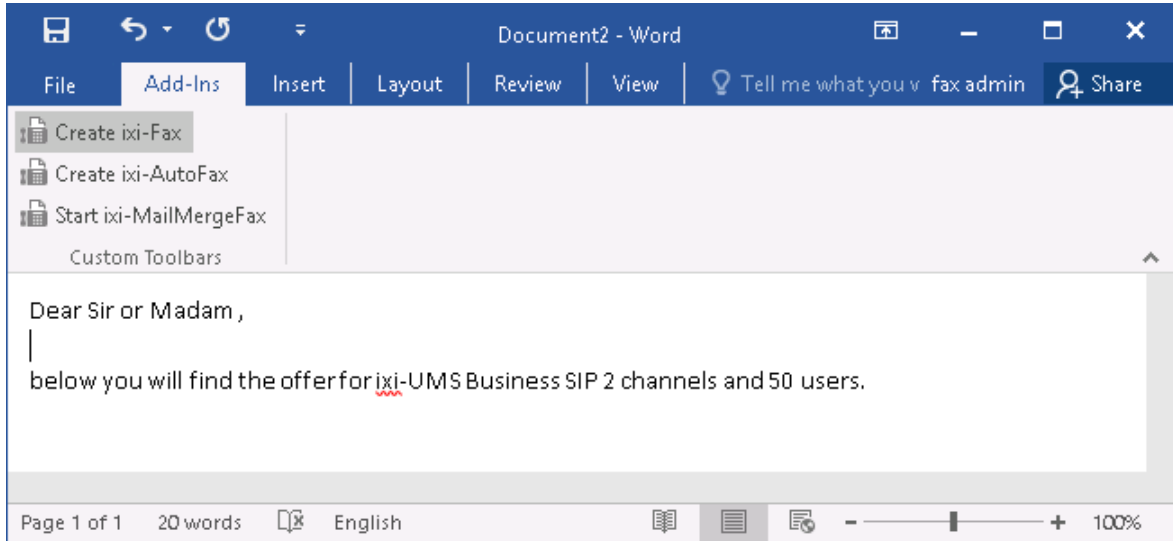
Reads the fax number from the document and sends it automatically.

Start ixi-MailMergeFax:

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

5.3.1 Create ixi-Fax

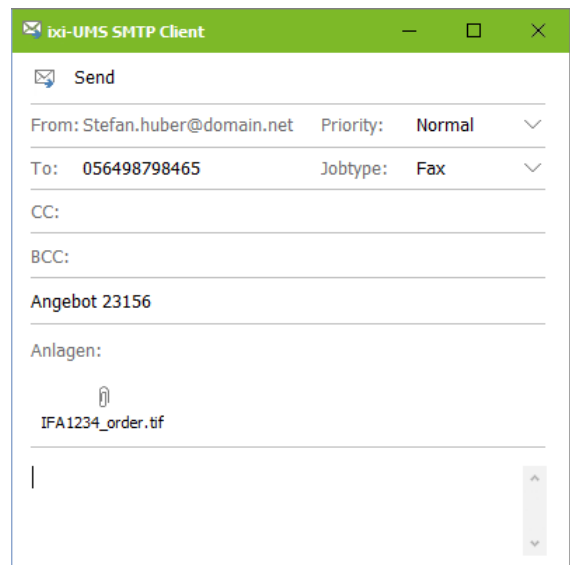
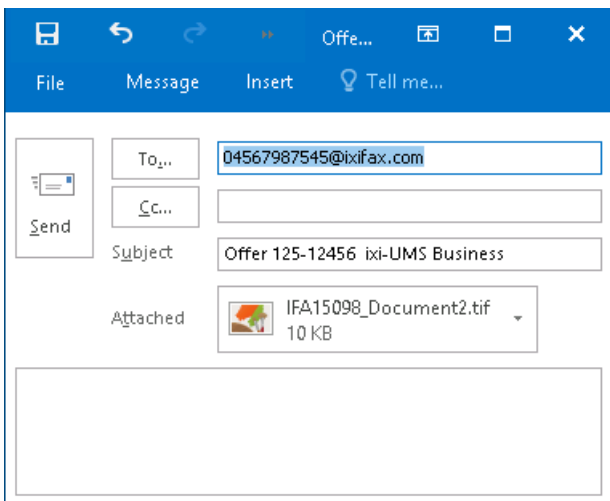
Sending faxes directly out of Microsoft Word: Uses the ixi-UMS Fax printer driver and starts the printing process.



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

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

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



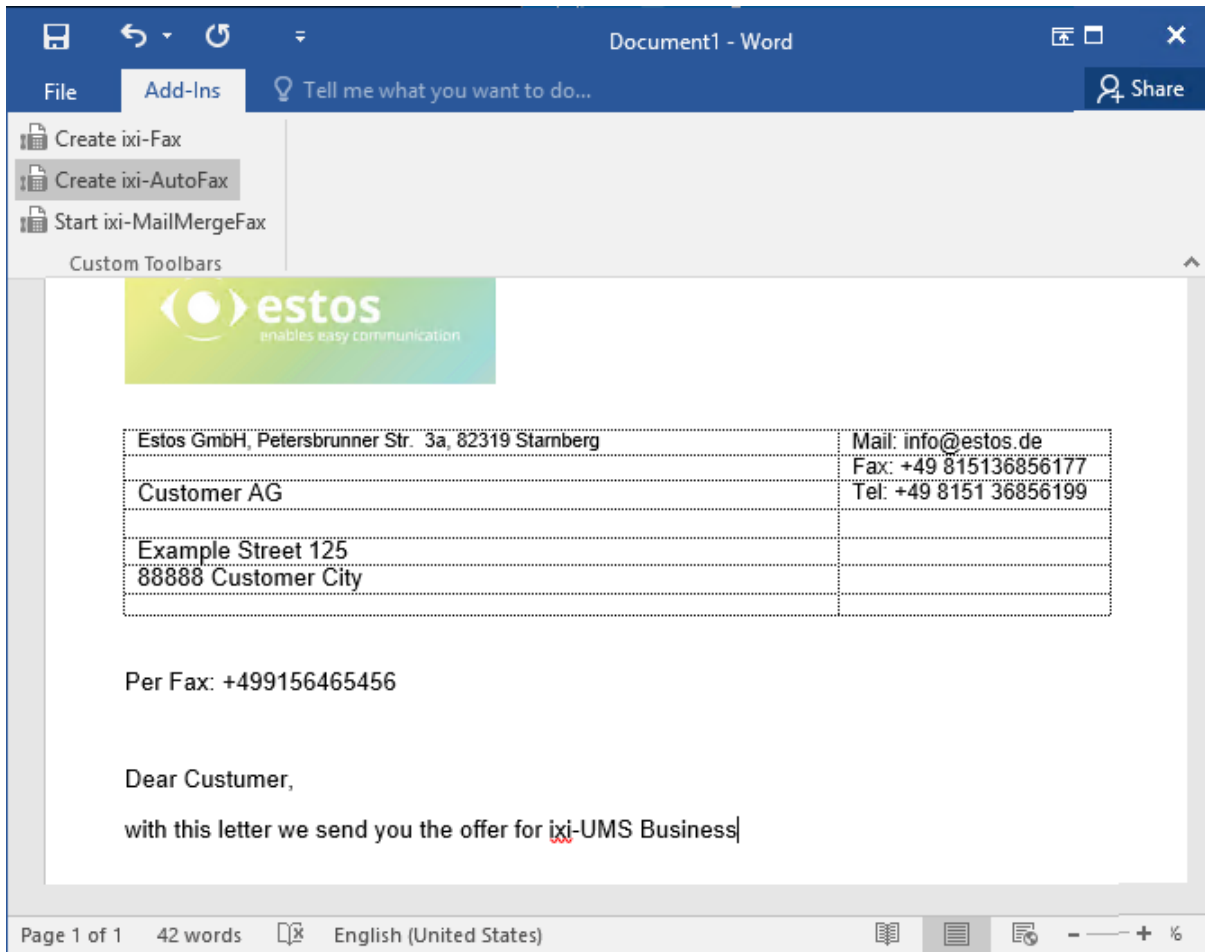
Note:

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

5.3.2 Create ixi-AutoFax

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

Note: The specification "Fax:" must not be in a table!



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

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

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

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

Note: If you use the abbreviation "Fax:" more than once (e.g. for the sender), the fax number to which you want to send the fax must be at **the top** of the document or the further details (e.g. of the sender) must be in a table.

5.3.3 Start ixi-MailMergeFaxe

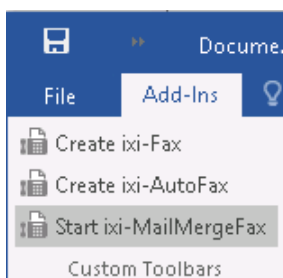
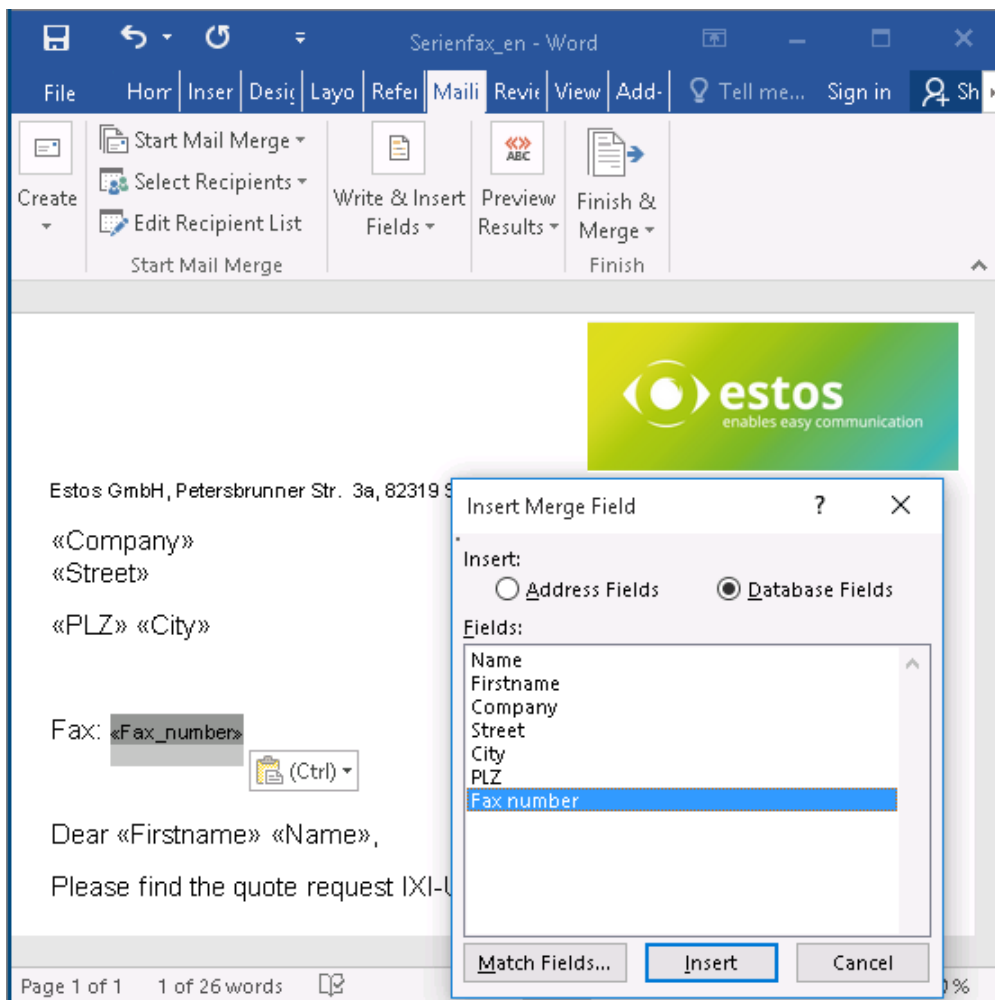
If you want to send the same fax to different recipients (e.g. a mailing), you can use the feature MailMergeFax. Sending mail merge faxes is very simple when you are already used to sending mail merges.

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

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

Proceed as in the following:

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



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

The following dialog appears:

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

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

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

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

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

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

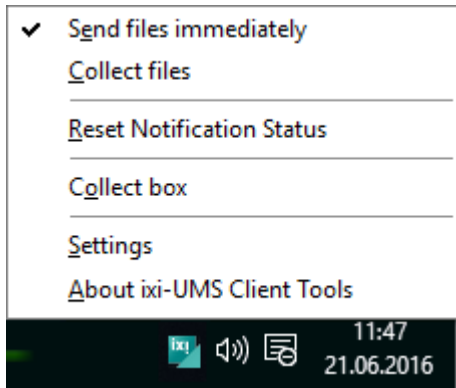
"Use only records from 1 to 500" in the first step and "Use only records from 501 to 1000 in the second step.

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

5.4 Using the System Tray Application

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

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

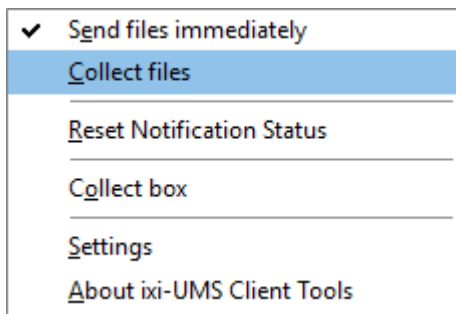


Right-click on the ixi-UMS icon and the following dialog appears:

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

5.4.1 Collect files

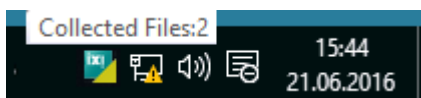
Using the feature "Collect files", it is possible to send different types of files (e.g. a Word document and an Excel sheet) in one fax message over the virtual printer driver. You do not have to send faxes out of every application as described in the chapter "[Sending via the virtual printer driver](#)",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



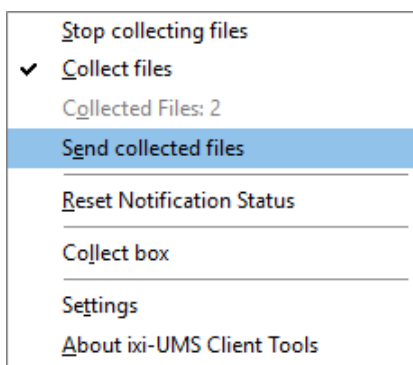
Proceed as follows:

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

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

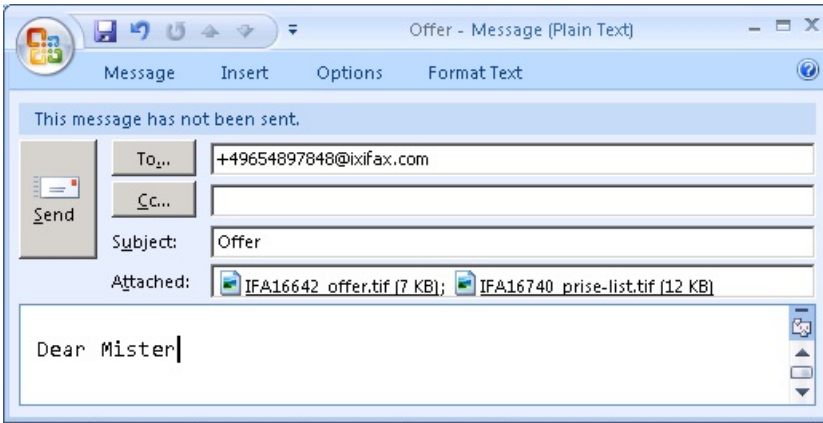


The ixi-UMS symbol in the system tray is now displayed with a yellow corner. If you go to the ixi-UMS icon with the mouse pointer, you can see how many files have already been collected.



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

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



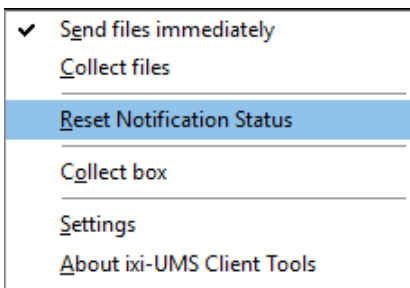
An e-mail form appears (all the files you want to send via fax are already attached)

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

All attachments are sent in one fax

5.4.2 Reset Notification Status

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

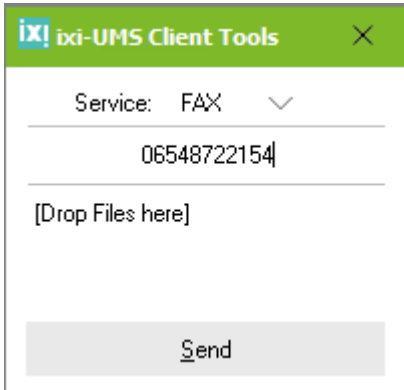


The ixi-UMS Enterprise System can not recognize, if you open a new Message at your Outlook client and can not inform you about new incoming messages.

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

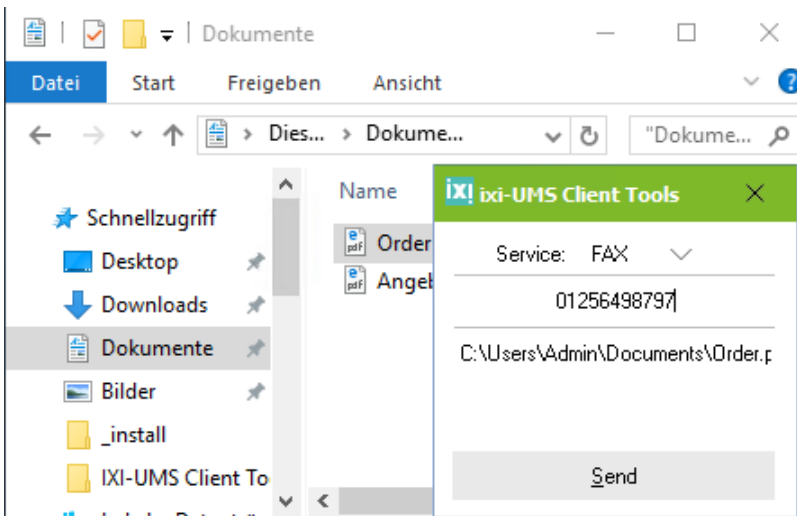
5.4.3 Collect box

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



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

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

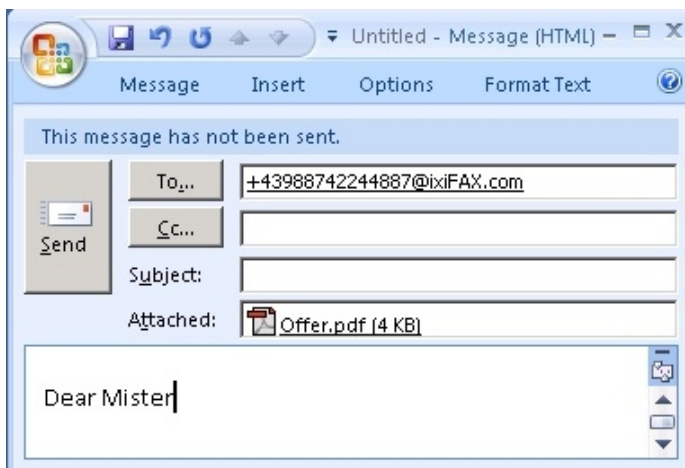


Select the documents in the Explorer and place them in the Collect box by Drag&Drop.

Click on "Send".

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

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



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

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

Click "Send" and the fax is sent

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

5.4.4 Settings

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

5.5 ixi-UMS Button for mail clients

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

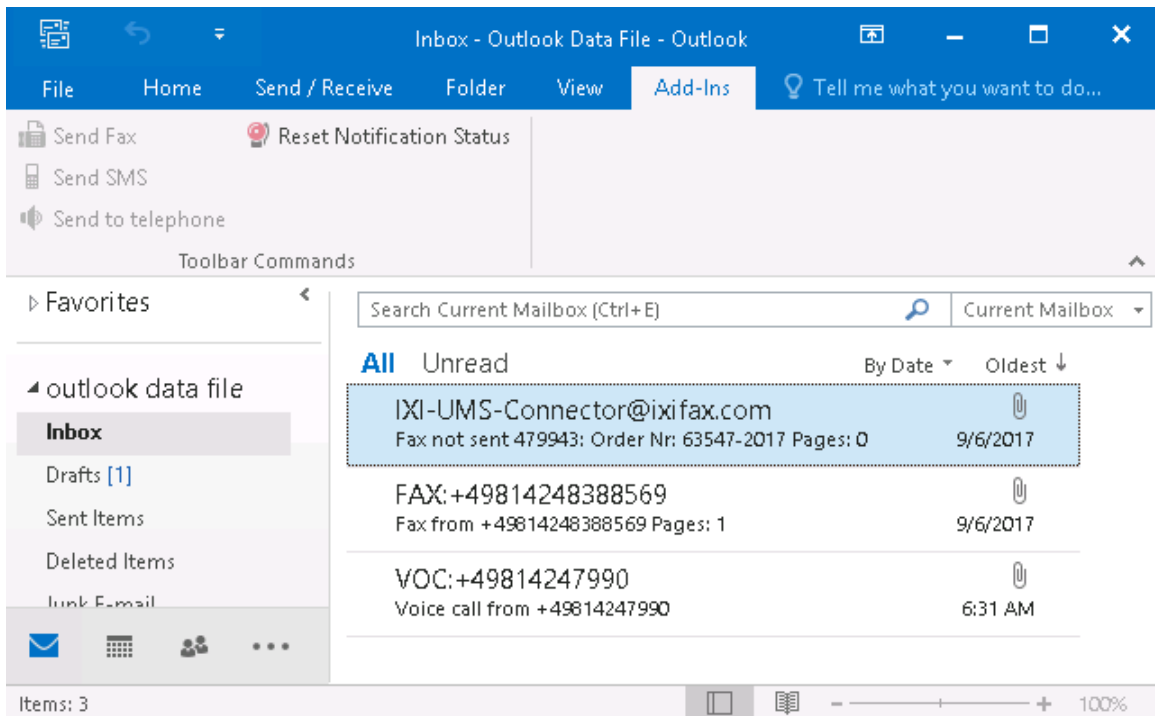
In Domino/Notes environment, this button is installed at the Domino Server by your administrator. Therewith, the following features are available also WITHOUT the installation of the ixi-UMS Client Tools.

The features of the single subordinate points of the ixi-UMS button are different with the servers Domino and Microsoft Exchange.

Please pay attention to the instructions in the following.

5.5.1 Microsoft Exchange / Microsoft Outlook

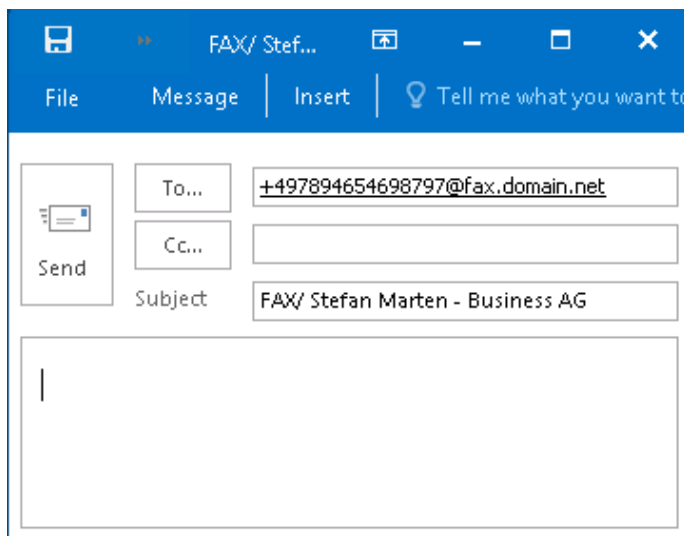
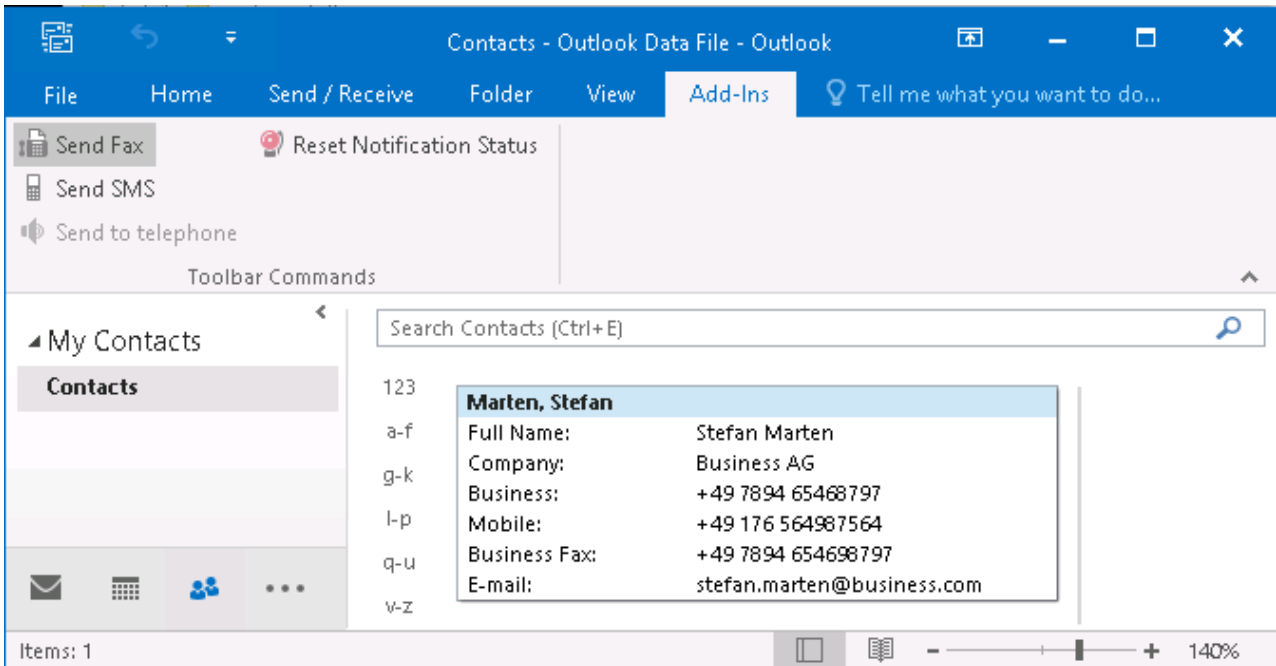
The "Outlook Add-Ins" are additional buttons in your Outlook e-mail client. The ixi-UMS Client Tools enhance Microsoft Outlook and its functionality. You can use it when you want to [send a fax](#) or [an SMS](#) directly out of the Outlook Contacts by one mouse-click. Furthermore, you can make use of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



5.5.1.1 Send Fax

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

- Go to the respective Contact you want to send a fax to (this contact must include a fax number)
- Click the Tab Add-Ins and select "Send Fax"



A new e-mail opens with the fax number already included in the "To"-field

You can now proceed as when writing an e-mail and enter a subject and text in the e-mail body

You can also attach (a) document(s) if you want to

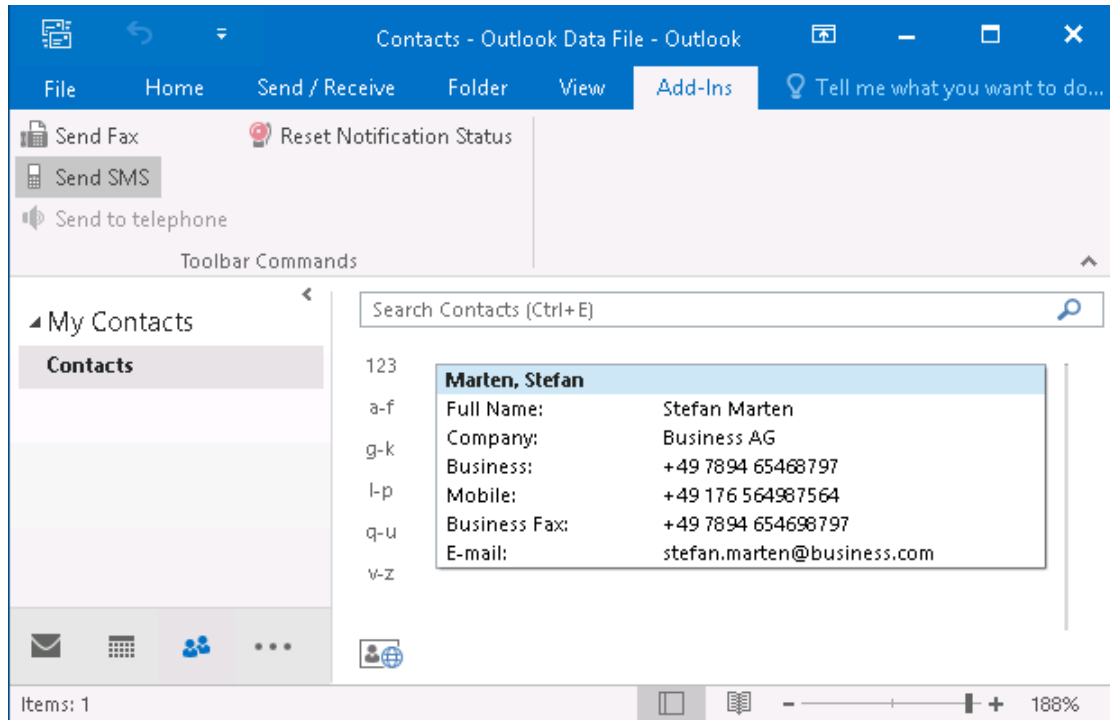
Click "Send"

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

5.5.1.2 Send SMS

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

- Go to the respective Contact you want to send an SMS to (this contact must include a mobile number)
- Click the Tab Add-Ins and select "Send SMS"



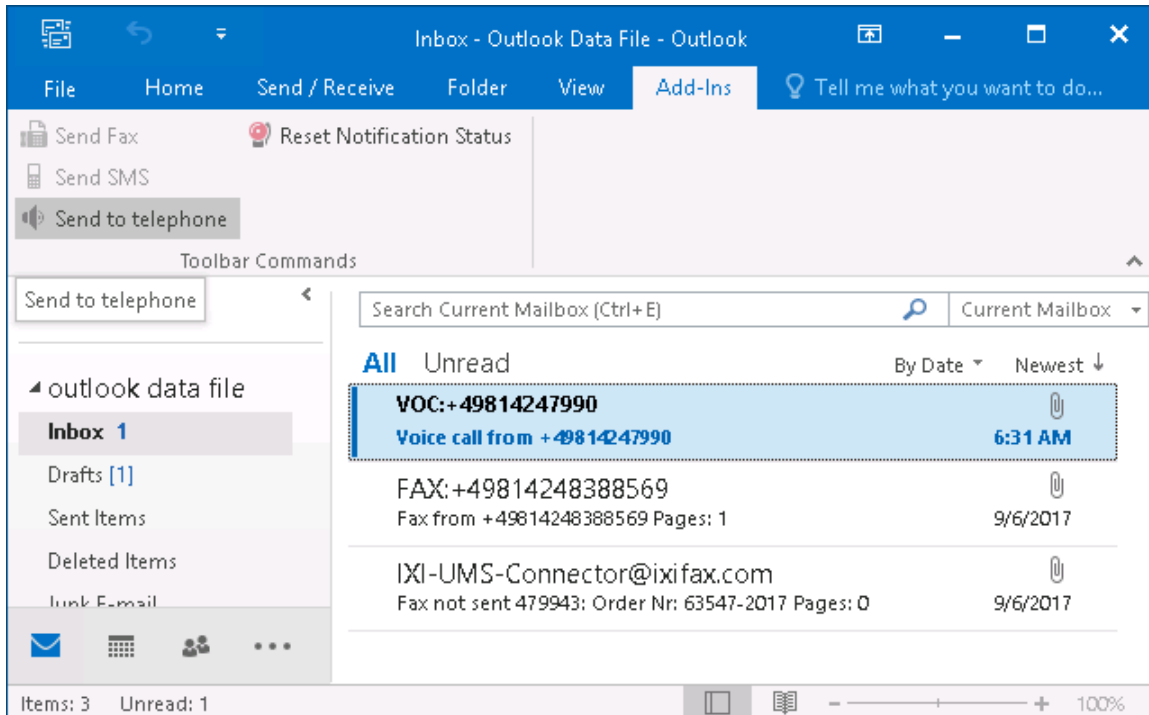
- A new e-mail opens with the mobile phone number already included in the "To"-field
- You can now proceed as when writing an e-mail and enter a subject and text in the e-mail body
Note: Attachments are not sent
- Click "Send"
- You receive a sending report in your inbox about the delivery status (e.g. SMS sent successfully)

5.5.1.3 Send to Telephone

You can listen to a received voice message as described under [Receiving ixi-UMS messages](#).

If the ixi-UMS Outlook add-in is installed, you can forward the e-mail over the "Send to telephone" selection. In this case, you must define your phone extension [in the settings](#).

First of all, you have to select the respective voice mail
Click the Tab Add-Ins and select "Send to telephone"



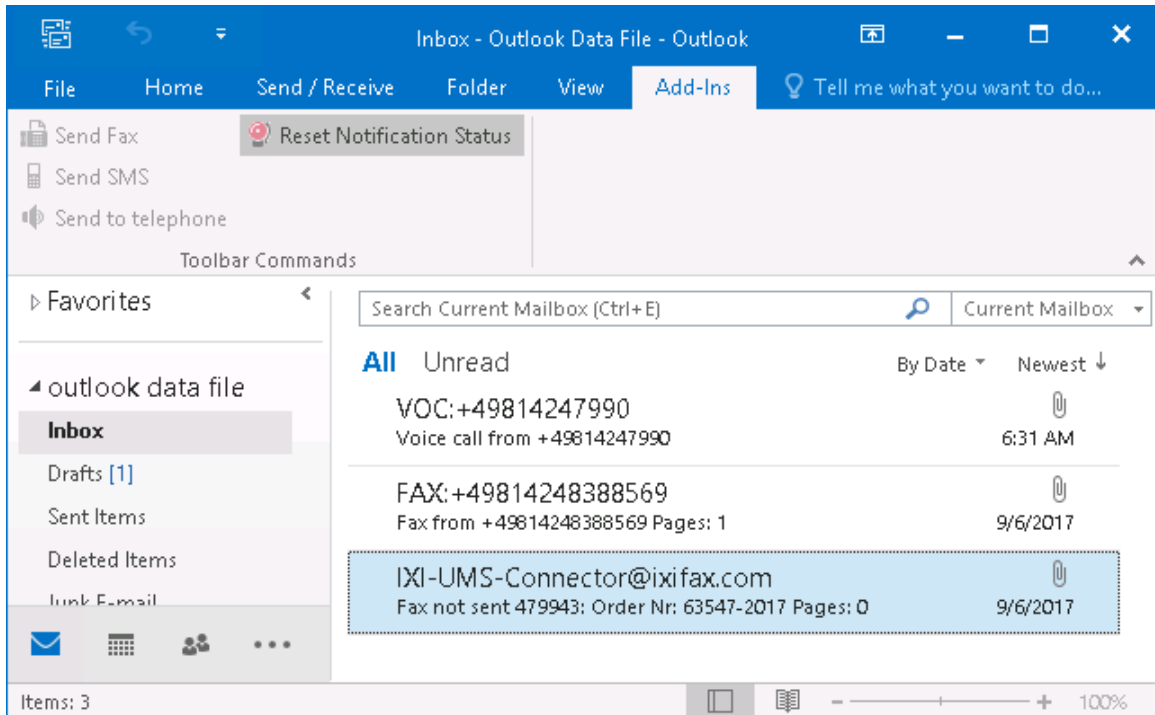
You now can listen to the voice mail on your telephone

5.5.1.4 Reset Notification Status

If the ixi-UMS Enterprise system is set up in the <%PRODUCTNAME%> system to notify you about new UMS messages via MWI or SMS. The ixi-UMS Server store the information about the count of incoming messages. This counter is reset only if you listen to your messages via telephone.

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

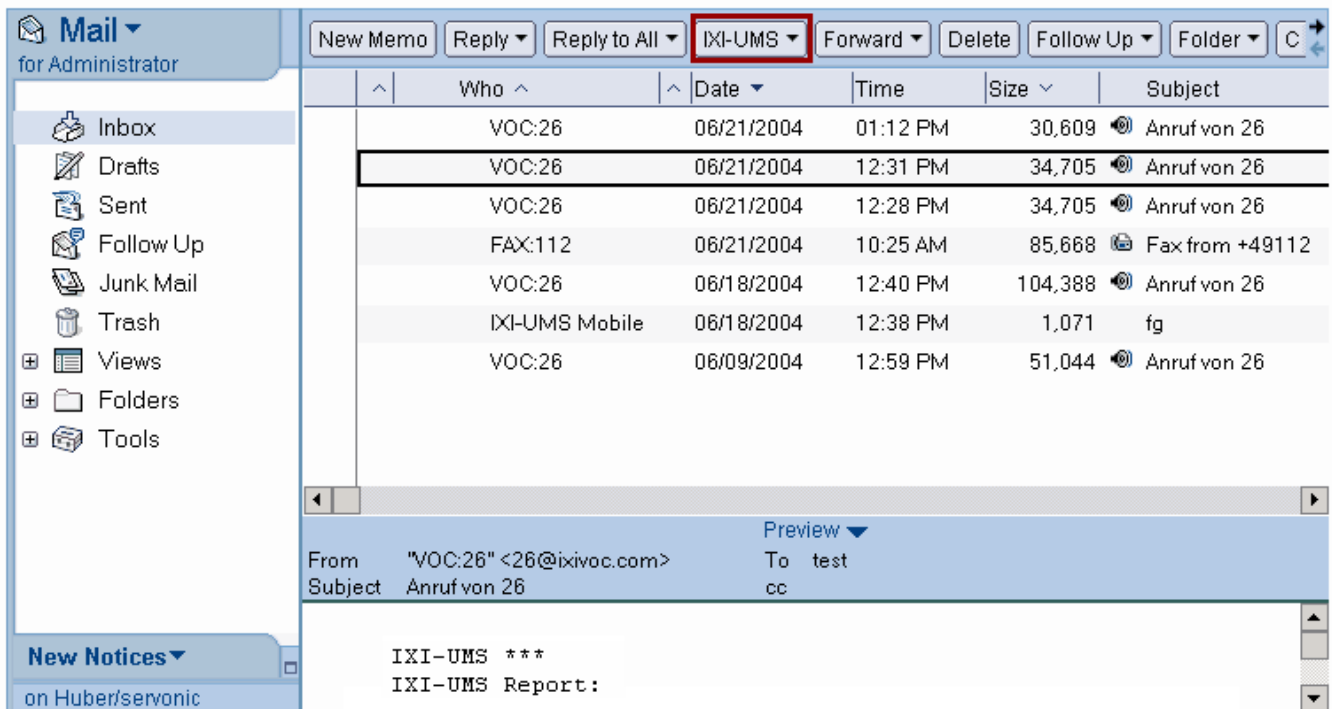
To reset the ixi-UMS message counter, you can use the "Reset Notification Status" to set the status to "zero" on the ixi-UMS Server.



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

5.5.2 Domino / Notes

When the mail template had been installed at the server by your administrator, a new button "ixi-UMS" appears in Notes. Via this button, you can answer the senders of e-mails you received by fax or SMS.



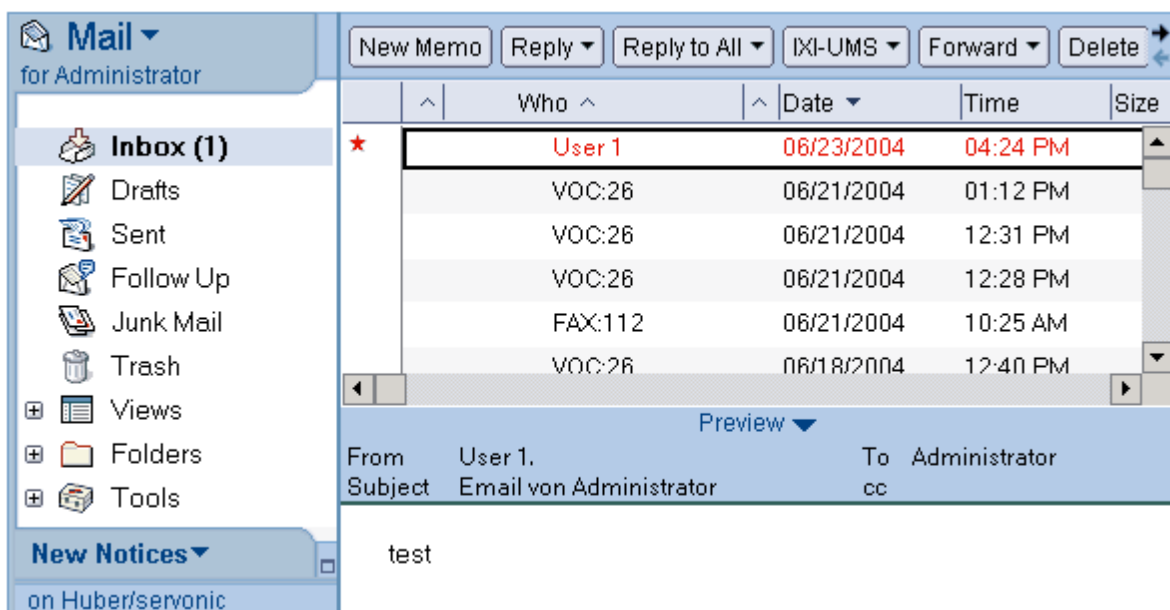
A further button can be found in your Personal Address Book.

The names of the buttons used here and shown in the screenshots may differ from yours and may be specified differently by your administrator.

5.5.2.1 Send Fax to Sender

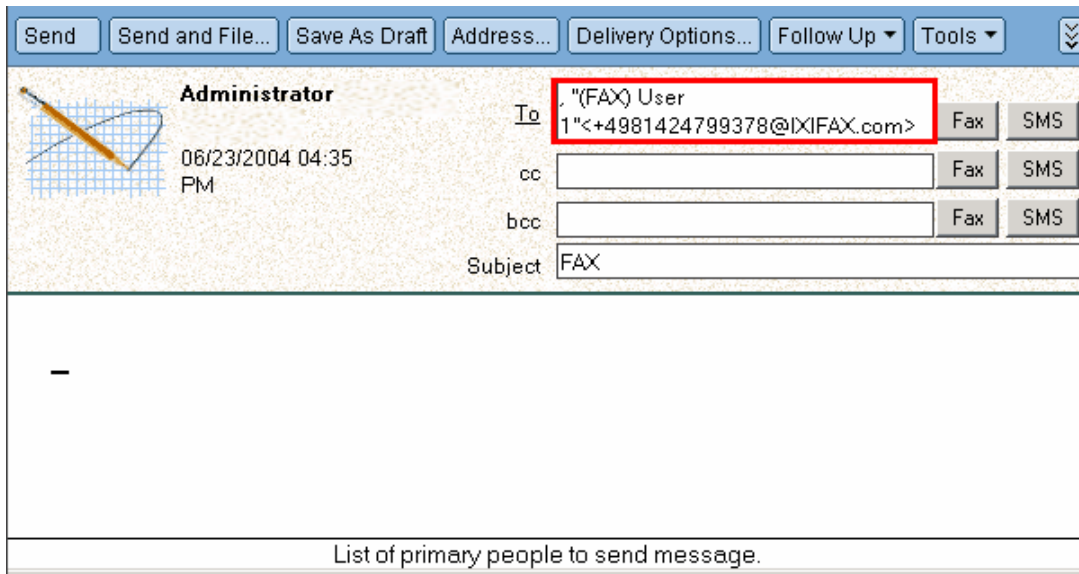
Important: Precondition is that the fax number and the mobile phone number of the sender are administered in one of your address books.

1. Please select one or several e-mails



2. Choose ixi-UMS | New Fax Memo

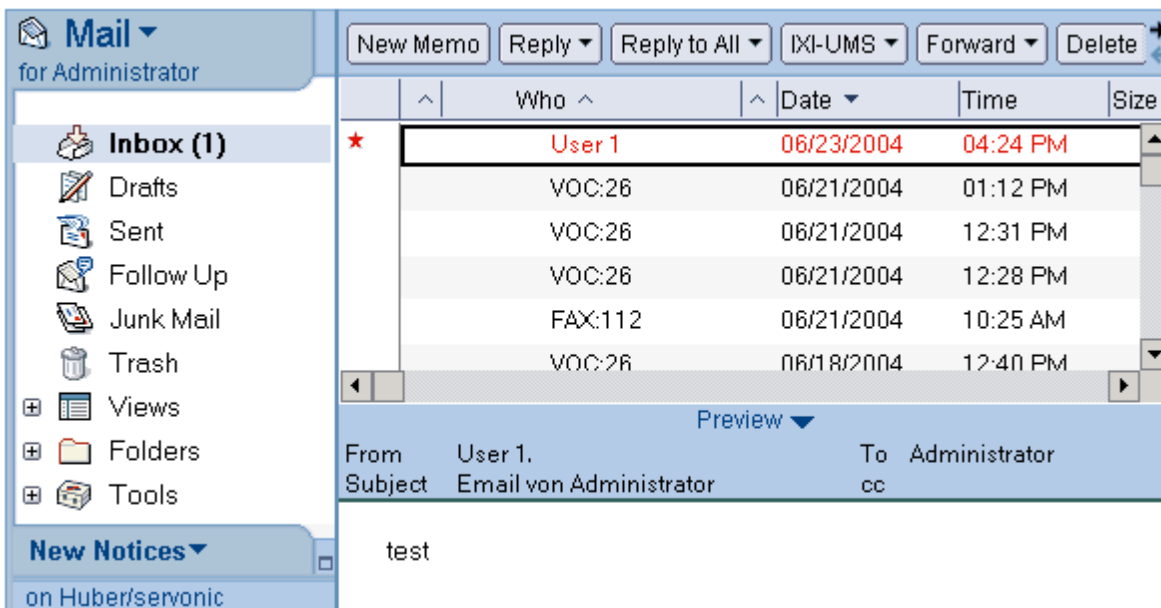
3. Provided that the sender of the e-mail is entered in one of your address books and the respective fax number is administered, a new Memo-form opens that is addressed accordingly.



5.5.2.2 Send SMS to Sender

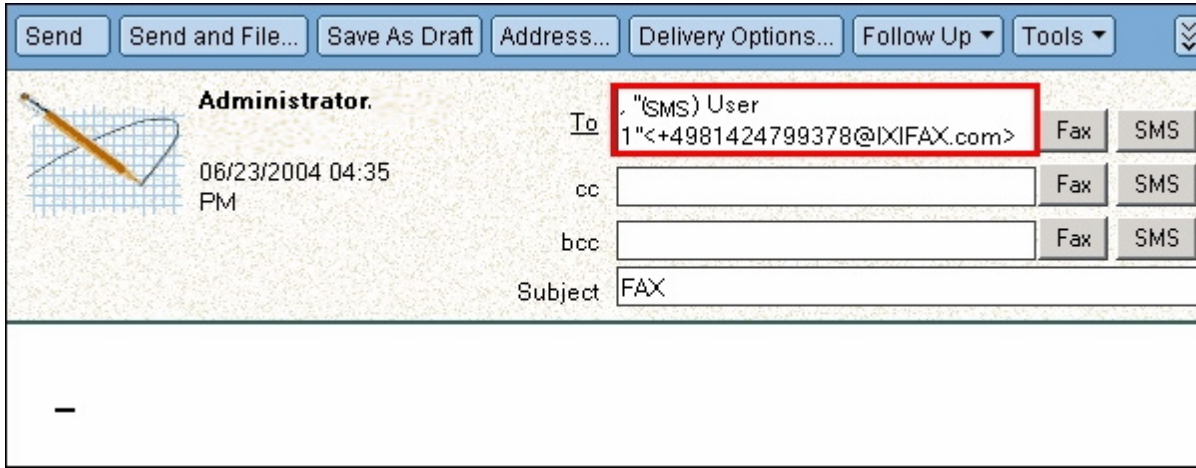
Important: Precondition is that the fax number and the mobile phone number of the sender are administered in one of your address books.

1. Please select one or several e-mails



2. Choose ixi-UMS | New SMS Memo

3. Provided that the sender of the e-mail is entered in one of your address books and the respective phone number is administered, a new Memo-form opens that is addressed accordingly.



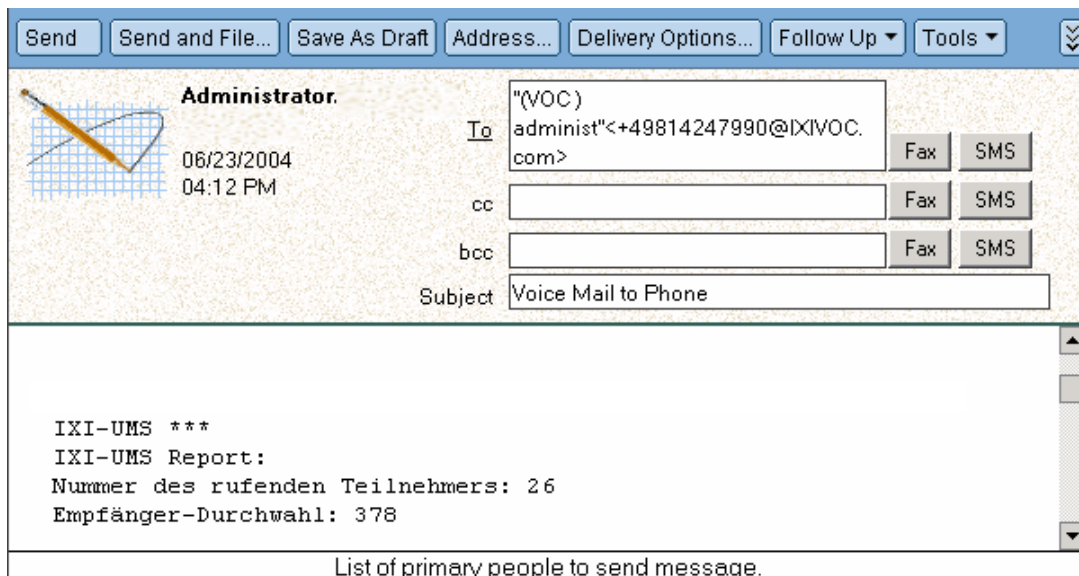
5.5.2.3 Send to Telephone

You can listen to a received voice message as described under [Receiving ixi-UMS messages](#).

If the ixi-UMS extension is in the Notes client, you can forward the e-mail to your phone by selecting "Send to Telephone".

Important: Precondition is that your telephone number is administered in the Public Names and Address Book.

Please select the voice mail you want to listen to and go to send *ixi-UMS* | *Send to Telephone*



A new Memo opens that contains the incoming voice mail.

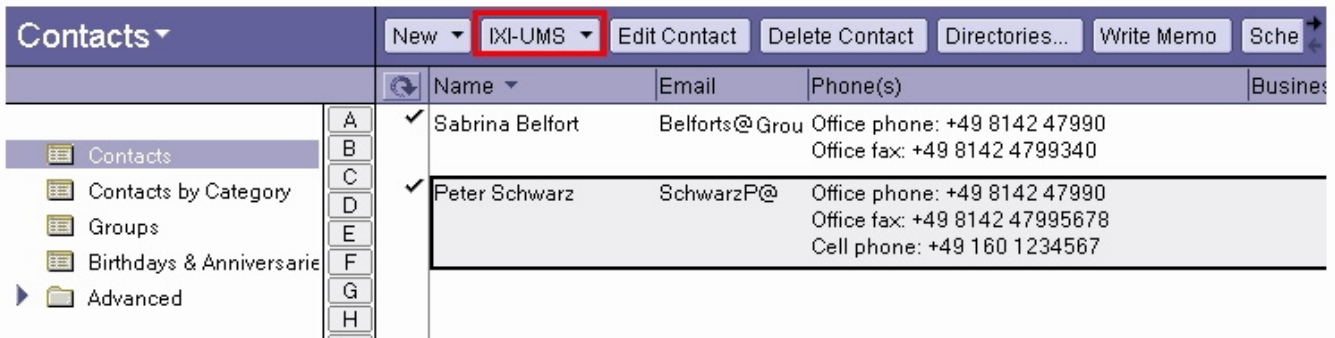
The recipient address is already inserted accordingly.

You only have to press the button "Send". A few seconds later, your telephone rings and the message is played.

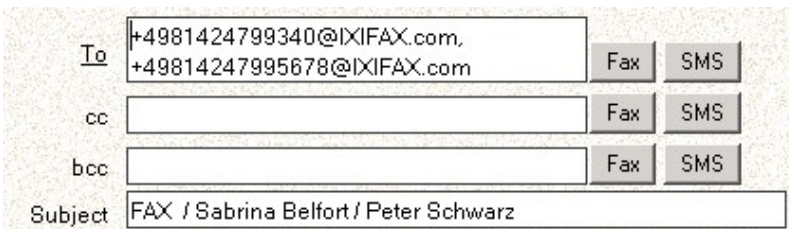
5.5.2.4 Address Book Enhancements

There is another new button in your Personal Address Book. The button can be named the same as the button in the Notes Mail Client. The options can also be named alike. However, the options here have other functions.

Via this button, you can send a fax or an SMS to the Contact you selected beforehand.



1. Mark the Contacts to that you want to send a fax or an SMS
2. Choose, for example, ixi-UMS | Fax Memo



3. A new Memo-form opens. In the recipient field, the Fax/SMS numbers of the chosen Contacts are already inserted in the correct format

6 Using ixi-UMS PS Printer

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

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

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

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

6.1 Transferring Fax Print Jobs via Control Characters in the Text

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

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

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

Remark:

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

Important:

1. This entry can also be multiline.

```
@@FAX <fax number>@@
```

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

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

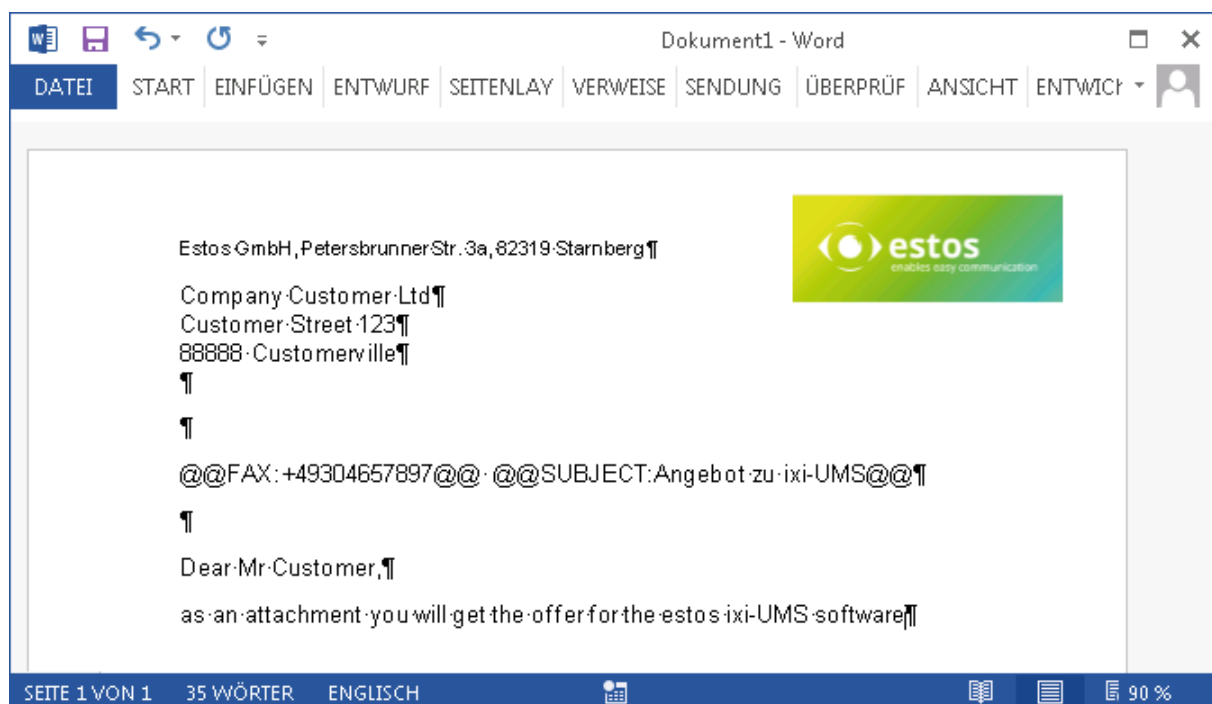
In order that the recipient does not see these entries, they should always be in white resp. in background color.

3. The prefixes are case sensitive.

4. The data cannot be recognized in any font.

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

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



Remark:

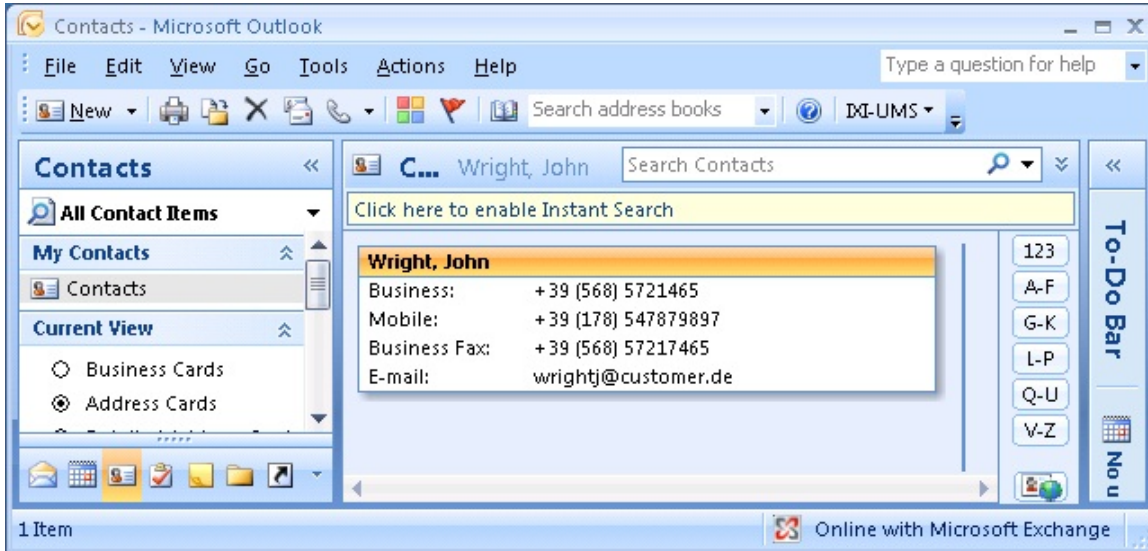
1. If you type the parameters into a document yourself to automatically transfer the fax number, some versions of Word may have problems if you change them later. For example, if you mistype the word "FAX" and correct this word, this parameter may no longer be evaluated. If this effect occurs, delete the entire line and re-type everything.
2. During transfer to the mail client, umlauts from the "Subject" field are not transferred correctly. The content of the fax is not affected.

7 Notes

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

7.1 Entering the Telephone Number at a Contact

You can address faxes and short messages (SMS) directly out of an Microsoft Outlook-Contact.
Precondition: The call numbers must have been entered in a valid format.

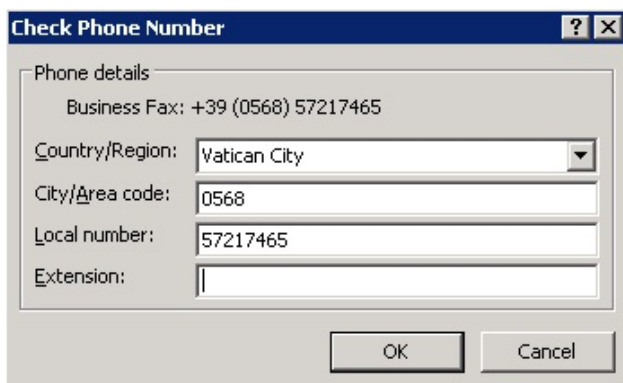


Please take care with phone numbers, fax numbers and mobile phone numbers that they are saved in an international format:

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

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

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



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

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

7.2 Send to Telephone (Domino)

In order that the ixi-UMS system does NOT dial "0", you should place the constant BASE_TEL in the Lotus Script Code (Function GetPhoneNumberExtension) on your extension number of your PBX:

```
Function GetPhoneNumberExtension( PhoneNumber As String) As String  
    Const BASE_TEL = "+4981424799"
```

7.3 Cover Pages

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

A cover page is created by default whenever **text is present in the email body**.

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

Example of a fax message with cover page



8 Info

8.1 About estos



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

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8.2 Version

Software: ixi-UMS Client Tools
Product: ixi-UMS Enterprise
Version: 7.10
Manual: User Guide
Date: 3/30/2021