

# ixi-UMS User Portal

## User Guide

## Onlineversion

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# 1 Introduction

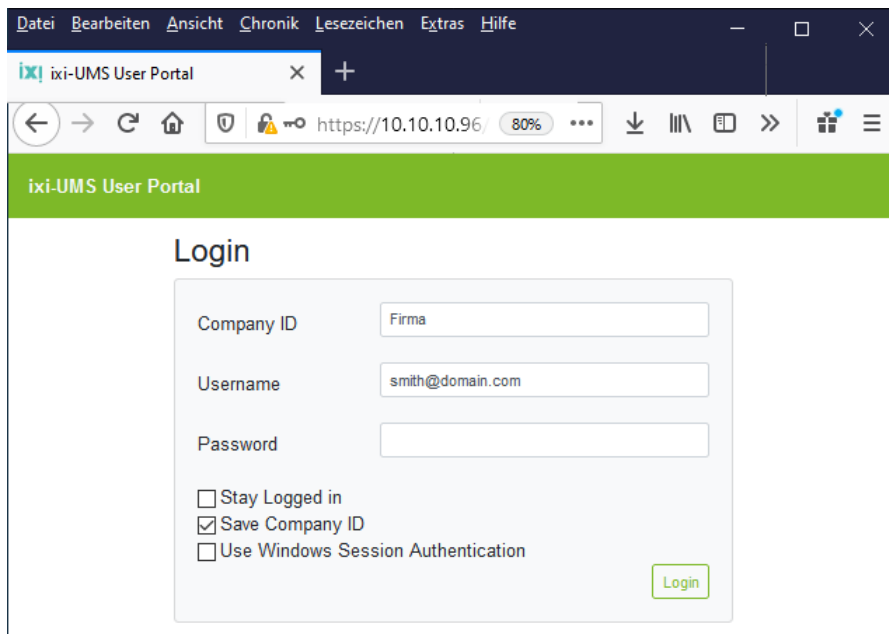
The ixi-UMS User Portal provides you with web applications to display and configure your ixi-UMS Enterprise functions. The options available to you depend on the installed and available ixi-UMS Enterprise components as well as the settings, approvals and authorizations on the ixi-UMS Portal Server.

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

- at least Microsoft 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

# 2 Login

The link to open the ixi-UMS User Portal and the required login details will be provided to you by your administrator or with the welcome message created by the ixi-UMS Voice-Mailbox.



If you are offered the option "Use Windows Session Authentication", your Windows credentials will automatically be used to log in to the ixi-UMS User Portal when you select this option.

After registration, the defined modules are available to you with the freely available options.

## ixi-UMS Web Journal

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

## ixi-UMS User Settings

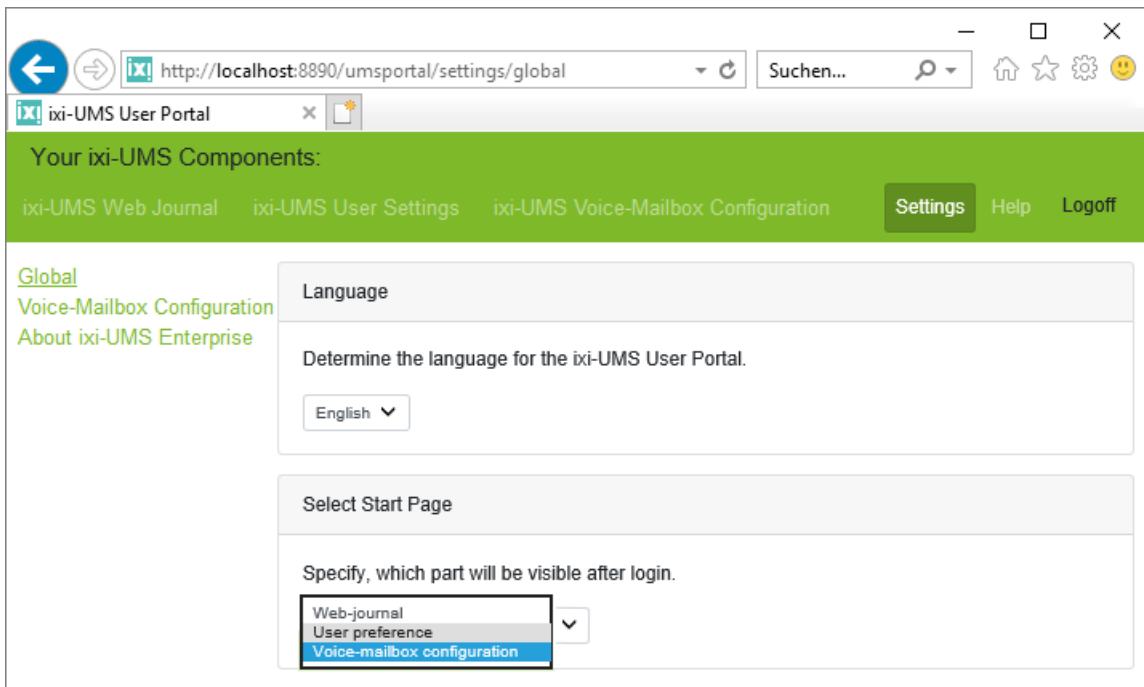
- Information about permissions for Fax, SMS, Voice permissions.
- Change cover page and sender information settings

## ixi-UMS Voice-Mailbox Configuration

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

### 3 Global settings

After the first login you will be offered the global settings. Here you can specify the display language (German/English) and the future start page.



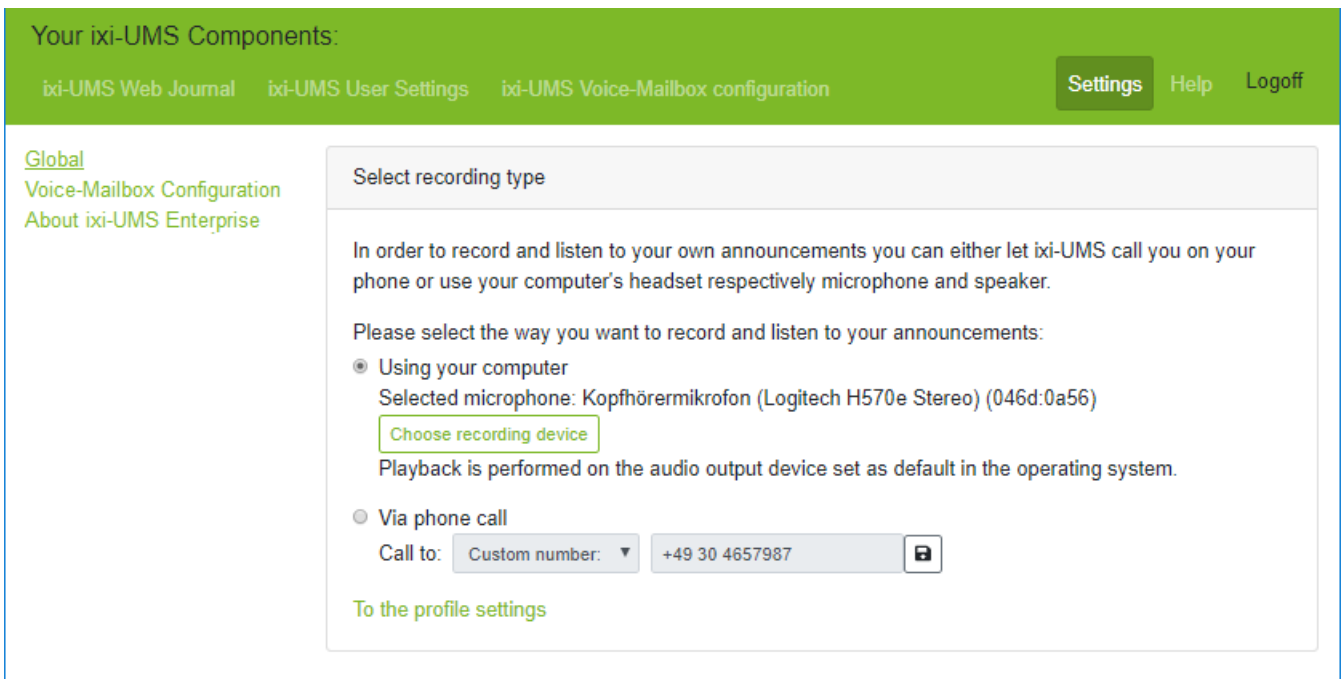
You can change these settings at any time.

Please note: These settings are stored in your browser. If you change your workstation or browser, you will have to set these settings again.

In the upper part the available web pages are offered to you as tab.

### 4 Recording mode for the voice-mailbox

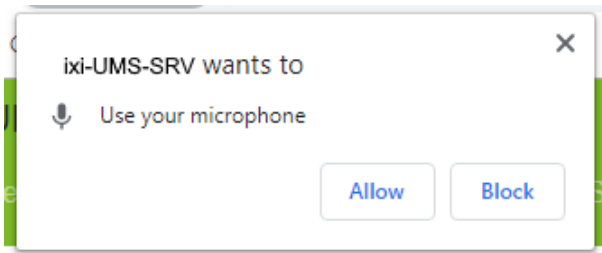
Here you can define via which device you want to record and listen to your announcements.



### Using your computer

If the option "Record via microphone" has been activated on the ixi-UMS Voice-Mail Server and a microphone is connected to your computer, you can record your announcement directly via this headset.

**Note:** This option is not available in Internet Explorer,



Depending on the browser you are using, clicking on the button [Choose recording device](#) will lead to a message in which you must grant access.

If this message does not appear or if you are informed that you cannot use this function, you may have to enable this function in the browser settings under "Private & Privacy".

Select recording type

In order to record and listen to your own announcements you can either let ixi-UMS call you on your phone or use your computer's headset respectively microphone and speaker.

Please select the way you want to record and listen to your announcements:

Using your computer  
Selected microphone: Kopfhöremikrofon (Logitech H570e Stereo) (046d:0a56)

Mikrofon (B525 HD Webcam)

**Kopfhöremikrofon (Logitech H570e Stereo)**

Mikrofonarray (Realtek High Definition Audio)

Playback is performed on the audio output device set as default in the operating system.

Via phone call  
Call to: Custom number: +49 30 4657987

[To the profile settings](#)


Then select the microphone/headset via which you want to record your greeting.

After your selection, save the setting and switch to the [profile management](#) to record or listen to your greeting.

### Hint:

Some browsers only save this setting for the current session. In this case, you have to select the headset again after logging in again.

### Via phone call

To record announcements over a phone the ixi-UMS Voice-Mail Server must call you. By default ixi-UMS will call you on your office number. If you have been granted authorization, you can enter your own phone number. After entering the phone number, it must be saved .

On the phone number selected here the ixi-UMS Voice-Mail Server will call you if you want to record or listen to your announcement.

After defining the recording mode you can record your [greetings for the ixi-UMS Voice-Mailbox](#).

## 5 ixi-UMS Web Journal

In the "ixi-UMS Web Journal" you can check all incoming and outgoing ixi-UMS messages. You can mark the messages as read and hide and open them if necessary. Whether you can hide, open, view or save your ixi-UMS messages depends on the settings of the ixi-UMS system.

**Your ixi-UMS Components:**

ixi-UMS Web Journal
Settings Help Logoff

Entries per page 10
 Time span all entries

 Search Subject or remote number

Show hidden entries

Service	Date	Remote station	Subject	
	13:34:51 01.Aug.2019	04569874564	-	<span style="border: 1px solid #ccc; padding: 2px 5px;">Details</span> <span style="margin-left: 5px;"></span> <span style="margin-left: 5px;"></span>
	07:10:19 01.Aug.2019	003046549845	Offer to estos ixi-UMS	<span style="border: 1px solid #ccc; padding: 2px 5px;">Details</span> <span style="margin-left: 5px;"></span> <span style="margin-left: 5px;"></span>
	08:16:43 09.Jul.2019	017145679879	Please call me at the office	<span style="border: 1px solid #ccc; padding: 2px 5px;">Details</span> <span style="margin-left: 5px;"></span> <span style="margin-left: 5px;"></span>
	17:47:16 07.Jul.2019	+31 0578 564896	-	<span style="border: 1px solid #ccc; padding: 2px 5px;">Details</span> <span style="margin-left: 5px;"></span> <span style="margin-left: 5px;"></span>
	13:47:32 02.Jul.2019	562	WG: Call from Sales GmbH	<span style="border: 1px solid #ccc; padding: 2px 5px;">Details</span> <span style="margin-left: 5px;"></span> <span style="margin-left: 5px;"></span>
	12:51:53 02.Jul.2019	+4917297454	-	<span style="border: 1px solid #ccc; padding: 2px 5px;">Details</span> <span style="margin-left: 5px;"></span> <span style="margin-left: 5px;"></span>

6 entries

- Message is unread - mark as read
- Message is marked as read - mark as unread
- Hide message (Optional)

If you are allowed to hide messages in your journal, you can switch between the displays using the Show hidden entries / Show current entries button.

If the option "Archive all files" is activated in ixi-UMS Enterprise, you can print or save incoming and outgoing faxes and SMS including the report and listen to voice messages left by callers.

### Details for sent fax message ✕

Sender:	8456
Recipient:	003046549845
Transmission time:	07:10:19 01.Aug.2019
Subject:	Offer to estos ixi-UMS
Remote station ID:	+49 8142 4799340
Number of pages:	1
Result:	Fax message sent

Open report as PDF
Open fax as PDF
Print details

For sent fax, voice and SMS messages you will always receive the detailed information shown opposite. This report/report contains information on the sender, recipient, subject, page number and transmission result.

In addition, a report can be **opened as a PDF** for fax messages. In this case you will receive a one-page PDF with the fax report at the beginning and then a section of the first fax page.

### Details for received fax message ✕

Sender:	+31 0578 564896
Recipient:	+49 8142 48384562
Transmission time:	17:47:16 07.Jul.2019
Subject:	-
Remote station ID:	+0 00 00000
Number of pages:	1
Result:	Fax successfully received

Open report as PDF
Open fax as PDF
Print details

Also for received fax and SMS messages you always receive the detailed information shown opposite.

This report/report contains information on the sender, recipient, subject, page number and transmission result.

You can save the **report as a PDF** and, if necessary, open the received fax as a PDF.

### Details for received call

Sender:	+4917297454
Recipient:	+49 8142 48384562
Transmission time:	12:51:53 02.Jul.2019
Subject:	-
Result:	-

Save voice message
Play voice message
Print details

For voice messages you may be offered to play and save the message

## 6 ixi-UMS User Settings

In the ixi-UMS User Settings you can see the permissions for the Fax, SMS and Voice functions defined by the administrator in the ixi-UMS System. In addition, some setting options can be offered to you. Note: Options that have not been released are not displayed.

The screenshot displays the 'ixi-UMS User Settings' web interface. The browser address bar shows the URL 'http://localhost:8890/umsportal/ums-user-preference'. The page title is 'Your ixi-UMS Components:' and the active tab is 'ixi-UMS User Settings'. The interface is divided into two main sections: 'Settings' and 'Rights'. The 'Settings' section includes 'Coveragepage' (with a dropdown menu set to 'System Default: DE\_Mit\_Absender' and a checkbox for 'Always insert coveragepage'), 'Fax headline' (with a text input field containing 'Firma - Marketing Abt.'), and 'Settings for Reports' (with a dropdown menu set to 'System Default: German'). The 'Rights' section shows permissions for sending ixi-UMS messages, including 'Priority' (Allowed send priority: normal), 'Sending of fax messages' (Rights: international, Maximum number of pages per fax: 60, Maximum number of messages per day: Unlimited), 'Sending of SMS' (Rights: national, Maximum number of messages per day: 5), and 'Sending of voice messages' (Rights: No sending). Navigation links for 'Settings', 'Help', and 'Logoff' are visible in the top right corner.

### Coverpage

The fax cover sheets are stored by the administrator in the ixi-UMS System. By default, fax cover sheets are only created if you also enter a text in the e-mail for sending the fax. On this cover page, the company logo, your sender information and the e-mail text are inserted, depending on the institution.

All fax cover pages stored in the ixi-UMS system are displayed for you to choose from.

Optionally, you can specify that a cover page is always displayed, even if you send the e-mail for sending by fax only with an attachment.



**Fax headline**

The Fax-Headline = Sender ID is stored in the ixi-UMS system and is valid for all outgoing fax messages. If this option is activated for you, you can overwrite this headline.

Enter the desired information and save your entry.

Please note: the entry should not exceed 15 characters, otherwise it may not be printed completely on the fax.

If you delete the entry in this field, the fax headline stored in ixi-UMS system becomes valid again.

**Settings for Reports**

Choose in which language you want to receive the ixi-UMS reports and feedback.

Note: All languages available on the ixi-UMS System are always displayed. Your administrator will tell you which of the languages have been activated on the ixi-UMS system.

## 7 ixi-UMS Voice-Mailbox Configuration

If a ixi-UMS Voice-Mailbox has been enabled for you, you can configure the settings on the phone or via the ixi-UMS Voice-Mailbox Configuration in the ixi-UMS User Portal.

The number of available profiles and the configuration options offered in the ixi-UMS Voice-Mailbox configuration depend on the settings in the ixi-UMS Voice-Mail Server and the rights assigned to you.

### 7.1 Overview

After the login you reach the overview via the tab "ixi-UMS Voice-Mailbox Configuration". Here you get an overview which profile is activated and which settings you have stored for this profile. This allows you to see at a glance which options are available to the caller.

The screenshot shows a web browser window with the URL `http://localhost:8890/umsportal/voice-mailbox-configuration/overview`. The page title is "ixi-UMS User Portal". Below the title, there is a green header bar with the text "Your ixi-UMS Components:" and a button for "ixi-UMS Voice-Mailbox configuration". To the right of this bar are links for "Settings", "Help", and "Logoff".

The main content area is divided into three columns:

- Left Column (Navigation Menu):** Contains links for "Overview" (highlighted), "Profile Management", "Notifications", "Office Hours", "Change PIN", and "Remote Inquiry".
- Middle Column (Set Profiles):** Titled "Set Profiles", it contains three sections:
  - Determine which profiles should be used:** Includes a "Default profile (active)" dropdown set to "Work". Below it, an "Edit profile" link and a list of status indicators: "announcement in German available" (checked), "no announcement in English available" (unchecked), "callers are able to leave messages" (checked), and "call forwarding is inactive" (unchecked).
  - Profile used outside office hours:** Includes a dropdown set to "Mobile", an "Edit profile" link, and status indicators: "announcement in German available" (checked), "announcement in English available" (checked), "callers are not able to leave messages" (unchecked), and "call forwarding is inactive" (unchecked).
  - Profile used during breaks:** Includes a dropdown set to "None", an "Edit profile" link, and status indicators: "announcement in German available" (checked), "announcement in English available" (checked), "callers are not able to leave messages" (unchecked), and "call forwarding is inactive" (unchecked).
- Right Column (Valid for all profiles):** Titled "Valid for all profiles", it contains:
  - Selection of announcement language:** Includes radio buttons for "defined:" (selected, dropdown set to "German"), "manual" (with subtext "Press one for German, press two for English"), and "automatic" (with subtext "by means of country code of calling number"). Below this is a box "configured at the server:" containing a list: "49 423 43 41 German" and "Otherwise in German".
  - Information about your voice-mailbox:** Includes the text "Your access to the voice-mailbox includes" followed by "configuration" and "remote inquiry" (both checked). At the bottom, it says "Determine the menu language" with a dropdown set to "German".

Via the menu on the left side you can switch between the individual configuration interfaces. The available menu items are administrator-defined.

e.g.

- Profile Management
- Notifications
- Office Hours
- Change PIN
- Remote Inquiry

At the top right you can **Logoff** and switch to the [ixi-UMS User Portal Settings](#).

**Set Profiles**

Determine which profiles should be used:

**Default profile (active)** Work

[Edit profile](#)

- ✓ announcement in German available
- ✓ announcement in English available
- ✓ callers are able to leave messages
- ✗ call forwarding is inactive

Profile used outside office hours Mobile

[Edit profile](#)

- ✓ announcement in German available
- ✗ no announcement in English available
- ✓ callers are able to leave messages
- ✗ call forwarding is inactive

Profile used during breaks None

Divergent profile for internal callers is active:

[Edit profile](#)

- ✓ announcement in German available
- ✓ announcement in English available
- ✓ callers are able to leave messages
- ✗ call forwarding is inactive

### Set Profiles

The **Default profile** is active during the defined office hours. If no [office hours](#) are set, the profile is always active. Behind it, you will see in (...) whether this profile is currently active or not, because you are out of office hours.

Via the link "[Edit profile](#)" you can change directly to the selected profile to change the settings.

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

### Profile used during non-office hours/during breaks

If "[office hours](#)" are used to control the ixi-UMS Voice-Mailbox, you can set the after-work and break profile.

The current settings are also displayed.

The information for the "Profile for internal callers" is only displayed if a greeting is stored in the profile.

### Please note:

If a greeting for internal callers is stored, it is valid for every call from an internal telephone. The office hours are ignored.

### Valid for all profiles

You must define which announcement language is predefined or offered for selection to the caller. Note that you must store a greeting text for the corresponding language.

**Valid for all profiles**

Selection of announcement language

defined: German

manual ("Press one for german, press two for english")

by means of country code of calling number

- 49 423 43 41 German
- else English

### Defined:

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

### Manual:

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

### By means of country code:

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

### Informations about your voice-mailbox

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

Informations about your voice-mailbox

Your access to the voice-mailbox includes

- ✓ configuration
- ✓ remote inquiry

Determine the menu language  ▼

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

## 7.2 Profile Management

The number of available profiles and the configuration options offered in the profile administration depend on the settings in ixi-UMS Voice-Mail Server and the rights assigned to you.

On ixi-UMS Voice-Mail Server it has been determined whether you may use "Personalized" or "Individual" as greeting type. If you have the right to log on to your ixi-UMS Voice-Mailbox via telephone, you may optionally be offered to select the greeting type in the telephone menu.

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

Regardless of whether you have a "[personalized announcement](#)" or one "[individual welcome message](#)" per profile, you must [define the device](#) for recording and listening to the greeting in the settings.

### Possible profiles

Up to 7 profiles can be made available to you:

<b>Work, Mobile, Home, Custom 1 und 2</b>	Announcement for external callers. The set office and break times are valid
<b>Vacation</b>	Announcement for external callers. The profile is always valid. Office and break times are not considered.
<b>internal</b>	Announcement for internal callers. Valid for every call from an internal subscriber. Office hours and vacation profile are ignored. If no greeting is stored, the greeting from the <a href="#">active profile</a> is played.


## 7.2.1 Record individual Announcement

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

You can record ● and play back ► the greetings via your [telephone or headset with microphone](#), upload 📁 a Wav file with your greeting to ixi-UMS Voice-Mail Server or save it 💾 on your PC, delete 🗑 the greeting file or convert the entered text into a greeting using "Text-to-Speech".


### Please note:

If you [configure "call forwarding"](#), this option must be offered to the caller. Either you must offer [this selection](#) in your greeting or it will be played by the ixi-UMS Voice-Mail Server. In this case you must [record a description text](#) for the destination.

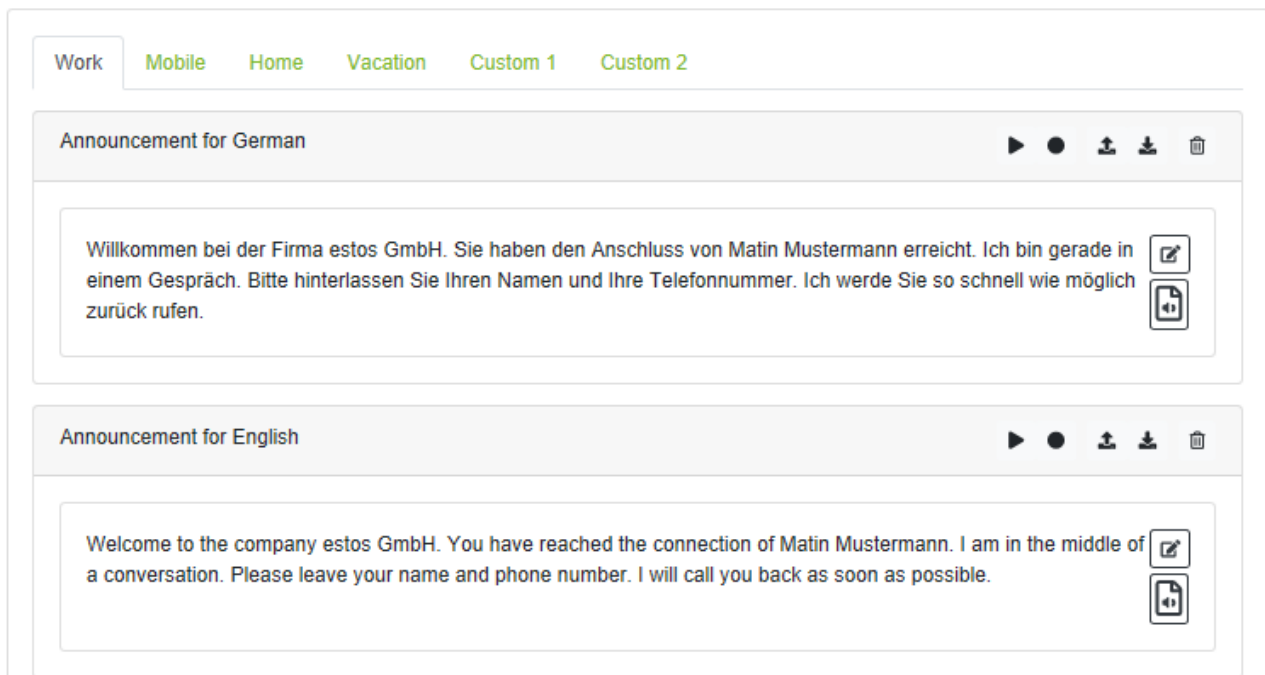
By clicking on the button  in the text field you can enter your announcement text. That way you can always see, which announcement you recorded for which profile.

Select the profile you want to edit and store the greeting in one of the ways shown below. After that you can [set the functions/options of the voice mailbox](#).

### Creating a greeting via TTS

Enter the text of your greeting in the text field. After saving the entry the button  for creating the greeting via TTS becomes active.

Click on the button to have the greeting created. Depending on the length of the greeting this process may take a few seconds. After the creation you can listen to the greeting via the button ►.




The screenshot displays a configuration interface for voice mailboxes. At the top, there are tabs for different profiles: Work, Mobile, Home, Vacation, Custom 1, and Custom 2. Below these, there are two sections for announcements. The first section is titled "Announcement for German" and contains the text: "Willkommen bei der Firma estos GmbH. Sie haben den Anschluss von Matin Mustermann erreicht. Ich bin gerade in einem Gespräch. Bitte hinterlassen Sie Ihren Namen und Ihre Telefonnummer. Ich werde Sie so schnell wie möglich zurück rufen." The second section is titled "Announcement for English" and contains the text: "Welcome to the company estos GmbH. You have reached the connection of Matin Mustermann. I am in the middle of a conversation. Please leave your name and phone number. I will call you back as soon as possible." Each section has a play button, a stop button, an upload button, a download button, and a delete button. Additionally, there are two document icons in each section, one of which is highlighted with a green border, indicating it is the active TTS button.

### Note:

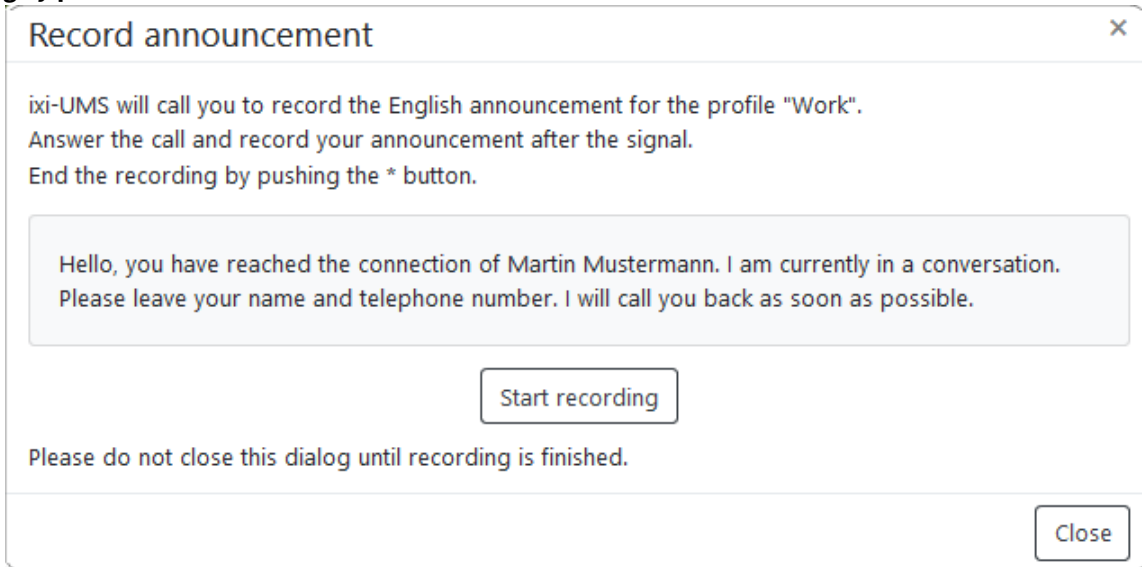
A possibly required description text for call forwarding cannot be created via TTS.

### Record announcement

To record the greeting via the [specified recording device](#) click on the button . This opens a dialog with all required information. If you have entered your announcement as text, it will be displayed to you.

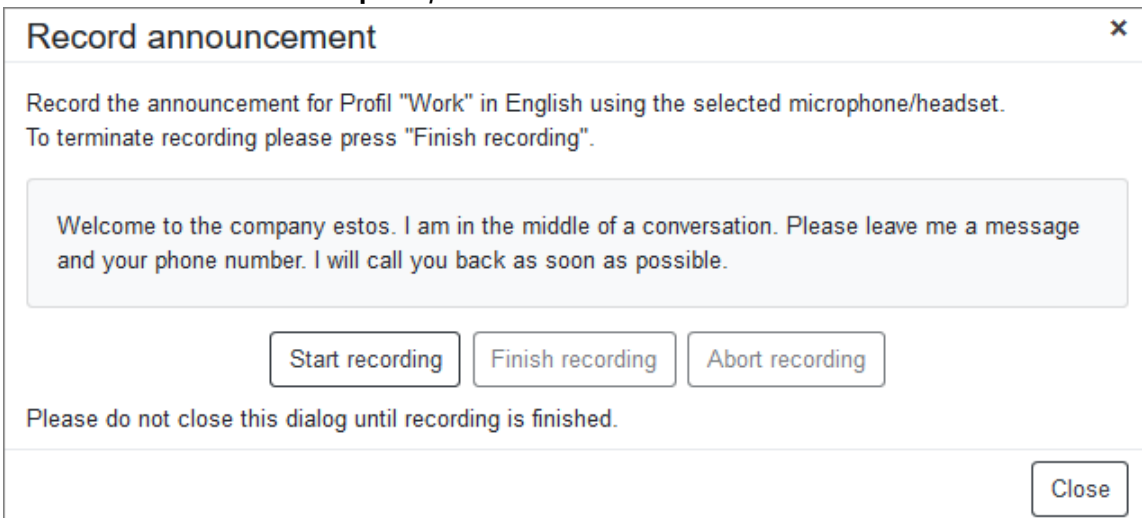
If the -button for recording an announcement is not highlighted in color, no [recording device](#) is stored under Settings.

### Recording by phone



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

### Record the announcement via the microphone/headset:



Click on "Start recording" and record your greeting. Finally, click on "Finish recording". The greeting is immediately valid.

### Please note:

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

### Use existing announcement

With the button  you can load an existing announcement as a wav file into your ixi-UMS Voice-Mailbox.

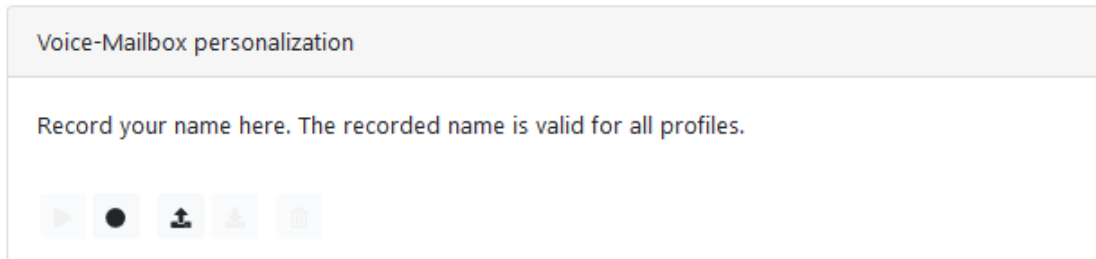
Please read the notes under [Important Notes](#)

## 7.2.2 Voice-Mailbox personalization

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

You can record ● and play back ► your name on your [telephone or headset with microphone](#), upload 📁 a Wav file with your name to the ixi-UMS Voice-Mail Server or save it 💾 on your PC or delete 🗑 the announcement file

After recording your name, you can specify [functions/options of the voice-mailbox](#) per profile.

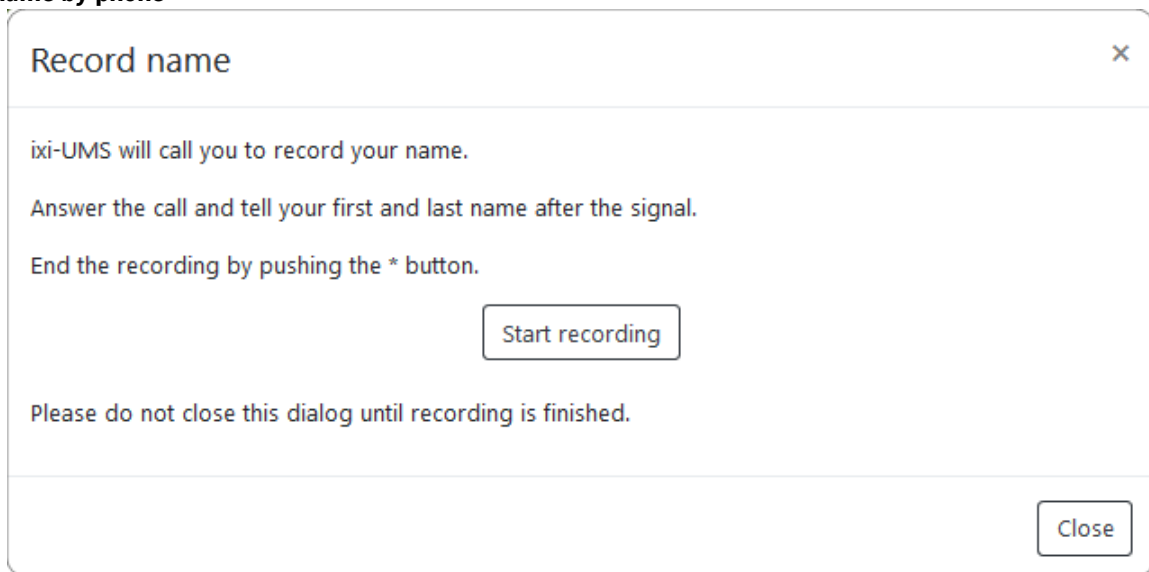


If the ●-button for recording an announcement is not highlighted in color, no [recording device](#) is stored under Settings.

### Record name

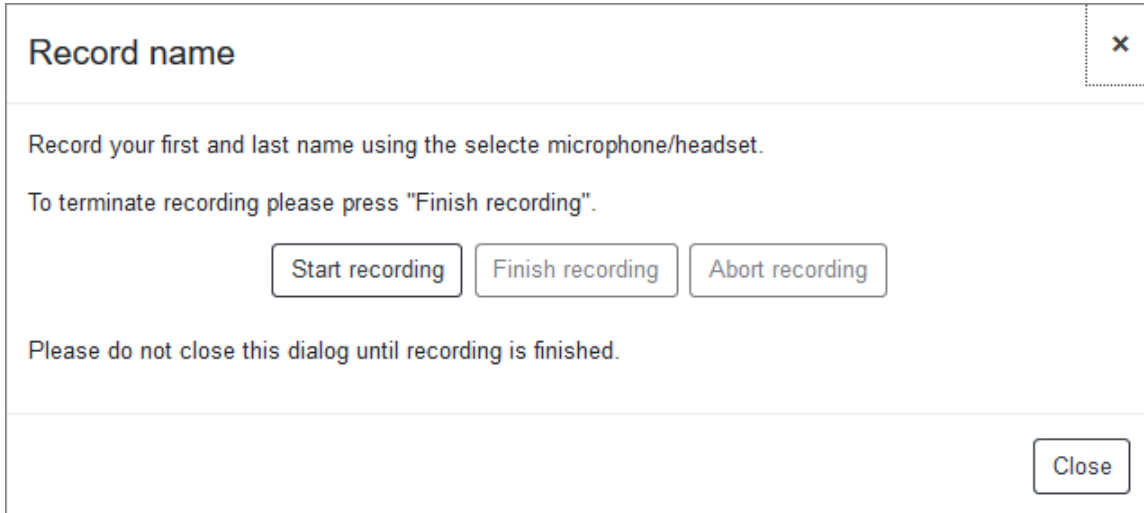
To record your name via the [recording device](#), click on the button ●. This opens a dialog with all required information. If you have entered your announcement as text, it will be displayed to you.

### Record name by phone




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

### Record name via the microphone/headset:



Click on "Start recording" and record your greeting. To finish, click on "Finish recording". The greeting is immediately valid.

### Use existing announcement

With the button  you can load an existing announcement as a wav file into your ixi-UMS Voice-Mailbox. Please read the notes under [Important Notes](#)

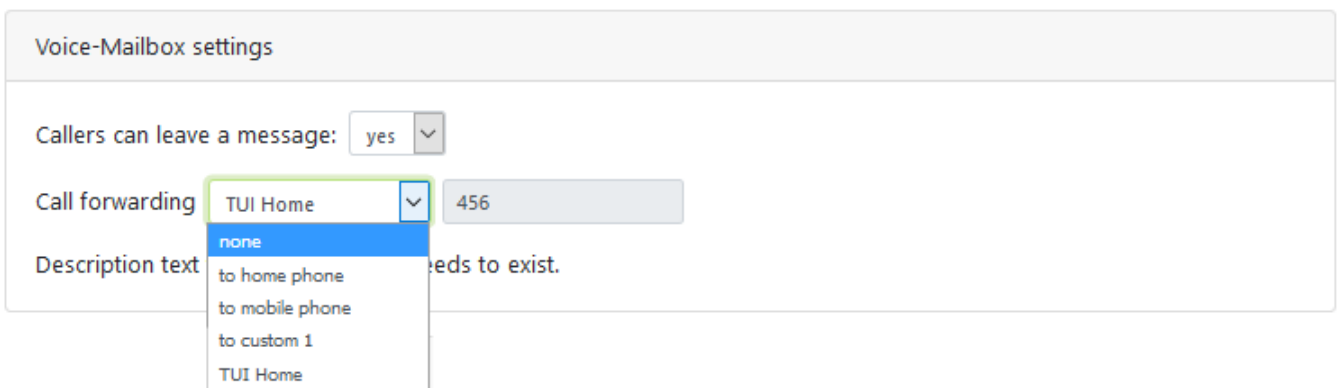
## 7.2.3 Voice-Mailbox settings

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

### Callers can leave a message

Select whether the caller is allowed to leave a message (yes) or not (no).

The left voice-message will be sent to you as an attachment in an e-mail or can be heard in the ixi-UMS Web Journal.



### Call forwarding

Call forwarding can only be configured and offered to you if the server meets certain criteria.

Activate call forwarding by selecting a [stored phone number](#).

You can select the numbers stored on the server for your home phone and your mobile phone and set your own call forwarding numbers under "[Edit call forwarding destinations](#)".

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

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



## 7.2.4 Call forwarding destinations

Please note that during "Call Forwarding" your announcement changes or has to change when you call the voice mailbox. For more information about call forwarding, see [Call Forwarding - Features and Options](#). Call forwarding destinations may be provided with telephone numbers from the system. In addition, you can specify 3 additional phone numbers via "**Edit call forwarding destinations**".

Call forwarding destinations

Manage your call forwarding destinations

You can enter and store these phone numbers as an extension or in the format +49 ....

The number stored here is available in all profiles as a selection. If you change a phone number in one of the "Custom" entries, this has an influence on any profiles that have already been set up.

### Call forwarding destinations ✕

Configure the phone numbers for custom call forwarding destinations and manage their description announcement (e.g. "Home", "My mobile phone", "Co-Worker Mr. Smith").

Please note: These settings apply to all profiles!

Home phone	<input type="text" value="+49 1459 447784"/>	▶	●	⬆️	⬇️	🗑️
Mobile phone	<input type="text" value="+49 176 45899557"/>	▶	●	⬆️	⬇️	🗑️
Custom 1	<input type="text" value="45698"/>	▶	●	⬆️	⬇️	🗑️
Custom 2	<input type="text"/>	▶	●	⬆️	⬇️	🗑️
Custom 3	<input type="text"/>	▶	●	⬆️	⬇️	🗑️

### Announcement for Call Forwarding

If you need to record a descriptive text, you will be offered options for recording etc. on the right.

To record the announcement via your [recording device](#), click on the button ●. This opens a dialog with all required information.

### Use existing announcement

With the button ⬆️ you can load an existing announcement as a wav file into your ixi-UMS Voice-Mailbox.

Please read the notes under [Important Notes](#)

After saving the settings, the numbers are available to you for selection via the browser-based <ixi-UMS Voice-Mailbox Configuration.

When [setting up call forwarding](#) over the telephone, the destination and announcement must be defined independently of this.

## 7.3 Notifications

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

You can be informed about new ixi-UMS messages received by lamp on your phone (MWI) or by SMS.

Please follow your administrator's information as well.

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

Now you can select:

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

The screenshot shows the 'ixi-UMS Voice-Mailbox configuration' interface. The top navigation bar includes 'Settings', 'Help', and 'Logoff'. On the left, a sidebar lists 'Overview', 'Profile Manager', 'Notifications' (highlighted), 'Change PIN', and 'Remote Inquiry'. The main content area is titled 'Notifications' and contains the following options:

- Use default user settings
- Use own custom settings

Under the heading 'Notify the user on', there are three rows:

- 1 new fax message(s)
- 1 new voice message(s)
- 1 new SMS message(s)

Under the heading 'Send notification to the following devices', there are two options:

- Set MWI on the user's telephone
- SMS to mobile phone

### Hint:

Notifications about new e-mails are not sent.

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

When the messages are accessed via the mail client, the message counter and the status indication on the telephone (when applicable) has/have to be reset manually.

You can do this via the ixi-UMS Client Tools or via an e-mail to NOTIFIER\_EXPRESS\_OFF@ixialert.com. The e-mail does not need to have any content.

## 7.4 Office Hours

### Set Profiles

Here you can define which profile should be active during office hours and break times. For more information on the profiles, see [Overview](#) of ixi-UMS Voice-Mailbox configuration.

### Office hours

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

If given free at ixi-UMS Voice-Mail Server, you can set the times for the "after-work" and the "break profile" yourself.

On the ixi-UMS Voice-Mail Server times are stored which you can accept by selecting "**Use system default**".

Select "Use your own office and break times" if you want to change the specified times

ixi-UMS Voice-Mailbox configuration Settings Help Logoff

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**Overview**  
Profile Management  
Notifications  
Office Hours  
Change PIN  
Remote Inquiry

#### Set Profiles

Set the profiles to be used:

**Default profile (active)** Work

Profile used outside office hours System default: None

Profile used during breaks Mobile

#### Office hours

Use office hours from system default  
 Use own custom office and break hours

Office hours  Break hours

The automatic profile switching is inactive since no profile for outside of office hours is configured.

<input checked="" type="checkbox"/>	Monday	8	:	00	to	17	:	00
<input checked="" type="checkbox"/>	Tuesday	8	:	00	to	17	:	00
<input checked="" type="checkbox"/>	Wednesday	8	:	30	to	17	:	00
<input checked="" type="checkbox"/>	Thursday	8	:	45	to	17	:	00
<input checked="" type="checkbox"/>	Friday	8	:	00	to	17	:	00
<input type="checkbox"/>	Saturday	8	:	00	to	17	:	00
<input type="checkbox"/>	Sunday	8	:	00	to	17	:	00

### Remark:

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

## 7.5 Change PIN

The first time you get a call on your ixi-UMS Voice-Mailbox - your "answering machine" - you will receive an e-mail with all relevant information. If you are allowed to set up your ixi-UMS Voice-Mailbox via the telephone, the e-mail contains a PIN that is automatically generated for you.

In "Change PIN" you can quickly and easily change your PIN. Make sure that your new PIN has the specified number of digits.

The screenshot shows the 'Change PIN' configuration page. The page title is 'ixi-UMS Voice-Mailbox configuration' and it includes navigation links for 'Settings', 'Help', and 'Logoff'. On the left, there is a sidebar menu with options: 'Overview', 'Profile Management', 'Notifications', 'Office Hours', 'Change PIN', and 'Remote Inquiry'. The main content area is titled 'Change PIN' and contains the following text: 'Change the PIN that is used for logon to your voice-mailbox using telephone.' and 'The PIN must have at least 5 digits.' Below this, there are two input fields: 'New PIN' and 'Confirm PIN', both containing five dots. A 'Save' button is located at the bottom right of the form.

## 7.6 Remote Inquiry

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

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

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

The screenshot shows the 'Mailbox access' configuration page. The page title is 'ixi-UMS Voice-Mailbox configuration' and it includes navigation links for 'Settings', 'Help', and 'Logoff'. On the left, there is a sidebar menu with options: 'Overview', 'Profile Management', 'Notifications', 'Office Hours', 'Change PIN', and 'Remote Inquiry'. The main content area is titled 'Mailbox access' and contains the following text: 'Please enter the login name for your mailbox.' and 'Please enter the password for your mailbox.' Below this, there are two input fields: 'Login name' and 'Password'. At the bottom right of the form, there are two buttons: 'Reset settings' and 'Save'.

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

## 7.7 Important note

### Announcements and recordings

Please observe the following instructions for recording or creating your greeting:

1. The ixi-UMS Voice-Mail Server is controlled through DTMF sequences. Therefore you can only retrieve messages from a DTMF enabled telephone
2. If you use a hands-free telephone, you may encounter the effect that options in the ixi-UMS Voice-Mailbox menus are chosen arbitrarily without interaction from your side. The reason for this effect is that some tones in the announcement or menu voice are detected as DTMF. Turn down the volume of the phone or use the handset to avoid this problem.
3. The system can be set up at the server in a way that a global announcement valid for all the users is used. In this case, you can deposit your own announcement; however, this announcement might not be played. Please ask your administrator.
4. You can load existing announcements as a wav file into your ixi-UMS Voice-Mailbox.

These announcements must be recorded with ixi-UMS or be in one of the following formats:

#### Variant 1:

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

#### Variant 2:

PCM  
1 Kanal (Mono)  
Sampling Rate: 8 KHz  
Bits per sample: 16 Bit

### Notes on call forwarding

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

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

#### 1. The selection is played from the server

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

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

With this setting, you should record a description text in order that the caller is informed about to whom he is transferred. Please note that this greeting cannot be created via TTS.

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

#### 2. The selection is offered by your individual announcement -

You have to record the selection "Press "1" to leave a message or "2" to be transferred to XXX" along with your announcement.

**There is no announcement or selection imported from the server.**

## 8 Info

### 8.1 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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### 8.2 Version

Software: ixi-UMS Portal Server  
Guide: ixi-UMS User Portal  
Version: 7.10  
Date: 23.03.2021