ixi-UMS Business

Voice-mailbox
User Guide

Content

1 Introduction

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

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

Depending on the configured function, you can also call your ixi-UMS voice-mailbox and set up your voice mailbox on the telephone and intercept the message from your inbox. The administrator determines in which language the menu is announced on the phone but you can change the language in ixi-UMS Voice-mailbox configuration.

According to configured functional extent different features are available to you. To be able to use all available features, peruse please these instructions completely.

1.1 Welcome E-Mail

Depends on the ixi-UMS Business configuration with the first call to your ixi-UMS voice-mailbox number or manuel from the administrator, you receive the ixi-UMS Welcome E-Mail in your inbox.
You can find all the necessary information in it.
Your ixi-UMS voice-mailbox number is stated. This number can be identical with your ixi-UMS fax number.
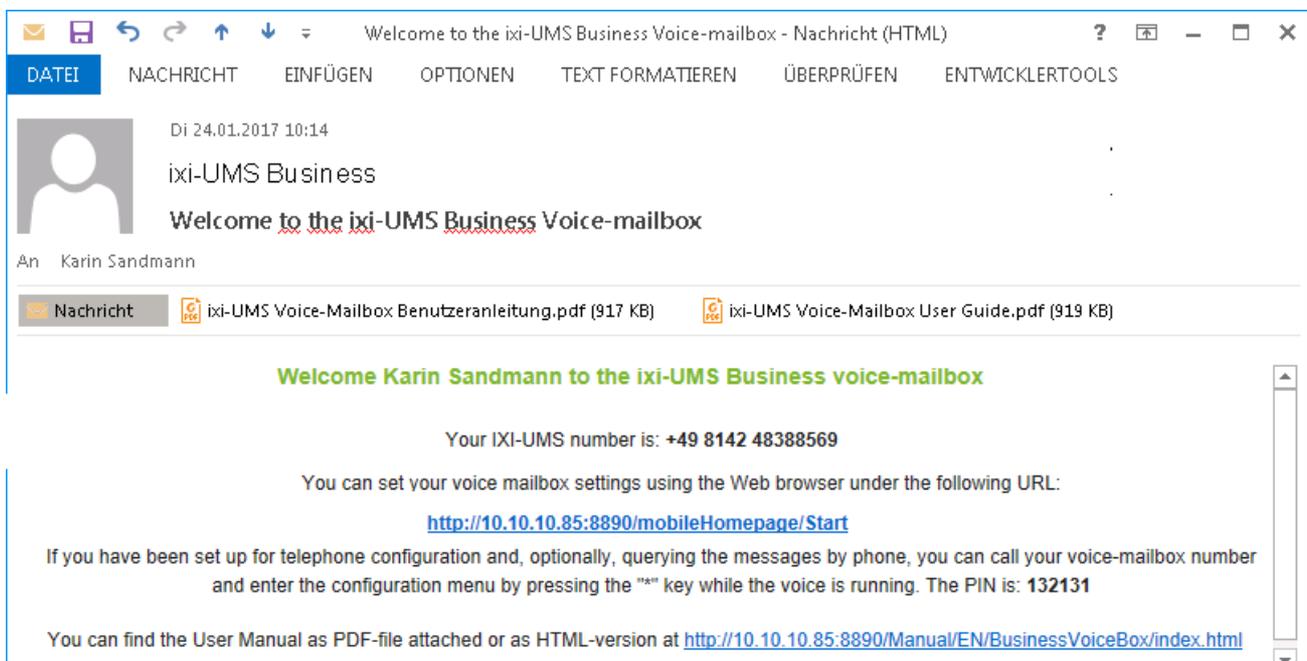
Furthermore, this e-mail contains the automatically generated PIN for the login at the phone. You should change this PIN as soon as possible.
The e-mail also contains a link to open your <ixi-UMS voice-mailbox configuration. The adjustments that can be made there can be found in the Manual.

1.2 Overview of Features

Regardless of the access type selected in the ixi-UMS Business, the web page for the ixi-UMS Voice-mailbox configuration is available. You can set up and manage all 6 profiles, as well as record the announcements.

Function of ixi-UMS Business Voice-Mailbox

- Quick Message Option: When the caller presses **"0"** while the announcement is played, he can leave a message immediately.
- The caller hears the announcement into opposed language or can select this by a language menu (Optional).
- 6 profiles (Work, Mobile, Home, Vacation, 2x cutom) are supported.
- The message left by the caller will be sent to your mailbox as an e-mail with a WAV attachment.
- You can play the WAV attachment by double-clicking on the PC or forward it as an e-mail to your phone and listen to it there.
- An announcement can deposited for every profile per language (default German and English).
- "Off-hours Profile": According to centrally fixed times, a profile can automatically be activated for every user company-wide. The times / days are fixed centrally or by user, the profile is determined centrally or by every user, too.
- Call transfers can be set per profile. Callers then can either leave a message or be forwarded to a colleague
- You can be informed about new voice-messages via MWI-status (where applicable) on the phone

Depending on ange of performance, the ixi-UMS Business provides the folloing additional features

Voice mailbox with configuration by phone

You can call your UMS number and log in using a PIN. Now you can set up the 6 profiles on the telephone and record new announcements.

Voice mailbox with configuration and remote inquiry by telephone

- You can also listen to your voice messages and e-mails from your inbox on the phone
- You can choose whether you want to listen to unread/read voice-messages od e-mails
- ixi-UMS Business directly accesses your mailbox. For this reason, new messages are indicated immediately and deleted messages are moved to the folder "Deleted ixi-UMS Business Messages".
- The following properties of a message are read: Kind of Message, Date/Time, Sender Address.
- The sender can be called back directly, provided that the sender address is a telephone number
- Messages can be forwarded as internal e-mail or voice-message. An audio-comment can be added to the forwarded message.

Security settings

o The access on ixi-UMS Business Voice-mail box by phone is protected with a PIN. The administrator can furnish the office phone for the "Login on the phone without input PIN" / give a holiday. ixi-UMS Business Mobile inbox can be restricted to certain devices (e.g. the telephone at the office or the mobile phone).

o After 3 failed tries to enter the PIN, the remote inquiry to this mailbox is blocked.

1.3 Important Notes

- ixi-UMS Business voice-mailbox is controlled through DTMF sequences. Therefore you can only retrieve messages from a DTMF enabled telephone

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

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

1.4 Listen to voice messages

The voice messages left behind by the caller are sent to your mailbox by e-mail with WAV attachments.

If you have a speaker or a headset connected to the computer, you can simply play the Wav file message with a double-click.

Alternatively, you can forward this e-mail (including WAV attachment) to your phone. You address this message as an e-mail.
In the To-field, enter your phone extension and the domain that your administrator has announced.
For example: 456@firma.voc

By default, the domain of the sender of the ixi-UMS voice-message matches the domain to be addressed.
See below:
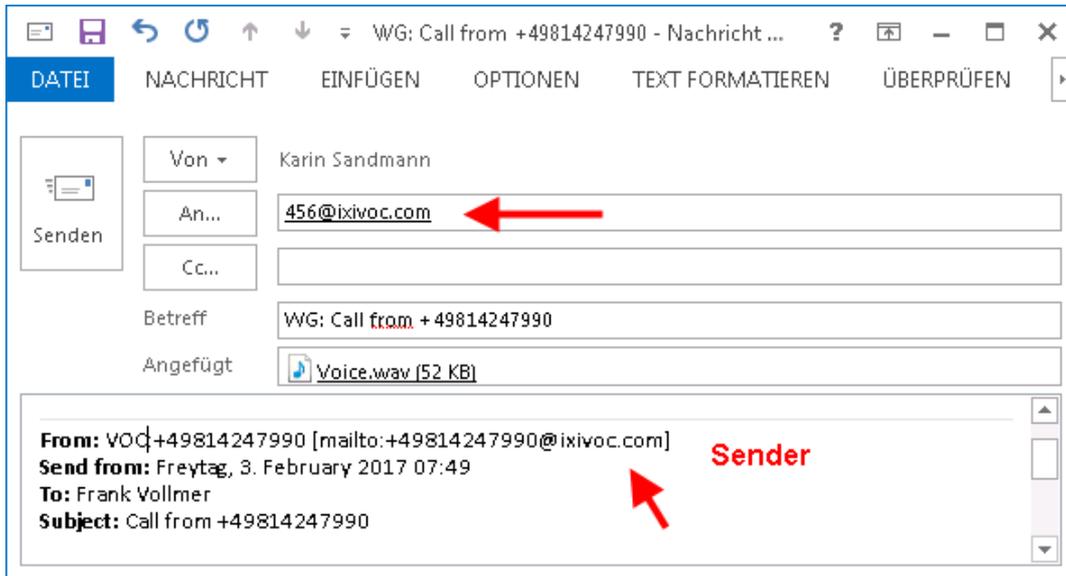
Optionally, you can listen to your messages by dialing into the phone. The functions are explained in Querying and Processing Messages.

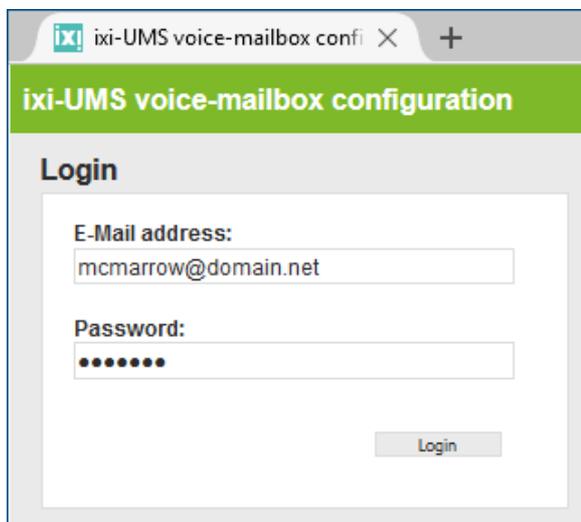# 2 ixi-UMS Voice-Mailbox Configuration

The link for opening your ixi-UMS voice-mailbox configuration is given in the "Welcome E-Mail".
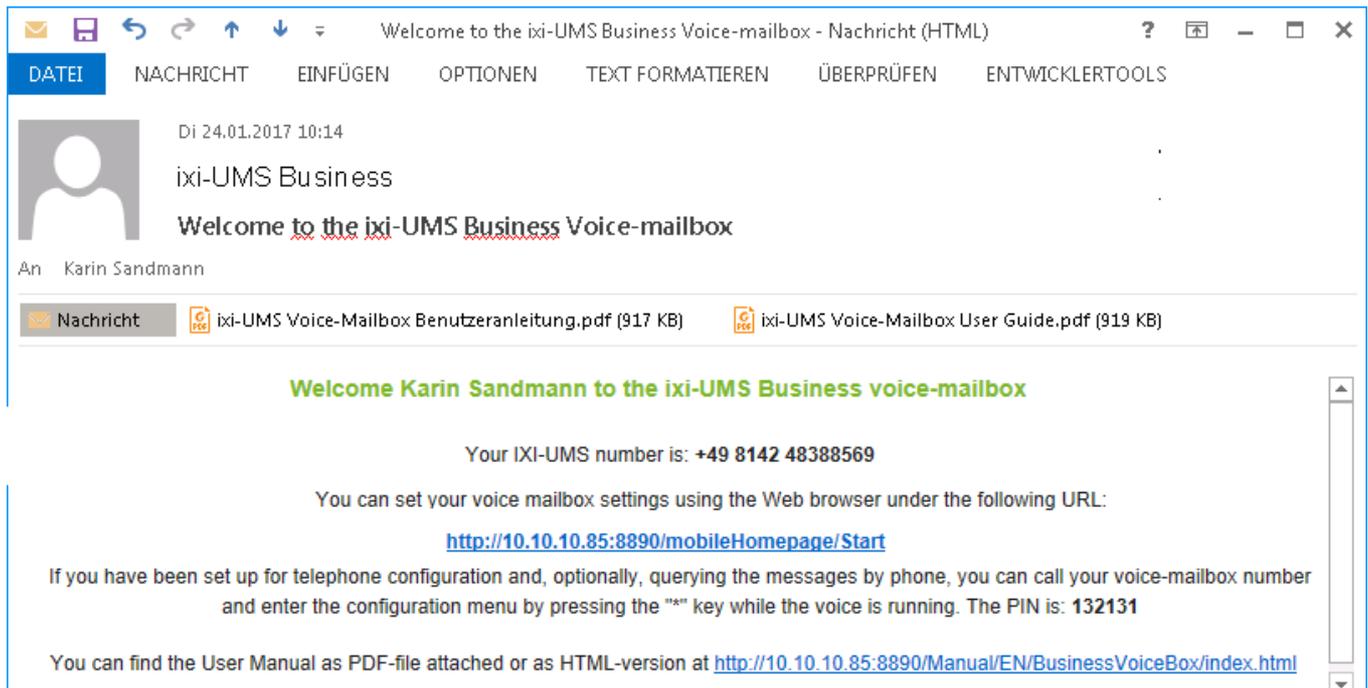
Via ixi-UMS Voice-Mailbox Configuration, you can comfortably carry out all the settings for your mailbox that you also can carry our by telephone. Furthermore, there are some additional features available to you.

2.1 Login

The log in page is opened by clicking on the link.

You have to log in at the server with your E-Mail-Adress.
Depending on the user administration, you have a special passport from your administrator, or you can enter your "Windows password" to log on to the server

For example:
E-Mail address: smith@business.com
Password: xxxxx

2.2 Configuration Summary

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

At "**Announcement Language**" you can define the language of the announcement, let the caller determine the language or determine it on the basis of the sender number automatically. Please take care that you deposit an announcement text for the respective language.

Defined:	Please define whether the caller shall hear your German or your English announcement.
Manually:	All languages available are offered to the caller. By pressing the respective key he then can decide, which of the laguages offered he prefers.

In the next field, you can determine the **Active Profile**. When you entered an Off-hours Profile **and this is enabled**, it is displayed as "Active Profile". Yout then can only determine the profile, which is enabled during office hours. You must change the Off-hours Profile in the "Profile Management".

In the field "**Login via telephone**"it is indicated, whether the Login via phone is enabled for you.
You can also define your menu language and the language for the voice mailbox configuration interface.

At "**Answer Phone Configuration**" it is indicated, whether you deposited settings in the profile and if so, which ones.

2.3 Profile Management

You can configure your profiles here. In "**Manage settings for profile**" Choose the profile you want to configure.

Profile used during non-office hours

At the server, office hours are set from 8 am to 5 pm. Here you can enter the profile, which is active after the business hours.

If you have the necessary permission, you can determine your office hours yourself.

Profile used during breaks

The profile entered here is valid for breaks. To configure like the profile for non-office hours.

Own Telephone Number (Optional):

If this selection is not displayed, you can record your announcements via your office telephone. If you have allowed a change of the phone number at the server, you can enter another phone number at "Custom", e.g. your mobile phone number. When you now click "Record announcement", your mobile phone rings and you can record your announcement.

Answer Phone Configuration

When the option "Caller can leave a message" is enabled, the caller can leave a message. When the checkmark is removed, the connection is aborted after having played the announcement.

If you have enabled "**Call transfer to**", you can enter a phone number to that the caller shall be transferred.

You can either chosse the numbers for your mobile phone deposited at the server or determine own phone numbers for a call transfer at "Custom". This setting is optional and might not be available.

In addition to that, your announcement changes when a call comes in at your voice box when a call transfer is set up. The caller now has the following options: "Press 1 to leave a message, 2 to be forwarded to <number you defined>".

Optionally, you can record a description text. Then your announcement is played instead of the number you specified as a forwarding destination.

Announcements for this profile:

In this section, you can record, play, delete and save announcements for the selected profile. By clicking on the icon, you can enter the text for your announcement. That way you can always see, which announcement you recorded for which profile.

If the "Buttons" for the recording / the playing of an announcement are not displayed increased in color, no phone number is deposited at "Own Telephone Number". If you cannot enter an own phone number, please turn to your administrator.

2.4 Notifications

These settings are optional and might not be available or only in part.
You can get a notification on the phone (MWI) when a new voice-message arrives in your inbox.
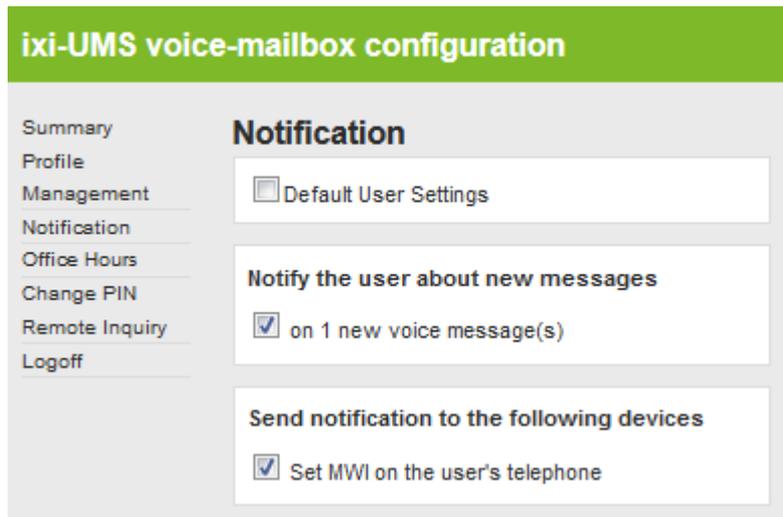
Please follow your administrator's information as well.

When the messages are accessed via dial-in by telephone, the MWI-status on the phone is 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 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@Domai...alert.com.

The e-mail does not need to have any content. Please contact your administrator to find out the exact addressing.

2.5 Office Hours

If this feature is aktivated on th eixi-UMS Business server, you can set up the office hours for the "Off-hours" and "Break Hour" Profile here.

The **predefined office and break hours** are Monday to Saturday from 8 am to 5 pm.
Outside of these times, the announcement of the "outside office profile" you have defined under profile settings is played.

You can adjust the times of the individual days to your working hours.

Uncheck "**Predefined office and break hours**" and specify your working hours for each day.
For days you do not select, your "outside office profile" is valid.

If you want to use another announcement during your lunch break, you can specify your breaks.

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

2.6 Change PIN

After the first call to the "voice box", ixi-UMS Business Mobile generates an e-mail with the link to the Mobile Personal Homepage, including the PIN for mobile access.
In this menu, you can change your PIN easily and quickly.

2.7 Remote Inquiry

This configuration is available only if you have permission to access your messages from your phone.
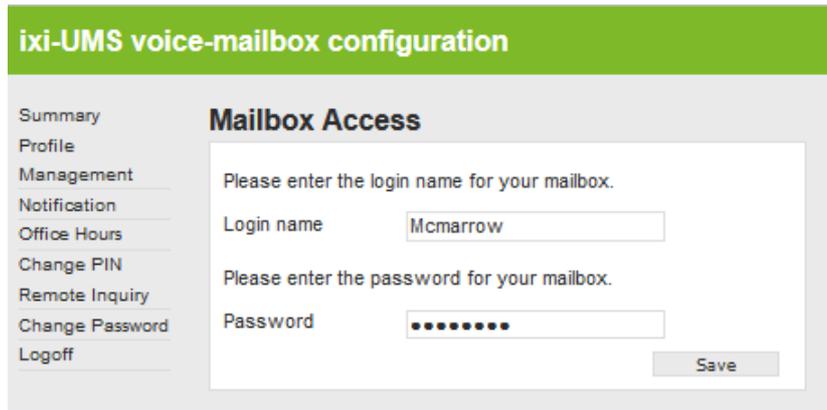
In order to be able to listen to your messages by telephone, the registration data must be stored for access to your mailbox.

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

2.8 Change Password

This setting is only available if ixi-UMS Business is used by a separate user administration.
In this case, you have received a password from your administrator to access the ixi-UMS voice mailbox configuration and the ixi-UMS Web Journal.
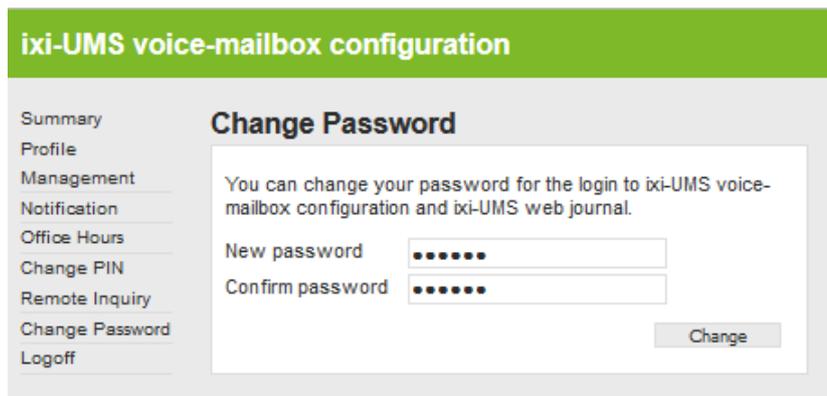
Here you can setup a new password.

3 Menu Items and Settings by Telephone

In this chapter, the most important settings for your mailbox are described. You can find an overview of the options in the Flow Charts.
Depending on the settings made by the administrator, not all the features are available.

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

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

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

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

3.1 Main Menu

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

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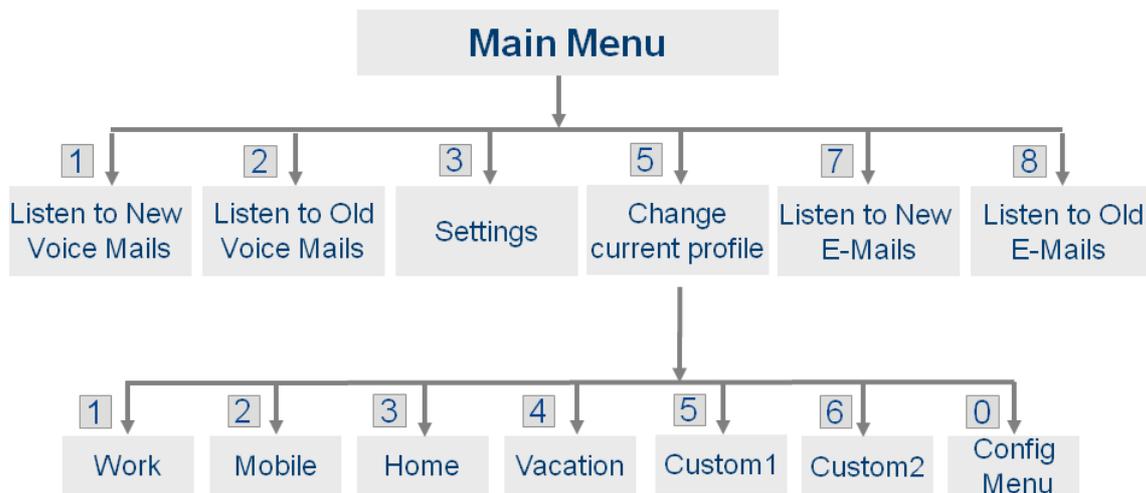
In the option "3" Settings, you can change your PIN and record your announcements.

3.2 Querying and Processing Messages

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

First of all, the latest messages are read to you with the following information:
- Sending date
- Sender number and address
- Subject of the message (Voice-, SMS-message and e-mail)
- Content of the message

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

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

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

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

The basically available options

- Reply
- Forward
- Call back the originator

are dependent of the settings at the server.

Only the available and possible options are offered to you.

3.2.1 Reply

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

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

3.2.2 Forwarding

As you can only enter numbers at a telephone, you can only forward messages to "phone numbers" and "fax numbers".
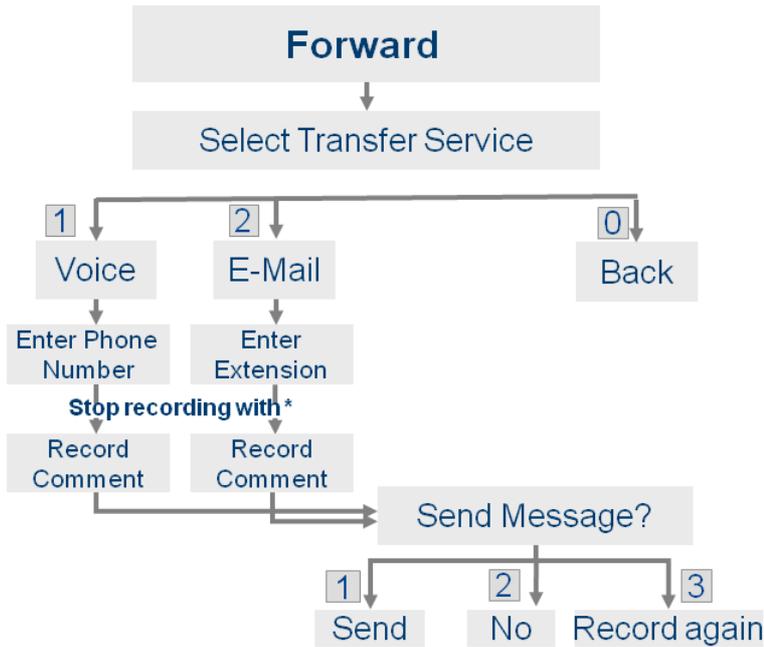
The option "Forward as E-Mail" is only possible for the internal forwarding, e.g. to a colleague. Enter the ixi-UMS extension (Fax number)of the recipient as destination.

You can also add a comment.

3.2.3 Call-back

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

3.2.4 Deleting Messages

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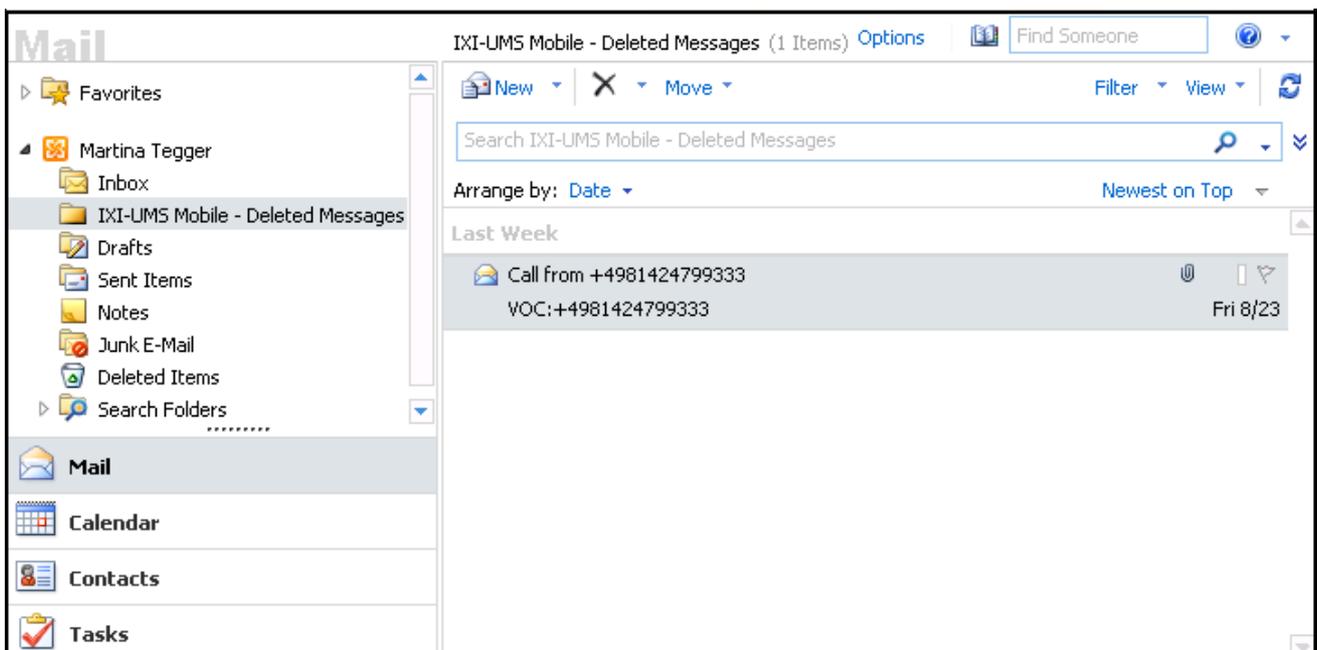
3.3 Change Settings

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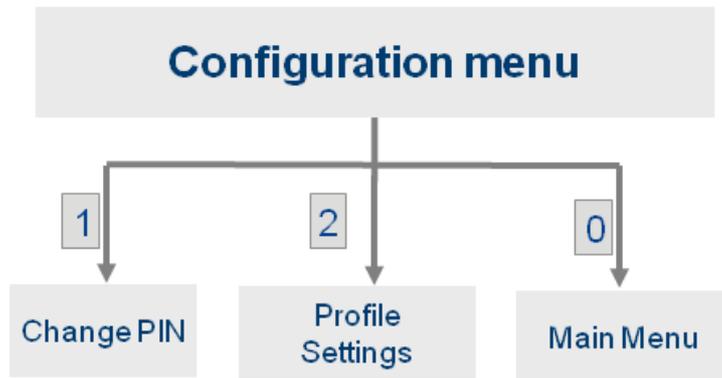
The settings available depend on the default at the server and the announcement type that is set.

3.3.1 Changing the PIN

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

3.3.2 Profile Settings

There are 6 profiles (Work, Mobile, Home, Vacation, 2x Custom) you can configure.
First of all, you have to choose the profile you want to edit.
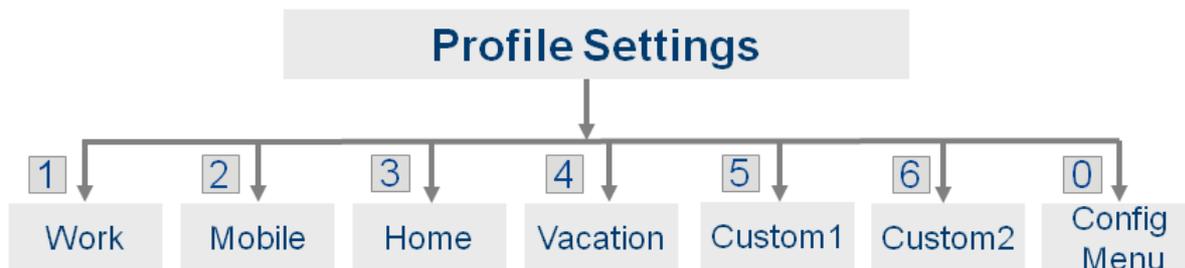
For every profile you now can:
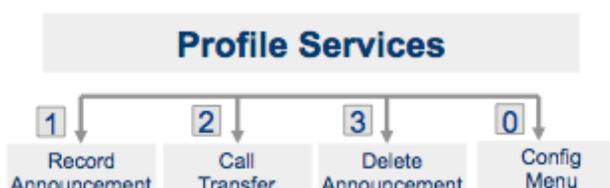
- deposit an announcement
  (only with announcement type "individual")
- determine whether the caller is enabled to leave a message
- set up a call transfer
- delete the announcement (optional)

3.3.2.1 Record Announcements

After having selected the profile, you can deposit 2 individual announcements (per profile) .

The caller can selcet the languages German or English, if the ixi-UMS voice-mailbox is configured for this.

Remark:
An individual announcement should take at least 3 seconds, because otherwise it causes problems to interrupt your mailbox announcement with the asterisk "*" in order to log in and intercept your messages.
After having recorded your announcement you should wait for about 1 second before you press "*" to finish the announcement. The announcement does not stop so abruptly by this.

After having recorded the individual announcement, you can determine whether the user can leave a message or not.

3.3.2.2 Configuration of Call Transfers

A call transfer can only be set when a few criteria must be fulfilled at the server for this. Please ask your administrator.
If a call forwarding is configured, the caller can decide whether he to you leave news or would like to join, e. g. , on your mobile phone further.

The announcement deposited by you is played to the caller first. After that, the following options are provided to the caller by ixi-UMS Business :
"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.

In order to configure a call transfer for your voice box, please proceed as described at "Record Announcements". After that, please choose the menu item "2" in the Profile Services in order to set up the call transfer.
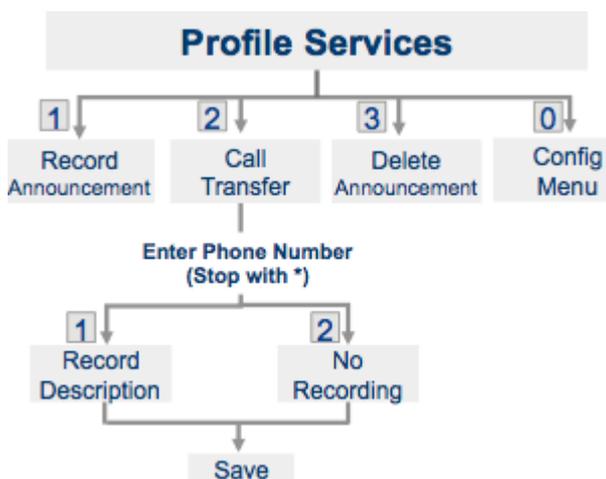
Enter the phone number the caller shall be transferred to.

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

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

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

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

3.3.2.3 Delete Announcement

You can delete the individual announcements (German or English) of the profile you are editing.

When an announcement is deleted, the default announcement is activated.

3.4 Switching the Active Profile

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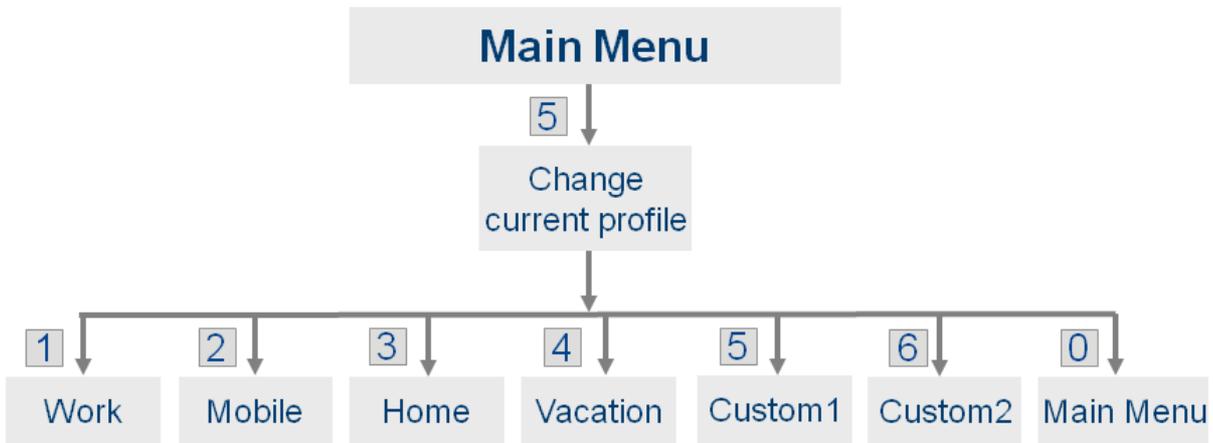
In order to switch the active profile and therewith the active announcement and settings, you have to choose 5" = "Change Current Profile" in the Main Menu. Now the available profiles are offered to you.

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

Ixi-UMS 6 Business Voice-Mailbox

Main menu

1 Listen to new voice mails
2 Listen to old voice mails

Message is played/read (again)
- **1** Listen to message again
- **2** Back to last message
- **3** Listen to next message
- **4** Replay
- **5** Forward
- **6** Call-back
- **9** Delete
- **0** Main menu

Select transfer service (depending on message type)
- **1** Voice
- **2** E-Mail
- **0** Back

Enter phone/fax number – stop with *
Record comment, stop recording with *
Send message ?
- **1** Send
- **2** No
- **3** Record comment again

3 Change settings

Select configuration menu
- **1** Change PIN
  - Enter new PIN
  - Save ?
    - **1** Yes
    - **2** No
- **2** Profil settings
- **0** Main menu

Select profile
- **1** Work
- **2** Mobile
- **3** Home
- **4** Vacation
- **5** Custom 1
- **6** Custom 2
- **0** Configuration menu

The following settings depend on the set announcemant type

Individual
<Profile name> - Profile services
- **1** Record announcement
  - Select language
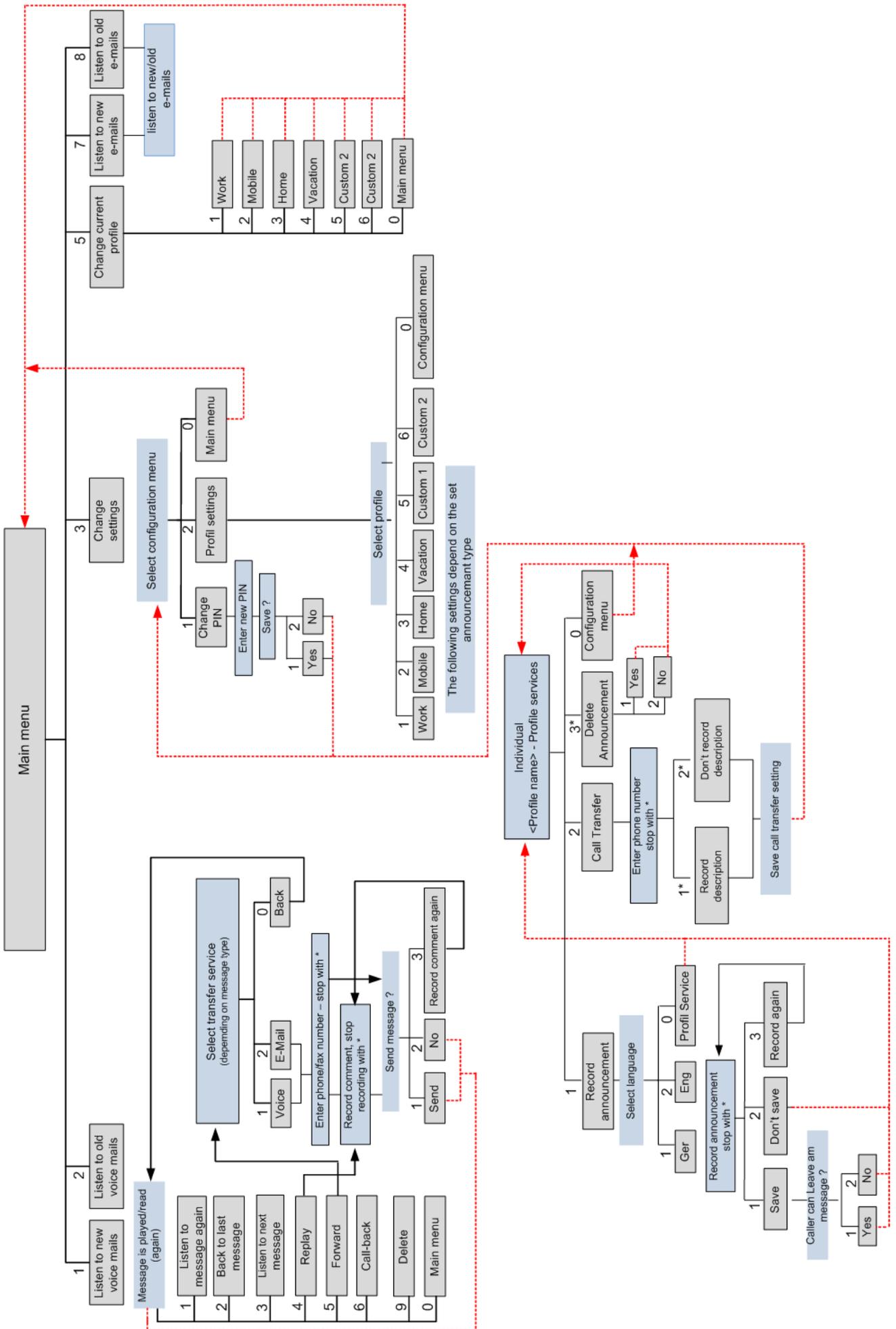   - **1** Ger
    - **2** Eng
    - **0** Profil Service
  - Record announcement stop with *
    - **1** Save
    - **2** Don't save
    - **3** Record again
  - Caller can Leave am message ?
    - **1** Yes
    - **2** No
- **2** Call Transfer
  - Enter phone number stop with *
    - **1*** Record description
    - **2*** Don't record description
  - Save call transfer setting
- **3*** Delete Announcement
  - **1** Yes
  - **2** No
- **0** Configuration menu

5 Change current profile
- **1** Work
- **2** Mobile
- **3** Home
- **4** Vacation
- **5** Custom 2
- **6** Custom 2
- **0** Main menu

7 Listen to new e-mails
8 Listen to old e-mails

listen to new/old e-mails

4 Info

4.1 About estos

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

Contact details:
estos GmbH
Petersbrunner Str. 3a
D-82319 Starnberg
Germany

Phone: +49 8142 4799-0
Fax: +49 8142 4799-40
E-mail: sales@estos.de.de
Web: www.estos.com

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

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

4.2 Version

Software: ixi-UMS Business
Version: 6 SR3
Manual: 09.10.2019