ixi-UMS Voice-Mailbox

User Guide

Onlineversion

estos.de

Content

1 Introduction

The ixi-UMS Voice-Mail Server is essentially a voice mailbox system with remote access. Similar to your answering machine at home, except that e-mails and faxes can also be retrieved if necessary.

If you call the ixi-UMS Voice-Mailbox and leave a message, it will be delivered to your mailbox by e-mail with a WAV file attachment. You can listen to the message over your loudspeakers or send it to your telephone.
Optionally, you have the possibility to call your "voice-mailbox" and retrieve the messages from your mailbox.

You can set up your ixi-UMS Voice-Mailbox via telephone and/or via a browser-based ixi-UMS Voice-Mailbox configuration and record announcements.

A caller has several options to leave a message:

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

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

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

1.1 Welcome E-Mail

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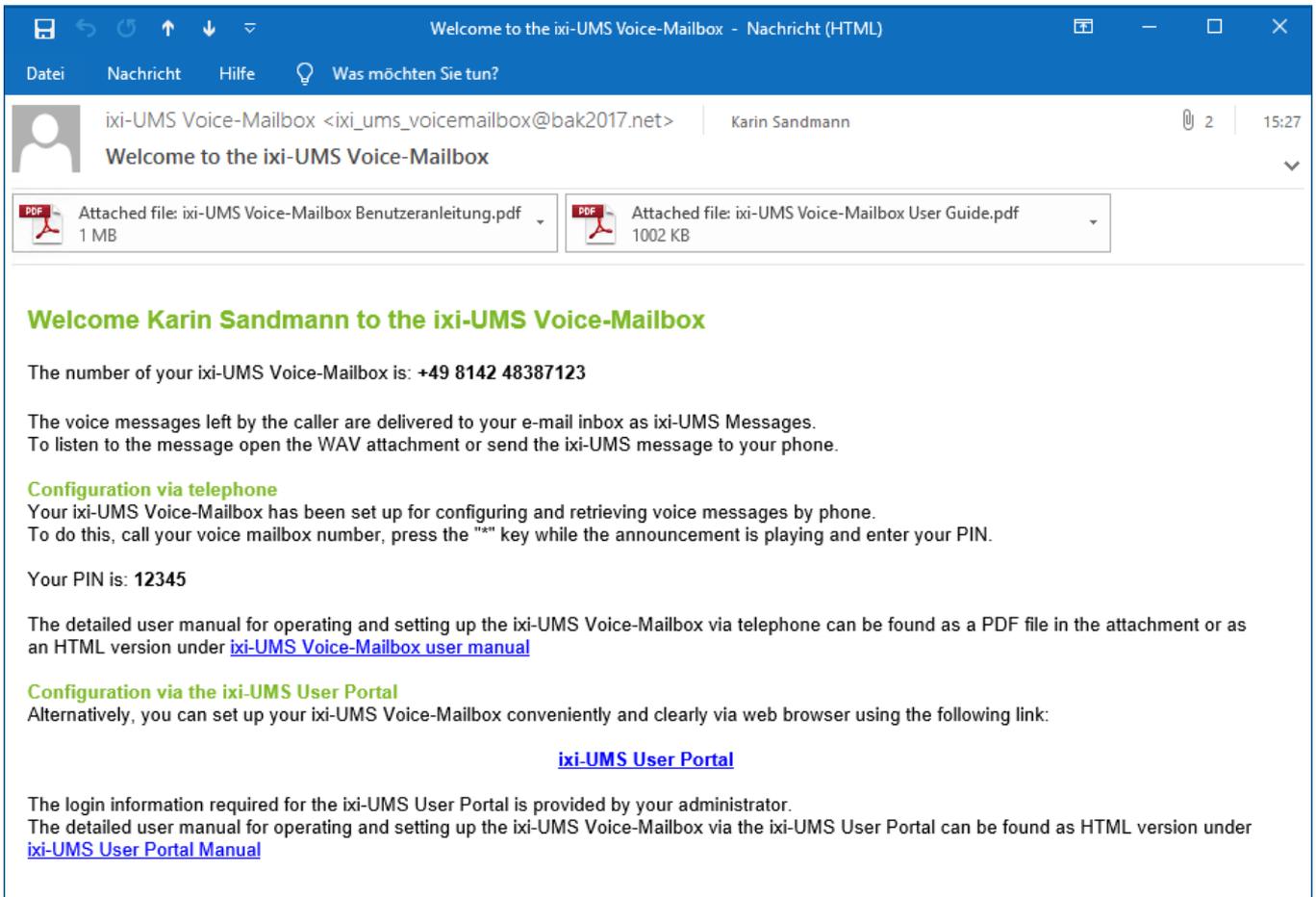
In addition, the email contains the link to the browser-based ixi-UMS Voice-Mailbox Configuration. The functionality available to you can be set by the administrator.
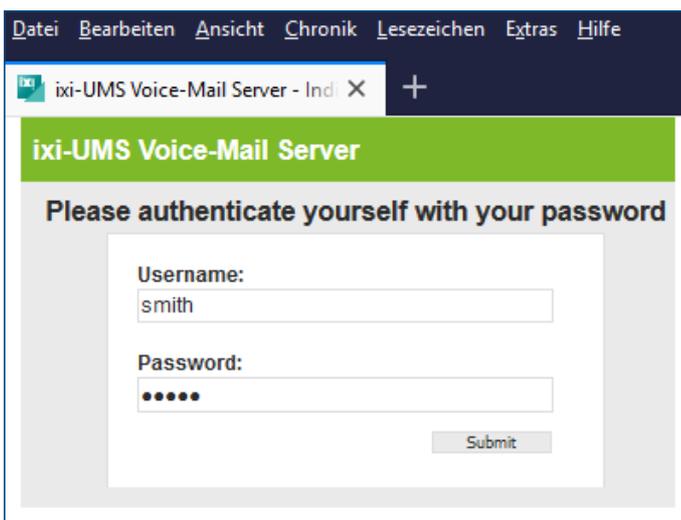
Depending on your mail server, you may have to enter your NT password to be able to listen to your messages by telephone.

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

Further settings possible in the ixi-UMS Voice-Mailbox Configuration can be found under ixi-UMS Voice-Mailbox Configuration.

1.2 Overview of Features

The ixi-UMS Voice-Mail Server provides some interesting additional features that are not available in a traditional voice mailbox system. The features available to you are determined by your administrator on the ixi-UMS Server.

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

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

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

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

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

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

- Up to 7 profiles (Office, On the Road, Home, Vacation, Custom 1 and 2, Internal) are supported. For each profile one announcement can be stored per language (default German and English).

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

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

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

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

- The sender of a voice message can be called back directly, provided that the sender's address is a telephone number

- Fax messages can be forwarded as faxes.

- The sender of an SMS message can be called back if it is a mobile phone number.

- E-mails can be answered or forwarded by fax

- Voice messages can be forwarded as voice mail and provided with a spoken comment.

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

- All settings can be made via the browser-based ixi-UMS Voice-Mailbox Configuration on the computer. The browser-based ixi-UMS Voice-Mailbox Configuration can be made available via the ixi-UMS User Portal.

1.3 Call forwarding - feature and option

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

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

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

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

Which option can / should be used is set on the ixi-UMS Voice-Mailbox and can be changed by you in the browser-based ixi-UMS Voice-Mailbox Configuration.

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

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

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

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

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

There is no announcement or selection imported from the server.

1.4 Important Notes

- The ixi-UMS 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 the ixi-UMS Voice-Mailbox menus are chosen arbitrarily without interaction from your side. The reason for this effect is that some tones in the announcement or menu voice are detected as DTMF. Turn down the volume of the phone or use the handset to avoid this problem.

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

- You can be informed about new ixi-UMS-messages by SMS or MWI. When the messages are accessed via 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.

2 Menu Items and Settings by Telephone

This chapter presents the settings for your mailbox system. Depending on the settings of the administrator and configured functions on the server, not all features or functions are available.
You will find an overview with all possibilities under Flowchart.

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 voicemailbox
Step 2 As soon as the announcement starts, press the asterisk "*"
Step 3 Enter your PIN

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

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

2.1 Main Menu

After successful login by phone, you will be told whether you have new voice messages and which profile is set. Afterwards, the available main menu is presented to you.
Many menu items can be activated / deactivated on the server. Only those menu items are announced to you which you can actually use.

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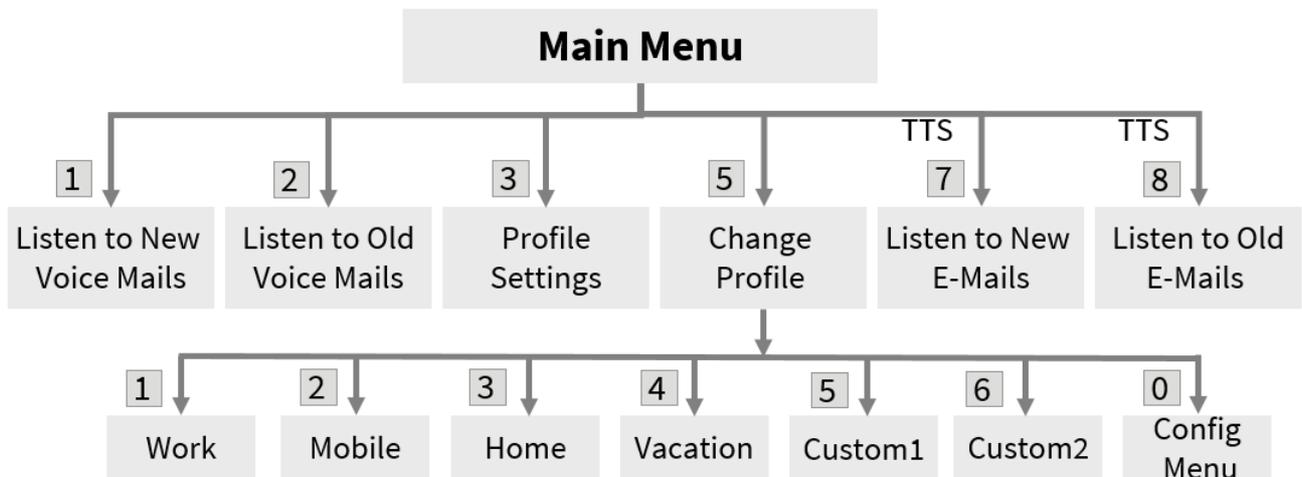
In the option "3" Settings, you can change your PIN and record your announcements.

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

2.2 Querying and Processing Messages

Whether and which message types you can listen to on the phone is set on the server. You may also need to enter your logon data for the mail server.

In the main menu you can select which messages you want to retrieve from your ixi-UMS Voice-Mailbox. Fax and SMS messages are evaluated as e-mail.

Note: If you have selected "listen to old e-mails" and you have a lot of e-mails / faxes in your mailbox, it can take quite a long time until you receive an announcement.

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

Message Menu

Key	Option
1	Listen to Message Again
2	Listen to Last Message
3	Listen to Next Message
4	Reply
5	Forward
6	Call-back the originator
9	Delete Message
0	Main Menu
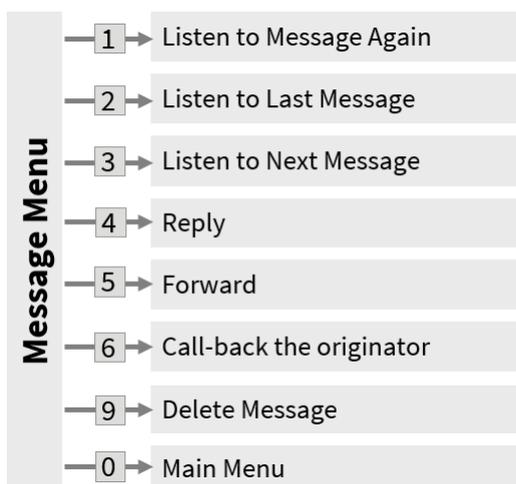
The available options to choose are offered to you after every message.

The options available in principle depend on the message type:

- Reply (Voice message and E-Mail)
- Forward (Fax message and E-Mail as Fax)
- Call back the originator (Voice- and SMS message)

Only the available and possible options are offered to you.

2.2.1 Reply

You can answer voice messages and e-mails after listening to them. You can record a comment for both message types.
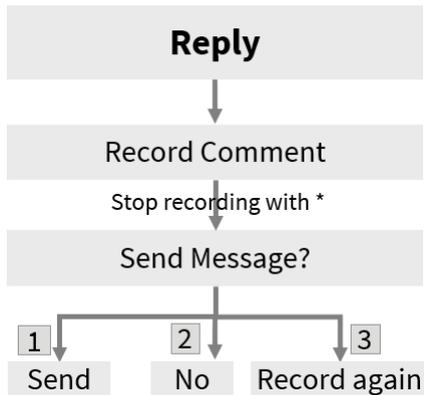

In order to reply to a message, please press the "4".

Now you can record your reply. After that you can decide whether you want to send the reply or not.

2.2.2 Forwarding

You can forward e-mails, voice and fax messages. Since only numbers can be entered on a telephone, you can only forward messages to "telephone numbers" and "fax numbers".
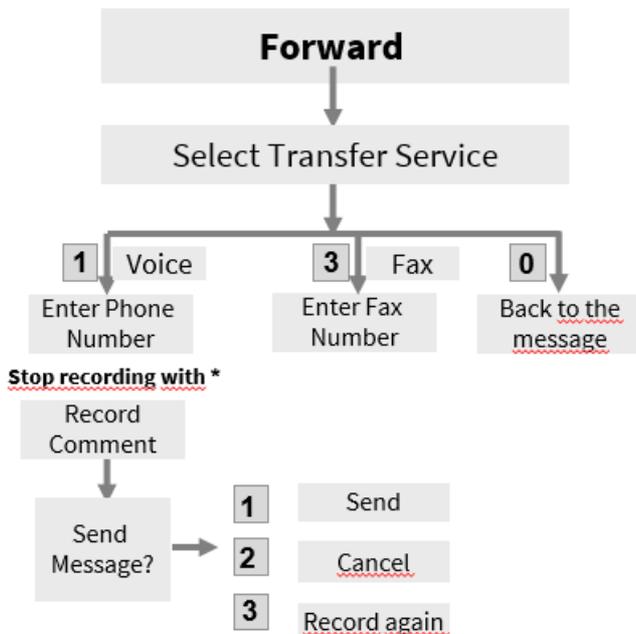
The options vary depending on the message type, i.e. you can forward a voice message only as voice and an e-mail and a fax message only as fax.

If you forward a voice message, you can add a comment.

This is of course not possible when forwarding as fax.

2.2.3 Call-back

The "Call the sender back" option allows you to be connected directly to the sender of a voice or SMS message. An SMS message requires that the sender is a mobile phone number.
This option is only offered if the server supports this feature.
Please ask your administrator.

2.2.4 Deleting Messages

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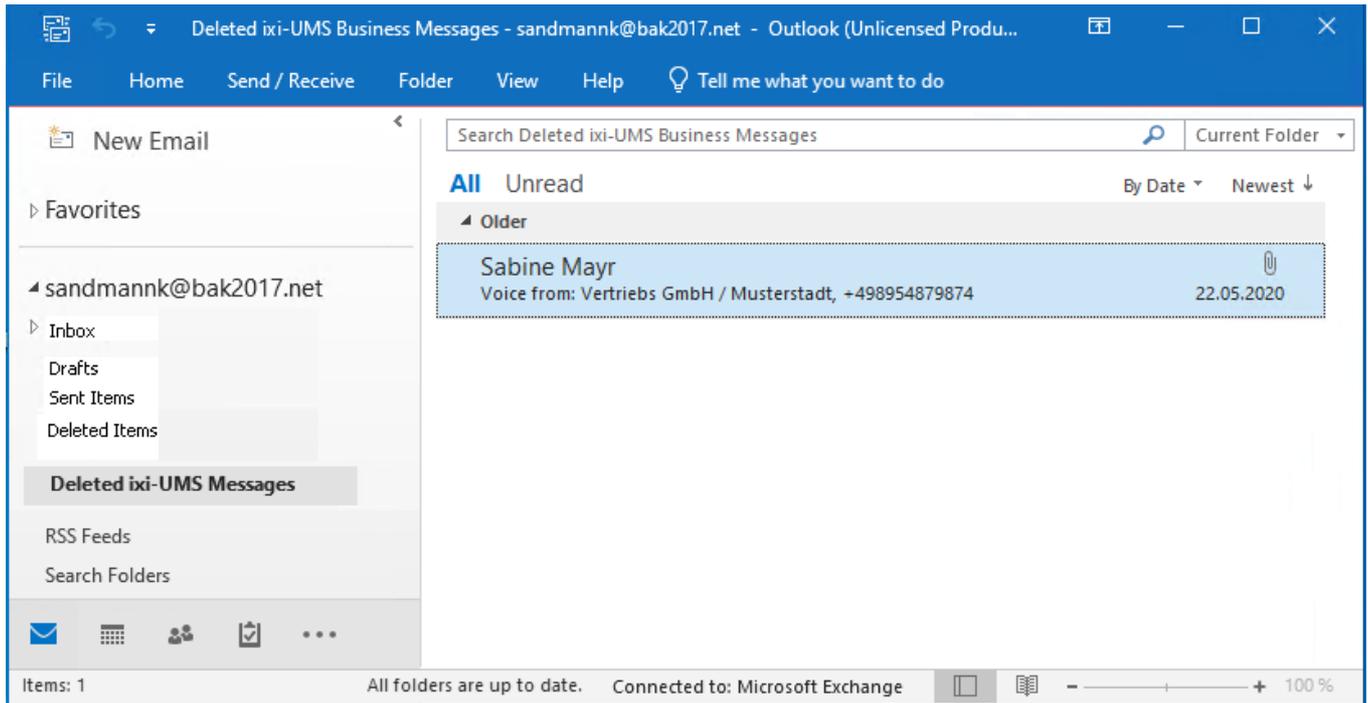
2.3 Change Settings

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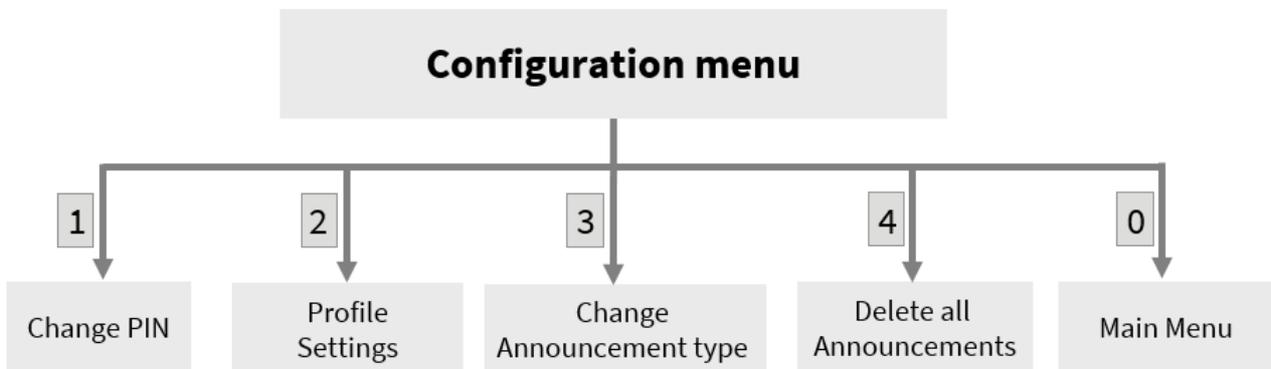
The settings available depend on the default at the server and the announcement type that is set.

2.3.1 Changing the PIN

When you want to change your PIN via the telephone, please dial "3" in the Main Menu - Change Settings.
Now you are in the Configuration Menu.
You can enter a new PIN now via "1" - Change PIN.

According to the pre-setting, the necessary number of digits is announced to you.
Enter the PIN and store it.

2.3.2 Profile Settings

There are a maximum of 6 profiles (Office, Mobile, Home, Vacation, 2x User-defined) as well as the "Internal" profile, if applicable, which you can set up.

Please note:
If a greeting is stored for the "Internal" profile, this greeting is always played when internal subscribers call. Any existing breaks and office hours are not evaluated.
If the "Vacation" profile is active, any office hours and breaks stored on the server or in your user account are not evaluated.

First of all, you have to choose the profile you want to edit.

Profile Settings

1	2	3	4	5	6	9	0
Work	Mobile	Home	Vacation	Custom1	Custom2	intern	Config Menu
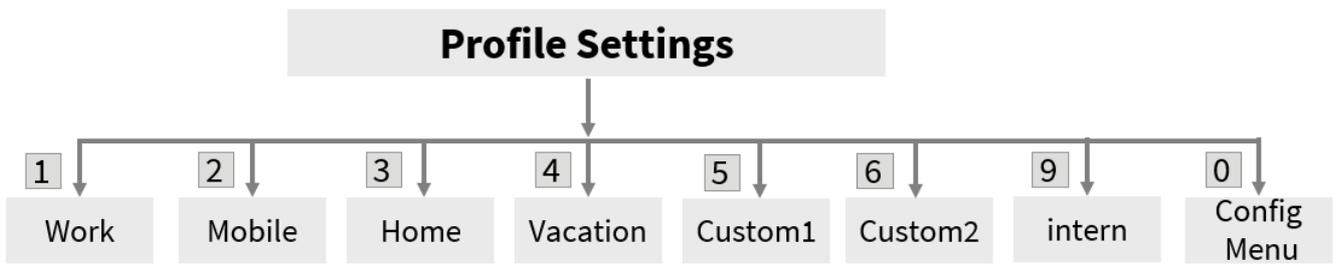
For every profile - depending on the announcement type - you now can:

Announcement type "personalized":

Profile Services

1	2	3	0
Record Username	Call Transfer	Delete Username	Config Menu
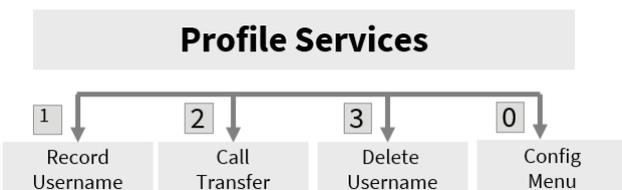
- record user names
  (announcement is valid for all the profiles)
- set up a call transfer
- delete user names (optional; valid for all the profiles)

Announcement type "individual":

Profile Services

1	2	3	0
Record Announcement	Call Transfer	Delete Announcement	Config Menu

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

2.3.2.1 Record Announcements

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

Record Announcement

Select Language

| 1 | 2 | 0 |
| German | English | Back |

Record Announcement

Stop recording with *

| 1 | 2 | 3 |
| Save | Do not Save | Record again |

Save → Caller can leave a message

| 1 → Yes |
| 2 → No |
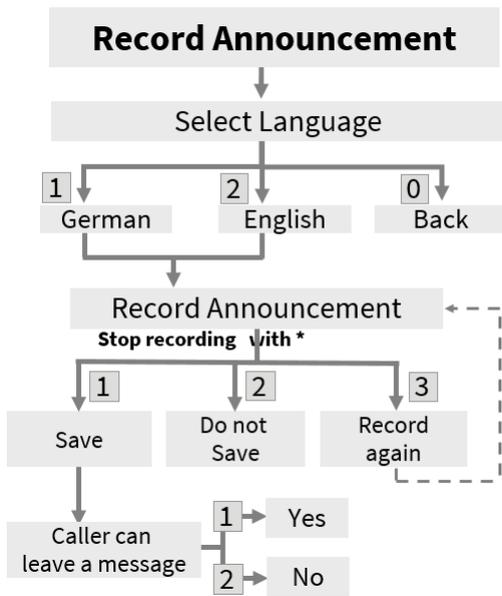
If the announcement type "**individual**" is used, the languages German and English are offered by default. If the Mobile Package is configured accordingly, the announcements are played subject to the sender ID of the caller or the selection of the caller. Please ask your administrator.

Remark:
An individual announcement should take at least 3 seconds, because otherwise it causes problems to interrupt your mailbox announcement with the asterisk "*" in order to log in and intercept your messages.
After having recorded your announcement you should wait for about 1 second before you press "*" to finish the announcement (Step 7).
The announcement does not stop so abruptly by this.

Importat:

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

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

Record Username

Stop recording with *

| 1 | 2 | 3 |
| Save | Do not Save | Record again |

Save → Caller can leave a message

| 1 → Yes |
| 2 → No |
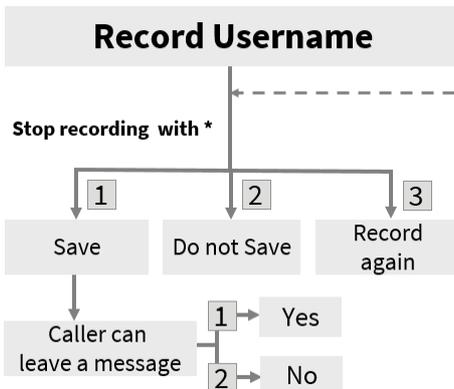
With announcement type **personalized**, you can only deposit your user name.

Remark:
This user name is imported in every profile and language.

To determine per profile whether the caller can leave a message or not, you must first record the name each time.

Hint:
In the browser-based ixi-UMS Voice-Mailbox configuration, the "Leave message" option can be enabled/disabled without recording a new greeting.

2.3.2.2 Configuration of Call Transfers

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

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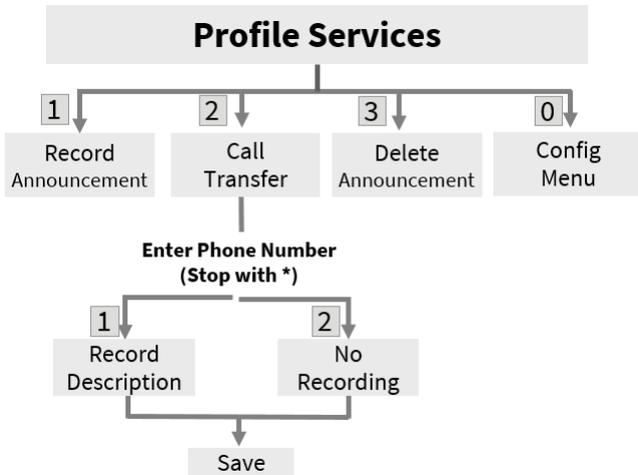
1. When the caller is offered the selection from the server
Enter the phone number the caller shall be transferred to.

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

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

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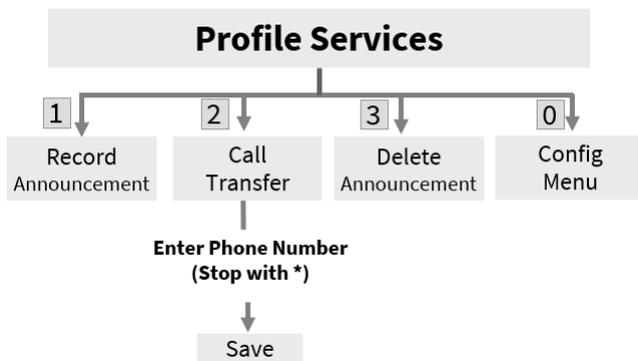
2. When the selection is offered to the user by your individual announcement -
Enter the phone number the caller shall be transferred to.

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

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

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

2.3.2.3 Delete Announcement

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

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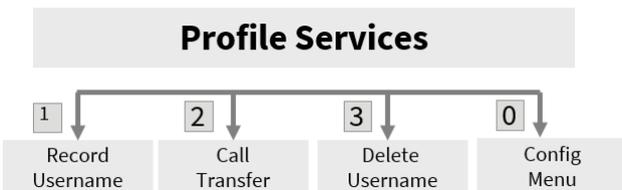
Announcement type "individual":
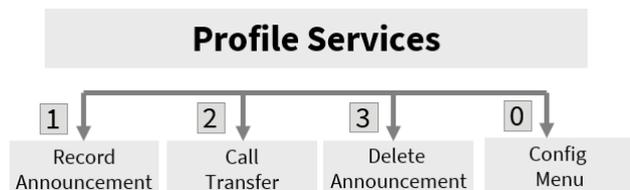
When an announcement is deleted, the default announcement is activated.

2.3.3 Determine Announcement Type

This option is only offered when you got permission at the server to determine the announcement type for your mailbox yourself.
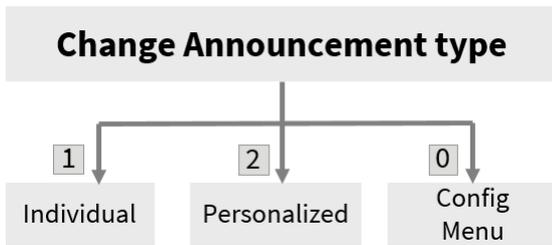
You determine with the selection of the announcement type, which options are available to you for depositing the announcement for the voice box.

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

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

2.3.4 Delete all Announcements

This option is only available if you got permission at the server. If this option has been activated at the server, you are enabled to **delete all the announcements**.
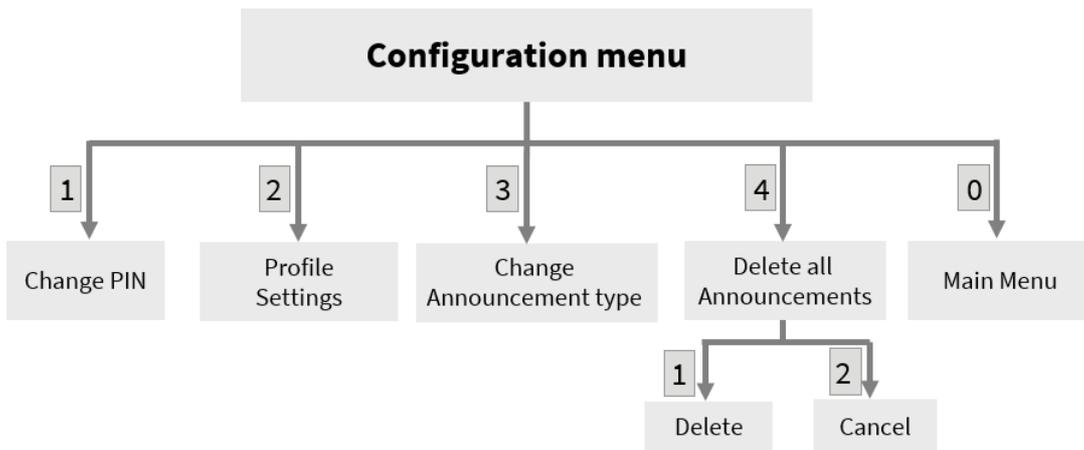
The announcements of all the profiles and the deposited user name (if there is one) are deleted.
After the deletion, the default announcement is active.

2.4 Switching the Active Profile

When you have several profiles to choose from, you can deposit an announcement and individual settings for every profile. According to which profile is set "active", the deposited announcement is played when a call comes in.
In order to switch the active profile and therewith the active announcement and settings, you have to choose 5" = "Change Current Profile" in the Main Menu. Now the available profiles are offered to you.
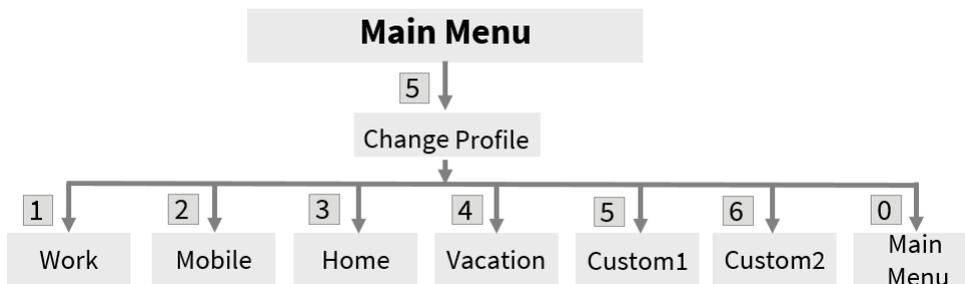
Remark:
- Please note that with the announcement of the profiles, the activated profile is not announced.
- f you have stored an announcement in the "Internal" profile, this will be played for calls from internal telephones.

2.5 Flow chart

ixi-UMS Voice-Mailbox

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

@ estos GmbH,
Version 7.00, Mai 2020

Main menu

1 — Listen to new voice mails
2 — Listen to old voice mails
3 — Change settings
5 — Change current profile
7 — Listen to new e-mails
8 — Listen to old e-mails

See: listen to new/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
3 — Fax
0 — Back

Enter phone/fax number – stop with *

Record comment, stop recording with *

Send message ?
1 — Send
2 — No
3 — Record comment again

Change profile:
1 — Work
2 — Mobile
3 — Home
4 — Vacation
0 — Main menu

Select configuration menu

1 — Change PIN
2 — Profil settings
3* — Change announcement type
4* — Delete all announcements
0 — Main menu

Enter new PIN
Save ?
1 — Yes
2 — No

Change announcement type:
1 — Individual
2 — Personalized
0 — configuration menu

Attention – all announcements are deleted
1 — Yes
2 — No

Select profile
1 — Work
2 — Mobile
3 — Home
4 — Vacation
5 — Custom 1
6 — Custom 2
9 — Internal
0 — Configuration menu

The following settings depend on the set announcemant type

Individual <Profile name> - Profile services
1 — Record announcement
2 — Call Transfer
3* — Delete Announcement
0 — Configuration menu

Delete Announcement ?
1 — Yes
2 — No

Call Transfer
Enter phone number stop with *
1* — Record description
2* — Don't record description
Save call transfer setting

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

Personalized <Profile name> - Profile services
1 — Record user name
2 — Call transfer
3* — Delete user name
0 — Configuration menu

Delete user name ?
1 — Yes
2 — No

Call transfer
Enter phone number stop with *
1* — Record description
2* — Don't record description
Save call transfer setting

The user name is valid for all profiles

Record user name stop with *
1 — Save
2 — Don't save
3 — Record again

Caller can Leave am message ?
1 — Yes
2 — No

3 ixi-UMS Voice-Mailbox configuration

Using the browser-based ixi-UMS Voice-Mailbox configuration, you can conveniently configure all settings for your mailbox, which you can also do on the phone. In addition, a few additional features are also available to you.

The browser-based ixi-UMS Voice-Mailbox Configuration can be made available to you via the ixi-UMS User Portal.

If the ixi-UMS User Portal is available to you, the access data and the link to open the ixi-UMS User Portal will be provided by your administrator or the ixi-UMS System in the welcome email.

4 Info

4.1 About estos

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

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

4.2 Version

Software: ixi-UMS Voice-Mail Server
Guide: ixi-UMS Voice-Mailbox User Guide
Version: 8.00
Datum: 13.07.2023