

ixi-UMS 7 Business

voice-mailbox User Guide

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1 Introduction

The ixi-UMS Voice-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-Mailbox and the caller leaves a message, this message is forwarded to your inbox as an e-mail with WAV-file attachment. 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.

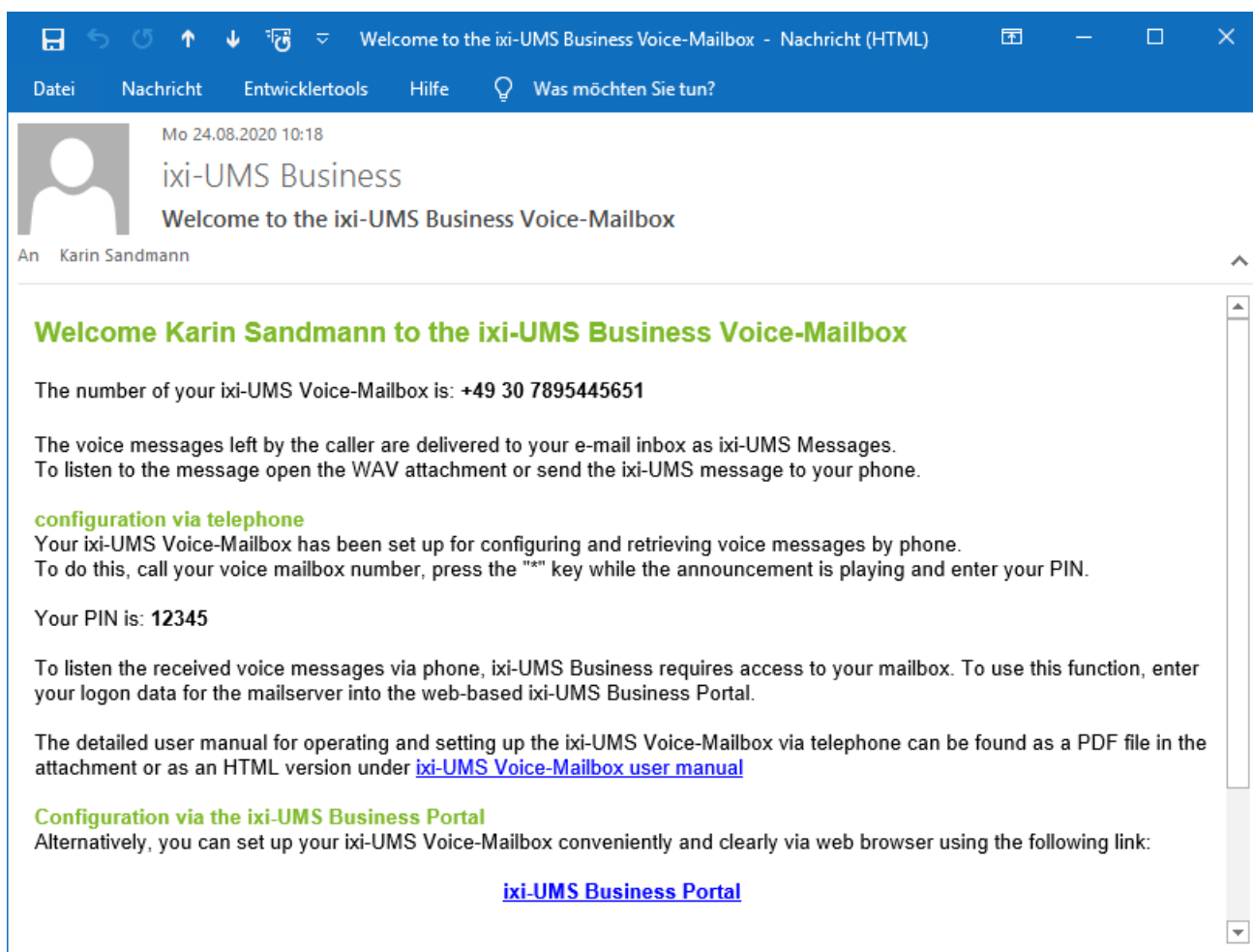
According to configured functional extent different features are available to you. To be able to use all available features, peruse please these instructions completely.

1.1 Welcome E-Mail

Depends on the ixi-UMS Business configuration with the first call to your ixi-UMS Voice-Mailbox number or manual 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 settings possible there can be found in the ixi-UMS Business Portal integrated 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 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 custom) 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 be 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. (Optional)
- Call transfers can be set per profile. Callers then can either leave a message or be forwarded to a colleague (Optional)
- You can be informed about new voice-messages via MWI-status (where applicable) on the phone
- Create announcements using text-to-speech (optional)

Depending on angle of performance, the ixi-UMS Business provides the following 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 or 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.
- Voice messages can be answered and forwarded to a phone number. The sender can be called back directly.
- E-mails can be answered and provided with a voice commentary

Security settings

- The access on ixi-UMS Voice-Mailbox by phone is protected with a PIN. The administrator can furnish the office phone for the "Login on the phone without input PIN".
- After 3 failed tries to enter the PIN, the remote inquiry to this mailbox is blocked.

1.3 Important Notes

- 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 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.

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.

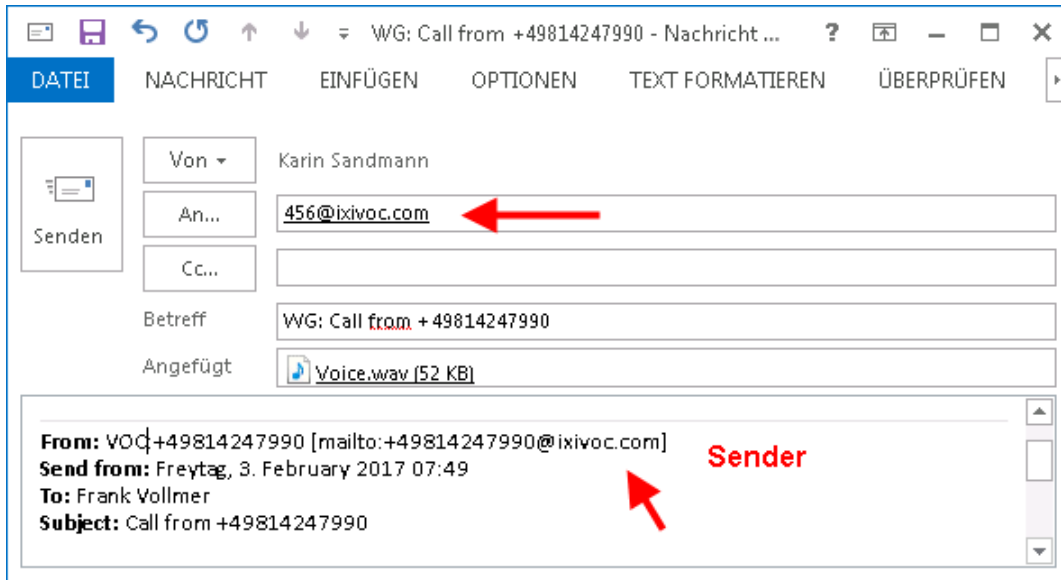
If you have a speaker or a headset connected to the computer, you can simply play the Wav file message with a double-click.

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.

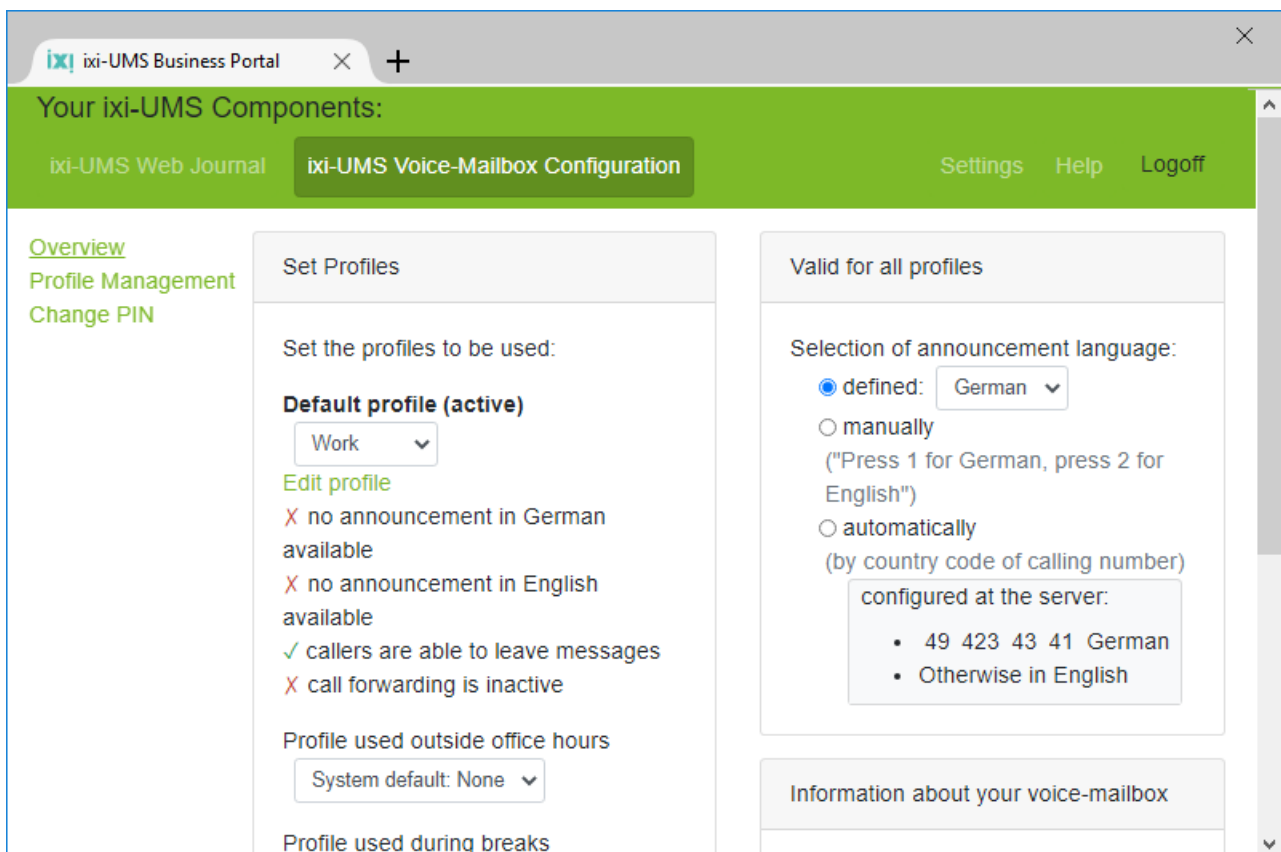
See below:



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

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

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.

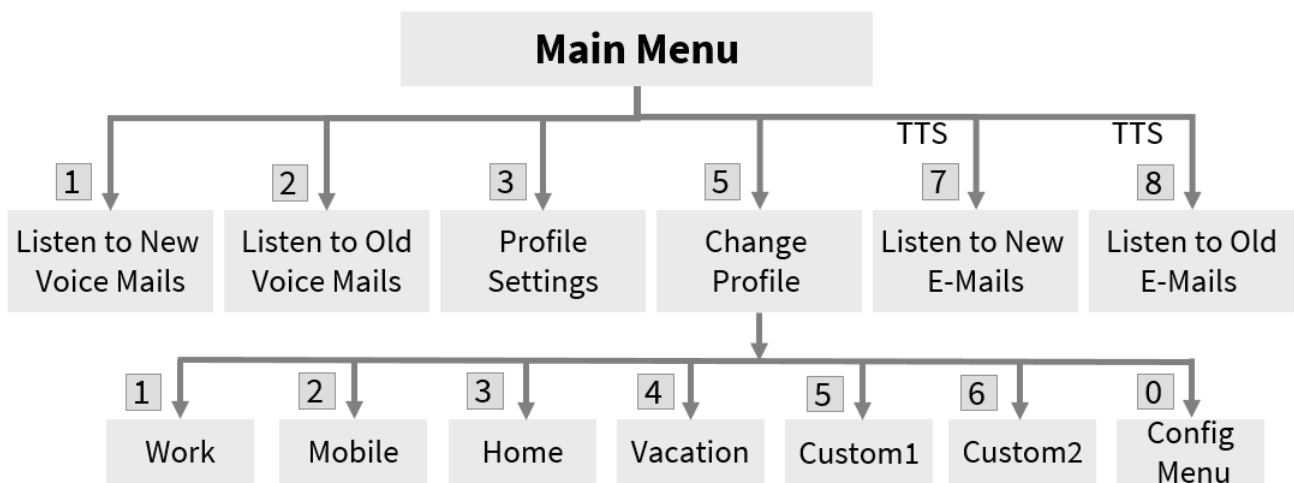
When the log in was successful, the [Main Menu](#) is announced.

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

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.

In the main menu, you can choose which messages you want to query from your ixi-UMS Voice-Mailbox.

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

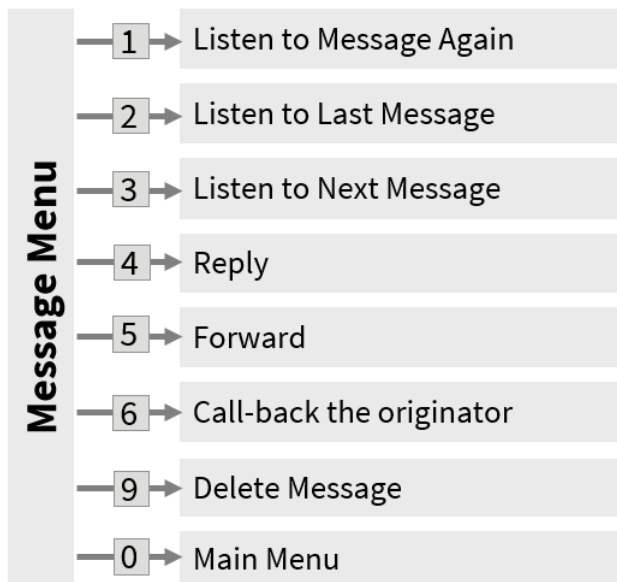
First of all, the latest messages are read to you with the following information:

- o Sending date
- o Sender number and address
- o Subject of the message
- o Content of the message

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

When 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.

For voice messages the additional options:

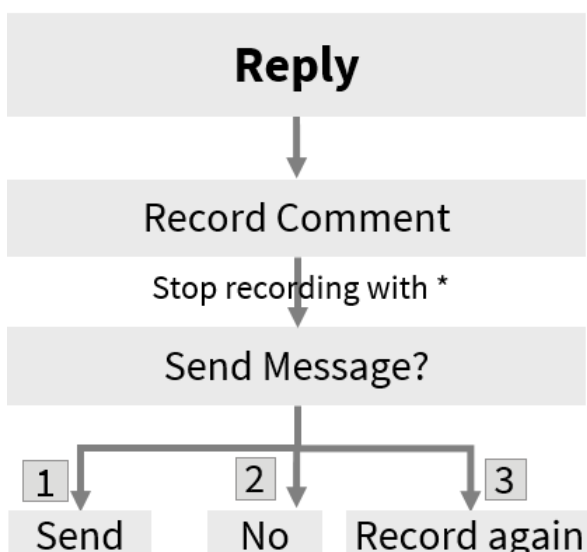
- [Reply](#)
- [Forward](#)
- [Call back the originator](#)

for e-mails the additional options:

- [Reply](#)

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.

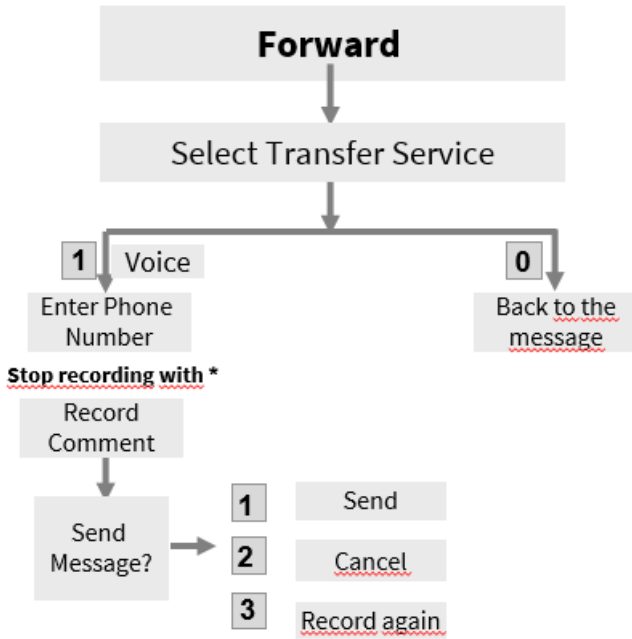
Only the available and possible options are offered to you.

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".



Voice messages can be forwarded as voice messages.

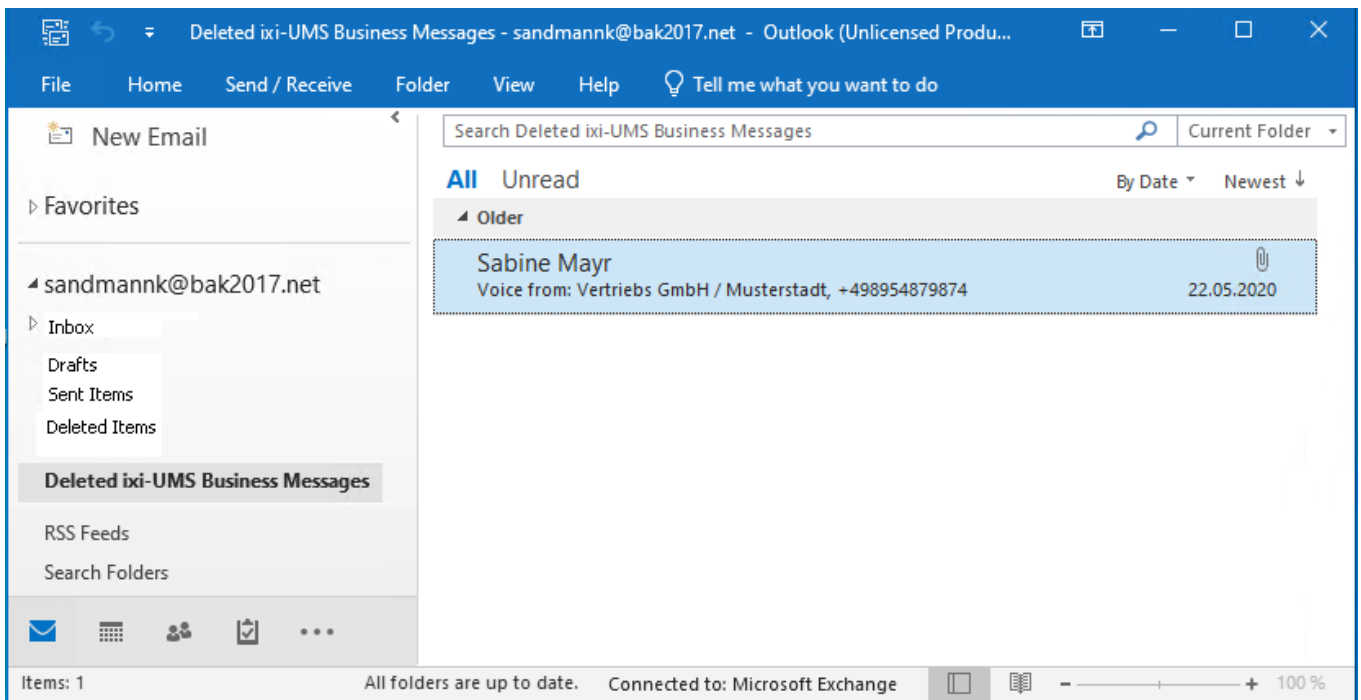
If you forward a voice message, you can add a comment.

3.2.3 Call-back

Via the option "Call back the sender", you can be connected to the sender of this message directly.

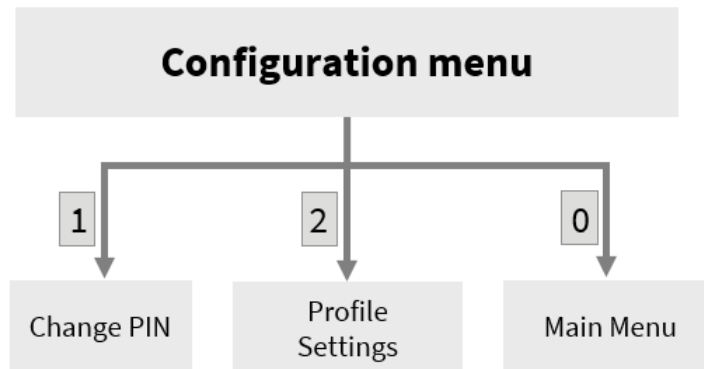
3.2.4 Deleting Messages

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.

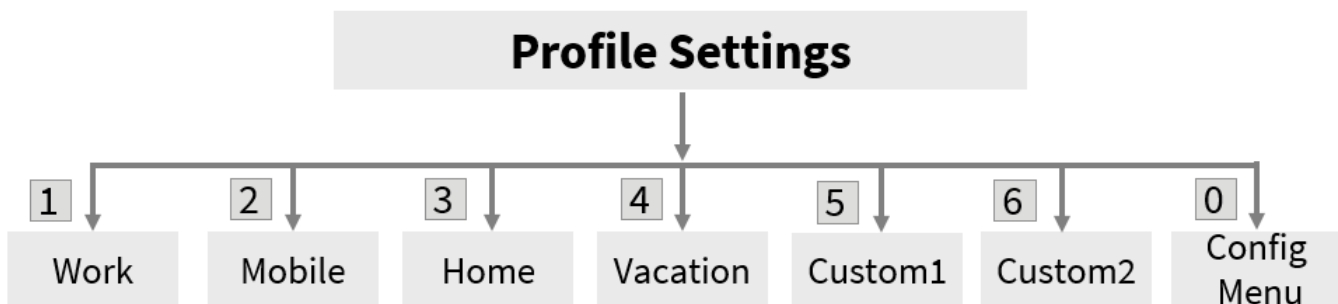
According to the pre-setting, the necessary number of digits is announced to you.

Enter the PIN and store it.

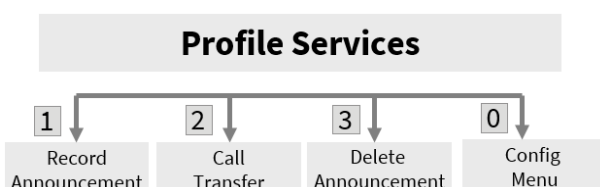
3.3.2 Profile Settings

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:

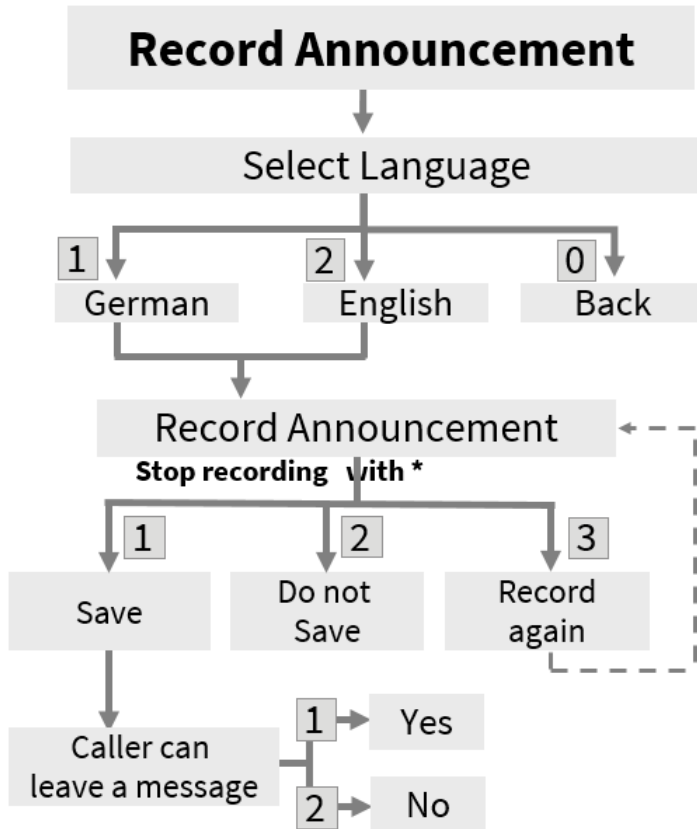


- [deposit an announcement](#) (only with announcement type "individual")
- determine whether the caller is enabled to leave a message
- [set up a call transfer](#)
- [delete the announcement](#) (optional)

3.3.2.1 Record Announcements

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

The caller can select 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 leaves a message 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>."

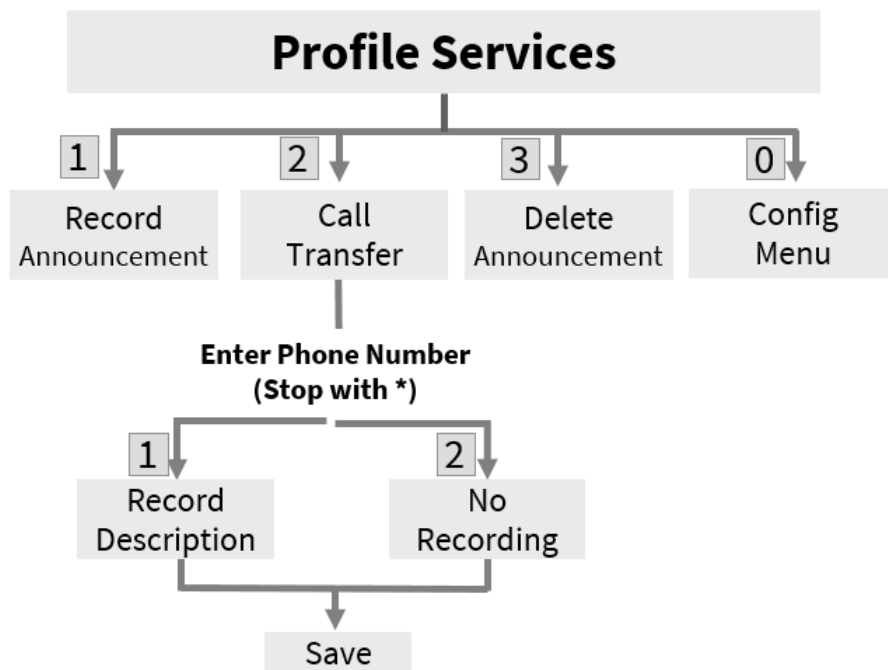
With this setting, you should record a description text in order that the caller is informed about to whom he is transferred.

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.

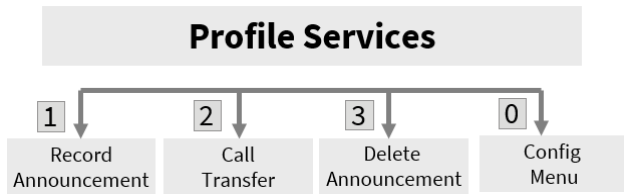


Dial "1" to record a description text or "2" to continue without description text.

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

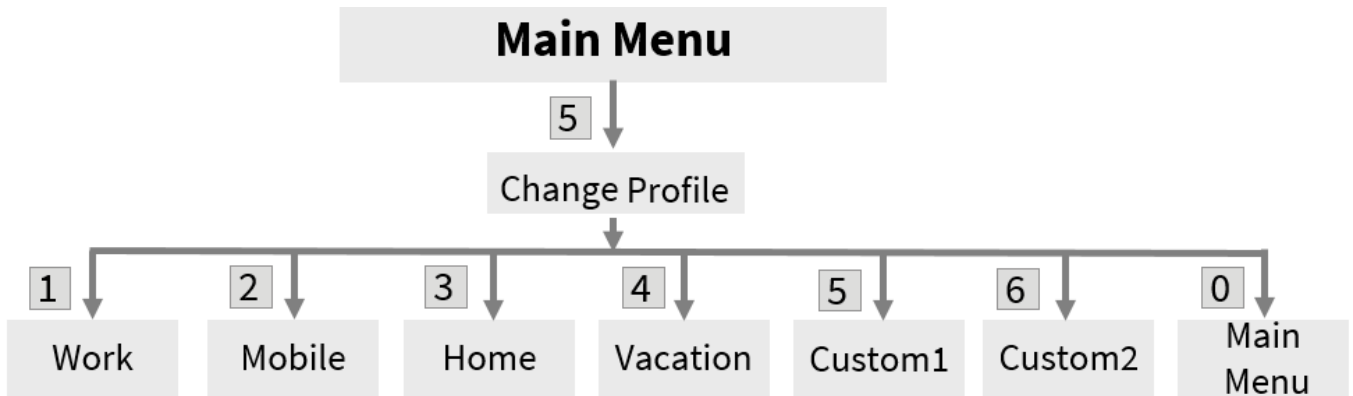


You can delete the individual announcements (German or English) of the profile you are editing.

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.

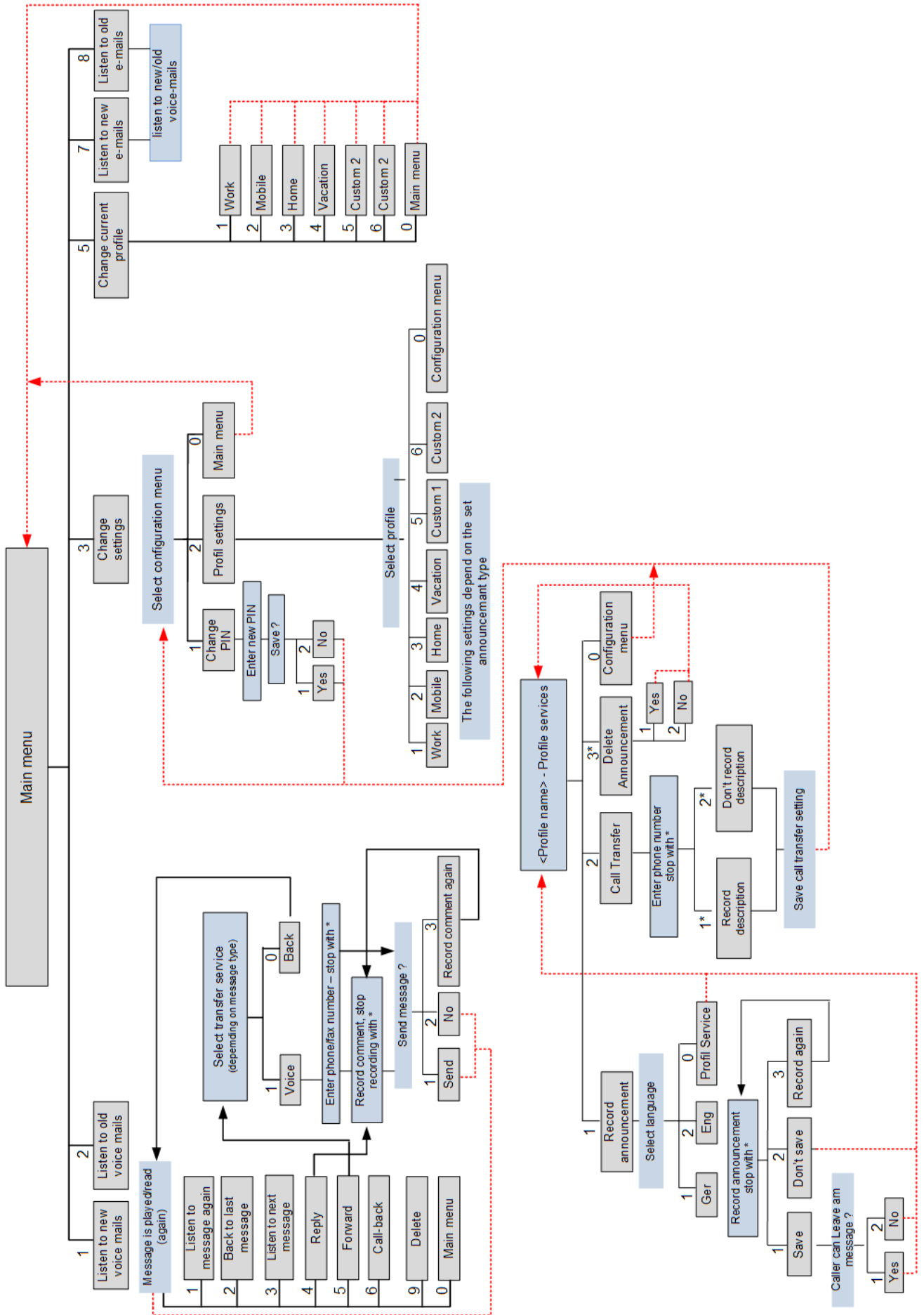


In order to switch the active profile and therewith the active announcement and settings, you have to choose "5" = "Change Current Profile" in the Main Menu. Now the available profiles are offered to you.

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

3.5 Flow chart

ixi-UIMS 7 Business Voice-Mailbox



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.

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4.2 Version

Software: ixi-UMS Business
Version: 7.00
Manual: 25.08.2020