



ixi-UMS Enterprise Services – Fax, Voice and SMS (till Rel. 6.60)

ixi-UMS Enterprise, the powerful unified messaging server from estos, supports fax, voice and SMS services. The individual services: fax, voice and SMS can be used on their own, e.g. fax only (pure fax server), voice only (pure voice server, voicemail function) or SMS only (pure SMS server) or as part of an ixi-UMS Enterprise unified messaging server that supports the services: fax, voice SMS and mobile remote inquiry, integrated in a messaging system. So, you get all messages (whether faxes, voice messages, short messages or e-mails) in your usual e-mail client and do not need to use different access options and message storage.

If you use voice and fax services, you can receive both faxes and voice messages with a single UMS number. Just change your phone to your UMS number when you leave the house.

ixi-UMS Enterprise is integrated via connectors into existing architectures such as Microsoft Exchange, HCL Domino, SMTP compatible e-mail servers and can be operated on the common PBX systems (IP-based, ISDN, hybrid or analog).

Fax functions with ixi-UMS Enterprise

Receive fax

- Delivery of incoming faxes to the user directly in his mailbox as an e-mail with TIF or PDF attachment
- Access to faxes in the inbox while on the move, similar to e-mails
- Delegation and absence rules can also be used in the e-mail program for incoming faxes

Send fax

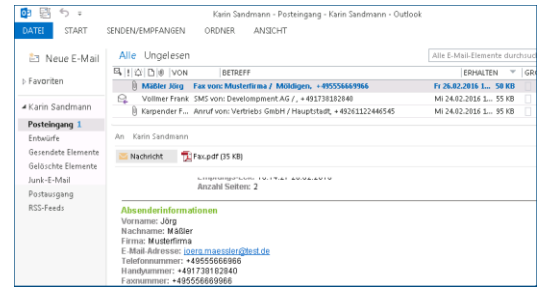
- Send faxes directly from your workplace as documents via e-mail file attachment
- Fax printer driver for Windows operating systems
- Auto fax function for Microsoft Word
- Serial fax function for Microsoft Word
- Collection fax
- Outlook add-in for direct fax to contacts
- Sending faxes from CRM and ERP applications
- Fax distribution can be used in the same way as e-mail distribution
- Fax dispatch reports (successful, busy, wrong number) are available in the inbox



Delivery in the inbox

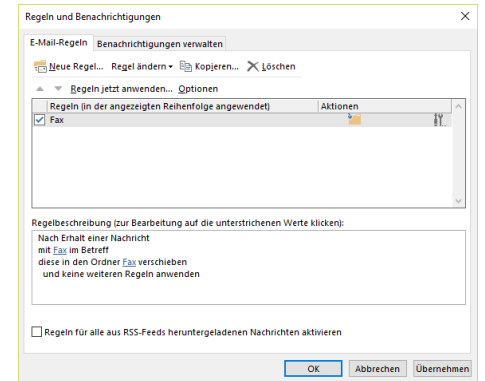
Incoming faxes are displayed directly in the user's mailbox thanks to ixi-UMS Enterprise.

for example, as **.PDF file**



Forwarding rules for faxes

Delegation rules, forwarding options, or out-of-office assistants from the e-mail program can also be used for faxes.

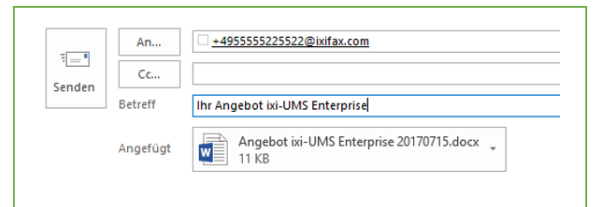


Send fax (e-mail with file attachment)

Thanks to ixi-UMS Enterprise, you can create a fax in the same way as an e-mail:

Addressing takes place in the "To" field or to assigned distributors. The document to be faxed can be simply added as an **Attachment to the mail...**

The conversion process to a fax-capable format is done completely via the ixi-UMS Enterprise fax server. Depending on the configuration variant, Microsoft Office documents or any other printable applications can be sent as a document. Certain document types, such as .exe files can be excluded.

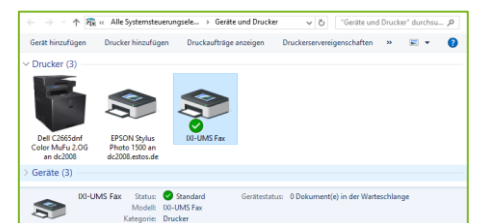


The optional ixi-UMS Enterprise client tools can be installed on the workstation and provides the user with several functions.

Send faxes via fax printer (a component of the client tools)

The optionally installable ixi-UMS Enterprise client tools provide users with a fax printer driver at their workplace.

When printing via the ixi-UMS Enterprise fax printer, the file is already prepared as an e-mail with a file attachment. Addressing takes place simply in the "To" field of your e-mail client.



Auto fax function for Microsoft Word (a component of the client tools)

Sending faxes of Microsoft Word documents is even easier: here ixi-UMS offers an auto fax function.

You create your fax document, write the fax number in the document behind a specified code (e.g. fax :) and select the **ixi-UMS add-in "Autofax"**. This means that the document is automatically sent via ixi-UMS Enterprise as a fax – **without a recipient address in the e-mail client having to be specified**.



Serial fax for Microsoft Word (a component of the client tools)

If you know the Microsoft Word mail merge function, you can also easily create and send serial faxes with ixi-UMS Enterprise:

As usual, you create a Word document as the main document, link it to a data source/control file and select the ixi-UMS Enterprise Word add-in "Serial fax". All fields specified in the main document (such as title, first name, name, street, postcode, city) are automatically personalized and the individual documents are sent by fax to the fax numbers stored in the control file.

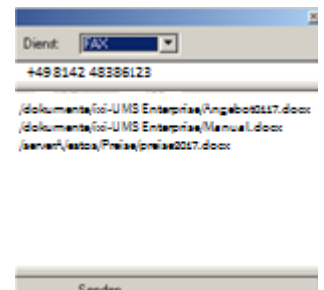
For each fax successfully delivered you will receive a **delivery report**.



Box for collecting different file formats (part of the client tools)

Drag and drop different file formats from Windows Explorer into one fax.

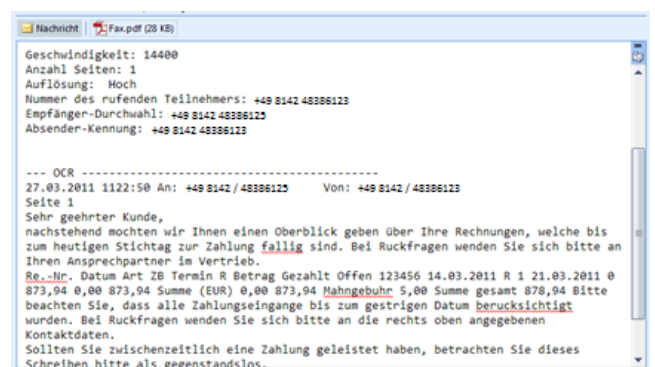
Using the "collection box", you can combine **several documents of different types** – for example, .docx, .xlsx and .pdf – in one fax.



OCR – use optical character recognition for incoming faxes

ixi-UMS Enterprise supports the connection of OCR (Optical Character Recognition) engines.

For example, the OCR engine converts the graphic contents of a fax message into text. This text is displayed to the user in the e-mail, in addition to the PDF or TIF.



Advantages of OCR for incoming faxes:

- Searching e-mail content also works for incoming faxes

- Preview function: A short text outline of an incoming fax gives an impression of the content in the inbox before the message is opened
- Remote inquiry: Faxes in the inbox can be accessed via OCR via remote inquiry. This makes it easier to determine if urgent messages are waiting in the inbox

ixi-UMS Enterprise offers two options for using OCR engines:

- ixi-UMS Enterprise OCR:
A built-in simple OCR engine handles optical character recognition
- ixi-UMS Advanced OCR:
Interface for connecting an OCR engine of your choice (for example, Abbyy)

Essential fax functions of ixi-UMS Enterprise

- Send fax/receive fax/Fax Group 3
- Inbound routing (extension enabled)
- Compression: MH, MR, MMR, error correction: ECM
- Optional delivery of TIF, PDF
- Priority control/overnight dispatch
- Headline generation
- Fax letterhead according to HTML template
- Send fax either via rendering on the ixi-UMS Enterprise Kernel or via the fax printer driver on the client
- ixi-UMS Enterprise client installation does not require "hidden" integration with e-mail clients such as Microsoft Outlook, Microsoft Entourage (Mac), HCL Notes, Novell GroupWise
- Client tools available/fax printer driver, Autofax, Serial Fax integrated in MS Word
- OCR function (Optical Character Recognition) for automatic fax detection on the kernel (conversion to text files -> search functions in the e-mail system can be used)
- Mobile access options by combining with OCR and TTS (Text to Speech)
- Network fax solution for scanners/multifunction devices, such as Hewlett Packard HP Digital Sender 9200C / HP Multifunction Devices 4345, 9040, 9050, 9500, Lexmark OptraImage
- Fax over IP
Signaling: H.323, SIP; Fax: T.38, SoftFax

Voice service with ixi-UMS Enterprise – your personal answering machine

With the voice service, you can use ixi-UMS Enterprise directly at the workstation as an answering machine, use individual greeting messages and listen to incoming voice messages over the telephone at the workplace or check them out of office via mobile phone.

Voice mailbox announcements

With ixi-UMS Enterprise Voice, you have the option of three different message variants for your answering machine.

You can use ixi-UMS Enterprise Voice predefined standard greeting messages (general or individualized): "Hello. You have reached the voice mail box of -1234. I'm on vacation. Please leave a message after the beep."

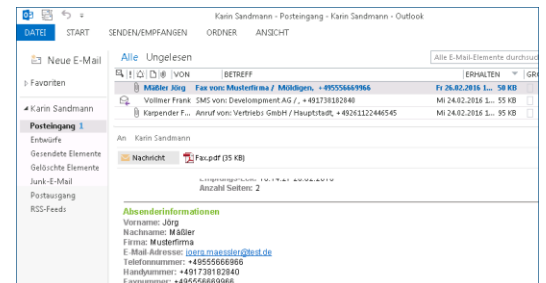
Each participant can easily leave their individual greeting message via telephone and change it again at any time. For example, "You are connected to the voice mailbox of Peter Miller at Smith & Sons. I am not at my desk at the moment. Please leave your message after the beep."

In order to emphasize the corporate identity of a company, professional speakers can be used for the ixi-UMS Enterprise Voice mailbox announcement. An overview of service providers specializing in the production of professional voice announcements can be obtained from estos.

Left messages

Messages that callers have left on your voice mailbox will be sent to the inbox of whatever mail system you are using. So, you can manage your voice messages as well as your e-mails, for example, with Microsoft Outlook or HCL Notes.

The ixi-UMS Enterprise server compresses any recorded messages to a minimum file size with good playback quality for listening on the phone.



Listening to the voice mailbox

You can listen to your voicemail messages in several ways, for example, through the sound card on your PC. The usual way with ixi-UMS Enterprise Voice, however, is to listen on the phone. Here, for example, ixi-UMS Enterprise provides an add-in for Microsoft Outlook, where you can easily forward ixi-UMS Enterprise voice messages to your phone.

If you want to listen to your voice mailbox out of the office, rather than at work, for example, just call your voicemail number on your mobile phone. Have your PIN – personal identification number, ready in order to prevent anyone else from listening to your answering machine.

Use ixi-UMS Enterprise Voice as an active service

ixi-UMS Enterprise Voice as a service of the ixi-UMS Enterprise Kernel is not only used as an answering machine, the service can also be used for the active sending of voice messages. Messages can be spoken on the phone, for example, or simply written as e-mail text. With the appropriate technical features of the ixi-UMS Enterprise Kernel, these texts are converted directly into voice messages via TTS (Text to Speech). The dispatch of voice messages, e.g. as alerts or instructions for suppliers, can then be sent to configured distributors. Repeat attempts for delivery of voice messages can be set on the kernel. ixi-UMS Enterprise can confirm whether the recipient completely listened to the message, or whether the participant hung up in the middle of the message or was not even reached.

Other voice features and capabilities in conjunction with ixi-UMS Enterprise Mobile

Several announcements in different languages	In conjunction with ixi-UMS Enterprise Mobile, it is possible to store several announcements and record them in different languages. Depending on which country your caller dials your voice box from, ixi-UMS Enterprise can determine whether, for example, an English or German announcement should be given.
Several profiles	You can specify profiles, e.g. "Vacation", "Office", "Mobile", so that different message announcements or forwarding rules will apply depending on the active profile. The active profile can be changed directly over the workstation telephone, or out of the office by mobile or web browser.
Answering machine or announcement only	This allows you to set whether an announcement is played on your voice mailbox number or whether the caller has the option of leaving a message.
Call transfer	The caller can decide if he wants to leave a message or be connected to someone else.
Quick message	The caller can cancel the answering machine announcement by pressing a button and then immediately speak to the voice box. This can be shared with selected people by giving them the corresponding key.
Call back	The call can be directly returned automatically after listening to a message. Prerequisite: The corresponding telephone number must exist as the sender in the UMS message.

Recommended additions

- ixi-UMS Enterprise Enhanced Voice Package Mobile for advanced options with different profile settings, announcements, forwarding and remote inquiry options
- ixi-UMS Enterprise with MWI (Message Waiting Indication): New UMS messages can be signaled on the telephone display
- ixi-UMS Enterprise with TTS (Text to Speech): ixi-UMS Enterprise TTS in conjunction with Mobile Package for reading out mail messages

SMS service with ixi-UMS Enterprise – send and receive short messages

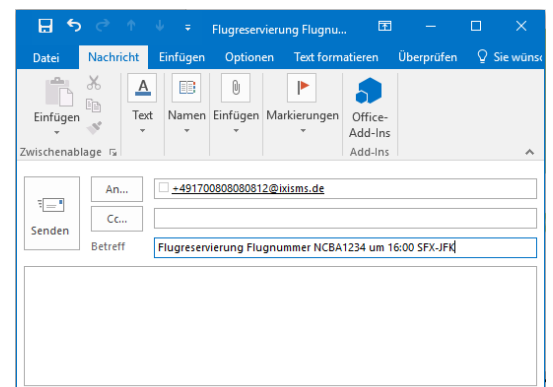
ixi-UMS Enterprise, the powerful unified messaging server from estos, supports SMS text messages (Short Messaging Service). This allows you to send short messages to mobile participants directly from the workstation based on client/server and – depending on the technical equipment – also receive them there.

With ixi-UMS Enterprise and the SMS service, short messages can be sent both in the fixed network (e.g. ISDN) and in the mobile network (e.g. GSM). ixi-UMS Enterprise supports Flash SMS.

Use SMS effectively

SMS is suitable for brief information to mobile participants.

Notification of mobile participants:





active when needed:

If a participant is on the move, you can send him a short message directly from the workplace when, for example, there is a flight delay or a meeting place has changed.



automatically rule-based:

The participant can be informed on the move when, for example, new messages have arrived in the inbox. This is also suitable for alarm messages.

Depending on the connection used, users can receive SMS messages on the UMS/fax number in the mail client.

Installation requirements ixi-UMS Enterprise

PC Server Software	Windows Server 2016, 2012R2 Windows 10, Windows 8.1	
Connectors	Microsoft Exchange Server (2016/2013/2010) HCL Domino (from Rel. 8.5 and >) SAP Systems (All in One, Business Suite, R/3, ERP/CRM) SMTP Mailer (e.g. Novell Groupwise, OpenXchange, etc.)	
Virtual machines	Hyper-V, VMware (vSphere, ESXi), Citrix XEN	
LDAP integration for user management	e.g. Active Directory, Novell eDirectory or access to HCL Notes names and address book and mailbox databases	
Operation mode	ISDN or VoIP (SIP, H.323)	
Communication hardware	ISDN/Analog	Standard PBX Server-compatible hardware with CAPI 2.0 support e.g. active ISDN card or media gateway/router
	H.323/SIP/SoftFax/T.38	IP-based PBXs e.g. Innovaphone PBX or Cisco CallManager

To send short messages via

ISDN "SMS in the fixed network"	Basic connection S ₀ or Primary Rate Interface S _{2M}	Send and receive
	CAPI 2.0-supporting ISDN hardware (Card or external device)	
GSM direct	GSM data adapter according to standard GSM 07.05 or server-enabled mobile phone with unlocked SIM card	Send and receive
Wholesale access	TCP/IP, internet or VPN (ISDN X.31 or X.25)	Send and receive

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