

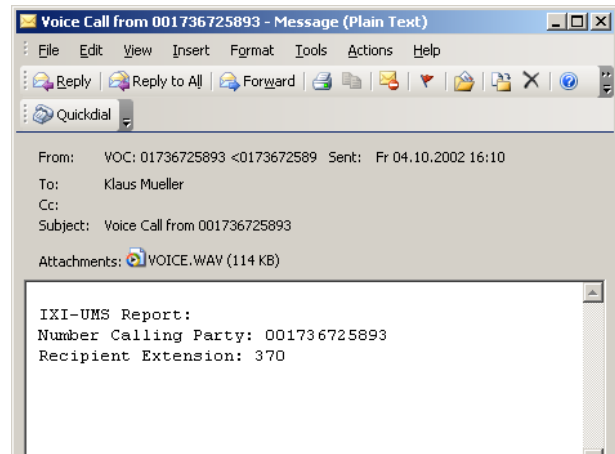
IXI-UMS and the Service Voice

Your Personal Voice Box at the Workstation

IXI-UMS, the high-performance unified messaging server software from estos, supports the Service Voice. Therewith, you can make use of IXI-UMS as voice box directly at the workstation; you can deposit individual announcements and listen to the incoming voice mails by phone at the workstation or by mobile phone from on the way.

The Service Voice of the IXI-UMS Server can be used stand-alone or as part of a whole unified messaging system with IXI-UMS, that integrates the Services Fax, Voice, SMS and Mobile in a messaging system. That way, you get all the messages (voice mails, faxes, e-mails or short messages) in one system and do not have to use different access possibilities and mail stores.

With IXI-UMS and the Services Voice and Fax, you can e.g. receive faxes as well as voice mails on one single UMS-number. Just switch your telephone to your UMS-number when you leave the office.



The Voice Box Announcements

With IXI-UMS Voice, three different announcement variants are at your disposal. You can use pre-defined standard announcements (general or individualized): "Hello, you have reached the voice box of -1234. I am on vacation. Please leave a message after the tone."

Every participant can record his personal announcement easily by telephone and can change it any time. For example: "You are connected with the voice box of Peter Smith at Davis & Sons. I am not available at the moment. Please leave a message after the tone."

In order to emphasize the corporate identity of a company, IXI-UMS voice messages from professional speakers can be applied. You can get a list of providers that are specialized in the production of professional voice messages at estos.

Left Messages

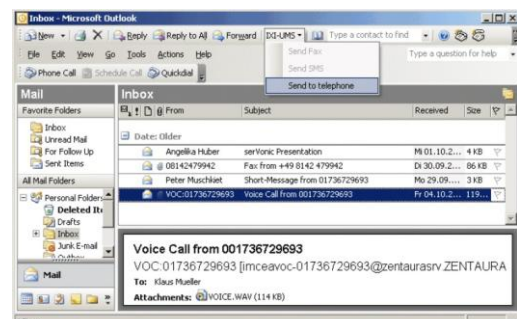
You receive a message that a caller left on your voice box immediately in the inbox of your messaging system. That way, you can administer your voice mails just like your e-mails with Microsoft Outlook or Lotus Notes, for example.

The IXI-UMS Server compresses the recorded message to a minimum in file size, with a high quality for listening to it on the telephone.

Listening to Voice Mails

You can listen to your voice mails in several different ways, e.g. via the soundcard at your PC. The usual way with IXI-UMS Voice, however, is to listen to the voice mail by telephone. Here, IXI-UMS offers an add-in e.g. for Microsoft Outlook, with that you can easily forward an IXI-UMS voice mail to your telephone.

When you do not want to access your voice box at the workstation, but from on the way, just call your voice box number, e.g. by mobile phone. In order that not everybody can access your voice box, you must authenticate with a PIN-number.



IXI-UMS and the Service Voice

Using IXI-UMS Voice as Active Service

IXI-UMS Voice as service of the IXI-UMS Kernel cannot only be used as voice box, but the service can also be applied for the active sending of voice mails. Messages can be recorded by telephone, for example, or just be created as e-mail text. With the respective technical equipping of the IXI-UMS Kernel, these texts are converted into voice mails directly via TTS (Text to Speech). The sending of the voice mails, e.g. alarm messages or instructions for gritters, can be done via set up distribution lists. The number of retries for the delivery can be adjusted services-dependent at the Kernel. IXI-UMS can report whether the message was played completely or only in part, or whether the participant was available at all. Due to the IXI-UMS architecture, the sending of the voice mails can also be handled in a way that the called person reacts to the message by pressing a DTMF-key and then reports e.g. 1 for "O.K.", 2 for "Unable to come".

Further Voice Features and Possibilities in Connection with IXI-UMS Mobile

Several Announcements in Different Languages	In connection with IXI-UMS Mobile, the possibility is available to deposit multiple announcements and record these in different languages. According to which country the caller comes from, you can here determine with IXI-UMS, whether an English, a German or another announcement shall be transmitted.
Several Profiles	You can determine profiles so that according to the active profile "Vacation", "Office", "Mobile", another announcement or also a call forwarding is active: "I am not available at the moment, please leave a message", "I am on vacation. You are forwarded to my colleague Mr. Smith automatically." The active profile can be changed directly via the workstation telephone, via the mobile phone from on the way or by web browser.
Voice Box or Announcement only	You can choose whether only an announcement shall be played on your voice box number or whether the caller shall be enabled to leave a message.
Call Transfer	The caller can decide whether he wants to leave a message or wants to be transferred.
Quick Message	The caller can interrupt the voice box announcement by keystroke and leave a message on the voice box right away. The user can inform special contact persons about the respective key.
Call Back	After having listened to a message, you can directly start the call back automatically. Precondition: the respective phone number must be available, either as sender number or in an LDAP-directory, e.g. a data base.
SMS Report	After having listened to the messages, you can have them sent to your mobile phone by SMS, e.g. contact data of the sender (provided that they are stored in the respective LDAP-directory): Company name, sender, office phone number, mobile phone number, private phone number

Installation Preconditions

Server Operating System	Windows Server 2012, Windows 2008, Windows 7, Windows 2003, Windows XP	
Operating Mode	ISDN or H.323 or SIP	
Communication Hardware	ISDN	Standard PBX Server-suitable hardware with CAPI 2.0 support e.g. active ISDN-board
	H.323 / SIP	e.g. innovaphone PBX or Cisco CallManager

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Reasonable Enhancements

- IXI-UMS Enhanced Voice Package for extended options with different profile settings, announcements, forwarding and remote enquiry
- IXI-UMS with MWI (Message Waiting Indication): Having new voice mails signaled on the phone display
- IXI-UMS with TTS (Text to Speech): Making use of IXI-UMS Voice for active phone calls: Writing text, having it converted into voice by means of TTS, then sending it as a call, e.g. for alarm messages to voice distribution lists