



IXI-UMS Kernel



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1 Introduction

This documentation gives you an overview of the Kernel of IXI-UMS, the powerful unified messaging server software from serVonic. You will get a product overview, the system requirements and details about installation and configuration.

1.1 IXI-UMS Overview

IXI-UMS is a powerful unified messaging software, that provides services such as Fax, Voice, SMS and mobile access.

The IXI-UMS software is designed modularly and basically consists of the components Kernel, Connectors and Services.

The IXI-UMS **Kernel** is the core of the software and handles all the outward communication processes.

The IXI-UMS **Connectors** provide the integration in different systems like e.g. Microsoft Exchange, Lotus Domino or SAP.

The IXI-UMS **Services** can be combined with each other flexibly. That way, IXI-UMS can be applied as pure fax server, for example, or as a complete unified messsaging system with Fax, Voice and SMS.

As it is based on standards, IXI-UMS can basically be operated with all the common **PBX's** (conventional or IP-based).

Funktion:

PBX	PBX The PBX establishes the connection to the telephone network. For the application of IXI-UMS, any PBX can be used. For IXI-UMS Server, a point-to-point or a point-to-multipoint connection can be used.
Kernel	 Kernel The "core" of IXI-UMS is the Kernel. It is the actual server and establishes the interface between computer and telephone network. A CAPI that is provided by an ISDN-board or a V-CAPI (e.g. Express@LAN) is needed as interface. The CAPI is a kind of "translator" between computer application and ISDN-board.
Connector	Connector Another module is the Connector that provides the connection between the Kemel and the mail server used. IXI-UMS Kemel can be applied with one or multiple Connectors.
• Mail- Server	• Mail Server The task of the mail server is to distribute the messages, e.g. faxes, or pass them on to the connector.

The connection by Connectors is "independent" of the IXI-UMS Kernel. The data exchange is done via Connector directories. This is why it is possible that one single IXI-UMS Kernel can collaborate

with one or several Connectors. Another possible constellation is that several IXI-UMS Kernels collaborate with one or several Connectors (e.g. for reasons of high availability).

• Available Connectors are:

- IXI-UMS Exchange Connector for Microsoft Exchange Server 4.0 to 5.5
- IXI-UMS Exchange 2003 Connector for Microsoft Exchange Server 2000 / 2003
- IXI-UMS Domino Connector for IBM Lotus Domino R5/R6

IXI-UMS SMTP Connector Channel – for any SMTP-based messaging system (IXI-Mail, sendmail etc.); the user management can be done in the IXI-UMS OPEN LDAP data base by snap-in

- IXI-UMS Connector for R/3 for SAP R/3 integration
- FAPI/FAtxt for the connection on file level (universal, ASCII files or FX80)

For more detailed information, please have a look at the respective IXI-UMS Connector manual.

Before outgoing messages can be sent by the IXI-UMS Kernel, they have to be "converted" in a respective format. This process is called "rendering". There are two ways of rendering with IXI-UMS:

- server-based rendering
- client-based rendering

Server-based rendering

With server-based rendering, all the file attachments are processed at a central point. For this, the application that shall be sent as fax has to be installed on the respective machine. If a Word-file is attached to the fax, for example, it is passed on to the IXI-UMS Connector by the mail server, e.g. Microsoft Exchange Server, and then passed on to the Render Connector affiliated in the IXI-UMS Kernel.

It "opens" the Word-document and prints it via a particular printer. Therewith, a file is created that contains a graphical image as well as information, e.g. the sender number.

This file is passed on to the IXI-UMS Kernel.

Client-rendering

Client-rendering means the creation of a fax at the user workstation. For this, "Client Tools" are needed that provide an own printer, amongst others. Via this printer, a fax-capable file can be created out of any application installed.

With this type of rendering, the application is not needed on the server.

1.1.1 Services

With the installation of the IXI-UMS Kernel, various IXI-UMS components are installed automatically. You can test IXI-UMS and the single features in test mode for a certain period of time. Which services and features you can use productively depends on the IXI-UMS license. With the Kernel, all the necessary components for the IXI-UMS services are installed

- FAX (Fax incoming and outgoing)
- **SMS** (SMS incoming and outgoing)
- Voice (Voice Box)
- MWI /Alert (Message Waiting Indication)
- OCR (Optical Character Recognition)
- Info (Fax on Demand / Fax polling)
- Journal

Further services like e.g. **Mobile** (mobile access) or **TTS** (Text to Speech) have to be installed separately.

1.1.1.1 Fax

The IXI-UMS Kernel receives and sends faxes. The faxes are passed on to the installed Connector as TIFF- and / or PDF-file.

· Sending fax messages

For the user, sending fax messages works like sending e-mails. The only difference is that a different addressing scheme has to be used. For details, please refer to your IXI-UMS Connector Manual.

The sending user gets a **sending report** for every message indicating success or failure (among other information). Like in e-mail messages, the user can specify **priorities** to influence the order in which messages are sent. Messages will be rendered into the fax format. Attachments will be rendered using a fax printer driver and the corresponding application. A fax **cover page** can be added (individually for each user).

Inbound routing of fax messages

Fax addresses are assigned to users in the messaging system (please refer to your IXI-UMS Connector Manual). However, the available addresses are determined by the routing method used in the IXI-UMS Kernel.

Printing incoming fax messages

Incoming faxes - depening on the recipient number - can be printed by a network printer additionally.

Incoming faxes as PDF

The faxes can be delivered to the user as TIFF- and / or PDF-file.

1.1.1.2 SMS

When a company decides to deploy the feature SMS, it has to think about the following questions in order to find the perfect solution:

- Does the company only want to send short messages or is the receiving of short messages also important?
- · How many short messages are sent / received every day?
- In which mobile telephony network (in Germany: D1, D2, O₂, E-Plus or others) short messages are sent?

Sending short messages does cause costs which is another fact that has to be considered. Some providers offer already special SMS rates, with that a special amount (e.g. 50 short messages) is for free per month. For more information, please refer to the mobile telephony network provider.

Sending short messages to mobile phones/pagers

This feature is available with any hardware device. Like fax messages, SMS are sent using the email client. The IXI-UMS Kernel/Connector converts the mail message appropriately (actually converting it to plain text and removing attachments) and afterwards queues it for sending. During sending, the IXI-UMS Kernel applies the correct character translation tables and chooses the correct protocols for the SMS provider being used.

Receiving short messages

This feature is only available with

ISDN Adapter/"SMS via fixed lines"

"SMS via fixed lines" means it is possible to deliver short messages also to SMS enabled phones in the PSTN. "SMS via fixed lines" is a special service provider which provides ISDN access points and delivers messages either to the PSTN or to the GSM network. The nice thing about it is that IXI-UMS Kernel acts like a SMS enabled phone for PSTN and it is therefore possible to receive short messages and to get replies to short messages with the IXI-UMS Kernel. The good thing is also that each user has his individual address where he can receive faxes, voice mails and short messages.

As sender number, the ISDN sender number (D-channel information) is used, on that an answer is possible.

Remark:

The D-channel information is transmitted as CallingPartyNumber in the ISDN SETUP Message. Please take into account that this information might also be analyzed by the PBX, e.g. for billing. Normally, only the user-individual extension is transmitted to the PBX by the IXI-UMS Kernel (in this case, only the extension must and may be entered in the field). The PBX extends the CallingPartyNumber with the transmission of the call to the "outside line" by the call number.

You have to ask your provider whether the service is available in your network.

Handy/ Pager/ GSM Daten Adapter

The GSM adapter connects the IXI-UMS Kernel to the mobile network. IXI-UMS Kernel then acts like a mobile phone and can thus receive short messages. The disadvantage is that the IXI-UMS Kernel can receive the messages only on one number (the number stored in the SIM card) and therefore is lacking appropriate routing information to deliver incoming messages to different users. To workaround this problem, the **routing information** can be specified in the short message itself:

<DDI> # <Message Text>

Example:

Let "789#A short message" be the SMS message text. Everything up to the hash character will be used as routing information (in this case 789) and therefore serves as a replacement for a DDI. The routing information will be extracted from the SMS text. If a user with the unified messaging number +49 8142 4799789 exists and provided that +49 8142 4799 is the IXI-UMS Kernel site address, the incoming SMS will be routed to this user.

As mentioned above, the GSM adapter (e.g. a Nokia mobile phone) needs a SIM card. Usually it works in a way that the mobile phone including the SIM card is nearly for free, but the user has to sign a contract (usually for 24 months) what causes costs.

SMS Large Account via ISDN X.31/X.25 and TCP/IP Protocols

SMS Large Account is meant for companies sending a lot of short messages (e.g. for marketing purposes).

Most mobile phone providers offer so-called "Large Accounts" (LA) for customers who need to send more than 10.000 short messages per month. Like normal ISDN-to-SMS gateways, you will connect directly to the SMSC (Short Message Service Center) via ISDN, but you can choose how you connect. The major providers should offer X.25, X.31, leased lines and TCP/IP. Mostly you will connect to your LA via X.31. This is an ISDN connection using X.25 on the D-channel which allows you to be connected to your LA provider virtually permanently. The costs of X.31 depend on the amount of data transmitted; the more you transmit, the cheaper it gets. Besides sending messages faster and cheaper it is even possible to receive short messages. If you want to use this feature, the service provider creates a so-called "Virtual SMSC" and you will get your own number. Other users can send SMS messages to that number now and you will be notified by the SMSC as soon as the message has been received.

1.1.1.3 Voice

The IXI-UMS Kernel contains a simple voice mailbox feature. Voice boxes for users can be configured. Individual user announcements for these voice boxes can be recorded.

Users can receive voice mails and fax messages at the same number. Messages of both types are delivered to the user's inbox.

If this is not wanted, number ranges for the fax reception and for the voice mail reception can also be stated separately.

Individual announcements can be recorded and can be assigned to all the users or to single extensions centrally at the IXI-UMS Kernel.

These features can be enhanced essentially with the installation of **IXI-UMS Enhanced Voice Package**:

- · Remote access to voice mails
- Fax forwarding
- TTS processing
- Call forwarding
- LDAP based user administration
- ...

The features listed here are only part of the features offered by IXI-UMS Enhanced Voice Package. The full range of performance of the Enhanced Voice Package is listed and described in the IXI-UMS Enhanced Voice Package manual.

The licensing of "Voice" contains the installtion of the IXI-UMS Enhanced Voice Package / Voice Box Remote Inquiry with the features "remote enquiry of voice mails", "recording of announcements" by the user and Notifier Expreß



For further information, please turn to serVonic's sales department.

1.1.1.4 MWI

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Depending on the PBX and the respective telephone (e.g. feature-added telephone), the incoming of UMS-messages (faxes, voice mails, SMS) can be signaled at the telephone of the user. This is the so-called feature MWI (Message Waiting Indication).

For switching on hte indication at the telephone, the IXI-UMS Kernel transmits a corresponding signal to the PBX. At last, the MWI is switched on by the PBX.

For switching on the indication at the telephone, a so-called "Alert-Message" is sent to the IXI-UMS Kernel by the mail client, by IXI-UMS Notifier Expreß or by the Mobile Notifier. The IXI-UMS Kernel passes the information on to the PBX. By doing so the PBX is caused to delete the MWI at the respective user's telephone. For information about the addressing and the format of these Alert-Message, please have alook at the <u>MWI Signaling</u>. You can also get information about the requirements there.

The incoming of messages at the telephone can be indicated, depending on telephone and PBX.

The IXI-UMS Kernel can send a respective signal to the PBX, that initializes the flash up of a lamp or the indication of a message in the telephone display.

The mail client sends an "Alert message" to the IXI-UMS Kernel for activating the MWI-service. The exact addressing of this message depends on the PBX and its configuration.

See also "MWI - Signaling" at Requirements - ISDN & PBX



You can find more information about MWI as well as information about the ISDN-board and PBX requirements in the section <u>MWIsignaling</u>.



With installing the IXI-UMS Enhanced Voice Package, the possibilities to activate and deactivate the MWI at the telephone are enhanced. Please take into account that the IXI-UMS Enhanced Voice Package is chargeable and has to be licensed.

1.1.1.5 OCR

"Optical Character Recognition" is needed for the conversion of incoming messages from graphical format into text.

OCR (Optical Character Recognition) is performed with incoming faxes. It inserts the text in the fax message in the mail body and optionally in an e-mail message as RTF attachment. Fax messages that have been converted via OCR that way can be read via TTS, for example.



With installing the IXI-UMS Enhanced Voice Package, the possibilities to activate and deactivate the MWI at the telephone are enhanced. Please take into account that the IXI-UMS Enhanced Voice Package is chargeable and has to be licensed.

1.1.1.6 Info

IXI-UMS can be configured as Info Server and therewith provide the services Fax polling and Fax on Demand, via that the caller can recall documents by fax.

Fax polling

Fax polling means the recall of fax-documents, that are addressed *directly via the extension number* and then e.g. transmitted to a fax machine.

Fax on Demand

Documents can be polled from the IXI-UMS Info Server *selectively voice-directed*. The documents themselves and the respective announcements are designed in a tree structure at the IXI-UMS Server via several levels, where necessary. The caller is informed about the single options to choose by announcement, the selection of the respective menu items is done via DTMF. IXI-UMS delivers the document as soon as the caller reaches the wanted document and starts the fax reception, e.g. by redirecting the call to the own fax machine.

1.1.1.7 Journaling

Every inbound and outbound transmission will be logged to the journal database. Detailed reports can be generated.

Journal (EX-HUBER)				
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S Kernel				

Records Count: 15

()

The Default logfile is independent of that and is still logged.



This feature has to be licensed.

1.1.2 Additional Features

The standard features of the IXI-UMS Kernel can be enhanced by further modules easily and quickly.

1.1.2.1 Sender Identification

The sender number is dissolved via an LDAP query to the MetaDirectory. That way, not the sender number is displayed at the user in the incoming message, but name, city, company, and so on. The recipient gets a message in his mail client, in which not the call number of the sender is displyed, but e.g. the name.



Precondition for the **IXI-UMS Sender Identification** is the installation of the MetaDirectory. This feature is liable to costs. Further information and configuration at <u>Configuration | Sender Identification</u>.

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This feature is liable to costs and is released via the IXI-UMS Kernel licence key.

1.1.2.2 Extended User Look-Up

Before an incoming fax is accepted, an LDAP look-up in the user data base checks whether a user/inbox is assigned to the called number. If this is not the case, the call is rejected. Further information and configuration equipment at <u>IXI-UMS Kernel Configuration</u>

The look-up is made by default with all the incoming calls.

With the setting of the services in the "<u>DDI Mapping</u>", calls with the feature Voice can be excluded from the look-up.

1.1.2.3 Rules for Call Number Conversion

Rules can be deposited by means of which call numbers incoming and outgoing are converted. With networked PBX's, for example, messages with a particular area code can be sent via a PBX at another site therewith.

The following kinds of numbers can be defined as "search parameter" and as "to be changed" by rules.

- D = Destination (CalledPartyNumber)
- O = Originator (CallingPartyNumber)
- R = Redirector (RedirectingNumber, DivertedNumber)



This feature is liable to costs and is released via the IXI-UMS Kernel licence key.

Examples:

Problem 1:

Because of the PBX-networking, the site 00498142 can be addressed directly with the "code" 8 via the networking.

Outgoing messages to e.g. 00498142xxxxxxx shall always be sent to 8xxxxxxxxx.

Solution:

Deposit a rule at the IXI-UMS Kernel:

O;D=00498142;D=8[9]

••••

Please take care of the following syntax: <Direction>;<MatchExpression>;<ConversionExpression>

Function:

When a fax is sent to the number 0049 8142 4795875, the IXI-UMS Kernel checks in the table of rules whether there is a rule for this number. The entry

O;D=00498142;D=8[9] is found here.

O = Outgoing message D = Destination 00498142

The actual rule is contained in the last part: D=8[9] D = number to be changed = Destination 8 = the 8 is added in front of the number to be copied [9] = everything from the 9th digit on (incl.) is copied

So the rule transforms the number 0049 8142 4795875 into the actually dialed number

8 4795875

Problem 2:

 Incoming messages are received via another networked PBX or collective connections.
 The number conversion in the PBX has been changed. The numbers coming in at the IXI-UMS Kernel now are not in the LDAP data base and all the recipient numbers in the AD would have to be changed now.

Solution:

Deposit a rule at the IXI-UMS Kernel:

I;D=785;D=5[4]

Function:

The recipient numbers +49 8142 4799**5**456, that are also dialed from outside, are listed in the LDAP. Because of changes in the PBX, the code 78 had been added by internal routing.

An incoming fax to the number +49 8142 47995456 thus is delivered to the IXI-UMS Kernel with the extension **785**456.

In order not to have to change all the recipient numbers in the LDAP, the "78" has to be **removed** at the IXI-UMS Kernel.

The only information the IXI-UMS Kernel gets from the PBX is the extension information: **785**456 The entry I;D=**785**;D=5[4] is found here.

I = incoming messageD = to the recipient785 = part of the recipient number the rule accesses

The actual part of the rule is contained in the last part:

D = recipient number shall be changed

5 = the 5 is added in front of the number to be copied

[4] = everything from the 4th digit on (incl) shall be copied

Alternative rule:

I;D=785;D=[3]

I = incoming messageD = to the recipient785 = part of the recipient number the rule accesses

The actual rule is contained in the last part: D = recipient number shall be changed [3] = everything from the 3rd digit is copied

In both cases, the incoming number 785456 is "changed" into the number 5456 and then canoned into the number (now valid in the LDAP) by the IXI-UMS Kernel: +49 8142 47995456

Further information and configuration at <u>IXI-UMS Kernel Configuration</u>.

In a complex environment if mutual dependence and linked rules are necessary, they have to be entered manually.

You can find further information about it at Additional Configurations - Advanced Rules for Call Number

1.1.2.4 Daily Limit of Messages per User

It can be determined at the server centrally how many messages a user is allowed to send per day. This determination can be set for SMS, Fax and Voice independent of each other.

When the daily limit is reached, the user receives a respective notification.

📕 Fax not sent 43: This is an Offer - Message (Plain Text)		_ 🗆 🗙	
Elle Edit View Insert Format Tools Actions Help			
🗄 🙈 Reply 🆓 Reply to All 🚑 For <u>w</u> ard ᢖ 🐚 🖳 🔻 🕎 🍟 🖓 🔥 🔺 + 🔹 🗚 🔹			
Extra line breaks in this message were removed.			
From: IXI-UMS-Connector@fax.Support.loc	Sent: Do 26.04.2007 18:57		
To: Administrator			
Cc:			
Subject: Fax not sent 43: This is an Offer			
Attachments: BEav. ndf (19 KB)			
		<u> </u>	
IXI-UMS Fax report:			
IXI-UMS Kernel Computer Name: KESSDOM			
Result: IXI-UMS Kernel: Your limit for sending messages per day exceeded Recipient fax number: 43			
Subject: This is an Offer			
Transmission time: 26.04.2007 18:56:31			
Speed: Unknown			
Resolution: Normal			
Recipient Station ID: Unbekannt			
Transmission retries: 1			
		-	
7			

Remark: A determination directly at the user or exceptions for single users is NOT possible !

Further information and configuration at <u>IXI-UMS Kernel Configuration</u>.

1.1.2.5 Channel Reservation Time-Controlled

The channel reservation for incoming calls can be defined time-controlled. It can be guaranteed therewith that e.g. during office hours, most channels can be used for the sending and after work, most channels are reserved for the reception. The determination is defined in day, hour, minute. Moreover it can be determined, how many channels are reserved for incoming calls.

_

Remark: It cannot be defined which channels are reserved.

Further information and configuration at IXI-UMS Kernel Configuration.

1.1.2.6 Simultaneous Connection with Particular Remotes

By default, IXI-UMS establishes only one connection per recipient number. This means that it is not possible to send two messages to one number at at time.

When it is known that several fax receptions are possible at the remote station, it can be determined with the feature "Simultaneous Connection", which remote stations can be addressed several times and how many concurrent connections are allowed to be established.

Further information and configuration at IXI-UMS Kernel Configuration.

1.1.2.7 Routing Methods

Normally, the standard routing setting is used for the delivery of the messages to the users. The messages are delivered to the user the dialed recipient number was assigned to. In some cases, however, other routing methods may be more suitable or must be used in addition.

Route-by-Redirection

When a call is redirected from a telephone to another address/workstation, the number of the redirecting device is stored in the call data and available at the called address/workstation. The called redirecting number then can be used as incoming routing address. This makes sense when you redirect your calls from your telephone to your IXI-UMS voice box to "No Answer". The PBX does not allow you to configure an ISDN-connection with enough MSN's and DDI's for IXI-UMS. In this case, all your users have identical telephone- and voice box numbers, as the redirecting number is the address of the telephone, which redirects the calls to the IXI-UMS voice box.

• Route-by-DTMF

Route-by-DTMF can be applied in cases, in which no ISDN is available or at least any MSN's or DDI's are connected. In this case, the IXI-UMS Kernel accepts all the calls on the main number and and waits for a configurable number of digits the caller can enter via DTMF. These DTMF-digits are subsequently used as routing information.

Route-by-Caller Address

Route-by-Caller Address means that the phone number of the caller is used for inbound routing.

1.1.3 Enhanced Voice Package

• "IXI-UMS Enhanced Voice Package"

- Access to messages in the inbox via telephone
- · Recording of own announcement texts
- · Management of several profiles
- Management of IXI-UMS Mobile by WebPage
- IXI-UMS Notifier Express



The features listed here are only part of the features offered by the **IXI-UMS Enhanced Voice Package**. The full range of performance of the IXI-UMS Enhanced Voice Package is listed and described in the **IXI-UMS Enhanced Voice Package** Manual.

• TTS "Text to Speech"

Text to Speech Engine for conversion of text messages to audio data, which offers the possibility to listen to e-mails, faxes and short messages.

1.1.4 Client Tools

In order to make use of additional features and therewith achieve even more comfort at the workstation, the so-called IXI-UMS Client Tools can be installed. It is also possible to operate mixed installations, this means one part of the users works with the installed IXI-UMS Client Tools, the other part without or with a subset of the features of the IXI-UMS Client Tools.

The following comfort features are available at the client with the IXI-UMS Client Tools:

- Sending faxes out of any application via printer driver
- Fax-macro for Microsoft Word
- Auto fax-macro for Microsoft Word (the fax number is read out from the document)
- · Mail merge fax-macro for Microsoft Word
- Microsoft Outlook Add-Ins
- Collect faxes
- Drop point (Drag and Drop)

The installation includes the following components:

- Fax printer driver (IFAX-printer)
- Word-macros

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• Add-Ins (only for MS Outlook; with IBM Lotus Notes, the installation is done in the mail template)

IXI-UMS Client Tools are included in the range of performance of IXI-UMS.

You can get further information about the feature and its operation in the IXI-UMS Client Tools Manual.

The IXI-UMS Client Tools are not a part of the Kernel setup and must not be installed on the Kernel machine. You can find the IXI-UMS Client Tools setup on your serVonic Unified Communication CD.

1.1.5 License

After having installed the software, the IXI-UMS Kernel is in test mode. Therewith, you are given the opportunity to test all the features of IXI-UMS for 30 days.

It is always possible to release an IXI-UMS Kernel in test mode by means of a license key. The needed license key can be requested at serVonic or sales partners. Please note that after having released the software, only the features, services and Connectors can be applied that are covered by the range of the license.

In order to be able to make out the license, the hardware code is required, which can be detected with the hardware code generator.

The hardware code and the list of the needed information are displayed at the end of the setup:

Hardware Code Generator		
ser√onic		
In order to be able to make out a license key for IXI-UMS, we need a hardware code. Please generate this code by using the hardware code generator.		
And send the following data to lizenz@servonic.de 1. Hardware Code: 2. Order Number at serVonic: 3. Customer Name/Company and City: 4. Version of IXI-UMS Kernel: 5. E-mail-Address for receiving the license key:		
The IXI-UMS Software may be used for 30 days of evaluation without license key.		
Generate code		
Copy code to clipboard Close		

The information listed above

- 1. Hardware-Code
- 2. Auftragsnummer bei serVonic
- 3. Kundenname / Firma und Ort
- 4. Versionsnummer des IXI-UMS Kernel
- 5. E-Mail Adresse für dei Zustellung des Lizenzkeys

must be addressed to <u>serVonic@serVonic.com</u> in order to request the license key. Please include order information / order number and name of the customer as well.

The hardware code generator can be restarted via Start - Programs - serVonic - IXI-UMS Kernel.

1.1.6 License Agreement

serVonic differentiates between conditions for the use of its software and for evaluating the software.

Licensed Version

The following is valid in general and especially for the licensed version: By installing, copying or otherwise using the IXI-Software, you - referred to as licensee in the following - agree with the following license conditions.

IXI-Software most of the times requires one or several individual Unlocking Keys -License Key- in which the special data of the licensee are encoded. These License Keys have to be requested from serVonic; upon installation they have to be entered, and the licensee must confirm his agreement with the license conditions. Otherwise the IXI-Software will not run. The licensee thus agrees with this procedure and puts the required data at serVonic's disposal.

Copying the IXI-Software and passing it on to a third party without serVonic's permission is forbidden.

Preamble: The IXI-Software licensing is mainly oriented towards the server-computer and towards the communication channels and/or towards the number of users or mailboxes that can make use of the functions of the IXI-Software.

The lawful purchase of the programs and documentations allows the licensee to use the software according to these license conditions. The licensing of the IXI-Software entitles the licensee to the installation or use as in the following: Kernel or server-software components on no more than ONE PC. The license allows you to use only specific functions and/or a maximum number of users or mailboxes and to use these functions for a maximum number of communication channels. Further use of the IXI-Software is not allowed. The copying, duplication, renting, leasing or other use of the products or parts of them that does not correspond to the license conditions, is forbidden. You may be held legally responsible for any copyright infringement.

Copies can be made only for the purpose of saving data.

The licensee takes care that the required hardware- and software-technical, as well as further preconditions, are available in a suitable form for application or that they be made available on time.

In no circumstances will serVonic be liable for direct, indirect, incidental or consequential damages resulting from the use of its software. This is also valid in the case that serVonic or an authorized trader is informed about the possibility of such a damage. Claims that are based on inalienable lawful regulations for product liability are untouched by this.

In the case of software produced by other companies, the regulations and license conditions of these companies apply.

serVonic has examined the software for viruses, making full use of current technical knowledge, and has not been able to find any known software virus. If the software, however, is infected by a computer virus, that cannot yet be determined technically or that is so far unknown, serVonic accepts no liability, except in the case that serVonic can be accused of serious negligence or intent. If in the context of computer viruses or similar phenomena a liability of the licenser occurs, this would be limited to the amount paid by the licensee for the software.

Test Version, Beta-Versions

In addition, the following conditions are valid for IXI-Software test versions (demo version) and Betaversions:

IXI-Software as a test version or Beta-version is issued by serVonic or an authorized sales partner from time to time for the purpose of acquainting seriously interested potential customers with the product.

The passing on of the product to a third party is only allowed with previously written permission by serVonic. A commercial application is not allowed!

Test versions and Beta-versions are subject to special limitations, e.g. run-time, number and type of useable channels, number and type of useable mailboxes or users, and useable functions. Test versions and Beta-versions might indicate the fact that you are dealing with test versions, unlicensed versions or Beta-versions.

Basically, you cannot lay claim to documentation, support, hotline, information or anything else. Warranty and liability by serVonic is excluded for test versions and Beta-versions. The recipient of test versions or Beta-versions has to give them back immediately and completely (including all the papers he/she may have received), after having finished the testing. He/she especially has to delete all the software and documentation on this matter from the systems and data carriers. The recipient is liable for any misuse caused by him/her. In ordering a licensed version, the recipient of the test version is allowed to keep and use this for testing - as far as possible - until the delivery or the unlocking of the software by License Key.

As of: 12.02.2001

2 Requirements

Depending on the services that shall be used, the hardware and the software have to be determined. Moreover, the features and settings of the PBX have to be considered or changed.

At least one of the following devices is required to use IXI-UMS Kernel:

- CAPI 2.0 compliant ISDN device with Fax G.3-support One of the most frequently used devices for IXI-UMS Kernel. Can be used with all IXI-UMS Kernel services.
- GSM Adapter For sending and receiving SMS messages.
- Modem
 For sending SMS/MWI messages.
- Faxmodem Class 1, 2, 2.0 For sending/receiving fax messages.
- IXI-UMS VoIP Connect Module for IP-PBX's with H.323/T.38/SIP gateway For sending/receiving fax and voice messages over IP. It can be used the T.38 protocol and SoftFax.

2.1 System Requirements

The IXI-Software can be installed on Windows operating system exclusively:

Software Requirements

- Windows 2003 (32 and 64 bit)
- Windows XP (32 and 64 bit)
- Office 2000 or higher

Hardware Requirements

Depending on which services shall be used in which range of performance, the PC performance has to taken into account.



The following specifications refer to the application of an ISDN-board or V-CAPI. When applying an H.323 Connecting Module, you will need additional memory: 40 MB + 5 MB per channel

Basic Installation

Contains:

- IXI-Framework
- IXI-UMS Kernel
- IXI-UMS Enhanced Voice Package

Needed:

- Hard disk: 500 MB
- At large installations (more than 400 users), space should be included for the with 0,25 MB per announcement.
- · Processor at installations with up to 4 channels: 800 MHz
- The required main memory per channel, depending on the services, has to be added:

Service	Main Memory
Fax / SMS /Voice	12 MB / Channel
TTS	8 MB / Channel
OCR	1 MB / Channel
Render Connector	24 MB / Number
SMTP-based Connectors	8 MB / Number
FAPI / FapiTxT-Connector	4 MB / Number
SAP R/3 -Connector	25 MB / Instance

You have to take into account here, of course, that the applications (e.g. Word) are accessed for the rendering and need an appropriate main memory. A one-page Word-document, for example, needs approx. 10 MB main memory in order to opened and printed with Word 2000.

Example: Installation on Windows 2000 Server

Total Demand of Main Memory	160 MB
Render Connector	24 MB
IXI-UMS Exchange 2003 Connector	8 MB
4 Channels, 200 Users	40 MB
Mobile including TTS	30 MB
IXI-UMS Kernel with Mobile	60 MB

Used hardware:

O

PC with 1000 MHz and 256 MB, 10 GB hard disk

Basic Recommendation

IXI-UMS and IXI-Call Server can be installed together on one machine. It is recommendable, however, to install the modules IXI-UMS Kernel, IXI-UMS Connector⁽¹⁾ and/or IXI-Call Server on a machine separate from the messaging system.

Advantage:

• No influence on the messaging system when maintaining the IXI-UMS Server (e.g. ISDN-board driver update) or IXI-Call Server

- No software installation on the messaging server
- When maintaining the messaging server, the IXI-UMS Server is fully ready to send and receive (processing of the queues)

Explanation:

• IXI-UMS Server: The process most performance-intensive is the so-called Server-rendering (conversion of attachements in a fax-capable format)

• IXI-Call Server: The IXI-Call Server can be considered unproblematic in terms of the performance of the PC.

Remark to SMTP-based Connectors:

The domains used for the routing must contain the keywords Fax, SMS, Voice, Voc, Alert, TTS. Examples for fax messages:

-@fax.ums.de
-@fima.fax
-@ums.fax

For further information, please have a look at the IXI-UMS Connector Manual.

⁽¹⁾ With Exchange 5.5, the Connector must be installed on the Exchange Server.

2.2 Required Hardware

Depending on which services you want to use, the requirements for the connection to the PBX are as in the following:

IXI-UMS Service Fax

- ISDN-board (CAPI 2.0) with Fax G.3-support or
- Fax modem Class 1, 2, 2.0 or
- VoIP Connect Module for IXI-UMS with IP-PBX systems

IXI-UMS Service Voice

- ISDN-board (CAPI 2.0) or
- VoIP Connect Module for IXI-UMS with IP-PBX systems

IXI-UMS Service SMS

- ISDN-board (CAPI 2.0) or
- Data modem or
- GSM data adapter with SIM-card

MWI is suitable for the following platforms.

- all PBX's with Q-SIG or DSS1(PtP) support for MWI
- Hicom 150/HiPath 3000
- Hicom 300/HiPath 4000
- Cisco CallManager
- Panasonic
- innovaphone
- Alcatel OXE / 4400

2.3 ISDN & PBX

The other end of IXI-UMS integration is the PSTN/POTS. This part should usually be done via ISDN access since analogue access does not allow to utilize all IXI-UMS features (for example inbound

routing of messages to different users is not possible).

Therefore, an ISDN device is highly recommended for the use with IXI-UMS Kernel (see also <u>System Requirements</u>).

The following document will assist you in getting your PBX correctly configured for IXI-UMS: <u>IXI-UMS_PBX_configuration.pdf</u>

In order to find out how many B-channels you need, you must take into account the number of incoming and outgoing messages per day. You can use the following figures:

- A fax page takes 0,5 to 1 minute to be transmitted. Failures and retries included.
- One **SMS** takes only a few seconds to be transmitted and can be neglected in this calculation.
- Voice mails should be treated like fax messages in this computation.

Another important thing that has to be kept in mind are the peak hours, e.g. in the morning when people start to listen to their new voice messages or in the evening when marketing people might start fax campaigns.

Examples:

a)

A company has only two employees, but the task of these employees is to send a large amount of mail merge faxes every day (e.g. mailings).

Example: a mailing consists of 500 fax messages à 2 pages (=1000 pages) which have to be sent over four B-channels. A fax page needs 0,5 to 1 minute to be transmitted, in this case the transmission of the mailing would take 125 to 250 minutes using the 4 B-channels (please keep in mind: in these 2 to 4 hours, no other messages can be sent or received).

b)

A company has 100 employees and uses only the service fax. Only 50 fax pages are sent and received per day, because most of the time people are at the phone where the main part of business communication is done (e.g. Call Center). If we take into account the numbers described above, one B-channel will need 25-50 minutes for the transmission of the 50 fax pages. If these fax pages are not sent at the same time, 2 B-channels will probably be enough.

2.3.1 Call Number Transmission to IXI-Call

With operating the IXI-UMS Auto Attendant and setting up a call transfer by the IXI-UMS Enhanced Voice Package, incoming calls at the IXI-UMS Kernel are forwarded to a telephone.

In order to be able to indicate the sender number of the caller at the IXI-Call workstation, the IXI-UMS Kernel can pass on this information to the IXI-Call Server via "AnnounceCallTransfer" by means of TCP/IP.

Precondition for this is the installation of an IXI-Call Client on the respective IXI-UMS Kernel machine. The IXI-Call Client has to be configured in a way that a connection to the IXI-Call Server exists. An announcement via the IXI-Call Client at the IXI-Call Server is not required. (The IXI-Call Client does not have to be started.)

2.3.2 Types of ISDN Accesses

The following types of ISDN accesses are available (either from your telecommunication provider or in your PBX).

BRI - Basic Rate Interface (also known as S₀)

Allows a maximum number of two simultaneous connections

 PRI - Primary Rate Interface (also known as S_{2M}) Allows a maximum number of 30 simultaneous connections

Channel bundling

Is a combination of several S_0 accesses to avoid the use of a S_{2M} access in case a S_0 access does not provide sufficient bandwidth.

Additionally, the access can run in two different modes which are related to the method of addressing terminals (e.g. end users) on the access:

• Point-To-Multipoint (PMP)

This mode can only be applied with S_0 accesses. PMP means that you have a number of so called MSNs (Multiple Subscriber Number) available on the access for addressing end users. The number of MSNs depends on whether you have a Telecom ISDN (up to 10) access or a PBX ISDN access (limit depends on PBX). Each MSN represents the address of one end user on this access.

• Point-To-Point (PP)

This is recommended for companies and should be used in a professional environment. S_{2M} accesses can only run in PP Mode. Instead of MSNs, so-called DDI digits (Direct Dial In) are used to address end users. This means you have a main number for the access and a number of dial in digits which may follow after the main number (usually at least 2). For example with two direct dial in digits, 100 (00-99) end users can be addressed.

In many PBX's, Q-SIG offers most features in combination with IXI-UMS and the IXI-UMS Enhanced Voice Package.

Note: You must specify the number of DDIs for the access when you order one at your telecom provider. However, usually it is still possible to use one or two digits more than specified, but this depends on your telecommunication provider.

2.3.3 MWI - Signaling

Basically, the MWI-service (address type "Alert") is used for the signaling of new messages by indication of a signal at the user's telephone. This is normally the light up of a signal lamp or the indication of a message at the telephone display.

This feature depends on which PBX is used:

Hicom 150/HiPath 3000 (PMP Connection, DSS1)

At this configuration, the Hicom-service "Associated Dialing" is used, by which an info text at the telephone is switched on and off.

In the HiPath, code numbers have to be defined for "MWI on" and "MWI off". The digits 0 - 9 are valid as code numbers in combination with the IXI-UMS Kernel. In the IXI-UMS Kernel Configuration, 7568 is deposited for "MWI off" and 7668 for "MWI on" by default.

In the IXI-UMS Kernel Configuration at Hardware - Alert, <u>"Dial ISDN"</u> has to be selected. In the Configuration, the code numbers might have to be changed and the OffInsertDest=0 (Default) has to be set.

• Hicom 150/HiPath 3000 (PP Connection, Q-SIG)

In order to be able to make use of MWI at a PP connection, this has to be configured in the HiPath on ISO Q-SIG (Master direct).

That way, the first text deposited in the PBX is indicated always and the MWI is set.

An ISDN-board that supports the protocol Q-SIG has to be applied. serVonic recommends Dialogic (Eicon) Server boards, in whose configuration manager, the protocol "Q-SIG - HiPath 3000" has to be set.

In the IXI-UMS Kernel Configuration at Hardware - Alert <u>"Q-SIG and DSS1"</u>, nothing has to be changed by default.

• Hicom 300/HiPath 4000 (PP Connection, Q-SIG)

In order to realize MWI at a HiPath 4000, the connection has to be configured on Q-SIG (ECMA V2).

The MWI at the telephone is switched on and off.

An ISDN-board that supports the protocol Q-SIG has to be applied. serVonic recommends Dialogic (Eicon) Server boards, in whose configuration manager, the protocol "Q-SIG - HiPath 4000" has to be set.

In the IXI-UMS Kernel Configuration at Hardware - Alert <u>"Q-SIG and DSS1"</u>, the configuration has to be adjusted and the "Service Access Number" has to be entered.

• HiPath 8000 (XCAPI, SIP)

In the PBX, "Voice Mail" has to be enabled and a "Voice Mail Number" has to be deposited. The XCAPI has to be set to "SIP-Notify" at Service Criteria - MWI under MWI-Protocol.

In the IXI-UMS Kernel Configuration at Hardware - Alert, <u>"VoIP (XCAPI)"</u> has to be chosen. Changes in the configuration are not required basically.

• Cisco CallManager (XCAPI, H.323)

Precondition is the configuration of the MWI On/Off numbers in the Cisco CallManager.

In the XCAPI-configuration, the method ,Cisco CallManager compatible' has to be selected at Supplementary Services - MWI.

At Supplementary Services - MWI - Cisco CallManager compatible, the phone numbers must be entered, which are used for ,MWI on' and ,MWI off' at the CallManager.

In the IXI-UMS Kernel Configuration at Hardware - Alert, <u>"VoIP (XCAPI)"</u> has to be chosen. Changes in the configuration are not required basically.

• innovaphone (until Version 5.01) (XCAPI, H.323)

At the older innovaphone PBX's, the MWI signaling is realized via TCP/IP. In the innovaphone PBX, an "MWI-User" has to be created. serVonic recommends the following: "_MWI_". This user signals the call in absence at the telephone. It is not possible to reset the "MWI" by a signaling of the IXI-UMS Kernel.

In the IXI-UMS Kernel Configuration at Hardware, a "device" "Non-ISDN Alert" has to be added and adjusted to <u>"innovaphone"</u>.

In the Configuration, the connection data to the PBX have to be entered.

• innovaphone (from Version 5.01 on) (XCAPI, H.323)

From Version 5.01 on, the PBX's support the MWI-signaling according to H450.7 with the signaling via H.323.

The XCAPI must be set to "H.450.7" at Supplementary Services - MWI under MWI-Protocol.

In the IXI-UMS Kernel Configuration at Hardware - Alert, <u>"VoIP (XCAPI)"</u> has to be chosen. Changes in the configuration are not required basically.

Alcatel 4400 / OmniPCX Enterprise

In order to be able to send MWI to an Alcatel 4400 or OmniPCX Enterprise, the PBX has to be connected via Q-SIG. Moreover, ABC-F for QSIG GF has to be enabled.

An ISDN-board has to be applied, which supports the Q-SIG protocol and MWI on the basis of ABC-F.

serVonic recommends Dialogic (Eicon) Server boards, in whose configuration manager, the protocol "Q-SIG - Alcatel 4400...." has to be set.

In the IXI-UMS Kernel Configuration at Hardware - Alert <u>"Q-SIG and DSS1"</u>, the configuration has to be adjusted.

• Q-SIG Supporting PBX's

Please contact the person in charge of your PBX in order to get more detailed information about preconditions and options concerning MWI at your PBX (configuration <u>"Q-SIG and DSS1"</u>)

For further information and configuration examples, please refer to the <u>IXI-</u><u>UMS Kernel Configuration</u>.

2.3.4 Voice over IP

A connection of IXI-UMS via IP can be realized via H.323 or SIP. The IXI-UMS Server hereby can dial up via a gateway or a gatekeeper / proxy.

Preconditions with the connection via H.323 in order to guarantee the functionality of IXI-UMS:

• Signaling / Call Control

- 1. Basically (mandatory):
- H.323 H.225 H.245
- 2. Additional features (optional):

H.450.2 for Call Transfer H.450.3 for Route-by-Redirection H.450.7 for MWI

• Voice- and Fax-Transmission (also valid with SIP)

1. Voice:

RTP/RTCP with the following Codecs: G711 ALaw or ULaw

2. Fax:

T.38 or

RTP/RTCP with the following Codecs: G711 ALaw or Ulaw and passing on of the samples 1 to 1 (as the data arrive from ISDN), this means e.g. no Echo Cancellation, no Voice Activity Detection, no Comfortnoise, no Gain Control.

2.4 Rendering Software

"Rendering" means the conversion of documents to fax messages, that can be processed and sent from the IXI-UMS Kernel.

The user can send messages in alternative formats from his workstation (e.g. Microsoft Word, Excel, Power Point or Acrobat Reader).

In order to be able to render attachments like e.g. a Word-file, the respective application, here MS Word, has to be installed on the IXI-UMS Server. The e-mail body text is processed with the settings (Font, Color) the user has set.

IXI-UMS Kernel contains the IXI-UMS Render Connector, that converts outgoing messages (and incoming messages, where applicable).

- For the sending of Office-documents (Word, Excel, PowerPoint), at least Office 2000 has to be installed.
- In order to be able to send PDF documents, an application has to be installed with that PDF files can be opened and printed, e.g. PDPrint.

The Acrobat Reader 8.xx is not supported. Please also read IXI-UMS Render Connector

Note: Rendering of third party documents relies on the applications used to create those documents. It can not be guaranteed, that these applications work correctly under all circumstances of the rendering process.

3 Installation

Before you start the IXI-UMS Kernel setup,

- an installed version with IXI-UMS Kernel LOWER THAN VERSION 5.5 has to be de-installed completely
- the IXI-Framework in Version 2.29 or higher has to be installed
- you have to be logged in with an administrator account
- the ISDN-board / V-Capi should be installed and configured (this can also be done

subsequently)

The setup contains no configuration wizard. All the settings have to be performed in the Microcoft Management Console after the installation in the <u>IXI-UMS Kernel Konfigurations Snap-In</u>.

After the installation, the following settings are active by default:

- · incoming faxes are delivered as PDF and TIFF
- no printing of incoming messages

It is **mandatory** to work on the settings in the <u>IXI-UMS Kernel Configuration</u> at <u>Server Site</u> and <u>Hardware</u>

after the installation.

Update Installation

Installations with IXI-UMS Kernel 5.5x do not have to be installed again, but can be updated. Please note the following procedure:

- · Log in with the current service account of the IXI-UMS Kernel
- Install the latest IXI-Framework
- Install the IXI-UMS Kernel 5.7
- Basic setting remein untouched
- The SMS configuration has to be re-established

3.1 Welcome

The "General Wizard" starts with the obligatory "Welcome" screen.



3.2 Choose Destination Location

First of all, the destination location has to be chosen. The directory in that the IXI-Framework has already been installed is suggested.

覺 Choose Destination L	ocation	×
	Setup will install IXI-UMS Kernel in the following folder. To install into a different folder, click Browse, and select another folder. You can choose not to install IXI-UMS Kernel by clicking Cancel to exit Setup.	
	Destination Folder E:\Programme\Servonic\IXI-UMS Kernel <u>Br</u> owse]
	< <u>B</u> ack <u>Next></u> Cancel	

serVonic's support recommends to sum up all the IXI-UMS components in a subdirectory. You can get help more quickly that way.

3.3 Select Language

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The next step is to select the language.

The selected language is valid for the Snap-In in the Microsoft Management Console and for the Default language in reports and announcements.

🚇 Select Language		×
	Please select the Language to use: English English French German Italian Netherland Portuguese Spanish	
	< <u>B</u> ack <u>N</u> ext > Cancel	

3.4 Select Program Manager Group

The start menu entries can be created in another group here.

🚇 Select Program Manager Group	
Enter the name of the Program Manager group to add IXI-UMS Kernel icons to: Servonic\IXI-UMS Kernel Autostart Ghostgum Ghostscript IXI-Call Keep in Mind 2004 Business Microsoft Exchange Microsoft Office Tools NetOp Remote Control Servonic Softerra LDAP Browser 2.6 Verwalturga	
VinBAB Zubehör < <u>B</u> ack <u>Next></u> Cancel	

3.5 Start Installation

After the settings have been made, the necessary files are copied to the chosen directory.



3.6 Hardware Code Generator

At the end of the installation, the hardware code generator is started. The code is needed for the <u>Creation of the License</u>. In order to generate the hardware code, please press the button "Generate code".

Hardware Code Generator	×			
ser√onic				
In order to be able to make out a license key for IXI-UMS, we need a hardware code. Please generate this code by using the hardware code generator.				
And send the following data to lizenz@servonic.de 1. Hardware Code: 2. Order Number at serVonic: 3. Customer Name/Company and City: 4. Version of IXI-UMS Kernel: 5. E-mail-Address for receiving the license key:				
The IXI-UMS Software may be used for 30 days of evaluation without license key.				
Generate code				
Copy code to clipboard Clo	se			

Finish 3.7

The installation is finished with a respective message.

월 Installation Complete	×
	IXI-UMS Kernel has been successfully installed.
	Press the Finish button to exit this installation.
	< <u>B</u> ack <u>Finish</u> Cancel

4 Configuration and Administration

The IXI-UMS Kernel 5.7 is configured and controlled via a snap-in in the 32bit Microsoft Management Console (MMC).

During the installation, the needed snap-ins are registered on the machine automatically. In the start menu, the call up of an 32bit MMC is deposited, in which the snap-ins are already available.

When the IXI-UMS software is installed on a 64bit operating system, the MS MMC has to be executed mandatory in the 32bit mode for the configuration.

However, the snap-ins - like any other snap-in - can also be added to a 32bit MMC.



In order to be able to make use of the IXI-UMS Kernel Configuration on another machine, please execute the "IXI-UMS Kernel Configuration SnapIns.exe" from the directory ...\IXI-UMS Kernel\Management\AdminPack on the respective machine. All the needed files are copied and registered.

Via "mouse-click right" to "IXI-UMS Kernel Configuration" and "Add", other IXI-UMS components from the version 5.0 on that are installed in the network can be added to the console and therewith also be configured.

In order to provide the users a monitoring of the queue, you can install the "IXI-UMS Client Monitor SnapIn.exe" from ...\IXI-UMS Kernel\Management\Client on the workstations. Please pay attention to the separate manual in the same directory.

4.1 IXI-UMS Kernel Monitor

Via this snap-in, all the current processes of the IXI-UMS Kernel can be controlled.

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🚡 Konsole1 - [Konsolenstamm\IXI-	-UMS Kernel Monitor\Co 💶 🗖 🗙
📸 Datei Ak <u>t</u> ion <u>A</u> nsicht Fa <u>v</u> oriter	n <u>F</u> enster <u>?</u>
Konsolenstamm	Name Channels Queue Journal

٢

If only this snap-in is registered, the IXI-UMS Kernel configuration cannot be accessed.

In order that the users can control the UMS-delivery and the status of their UMS-messages themselves, an "IXI-UMS Client Monitor Snap-In" can be installed at the workstations.

The setup and the instruction can be found at ...\IXI-UMS Kernel\Management\Client

4.1.1 Channels

The line view gives you information about the current status of the IXI-UMS Kernel lines.

Konsolenstamm	Channels (LOCAL)			
Channels 	Status Channel 1 Channel 2	Description Waiting for incoming call Ready		

The status of a line can be:

- Ready
- Starting up....
- Waiting for incoming calls
- Inactive
- Sending
- Receiving

A transmission can be interrupted via the button



If a GSM data adapter is connected, it is also displayed as channel.

4.1.2 Queue

The queue view shows information about jobs that are currently in the IXI-UMS Kernel queue.

Queue (LOCAL)								
Drag a column header here to group by that column								
1	(i) (i)	1	Job Status 🛛 💌	Sender address 💌	Recipient address	 Last Modification 	∇	Transmission Attempts 💌
5	Ì		IN PROGRESS	ixi-ums kernel	01602063098	8/12/2004 5:37:56	PM	1
- 5	\$!	IN PROGRESS	ixi-ums kernel	3493	8/12/2004 5:37:50	PM	1

More functions:



Lets you send a test message



Refreshes the view



Deletes a job from the queue



Lets you change the priority of a job

By double-click on a job in the list view, you can see the details of the job.

If you want to see the underlying fax message to the job entry, you can see it by double-click on the fax message symbol.
🌆 Job Det	ails			×
K	2			
From:	IXI-UMS Kernel		Sent:	
To:	340		Priority:	HIGH
Subject:	Test Message from	XI-UMS Kernel	Service:	FAX
General	Job			
Туре:		OUT		
Departm	ent:			
Connect	or:	IXI-UMS Kernel Test		
Last Mod	dification:	12/18/2002 4:52:36 PM		
Filename	e:	C:\IXI-UM~1\9.0UH		
	•			
FAX mess	sage			
1				
Ø	This requir	es that you activated "Archive associa	ted files	" in General Journal

4.1.2.1 Queue View

The queue view shows information about outgoing jobs that are currently in the IXI-UMS Kernel queue. In the list view you will see the most important information about the job like:

Туре	Inbound (yellow arrow) Outbound (blue arrow)
Service	Fax/SMS/Voice/Alert
Priority	High/Normal/Low
Status	e.g. IN PROGRESS
Sender/Recipient Address	
Last Change	Time of last modification
Transmission Attempts	Number of transmission attempts

You can restrict the number of jobs displayed in the list view using:

a) Filters

Queue (LOCAL)									
Drag	a columr	n heade	er here to group by	that column					
٣	- 	1	Job Status 🛛 💌	Sender address 💌	Recipient address 💌	Last Modification	∇	Transmission Attempts	•
5	L D	!	IN PROGRESS	ixi-ums kernel	(All) (Custom -)	8/13/2004 3:02:10) PM		1
🐬 🍰 🚦 IN PROGRESS ixi-ums kernel		1(Custom) 01602063098	8/13/2004 3:02:04	PM		1			
					3493				

You can apply a filter on the list view by clicking on the button on the right side of the column header. This button appears only in the header of the columns which allow filtering. For the filter condition, you can choose either a value from the list or specify a custom filter by selecting custom.



It is not possible to set a filter on all the categories.

b) Groups

You can group the list view by particular columns. Just drag a column header to the gray area above the list view and drop it.

Queue (LOCAL)						
Recipient address 🛆 💌	0					
۲ 🚯 !	Job Status 🛛 💌 Sender a	ddress 💌 Last Modification 👘	💌 Transmission A	ttempts 💌		
🖃 Recipient address : 01	602063098					
S	IN PROGRESS ixi-ums ke	mel 8/13/2004 3:02:10) PM	1		
E Recipient address : 3493						
- 🗾 🎭 🚦	IN PROGRESS ixi-ums ke	mel 8/13/2004 3:02:04	PM	1		

Double clicking on a job in the list view shows the job details. You can even view the file associated with the transmission by double-clicking on the icon at the bottom of the General tab.

٢	This requires that you activated "Archiv	ve associated files" in General Journal
Job Details	As Kernel Message from IXI-UMS Kernel OUT	Sent: Priority: HIGH Service: FAX
Connector: Last Modification Filename:	IXI-UMS Kernel Test on: 12/18/2002 4:52:36 PM C:\IXI-UM~1\9.0UH	
FAX message		<u>C</u> lose

4.1.2.2 Sending Test Messages

In the queue, a test message can be sent via the button

The "Sending Test Messages Feature" helps you to find out whehter IXI-UMS Kernel is configured correctly.

It is obligatory to enter a recipient number and to determine the service to be used: Fax, SMS, Voice or MWI.

\mathbb{M}	Test IXI-UMS Kernel		×
	Fax/SMS Recipient number	5985115554	
	ISDN Originator Address		
	Message type	FAX 💽	
		SMS VOICE MWI on MWI off	
			<u>S</u> end <u>C</u> ancel

Some PBX's do not allow outside calls if no **ISDN Originator Address** is specified. If IXI-UMS Kernel is connected to such kind of a PBX, please specify an appropriate ISDN Originator Address.

4.1.3 Journal

0

The feature journaling and archiving must be licensed and may not be free of charge, depending on which version of IXI-UMS you apply. All the sent and received messages are logged in the journal.

Jour	Journal (http://localhost:8890)						
	📃 🕃 🔂 🧖 🖹 - 🆓 Open Backup						
D							
Drag	a column ne	eader ne	ere to group by that column				
7	1839 💌	5	Transmission time 🛛 🔽	Recipient address	•	Sender Address 🛛 💌	Mail From
5	\$	8	07.04.2008 14:32:28	08142479943		+49 8142 4799	+49 81 42 4799489
5	<u>_</u>	- 😣	07.04.2008 14:32:24	0598715896		+49 8142 4799198	krausem@supportkess.loc
S	<u>s</u>	- 😣	07.04.2008 14:30:26	08142479943		+49 8142 4799	+49 81 42 4799489
. 🗾	<u>_</u>	- 😣	07.04.2008 14:30:22	0598715896		+49 8142 4799198	krausem@supportkess.loc
5	Ø	~	07.04.2008 14:29:47	314		+49 8142 4799	ixi-ums kernel
1		×	07.04.2008 14:29:28	004315987421		+49 8142 4799753	kruegerc@supportkess.loc
7	<u></u>	\checkmark	07.04.2008 14:29:24	08142479943		+49 8142 4799	+49 81 42 4799489
	🕂 💫 💦 17.04.2008.14-29-20 0598715896 💵 🗚 9.8142.4799198 krausem@cupportkees.lgc 🚬						
Record	Record count: 20 / 20						



More features:

The journal additionally offers the possibility to create analyses and reports.

The following features are possible:



The journal is not contained in the range of performance of the standard license in every edition but has to be ordered and licensed additionally, if desired.

4.1.3.1 Journal View

In the journal view, all past incoming and outgoing transmissions are listed. The list view gives you the most important information about the transmission:

Туре	Inbound (yellow arrow) Outbound (blue arrow)			
Service	Fax/SMS/Voice/Alert			
Transmission Status	Overall result of the transmission (OK or FAILED)			
Transmission Time	Date/Time of transmission			
Recipient Address Sender Address				
Double clicking on a transmission record gives you more details about the transmission.				

You can restrict the number of transmission records in the list view using:

a) Filter

Jour	Journal (LOCAL)						
D			en te mere hu that asheer				
Drag	a column ne	eader ne	re to group by that column				
7	1938 💌	51	Transmission Time 👘 🔻 💌	Recipient address	Sender Address 🔽		
5	9	\checkmark	8/13/2004 4:17:28 PM	+4981425589664	(All) (Sustan)		
- 2	s.	×	8/13/2004 4:16:57 PM	+49814247993450	+4916025632541		
- 5	<u>s</u>	×	8/13/2004 4:15:57 PM	+49814247993450	+498142479996128		
- 5		×	8/13/2004 4:13:51 PM	+4981424799456	+498925436526		
		×	8/13/2004 4:05:28 PM	+49814247991234	+4303/0300344		
- 5	ş.	×	8/13/2004 4:05:17 PM	+49814247991234	+498142479996128		
<u>-</u>		8	8/13/2004 4:03:51 PM	+498142479996128	+4916025632541		
5	<u>s</u>	×	8/13/2004 4:02:36 PM	+49814247993493	+498142479996128		
5		× .	8/13/2004 4:02:35 PM	+491602063098	+498142479996128		
	0,	×	8/13/2004 3:05:28 PM	+49814247995523	+498978566544		

You can apply a filter on the list view by clicking on the button on the right of the column header.

b) Groups

Ja	Journal (LOCAL)					
	2	2 🗖	-	B		
Se	Sender Address 🗸 💌					
٣		🚳 💌	5	Transmission Time	-	Recipient address
-	Sender	r Address : +	+498978	566544		
	- 2	Ø,	~	8/13/2004 3:05:28 PM		+49814247995523
Ξ	Sender	r Address : +	+498925	436526		
	- 2	<u>_</u>	× .	8/13/2004 4:16:57 PM		+49814247993450
Ξ	Sender	r Address : +	+498142	479996128		
	5	<u>_</u>	× .	8/13/2004 4:02:36 PM		+49814247993493
	5	2	× .	8/13/2004 4:02:35 PM		+491602063098
	5	<u>_</u>	× .	8/13/2004 4:05:17 PM		+49814247991234
	- 5		× .	8/13/2004 4:05:28 PM		+49814247991234
	5	2	× .	8/13/2004 4:13:51 PM		+4981424799456
	5	<u>_</u>	× .	8/13/2004 4:15:57 PM		+49814247993450
	5	Ø	×	8/13/2004 4:17:28 PM		+4981425589664
Ξ	Sender	r Address : +	+491602	5632541		
	- 2	1	- 😣	8/13/2004 4:03:51 PM		+498142479996128

You can group the list view by particular columns. Just drag the column header to the gray area above the list view and drop it there. If you group by transactions, you can see all the transmissions belonging to the same transaction (e.g. a single outgoing fax message can cause several transmissions as the first attempts may be unsuccessful).

4.1.3.2 Journal Details

By double-clicking on a transmission protocol, more details about the transmission and a link to archived faxes are indicated. When archiving is activated, the fax can also be opened by double-click.

General Transmission Details:

📝 Call Details					×
K					↑ • ↓ •
From: +49 8	3142 4799123 [k	rausem@supportkess.loc]		Date:	12/18/2002 4:40:04
To: 43				Priority:	
Subject: Angel	bot an Kd: Meie	r		Service:	FAX
General Call	Transmissi	on			
Туре:		OUT			
Original Recip	pient Address;				
Connector:		IXI-UMS Kernel Test			
Connector ID	:				
B-Channel:		0			
ISDN Control	ler:				
VoxML URL:					
Route Metho	d:				
Associate File	e Name:	20021218153600-7.0UH.of:	x (file is not availab	ole)	
					<u>C</u> lose

From	Sender address
То	Recipient address
Subject	Subject of message (can be turned off, see Journal Configuration)
Date	Date and time of sendingSendedatum/ -zeit
Service	Address type
Туре	Incoming / Outgoing
Recipient Address	
Connector	Name and ID of Connector where the message originated from
B-Channel	Number of B-Channels used for the transmission
ISDN-Controller	ISDN Controller used for the transmission
VoxML Url	[Inbound only]: VoxML Url called
Routing Method	[Inbound only] Routing method used
Associate File Name	Filename of the file which contains the data used in the transmission. By default the file will not be stored in the file system (can be turned on, see <u>Journal Configuration</u>)

Call Details:

In the call and connection details tab you can view the result codes for the connection attempt and the transmission.

📝 Call Details			×
I			↑ • ↓ •
From: +49 8142	4799123 [krausem@supportkess.loc]	Date:	12/18/2002 5:34:33
To: 43		Priority:	
Subject: Angebot a	an Kd: Meier	Service	: FAX
General Call	Connection		
Status Code:	2000		
Status:	No connection to remote		
Charge:	0		
Charge in Local Currency:	0		
Billing Code:	<inv></inv>		
Remote Station:			
			<u>C</u> lose

Status

Charge

Charge in Local Currency

Billing Code

Remote Station

Duration

Connection Details:

📝 Call Details			×
K			↑ • ↓ •
From: +49 8142	4799123 [krausem@supportkess.loc]	Date:	12/18/2002 5:34:33
To: 43		Priority:	
Subject: Angebot	an Kd: Meier	Service:	FAX
General Call	Connection		
Status Code:	3493		
Status:	3413: No answer from user (user alerted)		
			Close

Status Code

Status

Resolution

Speed

Number of Pages

4.1.3.3 Journal Reports

You can create journal reports directly from the IXI-MMC.

You can choose between two report types (by user or by billing code). By user will group the data by calling party/called party number so that you get an overview of the inbound and outbound transmissions of a particular user. By billing code groups according the billing code so you get an overview of the transmissions of people using the same billing code.

1. Select the journal data used in the report

Select start/end date for report	×
Days 💌	
Today	
C Last 1 Day(s)	
<u> </u>	

You have the following options:

- Create a report for the current day or the last n days (including the current day)
- Create a report for the current week or the last n weeks (including the current week)
- Create a report for the current month or the last n months (including the current month)
- Select a start and end date

2. View the report

Print Preview	i = A	s e	3 🗖	l a≩ Dhse			
Thumbrails Cours 4							
Searc · ·	0				D-1-04		-
	Company servonic Gm	DH		Journal Report	Late 8/1	3/2004 5:02:20 PM	
			FROM: 8/13	/2004.00:00:00 TO: 8/13/2004.11:59:59 PM)			
	User + 49814247993 4	150					
	Transmission Time	Туре	Senice	Remote Party Number	Result	Charge	
	8/13/2004 4:16:57 PM	IN	FAX	+498920430626	UK Tota	U 1: 0	
	User + 49814247995 5	523					
	Transmission Time	Type	Senice	Remote Partly Number	Result	Charge	
	8/13/2004 3:05:28 PM	IN	VOICE	+498978566544	0K	0	
					Tota	d: D	
	^{User} + 498142479996	6128					
	Transmission Time	Туре	Senice	Remote Party Number	Result	Charge	
	8/13/2004 4:17:28 PM	OUT	VOICE	+4981425589664	OK	0	
	8/13/2004 4:15:57 PM 8/13/2004 4:13:51 PM		F.AX SMS	+49814247993400 +4981424799456	OK OK	0	
	8/13/2004 4:05:28 PM	ουτ	SMS	+49814247991234	ÖK	ŏ	
	8/13/2004 4:05:17 PM	ол	FAX	+49814247991234	OK	0	
	8/13/2004 4:03:51 PM	IN	SMS	+4916025632541	FAILED	0	
	8/13/2004 4:02:36 PM 8/13/2004 4:02:35 PM		EAX SMS	+49814247993493 +491602063098	UK OK	0	
	0110120011.02.001101	001	01010	101000000	Tota	i: 0	

The report lists all inbound and outbound transactions of each user in detail including:

- Transmission Time
- Service
- Recipient Address
- Overall result
- Charge

4.2 IXI-UMS Kernel Configuration

All the IXI-UMS Kernels of the Version 5.7x can be configured via this snap-in.

🚡 Konsole1 - [Konsolenstamm\IXI-UM	15 Kernel configuration\Com 💶 🗖 🗙
🚡 Datei Aktion Ansicht Fayoriten	Eenster ?
⇔ → 🗈 🖬 📽 💀 😫	
Konsolenstamm IXI-UMS Kernel configuration Computer: localhost General Server site Hardware Spooling Connectors DDI Mapping Render Connector Extended user look-up Sender Identification Addons License Information	Name Server site Hardware Spooling Connectors DDI Mapping Render Connector Extended user look-up Sender Identification Addons License Information

4.2.1 General

The settings here affect the view and the journal.



4.2.1.1 General

IXI-UMS Kernel ID	Used when multiple servers are connected to one Connector.
	Example: IXI-UMS Kernel 1: IXI-UMS Server ID = "00" IXI-UMS Kernel 2: IXI-UMS Server ID = "10"
Refresh Interval	 Determines in which period the line view is updated.
Delay between outgoing calls	Some ISDN devices (S $_{\rm 2M}$) may have problems making calls within short time intervals. In these cases, the delay value can be set to a value higher than 0.

🅙 General (localhost)	×
General Journal Backup	
IXI-UMS Kernel ID Refresh interval Delay between outgoing calls	00 3 • (s) 1 (ms)
	OK Cancel Apply

4.2.1.2 Journal

The settings here have influence on the behavior of the journal. It can be determined which infomation is logged and how the journal shall be indicated. The archiving of messages can also be activated here.



This tab is only available if your IXI-UMS Kernel license includes the journal feature.

Logging	Enables/disables journal logging. When disabled, no journal records will be written.
Substitution Character	Defines the substitution character used in order to garble parts of the log-information - e.g. parts of the "dialed" number.
Archive associated files	Activates and deactivates the archiving of faxes. If the archiving is active, the fax can be opened via the detail view in the queue and the journal.
Archive Directory	Determines the path to the directory in that the messages are archived or stored.
Log "Subject" field	The subject field is logged in the journal. You can hide the last x characters from the field (e.g. they will be replaced with the substitution character).
Log "Sender Address" field	Sender address is written to the journal. You can hide the last x characters from the field (e.g. they will be replaced with the substitution character).
Log "Recipient Address" field	Recipient address is written to the journal. You can hide the last x characters from the field (e.g. they will be replaced with the substitution character).
Nuber of hidden Characters (from right)	It is determined with the option whether and how many digits can be overwritten with the replacement character.
Company Name (for journal report)	The value stated here is added to the report.

🗴 General (localhost) 🛛 🛛 🗙
General Journal Backup
Substitution character
Archive associated files
Archive Directory E:\Servonic\IXI-UMS Kernel\DB\Archive
Log 'Subject' field
Number of hidden characters (from right)
Log 'Sender Address' field
Number of hidden digits (from right)
□ Log 'Recipient Address' field
Number of hidden digits (from right)
Company name (for journal report): LimbH
<u>□K</u> <u>C</u> ancel <u>Apply</u>

4.2.1.3 Backup

The journal data base should be emptied regularly, as otherwise it takes to long to open the data

base in order to display the journal. Depending on how many faxes are sent daily / weekly, it may make sense to perform the backup more often than in the default setting.

🖲 General (localhost) 🛛 🔹 🔊
General Journal Backup
Settings for automatic backup
□ ■ Backup at size of database □ Last backup at
5 MB 2007-03-23T09:46:53+01:00
Time-dependent
monthly - default
Backup path
E:\Servonic\IXI-UMS Kernel\DB\Backups
<u>OK</u> <u>Cancel</u>

When "Archiving" is activated, the archived files are stored to the stated path with the journal data base.

For this, an own directory with date is set up for every backup.

A backup can be opened via the journal display.

4.2.2 Server Site

These are dependent on the settings of the PBX and responsible for creating the recipient number.



4.2.2.1 General

In Server Site you can specify the IXI-UMS Kernel site settings like:

Country Code	Country code of the country where the IXI-UMS Kernel installation is located.
Area Code	Area code of the IXI-UMS Kernel installation without the leading 0. For Olching, this would be 8142.
	Known exceptions: Italy - here, the leading 0 has to be entered.
Subscriber Number	Subscriber number of the IXI-UMS Kernel installation. With PP, the main number has to be entered in the field in most cases. With PMP, the field often stays empty.
	OPlease have a look at the PBX configuration sheet filled out by your PBX-technician.
National AccessCode	Code to be added to the called number in outgoing messages within the country.
International Access Code	Code to be added to the called number in outgoing messages leaving the country.
Outside Line Access	Code to be dialed for getting a call out of the PBX (added to the called number in outgoing messages).
Intern Length	Length of internal numbers (used to decide if an outside line access must be used).

🦥 Server Site	×
General Number Conversion Defaul	t Recipient DDI
Server Site Address	
Country Code Area Code	Subscriber Number
+ 49 8142	4799
National Access Code	0
International Access Code	00
Outside Line Access	
Intern Length 3	
	<u>O</u> K <u>C</u> ancel <u>Apply</u>

4.2.2.2 Number Conversion

In order to enable the users to reply to a fax, a correctly formatted call number has to be there as sender, e.g. +49 8142 4799666

Depending on what the PBX transmits to the IXI-UMS Kernel, this number might be displayed incorrectly, e.g. +49 8142 08142 4799666 or +8142 4799666 Here, the area code or the outside line access incoming would have to be removed in order to render the call number in the correct format.

Remark:

The hook in the following is to be set only in special cases, e.g. update from old systems.

This entry is only visible if the area code at "General" had been removed. With the removal of the area code, the accompanying delimiter is also removed by default. The number +49 4799555 thus is entered as recipient number.

When the hook is set at "Keep area code delimiter", the delimiter of the area code (a space by default) is kept, thus the number +49 4799555 is entered as recipient number.

Server Site (http://localhost:8890)
General Number Conversion Default recipient DDI
Inbound
Remove area code
Remove outside line access
☐ Keep area code delimiter
Outbound
O Default
O Dial allways national access and area code
If this Option is checked then 0 is dialed
<u>O</u> K <u>Cancel</u> <u>Apply</u>

In some countries, the area code has to be dialed also with local calls. In this case, the IXI-UMS Kernel has to be adjusted accordingly.

4.2.2.3 Default Recipient DDI

When an Exchange 5.5 Connector, a FAPI Connector or an SAP R/3-Connector is installed, undeliverable messages are sent to the recipient adjusted here.

If this recipient also is not entered in the mail system or cannot be found, the message goes to the "InError"-directory of the IXI-UMS Kernel.

🃚 Server Site (LOCAL)	×
General Number Conversion Default Recipient DDI	
Default Recipient Address Server Site Address +49 8142 4799	Default Recipient DDI
<u> </u>	<u>Cancel</u>

This fax recipient number **at any rate has to be asssigned** to a user in SAP R/3 or Exchange 5.5.

If this recipient is not maintained in the respective system or cannot be found, the message goes to the "InError"-directory of the IXI-UMS Kernel.

When using SMTP-based Connectors (Exchange 2000/2003, IBM Lotus Domino, IXI-UMS SMTP Connector) it may also make sense to enter a Default recipient address. For example, if no extension is transmitted to IXI-UMS, the Kernel uses the Default recipient for the delivery. One example: With an incoming SMS (via GSM data adapter), no routing information (<extension>#) is available.

4.2.3 Hardware

0

The settings for the connection to the PBX / NTBA are made here and the services are configured.

By marking the single service and then open them with "Edit", different configurations can be made.

If no ISDN-board has been detected during the installation because it had been installed subsequently or exchanged and re-installed, it can be "read" by means of "hardware detection".

Information	X
Hardware detection found 1 ISDN Controller Current hardware settings may be overridden if the detected har OK? Yes	dware settings wil be added. Is this
Hardware (localhost) Description Device: Service:	×
 ISDN All Purpose (PrimuX ISDN 3.5.3876 (c) 1995-2005 Gerde FAX SMS Voice Alert OCR 	Add Edit Delete
Hardware detection	Apply

Via the button "Add", additional services / devices can be added in order to change the method for SMS sending / reception, for example, or add the MWI feature.

Normally, the following devices can be selected:

- GSM Data Adapter
- SMS Modem
- SMS Custom
- Non-ISDN Alert

Select device	×
Please select the type of device you want to install	
🛤 ISDN All Purpose	•
ISDN All Purpose	
SMS Modem	
🔒 SMS Custom	
nalogue Fax Modem	
🔥 Non-ISDN Alert	

For processing a service or a device please mark it and choose "Process".



The selection option "ISDN All Purpose" and Analogue Fax Modem" is only available if NO ISDN-board had been detected by means of hardware detection.

4.2.3.1 ISDN All Purpose

When the item "ISDN All Purpose" is marked and opened with "Edit", you can edit the ISDN-Controllers to be used.

🧼 Hardware (localhost)	×
Description	
Device:	
Service:	
ISDN All Purpose (PrimuX ISDN 3.5.3876 (c) 1995-2005 Gi EAX	erde Add
SMS Voice	Edit
Alert OCB	Delete
•	F
Hardware detection	e <u>A</u> pply

Here, controllers and channels can be added or removed.

^{4.2.3.1.1} General

Add ISDN device	×
General Advanced Access Routing	
Controller	Add
 1. Controller(2 B-channels) 2. Controller(2 B-channels) 3. Controller(2 B-channels) 4. Controller(2 B-channels) 	Edit Delete
Used controllers count 4 Start with controller 1 Channels exclusively reserved for receiving 0 Total controllers: 4 Total controllers: 8	
	<u>C</u> ancel

Used controllers countIf an ISDN-board has 4 controllers, for example, but not all of them
shall be used, the number of used controllers can be determined here.Start with controllerControls which of the ISDN controllers that are built into your computer
the IXI-UMS Kernel starts to use. This makes sense if you have
another ISDN application running on the machine which then can use
the first ISDN controller exclusively while IXI-UMS uses the rest of the
ISDN controllers.Channels exclusively
reserved for receivingSets the number of B-Channels which will be used for receiving
messages exclusively. That way you can make sure that you are able
to receive e. g. fax messages even when a fax mailing is going on
which would otherwise use all the available B-Channels.

Via Edit and marking of the controller, the number of the available channels can be indicated and edited, if necessary.

Controller Details	×
Access type:	Point-to-Multipoint
Main number:	
B-channels:	2



If all the detected controllers are on one ISDN board, no controller must be deleted via "Remove". When only a small number of controllers shall be used, please choose **Number of Used Controllers**

4.2.3.1.2 Advanced

Here it is adjusted how unacceptable calls are answered. This can only be adjusted when the extension is defined via the $\underline{\text{DDI-Mapping}}$

Unacceptable calls	 Defines the action taken for calls which IXI-UMS Kernel does not accept: Send ignore response The call is ignored but available for other applications. Send reject response The call is rejected. The PBX stops the call.
DTMF method	 can be performed by IXI-UMS Kernel itself (software) or IXI-UMS Kernel can use the ISDN device DTMF detection (if supported). Auto detect means IXI-UMS Kernel uses hardware detection if available, software detection otherwise.

Add ISDN device	×
General Advanced Access	Routing
Unacceptable calls	Send ignore response
DTMF method	Auto detect
	OK <u>C</u> ancel

4.2.3.1.3 Access

Here it is set whether the ISDN-controller is connected via a point-to-multipoint access or a point-to-point access.

Please keep in mind the data in the PBX configuration sheet filled out by the PBX-technician

dd ISDN device	×
General Advanced Access Routing	
-åcce**	
Point-to-Multipoint	
C Point-to-Point	
Internal code	
Number of Direct Dialing Digits	

Point-to-Multipoint (PMP)Please choose this setting if the IXI-UMS Kernel is connected to a point-to-multipoint access (of the PBX).Point-to-Point (PP)Please choose this setting if the IXI-UMS Kernel is connected to a point-to-point)access of the PBX).Internal CodePlease enter the main number here, provided that it is transferred by the PBX.Number of Direct Dialing DigitsWhen a point-to-point access is selected here, the maximum number of extension digits MUST be stated here.
When 3-digit and 4-digit extensions are used, you have to enter 4 here.

See also:

- Types of ISDN accesses

4.2.3.1.4 Routing

Routing is this context means the assignment of call number information to a user. IXI-UMS provides several methods for this.

By Default, all the incoming messages are routed to the mail server by the "Called Address" (CalledPTYN).

The called address is assigned to a user who receives the message.

In contrast to this routing method, IXI-UMS Kernel offers the following options:

by Redirection	Inbound routing via the redirected number. For example, redirection of all telephones to one UMS number with announcement (ABA). The left voice mail is forwarded to the UMS number, that the caller dialed originally (original telephone number). This number must be administered in the mail system.
by DTMF	When calling this number, the wanted extension must be entered after announcement request by DTMF subsequently.
Announcement file	File that shall be played as announcement calling.
Number of digits	Number of the digits that shall be played as "extension".
by Caller Address	Incoming messages are delivered to the mail system on the basis of their sender information.
DDI	DDI - Direct Dialing In, for that the routing via Calling Party Number is valid. I

DDI - Direct Dialing In, for that the routing via Calling Party Number is valid. If no DDI is entered, the procedure is valid for all the dialed extensions.

Add ISDN device	×
General Advanced Access Routing	
☐ by Redirection	
DDI	
Announcement file]
Number of digits	
🔲 by Caller Address	
DDI	
Automatically go to PIN validation	
🔽 by DDI	
	<u>C</u> ancel

See also Optional Features

4.2.3.2 Fax

• General:

"**Append DDI to station ID signaled to caller**": A calling fax machine gets signaled as station ID: Sender ID field (see <u>License</u>) plus called DDI.



In addition, it can be fixed whether in the feedbacks the fax should be suspended or not.

• Reports

It can be determined whether and when sending reports shall be created.

ISDN (All j	purpose) Fax 🛛 🔀					
General	Reports Advanced Logging					
Generation of Reports						
•	Always generate reports					
0	Generate reports only in case of an error					
0	Never generate reports					
Repl	ies with original fax as attachment Sending report does not include the original fax file					
 Unly non deliverable sending reports include the original fax file All conding reports include the original fax file 						
	Air senoing reports include the original rax file					
	OK <u>C</u> ancel					

Moreover it can be determined, whether the fax shall be attached to the sending report. With positive sending reports, only a report text is stated in the e-mail by default; with negative reports, the respective fax is attached additionally.

• Advanced:

"Maximum speed" for the fax transmission.

ISDN (All purpose) Fax 🛛 🔀					
General Reports Advanced Logging					
Accept delay Voice or Fax reception	0 in seconds				
Accept delay Fax reception	0 in seconds				
Maximum speed	Maximum				
	OK <u>C</u> ancel				

• Logging:

"CAPI Trace Level": Sets the trace level for the ISDN device.

"Logfile for": Opens a B-Channel log for viewing. IXI-UMS Kernel generates a log file for every B-Channel.

ISDN (All purpos	e) Fax		×
General Repor	ts Advanced Loggin	ng	
CAPI Trace	Level Disabled	•	
		0K	<u>C</u> ancel

0

0

This is a trace that can only be analyzed by well-trained staff. When the traces shall be analyzed by serVonic GmbH, a **PBX Configuration Sheet** that has been filled out by the respective PBX-technician is **mandatory** ! In addition to that, **only the current unsolved problem** should be contained in the trace, this means only one call, fax etc. should be traced.

Please take into account that the trace-files can get big very quickly. You should activate the traces only as long as it takes to analyze the problem!

4.2.3.3 SMS

In case that the SMS-sending shall be done via ISDN-board, the SMS-settings can be conducted at "ISDN (All purpose)".

• General

Country	SMS configuration for selected country. This contains e.g. a list of mobile providers and provider access numbers.
Mode	Depending on the country, there are <u>different ways for sending SMS</u> In Germany, the Mode "MobileProviderDialup" = SMS via CAPI "Festnetz AnnyWay" = "SMS via fixed lines" via the provider AnnyWay and "Festnetz T-Com" = "SMS via fixed lines" via the provider T_Com can be chosen. There are different configuration possibilities for every country. As far as serVonic is informed, the configurations are included in the table. For further information, please contact your local provider or serVonic@serVonic.com.
Max. Messages	Maximum number of SMS messages which are sent for one e-mail message. This happens if the e-mail message size exceeds the SMS size (usually 160 characters).

19	SDN (All purpose) SMS				
	General Reports	Advanced Edit Logging			
	Country	Germany			
	Mode	Festnetz_AnnyWay			
	Max messages	2			
		OK <u>C</u> ancel			

0

"MobileProviderDialup": is no longer supported by every provider and should not be used any more.

"Festnetz AnnyWay": Problems with the time- / date-transmission and with FlashSMS have been reported.

• Reports

It can be determined, whether and when sending reports shall be created.

I	ISDN (All purpose) SMS					<			
	General Reports Advanced Edit Logging								
	Generation of Reports								
	 Always generate reports 								
	Generate reports only in case of an error								
	O Never generate reports								
					OK	<u>C</u> ancel			

• Advanced:

"Handling of SMS messages with high priority"

- Send Normal SMS
- Send Flash SMS
- Send Normal and Flash SMS

A Flash SMS appears directly on the mobile phone screen and is NOT saved in the 'Inbox'. For this reason, the combination of normal and flash SMS may make sense.

ISDN (All purpose) SMS
General Reports Advanced Edit Logging
Handling of SMS messages with high priority
Send normal and Flash SMS
Send Option
automatic
O subject and mail text are sent as short message
O message text is sent as short message
O subject is sent as short message
OK <u>C</u> ancel

Under "send options" can be fixed which part of e-mail should be dispatched as an SMS.

• Edit:

"Edit SMS Configuration file": Lets you edit the SMS configuration file. "Edit SMS Provider file": Lets you edit the SMS provider file.

ISDN (All purpose) SMS	×
General Reports Advanced Edit	Logging
Edit SMS configuration file	Edit
Edit SMS provider file	Edit
	OK <u>C</u> ancel

Note: Only administrators familiar with SMS configuration should edit these files!

• Logging:

"**CAPI Trace**": Enable/Disable CAPI Trace. "**Log**": Enable/Disable Logging.

ISDN (All purpose) SM	5	×
General Advanced	Edit Logging	
CAPI Trace	Disabled	
Log	Disabled Show Log	
	OK <u>C</u> ancel	

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0

This is a trace and log that can only be analyzed by well-trained staff. When the traces shall be analyzed by serVonic GmbH, a **PBX Configuration Sheet** that has been filled out by the respective PBX-technician is **mandatory** ! In addition to that, **only the current unsolved problem** should be contained in the trace/log, this means only one call, fax etc. should be traced.

Please take into account that the trace-files and log-files can get big very quickly. You should activate the traces/logs only as long as it takes to analyze the problem!

4.2.3.4 Voice

Please do not change anything here, except on instruction of serVonic GmbH.

By default, an announcement with the dialed extension is read and the caller can leave a message when a call comes in at an IXI-UMS number.

• General:

ISDN Voice Coding

Sets the voice codec used. A-Law is used in Europe while U-Law is used in the US.

In the ISDN Voice Coding, no changes should be made for the operation in Europe. Changes should only be made on instruction of the company serVonic GmbH.

ľ	SDN (All purpose) Voice 🛛 🗙	
	General Reports Advanced Voice Mail Logging	
	ISDN voice coding Auto detect	
	OK <u>C</u> ancel	

• Reports
It can be determined, whether and when sending reports shall be created.

Advanced

Accept delay Voice or Fax	Determines, how many seconds the IXI-UMS Kernel waits in order to
reception	accept a call for the services Fax and Voice.

Accept delay Voice recption Determines, how many seconds the IXI-UMS Kernel waits in order to accept a call for the service Voice.

ISDN (All purpose) Vo	pice		×
General Reports 4	Advanced Voice Mail	Logging	-1
Accept delay Voice	e or Fax reception	0 in seconds	
Accept delay Voice	e reception	0 in seconds	
		OK Canc	el

• Voice Mail:

File format

Ochanges should only be made on instruction of the company serVonic GmbH.

Sampling rate

Ochanges should only be made on instruction of the company serVonic GmbH.

The minimum and the maximum recording duration of the voice box can be adjusted as desired.

Minimum recording duration of Voice Box	A voice mail message must have the specified minimum length otherwise it will be discarded.
Maximum recording duration of Voice Box	A voice mail message can not be longer than the specified maximum length. After this time interval the recording of the message will be aborted.

I	5DN (All purpose) Voice
	General Reports Advanced Voice Mail Logging
	File format
	Sampling rate 8000
	Minimum recording Duration of voice box 3 in seconds
	Maximum recording 240 in seconds Duration of voice box
	OK <u>C</u> ancel

Logging:

Not available. The logging is made via the Fax - CAPI Trace.

I	SDN (All purpose) Voice 🛛 🗙
	General Reports Advanced Voice Mail Logging
	CAPI Trace Level Disabled
	OK <u>C</u> ancel

4.2.3.5 Alert

General:

Here, the setting for the <u>"Message Waiting Indication" connection to the PBX</u> is done.

Some of the frequently used configurations are deposited here and can be selected.

ISDN (All purpos	e) MWI
General Edit	1
MWI Types	Unknown
	OK <u>C</u> ancel

"MWI Types": You can select a MWI Type here. The MWI Type depends on the PBX you are using.

It is NOT adjusted here when the MWI is set !!!

Edit:

٢

"Edit Alert Configuration File": Lets you open the alert configuration file.

ISDN (All	purpose)	MWI		×
General	Edit			
Edit A	Alert Config	uration File	Edit	
			OK	Cancel

See Cisco (XCAPI), DIAL ISDN, Q-SIG and ETSI

4.2.3.5.1 VoIP (XCAPI)

When the PBX is connected via a VoIP Connecting Module, no configurations are required by default, except int he <u>Configuration of the PBX</u> and the XCAPI.

- Tracelevel The tracelevel for the MWI-module is set here. This value is 0 by default and should only be changed upon advice of serVonic GmbH.
- Compatmode This value determines in which form the **IXI-UMS Kernel** processes the MWI messages. Basically, the option "Compatmode=0" should be selected. In this way, the MWI messages from the messaging system can easily be set with 1 or 0. Note: The Compatmode=1 is only used in special configurations
- MakeCtrlUser Here it is determined what the MWI module does with the job if no ISDN sender ID is deposited in the jobfile.
- CtrlNum Here the wanted Controller needed for the setting of MWI messages is entered.

The default settings should only be changed upon advice of serVonic's support department.

[GLOBAL]

- ; Tracelevel 0 = no trace, 1 to 250 trace with more or less details; recommended 0 or 200
- e.g. Tracelevel=200 Default: 0
- ; Default: Tracelevel=0
- I racelevel=0
- ; Compatmode 1 = compatbility/emulation with/of Infotext/"Associated Services"
- set infotext with 7568<Dest><InfoNum>

clear infotext with 7668<Dest><InfoNum>

- 0 = MWI mode
 - set MWI with 1<Dest>
 - clear MWI with 0<Dest>

Compatmode=0

; MakeCtrlUser = Method how ControllingUserNumber is made, Default = 1 ; 1 = no change, no ignore job

MakeCtrlUser=1

[CAPI] ; CtrlNum = Number of ISDN Controller to be used; Default = 1 CtrlNum=1

4.2.3.5.2 Dial ISDN

With this kind of signaling, the code numbers for "MWI on" and "MWI off" are sent to the PBX together with the respective phone extension as dialing information. The IXI-UMS Kernel hereby supports the digits 0 - 9 as code numbers.

Tracelevel The tracelevel for the MWI-module is set here. This value is 0 by default and should only be changed upon advice of serVonic GmbH.

Compatmode This value determines in which form the **IXI-UMS Kernel** processes the MWI messages. Basically, the option "Compatmode=0" should be selected. In this way, the MWI messages from the messaging system can easily be set with 1 or 0. Note: The Compatmode=1 is only used in special configurations

[GLOBAL]

- ; Tracelevel 0 = no trace, 1 to 250 trace with more or less details; recommended 0 or 200
- e.g. Tracelevel=200
- Default: 0

Tracelevel=0

; Compatmode 1 = compatbility/emulation with/of Infotext/"Associated Services"

- set infotext with <OnPrefix><Dest><OnPostfix>
- clear infotext with <OffPrefix><Dest><OffPostfix>
- ; 0 = MWI mode
- set MWI with 1<Dest>
- ; clear MWI with 0<Dest>

Compatmode=0

Definition / parameter for the creation of the dialing information to be sent:

OnPre	Code number for "MWI on"
OnPost	OnPostfix
OffPre	Code number for "MWI off"
OffPost	OffPostfix
OffInsertDest	1,0 Determination how the dialing information is created OffinsertDest = 1
	MWI ON : <onpre><destination><onpost></onpost></destination></onpre>
	MWI OFF: <offpre><destination><offpost></offpost></destination></offpre>
	OffinsertDest = 0
	MWI OFF: <offpre><offpost></offpost></offpre>

; Default OnPre=7568, OnPost=1, OffPre=7668, OffPost= ,OffInsertDest=0

OnPre=7568 OnPost=1 OffPre=7668 OffPost= OffInsertDest=0

[CAPI]

; CtrlNum = Number of ISDN Controller to be used; Default = 1

CtrlNum=1

- ;CallingPTY Optional; overrids the CallinPartyNumber provided in the job file (=received from the messging system). e.g. CallingPTY=4711
- CtrlNum Here the wanted Controller needed for the setting of MWI messages is entered. All the MWI signalings are transmitted via this Controller. It is not possible to state more than one Controller.
- CallingPTY A default sender number can be deposited here. This number overrides existing sender numbers in the Alert jobfile, if applicable, and then is valid for every user. The UMS recipient number or the MWI sender number desposited at the user is sent to the telephone as sender number by default.

4.2.3.5.3 Q-SIG and DSS1

Depending on the PBX, some settings have to be made. The example values entered in the configuration are the default setting in combination with a Siemens Hicom 150 / HiPath 3000.

- Tracelevel The tracelevel for the MWI-module is set here. This value is 0 by default and should only be changed upon advice of serVonic GmbH.
- Compatmode This value determines in which form the **IXI-UMS Kernel** processes the MWI messages. Basically, the option "Compatmode=0" should be selected. In this way, the MWI messages from the messaging system can easily be set with 1 or 0. Note: The Compatmode=1 is only used in special configurations

[GLOBAL]

- ; Tracelevel 0 = no trace, 1 to 250 trace with more or less details; recommended 0 or 200
- ; e.g. Tracelevel=200
- ; Default: 0

Tracelevel=0

- ; Compatmode 1 = compatbility/emulation with/of Infotext/"Associated Services"
 - set infotext with 7568<Dest><InfoNum>
 - clear infotext with 7668<Dest><InfoNum>
- 0 = MWI mode
 - set MWI with 1<Dest>
- clear MWI with 0<Dest>

Compatmode=0

MakeCtrlUser Here it is determined what the MWI-module does with the job if **NO** ISDN Sender-ID is deposited in the jobfile.

- 1 = No changes, send job
- 2 = No changes, do not send job default setting
- 3 = Enter default ISDN Sender-ID and send job
- 4 = Enter default value; if no default number is deposited, do not send job
- 5 = The default ISDN Sender-ID is ALWAYS entered and the job is sent

6 = ALWAYS enter default value; if no default number is deposited, do not send job

PBX:	Recommended Settings:
Hicom150 / HiPath 3000 Hicom 300 / HiPath 4000 Alcatel 4400, OmniPCX Enterprise	MakeCtrlUser = 2 MakeCtrlUser = 4 MakeCtrlUser = 4 or 6 (the D-Channel Protocol ABC-F has to be set at the PBX)

MakeCtrlUser=2

DefaultCtrlUser	Depending on the PBX, a default sender number can or must be deposited. This number overrides existing sender numbers in the Alert jobfile, if applicable, and then is valid for every user. See also MakeCtrlUser. The UMS recipient number or the MWI sender number desposited at the user is sent to the telephone as sender number by default. With the connection to a Siemens HiPath 4000, the "Service Access Number" mu be entered here.			
; DefaultCtrlUser=12345				
[CAPI] ; CtrlNum = Number of ISDN Controller to be used; Default = 1				
CtrlNum=1				
CtrlNum	Here the wanted Controller needed for the setting of MWI messages is entered. All the MWI signalings are transmitted via this Controller. It is not possible to state more than one Controller.			

4.2.3.6 Analogue Fax Modem

If no ISDN-connection but an analogue connection is used for the sending and the reception of faxes, the modem has to added at "Hardware".



With a modem, only the <u>Service Fax</u> is available.

___.



No modem drivers that may have been provided with the modem must be installed.

When "Analogue Fax Modem" is marked and opened with "Edit", the modem can be edited.

Iardware (LOCAL)	×
Description	
Device: Analogue Fax Modem 1 Service(s) to configure	
Analogue Fax Modem	Add
	Edit
	Delete
Hardware Detection	Apply

4.2.3.6.1 Settings

Add Fax Modem	×
Ports	
Modem 1	Add
	Edit
	Delete
General Settings Ring Count 2	
Loudspeaker on	
Tone Dial on Hardware Detection	
OK	<u>C</u> ancel

Via "Add", the COM Port has to be stated, at that the modem is connected, moreover the "modem class". Please refer to your modem user manual.

Modem Setti	ngs 🔀	
Com Port		
Modem class	CLASS1(SFC)	
Error Correction (ECM)		
	<u>O</u> K <u>C</u> ancel	

4.2.3.7 SMS GSM Data Adapter

If SMS shall be sent and received via a GSM data adapter, it has to be added at "Hardware".

Select device	×
Please select the type of device you want to install	
🔋 GSM Data Adapter	•
GSM Data Adapter	
I SMS Modem	
🖡 SMS Custom	
🔔 Non-ISDN Alert	
OK <u>C</u> ancel	

The service entry "SMS" at "ISDN All Purpose" gets inactive.

4.2.3.7.1 Settings

• General:

GSM SMS	×
General Reports	Advanced SIM card Edit Logging
Country	Vereinigte Staaten
Provider	Default
Device	Siemens M1
Com Port	COM1
Max. messages	2
	OK <u>C</u> ancel

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ected to
nail SMS
1

• **Reports** It can be determined, whether and when sending reports shall be created.



• Advanced:

"Handling of SMS messages with high priority"

- Send Normal SMS
- Send Flash SMS
- Send Normal and Flash SMS

A Flash SMS appears directly on the mobile phone screen and is NOT saved in the 'Inbox'. For this reason, the combination of normal and flash may makes sense.

GSM SMS		×
General Reports	Advanced SIM card Edit Logging	
Handling of SMS	messages with high priority	
Send normal and	d Flash SMS 💌	
0 10 K		
Send Uption		
 automatic 		
🔘 subject ar	nd mail text are sent as short message	
C message t	text is sent as short message	
C subject is	sent as short message	
	OK Cancel	

At "Send Option" it can be determined, which part of the e-mail shall be sent as SMS.

• SIM Card:

0

Phone Number	Phone number stored on your SIM card, e.g. 01701234567
--------------	--

PIN

PIN stored on your SIM card

You should clarify in advance with a mobile phone whether the card is released for SMS.

GSM SMS	×
General Reports Advanced SIM car	d Edit Logging
Phone number 01785412581 PIN ****	
	OK <u>C</u> ancel

• Edit:

Normally, a proceeding of the configuration file as well as of the provider file is not necessary. Only if the used device or the provider cannot be selected in the card "General", changes by serVonic GmbH might be required.

GSM SMS	×
General Reports Advanced SIM card	Edit Logging
Edit SMS configuration file	Edit
Edit SMS provider file	Edit
	OK <u>C</u> ancel

Logging:

Please enable the logging for the component SMS here.

The logging should only be enabled with problems in terms of the ISDN connection and upon the advice of serVonic GmbH.

()

Please take into account that the log-files can get big very quickly. You should enable the logging only as long as it takes to analyze the problem!



4.2.3.8 SMS Modem

If SMS shall be sent and received via an SMS Modem, it has to be added at "Hardware".

Select device	×
Please select the type of device you want to install	
👔 GSM Data Adapter	•
GSM Data Adapter	
🚽 🎯 SMS Modem	
👔 🦺 SMS Custom	
🔔 Non-ISDN Alert	
OK <u>C</u> ancel	

The service entry "SMS" or "ISDN All Purpose" gets inactive.

4.2.3.8.1 Settings

General:

Add SMS via modem 🛛 🗙
General Edit Logging
Send delivery report for outgoing message
Country Vereinigte Staaten
Com Port COM2
OK <u>C</u> ancel

Send delivery report for Determines whether IXI-UMS Kernel sends reports for outgoing message		
Country	Select SMS configuration for the specified country	
COM Port	COM port to which the GSM data adapter/mobile phone is connected to	

Edit:

Add SMS via modem		×
General Edit Logging		
Edit SMS Provider file	Edit	
	Edit	
Edit SMS Configuration file		
	OK Cancel	

"Edit SMS provider file": Lets you edit the SMS provider file. "Edit SMS configuration file": Lets you edit the SMS configuration file.

Logging:

Add SMS via modem 🔀				
General Edit	Logging	-		
Log	Disabled			
	OK <u>C</u> ancel			

"Log": Enable/Disable logging.



Please take into account that the log-files can get big very quickly. You should enable the logging only as long as it takes to analyze the problem!

4.2.3.9 SMS Custom

If an SMS device that is not listed shall be used, all the settings can be delivered by you via "SMS Custom".

Select device	x
Please select the type of device you want to install	
🔋 GSM Data Adapter 🔤	·
GSM Data Adapter	٦
🚽 🎯 SMS Modem	
🔒 🦺 SMS Custom	
🔒 Non-ISDN Alert	
OK <u>C</u> ancel	

4.2.3.9.1 Settings

General:

Send delivery report for outgoing message	Determines whether IXI-UMS Kernel sends reports for outgoing SMS
SMS configuration file	Select a SMS configuration file supplied to you.
SMS Provider file	Select the SMS provider file supplied to you.

SMS Custom 🛛 🔀
General Edit Logging
Send delivery report for outgoing message
SMS Configuration file
Drag&Drop your SMS Configuration file
SMS Provider file
Drag&Drop your SMS Provider file
OK <u>C</u> ancel

Edit:

SMS Custom	×
General Edit Logging	
Edit SMS Configuration file V_11\IXI-UMS Kernel\IFSMS\cfg\Custom\sendsms.cfg	Edit
, Edit SMS Provider file	
V_11\IXI-UMS Kernel\IFSMS\cfg\Custom\sendsms.pro	Edit
01	

"Edit SMS configuration file": Edit the custom SMS configuration file. "Edit SMS provider file": Edit the custom SMS provider file.

Logging:

s	MS Custom
	General Edit Logging
	Log Disabled
	OK <u>C</u> ancel

Please enable the logging for the component SMS here.

The logging should only be enabled with problems in terms of the ISDN connection and upon the advice of serVonic GmbH.



Please take into account that the log-files can get big very quickly. You should enable the logging only as long as it takes to analyze the problem!

4.2.3.10 Non-ISDN Alert

Additional device for the MWI service (no ISDN-device).

If the connection of IXI-UMS is via Voice over IP, specific settings for Cisco- and innovaphone-PBX's are needed.

Iardware (localhost)	×
Description	
Device:	
Service:	
ISDN All Purpose (AVM-GmbH) Fax SMS Voice Alert Non-ISDN Alert Alert Alert	Edit Delete
Hardware detection <u>O</u> K <u>C</u> ancel	Арру



Tracelevel	The tracelevel 0, 200 for the MWI-module is set here. This value is 0 by default and should only be changed upon advice of serVonic GmbH.
Compatmode	This value determines in which form the IXI-UMS Kernel processes the MWI messages. Basically, the option "Compatmode=0" should be selected. In this way, the MWI messages from the messaging system can easily be set with 1 or 0. Note: The Compatmode=1 is only used in special configurations
	It is not possible at the moment to switch off the signaling at the telephone automatically.
[GLOBAL] Tracelevel=0 Compatmode=0	

RegName	Here the name is entered, at that the MWI module shall log in at the PBX (H.323 Gatekeeper registration name).
Caller Name	Here a caller name can be deposited in order that the user can expect a new message by means of the caller name.
GKIp	Here the IP-address of the H.323 Gatekeeper is entered. This field is empty by default, and the first H.323 Gatekeeper found is used. If there is more than one H.323 Gatekeeper in the LAN, an IP-address should be entered as well.
Ring	As the MWI module only "rings" short-time at the telephone, at which the message shall be signaled, it is defined here how often is shall ring. A value higher than 1 - from our experience - does not make any sense.

[H.323]

; RegName; registration name e.g. RegName=_MWI_ Default: _MWI_ RegName=_MWI_

; Name; callers name (optional)

e.g. Name=IXI-UMS

Default: <empty>

Name=IXI-UMS

; GKIp; gatekeepers ip address (optional) ; e.g. GKip=1.0.0.10

- Default: <empty>

; Ring; number of rings, the phone plays (optional)

- e.g. Ring=5
- Default: 1

4.2.3.10.2 Modem DTMF

Tracelevel	The tracelevel for the MWI-module is set here. This value is 0 by Default and should only be changed upon advice of serVonic GmbH.
Retry	Here it is defined how often it shall be tried to initialize the modem.
Port	Here you have to enter the port, at that the modem was connected.
Speed	The speed with that the modem shall be addressed is entered here.
Init1 and Init2	The initialization strings are entered here.
DialPrefix	DialPrefix; e.g. DialPrefix=ATDT; Default: ATDT,
DialTimeout	DialTimeout in seconds; e.g. DialTimeout=10; Default: 15
Translate	Definition der Ersatzkennzahlen für die Zeichen * und #. z.B. *=75; #=76

4.2.4 Spooling

General

Make spool settings for repeated delivery of messages. You can specify the number of retries in case of transmission errors and up to 8 time intervals between the single transmission tries. Furthermore, the time window for sending low priority messages can be specified here.

• General

🚯 Spooling					×
General Adv	vanced				
Number of re	etries	2 .			
Retry Inter	vals (in min)				
Interval 1	1	Interval 5	10		
Interval 2	1	Interval 6	20		
Interval 3	4	Interval 7	30		
Interval 4	8	Interval 8	60		
-Time Wind	low for sending Low Pri	iority Messa	ges		
Start	02:00	- End	05:00	•	
			<u>0</u> K	<u>C</u> ancel	Apply

Number of retries	Determines how often the IXI-UMS Kernel tries to send a message. When entering two retries (see screenshot above), the message is sent 3 times all in all.
Retry Intervals (in min)	
Interval 1 8	Determines the waiting period until the next try. If all the 8 intervals as in the screenshot were utilized, a fax would be in the queue at least 135 minutes until the user would receive a sending report.
Time Window for sending Low Priority Messages Start	Faxes with low priority are delivered during the determined time window. This saves money for the sending. With mail merge faxes you should take care that it is technically possible (number of channels) to deliver the faxes within the time window. Determines the start time of the time window.
	Determine the second day of the days of the
Ena	Determines the end time of the time window.

Advanced

You can specify the number of tries if a specific error code occurs during transmission. It does not make sense, for example, to continue with the transmission if the specified number does not exist in the network.

General	advanced			×
Service	e ISDN Cause		Try Co	ount
FAX FAX	No route to des Invalid number	tination	1	
FAX	Unallocated nu	mber	i	
FAX FAX	Incompatible de Number change	estination ed	1	
		Add	Edit	Delete
		<u>0</u> K	<u>C</u> ancel	Apply

4.2.5 Connectors

Sets up the connection to the IXI-UMS Connectors. IXI-UMS Kernel can serve multiple Connectors. The communication takes place via a common directory (so-called Connector Root Directory). Each Connector creates its own subdirectory in this Root Directory with in and out directories where it receives and sends messages from and to IXI-UMS Kernel.

Connectors (LOCAL)	×
General	
Connector Root Directory E:\Servonic\IXI-UMS Kernel\ConnRootDir\CR\	Browse
Connector Routing Entries Ex2003 - *	Add
	Edit
	Delete
<u> </u>	Apply

If you have multiple Connectors connected to your IXI-UMS Kernel, you can specify which Connector should handle which **incoming** messages (by recipient address). For this purpose you must specify the Connector name (directory name) and a routing entry for the Connector:

Set Connector Routing Entry	×
Connector	
IXI-UMS Kernel Test	•
Routing Entry	_
<u> </u>	

The routing entry may contain wildcards (*, ?).

Note: The routing entry must be configured as follows: e.g. +49 8142 xxx*

4.2.6 DDI Mapping

DDI Mapping assigns actions to DDI numbers. You can use wildcards (*, ?) in order to configure a range of DDI numbers. Actions can be:

- Receive fax: Switch to receive fax mode.
- Receive voice: Switch to receive voice message mode. Remark: With this entry, no extended user look-up is done by default. Further information at

"Additional Configuration"

- Receive voice or fax: Detect fax or voice transmission and switches to appropriate mode automatically.

- Ignore: Leave call for another application on the ISDN controller.
- Reject: Reject call.

0

If only the service "Voice" is licensed, only "Voice" may be inserted as service.

٩	DDI Map	ping (WINXPE	NKE55)		×
ſ	ieneral				
	1				1
	DDI	Service	hU	Announcement	Add
	835	Voice			
	73×	rax Ignore			Edit
	×	Fax and Voice	http://10.10.10.211:8		Delete
			<u>K</u>	<u>C</u> ancel	Apply

If the URL for the IXI-UMS Enhanced Voice Package is entered, the user of the respective extension can also make use of the IXI-UMS Enhanced Voice Package.

In few special cases it can be necessaty to set up the routing by means of the last extension digits. Therefore it is also possible to use leading *. Example: *98

Please note that the automatic sort in the list does not work in this case and that you have to execute it manually.

4.2.7 IXI-UMS Render Connector

Here you can determine some settings for the performance of the IXI-UMS Render Connetcor with incoming and outgoing fax messages. Moreover, the feature "Sender Identification" can be configured for incoming messages here,

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provided that it is licensed.

These configurations can only be done on the IXI-UMS machine. The configuration from another machine is not possible at the moment.

4.2.7.1 Faxdelivery

Here you can determine, whether the incoming faxes are delivered to the recipient as PDF and / or as TIF-attachment Anhang in the mail client.

Render Connector (localhost)	×
Faxdelivery Print Incoming Outgoing Fax Coverpage Log	
Deliver Fax in C TIF Format C PDF Format TIF + PDF Format	
OCR: Max. page count; 0 0 = 0CR deactivated Send 0CR text as: Mail text	

At OCR it can be determined, how many pages of an incoming fax are displayed as OCR text and whether the OCR text shall be sent to the user as mail text or as attachment in RTF-format.

Please note that only the e-mail text can be read when listening to the faxd messages via IXI-UMS Enhanced Voice Package.

4.2.7.2 Print Incoming

Incoming faxes with or without report can be printed on a printer in the network. You can determine whether only the faxes to a particular call number or all the faxes of a particular number range shall be printed.

The printer has to be installed on the IXI-UMS machine as printer in the network. The IXI-UMS Serviceaccount must have permission to print on this printer.

Render Conn	ector (localho	st)					x
Faxdelivery	Print Incoming	Outgoing Fax C	overpage Log	1			
🔽 Print ind	coming messages	:					
Faxes							
Printer		Phonenumber	JobType	Report		Add	
\\Server_	bak\Support	+49 8142 479943	Inbound	No		Edit	1
							니
						Delete	
							-
Reports							
Printer		E-Mail Addr	ress	JobType		Add	
						Edit	1
							1
						Delete	
				1		1	
			<u> </u>	<u> </u>	<u>C</u> ancel	Apply	

When the printer is installed, it can be selected via "Apply" and the respective number can be entered.

The whole fax recipient number has to be entered always the way it is also maintained at the user.

You can work with an * in order to define a range. Example: +49 8142 4799* Every fax that begins with these digits is printed. If only an * is entered, every incoming fax is printed.

Render Conn	ector (localhost)	×
Faxdelivery	Print Incoming 0	utgoing Fax Coverpage Log
Print inc	coming messages	
Faxes		
Printer	Ph	ionenumber JobType Report Add
	Printer:	Edit
Peperte	Phonenumber	r: +49 8142 479943 e.g. +49 8142 4799* report
Printer		<u>OK</u> <u>Cancel</u> <u>Add</u> Edit
		Delete
		<u>O</u> K <u>C</u> ancel <u>Apply</u>

You can select whether incoming faxes shall be printed with or without the report in the bodytext.

In the second part, sending reports can be printed. You can determine for which sender and which kind of report shall be printed.

Add/Change Pi	rinter 🛛 🗙
Printer:	\\Server_bak\Support
E-Mail Address	smitht@buisness.com
	e.g. support@servonic.com
Delivery Rep	procession
I LIIOIS	<u>OK</u> <u>C</u> ancel

4.2.7.3 Outgoing Fax

Here you can configure some settings for server-based rendering performend by the Render Connector.

It can be determined how many pages a fax may have in maximum. If the maximum number of pages is exceeded, the fax is not processed and the user receives a respective message in the mail client. The number of pages can be reduced individually at the user settings.

File endings stated in the following:

It can be determined which file endings may be sent and which not (send back). Recommended is the determination of the allowed (accept) file endings.

This definition has a direct impact on the reports to the sender.

Example: MS Word is not installed as render software.

When the file ending DOC is not entered here a user tries to send a DOC-file, he receives a report that the file is **not allowed**.

When the file ending DOC is entered, the Render Connector tries to process the file. The user then receives the information that the file **could not be processed**.

Render Connector (localhost)					
Faxdelivery Print Incoming Outgoing	Fax Coverpage Log				
Maximum number of faxpages: 60					
Following file types	accept				
tif,doc,xls,ppt,pdf,htm,html,txt,bmp,gif,j	og,jpeg,wav,rtf,wbmp				
Ignore following file types, but send boo	dy text:				
exe,dll,vcf,zip,arj,rar,com,hlp,chm,pif,so	or,sys				
State application for PDF-rendering	(Default is default application)				
"C:\Tmp\PDF\Prns100w\bin\pdprint.	exe" -c 1 -v -p "ixiRender" -f "%s"				
✓ Not render files created with the Client Tools again					
Render Tif-Files with: internal module (Empfohlen)					
Adopt formatting from text files (only necessary with FAPI / FAPI txt Connectors					
	<u> </u>				

Ignore following file types, but send body text:

Attachments with the file endings stated here are removed from the faxes. The actual mail text,

however, is sent by fax.

State application for PDF-rendering:

The installed software for the printing of PDF-attachments is used by default. The file thereby is transferred to the application via the command "Print to".

When a command line-oriented software is used for the printing of PDF-attachments, the command has to be stated here. Please note that the parameters for the transfer, the printer and further information, if applicable, must be stated as well. These details can be checked in the manual of the respective PDF software. See also <u>"Printing of PDF Files"</u>.



The application of the Acrobat Reader is NOT recommended for mail merge faxes with PDF attachment (e.g. SAP-connection). Please discuss the issue with the person responsible for the installation / sales partner

Not render files created with Client Tools again:

As the Tif-files created with the IXI-UMS Client Tools are already in the correct format, they do not have to be processed again. If a layout-file is deposited, it is added nevertheless.

Render Tif-Files with:

Depending on the creation of the Tif-files (scans, screenshots, processed Tif), problems with the printing may appear.

In this case, the Render Connector can be adjusted in a way that it also uses the "Print to" method and that the installed software is used for the printing that way.

Adopt formatting from text files:

This hook has to be set when an IXI-UMS FAtxt Connector is applied or txt-files are sent as attachment via the IXI-UMS FAPI Connector. If this feature is not activated, tables and spaces cannot be converted correctly.

See also the information at "Cover".

4.2.7.4 Coverpage

Here it is determined how cover sheets and mail body shall be dealt with.

By default, a cover sheet is only generated when there is any text in the mail body. It can be determined that a cover sheet is generated with all faxes, this means also with faxes without bodytext.

The coverpage is deposited as HTML file by default, however, it can be switched over to "DOC". See also <u>"Creation of a Coverpage"</u>.

The **Coverpage root directory** is deposited in the Render Connector by default. If the directory is moved, please take care that the access times are not too long.

The **Default coverpage** is always applied when there is no other stated in the outgoing message. See also the user configuration in the Connector manual and <u>"individual coverpage per fax"</u>

When faxes are sent via an IXI-UMS FAtxt Connector or via the IXI-UMS FAPI Connector as txt-files in the attachment, a particular <u>fax.htm</u> may be needed in which the font size is predetermined. If this is the case, the respective folder has to be stated in the fax. An example folder has be set up during the installation.

Render Connector (localhost)		×
Faxdelivery Print Incoming Outgo	ing Fax Coverpage Log	
Always with cover sheet (also	for faxes with "attachment only")	
Generate coverpage as:	HTML-file	
Coverpage root directory:	E:\Servonic\IXI-UMS Kernel\RConn\mod\covers	
Default coverpage:	default 👻	
Filter for body text		
Remove text between following	strings (these strings will also be removed)	
Begin <<	End >>	
,	,	
Bodu text / remove filtered bodu	text if less than 100 Characters	
body text / femore filtered body		
	<u>O</u> K <u>C</u> ancel <u>Apply</u>	

Depending on the applied mail client and its configuration it may happen that always a plain sheet is generated, also if only one document is attached to the mail. Cause for this are "invisible characters" in the mail body or - by transfer of files to the e-mail client - inserted character strings.

The **Filter for body text** filters the entire text between the stated begin- and the subsequent endentry.

If this problem arises, please read "Determination of invisible characters"



Nestings within the character string like above are not supported. If two starttags follow each other and after that two endtags, the filtering is from the first starttag to the first endtag, the text after the first endtag (including the second endtag) remains untouched.

4.2.7.5 Log

In case of a failure, the logs for the IXI-UMS Render Connector can be activated here.

Render Connector (localhost)				×
Faxdelivery Print Incoming 0	utgoing Fax Coverpag	e Log		
ModMHTML.log	Open Log	Delete		
ModPrint.log	Open Log	Delete		
ModRender.log	Open Log	Delete		
RConn_In.log	Open Log	Delete		
RConn_Out.log	Open Log	Delete		
		<u>0</u> K	<u>C</u> ancel	Apply

These logs should only be activated in the case of a failure and on advice of the company serVonic GmbH, as they are not limited in size.

4.2.8 Extended User Look-Up

Before a call is accepted, it is checked in the user data base by LDAP, whether a user / mailbox is assigned to the called number.

After having activated the Extended User Look-Up it has to be determined, what shall happen with LDAP connection problems (no connection with the data base, login failed).

🔣 Extended User Look-Up (localhost)				
General LDAP Settings				
Activate Extended user look-up				
Accept all calls if LDAP-Connection fails				
O Accept no calls if LDAP-Connection fails				
<u>O</u> K <u>C</u> ancel <u>Apply</u>				

At "LDAP Settings", the connection data can be entered. The connection data of the installed IXI-UMS Connector shall be adopted.

If only an IXI-UMS Connector WITHOUT LDAP connection is installed (IXI-UMS FAPI / FAtxt Connector, IXI-UMS Connector for R/3), the LDAP connection data can be entered individually.

Extend	ed User Look-	Up (localhost)			×	
General	LDAP Settings					
Use LDAP-Section: From Exchange / Domino Connector						
C From SMTP Connector						
Individual LDAP settings						
Host	10	0.10.10.137		389	-	
Base DN	D	C=Support,DC=lo)C			
User DN	a	N=Administrator,	CN=Users,DC=	Support,DC=l	20	
Passwor	d 🍢	*****	(Te	est Connectior		
Search s	string	(proxyAddresses=	=IXI:\$(UMS))((((otherFacsim	ile'	
		<u>O</u> K			ply	

Remark:

Please take notice of the information at DDI-Mapping.

4.2.9 Sender Identification

When the feature "IXI-UMS Sender Identification" is licensed, these tabs are active and it can be determined, which sender information shall be indicated in the incoming message.

The connection data to the MetaDirectory must be entered. The MetaDirectory data base can be installed on the UM-server or on another server.
Sender Identification (localhost)	×
Metadirectory Settings Sender Identification	
Enable Sender Identification	
MetaDirectory	
Host 10.10.136	Port 712
Base DN dc=meta	
	Test Connection
	<u>OK</u> <u>Cancel</u> <u>Apply</u>

At the tab "Sender Identification" it can be determined, which fields from the MetaDirectory shall be read out and entered in the e-mail.

First you must import the UMS mail domain.

Remark:

With the definition of the From-line please take care that you enter the variable \$(addrType) with the creation of the reply address.

Example:

\$(CGPN)@ixi\$(addrType).com \$(CGPN)@company.\$(addrType) +49814278569@ixifax.com

+49814278569@company.fax

The addressing valid for you can be taken from the IXI-UMS SMTP Connetcor Snap-In. Via the button "Import Domain", the entry from the IXI-UMS SMTP Connector can be taken over at any time.

At the same time, the "From"-line is relocated in a way that also the feature remote inquiry of the **IXI-UMS Enhanced Voice Package** can assign the incoming messages.

Sender Identificati	ion (localhost)
Metadirectory Setti	ngs Sender Identification
Language:	English
Entry found	
From:	\$(displayName) (\$(addrType)) <\$(CGPN)@ixi\$(addrType Import Domain
Preview:	Klaus Maier (fax) <+4981424799311@ixifax.com>
Subject:	\$(addrTypeDisplay) from: \$(company) / \$(area), \$(CGPN)
Preview:	Fax from: serVonic GmbH / Olching, +4981424799311
Body:	Information to \$(addrTypeDisplay) Calling Party Number: \$(CGPN) Name: \$(displayName) Company: \$(company)
Preview:	Information to Fax Calling Party Number: +4981424799311 Name: Klaus Maier Company: serVonic GmbH
	<u>O</u> K <u>Cancel</u> <u>Apply</u>

• Setting up the Sender Identification:

After having activated the feature, the following data are indicated by default, provided that the resolution was successful:

Example:

From:	Display name	From:	Klaus Meier
Subject:	Service from Company / City	Subject:	Fax from serVonic / Olching
Body:	Name	Body:	Name: Klaus Meier
	Company		Company: serVonic
	E-mail		E-mail: Meier@firma.de
	Phone number		Phone number: +49814247990
	Fax number		Fax number:
	Mobile number		Mobile number:

If further information shall be indicated, this can be changed here. The following variable are available:

\$(displayName)	Display name
\$(firstName)	First name
\$(lastName)	Last name
\$(address)	Street
\$(zipcode)	ZIP Code
\$(area)	City
\$(country)	Country
\$(company)	Company
\$(CGPN)	Sender number
\$(addrType)	Message type: Fax, Voc, SMS, Important for the creation of the reply address !!
\$(addrTypeDisplay)	Message type in the subject: Fax, Call, SMS
\$(mail)	E-mail address
\$(phone)	Business phone
\$(fax)	Business fax
\$(mobile)	Mobile phone

Please take into account the limitation of the number of digits in the subject field.

If the call number of the sender has not been found in the Meta Directory, the following is indicated:

From: Sender number Subject: Service from City / Country

Example:

From +498142479985@ixifax.com Subject: Fax from Olching / Germany



In order to resolve sender numbers, an installed Meta Directory is required. The Meta Directory is chargeable.



The feature Sender Identification is chargeable and has to be licensed.

4.2.10 Addons

In the following, some additional features can be configured. These features are not necessary in default installations. Some features are liable to pay costs and dependent on licence.

4.2.10.1 Daily Limit

Here it can be determined centrally, how many messages a use is allowed to send per day. The determination can be fixed for SMS, Fax and Voice separately.

Addons (loca	alhost)				×
Daily Limit	Channel Reservation	Simultaneous Connection	Number Conve	rsion	
Number of	messages a user is allo	owed to send per day			
Count per 0 = unl	r day imited				
50	Faxes				
6	SMS				
0	Voice				
Logging					
🗖 ena	able		Open	Delete	•
			<u>0</u> K	<u>C</u> ancel	Apply

When the limit is reached, the user gets a respective notification.

A determination directly at the user or exceptions for single users are NOT possible !

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With restarting the IXI-UMS Kernel Service, the number of the messages sent per user is reset.

When problems occur, the logging can be activated.

4.2.10.2 Channel Reservation

The available channels shall not always be reserved for incoming messages, but only during specific times.

ddons (loca Daily Limit	a lhost) Channel Reservation	Simultaneous	Connection N	umber Con	version	X
Time contro Weekday Wednesda Sunday	ulled reservation of th	ne channels for i Start time 9:00 6:00	Incoming messge End time 18:00 22:00	2 6	<u> </u>	Add Edit Delete
Logging C enat	ble			<u>ок</u>	Open	Delete

Via "Add", reservations can be added.

C	hannel Reservation	×
	add Channel Reservation:	
	Day	Wednesday
	Reservation start	9 : 00 o'clock
	Reservation end	18 : 00 o'clock
	Channel count	2
		<u>O</u> K <u>C</u> ancel

Entered reservations can be changed via "Edit".

4.2.10.3 Simultaneous Connection

Here it can be dfined, whether an to which remote stations serveral faxes shall be sent at a time.

The **actually dialed number** including the Outside Line Access Code has to be stated. Moreover, the country code has to be entered as well:

Correct: 00039159741562=3 00043989732151=2 008142479940=2 0479940=5

Incorrect: +3915974152=3 0+4398414552

Addons (localhost)		×
Daily Limit Channel Reservation	Simultaneous Connection Number Conversion	
Activate Simultaneous Conne Remote stations that allow sever	ral concurrent connections	
Remote Station	Count Add	
000498142479940	2	- 11
00158974156	5 Edit	
	Delete	
		-
	<u>OK</u> <u>Cancel</u> Appl	<u>۲</u>

4.2.10.4 Number Conversion

Rules can be deposited, by means of that incoming and outgoing destinations are converted. Therewith, for example with networked PBX's, messages with a certain area code can be sent via a PBX at another site. See also <u>"Additional Features | Number Conversion"</u>

The rules have to be determined separately for "incoming" and "outgoing".

Ad	dons (local	host)					×
D	aily Limit 📔 C	hannel Reservation	Simultaneous Conr	nection	Number Conve	rsion	
	Activate i	Number Conversion					
		utbound					1
	Search	Number	Replacefield	Prefix	Copy incl.	Suffix	Add
	Destination	n 785	Destination		3		Edit
							Delete
							Move Up
							Move Down
_]
					<u>о</u> к	⊆ancel	Apply

Via "Add", a rule can be entered.

Apply to:

Kind of call nur	nber: Destination (CalledPartyNumber) Originator (CallingPartyNumber) Redirector (RedirectingNumber, DivertedNumber)
Number:	This part of the number is searched for in the table
٢	Please note that the "first hit strikes", this means you have to take care of

Please note that the "first hit strikes", this means you have to take care of the order of the rules.

Number Conversion		×
add Number Conversion:		
Apply to:		
Kind of call number:		Destination
Nummer:		785
The following rule shall be valid for call	s that apply to the parame	eters stated above
Kind of call number:		Destination
Prefix		
Instruction from which digit on the n	umber shall be copied	3
Suffix		
Test rule:		
Originator	Redirector	Destination
Input:		785456
	Test rule	
Output:		5456
		<u>O</u> K <u>C</u> ancel

In the second part, the rule is defined that shall be applied to the call number stated above.

Kind of call number:	required	Call number to be changed: Destination (CalledPartyNumber) Originator (CallingPartyNumber) Redirector (RedirectingNumber, DivertedNumber)
Prefix:	optional	Number / digit in front of the copied part
Instruction from which digit on the number shall be copied:	optional	Copied part of the number. The number contains the first digit to be copied. Example: Number: 4799584 Prefix: 3 = Copied: 99584
Suffix:	optional	Digits that are added at the end

At "Test rule" it can be checked, whether the result is appropriate.

The number conversion "lies" on the ISDN-board, this means: With outgoing messages, an outside line access that might have been entered at the Kernel is added, BEFORE a rule is searched. When an outside line access is needed, it has to be included in the rule.

4.2.11 License

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The license data made out by serVonic GmbH are entered here. The license can be requested by sending the hardware code to <u>serVonic@serVonic.com</u>.

Sender-ID and Sender-Number are optional and can be chosen freely.

The Sender-ID entered here is valid for all the users. See also "individual fax header per user".

🔑 License (http://lo	ocalhost:8890)	×
General		
30 DAYS DEMO	VERSION	
		-
Channels	ļO	
Channels in key		
Users	Unlimited	
Key expires on		
License key	KGA6G5B4FDA56BH4ABN5AS6N54S6G Test	
Sender ID and Send	er Number are optional parameter (default for all users)	
Sender Name	servonic GmbH	
Station ID (SID)	+49 8142 4799	
		_

At "Sender Number", the part of the sender number valid for all the users should be entered. Thay way, only the individual extension has to be entered at the users as "Fax Sender Number". Only the characters "+", " ", "0"..."9" are valid.

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Please note that this number including the User-ID must not exceed 32 characters.

If nothing is entered here, the complete sender number has to be entered at every user.

When a license is entered, another tab "Details" is indicated. All the details about the licensed components are listed here.

🔑 License (localhost)			×
General Details			
IXI-UMS Kernel General: Version: 5.70			-
-Language German - licensed -Language English - licensed -Running Mode ISDN - licensed -Running Mode Analogue - licensed Journal Database - licensed			
UMS-Kernel Services: -Fax Outbound - licensed -Fax Inbound - licensed -FaxPoll - licensed -Voice - licensed -Voice Remote Enquiry - licensed -SMS Standard - licensed -OCR - licensed -TTS - licensed			•
	<u>0</u> K	<u>C</u> ancel	Apply

4.2.12 Information

Server information shows IXI-UMS Kernel module versions. Pressing the **Report** tab generates comprehensive information about your IXI-UMS Kernel installation and computer.

Information (localhost)		×
Info Report		
IXI-UMS Kernel 5.70 Application path:	S	erVonic
C:\Servonic\IXI-UMS Kernel\		
Last update: 2007-04-25T08:44:2	8+02:00	
Language: en		
Filename	Version	Date
fxsuperv.exe Ifaxmod.exe ifxsms.exe Mpfax32.exe RConnD.exe	5.7.2.1 5.7.1.1 5.7004.4.0	20.04.2007 11:11:32 20.04.2007 18:24:18 02.12.2005 15:24:14 15.09.2006 14:56:02 03.04.2007 14:11:08
		<u> </u>

When a case shall be forwarded to serVonic's support department, this information is often mandatory.

All the information about the CAPI-drivers, the installed services and the IXI-UMS versions can be collected that way and copied into an e-mail by "Copy & Paste".

Information (LOCAL)

Info Report
System Configuration on KESSDOM [11.08.2005 14:23:34]
IXI-UMS Kernel Version Information: -FXSUPERV: 5.4.0(Dec 2004) 20.04.2005 15:19:18 -IFAXMOD: 5.4.1 (Jan 2005) -IFSMS:4.8c (Jan 2002) -MSYS: 4.73d (May 2001) -Server Version: 5.55
Installed Devices: -ISDN All Purpose
ISDN Adapter Details: -CAPI DLL: Capi2032.dll (File version: 2.3.0.2) -Manufacturer: SIEMENS AG Witten 1999 ICN WN BS SE 8
Save As
<u>D</u> K <u>Cancel</u>

5 Advanced Configuration

Some advanced configurations are described in the following that cannot be executed via the MMC.

X

Moreover, the configuration of the services is handled in this chapter:

- Info Fax Polling
- Info Fax on Demand

5.1 Rendering with OpenOffice.org

With OpenOffice.org, documents in OpenOffice.org-format as well as MS Office-formats can be rendered.

Rendering of files in OpenOffice.org-format:

In order to send documents as fax with IXI-UMS OpenOffice, the OpenOffice.org- file formats have to be entered in the <u>IXI-UMS Render Connector Configuration</u> at "File Types" additionally.

- .sxw, .stw, .sdw. .vor, .txt for text documents
- .sxc, .dif, .dbf, .xlw, .xlt, .sdc, .slk for table documents
- .sxi, .sti, .sda, .pot, .sdd, .vor for presentation documents
- .sxd, .std, .sda, .vor, .sdd for drawing documents
- .html, .htm, .stw, .vor for HTML-documents

Options - OpenOffice.org Ca	lc - Prir	ht	X
Options - OpenUnice.org OpenOffice.org User Data General Memory View Print Paths Colors Fonts Security Appearance Accessibility Java Online Update DenOffice.org Calc General View Calculate Sort Lists Grid Grid Top		Pages	
□ □ □ OpenOffice.org Base □ □ □ Charts	•	OK Cancel <u>H</u> elp <u>B</u> ack	

Please note that in the program "Calc", the following setting has to be selected:

Rendering of MS Office-formats with OpenOffice.org

In order to be able to render the files types Doc, XLS and PPT with OpenOffice.org as well, the <u>required settings in the IXI-UMS Render Connector</u> have to be made and the respective types have to be linked with OpenOffice.

Select the file type to be linked in the Explorer at - Extras - Options Tab "File Types". Enter command lines at "Advanced" - "printto".

Folder Options	? ×
General View File Types Offline Files	
Registered file types:	
Extensions File Types Image: DIC Text Document Image: DIF Microsoft Office Excel Data Interchange Format Image: DIF Microsoft Office Excel Data Interchange Format Image: DIF Microsoft Word Document Image: DIF Microsoft Word Document Image: DIF Microsoft Word Document Image: DIF Microsoft Word HTML Document Image: DIF DIC Image: DIF Microsoft Word HTML Document Image: DIF DIF Image: DIF Microsoft Office Word Image: DIF DIF Image: DIF Microsoft Word Document'	■ Editing action for type: Microsoft Word Document ? × Action: OK Printto OK Application used to perform action: "C:\Program Files\Microsoft Office\OFFICE11\" "C:\Program Files\Microsoft Office\OFFICE11\" Browse Image: [REM _DDE _Minimize][FileOpen("%1")][File] Application: WinWord DDE Application Not Running: [FileOpen("%1")][FilePrintSetup "%2 on p' Topic: System
OK Cancel App	aly

DOC - "C:\Programs\OpenOffice.org 2.4\program\soffice.exe" -writer -pt "%2" "%1"

XLS - "C:\Programs\OpenOffice.org 2.4\program\soffice.exe" -calc -pt "%2" "%1"

PPT - "C:\Programs\OpenOffice.org 2.4\program\soffice.exe" -impress -pt "%2" "%1"

Please note that the setting in the program "Calc" as stated above is imperative for the rendering of tables.

5.2 Rendering of Office Documents without MS Office

For the printing of the file types .doc, .xls and .ppt, an installed MS Office is always used by default.

If these files shall not be rendered with MS Office, but e.g. with OPEN Office, some settings in the file "ModRender.ini" at ...\IXI-UMS Kernel\Rconn\Mod have to be changed.

Please note that these settings are only valid from the ModRender.dll Version 5.7501.3.0 of the IXI-UMS Kernel 5.75.

[DocumentTypes] UseMSWordForDoc=1 UseMSExcelForXIs=1 UseMSPowerPointForPpt=1

When at UseMSWordForDoc=the digit "1" is entered, the program MS Word is needed for the printing of all the .doc-files.

When at UseMSWordForDoc=the digit "0" is entered, will be used which is entered in the printto - entry (at Explorer -> Extras -> Folder Options -> File Types -> DOC -> Advanced -> printto), is used.

Please have a look at the example at <u>Rendering with OpenOffice.org</u>.

After having changed the settings, the service IXI-UMS Kernel Render Connector has to be restarted.

5.3 Use of International Character Sets

If faxes with e.g. Cyrillic charactes in the mail body are sent in the IXI-UMS environment, these characters in the fax may not be displayed correctly.

The reason for this is the ASCII character set on the UMS system, which is used by default.

Example:

A fax is created as e-mail with Cyrillic character set.

🖙 Yerfassen: Auftrag
Datei Bearbeiten Ansicht Einfügen Format Einstellungen Extras Hilfe
Senden Kontakte Rechtschr. Anhang S/MIME Speichern
Von: Administrator <administrator@supportkess.loc> - Administrator@supportkess.loc ▼</administrator@supportkess.loc>
An: == +498142479943@ixifax.com
Betreff: Auftrag
Normaler Text \checkmark Variable Breite \checkmark \mathbf{A}^* \mathbf{A}^* \mathbf{B} I \underline{U} $\mathbf{I} \equiv \frac{1}{2}$
Большое спасибо за Ваш заказ. С уважением сбыт

These characters are displayed in the fax like this:

 $\begin{array}{l} D^{*}D^{3}\!AD^{*}\!\overline{D}^{*}\!\overline{D}^{*}\!D^{*}\!D^{*}\!D^{*}\!D^{*}\!\overline{D}^{*}\!D^{*}\!\overline{D}^{*}\!D^{*}$

Explanation:

Conventional computer character codes consist of a character range of either 128 (7 Bit) code

positions like the well-known ASCII-standard or 256 (8 Bit) positions, like e.g. ISO 8859-1 (also known as Latin-1), from which 96 elements with ASCII and 192 to 224 elements with the 8-Bit ISO-character sets can be displayed as characters and special characters after having deducted the control characters.

As only up to 224 characters can be displayed, e.g. no Cyrillic characters can be displayed on a Western European computer by default.

In UTF-8, the entire value range is coded by Unicode. It is for this reason that with this character set, all the characters can be displayed.

Solution:

The IXI-UMS Render Connector can be adapted to UTF-8, so that also Cyrillic characters in the mail body can be rendered correctly.

Open the "ModMHTML.ini" in the directory ...\IXI-UMS Kernel\Rconn\Mod Change the value "CharsetConversion" in der section [General]

[General]

CharsetConversion=UTF-8.....

Values:

None = Mails are still expected to be in MIME format UTF-8 = The UTF-8 character set is used

After this change, the service of the IXI-UMS Render Connector has to be restarted.

Important:

Please note that also the <u>Coverpage Files in UTF-8 Format</u> must be available.

5.4 Coverpage in UTF-8 Format

In order to be able to render e-mails in UTF-8 format, the coverpage also has to be available in this format.

- The coverpage must be a complete HTML-document.
- In the header, the character set has to be stated:
 - <meta http-equiv="Content-Type" content="text/html; charset=utf-8">

Proceed as in the following in order to change the coverpages in HTML-format into UTF-8. Open the "fax.htm" in the respective folder at ...\Rconn\Mod\Covers with the notepad (Editor)

Enter the following in the upper part: <html> <head> <meta http-equiv="Content-Type" content="text/html; charset=utf-8"> </head>

🗭 fax.htm - Editor	
Datei Bearbeiten Format Ansicht ?	
<html></html>	▲
<head></head>	
<meta content="text/html; charset=utf-8" http-equiv="Content-Type"/>	
<pre>> </pre>	
<pre></pre>	
width="27%" height="19">	n
<pre></pre>	p>
</td <td></td>	
<u 212<="" 36="" 73%="" neight="" ruwspan="" td="" wiuti="" –=""><td>•</td></u>	•

At the end of the document, enter the "tag" </html>.



Store the document with the coding UTF-8:

Speichern unter					? ×
📄 Default		•	3	• 🖽 👏	
Dateiname:	fax.htm			•	Speichern
Dateityp:	Textdateien (*.txt)			•	Abbrechen
Codierung:	UTF-8			•	
					11.

Restart the IXI-UMS Render Connector service.

5.5 Optimization of the Printer Throughput with the Rendering

The rendering process is the most time-consuming and also the most error-prone process with the fax sending. At IXI-UMS installations with high fax throughput (a lot of lines for outgoing faxes), delays with the fax delivery may arise because of the rendering process.

It is possible to accelerate the rendering process by disabling the spooling for the ixiRender printer. When the print job is forwarded to the printer directly, the transfer of the print job to the spooler - and therewith the storage of the job (= storage and deletion of files in the Windows Spool Directory) - can

be avoided.

As the output device is as fast as the input device (output/input device is the hard drive), the printer is cleared quickly also without spooling and thus can process the next job.

For disabling the spooler, please open the ixiRender Properties and change the settings in the tab "Advanced" as shown below.

🕈 ixiRender Properties 🛛 🔹 🛛 🔋 🗙
Color Management Security About
General Sharing Ports Advanced
Always available
C Available from 12:00 AM 📇 To 12:00 AM 📥
Priority: 1
Dri⊻er: ixiRender ▼ Ne <u>w</u> Driver
Start printing immediately Print directly to the printer
Hold mismatched documents
Erint spooled documents first
Enclosed advanced a single a factore
Image advanced printing reatures
Printing Defaults Print Processor Separator Page
OK Cancel <u>Apply</u>

After that, the IXI-UMS Render Connector service has to be restarted.

Remark:

Please take into account that the gain in performance depends on the application used for the rendering. This is why no definite reference value can be stated for the increased performance. An increased performance of 10% - 50% is possible.

5.6 Advanced Rules for Call Number Conversion

In particular environments, it may be required that a call number conversion is only executed if multiple conditions are fulfilled.

In these cases, the rules have to be entered manually in the "NumConvRules.txt" at\IXI-UMS Kernel\ifnumconvert.

The following rules apply:

Search- and replacement-strings are separated by "; " One line in the file comply with one rule There must not be any white spaces (blanks, tabs, etc.) The value behind the "=" is used as prefix The value in [] is the start index, after that the number is used At start index 1, the complete number is used and the prefix is put in front of it The value behind [] is used as suffix 1. Direction: I -> Incoming O -> Outgoing 2. Search String: D -> Search in Destination R -> Search in Redirection O -> Search in Originator 3. Replacement String: D -> Replace in Destination R -> Replace in Redirection O -> Replace in Originator

Please note that with incoming calls, the information transmitted to the IXI-UMS Kernel by the PBX are decisive.

Example 1:

When a call to a recipient number 52xxx is passed on to the IXI-UMS Kernel AND the sender is from 0043, the 004352xxx then shall be entered as recipient number.

Rule: I;D=52&O=0043;D=0043[1]

Explanation:

I - Incoming
D=52 - Searching for 52 in the Destination
& - and
O=0043 - 0043 is in the sender
; - shall be executed (starts rule)
D=0043[1] - put the 0043 in front of the recipient number and take over the incoming recipient number.

Result:

Call from: 0043 1 597987465 Call to: 52148 IXI-UMS Kernel changes the recipient number in: 0043 52148

Example 2:

With outgoing messages, 80 shall be used as outside line access when the sender number starts with 0049814247993 AND the receiver number with 0043.

Rule: O;O=0049814247993&D=0043;D=80[1]

Explanation:

O - Outgoing O=00438142479943 - User sender number out of the UMS system & - and D=0043 - the recipient number starts with 0043 ; - shall be executed (starts rule) D=80[1] - the 80 is put in front of the recipient number

Result:

Fax from the user with the sender number 0049 8142 4799388 to the number 0043 1 56498764 IXI-UMS Kernel dials: 800043156498764

5.7 Extended User Look-Up - Voice Only

With activating the Extended User Look-Up, the recipient number is checked in the LDAP before a call is accepted. When there is no such number, the call is rejected.

By default, the user look-up is NOT executed when an extension area with "Voice" is deposited in the DDI-mapping.

If the user look-up shall also be executed for "Voice", this feature can be activated in the Registry:

Registry: Path: ...\controller Value: DisableTelnoLookupVoc Type: REG_DWORD WaitArea: 0,1 Default: 1

Meaning: 1 : Telnolookup for RCVVOC is generally switched off 0 : Telnolookup for RCVVOC depends on TelnoLookup Settings

5.8 **Printing of PDF-Files**

With the server-based rendering of documents (conversion of documents in fax format by IXI-UMS), it is not possible to intervene in the printing process. In order to be able to render the document to be sent successfully, the IXI-UMS service has to be able to open and print the document without any problems.

Depending on the installation environment and the render application applied, there are some things here that have to be taken into account in order to avoid problems with the rendering process:

With the server-based rendering of PDF-files, the so-called "Print to"-method is used, this means a document is passed on to the application with the command line deposited in Windows and is printed.

According to the application / version installed, this transfer may lead to processing problems, as e.g. parameters are no longer there.

In such a case, a command line oriented tool for the printing of PFD-files can be applied. For this, the command line in the IXI-UMS Render Connector has to be stated.

Some remarks and configuration possibilities are described in the following:

<u>Acrobat Reader</u>

- PDF Printer Shell
- Ghostscript
- GSView / GSprint

Please take care of the individual licensing conditions when applying the respective software.

5.8.1 Acrobat Reader

In a lot of companies, Acrobat Reader is applied as standard application for the creation and printing of PDF-files.

According to the version applied for the rendering, conversion- or printing problems may occur.

Acrobat Reader 8

Does no longer support the "Print To"-command, depending on the installation. It is for this reason that Acrobat Reader 8 is **not released** by serVonic for the application with IXI-UMS for the server-based rendering.

Acrobat Reader 5 to 7

Basically, these versions can be used for the server-based rendering, however, please **note that the application is not closed automatically after the printing**. As a consequence of this, there is always an open task of the Acrobat Reader.

When the IXI-UMS Render Connector Service is restarted, this task remains open. When another PDF-document shall be sent, the system may come to a standstill. The reason for this is that a new task of the Acrobat Reader is opened for the printing process. As the Acrobat Reader cannot run with multiple tasks, the printing does not work any more.

If Acrobat Reader Versions 5 to 7 are applied for the server-based rendering, the IXI-UMS Render Connector should not just be restarted. After having finished the IXI-UMS Render Connector Service, all the running Acrobat Reader processes must be stopped in the Task Manager. After that, the IXI-UMS Render Connector Service can be restarted without any problems.

Acrobat Reader 4.xx

The Acrobat Reader 4.xx is **extremely suitable** for the server-based rendering with IXI-UMS. It prints fast and is closed automatically after the printing.

As this is an older version of the Acrobat Reader, you should check in advance whether Acrobat Reader 4.xx can process the documents without any losses in formatting with the IXI-UMS rendering.

Especially in the data base environment, e.g. SAP, Acrobat Reader 4.xx should be applied, as no formatting- or encryption problems are to be expected here.

Acrobat Reader 4.xx must als be addressed directly via a command line in Windows XP / 2003 environment.

The following command line has to be entered in the <u>Render Connector</u>:

"C:\Programs\Adobe\Acrobat 4.0\Reader\AcroRd32.exe" /T "%s" "ixiRender" "IFAX" "IFAX:"

Remark: Adjust path

5.8.2 PDF Printer Shell

Apart from the Acrobat Reader 4.xx, serVonic recommends the tool PDF Printer Shell from PDF Tools AG (<u>www.pdf-tools.com</u>) for large fax volume with PDF-files. Please note that this tool is liable to costs.

This command line-oriented tool can be used by the IXI-UMS Render Connector without installation.

The following command line has to be entered in the <u>Render Connector</u>:

"C:\Tmp\PDF\Prns100w\bin\pdprint.exe" -c 1 -v -p "ixiRender" -f "%s"

Remark: Adjust path

You have to check here whether the PDF-files to be sent and maybe internally created can be processed without any loss in formatting.

5.8.3 Ghostscript

If the IXI-UMS Render Connector cannot or shall not pass on outgoing PDF-files via the "Print to"entry to an application to be printed, this can be handled via a fixed command line.

This can be entered in the configuration at Render Connector | Outgoing Faxes.

Example:

The Ghostscript GPLVersion 8.54 has been tested by serVonic as freeware-tool.

Activate "State application for PDF-rendering" in the configuration. Enter the path to the application and the needed parameters there:

<Path to the gswin32>\gswin32.exe" -sDEVICE=mswinpr2 -dNoCancel sOutputFile="%%printer%%ixiRender" -dBATCH -dNOPAUSE "%s"

Caution Adjust Path!

Delete the key: HKLM\Software\GPL Ghostscript\8.15 in the Registry.

This is important, as otherwise the command line at 2. has no effect.

The IXI-UMS Kernel Render Connector has to be restarted.

5.8.4 GSView / GSprint

The applications GSView and GSPrint always use GhostScript for the conversion of the files. This means that in any case, the application GhostScript is executed.

serVonic GmbH has tested the following versions:

gs851w32.exe gsv47w32.exe

After having installed the software, the command line-oriented rendering has to be activated in the <u>IXI-UMS Render Connector</u> and the path including command line has to be entered:

C:\Programs\Ghostgum\gsview\gsprint.exe" -printer "ixiRender" "%s"

Remark: Adjust path!

5.9 Determination of Invisible Characters

Depending on the mail client applied and its configuration it may occur that always an empty page (cover sheet) or only with attachment information in front of every fax is generated if there is only an attachment with the mail.

Cause for this are "invisible characters" in the mail body or character strings that had been inserted when passing on files to the e-mail client.

In order to determine these characters, please proceed as in the following:

1. Stop the IXI-UMS Kernel Render Connector Service

2. Send a fax without bodytext and with attachment of the kind, with that the problem occurs

3. Open the Explorer at the UM-server and navigate to ...\IXI-UMS Kernel\ConnRootDir\CR\Connector\Out

4. Open the TMP-file deposited there with Notepad (Editor)

5. Scroll down to:

This is a multi-part message in MIME format.

-----_=_NextPart_001_01C76D1B.C1BDC1C2 Content-Type: multipart/alternative; boundary="----_=_NextPart_002_01C76D1B.C1BDC1C2"

-----_=_NextPart_002_01C76D1B.C1BDC1C2 Content-Type: text/plain; charset="us-ascii" Content-Transfer-Encoding: quoted-printable

<<Fax_Auftragsbestaetigung.htm>>=20

In order to avoid that a cover sheet with only the content <<Fax_Auftragsbestaetigung.htm>> is created, the character string << >> can be applied as filter for the bodytext in the IXI-UMS Kernel configuration at Render Connector | Cover.

5.10 Individual Fax Header per User

From IXI-UMS Kernel Version 5.7 on, the license is no longer bound to a fixed fax sender header.

An individual header can be assigned to every user, which overwrites the one deposited at the server.

Open the "IXI-UMS" tab in the user management. At "Header", please enter the valid header for the user in the following syntax:

"FxHdInSendername=<HeadlineSenderName>"

e.g.

General		×
ISDN Originating Address Fax Sender Number	340 340	
Billing Code Message Header	Marketing Coverordner, FxHdInSendername=s 💌	
	OK Cancel	

FxHdInSendername=serVonic GmbH

If the user shall get assigned an additional cover sheet, it has to be stated in another format as well: cover=Ordnername,layout=ordnername

In the field "Header", you then have to enter completely: cover=Ordnername,layout=Ordnername, FxHdlnSendername=serVonic GmbH

Im UMS Data Attribute wird gespeichert: IXIISDNOriginatingAddress=333,"IXIMessageHeader=Cover=Ordnername, Layout=Ordnername, FxHdInSendername=serVonic GmbH", IXIFaxSenderNumber=555,IXIPermSendPriority=high,IXIFaxPermTSvc=4,IXIFaxMaxPages=0,IXIS MSPermTSvc=1,IXIVoicePermTSvc=4

The following is stored in the UMS Data Attribute:

IXIISDNOriginatingAddress=333,"IXIMessageHeader=Coverordner, FxHdlnSendername=serVonic GmbH",

IXIFaxSenderNumber=555,IXIPermSendPriority=high,IXIFaxPermTSvc=4,IXIFaxMaxPages=0,IXIS MSPermTSvc=1,IXIVoicePermTSvc=4

5.11 Individual Coverpage per Fax

An own coverpage can be set for every user in the user management. If the user shall be able to state a coverpage himself - individually per fax -, he can do this via the "To"-field.

In the To-field of the e-mail, not only the recipient fax number has to be stated, but also the coverpage that shall be used:

<Number>?cp=<coverpage>@ixifax.com

"?cp=<coverpage>" thereby is the definition of the coverpage. Here, a FOLDER with the respective files deposited by the administrator has to be stated. The folder has to be deposited in the default directory of the coverpages.

5.12 Info - Fax Polling

Installation of IXI-UMS Service Fax polling is done automatically while installing the IXI-UMS Kernel. For configuring this service, please note the following configuration description Fax polling means the fax recall of documents which are directly related to a particular in-dialingnumber and can be transmitted e.g. to a fax machine.

Example:

Direct dial number
10
11
12
13

1) Creating documents

The documents you want to provide for fax polling must be stored in the directory ...\IXI-UMS Kernel\Poll\FaxFiles in SFF format.

In order to create these documents, please turn to support@serVonic.de.

2) Assign polling numbers

In the next step, the documents in form of SFF files have to be assigned to polling numbers. This is done by means of entries in the file IFAXPOLL.TXT (in form of an example in an IXI-UMS Server directory). The same file is used for Fax on Demand entries.

Numbers defined here can not be used for standard sending and receiving of faxes.

The file "IFAXPOLL.TXT" is in the directory IXI-UMS Kernel, contains examples and has to be modified.

For Fax polling, the following entries are required:

Extension; Optional announcement; File name.sff;

An optional announcment could be:

"Welcome at the Fax polling service of the company Smith. Please adapt your fax machine to polling now".

5.13 Info - Fax on Demand

Installation of IXI-UMS Service Fax on Demand is done automatically while installing the IXI-UMS Kernel. For configuring this service, please note the following configuration description.

Documents can be recalled from IXI-UMS Info Server selectively voice-directed. The documents themselves and the respective announcements are designed in a tree structure at the IXI-UMS Server via several levels, where necessary. The caller is informed about the single options to choose by announcement, the selection of the respective menu items is done via DTMF. IXI-UMS delivers the document as soon as the caller reaches the wanted document and starts the fax reception, e.g. by redirecting the call to the own fax machine.

For realizing a Fax on Demand service, you first have to make clear,

- which documents you want to offer for fax on demand
- how the hierarchic structure of your fax on demand tree is sensible
- which announcements you want to send
- which relation of documents to dialling number is sensible

Please store all the documents you want to provide in a source directory at the IXI-UMS Server, that you defined and set up beforehand.

In a next step, these files have to be converted in the fax-format SFF.

1) Creating documents

The documents you want to provide for fax polling must be stored in the directory ..\IXI-UMS Kernel\Poll\FaxFiles in SFF format. In order to create these documents, please turn to support@serVonic.de.

2) Creating announcements

Please plan the structure and the content of the announcments that shall guide your customers through the file hierarchy.

There are the following kinds of announcement:

Standard announcements inform the caller how to select a menu by means of the corresponding buttons. The standard announcements are automatically attached at the content announcement of the menu entry. Possible announcements are, e. g. Press 1, Press 2. These announcements are stored in the voice files 1.wav,....9.wav. Pressing 0 enforces the activation of the preceding

menu entry. This order starting with 1 can be changed to e.g. starting with 0. You can also define different codes for activation of the preceding menu entry. This can be done by Registry entries. **Menu announcements** inform the caller of the context he is selecting. Possible announcements e.g. "Thank you for your interest in our company profile"

Content announcements inform the caller about the submenu selection alternatives Possible announcements e.g. "If you want information about our current cinema program" or "Are you interested in our travel destinations in Europe?"

In order to record your own announcements, please make use of the service "Voice" by leaving the needed text as message.

You receive the created WAV-files in Outlook and can copy them on the UMS Server. The files must be stored at ...\IXI-UMS Kernel\Poll\VocFiles.

3) Assignment

In the next step, the documents in form of SFF files have to be assigned to polling numbers. This is done by means of entries in the file IFAXPOLL.TXT (in form of an example in an IXI-UMS directory). The same file is used for Fax on Demand entries.

Numbers defined here can not be used for standard sending and reception of faxes.

The file "IFAXPOLL.TXT" can be found in the directory IXI-UMS Kernel, contains examples and has to be modified.

Field	Contents	Values	Meaning
1	Hierarchy level	Digits 0 - 9 or + sign	Digits represent numbers to which a Fax on Demand tree is assigned. + signs represent hierarchy levels.
2	Content announcement	Name of voice files (WAV or VOI files possible concatenated by + signs)	Description of the content of an entry, after selection the announcements of subordinate entries are announced. Thereby the voice files 1.VOL, 2.VOL, etc. are automatically attached.
3	Menu announcement	Name of voice files (WAV or VOI files possible concatenated by + signs)	Delivers an introduction for a menu entry which is announced if a new submenu entry is selected.
4	Fax Polling file	Name of a SFF file	Only last nodes. Before the fax document is sent, the menu announcement is performed (if available).
5	Wait time for repetition (optional)	Wait time in sec	Time period after that the menu announcement is repeated (default value is 5 sec)

For Fax on Demand, the following entries are required:

DID;content text.wav;menue text.wav;fax file.sff;repeat time (in s)

Please edit the exapmle file, remove all irrelevant entries (e.g. for Fax polling) and create the entries according to their document assignment:

5.14 Creating Message Headers (Coverpages...)

A coverpage consists of several parts:

- Fax coverpage (fax.htm)
- Layout (layout.htm)
- SMS "Layout" (sms.htm)
- VCard (Optional) (vcard.htm)

The single parts are shown below:

- Red: coverpage
- Green: serVonic's #content tag
- Blue: layout

For more detailed information, please follow the links.

2005 13121 T47 0142 417543 9		UNIX STREET
FAX		1.4.4
Priority: ASAP	Date: Mitwoch, Juni 15, 2005 13 23	
Franc Ta: CC:		
Subject: Testfax		
1657ax		
Mittheundichem Gruß /Bestregards		
serVoric Team		
serVanic Telekommunikationslösungen GmbH izw	eg 7 D-82140 Olching	



5.14.1 Message Header Editor

The Fax.htm, this means the coverpage, is created in HTML format by deault. Please not that not every HTML editor can be used.

There are 2 criteria the editor has to fulfill:

- 1. Some HTML editors add unnecessary "tags" when creating the page, by which the coverpage cannot be processed.
- 2. The IXI-UMS Render Connector processes some "specific" HTML tags that are not supported by every editor.

The following editors have been tested:

WYSIWYG-Editors	Source-Code Editors			
Recom	mended Editors			
Macromedia Dreamweaver	cromedia Dreamweaver			
 Microsoft Frontpage 2003 	SciTE			
1 0	WinVI			
Not to use to ren				
 Microsoft Frontpage 2000 (1,2) 				
$M_{\rm enc} = f(M_{\rm enc}) (I = 0)$				
• IVIICTOSOTT VVOTO (1,2)				
 Microsoft Word (1,2) NVU (1,2) 				

The most suitable editor for the changing of the Fax.htm is Notepad (Editor).

5.14.2 Adding Message Headers

Message headers are physical directories below the message header root directory. The default directory **MUST** always be present and is used if the specified message header cannot be found or none has been specified.



If you do not like the default message header files or do not want to use message header files at all, you can simply delete the files (do NOT delete the directory).

The path to IXI-UMS cover pages depends on

- Version of IXI-UMS Kernel
- Version of SMTP based IXI-UMS Connector (like IXI-UMS Exchange 2000/2003 Connector, IXI-UMS Domino Connector)
- manually implemented IXI-UMS Render Connectors



If there is no cover page configured in user properties serVonic "Default" set of templates located in folder named Default is used.

To deactivate serVonic's cover pages please

- Rename folder "Default" to "Default_serVonic"
- Rename folder "Default_Empty" to "Default"



Do not use editors who change serVonic's tags. See section <u>Message Header Editor</u> for more information.



5.14.3 Fax Coverpage/SMS Header

The cover page files for fax and sms may contain special HTML tags in order to insert message attributes into the fax or sms dynamically. These HTML tags must have the format <#TagName Attributes>. You can place these tags anywhere in the cover page file.



A special <page> tag can be used to force a page break. For the example fax and sms cover pages, please see the Default Message Header Directory.



If you want to use a cover page without any additional fields but with bodytext the minimal fax.htm must include only one tag - <#Content> Without <#Content> no bodytext will be faxed.

The following tags are supported:

Tag Name	Attributes	Description
img	border=image border width src=name of image file width=width of the image height=height of the image	Tag to insert an image (jpg, gif, bmp) in the cover page. NOTE: You cannot use the standard HTML img tag since a temporary copy of the cover page is used during rendering and therefore img links would not be valid and the image would not be inserted into the page.
Company		Company name from LDAP directory
TelephoneNumber		LDAP telephoneNumber attribute
FacsimileTelephoneNumber		LDAP facsimileTelephoneNumber attribute
Department		LDAP department attribute
Address		Combination of LDAP postalCode, street, (location)
IXIISDNOriginatingAddress		Inserts the sending users ISDN Originating Address
IXIFaxSenderNumber		Inserts the sending users fax sender number
Priority	high=display text for high priority messages normal=display text for normal priority messages low=display text for low priority messages	The tag is replaced by the display text corresponding to message priority.
Date	FmtString=format string The string can contain specifier to format the message date meeting your needs.	Inserts the date the message was sent
From	FmtString=specifies which parts of the messages from address should be displayed: 0=Displayname and Address 1=Displayname only 2=Address only	Inserts the message FROM addresses
То	FmtString (see From)	Inserts the message TO addresses
Ū		

5.14.4 vCard Templates

The vCard template file (vcard.htm) can be used in order to insert data from a vCard attachment file in the message into the resulting fax or sms. Like the cover page file the vCard template file contains special HTML tags (<#TagName Attributes>) which will be replaced by the corresponding values in the cover page file.

The following tags can be used:

- Tag
- JobTitle
- Name
- Email
- BusinessWebPage
- HomePhone
- Pager
- Mobile
- BusinessPhone
- BusinessFax
- Department
- Office
- CompanyName
- StreetAddress
- PostalCode
- Nation
- Region
- Locality

5.14.5 Creating Signatures for Fax

5.14.5.1 Adding a Signature to the Fax Coverpage

Step 1: Create a Message Header for every user

- · Create a subdirectory in the covers directory for every user
- Copy the default message header files in every directory

🔯 C:\IXI-WebAdmin\WWWRoot\IXI-Conn-Smtp\rconn\	Mod\Covers	_ 🗆 ×
File Edit View Favorites Tools Help		
🗘 Back 🔹 🔿 👻 🔯 Search 📴 Folders 🎯 Histor	y 12 2 X 10 III-	
Address C:\IXI-WebAdmin\WWWRoot\IXI-Conn-Smtp\rconr	h\Mod\Covers	▼ 🔗 Go
Folders X	Name /	Size Type
	Default	File Folder
		File Folder
		File Folder
	SandraPaul	File Folder
	TorryParker	File Folder
- Cai-bin		
E- 🛅 IXI-Conn-Smtp		
🗄 💼 ActiveDir		
ter - 🔁 doc		
i - 🛄 in		
H Mod		
TorryParker		
tmp		
Setup		
- 🔁 SMTPIn		
SMTPOut		
5 object(s) selected		Ny Computer

Step 2: Insert the signature

• Copy the signature image files to the appropriate message header directory.



The image file can be bmp, gif, jpeg or png

• Insert an img custom link in fax.htm (i.e. the fax cover page). In order to do this, first you have to insert the signature file by using an ordinary HTML img tag. Secondly, edit the HTML source code and make the img tag a custom tag by replacing it with #img.

🔊 fax.htm - Notepad
File Edit Format Help
<#To FmtString="1" >
CC: <#CC FmtString="1">
vidth="11%" height="21" bgcolor="#COCOCO"> Subject: vidth="89%" colspan="3" height="21"> <#Subject>
vidth="11%" height="21" bgcolor="#FFFFF"> vidth="11%" height="21" bgcolor="#FFFFF"> vidth="89%" colspan="3" height="21"> <#Attachments
<pre><pre><pre><pre><pre><pre><pre><pre></pre></pre></pre></pre></pre></pre></pre></pre>
<#Content>
<pre> <#img border="0" src="SandraPaul.gif" width="310" height="86"></pre>

Step 3: Assign Cover Pages to users

Now you can assign the cover pages to the appropriate users by setting the message header property in your user configuration. The following shows this process for the IXI-UMS Exchange 2000 Connector:

🐕 Console1 - [Console Root\Active Directory Users and Computers [win2000.2k-huber.lokal]\2k-huber.lokal\Users] _ 🗆 🗵 🗋 🖻 🔚 💷 🖃 🔟 🚡 <u>C</u>onsole <u>W</u>indow <u>H</u>elp Action View Eavorites 🛛 🗢 🔿 🗈 🔟 🔀 😰 🖗 🛱 🛱 🖗 🗸 🏈 🍘 Tree Favorites Name Type 🗸 Description . 🕵 Administrator User Built-in account for admini... 🚞 Console Root EUSER_EXSTOREEVENT User 🚊 🎻 Active Directory Users and Computers [win2000.2k-huber.lokal] 👧 Guest 🚊 🗊 2k-huber lokal User Built-in account for guest ... 🗄 💼 Builtin 1USR_WIN2000 User Built-in account for anony... IWAM_WIN2000 🗄 💼 Computers Built-in account for Intern... User 🗄 🧭 Domain Controllers 🌆 IXI-Server Template User 💑 krbtat User Key Distribution Center Se... 🗄 📄 LostAndFound 🕵 TsInternetUser User This user account is used 🗄 💼 Microsoft Exchange System Objects 🕵 Wintest User 🗄 🧭 Root 🕵 Cert Publishers 🛛 Security Group ... Enterprise certification an... 🗄 📄 System DnsUpdateProxy Security Group ... DNS clients who are permi... 🔄 Users 🕵 Domain Admins Security Group ... Designated administrators... 🗄 🥐 Huber2000 (Exchange) 🕵 Domain Computers Security Group ... All workstations and serve... 🗄 🍇 Services (Local) 🕵 Domain Controllers Security Group ... All domain controllers in th... 🗄 💼 Event Viewer (Local) 🕵 Domain Guests Security Group ... All domain guests 🗄 🐳 ADSI Edit 🕵 Domain Users Security Group ... All domain users 🗄 🏥 DNS 🕵 Enterprise Admins Security Group ... Designated administrators... 🕵 Exchange Domain Servers 🚽 Security Group ... Exchange Domain Servers 🕵 Group Policy Creator Owners Security Group ... Members in this group can... 🕵 Schema Admins Security Group ... Designated administrators... -

Start MMC

Select the user, you want to modify and right click on it
	LDAP://win2000.2k-huber.lokal/CN=Administrator,CN=Users,	DC=2k-huber,D 🗴	1	
	General Services			
🚡 Con:	Inbound		al]\2k-huber.lokal\Users]	_ D X
] 🚡 ⊆	Unique Phone Number: +49 8142 47992	<u>A</u> dd		🗋 🗅 🚅 🔚 💷 💷 🖂
Actio		Delete	5 °n	
Tree I				Description
	- Outhermal		User	Built-in account for admini
in the second			User	
	ISDN Originating Address: J112		User	Built-in account for guest
	Billing Code:		User	Built-in account for anony
	force-0 courseSandtaRaul Javout-Dofe		User	Built-in account for Intern
	Message Header File: Indice-o,cover-sandra-adi,iayouc-bera		User	
	Allowed to send with High Triority		User	Key Distribution Center Se
			User	This user account is used
			Security Group	Enterprise certification an
	Set <u>D</u> efaults <u>D</u> K <u>C</u> ance	el <u>A</u> pply	Security Group	DNS clients who are permi
			Security Group	Designated administrators
E - C	Edit Message Header 🛛 🗙 🖬	Browse for Folder		? × prkstations and serve
	SandraPaul	Soloch a Maccano Hoad	~r	main controllers in th
÷ 🖏	Message Header: Joindra du	beleut a messaye neau	er	main guests
÷.	Fax Layout: Default	Du Covers		main users
	VCard: Default	Default		inated administrators
		🛁 JackWalke	r	ange Domain Servers
	Force Fax Cover Page	🦳 🗋 JamesBrov	vning	in a ted administrators
		SandraPau	J	
		TorryParke	er	
	OK Cancel			
		,		
			OK Cancel	

• Select "IXI-Properties" and set the message header.

• Now send a test message via Outlook and the signature will be attached automatically.



5.14.5.2 Creating a Signature in MS Outlook

Step 1: Set "Message Format" to HTML

Select Options | Mail Format. Make sure that the "Send in this message format" is set to HTML.

这 Mailbox - Administrator - Microsoft Outlook 📃 🗆 🗙						
Eile Edit View Favorites Options						
] 🖻 <u>N</u> ew 🔹 🎒 📑 Send/	Preferences Mail Services Mail Format Spelling Security Other Delegates					
Mailbox - Adminis	Message format	49				
Folder List P	Choose a format for outgoing mail and change advanced settings. Send in this message format:	tomize Outlook Today				
Mailbox - Sales Person	Use Microsoft Word to edit e-mail messages	Messages				
	Send pictures from the Internet International Options	Inbox 1496 Drafts 0				
	Stationery and Fonts	Outbox 0				
	Use stationery to change your default font and style, change colors, and add backgrounds to your messages.					
	Use this stationery by default: <pre></pre>					
	Fonts Stationery Picker					
	Signature					
	Automatically include your signature or attach an electronic business card (vCard) to outgoing messages.					
	Use this Signature by default: <a>None>					
	Don't use when replying or forwarding Signature Picker	<u> </u>				
,	OK Cancel Apply					

Step 2: Create a new Signature

- Create a new Signature file with the Signature Picker and make it your default signature
- In Windows Explorer search for this Signature file
- Edit the Signature file with your favorite HTML Editor and insert

a link to the signature image file.

Note:

The image file must be gif, jpeg, bmp or png

- Create a new message in Outlook. The message will contain the signature you created (see below). Now you can send this message as fax.

🙆 Mailbox - Administrator - Microsoft Outlook 📃 🗆 🗙							
Eile Edit View Favorites	Options						
] 🖻 №ew 👻 🎒 📑 Send/	Preferences Mail Services Mail Format Spelling Security Other Delegates						
Mailbox - Adminis	Message format	<u> </u>					
Folder List	Choose a format for Signature:						
)- 🍪 Outlook Today - [Mailbox]- 🍏 Mailbox - Developer	Send in this message	Edit					
) 🧐 Mailbox - Sales Person	🔲 Use Microsoft W	Remove					
Public Folders	Send pictures fro	New					
	Stationery and Fonts						
	Use stationery to ch and add background						
	Use this stationery t Sincerely yours,						
	Signature						
	Automatically include card (vCard) to oute						
	Use this Signature b Sandra Paul						
•	Don't use when I	v					
		Cancel					

6 Terminology

B-Channel - In the Integrated Services Digital Network (ISDN), the B-channel is the channel that carries the main data. (The "B" stands for "bearer" channel).

DLL - a dynamic link library (DLL) is a collection of small programs, any of which can be called when needed by a larger program that is running in the computer. The small program that lets the larger program communicate with a specific device such as a printer or scanner is often packaged as a DLL program (usually referred to as a DLL file).

Fax - a fax is the telephonic transmission of scanned-in printed material (text or images), usually to a telephone number associated with a printer or other output device.

GSM - (Global System for Mobile communication) is a digital mobile telephone system that is widely used in Europe and other parts of the world.

HTML - (Hypertext Markup Language) is the set of markup symbols or codes inserted in a file intended for display on a World Wide Web browser page. The markup tells the Web browser how to display a Web page's words and images for the user. Each individual markup code is referred to as an element (but many people also refer to it as a tag). Some elements come in pairs that indicate when some display effect is to begin and when it is to end.

IMAP - Internet Message Access Protocol (IMAP) is a standard protocol for accessing e-mail from your local server. IMAP (the latest version is IMAP4) is a client/server protocol in which e-mail is received and held for you by your Internet server.

ISDN - (Integrated Services Digital Network) is a set of CCITT/ITU standards for digital transmission over ordinary telephone copper wire as well as over other media.

LDAP - (Lightweight Directory Access Protocol) is a software protocol for enabling anyone to locate organizations, individuals, and other resources such as files and devices in a network, whether on the public Internet or on a corporate intranet.

MMC - The Microsoft Management Console (MMC) is an application that provides a graphical-user interface (GUI) and a programming framework in which consoles (collections of administrative tools) can be created, saved, and opened.

Modem - A modem modulates outgoing digital signals from a computer or other digital device to analog signals for a conventional copper twisted pair telephone line and demodulates the incoming analog signal and converts it to a digital signal for the digital device.

MWI - Message Waiting Indication is a common feature of telephone networks. It typically involves playing a special dial tone (called message-waiting dial tone), lighting a light or indicator on the phone, or both.

OCR - (optical character recognition) is the recognition of printed or written text characters by a computer. This involves photoscanning of the text character-by-character, analysis of the scanned-in image, and then translation of the character image into character codes, such as ASCII, commonly used in data processing.

PBX - A PBX (private branch exchange) is a telephone system within an enterprise that switches calls between enterprise users on local lines while allowing all users to share a certain number of external phone lines.

PDF - (Portable Document Format) is a file format that has captured all the elements of a printed document as an electronic image that you can view, navigate, print, or forward to someone else. PDF files are created using Adobe Acrobat, Acrobat Capture, or similar products. To view and use the files, you need the free Acrobat Reader, which you can easily download. Once you've downloaded the Reader, it will start automatically whenever you want to look at a PDF file.

PSTN - PSTN (public switched telephone network) is the world's collection of interconnected voiceoriented public telephone networks, both commercial and government-owned. It's also referred to as the Plain Old Telephone Service (POTS).

Q-SIG - Q-SIG is a global signalling system for corporate networking.

RTF - Rich Text Format (RTF) is a file format that lets you exchange text files between different word processors in different operating systems.

SMS - (Short Message Service) is a service for sending messages of up to 160 characters (224 characters if using a 5-bit mode) to mobile phones that use Global System for Mobile (GSM) communication.

SMTP - (Simple Mail Transfer Protocol) is a TCP/IP protocol used in sending and receiving e-mail.

TCP/IP - (Transmission Control Protocol/Internet Protocol) is the basic communication language or protocol of the Internet.

7 About serVonic



serVonic, headquartered in Olching 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 serVonic 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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