

eSpace UMS
V100R001C01SPC100
User Guide

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About This Document

Purpose

This document provides the configuration and usage of the unified messaging system (UMS).

Intended Audience

This document is intended for:

- UMS administrators
- UMS users

Symbol Conventions

The symbols that may be found in this document are defined as follows.

Symbol	Description
 DANGER	Alerts you to a high risk hazard that could, if not avoided, result in serious injury or death.
 WARNING	Alerts you to a medium or low risk hazard that could, if not avoided, result in moderate or minor injury.
 CAUTION	Alerts you to a potentially hazardous situation that could, if not avoided, result in equipment damage, data loss, performance deterioration, or unanticipated results.
 TIP	Provides a tip that may help you solve a problem or save time.
 NOTE	Provides additional information to emphasize or supplement important points in the main text.

Change History

Updates between document issues are cumulative. Therefore, the latest document issue contains all updates made in previous issues.

Issue 03 (2012-07-10)

This issue is the third official release, which incorporates the following changes

- Modified some pictures and the format.
- Changed the product name SoftCo to Unified Gateway.

Issue 02 (2012-03-27)

This issue is the second official release, which incorporates the following changes

- Added the section about the IVR language setting
- Modified the information about email parameter setting.
- Modified some pictures and tables.

Issue 01 (2010-04-10)

This issue is the first official release.

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1 UMS Overview

1.1 Roles

The UMS supports the following user roles:

- Super administrator
The **admin** user (super administrator) has all operation rights on the UMS by default, and the operation rights can be set. The **admin** user performs operations such as manages rights, sets PBX interaction parameters, sets parameters for SMS notifications and emails, monitors system information, and manages system logs.
- Common administrator
The operation rights of a common administrator can be set. A common administrator performs operations such as manages the UMS user accounts, mailbox, usages, and personal greetings.
- UMS user
UMS users can obtain messages or faxes, forward messages or faxes, and send faxes.



NOTE

- A common administrator manages only the user accounts in the local department.
- The super administrator manages user accounts of all departments.

2 Functions for UMS Administrators

2.1 Logging In to the UMS Web Management System

You can log in to the UMS web management system in the following way:

Step 1 Open Internet Explorer, enter the URL of the UMS server, for example, **http://192.168.1.80:8089**, in the address box, and press **Enter**.

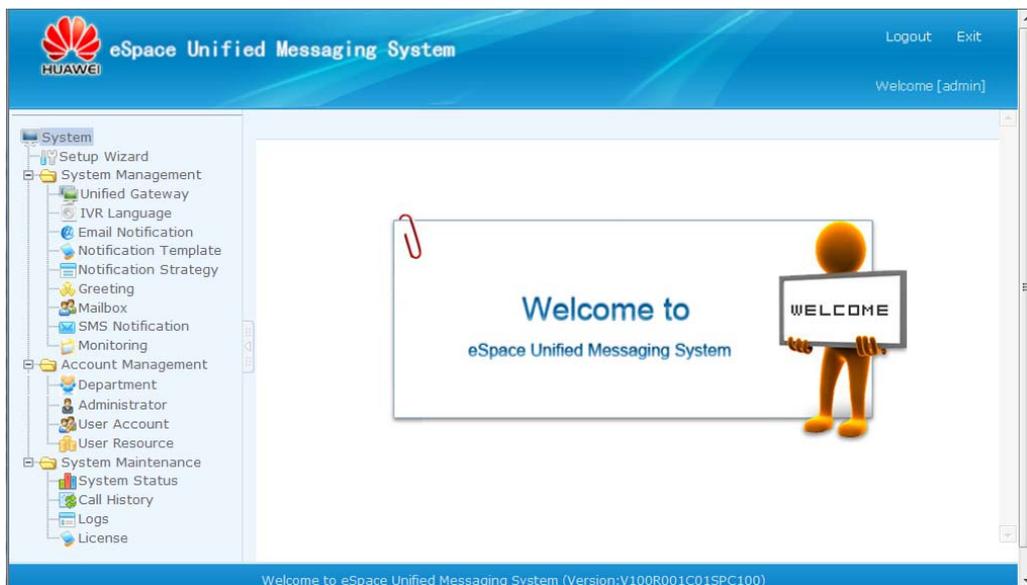
The login page of the UMS web management system is displayed.

Step 2 Select **Administrator** from the **Login** drop-down list box. Enter the user name and password, which are mandatory (the initial account and password are both **admin**).

Step 3 Click **Login** or press **Enter** directly.

The Web operation page for the super administrator is displayed, as shown in [Figure 2-1](#).

Figure 2-1 Web operation page for the UMS super administrator



----End

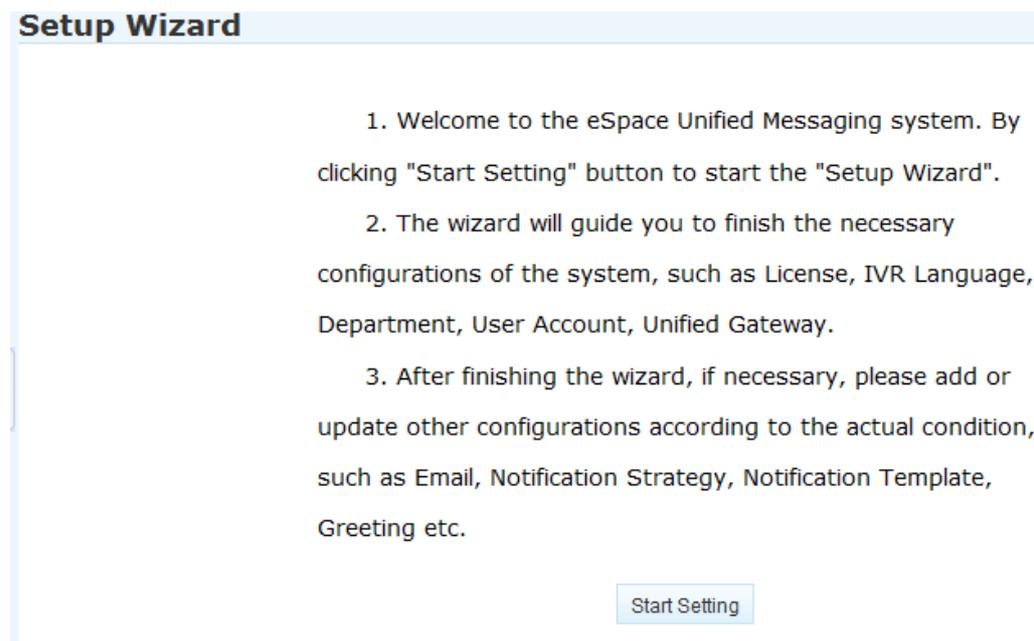
2.2 Setup Wizard

The **Setup Wizard** is displayed the first time you log in to the UMS web management page, and guides you to configure necessary system data, such as license, IVR language, department, user account, and unified gateway.

Step 1 Click **Setup Wizard** in the navigation tree.

The **Setup Wizard** page is displayed, as shown in [Figure 2-2](#).

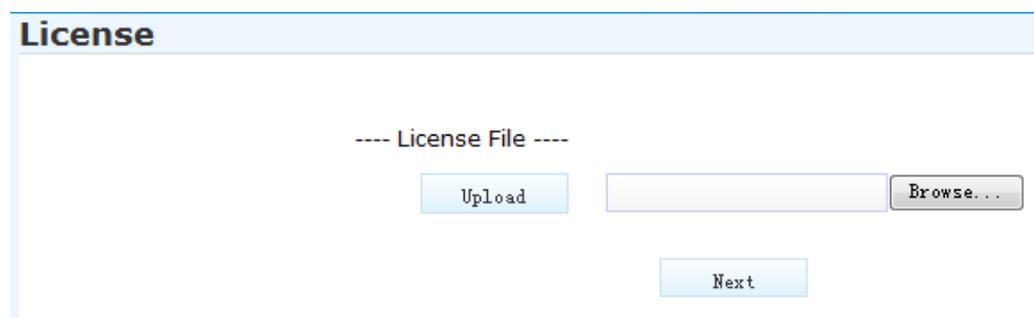
Figure 2-2 Setup Wizard



Step 2 Click **Start Setting**.

Step 3 Select a license, click **Upload** to upload the license to the UMS server, and click **Next**, as shown in [Figure 2-3](#).

Figure 2-3 License



Step 4 Configure IVR languages and click **Next**, as shown in [Figure 2-4](#).

Figure 2-4 IVR Language

IVR Language

The First Language: **English** Set the phone keys: **9**

The Second Language: **Portuguese** Set the phone keys: **3**

The Third Language: **Chinese** Set the phone keys: **6**

Back Next

Step 5 Configure departments and click **Next**, as shown in [Figure 2-5](#).

Figure 2-5 Department

Department

Search Add

Department List				
No.	Department	Browser Menu	Administrator Type	Operation
1	system	show	Super Administrator	Modify Navigation Bar Configuration Delete
2	tsd	show	General Manager	Modify Navigation Bar Configuration Delete
3	123	show	General Manager	Modify Navigation Bar Configuration Delete

1 / 1 10 3 rows

Back Next

Step 6 Configure user accounts and click **Next**, as shown in [Figure 2-6](#).

Figure 2-6 User Account

User Account

Search Add Batch Add Delete Batch Delete Edit Batch Edit

No.	UMS Account	Register No.	Language Type	Max Records	Call Back	SMS	Email	Department
1	8140	8140	IVR Voice navig...	20				tsd
2	8141	8141	IVR Voice navig...	20				tsd
3	8142	8142	IVR Voice navig...	20				tsd
4	8143	8143	IVR Voice navig...	20				tsd
5	8144	8144	IVR Voice navig...	20				tsd
6	8145	8145	IVR Voice navig...	20				tsd
7	8146	8146	IVR Voice navig...	20				tsd
8	8147	8147	Chinese	20				tsd
9	8148	8148	IVR Voice navig...	20				tsd
10	8149	8149	IVR Voice navig...	20				tsd

1 / 3 10 22 rows

Back Next

Step 7 Configure the Unified Gateway and click **Complete**, as shown in [Figure 2-7](#).

Figure 2-7 Unified Gateway

Unified Gateway

* Unified Gateway IP:	<input style="width: 100%;" type="text" value="192.168.44.81"/>
* Unified Gateway Port :	<input style="width: 100%;" type="text" value="5060"/>
* UMS Server IP :	<input style="width: 100%;" type="text" value="192.168.44.76"/>
* UMS Subnet Mask :	<input style="width: 100%;" type="text" value="255.255.255.0"/>
* UMS Default Gateway :	<input style="width: 100%;" type="text" value="192.168.44.85"/>
UMS Unified Access Code :	<input style="width: 100%;" type="text" value="152"/>
Enable MWI Prefix :	<input style="width: 100%;" type="text" value="*99*"/>
Disable MWI Prefix :	<input style="width: 100%;" type="text" value="#99*"/>
Fax Mode :	<input style="width: 100%;" type="text" value="T38 Fax Mode"/>
Session Timer Mode :	<input style="width: 100%;" type="text" value="Disabled"/>

----End

2.3 System Management

2.3.1 Unified Gateway

You must set the interconnection parameters of the UMS server and Unified Gateway on the UMS after the UMS parameters are set on the Unified Gateway. The UMS can be interconnected with the Unified Gateway successfully only when the interconnection parameters are the same as those on the Unified Gateway.

Choose **System Management > Unified Gateway** from the navigation tree. The **Unified Gateway** page is displayed, as shown in [Figure 2-8](#). Set the parameters according to [Table 2-1](#).

Figure 2-8 Unified Gateway

Unified Gateway

* Unified Gateway IP:

* Unified Gateway Port :

* UMS Server IP :

* UMS Subnet Mask :

* UMS Default Gateway :

UMS Unified Access Code :

Enable MWI Prefix :

Disable MWI Prefix :

Fax Mode : ▼

Session Timer Mode : ▼

Table 2-1 Unified Gateway parameters

Parameter	Example	Description
Soft Switch IP	192.168.1.10	IP address of the Unified Gateway, which must be the same as that configured on the Unified Gateway.
Soft Switch Port	5060	Port number of the Unified Gateway, which must be the same as that configured on the Unified Gateway.
UMS Server IP	192.168.1.80	IP address of the UMS server, which must be the same as that configured on the UMS server.
UMS subnet Mask	255.255.255.0	Subnet mask of the UMS server, which must be the same as that configured on the UMS server.
UMS Default Gateway	192.168.44.85	IP address of the default gateway of the UMS server, which must the same as that configured on the UMS server.
UMS Unified Access Code	152	Access code of the UMS, which must be the same as that configured on the Unified Gateway.

Parameter	Example	Description
Enable MWI Prefix	*99*	Prefix for turning on the message waiting indicator (MWI), which must be the same as that configured on the Unified Gateway.
Disable MWI Prefix	*99#	Prefix for turning off the MWI, which must be the same as that configured on the unified gateway.
Fax Mode	T38 Fax Mode	Fax sending and receiving mode, including the T38 and G711 fax modes.
Session Timer Mode	Disabled	Used to enable or disable the session status detection function.

2.3.2 IVR Language

You can set the IVR languages and corresponding phone keys.

Step 1 Choose **System Management > IVR Language** from the navigation tree. The **IVR Language** page is displayed, as shown in [Figure 2-9](#).

Figure 2-9 IVR Language

IVR Language

The First Language: Set the phone keys:

The Second Language: Set the phone keys:

The Third Language: Set the phone keys:

Step 2 Set the IVR languages and corresponding phone keys.



NOTE

- You must set the IVR languages in sequence. You can set the second IVR language only after the first IVR language is set, and set the third IVR language only after the first and second IVR languages are set.
- You can delete an IVR language only after subsequent IVR languages are deleted. For example, you cannot delete the first IVR language when the second and third IVR languages are not deleted.

----End

2.3.3 Email Notification

The UMS provides a public mailbox(IBM Lotus Notes, Microsoft Exchange, Gmail,etc.) receiving voice messages and faxes and sends mails to notify corresponding users. You can configure the information such as the server address, port number, and user of the public mailbox.

Choose **System Management > Email Notification** from the navigation tree. The **Email Notification** page is displayed, as shown in [Figure 2-10](#). Set the parameters according to [Table 2-2](#).

For details on how to configure email servers, see [B Appendix: Setting the Gmail Server](#) and [C Appendix: Setting the Hotmail Server](#).

Figure 2-10 Email Notification

Table 2-2 Email notification parameters

Parameter	Example	Description
Server Type	POP3 or IMAP	Protocol type.
IMAP Server	imap.gmail.com	IP address or domain name of the IMAP server.

Parameter	Example	Description
IMAP Port	993	Port number of the IMAP server. Generally, the port number is 143. If SSL is used, the port number is 993.
(IMAP)This server required an encrypted connection(SSL):	Selected or deselected	Select this option based on the port number.
POP3 Server	192.168.1.6	IP address or domain name of the POP3 server for receiving emails.
POP3 Port	110	Port number of the POP3 server for receiving emails. Generally, the port number is 110. If SSL is used, the port number is 995.
(POP3)This server required an encrypted connection(SSL):	Selected or deselected	Select this option based on the port number.
SMTP Server	smtp.gmail.com	IP address or domain name of the SMTP server for sending emails.
SMTP Port	465	Port number of the SMTP server for sending emails. Generally, the port number is 25. If SSL is used, the port number is 465 or 587.
(SMTP)This server required an encrypted connection(SSL):	Selected or deselected	Select this option based on the port number.
SMTP server requires authentication	Selected or deselected	Select this option based on the requirements of the email service provider.
User Name	zhaotian2472	User name for logging in to the mailbox.
Password	qazwsx	User password for logging in to the mailbox.
Email Address	zhaotian2472@sohu.com	Public email address of the UMS, which is used for receiving voice messages and faxes and sending them to corresponding users. If you use 3.4.1 Sending Messages Using Emails or 3.4.2 Sending Faxes Using Emails , enter this email address in the recipient address box.

2.3.4 Notification Template

You can configure the contents of SMS, voice mail, and fax notifications.

Step 1 Choose **System Management > Notification Template** from the navigation tree. The **Notification Template** page is displayed, as shown in [Figure 2-11](#). The contents of SMS, voice mail, and fax notifications in Chinese, English, and Portuguese are displayed. [Figure 2-11](#) shows the system initial contents.

Figure 2-11 Notification Template

Notification Template			
Modify			
Notification Template			
Language	Notification content of voice mail	Notification content of fax mail	Content of SMS
Chinese	您有新语音留言	您有新传真文件	新语音: %1, 新传真: %3
English	You received a new Voice Message in your mailbox.	You received a new Fax Message in your mailbox.	new voice: %1, new fax: %3
Portuguese	u sted tiene un nuevo mensaje de voz	u sted tiene un nuevo mensaje de fax	nueva voz: %1, nuevo fax: %3

Step 2 Select a line and click **Modify**.

The **Modify** page is displayed, as shown in [Figure 2-12](#).

Figure 2-12 Modify

Modify

Language :

* Notification content of voice mail :

* Notification content of fax mail :

* Content of SMS :

Step 3 Set all parameters except **Language**.

Table 2-3 Notification template parameters

Parameter	Example	Description
Notification content of voice mail	You received a new Voice Message.	Subject of the email notification sent when a user receives a voice mail.
Notification content of fax mail	You received a new Fax Message.	Subject of the email notification sent when a user receives a fax mail.

Parameter	Example	Description
Content of SMS	new voice: %1, old voice: %2, new fax: %3, old fax: %4	Content of an SMS message, where %1, %2, %3, and %4 will be replaced with the numbers of new voice messages, old voice messages, new faxes, and old faxes. For example: new voice: 2, old voice: 3, new fax: 0, old fax: 2

Step 4 Click **Save** to save the settings or click the close button to close the page without saving the settings.

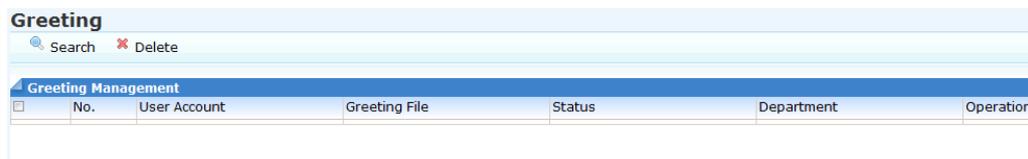
----End

2.3.5 Greeting

You can query or delete the distinctive greetings of a user on the **Greeting** page.

Choose **System management** > **Greeting** from the navigation tree. The **Greeting** page is displayed, as shown in [Figure 2-13](#).

Figure 2-13 Greeting



You can perform the following operations:

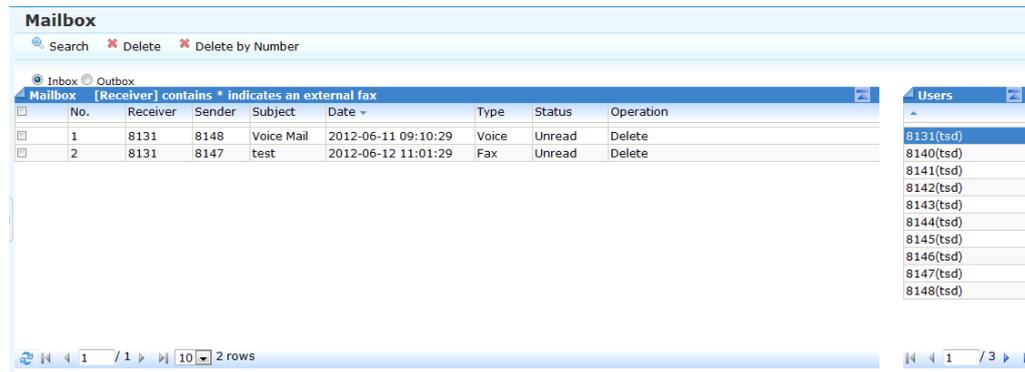
- Click **Search** and enter the user account to query the distinctive greetings of the user.
- Select one or more records and click **Delete** to delete the selected records.
- Click **Delete** corresponding to a record to delete the record.

2.3.6 Mailbox

You can manage the user mailbox to avoid the situation that the user occupies too many resources, causing insufficient system resources.

Choose **System Management** > **Mailbox** from the navigation tree. The **Mailbox** page is displayed, as shown in [Figure 2-14](#).

Figure 2-14 Mailbox



You can perform the following operations:

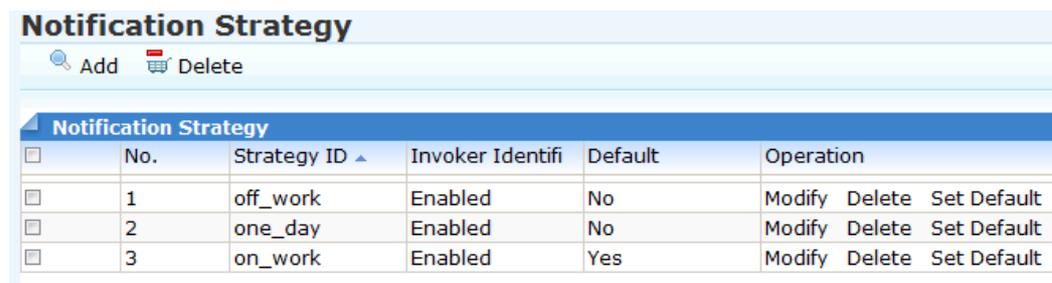
- Click **Search** and enter the phone number to query the messages of the user.
- Select one or more records and click **Delete** to delete the selected records.
- Click **Delete by phone number**, enter a user account, and click **OK** to delete the information about the user.
- Click **Delete** corresponding to a record to delete the record.

2.3.7 Notification Strategy

The UMS sends notifications according to the specific number of retry times and retry interval in the specific time segment.

Choose **System Management > Notification Strategy** from the navigation tree. The **Notification Strategy** page is displayed, as shown in [Figure 2-15](#).

Figure 2-15 Notification Strategy



You can perform the following operations:

- Click **Add** to add a notification strategy.
- Select one or more records and click **Delete** to delete the selected records.
- Click **Modify** corresponding to a record to modify the record.
- Click **Delete** corresponding to a record to delete the record.
- Click **Set Default** corresponding to a record to set the parameters of the record to the default values. When you add an account or add accounts in batches, the default time segment set in the notification strategy is used.



NOTE

If a notification strategy is used when you add an account or add accounts in batches, this notification strategy cannot be deleted.

Figure 2-16 shows the page for adding a notification strategy. Set the parameters according to Table 2-4.

For example, if you set the notification strategy for user 8100 according to Table 2-4, the UMS periodically checks whether new messages exist in the system according to the preset parameter during 08:00-17:00. If yes, the UMS sends a notification message to user 8100. If the sending fails, the UMS resends the message for three times at an interval of 60 seconds.

Figure 2-16 Add Notification Strategy

Table 2-4 UMS notification strategy parameters

Parameter	Value	Description
Strategy ID	on_work	Name of a strategy.
Invoker Identifier	Enabled	The options are as follows: <ul style="list-style-type: none"> Enabled: The strategy is enabled. When you add an account, the strategy time is displayed in the Strategy Time drop-down list box. Disabled: The strategy is disabled. When you add an account, the strategy time is not displayed in the Strategy Time drop-down list box.
Strategy Times	08:00-17:00	Effective duration for notification modes, such as the MWI, phone, SMS message, and email. Set Start Time and Over Time and click Add Time to add a strategy effective duration.

2.3.8 SMS Notification

The UMS provides the SMS notification function. The UMS sends the messages or faxes to the corresponding users in the SMS notification mode. You can set the content template of the SMS notification.

Choose **System Management > SMS Notification** from the navigation tree. The **SMS Notification** page is displayed, as shown in [Figure 2-17](#). Set the parameters according to [Table 2-5](#).

Figure 2-17 SMS Notification

SMS Notification

* SMS Coding : UTF-16BE

* SMS Character Set : UTF-8

Save Reset

Table 2-5 SMS notification parameters

Parameter	Value	Description
SMS Coding	UTF-16BE	Select a value from the drop-down list box. The options are as follows: <ul style="list-style-type: none"> • GBK • UTF-8 • UTF-16BE • UTF-16LE • BIG5 The value is determined by the carrier who provides the SIM card of the SMS modem.
SMS Character Set	UTF-8	Select a value from the drop-down list box. The options are as follows: <ul style="list-style-type: none"> • GBK • UTF-8 • UTF-16BE • UTF-16LE • BIG5 The value is determined by the UMS server software. You are advised to retain the default value.

2.3.9 Monitoring

The UMS scans the latest messages, faxes, and emails periodically. You can configure the interval for scanning each item on the **Monitoring** page.

Choose **System Management** > **Monitoring** from the navigation tree. The **Monitoring** page is displayed, as shown in [Figure 2-18](#). Set the parameters according to [Table 2-6](#).



NOTE

The value **0** indicates that scanning module is disabled.

Figure 2-18 Monitoring

Monitoring

Phone Notification Interval :	<input type="text" value="10"/>	second (10 ~ 100000)
SMS Notification Interval :	<input type="text" value="10"/>	second (10 ~ 100000)
Email Notification Interval :	<input type="text" value="30"/>	second (30 ~ 100000)
Fax Interval :	<input type="text" value="10"/>	second (10 ~ 100000)
Message Light Interval :	<input type="text" value="10"/>	second (10 ~ 100000)
Remove excess Message Cycle :	<input type="text" value="60"/>	second (10 ~ 1000000)
Test Email Cycle :	<input type="text" value="0"/>	second (90 ~ 100000)

(Parameter "0" means turning off this feature)

Table 2-6 Monitoring parameters

Parameter	Value	Description
Phone Notification Interval	10	The system checks the message status at intervals. When a new message arrives, the system notifies users by phone. The value ranges from 10 to 100000.
SMS Notification Interval	10	The system checks the message status at intervals. When a new message arrives, the system sends SMS messages to users by the SMS modem. The value ranges from 10 to 100000.
Email Notification Interval	30	The system checks the message status at intervals. When a new message arrives, the system notifies users by email. The value ranges from 30 to 100000.

Parameter	Value	Description
Fax Interval	10	The system checks the fax task at intervals. When a new task arrives, the system performs the fax sending task. The value ranges from 10 to 100000.
Message Light Interval	10	The system checks the message status at intervals. When a new message arrives, the system sends a message to the Unified Gateway for turning on or off the MWI. The value ranges from 10 to 100000.
Remove excess Message Cycle	60	Interval for checking whether the number of messages exceeds the maximum. If the number of messages exceeds the maximum, the messages are deleted in time sequence. The value ranges from 10 to 100000
Test Email Cycle	0	Interval for checking the system mailbox and obtaining voice messages and faxes. The value ranges from 90 to 100000.

2.4 Account Management

2.4.1 Department

A department specifies a set of operation rights of an administrator. You can simplify the rights allocation by using the department management function. After the menu rights are set for the department, all administrators in this department have the menu rights.

You can create a department for each department. Administrators of a department can only manage UMS user accounts in the department.

Choose **Account Management > Department** from the navigation tree. The **Department** page is displayed, as shown in [Figure 2-19](#).

Figure 2-19 Department

The screenshot shows the 'Department' management interface. At the top, there is a search bar with a magnifying glass icon and an 'Add' button with a plus sign. Below this is a 'Department List' table with the following data:

No.	Department	Browser Menu	Administrator Type	Operation
1	system	show	Super Administrator	Modify Navigation Bar Configuration Delete
2	tsd	show	General Manager	Modify Navigation Bar Configuration Delete
3	123	show	General Manager	Modify Navigation Bar Configuration Delete

You can perform the following operations:

- Click **Search** to query the department that meets the requirement after setting the search criteria.
- Click **Add** to add a department.

- Click **Modify** corresponding to a record to modify the record.
- Click **Delete** corresponding to a record to delete the record.
- Click **Configuration menu** corresponding to a record to set the user right of this department.

Adding a Department

Click **Add**. The page shown in [Figure 2-20](#) is displayed. Set the parameters according to [Table 2-7](#).

Figure 2-20 Add department

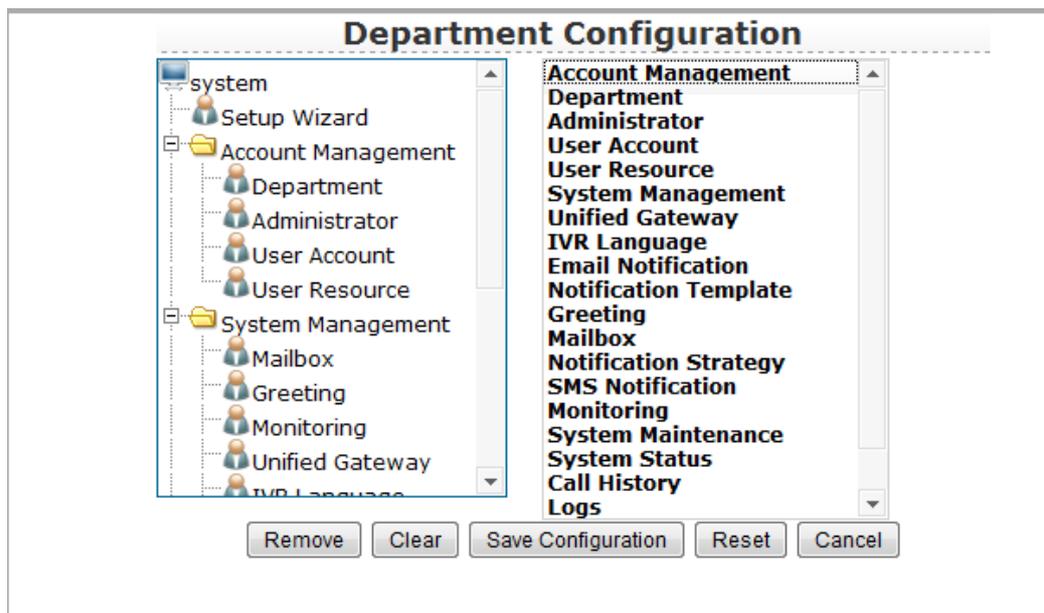
Table 2-7 Parameters for adding a department

Parameter	Value	Description
Department	Department A	Department name.
Browser Menu	Display	Indicates whether the browser menu is displayed. If Hidden is selected, when a user of this department logs in to the system, the browse menu, including the title, menu bar, and toolbar, is not displayed.
Administrator type	General Manager	Type of the administrator, including the common administrator and super administrator. For details, see 1.1 Roles .

Setting the Department Right

Click **Navigation Bar Configuration** corresponding to a record. The page shown in [Figure 2-21](#) is displayed.

Figure 2-21 Department configuration



Click the menu item to be added in the navigation tree on the left. The menu item is added to the list on the right automatically. [Table 2-8](#) describes the usage of buttons on the page.

Table 2-8 Usage of buttons on the page

Button	Description
Remove	Remove the selected menu item from the list on the right.
Clear	Clear the list on the right.
Reset	After the rights are allocated but not saved, you can click Reset to restore the data.
Save Configuration	After the rights are allocated, you can click Save Configuration to save the configuration. The added menu item can be displayed when an administrator of the department logs in to the system.
Cancel	Cancel the right allocation and close the page.

2.4.2 Administrator

An administrator is a maintenance person in the UMS. The operation rights of the administrator depend on those of the home department. The administrator with the department maintenance right can assign the rights.

Choose **Account Management > Administrator** from the navigation tree. The **Administrator** page is displayed, as shown in [Figure 2-22](#).

Figure 2-22 Administrator

Administrator							
Search + Add							
Administrator list							
No.	Account	Passwor	Full Nam	Account Type	Department	Remarks	Operation
1	1234	*****	12313113	general manager	123		Modify Delete
2	123423	*****		general manager	tsd		Modify Delete
3	admin	*****	admin	super manager	system	admin	Modify Delete

You can perform the following operations:

- Click **Search** to query the administrator that meets the requirement after setting the search criteria.
- Click **Add** to add an administrator.
- Click **Modify** corresponding to a record to modify the record.
- Click **Delete** corresponding to a record to delete the record.

Figure 2-23 shows the page for adding an administrator.

Figure 2-23 Add Administrator

Add Administrator

* Account

* Password

Full Name

Department ▼

Remarks

2.4.3 User Account

You can manage user accounts on the **User Account** page.

Choose **Account Management > User Account** from the navigation tree. The **User Account** page is displayed, as shown in Figure 2-24.

Figure 2-24 User Account

No.	UMS Account	Register No.	Language Type	Max Records	Call Back	SMS	Email	Department
1	8140	8140	Chinese	20				123
2	8141	8141	Chinese	20				123
3	8142	8142	Chinese	20				123
4	8143	8143	Chinese	20				123
5	8144	8144	IVR Voice navig...	20				tsd
6	8145	8145	IVR Voice navig...	20				tsd
7	8146	8146	IVR Voice navig...	20				tsd
8	8147	8147	IVR Voice navig...	20	8147		whyhonest@12...	tsd
9	8148	8148	IVR Voice navig...	20				tsd
10	8149	8149	IVR Voice navig...	20				tsd

You can perform the following operations:

- Click **Search** and enter the search criteria. The accounts that meet the search criteria are displayed in the log list.
- Click **Add** to add an account.
- Click **Batch Add** to add accounts in batches.
- Select a record and click **Delete** to delete the record.
- Select one or more records and click **Batch Delete** to delete the selected records.
- Select a record and click **Edit** to edit the record.
- Select one or more records and click **Batch Edit** to edit the selected records.

Adding an Account

Click **Add**. The page shown in [Figure 2-25](#) is displayed. Set the parameters according to [Table 2-9](#).



NOTE

A common administrator manages only the user accounts in the local department. Therefore, the **Department** parameter is not displayed on the configuration page of the common administrator.

Figure 2-25 Add

Table 2-9 Parameters for add an account

Parameter	Value	Description
UMS Account	8100	User account for a user to obtain messages after logging in to the UMS web management system or by phone. You are advised to set it as same as the Register Tel .
Password	123456	Password for a user to obtain messages after logging in to the UMS web management system or by phone.
Register No.	8100	Phone number of a user for registration with the Unified Gateway. The number must exist on the Unified Gateway.
Fax	78100	Fax number of a user for sending or obtaining a fax message. The number must exist on the Unified Gateway.
SMS	13100001234	Mobile number or personal handy-phone system (PHS) number for the SMS notifications.
SMS Marks	enable	The options are as follows: <ul style="list-style-type: none"> enable: An SMS message is sent to notify the user when a new message or fax is received. disable: No SMS message is sent for notification.
Tel Message Light	8100	Number of the phone where a user MWI is located.

Parameter	Value	Description
MWI Marks	enable	The options are as follows: <ul style="list-style-type: none"> • enable: The MWI is on when a new message or fax is received. After the new message or fax is obtained, the MWI is turned off. • disable: The MWI does not work.
Call Back	8100	Phone number set for the voice notifications. Note that the voice notifications are sent in the time specified in the policy.
Notice Marks	enable	The options are as follows: <ul style="list-style-type: none"> • enable: The telephone number specified by Notice Phone is dialed when a new message or fax is received. The voice "You have X new messages" is played when the user picks up the phone. • disable: No call is made.
Message Duration	10	Maximum duration of a message, in minutes.
Language Type	English	Prompt language when you access the UMS voice system. The options are as follows: <ul style="list-style-type: none"> • Chinese • English
Email	jaykey@huawei.com	Email address.
Email Marks	enable	The options are as follows: <ul style="list-style-type: none"> • enable: An email is sent when a new message or fax is received. The attachment is a voice or fax file. • disable: No email is sent.
Max Records	10	Total maximum number of messages and faxes in the user inbox. If the actual number exceeds the value, the system deletes oldest messages.
Extraction rights	Both require a password	The options are as follows: <ul style="list-style-type: none"> • Both require a password: Anyone needs to use a password to obtain the message. • Receive its owner message: The user can only obtain the messages that are sent to the personal phone, and the password is not required. • Receive all user's message: The user can obtain the messages of any user from any phone and do not need to enter the password.

Parameter	Value	Description
Strategy Time	08:00-17:00	Time segment for sending the message notifications. The value is defined in the notification strategy.
Department	Department A	Department that the user belongs to, which is defined in 2.4.1 Department . Only departments of the General Manager type can add accounts.
DTMF Mode	RFC2833/Inband Mode	User signaling between the phone and the switch. The options are as follows: <ul style="list-style-type: none"> • RFC2833/Inband Mode • Sip Info Mode

Adding Accounts in Batches

Click **Batch Add**. The page shown in [Figure 2-26](#) is displayed. Set the parameters according to [Table 2-9](#).

Figure 2-26 Batch Add

Batch Add

* Start Account : SMS Marks : **disable** ▼

* End Account : MWI Marks : **disable** ▼

Register No. : Notice Marks : **disable** ▼

Max Records : Strategy Time : **08:30-17:30** ▼

Language Type : **IVR Voice navigation** ▼ Extraction Rights : **Both require a password** ▼

* Department : **-Please choose the Dep** ▼ DTMF Mode : **RFC2833 / Inband Mod** ▼



NOTE

- A common administrator manages only the user accounts in the local department. Therefore, the **Department** parameter is not displayed on the configuration page of the common administrator.
- Not all parameters of the account are displayed on the page. The parameters that are not displayed are set to the default values. The password must be the same as the account by default.
- The registration phone number corresponds to the start account. The registration phone numbers of other accounts are increased by **1** in sequence.
- If some of the accounts to be added already exist, the records of the original accounts are not replaced when the accounts are added in batches. Only the accounts that do not exist are added.

2.4.4 User Resource

You can view the user space usage on the **User resource** page. If a user occupies excessively large space, you can manage the user mailbox in [2.3.6 Mailbox](#).

Choose **Account Management > User Resource** from the navigation tree. The **User resource** page is displayed, as shown in [Figure 2-27](#).

Enter the user account and select a type. Then click **Query** to display the file information.

Figure 2-27 User Resource

The screenshot shows the 'User Resource' page. At the top, there is a search form with a 'User Account' input field and a 'Type' section with radio buttons for 'Voice' (selected) and 'Fax'. A 'Query' button is located to the right of the radio buttons. Below the search form is a table titled 'User Resource List' with the following data:

No.	User Account ▲	Space (KB)	Total Number of Messages
1	8131	88	2
2	8140	0	1
3	8147	1079	5
4	8148	196	2

2.5 System Maintenance

2.5.1 System Status

You can view the CPU usage, physical memory, and disk usage of the UMS server on the **System Status** page.

Choose **System Maintenance > System Status** from the navigation tree. The **System Status** page is displayed, as shown in [Figure 2-28](#).

Figure 2-28 System Status

System Status	
CPU Occupancy Rate:	5.6%
Total Physical Memory:	515452KB
Remaining Physical Memory:	12432KB
Total Disk Space:	17.0G
Remaining Disk Space:	11.0G
Max Available Disk Space:	10.0G

2.5.2 Call History

You can view the call and fax records of a user.

Voicemail Records

Choose **System Maintenance** > **Call History** from the navigation tree. The **Voice Mail Call History** page is displayed.

Click **Search**. The **Search Voice Mail Call** page is displayed, as shown in [Figure 2-29](#). Enter the search criteria to query the call records.

Figure 2-29 Search Voice Mail Call

Search Voice Mail Call

Caller Account:

Caller Number:

Called Number:

Start Time Range: To

End Time Range: To

Talk Time Range: To (unit:seconds)

Fax Records

Click the **Fax Mail Call History** tab and click **Search**. The **Search Fax Mail Call** page is displayed, as shown in [Figure 2-30](#). Enter the search criteria to query the fax records.

Figure 2-30 Search Fax Mail Call

Search Fax Mail Call

Caller Account:

Caller Number:

Called Number:

Start Time Range: To

End Time Range: To

Talk Time Range: To (unit:seconds)

2.5.3 Logs

You can view or delete the system logs, download the system logs, or set the storage data and level of the logs by using the system log management function.

Viewing Web Network Logs

Choose **System Maintenance** > **Logs** from the navigation tree. The **Web Network Log** page is displayed, as shown in [Figure 2-31](#).

Figure 2-31 Web Network Log

Account: Keyword of Log:

Start Time: End Time:

Log list			
No.	Account	Operation Steps	Operation Time ▾
0	10 ▾		

Enter search criteria. Some of the criteria can be empty, which indicates that the criteria do not take effect.

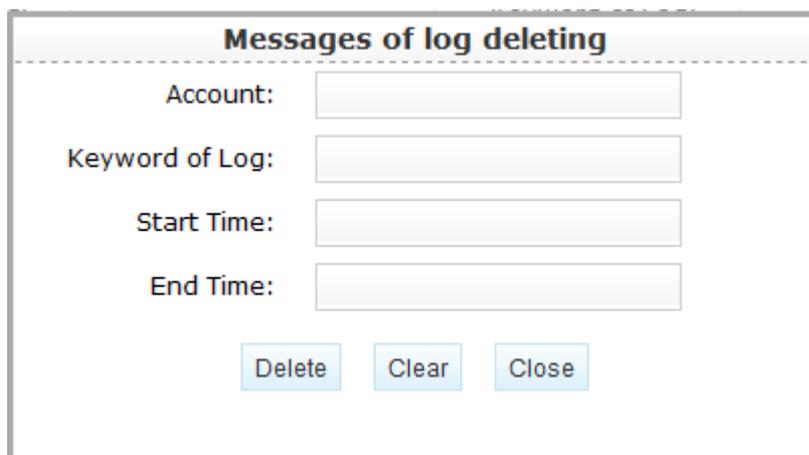
- Click **Search**. The found logs are displayed in the log list.
- Click **Clear** to clear the search criteria.

Deleting Logs

Click **Batch Delete** in the upper left corner of the page. The page shown in [Figure 2-32](#) is displayed. Enter the deleting criteria. Click **Clear** to clear the search criteria.

A parameter does not take effect if it is empty. If all criteria are empty, all logs are deleted.

Figure 2-32 Deleting logs



The screenshot shows a dialog box titled "Messages of log deleting". It features four text input fields stacked vertically, each with a label to its left: "Account:", "Keyword of Log:", "Start Time:", and "End Time:". Below these fields are three buttons: "Delete", "Clear", and "Close", arranged horizontally.

UMS System Logs

Step 1 Click the **UMS System Logs** tab.

The **UMS System Logs** tab page is displayed, as shown in [Figure 2-33](#).

Step 2 Set the time for how long logs are saved and the log level (higher log levels cause that more logs are saved). You can click **Default** to restore default settings.

Step 3 Click **Download Log** to download log files.

Figure 2-33 UMS System Log

Web Network Log UMS System Log

Download : Download Log

Time Saved : 1 month
 2 months
 3 months

Log Level : - Level 1- ▼

Save Default

----End

2.5.4 License

You must upload the license file when installing the UMS for the first time. After you upload the license file to the UMS server, restart the UMS server. The UMS can be used after the UMS server is restarted.

Step 1 Choose **System Maintenance** > **License** from the navigation tree.

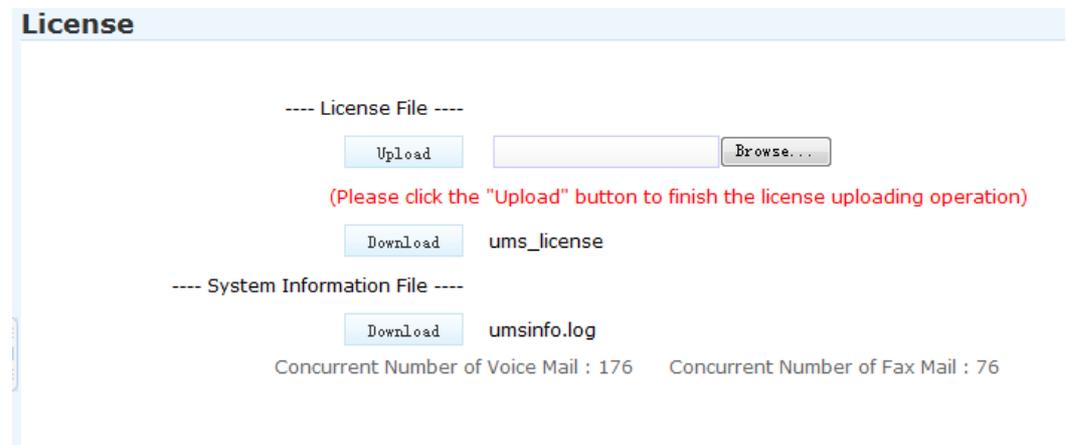
The **License** page is displayed.

Step 2 Click **Download** to save the system information file and send it to Huawei technical engineers for applying for a license.

Step 3 After you apply for the license file, select the **ums_license** file and click **Upload** on the **License** page.

The system displays a message, indicating that the operation is successful. The number of concurrent calls and the number of concurrent faxes are displayed on the bottom of the page, as shown in [Figure 2-34](#).

Figure 2-34 License



----End

3 Functions for UMS Users

3.1 Registering and Using the Unified Message Service

The unified message service allows the UMS to store and manage different messages such as voice and fax messages in a unified manner. In this service, users can send and receive messages using fixed phones, mobile phones, fax machines, and PCs, anytime and anywhere, without switching between these devices.



NOTE

You must have the unified message service right to register corresponding services.

3.1.1 CTVMU Service

If you register the call transfer to voice mailbox unconditional (CTVMU) service, all incoming calls are forwarded to the UMS unconditionally. Then the calling party leaves messages as prompt by the UMS.

Registering the Service

User A picks up the phone and dials *91#.

User A hears the prompt tone that the CTVMU service is registered successfully.

Using the Service

Step 1 User B calls user A and hears the prompt tone and leaves a message as prompted.

The system notifies user A of the arrival of the new message by sending an email or an SMS message or by triggering the message indicator.

Step 2 User A obtains the message from a phone or mailbox.



NOTE

User A can obtain messages using any intra-office or outer-office phone. For details, see [3.5.2 Message Obtaining Process on the Phone](#).

----End

Precautions

User B can be an intra-office or outer-office user, but user A must be an intra-office user.

The CTVMU service enjoys lower priority than the call forwarding unconditional (CFU) service.

If the phone of user A is a POTS phone connected to the Unified Gateway or a user box, after registering the CTVMU service, user A will hear the special dialing tone consisting of beeps when user A picks up the phone.

Canceling the Service

The CTVMU service can be canceled in the following way:

User A picks up the phone and dials #91#.

3.1.2 CTVMNR Service

If you register the call transfer to voice mailbox on no reply (CTVMNR) service, incoming calls are forwarded to the UMS if you do not answer the calls within 20 seconds. Then the calling party leaves messages as prompted by the UMS.

Registering the Service

User A picks up the phone and dials *93#.

User A hears the prompt tone that the CTVMNR service is registered successfully.

Using the Service

Step 1 User B calls user A, but user A does not answer the call.

After 20 seconds, user B hears the prompt tone and leaves a message as prompted.

The system notifies user A of the arrival of the new message by sending an email or an SMS message or by triggering the message indicator.

Step 2 User A obtains the message from a phone or mailbox.



NOTE

User A can obtain messages using any intra-office or outer-office phone. For details, see [3.5.2 Message Obtaining Process on the Phone](#).

----End

Precautions

User B can be an intra-office or outer-office user, but user A must be an intra-office user.

The CTVMNR service enjoys lower priority than the CTVMU service, CFU service, and call forwarding on no reply (CFNR) service.

Canceling the Service

The CTVMNR service can be canceled in the following way:

User A picks up the phone and dials #93#.

3.1.3 CTVMB Service

If you register the call transfer to voice mailbox on busy (CTVMB) service, incoming calls are forwarded to the UMS if the line is busy. Then the calling party leaves messages as prompted by the UMS.

Registering the Service

User A picks up the phone and dials *92#.

User A hears the prompt tone that the CTVMB service is registered successfully.

Using the Service

Step 1 User B calls user A, but the line is busy. User B hears the prompt tone and leaves a message as prompted.

The system notifies user A of the arrival of the new message by sending an email or an SMS message or by triggering the message indicator.

Step 2 User A obtains the message from a phone or mailbox.



NOTE

User A can obtain messages using any intra-office or outer-office phone. For details, see [3.5.2 Message Obtaining Process on the Phone](#).

----End

Precautions

User B can be an intra-office or outer-office user, but user A must be an intra-office user.

The CTVMB service enjoys lower priority than the CTVMU service, CFU service, and call forwarding on busy (CFB) service.

Canceling the Service

The CTVMNR service can be canceled in the following way:

User A picks up the phone and dials #92#.

3.1.4 One-Terminal-One-Number Fax Mailbox Service

If you register the one-terminal-one-number fax mailbox service, when another user dials your fax extension number, the call is forwarded to the UMS. Then the calling party sends fax messages as prompted by the UMS.

Registering the Service

User A picks up the phone and dials *94#.

User A hears the prompt tone that the one-terminal-one-number fax mailbox service is registered successfully.

Using the Service

Assume that user A has a fax extension number and registers the fax mailbox service.

Step 1 User B dials the fax extension number of user A.

The system prompts "Please press the Start button on the fax machine after the beep."

Step 2 User B presses the Start button.

The fax machine starts to send fax message. After the sending of fax message is complete, the system notifies user A of the arrival of the new fax message by sending an email or an SMS message or by triggering the message indicator.

Step 3 User A obtains the fax message from a fax machine or mailbox.



NOTE

User A can obtain fax messages using any intra-office or outer-office fax machine. For details, see [3.3.2 Retrieving Faxes](#).

----End

Precautions

User B can be an intra-office or outer-office user, but user A must be an intra-office user.

Canceling the Service

The fax mailbox service can be canceled in the following way:

User A picks up the phone and dials #94#.

3.1.5 Fax Mailbox Service with Unified Access Code

If you dial the unified access code on a fax machine, the call is forwarded to the UMS. Then you send fax message to the called party as prompted.

Using the Service

Assume that user A has a fax extension number.

Step 1 User B dials the unified access code on a fax machine.

The fax machine prompts "Please enter fax number."

Step 2 User B dials the fax extension number of user A.

The fax machine prompts "Please press the Start button on the fax machine after the beep."

Step 3 User B presses the Start button.

The fax machine starts to send fax message. The system notifies user A of the arrival of the new fax message by sending an email or an SMS message or by triggering the message indicator.

Step 4 User A obtains the fax message from a fax machine or mailbox.



NOTE

User A can obtain fax messages using any intra-office fax or outer-office fax machine. For details, see [3.3.2 Retrieving Faxes](#).

----End

Precautions

User B can be an intra-office or outer-office user, but user A must be an intra-office user.

3.2 User Operations on the Web Page

3.2.1 Logging In to the UMS Web Management System

You can log in to the UMS web management system in the following way:

- Step 1** Open Internet Explorer, enter the URL of the UMS server, for example, **http://192.168.1.80:8089**, in the address box, and press **Enter**.

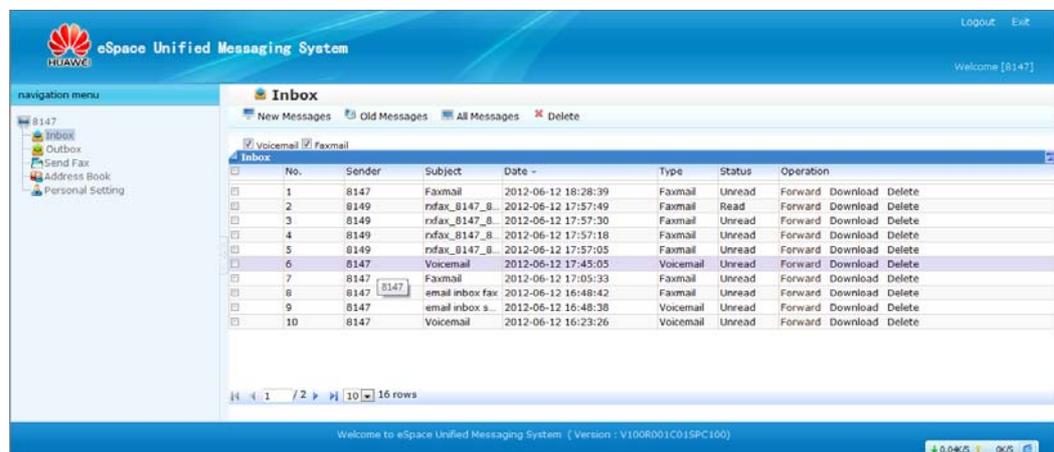
The login page of the UMS web management system is displayed.

- Step 2** Select **General User** from the **Login** drop-down list box. Enter the user name and password, which are mandatory.

- Step 3** Click **Login** or press **Enter** directly.

The Web operation page for UMS users is displayed, as shown in [Figure 3-1](#).

Figure 3-1 Web operation page for UMS users



----End

3.2.2 Inbox

Click **Inbox** in the navigation tree. The **Inbox** page is displayed, as shown in [Figure 3-1](#). You can perform the following operations:

Viewing Unread Messages

You can click **New Messages** and select **Voicemail** or **Faxmail** to view the following messages:

- Unread voice messages
- Unread fax messages

Viewing Read Messages

You can click **Old Messages** and select **Voicemail** or **Faxmail** to view the following messages:

- Read voice messages
- Read fax messages

Viewing All Messages

You can click **All Messages** to display all messages and faxes. All the information in the inbox is displayed no matter whether the information is read.

Deleting a Record

Click **Delete** corresponding to a record to delete the record.

Deleting Records in Batches

Select one or more records and click **Delete** to delete the selected records.

Downloading Files

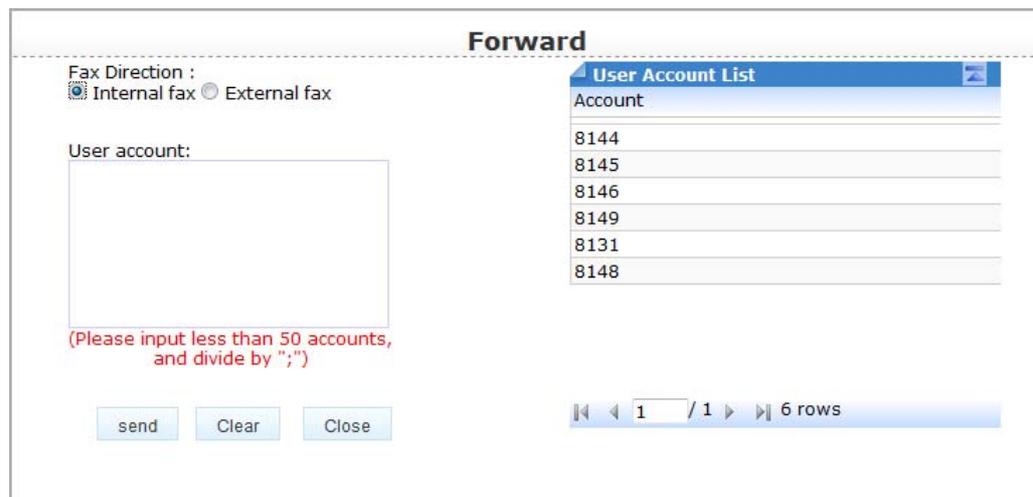
Click **Download** corresponding to a record to download the record.

If a page is displayed, indicating that the download is rejected, right-click and choose **Download**, and then click **Download** corresponding to the record.

Forwarding Faxes

Click **Forward** corresponding to a fax record. The page shown in [Figure 3-2](#) is displayed.

Figure 3-2 Forward



- Sending an internal fax

Send a fax to the inbox of a UMS user. Click the **Internal fax** option button. The users who have faxes are displayed in the list on the right.

Click a user account. The selected user is automatically added in the **User account** list box. Alternatively, you can enter the user accounts (separated by a semicolon) in the **User account** list box, and then click **Send**.
- Sending an external fax

Send a fax to the inbox of either an internal or external user. Click the **External fax** option button. The users who have faxes are displayed in the list on the right.

Click a user account. The selected user is automatically added in the **Fax number** list box. Alternatively, you can enter the fax numbers (separated by a semicolon) in the **Fax number** list box, and then click **Send**.

 **NOTE**

If an entered user account does not exist, a message is displayed, indicating that the sending fails. The other accounts, however, are not affected.

Forwarding Voice Messages

Click **Forward** corresponding to a voice record. The page shown in [Figure 3-3](#) is displayed.

Figure 3-3 Forward

Account
8144
8145
8146
8149
8131
8148

- Sending an Internal Message
Send an internal message to the inbox of a UMS user. Click the **Send internal message** option button. The users whose numbers are registered with the UMS are displayed in the list on the right.
Click a user account. The selected user is automatically added in the **User account** list box. Alternatively, you can enter the user accounts (separated by a semicolon) in the **User account** list box, and then click **Send**.

3.2.3 Sending Faxes

Figure 3-4 Send Fax

Account
8131
8144
8145
8146
8148
8149

Sending an Internal Fax

To send a fax to the inbox of a UMS user, perform the following steps:

Step 1 Click the **Internal fax** option button.

The users who have faxes are displayed in the list on the right.

Step 2 Use either of the following methods to add a user account:

- Click a user account. The selected user is automatically added in the **User account** list box.
- Enter the user accounts (separated by a semicolon) in the **User account** list box

Step 3 Enter the subject and select an attachment.

Step 4 Click **Send**.



NOTE

If an entered user account does not exist, a message is displayed, indicating that the sending fails. The other accounts, however, are not affected.

----End

Sending an External Fax

To send a fax to the inbox of either an internal or external user, perform the following steps:

Step 1 Click the **External fax** option button.

The users who have faxes are displayed in the list on the right.

Step 2 Use either of the following methods to add a user fax number:

- Click a user account. The selected user is automatically added in the **Fax number** list box.
- Enter the fax numbers (separated by a semicolon) in the **Fax number** list box.

Step 3 Enter the subject and select an attachment.

Step 4 Click **Send**.



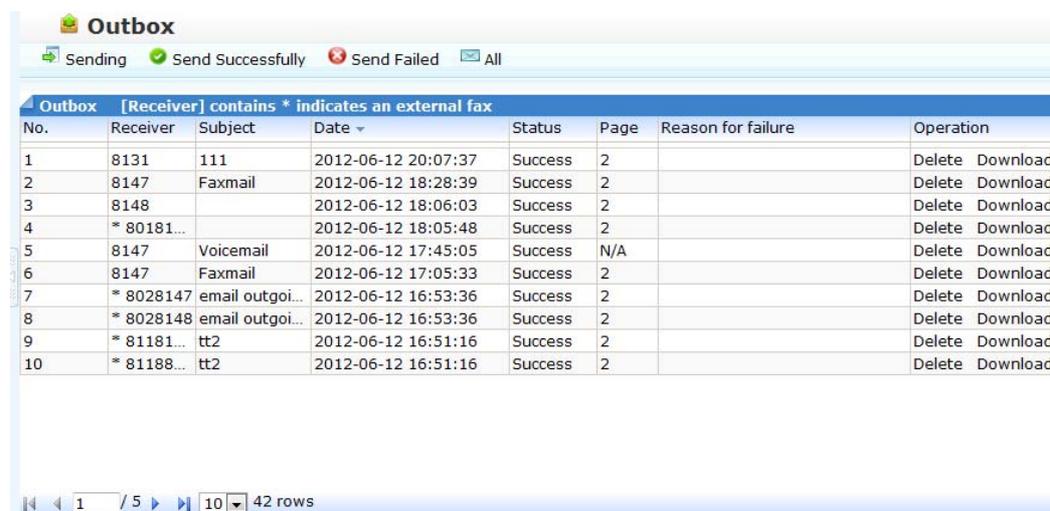
NOTE\

If an entered user account does not exist, a message is displayed, indicating that the sending fails. The other accounts, however, are not affected.

----End

3.2.4 Outbox

Click **Outbox** in the navigation tree. The **Outbox** page is displayed, as shown in [Figure 3-5](#).

Figure 3-5 Outbox

The screenshot shows the 'Outbox' interface with a table of sent messages. The table has the following data:

No.	Receiver	Subject	Date	Status	Page	Reason for failure	Operation
1	8131	111	2012-06-12 20:07:37	Success	2		Delete Download
2	8147	Faxmail	2012-06-12 18:28:39	Success	2		Delete Download
3	8148		2012-06-12 18:06:03	Success	2		Delete Download
4	* 80181...		2012-06-12 18:05:48	Success	2		Delete Download
5	8147	Voicemail	2012-06-12 17:45:05	Success	N/A		Delete Download
6	8147	Faxmail	2012-06-12 17:05:33	Success	2		Delete Download
7	* 8028147	email outgoi...	2012-06-12 16:53:36	Success	2		Delete Download
8	* 8028148	email outgoi...	2012-06-12 16:53:36	Success	2		Delete Download
9	* 81181...	tt2	2012-06-12 16:51:16	Success	2		Delete Download
10	* 81188...	tt2	2012-06-12 16:51:16	Success	2		Delete Download

You can query the information about all sent faxes, including the fax content, time, phone number, and failure reason, and perform the following operations:

- Click **Sending** to view the messages that are being sent.
- Click **Send Successfully** to view the messages that are sent.
- Click **Send Failed** to view the messages that fail to be sent.
- Click **All** to view all the messages that are sent or being sent.
- Click **Delete** to delete the messages.
- Click **Download** to download the messages.

3.2.5 Address Book

The address book is used to manage the contacts of the user, including recording the phone numbers and fax numbers of the contacts.

Click **Address Book** in the navigation tree. The **Address Book** page is displayed, as shown in [Figure 3-6](#).

Figure 3-6 Address Book

The screenshot shows the 'Address Book' interface with a table of contacts. The table has the following data:

No.	Contact	Contact Address	Contact Tel	Mobile	E-mail	Fax	Remark	Operation
1	112	122121	2424	4242		324		Modify Delete
2	432234	543						Modify Delete
3	5454					435		Modify Delete

You can perform the following operations:

- Click **Add contact** to add a contact.
- Click **Modify** corresponding to a record to modify the record.
- Click **Delete** corresponding to a record to delete the record.

Figure 3-7 shows the page for adding a contact.

The parameter with a red asterisk (*) is mandatory. You can simply select a contact when sending a message or fax subsequently. The corresponding phone number and fax number are entered automatically.

Figure 3-7 Add Contact

Add Contact

* Contact :

Contact Address :

Contact Tel :

Mobile :

E-mail:

Fax :

Remark :

3.2.6 Personal Setting

Click **Personal Setting** in the navigation tree. The **Personal Setting** page displayed, as shown in Figure 3-8.

Figure 3-8 Personal Setting

Personal Setting

UMS Account : * Register No :

Password : Max Records :

Confirm Password : Notice Tel :

Tel Message Light : Fax Tel :

SMS Tel : Language Types :

Email : * Strategy Time :

You can modify the personal information. The parameter with a red asterisk (*) is mandatory. [Table 3-1](#) describes the parameters. When any parameter is modified but not saved, click **Reset** to restore the settings.

Table 3-1 Personal information parameters

Parameter	Value	Description
User Account	8100	User account for a user to obtain messages after logging in to the UMS web management system or by phone.
Register No.	8100	Phone number of a user for registration with the Unified Gateway.
Password	-	Password for a user to obtain messages after logging in to the UMS web management system or by phone. You do not need to set the parameter if the password is not changed.
Max Records	10	Total maximum number of messages and faxes in the user inbox. If the actual number exceeds the value, the system deletes oldest messages.
Confirm Password	-	Password that a user enters to confirm the login password.
Notice Tel	8100	Phone number set for the voice notifications. Note that the voice notifications are sent in the time specified in the policy.
Tel Message Light	8100	Number of the phone where a user MWI is located.
Fax Tel	8100	Fax number of a user for sending or obtaining a fax message.
SMS Tel	13100001234	Mobile number or PHS number for the SMS notifications.
Language Types	English	The UMS supports Chinese and English.
Email	8110@huawei.com	Email address for sending and receiving messages or faxes. This parameter is mandatory if you need to use the email address to send messages or faxes.
Strategy Time	17:30-24:00	Time segment for sending the message notifications. The value is defined in the notification strategy.

3.3 User Fax Operations

3.3.1 Sending Faxes

Sending Faxes In the UMS Web Management System

For details on how a UMS user sends faxes in the UMS web management system, see [3.2.3 Sending Faxes](#).

Sending Faxes Using Emails

For details on how a UMS user sends faxes using emails, see [3.4.2 Sending Faxes Using Emails](#).

3.3.2 Retrieving Faxes

Faxes can be retrieved in the following ways:

- Using the fax machine
You can dial the system access code and enters the specified fax number to retrieve faxes as prompted. For details, see [3.5.2 Message Obtaining Process on the Phone](#).
- Using the phone
You can dial the system access code and retrieve faxes as prompted. For details, see [3.5.2 Message Obtaining Process on the Phone](#).
- Using the web management system.
You can log in to the UMS web management system, and retrieve fax files from the inbox.
- Using emails
If email notification is enabled, when the UMS receives a fax, it sends the fax to the specified mailbox. The fax content is saved in the attachment. You can log in to the mailbox to retrieve the fax.

3.4 User Email Operations

3.4.1 Sending Messages Using Emails

This type of emails can be sent only to the intra-office UMS users. To send a message using emails, perform the following steps:

Step 1 Set an available email address in [3.2.6 Personal Setting](#).

Step 2 Create an email.

1. Enter the public email address provided by the UMS server in the recipient address box.
2. Enter the UMS accounts, each separated with a semicolon (;), in the subject text box.
3. Attach a .wav file.

Step 3 Send the email.

----End

3.4.2 Sending Faxes Using Emails

This type of emails can be sent to both intra-office and outer-office UMS users. To send a fax using emails, perform the following steps:

Step 1 Set an available email address in [3.2.6 Personal Setting](#).

Step 2 Edit an email.

1. Enter the public email address provided by the UMS server in the recipient address box.
2. Enter the subject:
 - If the fax is sent to a fax machine, enter the number sign (#) and the fax number of the recipient in the subject text box. If multiple fax numbers are entered, separate each with a semicolon (;). A fax number can be either an inter-office or outer-office number.
 - If the fax is sent to the inbox of the UMS web management system, enter the UMS accounts, each separated with a semicolon (;) in the subject text box.
3. Attach a .tif file. For details on how to convert a .doc file to a .tif file, see [A Appendix: Converting .doc Files to .tif Files](#).

Step 3 Send the email.

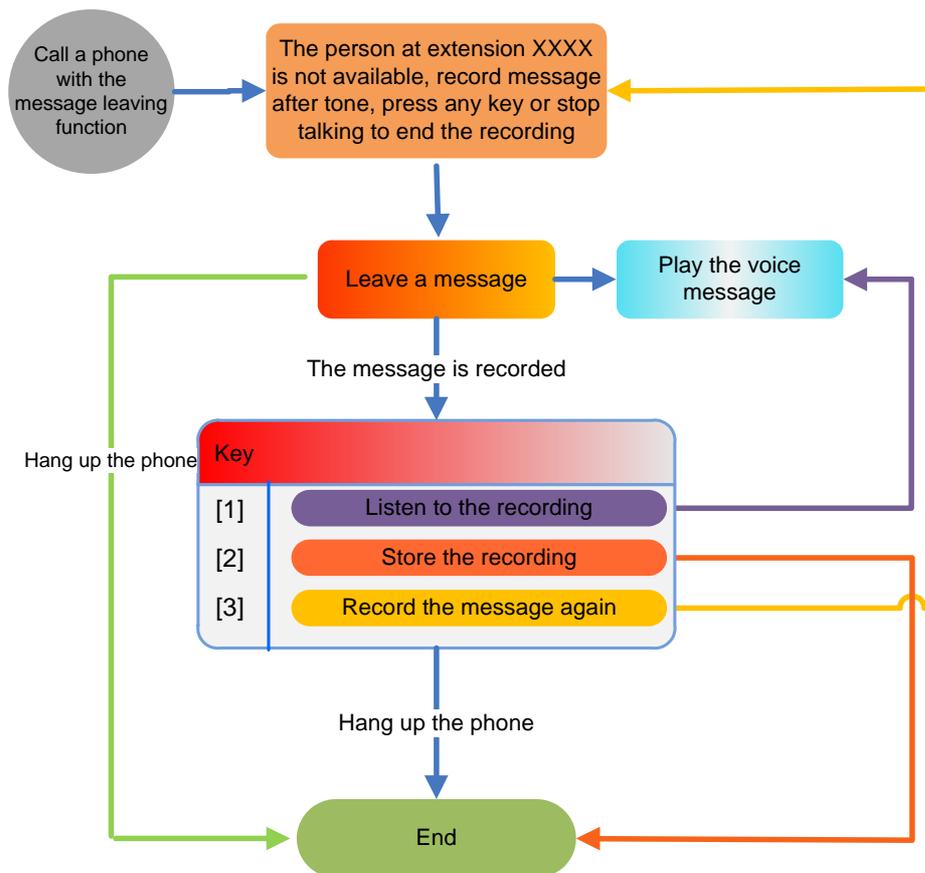
----End

3.5 User Operations on the Phone

3.5.1 Message Leaving Process on the Phone

Based on the system configuration, the calling party can be forwarded to the message leaving system of the called party unconditionally, on no reply, or on busy. [Figure 3-9](#) shows the operation process.

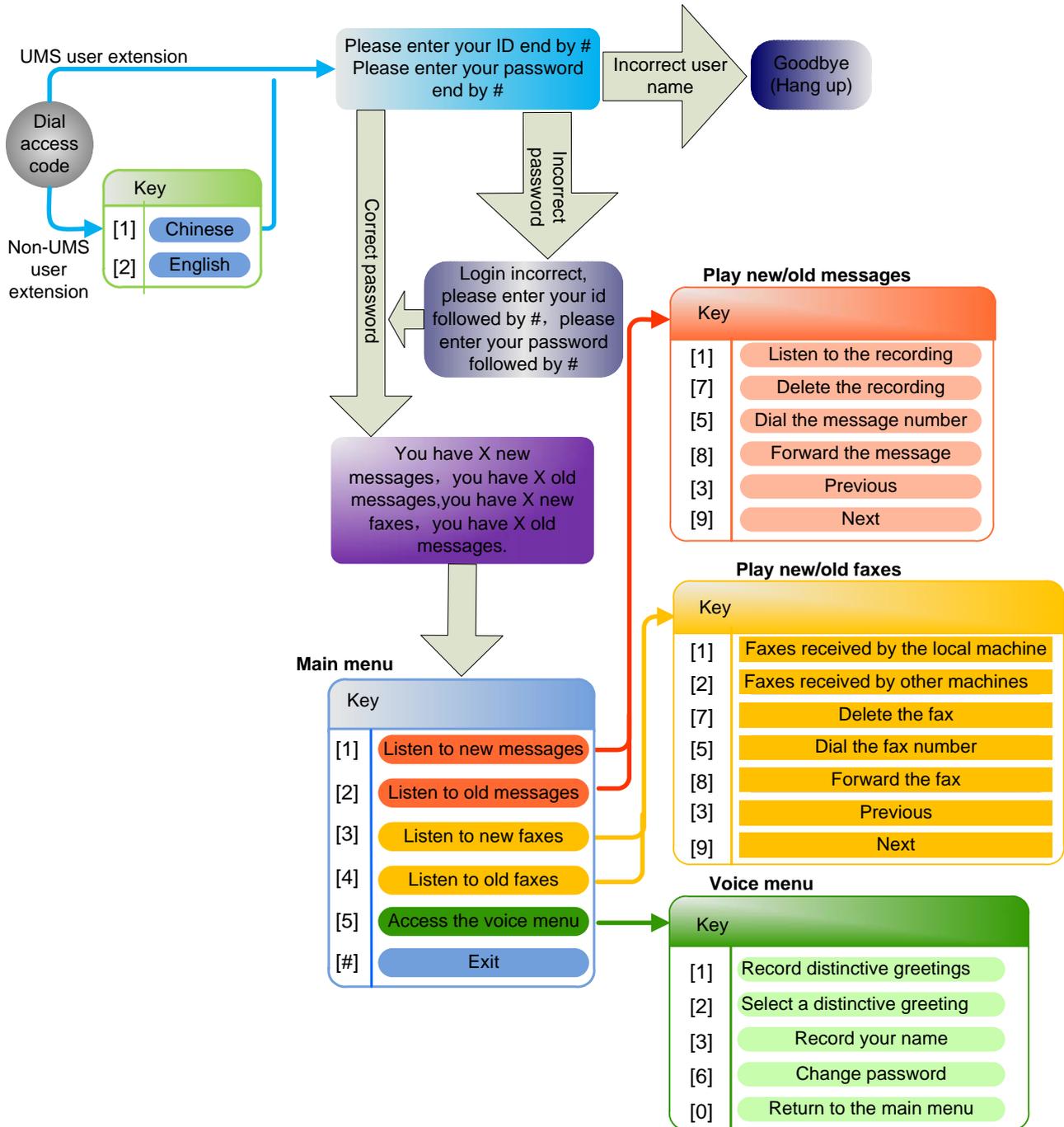
Figure 3-9 Message leaving process on the phone



3.5.2 Message Obtaining Process on the Phone

After dialing the number for obtaining a message, you must enter the account and password as required, and access the message obtaining process. [Figure 3-10](#) shows the operation process.

Figure 3-10 Message obtaining process on the phone



A Appendix: Converting .doc Files to .tif Files

When sending faxes in the UMS web management system or using emails, you must select the faxes in .tif format. If the file is in .doc or .xls format, you can install a third-party virtual print program, such as the SmartPrinter and Microsoft Office Document Image Writer, to convert formats.

For example, to convert a .doc or .xls file to a .tif file by using the Microsoft Office Document Image Writer, perform the following steps:

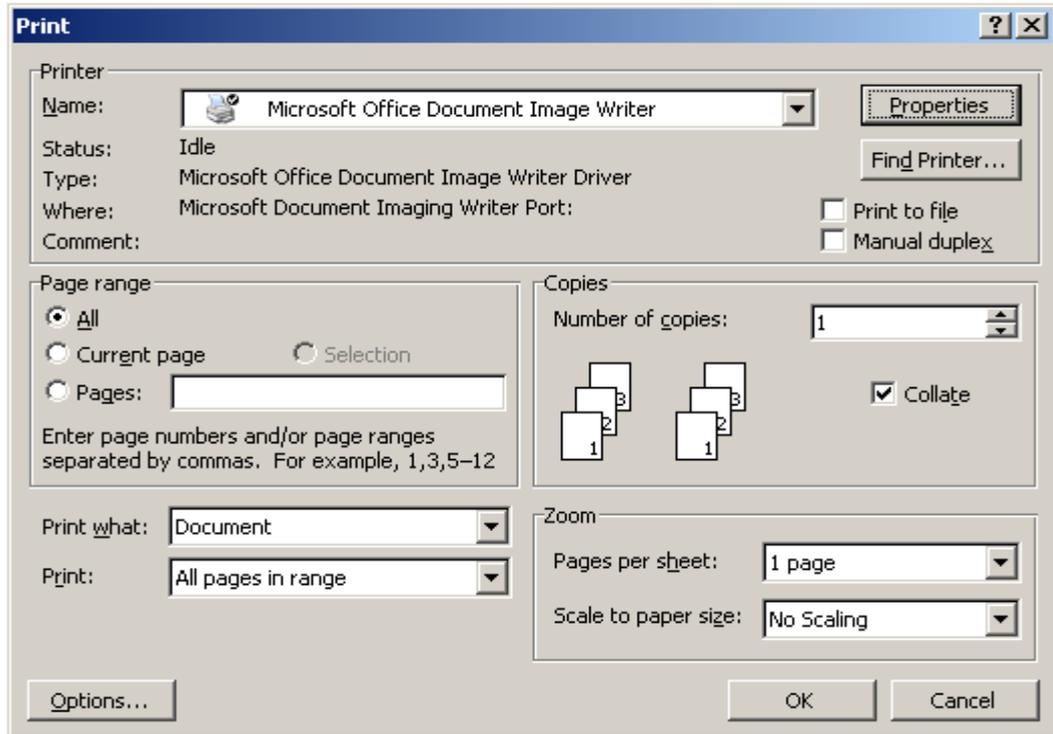
Step 2 Install the Microsoft Office Document Image Writer.

Select Microsoft Office Document Image Writer when installing the Microsoft Office.

If Microsoft Office is already installed, choose **Start > Programs > Microsoft Office > Microsoft Office Tools > Microsoft Office Document Imaging** to install Microsoft Office Document Image Writer.

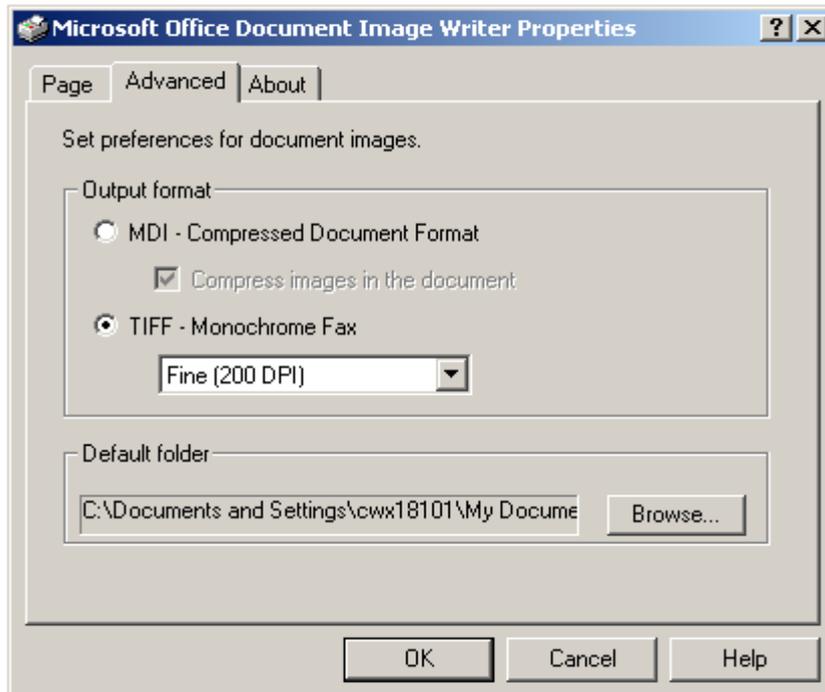
Open the .doc or .xls file, and then choose **File > Print**. Select **Microsoft Office Document Image Writer** from the **Name** drop-down box, as shown in [Figure A-1](#).

Figure A-1 Print options



Step 3 Click **Properties** and click the **Advanced** tab in the displayed dialog box, as shown in [Figure A-2](#).

Figure A-2 Print properties



Step 4 Select **TIFF-Monochrome Fax** in the **Output format** area, and click **OK**.

Step 5 Click **OK**. A dialog box is displayed for you to select a file path.

Step 6 Select a file path, and click **Save** to start converting the file. After the conversion is complete, the converted file is placed in the selected path.

----End

B Appendix: Setting the Gmail Server

B.1 Setting Gmail Account Parameters

B.1.1 Setting Gmail Display Language

Step 1 Log in to the Gmail in a browser, choose **Settings > General**, and set **Gmail display language** to **English (US)**, as shown in [Figure B-1](#).

Figure B-1 Setting Gmail display language



Step 2 Save the settings.

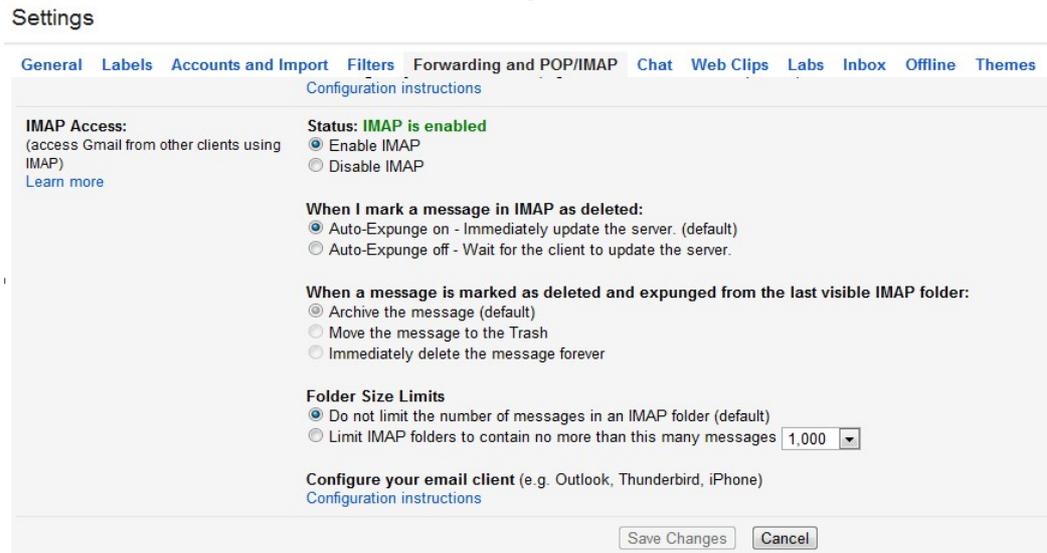
----End

B.1.2 Enabling IMAP

You must enable IMAP so that you can access the Gmail from other clients.

Step 1 Log in to the Gmail in a browser, choose **Settings > Forwarding and POP/IMAP**, and select **Enable IMAP**, as shown in [Figure B-2](#).

Figure B-2 Enabling IMAP



Step 2 Save the settings.

----End

B.2 Setting UMS Email Parameters

B.2.1 Setting Parameters for Receiving Emails

Step 1 Log in to the UMS as the system administrator in a browser, and choose **UMS > Email Notification**.

The **Email Notification** page is displayed, as shown in [Figure B-3](#).

Step 2 Set **Server Type** to **IMAP**.

Step 3 Set **IMAP Server** to **imap.gmail.com**.

Step 4 Set **IMAP Port** to **993**.

Step 5 Select **(IMAP)This server requires an encrypted connection(SSL)**.

Figure B-3 Setting parameters for receiving emails

*Server Type:

*IMAP Server:

*IMAP Port:

(IMAP)This server requires an encrypted connection(SSL):

----End

B.2.2 Setting Parameters for Sending Emails

- Step 1** Set **SMTP Server** to **smtp.gmail.com**, as shown in [Figure B-4](#).
- Step 2** Set **SMTP Port** to **465**.
- Step 3** Select **(SMTP)This server requires an encrypted connection(SSL)**.
- Step 4** Select **SMTP server requires authentication**.

Figure B-4 Setting parameters for sending emails

*SMTP Server:	<input type="text" value="smtp.gmail.com"/>
*SMTP Port:	<input type="text" value="465"/>
(SMTP)This server requires an encrypted connection(SSL):	<input checked="" type="checkbox"/>
SMTP server requires authentication:	<input checked="" type="checkbox"/>

----End

B.2.3 Setting the UMS Public Mailbox

- Step 1** Set **User Name** to **umstest01**, as shown in [Figure B-5](#).
- Step 2** Set **Password** to **umspwd01**.
- Step 3** Set **Email Address** to **umstest01@gmail.com**.

Figure B-5 Setting the UMS public mailbox

*User Name:	<input type="text" value="umstest01"/>
*Password:	<input type="text" value="umspwd01"/>
*Email Address:	<input type="text" value="umstest01@gmail.com"/>

- Step 4** Save the settings.

----End

B.3 Setting the Intervals for Receiving and Sending Emails

B.3.1 Setting the Interval for Receiving Emails

Step 1 Log in to the UMS as the system administrator in a browser, and choose **System Management > Monitoring**.

Step 2 Set **Test Email Cycle** to **300**, as shown in [Figure B-6](#).

Figure B-6 Setting the interval for receiving emails

Test Email Cycle : second (90 ~ 100000)

----End

B.3.2 Setting the Interval for Sending Emails

Step 1 Log in to the UMS as the system administrator in a browser, and choose **System Management > Monitoring**.

Step 2 Set **Email Notification Interval** to **30**, as shown in [Figure B-7](#).

Figure B-7 Setting the interval for sending emails

Email Notification Interval : second (30 ~ 100000)

Step 3 Save the settings.

----End

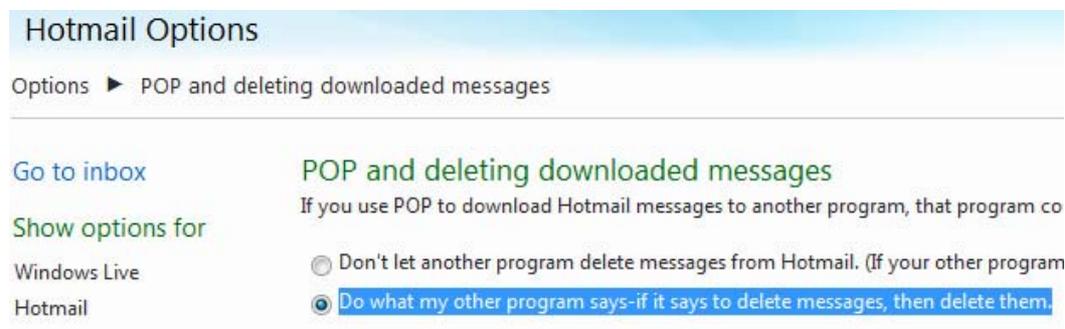
C Appendix: Setting the Hotmail Server

C.1 Setting Hotmail Account Parameters

C.1.1 Enabling POP3

- Step 4** Log in to the Hotmail in a browser, and choose **Hotmail Options > Options > POP and deleting downloaded messages**, as shown in
- Step 5** Select **Do what my other program says-if it says to delete messages, then delete them**.
- Step 6** Click **Save**.

Figure C-1 Enabling POP3



----End

C.2 Setting UMS Email Parameters

C.2.1 Setting Parameters for Receiving Emails

- Step 1** Log in to the UMS as the system administrator in a browser, and choose **UMS > Email Notification**.
The **Email Notification** page is displayed, as shown in [Figure C-2](#).
- Step 2** Set **Server Type** to **POP3**.

- Step 3** Set **POP3 Server** to **pop3.live.com**.
- Step 4** Set **POP3 Port** to **995**.
- Step 5** Select (POP3)This server requires an encrypted connection(SSL).

Figure C-2 Setting parameter for receiving emails

*Server Type:

*POP3 Server:

*POP3 Port:

(POP3)This server requires an encrypted connection(SSL):

----End

C.2.2 Setting Parameters for Sending Emails

- Step 1** Set **SMTP Server** to **smtp.live.com**, as shown in [Figure C-3](#).
- Step 2** Set **SMTP Port** to **587**.
- Step 3** Select (SMTP)This server requires an encrypted connection(SSL).
- Step 4** Select **SMTP server requires authentication**.

Figure C-3 Setting parameters for sending emails

*SMTP Server:

*SMTP Port:

(SMTP)This server requires an encrypted connection(SSL):

SMTP server requires authentication:

----End

C.2.3 Setting the UMS Public Mailbox

- Step 1** Set **User Name** to **umstest01**, as shown in [Figure C-4](#).
- Step 2** Set **Password** to **umspwd01**.
- Step 3** Set **Email Address** to **umstest01@hotmail.com**.

Figure C-4 Setting the UMS public mailbox

*User Name:	<input type="text" value="umstest01"/>
*Password:	<input type="text" value="umspwd01"/>
*Email Address:	<input type="text" value="umstest01@hotmail.com"/>

Step 4 Save the settings.

----End

C.3 Setting the Intervals for Receiving and Sending Emails

C.3.1 Setting the Interval for Receiving Emails

Step 1 Log in to the UMS as the system administrator in a browser, and choose **System Management > Monitoring**

Step 2 Set **Test Email Cycle** to **900**, as shown in [Figure C-5](#).

Figure C-5 Setting the interval for receiving emails

Test Email Cycle : second (90 ~ 100000)

----End

C.3.2 Setting the Interval for Sending Emails

Step 1 Log in to the UMS as the system administrator in a browser, and choose **System Management > Monitoring**.

Step 2 Set **Email Notification Interval** to **30**, as shown in [Figure C-6](#).

Figure C-6 Setting the interval for sending emails

Email Notification Interval : second (30 ~ 100000)

Step 3 Save the settings.

----End