Web Voicemail Installation

Voicemail Pro 4.2+ support web access to user mailboxes. Users are then able to play their messages, mark them as saved or deleted, or forward messages to another mailbox. Playback is through the user's own associated extension on the IP Office system or through the audio facilities of the PC.

Web Voicemail Installation Requirements

The Web Voicemail component is selectable as part of a custom Voicemail Pro installation. Note the pre-requisites below before doing the Web Voicemail installation.

- ☐ **IIS Web Server**
  Must be installed on the voicemail server PC before the Voicemail Pro Web Voicemail component is installed.

  - ☐ **PHP**
    Web Voicemail uses PHP. If an existing PHP is not detected, the Voicemail Pro installation will install its own PHP.

- ☐ **Licenses**
  The use of Web Voicemail and the number of users who can be configured to access it are controlled by the UMS Web Services license entered in the IP Office configuration.

UMS web services can be licensed in a number of ways by licenses added to the IP Office configuration:

- **User Licensing**
  User licensing is done as follows.

  - Users whose **Profile** is set to *Teleworker User* or *Power User* can be enabled to UMS if required. This requires **Teleworker User Profile** or **Power User Profile** licenses.

  - User's whose **Profile** is set to *Basic User* can be licensed by **UMS Web Services** licenses.

- **Hunt Group Licensing**
  Hunt groups are licensed by **UMS Web Services** licenses.

- ☐ **Computer Name\URL**
  The computer name is used as part of its URL on the network. Ensure that the name is set to something that appropriately indicates its purpose and that can be used as part of the URL for the web server within the customer's domain.

- ☐ **Remove IMS**
  Voicemail Pro UMS is not supported on systems that are using Voicemail Pro IMS. IMS must be removed before UMS can be selected for installation.

User and Browser Requirements

For users to access Web Voicemail they require a web browser that meets the following requirements:

- ☐ **Javascript Enabled Web Browser**
  Web Voicemail is tested against the following browsers. Other browser may work so long as they support JavaScript and CSS.

  - **Internet Explorer V6 SP1** or higher.

  - **Internet Explorer V7** or higher.

  - **Mozilla Firefox V2.0.0.2** or higher.

  - **Opera V9.10** or higher.

- **PC Playback**
  Browser access allows the selection of message playback either via an IP Office extension or through the web browser. Avaya test browser playback using the following Windows media players:

  - Windows Media Player 10.

  - Windows Media Player 11.

  - Quick Time 7.4.

  - VLC 0.8.

- ☐ **User Name and Password**
  Once enabled for UMS Web Services in the IP Office configuration, to log on using Web Voicemail, the user will need to know their **Name** and **Voicemail Code** as set in the IP Office configuration. Note that this is the **Name** and not the **Full Name.**

Voicemail Pro Software Installation with Web Voicemail Component

The Web Voicemail component is installed as part of a Custom Voicemail Pro installation. From the list of

1. Verify that IIS is installed and running on the voicemail server PC. Check that it can be browsed from user PC's.

   - While the server can be browsed by IP address, the URL used by users will be based on the server's computer name within the customer domain. Check that web server can be browsed from user PC's using the server's computer name as part of the URL. If necessary change that name to accurately indicate its function.

2. Insert the **IP Office Applications DVD**. Click on the link for **Voicemail Pro** and then double-click on **setup.exe**. The **Choose Setup Language** window opens.

3. When asked for the type of Voicemail Pro install to perform, select **Voicemail Pro (Full)**.

4. On the next screen select **Custom**.

5. In the list of components scroll down and select **Web Voicemail**. Do not change any of the other selections unless you understand the requirements for those components.

   - UMS Web Voicemail is not supported in conjunction with IMS. If one is selected for installation the other cannot be selected.

6. Follow the remainder of the installation process and allow the voicemail server to reboot when required.

Licensing IP Office for Web Services

UMS web services can be licensed in a number of ways by licenses added to the IP Office configuration:

- **User Licensing**
  User licensing is done as follows.

  - Users whose **Profile** is set to *Teleworker User* or *Power User* can be enabled to UMS if required. This requires **Teleworker User Profile** or **Power User Profile** licenses.

  - User's whose **Profile** is set to *Basic User* can be licensed by **UMS Web Services** licenses.

- **Hunt Group Licensing**
  Hunt groups are licensed by **UMS Web Services** licenses.

1. Start IP Office Manager.

2. Receive the configuration from the IP Office associated with the Voicemail Pro server.

3. In the ⬛ **Licenses** section, add the required licenses.

4. Merge the configuration back to the IP Office and then receive the configuration again.

5. In the ![license icon] **Licenses** section check that the **License Status** of the licenses is now shown as *Valid*.

6. Start the Voicemail Pro client

7. Select **Help | About**.

8. The screen should list the **Web Services** as *Started* and should show the number of UMS licenses.

Configure Users for UMS

1. Start IP Office Manager.

2. Receive the configuration from the IP Office system hosting the user.

3. UMS can be enabled in two ways:

    · **Through Individual User Settings:**

       · Select ![user icon] **User** and then select the required user.

       · Select the **Voicemail** tab.

       · Enable **UMS Web Services**. Click **OK**.

    · **Through Licenses:**

       · Select ![license icon] **Licenses**.

       · In the Manager navigation pane, double click on the **UMS Web Services** license.

       · The **Select Web Service Users** menu is shown.

       · Select the users for which UMS Web Services are required. Click **OK**.

4. Merge the configuration back to the IP Office.

Configuring Hunt Groups for UMS

Access to hunt group mailboxes using UMS is supported for Voicemail Pro 5.0+.

1. Start IP Office Manager.

2. Receive the configuration from the IP Office system hosting the hunt group.

3. Select the hunt group.

4. Click on the Voicemail tab.

5. Enable **UMS Web Services**. Click **OK**.

6. Merge the configuration back to the IP Office.

UMS Web Voicemail and ContactStore

It is possible to run ContactStore and UMS Web Voicemail on the same server PC. However some additional steps are required following installation in order to allow browser access to both applications.

1. Install UMS web voicemail.

2. Install ContactStore.

3. Reboot the server.

4. Within services, stop the *ContactStore* service.

5. Using a web browser access a voicemail mailbox using UMS web voicemail.

6. Restart the ContactStore service.

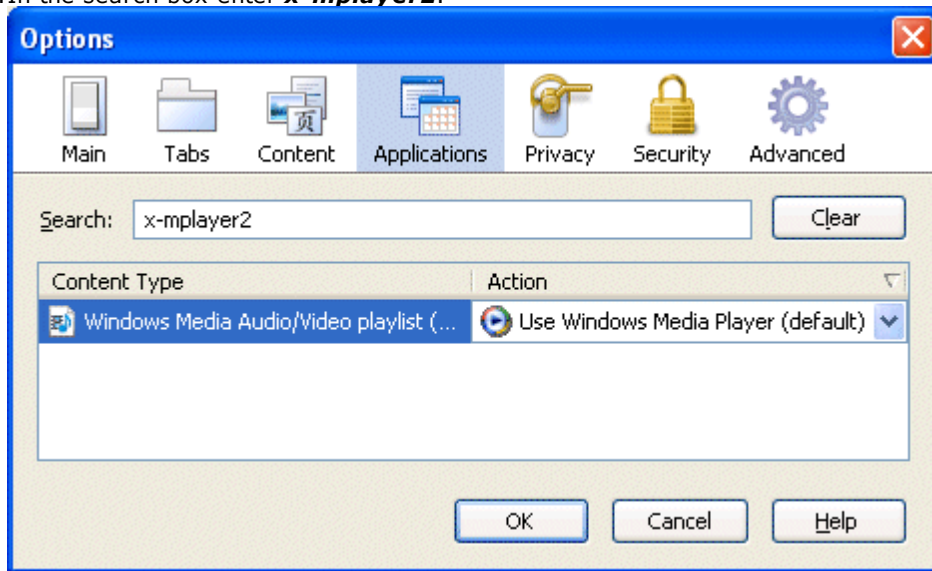7. Both application should now be accessible via web browser.

Playback Control

UMS message playback through the web browser is tested and supported with the Windows Media Player. It may work with other audio playback controls but will not have been tested.

The following methods can be used to check that the audio playback is associated with the Windows Media Player.
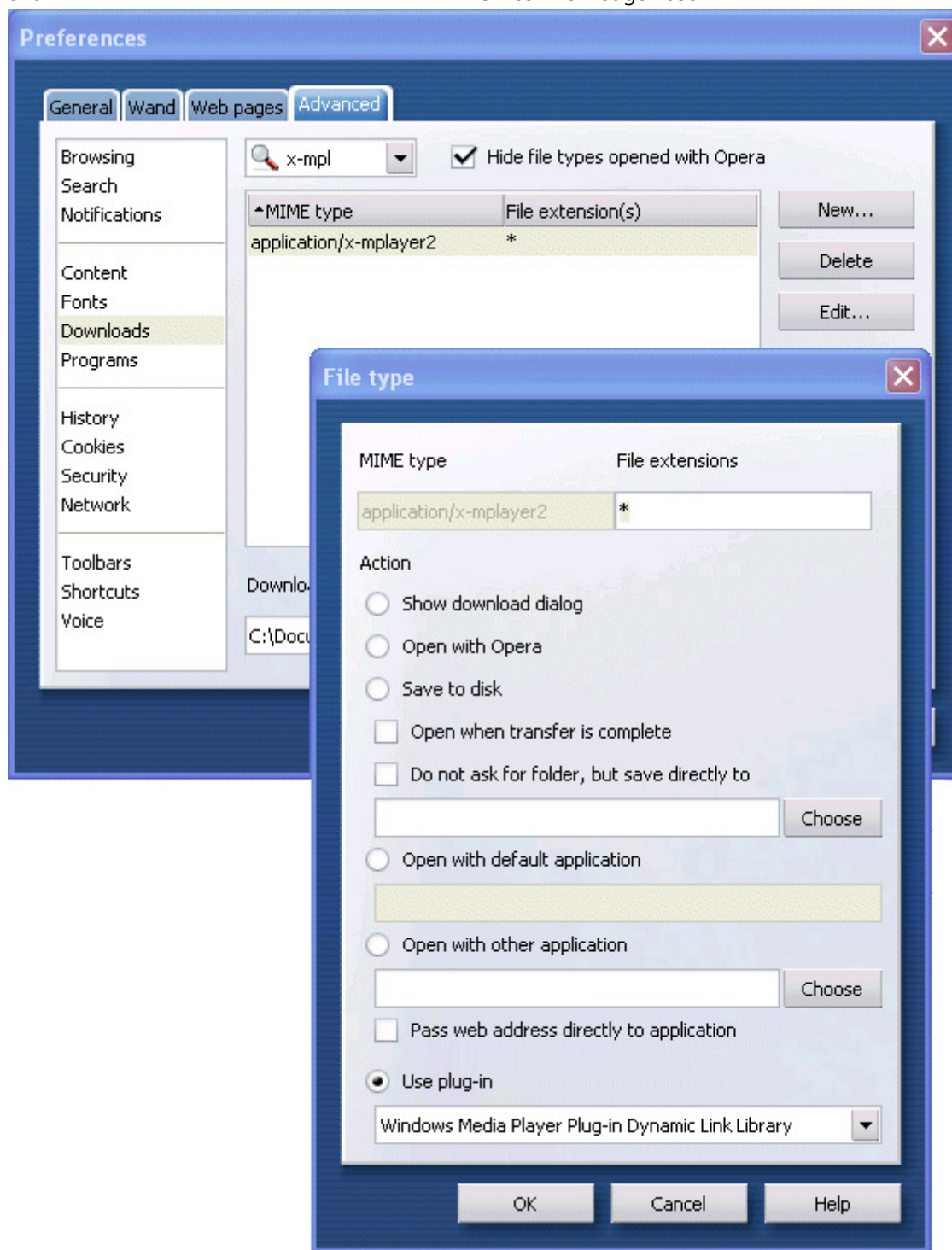
Firefox

1. Select **Tools | Options | Applications** or **Tools | Options | Content | File Types | Manage**.

2. In the search box enter ***x-mplayer2***.

3. Check that the **Action** is set to ***Use Windows Media Player*** or ***Use Windows Media Player plug-in Dynamic Link Library***.
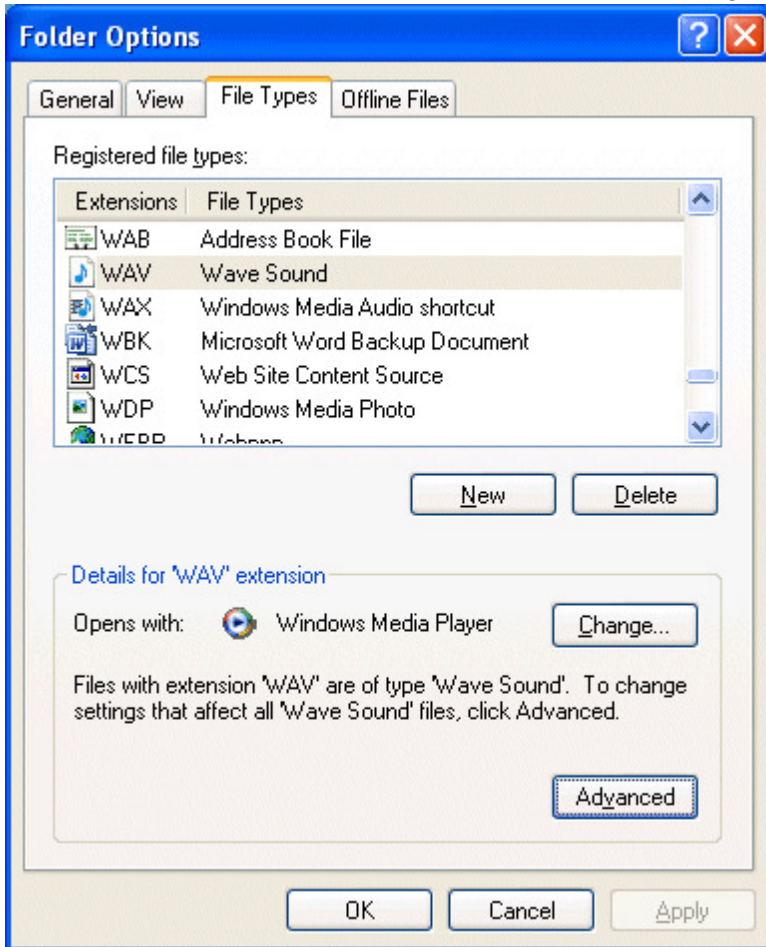
Opera

1. Select Tools | Preferences.

2. Select Downloads and use the search box to find x-mplayer2.

3. Check that the setting is set to **Use plug-in** and ***Windows Media Player Plug-In Dynamic Link Library***.

Internet Explorer

1. Internet Explorer uses the application associated with the wav file type for Windows.

2. Select **My Computer**.

3. Select **Tools | Folder Options**.

4. Select **File Types**.

5. Locate and select the **WAV** extension type.

6. Check that the details show Windows Media Player as the selected application for this file type.

http://marketingtools.avaya.com/knowledgebase/businesspartner/ipoffice/mergedProjects/voicemailpro/420web_service_installation.htm
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