## Voicemail Pro: Installing Voicemail Pro > UMS Web Services

IP Office Knowledge Base

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# **Exchange 2007 Installation**

A UMS user or group can be configured to have their voicemail messages forwarded to the inbox of an Exchange 2007 email account. They can then access their voicemail messages using Outlook 2007 or any other mechanisms supported by Exchange 2007 Unified Messaging. IP Office telephone mailbox access, including Visual Voice, is redirected to the voicemail messages stored in the email inbox.

Voicemail messages in an Exchange 2007 inbox are not visible to UMS IMAP and UMS Web Voicemail, however Exchange 2007 provides its own methods for IMAP and web browsing of Exchange mailboxes.

#### Note

When using an Exchange 2007 server as the message store for a user's voicemail messages, the voicemail server will deliver messages to the Exchange server on completion of the recording. However, the presentation to Outlook and back to the voicemail server for message waiting indication (MWI) and access via telephone is delayed by Exchange server processing. The delay is typically 1 or 2 minutes. The same delay also applies to changes in the message status that affect message waiting indication.

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The following are the pre-requisites for UMS Exchange 2007:

## Exchange 2007 Server

- The Exchange 2007 server must be configured with the Unified Messaging Server Role selected.
- A Dial Plan must be created on the Exchange 2007 server. This can be a blank dial plan but it must exist.
- Within the Exchange 2007 server settings for each mailbox, select Enable Unified Messaging.

### · Voicemail Pro

- The Voicemail Pro server must be configured for MAPI based voicemail email.
- The supported MAPI applications are Exchange 2007 and Outlook 2007.
- · IP Office
  - The user or hunt group must be licensed and enabled for UMS Web Services.
  - The user or hunt group's Voicemail Email mode must be set to Forward.

#### Exchange Server 2007 Unified Messaging Configuration

This is a simple overview of the minimum steps required. For full details refer to the Microsoft documentation. In order to support UMS Exchange Server 2007 operation, the Exchange Sever must be configured to include the Unified Messaging Server Role.

- 1. From the Windows Control Panel, select Program and Features.
- 2.Select Microsoft Exchange Server 2007 and click Change.

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Control Panel\Programs and Fe	atures			
Control Panel + 1	Programs and Features	👻 🚮 Search		
File Edit View Tools Help				
Tasks View installed updates Get new programs online at	Uninstall or change a program To uninstall a program, select it from the list and t	hen click "Uninstall", "Change", or "	Repair".	
Windows Marketplace	Uninstal		f this program, U	() Siza   -
Install a program from the network	Adobe Flash Player 10 ActiveX Adobe Flash Player 10 ActiveX McAfee VirusScan Enterprise Microsoft .NET Framework 3.5 SP1 Microsoft Exchange Server 2007 Microsoft Full Text Indexing Engine for Exchange	Adobe Systems Incorporated Sun Microsystems, Inc. Microsoft Corporation Microsoft Corporation Microsoft Corporation	09/06/2009 21/04/2009 12/05/2009 09/06/2009 29/01/2009 29/01/2009	97.0 MB 22.2 MB 32.4 MB 9.28 GB 48.4 MB

3. The wizard for changing Exchange Server setup is started. Click  $\ensuremath{\textbf{Next}}.$ 

Exchange	Server Role Selection		
Maintenance Mode	Select the Exchange server roles you wan	t to install on this computer:	
Server Role Selection	🛃 🗹 Mailbox Role	Description	
Readiness Checks	🖹 Ӣ Client Access Role	The Unified Messaging Role provides connectivity between a corporate telephony autom and Evolutions Source Climite and	
Completion	E: W Hub Transport Role access their mailboxes from a telephone receive voice mails to their mailboxes		
	🔚 🗹 Unified Messaging Server Role		
	Edge Transport Server Role		
	Active Clustered Mailbox Role		
	Passive Clustered Mailbox Role		
	🔀 🕅 Management Tools	Disk Space Allocation Disk space required:	0.0 ME
		Disk space available:	201/91.1 ME
	Specify the path for the Exchange Server	installation files:	
	C:\Exchange		Browse
	Specify the path for the Exchange Server	installation:	
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4. In the **Server Role Selection** list check that **Unified Messaging Server Role** is one of the selected roles. Click **Next** through the wizard and then **Finish**.

Having enabled the Unified Messaging role on the Exchange Server, the role can be configured and enabled for the mailboxes.

1. Select Start | Programs | Microsoft Exchange Server 2007 | Exchange Server Management Console.

2.Expand the Server Configura	ation list. The Unified M	lessaging role should appe	ar in the list.		
🔀 Exchange Management Co	nsole				
File Action View Help					
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Microsoft Exchange	🌆 Unified Messag	ing	1 object	Actions	
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Mailbox	Name 🔺	Role	Version	Export List	
Bie Hub Transport	WIN-8TMISC6LAH5	Hub Transport, Client Acc	Version 8.1 (Build 240.6)	View	8 <b>6</b> 6
Unified Messaging				Refresh	
E 🕹 Recipient Configuration				Pelp	

a.Expand the Organization Configuration and select Unified Messaging.

<sup>3.</sup> You need to create a Unified Messaging dial plan.

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Microsoft Exchange	📲 Unified Messa	nging	1 object	Actions
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Client Access	UM Dial Plan 🔺	# Digits	Associated UM Servers	New UM Dial Plan
Hub Transport			4	mew UM IP Gateway
Server Configuration				1 New UM Mailbox Polic
Mailbox				New UM Auto Attend
Hub Transport				Export List
Unified Messaging				View
Mailbox				Refresh

b.Select the UM Dial Plans tab and in the Actions list select New UM Dial Plan....

c. The New UM Dial Plan wizard will be started.

New UN	I Dial Plan
New UM Dial Plan	This wizard helps you create a UM dial plan for use by Microsoft Exchange Unified Messaging. A dial plan is a grouping of unique telephone extension numbers. Name:
	IP Office
	Number of digits in extension numbers:
	5
	URI type:
	Telephone Extension
	VoIP security:
	Unsecured
	After you create a new dial plan, the dial plan must be added to one or more UM servers before it will be used.
Help	< Back New Cancel

d.Create a plan similar to the one shown above. The digits length is not important but must be matched later in the process. The simplest option is to set it to match your IP Office extension number length. Click **New** and then **Finish**.

4. You now need to select which mailboxes the Unified Server role is available.

a. Expand the Recipient Configuration section and select Mailbox.

b.Right click on the configuration settings used for general mailbox users and select Enable Unified Messaging...

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Microsoft Exchange	👫 Mailbox - ioc.	avaya.com	4 object	ts Actions
Griganization Configuration	Y Create Filter			Mailbox
Mailbox	Display Name 🔺	Alias	Recipient Type Details	👗 Modify the Maximum
Client Access	Administrator	Administrator	User Mailbox	🦸 Find
	Ccr Cumsympro	ccr umsymoro	User Mailbox User Mailbox	New Mailbox
A Recipient Configuration	Userapps	Userapps	User Mailbox	Export List
Bistribution Group		C	Disable Lemove	View
Mail Contact		N	love Mailbox	Refresh
Toolbox			inable Unified Messaging	👔 Help
		N	Ianage Send As Permission	Userapps
			lanage Full Access Permission	O Disable
		P	roperties	× Remove
		F	lelp	Move Mailbox

c.The wizard for the mailbox Unified Messaging settings is started.

	Introduction
Introduction Extension Configuration Excelse Listed	The selected mailbox will be enabled for Unified Messaging. Upon completion, an e-mail message will be sent to the mailbox notifying the user that they have been enabled for Unified Messaging. The message will include the PIN and the number to dial to gain acce to their mailbox. By default, an extension number and PIN are automatically generated. Yo can also manually specify an extension number and PIN. <u>Unified Messaging Mailbox</u> Policy:
Messaging	IP Office Default Policy Browse
Completion	PIN Settings
	C Unified Messaging is a premium feature and requires an Exchange Enterprise Client

d.For the **Unified Messaging Mailbox Policy** click on **Browse...** and select the previously created dial plan. e.Select **Automatically generate PIN to access Outlook Voice Access**. Click **Next**.

	Extension Configuration	
	Automatically generated mailbox extension	
Introduction	<ul> <li>Manually entered mailbox extension:</li> </ul>	55557
Extension Configuration	SIP Resource Identifier	(
Enable Unified	For a SIP URI dial plan, this is the SIP address of the use	er (example: the E 164 address of the user
Completion	(example: +14255550150).	ute E. 104 duoress of the use
	C Automatically-generated SIP resource identifier:	
	Manually entered SIP or E.164 address:	

f. Select Manually entered mailbox extension. Enter a number that matches the digit length that was specified in the UM Dial Plan previously created. The actual number entered does not need to match an IP Office extension, only the length is important. Select Next.

g.Select Enable and then Finish.

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