

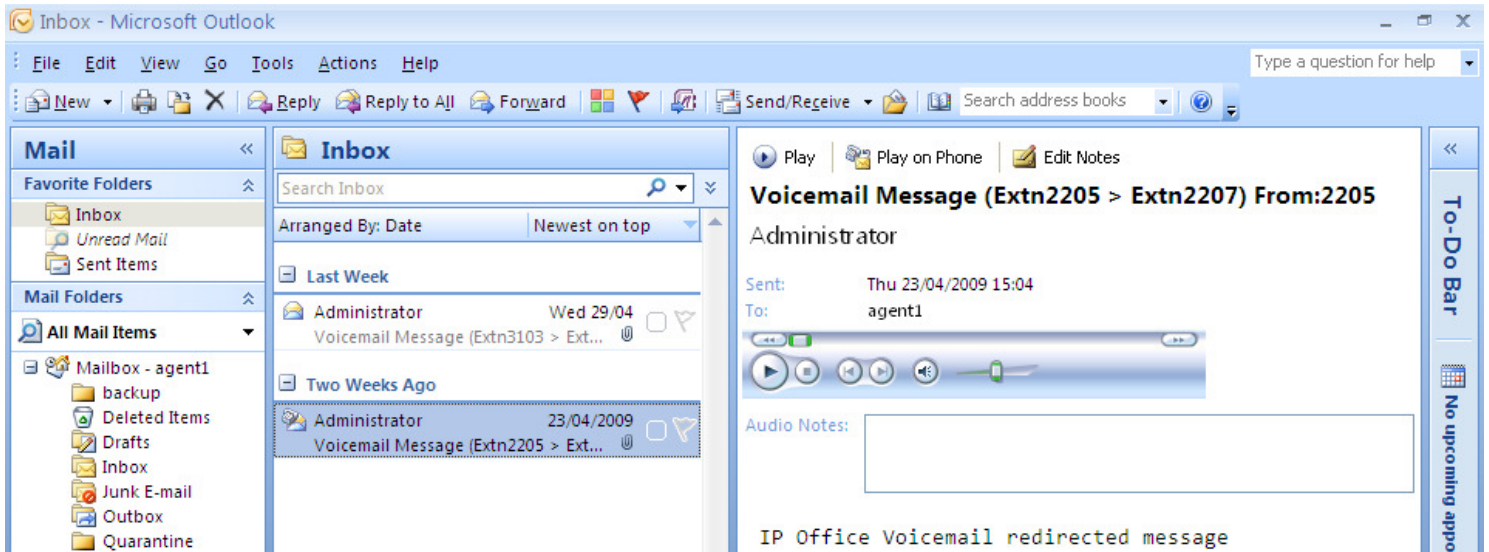
## Exchange 2007 Installation

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.



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

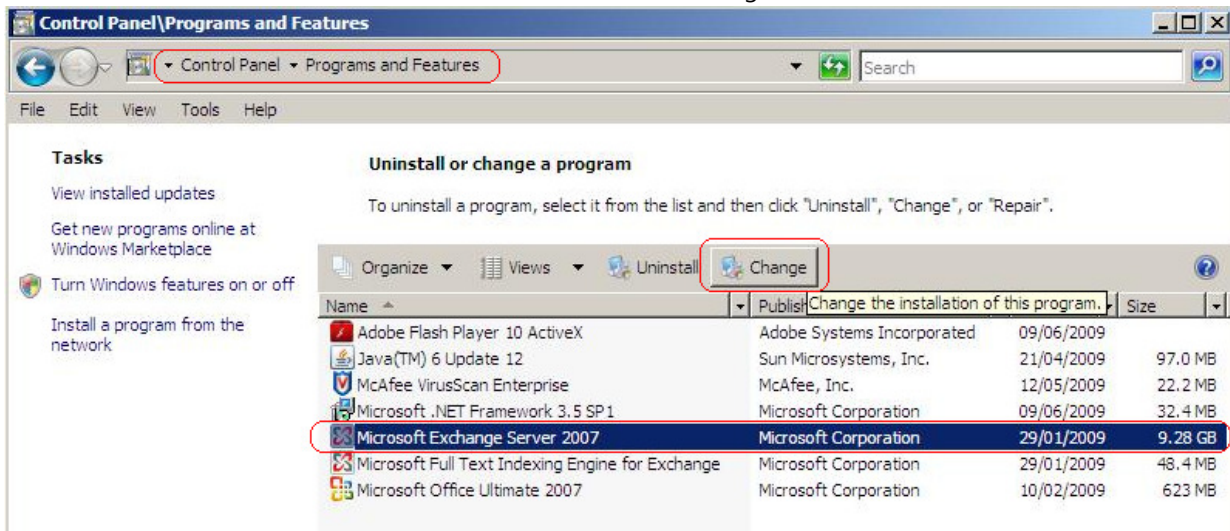
- **Exchange 2007 Server**
  - The Exchange 2007 server must be configured with the **Unified Messaging Server Role** selected.
  - A Dial Plan must be created on the Exchange 2007 server. This can be a blank dial plan but it must exist.
  - Within the Exchange 2007 server settings for each mailbox,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

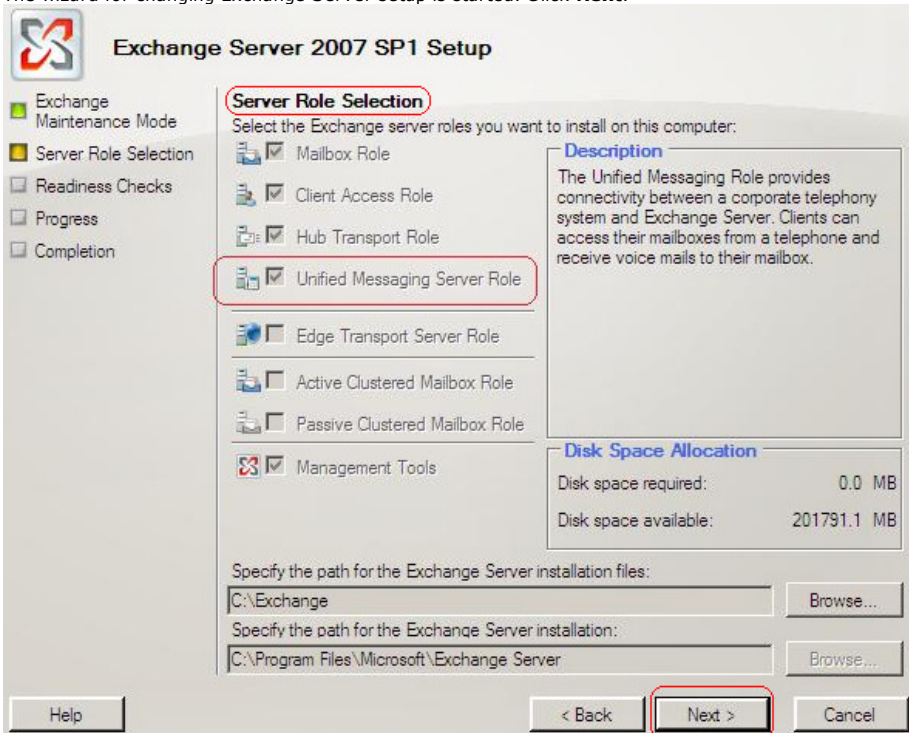
This is a simple overview of the minimum steps required. For full details refer to the Microsoft documentation.

In order to support UMS Exchange Server 2007 operation, the Exchange Server 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**.



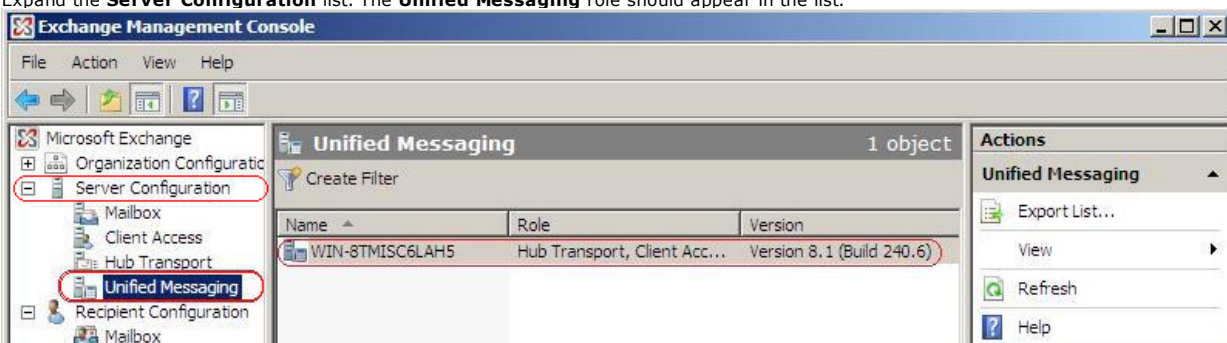
3. The wizard for changing Exchange Server setup is started. Click **Next**.



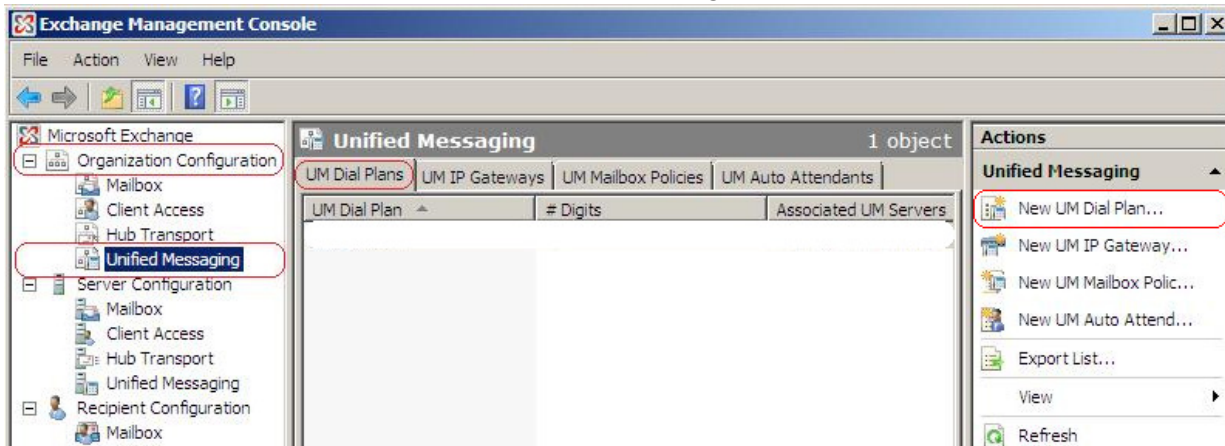
4. In the **Server Role Selection** list check that **Unified Messaging Server Role** is one of the selected roles. Click **Next** through the wizard and then **Finish**.

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 Configuration** list. The **Unified Messaging** role should appear in the list.

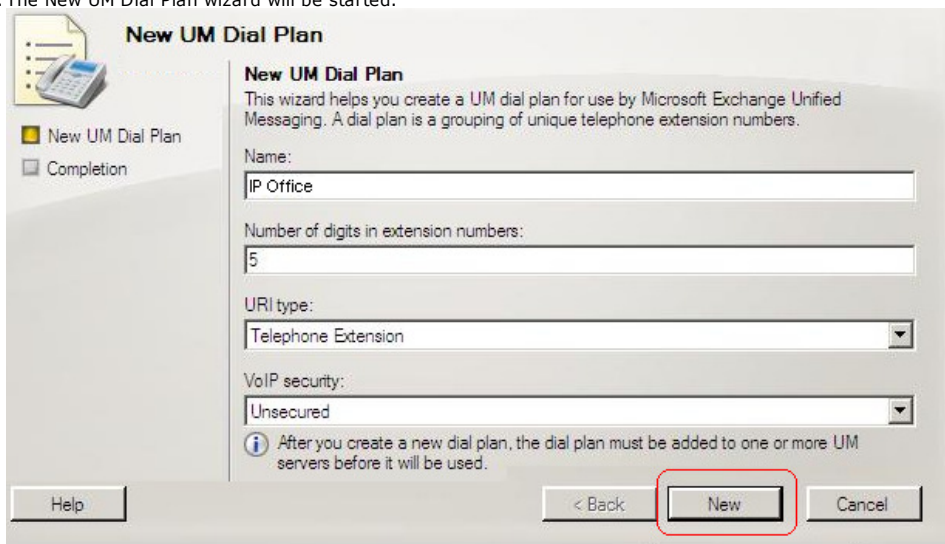


3. You need to create a Unified Messaging dial plan.
  - a. Expand the **Organization Configuration** and select **Unified Messaging**.



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.

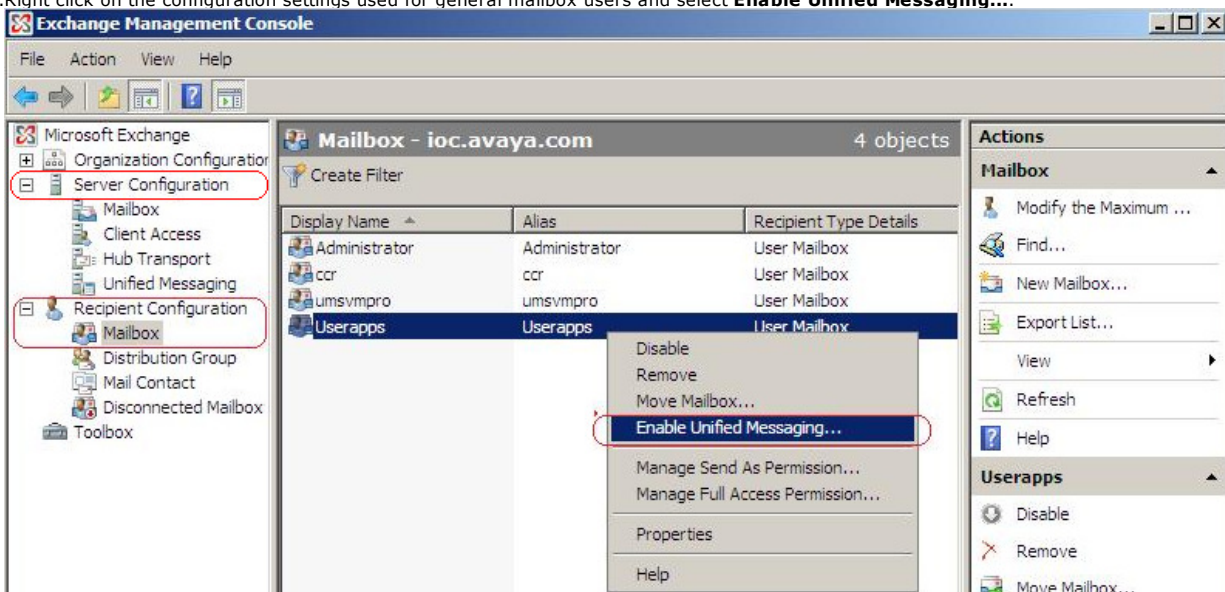


d. Create a plan similar to the one shown above. The digits length is not important but must be matched later in the process. The simplest option is to set it to match your IP Office extension number length. Click **New** and then **Finish**.

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....**



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



**Enable Unified Messaging**

**Introduction**

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 access to their mailbox. By default, an extension number and PIN are automatically generated. You can also manually specify an extension number and PIN.

Unified Messaging Mailbox Policy:

IP Office Default Policy Browse...

PIN Settings

Automatically generate PIN to access Outlook Voice Access

Manually specify PIN:

Require user to reset PIN at first telephone logon

Unified Messaging is a premium feature and requires an Exchange Enterprise Client Access License (CAL) to enable it for the mailbox.

Help < Back **Next >** Cancel

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**.

**Enable Unified Messaging**

**Extension Configuration**

Automatically generated mailbox extension

Manually entered mailbox extension:

SIP Resource Identifier

For a SIP URI dial plan, this is the SIP address of the user (example: tony.smith@contoso.com). For an E.164 dial plan, this is the E.164 address of the user (example: +14255550150).

Automatically-generated SIP resource identifier:

Manually entered SIP or E.164 address:

Help < Back **Next >** Cancel

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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