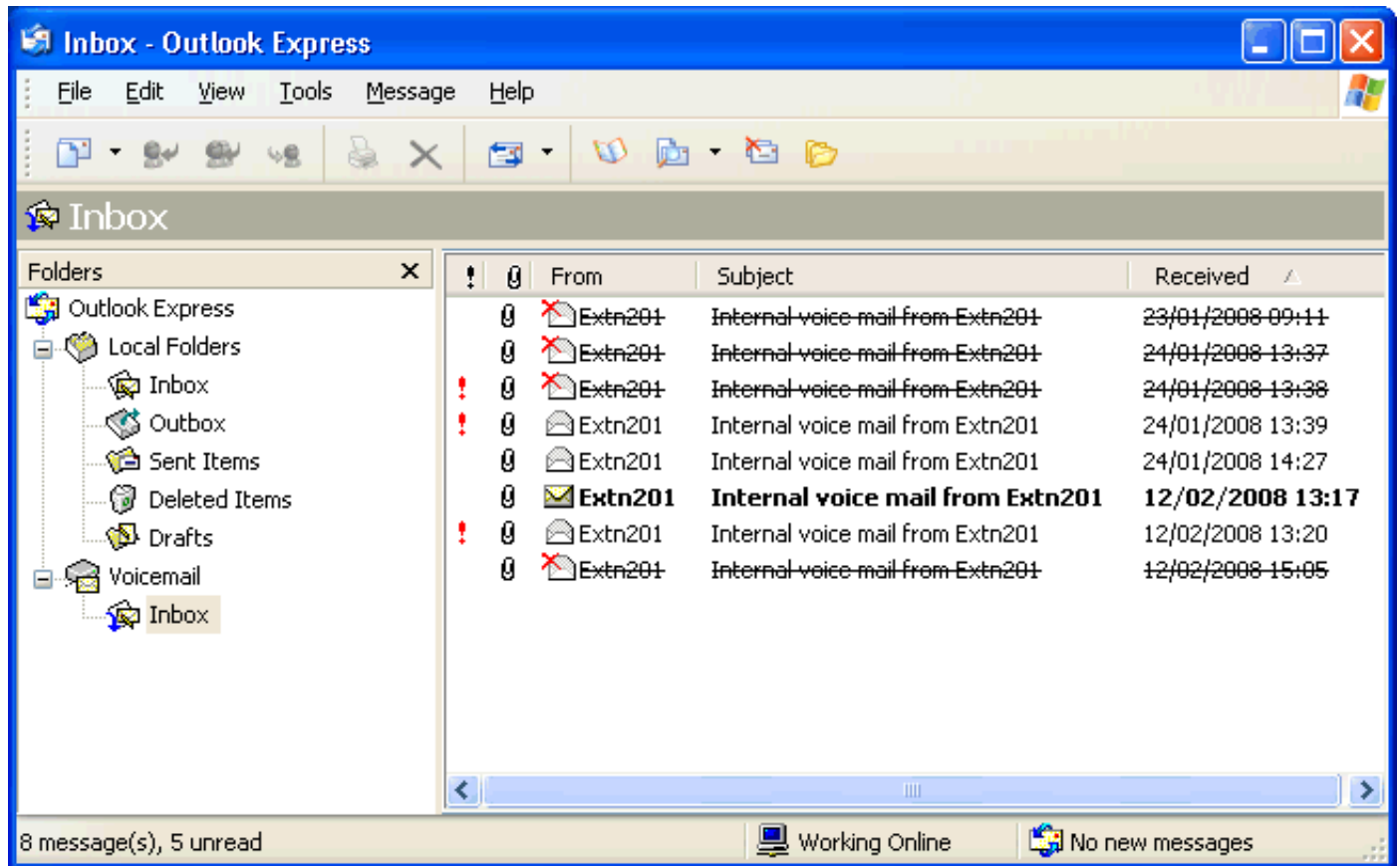


IMAP Installation

Voicemail Pro 4.2+ support mailbox synchronization with email clients that can support IMAP (Internet Message Access Protocol) accounts. Examples are Outlook, Outlook Express and Lotus Notes.

Once configured, the IMAP folder and the mailbox are synchronized whenever the IMAP folder is opened. The method of indication of the different message types will depend on the email client being used and is not controlled by the Voicemail Pro.



The number of mailboxes that can be configured for IMAP and/or web access is controlled by licenses.

Installing the Voicemail Pro IMAP Server

The IMAP server is installed as a standard part of the Voicemail Pro service installation. It uses the IP address of the Voicemail Pro server PC and runs on the standard IMAP port 143.

The only special consideration is to avoid having any other IMAP server running on the same PC.

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  **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** and then select the required user.
 - Select the **Voicemail** tab.
 - Enable **UMS Web Services**. Click **OK**.
 - **Through Licenses:**
 - Select  **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.

Configuring a User Email account

The exact method of configuration of an IMAP account depends on the IMAP client being used by the user. For example it may be necessary to enable some field with dummy data in order for the email client to accept the account even though those settings are not used by the Voicemail Pro IMAP server.

The general details that are required are:

IMAP Account Setting	IP Office Value
Incoming Server	Voicemail Pro server IP address or domain name address.
Account Name	User name or extension number.
Password	User voicemail code.

Example: Outlook

1. Select **Tools** and then **Options**.
2. Select **Mail Setup** and then click **E-mail Accounts**.
3. Select **Add a new e-mail account**.
4. Select **IMAP** as the server type.
5. In **Server Information for Incoming mail server** and **Outgoing mail server** enter the IP address or domain name address of the Voicemail Pro server PC.
6. In **Logon Information** enter the user's extension number and voicemail code as the **User Name** and **Password**.
7. Click **Next**.

Example: Outlook Express

1. Select **Tools** and then **Accounts**.
2. Select **Add** and then **Mail**.
3. Enter a descriptive name such as **Voicemail** and click **Next**.
4. Enter an email address. This is not used but a value must be entered to move to the next screen. Click **Next**.
5. Set **My incoming mail server is a** to **IMAP**.
6. In the **Incoming server** field enter the IP address or domain name address of the Voicemail Pro server PC.
7. Enter a value in the **Outgoing mail server** field. This is not used but a value must be entered to move to the next screen. Click **Next**.
8. For **Account Name** enter the user's extension number or name in the IP Office configuration.
9. For **Password** enter the user's Voicemail Code.
10. Click **Next** and then **Finish**.

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

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