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Nortel Communication Server 1000 Communication Server 1000 with Microsoft Exchange Server 2007 Unified Messaging Fundamentals

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New in this Release

There have been no updates to the document in this release.

Other

Revision History

October 2008	Standard 02.04. This document is up-issued to reflect changes in the section Configure a new dial plan for Microsoft Exchange Unified messaging to support to support Communication Server 1000 Release 5.0 and Microsoft Exchange 2007 Unified Messaging.
May 2008	Standard 02.03. This document is issued to reflect changes in technical content.
March 2008	Standard 02.02. This document is issued to reflect changes due to CR#Q01808992.
December 2007	Standard 02.01. This document is issued to support Communication Server 1000 Release 5.5.
August 2007	Standard 01.01. This document is issued to support Communication Server 1000 Release 5.0 and Microsoft Exchange 2007 Unified Messaging.

6 New in this Release

How to get help

Contents

This section contains information on the following topics:

- Getting help from the Nortel web site
- Getting help over the telephone from a Nortel Solutions Center
- Getting help from a specialist by using an Express Routing Code
- Getting help through a Nortel distributor or reseller

Getting help from the Nortel web site

The best way to get technical support for Nortel products is from the Nortel Technical Support web site: <u>www.nortel.com/support</u>

This site provides quick access to software, documentation, bulletins, and tools to address issues with Nortel products. From this site, you can:

- download software, documentation, and product bulletins
- search the Technical Support Web site and the Nortel Knowledge Base for answers to technical issues
- sign up for automatic notification of new software and documentation for Nortel equipment
- open and manage technical support cases

Getting help over the telephone from a Nortel Solutions Center

If you do not find the information you require on the Nortel Technical Support web site, and you have a Nortel support contract, you can also get help over the telephone from a Nortel Solutions Center.

In North America, call 1-800-4NORTEL (1-800-466-7835).

Outside North America, go to the following web site to obtain the telephone number for your region: www.nortel.com/callus

Getting help from a specialist by using an Express Routing Code

To access some Nortel Technical Solutions Centers, you can use an Express Routing Code (ERC) to quickly route your call to a specialist in your Nortel product or service. To locate the ERC for your product or service, go to:

www.nortel.com

Getting help through a Nortel distributor or reseller

If you purchased a service contract for your Nortel product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller.

Communications Server 1000 with Microsoft Exchange Server 2007 Unified Messaging

Overview

CS 1000 support for Microsoft Exchange Server 2007 Unified Messaging enables interoperability between the voice service capabilities of Communication Server 1000 and the Unified Messaging solution provided as a component of Microsoft Exchange Server 2007. This interoperability provides the following capabilities:

- Call Answering: With call answering, Communications Server 1000 with Microsoft Exchange Server 2007 Unified Messaging is configured to answer incoming calls on behalf of a user by playing their personal greeting, recording a voice message from the caller, and submitting it for delivery to the user inbox as an e-mail message.
- Subscriber Access: enables dial-in access for users. A subscriber dialing into the Microsoft Exchange Unified Messaging system accesses their mailbox using Outlook 2007 Voice Access, enabling access using either a telephone keypad or voice inputs. When dialed into the Unified Messaging system using a telephone, a subscriber or user can perform the following functions:
 - Listen to, forward, or reply to voice mail messages, and call the sender of the voice mail.
 - Listen to calendar information.
 - Access or dial contacts stored in the global address list or in a personal contact list.
 - Accept or cancel meeting requests.
 - Set a voice mail Out-of-Office message.
 - Set security preferences and personal options.
- Auto Attendant: Provides a set of voice prompts that provides access to the Microsoft Exchange Unified Messaging system by external users. Using the Auto Attendant, the external user navigates the menu

structure, using either the telephone keypad or speech inputs, to place a call to a user or to locate a user for the purpose of placing a call to that user. In addition, the Auto Attendant gives system administrators the ability to perform the following functions:

- Create a customizable set of menus for use by external users.
- Define informational greetings, business hours greetings, and non-business hours greetings, and greetings for holiday schedules.
- Add instructions for callers describing how to search the organizational directory, and how to connect to a specific user by means of their extension number.
- Enable access for external callers to the operator. For more information, see "Configure the Operator Assistance feature" (page 30).
- Play on Phone: Allows a Microsoft Exchange Unified Messaging-enabled user to access a voice mail message through Outlook 2007 or Outlook Web Access and listen to the message over a telephone.
- Message Waiting Indication (MWI): Designed by Geomant, the MWI application is an add-on to the Microsoft Exchange Unified Messaging Server 2007 which provides support for MWI notifications to users connected to the Microsoft Exchange Unified Messaging Server. For more information on the installation and configuration of the Geomant MWI application, see "Install Geomant Message Waiting Indicator (MWI) application" (page 33) and "Configure Geomant Message Waiting Indicator (MWI) application" (page 34).

Note: The MWI 2007 software is a third-party software developed by Geomant. Information on Geomant and MWI 2007 is provided in this documentation for ease of reference only. Nortel does not sell, warrant or provide operational support for Geomant's MWI 2007 software product, nor warrant the accuracy of MWI 2007 descriptions contained in this document. Customers using this document are strongly recommended to obtain the most recent MWI 2007 documentation from Geomant.



Multiple Microsoft Exchange Unified Messaging servers on a single network

Multiple Servers can be configured for a single network to ensure the effective handling of potential issues caused by challenges of:

- Capacity: Each Microsoft Exchange Unified Messaging Server is capable of supporting a maximum of 200 total concurrent (combination of inbound and outbound) calls. In larger customer networks that need to support a higher volume of concurrent calls, additional Microsoft Exchange Unified Messaging Servers can be configured in the same network so that users can be load-balanced.
- Redundancy: An additional Microsoft Exchange Unified Messaging Server can be configured as a redundant server in a network by utilizing the Least Cost Routing Mechanism on the Network Routing Service (NRS) - configuring an additional Microsoft Exchange Unified Messaging Server provides a greater measure of fault tolerance for the services provided, allowing a continuation of those services in the event of system failure
- Geographical location: If network systems are located across multiple geographic locations, Microsoft Exchange Unified Messaging Servers can be implemented in such a way that they are both local and specific to each location. Configuring multiple servers in this way would

automatically result in load sharing of access to Microsoft Exchange Unified Messaging services by users in the network.

Operational Considerations

Considerations specific to Microsoft Exchange Server 2007 are as follows:

- The only supported codecs are G711 and G723.
- RFC2833 is required for DTMF digit transmission to the Exchange Server.
- Exchange Server 2007 must always be configured as a static endpoint on the NRS as Registration is not supported.
- The Fax on UM capability is supported.
- Geomant Message Waiting Indicator (MWI) 2007 is a required add-on for MWI functionality.
- Microsoft Outlook 2007 is required.
- Exchange Server 2007 requires the use of x64 processors.
- For the Play on Phone option to function, the default Outlook data file used must be of type **.ost**. If the default Outlook data file is of type **.pst**, the Play on Phone option will not be available.
- Calling a non-Exchange user using the Auto Attendant functionality is not supported by Microsoft Exchange Unified Messaging.
- Due to known issue concerning support of Payload 101 for RFC2833, intermittent DTMF issues will be experienced with PC-based clients.
- Interoperability with BCM/SRG and CS 2100 over H.323 causes speech path issues due to non-handling of RE-INVITE requests by Microsoft Exchange Unified Messaging Server.

Considerations specific to the Geomant MWI Application are as follows:

- In a Main Office-Branch Office (MO-BO) environment, MWI functionality is provided in either Normal or Local mode, as MWI is not supported as multiple instances in the same domain.
- In a Geographic Redundant System environment, MWI functionality is provided in either a Primary Call Server (PCS) or a Secondary Call Server (SCS) system, as MWI is not supported as multiple instances in the same domain

Considerations specific to the Communication Server 1000 are as follows:

 Only CDP dialing is supported between the home CS 1000 and the UM Server - users dial in to the home CS 1000 using any configured dialing plan to access services provided by Communications Server 1000 with Microsoft Exchange Server 2007 Unified Messaging.

 Configuration of the voice mail soft key cannot be changed if there is a combination of CallPilot and Microsoft Exchange Unified Messaging voice mail users on a single node. A recommended deployment solution would be to have CallPilot users and Microsoft Exchange Unified Messaging users associated with separate Line TPS nodes.

The voice mail soft key feature on the phone set assigns a unique key to each of the voice messaging functions.

- While operating with an MCS PC Client, Microsoft Exchange Unified Messaging calls can not be placed on hold.
- The existing limitation on the NRS of multiple endpoints with the same static IP address is not supported. This affects network environments where two CDP domains are configured to use the same Microsoft Exchange Server 2007.
- The IP Softphone 2050 does not support RFC2833; therefore, it can not be used with the Subscriber Access and Auto Attendant features of the Exchange Server 2007.
- If a call originates from an H.323 endpoint (CS 1000/BCM/SRG) and is tandem transferred by the CS 1000 to the Microsoft Exchange Unified Messaging Server using SIP, the Subscriber Access and Auto Attendant feature can only be accessed by voice command and not by keypad (DTMF), as there is no support for RFC2833 over an H.323 network.
- If the far end does not support RFC2833 (with a payload value of 101), the Play on Phone functionality is not supported.
- Calls forwarded by Integrated Call Director (ICD) to Microsoft Exchange Unified Messaging are not supported.

Microsoft Exchange Unified Messaging operational characteristics

- When a Microsoft Exchange Unified Messaging-enabled user plays back stored voice mail messages, the order of playback begins with the last message recorded. That is, when voice mail has been received (in order) from User 1, User 2, and User 3, the messages are replayed in the order of User 3, User 2, User 1.
- For a voice mail message that is a reply to an earlier voice mail message, the reply message is played before the playback of the original message.
- If there is only one voice mail message waiting for the user, it is not possible to undelete that voice mail message once it has been deleted.

- Voice mail messages that have been listened to will continue to register as a new message until the next option is used.
- When a user dials the Auto Attendant number (with speech enabled) and does not provide a name, Auto Attendant repeats the prompt for a name three times. After the third prompt, the call is forwarded to the operator automatically.

CS 1000 set configuration

This section details appropriate set configuration to provide operation for Communications Server 1000 with Microsoft Exchange Server 2007 Unified Messaging.

Required class of service configurations are as follows:

- CFXA (Call Forward External): Allowed
- FNA (Call Forward No Answer): Allowed
- HTA (Hunting): Allowed
- CLS (Trunk: Call Access Restriction): Unresricted
- MWA (Message Waiting Indicator): Allowed

Both FDN (Call Forward No Answer DN) and Hunt (Hunt DN) must be set to the value for the configured Subscriber Access DN.

SIP provisioning guidelines

This section details the SIP provisioning requirements for operations on Communications Server 1000 with Microsoft Exchange Server 2007 Unified Messaging.

Assumptions

- Call model and traffic rate calculations are based on the assumptions provided by Microsoft for a typical heavy user, as described at the following URL: http://msexchangeteam.com/archive/2006/08/14/42 8677.aspx
- A single Microsoft Unified Messaging server can have up to 3000 heavy users associated with it.
- All Microsoft Unified Messaging messages are received by telephone using an SIP Trunk, and not using Microsoft Exchange Client (which does not use an SIP Trunk).
- The use of Auto Attendant for Thru-Dial and other custom voice menu services makes the following assumptions:

- Menu selection and call transfer time is 30 seconds, with a completed call duration of 180 seconds.
- Busy Hour (BH) Auto Attendant usage is 0.35 calls per hour for each Microsoft Unified Messaging user.
- Auto Attendant operation requires the usage of two SIP trunks, which remain in use for the duration of the call.
- If Microsoft Unified Messaging system usage differs from the call model described for the purpose of SIP trunk table calculations, it is the responsibility of the customer to monitor the actual usage of the system and ensure that there are sufficient SIP trunks available for use.

Number of UM Users	Typical BH Call Duration (seconds)	Typical BH CCS	Erlangs (ccs/36)	Number of SIP Trunks (Erlang B P05 Grade of Service)	Number of SIP Trunks (Erlang B P01 Grade of Service)	Number of SIP Trunks (Erlang B, Non-blocki ng)
50	15000	150	4.17	8	10	24
100	30000	300	8.33	13	16	33
200	60000	600	16.67	22	26	49
500	150000	1500	42	48	55	89
1000	300000	3000	83	88	99	147
2000	600000	6000	167	170	187	254
3000	900000	9000	250	250	273	355

Configuration of Communications Server 1000 with Microsoft Exchange Server 2007 Unified Messaging

For the tasks and procedures associated with configuring Communications Server 1000 with Microsoft Exchange Server 2007 Unified Messaging, please refer to the sections that follow:

- "Configure a new user mailbox for Microsoft Exchange Unified Messaging" (page 18)
- "Enable a new user mailbox for use with Microsoft Exchange Unified Messaging" (page 22)
- "Configure a new Dial Plan for Microsoft Exchange Unified Messaging" (page 25)
- "Configure the Operator Assistance feature" (page 30)
- "Install Geomant Message Waiting Indicator (MWI) application" (page 33)
- "Configure Geomant Message Waiting Indicator (MWI) application" (page 34)
- "Configure Microsoft Exchange Unified Messaging in CS 1000 Element Manager" (page 38)
- "Allowing calling party numbers to update while leaving message" (page 44)
- Disable a user mailbox

Note: Throughout this document, screen captures of third-party software are included for the purposes of illustration only. While the screen captures in this document are believed to be accurate and reliable in their depiction of third-party software used in conjunction with this feature, the information is subject to change without notice. Therefore, Nortel presents all third-party screen captures in this document without express or implied warranty with regard to their complete accuracy.

Configure a new user mailbox for Microsoft Exchange Unified Messaging

The following section details the required steps for the configuration of a Microsoft Exchange Unified Messaging mailbox.

Configuring a user mailbox for Microsoft Exchange Unified Messaging

	Step	Action			
--	------	--------	--	--	--

From the Exchange Management Console, select **Recipient Configuration** and right click on **Mailbox**. Select **New Mailbox...** to start the New Mailbox Wizard.



2 The opening screen for New Mailbox Wizard appears. Select User Mailbox and click Next, as shown in the following figure:

1



Select **New user** and click **Next**, as shown in the following figure:

 Introduction User Type New Mailbox Completion 	User Type You can create a new user or select an existing user for whom you want to create a new mathox. New user (* [New user] (* Existing user.
	Blowse

4

3

Enter account information for the mailbox user, as appropriate, as shown in the following figure:

Nortel Communication Server 1000 Communication Server 1000 with Microsoft Exchange Server 2007 Unified Messaging Fundamentals NN43001-122 02.04 24 October 2008 **20** Configuration of Communications Server 1000 with Microsoft Exchange Server 2007 Unified Messaging

LAND TANK	Enter the user name and	d account information.		
User Information	Qrganizational unit:			
Mailbox Settings	um2007r.corp.nortel.co	m/Users		Browse
New Mailbox	First name:	Initials:	Last name:	
Completion	George		Daniel	
	Name			
	George Daniel			
	1			
	User logon name (User I			
	Igdaniel	m 👱		
	User logon name (pre- <u>W</u> indows 2000):			
	gdaniel			
	Password Confirm password			
	Participation (Construction)	sus de constantes partes m		
	User logon name (User) gdaniel User logon name (pre- <u>W</u> gdaniel Password:	(indows 2000):	@um2007r.corp.nortel.co	m

- 5 Click **Next** to continue
- 6 Enter the alias for the mailbox user, and select the mailbox location and policy settings, as shown in the following figure.

Introduction	Mailbox Settings Enter the alias for the mailbox user, and then select the mailbox to	cation and policy setting				
User Type	Alias					
Mailbox Settings	Igdanie					
New Mailbox	Sarvar					
Completion	KOVZP46					
	Storage group:					
	First Storage Group					
	M.B., dutan					
	Mailbox gatabase					
	Managed folder mailbox policy					
		Broyge				
	Exchange ActiveSync mailbox policy:					
		Browne				
		Biowse				

- 7 Click Next to continue.
- 8

The Configuration Summary for the current user mailbox is displayed, as shown in the following figure. Review for accuracy, and click **New** to create the user mailbox.

Introduction User Type User Information Maibox Settings	Ibox New Mailbox When you click New, the following mailbox will be created. Configuration Summary:	
New Mailhox	George Daniel	*
Completion	Maibox type: User Maibox Organizational unit: un/2007r.corp.nortel.com/Users First name: George Last name: George User name: George Daniel User logon name (User Principal Name): gdaniel@um/2007r.corp.nortel.com User logon name (pre-Windows 2000): gdaniel User doesn't need to change password at next logon Alas: gdaniel Server: KdVZP46 Storage Group: First Storage Group Maibox Database: Maibox Database	
	Select Ctrl+C to copy the contents of this page.	

9

The completion screen of the New Mailbox Wizard appears. Click **Finish** to exit, as shown in the following figure:



Enable a new user mailbox for use with Microsoft Exchange Unified Messaging

The following section details the required steps for the enabling an existing user mailbox for use with Microsoft Exchange Unified Messaging.

Enabling	a user	mailbox	for use	with	Microsoft	Exchange	Unified	Messag	ing
	,							¥	

Step	Action
1	From the Exchange Management Console, select Recipient Configuration > Mailbox . Right click the specific user mailbox to be enabled and select Enable Unified Messaging , as shown in the following figure:

Microsoft Exchange	2 Mailbox - um	2007r.corp.	nortel.com 47 objects	Actions		
Criganization Configuration	P Create Filter			Mailbox		
Client Access	Diiplay Name +	Akar	Recipient Type Detail: *	👃 Modify the Maximum Number of Re		
Hub Transport	George Daniel	gdaniel	Statement of the local division of the local	New Mailbox		
Server Configuration	🛃 john mark	john	Disglie	View		
Hub Transport Hub Transport Frank United Hesssign Recipier Configuration Recipier Configuration R	reales 7003	lc=7003	Move Malhoy	Derive		
	GELCS 4500	lcs4500	Enable Unified Messaging	E Refresh		
B Distribution Group	Alles 5005	1055005	Providence (Help		
Malbox Agenticulor Group Mail Contact Disconnected Malbox Toolbox	2 los 5009	lcs5009	Linheines	George Daniel		
	dia los 5012	LCS5012	Help	(C) Disable		
	24LCS 7005	lcs7005	User Maibox			
	di loeudp	Losudp	User Maibox	Remove		
	Node A1015	nodea1015	User Maibox	Move Malbax		
	Node A1016	nodea1016	User Malbox	Enable Unified Messaging		
	Envice A1017	nodea1017	User Malbox	P Descention		
	Enrope al 100	nodea1100	User Malbox	Propercies		
	22 Node B2018	nodeb2018	User Malbox	E Help		
	Al Node B2019	nodeb2019	User Maibox	Contraction and the		
	Node B2020	nodeb2020	User Maibox			
	Patrick Lee	patrick.	User Maibox			
	2 Rashmi Jag	rashmi	User Maibox			
	Renioy	3456	User Maibox			
	di stini 2012	snin/2012	User Mailbox			
	E srini po	srinipo	User Maibox			
	Ca Srini User. 1000	user1000	User Maibox			
	Sini User. 1002	user1002	User Maibox			
	en sini user2005	smi2005	User Maibox			
	die suith 46703	suith_46703	User Malbox			
	eta user 1001	user1001	User Malbox	1		

2 The Enable Unified Messaging Wizard appears, as shown in the following figure. Configure the Unified Messaging Mailbox Policy and PIN options, as appropriate for use on your network, and click **Enable**.

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The completion screen of the Enable Unified Messaging Wizard appears. Click **Finish** to exit, as shown in the following figure:

Enable Unified Messaging Completion	Completion The wizard completed successfully. Click Finish to close this wizard. Elapsed time: 00:00:04		
	Summary: 1 item(s). 1 succeeded, 0 failed.	Completed	
	Exchange Management Shell command completed: '8631dc14-3ca3-43ed-a3f2-f302f1bae76b' [Enable-UMMailbox -Pi -PinExpired \$false -UMMailboxPolicy 'CS1000_NodeA Default Poli '45000' Elapsed Time: 00:00:01	n '653455' cy' -Extensions	

--End--

3

Configure a new Dial Plan for Microsoft Exchange Unified Messaging

The following section details the required steps for the configuration of the Microsoft Exchange Unified Messaging Dial Plan.

Configure the Microsoft Exchange Unified Messaging Dial Plan

Step	Action	
1	From the Exc Configuration New UM Dial figure: Figure 1 New UM Dial F	hange Management Console, select Organization n > Unified Messaging > New UM Dial Plan . The Plan screen appears, as shown in the following Plan screen
	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. Nage: [CS100_NodeA] Number of digits in extension numbers: [5] (i) After you create a new dial plan, the dial plan must be added to one or more UM servers before it will be used.

2 Enter the Dial Plan name and the number of digits used for the user extension expected. Click **New**. Right-click the newly-created Dial Plan and select **Properties**. The Dial Plan Properties screen appears.

< Back New

Cancel

Help

3 Click the **General** tab. From the **VoIP security** drop-down list, select Unsecured, as shown in the following figure:

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Figure 2 Dial Plan General tab

4

Microsoft Eschange	R Unified Messaging	2 objects	Actions	-
Creanization Configuration	UM Dial Plans UM IP Gatewards UM Malbox Policies UM Auto Attendants	e copulato	Unified Messaging	
Come access An An integration Comment Messaging Server Configuration Received Configuration Toobox	Mascalik Properties Joil Setrings Dailing Rule Groups Dailing Reminstree Germal Subcoder Access Dail Codes Features Subcoder Access Dailing Reminstree Enterstree Associated UM generation BTSNTDCDH01 Associated UM generation SUBTOCSDR01, BTSNTDCDHM01, CS1 URItype SUBTOCSDR01, BTSNTDCDHM01, CS1 URItype SUBTOCSDR01, BTSNTDCDHM01, CS1 Winder 24 July 2000 14 00 34 SUBTOCSDR01, BTSNTDCDHM01, CS1 URItype Wordend 24 July 2000 14 00 34 Subtocated UM generation Unrecord Subtocated Subtocate	Associated EtSelfocs ETSelfocs	New UM Oxid Plan New UM Oxid Plan New UM Makous Pokey New UM Makous Pokey New UM Auto Attendent View Propert List Yiew Resource Properties Properties New Pokey Nebp	

Click the **Subscriber Access** tab. Specify the Welcome Greeting, Informational announcement value, and the Subscriber Access and Call Answer number to be associated with the new Dial Plan. Click **Apply** and then **OK** to accept, as shown in the following figure:

Figure 3 Dial Plan Subscriber Access tab

Features	Settings	Dialing Rule Groups
General	Subscriber Access	Dial Codes
Velcome Greetings		
√elcome greeting:		
Use default greeting		Modify
nformational announc	ement:	
nformational announ	cement is disabled	Modify
ssociated Subscriber	Access Numbers	
Associated Subscriber	Access Numbers imber to associate:	
ussociated Subscriber Inter the telephone ni Gradd Edit (70000)	Access Numbers	
ussociated Subscriber Inter the telephone ni (2 Add Edit / (70000)	Access Numbers	

Select **Server Configration > Unified Messaging**, and right-click the server name for which your newly-created Dial Plan is intended. Select **Properties**, as shown in the following figure:

5

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Microsoft Exchange	🔓 Unified Messaging	2 objects	Actions	
Malbox	FCcate Filter	KIJV7846 Properties	(X)	
Hub Transport Unified Messaging Server Configuration Malbox Malbox Hub Transport Hub Transport	En KQV2P46 Hub En KQV4VC63 Unite	Associated Dual Plans		
Recipient Configuration Malbox	Select Dial Plan			
Mail Contact	Search:	Figd Now Oper		
Toolbox	Nate -	# Digits		
	Area_Galway_DiaPlan Area_Richardson_DiaPl Area_Toronto_DiaPlan	5 5 5 5	2	
	Corp_dialplan CS1000_Node4	4	<u></u>	
	CSE1K_1000	5		
	femando_dialplan_T0	4		
	ELCS_Dialplan	4 4 7	- Heb	
		OK.	Cancel	
			()	

Add the configured Dial Plan under the **UM Settings** tab, as shown in the following figure:

Construction Configuration Co	Comprision Configuration Comprision Configuration Comprision Com	Counter Filter Name - Pole Counter Filter Counter Filter Counter Filter Counter Filter Counter Of Settings General UM Settings Associated Dual Plans Agd	At clear the second second Select Cial Plan Ele Yeav Search	United Messaging View Ch. Bafredh Holp (2946	:	80
Name Rode Were Name Work Messaging Sevent Christmatin Sevent Christmation Sevent Christmation Mathins Bernall UM Setting Sevent Christmation Sevent Christmation Mathins Sevent Christm	Clerk Access Hub Transport Hu	Name - Pole VEXTORSE U.A. Transmit Plant Assessed UVX2016 Transmitters General UM Settings Associated Dial Plans	Select Dial Plan Els Yow Search	Varv D. Dafredh Hilip (2746		1916
Associated Dial Plane	Clert Access Cont Access Cont Access Context Access Context Access Context Access Solution Access Robert Configuration Robert Configuration Robert Configuration Robert Access	Associated Dial Plans	Select Dial Plan Ele Yew Search	1 12.40		1916
Sign Unifer Ressarce Charlen Status Charlen Status Charlen Status Pol Non Clair Sign Unifer Ressarce Search Pol Non Clair Name - Respect Configuration Search Pol Non Clair Sign Docket Search Rame - Respect Configuration Search Pol Non Clair Sign Docket Search Rame - Respect Configuration Search Rame - Respect Configuration Sign Docket Search Rame - Respect Configuration Search Rame - Respect Configuration Binned Configuration Search Search Ramed Configuration Binned Configuration Search Search Search P Maxelineous Configuration Search Search Search P Maxelineous concurred colic: Sindian Configuration Search Search P Maxelineous concurred colic: Search Search Search P Maxeum concurred (search Search Search Search Sindian Search Search Search Search	Distrect Messaging Recipient Configuration January Mabox R. Distribution Group	Add	Ble Yew Şearchi			
Bit State Saveth PopHow Right Halow Name Name And Contract Sciencested Halow Bit Sobor	- A habos	Name	Searchi	The Address of the Address		
By Dourhouting Group Name Cashing, DaPlan Name + B Dopting Mail Concreted Maloor Immond, displan, IDW Immond, displan, IDW IMM Immond, displan, IDW IMM Immond, displan, IDW IMM Immond, displan, IDW IMM	- R Distribution Group			Pigd Nom Cigar		
	dig Decennected Mabox ∰ Toobox	Continuing, debiang, DVV Continuing, debiang, T0 Continuing, debiang, debiang, T0 Continuing, debiang, debiang, T0 Continuing, debiang, debiang, T0 Continuing, debiang, deb	27 men, Luking, Dalfie 27 men, Rotanion, Dia 29 men, Teronto, Dialfie Corg, dalfan Corg, dalfan	n p n 5 4 5 0 W 4 0 W 4 4 7 4 5 5 4 5 5 4 4 5 5 4 4		

7 Click OK.

6

8 Specify the SIP Gateway name and IP address (Signaling Server node address) for the current Dial plan, as shown in the following figure:

Nortel Communication Server 1000 Communication Server 1000 with Microsoft Exchange Server 2007 Unified Messaging Fundamentals NN43001-122 02.04 24 October 2008

Figure 4 Configuration screen for new UM IP Gateway

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9 Specify Auto Attendant name and number for the new UM Dial plan. The Auto Attendant Configuration number is provided for the UM Dial Plan configured, as shown in the following figure:

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Configure the Operator Assistance feature

To configure the Operator Assistance feature to be used with a configured UM Dial Plan, perform the tasks in the following procedure:

Configure the	Operator	Assistance	feature
---------------	----------	------------	---------

Step	Action
1	After providing the operator assistance number in Dial Plan and Mailbox users, open the Exchange Management Shell.
2	Right-click on the dial plan, and select Properties from the list of the available options. Optionally, you can click on the properties menu in the action pane as shown in the following figure:

Recipion Exchange	👪 Unified Messa	ging		3 objects	Actions
Malbox	UM Dial Plans UM IP Ga	teways UM Mailbox Policies	UM Auto Attendants		Unified Messaging
Client Access	Name ^	UM Dial Plan	Status		UM_Attendant
Hub Transport	AA_Sunil_Test	sunil_test	Enabled		Disable
Server Configuration	LM_Attendant	byw_co Disable	Enabled		× Remove
Recipient Configuration		Remoye			2 Orceartian
Malbox		Properties			Properces
Toobox					

The Attendant properties window appears:

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	ps Times Feature	s Key Mapping	Dialing Restrictions	1
Allow calls t	o users within the sa	me dial plan		
Allow calls t	o <u>e</u> xtensions			
elect allowed i	n-country/region rule	groups from dial p	ılan:	
elect allowed i	nternational rule grou	ıps from dial plan:		
ielect allowed i	nternational rule grou	ıps from dial plan:		
)elect allowed i	nternational rule grou	ıps from dial plan:		
ielect allowed i	nternational rule grou	ups from dial plan:		
ielect allowed i	nternational rule grou	ips from dial plan:		
ielect allowed i	nternational rule grou	ips from dial plan:		

Select Allow calls to extensions under Dialing Restrictions and click OK.

3 Add an attendant number on the properties window, under the **General** tab, enter the DN number for the auto attendant, click **Add** and then **OK**to add:

UM Dial Plan Status UM Dial Plan Status suni_test Enabled byw.cdp1 Enabled	•	UM_Attendant
bvw_cdg2 Disabled LAttendant Properties General Greetings Times Features Key Ma UM_Attendant Status: Enabled Associated dial plan: brwe_cdp1 Modified Monday, June 15, 200 Extension pumber to associate: S000 Extension gumber to associate: Extension gumber to associate: Extension gumber to associate: Extension gumber to associate: Extension gumber to associate: Extension gumber to associate: Extension gumber to associate: Extension gumber to associate: Extension gumber to	sping [Dualing Restrictions]	 Disable Remove Properties Help
	General Greetings Times Features Key Ma W. Attendent Status: Enabled Associated dial plan: tww_cdp1 Modified: Monday, June 15, 200 Extension gumber to associate: 3000 ∳Add / Edt × 5000 500	General Greetings Times Features Key Mapping Dialing Restrictions UM_Attendant Status: Enabled Associated dial plan: bww_cdp1 Modified Monday, June 15, 2008 11:40:38 AM Externsion pumber to associate: 3000 ♣ Add ▲ Edt ★ 5000 5000 5000 5000 5000 5000 5000 50

After dialling the number, the prompts for Auto Attendant service are heard by the user.

--End--

Install Geomant Message Waiting Indicator (MWI) application

Note: The MWI 2007 software is a third-party software developed by Geomant. Information on Geomant and MWI 2007 is provided in this documentation for ease of reference only. Nortel does not sell, warrant or provide operational support for Geomant's MWI 2007 software product, nor warrant the accuracy of MWI 2007 descriptions contained in this document. Customers using this document are strongly recommended to obtain the most recent MWI 2007 documentation from Geomant.

The Message Waiting Indicator (MWI) functionality of Microsoft Exchange Unified Messaging is not provided through Exchange Server 2007. Geomant MWI, a third-party vendor application, is an add-on application for use with Exchange 2007 Server, and is used to provide all notifications of new incoming messages to user telephones associated with a voice mail account on the Exchange Server 2007. Each implemented instance of Geomant MWI is capable of providing message waiting indications for 2500 users, and has a 10 minute built-in timer for user notification time-out purposes.

Detailed procedures to be used in the installation of the Geomant MWI application are available for download at http://mwi2007.com > downloads > documentation package.

Note: Before attempting to install Geomant MWI, be aware of the installation prerequisites, as described by the following:

- Exchange Auto Discovery Feature must be configured on the domain. Please refer to the Setting up E12 Autodiscover () document present in the downloaded documentation package.
- As part of Exchange Auto Discovery configuration, a Certificate Authority Server must be configured in the domain. For installation instructions, please refer to http://www.tacteam .net/isaserverorg/vpnkitbeta2/installenterpriseca.htm.
- On the Active Directory used to start the MWI service, a user must be configured with permissions similar to that of the Administrator.

Installation of Multiple MWI applications

It is possible to install and configure multiple instances of the MWI application on the same network, to accommodate a larger number of users. Users configured on the Exchange Server are distributed between the available instances of the MWI application to provide effective MWI notification.

Note: Due to a limitation of the Geomant MWI application, a user cannot be configured to receive MWI notifications from more than one MWI application. A document describing the steps for a manual installation of the MWI application software can be found in the documentation package downloaded at http://mwi2007.com > downloads > documentation package.

Configure Geomant Message Waiting Indicator (MWI) application

Following the successful installation of the MWI application, you are able to configure the MWI application by means of the Geomant MWI Service Web page.

The Geomant MWI Service Web page can be opened on the local server using the link https://localhost/MWISrvAdmin/.

Note: The Geomant MWI Service Web page can also be accessed from a different (non-local) system by replacing **localhost** with the IP Address of the server on which the MWI application has been installed.

The Geomant MWI Service Web page appears as shown in the following figure:

Figure 5 Geomant MWI Service Web page



To configure MWI licenses for each SIP gateway through which MWI notifications will be sent, click on the **SIP Gateway** option of the Geomant MWI Service Web page (as shown in the preceding figure). Enter the appropriate values for each SIP gateway to be used. The SIP Gateway configuration screen appears as shown by the following:

Figure 6 SIP Gateway configuration screen

Display Name	Transport	Gateway Port	MWI Ports	Subscription	Local Port
AREA_TORONTO_IP_GW	ТСР	5060	0		5060
AREA_RICHARDSON_IP_GW	ТСР	5060	0		5060
AREA_GALWAY_IP_GW	ТСР 🔹	5060	0		5060

The installed MWI service can be enabled and configured on a per-user basis with the SIP gateway to which the associated MWI notifications are to be sent. To configure MWI for each user, click the **MWI Users** option on the Geomant MWI Service Web page, which causes the Unified Messaging User Properties screen to display, as shown by the following:

Figure 7 Unified Messaging User Properties screen

UNIFIED MESSAGING USER PROPERTIES

Distinguished Name	CN=USER 2005,CN=USERS,DC=UM2007R,DC=CORP,DC=NORTEL,DC=COM	
Display Name	USER 2005	
Logon Name	USER2005	
Email Address	USER2005@UM2007R.CORP.NORTEL.COM	
Email WebDAV Access	HTTPS://KQVZP46.UM2007R.CORP.NORTEL.COM/EXCHANGE/USER2005	
Email WebService Access	HTTPS://KQVZP46.UM2007R.CORP.NORTEL.COM/EWS/EXCHANGE.ASMX	
Extension	2005	
GSM Number	[UNSPECIFIED]	
Gateway Port	0	
Messages Timestamp	4/17/2007 8:25:52 PM	
Voice Messages	2	
Last Known Voicemail	4/16/2007 8:35:33 PM	
Lamp Status	ON	
Lamp Status Timestamp	4/17/2007 8:25:15 PM	
Last Event Timestamp	4/17/2007 8:10:02 PM	
Subscription Id	A2C9092E-D111-4569-8ECD-AE0402C5ED27	
Event watermark	AQAAAEMLGE+EGN5JSFOQSCURWA/MGAAAAAAAAE=	
SIP Gateway	node_1220	
MWI Service Enabled	N	
SMS on Voicemails		
Update Settings		

Additional notes on configuring CS1000 for MWI

- The SIP DCH should be configured with MWI for the RCAP value (LD 17).
- User telephones should be configured with MWA (Message Waiting Allowed) Class of Service to receive MWI Lamp notification.
- The Node configuration page (in Element Manager) needs to be configured with information for both the MWI Application DN and the MWI Dialing Plan. The configured MWI DN and MWI Dialing plan should be administered as a valid DN on the Call Server to ensure routing back to the SIP gateway; this is required if the ISDN Facility Response is to be sent back to the SIP gateway. For more information on configuring the MWI DN and MWI Dial Plan, see "Configure information for the MWI Application DN" (page 43) and "Configure the Microsoft Exchange Unified Messaging Dial Plan" (page 25).

Configure Microsoft Exchange Unified Messaging in CS 1000 Element Manager

The following sections detail the use of Element Manager in configuring Microsoft Exchange Unified Messaging services on the CS 1000.

The Edit page of the Element Manager Nodes: Servers, Media Cards configuration page has a new configuration tab – Microsoft Unified Messaging. The Microsoft Unified Messaging tab is used to add Microsoft Exchange Unified Messaging numbers that have been defined for use with Subscriber Access and Auto Attendant and also to configure MWI DNs and Dialing Plans. Up to five Subscriber numbers and five Auto Attendant numbers can be configured. These numbers can be added, modified or deleted using the functions of the Microsoft Unified Messaging tab.

Configure a Node in Element Manager for use with Microsoft Exchange Unified Messaging

Access to all parameters for configuration of a node for interaction with Microsoft Exchange Unified Messaging are found under IP Telephony Node section of Edit page for **Nodes: Servers, Media Cards**, as shown in the following figure:

Figure 8

Configuring a Node for use with Microsoft Exchange Unified Messaging: IP Telephony Node

NORTEL	CS 1000 ELEMENT MANAGER		
- Home - Links - Virtual Terminals	Managing: <u>192.168.55.149</u> System » P Network » <u>Node Configuration</u> » P Telephony: N	iode ID 1 » Edit	
- Vitual Terminals - Bookmarks - Bookmarks - System - Alames - Alames - System - System	Edit Save and Transfer Cancel INode ID Telephony Node Node ID Telephony LAN (TLAN) Node IP address Embedded LAN (ELAN) gateway IP address Embedded LAN (ELAN) gateway IP address Embedded LAN (ELAN) gateway IP address Embedded LAN (ELAN) subnet mask Voice LAN (TLAN) subnet mask Subnet mask Voice LAN (TLAN) subnet mask Voice LAN (TLAN) subnet mask Subnet mask Voice LAN (TLAN) subnet mask Subnet mask Subnet mask Voice LAN (TLAN) subnet mask Subnet	1 192.168.55.10 192.168.55.1 255.255.254.0 255.255.254.0	
+ Passwords + Policies	+ Cards	Add	
+ Login Options	+ Signaling Servers	Add	
c	Save and Transfer Cancel	_	

A Node can be imported and its parameters edited to interact specifically with Microsoft Exchange Unified Messaging.

Import and edit a Node for Microsoft Exchange Unified Messaging interaction

Step	Action
1	Log on to Element Manager with a valid User Account.
2	Navigate to the Nodes: Servers, Media Cards page.
3	Launch the Import Node Files page and import the node to be configured for use with Microsoft Exchange Unified Messaging and edit the imported node by navigating to the Edit page of that node.
4	Configure the Unified Messaging parameters for the node by expanding the Microsoft Unified Messaging section and saving the changes. For more information, see "Configure Subscriber Access, Auto Attendant, and MWI DN information" (page 40).
	End

Configure Subscriber Access, Auto Attendant, and MWI DN information Opening the Microsoft Unified Messaging tab of the Edit page for Nodes: Servers, Media Cards allows the Subscriber Access, Auto Attendant, and MWI DN information to be configured. These configuration parameters, once expanded, appear as shown in the following image:

Figure 9

Subscriber Access, Auto Attendant, MWI DN and Voice mail softkeys configuration parameters

NØRTEL	CS 1000 ELEMENT MANAGE	.R	
- Common Manager	- IP Telephony Node		
- Home	Node ID	1111	
- Virtual Terminals	Telephony LAN (TLAN) Node IP address	192 168 0 100	
- System		102.100.0.100	
+ Alarms	Embedded LAN (ELAN) gateway IP address	192.168.0.1	
- Maintenance		055 055 055 0	
Core Equipment Perinberal Equipment	Embedded LAN (ELAN) Subnet Mask	255.255.255.0	
- IP Network	Voice LAN (TLAN) subnet mask	255 255 252 0	
- Nodes: Servers, Media Cards		a www.acorw.acorw.ac	
- Maintenance and Reports	+ VGW and IP phone codec profile		
- Media Gateways	+ Q0S		
- Host and Route Tables	+ LAN configuration		
- Network Address Translation (N/	+ SNTP		
- QoS Thresholds	+ Virtual Trunk Network Health Monitor configuration		
- Personal Directories	1000 CM Callers		
- Engineered Values	+ H323 GVV Settings		
+ Emergency Services	+ Firmware		
+ Geographic Redundancy	+ SIP GW Settings		
+ Software	+ SIP URI Map		
- Customers	+ SIP CD Services		
- Routes and Trunks	SID CTI Sondone		
- D-Channels	+ SIF CITISEIVICES		
– Digital Trunk Interface	- Microsoft Unified Messaging		
- Dialing and Numbering Plans	MWI Application DN	2201	
- Electronic Switched Network			
- Incoming Digit Translation	MWI Dialing Plan	CDP M	
-Phones	Unified Messaging Softkeys Enabled	¥	
- Templates	Subseriber Access	[Add]	
- Reports	Subscribel Access	(Mud)	
- Tools	Subscriber Access Number 1	2201 * Remo	ve
+ Backup and Restore			
 Call Server Initialization 	Auto Attendant	Add	
- Date and Time	Auto Attendant Number 1	2202 * Remo	ive
- Security			-
+ Passwords	+ Cards	Add	
+ Policies	- Signaling Servere	Add	
+ Login Options	· Signaling Scivera		
	Save and Transfer Cancel		
Copy	vright @ 2002-2008 Nortel Networks, All rights reserved.		

The acceptable data entries for the Subscriber Access, Auto Attendant, and MWI DN information fields are as follows:

- Subscriber Access Number: This is a numeric field for up to 32 digits.
- Auto Attendant Number: This is a numeric field for up to 32 digits.
- MWI Application DN: This is a numeric field for up to 32 digits.

Adding, modifying, or deleting Subscriber Access Numbers for a Microsoft Exchange Unified Messaging Node

The following procedures detail the steps to add, modify, or delete the Subscriber Access Number information for a Node interacting with Microsoft Exchange Unified Messaging.

Add new Subscriber Access Number information

Step	Action
1	Log on to Element Manager with a valid User Account.
2	Navigate to the Edit page of the Nodes: Servers, Media Cards configuration page.
3	Expand the Microsoft Unified Messaging.
4	In the space provided, add information for up to five Subscriber Access Numbers by clicking Add and saving the configuration. The Add button becomes inactive after the fifth entry.
	End

Modify Subscriber Access Number information

Step	Action
1	Log on to Element Manager with a valid User Account.
2	Navigate to the Edit page of the Nodes: Servers, Media Cards configuration page.
3	Expand the Microsoft Unified Messaging.
4	In the space provided, modify the configuration information as required for up to five Subscriber Access Numbers and save the configuration.
	End

Delete Subscriber Access Numbers

Step	Action
1	Log on to Element Manager with a valid User Account.
2	Navigate to the Edit page of the Nodes: Servers, Media Cards configuration page.
3	Expand the Microsoft Unified Messaging.

4

Delete the required Subscriber Access Number(s) by clicking the **Remove** button and saving the configuration.

--End--

Adding, modifying, or deleting Auto Attendant numbers for a Microsoft Exchange Unified Messaging Node

The following procedures detail the steps to add, modify, or delete the Auto Attendant Number information for a Node interacting with Microsoft Exchange Unified Messaging.

Add new Auto Attendant number information

Step	Action
1	Log on to Element Manager with a valid User Account.
2	Navigate to the Edit page of the Nodes: Servers, Media Cards configuration page.
3	Expand Microsoft Unified Messaging.
4	In the space provided, add information for up to five Auto Attendant Numbers by clicking Add and save the configuration. The Add button becomes inactive after the fifth entry.
	End

Modify Auto Attendant Number information

Step	Action
1	Log on to Element Manager with a valid User Account.
2	Navigate to the Edit page of the Nodes: Servers, Media Cards configuration page.
3	Expand Microsoft Unified Messaging.
4	In the space provided, modify the configuration information as required for up to five Auto Attendant Numbers and save the configuration.
	End
Delete /	Auto Attendant Numbers
Step	Action

1 Log on to Element Manager with a valid User Account.

- 2 Navigate to the **Edit** page of the **Nodes: Servers, Media Cards** configuration page.
- 3 Expand Microsoft Unified Messaging.
- 4 Delete the required Auto Attendant Number(s) by clicking the **Remove** button and saving the configuration.

--End--

Configure information for the MWI Application DN

The following procedure details the steps to configure the MWI Application DN information for a Node interacting with Microsoft Exchange Unified Messaging.

Configure MWI Application DN information

Step	Action
1	Log on to Element Manager with a valid User Account.
2	Navigate to the Edit page of the Nodes: Servers, Media Cards configuration page.
3	Expand Microsoft Unified Messaging.
4	Configure the proxy DN for the MWI application and save the configuration.
	Fnd

Select MWI Dial Plan type

The following procedure details the steps for selecting the desired MWI Dial Plan type for a Node interacting with Microsoft Exchange Unified Messaging.

Note: Currently, the available dial plan types are restricted to CDP and UDP only.

Select the desired MWI Dial Plan type

Step	Action
1	Log on to Element Manager with a valid User Account.
2	Navigate to the Edit page of the Nodes: Servers, Media Cards configuration page.
3	Expand the Microsoft Unified Messaging.

4

Select either **CDP** or **UDP** for the MWI Dial Plan type and save the configuration.

--End--

Voice mail softkeys configuration

The use of Exchange UM softkeys on IP phones (11XX, 12XX, 2007, 2004, 2002) is enabled through Element Manager by selecting the Unified Messaging Softkeys Enabled checkbox under Microsoft Unified Messaging. In addition, the Inbox key of each of the phones can be configured to access the Subscriber Access DN and MWK directly.

The key mapping for the softkeys is static and consists of the following options:

- Play
- Delete
- Call
- Stop
- Unread
- Reply
- Compose
- Forward
- Info

Allowing calling party numbers to update while leaving message

If a call is modified after reaching the Exchange 2007 UM Server, the calling party number is modified as well. To ensure that voice messages left will have the correct calling party information, calling party number information must be updated to the Exchange 2007 UM Server by generating a SIP INFO message with new content type header **text/source-party**. This SIP INFO message is then delivered to the Exchange 2007 UM Server, allowing any voice messages left there to reflect the correct calling party caller information.

To enable this functionality of the SIP INFO message, the following changes must be made on the Exchange 2007 UM Server:

- In the GlobCfg.XML file, set the SourcePartyInfoEnabled flag to true.
- Both the Microsoft Exchange Speech Engine and the Microsoft Unified Messaging Services must be restarted.

Disable a user mailbox

The following section details the required steps for removing all Exchange mailbox attributes from a user object in Active Directory without deleting the user object in Active Directory.

Disabling a user mailbox

Step	Action
1	In the Evenence Management Cancele, calest Reginient

In the Exchange Management Console, select **Recipient Configuration > Mailbox**. In the action pane, click **Disable** to disable the mailbox.

Optionally, you can right-click the selected mailbox, and choose **Disable** on the pop up menu as shown in the following figure:



2 Click **Yes** to confirm the disabling of the user mailbox, as shown in the following figure:

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--End--

Enable the user mailbox after disabling

The user mailbox can be enabled after disabling it. The following section details the required steps to enable a disabled user mailbox.

Procedure 1

Enabling the user mailbox after disabling

Step	Action
1	Add a new mailbox using the New Mailbox Wizard , but select Existing users instead of New users when prompted for User Type .
	For more information about using the New Mailbox Wizard, see "Configure a new user mailbox for Microsoft Exchange Unified Messaging" (page 18).
2	Click Add . A window appears displaying all existing users in the active directory.
3	Select the disabled user mailbox as appropriate and click OK , as shown by the following:



Anne Malbox	Cleate Filter			Майрон	
High Clent Access Hol Transport Hol Transport Server Configuration Recipent Configuration	Deplay Name * BåAdwisstrator BåAan Coutu BåGary Longster BåAan La	Alas Administrator alain gary meec2210	Recpert Type Details User Malbox User Malbox User Malbox User Malbox	N Jin Disable K Remove Move Malbox	
Contribution Group Contr	New Mailbo	K Hen Type transformer merve user or sale absormer Hene yase 1: Subtry user: Add	ect existing users for whom you werd Organizational Unit un2007a corp notific conduc	to coalt ner	essagng skagng P++ Permissio ss Permis

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Click **Next** and follow the steps to add a new mailbox, without changing current user account information.

--End--

Remove a user mailbox

This procedure details the required steps for removing a user mailbox.

Proced Remov	Procedure 2 Removing a user mailbox				
Step	Action				
1	In the Exchange Management Console, select Recipient Configuration > Mailbox .				
2	In the action pane, click Remove to remove the mailbox, as shown by the following:				



Optionally, you can right-click the selected user mailbox, and choose **Remove** from the list of menu options.

--End--

Note: When you remove a user mailbox, all associated user Exchange data is marked for deletion and the associated user account entry in the Active Directory is deleted.

Remove a dial plan

This procedure details the required steps for removing a UM dial plan.

Note: Before you can remove a UM dial plan, you must remove any existing associations with other UM components such as UM mailbox policies, Unified Messaging servers, or UM IP gateways.

Procedure 3 Removing a dial plan

Step	Action
1	In the Exchange Management Console, select Organization Configuration > Unified Messaging.

² Select the appropriate UM dial plan and click **Remove** on the action pane to remove the dial plan, as shown by the following:

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Microsoft Exchange	Unified Mess	aaina		S objects	Actions	
Crganization Configuration	UM Dial Plans	Latemanic 184 Malhov Doliria	LIM Auto Attendants		Unified Messaging	
Clark Access	LIM Dial Plan	# Dinte	Accordance M Servere	Accordiated LIM 10 Gatemanur	CELL DE TIE	
Hub Transport	suni test	4	KOBYBT4	NODE1972.NODE2835		
Unified Messaging	Justin Dialing Plan	•	KQBYBT4	Node229	A Remove	
Server Configuration	CSIK_U Remov	. 4	No servers associated	No gateways associated	V Properties	
Recipient Configuration	bvw_cc	7	KQBYBT4	No gateways associated	😰 Help	
A Distribution Group	Dow"cc bloben	xc> 4	KQBYBT4	.node_a		
Mail Contact	Help					
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Optionally, you can right-click the UM dial plan and select **Remove** from the list of available options.

3 Click **Yes** to confirm the removal of the selected UM dial plan.

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Disable Operator Assistance feature

This module details the required steps for disabling Operator Assistance feature functionality, provided by the UM Auto Attendant.

The UM Auto Attendant can be disabled: if an auto attendant is disabled, no incoming calls will be answered.

Procedure 4 Disabling the UM Auto Attendant

Step	Action
1	In the Exchange Management Console, select Organization Configuration > Unified Messaging.
2	Select the appropriate UM Auto Attendant and click Disable on the action pane to remove the dial plan, as shown by the following:

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Microsoft Exchange	🔡 Unified Messa	jing		3 objects	Actions
Criganization Configuration	UM Dial Plans UM IP Gat	eways UM Malbox Policie	s UM Auto Attendants		Unified Messaging
Client Access	Name o	LIM Dial Plan	Status		UM Attendant
Hub Transport	AA_Sunil_Test	suni_test	Enabled		(D) Disable
Unified Messaging	LM_Attendant	bvw_cdp1	Excelled		Usable
Server Configuration Perintent Configuration	M_attn	bvw_cdp2	Decose		X Remove
Malbox			Remove		Properties
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Mail Contact			Help		1
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	•				

Optionally, you can right-click the UM Auto Attendant and select **Disable** from the list of available options.

--End--

Remove Operator Assistance feature

This module details the required steps to follow for removing a configured UM Auto Attendant.

Procedure 5

Removing the UM Auto Attendant

Step	Action
1	In the Exchange Management Console, select Organization Configuration > Unified Messaging.
2	Select the appropriate UM Auto Attendant and click Remove on the action pane to remove the dial plan, as shown by the following:

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File Action View Help						
3 Microsoft Exchange	🔡 Unified Messa	ging		3 objects.	Actions	
Crganization Configuration	UM Dial Plans UM IP Ga	teways UM Mailbox Polic	ies UM Auto Attendants		Unified Messaging	
Client Access	Name ~	UM Dial Plan	Status		UM_Attendant	
Hub Transport	AA_Sunil_Test	sunil_test	Enabled		Disable	
Growing Configuration	LIM_Attendant	bvw_cdp1	Disable		X Remove	
🗧 🔱 Recipient Configuration	1 Concesso		Remove		Protesties	
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			10	I Probably Services		

Optionally, you can right-click the UM Auto Attendant and select **Remove** from the list of available options.

--End--

Disable MWI service for a user phone set

This module details the procedure for disabling MWI service access on a user phone set.

Procedure 6

Disabling MWI service for a user phone set

Step	Action
1	Access the Geomant MWI Service Web page . For more information about accessing the Geomant MWI Service Web page, see "Configure Geomant Message Waiting Indicator (MWI) application" (page 34)
2	Soloot Administration > MWI Lloore

2 Select Administration > MWI Users.

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-Active Directory								MMA
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Select a user from the list. The **Unified Messaging User Properties** page appears.

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SMS Gateway	Dial Out	D	Dial out extension	[······	Test diel out		
-Mapping Rules	MWI Service Enabled*		GSM Number	(UNSPECIFIED)	Test GSM		
Real-time Report	MWI on Voicemails		SMS on Voicemails	D			-
-Mail notification	MWI on Faxes		SMS on Faxes	D			-
-MVI synch	MWI on Missed Calls	D	SMS on Missed Calls	Ē			
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Troubleshooting			Update Settings				ŗ
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On the **Unified Messaging User Properties** screen, uncheck **MWI Service Enabled** to disable MWI service for the user.

--End--

Nortel Communication Server 1000

Communication Server 1000 with Microsoft Exchange Server 2007 Unified Messaging Fundamentals

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