Set Unified Options (Optional)

Navigation
These options can be set by the Exchange Administrator when a User or Departmental mailbox is Unified Enabled.

- Personal Operator Extension: Allows callers to press zero and forward to a different number.
- Additional Voicemail Extensions: Additional university phone numbers share the mailbox and non-university phone numbers allow the user to check voice messages without having to enter their 10 digit phone number. The user still must enter the Phone Access PIN.
- MWI On or Off: Setting MWI ON lights the phone’s MWI lamp if one exists. In order for MWI to work for NON-VoIP sets, the phone must be configured with the MWI feature. Contact ITS Com to have this feature enabled.

1. Open the Properties page of the user object.
2. Click the Mailbox Features tab.
4. Click Properties

There are five options that are selected by default:

- Automatic Speech Recognition (This is for voice activations when using the phone interface)
- Allow UM calls from non-users
- Allow the user to receive faxes – Not used by the ITS Exchange environment but replaced by adding
SMTP address FAX=10digitphonenumber@adsroot.itcs.umich.edu See Enabling FAX Services

- Allow diverted calls without a caller ID to leave a message
- Allow users to configure call answering rules

**Personal Operator Extension**

This option forwards the call if the calling party presses 0. Type a 10-digit phone number to activate. The phone number must have “91” before the 10-digit number if it is a university phone number.

![Unified Messaging Properties](image)

**Add Additional Extensions**

Additional extensions can be added to a UM-enabled mailbox. These can be added from the Exchange Management Shell command line or using the Exchange Management GUI.

Additional extensions have two types of Phone Numbers:

- **UM phone numbers** that share a voice mail box need to be added using the Exchange Management Shell command line.

- **Non-UM phone numbers** from which a user calls when checking voicemail can be added using the Exchange Management Shell command line. This allows a user to call the voicemail system, from a Non-UM phone without having to add their 10 digit primary mailbox phone number, only if the Non-UM phone number is listed as an extension of the user's primary mailbox. Then the voicemail system recognizes that the Non-UM phone number is part of the user’s primary mailbox and only requires the user to enter the PIN to access their voicemail box.

**Note:** Additional extensions appear in the properties->E-Mail Addresses of Unified enabled mailbox. They are not in bold. The primary extension will appear in bold and must be a University of Michigan Phone number. Non-Primary extensions are not in bold and can be both university and non-university Phone numbers.

⚠️ Do not attempt to change a Primary phone number here. The mailbox must have Unified Messaging Disabled and then re-enabled with the new Primary phone number. Prior to doing this step, it is a good idea to review the properties->E-Mail Addresses of the unified enabled Mailbox to identify the associated extensions of the mailbox.
Add additional extensions using the Exchange Management Console (EMC)

1. Open a user’s properties and click the **E-mail Addresses** tab.
2. From the E-mail addresses list, select **EUM address**.
3. Type the 10 digit secondary phone number. This can be a university or non-university number.

4. Click **Browse** and select **ITCM10 Dial Plan**.

5. Click **OK**.

6. Click **OK** again.

For every additional university phone number, add the FAX= SMTP address as:

`FAX=10digitphonenumber@adsroot.itcs.umich.edu` for the Unified Mailbox to be able to accept inbound Fax. Refer to: Setting FAX= SMTP address.

**Note:** This does not apply to NON-University phone numbers.
7. Click **Apply**.

8. Review the added additional extensions within the mailboxes properties.

**Important:** If the added extension is a university phone number, it is necessary to request that the phone number be forwarded to the Exchange server. Self Service Administrators can request this using the **ITS Exchange SELF Serve Account — Modify Mailbox** form found at: [http://www.itcom.itd.umich.edu/orders/](http://www.itcom.itd.umich.edu/orders/) select **Connect Mailbox to voicemail** and in the **Primary Phone Number** box, type the primary 10 digit phone number. For additional university phone numbers, type the numbers in the **Additional Information/Requests** box. If MWI has been set to ON, then check the **MWI on** button on this same form.

**Additional extensions using the command line Exchange Management Shell**

1. Start the Exchange Management Shell.

2. Type the following command: **Set-Mailbox -Identity:<mailbox-id> -SecondaryAddress:734XXXXXXX -SecondaryDialPlan:ITCM10**

For example, to add a second extension 7341234567 to the mkorc Unified Mailbox: **Set-Mailbox -Identity:mkorc -SecondaryAddress:7341234567 -SecondaryDialPlan:ITCM10**. To add a second extension 7341234567 to a Departmental mailbox with Unified Message enabled. Mailbox: **Set-Mailbox -Identity:itcs-hizasnake -SecondaryAddress:7341234567 -SecondaryDialPlan:ITCM10**
You can view additional extensions within the user object “Properties”

While in Properties, click the E-mail Addresses tab.

Important: If the added extension is a university phone number, it is necessary to request that the phone number be forwarded to the Exchange server. Self Service Administrators can request this using the ITS Exchange SELF Serve Account — Modify Mailbox form found at: http://www.itcom.itd.umich.edu/orders/. Select Connect Mailbox to voicemail and in the Primary Phone Number box, type the primary 10 digit phone number. For additional university phone numbers, type the phone numbers in the Additional Information/Requests box. If MWI has been set to ON then check the MWI on button on this same form.

Removing additional extensions

1. While in the user object’s Properties, click the E-mail Addresses tab.

Note: The primary extension is in the EUM section in bold. Secondary extensions are not in bold.

2. Right-click the extension and click Remove or click X.
⚠️ **Warning**: You cannot change a user’s primary extension from the E-mail Addresses tab. You must Disable Unified Messaging and then Re-enable Unified messaging with the new phone number.

3. Request that the phone number be un-forwarded to the Exchange Server. Self Service Administrators can request this using the **ITS Exchange SELF Serve Account — Modify Mailbox** form found at: [http://www.itcom.itd.umich.edu/orders/ select Remove Voice Mail Forwarding](http://www.itcom.itd.umich.edu/orders/ select Remove Voice Mail Forwarding) and in the Primary Phone Number box, type the primary 10 digit phone number. For additional university phone numbers, in the Additional Information/Requests box, type the phone numbers.

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