Disable Unified Messaging

Overview
There are a couple reasons why you may need to disable Unified from a User or Departmental Mailbox.

- Phone number change
- User is leaving

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.

Steps to be taken:

- Verify additional extensions
- Disable Unified
- Remove SMTP Address FAX=10digitphonenumber@adsroot.itcs.umich.edu (If this step is missed, then when a new user gets this number, the FAX service will not be able to be set for the new user because Exchange only allows one-to-one mapping.
- Contact ITS Com to remove forwarding
- Contact ITS Com to add forwarding for the new number, if this applies.

Disabling Unified messaging

1. Query the mailbox and go to the mailboxes properties>E-Mail Addresses to make a note of the additional extensions in the case you need to re-enable Unified Messaging.

2. Close the window.
3. Query the Unified Enabled mailbox and Highlight.

4. Select **Disable Unified Messaging**.

⚠️ **Do not select Disable as this disables the mailbox. If this happens, contact Exchange.support@umich.edu.**

5. Click OK in the Warning Window.

Remove SMTP Address FAX=10digitphonenumber@adsroot.itcs.umich.edu.

6. Go to properties and click the **E-Mail Addresses** tab.

7. Highlight the SMTP Address labeled FAX=10digitphonenumber@adsroot.itcs.umich.edu.

8. Click ✗ and then click OK.

⚠️ **If this step is missed, the next user for this phone number will not be able to have FAX services set. This does not apply to non-university phone numbers.**

9. Notify ITS Com to remove forwarding. It is necessary to 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.umd.edu/orders/](http://www.itcom.umd.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 number extensions, identified prior to disabling Unified, type the phone numbers in the **Additional Information/Requests** box. The MWI feature will be removed forwarding.

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