Types of Mailboxes

Each of these mailboxes has various options that can be enabled and disabled. The term Unified Messaging is an Exchange User’s or Departmental mailbox that is voicemail enabled.

- Voicemail Only mailboxes - Created by ITS Com Telecom Analyst
- Personal Exchange User
- Personal Exchange User with Unified Messaging Enabled
  - notify ITS Com to have the phone forwarded see Note below
- Department Mailboxes with Unified Messaging Enabled
  - notify ITS Com to have the phone forwarded see Note below
- Calendar only Mailboxes – Users wishing to share with Exchange Calendar users but do not wish to have Exchange Email
- Calendar Resources – Room and Equipment/All other and not mail enabled
- Group Email – Security and Distribution Groups

Note:

- ITS Com Telecom Analysts can be reached by e-mail at itcom-csr@umich.edu
- ITS Exchange Admin can be reached by e-mail exchange.support@umich.edu

Determine a Mailbox Type Using EMC

The Recipient Type Details column displays the mailbox type.

- Legacy Mailboxes - Exchange 2003 Mailbox
- User Mailbox - Exchange 2007 and 2010 User and Calendar Only Mailbox
- Room Mailbox - Exchange Calendar Resource Room Mailbox
- Equipment Mailbox - Exchange Calendar Resource Equipment Mailbox
- Mail Universal or Non-Universal Mailbox – e-mail groups
- Mail Contacts are universal and are used for forwarding to non-exchange email addresses
- Mail User Non-Exchange users

Examples:

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