Enable Unified Messaging

Navigation

**Note:** Covers unified messaging for user’s Personal Exchange mailboxes and departmental mailboxes. Voicemail only mailboxes are created by ITS Com Telecom Analysts itcom.csr@umich.edu

Steps to be taken:

- Enable Unified Messaging
- Add the SMTP address FAX=10digitphonenumber@adsroot.itcs.umich.edu
- Contact ITS Com to have phone forwarded to Exchange Voicemail
- If MWI was set to ON then Contact ITS Com to have Message Waiting Light (MWI) enabled

Enabling Unified messaging

1. Select the user object and, from the Task Pane, click Enable Unified Messaging.

**Note:** If the Task Pane is not displayed, highlight the user object, right-click, and select **Enable Unified Messaging**.
2. Click Browse.

3. Select a policy and click OK.
   - ITCM10 Default Policy = MWI ON – phone Message Waiting Lamp activated upon Voice message arrival.
   - MWI OFF – phone Message Waiting Lamp will not be activated upon Voice message arrival.

4. Select “Automatically generate PIN to access Outlook Voice Access”
   
   **Note:** If you need to give the PIN to the user manually, select “Manually specify PIN” (4 digit min.)
5. Select the “Require user to reset PIN at first telephone logon” check box.

6. Click Next.

7. Select “Manually-entered mailbox extension”

8. In the empty box, type the 10 digit phone number.

**Note:** If this screen defaults to “Automatically generated mailbox extension” and the extension is correct, leave it.

9. Click Next.
10. Review the configuration summary.
11. Click Enable.

12. Check for successful completion. The green circle with a check in it should display.
13. Click Finish.

**Note:**
- If there are additional University phone number extensions that would share this mailbox refer to Adding extensions.
- A message is sent to the user like the example below:
- Self Serve Admins can select an additional message to display within this message. Refer to additional Admin EMC documentation.
Note: 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 numbers in the Additional Information/Requests box. If MWI has been set to ON then check the MWI on button within this same form.

⚠️ In order for the Unified Mailbox to be able to accept inbound FAX, it is necessary to add an additional SMTP address named FAX=10digitphonenumber@adsroot.itcs.umich.edu. See Enable Fax Services.

Return to the Table of Contents