

MiCollab Advanced Messaging Unified Messaging for IMAP Administration Guide

For version 9.0 and above

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Preface

This guide describes how to implement MiCollab Advanced Messaging (MiCollab AM) Unified Messaging for Internet Message Access Protocol (IMAP) in an organization. The book's instructions assume that MiCollab AM is installed and is running successfully. They cover the following:

- An overview of MiCollab AM Unified Messaging for IMAP
- Installation requirements for your MiCollab AM server and client workstations
- Instructions for installing and configuring E-mail Access for an E-mail server
- Instructions for installing MiCollab AM Unified Messaging client software on a workstation
- To successfully implement MiCollab AM Unified Messaging for IMAP in an organization, the assistance of the following individuals, who constitutes the implementation team, is required:
 - MiCollab AM server administrator
 - E-mail server administrator
 - MIS/IT support staff in the organization

IMPORTANT Verify that each member of the implementation team is given a copy of this online book several days or weeks before the implementation of MiCollab AM Unified Messaging for IMAP.

References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The documentation set for this MiCollab AM includes the following documents and resources:

- **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
- **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.
- **Quick Reference Card (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.

- **Server Documentation.** Available as a PDF only. Contains administrative guides for administrators about installing, configuring, and administering the messaging system, and user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are written for Mitel certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.
- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

For more related documents, refer to the following list of references:

Table 1. References

Document Type	Document Title
Server Documentation	System Installation and Configuration Guide
Server Documentation	System Administration Guide
Server Documentation	Unified Message for Exchange 2007
Server Documentation	Unified Message for Exchange 2010, 2013, 2016
Server Documentation	Telephone Quick Reference (optional)
Server Documentation	RightFax Integration Guide (optional)

Documentation Updates

Documentation updates may be available from the following sources:

- Mitel certified technicians can view or download documents and program files from our partner web site: connect.mitel.com/connect

Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** as follows:

- Click the **Help** button in the dialog box or window in which you are working
- Press the **F1** key at any time.

Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.

Example: **Enter**

When two keys must be pressed simultaneously, they are joined by a + sign.

Example: **Alt** + **Tab**

- **Reference to Document.** *Italics* fonts can also signify the titles of other documents.

Example: See the *System Installation and Configuration Guide*.

- **UI Element Names.** Names of UI elements such as dialog windows, screens, menu items, tabs, buttons, icons, etc. are shown in bold.

Example: On the **Startup** screen, click the **Start** icon.

- **User Input.** Information required to be typed or spoken is shown in italics.

Example: Type the password *voicemail*.

- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

WARNING A warning paragraph advises you of circumstances that can result in the loss of data, harm to the system server platform, or personal harm.

CAUTION Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

IMPORTANT An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

NOTE A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

Frequently Used Terms

Table 2. Frequently Used Terms

Terms	Description
System Server	<p>Term refers to an organization's computer platform(s) that have MiCollab AM software installed and handles the core system functions such as storing messages, database.</p> <p>It can also refer generically to the System Server platform, the Call Server platform, or both. The term is most often used to describe a software or hardware installation or configuration practice where the role of the server platform is not specifically expressed.</p>
Call Server	<p>Term refers to an organization's computer platforms that have MiCollab AM software installed and serve as the interface to the system (PBX). The Call Server(s) interface with the System Server for the purpose of accessing messages, and database.</p>
MiCollab AM Unified Messaging	<p>Term refers to the MiCollab AM Unified Messaging for IMAP client application, also known as Desktop Suite for IMAP.</p>

What is MiCollab AM Unified Messaging for IMAP?

MiCollab AM Unified Messaging for IMAP is a client application that allows subscribers to manage voice, fax, and E-mail messages using an E-mail client application with any IMAP-compliant E-mail server.

MiCollab AM Unified Messaging for IMAP stores all voice and fax messages on the E-mail server along with E-mail messages. This storage method is referred to as server-based unified messaging because subscriber messages are stored on the E-mail server, not on MiCollab AM.

As each voice and fax message is sent to the subscriber, the message is automatically moved from the MiCollab AM server to the E-mail server, where it is accessible as a voice or fax message attachment. Subscribers can listen to their attached voice messages and open fax attachments from their E-mail client.

MiCollab AM Unified Messaging for IMAP accomplishes this by enhancing the subscriber's E-mail client so that it can support voice and fax messages in addition to E-mail messages. The concept of managing voice, fax, and E-mail messages within a single application program is known as unified messaging.

If subscribers are using Microsoft Outlook as the E-mail client, they can enhance the client application so that it includes tools for handling voice and fax messages in addition to E-mail messages.

For other E-mail clients, Mitel provides a special media player that subscribers can install on their workstation. The Mitel media player allows subscribers to play voice messages from the workstation's speakers or the subscriber's telephone device.

MiCollab AM Unified Messaging for IMAP Features

In addition to supporting standard MiCollab AM features over the telephone, MiCollab AM Unified Messaging offers a number of additional features:

- Allows subscribers manage voice and fax messages, using the E-mail client of any IMAP-compliant E-mail server.
- Provides secure incoming mail capability through a secure incoming server port
- Allows subscribers to view fax messages and to forward them as E-mail message attachments
- Enables subscribers to listen to voice messages over a computer multimedia sound system, thus allowing them to use MiCollab AM functions without a telephone.

How MiCollab AM Unified Messaging Works

With MiCollab AM Unified Messaging for IMAP, subscribers have two options for accessing their messages from the E-mail server's message store. They can use either the telephone user interface (TUI) or the graphic user interface (GUI) by using the E-mail client of any IMAP-compliant E-mail server.

You must connect MiCollab AM to the local area network (LAN) that supports the site's E-mail system. The MiCollab AM server and the E-mail server can be in different domains as long as there is TCP/IP access to the E-mail server. The LAN allows MiCollab AM and the E-mail system to communicate using **IMAP** and **Simple Mail Transfer Protocol (SMTP)**, protocols that allow other programs to communicate with the E-mail system. The relationship of the MiCollab AM server to the site's E-mail system and LAN is illustrated in the following image.

The heart of any E-mail system is the E-mail server, which tracks all the messages in the system. As messages are added and deleted, the E-mail server updates its post office database.

E-mail Access, running on the MiCollab AM server, communicates with the E-mail server. When a subscriber has immediate message notification enabled, E-mail Access polls the E-mail server each time the subscriber logs on to his mailbox and periodically thereafter. If E-mail messages are present in the subscriber's mailbox, E-mail Access generates an appropriate message to notify the subscriber.

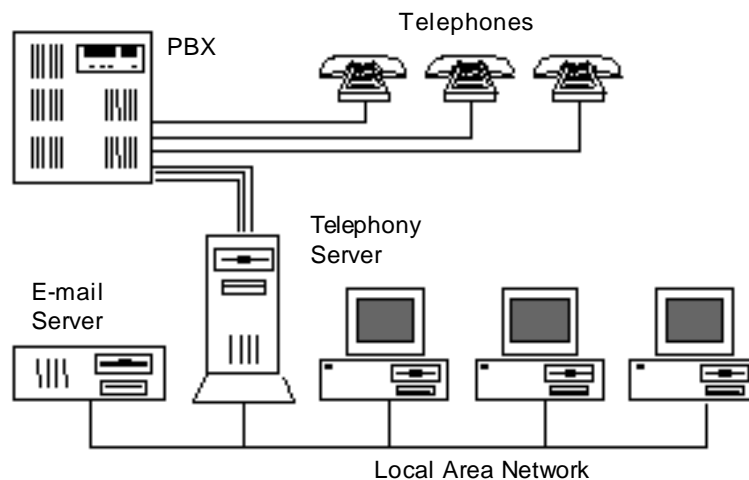


Figure 1. Unified Messaging

E-mail Access and MiCollab AM Unified Messaging for IMAP

E-mail Access is an advanced feature of MiCollab AM. MiCollab AM Unified Messaging functions discussed in this book depend on the proper installation of E-mail Access on the MiCollab AM server and

E-mail servers. All of the requirements for E-mail Access apply equally to MiCollab AM Unified Messaging for IMAP. E-mail Access must be functioning before you can begin configuring MiCollab AM Unified Messaging for IMAP.

NOTE For E-mail to function, all E-mail messages must be stored on the E-mail server. E-mail Access cannot access E-mail messages that are stored on the subscriber's workstation.

TUI Message Access

With TUI access, subscribers can manage their E-mail messages by telephone using MiCollab AM telephone commands. They begin this process by logging into the MiCollab AM server, which then checks their accounts on the E-mail server and enumerates their messages. MiCollab AM presents messages so that the subscribers can retrieve their information in the easiest way possible over the telephone.

- Voice messages are played back directly
- E-mail messages are read aloud using text-to-speech capabilities, starting with information about the E-mail messages' subjects and senders. The E-mail messages must be in plain-text format to be read over the TUI.
- Fax messages are announced as such with their delivery dates, delivery times, and page counts, as well as the sender's name if the sender was another subscriber. The subscriber must send the fax message to a fax machine for printing to view it.

To improve message handling, subscribers can set MiCollab AM to present messages by type (voice, E-mail, or fax), allowing them to access specific types of messages quickly.

Message access through the TUI does not support inputting text or fax messages; it only supports voice forwards and replies to E-mail messages.

TUI access offers the following features:

- Subscribers are notified when they have received E-mail messages and are told the number received while they are logged on to their mailboxes.
- Subscribers can set the Immediate Message Notification feature of MiCollab AM to notify them when new E-mail messages arrive. If this feature is set, MiCollab AM calls subscribers at specified telephone numbers to notify them of new messages.
- Subscribers are informed of the time when each E-mail message was sent. Depending on what "envelope" information is available; MiCollab AM can also report the message's subject and read or play the sender's name.
- Subscribers can listen to their plain-text E-mail messages, if the text-to-speech feature is enabled for them. This feature allows MiCollab AM to **read aloud** the content of an E-mail message, speaking each message's subject, body, and any text-based attachments using synthesized speech.
- Subscribers can forward E-mail messages to other server-based unified messaging users, enabling them to distribute information quickly with a few key presses.
- Subscribers can reply to an E-mail message by recording a voice reply that is sent to the original E-mail sender as an attached **.wav** file.

- When RightFax Enterprise Fax Server is installed at the site, subscribers can forward E-mail messages by fax and print E-mail messages on any fax machine. In addition, text file attachments (with a **.cmd**, **.bat**, or **.txt** extension) can be rendered on a fax machine as well, as can binary file attachments from such popular application programs as Microsoft Word and Microsoft Excel.
- MiCollab AM administrators can grant individual E-mail Access privileges to subscribers, such as allowing a subscriber to listen to E-mail messages through the TUI.

GUI Message Access

During the installation of the MiCollab AM Unified Messaging software, the E-mail client is enhanced to support voice and fax messages as follows:

- Identifies MiCollab AM messages as such in the subject line
- Includes an optional media player—the MiCollab AM Media Player includes media player controls that support the playback of voice message attachments. The subscriber can select either the computer sound device (if present) or telephone for playback.
- Allows subscribers to listen to voice messages over a computer sound device (such as a PC sound card), allowing them to use MiCollab AM functions without a telephone.
- Allows subscribers to set call blocking, call screening, and Extension Specific Processing (ESP), if they are allowed those features
- Installs a fax viewer as part of the RightFax installation

Message Enumeration

Both the user's **Inbox** and **Saved** folder can be enumerated and the content of the E-mail messages read aloud. MiCollab AM enumerates and reads aloud any message found in the user's **Inbox** or **Saved** folders. It considers all unread messages in the **Inbox** folder to be new messages when it plays them back using the TUI. All messages in the Saved folder are considered to be saved when they are accessed using the TUI.

When using the GUI, if a subscriber moves a message of any type to a folder other than the **Saved** or **Inbox** folder, MiCollab AM is no longer able to access that message.

Forward

At the subscriber's discretion, any message can be forwarded or answered using the E-mail client.

Delete

Messages are marked for deletion in MiCollab AM, but are not deleted in the E-mail mailbox until the subscriber logs off from MiCollab AM. E-mail Access logs off from the subscriber's E-mail mailbox and the E-mail server moves the marked message to the **Deleted Items** folder. The deleted messages remain in the **Deleted Items** folder until the subscriber empties it.

Save

If the subscriber uses the TUI to read any message (voice, fax, or E-mail) and then saves that message, MiCollab AM considers the message saved and moves it to the **Saved** folder. E-mail Access informs the subscriber that the message is saved. If a folder called **Saved** does not exist, E-mail Access creates it when the first message is saved.

The TUI considers unread messages in the **Inbox** as new. Messages are considered saved if they are in the **Saved** folder, regardless of whether or not they have been read. If a message has been viewed or played but not saved, the TUI groups it with previously read new messages.

Text-to-Speech Rendering

The **From** line, **Subject** line, and body of all E-mail messages in the **Inbox** and **Saved** folders can be read aloud using the **text-to-speech** feature. E-mail Access cannot find E-mail messages in other folders. Text file attachments (with a **.cmd**, **.bat**, or **.txt** extension) to E-mail messages can also be read aloud.

Message Notification

Subscribers are notified of normal, urgent, and private E-mail messages, if normal, urgent, and private priority message notification is configured for the subscriber.

Replying to Messages

When a subscriber replies by E-mail to a voice or fax message, the original message is not included in the reply. Instead, the subscriber uses the E-mail client's regular reply function. This allows the creation of a standard E-mail reply.

Forwarding Messages

A voice or fax message may be forwarded as an E-mail message.

If the subscriber chooses to forward the message with the E-mail client's standard forwarding function, a new mail message displays with a voice or fax attachment. The subscriber may type text in the message or attach other files.

Binary-to-Fax E-mail Attachment Rendering Support

MiCollab AM supports the Server-Side Application (SSA) conversion engine used by RightFax Enterprise Fax Server versions 9.0, 8.0, 8.5 and 10.5. This support allows a subscriber using the TUI to forward an E-mail message with a binary file attachment, such as a Microsoft Word document, to any fax machine and get printouts of the E-mail message and binary attachments. Subscribers can print out binary file attachments in the file formats used by the following programs:

- Microsoft Word 2000-2013

- Microsoft Excel 2000-2013
- Microsoft PowerPoint 2000-2013
- Lotus WordPro, release 9

IMPORTANT The SSA feature is not supported on the same platform as MiCollab AM. SSA requires the installation of Microsoft Office products, such as Word and Excel, which are not allowed on the MiCollab AM platform.

The SSA conversion engine can also use the previously mentioned application programs to render binary file attachments from other application programs on any fax machine.

For a complete list of file attachment formats that can be rendered using the SSA conversion engine and information about configuring the feature on the fax server, see the RightFax documentation.

IMPORTANT If RightFax version 8.0 or later is installed on the fax server platform, subscribers must use **Fax Delivery** mailboxes set up for callback delivery to retrieve E-mail attachments. For more information about **Fax Delivery** mailboxes, see the *Fax Messaging Administration Guide*.

Critical Application Issues for Administrators

MiCollab AM administrators should be aware of the following critical application issues concerning MiCollab AM Unified Messaging for IMAP:

- Activity when the unified message store is unavailable
- Time synchronization between servers

Activity When the Unified Message Store Is Unavailable

If, for some reason, the E-mail server is unavailable to the MiCollab AM system, incoming voice or fax messages are saved to individual MiCollab AM Subscriber mailboxes.

During this period of interrupted communication between the servers, subscribers can use the TUI to log on to MiCollab AM and check for messages that were received **during** the period of broken communication. Any messages already moved to the E-mail server's unified message store are unavailable from the TUI until communication between the servers is restored.

If the E-mail server is functioning during this period of broken communication, subscribers may access their voice and fax messages stored on the E-mail server using an E-mail client. Voice messages residing on the MiCollab AM server are unavailable through the E-mail client.

Once the two servers restore communication, the MiCollab AM server moves new messages still residing on it to the E-mail server and all messages are available through the TUI or E-mail client.

Time Synchronization between Servers

It is critical that the time settings on the MiCollab AM server match the time and time zone settings on the E-mail server. You can match these time settings by using a time synchronization program that automatically updates the time on both servers or by manually updating them.

If the times on the two servers drift apart from each other, then a new message that is sent from the MiCollab AM server to the E-mail server may appear to be a future delivery message. If this occurs, then either the message may not appear in the E-mail client program right away or it may not be counted as a message in the mailbox when a subscriber accesses the mailbox through the TUI until the future delivery time has arrived.

Time differences between the MiCollab AM server and the E-mail server can cause a disparity between the messages displayed in the E-mail client and the messages available in the TUI.

If you are using Windows Server 2008 R2 with Service Pack 1, Windows Server 2012 R2, or Windows Server 2016, Mitel recommends that you use the Windows Time service to synchronize the time between the MiCollab AM server and the E-mail server.

Windows Time is a Windows background service that can be configured to check the time on the E-mail server, or on any other Windows Server on the network, and reset the time on the MiCollab AM server to match it. For additional information about using Windows Time, see the appropriate Microsoft Windows Server 2008 R2 with Service Pack 1, Windows Server 2012 R2, or Windows Server 2016 documentation.

Installation Requirements for IMAP Unified Messaging

This section lists the installation requirements for successfully installing E-mail Access and MiCollab AM Unified Messaging for IMAP. Be sure to review and meet these requirements before continuing with the other procedures discussed in this document.

Installation requires that a number of files be installed on each subscriber's workstation. These files can be installed from either a network location or directly from the MiCollab AM Installation Media. For more details, refer to [Configuring a Workstation for Use with IMAP Unified Messaging](#).

Server Installation Requirements

Be sure to review the following installation requirements to ensure that the correct files, versions, and service packs are installed.

E-mail Server Requirements

- Server that uses the IMAP4 and Extended Simple Mail Transport Protocol (ESMTP) standards, such as Novell GroupWise 7.0, Novell GroupWise 6.5.5, or Mirapoint E-mail Server 3.6

NOTE Only the E-mail servers listed are certified for use with this version of MiCollab AM Unified Messaging for IMAP. Other E-mail servers may work as well, but Mitel has not certified them and does not support them.

Requirements for Novell GroupWise Servers

- IMAP logon gateways configured through GroupWise post offices (recommended for the best possible message processing speed)
- Novell GroupWise 7.0 or later (for organizations that prefer to use the GroupWise Internet Agent as a single logon gateway)

Requirements for Mirapoint E-mail Servers

- University of Washington namespace configuration

MiCollab AM Server Requirements

- Windows Server 2008 R2 with Service Pack 1, Windows Server 2012 R2 (64-bit only), or Windows Server 2016 (Server with Desktop Experience)
- MiCollab AM 9.0
- Feature file update with E-mail Access and text-to-speech conversion channels enabled
- Connection to the LAN
- Installation of the TCP/IP protocol to communicate with the E-mail server
- To read the content of E-mail messages and text-based attachments aloud using synthesized speech, text-to-speech channels must be purchased. Only one subscriber can use a text-to-speech channel at one time. To determine the number of text-to-speech resources for which the MiCollab AM server is currently licensed, refer to the **Features** tab in MiCollab AM Configuration. To determine if additional text-to-speech channels are required based on the requirements of the site, contact Mitel Sales Engineering.

NOTE A subscriber's mailbox must be enabled for the text-to-speech feature so that the subscriber can listen to E-mail messages through the TUI.

Optional MiCollab AM Server Requirements

- To print E-mail messages on a fax machine (E-mail text-to-fax service), the OpenText RightFax Enterprise Fax Server must be installed and operational at the site. See the RightFax documentation for requirements or contact OpenText.
- To print binary file attachments, such as Microsoft Word documents, RightFax Enterprise Fax Server Version 8.0 or later must be installed at the site, but not on the MiCollab AM server. See the RightFax documentation describing the SSA conversion engine.
- Depending on the E-mail Access features you want to use, you may need additional memory in the platform. See the Software Release Notice version 9.0 to determine memory requirements.

Workstation Client with E-mail Access Requirements

Depending on their system configuration, client workstations can process messages using an E-mail client.

- MiCollab AM Unified Messaging for IMAP Client software version 4.00
- E-mail client of any IMAP-compliant E-mail server, such as Microsoft Outlook, Outlook Express, or Novell GroupWise client

Installing E-mail Access

This section discusses the tasks that you must complete to install E-mail Access successfully on the MiCollab AM server. It assumes that both the LAN and MiCollab AM are functioning properly.

This section covers the following tasks in sequence:

- Enabling E-mail Access Globally on MiCollab AM
- Enabling Lines for MiCollab AM Unified Messaging

Enabling E-mail Access Globally

For E-mail Access to function, the MiCollab AM server must maintain a continuous connection to the IMAP server. To ensure that this connectivity is preserved, you must enable E-mail Access globally. By enabling E-mail Access globally, you prepare the system server to link with the IMAP server.

NOTE If MiCollab AM is deployed as a hosted solution in the cloud, these steps are performed by the tenant administrator.

To enable E-mail Access globally on MiCollab AM:

- 1 Log on to **MiCollab AM Admin**.
- 2 From the menu, go to **Configuration > System**.
- 3 Select the **Messaging** tab.
- 4 Select the **E-mail Access Active** check box. E-mail Access does not work if this box is cleared.
- 5 Click **OK** to close **MiCollab AM Admin**.

Enabling Lines for MiCollab AM Unified Messaging

The MiCollab AM server administrator must enable lines on the **Lines** tab so MiCollab AM client applications such as MiCollab AM Unified Messaging can make callouts. This type of callout allows subscribers to use telephones to hear and record messages, and record personal greetings and names.

In addition, the technician must verify that the values are appropriate for the **Incoming Line Reserve and Maximum Callouts** settings on the **Switch Section Options** dialog box from the **Switch Sections** tab.

To enable lines for client applications:

- 1 Open **MiCollab AM Configuration** and select the **Lines** tab.
- 2 Select **Callouts** for each line allowed for MiCollab AM Unified Messaging callouts, and then click **Apply**. If necessary, see the online help for information about the **Lines** tab.
- 3 Select the **Switch Sections** tab.

- 4 Select the switch section from the list, and then click **Edit**. The **Switch Section Options** dialog box appears.
- 5 From the **Switch Section Options** dialog box, select **All Parameters** from the **View** list.
- 6 Verify that the values in the **Incoming Line Reserve** and **Maximum Callouts** settings are appropriate. Change the values as necessary.
- 7 Keep in mind that the total number in both settings cannot exceed the number of lines in your system. If necessary, see the online help for information about the **Switch Section Options** dialog box.
- 8 Click **OK** to close the **Switch Section Options** dialog box.
- 9 Click **OK** to close **MiCollab AM Configuration**.

Integrating with IMAP

Once E-mail Access has been configured on the MiCollab AM system, you can proceed with enabling the MiCollab AM system and subscribers to integrate with IMAP. The following is the list of required steps:

- Enable the Google OAuth API on the customer account
- Enable the Google API for Message Notifications (optional)
- Set up a MiCollab AM E-mail server profile for Google
- Configure subscribers for Unified Messaging

Enabling the Google API on the Customer Account

In order to take advantage of the Calendar and Contacts functionality of the MiCollab AM integration to Google Apps, it is necessary to enable a special Google API (OAuth 2) for the customer's Google account.

This API can only be enabled on a corporate Google account, not on a personal Gmail account. The API allows MiCollab AM to access the subscriber's Calendar and Contacts for the functions that require that type of access (read calendar, read contacts, sync contacts, use contacts to address messages, etc.).

Once this API is enabled for the account, the information from the API is used to configure the Google connector on the MiCollab AM system (see previous Install section). Follow the steps below to enable the APIs.

To enable the Google API:

- 1 The Gmail administrator logs onto the Google Cloud Platform: <https://console.cloud.google.com/>
- 2 If asked to sign in, use your Google account credentials to sign in.
- 3 Click **Select a project > Create a project**.
- 4 Enter a **Project Name**, and then click **Create**.
- 5 Select the newly created Project.
- 6 From the **Products & services** navigation menu, select **API Manager**.
- 7 On the left pane, select **Library**, and from the **Google Cloud APIs** section, select **Cloud Pub/Sub API**, and then click **ENABLE** to enable this API.
- 8 Repeat Step 7 to similarly enable **Gmail API**, **Calendar API** and **Contacts API** from the **Google Apps APIs** section.
- 9 On the left pane, select **Credentials**.
- 10 On the **Credentials** screen, click the **Create credentials** button.
- 11 From the **Create credentials** list, select **OAuth client ID**.
- 12 On the next screen, click **Configure consent screen**.
- 13 On the **OAuth consent screen**, enter **Product name** to be shown to users and enter any other information that needs to be displayed to the users. Click **Save**.

- 14 From the **Application type** list, select **Web application**.
- 15 In the **Name** field, enter the web application name.
- 16 In the **Authorized JavaScript origins** field, enter the path of the web application.
For example:
`http://www.yourservername.com`
- 17 In the **Authorized redirect URIs** field, enter the path and replace `oauth2callback` with `oauthcomplete.php`.
For example:
`http://www.yourservername.com/oauthcomplete.php`
- 18 Click **Create**. The **OAuth client ID** and **client secret** are generated.

NOTE Copy these fields for later access. You can also access these fields from your **Project** account.

- 19 Click **OK**.

Enabling the Google API for Message Notifications

The following steps are required only for enabling message notifications.

To enable the Google API for message notifications:

- 1 Log on to the Google Cloud Platform and select the Application that you created previously.
- 2 On the left pane of the **API Manager**, select **Credentials**.
- 3 On the **Credentials** screen, click the **Create credentials** button.
- 4 From the **Create credentials** list, select **Service account key**.
- 5 In the **Service account** drop-down list, select **New service account**.
- 6 In the **Service account name** field, enter a name for the Service account.
- 7 In the **Role** drop-down list, select **Role as Pub/Sub Subscriber**.
- 8 Click **Create**. A JavaScript Object Notation (.json) file with the service account key will be downloaded onto your machine.

NOTE This file is required for configuring MiCollab AM. This is the only copy of the service account key, so keep it securely.

- 9 From the **Products & services** navigation menu, select **Pub/Sub** within **BIG DATA**.
- 10 On the left pane, select **Topics**, and then click **Create a Topic**.
- 11 In the **Name** field, enter a name for the topic and click **CREATE**.

NOTE Copy the complete topic name (it looks like a path). This will be needed for configuring MiCollab AM.

- 12 Click the menu next to the **Topic name**. This menu that allows you to access **Permissions** for the topic.
- 13 In the **Add members** field, enter *gmail-api-push@system.gserviceaccount.com*.
- 14 In the **Role** drop-down list, select **Pub/Sub Publisher**.
- 15 Click **Add**.
- 16 Click on the newly created Topic's Name, and then click **CREATE SUBSCRIPTION**.
- 17 In the **Subscription name** field, enter a name for the subscription. Make sure that the **Delivery Type** field is set to **Pull**. Click **Create**.

NOTE Copy the complete subscription name (it looks like a path). This will be needed for configuring MiCollab AM.

- 18 Log out of Google Cloud Platform.

Enabling the E-mail Server Interface

The steps described in the following sections must be performed to interface the E-mail server with the MiCollab AM server. The steps you perform are consistent, in general, but their specific details depend on the number of E-mail servers in the organization, how they are configured, and the requirements of the E-mail administrator.

NOTE Adding e-mail server profiles requires a restart of MiCollab AM before a new e-mail server profile can be used. Until MiCollab AM is restarted, access to e-mail messages may not be available. If MiCollab AM is deployed as a hosted solution on the cloud, contact your server administrator to schedule a restart of your system.

Creating Messaging Server Profiles to Communicate with the IMAP E-mail Server

You must create a messaging server profile for each E-mail server that communicates with the MiCollab AM server.

To create a messaging server profile for the E-mail server:

- 1 Start the **Admin** utility and log on using the tenant administrator's name and password.
- 2 From the menu bar, select **Configuration > System**, and then select the **E-mail** tab.
- 3 Click **Add**. The **Server Profile** dialog box appears.

- 4 In the **Server Type** box, select **IMAP**.
- 5 In the **Server Sub Type** box, select a server sub type for IMAP.
- 6 Select the **Enabled** check box.

NOTE The **Enabled** check box becomes active when you type a name in the **Display Name** box.

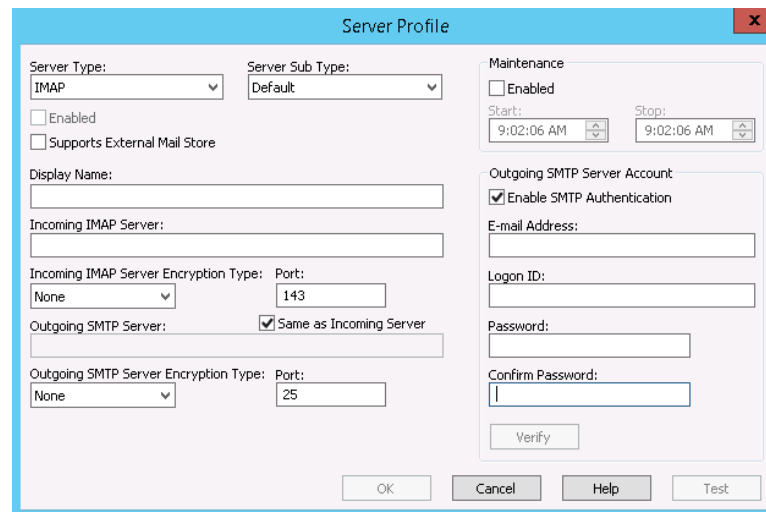
- 7 Select the **Supports External Mail Store** check box.
- 8 In the **Display Name** box, type a unique name, 30 characters or less, for the messaging server profile.
- 9 In the **Incoming IMAP Server** box, enter the FQDN or TCP/IP address of the incoming email server.
- 10 In the **Incoming IMAP Server Encryption Type** option, select the encryption type to use for this IMAP server. The default is **None**.
 - **None** - No encryption method is used.
 - **Auto** - The encryption method is auto-negotiated between the client and the provider.
 - **TLS** - Messages are encrypted using Transport Layer Security.
 - **SSL** - Messages are encrypted using Secure Socket Layer.
- 11 In the **Incoming IMAP Server Port** box, enter the incoming TCP port number. The default port is **143** for regular IMAP.
 - **None** – 143
 - **Auto** – 143
 - **SSL** – 993
 - **TLS** – 143
- 12 Enter the Outgoing Server information as follows:
 - If the **Outgoing SMTP Server** is NOT the same as the **Incoming IMAP Server**, continue to **Step 12**.

- If the **Outgoing SMTP Server** is the same as the **Incoming IMAP Server**, select the **Same as Incoming Server** box, and then skip to **Step 17**.
- 13** In the **Outgoing SMTP Server** box, enter the FQDN or TCPIP address of the outgoing email server.
- 14** In the **Outgoing SMTP Server Encryption Type** option, select the encryption type to use for this outgoing server. The default is **None**.
- **None** - No encryption method is used.
 - **Auto** - The encryption method is auto-negotiated between the client and the provider.
 - **TLS** - Messages are encrypted using Transport Layer Security.
 - **SSL** - Messages are encrypted using Secure Socket Layer.
- 15** In the **Outgoing SMTP Server Port** box, enter the outgoing TCP port number. The default port is **25** for regular IMAP.
- **None** – 25
 - **Auto** – 25
 - **SSL** – 465
 - **TLS** – 587
- 16** If the **Outgoing SMTP Server** account requires authentication, in the **Outgoing SMTP Server Account** section, select the **Enable SMTP Authentication** box.
- 17** Enter the **E-mail address**, **Logon ID**, **Password**, and **Confirm Password** for the user account that authenticates the outgoing server.
- NOTE** This E-mail address should not belong to any existing subscriber. It can be the MiCollab AM account or another utility account.
- 18** Configure the maintenance options for the messaging server profile as follows:
- If you want to stop E-mail Access during E-mail server maintenance, continue to **Step 19**.
 - If you do not want to stop E-mail Access during E-mail server maintenance, skip to **Step 22**.
- 19** Under the **Maintenance** section, select the **Enabled** checkbox.
- 20** In the **Start** box, select a time to disable the messaging server profile so that maintenance of the E-mail server can begin.
- 21** In the **Stop** box, select a time to re-enable the messaging server profile when maintenance of the E-mail server is complete.
- 22** Click **OK** to close the **Server Profile** dialog box.
- 23** On the **E-Mail** tab, click **Apply**, and then click **OK**.

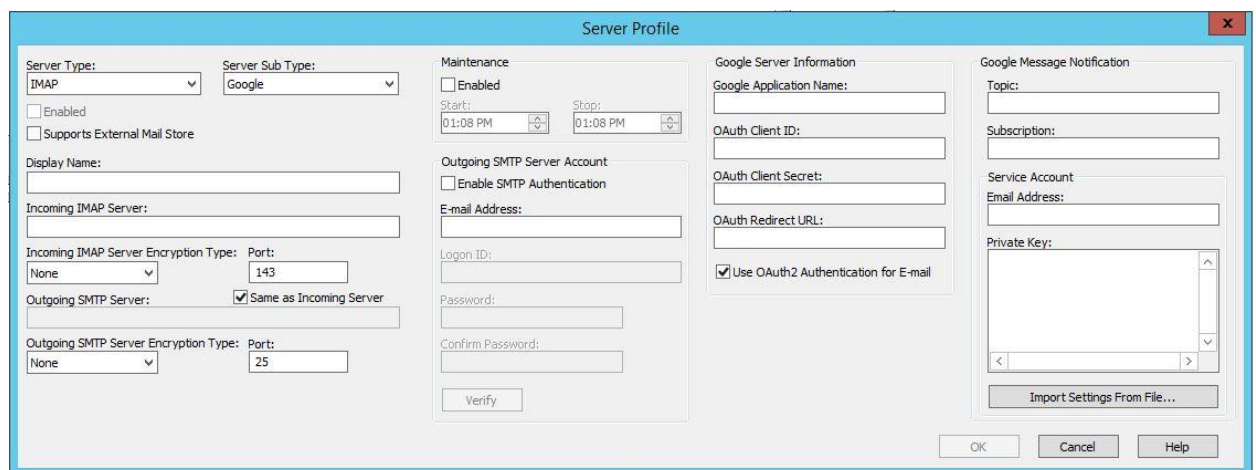
Creating Messaging Server Profiles to Communicate with the Google Server

To create a messaging server profile for the Google server:

- 1 Start the **Admin** utility and log on using the tenant administrator's name and password.
- 2 From the menu bar, select **Configuration > System**, and then select the **E-mail** tab.
- 3 Click **Add**. The **Server Profile** dialog box appears.



- 4 In the **Server Type** box, select **IMAP**.
- 5 In the **Server Sub Type** box, select **Google**. The **Google Server Information** section and the **Google Message Notification** section appears on the right.



- 6 Select the **Enabled** checkbox.

NOTE The **Enabled** checkbox becomes active when you type a name in the **Display Name** box.

- 7 Select the **Supports External Mail Store** checkbox.
- 8 In the **Display Name** box, type a unique name for the messaging server (30 characters or less).
- 9 In the **Incoming IMAP Server** box, enter the FQDN or TCPIP address of the incoming E-mail server.
- 10 In the **Incoming IMAP Server Encryption Type** option, select the encryption type to use for this IMAP server. The default is **None**.
 - **None** - No encryption method is used.
 - **Auto** - The encryption method is auto-negotiated between the client and the provider.
 - **TLS** - Messages are encrypted using Transport Layer Security.
 - **SSL** -Messages are encrypted using Secure Socket Layer.
- 11 In the Incoming IMAP Server **Port** box, enter the incoming TCP port number. The default port is 143 for regular IMAP.
 - **None** – 143
 - **Auto** – 143
 - **SSL** – 993
 - **TLS** – 143
- 12 Enter the Outgoing Server information as follows:
 - If the **Outgoing SMTP Server** is NOT the same as the **Incoming IMAP Server**, continue to **Step 15**.
 - If the **Outgoing SMTP Server** is the same as the **Incoming IMAP Server**, select the **Same as Incoming Server** box, and then skip to **Step 18**.
- 13 In the **Outgoing SMTP Server** box, enter the FQDN or TCPIP address of the outgoing email server.
- 14 In the **Outgoing SMTP Server Encryption Type** option, select the encryption type to use for this outgoing server. The default is **None**.
 - **None** - No encryption method is used.
 - **Auto** - The encryption method is auto-negotiated between the client and the provider.
 - **TLS** - Messages are encrypted using Transport Layer Security.
 - **SSL** -Messages are encrypted using Secure Socket Layer.
- 15 In the **Outgoing SMTP Server Port** box, enter the outgoing TCP port number. The default port is 25 for regular IMAP.
 - **None** – 25
 - **Auto** – 25
 - **SSL** – 465
 - **TLS** – 587

- 16 If the **Outgoing SMTP Server** account requires authentication, in the **Outgoing SMTP Server Account** section, select the **Enable SMTP Authentication** box.
- 17 Enter the **E-mail address**, **Logon ID**, **Password**, and **Confirm Password** for the user account that authenticates the outgoing server.

NOTE This E-mail address should not belong to any existing subscriber. It can be the MiCollab AM account or another utility account.

- 18 Configure the maintenance options for the messaging server profile as follows:
- If you want to stop E-mail Access during E-mail server maintenance, continue to **Step 21**.
 - If you do not want to stop E-mail Access during E-mail server maintenance, skip to **Step 24**.
- 19 In the **Maintenance** section, select the **Enabled** checkbox.
- 20 In the **Start** box, select a time to disable the messaging server profile so that maintenance of the E-mail server can begin.
- 21 In the **Stop** box, select a time to re-enable the messaging server profile when maintenance of the E-mail server is complete.
- 22 In the **Google Server Information** section, configure the following information:
- Google Application Name** - Enter the name chosen when registering the application via Google Cloud Platform. This is the site-specific name of the application that is registered with Google.
 - OAuth Client ID** - Enter the client ID obtained upon registration of the application via Google Cloud Platform.
 - OAuth Client Secret** - Enter the client secret obtained upon registration of the application via Google Cloud Platform.
 - OAuth Redirect URL** - Enter the URL to which Google redirects the user after completing authorization. The value for this field should exactly match the value that was supplied when registering the application via Google Cloud Platform.
 - Use OAuth2 Authentication for E-mail** - Select this checkbox if you want to allow the system to use the user's OAuth2 access token within the SASL XOAUTH2 mechanism to authenticate the user.

NOTES

1. Google has used SASL (Simple Authentication and Security Layer) to add their own OAuth2-based authentication mechanism to IMAP and SMTP protocols. This authentication mechanism is called XOAUTH2.

For information on how to get Google Server OAuth account information, refer to [Enabling the Google API on the Customer Account](#).

2. When this checkbox is selected, user's email password will not be stored in MiCollab AM, thus disabling the **Logon - Password** fields in the **Subscriber Mailbox - E-mail** Tab.

- 23** In the **Google Message Notification** section, configure the following information:
- a Topic** - Enter the topic configured in Google Cloud Platform.
 - b Subscription** - Enter the subscription configured in Google Cloud Platform.
 - Service Account**
 - c Email Address** - Enter the email address for the Service Account in Google Cloud Platform.
 - d Private** - Enter the private key for the Service Account in Google Cloud Platform.
 - e Import Settings from File button** - Click this button to automatically configure the **Service Account Email Address** and **Private Key** fields. In the **Google Service Account Import File** dialog box, choose the JavaScript Object Notation (.json) file you downloaded while configuring Google.
- 24** Click **OK** to close the **Server Profile** dialog box.
- 25** On the **E-Mail** tab, click **Apply**, and then click **OK**.

Configuring a Subscriber for Unified Messaging

The following steps must be performed on each Subscriber mailbox that uses Unified Messaging.

To configure Subscriber mailboxes for use with Unified Messaging:

- 1** Start the **MiCollab AM Admin** utility, and then log on using a tenant administrator account that has permission to edit Subscriber mailboxes and update their E-mail configuration.

NOTE If you are not certain that your account has such permissions, consult with the system/server administrator. If MiCollab AM is deployed as a hosted solution in the cloud, the server administrator is responsible for the creation of an administrator account with Subscriber mailbox editing permissions (a unique **Initial Administrator User ID**) and should note the name of the account at the time of its creation.

- 2** Locate and then open the **Subscriber** mailbox.
- 3** In the **Subscriber Mailbox** dialog box, click the **E-mail** tab. The **E-mail** tab appears.

Subscriber Mailbox - Demonstration System - 1888 SUBSCRIBER EXAMPLE

Main | Answering | **E-mail** | Features | Presentation | VIM | Recordings | Speech | Devices | SMS | Msg Notification | Msg Forwarding | Availability

Message Access by Client Applications:
☐ None ☒ Unified Messaging ☐ ICA

UM and ICA Available Licenses: 500

Message Storage Location: ☐ Local ☒ External

Msg Access by Telephone: ☒ E-mail

E-mail server information:
 Server Profile: ☒ Enable profile
 IMAP Configuration: [v] Search...
 Server Profile Type: IMAP
 Logon ID: email@company.c
 Display Name: MyName
 E-mail Address: email@company.com
 Password: *****
 Confirm Pwd: *****

Enumeration Settings:
☐ Partial Msg Enumeration
 Unread Msg Enumeration Limit:
☒ By Days Limit: 10
☐ By Msg Count

Simple UM:
☐ Allow ☐ Enable Simple UM
☐ Allow E-mail Address: [v]
☐ Allow Simple UM Provider: Default Provider [v]
☐ Allow ☐ Include WAV Attachment

Integrated Client Access:
 Reply-To Address: [v]

Primary Message Template: Default [v]

Presence server information:
 Server Profile: {None} [v]
 Server Profile Type:
 Display Name:
 E-mail Address:

OK Cancel Help

- 4 In the **Message Access by Client Applications** section, select **Unified Messaging**.
- 5 In the **Message Storage Location** section, select **External**.
- 6 In the **Msg Access by Telephone** section, select the **E-mail** checkbox to enable TUI access for E-mail messages. This option allows a subscriber to listen to E-mail messages through the TUI.
- 7 Select the messaging server profile created in the previous procedure.

NOTE The **Enable profile** box is automatically selected for this profile.

- 8 In the **Display Name** box, type the subscriber's name. This name must be unique to each subscriber. The E-mail server administrator can provide this information.
- 9 In the **E-mail Address** box, type the subscriber's E-mail address.
- 10 In the **Logon ID** box, type the subscriber's IMAP username or E-mail logon ID.
- 11 In the **Password** and **Confirm Pwd** boxes, type and re-type the subscriber's password.

NOTE Typically, a subscriber changes his or her own password using the **Unified Messaging Connection Manager** or **Web PhoneManager** utility. If this is the case, you can leave the **Password** and **Confirm Pwd** boxes blank.

- 12 Click **OK** to close the **Subscriber Mailbox** dialog box.
- 13 Repeat **Steps 2** through **12** for each subscriber you want to allow E-mail Access.

Configuring a Workstation for Use with IMAP Unified Messaging

Installing the MiCollab AM Unified Messaging client creates the **Unified Messaging Connection Manager** utility in the Windows **Control Panel** and places an online help file in the **MiCollab AM Desktop** program group.

NOTE To support subscribers using Microsoft Outlook as an IMAP client program, you can optionally install MiCollab AM Unified Messaging for Microsoft Exchange. This provides the subscribers with customized Outlook voice message forms and controls in addition to the components installed in MiCollab AM Unified Messaging for IMAP.

For more information about installing Unified Messaging for Microsoft Exchange, see the MiCollab AM Unified Messaging for Microsoft Exchange online books.

Within the **Unified Messaging Connection Manager** utility, subscribers can configure their connection to the MiCollab AM server through the **Unified Messaging Connection Manager** dialog box. This connection must be configured before subscribers can access the MiCollab AM server to generate voice messages, and retrieve voice and fax messages in your E-mail client.

For specific information on using **Unified Messaging Connection Manager**, see the *MiCollab AM Unified Messaging client* online help.

Since installing the client on each subscriber's desktop is a large task, there are three methods available: **push**, **pull**, and **direct**.

- The **push** method installs the client software on one or more workstations at the initiation of an administrator. While the workstations must be logged on to the server, no subscriber presence or action is required.
- The **pull** method distributes a link to one or more workstations so that the subscriber can initiate an installation of client software from a network source. The administrator need only setup a default subscriber profile before distributing the link.
- Both the **push** and **pull** methods can be managed through command line prompts or through third-party software. For more information on the command line prompts and the corresponding switches, refer to [Appendix D: Command Line/Switch Installation Information](#).
- The third method, **direct**, is accomplished by installing the client software from the MiCollab AM Installation Media at the subscriber workstation.

Installing the IMAP Client Software on a LAN File Server

IMPORTANT If you plan to install the MiCollab AM Unified Messaging client using the push or pull methods, the client software must first be installed to a LAN file server prior to setting up each workstation.

Installing the MiCollab AM Unified Messaging client software on a LAN file server requires an Administration Setup. Performing an Administration Setup copies the necessary software components of the MiCollab AM Installation Media to a shared directory on the LAN file server and creates a default subscriber profile.

This client and profile can then be **pushed** to client workstations, or subscribers can **pull** from this shared location and run **Setup** to install the MiCollab AM Unified Messaging client to their local hard disk drives.

IMPORTANT Do not perform an Administration Setup to the MiCollab AM server. Using the MiCollab AM server as a LAN file server can increase its vulnerability to viruses and negatively affect overall system performance.

To install Unified Messaging client software on a LAN file server:

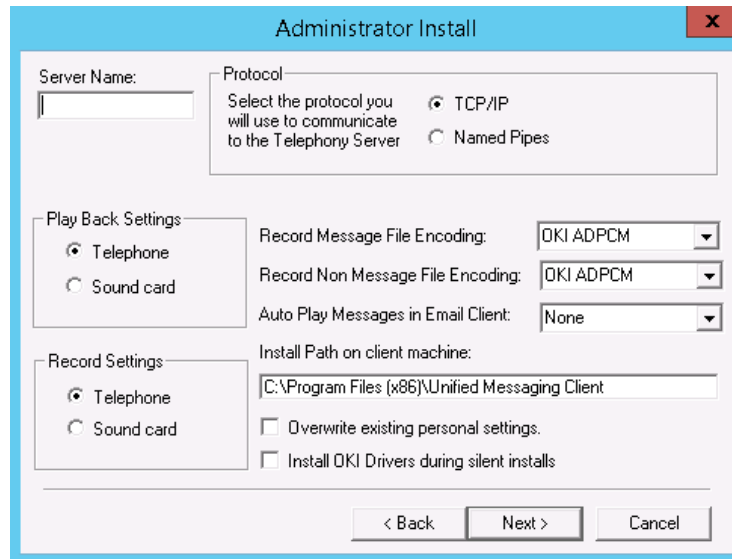
- 1 Insert the MiCollab AM Installation Media into the appropriate drive of the file server from which you want the client setup file is to be installed.
- 2 Depending on which edition you wish to install, type or browse to one of the following command lines:
 - If you are installing the U.S. edition, type:
 - `<drive>:\Client Installs\Desktop Suite for IMAP\SBUM Client\USA\Setup.exe -a` **ENTER**
 - Skip to **Step 5**.
 - If you are installing the World edition, type:
 - `<drive>:\Client Installs\Desktop Suite for IMAP\SBUM Client\World\Setup.exe -a` **ENTER**
 - Continue on to **Step 4**.

NOTE Replace `<drive>` with the drive letter appropriate for your installation.

- 3 From the list box within the **Choose Setup Language** dialog box, select the language you want to use during the setup process, and then click **OK** to continue.

NOTE The language selection in this step affects only the setup program itself. The setup program copies support files for all available languages to the file server.

- 4 At the **Welcome** dialog box, click **Next**.
- 5 The **Administrator Install** dialog box appears. The properties set in this dialog box are used as defaults for client installations.



6 In the **Administrator Install** dialog box, configure the following options:

- In the **Server Name** field, enter the name of the system server.
- In the **Protocol** field, select either the **TCP/IP** or **Named Pipes** protocol.
- In the **Playback Settings** and **Record Settings** fields, select the default playback and record settings. **Telephone** is the default selection.
- In the **Record Message File Encoding** and the **Record Non-Message File Encoding** fields, select the file encoding format for client workstations. **OKI ADPCM** is the default value.

NOTE The client encoding settings can be set differently than those of the server. However, the client settings are overwritten when connection to the system server is established.

- In the **Auto Play Messages in Email Client** field, select an option. **None** is the default value.
- In the **Install Path on Client Machine** field, enter the path or leave the default path as is. Make note of this path, you need it later in this procedure.
- Select the **Overwrite existing personal settings** checkbox, if any existing client defaults should be changed to the new defaults.
- Select the **Install OKI Drivers during silent installs** checkbox if the client workstations are using the OKI ADPCM encoding.

7 Click **Next**. The confirmation message displays stating the admin parameters have been saved. Click **OK**.

Installing the IMAP Client Software on a Workstation

Before the MiCollab AM Unified Messaging client can be configured, confirm that the following items are available for each subscriber workstation:

- A Subscriber mailbox on the MiCollab AM system
- Access to an external message store account on the E-mail server
- E-mail client installed on the workstation
- MiCollab AM and external message store servers attached to the same LAN
- Telephone access to and from the MiCollab AM system to support audio playback

The MiCollab AM Unified Messaging client software can be installed either from a media or from a network drive.

NOTE If you want to install the client software onto a computer running a Windows Server operating system, log on to the computer with an account that has local administrator rights to the server so that all necessary program components, especially the audio compressor/decompressor, can be installed correctly.

IMPORTANT If you are installing the client software on a Citrix® MetaFrame® server and the MiCollab AM server uses **OKI ADPCM** audio format for voice messages, you must install the MiCollab AM OKI ADPCM driver on the MetaFrame server. The setup program for the OKI ADPCM driver is located in the **\Client Installs\Desktop Suite for IMAP\ACM** directory on the MiCollab AM Installation Media.

To install the client software on a workstation from the Installation Media:

- 1 Insert the MiCollab AM Installation Media into the appropriate drive.
- 2 When the **Mitel MiCollab AM Installation Components** dialog box displays, click the appropriate link as follows:
 - If you are installing the U.S. edition, click **Desktop Suite for IMAP (USA)**.
 - If you are installing the international edition, click **Desktop Suite for IMAP (World)**.

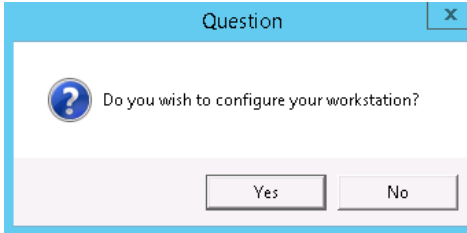
NOTE If the Mitel MiCollab AM Installation Media Components dialog box does not display, navigate to the **...\Client Installs\Desktop Suite for IMAP\SBUM Client** folder on the media. Then, depending on the edition of the software you want to install, navigate to either the **USA** folder or the **World** folder, and then double-click the **Setup.exe** file.

- 3 If the **Choose Setup Language** dialog box appears, select the language you want to use during the setup process, and then click **OK** to continue.

NOTE The language selection in this step affects only the setup program itself. The setup program copies support files for all available languages to the file server.

- 4 The **Welcome** dialog box appears. Verify that no other programs are running, and then click **Next**.

- 5 In the **Destination Folder** section of the **Choose Destination Location** dialog box, accept the default destination directory, type the path of another destination directory, or click **Browse** to locate another destination directory.
- 6 The **Question** dialog box appears.

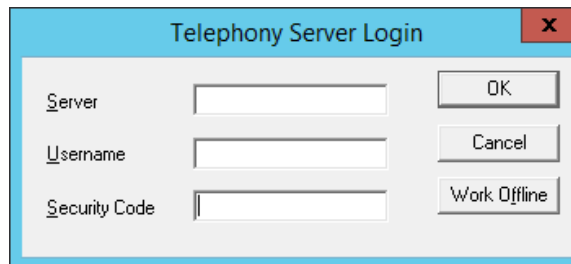


In the **Question** dialog box:

- Click **Yes** to access and configure the **Unified Messaging Connection Manager** utility immediately. Go to **Step 7**.
- Click **No** if you want to configure the **Unified Messaging Connection Manager** utility later. Skip to **Step 8**.

NOTE You cannot use **MiCollab AM Unified Messaging** until you configure the settings in the **Unified Messaging Connection Manager** utility. For more information on configuring the utility, refer to [Configuring the IMAP Client Settings](#).

- 7 If you clicked **Yes**, the **Telephony Server Login** dialog box displays that will allow you to log in to the **Unified Messaging Connection Manager** utility.



In the **Telephony Server Login** dialog box:

- a Enter the **Server** address, **Username**, and **Security Code**, and then click **OK**.

NOTE For a single tenant system, you can use either the MailboxID or the Username for the Telephony Server Login. If MiCollab AM is deployed as a hosted solution in the cloud, only the Username can be used.

Or click **Work Offline** if you want to configure the **Unified Messaging Connection Manager** utility locally without getting connected to the server.

- b When the **Unified Messaging Connection Manager** utility displays, configure the options as described in the [Configuring the IMAP Client Settings](#) chapter.
 - c When finished configuring, click **OK**.
- 8 The **InstallShield Wizard Complete** dialog box displays prompting to restart your computer. Select the following:

- Select **Yes** and click **Finish** to restart your computer now.
 - Select **No** and click **Finish** to restart your computer later.
- 9 When the installation completes, the **Unified Messaging Connection Manager** is added to the MiCollab AM **Desktop** program group.

To install the client software on a workstation from a network file server:

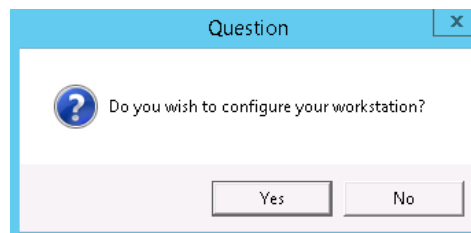
- 1 Locate the appropriate setup folder on the network file server. (The location of this file was established during implementation and then communicated to the subscriber base.)

NOTE A shortcut (.lnk file) to the setup file may appear on the subscriber desktop or be included in E-mail or web communication.

- 2 Double-click **Setup** to begin the setup process.
- 3 If the **Choose Setup Language** dialog box appears, select the language you want to use during the setup process, and then click **OK** to continue.

NOTE The language selection in this step affects only the setup program itself. The setup program copies support files for all available languages to the file server.

- 4 The **Welcome** dialog box appears. Verify that no other programs are running, and then click **Next**.
- 5 In the **Destination Folder** section of the **Choose Destination Location** dialog box, accept the default destination directory, type the path of another destination directory, or click **Browse** to locate another destination directory.
- 6 The **Question** dialog box appears.

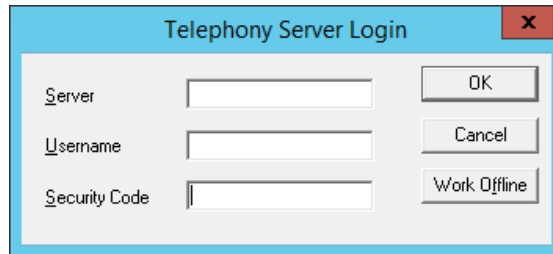


In the **Question** dialog box:

- Click **Yes** to access and configure the **Unified Messaging Connection Manager** utility immediately. Go to **Step 7**.
- Click **No** if you want to configure the **Unified Messaging Connection Manager** utility later. Skip to **Step 8**.

NOTE You cannot use **MiCollab AM Unified Messaging** until you configure the settings in the **Unified Messaging Connection Manager** utility. For more information on configuring the utility, refer to [Configuring the IMAP Client Settings](#).

- 7 If you clicked **Yes**, the **Telephony Server Login** dialog box displays that will allow you to log in to the **Unified Messaging Connection Manager** utility.



In the **Telephony Server Login** dialog box:

- a Enter the FQDN or the TCP/IP address of the System Server in the **Server** box, subscriber **Username**, and **Security Code**.

NOTE If you are using TCP/IP as the connection protocol, use the TCP/IP address of the System Server. Contact your MiCollab AM or LAN administrator for this IP address, if necessary. Using an IP address in the Server Name box can avoid possible DNS or name resolution issues on a LAN.

Or click **Work Offline** if you want to configure the **Unified Messaging Connection Manager** utility locally without getting connected to the server.

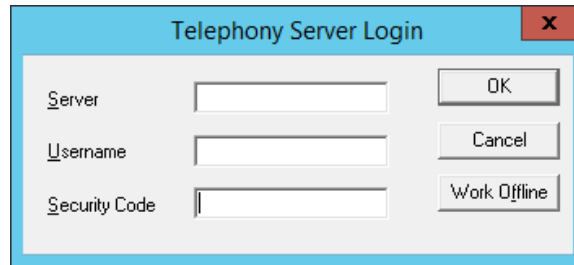
- b When the **Unified Messaging Connection Manager** utility displays, configure the options as described in the [Configuring the IMAP Client Settings](#) section.
 - c When finished configuring, click **OK**.
- 8 The **InstallShield Wizard Complete** dialog box displays prompting to restart your computer. Select the following:
 - Select **Yes** and click **Finish** to restart your computer now.
 - Select **No** and click **Finish** to restart your computer later.
 - 9 When the installation completes, the **Unified Messaging Connection Manager** is added to the MiCollab AM **Desktop** program group.

Configuring the IMAP Client Settings

Prior to a subscriber's first use of the MiCollab AM Unified Messaging client, there are several unique settings that must be configured. Subscribers who are familiar with the necessary settings can perform this procedure themselves; for those subscribers who are not familiar with the settings, MIS support staff should perform the procedure.

To configure the MiCollab AM Unified Messaging client:

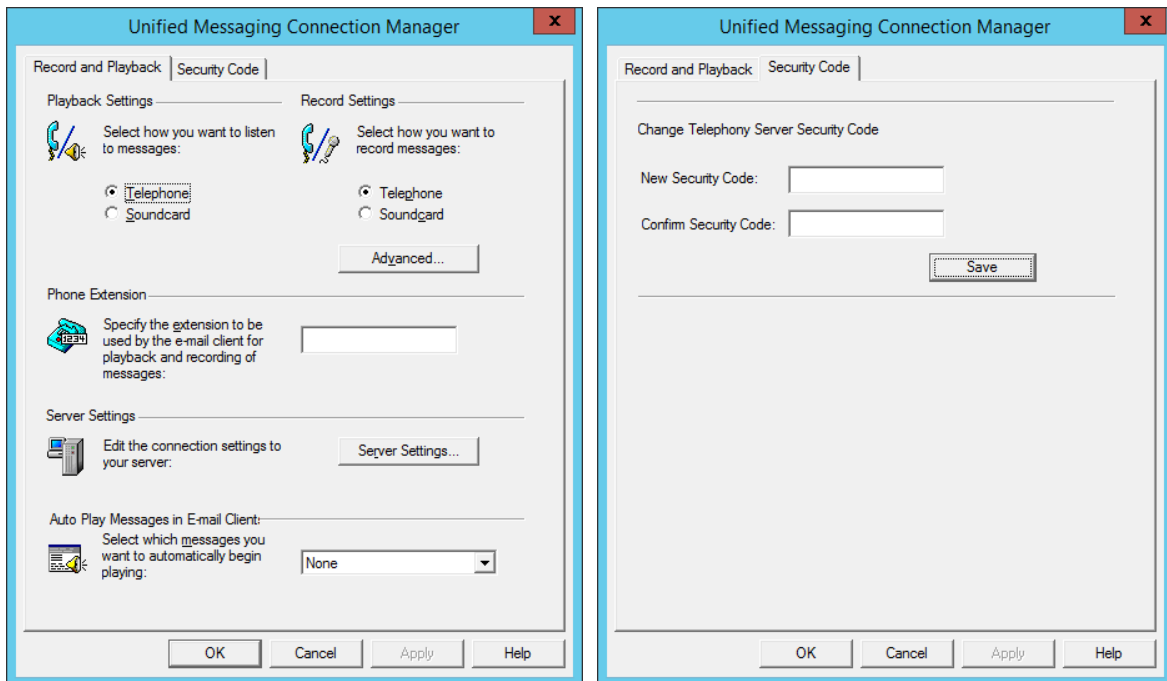
- 1 Click the **Start > Programs > MiCollab AM Desktop > Unified Messaging Connection Manager**. The **Telephony Server Login** dialog box appears.



- 2 At the **Telephony Server Login** dialog box, enter the FQDN or the TCP/IP address of the System Server in the **Server** box, subscriber **Username**, and **Security Code**.

NOTE If you are using TCP/IP as the connection protocol, use the TCP/IP address of the System Server. Contact your MiCollab AM or LAN administrator for this IP address, if necessary. Using an IP address in the Server Name box can avoid possible DNS or name resolution issues on a LAN.

- 3 Click **OK** to close the **Server Settings** dialog box. The **Unified Messaging Connection Manager** dialog box appears.



- 4 In the **Unified Messaging Connection Manager** dialog box, configure the following properties:

- **Record and Playback Tab**

- In **Playback Settings** and **Record Settings** fields, select the default device for playback and recording. The default selection is **Telephone**.
- In the **Phone Extension** box, type the subscriber's telephone extension.
- In the **Server Settings** field, click **Server Settings** if you want to change any server options. The **Server Settings** dialog box appears. Update the values and click **OK** to close the **Server Settings** dialog box.

- **Security Code tab**

- If you want to change your security code at this time, in the **Change Telephony Server Security Code** field, enter a new security code and re-enter the security code. Click **Save**.

5 Click **OK** to close the **Unified Messaging Connection Manager** dialog box.

Setting XMediusFAX Viewer as Default in Windows 8.1 (or later)

Windows 8.1 (or later) does not allow the installer to define XMediusFAX Viewer as the default application for Tagged Image File Format (TIFF or TIF) files. You must set this manually, if you want to have faxes automatically displayed in XMediusFAX Viewer.

To set the default viewer for TIFF files:

- 1 From the Windows taskbar, go to **Start > Control Panel > Programs > Default Programs > Associate a file type or protocol with a program**. The **Set Associations** window appears.
- 2 In the **Extensions** table, scroll down until you find **.tif**, and then select the extension.
- 3 Click the **Change program** button. The **How do you want to open this type of file (.tif)?** dialog box displays with the list of apps.
- 4 On the dialog box:
 - If you see **Viewer.exe XMedius Solutions Inc.** on the list, select the app. Skip to **Step 5**.
 - If you don't see **Viewer.exe XMedius Solutions Inc.** as an option on the list:
 - a Select **More options**. The apps list expands.
 - b If **Viewer.exe XMedius Solutions Inc.** appears in the expanded list, select the option. Skip to **Step 5**.
 - c Otherwise, scroll down to the bottom of the list and select **Look for another app on this PC**. The **Open with** window appears.
 - d Browse to **C:\Program Files\XMediusFAX\Client**.

NOTE Depending on where **Unified Messaging Client** was installed and the Operating System, the **XMediusFAX** directory may be under **Program Files (x86)**.
 - e Select **Viewer.exe** and click **Open**.
- 5 You are returned to the **Set Associations** window. Make sure **Viewer.exe** is set as the **Current Default** app for the **.tif** extension.
- 6 Follow the same procedure for **.tiff**.

Appendix A: Subscriber Quick Start

The following section provides steps to quickly enable subscribers to get up and running. The information on these pages may be copied and distributed as necessary.

Getting Help for IMAP Unified Messaging

For information on working with voice and fax messaging within your E-mail client, please see the online help.

To read online help:

- 1 From the Windows taskbar, go to **Start > Programs > MiCollab AM Desktop > UM for IMAP Help File**. The **Unified Messaging Connection Manager Help** file appears.

You might find it useful to print parts of the online help system for easy reference.

To print any help topic:

- 1 Display the topic you want to print, and then click **Print** button at the top of the window.
- 2 Select **Print the selected topic**, and then click **OK**.
- 3 Select the printer from the list, and then click **Print**. The displayed topic prints on your printer.

To print multiple help topics in a book:

- 1 Display the topic you want to print, and then click **Print** button at the top of the window.
- 2 Select Print the selected heading and all subtopics, and then click **OK**.
- 3 Select the printer from the list, and then click **Print**. All the topics within that book are printed. You may want to open the book to see how many topics are selected. Some books are comprised of a large number of topics.

Configuring IMAP Unified Messaging Settings

Over time, you may want to modify the settings of a Subscriber mailbox, such as change a recording for a personal greeting, or change the playback device from telephone to speaker or back again. These options can be modified in either **Unified Messaging Connection Manager** or **Web PhoneManager**.

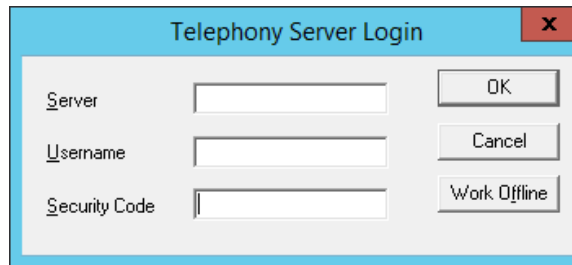
For information on **Web PhoneManager**, see the *Web PhoneManager Administration Guide*.

IMPORTANT The settings in **Unified Messaging Connection Manager** box must be configured for MiCollab AM Unified Messaging to work correctly. Typically, your system administrator

configured them when the MiCollab AM Unified Messaging client was installed on your workstation.

To configure MiCollab AM Unified Messaging Settings:

- 1 From the Windows taskbar, go to **Start > Programs > MiCollab AM Desktop > Unified Messaging Connection Manager**.
- 2 The **Telephony Server Login** dialog box appears.

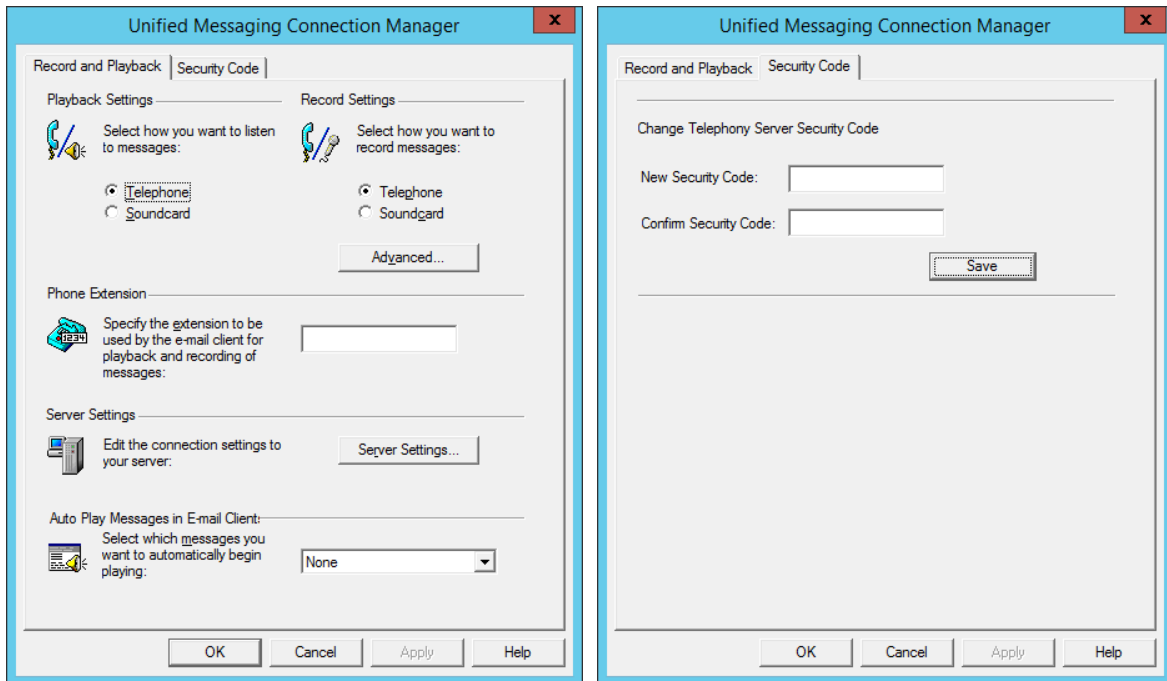


In the **Telephony Server Login** dialog box:

- Enter the FQDN or the TCP/IP address of the System Server in the **Server** box, subscriber **Username**, and **Security Code**.
- Or click **Work Offline** if you want to configure the **Unified Messaging Connection Manager** utility locally without getting connected to the server.

NOTE If you are using TCP/IP as the connection protocol, use the TCP/IP address of the System Server. Contact your MiCollab AM or LAN administrator for this IP address, if necessary. Using an IP address in the **Server** box can avoid possible DNS or name resolution issues on a LAN.

- 3 Click **OK**. The **Unified Messaging Connection Manager** dialog box appears.

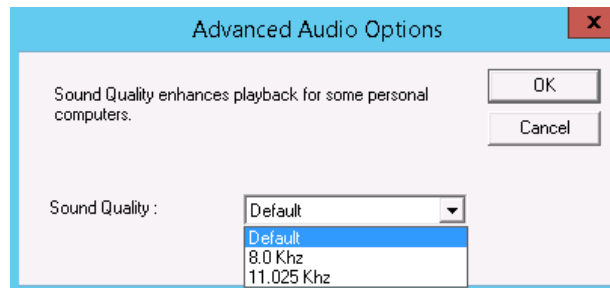


NOTE If you clicked **Work Offline**, the **Security Code** tab will not appear.

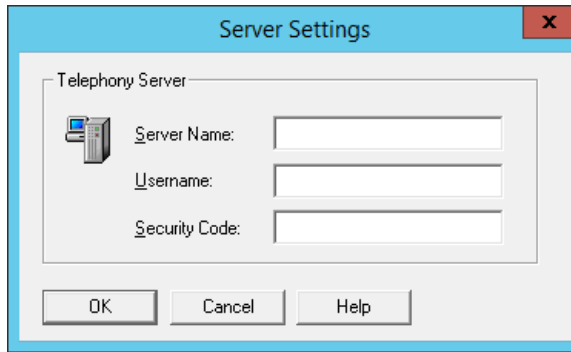
4 In the **Unified Messaging Connection Manager** dialog box, configure the following properties:

- **Record and Playback Tab**

- In **Playback Settings** and **Record Settings** fields, select the default device for playback and recording. The default selection is **Telephone**.
- Click the **Advanced** button and adjust the sound quality of the voice message. The available options are **6.0 kHz (Default)**, **8.0 kHz**, or **11.025 kHz**.



- In the **Phone Extension** box, type the subscriber's telephone extension that will be used for playback and recording of messages.
- Click the **Server Settings** button if you want to change any server options. Update the values and click **OK** to close the **Server Settings** dialog box.



- **Security Code tab**

- If you want to change your security code at this time, in the **Change Telephony Server Security Code** field, enter a new security code and re-enter the security code. Click **Save**.

5 Click **OK** to close the **Unified Messaging Connection Manager** dialog box.

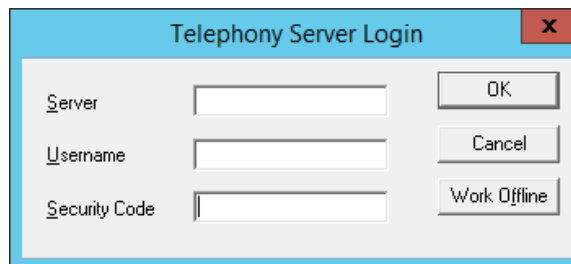
6 As appropriate, configure the **Record and Playback** tab.

Changing Your Mailbox Security Code

You can change your mailbox security code, also known as the password, on the **Security Code tab**.

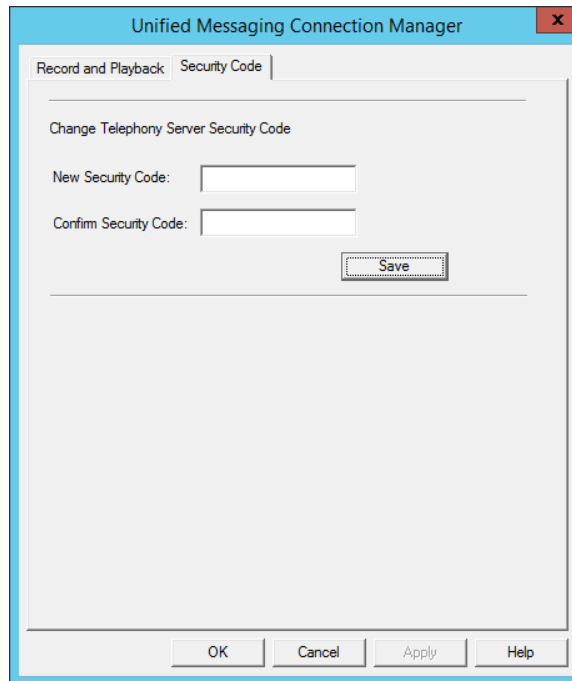
To change your mailbox security code:

- 1 From the Windows taskbar, go to **Start > Programs > MiCollab AM Desktop > Unified Messaging Connection Manager**.
- 2 In the **Telephony Server Login** dialog box, enter **Server Name**, **Username**, and **Security Code**, and then click **OK**.



- 3 Click the **Security Code tab**.

IMPORTANT If you clicked **Work Offline** in **Step 2**, the **Security Code tab** won't be available.



- 4 In the **New Security Code** and **Confirm Security Code** boxes, type and confirm your new security code.
- 5 Click **Save**.

IMPORTANT You must click the **Save** button to save your new security code.

- 6 Click **Apply**, and then click **OK**.

Changing Your E-mail Password

You must enter your E-mail password to access your E-mail messages. Whenever you change your E-mail password, you must enter that same new password in **Web PhoneManager**. For information on **Web PhoneManager**, see the **Web PhoneManager**'s online help.

Playing Voice Messages and Viewing Fax Messages

A received voice message is indicated by an E-mail message with a single file attachment that has an **.uma** or **.wav** file extension.

MiCollab AM can forward fax attachments in a variety of file formats including **.dcx**, **.pcx**, **.gif**, **.pdf**, and Group 3 or Group 4 **.tiff**.

To play a voice message or view a fax message:

- 1 Double-click the received message.
 - If the message is a *voice* message, the voice messaging form appears.

- If the message is a *fax* only, the fax viewer opens automatically, displaying the fax message over the voice messaging form.
- If the message has both *fax* and *voice* components, only the voice messaging form appears.

2 Depending on the message type, perform one of the following tasks:

- **If you want to listen to the voice message:**

Click **Play** on the voice messaging form recorder bar to begin playing the message.

NOTE Your mailbox may be set to play messages automatically, so you may not need to click **Play**.

- **If you want to view the fax:**

Click the **View Fax** button to launch the fax viewer. When accessing fax messages only, the viewer will automatically open the fax document in some cases.

For further information on replying to and forwarding voice and fax messages, see the *help* from the **Unified Messaging Connection Manager** utility.

NOTE Using the **Auto Play Messages** box in **E-mail Clients** setting on the **Record and Playback** tab in **Unified Messaging Connection Manager**, you can set some voice messages to play automatically as soon as you open them.

For more information on the settings available in this box, see the *help*.

Telephone User Interface Features

The Telephone User Interface (TUI) features provided by MiCollab AM Unified Messaging covered in this section include:

- Replying to an E-mail message by telephone
- Forwarding an E-mail message with voice comments
- Faxing an E-mail message to someone else
- Printing an E-mail message by forwarding it to a fax machine
- Selecting E-mail messages for group processing

These features are available only through the TUI.

Replying to an E-mail Message by Telephone

You can reply to an E-mail message with a voice message by telephone, rather than waiting to access the E-mail system.

To reply to an E-mail message by telephone:

- 1** Access your Subscriber mailbox using a telephone.

- 2 Press **1** to listen to messages in your **Inbox**, press **3** to listen to messages by type (if configured), or press **5** to listen to saved messages.
- 3 While listening to the desired E-mail message, press **8** to reply.
- 4 If prompted, enter the Username of the person to whom your voice message should be sent.
- 5 Press **2** to start recording your message.
- 6 Press **2** to stop recording.
- 7 Press **5** to send your reply.
- 8 To send your reply to someone else, press **1**; otherwise, press **9**.

Forwarding an E-mail Message with Voice Comments

You can forward an E-mail message with voice comments to anyone who has a computer that can play **.wav** files.

When you forward an E-mail message with voice comments, message recipients receive a single message, with your recording attached as a **.wav** file.

To forward an E-mail message with voice comments:

- 1 Access your Subscriber mailbox using a telephone.
- 2 Press **1** to listen to messages in your **Inbox**, press **3** to listen to messages by type (if configured), or press **5** to listen to saved messages.
- 3 While listening to the desired E-mail message, press **2** to forward it.
- 4 Enter the Username of the person to whom your message should be sent.
- 5 Press **2** to start recording your message.
- 6 Press **2** to stop recording.
- 7 Press **5** to send the message with your introduction.
- 8 To forward the message to someone else, press **1**; otherwise, press **9**.

Faxing an E-mail Message to Someone Else

You can fax an E-mail message to someone else by forwarding it to the appropriate Fax Delivery mailbox. However, to use this feature, your MiCollab AM server must have access to the RightFax Enterprise Fax Server.

To fax an E-mail message to someone else:

- 1 Access your Subscriber mailbox using a telephone.
- 2 Press **1** to listen to messages in your **Inbox**, press **3** to listen to messages by type (if configured), or press **5** to listen to saved messages.
- 3 While accessing the desired E-mail message, press **2** to forward it.

- 4 Enter the appropriate **Fax Delivery** Username for the fax machine you want to use.
- 5 If you specified a **Fax Delivery** mailbox that prompts for a telephone number, follow these steps:
 - a Enter the telephone number and press **#**.
 - b Pressing **1** to confirm that the number is correct.
- 6 Enter your extension or telephone number to identify your fax and then press **#**.
- 7 Pressing **1** to confirm that the number is correct.
- 8 When prompted to record an introduction, press **5** to send your message.

NOTE You should not record an introduction when forwarding an E-mail message to a fax machine. Pressing **5** allows you to send your message immediately.

- 9 To forward the message to another fax machine or someone else, press **1**; otherwise, press **9**.

Printing an E-mail Message on a Fax Machine

You can print an E-mail message by forwarding it to a fax machine. MiCollab AM allows you to print at any time and at any fax machine. However, to use this feature, your MiCollab AM server must have access to the RightFax Enterprise Fax Server.

To print an E-mail message:

- 1 Access your Subscriber mailbox using a telephone, and perform the following:
 - To listen to messages in your **Inbox**, press **1**.
 - To listen to messages by type (if configured), press **3**.
 - To listen to saved messages, press **5**.
- 2 While accessing the desired E-mail message, press **2** to forward it.
- 3 Enter the appropriate **Fax Delivery** Username for the fax machine you want to use.
- 4 If you specified a **Fax Delivery** mailbox that prompts for a telephone number, follow these steps:
 - a Specify the telephone number, and then press **#**.
 - b Confirm that the number is correct by pressing **1**.
- 5 Identify your fax by entering your extension or telephone number, and then press **#**.
- 6 Pressing **1** to confirm that the number is correct by
- 7 When prompted to record an introduction, press **5** to print your message.

NOTE Do not record an introduction when forwarding an E-mail message to a fax machine. Pressing **5** allows you to immediately send your message for printing.

- 8 To forward the message to another fax machine or someone else, press **1**; otherwise, press **9**.

Selecting E-mail Messages for Group Processing

The MiCollab AM group selection feature saves you time and effort by letting you handle messages in a group. For example, you can select your E-mail messages and forward them to a nearby fax machine for printing.

Messages lose their selected status once you exit MiCollab AM.

To select E-mail messages for group processing:

- 1 Access your Subscriber mailbox using a telephone.
- 2 Press **1** to listen to messages in your **Inbox**, press **3** to listen to messages by type (if configured), or press **5** to listen to saved messages.
- 3 While accessing the desired E-mail message, press **0**, and then press **1** to select it for group processing.
- 4 Continue to access and select E-mail messages following the instructions starting in **Step 3**.
- 5 Press ***** to return to the main menu
- 6 Press **6** to access selected messages. The following menu options are available:
 - To forward all selected messages, press **2**.
 - To discard all selected messages, press **4**.
 - To save all selected messages, press **5**.
- 7 Press the key for the desired action and follow the voice prompts.

Appendix B: Enabling/Disabling E-mail Access During System Maintenance

Tenant administrators should disable the messaging server profile when performing backups or other maintenance on the E-mail server.

Enabling/Disabling E-mail Access Using MiCollab AM Admin Configuration

To disable a messaging server profile immediately:

- 1 Open **MiCollab AM Admin > Configuration > System** and select the **E-mail** tab.
- 2 Select a messaging server profile, and then click **Edit**. The **Server Profile** dialog box appears.
- 3 Clear the **Enabled** checkbox, and then click **OK** to close the **Server Profile** dialog box.
- 4 Click **Apply** to save the change. The messaging server profile is now disabled.

To enable a messaging server profile immediately:

- 1 Open **MiCollab AM Admin > Configuration > System** and select the **E-mail** tab.
- 2 Select a messaging server profile, and then click **Edit**. The **Server Profile** dialog box appears.
- 3 Select the **Enabled** checkbox, and then click **OK** to close the **Server Profile** dialog box.
- 4 Click **Apply** to save the change. The messaging server profile is now enabled.

To disable a messaging server profile for server maintenance:

- 1 Open **MiCollab AM Admin > Configuration > System** and select the **E-mail** tab.
- 2 Select a messaging server profile, and then click **Edit**. The **Server Profile** dialog box appears.
- 3 In the **Maintenance** section, select the **Enabled** checkbox.
- 4 In the **Start** box, select a time to start server maintenance.
- 5 In the **Stop** box, select a time to end server maintenance.
- 6 Click **OK** to save the changes to the messaging server profile, and then close the **Server Profile** dialog box.
- 7 Click **Apply** to save the changes.

Appendix C: Troubleshooting E-mail Access

When encountering a problem with the E-mail Access application after setup, always check the **Windows Server Event Viewer** log before taking any action. It may provide information to help you isolate the problem.

Review the following items if you have problems after the configuration of E-mail Access:

NOTE If MiCollab AM is deployed as a hosted solution in the cloud, these tasks are performed by the tenant administrator.

- If subscribers state that E-mail messages previously deleted in the TUI persist in their E-mail mailbox, verify that they are logging off their Subscriber mailboxes correctly.
- Verify that the **E-mail Access Active** checkbox is selected.
Location: **MiCollab AM Admin > Configuration > System > Messaging Tab**
- Verify that the **Message Storage Location** option is set to **External**.
Location: **MiCollab AM Admin > Subscriber Mailbox > E-mail Tab**
- Verify that the **Server Profile** and user information are configured correctly in the Subscriber mailboxes.
Location: **MiCollab AM Admin > Subscriber Mailbox > E-mail Tab**
- Verify that the LAN adapter card is configured properly with the correct network protocols to communicate with the E-mail server.

Appendix D: Command Line/Switch Installation Information

There are several ways to do a user install from a network share. Two major categories of user install are push install and pull install.

Push Installation

A **push** installation can be either attended or unattended, but all subscribers' computers must be on and connected to the network. Both attended and unattended push installs rely on third-party push-installation software packages, all of which allow you to enter the name of an executable with command line arguments to run on the client machine.

The following example shows typical command line syntax to perform an attended **push** install for a subscriber with a Username of **1234** and extension **1234**. All other install values would come from the **Admin.ini** parameter file, which the administrator initially configured during setup.

Executable: **setup.exe**

Command line arguments: `-vAdmin.ini -b1234 -u1234`

The following example shows typical command-line syntax for an unattended **push** install supporting a subscriber with a mailbox of **1234** and extension **1234**. All other installation settings come from the **Admin.ini** file.

For an unattended **push** install (also called a silent install), you must include the **-s** switch and provide a response file. This administrator creates this file during setup; the **filename** is always **Setup.iss**, in that context. For other setups, you can use the **-f1** switch to rename the response file. The **-s** switch must always be the last argument on the command line.

Executable: **setup.exe**

Command line arguments: `-vAdmin.ini -b1234 -u1234 -f1setup.iss -s`

NOTE In both attended and unattended installs, you can omit the **-b1234** & **-u1234** arguments to make the install work for a group of users. Although the installation completes properly, subscribers cannot use MiCollab AM Unified Messaging until they enter their mailbox and extension numbers in **Unified Messaging Connection Manager** or **Web PhoneManager**.

Pull Install

The user initiates this install by clicking a shortcut or otherwise running **setup.exe** from his or her machine. This type of install is always attended because the user must be present to initiate it.

To do a **pull** install for a group of users the administrator must distribute a copy of UM **Install.Ink** to each user in the group. This file is created as part of the administrator install and located on the network share with the other install files.

The administrator could attach the shortcut file to an E-mail message, which is sent to all users in the group. Or the shortcut file could be pushed to the desktops of all users in the group, using whatever push type software the customer has. This allows each user to perform the install when he is ready.

The shortcut file above invokes **setup.exe** with **-vAdmin.ini** where **Admin.ini** is the name of the file created in the administrator setup. In all of the above-mentioned installs you can omit the **-v** argument and enter some or all of the administrator parameters as command line arguments.

Command-Line Syntax

The following table lists valid command line arguments for **push** and **pull** installs.

NOTE If you prefer, you can omit the **-v** switch and include the arguments in this table as switches on the command line.

Table 3. Valid command line arguments

Argument	Description
-?	Displays the usage help dialog of the command line parameters and values
-a	Performs an administrator install. When this switch is specified, the setup file is created in the same directory that contains the file Admin.ini . Do not use this switch with the -s or -r switches.
-b	The mailbox. For example, -b1234 where the mailbox is 1234 .
-f1	The full path to the response file, optionally including the filename. The response file is required for silent installs. A default response file is created during the administrator install and is always called setup.iss .
-h	The System Server name. For example, -hCallXpr1 where the MiCollab AM System Server is CallXpr1 .
-i	The record device. Values are s for sound card ; and t for telephone .
-j	The playback device. Values are s for sound card ; and t for telephone .
-k	Is an install OKI driver override. Values are y for Yes ; and n for No .
-l	Auto-play setting. Values are a for Always ; u for New/Unread ; and n for Never .
-n	Record message format. Values are m for Mu-Law ; a for A-Law ; p for Linear PCM ; d for OKI ADPCM ; and g for GSM 610 .
-o	Override personal settings always. Values are y for Yes and n for No .

-p	The protocol. Values are t for TCP/IP ; and n for Named Pipes .
-r	Record a new response file. For example, setup -r will go through a user install and record all user interactions into a response file called setup.iss , which will be located in the Windows directory.
-s	Silent install. This should appear as the last command line argument.
-u	Extension. For example -u1234 where your extension is 1234 .
-v	Administrator parameter file name. For example, -vAdmin.ini (the default). This switch cannot be used to set the path where the file resides.
-w	Record non-message format. Values are m for Mu-Law ; a for A-Law ; p for Linear PCM ; d for OKI ADPCM ; and g for GSM 610 .
-y	Client install path. For example, -yc:\Program Files\UM .

Here is an example command line and what it represents:

Example:

Setup -hcallxpr1 -b1234 -pT -u1234 -iT -jT -kN -IU -nM -wM -yc:\UM

① ② ③ ④ ⑤ ⑥ ⑦ ⑧

- ① The name of your **System Server** is **callxpr1**.
- ② Your mailbox and extension are **1234**.
- ③ You are using **TCP/IP** for your protocol.
- ④ Your playback and record devices are **telephone**.
- ⑤ Is **not** an install **OKI driver override**.
- ⑥ You want to auto-play only the **new or unread messages**.
- ⑦ The record message and record non-message formats are **Mu-Law**.
- ⑧ The default client install path is **C:\UM**.