

MiCollab Advanced Messaging Unified Messaging for Microsoft Exchange 2010, 2013, & 2016 Administration Guide

For version 9.0 and above

Notice

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). Mitel makes no warranty of any kind with regards to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

Trademarks

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at legal@mitel.com for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

© Copyright 2018, Mitel Networks Corporation

All rights reserved

Contents

Preface	6
References	6
Documentation	6
Documentation Updates	7
Help	7
Document Conventions	8
Frequently Used Terms	9
What is MiCollab AM Unified Messaging for Microsoft Exchange	10
MiCollab AM Unified Messaging for Microsoft Exchange Features	10
How MiCollab AM Unified Messaging Works	11
E-mail Access and MiCollab AM Unified Messaging for Microsoft Exchange	11
TUI Message Access	11
GUI Message Access	12
Message Enumeration	13
Forwarding Messages	13
Replying to Messages	13
Voice Reply to E-mail Messages from Non-Subscribers	14
Deleting Messages	14
Saving Messages	14
Text-to-Speech Rendering	14
Message Notification	14
Modifying the Subject and Notes Boxes	14
Binary-to-Fax E-mail Attachment Rendering Support	15
Third-Party Fax Server Support	15
Critical Application Issues for MiCollab AM Administrators	16
Message Cache on the MiCollab AM Server	16
Activity When the Unified Message Store is Unavailable	16
Time Synchronization between Servers	17
Installation Requirements for MiCollab AM Unified Messaging for Microsoft Exchange	18
Installation Requirements	18

Microsoft Exchange Server Requirements	18
MiCollab AM Server Requirements	18
Client Workstation Requirements	18
Installation Notes	19
Installing E-mail Access	20
Create and Configure the MiCollab AM Service Account	20
Exchange Workload Management and MiCollab AM	20
Configuring MiCollab AM Client Throttling Policies	20
Configuring Exchange Back-End Web Services for MiCollab AM	22
Modifying Existing Service Accounts or Policies	23
MiCollab AM Throttle Policy Elements	24
Enabling MiCollab AM Lines for Unified Messaging Callouts	25
Configuring MiCollab AM for E-mail Access	26
Creating Messaging Server Profiles on MiCollab AM to Communicate with the Microsoft Exchange Server	26
Configuring Autodiscovery	27
Autodiscover and System Performance	28
Enabling E-mail Access Globally	29
Enabling the Microsoft Exchange Server Interface for Subscribers	30
Integrating with a Third Party Fax Server (Optional)	31
Configuring a Workstation for Use with MiCollab AM Unified Messaging for Microsoft Exchange	33
Installing the MiCollab AM Unified Messaging Client on a LAN File Server	33
Installing the MiCollab AM Unified Messaging Client Software on a Workstation	36
Configuring the MiCollab AM Unified Messaging Client Settings	40
Setting XMediusFAX Viewer as Default in Windows 8.1 (or later)	43
Appendix A: Subscriber Quick Start	44
Configuring MiCollab AM Unified Messaging Settings	44
Sending a Voice Message	46
Playing Voice Messages and Viewing Fax Messages	47
Changing Your Mailbox Security Code	48

Telephone User Interface Features	49
Replying to an E-mail Message by Telephone	49
Forwarding an E-mail Message with Voice Comments	49
Faxing an E-mail Message to Someone Else	50
Printing an E-mail Message on a Fax Machine	50
Selecting E-mail Messages for Group Processing	51
Appendix B: Migrating from Desktop Message Manager for Microsoft Outlook to MiCollab AM Unified Messaging for Microsoft Exchange	52
Appendix C: Enabling/Disabling E-mail Access During System Maintenance	53
Enabling/Disabling E-mail Access Using MiCollab AM Admin Configuration	53
Appendix D: Troubleshooting E-mail Access after Setup	55
Appendix E: Client Installation Command Line and Switch Information	56
<i>Push</i> Installation	56
<i>Pull</i> Installation	57
Command-Line Syntax	57
Using the Diagnostic Files	59
Appendix F: Testing Messaging Server Route/Path References	61
Verifying the Global Catalog Server's Domain	61
Configuring Other Domain Names for Use with MiCollab AM	62

Preface

This guide describes how to implement MiCollab Advanced Messaging (MiCollab AM) Unified Messaging for Microsoft Exchange in an organization. The book's instructions assume that MiCollab AM is running successfully. They cover the following:

- An overview of MiCollab AM Unified Messaging for Microsoft Exchange
- Installation requirements for your MiCollab AM server, Exchange server, and client workstations
- Instructions for installing and configuring E-mail Access with an Exchange server
- MiCollab AM Unified Messaging client software installation on a workstation

To implement MiCollab AM Unified Messaging for Microsoft Exchange successfully in an organization, the assistance of the following individuals, who will constitute the implementation team, is required:

- MiCollab AM server administrator
- Microsoft Exchange Server administrator
- Windows Server domain administrator
- MIS/IT support staff

IMPORTANT Verify that each member of the implementation team is given a copy of this online book in advance of the implementation of MiCollab AM Unified Messaging for Microsoft Exchange.

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 Administration Guide
Server Documentation	System Installation and Configuration Guide
Server Documentation	RightFax Integration Guide
Server Documentation	XMediusFAX Integration Guide
Server Documentation	Unified Messaging for Microsoft Exchange 2007 Administration Guide
Server Documentation	Unified Messaging for Microsoft Exchange 2010, 2013, & 2016 Administration Guide
Quick Reference Card	Original QRC

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 Microsoft Exchange client application, also known as Desktop Suite for Exchange. Even though the name indicates it is for Microsoft Exchange, the client works with both an on premise Microsoft Exchange server and Microsoft Office 365.</p>

What is MiCollab AM Unified Messaging for Microsoft Exchange

With MiCollab AM Unified Messaging for Microsoft Exchange, subscribers can manage voice, fax, and E-mail messages using Microsoft Outlook. MiCollab AM Unified Messaging accomplishes this by enhancing the Microsoft Outlook 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.

Unlike other Desktop Suite applications that store messages on the MiCollab AM server or in the E-mail client, MiCollab AM Unified Messaging for Microsoft Exchange stores all voice and fax messages on the Exchange server along with E-mail messages. As each voice and fax message is received, it is moved from the MiCollab AM server to the Exchange server automatically, where it is still accessible in its native form as a voice or fax message.

Because the messages are stored on the Exchange server, MiCollab AM Unified Messaging for Microsoft Exchange is sometimes referred to as server-based unified messaging.

MiCollab AM Unified Messaging for Microsoft Exchange Features

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

- Allows subscribers to manage voice and fax messages in ways that best suit their work styles, using the familiar interface of Microsoft Outlook.
- Allows subscribers to view fax messages and to forward them with voice or E-mail message attachments
- Enables subscribers to create, listen to, reply to, and forward voice messages over a computer multimedia sound system, thus allowing them to use MiCollab AM functions without requiring a telephone.
- Allows each subscriber to record a name and greetings using the MiCollab AM Web PhoneManager™ application
- Allows subscribers to autodial the sender of a message using the Live Reply feature (if supported by the telephone system)

How MiCollab AM Unified Messaging Works

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

For best performance, we require that the Call Server be on the same LAN as the Exchange Server. The LAN allows MiCollab AM and the E-mail system to communicate using the E-mail system's application programming interface (API), a set of software tools that allows other programs to communicate with the E-mail system.

The center 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 software updates its post office database.

E-mail Access and MiCollab AM Unified Messaging for Microsoft Exchange

E-mail Access is an advanced feature of MiCollab AM. Because MiCollab AM Unified Messaging functions discussed in this book depend on the proper installation of E-mail Access on the MiCollab AM server and Exchange servers, all of the requirements for E-mail Access also apply to MiCollab AM Unified Messaging for Microsoft Exchange. E-mail Access must be functioning before you can begin configuring MiCollab AM Unified Messaging for Microsoft Exchange.

NOTE E-mail Access is only available for messages stored in the root of the Inbox. E-mail Access cannot retrieve E-mail messages that are stored in subfolders on the Exchange server or 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 play back directly.
- E-mail messages are read aloud using text-to-speech capabilities, starting with information about the E-mail messages' subjects and senders.
- 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, allowing them to access specific types of messages quickly. Message access through the TUI does not support the creation of text or fax messages; it only supports voice forwards and replies to E-mail messages.

TUI access offers the following features:

- When subscribers log on, MiCollab AM notifies them if they have received E-mail messages and tells them how many new messages there are. In addition, depending on how the subscribers configure their mailboxes, MiCollab AM can inform them when new E-mail messages arrive.
- Subscribers are informed of the time each E-mail message was delivered. Depending on what envelope information is available, MiCollab AM can also report the message subject and read or play the sender's name.
- Subscribers can listen to their E-mail messages. The text-to-speech 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 reply to E-mail messages with voice messages, providing critical responses without waiting to get to their E-mail programs. The response is attached to the E-mail reply message as a **.wav** file. The message recipient can listen to the voice message on any computer capable of playing **.wav** files.
- 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 also voice annotate a message before forwarding it.
- When an OpenText™ RightFax Fax Server or an XMediusFAX® 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, for RightFax, text file attachments (with a **.cmd**, **.bat**, or **.txt** extension) can be printed on a fax machine, as can binary file attachments from such popular application programs such as Microsoft Word and Microsoft Excel.

GUI Message Access

Installation of the Desktop Suite for Exchange extends Microsoft Outlook support to voice and fax messages as follows:

- New icons are added to the GUI. In the Inbox, a telephone icon signifies a voice message, whereas a fax sheet icon denotes fax and voice-annotated fax messages.
- MiCollab AM messages are identified as such in the subject line.
- New voice and fax message forms are included. The voice message form includes media player controls that support both the playback and recording of voice messages. The subscriber can select either the computer sound device or telephone for playback and recording.
- Allows subscribers to listen to, create, reply to, and forward voice messages over a computer sound device (typically a PC sound card or a motherboard-mounted multimedia audio chipset), allowing them to use MiCollab AM functions without a telephone.
- Subscribers can annotate messages, adding information about the subject or notes that summarize the response. When the message is forwarded, these notes are not forwarded, but remain only with the original message.

- The subscriber can forward or reply to any message using either MiCollab AM or E-mail message forms.

Message Enumeration

MiCollab AM enumerates and reads aloud any message found in the Microsoft Exchange user's **Inbox** or **Saved** folders. It considers all messages in the root of the **Inbox** folder, both read and unread, to be new messages, presenting them in separate read and unread groups over the TUI. It presents all messages in the **Saved** folder as saved messages.

IMPORTANT If a subscriber moves a message, regardless of type, to an Outlook folder other than Saved or Inbox, MiCollab AM is no longer able to access that message.

Forwarding Messages

A voice or fax message may be forwarded as a MiCollab AM voice message, with or without a voice annotation.

- If the subscriber selects the voice forwarding option while using the GUI, a new forward form appears. The subscriber has the option of recording an introduction to the original message.
- If the subscriber chooses to forward the message with the E-mail client's standard forwarding function, a new mail message appears with one or two file attachments (a **.wav** file for a voice message, a **.tif** file for a fax). The subscriber may type text in the message or attach other files.

NOTE When forwarding a voice message as an E-mail message from Microsoft Outlook, any **.wav** attachment is formatted using a **Pulse Code Modulation (PCM)** based compressor/de-compressor (codec).

This codec allows playback of the voice message on most computers running Windows-based operating systems, without requiring the installation of any special codecs on the computer.

Replying to Messages

When a subscriber replies to a voice or fax message by either voice or E-mail, the original message is not included in the reply.

- If the subscriber selects the voice reply option while using the GUI, a new voice form appears with the original sender's E-mail address on the **To** line. Using the media controls, the subscriber records a voice reply. The reply can be edited or re-recorded before it is sent.
- If the subscriber selects the E-mail reply option, the E-mail client uses its regular reply function. This allows the creation of a standard E-mail reply.

Voice Reply to E-mail Messages from Non-Subscribers

In recorded voice replies to E-mail messages, the audio format depends on whether the person who sent the original E-mail message was a MiCollab AM subscriber. For subscribers, MiCollab AM uses the audio format that the administrator selected for voice messages. When subscribers send voice replies to non-subscribers, MiCollab AM uses the audio format, linear-monaural 8-bit PCM.

On reply to an E-mail message from a non-subscriber, the voice message is attached to the reply message as a **.wav** file (linear PCM, 8 KHz, 8 bits per sample, mono). The recipient can then listen to this voice reply on a personal computer capable of playing **.wav** files. The E-mail server used by the recipient must support **.wav** file attachments.

Deleting Messages

Subscribers can mark messages for deletion on MiCollab AM, but messages are not removed from the subscriber's Inbox until the subscriber logs off from MiCollab AM. When the subscriber logs off MiCollab AM, the Exchange server moves the message marked for deletion to the **Deleted Items** folder. The deleted messages remain in the **Deleted Items** folder until the subscriber moves it or permanently deletes it.

Saving Messages

If the subscriber reads a message (voice, fax, or E-mail) and saves it through the TUI, MiCollab AM considers the message saved and moves it to the **Saved** folder. If no **Saved** folder exists, **E-mail Access** creates it while saving the first message.

MiCollab AM considers read and unread messages in the Inbox as new, but derives their read or unread status from message attributes on the Exchange server. It equates the Saved folder with its own saved message queue, and does not report over the TUI on whether the saved messages are read or unread.

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

Modifying the Subject and Notes Boxes

Subscribers can type comments in the **Subject** or **Notes** box of any received message and save those changes with the message. Such notes are intended for the subscriber's personal use and are not included in any replies or forwards.

Binary-to-Fax E-mail Attachment Rendering Support

MiCollab AM supports the Server-Side Application (SSA) conversion engine used by RightFax Fax Server versions 8.7, 9.0, and 9.3. 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 2000–2016
- Microsoft Excel 2000–2016
- Microsoft PowerPoint 2000–2016
- Microsoft Visio 2000–2016

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.

NOTE 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 the SSA conversion engine can render and information about configuring the feature on the fax server, see the RightFax documentation.

Third-Party Fax Server Support

MiCollab AM can use either RightFax or XMediusFAX as its integrated fax server. In addition to these integrated fax servers, MiCollab AM Unified Messaging can support the following third-party fax servers:

- Esker Fax™ 3.5 or later
- Fenestrae® Faxination® 6.0 or later

If MiCollab AM Unified Messaging is integrated with one of these fax servers, subscribers receive fax messages in their Outlook inboxes and can view, forward, or reply to them as they would with RightFax or XMediusFAX.

NOTE Ftext and standalone fax messaging support require RightFax or XMediusFAX. For more information about setting up these features, see the *Ftext Administration Guide*, *Fax Messaging Administration Guide*, *RightFax Integration Guide*, and *XMediusFAX Integration Guide*.

Critical Application Issues for MiCollab AM Administrators

MiCollab AM Administrators should be aware of the following critical application issues concerning MiCollab AM Unified Messaging for Microsoft Exchange:

- Message cache on the MiCollab AM server
- Activity when the unified message store is unavailable
- Time synchronization between servers

Message Cache on the MiCollab AM Server

When configured with MiCollab AM Unified Messaging, the MiCollab AM server caches voice and fax messages to speed subscriber access to messages through the TUI. Voice and fax message attachments are stored in the cache as the message is delivered to the inbox on the external message store. When accessing the message, if the attachment is located in the local cache, MiCollab AM will not need to download the attachment, reducing any potential delay during message playback.

A server administrator can change the size of the cache using the **E-Mail Cache Size (Mbytes)** box on the **Tenant Summary** dialog box of the **Tenant** tab of **MiCollab AM Configuration**. Mitel recommends that the size of the cache be large enough that its automatic purge function is activated no more than once a day. An entry is recorded in the **Windows Server Event Log** each time the cache is purged.

Activity When the Unified Message Store is Unavailable

If 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 voice and fax messages. Any MiCollab AM messages already moved to the E-mail server's unified message store is unavailable from the TUI until communication between the servers is restored.

If the Exchange server is functioning during this period of broken communication, subscribers may access their voice and fax messages stored on the Exchange server using Outlook. Voice messages residing on the MiCollab AM server are unavailable through Outlook. Once the two servers restore communication, the MiCollab AM server moves any new messages to the Exchange server and all messages are available again through the TUI or Microsoft Outlook.

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 Exchange server. Correct time synchronization is especially critical on MiCollab AM installations that are not joined to a domain because the domain controller usually provides time synchronization services.

If the times on the two servers lose synchronization with each other, a new message sent from the MiCollab AM server to the Exchange server may appear to be a future delivery message.

If this occurs, the message may either fail to appear in the E-mail client program right away or fail to be presented through the TUI until the future delivery time has arrived. Time differences between the MiCollab AM server and the Exchange server can cause a disparity between the messages displayed in the E-mail client and the messages available in the TUI.

Mitel recommends that you join the MiCollab AM server to your domain to enable automatic time synchronization.

To verify that automatic time synchronization is enabled, open a command prompt as an administrator and run **w32tm /query /source**. This returns the name of a domain controller if synchronization is enabled. For more information about time synchronization, see [//technet.microsoft.com/en-us/library/cc758905\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc758905(WS.10).aspx).

Installation Requirements for MiCollab AM Unified Messaging for Microsoft Exchange

Installation Requirements

This section lists the requirements for installing E-mail Access and MiCollab AM Unified Messaging for Microsoft Exchange successfully. Be sure that the correct files, versions, and service packs are installed before continuing with the other procedures discussed in this document.

Microsoft Exchange Server Requirements

- Microsoft Exchange Server 2010 SP3, 2013, or 2016
- Internet Protocol version 4 (IPv4) must be enabled

MiCollab AM Server Requirements

- Microsoft Windows Server 2008 R2 with Service Pack 1 (64-bit only), Windows Server 2012 R2, or Windows Server 2016 (Server with Desktop Experience)
- MiCollab AM version 9.0 or later
- A low latency, high bandwidth connection to the Exchange servers for best end user TUI performance
- Internet Protocol version 4 (IPv4) must be enabled

Client Workstation Requirements

- Microsoft Windows Vista, 7, 8/8.1, or 10
- Microsoft Outlook versions 2010, 2013, or 2016

Installation Notes

- 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 current text-to-speech resources, refer to the **Features** tab in MiCollab AM Configuration.
- Depending on the E-mail Access features you want to use, you may need additional memory in the platform. Contact Mitel for help with determining memory requirements.
- To print binary file attachments, RightFax Fax Server v8.7 or later must be installed at the site. Do not install it on the MiCollab AM server. For more information, see the RightFax documentation describing the SSA conversion engine.
- To print E-mail messages on a fax machine (E-mail text-to-fax service), the OpenText RightFax Fax Server or XMediusFAX fax server must be integrated with MiCollab AM. For more information, see the RightFax or XMediusFAX documentation or contact OpenText or XMedius.

Installing E-mail Access

NOTE The PowerShell cmdlets describe in this section must be run in the **Exchange Management Shell**. See *Microsoft Exchange* documentation for additional information.

Create and Configure the MiCollab AM Service Account

The MiCollab AM Exchange Web Services client service communicates with Exchange using a specially configured user/mailbox account. Use the Exchange Management Console or the web-based Exchange Administrative Center to create a Domain User account with a mailbox to act as the MiCollab AM service account. Do not assign it to any groups. For ease of management, Mitel recommends naming the account **CXServiceAccount**.

Next, use the **New-ManagementRoleAssignment** cmdlet to assign the Application Impersonation role to the MiCollab AM service account. Mitel recommends naming the role assignment **CXWebServiceAssignment**.

The following can be pasted into the Exchange Management Shell to create the **CXWebServiceAssignment** role and assign Application Impersonation rights to user **CXServiceAccount**:

```
New-ManagementRoleAssignment -Name CXWebServiceAssignment -Role  
ApplicationImpersonation -User CXServiceAccount
```

Note the account name and password for use later when configuring the MiCollab AM Exchange server profile.

Exchange Workload Management and MiCollab AM

Microsoft Exchange Server Workload Management uses throttling policies to balance Exchange server resource use as demands change. Managing all of the communication protocols Exchange supports requires nearly 100 individual policy elements. This section covers the throttling policy elements that apply to the MiCollab AM workload and how to create and assign them correctly.

Configuring MiCollab AM Client Throttling Policies

MiCollab AM uses three different kinds of connections to communicate with Exchange, each with specific throttling requirements. One type leverages a randomly selected user account. MiCollab AM also connects to Exchange using the service account created earlier in this document. The 3rd type is regulated by the back end web service and is covered in a later section.

For ease of management Mitel recommends using 2 throttling policies, one that applies to all users and another that applies only to the MiCollab AM service account. Run the PowerShell cmdlets that follow in the **Exchange Management Shell** following to create and apply the necessary policies.

NOTE Exchange 2010 and Exchange 2013/2016 use different methods to manage and apply throttling policies. Please verify the Exchange version and follow the procedures in the matching section.

Exchange 2010

Throttling Policy Rules:

- The default throttling policy applies to all users
- Non-default throttling policies can be assigned to individual users.
- Exchange 2010 does not support assigning throttling policies to groups.

To configure MiCollab AM client throttling policies for Exchange 2010:

- 1 Run the following cmdlets in the Exchange Management Shell to edit the default policy:

```
$a = Get-ThrottlingPolicy | where-object {$_.IsDefault -eq $true}
$a | Set-ThrottlingPolicy -CPAMaxConcurrency 10000 -CPAPercentTimeInCAS 100 -
CPAPercentTimeInMailboxRPC 100 -RCAMaxConcurrency 10000 -RCAPercentTimeInAD 100
-RCAPercentTimeInCAS 100 -RCAPercentTimeInMailboxRPC 100 -EWSMaxConcurrency
10000 -EWSPercentTimeInAD 100 -EWSPercentTimeInCAS 100 -
EWSPercentTimeInMailboxRPC 100 -EWSFastSearchTimeoutInSeconds $null -
EWSFindCountLimit $null
```

NOTE Changing the default throttling policy is normally not recommended in deployments with large numbers of users due to the potential for resource drain and other load-related issues. MiCollab AM leverages Exchange impersonation to access multiple mailboxes. Some throttling policies apply to the impersonating account while others apply to the mailbox being accessed, so the service account and also every MiCollab AM user account must have policy modifications. Due to an Exchange 2010 limitation, to ensure Exchange Web Services will function properly for all MiCollab AM users the system administrator must either modify the global policy or create a separate policy similar to that in step 2 for each MiCollab AM user.

- 2 Run the following PowerShell cmdlets in the Exchange Management Shell to create a new policy called **CXMessagingPolicy**:

```
New-ThrottlingPolicy CXMessagingPolicy -CPAMaxConcurrency 10000 -
CPAPercentTimeInCAS 100 -CPAPercentTimeInMailboxRPC 100 -RCAMaxConcurrency
10000 -RCAPercentTimeInAD 100 -RCAPercentTimeInCAS 100 -
RCAPercentTimeInMailboxRPC 100 -EWSMaxConcurrency 10000 -EWSPercentTimeInAD 100
-EWSPercentTimeInCAS 100 -EWSPercentTimeInMailboxRPC 100 -
EWSFastSearchTimeoutInSeconds $null -EWSFindCountLimit $null
```

NOTE These throttling policy values guarantee that all MiCollab AM-Exchange interactions will function properly. But due to the dynamic nature of the Exchange environment Mitel

strongly recommends monitoring EWS throttling and adjusting the settings as is best for their system.

- 3 Run the following PowerShell cmdlet to assign the new policy to the MiCollab AM service account:

```
Set-Mailbox "<service account>" -ThrottlingPolicy CXMessagingPolicy.
```

Exchange 2013/2016

Throttling Policy Rules:

- Throttling policies are applied by scope.
- Global scope is the default policy
- Organization scope applies to all users in the organization
- Regular scope applies to the users/groups it is associated with

To configure MiCollab AM client throttling policies for Exchange 2013/2016:

- 1 Run the following PowerShell cmdlet in the Exchange Management Shell to create an Organization-scoped Throttling Policy called **CXMessagingPolicy**. It will automatically be applied to all organization user accounts:

```
New-ThrottlingPolicy -Name CXMessagingPolicy -EwsMaxConcurrency 10000 -  
RCAMaxConcurrency 10000 -CPAMaxConcurrency 10000 -ThrottlingPolicyScope  
Organization
```

- 2 Run the following PowerShell cmdlet in the Exchange Management Shell to create a Regular-scoped Throttling Policy called **CXSvcMessagingPolicy**:

```
New-ThrottlingPolicy -Name CXSvcMessagingPolicy -EwsMaxConcurrency 10000 -  
RCAMaxConcurrency 10000 -CPAMaxConcurrency 10000 -ThrottlingPolicyScope Regular
```

- 3 Run the following PowerShell cmdlet to assign the new policy to the MiCollab AM service account:

```
Set-ThrottlingPolicyAssociation -Identity CXServiceAccount -ThrottlingPolicy  
CXSvcMessagingPolicy
```

Configuring Exchange Back-End Web Services for MiCollab AM

Exchange 2010 and Exchange 2013/2016

The connections used for streaming notifications are not fully covered by client throttling policies. Hanging Connection concurrency, a key performance element of the MiCollab AM workload, is regulated by the Exchange web services that manage the mailbox databases. Use the following procedure to adjust the limits for MiCollab AM.

Perform the following procedure on each Mailbox server in the Exchange organization (or each server hosting the Exchange back end web services)

To increase the Hanging Connection limit:

- 1 Log on to the mailbox server.
- 2 Open an Explorer window and locate the **web.config** file for the **MSExchangeWebServicesAppPool**.

NOTE On a standard server installation it is stored in the **C:\Program Files\Microsoft\Exchange Server\V15\ClientAccess\exchweb\ews** folder.

- 3 Copy the **web.config** file to **web.config.old**.
- 4 Open **web.config** for editing in Notepad.
- 5 Locate the **<AppSettings>** section of the file. It will contain several **<add key= />** entries.
- 6 Add the following entry to the **<AppSettings>** section:

```
<!-- increase concurrent connections for MiCollab AM Streaming Notifications -->
<add key="HangingConnectionLimit" value="10" />
```

- 7 Save the **web.config** file and close the editor.
- 8 Open the **IIS Manager**.
- 9 In the **Connections** panel, click to highlight **Application Pools**.
- 10 Locate the **MSExchangeServicesAppPool** in the **Features View** panel.
- 11 Right-click on the application pool and choose **Stop**.
- 12 Wait 10 to 15 seconds.
- 13 Right-click on the application pool and select **Start**.

Perform this procedure on each Mailbox server in the deployment (or each server hosting the Exchange back end web services).

Your new MiCollab AM service account is now ready to be tested.

Modifying Existing Service Accounts or Policies

If you already have an existing MiCollab AM service account and need to modify or update the Throttle Policies, replace the **New-ThrottlingPolicy** cmdlet in the previous task descriptions with one of the following:

To remove a throttling policy:

Remove-ThrottlingPolicy

To view the settings of a throttling policy:

Get-ThrottlingPolicy

To modify the available settings for a throttling policy: **Set-ThrottlingPolicy**

MiCollab AM Throttle Policy Elements

The following list contains all of the MiCollab AM-relevant Exchange Throttling Policy elements. For best performance under moderate workloads set the values as shown:

Exchange 2010

- CPAMaxConcurrency 10000
- CPAPercentTimeInCAS 100
- CPAPercentTimeInMailboxRPC 100
- RCAMaxConcurrency 10000
- RCAPercentTimeInAD 100
- RCAPercentTimeInCAS 100
- RCAPercentTimeInMailboxRPC 100
- EWSMaxConcurrency 10000
- EWSPercentTimeInAD 100
- EWSPercentTimeInCAS 100
- EWSPercentTimeInMailboxRPC 100
- EWSFastSearchTimeoutInSeconds \$null
- EWSFindCountLimit \$null

Exchange 2013/2016

- RCAMaxConcurrency 10000
- EWSMaxConcurrency 10000
- CPAMaxConcurrency 10000

NOTE More information on Microsoft Exchange Server throttling policies is available at technet.microsoft.com/en-us/library/dd351178.aspx.

Enabling MiCollab AM Lines for Unified Messaging Callouts

The MiCollab AM server administrator must enable lines on the **Lines** tab so MiCollab AM Desktop 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 server administrator 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 Desktop applications:

- 1 Open **MiCollab AM Configuration**.
- 2 Select the **Lines** tab.
- 3 Click the checkbox in the **Callouts** column to enable each MiCollab AM you want to line allow callouts, and then click **Apply**. If necessary, see the online help for information about the **Lines** tab.
- 4 Click the **Switch Sections** tab.
- 5 Select the switch section you want to edit from the list, and then click **Edit**.
- 6 From the **Switch Section Options** dialog box, select **All Parameters** from the **View** drop-down list.
- 7 Verify that the values in the **Incoming Line Reserve** and **Maximum Callouts** settings are appropriate. Change the values as necessary.

NOTE 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 **Configuring Callouts**, or 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**.

Configuring MiCollab AM for E-mail Access

Some of the steps in this section are performed by, or with the assistance of, the Exchange server administrator. In addition, the assistance of the Active Directory domain administrator may be required.

Creating Messaging Server Profiles on MiCollab AM to Communicate with the Microsoft Exchange Server

Creating Messaging Server Profiles on MiCollab AM to communicate with the Microsoft Exchange server involves two steps: configuring the E-mail Cache Size, and adding an E-mail profile to the tenant.

NOTE If MiCollab AM is deployed as a hosted solution in the cloud, the creation of messaging server profiles for the Microsoft Exchange server requires the server administrator to configure the E-mail Cache Size, and the tenant administrator to add an e-mail profile to the tenant.

To configure the E-mail Cache Size:

- 1 Verify that you are logged on to the MiCollab AM server using the MiCollab AM service account.
- 2 Open **MiCollab AM Configuration** and select the **Tenant** tab.
- 3 Select a tenant, and then click the **Edit** button. The **Tenant Summary** dialog box appears.
- 4 Set the **E-Mail Cache Size (Mbytes)** to a value between 100 and 500 megabytes (MB), and then click **OK**.

IMPORTANT This cache speeds up telephone access to messages stored on the Exchange server. Increase the cache size if the following message appears in the Event Viewer Application log more than once a day: *External Mail Cache purged*.

- 5 Click **OK** to close **MiCollab AM Configuration**.

To add an E-mail Profile:

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.

- 1 Start the **Admin** utility and log on using your 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** window appears.
- 4 In the **Server Type** box, select **Exchange**.
- 5 In the **Server Sub Type** box, select the version that matches your Exchange deployment. The choices are **Exchange 2010**, **Exchange 2013**, or **Exchange 2016**.
- 6 In the **Display Name** box, type a unique name, 30 characters or less, for the messaging server profile.
- 7 In the **Route/Path** box, enter the domain name.
- 8 Under **Server Account > E-mail Address**, enter the E-mail address of the MiCollab AM service account created earlier in this document.
- 9 In the **Login ID:** box, enter the MiCollab AM service account name.
- 10 Enter and confirm the MiCollab AM service account password.
- 11 Click **OK** to close the **Server Profile** dialog box.
- 12 On the **E-Mail** tab, click **Apply**, and then click **OK**.

Configuring Autodiscovery

MiCollab AM EWS client uses the client-side autodiscover process to locate the Exchange autodiscover service and from there the Exchange web service that hosts the mailbox to be accessed. The following table contains the **autodiscover** parameters that can be set in the **E-Mail Server Profile**:

Table 3. Autodiscover Configuration settings

Parameter	Description
Web Services URL	The connection point for mailbox access. In a large environment there may be more than one if mailboxes are stored on several servers.
Use Autodiscover	Checking this setting tells the MiCollab AM EWS client service to use the autodiscovery process to automatically locate the autodiscover service
Autodiscover URL	The location of the Autodiscover service. MiCollab AM uses this service to obtain user/mailbox location information. Entering a valid URL tells the MiCollab AM EWS client service to skip autodiscovery and use this location to connect to the Autodiscover service.
Autodiscover SCP Lookup Enabled	If Use Autodiscover is checked enabling this setting tells the MiCollab AM EWS client service to use the full autodiscovery process and query the Active Directory for any registered

autodiscover service connection points before attempting other location methods.

Autodiscover and System Performance

On an average day in a normal business environment, it is not unusual for MiCollab AM to make hundreds of connections, each using autodiscovery to obtain location information. Even in the most streamlined Exchange environments using client-side autodiscovery adds a small amount of time to each connection. The responsiveness hit is not noticeable in most environments

The very best connection performance is obtained by *hardwiring* static locations for the autodiscover and web services into the MiCollab AM Server Profile, effectively bypassing autodiscovery. Contact your Exchange administrator and ask if there are preferred autodiscover service and Web Service URLs you should use for MiCollab AM. If so, uncheck the **Use Autodiscover** setting and enter the URLs provided by your Exchange administrator in the **Autodiscover URL** and **Web Services URL** boxes.

Static URLs can be used effectively in Exchange single-box or single-CAS server environments, where there is only one server that can host the autodiscover and web services.

Best Practice Example:

For the best Exchange performance when the MiCollab AM server is an Active Directory domain member, check both the **Use Autodiscover** and **Autodiscover SCP Lookup Enabled** checkboxes. This tells the client-side autodiscovery process to check the Active Directory, the fastest and most accurate source for service connection information, before trying any other methods.

To test Autodiscover from the Outlook client:

- 1 Launch Outlook configured with the MiCollab AM Exchange server account on the MiCollab AM server.
- 2 While pressing **CTRL**, right-click the Outlook icon in the system tray.
- 3 Select **Test E-mail AutoConfiguration**.
- 4 Check the **Use AutoDiscover** box and enter the **E-mail Address** and **Password** fields for the account to test.
- 5 Review the **Log** tab for potential problems.

NOTE The **Outlook Autoconfiguration** log information also contains the URL of the Autodiscover service. This URL can be entered in the **MiCollab AM Email Server Profile** to bypass the process of locating the service.

- 6 Configure **Server Account**. Enter the email address, logon ID and password of the MiCollab AM Service Account.
- 7 To verify the settings typed in the **Server Profile** dialog box up to this point, click **Test**.
- 8 In the **User Logon Account** dialog box, type the user name of a known account on the Exchange server in the **User Name** box.

E-mail Access uses the messaging server profile in an attempt to enumerate the E-mail mailbox of the account specified in the **User Logon Account** dialog box. It then displays a log file called **Mcheck.log**.

- 9 Using the contents of the **Mcheck.log** file, verify that the messaging server profile settings are correct up to this point.
 - a If the **Mcheck.log** file indicates **Success** (a normal enumeration of the E-mail mailbox):
Proceed to next step.
 - b If the **Mcheck.log** file indicates **Failure**:
Repeat **Steps 10** through **13** from the [Creating Messaging Server Profiles on MiCollab AM to Communicate with the Microsoft Exchange Server](#) section; and **Steps 1** through **8** from the current [Configuring Autodiscovery](#) section until **Mcheck.log** displays success in all areas.
- 10 Configure the messaging server profile to stop E-mail Access during Exchange server maintenance.
 - a If you want to stop E-mail Access during Exchange server maintenance, continue to **Step 11**.
 - b If you do not want to stop E-mail Access during Exchange server maintenance, skip to **Step 14**.
- 11 Under **Maintenance**, select the **Enabled** checkbox.
- 12 Select the **Enabled** checkbox to enable the messaging server profile.
- 13 Select the **Supports External Mail Store** checkbox.
- 14 Click **OK** to close the **Server Profile** dialog box.
- 15 Repeat **Steps 7** through **13** from the [Creating Messaging Server Profiles on MiCollab AM to Communicate with the Microsoft Exchange Server](#) section and **Steps 1** through **14** from the current [Configuring Autodiscovery](#) section for each domain, as necessary.
- 16 Click the **Apply** button, and click **OK**.
- 17 Open **MiCollab AM Configuration** and select the **Main** tab.
- 18 Click **Startup**.
- 19 Wait until the **Current Status** displays **Running**, and then click **OK** to close **MiCollab AM Configuration**.

Enabling E-mail Access Globally

You must enable E-mail Access to allow MiCollab AM to communicate with Exchange. By enabling E-mail Access globally, you prepare MiCollab AM to link with the Exchange 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 bar, select **Configuration > System**.
- 3 Click 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 the Microsoft Exchange Server Interface for Subscribers

You must perform the following steps on each MiCollab AM Subscriber mailbox that uses MiCollab AM Unified Messaging.

To configure MiCollab AM Subscriber mailboxes for use with MiCollab AM Unified Messaging:

- 1 Log on to **MiCollab AM Admin**.
- 2 Open the Subscriber mailbox or use the template editing tools to edit a range of mailboxes.
- 3 Click the **E-mail** tab.
- 4 Select the messaging server profile created in the section, [Creating Messaging Server Profiles on MiCollab AM to Communicate with the Microsoft Exchange Server](#) from the Server Profile drop-down list.
- 5 Under **Message Access by Client Applications**, select **Unified Messaging**.
- 6 Configure the subscriber's **Display Name** and **E-mail Address** boxes.
- 7 Click **Search**.
- 8 Verify or modify the information appearing in the **Search String** box to match the search type you intend to use, and then click **Search**.
- 9 Select the E-mail account from the **Search Results** box, and then click **OK**. The **Display Name** and **E-mail Address** boxes now contain the information obtained from the search.
- 10 Under **Message Access by Telephone**, select the **E-mail** box to enable TUI access for E-mail messages.
- 11 Click **OK** to save and close the Subscriber Mailbox.
- 12 Repeat these steps for each subscriber you want to have E-mail Access.

Integrating with a Third Party Fax Server (Optional)

To integrate MiCollab AM Unified Messaging for Microsoft Exchange with a third-party fax server such as Esker Fax or Fenestrae Faxination, you need to know the following information:

- The message class name or names used to represent fax messages on the Exchange server

NOTE For more information about message class names on a hosted system, please contact your provider; otherwise, for details see Appendix E in the *System Installation and Configuration Guide*.

- The filename extension that the fax server uses for the fax image files it attaches to E-mail messages, if you want to exclude other attachment extensions for security reasons

This information is normally available in the documentation that accompanies the fax server software.

To integrate MiCollab AM Unified Messaging for Microsoft Exchange with a third-party fax server:

- 1 Open **MiCollab AM Configuration** and select the **Main** tab.
- 2 If the system is running, click **Shutdown**. Wait until the **Current Status** changes to **Stopped**.
- 3 Select the **Fax** tab.

NOTE If MiCollab AM is deployed as a hosted solution in the cloud, skip **Step 3** and go to **Step 5**.

- 4 Select **Third Party** as the **Fax Type**, and then click **OK**.
- 5 Open MiCollab AM **Admin**, select **Configuration > System**, and then select the **Fax** tab.
- 6 Select **Third Party** for the **Fax Type**.
- 7 Select **Exchange** as the **Message Store Type**.
- 8 Type the **Fax Domain Name** and the **Fax Template String**.
- 9 In the **Message Classes** box, click **Add New**, and then type a new message class name used for fax messages on the Exchange server (for example, IPM.FAX).
- 10 Click **OK** to add the class name to the **Message Classes** list.
- 11 Repeat **Steps 9** to **10** to add any additional class names that are needed.
- 12 Proceed according to whether you want to restrict the filename extensions that are acceptable for fax attachment files.

Table 4. Restriction Procedures for Fax Attachment

If you want to ...	Then...	And...
Restrict fax attachments to one or more specific filename extensions	Clear Allow All	Continue with Step 13 .
Allow all filename extensions for fax attachments	Leave Allow All selected	Skip to Step 17 .

- 13** In the **Allowed File Extensions** group, click **Add New**.
- 14** In the **File Extension** dialog box, type a file extension (for example, *.tif*) that MiCollab AM should allow subscribers to receive as fax messages.
- 15** Click **OK** to add the extension to the list of allowed extensions.
- 16** Repeat **Steps 13** to **15** to add any additional extensions that MiCollab AM should allow.
- 17** Click **OK**.
- 18** Open **MiCollab AM Configuration**, select the **Main** tab, and then click **Startup**.

Configuring a Workstation for Use with MiCollab AM Unified Messaging for Microsoft Exchange

Installing the MiCollab AM Unified Messaging client on subscriber workstations creates a Unified Messaging Connection Manager utility in the Windows Control Panel, adds new menus and toolbar buttons to Outlook, and places an online help file in the MiCollab AM Desktop program group.

Subscribers can configure their connections to the MiCollab AM server through the **Unified Messaging Connection Manager** dialog box using **Outlook** or the **Unified Messaging Connection Manager** utility.

Subscribers must configure these connections before they can access the MiCollab AM server to generate voice messages, and retrieve voice and fax messages in **Outlook**.

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

The following three methods are available for installing the client on subscriber desktops:

- The **push** method installs the client software on one or more workstations at the initiation of an administrator, through command-line prompts or third-party deployment software. 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. This is done from a command line or through third-party deployment software.

The administrator needs only to create a default subscriber profile before distributing the link.

- The **direct** method involves installing the client software from the MiCollab AM Installation Media or network share at each subscriber workstation.

NOTE For more information on the command line prompts and switches to use with the *push* and *pull* methods, refer to [Appendix E: Client Installation Command Line and Switch Information](#).

Installing the MiCollab AM Unified Messaging Client 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.

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

IMPORTANT Do not use the MiCollab AM server as a LAN files 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 MiCollab AM Unified Messaging client software on a LAN file server:

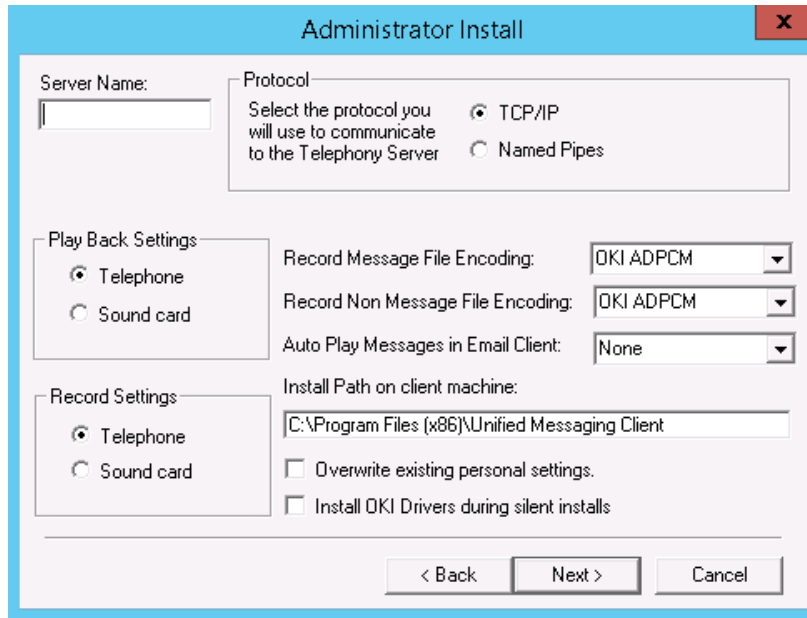
- 1 Log on to the file server where the client setup file is to be installed.
- 2 Insert the MiCollab AM Installation Media into the appropriate drive of the file server.
- 3 Depending on which edition you wish to install, type or browse to one of the following command lines using the **Command Prompt**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

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

- 4 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.

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



7 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.

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

9 Click **OK**.

Installing the MiCollab AM Unified Messaging 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 Exchange server
- An Outlook 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 recording, audio playback, and Live Reply

IMPORTANT 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 Exchange\Acmdrv** directory on the MiCollab AM Installation Media.

In addition, to ensure that the MiCollab AM Unified Messaging forms operate correctly on Citrix MetaFrame servers or servers for Microsoft Terminal Services, you must install Visual Basic Scripting Edition for Microsoft Outlook on those servers manually. For instructions and other information, see the knowledge base article KB302003 at support.microsoft.com.

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 workstation so that all necessary program components, especially the audio compressor/de-compressor, are installed correctly.

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

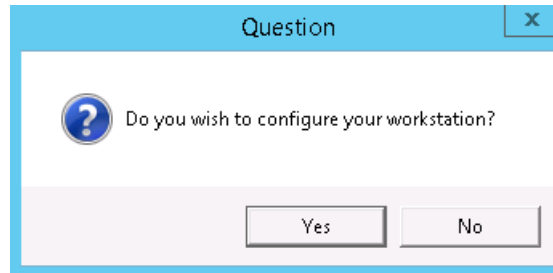
- 1 Insert the MiCollab AM Installation Media into the appropriate drive.
- 2 When the **Mitel MiCollab AM Installation Components** dialog box appears, click the appropriate link as follows:
 - If you are installing the U.S. edition, click **Desktop Suite for Exchange (USA)**.
 - If you are installing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

NOTE If the Mitel MiCollab AM Installation Media Components dialog box does not display, navigate to the **...\Client Installs\Desktop Suite for Exchange\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.

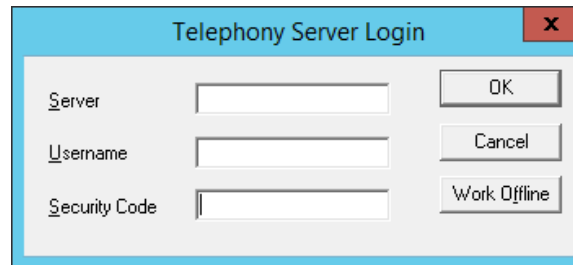


In the **Question** dialog box:

- 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 MiCollab AM Unified Messaging 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 MiCollab AM Unified Messaging 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.

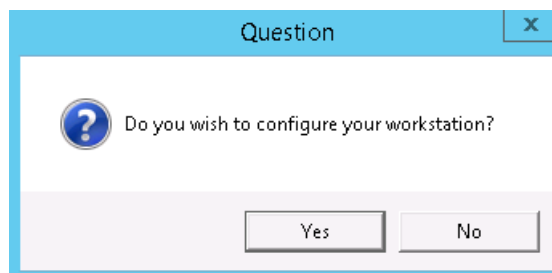
3 If the **Choose Setup Language** dialog box appears, select the language you want to use during the setup process, and then click **OK** to continue.

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.



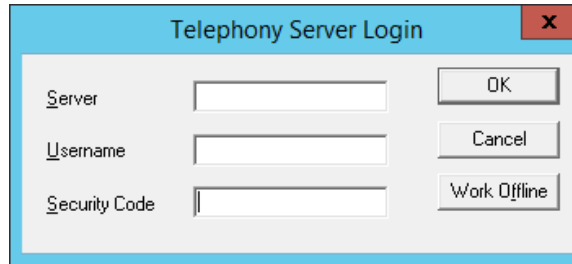
In the **Question** dialog box:

- 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 MiCollab AM Unified Messaging 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 MiCollab AM Unified Messaging 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.

Configuring the MiCollab AM Unified Messaging Client Settings

You must configure several settings prior to a subscriber's first use of the MiCollab AM Unified Messaging client. 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 From the taskbar, go to the **Start > All Programs (or Apps) > MiCollab AM Desktop > Unified Messaging Connection Manager**.
- 2 The **Telephony Server Login** dialog box appears.

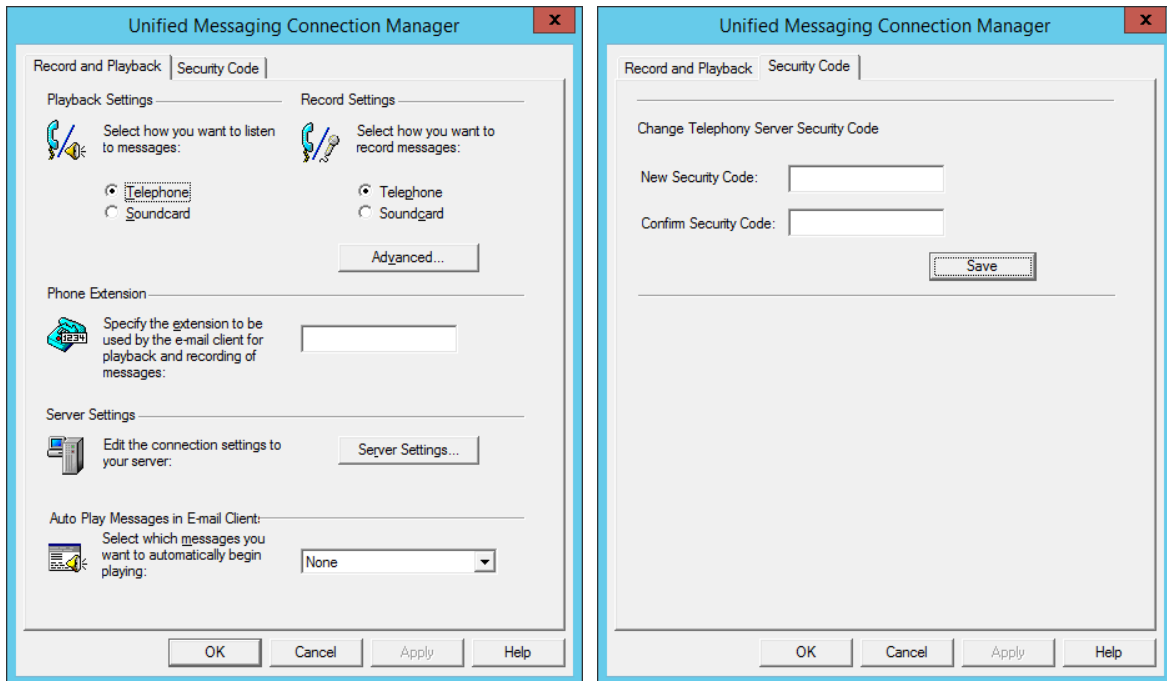


In the **Telephony Server Login** dialog box:

- 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 Name box can avoid possible DNS or name resolution issues on a LAN.

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

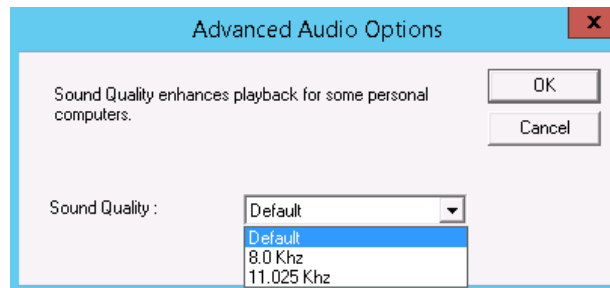


NOTE If you clicked **Work Offline**, the **Security Code** tab will not appear.

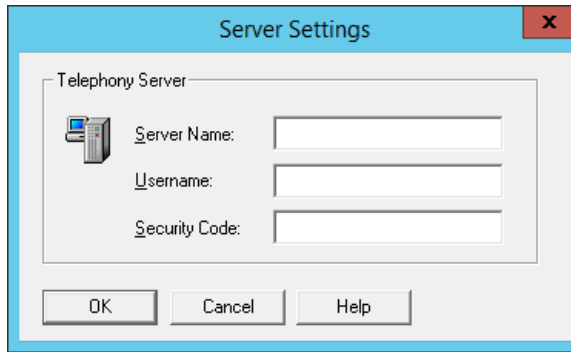
4 In the **Unified Messaging Connection Manager** dialog box, configure the following properties:

- **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.

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 enable subscribers to get up and running quickly. You can copy and distribute the information on these pages as necessary.

Configuring MiCollab AM Unified Messaging Settings

You may want to modify the settings of your Subscriber mailbox from time to time.

For example:

You may decide you want to switch the playback device from your telephone to your computer's sound card and speakers.

You can modify this option through either **Unified Messaging Connection Manager** or **Web PhoneManager**. For information on **Web PhoneManager**, see the Web PhoneManager online help or *Web PhoneManager Administration Guide*.

To configure MiCollab AM Unified Messaging Settings:

- 1 Open **Unified Messaging Connection Manager** as follows:
 - If **Microsoft Outlook** is running, from the **Home > Mitel** ribbon, click **Connection Manager**.
 - If **Microsoft Outlook** is not running, then from the Windows taskbar, go to **Start > All Programs (or Apps) > MiCollab AM Desktop > Unified Messaging Connection Manager**.
- 2 The **Telephony Server Login** dialog box appears.

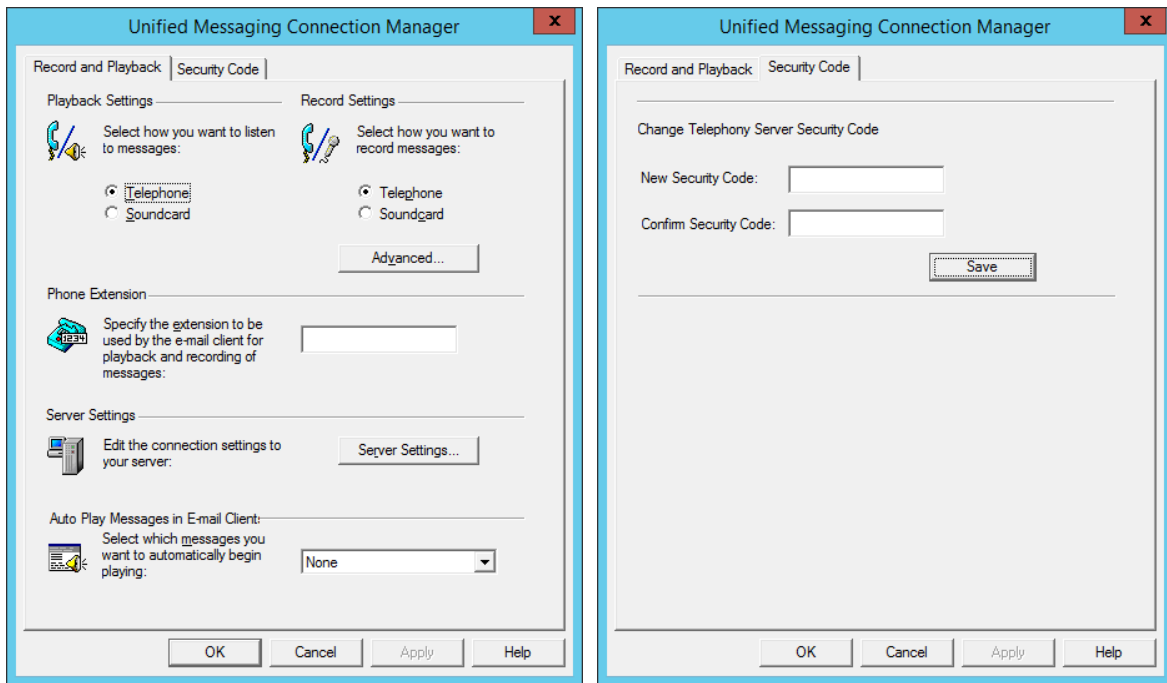


In the **Telephony Server Login** dialog box:

- 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.

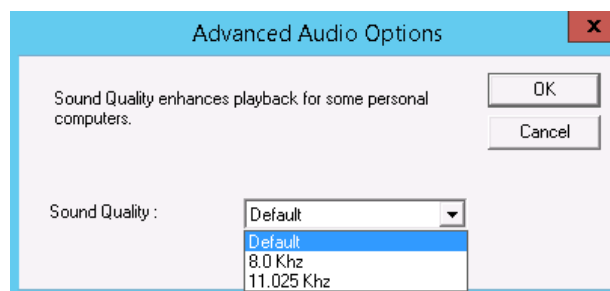


NOTE If you clicked **Work Offline**, the **Security Code** tab will not appear.

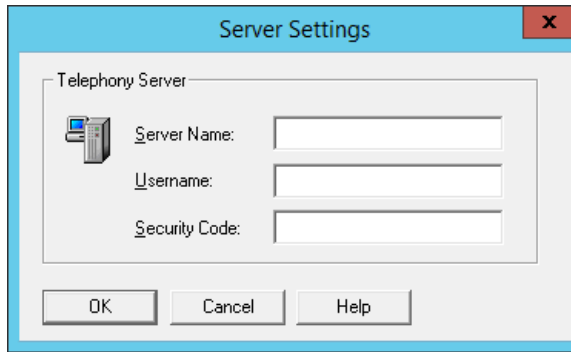
- 4 In the **Unified Messaging Connection Manager** dialog box, configure the following properties:

- **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.

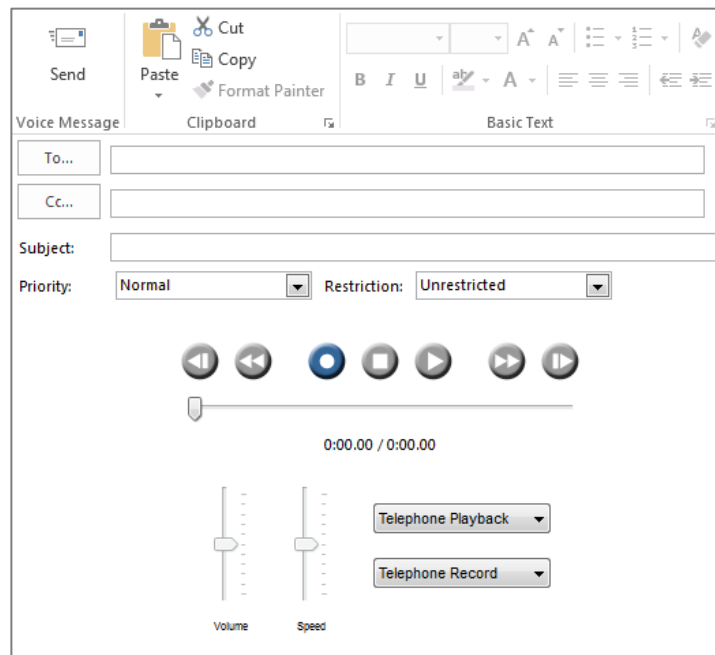
Sending a Voice Message

Once the client software is installed on your workstation and the server settings are configured in **Unified Messaging Connection Manager**, you can access the voice messaging and fax retrieval features through your **Microsoft Outlook** mail program.

The steps for creating a voice message with Microsoft Outlook are as follows:

To create a new voice message:

- 1 In **Microsoft Outlook**, go to the **Home > Mitel** ribbon, and then click **New Voice Message** to open the voice messaging form.



- 2 On the new voice message template:
 - a Click **To** to address the message or type an E-mail address in the **To** box.
 - b Click the **Record** button to begin recording the voice message.
 - c Click the **Stop** button to end recording.
 - d Click **Send** to send the voice message.

For more specific information on recording and playback options, see the **Unified Messaging Connection Manager** online help.

Playing Voice Messages and Viewing Fax Messages

New voice messages are indicated within Microsoft Outlook by a telephone icon. Fax messages are indicated within Microsoft Outlook by a fax icon.

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 **Unified Messaging Connection Manager** utility online help.

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.

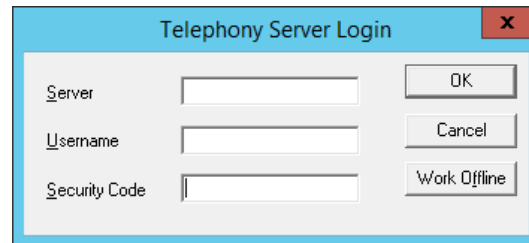
For more information on the settings available in this box, see the online help.

Changing Your Mailbox Security Code

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

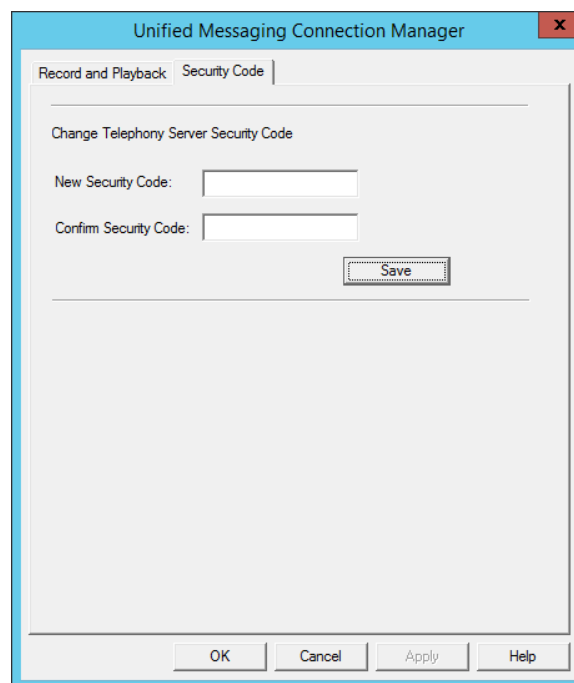
To change your mailbox security code:

- 1 Open **Unified Messaging Connection Manager**.
- 2 In the **Telephony Server Login** dialog box, enter **Server Name**, **Username**, and **Security Code**, and then click **OK**.

A dialog box titled "Telephony Server Login" with a blue header bar and a red close button. It contains three text input fields labeled "Server", "Username", and "Security Code". To the right of these fields are three buttons: "OK", "Cancel", and "Work Offline".

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

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

A screenshot of the "Unified Messaging Connection Manager" window. The "Security Code" tab is selected. The window has a blue header bar and a red close button. Below the header, there are two tabs: "Record and Playback" and "Security Code". The "Security Code" tab is active and shows a section titled "Change Telephony Server Security Code". This section contains two text input fields: "New Security Code:" and "Confirm Security Code:". Below these fields is a "Save" button. At the bottom of the window, there are four buttons: "OK", "Cancel", "Apply", and "Help".

- 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**.

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

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 mailbox number 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 mailbox number 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 Fax Server or the XMediusFAX 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** mailbox number 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, the RightFax Fax Server or the XMediusFAX fax server must be integrated with MiCollab AM. For more information, see the RightFax or XMediusFAX documentation or contact OpenText or XMedius.

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** mailbox number 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: Migrating from Desktop Message Manager for Microsoft Outlook to MiCollab AM Unified Messaging for Microsoft Exchange

Although MiCollab AM Unified Messaging for Microsoft Exchange functions similarly to the older Desktop Message Manager for Microsoft Outlook client from a user's standpoint, the two client programs are much different in their internal operation.

For this reason, it is important to remove all components of **Desktop Message Manager for Microsoft Outlook** before you install **MiCollab AM Unified Messaging for Microsoft Exchange**.

To migrate a user from Desktop Message Manager for Microsoft Outlook to MiCollab AM Unified Messaging for Microsoft Exchange:

- 1 Remove the **MiCollab AM Message Service** from the subscriber's E-mail profile.

NOTE If you prefer, you can create a new profile that excludes the **MiCollab AM Message Service**. After testing the new profile, delete the original profile.

- 2 Remove **Desktop Message Manager for Microsoft Outlook**.
- 3 Install the client for **MiCollab AM Unified Messaging for Microsoft Exchange**.

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

Any time maintenance is performed on the Exchange server, it affects the ability of Unified Messaging to function normally. In sites that have multiple Exchange servers, maintenance on a single server can also have an undesired effect.

During the time work is performed on the Exchange servers, the effect on MiCollab AM may result in new voice mail messages being unavailable to the subscriber until normal Exchange server operation resumes.

The following procedure places MiCollab AM Unified Messaging in maintenance (Store down) mode.

Subscribers can use the TUI to log on to MiCollab AM and check for messages received during the maintenance period. Any MiCollab AM message already moved to the Exchange server's unified message store is unavailable through the TUI until normal operation between the servers is restored. Voice messages residing on the MiCollab AM server are unavailable through the Outlook client.

Once normal operation is restored, the MiCollab AM server moves the new messages still residing on it to the Exchange server, and all messages become available through the TUI or the Outlook client. The interval between full restoration of service and new message availability may be up to one hour to prevent MiCollab AM from sending too many messages at once to the Exchange 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 D: Troubleshooting E-mail Access after Setup

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.
- Verify that the MiCollab AM servers and the MiCollab AM Service have sufficient permissions to log on to the Exchange server(s). Further, verify that the MiCollab AM server is a member of the same Windows Server domain as the Exchange server(s), or if it is a member of a different Windows Server domain, that the two Windows Server domains *trust* each other.

Appendix E: Client Installation Command Line and Switch Information

MiCollab AM Unified Messaging provides the following two automated methods for installing client files on subscriber workstations from a network share:

- **Push** installation, in which an administrator starts the installation routine and the subscribers are not involved in it.
- **Pull** installation, in which subscribers receive a link or path to the installation routine and start it themselves.

This section describes both types of installation and discusses the necessary command line syntax for deploying them.

NOTE After the installation, the workstation will need to be restarted.

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 mailbox number 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 Installation

A **pull** installation is always attended; a subscriber must be present to start it.

To set up a **pull** installation for a group of subscribers, the administrator must provide a copy of the shortcut file UM **Install.lnk** to each user in the group. The administrator creates this file as part of the administrator setup process and places it on the network share with the other install files.

An administrator can distribute the shortcut file to the subscribers in one of two ways:

- Use whatever **pull** installation software the customer has to place it on the subscribers' desktops.
- Send it to all customers as an E-mail attachment.

The subscriber then runs the file to begin the installation. The file is configured to invoke the following command line:

```
setup.exe -vAdmin.ini
```

In this command line, **Admin.ini** is the name of the parameter file created during administrator setup.

Command-Line Syntax

The following table lists the valid command line arguments for both **push** and **pull** installations.

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

Table 5. 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 -lU -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**.

Using the Diagnostic Files

Because **push** and **pull** installations occur in your absence, you need some sort of evidence that the installation was completed correctly.

To provide you that evidence, the setup program creates a diagnostic file in the topmost directory where the software was installed. The name of the diagnostic file indicates how the installation concluded.

Table 6. Installation Conclusion Steps

If the file name is...	Then...
UMInstallSuccess.txt	The installation completed successfully and no further action is required.
UMInstallReboot.txt	The installation completed successfully, but the computer must be restarted before the software can be used.
UMInstallErr.txt	The installation encountered problems, which the file describes.

If the **UMInstallErr.txt** file exists, it contains one or more error codes that explain why the installation could not complete successfully. The following table shows the codes that can help you troubleshoot the installation yourself; if the file contains other codes, contact Mitel Technical Support for assistance.

Table 7. Troubleshooting codes

Code	Error Message	Explanation
110	User cancelled install (On Cancel event)	A user interrupted the setup program as it was installing the software.
111	User cancelled un-installation	A user interrupted the setup program as it was removing software.
112	Invalid file, CRC error encountered	<p>The setup program could not match the checksum given for an installed file, indicating that the file is corrupt.</p> <ul style="list-style-type: none">• If you have installed the setup program and its associated files to a shared directory on your network, verify that all of the files were copied correctly.• If you are installing from the MiCollab AM Installation Media, contact Mitel Technical Support.
113	File reported an error during file copy	<p>The setup program could not copy a file successfully.</p> <p>Verify the following:</p> <ul style="list-style-type: none">• The destination folder (or its parent folder) is shared.• The account running the setup program has permission to modify it.• None of the files is marked read-only.

115	Locked file was encountered	<p>The setup program could not copy a file successfully because it would need to replace a file that was in use at the time it ran.</p> <p>Make sure that no one has any files open in the directory where you are installing MiCollab AM Unified Messaging.</p>
119	Error occurred attempting to process the command line parameters	<p>The setup program could not understand all of the command line arguments it was given.</p> <p>Check the syntax of the command line you are attempting to use to install MiCollab AM Unified Messaging.</p>

Appendix F: Testing Messaging Server Route/Path References

As discussed in the section [Creating Messaging Server Profiles on MiCollab AM to Communicate with the Microsoft Exchange Server](#), the domain specified in the Route/Path box of a messaging server profile must resolve as a global catalog server in the organization's LAN or WAN.

If this domain does not resolve properly, functions that rely on **Lightweight Directory Access Protocol (LDAP)** fail. For example, under these circumstances, the **Subscriber Mailbox E-mail Search** dialog box of the MiCollab AM Admin utility fails to find even known Subscriber mailboxes matching its specified search criteria.

This appendix discusses steps you can take to confirm that the domain specified in the Route/Path box of a messaging server profile resolves correctly. It also discusses how to configure the MiCollab AM server to recognize valid domains that do not resolve as global catalog servers.

IMPORTANT To support the following procedures, the site's network administrator must provide you with the IP addresses of the global catalog servers in the site's network and the domain names associated with those servers. This information is available in the Active Directory Sites and Services utility.

Verifying the Global Catalog Server's Domain

The following procedure confirms the domain name of the MiCollab AM messaging server protocol in most systems.

To verify and test the domain name of a global catalog server:

- 1 From the taskbar on the **MiCollab AM System Server**, select **Start**, and then **Run**.
- 2 In the **Open:** box, type *cmd*, and then click **OK**. The command prompt window appears.
- 3 At the command prompt, type the command, *ping %userdnsdomain%*.

Examine the text that the ping command returns. You should be able to see the domain name and IP address of the global catalog server associated with the MiCollab AM platform, as well as the results of the communication test that the command normally performs.

Verify that the domain name stored in the messaging server profile on the MiCollab AM server is the same as the domain name returned by the ping command, and correct the profile if necessary.

NOTE For the purposes of configuring MiCollab AM, it is not necessary for the communication test to succeed. If the ping command identifies the domain name and IP address of the global catalog server correctly, you can proceed to verify and correct the configuration of the MiCollab AM messaging server profile.

Configuring Other Domain Names for Use with MiCollab AM

In most systems, using the domain name of a global catalog server as the Route/Path in a MiCollab AM messaging server profile provides the best performance. However, you can substitute a different domain name (if it is valid) by adding it to the host file on the MiCollab AM server platform.

To configure a domain name for use with MiCollab AM:

- 1 From the taskbar on the MiCollab AM System Server, select **Start**, and then **Run**.
- 2 In the **Open:** box, type *cmd*, and then click **OK**. The command prompt window appears.
- 3 At the command prompt, type *notepad %windir%\system32\drivers\etc\hosts*.
- 4 Click **OK** to start Notepad and load the host file.
- 5 In Notepad, place the cursor at the beginning of an empty line at the bottom of the file. Type the IP address associated with the domain name you are configuring, press the **Tab** key, and then type the domain name.
- 6 From the menu bar, select **File**, and then select **Exit**.
- 7 When prompted to save the changes before exiting, click **Yes**.

You can now use the domain name in the **Route/Path** boxes of MiCollab AM messaging server profiles.