

EXCHANGE 2007 TIPS

Tip #2: Integrated Communications

Courtesy Hans Willi Kremer, Managing Director of NETsec, a German Microsoft Gold Certified Partner specializing in IT security and advanced infrastructure.

Note: This brief references a number of screenshots. You can view them at this URL:

http://www.enowconsulting.com/help/integrated_communications.asp

What is Unified Messaging?

Microsoft describes Exchange 2007 Unified Messaging as 'a revolutionary advance in the way we communicate and collaborate.' Say goodbye to stand-alone communications systems—with Unified Messaging, all your emails, voicemails, and faxes are stored in a single system. You can listen to voicemails in Outlook. You can listen to emails on your mobile device using Outlook Voice Access (OVA).

In this article, Hans Willi Kremer guides you through the steps to test and demonstrate Exchange 2007 Unified Messaging.

First, some good news: You do not need to configure a VOIP gateway to demonstrate Exchange UM. Microsoft has thoughtfully included a UM-Testphone so you can simulate a call through Exchange UM. Note that UM-Testphone is not a VOIP phone; it is not suitable for use in a production environment.

Step 1: Prepare an Exchange 2007 Server

We discussed the steps to prepare for Exchange 2007 in our last issue. If you do not already have Exchange 2007 in production or in your lab, your simple solution is to install an Exchange 2007 32-bit trial on a virtual machine with all roles (except Edge Transport) enabled. You may also use it as DC and DNS.

Step 2: Enable Sound

You are going to listen to a voicemail, so your VM server needs a Multimedia Audio Controller. Your host machine must also have sound enabled. You can use a standard USB headset to communicate. Note that you may need to deactivate Windows Firewall and non-active network adapters.

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Step 3: Configure UM Features

At the Organization level in the Exchange Management Console, configure a new dial plan under Configuration/Unified Messaging. (Refer to screenshot 'My Dialplan'.)

Also configure a new UM IP gateway for connecting to the outside world. (In a live deployment this would be your VOIP gateway.) Assign the newly created Dial Plan to the new gateway. (Refer to screenshot 'My UM IP Gateway'.)

Create a new mailbox policy and assign it to the Dialplan you created above. (Refer to screenshot 'My UM Mailbox Policy'.)

Under Server Configuration/Unified Messaging, open the properties of your server and assign it to the same Dialplan in UM Settings Plan. (Refer to screenshot 'My Serverconfiguration'.)

Note: If you use a non-English environment, you can install other language packages by running `Setup.com /AddUmLanguagePack:DE-de /s:d:\<sourcefolder>`

Step 4: Configure Test Users

Create two mailbox-enabled test users: T1 and T2. Verify that the mailboxes are accessible by sending a message from one to the other in OWA.

In EMC, enable Unified Messaging for both test users. Open Recipient Configuration and then click 'Enable Unified Messaging' in the Actions tab. Configure the T1 test account to use mailbox extension 11111 and the T2 test account to use extension 22222. You can allow the PIN to be generated automatically. (Refer to screenshot 'My UM Testusers'.)

Check your T1 and T2 test mailboxes – each user should have received a message from Exchange containing their mailbox extensions number PINs. (Refer to screenshot 'My First UM Message'.)

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Step 5: Use Testphone

You should now have a file called 'ExchangeUMTestPhone.exe' under 'C:\Program Files\Microsoft\Exchange Server\Bin\.'

Start UM ExchangeUMTestPhone.exe and go to the Setup tab under Tools to view your call settings and server address. (Refer to screenshot 'My Phone Callsettings.')

Test the basic functionality of UM-Testphone just as you would make a regular phone call. (Refer to screenshot 'My First Call.')

Take the phone off the hook; you should be connected to Exchange UM. A voice will ask you to authenticate—if you enter '11111,' you will be connected to the T1 test account you created in Step 4 above. (You can also log in by spelling your Active Directory alias.) Note that Exchange UM will ask you to speak your name—this will be recorded as your greeting for people who call you. Now you may choose between accessing your mailbox, your calendar, etc.

Step 6: Demonstrate the Functionality

Log into the T1 test account. Pretend you are in your car on the way to work. You can choose to have your new emails converted to speech so you can listen to them as you drive.

Use the T2 test account to send a meeting request to the T1 test account. Log into the T1 test account and Exchange UM to query your calendar for today. Ask for meeting details. Exchange UM will convert the meeting request into speech. Now you can accept the meeting invitation by voice and, if you wish, send an additional voice message to the organizer.

Call the T2 test account directly either by entering the extension (22222) or by spelling the Active Directory alias. Leave a message for T2 and press 11 to send the message as voice mail with high importance. Disconnect from T1 and connect to T2 to listen to the new mail.

In Conclusion

Exchange Unified Messaging is very cool technology with real business benefits. Now that you have a demo version configured, you can test all the additional functionality it has to offer. (Refer to screenshot 'My Second Call.')