

MaxCS 7.5

Microsoft Exchange 2013
Integration

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In the MaxCS ACM Administration Manual for Release 7.5, Chapter 28 provides instructions for integration with Microsoft Exchange 2010.

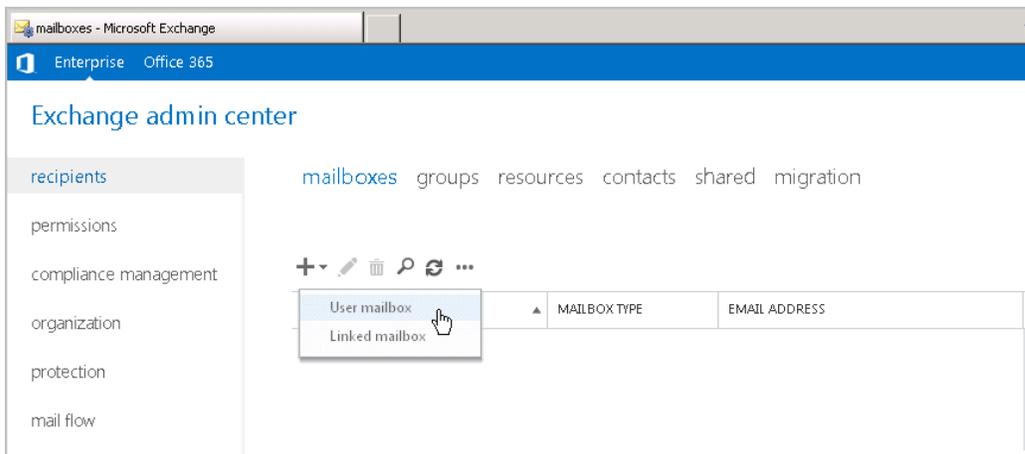
This article provides instructions for configuration integration with Exchange 2013.

Exchange Integration

1. Before you begin, review Chapter 28 in the MaxCS ACM 7.5 Administration Manual. You will need to refer to that chapter for MaxCS configuration steps and other details that are not specific to Exchange 2013.

You can find the most current version of the Administration Manual (along with other MaxCS documentation) on Altigen's MaxCS page: <http://maxcs.com/support/current-manuals/>.

2. Add Exchange Integration licenses to MaxCS.
3. In the Exchange Management console, create a mailbox for the service account that was created during installation (choose **recipients** > **mailboxes**, click the Plus sign and choose **user mailbox**).



new user mailbox Help

Alias:

Existing user

New user
 First name:

 Initials:

 Last name:

 *Display name:

The user's alias is the portion of the email address on the left side of the @ symbol. It must be unique in your organization.

- In MaxCS Administrator, select **System > Voice Mail Configuration**. Select the Exchange Integration mode that you want to use, and enter the name (not the IP address) of the Exchange server.

Voice Mail Configuration

Messaging | Voice Mail Distribution List

Message Notification
 Maximum Retry Count: Retry Interval in Minutes:

Message Management Options
 Confirm Message Deletion Warn Expiration of Saved Messages

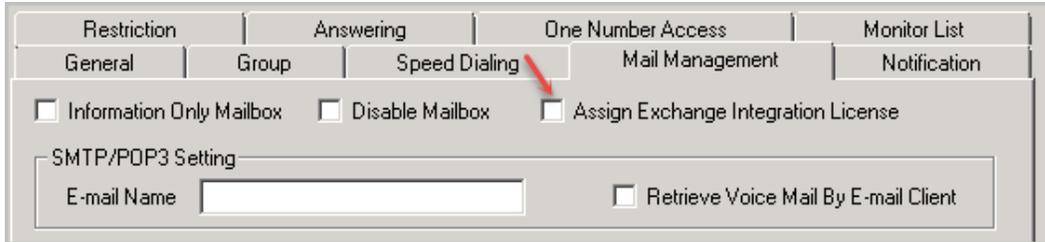
Recording Options
 Minimum Recording Length: sec(s) Pause Detect Length: 100ms

Microsoft Exchange Integration
 Disabled Exchange Client Access Server:
 Synchronize with Exchange
 Bridged Access to Exchange Exchange Unified Messaging Server:
 Enable Synchronization
 Native VM Integration with Exchange

SMTP/POP3 Options
 Enable SMTP/POP3 Service
 Mail Domain Name:
 PostMaster Ext:

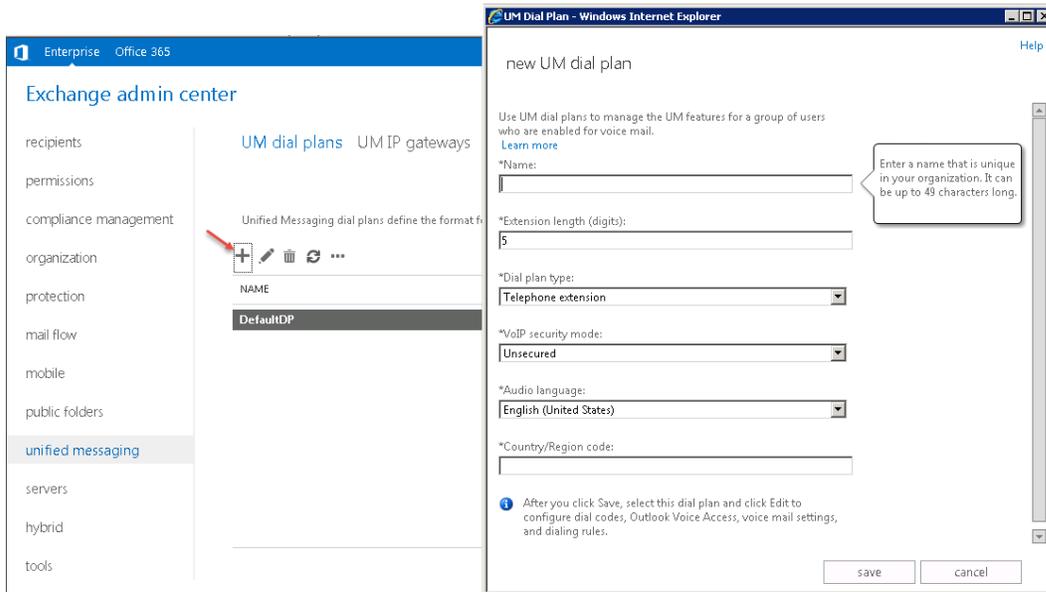
- Configure the names of each extension user such that the first and last names are the same as the user's matching mailbox on the Exchange Server. Leave the Middle Initial field empty.
- In order to synchronize voicemail in *Bridged Access to Exchange 2007* mode, check the *Enable Synchronization* option below that option.

- For users whose voicemail messages will be integrated with Exchange, open the *Mail Management* tab for the user's extension and check the option *Assign Exchange Integration License*.



Bridged Access and Native Voicemail Integration

- Create a dial plan: In the Exchange Management console, select **unified messaging > UM dial plans**. Click the Plus sign.



- Enter a name for the dial plan, specify the length of the extension numbers, and enter a country or region code. The extension length must be the same as the extension number length in MaxCS.

A default UM Mailbox policy is automatically created and is associated with this dial plan.

- In the UM dial plan list, select the dial plan that you just created and click the pencil icon to edit the dial plan.

UM dial plans UM IP gateways

Unified Messaging dial plans define the format for telephone numbers in your organization. For UM to answer calls for your users, you have to set up at least one dial plan. [Learn more](#)

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NAME	EXTENSION LENGTH	URI TYPE
NewDP	5	Telephone extension
DefaultDP	4	Telephone extension

4. Click Configure.

UM Dial Plan - Windows Internet Explorer

NewDP [Help](#)

Configure settings for this dial plan, including UM mailbox policies, auto attendants, and hunt groups.

UM Dial Plan

Name: NewDP

Dial plan type: Telephone extension

Extension length (digits): 5

To configure dial codes, Outlook Voice Access, voice mail settings, and dialing rules for this dial plan, click Configure.

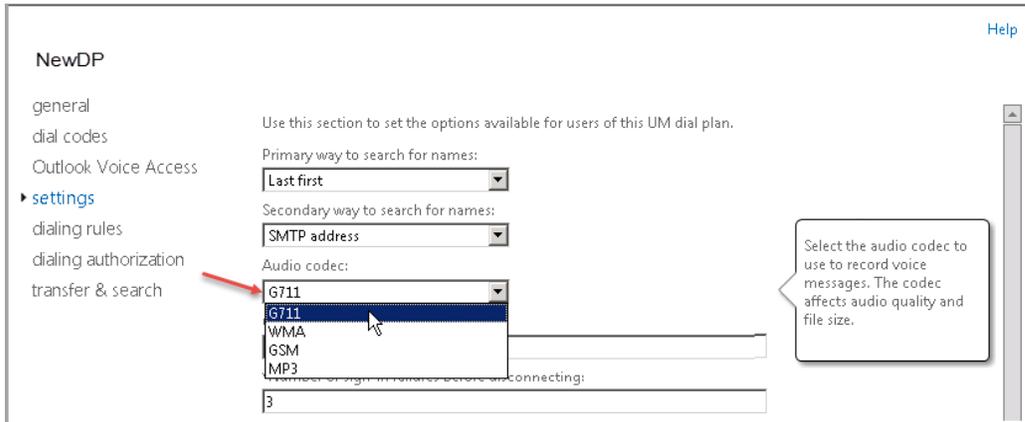
UM Mailbox Policies

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NAME	MINIMUM PIN LENGTH
NewDP Default Policy	6

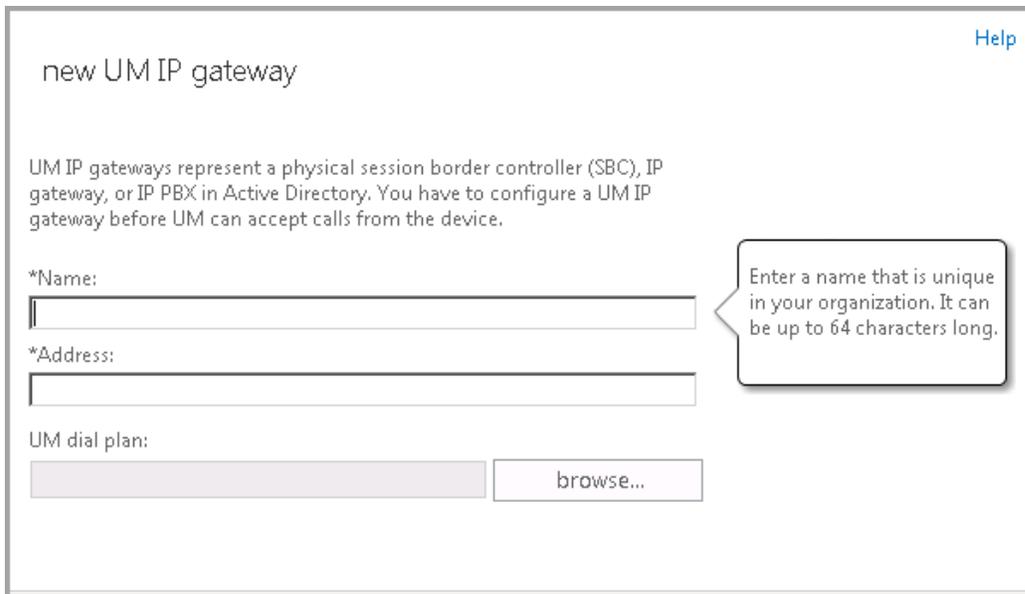
1 selected of 1 total

5. Select **settings** and set the *Audio Codec* option to G.711. Save and close the windows.

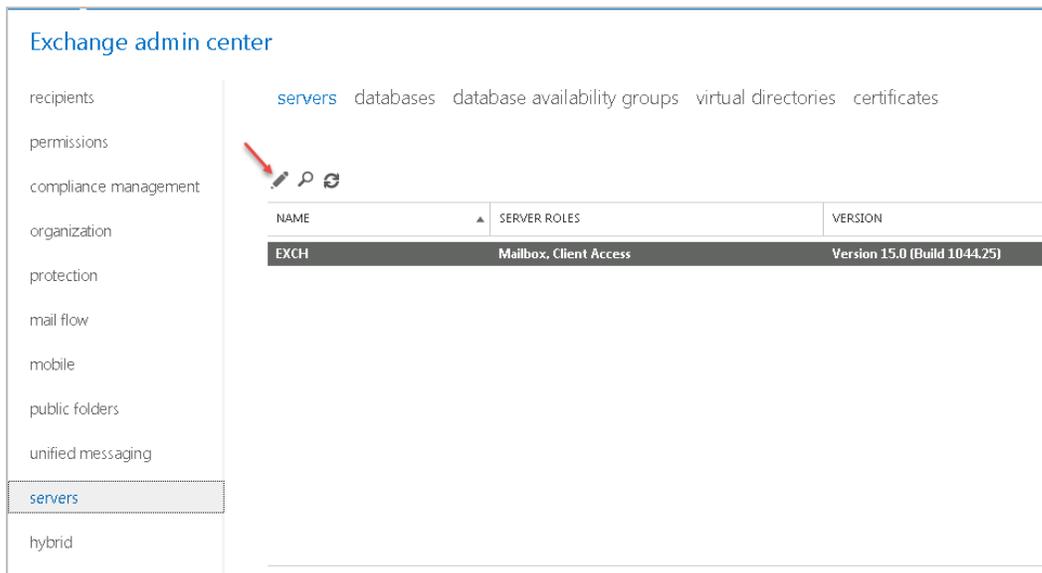


6. Select **unified messaging > UM IP gateways**. Click the Plus sign.
7. Enter the name of the gateway, the IP address of the MaxCS server, and browse to select the dial plan you just created.

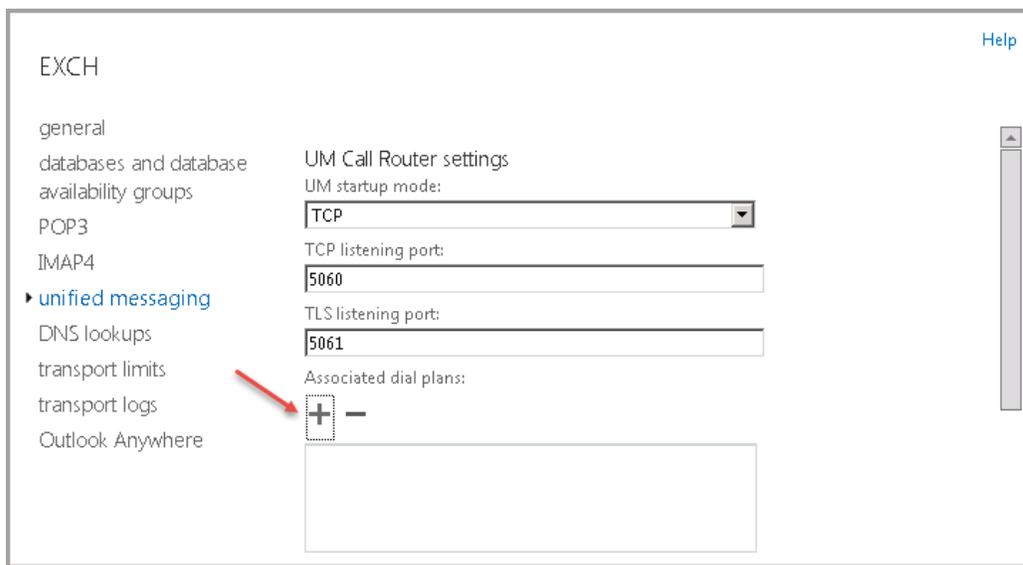
If your system has multiple gateways, repeat this step to add each gateway.



8. Select **servers > servers**. Select the name of the Exchange server and click the Pencil icon to edit the settings. (In the next figure, the name of the Exchange server is EXCH.)



9. You will add the new dial plan to the list of associated dial plans. Select **unified messaging**. Below *Associated dial plans*, click the Plus sign.



10. Select the new dial plan and click **add**. Click **Ok**.

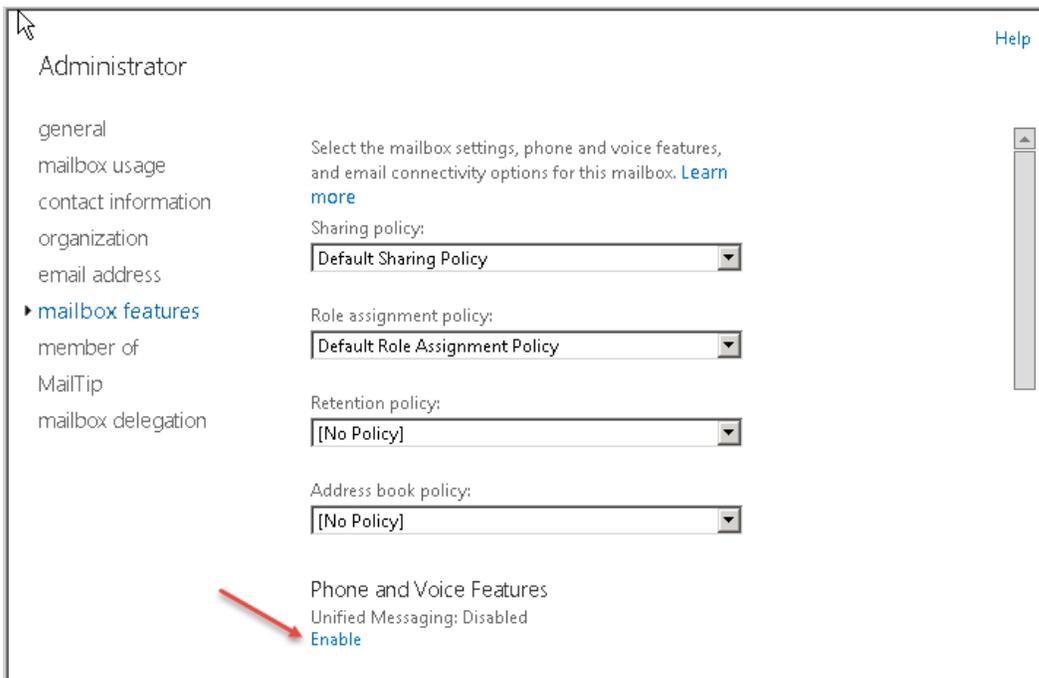
NAME	URI TYPE	EXTENSION LENGTH (DIGITS)
NewDP	Telephone ex...	5

1 selected

add ->

User UM Setting Configuration

1. Select **recipients** > **mailboxes**. Select the user and click the Pencil icon.
2. Select **mailbox features**. Below *Phone and Voice Features*, click **Enable**.



Administrator Help

general
mailbox usage
contact information
organization
email address
▶ mailbox features
member of
MailTip
mailbox delegation

Select the mailbox settings, phone and voice features, and email connectivity options for this mailbox. [Learn more](#)

Sharing policy:
Default Sharing Policy

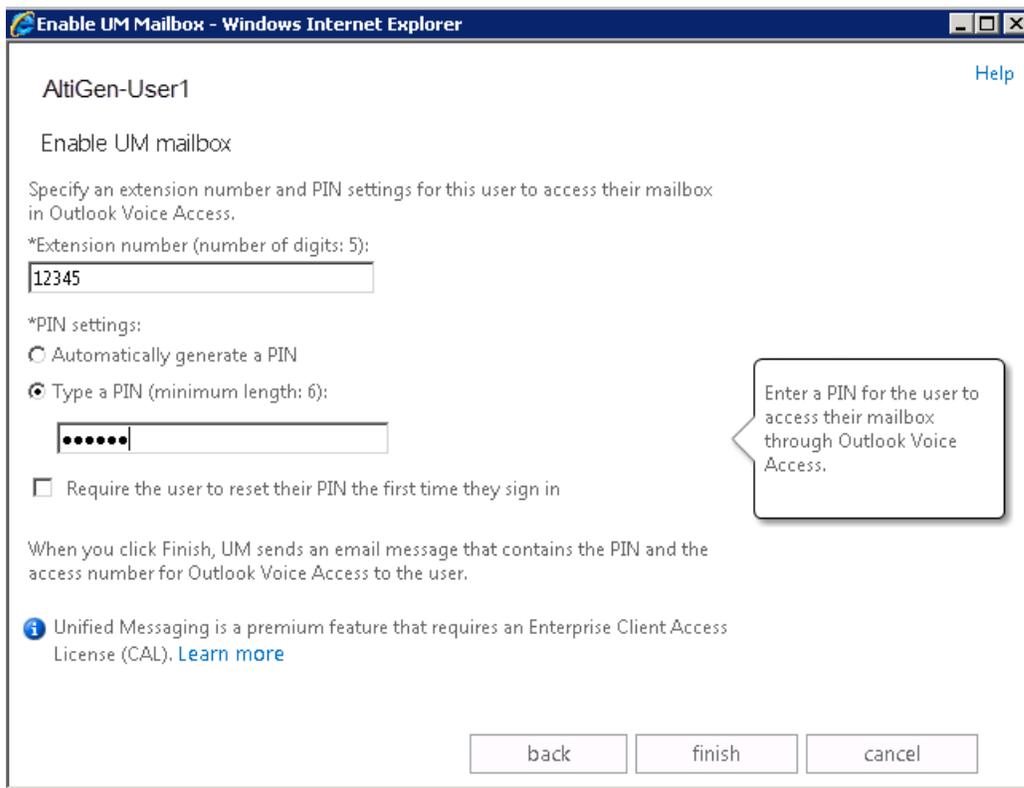
Role assignment policy:
Default Role Assignment Policy

Retention policy:
[No Policy]

Address book policy:
[No Policy]

Phone and Voice Features
Unified Messaging: Disabled
[Enable](#)

3. Browse to the policy associated with the dialing plan that you just created. Click **Ok**. Click **Next**.
4. Enter the extension number for the user to access the mailbox through Outlook Voice Access, and specify the PIN options. Click **Finish**.



Enable UM Mailbox - Windows Internet Explorer

AltiGen-User1 [Help](#)

Enable UM mailbox

Specify an extension number and PIN settings for this user to access their mailbox in Outlook Voice Access.

*Extension number (number of digits: 5):

*PIN settings:

Automatically generate a PIN

Type a PIN (minimum length: 6):

Require the user to reset their PIN the first time they sign in

When you click Finish, UM sends an email message that contains the PIN and the access number for Outlook Voice Access to the user.

i Unified Messaging is a premium feature that requires an Enterprise Client Access License (CAL). [Learn more](#)

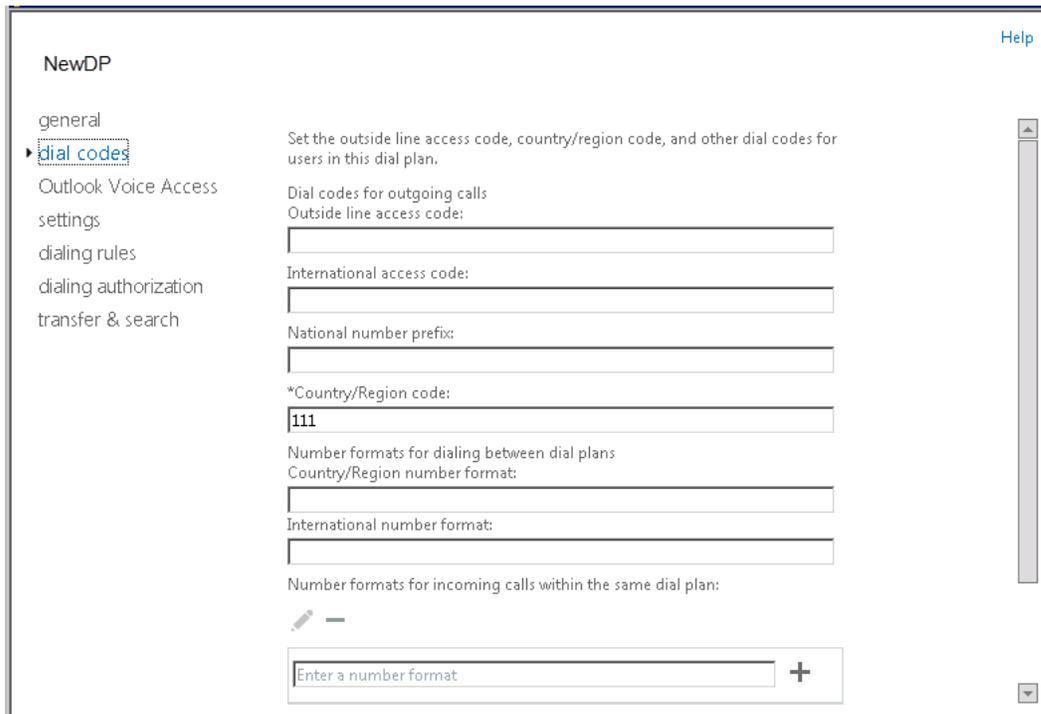
Enter a PIN for the user to access their mailbox through Outlook Voice Access.

Repeat these steps for each user that you want to enable.

Configure Out Call Routing from UM

This process enables extensions that are integrated with Exchange in either Native or Bridged mode to call personal contacts or contacts from the database and to return calls from an Exchange voicemail message.

1. Select unified messaging > UM IP gateways.
2. Select the gateway. Click the Pencil icon.
3. Select the option Allow outgoing calls through this UM IP gateway.
4. Select **unified messaging > UM dial plans**. Click the dial plan and click the Pencil icon.
5. Click **configure**. Select **dial codes**.



6. Refer to Chapter 28 in the MaxCS ACM Administration Manual for detailed descriptions of the dial code options. Create rules for in-country/region and international calls that will be placed by your UM-enabled users.

MaxCS Administrator Configuration

Complete the steps in the section *Configuring MaxAdministrator* in Chapter 28 in the MaxCS ACM Administration Manual.