

## 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: <u>http://maxcs.com/support/current-manuals/</u>.

- 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**).

👒 mailboxes - Microsoft Exchange		6
<ol> <li>Enterprise Office 365</li> </ol>		
Exchange admin ce	enter	
recipients	mailboxes groups resources contacts s	nared migration
permissions		
compliance management	+- / m	
organization	User mailbox MAILBOX TYPE	EMAIL ADDRESS
protection		
mail flow		

new user mailbox		н
Alias:		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.
O New user First name:	browse	_
Initials:		
Last name:		

 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.

e Mail Configuration	
essaging Voice Mail Distribution List	
Message Notification	
Maximum Retry Count 📕 🛨	Retry Interval in Minutes 5
Message Management Options	
Confirm Message Deletion	🔽 Warn Expiration of Saved Messages
Recording Options	
Minimum Recording Length 0 💼 sec(s)	▼ Pause Detect Length 5 🛨 100ms
Microsoft Exchange Integration	
C Disabled	Exchange Client Access Server
Synchronize with Exchange	exch2007server
C Bridged Access to Exchange	Euchange Unified Messaging Server
Enable Synchronization	Excitatige officed messaging Server
C Native VM Integration with Exchange	
SMTP/POP3 Options	
Enable SMTP/POP3 Service	1
Mail Domain Name VMDomain co	
Deathering Ext	avt2000@\/MDomain.com
PostMaster Ext 2000	exizuou@vmDomain.com
	OK Cancel Apply Help

- 5. 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.
- 6. In order to synchronize voicemail in *Bridged Access to Exchange 2007* mode, check the *Enable Synchronization* option below that option.

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7. 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*.

Restriction	Ar	swering	Or	ne Number Access	Monitor List	
General	Group	Speed D	ialing 🔪	Mail Management	Notification	l į
Information Only	Mailbox 🔽	Disable Mailbo	эх 🗖	Assign Exchange Integra	ation License	
	ng					
E-mail Name				I Retrieve Voice N	Mail By E-mail Client	

#### **Bridged Access and Native Voicemail Integration**

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

		🖉 UM Dial Plan - Windows Internet Explorer	<
1 Enterprise Office 365		new UM dial plan	
Exchange admin ce	enter	_	
recipients permissions	UM dial plans UM IP gateways	Use UM dial plans to manage the UM features for a group of users who are enabled for voice mail. Learn more "Name: Instruction of the second s	
compliance management	Unified Messaging dial plans define the format fr	*Extension length (digits):	
organization	+ 🖉 🖮 😂 …		
protection	NAME	"Dial plan type: Telephone extension	
mail flow	DefaultDP	*VoIP security mode:	
mobile		Unsecured	
public folders		English (United States)	
unified messaging		*Country/Region code:	
servers		After und die Same entert bie die han and eliek Edit to	
hybrid		configure dial codes, Outlook Voice Access, voice mail settings, and dialing rules.	
tools		save cancel	

2. 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.

3. 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 I	P gateways			
<ul> <li>nified Messaging dial plans d</li> <li>+ </li> <li>→ </li> <li>iii </li> <li>iiii </li> </ul>	lefine the format for teleph	one numbers in your organizatio	n. For UM to answer calls	for your users, you have to set up at least one dial plan. Leam more
NAME	*	EXTENSION LENGTH		URI TYPE
NewDP		5		Telephone extension
DefaultDP		4		Telephone extension

#### 4. Click Configure.

🖉 UM Dial Plan - Windows Interne	et Explorer		_ 🗆 🗙
NewDP			Help
Configure settings for this dial pla groups.	ın, including UM ma	ilbox policies, auto attendants, and hunt	
UM Dial Plan			
Name:	NewDP		
Dial plan type:	Telephone extens	ion	
Extension length (digits):	5		
To configure dial codes, Outlook' plan, click Configure configure UM Mailbox Policies + / m @	Voice Access, voice r	nail settings, and dialing rules for this dial	
NAME		MINIMUM PIN LENGTH	
NewDP Default Policy		б	
	1 selected of 1	total	

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

NewDP			
general dial codes Outlook Voice Access • settings dialing rules dialing authorization transfer & search	Use this section to set the options available for users of this UM dial plan. Primary way to search for names:          Last first <ul> <li>Secondary way to search for names:</li> <li>SMTP address</li> <li>Audio codec:</li> <li>6711</li> <li>G711</li> </ul>	Select the audio codec to use to record voice messages. The codec affects audio quality and file size.	-

6. Select **unified messaging > UM IP gateways**. Click the Plus sign.

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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.

new UM IP gateway	Help
UM IP gateways represent a physical session border controller (SBC), IP gateway, or IP PBX in Active Directory. You have to configure a UM IP gateway before UM can accept calls from the device. *Name: ////////////////////////////////////	Enter a name that is unique in your organization. It can be up to 64 characters long.

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.)



E 1	1.1	
Exchange	admi	n center

pients	servers d	latabases data	base availability groups	virtual directories	5 CE
sions					
npliance management	N P 🕄				
anization	NAME	•	SERVER ROLES		VERSION
ection	EXCH		Mailbox, Client Access		Version 1
ow					
olders					
d messaging					
5					

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.

		Help
EXCH		
general databases and database availability groups POP3 IMAP4 • unified messaging DNS lookups transport limits transport logs Outlook Anywhere	UM Call Router settings UM startup mode: TCP TCP listening port: 5060 TLS listening port: 5061 Associated dial plans: TLS I istening port: 5061	

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



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

#### **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.

	Help
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]	
	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 Evable

- 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): 12345	
*PIN settings:	
O Automatically generate a PIN	
<ul> <li>Type a PIN (minimum length: 6):</li> <li>Enter a access throug Access</li> <li>Require the user to reset their PIN the first time they sign in</li> </ul>	PIN for the user to their mailbox h Outlook Voice
When you click Finish, UM sends an email message that contains the PIN and the access number for Outlook Voice Access to the user.	
Unified Messaging is a premium feature that requires an Enterprise Client Access License (CAL). Learn more	
back finish	cancel

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.

NewDP		
general • dial codes Outlook Voice Access settings dialing rules dialing authorization	Set the outside line access code, country/region code, and other dial codes for users in this dial plan. Dial codes for outgoing calls Outside line access code: International access code:	
transfer & search	National number prefix: *Country/Region code:	
	111 Number formats for dialing between dial plans Country/Region number format:	
	International number format:           International number format:           Number formats for incoming calls within the same dial plan:	

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**

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