

MiCollab Advanced Messaging 9.4 Unified Messaging for Microsoft Office 365 Administration Guide

For version 9.4 and above

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Contents

Preface	6
References	6
Documentation	6
Documentation Updates	7
Help	7
Document Conventions	7
Frequently Used Terms	9
What is MiCollab AM Unified Messaging for Office 365?	10
MiCollab AM Unified Messaging for Office 365 Features	10
How MiCollab AM Unified Messaging Works	11
E-mail Access and MiCollab AM Unified Messaging for Office 365	11
TUI or VUI Message Access	11
GUI Message Access	12
Message Enumeration	12
Forwarding Messages	13
Replying to Messages	13
Voice Reply to E-mail Messages from Non-Subscribers	13
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	14
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
Configuration Requirements for MiCollab AM Unified Messaging for Microsoft Office 365	17
Server Installation Requirements	17
MiCollab AM Server Requirements	17

Client Workstation Requirements	17
Configuration Notes	17
Enabling E-mail Access	19
Creating and Configuring the MiCollab AM Service Account	19
Configuring the Managed Application to Allow Microsoft Exchange API Access for Messaging and Optional Graph Notifications	20
Creating a New Application with Microsoft Azure	20
Configuring the MiCollab AM Web Client to Enable the Exchange Notification Application	22
Configuring MiCollab AM to Use the Microsoft Graph Notification	23
Configuring MiCollab AM for E-mail Access	24
Creating Messaging Server Profiles on MiCollab AM to Communicate with Microsoft Office 365	24
Configuring Autodiscovery	27
Autodiscover and System Performance	28
Enabling E-mail Access Globally	29
Enabling Microsoft Office 365 Interface for Subscribers	29
Configuring a Workstation for Use with MiCollab AM Unified Messaging for Microsoft Office 365	31
Administrative Setup of the MiCollab AM Unified Messaging Client on a LAN File Server	32
Setting up the MiCollab AM Unified Messaging Client Software on a Workstation	34
Configuring the MiCollab AM Unified Messaging Client Settings	37
Setting XMediusFAX Viewer as Default in Windows 8.1 (or later)	39
Appendix A: Subscriber Quick Start	40
Configuring MiCollab AM Unified Messaging Settings	40
Sending a Voice Message	42
Playing Voice Messages and Viewing Fax Messages	42
Changing Your Mailbox Security Code	43
Telephone User Interface Features	44
Replying to an E-mail Message by Telephone	44
Forwarding an E-mail Message with Voice Comments	44
Faxing an E-mail Message to Someone Else	45
Printing an E-mail Message on a Fax Machine	46
Selecting an E-mail Group for Processing	46

Appendix B: Enabling/Disabling E-mail Access During System Maintenance	48
Enabling/Disabling E-mail Access Using MiCollab AM Admin Configuration	48
Appendix C: Troubleshooting E-mail Access after Setup	50
Appendix D: Client Installation Command Line and Switch Information	51
<i>Push</i> Installation	51
<i>Pull</i> Installation	52
Command-Line Syntax	52
Using the Diagnostic Files	54
Appendix E: Messaging Diagnostic Tool	57
Messaging Diagnostic Tool	57
Test Tab	57
Configuration Tab	58
Report Tab	64
Running Messaging Diagnostic Tests	65
Getting MiCollab AM Version Info	66
Getting Message Store Information	67
Getting Basic Message Retrieval	67
Basic Message and Attachment Retrieval	68
Appendix F: Changing the Message Classes (Optional)	69

Preface

This guide explains how to implement MiCollab Advanced Messaging (MiCollab AM) Unified Messaging for Microsoft® Office 365™ in an organization.

This guide is written for Mitel-certified administrators and technicians who are familiar with MiCollab Advanced Messaging (MiCollab AM) procedures and terminology, the **MiCollab AM Admin** utility, and the Microsoft Windows® operating system.

Before implementing any procedures in this guide, ensure that MiCollab AM software is installed and running successfully.

To successfully implement MiCollab AM Unified Messaging for Microsoft Office 365 in an organization, the assistance of the following individuals, who constitute the implementation team, is required:

- MiCollab AM server administrator
- Microsoft Office 365 administrator
- MIS/IT support staff

IMPORTANT Verify that each member of the implementation team is given a copy of this guide in advance of the implementation of MiCollab AM Unified Messaging for Microsoft Office 365.

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 MiCollab AM Documentation Library includes the following documents and resources:

- **Administration Documentation.** Available as a PDF only. Contains the following:
 - **Administration Guides.** Available as a PDF only. Contains administrative guides for administrators about how to manage and configure the messaging system.
 - **Quick Reference Cards (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
 - **User Guides.** Available as a PDF only. Contains user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Server Documentation.** Available as a PDF only. Contains the following:

- **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
- **Installation and Configuration.** Available as a PDF only. Contains installation and configuration guides for server administrators about how to install and configure the messaging system.
- **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.
- **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.

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: www.mitel.com

Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** by clicking the **Help** button in the dialog box or window in which you are working.

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** Titles of other documents are shown in italics.

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

- **User Interface (UI) Element Names.** Names of UI elements such as dialog boxes, windows, screens, menu items, tabs, buttons, and icons are shown in bold.

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

- **User Input.** Information required to be typed 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 MiCollab AM 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.

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

Table 1. References

Document Type	Document Title
Administration Documentation	<i>System Administration Guide</i>
Administration Documentation	<i>Unified Messaging for Exchange 2010 2013 2016 2019 Administration Guide</i>
Server Documentation	<i>System Installation and Configuration Guide</i>
Server Documentation	<i>XMediusFAX Integration Guide</i> (optional)
Server Documentation	<i>RightFax Integration Guide</i> (optional)
Quick Reference Card	<i>Original TUI QRC</i>

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 Office 365?

With MiCollab AM Unified Messaging for Office 365, 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 Office 365 stores all voice and fax messages in Office 365 along with E-mail messages. As each voice and fax message is received, it is moved from the MiCollab AM server to Office 365 automatically, where it is still accessible in its native form as a voice or fax message.

MiCollab AM Unified Messaging for Office 365 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).
- Supports MWI.

How MiCollab AM Unified Messaging Works

With MiCollab AM Unified Messaging for Office 365, subscribers have two options for accessing their messages from Office 365'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.

E-mail Access and MiCollab AM Unified Messaging for Office 365

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 Office 365, all of the requirements for E-mail Access also apply to MiCollab AM Unified Messaging for Office 365. E-mail Access must be functioning before you can begin configuring MiCollab AM Unified Messaging for Office 365.

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 in Office 365 or on the subscriber's workstation.

TUI or VUI Message Access

With Telephone User Interface (TUI) or Voice User Interface (VUI) access, subscribers can manage their E-mail messages by telephone using either MiCollab AM telephone keystroke combinations or spoken voice 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 or VUI 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 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 XMediusFAX fax server or a RightFax Enterprise fax server is integrated with MiCollab AM, subscribers can forward E-mail messages by fax and print E-mail messages on any fax machine. In addition, text file attachments (with a **.cmd**, **.bat**, or **.txt** extension) can be printed on a fax machine, as can binary file attachments from such popular application programs 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 Office 365 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, Office 365 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 in Office 365. 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

When integrated to a RightFax Server, MiCollab AM supports the Server-Side Application (SSA) conversion engine used by RightFax Enterprise Fax Server versions 9.0, 9.3, 10.0 and 10.5. This support allows a subscriber using the TUI to forward an E-mail message with a binary file attachment, such as a Microsoft Word document, to any fax machine and get printouts of the E-mail message and binary attachments. Subscribers can print out binary file attachments in the file formats used by the following programs:

- Microsoft Word 2000–2019
- Microsoft Excel 2000–2019
- Microsoft PowerPoint 2000–2019
- Microsoft Visio 2000–2019

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

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

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

IMPORTANT If RightFax version 8.0 or later is installed on the fax server platform, subscribers must use Fax Delivery mailboxes set up for callback delivery to retrieve E-mail attachments. For more information about fax delivery mailboxes, see the *Fax Messaging for RightFax Administration 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 Office 365:

- Message cache on the MiCollab AM server
- Activity when the unified message store is unavailable

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 are unavailable from the TUI until communication between the servers is restored.

If Office 365 is functioning during this period of broken communication, subscribers may access their voice and fax messages stored in Office 365 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 Office 365 and all messages are available again through the TUI or Microsoft Outlook.

Configuration Requirements for MiCollab AM Unified Messaging for Microsoft Office 365

This section lists the configuration requirements for successfully enabling E-mail Access and MiCollab AM Unified Messaging for Office 365. Be sure to review and meet these requirements before continuing with the other procedures discussed in this document.

Server Installation Requirements

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

MiCollab AM Server Requirements

- Windows Server 2012 R2, Windows Server 2016 (Server with Desktop Experience), Windows Server 2019 (Server with Desktop Experience), or Windows Server 2022 (Server with Desktop Experience)
- Latest MiCollab AM software version
- A low latency, high bandwidth
- Internet Protocol version 4 (IPv4) must be enabled

Client Workstation Requirements

- Microsoft Windows 7, 8/8.1, or 10
- Microsoft Outlook 2010, 2013, 2016, or 2019

Configuration Notes

- To print E-mail messages on a fax machine (E-mail text-to-fax service), either the XMediusFAX fax server or the OpenText RightFax Enterprise fax server must be integrated with MiCollab AM. For more information, see the XMedius or RightFax documentation.
- To print binary file attachments, such as Microsoft Word documents, RightFax Enterprise Fax Server version 9.0 or later must be installed at the site, but not on the MiCollab AM server. For more information, see the RightFax documentation describing the SSA conversion engine.

- 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, the server administrator can 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.
- Use Microsoft Outlook 2010 or greater to test Autodiscover connectivity problems on the MiCollab AM server.

Enabling E-mail Access

This section discusses the tasks that must be completed to successfully enable E-mail Access on the MiCollab AM system.

This section covers the following tasks in sequence:

- Creating and Configuring the MiCollab AM Service Account for E-mail Access
- Enabling Lines for MiCollab AM Unified Messaging

NOTE 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.

- Using the Microsoft Graph API to Receive Message Notifications (Optional)

Creating and Configuring the MiCollab AM Service Account

Some of the steps in this section are performed by, or with the assistance of, the Office 365 administrator. For the service account, use Office 365 Management to create a Domain User account with a mailbox and don't assign it to any other groups.

The MiCollab AM service account must be given rights to access mailboxes in Office 365. Do the following to give the service the required rights:

To create and configure the MiCollab AM Service Account:

- 1 Open a Windows PowerShell prompt and enter the following commands, using Office 365 administrator credentials, to import the Office 365 Online PowerShell commands.

NOTE If a scripting error occurs as a result of the import command, enable remote scripts using this ps command: *set-executionpolicy remotesigned*.

```
$LiveCred = Get-Credential
```

```
$Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri  
https://ps.outlook.com/powershell/ -Credential $LiveCred -Authentication Basic -AllowRedirection
```

```
Import-PSSession $Session
```

- 2 Enter the following command in the Office 365 Management Shell, where <assignment name> is a name provided to define the link between the user and the role. You can provide a name of your choosing.

```
New-ManagementRoleAssignment -Name <assignment name> -Role ApplicationImpersonation -User <service account>
```

For example:

```
New-ManagementRoleAssignment -Name MiCollab AM-WebService-Impersonation -Role ApplicationImpersonation -User CxSvcAccount@somecompany.onmicrosoft.com
```

- 3 Press **Enter** to submit the command.

Configuring the Managed Application to Allow Microsoft Exchange API Access for Messaging and Optional Graph Notifications

MiCollab AM enables you to use OAuth2 to receive message access and notifications. Basic authentication is being deprecated and OAuth2 can be used to replace it. Additionally, Graph Notification is available to handle the message waiting indicator (MWI). This section describes how to use OAuth2 to receive message access and notifications, and Graph Notification to address MWI. Some of the steps in this section are performed by, or with the assistance of, the Office 365 administrator.

To use the Microsoft Graph API to receive message notifications, you must complete the following steps:

- Create a new application with Microsoft Azure
- Configure Microsoft Azure to increase the Token Lifetime for Access Tokens
- Configure the MiCollab AM Web Client to enable the Exchange Notification application
- Configure MiCollab AM to use the Microsoft Graph Notification instead of EWS Streaming Notifications (default)

Creating a New Application with Microsoft Azure

To create a new application with Microsoft Azure and provide the necessary permissions to it:

- 1 Log in to <https://portal.azure.com> with an administrator account.

NOTE This account should have a Global administrator role.

- 2 From the navigation menu, select **Azure Active Directory**.
- 3 From the Azure Active Directory navigation menu, select **Properties**.

- e Select **Other permissions** and select the **full_access_as_app** checkbox then choose **Add Permission**.
- f Select **Grant Admin Consent for <directory name>** and select **Yes**.

Part 2 Configuring Graph API

- a In the **API Permissions** section, click **Add a Permission**.
- b Select **Microsoft Graph API**.
- c Select **Application Permissions**.
- d From the permissions list, click **Mail** and then check **Mail.Read** (Read mail in all mailboxes) permission.
- e Click **Add Permissions**.
- f Click **Grant admin consent for <directory name>** to grant the permission.

NOTE The **Grant admin consent** steps are necessary for your applications to work properly. These are mandatory to grant the selected permission and must be done in Microsoft Azure administrator.

- 9 Log out of Microsoft Azure.

Configuring the MiCollab AM Web Client to Enable the Exchange Notification Application

After MiCollab AM is registered and configured with Microsoft Azure, you must configure the MiCollab AM web client to enable the Exchange Notification application. See the *Web Client System Administrator Guide* for more information about configuring server settings.


To configure the MiCollab AM web client to enable the Exchange Notification application:

- 1 Launch your web browser and enter the web address (URL) for the web client configuration application.

The default address is **http://servername/config-app** where **servername** is the FQDN of your web client.
- 2 On the sign in page, sign in using your administrator login credentials.

The **Settings – Web Configuration Application** appears.
- 3 Under **Server Settings**, select the **Use for Graph Notification** check box next to the appropriate server.

NOTE If there is more than one server, only one check box can be selected at a time.

- 4 Click the **Save** icon  for the changes to take effect.

Configuring MiCollab AM to Use the Microsoft Graph Notification

After MiCollab AM is registered with the Microsoft Azure platform, and the MiCollab AM web client is configured to enable the Exchange Notification application, MiCollab AM will need to be configured use the Microsoft Graph Notification. Refer to [Creating Messaging Server Profiles on MiCollab AM to Communicate with Microsoft Office 365](#) for information on how to do this.

Configuring MiCollab AM for E-mail Access

Some of the steps in this section are performed by, or with the assistance of, the Office 365 administrator. In addition, the assistance of the active directory domain administrator may be required.

Creating Messaging Server Profiles on MiCollab AM to Communicate with Microsoft Office 365

Creating Messaging Server Profiles on MiCollab AM to communicate with Microsoft Office 365 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 Microsoft Office 365 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 a MiCollab AM service account that has been granted local administrator rights.
- 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 10 and 500 megabytes (MB), and then click **OK**. The default is 200 MB.

IMPORTANT This cache speeds up telephone access to messages stored on Microsoft Office 365. 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 On the **E-mail** tab, click **Add**. The **Server Profile** dialog box appears.
- 4 In the **Server Type** box, select **Exchange**.
- 5 In the **Server Sub Type** box, select **Exchange Office 365**.
- 6 Select the **Enabled** checkbox.

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

- 7 Select the **Supports External Mail Store** checkbox.
- 8 In the **Display Name** box, type a unique name, 30 characters or less, for the messaging server profile.
- 9 In the **Domain** box, enter the fully qualified domain name of the Windows domain of which the E-mail or messaging server is a member.
- 10 In the **Route/Path** box, enter the route or path to the E-mail or messaging server's post office. To determine what information should be typed in this box to communicate with the E-mail or messaging server, see Appendix F of the *Unified Messaging for Microsoft Exchange 2010 2013 2016 2019 Administration Guide*.
- 11 In the **Web Services** URL box, enter the user's Web Services URL for Exchange Web Services or Microsoft Azure.

NOTE The Exchange **Web Services URL** for Office 365 can be explicitly set by entering:

<https://outlook.office365.com/EWS/Exchange.asmx>

- a (Optional) If you want have the system contact the Exchange server to automatically determine the user's Exchange Web Service URL, select the **Use Autodiscover** box. For more information, refer to [Configuring Autodiscovery](#).

NOTE Selecting this box will disable the **Web Services URL** field and enable the **Autodiscover URL** field.

- b In the **Autodiscover URL** box, enter the URL of the Autodiscover service if you don't want the system to automatically locate the service or when the service is unobtainable in certain environments. For more information, refer to [Configuring Autodiscovery](#).
- c Select the **Autodiscover SCP Lookup Enabled** box to look within service connection point (SCP) objects in Active Directory Domain Services for the location of the Autodiscover service URL.

NOTE Typically, this option would be enabled for on-premise configurations and disabled for Office 365 cloud configurations.

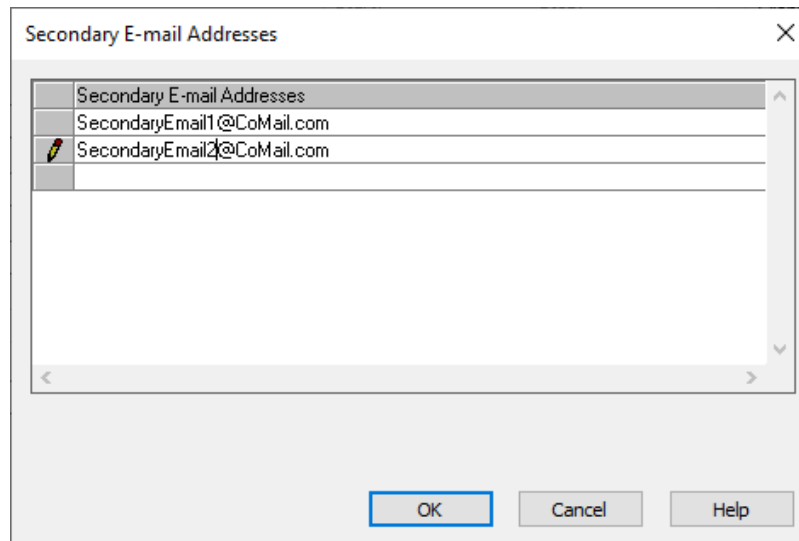
- 12 In the **MWI Registration Refresh** section, select the **Enabled** check box, and set the time that the MWI registration refreshes. MWI Registration Refresh needs to be Enabled if you are using OAuth.
- 13 In the **Maintenance** section, select the **Enabled** checkbox, and set **Start** and **Stop** times.

NOTE During maintenance, the communication between servers is temporarily stopped.

- 14** In the **Sender E-mail** section, enter the **Primary E-mail Address** of the MiCollab AM Service Account.

NOTE Office 365 requires a full E-mail address to be used for the **Logon ID**. This should be the one entered for the **Primary E-mail Address**.

- 15** By selecting **Secondary E-mail Addresses**, additional e-mail address can be configured in addition to the **Primary E-mail Address**. The dialogic shown below will be launched allowing more e-mail addresses to be added as needed. These **Secondary E-mail Addresses** along with the **Primary E-mail Address** will be used in a round robin manner to distribute the email messages over multiple senders. Office 365 currently restricts each sender e-mail to send a maximum of 10,000 per day and 30 per minute. Adding **Secondary E-mail Addresses** will allow the system to exceed those limitations.



- 16** If you are using OAuth ensure **Use OAuth2 Authentication** setting is checked. Otherwise, enter the **Logon ID** and **Password** for the MiCollab AM Service Account and confirm the password.
- a** In the **Client ID** field, enter the **Application ID** for the project that was created on the Microsoft Azure Platform.
 - b** In the **Client Secret field**, enter the generated **Key** for the project that was created on the Microsoft Azure Platform.
 - c** In the **Directory ID** field, enter the **Directory ID** for the service account user that was copied from the Microsoft Azure Platform.

NOTE For OAuth to work, complete the above [step 8, part 1](#).

- 17** Select the **Graph Notification Enabled** check box if using the Microsoft Graph API to get message notifications.

- a** In the **Notification URL** field, enter the URL for the Exchange Notification application that was set up in [Configuring the MiCollab AM Web Client to Enable the Exchange Notification Application](#).

The **Notification URL** is **https://servername/exchange-notification/notification** where **servername** is the FQDN of your MiCollab AM web client.

IMPORTANT The Notification URL must use HTTPS (Hypertext Transfer Protocol Secure).

- 18** Click **OK** to close the **Server Profile** dialog box.
- 19** Repeat **Steps 3** through **14** for each domain, as necessary.
- 20** On the **E-Mail** tab, click **Apply**, and then click **OK**.
- 21** Restart the server for the settings to take effect.

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 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 8**.
 - b If you do not want to stop E-mail Access during Exchange server maintenance, skip to **Step 11**.
- 8 Under **Maintenance**, select the **Enabled** checkbox.
- 9 Select the **Enabled** checkbox to enable the messaging server profile.
- 10 Select the **Supports External Mail Store** checkbox.

- 11 Click **OK** to close the **Server Profile** dialog box.
- 12 Repeat **Steps 7** through **13** from the [Creating Messaging Server Profiles on MiCollab AM to Communicate with Microsoft Office 365](#) section and **Steps 1** through **11** from the current [Configuring Autodiscovery](#) section for each domain, as necessary.
- 13 Click the **Apply** button, and click **OK**.
- 14 Open **MiCollab AM Configuration** and select the **Main** tab.
- 15 Click **Startup**.
- 16 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 globally to allow MiCollab AM to communicate with Microsoft Office 365.

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 on MiCollab AM:

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

Enabling Microsoft Office 365 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 Unified Messaging:

- 1 Log on to **MiCollab AM Admin**.
- 2 Open the Subscriber mailbox you would like to configure.
- 3 Click the **E-mail** tab.
- 4 In the **Message Access by Client Applications** section, select **Unified Messaging**.

NOTE This field becomes active when you select a **Server Profile** in the next step.

- 5 In the **E-mail server information** section, configure the following options:
 - a In the **Server Profile** dropdown list, select the messaging server profile created in the section, [Creating Messaging Server Profiles on MiCollab AM to Communicate with Microsoft Office 365](#).
 - b In the **Display Name** box, enter the subscriber's name to be shown.
 - c In the **E-mail Address** box, enter the subscriber's email address.
- 6 Click **OK**.

Configuring a Workstation for Use with MiCollab AM Unified Messaging for Microsoft Office 365

Installing the MiCollab AM Unified Messaging for Exchange 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.

NOTE Although the name of the client indicates it is for **Exchange**, it works with both **Exchange** and **Office 365**.

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 D: Client Installation Command Line and Switch Information](#).

NOTE If you experience issues with your Outlook form not properly displaying colors and player control settings, make sure the **Allow script in public folders** and **Allow script in shared folders** settings are both selected in the security options menu.

Administrative Setup of 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.

Setting up 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 perform an Administrative Setup of 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**.

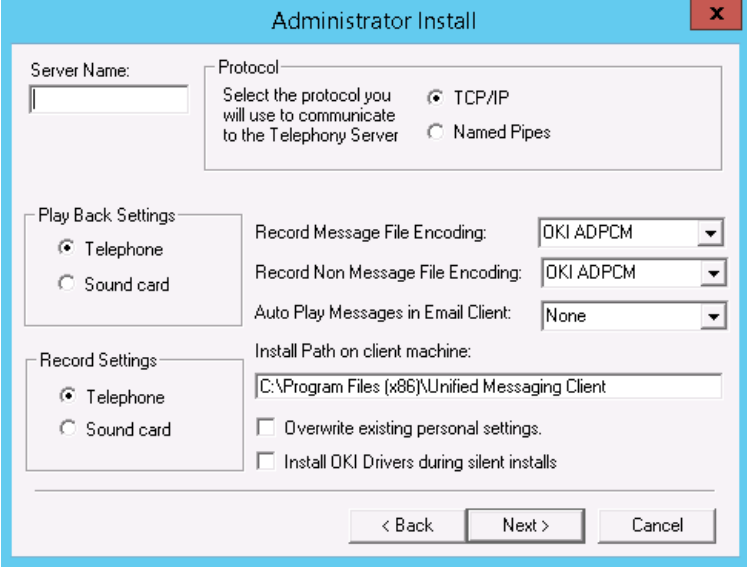
NOTE Replace `<drive>` with the drive letter appropriate for your installation.

- 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.

The image shows the 'Administrator Install' dialog box. It has a title bar with a close button (X). The dialog is divided into several sections. At the top left is a 'Server Name' text field. To its right is a 'Protocol' section with the text 'Select the protocol you will use to communicate to the Telephony Server' and two radio buttons: 'TCP/IP' (selected) and 'Named Pipes'. Below the 'Server Name' field is a 'Play Back Settings' section with two radio buttons: 'Telephone' (selected) and 'Sound card'. To the right of this is a 'Record Settings' section with two radio buttons: 'Telephone' (selected) and 'Sound card'. Further right are three dropdown menus: 'Record Message File Encoding' (set to 'OKI ADPCM'), 'Record Non Message File Encoding' (set to 'OKI ADPCM'), and 'Auto Play Messages in Email Client' (set to 'None'). Below these is an 'Install Path on client machine:' text field containing 'C:\Program Files (x86)\Unified Messaging Client'. At the bottom are two checkboxes: 'Overwrite existing personal settings.' and 'Install OKI Drivers during silent installs'. At the very bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

- 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**.

Setting up 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 in Office 365
- An Outlook E-mail client installed on the workstation
- Telephone access to and from the MiCollab AM system to support audio recording, audio playback, and Live Reply

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 set up the client software on a workstation from the Installation Media:

- 1 Insert the MiCollab AM Installation Media into the appropriate drive.
- 2 When the **Mitel MiCollab AM Installation Components** dialog box displays, click the appropriate link as follows:
 - If you are installing the U.S. edition, click **Desktop Suite for 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, complete one of the following steps:

- Click **Yes** to access and configure the **Unified Messaging Connection Manager** utility immediately. Go to next **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 set up 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, complete one of the following steps:

- 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 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.

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:

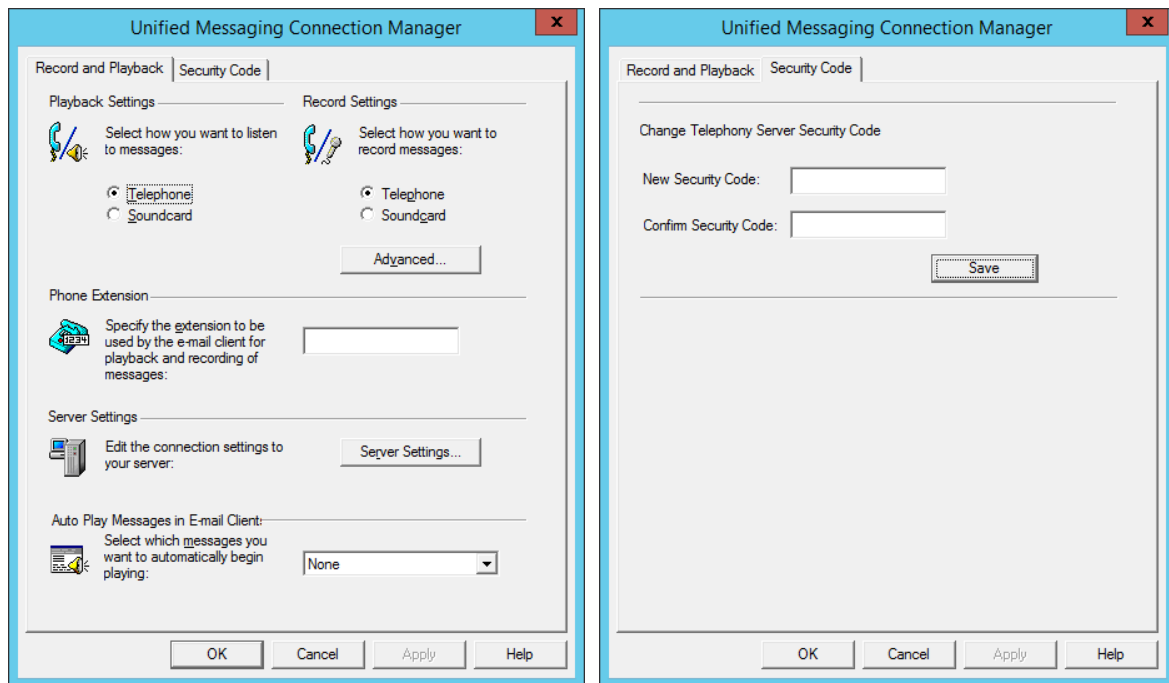
- Enter the FQDN or the TCP/IP address of the System Server in the **Server** box, subscriber **Username**, and **Security Code**.

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.

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.

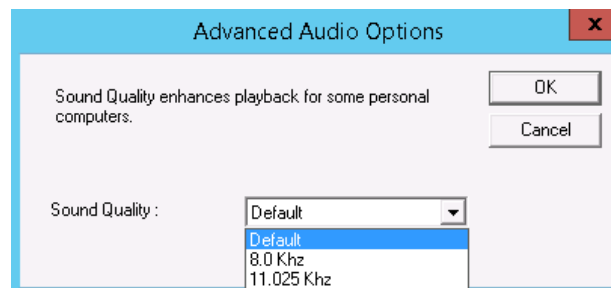


NOTE If you clicked **Work Offline**, the **Security Code** tab will not appear.

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 the *Web PhoneManager System Administrator 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:

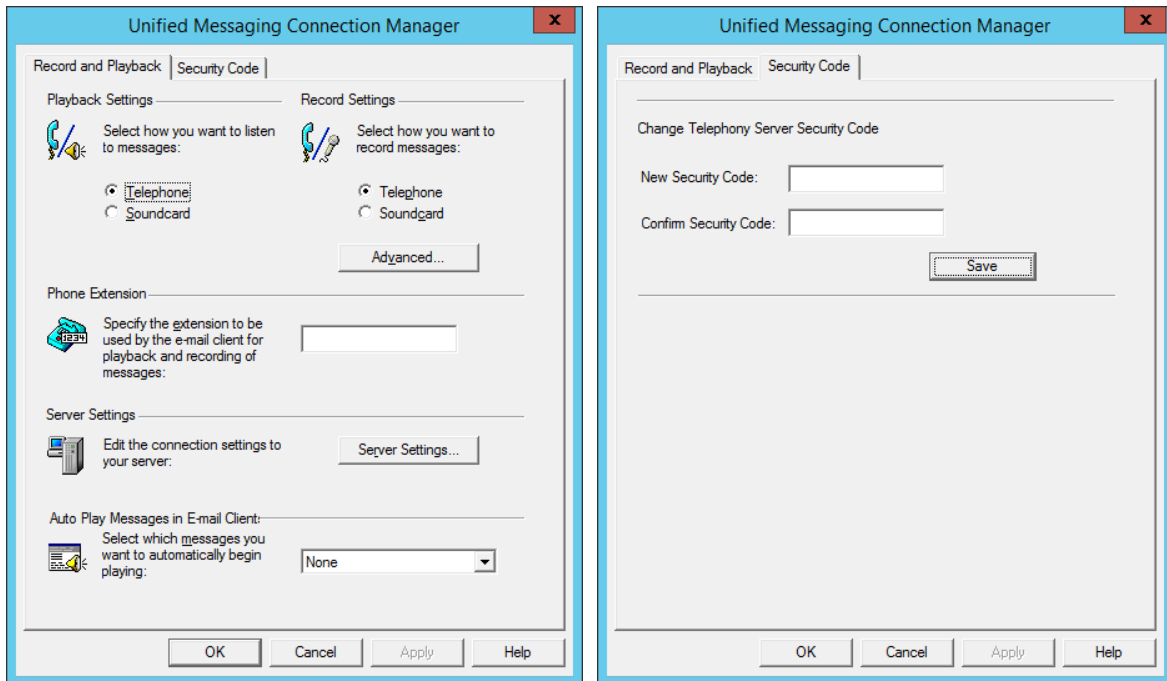
- Enter the FQDN or the TCP/IP address of the System Server in the **Server** box, subscriber **Username**, and **Security Code**.

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.

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.

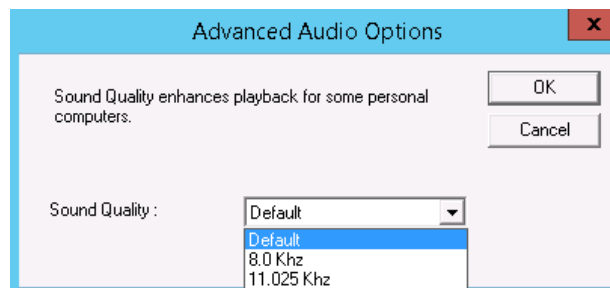


NOTE If you clicked **Work Offline**, the **Security Code** tab will not appear.

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**.

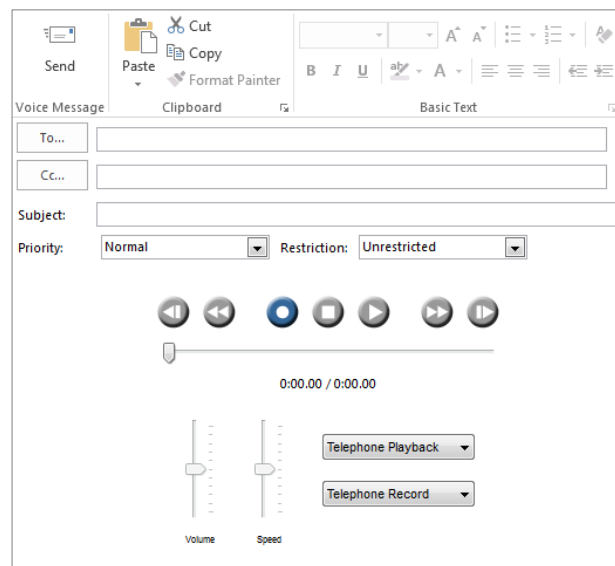
5 Click **OK** to close the **Unified Messaging Connection Manager** dialog box.

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 2010, 2013, 2016, 2019**: open the voice messaging form. From the **Home** > **Mitel** ribbon, click **New Voice Message**.
- 2 The new voice message template appears.



- 3 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** utility 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 password, 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**.
- 3 Click the **Security Code** tab.

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

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

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

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

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 either an XMediusFAX fax server or a RightFax Enterprise fax server.

To fax an E-mail message to someone else:

- 1 Access your Subscriber mailbox using a telephone.
- 2 Press **1** to listen to messages in your **Inbox**, press **3** to listen to messages by type (if configured), or press **5** to listen to saved messages.
- 3 While accessing the desired E-mail message, press **2** to forward it.
- 4 Enter the appropriate **Fax Delivery** 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, your MiCollab AM server must have access to either an XMediusFAX fax server or a RightFax Enterprise fax server.

To print an E-mail message:

- 1 Access your Subscriber mailbox using a telephone, and perform the following:
 - To listen to messages in your **Inbox**, press **1**.
 - To listen to messages by type (if configured), press **3**.
 - To listen to saved messages, press **5**.
- 2 While accessing the desired E-mail message, press **2** to forward it.
- 3 Enter the appropriate **Fax Delivery** 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 an E-mail Group for 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 in **Step 3**.

- 5 Press ***** to return to the main menu
- 6 Press **6** to access selected messages. The following menu options are available:
 - To forward all selected messages, press **2**.
 - To discard all selected messages, press **4**.
 - To save all selected messages, press **5**.
- 7 Press the key for the desired action and follow the voice prompts.

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

Any time maintenance is performed on Office 365, it affects the ability of Unified Messaging to function normally. However, during the time work is performed on Office 365, the effect on MiCollab AM may result in new voice mail messages being unavailable to the subscriber until normal Office 365 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 Office 365'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 Office 365, 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 Office 365.

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

NOTE If MiCollab AM is deployed as a hosted solution in the cloud, the tenant administrator should perform the following steps.

To disable a messaging server profile immediately:

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

To enable a messaging server profile immediately:

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

To disable a messaging server profile for server maintenance:

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

Appendix C: Troubleshooting E-mail Access 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 Office 365.

Appendix D: 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.

NOTE Both the **push** and **pull** installation cases require files generated via the administrator install (**-a** switch). This step must be run on the installation image before the installation may be launched.

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.

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

The following example shows typical command line syntax to perform an attended **push** install for a subscriber on a single tenant system with a mailbox number or username of **1234** and extension **5678**. 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 -u5678**

The following example shows typical command-line syntax for an unattended **push** install supporting a subscriber on a single tenant system with a mailbox number or username of **1234** and extension **5678**. 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. The silent install will use the response file (setup.iss) generated via the administrator install (**-a** switch) as the input file to

guide the setup. The administrator install must be run in a prior step in order to properly configure the setup installation for silent installation and configuration. The **-s** switch must always be the last argument on the command line. Refer to [Table 4](#) for a complete list of valid command line arguments.

Executable: **setup.exe**

Command line arguments: *-vAdmin.ini -b1234 -u5678 -f1fullpath -s*

NOTE In both attended and unattended installs, you can omit the **-b1234** & **-u5678** 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**.

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.

IMPORTANT The setups have a built-in **-r** switch to record the installation; however, the generated response file (setup.iss) from this switch is incompatible with the running of these installation types and should not be used.

Table 4. Valid Command Line Arguments

Argument	Description
-?	Displays the usage help dialog of the command line parameters and values

Argument	Description
-a	<p>Performs an administrator install. When this switch is specified, the setup file is created in the same directory that contains the file Admin.ini.</p> <p>Do not use this switch with the -s switch.</p>
-b	<p>The username or mailbox number for single tenant systems.</p> <p>For example: -b1234 where the mailbox is 1234</p>
-f1	<p>The full path to the response file, 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.</p> <p>NOTE The full path cannot contain quotes or any space characters in the path.</p> <p>Here is an example of a working command:</p> <p>For example: <i>Setup.exe -vAdmin.ini -b1234 -u5678 -f1D:\UMClientPushInstall\setup.iss -s</i></p>
-h	<p>The System Server name.</p> <p>For example: -hCallXpr1 where the MiCollab AM System Server is CallXpr1</p>
-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 .
-s	Silent install. This should appear as the last command line argument.
-u	<p>Extension.</p> <p>For example: -u5678 where your extension is 5678</p>

Argument	Description
-v	Administrator parameter file name. <div> For example: -vAdmin.ini (the default) </div> 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. <div> For example: -yc:\Program Files\UM </div>

Here is an example command line and what it represents:

For example:

Setup -hcallxpr1 -b1234 -pT -u5678 -iT -jT -kN -IU -nM -wM -yc:\UM

① ② ③ ④ ⑤ ⑥ ⑦ ⑧

- ① The name of your **System Server** is **callxpr1**.
- ② Your mailbox is **1234** and extension is **5678**.
- 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 5. Installation Conclusion Steps

If the file name is...	Then...
UMInstallSuccess.txt	The installation completed successfully and no further action is required.

If the file name is...	Then...
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 6. 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 E: Messaging Diagnostic Tool

The **Messaging Diagnostic Tool** provides a simple diagnostic application for testing the configuration, basic functionality, and the performance for common messaging operations.

Onsite technicians and administrators can use the tool to help identify common problems related to the system environment, configuration, and integration between the E-mail messaging servers and MiCollab AM use the diagnostic tool.

You can select a specific test from a list, configure the parameters that are unique to your site, run the test, and then review the test results in the report to help you analyze and troubleshoot a problem with your messaging application.

Messaging Diagnostic Tool

The **Messaging Diagnostic Tool** has three tabs:

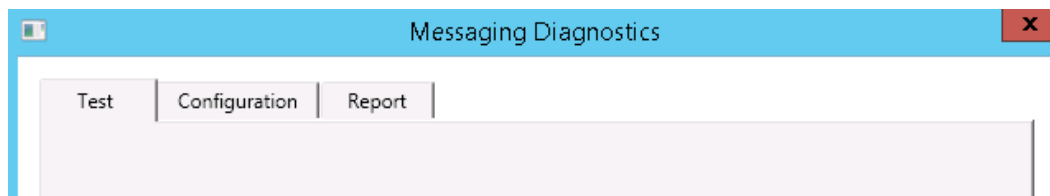


Figure 1. Messaging Diagnostics Tool – Main Tabs

- **Test:** Allows you to load a test, and then run the diagnostic test once you have configured the test parameters on the **Configuration** tab.
- **Configuration:** Allows you to configure the parameters for the particular test you have selected.
- **Report:** Allows you to load and save reports that are created during the test.

The **Messaging Diagnostics Tool** is located in the ...\\CX\\Tools\\MessagingDiagnostics folder on MiCollab AM. The executable filename is **AT_MessagingDiagnostics.exe**

The tests are located in the ...\\CX\\Tools\\MessagingDiagnostics\\Tests folder in **XML** format.

When you configure the parameters for your test on the **Configuration** tab, the **XML** test file is modified for the specific test parameters. You can save the test you created with your particular site information on the **Configuration** tab.

Test Tab

The **Test** tab allows you to select a test from the list, and then once the test is configured from the **Configuration** tab, run the test.

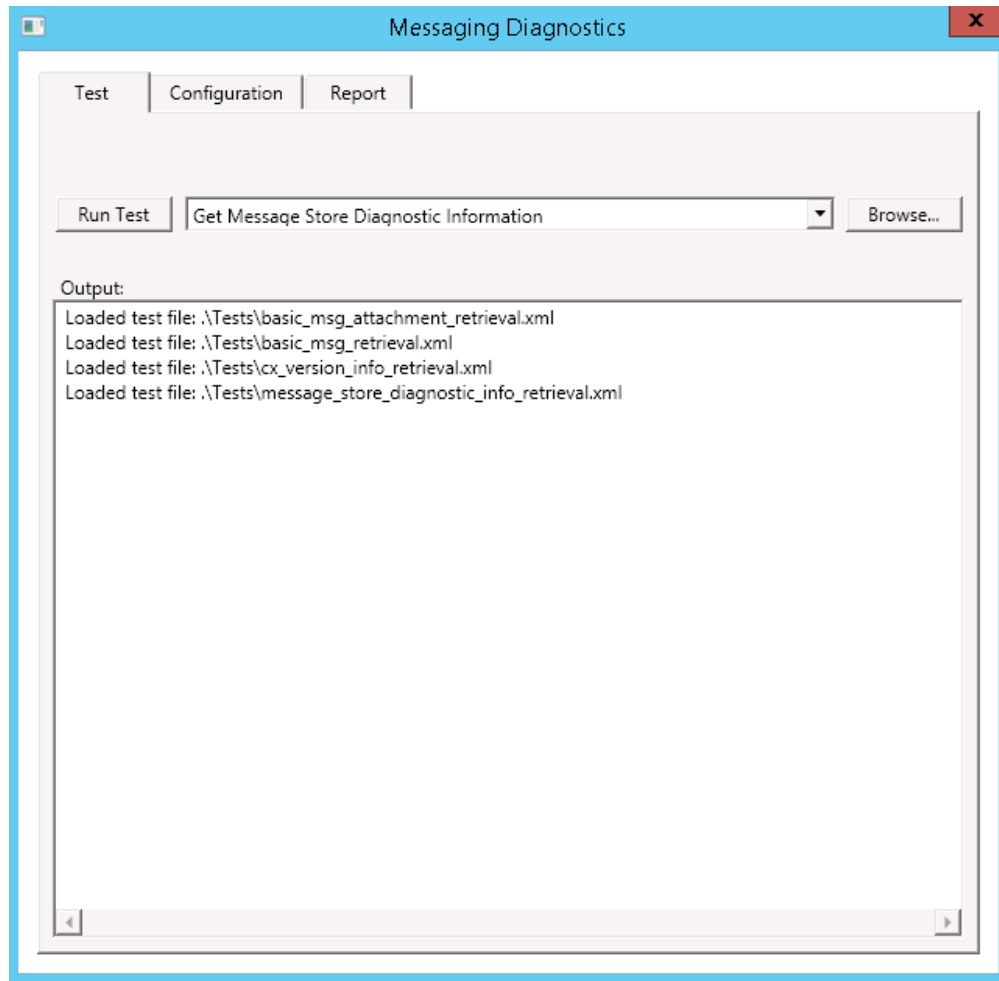


Figure 2. Messaging Diagnostics Tool – Test Tab

- **Run Test** – Starts the test.
- **Dropdown list** – Displays all of the tests previously loaded.
- **Browse** – Click **Browse** to display the open test **config** file folder and select a test from the list.
- **Output** – The current status of the operation, and the test results once a test is run.

Configuration Tab

The **Configuration** tab allows you to configure the test parameters for the selected test. When you modify values on this tab, the modified values are not saved to the configuration file unless you click **Save** to save the configuration.

IMPORTANT If you save a test configuration, make sure to give the test a new name before you save it. Keep the default test files as is, in the event that you need to configure another test with the same default values.

Messaging Diagnostics

Test Configuration Report

Name: Get Message Store Diagnostic Information Save

Description: Logon and get diagnostic information from the specified message store

Server: http://localhost:18276

Commands:

Command	Param Name	Param Value
Logon	Username	DevUser002@Tenant1.avstgalaxy.loc
	Password	0000
	Logon Type	11
	Authentication Type	0
	Remote Authentication Server	
Message Store Diag Info C	Store Server Type	Exchange
Logoff		

Figure 3. Messaging Diagnostics Tool – Configuration Tab

- **Name** – The name of a test, which displays on the **Test** tab.
- **Description** – Provides a detail description of the test.
- **Server** – The name of the MiCollab AM Server to which you are connecting.
- **Save** – Opens the **Save test config** as window and allows you to save the test file as configured with a new name.

The default folder in which to save the test is: ...**CX\Tools\MessagingDiagnostics\Tests**.

- **Commands** – The **Messaging Diagnostic Tool** interprets each operation as a command. For example, the **logon** and **logoff** operations are stored as **CXLogonCmd** and **CXLogoffCmd** in the test configuration file respectively.
 - **Command Column** – Displays the name of the command. For example, **Logon**, **Logoff**.
 - **Param Name Column** – Displays the name of the parameters. For example, **Mailbox ID**, **Password**.
 - **Param Value Column** – Displays the value of the parameters. Refer to the parameter values described in [Table 7](#), [Table 8](#), and [Table 9](#).

Refer to the following tables for more details about the parameters that appear in the **Commands** section from the **Configuration** Tab.

Parameters for Message Store Diagnostic Info

This command must be enclosed by the **Logon** and **Logoff** commands. The available following input parameters are listed in the table below.

Table 7. Input Parameters for Message Store Diagnostic Info

Parameter Name	Parameter Value
Username	Enter the subscriber username.
Password	Enter the mailbox security code.
Logon Type	Select 8 for <i>Administrator</i> ; 11 for <i>Mailbox</i> ; or 13 for <i>Superuser</i> .
Authentication Type	Select 0 for <i>Normal</i> ; 1 for <i>Windows</i> ; or 2 for <i>Assisted Authentication</i> .
Remote Authentication Server	If MiCollab AM server is administered through a remote location, enter the address of the remote server for authentication.
Store Server Type	Enter Exchange .

Parameters for Basic Message Retrieval

The following input parameters are listed in the table below. You can define the scope of the test results by using more or fewer parameters.

Table 8. Input Parameters for Basic Message Retrieval

Parameter Name	Parameter Value
Mailbox ID	Enter a mailbox number.
Password	Enter the mailbox security code.
Logon Type	Select 8 for <i>Administrator</i> ; 11 for <i>Mailbox</i> ; or 13 for <i>Superuser</i> .
Authentication Type	Select 0 for <i>Normal</i> ; 1 for <i>Windows</i> ; or 2 for <i>Assisted Authentication</i> .
Remote Authentication Server	If the system is administered through a remote location, enter the address of the remote server for authentication.
Folder	Select New for <i>inbox</i> ; Saved for the <i>Saved</i> folder; and Calendar for <i>calendar</i> .

Count	Enter the maximum number of messages to retrieve. The default is 10.
Start Timestamp	Enter the starting time in UTC in the xml dateTime format. Only those messages that were delivered after the specified time will be retrieved.
End Timestamp	Enter the ending time in UTC in the xml dateTime format. Only those messages that were delivered before the specified time will be retrieved.
Message Filters (Types)	
Voice	Select/Deselect
Fax	Select/Deselect
E-mail	Select/Deselect
Calendar	Select/Deselect
Read	Leave blank to disable. Enter 0 for <i>unread</i> messages; 1 for <i>read</i> messages.
Soft Deleted	Leave blank to disable. Enter 0 for messages <i>marked for deletion</i> ; 1 for messages <i>not marked for deletion</i> .
Priority	Leave blank to disable. Enter N for <i>normal</i> priority messages; U for <i>urgent</i> priority messages.
Sub Type	
Normal	Select/Deselect
Missed Call	Select/Deselect
Acknowledgement	Select/Deselect
Recorded Conversation	Select/Deselect
Calendar Sub Type	
Request	Select/Deselect
Cancellation	Select/Deselect
Reschedule	Select/Deselect
Accept	Select/Deselect

Tentative	Select/Deselect
Appointment	Select/Deselect
Task	Select/Deselect
Decline	Select/Deselect
Sender	Select/Deselect
MBID	Username of the sender
Remote MBID	Remote mailbox number of the sender
E-mail Address	Email address of the sender

Parameters for Basic Message and Attachment Retrieval

The following input parameters are listed in the table below. You can define the scope of the test results by using more or fewer parameters.

Table 9. Input Parameters for Basic Message and Attachment Retrieval

Parameter Name	Parameter Value
Mailbox ID	Enter a mailbox number.
Password	Enter the mailbox security code.
Logon Type	Select 8 for <i>Administrator</i> ; 11 for <i>Mailbox</i> ; or 13 for <i>Superuser</i> .
Authentication Type	Select 0 for <i>Normal</i> ; 1 for <i>Windows</i> ; or 2 for <i>Assisted Authentication</i> .
Remote Authentication Server	If the system is administered through a remote location, enter the address of the remote server for authentication.
Folder	Select New for <i>inbox</i> ; Saved for the <i>Saved</i> folder; and Calendar for <i>calendar</i> .
Count	Enter the maximum number of messages to retrieve. The default is 10.
Start Timestamp	Enter the starting time filter in UTC in the xml dateTime format. Only those messages that were delivered after the specified time will be retrieved.
End Timestamp	Enter the ending time filter in UTC in the xml dateTime format. Only those messages that were delivered before the specified time will be retrieved.

Message Filters Types	
Voice	Select/Deselect
Fax	Select/Deselect
E-mail	Select/Deselect
Calendar	Select/Deselect
Read	Leave blank to disable. Enter 0 for <i>unread</i> messages; 1 for <i>read</i> messages.
Soft Deleted	Leave blank to disable. Enter 0 for messages <i>marked for deletion</i> ; 1 for messages <i>not marked for deletion</i> .
Priority	Leave blank to disable. Enter N for <i>normal</i> priority messages; U for <i>urgent</i> priority messages.
Sub Type	
Normal	Select/Deselect
Missed Call	Select/Deselect
Acknowledgement	Select/Deselect
Recorded Conversation	Select/Deselect
Calendar Sub Type	
Request	Select/Deselect
Cancellation	Select/Deselect
Reschedule	Select/Deselect
Accept	Select/Deselect
Tentative	Select/Deselect
Appointment	Select/Deselect
Task	Select/Deselect
Decline	Select/Deselect
Sender	
MBID	Username of the sender

Remote MBID	Remote mailbox number of the sender
E-mail Address	Email address of the sender
Get Message	
Msg ID	The session specific unique identifier for the message
Permanent Msg ID	The persistent unique identifier for the message
Retrieve Attachments	
Msg ID	The session specific unique identifier for the message
PermanentMsgID	The persistent unique identifier for the message

Report Tab

The **Report** tab allows you to load, view, and save a report generated from a test you run.

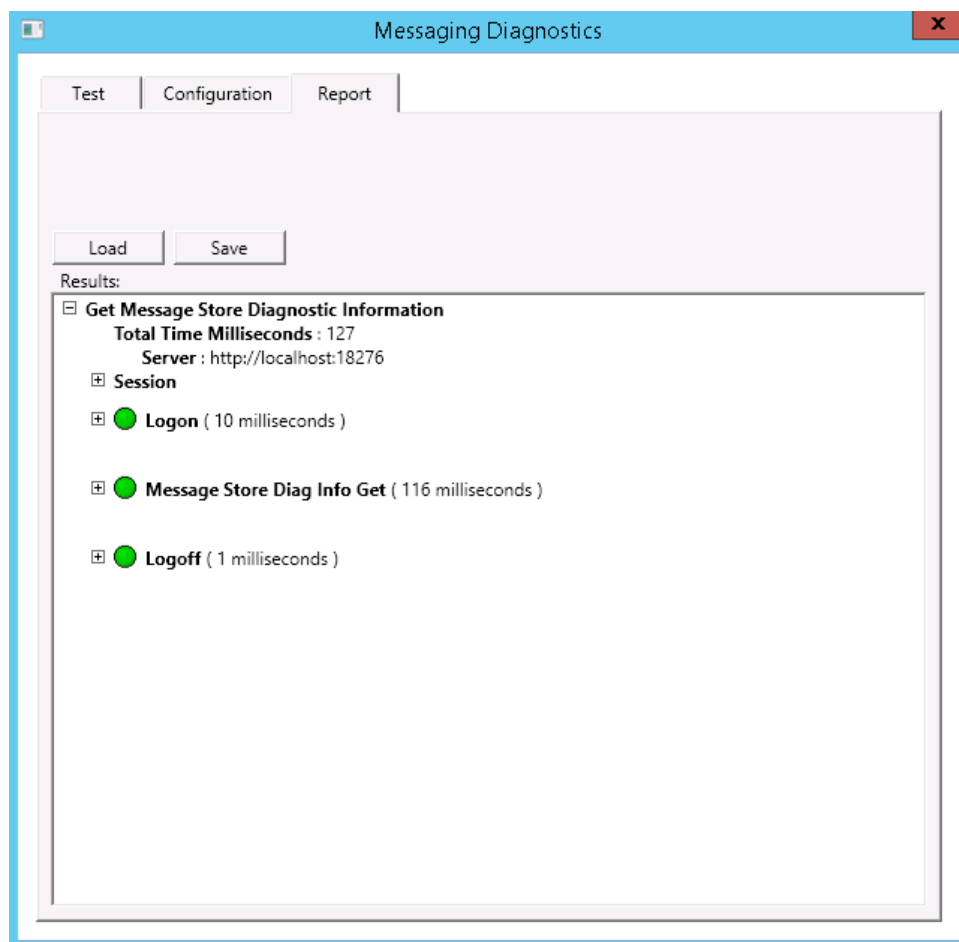



Figure 4. Messaging Diagnostics Tool – Report Tab

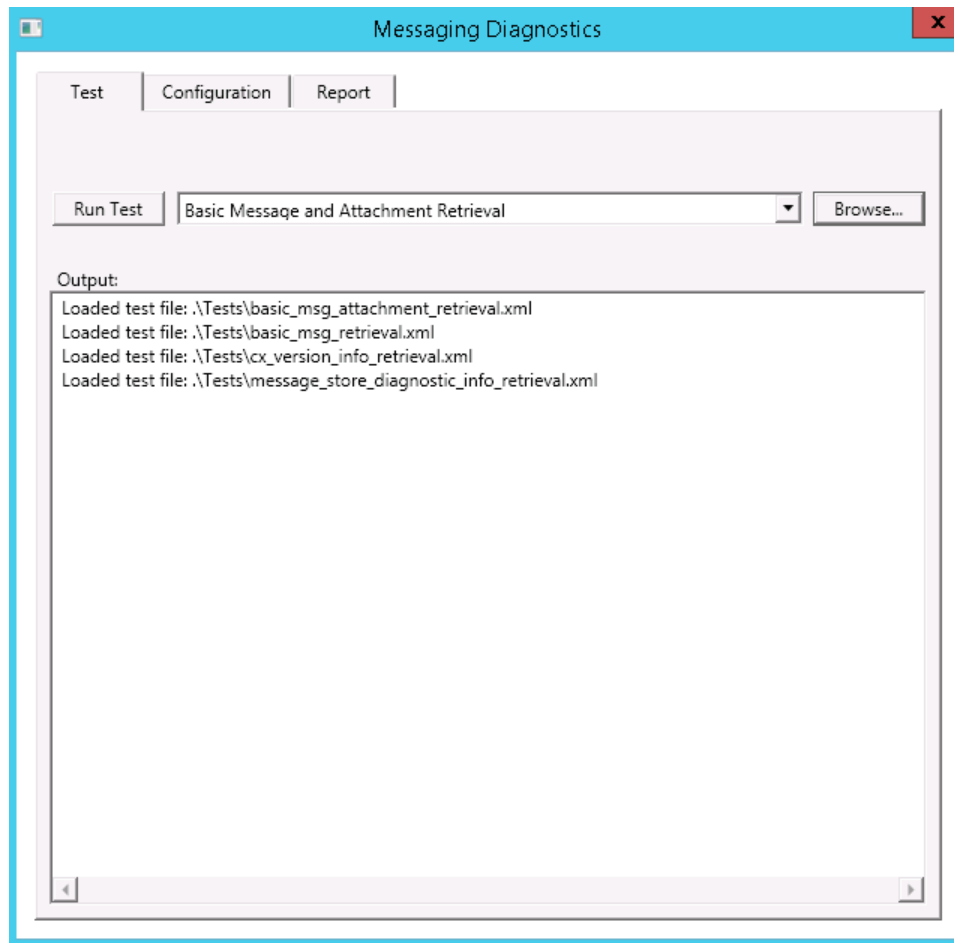
- **Load** – Loads the test results you saved previously.
- **Save** – Saves the test results to a result file. The default folder in which to save the test is **...\CX\Tools\MessagingDiagnostics\Reports**.
- **Results** – Displays the result of the test.
 - Click the  plus sign in the results area to expand the test results.
 - The result includes the name of the test, the amount of time to complete all commands, and the MiCollab AM server from which the test ran.
 - For each command, the parameter values sent to the SOAP Server under the Request node, results returned by the SOAP Server, and the amount of time to complete the command display.

Running Messaging Diagnostic Tests

This section provides the basic procedures for configuring and running the **Messaging Diagnostic** tests.

To start the Messaging Diagnostics Tool:

- 1 Log on to the System Server using the unified messaging user profile.
- 2 In Windows on which MiCollab AM is installed, navigate to the **...\CX\Tools\MessagingDiagnostics** folder.
- 3 Double-click **AT_MessagingDiagnostics.exe**. The **Messaging Diagnostics** tool displays.



Getting MiCollab AM Version Info


To run the Get MiCollab AM Version Info test:

- 1 On the **Test** tab, click the dropdown list and select **Get MiCollab AM Version Info**.
You can also click the **Browse** button and select the **CX_version_info_retrieval.xml** file.

- 2 Click the **Configuration** tab.

- 3 Enter the subscriber's **Mailbox ID** and the **Password** (security code).

IMPORTANT The mailbox must be configured as an Office 365 user with a valid E-mail address and server profile.

- 4 Click the **Test** tab, and then click **Run Test**. The results display in the **Output** area.
- 5 To view the details of the report data, click the **Report** tab.
- 6 On the **Report** tab, click the  plus sign in the **Results** area to display detailed information about the test.
- 7 To save the report, click **Save**.

Getting Message Store Information

To run the Get Message Store Diagnostic Information test:

- 1 On the **Test** tab, click the dropdown list and select **Get Message Store Diagnostic Information**.
You can also click the **Browse** button and select the **message_store_diagnostic_retrieval.xml** file.
- 2 Click the **Configuration** tab.
- 3 Enter the subscriber's **Mailbox ID** and the **Password** (security code).

IMPORTANT The mailbox must be configured as an Office 365 user with a valid E-mail address and server profile.

- 4 Click the **Test** tab, and then click **Run Test**. The results display in the **Output** area.
- 5 On the **Report** tab, click the plus sign in the Results area to display detailed information about the test.
- 6 To save the report, click **Save**. The save test report file as dialog box appears.
- 7 Click **Save** to save the report.

Getting Basic Message Retrieval

To run the Basic Message Retrieval test:

- 1 On the **Test** tab, click **Browse**, select **basic_msg_retrieval.xml**, and then click **Open**.
- 2 Enter the Subscriber Mailbox ID and the mailbox security code.

IMPORTANT The mailbox must be configured as an Office 365 user with a valid E-mail address and server profile.

- 3 Enter any of the other filter parameters you want to test during this procedure. Refer to [Table 8. Input Parameters for Basic Message Retrieval](#) for more information.
- 4 Click **Run Test**. The results display in the **Output** area. To view the details of the report data, click the **Report** tab.
- 5 On the **Report** tab, click the plus sign in the **Results** area to display detailed information about the test.
- 6 To save the test results, click **Save**.
- 7 To save the report, click **Save**. The save test report file as dialog box appears.
- 8 Click **Save** to save the report.

Basic Message and Attachment Retrieval

To run the Basic Message and Attachment Retrieval Test:

- 1 On the **Test** tab, click **Browse**, select **basic_msg_attachment_retrieval.xml**, and then click **Open**.
- 2 Enter the Subscriber Mailbox ID and the mailbox security code.

IMPORTANT The mailbox must be configured as an Office 365 user with a valid E-mail address and server profile.

- 3 Enter any of the other filter parameters you want to test during this procedure. Refer to [Table 9. Input Parameters for Basic Message and Attachment Retrieval](#) for more information.
- 4 Click **Run Test**. The results display in the **Output** area. To view the details of the report data, click the **Report** tab.
- 5 On the **Report** tab, click the plus sign in the **Results** area to display detailed information about the test.
- 6 To save the test results, click **Save**.
- 7 To save the report, click **Save**. The save test report file as dialog box appears.
- 8 Click **Save** to save the report.

Appendix F: Changing the Message Classes (Optional)

Server administrators have the ability to change the voice and fax message classes so that the messages will open in the Microsoft Exchange Unified Messaging (UM) forms instead of opening in the MiCollab AM UM forms.

IMPORTANT Changing the Message Class affects all tenants on a hosted system and will not allow the system to recognize voice and fax messages sent using a different Message Class.

To change the Message Classes:

- 1 Navigate to **CX\Bin**.
- 2 Double-click **AT_EwsConfiguration.exe**. The **Exchange Web Services Configuration** application opens.

NOTE If MiCollab AM is installed on the C drive, be sure to run the **Exchange Web Services Configuration** application as an administrator or on a Windows account with administrator rights on the server on which MiCollab AM is installed.

- 3 On the **Application Settings** tab, locate the **Voice Message Class** or **Fax Message Class** settings and set them to the desired values.

The screenshot shows the 'Exchange Web Services Configuration' window with the 'Application Settings' tab selected. The 'Service Endpoints' tab is also visible. The 'Voice Message Class' and 'Fax Message Class' settings are highlighted with a red box. The 'Voice Message Class' is set to 'IPM.Note.AppliedVoiceTechnology.VoiceMessage' and the 'Fax Message Class' is set to 'IPM.Note.AppliedVoiceTechnology.VoiceFaxMessage'.

Setting	Value
MWI Status Interval Minutes	5
MWI - MTA Sync Interval MSec	1800000
MWI Telephony Servers File	.\EwsMwiSubscribe.xml
MWI Subscription Dump File	..\Log\MwiSubscriptionsDump.xml
Trigger MWI on fax message	<input checked="" type="checkbox"/>
CX service logging enabled	<input type="checkbox"/>
EWS trace enabled	<input type="checkbox"/>
EWS trace max number logs	10
EWS trace max log size bytes	20000000
Voice Message Class	IPM.Note.AppliedVoiceTechnology.VoiceMessage
Fax Message Class	IPM.Note.AppliedVoiceTechnology.VoiceFaxMessage

OK Cancel Apply

NOTES

1. In order for MiCollab AM voice or fax messages to open in Microsoft Exchange UM Forms, set the message class for the Microsoft Exchange UM voice and fax messages into the message class fields in the Exchange Web Services Configuration utility. For example, you could set the Voice Message Class to "IPM.Note.Microsoft.Voicemail.UM" and the Fax Message Class to "IPM.Note.Microsoft.Fax".
 2. MiCollab AM encodes voicemail messages in G.711 format. In order to play the messages in Exchange UM, you need to configure the Exchange dial plan to use G.711 encoding.
 3. Externally received messages that arrive in .mp3 format cannot be played over the MiCollab AM TUI. However, these messages can still be played through the Exchange UM Forms.
- 4 Click **OK**.
 - 5 Restart the MiCollab AM Exchange Web Services service to apply the changes.