

**Stuenkel, MaryBeth**

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**From:** Stuenkel, MaryBeth [maryb@umich.edu]  
**Sent:** Friday, December 07, 2007 5:16 PM  
**To:** exchange.inform@umich.edu  
**Cc:** exchange.internal@umich.edu  
**Subject:** Exchange Service Update 12/07/07: Voice Mail edition

In addition to these updates being sent periodically via email, they are available via the web as well. Check <http://www.umich.edu/~lannos/exchange/> for the latest news, as well as a collection of old news.

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#### **Voice Mail Is Coming To Exchange**

ITCS is preparing to add the Exchange 2007 voice mail feature to its Exchange service. Through this offering, users with Exchange mailboxes will receive their voicemail directly into their Exchange mailboxes. They will also be able to access e-mail and calendar information over the phone (in addition to voice mail messages, of course).

Exchange will also provide a Voice Mail Only service for those who do not use full Exchange mailboxes, such as Calendar Only users. Users will login with their 10-digit phone number instead of unique name.

We'll provide information and answer your questions at the Exchange Face-to-Face meeting on 12/18/2007 (see below).

#### **Voice Mail and Self-Serve Units**

Adding voice mail to Exchange mailboxes will require self-serve units to follow some new processes so that integration with the phone system can occur in the smoothest possible way for you and your users. Coordination with ITCom customer service representatives will be key. We will propose a process and ask for your feedback at the Face-to-Face meeting on 12/18/2007 (see below).

#### **Preparing for Exchange 2007 – Upcoming Changes that WILL Affect You**

As we prepare to take advantage of Exchange 2007 Unified Messaging and other features, we need to make changes to the systems that will impact Exchange 2003 users. Eventually, all mailboxes will be migrated to Exchange 2007, but we will be operating in a mixed environment for some time. One very obvious change will be for OWA users. In preparation for Exchange 2007, all authentication will be done through the Exchange 2007 front end. That means that users will see the OWA 2007 login screen, even though after logging in they will operate in the familiar OWA 2003 environment. There are more changes affecting other services going through the front-end servers, including Windows Mobile / Active Sync, IMAP and POP. We will discuss these at the Face-to-Face meeting on 12/18/2007 (see below).

#### **Face-to-Face on 12/18/2007**

As you have now guessed, we have a lot to talk about at our next regularly scheduled Exchange Face-to-Face. Please come and have your views heard and your questions answered. Because of the importance of these

topics to units, I expect a larger than usual turnout. So, if you plan to come, please let me know ([maryb@umich.edu](mailto:maryb@umich.edu)) so I can find a bigger room if necessary. The Face-to-Face is currently scheduled from 3 to 4:30 at 806 Hatcher (the usual location).

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To receive these update messages regarding the ITCS Exchange Service, join the UMOD group “Exchange Inform” from <http://directory.umich.edu>