

How to assign UM policy in Exchange Hosting?

Summary

This article gives information about assignment of UM policies for Exchange Hosting.

Applies To:

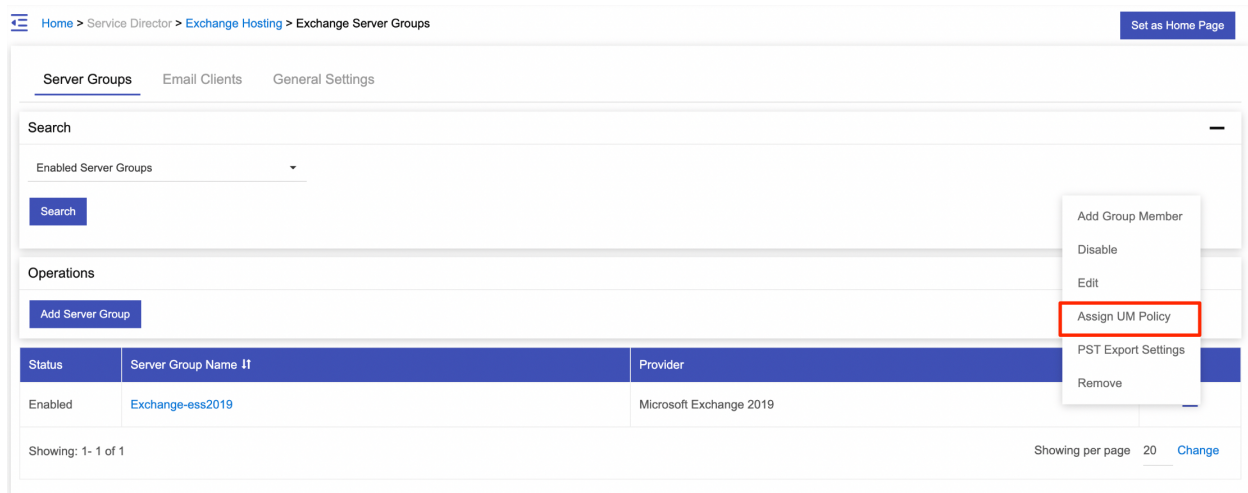
Applies to MachPanel v6 and above

Manage Unified Messaging

First of all, **UM Policy >> UM Dial Plans** are created and managed on backend, review link below:

<http://jaapwesselius.com/2013/02/03/lync-2013-and-exchange-2013-unified-messaging/>

- In order to manage Unified messaging navigate to the path: **Home » Service Director » Exchange Hosting » Exchange Server Groups**
- **Assign UM policy** to your Exchange Server Group.



The screenshot shows the MachPanel interface for managing Exchange Server Groups. The breadcrumb navigation is: Home > Service Director > Exchange Hosting > Exchange Server Groups. The page has tabs for 'Server Groups', 'Email Clients', and 'General Settings'. There is a search bar and a table of server groups. A context menu is open over the table, with 'Assign UM Policy' highlighted in red.

Status	Server Group Name #1	Provider
Enabled	Exchange-ess2019	Microsoft Exchange 2019

MachPanel will fetch all policies and show you under **Exchange UM polices** tab.

Click on **Edit Assignment** to assign policies to your Customer/Resellers.

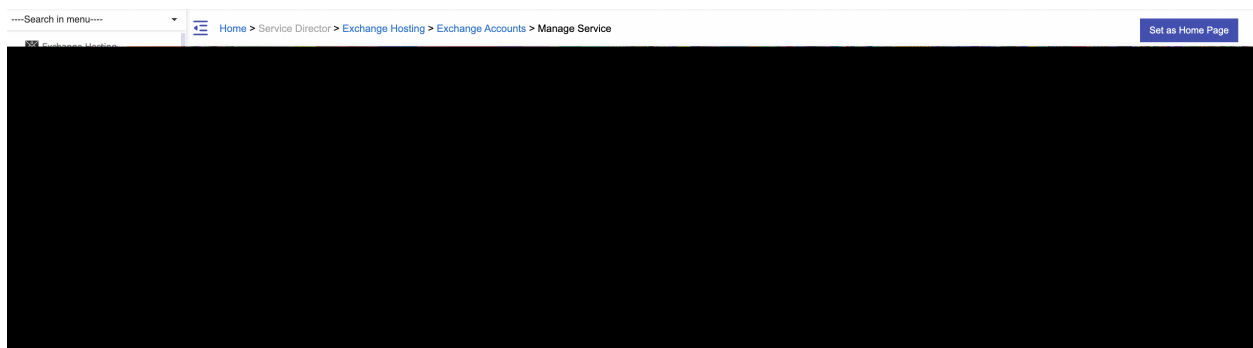
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How to Activate UM for a Mailbox?

Once the UM policies are assigned to customers, navigate to path: **Home » Service Director » Exchange Hosting » Exchange Accounts**

Click on **Manage** and then select **Mailboxes** tab. Click on the mailbox name for which you wish manage the service features.

Now select **Unified Messaging** tab and click on **Activate** button as shown below:



1. **Policy Name:** Provide policy Name
2. **Extension:** It shows extension
3. **SIP identifier:** It shows SIP identifier for e.g. MB1.test@exdomain.com
4. **Enable for Automatic Speech Recognition:** Check/Uncheck
5. **Allow UM calls from non-users:** Check/Uncheck
6. **Allow the user to receive faxes:** Check/Uncheck
7. **Allow diverted calls without a caller ID to leave a message:** Check/Uncheck
8. **Allow user to configure call answering rules:** Check/Uncheck
9. **Personal operator extension:** It shows extension.

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You can also **Disable** UM or **Reset Pin**:

1. **Automatically generate PIN to access Outlook Voice Access:** Select this option for automatic pin.
2. **Manually specify PIN:** select this to Specify Manual pin.

Require user to reset PIN at first telephone logon: Check/Uncheck this option.

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/55696/How-to-assign-UM-policy-in-Excha...>