

How to Enable Unified Messaging (Voice Mail) in Exchange Online

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Introduction

Unified Messaging is a mailbox feature available in Exchange Online. If the mailbox is associated with a Skype for Business account enabled for Enterprise Voice (telephony), Unified Messaging must be enabled in order for callers to leave voicemail. The voicemail message is then stored as an email message in the Inbox of the mailbox.

Below are instructions for how to enable and disable Unified Messaging, and how to update the telephone extension associated with Unified Messaging. Agency email administrators and/or other designated agency staff are responsible for these actions for their Exchange Online and Skype for Business customers. Below are instructions for both using the Exchange Online ECP, or Exchange Online PowerShell. For instructions for accessing Exchange Online ECP, or Exchange Online PowerShell, please refer to the [E-Mail Admin Guide to Exchange 2013 and Exchange OnLine](#).

Enabling Unified Messaging in Exchange Online

Exchange Online ECP Instructions

1. Log into the [Exchange Online ECP](#).
2. On the left navigation bar, click Recipients, and search for the mailbox you want to enable/disable UM for.
3. Click once on the mailbox to select it. On the right navigation bar, under Unified Messaging, click Enable.
4. For the UM mailbox policy, click Browse..., and select Office365 Default Policy, and click OK. Then, click Next.
5. Enter the Extension number, which is the customer's 11 digit phone number (eg, 16085551234).
6. For PIN settings, either automatically generate a PIN, or specify a PIN. Optionally, you can require the customer reset their PIN after accessing voicemail for the first time.
7. Click Finish. Unified Messaging is now enabled and will take effect after about 5 minutes.

Exchange Online PowerShell Instructions

Run the following PowerShell command to enable unified messaging, replacing the **highlighted** with the customer's email address, 11 digit phone number (eg, 16085551234), and email address (respectively). Optionally, you can either specify a PIN, or exclude the -PIN parameter for the PIN to be automatically generated.

```
Enable-UMMailbox -Identity first.last@wisconsin.gov -UMMailboxPolicy "Office365  
Default Policy" -Extensions 16085551234 -PIN 123456 -SIPResourceIdentifier  
first.last@wisconsin.gov -PINExpired $true
```

Disabling Unified Messaging in Exchange Online

Exchange Online ECP Instructions

1. Log into the [Exchange Online ECP](#).
2. On the left navigation bar, click Recipients, and search for the mailbox you want to enable/disable UM for.
3. Click once on the mailbox to select it. On the right navigation bar, under Unified Messaging, click Disable, and then OK.

Exchange Online PowerShell Instructions

Run the following PowerShell command to disable unified messaging, replacing the **highlighted** with the customer's email address.

```
Disable-UMMailbox -Identity first.last@wisconsin.gov
```

Updating a Unified Messaging Telephone Number

To update a Unified Messaging Telephone Number, you must first disable Unified Messaging, and then re-enable Unified Messaging using the new telephone number. Instructions for disabling and enabling Unified Messaging are shown above.

Additional Resources

If you have a large number of mailboxes to enable/disable for UM, it is advised to use an Excel spreadsheet that generates the PowerShell commands to enable/disable UM based on entry of the customer's email address and telephone number. Embedded below is a "PowerShell Cookbook" that you can use for this purpose. The Agency Powerbook will be updated with these commands as well.



ummailbox.xlsx