

IP Office Technical Tip

Tip no: 100

Release Date: 27 October 2005

Region: GLOBAL

Avaya IP Office Integrated Message Server (IMS) support of Microsoft Outlook 2003 with Cached Exchange Mode

Avaya IP Office Integrated Messaging has been tested with Microsoft Outlook 2003 with Cached Exchange Mode off.

Cached Exchange Mode can cause problems with Message Waiting light synchronization with IP Office terminals.

To disable Cached Exchange Mode:

- 1. Select Start\Settings\Control Panel\Mail.
- 2. Select Email Accounts.
- 3. Select View or change existing email Accounts.
- 4. Select the Microsoft Exchange Server then Change.
- 5. Uncheck "Use Cached exchange Mode".
- 6. Outlook needs to be re-started to make this change apply.

Exchange Server Settings You can enter the required	information to convect to your Exchange server.	来
Type the neme of your Microsof system administrator.	Exchange Server computer. For information, was vive	
Microsoft Exchange Server:		
	Libe Cadled Exchange Mode	
Type the name of the malbox se is usually your user name.	t up for you by your administrator. The mailbox name	
User Name:	1	Cleb Trans
		ture Settings

COMPAS ID 113969 Issue 1

IP Office IMS users who want to use Cached Mode when traveling outside of the Office should turn on "Cached Exchange Mode" and Select "Prompt before connecting to Voicemail Server" in the Integrated Messaging tab before closing Outlook.

When the user logs in remotely and opens "Outlook", they will be prompted by the following message:

Integral	ed Messag	ing Extensio	on 🗵	
2 Do you wish to connect to the Integrated Messaging server				
	Yes	No	1	

And should select "no" before opening outlook.

Outlook will not then try to synchronize voicemail messages in Outlook with VoiceMail Pro.

When the user is back in the office, they can then check "Cached Exchange Mode", reopen Outlook and connect to the VoiceMail Pro server for message synchronization.

Issued by: Avaya SMBS Tier 4 Support Contact details:-EMEA/APAC Tel: +44 1707 392200 Fax: +44 (0) 1707 376933 Email: <u>gsstier4@avaya.com</u>

NA/CALA Tel: +1 732 852 1955 Fax: +1 732 852 1943 Email: <u>IPOUST4ENG@Avaya.com</u>

Internet: <u>http://www.avaya.com</u> © 2005 Avaya Inc. All rights reserved.

COMPAS ID 113969 Issue 1