

# Exchange and Lync 2010 Integration

Byron Spurlock

Quadranttechnologies

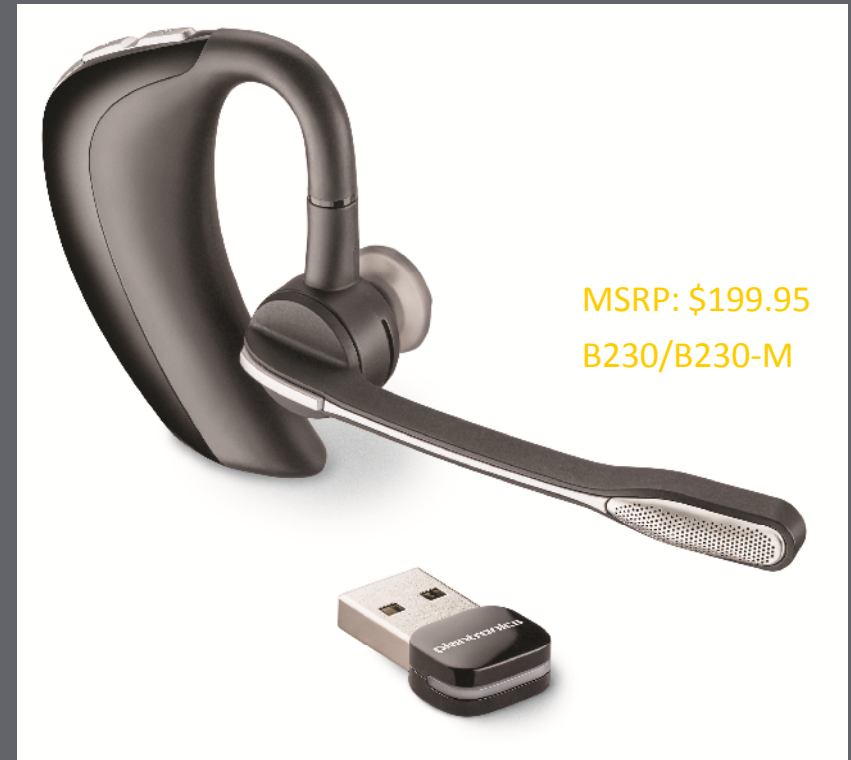
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## Voyager PRO UC

Next generation



MSRP: \$199.95

B230/B230-M

### Revolutionizing the Mobile Office

- New **Smart Sensor™** technology provides intuitive call management including Auto Answer and Smart Call Transfer
- Single headset connects to PC and Bluetooth® mobile phone
- Synchronized softphone presence on mobile calls or multiple softphones via software.
- Portable, Bluetooth mini USB adapter

Microsoft®  
**Exchange**  
CONNECTIONS

# About Byron Spurlock

- Former MSFT field engineer
- Involvement with UC since LCS 2005
- Consultant 65% Trainer 35%
- Gone through Masters
- Webcast delivery (20 + counting)

# Session Objectives

- Scenarios for Exchange Unified Messaging
  - Voicemail
  - Missed Call Notification
  - Play on Phone
- Exchange UM integrating with Lync
  - Missed Call Notifications
- Lync + Exchange Integration Call Flows
  - Lync Client
- Named Resolution
- Lync and Outlook Client Experience
  - Chart
- Lync and Exchange UM Support Matrix
  - Chart
- Arbitration Mailbox (Did you know?)

# Scenarios - Voicemail

DEMO

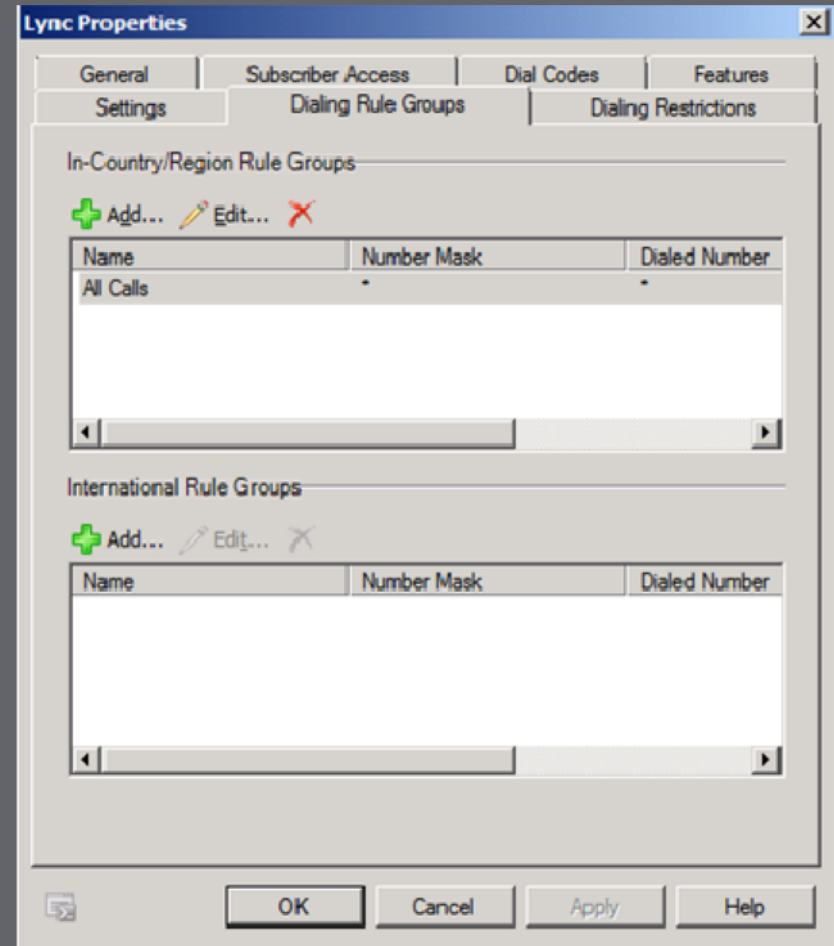
# Scenarios - Missed Call Notifications

- By default, when a user misses a call the user receives a missed call notification email from Exchange UM.
- The Caller-Id may contain the Session Initiation Protocol (SIP) Uniform Resource Identifier (URI) or the phone number of the caller.
- Users can click-to-dial by clicking the links in the email to return the missed call.



# Scenarios – Play on Phone

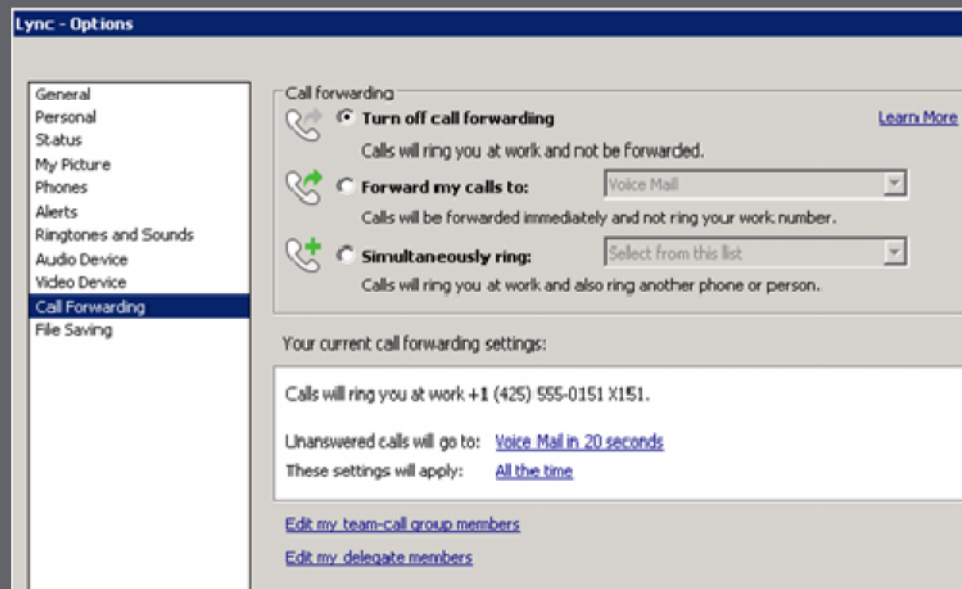
- **Dial Rule Groups**
  - Number Masks
  - 1(425)
- **Dial Restrictions**
  - Mailbox Policy
  - Dial Plan
  - Auto Attendant



# Exchange UM and Lync Integration Missed Call Notifications

- **Policy Level**

- Set-UMMailboxPolicy –Identity <polycyname>  
–AllowMissedCallNotifications \$false



# Exchange UM and Lync Integration

## Missed Call Notifications

- **Policy Level**

- Set-UMMailboxPolicy –Identity <polycyname>  
–AllowMissedCallNotifications \$false

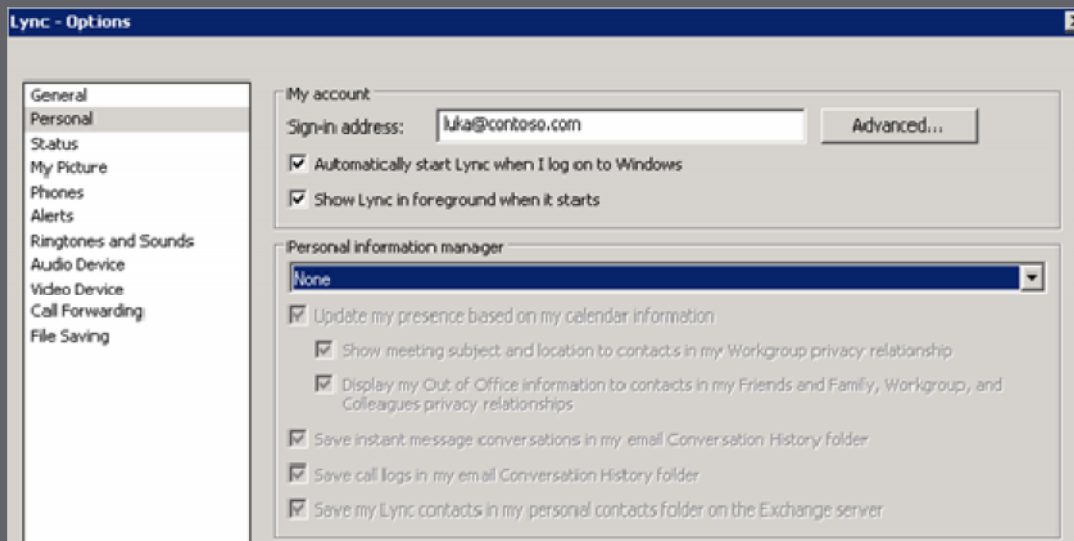
- **Mailbox Level**

- Set-UMMailbox –Identity <username> –  
MissedCallNotificationEnabled \$false

# Exchange UM and Lync Integration

## Missed Call Notifications

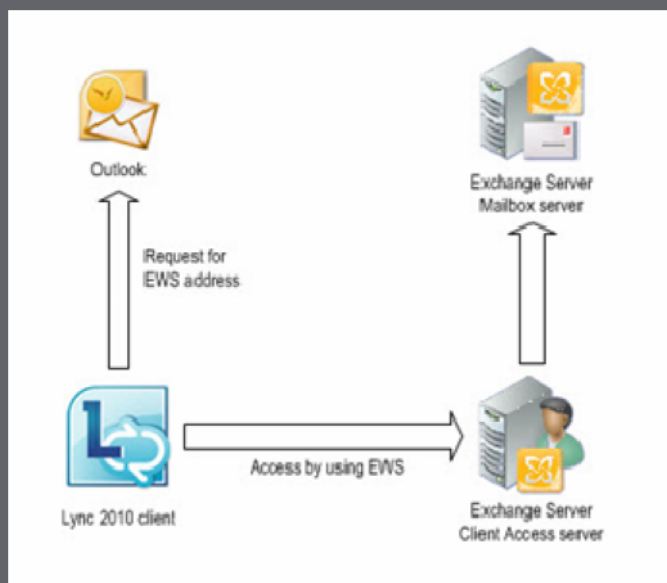
- Lync Client level
  - Edit Personal Information manager



- Lose features
  - Save Instant Messages
  - Call logs
  - Conversation History

# Lync 2010 Call Flows

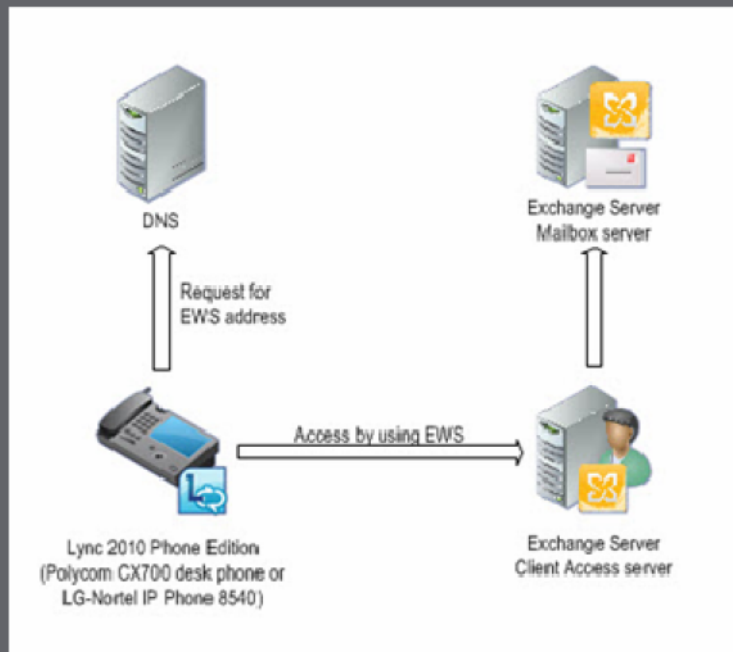
- Lync 2010 queries Outlook for EWS
- If outlook is not installed
  - Autodiscover.contoso.com
  - \_autodiscover.\_tcp.contoso.com
- Client connects to EWS



# Lync IP Phone Data Flow

- Lync Phone Edition queries DNS for EWS address

- • <https://<smtpdomain>/autodiscover/autodiscover.xml>
- • <https://autodiscover.<smtpdomain>/autodiscover/autodiscover.xml>
- • <http://<smtpdomain>/autodiscover/autodiscover.xml>
- • <http://autodiscover.<smtpdomain>/autodiscover/autodiscover.xml>

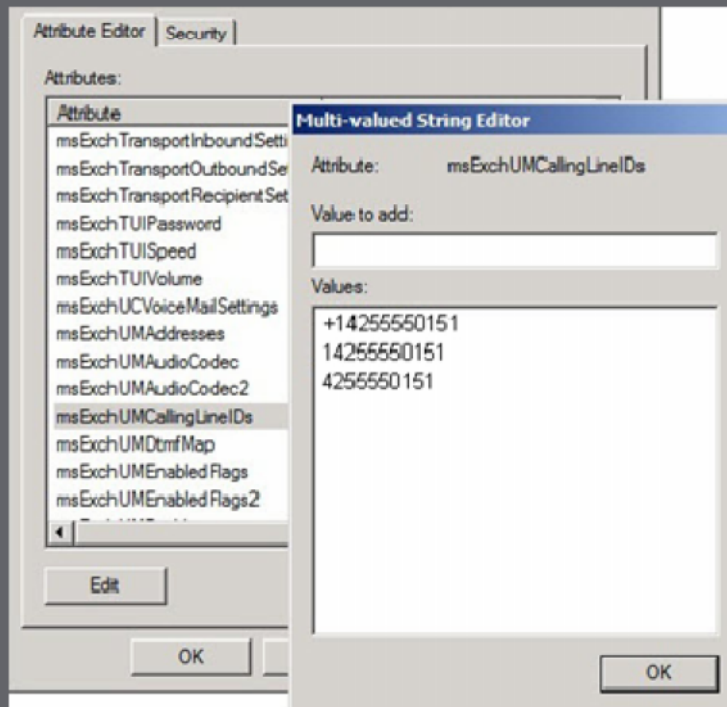


# Name Resolution - Call ID Path

1. Look for a match in the Exchange UM proxy address for the current dial plan.
2. Look for a match in the Exchange UM proxy address for other dial plans.
3. Look for a match in CallingLineID Active Directory attribute.
4. Look for a match in MSRTCSIP-Line Active Directory attribute.
5. Look for a match in other Active Directory phone attributes.
6. Look for a match in recipients personal contacts.
7. If no match is found, just display the caller's phone number.

# msExchUMCallingLineIDs

- What happens when no msRTCSIP-Line attribute?
- New with Exchange 2010 SP1
  - Set-User



# Lync and Outlook Client Experience

Feature	Exchange 2003	Exchange 2007 or Exchange 2010 (MAPI Only, No EWS)	Exchange 2007 or Exchange 2010 (MAPI and EWS)	Exchange 2007 or Exchange 2010 (EWS Only, No MAPI)
Voice mail notification (read/unread count)	MAPI (pushed)	MAPI (pushed)	EWS (subscription)	EWS (subscription)
Missed conversations notification (read/unread count)	MAPI (pushed)	MAPI (pushed)	EWS (subscription)	EWS (subscription)
Voice mail display in Lync client	Not applicable	Not applicable	EWS (subscription)	EWS (subscription)
Recent conversation history in conversation environment	Not applicable	Not applicable	EWS (subscription)	EWS (subscription)
Microsoft Exchange contacts integration (Contacts merge and search)	MAPI (pushed)	MAPI (pushed)	EWS (subscription)	EWS (subscription)
Write conversation history to Microsoft Exchange	MAPI (on demand)	MAPI (on demand)	EWS (on demand)	EWS (on demand)
Contacts creation in Microsoft Exchange (sync)	Not applicable	Not applicable	EWS (on demand)	EWS (on demand)
Free/Busy calendar information	MAPI (polled)	MAPI (polled)	EWS (polled)	EWS (polled)
Working hours	Not applicable	Not applicable	EWS (polled)	EWS (polled)
Out-of-Office message	MAPI (polled)	MAPI (polled)	EWS (polled)	EWS (polled)
Microsoft Exchange delegates	MAPI (pushed)	MAPI (pushed)	Not applicable	Not applicable

# OCS, Lync, and UM Support Matrix

Office Communications Server or Lync Server version	Exchange 2007 SP1 or SP2 Unified Messaging	Exchange 2010 Unified Messaging	Exchange 2010 SP1 Unified Messaging
<b>Office Communications Server 2007</b>	Supported only in an on-premises deployment. Location profiles names and Exchange UM dial plan phone contexts must match.	Supported only in an on-premises deployment. Location profiles names and Exchange UM dial plan phone contexts must match.	Not supported.
<b>Office Communications Server 2007 R2</b>	Supported only in an on-premises deployment. Location profiles names and Exchange UM dial plan phone contexts must match.	Supported only in an on-premises deployment. Location profiles names and Exchange UM dial plan phone contexts must match.	Supported only in an on-premises deployment. Location profile names and Exchange UM dial plan phone contexts don't have to match.
<b>Lync Server 2010</b>	Supported only in an on-premises deployment. Location profiles names and Exchange UM dial plan phone contexts must match.	Supported only in an on-premises deployment. Location profiles names and Exchange UM dial plan phone contexts must match.	Supported in a cross-premises or enterprise deployment. Location profiles names and Exchange UM dial plan phone contexts don't have to match.

# Arbitration Mailbox

- What is it used for?
  - Messages waiting approval
  - Custom prompts for UM
- The way it worked with Exchange 2007
  - Copy-UMCustomPrompt
  - Set-UMDialPlan
- The way it works with Exchange 2010
  - DAG
- Why is this important?

# Your Feedback is Important

Please fill out a session evaluation form  
drop it off at the conference registration  
desk.

Thank you!