[MS-OXWUMS]: Voice Mail Settings Web Service Protocol Specification

Intellectual Property Rights Notice for Protocol Documentation

Revision Summary			
Author	Date	Version	Comments
Microsoft Corporation	April 4, 2008	0.1	Initial Availability.
Microsoft Corporation	June 27, 2008	1.0	Initial Release.
Microsoft Corporation	August 6, 2008	1.01	Revised and edited technical content.
Microsoft Corporation	September 3, 2008	1.02	Updated references.

Table of Contents

1 Introduction

The Voice Mail Settings Web service provides an extensibility point that enables clients to read and change information about Unified Messaging properties, and play voice mails or record greetings over the telephone.

1.1 Glossary

The following terms are defined in [MS-OXGLOS]:

> **EntryID**
> **Out of Office**
> **SOAP body**
> **SOAP fault**
> **SOAP faultcode**
> **SOAP message**
> **Uniform Resource Locator (URL)**
> **Web Services Description Language (WSDL)**
> **WSDL message**
> **XML**

The following terms are specific to this document:

XML namespace: A namespace that is identified by a URI reference [RFC3986]. Element and attribute names can be placed in an XML namespace by using the mechanisms described in this specification.

XML schema: A schema that consists of components such as type definitions and element declarations. These can be used to assess the validity of well-formed element and attribute information items.

MAY, SHOULD, MUST, SHOULD NOT, MUST NOT: These terms (in all caps) are used as described in [RFC2119].   All statements of optional behavior use either MAY, SHOULD, or SHOULD NOT.

1.2 References

1.2.1 Normative References

[MS-OXGLOS] Microsoft Corporation, "Exchange Server Protocols Master Glossary", June 2008.

[RFC2045] Freed, N., et al., "Multipurpose Internet Mail Extensions (MIME) Part One: Format of Internet Message Bodies", RFC 2045, November 1996, http://www.ietf.org/rfc/rfc2045.txt.

[RFC2119] Bradner, S., "Key words for use in RFCs to Indicate Requirement Levels", BCP 14, RFC 2119, March 1997, http://www.ietf.org/rfc/rfc2119.txt.

[RFC2396] Berners-Lee, T., Fielding, R., and Masinter, L., "Uniform Resource Identifiers (URI): Generic Syntax", RFC 2396, August 1998, http://www.ietf.org/rfc/rfc2396.txt.

[RFC2616] Fielding, R., et al., "Hypertext Transfer Protocol -- HTTP/1.1", RFC 2616, June 1999, http://www.ietf.org/rfc/rfc2616.txt.

[RFC2818] Rescorla, E., "HTTP over TLS", RFC 2818, May 2000, http://www.ietf.org/rfc/rfc2818.txt.

[SOAP1.1] Box, D., et al., "Simple Object Access Protocol (SOAP) 1.1", May 2000, http://www.w3.org/TR/2000/NOTE-SOAP-20000508/.

[WSDL] Christensen, E., Curbera, F., Meredith, G., and Weerawarana, S., "Web Services Description Language (WSDL) 1.1", W3C Note, March 2001, http://www.w3.org/TR/2001/NOTE-wsdl-20010315.

[XML10] World Wide Web Consortium, "Extensible Markup Language (XML) 1.0 (Third Edition)", February 2004, http://www.w3.org/TR/2004/REC-xml-20040204/.

[XMLINFOSET] World Wide Web Consortium, "XML Information Set (Second Edition)", February 2004, http://www.w3.org/TR/2004/REC-xml-infoset-20040204.

[XMLNS] World Wide Web Consortium, "Namespaces in XML 1.0 (Second Edition)", August 2006, http://www.w3.org/TR/REC-xml-names/.

[XMLSCHEMA1] Thompson, H.S., Ed., Beech, D., Ed., Maloney, M., Ed., and Mendelsohn, N., Ed., "XML Schema Part 1: Structures", W3C Recommendation, May 2001, http://www.w3.org/TR/2001/REC-xmlschema-1-20010502/.

[XMLSCHEMA2] Biron, P.V., Ed., and Malhotra, A., Ed., "XML Schema Part 2: Datatypes", W3C Recommendation, May 2001, http://www.w3.org/TR/2001/REC-xmlschema-2-20010502/.

1.2.2   Informative References

[MSDN-UMWSR] Microsoft Corporation, "Unified Messaging Web Service Reference", http://go.microsoft.com/fwlink/?LinkId=112217.

1.3   Protocol Overview

The Voice Mail Settings Web service provides an extensibility point that enables clients to read and change information about Unified Messaging properties, play voice mail, or record greetings over the telephone. Clients use the SOAP protocol to contact the Voice Mail Settings Web service.

This specification describes the requests and responses for the Voice Mail Settings Web service methods.

1.4   Relationship to Other Protocols

The Voice Mail Settings Web service uses SOAP [SOAP1.1] over HTTPS [RFC2818], as shown in Figure 1.

Voice Mail Settings Web Service	This Protocol
SOAP	
HTTPS	Industry Standard
TCP	
IP	
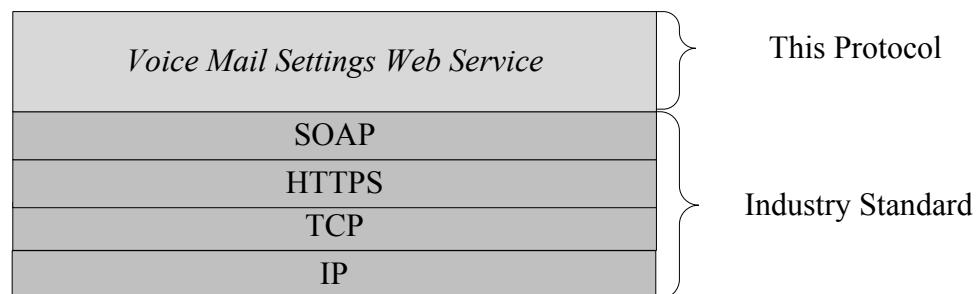
Figure 1:   Layering diagram

1.5   Prerequisites/Preconditions

None.

1.6   Applicability Statement

None.

1.7   Versioning and Capability Negotiation

This document covers versioning issues in the following areas:

- **Supported transports:** This protocol uses SOAP 1.1.

- **Protocol versions:** This protocol has only one **WSDL port type** version.

- **Security and Authentication methods:** The Voice Mail Settings Web service relies on the Web server that hosts the application to perform authentication.

- **Localization:** This protocol includes text strings in various languages for **SOAP fault** responses. The client MAY chose to localize error messages on a different language.

- **Capability Negotiation:** This protocol does not support capability negotiation.

1.8 Vendor-Extensible Fields

None.

1.9 Standards Assignments

None.

2   Messages

2.1 Transport

Messages are transported using SOAP version 1.1. For more information, see [SOAP1.1].

Security model: The Voice Mail Settings Web service relies on the Web Server that hosts the application to perform authentication. The protocol SHOULD use secure communication via HTTPS, as defined in [RFC2818].

2.2 Common Message Syntax

This section contains common definitions used by this protocol. The syntax of the definitions uses **XML schema**, as defined in [XMLSCHEMA1] and [XMLSCHEMA2], and **Web Services Description Language** as defined in [WSDL].

2.2.1 Namespaces

This specification defines and references various **XML namespaces** using the mechanisms specified in [XMLNS]. Although this specification associates a specific XML namespace prefix for each XML namespace that is used, the choice of any particular XML namespace prefix is implementation-specific and not significant for interoperability.

Prefix	Namespace URI	Reference
targetNamespace	http://schemas.microsoft.com/exchange/services/2006/messages	[MS-OXWUMS]
xmlns:tns	http://schemas.microsoft.com/exchange/services/2006/messages	[MS-OXWUMS]

Prefix	Namespace URI	Reference
xmlns:s	http://www.w3.org/2001/XMLSchema	[XMLSCHEMA1]
xmlns:soap	http://schemas.xmlsoap.org/wsdl/soap/	[WSDL]
xmlns:wsdl	http://schemas.xmlsoap.org/wsdl/	[WSDL]

2.2.2 Simple Types

This specification does not define any common simple-type definitions.

2.2.3 Complex Types

This specification does not define any common complex-type definitions.

2.2.4 Elements

This specification does not define any common element definitions.

2.2.5 Attributes

This specification does not define any common attribute definitions.

2.2.6 Groups

This specification does not define any common group definitions.

2.2.7 Attribute Groups

This specification does not define any common attribute group definitions.

2.2.8 Messages

Message	Description
SOAP fault	The operations defined in section 3.1.4 MAY return a **SOAP fault**. A SOAP fault element is used to carry error and/or status information within a **SOAP message** when there is API misuse or where there are configuration failures.

2.2.8.1 SOAP Fault Message

The operations defined in section 3.1.4 MAY return a **SOAP fault**. A SOAP fault element is used to carry error and/or status information within a **SOAP message** when there is an API misuse or where there are configuration failures.

The SOAP fault element defines the following four sub-elements.

SOAP fault sub-element	Definition
faultstring	The **faultstring** element provides a human readable explanation of the fault and is not intended for algorithmic processing.
faultcode	The **faultcode** element is intended for use by software to provide an algorithmic mechanism for identifying the fault. The Voice Mail Settings Web service always returns the **soap:Server** value.
faultactor	The **faultactor** element is intended to provide information about who caused the fault to happen within the message path. This will always contain the Voice Mail Settings Web service **URL**.
detail	The **detail** element is intended for carrying implementation specific error information related to the **SOAP body** element.

3 Protocol Details

The client side of this protocol is simply a pass-through. No additional timers or other state is required on the client side of this protocol. Calls made by the higher-layer protocol or application are passed directly to the transport, and the results returned by the transport are passed directly back to the higher-layer protocol or application.

3.1 UMWebServiceSoap Server Details

3.1.1 Abstract Data Model

The Voice Mail Settings Web service is a stateless protocol.

3.1.2 Timers

None.

3.1.3 Initialization

None.

3.1.4 Message Processing Events and Sequencing Rules

Operation	Description
Disconnect	Disconnects a call.

Operation	Description
GetCallInfo	Returns information about a call.
GetUMProperties	Returns a list of **Unified Messaging** properties.
IsUMEnabled	Returns a value that indicates whether the user making the request is enabled for Unified Messaging.
PlayOnPhone	Makes an outbound call and plays a voice message over the telephone.
PlayOnPhoneGreeting	Makes an outbound call to play and record a greeting over the telephone.
ResetPIN	Creates a new password for the user who is making the request.
SetMissedCallNotificationEnabled	Sets a value that indicates whether missed call notifications are enabled for the user making the request.
SetOofStatus	Sets a value that indicates whether the **Out of Office** greeting is enabled for the user making the request.
SetPlayOnPhoneDialString	Sets the default telephone number used in **PlayOnPhone** and **PlayOnPhoneGreeting** requests.
SetTelephoneAccessFolderEmail	Sets the mailbox folder from which the Unified Messaging server will read back to the user over the telephone.

3.1.4.1   Disconnect Operation

This operation is used to disconnect a call. If the operation succeeds, a **DisconnectResponse** element is returned. If the operation fails, a **SOAP fault** response is returned that contains information about the failure.

```
<wsdl:operation name="Disconnect">
```

```
  <wsdl:input message="tns:DisconnectSoapIn" />
  <wsdl:output message="tns:DisconnectSoapOut" />
</wsdl:operation>

<wsdl:message name="DisconnectSoapIn">
  <wsdl:part name="parameters" element="tns:Disconnect" />
</wsdl:message>

<wsdl:message name="DisconnectSoapOut">
  <wsdl:part name="parameters" element="tns:DisconnectResponse" />
</wsdl:message>
```

3.1.4.1.1 Elements

The following **XML Schema** element definitions are specific to this operation.

3.1.4.1.1.1   Disconnect Element

Defines a request to disconnect a phone call.

```
<s:element name="Disconnect">
  <s:complexType>
    <s:sequence>
      <s:element minOccurs="0" maxOccurs="1" name="CallId"
type="s:string" />
    </s:sequence>
  </s:complexType>
</s:element>
```

Element	Type	Definition
CallId	s:string	The identifier of the call to disconnect. This identifier is returned as part of the **PlayOnPhone** or **PlayOnPhoneGreeting** operations (sections 3.1.4.5 and 3.1.4.6). MUST be present.

3.1.4.1.1.2   DisconnectResponse Element

Defines a response to a **Disconnect** request.

```
<s:element name="DisconnectResponse">
  <s:complexType />
</s:element>
```

3.1.4.1.2 Messages

The following **WSDL message** definitions are specific to this operation.

3.1.4.1.2.1   DisconnectSoapIn Message

Parameters for the **DisconnectSoapIn** message are listed in the following table.

Parameter	Element/Type	Description
parameters	tns:Disconnect	This part contains the information required to disconnect a phone call.

3.1.4.1.2.2   DisconnectSoapOut Message

Parameters for the **DisconnectSoapOut** message are listed in the following table.

Parameter	Element/Type	Description
parameters	tns:DisconnectResponse	Response to a Disconnect request.

3.1.4.2   GetCallInfo Operation

This operation is used to return information about a call. If the operation succeeds, a **GetCallInfoResponse** element is returned. If the operation fails, a **SOAP fault** response is returned that contains information about the failure.

```
<wsdl:operation name="GetCallInfo">
  <wsdl:input message="tns:GetCallInfoSoapIn" />
  <wsdl:output message="tns:GetCallInfoSoapOut" />
</wsdl:operation>

<wsdl:message name="GetCallInfoSoapIn">
  <wsdl:part name="parameters" element="tns:GetCallInfo" />
</wsdl:message>

<wsdl:message name="GetCallInfoSoapOut">
  <wsdl:part name="parameters" element="tns:GetCallInfoResponse" />
</wsdl:message>
```

3.1.4.2.1 Simple Types

The following **XML Schema** simple definitions are specific to this operation.

3.1.4.2.1.1 UMCallState Simple Type

Indicates the current state of a phone call.

```
<s:simpleType name="UMCallState">
  <s:restriction base="s:string">
    <s:enumeration value="Idle" />
    <s:enumeration value="Connecting" />
    <s:enumeration value="Alerted" />
    <s:enumeration value="Connected" />
    <s:enumeration value="Disconnected" />
    <s:enumeration value="Incoming" />
    <s:enumeration value="Transferring" />
    <s:enumeration value="Forwarding" />
  </s:restriction>
</s:simpleType>
```

Value	Description
Idle	Initial call state.
Connecting	The system is dialing this call.
Alerted	The call is in alerting state (phone is ringing).
Connected	The call is in the connected state.
Disconnected	The call is disconnected
Incoming	Call is inbound.
Transferring	Call is being transferred to another destination.
Forwarding	Call is being forwarded to another destination.

3.1.4.2.1.2 UMCallState Simple Type

Indicates the disconnect reason of a phone call.

```
<s:simpleType name="UMEventCause">
  <s:restriction base="s:string">
    <s:enumeration value="None" />
    <s:enumeration value="UserBusy" />
    <s:enumeration value="NoAnswer" />
    <s:enumeration value="Unavailable" />
    <s:enumeration value="Other" />
  </s:restriction>
</s:simpleType>
```

Value	Description
None	Call state is not disconnected or disconnect reason is not known.
UserBusy	The called party line was busy.
NoAnswer	The called party did not answer.
Unavailable	The called party number was not available.
Other	Catch-all for other disconnect reasons.

3.1.4.2.2 Complex Types

The following **XML Schema** complex type definitions are specific to this operation.

3.1.4.2.2.1   UMCallInfo Complex Type

```
<s:complexType name="UMCallInfo">
  <s:sequence>
    <s:element minOccurs="1" maxOccurs="1" name="CallState"
type="tns:UMCallState" />
    <s:element minOccurs="1" maxOccurs="1" name="EventCause"
type="tns:UMEventCause" />
  </s:sequence>
</s:complexType>
```

Element	Type	Definition
CallState	tns:UMCallState	Contains a value that indicates the status of a call for which the **GetCallInfo** operation requested information. MUST be present.
EventCause	tns:UMEventCause	Contains a value that indicates the cause of an event for a call for which the **GetCallInfo** operation requested information. MUST be present.

3.1.4.2.3 Elements

The following **XML Schema** element definitions are specific to this operation.

3.1.4.2.3.1 GetCallInfo Element

Defines a request to get information about a call.

```
<s:element name="GetCallInfo">
  <s:complexType>
    <s:sequence>
      <s:element minOccurs="0" maxOccurs="1" name="CallId"
type="s:string" />
    </s:sequence>
  </s:complexType>
</s:element>
```

Element	Type	Definition
CallId	s:string	The identifier of the call to disconnect. This identifier is returned as part of the **PlayOnPhone** or **PlayOnPhoneGreeting** operations (sections 3.1.4.5 and 3.1.4.6). MUST be present.

3.1.4.2.3.2 GetCallInfoResponse Element

Defines a response to a **GetCallInfo** request.

```
<s:element name="GetCallInfoResponse">
  <s:complexType>
    <s:sequence>
      <s:element minOccurs="0" maxOccurs="1"
name="GetCallInfoResponse" type="tns:UMCallInfo" />
    </s:sequence>
  </s:complexType>
</s:element>
```

Element	Type	Definition
GetCallInfoResponse	tns:UMCallInfo	Contains information about a call. See the **UMCallInfo** complex type for more information (section 3.1.4.2.2.1) MUST be present.

3.1.4.2.4 Messages

The following **WSDL message** definitions are specific to this operation.

3.1.4.2.4.1 GetCallInfoSoapIn Message

Parameters for the **GetCallInfoSoapIn** message are listed in the following table.

Parameter	Element/Type	Description
parameters	tns:GetCallInfo	This part contains the data required to get information about a phone call.

3.1.4.2.4.2 GetCallInfoSoapOut Message

Parameters for the **GetCallInfoSoapOut** message are listed in the following table.

Parameter	Element/Type	Description
parameters	tns:GetCallInfoResponse	Response to a **GetCallInfo** request.

3.1.4.3 GetUMProperties Operation

This operation returns a list of Unified Messaging properties. If the operation succeeds, a **GetUMPropertiesResponse** element is returned. If the operation fails, a **SOAP fault** response is returned that contains information about the failure.

```
<wsdl:operation name="GetUMProperties">
  <wsdl:input message="tns:GetUMPropertiesSoapIn" />
  <wsdl:output message="tns:GetUMPropertiesSoapOut" />
</wsdl:operation>

<wsdl:message name="GetUMPropertiesSoapIn">
  <wsdl:part name="parameters" element="tns:GetUMProperties" />
</wsdl:message>

<wsdl:message name="GetUMPropertiesSoapOut">
<wsdl:part name="parameters" element="tns:GetUMPropertiesResponse" />
</wsdl:message>
```

3.1.4.3.1 Complex Types

The following **XML Schema** complex type definitions are specific to this operation.

3.1.4.3.1.1 UMProperties Complex Type

```
<s:complexType name="UMProperties">
  <s:sequence>
    <s:element minOccurs="1" maxOccurs="1" name="OofStatus"
type="s:boolean" />
    <s:element minOccurs="1" maxOccurs="1"
name="MissedCallNotificationEnabled" type="s:boolean" />
    <s:element minOccurs="0" maxOccurs="1"
name="PlayOnPhoneDialString" type="s:string" />
    <s:element minOccurs="0" maxOccurs="1"
name="TelephoneAccessNumbers" type="s:string" />
    <s:element minOccurs="0" maxOccurs="1"
name="TelephoneAccessFolderEmail" type="s:string" />
  </s:sequence>
</s:complexType>
```

Element	Type	Definition
OofStatus	s:boolean	Indicates whether the **Out of Office** greeting is enabled. MUST be present.
MissedCallNotificationEnabled	s:boolean	Indicates whether missed call notifications are enabled. MUST be present.
PlayOnPhoneDialString	s:string	Contains the default telephone number to use for the **PlayOnPhone** and **PlayOnPhoneGreeting** operations (sections 3.1.4.5 and 3.1.4.6) MUST be present.
TelephoneAccessNumbers	s:string	Contains a comma-separated list of telephone numbers that the user can use to access Unified Messaging via a telephone. MUST be present.

TelephoneAccessFolderEmail	s:string	Contains the identifier for the e-mail folder from which Unified Messaging will read messages over the telephone. This value is the folder **EntryID** [MS-OXGLOS] encoded as a base64 string (section 6.8 of [RFC 2045]). MUST be present.

.

3.1.4.3.2 Elements

The following **XML Schema** element definitions are specific to this operation.

3.1.4.3.2.1   GetUMProperties Element

Defines a request to get Unified Messaging properties.

```
<s:element name="GetUMProperties">
  <s:complexType />
</s:element>
```

3.1.4.3.2.2   GetUMPropertiesResponse Element

Defines a response to a **GetUMProperties** request.

```
<s:element name="GetUMPropertiesResponse">
  <s:complexType>
    <s:sequence>
      <s:element minOccurs="0" maxOccurs="1"
name="GetUMPropertiesResponse" type="tns:UMProperties" />
    </s:sequence>
  </s:complexType>
</s:element>
```

Element	Type	Definition
GetUMPropertiesResponse	tns:UMProperties	Contains a list of Unified Messaging properties. See the **UMProperties** complex type for more information (section 3.1.4.3.1.1). MUST be present.

3.1.4.3.3 Messages

The following **WSDL message** definitions are specific to this operation.

3.1.4.3.3.1 GetUMPropertiesSoapIn Message

Parameters for the **GetUMPropertiesSoapIn** message are listed in the following table.

Parameter	Element/Type	Description
parameters	tns: GetUMProperties	This part contains the information required to get **Unified Messaging** properties.

3.1.4.3.3.2 GetUMPropertiesSoapOut Message

Parameters for the **GetUMPropertiesSoapOut** message are listed in the following table.

Parameter	Element/Type	Description
parameters	tns:GetUMPropertiesResponse	Response to a **GetUMProperties** request.

3.1.4.4 IsUMEnabled Operation

Returns a value that indicates whether the user who is making the request is enabled for Unified Messaging. If the operation succeeds, an **IsUMEnabledResponse** element is returned. If the operation fails, a **SOAP fault** response is returned that contains information about the failure.

```
<wsdl:operation name="IsUMEnabled">
  <wsdl:input message="tns:IsUMEnabledSoapIn" />
  <wsdl:output message="tns:IsUMEnabledSoapOut" />
</wsdl:operation>

<wsdl:message name="IsUMEnabledSoapIn">
  <wsdl:part name="parameters" element="tns:IsUMEnabled" />
</wsdl:message>

<wsdl:message name="IsUMEnabledSoapOut">
  <wsdl:part name="parameters" element="tns:IsUMEnabledResponse" />
</wsdl:message>
```

3.1.4.4.1 Elements

The following **XML Schema** element definitions are specific to this operation.

3.1.4.4.1.1 IsUMEnabled Element

Defines a request to get whether a mailbox is enabled for Unified Messaging.

```
<s:element name="IsUMEnabled">
  <s:complexType />
</s:element>
```

3.1.4.4.1.2 IsUMEnabledResponse Element

Defines a response to an **IsUMEnabled** request.

```
<s:element name="IsUMEnabledResponse">
  <s:complexType>
    <s:sequence>
      <s:element minOccurs="1" maxOccurs="1"
name="IsUMEnabledResponse" type="s:boolean" />
    </s:sequence>
  </s:complexType>
</s:element>
```

Element	Type	Definition
IsUMEnabledResponse	s:boolean	Contains a value that indicates whether a mailbox is enabled for Unified Messaging. MUST be present.

3.1.4.4.2 Messages

The following **WSDL message** definitions are specific to this operation.

3.1.4.4.2.1 IsUMEnabledSoapIn Message

Parameters for the **IsUMEnabledSoapIn** message are listed in the following table.

Parameter	Element/Type	Description
parameters	tns:IsUMEnabled	This part contains the information required to discover whether a mailbox is enabled for Unified Messaging.

3.1.4.4.2.2   IsUMEnabledSoapOut Message

Parameters for the **IsUMEnabledSoapOut** message.

Parameter	Element/Type	Description
Parameters	tns:IsUMEnabledResponse	Response to a **IsUMEnabled** request.

3.1.4.5   PlayOnPhone Operation

Initiates an outbound call and plays a voice message over the telephone. If the operation succeeds, a **PlayOnPhoneResponse** element is returned. If the operation fails, a **SOAP fault** response is returned that contains information about the failure.

```
<wsdl:operation name="PlayOnPhone">
  <wsdl:input message="tns:PlayOnPhoneSoapIn" />
  <wsdl:output message="tns:PlayOnPhoneSoapOut" />
</wsdl:operation>

<wsdl:message name="PlayOnPhoneSoapIn">
  <wsdl:part name="parameters" element="tns:PlayOnPhone" />
</wsdl:message>

<wsdl:message name="PlayOnPhoneSoapOut">
  <wsdl:part name="parameters" element="tns:PlayOnPhoneResponse" />
</wsdl:message>
```

3.1.4.5.1 Elements

The following **XML Schema** element definitions are specific to this operation.

3.1.4.5.1.1   PlayOnPhone Element

Defines a request to play a voice message on a telephone.

```
    <s:element name="PlayOnPhone">
      <s:complexType>
        <s:sequence>
          <s:element minOccurs="0" maxOccurs="1" name="entryId"
type="s:string" />
          <s:element minOccurs="0" maxOccurs="1" name="DialString"
type="s:string" />
        </s:sequence>
      </s:complexType>
    </s:element>
```

Element	Type	Definition
entryId	s:string	The identifier of the voice mail item to play. This value is the **EntryID** property, as defined in [MS-OXGLOS] and encoded as a base64 string (section 6.8 of [RFC 2045]). MUST be present.
DialString	s:string	The telephone number to dial. There are no constraints on the telephone number format. MUST be present.

3.1.4.5.1.2   PlayOnPhoneResponse Element

Defines a response to a **PlayOnPhone** request.

```
    <s:element name="PlayOnPhoneResponse">
      <s:complexType>
        <s:sequence>
          <s:element minOccurs="0" maxOccurs="1"
name="PlayOnPhoneResponse" type="s:string" />
        </s:sequence>
      </s:complexType>
    </s:element>
```

Element	Type	Definition
PlayOnPhoneResponse	s:string	The identifier of the phone call. This value MUST be used as the **CallId** element for the **Disconnect** and **GetCallInfo** requests (sections 3.1.4.1 and 3.1.4.2). MUST be present.

3.1.4.5.2 *Messages*

The following **WSDL message** definitions are specific to this operation.

3.1.4.5.2.1   PlayOnPhoneSoapIn Message

Parameters for the **PlayOnPhoneSoapIn** message are listed in the following table.

Parameter	Element/Type	Description
parameters	tns:PlayOnPhone	This part contains the information required to play a voice message on a telephone.

3.1.4.5.2.2   PlayOnPhoneSoapOut Message

Parameters for the **PlayOnPhoneSoapOut** message are listed in the following table.

Parameter	Element/Type	Description
parameters	tns:PlayOnPhoneResponse	Response to a **PlayOnPhone** request.

3.1.4.6   PlayOnPhoneGreeting Operation

Initiates an outbound call to play and record a greeting over the telephone. If the operation succeeds, a **PlayOnPhoneGreetingResponse** element is returned. If the operation fails, a **SOAP fault** response is returned that contains information about the failure.

```
<wsdl:operation name="PlayOnPhoneGreeting">
```

```
  <wsdl:input message="tns:PlayOnPhoneGreetingSoapIn" />
  <wsdl:output message="tns:PlayOnPhoneGreetingSoapOut" />
</wsdl:operation>

<wsdl:message name="PlayOnPhoneGreetingSoapIn">
  <wsdl:part name="parameters" element="tns:PlayOnPhoneGreeting" />
</wsdl:message>

<wsdl:message name="PlayOnPhoneGreetingSoapOut">
  <wsdl:part name="parameters"
element="tns:PlayOnPhoneGreetingResponse" />
</wsdl:message>
```

3.1.4.6.1 Simple Types

The following **XML Schema** simple definitions are specific to this operation.

3.1.4.6.1.1   UMGreetingType

The type of greeting to be played and recorded through a **PlayOnPhoneGreeting** operation is as follows:

```
<s:simpleType name="UMGreetingType">
  <s:restriction base="s:string">
    <s:enumeration value="NormalCustom" />
    <s:enumeration value="OofCustom" />
  </s:restriction>
</s:simpleType>
```

Value	Meaning
NormalCustom	This is the default greeting to be played to callers when the user is not **Out of Office**.
OofCustom	Greeting to be played when the user is Out of Office.

3.1.4.6.2 Elements

The following **XML Schema** element definitions are specific to this operation.

3.1.4.6.2.1   PlayOnPhoneGreeting Element

Defines a request to play a Unified Messaging greeting on a telephone.

```
<s:element name="PlayOnPhoneGreeting">
  <s:complexType>
```

```
        <s:sequence>
          <s:element minOccurs="1" maxOccurs="1" name="GreetingType"
type="tns:UMGreetingType" />
          <s:element minOccurs="0" maxOccurs="1" name="DialString"
type="s:string" />
        </s:sequence>
      </s:complexType>
    </s:element>
```

Element	Type	Definition
GreetingType	tns:UMGreetingType	The type of greeting to play. See the **UMGreetingType** simple type for a list of valid values. MUST be present.
DialString	s:string	The telephone number to dial. There are no constraints on the telephone number format. MUST be present.

3.1.4.6.2.2   PlayOnPhoneGreetingResponse Element

Defines a response to a **PlayOnPhoneGreeting** request.

```
      <s:element name="PlayOnPhoneGreetingResponse">
        <s:complexType>
          <s:sequence>
            <s:element minOccurs="0" maxOccurs="1"
name="PlayOnPhoneGreetingResponse" type="s:string" />
          </s:sequence>
        </s:complexType>
      </s:element>
```

Element	Type	Definition
PlayOnPhoneGreetingResponse	s:string	The identifier of the phone call. This value MUST be used as the **CallId** element for the **Disconnect** and **GetCallInfo** requests (sections 3.1.4.1 and 3.1.4.2). MUST be present.

3.1.4.6.3   Messages

The following **WSDL message** definitions are specific to this operation.

3.1.4.6.3.1   PlayOnPhoneGreetingSoapIn Message

Parameters for the **PlayOnPhoneGreetingSoapIn** message are as follows.

Parameter	Element/Type	Description
parameters	tns:PlayOnPhoneGreeting	This part contains the information required to play a Unified Messaging greeting on a telephone.

3.1.4.6.3.2   PlayOnPhoneGreetingSoapOut Message

Parameters for the **PlayOnPhoneGreetingSoapOut** message are as follows.

Parameter	Element/Type	Description
parameters	tns:PlayOnPhoneGreetingResponse	Response to a **PlayOnPhoneGreeting** request.

3.1.4.7   ResetPIN Operation

This operation creates a new password for the user who is making the request. If the operation is successful, a **ResetPINResponse** element is returned. If the operation fails, a **SOAP Fault** response is returned that contains information about the failure.

```
<wsdl:operation name="ResetPIN">
  <wsdl:input message="tns:ResetPINSoapIn" />
  <wsdl:output message="tns:ResetPINSoapOut" />
</wsdl:operation>

<wsdl:message name="ResetPINSoapIn">
  <wsdl:part name="parameters" element="tns:ResetPIN" />
</wsdl:message>

<wsdl:message name="ResetPINSoapOut">
  <wsdl:part name="parameters" element="tns:ResetPINResponse" />
```

```
</wsdl:message>
```

3.1.4.7.1 Elements

The following **XML Schema** element definitions are specific to this operation.

3.1.4.7.1.1   ResetPIN Element

Defines a request to reset the user's password.

```
<s:element name="ResetPIN">
  <s:complexType />
</s:element>
```

3.1.4.7.1.2   ResetPINResponse Element

Defines a response to a **ResetPIN** request.

```
<s:element name="ResetPINResponse">
  <s:complexType />
</s:element>
```

3.1.4.7.2   Messages

The following **WSDL message** definitions are specific to this operation.

3.1.4.7.2.1   ResetPINSoapIn Message

Parameters for the **ResetPINSoapIn** message are as follows.

Parameter	Element/Type	Description
parameters	tns:ResetPIN	This part contains the information required to reset the user's password.

3.1.4.7.2.2   ResetPINSoapOut Message

Parameters for the **ResetPINSoapOut** message are as follows.

Parameter	Element/Type	Description
parameters	tns:ResetPINResponse	Response to a **ResetPIN** request.

3.1.4.8   SetMissedCallNotificationEnabled Operation

Sets a value that indicates whether missed call notifications are enabled for the user who is making the request. If the operation succeeds, a **SetMissedCallNotificationEnabledResponse** element is returned. If the operation fails, a **SOAP fault** response is returned that contains information about the failure.

```
<wsdl:operation name="SetMissedCallNotificationEnabled">
  <wsdl:input message="tns:SetMissedCallNotificationEnabledSoapIn" />
  <wsdl:output message="tns:SetMissedCallNotificationEnabledSoapOut" />
</wsdl:operation>

<wsdl:message name="SetMissedCallNotificationEnabledSoapIn">
  <wsdl:part name="parameters"
element="tns:SetMissedCallNotificationEnabled" />
</wsdl:message>

<wsdl:message name="SetMissedCallNotificationEnabledSoapOut">
  <wsdl:part name="parameters"
element="tns:SetMissedCallNotificationEnabledResponse" />
</wsdl:message>
```

3.1.4.8.1 Elements

The following **XML Schema** element definitions are specific to this operation.

3.1.4.8.1.1   SetMissedCallNotificationEnabled Element

Defines a request to set whether missed call notifications are enabled for the user who is making the request.

```
      <s:element name="SetMissedCallNotificationEnabled">
        <s:complexType>
          <s:sequence>
            <s:element minOccurs="1" maxOccurs="1" name="status"
type="s:boolean" />
          </s:sequence>
        </s:complexType>
      </s:element>
```

Element	Type	Definition
status	s:boolean	A value that indicates whether to enable or disable missed call notifications for the user who is making the request. MUST be present.

3.1.4.8.1.2 SetMissedCallNotificationEnabledResponse Element

Defines a response to a **SetMissedCallNotificationEnabled** request.

```
<s:element name="SetMissedCallNotificationEnabledResponse">
  <s:complexType />
</s:element>
```

3.1.4.8.2 Messages

The following **WSDL message** definitions are specific to this operation.

3.1.4.8.2.1 SetMissedCallNotificationEnabledSoapIn Message

Parameters for the **SetMissedCallNotificationEnabledSoapIn** message are as follows.

Parameter	Element/Type	Description
parameters	tns:SetMissedCallNotificationEnabled	This part contains the information required to set whether missed call notifications are enabled for the user making the request.

3.1.4.8.2.2 SetMissedCallNotificationEnabledSoapOut Message

Parameters for the **SetMissedCallNotificationEnabledSoapOut** message are as follows.

Parameter	Element/Type	Description
parameters	tns:SetMissedCallNotificationEnabledResponse	Response to a **SetMissedCallNotificationEnabled** request.

3.1.4.9 SetOofStatus Operation

Sets a value that indicates whether the **Out of Office** greeting is played for the user who makes the request. If the operation succeeds, a **SetOofStatusResponse** element is returned. If the operation fails, a **SOAP fault** response is returned that contains information about the failure.

```
<wsdl:operation name="SetOofStatus">
  <wsdl:input message="tns:SetOofStatusSoapIn" />
  <wsdl:output message="tns:SetOofStatusSoapOut" />
</wsdl:operation>

<wsdl:message name="SetOofStatusSoapIn">
  <wsdl:part name="parameters" element="tns:SetOofStatus" />
</wsdl:message>

<wsdl:message name="SetOofStatusSoapOut">
  <wsdl:part name="parameters" element="tns:SetOofStatusResponse" />
</wsdl:message>
```

3.1.4.9.1 Elements

The following **XML Schema** element definitions are specific to this operation.

3.1.4.9.1.1 SetOofStatus Element

Defines a request to set whether the **Out of Office** greeting is enabled for the user who is making the request.

```
<s:element name="SetOofStatus">
  <s:complexType>
    <s:sequence>
      <s:element minOccurs="1" maxOccurs="1" name="status"
type="s:boolean" />
    </s:sequence>
  </s:complexType>
</s:element>
```

Element	Type	Definition
status	s:boolean	A value that indicates whether the **Out of Office** greeting is played to callers. MUST be present.

3.1.4.9.1.2 SetOofStatusResponse Element

Defines a response to a **SetOofStatus** request.

```
<s:element name="SetOofStatusResponse">
  <s:complexType />
</s:element>
```

3.1.4.9.2   Messages
The following **WSDL message** definitions are specific to this operation.

3.1.4.9.2.1   SetOofStatusSoapIn Message
Parameters for the **SetOofStatusSoapIn** message are as follows.

Parameter	Element/Type	Description
Parameters	tns:SetOofStatus	This part contains the information required to set whether the **Out-of-Office** greeting is enabled for the user who is making the request.

3.1.4.9.2.2   SetOofStatusSoapOut Message
Parameters for the **SetOofStatusSoapOut** message are as follows.

Parameter	Element/Type	Description
parameters	tns:SetOofStatusResponse	Response to a **SetOofStatus** request.

3.1.4.10 SetPlayOnPhoneDialString Operation
Sets the default telephone number used in **PlayOnPhone** and **PlayOnPhoneGreeting** requests. If the operation succeeds, a **SetPlayOnPhoneDialStringResponse** element is returned. If the operation fails, a **SOAP fault** response is returned that contains information about the failure.

```
<wsdl:operation name="SetPlayOnPhoneDialString">
 <wsdl:input message="tns:SetPlayOnPhoneDialStringSoapIn" />
 <wsdl:output message="tns:SetPlayOnPhoneDialStringSoapOut" />
</wsdl:operation>

<wsdl:message name="SetPlayOnPhoneDialStringSoapIn">
 <wsdl:part name="parameters" element="tns:SetPlayOnPhoneDialString" />
```

```
</wsdl:message>

<wsdl:message name="SetPlayOnPhoneDialStringSoapOut">
 <wsdl:part name="parameters"
element="tns:SetPlayOnPhoneDialStringResponse" />
</wsdl:message>
```

3.1.4.10.1 Elements

The following **XML Schema** element definitions are specific to this operation.

3.1.4.10.1.1   SetPlayOnPhoneDialString Element

Defines a request to store the default telephone number to use in **PlayOnPhone** and **PlayOnPhoneGreeting** requests.

```
<s:element name="SetPlayOnPhoneDialString">
  <s:complexType>
    <s:sequence>
      <s:element minOccurs="0" maxOccurs="1" name="dialString"
type="s:string" />
    </s:sequence>
  </s:complexType>
</s:element>
```

Element	Type	Definition
dialString	s:string	A telephone number. There are no constraints on the telephone number format. MUST be present.

3.1.4.10.1.2   SetPlayOnPhoneDialStringResponse Element

Defines a response to a **SetPlayOnPhoneDialString** request.

```
<s:element name="SetPlayOnPhoneDialStringResponse">
  <s:complexType />
</s:element>
```

3.1.4.10.2 Messages

The following **WSDL message** definitions are specific to this operation.

3.1.4.10.2.1   SetPlayOnPhoneDialStringSoapIn Message

Parameters for the **SetPlayOnPhoneDialStringSoapIn** message are as follows.

Parameter	Element/Type	Description
parameters	tns: SetPlayOnPhoneDialString	This part contains the information required to set the default telephone number to use in **PlayOnPhone** and **PlayOnPhoneGreeting** requests.

3.1.4.10.2.2 SetPlayOnPhoneDialStringSoapOut Message

Parameters for the **SetPlayOnPhoneDialStringSoapOut** message are as follows.

Parameter	Element/Type	Description
parameters	tns:SetPlayOnPhoneDialStringRespon se	Response to a **SetPlayOnPhoneDialString** request.

3.1.4.11 SetTelephoneAccessFolderEmail Operation

Sets the mailbox folder from which the Unified Messaging server will read back to the user over the telephone. If the operation succeeds, a **SetTelephoneAccessFolderEmailResponse** element is returned. If the operation fails, a **SOAP fault** response is returned that contains information about the failure.

```
<wsdl:operation name="SetTelephoneAccessFolderEmail">
  <wsdl:input message="tns:SetTelephoneAccessFolderEmailSoapIn" />
  <wsdl:output message="tns:SetTelephoneAccessFolderEmailSoapOut" />
</wsdl:operation>

<wsdl:message name="SetTelephoneAccessFolderEmailSoapIn">
  <wsdl:part name="parameters"
element="tns:SetTelephoneAccessFolderEmail" />
</wsdl:message>

<wsdl:message name="SetTelephoneAccessFolderEmailSoapOut">
  <wsdl:part name="parameters"
element="tns:SetTelephoneAccessFolderEmailResponse" />
</wsdl:message>
```

3.1.4.11.1 Elements

The following **XML Schema** element definitions are specific to this operation.

3.1.4.11.1.1   SetTelephoneAccessFolderEmail Element

Defines a request to set the folder that the Unified Messaging server will use to play e-mail messages over the telephone.

```
<s:element name="SetTelephoneAccessFolderEmail">
  <s:complexType>
    <s:sequence>
      <s:element minOccurs="0" maxOccurs="1"
name="base64FolderId" type="s:string" />
    </s:sequence>
  </s:complexType>
</s:element>
```

Element	Type	Definition
base64FolderId	s:string	The folder identifier. This value is the folder **EntryID** [MS-OXGLOS] that is encoded as a base64 string (section 6.8 of [RFC 2045]). MUST be present.

3.1.4.11.1.2   SetTelephoneAccessFolderEmailResponse Element

Defines a response to a **SetTelephoneAccessFolderEmail** request.

```
<s:element name="SetTelephoneAccessFolderEmailResponse">
  <s:complexType />
</s:element>
```

3.1.4.11.2 Messages

The following **WSDL message** definitions are specific to this operation.

3.1.4.11.2.1   SetTelephoneAccessFolderEmailSoapIn Message

Parameters for the **SetTelephoneAccessFolderEmailSoapIn** message are as follows.

Parameter	Element/Type	Description
parameters	tns:SetTelephoneAccessFolderEmail	This part contains the information required to set the folder that the Unified Messaging server will use to play e-mail messages over the telephone.

3.1.4.11.2.2 SetTelephoneAccessFolderEmailSoapOut Message

Parameters for the **SetTelephoneAccessFolderEmailSoapOut** message are as follows.

Parameter	Element/Type	Description
parameters	tns:SetTelephoneAccessFolderEmailResponse	Response to a **SetTelephoneAccessFolderEmail** request.

3.1.5 Timer Events

None.

3.1.6 Other Local Events

None.

4 Protocol Examples

4.1 GetUMProperties Example

The following example shows how to retrieve the list of Unified Messaging properties for the mailbox of the user who is making the request.

Request:

```
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <GetUMProperties
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages" />
  </soap:Body>
```

```
</soap:Envelope>
```

Response:

```
<?xml version="1.0" encoding="utf-8" ?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
<soap:Body>
<GetUMPropertiesResponse
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages">
 <GetUMPropertiesResponse>
  <OofStatus>false</OofStatus>
  <MissedCallNotificationEnabled>true</MissedCallNotificationEnabled>
  <PlayOnPhoneDialString>12345</PlayOnPhoneDialString>
  <TelephoneAccessNumbers>54321</TelephoneAccessNumbers>
<TelephoneAccessFolderEmail>AAAAAGsd2rbQLVtLobUGbrq/9IUBAEX2ikn/L8JJtI5
WHI0FAW8AAAFXHhsAAA==</TelephoneAccessFolderEmail>
 </GetUMPropertiesResponse>
</GetUMPropertiesResponse>
</soap:Body>
</soap:Envelope>
```

4.2 IsUMEnabled Example

The following example shows how to determine whether the mailbox of the user who is
making the request is enabled for Unified Messaging.

Request:

```
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
<soap:Body>
  <IsUMEnabled
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages" />
</soap:Body>
</soap:Envelope>
```

Response:

```
<?xml version="1.0" encoding="utf-8" ?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
<soap:Body>
  <IsUMEnabledResponse
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages">
    <IsUMEnabledResponse>true</IsUMEnabledResponse>
  </IsUMEnabledResponse>
</soap:Body>
```

```
</soap:Envelope>
```

4.3   ResetPIN Example

The following example shows how to form a request to reset the password of the user who is making the request.

Request:

```
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <ResetPIN
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages" />
  </soap:Body>
</soap:Envelope>
```

Response:

```
<?xml version="1.0" encoding="utf-8" ?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Body>
    <ResetPINResponse
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages" />
  </soap:Body>
</soap:Envelope>
```

4.4   PlayOnPhone Example

The following example shows how to form a request to make an outbound call and play a message.

Request:

```
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <PlayOnPhone
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages">

<entryId>AAAAAGsd2rbQLVtLobUGbrq/9IUHAEX2ikn/L8JJtI5WHI0FAW8AAAFXHhsAAC
xVpEl+KVVLl957wp//x6UAGAetcDUAAA==</entryId>
      <DialString>12345</DialString>
    </PlayOnPhone>
  </soap:Body>
</soap:Envelope>
```

Response:

```xml
<?xml version="1.0" encoding="utf-8" ?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Body>
    <PlayOnPhoneResponse
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages">

<PlayOnPhoneResponse>NDEzYjEzNmMtZTE2Zi00NTJlLWI3YzctNDhkMTE3MDE3YjlmQG
RmLWV1bS0wMS5leGNoYW5nZS5jb3JwLm1pY3Jvc29mdC5jb20=</PlayOnPhoneResponse
>
    </PlayOnPhoneResponse>
  </soap:Body>
</soap:Envelope>
```

4.5 *PlayOnPhoneGreeting Example*

The following example of a **PlayOnPhoneGreeting** request shows how to form a request to make an outbound call and play the normal greeting message on a telephone.

Request:

```xml
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <PlayOnPhoneGreeting
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages">
      <GreetingType>NormalCustom</GreetingType>
      <DialString>12345</DialString>
    </PlayOnPhoneGreeting>
  </soap:Body>
</soap:Envelope>
```

Response:

```xml
<?xml version="1.0" encoding="utf-8" ?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Body>
    <PlayOnPhoneGreetingResponse
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages">

<PlayOnPhoneGreetingResponse>MjA4MTQ5MmItMTBmZC00ZGFmLThiMzEtNDllNDJjM2
Y3MjIxQGRmLWV1bS0wMS5leGNoYW5nZS5jb3JwLm1pY3Jvc29mdC5jb20=</PlayOnPhone
GreetingResponse>
```

```
      </PlayOnPhoneGreetingResponse>
   </soap:Body>
</soap:Envelope>
```

4.6   GetCallInfo Example

The following example shows how to get information about a specified outbound call that was previously initiated through a **PlayOnPhone** or **PlayOnPhoneGreeting** operation.

Pre-requisites:

1-   Initiate a play-on-phone call by sending either a **PlayOnPhone** or **PlayOnPhoneGreeting** request (see examples 4.2 and 4.3).

2-   Save the **PlayOnPhoneResponse** value in a temporary variable. This value is the **CallId** that you will use when making the **GetCallInfo** request.

Request:

```
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <GetCallInfo
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages">
<CallId>NDEzYjEzNmMtZTE2Zi00NTJlLWI3YzctNDhkMTE3MDE3YjlmQGRmLWV1bS0wMS5
leGNoYW5nZS5jb3JwLm1pY3Jvc29mdC5jb20=</CallId>
    </GetCallInfo>
  </soap:Body>
</soap:Envelope>
```

Response:

```
<?xml version="1.0" encoding="utf-8" ?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Body>
    <GetCallInfoResponse
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages">
      <GetCallInfoResponse>
        <CallState>Connected</CallState>
        <EventCause>None</EventCause>
      </GetCallInfoResponse>
    </GetCallInfoResponse>
  </soap:Body>
</soap:Envelope>
```

4.7 Disconnect Example

The following example shows how to form a request to disconnect a call that was previously initiated through a **PlayOnPhone** or **PlayOnPhoneGreeting** operation.

Prerequisites:

3- Initiate a play-on-phone call by sending either a **PlayOnPhone** or **PlayOnPhoneGreeting** request (see examples 4.2 and 4.3).

4- Save the **PlayOnPhoneResponse** value in a temporary variable. This value is the **CallId** that you will use to make the **Disconnect** request.

Request:

```
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <Disconnect
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages">

<CallId>NDEzYjEzNmMtZTE2Zi00NTJlLWI3YzctNDhkMTE3MDE3YjlmQGRmLWV1bS0wMS5
leGNoYW5nZS5jb3JwLm1pY3Jvc29mdC5jb20=</CallId>
    </Disconnect>
  </soap:Body>
</soap:Envelope>
```

Response:

```
<?xml version="1.0" encoding="utf-8" ?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Body>
    <DisconnectResponse
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages" />
  </soap:Body>
</soap:Envelope>
```

4.8 SetMissedCallNotificationEnabled Example

The following example shows how to form a request to enable missed-call notifications for the user who is making the request.

Request:

```
<?xml version="1.0" encoding="utf-8"?>
```

```
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <SetMissedCallNotificationEnabled
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages">
      <status>true</status>
    </SetMissedCallNotificationEnabled>
  </soap:Body>
</soap:Envelope>
```

Response:

```
<?xml version="1.0" encoding="utf-8" ?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Body>
    <SetMissedCallNotificationEnabledResponse
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages" />
  </soap:Body>
</soap:Envelope>
```

4.9 SetOofStatus Example

The **SetOofStatus** operation sets a value that indicates whether the **Out-of-Office** greeting is enabled for the user who is making the request.

Request:

```
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <SetOofStatus
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages">
      <status>true</status>
    </SetOofStatus>
  </soap:Body>
</soap:Envelope>
```

Response:

```
<?xml version="1.0" encoding="utf-8" ?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Body>
    <SetOofStatusResponse
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages" />
  </soap:Body>
</soap:Envelope>
```

4.10 SetPlayOnPhoneDialString Example

The following example shows how to form a request to set the default telephone number for the user who is making the request.

Request:

```xml
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <SetPlayOnPhoneDialString
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages">
      <dialString>12345</dialString>
    </SetPlayOnPhoneDialString>
  </soap:Body>
</soap:Envelope>
```

Response:

```xml
<?xml version="1.0" encoding="utf-8" ?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Body>
    <SetPlayOnPhoneDialStringResponse
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages" />
  </soap:Body>
</soap:Envelope>
```

4.11 SetTelephoneAccessFolderEmail Example

The following example shows how to form a request to set the folder, from which a Unified Messaging server will read back to the user over the telephone.

Request:

```xml
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <SetTelephoneAccessFolderEmail
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages">

<base64FolderID>AAAAGsd2rbQLVtLobUGbrq/9IUBAEX2ikn/L8JJtI5WHI0FAW8AAAF
XHhsAAA==</base64FolderID>
    </SetTelephoneAccessFolderEmail>
```

```
    </soap:Body>
</soap:Envelope>
```

Response:

```
<?xml version="1.0" encoding="utf-8" ?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Body>
    <SetTelephoneAccessFolderEmailResponse
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages" />
  </soap:Body>
</soap:Envelope>
```

4.12 SOAP Fault Example

Any of the Voice Mail Settings Web service operations MAY return a **SOAP fault**. A SOAP
fault element is used to carry error and/or status information within a **SOAP message**
when there is API misuse or where there are configuration failures. The following example
shows a SOAP fault message in response to an invalid **PlayOnPhone** request.

Request:

```
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <PlayOnPhone
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages">
      <entryId>INVALID_ENTRY_ID</entryId>
      <DialString>12345</DialString>
    </PlayOnPhone>
  </soap:Body>
</soap:Envelope>
```

Response:

```
<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Body>
    <soap:Fault>
      <faultcode>soap:Server</faultcode>
      <faultstring>The object identifier is not valid</faultstring>
      <faultactor>http://srv/unifiedmessaging/service.asmx</faultactor>
      <detail>
```

```
        <ExceptionType
xmlns="http://schemas.microsoft.com/exchange/services/2006/messages">In
validObjectIdException</ExceptionType>
      </detail>
    </soap:Fault>
  </soap:Body>
</soap:Envelope>
```

5   Security

5.1   Security Considerations for Implementers

The Voice Mail Settings Web service relies on the Web Server that hosts the application to perform authentication.

The Voice Mail Settings Web service SHOULD use secure communication via HTTPS [RFC2818].

6   Appendix A: Full WSDL

For ease of implementation, the full WSDL is provided in this section.

```
<?xml version="1.0" encoding="utf-8"?>
<wsdl:definitions xmlns:s="http://www.w3.org/2001/XMLSchema"
xmlns:tns="http://schemas.microsoft.com/exchange/services/2006/messages
" xmlns:soap="http://schemas.xmlsoap.org/wsdl/soap/"
targetNamespace="http://schemas.microsoft.com/exchange/services/2006/me
ssages" xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/">
  <wsdl:documentation
xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/">Exchange Unified
Messaging Web Service</wsdl:documentation>
  <wsdl:types>
    <s:schema elementFormDefault="qualified"
targetNamespace="http://schemas.microsoft.com/exchange/services/2006/me
ssages">
      <s:element name="IsUMEnabled">
        <s:complexType />
      </s:element>
      <s:element name="IsUMEnabledResponse">
        <s:complexType>
          <s:sequence>
            <s:element minOccurs="1" maxOccurs="1"
name="IsUMEnabledResponse" type="s:boolean" />
          </s:sequence>
        </s:complexType>
      </s:element>
```

```
<s:element name="GetUMProperties">
  <s:complexType />
</s:element>
<s:element name="GetUMPropertiesResponse">
  <s:complexType>
    <s:sequence>
      <s:element minOccurs="0" maxOccurs="1"
name="GetUMPropertiesResponse" type="tns:UMProperties" />
    </s:sequence>
  </s:complexType>
</s:element>
<s:complexType name="UMProperties">
  <s:sequence>
    <s:element minOccurs="1" maxOccurs="1" name="OofStatus"
type="s:boolean" />
    <s:element minOccurs="1" maxOccurs="1"
name="MissedCallNotificationEnabled" type="s:boolean" />
    <s:element minOccurs="0" maxOccurs="1"
name="PlayOnPhoneDialString" type="s:string" />
    <s:element minOccurs="0" maxOccurs="1"
name="TelephoneAccessNumbers" type="s:string" />
    <s:element minOccurs="0" maxOccurs="1"
name="TelephoneAccessFolderEmail" type="s:string" />
  </s:sequence>
</s:complexType>
<s:element name="SetOofStatus">
  <s:complexType>
    <s:sequence>
      <s:element minOccurs="1" maxOccurs="1" name="status"
type="s:boolean" />
    </s:sequence>
  </s:complexType>
</s:element>
<s:element name="SetOofStatusResponse">
  <s:complexType />
</s:element>
<s:element name="SetPlayOnPhoneDialString">
  <s:complexType>
    <s:sequence>
      <s:element minOccurs="0" maxOccurs="1" name="dialString"
type="s:string" />
    </s:sequence>
  </s:complexType>
</s:element>
<s:element name="SetPlayOnPhoneDialStringResponse">
  <s:complexType />
</s:element>
<s:element name="SetTelephoneAccessFolderEmail">
```

```
          <s:complexType>
            <s:sequence>
              <s:element minOccurs="0" maxOccurs="1"
name="base64FolderId" type="s:string" />
            </s:sequence>
          </s:complexType>
        </s:element>
        <s:element name="SetTelephoneAccessFolderEmailResponse">
          <s:complexType />
        </s:element>
        <s:element name="SetMissedCallNotificationEnabled">
          <s:complexType>
            <s:sequence>
              <s:element minOccurs="1" maxOccurs="1" name="status"
type="s:boolean" />
            </s:sequence>
          </s:complexType>
        </s:element>
        <s:element name="SetMissedCallNotificationEnabledResponse">
          <s:complexType />
        </s:element>
        <s:element name="ResetPIN">
          <s:complexType />
        </s:element>
        <s:element name="ResetPINResponse">
          <s:complexType />
        </s:element>
        <s:element name="PlayOnPhone">
          <s:complexType>
            <s:sequence>
              <s:element minOccurs="0" maxOccurs="1" name="entryId"
type="s:string" />
              <s:element minOccurs="0" maxOccurs="1" name="DialString"
type="s:string" />
            </s:sequence>
          </s:complexType>
        </s:element>
        <s:element name="PlayOnPhoneResponse">
          <s:complexType>
            <s:sequence>
              <s:element minOccurs="0" maxOccurs="1"
name="PlayOnPhoneResponse" type="s:string" />
            </s:sequence>
          </s:complexType>
        </s:element>
        <s:element name="GetCallInfo">
          <s:complexType>
            <s:sequence>
```

```
            <s:element minOccurs="0" maxOccurs="1" name="CallId"
type="s:string" />
          </s:sequence>
        </s:complexType>
      </s:element>
      <s:element name="GetCallInfoResponse">
        <s:complexType>
          <s:sequence>
            <s:element minOccurs="0" maxOccurs="1"
name="GetCallInfoResponse" type="tns:UMCallInfo" />
          </s:sequence>
        </s:complexType>
      </s:element>
      <s:complexType name="UMCallInfo">
        <s:sequence>
          <s:element minOccurs="1" maxOccurs="1" name="CallState"
type="tns:UMCallState" />
          <s:element minOccurs="1" maxOccurs="1" name="EventCause"
type="tns:UMEventCause" />
        </s:sequence>
      </s:complexType>
      <s:simpleType name="UMCallState">
        <s:restriction base="s:string">
          <s:enumeration value="Idle" />
          <s:enumeration value="Connecting" />
          <s:enumeration value="Alerted" />
          <s:enumeration value="Connected" />
          <s:enumeration value="Disconnected" />
          <s:enumeration value="Incoming" />
          <s:enumeration value="Transferring" />
          <s:enumeration value="Forwarding" />
        </s:restriction>
      </s:simpleType>
      <s:simpleType name="UMEventCause">
        <s:restriction base="s:string">
          <s:enumeration value="None" />
          <s:enumeration value="UserBusy" />
          <s:enumeration value="NoAnswer" />
          <s:enumeration value="Unavailable" />
          <s:enumeration value="Other" />
        </s:restriction>
      </s:simpleType>
      <s:element name="Disconnect">
        <s:complexType>
          <s:sequence>
            <s:element minOccurs="0" maxOccurs="1" name="CallId"
type="s:string" />
          </s:sequence>
```

```xml
        </s:complexType>
      </s:element>
      <s:element name="DisconnectResponse">
        <s:complexType />
      </s:element>
      <s:element name="PlayOnPhoneGreeting">
        <s:complexType>
          <s:sequence>
            <s:element minOccurs="1" maxOccurs="1" name="GreetingType"
type="tns:UMGreetingType" />
            <s:element minOccurs="0" maxOccurs="1" name="DialString"
type="s:string" />
          </s:sequence>
        </s:complexType>
      </s:element>
      <s:simpleType name="UMGreetingType">
        <s:restriction base="s:string">
          <s:enumeration value="NormalCustom" />
          <s:enumeration value="OofCustom" />
        </s:restriction>
      </s:simpleType>
      <s:element name="PlayOnPhoneGreetingResponse">
        <s:complexType>
          <s:sequence>
            <s:element minOccurs="0" maxOccurs="1"
name="PlayOnPhoneGreetingResponse" type="s:string" />
          </s:sequence>
        </s:complexType>
      </s:element>
    </s:schema>
  </wsdl:types>
  <wsdl:message name="IsUMEnabledSoapIn">
    <wsdl:part name="parameters" element="tns:IsUMEnabled" />
  </wsdl:message>
  <wsdl:message name="IsUMEnabledSoapOut">
    <wsdl:part name="parameters" element="tns:IsUMEnabledResponse" />
  </wsdl:message>
  <wsdl:message name="GetUMPropertiesSoapIn">
    <wsdl:part name="parameters" element="tns:GetUMProperties" />
  </wsdl:message>
  <wsdl:message name="GetUMPropertiesSoapOut">
    <wsdl:part name="parameters" element="tns:GetUMPropertiesResponse"
/>
  </wsdl:message>
  <wsdl:message name="SetOofStatusSoapIn">
    <wsdl:part name="parameters" element="tns:SetOofStatus" />
  </wsdl:message>
  <wsdl:message name="SetOofStatusSoapOut">
```

```
    <wsdl:part name="parameters" element="tns:SetOofStatusResponse" />
  </wsdl:message>
  <wsdl:message name="SetPlayOnPhoneDialStringSoapIn">
    <wsdl:part name="parameters" element="tns:SetPlayOnPhoneDialString"
/>
  </wsdl:message>
  <wsdl:message name="SetPlayOnPhoneDialStringSoapOut">
    <wsdl:part name="parameters"
element="tns:SetPlayOnPhoneDialStringResponse" />
  </wsdl:message>
  <wsdl:message name="SetTelephoneAccessFolderEmailSoapIn">
    <wsdl:part name="parameters"
element="tns:SetTelephoneAccessFolderEmail" />
  </wsdl:message>
  <wsdl:message name="SetTelephoneAccessFolderEmailSoapOut">
    <wsdl:part name="parameters"
element="tns:SetTelephoneAccessFolderEmailResponse" />
  </wsdl:message>
  <wsdl:message name="SetMissedCallNotificationEnabledSoapIn">
    <wsdl:part name="parameters"
element="tns:SetMissedCallNotificationEnabled" />
  </wsdl:message>
  <wsdl:message name="SetMissedCallNotificationEnabledSoapOut">
    <wsdl:part name="parameters"
element="tns:SetMissedCallNotificationEnabledResponse" />
  </wsdl:message>
  <wsdl:message name="ResetPINSoapIn">
    <wsdl:part name="parameters" element="tns:ResetPIN" />
  </wsdl:message>
  <wsdl:message name="ResetPINSoapOut">
    <wsdl:part name="parameters" element="tns:ResetPINResponse" />
  </wsdl:message>
  <wsdl:message name="PlayOnPhoneSoapIn">
    <wsdl:part name="parameters" element="tns:PlayOnPhone" />
  </wsdl:message>
  <wsdl:message name="PlayOnPhoneSoapOut">
    <wsdl:part name="parameters" element="tns:PlayOnPhoneResponse" />
  </wsdl:message>
  <wsdl:message name="GetCallInfoSoapIn">
    <wsdl:part name="parameters" element="tns:GetCallInfo" />
  </wsdl:message>
  <wsdl:message name="GetCallInfoSoapOut">
    <wsdl:part name="parameters" element="tns:GetCallInfoResponse" />
  </wsdl:message>
  <wsdl:message name="DisconnectSoapIn">
    <wsdl:part name="parameters" element="tns:Disconnect" />
  </wsdl:message>
  <wsdl:message name="DisconnectSoapOut">
```

```
          <wsdl:part name="parameters" element="tns:DisconnectResponse" />
  </wsdl:message>
  <wsdl:message name="PlayOnPhoneGreetingSoapIn">
    <wsdl:part name="parameters" element="tns:PlayOnPhoneGreeting" />
  </wsdl:message>
  <wsdl:message name="PlayOnPhoneGreetingSoapOut">
    <wsdl:part name="parameters"
element="tns:PlayOnPhoneGreetingResponse" />
  </wsdl:message>
  <wsdl:portType name="UMWebServiceSoap">
    <wsdl:operation name="IsUMEnabled">
      <wsdl:input message="tns:IsUMEnabledSoapIn" />
      <wsdl:output message="tns:IsUMEnabledSoapOut" />
    </wsdl:operation>
    <wsdl:operation name="GetUMProperties">
      <wsdl:input message="tns:GetUMPropertiesSoapIn" />
      <wsdl:output message="tns:GetUMPropertiesSoapOut" />
    </wsdl:operation>
    <wsdl:operation name="SetOofStatus">
      <wsdl:input message="tns:SetOofStatusSoapIn" />
      <wsdl:output message="tns:SetOofStatusSoapOut" />
    </wsdl:operation>
    <wsdl:operation name="SetPlayOnPhoneDialString">
      <wsdl:input message="tns:SetPlayOnPhoneDialStringSoapIn" />
      <wsdl:output message="tns:SetPlayOnPhoneDialStringSoapOut" />
    </wsdl:operation>
    <wsdl:operation name="SetTelephoneAccessFolderEmail">
      <wsdl:input message="tns:SetTelephoneAccessFolderEmailSoapIn" />
      <wsdl:output message="tns:SetTelephoneAccessFolderEmailSoapOut"
/>
    </wsdl:operation>
    <wsdl:operation name="SetMissedCallNotificationEnabled">
      <wsdl:input message="tns:SetMissedCallNotificationEnabledSoapIn"
/>
      <wsdl:output
message="tns:SetMissedCallNotificationEnabledSoapOut" />
    </wsdl:operation>
    <wsdl:operation name="ResetPIN">
      <wsdl:input message="tns:ResetPINSoapIn" />
      <wsdl:output message="tns:ResetPINSoapOut" />
    </wsdl:operation>
    <wsdl:operation name="PlayOnPhone">
      <wsdl:input message="tns:PlayOnPhoneSoapIn" />
      <wsdl:output message="tns:PlayOnPhoneSoapOut" />
    </wsdl:operation>
    <wsdl:operation name="GetCallInfo">
      <wsdl:input message="tns:GetCallInfoSoapIn" />
      <wsdl:output message="tns:GetCallInfoSoapOut" />
```

```
        </wsdl:operation>
        <wsdl:operation name="Disconnect">
          <wsdl:input message="tns:DisconnectSoapIn" />
          <wsdl:output message="tns:DisconnectSoapOut" />
        </wsdl:operation>
        <wsdl:operation name="PlayOnPhoneGreeting">
          <wsdl:input message="tns:PlayOnPhoneGreetingSoapIn" />
          <wsdl:output message="tns:PlayOnPhoneGreetingSoapOut" />
        </wsdl:operation>
      </wsdl:portType>
      <wsdl:binding name="UMWebServiceSoap" type="tns:UMWebServiceSoap">
        <wsdl:documentation>
          <wsi:Claim conformsTo="http://ws-i.org/profiles/basic/1.1"
xmlns:wsi="http://ws-i.org/schemas/conformanceClaim/" />
        </wsdl:documentation>
        <soap:binding transport="http://schemas.xmlsoap.org/soap/http" />
        <wsdl:operation name="IsUMEnabled">
          <soap:operation
soapAction="http://schemas.microsoft.com/exchange/services/2006/message
s/IsUMEnabled" style="document" />
          <wsdl:input>
            <soap:body use="literal" />
          </wsdl:input>
          <wsdl:output>
            <soap:body use="literal" />
          </wsdl:output>
        </wsdl:operation>
        <wsdl:operation name="GetUMProperties">
          <soap:operation
soapAction="http://schemas.microsoft.com/exchange/services/2006/message
s/GetUMProperties" style="document" />
          <wsdl:input>
            <soap:body use="literal" />
          </wsdl:input>
          <wsdl:output>
            <soap:body use="literal" />
          </wsdl:output>
        </wsdl:operation>
        <wsdl:operation name="SetOofStatus">
          <soap:operation
soapAction="http://schemas.microsoft.com/exchange/services/2006/message
s/SetOofStatus" style="document" />
          <wsdl:input>
            <soap:body use="literal" />
          </wsdl:input>
          <wsdl:output>
            <soap:body use="literal" />
          </wsdl:output>
```

```
    </wsdl:operation>
    <wsdl:operation name="SetPlayOnPhoneDialString">
      <soap:operation
soapAction="http://schemas.microsoft.com/exchange/services/2006/message
s/SetPlayOnPhoneDialString" style="document" />
      <wsdl:input>
        <soap:body use="literal" />
      </wsdl:input>
      <wsdl:output>
        <soap:body use="literal" />
      </wsdl:output>
    </wsdl:operation>
    <wsdl:operation name="SetTelephoneAccessFolderEmail">
      <soap:operation
soapAction="http://schemas.microsoft.com/exchange/services/2006/message
s/SetTelephoneAccessFolderEmail" style="document" />
      <wsdl:input>
        <soap:body use="literal" />
      </wsdl:input>
      <wsdl:output>
        <soap:body use="literal" />
      </wsdl:output>
    </wsdl:operation>
    <wsdl:operation name="SetMissedCallNotificationEnabled">
      <soap:operation
soapAction="http://schemas.microsoft.com/exchange/services/2006/message
s/SetMissedCallNotificationEnabled" style="document" />
      <wsdl:input>
        <soap:body use="literal" />
      </wsdl:input>
      <wsdl:output>
        <soap:body use="literal" />
      </wsdl:output>
    </wsdl:operation>
    <wsdl:operation name="ResetPIN">
      <soap:operation
soapAction="http://schemas.microsoft.com/exchange/services/2006/message
s/ResetPIN" style="document" />
      <wsdl:input>
        <soap:body use="literal" />
      </wsdl:input>
      <wsdl:output>
        <soap:body use="literal" />
      </wsdl:output>
    </wsdl:operation>
    <wsdl:operation name="PlayOnPhone">
```

```
      <soap:operation
soapAction="http://schemas.microsoft.com/exchange/services/2006/message
s/PlayOnPhone" style="document" />
      <wsdl:input>
        <soap:body use="literal" />
      </wsdl:input>
      <wsdl:output>
        <soap:body use="literal" />
      </wsdl:output>
    </wsdl:operation>
    <wsdl:operation name="GetCallInfo">
      <soap:operation
soapAction="http://schemas.microsoft.com/exchange/services/2006/message
s/GetCallInfo" style="document" />
      <wsdl:input>
        <soap:body use="literal" />
      </wsdl:input>
      <wsdl:output>
        <soap:body use="literal" />
      </wsdl:output>
    </wsdl:operation>
    <wsdl:operation name="Disconnect">
      <soap:operation
soapAction="http://schemas.microsoft.com/exchange/services/2006/message
s/Disconnect" style="document" />
      <wsdl:input>
        <soap:body use="literal" />
      </wsdl:input>
      <wsdl:output>
        <soap:body use="literal" />
      </wsdl:output>
    </wsdl:operation>
    <wsdl:operation name="PlayOnPhoneGreeting">
      <soap:operation
soapAction="http://schemas.microsoft.com/exchange/services/2006/message
s/PlayOnPhoneGreeting" style="document" />
      <wsdl:input>
        <soap:body use="literal" />
      </wsdl:input>
      <wsdl:output>
        <soap:body use="literal" />
      </wsdl:output>
    </wsdl:operation>
  </wsdl:binding>
</wsdl:definitions>
```

7 Appendix B: Office/Exchange Behavior

The information in this specification is applicable to the following versions of Office/Exchange:

- Office 2003 with Service Pack 3 applied
- Exchange 2003 with Service Pack 2 applied
- Office 2007 with Service Pack 1 applied
- Exchange 2007 with Service Pack 1 applied

Exceptions, if any, are noted below. Unless otherwise specified, any statement of optional behavior in this specification prescribed using the terms SHOULD or SHOULD NOT implies Office/Exchange behavior in accordance with the SHOULD or SHOULD NOT prescription. Unless otherwise specified, the term MAY implies Office/Exchange does not follow the prescription.

Index