

# Cisco Unity ViewMail for Outlook (VMO) Audio Volume Settings

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## Introduction

This document describes how to troubleshoot issues related to setting desktop playback volumes for Cisco Unity ViewMail for Outlook (VMO).

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

This document is not restricted to specific software and hardware versions.

- All versions of Cisco Unity VMO

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

## Problem

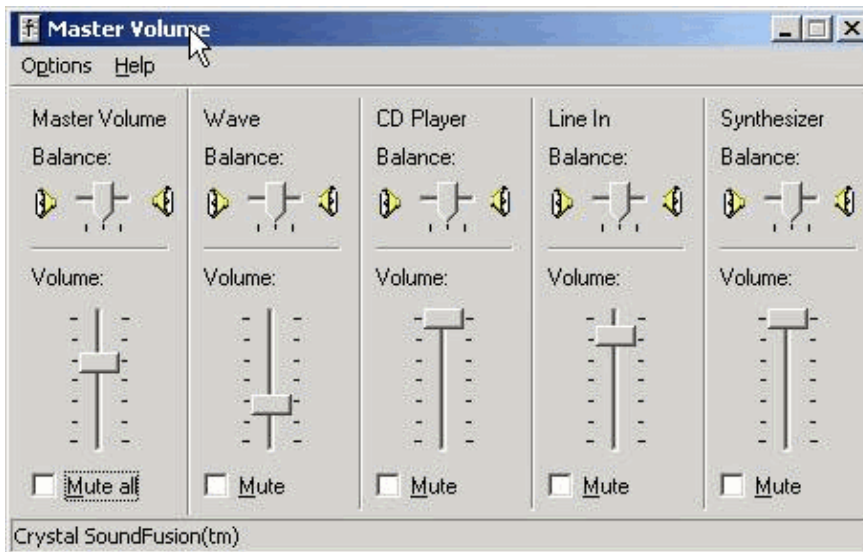
VMO message playback from the desktop includes a volume control button. This document describes how the VMO volume control button interacts with the actual desktop volume.

## Solutions

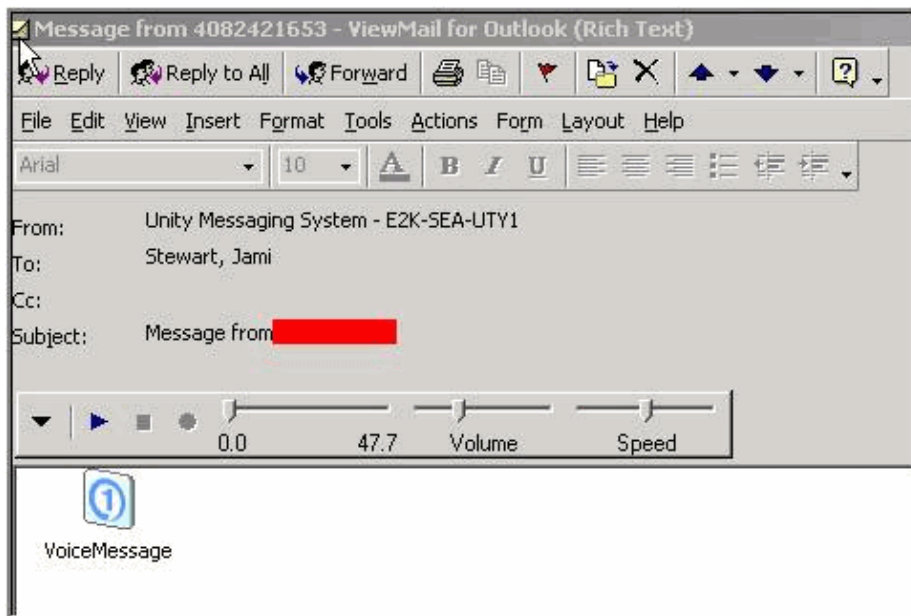
Message playback volume in VMO is implemented by the desktop multimedia system. VMO sets the volume by changing the wave volume.

When the VMO volume is changed, it sets the multimedia volume to the same setting. To test this, follow these steps:

1. Open the multimedia Master Volume window. For Windows 2000, select **Start > Programs > Accessories > Entertainment > Volume Control**.



2. Change the wave volume setting and make a note of the setting.
3. Close the multimedia Master Volume window.
4. Open a voice mail message in Outlook, using VMO.



5. Use the volume control button to change the volume.
6. Play the message. The system volume is only changed if you play the message.
7. Close the VMO form.
8. Reopen the Master Volume window and note that the wave volume setting has changed.

The wave volume reflects the VMO setting. The reverse is also true. All storage of the value is the responsibility of the multimedia system and the media device driver. If the volume cannot be changed for some reason, try to change the media device driver.

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## Related Information

- **Voice Technology Support**
  - **Voice and Unified Communications Product Support**
  - **Recommended Reading: Troubleshooting Cisco IP Telephony**
  - **Technical Support & Documentation – Cisco Systems**
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