

# Cisco Unity with Outlook Express on a Macintosh Computer

Document ID: 4129

---

**Introduction**

**Prerequisites**

Requirements

Components Used

Conventions

**Explanation**

**Related Information**

---

## Introduction

This document addresses whether or not users can receive their Cisco Unity voice mail on their Macintosh computer if a site has a Microsoft Exchange server for e-mail, and uses Outlook Express on Apple Macintosh workstations.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on all versions of Cisco Unity for Exchange.

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, refer to the Cisco Technical Tips Conventions.

## Explanation

Customers who use the Outlook Express (POP3) client on a Macintosh system are *not* able to use ViewMail for Outlook (VMO) or the Visual Messaging Interface (VMI). The browser client does not work on Macintosh computers because the MediaMaster uses an ActiveX control and Macintosh does not support ActiveX. However, a user can receive their voice mail as E-mail with attached .wav files. If you configure Cisco Unity configure to use the default MuLaw codec, you can play the files on the Macintosh. However, a user cannot reply with a voice mail, they can only reply with another .wav file attachment.

---

## Related Information

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

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2009 – 2010 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

---

Updated: Jan 10, 2006

Document ID: 4129

---