



User Guide for Accessing Cisco Unity Connection Voice Messages in an Email Application (Release 15)

First Published: 2023-12-18

Last Modified: 2023-12-18

Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883



CONTENTS

CHAPTER 1

About ViewMail for Outlook (Version 8.0 Only) 1

About ViewMail for Outlook (Version 8.0 Only) 1

Introduction 1

Accessing ViewMail for Outlook Help 1

CHAPTER 2

Working with the Media Master in ViewMail for Outlook (Version 8.0 Only) 3

Working with the Media Master in ViewMail for Outlook (Version 8.0 Only) 3

About the Media Master (Version 8.0 Only) 3

Using Sound Files in Your Recordings (Version 8.0 Only) 4

Changing Recording and Playback Devices with the Media Master (Version 8.0 Only) 4

Changing Your Recording or Playback Device with the Media Master 4

Changing Message Playback Volume When Computer Speakers Are Your Playback Device (Version 8.0 Only) 5

Changing Message Playback Speed When Computer Speakers Are Your Playback Device (Version 8.0 Only) 5

Media Master Keyboard Shortcuts (Version 8.0 Only) 6

CHAPTER 3

Managing Messages with ViewMail for Outlook (Version 8.0 Only) 7

Managing Messages with ViewMail for Outlook (Version 8.0 Only) 7

Sending Voice Messages (Version 8.0 Only) 7

Sending a Voice Message 8

Checking Messages (Version 8.0 Only) 8

Checking a Message 8

Replying to Messages (Version 8.0 Only) 9

Replying to a Message 9

Forwarding Voice Messages (Version 8.0 Only) 9

Forwarding a Voice Message 9
 Managing Deleted Messages (Version 8.0 Only) 10
 Manually Purge Deleted Messages 10

CHAPTER 4

Changing Settings for ViewMail for Outlook (Version 8.0 Only) 11

Changing Settings for ViewMail for Outlook (Version 8.0 Only) 11
 Changing the Sound That Notifies You of New Voice Messages (Version 8.0 Only) 11
 Changing the Sound That Notifies You of New Voice Messages 11
 Changing the Automatic Voice Message Playback Setting (Version 8.0 Only) 12
 Changing the Automatic Voice Message Playback Setting 12
 Changing Your Preference for Saving Sent Voice Messages (Version 8.0 Only) 12
 Saving Only Voice Message Headers 12
 Changing Recording and Playback Devices (Version 8.0 Only) 13
 Configuring Your Secure Messaging Settings (Version 8.0 Only) 13
 Configuring Your Secure Messaging Settings 13
 Changing Your IMAP Account Setting (Version 8.0 Only) 14
 Changing Your IMAP Account Setting 14
 Updating the Password in ViewMail for Outlook to Match Your Cisco PCA Password (Version 8.0 Only) 15
 Updating the Password in ViewMail for Outlook to Match Your Cisco PCA Password 15

CHAPTER 5

Managing Cisco Unity Connection Voice Messages in Your Email Application 17

Managing Cisco Unity Connection Voice Messages in Your Email Application 17
 About Using Your Email Application to Manage Voice Messages 17
 Sending Voice Messages from Your Email Application 17
 Checking Voice Messages in Your Email Application 18
 Deleting Voice Messages in Your Email Application 18
 Updating Your Email Application Password to Match Your Cisco PCA Password 18

CHAPTER 6

Managing HTML-based Message Notification 19

Managing HTML-based Message Notification 19
 Configuring the Authentication Mode 20
 Configuring the Authentication Mode 20
 Configuring the Non-Authentication Mode 21

Configuring Microsoft Outlook to Display Images in an HTML Message Notification	21
Creating the registry entries for Microsoft Outlook	22
Configuring Microsoft Outlook for Automatic Image Download	23
Configuring Unity Connection to Send Voice Message as an Attachment	23
Configuring Unity Connection to Send Voice Message as an Attachment	24
Configuring the Size of Voice Messages Sent as an Attachment with HTML Notification	24
Configuring the Size of Voice Message Sent as an Attachment	24
Configuring Unity Connection for Mini Web Inbox	24
Configuring IBM Lotus Notes for Unity Connection Mini Web Inbox	24
Configuring Internet Explorer 8 for Unity Connection Mini Web Inbox	25
Configuring Windows Vista and Windows 7 (32 bit and 64 bit) for Unity Connection Mini Web Inbox	25
Configuring Gmail to Display Images in an HTML Message Notification	26

CHAPTER 7**Managing the Size of Your Mailbox 27**

Managing the Size of Your Mailbox	27
About Mailbox Size	27
Reasons Your Mailbox May Fill Up Quickly	27
Message-Retention Policy May Not Be Enforced	27
Deleted Items and Nondelivery Receipts Are Included in Total Mailbox Size	28
Total Message Size Includes Original When Messages Are Forwarded	28
Total Message Size Includes Attachments	28
Tips for Managing the Size of Your Mailbox	28



CHAPTER 1

About ViewMail for Outlook (Version 8.0 Only)

- [About ViewMail for Outlook \(Version 8.0 Only\), on page 1](#)

About ViewMail for Outlook (Version 8.0 Only)

Introduction



Note This content applies to ViewMail for Outlook version 8.0 only. For later ViewMail versions, see the *Quick Start Guide for Cisco ViewMail for Microsoft Outlook (Release 8.5 and Later)* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/vmo/quick_start/guide/85xcucqsgvmo.html.

Cisco Unity Connection ViewMail for Microsoft Outlook lets you send, listen to, and manage voice messages from Outlook. In the ViewMail for Outlook form, you use the controls on the Media Master to play and record voice messages.

You can use ViewMail for Outlook to send voice messages to other users, non-Unity Connection users, and public distribution lists. You cannot use ViewMail from the preview pane in Outlook. You must open the message to use ViewMail for Outlook.

You can change ViewMail for Outlook settings to :

- Choose the sound that notifies you of new voice messages.
- Set a preference for saving sent voice messages in your Outlook folders.
- Set automatic playback so that your voice messages begin playing as soon as you open them.

Accessing ViewMail for Outlook Help

Step 1 In Outlook, from the Help menu, click **ViewMail Help Topics**

Step 2 Click a topic link in the left pane.



CHAPTER 2

Working with the Media Master in ViewMail for Outlook (Version 8.0 Only)



Note This content applies to ViewMail for Outlook version 8.0 only. For later ViewMail versions, see the *Quick Start Guide for Cisco ViewMail for Microsoft Outlook (Release 8.5 and Later)* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/vmo/quick_start/guide/85xcucqsgvmo.html.

- [Working with the Media Master in ViewMail for Outlook \(Version 8.0 Only\)](#), on page 3

Working with the Media Master in ViewMail for Outlook (Version 8.0 Only)



Note This content applies to ViewMail for Outlook version 8.0 only. For later ViewMail versions, see the *Quick Start Guide for Cisco ViewMail for Microsoft Outlook (Release 8.5 and Later)* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/vmo/quick_start/guide/85xcucqsgvmo.html.

About the Media Master (Version 8.0 Only)

The Media Master appears in messages that you manage by using ViewMail for Outlook. You record and play messages by clicking the Media Master controls.

You also use the Media Master to change the recording and playback devices you use while working with ViewMail for Outlook, and to change the playback volume and playback speed for messages.

Updates to Media Master settings are saved per user, per computer. If you also use another computer to access the Media Master (for example, a computer at home), you need to update the Media Master settings on the second computer as well.

Using Sound Files in Your Recordings (Version 8.0 Only)

The Options menu-the first button (down arrow) on the Media Master-allows you to use other sound (WAV) files in your recordings. The following sound file options are available:

New	Erase a recording to record.
Paste	Paste a sound recording from the clipboard the same way you paste text in a text file.
Paste from File	Paste another sound file to a recording.
Copy	Copy a sound recording to the clipboard the same way you copy text in a text file.
Copy to File	Copy the recording to a sound file that you name. If the message is marked secure, this option will be unavailable.

Changing Recording and Playback Devices with the Media Master (Version 8.0 Only)

You can choose the devices that you use for recording and playing messages while working with ViewMail for Outlook:

Recording devices	<ul style="list-style-type: none"> • Phone-Cisco Unity Connection calls you, and you speak into the phone handset or into the speakerphone microphone. • Computer microphone (if available).
Playback devices	<ul style="list-style-type: none"> • Phone-Cisco Unity Connection calls you, and you listen through the phone handset or through the speakerphone speaker. • Computer speakers (if available).



Tip The phone offers the best sound quality for recordings.

Changing Your Recording or Playback Device with the Media Master

- Step 1** In the Outlook folder that contains your voice messages, open a message.
- Step 2** On the Media Master, from the Options menu (first button, down arrow), click either **Playback Devices** or **Recording Devices**, and choose the device that you want to use in the list.
- Step 3** If you select Phone as the device, confirm that the phone information is correct:
 - a. From the Options menu, click **Options**.
 - b. In the Cisco Unity Connection Server Options dialog box, in the Cisco Unity Connection Server Name box, enter the name of your Unity Connection server. (If you do not know the server name, contact your Unity Connection administrator.)

- c. In the User Name box, enter your Unity Connection username.
- d. In the Password box, enter your Cisco PCA password.
- e. Check the Remember Password check box if you want ViewMail for Outlook to remember your password so that you do not have to re-enter it each time you restart Outlook.
- f. If your organization uses a proxy server, in the Proxy Server Address box, enter the IP address of the proxy server.
- g. If your organization uses a proxy server, in the Proxy Server Port box, enter the server port number ViewMail for Outlook must use when connecting to the proxy server.
- h. If your Unity Connection administrator tells you to, check the Validate HTTPS Certificate check box. Otherwise, leave it unchecked.
- i. In the Extension box, enter your extension.
- j. Click **OK**.

Step 4 Click **Close** to close the message.

Changing Message Playback Volume When Computer Speakers Are Your Playback Device (Version 8.0 Only)

The procedure in this section changes the playback volume for all messages played with ViewMail for Outlook when your computer speakers are set as the playback device in the Media Master.

- Step 1** In the Outlook folder that contains your voice messages, open a message.
 - Step 2** On the Media Master, click and drag the **Volume Control** slider to decrease or increase playback volume.
 - Step 3** Click **Play** to play the message, which saves the volume setting for messages that you listen to through your computer speakers.
 - Step 4** Click **Close** to close the voice message.
-

Changing Message Playback Speed When Computer Speakers Are Your Playback Device (Version 8.0 Only)

The procedure in this section changes the playback speed for all messages played with ViewMail for Outlook when your computer speakers are set as the playback device in the Media Master.

- Step 1** In the Outlook folder that contains your voice messages, open a message.
- Step 2** On the Media Master, click and drag the **Speed Control** slider for slower or faster playback.
- Step 3** Click **Play** to play the message, which saves the speed setting for messages that you listen to through your computer speakers.

Step 4 Click **Close** to close the voice message.

Media Master Keyboard Shortcuts (Version 8.0 Only)

Table 1: [Keyboard Shortcuts for the Media Master in Viewmail](#) lists the keyboard shortcuts available for working with the Media Master in ViewMail for Outlook.

Table 1: Keyboard Shortcuts for the Media Master in Viewmail

Key(s)	Action
Alt-Shift-P	Play/Pause
Alt-Shift-S	Stop
Alt-Shift-R	Record/Pause
Alt-Shift-M	Open Options menu
Alt-Shift-F3	Skip back
Alt-Shift-F4	Skip forward
Alt-Shift-F7	Decrease volume
Alt-Shift-F8	Increase volume
Alt-Shift-F11	Slower playback
Alt-Shift-F12	Faster playback

You can also use the keyboard to make selections on the **Options** menu. Press the letter that is underlined for the option you want to select on the **Options** menu.



CHAPTER 3

Managing Messages with ViewMail for Outlook (Version 8.0 Only)



Note This content applies to ViewMail for Outlook version 8.0 only. For later ViewMail versions, see the *Quick Start Guide for Cisco ViewMail for Microsoft Outlook (Release 8.5 and Later)* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/vmo/quick_start/guide/85xcucqsgvmo.html.

- [Managing Messages with ViewMail for Outlook \(Version 8.0 Only\)](#), on page 7

Managing Messages with ViewMail for Outlook (Version 8.0 Only)



Note This content applies to ViewMail for Outlook version 8.0 only. For later ViewMail versions, see the *Quick Start Guide for Cisco ViewMail for Microsoft Outlook (Release 8.5 and Later)* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/vmo/quick_start/guide/85xcucqsgvmo.html.

Sending Voice Messages (Version 8.0 Only)

You can send voice messages and record responses to messages from Outlook. You can send, reply to, and forward messages to users, as well as to public distribution lists and email addresses.

If your organization has multiple locations, you may be able to send and respond to messages to users at another location. Ask your administrator for details.



Note When your Cisco Unity Connection mailbox exceeds its size quota, you may not be able to send messages. (See the "[Managing the Size of Your Mailbox](#)" chapter.)

Sending a Voice Message

Step 1 Do either of the following:

- In your Outlook Inbox, on the Outlook toolbar, click the **New Voice Message** icon.
- From the Actions menu, click **New Voice Message**.

Step 2 Enter Unity Connection usernames or email addresses, and a subject.

Note Messages addressed to email addresses are sent as sound (WAV) files attached to email messages.

Step 3 On the Media Master, click **Record** (circle) and record the message.

Step 4 When you finish recording, click **Stop** (square).

Step 5 Add text and attachments as applicable.

Step 6 Click **Send**.

Checking Messages (Version 8.0 Only)

You can check voice messages and receipts in Outlook. Voice messages and receipts appear in a separate Outlook folder from your email.

Once you have opened a new message, it is saved until you delete it. Ask your administrator if Unity Connection is set up to enforce a message-retention policy, and, if so, how long the system stores your messages before permanently deleting them. Unity Connection does not indicate when a message-retention policy is enforced, nor does it warn you before messages are permanently deleted as a result of such a policy.

Information in the From field identifies the sender. The field contains the name of a Unity Connection user, or it will contain "Unity Connection Messaging System" when a message is left by someone who is not a Unity Connection user or by a user who did not log on to Unity Connection before leaving the message. The Subject field displays the phone number of the caller, if it is available.

Depending on how the system is set up, you may see other types of messages (for example, fax messages) in the Outlook folder that contains your voice messages.

Checking a Message

Step 1 In the Outlook folder that contains your voice messages, double-click a message to open it.

Note You cannot check messages in the Outlook Preview pane.

Step 2 In the open voice message, on the Media Master, click **Play** (right arrow) to play the message.

Step 3 In the message, use the buttons on the message toolbar to manage the message the same way you handle email messages.

Note Even if all the messages in your Inbox are in the Read state, the Outlook envelop icon still remains closed.

Replying to Messages (Version 8.0 Only)

Do the procedure in this section to reply to a voice message or to reply to an email message by recording a reply. You can respond to only the sender, and you can add recipients.

A message from "Unity Connection Messaging System" means that the caller was not a Unity Connection user or was not logged on when the message was left. You cannot reply to messages from such callers.

Replying to a Message

- Step 1** Do either of the following:
- In the open voice message, click **Reply** .
 - In the open email message, from the Actions menu, click **Reply with Voice** .
- Step 2** On the Media Master, click **Record** (circle).
- Step 3** When you finish recording, click **Stop** (square).
- Step 4** Add text and attachments as applicable .
- Step 5** Click **Send** .
-

Forwarding Voice Messages (Version 8.0 Only)

Do the procedure in this section to forward a voice message as is or to record an introduction that plays before a forwarded voice or email message.

Forwarding a Voice Message

- Step 1** Do either of the following:
- In the open voice message, click **Forward** .
 - In the open email message, from the Actions menu, click **Forward with Voice** .
- Step 2** Enter the names of recipients.
- Step 3** On the Media Master, click **Record** (circle) and record an introduction.
- Step 4** When you finish recording, click **Stop** (square).
- Step 5** Add text and attachments as applicable
- Step 6** Click **Send** .
-

Managing Deleted Messages (Version 8.0 Only)

You delete messages from the Outlook folder that contains your voice messages the same way you delete email messages. However, deleted voice messages are displayed with gray strike-through text. Deleted voice messages remain in your voice message folder until Cisco Unity Connection purges them.

Unity Connection may automatically purge deleted messages once they reach a certain age. Ask your administrator how long messages are stored before they are permanently deleted for you. This way you can plan to archive or move important messages ahead of time.



Tip To archive voice messages before deleting them, use the Copy to File option on the Media Master Options menu.

You can also manually purge your deleted messages.

Manually Purge Deleted Messages

In the Outlook folder that contains your voice messages, from the Edit menu, click **Purge Deleted Messages**.



CHAPTER 4

Changing Settings for ViewMail for Outlook (Version 8.0 Only)



Note This content applies to ViewMail for Outlook version 8.0 only. For later ViewMail versions, see the *Quick Start Guide for Cisco ViewMail for Microsoft Outlook (Release 8.5 and Later)* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/vmo/quick_start/guide/85xcucqsgvmo.html

- [Changing Settings for ViewMail for Outlook \(Version 8.0 Only\)](#), on page 11

Changing Settings for ViewMail for Outlook (Version 8.0 Only)



Note This content applies to ViewMail for Outlook version 8.0 only. For later ViewMail versions, see the *Quick Start Guide for Cisco ViewMail for Microsoft Outlook (Release 8.5 and Later)* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/vmo/quick_start/guide/85xcucqsgvmo.html

Changing the Sound That Notifies You of New Voice Messages (Version 8.0 Only)

You can choose the computer sound that notifies you when new messages arrive in the Outlook folder that contains your voice messages. This option is available only if your computer has multimedia speakers.

Changing the Sound That Notifies You of New Voice Messages

- Step 1** From the Outlook Tools menu, click **ViewMail Options**.
- Step 2** In the ViewMail Options dialog box, click the **Notification** tab.
- Step 3** Choose your notification options.

To preview the sound for an option, click the **Speaker** icon.

- Step 4** If applicable, change the default sound for an option:
- Click the **Browse** button.
 - In the Browse Files dialog box, choose a sound (WAV) file, then click **Open**.
- Step 5** When the ViewMail Options dialog box reappears, click **OK** to save your changes.
-

Changing the Automatic Voice Message Playback Setting (Version 8.0 Only)

With automatic playback, your voice messages begin playing as soon as you open them in the Outlook folder that contains your voice messages. Without automatic playback, you use the Media Master to play voice messages.

Changing the Automatic Voice Message Playback Setting

SUMMARY STEPS

- From the Outlook Tools menu, click **ViewMail Options**.
- Click the **General** tab.
- Check or uncheck the **Play Voice Automatically** check box.
- Click **OK**.

DETAILED STEPS

-
- Step 1** From the Outlook Tools menu, click **ViewMail Options**.
- Step 2** Click the **General** tab.
- Step 3** Check or uncheck the **Play Voice Automatically** check box.
- Step 4** Click **OK**.
-

Changing Your Preference for Saving Sent Voice Messages (Version 8.0 Only)

When you configure Outlook to save copies of sent messages in the Sent Items folder, a copy of each voice message that you send by using ViewMail for Outlook is also saved. To save space on your hard disk, you can set ViewMail to save only the message headers and not save the message recordings. (A message header contains the message recipient(s), when the message was sent, the subject, the importance and sensitivity, and the size.)

Saving Only Voice Message Headers

-
- Step 1** From the Outlook Tools menu, click **ViewMail Options**.
- Step 2** Click the **General** tab.
- Step 3** Check the **Keep Only Message Header in the Sent Items Folder** check box.

Step 4 Click **OK**.

Changing Recording and Playback Devices (Version 8.0 Only)

Do the following procedure to change the recording or playback device

- Step 1** From the Outlook Tools menu, click **ViewMail Options**.
- Step 2** Click the **Record** or **Playback** tab.
- Step 3** In the Device list, select the device that you want to use.
- Step 4** If you did not choose Phone for your playback or recording device, skip to [Step 13](#).
If you select Phone for your playback or recording device, click the **Server** tab.
- Step 5** In the Cisco Unity Connection Server Name box, enter the name of your Unity Connection server. (If you do not know the server name, contact your Unity Connection administrator.)
- Step 6** In the User Name box, enter your Unity Connection username.
- Step 7** In the Password box, enter your Cisco PCA password.
- Step 8** Check the Remember Password check box if you want ViewMail for Outlook to remember your password so that you do not have to re-enter it each time you restart Outlook.
- Step 9** If your organization uses a proxy server, in the Proxy Server Address box, enter the IP address of the proxy server.
- Step 10** If your organization uses a proxy server, in the Proxy Server Port box, enter the server port number ViewMail for Outlook must use when connecting to the proxy server.
- Step 11** If your Unity Connection administrator tells you to, check the Validate HTTPS Certificate check box. Otherwise, leave it unchecked.
- Step 12** In the Extension box, enter your extension.
- Step 13** Click **OK**.
-

Configuring Your Secure Messaging Settings (Version 8.0 Only)

When Cisco Unity Connection is configured to mark messages secure, you must configure Outlook so that it can communicate securely with the Unity Connection server.

Configuring Your Secure Messaging Settings

SUMMARY STEPS

1. From the Outlook Tools menu, click **ViewMail Options**.
2. Click the **Server** tab.
3. In the Cisco Unity Connection Server Name box, enter the name of your Unity Connection server. (If you do not know the server name, contact your Unity Connection administrator.)
4. In the User Name box, enter your Unity Connection username.
5. In the Password box, enter your Cisco PCA password.

6. Check the Remember Password check box if you want ViewMail for Outlook to remember your password so that you do not have to re-enter it each time you restart Outlook.
7. If your organization uses a proxy server, in the Proxy Server Address box, enter the IP address of the proxy server.
8. If your organization uses a proxy server, in the Proxy Server Port box, enter the server port number that ViewMail for Outlook must use when connecting to the proxy server.
9. If your Unity Connection administrator tells you to, check the Validate HTTPS Certificate check box. Otherwise, leave it unchecked.
10. Click **OK**.

DETAILED STEPS

- Step 1** From the Outlook Tools menu, click **ViewMail Options**.
- Step 2** Click the **Server** tab.
- Step 3** In the Cisco Unity Connection Server Name box, enter the name of your Unity Connection server. (If you do not know the server name, contact your Unity Connection administrator.)
- Step 4** In the User Name box, enter your Unity Connection username.
- Step 5** In the Password box, enter your Cisco PCA password.
- Step 6** Check the Remember Password check box if you want ViewMail for Outlook to remember your password so that you do not have to re-enter it each time you restart Outlook.
- Step 7** If your organization uses a proxy server, in the Proxy Server Address box, enter the IP address of the proxy server.
- Step 8** If your organization uses a proxy server, in the Proxy Server Port box, enter the server port number that ViewMail for Outlook must use when connecting to the proxy server.
- Step 9** If your Unity Connection administrator tells you to, check the Validate HTTPS Certificate check box. Otherwise, leave it unchecked.
- Step 10** Click **OK**.
-

Changing Your IMAP Account Setting (Version 8.0 Only)

If you have more than one IMAP account configured in Outlook, you need to identify the one that is associated with Cisco Unity Connection.

Changing Your IMAP Account Setting

SUMMARY STEPS

1. From the Outlook Tools menu, click **ViewMail Options**.
2. Click the **Accounts** tab.
3. In the Select the Accounts to Access Cisco Unity Connection With list, select the IMAP account that is used to access Unity Connection.
4. Click **OK**.

DETAILED STEPS

- Step 1** From the Outlook Tools menu, click **ViewMail Options**.
- Step 2** Click the **Accounts** tab.
- Step 3** In the Select the Accounts to Access Cisco Unity Connection With list, select the IMAP account that is used to access Unity Connection.
- Step 4** Click **OK**.
-

Updating the Password in ViewMail for Outlook to Match Your Cisco PCA Password (Version 8.0 Only)

ViewMail for Outlook uses your Cisco Unity Connection username and Cisco PCA password to access your Unity Connection account to retrieve voice messages. You must update the password in ViewMail when you change your Cisco PCA password in the Messaging Assistant web tool. This ensures that ViewMail for Outlook can continue to access your Unity Connection account.

If you are having trouble sending or receiving voice messages in ViewMail for Outlook, consider the following tips:

- If Microsoft Outlook prompts you for a password but does not accept it, your Cisco PCA password may have expired or changed, or it may be locked. Change your Cisco PCA password in the Messaging Assistant first, then update the password in ViewMail for Outlook.
- If you receive an error when you attempt to play or record messages in ViewMail for Outlook by using the phone, your Cisco PCA password may have expired or changed, or it may be locked. Change your Cisco PCA password in the Messaging Assistant first, then update it in ViewMail.
- If you receive an error when you attempt to play or record secure messages, your Cisco PCA password may have expired or changed, or it may be locked. Change your Cisco PCA password in the Messaging Assistant first, then update it in ViewMail for Outlook.

Updating the Password in ViewMail for Outlook to Match Your Cisco PCA Password

- Step 1** From the Outlook Tools menu, click **ViewMail Options**.
- Step 2** Click the **Server** tab.
- Step 3** In the Password box, enter the new Cisco PCA password that you changed in the Messaging Assistant.
- Step 4** Click **OK**.
- Step 5** From the Outlook Tools menu, click **Email Accounts**.
- Step 6** Select **View or Change Existing Email Accounts** and click **Next**.
- Step 7** Select the IMAP account that is used to access Cisco Unity Connection and click **Change**.
- Step 8** In the Password box, enter the new Cisco PCA password that you changed in the Messaging Assistant.
- Step 9** Click **Next**, then click **Finish**.
-



CHAPTER 5

Managing Cisco Unity Connection Voice Messages in Your Email Application

- [Managing Cisco Unity Connection Voice Messages in Your Email Application, on page 17](#)

Managing Cisco Unity Connection Voice Messages in Your Email Application

About Using Your Email Application to Manage Voice Messages

With Cisco Unity Connection, you can access voice messages and receipts in your email application.

The location of your voice messages depends on the email application, but typically voice messages are in a separate folder in your email application. Messages contain a WAV file attachment with the recording. You play a voice message by opening the attachment.

Depending on how the system is set up, you may see other types of messages (for example, fax messages) in the folder that contains your voice messages.

Sending Voice Messages from Your Email Application

You cannot record voice messages or replies to voice messages from your email application.

You can reply to voice messages only with text. You can forward voice messages, but if you add an introduction, the introduction is also only in text.

Depending on how the system is set up, replies or forwarded messages to recipients that are not Unity Connection users may not be delivered. In that case, you will get a nondelivery receipt (NDR).



Note When your Cisco Unity Connection mailbox exceeds its size quota, you may not be able to send messages. (See the [Managing the Size of Your Mailbox](#) chapter.)

Checking Voice Messages in Your Email Application

Voice messages and receipts typically appear in a separate folder in your email application. Messages contain a WAV file attachment with the recording. You play a voice message by opening the attachment.

Your email application may notify you of new voice messages in the same way that it notifies you of new email messages.

The From field of a message will contain either the name of a Unity Connection user or “Unity Connection Messaging System”—the latter when a message is left by someone who is not a Unity Connection user or by a user who did not log on before leaving the message. The Subject field displays the phone number of the caller, if it is available.

Deleting Voice Messages in Your Email Application

You can delete voice messages from your email application, just as you do email messages. Depending on how the system is set up, you may also be able to retrieve deleted messages in the email application to listen to them, to restore them to a folder, or to delete them permanently.

For some email applications, you may need to periodically purge your deleted messages folder to completely delete voice messages. Check with your Unity Connection administrator as to whether this step is necessary for your email application.

Updating Your Email Application Password to Match Your Cisco PCA Password

Your email application uses your Unity Connection username and Cisco PCA password to access your Unity Connection account to retrieve voice messages. You must update the password in your email application when you change your Cisco PCA password in the Messaging Assistant web tool. This ensures that the email application can continue to access your Unity Connection account.

If your email application prompts you for a password but does not accept it, your Cisco PCA password may have expired or changed, or it may be locked. Change your Cisco PCA password in the Messaging Assistant first, then update it in your email application.

For information on updating the password for your specific email application, contact your Unity Connection administrator.



CHAPTER 6

Managing HTML-based Message Notification

Cisco Unity Connection can be configured to send SMTP-based message notifications in the form of HTML to email addresses. All SMTP-based HTML notifications in Unity Connection require HTML-based notification templates. HTML-based templates can be selected and applied by the administrator to allow HTML notification for a device. The template selected can either be a default or custom template that the administrator has created.

For more information on how to create a template, refer to the *System Administration Guide for Cisco Unity Connection Release 14*, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/administration/guide/b_14cucsag.html.

To get the HTML notifications exactly as per the template defined by the administrator, the user's email client must support the display of images and icons. For more information on this, refer to documentation of your email service provider.

HTML notifications are supported with the following email clients:

- Microsoft Outlook 2007
- Microsoft Outlook 2010
- Microsoft Outlook 2013
- IBM Lotus Notes
- Gmail (Web based access only)

The administrator selects the authentication or non-authentication mode as desired. In addition, make sure the signed SSL certificates are installed in order to access the voice message via Unity Connection Mini Web Inbox. See the Securing Cisco Unity Connection Administration, Cisco PCA, and IMAP Email Client Access to Unity Connection 11.x section.

For more information on how to configure SSL on Unity Connection, refer to the *System Administration Guide for Cisco Unity Connection Release 14*, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/administration/guide/b_14cucsag.html.

- [Managing HTML-based Message Notification, on page 19](#)

Managing HTML-based Message Notification

Cisco Unity Connection can be configured to send SMTP-based message notifications in the form of HTML to email addresses. All SMTP-based HTML notifications in Unity Connection require HTML-based notification

templates. HTML-based templates can be selected and applied by the administrator to allow HTML notification for a device. The template selected can either be a default or custom template that the administrator has created.

For more information on how to create a template, refer to the *System Administration Guide for Cisco Unity Connection Release 14*, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/administration/guide/b_14cucsag.html.

To get the HTML notifications exactly as per the template defined by the administrator, the user's email client must support the display of images and icons. For more information on this, refer to documentation of your email service provider.

HTML notifications are supported with the following email clients:

- Microsoft Outlook 2007
- Microsoft Outlook 2010
- Microsoft Outlook 2013
- IBM Lotus Notes
- Gmail (Web based access only)

The administrator selects the authentication or non-authentication mode as desired. In addition, make sure the signed SSL certificates are installed in order to access the voice message via Unity Connection Mini Web Inbox. See the Securing Cisco Unity Connection Administration, Cisco PCA, and IMAP Email Client Access to Unity Connection 11.x section.

For more information on how to configure SSL on Unity Connection, refer to the *System Administration Guide for Cisco Unity Connection Release 14*, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/administration/guide/b_14cucsag.html.

Configuring the Authentication Mode

The authentication mode allows the embedded images or icons to be displayed in the SMTP-based HTML notification using the Unity Connection credentials. After the credentials get authenticated the images are displayed.

To know which mode is configured for you, contact your System Administrator.

By default, the system is configured for the authentication mode. The administrator can configure the authentication mode using the Cisco Unity Connection Administration.

Configuring the Authentication Mode

SUMMARY STEPS

1. In Cisco Unity Connection Administration, select System Settings > General Configuration.
2. On the Edit General Configuration page, select the Authenticate Graphics for HTML Notification option to turn on the authentication mode.
3. Click Save.

DETAILED STEPS

-
- Step 1** In Cisco Unity Connection Administration, select System Settings > General Configuration.
- Step 2** On the Edit General Configuration page, select the Authenticate Graphics for HTML Notification option to turn on the authentication mode.
- Step 3** Click Save.
-

- If the user clicks on the Cancel button and does not enter Unity Connection credentials when prompted at the first instance then no image will be displayed in the email notification. You must restart Outlook to enter the Unity Connection credentials and view the images.
- If the user enters wrong password thrice then Unity Connection will not prompt again and the user must restart Outlook.

Configuring the Non-Authentication Mode

The non-authentication mode does not prompt user for credentials and the embedded images or icons are displayed in the email notification of its own. Make sure to confirm the mode configured for you from your System Administrator.

Configuring Microsoft Outlook to Display Images in an HTML Message Notification

In the authentication mode, to view all the custom graphics or administrative replaceable images as per the HTML-based template, you must make sure that your Outlook client has all the required hotfixes and registry entries.

If the non-authentication mode is configured then your Outlook client does not require any hotfixes or registry entries.



Caution The user workstation must have the SSL certificates installed irrespective of the mode selected (authentication or non-authentication) by the administrator.

If you are using Internet Explorer version 8, refer to the settings given in the Configuring Internet Explorer 8 for Unity Connection Mini Web Inbox section.



Note If due to certain security implications you are not allowed to install the required patches or update registry entries, then you can create the templates without images, MWI status, and message status.

Table 2:

Microsoft Outlook Version	Microsoft Outlook 2007	Microsoft Outlook 2010
Windows XP SP3, Windows 7 (32 and 64 bit), and Windows Vista (32 and 64 bit)	<ul style="list-style-type: none"> • Outlook 2007 <ul style="list-style-type: none"> • Registry entry for AllowImageProxyAuth, where value=1. • Either Install 2007 Office suite SP2. To install 2007 Office suite SP2, refer to http://support.microsoft.com/kb/953195. Then, install Outlook 2007 hotfix package. To install hotfix, refer to http://support.microsoft.com/kb/239693. OR • Install 2007 Office suite SP3. To install 2007 Office suite SP3, refer to http://support.microsoft.com/kb/252686 • Outlook 2007 with SP2 <ul style="list-style-type: none"> • Install Outlook 2007 hotfix package. To install hotfix, refer to http://support.microsoft.com/kb/239693. • Registry entry for AllowImageProxyAuth, where value=1. • Outlook 2007 with SP3 <ul style="list-style-type: none"> • Registry entry for AllowImageProxyAuth, where value=1. 	<ul style="list-style-type: none"> • Install Outlook 2010 hotfix package. For more information, refer to http://support.microsoft.com/kb/2459116. • Registry entry for AllowImageProxyAuth, where value=1.

Creating the registry entries for Microsoft Outlook

HKEY_CURRENT_USER\Software\Microsoft\Office\12.0\Common

1. Browse to the following path for Microsoft Outlook 2010:

HKEY_CURRENT_USER\Software\Microsoft\Office\14.0\Common

1. Add "AllowImageProxyAuth = 1" as new DWORD value.

SUMMARY STEPS

1. Go to Start > Run. Type regedit and press Enter.
2. Browse to the following path for Microsoft Outlook 2007:

DETAILED STEPS

-
- Step 1** Go to Start > Run. Type regedit and press Enter.
- Step 2** Browse to the following path for Microsoft Outlook 2007:
-

Configuring Microsoft Outlook for Automatic Image Download

Even after updating your Microsoft Outlook with required hotfixes and registry entries, you need to right click on the image, if any given in the template and select Show images. You can also right click on the prompt appearing at the above of message window to show the images.

To download your images automatically without performing these steps with every session, you must select the required options given under the Tools > Trust Center > Automatic Download section in your Outlook email client.

Configuring Unity Connection to Send Voice Message as an Attachment

Starting with Unity Connection 10.0(1) release, the administrator can now configure Connection to send the voice message as an attachment in the HTML notification to the user. Along with the link to access Connection Mini Web Inbox through the HTML notification email, the user can now access the voice message attachment in the .wav format that can be played on PC or mobile using any player. Prior to Unity Connection 10.0(1) version, the end user received only a link in the HTML notifications to access Unity Connection Mini Web Inbox and listen to voice messages through Mini Web Inbox only.



Note In case of forwarded messages, the attachment is sent only for the latest voice message.

If a user tries to access the voice message attachment using mobile, the following mobile clients are supported:

- Supported versions of iPhone 4 and 4s
- Supported versions of Android



Note The secure and private voice messages cannot be sent as an attachment.

By default, the system is configured for not to send the voice message as an attachment. The administrator can configure to send voice message as an attachment using the Cisco Unity Connection Administration.

Configuring Unity Connection to Send Voice Message as an Attachment

Click Save.

SUMMARY STEPS

1. In Cisco Unity Connection Administration, select Advanced > Messaging.
2. On the Messaging Configuration page, select the Allow voice mail as attachments to HTML notifications option to send the voice message as an attachment.

DETAILED STEPS

-
- Step 1** In Cisco Unity Connection Administration, select Advanced > Messaging.
- Step 2** On the Messaging Configuration page, select the Allow voice mail as attachments to HTML notifications option to send the voice message as an attachment.
-

Configuring the Size of Voice Messages Sent as an Attachment with HTML Notification

The administrator can configure the size of voice messages sent as an attachment with HTML notifications. The user can now access the voice message attachment in the .wav format that can be played on PC or mobile using any player.

By default, the system is configured to send the voice message as an attachment upto 2048KB and maximum size can be 12288 KB. The administrator can configure the size of the voice message using the Cisco Unity Connection Administration.

Configuring the Size of Voice Message Sent as an Attachment

-
- Step 1** In Cisco Unity Connection Administration, select Advanced > Messaging.
- Step 2** On the Messaging Configuration page, enter the size of voice message in the Max size of voice mail as attachment to HTML notifications (KB) text box.
- Step 3** Click Save. Make sure to restart the Connection Notifier service for changes to take effect.
-

Configuring Unity Connection for Mini Web Inbox

Configuring IBM Lotus Notes for Unity Connection Mini Web Inbox

Unity Connection Mini Inbox does not support the default IBM Lotus Notes supported browser. When a user receives a message notification on his or her IBM Lotus Notes email client and clicks a link in the notification to open Connection Mini Inbox, the Connection Mini Web Inbox must open in the default operating system browser.

Configuring the Web Browser as Operating System Default Browser in Lotus Notes Email Client

- Step 1** In your Lotus Notes client, select File > Preferences > Web Browser.
 - Step 2** Select the Use the browser I have set as the default for this operating system option.
 - Step 3** Click Apply and then Ok.
-

Configuring Internet Explorer 8 for Unity Connection Mini Web Inbox

- Step 1** In your browser window, go to Tools > Intranet Options and select the Security tab.
 - Step 2** Select the Local intranet option and click Sites.
 - Step 3** Uncheck all the check boxes and click Ok.
 - Step 4** Select the Trusted sites option and click Sites.
 - Step 5** Add the website that you are using for Connection, for example, <https://ucbu-cisco-vmxyz.cisco.com>.
 - Step 6** Click Close and then Ok.
-

Configuring Windows Vista and Windows 7 (32 bit and 64 bit) for Unity Connection Mini Web Inbox

SUMMARY STEPS

1. Select Start > Control Panel > Flash Player.
2. In the Flash Player Settings Manager window, select the Camera and Mic tab.
3. Click Camera and Microphone Settings by Site.
4. In the Camera and Microphone Settings by Site window, select the Ask me when a site wants to use the camera or microphone option.
5. Then, click Add.
6. Add the website that you are using for Unity Connection, for example, ucbu-cisco-vmxyz.cisco.com.
7. Click Allow and then Close.

DETAILED STEPS

- Step 1** Select Start > Control Panel > Flash Player.
 - Step 2** In the Flash Player Settings Manager window, select the Camera and Mic tab.
 - Step 3** Click Camera and Microphone Settings by Site.
 - Step 4** In the Camera and Microphone Settings by Site window, select the Ask me when a site wants to use the camera or microphone option.
 - Step 5** Then, click Add.
 - Step 6** Add the website that you are using for Unity Connection, for example, ucbu-cisco-vmxyz.cisco.com.
 - Step 7** Click Allow and then Close.
-

Configuring Gmail to Display Images in an HTML Message Notification

If you have configured Gmail as your HTML notification device, then to view all the custom graphics or images into notification emails make sure that you login to the Gmail account as an administrator.

After login to Gmail admin account, you have to configure the image URL proxy whitelist settings. Below are the steps for the same:

- Login to Google Admin Account.
- [Go to Apps > Google Apps > Gmail > Advanced settings](#)
- In Advanced settings go to Organizations section.
- Select the domain.
- Go to Image URL proxy whitelist section.
- Enter the patterns for image URL proxy whitelist (matching URLs will bypass image proxy protection).
- Click Save.



CHAPTER 7

Managing the Size of Your Mailbox

- [Managing the Size of Your Mailbox, on page 27](#)

Managing the Size of Your Mailbox

About Mailbox Size

A full mailbox can affect the speed at which Cisco Unity Connection processes your messages. When you log on by phone, Unity Connection notifies you when your mailbox is:

- Almost full.
- Full and you can no longer send new messages.
- Full and you can no longer send or receive new messages.

Your Unity Connection administrator sets the storage limits for your mailbox. Exceeding those limits can prevent you from sending and receiving messages.



Note System broadcast messages are not included in your total mailbox size.

Reasons Your Mailbox May Fill Up Quickly

If you feel that your Cisco Unity Connection mailbox fills up more quickly than you expect, the reasons listed below may explain why. (Your Unity Connection administrator specifies the size of your mailbox.)

Message-Retention Policy May Not Be Enforced

Unless your Unity Connection administrator set up the system to enforce a message-retention policy, you are responsible for managing the size of your mailbox by periodically reviewing your saved messages and either moving, archiving, or deleting them permanently.

If Unity Connection is set up to enforce a message-retention policy, ask your Unity Connection administrator how long the system stores your messages before permanently deleting them. You can then plan to archive

or move important messages ahead of time. Unity Connection does not indicate when a message-retention policy is enforced, nor does it warn you before messages are permanently deleted as a result of such a policy.

Deleted Items and Nondelivery Receipts Are Included in Total Mailbox Size

Deleted messages remain in your voice message folder and are included in the total mailbox size until Unity Connection purges them or until you purge them manually. Ask your administrator how long messages are stored before they are permanently deleted for you. This way you can plan to archive or move important messages ahead of time.

In addition, when you receive nondelivery receipts (NDRs) for messages that you send, your mailbox can quickly increase in size—especially when original messages included large attachments.

Total Message Size Includes Original When Messages Are Forwarded

You may receive messages that have been forwarded many times over, which increases message size. The original message plus all recorded introductions that were added during forwarding equal the total message size. As a result, your mailbox can exceed its limit, even though you may have relatively few messages stored in it.

Total Message Size Includes Attachments

You may receive messages that contain attached files such as spreadsheets, documents, and faxes, or pictures. The message plus all attached files equal the total message size. As a result, your mailbox can exceed its limit, even though you may have relatively few messages stored in it.

Tips for Managing the Size of Your Mailbox

The following tips can help you make more room in your mailbox:

- Delete messages.
- Manually purge deleted messages from your voice message folder.
- Move voice messages to a folder on your hard disk before deleting them from your email application. (This feature is not available on all systems. Ask your Unity Connection administrator whether it is available to you.)



INDEX

- A**
 - attachments, effect on mailbox size [28](#)
- C**
 - changing [18](#)
 - email application password to match Cisco PCA password [18](#)
 - checking [18](#)
 - voice messages in email application [18](#)
 - Cisco PCA [18](#)
 - updating email application password to match [18](#)
- D**
 - deleted items, effect on mailbox size [28](#)
 - deleting [18](#)
 - voice messages in email application [18](#)
- E**
 - email application [18](#)
 - checking voice messages in [18](#)
 - deleting voice messages in [18](#)
 - updating password to match Cisco PCA password [18](#)
- F**
 - forwarded messages, effect on mailbox size [28](#)
 - full mailbox [27](#)
 - reasons for [27](#)
- M**
 - mailbox [27–28](#)
 - managing size [28](#)
 - mailbox (*continued*)
 - reasons for filling up [27](#)
 - managing [28](#)
 - mailbox size [28](#)
 - message retention policy, effect on mailbox size [27](#)
- N**
 - nondelivery receipts, effect on mailbox size [28](#)
- P**
 - passwords, updating [18](#)
 - email application to match Cisco PCA [18](#)
- R**
 - receipts, checking in email application [18](#)
- T**
 - tips for managing mailbox size [28](#)
- U**
 - updating [18](#)
 - email application password to match Cisco PCA password [18](#)
- V**
 - voice messages [18](#)
 - checking in email application [18](#)
 - deleting in email application [18](#)

