



CHAPTER 3

Configuring an E-Mail Account to Access Cisco Unity Connection Voice Messages

Cisco Unity Connection allows licensed users to use a third-party IMAP client to access voice messages from their desktop machines. Currently, it is possible only to play voice messages with the IMAP client; there are no reply or forwarding capabilities.

See the following sections in this chapter:

- [Creating and Configuring an Account in Apple Mail, page 3-1](#)
- [Creating and Configuring an Account in Entourage, page 3-3](#)
- [Creating and Configuring an Account in Eudora, page 3-5](#)
- [Creating and Configuring an Account in IBM Lotus Notes, page 3-6](#)
- [Creating and Configuring an Account in Microsoft Outlook, page 3-7](#)
- [Creating and Configuring an Account in Microsoft Outlook Express, page 3-9](#)
- [Creating and Configuring an Account in Netscape, page 3-10](#)
- [Creating and Configuring an Account in Novell GroupWise, page 3-12](#)
- [Creating and Configuring an Account in Opera, page 3-13](#)
- [Creating and Configuring an Account in Thunderbird, page 3-14](#)



Note

When users change their Cisco Personal Communications Assistant (PCA) password in the Cisco Unity Assistant, they also must update the password from their IMAP client application. Passwords are not synchronized between IMAP clients and the Cisco PCA. If users have trouble receiving voice messages in an IMAP client even after updating their Cisco PCA password in both applications, see the [“Troubleshooting IMAP Client Logon Problems”](#) section on page 3-16.

Creating and Configuring an Account in Apple Mail

To use Apple Mail to access Cisco Unity Connection voice messages, create and configure a new Apple Mail account for the user. You will need the following information:

- Connection alias.
- Connection user name.

- Cisco Personal Communications Assistant (PCA) password. (If you are an administrator, this is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address or (if DNS is configured) the fully qualified domain name of the Connection server.

To Create and Configure a New Account in Apple Mail

- Step 1** Start Apple Mail.
- Step 2** In Apple Mail, on the Mail menu, click **Preferences**.
- Step 3** At the top of the Preferences dialog box, click **Accounts**.
- Step 4** In the lower left corner, click **+**.
- Step 5** In the Account Type list, click **IMAP**.
- Step 6** In the Description field, enter a name for the account. This name appears only in Apple Mail.
- Step 7** In the E-Mail Address field, enter the Connection alias of the user and the name of the Connection server. Use the following format:
- <alias>@<fully qualified domain name of the Connection server>
- Step 8** In the Full Name field, enter the user name.
- Step 9** In the Incoming Mail Server field, enter the IP address or the fully qualified domain name of the Connection server.



Caution Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

- Step 10** In the User Name field, enter the Connection user name.
- Step 11** In the Password field, enter the Cisco PCA password.
- Step 12** In the Outgoing Mail Server (SMTP) field, click the IP address or the fully qualified domain name of the Connection server.
- The Connection server does not actually function as an outgoing e-mail server, but you must specify a value to proceed to the next page.
- Step 13** Click **Server Settings**.
- Step 14** Optionally, in the SMTP Server Options dialog box, check the **Use Secure Sockets Layer (SSL)** check box.



Caution If you do not configure Apple Mail to use SSL, the Connection user name and password that are sent to Connection over the network and the voice messages sent back from Connection will not be encrypted.

- Step 15** In the Authentication list, click **Password**.
- Step 16** Click **OK** to close the SMTP Options dialog box.
- Step 17** Click the **Advanced** tab.
- Step 18** In the Keep Copies of Messages for Offline Viewing list, choose the applicable option.
- Step 19** Close the Preferences dialog box.

Step 20 In the Save Changes dialog box, click **Save**.

Creating and Configuring an Account in Entourage

To use Entourage to access Cisco Unity Connection voice messages, create and configure a new Entourage account for the user. You will need the following information:

- Connection alias.
- Connection user name.
- Cisco Personal Communications Assistant (PCA) password. (If you are an administrator, this is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address or (if DNS is configured) the fully qualified domain name of the Connection server.

To Create and Configure a New Account in Entourage

Step 1 Start Entourage.

Step 2 On the Entourage Tools menu, click **Accounts**.

Step 3 In the Accounts dialog box, click **New**.

Step 4 In the Account Setup Assistant, enter the Connection alias of the user and the name of the Connection server. Use the following format:

<alias>@<fully qualified domain name of Connection server>

Step 5 Click the right arrow.

If the Automatic Configuration Failed dialog box appears, click the right arrow.

Step 6 On the Verify and Complete Settings page, enter the following values:

- a. In the Your Name field, enter the user name.
- b. The E-Mail Address field should contain the value that you entered in [Step 4](#). If it does not, change it to that value.
- c. In the Account ID field, enter the Connection user name. This may or may not be the same as the Connection alias.
- d. In the Password field, enter the Cisco PCA password.
- e. In the Incoming Mail Server field, enter the IP address or the fully qualified domain name of the Connection server.



Caution Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

- f. In the Incoming Mail Server Type list, click **IMAP**.
- g. In the Outgoing Mail Server field, enter the IP address or the fully qualified domain name of the Connection server.

The Connection server does not actually function as an outgoing e-mail server, but you must specify a value to proceed to the next page.

h. Click the right arrow.

Step 7 On the Optional: Verify Settings page, if you want to verify settings, click **Verify My Settings**, and do the following sub-steps:

- a. If the verification fails, troubleshoot the problem.
- b. If the verification succeeds, click the right arrow and continue with [Step 8](#).

If you do not want to verify settings, click the right arrow, and the Do You Want to Verify Your Account Settings message appears. Click **Skip**.

Step 8 On the Setup Complete page, in the Account Name field, enter a display name for this account. The display name appears only in Entourage.

Step 9 Check or uncheck other options as applicable.

Step 10 Click **Finish**.

Step 11 In the Accounts dialog box, click the account, and click **Edit**.

Step 12 Click the **Options** tab.

Step 13 Uncheck the **Partially Receive Messages Over** check box.

Step 14 Click the **Advanced** tab.

Step 15 Uncheck the following three check boxes:

- Store Sent Messages in This IMAP Folder
- Store Drafts in This IMAP Folder
- Store Junk E-Mail in This IMAP Folder

Step 16 Click **Mark Messages As Deleted**.

Step 17 Choose when deleted messages are purged.

Step 18 Optionally, configure Entourage to use SSL when sending the user name and password over the network.



Caution If you do not configure Entourage to use SSL, the Connection user name and password that are sent to Connection over the network and the voice messages sent back from Connection will not be encrypted.

- a. Click the **Account Settings** tab.
- b. Click **Click Here for Advanced Receiving Options**.
- c. In the popup window, check the **This IMAP Service Requires a Secure Connection (SSL)** check box.
- d. Close the popup window.

Step 19 Click **OK** to close the Edit Account dialog box.


Step 20 Close the Accounts dialog box.

Creating and Configuring an Account in Eudora

To use Eudora to access Cisco Unity Connection voice messages, create and configure a new Eudora account for the user. You will need the following information:

- Connection alias.
- Connection user name.
- Cisco Personal Communications Assistant (PCA) password. (If you are an administrator, this is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address or (if DNS is configured) the fully qualified domain name of the Connection server.

To Create and Configure a New Account in Eudora

- Step 1** Start Eudora.
- Step 2** On the Eudora Tools menu, click **Personalities**.
- Step 3** Right-click anywhere in the Personalities tab, and click **New**.
- Step 4** In the New Account wizard, on the Account Settings page, click **Next** to accept the default value, Create a Brand New E-Mail Account.
- Step 5** On the Personality Name page, enter a display name for the account. The value that you enter here is visible only in Eudora.
- Step 6** Click **Next**.
- Step 7** On the Personal Information page, enter the user name.
- Step 8** Click **Next**.
- Step 9** On the E-Mail Address page, enter the Connection alias of the user and the name of the Connection server. Use the following format:
<alias>@<fully qualified domain name of the Connection server>
- Step 10** Click **Next**.
- Step 11** On the User Name page, enter the Connection user name. This may or may not be the same as the Connection alias.
- Step 12** Click **Next**.
- Step 13** On the Incoming E-Mail Server page, enter the IP address or the fully qualified domain name of the Connection server.
-  **Caution** Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.
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- Step 14** For the type of server, click **IMAP**.
- Step 15** Click **Next**.
- Step 16** On the IMAP Location Prefix page, do not enter a value.
- Step 17** Click **Next**.
- Step 18** On the Outgoing E-Mail Server page, enter the IP address or the fully qualified domain name of the Connection server.

The Connection server does not actually function as an outgoing e-mail server, but you must specify a value to proceed to the next page.

- Step 19** Click **Next**.
- Step 20** On the Success page, click **Finish** to create the account and close the wizard.
- Step 21** In the Enter Password dialog box, enter the Cisco PCA password of the user.
- Step 22** Click **OK**.
- Step 23** Optionally, configure the new account to use SSL. For more information, see Eudora Help.



Caution If you do not configure Eudora to use SSL, the Connection user name and password that are sent to Connection over the network and the voice messages sent back from Connection will not be encrypted.

Creating and Configuring an Account in IBM Lotus Notes

To use Notes to access Connection voice messages, create and configure a new Notes account for the user. You will need the following information:

- Connection alias.
- Cisco Personal Communications Assistant (PCA) password. (If you are an administrator, this is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address or (if DNS is configured) the fully qualified domain name of the Connection server.

To Create and Configure a New Account in IBM Lotus Notes

- Step 1** Start IBM Lotus Notes.
- Step 2** On the Notes File menu, click **Preferences > Client Reconfiguration Wizard**.
- Step 3** In the Lotus Notes Client Configuration wizard, on the Additional Services page, check the **Internet Mail Servers (POP or IMAP, SMTP)** check box.
- Step 4** Click **Next**.
- Step 5** On the Set Up Internet Mail page, in the Select the Type of Server Used for Retrieving Incoming Mail list, click **IMAP**.
- Step 6** In the Enter a New Account Name list, click **Incoming Internet Mail**.
- Step 7** In the Incoming Mail Server field, enter the IP address or the fully qualified domain name of the Cisco Unity Connection server.



Caution Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

- Step 8** Click **Next**.
- Step 9** On the Set Up Internet Mail page, in the Account Name field, enter the Connection alias of the user and the IP address or the fully qualified domain name of the Connection server. Use the following format:

<alias>@<IP address or fully qualified domain name of the Connection server>

- Step 10** In the Password fields, enter and confirm the Cisco PCA password of the user.
- Step 11** If you want to encrypt voice messages and other data that are sent between Notes and Connection, check the **Log On Using SSL** check box. If not, skip to [Step 12](#).



Caution If you do not configure Notes to use SSL, the Connection user name and password that are sent to Connection over the network and the voice messages that are sent back from Connection will not be encrypted.

- Step 12** Click **Next**.
- Step 13** On the second Set Up Internet Mail page, in the Enter a New Account Name list, click **Outgoing Internet Mail**.
- The Connection server does not actually function as an outgoing e-mail server, but you must specify a value to proceed to the next page.
- Step 14** In the Outgoing SMTP Mail Server list, enter the IP address or the fully qualified domain name of the Connection server.
- Step 15** Click **Next**.
- Step 16** On the third Set Up Internet Mail page, in the E-Mail Address field, enter the Connection alias of the user and the name of the Connection server. Use the following format:
- <alias>@<fully qualified domain name of the Connection server>
- Step 17** In the Internet Domain field, enter the Internet domain name of the Domino mail server.
- Step 18** Click **Next**.
- Step 19** Click **OK**.

Creating and Configuring an Account in Microsoft Outlook

To use Outlook to access Cisco Unity Connection voice messages, create and configure a new Outlook account for the user. You will need the following information:

- Connection alias.
- Connection user name.
- Cisco Personal Communications Assistant (PCA) password. (If you are an administrator, this is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address or (if DNS is configured) the fully qualified domain name of the Connection server.

To Create and Configure a New Account in Outlook

- Step 1** Start Outlook.
- Step 2** On the Outlook Tools menu, click **E-Mail Accounts**.
- Step 3** In the E-Mail Accounts wizard, click **Add a New E-Mail Account**.
- Step 4** Click **Next**.

- Step 5** On the Server Type page, click **IMAP**.
- Step 6** Click **Next**.
- Step 7** Enter values in the User Information section:
- In the Your Name field, enter a display name for the account. The value that you enter here is visible only in Outlook.
 - In the E-Mail Address field, enter the Connection alias of the user and the name of the Connection server. Use the following format:
 <alias>@<fully qualified domain name of the Connection server>

- Step 8** Enter values in the Server Information Section:
- In the Incoming Server field, enter the IP address or the fully qualified domain name of the Connection server.



Caution Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

- In the Outgoing Server field, click the IP address or the fully qualified domain name of the Connection server.
 The Connection server does not actually function as an outgoing e-mail server, but you must specify a value to proceed to the next page.

- Step 9** Enter values in the Logon Information section:
- In the User Name field, enter the Connection user name.
 - In the Password field, enter the Cisco PCA password of the user.
 - Verify that the Remember Password check box is not checked. If this option is checked, and the Connection password of the user expires, changes, or is locked, Microsoft Outlook will not prompt the user to enter the Connection password. The result is that users will not receive voice messages from Connection.

- Step 10** If you do not want to encrypt voice messages and other data that are sent over the network between Outlook and Connection, skip to [Step 15](#).



Caution If you do not configure Outlook to use SSL, the Connection user name and password that are sent to Connection over the network and the voice messages sent back from Connection will not be encrypted.

If you want to encrypt voice messages and other data that are sent between Outlook and Connection, continue with [Step 11](#).

- Step 11** Click **More Settings**.
- Step 12** In the Internet E-Mail Settings dialog box, click the **Advanced** tab.
- Step 13** Under Incoming Server (IMAP), check the **This Server Requires an Encrypted Connection (SSL)** check box.
- Step 14** Click **OK** to close the Internet E-Mail Settings dialog box.
- Step 15** Click **Next**.
- Step 16** Click **Finish**.

- Step 17** In the left pane of Outlook, click the **Inbox** folder for the new account.
- Step 18** On the Outlook Tools menu, click **Send/Receive > This Folder**.
- Step 19** If prompted, enter the Connection user name and Cisco PCA password.
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Creating and Configuring an Account in Microsoft Outlook Express

To use Outlook Express to access Cisco Unity Connection voice messages, create and configure a new Outlook Express account for the user. You will need the following information:

- Connection alias.
- Connection user name.
- Cisco Personal Communications Assistant (PCA) password. (If you are an administrator, this is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address or (if DNS is configured) the fully qualified domain name of the Connection server.

To Create and Configure a New Account in Outlook Express

- Step 1** Start Outlook Express.
- Step 2** On the Outlook Express Tools menu, click **Accounts**.
- Step 3** In the Internet Accounts dialog box, click the **Mail** tab.
- Step 4** Click **Add > Mail**, and the Internet Connection wizard appears.
- Step 5** On the Your Name page, in the **Display Name** field, enter the user name.
- Step 6** Click **Next**.
- Step 7** On the Internet E-Mail Address page, click **I Already Have an E-Mail Address That I'd Like to Use**.
- Step 8** In the **E-Mail Address** field, enter the Connection alias and the name of the Connection server. Use the following format:
- <alias>@<fully qualified domain name of the Connection server>
- Step 9** Click **Next**.
- Step 10** On the E-Mail Server Names page, in the My Incoming Mail Server Is a <protocol> Server list, click **IMAP**.
- Step 11** In the Incoming Mail (POP3, IMAP, or HTTP) Server field, enter the IP address or the fully qualified domain name of the Connection server.



Caution Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

- Step 12** In the Outgoing Mail (SMTP) Server field, enter the IP address or the fully qualified domain name of the Connection server.

The Connection server does not actually function as an outgoing e-mail server, but you must specify a value to proceed to the next page.

- Step 13** Click **Next**.
- Step 14** On the Internet Mail Logon page, in the Account Name and Password fields, enter the Connection user name and Cisco PCA password. The user name may or may not be the same as the alias.
- Step 15** Verify that the **Remember Password** check box is not checked.
If this option is checked, and the Connection password of the user expires, changes, or is locked, Microsoft Outlook Express will not prompt the user to enter the Connection password. The result is that users will not receive voice messages from Connection.
- Step 16** Click **Next**.
- Step 17** On the Congratulations page, click **Finish**.
- Step 18** In the Internet Accounts dialog box, click the account that you created in [Step 4](#), and click **Properties**.
- Step 19** In the <account name> Properties dialog box, click the **IMAP** tab.
- Step 20** Uncheck the **Store Special Folders** check box.
- Step 21** In the Root Folder Path field, enter **INBOX** (all upper-case letters).
- Step 22** If you do not want to encrypt voice messages and other data that are sent over the network between Outlook Express and Connection, skip to [Step 25](#).



Caution If you do not configure Outlook Express to use SSL, the Connection user name and password that are sent to Connection over the network and the voice messages sent back from Connection will not be encrypted.

If you want to encrypt voice messages and other data that are sent between Outlook Express and Connection, continue with [Step 23](#).

- Step 23** Click the **Advanced** tab.
- Step 24** Under Incoming Mail, check the **This Server Requires a Secure Connection (SSL)** check box.
- Step 25** Click **OK** to close the <account name> Properties dialog box.
- Step 26** Click **Close** to close the Internet Accounts dialog box.
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Creating and Configuring an Account in Netscape

To use Netscape to access Cisco Unity Connection voice messages, create and configure a new Netscape account for the user. You will need the following information:

- Connection alias.
- Connection user name.
- The IP address or (if DNS is configured) the fully qualified domain name of the Connection server.

To Create and Configure a New Account in Netscape

- Step 1** Start Netscape.
- Step 2** On the Netscape Edit menu, click **Mail & Newsgroups Account Settings**.
- Step 3** On the Mail & Newsgroups Account Settings dialog box, click **Add Account**.

- Step 4** In the Account wizard, click **Email Account**.
- Step 5** Click **Next**.
- Step 6** On the Identity page, in the Your Name field, enter the user name.
- Step 7** In the Email Address field, enter the Connection alias and the name of the Connection server. Use the following format:
<alias>@<fully qualified domain name of the Connection server>
- Step 8** Click **Next**.
- Step 9** On the Server Information page, under Select the Type of Incoming Server You Are Using, click **IMAP**.
- Step 10** In the Incoming Server field, enter the IP address or the fully qualified domain name of the Connection server.



Caution Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

- Step 11** In the Outgoing Mail (SMTP) Server field, enter the IP address or the fully qualified domain name of the Connection server.
The Connection server does not actually function as an outgoing e-mail server, but you must specify a value to proceed to the next page.
- Step 12** Click **Next**.
- Step 13** On the User Name page, enter the Connection user name.
- Step 14** Click **Next**.
- Step 15** On the Account Name page, enter a name for the account. This name appears only in Netscape.
- Step 16** Click **Next**.
- Step 17** On the Congratulations page, confirm that the settings are correct, then click **Finish**.
- Step 18** If you do not want to encrypt voice messages and other data that are sent over the network between Netscape and Connection, skip to [Step 21](#).



Caution If you do not configure Netscape to use SSL, the Connection user name and password that are sent to Connection over the network and the voice messages sent back from Connection will not be encrypted.

If you want to encrypt voice messages and other data that are sent between Netscape and Connection, continue with [Step 19](#).

- Step 19** In the left pane of the Mail & Newsgroups Account Settings dialog box, under the name of the account that you just created, click **Server Settings**.
- Step 20** Check the **Use Secure Connection (SSL)** check box.
- Step 21** Click **OK** to close the Mail and Newsgroups Account Settings dialog box.
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Creating and Configuring an Account in Novell GroupWise

To use GroupWise to access Cisco Unity Connection voice messages, create and configure a new GroupWise account for the user. You will need the following information:

- Connection alias.
- Connection user name.
- Cisco Personal Communications Assistant (PCA) password. (If you are an administrator, this is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address or (if DNS is configured) the fully qualified domain name of the Connection server.

To Create and Configure a New Account in GroupWise

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- Step 1** Start GroupWise.
- Step 2** On the GroupWise Tools menu, click **Accounts > Account Options**.
- Step 3** In the Accounts dialog box, click **Add**.
- Step 4** In the Create Account dialog box, in the Account Name field, enter a name for the account. This name appears only in GroupWise.
- Step 5** In the Account Type list, click **IMAP4**.
- Step 6** Click **Next**.
- Step 7** In the Create Internet Account dialog box, in the **Incoming Mail Server (IMAP4)** field, enter the IP address or the fully qualified domain name of the Connection server.



Caution Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

- Step 8** In the Login Name field, enter the Connection user name.
- Step 9** In the Outgoing Server field, enter the IP address or the fully qualified domain name of the Connection server.
- The Connection server does not actually function as an outgoing e-mail server, but you must specify a value to proceed to the next page.
- Step 10** In the E-Mail Address field, enter the Connection alias and the name of the Connection server. Use the following format:
- <alias>@<fully qualified domain name of the Connection server>
- Step 11** In the From Name field, enter the user name.
- GroupWise enters this value in the From field in messages that the user sends. However, Connection does not support sending voice messages from GroupWise, so this value will never be used.
- Step 12** Click **Next**.
- Step 13** Follow the on-screen prompts to complete the configuration.
- Step 14** If you do not want to encrypt voice messages and other data that are sent over the network between GroupWise and Connection, skip to [Step 20](#).

**Caution**

If you do not configure GroupWise to use SSL, the Connection user name and password that are sent to Connection over the network and the voice messages sent back from Connection will not be encrypted.

If you want to encrypt voice messages and other data that are sent between GroupWise and Connection, continue with [Step 15](#).

Step 15 In the Accounts dialog box, click the name of the account that you just created.

Step 16 Click **Properties**.

Step 17 Click the **Advanced** tab.

Step 18 Under Incoming Mail Server (IMAP4), check the **Use SSL** check box.

Step 19 Click **OK** to close the <Account Name> Properties dialog box.

Step 20 Click **Close** to close the Accounts dialog box.

Step 21 Create the inbox for the new account, and download Connection voice messages:

- a. In the left pane of GroupWise, click the name of the new account.
- b. In the Logon to <AccountName> dialog box, enter the PCA password for the user.
- c. Verify that the **Remember Password** check box is not checked.

If this option is checked, and the Connection password of the user expires, changes, or is locked, GroupWise will not prompt the user to enter the Connection password. The result is that users will not receive voice messages from Connection.

- d. Click **OK** to close the Logon to <AccountName> dialog box.
- e. With the name of the new account still selected in the left pane, on the GroupWise Tools menu, click **Send/Receive > This Folder**.

Creating and Configuring an Account in Opera

To use Opera to access Cisco Unity Connection voice messages, create and configure a new Opera account for the user. You will need the following information:

- Connection alias.
- Connection user name.
- Cisco Personal Communications Assistant (PCA) password. (If you are an administrator, this is the web application password that is set on the User pages in Cisco Unity Connection Administration.)
- The IP address or (if DNS is configured) the fully qualified domain name of the Connection server.

To Create and Configure a New Account in Opera

Step 1 Start Opera.

Step 2 On the Opera Tools menu, click **Mail and Chat Accounts**.

Step 3 In the Manage Accounts dialog box, click **New**.

Step 4 In the New Account wizard, click **IMAP**.

- Step 5** Click **Next**.
- Step 6** In the Real Name field, enter the account name.
- Step 7** In the E-Mail Address field, enter the Connection alias and the name of the Connection server. Use the following format:
 <alias>@<fully qualified domain name of the Connection server>
- Step 8** In the Organization field, enter the applicable value.
- Step 9** Click **Next**.
- Step 10** In the Login Name field, enter the Connection user name.
- Step 11** In the Password field, enter the Cisco PCA password.
- Step 12** Click **Next**.
- Step 13** In the Incoming Server field, enter the IP address or the fully qualified domain name of the Connection server.



Caution Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

- Step 14** If you want to encrypt voice messages and other data that are sent between Opera and Connection, check the Use Secure Connection (TLS) check box. (TLS is an updated version of SSL.)



Caution If you do not configure Opera to use SSL, the Connection user name and password that are sent to Connection over the network and the voice messages sent back from Connection will not be encrypted.

- Step 15** In the Outgoing Server field, enter the IP address or the fully qualified domain name of the Connection server.

The Connection server does not actually function as an outgoing e-mail server, but you must specify a value to proceed to the next page.

- Step 16** Click **Finish**.
- Step 17** Click **OK** to close the Subscribe IMAP Folders dialog box.
- Step 18** Click **OK** to close the Manage Accounts dialog box.
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Creating and Configuring an Account in Thunderbird

To use Thunderbird to access Cisco Unity Connection voice messages, create and configure a new Thunderbird account for the user. You will need the following information:

- Connection alias.
- Connection user name.
- The IP address or (if DNS is configured) the fully qualified domain name of the Connection server.

To Create and Configure a New Account in Thunderbird

- Step 1** Start Thunderbird.
- Step 2** On the Thunderbird File menu, click **New > Account**.
- Step 3** In the Account wizard, on the New Account Setup page, click **E-Mail Account**.
- Step 4** Click **Next**.
- Step 5** On the Identity page, in the Your Name field, enter the user name.
- Step 6** In the E-Mail Address field, enter the Connection alias and the name of the Connection server. Use the following format:
<alias>@<fully qualified domain name of the Connection server>
- Step 7** Click **Next**.
- Step 8** On the Server Information page, under Select the Type of Incoming Server You Are Using, click **IMAP**.
- Step 9** In the Incoming Server field, enter the IP address or the fully qualified domain name of the Connection server.



Caution Do not use the fully qualified domain name of the Connection server unless DNS is configured for the network.

- Step 10** Click **Next**.
- Step 11** On the User Names page, enter the Connection user name.
- Step 12** Click **Next**.
- Step 13** On the Account Name page, enter a name for the account. This name appears only in Thunderbird.
- Step 14** Click **Next**.
- Step 15** On the Congratulations page, confirm that the settings are correct, then click **Finish**.
- Step 16** If you do not want to encrypt voice messages and other data that are sent over the network between Thunderbird and Connection, you are finished creating and configuring a new account.
If you want to encrypt voice messages and other data that are sent between Thunderbird and Connection, continue with [Step 17](#).
- Step 17** In the left pane of Thunderbird, click the name of the account that you just created.
- Step 18** In the right pane of Thunderbird, under Accounts, click **View Settings for This Account**.
- Step 19** In the Account Settings dialog box, under the account that you just created, click **Server Settings**.
- Step 20** Under Server Settings, click the **Use Secure Connection (SSL)** check box.



Caution If you do not configure Thunderbird to use SSL, the Connection user name and password that are sent to Connection over the network and the voice messages sent back from Connection will not be encrypted.

- Step 21** Click **OK** to close the Account Settings dialog box.
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Troubleshooting IMAP Client Logon Problems

When users change their Cisco PCA password in the Cisco Unity Assistant, they also must update the password from their IMAP client application so that the client can continue to access Connection and retrieve voice messages.

If users have trouble receiving voice messages in an IMAP client, consider the following possibilities:

- If the IMAP client application prompts a user for the Cisco PCA password, but does not accept it, the Cisco PCA password may have expired or changed, or is locked. Users can change their password in the Cisco Unity Assistant first and then update it from their IMAP client application.
- If Microsoft Outlook users are not prompted for their Cisco PCA password, verify that the Remember Password check box on the Internet E-mail Settings (IMAP) page is not checked. If this option is checked, and the password of the user has expired, changed, or is locked, Microsoft Outlook will not prompt the user to enter the Cisco PCA password. The result is that the user will not receive voice messages from Connection, and Outlook will prompt for the user name and password.