



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

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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

SUMMARY STEPS

1. From the Outlook Tools menu, click **ViewMail Options**.
2. In the ViewMail Options dialog box, click the **Notification** tab.
3. Choose your notification options.
4. If applicable, change the default sound for an option:
5. When the ViewMail Options dialog box reappears, click **OK** to save your changes.

DETAILED STEPS

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- 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:
a) Click the **Browse** button.
b) 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.
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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

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

DETAILED STEPS

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- 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**.
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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

SUMMARY STEPS

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

DETAILED STEPS

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- 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**.
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Changing Recording and Playback Devices (Version 8.0 Only)

Do the following procedure to change the recording or playback device

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- 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 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**.
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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

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| 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 . |
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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

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|---------------|---|
| 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 . |
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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

SUMMARY STEPS

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

DETAILED STEPS

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| 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. |
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