



Configure Integrated Messaging (IMAP)

Integrated messaging is a feature for Cisco Unity Express that allows users to manage voice-mail messages by using an Integrated Messaging Access Protocol (IMAP)-compatible email client. The following clients are supported:

- IBM Lotus Notes 10
- Microsoft Outlook 2016
- Thunderbird 60.7.1

Voice messages are received as email attachments in the form of .wav files. After it is enabled in [#unique_224](#), IMAP works automatically on a system-wide basis when you open your email client to check incoming voice-mail.



Note Integrated messaging is available for personal mailboxes only.

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Integrated Messaging Service Configuration

Use this procedure to configure system-wide integrated messaging.

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- Step 1** Choose **Voice Mail > Integrated Messaging > Service Configuration**.
- Step 2** Check the box next to Enable Integrated Messaging.
- Step 3** Enter the session idle timeout value, in minutes. When a user's integrated message session has been idle for this time period, the session is timed out and the user must restart. Range is 30 to 120.
- Enter the maximum session allowed value, or the number of concurrent integrated message sessions that can run on the Cisco Unity Express system. The number of sessions supported depends on the Cisco Unity Express module being used. See the [Cisco Unity Express Release Notes](#) for detailed support information.
- Step 4** Select the security mode from the drop-down menu:
- None: Only non-SSL connections are permitted.

- Secure Sockets Layer (SSL): Only SSL connections are permitted.
- Mixed: Both non-SSL and SSL connections are permitted.

Step 5 Click **Apply** to save your settings. You must restart Integrated Messaging Service for configuration changes to take effect.

View Integrated Messaging Sessions

Use this procedure to view IMAP sessions.

Step 1 Click **Apply** to save your settings. You must restart Integrated Messaging Service for configuration changes to take effect. Use this procedure to view IMAP sessions.

Step 2 Choose **Voice Mail > Integrated Messaging > Sessions**.

Note If IMAP sessions have been enabled on the system, the statistics will appear in this window. If no sessions are present, you will see the “There are no active IMAP sessions” message.
