



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 \(Version 8.0 Only\), page 11](#)
- [Changing the Automatic Voice Message Playback Setting \(Version 8.0 Only\), page 12](#)
- [Changing Your Preference for Saving Sent Voice Messages \(Version 8.0 Only\), page 12](#)
- [Changing Recording and Playback Devices \(Version 8.0 Only\), page 13](#)
- [Configuring Your Secure Messaging Settings \(Version 8.0 Only\), page 13](#)
- [Changing Your IMAP Account Setting \(Version 8.0 Only\), page 14](#)
- [Updating the Password in ViewMail for Outlook to Match Your Cisco PCA Password \(Version 8.0 Only\), page 14](#)

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.

To Change 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.
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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.

To Change the Automatic Voice Message Playback Setting

- 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.)

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

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 13](#).
If you chose 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 Connection server. (If you do not know the server name, contact your Connection administrator.)
 - Step 6** In the **User Name** box, enter your 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 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 Connection server.

To Configure Your Secure Messaging Settings

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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 Connection server. (If you do not know the server name, contact your Connection administrator.)
 - Step 4** In the **User Name** box, enter your 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 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.

To Change Your IMAP Account Setting

- 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 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 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 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.

To Update 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**.
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