



## **User Guide for Accessing Cisco Unity Connection Voice Messages in an Email Application**

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## About ViewMail for Outlook

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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-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.

### To Access ViewMail for Outlook Help

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

**Step 2** Click a topic link in the left pane.

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# Working with the Media Master in ViewMail for Outlook

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- [About the Media Master, page 3](#)
- [Using Sound Files in Your Recordings, page 3](#)
- [Changing Recording and Playback Devices with the Media Master, page 4](#)
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## About the Media Master

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

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:

<b>New</b>	Erase a recording to rerecord.
<b>Paste</b>	Paste a sound recording from the clipboard the same way you paste text in a text file.
<b>Paste from File</b>	Paste another sound file to a recording.
<b>Copy</b>	Copy a sound recording to the clipboard the same way you copy text in a text file.
<b>Copy to File</b>	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

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

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



## Tip

The phone offers the best sound quality for recordings.

## To Change 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 chose 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 Connection server. (If you do not know the server name, contact your Connection administrator.)
  - c. In the User Name box, enter your 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 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

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.

## To Change Message Playback Volume When Computer Speakers Are Your Playback Device

- 
- 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

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.

## To Change Message Playback Speed When Computer Speakers Are Your Playback Device

- 
- 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

[Table 1](#) 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

**Table 1**      **Keyboard Shortcuts for the Media Master in ViewMail (continued)**

<b>Key(s)</b>	<b>Action</b>
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.



# Managing Messages with ViewMail for Outlook

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- [Checking Messages, page 8](#)
- [Replying to Messages, page 8](#)
- [Forwarding Voice Messages, page 9](#)
- [Managing Deleted Messages, page 9](#)

## Sending Voice Messages

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

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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” section on page 33.](#))

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### To Send a Voice Message

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**Step 1** In your Outlook Inbox, on the Outlook toolbar, click the **New Voice Message** icon.

Or

From the Actions menu, click **New Voice Message**.

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



### Note

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

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**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

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 Connection is set up to enforce a message-retention policy, and, if so, how long the system stores your messages before permanently deleting them. 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 Connection user, or it will contain “Unity Connection Messaging System” when a message is left by someone who is not a Connection user or by a user who did not log on to 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.

### To Check 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.

## Replying to Messages

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 Connection user or was not logged on when the message was left. You cannot reply to messages from such callers.

### To Reply to a Message

**Step 1** In the open voice message, click **Reply**.

Or

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

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.

### To Forward a Voice Message

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- Step 1** In the open voice message, click **Forward**.  
Or  
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

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.

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.

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You can also manually purge your deleted messages.

### To Manually Purge Deleted Messages

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

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## Changing Settings for ViewMail for Outlook

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

## Changing the Sound That Notifies You of New Voice Messages

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

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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.
-

## Changing the Automatic Voice Message Playback Setting

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**.
- 

## Changing Your Preference for Saving Sent Voice Messages

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**.
- 

## Changing Recording and Playback Devices

### 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 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**.
- 

## Configuring Your Secure Messaging Settings

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

- 
- 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

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

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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 Connection.
  - Step 4** Click **OK**.
- 

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

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 Cisco Unity 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 Cisco Unity 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 Cisco Unity 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 Cisco Unity 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 Cisco Unity 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 Cisco Unity Assistant.
- Step 9** Click **Next**, then click **Finish**.
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## About ViewMail for Notes

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### Added July 2009

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

You can use ViewMail for Notes to send voice messages to other users, non-Connection users, and public distribution lists.

You cannot use ViewMail from the preview pane in Notes. You must open the message to use ViewMail for Notes.

### To Access ViewMail for Notes Help

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- Step 1** In your ViewMail for Notes inbox, select the **Help** button.
  - Step 2** Select a ViewMail for Notes topic link in the left pane.
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## Working with the Media Master in ViewMail for Notes

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- [Using Sound Files in Your Recordings, page 19](#)
- [Changing Recording and Playback Devices with the Media Master, page 20](#)
- [Changing Message Playback Volume When Computer Speakers Are Your Playback Device, page 21](#)
- [Media Master Keyboard Shortcuts, page 21](#)

### About the Media Master

#### **Added July 2009**

The Media Master appears in messages that you manage from your ViewMail for Notes inbox. 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 Notes, and to change the playback volume 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

#### **Added July 2009**

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:

<b>New</b>	Erase a recording to rerecord.
<b>Paste</b>	Paste a sound recording from the clipboard the same way you paste text in a text file.
<b>Paste from File</b>	Paste another sound file to a recording.
<b>Copy</b>	Copy a sound recording to the clipboard the same way you copy text in a text file.
<b>Copy to File</b>	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

**Added July 2009**

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

<b>Recording devices</b>	<ul style="list-style-type: none"> <li>• Phone—Cisco Unity Connection calls you, and you speak into the phone handset, headset, or speakerphone microphone.</li> <li>• Microphone—On your computer (if available).</li> </ul> <p><b>Tip</b> The phone offers the best sound quality for recordings.</p>
<b>Playback devices</b>	<ul style="list-style-type: none"> <li>• Phone—Cisco Unity Connection calls you, and you listen through the phone handset, headset, or speakerphone speaker.</li> <li>• Speakers—On your computer (if available).</li> </ul>

As you do the following procedure, if some fields do not already have values entered, you likely will need to contact your Connection administrator for the required information.

## To Change Your Recording or Playback Device with the Media Master

- Step 1** In your ViewMail for Notes inbox, open a message.
- Step 2** On the Media Master, select the **down arrow** (first button), then select either **Playback Devices** or **Recording Devices**, and choose the device that you want to use in the list.
- Step 3** If you chose Phone as the device, verify your personal and server information:
  - a.** On the Media Master, select the **down arrow** (first button), then select **Options**.
  - b.** In the Cisco Unity Connection Server Options dialog, change settings as applicable:

<b>Cisco Unity Connection Server Name</b>	Enter the name of the Connection server.  <b>Tip</b> Values for the server name, username, password, and extension fields appear automatically if the information was entered during creation of the ViewMail for Notes account.
<b>User Name</b>	Enter your Connection username.
<b>Password</b>	Enter your Cisco Personal Communications Assistant password.
<b>Remember Password</b>	Check the check box for ViewMail for Notes to remember the Cisco PCA password so that you do not have to re-enter it each time Notes starts.
<b>Proxy Server Address</b>	If there is a firewall that blocks HTTPS traffic between user workstations and the Connection server, enter the IP address of the HTTPS proxy server.
<b>Proxy Server Port</b>	If there is a firewall that blocks HTTPS traffic between user workstations and the Connection server, enter the server port to use when connecting to the HTTPS proxy server.



<b>Validate HTTPS Certificate</b>	If your Connection administrator tells you to, check the check box. Otherwise, leave it unchecked.
<b>Extension</b>	Enter your extension.

c. Select **OK**.

**Step 4** Close the voice message.

## Changing Message Playback Volume When Computer Speakers Are Your Playback Device

### Added July 2009

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

### To Change Message Playback Volume When Computer Speakers Are Your Playback Device

- Step 1** In your ViewMail for Notes inbox, open a voice message.
- Step 2** On the Media Master, click and drag the **Volume Control** slider to decrease or increase playback volume.
- Step 3** Select **Play** (right arrow, second button) to play the message, which saves the volume setting for messages that you listen to through your computer speakers.
- Step 4** Close the voice message.

## Media Master Keyboard Shortcuts

### Added July 2009

[Table 1](#) lists the keyboard shortcuts available for working with the Media Master in ViewMail for Notes.



#### Note

These shortcuts work only when a single voice message is open. When multiple voice messages are open, the shortcuts do not work.

**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

**Table 1**      **Keyboard Shortcuts for the Media Master in ViewMail (continued)**

Key(s)	Action
Alt-Shift-F3	Skip back
Alt-Shift-F4	Skip forward
Alt-Shift-F7	Decrease volume
Alt-Shift-F8	Increase volume



## Managing Messages with ViewMail for Notes

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- [Sending Voice Messages, page 23](#)
- [Checking Messages, page 24](#)
- [Replying to Voice Messages, page 24](#)
- [Forwarding Voice Messages, page 25](#)
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## Sending Voice Messages

### Added July 2009

From your ViewMail for Notes inbox, you can send voice messages and record responses to messages. 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 from users at another location. Ask your administrator for details.



#### Note

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When your Cisco Unity Connection mailbox exceeds its size quota, you may not be able to receive new messages. (See the “Managing the Size of Your Mailbox” section on page 19.)

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### To Send a Voice Message

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- Step 1** In your ViewMail for Notes inbox, select **New Memo**.
- Step 2** Enter the names of Connection users or distribution lists, or email addresses, and a subject.



#### Note

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

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- Step 3** On the Media Master, select **Record** (circle, fourth button) and record the message.
- Step 4** When you finish recording, select **Stop** (square, third button).
- Step 5** Add text and attachments as applicable.

## Step 6 Select **Send**.

# Checking Messages

### Added July 2009

In your ViewMail for Notes inbox, you can check voice messages and receipts.

Once you have opened a new message, it is saved until you delete it. Ask your administrator if Connection is set up to enforce a message-retention policy, and, if so, how long the system stores your messages before permanently deleting them. 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” area of the message (top left corner) identifies the sender. The box contains the email address of a Connection user, or it will contain “Cisco Unity Connection Messaging System” when a message is left by someone who is not a Connection user or by a user who did not log on to Connection before leaving the message.

Depending on how the system is set up, you may see other types of messages (for example, fax messages) in your ViewMail for Notes inbox.

### To Check a Message

**Step 1** In your ViewMail for Notes inbox, double-click a voice message to open it.



**Note** You cannot check messages in the Notes Preview pane.

**Step 2** In the open voice message, on the Media Master, select **Play** (right arrow, second button) 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.

# Replying to Voice Messages

### Added July 2009

Do the procedure in this section to reply to a voice message. You can respond to the sender or to all recipients, and you can add recipients.

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

### To Reply to a Voice Message

**Step 1** In your ViewMail for Notes inbox, in the open voice message, select **Reply**, then select **Reply, Reply with History, Reply to All, or Reply to All with History**.

OR

From the Actions menu, select **Reply**, then select **Reply with History**, **Reply to All**, or **Reply to All with History**.



**Note** Replying with history is available only in nonsecure messages.

- Step 2** On the Media Master, select **Record** (fourth button, circle).
- Step 3** When you finish recording, select **Stop** (third button, square).
- Step 4** Add text and attachments as applicable.
- Step 5** Select **Send**.

## Forwarding Voice Messages

**Added July 2009**

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

### To Forward a Voice Message

- Step 1** In your ViewMail for Notes inbox, in the open voice message, select **Forward**.  
OR  
From the Actions menu, select **Forward**.

- Step 2** Enter the names of Connection users or distribution lists, or email addresses.



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

- Step 3** On the Media Master, select **Record** (circle, fourth button) and record an introduction.
- Step 4** When you finish recording, select **Stop** (square, third button).
- Step 5** Add text and attachments as applicable.
- Step 6** Select **Send**.

## Managing Deleted Messages

**Added July 2009**

You delete messages from your ViewMail for Notes inbox the same way you delete email messages.

Connection may automatically delete 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**

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To archive voice messages before deleting them, use the Copy to File option on the Media Master Options menu (down arrow, first button).

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## Changing Settings for ViewMail for Notes

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- [Updating the Password in ViewMail for Notes to Match Your Cisco PCA Password, page 27](#)
- [Changing Settings for Secure Messaging, and for Phone Recording and Playback, page 28](#)

## Updating the Password in ViewMail for Notes to Match Your Cisco PCA Password

### Added July 2009

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

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

- If Notes 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 Cisco Unity Assistant first, then update the password in ViewMail for Notes.
- If you receive an error when you attempt to play or record messages in ViewMail for Notes 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 Cisco Unity 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 Cisco Unity Assistant first, then update it in ViewMail for Notes.

### To Update the Password in ViewMail for Notes to Match Your Cisco PCA Password

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- Step 1** Close your ViewMail for Notes inbox.
- Step 2** In Notes, open the **Local Names and Address Book**.

**Step 3** From the File menu, select the applicable option, depending on your Notes version:

<b>Notes 8.0(1) and 8.0</b>	Open > Lotus Notes Application
<b>Notes 7.03 and 7.02, and 6.56 and 6.55</b>	Database > Open

**Step 4** In the Look In field, leave the applicable value, depending on your Notes version:

<b>Notes 8.0(1) and 8.0</b>	On My Computer
<b>Notes 7.03 and 7.02, and 6.56 and 6.55</b>	Local

**Step 5** In the File Name field, enter **names.nsf**.

**Step 6** Select the **Advanced** category, then the **Accounts** view.

**Step 7** Select your ViewMail for Notes account, then select **Edit Account**.

**Step 8** In the Password box, enter the new Cisco PCA password that you changed in the Cisco Unity Assistant.

**Step 9** Select **Save**, then **Close**.

**Step 10** Open your ViewMail for Notes inbox.

## Changing Settings for Secure Messaging, and for Phone Recording and Playback

### Added July 2009

The information you enter in the procedure in this section is used by ViewMail for Notes when you want to record or play messages over the phone, and when you listen to or send secure messages.

As you do the following procedure, if some fields do not already have values entered, you likely will need to contact your Connection administrator for the required information.

### To Change Settings for Secure Messaging, and for Phone Recording and Playback

**Step 1** In your ViewMail for Notes inbox, open a voice message.

**Step 2** On the Media Master, select the **down arrow** (first button), then select **Options**.

**Step 3** In the Cisco Unity Connection Server Options dialog, change the applicable settings:

<b>Cisco Unity Connection Server Name</b>	Enter the IP address or DNS name of the Cisco Unity Connection server. <b>Tip</b> Values for the Server Name, Username, Password, and Extension fields appear automatically if the information was entered during creation of your ViewMail for Notes account.
<b>User Name</b>	Enter your Connection username.
<b>Password</b>	Enter your Cisco Personal Communications Assistant (PCA) password.



<b>Remember Password</b>	Check the check box for ViewMail for Notes to remember the Cisco PCA password so that you do not have to re-enter it each time Notes starts.
<b>Proxy Server Address</b>	If there is a firewall that blocks HTTPS traffic between user workstations and the Connection server, enter the IP address of the HTTPS proxy server.
<b>Proxy Server Port</b>	If there is a firewall that blocks HTTPS traffic between user workstations and the Connection server, enter the server port to use when connecting to the HTTPS proxy server.
<b>Validate HTTPS Certificate</b>	If your Connection administrator tells you to, check the check box. Otherwise, leave it unchecked.
<b>Extension</b>	Enter your extension.

**Step 4** Select **OK**.

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## Managing Cisco Unity Connection Voice Messages in Your Email Application

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- [Sending Voice Messages from Your Email Application, page 31](#)
- [Checking Voice Messages in Your Email Application, page 32](#)
- [Deleting Voice Messages in Your Email Application, page 32](#)
- [Updating Your Email Application Password to Match Your Cisco PCA Password, page 32](#)

### 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 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”](#) section on page 33.)

## 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 Connection user or “Unity Connection Messaging System”—the latter when a message is left by someone who is not a 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 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 Connection username and Cisco PCA password to access your Connection account to retrieve voice messages. You must update the password in your email application when you change your Cisco PCA password in the Cisco Unity Assistant web tool. This ensures that the email application can continue to access your 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 Cisco Unity Assistant first, then update it in your email application.

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



## Managing the Size of Your Mailbox

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- [About Mailbox Size, page 33](#)
- [Reasons Your Mailbox May Fill Up Quickly, page 33](#)
- [Tips for Managing the Size of Your Mailbox, page 34](#)

### About Mailbox Size

A full mailbox can affect the speed at which Cisco Unity Connection processes your messages. When you log on by phone, 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 Connection administrator sets the storage limits for your mailbox. Exceeding those limits can prevent you from sending and receiving messages.



**Note**

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

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### 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 Connection administrator specifies the size of your mailbox.)

### Message-Retention Policy May Not Be Enforced

Unless your 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 Connection is set up to enforce a message-retention policy, ask your 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. 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 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 Connection administrator whether it is available to you.)



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