



## 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

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 Messaging 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 Messaging 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 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 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.x</b>           | Open > Lotus Notes Application |
| <b>Notes 7.03 and 7.02</b> | Database > Open                |

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

|                            |                |
|----------------------------|----------------|
| <b>Notes 8.x</b>           | On My Computer |
| <b>Notes 7.03 and 7.02</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 Messaging 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

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.<br><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**.

