



User Guide for Accessing Cisco Unity Voice Messages in an E-Mail Client (With Microsoft Exchange)

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User Guide for Accessing Cisco Unity Voice Messages in an E-Mail Client (Release 5.x with Microsoft Exchange)
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CONTENTS

About ViewMail for Outlook	1
Working with the Media Master in ViewMail for Outlook	3
About the Media Master	3
Using Sound Files in Your Recordings	4
Changing Recording and Playback Devices with the Media Master	4
Changing Message Playback Volume When Computer Speakers Are Your Playback Device	5
Changing Message Playback Speed When Computer Speakers Are Your Playback Device	5
Media Master Keyboard Shortcuts	6
Managing Messages with ViewMail for Outlook	7
Sending Voice Messages	7
Checking Messages	8
Replying to Messages	9
Forwarding Voice Messages	9
Managing Deleted Messages	10
Changing Settings for ViewMail for Outlook	11
Changing the Sound That Notifies You of New Voice Messages	11
Changing the Automatic Voice Message Playback Setting	11
Specifying a Preference for Saving Sent Voice Messages	12
Customizing ViewMail for Low Bandwidth	12
Changing Recording and Playback Devices	13
Updating Secure Messaging Settings When You Change Your Windows Password or Username	13
Managing Cisco Unity Voice Messages in an E-Mail Client	15
About Using an E-Mail Client to Manage Voice Messages	15
Checking Voice Messages in Your E-Mail Client	15
Deleting Voice Messages in Your E-Mail Client	15
Managing the Size of Your Mailbox	17
About Mailbox Size	17
Reasons Why Your Mailbox May Fill Up Quickly	17

Tips for Managing the Size of Your Mailbox 18

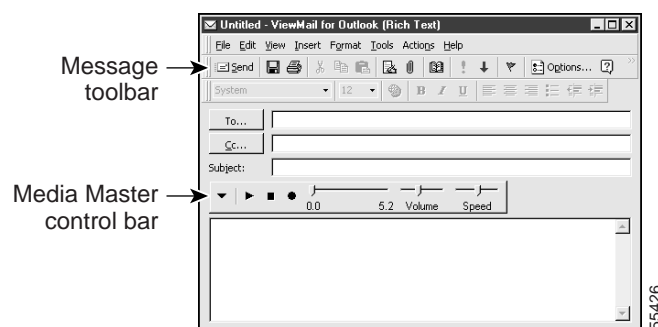


About ViewMail for Outlook

Cisco Unity ViewMail for Microsoft Outlook lets you send, listen to, and manage voice messages from your Outlook Inbox.

In the ViewMail form, you use the controls on the Media Master to play and record voice messages.

Figure 1 ViewMail for Outlook



You can use ViewMail to send voice messages to other subscribers, non-Cisco Unity subscribers, and public distribution lists.

You cannot use ViewMail from the Preview Pane in Outlook. You must open the message to use ViewMail.

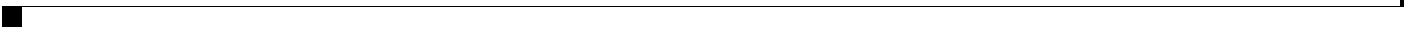
You can change ViewMail settings to:

- Choose the sound that notifies you of new voice messages.
- Set a preference for saving sent voice messages in your Outlook Inbox to save disk space on your computer.
- Improve performance and sound quality when using multimedia speakers to play messages in a low-bandwidth environment.

The information and procedures in this guide are also available in ViewMail Help.

To Access ViewMail Help

-
- Step 1** In your Outlook Inbox, on the Help menu, click **ViewMail Help Topics**.
 - Step 2** Click a topic link in the left pane.
-



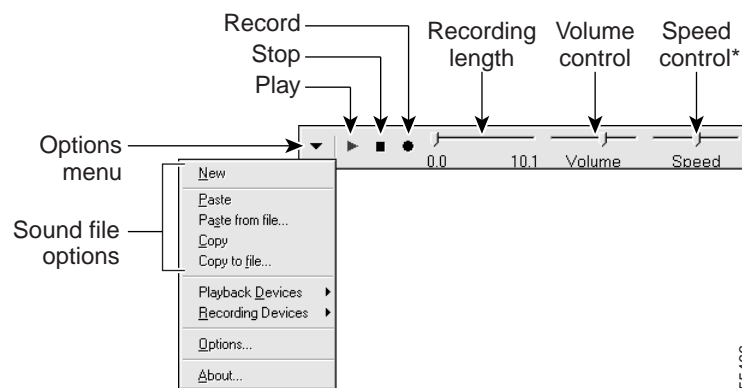


Working with the Media Master in ViewMail for Outlook

- [About the Media Master, page 3](#)
- [Using Sound Files in Your Recordings, page 4](#)
- [Changing Recording and Playback Devices with the Media Master, page 4](#)
- [Changing Message Playback Volume When Computer Speakers Are Your Playback Device, page 5](#)
- [Changing Message Playback Speed When Computer Speakers Are Your Playback Device, page 5](#)
- [Media Master Keyboard Shortcuts, page 6](#)

About the Media Master

The Media Master appears in voice messages you manage by using Cisco Unity ViewMail for Microsoft 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, and to change playback volume and playback speed.

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.

**Note**

The Media Master does not work through a firewall. It also requires that your browser is able to download and run ActiveX controls.

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:

New	Erase a recording to rerecord.
Paste	Paste a sound recording the same way you paste text in a text file.
Paste from File	Paste another sound file to a recording.
Copy	Copy a sound recording the same way you copy text in a text file.
Copy to File	Copy the recording to a sound file that you name. Depending on how Cisco Unity is set up at your organization, this option may be unavailable.

Changing Recording and Playback Devices with the Media Master

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

Recording devices	<ul style="list-style-type: none"> • Phone—Cisco Unity calls you, and you speak into the phone handset or into the speakerphone microphone. • Computer microphone (if available).
Playback devices	<ul style="list-style-type: none"> • Phone—Cisco Unity calls you, and you listen through the phone handset or through the speakerphone speaker. • Computer speakers (if available). <p>Note If you play messages through computer speakers while working in a low-bandwidth environment, sound quality may suffer. To improve sound quality, ask your Cisco Unity administrator for assistance.</p>

**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 Inbox, open a voice message.

- Step 2** On the Media Master, from the Options menu, 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:
- From the Options menu, click **Options**.
 - In the dialog box, confirm that your extension and the name of your Cisco Unity server is correct. (If you do not know the server name, contact your Cisco Unity administrator.)
 - Click **OK**.
- Step 4** Click **Close** to close the voice 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 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 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** 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 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 Inbox, open a voice 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

The following table lists the keyboard shortcuts available for working with the Media Master in ViewMail.

Table 1 *Keyboard Shortcuts for the Media Master*

Key(s)	Task
Alt-Shift-P	Play/Pause
Alt-Shift-S	Stop
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

- [Sending Voice Messages, page 7](#)
- [Checking Messages, page 8](#)
- [Replying to Messages, page 9](#)
- [Forwarding Voice Messages, page 9](#)
- [Managing Deleted Messages, page 10](#)

Sending Voice Messages

You can send voice messages and record responses to messages from your Outlook Inbox. You can send, reply to, and forward messages to subscribers, as well as to public distribution lists and e-mail addresses. Cisco Unity does not save your sent messages.

If your organization has multiple locations, you may be able to send and respond to messages to subscribers at another location. Ask your Cisco Unity administrator for details.



Note

When your Cisco Unity mailbox exceeds its size quota, you may not be able to send messages. (See [Managing the Size of Your Mailbox, page 17.](#))

To Send a Voice Message

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 subscriber names and/or e-mail addresses, and a subject.



Note

Messages addressed to e-mail addresses are sent as sound (WAV) files attached to e-mail messages.

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

Once you have opened a new voice message, it is saved until you delete it.

By default, Cisco Unity does not automatically delete messages once they reach a certain age. Ask your Cisco Unity administrator if Cisco Unity is set up to enforce a message-retention policy, and, if so, how long Cisco Unity stores your messages before permanently deleting them. Cisco Unity 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.

You can check voice and fax (if you have the fax option) messages, and receipts in your Outlook Inbox. Voice and fax messages are marked with the following icons:

	Voice message
	Fax message

Outlook notifies you of new voice and fax messages in the same way that it notifies you of new e-mail messages.



Tip

To quickly separate voice and fax messages from e-mails, sort your Outlook Inbox by message icon. Alternatively, you can create a personal folder in Outlook to store voice and fax messages separately from other messages. Refer to Outlook Help for more information on sorting your Inbox and setting up folders.

Information in the From field identifies the sender. The field will contain the name of a Cisco Unity subscriber, or it will contain “Unity Messaging System” when a message is left by someone who is not a Cisco Unity subscriber or by a subscriber who did not log on to Cisco Unity before leaving the message. The Subject field displays the phone number of the caller, if it is available.

To Check a Message

Step 1 In your Outlook Inbox, double-click a voice message or fax message to open it.



Note

You cannot check voice or fax 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.

Or

In the open fax message, double-click the attached file to start the fax viewer program on your computer.

- Step 3** In the voice or fax message, use the buttons on the message toolbar to manage the message the same way you handle e-mail messages.
-

Replying to Messages

Do the procedure in this section to reply to a voice message or to reply to an e-mail message by recording a reply. You can respond to only the sender, and you can add recipients.

A message from “Unity Messaging System” means that the caller was not a Cisco Unity subscriber 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 e-mail 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 e-mail message.

To Forward a Voice Message

- Step 1** In the open voice message, click **Forward**.
Or
In the open e-mail 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 voice and fax messages from your Outlook Inbox the same way you delete e-mail messages. You may also be able to retrieve deleted messages from the Deleted Items folder in your Outlook Inbox to listen to, reply to, and forward them, to restore them to the Inbox (or another folder), and to delete them permanently. (You must have your Outlook Inbox set up to send deleted messages to your Deleted Items folder in Outlook to use this feature. Ask your Cisco Unity administrator for details.)

By default, Cisco Unity does not automatically delete messages once they reach a certain age. This means that unless your Cisco Unity administrator set up Cisco Unity to enforce a message-retention policy, you are responsible for managing your mailbox size by periodically reviewing saved messages and either moving, archiving, or deleting them permanently. If a message-retention policy is enforced, ask your Cisco Unity administrator how long your 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 messages before deleting them, use the Copy to File option on the Media Master Options menu.



Changing Settings for ViewMail for Outlook

- [Changing the Sound That Notifies You of New Voice Messages, page 11](#)
- [Changing the Automatic Voice Message Playback Setting, page 11](#)
- [Specifying a Preference for Saving Sent Voice Messages, page 12](#)
- [Customizing ViewMail for Low Bandwidth, page 12](#)
- [Changing Recording and Playback Devices, page 13](#)
- [Updating Secure Messaging Settings When You Change Your Windows Password or Username, page 13](#)

Changing the Sound That Notifies You of New Voice Messages

You can choose the computer sound that notifies you when new voice messages arrive in your Outlook Inbox. 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:
 - 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 your Outlook Inbox. 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**.
-

Specifying a Preference for Saving Sent Voice Messages

When your Outlook Inbox is set to save copies of sent messages in the Sent Items folder, a copy of each voice message that you send by using ViewMail 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.

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**.
-

Customizing ViewMail for Low Bandwidth

If you play recordings through computer speakers when using ViewMail in a low-bandwidth deployment—for example, with a slow modem or in a branch office—customize ViewMail to download messages before playing them to improve performance and sound quality.

To Customize ViewMail for Low Bandwidth

- Step 1 From the Outlook Tools menu, click **ViewMail Options**.
 - Step 2 Click the **Playback** tab.
 - Step 3 Check the **Download Audio Before Playing** 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 7](#).
If you chose Phone for your playback or recording device, click the **General** tab.
 - Step 5** In the Extension box, enter your extension.
 - Step 6** In the Cisco Unity Server box, enter the name of your Cisco Unity server. (If you do not know the Cisco Unity server name, contact your Cisco Unity administrator.)
 - Step 7** Click **OK**.
-

Updating Secure Messaging Settings When You Change Your Windows Password or Username

When the Cisco Unity system is configured to use secure (encrypted) messaging, you must update your secure messaging settings whenever you change your Microsoft Windows password or username.

To Update Secure Messaging Settings When You Change Your Windows Password or Username

- Step 1** From the Outlook Tools menu, click **ViewMail Options**.
 - Step 2** In the ViewMail Options dialog box, click the **Secure Messaging** tab.
 - Step 3** If you have changed your Windows username, update the **User Name** field to match your new username.
 - Step 4** If you have changed your Windows password, update the **Password** field to match your new password.
 - Step 5** Click **OK**.
-



Managing Cisco Unity Voice Messages in an E-Mail Client

- [About Using an E-Mail Client to Manage Voice Messages, page 15](#)
- [Checking Voice Messages in Your E-Mail Client, page 15](#)
- [Deleting Voice Messages in Your E-Mail Client, page 15](#)

About Using an E-Mail Client to Manage Voice Messages

You can use your e-mail program to access Cisco Unity voice messages and receipts. You can listen to and delete voice messages; you cannot send, reply, or forward them from your e-mail program.

The location of your voice messages depends on the e-mail program, but typically voice messages are in a separate folder in your e-mail program. Messages contain a WAV file attachment with the recording. You play a voice message by opening the attachment.

Checking Voice Messages in Your E-Mail Client

Voice messages and receipts typically appear in a separate folder in your e-mail program. Messages contain a WAV file attachment with the recording. You play a voice message by opening the attachment.

Your e-mail program may notify you of new voice messages in the same way that it notifies you of new e-mail messages. You can listen to and delete voice messages in your e-mail program; you cannot send, reply to, or forward them.

The From field of a message will contain the name of a Cisco Unity subscriber, or it will contain “Unity Messaging System” when a message is left by someone who is not a Cisco Unity subscriber or by a subscriber 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 E-Mail Client

You can delete voice messages from your e-mail program, just as you do e-mail messages. Depending on how Cisco Unity is set up, you may also be able to retrieve deleted messages in the e-mail program to listen to them, to restore them to a folder, or to delete them permanently.

For some e-mail programs, you may need to periodically purge your deleted messages folder to completely delete voice messages. Check with your Cisco Unity administrator as to whether this step is necessary for your e-mail program.



Managing the Size of Your Mailbox

- [About Mailbox Size, page 17](#)
- [Reasons Why Your Mailbox May Fill Up Quickly, page 17](#)
- [Tips for Managing the Size of Your Mailbox, page 18](#)

About Mailbox Size

A full mailbox can affect the speed at which Cisco Unity processes your messages. Your Cisco Unity administrator sets the storage limits for your mailbox, which can prevent you from sending and receiving messages when you exceed the limits.

(System broadcast messages are not included in the total size of your mailbox.)

Reasons Why Your Mailbox May Fill Up Quickly

If you feel that your mailbox fills up more quickly than you expect, consider the following reasons why this may happen:

A Message-Retention Policy May Not Be Enforced

By default, Cisco Unity does not automatically delete messages once they reach a certain age. This means that unless your Cisco Unity administrator set up Cisco Unity 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 Cisco Unity is set up to enforce a message-retention policy, ask your Cisco Unity administrator how long the system stores your messages before permanently deleting them. This way you can plan to archive or move important messages ahead of time. Cisco Unity 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.

Sent and Deleted Items Are Included in Total Mailbox Size

The messages in your Sent Items and Deleted Items folders in Outlook are included in the total mailbox size. The messages in your Sent and Trash folders in Notes are included in the total mailbox size.

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. When your e-mail client is configured to save your sent messages, the original message and any attachments are stored in your Sent Items folder and another copy is sent to your Inbox along with the NDR, increasing your mailbox size accordingly.

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 and written 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.

Tips for Managing the Size of Your Mailbox

- Delete messages (including messages in the Sent Items and Deleted Items folders in your Outlook Inbox, if applicable). Delete messages (including messages in your Sent and Trash folders, if applicable).
- To archive messages before deleting them, you may be able to save them as WAV files to your hard disk. On the Media Master, use the Copy to File option on the Options menu. (Depending on how Cisco Unity is set up at your organization, the Copy to File option may not be available.)
- If you are using ViewMail and your Outlook Inbox is set to save copies of sent messages in the Sent Items folder, you can save space on your hard disk by setting ViewMail to save only the message headers and not the message recordings.
- You can use your e-mail client to move messages to a folder on your hard disk.