

Setting up a Voicemail Email account on Mac Mail (referred to as Mail) on Mac OS X



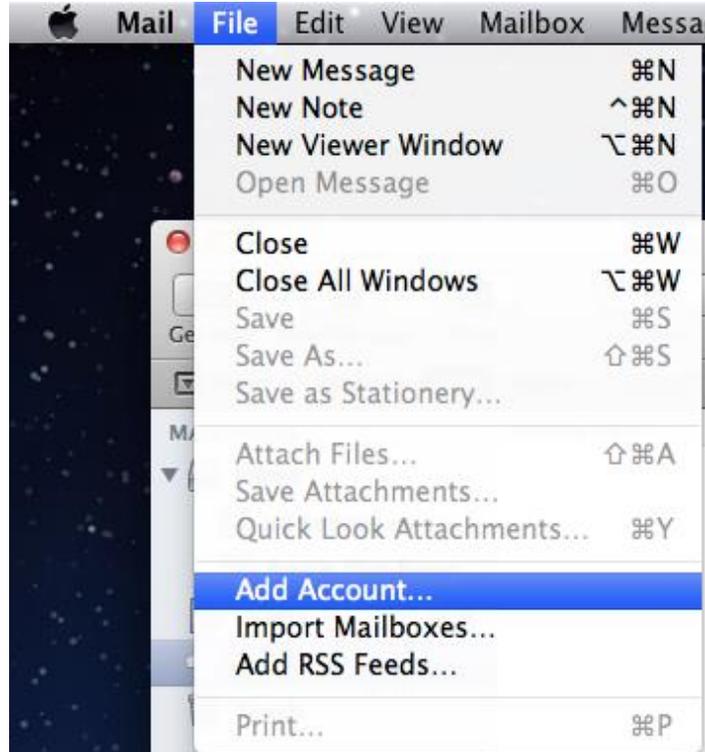
Voicemail passwords expire yearly and are reset from your Avaya phone. When resetting/changing this password, turn off ALL devices (including mobile phones) that connect to your Unified Messaging voicemail account or ensure all email clients are not running (e.g., Outlook, Android Mail, iOS Mail, Mac Mail, etc.). After you've changed your voicemail password, then start each device one at a time, open your email client, and input the correct password.

Email clients left running while changing your voicemail password will use the former, incorrect password, causing you to be locked out of your voicemail. If this happens, call 1-6780 to unlock your account.

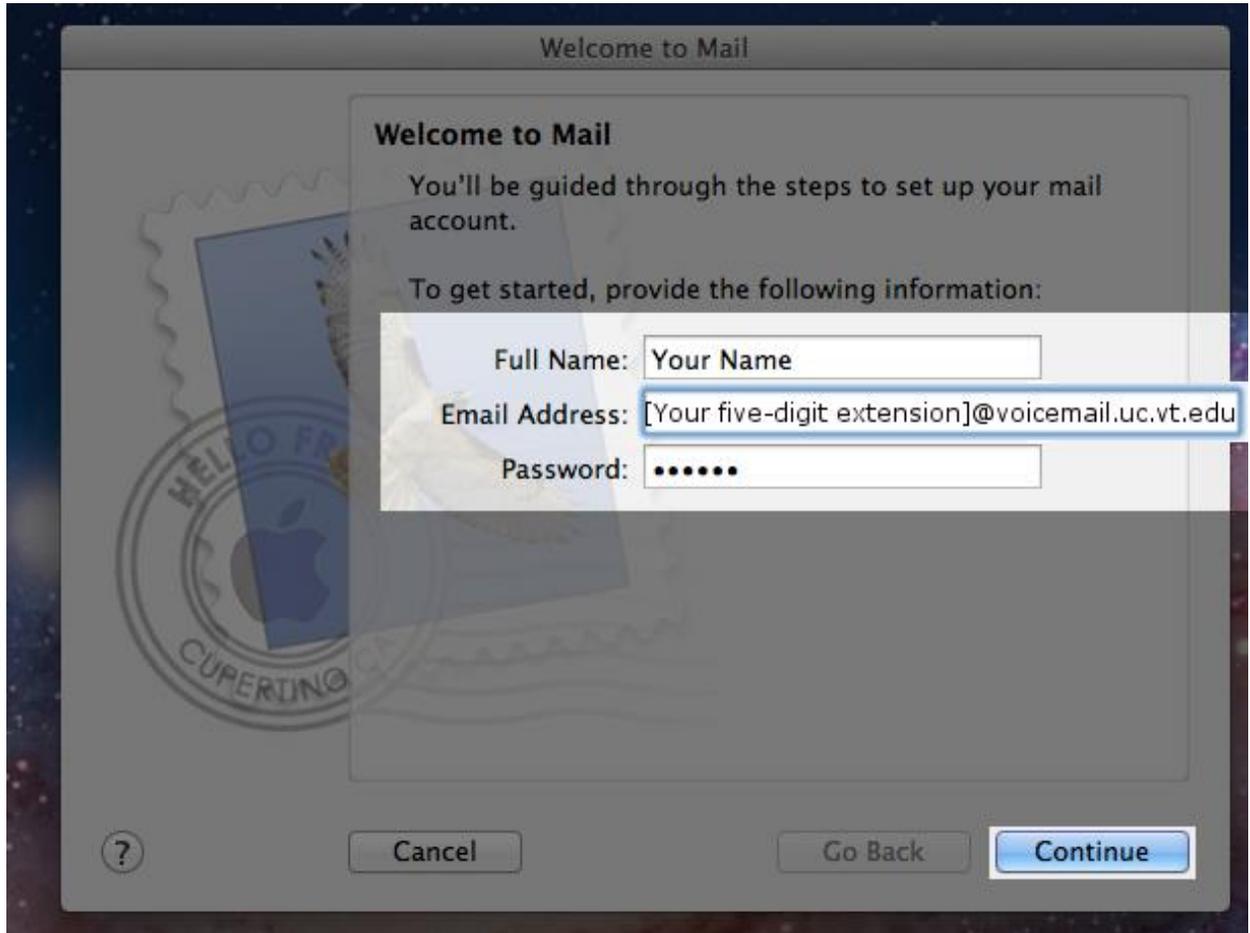
1. Set up voicemail on your phone and ensure that you set your voicemail password so that it's different from the default password used to set up voicemail the first time.
2. Start Mail.



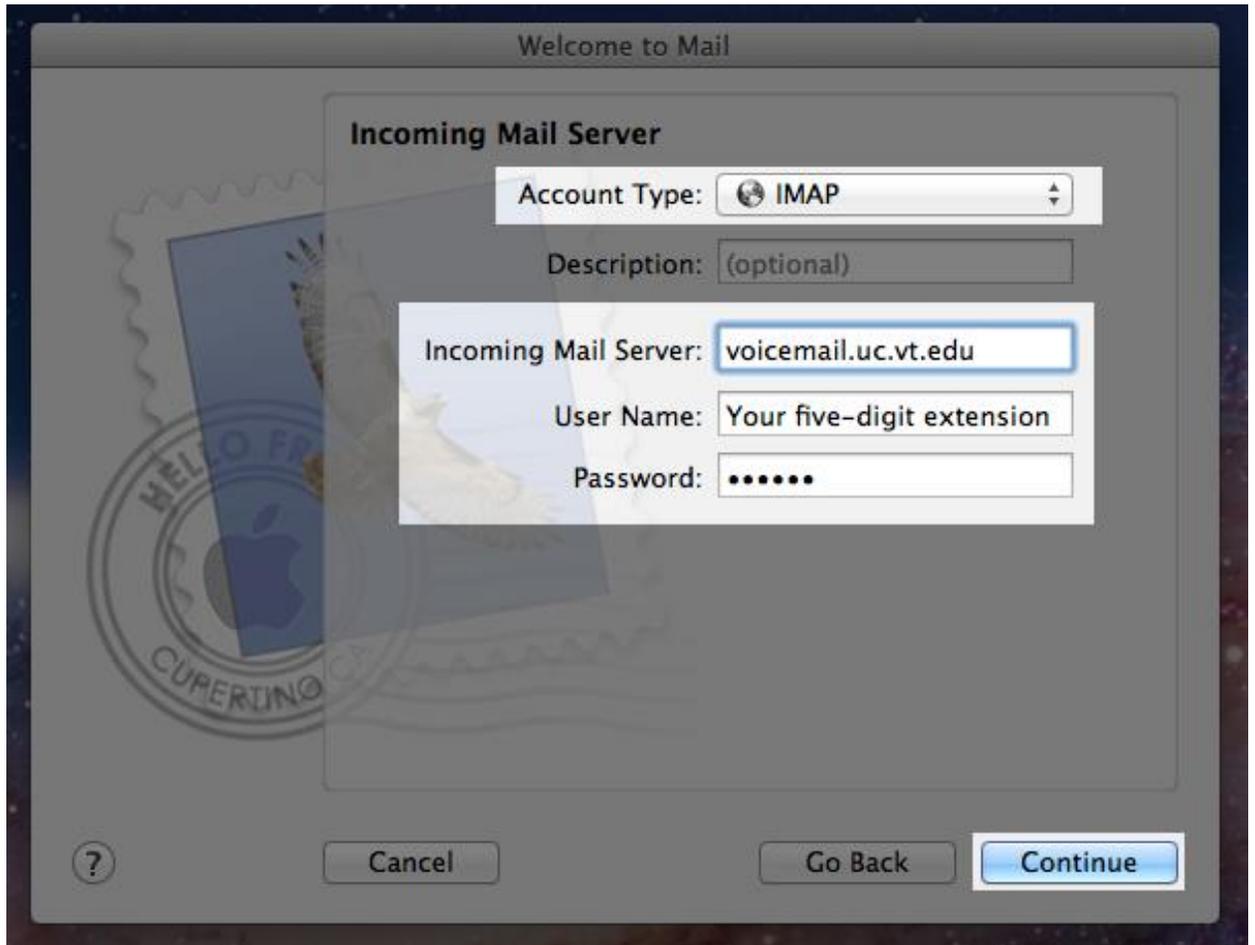
3. Follow the appropriate steps depending on whether you are creating an email account for the first time or have previous email accounts:
- If you are starting Mail for the first time, skip to step 4.
 - If you have a previous Mail account, then from the **File** drop-down list, select **Add Account**.



4. Set up your Mail account:
 - a. In the **Full Name** text box, type your name.
 - b. In the **Email Address** text box, type your 5-digit phone extension followed by @voicemail.uc.vt.edu. An example email address would be 12345@voicemail.uc.vt.edu.
 - c. In the **Password** text box, type the password you created when you set up your voicemail password.
 - d. Click the **Continue** button.



5. Configure the incoming mail server:
 - a. From the **Account Type** drop-down list, select **IMAP**.
 - b. In the **Incoming Mail Server** text box, type **voicemail.uc.vt.edu**
 - c. In the **User Name** text box, type your five-digit extension.
 - d. In the **Password** text box, type the password you created when you set up your voicemail password.
 - e. Click the **Continue** button.



6. Configure the outgoing mail server:
 - a. In the **Outgoing Mail Server** text box, type **x**
 - b. Click the **Continue** button.

Outgoing Mail Server

Description: (optional)

Outgoing Mail Server: x

Use only this server

Use Authentication

User Name:

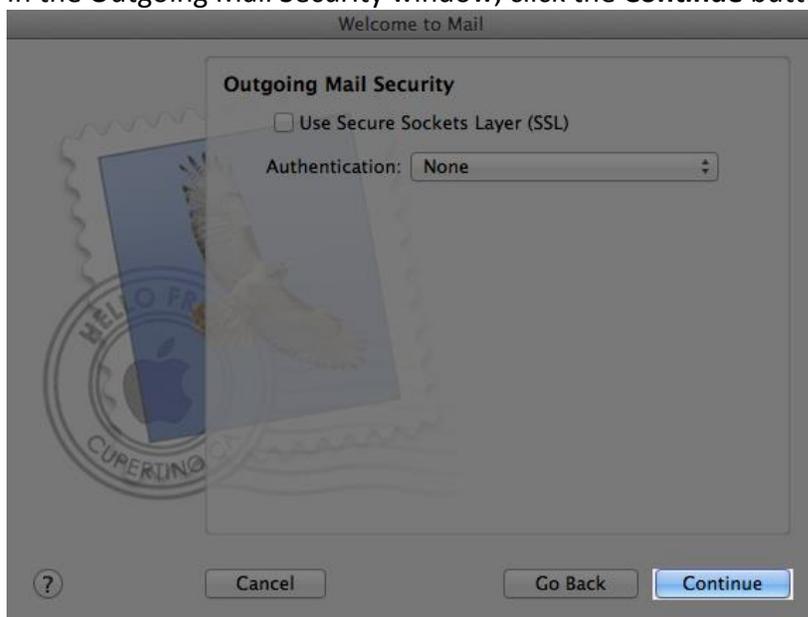
Password:

Cancel Go Back Continue

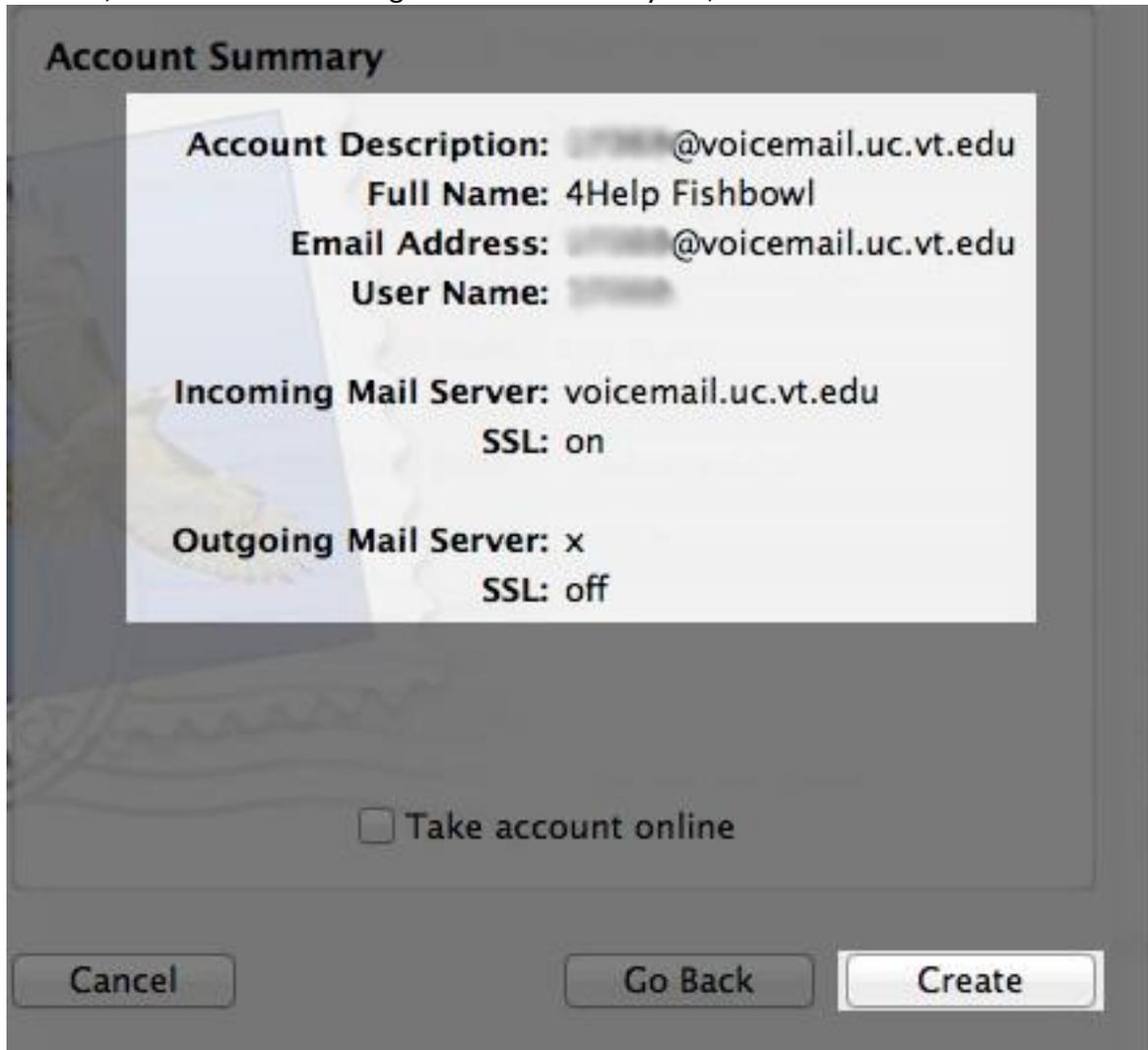
- c. The test of the outgoing server will fail. Click the **Continue** button again.



7. In the Outgoing Mail Security window, click the **Continue** button.



8. Review the Account Summary window to make sure the incoming mail server, email address, and user name settings are correct. If they are, click the **Create** button.



Account Summary

Account Description: [redacted]@voicemail.uc.vt.edu
Full Name: 4Help Fishbowl
Email Address: [redacted]@voicemail.uc.vt.edu
User Name: [redacted]

Incoming Mail Server: voicemail.uc.vt.edu
SSL: on

Outgoing Mail Server: x
SSL: off

Take account online

Cancel **Go Back** **Create**

9. You should see a new email account in the left column of your Mac Mail window. To confirm that you have set up the email account correctly, call your phone or have a coworker call and leave a voicemail. Within a couple of minutes (typically 20-30 seconds), the voicemail should show up in your new email account.

