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**.

🗯 Mail	File Edit View Mailbox	Messa
	New Message New Note New Viewer Window Open Message	第N へ第N て第N 第0
Ge T	Close Close All Windows Save Save As Save as Stationery	₩W て第W 第S 企業S
₩/ ▼ {	Attach Files Save Attachments Quick Look Attachments	☆業Α 業Y
	Add Account Import Mailboxes Add RSS Feeds	
1	Print	ЖP

- 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 <u>12345@voicemail.uc.vt.edu</u>.
 - c. In the **Password** text box, type the password you created when you set up your voicemail password.
 - d. Click the Continue button.

	Welcom	e to Mail
S T I	Welcome to Mail You'll be guided to account. To get started, pro	hrough the steps to set up your mail ovide the following information:
CORERING	Full Name: Email Address: Password:	Your Name [Your five-digit extension]@voicemail.uc.vt.edu
?	Cancel	Go Back Continue

- 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.

Welcome to Mail				
Incoming Mail Server				
man	Account Type:	🚱 IMAP 🗘		
3	Description:	(optional)		
5	Incoming Mail Server:	voicemail.uc.vt.edu		
200	User Name:	Your five-digit extension		
	Password:	•••••		
	A DESCRIPTION OF			
	for and			
CORERIN				
2	Cancel	Go Back	ntinue	
	Cunter			

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

Description:	(optional)	
Outgoing Mail Server:	×	
	☑ Use only this server	
Use Authentication		
User Name:		
Password:		

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

Description:	(optional)	
Outgoing Mail Server:	x	
	\checkmark Use only this s	erver
Use Authentication		
User Name:		
oser Hamer		
Password:		
The SMTP server "x" is no network connection, and Otherwise, the server mig If you continue, you migh	ot responding. Try che that the server name ght be temporarily un nt not be able to send	cking the is correct. available. messages.

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

	Welcom	e to Mail		
	Outgoing Mail Sec	urity		
mont	Use Secure S	ockets Layer	(SSL)	
2 11	Authentication:	None		\$
2 1				
3 4				
O FR				
66				
CAPERTINO				
(Allas)				
()	Cancel		Go Back	Continue

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.



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.

MAILBOXES	Sort by Date *	
🔻 🖨 Inbox	Ø.	10/4/12
voicemail.uc.v	Attachments: Audio_Recording_S0035	595_001.wav,
Apple Hot News	winmail.dat	
Drafts 2		
😴 Sent		
🗑 Trash		
RSS		
Apple Hot News		
VOICEMAIL.UC.VT.EDU		
🚞 Deleted Items		
🚞 Junk E-mail		
🚞 Sent Items		
🚞 Trash		