

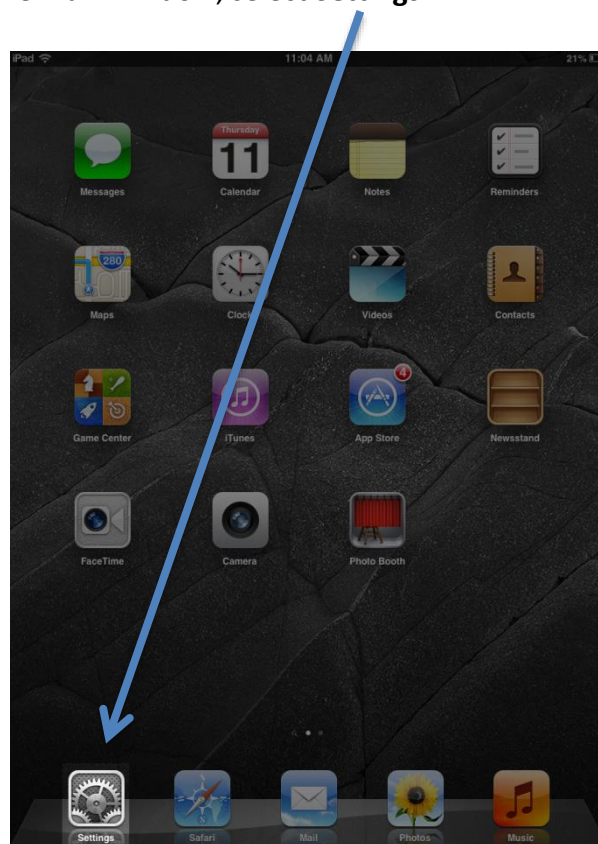
Setting up a Voicemail Email Account on iOS (for iPad/iPhone)



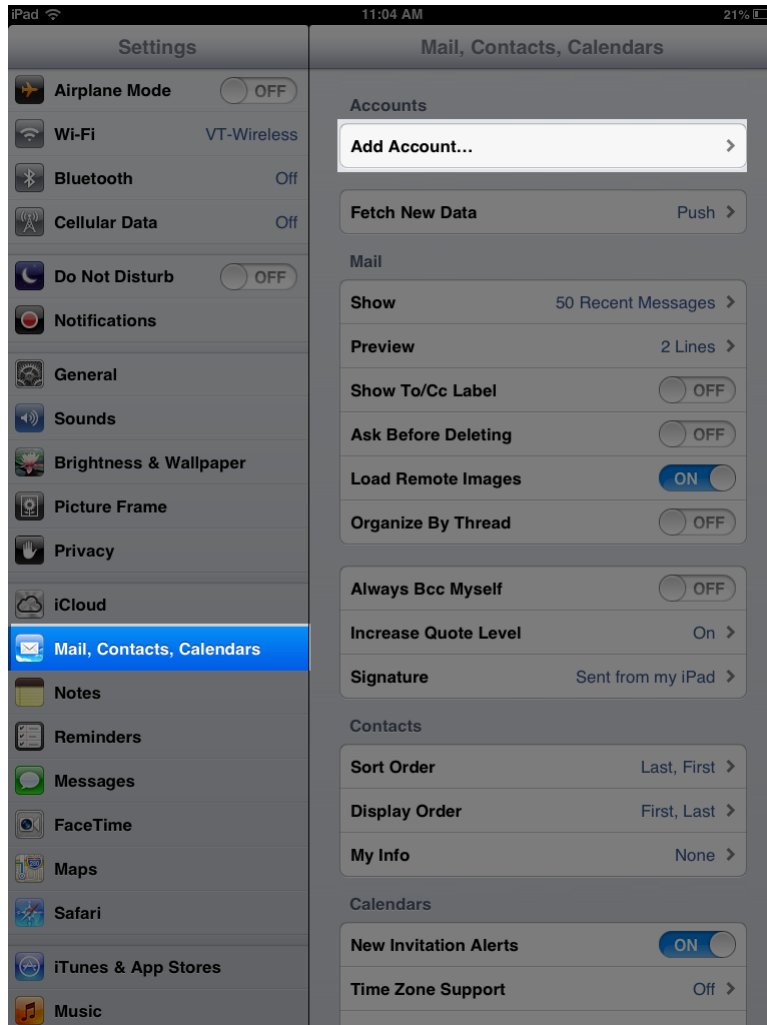
Voicemail passwords expire yearly and are reset from your Avaya phone. When resetting/changing this password, turn off ALL devices (including mobile phones) that connect to your Unified Messaging voicemail account or ensure all email clients are not running (e.g., Outlook, Android Mail, iOS Mail, Mac 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.

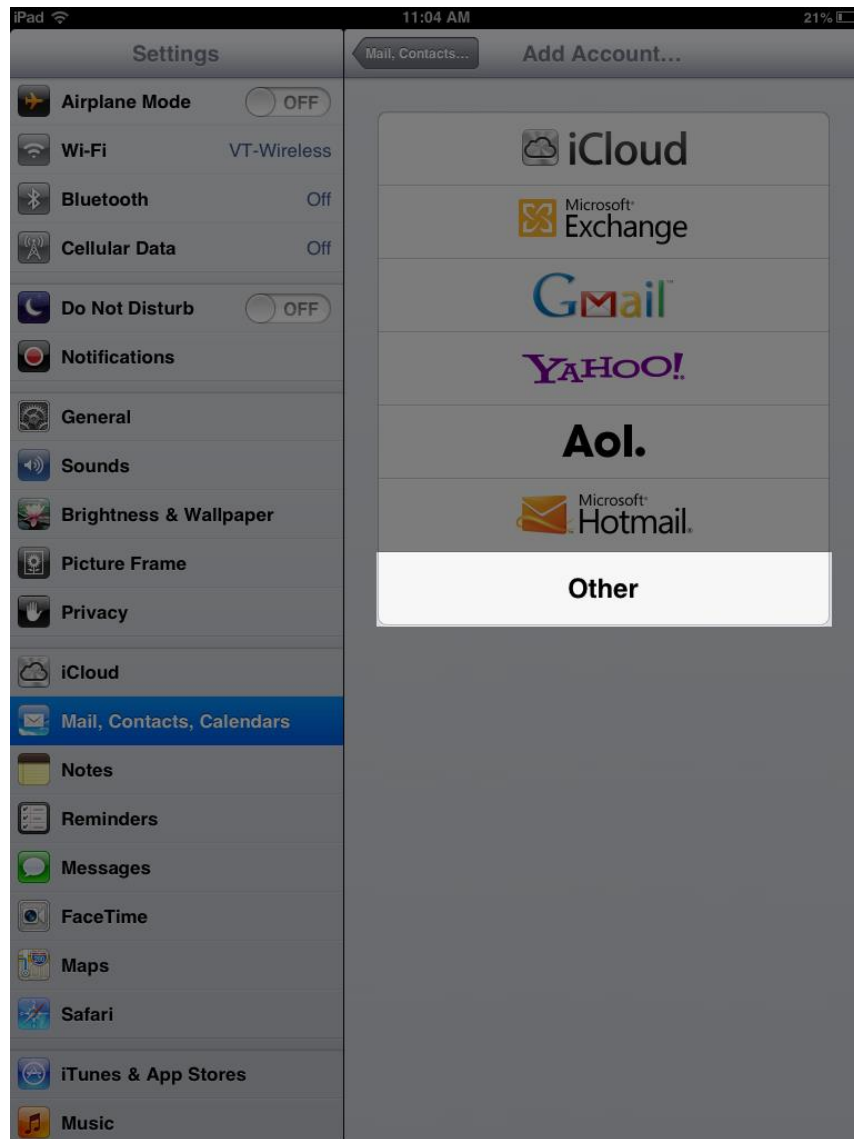
1. Set up voicemail on your phone and ensure that you set your voicemail password so that it's different from the default password used to set up voicemail the first time.
2. From the main window, select **Settings**.



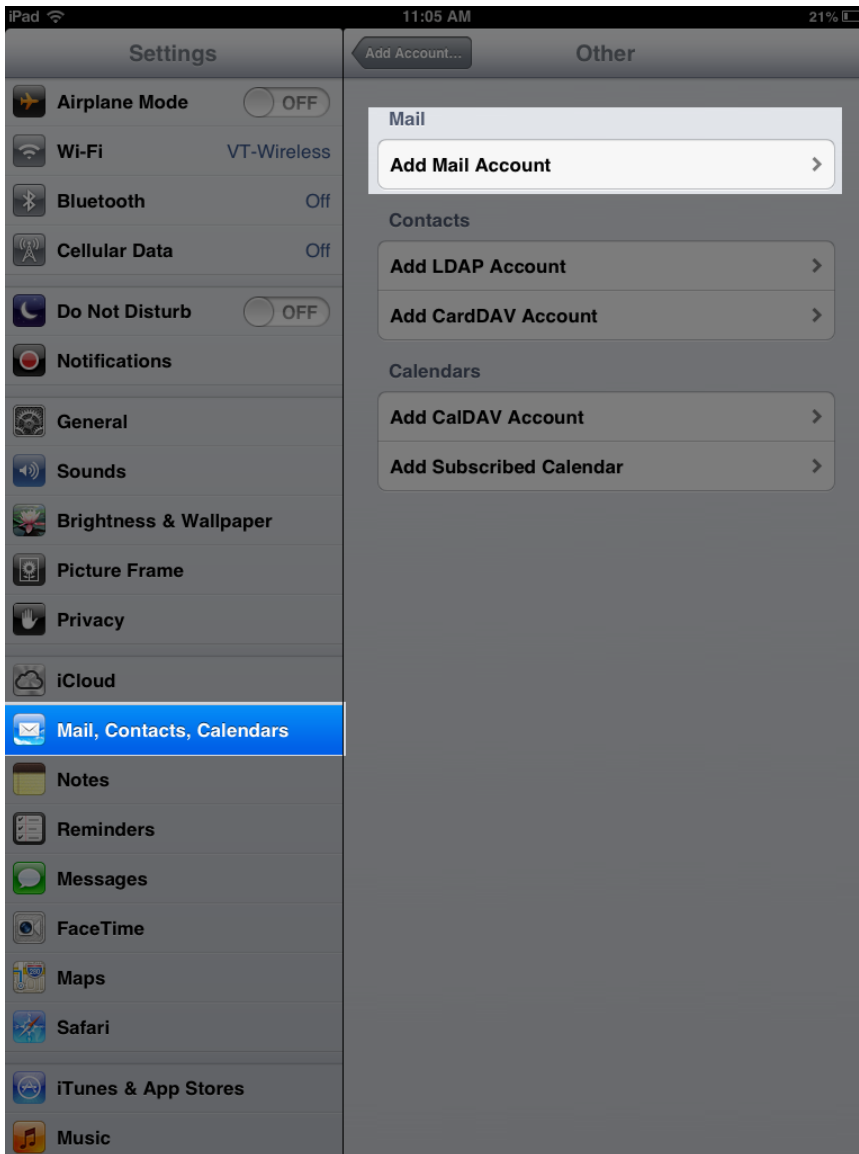
3. Add a new Mail account:
 - a. In the left column, select **Mail, Contacts, Calendars**.
 - b. Select **Add Account**.



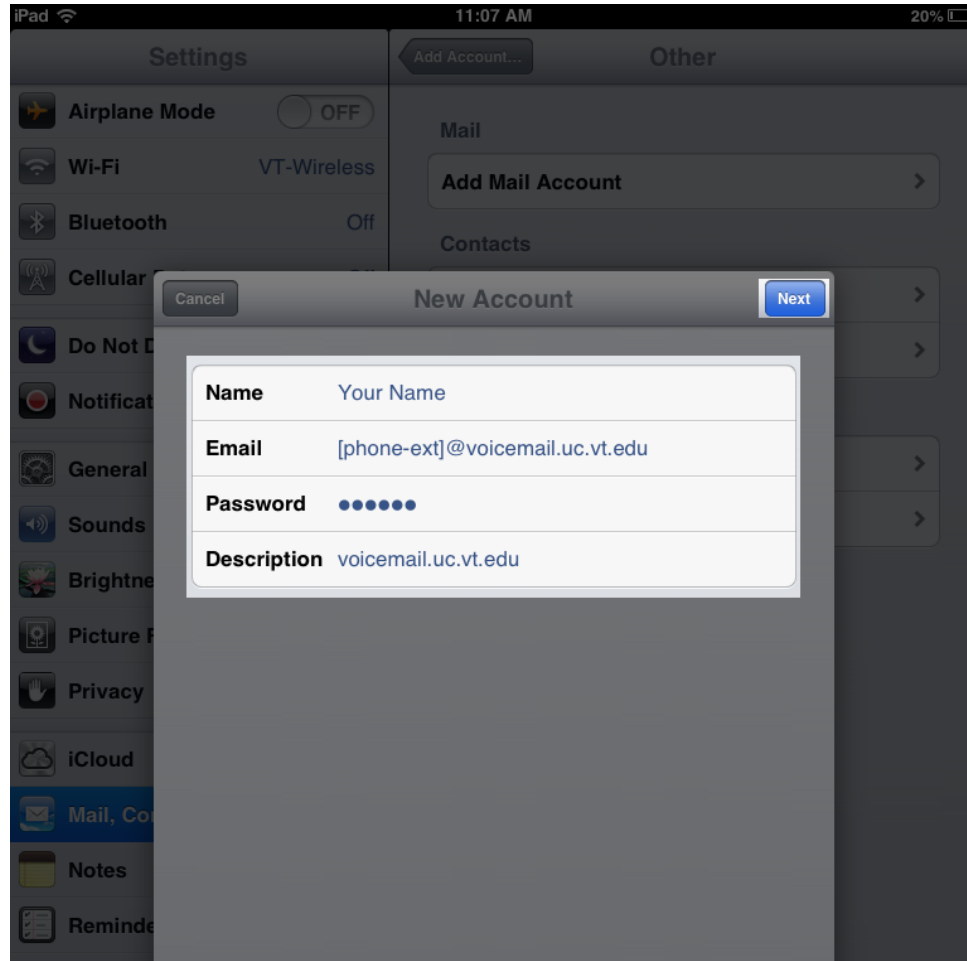
c. Select **Other**.



4. Select **Add Mail Account**.



5. Configure your email account:
 - a. In the **Name** text box, enter your name.
 - b. In the **Email** text box, enter 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, enter the password you created when you set up your voicemail password.
 - d. Select **Next**.



- e. Verify that **IMAP** is selected.
- f. Under Incoming Mail Server, in the **Host Name** text box, enter **voicemail.uc.vt.edu**
- g. Under Incoming Mail Server, in the **User Name** text box, enter your five-digit extension.
- h. Under Outgoing Mail Server, in the **Host Name** text box, enter **x**
- i. Verify that the Outgoing Mail Server User Name and Password are blank/Optional.
- j. Select **Next**.

The screenshot shows a 'New Account' dialog box with a 'Cancel' button on the left and a 'Next' button on the right. Two tabs are visible: 'IMAP' (selected) and 'POP'. The form contains the following fields:

Name	Your Name
Email	[phone-ext]@voicemail.uc.vt.edu
Description	voicemail.uc.vt.edu
Incoming Mail Server	
Host Name	voicemail.uc.vt.edu
User Name	[phone-ext]
Password	●●●●●
Outgoing Mail Server	
Host Name	x
User Name	Optional

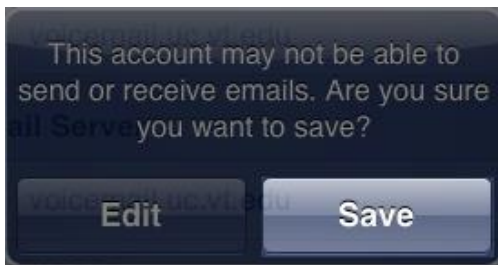
- At the “Cannot Connect Using SSL” prompt, select **Yes**.



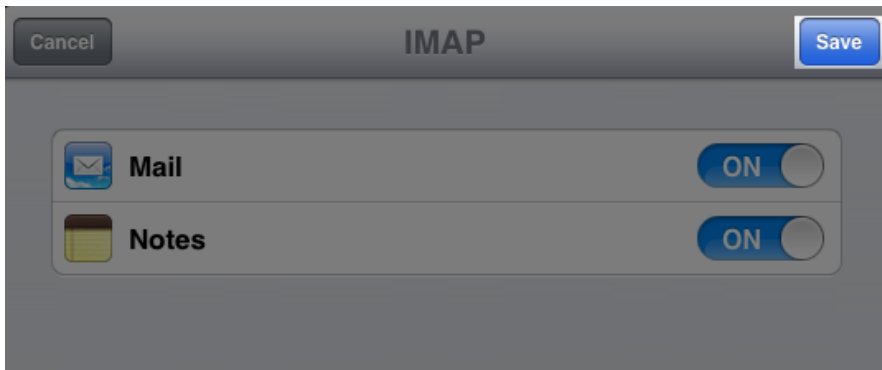
- The SMTP server will fail to respond. Select **OK**.



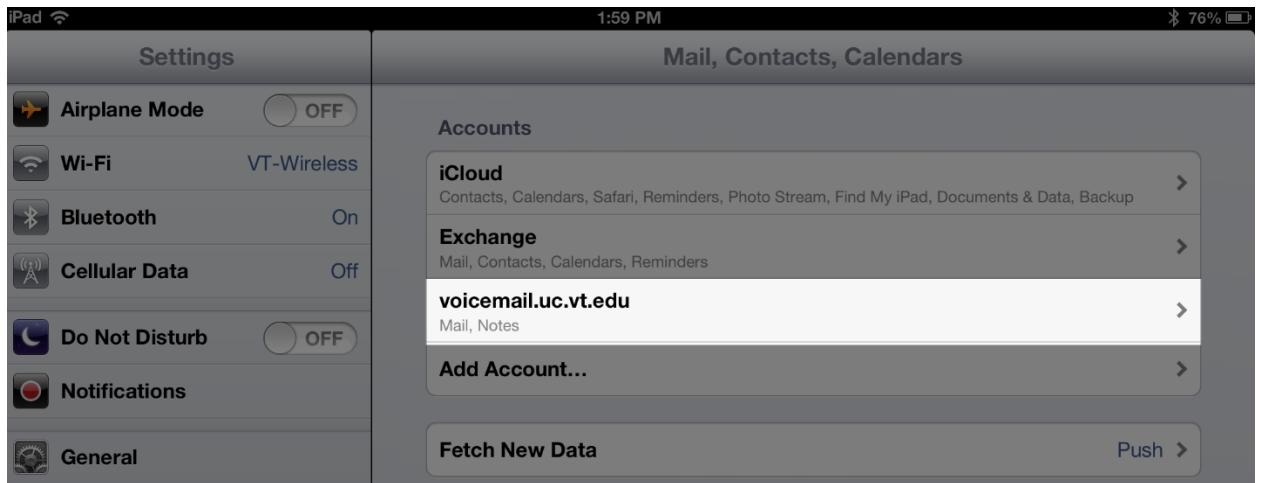
- Select **Next** again
- You will be told that the account may not be able to send or receive emails. Select **Save**.



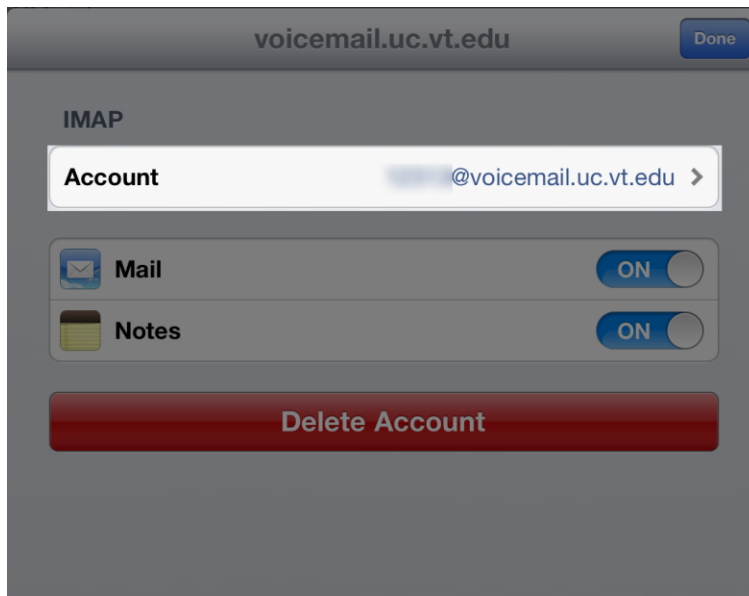
- Select **Save**.



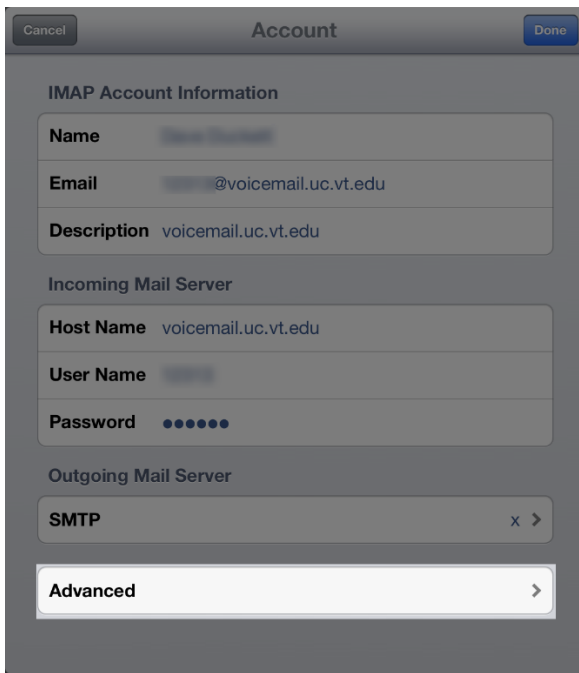
11. Select the **voicemail.uc.vt.edu** account.



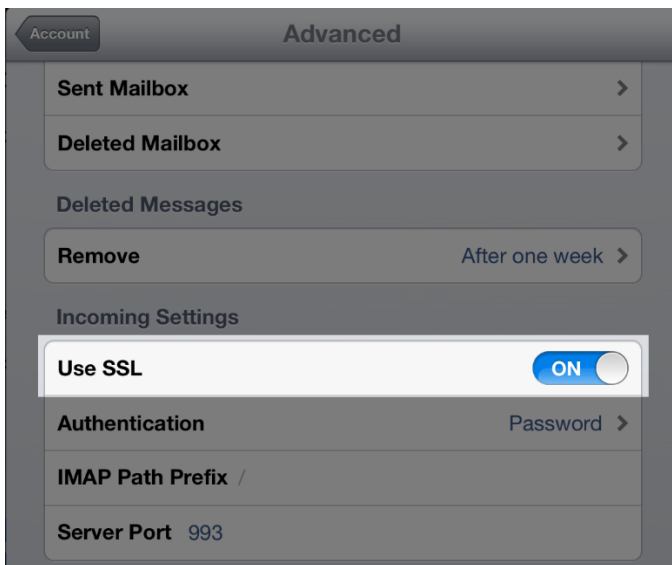
12. Select the **Account [Your five-digit extension]@voicemail.uc.vt.edu** button.



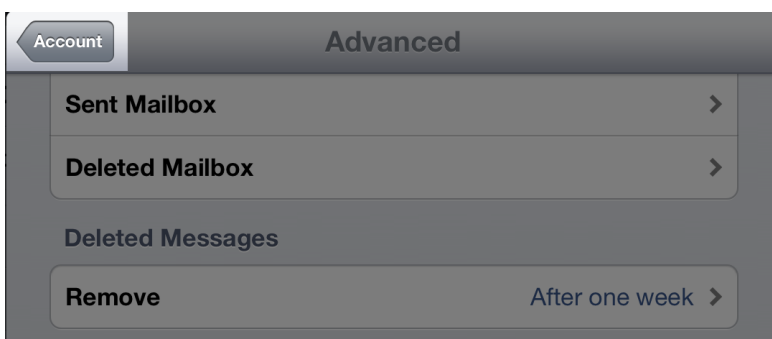
13. Select the **Advanced** button.



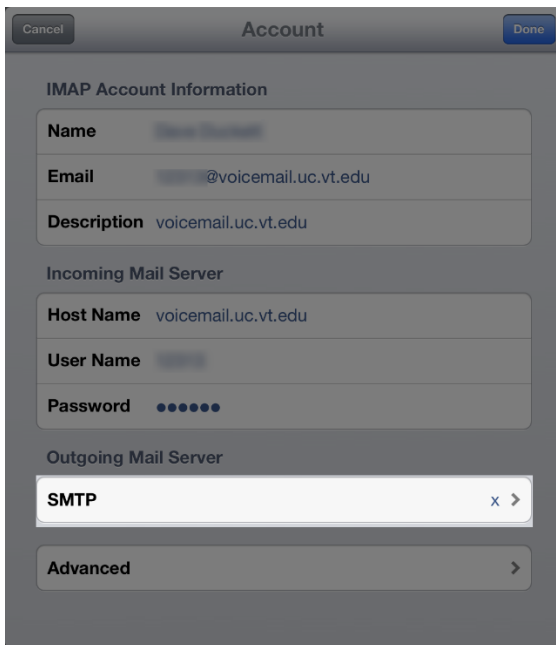
14. Switch the **Use SSL** toggle button so that it is set to **ON**.



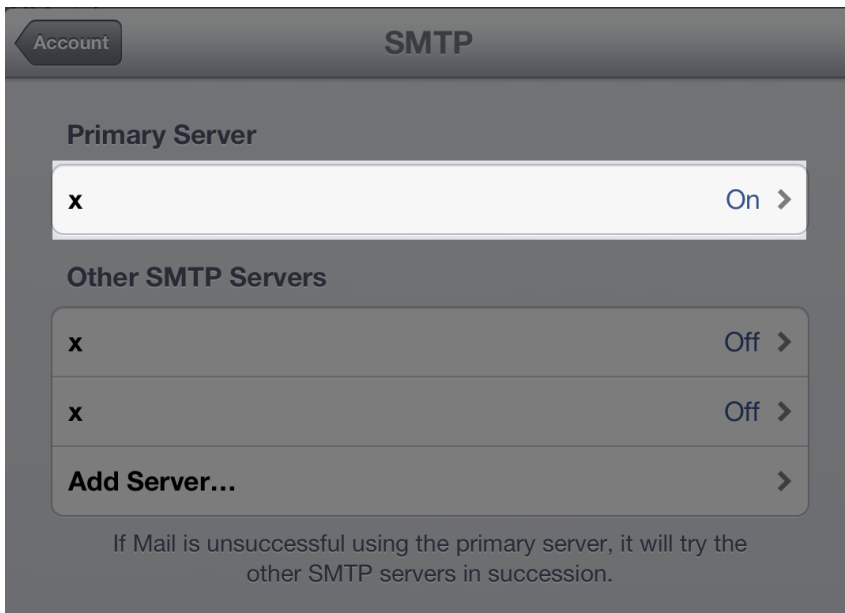
15. Select the **Account** button.



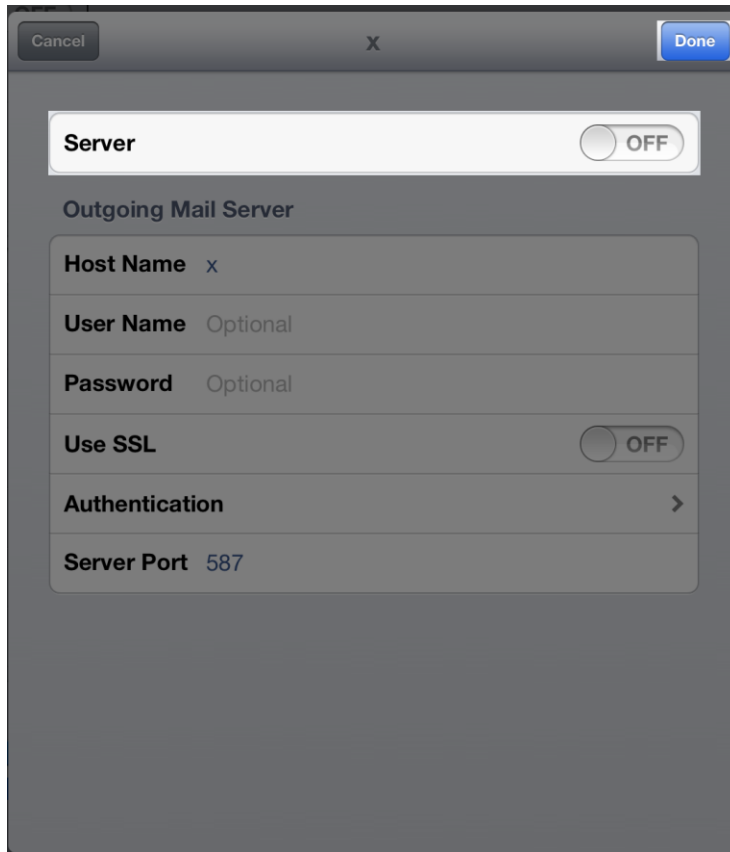
16. Select the **SMTP** button.



17. Under Primary Server, select **x**.

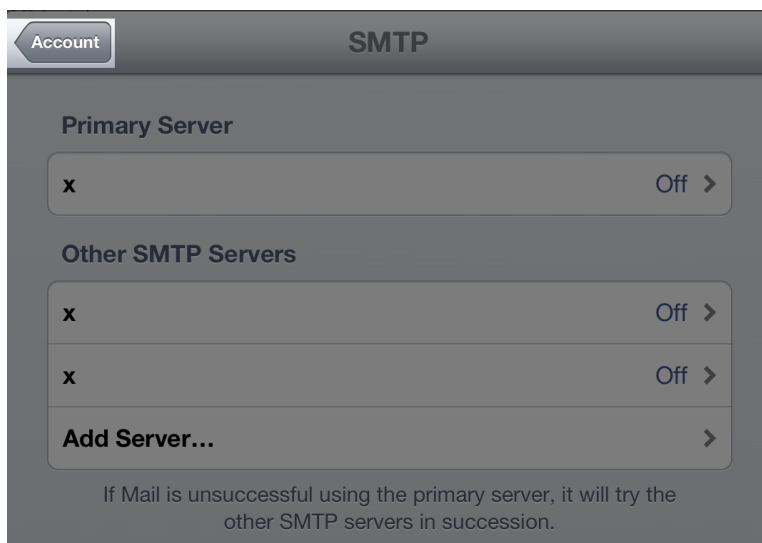


18. Switch the Server toggle button so that it is set to **OFF**.

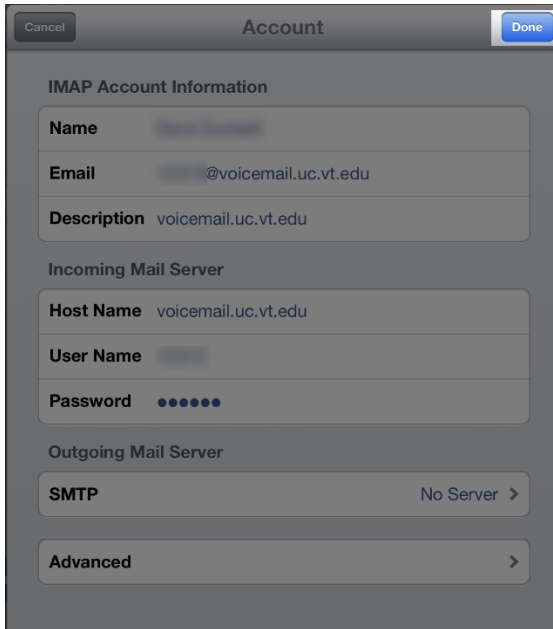


19. Select the **Done** button.

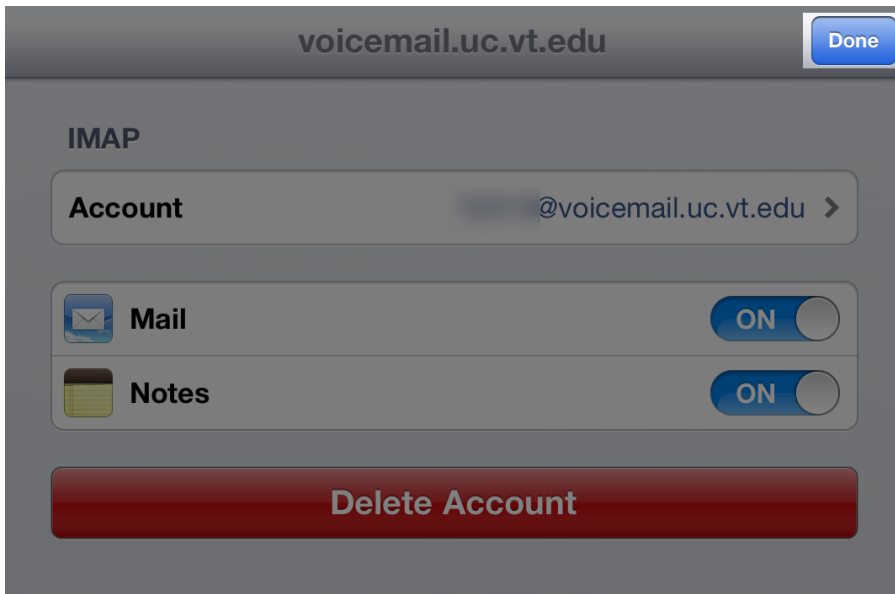
20. Select the **Account** button.



21. Select the **Done** button.



22. If you're using an iPad, select the **Done** button. If you're using an iPhone, select the **Mail** button.



23. 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), you should receive the email. When you start Mail, the left column should display the voicemail in your new email account.

