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.

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Settings	Mail, Contac	ts, Calendars
Airplane Mode OFF	Accounts	
Wi-Fi VT-Wireless	Add Account	>
Bluetooth Off		
Cellular Data Off	Fetch New Data	Push >
C Do Not Disturb	Mail	
Notifications	Show	50 Recent Messages >
	Preview	2 Lines 🔉
General	Show To/Cc Label	OFF
Sounds	Ask Before Deleting	OFF
Brightness & Wallpaper	Load Remote Images	ON
Picture Frame	Organize By Thread	OFF
Privacy		
Co iCloud	Always Bcc Myself	OFF
Mail, Contacts, Calendars	Increase Quote Level	On >
Notes	Signature	Sent from my iPad >
Reminders	Contacts	
Messages	Sort Order	Last, First 👂
FaceTime	Display Order	First, Last 🗦
Maps	My Info	None >
Mafari	Calendars	
iTunes & App Stores	New Invitation Alerts	ON
	Time Zone Support	Off >
🗾 Music		

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.

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+	Airplane	Mode				Mail			
?	Wi-Fi		VT-Wire			Add Mail Account			>
*	Bluetoot	th		Off		Contacts			
R	Cellular	Cancel			N	lew Account		lext	>
C	Do Not I								>
	Notificat	Nai	ne	Your	Nam	ne			
	General	Em	ail	[phor	ne-ex	xt]@voicemail.uc.vt.ed	u	I	>
	Sounds		ssword	••••	•••				>
	Brightne	Des	scription	voice	mail	.uc.vt.edu			
	Picture I								
	Privacy								
6	iCloud								
	Notes								
Æ	Reminde								

- 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.

Ca	ncel	New Ac	count	Next		
		MAP	POP			
	Name	Your Name				
	Email	[phone-ext]@voi	cemail.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				

6. At the "Cannot Connect Using SSL" prompt, select Yes.



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



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



10. Select Save.

Cancel	IMAP	Save
Mail		ON
Notes		

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

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Settings	6	Mail, Contacts, Calendars	
Airplane Mode	OFF	Accounts	
🕤 Wi-Fi	VT-Wireless	iCloud Contacts, Calendars, Safari, Reminders, Photo Stream, Find My iPad, Documents & Data, Backup	>
Bluetooth	On Off	Exchange Mail, Contacts, Calendars, Reminders	>
C Do Not Disturb	OFF	voicemail.uc.vt.edu Mail, Notes	>
Notifications		Add Account	>
General		Fetch New Data Pus	sh >

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

	voicemail.uc.vt.edu	Done
IMAP		
Account	@voicemail.uc.vt.edu	>
Mail	ON	
Notes	ON	
	Delete Account	

13. Select the **Advanced** button.

Cancel	Account	Done
IMAP Accou	Int Information	
Name		
Email	@voicemail.uc.vt.edu	
Description	voicemail.uc.vt.edu	
Incoming M	ail Server	
Host Name	voicemail.uc.vt.edu	
User Name		
Password	•••••	
Outgoing M	ail Server	
SMTP	x	>
Advanced		<u> </u>

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

A	count	Advanced	
	Sent Mailbox	>	
	Deleted Mailbox	>	
	Deleted Messages		
	Remove	After one week >	
ļ	Incoming Settings		
I	Use SSL	ON	
	Authentication	Password >	
	IMAP Path Prefix /		
	Server Port 993		

15. Select the **Account** button.

A	count	Advanced	
	Sent Mailbox		>
	Deleted Mailbox		>
	Deleted Messages		
	Remove	After one week	>

16. Select the **SMTP** button.

Ca	incel	Account	Done
	IMAP Accou	nt Information	
	Name		
	Email	@voicemail.uc.vt.edu	
	Description	voicemail.uc.vt.edu	
	Incoming Ma	ail Server	
	Host Name	voicemail.uc.vt.edu	
	User Name		
	Password	•••••	
	Outgoing Ma	ail Server	
	SMTP	х	. >
	Advanced		
	Advanced		~

17. Under Primary Server, select x.

Primary Server	
x	On 👂
Other SMTP Servers	
x	Off >
x	Off >
Add Server	>

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

Ca	ncel		х	Done
	Server			OFF
	Outgoing Ma	ail Server		
	Host Name	x		
	User Name	Optional		
	Password			
	Use SSL			OFF
	Authenticati	on		>
	Server Port	587		

- 19. Select the **Done** button.
- 20. Select the **Account** button.

Account	SMTP	
Primary Server		
x		Off >
Other SMTP Se	rvers	
x		Off >
x		Off >
Add Server		>
	ccessful using the primary serve ther SMTP servers in succession	· •

21. Select the **Done** button.

Cancel	Account	Done
IMAP Accou	Int Information	
Name		
Email	@voicemail.uc.vt.edu	
Description	voicemail.uc.vt.edu	
Incoming M	ail Server	
Host Name	voicemail.uc.vt.edu	
User Name		
Password	•••••	
Outgoing M	ail Server	
SMTP	No Serv	/er >
Advanced		>

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

	voicemail.uc.vt.edu
IMAP	
Account	@voicemail.uc.vt.edu >
Mail	
Notes	ON
	Delete Account

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.

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Mailboxes	Inbox	Edit	1 of 1	in .	D	Ê	◆ ∅	ĩ
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Voice Messa Attachments:	ge from ding_S003595_001.							
Audio_Record	ding_\$003595_001.	wav, winm	69)					
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