

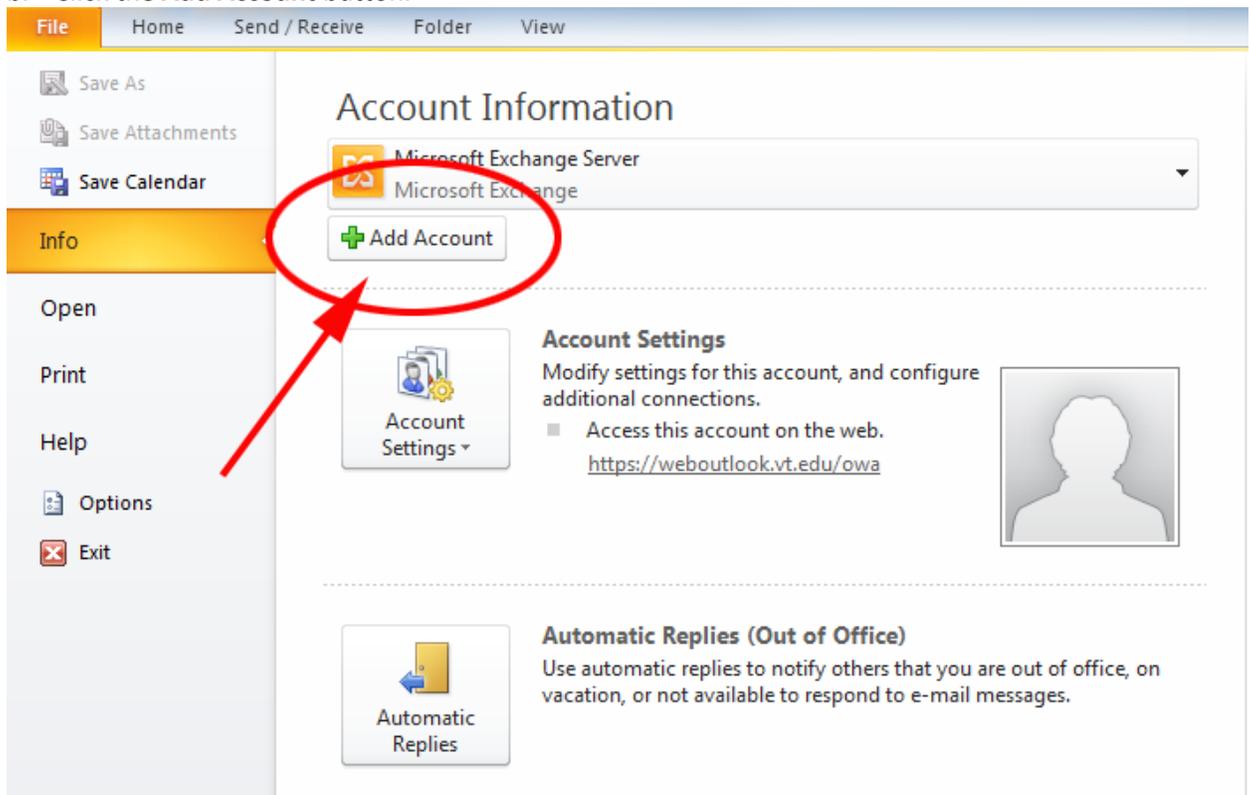
Setting up a Voicemail Email Account in Microsoft Outlook 2010



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 Outlook.
3. Follow the appropriate steps depending on whether you are creating an email account for the first time or have previously set up an email account:
 - If you have no previous email accounts, click **Next** twice and skip to step 6.
 - If you have previous email accounts:
 - a. From the ribbon, select the **File** tab.
 - b. Click the **Add Account** button.



4. Click the **Manually configure server settings or additional server types** radio button and click **Next**.

The screenshot shows the 'Add New Account' dialog box with the 'Auto Account Setup' section. The 'Manually configure server settings or additional server types' radio button is selected and highlighted with a white box. The 'Next >' button is also highlighted with a blue border.

Add New Account

Auto Account Setup
Connect to other server types.

E-mail Account

Your Name:
Example: Ellen Adams

E-mail Address:
Example: ellen@contoso.com

Password:
Retype Password:
Type the password your Internet service provider has given you.

Text Messaging (SMS)

Manually configure server settings or additional server types

< Back **Next >** Cancel

5. Click the **Internet E-mail** radio button and click **Next**.

The screenshot shows the 'Add New Account' dialog box with the 'Choose Service' section. The 'Internet E-mail' radio button is selected and highlighted with a white box. The 'Next >' button is also highlighted with a blue border.

Add New Account

Choose Service

Internet E-mail
Connect to POP or IMAP server to send and receive e-mail messages.

Microsoft Exchange or compatible service
Connect and access e-mail messages, calendar, contacts, faxes and voice mail messages.

Text Messaging (SMS)
Connect to a mobile messaging service.

< Back **Next >** Cancel

6. Manually configure your voicemail email account:
 - a. In the **Your Name** text box, type your name.
 - b. In the **E-mail 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. From the **Account Type** drop-down list, select **IMAP**.
 - d. In the **Incoming mail server** text box, type **voicemail.uc.vt.edu**
 - e. In the **Outgoing mail server (SMTP)** text box, type **x**
 - f. In the **User Name** text box, type your five-digit extension.
 - g. In the **Password** text box, type the password you created when you set up your voicemail password.
 - h. Clear the **Test Account Settings by clicking the Next button** check box.
 - i. Click the **More Settings** button.

Add New Account

Internet E-mail Settings
Each of these settings are required to get your e-mail account working.

User Information
Your Name:
E-mail Address:

Server Information
Account Type:
Incoming mail server:
Outgoing mail server (SMTP):

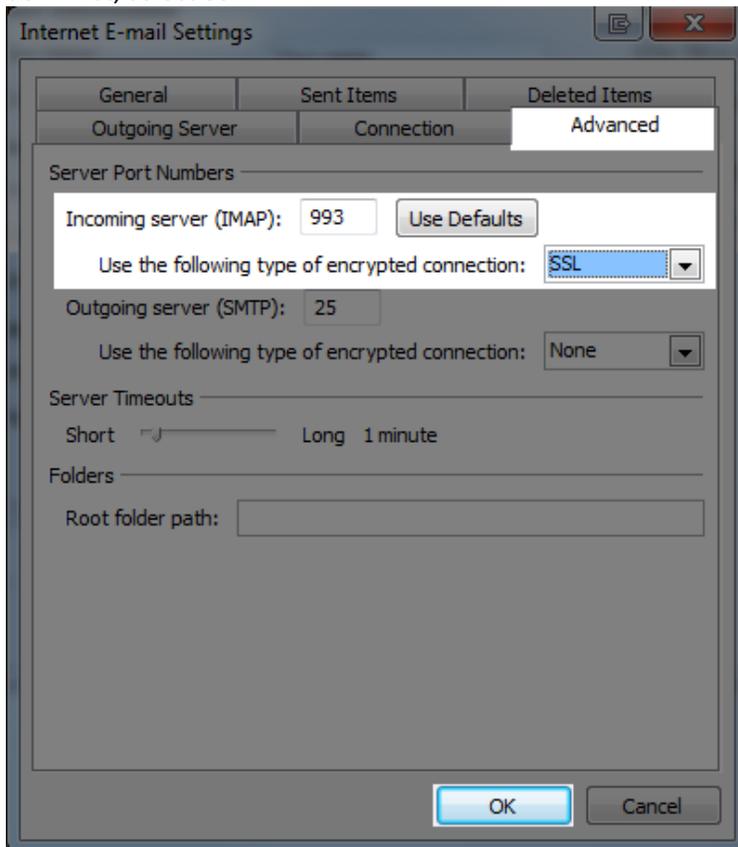
Logon Information
User Name:
Password:
 Remember password

Require logon using Secure Password Authentication (SPA)

Test Account Settings
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

Test Account Settings by clicking the Next button

7. Select the **Advanced** tab.
8. Under **Incoming server (IMAP)**, from the **Use the following type of encrypted connection** drop-down list, select **SSL**.



9. Verify that the **Incoming server (IMAP)** port is **993**.
10. Click **OK**.
11. Click **Next**.
12. Click the **Finish** button.

13. You should see a new email account in the left column of your Outlook window. To confirm that you 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.

