

Setting up a Voicemail Email Account in Microsoft Outlook 2013

Note: Because Outlook 2013 requires settings to be correct for both the incoming and outgoing mail servers during account creation, you must use smtp.vt.edu for the outgoing mail server. This means that you could send email from [Your five-digit extension]@voicemail.uc.vt.edu; however, you **SHOULD NOT SEND EMAIL FROM THAT ACCOUNT**. These directions explain how to set the account up correctly and then disable the ability to send emails from your voicemail account.

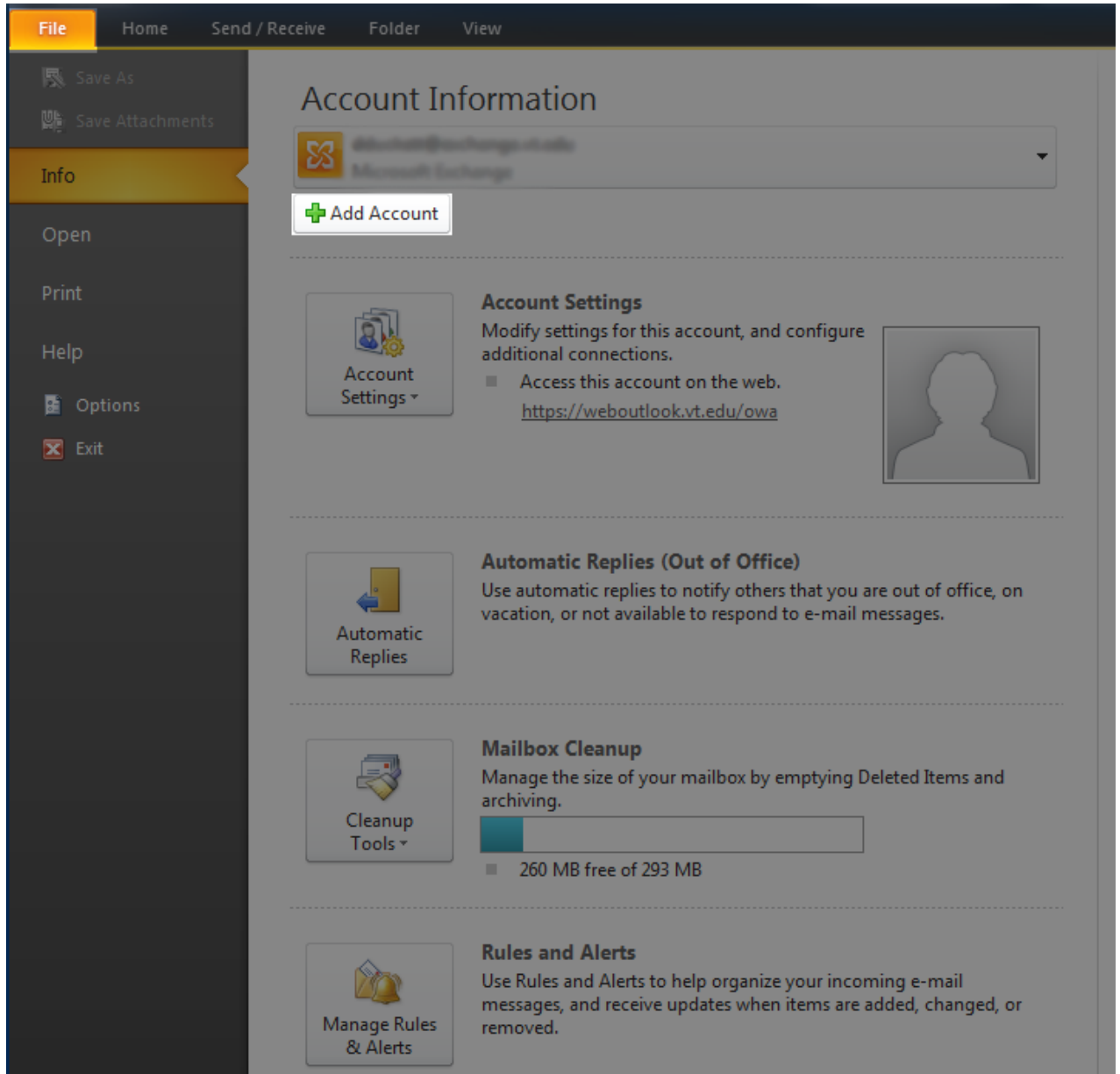


Voicemail passwords expire yearly and are reset from your Avaya phone. When resetting/changing this password, turn off ALL devices (including mobile phones) that connect to your Unified Messaging voicemail account or ensure all email clients are not running (e.g., Outlook, Android Mail, iOS Mail, Mac 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 4.
 - If you have previous email accounts:
 - a. From the ribbon, select the **File** tab.
 - b. Click the **Add Account** button.



4. Click the **Manual setup or additional server types** radio button and click **Next**.

The screenshot shows the 'Add Account' dialog box with the 'Auto Account Setup' section. The title bar reads 'Add Account' and there is a close button (X) in the top right corner. Below the title bar, the text 'Auto Account Setup' is followed by 'Manual setup of an account or connect to other server types.' There are two radio buttons: 'E-mail Account' (unselected) and 'Manual setup or additional server types' (selected). Below the radio buttons are four input fields: 'Your Name:' with an example 'Ellen Adams', 'E-mail Address:' with an example 'ellen@contoso.com', 'Password:', and 'Retype Password:' with a note 'Type the password your Internet service provider has given you.' At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

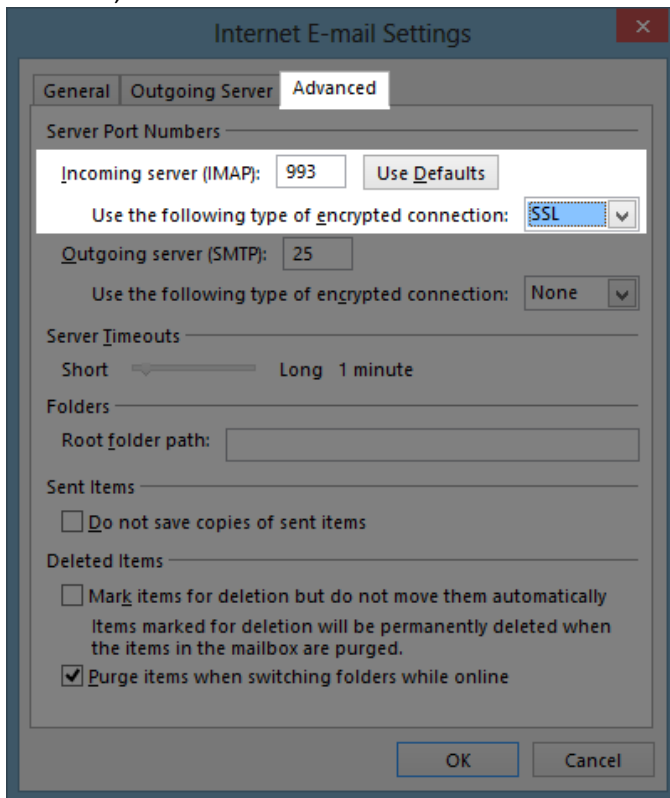
5. Click the **POP or IMAP** radio button and click **Next**.

The screenshot shows the 'Add Account' dialog box with the 'Choose Service' section. The title bar reads 'Add Account' and there is a close button (X) in the top right corner. Below the title bar, the text 'Choose Service' is followed by three radio button options: 'Microsoft Exchange Server or compatible service' (unselected) with the description 'Connect to an Exchange account to access email, calendars, contacts, tasks, and voice mail'; 'Outlook.com or Exchange ActiveSync compatible service' (unselected) with the description 'Connect to a service such as Outlook.com to access email, calendars, contacts, and tasks'; and 'POP or IMAP' (selected) with the description 'Connect to a POP or IMAP email account'. At the bottom, there are three buttons: '< Back', 'Next >', and '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 **smtp.vt.edu**
 - 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.

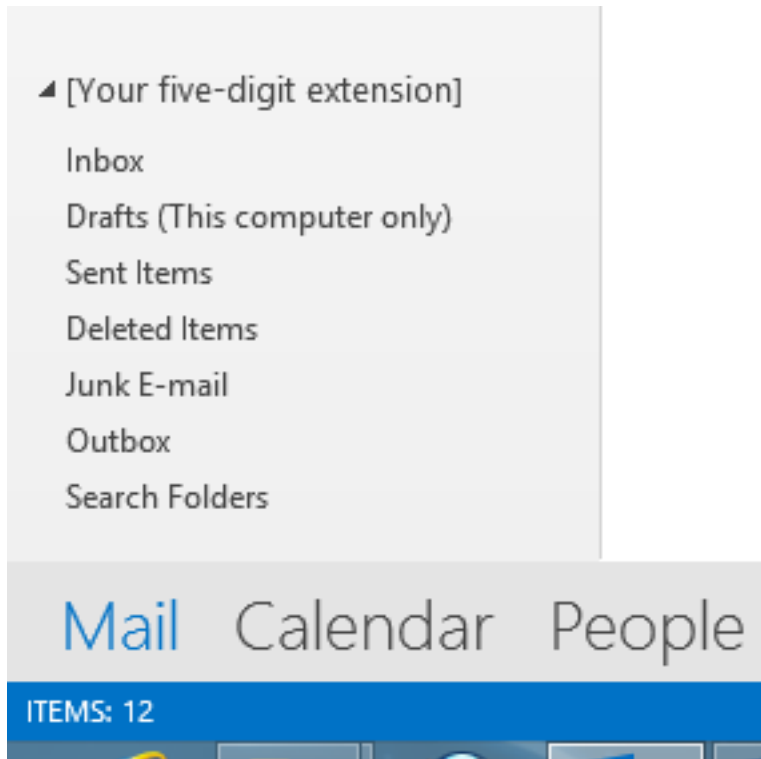
The screenshot shows a window titled "Add Account" with a close button in the top right corner. Below the title bar is a header section for "POP and IMAP Account Settings" with the instruction "Enter the mail server settings for your account." and a mouse cursor icon. The main content area is divided into sections: "User Information" with fields for "Your Name" (containing "Your name") and "Email Address" (containing "[Your five-digit extension]@voicemail.uc.vt.edu"); "Server Information" with a dropdown for "Account Type" (set to "IMAP"), and text boxes for "Incoming mail server" (containing "voicemail.uc.vt.edu") and "Outgoing mail server (SMTP)" (containing "smtp.vt.edu"); and "Logon Information" with fields for "User Name" (containing "Your five-digit extension") and "Password" (containing "*****"). There are also checkboxes for "Remember password" (checked) and "Require logon using Secure Password Authentication (SPA)" (unchecked). A "More Settings ..." button is located at the bottom right of the form area. At the very bottom of the window are three buttons: "< Back", "Next >", and "Cancel".

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



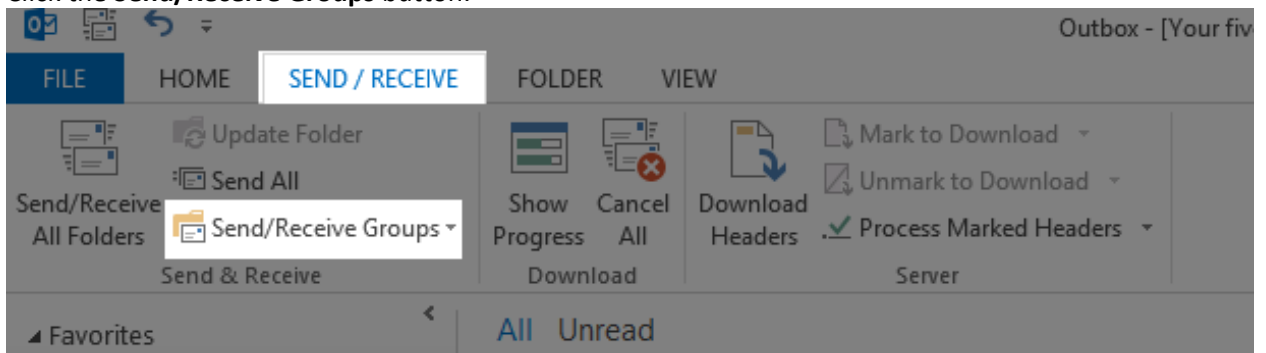
10. Verify that the **Incoming server (IMAP)** port is **993**.
11. Click **OK**.
12. Click **Next**.
13. Outlook will test your settings. When it is finished, click the **Close** button.
14. Click the **Finish** button.

15. You should see a new email account in the left column of your Outlook window.

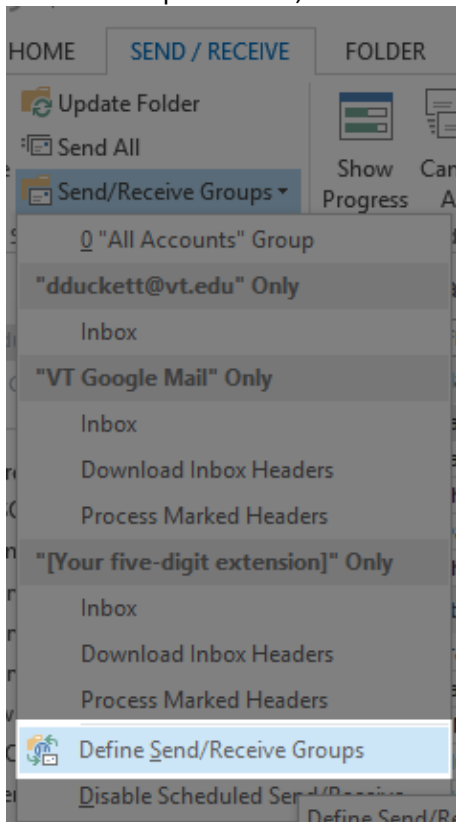


16. From the ribbon, select the **Send/Receive** tab.

17. Click the **Send/Receive Groups** button.

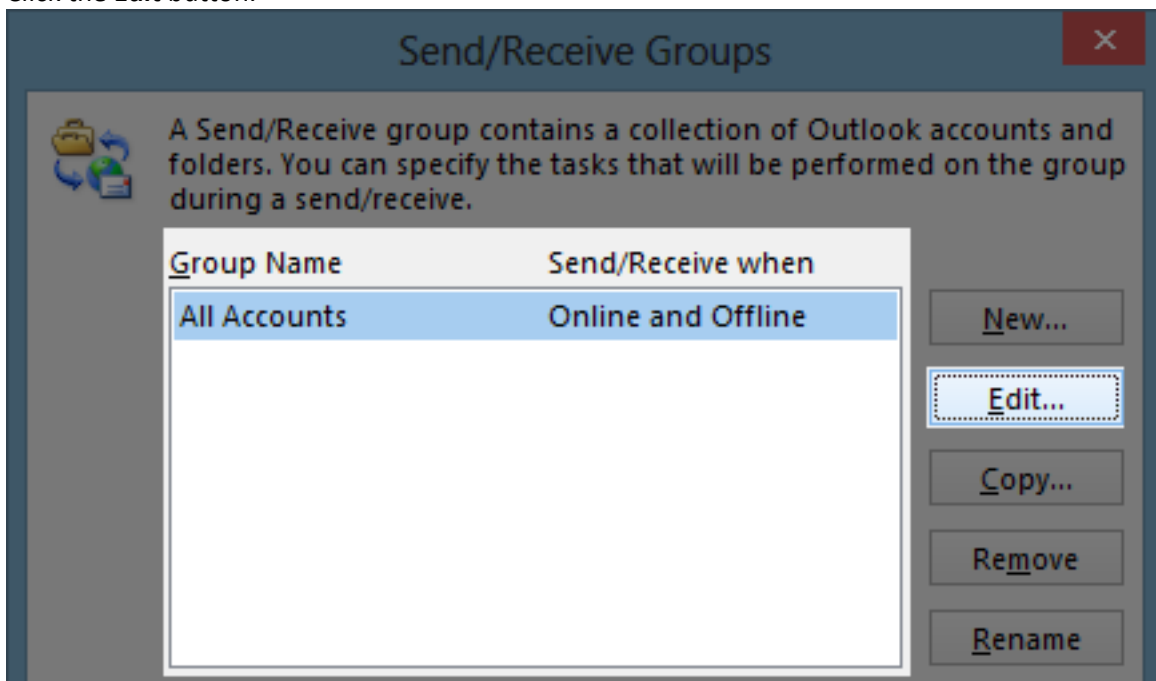


18. From the drop-down list, select **Define Send/Receive Groups**.

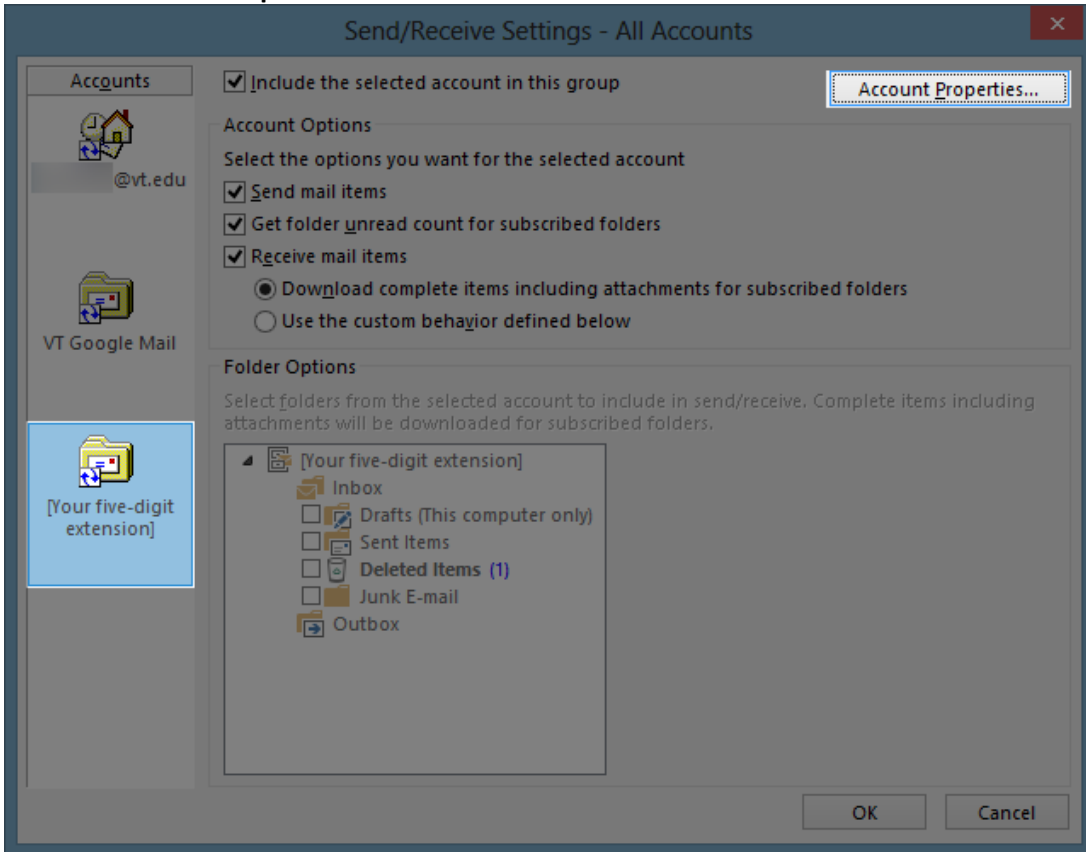


19. From the Group Name list, verify that the **All Accounts** group is highlighted.

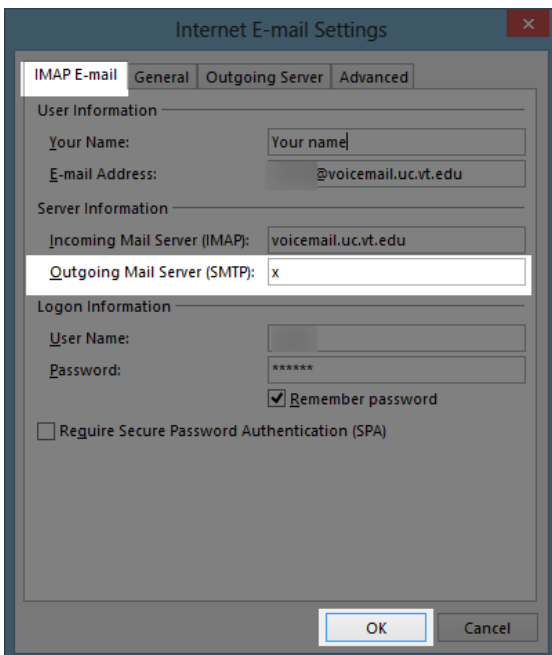
20. Click the **Edit** button.



21. From the left pane, select the account for your five-digit extension.
22. Click the **Account Properties** button.



23. Select the **IMAP E-mail** tab.
24. In the **Outgoing Mail Server (SMTP)** text box, clear "smtp.vt.edu" and replace it with "x" as shown in the screenshot below.



25. Click **OK**.
26. Click **OK**.
27. Click **Close**.
28. To confirm that you set up the email account correctly, simply 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.

