

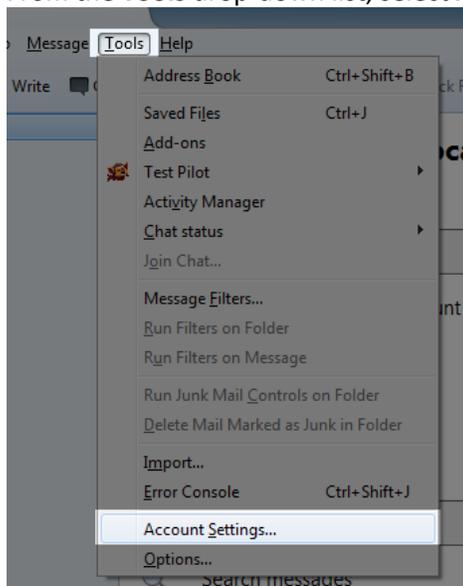
Setting up a Voicemail Email Account in Thunderbird 15



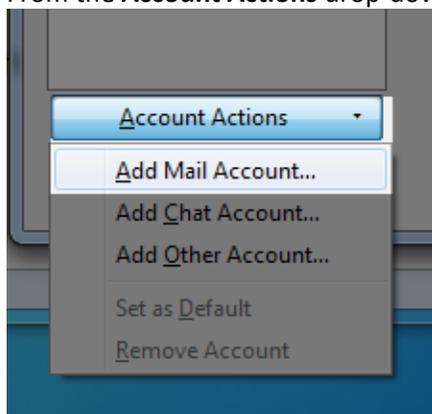
Voicemail passwords expire yearly and are reset from your Avaya phone. When resetting/changing this password, turn off ALL devices (including mobile phones) that connect to your Unified Messaging voicemail account or ensure all email clients are not running (e.g., Outlook, Android Mail, iOS Mail, Mac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

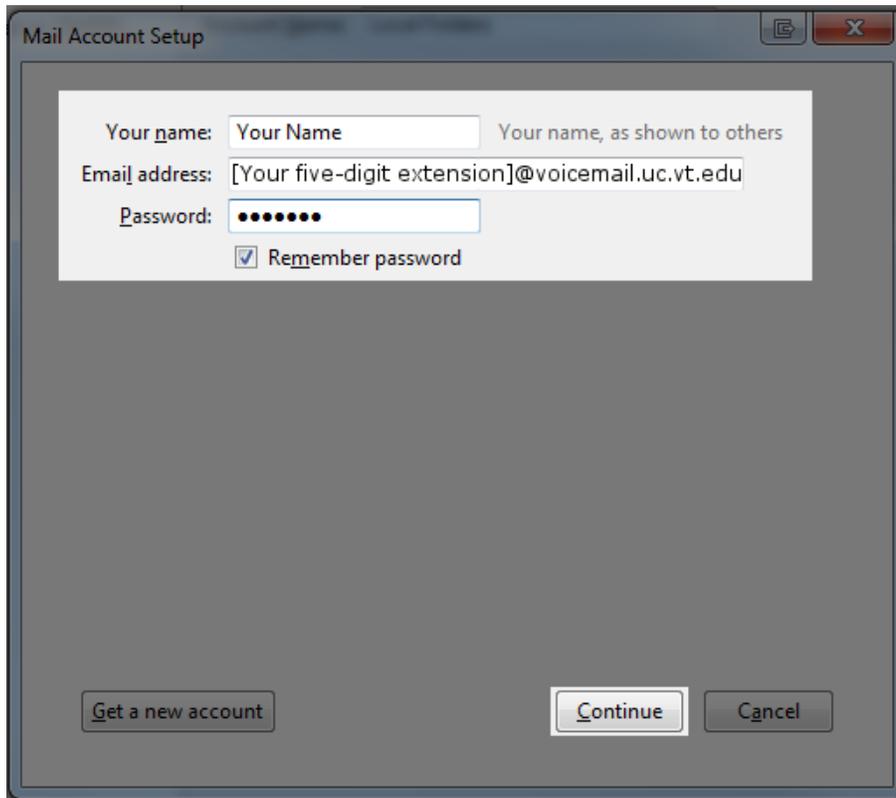
1. Set up voicemail on your phone and ensure that you set your voicemail password so that it's different from the default password used to set up voicemail the first time.
2. Start Mozilla Thunderbird.
3. From the **Tools** drop-down list, select **Account Settings**.



4. From the **Account Actions** drop-down list, select **Add Mail Account**.



5. Fill out the information for your email account:
 - a. In the **Your 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 12345@voicemail.uc.vt.edu.
 - c. In the **Password** text box, type the password you created when you set up your voicemail password.
 - d. Click the **Continue** button.

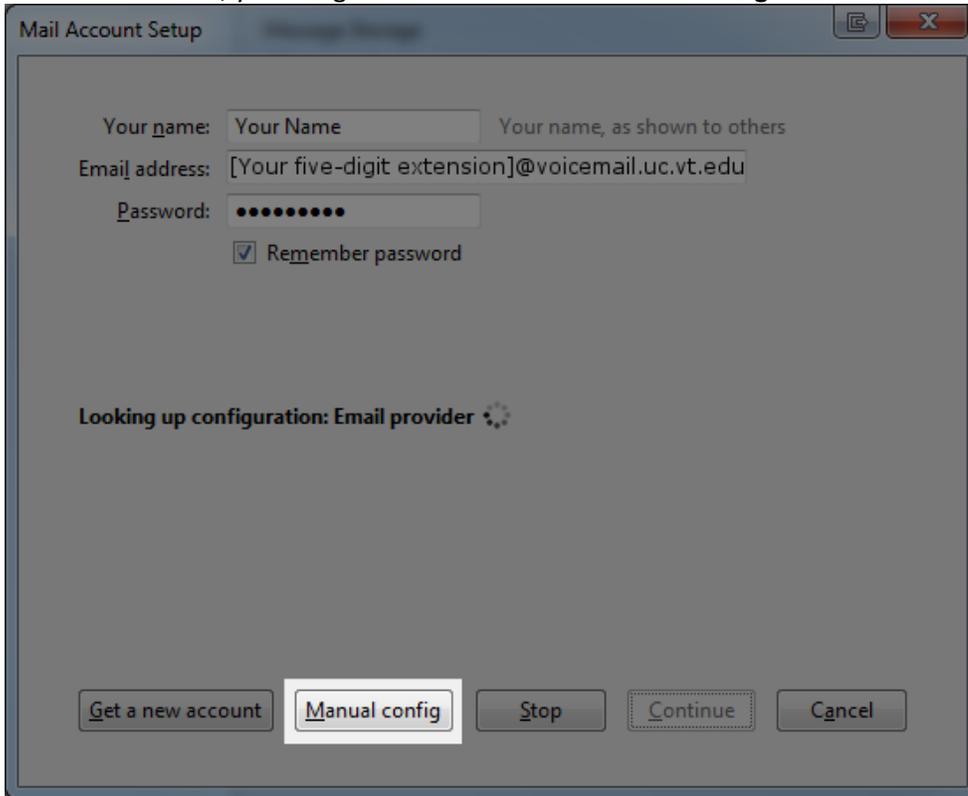


The image shows a screenshot of a "Mail Account Setup" dialog box. The dialog has a title bar with a close button (X) and a help icon. The main content area contains the following fields and options:

- Your name:** A text box containing "Your Name" with a placeholder "Your name, as shown to others" to its right.
- Email address:** A text box containing "[Your five-digit extension]@voicemail.uc.vt.edu".
- Password:** A text box containing seven black dots.
- Remember password**

At the bottom of the dialog, there are three buttons: "Get a new account", "Continue", and "Cancel".

6. At the next screen, you will get an error. Click the **Manual config** button.



7. Manually configure your voicemail email account:
 - a. From the **Incoming** drop-down list, verify that **IMAP** is selected.
 - b. In the **Incoming Server hostname** text box, type **voicemail.uc.vt.edu**
 - c. From the **Incoming Port** drop-down list, select **993**.
 - d. From the **Incoming SSL** drop-down list, verify that **SSL/TLS** is selected.
 - e. From the **Incoming Authentication** drop-down list, select **Normal password**.
 - f. In the **Outgoing Server hostname** text box, type **smtp.vt.edu**
 - g. From the **Outgoing Port** drop-down list, select **25**.
 - h. From the **Outgoing SSL** drop-down list, select **None**.
 - i. From the **Outgoing Authentication** drop-down list, select **Normal password**.

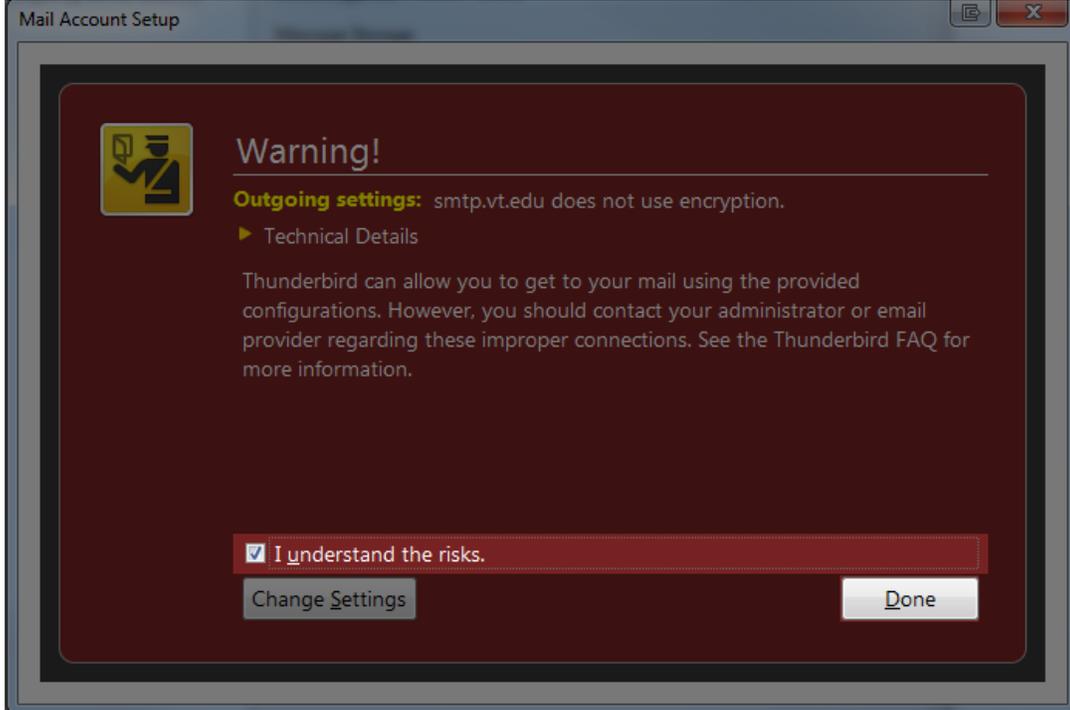
The screenshot shows a 'Mail Account Setup' dialog box. At the top, there are fields for 'Your name' (with a placeholder 'Your name') and 'Email address' (with a placeholder '[Your five-digit extension]@voicemail.uc.vt.edu'). Below these is a 'Password' field with masked characters and a checked 'Remember password' checkbox. A section titled 'The following settings were found by probing the given server' contains a table of settings:

	Server hostname	Port	SSL	Authentication
Incoming:	voicemail.uc.vt.edu	993	SSL/TLS	Normal password
Outgoing: SMTP	smtp.vt.edu	25	None	Normal password
Username:	Your five-digit extension			

At the bottom of the dialog, there are buttons for 'Get a new account', 'Advanced config', 'Re-test', 'Done', and 'Cancel'.

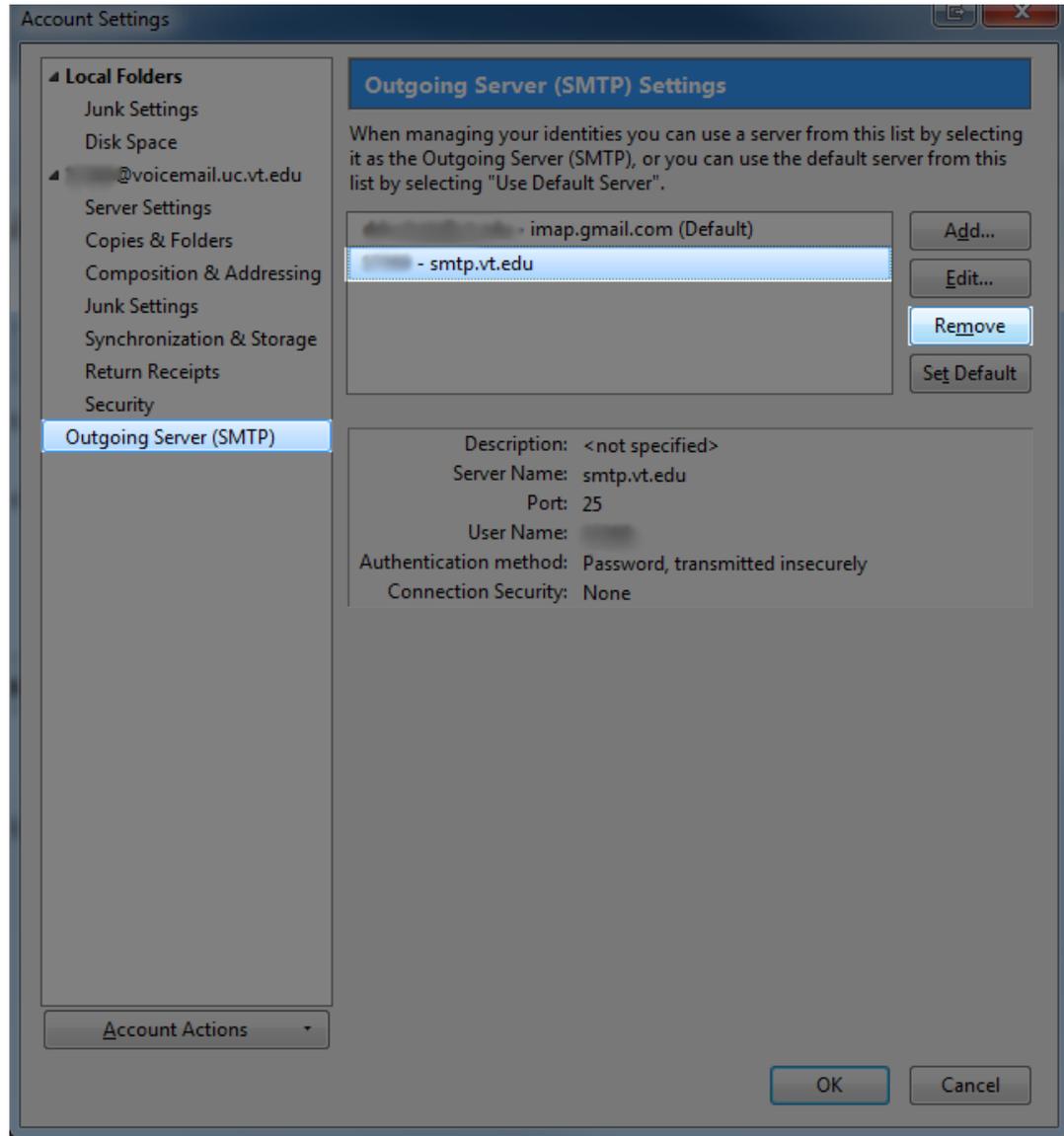
8. Once you have input the settings, click the **Done** button.

9. You will be prompted by a warning. Place a check in the **I understand the risks** check box and click the **Done** button.

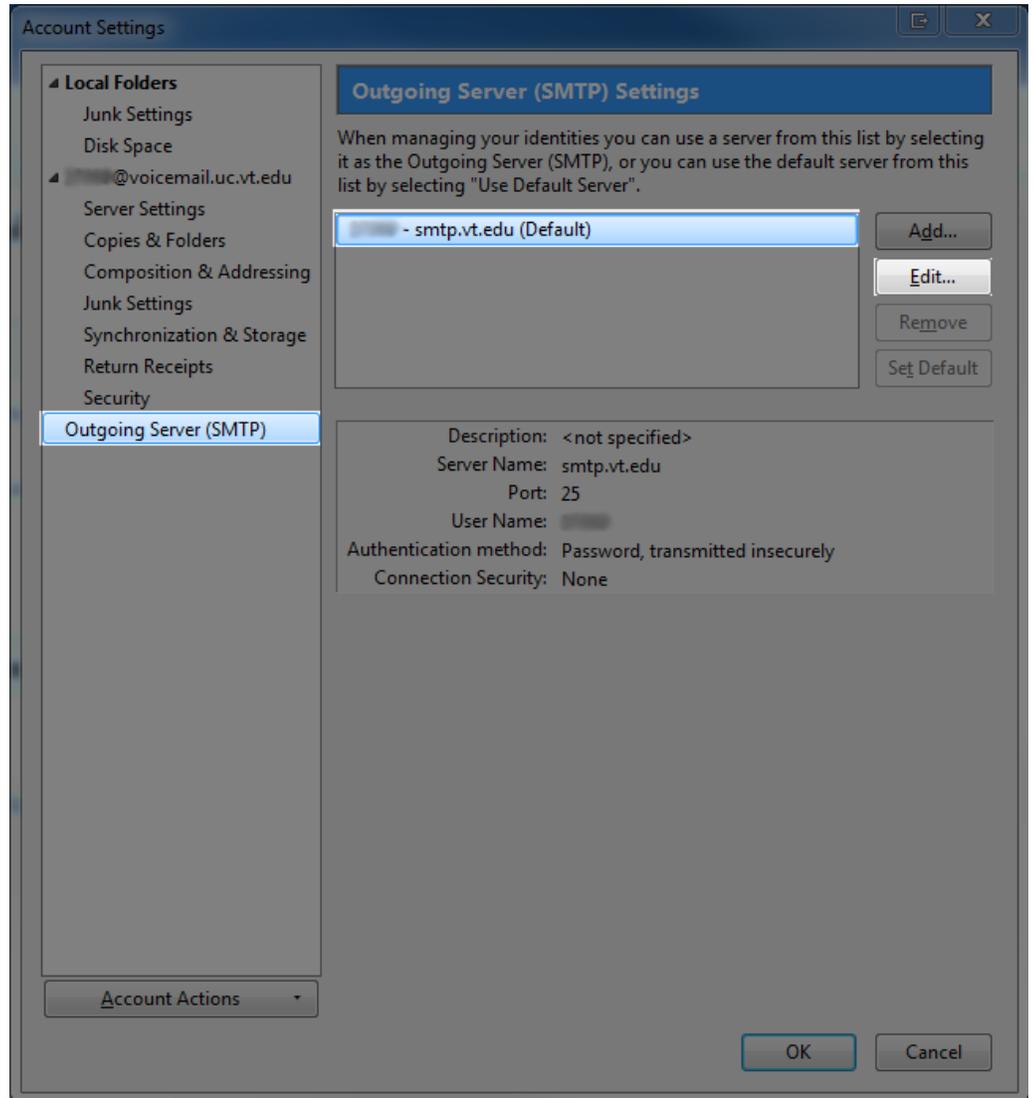


10. Click **OK**.

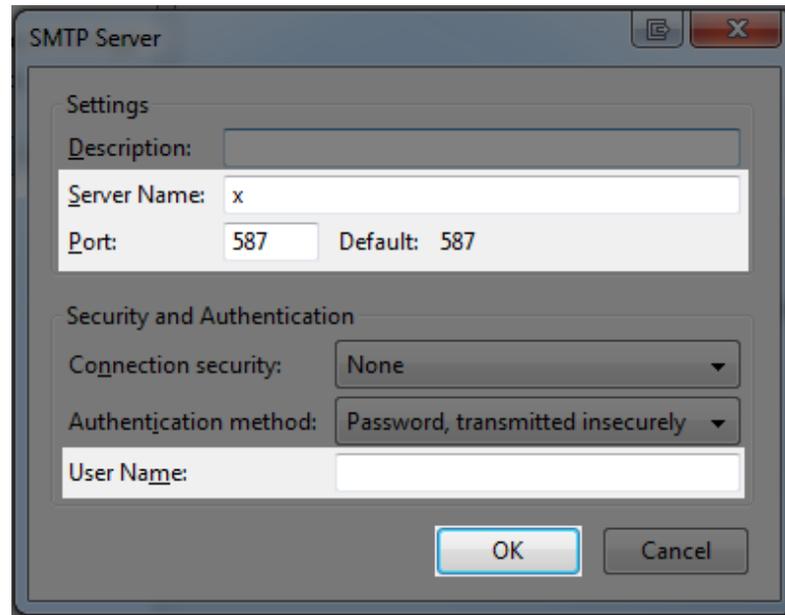
11. Remove or alter the settings for the recently created outgoing server:
 - a. In the left column, select **Outgoing Server (SMTP)**.
 - b. Remove or edit the smtp.vt.edu account depending on if it is your default SMTP server:
 - If the smtp.vt.edu server is not the default:
 1. Select the smtp.vt.edu server for your phone extension from the list.
 2. Click the **Remove** button.



- If the SMTP server is the default server:
 1. Select the smtp.vt.edu server for your phone extension from the list.
 2. Click the **Edit** button.



3. In the **Server Name** text box, type **x**
4. Clear the **User Name** text box.
5. Click **OK**.



12. Click **OK**.
13. You should now see a new email account in the left column of your Thunderbird window. To confirm that you have set up the new 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.

