

Setting up a Voicemail Email Account in VT Google Apps Mail



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.

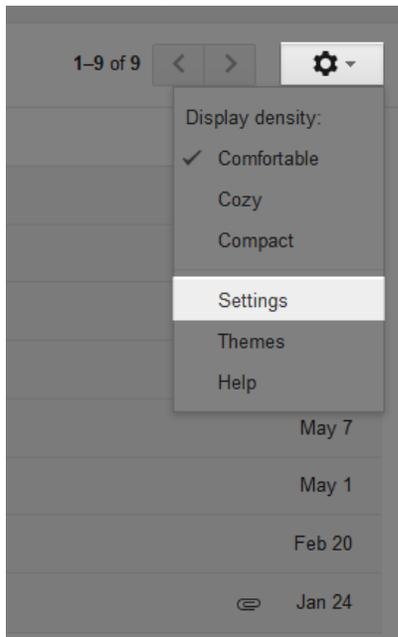
Email clients left running while changing your voicemail password will use the former, incorrect password, causing you to be locked out of your voicemail. If this happens, call 1-6780 to unlock your account.

Notes:

- The message waiting light on your Avaya phone will switch off when your voicemail email is retrieved using a POP client (such as VT Google Apps Mail). This means that, unlike connecting using an IMAP client, the phone's indicator light will be less reliable for determining if you have a new voicemail because the voicemails will be automatically retrieved off the server and marked "read". This affects you in that, when you check your voicemail using your phone, all messages downloaded to VT Google Apps will already be read (though you can listen to them again).
- Be aware that your voicemail email account will be checked at a frequency based on how many voicemail emails were last fetched; in other words, if no one has left you a voicemail in a while, then the account will be checked less frequently, and therefore it will take longer to get any new voicemails through your email. However, you can [force VT Google Apps to manually check an account](#) for email.

1. If you have not done so already, 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. Log in to your [VT Google Apps Mail](#) account.
3. In the top-right corner, click the **Gear** icon.

4. From the drop-down list, select **Settings**.



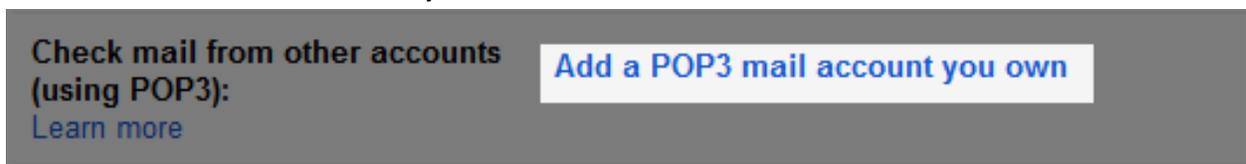
5. Select the **Accounts and Import** tab.

Settings

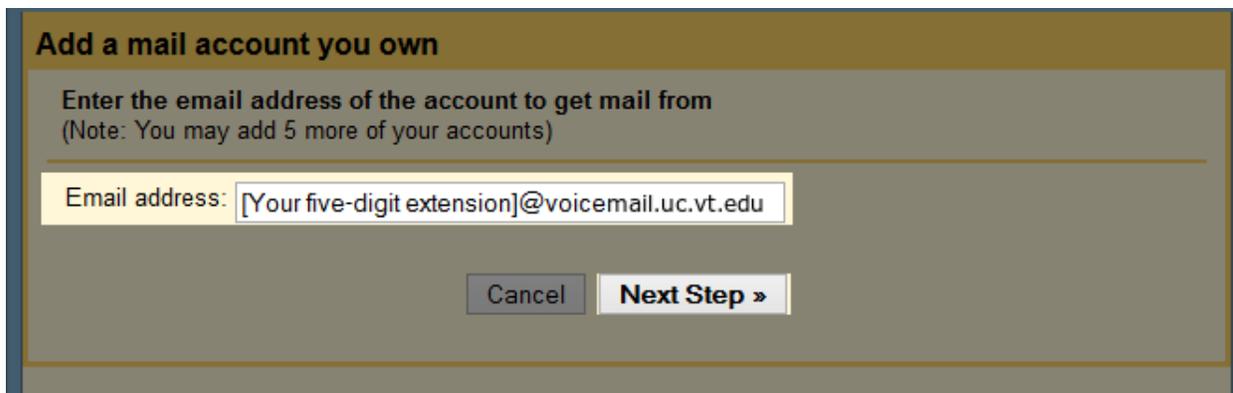
General Labels Inbox **Accounts and Import** Filters Forwarding and POP/IMAP Chat Labs Offline Themes

Change account settings:	Google Account settings Change your password and security options, and access other Google services.
Import mail and contacts: Learn more	Import from Yahoo!, Hotmail, AOL, or other webmail or POP3 accounts. Import mail and contacts
Send mail as: <small>(Use Virginia Tech Mail to send from your other email addresses)</small> Learn more	<input type="text"/> edit info Add another email address you own
Check mail from other accounts (using POP3): Learn more	Add a POP3 mail account you own
Grant access to your account: <small>(Allow others to read and send mail on your behalf)</small> Learn more	Add another account <input checked="" type="radio"/> Mark conversation as read when opened by others <input type="radio"/> Leave conversation unread when opened by others

6. Click the **Add a POP3 mail account you own** link.



7. 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. When done, click the **Next Step** button.



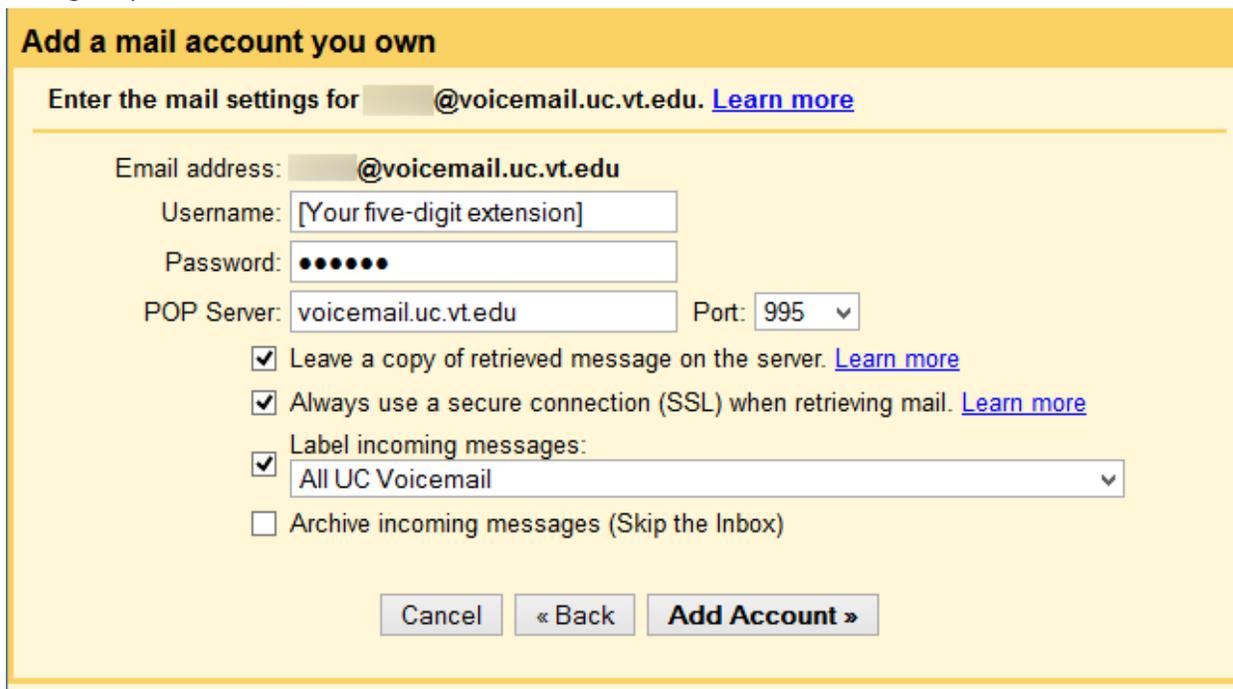
Add a mail account you own

Enter the email address of the account to get mail from
(Note: You may add 5 more of your accounts)

Email address: [Your five-digit extension]@voicemail.uc.vt.edu

Cancel Next Step »

8. Configure your voicemail email account:



Add a mail account you own

Enter the mail settings for [redacted]@voicemail.uc.vt.edu. [Learn more](#)

Email address: [redacted]@voicemail.uc.vt.edu

Username: [Your five-digit extension]

Password: ●●●●●●

POP Server: voicemail.uc.vt.edu Port: 995 ▾

Leave a copy of retrieved message on the server. [Learn more](#)

Always use a secure connection (SSL) when retrieving mail. [Learn more](#)

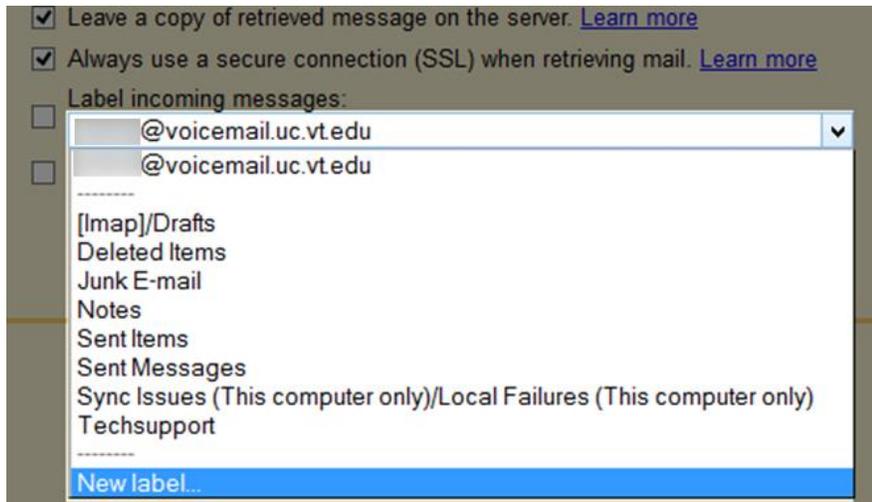
Label incoming messages:
All UC Voicemail ▾

Archive incoming messages (Skip the Inbox)

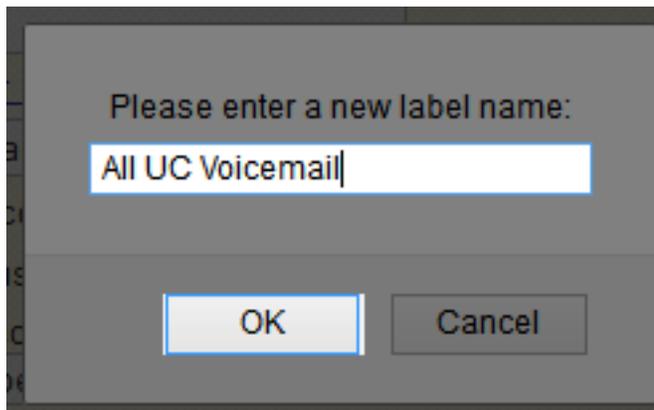
Cancel « Back Add Account »

- a. In the **Username** text box, type your five-digit phone extension if it's not already there. An example username would be 12345.
- b. In the **Password** text box, type the password you created when you set up your voicemail password.
- c. Clear the **POP Server** text box.
- d. In the **POP Server** text box, type: **voicemail.uc.vt.edu**
- e. From the **Port** drop-down list, select **995**.
- f. Place a check in the **Leave a copy of retrieved message on the server** check box.
- g. Place a check in the **Always use a secure connection (SSL) when retrieving mail** check box.

- h. From the **Label incoming messages** drop-down list, select **New label...**



- i. In the **Please enter a new label name** text box, type: **All UC Voicemail**



- j. Click **OK**.
- k. Verify that the **Label incoming messages** check box is selected and that the drop-down list has UC Voicemail selected.

9. Click the **Add Account** button.

Add a mail account you own

Enter the mail settings for [redacted]@voicemail.uc.vt.edu. [Learn more](#)

Email address: [redacted]@voicemail.uc.vt.edu

Username: [Your five-digit extension]

Password: ●●●●●●

POP Server: voicemail.uc.vt.edu Port: 995 ▾

Leave a copy of retrieved message on the server. [Learn more](#)

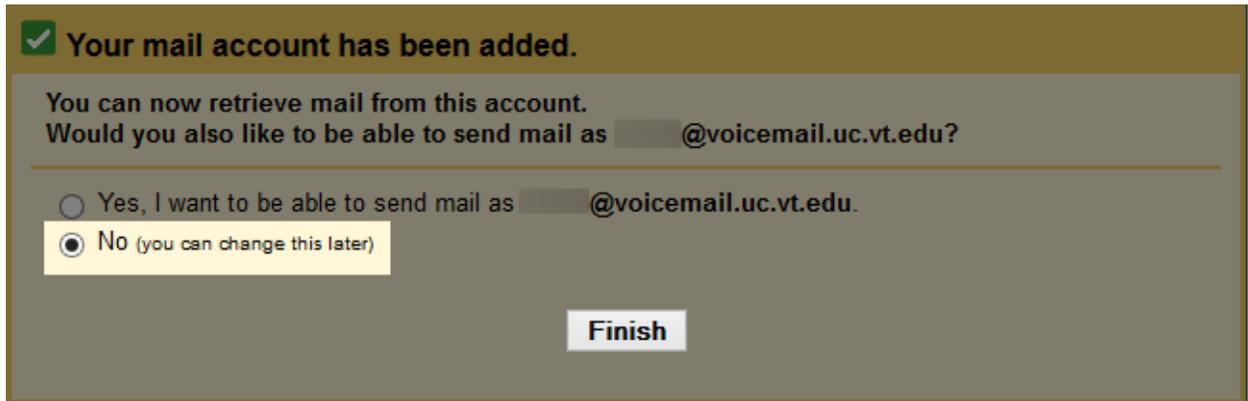
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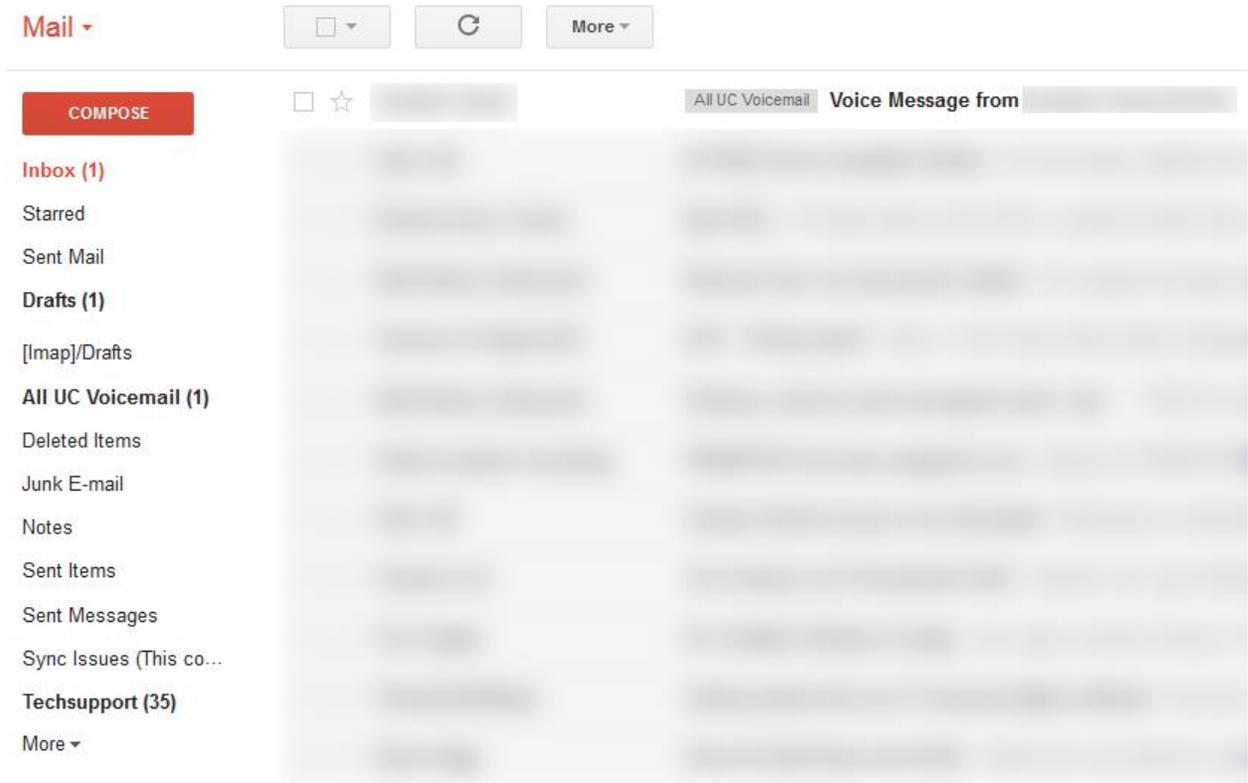
Note: If you encounter any errors when adding the account, then some settings will revert to their default configuration. If this happens, be sure to review the configuration settings again.

- At the **Would you also like to be able to send mail as [Your five-digit extension]@voicemail.uc.vt.edu** prompt, select the **No** radio button.



- Click the **Finish** button.
- Any voicemail email messages will now go to the UC Voicemail label and also appear in your VT Google Apps Mail Inbox.

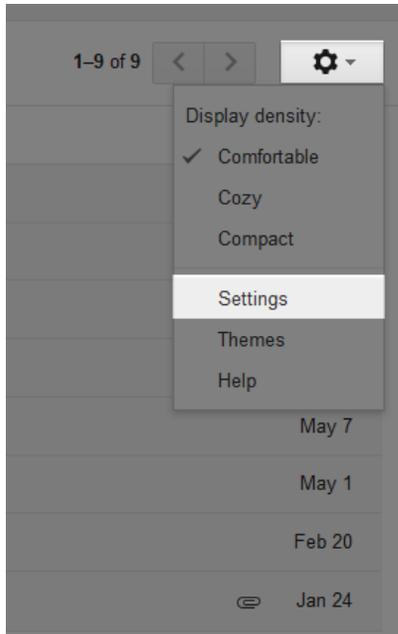
Note: The All UC Voicemail label may not appear until you refresh your browser window.



Force Checking your POP3 Voicemail Message Account for New Voicemails

As mentioned earlier, if you haven't received voicemails in a while, then VT Google Apps will check for new voicemails less frequently. If you want to ensure that you have downloaded all voicemails to VT Google Apps Mail, then you can force VT Google Apps Mail to check for new mail using the directions below.

1. Log in to your [VT Google Apps Mail](#) account.
2. In the top-right corner, click the **Gear** icon.
3. From the drop-down list, select **Settings**.



4. Select the **Accounts** tab.
5. Next to your added POP3 voicemail account, click the **Check mail now** link.

