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**.

![Manual setup or additional server types](image1)

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

![POP or IMAP](image2)
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.
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.

![Account Properties](image)

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.