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.
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**.

![Mail Account Setup](image)

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.

![Warning](image.png)

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.