

# Voice mail IMAP connection - Mac Mail

**Please note:** If you are setting up voice mail IMAP connection off-campus, please connect to Concordia's network via **VPN** client first.

#### Introduction

This is a basic how-to manual provided by Voice Services on using the IMAP protocol to retrieve voice mail messages using the Mac Mail and is intended for users of the Apple Mac computer platform.

For additional assistant with setting up IMAP in Mac Mail, please contact the **IITS Helpline** at <u>help@concordia.ca</u> or extension **7613**.

## **Appearance and general information**

When using the Internet Message Access Protocol (IMAP) service, voice mail will appear as a sound file attached to an email message, but in a separate IMAP folder in your email client. The red light indicator on your phone will indicate a new voice-mail message in your IMAP. If you delete a voice-mail message from your IMAP folder, the message will also be deleted from the voice mail on your telephone. You can still access the *new* voice mail from your **telephone** once you install the IMAP service. Using the telephone, you will be prompted to enter your **PIN**. The **PIN** is your voice mail password. You can access your voice mail entirely through your telephone if you so choose.

## Configuration

1. On your Mac, open System Preferences.





2. Click Internet Accounts.

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•••	< >		System P	references		QSearch	
File		00.00	20		Ó	Q	•
General	Desktop & Screen Saver	Dock	Mission Control	Language & Region	Security & Privacy	Spotlight	Notifications
	$\bigcirc$						
Displays	Energy Saver	Keyboard	Mouse	Trackpad	Printers & Scanners	Sound	Startup Disk
	@	-	69		*	5	*
iCloud	Internet Accounts	Wallet & Apple Pay	Software Update	Network	Bluetooth	Extensions	Sharing

3. Click Add Other Account...

System Preferences Edi	t view	window	нер		
	Inte	rnet Accou	ints	QSearch	
Internet Accounts sets up y other apps.	our account	ts to use w	ith Mail, C	ontacts, Calendar, Messages, and	
iCloud iCloud Drive and 12 more iCloud Drive and 12 more			<u> </u>	Cloud	
<b>V C C C C</b>	E 🛛 Exchange				
	Google				
			YA	HOO!	
			A	Nol.	
			Add Oth	er Account	
				?	

4. Select Add a Mail account.



System Preferences	Edit Vie	ew Window	Help			
• • • • • •		Internet Acco	unts	Q Search		
Internet Accounts sets up your accounts to use with Mail, Contacts, Calendar, Messages, and other apps.						
iCloud iCloud Drive and 12 more			IAHOO!			
e i e i e @icloud.com			Aol.			
			@ Mail account			
		l	CalDAV accour	nt		
			CardDAV accou	int		
			LDAP account	t		
+ -		5	Game Center acc	ount	?	

5. Complete the full name, email address and password fields, and click on Sign In.

Full Name First and Last name	
Email Address	netname@unity.concordia.ca
	(netname is your MyConcordia portal netname)
Password	MyConcordia portal password

	IIII Internet Accounts	s Q Search
Internet Ac other apps iCloud	Add a Mail account To get started, fill out the following informati	Messages, and
iCloud Drive a	Name: John Doe	
<b>•</b>	Email Address: netname@unity.cond	cordia.ca
	Password: Required	
	Cancel Back	Sign In
		CardDAV account
		LDAP account
	C C	Same Center account

6. On the new window, enter the Incoming Mail Server (**unity.concordia.ca**) and Outgoing Mail Server (**smtp.concordia.ca**) and click **Sign In**.



0 < >		nternet Accounts	Q Search
Internet Ac other apps	Email Address:	netnam@unity.concordia.ca	Messages, and
iCloud	User Name:	Automatic	
<b>)</b>	Password:	•••••	
	Account Type:	IMAP	0
	Incoming Mail Server:	unity.concordia.ca	
	Outgoing Mail Server:	smtp.concordia.ca	
	Cancel	Unable to verify account name or passwo Back Sign In	rd.
		LDAP account	t
		Same Center acc	ount 🤉

7. You may receive the following certificate warning, click 'Continue'.

$\cap$	Internet Accou server "smtp.o	unts (System Prefere concordia.ca".	nces) can't verify the	identity of the
	The certificate for pretending to be risk. Would you l	for this server is invalid. e "smtp.concordia.ca" w like to connect to the se	You might be connecting hich could put your conf rver anyway?	to a server that is idential information at
👩 clyde	.concordia.ca			
		0		
Certifica Sundard	clyde.concor Issued by: Globa Expired: Friday, Concord	rdia.ca alSign Organization Valio August 7, 2020 at 11:31: ordia.ca" certificate is no	dation CA - SHA256 - G2 09 AM GMT-04:00 t trusted	2
▶ Trust ▶ Deta	ils			
?	Hide Certifi	icate	Can	cel Continue
		<b>(</b>	Game Center a	ccount



8. Select the apps you want to use with this account. Choose Mail and click Done.



9. Setup Description and Connection Port

Open Mac Mail and Click on Preferences, choose the voicemail account you just added.



a) Change the Description (Optional)

Your voice mails will be placed in a separate folder in your Mac Mail. By default, the folder will be named 'unity.concordia.ca'. You can change it to an easy to identify name, i.e. Voicemail.

To change the description, click on **Account Information** tab, and make the change here.



🗯 Mail File E	dit View Mailbox	Message Format	Window Help	
		000		FortiClient -
		F	ortiClient V	'PN
င့်သို့ General Accounts	Acco Aa Junk Mail Fonts & Colors	s Viewing Composing	xJn. Signatures Rules	ditional features and receive tech
iCloud IMAP voicemail IMAP	Account Informati	ion Mailbox Behaviors	Server Settings	
	Descri Email Ado	ption: voicemail dress: John Doe <	@unity.conco 😏	
	Download Attachm	nents: Recent	0	_

b) Setup SSL connection.

Click on Server Settings tab and untick '*Automatically manage connection settings*". Tick the Use TLS/SSL box and change the Port to <u>993</u>.





If you change the description to **voicemail** at Step 9(a), when you open Mac Mail, you will find your voice mails from Inbox -> <u>voicemail</u> folder.

iCloud Drive a	ind 12 more	@ Mail	
voicemail Mail	-		
💽 '' ' @icloud.com		Email Address: vwfeng@unitv.concordia.ca	_
		Description: voicemail	
		Name: John Doe	
		Password:	
		Use With: 🕢 💽 Mail	
		Notes	
• • •		Inbox — voi	cei
		Inbox — voi	o
Mailboxe	Inbox - voicemail ∽ Ser	Inbox — voi IIII III Move t	o
Mailboxes	Inbox - voicemail ✓ Ser ☑ All Inbox (1)	Inbox — voi III I A A P P I Move t ant ate ~ (5)	o

10. To listen to the voice-mail message, click on the play button in the media player, the message should play on the default Media player on your computer.

Mailboxes		Sort by Date 🗸	=	
▼ 🔂 Inbox		Cisco Unity Connection Messaging System	2020-09-04	CISCO Unity Connection Me 🖻 Inbox - voicemail September 4, 2020
Contraction of the second seco	0	Message from 5404 (5404)		
	-	Attachment: Voicemessage.wav		Message from 5404 (5404)
🖂 voicemail				To: ···· @unity.concordia.ca
A Sent		Cisco Unity Connection Messaging System Message from 5404 (5404)	2020-09-04	
👿 Junk		Attachment: VoiceMessage.wav		-0:12
Trash				



#### IMPORTANT TO NOTE:

If you mark a voicemail to **Unread** from your email client, the MWI light on your phone will be turned ON. If you delete a message from your **VOICEMAIL** folder, you also delete the voice-mail message from the phone. The two are connected.

When you are composing a new email message, make sure you have selected the correct email account. You **CANNOT** send emails from your **netname@unity.concordia.ca** email address This "address" will appear as an option in the **FROM** field. **DO NOT** use it to send out emails.