

Voice mail IMAP connection – Outlook for Mac

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 Outlook for Mac and is intended for users of the Apple Mac computer platform.

*For additional assistance with setting up IMAP in Outlook for Mac, please contact the **IITS Helpline** at help@concordia.ca or extension **7613**.*

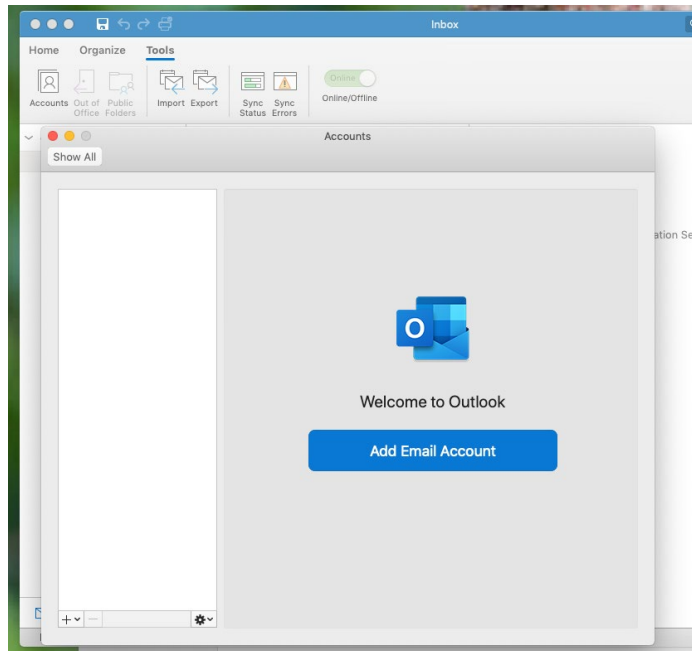
Appearance and general information

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.

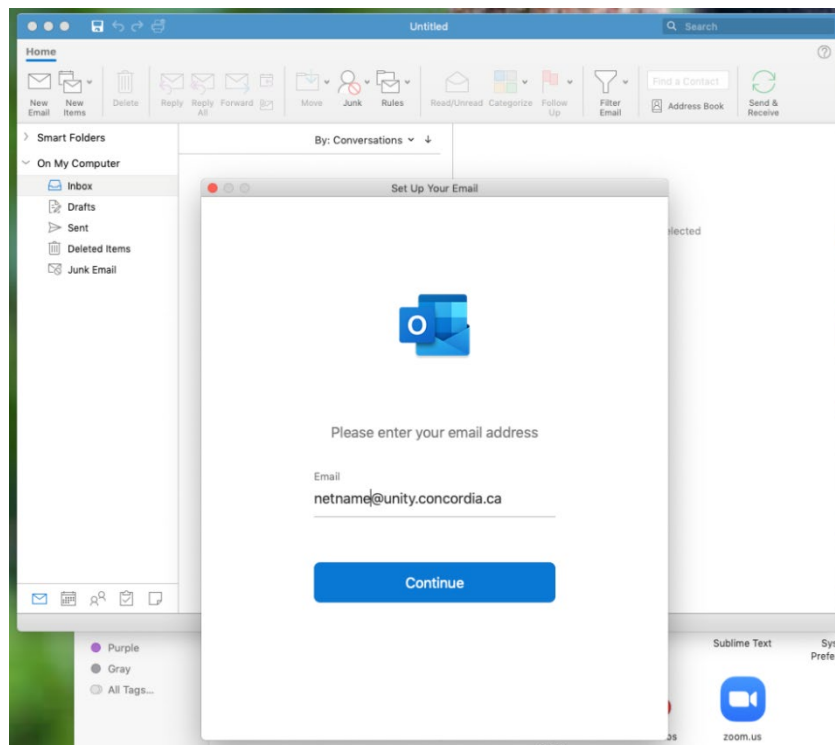
Configuration

1. Go to Outlook -> Tools -> Accounts.

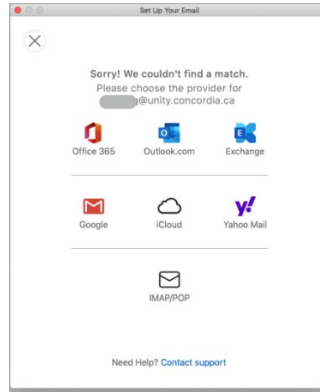
Click the plus (+) sign > **New Account**.



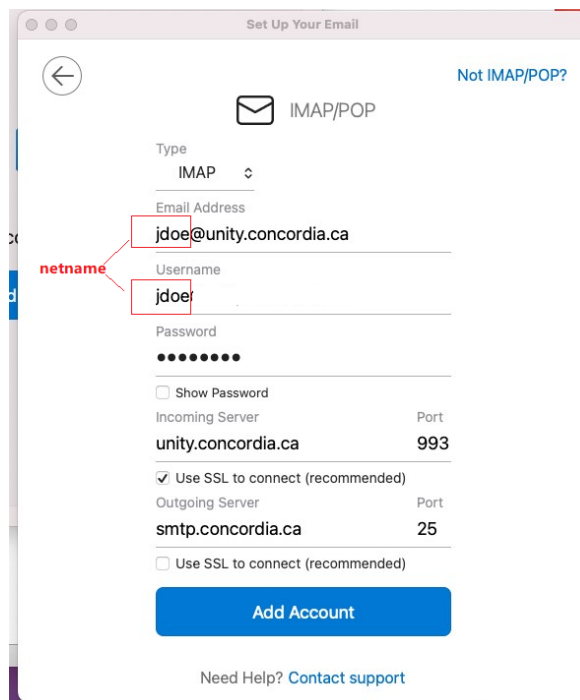
2. Click **Add Email Account**. Type in **Your Concordia Portal Netname** followed by **@unity.concordia.ca**. (i.e. `jdoe@unity.concordia.ca`)



3. Click **IMAP/POP...**

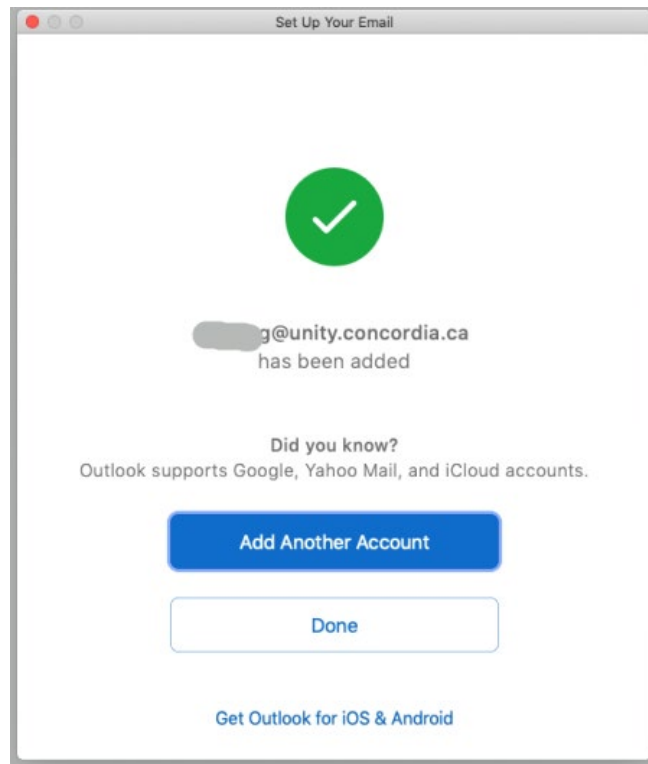


4. Select Add a **Mail** account. Enter the required information for your account (see table below for a mapping of fields), then, click “Add Account”

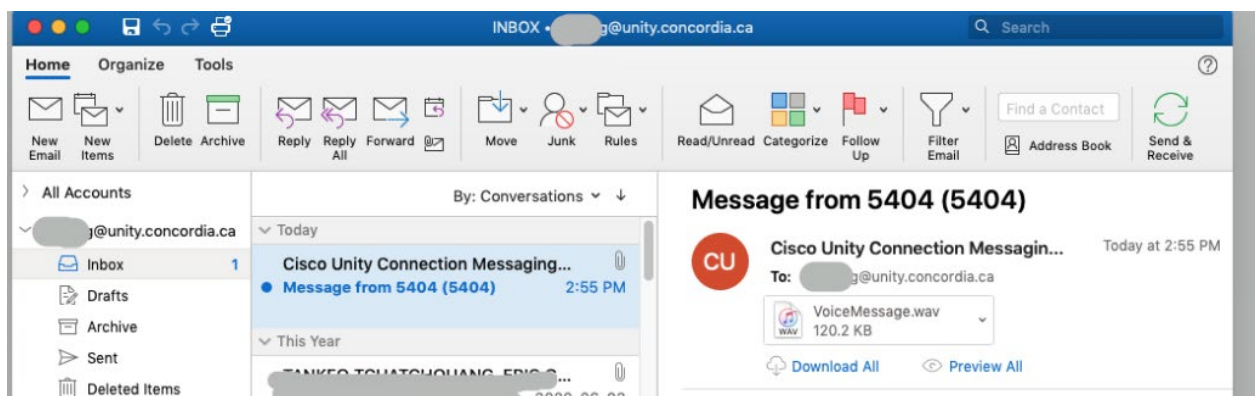


E-mail Address:	<u>netname@unity.concordia.ca</u> (netname is your MyConcordia portal netname)
Password:	MyConcordia portal password
User name:	MyConcordia portal netname
Type:	IMAP
Incoming mail server:	unity.concordia.ca
Incoming mail server (Port):	993 (tick on Use SSL to connect)
Outgoing mail server:	smtp.concordia.ca

5. Confirm that the configuration is successful by ensuring that there is a green dot beside the account name before closing the window. If there is an amber dot, check settings and password.

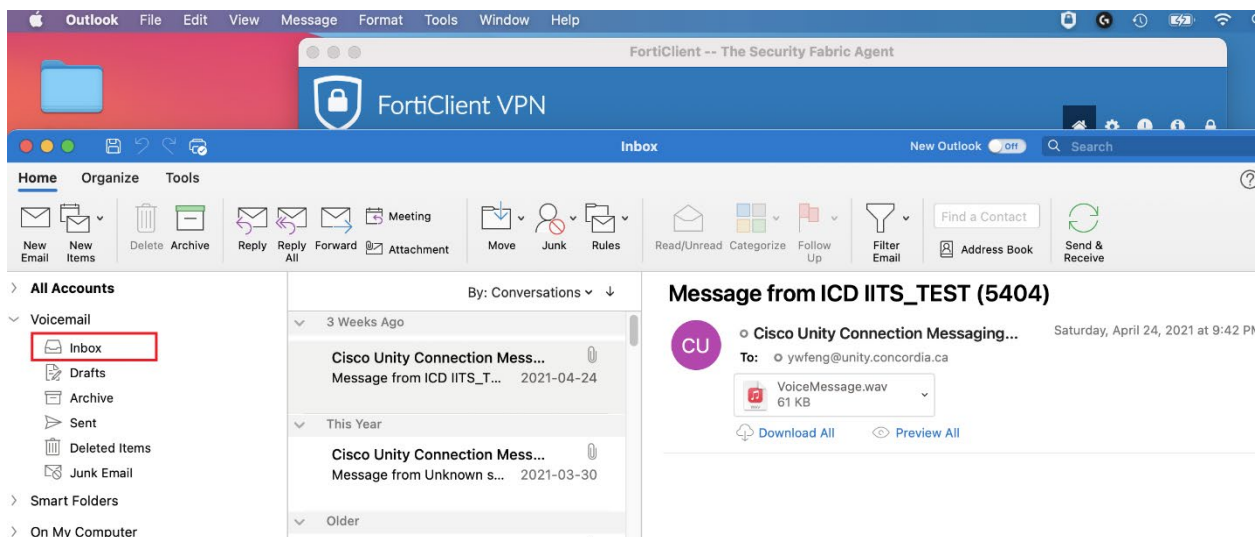
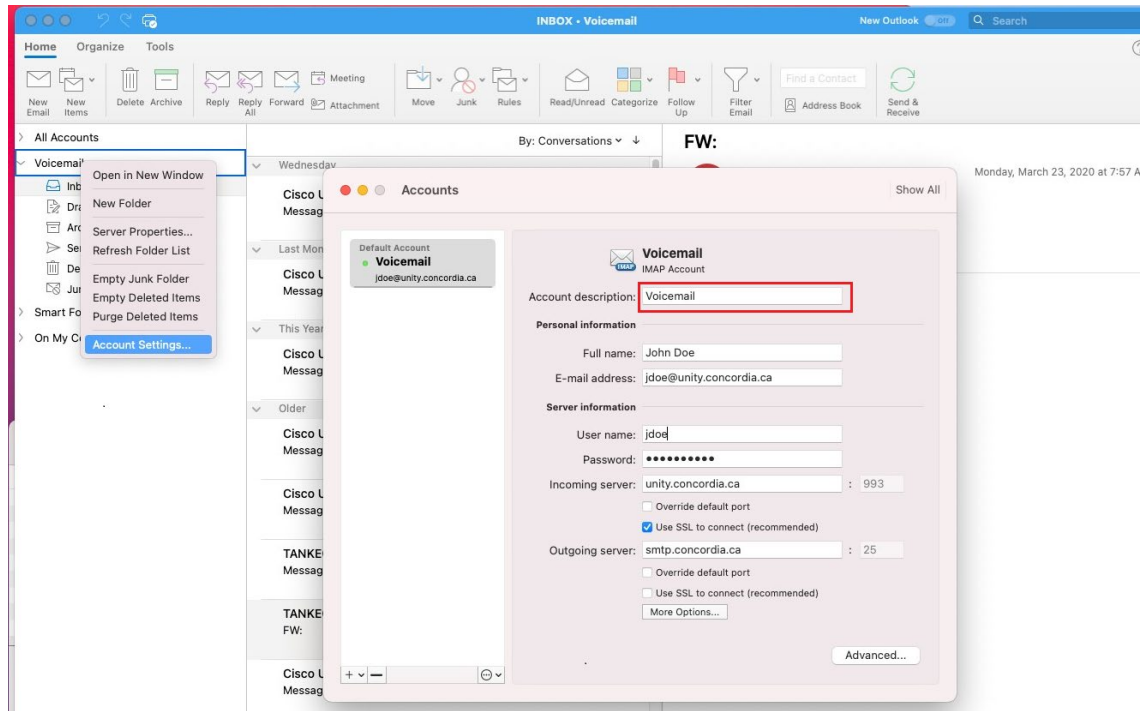


6. Click “Done” to start using IMAP for Outlook.



7. (Optional) Your voice mails will be placed in a separate folder in your Outlook. By default, the folder will be named ‘netname@unity.concordia.ca’. You can change it to an easy to identify name, i.e. Voicemail.

Right click on the voicemail account you just added and choose ‘Account Settings’. Change Account description from default value (netname@unity.concordia.ca) to Voicemail, and go back to the email Inbox, you can find all your voice mails from Voicemail folder.



8. To listen to the voice-mail message, click on the attached .wav file of each message and choose the default media player on your Mac to play it.

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.