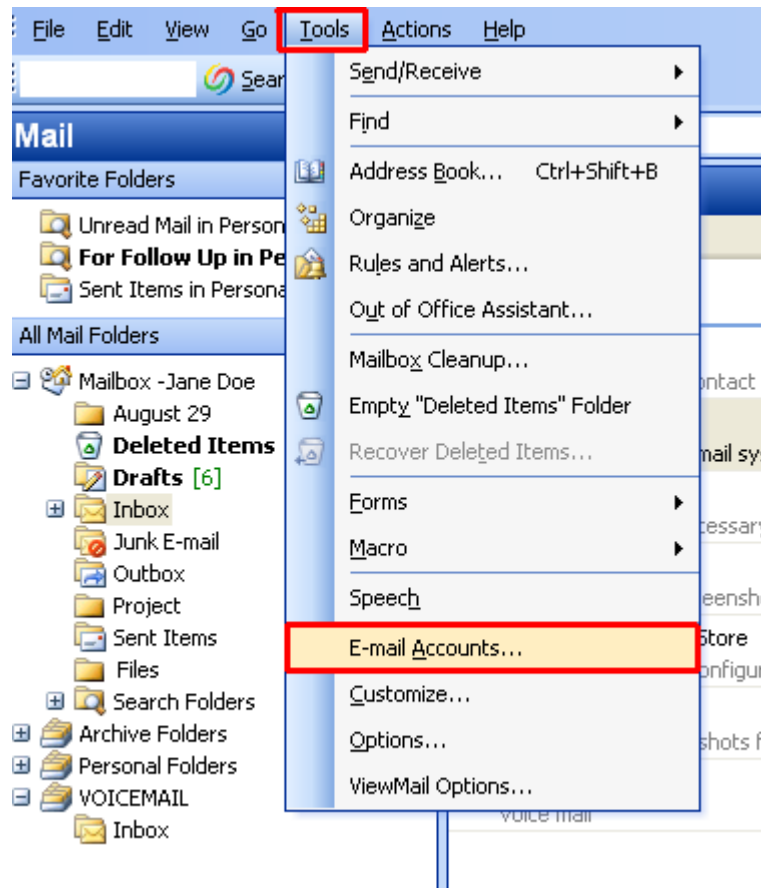


# IMAP – Outlook 2003

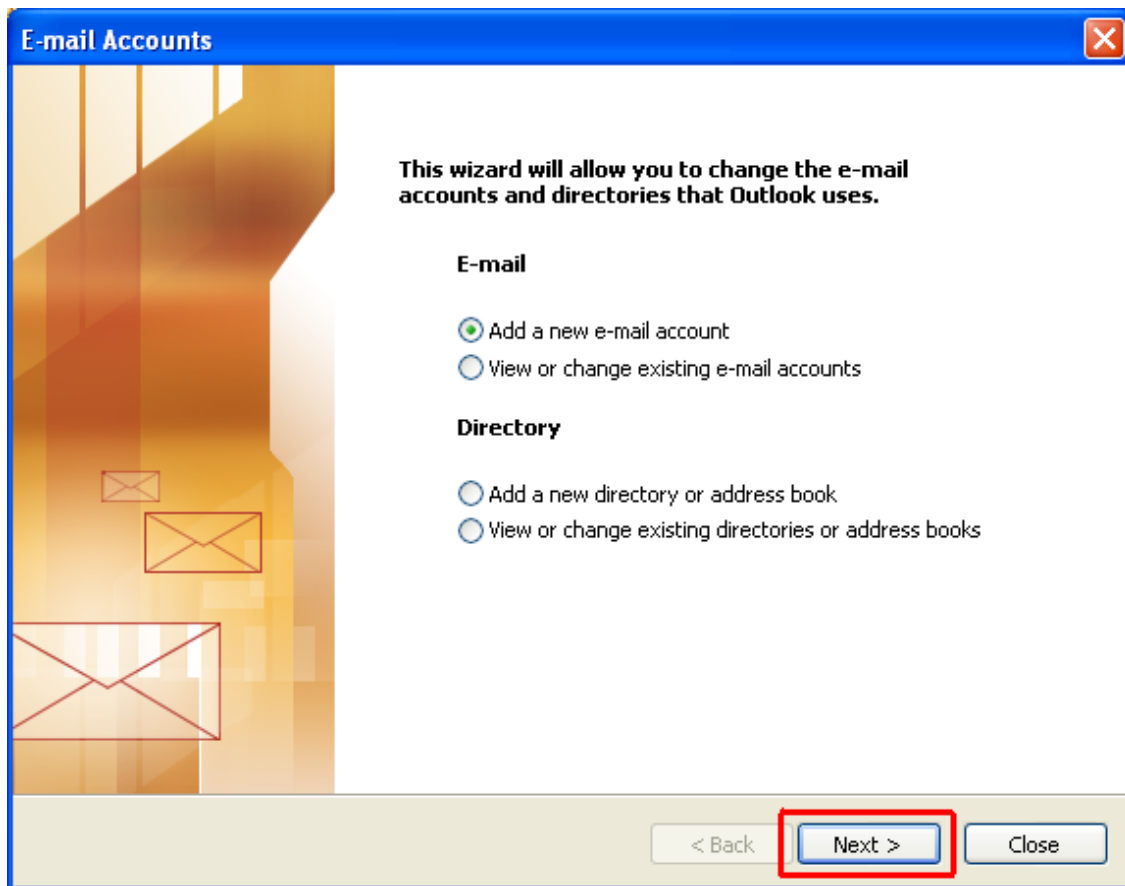
If you install the Internet Message Access Protocol IMAP service, voice-mail will appear as a sound file attached to an email message, but in a separate IMAP folder in your email client. The red light indicator on your phone will indicate a new voice-mail message in your IMAP. If you delete a voice-mail 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** instead of your voice-mail password. The **PIN** is your voice-mail password. You can access your voice-mail entirely through your telephone if you so choose.

*For additional assistance with setting up IMAP in Outlook 2003, please contact the IITS Helpline at [help@concordia.ca](mailto:help@concordia.ca) or extension 7613.*

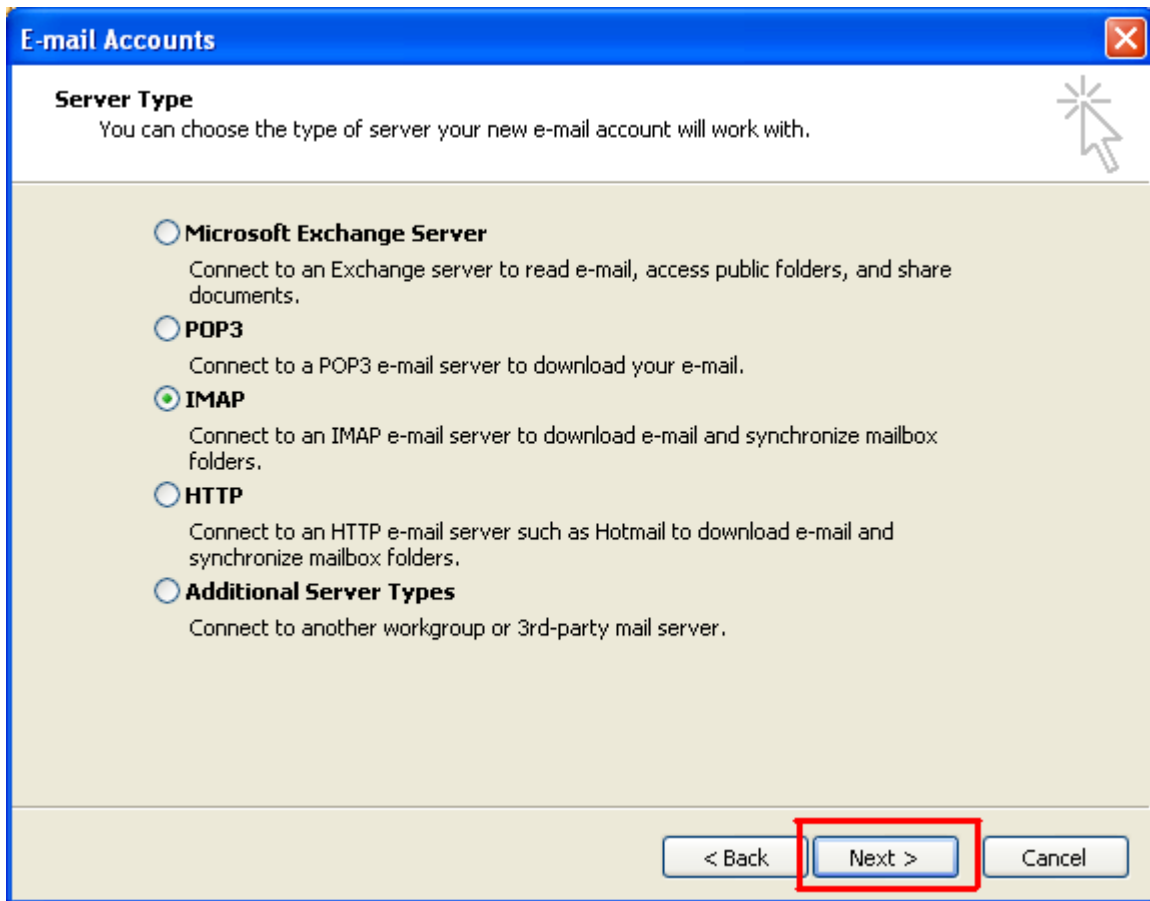
- Open Outlook 2003
- Click on **Tools** > **Email Accounts**



- Select **Add a new e-mail account**
- Click **NEXT**



- Select **IMAP**
- Click **NEXT**



**E-mail Accounts** [X]

**Server Type**  
You can choose the type of server your new e-mail account will work with.

☐ **Microsoft Exchange Server**  
Connect to an Exchange server to read e-mail, access public folders, and share documents.

☐ **POP3**  
Connect to a POP3 e-mail server to download your e-mail.

☒ **IMAP**  
Connect to an IMAP e-mail server to download e-mail and synchronize mailbox folders.

☐ **HTTP**  
Connect to an HTTP e-mail server such as Hotmail to download e-mail and synchronize mailbox folders.

☐ **Additional Server Types**  
Connect to another workgroup or 3rd-party mail server.

< Back   **Next >**   Cancel

Enter the following credentials:

<b>Your Name</b>	First and Last name
<b>Email Address</b>	netname@vmail.concordia.ca (netname is your MyConcordia portal netname)
<b>Incoming Mail Server (IMAP)</b>	10.100.1.28
<b>Outgoing Mail Server (SMTP)</b>	smtp.concordia.ca
<b>User Name</b>	MyConcordia portal netname
<b>Password</b>	MyConcordia portal password

- Check off **Remember Password**
- Do **not** check off the “Log on using Secure Password Authentication (SPA)”
- If you do not know your MyConcordia portal netname and password, please contact the IITS Helpline at [help@concordia.ca](mailto:help@concordia.ca) or extension 7613
- Click on **MORE SETTINGS**

**E-mail Accounts**

**Internet E-mail Settings (IMAP)**  
Each of these settings are required to get your e-mail account working.

**User Information**

Your Name:

E-mail Address:

**Server Information**

Incoming mail server (IMAP):

Outgoing mail server (SMTP):

**Logon Information**

User Name:

Password:

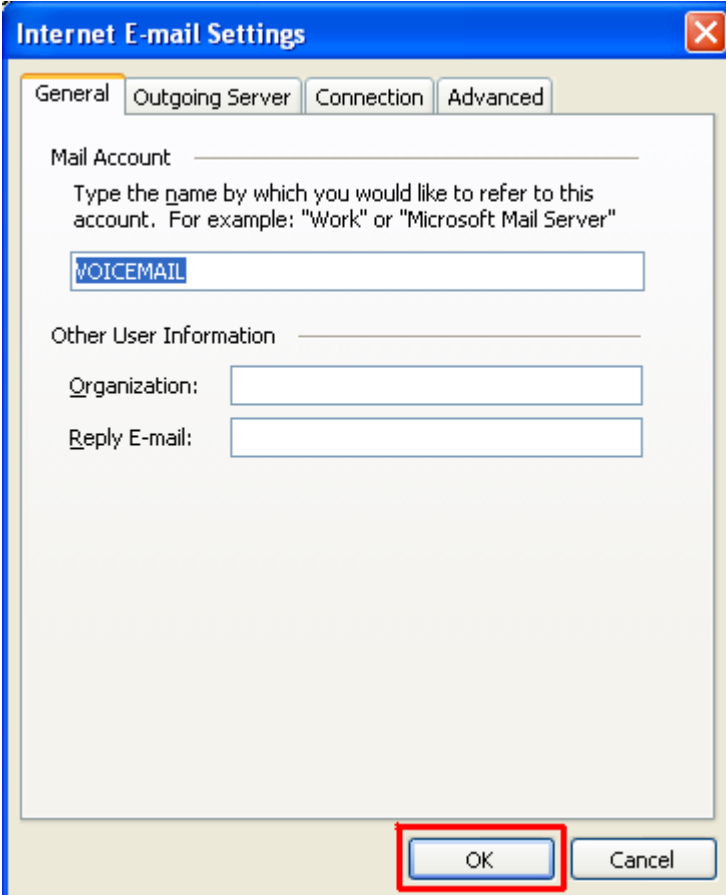
☒ Remember password

☐ Log on using Secure Password Authentication (SPA)

**More Settings ...**

< Back   Next >   Cancel

- Under the **GENERAL** tab, change the Mail Account to **VOICEMAIL**
- Click **OK** > **NEXT** > **FINISH**



The image shows a Windows-style dialog box titled "Internet E-mail Settings". It has a blue title bar with a close button (X) in the top right corner. Below the title bar are four tabs: "General", "Outgoing Server", "Connection", and "Advanced". The "General" tab is selected and highlighted with a yellow border. Inside the "General" tab, there are two main sections. The first section is labeled "Mail Account" and contains a text input field with the word "VOICEMAIL" entered. Below this is a smaller text field. The second section is labeled "Other User Information" and contains two text input fields: "Organization:" and "Reply E-mail:". At the bottom of the dialog box, there are two buttons: "OK" and "Cancel". The "OK" button is highlighted with a red rectangular border.

**Internet E-mail Settings**

General Outgoing Server Connection Advanced

Mail Account

Type the name by which you would like to refer to this account. For example: "Work" or "Microsoft Mail Server"

VOICEMAIL

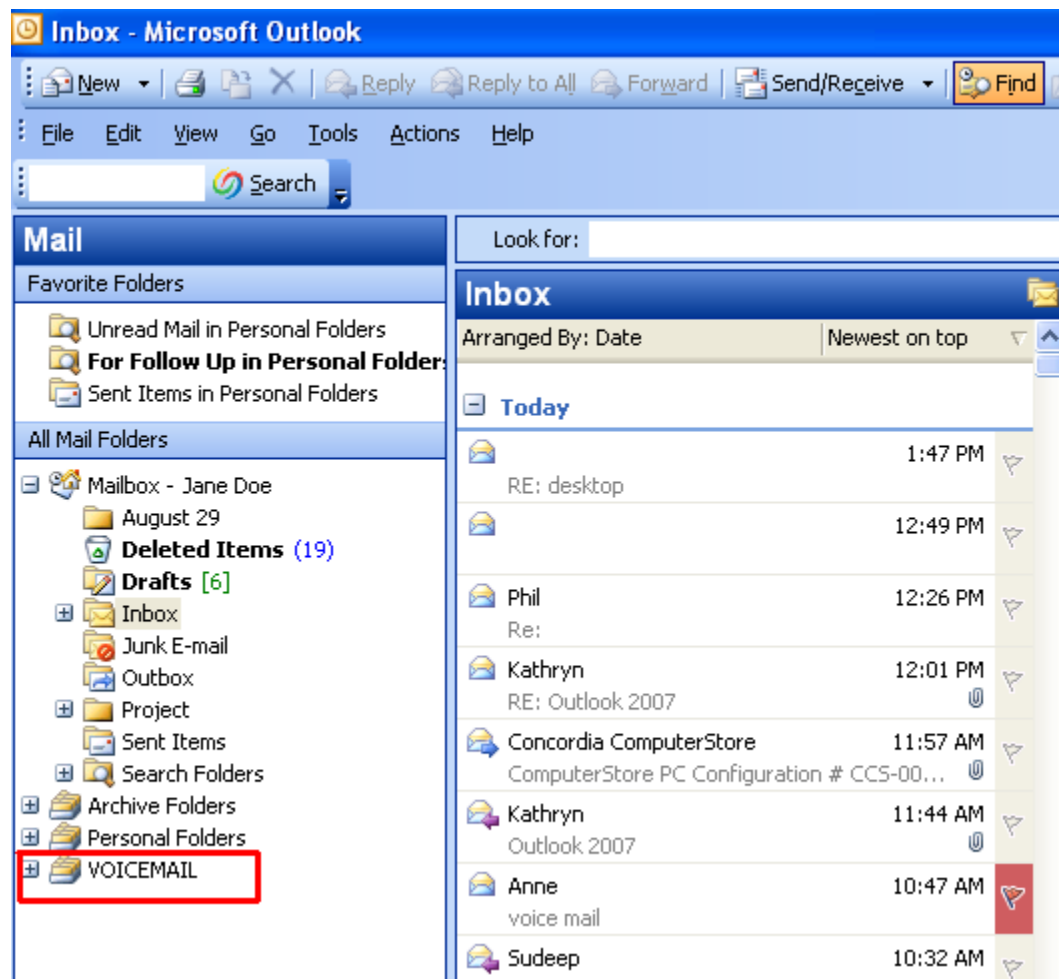
Other User Information

Organization:

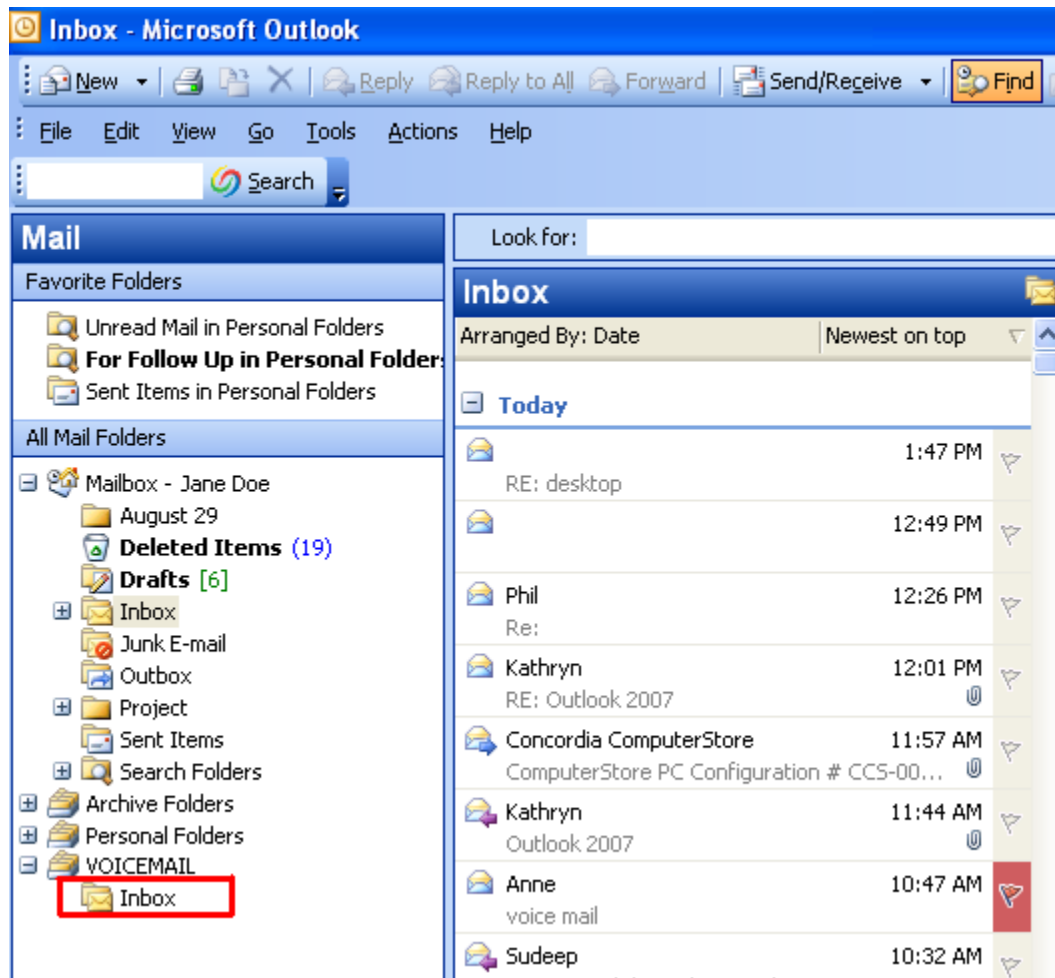
Reply E-mail:

OK Cancel

- If you don't see the folder right away, log out of Outlook and then log back in again for the changes to appear
- The **IMAP** will appear in a folder called **VOICEMAIL**
- It will be at the bottom of the folder list

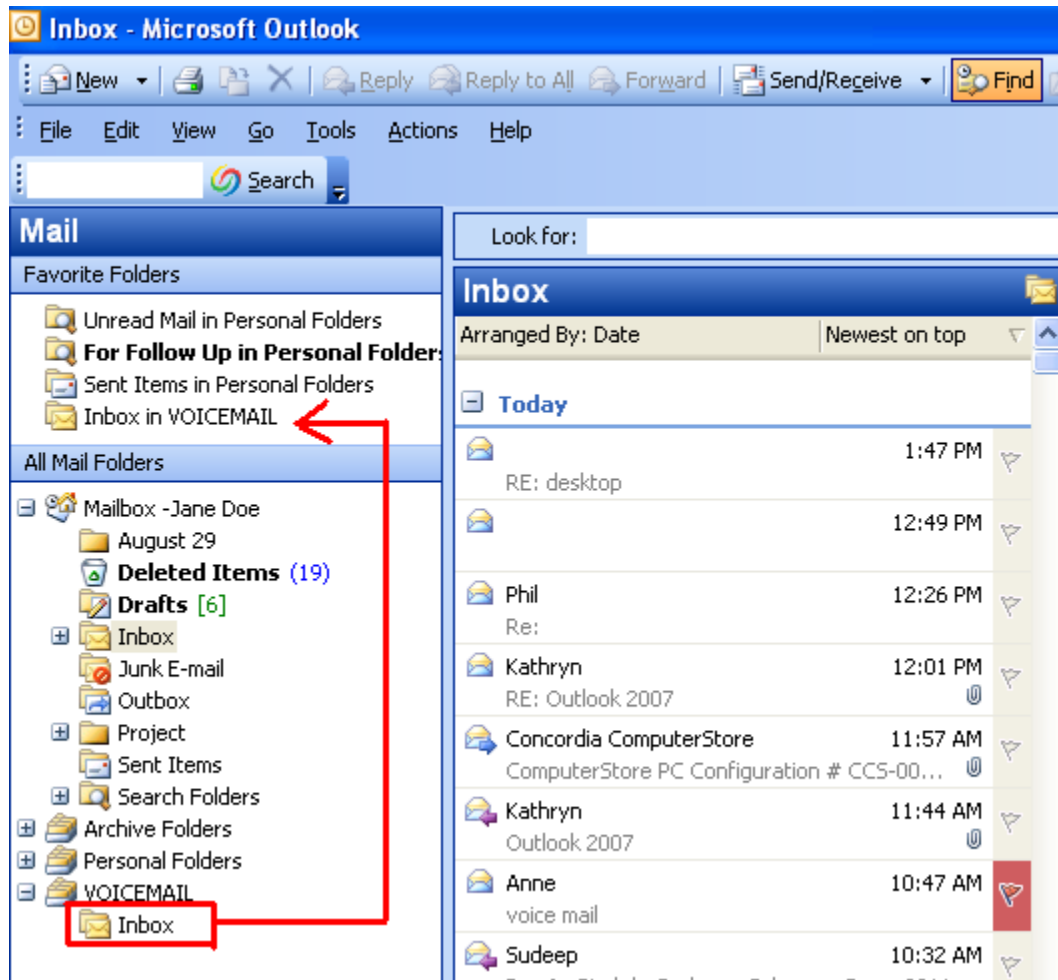


- Click on the plus sign (+) next to the folder for **VOICEMAIL** to view the **Inbox** sub folder.
- Here is where your voice-mail messages will be stored



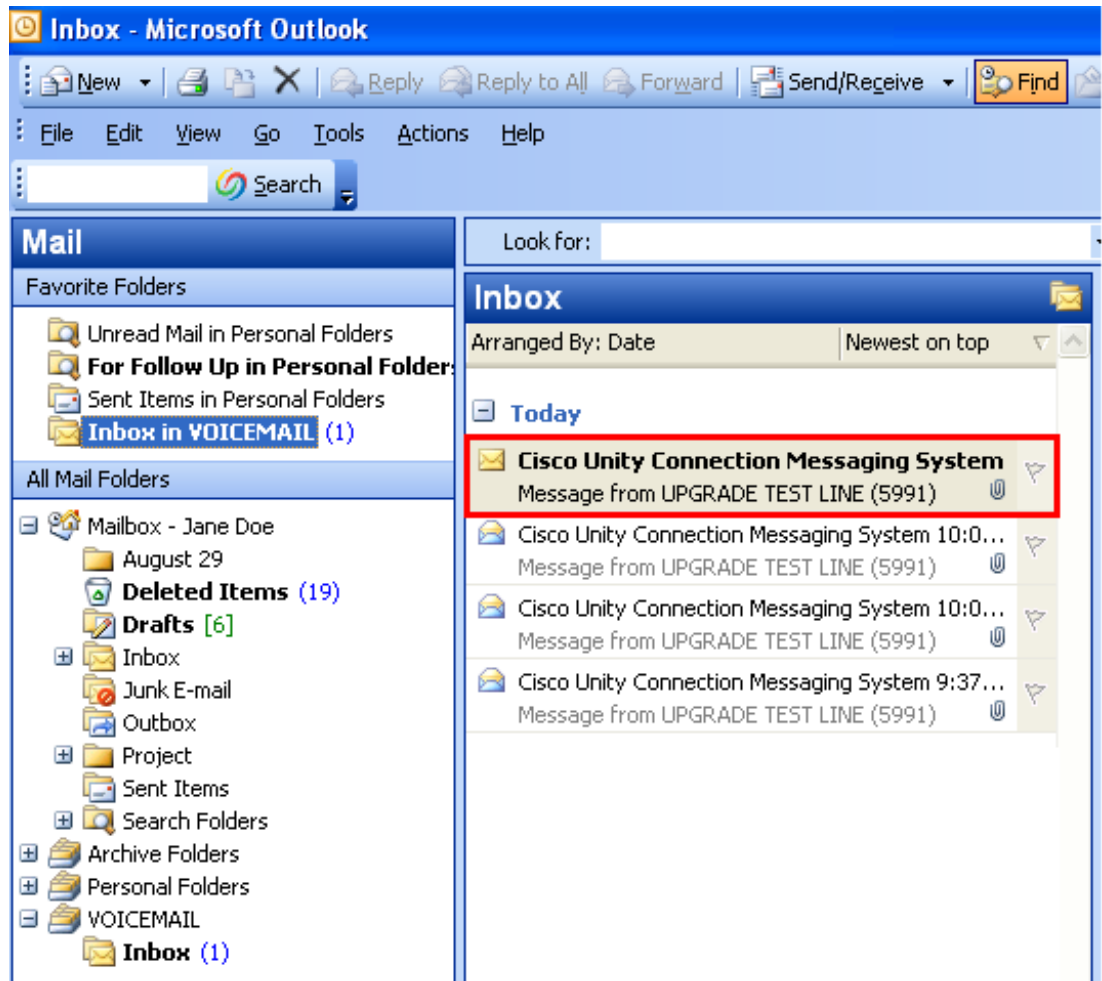
- We recommend dragging and dropping a copy of the VOICEMAIL **Inbox** sub folder to the Favorite Folders
- This will make the folder more visible and easier to access

*\*Note: Drag the **Inbox** subfolder, **NOT** the VOICEMAIL folder.*

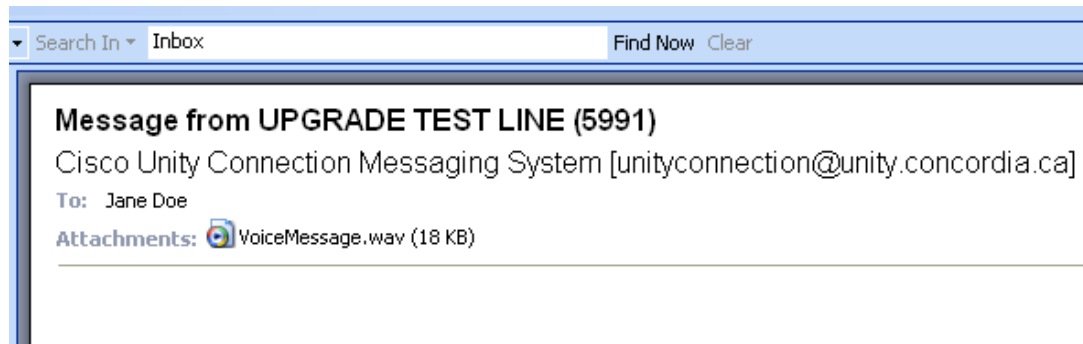




- Highlight or click on the email with the voicemail attachment



- Double click on the VoiceMessage.wav attachment
- The message should play on Windows Media Player or the default Media player on your computer



## DELETING VOICE-MAIL MESSAGES IN IMAP:

You can delete your voice-mail messages from the IMAP folder VOICEMAIL the same way you delete email messages. However, deleted voice messages are displayed with gray strike-through text. Deleted voice messages remain in your voice message folder until Cisco Unity Connection purges them. You can also manually purge your deleted messages.

- Click on the VOICEMAIL folder
- From the **Edit Menu**, click on **Purge Deleted Messages**
- **MAKE SURE YOU HAVE HIGHLIGHTED THE VOICEMAIL FOLDER CORRECTLY BEFORE YOU SELECT PURGE DELETED MESSAGES**

### IMPORTANT TO NOTE:

*If you delete a message from your **VOICEMAIL** folder, you also delete the voice-mail message from the phone. The two are connected.*

