

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.

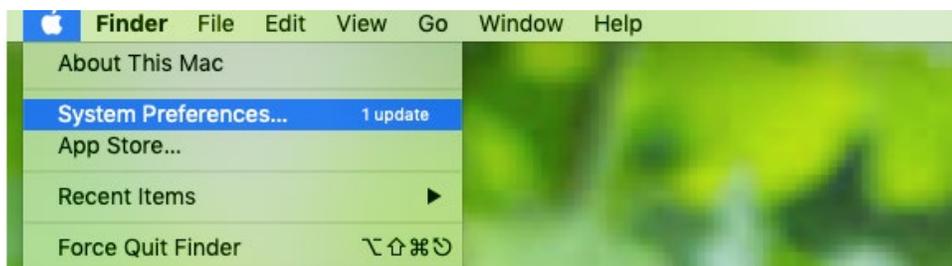
For additional assistance with setting up IMAP in Mac Mail, please contact the IITS Helpline at help@concordia.ca or extension 7613.

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

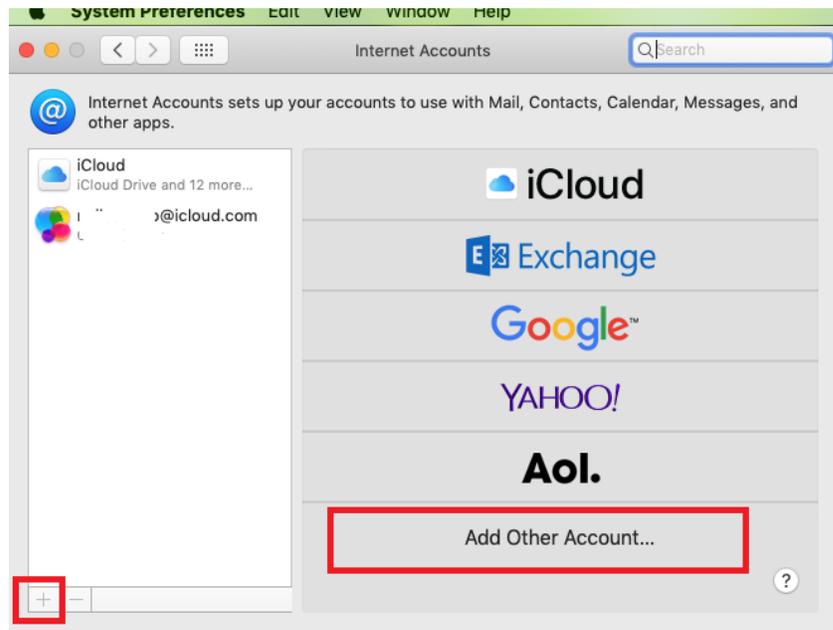
1. On your **Mac**, open **System Preferences**.



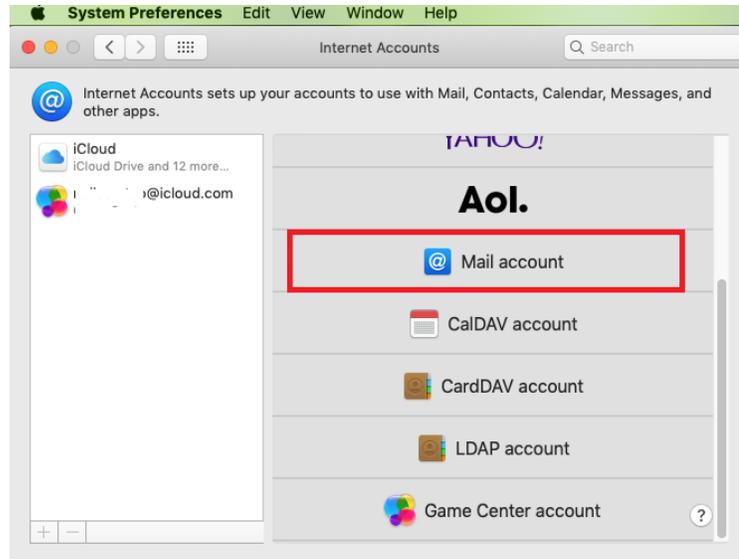
2. Click **Internet Accounts**.



3. Click **Add Other Account...**

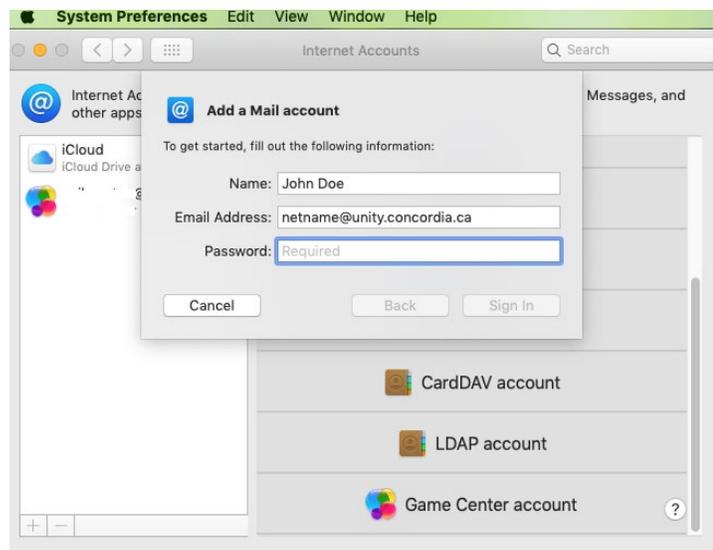


4. Select Add a **Mail** account.

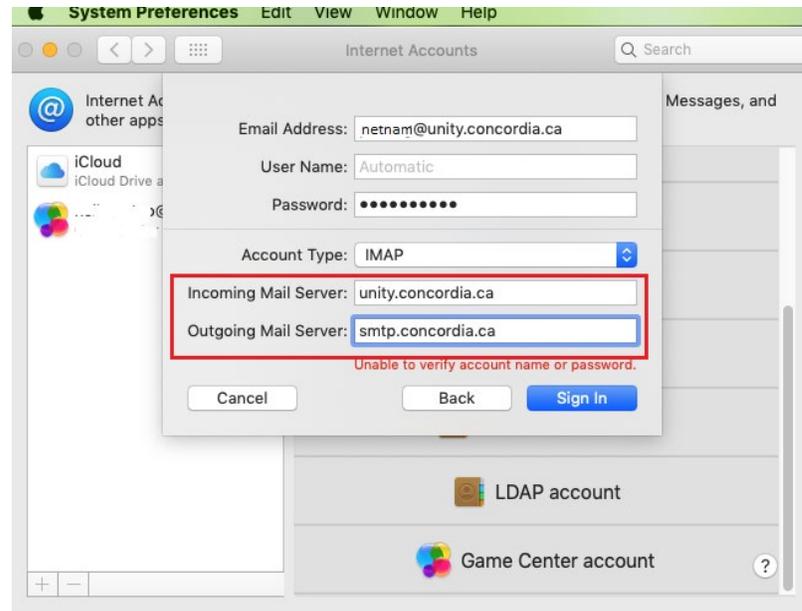


5. Complete the full name, **email** address and password fields, and click on **Sign In**.

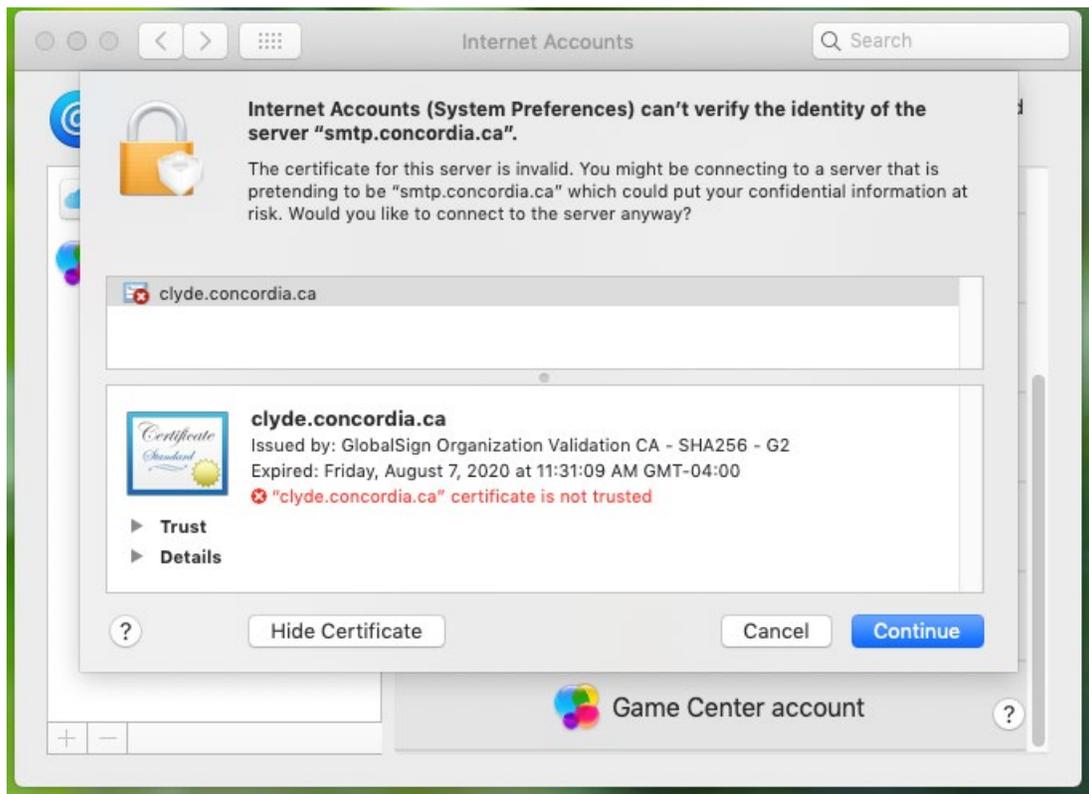
Full Name	First and Last name
Email Address	netname@unity.concordia.ca (netname is your MyConcordia portal netname)
Password	MyConcordia portal password



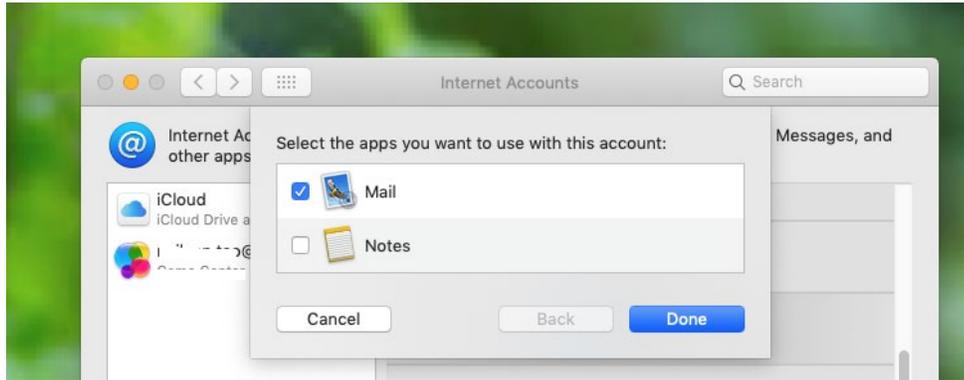
6. On the new window, enter the Incoming Mail Server (**unity.concordia.ca**) and Outgoing Mail Server (**smtp.concordia.ca**) and click **Sign In**.



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

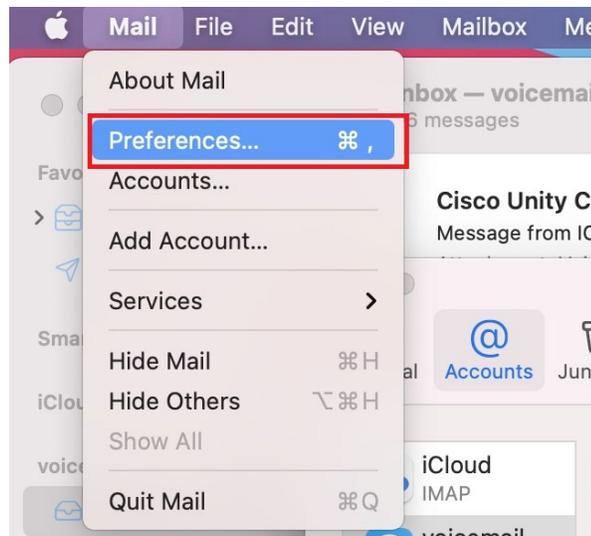


8. Select the apps you want to use with this account. Choose **Mail** and click **Done**.



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)

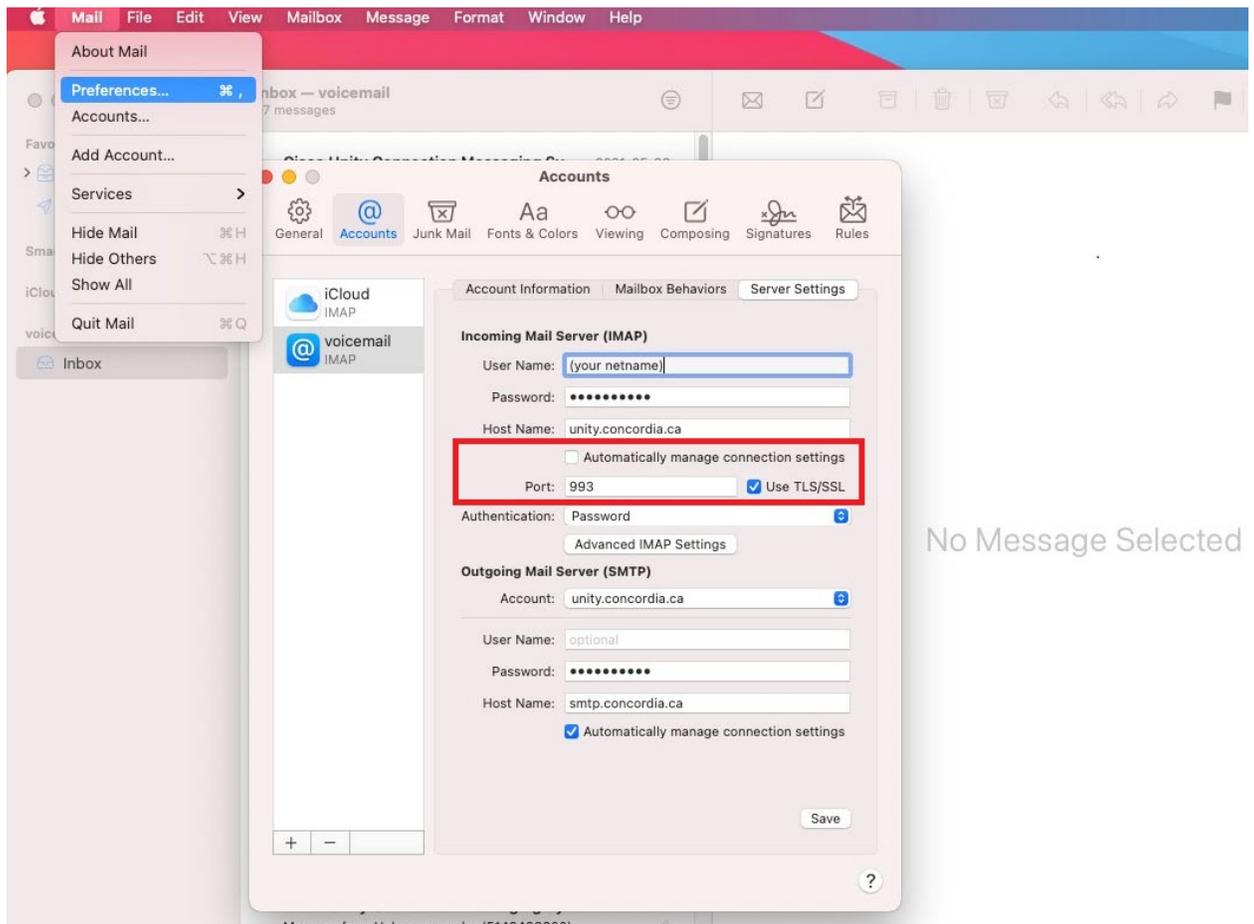
Your voice mails will be placed in a separate folder in your Mac Mail. By default, the folder will be named 'unity.concordia.ca'. You can change it to an easy to identify name, i.e. Voicemail.

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

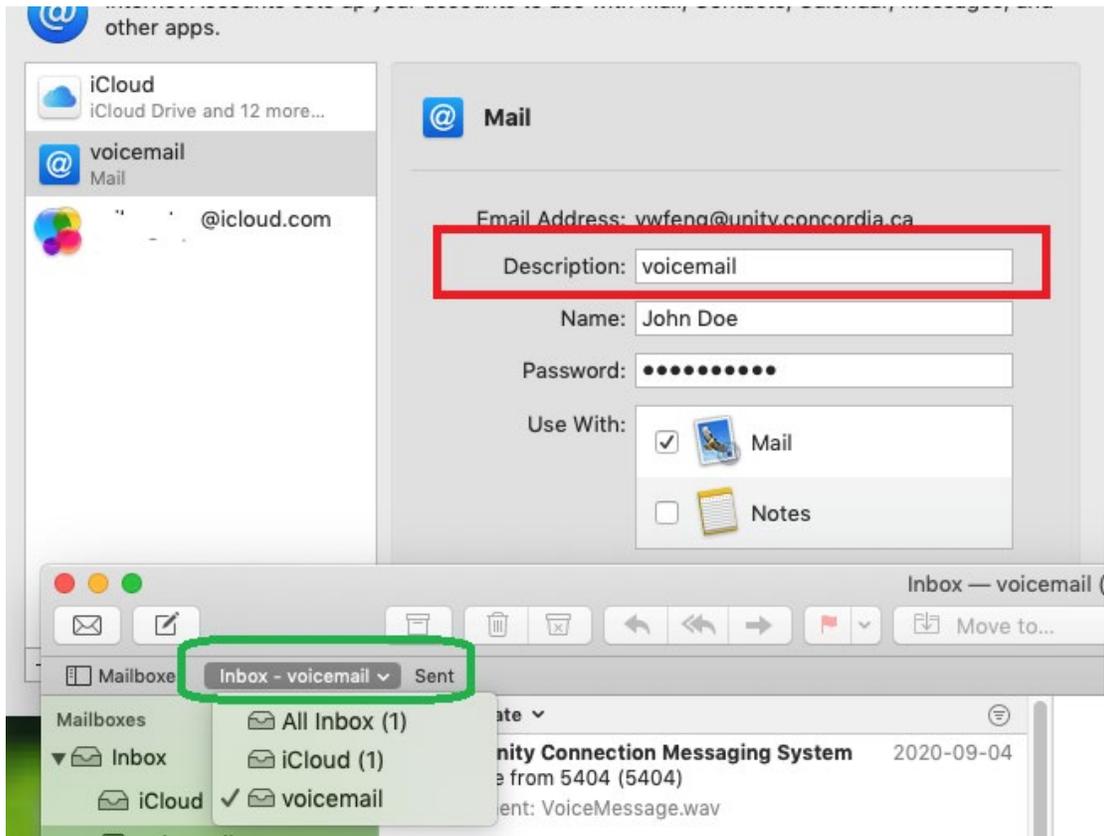


b) Setup SSL connection.

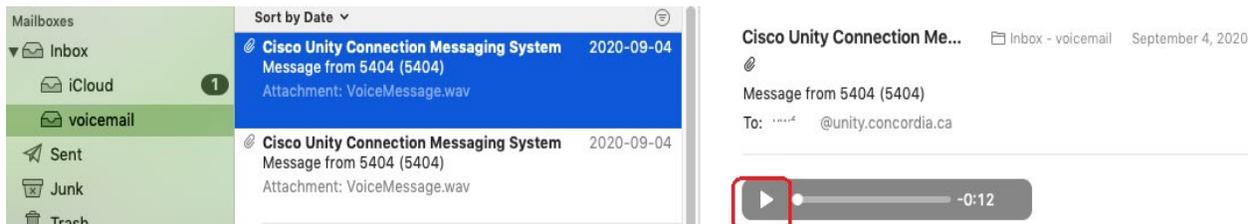
Click on **Server Settings** tab and **untick** ‘*Automatically manage connection settings*’. **Tick** the **Use TLS/SSL** box and change the **Port to 993**.



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



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.



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.