

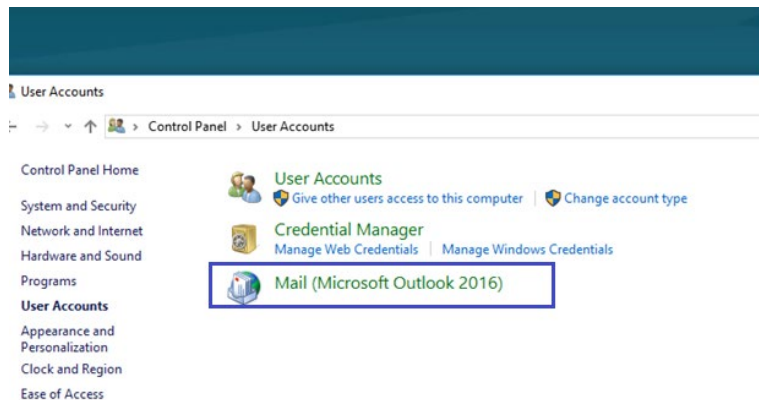
IMAP – Outlook 2019/ 365

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

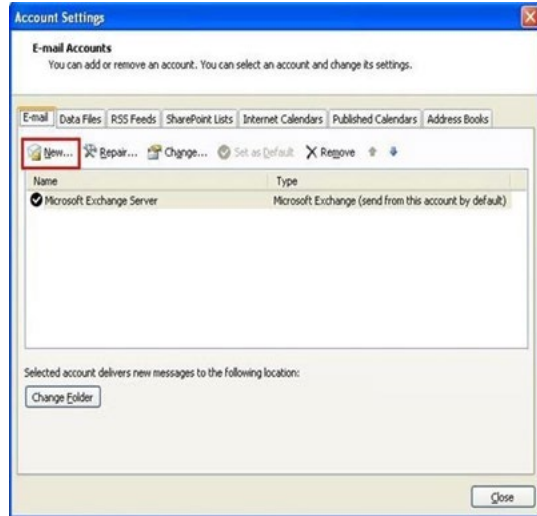
If you setup IMAP connection to the voicemail server in your outlook 2019 or 365 email client, the voicemail will appear as a sound file attached to an email message, but in a separate IMAP folder. You can still access your voicemail box from your phone once you configure the IMAP service. If you listen a new message from your email client (Mark it Read), the MWI on the phone will turn off. If you delete a voicemail message from your email client, the message will also be deleted from the voicemail box on your telephone.

For additional assistant with setting up IMAP in Outlook client, please contact the IITS Service Desk at help@concordia.ca or extension 7613.

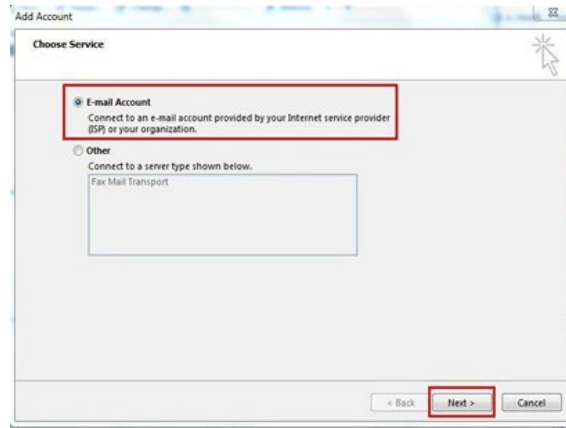
To setup voicemail IMAP connection in an **Outlook 2019** or **365** client, please go to **Control Panel->User Accounts**, and click on **Mail (MS Outlook 2016)**.



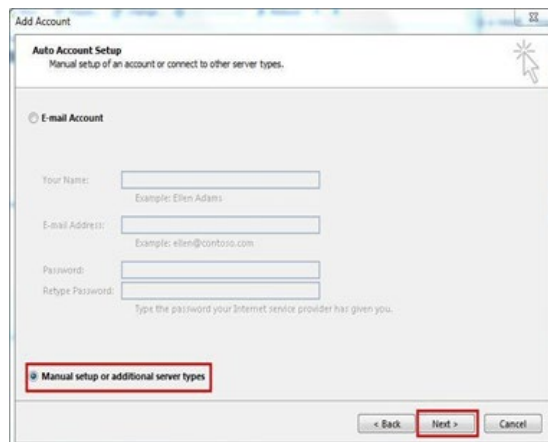
Click on **New** to add a new IMAP account.



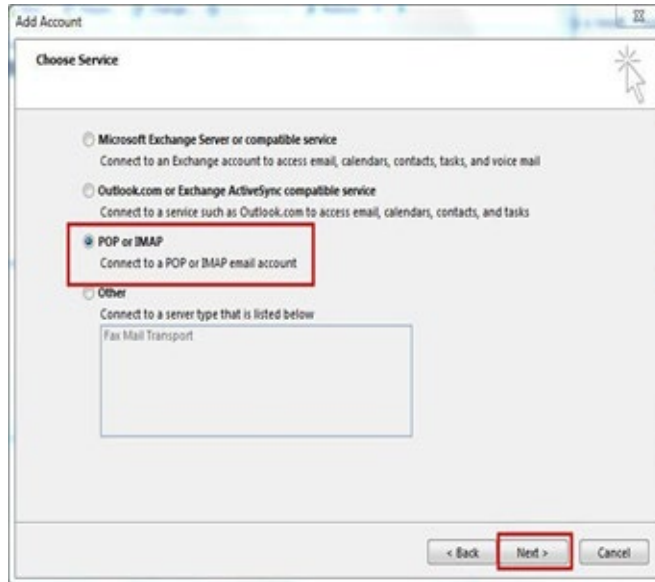
Select **E-mail Account** and click **Next**.



Select **Manual setup or additional server types** and click **Next**.



Select **POP or IMAP** and click **Next**.



Enter the following credentials:

(If you do not know your MyConcordia portal netname and password, please contact the IITS Service Desk at help@concordia.ca or extension 7613)

Your Name	First and Last name
Email Address	netname@unity.concordia.ca (netname is your MyConcordia portal netname)
Account Type:	IMAP
Incoming mail server:	unity.concordia.ca
Outgoing mail server:	smtp.concordia.ca
User Name:	MyConcordia portal netname
Password	MyConcordia portal password

Click on **More Settings**

Add New Account

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

User Information
Your Name: Jane Doe
E-mail Address: jdoe@unity.concordia.ca

Server Information
Account Type: IMAP
Incoming mail server: unity.concordia.ca
Outgoing mail server (SMTP): smtp.concordia.ca

Logon Information
User Name: jdoe
Password: *****
 Remember password
 Require logon using Secure Password Authentication (SPA)

Test Account Settings
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)
Test Account Settings ...
 Test Account Settings by clicking the Next button

More Settings ...

< Back Next > Cancel

Under the **General** tab, change the Mail Account to read **VOICEMAIL**

Internet E-mail Settings

General Outgoing Server Advanced

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

Other User Information
Organization:
Reply E-mail:

OK Cancel

Under the **Advanced** tab:

- Set the **Incoming server (IMAP)** to **993** and the **encrypted connection** to **SSL**

Click **OK**

The screenshot shows the 'Internet E-mail Settings' dialog box with the 'Advanced' tab selected. The 'Server Port Numbers' section has 'Incoming server (IMAP)' set to 993 and 'Outgoing server (SMTP)' set to 25. The 'Server Timeouts' section has a slider between 'Short' and 'Long 1 minute'. The 'Folders' section has an empty 'Root folder path' field. The 'Sent Items' section has an unchecked checkbox for 'Do not save copies of sent items'. The 'Deleted Items' section has two checked checkboxes: 'Mark items for deletion but do not move them automatically' and 'Purge items when switching folders while online'. 'OK' and 'Cancel' buttons are at the bottom.

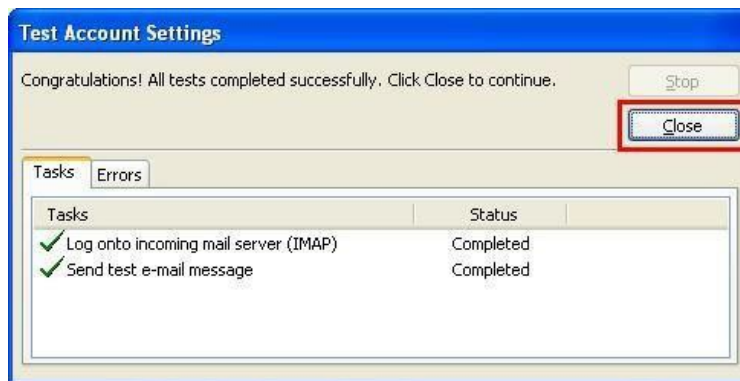
Click on **Next**.

The screenshot shows the 'Add New Account' dialog box. The 'Internet E-mail Settings' section is active, with a note: 'Each of these settings are required to get your e-mail account working.' The 'User Information' section has 'Your Name' as 'Jane Doe' and 'E-mail Address' as 'jdoe@unity.concordia.ca'. The 'Server Information' section has 'Account Type' as 'IMAP', 'Incoming mail server' as 'unity.concordia.ca', and 'Outgoing mail server (SMTP)' as 'smtp.concordia.ca'. The 'Logon Information' section has 'User Name' as 'jdoe' and 'Password' as '*****', with 'Remember password' checked. A 'Test Account Settings' section has a 'Test Account Settings ...' button and a checked checkbox 'Test Account Settings by clicking the Next button'. At the bottom, there are '< Back', 'Next >', and 'Cancel' buttons. The 'Next >' button is highlighted with a red box.

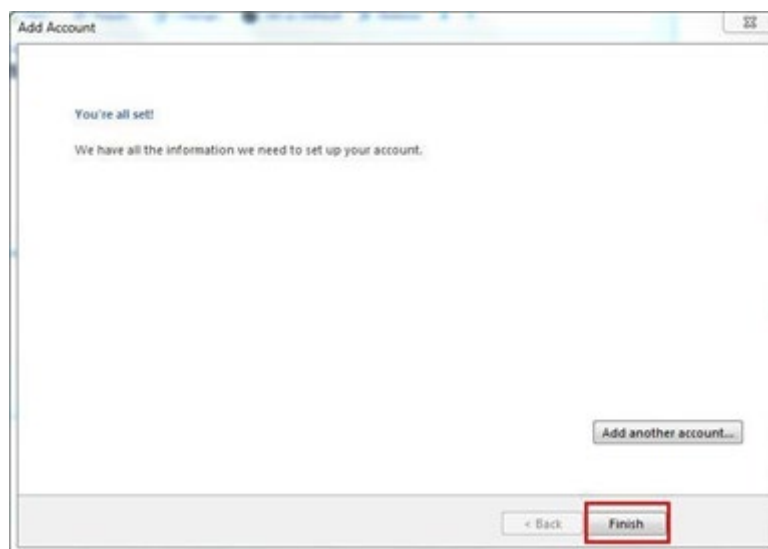
The system will verify your account settings



Once the verification is successful, click **Close**



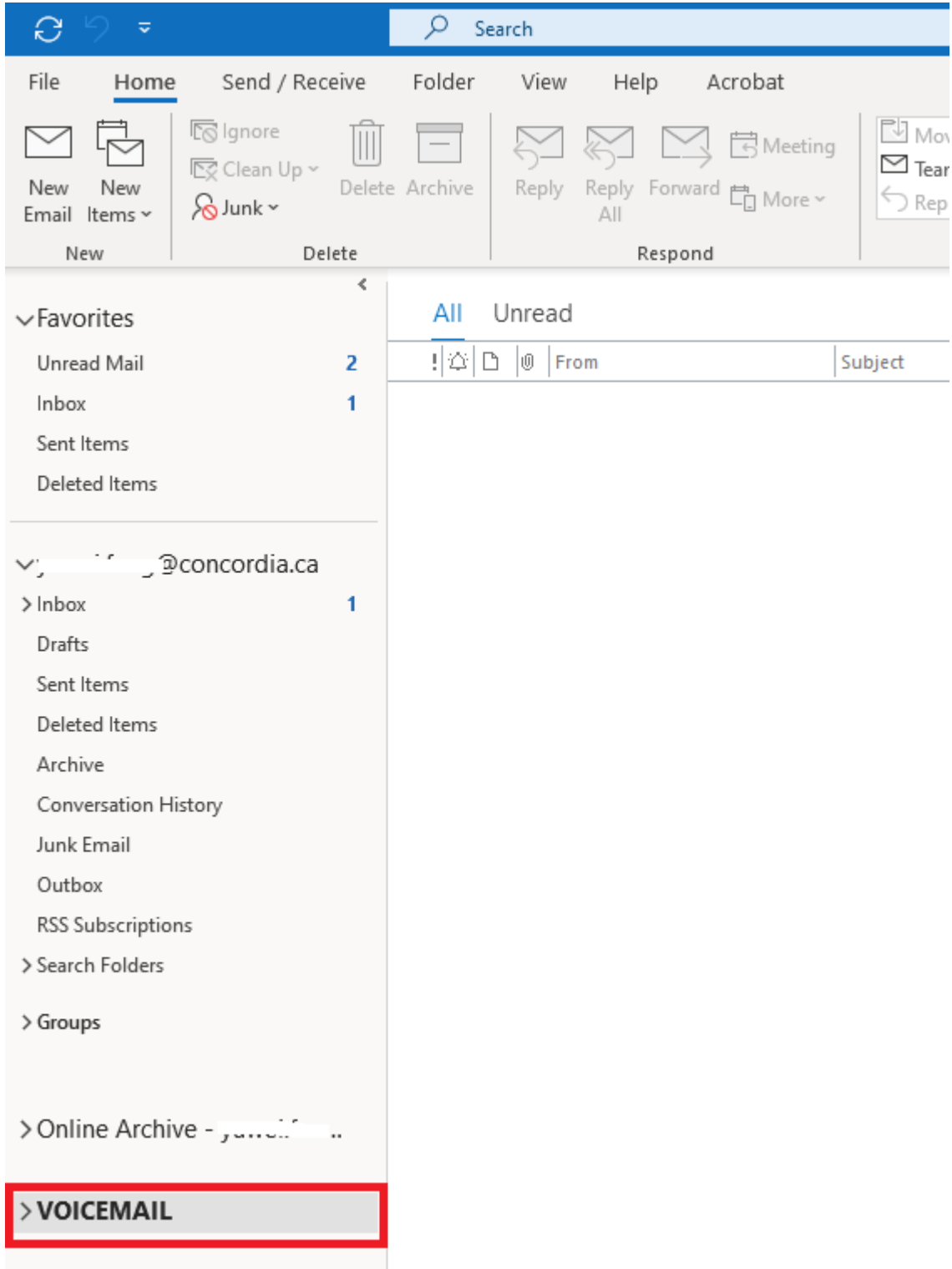
Click **Finish**



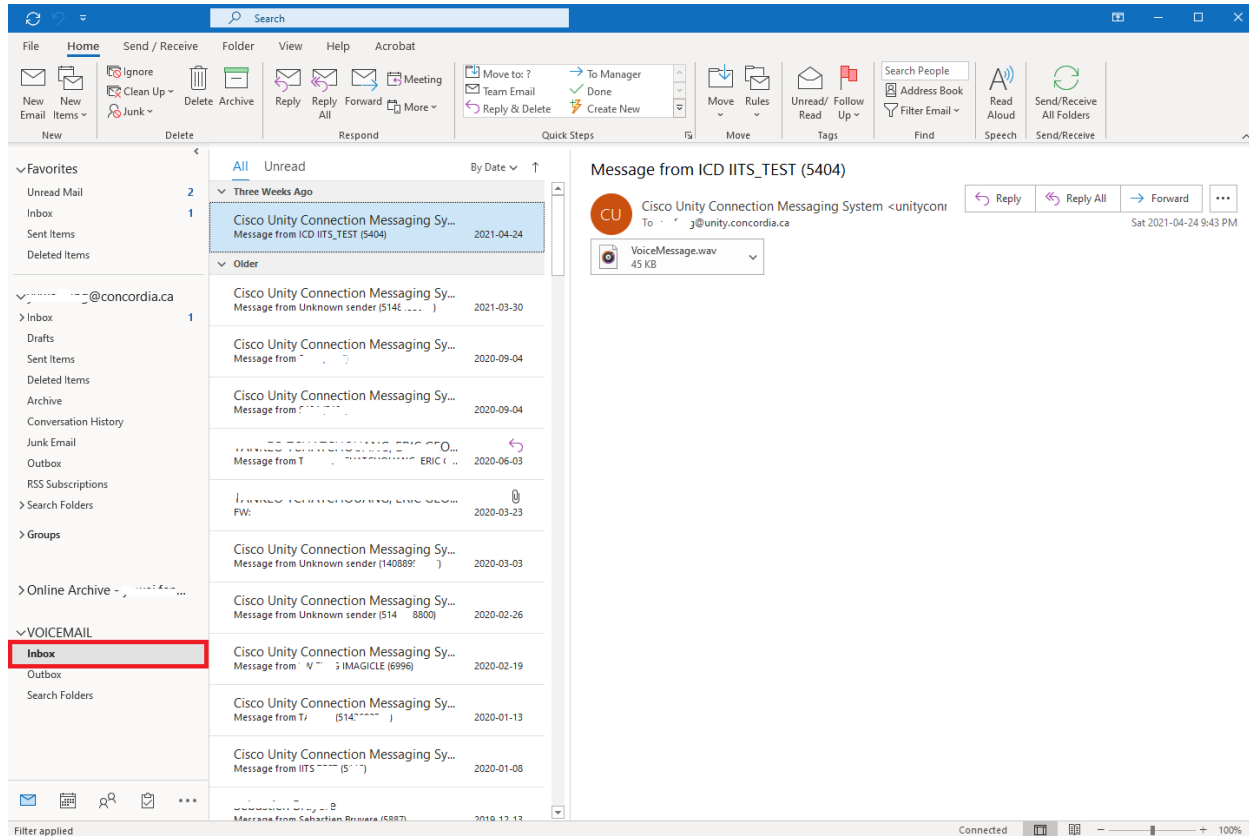
The IMAP account will create a folder called **VOICEMAIL**

It will be at the bottom of the folder list in Outlook

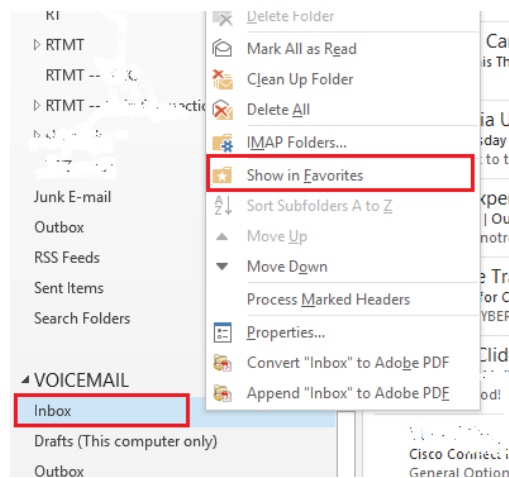
If you don't see the folder right away, log out of Outlook and then log back in again for the changes to appear.

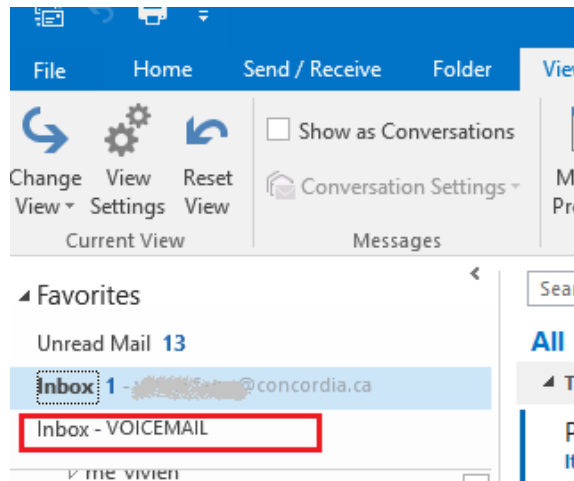


Click on the arrow sign next to the folder for **VOICEMAIL** to view the **Inbox** sub folder. From there, the voice-mail messages will be available.



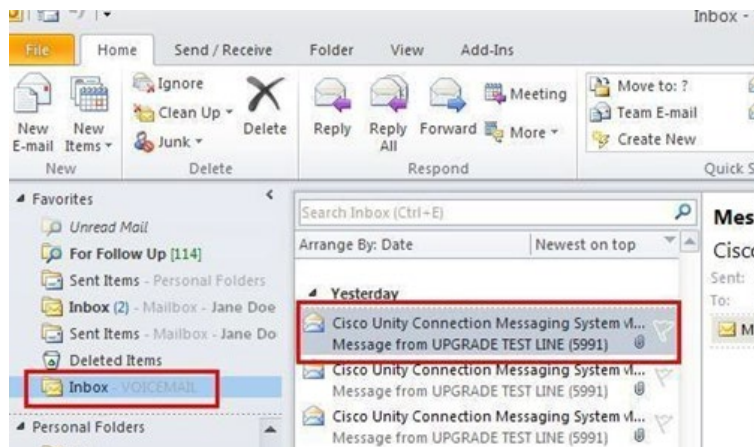
If you would like to make the folder more visible and easier to access, Right click on the “INBOX” sub folder, and choose “Show in Favorites”.



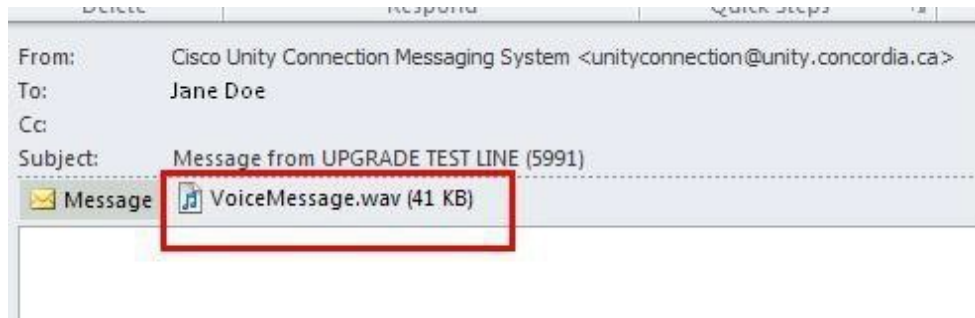


Listening to Voice-Mail messages in IMAP:

Click on the email with the voicemail attachment.



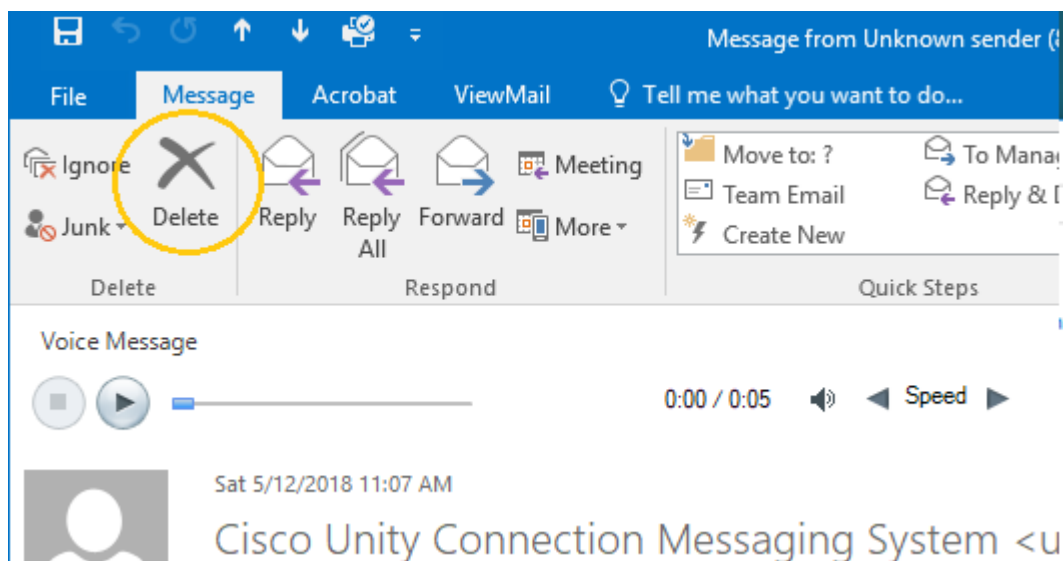
To **listen** to the voicemail message, **double click** on the **VoiceMessage.wav** attachment in the email message. The message should play on Windows Media Player or the default Medial Player on your computer.



Deleting Voice-Mail messages in IMAP:

You can delete your voicemail messages from the IMAP folder (VOICEMAIL).

Double click on the message and a new **pop up window** appears. Click on the Delete icon and the message will be deleted. You do not need to 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.*