

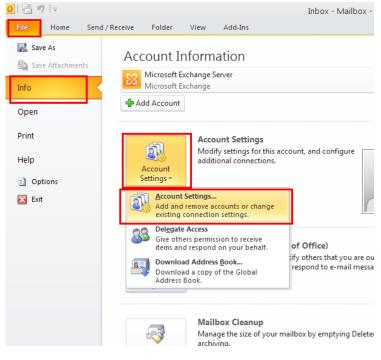
# IMAP - Outlook 2010/2013/2016

**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 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 assistant with setting up IMAP, please contact the IITSService Desk at <u>help@concordia.ca</u> or extension 7613.

- Open Outlook client
- Click on File > Info > Account Settings > Add and remove accounts or change existing connection settings



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

Account Settings	×
E-mail Accounts You can add or remove an account. You can select an account and change its settings.	
E-mail Data Files RSS Feeds SharePoint Lists Internet Calendars Published Calendars Address Books	
Name Type	٦
Microsoft Exchange Server Microsoft Exchange (send from this account by default)	
alcor.concordia.ca POP/SMTP	
Selected account delivers new messages to the following location: Change Folder	
⊆lose	

- Select E-mail Account
- Click Next

dd New Account	
Choose Service	×
E-mail Account Connect to an e-mail account provided by your Internet service provider (ISI or your organization.	P)
Text Messaging (SMS)	
Connect to a mobile messaging service.	
Other Connect to a server type shown below.	
Fax Mail Transport	
<	Back Next > Cancel



- Select Manually configure server settings or additional server types
- Click Next

Add New Account	X
Auto Account Setup Connect to other s	
◯E-mail <u>A</u> ccount	
Your Name:	Example; Ellen Adams
E-mail Address:	Example; ellen@contoso.com
Password: Retype Password:	
	Type the password your Internet service provider has given you,
○ Te <u>x</u> t Messaging (S	
<b>●</b> <u>Manually</u> configure	e server settings or additional server types
	< <u>Back</u> <u>Next</u> > Cancel

- Select Internet E-mail. If you are using *Outlook 2013* or *Outlook 2016*, please select <u>POP or IMAP</u> option.
- Click Next

Add New Account	X
Choose Service	N/
Internet E-mail     Connect to POP or IMAP server to send and receive e-mail messages.	
Microsoft Exchange or compatible service Connect and access e-mail messages, calendar, contacts, faxes and voice mail messages.	
O Te <u>x</u> t Messaging (5M5) Connect to a mobile messaging service.	
< Back Cance	*



**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	

- Check off Remember Password
- Click on More Settings...

		nt working.
Jser Information		Test Account Settings
Your Name: Jar	ne Doe	After filling out the information on this screen, we
E-mail Address: jdo	e@unity.concordia.ca	recommend you test your account by clicking the button below. (Requires network connection)
Server Information		Test Account Settings
Account Type: IM	AP 💌	rest Account Settings
incoming mail server: uni	ty.concordia.ca	Test Account Settings by clicking the Next button
Outgoing mail server (SMTP): sm	tp.concordia.ca	
Logon Information		
User Name: jdo	e	
Password: **	******	
Rem	ember password	
Require logon using Secure Pas	sword Authentication (SPA)	More Settings

 Click on Advanced Tab, and in the Server Port Number section, change the port number to 993, and select SSL as the type of encrypted connection. Click on

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## **'Ok'** and return to the previous interface.

Server Port Numbers	
Incoming server (IMAP): 993 Use Defaults	
Use the following type of encrypted connection	SSL 🗸
Outgoing server (SMTP): 25	
Use the following type of encrypted connection	None 🗸

### • Click on Next

Iser Information		Test Account Settings
′our Name:	Jane Doe	After filling out the information on this screen, we
-mail Address:	jdoe@unity.concordia.ca	recommend you test your account by clicking the button below. (Requires network connection)
Server Information		
Account Type:	IMAP	Test Account Settings
ncoming mail server:	unity.concordia.ca	Vest Account Settings by clicking the Next butto
Outgoing mail server (SMTP	): smtp.concordia.ca	
ogon Information		
Jser Name:	jdoe	
assword:	******	
	Remember password	
	ure Password Authentication (SPA)	



• The system will verify your account settings

Test Account Settings		
Outlook is testing the account settings you entered.	Stop	
		Close
Tasks Errors		
Tasks	Status	
✓ Log onto incoming mail server (IMAP)	Completed	
Send test e-mail message	In Progress	

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

Test Account Settings		
Congratulations! All tests completed successfully.	Click Close to continue.	Stop
Tasks Errors		
Tasks	Status	
✓ Log onto incoming mail server (IMAP)	Completed	
✓ Send test e-mail message	Completed	



• Click Finish

Add New Account		X
	Congratulations! You have successfully entered all the information required to setup your account. To close the wizard, click Finish. Add another account	)
	< Back Finish	

• Go back to the **Account Settings** again and double Click the account which you set just now.

jdoe@unity.concordia.ca

• Click on More Settings

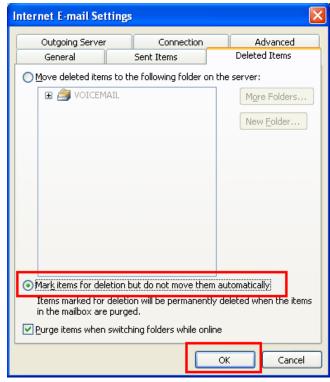
Internet E-mail Settings Each of these settings are	required to get your e-mail accou	nt working.
Iser Information		Test Account Settings
'our Name:	Jane Doe	After filling out the information on this screen, we recommend you test your account by clicking the button
-mail Address:	jdoe@unity.concordia.ca	below. (Requires network connection)
Server Information		Test Account Settings
Account Type:	IMAP 💌	restrictourt settings
ncoming mail server:	unity.concordia.ca	Test Account Settings by clicking the Next button
Outgoing mail server (SMTP):	smtp.concordia.ca	
ogon Information	1	
Jser Name:	jdoe	
assword:	******	
V F	Remember password	
Require logon using Secure	Password Authentication (SPA)	More Settings



- Under the General tab, change the Mail Account to read VOICEMAIL
- Click on the Deleted Items tab. If you are using Outlook 2013 or Outlook 2016, please click on the Advanced Tab.

Internet E-mail Set	tings	
Outgoing Server General	Connection Sent Items	Advanced Deleted Items
	which you want to refer to	this account. For
VOICEMAIL	"Microsoft Mail Server"	
Other User Informatio		
<u>R</u> eply E-mail:		
		OK Cancel

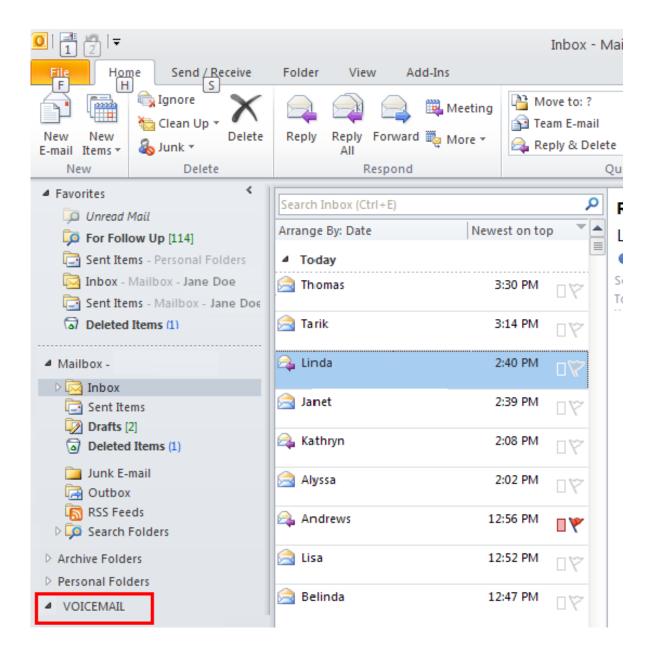
- Select Mark items for deletion but do not move them automatically
- Click OK



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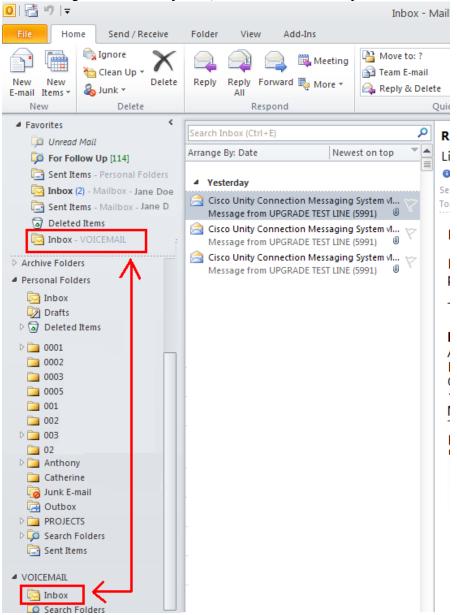
- The IMAP will create a folder called VOICEMAIL
- It will be at the bottom of the folder list in Outlook
- If you don't see the folder right away, log out of Outlook and then log back in again for the changes to appear



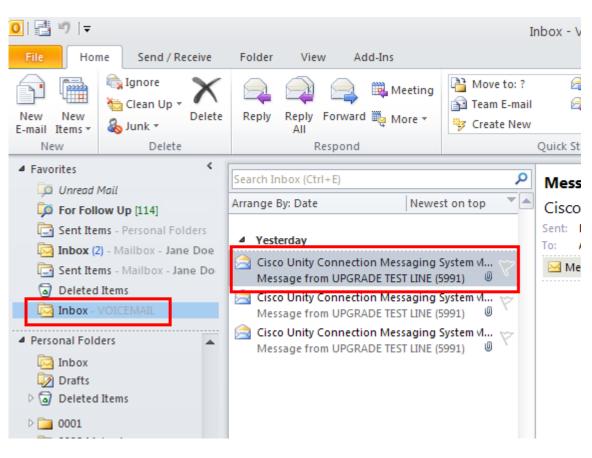


- Click on the arrow sign next to the folder for VOICEMAIL to view the Inbox sub folder.
- From there, the voice-mail messages will be available
- We recommend dragging and dropping a copy of the VOICEMAIL Inbox sub folder to the Favorite Folders
- This will make the folder more visible and easier to access

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

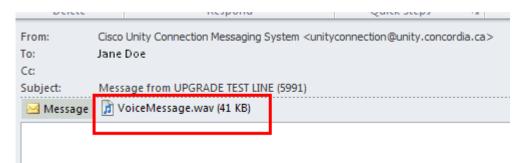






• Highlight or click on the email with the voicemail attachment

- To listen to the voice-mail message, double click on the VoiceMessage.wav attachment in the email message.
- 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.

- Highlight the IMAP voice-mail message you wish to delete
- Click on **Delete**
- Once you delete the message, it should be removed
- You do not need to purge delete the message

#### 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.

〒 🍤 📇 1				In
File Hor	ne Send / Receive	Folder View	Add-Ins	
New New E-mail Items *	i Ignore i Clean Up ▼ i Junk ▼	Reply Reply Forw	ard 💐 Meeting	Move to: ? Team E-mail Create New
New	Delete	Respor	nd	
Favorites     Guread Mail		Search Inbox (Ctrl+E)		
For Follow Up [115] Sent Items - Personal Folders Inbox (2) - Mailbox - Jane Doe		▲ Today	I	
Sent Items - Mailbox - Jane Do		Cisco Unity Connection Messaging System 1 Message from Unknown sender (5404)		
Deleted Items (69)		Cisco Unity Connection Messaging System 1 Message from Unknown sender (5404)		