

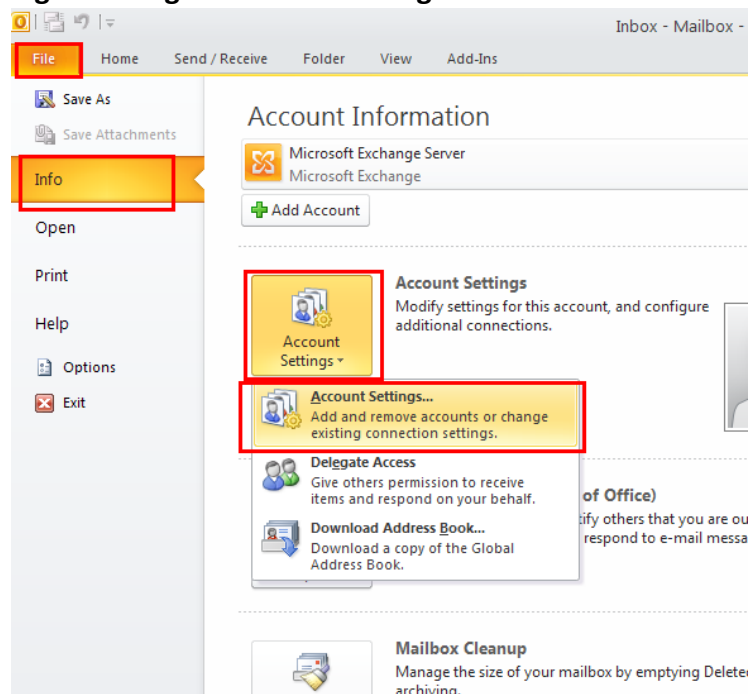
IMAP - Outlook 2010/2013/2016

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

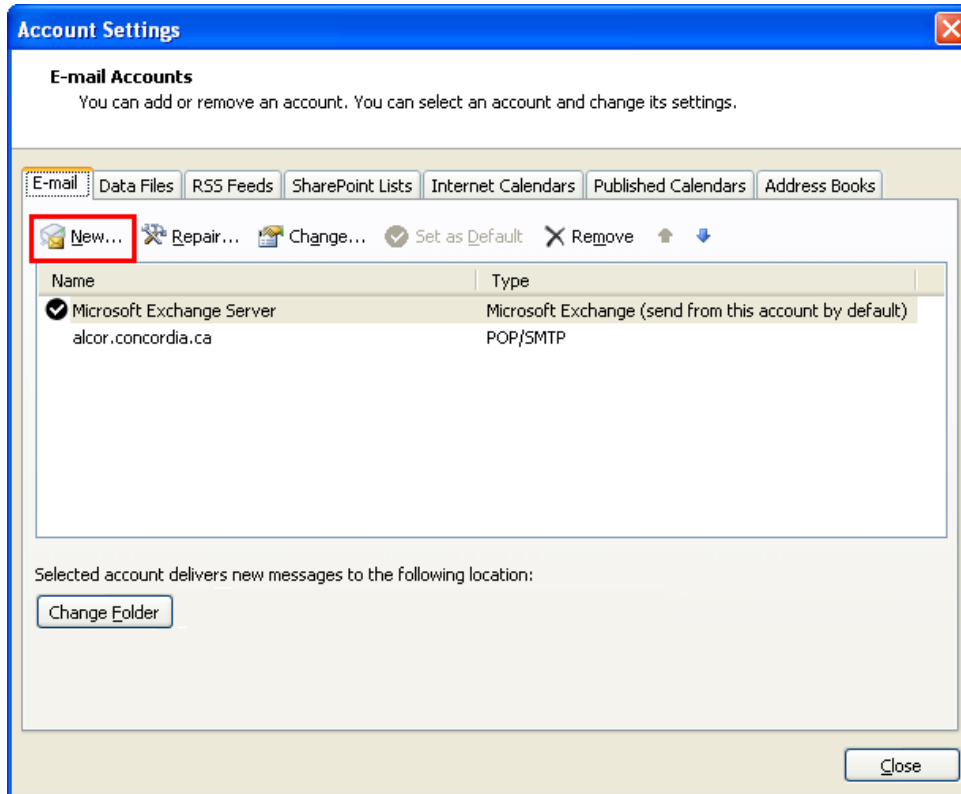
If you install the Internet Message Access Protocol IMAP service, voice-mail will appear as a sound file attached to an email message, but in a separate IMAP folder in your email client. The red light indicator on your phone will indicate a new voice-mail message in your IMAP. If you delete a voice-mail 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 assistance with setting up IMAP, please contact the IITSService Desk at help@concordia.ca or extension 7613.

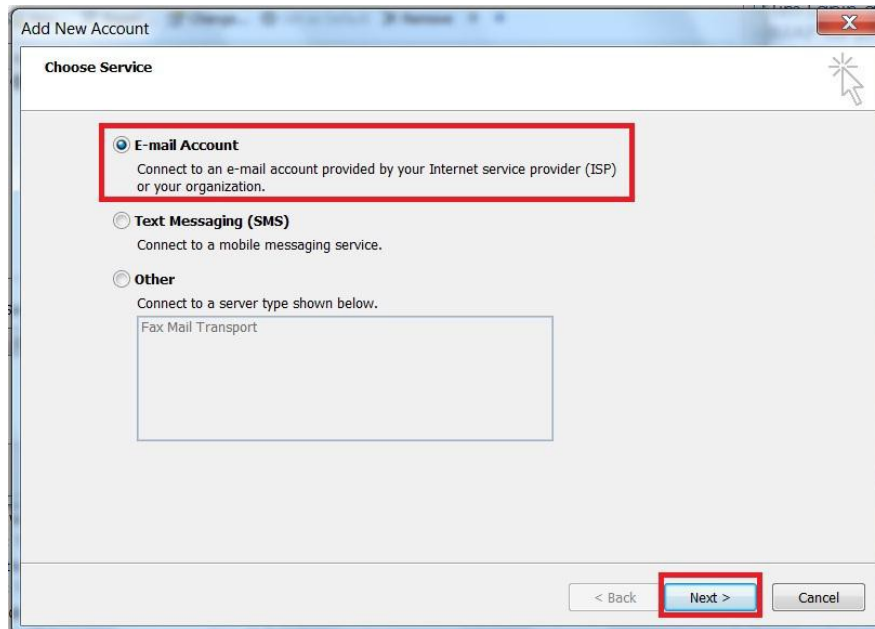
- Open Outlook client
- Click on **File > Info > Account Settings > Add and remove accounts or change existing connection settings**



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



- Select **E-mail Account**
- Click **Next**



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

The screenshot shows the 'Add New Account' dialog box with the 'Auto Account Setup' section. The title bar reads 'Add New Account' and the subtitle is 'Auto Account Setup'. Below the subtitle is the instruction 'Connect to other server types.' There are three radio button options: 'E-mail Account', 'Text Messaging (SMS)', and 'Manually configure server settings or additional server types'. The 'Manually configure server settings or additional server types' option is selected and highlighted with a red box. Below the options are input fields for 'Your Name', 'E-mail Address', 'Password', and 'Retype Password'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a red box.

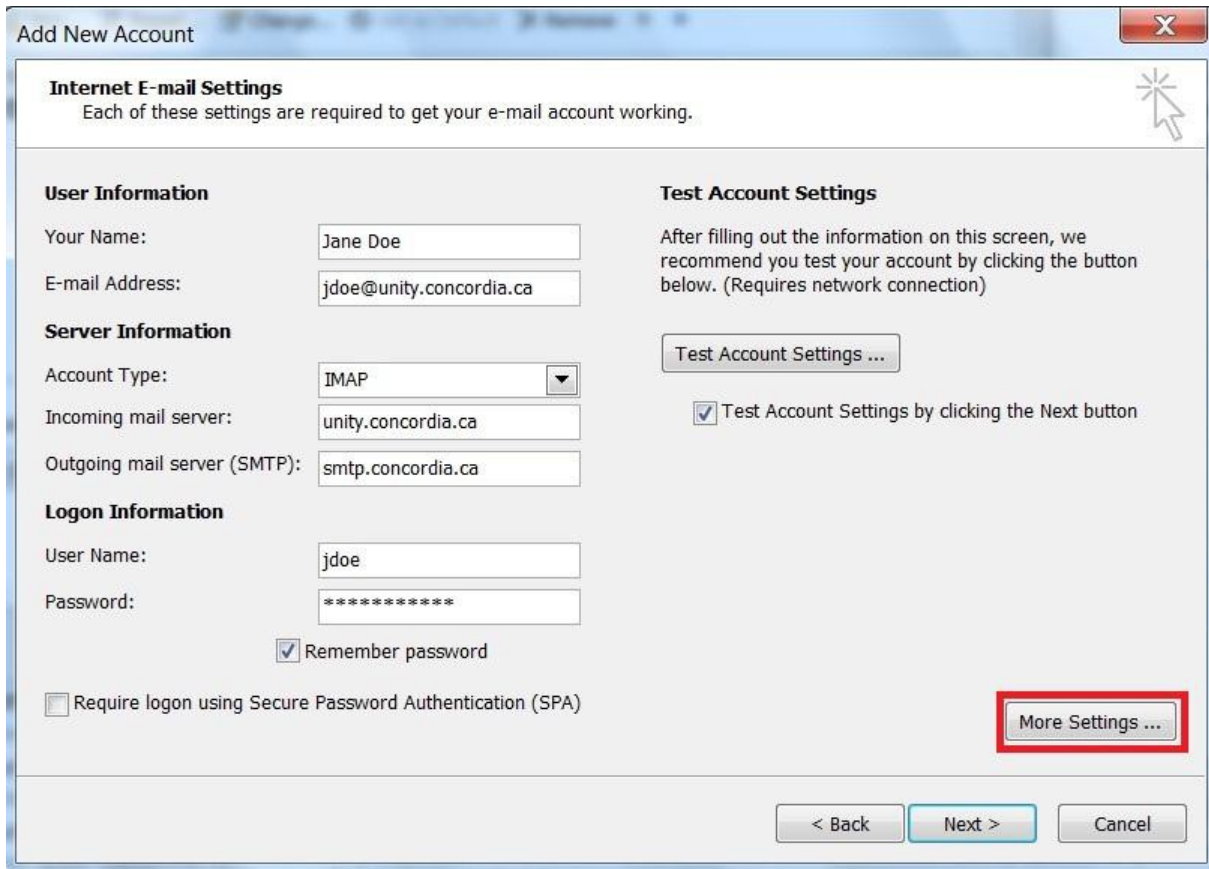
- Select **Internet E-mail**. If you are using *Outlook 2013* or *Outlook 2016*, please select **POP or IMAP** option.
- Click **Next**

The screenshot shows the 'Add New Account' dialog box with the 'Choose Service' section. The title bar reads 'Add New Account' and the subtitle is 'Choose Service'. There are three radio button options: 'Internet E-mail', 'Microsoft Exchange or compatible service', and 'Text Messaging (SMS)'. The 'Internet E-mail' option is selected and highlighted with a red box. Below the options are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a red box.

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...**



Add New Account [Close]

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

User Information

Your Name:

E-mail Address:

Server Information

Account Type:

Incoming mail server:

Outgoing mail server (SMTP):

Logon Information

User Name:

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 by clicking the Next button

< Back Next > Cancel

- 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

'OK' and return to the previous interface.

Server Port Numbers

Incoming server (IMAP):

Use the following type of encrypted connection:

Outgoing server (SMTP):

Use the following type of encrypted connection:

- Click on **Next**

Add New Account

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

User Information
Your Name:
E-mail Address:

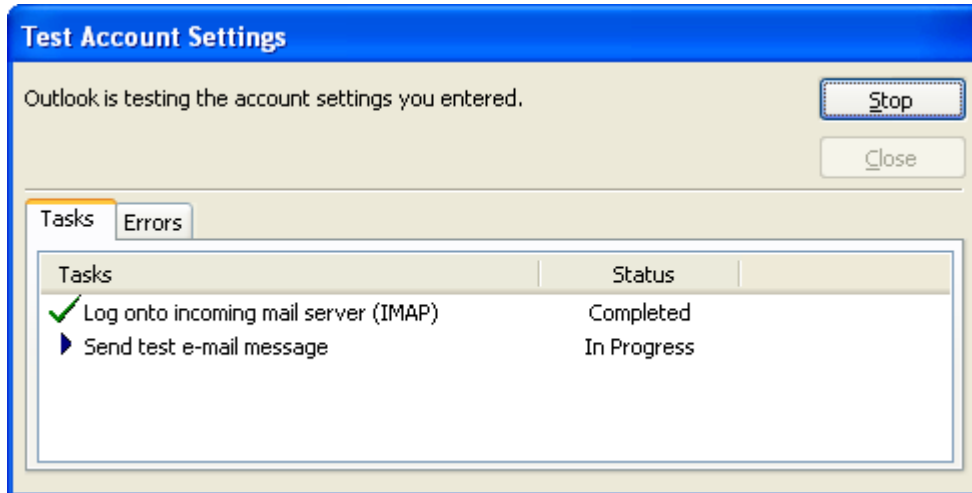
Server Information
Account Type:
Incoming mail server:
Outgoing mail server (SMTP):

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

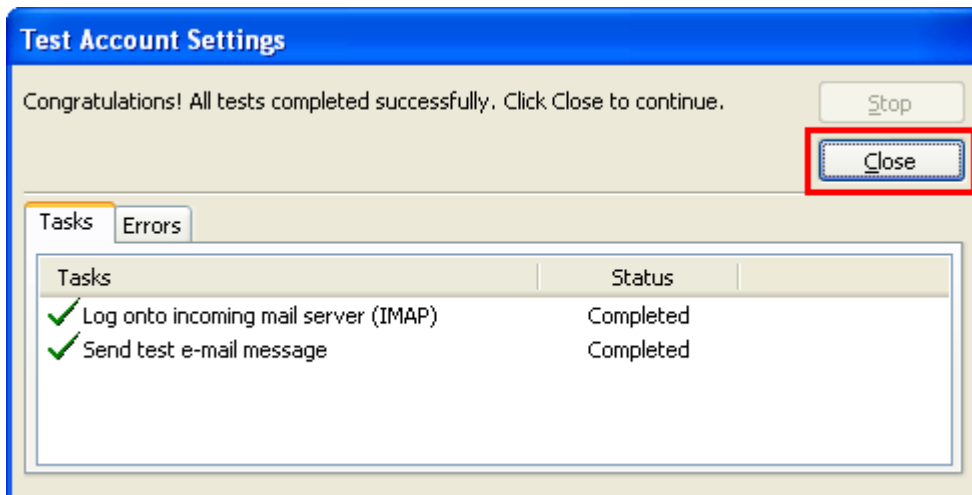
Test Account Settings
After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)

 Test Account Settings by clicking the Next button

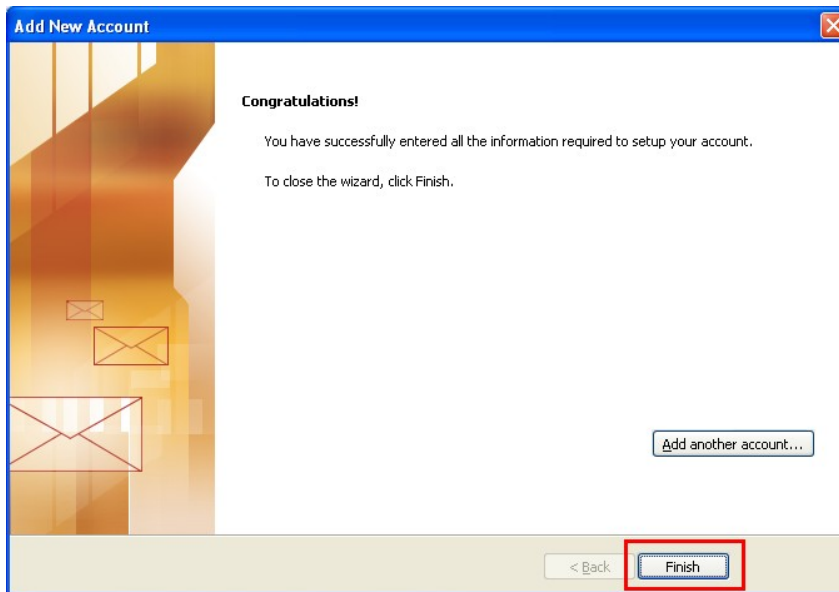
- The system will verify your account settings



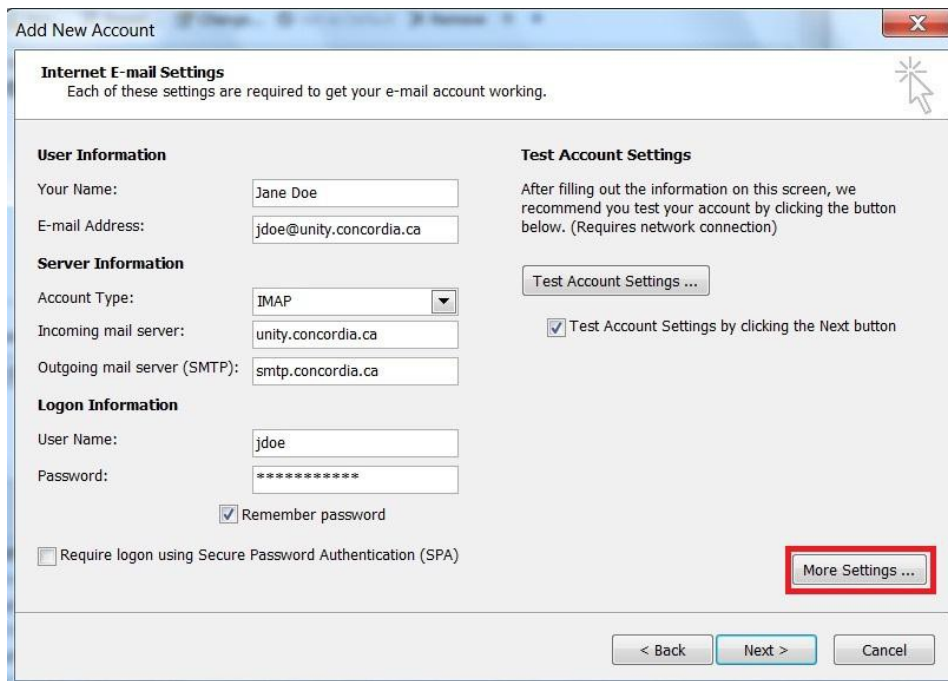
- Once the verification is successful, click **Close**



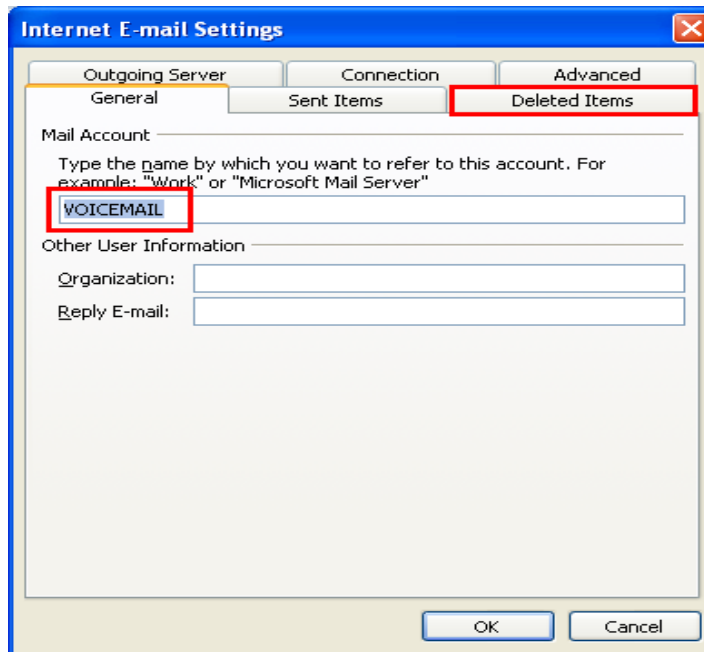
- Click **Finish**



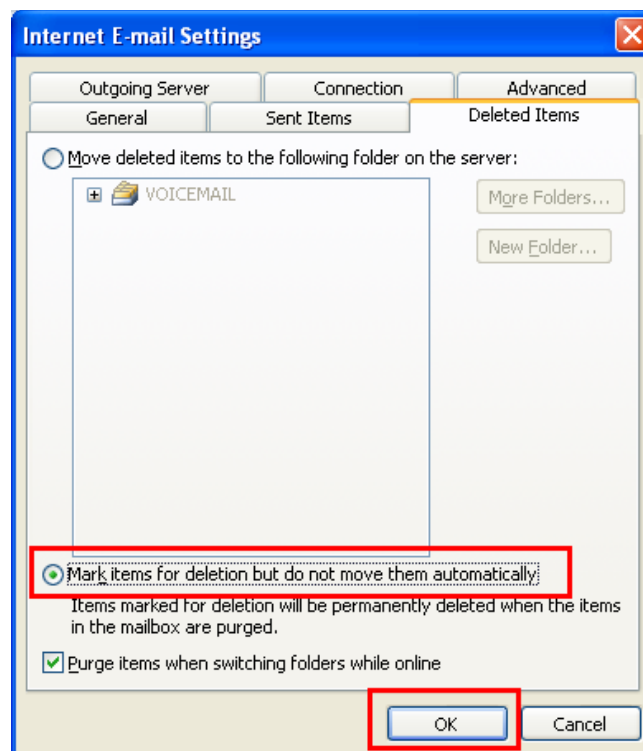
- Go back to the **Account Settings** again and double Click the account which you set just now.
jdoe@unity.concordia.ca
- Click on **More Settings**



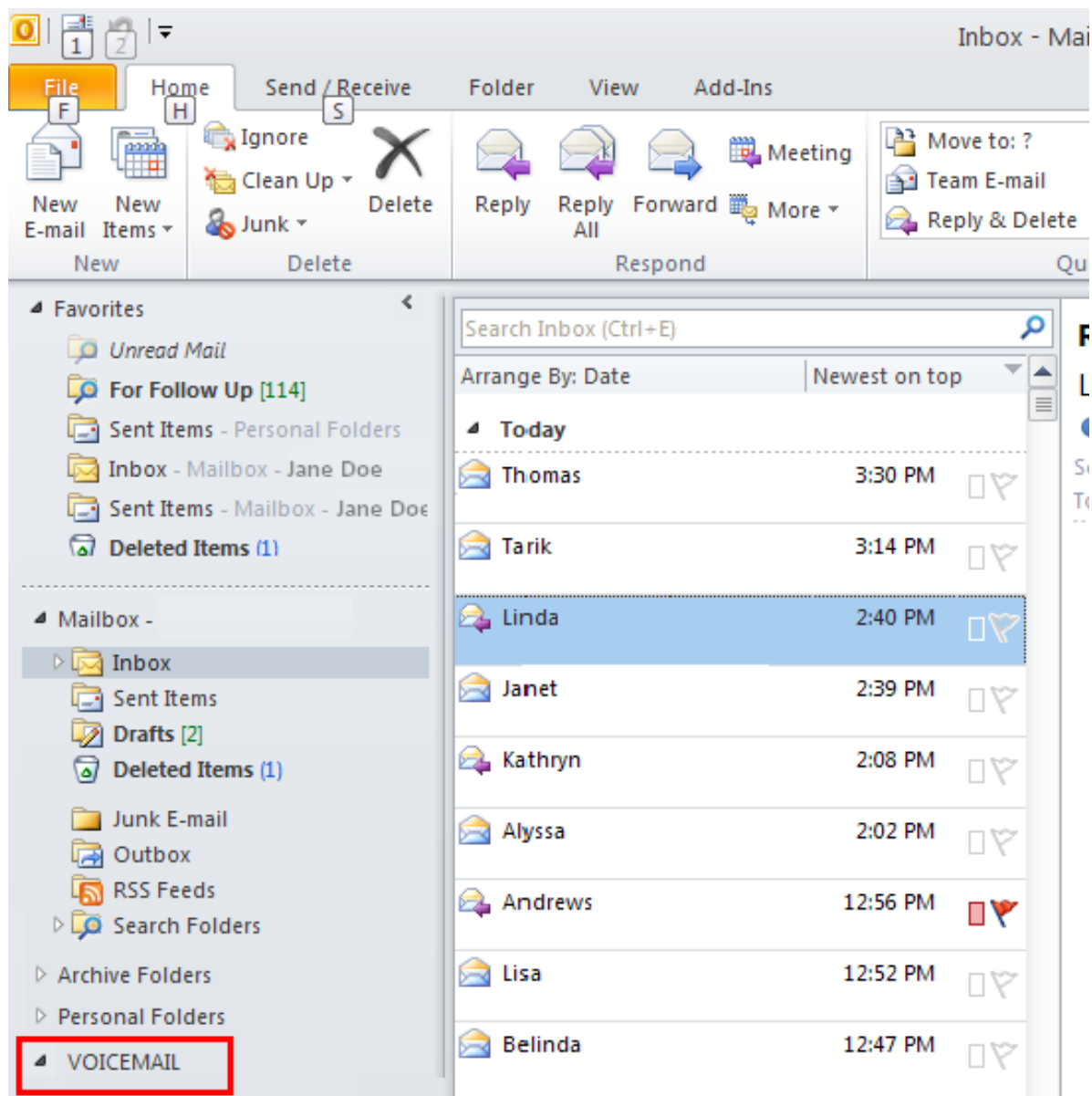
- Under the **General** tab, change the Mail Account to read **VOICEMAIL**
- Click on the **Deleted Items** tab. If you are using **Outlook 2013** or **Outlook 2016**, please click on the **Advanced** Tab.



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

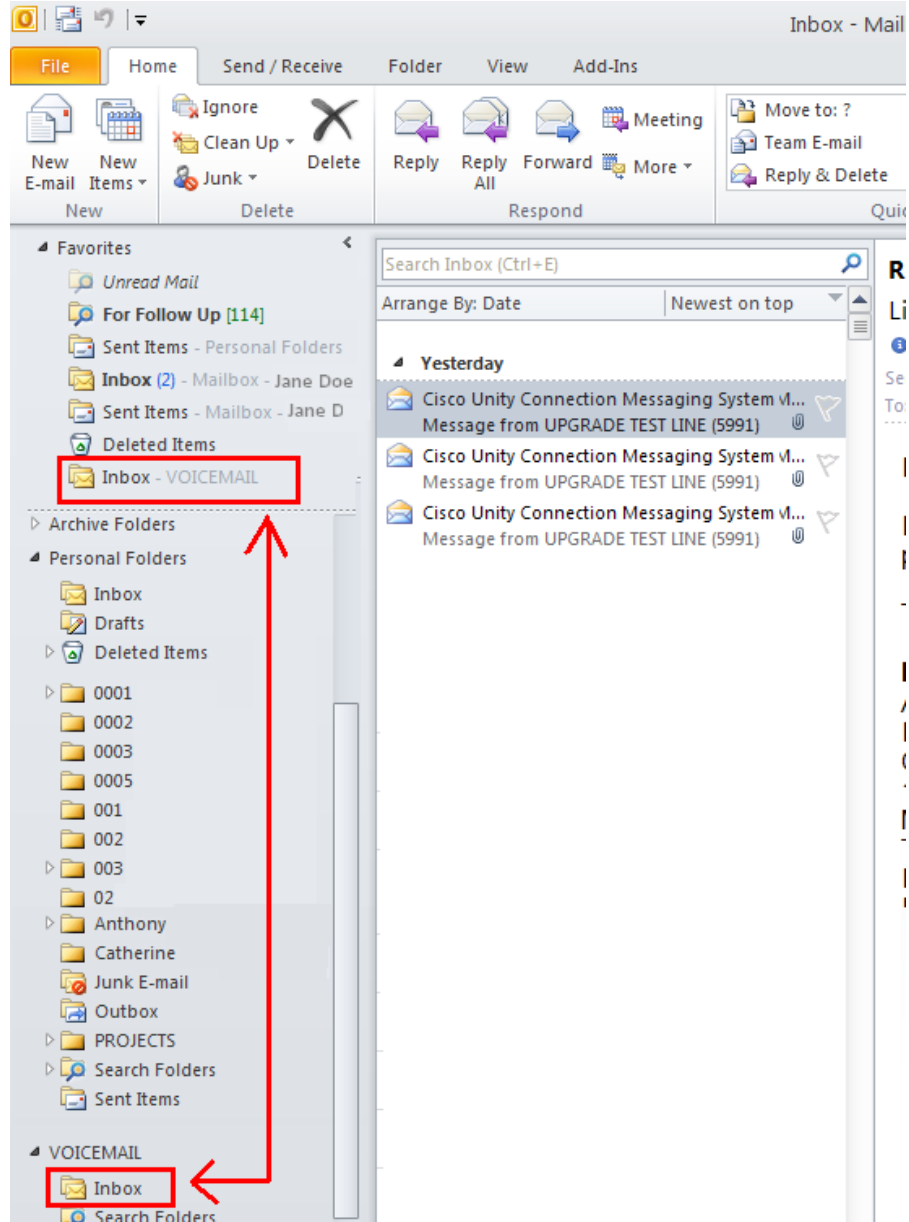


- The IMAP will create a folder called **VOICEMAIL**
- It will be at the bottom of the folder list in Outlook
- If you don't see the folder right away, log out of Outlook and then log back in again for the changes to appear

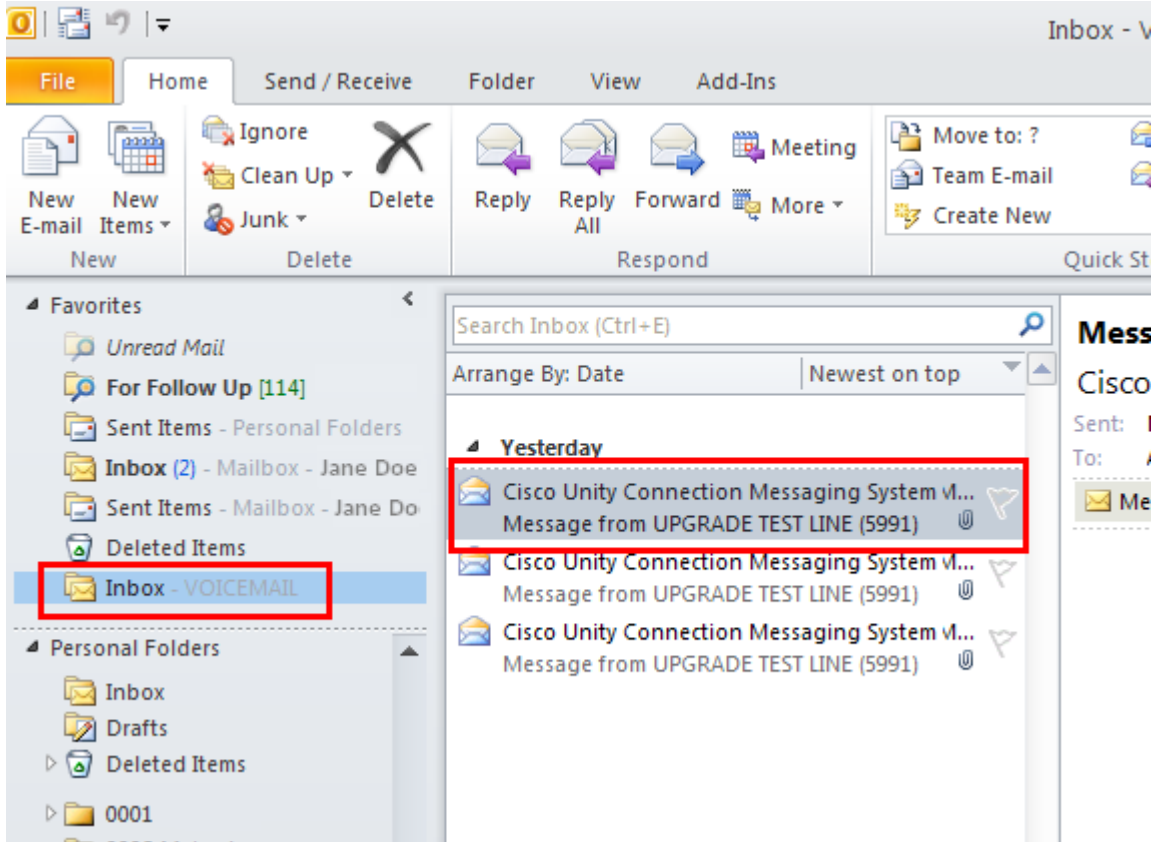


- Click on the arrow sign next to the folder for **VOICEMAIL** to view the **Inbox** sub folder.
- From there, the voice-mail messages will be available
- We recommend dragging and dropping a copy of the **VOICEMAIL** Inbox sub folder to the Favorite Folders
- This will make the folder more visible and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

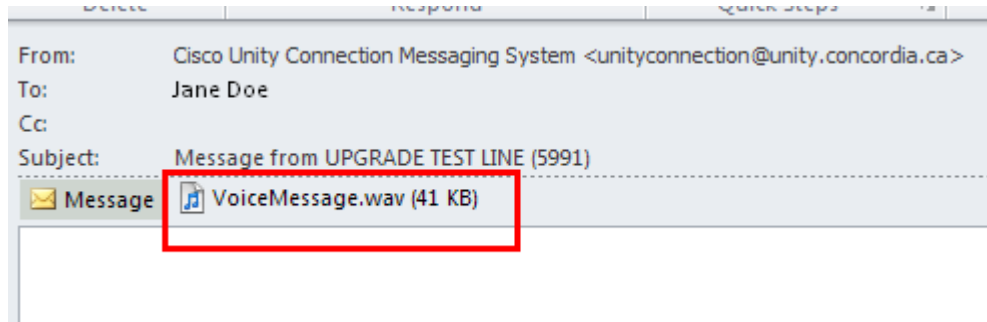
Note: Drag the **Inbox subfolder, **NOT** the VOICEMAIL folder.*



- 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.*

