

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 <u>help@concordia.ca</u> 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.



You can add	or remove an	account. You can	select an account and	i change its settings.	
mail Data Files	RSS Feeds	SharePoint Lists	Internet Calendars	Published Calendars	Address Books
3 New № 8	Bepair 😭	Change 📀	iet as Default 🗙 R	emove 🕆 🗸	
Name			Type		

Select E-mail Account and click Next.

Service	3
E-mail Account Connect to an e-mail account provided by your Internet service provider	
(D/) or your organization.	
Connect to a server type shown below.	
- Sad	Next > Cano

Select Manual setup or additional server types and click Next.

Nato Account Setup Manual setup of an	裕	
E-mail Account		
Tour Name:	Example: Ellen Adams	
E-mail Address:	Eample: ellen@contoso.com	
Password: Retype Password:		
	Type the password your Internet service provider has given	you.
Manual setup or ad	sitional server types	



Select **<u>POP or IMAP</u>** and click **Next**.

SINASE SETVICE	Ť
🗇 Microsoft Exchange Server or compatible ser	ice .
Connect to an Exchange account to access er	sail, calendars, contacts, tasks, and voice mail
Outlook.com or Eachange ActiveSync compa	ible service
Connect to a service such as Outlook.com to	access email, calendars, contacts, and tasks
POP or IMAP	
Connect to a POP or IMAP email account	
Other	
Fax Mail Transport	

Enter the following credentials:

(If you do not know your MyConcordia portal netname and password, please contact the IITS Service Desk at <u>help@concordia.ca</u> 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



Each of these settings are	required to get your e-mail accour	it working.
Iser Information four Name: E-mail Address: Server Information Account Type: Incoming mail server: Dutgoing mail server (SMTP): Logon Information User Name: Password: I Require logon using Secure	Jane Doe Jdoe@unity.concordia.ca MAAP v unity.concordia.ca smtp.concordia.ca Jdoe exemember password Password Authentication (SPA)	Test Account Settings recommend you testy your account by clicking the button below. (Requires network connection) Test Account Settings Image: Test Account Settings by clicking the Next button

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

Ourgoing server	Advanced	
Mail Account		
Type the <u>name</u> by which ye example: "Work" or "Micro	u want to refer to this acco	unt. For
VOICEMAIL		
Other User Information		
Organization:		
Reply E-mail:		
- 491-05-148		

Under the **Advanced** tab:

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

Click OK



Internet E-mail Settings
General Outgoing Server Advanced
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
Server Timeouts
Short Long 1 minute
Folders
Root folder path:
Sent Items
Do not save copies of sent items
Deleted Items
Mark items for deletion but do not move them automatically
Items marked for deletion will be permanently deleted when the items in the mailbox are purged.
✓ Purge items when switching folders while online
OK Cancel

Click on Next.

Each of these settings are	required to get your e-mail account	working.
User Information		Test Account Settings
Your Name:	Jane Doe	After filling out the information on this screen, we
E-mail Address:	jdoe@unity.concordia.ca	below. (Requires network connection)
Server Information		Test Account Settings
Account Type:	IMAP 💽	
Incoming mail server:	unity.concordia.ca	Test Account Settings by clicking the Next button
Outgoing mail server (SMTP):	smtp.concordia.ca	
Logon Information		
User Name:	jdoe	
Password:	******	
	Remember password	
Require logon using Secure	Password Authentication (SPA)	More Settings

The system will verify your account settings



tlook is testing the account settings you entered	Stop	
		Close
asks Errors Tasks	Status	
✓ Log onto incoming mail server (IMAP) ▶ Send test e-mail message	Completed In Progress	

Once the verification is successful, click $\ensuremath{\textbf{Close}}$

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

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.

C 2 2 ₹		Q	Search			
File Home	e Send / Receive	Folder	r View	Help	Acrobat	
New New Email Items ~	© Ignore © Clean Up ∽ ⊘ Junk ∽	e Archive	e Reply	Reply For All	ward 🛱 Meetin	ng Mov Tear
New	Delete			Resp	ond	
∽Favorites	,	All	Unread			
Unread Mail	2	- ! 章	🗅 🖉 Fr	om		Subject
Inbox	1					
Sent Items						
Deleted Items						
∨; `´ jã	concordia.ca					
> Inbox	1					
Drafts						
Sent Items						
Deleted Items						
Archive						
Conversation H	listory					
Junk Email						
Outbox						
RSS Subscriptio	ns					
> Search Folders						
> Groups						
> Online Archi	ve - Janoir .					
VOICEMAIL						
VOICEIVIAIL						



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.

⊖ 9 ≠ P Search									• -	- 0	×	
File Home Send / Receive	Folder View Help Acrobat											
New New Delete	e Archive Reply Ropy Forward Can More ~ Resply Reply Forward Can More ~ Respond	Move to: ? Team Email Reply & Delete Quic	→ To Manager ✓ Done 梦 Create New k Steps	Move Rules	Unread/ Follow Read Up ~ Tags	Search People	Read Aloud Speech	Send/Receive All Folders Send/Receive			~	
<	All Unread	Ru Data yu 🛧			CT (5 40 4)							
Vravorites	Three Weeks Ago	by Date 🗸 🛔	Message	e from ICD II IS_IE	51 (5404)	ſ						
Inbox 1 Sent Items	I main 2 The wreek ago Cisco Unity Connection Messaging Sy Message from ICD ITS_TEST (5404) 2021-04-24			Cisco Unity Connection Messaging System <unityconi< td=""><td colspan="4">Sat 2021-04-24 9:43 PM</td></unityconi<>					Sat 2021-04-24 9:43 PM			
Deleted Items	∨ Older	9 45 K	B									
>j⊃_@concordia.ca > Inbox 1	Cisco Unity Connection Messaging Sy. Message from Unknown sender (5148)	. 2021-03-30										
Drafts Sent items	Cisco Unity Connection Messaging Sy. Message from	2020-09-04										
Deleted Items Archive Conversation History	Cisco Unity Connection Messaging Sy. Message from Connection	. 2020-09-04										
Junk Email Outbox	Message from T	5										
RSS Subscriptions > Search Folders	FW:	0										
> Groups	Cisco Unity Connection Messaging Sy. Message from Unknown sender (140889:)	2020-03-03										
> Online Archive - ,	Cisco Unity Connection Messaging Sy. Message from Unknown sender (514 8800)	2020-02-26										
VOICEMAIL Inbox Outbox	Cisco Unity Connection Messaging Sy. Message from ' V - ' 5 IMAGICLE (6996)	2020-02-19										
Search Folders	Cisco Unity Connection Messaging Sy. Message from T/ (51455555)	2020-01-13										
	Cisco Unity Connection Messaging Sy. Message from IITS (5)	2020-01-08										
M → R ^Q → M Filter applied	Mercade from Sebaction Reswere (5887)	2010 12 13				C	onnected	m m -		+	100%	

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".





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File	Home	Send / Receive	Folder	Viev	
4	¢° 🖌	Show as Cor	nversations		
Change View ≁ S	View Reset ettings View	Conversatio	n Settings -	M Pre	
Curi	rent View	Messa	ges		
∡ Favor	ites		<	Sear	
Unread Mail 13 A					
Inbox 1 - Concordia.ca					
Inbox - VOICEMAIL P					
It It					

Listening to Voice-Mail messages in IMAP:

Click on the email with the voicemail attachment.

File Hor	me Send / Receive	Folder View Add-Ins	Inbox - V
New New E-mail Items *	lgnore bg Clean Up + & Junk + Delete	Reply Reply Forward to Mo	eting Move to: ? @ Team E-mail @ Ye Y Create New
New	Delete	Respond	Quick St
Favorites	< Noil	Search Inbox (Ctrl+E)	P Mess
CO For Foll	low Up [114]	Arrange By: Date	Newest on top Cisco
Sent Ite	ms - Personal Folders	 Yesterday 	Sent: I To: 4
Sent Ite	ms - Mailbox - Jane Doe	Cisco Unity Connection Mess Message from UPGRADE TEST	aging System V 🔗 🔛 Me
Deleted	VOICEMAIL	Cisco Unity Connection Mess	aging System vl
Personal Fold	ders 🔺	Cisco Unity Connection Mess Message from UPGRADE TEST	aging System vl

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.

	respond	- Concerseeps in
From:	Cisco Unity Connection Messaging System <	unityconnection@unity.concordia.ca>
To:	Jane Doe	
Cc		
Subject:	Message from UPGRADE TEST LINE (5991)	
🖂 Message	👔 VoiceMessage.wav (41 KB)	
24		



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 <u>Delete</u> icon and the message will be deleted. You do not need to purge *deleted messages*.

H 5	് 🕇	↓ 🧐	Ŧ		Message	from	Unknown sender (i
File	Message	Acrobat	ViewM	ail Q⊺	ell me what y	ou wa	nt to do
ارتج Ignore من المراجع ا من المراجع	Delete Re	ply Reply All	Forward	Weeting	Move t Team E Create	io: ? Email New	역 To Manaı 육 Reply & [
Delete		I	Respond				Quick Steps
Voice Mess	age				0:00 / 0:05	40	Speed
	Sat 5/1 Cisc	2/2018 11:07 o Unity	/ Conn	ection	Messag	ing	System <u< td=""></u<>

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.