

# Voice Mail in Outlook

## Overview:

This document will step through the process to add a voice mail box to your Outlook. This is for Office 365 version of Outlook.

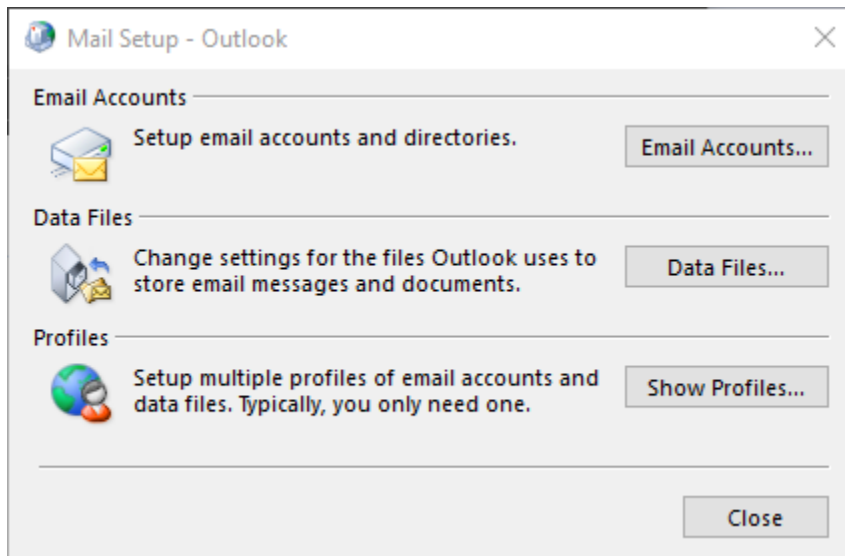
Information you will need before attempting this:

- 5 digit phone number IE: 7-3954
- 4 digit password for that number to get voice mail

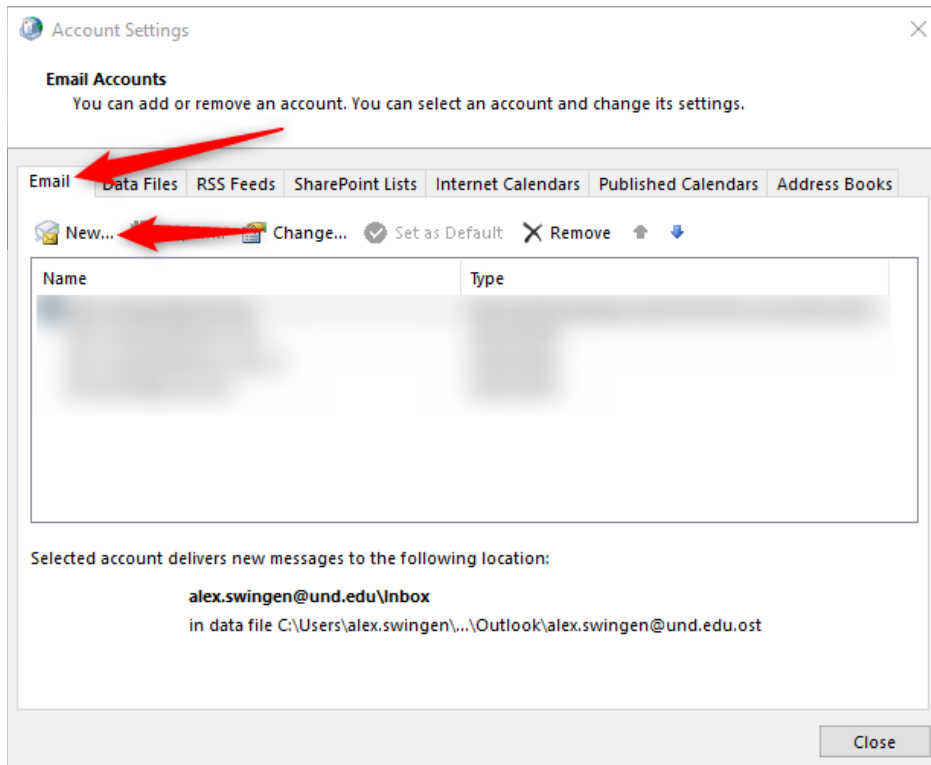
You can login using this username and password here for testing: <https://avayamsg.und.edu:7443/user/login>

## Instructions:

- Open Control Panel > Click Mail
- Select Email Accounts...



- Under the Email tab, click New...



- Select Manual setup or additional server types

**Add Account** X

**Auto Account Setup**  
Manual setup of an account or connect to other server types.

**Email Account**

Your Name:   
Example: Ellen Adams

Email Address:   
Example: ellen@contoso.com

Password:

Retype Password:   
Type the password your Internet service provider has given you.

**Manual setup or additional server types**

- Select POP or IMAP

**Add Account** X

**Choose Your Account Type**

**Office 365**  
Automatic setup for Office 365 accounts

Email Address:   
Example: ellen@contoso.com

**POP or IMAP**  
Advanced setup for POP or IMAP email accounts

**Exchange ActiveSync**  
Advanced setup for services that use Exchange ActiveSync

- User Information is just for Display Purposes so make it make sense to you
- Server Information is as follows
  - Account Type: IMAP
  - Incoming mail server: avayamsg.und.edu
  - Outgoing mail server (SMTP): po4.ndus.edu
- Logon Information is as follows
  - User Name: 5 digit number for Voice Mail
  - Password: 4 digit number you use on your phone to get your voice mail
- Click Next
- It will test your connection and if its all good you will see 2 Green Check Marks
- Click to close
- Close your Outlook and reload.
- You should now see your voice mail account in your outlook

## **Known Issues:**

These steps will not work if you are on the ASAVPN when setting it up. Once set up you can connect to the VPN and it will keep working.

## **Relevant Links:**

Link to Telecom's webpage if you need further assistance: <https://campus.und.edu/campus-services/telecommunications/voice-mail-instructions.html>

Avaya Web Login page: <https://avayamsg.und.edu:7443/user/login>

## **Common Troubleshooting:**

Fill in as needed