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](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
Select POP or IMAP

- **POP or IMAP**

  Advanced setup for POP or IMAP email accounts
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