Email

Configuration details & help for email accounts.

- Thunderbird - Checking your settings
- Outlook - Checking your settings

Thunderbird - Checking your settings

1. Open Account Settings

- In Thunderbird, go to **Application Menu (≡) > Account Settings**.
- Alternatively, right-click your email account in the left pane and select **Settings**.

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2. Update Server Settings

- In the left-hand menu, click on **Server Settings** under your account.
- Adjust as needed:
  - For IMAP:
    - **Server Name:** `imap.voice.net.au`
    - **Port:** `143 (STARTTLS), 993 (SSL/TLS)`
    - **Connection Security:** `STARTTLS for port 143)` or `SSL/TLS for port 993)`
    - **Authentication Method:** `Normal password`
    - **Username:** Your full email address (Eg `example.user@voice.net.au`)
  - For POP3:
    - **Server Name:** `pop.voice.net.au`
    - **Port:** `110 (STARTTLS), 995 (SSL/TLS)`
    - **Connection Security:** `STARTTLS for port 110)` or `SSL/TLS for port 995)`
    - **Authentication Method:** `Normal password`
    - **Username:** Your full email address (Eg `example.user@voice.net.au`)

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3. Update Outgoing (SMTP) Settings

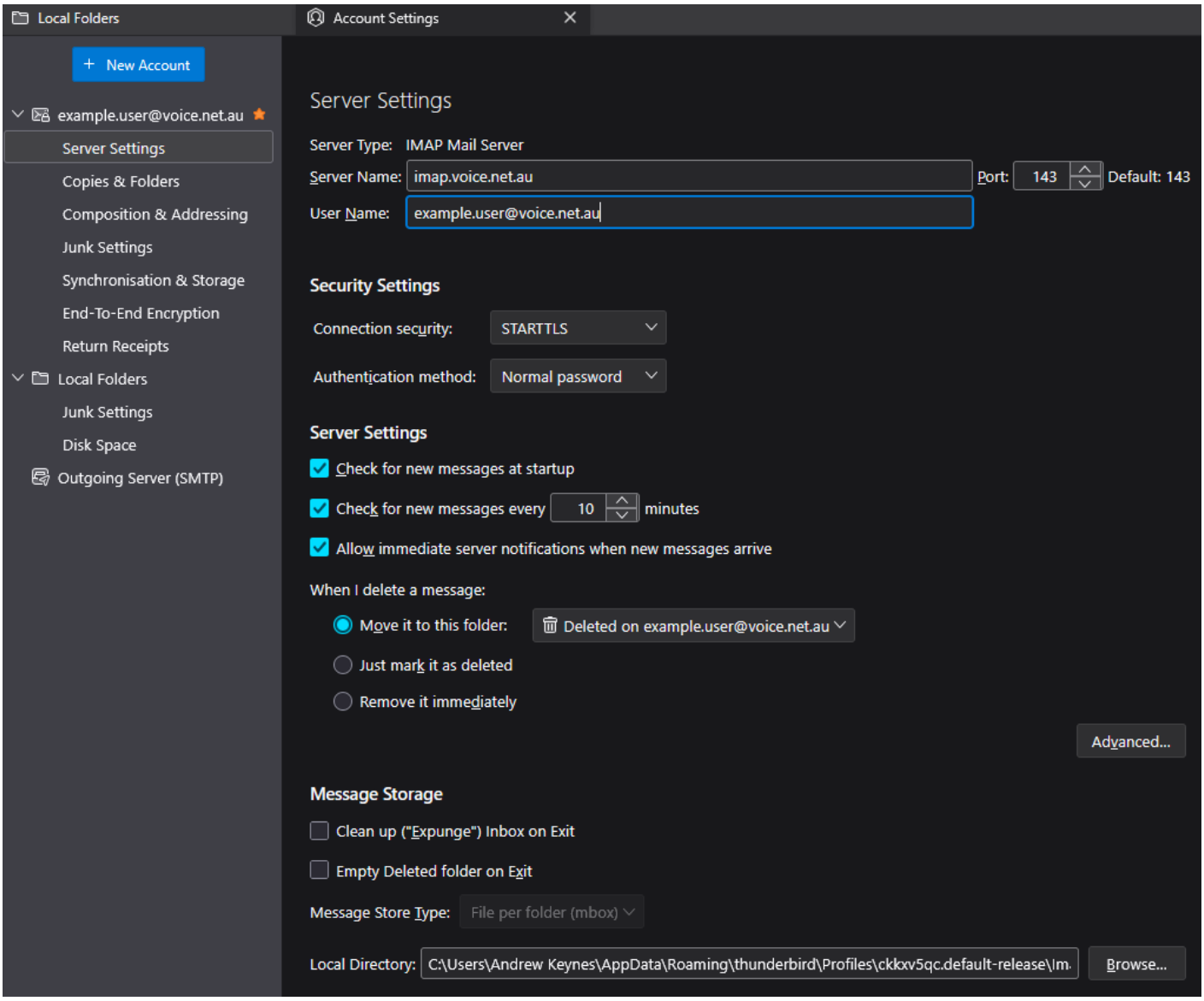
- Scroll down and click **Outgoing Server (SMTP)** at the bottom left.
- Select the correct SMTP server from the list, then click **Edit**.
- Adjust as needed:
  - **Server Name:** `smtp.voice.net.au`
  - **Port:** `587 (STARTTLS)` or `465 (SSL/TLS)`
  - **Connection Security:** `STARTTLS (Port 587)` or `SSL/TLS (Port 465)`
  - **Authentication Method:** `Normal password`
  - **Username:** Your full email address (Eg `example.user@voice.net.au`)

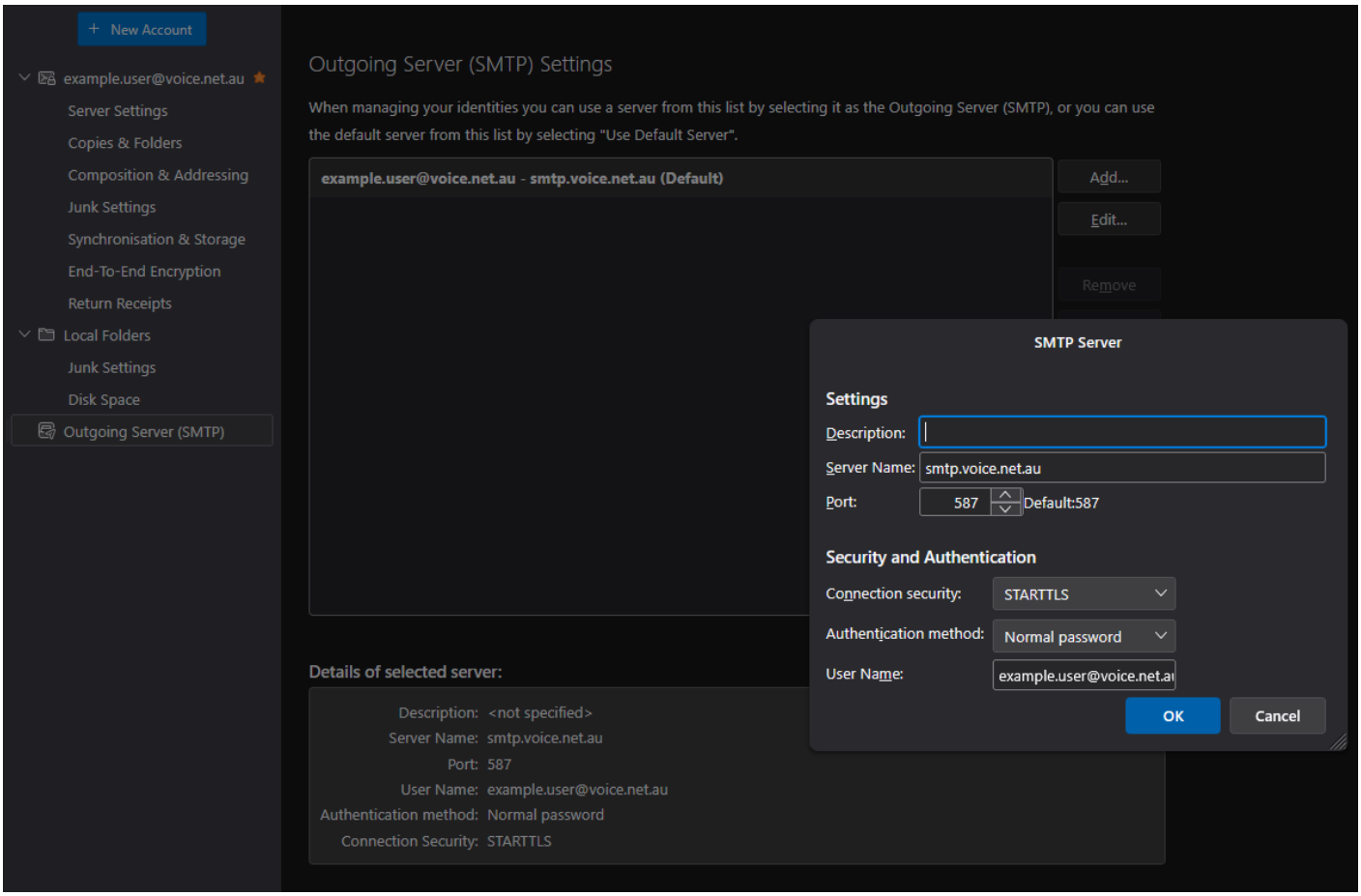
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4. Save and Test

- Restart Thunderbird if it requests it and try sending/receiving mail to test.

Screenshot Examples


Local Folders
Account Settings
New Account
example.user@voice.net.au
Server Settings
Copies & Folders
Composition & Addressing
Junk Settings
Synchronisation & Storage
End-To-End Encryption
Return Receipts
Local Folders
Junk Settings
Disk Space
Outgoing Server (SMTP)
Server Settings
Server Type: IMAP Mail Server
Server Name: imap.voice.net.au
Port: 143
Default: 143
User Name: example.user@voice.net.au
Security Settings
Connection security: STARTTLS
Authentication method: Normal password
Server Settings
Check for new messages at startup
Check for new messages every 10 minutes
Allow immediate server notifications when new messages arrive
When I delete a message:
Move it to this folder: Deleted on example.user@voice.net.au
Just mark it as deleted
Remove it immediately
Advanced...
Message Storage
Clean up ("Expunge") Inbox on Exit
Empty Deleted folder on Exit
Message Store Type: File per folder (mbox)
Local Directory: C:\Users\Andrew Keynes\AppData\Roaming\thunderbird\Profiles\ckkxv5qc.default-release\Im
Browse...


New Account
example.user@voice.net.au
Server Settings
Copies & Folders
Composition & Addressing
Junk Settings
Synchronisation & Storage
End-To-End Encryption
Return Receipts
Local Folders
Junk Settings
Disk Space
Outgoing Server (SMTP)
Outgoing Server (SMTP) Settings
When managing your identities you can use a server from this list by selecting it as the Outgoing Server (SMTP), or you can use the default server from this list by selecting "Use Default Server".
example.user@voice.net.au - smtp.voice.net.au (Default)
Add...
Edit...
Remove
Details of selected server:
Description: <not specified>
Server Name: smtp.voice.net.au
Port: 587
User Name: example.user@voice.net.au
Authentication method: Normal password
Connection Security: STARTTLS
SMTP Server
Settings
Description:
Server Name: smtp.voice.net.au
Port: 587 Default:587
Security and Authentication
Connection security: STARTTLS
Authentication method: Normal password
User Name: example.user@voice.net.au
OK
Cancel

Outlook - Checking your settings

1. Open Mail Settings

- Shut down outlook.
- Press `Win + R`, type `control`, and press **Enter**.
- In the Control Panel search box (top right), type **Mail**.
- Click **Mail (Microsoft Outlook)**.
- In the Mail Setup window, click **Email Accounts…**.

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2. Edit the Email Account

- In the **Email** tab, select your account.
- Click **Change**.

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3. Update IMAP Server Settings

- In the **Change Account** window, update:
  - **Incoming mail server**:
    - If **Account Type** is **IMAP:** `imap.voice.net.au`
    - If **Account Type** is **POP:** `imap.voice.net.au`
  - **Outgoing mail server (SMTP)**: `smtp.voice.net.au`
  - **Username:** Your full email address (Eg `example.user@voice.net.au`)

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4. Click **More Settings...**

- Go to the **Advanced** tab (Only one of **Incoming server (IMAP)** or **Incoming server (POP)** will be present):
  - **Incoming server (IMAP)**: `143 (STARTTLS)` or `993 (SSL/TLS)`
  - **Incoming server (POP)**: `110 (STARTTLS)` or `995 (SSL/TLS)`
  - **Outgoing server (SMTP)**: `587 (STARTTLS)` or `465 (SSL/TLS)`
  - **Use the following type of encrypted connection**: `STARTTLS for port 143/110/587)` or `SSL/TLS for port 465/993/995`
- Go to the **Outgoing Server** tab:
  - Tick **My outgoing server (SMTP) requires authentication**
  - Choose **Use same settings as my incoming mail server**

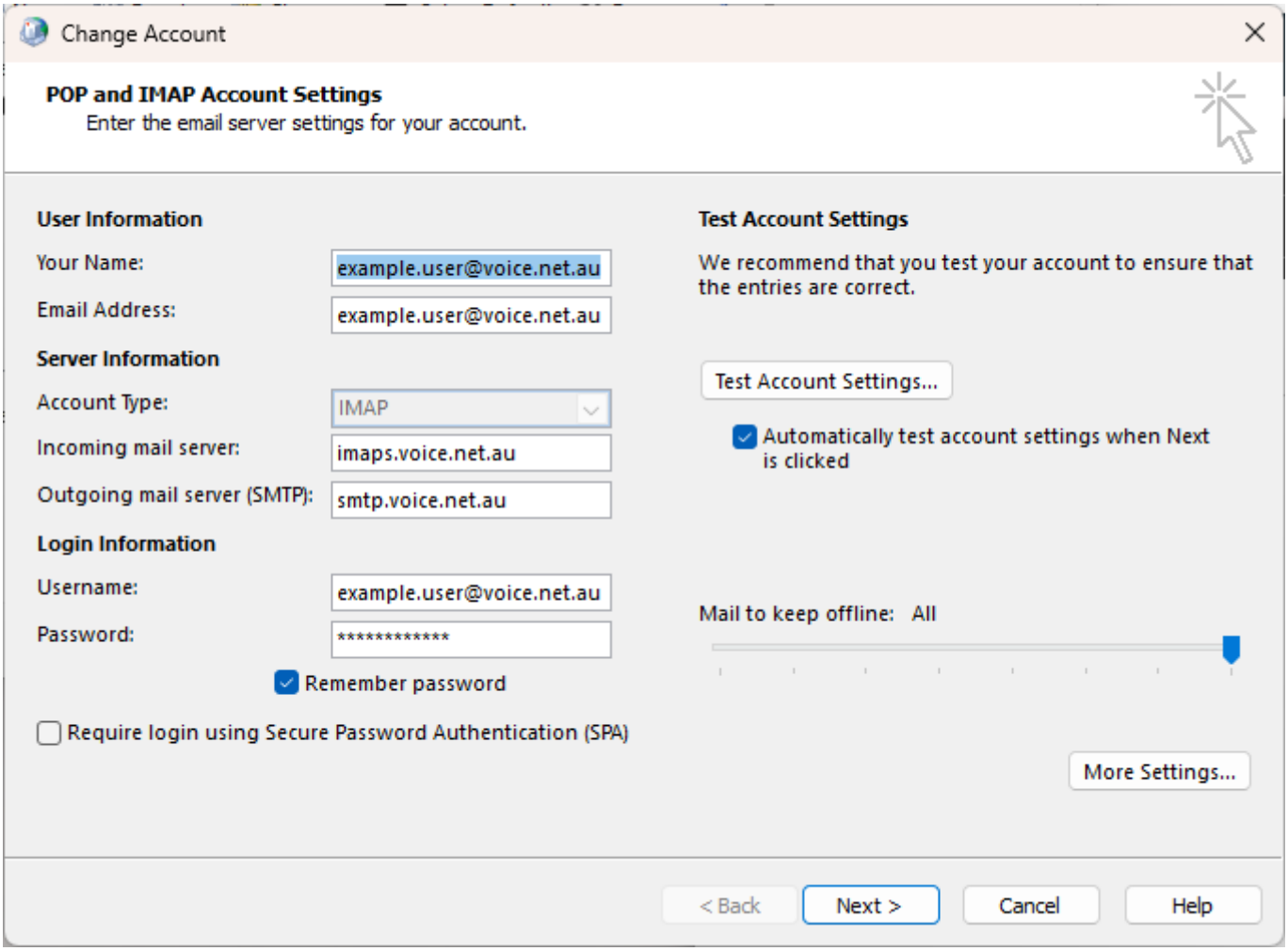
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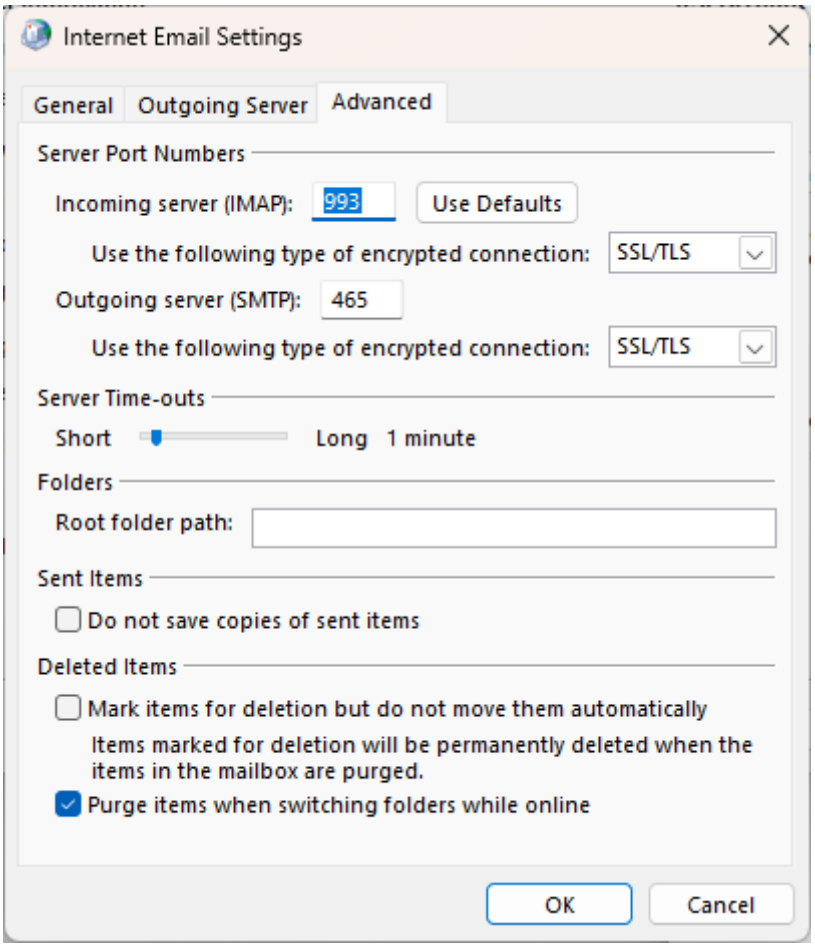
5. Save and Test

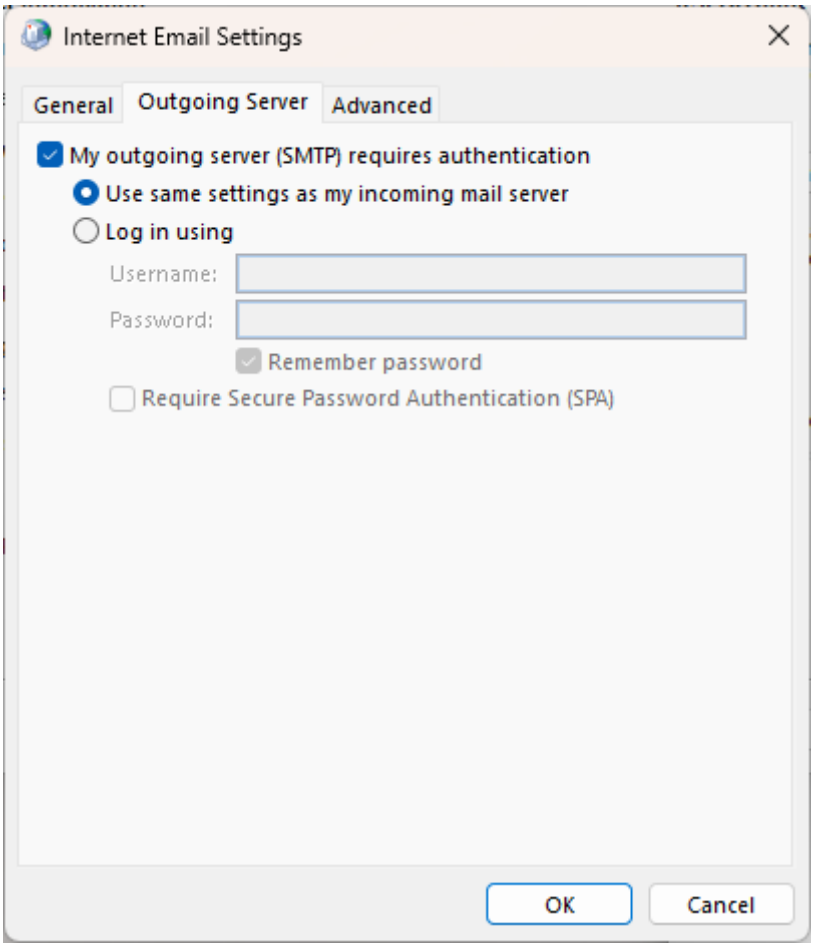
- Click **OK**, then **Next** to test the settings.
- If successful, click **Close**, then **Finish**.

> Note: Depending on the version of outlook we have seen a bug where it does NOT use the settings on screen, but continues to retry with the outdated settings. In this case if it is an IMAP account, you may need to remove the account and re-add it for outlook to use the correct settings.
>
> This behaviour has also been noted on Outlook for Android.

Screenshot Examples




Internet Email Settings
General
Outgoing Server
Advanced
Server Port Numbers
Incoming server (IMAP):
993
Use Defaults
Use the following type of encrypted connection:
SSL/TLS
Outgoing server (SMTP):
465
Use the following type of encrypted connection:
SSL/TLS
Server Time-outs
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


Internet Email Settings
General
Outgoing Server
Advanced
My outgoing server (SMTP) requires authentication
Use same settings as my incoming mail server
Log in using
Username:
Password:
Remember password
Require Secure Password Authentication (SPA)
OK
Cancel

Windows 8.1 and earlier

If you are running an unsupported version of windows, you will not have support for TLS 1.2 by default.

It is **highly** recommended that you update to a supported version of windows, however you can enable TLS 1.2 by adding additional registry entries.

This should enable connectivity to the mailserver, but your PC will **still be vulnerable** to many other security issues unless you upgrade to a supported version of windows.

Download and run the registry file below to enable TLS 1.2 and reboot your PC:

enable_tls_1_2.reg