

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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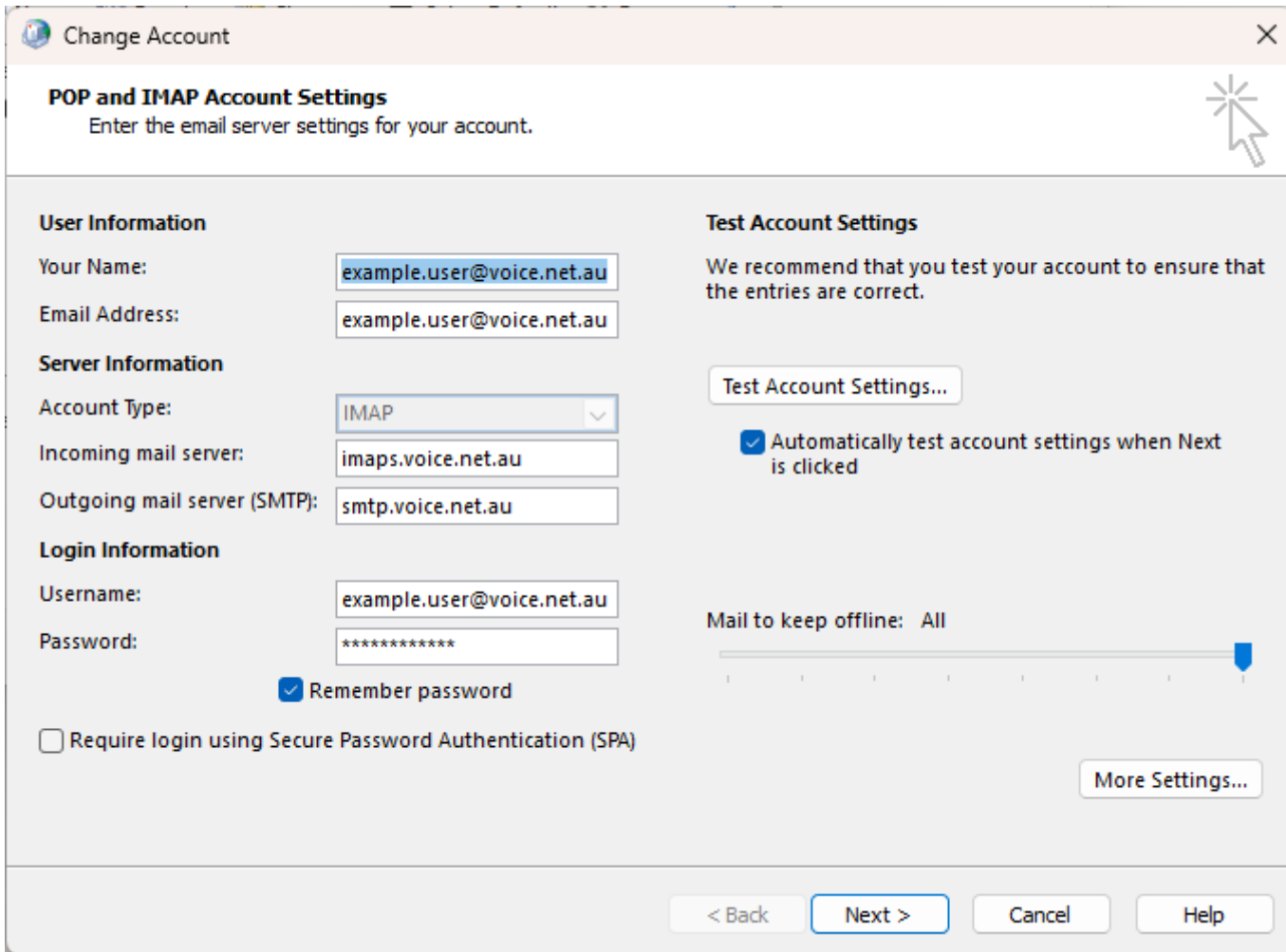
5. Save and Test

- Click **OK**, then **Next** to test the settings.
 - If successful, click **Close**, then **Finish**.
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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the version of outlook we have seen a bug where it does NOT use the settings on screen, but continues to retry with the outdated settings.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



The screenshot shows the 'Change Account' dialog box in Outlook. The title bar reads 'Change Account' with a close button (X) in the top right corner. Below the title bar, the section is titled 'POP and IMAP Account Settings' with a subtitle 'Enter the email server settings for your account.' and a help icon (a star with a mouse cursor) in the top right.

The dialog is divided into two main columns. The left column contains the following sections:

- User Information:** 'Your Name:' and 'Email Address:' both have text boxes containing 'example.user@voice.net.au'.
- Server Information:** 'Account Type:' is a dropdown menu set to 'IMAP'. 'Incoming mail server:' is 'imaps.voice.net.au'. 'Outgoing mail server (SMTP):' is 'smtp.voice.net.au'.
- Login Information:** 'Username:' is 'example.user@voice.net.au'. 'Password:' is masked with '*****'. There is a checked checkbox for 'Remember password' and an unchecked checkbox for 'Require login using Secure Password Authentication (SPA)'.

The right column contains:

- Test Account Settings:** A text block stating 'We recommend that you test your account to ensure that the entries are correct.' Below it is a 'Test Account Settings...' button and a checked checkbox for 'Automatically test account settings when Next is clicked'.
- Mail to keep offline:** A slider set to 'All'.
- A 'More Settings...' button at the bottom right.

At the bottom of the dialog, there are four buttons: '< Back', 'Next >', 'Cancel', and 'Help'.

Internet Email Settings

General | **Outgoing Server** | Advanced

Server Port Numbers

Incoming server (IMAP):

Use the following type of encrypted connection:

Outgoing server (SMTP):

Use the following type of encrypted connection:

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

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)

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](#)