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**

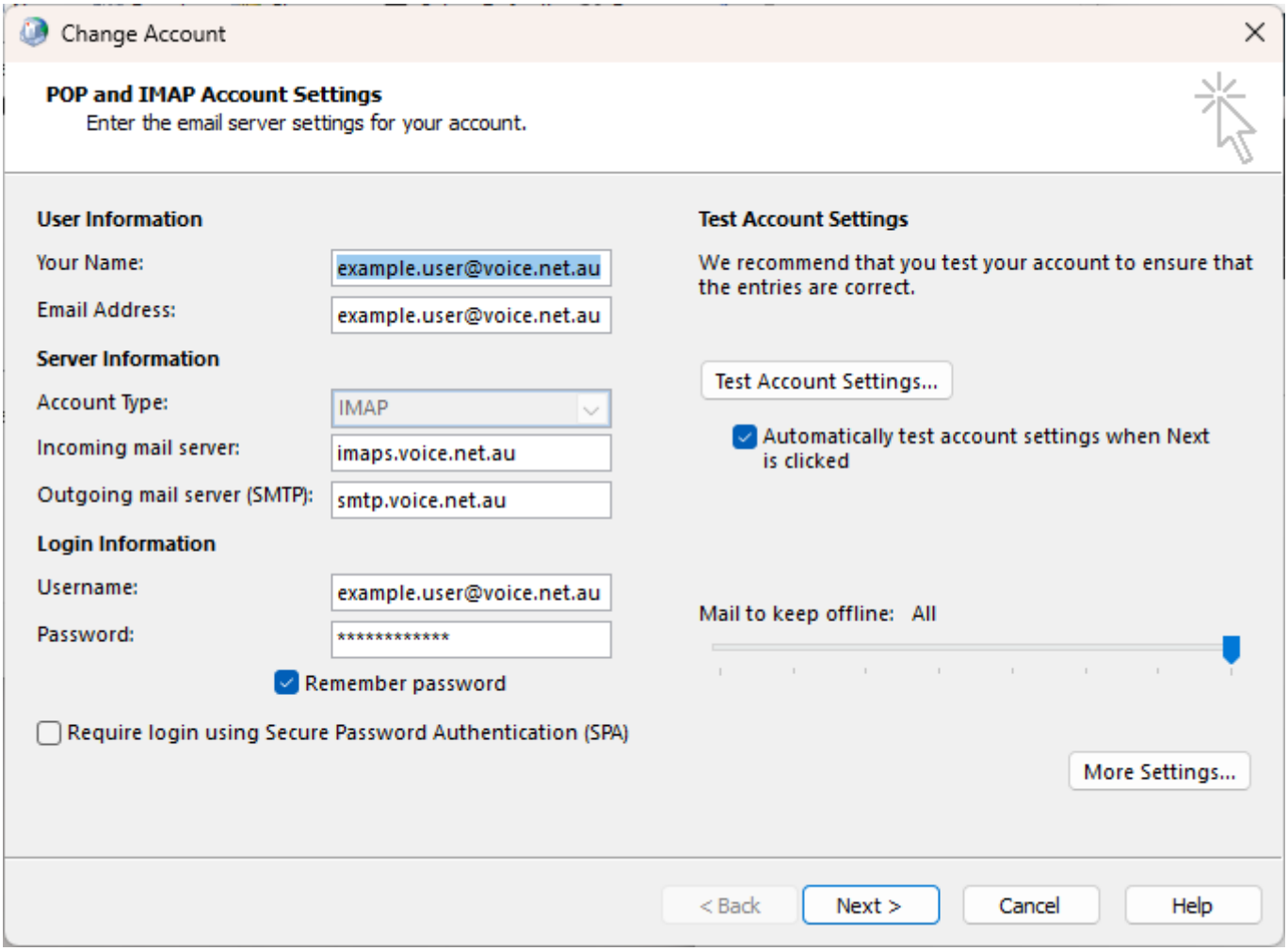
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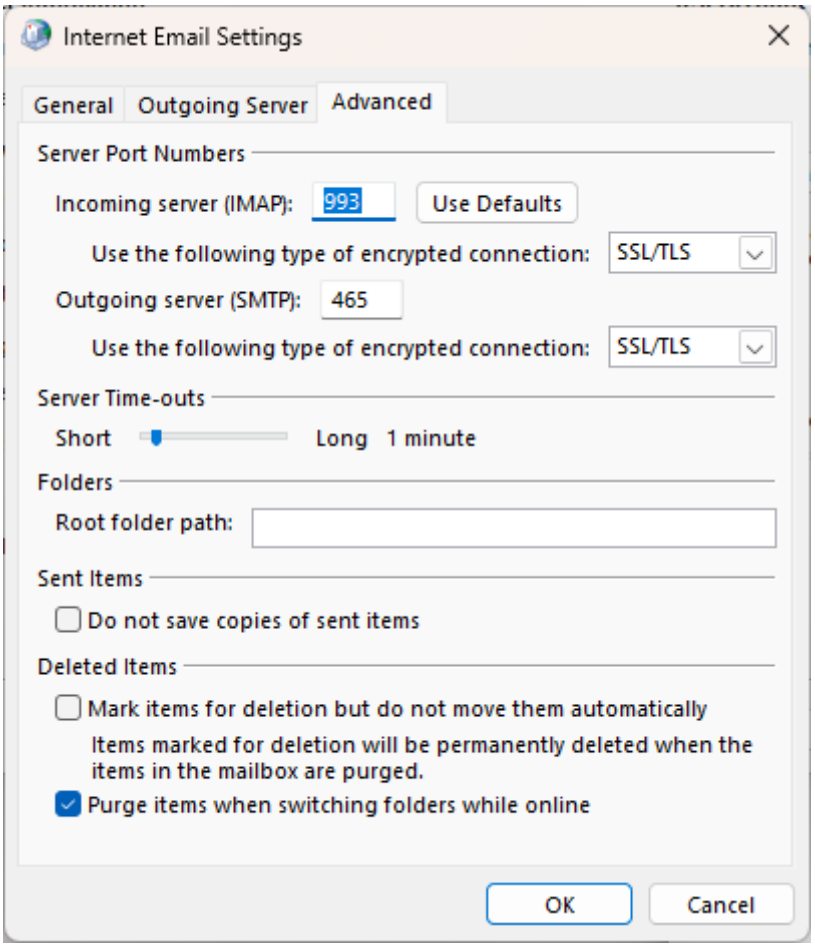
5. Save and Test

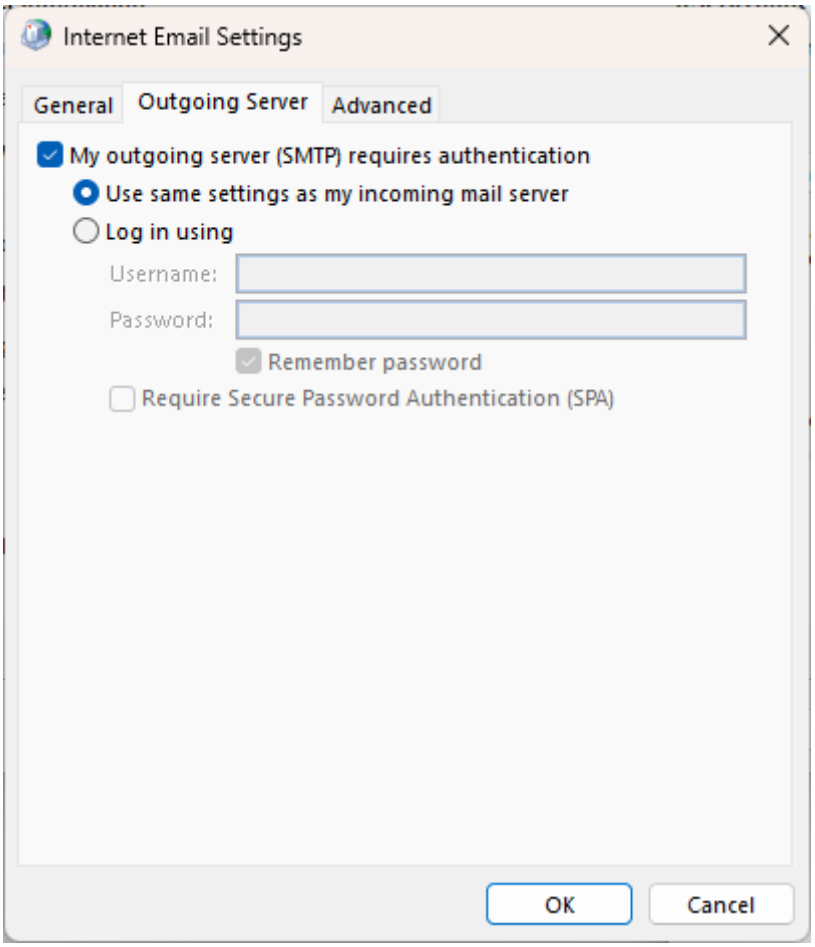
- Click **OK**, then **Next** to test the settings.
- If successful, click **Close**, then **Finish**.

> 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

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