

EVM Plus Enhanced Voice Messaging

EVM Plus Frequently Asked Questions

How is my Message Waiting Light (MWL) affected by EVM?

Avaya MWL is affected when a message is played and/or deleted using the Telephone User Interface, Avaya MM Desktop client. EVM only puts a copy of the message in your inbox. The Avaya system does not know when you played the message sound file. So MWL is not affected when playing a message on your PDA or inbox. However, if you use the Delete Message link in an email from EVM, the voicemail system will notice the message has been deleted and adjust the MWL state accordingly. This may take a few seconds or minutes depending what kind of integration has been set up.

My cellular provider merged and I've stopped receiving text messages from EVM.

Your provider probably disabled the SMTP gateway. Ask your system administrator to adjust the SMTP domain of your carrier. This requires super administrative rights.

My message waiting light just went on, but I don't see the message in my inbox.

Message waiting lights go on instantly when a message is left. EVM checks your mailbox every few minutes. It will deliver the message the next time it checks.

What is Speech to Text?

Speech to Text is a service which transcribes your voice mail messages to text. EVM securely forwards your message for conversion and sends the results back to you. It is a paid subscription service.

Can I deliver my voice messages to my cell phone?

Device types configured by selecting a cell phone and a carrier use SMS to deliver text messages to the cell phone. They do not allow attachments so you won't be able to play the message on your cell phone. You can, however, call your voice mail system and listen to the message using the phone. If your cellular phone is a Smartphone and you know the email address to send messages to it – set it up using a Smartphone device or other Email type device.

Sometimes I see the caller's Caller ID and/or name, but sometimes I don't.

EVM passes whatever caller information is available in the message captured by the voice mail system. This can vary between external and internal calls. This information is passed from the phone switch to the Modular Messaging system. If EVM didn't pass any other information, it means the Modular Messaging system didn't receive any.

Why don't I hear my message when I open the sound file attachment?

Sound files come in many different formats. EVM sends them in GSM, MP3 or WAV. Most likely this is because your PC does not have the software needed to play the format in which EVM sent the message. You can see if can change the format on the EVM Settings page. Alternately, you can change to a different device which uses a different format. Or, you can ask your IT department to install a player for the format you need.

I deleted the message from my Inbox. Why hasn't the message been deleted from my voicemail?

Neither the Avaya system nor EVM knows what you do with messages in your email inbox. It does not know if you played them, forwarded them or deleted them. If the EVM message has a link for deleting the message, you can use it to immediately delete the message, but just deleting the message in your inbox has no effect on the message in your voice mailbox.

What do I need to do if I change the password on my Avaya Voice mail box?

The standard EVM installation shares the Avaya Voicemail password. Nothing needs to be done when you change it and you will use the new password to login to your EVM Settings web page. However, some EVM systems have two passwords. For those, you must logon to the EVM Settings web page with your EVM PIN and update the voice mail password so EVM can get to the messages in your mailbox. How can you tell if you need to update EVM when you change your voice mail password? Easy - your EVM Settings web page will show a field for a "Mailbox Password" and an option to change your EVM PIN. Standard systems will have neither.

The EVM Settings page is bigger than my screen.

EVM web pages are designed for a standard XVGA (1024x768) screen. You will need to use scroll bars when browsing on a monitor set to the older SVGA standard (800x600).

Can EVM send to my numeric pager?

EVM sends short messages which are non-numeric so older paging devices which only show digits can't receive EVM messages. EVM uses the Internet as its delivery vehicle, so devices which can only be activated by making a phone call can not be used with EVM.