

EVM Frequently Asked Questions

Why didn't I get an EVM delivery of a voice message?

Make sure you've inserted the correct email address for message deliveries and you checked the active box. Make sure your email server allows email with audio and graphic attachments.

Why did I get an EVM delivery of a voice message, but there was no message attachment?

Make sure you have entered your voicemail password (the one you use to log into voicemail) in the field on the web configuration page (in the center, near the top of the screen of the EVM for Octel tab).

Why didn't I get an EVM notification when my message waiting light went on?

Message waiting lights come on immediately upon the message being left in the mailbox. The EVM application is running on a scheduled basis (every few minutes). There may be a delay in receiving an EVM notification or delivery.

What happens if I change the password on my Octel mailbox?

You MUST change the password on the EVM web administration page to match the voice password, or EVM will be unable to deliver messages.

Can I deliver my voice messages to my cell phone?

You can send notifications of messages to your PCS cell phone using its SMS address, but the message itself is sent as a sound file attachment and cannot be played on your cell phone.

Sometimes EVM Delivery shows the sender's name and email address and sometimes it doesn't. Why?

EVM includes the caller name for inside callers set up in the Octel Names directory. There is also a file in the EVM system that translates a user's mailbox number with their email address. If the database is populated with the sender's email address, EVM will insert the sender's email address into the "from" field of the email.

When a message is received, how long does it take to reach my inbox?

EVM works in the background and continuously looks for new messages in all the EVM mailboxes. The application generally runs every few minutes. Therefore, depending where EVM is in its cycle, the message delivery can vary from a few seconds to a few minutes.

Why don't I hear the message when I click on the attachment?

You are probably using a sound player that doesn't recognize the sound format your administrator has chosen. Try opening the file using Microsoft's sound player. There are many applications that can play the attachment. Most are compatible with EVM, but there are a few that don't recognize .wav file in .gsm format.

Does my PIN for EVM need to be the same as my mailbox security code?

No. They can be different, but if you prefer to set them to be the same number (for simplicity), this will work fine. However, if you change your voicemail security code, the EVM PIN will NOT automatically change.

When I open up my email Delivery message, I don't see the "Delete" or "Settings" buttons.

Contact your email administrator. In most instances, email programs allow the recipient allow the recipient to view emails as text or HTML. If you don't see the "delete" or "settings" buttons, your program is probably not allowing HTML.