EVM Overview
18 October 2006

EVM for Octel monitors your voice mailbox every few minutes for new messages. EVM has the capability to provide electronic notification (evmNotify) and/or electronic delivery (evmDelivery) of a message according to your settings. The following information is useful to optimize the benefits of EVM for Octel.

**Voice Mailbox Security Code**: The security code for your voice mailbox should be inserted in this field. This code is required for evmDelivery because the Octel server will not allow EVM to send the message without this code. It is not necessary for evmNotify since this application only forwards information about a message and does not access the message itself. Security codes are stored in an encrypted file and no one else will have access to your security code.

**Return Email**: You will want to enter your desktop email address in the Return Email field. When you send a voice message to an internal user, this address is populated in the “from address” field of the email that contains your voicemail message as an attachment. That user can then hit the reply button in email to reply back easily.

**evmNotify**

*Notify every message / Notify for 1st new message*: Notify every message will send an electronic notification every time you receive a message. The message will include details about the message such as date; time; length of message and name of sender (if known). Notify for 1st new message operates similarly to your message waiting light. The first time you get a new message it will send an electronic message notification. Upon receiving subsequent messages (prior to listening to the first message) nothing will happen. This is intended to avoid duplicate notification messages. EVM will not send additional notifications for new messages until you listen to the message that triggered the original notification. Be careful with this option! If you log into your mailbox and listen to some of your new messages but not all of them you won't be notified of new messages.

**Email 1/2/3**: These fields are used to store the addresses where electronic notification(s) should be sent. EVM sends a standard SMTP message, which can be delivered to ANY email address, including wireless PDA’s and digital cell phones. For each message, notifications can be sent for up to three (3) addresses. For a notification to be sent the “Active” box must be checked. Removing the check will deactivate the email notification for that address, even though the address is still listed in the address field.

*Email formats for various cell phone providers*: Many cell phones can receive an electronic message if the message is addressed in a certain manner. For example, AT&T requires the following format: `xxxxxxxxxx@mobile.att.net`, where the x’s are replaced by the number of the cell phone. Click on **Email formats for various cell phone providers** for a web site listing some common formats.

**evmDelivery**
**Email 1/2/3:** Enter the email address where you want new messages to be sent. Remember, since a voice message arrives as a sound file the receiving PC should be able to play it. If filled out with the same address used in evmNotify, you may receive two emails for every voice message.

**Voice Messages:** These three buttons allow you to choose which voice messages you want delivered. *Do not deliver voice messages to my mailbox* should be selected if you want to turn delivery of voice messages off. **Note:** even if an email address is filled in, EVM will not deliver messages if the “Do not deliver...” option is selected. Voice messages are sent as .WAV, .MP3 or .GSM attachments, compatible with standard players. The format being used has been selected by your system administrator. If the voice message was previously forwarded, you will receive two attachments, one with the original voice message and a second with the forwarding comments.

**Fax Messages:** These three buttons allow you to choose which fax messages you want delivered. *Do not deliver fax messages to my mailbox* should be selected if you want to turn delivery of fax messages off. **Note:** even if an email address is filled in, the application will not deliver messages if the “Do not deliver...” option is selected. Fax messages are sent as attachments in a .TIF format compatible with standard viewers. **HINT:** To send any printed piece of paper electronically, select “Send all faxes...” option and fax the document to your mailbox. The document will be delivered to your email inbox. From there, you can forward the document to anyone with an email address.

**Deliver all messages since:** This field shows the date/time stamp from the last message EVM delivered. **HINT:** If you want all messages in your voicemail box archived to email, change the date to that of the oldest voicemail message. The next time the application looks at the mailbox, ALL the messages will be considered “new” and will be delivered to email (as individual emails).

**Submit Changes:** IMPORTANT! Any changes you make on the user administration screen WILL NOT be processed unless the Submit Changes button is pressed.

**Last Updated:** This field automatically displays the date when you last made changes in user administration.