

# GSU's "Enabled VoiceMail" Service

## Overview

GSU's Enabled VoiceMail (EVM) automatically copies all voice and fax messages from the user's voicemailbox on his/her phone to the user's e-mail inbox. Voice messages are saved as sound file attachments; fax messages as pdf attachments. The body of the email can include caller ID information if available. Messages delivered via GSU's EVM are viewable from any device with an email address, including desktops, laptops, cell phones, PDA's, and Smart Phones.

## Account Login

EVM is accessed through GSU's EVM web site < <https://evm.gsu.edu/> >, which opens to GSU's EVM login page. Fill in the fields identifying voicemailbox and voicemail password to access the EVM settings page.

Figure 1: GSU's EVM Login Screen

## Settings Management

Through the EVM web interface, users configure their settings for multiple devices. These devices may include e-mail, phones, cell phones, PDA's, and Smart Phone.

Figure 2: The "ADD DEVICE" button allows users to add multiple devices to receive a voicemail

Click the “Add Device” button to add a row of fields for each device.  
In the first field for each row, select the device type (email, cell phone, PDA etc.)  
For each device selected, fill in or select fields for the following:

- Related email address if the device selected is EVM Desktop (or, if the device is a cell phone, add phone number and select carrier from the drop-down menu).
- Preferences for attachments: voice and/or fax file attachments; no attachments; attach all; or “urgent only” messages. (This field is disabled when cellular device is selected).
- Format for conversion of audio files (WAV or MP3) and fax files (PDF or TIF).

*NOTE: If your computer is a windows-based device or a Blackberry device, then GSU recommends the WAV format for your voicemail. If your computer is a MAC, then GSU recommends the MP3 format for your voicemail.*

The screenshot displays the EVM settings page for Georgia State University. At the top left is the Georgia State University logo. To its right, the text "Name: Mailbox:" is visible. In the top right corner, there are navigation links: "SETTINGS | CONTACTS | HELP | LOGOUT". The main heading is "EVM Enabled VoiceMail". Below this is the "EVMSettings" section. It contains a table of settings for a device. The table has columns for "Device Type", "Email Address", "Send when I receive:", "Audio Format", and "Fax Format". The "Device Type" is set to "Desktop EVM". The "Email Address" is "email@gsu.edu". The "Send when I receive:" section has checkboxes for "Voice" and "Fax", and a dropdown menu set to "ALL". The "Audio Format" is set to "WAV" and the "Fax Format" is set to "PDF". To the right of the table are "DELETE" and "TEST" buttons. Below the table is an "ADD DEVICE" button. To its right is a checkbox labeled "Re-send me all messages in my mailbox". Further right is an "Updated: 9/1/09 9:11 AM" timestamp and a "SAVE" button. Two red boxes with arrows point to the "ADD DEVICE" button and the "SAVE" button, with text instructions: "Click button to add another device." and "Click the Save button when complete". At the bottom right, it says "Powered By: Mutare Software".

Figure 3: Sample screen showing information to add an e-mail notification

Each device row of fields includes a Delete button on the right for quick deletion of the entire row. Under the Delete button is a Test button. Users can make sure the information they have added for each device is correct by clicking on its respective Test button. EVM will send a test message to that device. It is only a test message for confirmation that the email address was added successfully. The attachment and links within the test email are non-functioning.

When all fields are correctly filled and tested, click “Save” at the bottom of the window to activate the new settings.

At the bottom of the window is a “re-send messages” checkbox. To have all messages from the voicemailbox resent to the email inboxes, the user checks the box and presses “Save.” This will send all messages archived in the user’s voicemailbox.

## Message Management

Within the body of the email delivered from EVM are action links. These links may include any or all of the following:

- **Delete:** Deletes original message from the voicemailbox (if user opted to have sound file sent as an attachment, that file remains accessible until the email message is deleted).
- **Mark Read:** Turns off the Message Waiting Indicator (MWI) lamp on phone but leaves the message in the voicemailbox
- **Contacts[if installed and available]:** Opens page where user can add or delete contact caller ID information (full name, phone number, email address). This information will be included in EVM messages deliveries from those respective callers. EVM messages from callers not included on the user contact list will include phone number if available, time and date of message only.
- **Settings:** Opens User Settings page, where user can select devices and configure EVM message delivery preferences.
- **Delete All[if installed and available]:** Deletes all messages in user voicemailbox. An additional warning must be clicked by the user before deletion for safety.

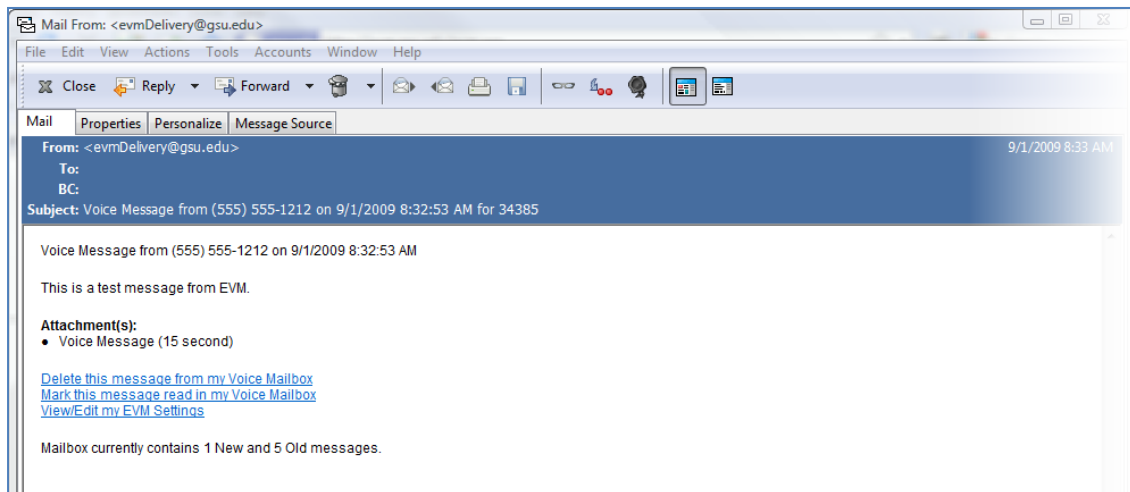


Figure 4: Sample E-mail Notification delivered by GSU's EVM