

IVMS User FAQs

Q. Do I have to bother with recording my name?

A. Yes. If you do not record your name, the IVMS system will attempt to provide a computer generated pronunciation. That pronunciation may be close, or may be way off. It will only take a moment, and the system will work much better for everyone if you will record your name.

Q. Can we access our voicemail messages by merely pressing the “Message” button on our phone set as currently is done?

A. Yes, users can use their “Message” button. It will direct them to the new IVMS system.

Q. How many people can be in a distribution list?

A. A user can create up to 89 personal lists, and each list can have up to 100 members. (If you need to notify 250 users, you would need to set up 3 lists to accommodate that number.)

Q. Can you set up a personal list from your phone, or from the web interface?

A. Personal lists must be set up and administered from the Preferences Web Site. Web Interface URL is <https://ivms.userpref.sip.nc.gov/user/login>.

Q. Is pager notification working?

A. Yes, (alphanumeric pagers only) although most of the pagers are no longer in use.

Q. Does the system allow you to record a different greeting for internal versus external callers?

A. No. The system provides the following types of greetings: Standard, Away From Phone, Busy, and Extended Absence. (See page 2 of IVMS Quick Reference Guide)

Q. What is the monthly rate?

A. IVMS service is included in the monthly telephone line rate for subscribers to the SGC PBX and EIPT systems. The monthly rate for Raleigh area Centrex users is \$4.00.

Q. Will my “Message Waiting Indication” (light, stutter dial tone, etc.) still work?

A. Yes. However, please be aware that the Message Waiting Indicator will be for the new IVMS system. Lights will NOT be on for existing, un-played Octel or Toshiba voice mail messages.

Q. Will my voice mail button still work?

A. Yes

Q. How to do I access my voice mail on the new system?

A. Press the “Message ” button on your Nortel telephone, or dial 807-MAIL (6245) from any telephone to access the new IVMS platform. This applies for internally and externally checking your voice mail messages.

Q. How many digits does my new password have to be?

A. At least six (6) digits.

Q. If I am at another person's desk / phone, how can I access the new voice mail system?

A. Press the "Message " button on your Nortel telephone. When IVMS answers, then press*, followed by #. At that point, the IVMS system will instruct you to enter YOUR mailbox # (7 digits), followed by YOUR password. Alternately, just dial 807-MAIL (6245) from any telephone to access the new IVMS platform.

Q. What is this about changing mailbox passwords every 90 days?

A. Yes, this is true. The password change is required to meet State security policies. The good news is that it is very simple to change your password (can be done by phone or by web access). It's self-service. 6 digit passwords, and you cannot recycle recently used passwords (***cannot re-use the last six passwords***).