Setting Up Notification for Messages Received in the Cisco Unity Inbox

About Cisco Unity Inbox Notification

You can set up message notification so that you receive an e-mail whenever a new message arrives in the Cisco Unity Inbox. Cisco Unity sends the e-mail based on the notification schedules and contact options that you set in the Cisco Unity Assistant. You can receive the e-mail in an e-mail account, or on a text pager or text-compatible cell phone.

Cisco Unity sends notification messages during active hours, if you have new messages. When a new message arrives during inactive hours, Cisco Unity sends a message notification at the start of the next active hour in your schedule.

Note

For any message that is marked new, Cisco Unity sends a notification at the start of the next active hour in your schedule, even if you already received notification for the message.

Setting Up or Changing Cisco Unity Inbox Notification

To Set Up or Change Cisco Unity Inbox Notification

Step 1 In the Cisco Unity Assistant, on the Notification Devices menu, click View Notification Devices.

Step 2 In the list of devices, click Text for Cisco Unity Inbox.

Step 3 In the “E-mail” section, check the Notification Enabled check box to enable notification, or uncheck it to disable notification.

Step 4 In the To field, enter the e-mail address of the e-mail account, text pager, or text-compatible cell phone at which you want to receive notification.

Step 5 In the From field, enter the phone number that you want to appear at the end of the text display. (For example, enter the number you dial to reach Cisco Unity when you are not dialing from your desk phone.)
Tip
If you have a text-compatible cell phone that you set up as a text pager, you can activate the automatic callback function available with your phone when this number is displayed.

Step 6
Check the **Include Voice Mail, E-Mail, and Fax Counts** check box to receive message counts in the notification.

Step 7
Check the **Include Caller Information** check box to receive caller information in the notification.

Step 8
In the Voice Messages, E-Mails, and Faxes lists in the “Notify Me Of” section, choose the condition under which Cisco Unity sends notification for each message type:

| None | Cisco Unity does not send notification when new messages arrive. |
| All  | Cisco Unity sends notification for all messages.               |
| Urgent | Cisco Unity sends notification only for messages marked urgent. |

Step 9
To set up the notification schedule, use the Quick Add options to specify a schedule. Or

Check or uncheck the check boxes in the schedule to specify the active and inactive hours for the notification device.

Tip
There are several ways to set up the notification schedule quickly. Click Clear Schedule to uncheck all check blocks at once. Alternatively, click Invert Schedule to check all the blocks that you currently do not have checked and uncheck the ones that you do have checked. You can use the Copy Day’s Schedule function—below the schedule—to copy a schedule for one day to other days.

Step 10
Specify the timing and frequency of the notification that Cisco Unity makes to notify you of new messages:

- **Attempt First Contact After <x> Minutes**
  - Enter the number of minutes that Cisco Unity waits to send the first e-mail once message notification is triggered.
  - If the delay time takes the notification out to a time when the device schedule is no longer active, the notification does not take place.
### Contact Me Each Time a New Messages Arrives

Click this option so that Cisco Unity sends an e-mail each time that message notification is triggered. When this option is selected and the Attempt First Contact After \(<x>\) Minutes field is set to 0, Cisco Unity triggers message notification immediately.

However, if you enter a delay in the Attempt First Contact After \(<x>\) Minutes field, Cisco Unity delays notification that number of minutes instead of dialing immediately. Messages that arrive during the delay period will not trigger separate notifications.

### If There Are Still New Messages, Try Again Every \(<x>\) Minutes

Enter the number of minutes that Cisco Unity sends regular e-mails, as long as you have new messages. The range for the field is 1 to 100 minutes.

For example, if you set the repeat notification interval to 5 minutes at 11:47 a.m., Cisco Unity will notify you of new messages at 11:50 a.m., 11:55 a.m., 12:00 p.m., 12:05 p.m., 12:10 p.m., 12:15 p.m., 12:20 p.m., 12:25 p.m., etc.

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**Step 11**  
Click Save.