



Configure Message Notification

Set up Cisco Unity Express to notify users of voice-mail events by phone, pager, or email. Cisco Unity Express contacts these devices to let users know that they have received a voice-mail message. This feature is not enabled by default, and is enabled on a system-wide basis.



Note If this feature is enabled system-wide, configured for specific users, and then disabled system-wide, upon enabling it again, the specific user configurations are restored.

To configure notification by email and for text paging devices, you must also configure an SMTP server. See [Configure SMTP](#).

- [Notification Administration, on page 1](#)
- [Enable Subscriber Notification, on page 2](#)
- [Configure Notification Devices, on page 2](#)
- [Set Up the Notification Schedule, on page 3](#)

Notification Administration

Use these procedures to configure notification.

- Step 1** Choose **Voice Mail > Message Notification > Notification Administration**. The Notification Configuration window appears.
- Step 2** Check the box to enable system-wide notification and choose one of the following message notification types from the drop-down list:
- **Urgent Messages**—Notifications are only sent for voice-mail messages marked “urgent” by the sender.
 - **All Messages**—Notifications are sent for all voice-mail messages.
- Step 3** Check the box to enable system-wide notification for live recordings.
- Step 4** Check the box to allow a user to log in to the voice mailbox to retrieve voice-mail messages after notification.
- Step 5** Enter voicemail notification text:
- Enter the text that will precede the voicemail message notification. The maximum message length is 250 characters.

- Enter the signature text that will follow the voicemail message notification. The maximum message length is 250 characters.

- Step 6** Check the box to send voice messages as .wav file attachments to email notification messages.
- Step 7** Check the box to enable cascading notifications.
- Step 8** Enter the number of seconds after which a call is considered failed. The range is 12 to 96.
- Step 9** Choose a restriction table name from the drop-down menu. See [Configure Restriction Tables](#) .
- Step 10** Click Apply to save your settings.
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Enable Subscriber Notification

Use this procedure to enable or disable notification for selected subscribers.

- Step 1** Choose **Voice Mail > Message Notification >Subscriber Notification Management**.
- Step 2** If the subscribers for which you want to configure notification are not listed, click **Find** and enter the User or Group ID. Use * for wildcard searching.
- Or
- Step 3** If the subscribers are listed, check the box next to their user or group ID and click **Enable Notification** or **Disable Notification**. The User Profile window appears with the Notification Tab active.
- Step 4** A list of notification devices is displayed. Click the box next to specific devices to enable them. To configure a notification device, see [Configure Notification Devices, on page 2](#).
- Note** The check boxes are not enabled if notification has been disabled on a system-wide basis. See [Notification Administration, on page 1](#)
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Configure Notification Devices

Use this procedure to configure a specific notification device.

- Step 1** Choose **Voice Mail > Message Notification >Subscriber Notification Management** and click the user's name in the list of users.
- Step 2** In the Notification Device window, click the name of the device that you want to configure.
- Step 3** Enter data into the following fields. The fields shown depend on the type of device that you have selected.
- Device phone number
 - Extra digits (such as access codes)
 - To: (Email address)—Enter the email address to which to send notifications.

- Text for pager/text for email—Enter the text to display on the pager or in the email when the notification is sent. **Note:** Special characters, including the “?”, are not allowed.
- If the ability to send a copy of the voice-mail message as an email attachment is enabled system-wide (see [Notification Administration, on page 1](#)), you can check the box to allow this feature for the user.
- Notification preferences—Choose one of the following from the drop-down menu:
 - **Urgent Messages**—Notifications are only sent for voice-mail messages marked “urgent” by the sender.
 - **All Messages**—Notifications are sent for all voice-mail messages. **Note:** If you select “All,” but the system-wide notification preference is “Urgent,” you are not allowed to select “All” for an individual user. See [Notification Administration, on page 1](#).
- Notification schedule—See [Set Up the Notification Schedule, on page 3](#).

Step 4 Click **Apply** to save your data.

Set Up the Notification Schedule

When configuring a specific notification device, a calendar with the days of the week and the time, in half-hour increments, is shown.

Select Notification Manually

Use this procedure to manually select notification dates and times.

- Step 1** Choose **Voice Mail > Message Notification > Subscriber Notification Management** and click the user’s name in the list of users.
- Step 2** Click on a name in the User/Group ID field. The User Profile window appears.
- Step 3** Check the boxes under the day and time. A checked box indicates a time period when notifications will be sent to the user.
- Step 4** Set Cascade options—Set your cascade settings to notify specified recipients after any specified time.
- Step 5** Click **Apply** to save your changes.
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Set Notifications for a Day

Use this procedure to quickly set notifications for an entire day.

- Step 1** In the Quick Add box, select the day, start time, and end time.
- Step 2** Click **Add**.
To copy a day’s notification schedule, select the day to copy in the drop-down list, then click **Copy**.

Step 3 Click **Apply** to save your changes.
