



Message Notification Calls

About Problems with Message Notification Calls

Problems with message notification calls that Cisco Unity makes to a subscriber pager, or a work, home, or spare phone fall into two categories:

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| Message notification is slow | When multiple subscribers complain about slow message notification, a port setup problem is the likely cause. See the “Message Notification Is Slow for Multiple Subscribers” section on page 6-2. Isolated complaints about slow message notification likely are related to a subscriber message notification settings. See the “Message Notification Is Slow for a Subscriber” section on page 6-4. |
| Message notification does not work at all | Some system problems can prevent Cisco Unity from making any notification calls. See the “Message Notification Calls Are Not Made to Any External Numbers” section on page 6-6. When a subscriber sets up message notification incorrectly, it can prevent Cisco Unity from making any notification calls to that subscriber. See the “Message Notification Is Not Working at All for a Subscriber” section on page 6-7. |

Message Notification Is Slow for Multiple Subscribers

Possible causes are:

Ports Are Too Busy to Make Notification Calls Promptly

When the ports that make notification calls are also set to perform other operations, they may be too busy to make notification calls promptly. You can improve notification performance by dedicating a smaller number of ports to making notification calls exclusively.

Systems that handle a large volume of calls may require additional ports to improve notification performance.

To review port configuration for message notification

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- Step 1 In the Cisco Unity Administrator, click **System > Ports**.
 - Step 2 Review the existing port configuration and determine if one or more ports can be set to dial out for message notification only.
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Not Enough Ports Are Set for Message Notification Only

When a small number of ports are set to make notification calls and Cisco Unity takes a lot of messages, the notification ports may not always be able to dial out promptly.

To determine if the number of notification ports is adequate

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- Step 1 In the Cisco Unity Administrator, click **Reports > System > Port Usage**.
 - Step 2 Generate a port usage report for the ports set to dial out for message notification.

If the value of Percentage Of Ports Used exceeds 70 percent usage during peak periods, click **System > Ports** in the Cisco Unity Administrator, then continue with [Step 3](#).

If the value of Percentage Of Ports Used does not exceed 70 percent usage during peak periods, the number of notification ports is adequate. Contact the Cisco Technical Assistance Center (TAC) to resolve the problem.

- Step 3** Review the existing port configuration and determine if more ports can be set to dial out for message notification only.
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Calls Sent to the Wrong Cisco Unity Ports Can Cause Ports to Hang

If the phone system is programmed to send calls to a port on Cisco Unity that is not configured to answer calls, Cisco Unity will not answer the call. In addition, for systems equipped with certain voice cards, the call will never be dropped. This means the port will not be used again for its designated purpose (for example, making message notification calls) until the Cisco Unity server is restarted.

To confirm that calls are being sent to the correct Cisco Unity ports

- Step 1** In the Cisco Unity Administrator, click **System > Ports**.
- Step 2** Note which ports are designated to answer calls.
- Step 3** In the phone system programming, confirm that calls are only being sent to ports designated to answer calls.
- Step 4** If you make a change to the phone system programming, shut down and restart Cisco Unity to clear any hung ports.
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The Cisco Unity Primary Exchange Server Is Down or Is Disconnected

Messages recorded while the primary Exchange server is down or disconnected are stored until the server is brought back up. Since message notification calls are not made until a message is actually delivered to a subscriber, the delay experienced between the time a message is recorded and its delivery is entirely dependant on the amount of time that the primary Exchange server was down or disconnected.

Message Notification Is Slow for a Subscriber

Possible causes are:

Message Notification Setup Is Inadequate

When a subscriber complains that notification calls are not being received when expected, the problem may be with the notification settings.

To determine if notification setup is adequate

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- Step 1** In the Cisco Unity Administrator, click **Subscribers > Subscribers > Message Notification** for the subscriber.
 - Step 2** In the Device list, click the correct notification device.
 - Step 3** Confirm with the subscriber that the notification device is appropriate for the needs of the subscriber. If the subscriber has selected a very busy phone for Cisco Unity to call, ask if there is an alternate phone or pager to use for message notification.
 - Step 4** Confirm with the subscriber that the notification schedule is consistent with the days and times that the subscriber is available to receive notification calls.
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Notification Attempts Are Missed

A subscriber who is frequently away from or busy using a notification device may repeatedly miss notification attempts. To the subscriber, it appears that Cisco Unity has delayed message notification.

To resolve missed notification attempts

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- Step 1** In the Cisco Unity Administrator, click **Subscribers > Subscribers > Message Notification** for the subscriber.
 - Step 2** In the Device list, click the correct notification device.
 - Step 3** In the Notification Options section, check the **Restart Notification Each Time a New Message Arrives** box.
 - Step 4** In the Try Again How Many Times boxes, increase the numbers so that Cisco Unity makes more notification calls when the device does not answer or is busy.
 - Step 5** In the How Many Minutes To Wait Between Tries boxes, decrease the numbers so that Cisco Unity makes notification calls more often when the device does not answer or is busy.
 - Step 6** In the If Notification Fails box, select **Pager** as a backup device if the subscriber has a pager available for use. Also enter settings and a schedule for the pager.
 - Step 7** Suggest that the subscriber set up an answering machine for the notification phone, so that notification calls are received even when the subscriber is unavailable.

When Cisco Unity is set to call a phone that has an answering machine, confirm with the subscriber that the answering machine greeting is short enough so that the machine starts recording before the notification message is repeated.

The Repeat Notification Option Is Misunderstood

Setting Cisco Unity to repeat notification at a particular interval when there are still new messages can be useful for subscribers who receive a lot of messages but who do not want immediate notification. However, when a subscriber chooses not

to have Cisco Unity restart notification each time a new message arrives, setting a long interval between repeat notification calls may lead the subscriber to believe that Cisco Unity is delaying notification.

To resolve a repeat notification problem

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- Step 1** In the Cisco Unity Administrator, click **Subscribers > Subscribers > Message Notification** for the subscriber.
 - Step 2** In the Device list, click the correct notification device.
 - Step 3** In the Notification Options section, in the box next to the Repeat Notification If There Are Still New Messages After This Many Minutes check box, set a shorter interval, such as **15** minutes.
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Message Notification Calls Are Not Made to Any External Numbers

A possible cause is:

Cisco Unity Cannot Access an External Line

To make notification calls to external numbers, Cisco Unity must be able to access an external line.

To verify external line access (non-IP phone systems only)

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- Step 1** Set up a test phone (Phone 1) for single-line testing. Use a line connected to a port that is set to dial out for Message Notification. For more information, see the [“Troubleshooting Preparation” section on page 1-1](#).
 - Step 2** On Phone 1, dial the access code necessary to get an external line.
 - Step 3** Dial an external phone number.
If you do not reach the external number, continue with [Step 4](#).

If you reach the number, Cisco Unity can access external lines for message notification. Message notification settings in the subscriber template may be preventing Cisco Unity from making notification calls. Verify the message types and access code in the template, and change the values if necessary. If you make changes to the template message types or access code, you must make the same changes to all existing subscriber accounts based on the subscriber template.

- Step 4** Review the phone system programming for restrictions on external line access. Change the phone system programming values as necessary, and repeat the test. If the test fails again, contact Cisco TAC.
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Message Notification Is Not Working at All for a Subscriber

Possible causes are:

Only Certain Types of Messages Are Set to Trigger Notification

Cisco Unity can be set so that a subscriber is notified only of certain types of messages. For example, if subscriber notification is set up only for fax and urgent voice messages, then e-mail and regular voice messages will not cause Cisco Unity to make a notification call.

To change the message types that trigger notification calls

- Step 1** In the Cisco Unity Administrator, click **Subscribers > Subscribers > Message Notification** for the subscriber.
- Step 2** In the Device list, click the correct notification device.
- Step 3** In the Notify Subscriber Of section, verify the selected message types with the subscriber.
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The Access Code for an External Line Is Missing

To place an external call, a subscriber usually must dial an access code to get an external line (for example, 9). When the phone system requires an access code, an external message notification phone number set in Cisco Unity must include the access code.

In addition, some phone systems may require a brief pause between dialing the access code and being connected to an external line.

To verify an access code

- Step 1** In the Cisco Unity Administrator, click **Subscribers > Subscribers > Message Notification** for the subscriber.
 - Step 2** In the Device list, click the correct notification device.
 - Step 3** In the Phone Number box, confirm that the correct access code is included before the phone number. If the phone system requires a pause, enter two commas between the access code and the phone number (for example, **9,,5551234**).
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The Notification Number Is Incorrect or the Device Is Disabled or Not Working

The subscriber may have entered a wrong phone number for Cisco Unity to call. Also, when a subscriber disables notification to a phone or pager, Cisco Unity will not attempt a notification call to the device regardless of the other notification settings.

To verify a device phone number and status

- Step 1** In the Cisco Unity Administrator, click **Subscribers > Subscribers > Message Notification** for the subscriber.
- Step 2** In the Device list, click the correct notification device.
- Step 3** In the Phone Number box, confirm that the correct access code and phone number are entered for the device.

- Step 4 In the Status section, confirm that the device is set to **Enabled**.
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To test a notification device

- Step 1 If the notification device is a cellular phone or pager, ask the subscriber to have it available for the test.
- If the notification device is a home phone or another phone away from the office, ask the subscriber to have someone available to answer the phone during the test.
- Step 2 Confirm that the notification device is on.
- Step 3 Set up a test phone (Phone 1) for single-line testing. Use a line connected to a port that is set to dial out for message notification. For more information, see the [“Troubleshooting Preparation” section on page 1-1](#).
- Step 4 On Phone 1, dial the notification number set in Cisco Unity for the device.
- If the pager is activated or the phone rings, you have confirmed that Cisco Unity can call the device.
- If the pager is not activated or the phone does not ring, there may be a problem with the device. Consult the documentation from the device manufacturer, or ask the subscriber to obtain a different notification device and repeat the test.
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The Notification Device Phone System Assignment Is Incorrect (Dual Integrations Only)

To verify notification device phone system assignment

- Step 1 In the Cisco Unity Administrator, click **Subscribers > Subscribers > Message Notification**.
- Step 2 In the Notification Options section, note the phone system assigned to the device in the Switch field at the bottom of the page.
- Step 3 Go to **System > Ports** for the phone system assigned to the device.

- Step 4** In the Port Table section, verify that the phone system assigned to the notification device has at least one port designated for message notification. Correct if necessary.
- Step 5** If you made a change to either the message notification or port assignments, shut down and restart Cisco Unity.
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