Enable E-mail Message Notifications for a Subscriber in Cisco Unity Express

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Introduction

Cisco Unity Express versions 3.1 and later provide several options to notify subscribers of new messages in their voice mailboxes. You can configure the system in order to send the message notifications to the devices such as Cell phone, Home Phone, Work phone, Numeric pager, Text pager, and E-mail inbox. This document discusses how to enable the message notification to a subscriber e-mail inbox.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Unity Express (CUE) 8.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Background Information

Refer to Configuring Message Notification for more information on the message notification options and configuration.
Main Task

Task

In this section, you are presented with the information to configure the message notification to a subscriber e-mail inbox through CLI and also through GUI.

Configure E-mail Message Notifications through CLI

Complete these steps in order to enable email notifications through CUE CLI.

1. Log in to the CUE from CME with the service-module service-engine slot/port session command.
2. Use the smtp server address ip-address command in order to configure the SMTP Server.

   **Note:** An SMTP server is required to send notifications to the e-mail of the subscriber or to send text messages to text pagers. **If there is no SMTP server configured, the system does not send the e-mail notifications.**
3. Configure the System–Wide Settings with these commands

```
voicemail notification enable
voicemail notification preference all
voicemail notification email attach
voicemail configuration outgoing-email from-address <email-address>
```
4. In order to enable Message Notification for a Subscriber, use the voicemail notification owner owner–id enable command.
5. You can configuring Message Notification for E-mail with these commands.

```
username username profile vm-notif-profile email address email-address
username username profile vm-notif-profile email enable
username username profile vm-notif-profile email attach
username username profile vm-notif-profile email preference all
username username profile vm-notif-profile email schedule day <day-of-week> active from <hh:mm> to <hh:mm>
username username profile vm-notif-profile email text <email-text>
```

Configure E-mail Message Notifications through GUI

Complete these steps in order to configure the message notifications for E-mail through GUI.

1. Enable System–wide notification. Complete these steps:

   b. Check the Enable system–wide notification for checkbox and set for All Messages.
   c. Check the box to allow a user to log in to the voice mailbox to retrieve voice–mail messages after notification.
   d. Check the box to send voice messages as .wav file attachments to email notification messages.

2. Go to System >Domain name Settings and set your domain name (mycompany.com) and the DNS server(if you have DNS server).
3. Go to System > SMTP Settings and set your SMTP server address, as well as any authentication if needed.

   **Note:** Sending notifications to a subscriber's e-mail or text messages to text pagers requires an SMTP server. **If there is no SMTP server configured, the system will not send the e-mail notifications.**
4. Go to **Configure > User**> choose the user and check the **Enable notification for this user** box at bottom of the screen.

5. Enable the E-mail Notification under **Configure > User > Notification tab** and click on email inbox. Perform these steps:

   a. Enter the email address to which the notifications should be sent in the **To: (Email address)** field.
   b. Enter a subject text for the email.
   c. Check the box to **Enable notification to this device**.
   d. Check the box to Attach voice message to email notification messages.
   e. Set the Notification preference as **All Messages**
   f. Set up the Notification schedule, these are the hours that e-mails will be sent.

**Verify**

Use this section in order to confirm that your configuration works properly.

The Output Interpreter Tool (registered customers only) (OIT) supports certain **show** commands. Use the OIT in order to view an analysis of **show** command output.

- **show smtp server**
- **show voicemail configuration**
- **show voicemail notification**
- **show voicemail notification restriction-table**
- **show voicemail notification owner owner-id profile**
- **show voicemail notification owner owner-id email**

**Troubleshoot**

There is currently no specific troubleshooting information available for this configuration.

**Related Information**

- **Configuring Cisco Unity Express 8.6 Using the GUI**
- **Cisco Unity Express VoiceMail and Auto Attendant CLI Administrator Guide for 3.0 and Later Versions**
- **Technical Support & Documentation – Cisco Systems**