Configuring 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.

Perform the following tasks from the Voice Mail Message Notification window:

- Notification Administration
- Enabling Subscriber Notification
- Enabling Subscriber Notification
- Configuring Notification Devices

To configure notification by email and for text paging devices, you must also configure an SMTP server. See Configuring SMTP.

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 Configuring Restriction Tables.

Step 10 Click **Apply** to save your settings.

Enabling 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 Configuring Notification Devices.

✎ **Note** The check boxes are not enabled if notification has been disabled on a system-wide basis. See Notification Administration.

Configuring 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), 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.

- Notification schedule—See Setting Up the Notification Schedule.

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

Setting 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.

Configure the following features in this window:

- Select Notification Manually
- Set Notifications for a Day

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.

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**.

Timesaver 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.