Changing Message Notification Settings

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About Message Notification

Cisco Unity can call a phone or pager to notify you of new messages. Cisco Unity can also send message notifications in the form of text and SMS messages (for example, “Urgent message for Technical Support” or “You have new voice messages”) to e-mail addresses, text pagers, text-compatible cell phones, and other such devices.

Cisco Unity calls a phone or pager or sends a text message based on the notification schedules and contact options that you set in the Cisco Unity Assistant web tool. Cisco Unity makes notification calls during the 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. In fact, Cisco Unity sends a message notification for any message that is marked new at the start of the next active hour in your schedule—even if you already received notification for the particular message.

You can set up the following notification devices: a home phone, work phone, several alternative phones, pagers (including text pagers), and an SMS device. If applicable, you can also set up notification for the Remote Message Monitor feature and for the Cisco Unity Inbox web tool.

Tip

You can set up text pager devices to e-mail message notifications not only to text pagers, but to text-compatible cell phones and other e-mail accounts (such as a home e-mail address) as well.
Setting Up or Changing a Phone or Pager Notification Device

For Cisco Unity to make notification calls, the phone or pager must be enabled, or turned on. Disabling the phone or pager does not delete its settings. Cisco Unity considers notification successful if the device answers, even when new messages remain. (For example, notification is considered successful even when an answering machine picks up and records the message.)

To Set Up or Change a Phone or Pager Notification Device

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

Step 2  Click the notification device that you want to set up or change.

Step 3  Check the **Notification Enabled** check box to enable the device, or uncheck it to disable the device.

Step 4  In the Phone Number field, enter the phone number of the phone or pager, beginning with any access code needed to make an external call (for example, 9).

Use digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. For long-distance numbers, also include 1 and the area code. You can also enter:

- `,` (comma) to insert a one-second pause.
- `#` and `*` to correspond to the # and * keys on the phone.

Depending on how Cisco Unity is set up, you may not be able to enter certain phone numbers or your phone system may require additional characters. If you are experiencing difficulties with this setting, contact your Cisco Unity administrator.

Step 5  Check the **Try To Detect Connection** check box if you want Cisco Unity to automatically try to detect a connection to the phone or pager before dialing extra digits.

Step 6  In the Dial Extra Digits field, enter any extra digits that Cisco Unity will dial after the phone number. The digits could be a password or an access number that you enter to hear messages, or an ID required by a pager.

Step 7  In the Dial After field, enter the number of seconds that Cisco Unity waits after dialing the phone or pager number before it dials the extra digits. (You may need to experiment with this setting. Try 6 seconds, then increase or decrease the time as needed.)

Step 8  To set up your 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.

Timesaver

There are several ways to set up your 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 9 Specify the timing and frequency of the calls that Cisco Unity makes to notify you of new messages:

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Attempt First Contact After &lt;x&gt; Minutes</strong></td>
<td>Enter the number of minutes that Cisco Unity waits to makes the first notification call 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. You can space notifications on different devices at regular intervals, such as 15 minutes, to achieve a cascading message notification effect.</td>
</tr>
<tr>
<td><strong>Contact Me Each Time a New Messages Arrives</strong></td>
<td>Click this option so that Cisco Unity makes a notification call each time that message notification is triggered. When this option is selected and the Attempt First Contact After &lt;x&gt; Minutes field is set to 0, Cisco Unity triggers message notification immediately. However, if you enter a delay in the Attempt First Contact After &lt;x&gt; 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.</td>
</tr>
<tr>
<td><strong>If There Are Still New Messages, Try Again Every &lt;x&gt; Minutes</strong></td>
<td>Enter the number of minutes that Cisco Unity makes regular notification calls, as long as you have new messages. The range for the redial frequency 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.</td>
</tr>
</tbody>
</table>
| **If <Device> Does Not Answer** | Cisco Unity follows your settings for an unanswered device. Indicate settings for:  
  - Hang Up After <x> Rings—Set to a minimum of 3 rings. Choose a higher number to give yourself more time to get to the phone.  
  - Try Again <x> Times—Choose a higher number to accommodate when you step away from the phone briefly. Choose a lower number to avoid disturbing others.  
  - Try Again After <x> Minutes—Choose a higher number to accommodate when you step away from the phone for long periods of time. |
| **If <Device> Is Busy** | Cisco Unity follows your settings for a busy device. Indicate settings for:  
  - Try Again <x> Times—Choose a higher number if you use the phone frequently.  
  - Try Again After <x> Minutes—Choose a higher number if you have long phone conversations. |
| **If Notification Fails Try** | Select an option for an additional device to send notification to when the first device does not answer or is busy. Cisco Unity calls the alternate device only if it is enabled and its schedule is current. |

Step 10 Click Save.
# Setting Up or Changing an SMS (SMPP) Notification Device

For Cisco Unity to send notification messages, the SMS (SMPP) device must be enabled, or turned on. Disabling the SMS (SMPP) device does not delete its settings.

## To Set Up or Change an SMS (SMPP) Notification Device

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>In the Cisco Unity Assistant, from the Notification Devices menu, click <strong>View Notification Devices</strong>.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Click <strong>SMS (SMPP)</strong>.</td>
</tr>
<tr>
<td>Step 3</td>
<td>In the To field, enter the phone number for your SMS device. The format and the number you enter depends on the SMPP provider. For example, you may need to include international country codes, beginning with a plus sign (+) and followed by the country code, area, city, or trunk code, and then the number for your device: +12065551234. Do not start with a zero or the international dialing prefix. Do not include spaces, dashes, parentheses or other punctuation. Ask your Cisco Unity administrator for assistance if you experience difficulties.</td>
</tr>
</tbody>
</table>
| Step 4 | In the From field, what you enter depends on the SMPP provider:  
- If the SMPP provider requires a “source address” for the server sending the message, enter the IP address for the Cisco Unity server.  
- If the SMPP provider does not require a “source address,” 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.) Like the To field, the format and the number you enter depends on the SMPP provider. Ask your Cisco Unity administrator for assistance if you are not sure what to enter in this field. |
| Step 5 | In the Text field, enter any text you want displayed (for example, “You have voice mail”). Every time a message arrives that matches the criteria selected in the message notification settings, Cisco Unity sends this message. |
| Step 6 | Check the **Include Caller Information** check box to include caller information in the notification. |
| Step 7 | In the SMPP Provider list, select a provider, then check the **Notification Enabled** check box to enable the device. If you are uncertain which SMPP provider to choose or if there are no providers in the list, contact your Cisco Unity administrator. |
| Step 8 | In the Voice Messages, E-Mails and Faxes lists, choose the types of messages and message urgency for which Cisco Unity will call the device. When None is selected, Cisco Unity does not call the device when a new message of that type arrives. |
| Step 9 | To set up your 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. |
Setting Up or Changing a Text Pager Notification Device

For Cisco Unity to send notification messages, the text pager must be enabled, or turned on. Disabling the text pager does not delete its settings.

To Set Up or Change a Text Pager Notification Device

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

Step 2 Click the text pager that you want to set up or change.

Step 3 Check the Notification Enabled check box to enable the device, or uncheck it to disable the device.

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

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attempt First Contact After &lt;x&gt; Minutes</td>
<td>Enter the number of minutes that Cisco Unity waits to make the first notification call 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. You can space notifications on different devices at regular intervals, such as 15 minutes, to achieve a cascading message notification effect.</td>
</tr>
<tr>
<td>Contact Me Each Time a New Messages Arrives</td>
<td>Click this option so that Cisco Unity makes a notification call each time that message notification is triggered. When this option is selected and the Attempt First Contact After &lt;x&gt; Minutes field is set to 0, Cisco Unity triggers message notification immediately. However, if you enter a delay in the Attempt First Contact After &lt;x&gt; 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.</td>
</tr>
<tr>
<td>If There Are Still New Messages, Try Again Every &lt;x&gt; Minutes</td>
<td>Enter the number of minutes that Cisco Unity makes regular notification calls, as long as you have new messages. The range for the redial frequency 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.</td>
</tr>
</tbody>
</table>

Step 11 Click Save.

Timesaver

There are several ways to set up your 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.

Setting Up or Changing a Text Pager Notification Device

For Cisco Unity to send notification messages, the text pager must be enabled, or turned on. Disabling the text pager does not delete its settings.
Step 4 In the To field, enter the e-mail address of the text pager, text-compatible cell phone, or another e-mail account (such as a home e-mail address).

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 cellular 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 In the Text field, enter any text you want displayed (for example, “You have voice mail”). Every time a message arrives that matches the criteria selected in the message notification settings, Cisco Unity sends this message.

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

Step 8 In the Voice Messages, E-Mails and Faxes lists, choose the types of messages and message urgency for which Cisco Unity will call the device. When None is selected, Cisco Unity does not call the device when a new message of that type arrives.

Step 9 To set up your 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.

Timesaver There are several ways to set up your 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 calls 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 make the first notification call 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. You can space notifications on different devices at regular intervals, such as 15 minutes, to achieve a cascading message notification effect. |
Setting Up or Changing Notification for Remote Message Monitor

Note

The Remote Message Monitor feature is available only if your administrator enables it for the phone system.

To enable notification for the Remote Message Monitor feature, you must set up Phone 6 as a notification device, and associate the device with the remote phone on which you want to monitor calls.

For Cisco Unity to make notification calls, the phone must be enabled, or turned on. Disabling the phone does not delete its settings. Cisco Unity considers notification successful if the device answers, even when new messages remain. (For example, notification is considered successful even when an answering machine picks up and records the message.)

To Set Up or Change Notification for Remote Message Monitor

Step 1

In the Cisco Unity Assistant, from the Notification Devices menu, click View Notification Devices.

Step 2

Click Phone 6.

Step 3

Check the Notification Enabled check box to enable the device, or uncheck it to disable the device.

Step 4

In the Phone Number field, enter the phone number of the remote phone, beginning with any access code needed to make an external call (for example, 9).

Use digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. For long-distance numbers, also include 1 and the area code. You can also enter:

• , (comma) to insert a one-second pause.

Step 11

Click Save.
Setting Up or Changing Cisco Unity Inbox Notification

- # and * to correspond to the # and * keys on the phone.

Depending on how Cisco Unity is set up, you may not be able to enter certain phone numbers or your phone system may require additional characters. If you are experiencing difficulties with this setting, contact your Cisco Unity administrator.

**Step 5** In the Notify Me of Voice Messages list, click **None**.

**Step 6** In the Notify Me of E-Mails list, click **None**.

**Step 7** In the Notify Me of Faxes list, click **None**.

**Step 8** To set up your 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.

### Timesaver

There are several ways to set up your 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.

### Note

The rest of the notification device settings such as for timing and frequency do not apply to Remote Message Monitor.

**Step 9** Click **Save**.

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**Setting Up or Changing Cisco Unity Inbox Notification**

**Note** This feature is available only if you are licensed for the Cisco Unity Inbox web tool.

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 web tool. 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.

**To Set Up or Change Cisco Unity Inbox Notification**

**Step 1** In the Cisco Unity Assistant, from 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 the **Notification Enabled** check box 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:

<table>
<thead>
<tr>
<th>None</th>
<th>Cisco Unity does not send notification when new messages arrive.</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>Cisco Unity sends notification for all messages.</td>
</tr>
<tr>
<td>Urgent</td>
<td>Cisco Unity sends notification only for messages marked urgent.</td>
</tr>
</tbody>
</table>

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.
Including Caller Information with Text Message Notifications

Specify the timing and frequency of the notifications that Cisco Unity makes to alert you of new messages:

<table>
<thead>
<tr>
<th><strong>Step 10</strong></th>
<th>Specify the timing and frequency of the notifications that Cisco Unity makes to alert you of new messages:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Attempt First Contact After &lt;x&gt; Minutes</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>Contact Me Each Time a New Messages Arrives</strong></td>
<td>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 &lt;x&gt; Minutes field is set to 0, Cisco Unity triggers message notification immediately. However, if you enter a delay in the Attempt First Contact After &lt;x&gt; 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.</td>
</tr>
<tr>
<td><strong>If There Are Still New Messages, Try Again Every &lt;x&gt; Minutes</strong></td>
<td>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.</td>
</tr>
</tbody>
</table>

**Step 11** Click Save.

### Including Caller Information with Text Message Notifications

When you set up Cisco Unity to send message notifications in the form of text messages to text pagers, text-compatible cell phones, or e-mail addresses, you can specify that Cisco Unity provide caller information in the notifications. Caller information appears after the message counts (as applicable), numbered in order of newest to oldest message. For example:

Urgent message for Technical Support.
Urgent Voice Count: 1
Voice Count: 2
E-mail Count: 2
1. Kelly Bader
2. 2065551205
3. Kelly Bader
4. Caller information unknown
<number to call Cisco Unity>
The information that Cisco Unity provides depends on who sent the message:

- Message from a Cisco Unity subscriber—Cisco Unity provides the display name that is associated with the subscriber. For remote subscribers, Cisco Unity provides the names or numbers, though both may be unfamiliar to you.

- Message from an unidentified caller—Cisco Unity provides the phone number (if available) of the caller. If the number is not available, Cisco Unity indicates “Caller information unknown.” Whether Cisco Unity can provide the phone number, depends on the phone system that your organization uses.

- Message from a fax server—Cisco Unity provides the display name for the fax server.

Note that if the information presented exceeds the maximum message length for your notification device, the message may be truncated.

To include caller information with your text message notifications, see the procedures for setting up a text pager or SMS (SMPP) notification device, as applicable.

Cascading and Chaining Message Notifications

Cascading message notification allows you to set up a series of notifications to a widening circle of recipients. Alternatively, message notification can be set to “chain” to a series of notification devices if an attempt to send notification to the first selected device fails. (The definition of failure to a notification device is based on the options you select for retrying a device that is not answered or is busy.)

When setting up a chain of message notification devices, select the types of messages and message urgency for which Cisco Unity will call only for the first device. If any message types are selected for a device other than the first, message notification for the device will begin immediately and will not wait for the notification failure of the previous device. Therefore, your notifications will not occur as a chain but will all be activated simultaneously.

Note: To include text pager and SMS (SMPP) devices in a chaining message notification, you must specify the device as last in the chain because notification to these types of devices does not fail.

To set up multiple notification devices to function in a cascading or chaining sequence, you may need to contact your Cisco Unity administrator for instructions. Without certain settings, cascading or chaining notification may not work correctly.

Considerations for SMS (SMPP) Text Message Notifications

Depending on how Cisco Unity is set up, SMS (SMPP) notifications may not be available to you. If they are, consider the following before you set up SMS (SMPP) text message notifications:

- SMS (SMPP) notifications are for use with GSM cell phones and other SMS-compatible devices. SMS notifications are generally much faster than (SMTP) text pager notifications, and some SMS service providers offer the additional benefit of replacing a previous notification with the latest one.

- SMS service providers often charge for each SMS message or group of messages that Cisco Unity sends. To reduce costs to your organization, consider limiting the number of notifications that you receive by a particular message type or urgency (for example, only voice messages or only voice messages and urgent e-mail messages).
Considerations for SMS (SMPP) Text Message Notifications

- Some SMS service providers replace the phone number that you enter in the From field on the SMS (SMPP) Notification Device page in the Cisco Unity Assistant with their own phone number. For an alternative way to include a call back number, try the Tip in To Set Up or Change an SMS (SMPP) Notification Device, page 42.

- The time stamp for an SMS (SMPP) notification on some phones reflects the time that the SMS message was sent by the SMS service provider to your SMS device. For this reason, the time stamp may not reflect your local time zone or preferred time format.