



## Managing Message Notification

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## About Message Notification

Cisco Unity Connection can call a phone or pager to notify you of new messages. Connection 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 mobile phones, and other such devices.

Connection calls a phone or pager or sends a text message based on the notification schedules and contact options that you specify. You use the Cisco Unity Assistant web tool to set up the following notification devices: a home phone, a mobile phone, a pager, an e-mail device (such as a text pager or home e-mail address), and a work phone. You may also be able to set up additional devices, such as alternative phones, alternative e-mail devices, or an SMS device. Your Connection administrator can tell you whether these options are available to you.



**Tip**

If your text-compatible mobile phone has an e-mail address for receiving text messages, you can set up an e-mail or SMS notification device to use this phone as a text pager. SMS (SMPP) notifications are for use with GSM mobile phones and other SMS-compatible devices. SMS notifications are generally much faster than e-mail (SMTP) text pager notifications, and some SMS service providers offer the additional benefit of replacing a previous notification with the latest one

## Setting Up Notification Devices

For Cisco Unity Connection to make notification calls, the notification device must be enabled. Disabling a notification device does not delete its settings. Connection 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.)

You can change the type of events that Connection notifies you of, the callers or phone numbers that trigger a device, your notification schedules, and the contact options for your notification devices only in the Cisco Unity Assistant web tool, not by phone.

This topic contains three procedures. Do the applicable procedure, depending on the device you are setting up:

- [To Set Up or Change a Phone or Pager Notification Device, page 40](#)
- [To Set Up or Change an E-mail \(or SMTP\) Notification Device, page 42](#)
- [To Set Up or Change an SMS Notification Device, page 45](#)



**Tip**

If you are setting up an SMS device, see also the [“SMS \(SMPP\) Text Message Notification Considerations”](#) section on page 48.

### 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** On the Notification Devices page, click the device that you want to change or set up.
- Step 3** On the <Device name> Notification Device page, 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, include the applicable dialing codes (for example, 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.
- 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 Connection administrator.
- Step 5** Check the **Prompt for User ID on Notifications** check box if you want Connection to ask for your phone extension before giving you the message
- Step 6** In the Dial Extra Digits field, enter any extra digits that Connection 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 Connection 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** Choose the types of events that will cause Connection to call this notification device:

<b>All Messages</b>	Connection calls this device when any new message is received, including dispatch and other voice messages, and fax messages.
<b>Dispatch Messages</b>	Connection calls this device when any new voice message is received that is marked as a dispatch message.
<b>All Voice Messages</b>	Connection calls this device when any new voice message is received (including dispatch messages).
<b>Fax Messages</b>	Connection calls this device when any new fax message is received.

**Step 9** For each event type that you chose in [Step 8](#), check the Urgent Only check box to have Connection send the notification only when the new message of that type is marked urgent.

**Step 10** To specify that this device receive notifications only for messages from specific Connection users, click **Add Callers**, then search for names:

- a. In the Find Contacts dialog box, enter search criteria, then click **Find**.

**Tip**

Enter an asterisk (\*) in a field to list all users. For faster results, enter one or more characters or values followed by \* to narrow your search. If you are searching for a common name, make sure that you enter information in more than one field.

- b. In the list of possible matches, check the check box next to the user that you want to add to your caller list, and click **Add Users**.

If you do not see the user you want, try entering different search criteria, then click **Find** to search again.

**Tip**

When a search returns more matches than expected, increase the value in the Rows Per Page list to view as many matches as possible. To limit the search, enter more complete search criteria, and/or enter the applicable information in any additional fields that you left blank. Then click Find to search again.

**Step 11** To specify that this device receive notifications only for messages from specific phone numbers, enter a phone number in the Number Pattern field.

You can use the wildcard characters X and \* to match more than one phone number:

- The X character matches any single digit in the range 0 through 9. For example, the pattern 9XXX matches the range of phone numbers from 9000 through 9999.
- The asterisk (\*) character matches any sequence of digits. For example, the pattern 5556304\* matches the phone numbers 5556304, 55563040, 55563041, 5556304100, and so forth.

**Tip**

If you specify both Callers and Phone Numbers for a device, Connection sends the device a notification for any message—of the types you specified in [Step 8](#) and [Step 9](#)—that matches any of the callers or number patterns you specify.

**Step 12** 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. Connection makes notification calls during the active hours, if you have new messages. When a new message arrives during inactive hours, Connection sends a message notification at the start of the next active hour in your schedule.

**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 13** Specify the timing and frequency of the calls made by Connection to notify you of new messages:

<b>Attempt First Contact After &lt;x&gt; Minutes</b>	<p>Enter the number of minutes that Connection waits to make the first notification call once message notification is triggered.</p> <p>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 until the schedule becomes active again (as long as the message is still new). You can space notifications on different devices at regular intervals, such as 15 minutes, to achieve a cascading message notification effect.</p>
<b>If There Are Still New Messages, Try Again Every &lt;x&gt; Minutes</b>	<p>To have Connection repeat the notification as long as you have new messages, check this check box and enter the number of minutes that Connection waits before repeating the notification. The range for the redial frequency field is 1 to 60 minutes.</p> <p>For example, if you set the repeat notification interval to 5 minutes at 11:47 a.m., Connection 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.</p>
<b>If &lt;Device&gt; Does Not Answer</b>	<p>Connection follows your settings for an unanswered device. Indicate settings for:</p> <ul style="list-style-type: none"> <li>• Hang Up After &lt;x&gt; Rings—Set to a minimum of 3 rings. Choose a higher number to give yourself more time to get to the phone.</li> <li>• Try Again &lt;x&gt; Times—Choose a higher number to accommodate when you step away from the phone briefly. Choose a lower number to avoid disturbing others.</li> <li>• Try Again After &lt;x&gt; Minutes—Choose a higher number to accommodate when you step away from the phone for long periods of time.</li> </ul>
<b>If &lt;Device&gt; Is Busy</b>	<p>Connection follows your settings for a busy device. Indicate settings for:</p> <ul style="list-style-type: none"> <li>• Try Again &lt;x&gt; Times—Choose a higher number if you use the phone frequently.</li> <li>• Try Again After &lt;x&gt; Minutes—Choose a higher number if you have long phone conversations.</li> </ul>
<b>If Notification Fails Try</b>	<p>Select an option for an additional device to send notification to when the first device does not answer or is busy. Connection calls the device only if it is enabled and its schedule is current.</p>

**Step 14** Click **Save**.

#### To Set Up or Change an E-mail (or SMTP) Notification Device

- Step 1** In the Cisco Unity Assistant, from the Notification Devices menu, click **View Notification Devices**.
- Step 2** On the Notification Devices page, click the e-mail (or SMTP) device that you want to change or set up.
- Step 3** On the <Device name> Notification Device page, check the **Notification Enabled** check box to enable the device, or uncheck it to disable the device.
- Step 4** In the To field, enter the e-mail address of the text pager, text-compatible mobile 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 Connection 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, Connection sends this message.
- Step 7** Check the **Include Message Counts in Message Text** check box if you want Connection to include the number of new and total messages in the notification message.
- Step 8** Check the **Include Message Information in Message Text** check box if you want Connection to include information about the new message in the text string that is sent to the notification device. This information can include caller name and caller ID (if available); the type of message (voice, fax); the time that the message was received; and, if the message was marked private or urgent, an indication of this status.
- Step 9** Check the **Include a Link to Cisco PCA in Message Text** check box if you want to include a link in the e-mail message to the Cisco PCA.
- Step 10** Choose the types of event that will cause Connection to send a notification to this device:

<b>All Messages</b>	Connection sends a notification to this device when any new message is received, including dispatch and other voice messages, and fax messages.
<b>All Voice Messages</b>	Connection sends a notification to this device when any new voice message is received (including dispatch messages).
<b>Calendar Appointments</b>	Connection sends a notification to this device for an upcoming Outlook appointment.
<b>Dispatch Messages</b>	Connection sends a notification to this device when any new voice message is received that is marked as a dispatch message.
<b>Fax Messages</b>	Connection sends a notification to this device when any new fax message is received.
<b>Calendar Meetings</b>	Connection sends a notification to this device for an upcoming Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express meeting.

- Step 11** For each event type that you chose in [Step 10](#), check the Urgent Only check box to have Connection send the notification only when the new message of that type is marked urgent.
- Step 12** If you specified either Calendar Appointments or Calendar Meetings in [Step 10](#), in the **Calendar Event Advance Notification Time** field, enter the number of minutes before a meeting that you want to receive the notification.
- Step 13** To specify that this device will receive notifications only for messages from specific Connection users, click **Add Callers**, then search for names:
- In the Find Contacts dialog box, enter search criteria, then click **Find**.



**Tip**

Enter an asterisk (\*) in a field to list all users. For faster results, enter one or more characters or values followed by \* to narrow your search. If you are searching for a common name, make sure that you enter information in more than one field.

- b. In the search results, click the check boxes next to the users that you want to add, then click **Add Users**.
- c. In the list of possible matches, check the check box next to the user or remote contact that you want to add to your caller list, and click **Add Users**.

If you do not see the user or remote contact you seek, try entering different search criteria, then click **Find** to search again.



**Tip**

When a search returns more matches than expected, increase the value in the Rows Per Page list to view as many matches as possible. To limit the search, enter more complete search criteria, and/or enter the applicable information in any additional fields that you left blank. Then click Find to search again.

**Step 14** To specify that this device receive notifications only for messages from specific phone numbers, enter a phone number in the Number Pattern field.

You can use the wildcard characters X and \* to match more than one phone number:

- The X character matches any single digit in the range 0 through 9. For example, the pattern 9XXX matches the range of phone numbers from 9000 through 9999.
- The asterisk (\*) character matches any sequence of digits. For example, the pattern 5556304\* matches the phone numbers 5556304, 55563040, 55563041, 5556304100, and so forth.



**Tip**

If you specify both Callers and Phone Numbers for a device, Connection sends the device a notification for any message—of the types you specified in [Step 10](#) and [Step 11](#)—that matches any of the callers or number patterns you specify.

**Step 15** 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. Connection makes notification calls during the active hours, if you have new messages. When a new message arrives during inactive hours, Connection sends a message notification at the start of the next active hour in your schedule.



**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 16** Specify the timing and frequency of the calls made by Connection to notify you of new messages:

<b>Attempt First Contact After &lt;x&gt; Minutes</b>	<p>Enter the number of minutes that Connection waits to make the first notification call once message notification is triggered.</p> <p>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 until the schedule becomes active again (as long as the message is still new). You can space notifications on different devices at regular intervals, such as 15 minutes, to achieve a cascading message notification effect.</p>
<b>If There Are Still New Messages, Try Again Every &lt;x&gt; Minutes</b>	<p>To have Connection repeat the notification as long as you have new messages, check this check box and enter the number of minutes that Connection waits before repeating the notification. The range for the redial frequency field is 1 to 60 minutes.</p> <p>For example, if you set the repeat notification interval to 5 minutes at 11:47 a.m., Connection 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.</p>

**Step 17** Click **Save**.

### To Set Up or Change an SMS Notification Device

- Step 1** In the Cisco Unity Assistant, from the Notification Devices menu, click **View Notification Devices**.
- Step 2** On the Notification Devices page, click the SMS device that you want to change or set up.
- Step 3** On the <Device name> Notification Device page, check the **Notification Enabled** check box to enable the device, or uncheck it to disable the service.
- Step 4** 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 Connection administrator for assistance if you experience difficulties.
- Step 5** 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 Connection 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 Connection 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 Connection administrator to assist you if you are not sure what to enter in this field.



#### Tip

For SMS devices, consider that some service providers replace the number that you enter in the From field with their own phone number. For an alternative method of including a callback number, try entering the number within the text of your message. For example, enter: tel:2065551234 in the Text field (see [Step 6](#)).

- 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 Connection sends this message.



**Tip** See also the [“SMS \(SMPP\) Text Message Notification Considerations” section on page 48.](#)

- Step 7** Check the **Include Message Counts in Message Text** check box if you want Connection to include the number of new and total messages in the notification message.
- Step 8** Check the **Include Message Information in Message Text** check box if you want Connection to include information about the new message in the text string that is sent to the notification device. This information can include caller name and caller ID (if available); the type of message (voice, fax); the time that the message was received; and, if the message was marked private or urgent, an indication of this status.
- Step 9** In the SMPP Provider list, select a provider.  
If you are uncertain which SMPP provider to choose or if there are no providers in the list, contact your Connection administrator.
- Step 10** Choose the types of event that will cause Connection to send a notification to this device:

<b>All Messages</b>	Connection sends a notification to this device when any new message is received, including dispatch and other voice messages, and fax messages.
<b>Dispatch Messages</b>	Connection sends a notification to this device when any new voice message is received that is marked as a dispatch message.
<b>All Voice Messages</b>	Connection sends a notification to this device when any new voice message is received (including dispatch messages).
<b>Fax Messages</b>	Connection sends a notification to this device when any new fax message is received.
<b>Calendar Appointments</b>	Connection sends a notification to this device for an upcoming Outlook appointment.
<b>Calendar Meetings</b>	Connection sends a notification to this device for an upcoming Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express meeting.

- Step 11** For each event type that you chose in [Step 10](#), check the Urgent Only check box to have Connection send the notification only when the new message of that type is marked urgent.
- Step 12** If you specified either Calendar Appointments or Calendar Meetings in [Step 10](#), in the **Calendar Event Advance Notification Time** field, enter the number of minutes before a meeting that you want to receive the notification.
- Step 13** To specify that this device will receive notifications only for messages from specific Connection users, click **Add Callers**, then search for names:
- In the Find Contacts dialog box, enter search criteria, then click **Find**.



**Tip** Enter an asterisk (\*) in a field to list all users. For faster results, enter one or more characters or values followed by \* to narrow your search. If you are searching for a common name, make sure that you enter information in more than one field.



- b. In the list of possible matches, check the check box next to the user or remote contact that you want to add to your caller list, and click **Add Users**.

If you do not see the user you seek, try entering different search criteria, then click **Find** to search again.

**Tip**

When a search returns more matches than expected, increase the value in the Rows Per Page list to view as many matches as possible. To limit the search, enter more complete search criteria, and/or enter the applicable information in any additional fields that you left blank. Then click Find to search again.

- Step 14** To specify that this device receive notifications only for messages from specific phone numbers, enter a phone number in the Number Pattern field.

You can use the wildcard characters X and \* to match more than one phone number:

- The X character matches any single digit in the range 0 through 9. For example, the pattern 9XXX matches the range of phone numbers from 9000 through 9999.
- The asterisk (\*) character matches any sequence of digits. For example, the pattern 5556304\* matches the phone numbers 5556304, 55563040, 55563041, 5556304100, and so forth.

**Tip**

If you specify both Callers and Phone Numbers for a device, Connection will send the device a notification for any message—of the types you specified in [Step 10](#) and [Step 11](#)—that matches any of the callers or number patterns you specify.

- Step 15** 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. Connection makes notification calls during the active hours, if you have new messages. When a new message arrives during inactive hours, Connection sends a message notification at the start of the next active hour in your schedule.

**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 16** Specify the timing and frequency of the calls made by Connection to notify you of new messages:

<b>Attempt First Contact After &lt;x&gt; Minutes</b>	<p>Enter the number of minutes that Connection waits to make the first notification call once message notification is triggered.</p> <p>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 until the schedule becomes active again (as long as the message is still new). You can space notifications on different devices at regular intervals, such as 15 minutes, to achieve a cascading message notification effect.</p>
<b>If There Are Still New Messages, Try Again Every &lt;x&gt; Minutes</b>	<p>To have Connection repeat the notification as long as you have new messages, check this check box and enter the number of minutes that Connection waits before repeating the notification. The range for the redial frequency field is 1 to 60 minutes.</p> <p>For example, if you set the repeat notification interval to 5 minutes at 11:47 a.m., Connection 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.</p>

**Step 17** Click **Save**.

## Cascading and Chaining Message Notification

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 Connection 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.



### Tip

To include an e-mail or SMS device in a chaining message notification, you must specify the device as last in the chain, because Connection may not be able to detect notification failure for these types of devices.

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

## SMS (SMPP) Text Message Notification Considerations

Note the following considerations before you set up SMS (SMPP) text message notifications:

- SMS (SMPP) notifications are for use with GSM mobile 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 Connection 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 urgent voice messages or only voice messages from specific callers or phone numbers).
- 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 web tool with their own phone number. For an alternative way to include a callback number, try the Tip in [Step 5](#) of the [“To Set Up or Change an SMS Notification Device” procedure on page -45](#).
- 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.

