



## CHAPTER 8

# Adding, Modifying, or Deleting a Notification Template in Cisco Unity Connection 9.x

**Revised June 14, 2013**

All the HTML notifications in Cisco Unity Connection require the HTML-based notification templates. The administrator can define any number of customized HTML templates. The administrator can assign a template to the users or can allow the users to select a template. However, the users do not have the permissions to create or modify a template.

The template selected can either be a default or a custom template that the administrator has created. The default templates are `Default_Dynamic_Icons` and `Default_Actionable_Links_Only`. Note that you cannot edit or delete the content of the default templates. The `Default_Dynamic_Icons` template has the HTML tags along with the custom graphics and the status items. The `Default_Actionable_Links_Only` template has the HTML tags along with the actionable links without any images, custom graphics, or status items.



**Note**

The default templates are only examples and are available only in the English language. The administrator can create templates in any required language and save them.

The HTML notification template provides the user an enhanced notification experience that includes the following:

- Free flow HTML text
- HTML tags, where in support of HTML tags depend on the email client that the user is using.
- Custom Variables and Custom Graphics
- Status Items for Voice Message - MWI, Message Status as Icons within an HTML template.
- Embedded links to the external URIs/URLs

For example, the administrators can configure the HTML templates to include header, footer, logos, images, MWI status, and hyperlinks to the Connection Mini Web Inbox.

The examples of default templates and other customized templates are available on [Cisco Unity Tools](#).



**Note**

- The use of images, MWI status, and Message status is not mandatory. However, if used, the administrators need to ensure that the image rendering when used with the HTML tags and the APIs is supported by their respective email clients.
- Make sure the signed SSL certificates are installed in order to access the notifications via email and the voice message via Connection Mini Web Inbox. For more information on how to configure SSL on Cisco Unity Connection, refer to the “[Securing Cisco Unity Connection Administration, Cisco](#)”

PCA, and IMAP Email Client Access to Cisco Unity Connection 9.x” chapter of the *System Administration Guide for Cisco Unity Connection Release 9.x*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/administration/guide/9xcucsagx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/administration/guide/9xcucsagx.html).

### Checklist for Creating and Rendering a Template - Must Haves

**Table 8-1 Checklist for Creating and Rendering a Template**

Configuration Steps		Related Topics and Documentation
<b>Step 1</b>	Ensure to use valid HTML tags, text, and variables.	<p>In case of rendering the HTML templates on Microsoft Outlook, refer to MSDN documentation:</p> <ul style="list-style-type: none"> <li>• “<a href="#">Word 2007 HTML and CSS Rendering Capabilities in Outlook 2007-Part 1</a>” and</li> <li>• “<a href="#">Word 2007 HTML and CSS Rendering Capabilities in Outlook 2007-Part 2</a>”.</li> </ul>
<b>Step 2</b>	Ensure that a notification template is assigned to an HTML notification device.	<ul style="list-style-type: none"> <li>• The “Notification Devices in Cisco Unity Connection 9.x” section in the “<a href="#">Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x</a>” chapter of the <i>User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x</i>, available at <a href="http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html">http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html</a>.</li> </ul>
<b>Step 3</b>	Ensure that the HTML notification device is enabled for the user.	<ul style="list-style-type: none"> <li>• The “Notification Devices in Cisco Unity Connection 9.x” section in the “<a href="#">Setting Up Features and Functionality That Are Controlled by User Account Settings in Cisco Unity Connection 9.x</a>” chapter of the <i>User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 9.x</i>, available at <a href="http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html">http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html</a>.</li> </ul>

Table 8-1 Checklist for Creating and Rendering a Template

Configuration Steps		Related Topics and Documentation
<b>Step 4</b>	Ensure that the desired authentication mode is selected. There are two modes supported, Authentication and Non-authentication mode.	For more information refer to “Configuring Cisco Unity Connection 9.x for HTML-based Message Notification” section of the “Configuring an Email Account to Access Cisco Unity Connection 9.x Voice Messages” chapter of the <i>User Workstation Setup Guide for Cisco Unity Connection</i> , available at <a href="http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_setup/guide/9xcuc_uwsx.html">http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_setup/guide/9xcuc_uwsx.html</a> .
<b>Step 5</b>	Ensure that if your HTML templates include images, icons using custom graphics, or status items for an email notification, the images being rendered on an HTML email is supported by your email client.  The script utility for regedit and hotfixes for your Microsoft Outlook configuration is also available over <a href="#">Cisco Unity Tools</a> .	For more information refer to “Configuring Cisco Unity Connection 9.x for HTML-based Message Notification” section of the “Configuring an Email Account to Access Cisco Unity Connection 9.x Voice Messages” chapter of the <i>User Workstation Setup Guide for Cisco Unity Connection</i> , available at <a href="http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_setup/guide/9xcuc_uwsx.html">http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_setup/guide/9xcuc_uwsx.html</a> .

For more information on ‘Must Haves’ for Cisco Unity Connection Mini Web Inbox, refer to the *Quick Start Guide for the Cisco Unity Connection Mini Web Inbox* available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/quick\\_start/guide/b\\_9xcucqsgminiinbox.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/quick_start/guide/b_9xcucqsgminiinbox.html).

#### HTML Notifications Support for the IPv6 and IPv4 Modes

The SMTP outbound proxy is supported over the IPv4 mode only. Therefore, Cisco Unity Connection will send the HTML notifications to an Email server over SMTP in the IPv4 mode only. The administrator must ensure that the HTML notifications are working over IPv4.

The users can receive the notifications and play the voice messages on supported email clients for both the IPV4 and IPv6 mode. The Connection Mini Web Inbox URLs sent over an HTML email, can be accessed through the IPv6 or IPv4 mode, depending upon the DNS domain entry configured in the DNS Server to resolve Cisco Unity Connection in either IPv6 or IPv4.



#### Note

The Connection Mini Web Inbox over computer is supported for both, the IPv4 and IPv6 mode. However, the Connection Mini Web Inbox over mobile supports only the IPv4 mode. For more information on how to configure the IPv6 address, refer to [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/upgrade/guide/9xcucrug051.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/upgrade/guide/9xcucrug051.html).

See the following sections:

- [Adding a Notification Template in Cisco Unity Connection 9.x](#), page 8-4
- [Modifying a Notification Template in Cisco Unity Connection 9.x](#), page 8-11
- [Deleting a Notification Template in Cisco Unity Connection 9.x](#), page 8-12

- [Adding a Custom Variable in Cisco Unity Connection 9.x](#), page 8-12
- [Modifying a Custom Variable in Cisco Unity Connection 9.x](#), page 8-13
- [Deleting a Custom Variable in Cisco Unity Connection 9.x](#), page 8-13
- [Adding a Custom Graphic in Cisco Unity Connection 9.x](#), page 8-14
- [Modifying a Custom Graphic in Cisco Unity Connection 9.x](#), page 8-15
- [Deleting a Custom Graphic in Cisco Unity Connection 9.x](#), page 8-16
- [Modifying a Replaceable Image in Cisco Unity Connection 9.x](#), page 8-16

## Adding a Notification Template in Cisco Unity Connection 9.x

**Revised July 10, 2012**

The content and format of the HTML notifications received via an email can be customized through a notification templates that include status items, action items, static items, custom variables, and custom graphics. Only the administrator has the rights to create and modify the notification templates, custom variables, and custom graphics. Cisco Unity Connection Administration and the Cisco Unity Connection Provisioning Interface (CUPI) APIs can be used to create, update, and delete the customized notification templates.

For more information on how to create a notification template, refer to [Cisco Unity Connection Provisioning Interface \(CUPI\) API -- Notification Devices](#).

### To Create a Notification Template

- 
- Step 1** In Cisco Unity Connection Administration, select **Templates > Notification Templates > Notification Templates**.
  - Step 2** Select **Add New** on the Search Notification Templates page.
  - Step 3** Enter a display name on the New Notification Template page.
  - Step 4** Enter the HTML content on the right panel. The HTML5 tags can also be added in the content of the notification template, however, the support of all the HTML tags depends on the email client that the user is using.



---

**Note** When the administrator creates or updates an HTML notification template, Connection validates the HTML content given in the template.

---

- Step 5** (Optional) Select and copy the required status, action, and/or static items from the left panel of the HTML field and paste the items on the right panel. The description of the items are given below:

**Table 8-2** HTML Variables

Items	Description
%MWI_STATUS%	<p>Displays the image based on MWI status.</p> <p>The default images are displayed as defined in the Administrative Replaceable Images section. However, the administrator can upload a new image through the administrative replaceable images option. For more information refer to <a href="#">Modifying a Replaceable Image in Cisco Unity Connection 9.x, page 8-16</a>.</p> <p>To insert the status items directly in the notification template, you can use the <code>&lt;img src="%MWI_STATUS%"&gt;</code> <code>&lt;/img&gt;</code> tag.</p>
%MESSAGE_STATUS%	<p>Displays the message status as unread, read, unread urgent, read urgent, or deleted.</p> <p>The default images are displayed as defined in the Administrative Replaceable Images section. However, the administrator can upload a new image through the administrative replaceable images option. For more information refer to <a href="#">Modifying a Replaceable Image in Cisco Unity Connection 9.x, page 8-16</a>.</p> <p>To insert the status items directly in the notification template, you can use the <code>&lt;img src="%MESSAGE_STATUS%"&gt;</code> <code>&lt;/img&gt;</code> tag.</p>
%LAUNCH_MINI_INBOX%	<p>Launches the Connection Mini Web Inbox.</p> <p>To insert this item directly in the notification template, you can use the <code>&lt;a href="%LAUNCH_MINI_INBOX%"&gt;</code> Text <code>&lt;/a&gt;</code> tag.</p>
%LAUNCH_WEB_INBOX%	<p>Launches the Cisco Unity Connection Web Inbox only on computer.</p> <p>To insert this item directly in the notification template, you can use the <code>&lt;a href="%LAUNCH_WEB_INBOX%"&gt;</code> Text <code>&lt;/a&gt;</code> tag.</p>
%MESSAGE_PLAY_MINI_INBOX%	<p>Launches the Connection Mini Web Inbox for a specific message and auto plays the message.</p> <p>To insert this item directly in the notification template, you can use the <code>&lt;a href="%MESSAGE_PLAY_MINI_INBOX%"&gt;</code> Text <code>&lt;/a&gt;</code> tag.</p>
%MESSAGE_DELETE%	<p>Deletes the voice message. To insert this item directly in the notification template, you can use the <code>&lt;a href="%MESSAGE_DELETE%"&gt;</code>Text <code>&lt;/a&gt;</code> tag.</p>
%MESSAGE_FORWARD%	<p>Forwards a particular voice message. To insert this item directly in the notification template, you can use the <code>&lt;a href="%MESSAGE_FORWARD%"&gt;</code>Text <code>&lt;/a&gt;</code> tag.</p>

Table 8-2 HTML Variables

Items	Description
%MESSAGE_REPLY%	<p>Launches the Connection Mini Web Inbox with the <b>Reply to Message</b> window to reply to a voice message.</p> <p>To insert this item directly in the notification template, you can use the <code>&lt;a href="%MESSAGE_REPLY%"&gt;Text &lt;/a&gt;</code> tag.</p>
%MESSAGE_REPLY_ALL%	<p>Launches the Connection Mini Web Inbox with the <b>Reply to Message</b> window. The <b>To</b> and <b>Subject</b> fields get populated automatically with multiple recipients.</p> <p>To insert this item directly in the notification template, you can use the <code>&lt;a href="%MESSAGE_REPLY_ALL%"&gt;Text &lt;/a&gt;</code> tag.</p>
%MESSAGE_MARKUNREAD%	<p>Launches the Connection Mini Web Inbox with marking the message as unread and increasing the unread message count.</p> <p>To insert this item directly in the notification template, you can use the <code>&lt;a href="%MESSAGE_MARKUNREAD%"&gt;Text &lt;/a&gt;</code> tag.</p>
Custom Variables	<p>The administrator can store values in the form of text and numbers in custom variables. For example, the administrator can use custom variables for headers and footers.</p> <p>It replaces the value of the selected custom variable by the content as specified by the administrator under the <b>Templates &gt; Notification Templates &gt; Custom Variables</b> page.</p> <p>To insert a variable directly in the notification template, as specified by the administrator under the <b>Templates &gt; Notification Templates &gt; Custom Variables</b> page, you can use the <code>%Var1%</code>.</p> <p>For more information on custom variables, refer to <a href="#">Adding a Custom Variable in Cisco Unity Connection 9.x, page 8-12</a>.</p>
Custom Graphics	<p>The administrator can use custom graphics for adding logos, images, within an HTML template. The images could also be used to define Image based Template Structure.</p> <p>For example - See <code>Default_Dynamic_Icons</code>.</p> <p>To insert a graphic directly in the notification template as specified by the administrator under the <b>Templates &gt; Notification Templates &gt; Custom Graphics</b> page, you can use the <code>&lt;img src="%GRAPHIC1%"&gt;&lt;/img&gt;</code> tag.</p> <p>For more information on custom graphics, refer to <a href="#">Adding a Custom Graphic in Cisco Unity Connection 9.x, page 8-14</a>.</p>
%CALLER_ID%	<p>Displays the alias name of the caller who has received a voice message.</p>

**Table 8-2** HTML Variables

Items	Description
%SENDER_ALIAS%	Displays the alias of the sender who has sent a voice message. In case, the user dials from an extension other than itself to send a voice message, the display name of the sender is displayed. If the display name of the sender is not mentioned, then the SMTP address of the sender is displayed.  In addition, if an unknown caller calls then 'Unknown' is displayed.
%RECEIVER_ALIAS%	Displays the alias name of the receiver who has received a voice message.

The above action items are displayed as icons, images, or links in the email notification that is sent to the user. As a link is clicked from an email notification, it opens the Cisco Unity Connection Mini Web Inbox player and performs the specific action accordingly.

**Step 6** Click **Validate** to verify the HTML content. Connection validates the HTML content given in the template.

**Note**

- The notification template does not get saved if any error is returned in the HTML validation. You must remove the error(s) returned by validation before saving the notification template. However, an HTML template with warnings can be saved successfully.
- The validator only validates HTML content not CSS.

**Step 7** Click **Save**.

You can also preview the template by clicking **Preview**. This option is available only when the new notification template is saved.

Note that the **Preview** option displays the view as per your default browser, however, the display may vary on the various email clients.

**Notification Template Suggestions**

- Table, image, div tags in HTML works well with most email solutions including - Outlook 2007, Outlook 2010, Outlook 2013, Lotus Notes, and Gmail (Web Based).
- HTML content with plain text and hyperlinks within a template works well with most email solutions including - Outlook 2007, Outlook 2010, Outlook 2013, Lotus Notes, and Gmail (Web Based).
- HTML background image tag is not supported while creating a notification template.
- Image overlaying other image is not supported while creating a template. For example, an image over a background image.
- Use of images, custom graphics, icons for status items - MWI, Message Status are not mandatory for HTML-based notifications. If images, custom graphics, and icons for status items are used, it is recommended for administrators to check the support or documentation of email clients being used.

- Use minimal CSS within an HTML template. You can use only the inline CSS that is supported in an HTML template, whereas the external CSS is not supported in the notification templates. In addition, the HTML editor that is used to create templates validates only the HTML content and not the CSS.
- There is no support for Java Script or other scripting languages with-in HTML.
- To troubleshoot any issue while creating templates or launching the Connection Mini Web Inbox, refer to the “[Troubleshooting the HTML Notifications in Cisco Unity Connection](#)” chapter of the *Troubleshooting Guide for Cisco Unity Connection* available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/troubleshooting/guide/9xcuctsgx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/troubleshooting/guide/9xcuctsgx.html).

### Example 1 of a Default Notification Template - Default\_Actionable\_Links\_Only

```
<html xmlns="http://www.w3.org/1999/xhtml">
<head>
<meta http-equiv="Content-Type" content="text/html; charset=utf-8" />
<title>Untitled Document</title>
</head>

<body topmargin="0" leftmargin="0" marginheight="0" marginwidth="0" bgcolor="#F4F4F4">
<table width="100%" cellpadding="0" cellspacing="0" bgcolor="F4F4F4"
style="font-family:Arial, Helvetica, sans-serif;font-size:13px;color:#828282;">
<tr>
<td>
<table align="center" width="500" cellpadding="0" cellspacing="0" border="0">
<tr>
<td style="color:#9DA8B7; font-size:11px;padding: 10px 0 10px 28px;"><br/></td>
</tr>
<tr>
<td>
<table align="center" width="500" cellpadding="0" cellspacing="0" border="0">
<tr>
<td>
<table cellpadding="0" cellspacing="10" border="0">
<tr>
<td width="500" align="left" valign="top" bgcolor="#CBDDFF">
<div style="font-size:18px; color:#3573AD;">Voice Message from %SENDER_ALIAS% </div> <br>
</td>
</tr>
<tr>
<td width="500" align="right" valign="top" bgcolor="#CBDDFF">
<div style="font-size:11px;color:#3573AD;"><a href = "%MESSAGE_PLAY_MINI_INBOX%">Play</a>
<a href = "%MESSAGE_FORWARD%"> Forward</a> | <a href = "%MESSAGE_REPLY%"> Reply</a> | <a
href = "%MESSAGE_DELETE%"> Delete</a></div>
</td>
</tr>
</table>
</td>
</tr>
</table>
</td>
</tr>
</table>
</td>
</tr>
<tr>
<td height="1" bgcolor="#0066FF"></td>
</tr>
<tr>
<td>
<table align="center" width="500" cellspacing="0" cellpadding="0">
```

```

<tr>
<td>
<table cellspacing="0" cellpadding="10" border="0" bgcolor="#CBDDFF">
<tr>
<td align="left" style="font-size:12px; color:#65788A;text-align:justify;" width="500"
valign="top">
<div style="font-size:12px; color:#65788A;">
<strong>Intelligent Notifications </strong>
<br /> <br /> Intelligent Notifications deliver rich, customizable, and actionable voice
message notifications. When connected to the corporate network, they provide users the
ability to play, reply, forward, mark unread, and delete a specific message.
</div>
</td>
</tr>
</table>
</td>
</tr>
</table>
</td>
</tr>
<tr>
<td align="left" style="font-size:11px; color:#9DA8B7; padding: 15px 11px 0 11px;
text-align:justify;">
<b> Disclaimer: </b>This message contains confidential information and is intended only
for the individual named. If you are not the named addressee you should not disseminate,
distribute or copy this e-mail. Please notify the sender immediately by e-mail. If you
have received this e-mail by mistake and delete this e-mail from your system. If you are
not the intended recipient you are notified that disclosing, copying, distributing or
taking any action in reliance on the contents of this information is strictly prohibited.
</b>
<hr size="1" color="#D4D4D4">
<p style="padding-top: 0pt; " class="paragraph_style"> <font size="1" align = "right" face
= "Arial" color="black"> Â© 2012 Cisco Systems, Inc. <br /> <a
title="http://www.cisco.com/" href="http://www.cisco.com/">Cisco.com</a> <span
class="style">|</span> <a
title="http://www.cisco.com/en/US/swassets/sw293/privacy_statement.html"
href="http://www.cisco.com/en/US/swassets/sw293/privacy_statement.html">Privacy
Statement</a> <span class="style">|</span> <a
title="http://www.cisco.com/en/US/swassets/sw293/trademark_statement.html"
href="http://www.cisco.com/en/US/swassets/sw293/trademark_statement.html">Trademarks</a><br
/> </font> </p>
</td>
</tr>
</table>
</td>
</tr>
</table>
</body>
</html>

```

### Example 2 of a Default Notification Template - Default\_Dynamic\_Icons

```

<html xmlns="http://www.w3.org/1999/xhtml">
<head>
<meta http-equiv="Content-Type" content="text/html; charset=utf-8" />
<title>Untitled Document</title>
</head>

<body topmargin="0" leftmargin="0" marginheight="0" marginwidth="0" bgcolor="#F4F4F4">

```



```

</table>
</td>
</tr>
<tr> <td></td> </tr>
<tr>
<td align="left" style="font-size:11px; color:#9DA8B7; padding: 15px 28px 0 28px;
text-align:justify;">
<b> Disclaimer: </b><b>This message contains confidential information and is intended only
for the individual named. If you are not the named addressee you should not disseminate,
distribute or copy this e-mail. Please notify the sender immediately by e-mail. If you
have received this e-mail by mistake and delete this e-mail from your system. If you are
not the intended recipient you are notified that disclosing, copying, distributing or
taking any action in reliance on the contents of this information is strictly prohibited.
</b>
<hr size="1" color="#D4D4D4">
<p style="padding-top: 0pt; " class="paragraph_style"> <font size="1" align = "right" face
= "Arial" color="black"> Â© 2012 Cisco Systems, Inc. <br /> <a
title="http://www.cisco.com/" href="http://www.cisco.com/">Cisco.com</a> <span
class="style">|</span> <a
title="http://www.cisco.com/en/US/swassets/sw293/privacy_statement.html"
href="http://www.cisco.com/en/US/swassets/sw293/privacy_statement.html">Privacy
Statement</a> <span class="style">|</span> <a
title="http://www.cisco.com/en/US/swassets/sw293/trademark_statement.html"
href="http://www.cisco.com/en/US/swassets/sw293/trademark_statement.html">Trademarks</a><br
/> </font> </p>
</td>
</tr>
</table>
</td>
</tr>
</table>
</body>
</html>

```

## Modifying a Notification Template in Cisco Unity Connection 9.x

### To Modify a Notification Template

- Step 1** In Cisco Unity Connection Administration, select **Templates > Notification Templates > Notification Templates**.
- Step 2** On the **Search Notification Templates** page, select the display name of the notification template that you want to modify.



**Note** If the notification template does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

- Step 3** On the Edit Notification Template <device> page, change the settings, as applicable. You can update the template by adding new items or your own static content.



**Note** For field information, in the **Help** menu, select **This Page**.

**Step 4** Click **Validate** to verify the HTML content. Connection validates the HTML4 and HTML5 content given in the template.

**Note**

- The notification template does not get saved if any error is returned in the HTML validation. You must remove the error(s) returned by validation before saving the notification template. However, an HTML template with warnings can be saved successfully.
- The validator only validates HTML content not CSS.

**Step 5** After changing the settings on the Edit Notification Template page, select **Save**.

## Deleting a Notification Template in Cisco Unity Connection 9.x

Note that you cannot delete the system-defined default templates (Default\_Dynamic\_Icons and Default\_Actionable\_Links\_Only).

In addition, if a template is assigned to an HTML notification device, then you cannot delete the template unless all the existing associations with the template are removed.

### To Delete a Notification Template

**Step 1** In Cisco Unity Connection Administration, select **Templates > Notification Templates > Notification Templates**.

**Step 2** On the Search Notification Templates page, check the check box next to the display name of the notification template that you want to delete.

**Step 3** Select **Delete Selected**.

**Step 4** Select **OK**.

## Adding a Custom Variable in Cisco Unity Connection 9.x

Custom variables provide flexibility to populate content in an HTML notification. The administrators are allowed to create different custom variables that can be used while creating the HTML-based notification templates. For example, the custom variables can be used in case of defining a particular company's name, address, any numbers, or URLs.

The administrator has rights to view, edit, and delete the existing custom variables. We recommend that you do not create more than 20 custom variables.

### To Create a Custom Variable

**Step 1** In Cisco Unity Connection Administration, select **Templates > Notification Templates > Custom Variables**.

**Step 2** Select **Add New** on the Search Custom Variables page.

- Step 3** Enter a display name on the New Custom Variables page. The maximum length allowed is 128 characters with alphanumeric and underscore only.



**Note** The display name must be unique and should have not been used in custom graphics or system defined tags.

- Step 4** Enter the value of the new custom variable in the form of the text or numbers. The max size can be 1000 characters.

- Step 5** Select **Save**.

The new custom variables also get added in the Custom Variables list given on the Notification Template page. To insert these variables in the notification templates, refer to [Adding a Notification Template in Cisco Unity Connection 9.x, page 8-4](#).

## Modifying a Custom Variable in Cisco Unity Connection 9.x

### To Modify a Custom Variable

- Step 1** In Cisco Unity Connection Administration, select **Templates > Notification Templates > Custom Variables**.

- Step 2** On the Search Custom Variables page, select the display name of the custom variable that you want to modify.



**Note** If the custom variable that you want to modify does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

- Step 3** On the Edit Custom Variables page, change the settings, as applicable.



**Note** For field information, in the **Help** menu, select **This Page**.

- Step 4** After changing the settings on the Edit Custom Variables page, select **Save**.

## Deleting a Custom Variable in Cisco Unity Connection 9.x

Note that Connection does not prompt if a variable is used in any HTML-based notification template. The administrator must manually update the content of the notification template wherever the deleted custom variables are used. If the deleted variable is not removed from the notification template then the variable will get displayed in the notification instead of its value.

### To Delete a Custom Variable

---

- Step 1** In Cisco Unity Connection Administration, select **Templates > Notification Templates > Custom Variables**.
- Step 2** On the Search Custom Variables page, check the check box next to the display name of the custom variable that you want to delete.
- Step 3** Select **Delete Selected**.
- Step 4** Select **OK**.
- 

## Adding a Custom Graphic in Cisco Unity Connection 9.x

Custom graphics give flexibility to populate graphic in an HTML notification. The administrators are allowed to create different custom graphics that can be used while creating the HTML-based notification templates. For example, the custom graphics can be used in case of defining a particular company's logo, or product images.

The administrator has rights to view, edit, and delete the existing custom graphics. We recommend that you do not create more than 20 custom graphics.

The graphic can either be a default or a custom graphic that the administrator has created. The default custom graphics are DEFAULT\_BOTTOM and DEFAULT\_TOP. Note that you cannot edit or delete the default custom graphics.

Ensure the following points while creating and rendering the custom graphics:

- The Authentication/Non-authentication mode is selected as desired. For more information refer to “[Configuring Cisco Unity Connection 9.x for HTML-based Message Notification](#)” section of the *Configuring an Email Account to Access Cisco Unity Connection 9.x Voice Messages* chapter of the *User Workstation Setup Guide for Cisco Unity Connection*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_setup/guide/9xcucuwsx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_setup/guide/9xcucuwsx.html).
- Note that the images or icons given using custom graphics or status items are rendered using APIs to your email client. Therefore, you must make sure that you have required settings/configuration done for your desktop or Web based email clients. link to outlook configuration. For more information refer to “[Configuring Cisco Unity Connection 9.x for HTML-based Message Notification](#)” section of the *Configuring an Email Account to Access Cisco Unity Connection 9.x Voice Messages* chapter of the *User Workstation Setup Guide for Cisco Unity Connection*, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_setup/guide/9xcucuwsx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_setup/guide/9xcucuwsx.html).

### To Create a Custom Graphic

---

- Step 1** In Cisco Unity Connection Administration, select **Templates > Notification Templates > Custom Graphics**.
- Step 2** Select **Add New** on the Search Custom Graphics page.
- Step 3** Enter a display name on the New Custom Graphics page.



---

**Note** The display name must be unique and should have not been used in custom variables or system defined tags.

---

- Step 4** In the **Select Image File** field, browse the location from where you need to upload the custom graphic and select the graphic.



---

**Note** The file must not be more than 1 MB in size and must be unique. You cannot upload the same graphic again. In addition, you can upload only the image formats and any other format is not supported for uploading.

---

- Step 5** Select **Save**.

The new custom graphics also get added in the custom graphics list given on the Notification Template page. To insert these graphics in the notification templates, refer to [Adding a Notification Template in Cisco Unity Connection 9.x, page 8-4](#).

---

## Modifying a Custom Graphic in Cisco Unity Connection 9.x

### To Modify a Custom Graphic

---

- Step 1** In Cisco Unity Connection Administration, select **Templates > Notification Templates > Custom Graphics**.

- Step 2** On the Search Custom Graphics page, select the display name of the custom graphic that you want to modify.



---

**Note** If the custom graphic that you want to modify does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select **Find**.

---

- Step 3** On the Edit Custom Graphics page, change the settings, as applicable. For field information, in the Help menu, select **This Page**.



---

**Note** You are not allowed to edit the **Display Name** field.

---

The file must not be more than 1 MB in size and must be unique. You cannot upload the same graphic again. In addition, you can upload only the image formats and any other format is not supported for uploading.

- Step 4** After changing the settings on the Edit Custom Graphics page, select **Save**.
-

## Deleting a Custom Graphic in Cisco Unity Connection 9.x

You cannot delete the system-defined default templates (DEFAULT\_BOTTOM and DEFAULT\_TOP).

Note that Connection does not prompt if a graphic is used in any HTML-based notification template. The administrator must manually update the content of the notification template, wherever the deleted custom graphics are used. If the deleted graphic is not removed from the notification template then the display name will get displayed in the notification instead of the graphic.

### To Delete a Custom Graphic

- 
- Step 1** In Cisco Unity Connection Administration, select **Templates > Notification Templates > Custom Graphics**.
  - Step 2** On the Search Custom Graphics page, check the check box next to the display name of the custom variable that you want to delete.
  - Step 3** Select **Delete Selected**.
  - Step 4** Select **OK**.
- 

## Modifying a Replaceable Image in Cisco Unity Connection 9.x

The administrator has rights to replace the default images for the following status items:

- Deleted\_message
- MWI\_OFF
- MWI\_ON
- Read\_message
- Read\_urgent\_message
- Unread\_message
- Unread\_urgent\_message

These images can anytime reset to default through the **Restore** option given on the Search Replaceable Images page. The addition or deletion of any image is not allowed in the given default list.



---

**Note** The administrator can create an HTML template for notification without status items, custom graphics, and images. To display any status items and custom graphics in an HTML template notification make sure your email provider/server and email client support it. For more information refer to “Configuring Cisco Unity Connection 9.x for HTML-based Message Notification” section in the “[Configuring an Email Account to Access Cisco Unity Connection 9.x Voice Messages](#)” chapter of the *User Workstation Setup Guide for Cisco Unity Connection* Release 9.x, available at [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/connection/9x/user\\_mac/guide/9xcucmacx.html](http://www.cisco.com/en/US/docs/voice_ip_comm/connection/9x/user_mac/guide/9xcucmacx.html).

---

### To Modify a Replaceable Image

---

- Step 1** In Cisco Unity Connection Administration, select **Templates > Notification Templates > Administrative Replaceable Image**.
- Step 2** On the Search Replaceable Image page, select the display name of the image that you want to modify.
- Step 3** On the Edit Replaceable Image page, change the settings, as applicable. For field information, in the Help menu, select **This Page**.



---

**Note** You are not allowed to edit the **Display Name** field.

---

After changing the settings on the Edit Replaceable Image page, select **Save**.



---

**Note** These replaceable images are used in the notification templates for the status items tags, for example, %MWI\_STATUS% and %MESSAGE\_STATUS% displays the MWI status and message status of the voice message.

---

