Configuring Message Notification

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This chapter describes the procedures for implementing the Cisco Unity Express message notification feature and includes the following sections:

To configure this feature from the GUI, use the **Voice Mail > Message Notification** option.

Overview of Message Notification

Starting in 3.1, Cisco Unity Express provides several options for notifying subscribers of new messages in their voice mailboxes.

The system generates notifications for all types of messages, including nondelivery receipts (NDRs), when the messages arrive in a subscriber's mailbox. Delayed delivery receipts (DDRs), broadcast messages, live-recorded messages, and existing messages marked as new do not generate notifications.

The system generates a notification when a new voice-mail message arrives in a subscriber's mailbox. These notifications can be sent to the following devices:

- Cell phone
- Home phone
- Work phone
- Numeric pager
- Text pager
- E-mail inbox

Each device has a configurable schedule during which notifications can be received. For phone devices (work phone, home phone, and cell phone), the subscriber has the option to disable notification or to log in to the mailbox during the notification call.

A notification profile contains the configuration settings for each subscriber or group. See "Notification Profile" on page 180 for more information about the notification profile.

Configuring the message notification features requires setting several system-wide parameters. See "System-Wide Message Notification Settings" on page 180 for the procedure to set these parameters.

Sending and receiving message notifications differs by device type. See "Sending and Receiving Message Notifications" on page 185 for a description of these processes.

After configuring the system-wide parameters, configure the parameters for the subscribers and groups who will have access to the message notification feature. See "Configuring Message Notification for Devices" on page 190 for these procedures.

Notification Profile

Cisco Unity Express provides a default notification profile for each subscriber and group that has a voice mailbox. The notification profile contains configuration information for message notification, such as a device type, phone number or e-mail address, notification preference, and notification schedule. Each subscriber or group can have one or more of the supported devices configured in the notification profile. After the profile information is configured, the subscriber or group will receive message notifications.

The default profile name is **vm-notif-profile**. This name cannot be changed or deleted.

Message Notification Settings

Configuring Message Notification requires the following procedures:

- Configuring system-wide settings
- Configuring subscriber- and device-specific settings

System-Wide Message Notification Settings

Message notifications for the whole system use the following settings:

- Enabling the feature—Message notification is disabled by default for all subscribers and groups. Enable the feature on a system-wide basis or for specific subscribers or groups. The feature is available for all subscribers and groups who have a mailbox.

  The first time the administrator enables the feature system-wide, the feature remains disabled for all subscribers and groups. If specific subscribers or groups are to have access to message notification, the administrator can enable the feature for those subscribers or groups on an individual basis.

  If the feature is disabled on a system-wide basis, the feature becomes disabled for all subscribers and groups. However, the system does not delete the device settings for the subscribers and groups. When the feature is enabled again, the system restores the settings for the subscribers and groups as they were before the system-wide disabling.

  If the feature is enabled system-wide and the administrator adds a new subscriber or group, the feature is disabled for that subscriber or group.

  If no SMTP server is configured when the feature is enabled system-wide, the system generates a warning message indicating that e-mail and text pager notifications will not work.

- Notification preference—The administrator can set the type of messages for which notifications will be sent: all messages or urgent messages. Urgent is the default. The administrator can change the preference for specific subscribers or groups to a value other than the system-wide setting.

  If the system-wide preference is set to "all," the administrator can set the preference for a specific subscriber or group to either "all" or "urgent." If the system-wide preference is set to "urgent," the preference for a specific subscriber or group is only "urgent."

  If the administrator changes the system-wide preference from "all" to "urgent," the system changes the preference to "urgent" for all subscribers and groups.

  If the administrator changes the system-wide preference from "urgent" to "all," the system does not change the preference for those subscribers or groups who were configured on an individual basis.

- Voice message attachments—This setting permits a voice message to be attached to a notification sent to an e-mail inbox. Notification attachments are disabled by default so that voice messages are not attached to the notification e-mail. The administrator can change this setting for specific subscribers or groups to a value other than the system-wide setting.

  If attachments are enabled system-wide, you can change the setting for a specific subscriber or group to enabled or disabled. If attachments are disabled system-wide, the attachments setting for a specific subscriber or group also is disabled.

  The system never attaches a private message to notification e-mails, regardless of this setting.

  If the administrator changes this system-wide setting from enabled to disabled, the system changes the setting to disabled for all subscribers and groups.

  If the administrator changes this system-wide setting from disabled to enabled, the system does not change the preference for those subscribers or groups who were configured on an individual basis.

- Connection timeout—This variable specifies the number of seconds a notification call will attempt to connect before the system disconnects the call and treats the call as failed. This option is available only to phone devices and numeric pagers. The range of values is 12 seconds to 96 seconds. The default value is 48 seconds.

- Logging into voice mail during an outcall—This variable permits the subscriber to log in to voice mail when answering a notification call. This option is available only for phone devices.

  If the option is enabled, the system provides the subscriber with an option to log in to voice mail to retrieve the message. If the option is disabled, the system plays a notification prompt three times before disconnecting the notification call. The system default is disabled.

- Restriction table—The restriction table controls the phone numbers that subscribers can use to send message notifications. These restrictions are available only for phone devices and numeric pagers.

  The system provides a predefined table that can be modified by the administrator. The table applies to all subscribers and groups on the system. A typical use of this table is to prevent the use of long-distance or international numbers for message notifications.

  The system checks the restriction table when the subscriber is assigning phone numbers to phone devices (such as a cell phone, home phone, or work phone), to a numeric pager, and before making an outcall. If a phone number is listed in the table as restricted, the system sends a message to the subscriber.

  If a subscriber has a number configured for a device and the administrator later restricts that number system-wide, notification calls will not be made to that number. The administrator must remove the number for the individual subscriber.

  Cisco Unity Express provides a default restriction table that defines two requirements:

  - Minimum and maximum number of digits, including access codes, allowed in a phone number. The minimum is 1 digit and the maximum is 30 digits. The default is 1 digit.

- A maximum of 10 dial strings that represent the restricted numbers. Each string consists of a call pattern and a setting that specifies if a phone number matching the pattern is restricted or not.

Valid patterns can include digits 0 to 9, asterisk (*), and dot (.). The * indicates a match of zero or more digits. Each dot serves as a placeholder for 1 digit.

Valid setting values are allowed or disallowed.

When a subscriber tries to set up or change a phone number assigned to a device, the system verifies that the number has the allowed number of digits. If it does not, the subscriber receives a system message.

If the number of digits is acceptable, the system checks the number against the dial patterns in the restriction table, starting with the first pattern (preference 1). If the number does not match the first pattern, the system checks the next pattern in the table (preference 2), and so forth until a match is found. The system either permits or restricts the call as specified in the dial string.

The default restriction table permits all phone numbers to be used, as shown in Table 8.

Table 8   Default Restriction Table

Preference	Call Pattern	Allowed
1	*	Yes

You can change only the preference and permission of this pattern.

The restriction table can contain identical dial strings, which have the same call pattern and permission setting. This includes the default pattern. You can delete any of these dial strings if the table contains *at least one* default pattern.

Table 9 illustrates a restriction table with international numbers and restricted numbers.

Table 9   Restriction Table with International Numbers

Preference	Call Pattern	Allowed
1	9011*	No
2	91..........	No
3	*	Yes

Table 10 illustrates a restriction table that permits one number in an area code but restricts all other numbers in that area code.

Table 10   Restriction Table with Restricted Area Code

Preference	Call Pattern	Allowed
1	9011*	No
2	912225550150	Yes
3	91222.......	No
4	*	Yes

- SMTP server setup—Sending notifications to a subscriber's e-mail or text messages to text pagers requires an SMTP server. The administrator must configure an external SMTP server address for Cisco Unity Express to use to send the text notifications. The SMTP server address can be the hostname or IP address. To use the hostname, verify that the DNS server is configured.

    If the SMTP server requires a user ID and password for authentication, the administrator must configure the user ID and password on Cisco Unity Express software.

- From address for outgoing e-mails—E-mail messages and notifications sent out by Cisco Unity Express display the address *hostname@domain* in the From field, where *hostname* is the hostname configured for Cisco Unity Express and *domain* is the domain name configured for Cisco Unity Express. The administrator can configure a more descriptive e-mail address to use in this field. Maximum length is 128 characters.

Subscriber and Device-Specific Settings

Subscribers are able to use the telephone user interface (TUI), graphical user interface (GUI), or VoiceView Express to specify the phone devices and numeric pagers to which message notifications will be sent. Subscribers can use only the GUI or VoiceView Express to configure e-mail inboxes or text pagers to receive notifications.

The administrator can use the GUI, VoiceView Express, or the CLI procedures in this section to configure any supported device to receive notifications.

The following settings are available for configuring message notification:

- Phone number—The system dials this number when a mailbox receives a new message. The number consists only of digits 0 to 9; no other characters or pauses are permitted. Include any access codes as part of the phone number.

    This setting is not available for e-mail inboxes and text pagers.

    If the phone number is removed, the system disables the device.

    The administrator configures a restriction table that controls what phone numbers are allowed for message notification. See "System-Wide Message Notification Settings" on page 180 for information on restriction tables.

- Extra digits—The system dials these digits after the phone number when the outgoing call is answered. The system treats these digits as DTMF digits from Cisco Unity Express to the called device.

    The result of these digits depends on the called device. For example, the digits appear on the display of a numeric pager.

    Extra digits can consist of digits 0 to 9, pound or hash (#), asterisk (*), and plus (+). The plus sign is used to insert a 1-second pause. The maximum number of extra digits is 64.

    This setting is not available for e-mail inboxes or text pagers.

- To—This setting is the e-mail address that receives the message notification. The maximum number of characters in the e-mail address is 129.

    This setting is available only to e-mail inboxes and text pagers.

    If the e-mail address is removed, the system disables the device.

- Text—This is the content of the text message, which appears in the body of the e-mail or as a text page on the text pager. The maximum number of characters in the message is 128.

- Attach to e-mail—If this setting is enabled, the system attaches a new voice message as a .wav file to the message notification e-mail. The .wav file format is G711 mu-law 8KHz 8-bit mono.

This setting is available only to e-mail inboxes.

The setting is disabled by default so that no voice messages are attached to message notifications.

The system never attaches a private message to notification e-mails, regardless of this setting.

The system-wide attachment setting takes precedence over the individual subscriber or group setting. If the administrator disables the e-mail attachment setting system-wide, then subscribers cannot enable the setting on their devices.

If the administrator changes this system-wide setting from disabled to enabled, the system does not change the preference for those subscribers or groups who were configured on an individual basis.

- Enabling the device—The subscriber or administrator must enable the devices to receive message notifications. Phone devices and numeric pagers require a valid phone number to be enabled. E-mail inboxes and text pagers require a valid e-mail address to be enabled.

  If the administrator changes the system-wide setting to disabled, the subscriber cannot enable any device. The subscriber can enable a device only if the system-wide setting is enabled.

- Notification preference—The subscriber or administrator can set the type of messages for which notifications will be sent: all messages or urgent messages. Urgent is the default.

  The system-wide attachment setting takes precedence over the individual subscriber or group setting. If the administrator changes the system-wide preference from "all" to "urgent," subscribers cannot enable the setting on their devices.

- Notification schedule—The subscriber or administrator can set a schedule that activates the notification feature for a specific device. Time slots are available 24 hours a day for any day of the week in half-hour increments.

  The default schedule is Monday through Friday, 8:00 am to 5:00 p.m.

  If new messages arrive when the device is inactive, the system does not send a notification for them even if the messages are in a "new" state when the next active time slot occurs.

Options and Settings

Table 11 lists the settings and options available for configuring the message notification feature and whether the setting or option defines a condition for the entire system or for individual subscribers or groups. Additionally, the table indicates the interface where the settings or options can be configured.

Table 11   Message Notification Settings

Setting or Option	Interface			
System-Wide	CLI	GUI	TUI	VoiceView
Enabling notification	x	x		
Notification preference	x	x		
Voice message attachment	x	x		
Connection timeout	x	x		
Mailbox login during outcall	x	x		
Restriction table	x	x		
SMTP server setup	x	x		
From-address	x	x		

Table 11 **Message Notification Settings (continued)**

Setting or Option	Interface			
User or Group				
Phone number	x	x	x	x
Extra digits	x	x	x	x
To	x	x		x
Text	x	x		x
Voice-mail attachment to e-mail	x	x		x
Enabling the device	x	x	x[1]	x
Notification preference	x	x	x[1]	x
Notification schedule	x	x	x[1]	x

1. Except for e-mail inboxes and text pagers.

Sending and Receiving Message Notifications

When a subscriber or GDM receives a new voice message, the system checks if message notification is enabled for that mailbox. If notification is disabled, the system does not generate any notifications.

If notification is enabled, the system checks for an enabled device and the notification schedule for that device. If the system finds an enabled device with permission to receive the notification at the time the message is received, the system sends the notification to the device. For a general delivery mailbox (GDM), the system notifies only the devices that are enabled rather than all members of the group.

Handling of the message notification depends on the device type, as described in the following sections:

- Notifications to Phone Devices, page 185
- Notifications to Numeric Pagers, page 186
- Notifications to E-mail Inboxes, page 186
- Notifications to Text Pagers, page 186

Notifications to Phone Devices

To notify a phone device, the Cisco Unity Express system calls the configured phone number.

After the subscriber answers the call, the system sends any configured extra digits. The subscriber is presented with the option to log in to the mailbox using the mailbox ID and PIN (if this option is enabled) or disable notification to the device being called.

If the subscriber does not answer the call after the configured number of seconds, or if the device is busy, the system disconnects the call and does not retry calling the subscriber.

The recipient can turn off message notification for a phone device during the notification. If the recipient does that, the system leaves a message in the recipient's mailbox stating that notification is turned off for that device.

The administrator should be aware of notification loops. For example, subscriber A configures notifications to subscriber B, subscriber B configures notifications to subscriber C, and subscriber C configures notifications to subscriber A. The notifications could fill up the subscribers' mailboxes. In such a case, the administrator should disable notification for one of the subscribers. This will stop the loop. The administrator can reenable notification for that subscriber.

Notifications to Numeric Pagers

To notify a numeric pager, the Cisco Unity Express system calls the configured phone number.

If the pager answers the call, the system sends any configured extra digits and disconnects the call. The extra digits appear on the pager display.

If the device does not answer the call after the configured number of seconds (connection timeout) or is busy, the system disconnects the call and does not retry calling the device.

Notifications to E-mail Inboxes

The system sends an e-mail message to the configured e-mail address for each new message received.

> ✎ **Note**   If no STMP server is configured, the system does not send e-mail notifications.

The subject of the e-mail message is "Message Notification." The body of the e-mail message contains the message type, extension or user ID, message sender, and the message text configured by the sender. Following is a sample e-mail message:

```
Message Type: Urgent
Message for: userA
Message from: userB
Meeting scheduled at 2:00 pm today in conference room 3
```

If the option to attach a voice message is enabled, the system attaches the message as a .wav file. The .wav file format is G711 mu-law 8KHz 8-bit mono. The filename has the format **VM_*yyyy*.*mm*.*dd*_*hh*.*mm*.*ss*.wav**, where *yyyy* is the year, *dd* is the day, *hh* is the hour in 24-hour format, *mm* is the minutes, and *ss* is the seconds.

If the system cannot deliver the e-mail, the system does not generate a message delivery failure notification.

Notifications to Text Pagers

The system sends an e-mail message to the configured e-mail address and creates one text page for each new message received.

> ✎ **Note**   If no STMP server is configured, the system does not send text pager notifications.

The subject of the e-mail message is "Message Notification." The body of the e-mail message contains the message type, extension or user ID, message sender, and the message text configured by the message recipient during notification setup. This text will be the same for all messages received by this subscriber.

Following is a sample e-mail message:

```
Message Type: Urgent
Message for: userA
Message from: userB
New voicemail for number 1122
```

If the system cannot deliver the e-mail, the system does not generate a message delivery failure notification.

Configuring System-Wide Settings

Follow this procedure to set the system-wide message notification settings.

Prerequisites

Before configuring the message notification feature, you must first configure:

- SMTP server hostname
- SMTP authentication values (user ID and password or credential string)
- Restriction table

To configure the SMTP parameters, see "Configuring SMTP Parameters" on page 110. To configure the restriction table parameters, see "Configuring Restriction Tables" on page 315.

Required Data for This Procedure

- User IDs or group names if a subset of subscribers or groups will have access to message notification
- Notification preference
- Number of seconds for the connection timeout
- If you want to add phone numbers to the restriction table:
  - Minimum and maximum number of digits in a dial-string
  - At least one dial-string pattern
- From-address for outgoing e-mails

SUMMARY STEPS

1. **config t**

2. **voicemail notification enable**

   If an SMTP server is not available, a message appears warning the administrator that e-mail and text pager notifications will not work.

3. (Optional) **voicemail notification preference** {**all** | **urgent**}

4. (Optional) **voicemail notification email attach**

5. (Optional) **voicemail notification connect-timeout** *seconds*

6. (Optional) **voicemail notification allow-login**

7. **voicemail configuration outgoing-email from-address** *email-address*

8. **end**

9. show voicemail notification

10. show voicemail notification restriction-table

11. show smtp server

12. **show voicemail configuration**

DETAILED STEPS

	Command or Action	Purpose

Step 1	`config t`
	
	Example:
	`se-10-0-0-0# config t`
		Enters configuration mode.

Step 2	`voicemail notification enable`
	
	Example:
	`se-10-0-0-0(config)# voicemail notification enable`
		Enables voice message notification on a system-wide basis. This command must be executed before enabling the feature for any subscribers or groups.

Step 3	`voicemail notification preference {all | urgent}`
	
	Example:
	`se-10-0-0-0(config)# voicemail notification preference all`
	`se-10-0-0-0(config)# voicemail notification preference urgent`
		(Optional) Specifies the type of messages that generate notifications.
		
		• **all**—All messages generate notifications.
		• **urgent**—Only urgent messages generate notifications. The system-wide default is **urgent**.

Step 4	`voicemail notification email attach`
	
	Example:
	`se-10-0-0-0(config)# voicemail notification email attach`
		(Optional) Enables subscribers to attach voice messages to outgoing notification e-mails. The system-wide default is disabled.

Step 5	`voicemail notification connect-timeout seconds`
	
	Example:
	`se-10-0-0-0(config)# voicemail notification connect-timeout 60`
		(Optional) Specifies the number of seconds after which an outgoing message notification call is disconnected and considered a failed call. Valid values are 12 to 96. The default is 48.
		
		This value applies only to phone devices and numeric pagers.

Step 6	`voicemail notification allow-login`
	
	Example:
	`se-10-0-0-0(config)# voicemail notification allow-login`
		(Optional) Enables a subscriber to log in to voice mail during an outgoing notification call. The default is disabled.
		
		If enabled, the system provides the subscriber with an option to log into voice mail to retrieve the message.

	Command or Action	Purpose
Step 7	`voicemail configuration outgoing-email from-address` *email-address* **Example:** `se-10-0-0-0(config)# voicemail configuration outgoing-email from-address companyname@mycompany.com`	Configures an address to use in the From field of outgoing Cisco Unity Express e-mail messages. • *email-address*—Name and domain name. Maximum length is 128 characters
Step 8	`end`	Exits configuration mode.

Step 9	`show voicemail notification`
	
	Example:
	`se-10-0-0-0# show voicemail notification`
		Displays the configured message notification settings.

Step 10	`show voicemail notification restriction-table`
	
	Example:
	`se-10-0-0-0# show voicemail notification restriction-table`
		Displays the configured restriction table.

Step 11	`show smtp server`
	
	Example:
	`se-10-0-0-0# show smtp server`
		Displays the SMTP server settings.

Step 12	show voicemail configuration **Example:** `se-10-0-0-0# show voicemail configuration`	Displays the From address for outgoing e-mail messages.

Examples

The following is sample output for the **show voicemail notification** command.

```
se-10-0-0-0# show voicemail notification

Message Notification:        enabled
Notification Preference:     all
Connection Timeout:          60 seconds
Login to VoiceMail allowed:  no
Attach voice message:        yes
```

The following is sample output for the **show voicemail notification restriction-table** command.

```
se-10-0-0-0# show voicemail notification restriction-table

Restriction table:        msg-notification
Minimum digits allowed:   5
Maximum digits allowed:   18
Dial-Strings:
     Preference    Call Pattern    Allowed
     1             91222*          Yes
     2             *               No
```

The following is sample output for the **show smtp server** command.

```
se-10-0-0-0# show smtp server
```

```
SMTP Server: 172.16.1.1
Authentication: Required
Username: smtp123
```

The following is sample output for the **show voicemail configuration** command:

```
se-10-0-0-0# show voicemail configuration

Outgoing Email From-Address:      companyname@mycompany.com
```

Enabling Message Notification for a Subscriber or Group

Before configuring message notification on a device for a subscriber or group, enable the message notification capability for the subscriber or group.

Starting in Cisco Unity Express configuration mode, use the following command to enable message notification:

> **voicemail notification owner** *owner-id* **enable**

where *owner-id* is the username of the subscriber or groupname of the group that requires the message notification capability.

```
The following example enables message notification for the subscriber user5 and the group
sales:

se-10-0-0-0# config t
se-10-0-0-0(config)# voicemail notification owner user5 enable
se-10-0-0-0(config)# voicemail notification owner sales enable
se-10-0-0-0(config)# end
se-10-0-0-0#
```

Now configure message notification on one or more devices for the subscriber or group.

Configuring Message Notification for Devices

The following procedures configure the devices for message notification:

- Configuring Message Notification for Phone Devices, page 190
- Configuring Message Notification for a Numeric Pager, page 194
- Configuring Message Notification for E-mail, page 198
- Configuring Message Notification for a Text Pager, page 203

Configuring Message Notification for Phone Devices

Use this procedure to configure message notification for a subscriber or group phone device.

Prerequisites

Enable the message notification capability for the subscriber or group. See "Enabling Message Notification for a Subscriber or Group" on page 190.

Required Data for This Procedure

- Phone number
- Extra digits, if any
- Notification preference
- Days and times when notification is active

SUMMARY STEPS

1. **username** *username* **profile vm-notif-profile** {**cell-phone** | **home-phone** | **work-phone**} **phonenumber** *phonenumber*

   or

   groupname *groupname* **profile vm-notif-profile** {**cell-phone** | **home-phone** | **work-phone**} **phonenumber** *phonenumber*

2. (Optional) **username** *username* **profile vm-notif-profile** {**cell-phone** | **home-phone** | **work-phone**} **extra-digits** *digits*

   or

   (Optional) **groupname** *groupname* **profile vm-notif-profile** {**cell-phone** | **home-phone** | **work-phone**} **extra-digits** *digits*

3. **username** *username* **profile vm-notif-profile** {**cell-phone** | **home-phone** | **work-phone**} **enable**

   or

   groupname *groupname* **profile vm-notif-profile** {**cell-phone** | **home-phone** | **work-phone**} **enable**

4. **username** *username* **profile vm-notif-profile** {**cell-phone** | **home-phone** | **work-phone**} **preference** {**all** | **urgent**}

   or

   groupname *groupname* **profile vm-notif-profile** {**cell-phone** | **home-phone** | **work-phone**} **preference** {**all** | **urgent**}

5. **username** *username* **profile vm-notif-profile** {**cell-phone** | **home-phone** | **work-phone**} **schedule day** *day-of-week* **active from** *hh***:***mm* **to** *hh***:***mm*

   or

   groupname *groupname* **profile vm-notif-profile** {**cell-phone** | **home-phone** | **work-phone**} **schedule day** *day-of-week* **active from** *hh***:***mm* **to** *hh***:***mm*

6. **show voicemail notification owner** *owner-id* **profile**

7. **show voicemail notification owner** *owner-id* {**cell-phone** | **home-phone** | **work-phone**}

DETAILED STEPS

	Command or Action	Purpose

Step 1	`username` *username* `profile vm-notif-profile` {`cell-phone` | `home-phone` | `work-phone`} `phonenumber` *phonenumber*
	 or
	
	 `groupname` *groupname* `profile vm-notif-profile` {`cell-phone` | `home-phone` | `work-phone`} `phonenumber` *phonenumber*
	
	 Example:
	 `se-10-0-0-0# username user3 profile vm-notif-profile`
	 `cell-phone phonenumber 912225550150`
	 `se-10-0-0-0# username user4 profile vm-notif-profile`
	 `home-phone phonenumber 912225550160`
	 `se-10-0-0-0# groupname sales profile vm-notif-profile`
	 `work-phone phonenumber 912225550165`
		Specifies the phone number that the system dials when sending a message notification to the phone device.
		
		 • *username*—User ID
		 • *groupname*—Group ID
		 • *phonenumber*—Phone number of the device. Include any access codes in the phone number. Valid characters are digits 0 to 9.
		
		 System messages occur for the following conditions:
		
		 • Username or groupname does not exist.
		 • User or group does not have a mailbox.
		 • Phone number is restricted.

Step 2	`username` *username* `profile vm-notif-profile` {`cell-phone` | `home-phone` | `work-phone`} `extra-digits` *digits*
	 or
	
	 `groupname` *grouprname* `profile vm-notif-profile` {`cell-phone` | `home-phone` | `work-phone`} `extra-digits` *digits*
	
	 Example:
	 `se-10-0-0-0# username user3 profile vm-notif-profile`
	 `cell-phone extra-digits 1234`
	 `se-10-0-0-0# groupname sales profile vm-notif-profile`
	 `work-phone extra-digits 7675`
		(Optional) Enter any extra digits that should be dialed after the outgoing call is answered.
		
		 Valid values include digits 0 to 9, pound or hash (#), asterisk (*), or plus (+). The plus sign adds a 1-second pause in the number. The maximum number of digits allowed is 64.
		
		 System messages occur for the following conditions:
		
		 • Username or groupname does not exist.
		 • User or group does not have a mailbox.
		 • Profile does not exist.
		 • Extra digits contain more than 64 digits.
		 • Extra digits contain an unacceptable character.

Step 3	`username` *username* `profile vm-notif-profile` {`cell-phone` | `home-phone` | `work-phone`} `enable`
	 or
	
	 `groupname` *grouprname* `profile vm-notif-profile` {`cell-phone` | `home-phone` | `work-phone`} `enable`
	
	 Example:
	 `se-10-0-0-0# username user3 profile vm-notif-profile`
	 `cell-phone enable`
	 `se-10-0-0-0# username user4 profile vm-notif-profile`
	 `home-phone enable`
	 `se-10-0-0-0# groupname sales profile vm-notif-profile`
	 `work-phone enable`
		Enables the device to receive message notifications.
		
		 System messages occur for the following conditions:
		
		 • Username or groupname does not exist.
		 • User or group does not have a mailbox.
		 • Profile does not exist.
		 • Phone device does not have an assigned phone number.
		 • Message notification is disabled system-wide.

	Command or Action	**Purpose**
Step 4	**username** *username* **profile vm-notif-profile** {**cell-phone** | **home-phone** | **work-phone**} **preference** {**all** | **urgent**} or **groupname** *groupname* **profile vm-notif-profile** {**cell-phone** | **home-phone** | **work-phone**} **preference** {**all** | **urgent**} **Example:** se-10-0-0-0# username user3 profile vm-notif-profile cell-phone all se-10-0-0-0# username user4 profile vm-notif-profile home-phone preference urgent se-10-0-0-0# groupname sales profile vm-notif-profile work-phone preference all	Specifies the type of messages that generate notifications. • **all**—All messages generate notifications. • **urgent**—Only urgent messages generate notifications. The default is **urgent**. System messages occur for the following conditions: • Username or groupname does not exist. • User or group does not have a mailbox. • Profile does not exist. • System-wide preference is set to urgent and this command tries to set the preference to all.
Step 5	**username** *username* **profile vm-notif-profile** {**cell-phone** | **home-phone** | **work-phone**} **schedule day** *day-of-week* **active from** *hh:mm* **to** *hh:mm* or **groupname** *groupname* **profile vm-notif-profile** {**cell-phone** | **home-phone** | **work-phone**} **schedule day** *day-of-week* **active from** *hh:mm* **to** *hh:mm* **Example:** se-10-0-0-0# username user3 profile vm-notif-profile cell-phone schedule day 2 active from 08:00 to 11:30 se-10-0-0-0# username user3 profile vm-notif-profile cell-phone schedule day 2 active from 13:00 to 17:30 se-10-0-0-0# username user3 profile vm-notif-profile cell-phone schedule day 3 active from 08:00 to 15:00 se-10-0-0-0# username user3 profile vm-notif-profile cell-phone schedule day 6 active from 09:00 to 13:30 se-10-0-0-0# username user4 profile vm-notif-profile home-phone schedule day 2 active from 08:00 to 12:00 se-10-0-0-0# groupname sales profile vm-notif-profile work-phone schedule day 3 active from 08:00 to 18:00 se-10-0-0-0# groupname sales profile vm-notif-profile work-phone schedule day 5 active from 08:00 to 20:00	Specifies the days and times when message notification is active for this device. This operation changes only the specified time slots; the other time slots are not changed. • *day-of-week*—Valid values are 1 to 7, where 1 is Sunday, 2 is Monday, and so forth. • *hh*—Valid values are 00 to 24. Use the 24-hour clock for start and end times. • *mm*—Valid values are 00 or 30. Repeat this step for each day of the week and time block that message notification is active. System messages occur for the following conditions: • Username or groupname does not exist. • User or group does not have a mailbox. • Profile does not exist. • Start time is later than end time.
Step 6	**show voicemail notification owner** *owner-id* **profile** **Example:** se-10-0-0-0# show voicemail notification owner user3 profile	Displays the status of message notification for the subscriber or group.
Step 7	**show voicemail notification owner** *owner-id* {**cell-phone** | **home-phone** | **work-phone**} **Example:** se-10-0-0-0# show notification owner user3 cell-phone	Displays the settings for the subscriber or group device.

Examples

The following is sample output for the **show voicemail notification owner** command.

```
se-10-0-0-0# show voicemail notification owner user3 profile

Message notification:    enabled
Profile:                 vm-notif-profile
```

The following is sample output for the **show voicemail notification owner cell-phone** command.

```
se-10-0-0-0# show voicemail notification owner user3 cell-phone

Profile:        vm-notif-profile
Device:         cell-phone
Enabled:        yes
Preference:     all
Phone/Email:    912225550150
Extra Digits:   1234
Schedule (active hours):
    Sunday       Inactive all day
    Monday       08:00 to 11:30, 13:00 to 17:30
    Tuesday      08:00 to 15:00
    Wednesday    Inactive all day
    Thursday     Inactive all day
    Friday       09:00 to 13:30
    Saturday     Inactive all day
```

Configuring Message Notification for a Numeric Pager

Use this procedure to configure message notification for a subscriber or group numeric pager.

Prerequisites

Enable the message notification capability for the subscriber or group. See "Enabling Message Notification for a Subscriber or Group" on page 190.

Required Data for This Procedure

- Phone number
- Extra digits, if any
- Notification preference
- Days and times when notification is active

SUMMARY STEPS

1. **username** *username* **profile vm-notif-profile num-pager phonenumber** *phonenumber*

    or

    groupname *groupname* **profile vm-notif-profile num-pager phonenumber** *phonenumber*

2. (Optional) **username** *username* **profile vm-notif-profile num-pager extra-digits** *digits*

    or

    (Optional) **groupname** *groupname* **profile vm-notif-profile num-pager extra-digits** *digits*

3. **username** *username* **profile vm-notif-profile num-pager enable**

   or

   groupname *groupname* **profile vm-notif-profile num-pager enable**

4. **username** *username* **profile vm-notif-profile num-pager preference** {**all** | **urgent**}

   or

   groupname *groupname* **profile vm-notif-profile num-pager preference** {**all** | **urgent**}

5. **username** *username* **profile vm-notif-profile num-pager schedule day** *day-of-week* **active from** *hh*:*mm* **to** *hh*:*mm*

   or

   groupname *groupname* **profile vm-notif-profile num-pager schedule day** *day-of-week* **active from** *hh*:*mm* **to** *hh*:*mm*

6. **show voicemail notification owner** *owner-id* **profile**

7. **show voicemail notification owner** *owner-id* **num-pager**

DETAILED STEPS

	Command or Action	Purpose

Step 1	`username` *username* `profile vm-notif-profile num-pager phonenumber` *phonenumber*
	or
	`groupname` *groupname* `profile vm-notif-profile num-pager phonenumber` *phonenumber*
	
	Example:
	`se-10-0-0-0# username user5 profile vm-notif-profile num-pager phonenumber 912225550150`
	`se-10-0-0-0# groupname techs profile vm-notif-profile num-pager phonenumber 912225550180`
		Specifies the phone number that the system dials when sending a message notification to the numeric pager.
		
		• *username*—User ID
		• *groupname*—Group ID
		• *phonenumber*—Phone number of the device. Include any access codes in the phone number. Valid characters are digits 0 to 9.
		
		System messages occur for the following conditions:
		
		• Username or groupname does not exist.
		• User or group does not have a mailbox.
		• Phone number is restricted.

Step 2	`username` *username* `profile vm-notif-profile num-pager extra-digits` *digits*
	or
	`groupname` *groupname* `profile vm-notif-profile num-pager extra-digits` *digits*
	
	Example:
	`se-10-0-0-0# username user5 profile vm-notif-profile num-pager extra-digits 1234`
	`se-10-0-0-0# groupname techs profile vm-notif-profile num-pager extra-digits 8282`
		(Optional) Enter any extra digits that should be dialed after the outgoing call is answered.
		
		Valid values include digits 0 to 9, pound or hash (#), asterisk (*), or plus (+). The plus sign adds a 1-second pause in the number. The maximum number of digits allowed is 64.
		
		System messages occur for the following conditions:
		
		• Username or groupname does not exist.
		• User or group does not have a mailbox.
		• Profile does not exist.
		• Extra digits contain more than 64 digits.
		• Extra digits contain an unacceptable character.

Step 3	`username` *username* `profile vm-notif-profile num-pager enable`
	or
	`groupname` *groupname* `profile vm-notif-profile num-pager enable`
	
	Example:
	`se-10-0-0-0# username user5 profile vm-notif-profile num-pager enable`
	`se-10-0-0-0# groupname techs profile vm-notif-profile num-pager enable`
		Enables the device to receive message notifications.
		
		System messages occur for the following conditions:
		
		• Username or groupname does not exist.
		• User or group does not have a mailbox.
		• Profile does not exist.
		• Numeric pager does not have an assigned phone number.
		• Message notification is disabled system-wide.

	Command or Action	Purpose
Step 4	`username` *username* `profile vm-notif-profile num-pager preference {all	urgent}`   or    `groupname` *groupname* `profile vm-notif-profile num-pager preference {all	urgent}`     **Example:**   `se-10-0-0-0# username user5 profile vm-notif-profile num-pager all`   `se-10-0-0-0# groupname techs profile vm-notif-profile num-pager urgent`	Specifies the type of messages that generate notifications. • **all**—All messages generate notifications. • **urgent**—Only urgent messages generate notifications. The default is **urgent**. System messages occur for the following conditions: • Username or groupname does not exist. • User or group does not have a mailbox. • Profile does not exist. • System-wide preference is set to urgent and this command tries to set the preference to all.

Step 5	`username` *username* `profile vm-notif-profile num-pager schedule day` *day-of-week* `active from` *hh:mm* `to` *hh:mm*
	 or
	
	 `groupname` *groupname* `profile vm-notif-profile num-pager schedule day` *day-of-week* `active from` *hh:mm* `to` *hh:mm*
	
	 Example:
	 `se-10-0-0-0# username user5 profile vm-notif-profile num-pager schedule day 2 active from 08:00 to 11:30`
	 `se-10-0-0-0# username user5 profile vm-notif-profile num-pager schedule day 2 active from 13:00 to 17:30`
	 `se-10-0-0-0# username user5 profile vm-notif-profile num-pager schedule day 3 active from 08:00 to 15:00`
	 `se-10-0-0-0# username user5 profile vm-notif-profile num-pager schedule day 6 active from 09:00 to 13:30`
	 `se-10-0-0-0# groupname techs profile vm-notif-profile num-pager schedule day 2 active from 08:00 to 17:00`
	 `se-10-0-0-0# groupname techs profile vm-notif-profile num-pager schedule day 4 active from 08:00 to 12:00`
	 `se-10-0-0-0# groupname techs profile vm-notif-profile num-pager schedule day 4 active from 13:30 to 20:00`
	 `se-10-0-0-0# groupname techs profile vm-notif-profile num-pager schedule day 6 active from 08:00 to 15:00`
		Specifies the days and times when message notification is active for this device. This operation changes only the specified time slots; the other time slots are not changed.
		
		 • *day-of-week*—Valid values are 1 to 7, where 1 is Sunday, 2 is Monday, and so forth.
		
		 • *hh*—Valid values are 00 to 24. Use the 24-hour clock for start and end times.
		
		 • *mm*—Valid values are 00 or 30.
		
		 Repeat this step for each day of the week and time block that message notification is active.
		
		 System messages occur for the following conditions:
		
		 • Username or groupname does not exist.
		
		 • User or group does not have a mailbox.
		
		 • Profile does not exist.
		
		 • Start time is later than end time.

Step 6	`show voicemail notification owner` *owner-id* `profile`
	
	 Example:
	 `se-10-0-0-0# show voicemail notification owner user5 profile`
		Displays the status of message notification for the subscriber or group.

Step 7	`show voicemail notification owner` *owner-id* `num-pager`
	
	 Example:
	 `se-10-0-0-0# show notification owner techs num-pager`
		Displays the settings for the subscriber or group device.

Examples

The following is sample output for the **show voicemail notification owner** command.

```
se-10-0-0-0# show voicemail notification owner user5 profile

Message notification:    enabled
Profile:                 vm-notif-profile
```

The following is sample output for the **show voicemail notification owner num-pager** command.

```
se-10-0-0-0# show voicemail notification owner techs num-pager

Profile:       vm-notif-profile
Device:        num-pager
Enabled:       yes
Preference:    urgent
Phone/Email:   912225550180
Extra Digits:  8282
Schedule (active hours):
    Sunday       Inactive all day
    Monday       08:00 to 17:00
    Tuesday      Inactive all day
    Wednesday    08:00 to 12:00, 13:30 to 20:00
    Thursday     Inactive all day
    Friday       08:00 to 15:00
    Saturday     Inactive all day
```

Configuring Message Notification for E-mail

Use this procedure to configure message notification for a subscriber or group e-mail inbox.

Prerequisites

Enable the message notification capability for the subscriber or group. See "Enabling Message Notification for a Subscriber or Group" on page 190.

Required Data for This Procedure

- E-mail address
- Status of attaching voice messages to e-mail notifications
- Message text
- Notification preference
- Days and times when notification is active

SUMMARY STEPS

1. **username** *username* **profile vm-notif-profile email address** *email-address*

    or

    groupname *groupname* **profile vm-notif-profile email address** *email-address*

2. **username** *username* **profile vm-notif-profile email enable**

    or

       groupname *groupname* **profile vm-notif-profile email enable**

3. (Optional) **username** *username* **profile vm-notif-profile email attach**

    or

    (Optional) **groupname** *groupname* **profile vm-notif-profile email attach**

4. **username** *username* **profile vm-notif-profile email preference** {**all** | **urgent**}

    or

    groupname *groupname* **profile vm-notif-profile email preference** {**all** | **urgent**}

5. **username** *username* **profile vm-notif-profile email schedule day** *day-of-week* **active from** *hh***:***mm* **to** *hh***:***mm*

    or

    groupname *groupname* **profile vm-notif-profile email schedule day** *day-of-week* **active from** *hh***:***mm* **to** *hh***:***mm*

6. **username** *username* **profile vm-notif-profile email text** *email-text*

    or

    groupname *grouprname* **profile vm-notif-profile email text** *email-text*

7. **show voicemail notification owner** *owner-id* **profile**

8. **show voicemail notification owner** *owner-id* **email**

DETAILED STEPS

	Command or Action	Purpose

Step 1	`username` *username* `profile vm-notif-profile email address` *email-address*
	or
	`groupname` *groupname* `profile vm-notif-profile email address` *email-address*
	
	Example:
	`se-10-0-0-0# username user6 profile vm-notif-profile email address user6@company.com`
	`se-10-0-0-0# groupname mgrs profile vm-notif-profile email address mgrs@company.com`
		Configures the subscriber or group e-mail address for receiving message notifications.
		
		• *username*—User ID
		• *groupname*—Group ID
		• *email-address*—E-mail address for the user. The maximum number of alphanumeric characters in the e-mail address is 129.
		
		System messages occur for the following conditions:
		
		• Username or groupname does not exist.
		• User or group does not have a mailbox.
		• E-mail address exceeds 129 characters.

Step 2	`username` *username* `profile vm-notif-profile email enable`
	or
	`groupname` *groupname* `profile vm-notif-profile email enable`
	
	Example:
	`se-10-0-0-0# username user6 profile vm-notif-profile email enable`
	`se-10-0-0-0# groupname mgrs profile vm-notif-profile email enable`
		Enables the device to receive message notifications.
		
		System messages occur for the following conditions:
		
		• Username or groupname does not exist.
		• User or group does not have a mailbox.
		• Profile does not exist.
		• Message notification is disabled system-wide.
		• SMTP server is not configured.

Step 3	`username` *username* `profile vm-notif-profile email attach`
	or
	`groupname` *groupname* `profile vm-notif-profile email attach`
	
	Example:
	`se-10-0-0-0# username user6 profile vm-notif-profile email attach`
	`se-10-0-0-0# groupname mgrs profile vm-notif-profile email attach`
		Enables voice messages to be attached to outgoing e-mail notifications.
		
		System messages occur for the following conditions:
		
		• Username or groupname does not exist.
		• User or group does not have a mailbox.
		• Profile does not exist.
		• E-mail attachment is disabled system-wide and this command tries to enable it.

	Command or Action	Purpose
Step 4	**username** *username* **profile vm-notif-profile email text** *email-text* or **groupname** *groupname* **profile vm-notif-profile email text** *email-text* **Example:** se-10-0-0-0# username user6 profile vm-notif-profile email text "Sales meeting scheduled for 05/26/06 2:00 pm main office room A" se-10-0-0-0# groupname mgrs profile vm-notif-profile email text "1Q06 reports due Friday by noon"	Configures the text that is appended to the outgoing e-mail message. *email-text* can contain all alphanumeric characters except question mark (?). The maximum number of characters in the message is 128. Enclose the message in double quotes (" "). System messages occur for the following conditions: • Username or groupname does not exist. • User or group does not have a mailbox. • Profile does not exist. • Text message is greater than 128 characters.
Step 5	**username** *username* **profile vm-notif-profile email preference** {**all** | **urgent**} or **groupname** *grouprname* **profile vm-notif-profile email preference** {**all** | **urgent**} **Example:** se-10-0-0-0# username user6 profile vm-notif-profile email preference urgent se-10-0-0-0# groupname mgrs profile vm-notify-profile email preference all	Specifies the type of messages that generate notifications. • **all**—All messages generate notifications. • **urgent**—Only urgent messages generate notifications. The default is **urgent**. System messages occur for the following conditions: • Username or groupname does not exist. • User or group does not have a mailbox. • Profile does not exist. • System-wide preference is set to urgent and this command tries to set the preference to all.

	Command or Action	Purpose
Step 6	**username** *username* **profile vm-notif-profile email schedule day** *day-of-week* **active from** *hh:mm* **to** *hh:mm* or **groupname** *groupname* **profile vm-notif-profile email schedule day** *day-of-week* **active from** *hh:mm* **to** *hh:mm* **Example:** se-10-0-0-0# username user6 profile vm-notif-profile email schedule day 2 active from 08:00 to 11:30 se-10-0-0-0# username user6 profile vm-notif-profile email schedule day 2 active from 13:00 to 17:30 se-10-0-0-0# username user6 profile vm-notif-profile email schedule day 3 active from 08:00 to 15:00 se-10-0-0-0# username user6 profile vm-notif-profile email schedule day 6 active from 09:00 to 13:30 se-10-0-0-0# groupname mgrs profile vm-notif-profile email schedule day 2 active from 08:30 to 18:00 se-10-0-0-0# groupname mgrs profile vm-notif-profile email schedule day 3 active from 12:00 to 18:00 se-10-0-0-0# groupname mgrs profile vm-notif-profile email schedule day 4 active from 09:00 to 15:00 se-10-0-0-0# groupname mgrs profile vm-notif-profile email schedule day 5 active from 07:00 to 17:00	Specifies the days and times when message notification is active for this device. This operation changes only the specified time slots; the other time slots are not changed. • *day-of-week*—Valid values are 1 to 7, where 1 is Sunday, 2 is Monday, and so forth. • *hh*—Valid values are 00 to 24. Use the 24-hour clock for start and end times. • *mm*—Valid values are 00 or 30. Repeat this step for each day of the week and time block that message notification is active. System messages occur for the following conditions: • Username or groupname does not exist. • User or group does not have a mailbox. • Profile does not exist. • Start time is later than end time.
Step 7	**show voicemail notification owner** *owner-id* **profile** **Example:** se-10-0-0-0# show voicemail notification owner user6 profile	Displays the status of message notification for the subscriber or group.
Step 8	**show voicemail notification owner** *owner-id* **email** **Example:** se-10-0-0-0# show notification owner mgrs email	Displays the settings for the subscriber or group device.

Examples

The following is sample output for the **show voicemail notification owner** command.

```
se-10-0-0-0# show voicemail notification owner mgrs profile


Message notification:    enabled
Profile:                 vm-notif-profile
```

The following is sample output for the **show voicemail notification owner email** command.

```
se-10-0-0-0# show voicemail notification owner user6 email


Profile:        vm-notif-profile
Device:         email
Enabled:        yes
Preference:     all
Email:          mgrs@company.com
Attach VM:      yes
Schedule (active hours):
    Sunday      Inactive all day
    Monday      08:00 to 11:30, 13:00 to 17:30
```

```
Tuesday      08:00 to 15:00
Wednesday    Inactive all day
Thursday     Inactive all day
Friday       09:00 to 13:30
Saturday     Inactive all day
```

Configuring Message Notification for a Text Pager

Use this procedure to configure message notification for a subscriber or group text pager.

Prerequisites

Enable the message notification capability for the subscriber or group. See "Enabling Message Notification for a Subscriber or Group" on page 190.

Required Data for This Procedure

- E-mail address
- Message text
- Notification preference
- Days and times when notification is active

SUMMARY STEPS

1. **username** *username* **profile vm-notif-profile text-pager address** *email-address*

   or

   groupname *groupname* **profile vm-notif-profile text-pager address** *email-address*

2. **username** *username* **profile vm-notif-profile text-pager enable**

   or

   groupname *groupname* **profile vm-notif-profile text-pager enable**

3. **username** *username* **profile vm-notif-profile text-pager preference** {**all** | **urgent**}

   or

   groupname *groupname* **profile vm-notif-profile text-pager preference** {**all** | **urgent**}

4. **username** *username* **profile vm-notif-profile text-pager schedule day** *day-of-week* **active from** *hh*:*mm* **to** *hh*:*mm*

   or

   groupname *groupname* **profile vm-notif-profile text-pager schedule day** *day-of-week* **active from** *hh*:*mm* **to** *hh*:*mm*

5. **username** *username* **profile vm-notif-profile text-pager text** *email-text*

   or

   groupname *groupname* **profile vm-notif-profile text-pager text** *email-text*

6. **show voicemail notification owner** *owner-id* **profile**

7. **show voicemail notification owner** *owner-id* **text-pager**

DETAILED STEPS

	Command or Action	Purpose
Step 1	**username** *username* **profile vm-notif-profile text-pager address** *email-address* or **groupname** *groupname* **profile vm-notif-profile text-pager address** *email-address* **Example:** se-10-0-0-0# username user7 profile vm-notif-profile text-pager address user3@company.com se-10-0-0-0# groupname pubrel profile vm-notif-profile text-pager address pubrel@mycompany.com	Configures the subscriber e-mail address for receiving message notifications. • *username*—User ID • *groupname*—Group ID • *email-address*—E-mail address for the subscriber. The maximum number of alphanumeric characters in the e-mail address is 129. System messages occur for the following conditions: • Username or groupname does not exist. • User or group does not have a mailbox. • E-mail address exceeds 129 characters.
Step 2	**username** *username* **profile vm-notif-profile text-pager enable** or **groupname** *groupname* **profile vm-notif-profile text-pager enable** **Example:** se-10-0-0-0# username user7 profile vm-notif-profile text-pager enable se-10-0-0-0# groupname pubrel profile vm-notif-profile text-pager enable	Enables the device to receive message notifications. System messages occur for the following conditions: • Username or groupname does not exist. • User or group does not have a mailbox. • Profile does not exist. • Message notification is disabled system-wide. • SMTP server is not configured.
Step 3	**username** *username* **profile vm-notif-profile text-pager text** *email-text* or **groupname** *groupname* **profile vm-notif-profile text-pager text** *email-text* **Example:** se-10-0-0-0# username user7 profile vm-notif-profile text-pager text "Sales meeting scheduled for 05/26/06 2:00 pm main office room A" se-10-0-0-0# groupname pubrel profile vm-notif-profile text-pager text "Account collaterals due tomorrow by 9 am"	Configures the text that is appended to the outgoing text pager message. *email-text* can contain all alphanumeric characters except question mark (?). The maximum number of characters in the message is 128. Enclose the message in double quotes (" "). System messages occur for the following conditions: • Username or groupname does not exist. • User or group does not have a mailbox. • Profile does not exist. • Text message is greater than 128 characters.

	Command or Action	Purpose

Step 4	`username` *username* `profile vm-notif-profile text-pager preference {all|urgent}`
	or
	`groupname` *groupname* `profile vm-notif-profile text-pager preference {all|urgent}`
	
	Example:
	`se-10-0-0-0# username user7 profile vm-notif-profile text-pager preference urgent`
	`se-10-0-0-0# groupname pubrel profile vm-notif-profile text-pager preference all`
		Specifies the type of messages that generate notifications.
		
		• **all**—All messages generate notifications.
		• **urgent**—Only urgent messages generate notifications. The default is **urgent**.
		
		System messages occur for the following conditions:
		
		• Username or groupname does not exist.
		• User or group does not have a mailbox.
		• Profile does not exist.
		• System-wide preference is set to urgent and this command tries to set the preference to all.

Step 5	`username` *username* `profile vm-notif-profile text-pager schedule day` *day-of-week* `active from` *hh*:*mm* `to` *hh*:*mm*
	or
	`groupname` *groupname* `profile vm-notif-profile text-pager schedule day` *day-of-week* `active from` *hh*:*mm* `to` *hh*:*mm*
	
	Example:
	`se-10-0-0-0# username user7 profile vm-notif-profile text-pager schedule day 2 active from 08:00 to 11:30`
	`se-10-0-0-0# username user7 profile vm-notif-profile text-pager schedule day 2 active from 13:00 to 17:30`
	`se-10-0-0-0# username user7 profile vm-notif-profile text-pager schedule day 3 active from 08:00 to 15:00`
	`se-10-0-0-0# username user7 profile vm-notif-profile text-pager schedule day 6 active from 09:00 to 13:30`
	`se-10-0-0-0# groupname pubrel profile vm-notif-profile text-pager schedule day 2 active 08:30 to 12:00`
	`se-10-0-0-0# groupname pubrel profile vm-notif-profile text-pager schedule day 3 active 09:00 to 17:00`
	`se-10-0-0-0# groupname pubrel profile vm-notif-profile text-pager schedule day 5 active 13:00 to 18:00`
		Specifies the days and times when message notification is active for this device. This operation changes only the specified time slots; the other time slots are not changed.
		
		• *day-of-week*—Valid values are 1 to 7, where 1 is Sunday, 2 is Monday, and so forth.
		• *hh*—Valid values are 00 to 24. Use the 24-hour clock for start and end times.
		• *mm*—Valid values are 00 or 30.
		
		Repeat this step for each day of the week and time block that message notification is active.
		
		System messages occur for the following conditions:
		
		• Username or groupname does not exist.
		• User or group does not have a mailbox.
		• Profile does not exist.
		• Start time is later than end time.

Step 6	`show voicemail notification owner` *owner-id* `profile`
	
	Example:
	`se-10-0-0-0# show voicemail notification owner user7 profile`
		Displays the status of message notification for the subscriber or group.

Step 7	`show voicemail notification owner` *owner-id* `text-pager`
	
	Example:
	`se-10-0-0-0# show notification owner pubrel text-pager`
		Displays the settings for the subscriber or group device.

Examples

The following is sample output for the **show voicemail notification owner** command.

```
se-10-0-0-0# show voicemail notification owner user7 profile
Message notification:     enabled
Profile:                  vm-notif-profile
```

The following is sample output for the **show voicemail notification owner text-pager** command.

```
se-10-0-0-0# show voicemail notification owner pubrel text-pager

Profile:        vm-notif-profile
Device:         text-pager
Enabled:        yes
Preference:     all
Email:          pubrel@company.com
Schedule (active hours):
    Sunday      Inactive all day
    Monday      08:30 to 12:00
    Tuesday     09:00 to 17:00
    Wednesday   Inactive all day
    Thursday    Inactive all day
    Friday      13:00 to 18:00
    Saturday    Inactive all day
```

Cascading Message Notification

This section discusses the following topics:

Overview

Starting in release 3.0, the existing message notification feature that was introduced in 2.3(1) was extended to enable you to:

- Set up a series of cascading notifications to a widening circle of recipients
- Enable subscribers to define time-based rules that determine how the notification is cascaded to other local subscribers in the system

For example, User-A can set up the following cascading rules:

- If a new message in the mailbox is not listened to for 15 minutes after the arrival, a notification is sent to User-B.
- If a new message is not listened to for 30 minutes after arrival, a notification is sent to User-C.

In this scenario, if a message is sent to the User-A, on Monday at 1:00 pm and User-A has not listened to this message by 1:15 pm, a notification is sent to User B. Cisco Unity Express determines which of User B's devices are active to receive notification at 1:15 pm on Monday and a notification call is made to all of User-B's active devices. The subscriber hears a voice prompt when the notification is cascaded from User-A to User-B. If User-A has still not listened to this message by 1:30 pm, a notification is sent to all of User-C's active devices.

When a notification is cascaded to a target, the user listening to the cascaded notification is given the option to disable the cascading from that mailbox, or the option to disable the notification feature in its own profile. If in the above example, User B chooses to disable cascading from User-A's mailbox, all messages are left in User-A's mailbox for which cascading to User-B has been disabled remotely.

If User-B chooses to disable notification to User-B's own device, User-B's notification profile is changed and notification to that particular device is disabled. A message is left in User-B's mailbox that notification to the device was disabled remotely.

Configurable Options

System Configuration

You can enable or disable this feature at the system level only. By default, this feature is disabled. To enable it, you must enable the message notification feature at the system level. When you enable after it was been disabled, cascading is automatically enabled for all users who have their individual cascade settings configured. Disabling the cascade feature does not remove the rules defined by the subscriber for cascading.

User Configuration

Subscribers can setup the cascading rules regardless of whether the cascade feature enabled or disabled. To setup cascading, subscribers must configure a rule with the following items:

- Target Subscriber (UserId or gdmId) — This is a user ID or a GDM ID that is used for cascading notification.

- Time (in minutes) — The time after which the user or GDM is notified if the message is still not heard. This time is calculated from the time that the original message was received. The minimum time allowed is 5 minutes and the maximum time allowed is 1440 minutes (24 hours).

A subscriber can setup a maximum of two such rules. If a subscriber setups more than one rule, the target ID and the time for the two rules must be unique.

Limitations and Conditions

The limitations and conditions of this feature include:

- Notification cascading stops when either:
  - The message is saved or deleted.
  - The last cascade rule has been performed.
- You can use this feature for both personal and general delivery mailboxes.
- Notification can be sent only to local users. Remote users or external users cannot be selected for cascading.
- The schedule of the target subscriber is used for cascading the notifications.
- This feature can be enabled or disabled by either:
  - The system administrator at the system level.

    By default, this feature is disabled. Before you can enable this feature, you must first enable the message notification feature at the system level. The rules defined by the user for cascading are not removed when this feature is disabled at the system level.
  - A user listening to the cascaded notification.

This can be done by either disabling cascaded notifications that they receive from a specified mailbox, or by disabling the notification feature in their profile.

- You can configure a maximum of two notification cascade rules for each subscriber.

- If two notification cascade rules are configured for the same subscriber, the target ID and the time for the two rules must be unique.

- Notification cascading does not occur for private messages and broadcast messages.

- When a notification is cascaded to a target subscriber, all active devices in the target subscriber's profile receive the notification.

- For numeric pagers, the notification is the same as a regular notification.

  You cannot differentiate between a cascaded notification and a regular notification.

- For e-mail and text pager, the cascaded notification format is the same as a regular notification, but you can use the Message For: field to identify a cascaded notification e-mail.

  In a regular notification, this field contains the user's own extension or ID, but in a cascaded notification it contains a different extension or user ID.

- The behavior of cascading notification is based on the target subscriber's message notification profile.

  For example, if:

  - User-A has notification configured to cascade all the urgent messages to User-B.

  - User-B has notification configured for all the messages.

  The message notification cascading is generated for all the messages and not just the urgent messages received in User-A's mailbox.

- This feature is not available in Cisco VoiceView Express.

Configuring Cascading Message Notification

Prerequisites

- Cisco Unity Express 3.0 or a later version

- You must enable this feature at the system level.

- If you want to restrict specified extensions from using this feature, you must configure a restriction table as described in the "Configuring Restriction Tables" section on page 315.

Required Data for This Procedure

This procedure requires the IDs of the users and groups to which you want to cascade the notifications.

SUMMARY STEPS

1. **config t**

2. **voicemail notification cascading enable**

3. voicemail msg-notification restriction-table *table-name*

4. end

5. **[username | groupname]** [*user-id | group-id*] notification cascade-to *user-id* after *minutes*

6. (Optional) **show voicemail notification**

7. (Optional) **show voicemail notification owner** *owner-id* **profile**

8. (Optional) show voicemail msg-notification restriction-table

DETAILED STEPS

	Command or Action	Purpose
Step 1	**config t** **Example:** se-10-0-0-0# config t	Enters configuration mode.
Step 2	**voicemail notification cascading enable** **Example:** se-10-0-0-0(config)# voicemail notification cascading enable	Enables the message notification cascading feature at the system level.
Step 3	**voicemail msg-notification restriction-table** *table-name* **Example:** se-10-0-0-0(config)# voicemail msg-notification restriction-table msg-notifc-r-table	Associates a restriction table with the message notification feature:
Step 4	**end** **Example:** se-10-0-0-0(config)# end	Returns to privileged EXEC mode.
Step 5	**[username | groupname]** [*user-id* | *group-id*] **notification cascade-to** *user-id* **after** *minutes* **Example:** se-10-0-0-0# [username | groupname] user2 notification cascade-to user4 after 10	Defines a rule for cascading the notification. This command takes three inputs • ID of the user/group for whom cascading is to be configured • ID of the user to which to cascade • Time after which to cascade the notification
Step 6	**show voicemail notification** **Example:** se-10-0-0-0# show voicemail notification	(Optional) Displays the status of the notification cascading feature.

	Command or Action	Purpose

Step 7	`show voicemail notification owner` *owner-id* `profile`
	
	Example:
	`se-10-0-0-0# show voicemail notification owner smith profile`
		(Optional) Displays the details of the message notification profile for a specific user/group.

Step 8	`show voicemail msg-notification restriction-table`
	
	Example:
	`se-10-0-0-0# show voicemail msg-notification restriction-table`
		(Optional) Displays the restriction-table associated with the message notification feature.