

# CISCO Unity Connection Notifications User Guide

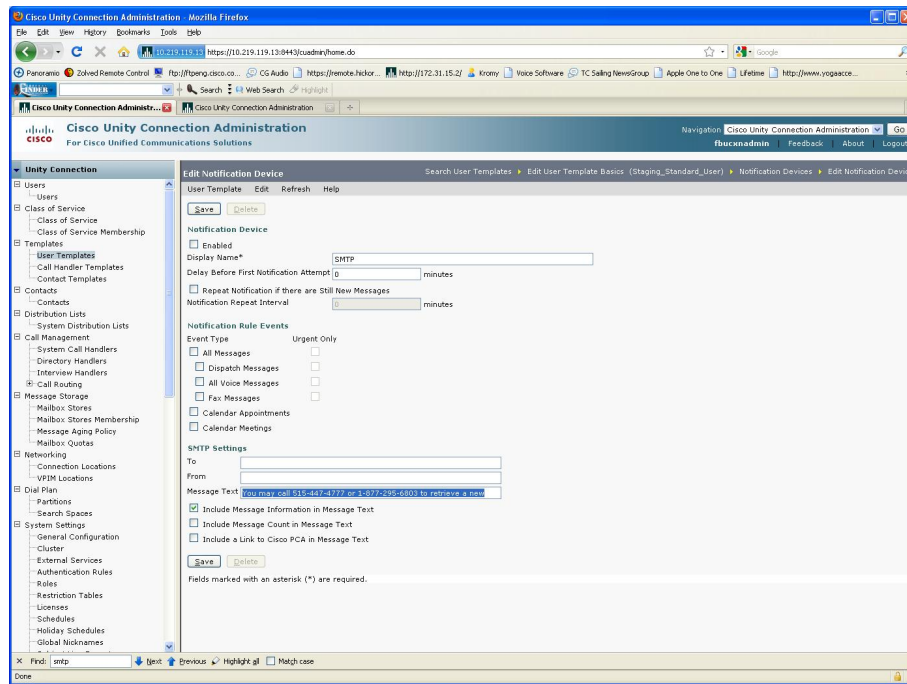
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# CISCO Unity Connection Notifications



## Product Information:

### Specifications:

- Cisco Unity Connection
- Allows users to be notified of incoming voice messages and emails
- Supports various notification devices
- Default notification devices include home phone, mobile phone, work phone, and one pager
- Additional notification devices can be added, edited, or deleted by the administrator
- Users can control message notification settings for each user account or user template
- Supports cascading message notification and dispatch messaging

## Product Usage Instructions

### Configuring Notification Devices:

1. Open Cisco Unity Connection Administration.
2. Find the user account that you want to edit on the Search User Basics page.
3. Select the user account that you want to edit on the Edit User Basics page.
4. In the Edit menu, select Notification Devices.
5. Configure a notification device by providing the necessary information for Phone, Pager, SMTP, HTML, or SMS.
6. Save the changes.

### Cascading Message Notification:

1. Select Edit > Notification Devices on the Edit User Basics page.
2. On the Notification Devices page, select Add New.

3. Enter the applicable fields depending on the notification device selected.
4. Save the changes.

Note: To edit notification devices for multiple users, go to the Search Users page, check the checkboxes for the applicable users, and select Bulk Edit. You can also schedule Bulk Edit for a later period using Bulk Edit Task scheduling and select Submit.

### **Dispatch Messaging:**

An alternative to cascading message notification is to use dispatch messaging. For more details, refer to the Dispatch Messages section on page 11-3.

## **Frequently Asked Questions**

### **Q: Can the default notification devices be deleted?**

A: No, the default notification devices cannot be deleted. They can only be modified or enabled.

### **Q: How can I configure notification devices for a user template?**

A: Similarly to configuring notification devices for user accounts, you can configure the notification devices associated with a particular user template by following the same steps.

## **Introduction**

Cisco Unity Connection allows the users to be notified of the incoming voice messages and emails as soon as the message arrives in the user mailbox.

Following are some of the types of notifications received by users:

- Users receive message alerts through text notifications on pager.
- Users receive a call on their configured phones to get notified about new messages.
- Users receive messages and calendar notifications in the form of SMS messages to wireless devices using SMPP.
- Users receive messages and missed call notifications as plain text or HTML emails.
- User receives summary and scheduled summary of latest voicemail as HTML emails.

The notifications for events are delivered to the end users through various notification devices. The notification devices can be enabled or disabled by the administrator for individual or multiple users through Cisco Unity Connection Administration and a user can override their specific notification device settings through Messaging Assistant feature of Cisco Personal Communications Assistant.

## **Default Notification Devices**

Unity Connection comes with a set of default notification devices that can be configured as required. Following are the default notification devices:

- Pager: Allows users to receive voice message alerts as a text notification.
- Work Phone: Allows users to receive voice message alerts as a dial out call on work phone.

- Home Phone: Allows users to receive voice message alerts as a dial out call on home phone.
- Mobile Phone: Allows users to receive voice message alerts as a dial out call on mobile phone.
- SMTP: Allows users to receive voice message alerts as an email notification.
- HTML: Allows users to receive voice message alerts as an HTML email notification.
- HTML Missed Call: Allows users to receive missed call alerts as an HTML email notification.
- HTML Scheduled Summary: Allows users to receive summary of latest voice messages at a configured time as an HTML email notification.

The notification devices can be modified or enabled but cannot be deleted. An administrator can add, edit, or delete additional notification devices whereas, a user can only edit the notification devices.

**Caution** Do not change the display name of default notification devices.

#### **Note**

Missed call event type is pre-checked under Notify me of section of an HTML device when “Default\_Missed\_Call” template is used. Similarly, when “Default\_Scheduled\_Summary” template is used with HTML device, all the event types are un-checked.

## **Configuring Notification Devices**

Message notification settings for each user account or user template allows you to control how and when Unity Connection notifies a user of new messages. User accounts and user templates include notification devices for a home phone, mobile phone, work phone, and one pager. Users can also use the Messaging Assistant to set up phones and pagers to receive message notifications.

- Step 1 In Cisco Unity Connection Administration, find the user account that you want to edit.
- Step 2 On the Search User Basics page of the user account, select the user account that you want to edit.
- Step 3 On the Edit User Basics page, in the Edit menu, select Notification Devices.
- Step 4 Configure a notification device.(Phone, Pager, SMTP, HTML, SMS) (For more information on each field, see Help>  
This Page)
- **To add a notification device:**
  - a. On the Edit User Basics page, select Edit> Notification Devices.
  - b. On the Notification Devices page, select Add New.
  - c. On the New Notification Device page, enter the fields as applicable depending on the notification device you selected and Save.
- **To edit a notification device:**
  - a. On the Edit User Basics page, select Edit> Notification Devices.
  - b. On the Notification Device page, select the notification device that you want to edit.
  - c. On the Edit Notification Device page, edit the required settings and Save.

#### **Note**

To edit the notification devices for more than one user, on the Search Users page, check the check boxes for the applicable users and select Bulk Edit.

You can also schedule Bulk Edit for a later period using Bulk Edit Task scheduling and select Submit.

- **To delete one or more notification devices:**
  - a. On the Edit User Basics page, select Edit> Notification Devices.

- b. On the Notification Device page, select the notification devices you want to delete.
- c. Select Delete Selected and OK to confirm deletion.

**Note**

Similarly, you can configure the notification devices associated with a particular user template.

## **Cascading Message Notification**

Cascading message notification allows you to send notifications to a wide circle of recipients. Unity Connection continues to send notifications until the message has been saved or deleted by a recipient.

For example, to create a cascade of message notifications for your Technical Support department, set the first message notification to be sent immediately to the pager of the front-line technical support representative. If the message that triggered the first notification has not been saved or deleted, then after a delay of 15 minutes, the next notification can be sent to the pager of the department manager. A third notification can be set up to call an employee in the Problem Resolution Group if the message is not saved or deleted after 30 minutes, and so on.

**Note**

When a user receives a notification as part of the cascade, the notification prompts the user to sign in to the mailbox that is being monitored by the cascade.

An alternative to cascading message notification is to use dispatch messaging. For details, see the Dispatch Messages, page 11-3 section.

### **Task List for Cascading Message Notification**

#### **SUMMARY STEPS**

1. For the first recipient in the notification chain, you need to set up the notification device in the following way:
2. For each of the other recipients in the notification chain, you can repeat step Task List for Cascading Message Notification to setup the device till you reach the end of recipient list.

#### **DETAILED STEPS**

	Command or Action	Purpose
<b>Step 1</b>	For the first recipient in the notification chain, you need to set up the notification device in the following way:	<p><b>a.</b> Find the user account or user template to configure with chaining notifications.</p> <p><b>b.</b> In the Notification Devices page for the user or template, for On Notification Failure, select Send To, and select the device that you want Unity Connection to notify next if notification to the device fails.</p> <p><b>c.</b> Select the device that you specified for Send To in the Edit Notification devices page</p> <p>Uncheck all Notification Rule Events check boxes. If you enable any notification events, message notification for the device starts immediately and does not wait for the notification failure of the previous device. Your notifications do not chain, they all trigger at once.</p> <p>If you want to chain to a third device if notification to the device fails, select Send To and the device that you want Unity Connection to notify next if notification to the device fails. If not, select Do Nothing.</p>
<b>Step 2</b>	For each of the other recipients in the notification chain, you can repeat step <a href="#">Task List for Cascading Message Notification</a> to setup the device till you reach the end of recipient list.	

## Chaining Message Notification

Message notification can be set to “chain” to a series of notification devices if an attempt to send a notification to the first selected device fails. A failure occurs when a notification device is not answering or is busy and the retry attempts to reach that device using various options has also failed

### Note

Do not configure SMTP devices for chaining message notification, except as the last device in the chain. Unity Connection does not detect notification failure for SMTP devices.

## Task List for Chaining Message Notification

### SUMMARY STEPS

1. For the first recipient in the notification chain, you need to set up the notification device in the following way:
2. For each of the other recipients in the notification chain, you can repeat step Task List for Chaining Message Notification to setup the device till you reach the end of recipient list.

### DETAILED STEPS

	Command or Action	Purpose
<b>Step 1</b>	For the first recipient in the notification chain, you need to set up the notification device in the following way:	<p><b>a.</b> Find the user account or user template to configure with chaining notifications.</p> <p><b>b.</b> In the Notification Devices page for the user or template, for On Notification Failure, select Send To, and select the device that you want Unity Connection to notify next if notification to the device fails.</p> <p><b>c.</b> Select the device that you specified for Send To in the Edit Notification devices page.</p> <p>Uncheck all Notification Rule Events check boxes. If you enable any notification events, message notification for the device starts immediately and does not wait for the notification failure of the previous device. Your notifications do not chain, they all trigger at once.</p> <p>If you want to chain to a third device if notification to the device fails, select Send To and the device that you want Unity Connection to notify next if notification to the device fails. If not, select Do Nothing.</p>
<b>Step 2</b>	For each of the other recipients in the notification chain, you can repeat step <a href="#">Task List for Chaining Message Notification</a> to setup the device till you reach the end of recipient list.	

## Setting Up SMTP Message Notification

Cisco Unity Connection can notify a user of new messages by calling a phone or pager. Also, you can set up Unity Connection to send message and calendar event notifications in the form of text messages to text pagers and text-compatible mobile phones using SMTP.

### Note

Users can receive notification of new messages by email. Unity Connection supports two types of notification emails: plain text using SMTP notification devices; or HTML using HTML notification devices. HTML notifications can only be used for new voice mail. For other types of messages, you must use plain text SMTP notifications. To enhance security, both types of devices require connection to an SMTP smart host.

## Enabling SMTP Notification

- Step 1 Configure the SMTP smart host to accept messages from the Unity Connection server. See the documentation for the SMTP server application that you are using.
- Step 2 Configure the Unity Connection server. See the Configuring the Unity Connection Server to Relay Messages to a Smart Host section.
- Step 3 Configure Unity Connection user accounts or user templates. See the Configuring Notification Devices section.

## Configuring the Unity Connection Server to Relay Messages to a Smart Host

- Step 1 In Cisco Unity Connection Administration, expand System Settings > SMTP Configuration, then select Smart Host.
- Step 2 On the Smart Host page, in the Smart Host field, enter the IP address or fully qualified domain name of the SMTP smarthost server, for example, <https://<domain name of server>.cisco.com>. (Enter the fully qualified domain name of the server only if DNS is configured.)

Note The Smart Host can contain up to 50 characters.

- Step 3 Select Save.

What to do next

### Note

If the Unity Connection server has not been properly enabled to use SMTP smart host for message notification, it places SMTP notification messages in the Unity Connection SMTP server badmail folder

## Setting Up SMS Message Notification

- With the services and information provided by a wireless carrier, mobile messaging service provider, Unity Connection can use the Short Message Peer-to-Peer (SMPP) protocol to send message notifications in the Short Message Service (SMS) format to mobile phones and other SMS-compatible devices when users receive new messages.

### Advantages Over SMTP Message Notifications

- An advantage of using SMS is that the user device often receives message notifications much faster than when using SMTP. You can configure Unity Connection so that each SMS notification message replaces the previous one. Note that this functionality may not be supported by all mobile service providers.

### SMS Message Length Limitations

The acceptable message length for an SMS message varies depending on the service provider, the character set used to compose the message text, and the specific characters used in the message text.

#### Character sets available include:

- Default alphabet (GSM 3.38), 7-bit characters
- IA5/ASCII, 7-bit characters
- Latin 1 (ISO-8859-1), 8-bit characters
- Japanese (JIS), multi-byte characters
- Cyrillic (ISO-8859-5), 8-bit characters
- Latin/Hebrew (ISO-8859-8), 8-bit characters
- Unicode (USC-2), 16-bit characters
- Korean (KS C 5601), multi-byte characters

For 7-bit character sets, a maximum of 160 characters can fit into an SMS message; for 8-bit character sets, the limit is 140 characters; for 16-bit character sets, the limit is 70 characters; for multi-byte character sets, the limit is somewhere between 70 and 140 characters, depending on which characters make up the text of the message. (For multi-byte character sets, most characters are 16 bits; some of the more common characters are eight bits.)



**Note** Not all mobile phones support all character sets; most support the GSM 3.38 default alphabet.

### Cost Considerations

The cost of setting up SMS(SMPP) message notifications depends directly on the number of SMS notifications that Unity Connection sends to user devices. More SMS notification implies higher cost as the service providers typically charge for each SMS message or group of messages sent. To cut down cost, you can restrict the use SMS notifications to a group of users or inform users to limit the number of message notifications that they receive by message type or urgency. For example, users can specify in the Messaging Assistant that Unity Connection sends message notifications only when new urgent voice messages arrive.

### Enabling SMS Message Notifications

- Step 1 Set up an account with a mobile messaging service provider that offers SMS messaging. Unity Connection supports the SMPP version 3.3 or SMPP version 3.4 protocols.
- Step 2 Gather the information needed to allow Unity Connection to communicate with the SMPP server at the SMSC affiliated with your contracted service provider, and enter the information on the SMPP Provider page. See the To Set Up an SMPP Provider.
- Step 3 When the Unity Connection server is set up behind a firewall, configure the TCP port used by the SMPP server when connecting to Unity Connection.
- Step 4 Enable the SMPP provider on Cisco Unity Connection Administration. See the Setting Up an SMPP Provider section.
- Step 5 Configure SMS message notification, set up an SMS notification device to receive notifications for a test user account.  
See the Configuring Notification Devices section

### Setting Up an SMPP Provider

- Step 1 In Cisco Unity Connection Administration, expand System Settings > Advanced, then select SMPP Providers.
- Step 2 On the Search SMPP Providers page, select Add New.
- Step 3 Enable the new provider and enter the Name, System ID and Hostname of the provider and Save. For more information on settings, select Help > This Page).
- Step 4 On the Edit SMPP Provider page, enter the Port, which is the TCP port number that is used by the SMSC to listen for incoming connections.  
**Note** The port number should be in range of >100 and <=99999.

### Setting Up HTML Message Notification

- The HTML notification is triggered based on the HTML notification device settings and is received on the configured email address.
- The administrator can create or edit the content and format of the HTML notifications using notification templates, custom variables, and custom graphics. Unity Connection sends HTML notifications to an email server over SMTP in the IPv4 mode only.
- Therefore, the administrator must ensure that the HTML notifications are configured over IPv4.

## **Users can configure different types of HTML notifications:**

- HTML notification when a new voice message is received.
- HTML notification when a new missed call is received.
- HTML notification when a new voice message is received along with the summary of latest voice messages.
- HTML notification when a new missed call is received along with the summary of latest voice messages
- HTML notification at a configured time containing the summary of latest voice messages.
- HTML notification configured for interview handler will contain the attachment of the last question answer.

## **Notification Templates**

HTML notification template includes the following:

- Free flow HTML text.
- HTML tags, the support of which 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 external URIs or URLs.

## **Default Notification Templates**

The default templates for HTML message notification are:

- Default\_Actionable\_Links\_Only template has the HTML tags along with the actionable links without any images, custom graphics, or status items. For example, the administrators can configure the HTML templates to include header, footer, logos, images, and hyperlinks to Mini Web Inbox.
- Default\_Dynamic\_Icons template has the HTML tags along with the custom graphics and the status items. It allows Unity Connection to send details of new voicemail containing actionable links with image and message status.
- Default\_Missed\_Call template allows Unity Connection to send details of missed call including timestamp and sender details.
- Default\_Voice\_Message\_With\_Summary template allows Unity connection to send notification when a new voice message is received along with the summary of latest voicemails.
- Default\_Missed\_Call\_With\_Summary template allows Unity Connection to send notification when a new missed call is received along with the summary of latest voicemails.
- Default\_Scheduled\_Summary allows Unity Connection to send summary of voice messages at configured time(s) daily.
- Default\_Guite\_Notification template allows Unity Connection to send messages when user configured with GSuite service is sending, replying, forwarding, and sending read receipt/non-delivery receipt.

The administrator can assign a notification template to the users or can allow the users to select a template. But the users do not have the permissions to create or edit a template. The template selected can either be a default or a custom template that the administrator has created.

## **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.

### **Configuring Notification Templates**

Notification templates can be created, modified, and deleted that include status items, action items, static items, custom variables, custom graphics, and collection tags.

- Step 1 In Cisco Unity Connection Administration, expand Templates > Notification Templates and select Notification Templates.

The Search Notification Templates page appears displaying the list of currently configured templates.

- Step 2 Configure notification template. (For more information on each field, see [Help> This Page](#))
- **To add new notification template:**
  - a. Select Add new and New Notification Template page appears.
  - b. Enter the Display name and HTML content.
  - c. 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. See the table 14-1 for more information.

### **Description of Notification Templates**

Items	Description
%MWI_STATUS%	<p>Displays the image based on MWI status. The default images are displayed as defined in the Administrative Replaceable Images section. To insert the status items directly in the notification template, you can use the</p> <p>&lt;img src="%MWI_STATUS%"&gt; &lt;/img&gt; tag.</p>
%MESSAGE_STATUS%	<p>Displays the message status as unread, read, unread urgent, read urgent, or deleted. The default images are displayed as defined in the <a href="#">Administrative Replaceable Images</a> section.</p> <p>To insert the status items directly in the notification template, you can use the &lt;img src="%MESSAGE_STATUS%"&gt; &lt;/img&gt; tag.</p>
%LAUNCH_MINI_INBOX%	<p>Launches the Unity Connection Mini Web Inbox. To insert this item directly in the notification template, you can use the &lt;a href="%LAUNCH_MINI_INBOX%"&gt; Text &lt;/a&gt; tag.</p>
%LAUNCH_WEB_INBOX%	<p>Launches the Web Inbox only on computer.</p> <p>To insert this item directly in the notification template, you can use the &lt;a href="%LAUNCH_WEB_INBOX%"&gt; Text &lt;/a&gt; tag.</p>
%MESSAGE_PLAY_MINI_INBOX%	<p>Launches the 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 &lt;a href="%MESSAGE_PLAY_MINI_INBOX%"&gt; Text &lt;/a&gt; tag.</p>
%MESSAGE_DELETE%	<p>Deletes the voice message. To insert this item directly in the notification template, you can use the &lt;a href="%MESSAGE_DELETE%"&gt;Text &lt;/a&gt; tag.</p>
%MESSAGE_FORWARD%	<p>Forwards a particular voice message. To insert this item directly in the notification template, you can use the &lt;a href="%MESSAGE_FORWARD%"&gt;Text &lt;/a&gt; tag.</p>
%MESSAGE_REPLY%	<p>Launches the Mini Web Inbox with the Reply to Message window to reply to a voice message. To insert this item directly in the notification template, you can use the &lt;a href="%MESSAGE_REPLY%"&gt;Text &lt;/a&gt; tag.</p>

%MESSAGE_REPLY_ALL%	<p>Launches the Mini Web Inbox with the Reply to Message window. The To and Subject 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 Mini Web Inbox with marking the message as unread and increasing the unread message count. 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. To insert a variable directly in the notification template, as specified by the administrator under the Templates &gt; Notification Templates &gt; Custom Variables page, you can use the %Var1%.</p> <p>For more information on custom variables, see the <a href="#">Configuring Custom Variables</a> section.</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. For example – See Default_Dynamic_Icons.</p> <p>To insert a graphic directly in the notification template as specified by the administrator under the Templates &gt; Notification Templates &gt; Custom Graphics page, you can use the <code>&lt;img src="%GRAPHIC1%"&gt;&lt;/img&gt;</code> tag. For more information on custom graphics, see the <a href="#">Configuring Custom Graphics</a> section.</p>
%CALLER_ID%	Displays the alias name of the caller who has received a voice message.
%SENDER_ALIAS%	Displays the alias name of the sender who has dropped a voice message.
%RECEIVER_ALIAS%	Displays the alias name of the receiver who has received a voice message.
%TIMESTAMP%	Displays the time when voice message is received as per the time zone of the recipient.
%NEW_MESSAGE_COUNT%	Displays the total number of new messages.
%SUBJECT%	Displays the subject of the message.

%MISSED_CALL%	Displays the missed call related information.
<VOICE_MESSAGE_SUMMARY> </VOICE_MESSAGE_SUMMARY>	Displays the summary of messages.

## Note

- The administrator can upload a new image through the administrative replaceable images option for %MWI\_STATUS%, %MESSAGE\_STATUS%. For more information refer to Administrative Replaceable Images.
- If %MESSAGE\_STATUS% tag is enclosed within VOICE\_MESSAGE\_SUMMARY collection tags, the status tag displays the status of the voice message at the time when notification email was sent. If the message status changes later, it will not reflect in the summary content of the notification email. However, if the tag is used outside the summary tags, it displays the current status of the message.

- d. Select Validate after creating or updating the notification template page to verify the HTML content.

### 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.

- e. Select Save.
- f. You can also preview the template by selecting Preview. The Preview option displays the view as per your default browser, however, the display may vary on the various email clients.

## To edit a notification template:

1. On the Search Notification Templates page, select the template that you want to edit.
2. On the Edit Notification Template <device> page, change the settings, as applicable.
3. Select Validate to verify the HTML content and Save.

## To delete a notification template:

1. On the Search Notification Templates page, check the check box next to the display name of the notification template that you want to delete.
2. Select Delete Selected and OK to confirm deletion.

## Note

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.

## Custom Variables

The custom variables can be used to define commonly used HTML fragments such as, company's name, address, web address.

## Configuring Custom Variables

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

The Search Custom Variables page appears.

Step 2 Configure a custom variable. (For more information on each field, see Help> This Page)

#### **To add a custom variable:**

- a. Select Add New and the New Custom Variables page appears.
- b. Enter the values of the required fields and select Save.

#### **Note**

You can also add new custom variables in the notification templates. For more information, see the Notification Templates section.

#### **To edit a custom variable:**

- a. On the Search Custom Variables page, select the custom variable that you want to edit.
- b. On the Edit Custom Variables page, enter the values of the required fields and select Save.

#### **To delete a custom variable:**

- a. On the Search Custom Variables page, check the check box next to the display name of the custom variable that you want to delete.
- b. Select Delete Selected and OK to confirm deletion.

#### **Note**

If a notification template uses a custom variable that has been deleted, then the variable gets displayed in the notification instead of its value.

## **Custom Graphics**

- The custom graphics can be used to insert the company's graphics into notifications including logos and product images.
- Note You cannot create more than 20 custom graphics.
- The default custom graphics are DEFAULT\_BOTTOM and DEFAULT\_TOP. You cannot edit or delete the default custom graphics.
- Custom graphics display in email clients when they are correctly configured and are functionally capable of displaying graphics.

#### **Note**

For more information refer to "Configuring Cisco Unity Connection for HTML-based Message Notification" section of the User Guide for Accessing Cisco Unity Connection Voice Messages in an Email Application, available at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/14/user/guide/email/b\\_14cucugemail.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/user/guide/email/b_14cucugemail.html).

## **Configuring Custom Graphics**

### **Step 1**

In Cisco Unity Connection Administration, expand Templates > Notification Templates and select Custom Graphics. The Search Custom Graphics page appears.

## **Step 2**

Configure a custom graphic (For more information on each field, see [Help> This Page](#))

### **To add a custom graphic**

- a. Select Add New and the new Custom Graphics page appears.
- b. Enter the value of the required fields and select Save.

### **To edit a custom graphic**

- a. On the Search Custom Graphics page, select the display name of the custom graphic that you want to edit.
- b. On the Edit Custom Graphics page, enter the value of the required fields and select Save.

### **To delete a custom graphic:**

- a. On the Search Custom Graphics page, check the check box next to the display name of the custom graphics that you want to delete.
- b. Select Delete Selected and OK to confirm deletion.

## **Note**

The file must not be more than 1 MB in size and must be unique in its display name and image. You cannot upload the same graphic again.

## **Administrative Replaceable Images**

The administrator can 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**

You can restore the images to the defaults using Restore button present on the Search Replaceable Images page. You cannot add or delete any image in the default list.

### **Editing an Administrative Replaceable Image**

- Step 1 In Cisco Unity Connection Administration, expand Templates > Notification Templates and select Administrative Replaceable Image.
- Step 2 On the Search Replaceable Image page, select the display name of the image that you want to edit.



- Step 3 On the Edit Replaceable Image page, change the settings, as applicable. (For field information, see Help> This Page).

You are not allowed to edit the Display Name field. The 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.

- Step 4 Select Save after applying the settings.

## **Configuring HTML-based Message Notification**

- Unity Connection can be configured to send message notifications in the form of HTML template to an email address. The HTML-based templates can be selected and applied by the administrator to allow HTML notification for a device.
- To get the HTML notifications exactly as per the template defined by the administrator, the user's email client must support the display of images and icons. For more information on whether your email client support the display of images and icons, refer to documentation of your email service provider.
- HTML notifications are supported with the following email clients:
  - Microsoft Outlook 2010
  - Microsoft Outlook 2013
  - Microsoft Outlook 2016
  - IBM Lotus Notes
  - Gmail (Web based access only)

## **Configuring the Authenticated and Non-Authenticated Mode**

If the administrator has created a template that includes images, icons, or status items, then the authentication mode ensures that the user authenticates with the Unity Connection credentials before the images are displayed in an email notification.

The non-authentication mode does not prompt user for credentials and the embedded images or icons are displayed without authentication in the email notification.

By default, the system is configured for the authentication mode. The administrator can configure the settings through Cisco Unity Connection Administration.

- Step 1 In Cisco Unity Connection Administration, select System Settings > General Configuration.
- Step 2 On the Edit General Configuration page, select the Authenticate Graphics for HTML Notification option to turn on the authentication mode and Save.

## **Configuring Unity Connection to Send Voice Message as an Attachment with HTML Notification**

With Unity Connection 10.0(1) or later release, the administrator can configure Unity Connection to send the voice message as an attachment in the HTML notification to the user. Along with the link to access Unity Connection Mini Web Inbox through the HTML notification email, the user can now access the voice message attachment in the .wav format that can be played on a PC or mobile using any player. Prior to 10.0(1) version, the end user received only a link in the HTML notifications to access Unity Connection Mini Web Inbox and listen to voice messages through Mini Web Inbox only. In case of forwarded messages, the attachment is sent only for the latest voice message. The secure and private voice messages cannot be sent as an attachment.

**Note**

Following mobile clients are supported to access voice messages from mobile devices:

- iPhone 4 and above
- Android

**Configuring Unity Connection to Send Voice Message as an Attachment****SUMMARY STEPS**

1. In Cisco Unity Connection Administration, expand Advanced and select Messaging.
2. On the Messaging Configuration page, select the Allow voice mail as attachments to HTML notifications option to send the voice message as an attachment and Save.

**DETAILED STEPS**

	Command or Action	Purpose
<b>Step 1</b>	In Cisco Unity Connection Administration, expand Advanced and select Messaging.	
<b>Step 2</b>	On the Messaging Configuration page, select the Allow voice mail as attachments to HTML notifications option to send the voice message as an attachment and Save.	

**Configuring the Size of Voice Messages Sent as an Attachment**

Unity Connection is configured to send the voice message as an attachment upto 2048KB with HTML notification. The administrator can configure the size of the voice message using the Cisco Unity Connection Administration.

- Step 1 In Cisco Unity Connection Administration, expand Advanced and select Messaging.
- Step 2 On the Messaging Configuration page, enter the size of voice message in the Max size of voice mail as attachment to HTML notifications (KB) text box.
- Step 3 Select Save. You should restart the Connection Notifier service for changes to take effect.

**Notifications Subject Line Format**

Notification subject line format is a feature that enables you to configure the subject lines of the notification emails. The subject line of the following Notification types can be configured:

- Message Notifications: This includes email notifications that are sent to the Unity Connection users for new voice messages.
- Missed Call Notifications: This includes the email Notifications for missed calls.
- Scheduled Summary Notifications: This includes the email Notifications sent at scheduled time.
- The subject line for Message Notifications can only be customized for All Voice Messages. For other events, like Dispatch Messages, Fax Messages, Calender

- Appointments, and Calender Meetings, system generated subject is used. Note

### Subject Line Parameters

The below table describes the parameters that can be specified in the subject line of the notification emails.  
Description of Subject Line Format Parameters

<p>%CALLERID%</p> <p>(When Unknown)</p>	<p>Enter text to be used in subject lines when the Caller ID of the sender of a message is not known.</p> <ul style="list-style-type: none"> <li>• When the %CALLERID% parameter is used in the subject line format, it is automatically replaced with the ANI Caller ID of the sender of the message.</li> <li>• If the ANI Caller ID is not available and the sender is a Unity Connection user, the primary extension of the caller is used.</li> <li>• If the ANI Caller ID is not available and the sender is a non Unity Connection user, the text that you enter in this field is inserted into the subject line. For example, if you enter 'Unknown Caller ID' in this field, same appears on the screen.</li> </ul> <p>You can also leave this field blank.</p>
<p>%NAME%</p> <p>(When Unknown)</p>	<p>Enter text to be used in subject lines when both the display name and ANI Caller Name of the sender of the message is not known.</p> <ul style="list-style-type: none"> <li>• When an outside caller sends a voice message and %NAME% parameter is used in the subject line format of the notification, it is automatically replaced with the ANI Caller Name of the sender of the message. If the ANI Caller Name is not available, Unity Connection inserts the value specified in the %NAME% (When Unknown) field.</li> <li>• When Unity Connection user sends a voice message and %NAME% parameter is used in the subject line format of the notification, it is automatically replaced with the display Name of the sender of the message. If the display Name is not available, Unity Connection inserts the ANI Caller Name. If the ANI Caller Name is not available, the SMTP address of the Unity Connection user is used.</li> </ul>
<p>%U%</p>	<p>Enter text to be used in subject lines when the message is flagged as Urgent.</p> <p>When the %U% parameter is used in the subject line, it is automatically replaced with the text that you enter in this field if the message is flagged as urgent. If the message is not urgent, this parameter is omitted.</p>

%P%	<p>Enter text to be used in subject lines when the message is flagged as Private.</p> <p>When the %P% parameter is used in the subject line, it is automatically replaced with the text that you enter in this field if the message is flagged as private. If the message is not private, this parameter is omitted.</p>
%S%	<p>Enter text to be used in subject lines when the message is flagged as secure message.</p> <p>When the %S% parameter is used in the subject line, it is automatically replaced with the text that you enter in this field if the message is flagged as secure. If the message is not a secure message, this parameter is omitted.</p>
%D%	<p>Enter text to be used in subject lines when the message is flagged as dispatch message.</p> <p>When the %D% parameter is used in the subject line, it is automatically replaced with the text that you enter in this field if the message is flagged as dispatch message. If the message is not a dispatch message, this parameter is omitted.</p>
%TIMESTAMP%	<p>When %TIMESTAMP% parameter is used in the subject line format of Message Notification or Missed call Notification, its value is the delivery time of the message for which the notification is sent as per the timezone of the recipient.</p> <p>When %TIMESTAMP% parameter is used in the subject line of Scheduled Summary Notification, then its value is the time at which scheduled notification is sent.</p>

## Subject Line Format Examples

Type of Notification	Subject Line Format	Subject Line of the Message Received
Message Notification	Message notification: Voice message from %NAME% %CALLERID%	Message notification: Voice message from John 4132
Missed Call Notification	Missed Call from %NAME% (%CALLERID%) TIMESTAMP%	Missed Call from John (4132) 11.12 hrs
Scheduled Summary Notification	Missed Call from %NAME% (%CALLERID%)	Message Summary Notification


## Subject Line Format Configuration

You should consider the following when defining the subject line formats:

- You must include a % before and after the parameter.
- You can define a separate subject line format for each language that is installed on the system.
- When a subject line format is not defined for the preferred language of the user, the subject line format definition for the system default language is used instead.
- Step 1 In Cisco Unity Connection Administration page, expand System Settings > Subject Line Formats.
- Step 2 On the Edit Subject Line Formats page, select Notifications from Choose Message Type drop down to select the required message type.
- Step 3 Select the applicable language from Choose Language drop down menu.
- Step 4 Enter text and parameters in the Subject Line Formats fields, as applicable. (For more information on each parameter, see Help> This Page).
- Step 5 Enter texts in the Parameter Definitions field, as applicable.
- Step 6 Select Save.
- Step 7 Repeat Step 2 through Step 5 as needed for the other languages.

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## Documents / Resources

	<p><a href="#">CISCO Unity Connection Notifications</a> [pdf] User Guide Unity Connection Notifications, Connection Notifications, Notifications</p>
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## References

- [User Manual](#)