



CISCO UNITY VOICEMAIL

OPTIONAL NOTIFICATIONS

QUICK REFERENCE GUIDE

Below are quick reference guides for setting up notifications via voice phones, text and email messages. Follow the directions for each type of notification device you wish to setup.

1. [PHONE CALL OPTION](#): Receive a phone call to any type of phone (home, mobile, etc) with a recorded message informing you of a new voicemail message.
2. [TEXT MESSAGE CELL PHONE OPTION](#): Receive a text message on your cell phone notifying you of a new voicemail message. NOTE: Your phone must be capable of receiving text messages. (Normal text rates may apply depending on your service plan).
3. [TEXT MESSAGE PAGER OPTION](#): Receive a pager message notifying you of a new voicemail message.
4. [HTML OPTION](#): Receive a web message to your email address notifying you of a new voicemail message.

To define your notification process with more detail, see "[Advanced Settings](#)".

This is a quick guide to setting up and turning on a notification device.
If at any time you need more information, please click on the **Help** button on the screen you are viewing and "This page"

To receive a PHONE CALL from Cisco Unity notifying you of a new voicemail message:

Access your Cisco Unity Connection Web Tool Inbox through either the Internet Explorer, Firefox, Chrome or Safari browser.

Go to: <http://vmail.usf.edu>

Username: is your Net ID name (Example: Jdoe)

Password: is your Net ID password

- Step 1:** Go To: **Settings** tab (Messaging Assistant) → **Notification Devices** → **View Notification Devices**
- Step 2:** Click the title of the phone number you wish to receive your voicemail notification. (Home Phone, Mobile Phone, or Work Phone).
- Step 3:** On the next screen, check the “Notification Enabled” box.
- Step 4:** In the Phone Number field, enter your 10-digit phone number starting with the digit “9” for dialing off campus. Example: 98131234567
- Step 5:** “**Prompt for user ID on notifications**” – We recommend DO NOT CHECK. Only use it if you want to be prompted to enter your extension before getting your messages.
- Step 6:** In the Notify Me Of section, check URGENT ONLY next to ALL VOICE MESSAGES if you only want to receive notification on messages marked urgent. Faxing, Calendar Appointment and Calendar Meetings are not applicable at this time.

Click on **SAVE** at the top of the page. Basic notification setup is now complete for this number. To configure advanced settings for this number, see the instructions below. If you are finished, you may close the open web page.

NOTIFICATION TIMING: By default, notification timing occurs between 8am-7pm M-F. To change notification timing, complete the following:

Changing the timings of the Notification: If you only want to be notified at certain times of the day, complete the **Notification Schedule**. If you use the **Quick Add** box, remember to “clear schedule” first then, click on **ADD** and select the days/time. Note that the schedule box on the left is divided into 30 minute slots, and each entry signifies the start of the timeslot.

RESTRICT NOTIFICATION BY CALLER: By default, notifications will occur from any voicemail message received. To restrict notifications to specific callers, complete the following:

To only receive notification of voicemail from other USF CISCO UNITY subscribers: In the Where Call is From section, click on **Add Callers**. (Person must already be defined as a Cisco Unity user.) Click on **Find** and locate the caller and **Add Member**. Click **SAVE**.

To only receive notification of voicemail from specific phone numbers, complete the **Number Pattern** box – Click **SAVE**.

When you have completed all changes, click **SAVE** found at the bottom or top of the screen. You may close the web page.

To receive a TEXT MESSAGE from Cisco Unity to your CELL PHONE notifying you of a new voicemail message:

Access your Cisco Unity Connection Web Tool Inbox through either the Internet Explorer, Firefox, Chrome or Safari browser.

Go to: <http://vmail.usf.edu>

Username: is your Net ID name (Example: Jdoe)

Password: is your Net ID password

- Step 1: GO TO: **Settings** tab (Messaging Assistant) → **Notification Devices** → **View Notification Devices**
- Step 2: Click on SMTP
- Step 3: On the next screen, check the “Notification Enabled” box.
- Step 4: In the TO: field; enter your 10-digit cell number followed by your vendor’s email address. See below:

ATT	[10 digit cell #]@txt.att.net
T Mobile	[10 digit cell #]@tmomail.net
Verizon	[10 digit cell #]@vtext.com
Sprint	[10 digit cell #]@messaging.sprintpcs.com
US Cellular	[10 digit cell #]@email.uscc.net
Metro PCS	[10 digit cell #]@mymetropcs.com

Complete list can be found at: http://en.wikipedia.org/wiki/List_of_SMS_gateways

- Step 5: In the From: field, enter 8139746000. (The phone number to USF Cisco Unity).
- Step 6: In the Message Text: field; enter any text you want displayed. (Example: You have Voicemail).
- Step 7: Message Header, Text and Footer are optional as well as the checkboxes below them.
- Step 8: In the Notify Me Of section, check URGENT ONLY next to ALL VOICE MESSAGES if you only want to receive notification on messages marked urgent. Faxing, Calendar Appointments and Calendar Meetings are not applicable at this time.

NOTIFICATION TIMING: By default, notification timing occurs between 8am-7pm M-F. To change notification timing, complete the following:

Changing the timings of the Notification: If you only want to be notified at certain times of the day, complete the **Notification Schedule**. If you use the **Quick Add** box, remember to “clear schedule” first then, click on **ADD** and select the days/time. Note that the schedule box on the left is divided into 30 minute slots, and each entry signifies the start of the timeslot.

RESTRICT NOTIFICATION BY CALLER: By default, notifications will occur from any voicemail message received. To restrict notifications to specific callers, complete the following:

To only receive notification of voicemail from other USF CISCO UNITY subscribers: In the Where Call is From section, click on **Add Callers**. (Person must already be defined as a Cisco Unity user.) Click on **Find** and locate the caller and **Add Member**. Click **SAVE**.

To only receive notification of voicemail from specific phone numbers, complete the **Number Pattern** box – Click **SAVE**.

When you have completed all changes, click **SAVE** found at the bottom or top of the screen. You may close the web page.

To receive a TEXT MESSAGE from CISCO UNITY to your PAGER notifying you of a new voicemail message:

Access your Cisco Unity Connection Web Tool Inbox through either the Internet Explorer, Firefox, Chrome or Safari browser.

Go to: <http://vmail.usf.edu>

Username: is your Net ID name (Example: Jdoe)

Password: is your Net ID password

- Step 1: GO TO: **Settings** tab (Messaging Assistant) → **Notification Devices** → **View Notification Devices**
- Step 2: Click on Pager
- Step 3: On the next screen, check the “Notification Enabled” box.
- Step 4: In the Phone Number field, enter your 10-digit pager number starting with the digit “9” for dialing off campus. Don’t forget to add commas for the necessary pauses. (Each comma is equal to one second. Example: 98131234567,,,,,)
- Step 5: In the **Dial Extra Digits** field, enter 46000. (The phone number to USF Cisco Unity).
- Step 6: In the **Dial After** field, enter the number of seconds to wait before dialing the extra digits needed as defined above. (the default is usually sufficient)
- Step 7: In the Notify Me Of section, check URGENT ONLY next to ALL VOICE MESSAGES if you only want to receive notification on messages marked urgent. Faxing, Calendar Appointment and Calendar Meetings are not applicable at this time.

NOTIFICATION TIMING: By default, notification timing occurs between 8am-7pm M-F. To change notification timing, complete the following:

Changing the timings of the Notification: If you only want to be notified at certain times of the day, complete the **Notification Schedule**. If you use the **Quick Add** box, remember to “clear schedule” first then, click on **ADD** and select the days/time. Note that the schedule box on the left is divided into 30 minute slots, and each entry signifies the start of the timeslot.

RESTRICT NOTIFICATION BY CALLER: By default, notifications will occur from any voicemail message received. To restrict notifications to specific callers, complete the following:

To only receive notification of voicemail from other USF CISCO UNITY subscribers: In the Where Call is From section, click on **Add Callers**. (Person must already be defined as a Cisco Unity user.) Click on **Find** and locate the caller and **Add Member**. Click **SAVE**.

To only receive notification of voicemail from specific phone numbers, complete the **Number Pattern** box – Click **SAVE**.

When you have completed all changes, click **SAVE** found at the bottom or top of the screen. You may close the web page.

To receive an HTML (EMAIL) message from Cisco Unity notifying you of a new voicemail message:

Access your Cisco Unity Connection Web Tool Inbox through either the Internet Explorer, Firefox, Chrome or Safari browser.

Go to: <http://vmail.usf.edu>

Username: is your Net ID name (Example: Jdoe)

Password: is your Net ID password

- Step 1: GO TO: **Settings** tab (Messaging Assistant) → **Notification Devices** → **View Notification Devices**
- Step 2: Click on HTML
- Step 3: On the next screen, check the “Notification Enabled” box.
- Step 4: In the TO: field; enter a valid email address. Example bulls@usf.edu or user@yahoo.com.
- Step 5: In the HTML Template Mail Format field, select an HTML template (clicking on the **Preview** button will show you the format styles of each).
- Step 6: In the Outdial Number field, enter your 5-digit extension number if you want messages played through your phone.
- Step 7: In the Notify Me Of section, check URGENT ONLY next to ALL VOICE MESSAGES if you only want to receive notification on messages marked urgent. Faxing, Calendar Appointment and Calendar Meetings are not applicable at this time.

NOTIFICATION TIMING: By default, notification timing occurs between 8am-7pm M-F. To change notification timing, complete the following:

Changing the timings of the Notification: If you only want to be notified at certain times of the day, complete the **Notification Schedule**. If you use the **Quick Add** box, remember to “clear schedule” first then, click on **ADD** and select the days/time. Note that the schedule box on the left is divided into 30 minute slots, and each entry signifies the start of the timeslot.

RESTRICT NOTIFICATION BY CALLER: By default, notifications will occur from any voicemail message received. To restrict notifications to specific callers, complete the following:

To only receive notification of voicemail from other USF CISCO UNITY subscribers: In the Where Call is From section, click on **Add Callers**. (Person must already be defined as a Cisco Unity user.) Click on **Find** and locate the caller and **Add Member**. Click **SAVE**.

To only receive notification of voicemail from specific phone numbers, complete the **Number Pattern** box – Click **SAVE**.

When you have completed all changes, click **SAVE** found at the bottom or top of the screen. You may close the web page.

ADVANCED SETTINGS – Use to further define your notifications including the ability to screen your calls

For more detail in setting up your notification device, complete the following steps.

- Step 1: GO TO: **Routing Rules** tab (Personal Call Transfer Rules) **Rules** → **View Call Transfer Rules Set**
- Step 2: Click on the **New Rule Set** icon below the menu bar.
- Step 3: In the Name field, type in a name that applies to the situation and is easy to remember.
- Step 4: On the Media Master, click on the red Record button and record that name.
- Step 5: When finished recording, click on **Save**.
- Step 6: On the **Rule Set** page you just saved, below the Media Master and under Transfer Rules, click on **Add Rule**.
- Step 7: Under the “If the call is” section. Enter the applicable information that you want Cisco Unity Connection to use when identifying calls or callers.
NOTE: DO NOT check “I am in a meeting” as this field is not applicable.
- Step 8: In the “Then Transfer the call to” section, enter the applicable information. For a rule to be valid, you must choose either a Destination, Destination Group, or Voice Mail to which to transfer the incoming call. If you prefer to create a new destination or destination group, please see the instructions for creating those groups before they can be selected.
- Step 9: In the “Preview” section, select **Update Preview** to display a text version of the rule so you can confirm that it is correct before you add it to the rule set.
- Step 10: Select **Save** to add the rule.
- Step 11: GO TO: **Settings** tab (Messaging Assistant) **Preferences** → **Transfer and Screening**
- Step 12: In the Transfer Rules table, choose the new Rule Name you created for your personal call transfer rules.
- Step 13: In the When This Basic Rule is Active field, select Apply Personal Call Transfer Rules.
- Step 14: Select **Save**.

Repeat these steps for each additional basic transfer rule that you want to set to use personal call transfer rules.

NOTES
