

Notifications

The Notifications tab allows you to set options for how you wish to receive notifications whenever a new message arrives for you.

Settings - Notifications tab

Notifications

Clear List New Entry

Apply Cancel

Message Waiting Indicator

☒ Send phone notification of incoming messages to the following phone numbers

Phone Number	Urgent Voicemail	All Voicemail	
01132991002	<input type="checkbox"/>	<input checked="" type="checkbox"/>	X

Email

Outdial

Override

Message Waiting Indicator

The Notifications page automatically displays the MWI section where you can configure whether your phone should indicate to you when you have new messages of a particular type.

To have all new voice messages activate your phone's messages indicator, follow these steps:

1. Check All Voicemail.
2. Click on **Apply**.

To have only urgent new voice messages activate your phone's messages indicator, follow these steps:

1. Check Urgent Voicemail.
2. Click on **Apply**.

Email Notifications

Expand **Email** to configure Email notifications, which notify different email accounts when different sorts of messages are waiting.

Notification settings - Email tab

Notifications

Clear List New Entry

Apply Cancel

Message Waiting Indicator

Email

☒ Send email notification of incoming messages to the following addresses

Email Address	Urgent Voicemail	All Voicemail	
henry@support.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>	X

Outdial

Override

To add an email address to be notified, follow these steps:

1. Click on **New Entry**:
2. Enter the email address.
3. Click on **Add**.
4. Check whether you want All Faxes, Urgent Voicemail, or All Voicemail sent to this address.
5. Click on **Apply**.

To delete an email address from this list, follow these steps:

1. Click on the Cross icon to the right of the email address: .
2. Click on **Apply**.

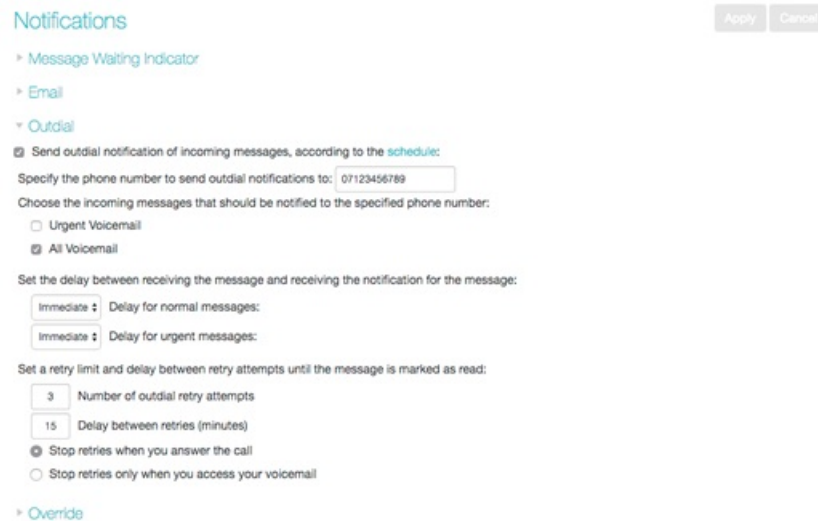
To delete all email addresses from this list, follow these steps:

1. Click on **Clear List**.
2. Click on **Apply**.

Outdial Notifications

Expand **Outdial** to configure a telephone number that will be called whenever a new message arrives in your account. This is a telephone number that is not currently associated with your account.

Outdial Notifications



The screenshot shows the 'Notifications' configuration page. On the left, there are expandable sections: 'Message Waiting Indicator', 'Email', and 'Outdial'. The 'Outdial' section is expanded, showing several settings. At the top right of the page are 'Apply' and 'Cancel' buttons. The 'Outdial' section includes a checkbox to 'Send outdial notification of incoming messages, according to the schedule:', which is checked. Below this is a text field for 'Specify the phone number to send outdial notifications to:' with the value '07123456789'. Then, there's a section 'Choose the incoming messages that should be notified to the specified phone number:' with two radio buttons: 'Urgent Voicemail' (unchecked) and 'All Voicemail' (checked). Next is 'Set the delay between receiving the message and receiving the notification for the message:' with two dropdown menus, both set to 'Immediate', labeled 'Delay for normal messages:' and 'Delay for urgent messages:'. Below that is 'Set a retry limit and delay between retry attempts until the message is marked as read:' with two input fields: 'Number of outdial retry attempts' (set to 3) and 'Delay between retries (minutes)' (set to 15). At the bottom of this section are two radio buttons: 'Stop retries when you answer the call' (checked) and 'Stop retries only when you access your voicemail' (unchecked). At the very bottom of the 'Notifications' section is an 'Override' link.

On this screen, you can:

- enable or disable the Outdial notifications by clicking the box on the left-hand side. When Outdial notifications are disabled, the rest of the screen will be grayed out and you will not be able to make any changes to the configuration without enabling Outdial notifications first.
- choose which events – Urgent Voicemails, All Voicemails – will trigger a notification to your chosen number
- enter or modify targets for notification types.

You can also

- configure a schedule containing periods when outdial notifications are sent – during inactive periods (for example overnight) any unheard message will still activate the MWI, but the outdial notification is postponed until the next active period in the schedule
- control the delay between receiving a message and sending out a notification
- control how many times, and at what interval, the system will retry a call if the notification is not acknowledged
- control what you have to do to acknowledge the notification: simply answer the outdial call, or proceed to access your voicemail. The second option prevents a notification being lost by an outdial call being picked up by an answering machine or by someone else.

Override Notifications

Expand **Override** to override the schedules that you have configured for your pager and outdial notifications and send notifications according to an override profile.

Notification settings – Override tab

Notifications

Apply Cancel

▸ Message Waiting Indicator

▸ Email

▸ Outdial

▾ Override

☒ Override your outdial and pager notifications, sending them according to the [schedule](#):

While the override profile is active, notify me by: Outdial ▾

Expiry date: 27 02 2020

Specify the phone number to send outdial notifications to:

Choose the incoming messages that should be notified to the specified phone number:

☐ Urgent Voicemail

☐ All Voicemail

Set the delay between receiving the message and receiving the notification for the message:

Immediate ▾ Delay for normal messages:

Immediate ▾ Delay for urgent messages:

Set a retry limit and delay between retry attempts until the message is marked as read:

3 Number of outdial retry attempts

15 Delay between retries (minutes)

☒ Stop retries when you answer the call

☐ Stop retries only when you access your voicemail

Using the Override tab, you can

- enable or disable the override profile by clicking the box on the left-hand side. When the override profile is disabled, the rest of the screen will be grayed out and you will not be able to make any changes to the configuration without enabling the override profile first.
- determine what date the override profile will expire
- enter or modify targets for notifications
- choose which events – Urgent Voicemails or All Voicemails – will trigger a notification to your chosen number.

You can also

- configure a schedule containing periods when outdial notifications are sent – during inactive periods (for example overnight) any unheard message will still activate the MWI, but the outdial notification is postponed until the next active period in the schedule.
- control the delay between receiving a message and sending out a notification
- control how many times, and at what interval, the system will retry a call if the notification is not acknowledged
- control what you have to do to acknowledge the notification: simply answer the outdial call, or proceed to access their voicemail. The second option prevents a notification being lost because the call was picked up by an answering machine or by someone else.

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