

Unified Communications Email Templates

This page contains instructions on how to edit email notifications and the tags required for the customization of Unified Communications email templates.

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Overview

To access the **Email Templates Management** page, go to **Unified Communications** option in the side menu and click on the [Email Templates](#) icon under the **System Templates** area.

VoipNow can email these notifications to the system administrator(s), the service providers and/or to a custom email address. Please note that the email address can contain characters from any official language script. Domain names that contain these special, so called non-ASCII, characters are called Internationalized Domain Names (IDNs). VoipNow supports [IDNs](#).

Edit a template

To customize the subject or the content of an email notification:

1. Click the  icon corresponding to the chosen event.
2. In the **Edit Email Template** page, enter the email subject and body keeping in mind that:
 - You may use only plain text when writing the email subject and body. The email is also sent in plain text format.
 - You can include tags that will be automatically replaced by the system with the appropriate content (e.g. [recipient_name] is replaced with the name of the person receiving the notification).
3. Click **OK** to save the changes to the email template. To return to the previous page without saving the changes, click **Cancel**.

Template types

VoipNow comes with several email templates, depending on the event they are related to:

- **Voicemail message notification:** This email notification is sent when a voicemail message is received by a user account.

Tag	Details
[VM_CALLERID]	The callerID of the person who left the voicemail message.
[VM_NAME]	The name of the contact person specified for the user account that receives this notification. This is the name specified in the provided user information.
[VM_MSGNUM]	The received voicemail message identification number.
[VM_MAILBOX]	The short extension number of the user who receives the email.
[VM_DATE]	The date when the message was recorded.
[VM_DUR]	The recorded message length.

- **Fax message received:** This email notification is sent after a fax message has been received by an extension. If an extension uses several email addresses for handling fax messages, the notification is received by the email address targeted by the event, and not by the extension owner's address.

Example: Extension **001*003** is registered to johns@example.com and can handle fax messages. Other three email addresses, joed@example.com, paulh@example.com and georgef@example.com, use the extension's fax function as well. If the fax message sent by joed@example.com is accepted, the email notification is sent to his address and not to the extension owner's, johns@example.com.

Tag	Details
[FAX_CSID]	The callerID of the person who sent the fax.
[FAX_FILENAME]	The name of the sent fax message.
[FAX_FILESIZE]	The size of the sent fax message.
[FAX_DATE]	The date when the fax was sent.
[FAX_PAGES]	The number of pages sent by fax.

- **Sent fax accepted:** This email notification is sent after a fax message has been accepted by the receiver. If an extension uses several email addresses for handling fax messages, the notification is received by the email address targeted by the event, and not by the extension owner's address.

Example: Extension **001*003** is registered to johns@example.com and can handle fax messages. Other three email addresses, joed@example.com, paulh@example.com and georgef@example.com, use the extension's fax function as well. If the fax message sent by joed@example.com is accepted, then the email notification is sent to his address and not to the extension owner's, johns@example.com.

Tag	Details
[recipient_name]	The name of the person who sent the fax message.
[fax_numbers]	The receiver's phone number(s) the fax message was sent to.
[voipnowurl]	The VoipNow server URL that has to be clicked in order to schedule the sending of the accepted fax message.
[fax_id]/[fax_uniqueid]	The identification numbers used for the fax message.

- **Sent fax not accepted:** This email notification is sent if the receiver did not accept the fax message. If an extension uses similar addresses for handling fax messages, the notification is received by the email address targeted by the event, and not by the extension owner's address.

Example: Extension **001*003** is registered to johns@example.com and can handle fax messages. Other three email addresses, joed@example.com, paulh@example.com and georgef@example.com, use the extension's fax function as well.

If the fax message sent by joed@example.com is not accepted, then the email notification is sent to his address and not to the extension owner's, johns@example.com.

Tag	Details
[recipient_name]	The name of the person who sent the fax message.
[fax_numbers]	The phone number(s) the fax message failed to reach.
[cause]	The reason for which the fax was rejected.

- **Fax delivery report:** VoipNow can provide a delivery report for all the fax messages that were successfully sent.

These are the default tags.

Default Tag	Details
[fax_numbers]	The phone number(s) from where the fax message was sent.
[recipient_name]	The name of the person who receives the email.

These tags may or may not be displayed. It depends on the fax being sent or not.

Situation	Tag	Details
Sent faxes	[fax_sent_numbers]	The receiver's phone number(s) the fax message was sent to.
	[datetime]	The date and time the fax was sent.
Not sent faxes	[fax_failed_numbers]	The receiver's phone number(s) the fax message could not be sent to.
	[voipnowurl]	The VoipNow server URL that has to be clicked in order to resend the fax message.
	[fax_id]/[fax_uniqueid]	The identification numbers used for the fax message.

- **Pre-Approved Fax Accepted:** The **Pre-Approved Fax** mechanism is designed to allow sending a fax message to a particular extension without adding its authorized source email address in VoipNow. Also, it will no longer be required to click a link in order to accept sending the fax message.

Tag	Details
[recipient_name]	The name of the person who receives the email.
[fax_numbers]	The phone number(s) the fax message must be sent to.

Restore default settings

To restore the default notification settings and email contents, click the [Default](#) icon. This will not overwrite the other email address destination.

Related Pages

[Customize Notification Settings](#)

[Set Security Email Templates](#)

[Set Service Provider Email Templates](#)

[Set Organization Email Templates](#)

[Set User Email Templates](#)