

Message Center

FAQs

Product Documentation



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Message Subscription Issues

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Is phone voice notification supported?

Yes. On the [Message Subscription](#) page, when configuring message reception methods, simply check the Voice option.

How to Set Up Message Subscription?

See [Message Subscription Management](#).

How to Cancel Message Subscription?

See [Unsubscription](#).

How to Cancel Tencent Cloud SMS Notifications?

Please refer to [Message Subscription Management](#) to uncheck the SMS channel.

Message Reception Issue

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How many recipients can be added for each message type?

Each message type can have up to 100 recipients.

How to Cancel Message Reception?

1. Log in to the [CAM console](#) > **User List** page, click **Target User Name**, and go to the **User Details** page.
2. Click **Quick Actions** in the module **Message Management**, on the **Message Management** page, turn off the message reception status switch.

How to View Message Recipient Information?

1. Log in to the [Message Center Console](#) and enter the [Recipient Management](#) page.
2. On the **Recipient Management** page, you can view information such as account ID, phone number, and email address for all message recipients.

How to Add/Remove Message Recipients for a Tencent Cloud Account?

1. Create a new message recipient through the Message Center > [Recipient Management](#) page.
2. On the [Message Subscription](#) page, add/remove message recipients for a product. For detailed instructions, refer to [Message Subscription Management](#).

What Is the Retention Period for In-Site Messages?

In-site messages in the Message Center are retained for 3 years by default. Please back up the data yourself if needed.

Voice SMS Rate Limiting Issue?

To avoid disturbing customers, the same phone number can receive a maximum of 3 voice notifications during the period from 22:00 to 08:00 the next day.