Troubleshooting the MWI LED remaining on even if there are no voicemail messages

Applies to VoipNow 3 and higher!

Message waiting is set differently in the basic and advanced page. You need to set them both to **no**, and then set message waiting to **yes** from the basic page following the steps below.

Step-by-step guide

- STEP 1: Click the Admin Login link to log in as admin in the web interface of your phone.
- STEP 2: To reach the advanced settings section, click Advanced. If you want to get to the basic settings page, click Basic.
- STEP 3: Select the extension tab for the extension you want to set, e.g. click the EXT1 tab.
- STEP 4: From the Call Feature Settings section, set the Message Waiting option to yes.
- STEP 5: Press the Submit all changes button.

If this solution is not working, you can try resetting the phone to factory default.

Related articles

- Troubleshooting voicemail not answering calls from ICRs
- How to fix the "ERROR: Repository file downloaded" message
- How to configure sharing policies for a user account
- How to set up Ring All and Transfer to voicemail
- How to activate the message waiting indicator on your phone