How to activate the message waiting indicator on your phone

Applies to all VoipNow versions!

Message waiting can be activated from the telephone settings and allows the phone owner to see when a new voicemail message is waiting in the mailbox. This article explains how to set up a voicemail message waiting warning for the following VoIP phone devices:

- Snom 3XX
- Linksys SPA9XX/PAP2
- Grandstream GXP2X00
- Cisco 7940/7960
- Aastra 9112i/480i/480iCT/9133i/51i
- Polycom 301/320/330/501/550

Snom 3XX

To set up message waiting on Snom 3XX, take the following steps:

1. Open your phone's web interface and go to **Setup Line x**, where **Line x** is the line you wish to configure.
2. Set the parameter **Mailbox** to your extension number (e.g. 0001*001).
3. Press **Save**.
4. Go to the **Preferences** page of your phone's web interface.
5. Set the **MWI Notification** option to **Beep**.
6. Press **Save**.
7. Reboot the phone to activate the new settings.

Linksys SPA9X1

To set up message waiting on Linksys SPA9X1, take the following steps:

1. Log in as admin to your phone's web interface by pressing the **Admin Login** link.
2. Click **Advanced** to access the advanced settings section.
3. Select the extension tab for the extension you want to set. For example, click the **EXT1** tab.
4. In the **Call Feature Settings** section, set the **Message Waiting** option to **Yes** and the **Voice Mail Server** to your_server_IP:your_server_port (e.g. 1.2.3.4:5060).
5. Press the **Submit all changes**.

Linksys PAP2

To set up message waiting on Linksys PAP2, take the following steps:

1. Log in as admin to your phone's web interface by pressing the **Admin Login** link.
2. Click **Advanced** to access the advanced settings section.
3. Select the line tab for the extension you want to set. For example, click the **Line 1** tab.
4. In the **Proxy and Registration** section, set the **Voice Mail Server** option to your_server_IP:your_server_port (e.g. 1.2.3.4:5060).
5. In the **Supplementary Service Subscription** section, set the **MWI Serv** field to **yes**.
6. Press **Submit all changes**.

Grandstream GXP20X0

To set up message waiting on Grandstream GXP20X0, take the following steps:

1. Log in as admin to your phone's web interface.
2. Open the your account's page. For example, go to the **Account 1** page.
3. Set the **Subscribe for MWI** option to **yes**.
4. Set the **Voice Mail UserID** option to ***95**.
5. Press **Update** to save the settings.
6. Reboot the phone.

Cisco 7940/7960

To set up message waiting on Cisco 7940/7960, take the following steps:

1. Press the **Settings** button.
2. Press the **Scroll** key to highlight the **Call Preferences**.
3. Press the **Select** soft key.

4. Press the **Scroll** key to highlight **Stutter Msg. Waiting** from the **Call Preferences** menu.
5. Enable the Stutter Msg. Waiting feature by pressing the Yes soft key. If you want to disable this feature, then press the No soft key.
6. Press the **Save** soft key to save your selection and display the **Settings** menu.
7. Press **Back** to display the main screen.

Aastra 9112i/480i/480iCT/9133i/51i

To set up message waiting on any of these Aastra models, take the following steps:

1. Open your phone's web interface and go to **Advanced Settings Global SIP settings Advanced SIP Settings** section.
2. Select the **Explicit MWI Subscription** checkbox.
3. Press **Save settings**.
4. Reboot the phone to activate the new settings.

Polycom 301/320/330/501/550

To set up message waiting on any of these Polycom models, take the following steps:

1. Open your phone's web interface and go to **Lines Line X Message Center**, where **Line X** is the line you wish to configure.
   If the **Message Center** section is not available, then it must be enabled with the help of a provisioning configuration file. In such a case, use provisioning to enable message waiting.
2. Set the **Subscriber** option to your extension's number (e.g. 0001*001).
3. Set the **Callback Mode** option to Contact.
4. Set the **Callback Contact** option to *95.
5. Press **Submit**.
6. Wait for your phone to reboot.

Related articles

- How to transfer incoming calls to another extension voicemail
- How to set up Snom 300/320/360 SIP phones to connect to VoipNow
- How to set up Cisco/Linksys SPA phones to connect to VoipNow
- How to set up Cisco 7940/7960 SIP phones to connect to VoipNow
- How to check voicemail messages using a Voicemail Center extension