

# How to force MWI notifications for phones that do not subscribe to the service

Applies to VoipNow 3 and higher!

Usually, as most phones can subscribe by themselves as soon as you enable the MWI option (for more info on this subject, please read [this](#) article), forcing MWI notifications is not necessary. However, if you've activated your Voicemail, but you're still not notified, you can force the MWI notifications. This article explains how to do that for phone devices that do not automatically subscribe to this service.

## Step-by-step guide

To enable forced MWI notifications for an extension, take the following steps:

**STEP 1:** Select the extension.

**STEP 2:** Go to the **Extensions Provisioning and SIP** page.

**STEP 3:** Select the **Force enable of MWI** checkbox in the **SIP Preferences** section.

With this option enabled, the extension gets notified **only if** the status of the voice mailbox changes: a new message arrives, a message is deleted, another message is read, etc.

## Related articles

- [Troubleshooting voicemail not answering calls from ICRs](#)
- [How to configure sharing policies for a user account](#)
- [How to fix jitter on Yealink and Cisco phones](#)
- [How to set up Ring All and Transfer to voicemail](#)
- [Troubleshooting not receiving email notifications from the VoipNow server](#)