

# 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](#)