

Message Waiting Indicator

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Each Telephone is equipped with a message waiting indicator to let the user know when they have a voicemail message.

Every once in a while, message waiting indicator becomes out of sync with the voicemail server and needs to be manually reset.

To see if a telephone has a message

```
status station 18000                                     Page 1 of 4
GENERAL STATUS
Administered Type: K2500                               Service State: No hardware assigned
Connected Type: N/A
Extension: 18000
Port: X
Call Parked? no                                         Parameter Download: not-applicable
Ring Cut Off Act? no                                   SAC Activated? no
Active Coverage Option: 1                               one-X Server Status: N/A
EC500 Status: N/A                                       Off-PBX Service State: N/A
Message Waiting:
Connected Ports:

Limit Incoming Calls? no

User Cntrl Restr: none
Group Cntrl Restr: none

HOSPITALITY STATUS
Awaken at:
User DND: not activated
Group DND: not activated
Room Status: non-guest room
```

1. Enter the command "**status station**" followed by the **5-digit extension**
2. Look for the "**Message Waiting**" field.
 - o If the field is blank, there is no message
 - o If the field says "VM Server" there is a message

To clear the message waiting indicator from a telephone:

1. Enter the command "**clear amw all**" followed by the **5-digit extension**.
 - o e.g. "clear amw all 26900"

To verify that the message waiting indicator has been cleared:

1. Enter the command "**status station**" followed by the extension
2. Ensure that the "**Message Waiting**" field is blank.