



Q&A

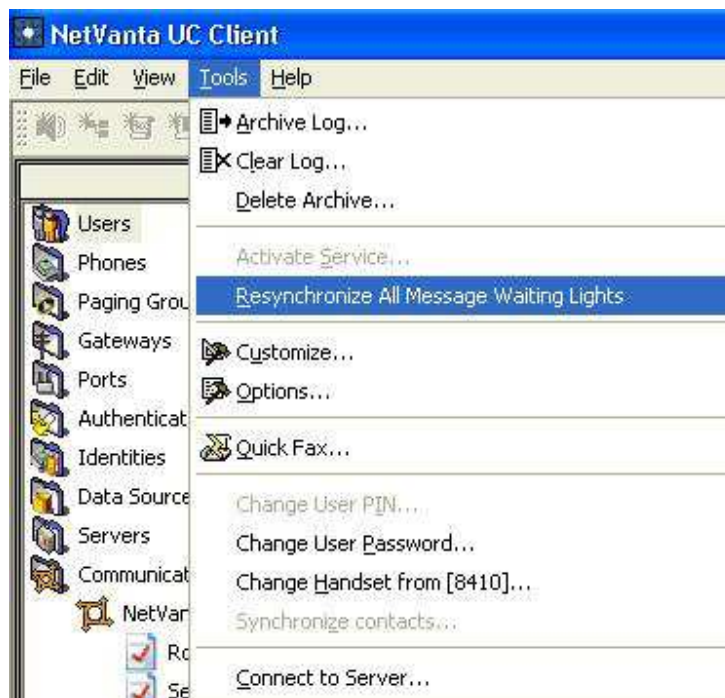
Q: My message waiting light no longer correctly reflects the status of my voicemail box. How do I reset the status from the NetVanta Unified Communications server?

A:

1. Log into the Netvanta UC Client using either the admin account or an account with access to the admin profile. Select the “Admin” user tab at the top of the page if you are not logged in with the admin account.

Note: This process can be resource intensive, and caution is advised before performing this action during business hours.

2. From the “Tools” menu, select “Resynchronize All Message Waiting Lights”. This process will take a few minutes, but after it completes, your Message Waiting Lights should be synced.



Note: If using an external PBX, the MWI state on the PBX will also need to be synced.