



# Voice Mail Message Waiting Indicators for Cisco Unified Communications Manager (CUCM)

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## Refresh Message Waiting Indicator

The MWI is a light indicator on a Cisco IP phone to notify the phone user that a voice-mail message is pending.

Occasionally, the MWI setting for a telephone can be out of synchronization with the user's message status in the voice-mail database. For example, a user could have pending messages, but the MWI would not be turned on. You can refresh the MWI light so that the light reflects the current message status in the voice-mail database.

Use this procedure to refresh the message waiting indicator (MWI) for a single mailbox or for all mailboxes.

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**Step 1** Choose **Voice Mail > Message Waiting Indicators > Refresh**.

**Step 2** To refresh one mailbox, check the box next to mailbox owner's user or group ID and click **Refresh Selected**. To refresh all mailboxes, click **Refresh All**.

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## Modify Message Waiting Indicator Settings

Use this procedure to modify message waiting indicator settings.

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**Step 1** Choose **Voice Mail > Message Waiting Indicators > Settings**. The SIP MWI notification mechanism window appears. Select one or all of the following:

- **Subscribe Notify**—Cisco Unified Communications Manager subscribes to Cisco Unity Express using SUBSCRIBE/NOTIFY SIP messages for MWI notification for each of the ephone-dns registered to receive MWI notifications. See [MWI Configuration Examples, on page 2](#).

- Check the box to include envelope information in the notifications.
- **Unsolicited Notify**—Cisco Unified Communications Manager is not required to send a subscription request for each ephone-dn to Cisco Unity Express for MWI notification. Cisco Unity Express sends NOTIFY SIP messages to Cisco Unified Communications Manager whenever there is a change in the MWI status for any ephone-dn.

**Step 2** Click Apply to save your settings.

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## MWI Configuration Examples

### Subscribe/Notify Notification Example

The following example shows the configuration required to support the subscribe/notify method of MWI notification.

```
telephony-service
...
...
mwi sip-server 1.100.9.6 transport udp port 5060
ephone-dn 35
number 2010
...
mwi sip
```