

Configure Message Waiting Indicator for Shared Voicemail Account

Scope:

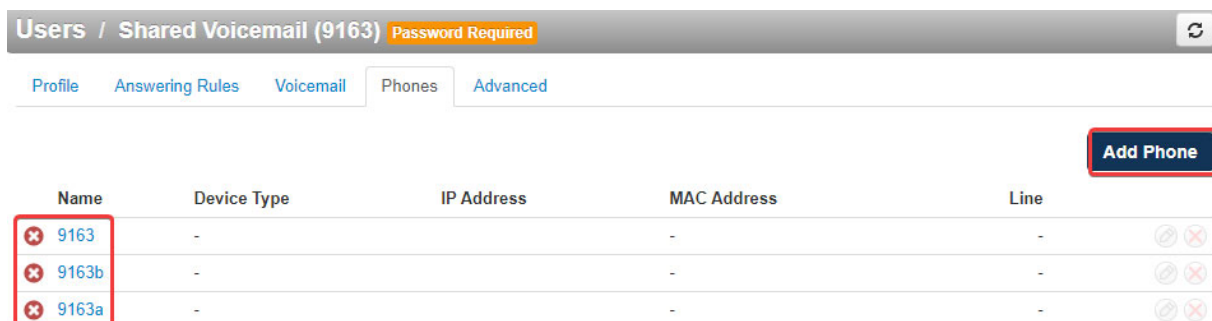
The following steps will show you how to enable the Message Waiting Indicator on a phone for a shared Voicemail

Requirements:

- Office Manager access to the Manager Portal
- General Voicemail User (see [Set Up a Group/General Voicemail](#))

Configuring Message Waiting Indicator

1. Create a separate device for each extension that wishes to monitor this account. Assuming that the shared voicemail User is 100 and this needs to be shared by extensions 200, 201, and 202, then you will need to create three devices for User 100 (eg. 100, 100a and 100b).



Users / Shared Voicemail (9163) Password Required

Profile Answering Rules Voicemail **Phones** Advanced

Add Phone

Name	Device Type	IP Address	MAC Address	Line
9163	-	-	-	-
9163b	-	-	-	-
9163a	-	-	-	-

2. Add one of the User 100 devices as an extra line on the main device for each of the other Users (eg. User 200 will have device 100 as an extra line, User 201 will have

device 100a as an extra line, etc.).

Edit Grandstream GXP-2170 (00:0B:82:B0:8F:20) ✕

Basic **Advanced**

Model

Note:Model cannot be changed

MAC Address

Note:MAC Address cannot be changed

Line 1

Line 2

Line 3

Line 4

Line 5

Line 6

Notes

Cancel

Save