

February 6, 2002

Log #: AN-0009

The Mobility Server and the PBX Voice Mail systems

1. Product and/or component impacted

The Mobility Server and the PBX Voice Mail systems

2. Recommended audience

No restrictions

3. Detailed explanation of issue or condition

Provisioning for MWI setup must be performed in the Voice Mail System, the PBX, the Mobility Server and possibly in the wireless operator's network.

Message Waiting Indicator (MWI) provides a visual indicator on the wireless phone display to the user letting them know that they have received a message in their PBX voice mailbox. Provisioning for this function is required in Mobility Server, the PBX and the Voice Mail System (VMS).

4. Solution if available and/or applicable

See Application Note 1999-0-0008 Message Waiting Indicator Configuration

- Voice Mail System Configuration for MWI
- PBX Configuration for MWI
- Mobility Server Configuration for MWI

Note: The MWI on the wireless phone is cleared by the Mobility Server when the user accesses his/her voice mailbox through the personal assistant or by entering a cancel code.

The MWI on the user's *desk* phone is controlled by the voice mail system. For example, the Octel voice mail system clears the desk phone MWI only after all waiting messages have been read. Therefore, to clear MWI both on their mobile and desk phones, users may dial the personal assistant (from *any* phone), access their voice mailboxes and (at least on Octel voice mail systems) listen to all messages.