



### **KXTDA / KXTDE / KXNCP Message Light stuck on**

If the message light is lit at the top of the phone but the extension user does not have any new messages in their mailbox, it means that another extension user accidentally turned on Message Waiting Notification for that extension.

#### **If you have a LCD Display phone with the 4 buttons just below the screen,**

Follow these steps to reset the Message Waiting Light back to the default of just coming on when you have new messages in your mailbox:

1. Go to the phone that has the Message light stuck on, leave the handset in the cradle.
2. Press the "MESSAGE" key.
3. The LCD Display shows you who turned on the message light
4. Just below the LCD Display there are 4 buttons, one of the button will have "CLEAR" just above it, press Clear

All set, this just cleared that one message light from the user that set it and will allow for normal function from now on.

#### **If you do not have a LCD Display set with the 4 buttons below the screen**

Follow these steps to reset the Message Waiting Light back to the default of just coming on when you have new messages:

1. Go to the phone that has the Message light stuck on, leave the handset in the cradle.
2. Press the "INTERCOM" key.
3. Dial \*700 (star key, seven, zero, zero)
4. Dial THAT PHONE'S extension number (ie: if you are at ext-103, dial 103)
5. You will hear a confirmation beep.
6. Press SP-PHONE to hang up.

The Message Waiting light will go out and go back to the default of only coming on when there are new messages.