



TRP Communications, Inc.

TRP

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Technical Information

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Title: Turn off red light that is lit despite no new voicemail messages.

Systems Affected: Panasonic TDA/TDE/NCP

Details:

If the red message waiting light is lit on your telephone and you have no new messages please follow the steps below to turn off the light.

1. Leave phone in cradle and press the "MESSAGE" key located in the bottom left corner of the phone.
 - a. The display of your telephone will note who left you a "call back message." Both the extension number and the user name will be displayed.
2. At the bottom of the display you will see two options..."EXIT" and "CLEAR."
 - a. Please note that if no option is selected the phone will return to the standard idle display. If this occurs, start over at step #1.
3. Press the button located under the word "CLEAR."
4. The light should turn off. If it does not, repeat steps 1 – 3. If the light still does not turn off contact TRP Communications, Inc. for support.