

# Voicemail FAQ

This page provides answers to frequently asked questions regarding Suffolk University's Voicemail

University Computer Policy



Suffolk University computing resources referenced by this document are bound by the [University Acceptable Use Policy](#).

## General

- [How do I log on to my mailbox from my desk phone?](#)
- [How do I log on to my mailbox externally?](#)
- [I forgot my password. How do I reset it?](#)
- [How do I logon to my mailbox when I am not at my desk or calling from someone else's desk or from a multi-line phone?](#)
- [My voicemail light on my telephone or Message Waiting Indicator light is on even when I do not have any new messages.](#)
- [I deleted a message. Can I get it back?](#)
- [How do I update my Standard Greeting?](#)
- [I don't want people to be able to leave messages for me while I am away for an extended time. How do I set up my Out-of-Office Greeting?](#)
- [Will I be able to access Voice Mail in the old mailbox?](#)
- [How long will old Voice Mail be accessible?](#)
- [How long will Voice Mail be retained in my mailbox?](#)
- [How do I delete a message that I'm listening to for the first time on voice mail? I don't want to hear the entire message I just want to delete it.](#)
- [Suffolk University voicemail printable PDF quick reference card](#)
- [Suffolk University voicemail printable PDF quick start guide](#)

## Web PhoneManager

- [How do I disable voicemail sent as an email wave file attachment?](#)
- [I used to get my messages in my email as a wav file and now they are gone. Is this because I switched my client for email?](#)
- [Suffolk University Web PhoneManager Help](#)

## Recently Updated

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Aug 22, 2019 • updated by Norm Mourtada • [view change](#)

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Aug 22, 2019 • updated by Norm Mourtada • [view change](#)

[Suffolk University Web PhoneManager Help](#)

Dec 22, 2016 • updated by Norm Mourtada • [view change](#)

[How do I delete a message that I'm listening to for the first time on voice mail? I don't want to hear the entire message I just want to delete it.](#)

Feb 24, 2012 • updated by Ethan Haslett • [view change](#)