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

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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