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FAQ – How do I manage voicemail linked to Gmail?				

Purpose

This guide answers frequently asked questions regarding managing voicemail linked to Gmail.

FAQs

Q: After listening to a voicemail message received in my email Inbox on my mobile device or smartphone, I deleted it. Why is the same message still on my desk phone?

A: When the voicemail system records a message, it is stored in the voicemail box utilized by your desk phone AND forwards a copy of the voicemail to your email Inbox. There are two copies of every message and they will both need to be deleted to remove the message.

Q: I see on my mobile device or smartphone that I have a message, but I can't listen to it. What might be the problem?

A: You may have selected an audio player application that does not support .wav files. Most mobile devices and smart phones have multiple audio player applications installed, You will need to select one that will play .wav files in order to listen to your message.

Q: I don't want my voicemail going to my email inbox. How can I stop it?

A: Contact the ITS Help Desk and open a ticket to have the feature disabled. To contact the ITS Help Desk: Dial 570-408-4357 or 1-866-264-1462.

Q: What type of audio player application do I need to listen to messages on a computer?

A: Any application that will play .wav files will allow you to listen to your messages, including, but not limited to iTunes, Real Player, or Windows Media Player.

Q: If a voicemail message is deleted from both my desk phone and my email, can it be recovered?

A: Once the voicemail message is deleted from your desk phone it is not recoverable. A voicemail message deleted from your email Inbox will be in your Deleted Items folder until it is emptied. By default, Deleted Items are retained for 30 days unless they are manually removed.