



FAQ – HOW DO I MANAGE VOICEMAIL LINKED TO GMAIL?

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

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 smartphones have multiple audio player applications installed, you will