

Google Voice iPhone/iPad Instructions

Sign up for Voice and get your number

You will need an active google account or to set one up for yourself.

Make sure your phone is on and can get texts. To verify, we'll send your phone a text message with a code.

1. On your iPhone or iPad, [download the Google Voice app](#).
2. Open the Voice app .
3. Sign in to your Google Account.
4. After reviewing the Terms of Service and Privacy Policy, tap Accept.
5. To pick your Voice number, tap Search.
 - Search by city or area code for a number. Voice doesn't offer 1-800 numbers.
 - If there aren't any numbers available in the area you want, try somewhere nearby.
6. Next to the number you want, tap Select. Follow the instructions.

Making Calls

You can make domestic and international calls from your Google Voice number.

1. On your iPhone or iPad, open the Voice app .
2. At the bottom, tap Calls .
3. If the person is in your recent calls list, next to their name, tap Call 
 1. Or, choose one of these methods:
 - In the search bar at the top, enter the person's name or phone number. Select them from the list of contacts that appears.
 - Tap Dial  and enter the number.

For international calls, enter the country code before the number (for example, +55 for Brazil).

2. Tap Call .

Notes:

- a. To make calls from Google Voice using your mobile carrier, you need to turn on caller ID for your phone. If you turn off caller ID, you can't make Google Voice calls using your mobile carrier.
- b. **You see a different number when calling**
When you call someone, you might see a U.S. number that isn't your Google Voice number or the other person's number. Numbers like these are used to send all Voice calls. The person you're calling will still see your Voice number.

Screening Incoming Calls

When you get calls to your Google Voice number, you can screen your calls to hear the name of the caller before you answer the call. After hearing the caller's name, you have these choices:

- Press 1 to accept the call.
- Press 2 to send the call to your voicemail in Voice. You can listen to the caller leave their message and then hang up, or talk to the caller by pressing Star (*).

Turn on call screening

When you turn on call screening, all calls to your Voice number are screened on all your devices.

1. On your iPhone or iPad, open the Voice app .
2. At the top left, tap Menu  > Settings.
3. Under Calls, turn Screen Calls On . If you don't want to screen your incoming calls, turn Screen Calls Off .

Hear who's calling before you answer

- Callers whose phone number isn't in your Google Contacts are asked to speak their name before being connected. Their recorded name is played back to you. These callers are always asked to speak their name until you add their name and phone number to your contacts.
- Callers with a phone number in your Contacts aren't asked to speak their name. Voice reads their name to you.
- Businesses known to Google, such as businesses with a phone number in Google Maps, aren't asked for their name. Voice reads the name to you during screening, such as "Call from Walgreen's Pharmacy".

Do Not Disturb/Straight to Voicemail

You can send all calls to your Voice number directly to voicemail. Turn this setting on or off at any time. **Note:** This setting won't forward texts sent to your Voice number.

1. On your phone, open the Voice app .
2. At the top left, tap Menu  > Settings.
3. Under Do not disturb, turn on Do not disturb.

Setting Up Voicemail

You can record a custom greeting for your voicemail or use the default greeting for Google Voice. Record up to 10 voicemail greetings and select the one that you want callers to hear.

Record a new greeting

When you use the Google Voice app, you can record a greeting up to 3 minutes long. If you use Safari to record the greeting, it can only be one minute long. If you don't record a new greeting, callers hear the default greeting.

To record a new greeting:

1. On your Apple® iPhone® or iPad®, open the Google Voice app .
2. At the top left, tap Menu  > Settings.
3. In the Voicemail section, tap Voicemail greeting.
4. Tap Record a greeting.
5. Tap Record .
6. Record your greeting and then tap Stop .
7. Choose what you want to do with the recording:
 - To listen to the recording, tap Play .
 - To replace the recording, tap Redo.
 - To save the recording, tap Save. Enter a name for the new greeting and tap Save.

Check your voicemail in Google Voice

Listen to your voicemail or read a transcript of the message.

1. On your iPhone or iPad, open the Voice app .
2. Open the tab for Voicemail .
3. Voicemails you haven't read yet are in bold.
4. Select a voicemail.
5. Read the transcript. To listen to the voicemail, tap Play .

If you can't find a voicemail, check if it got marked as spam. At the top left, open Menu  > Spam.

If you need additional help or instructions, check the [Google Voice Help](#) page.

Google Voice Android Instructions

Sign up for Voice and get your number

You will need an active google account or to set one up for yourself.

Make sure your phone is on and you can get texts. To check, google will send your phone a text with a code.

1. On your Android device, [download the Google Voice app](#).
2. Open the Voice app .
3. Sign in to your Google account.
4. After reviewing the Terms of Service and Privacy Policy, tap Continue.
5. To pick your Voice number, tap Search.
 - Search by city or area code for a number. Voice doesn't offer 1-800 numbers.
 - If there aren't any numbers available in the area you want, try somewhere nearby.
6. Next to the number you want, tap Select. Follow the instructions.

Making Calls

You can make domestic and international calls from your Google Voice number.

1. On your Android device, open the Voice app .
2. At the bottom, tap Calls .
3. If the person is in your recent calls list, next to their name, tap Call .

1. Or, choose one of these methods:

- In the search bar at the top, enter the person's name or phone number. Select them from the list of contacts that appears.
- Tap Dial  and enter the number.

For international calls, enter the country code before the number (for example, +55 for Brazil).

2. Tap Call .

Notes:

- a. To make calls from Google Voice using your mobile carrier, you need to turn on caller ID for your phone. If you turn off caller ID, you can't make Google Voice calls using your mobile carrier.
- b. **You see a different number when calling**
When you call someone, you might see a number that isn't your Google Voice number or the other person's number. Google Voice uses these numbers to send calls. The person you're calling will still see your Google Voice number.

c. **Use Google Voice number for calls from phone's app**

When making outgoing calls using your phone's dialer app, you can use your Google Voice number instead of your phone's carrier number. Calls you make from the Voice app always use your Google Voice number.

1. On your Android device, open the Voice app .
2. At the top left, tap Menu  > Settings.
3. Under Calls, tap Calls started from this device's phone app.
4. Select when to use Voice for calls from your phone's dialer app:
 - Yes (all calls)
 - Yes (international calls only)
 - Select number before each call
 - No

Under Driving mode, select when to use Voice while driving.

Screening Incoming Calls

When you get calls to your Google Voice number, you can screen your calls to hear the name of the caller before you answer the call. After hearing the caller's name, you have these choices:

- Press 1 to accept the call.
- Press 2 to send the call to your voicemail in Voice. You can listen to the caller leave their message and then hang up, or talk to the caller by pressing Star (*).

Turn on call screening

When you turn on call screening, all calls to your Voice number are screened on all your devices.

1. On your Android device, open the Voice app .
2. At the top left, tap Menu  > Settings.
3. Under Calls, turn Screen Calls On . If you don't want to screen your incoming calls, turn Screen Calls Off .

Hear who's calling before you answer

- Callers whose phone number isn't in your Google Contacts are asked to speak their name before being connected. Their recorded name is played back to you. These callers are always asked to speak their name until you add their name and phone number to your contacts.
- Callers with a phone number in your Contacts aren't asked to speak their name. Voice reads their name to you.
- Businesses known to Google, such as businesses with a phone number in Google Maps, aren't asked for their name. Voice reads the name to you during screening, such as "Call from Walgreen's Pharmacy".

Do Not Disturb/Straight to Voicemail

You can send all calls to your Voice number directly to voicemail. Turn this setting on or off at any time. **Note:** This setting won't forward texts sent to your Voice number.

1. On your phone, open the Voice app .
2. At the top left, tap Menu  > Settings.
3. Under Do not disturb, turn on Do not disturb.

Setting Up Voicemail

You can record a custom greeting for your voicemail or use the default greeting for Google Voice. Record up to 10 voicemail greetings and select the one that you want callers to hear.

Record a new greeting

When you use the Google Voice app, you can record a greeting up to 3 minutes long. If you use Safari to record the greeting, it can only be one minute long. If you don't record a new greeting, callers hear the default greeting.

To record a new greeting:

1. On your Android device, open the Google Voice app .
2. At the top left, tap Menu  > Settings.
3. In the Voicemail section, tap Voicemail greeting.
4. Tap Record a greeting.
5. Tap Record .
6. Record your greeting and then tap Stop .
7. Choose what you want to do with the recording:
 - To listen to the recording, tap Play .
 - To replace the recording, tap Redo.
 - To save the recording, tap Save. Enter a name for the new greeting and tap Save.

Check your voicemail in Google Voice

Listen to your voicemail or read a transcript of the message.

1. On your Android device, open the Voice app .
2. Open the tab for Voicemail .
3. Voicemails you haven't read yet are in bold.
4. Select a voicemail.
5. Read the transcript. To listen to the voicemail, tap Play .

If you can't find a voicemail, check if it got marked as spam. At the top left, open Menu  > Spam.

If you need additional help or instructions, check the [Google Voice Help](#) page.