

## Set up your voicemail

This shows you how to set up your Voice Mail and greeting on your iPhone.

- From the Home screen, navigate: **Phone > Voicemail**.
- Tap **Set Up Now**.
- Enter a password then tap **Done**.
  - ❖ The password must be between 4-6 digits in length.
- Re-enter the password then tap **Done**.
- Tap **Custom** to record a greeting.
  - ❖ To use a Verizon default greeting, tap (check) **Default**.
- Tap **Record** to begin.
- When finished, tap **Stop**.
- Tap **Save**.

## Checking and playing new voicemail messages

From the Home screen, the number of new messages are displayed as a number on the Phone icon.

- From the Home screen, navigate: **Phone > Voicemail**.
- Tap the message.

## Change your voicemail greeting

This shows you how to change the voice mail greeting to a custom message on your iPhone.

- From the Home screen, tap **Phone**.
- Tap the **Voicemail tab** then tap **Greeting** (located in the upper-left).
  - ❖ Greeting is located in the top-left corner of screen.
- Tap **Custom** to record a greeting.
- Tap **Record** to begin recording the custom greeting message.
- Tap **Stop** to end recording then tap **Save**.
  - ❖ Save is located in the top-right corner of screen.

## Change the voicemail password

- From the Home screen, navigate: **Settings > Phone**.
- Tap **Change Voicemail Password**.
- Enter the new password (4-6 digits) then tap **Done**.
  - ❖ If prompted, enter the current password.
- Re-enter the new password then tap **Done**.

## Erase a voicemail message

- From the Home screen, navigate: **Phone > Voicemail**.
- Tap the message.
- Tap **Delete**.
- Tap **Deleted Messages**.

- Tap **Clear All**.
-  To restore a deleted voicemail, tap the message then tap **Undelete**.
- Tap **Clear All** to confirm.

### Play deleted voicemail messages


- From the home screen, tap **Phone**.
- Tap **Voicemail**.
- Tap **Deleted Messages**.
- Select a deleted voice mail message.
- Tap the **Play symbol**.

### Reply to and place a callback from voicemail

Reply to a Voice Mail Message

Place a Voice Mail Callback

#### Reply to a Voice Mail Message

- From the Home screen, navigate: **Phone > Voicemail**.
- Select the message then tap the **Info icon**  next to the message.
- Tap **Send Message**.
- If prompted, tap the sending option:
  - 10-digit phone number
  - email address
- Enter the message then tap **Send** (located in the upper-right).

If an email address exists for the contact, an email can be sent by tapping the address then tapping **Send**.

#### Place a Voice Mail Callback

- From the Home screen, navigate: **Phone > Voicemail**.
- Tap the message.
- Tap **Call Back**.