

# Get started with MultiLine Voicemail

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Read this to set up your voicemail. Learn how to record your voicemail greeting and listen to voicemails.

## Overview


The MultiLine application provides you a separate voicemail to use for your business calling. You have three options: the default message, a custom message, and a message that includes audio of you speaking your name.

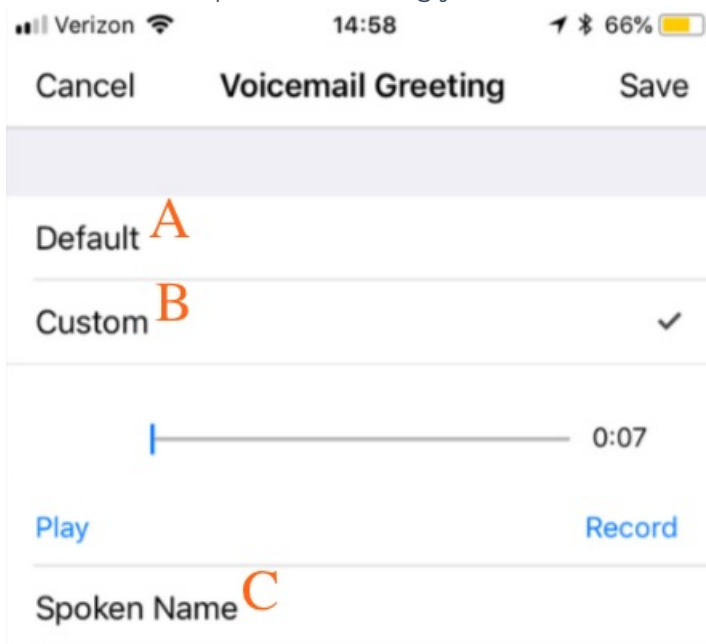
## Before you start

- You need to be connected to the internet when updating your Voicemail greeting.
- Your organization can turn off voicemail features. If so, you may not see all the options described here.

## Record your Voicemail greeting

Use **Voicemail Greeting** from the **Settings** menu to set up a voicemail greeting.

1. Tap the menu icon  in the bottom right (iOS) or upper right-hand corner (Android).
2. Tap **Settings**.
3. Tap **Voicemail Greeting**.
4. You have three options for setting your Voicemail Greeting:



A. **Default:** This application comes with a default setting that callers will hear when leaving a voicemail. For an example MultiLine number "+15555555555", the greeting is "You have reached +15555555555, please leave your message after the tone".

B. **Custom:** Allows the user to set a customized voicemail greeting. Once you have recorded a


voicemail greeting, you can hit **Play** to listen to it, or **Record** if you want to re-do it. This can be done or redone at any time.

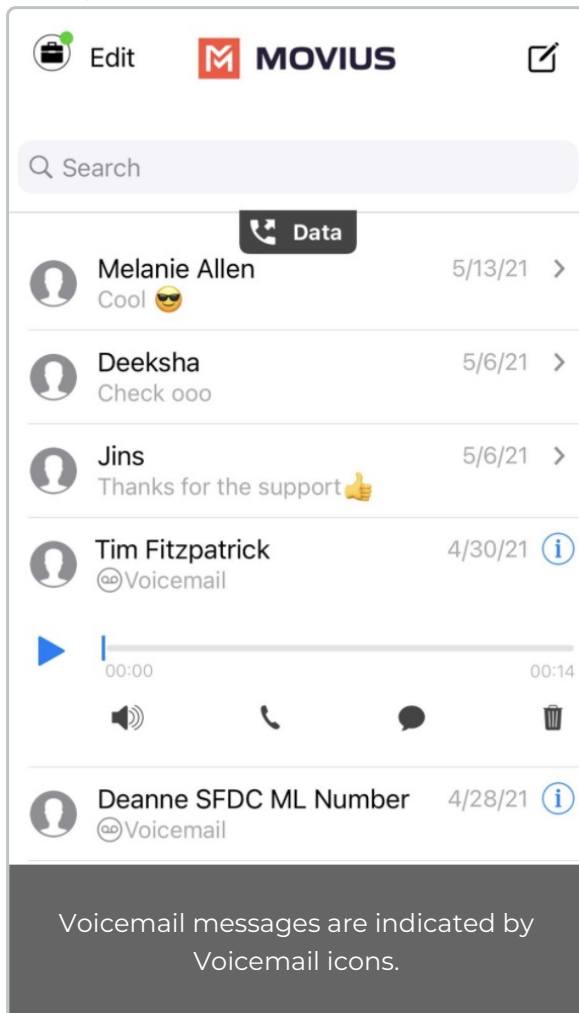
C. **Spoken Name:** Allows the user to record their name. Once you have recorded your name, you can hit **Play** to listen to it, or **Record** if you want to re-do it. This can be done or redone at any time.






## Listen to Voicemails

Your voicemail messages appear alongside SMS messages in Messages. Tap a voicemail message to open the message in the voicemail message player.

### iOS


1. Go to **Messages** and find a Voicemail message. *Voicemail messages are indicated by voicemail icons*  Voicemail .
2. Tap anywhere to expose the options.

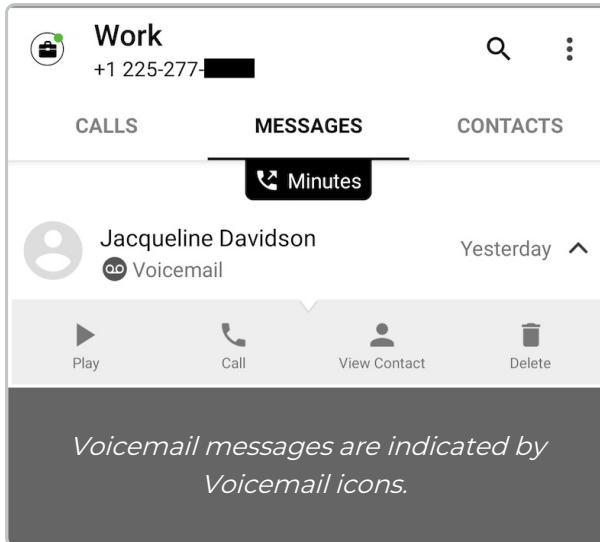


3. The voicemail message player has several options for playback:
  -  **Play/Pause:** Tap **Play/Pause** icon to start and stop the voicemail message playback.
  -  **Speaker:** Tap to use the speaker phone to play the message.
  -  **Call:** Tap to call the party back.
  -  **Speech-bubble:** Tap to message the party back.
  -  **Delete:** Tap to delete the message.

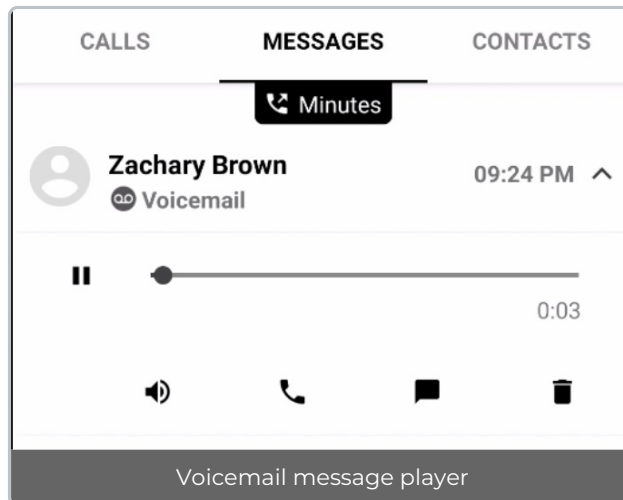
- ⓘ Info: Tap to pull up the Contact Details page. *Tip: You can go to Contact Details to see history with the contact, or message the party back.*

## Android

1. Go to the **Messages** tab and find a Voicemail message. *Voicemail messages are indicated by Voicemail icons.* 



2. Tap the menu down arrow to expose the options, then tap **Play**.



3. The voicemail message player has several options for playback:
    - ▶ Play/Pause: Tap **Play/Pause** icon to start and stop the voicemail message playback.
    - 🔊 Speaker: Tap to use the speaker phone to play the message.
    - ☎ Call: Tap to call the party back.
    - ◻ Speech-bubble: Tap to message the party back.
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