Google Voice

Smart voice calling on all your devices

For personal use

For business

[Video Tutorial](#)

Set up Android phones to receive calls

Your Google Voice number lets you make and receive calls at voice.google.com or using the Voice mobile app. You can also link to phone numbers you want to get calls on if you don't answer from Voice. Calls to your Voice number will ring any linked number you forward calls to.

Add a number where you want to get calls

You can set up any phone number to take your Voice calls and texts.

1. On your Android device, open the Voice app .
2. At the top left, tap Menu ≡ ＞ Settings.
3. Under Account, tap Devices and linked numbers.
4. Tap New linked number.
5. Enter the phone number to link.
6. To verify your number, Voice provides a six-digit code:
    - If it's a mobile number, tap Send code and Voice sends the code in a text message to the phone.
    - If it's a landline number, tap the verify by phone link, and then tap Call. Voice calls the phone number and gives the code.
7. Enter the code and then tap Verify.

You can link up to 6 numbers. If you link a number, calls to your Voice number also ring your linked numbers. You can't link a number that's linked to a different Google Voice number.

Get notifications in Gmail
You can forward your texts, missed calls, and voicemail to Gmail.

1. On your Android device, open the Voice app .
2. At the top left, tap Menu ≡ ＞ Settings.
3. Turn on any forwarding you want:
    - Texts: Under Messages, turn on Forward messages to email.
    - Calls: Under Calls, turn on Get email alerts for missed calls.
    - Voicemail: Under Voicemail, turn on Get voicemail via email.

Re-verify a number where you want to get calls
If you don't re-verify the number, your other linked numbers will still work.

1. Open the Google Voice app .
2. At the bottom, you'll see a message that says "Your linked number is inactive." Tap Reverify.
3. Next to your linked number, tap Reverify.
4. Tap Send code. You'll get a text message with a code.
    - To protect your linked number, don't share the code with other people or sites.
5. Enter the code and tap Verify.
6. You'll see a confirmation. Tap Finish.

Change where you get calls

You can change which devices get Voice calls.

1. On your Android device, open the Voice app .
2. At the top left, tap Menu ≡ › Settings.
3. Under Calls, tap Incoming calls.
4. Under My devices, turn off any devices you don't want to get calls on.

Change your device's number

When you set up Voice, you can link to your mobile device's number. Voice uses this number to make calls if an internet connection isn't available. If you didn't link to your device's number during sign-up, you can link to it later.

1. On your Android device, open the Voice app .
2. At the top left, tap Menu ≡ › Settings.
3. Under Account, tap Devices and linked numbers.
4. Under This device, tap Set device number.
5. Select one of these options:
   - *Your device's number*: Voice links to your device's number.
   - No number—Voice isn't linked to a device number.
   - New linked number—Voice links to a new number you enter. Voice verifies the number before linking.
6. Tap Save.

# Remove a linked number

You remove a linked number at any time.

1. On your Android device, open the Voice app .
2. At the top left, tap Menu ≡ › Settings.
3. Under Account, tap Devices and linked numbers.
4. Next to the linked number, tap Remove ✕.
5. To confirm, tap Delete.

Call someone

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

Important: You can't make emergency calls using Google Voice. To make an emergency call, use your device's phone app.

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 📞.

Note: 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.

You see a different number when calling

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

If a call from your phone's dialer app isn't free, you get a message the call is being routed through Google Voice.

Know how much a call costs

- Almost all Google Voice calls to the U.S. and Canada are free when you're calling from the U.S.
- Calls to a few places in the U.S. and Canada cost 1 cent per minute (USD), or the listed rate for your local currency
- Calls to places outside the U.S. are at listed rates

Domestic and international calls use minutes from your mobile phone plan, and you might be charged long-distance rates. If you have a U.S. number and try to make a call when you're in another country/region, you'll be charged international rates.

Call emergency services

Important: You can't make emergency calls using Google Voice. To make an emergency call, use your device's phone app.

You can get help in an emergency by calling your local emergency services number from Google Voice. Emergency calls placed through Google Voice have limitations compared to calls placed through traditional landline or mobile services. Review the information below to learn how emergency calling works in Google Voice. For a complete description of Google Voice emergency calling, visit our service terms.

In the event of a power outage, loss of your internet connection, or a Google Voice service outage, emergency calling will not be available on Google Voice. Use an alternative phone service to dial emergency services instead. Any phone, including mobile phones without an account or service plan, can call emergency services and be connected to emergency responders.

For your convenience, we've provided an emergency call warning label you can download, print and place on or near your phone as a reminder that your phone service may be limited or unavailable during a loss of broadband connection.

Make calls over the internet on Voice

You can call from a computer or mobile device. Calls use approximately 0.2 MB of data per minute. Whether on a computer or mobile device, you can't use incoming call options. These options include call recording or call transfer. And, if you use a Bluetooth® device, you might not be able to use the buttons on it to answer calls or hang up.

To use Google Voice to make calls through your mobile carrier, link your mobile number. The amount of data you use depends on your carrier's network quality and speed.

Turn on Wi-Fi calling

1. Open the Google Voice app .
2. At the top, tap Menu ≡ › Settings.
3. Under Calls, tap Make and receive calls.
4. Select Prefer Wi-Fi and mobile data.

Make a call over Wi-Fi

To use Wi-Fi for a call, start the call from the Voice app. For details, see Call someone.

Important: If you start a call from your device's phone app instead of the Voice app, the call uses minutes from your mobile phone plan.

Turn off Wi-Fi calling

1. Open the Google Voice app.
2. At the top, tap Menu ≡ › Settings.
3. Under Calls, tap Make and receive calls.
4. Select Use carrier only.

Archive or delete messages, calls, or voicemails

You can hide messages and conversations or delete them from Google Voice.

Archive text conversations, calls, or voicemails

You can hide a conversation from your inbox without deleting it. If someone replies to a conversation you've archived, the messages will show up again in your inbox.

1. On your Android device, open the Voice app.
2. Open the tab for Messages 🖵, Calls 📞, or Voicemail ᴏᴏ.
3. Touch and hold the conversation, call, or voicemail you want to hide.
   Optional: To hide multiple items, touch and hold the first conversation, call, or voicemail, then tap the rest of the items.
4. At the top right, tap Archive.

Bring back text conversations, calls, or voicemails you archived

1. On your Android device, open the Voice app.
2. Tap Menu ≡ › Archive.
3. Touch and hold the conversation, call, or voicemail you want to bring back.
   Optional: To bring back multiple archived items, touch and hold the first conversation, call, or voicemail, then tap the rest of the items.
4. At the top right, tap Unarchive.

Delete a text conversation, call, or voicemail

After you delete a text conversation, call, or voicemail, you can't see it again.

Important: You can't delete multiple text conversations, calls, or voicemails at the same time. You must delete each one individually.

1. On your Android device, open the Voice app.
2. Open the tab for Messages 🖵, Calls 📞, or Voicemail ᴏᴏ.
3. Tap the conversation, call, or voicemail you want to remove.

4. Tap More ⋮ › Delete.
5. Tap the I understand box to confirm and then tap Delete.

Delete text messages

After you delete a text message, you can't see it again, but it could show up on the devices of the people you chatted with.

1. On your Android device, open the Voice app 📞.
2. Open the tab for Messages 💬.
3. Tap the conversation.
4. Touch and hold the message you want to remove.
    Optional: To remove multiple messages, touch and hold the first message, then tap the rest of the messages.
5. In the top right, tap Delete   .
6. Tap Delete to confirm.

Block unwanted calls, abuse, and spam

You can stop people from contacting you on Google Voice.

When you block a phone number in Voice:

- The number is also blocked in Hangouts
- Existing calls and texts from the number will be marked Blocked ⊘.
- When the number calls you, the person will hear a "Number not in service" message
- When the number texts you, you won't get the message

Block someone

1. On your computer, go to voice.google.com.
2. Open the tab for Messages 💬, Calls 📞, or Voicemail ⫿⫿.
3. Open the text message, call, or voicemail.
4. Click More ⋮ › Block number.
5. Click Block to confirm.

Unblock someone

1. On your computer, go to voice.google.com.
2. Open the tab for Messages 💬, Calls 📞, or Voicemail ⫿⫿.
3. Open the text message, call, or voicemail.
4. Click More ⋮ › Unblock number.
5. Click Unblock to confirm.

Remove a call or message from Spam

1. On your computer, go to voice.google.com.
2. At the top left, click Menu ☰ ❯ Spam.
3. Open the text message, call, or voicemail.
4. Click More ⋮ ❯ Remove from Spam.

Remove a contact from Spam

If a contact's messages keep appearing in the Spam folder, the contact might be marked as Spam.

1. On your computer, go to voice.google.com.
2. At the top left, click Menu ☰ ❯ Spam.
3. Open the text message, call, or voicemail.
4. Click More ⋮ ❯ People & options.
5. Click Remove from Spam.

Unwanted calls from unknown callers

Automatically block spam

If a number that Google knows is spam tries to contact you, all their calls, texts, and voicemail will be automatically moved to your Spam folder.

1. On your computer, go to voice.google.com.

2. At the top right, click Settings   .
3. On the left, click Security.
4. Turn Filter spam On 🔘.

If a number is incorrectly marked as spam, you can unblock it.

1. At the top left, click Menu ☰ ❯ Spam.
2. Open the text message, call, or voicemail.
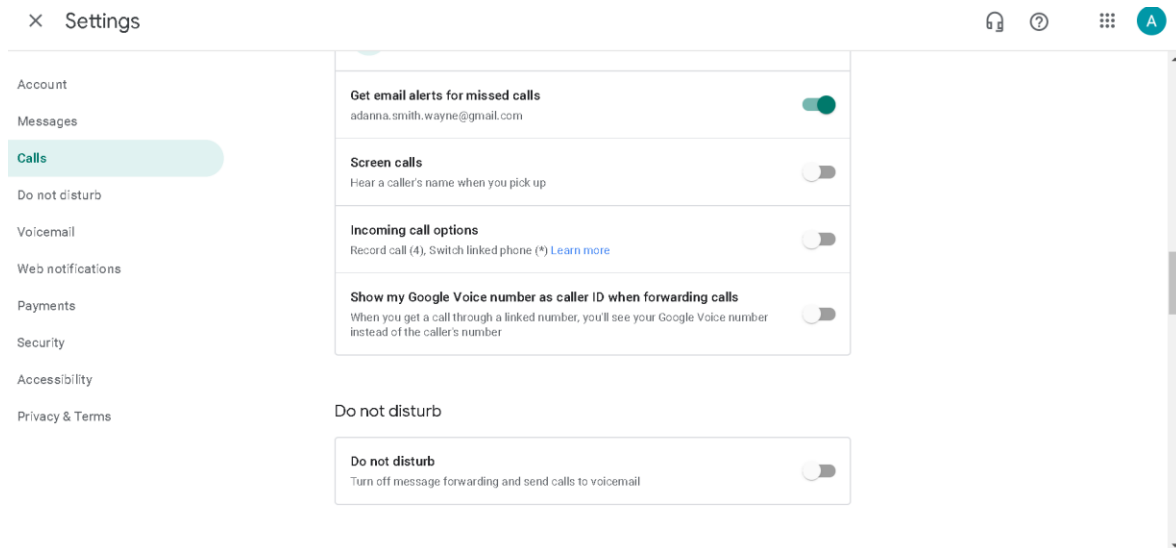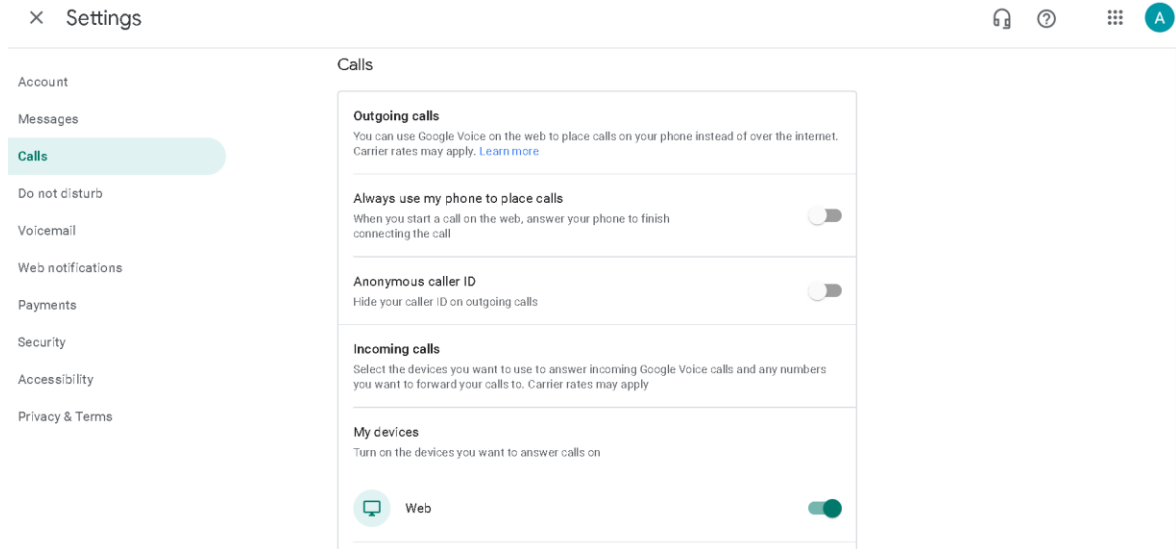3. Click More ⋮ ❯ Unmark as spam.

Stop getting nuisance calls
Contact your telephone provider to block an unwanted number or unwanted calls.

Stop getting forwarded calls

If you verified your personal number in error or as part of a scam, your number could be linked to someone else's Google Voice account. To stop getting forwarded calls, reclaim your phone number by adding it as a linked number to a new or existing Google Voice account.

You can set up your own voicemail greeting and choose whether or not you would like to receive missed calls and voicemails through your Gmail account. You can also choose to receive calls exclusively through your computer. Please refer to the following pictures.

Voicemail

Voicemail greeting

ACTIVE GREETING

My Greeting
00:14

▷

+ Record a greeting   Manage all greetings

Get voicemail via email
adanna.smith.wayne@gmail.com

Let Google analyze voicemail transcripts
Improve voicemail transcription quality

Web notifications

Web notifications are on. To turn notifications off, visit your browser's settings.