

Using iExplorer to save and view iPhone voicemails and more

GAMUG General Meeting
Tuesday August 14, 2018
John Connor



First, some context

I'm showing this on my wife's 15
inch 2015 retina MacBook Pro.
More on that later.

In June 2017, just before our annual July trek to Wisconsin, I got my wife a new iPhone 7 with more storage space than the 16 GB on her iPhone 6S.

This was to assure adequate storage space for the videos she likes to shoot of northern wildlife

Before buying the new phone, I backed up the iPhone 6S to this computer using iTunes. (I didn't have enough available storage space on iCloud).

Not long after buying the iPhone 7, its battery began to die out quickly, sometimes in as little as 6 hours, with almost no usage.

The Apple store advised deleting little-used apps to see if one was draining the battery. We did this, but saw no improvement. The Apple store then agreed to change the battery, but advised a full backup. No surprise.

I backed up the iPhone 7 to
this computer via iTunes.

We got the phone back with a brand new battery, but found little improvement in battery life.

On November 19, 2017 we lost my mother
in law, Mary Hill, who had left numerous
voice mails on my wife's iPhone.

Some time later, we returned to the Apple store and were advised there was likely a rogue app that was draining the battery, and that the only way to find it was to wipe the phone and set it up as a new iPhone, which we did in the store. (I still had the recent iTunes backup).

Wiping the phone worked (battery life is now very good), but my wife soon found that all her mother's voicemails were gone, as well as messages and some videos of our dog, Bindi, who we had to put down last January.

I needed to find a way to get
them back.

I found many how-tos showing how to archive voicemails directly from an iPhone, such as this one ...

Click the text above to view the video.

... but I needed something showing how to save a voicemail from a backup of the phone. I found some, most involving Terminal, but these didn't make the retrieved voicemails easy to find

One such article is here:

Click the text above to view
the webpage.

I also found the Mac app iExplorer from Macroplant that will save and organize your voicemails, messages, and other things on your Mac or PC and display them in a clean, organized manner. The app does quite a bit more.

<https://macroplant.com/iexplorer>

There is a free trial version that allows you to hear your voicemails etc., but does not allow you to save them. So I paid \$39 for a single license and installed it on this computer.

iExplorer 4 Pricing

Instantly unlock all iExplorer features.

License Type	Price	Quantity	Original Price	Savings
Basic	\$39 ⁹⁹	1	-	-
Universal	\$49 ⁹⁹	2	\$79.98	Save 37%
Family	\$69 ⁹⁸	5	\$199.95	Save 65%

The image shows three pricing cards for iExplorer 4. Each card has a colored header with the price, a white body with the license name, quantity, and description, and a matching 'Buy' button at the bottom. The 'Universal' and 'Family' cards also show a crossed-out original price and a percentage saved.

iExplorer demo