

# Google Voice

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December 10, 2014

## Google Voice Account Types

- **Full Google Voice with a Google number:**
- With this option you get a brand new custom Google number that can receive calls from all of your phones. This means that whenever someone calls your Google number you can set it to ring all of your phones (ex. mobile, home, work phone) or just certain phones.
- You can set up personalized greetings, get voicemail transcriptions and share voicemail messages. It gives you voicemail that acts like email. For example, all of your voicemail messages will be stored in your Google Voice inbox and can be accessed online and on your mobile phone.

## Google Voice Account Types

- **Google Voice Lite (Voicemail Only)**
- With Google Voice Lite, you get to have the same voicemail for all your mobile phones. Just add your existing numbers to Google Voice and then make your own rules. You can set up personalized greetings, get voicemail transcriptions and share voicemail messages. It gives you voicemail that acts like email. For example, all of your voicemail messages will be stored in your Google Voice inbox and can be accessed online and on your mobile phone.

## Google Voice Account Types

- **Google Voice on Sprint**
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- Google Voice on Sprint integrates the cool functionality of Google Voice with your Sprint phone. There are two different ways to use this:
- **Option 1:** Use your Sprint number with Google Voice: Your Sprint mobile number functions as your Google Voice number. You can take advantage of all of Google Voice's features without having to get a brand new number.
- **Option 2:** Replace your Sprint number with your Google Voice number: If you already have a Google Voice number or prefer to sign up for a brand new number, you can enable Google Voice for your Sprint mobile phone. This means that all calling, text messages, and voicemail on your Sprint Mobile Phone will go through Google Voice and display your Google Voice number. When others call or text your Sprint mobile number, you will still be able to receive calls or texts on your Sprint mobile phone number.

## Google Voice Account Types

Features	GOOGLE NUMBER	SPRINT: With your Sprint number	SPRINT: With a Google number	NUMBER PORTING (U.S. Only)	GOOGLE VOICE LITE
<b>Use your existing number</b>					
Get a custom Google number					
Google Voicemail					
Call Forwarding					
Call Recording					
Text					
International Calling					
Voicemail transcriptions					

## Google Voice Account Types

Features	GOOGLE NUMBER	SPRINT: With your Sprint number	SPRINT: With a Google number	NUMBER PORTING (U.S. Only)	GOOGLE VOICE LITE
<b>ListenIN</b>					
Custom voicemail greetings					
Blocking callers					
Conference calling					

## Voicemail

- With Google Voicemail you can have your voicemail for all of your forwarding phones in one place, with transcriptions, access to your past voicemails, and voicemail sharing options.
- When you receive a new voicemail, Google Voice will send you a notification with the transcript of the voicemail (if you've enabled voicemail transcripts).
- By default, the notification is sent to the email address linked to your Google Account. If you'd like, you can associate another email address with your Google Account so that you can receive voicemail notifications at that address.
- SMS notifications are free with Google Voice, but your mobile operator may charge you for those.

## Text message to email

- In addition to receiving text messages sent to your Google number on your mobile device and in your Google Voice inbox, you can also have text messages sent to your Google number delivered to your email address. By enabling Google Voice text messaging to email, you'll be able to keep, search, and organize your text messages along with your email messages.
- If you enable Google Voice text messaging to email, text messages sent to your Google number will be delivered to the email address associated with your Google Account. If you reply to the text email message, your reply will be sent as a text message to the original sender.
- **Note:** You can only reply to text messages from the email address it was originally sent to. If you're forwarding messages from the email address associated with your Google Account to another email address and try to reply to the text message from the other address, your text message won't be delivered.

## About Google Voice on iPhone

- Google Voice for iPhone allows you to use your iPhone to place calls and send text messages from your Google Voice phone number, and lets you take advantage of cheap rates for international calls. You can receive voicemail and text messages via push notifications, and the app is fully integrated with your iPhone contacts to make calling and messaging easier.
- You can use the **Inbox** to listen to your voicemail messages or read transcripts, and add people you call often to your Quick Dial contacts.
- When using Google Voice for iPhone, both domestic and international calls are placed through a US-based Google Voice access number, and will use the standard minutes from your cell phone plan. International calls are charged against your Google Voice credit, at Google Voice international rates. Text messages are sent through your data plan, so there are no text messaging charges for messages sent numbers in the US and Canada. Text messages received in Google Voice for iPhone are free; however, if you choose to have the text message notifications sent to your iPhone Messages app instead of to Google Voice for iPhone, you may be charged for received text messages (depending on your carrier).

## About Google Voice on iPhone

- Google Voice gives you three options when dealing with unwanted calls. You can:
- **Send the caller to voicemail:** None of your phones will ring, but the caller will be prompted to leave you a voicemail message.
- **Treat the call as spam:** The caller will hear ringing and then be prompted to leave you a voicemail message. None of your phones will ring. The voicemail will be automatically marked in your inbox as Spam, and you won't receive a notification for the voicemail.
- **Block the caller:** The caller will hear a 'Number not in service' message when calling your Google number. None of your phones will ring. The call will be marked as 'Blocked' under 'History' and 'Missed.'
- If you've marked a call or voicemail as spam on the Google Voice website, any future calls from the caller will be sent to your voicemail, and your phones won't ring. The voicemail will be automatically placed in the Spam folder. Just find the call or voicemail from the caller, select the checkbox next to the call or voicemail, and click the **Report Spam** button.
- You can also mark a caller as spam when listening to your voicemails; just press 8 at any time during the message.

## About Google Voice on Android

- You can use Google Voice for your voicemail service, in place of your mobile carrier's voicemail service. Google Voice gives you a visual interface to all of your voicemail messages—you can access your messages in the order you want, read transcripts of your messages, and listen to your messages, using a karaoke-style interface that makes it easy to replay any part.
- You can also use Google Voice to make international calls, in place of your carrier's long-distance service, to take advantage of Google Voice's low international calling rates.
- If you already have a Google Voice account with a Google phone number, you can configure your phone to place some or all calls via Google Voice. The people you call will see your Google phone number instead of your cell phone number as your caller ID.

## Use Google Voice with Hangouts

- You can make and receive calls as well as get your text messages and voicemails for your Google Voice number through Hangouts. To use Google Voice with your Hangouts account, you need to have a U.S. Google Voice account and number.
- **Costs**
- Almost all calls to the U.S. and Canada are free from all countries where Hangouts calling is available. A few U.S. and Canadian destinations will cost USD 1 cent per minute depending on the specific phone number. The 1-cent rate may vary depending on the local currency. You can look up the cost through the [calling credit page for your Google Account](#). You also can make calls to destinations outside of the U.S. and Canada with low [international rates](#).
- Calling isn't available from some countries, such as Mexico and Argentina. [Learn more about where calling is available](#).
- **First minute free for 25 countries**
- For the rest of 2014, the first minute of most calls to 25 countries are free, and you'll be charged for each minute after. Calls where the first minute are free will say, "First minute free" on the call screen. If you don't see this message, you'll be charged for the first minute.
- Make one call at a time. If you try to make more than one call at the same time through Hangouts, only one of them will get the first minute free.
- \*If there are a large number of calls being placed per day, some calls may not be eligible for the first minute free promotion.
- **Which Hangouts apps you can use with Google Voice**
- You can make and receive calls, send and receive text messages, and listen to your voicemails. Here are the different ways you can access your Google Voice account through Hangouts.
- **Computers:** Google Voice is available in [Hangouts in Gmail](#), [Google+](#), and the [Chrome extension](#).
- **Android devices:** After you [download the Hangouts dialer](#), Google Voice is available through the [Hangouts app](#).
- **For iOS devices:** You can use Google Voice only to [make and receive calls through Hangouts on iOS devices](#).

## Screen calls

- Call screening lets you know who's calling your Google number before you accept the call. It also allows you options on how to handle your calls so that you can choose to accept it, send the caller to voicemail and ListenIn™, or record the call.
- There are two ways we screen your callers:
- We'll show you their Caller ID on your Caller ID display.
- As soon as you pick up your phone, we'll announce your callers to you. We've added this second level of screening ('audio' Caller ID), because Caller ID isn't particularly useful for blocked and unknown names and numbers. Once we announce your caller (for example, 'Call from Jack Johnson'), we give you four ways to handle the call:
  - Accept it (press 1)
  - Send it to voicemail (press 2)
  - ListenIn™ on the voicemail (press 2 and stay on the line)
  - Accept and record the call (press 1 then 4)
- We'll store the callers' spoken names, so the next time they call, we won't have to screen them.
- If you turn off this Call Screening feature, your callers won't be screened, and you won't hear an announcement of who's calling you. You won't have the option of sending a call to voicemail, using ListenIn™ on the voicemail, or recording the call upon answering.

## Google Voice Setup

[Phones](#)
[Voicemail & Text](#)
[Calls](#)
[Groups & Circles](#)
[Call Widgets](#)
[Billing](#)
[Account](#)

Google chat  
hverne@gmail.com

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Name:

Voicemail Access: ? Direct access to voicemail when calling your Google number from this phone?

Yes (default for mobile phones)
   
 PIN required (for added safety)
   
 PIN not required (for added convenience)
   
 No (requires pressing star during greetings -- default for non-mobile phones)

Ring Schedule: ?

Weekdays

Always ring on weekdays
   
 Never ring on weekdays
   
 Use custom schedule

Weekends

Always ring on weekends
   
 Never ring on weekends
   
 Use custom schedule

# Google Voice Setup

- Phones
  - Voicemail & Text**
  - Calls
  - Groups & Circles
  - Call Widgets
  - Billing
  - Account

**Voicemail Greeting**  |  ▾

This is the general voicemail greeting callers hear

**Recorded Name**   This is the name callers hear when they call you

**Voicemail Notifications** Alert me when I have new voicemails

Email the message to:  [Add a new email address](#)

**Text Forwarding**  Forward text messages to my email:

**Voicemail PIN**   
Confirm PIN

**Voicemail Transcripts**  Transcribe voicemails  
 Allow automated Google systems to analyze your voicemail messages to help improve transcription quality

# Google Voice Setup

- Phones
  - Voicemail & Text
  - Calls**
  - Groups & Circles
  - Call Widgets
  - Billing
  - Account

**Call Screening**  On Announces caller and lets you listen as caller leaves a message  
 Ask unknown callers to say their name  
 Off Directly connects calls when phones are answered

**Caller ID (incoming)**  Display caller's number  
 Display my Google Voice number

**Do Not Disturb**  Enable "Do Not Disturb"  
 Ends in  Hours ▾

**Missed Calls**  Place missed calls in the inbox  
 Send missed calls to my email:

**Call Options**  Enable Recording (4), Switch (\*) and Conferencing options on inbound calls

**Global Spam Filtering**  Send calls and text messages from numbers identified as spam by Google directly to the Spam folder