

# GOOGLE VOICE AND GMAIL TALK

**YOU MUST HAVE A GOOGLE ACCOUNT** WHICH INCLUDES GMAIL AND GOOGLE VOICE. THIS ALSO GIVES YOU THE ABILITY TO CREATE AND STORE DOCUMENTS, SPREADSHEETS, PRESENTATIONS AND PHOTOGRAPHS ON THEIR “CLOUD”.

## GMAIL TALK

To get started, you must be signed into **chat** and have the voice and video chat [plug-in](#) installed.

Simply click the **Call phone** link at the top of your Chat roster to open up the **Call** window. Gmail Talk is initiated from your computer and calls a regular telephone number.

From the **Call** window you can [dial](#) a phone number, [view your call history](#) or [add credit](#) if you'd like to place an international call. Additionally, if you are a Google Voice user, you can [enable Google Chat](#) as a forwarding phone and receive calls in Gmail.

Phone calls within the United States and Canada are free. International calls have a nominal fee. For International Calling Rates go to <https://www.google.com/voice/rates>

To add credit to place international phone calls through Gmail, follow these steps:

1. In the Chat list, click **Call phone**.
2. At the far right of the **Call** window, click your credit balance.
3. Click on **add credit**.
4. In the resulting Google Voice window, click the **Add \$10 credit** button.

Complete your credit purchase in Google Checkout.

### Microphone Setup:

To set up your microphone or headphone you must be in Gmail and click on “**Settings**” and then on “**Chat**”. Under “**Voice and Video Chat**” select your settings:

	<u>For Headphones</u>	<u>For Microphone &amp; Speakers</u>
<b>Camera</b>	Name of webcam	Name of webcam
<b>Microphone</b>	Name of speaker	Default
<b>Speaker</b>	Headphone (Name of Speaker)	Default

If you have a Webcam, you need to verify your settings.

**Note: You do not need a Google Voice telephone number to make phone calls or use Voice and Video Chat.**

You can also do video computer to computer voice and video chat:

<http://www.google.com/support/chat/bin/answer.py?answer=159499>

### **Chatting in iGoogle:**

<http://www.google.com/support/chat/bin/answer.py?hl=en&answer=162122>

## **GOOGLE VOICE**

Google Voice gives you one number for all your phones -- a phone number that is tied to you, not to a device or a location. Use Google Voice to simplify the way you use phones, make using voicemail as easy as email, customize your callers' experience, and more.

Google Voice isn't a phone service, but it lets you manage all of your phones. Google Voice works with mobile phones, desk phones, work phones, and VoIP lines. There's nothing to download, upload, or install, and you don't have to make or take calls using a computer.

Google Voice will let you define which phones ring, based on who is calling, and even let you ListenIn™ on voicemail before answering the call. We use smart technology to route your calls. So, if you're already on a Google Voice call, we'll recognize it and use call waiting to reach you on the phone you're on.

**Note:** At this time Google Voice is only available in the U.S.

A Google Voice Overview with videos is available at this website:

<http://www.google.com/googlevoice/about.html#>

### **Requirements:**

To get started with Google Voice, sign in with your existing or create a new Google Account at <http://tinyurl.com/dgummy2>

Then, you'll just need a touch-tone phone, and these requirements on your computer:

- Operating system: Windows XP, Vista, Win 7, Mac, Linux
- Web browser: IE6 & above, Firefox 3 & above, Safari 3 & above, Google Chrome
- Flash 8 and above required

Visit the [About Adobe Flash Player](#) page to find your version of Flash or confirm that you've already downloaded it.

## **Using a Google number vs. a non-Google number:**

<http://www.google.com/support/voice/bin/answer.py?hl=en&answer=164819>

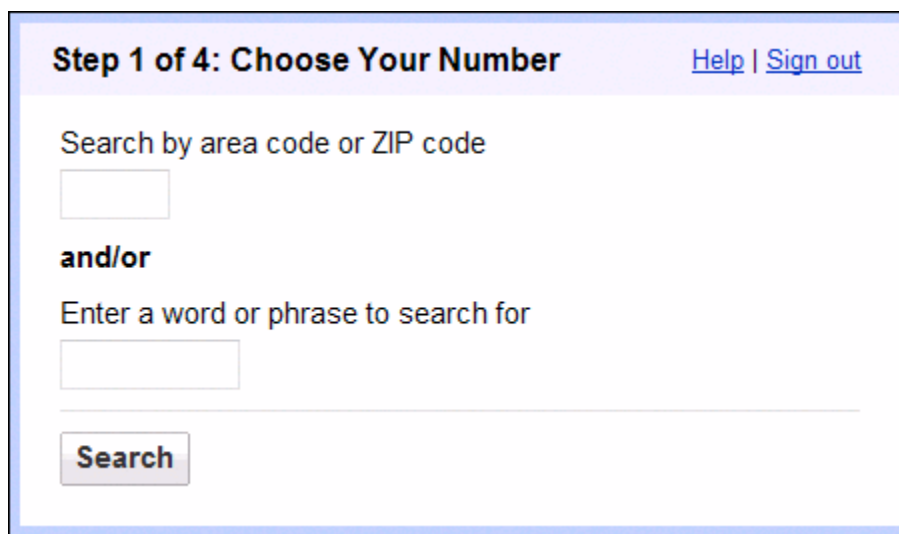
## **Choosing your Google Number:**

When you sign up for Google Voice, you can choose a new number that is tied to you instead of a specific device or location. Your Google number isn't the number of your current mobile device or land line; you'll get to choose a new number when you sign up.

The first time you sign in to Google Voice at <https://voice.google.com>, you'll be prompted to set up your new Google number.

1. Search for a Google Voice number in our available number database, either by area code or zip code, or you can also enter a word or phrase you'd like to include in the number. We'll find available numbers that match your criteria and show you a list.

Some users like to choose a local number that is located in their local area code, while others choose a Google number local to their family or friends so these contacts can call a local Google number that rings their long distance numbers.



The screenshot shows a web form titled "Step 1 of 4: Choose Your Number" with a "Help | Sign out" link in the top right. The form contains two search options: "Search by area code or ZIP code" with an empty input field, and "and/or" followed by "Enter a word or phrase to search for" with another empty input field. A "Search" button is located at the bottom of the form.

- Zip code searches can be more restrictive, so if you don't find any numbers in your zip code, we recommend doing an area code search.
- If your name is 'Paul' you can search for available Google numbers with 'Paul' within the number by using the word or phrase search.

**Recommend using your Zip code so you don't get a toll phone number.**

2. Choose a number from the search results and click **Continue**.

**Step 1 of 4: Choose Your Number** [Help](#) | [Sign out](#)

Area code or ZIP code

Word, letters, numbers

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Results for **555** area code:

- (555) 555-0100  
Somewhere, CA
- (555) 555-0101  
Some city, CA
- (555) 555-0110  
Somewhere, CA
- (555) 555-0199  
Somehwere, CA
- (555) 555-0102  
Some place, CA

[Next 5 >](#)

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You can click **Next 5>** to see additional available numbers that meet your search criteria, or you can re-enter a different area code or word and click **Search again** to search for other available Google numbers.

3. Choose a PIN to use to retrieve your messages and access your Google Voice settings from any phone. **Make sure you write your PIN number down someplace so you don't forget it.**

**Step 2 of 4: Choose Your PIN** [Help](#) | [Sign out](#)

Google Voice Number: **(555) 555-0100**

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Choose a 4-digit PIN to access your voicemail by phone:

**Enter PIN**

**Confirm PIN**

I accept Google Voice's [Terms](#) and [Privacy Policy](#).

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[< Previous Step](#)

4. Enter a forwarding phone number (this is the phone that will ring when someone calls your Google Voice number) and select the appropriate type from the 'Phone type' drop-down menu.

**Step 3 of 4: Add a Forwarding Phone** [Help](#) | [Sign out](#)

Google Voice Number: **(555) 555-0100**

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Add a forwarding phone that will ring when your Google Voice number is called.

**Phone Number:**

**Phone Type:**  ▼

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5. Verify your phone. You'll see a numerical code along with a **Call Me Now** button. When you click the button, we'll call your forwarding phone and ask you to enter the code so we know the phone number you gave us is the right one.

**Step 4 of 4: Verify Your Phone** [Help](#) | [Sign out](#)

Google Voice Number: **(555) 555-0100**

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We need to verify your phone before we can create your account.

We will call you at **(555) 555-0195** and prompt you to enter a security code.

Enter this code: **21**

[Call Me Now](#) [Cancel](#)

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[< Previous Step](#)

6. Congratulations! Once you set up your first forwarding phone, your Google number is all set up. You can choose to add more phones to forward to or take a look around the Google Voice inbox.

**Congratulations!** [Help](#) | [Sign out](#)

Google Voice Number: **(555) 555-0100**

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Your account is now set up!

You can add more forwarding phones now or go straight to your account.

[Add more phones](#)

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[DONE!](#)

## **Forwarding Google Voice calls to your phones:**

Once you pick a number that suits your fancy, you'll need to verify at least one phone to forward calls to. That way when someone calls your new Google number, your home, work, or mobile device will ring. Enter the phone number of one of your phones that you want to forward calls to and we'll call you so you can verify that you own the number. After you set this up, you're on your way to using Google Voice!

## **Verifying the new phones you're forwarding to:**

When you add a new phone number to the **Phones** tab of your Google Voice Settings, you will need to verify the number for security and abuse prevention reasons. Any new numbers you're setting up to forward to when your contacts call your Google number will need to be verified by following the steps below:

1. Click **Settings** at the top of the Google Voice page.
2. Select the **Phones** tab.
3. Click the 'Add another phone' link to add a new phone number to forward your calls to.
4. Enter the name of the phone you're adding, the number, and select the appropriate phone type. You can adjust more advanced settings by clicking the 'Show advanced settings' link.
5. When you're finished, click **Save**. Once you click **Save**, a 'Verify your Phone' pop-up will appear with you a phone verification code.
6. Click **Connect** and Google Voice will call the phone you're verifying.
7. When prompted, enter the verification code you see in the 'Verify your Phone' pop-up to complete the verification process.
8. Please note that if you don't verify the new phone you've added to your settings, it won't be able to receive calls from Google Voice. You won't be able to select it as one of the numbers Google Voice forwards to. You can click the 'Verify Now' link at any time to verify your number.

## **How it works:**

With Google Voice, you get all your calls through a single number. Just add your other numbers to Google Voice and then make your own rules for how your phones ring. Click the **Settings** link on the right side of the page and click the **Phones** tab to change your phone settings and add the numbers you want to forward your calls to.

You can access and make calls from the phone and the Web, [block](#) annoying callers at will, and [record custom greetings](#) for different callers or groups of callers.

With Google Voice, you'll get all your voicemails in one place, saved for as long as you want. If you don't answer a call to your Google number, your callers will be sent to your Google voicemail. You can check messages by calling your Google number, by [signing in to Google Voice](#), or by opting in to receive notifications.

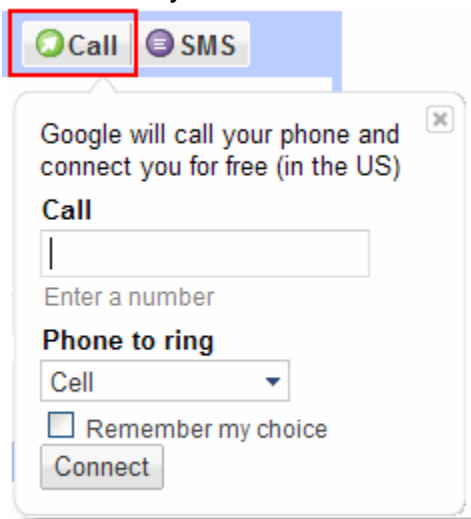
## Making Phone Calls:

Because Google Voice doesn't replace your existing phone lines, you can continue making calls directly from your existing phone services. But, you may also want to place calls that display your Google number on caller ID. There are several ways to do this:

### ***From the Google Voice website (Click2Call)***

Any of these options will work:

- Click the **Call** button at the top left of the site, type a contact's name or phone number, select the phone you want to use for that call and click the **Connect** button. Google Voice will call you at that phone and connect you to the number you dialed. The call will display your Google number.



- In an individual message, click **Call** at the bottom of the message. You will save a click if you checked the 'Remember my choice' option (see above).
- Any highlighted phone number in a voicemail transcript can be called by just clicking on it. This will populate the number in the call box at the top left of your inbox.
- In your Contacts Manager, you can call any contact by clicking the **call** link next to a number. Remember that if your contact has an international phone number, format his or her number with '+ country code' and the number (e.g. +33 123456789).

### ***From the Google Voice mobile site***

When you access the Google Voice site from your mobile phone, use the 'Quick Call' field at the bottom of the page to enter any phone number. Initially, you'll be prompted to select the phone you're on, so Google Voice can call you and connect you. For subsequent calls, the mobile site will remember where to call you.

You can also click the **call** link in any message to call back the caller through Google Voice.

### ***By calling your own Google number***

When you call your own Google number and sign into the [Google voicemail system](#), you'll have the option to place a call. Just press 2 and enter the number.

For calls within the U.S, enter area code and number. For example: 212-555-2222. For international calls, enter 011, the country code, and the number (or "1 and the country code," depending on where you're calling). For example: 011442012345612345 or 12464260200.

### **To make Google Voice phone calls from your cell phone using your phone book:**

1. DIAL GOOGLE PHONE NUMBER (XXXXXXXXXX)
2. ENTER COMMA (,) TO PAUSE
3. IF YOU USE A PIN NUMBER, ENTER AN ASTERISK (\*)
4. ENTER COMMA (,) TO PAUSE
5. ENTER 4 DIGIT PIN NUMBER YYYY
6. ENTER COMMA (,) TO PAUSE
7. ENTER "2" TO TELL GOOGLE YOU WANT TO MAKE A CALL
8. ENTER COMMA (,) TO PAUSE
9. ENTER CONTACT PHONE NUMBER (ZZZZZZZZZZ)
10. ENTER POUND SIGN (#) TO TELL GOOGLE VOICE YOU'RE DONE ENTERING THE NUMBER. **STORE THE NUMBER.**

**XXXXXXXXXX,\*,YYYY,2,ZZZZZZZZZZ#**

**If your carrier has a "Family and Friends Option" your Google Voice calls can be made without using your monthly minutes if you make your Google Voice number one of your Family and Friends.**

### **Answering calls with Call Screening:**

When you answer a call, we'll first tell you who's on the line. Then, we'll present you with several ways to handle the call:

- Accept it (press 1)
- Send it to voicemail and ListenIn™ on the voicemail (press 2)

- Accept and record the call (press 1 then 4)

If you want to connect without going through these menu options, you can [turn off Call Screening](#) in your Settings; however, you won't be able to send your calls to voicemail, ListenIn™ on voicemail, or record the call upon answering.

## **Screening 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:

1. We'll show you their Caller ID on your Caller ID display.
2. 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)

**Note:** 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.

## **Checking voicemail messages:**

There are three easy ways to check your Google Voice messages:

- Call your Google number from any phone, press the \* key during the ring back tone or the greeting, and enter your four-digit PIN. If you dial your Google number from any phone for which you've [selected to connect directly to voicemail](#) in the **Phones** tab of your Google Voice settings, your other phones won't ring and you'll be connected directly to your Google voicemail where you may need to enter your PIN based on the options you've selected in the **Voicemail Access** section of your **Phones** tab settings.
- [Sign in](#) to Google Voice and check your Inbox. Click the play button under the picture of you contact to listen to your message.
- Play your voicemail from the email address associated with your Google Account.

## **Using your PIN:**

Your PIN gives you access to Google Voice settings and voicemail from multiple phones.

If you're using Google Voice with a Google number, your PIN allows you to access your voicemail by dialing your Google number from any phone, pressing \* and entering your PIN. If you call your number from a phone from which you [connect directly to voicemail](#), you may have to enter your PIN to access your messages, depending on the settings you've set up on the **Phones** tab of your Google Voice Settings.

## **Google Voice phone system menu:**

When calling your Google number from a phone that is set to have [direct access to voicemail](#) or when pressing \* and entering your PIN to access your Google voicemail, you can press the following keys to perform various actions:

<b>Key</b>	<b>Action</b>
1	Listen to new voicemail, if any
2	Place a call
3	Access Goog-411
4	Change your settings

## **Google Voice call screening options:**

When a contact calls your Google number and you have [call screening](#) turned on, Google Voice will announce your caller to you and give you four ways to handle the call:

<b>Key</b>	<b>Action</b>
1	Accept the call
2	Send to voicemail and ListenIn™ on the voicemail
2then*	Join the call
1then4	Accept and record the call

## **What's New in Google Voice:**

[http://www.google.com/googlevoice/whatsnew.html#utm\\_source=hc\\_header&utm\\_medium=WhatsNew&utm\\_campaign=guide=22635](http://www.google.com/googlevoice/whatsnew.html#utm_source=hc_header&utm_medium=WhatsNew&utm_campaign=guide=22635)

## **Google Help Center:**

<http://www.google.com/support/voice/>

## **Google Voice Basics:**

<http://www.google.com/support/voice/bin/topic.py?hl=en&topic=29353>

## **To watch videos on this subject:**

<http://www.youtube.com/googlevoice>  
<http://www.youtube.com/watch?v=m4Q9MJdT5Ds>  
<http://www.google.com/googlevoice/about.html>

## **NOTES:**

**When you edit your contacts in Gmail, add phone numbers. This makes it easier to access phone numbers in Google Talk and Google Voice.**