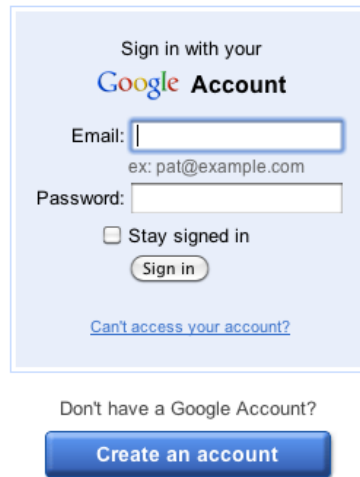


Introduction to Google Voice

This document provides an introduction to Google Voice, a free application provided by Google. With Google Voice, you can make and receive local and international calls, SMS, and voicemails. In order to use Google Voice, users need a Google Account and a valid United States phone number.

Creating a Google Voice Account

1. Go to <https://www.google.com/voice>
2. If you already have a Google Account, enter the **Email ID** and **Password** in the **Google Account** area.



Sign in with your
Google Account

Email:
ex: pat@example.com

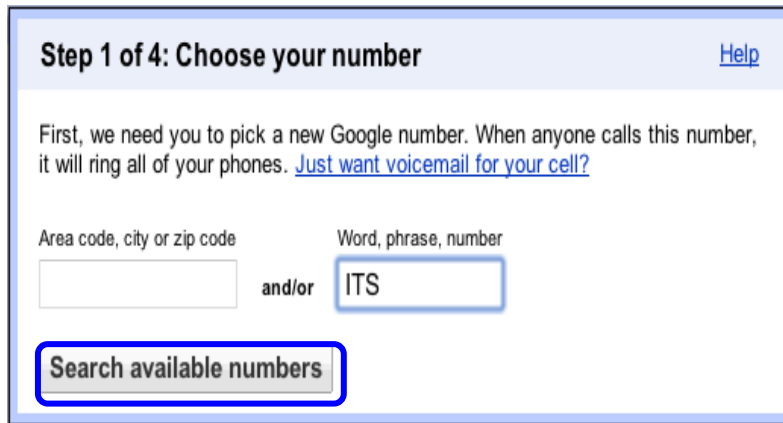
Password:

Stay signed in

[Can't access your account?](#)

Don't have a Google Account?

3. If you don't have a **Google Account**, click on **Create an account** and fill in all required information to create a Google Account.
 - Once you **Sign in**, you are prompted to **choose your number**. Click on **Search available numbers** after entering the 'Area code, city or zip code' and/or 'Word, phrase, number' of your choice.



Step 1 of 4: Choose your number [Help](#)

First, we need you to pick a new Google number. When anyone calls this number, it will ring all of your phones. [Just want voicemail for your cell?](#)

Area code, city or zip code and/or Word, phrase, number

- Select a number or click on **Next 5** to find more numbers of your choice.

Step 1 of 4: Choose your number [Help](#)

Area code, city or zip code and/or Word, phrase, number

Results for **ITS**

<input type="radio"/> (646) 389-4879	(646) 389- ITS 9
<input type="radio"/> (413) 248-7898 Sheffield, MA	(413) 2 IT - S 898
<input type="radio"/> (804) 876-0113 Doswell, VA	(801) TS 6-0113
<input type="radio"/> (931) 674-1487 Spring Hill, TN	(931) 674- 1ITS
<input type="radio"/> (484) 876-1245 Exton, PA	(481) TS 6-1245

[Just want voicemail for your cell?](#)

- Enter a 4-digit pin to access your voicemail by phone and also accept Google Voice's terms and privacy policy. Click **Continue**.

Step 2 of 4: Create a new PIN [Help](#)

Google Voice Number: **(931) 674-1487**

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

Enter PIN

Confirm PIN

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

- Enter the **Phone Number** to which all your Google Voice phone calls will be forwarded.

Step 3 of 4: Add a forwarding phone [Help](#)

Add a forwarding phone that will ring when your Google Voice number is called. You can add more forwarding phones later.

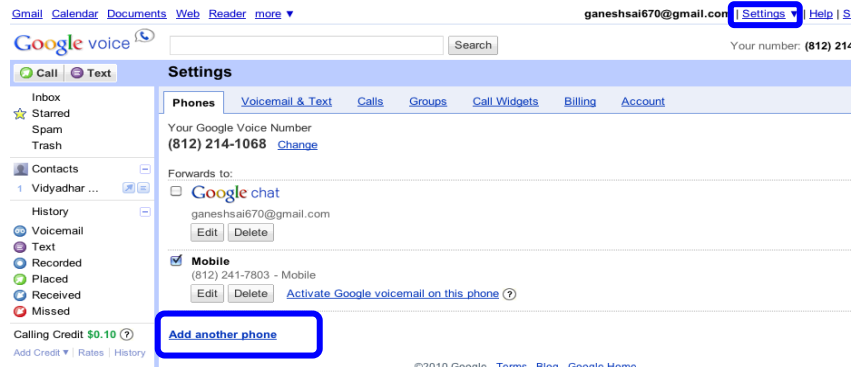
Phone Number

Phone Type Home
 Work
 Mobile

Add Another Phone

Google Voice provides access to forward incoming calls to more than one number. You can also customize to call a particular phone based on who is calling or the time-of-day.

- To add another phone, click on **Add another phone** under **Settings** in your Google account.

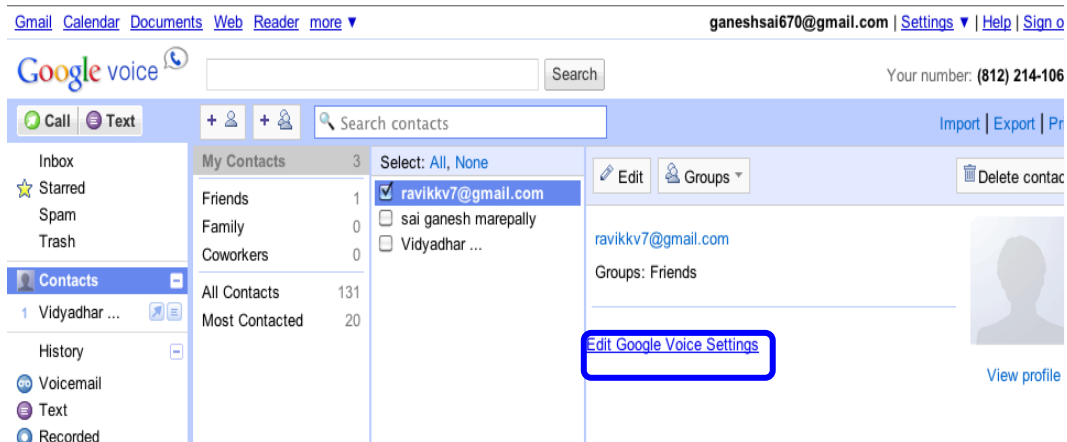


Note: Google Voice number remains the same even when you change your carrier or service provider.

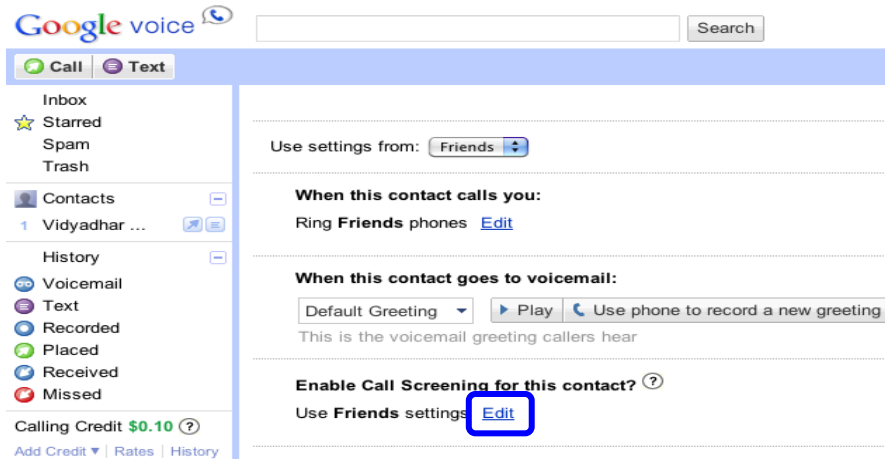
Call Screening

Google Voice allows you to answer a call or receive a voicemail. When a person calls, you can hear a part of the message and can join the call.

1. To enable **Call Screening**, click on **Edit Google Voice Settings** under **Contacts**.



2. To enable or disable call screening, click **Edit** under **Enable Call screening for this contact**, select the desired options, and save changes.



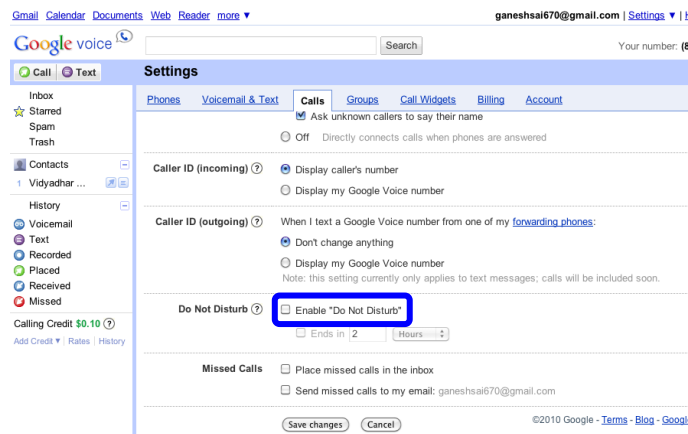
Note: When 'call screening' is enabled for a contact, when a person calls, you are prompted to answer the call or receive a voicemail. If you select voicemail, you can join the call by pressing the asterisk () on your cell phone anytime during the voicemail.*

Enjoy Some Quiet Time with 'Do Not Disturb'

Google Voice allows you to block callers; you can block all the calls for certain period of time or block a particular call.

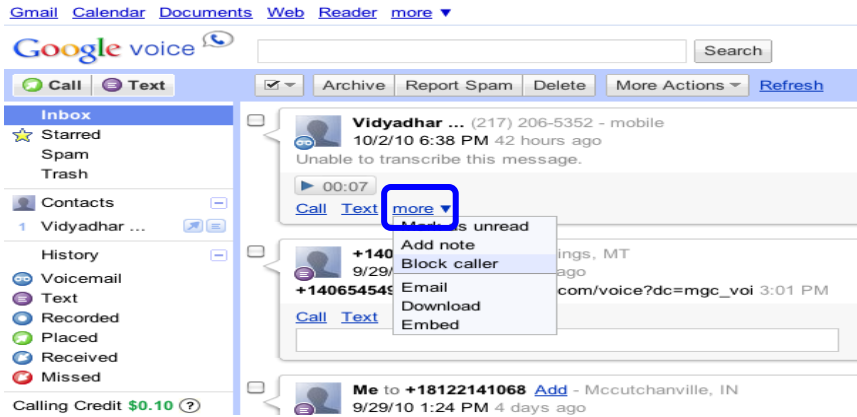
1. Block all Calls:

- Google Voice makes it easy for you to switch into '**Do Not Disturb**' mode. It allows you to disable all the phone calls that are connected to Google Voice.
- This setting can be toggled on or off from the settings menu or by calling your Google Voice number.
- Check the button **Enable Do Not Disturb** under **Voice Settings** in the **settings** option of your Google account.
- You can customize the duration of call-block.



2. **Block a particular caller:**

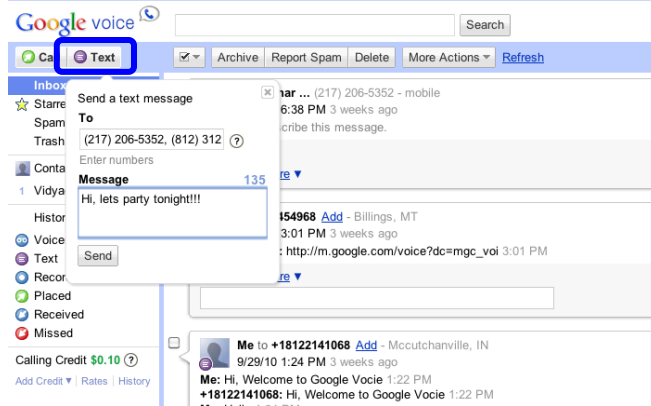
- To block a particular caller, click on **Block caller** under the **more** drop-down menu for that particular caller.



Send SMS to Multiple Recipients

Google Voice allows you to send SMS to multiple recipients at once.

1. Click on the **Text** button at the top of your Google inbox, enter numbers or names (separated by commas) in the 'To' field, write a message in the 'Message' box, and click **Send**.
2. Replies from each recipient will be threaded into separate conversations, so that all the messages from each recipient are grouped together. It helps in keeping track of each one in your Google Voice inbox.

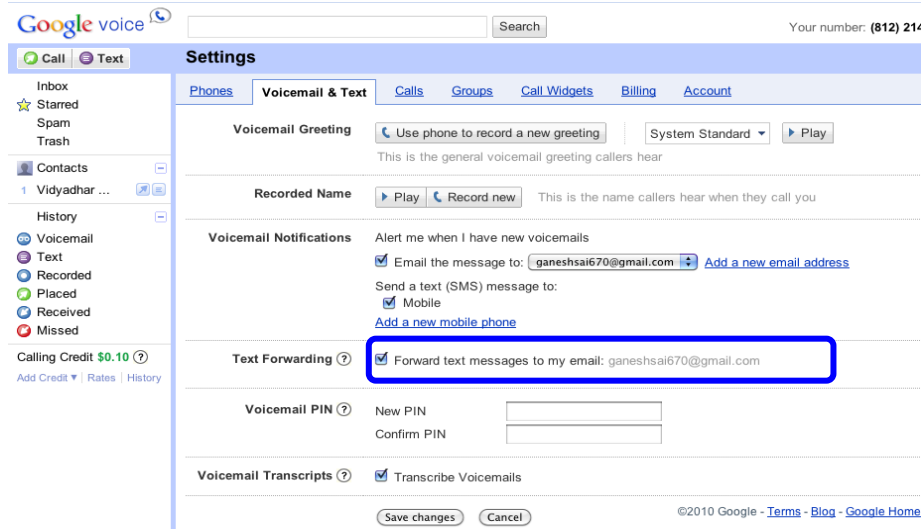


Note: Users must select a Google Voice number for text to work. The maximum number of recipients is five per message.

Text Messages as Emails

Text messages sent to your Google Voice number will be available on your cell phone and also in your Google Voice account. You can also configure your Google Voice to your Gmail account, so that you will receive email messages to your Gmail. You can reply to the email and Google Voice will convert your emails to text messages.

- To configure the account, go to **Settings** and click on **Voicemail & Text**,
- Check the **Text Forwarding** checkbox and click on **Save changes**.

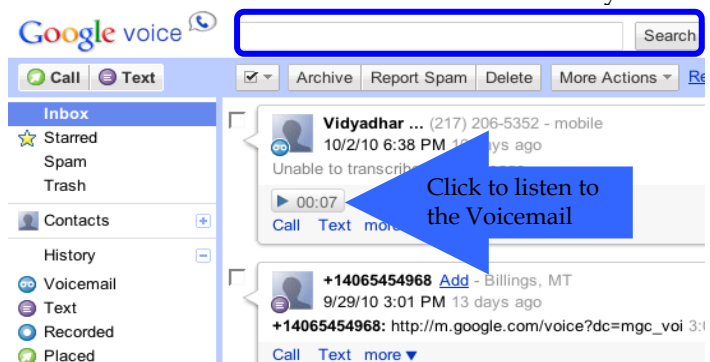


Note: There will be no charges involved for the text messages from any mobile service provider.

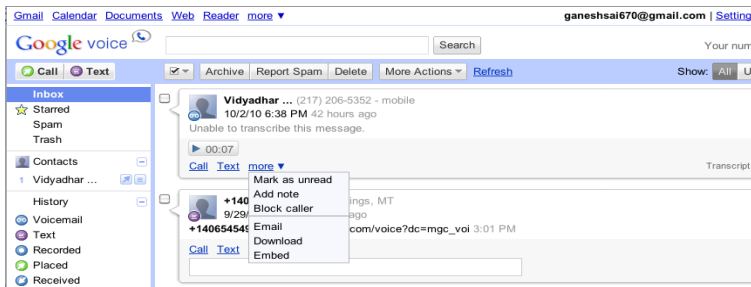
Transcribe, Search, and Share Voicemails

With Google Voice, voicemail messages can be transcribed to text. You can actually read the messages in addition to listening to them. You can also search and share the voicemail messages.

- **Search Voicemails:** You can retrieve any message when you need it. Type the word(s) in the **Search** button, and you can find all the voicemails pertaining to the phrase.



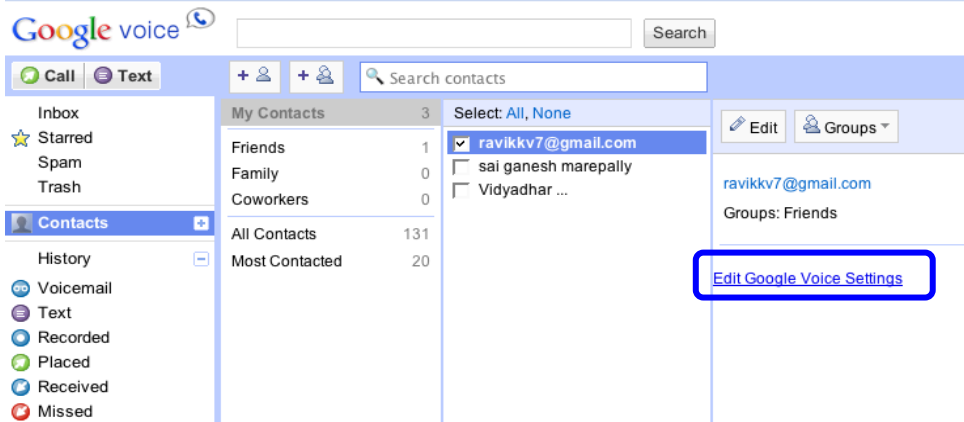
- **Share Voicemails:** You can share voicemails from one caller to another by sending the voicemail as an email. Click **Email** under the **more** option and the email will be sent to all your recipients.



Personalize Voicemail Greetings

Google Voice allows you to personalize voicemail greetings based on who is calling. To set a voicemail greeting to a caller,

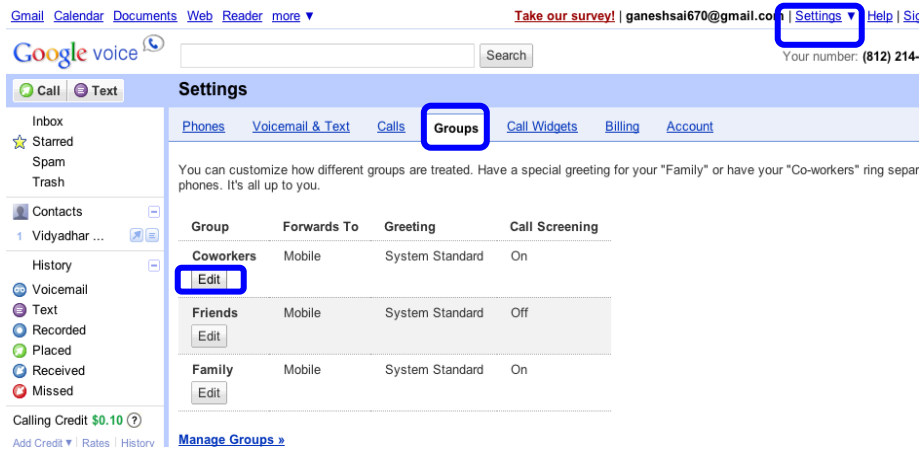
1. Go to **Contacts**, select the caller, and click on **Edit Google Voice Settings**.



2. Choose a greeting you have already recorded or click on **Record New** to record a new greeting.
3. Google Voice will call your phone and you can start recording a new greeting.



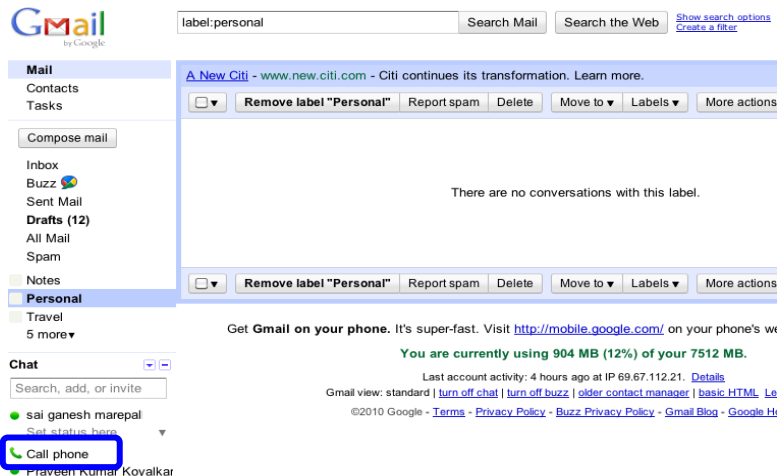
- To set a personalized greeting for a group, click on **Groups** under **Settings** and click **Edit** to choose the greeting for the group.



Make Calls Without a Phone

Google Voice provides you access to make and receive calls from Gmail. This option is very handy when you don't have a phone with you or reliable coverage. Users require a microphone to make and receive calls.

- To receive a call, check the box next to Google Chat in your list of forwarding phones.
- To make a call, click on the **Call phone** link in your Gmail and enter any number or name from your address book.

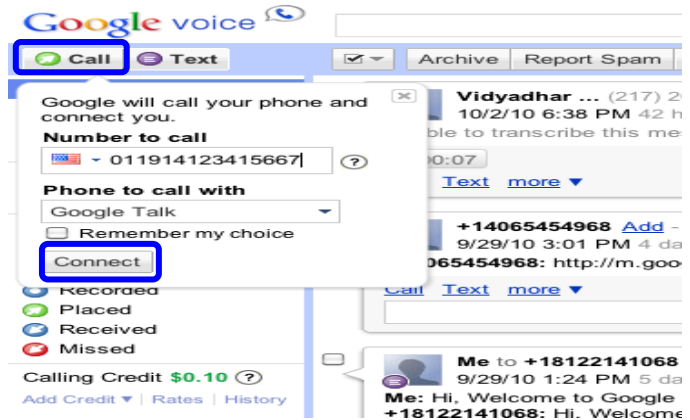


Note: Any time during the call, hit the asterisk () on the Gmail dial pad and your other Google Voice forwarding phones will ring.*

International Calling

Google Voice allows you to place international calls for lower rates.

- To add credit to your account, click on **Add Credit**; provide your credit card and billing address details. To check international calling rates, click on **Rates**.
- To initiate an international call, click the **Call** button in your Google Voice account and enter the name or number.
- Once you click **Connect**, Google Voice will ring your phone to initiate the call.



Note: You can also make international calls by calling your Google Voice number from your phone.

Google Voice Mobile App

Google Voice mobile app gives your phone advanced features for calling and voicemail functionalities. The mobile app is free and currently available for Blackberry, iPhone, and Android powered phones.

- You can send and receive SMS text messages, without charges from the mobile service provider.
- To access the mobile app, visit m.google.com/voice in your phone's browser.