

The Mobile Office System That Works

The

Google™

Universe 2016

The Cloud Computing Solution To The Ultimate Mobile Office

Google Voice



G. William James
Handheld Computer Solutions

Legal Disclaimer

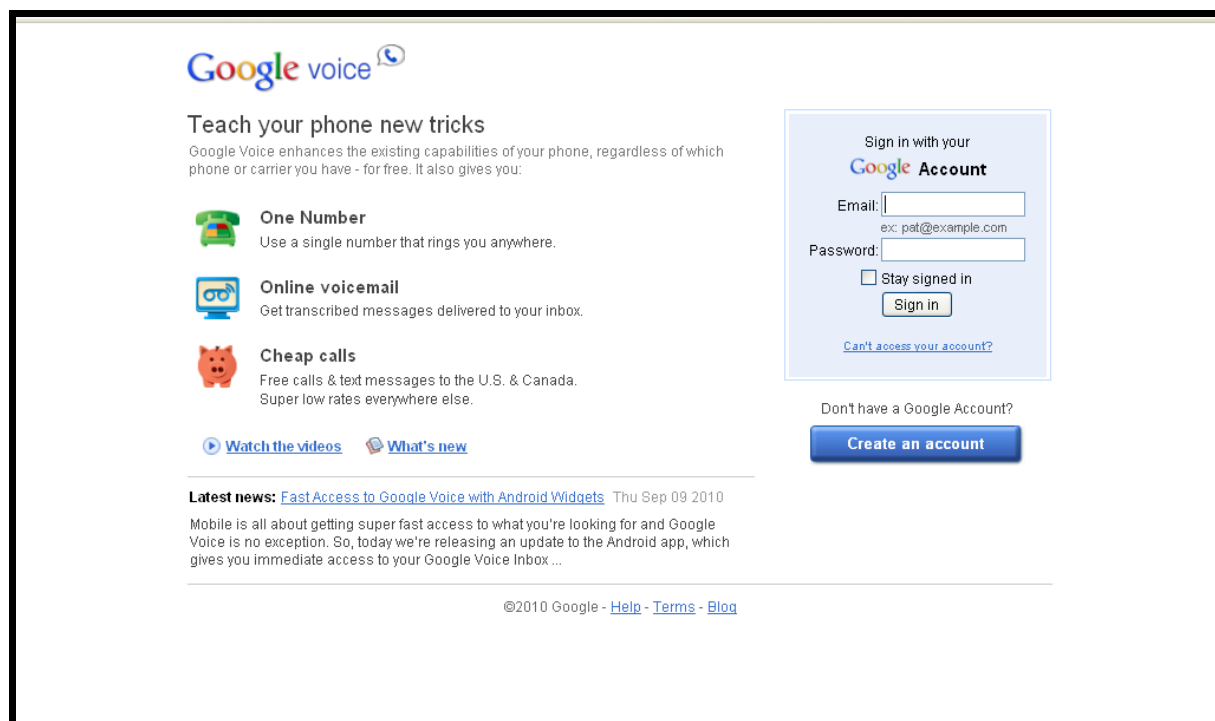
While I am very much a Google devotee, I am in no way associated or employed by Google, Inc. or any of its subsidiaries. This guide has not been endorsed by Google or any of their employees.

The information in this guide is just a guide for people on the go who want to improve their communication, productivity and marketing activities using mobile devices and cloud computing apps. I cannot guarantee that you will get as much from this as I do, but as a business traveler who relies on my office in my pocket, I can speak to its effectiveness and endorse its capabilities.

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This guide is a closer look into the features, power and ease-of-use of one of the most powerful email technologies available. Gmail, once organized and set up is the foundation to a total mobile office solution that makes the user more productive, with easier communications, time management and better customer relationships.

Using Google Voice for Your Office & Mobile Phones



The screenshot shows the Google Voice homepage. At the top left is the "Google voice" logo. Below it, the heading "Teach your phone new tricks" is followed by a paragraph: "Google Voice enhances the existing capabilities of your phone, regardless of which phone or carrier you have - for free. It also gives you:". To the right of this text is a sign-in box titled "Sign in with your Google Account". The sign-in box contains fields for "Email:" (with an example "pat@example.com") and "Password:", a "Stay signed in" checkbox, a "Sign in" button, and a link "Can't access your account?". Below the sign-in box is a link "Don't have a Google Account?" and a blue button "Create an account". On the left side, there are three feature highlights, each with an icon: "One Number" (phone icon) with the text "Use a single number that rings you anywhere.", "Online voicemail" (computer monitor icon) with "Get transcribed messages delivered to your inbox.", and "Cheap calls" (piggy bank icon) with "Free calls & text messages to the U.S. & Canada. Super low rates everywhere else.". Below these are links "Watch the videos" and "What's new". At the bottom left, a "Latest news" section mentions "Fast Access to Google Voice with Android Widgets" dated "Thu Sep 09 2010" and provides a brief description of the update. At the very bottom center is the copyright notice "©2010 Google" followed by links for "Help", "Terms", and "Blog".

Google voice

Teach your phone new tricks

Google Voice enhances the existing capabilities of your phone, regardless of which phone or carrier you have - for free. It also gives you:

- One Number**
Use a single number that rings you anywhere.
- Online voicemail**
Get transcribed messages delivered to your inbox.
- Cheap calls**
Free calls & text messages to the U.S. & Canada. Super low rates everywhere else.

[Watch the videos](#) [What's new](#)

Latest news: [Fast Access to Google Voice with Android Widgets](#) Thu Sep 09 2010
Mobile is all about getting super fast access to what you're looking for and Google Voice is no exception. So, today we're releasing an update to the Android app, which gives you immediate access to your Google Voice Inbox...

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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?

Google Voice is a telecommunications service started in March 2009. A free service, Google Voice, allows you to choose your own phone number from a list of available numbers within any US area code with your account. You also have the option of still using your own phone number along with a Google Voice number, but access to the advanced features is limited with this option.

All of your inbound calls to this number are then re-routed to other phone numbers, such as your mobile numbers or your office and home. The service offers free outbound calls and may be placed for free to domestic locations and to international destinations for a low fee, based on current rates posted on the Google website. Free calling areas also include Alaska, Hawaii and Canada.

Google Voice Features and Benefits

- One number rings all your phones
- Customize your business phone number
- Works with both land lines and mobile phones
- Incoming Call Control– Direct certain callers multiple phones, or voicemail
- Easy to set up and customize
- Create custom greetings to give a personal and professional reception
- Transcribed and forwarded voicemail messages
- Record calls, block callers, conferencing features
- Keep detailed records of calls and text messages

Let's begin.

www.google.com/voice Once you open the page, **bookmark** it on your browser for easy access.

For Mozilla FireFox and Google Chrome, click on the star at the right end of the URL. Save to the Bookmarks Toolbar.

Sign in using your Google account username and password

Once logged in, Google Voice prompts you to first add a working phone number to establish the account. Add any number, landline or mobile that you can verify at the time. Google Voice will call you and ask to enter the verification code on the screen.

Add a forwarding phone [Help](#)

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

Phone Number

Phone Type

Mobile

Home

Work

Mobile

Verify your Phone ✕

This phone must be verified before it can be used with Google Voice.

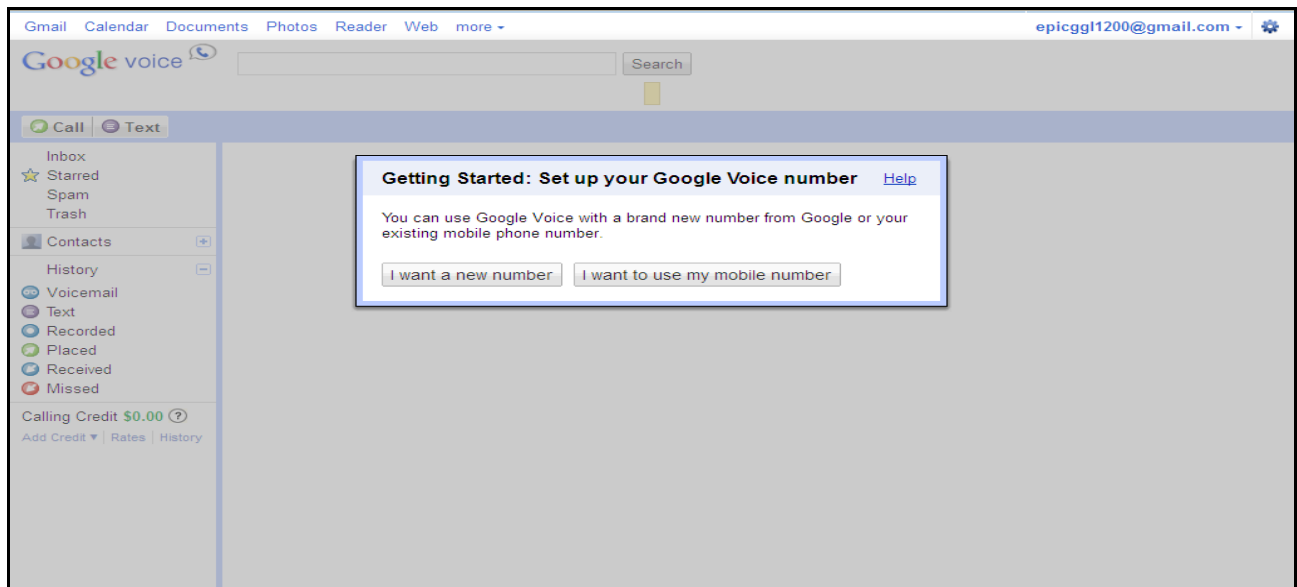
Google Voice will call your phone and prompt you to enter the following code:

33

There are two different services from which to choose. A **full Google Voice Account** gives you complete access to the system and all its calling features, where the option **Google Voice Lite** is pretty much the voicemail functions, but it is really cool!

To set up your number, choose a Google Voice provided number or use your own mobile number. As of this printing, only Sprint users can use their mobile number without porting, which could generate extra charges or create issues with your contract with your carrier. My suggestion is to choose the Google Voice number, for now. Select "I want a new number". Choosing the new number gives you future flexibility should you get new phones with new numbers. People calling the GV number will still reach you.

Even after you verify the phone number you must manually Activate Google Voicemail before it will switch over from your current voicemail. If you have messages on your current voicemail you need to keep, retrieve and write them down now. You may not have access to them later.



Using A Google Number vs. A Non-Google Number

There are a number of useful features that are unavailable to users who choose the non-Google number route. To best explain the differences, below is information from the Google Voice Help website:

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

Getting Started: Using a Google number vs. a non-Google number

Should I use a Google number or a non-Google number?

*Choosing to use a Google number while setting up Google Voice allows you to access a number of extra Google Voice features. You will need to give your friends and family the new custom number you selected during setup. It is not possible to use your existing mobile number with all of Google Voice's features at this time, **unless you are a Sprint subscriber**.*

Choosing to use a non-Google number during Google Voice setup allows you to have access to [Google voicemail](#) and other select Google Voice features with your existing mobile number. The following chart should help you identify the features you wish to use and which option to select.

	Using a Google number	Using a non-Google number
	<i>You chose a custom number from Google during sign up.</i>	<i>You are using a phone number assigned to you by your mobile carrier.</i>
Receive a new custom number		
Google Voicemail		
Forwarding calls		
Recording calls		
SMS		
International calling		
Voicemail transcription		
ListenIn™		
Custom Voicemail Greetings		
Blocking callers		
Conference calling		
Mobile apps		

Using a Sprint Number with Google Voice

If you are a Sprint subscriber, your mobile number may be used as your Google Voice number and use all the features listed above. This means your Sprint number may now be used to ring all your phones and your computer, as they are assigned to your Google Voice account.

	GOOGLE NUMBER	SPRINT: With your Sprint number	SPRINT: With a Google number	NUMBER PORTING	GOOGLE VOICE LITE
	<i>Get a new phone number from Google.</i>	<i>Sprint customers can seamlessly enable all Google Voice features on their mobile devices while using their Sprint mobile number</i>	<i>Display your existing Google Voice number when making calls and sending texts from your Sprint handset.</i>	<i>Get the full set of Google Voice features by moving your number from your carrier to Google.</i>	<i>Get a select set of Google Voice features without changing or porting your number.</i>
Use your existing number		✓		✓	✓
Get a custom Google number	✓		✓		
Google Voicemail	✓		✓	✓	✓
Call Forwarding	✓	✓	✓	✓	
Call Recording	✓	✓	✓	✓	
Text	✓	✓	✓	✓	
International Calling	✓	✓	✓	✓	✓
Voicemail transcriptions	✓	✓	✓	✓	✓
ListenIn	✓	✓	✓	✓	
Custom voicemail greetings	✓	✓	✓	✓	✓
Blocking callers	✓	✓	✓	✓	
Conference calling	✓	✓	✓	✓	

Another benefit is the International calls at low rates. International calls made from Google Voice users' Sprint phones will be connected by Google Voice at Google's very low rates.

These benefits will be available to Sprint users in the USA and will gradually be available to all Google Voice users.

Other carriers may enjoy this feature in the near future, but until then, you must choose a Google Voice number or port your current number with Google Voice.

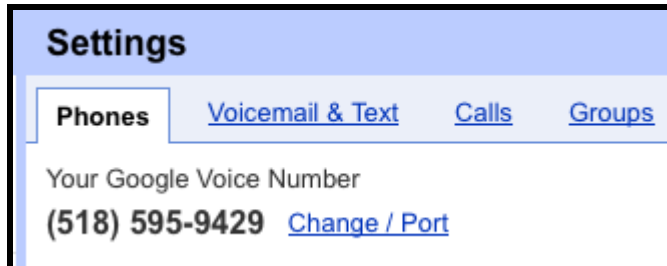
Porting Your Number: Is it necessary?

The following information is directly from Google Voice engineers:

"One of the most frequent requests we hear from people who use (or want to use) Google Voice is that they'd like to get all of Google Voice's features without having to give up their long-time phone numbers.

Today, we're excited to announce that Number Porting is available for all existing Google Voice users. This means you can make the mobile number you've always used your Google Voice number, so it can ring any phone you've added to the account—or even your computer.

To get started with Number Porting, log in to your Google Voice account, visit the Settings page and click on "Change / Port" next to your Google Voice number.



Porting your number to Google Voice costs \$20 and is usually completed within 24 hours. You may incur additional charges, including early termination fees, from your wireless carrier. Contact your carrier to get more details about the charges applicable to you.

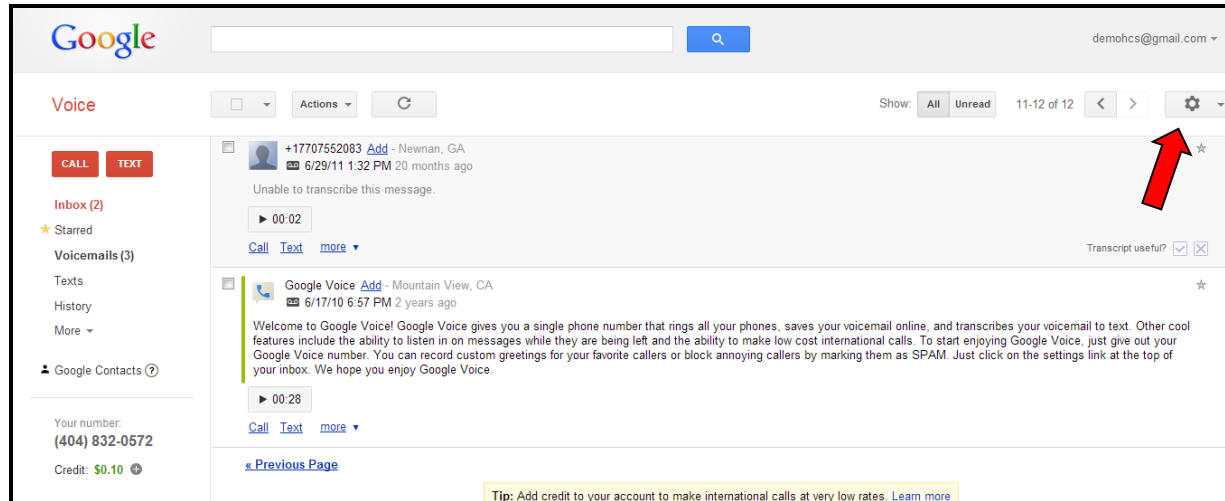
After porting your number to Google Voice your mobile service plan will be cancelled, and there are a couple of steps that you'll have to take to continue making and receiving calls on your mobile device. For more detailed instructions on how Number Porting works and to find tips for making the process as smooth as possible, visit the [Google Voice Help Center](#).

Number Porting is currently available for existing Google Voice users and will become available to new users within the next few weeks, and at this time, Google Voice is available in the U.S. only

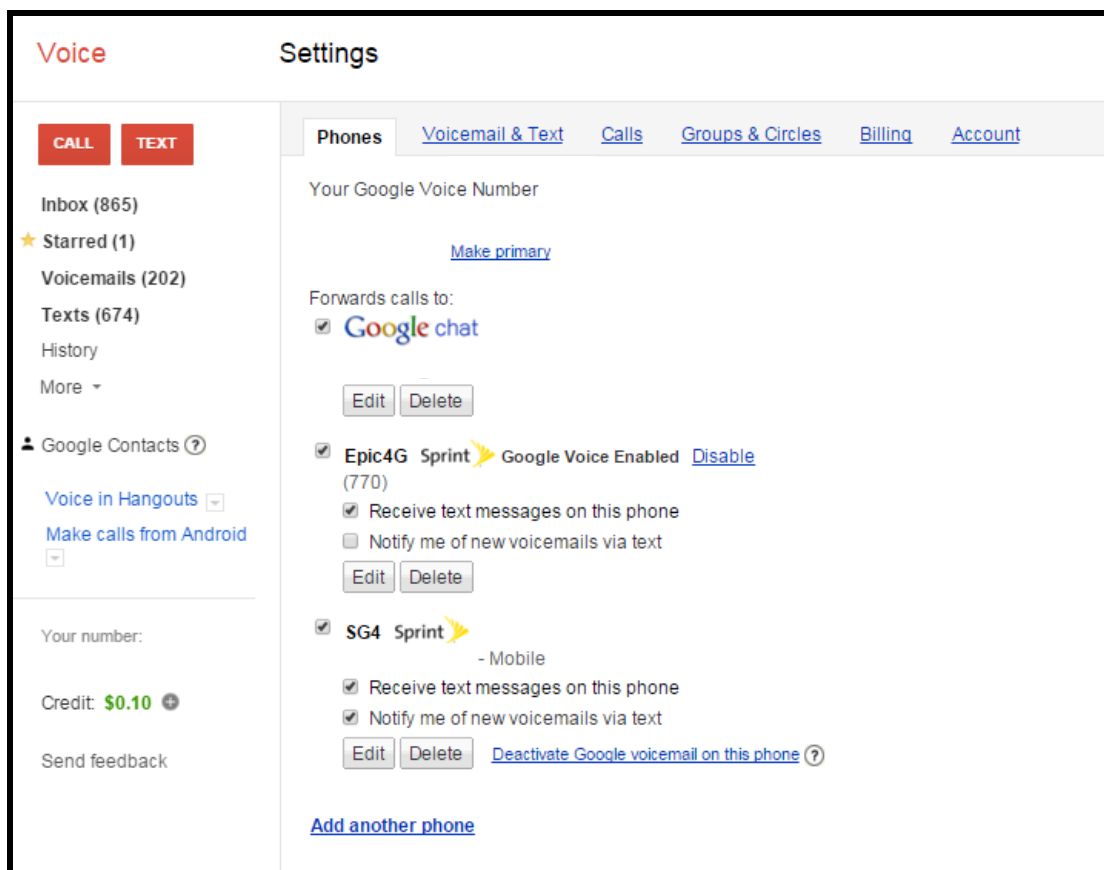
I could not explain it better than that, so there you have it. Now, back to my text:

Once you have completed the number selection process, you will see your Google Voice web page. Click onto the Settings tab to the upper left of the screen.

Select **Settings**.

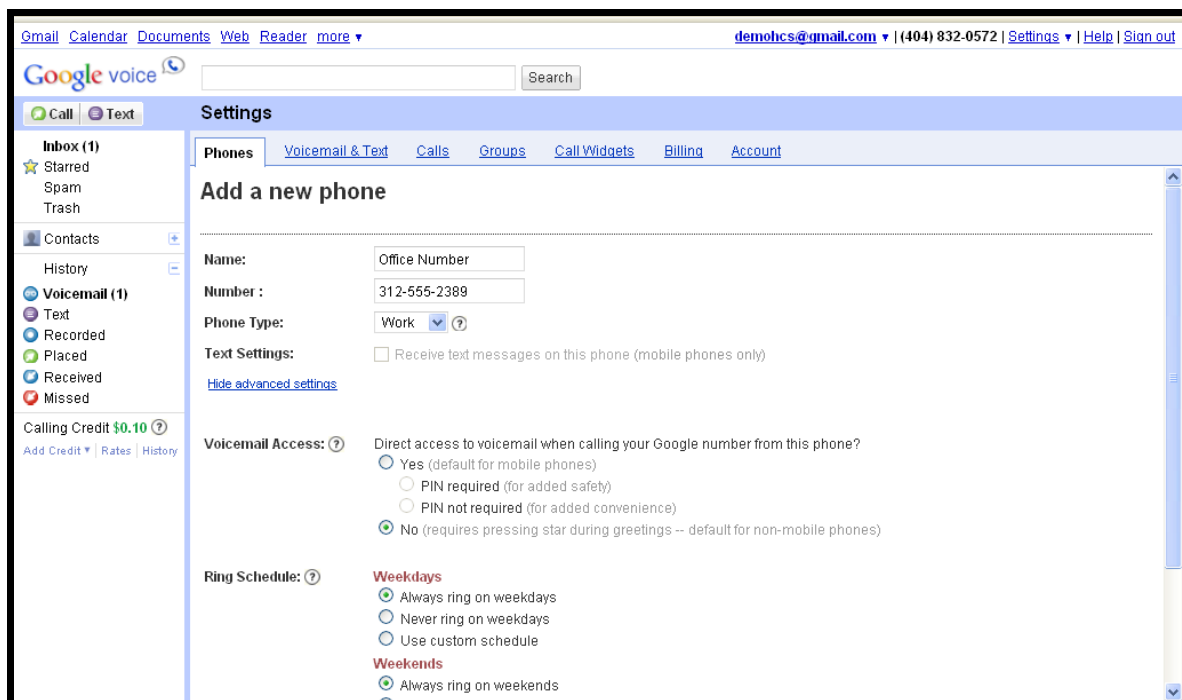


Starting with the **Phones** tab, Click **Add Another Phone**.



Fill in the spaces for the name, number and type of phone,

Now, click the option to **Show Advanced Settings** to set custom incoming call features.



The screenshot shows the Google Voice 'Settings' page for a user named 'demohcs@gmail.com'. The 'Phones' tab is selected, and the 'Add a new phone' section is active. The form includes fields for 'Name' (Office Number), 'Number' (312-555-2389), and 'Phone Type' (Work). There is a checkbox for 'Text Settings' to receive text messages. The 'Voicemail Access' section has three radio button options: 'Yes (default for mobile phones)', 'PIN required (for added safety)', and 'PIN not required (for added convenience)'. The 'Ring Schedule' section has two sub-sections: 'Weekdays' and 'Weekends', each with three radio button options: 'Always ring on weekdays/weekends', 'Never ring on weekdays/weekends', and 'Use custom schedule'.

Make your choices here for **Voicemail access**, set your requirement for entering your PIN number when you call Google Voice to hear your messages. Here, you can set weekday and weekend access separately.

Under **Ring Schedule**, customize the schedule by which Google Voice will allow calls to ring your phone, or be sent directly into voicemail. This is a great feature for shutting down a home office phone after 8pm, for example. Select **Use Custom schedule** to set specific times for caller access.

Google Voice Tip: Switch phones in the midst of an incoming phone call

If you **received** a call to your Google Voice number and wish to switch the call to another phone, such as your office or home phone, press the * key while in the call, and the other phones will ring as long as they are programmed into your Voice account.

Click **Save** at the bottom left of the screen to save your options.

Even after you verify the phone number you must manually Activate Google Voicemail before it will switch over from your current voicemail.

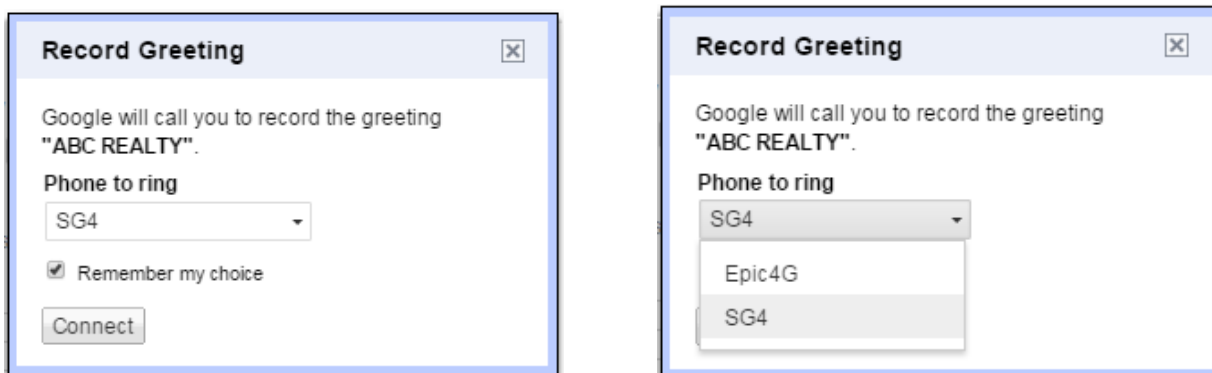
The **Google Chat** option I will mention a bit later in this chapter.

VoiceMail and Text

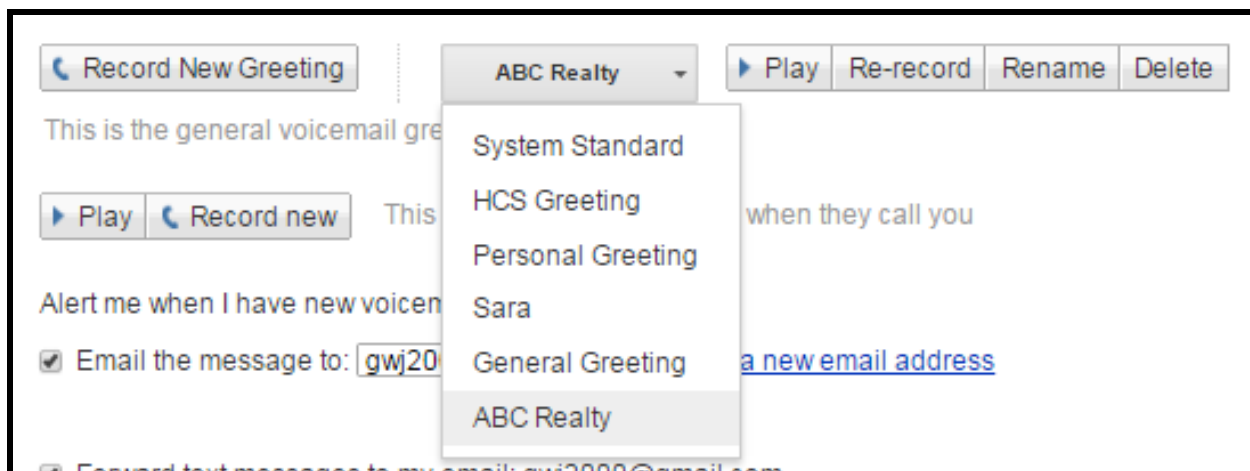
For each number you add to the service, you may customize an outgoing message, like you would any answering machine. The real benefit here is in how you may record multiple greetings, and tell Google Voice which caller groups will get the message you record to them.

VoiceMail Greeting

Click **Record New**. A window will appear for you to name this greeting.



Select from which phone you will record, click **Connect**. Google Voice then dials the number. Answer the call, and follow the prompts to record and save this greeting. Follow these steps for each greeting you record, and it will work for each phone number you have assigned to the service. In my example below I have recorded five new greetings:



Recorded Name

Like most mobile phone voicemail systems, the service asks you to record your name. This greeting is used whenever you choose to use the Google Voice standard greeting. You've heard them before:

*"You have reached the voicemail box of (**recorded name**). To leave a message press 1, or begin recording at the end of the tone".*

Voicemail Notifications

Set the alerts for new voicemail messages. Choose to be notified by email, SMS text messaging, or both.

Text Forwarding

You can opt to have text messages sent to your Google Voice number automatically forwarded to your email address. Check the box to activate this feature. With this feature, text messages will convert to Gmail messages. When you reply, the outgoing message reverts back to a text message.

Voicemail PIN

When you first setup your account, you were required to assign an access PIN number. Use this feature to change your PIN number.

Voicemail Transcripts

Check this box to have Google Voice transcribe your voice messages. Messages are sent to your email (if you opted in under voicemail notifications), and also by signing in to Google Voice on your computer or compatible smartphone. The system is not perfect, so it may be a good idea to remind callers to speak slowly and clearly while leaving a message, giving the transcriber a better opportunity to convert the message to the correct text.

Calls Tab

Settings under the Calls tab allow you to customize your incoming calls experience. These are unique features unlike those you normally experience with a mobile phone's voicemail system.

Call Screening

The Call Screening feature reminds me of the answering machines of the 1990's (remember those?) where you can hear a person's message discreetly, with the option of picking up the call. Callers will hear an announcement requiring them to announce themselves (see next section) and begin leaving a message. Your phone will ring, and by answering, you will hear the caller's announcement discreetly, and given the option by Google Voice to press 1 to let the call through, or press 2 to send it to voicemail.

Call screening can be customized for individual groups, for example, the feature can be activated for business group or unknown callers, while family and friends groups' calls can be directed right to your phone.

Caller ID (Incoming)

This setting gives you the option of seeing the caller's number on your phone's screen with the incoming call, or your Google Voice number, indicating that the call was routed through Google Voice.

When a caller makes a call from a number Google Voice recognizes through Gmail's Contacts it will display this number through caller ID, including the photo if you added into the contact's profile. It will not require this caller to announce (it already knows who they are), unless the caller is in a group set to be screened.

Unknown callers will be asked to announce their name in the screening process, if the box was checked in Call Screening.

Google Voice relies upon the contacts in your Gmail account to identify incoming callers, and to route the calls according to the settings for the group you have assigned them to. This is one reason I so highly emphasize building and then grouping your CRM, so that you have as much info in a contact's profile as possible.

Do Not Disturb

If you'd like to send all calls made to your Google number directly to voicemail, you can enable **Do Not Disturb** from a phone or through the Google Voice website. Then, all calls will be sent to voicemail until you disable the setting. If you set this on the Internet site, ALL phones will not ring. Add the Google Voice app to your mobile phone and change the setting on the specific device.

Note that any text message sent to your Google number while **Do Not Disturb** is enabled, will also not be forwarded to the phones you've set up to receive text messages and have marked as 'Mobile'.

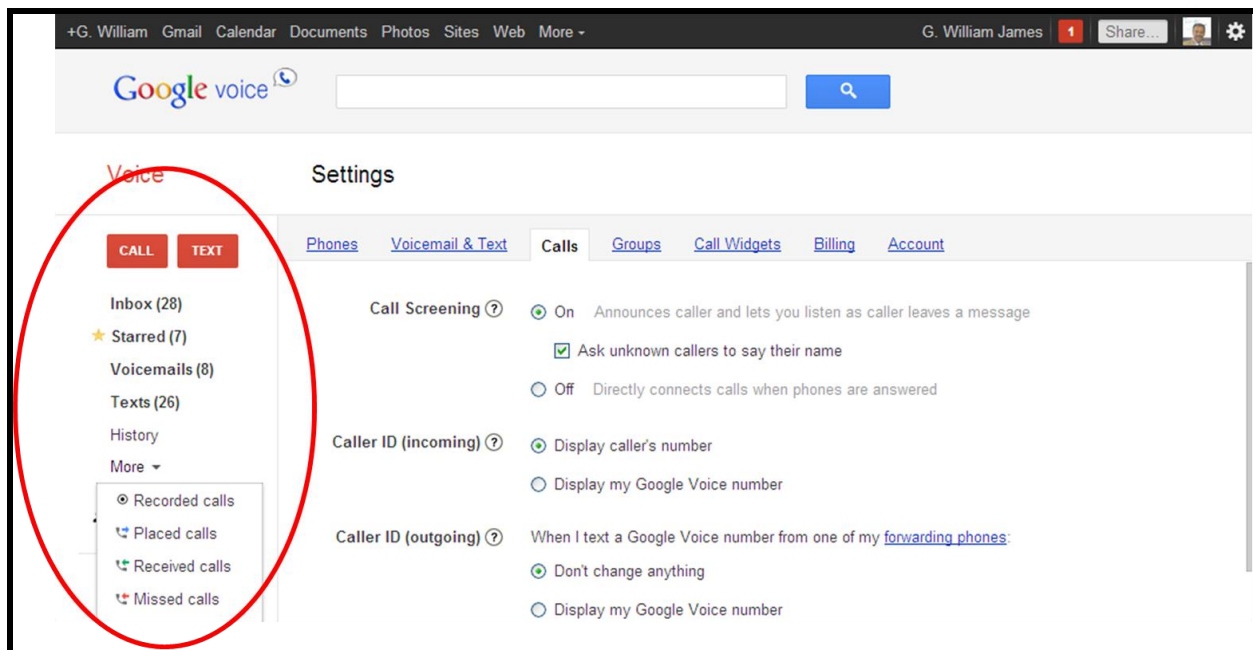
Call and Text History

Your voicemails, text messages, and calls are listed on the Google Voice website, in the left panel. They're organized under different labels:

- **Inbox:** lists received voicemail and text messages, as well as recorded calls
- **Starred:** any calls, voicemails, or text messages you've starred
- **History:** all made, received, and missed calls, voicemails, and text messages
- **Spam:** items you've marked as 'Is Spam'
- **Trash:** deleted items that will be auto-deleted after 30 days in Trash
- **Voicemail:** all voicemails received in your Google voicemail system
- **Text:** SMS messages you've sent, received, or replied to from your Google number

- **Recorded:** all calls to your Google number that you've recorded
- **Placed:** calls you've made through the website and phone system
- **Received:** all received calls, voicemails, and text messages
- **Missed:** calls to your Google number that you've missed

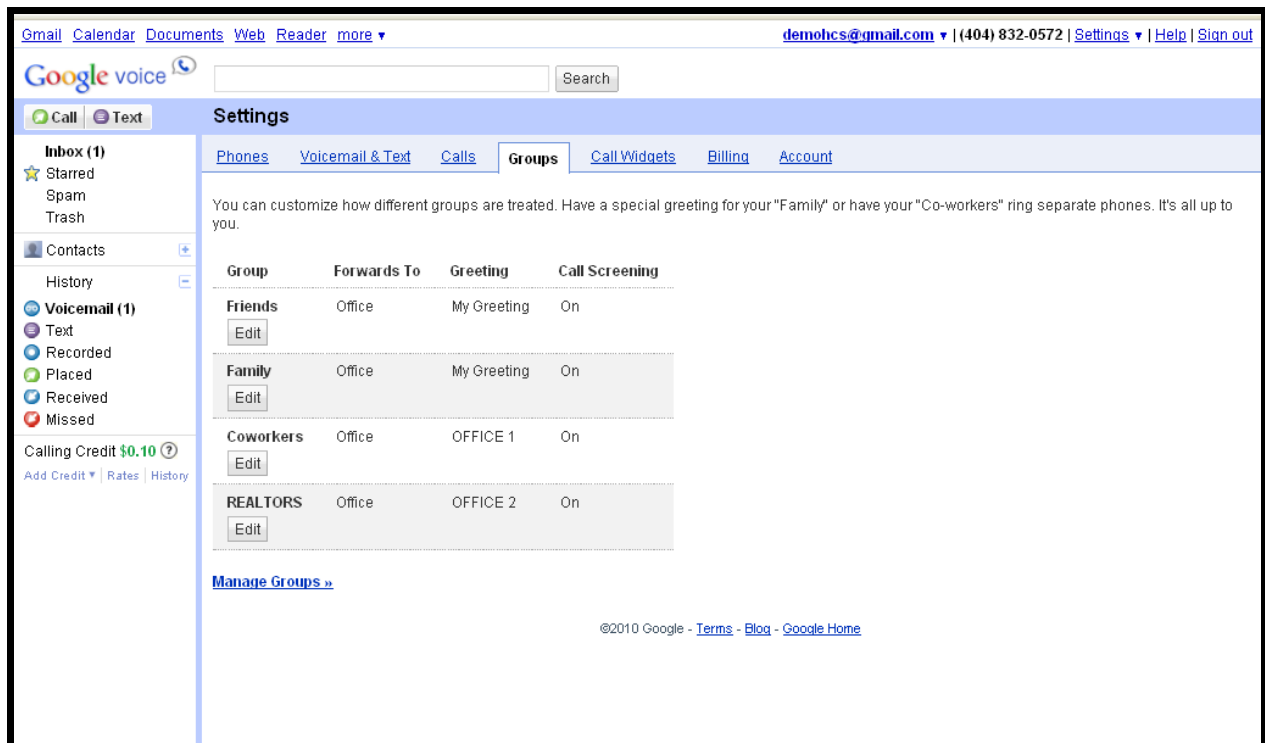
Also, you may type a name or phone number into the global search to pull a log of calls and texts.



Groups Tab

Customizing which callers receive a personalized message is a major feature of Google Voice. Here, you can specify which callers hear that message made especially for them, whenever they call from a number Google Voice recognizes.

The groups you see listed on this screen were created once you organized your Gmail Contacts (see what I mean about building that CRM?).

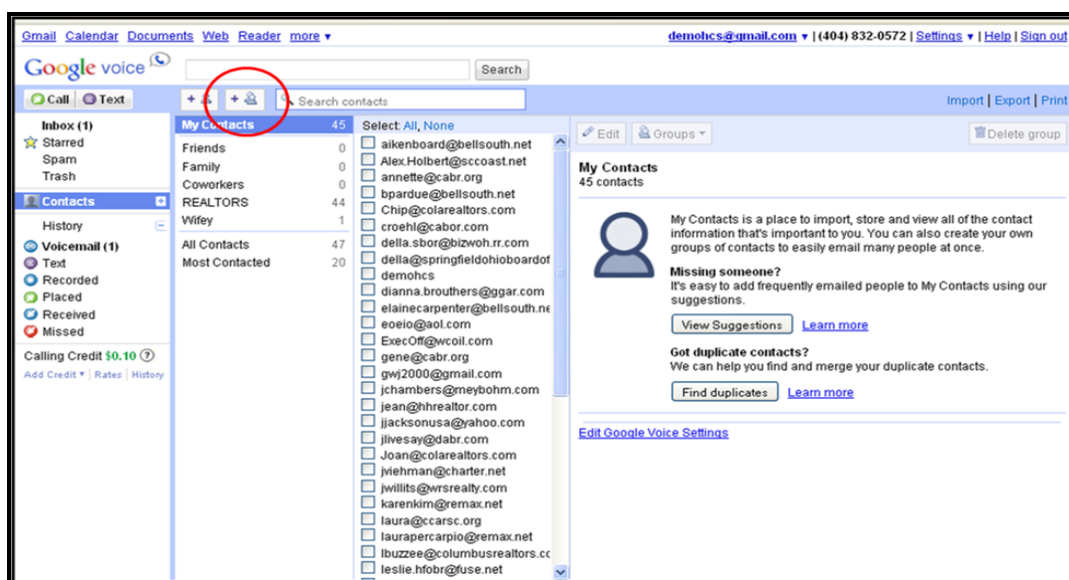


Edit your Groups

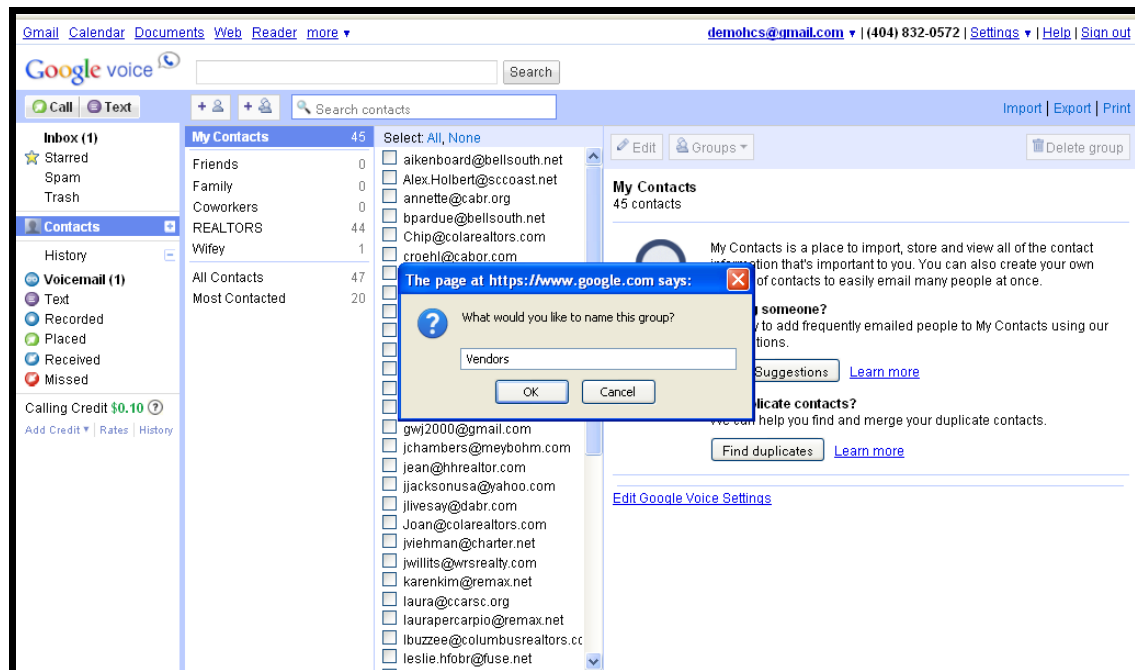
Creating and editing your groups happen inside your Gmail account. From the Google Voice Calls tab, select **Manage groups**.

The link goes to Contacts in your Gmail Account.

Click the link **New Group**.



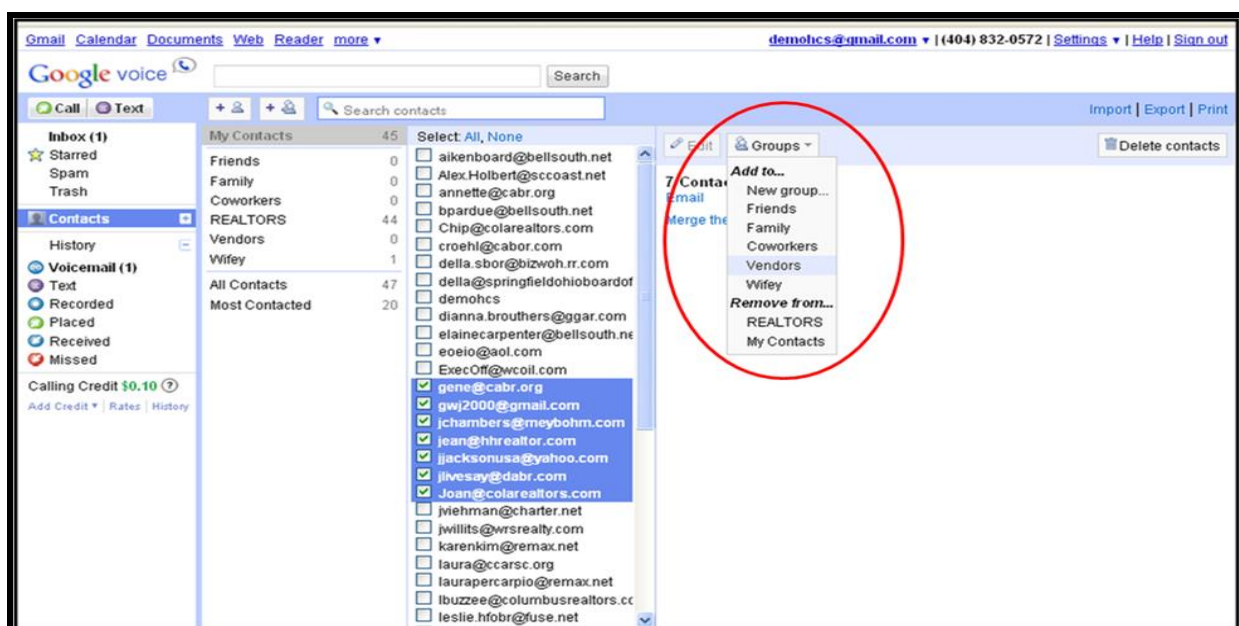
Name the group. For example, I will create the group Vendors. The new group is added to the list.



Click **My Contacts** on the top of the list, and select contacts from your list to import into the group by checking the box to the left of the contact.

Click onto the Groups tab on the right, and add the selected contacts to the new Vendors Group. You have the option of keeping contacts in multiple groups.

Select from the list of groups, or add a new group.

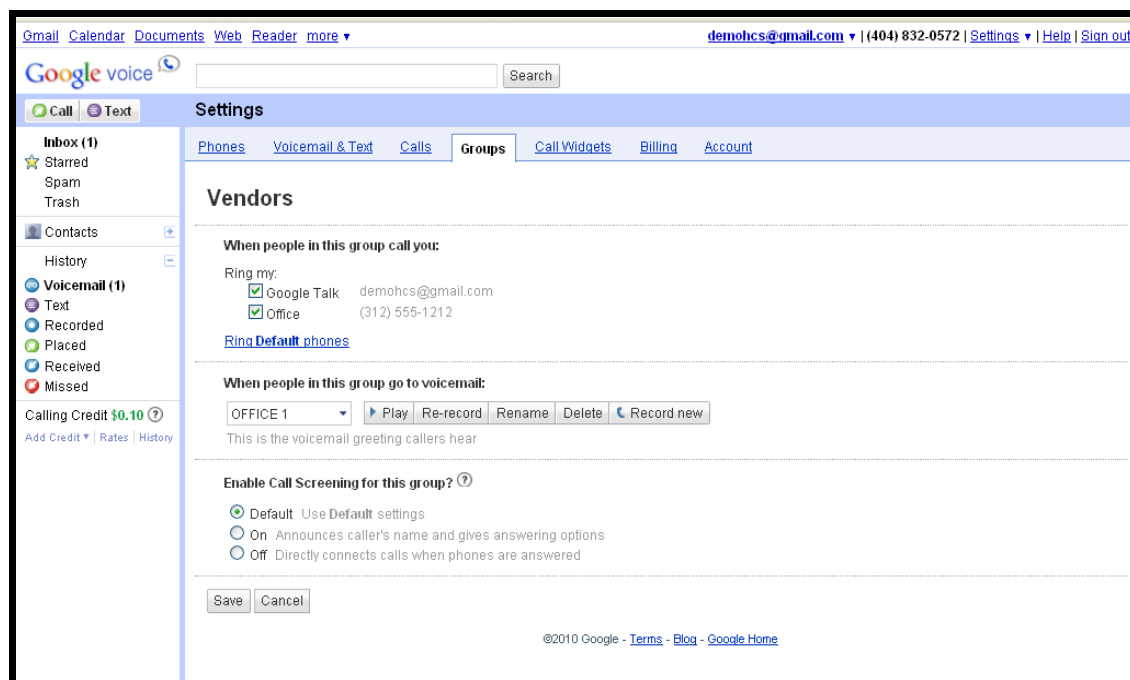


Click on Edit **Google Voice Settings** link to return to Google Voice.

Issue: If you don't see your new group when you return, refresh your browser, or clean your Browser's cache and cookies. Log back into Google Voice, go to Settings and Groups. Your new group should be on the list now.

In Groups, select Edit in your new group. Customize the voice greeting and call screening settings.

Those contacts you chose for this group will now be managed by these settings.



How to customize a private message for your spouse, best friend, or anyone

Using the steps above, create a category using that person's name as the category. Edit the category settings with a unique recording that only entries in that group will get, which will be that one person. When caller ID recognizes it's them, they'll have a treat to hear that special message you recorded just for him or her.

Google Voice Tips and Tricks

How to switch phones during a call in Google Voice

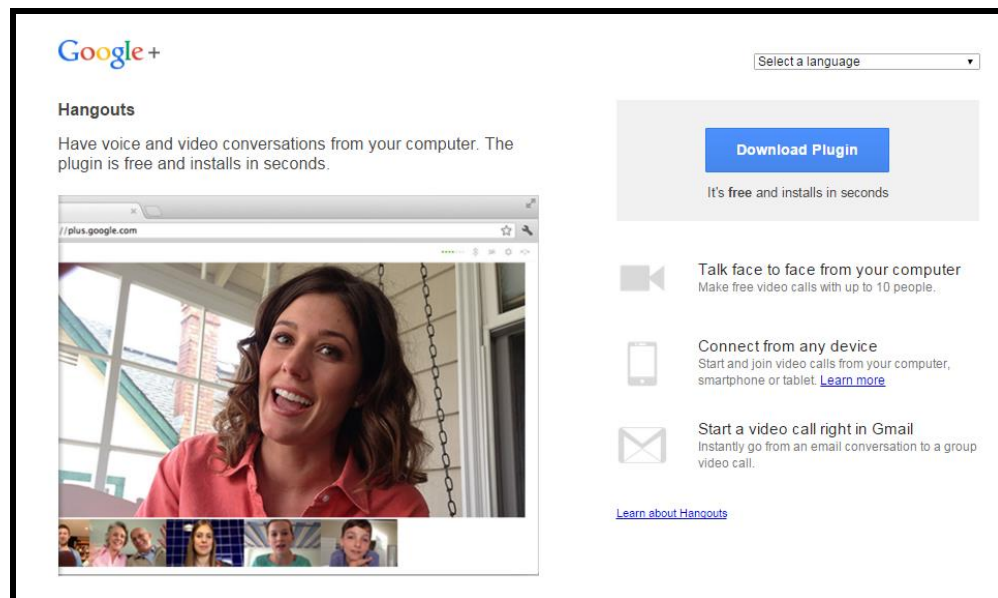
Let's say you're speaking someone on your desk phone, to someone who called your Google Voice number. You have an appointment, and need to leave, but you also need to finish that call. Simply press the * key on the phone, and your mobile phone will ring, if it is an active number on Google Voice too. Take your call and make your appointment too!

How to make calls in Gmail

Free Phone calls to US and Canadian landlines and mobile is a snap in Gmail Chat. International calls are inexpensive and easy as well, with as little as a \$10 deposit to your Google Pay Account.

Google has integrated the phone, instant messaging and video conferencing features under the name Hangouts, and yes, there is an app for that! However, for the desktop and laptop computers, you must first download the Hangouts Plugin

<https://www.google.com/tools/dlpage/hangoutplugin>

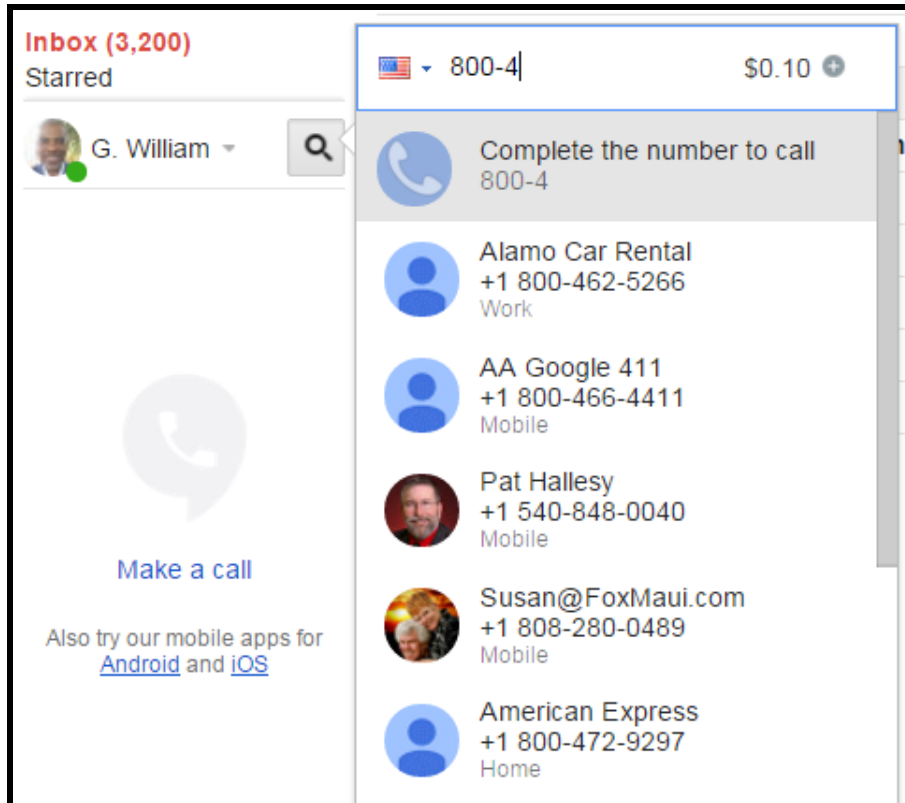


Once installed, the feature is located in your Gmail account in the lower left corner beneath the labels. Click the phone icon to make calls, or the quotation mark to launch video and IM.

You must be connected to Wi-Fi in order for any of these features to work.

Here's how:

1. Open your Gmail account
2. On the left panel, locate and click on **Phone Icon**
3. **Click Make a call**
4. Dial the number or type a name into the top input box



The phone is of course connected to your contacts in Gmail. And will offer suggestions by number or name.

Make a call from an email

You can make calls directly from an email you send or receive.

When you open an email with a phone number in the text, the number will be blue.

Click the phone number in the email.

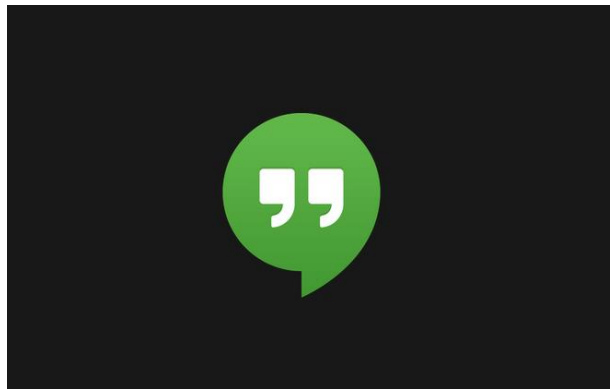
In the dial pad that appears, click **Call**.

Video Conferencing

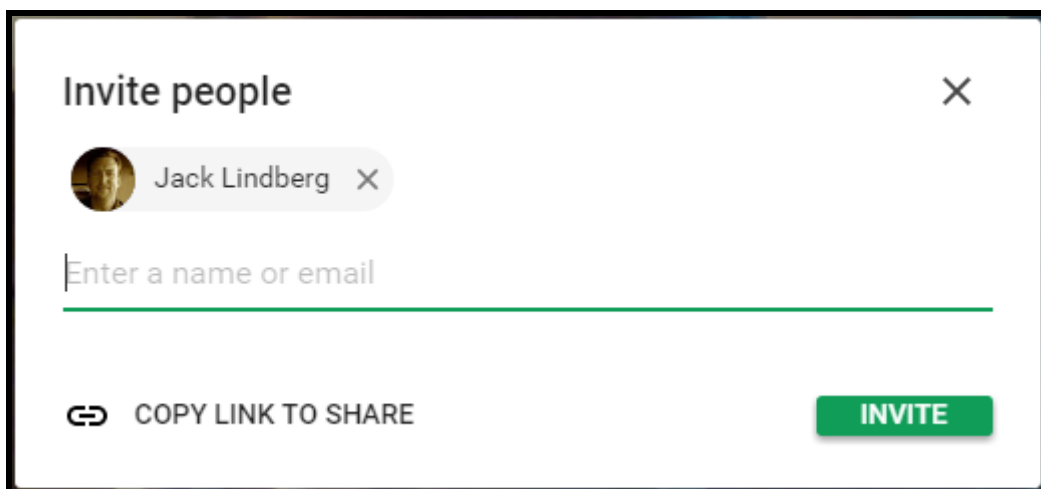
Google Hangouts is the way to communicate with people using video. Different from tools like Skype and FaceTime, Hangouts allows you to connect up to ten people at once for a true conferencing experience. You can invite people to future sessions with a link sent by email, which will launch the event at the scheduled time from their computers, or their mobile devices which have the Hangouts app installed.

Click on the Hangouts icon 

Type a name or highlight a previous contact from the list. When their information appears look for the video camera in the lower right corner. Click the camera icon to launch a session



Add more people by typing their name or email address. Copy the attached link to add to the message. The link will direct them into the Hangout session at the scheduled time.



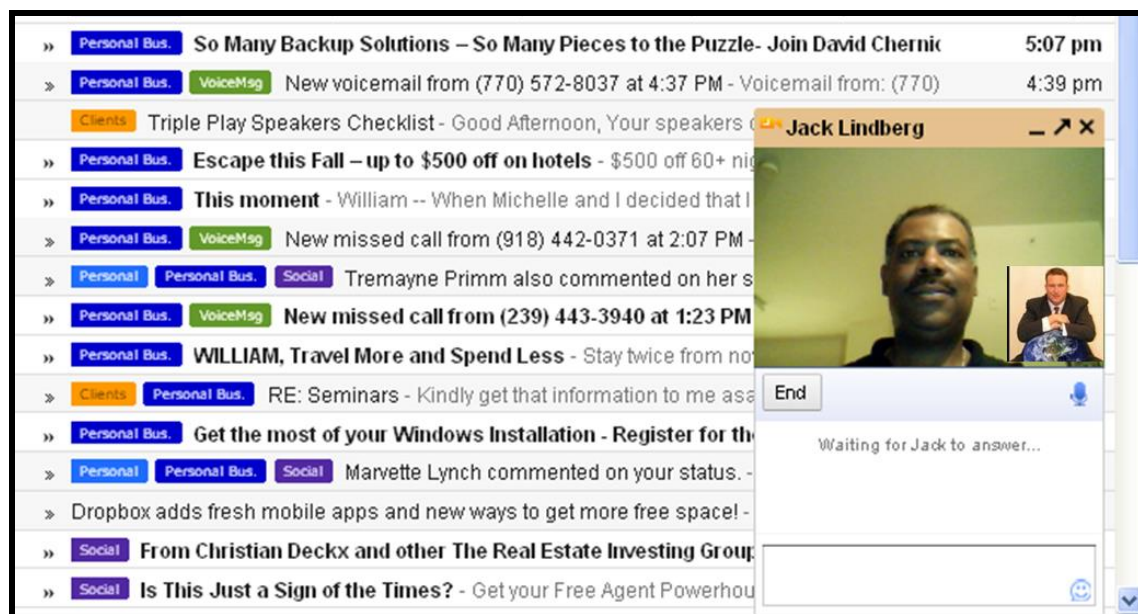
The screenshot shows a white dialog box titled "Invite people" with a close button (X) in the top right corner. Below the title, there is a list of invited people, currently showing "Jack Lindberg" with a small circular profile picture and a close button (X) next to the name. Below the list is a text input field with the placeholder text "Enter a name or email". At the bottom of the dialog, there is a link icon followed by the text "COPY LINK TO SHARE" and a green button labeled "INVITE".

When you enter the room at that time they will be able to see you- and each other.

There are a number of useful features built into your Hangout session.

- Here, you can **chat privately** by text with anyone on the Hangout
- **Share your screen**, as in a webinar session
- **Capture** any screenshot by highlighting the image.
- Have fun with disguises and other fun tools with **Google Effects**
- Play a **YouTube** Video or playlist, even broadcast your Hangout in YouTube
- Open a **Google Drive** document and edit, or share so others can edit

Minimize the Hangout so you can continue to work while you chat on your computer! You will still be seen by others in the Hangout.



How to make calls from abroad to the US using Google Voice

This feature gives you the ability using your Internet connected computer or Wi-Fi connected smartphone to make calls to the US if you are out of the country using Google Voice or Gmail. Here's the info directly from the Google Voice Blog:

"Google Voice lets you manage all your phone communications and seamlessly make and receive calls on any of your existing phones. But what if you don't have your phone with you? Or what if you're in a place with poor cell phone reception, or you're travelling internationally and don't want to incur expensive roaming charges? Wouldn't it be great if you could use your computer to make or receive calls? In order to use the Google Voice service via Gmail, you will have to install the [free voice and video chat plugin](#) to your Gmail account.

Before leaving from US, setup a Google Voice account @ www.google.com/voice

Step 1: Is the voice and video chat plugin installed (if needed)? See <http://www.google.com/chat/voice/> for the download.

Step 2: Is your Gmail language is set to English (US)? See <http://www.google.com/support/chat/bin/answer.py?hl=en&answer=187929> for details.

Step 3: <https://www.google.com/accounts/EditUserInfo?hl=en>

(Update country, zip code and time zone with USA details)

Step 4: Mic and speaker test
<https://mail.google.com/mail/?hl=en&shva=1#settings/chat>

Step 5: Computer regional settings should be US

Also, install the Google Voice and Hangouts apps on your smartphone and tablet. If you have a data plan, making calls through the GV app does not incur cellular minutes, as the call is made over the Internet.

Don't have the GV app on your phone? Dial your own Google Voice number, enter your PIN, select 2 to dial out, and make calls from there.

Google Voice Tip: Make a Gmail voice call or SMS through your mobile phone

If your phone supports the Google Voice App, you can make calls through the app, using your Google Voice number as the caller ID. International calls can be made as well, simply buy credits through the Google Voice site, and pay Google's low international rates.

From the Google Voice dashboard, select Call on the left panel. The prompts will ask for the number to call and the number on the account from which you want to place the call.

The selected phone will ring. Once answered, it will then place the call.

Google Voice Tip: Make a private greeting for your honey or best friend

If you want to impress a caller, record a private outgoing greeting just for him or her. Simply begin by creating a new group in Gmail contacts, and place that contact as the only one in that group.

Be careful not to put them in multiple groups, as others may hear that message you would really want to reserve for that VIP in your life!

This is a brief guide of the power of Gmail written by a person who relies on its convenience every day as a mobile professional on the go. In my humble opinion it is the best email solution available and when integrated with Google Calendar, Drive, Voice, Google Photos, and YouTube it creates the ultimate mobile office system that keeps me productive worldwide.

Cloud computing is the way we will communicate, be informed and entertained from now on. Television networks, advertisers and print media all understand that if they want to keep us attentive they have to be online, and on our mobile devices as this is where we spend our time.

The computer hard drive itself is history, because of the cloud. We all have apps that direct us where we want to be on the Internet. The same goes for our personal data, as we have discussed in this guide to the Gmail, part of the Google suite of cloud-based apps. There will be many more to come, in fact there are other choices out there today; however it is Google that has made it easy for us to integrate these tools into one useful system, for free, as Facebook has done for social networking.

About The Author

G. William James has for 21 years been one of the leading training professionals for handheld computing and mobile technology in the United States, for retail, medicine, sales, business and real estate.

A motivational speaker, sales trainer and seminar presenter since 1986, thousands have heard his enthusiastic yet real-life approach to time management and sales excellence.

James was an early user of Palm handhelds and later became a disciple. Later he added the Windows Mobile and RIM Blackberry platforms to his expertise, and finally The Google Android, Nokia Symbian and Apple iPhone smart devices are now part of his workshops. He is devoted to handheld computing and has built his career on the technology.

Mr. James is internationally recognized for teaching the PDA and smartphone devices as the ultimate business and communication tool. He has presented in nearly every state in the Union, Puerto Rico, Canada and the Caribbean. As an accomplished workshop presenter. His company, **G. William James Consulting Group**, conducts specialized training seminars for companies and real estate organizations throughout the United States, Canada and the Caribbean. He is also a frequent guest speaker at corporate events and association functions, all of which are constantly striving to remain on the leading edge in mobile technology.

James was featured in *Black Enterprise* Magazine as “**Master Of The PDA**”.

James and his family are active in their community of metropolitan Atlanta.

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