

Contents at a Glance

Foreword	xix
Introduction	1
Part I: Setting Up Google Voice	7
Chapter 1: A Day in Your Google Voice Life	9
Chapter 2: Getting Ready for Google Voice.....	19
Chapter 3: Setting Up Google Voice.....	39
Chapter 4: Upgrading to Google Voice from GrandCentral.....	69
Part II: Maximizing Your Voice	91
Chapter 5: Managing People in Google Voice	93
Chapter 6: Changing Settings in Google Voice.....	115
Chapter 7: Saving Time and Money	135
Chapter 8: Managing Phones with Google Voice	157
Chapter 9: Using the Inbox and Handling Calls.....	177
Part III: Maximizing Your Handset	193
Chapter 10: Using the Google Voice Mobile Web Site.....	195
Chapter 11: Using Google Voice with the iPhone	207
Chapter 12: Using Google Voice on Android Phones	217
Chapter 13: Using Google Voice on BlackBerry Phones	223
Part IV: Playing Well with Others	231
Chapter 14: Using Google Voice with Gmail.....	233
Chapter 15: Chatting, Talking, and Using Your Gizmo.....	253
Chapter 16: Using Google Voice for Business	263
Part V: The Part of Tens	281
Chapter 17: Ten Points of Netiquette for Google Voice.....	283
Chapter 18: Ten Online Resources for Google Voice	289
Chapter 19: Ten Key Google Voice Features for Business	295
Index	299

Table of Contents

Foreword.....*xix*

Introduction..... **1**

About This Book..... 1
Foolish Assumptions..... 2
Conventions Used in This Book..... 3
How This Book Is Organized 3
 Part I: Setting up Google Voice..... 4
 Part II: Maximizing Your Voice..... 4
 Part III: Maximizing Your Handset 4
 Part IV: Plays Well with Others 4
 Part V: The Part of Tens..... 4
Icons Used in This Book 5

Part I: Setting Up Google Voice..... **7**

Chapter 1: A Day in Your Google Voice Life **9**

 Discovering Google Voice..... 10
 Waking Up with Google Voice..... 11
 At Work with Google Voice 13
 Relaxing at Home with Google Voice 15
 Grasping the Bottom Line..... 16
 Saving time and reducing stress 16
 Saving money 17
 Gaining control..... 17

Chapter 2: Getting Ready for Google Voice **19**

 Assigning Your Cell Phone Number to Google Voice 20
 Getting a New Number from Google Voice..... 21
 Choosing an area code..... 22
 Using your new Google Voice number 24
 Saving Money on Your Cell Phone Bill..... 25
 Getting a New Cell Phone for Google Voice 27
 Handling Your Home Phone..... 30
 Handling Work Phones 30
 Creating a Google Account..... 31
 Setting Up a Google Profile..... 36

Chapter 3: Setting Up Google Voice 39

Getting Invited.....	40
Choosing an Area Code and Phone Number.....	40
Setting up your phone number	41
Disseminating your new phone number	43
Getting General Settings Correct.....	45
Choosing General settings 1: Overall settings.....	46
Sharing your greetings	49
Choosing General settings 2: Handling live calls	51
Verifying Your Phones	56
Being there.....	57
Stepping through verification	58
Setting Which Phones Ring	62
Focusing On General/Default Settings	65

Chapter 4: Upgrading to Google Voice from GrandCentral. 69

Making Special Considerations for Alaska, Hawaii, and Canada.....	70
What about the maple leaf crew?	70
Baked Alaska — and boiling Hawaiians	71
Discovering How Google Got Your GrandCentral Account?.....	71
Understanding the Differences	73
Barriers to entry.....	77
Et tu, iPhone?.....	77
Before You Hurry Up, Wait.....	78
Creating a Gmail account.....	78
Keeping contact(s) with GrandCentral	79
Saving your GrandCentral voicemails and recordings	80
Making the Move	82
Rerecording your name and greeting.....	83
Importing your GrandCentral contacts.....	83
Importing your voicemails and recordings	85
Touring Google Voice.....	86
Finding the new stuff	87
Finding more.....	89

Part II: Maximizing Your Voice..... 91**Chapter 5: Managing People in Google Voice 93**

Importing Contacts into Google.....	93
Export and importing Webmail contacts and e-mail.....	95
Exporting a CSV file from your mail reader	98
Entering data into a CSV file	101
Importing data from a CSV file	102
Combining contacts in Google Voice	103

Working with Groups 106
 Creating and deleting groups 107
 Adding and removing contacts from groups..... 108
 Changing settings at the group level..... 110
 Managing Settings at the Group Level 112

Chapter 6: Changing Settings in Google Voice 115

Adjusting Settings and Strategies 115
 Changing which phones ring..... 116
 Finding out about phone forwarding..... 118
 Changing phone forwarding settings 119
 Using ListenIn..... 122
 Changing ListenIn settings..... 123
 Pushing buttons for ListenIn 126
 Changing Voicemail Greetings 127
 Finding out what you can do with voicemail messages..... 128
 Changing voicemail greeting settings 129
 Working with voicemail messages on the line 131
 Changing Text Message Settings 132

Chapter 7: Saving Time and Money 135

Saving Money with Phone Flexibility 135
 Shifting a call to another phone..... 136
 Saving money live with Google Voice..... 137
 Dialing into Google Voice directly 138
 Using GOOG-411 from the voice menu..... 140
 Saving — or losing — on your cell phone text count..... 143
 Can you go prepaid?..... 144
 Making Calls To and From Other Countries..... 146
 Adding credit where credit is due 147
 Checking the rates 149
 Traveling to other countries 152

Chapter 8: Managing Phones with Google Voice 157

Calling with Google Voice Is Different..... 158
 Dialing out using Google Voice 158
 Using forwarding for Google Voice..... 160
 Porting a phone number to Google Voice 162
 Using the Google Voice Web Site for Calls 164
 Going back to the future with Google Voice..... 164
 Calling or texting from the Google Voice Web site..... 165
 Getting (Secret) Calls from the Web 172
 Forwarding Voicemail Messages and Recordings 175

Chapter 9: Using the Inbox and Handling Calls 177

Using the Google Voice Inbox..... 178
 Message notifications 178
 Performing multiple-item actions 181

Searching messages.....	182
Using folders.....	184
Optimizing your Inbox.....	185
Handling Calls with Google Voice.....	186
Options for all incoming calls	186
Emergency phone registration.....	188
Using keyboard commands	191
Part III: Maximizing Your Handset.....	193
Chapter 10: Using the Google Voice Mobile Web Site	195
Benefitting from Google Voice.....	196
Finding Out What the GV Mobile Site Can Do.....	198
Understanding What the GV Mobile Site Can't Do	201
Working with Limitations of the GV Mobile Site.....	202
Using GV Mobile	203
Chapter 11: Using Google Voice with the iPhone	207
Using Google Voice with an iPhone.....	207
Dialers for the iPhone	210
Using a dialer versus using the Web	211
Using dialers with iPod Touch	212
Finding out what dialers are available	213
Using Workarounds If You Don't Have a Dialer.....	215
Chapter 12: Using Google Voice on Android Phones.....	217
Using Android: A Google Voice Natural.....	218
Using Dialers for Android Phones	219
Chapter 13: Using Google Voice on BlackBerry Phones	223
BlackBerry: Cool Then, Cool Again	223
Using a Dialer on BlackBerry	227
Part IV: Playing Well with Others.....	231
Chapter 14: Using Google Voice with Gmail	233
Exploring What Makes Gmail Cool	234
Using Gmail for Google Voice.....	236
Using Gmail inside the firewall.....	237
Gmail and the kitchen sync	239

Touring Gmail for Google Voice	240
The Google Voice Inbox	241
Important Gmail features	244
Forwarding through the fog.....	246
Translating Transcriptions.....	247
Giving Voice to Google Apps.....	249
Chapter 15: Chatting, Talking, and Using Your Gizmo.....	253
Untangling the Spaghetti of Offerings	253
Using Gmail Chat	255
Google Talk.....	257
Gizmo5	260
Chapter 16: Using Google Voice for Business	263
Using Search in Organizations	263
Google Voice for Employees	265
Using Google Voice features at work.....	266
Determining what doesn't work so well.....	268
Using Google Voice at work versus for work	269
Using Google Voice for Small Business.....	271
Using Google Voice in the Enterprise	276
 <i>Part V: The Part of Tens</i>	 281
Chapter 17: Ten Points of Netiquette for Google Voice	283
Don't Announce It's Google Voice.....	283
Tighten the Noose Gradually	284
Sell the Switch.....	284
Minimize Cell Use during Meetings	284
Plan Calls around Google Voice.....	285
Turn Off Phone Screening for Phone Meetings.....	285
Move Calls from Skype to Google Voice	286
Smooth the Transition to E-Mail.....	286
Get Permission for Recordings	286
Know When Not to Use Google Voice	287
Chapter 18: Ten Online Resources for Google Voice.....	289
gvDaily.com	289
Google Voice Online Support.....	290
Google Voice Support Site.....	290
Official Google Voice Blog	291
Craig Walker on Twitter.....	291

YouTube	291
Lifehacker	292
TechCrunch.....	292
GigaOm.....	292
Google Alerts.....	293
Chapter 19: Ten Key Google Voice Features for Business	295
Cheaper Calls	296
Free Conference Calls	296
Free Call Recording and Sharing	297
E-Mail Notifications and Transcripts	297
Free Text Messaging with Records	297
Contacts Integration.....	297
One Number to Ring Them All.....	298
Variable Greetings	298
Switchboard Functionality	298
Cell Phone Apps and Mobile Site.....	298
<i>Index</i>	299