



**Middle Georgia**  
State University



# GOOGLE VOICE TRAINING HANDBOOK

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# Introduction

Google Voice uses your Google account to give you a different public-facing phone number for calling, text messaging, and voicemail for your smartphone or computer. You can set up the app to forward calls, text messages, and voicemail with a full backup. The app even offers advanced voicemail transcriptions that you can read in the app or have sent to your email. Your Google Voice will sync across devices while you're on the go and manage your messages.

With Google Voice, you get a free phone number for calls, text messages, and voicemail. You can use the apps on smartphones and computers, and you can link your number to any mobile or landline number.

## What you can do with Voice

- Text from your computer or mobile phone
- Read your voicemail and search through it like email
- Personalize voicemail greetings for family and friends
- Get protected from spam calls, block unwanted callers, and screen calls before answering

### What you need to use Voice

- A Google Account ([click here to sign up for a google account](#))
- Computer or mobile phone (android or iOS)
- U.S. phone number that can forward calls after ringing

### Supported browsers

You can only make calls over Wi-Fi with these browsers:

- Chrome Browser
- Mozilla® Firefox®

### Choosing your number

You will be prompted to input an area code and select a phone number. This will be your Google number you can make/receive calls and texts as long as your account is active.\*

*\*You will lose your Google voice number after 30 days of inactivity. Google reassigns unused numbers after 30. To keep your number active need to make at least 1 call or text per month. If your number is reassigned your account is still active. You will be prompted to select a new number on your next sign in.*

# Sign up for Voice and get your number


## Getting Voice on PC

1. On your computer, go to [voice.google.com](https://voice.google.com).
2. Sign in to your Google Account.
3. After reviewing the Terms of Service and Privacy Policy, tap Continue.
4. To pick your Voice number, tap Search.
  - Search by city or area code for a number. Voice doesn't offer 1-800 numbers.
  - If there aren't any numbers available in the area you want, try somewhere nearby.
5. Next to the number you want, click Select. Follow the instructions.

After setting up Voice, you can link another phone number. Learn more about [setting up phones](#).

## Get Voice on Android


Make sure your phone is on and you can get texts. To check, Google will send your phone a text with a code.

1. On your Android device, [download the Google Voice app from the Google Play Store](#).
2. Open the **Voice app** .
3. Sign in to your Google account.
4. After reviewing the Terms of Service and Privacy Policy, tap Continue.
5. To pick your Voice number, tap Search.
  - Search by city or area code for a number. Voice doesn't offer 1-800 numbers.
  - If there aren't any numbers available in the area you want, try somewhere nearby.
6. Next to the number you want, tap Select. Follow the instructions.

After setting up Voice, you can link another phone number. Learn more about [setting up phones](#).




## Get Voice on iPhone or iPad


Make sure your phone is on and can get texts. To verify, Google will send your phone a text message with a code.


1. On your iPhone or iPad, [download the Google Voice app from the Apple app store](#).
2. Open the **Voice app** .
3. Sign in to your Google Account.
4. After reviewing the Terms of Service and Privacy Policy, tap Accept.
5. To pick your Voice number, tap Search.
  - Search by city or area code for a number. Voice doesn't offer 1-800 numbers.
  - If there aren't any numbers available in the area you want, try somewhere nearby.
6. Next to the number you want, tap Select. Follow the instructions.


After setting up Voice, you can link another phone number. Learn more about [setting up phones](#).

# Making and receiving calls

1. On your computer, go to [voice.google.com](https://voice.google.com) or the **Voice app**  on mobile.
2. In the Calls  tab, if the person appears in your recent calls list, point to their name and click Call .

Or, choose one of these methods in the Calls , Messages , or Voicemail  tabs:

- If the person appears in your contacts list on the right, click their name.
- In the search bar at the top, or in the Enter name or number field on the right, enter the person's name or phone number. Click their name in the list of contacts that appears.
- Use the keypad to dial the number, and then click Call .

To show the keypad, in the bottom right, click Dial .

## Use Google Voice number for calls from phone's app

On your mobile device, Voice may ask if you want to use Voice from your phone's dialer app. This will make ALL calls from your phone appear from your Google Voice number (This is not recommended).

You should use the **Voice app**  to make Voice calls.

To change the call app settings:

Open the **Voice app**. 

At the top left, tap **Menu > Settings > Calls > Calls started from this device's phone app:**

Select when to use Voice for calls from your phone's dialer app:




- **Yes (all calls)**
- **Yes (international calls only)**
- **Select number before each call**
- **No**


*If a call from your phone's dialer app isn't free, you get a message the call is being routed through Google Voice.*

# Text and voice mail messages

## Send a text message



You can use the Google Voice website to send text messages; however, **please DO NOT include any FERPA sensitive information in text communication.**



1. On your computer, go to [voice.google.com](https://voice.google.com) or the **Voice app**  on mobile.
2. Open the tab for Messages .
3. At the top, click Send a message.
4. Enter a contact's name or phone number.
5. At the bottom, enter your message, and click Send .

To include an image with your message, click Select image . If your image is bigger than 2 MB, it will be sent as a smaller file. But GIFs over 2 MB won't send.



## Get a text message

You can get text messages from anywhere in the world.

1. On your computer, go to [voice.google.com](https://voice.google.com) or the **Voice app**  on mobile.
2. Open the tab for Messages . Messages you haven't read yet are in bold.




If you don't get a text you're expecting, check if it got marked as spam. At the top left, click Menu   Spam.



## Reply to a text message

1. On your computer, go to [voice.google.com](https://voice.google.com) or the **Voice app**  on mobile.
2. Open the tab for Messages .
3. Click the text message you want to reply to.
4. At the bottom, enter your message, and click Send.

## Check your voicemail in Google Voice

Listen to your voicemail or read a transcript of the message.


1. On your computer, go to [voice.google.com](https://voice.google.com) or the **Voice app**  on mobile.
2. Open the tab for Voicemail . Voicemails you haven't read yet are in bold.
3. Select a voicemail.
4. Read the transcript. To listen to the voicemail, click Play .

If you can't find a voicemail, check if it got marked as spam. At the top left, open Menu   Spam.

# Forwarding text messages or voicemail


By default, Voice will send text and voice mail messages to your Google account email. Google Voice can forward your text messages or voicemail transcripts to your phone or keep them in the app client.

## Forwarding text messages

1. On your computer, go to [voice.google.com](https://voice.google.com) or the **Voice app**  on mobile.
2. At the top right, click Settings.
3. On the left, click Messages.
4. Turn **ON** the forwarding you want or leave **OFF** to keep messages in-app:
  - Forward messages to linked numbers—Next to the linked number, check the box.
  - Forward messages to email—Sends text messages to your email.


## Forward your voicemail

Your forwarded voicemail transcripts will show up in your email app.

1. On your computer, go to [voice.google.com](https://voice.google.com) or the **Voice app**  on mobile.
2. At the top right, click Settings.
3. On the left, click Voicemail.
4. Turn **On** to get voicemail via email or **Off** to keep voice mail in-app.

# Do Not Disturb

Voice has a **Do Not Disturb** mode that allows you to disable all calls from Google voice. This setting can be toggled on or off from the settings menu.

1. On your computer, go to [voice.google.com](https://voice.google.com) or the **Voice app**  on mobile.
2. At the top right, click Settings.
3. On the left, click **Do Not Disturb**
4. Turn on/off as needed.

For more support articles please visit <https://support.google.com/voice/>

As always, if you run into any difficulty, contact IT Services at [help.mga.edu](https://help.mga.edu)

*Acknowledgements: Some images and content are from Google, Inc.*

# THANK YOU



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