Abstract- Google Voice is the internet based phone forwarding service by Google. It allows you to make cheap international calls, free domestic calls. It gives you a single phone number that rings all of your associated phones, saves your voicemail online, transcribe your voicemail to text. The other interesting features are that it blocks unwanted callers, ability to listen to the messages while they are being left in inbox. Google Voice provides an access to make and receive calls through Gmail by just using a microphone. By using this service you can easily switch calls from home to cell or office. It also helps you to conduct a conference call. Moreover it does not require any invitations, an interested person can directly sign up and access these services. You can easily set your preferences by making certain calls to ring on certain phones. For example: if you want that your mother’s calls to go directly to your home phone or you want that all your office related calls to go to the office phones so you could make such specifications on your phone. If you are using this service anyone can send you a message to your Google number, it will route the SMS to all the mobile phones you have connected. You can reply to those text messages through any phone or via the Google Voice Web interface.

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

Index Terms: VoIP, Voicemails.

I. INTRODUCTION

Google Voice improves the existing qualities of phones regardless of which phone you have and that too for free. Google Voice provides us with one number for all our phones–It provides a phone number that is tied to us, not to a device or a location. Basically Google Voice is used to simplify the way you use phones, make using voicemail as easy as email, customize callers experience, and much more. Google Voice lets you manage all of your phones. Google Voice works with mobile phones, desk phones, work phones, and VoIP lines.

Google Voice will let you define which phones ring, based on who is calling. It uses smart technology to route your calls. So, if you are already on a Google Voice call, it will try to recognize it and use call waiting to reach you on the phone you are on. By using Google voice we can make call through an internet connection and microphone. We can make cheap international calls around the world. Video chat can be done for free by just installing plugins for video chat.

“We can make calls to any phone by just having one Google account”

II. REQUIREMENTS

To start with Google Voice, you must sign in with your existing account or create a new Google Account. You just need a touch-tone phone and the below requirements on your computer:

- Operating system: Windows XP, Vista, Mac, Linux
- Web browser: IE6 & above, Firefox 3 & above, Safari 3 & above, Google Chrome.
III. FEATURES

- Send text messages to multiple recipients
  You can now send a single SMS message to up to five recipients by just clicking SMS at the top of your inbox and then start typing names or numbers.

- Get a Google Voicemail for your existing number
  You can now use Google Voice with your existing mobile phone number. You will get Google Voicemail, low priced international calling and several other useful features.

- Call phones from Google Account
  You can make a call to any phone in the US and Canada for free and at very low rates internationally. And if you have a Google Voice number you can also receive calls from right within Google Account.

- No invitations are required, you can directly signup
  You no longer need an invitation to sign up for Google Voice. Anyone can now sign up at google.com/voice.

- Enjoy some personal time with Do Not Disturb
  Google Voice allows you to set your account to "Do Not Disturb" for a particular period of time. During that time, calls to your Google number will go straight to voicemail.

- Videos one of the newest feature of Google Voice
  You can check out new YouTube channel which will have ten short videos.

- Play voicemails within Gmail
  By enabling the Google Voice player lab and voicemail notification emails will include an embedded player so that you can listen to messages without leaving your inbox.

- Receive & reply to text messages by email
  You can receive text messages via email through SMS forwarding. Save text messages fee by replying straight through mails.

- Google Voice mobile app
  This app for Blackberry and Android phones allow you to make calls from your Google number, read transcriptions of your voicemails, make low priced international calls and send free SMS.

- Change your Google number
  If you are not satisfied with your present Google number, you can switch to a new number for a $10 fee. Your old number will remain active for 3 months so that you have time to update everyone with your new number.

- New Voice of Google Voice
  Whenever you call your Google Voice number to listen to voicemail messages or make a call, you will be greeted by a new voice. Meet Kiki Baessell, the Googler behind this new voice.
IV. HOW GOOGLE VOICE WORKS

We cannot directly sign up for Google Voice, first you need an invitation to get this you can go to Google Voice invitation request page and fill out the form. Once you have this service you can invite others to join the service. By having a Google Voice number you can associate your other phone numbers like work, home, mobile with it. You can directly make calls from those phones using your regular phone service, their individual numbers will show up on the receiver’s caller ID screen or you can also choose to have your Google number instead.

V. TYPES OF GOOGLE VOICE ACCOUNTS

Google Voice Number
With this option you can have a Google number through which you can receive calls from all of your phones. This means that whenever someone make a call to your Google number it may ring on all of your phones example-home, work phone, mobile or on certain phones depending on the settings.

Google Voice Lite (Voicemail Only)
Google Voice Lite allows you to have the same voicemail for all your phones. The only thing we need to do is to add existing numbers to Google Voice and then make your own rules. You can set up personalized greetings, get voicemail transcriptions and share voicemail messages. It allows all of your voicemail messages to be stored in your Google Voice inbox.

Number Porting
You can easily change your mobile phone number into Google Voice number, providing you all the functionality of a Google Voice number without having a new number. It charges some fee for porting your number.

VI. GOOGLE VOICE: 5 REASONS TO USE IT

Routing power
It eliminates the problem of carrying different numbers for different purposes. After signing up, you receive a phone number and then you can associate all your existing numbers to that phone number like your cell phone, work phone, home phone. Then whenever you receive a call, all of your phones may ring or some specific phones depending on the settings and you can pick a phone from where it is convenient at that time. All this power comes from Google Voice advanced routing options. You can even set your preferences which will enable certain calls to ring on certain phones. For example: if you want that your mother’s calls go directly to your home phone or you want that all your office calls to go to the office phones so you could make such specifications.

Screening power
Google Voice has a screening power. Whenever a person calls you, you are provided with four options- answer a call, or send it to voicemail and listen in live, or answer and record the call or send it to voicemail. It uses information from the phone’s address book and if the number is not their in your contact list, it can ask for their name and play it back to you whenever you pick up.

Voicemail power
Google Voice's voicemail system allows you to listen in while someone is recording a message. If you decide to pick up mid messages, you simply press the star key and begin talking.

SMS power
SMS is fully integrated into Google Voice. If anyone sends you a message to your Google number, it will route the SMS to all the mobile phones you have connected. You can reply to text messages through any phone or via the Google Voice Web interface. Google Voice can also store all of your text messages within its Web interface for permanent archiving. That means every text you've ever sent or received can be searched, filed and kept forever—as if it were e-mail.

Mid call power
Google Voice also provides you added power even if you are in the middle of a call. You can start and stop recording calls with the touch of a single button. You can also switch phones without interrupting the call. Your other connected phones will begin to ring by just pressing the star key. At that point, you can pick any of them up.

VII. GOOGLE VOICE: 5 REASONS NOT TO USE IT

Privacy
Since Google Voice is controlling all the activities of your phone, your vast amount of information is exposed to Google-from whom you call to what you discuss. But a Google voice is governed by a private policy. Still, the data is in someone else's hands, and it could be used for certain purposes outside of your own personal perusal.

Advertisements
As of now, Google Voice is completely cost-free and ad-free. The ad-free part could easily change. Google has so much of your information which could play a key role in any future monetization plan. Gmail can use content from your messages to determine what ads to show on the page, it can use your text contents and calling habits to customize ads within the service.

Reliability
Technology is fallible, and things do go wrong so Google technology also fails. We have also seen many outages of the Google related services. But for many people the risk of not being able to receive calls or text messages will be far more troubling.

No emergency calling
Google Voice is considered to be an "enhanced call management application" and as such "is not capable of placing or receiving emergency services calls. Attempting to dial 911 one of the emergency call service in the U.S. indicates that the number is not valid."
Number-changing hassles
After having a Google number you want people to start reaching you by that number. But we prefer a permanent number for phones. All the corporate people will need to reprint their business cards and they will ask for some time to update the information for which they have registered account for example doctor’s office, cable company and so on.

VIII. FUTURE
Google Voice will be introduced in many countries and you can make domestic calls within the same country at low rates. Sooner it will be able to support MMS. Google Voice users will be able to receive pictures and other multimedia messages from mobile subscribers. Google Voice is working on never running out of calling credit by auto recharge which means when your calling credit dips under $2 or 2€ it will automatically charge your credit card on file for the selected amount by just going to your billing page and selecting the recharge amount. Google are making to use Gmail outside the U.S. by offering calling in 38 new languages. Google is trying to make multiple calls in Gmail for example if you are in one call and make a second one then you can put your first call on hold and you can talk on the new call. You can switch between calls by pressing the resume button. You can also receive incoming calls while you are on another call by receiving notifications of the incoming call.

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