Google

In order to forward your Google Voice number to SAS, please contact the Customer Support office during business hours, 8:30 AM to 6 PM Monday through Friday, at 1-866-688-8912. Google Voice can only be activated via Customer Support and our programming team.

Please note that the instructions below are only for forwarding your Google Voice number. SAS does not offer customer support for Google Voice nor is SAS affiliated with Google Voice.

How does call forwarding work?

If you're using Google Voice with a Google number (including a number that you've ported into Google Voice), your Google number is now your hub for getting all of your calls. So, when people call your Google number, you can have your calls forwarded to different phones. Please note that if you are using Google Voice outside of the United States, it's not possible to forward your calls to SAS.

Logging in to Google Voice

The instructions below correlate to Google Voice's new interface. Once you are logged in to to your Google Account, go to the website https://voice.google.com, and continue with the instructions below.

Add and verify a linked number.

To add a linked number:

1. Click the **three-bar icon** at the top left of the Google Voice window.
2. Select **Settings**.
3. At the top of the next screen, you will see the **Phone numbers** heading with your Google Voice number listed below.
4. If you are currently forwarded to any other number, click the **X** to the right of the linked number, and in the dialog box that appears, click **DELETE**.
5. IMPORTANT NOTE: Be sure not to click DELETE below your Google Voice number!

sas
Specialty Answering Service

Google
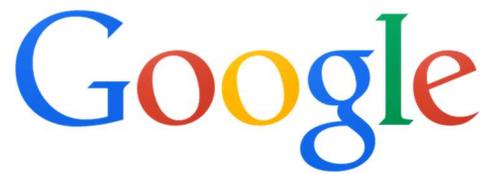
6. After any linked numbers have been deleted, click the + sign next to **NEW LINKED NUMBER**.
7. A dialog box will open where you will see **Add number**. Here, you will **Enter the Forward Number** provided by SAS.
8. Wait for the go-ahead from the Customer Support agent, and then click **SEND CODE** in the lower right corner of the dialog box.
9. *Google Voice will send a text message through to the forward number with a 6-digit verification code. This will be intercepted by our programming team. Once the code is received, Customer Support will relay the information to you.*
10. In the next dialog box, **Enter the code you received** to the right of the **G**, and then click **VERIFY** in the lower right corner.
11. If the number was linked successfully, you will see the message **All linked up**.
12. Click **FINISH**.

NOTE: Due to software integration issues, Google Voice may not connect on the first try. See additional settings under "If Google Voice is not able to connect," and continue with this process until it connects successfully.

If Google Voice is not able to connect...

You may need to adjust your Legacy Google Voice settings. To do so, go to https://www.google.com/voice.

- Click the **gear** icon at the top right of the window, and select **Settings**.
- Next, click the **Calls** tab. Select **Off** in the **Call Screening** section, and click **Confirm**. Also, verify that **Do Not Disturb** and **Call Options** are <u>not</u> checked.
- Then, click the **Groups & Circles** tab, and **Edit** your circles. Under When people in this group call you, **Ring my** should be selected, and <u>only the SAS number</u> should be checked. Be sure that *Enable call screening for this group* is turned **Off**.
- Click **Save Changes** to accept any changes you have made.

sas
Specialty Answering Service
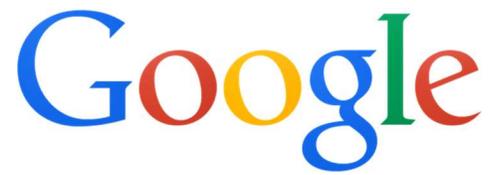
Google

If Google Voice forwarding initially connects but does not remain connected...

There are two things that can be done to troubleshoot the issue.

- We can turn off call recording on the line.
- We can remove the upfront recorded greeting and have the operators say the name of the company.

For questions regarding call forwarding,
visit www.specialtyansweringservice.net,
or call us at 1-866-688-8912.

sas ○
Specialty Answering Service