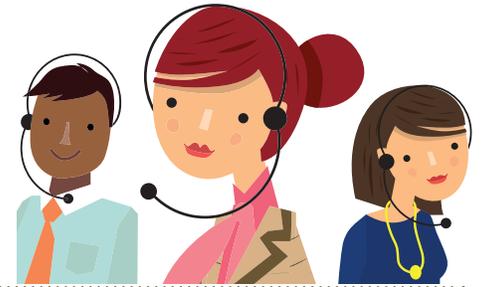


Integrating Google Voice with Ruby



Hello! We have a number of clients using Google Voice with Ruby and have developed several best practices as a result.

Factors Impacting Quality:

VoIP systems, like Google Voice, rely on an Internet connection, so the speed of your Internet is crucial to quality. Here are a few simple actions you can take to help Ruby give your callers a 'WOW' experience.

1. Be sure to forward to the local number Ruby has provided. This will reduce the number of sound quality issues.
2. Limit the number of devices using a single Internet connection (e.g. computers, smartphones, tablets, etc.)
3. Prioritize "Voice" on your router to ensure calls are given the most bandwidth.

Of course, let Ruby know if you have any questions. You can email us at staff@callruby.com or drop us a line at 866-611-7829.

Set-Up Best Practices:

1. Go to your Settings. Review your Groups and Circles to remove any previously set rules that may prevent certain calls from reaching Ruby.
2. Under the Phone tab of Settings, add your Ruby number as a "Work" number from the dropdown menu. You may also have calls forwarded to Google Chat while also forwarding to Ruby.
3. Go to the Calls tab. Turn off call screening and select "Display caller's number" so your callers' numbers display in our system. Be sure all other boxes on the Calls Tab remain unchecked.

Circles	Forwards To	Greeting	Call Screening
Friends Edit	Google Talk	System Standard	Off
Following Edit	Google Talk	System Standard	Off

Phones [Voicemail & Text](#) [Calls](#) [Groups & Circles](#) [Billing](#) [Account](#)

Add a new phone

Name:

Number:

Phone Type: [?](#)

Text Settings: Receive text messages on this phone (mobile phones only)

Phones [Voicemail & Text](#) [Calls](#) [Groups & Circles](#) [Call Widgets](#) [Billing](#) [Account](#)

Call Screening [?](#) On Announces caller and lets you listen as caller leaves a message
 Ask unknown callers to say their name
 Off Directly connects calls when phones are answered [←](#)

Caller ID (incoming) [?](#) Display caller's number [←](#)
 Display my Google Voice number

Do Not Disturb [?](#) Enable "Do Not Disturb"
 Ends in Hours [v](#)

Missed Calls Place missed calls in the inbox
 Send missed calls to my email:

Call Options [?](#) Enable Recording (4), Switch (*) and Conferencing options on inbound calls

Global Spam Filtering [?](#) Send calls and text messages from numbers identified as spam by Google directly to the Spam folder

And lastly...

When you're ready to forward calls, give our Client Happiness team a call to assist you with Google Voice's pin verification.

Google Voice does not provide live support, but you can utilize the Google Voice Help Center and online forums to find answers. Of course, your Client Happiness Team is always happy to help at staff@callruby.com or at 866-611-7829!