

## Calling a 'friend' through Google Voice.

### *Why would you do this?*

Calling with \*67 maintains your privacy by blocking your personal phone number from being displayed as the Caller ID on the receiving end. Unfortunately, some friends-in-need block calls with no Caller ID or they simply don't answer such calls. If you're a food delivery person and you're trying to reach a friend before packing up and delivering the food, you could call through our Google Voice account and our helpline number, 972-665-8759, will be displayed as the Caller ID. Your chances of completing the call to the friend might be better this way.

### *Here's how it's done:*

1. Call the warm line number, 972-665-8759, to get into our Google Voice system.
2. When the announcement starts, press 'star' (\*). This will interrupt the announcement.
3. You'll be asked to enter the password or PIN – which is: **1833** – followed by the 'pound' (#). Our password is **1833**, which happens to be the year the Society of St. Vincent de Paul was founded in Paris. How about that!
4. You'll be asked to enter a "forwarding number." Use Bob Greenfield's number as the forwarding number. That number is: 214-334-6079 followed by #.
5. At this point Google Voice will start telling you about all the voicemail messages you have, but just press "2" and enter the phone number you're calling followed by the #. Your call should be completed at this point after a few seconds.

NOTE: The Caller ID displayed on the friend's phone will be our helpline number, 972-665-8759. This is better than "No Caller ID." In fact, if the friend is a frequent caller, they may have added our helpline number to their Contacts file. If they do, 'St. Vincent de Paul' or whatever they've titled the contact will be displayed instead of the helpline number.

NOTE2: Don't worry about using Bob's phone number as the 'forwarding number.' Nothing is forwarded and Bob's number is shielded from the person you're calling.

NOTE3: If you notice that the process described above is not accurate, please let Bob Greenfield know so he can update this document. Google Voice changes its routines from time to time.