



Review Guide - Google Talk (beta)

Talk and IM with your friends for free.

Google Talk is a free and easy way to make voice calls and send instant messages. This downloadable Windows application makes real-time communications simple and intuitive. Like Gmail, Google Talk uses Google's innovative technologies to help people communicate more effectively and efficiently. Think of it as Google's approach to communications.

After you download Google Talk, sign in with your Gmail username and password. Your Gmail contacts are pre-loaded into Google Talk. You can invite your friends to download Google Talk, and once they do, you can talk or IM with them instantly. All you need to make free calls is an internet connection, a microphone and a speaker.

Key features:

- Fast 900k download
- Works with any computer speaker and microphone, and with wired and wireless headsets and USB phones
- Available for download and use anywhere in the world (English only)

Benefits of Google Talk

Superior voice quality. Talk through your computer, but hear people as if they were in the room with you.

Simple, clean interface. No clutter, pop-ups or ads.

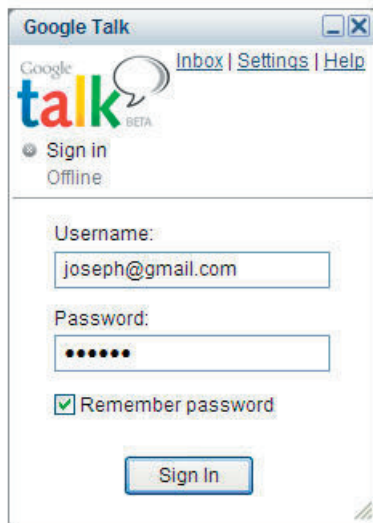
Integration with Gmail. Google Talk and Gmail have a shared contacts list and the people you communicate with most often will show up in your Google Talk Friends list. You can go to your Gmail Inbox from the Google Talk window, and even email your contacts directly using your Gmail account. Google Talk also does everything the Gmail Notifier used to do, and can show notifications for new messages in your Gmail account, as well as for incoming calls or chats.

User choice in communications. You should have a choice in what applications you use for communication. Google Talk is built to support industry standards, so you can connect to the Google Talk service and exchange IMs using any client that does the same, including Trillian, Adium, iChat, GAIM, and Psi.

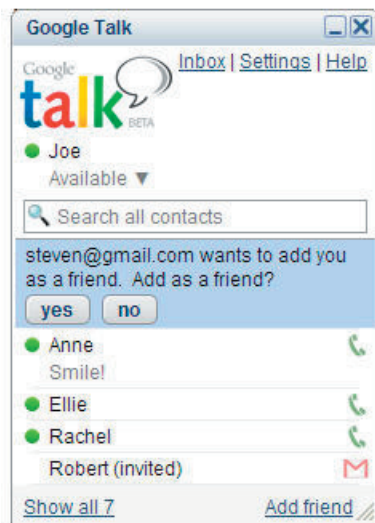
Commitment to openness. Using most instant communications programs today, you can't talk to your contacts or buddies in one service while using another service. Google is committed to working with other service providers to create a federation model that enables users on any member network to talk to users on any other member network in a secure and abuse-free manner. We're already working on this with EarthLink and Sipphone, for example.

Getting started

1. Download the 900k application (www.google.com/talk/). It take a few seconds over a broadband connection or about 3 minutes over a typical modem. Google Talk requires Windows XP/2000 with a minimum 56k connection speed (broadband is recommended).
2. Sign in with your Gmail username and password.



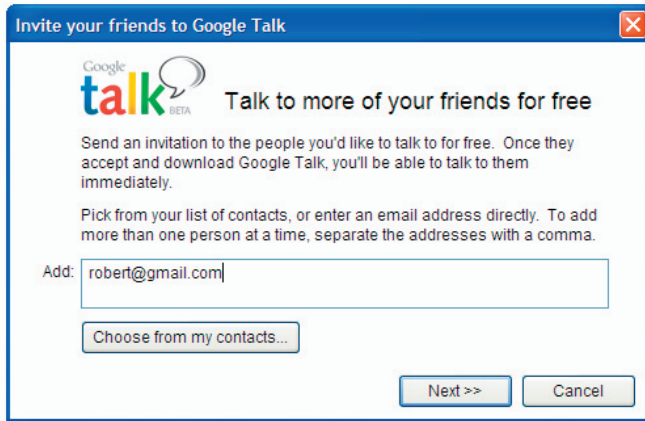
3. Your Gmail contacts are pre-loaded into Google Talk. Your most frequently-emailed contacts are at the top of your Friends list.
4. If some people from your Friends list already have Google Talk, they will have an icon that looks like a colored ball next to their name, and you can call or IM them immediately.
5. If another Google Talk user wants to add you to their Friends list, you will see an alert at the top of your screen.



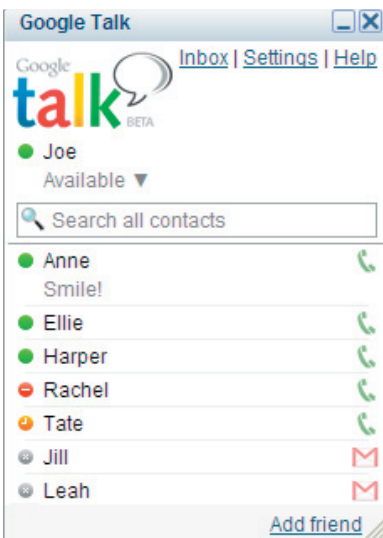
6. You can also invite any of your other friends to download Google Talk so you can talk to each other for free.

Inviting your friends

1. Mouse over a name and click on the Invite button or click Add friend to invite multiple people at once.
2. Pick from your Gmail Contacts list, or enter an email address directly. To add more than one person at a time, separate the addresses with a comma. When you've added all the names you want, click **Next**.



3. You can invite an unlimited number of Gmail users to download Google Talk and get added to your Friends list.
4. Because Google Talk requires a Gmail username and password, if you're not inviting someone at their Gmail address, we will also include an invitation to open a Gmail account.
5. The number of non-Gmail users you can invite at any one time is determined by the number of Gmail invitations you have left in your account. We try to make sure users have lots of Gmail invitations to give away but if you run out, please be patient. Normally, users receive more Gmail invitations within a day or two.
6. After you've invited your friends, (invited) will appear next to your names.
7. Once they accept your invitation, download Google Talk and sign in, they'll have a colored ball icon next to their name. And if they're online, you'll be able to talk or IM with them instantly.



Using Google Talk

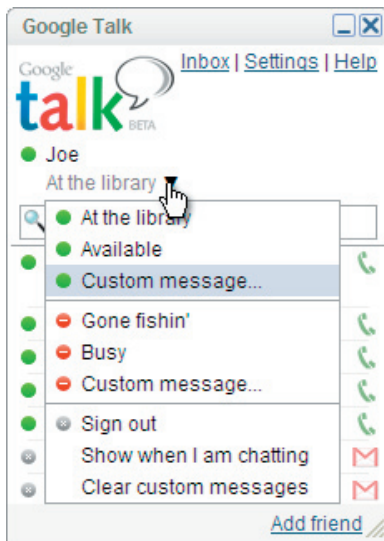
When Google Talk is installed, it automatically starts when you turn on your computer (you can turn this off in **Settings**).

Once you sign in, Google Talk automatically displays the people you communicate with most often, sorted by availability status and then alphabetically. You can also choose to display all of your Gmail contacts by right-clicking and selecting **Also show Gmail contacts**.

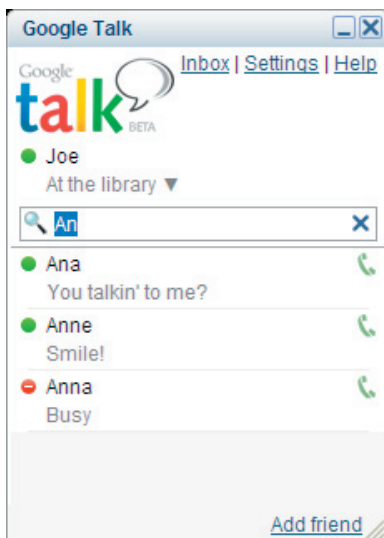
Ball icons in different colors and with different symbols indicate the availability of your friends.

- Green (with no symbol) indicates friends who are available to talk or chat
- Yellow (with a clock symbol) is for friends who are idle
- Red (with a line through the middle) is for friends who are busy
- Gray (with an “x”) is for those who are offline
- Friends without a ball by their names are your Gmail contacts who have not yet installed Google Talk

Setting your availability status

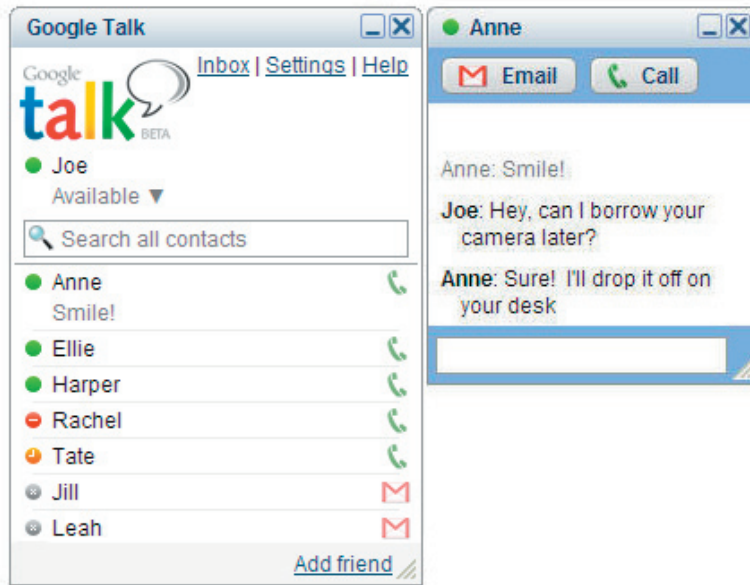


You can set your availability status or customize a message that appears when others mouse over your name in their Google Talk window.



Searching for your friends

Search your Friends list by typing a name into the search box.

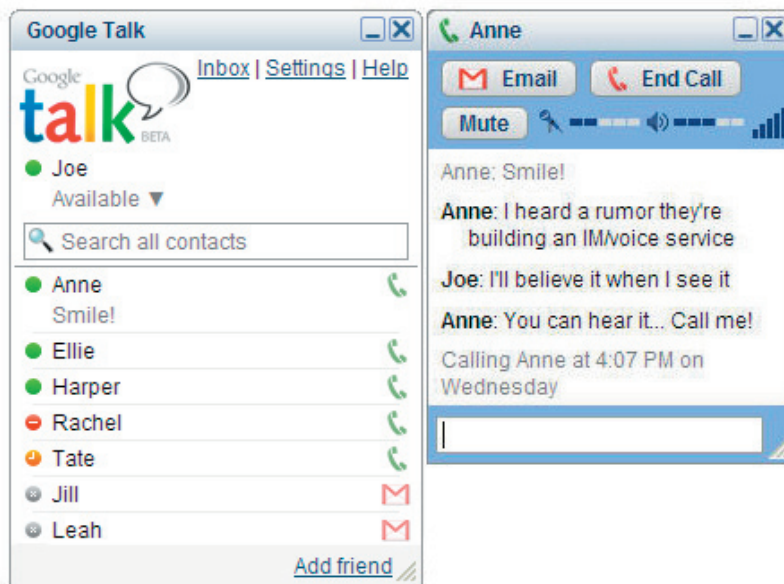


Sending an IM or email

Click on a name to open a chat window. You may have as many chat windows open as you like at one time.

Type directly into the box to send an IM.

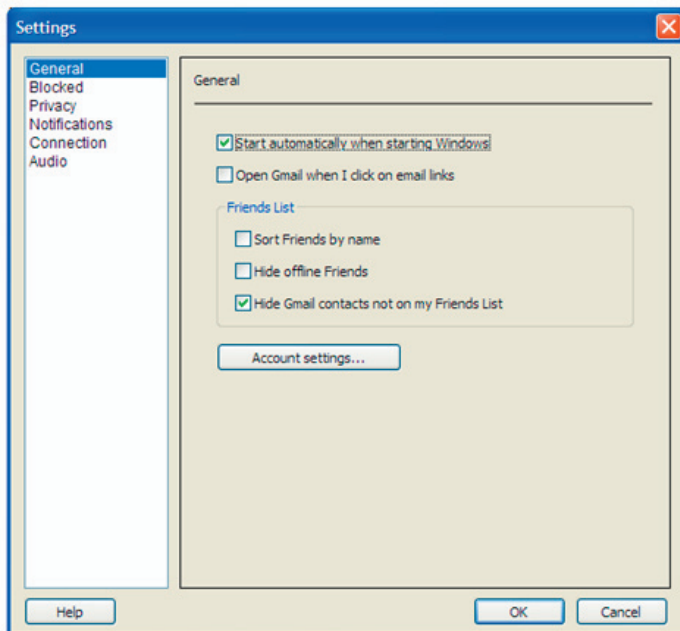
Send an email using your Gmail account by clicking on the Email button, or by clicking on the **M icon** next to a name directly from your Friends list.



Making a call

To call a friend, click on the Call button from an open chat window. You can also make a call by clicking on the green phone icon next to a name directly from your Friends list.

You can have multiple calls underway at once—but only one can be active at a time. The other calls must be on hold.



Settings

Click on the Settings link to customize Google Talk, including who appears on your Friends list, people you want to block, saving your chat history, notifications, and audio settings.

Google Talk and Privacy

Google respects and protects the privacy of individuals that use our services. Google Talk gives you control over whom you talk with, whom you block, and who can see your online status. Additionally, Google only requires minimal personal information—just your name and Gmail address—for you to use Google Talk.

When you use Google Talk, your IM chats can be stored locally on your own computer to provide you with a chat history. Google does not collect the content of instant message chats or voice conversations. As with all major IM services, Google Talk will collect certain log information created in the course of a conversation. This information is for Google's internal use only, to maintain statistics on usage and to improve our service and the user experience.

Periodically, Google Talk contacts our servers to see if you're running the most current version of the application. If necessary, we'll automatically provide you with the latest update to Google Talk so you can stay current and secure.

For more details, please review the Google Talk Privacy Policy (<http://www.google.com/talk/privacy.html>). You might also want to read Google's Software Principles (http://www.google.com/corporate/software_principles.html).

Uninstalling Google Talk

To uninstall the program:

1. Click the Start menu, and highlight Settings.
2. Select Control Panel.
3. Open Add or Remove Programs.
4. Highlight Google Talk in the list of programs installed on your computer.
5. Click Remove.

Feedback

Your opinions and feedback can help us improve Google Talk. Please use the Help link in the Google Talk interface to let us know what you like, what you don't like, and what you'd really like.

PR Contact:

Eileen Rodriguez
Consumer PR Manager
650.253.4235
eileen@google.com

August 2005