

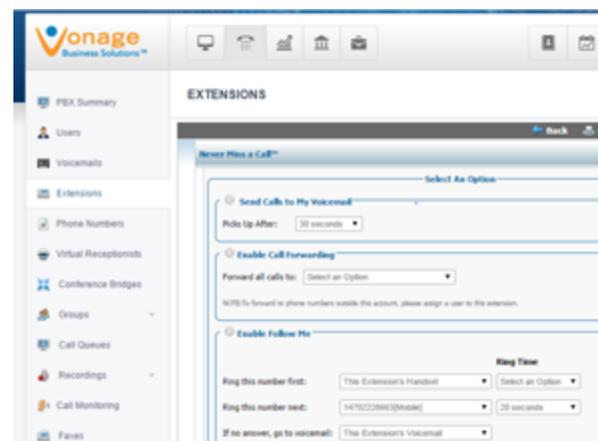
Winter Weather? You Should Never Miss a Call



By DAVE MORRIS - Contributor

In the face of serious winter storms, business owners are first concerned for the safety and well-being of their commuting employees. Many are also thinking of possible lost work days if employees are unable to make it into the office – and resulting lost revenue when inbound calls go unanswered.

For countless companies, the business phone system is the lifeline to customers. Particularly with most traditional phone systems, if you can't get into the office, you simply can't receive incoming calls. At that moment, the prospects of lost productivity and lost sales are very real; it's a situation many businesses simply cannot control.



Why You Should “Never Miss a Call”

It's often during the toughest conditions that business owners realize the advantage of hosted VoIP phone systems. When the system is hosted in the cloud and connected through the Internet, as the Vonage system is, you can access your full phone system wherever you are – and never miss a call!

What you can do right now. If you can't make it to the office, the next step is easy with the Vonage system. Simply log into your password-protected online User Portal, choose one of the “Never Miss a Call” features, and direct your office calls to ring on your cell phone or other phone. You can even access the User Portal from your cell phone. Or, your company's administrator can adjust settings for anyone in the company using the system's Admin Portal. Either way, it's fast and easy.

What is Never Miss a Call, and what are my options? Never Miss a Call is a suite of features that help you stay fully connected to the phone system when you're away from the office. Feature options you can select from the online portal include:

- Call Forwarding: Redirect calls to your mobile or other phone.
- Enable Simultaneous Ring: Have your cell phone or other phone ring as soon as a call comes in.
- Enable Follow Me: Forward calls to multiple numbers that will ring in a designated sequence.
- Send Calls to Voicemail: Securely check your messages from anywhere, including online.

Just choose the Never Miss a Call feature you prefer, and truly, you won't miss a call. It's just that simple.

What About Lost Power or Internet?

If you do make it into the office, only to discover lost power or Internet – you're still fine if you've configured our Call Continuity service. This patent-pending service ensures calls are rerouted to your cell phone or other phone in the event of lost power or Internet.

IMPORTANT: While Call Continuity can be vital in the event of an emergency, it must be configured in advance on the Admin Portal to take effect. Customers are advised take the easy steps to configure and activate the service immediately.

Another Easy Way to Keep Connected

As many employees do the day before an expected extreme weather event – they take their IP desk phones home. Since the cloud-hosted Vonage system is “plug and play,” users can take their office phones home, plug into high-speed Internet, and have the same phone system access they have back at the office.

Whether it's a debilitating winter storm or hurricane conditions that keep your team away from the office, the good news is that you don't have to miss calls. It's the beauty of having a reliable hosted VoIP phone system.