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1 Conventions in This User Guide

The formatting conventions in this user guide are as follows:

- Steps are numbered and key commands to choose on the phone are formatted bold.

  **Example:**

  1. Using your Vonage line press \(*\ 1 \ 2 \ 3\).

- Web page commands appear in this user guide worded exactly as they appear on the web page and are formatted bold.

  **Example:**

  When selecting either **Enable Voicemail Email Notification** or **Enable Voicemail Attachments** remember to enter a valid email address.

- Important information is presented alongside an exclamation point icon.

  **Example:**

  By default voicemail is setup to answer the line after it rings for 30 seconds (approximately five rings). The voicemail system will not be personalized until you access the system by phone and create your own password/personal identification number (PIN), name announcement, and personal greeting.

- A note designates additional information that is particularly important for the step under which the note is indented.

  **Example:**

  1. Select a new password/PIN.

    **Note:** The standard password/PIN length must be 4 - 15 numbers.
2 Vonage Basics

VoIP (Voice over Internet Protocol) is a great way to make and receive phone
calls using your broadband Internet connection instead of your standard phone
line. VoIP converts your phone calls into data that travels through your high-
speed Internet connection just like email, but comes out the other end just like a
regular phone call. Your callers will never know that it's any different since it
sounds like a regular phone call.

Vonage is an all-inclusive VoIP phone service. Vonage supplies local and long
distance calling anywhere in the US (including Puerto Rico) and Canada for
one low price. Vonage uses your existing high-speed Internet connection (also
known as broadband) instead of standard phone lines.

In order to use the Vonage service, you need the following:

- A broadband Internet connection such as cable or DSL.
  Vonage does not provide Internet service.
- A credit/debit card with U.S. billing and shipping address.
- A Vonage phone adapter that is provided free upon sign-up through
  Vonage.
- Any touch-tone phone, corded or cordless.
3 Introduction to Vonage Voicemail Plus

Vonage Voicemail is called Voicemail Plus because it provides customers with more options for managing voicemail than standard voicemail services. With Voicemail Plus, Vonage customers can manage voicemail messages by telephone, or online using Online Account. Customers may also receive voicemail messages as attachments in email. Vonage customers may review their voicemail by using any of the following methods:

- A Vonage line.
- A non-Vonage line.
- Customer's email account.
- Customer's Vonage Online Account.

Once your voicemail feature has been set up, log in at any time to manage your voicemail messages and access your user options. Voicemail Plus exceeds the limits of other voicemail services by allowing:

- Messages to be up to five minutes in length.
- Messages to be stored for up to 60 days.
- Storage of up to 150 messages. This maximum number includes both new and saved messages.
- Messages to be saved on your computer's hard drive for long-term storage.

Throughout this document, whenever the term "voicemail" is used, the document is referring to Vonage Voicemail Plus.
4 Getting Started

Your voice mailbox is active, and will start receiving messages, once you receive a confirmation email containing your Vonage line number (referred to as Vonage line for the remainder of this document). If family and friends know your new Vonage number, they can start leaving voicemail messages immediately, even if you have not received (and plugged in) your Vonage device.

By default voicemail is setup to answer the line after it rings for 30 seconds (approximately five rings). The voicemail system will not be personalized until you access the system by phone and create your own password/personal identification number (PIN), name announcement, and personal greeting.

Follow the steps under the chapter 4.1 Accessing Voicemail Plus the First Time in this user guide. For security reasons please change your voicemail password/PIN as soon as possible.
4.1 Accessing Voicemail Plus the First Time

The first time you access voicemail you are prompted by the Setup Assistant to create your own password/PIN, name announcement, and personal greeting. These settings may be changed anytime in the future. During this call pressing * will replay the prompt. The following steps assume you are accessing voicemail for the first time using your Vonage line. If you are using another line to access your account, refer to chapter 4.3 Accessing Voicemail Messages for instructions on how to access voicemail; once connected, you can respond to the Setup Assistant prompts described in steps 2 through 9 below.

1. Using your Vonage line press 

2. Voicemail prompts to enter the temporary password/PIN received in the Vonage welcome/confirmation email.

3. Select a new password/PIN.

   **Note:** The standard password/PIN length must be 4 - 15 numbers.

4. Enter the new password/PIN a second time to confirm.

5. To accept the new password/PIN press # to reject and start again press *.

6. Record a name announcement.

7. To accept the new name announcement press #; to reject and start again press *.

8. Record a personal greeting.

   **Note:** Your voicemail greeting may be up to 1 minute (60 seconds) long.

9. To accept the new name greeting press # to reject and start again press *.

   **At this point, your new Voicemail Plus mailbox has been personalized.**
4.2 New Message Alerts

When new messages exist on your Vonage line you will:

- Hear a stutter tone when you pick up the phone handset.
- Receive an email indicating that you have voicemail, providing email notification has been activated through your Online Account. Refer to chapter 6.2 Enable or Disable Voicemail within your Online Account for more information.

4.3 Accessing Voicemail Messages

There are three ways to access your voicemail using the telephone:

1. Dialing \*[1][2][3] (works only when dialing from a Vonage line).
2. Dialing the mailbox number direct.  
   **Note:** The mailbox number is the Vonage line number.
3. Dialing a Vonage Local Access Number.

Dialing Voicemail

Dialing \*[1][2][3] works when accessing voicemail from any Vonage line. When dialing \*[1][2][3] from a Vonage line, the Vonage network recognizes the phone number placing the call as a Voicemail Plus mailbox number, and will prompt you for the mailbox password/PIN for that line. If dialing from a non-Vonage line refer to 4.3 Dialing the Vonage Line Number and 4.3 Dialing a Vonage Local Access Number.
If you are dialing from the Vonage line you wish to check messages for, follow the steps below:

1. Dial \(*\) 1 2 3.
2. Enter the password/PIN.
3. Continue to Chapter 5 Voicemail Main Menu Options.

**Note:** You may wish to disable Call Waiting while accessing your voicemail. Dialing \(*\) 7 0 before dialing \(*\) 1 2 3 disables Call Waiting for the call.

If you are dialing from a Vonage line, but it is not the line you wish to check messages for, follow the steps below:

1. Dial \(*\) 1 2 3.
2. When prompted for the password press \(*\).
3. Voicemail prompts for a mailbox number.

**Note:** The mailbox number is the full telephone number you want to check messages for. This is generally an eleven-digit number. Refer to table below for examples of various mailbox numbers.

<table>
<thead>
<tr>
<th>Country</th>
<th>Example Mailbox Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>USA</td>
<td>1-732-555-0000</td>
</tr>
<tr>
<td>Canada</td>
<td>1-204-555-0000</td>
</tr>
<tr>
<td>UK</td>
<td>44113 5550000, 441463 555000</td>
</tr>
</tbody>
</table>

4. Voicemail prompts for the mailbox password/PIN.
5. Continue to chapter **5 Voicemail Main Menu Options**.
Dialing the Vonage Line Number

Dialing the voicemail line works when calling from any line (Vonage or non-Vonage).

1. Dial the 11-digit Vonage line you want to check messages for.
2. Press the \* key when voicemail picks up.
3. Enter your password/PIN.
4. Continue to chapter 5 Voicemail Main Menu Options.

**Note:** The voice line number may be a toll call from the line placing the call. If the number is determined to be a toll call you may wish to use a Vonage Local Access Number.

Dialing a Vonage Local Access Number

Vonage Local Access Numbers work when calling from any line (Vonage or non-Vonage).

1. Dial a Vonage voicemail Local Access Number.
   **Note:** For instructions on how to find a Local Access Number in your area refer to chapter 4.3 Voicemail Access Numbers.
2. When prompted for the password press \*.
3. Voicemail Plus prompts for a mailbox number.
   **Note:** The mailbox number is the full line number for which you want to check messages. This is generally an eleven-digit number. Refer to Table 1 for examples of various mailbox numbers.
4. Voicemail Plus prompts for the mailbox password/PIN.
5. Continue to chapter 5 Voicemail Main Menu Options.
Voicemail Access Numbers

Vonage supplies Voicemail Plus access numbers across the US, UK, and Canada. When checking your voicemail from a remote location (and your Vonage line is a toll call from the line you are dialing from), you may wish to use an access number that is a toll-free call (providing one is available).

Vonage voicemail access numbers are located in the right hand column of the Voicemail Plus web page. To navigate to the Voicemail Plus page:

2. Click the Features link.
3. On the Features page click the Voicemail Plus link.
4. On the right side of the Voicemail Plus page under the Find your local access number section, click the Select a country drop-down list and select the country you are calling from.
5. The Select an area code drop-down list is populated with available area codes for the country selected. Click an area code off the Select an area code list to find the Local Access Number (if one is available).
5 Voicemail Main Menu Options

After a valid password/PIN is entered, the Voicemail Plus Main Menu options are announced. Below are the telephone buttons and corresponding functions for the Main Menu. The options are:

- Press 1 to Listen to Messages.
- Press 9 for Setup Options.
- Press * to Exit.
- Press 0 for Help.
- Press 0 0 for Auto Attendant.

Each Vonage account is given one voice mailbox per physical telephone number. Physical numbers are lines that have the ability to receive and place calls. Virtual numbers are lines that can receive calls but cannot place calls (800 numbers are virtual numbers). Virtual numbers do not get mailboxes. Once connected to voicemail, users with multiple mailboxes can switch between them by using the Auto Attendant. Auto Attendant provides the ability to check multiple mailboxes during the same call.

While navigating within the voicemail menu system the * key either cancels, or navigates up one level, through the menu hierarchies. Pressing 0 provides help.
5.1 Listen to Messages Menu

Option 1 on the main menu is Listen to Messages. The Voicemail Menu Map in the appendix illustrates the telephone buttons and corresponding functions for navigating the Listening to Messages menu.

Voicemail supplies three folders for storing your messages:
- Inbox
- Saved Messages
- Deleted Messages

Once you have chosen to listen to messages you may be prompted to do any of the following:

- Press 1 to Listen to New Messages.
  New messages are messages you have not saved or deleted over the automated phone message retrieval system. These messages are stored in the Inbox folder.

- Press 2 to Listen to Saved Messages.
  Allows you to listen to the messages you have previously listened to and saved. These messages are stored in the Saved Messages folder for 60 days; to keep a message longer, save it again or use Online Account to download it as a .wav file.

- Press 3 to Listen to Deleted Messages.
  Deleted messages are not deleted immediately, and can be recovered for up to 24 hours from the moment originally deleted. These messages are stored in the Deleted Messages folder until they are permanently deleted.

- Press 0 for Help.
  Help describes prompt functionality in detail.

The Listen to Messages menu prompts vary depending on the status of your Voicemail messages.
Example:
If you choose to listen to your messages and have new messages, but no saved or deleted messages, you will only be prompted to press 1 to listen to new messages, or press 0 for Help. You will not be prompted to listen to saved or deleted messages because you have none at this time.

The Voicemail Menu Map in the appendix illustrates all the navigation keys available while listening to messages. All are self explanatory except the Mark Message feature. Once a message is paused users can press # to mark the message so the message will repeat from the marked time on. Once the message is marked it will replay, looping from the marked time to the end of the message, until you are finished reviewing it.
Setup Options Menu

Option 9 on the Main Menu is Setup Options. The Voicemail Menu Map in the appendix illustrates an overview of the telephone buttons and their corresponding functions for navigating the Setup Options menu.

Note: You can press 0 anytime for help. Pressing * navigates upward through the menu hierarchy.

Change Your Password

Option 1 under Mailbox Setup and Greeting is Change Your Password. Vonage sets no limits for how often passwords need to be changed. We recommend you change your password/PIN as often as needed. To record a new password/PIN:

1. Dial into your voicemail account.
3. Press 1 for Mailbox Setup and Greeting
4. Press 1 for Change Password.
5. Enter a new password/PIN followed by the # key.
6. Enter the new password/PIN again, followed by the # key to confirm.

Note: Passwords/PINS are 4-15 characters long and consist of numbers only.
Normal and Extended Absence Greetings

Option 2 under Mailbox Setup and Greeting is Normal & Extended Absence Greeting. The Voicemail Menu Map in the appendix illustrates the telephone buttons and corresponding functions for navigating the Normal & Extended Absence Greetings menu.

Each mailbox can have the following four greetings:

- One Normal Greeting, which is assigned the number 1 and is also referred to as a Personal Greeting.
- One Extended Absence Greeting, which is assigned the number 3 (also referred to as Personal Greeting number 10 in some menus).
- Two additional Personal Greetings, which are assigned the numbers 2 and 3, and are recorded as discussed in chapter 5.1 Record Greetings (Record Additional Personal Greetings) of this user guide.

The Review Greeting, Record New Greeting, and Delete Greetings commands found within the Normal & Extended Absence Greeting menu do not provide the ability to record, hear, or delete the additional personal greetings. The additional personal greetings can be managed only using the Scheduled Personal Greetings menu.

Review Greeting

Option 1 under Normal & Extended Absence Greetings is Review Greetings. This option identifies and plays the Normal Greeting and the Extended Absence Greeting. Once played the system returns to the previous menu level.
Record Your Greeting

Option 2 under Normal & Extended Absence Greetings is Record Your Greeting. This option allows you to record a new personal greeting number 1 (Normal Greeting) or Extended Absence Greeting. You cannot record a new personal greeting number 2 or 3 using this option.

The Normal Greeting is automatically assigned the greeting number 1. You are prompted to record this greeting the first time you access voicemail by telephone. To record a new Normal Greeting:

1. Dial into your voicemail account.
3. Press 1 for Mailbox Setup and Greeting.
5. Press 2 for Record Your Greeting.
6. Record a greeting, press the # key to accept, or choose the appropriate key from the table below for the desired response.

<table>
<thead>
<tr>
<th>Key</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>#</td>
<td>To accept</td>
</tr>
<tr>
<td>1</td>
<td>To replay</td>
</tr>
<tr>
<td>2</td>
<td>To rerecord</td>
</tr>
<tr>
<td>3</td>
<td>Mark as an Extended Absence Greeting</td>
</tr>
<tr>
<td>*</td>
<td>To cancel</td>
</tr>
<tr>
<td>0</td>
<td>For help</td>
</tr>
</tbody>
</table>

Note: Each voicemail greeting may be up to 1 minute (60 seconds) long.
Delete Greeting

The choices are: to delete your Normal Greeting press 1 to delete your Extended Absence Greeting press 3. After either deleting a greeting or pressing * to cancel, the system returns to the previous menu level.

Record Extended Absence Greeting

The Extended Absence Greeting is a convenient greeting to turn on for any period of time. For example, you may wish to have your Extended Absence Greeting when calls are received while you are away at lunch or attending a meeting. To record an Extended Absence Greeting:

1. Dial into your voicemail account.
3. Press 1 for Mailbox Setup and Greeting.
5. Press 5 for Record Extended Absence Greeting.
6. Record the greeting, press the # key to accept, or choose the appropriate key from the table above for the desired response.
7. To activate the Extended Absence Greeting immediately, press #.
Activate/Deactivate Extended Absence Greeting

When you check voicemail the system reminds you when the Extended Absence Greeting is activated by stating “Extended Absence Greeting is turned on; to turn off press pound.” The Extended Absence Greeting can also be turned off by following the navigation steps below:

1. Dial into your voicemail account.
3. Press 1 for Mailbox Setup and Greeting.
5. Press 6 for Deactivate your Extended Absence Greeting.

Scheduled Personal Greetings

Option 3 under Mailbox Setup and Greeting is Scheduled Personal Greetings. The Voicemail Menu Map in the appendix illustrates the telephone buttons and corresponding functions for navigating the Scheduled Personal Greetings menu.

The Review Greeting, Record New Greeting, and Delete Greetings commands found in the Personal & Extended Absence Greeting menu do not allow you to hear, record, or delete your additional personal greetings. These functions can be performed only by using the Review Greetings, Record Greetings, and Delete Greetings commands under the Scheduled Personal Greetings menu.

Review Greetings

Option 1 under Scheduled Personal Greetings is Review Greetings. This option identifies the greeting by number then plays the greeting, upon finishing the system returns to the previous menu level. All existing greetings are played, including the Extended Absence Greeting.
Option 2 under Scheduled Personal Greetings is Record Greetings. This option allows you to record a new personal greeting number 1 (Normal Greeting), personal greeting number 2, or personal greeting number 3. Any greeting you record can be marked as an Extended Absence Greeting as described in step 7 below. If you create a second personal greeting, you can switch between it and your Normal Greeting by using the Greetings Override or Greetings Schedules features. To record a second personal greeting:

1. Press 9 for Setup Options.
2. Press 1 for Mailbox setup and Greetings.
4. Press 2 for Record Greetings.
5. Enter the number 2 for your second Personal Greeting or number 3 for your third Personal Greeting.

**Note:** Each voice mailbox can have a maximum of three greetings (and one Extended Absence Greeting). When prompted to enter a number for your second greeting, the system will not accept any number greater than 3. The Normal Greeting is already assigned the greeting number 1.

6. Record your greeting.
7. To accept the newly recorded greeting press #, press 3 to mark your greeting as an Extended Absence Greeting, or choose the appropriate response key from Table 2.
Greetings Override

Option 3 under Scheduled Personal Greetings is Greetings Override. The Voicemail Menu Map in the appendix illustrates the telephone buttons and their corresponding functions for navigating the Greetings Override menu.

The mailbox must have at least two personal greetings recorded to use any Greetings Override commands. You cannot choose your Extended Absence Greeting as the override greeting when using these commands.

The active greeting is the greeting played when incoming callers are directed to voicemail. By default your Normal Greeting is the active greeting, unless you changed the active greeting using the Greetings Override or the Modify Greetings Schedules commands.

Assume you have created a second greeting, number 2. The Greetings Override commands provide the ability to switch between your Normal Greeting and greeting 2 for the rest of the day, indefinitely, or according to a schedule you specify using an Override Interval. An Override Interval allows you to specify any time period to activate the greeting of your choice. When scheduling an Override Interval, you can start and end the interval within the next 24 hours, or enter any date and time (AM or PM) to start and end the interval.

The mailbox must have two recorded personal greetings in order to use Greetings Override features. You cannot choose your Extended Absence Greeting number 3 (or 10) as the override greeting when using this feature. To override the active greeting:

1. Press 3 for Setup Options.
2. Press 3 for Mailbox setup and Greetings.
3. Press 3 for Scheduled Personal Greetings. **Note:** To listen to the existing mailbox greetings choose to Review Greetings (refer to the Voicemail Menu Map in the appendix).

4. Press 3 for Greetings Override.

5. Refer to the Voicemail Menu Map in the appendix and select the appropriate choice.

**Note:** When prompted to enter a number for the greeting to switch to, your Normal Greeting is greeting number 1, your second personal greeting is number 2.

---

**Review Greetings Schedules**

Option 4 under Scheduled Personal Greetings is Review Greetings Schedules. The option plays the default greeting schedule, including the times and dates greetings are scheduled to play. When completed the system returns to the previous menu level.

---

**Modify Greetings Schedules**

Option 5 under Scheduled Personal Greetings is Modify Greetings Schedules. The Voicemail Menu Map in the appendix illustrates the telephone buttons and their corresponding functions for navigating the Modify Greetings Schedules menu.

**Note:** Scheduled greetings operate based on the time zone set during subscription. The time zone can be changed using the Profile link in Online Account.

The Modify Greetings Schedules menu provides the ability to assign greetings for the rest of the day, certain days of the week, or a specific day of the year.
Delete Greetings

Option 6 under Scheduled Personal Greetings is Delete Greetings.

1. Enter the number of the greeting to delete.
2. Press # to accept; the greeting is deleted and the system returns to the previous menu level. Press * to reenter.

Record a Name Announcement

Option 4 under Mailbox Setup and Greeting is Record a Name Announcement. The Name Announcement is used by the Message Information feature. It identifies you as the caller when calling other Vonage voicemail users. To record a new Name Announcement:

1. Log in to your voicemail account.
3. Press 1 for Mailbox Setup and Greeting.
4. Press 4 for Name Announcement.
5. Record your first and last name then press the # key.
6. The system will repeat the name, to accept press the # key.

Change Your Review Options

Option 6 under Mailbox Setup and Greeting is Change Your Review Options. The Voicemail Menu Map in the appendix illustrates the telephone buttons and their corresponding functions for navigating the Change Your Review Options menu.

This menu provides the ability to update your voicemail profile to play message information or not, and set whether the original message will be attached when replying to a message.
6 Using the Online Account

Additional changes to the behavior of your voicemail account(s) are set in Online Account. Use Online Account to configure features such as call forwarding, voicemail, bandwidth, and more. With the exception of changing the voicemail password/PIN (which can be changed using the Voicemail phone menus), all of the following voicemail-specific functionalities are only available within Online Account:

- Change password/PIN.
- Enable/disable voicemail.
- Change the length of time before Vonage voicemail picks up.
- Checking voicemail messages using Online Account.
- Set email notification.

6.1 Logging in to Online Account

2. On the right top of the page under the Log in to Your Vonage Online Account section, enter your Online Account Username and Password then click Enter.
   
   **Note:** The Online Account username and password were chosen when subscribing for Vonage service. Usernames are not case sensitive. Passwords are case sensitive.
3. Your personal Online Account Dashboard is displayed.
6.2 Changing the Voicemail PIN Using Online Account

1. Login to Online Account.
2. Click the **Features** link.
3. In the **Voicemail Settings** section, select the number and click the **Configure** button.

![Voicemail Settings](image)

4. Click the **Change PIN** link on the Voicemail Settings page.
5. On the **Change Voicemail PIN** page, confirm the line number displayed is the correct number for the new PIN.

![Change Voicemail PIN](image)

6. Enter your new PIN in the **New PIN** field.
7. Enter the new PIN again in the **Confirm New PIN** field.
8. Click **Save New PIN**.
Enable or Disable Voicemail Within Your Online Account

1. Login to your Online Account.
2. Click the **Features** link.
3. In the **Voicemail Settings** section, select the desired number from the drop-down list and click the **Configure** button.
4. Click the option button to **Enable Voicemail** or **Disable Voicemail** on the Voicemail Settings page.

5. Click **Save**.

6.3 Setting the Time Before Voicemail Picks Up

Set the length of time (in seconds) the line will ring before Voicemail picks up by following the steps below:

1. Navigate to the **Enable/Disable Voicemail** page described in 6.2 Enable or Disable Voicemail within your Online Account.
2. Under the **Enable Voicemail** option, select the desired time from the drop-down list in the sentence: **If enabled, calls will be forwarded to Voicemail after 30 seconds.**
3. Click **Save**.
6.4 Checking Messages Using Online Account

Online Account provides the ability to check your voicemail from any computer with Internet access. Saved messages are stored for 60 days. If you need to store messages longer than 60 days, step 4 in the following instructions describes how to save messages to your computer’s hard drive.

1. Login to your Online Account.
2. Click the **Voicemail** link. The Voicemail page is displayed in the picture below.

   ![Voicemail Screen]

   **Current Phone Number:** [1-( )- ]

   **Folder:** Inbox 1 New (1 Total)  **Summary:** 1 New (1 Total)

   **New**  **From**  **Date**  **Length**  **Listen**
   - Anonymous  Sep 14, 2007 3:27 PM  00:16  **Listen**

3. If you have multiple Vonage lines, select the line you wish to check messages for from the **Current Phone Number** drop-down list. By default, the folder view is set to Inbox.

   **Note:** By using the Folder drop-down list, the Online Account Voicemail page can display the contents of the Online Account Inbox, the Online Account Saved, or the Online Account Trash folder. The Inbox within Online Account displays messages presently stored in the Inbox folder of the Voicemail phone mailbox. Selecting Saved will display messages stored in the Saved folder of the Voicemail box. The Trash folder within
Online Account displays the contents in the Deleted folder of the Voicemail phone mailbox.

![Folder: Inbox: 0 New (0 Total) Trash: 0 New (0 Total)](image)

4. The icon appears next to messages that have not been reviewed. Clicking this icon presents the **File Download** dialog box.
   a. Clicking **Open** will open the Wave sound file in a supporting application so you can listen to it on your PC.
   b. Clicking **Save** prompts you for a filename and location to locally save the Wave file on your PC.

![File Download](image)

For messages that have been reviewed:

a. Click the **Listen** link to listen to your message.

b. Right-click on the **Listen** link then click **Save target as** to save the voicemail file to your computer's hard drive.

c. Select the desired message(s) check box(es) and click **Delete Selected** to delete the message(s).
Email Notification

When voicemail email notification is activated, Vonage sends an email message each time a new voicemail message is received. Each voicemail message gets its own email; if Caller ID information is available you'll see the caller's phone number in the subject line of the email. If a caller marks their voice message as urgent, then the email message will be marked as urgent.

Email notification can be activated or deactivated using Online Account. Changes to your settings will not take effect immediately; allow additional time for changes to take effect.

1. Login to your Online Account.
2. Click the Features link.
3. In the Voicemail Settings section, select the desired number from the drop-down list and click the Configure button.
4. Click the Voicemail Email Notification link.
5. On the Voicemail Email Notification page, choose the appropriate option button from the following choices:

   **Enable Vonage Text transcription service and audio file (.wav) attachment** – The Vonage Text feature, when enabled, automatically transcribes all of your voicemails to text and emails them to you with accompanying .wav files. With this option, the Email Address to Receive Notification text box field must also be completed. **Note that a 25-cent charge per transcription applies.**

   **Enable email notification with audio file (.wav) attachment** – When selected, Vonage sends a notification email every time a new voicemail message arrives, and attaches the actual message to the email as a .wav file. You can:
- Play back the voice message through your PC without even accessing your voicemail system.
- Forward the voice message to anyone else via email.
- Save the voice message to your hard drive.

Most of the popular media player formats are supported. When this option is selected the Email Address to Receive Notification text box field must also be completed.

**Enable basic email notification** – When selected, Vonage sends a notification email (to the email account you specify) every time a new voicemail message arrives. The email contains the date and time of the call, the phone number of the caller, the account line number, and a total of how many unreviewed messages are in the voice mailbox at the time of the email. When this option is selected the Email Address to Receive Notification text box field must also be completed.

**Disable email notification** – No email notification will be sent from Vonage.
When selecting either Enable Vonage Text, Enable Voicemail Email Notification, or Enable Voicemail Attachments remember to enter a valid email address.

6. Click **Save Changes**. The page will update and confirm the request is submitted.

Attachments are independent of your voicemail account. This means that even though you listened to a voicemail as an email file attachment through your PC, it will still be listed as a new voicemail message the next time you access your voicemail account by phone or online through your Online Account.
7 Questions and Answers

If the answers supplied within this chapter do not assist you, please call Technical Support at 1-VONAGE-HELP (1-866-243-4357) so that we can further help you.

I forgot my voicemail password/PIN. How do I get a new one?
If you forgot your Voicemail password/PIN, you can set up a new voicemail password/PIN at anytime by following these simple steps:

1. Login to your Online Account.
2. Click the Features link.
3. In the Voicemail Settings section, select the desired number from the drop-down list and click the Configure button.
4. Click the Change PIN link.
5. Follow the instructions on the Change Voicemail PIN page.

Can I have multiple voice mailboxes with Vonage?
Each Vonage account is given one voice mailbox per line. All voice mailboxes for a single account can be accessed from within Online Account. If you have multiple voicemail boxes, when checking messages by phone for one voicemail box you can switch to another by using the Auto Attendant. Refer to chapter 5 Voicemail Main Menu Options of this user guide for more information.

My phone does not ring and incoming calls are going directly to my Vonage voicemail. Why are all my calls going straight to voicemail?
Calls may be sent directly to voicemail (without ringing your Vonage phone) for the following reasons:

- The Vonage device is not plugged in. Check that the device is plugged in.
• The Internet Service Provider (ISP) is unavailable. When the ISP is down, all calls received are redirected to voicemail so Vonage customers do not miss/lose their calls.
  o To check if your ISP is available, launch your web browser and go to a web page. If the page appears (loads), then your service is working. If the Page Not Found error is displayed, then your service is unavailable.

• The voicemail setting that determines how long your phone rings before voicemail picks up is set to instant.
  To check if the voicemail setting that determines how long your phone rings before voicemail picks up is set to instant, follow the steps below:

  1. Login to Online Account.
  2. Click the Features link.
  3. In the Call Forwarding section, select the desired number from the drop-down list and click the Configure button.
  4. On the Call Forwarding page confirm Current Settings is set to Call forwarding is disabled. If unanswered for 30 seconds, will forward to Voicemail.
  5. Click the Enable/Disable Voicemail link.
  6. Confirm the Enable Voicemail option is selected.
  7. Beneath the option, confirm the If enabled, calls will be forwarded to Voicemail after 30 seconds setting is set to 30 seconds. This is the default setting and equals about 5 rings. You may change this setting at any time.
    Note: This setting should not be set to Instant.
  8. Click Save.
  9. Test your phone using an outside line such as a cell phone.

How do I cancel Call Forwarding and restore my voicemail service?
To cancel Call Forwarding and restore Voicemail Plus service:
1. Login to Online Account.
2. Click the Features link.
3. Under the Call Forwarding section, click the Configure button.
4. Under the Current Call Settings section click the Disable button. This button is available only when Call Forwarding is enabled.

Why are all my forwarded calls going to my Vonage Voicemail?
Your voicemail is automatically set to answer forwarded calls when the forwarded number is busy or the call is unanswered. The amount of time it takes for the call to go to voicemail depends on your voicemail settings. For example, if your voicemail is set to 25 seconds, when a call is forwarded, it will go to voicemail if it is not answered in 25 seconds. Voicemail is disabled or reconfigured using the Online Account. Refer to chapter 6 Using the Online Account in this user guide for more information.

What is the maximum length of my personal greeting?
The following are the maximum recording time lengths for Name Announcement, Personal Greeting, and Incoming Messages:

- Name Announcement – 15 seconds (this is the name recorded by the end user during the mailbox setup).
- Personal Greeting – 60 seconds (this is the message recorded by the end user that is played to callers when depositing a new message).
- Message – 5 minutes (this represents the maximum length of recording time allowed per message during the deposit of a new message).

How many voicemail messages can I have in my mailbox at any one time?
You can have 150 voicemail messages (including both new and saved messages) in your mailbox at any one time. When checking voicemail by phone the system notifies you when the mailbox is 85% full by sending a “system message,” which is played before any other message, stating “Your mailbox
has reached 85% of your storage limit.” This message also appears on the Voicemail page within Online Account. When you receive this message you need to create space for new messages by deleting older messages from your mailbox. You may wish to save the messages locally to your computer’s hard disk (using Online Account) before deleting them from your mailbox. The system message is sent every time another message is deposited into the mailbox until the mailbox contents drop below 85% capacity, or reaches maximum capacity. Once the 150 message capacity is exceeded, the mailbox is over the limit and will not allow new messages to be deposited. Callers are greeted with a message that states “This mailbox is full and cannot accept new messages at this time”. The system will then disconnect the call. There is a 60-day time limit on saved messages.

For information on how to save message files onto your computer’s hard drive for long term storage refer to chapter 6.4 Checking Messages Using Online Account.

Why does my forwarded call leave a message at the number I forwarded to instead of my Vonage voicemail?
Forwarded calls go to Vonage Voicemail if the forwarded number is not picked up (either by a person or the forwarded number’s voicemail) within the time set in your voicemail Online Account (default of 30 seconds). If the number you forwarded to picks up the call in less time than your Vonage voicemail, the message will be left at the forwarded number.

For example: Your Vonage voicemail is set to pick up after 30 seconds and the number you have forwarded to, your cell phone, has a voicemail setting of 15 seconds. When someone calls your Vonage phone number the call is forwarded to your cell phone and after 15 seconds if you do not answer the call on your cell phone your cell phone voicemail picks up. The call was unable to
return to the Vonage voicemail system because your cell phone voicemail system answered it already.

**Can I set the number of seconds the forwarded call will ring before voicemail picks up?**
In the Call Forwarding section of your Online Account, you can change the number of seconds the phone will ring after it has forwarded to another number. The range is either instantly forward or 5 to 50 seconds.

**What happens if I cannot hear my voice messages online?**
To hear your voice messages online you need a media playback tool configured to play .WAV files, such as Media Player, RealPlayer, WinAmp, QuickTime, Ultra Player, or Sonique. Many of these tools are free downloads. We are always testing new media playback tools, so we encourage you to contact us if one you are using is not compatible with Vonage Voicemail.

**How long will messages stay in the system?**
New messages and saved messages will be deleted after 60 days. Deleted messages are deleted after 1 day.

**Can I hear my messages online if I have a Mac?** Yes. Vonage Voicemail works with Macs using QuickTime or Media Player 7. Supported browsers are Safari and IE 5.2. We are always testing new media playback tools, so we encourage you to contact us if one you are using is not compatible with Vonage Voicemail.

**What determines the time zone stamping of my voicemail messages?**
Time zone is assigned to your mailbox based on the time zone you selected for your Online Account. To change the time zone:

1. Login to Online Account.
2. Go to the **Account** page.
3. Click **Edit Account Information**.
4. Select the desired time zone.

**What is the Password (PIN) length?**
The standard password (PIN) length is 4 - 15 characters long. There is no limit as to how often your password needs to be changed. We recommend you change your password (PIN) as often as needed.

**Will I lose my voicemail when I change my number?**
When you change your number, Vonage gives you seven days to access your old voicemail box. After seven days, your saved voicemail messages associated with the old number are erased. Your voicemails from your new number are not affected.

**I have no voicemail, why do I still have the stutter tone and/or blinking message waiting light?**
To clear the stutter tone and message waiting light:

1. Call yourself, or have someone call your Vonage number and leave a voicemail message.
2. Login to your voicemail by phone, and either save or delete the message.
3. Press the * key to exit out of the voicemail system and hang up the phone.
4. Wait for two minutes and the stutter tone should be gone.

**Can I change the order in which my voicemail messages are displayed?**
No, voicemail messages are displayed in the order they are received, first in/first out.
I use the Call Hunt feature. How do Call Hunt settings affect Voicemail settings?
The number's voicemail setting is defined in the Call Hunt sequence because Call Hunt voicemail selections take precedence over the default voicemail settings for each phone number in the sequence. When configuring Call Hunt, you can choose to turn off Voicemail Plus or send calls to the voicemail box of any other Vonage phone number in the account.
If the steps supplied within this chapter do not assist you, please call Technical Support at 1 VONAGE-HELP (1-866-243-4357) so that we can further help you.

**I receive an Invalid PIN error when checking voicemail using the phone.**

1. Login to the Online Account and reset your voicemail PIN Refer to chapter 6.2 Changing the Voicemail PIN Using Online Account for instructions.

**My inbound calls are not going to Voicemail.**

Three methods to troubleshoot this problem before calling support are:

1. Login to Online Account at www.vonage.com and disable all Call Forwarding and Call Hunt features.
2. Confirm that no third-party answering systems (e.g., external answering machine) are in use.
3. Login to Online Account at www.vonage.com. Follow the steps in chapter 6.2 Enable or Disable Voicemail Within Your Online Account. Select the option for **Enable Voicemail**, change the number of seconds before forwarding to Voicemail, and click **Save**. This will allow your requested settings to be reconfigured properly.

If none of these steps solve the issue, contact Customer Care.
Voicemail Menu Map