VOICEMAIL CODES

When listening to your Vonage voicemail, here are some of the codes you can use:

- **5** Repeats Voicemail from Beginning
- **6** Skip to the Next Voicemail Message
- **7** Delete Voicemail
- **8** Forward Voicemail to Another Extension
- **9** Saves Voicemail
- *** (star)** Skips Call Information
- **# (hash)** Back to Voicemail Menu

If the call comes in through a Virtual Receptionist and the caller makes it to a voicemail box, the caller can press 0 (zero) while the message is playing to be sent back to the Virtual Receptionist.

**Transfer Straight to Voicemail**
To send a call straight to another extension's voicemail, **blind** transfer to ** (star star) and the extension number. The call will be transferred directly into that extension's voicemail without ringing the phone.

**Checking Voicemail Remotely**
To check voicemail remotely, call into any voicemail greeting on your Vonage system. When the voicemail greeting plays, press * (star) and you will be prompted for the extension and PIN numbers.

CELLPHONE CODES

When a Vonage extension is set to forward a call to a cell phone (using “Call Forwarding,” “Follow Me,” or “Simultaneous Ring”), follow these directions to transfer the call back to Vonage or to another outside number:

**Blind Transfer**

1. **# (hash)**
2. **extension (or outside number)**
3. **# (hash)**

   Example: 
   - ## + 301 
   - ## + 678-528-9000

**Attended Transfer**

1. **# (hash)**
2. **1**
3. **extension (or outside number)**
4. **# (hash)**

   Example: 
   - #1 + 101
   - #1 + 678-528-9000

**MISCELLANEOUS CODES**

Dial these when you pick up your phone, but **before** you dial a phone number.

- **Block Caller ID**  *67 (single call only)
- **Unblock Caller ID**  *82 (single call only)
- **Call Queue Login**  *90
- **Call Queue Logout**  *91
- **Check Voicemail**  *99 or *100
- **Check Any Extension’s Voicemail**  *101 (dial when listening to any Vonage message)
- **Internal Dial-by-Name Directory**  *102

*Please Note:* To make an international call you must dial 011 + country code + phone number.