Discover how to set up and use the most popular features
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Let’s dive in
Voicemail Plus®

Vonage Voicemail Plus® allows you to access your voicemail anytime, anywhere. Listen to your voicemails via phone, email, or any other device providing access to your Vonage Online Account. It's easy to set up, just sign in to your Vonage Online Account or use your phone's keypad to get started now.

First Time Voicemail Set Up

1. From your Vonage home phone, dial *123.
2. Enter 1234 when prompted for the Voicemail Password/PIN
3. Follow the directions to enter your new Password/PIN. Password/PIN must be 4 to 15 digits.
4. Follow the directions to record your name announcement and personal greeting.

Note: If your preferred language is set to Spanish, all directions are in Spanish. When you call your Voicemail, the initial directions are in your preferred language, but once you enter your PIN, you are prompted to press 1 if you want to use your second language for that session only. If you have a single language (English only or Spanish only), you are not prompted to use a different language.
4 Easy Ways to Check Your Voicemail

1. **On Your Vonage Phone**
   1. Dial *123 from your Vonage phone and enter Voicemail Password/PIN.
   2. Press 1 and then choose 1 (new messages) or 2 (saved messages).
   3. Listen to message and press 3 to delete. If a message is not deleted, it is saved for 30 days.
   4. Press * to exit Voicemail.

2. **On Any Other Phone**
   1. Dial 11-digit Vonage phone number.
   2. Press the * key when Voicemail picks up.
   3. Enter your Voicemail PIN.
   4. Press 1 and then choose 1 (new messages) or 2 (saved messages).
   5. Listen to message and press 3 to delete. If a message is not deleted, it is saved for 30 days.
   6. Press * to exit Voicemail.

3. **Email Notifications**
   Sign into your Online Account and choose how you would like to be notified about your voicemail.
   Notification Types Include:
   - Vonage Visual Voicemail® and Audio File
   - Audio File Only
   - Notification Only
   (No Visual Voicemail, No Audio)

4. **Online**
   You have complete access to your voicemail without using your phone, at all. Just sign in to your Online Account to check your messages.
On your Voipage Phone:
1. Dial *123 and enter Voicemail Password/PIN.
3. Press 1 for Mailbox Setup and Greeting.
4. Press 1 to Change Your Password.
5. Enter a new Password/PIN when prompted.
   PIN must be 4 to 15 digits long.
6. Enter the new Password/PIN a second time to confirm and press #.

Our automated phone system:
2. When prompted say “Reset Voicemail PIN.”
   You can also view or reset your Voicemail PIN in your Online Account.

Change Your PIN

Reset A Forgotten PIN

Change Your Greeting
Enhanced Call Forwarding

Make it easy for those important calls to find you at another landline or mobile number with Enhanced Call Forwarding. All you have to do is follow these simple steps on your phone’s keypad.

1. Dial *72 from the telephone keypad and listen for the directions.
2. Enter the phone number, including area code, to which calls will be forwarded.
   
   **NOTE:** To forward calls to an international number, use the number and include the country code. There is no need to use 011 when using *72.
3. Press 1 to confirm or 2 to enter a different phone number.
4. To disable Enhanced Call Forwarding, dial *73 from your telephone keypad.

Call Waiting

*Well, aren’t you so popular?*

How it works...

A tone alerts you to an incoming call while on a call.

1. Press Flash or the switch hook on your telephone to answer the new call.
2. Press Flash or the switch hook on your telephone to switch back to the original call.
3. To disable Call Waiting for a single call, dial *70 followed by the number you want to call.

HOLD THE PHONE
**Vonage® Extensions® App**

Take your Vonage® home phone service anywhere you go with our free Vonage® Extensions® App. Make and receive home calls on the go using the Vonage® Extensions® App. This free app is available for both iPhone® and Android™ devices. Visit the iPhone App Store or Google Play Store to install. For use internationally, download, set up and register for Wi-Fi calling before traveling. *Calls made outside of Wi-Fi networks will use your data plan, and depending on your plan, data-usage rates may apply.*

**Selective Call Block**

With Selective Call Block, you can prevent unwanted callers from ringing your Vonage home phone. Blocked callers will receive a message that you are not accepting calls. To set up, sign into your Online Account or download and use the Vonage® Extensions® App.

**SimulRing®**

SimulRing® can ring up to five additional phones at the same time—including smartphones—so you’ll be sure to catch critical incoming calls.
## All Other Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Virtual Number</strong></td>
<td>Save family and friends money by setting up a Virtual Number in their area code so they can call you for the price of a local call. Available in select countries.</td>
</tr>
<tr>
<td><strong>Toll Free Plus®</strong></td>
<td>A Toll Free Plus number lets people call you at no cost from anywhere in the U.S., Canada, Puerto Rico, Guam and the U.S. Virgin Islands.</td>
</tr>
<tr>
<td><strong>Caller ID Block</strong></td>
<td>Keep your phone number private when you make calls.</td>
</tr>
<tr>
<td><strong>Call Transfer</strong></td>
<td>Transfer calls to any number in the U.S., including Puerto Rico, and Canada while you’re on another call.</td>
</tr>
<tr>
<td><strong>3-Way Calling</strong></td>
<td>Add a third person to your phone conversation, anytime.</td>
</tr>
<tr>
<td><strong>Call Return</strong></td>
<td>See who called and then return the call without having to dial the number.</td>
</tr>
<tr>
<td><strong>Network Availability Number</strong></td>
<td>When you use a Network Availability Number, any call that you receive when your Internet service is not available is forwarded to the phone number that you specify.</td>
</tr>
<tr>
<td><strong>Do Not Disturb</strong></td>
<td>Incoming calls will not ring your phone. Calls go directly to Voicemail if turned on or else the caller will receive a message stating that you are not available.</td>
</tr>
<tr>
<td><strong>Anonymous Call Block</strong></td>
<td>Prevent callers who do not display their phone numbers on your Caller ID from ringing your Vonage phone number. These callers will receive a message informing them that their call cannot be completed until their Caller ID is unblocked.</td>
</tr>
<tr>
<td><strong>International Call Block</strong></td>
<td>Prevents others from making outgoing international calls from your Vonage phone number.</td>
</tr>
<tr>
<td><strong>Directory Assistance Call Block</strong></td>
<td>Prevents others from dialing 411 from your Vonage phone number. By default, Directory Assistance Call Block is turned off and calls to 411 are allowed.</td>
</tr>
<tr>
<td><strong>Ring Lists</strong></td>
<td>Direct your incoming calls to the Vonage lines of your choice.</td>
</tr>
</tbody>
</table>
Telephone Keypad Quick Reference

- **123**: Access Voicemail
- **67**: Caller ID Block (per call)
- **70**: Disable Call Waiting (per call)
- **69**: Call Return (per call)
- **90**: Call Transfer (per call)

- **77**: Enable Anonymous Call Block
- **87**: Disable Anonymous Call Block

- **78**: Enable Do Not Disturb
- **79**: Disable Do Not Disturb

- **72**: Enable Call Forwarding
- **73**: Disable Call Forwarding
Want to know more?
Visit support.vonage.com (US)
or support.vonage.ca (Canada)
for more information on
any of these features.