

Vonage Business System Codes

Everything you've ever wanted to know about what you can dial within the Vonage Business system.

VOICEMAIL CODES

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

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

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

+ Extension (or outside number) + **#**
Example: ## + 301 # Example: ## + 678-528-9000 #

Attended Transfer

1 + Extension (or outside number) + **#**
Example: #1 + 101 # Example: #1 + 678-528-9000 #

- *** Completes Transfer
- #** Cancels Transfer
- 0** Turns Transfer into Conference

MISCELLANEOUS CODES

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

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

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