

Quick ReferenceGuide

Instructions for Setting Up and Accessing Vonage Voicemail by Telephone

TIP: For ease of use it is suggested that you set up and access your Vonage voicemail with the VBC soft phone application installed on your computer or mobile device, or over the web.

Links to download Apps and instructions for Web Login are available here: <https://www.vonage.com/downloads/>

Accessing your Vonage account on the web without installing software might be useful when you aren't working on your own computer, or don't have permission to install new software on your device or PC. Please remember to logout, when you finish working. Closing your browser session alone is not sufficient to logout.

Currently, web access does not support making or receiving phone calls in your browser; however, you can access all other Vonage account features and settings including: Voicemail, SMS/Teams messaging, and Starting/Joining Meetings. Click-to-call is available if you have a Vonage app or physical phone available.

Voicemail *For personal mailboxes only.*

Listening to Messages

Entering your Mailbox for the first time, from your Vonage phone:

To set up your mailbox for the first time, follow these steps:

1. Press *99 or *100 and then the "#" button.
2. Enter PIN followed by "#" when prompted.
3. Press 1 for "New Messages". Press 2 for "Saved Messages". For "Mailbox Options" press 4.

* When not using your Vonage Phone, see access from any phone below.

Voicemail Greetings

After entering your mailbox (call *99 or *100 from your phone) and choose option 4 (Mailbox Options):

Unavailable Greeting (greeting that plays if you are on a call, away from your desk, or unable to answer the call)

1. Press 1 to record your unavailable greeting.
2. After the tone record your desired unavailable greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to rerecord the greeting.

Busy Greeting (greeting callers hear if your phone is on Do Not Disturb, not connected to the internet, or when all line appearances are busy)

1. Press 2 to record your busy message.
2. After the tone record your desired busy greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to rerecord the greeting.

Name Greeting (used for company directory)

1. Press 3 to record your name.
2. After the tone record your desired name greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to rerecord the greeting.

Record Temporary (Vacation) Greeting (overrides all greetings when enabled)

1. Press 4 to record your temporary greeting.
2. After the tone record your desired temporary greeting and press the # (pound) key when finished.
3. After playback, press 1 to save or 2 to re-record the greeting.

To Remove Temporary Greeting

1. Press 4 to access the temporary greeting.
2. If you have a temporary greeting set, press 2 to delete the recording.

1. Press *99 or *100 then the "#" button.
2. Enter your PIN followed by the "#" button.
3. Press 1 for "New Messages". Press 2 for "Saved Messages".

Options while listening to voicemail:

5	Repeats voicemail from the beginning
6	Go to next message
7	Deletes voicemail
8	Forward voicemail to another extension
9	Saves voicemail
*	Skips call information
#	Back to voicemail menu

Changing your Voicemail PIN (password)

After entering your mailbox (call *99 or *100 from your phone) choose option 4 (Mailbox Options):

- Press 5 to change your PIN (password)
- Follow the prompts

Please protect the Drexel community by selecting a new PIN that is at least 8 numbers long.

Accessing Voicemail From Any Phone

Accessing Voicemail from Any Phone:

1. Call your Vonage phone number. (You can dial any Vonage Phone number on your account from a non-Vonage phone to access your voicemail. The phone number doesn't have to be assigned to the extension that you are attempting to check the messages for. We do recommend calling your own number so that no one answers the call.)
2. Dial star (*) when your greeting starts to play.
3. Dial your extension number and Voicemail PIN followed by pound (#) as prompted.