

VONAGE SYSTEM USER GUIDE

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1.0. PURPOSE

- 1.1. To provide all users with a guide to help them get acquainted and be knowledgeable with the many features of Vonage.
- 1.2. To ensure optimal usage and efficiency of the system.
- 1.3. To emphasize the requirement of setting up the voicemail.

2.0. SCOPE

Vonage is the official telephone system of ALL Bigfoot entities as mandated in the Communications Policy.

3.0. PROCEDURE**3.1 TO SET UP THE VOICEMAIL GREETING**

You will need to login to the Vonage system, this can be done from your Vonage phone by dialing *123, then entering your pin (it is: 1234).

Once you arrive at the main menu:

Dial 9 for Setup Options
Dial 1 for Mailbox Setup and Greetings
Dial 2 for Personal Greetings

You will need to make a personalized voicemail greeting, similar to:

"Hello, this is (YOUR NAME) of (BUSINESS ENTITY), I am sorry I cannot attend to your call, but please leave me a message and I will get back to you as soon as possible."

After you have recorded your greeting, be sure to follow the operator's instructions closely to save your greeting. Once the greeting is finished and saved, you will be ready to start using your phone.

3.2 VOICEMAIL

Your voicemail messages will be emailed to you automatically as they arrive, you can easily listen to the attached voicemail message.

You can check messages by dialing into the Vonage voicemail system, from your Vonage phone dial *123 (then follow the instructions.)

Or, you can login to the Vonage website and view, listen to, and delete your voicemail messages there. You can access your Vonage account through the web interface at www.vonage.com

Username: bigfoot-# # # # (where ##### are the last 4 digits of your phone number)

Password: qwert678

After you login you will be brought to the Dashboard, where you can easily see recent activity on your Vonage, as well as links to other sections of the system.

3.3 TO ACCESS YOUR VOICEMAIL

To view your voicemail within the web interface, simply click on the Voicemail link on the main menu. You will then see a list of all your voicemail messages and you can listen to them or delete them.

3.4 COMPLIANCE TO VOICEMAIL POLICY

You shall be responsible for setting up the voice greeting within twenty-four (24) hours after receiving the unit. Failure to do so would mean:

a. for consultants/mentors/interns/freelancers = a penalty of USD50.00

b. for employees = an act of negligence which carries a penalty of five (5) days suspension at the first offense

A daily random check of voicemails shall be conducted by the front desk personnel. Those who have not set up their voicemail will be required to provide an explanation for their non-compliance where failure to justify shall be subject to the aforementioned sanction.

3.5 TRANSFERRING CALLS

To transfer calls via your Vonage phone to other users/telephone numbers, do the following:

While the phone call is still active:

1. Press Flash
2. Dial #90
3. Dial the number you wish to transfer to (i.e. FLASH #90 13105934444)

3.6 THREE (3)-WAY CALLING

To use 3-Way Calling on your Vonage Phone:

1. Dial your first party.
2. Once you are connected to your first party, press the Flash button or Switch Hook on your phone.
3. Dial the second party. After the second party has picked up, press the Flash

Button or Switch Hook to connect to both parties.

3.7 DIALING PROCEDURES

To dial numbers within the US:

Dial the area code and the number, or dial 1 + Area Code + Number
(i.e. 310.455.6699 or 1.310.455.6699)

To dial international numbers:

Dial 011 + country code + number (i.e. 011.852.2572.2727)

Please note that this line should not be used to place calls to Philippine telephones:
either landline phones or mobile phones.

3.8 TRAVELING WITH YOUR VONAGE PHONE

Whenever you are traveling on a business trip, you should take your phone with you. Since your Vonage Adapter is flexible enough to work anywhere in the world, as long as you are able to connect to the Internet, it will allow you to communicate quickly and easily.

When you are traveling, be sure to pack the following:

- * Your Vonage Adapter
- * The Power Adapter
- * International Travel Adapter
- * Cords (2 Network Cables, & 1 Phone Cord)
- * Phone & Power Adapter (if you will not have access to one on your travel)

3.9 911 DIALING ADDRESS

If you will be traveling to the United States, be sure to update your 911 Dialing Address within the Vonage Web Interface by doing the following:

Login to your Vonage account.

On the main menu, click the Features link.

In the Dialing 911 Section, click the Edit 911 Dialing Address link and enter the address of the location you will be staying at.

This address should be updated every time you change locations within the US. If you leave the US, you should update the setting to "Out of the Country".

3.10 NETWORK AVAILABILITY NUMBER

If you are in the US, and are planning to leave the office, one of the great features of the Vonage system is the Network Availability Number. When you are leaving the office (or your Vonage adapter), you can simply turn off the Vonage adapter and all calls will automatically forward to your Network Availability Number (which can be set to your cell phone). This way you can simply give your Vonage number to all your contacts, and even if you are not near your Vonage you can be reached.

3.11 TO CHANGE YOUR NETWORK AVAILABILITY NUMBER

Login to your Vonage account.
On the main menu, click the Features link.
In the Network Availability Number Section, click the Configure button.
Provide the default telephone number you want your Vonage phone to forward to in the event your Internet connection is disrupted.
When completed, click on the Submit button.

When you leave the office simply turn off your Vonage adapter, and all calls will forward to the number you have set. *Note: this feature can only be used with US telephone numbers.

To learn more about features, visit the Vonage websites:
<http://www.vonage.com>
<http://www.vonage.com/support.php>

For more detailed information on Voicemail visit:
<http://www.vonage.com/help.php?keyword=VoicemailPlus>

4.0. POLICY ISSUANCE AND REVISION HISTORY

Revision	Issuance Revision		Approval Matrix			Reason	
	History	Date	Dept.	Prepared	Reviewed		Approved
Rev. 00	Establish	07-10-09	HR	(Sgd) David Overton	(Sgd) Stephanie Manuel		New Document
Rev. 01	Revise	12-17-09	HR	Pawwee Hornido	Stephanie Manuel		Added the setting up of voice greeting within 24 hours.
Rev. 02	Revise	09-19-11	HR	<i>Pawwee</i> Pawwee Hornido	<i>Stephanie</i> Stephanie Manuel		Added "Compliance to Voicemail Policy"