Vonage Business Solutions™

Included Features

Feature	Description
ADMIN PORTAL	A dedicated portal for account managers that lets you control all functions of your phone system.
CALL ANNOUNCE	Call Announce whispers an audible version of the custom tag to you before the call is connected.
CALL CONFERENCE (3 Way Calling)	Add a second outgoing call to an already connected call.
CALL CONTINUITY	You'll never have VoIP service interruption - even if the power goes out.
CALL FORWARDING	Redirect calls to your mobile phone or other phone so you don't miss any calls.
CALL HOLD	Easily put a call on hold while you answer another call.
CALL LOGS	Provides detailed business VoIP call records by extension or account.
CALL PARK	"Park" a call in a "spot" to be retreived by another extension.
CALL PASS	Transfer calls taken on your cell phone using Never Miss a Call settings back to your desk phone without interruption.
CALL SCREENING	Know who's calling you before you answer. Send call to voicemail or transfer before you speak to the caller.
CALL TRANSFER	Attended Transfer (alert forwarding party before transfer) & Blind Transfer (transfer the call directly).
CALL WAITING	Be notified when someone else is trying to call if you are already on a call.
CALLER ID	Know who's calling before you answer.
CALLER ID BLOCK	Block your caller ID from being displayed on outbound calls.
CELL PHONE INTEGRATION	Forward calls to cell phones and use VoIP functions from cell phones.

Feature	Description
CLICK TO CALL ME	Embed a button in your webpage or email signature giving your customers a quick way to contact you.
CLICK-TO-DIAL	Seamlessly integrate Vonage VoIP service with your Web Browser to initiate calls with Click-to-Dial.
CLOUD PBX	Because Vonage's VoIP service and features are hosted in the cloud, there's no equipment to buy.
CUSTOM TAGGING	Easily identify origin of incoming calls by adding a unique tag to each published phone number.
DASHBOARD	Provides real time status of all extensions within your cloud.
DIRECTORY ASSISTANCE (411)	Gather information from listings.
DO NOT DISTURB	Callers go directly to voicemail when you don't want to be disturbed.
DYNAMIC CALLER ID	Set any phone number on your account as your caller ID.
EMERGENCY ASSISTANCE (911)	Set an address for individual extensions or your entire account so that responders know where to send help in the event of an emergency.
FOLLOW ME	Calls can be forwarded to multiple numbers that will ring in designated sequence.
LOCAL NUMBER PORTABILITY	Keep an existing phone number by porting it.
MULTIPLE DEVICES ON ONE EXT.	Register up to 3 devices on one Vonage extension.
MUSIC ON HOLD	Upload your own music or customized recording.

Feature	Description
NEVER MISS A CALL	Customize VoIP call settings so you always stay connected no matter where you are.
OUTLOOK INTEGRATION	Integrate Outlook with your business VoIP system.
SEVEN-DIGIT DIALING	Set a default area code to make dialing even quicker.
SIMULTANEOUS RING	Configure your cell phone or other phone to also ring as call comes in.
USER PORTAL	Administrators and users configure and manager their own business VoIP service through an easy-to-use Web interface.
UNIFIED INBOX	Manage your voice, fax and email messages from a single inbox in your email client.
VIRTUAL RECEPTIONIST	Streamline efficiency with a virtual receptionist (free with every Unlimited extension).
VOICEMAIL	Securely check your messages from anywhere, even online.
VOICEMAIL TO EMAIL	Receive voicemail as an .mp3 file (audio file) attached to email.

Vonage Applications

Application	Description
DESKTOP APP	Free application that extends our features to your desktop. Also a business intelligence tool that presents information about your callers in real-time.
MOBILE APP	FREE app for iPhone® and Android® that integrates with the full phone system.
SOFTPHONE APP	Handle business calls via your laptop or PC, whether you're on the road or at your desk.

Add-On Features & Plugins

FEATURE	MONTHLY	DESCRIPTION
CALL GROUPS	$4.99	Calls can be forwarded to multiple extensions that will ring simultaneously.
CALL MONITORING	$49.99	Find out about how this training feature can improve employee performance
CALL QUEUE	$14.99 + $0.03/min	Incoming calls are placed in a call queue until they can be answered.
COMPANY CALL RECORDING SERVICE	$49.99	Automatically record company phone calls and save them securely. Basic service includes 500 hours of recording time.
CONFERENCE BRIDGE	$14.99 + $0.03/min	Set up a conference call with up to 30 people using a pre-assigned call-in number.
LOCAL NUMBER	$9.99	Portray a local presence in any additional market by publishing a local phone number in any area code.
MAIN COMPANY NUMBER	$9.99	This number is attached to the main Virtual Receptionist to allow incoming callers to reach the appropriate department or individual by selecting an option from a menu.
ON-DEMAND CALL RECORDING SERVICE	$4.99/Ext	Record calls on your extension with a simple keystroke. Record what you want, when you want. 15 hours of recording time are included.
PAGING GROUPS	$4.99/Group	Assign select extensions to a paging group, and broadcast messages to the paging groups you've selected.
PAPERLESS FAX	$14.99	Send and receive faxes without a fax machine.
VIRTUAL MAILBOX	$4.99	Used to gather voicemail messages for a particular function or for employees that do not need full phone service.
VOICEMAIL TRANSCRIPTION	$4.99/Ext	Get text transcriptions of voicemails sent to your email, along with the MP3 file.

PLUGIN	MONTHLY	DESCRIPTION
BING SEARCH	FREE	See Bing results on your caller as soon as your phone rings. Verify business addresses, view professional portfolios or read about the person on the other end of the line.
CALL HISTORY	FREE	View previous phone calls with your caller and have access to voicemail in real time.
CALLER LOCATION	FREE	Map an incoming call for location, weather and time based on a caller's area code.
GOOGLE CONTACTS	FREE	Check saved record associated with the caller ID to recall information, take notes, and view email history.
GOOGLE SEARCH	FREE	See Google search results on your caller as soon as your phone rings. Verify business addresses, view professional portfolios or read about the person on the other end of the line.
LINKEDIN	FREE	View caller's LinkedIn profile to access professional titles, job history, position and references. See who you know in common, view portfolios, and make new connections.
METHOD CRM	$2.99/Ext	Search your Method CRM account for the caller ID name and phone number associated with your inbound and outbound calls.
MICROSOFT DYNAMICS	$2.99/Ext	Instantly access essential call information from Microsoft Dynamics without leaving the Vonage Business Desktop.
MICROSOFT OUTLOOK	FREE	Instantly view caller details in Outlook. View contact, add information, write a journal entry or search for older journals about your transactions.
QUICKBOOKS	$4.99	Instantly view caller information and QuickBooks customer and vendor financials.
SALESFORCE.COM	$2.99/Ext	Identify callers and instantly view your Salesforce.com records for contacts, leads and accounts. Update information without leaving Desktop app.
SUGARCRM	$2.99/Ext	View caller information from SugarCRM with each incoming call.
WEB LAUNCHER	FREE	Set any webpage to open as a call comes in.