Getting Started

THE GUIDE TO GETTING UP AND RUNNING WITH YOUR GRASSHOPPER ACCOUNT
Congrats on your new Grasshopper account!

This guide includes everything you’ll need to familiarize yourself with Grasshopper and to help you set up all of the important stuff: extensions, greetings, and users.

Need more help? Call our support team 24/7 at 800.820.8210, or connect with us on Facebook or Twitter.

Not feeling social? Check out our support site, or send our support team an email.
EXTENSION BASICS
Types of extensions
Adding an extension
Add call forwarding numbers
Set up your call forwarding schedule
Call forwarding options
Set up notifications

GREETINGS BASICS
Types of greetings
Recording a...
  • Main greeting
  • Transfer greeting
  • Extension name
  • Voicemail greeting
How can I record my greetings?
  • Voice Studio
  • Phone
  • Upload your own file
  • Computer

USER BASICS
Types of users
Adding a user
Changing user permissions
Adding a user to an extension
Deleting a user
Extensions

Grasshopper offers two different types of extensions:

- **Departments** (like sales, billing, etc.) have a single-digit extension (x1)
- **Employees** (for individuals) have a three-digit extension (x701)

**Adding an Extension**

To add your first extension, go to Extensions, and then choose **Add extension**:

Next, we’ll need to know a few things like...:

- Name
- Time zone
- A pin so you can access messages by calling in from your phone

**HELPFUL HINT**

Your extension’s PIN is different than your master PIN, unless you made them the same.
Adding a Call Forwarding Number

Let’s talk phone numbers. What phone number(s) do you want us to call when someone calls your Grasshopper number?

Adding your forwarding numbers is easy. In the Extensions (bold) tab, open the extension you want to work with, then click **Add a forwarding number**:

Next, choose how you want us to handle your calls:

- **Calls will be announced when you pick up**—When a call comes in, you’ll hear a greeting where you can choose to accept the call by pressing 1, send the call to voicemail by pressing 2, or listen to their phone number by pressing 3.
• **Calls will connect as soon as you pick up**—This sends the call directly to the forwarding phone number. You’ll answer this call as if it were a regular call coming in.

• **Callers will be asked for their name, then announced to you**—Callers are asked for their name so you know who is calling. When you answer the call, you’ll hear the caller’s name and can choose to accept the call, send the caller to voicemail or hear the caller’s phone number.

### Set Up Your Call Forwarding Schedule

When do you want to receive calls? By default it is set to 24/7. If you don’t want to receive calls 24 hours a day, you’re going to want to set your own schedule by clicking the forwarding schedule drop down menu:
Don’t see a schedule you like in the list? Choose **Custom Schedule** so you can customize the days and times calls will be forwarded:

![Custom Schedule Image]

**HELPFUL HINT**

Anything outside of these hours will go directly to voicemail or another forwarding number.

Once you’ve got your schedule set, click “Add this number”. That’s it!

**ANOTHER HELPFUL HINT**

Each extension can easily be turned on or off with just a click!
Call Forwarding Options

If you have more than one forwarding number on an extension, click **Options** to choose how you want us to ring those numbers:

- **In order, just once:** Each forwarding number will be called once in the order that you’ve listed them (if you have more than one). If no one picks up, the call will go to voicemail.

- **Indefinitely, until someone picks up:** We’ll keep cycling through your forwarding numbers until someone picks up. This can be helpful if you’re expecting urgent calls.

- **Simultaneously:** This is a paid feature, called Call Blasting. This allows all of your forwarding numbers to ring at the same time. You can add it for $10/month.
Set up Notifications

The notifications section is where you can specify the emails we should send voicemail notifications to. It’s set up as Notification with Attachment, which will email you a copy of your voicemail as an MP3 so you can listen to the message on your computer or phone:

**HELPFUL HINT**
You can add more than one email! Up to 10, in fact.

**ANOTHER HELPFUL HINT**
If you use our iPhone or Android app, you can set up push notifications for missed calls and voicemails!
Greetings

There are four customizable greetings in your account: Main Greeting, Transfer Greeting (also called Call Forwarding Greeting), Individual Extension Greeting, and Voicemail Greeting.

- **Main Greeting:** This is what someone hears when they call your Grasshopper number. It’s the “Thank you for calling ABC Company…” recording that you hear when your call is first connected.

- **Transfer Greeting:** This is what will play when a call is being transferred to an extension. By default, it’s set to “Please hold while we connect your call to…”

- **Individual Extension Greeting:** Your recorded name (ex: Allison) or department name (ex: Sales). It’s played with your transfer greeting, and also in the name directory (if you have that set up).

- **Voicemail Greeting:** The recording that plays when someone goes to voicemail.

Grasshopper has four options to record your greetings, so you can choose what’s easiest for you!
For instructions on the different ways to record your greeting, click one of the links below:

• Record a greeting with your phone
• Record a greeting with your computer
• Upload an MP3 file
• Record a greeting using the Voice Studio

HELPFUL HINT
You can also customize your on-hold music with a commercial for your business! Give our support team a shout and they’ll help you out.

ANOTHER HELPFUL HINT
All of the greetings you record or upload will be saved to your account, so you can use them in the future if you need to!

Recording a Main Greeting

To record a main greeting, click the Main Greeting tab on your Settings screen, and then click Create new greeting:
Record a Transfer (Call Forwarding) Greeting

To change the recording callers hear when their call is being transferred, scroll down to the greetings section and click Show other greetings:

Under Call forwarding greeting, click Create new greeting:

Record Your Extension Name

To record a name for your extension, scroll down to the greetings section and click Show other greetings:
Under **Recorded extension name**, click **Create new greeting**:

![Recorded extension name](image)

**Record a Voicemail Greeting**

Your voicemail greeting is just like it sounds—what a caller will hear before the beep. Here’s how to customize it.

Scroll down to **Greetings**, and you’ll see **Voicemail Greeting**:

![Greetings](image)

Click **Create new greeting**, record your custom greeting, and you’re ready to rock n’ roll!
Recording your Greetings

You can record your greetings over the phone, create them on your computer, upload them, or use our Professional Voice Studio:

For instructions on how to record your greeting over the phone or use our Voice Studio, read on!

Greetings using the Voice Studio

Our Voice Studio option lets you submit your scripts to us via your voice studio cart to have them recorded by a professional voice talent:
Our Voice Studio option lets you submit your scripts to us via your voice studio cart to have them recorded by a professional voice talent.

After you choose this option, go through the steps to have your new greeting scripted and sent to our studio for recording:

1. Choose your voice actor
2. Write your script in the box for each greeting you want recorded
3. Click Save script and add to order
4. When you're all finished, click I’m done, let’s checkout!
Our Voice Studio is just $75 per recorded greeting and typically has a 7 business day turnaround.

Greetings over the Phone

Recording greetings over the phone is super simple! Just follow these steps:

TO RECORD THE MAIN GREETING FOR YOUR GRASSHOPPER ACCOUNT:

- Call your Grasshopper phone number (you can find this on the sidebar of any page under “Your Phone Numbers”).
- When the default greeting starts, press * followed by #, then enter your master PIN (you can find this under Settings > Your Account tab).
- If it is your first time logging in over the phone, a tutorial will guide you through the setup process. (Press 1 to skip the tutorial!)
- From the main menu, press option 2 to access the Greetings Manager
- From the Greetings Manager, press option 1 to record your Main Greeting over the phone.
TO RECORD INDIVIDUAL EXTENSION GREETINGS:

Call your Grasshopper phone number.

- When the default greeting starts, press * followed by the extension number, then # followed by the extension’s pin number. (You can find this by going to the extension settings, then looking in the sidebar.)

- If it’s your first time logging in over the phone, a tutorial will guide you through the set up process. (Press 2 to skip the tutorial!)

- Pro-tip: From the main menu, press option 2 to access the Greetings Manager

- From the Greetings Manager:
  » Press option 1 to record your main greeting over the phone
  » Option 2 to record your mailbox name
  » Option 3 to record your transfer message

Uploading or Recording a Greeting by Computer

Uploading an audio file and recording your greetings by computer are both super simple and very straightforward! Just click Upload or Record and you’ll be on your way.

HELPFUL HINT

If you’re recording with your computer, make sure you have the latest version of Java. For instructions on how to update Java, check out this help article.
Users

When you sign up for Grasshopper, we make you the administrator user on the account. You can create additional users with varying permissions, depending on how much control you want them to have.

There are two types of users:

- **Admin**: Can change user permissions, upgrade and downgrade your plan, buy Voice Studio, and add and remove users, numbers and features from your account. By default, the owner of the account is an Admin.

- **Basic**: Can access and change settings, see call logs and access voicemails for specific extensions. The Admin sets which extensions a basic user can access.

**HELPFUL HINT**

For a full list of what permissions you can allow, check out this [help article](#).
Just go to **Settings**, then click the **Users** tab. You’ll see a list of your users, their permission level, and a drop-down of which extensions they can access:

![User Management](image)

### Adding a user to an extension

Adding another user to an extension is easy! Head over to Extensions, open the extension you want to add a user to, and follow these steps:

Head over to the **Extensions** tab, and open the extension you want to add a user to.

- Click **User Access**
- Enter the new user’s email
- Click **Invite**

They’ll then receive an email from us inviting them to set up their extension. Make sure to give them a heads up!