

# 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**

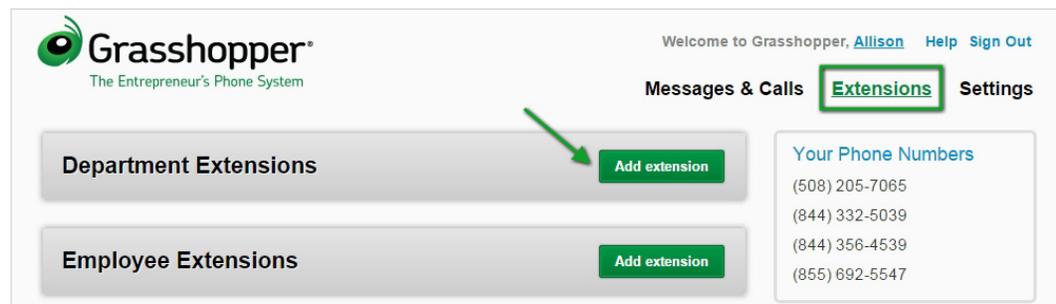
# Extensions

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



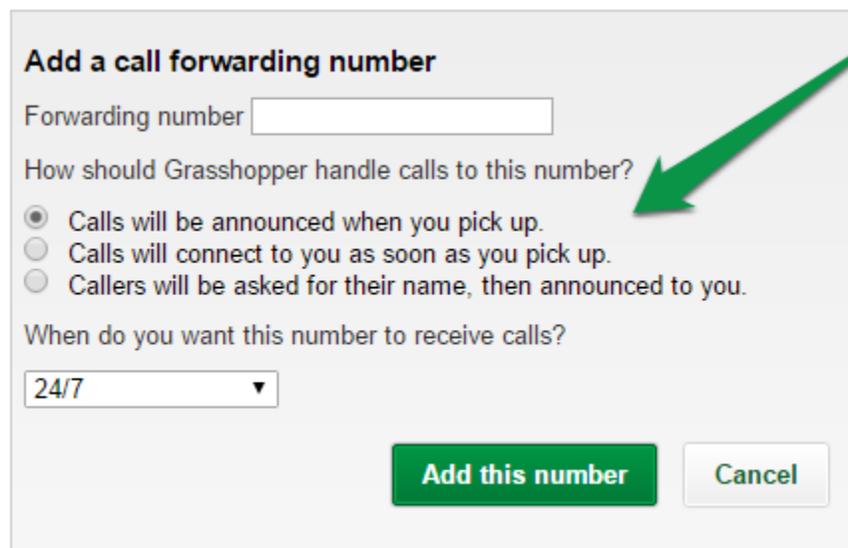
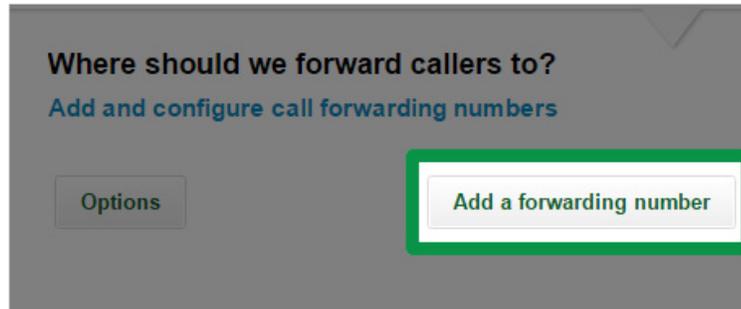
### HELPFUL HINT

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**:

A screenshot of a form titled "Add a call forwarding number". It contains a text input field for "Forwarding number". Below that is a question: "How should Grasshopper handle calls to this number?". There are three radio button options: "Calls will be announced when you pick up." (which is selected), "Calls will connect to you as soon as you pick up.", and "Callers will be asked for their name, then announced to you." A green arrow points to the first radio button. Below the radio buttons is another question: "When do you want this number to receive calls?". There is a dropdown menu showing "24/7". At the bottom are two buttons: "Add this number" (in green) and "Cancel".

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:

**Where should we forward callers to?**  
Add and configure call forwarding numbers

**Add a call forwarding number**

Forwarding number

How should Grasshopper handle calls to this number?

- Calls will be announced when you pick up.
- Calls will connect to you as soon as you pick up.
- Callers will be asked for their name, then announced to you.

When do you want this number to receive calls?

24/7 ▼  
24/7  
M-F, 9-5  
Sat & Sun, 9-5  
Custom Schedule

**Add this number** Cancel

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:

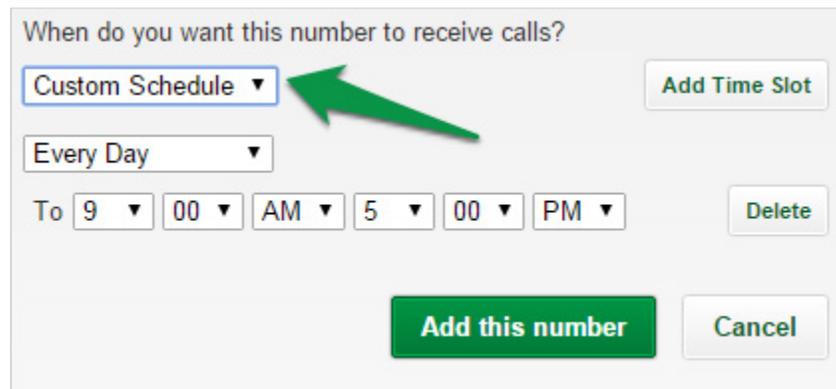
When do you want this number to receive calls?

Custom Schedule ▾ Add Time Slot

Every Day ▾

To 9 ▾ 00 ▾ AM ▾ 5 ▾ 00 ▾ PM ▾ Delete

Add this number Cancel



**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**

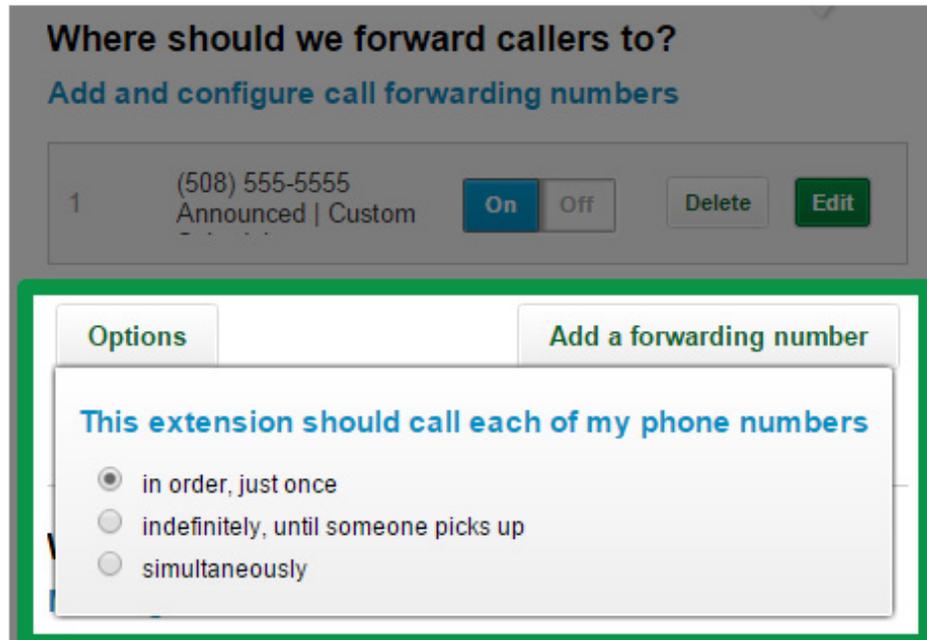
Each extension can easily be turned on or off with just a click!

1 (978) 555-1254 Announced | Custom On Off Delete Edit



## 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:

**Where do you want messages emailed to?**

Messages will be sent as attachments

allison@grasshopper.com





### 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!

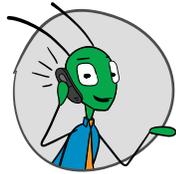


#### HELPFUL HINT

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.

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](#)



#### 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**:

Welcome to Grasshopper, Allison [Help](#) [Sign Out](#)

Messages & Calls Extensions **Settings**

Your Account Extras Your Numbers **Main Greeting** Users

**Main Greeting**  
System Default (3 available)

System Default

Thank you for calling Allison. If you know your party's extension, please enter it now or press 8 for the name directory. Or press 0 for New Extension.

All numbers currently pointing to the active main greeting ((508) 205-7065, (844) 332-5039, (844) 356-4539, (855) 692-5547) will play the newly activated main greeting.

Kalimba

Sleep Away

Your Phone Numbers

(508) 205-7065  
(844) 332-5039  
(844) 356-4539  
(855) 692-5547

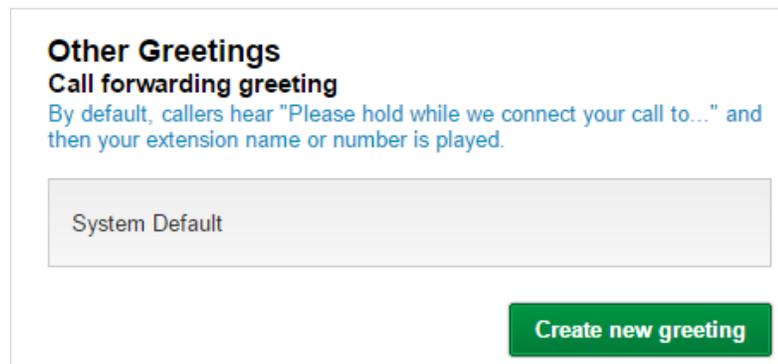
1 UNSUBMITTED SCRIPT

## 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**:

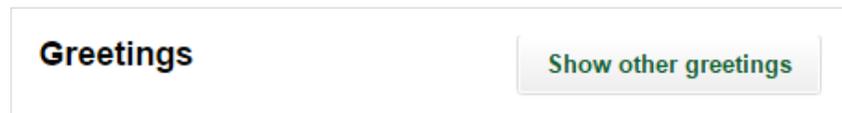


Under **Call forwarding greeting**, click **Create new greeting**:



## 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**  
Extension names are played when searching the Name Directory and when you receive a call through Grasshopper with Call Announce enabled.

System Default

**Create new greeting**

## 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** [Show other greetings](#)

**Voicemail Greeting**  
What your callers will hear just before the beep.

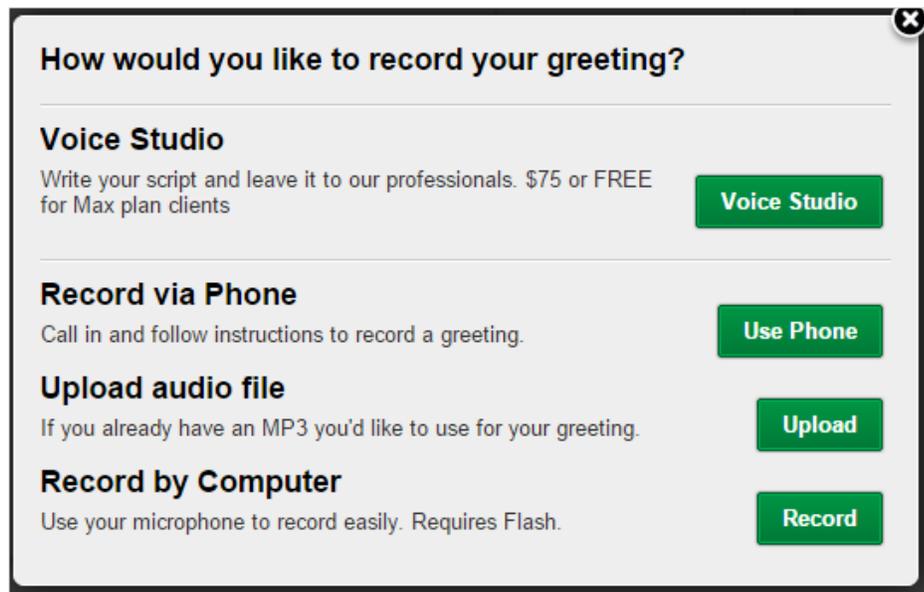
System Default

**Create new greeting**

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**:



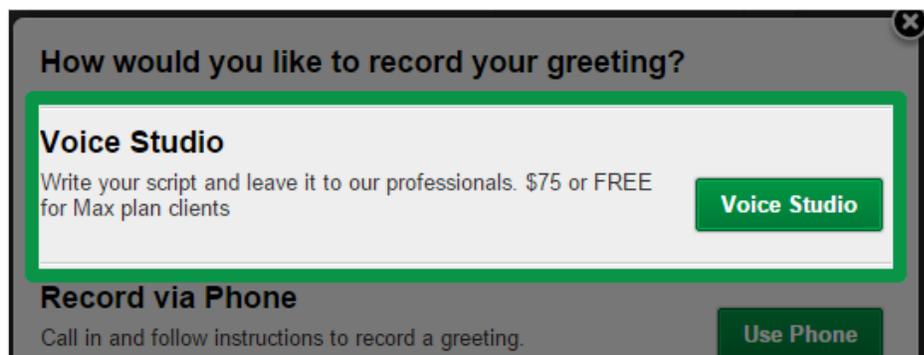
The screenshot shows a dialog box titled "How would you like to record your greeting?". It contains four options, each with a corresponding green button:

- Voice Studio**: Write your script and leave it to our professionals. \$75 or FREE for Max plan clients. Button: **Voice Studio**
- Record via Phone**: Call in and follow instructions to record a greeting. Button: **Use Phone**
- Upload audio file**: If you already have an MP3 you'd like to use for your greeting. Button: **Upload**
- Record by Computer**: Use your microphone to record easily. Requires Flash. Button: **Record**

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:



This screenshot is identical to the one above, but the "Voice Studio" option and its button are highlighted with a green border, indicating it is the selected method.

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:

The screenshot displays the 'Voice Studio' interface. At the top, it says 'Step 1: Choose a Voice Actor' with a dropdown menu set to 'Anna' and a 'Listen' button. Below that is 'Step 2: Write Your Scripts'. A legend indicates that a green 'ie' icon means 'Recommended'. On the left, there are two script boxes: 'Main Greeting' (with 'ie' and a checkmark) and 'Ext 0 - New Extension' (with 'ie'). On the right, a preview of the 'Main greeting' script is shown, including a 'Remove script' link and a 'Save script and add to order' button. A green arrow points to this button. At the bottom right is a large green button that says 'I'm done, let's checkout!'. At the bottom left, a note reads: 'Only click "I'm done" if you've created all the greeting scripts you need and are ready to have them recorded.'

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.



**HELPFUL HINT**

Have more questions about Voice Studio? Check out our [FAQs](#)

## Greetings over the Phone



**ANOTHER HELPFUL HINT**

Have your extension's PIN ready. You'll need it!

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:

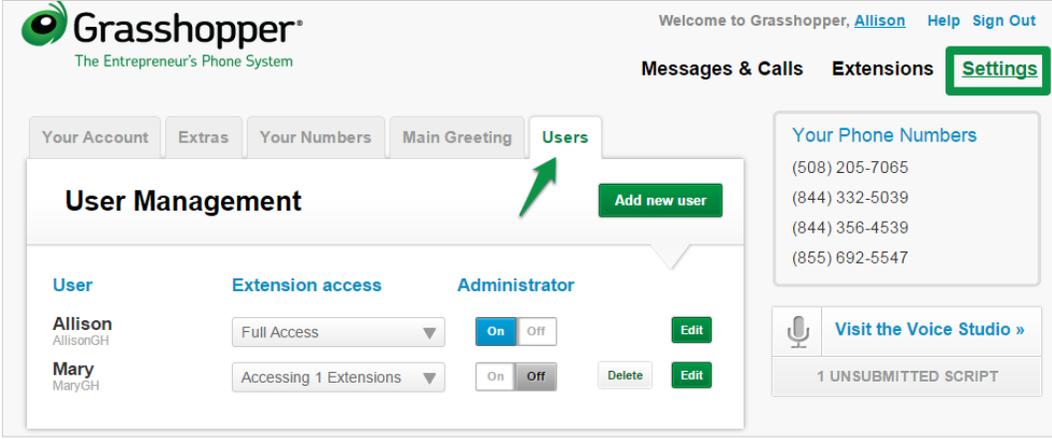
- **Admin:** Can change user permissions, upgrade and downgrade your plan, buy Voice Studio, and add and remove users, numbers and features from your account. By default, the owner of the account is an Admin.
- **Basic:** Can access and change settings, see call logs and access voicemails for specific 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:



The screenshot shows the Grasshopper user management interface. At the top, there's a navigation bar with 'Messages & Calls', 'Extensions', and 'Settings' (highlighted with a green box). Below this, there's a 'Users' tab selected, with a green arrow pointing to it. The main content area is titled 'User Management' and features an 'Add new user' button. A table lists users with columns for 'User', 'Extension access', and 'Administrator'. The table contains two rows: Allison (AllisonGH) with 'Full Access' and 'On' status, and Mary (MaryGH) with 'Accessing 1 Extensions' and 'On' status. Each row has 'Edit' and 'Delete' buttons. To the right, there's a 'Your Phone Numbers' section with four numbers and a 'Visit the Voice Studio' button. At the bottom right, it says '1 UNSUBMITTED SCRIPT'.

User	Extension access	Administrator
Allison AllisonGH	Full Access	On Off Edit
Mary MaryGH	Accessing 1 Extensions	On Off Delete Edit

## 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!