



Setting Up Your Grasshopper Account

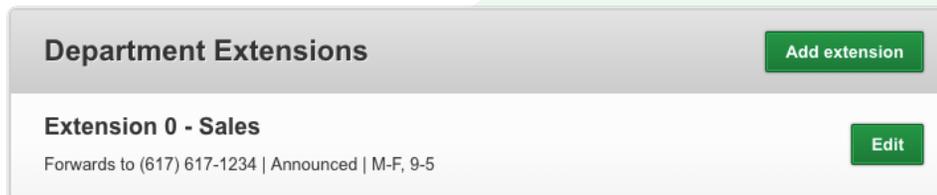
4 Steps to Success



1. Add Extensions

Extensions make it easy for you to route callers to a specific person or department.

To add an extension, click 'Add Extension' from the [Extensions tab](#).



The screenshot shows a user interface for managing department extensions. At the top, there is a header bar with the text "Department Extensions" on the left and a green "Add extension" button on the right. Below this header is a list of extensions. The first entry is "Extension 0 - Sales", with the text "Forwards to (617) 617-1234 | Announced | M-F, 9-5" below it. To the right of this entry is a green "Edit" button.

[Learn more about extensions](#)

2. Customize Your Call Forwarding Settings

Your call forwarding settings are stored in each of your extension's settings.

To customize your call forwarding numbers, call forwarding hours, what you hear when you answer the call and more, click **Edit** on any extension in the [Extensions tab](#).

The screenshot shows the settings for 'Extension 0 - Sales'. At the top, it says 'Forwards to (617) 617-1234 | Announced | M-F, 9-5' with 'View Details' and 'Close' buttons. Below this is the heading 'Where should we forward callers to?' followed by a link 'Add and configure call forwarding numbers'. A table lists one forwarding number: '1 (617) 617-1234 | Announced | M-F, 9-5'. To the right of the number is an 'On/Off' toggle (currently 'On') and 'Delete' and 'Edit' buttons. At the bottom, there are 'Options' and 'Add a forwarding number' buttons.

Number	Hours	Status	Actions
1	(617) 617-1234	Announced M-F, 9-5	On/Off, Delete, Edit

[Learn more about customizing your extensions](#)

3. Customize Your Greetings

Voicemail Greetings

Your voicemail greeting plays when you miss a call.

To customize your voicemail greeting, scroll down to the greetings section in your [extension's settings](#).

Click 'Change greeting' and then 'Create new greeting.'

How would you like to record your greeting?

Voice Studio
Write your script and leave it to our professionals. \$75. [Voice Studio](#)

Record via Phone
Call in and follow instructions to record a greeting. [Use Phone](#)

Upload audio file
If you already have an MP3 you'd like to use for your greeting. [Upload](#)

Record by Computer
Use your microphone to record easily. [Record](#)

[Learn more about the greetings in your account](#)

Main Greeting

The main greeting will be the first thing callers hear when they call your number. If you have multiple extensions, you'll want to customize your main greeting, so callers know how to reach each of them.

To customize your main greeting, go to 'Settings' and then select the [Main Greetings](#) tab. From the Main Greetings tab, select 'Change greeting' and then 'Create new greeting.'

Don't forget to activate your main greeting!

Once you've recorded your main greeting, be sure to activate it! Go to the [Numbers](#) tab in your Settings and select 'Play my main greeting' from the dropdown menu next to your phone number.

Want to have your greetings professionally recorded? Let our [Voice Studio](#) record all your greetings for just \$75.

The screenshot shows the 'MainGreeting' configuration page. At the top, it says 'MainGreeting' with a green download icon, a 'Listen' button, and a 'Cancel' button. Below that, it says 'System Default (1 available)'. The main section is titled 'System Default' and includes a 'Listen' button. The text below reads: 'You can customize your greeting on your own or with the help of professional voice actors from the Grasshopper Voice Studio. A system default greeting is also available.' At the bottom right of this section is a green 'Create new greeting' button. The 'Options' section contains two dropdown menus: 'If there's no input after the main greeting plays,' with 'repeat main greeting (default)' selected, and 'Time Zone' with '(UTC-05:00) Eastern Time (US & Canada)' selected.

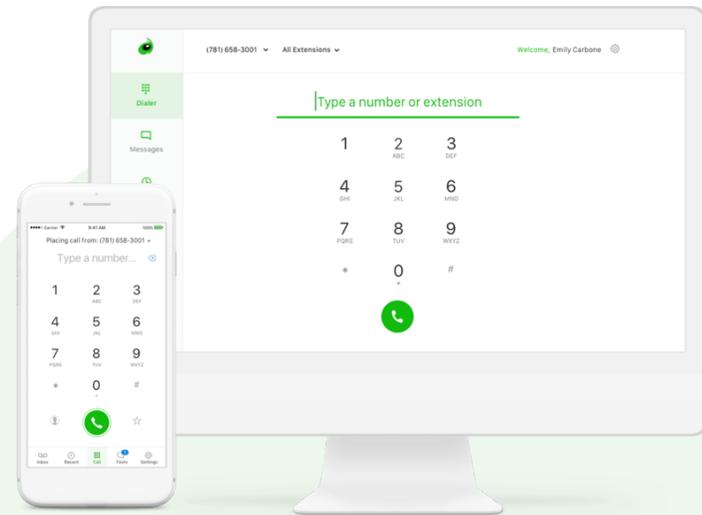
[Learn more about recording your main greeting](#)

4. Download the Apps

Run your business from anywhere.

Grasshopper offers both a mobile and desktop app so you can be available whenever business calls.

[Download our desktop and mobile apps today!](#)



For more resources on setting up your account, check out our support site at support.grasshopper.com