



The following is a list of all the menus and sub-menus for the Grasshopper virtual phone system.

To access the extension menu, call your account number, press *, enter the mailbox number followed by # (or press # without an extension number to access the main extension), and enter your PIN

Note: Press * at any time to return to the previous menu.

Subscriber Main Menu

FOR MAIN EXTENSION	
1	Review your messages
2	Manage greetings
3	Change PIN
4	Manage away greeting settings
5	Sign in to another extension

FOR USER EXTENSION (DEPARTMENT/EMPLOYEE)	
1	Review your messages
2	Manage greetings
3	Call forwarding settings
4	Change PIN
5	Manage Away Greeting settings
6	Make outbound calls *
7	Sign in to another extension

Other

LIVE CALL OPTIONS WHILE ON A CALL	
##	Place caller on hold
1	Return to the call
2	Transfer the call to another extension
1	Immediate transfer
2	Remain on the line

OUTBOUND CALL MENU PRESS 6 FROM THE SUBSCRIBER MENU	
1	Outbound Call
2	Conference Call

Greetings Menu

Press 2 from the subscriber menu

FOR MAIN EXTENSION	
1	Record Main (or Dedicated) greeting
2	Record Away Greeting

FOR USER EXTENSION (DEPARTMENT/EMPLOYEE)	
1	Record voicemail greetings
2	Record name
3	Record transfer greeting
4	Record Q&A greeting
5	Record away greeting

MENU OPTIONS AFTER THE GREETING IS RECORDED	
1	Discard and re-record
2	Add to greeting library
3	Activate the greeting and add it to the library

Messages Menu

Press 1 from the subscriber menu

FOR VOICEMAIL AND FAX	
1	Play voicemails
2	Access faxes
1	New faxes
2	All faxes

WHILE THE VOICEMAIL IS PLAYING	
1	Rewind 4 seconds
2	Fast forward 4 seconds
3	Pause (any key to continue)

AFTER THE VOICEMAIL HAS PLAYED	
1	Replay
2	Forward to another extension *
1	Forward as urgent
2	Forward as confidential
3	Forward as urgent and confidential
5	Hear date, time and caller ID *
6	Delete
7	Caller call back
9	Save
#	Skip to next message
6	More options

*Available after choosing option 6

CALL FORWARDING MENU PRESS 3 FROM THE SUBSCRIBER MENU	
1	Turn extension call forwarding on/off
2	Add a call forwarding number
3	Turn individual call forwarding number on/off *
4	Remove a call forwarding number *

* Available if call forwarding numbers already exist on the extension

AWAY GREETING MENU PRESS 5 FROM THE SUBSCRIBER MENU	
If there isn't an active away greeting, you will be prompted to record one.	
1	Turn away greeting on/off
1	Enter number of days to play away greeting (vacation days)