

## Davinci Virtual Start-Up Instructions

### How do I make sure my calls are forwarded appropriately during business hours?

- Go to My Account at [www.davincivirtual.com](http://www.davincivirtual.com), enter your username and password, and click Login.
- Click the big green button that says Go to the Communications Center and then click on Call Routing.
- Your schedule by default sends your calls to your new live receptionist from 8 a.m. EST – 5 p.m. EST.  
**Do not adjust your schedule away from this default or you will no longer have your calls sent to the receptionist. If you want to change where the receptionist is sending your calls you need to adjust your speed dial numbers.**

### How do I make sure my calls are forwarded appropriately after hours?

- Go to My Account at [www.davincivirtual.com](http://www.davincivirtual.com), enter your user name and password, and click Login.
- Click the big green button that says Go to the Communications Center and then click on Call Routing.
- From here you can see your call routing schedule. Calls should be forwarded to your receptionist at a number that starts with 801 during the hours you want us to answer. If there are no other schedule blocks, it will go straight to your Davinci voicemail when there is no schedule. If there are other schedule blocks you will be able to see the times, days and phone numbers that the calls are being forwarded to during those times. For example if you want calls going to your cell phone when the receptionists aren't answering, there will be a schedule block for that time with your cell phone number! If you need help adjusting the schedule, please let us know!

### How do I adjust live virtual receptionist greeting?

- Please call customer service at 1-877-MY-DAVINCI (877-693-2846), and we will assist you. You can also email [callhelp@davincivirtual.com](mailto:callhelp@davincivirtual.com) for assistance!

### How do I make sure my voicemail messages are forwarded properly?

- By default, your voice messages are accessible via phone and email. To access messages by phone, simply dial your Davinci Virtual number and press \*\* when you hear ringing. The system will ask for your password/PIN. From there it will instruct you on how to listen to the messages.
- By default your voice messages will be emailed to the email address you specified upon sign-up. You can listen to emailed voice messages (.wav file format) online through your email account. To change the forwarding address for emailed voice messages, simply follow these steps:
- Go to My Account at [www.davincivirtual.com](http://www.davincivirtual.com), enter your username and password, and click Login.
- Click Manage Your Account from the menu bar across the top
- Click the green button that says Go To The Communications Center and click Optional Settings.
- The first option that should come up is the voicemail settings (Or you can click Voicemail from the menu on the left), if voicemails are being forwarded to your email the Voicemail to Email Forwarding will be turned ON and it will show you the email they are being sent to. Click EDIT to the right if you need to change or add an email address.

### How do I adjust my after-hours voicemail greeting?

- By default, your after-hours voicemail greeting is: "Hello, you've reached the personal assistant for your name. Your name is unavailable. Please leave a message." The caller may then leave you a message, after which you will be notified via email.

- As a part of your initial setup we are happy to record a professional greeting for you! There is a section on the call flow form that you fill out where you can put the voicemail scripting. If you need the voicemail greeting changed later, feel free to call customer service at 877-693-2846, or send the updated voicemail script to [callhelp@davincivirtual.com](mailto:callhelp@davincivirtual.com) and we can re-record the greeting.

- If you prefer to record your own voicemail greeting message, follow these steps:

- Dial your Davinci Virtual number & press \*\* when you hear ringing. The system will then ask for your password/PIN.

- Dial 8 for Personal Options.

- Dial 4 to Record Greeting.

- Dial 5 to Change Unavailable Greeting.

- Dial 2 to start recording.

- You will be prompted to record your greeting. The system allows up to 60 seconds for you to record your greeting. When you are finished press # to hear options, including to listen to the recording. If you are happy with the way it sounds, press # to save!