

# Call Router Service Guide

## Welcome to Call Router Service

Thank you for choosing Cincinnati Bell's Call Router service, an enhanced Voice Messaging service designed to help you route incoming calls quickly, efficiently, reliably — and automatically. With Call Router, telephone calls are always answered, even after hours and on weekends. Call Router is a professional, reliable, and easy-to-use automatic answering service that directs your customers to their preferred destinations.

Call Router service allows your business to stay in touch with customers twenty-four hours a day without the administrative or financial expense of hiring an answering service or after-hours receptionist. As callers listen to your Call Router greeting, they have the options of pressing 1 through 9 to transfer to any local number you choose or directly to a voice mailbox,

## How to Set Up Your Call Router

Before setting up your Call Router you will first need to setup your Voicemail box. Once this is completed you will be able to continue with the Call Router set up.

To set up your Call Router you need the following information:

- **Your access number:** 513-395-7500
- **Your mailbox number:** The ten-digit business telephone number assigned to your Call Router
- **Your temporary password:** XXXX

## Set Up Your Call Router Initialization:

**Step 1** – Dial your access number **513-395-7500**

**Step 2** – Enter your **10** digit mailbox number followed by the # sign

**Step 3** – Enter your temporary password (XXXX) followed by the # sign. You will now be at Setup Assistant

**Step 4** – Enter new password (**4-15** digits) followed by the # sign

**Step 5** – Re-enter new password followed by the # sign

**Step 6** – Record Name after tone and press the # sign

### Name Playback –

- To Accept press the # sign
- To **Replay** press **1**
- To **Record** press **2**
- To **Cancel** press \*
- For **Help** press **0**

**Step 7** – Record Personal Greeting after the tone and press the # sign

### Greeting Playback –

- To Accept press the # sign
- To **Replay** press **1**
- To **Rerecord** press **2**
- For **Extended Absence** press **3**
- To **Cancel** press \*

## Set Up Your Call Router Greeting:

**Step 1** – After you have set up your Call Router Initialization go to the Main Menu and go to Setup Options and press **9**

**Step 2** – Auto Attendant Administration press **6**

**Step 3** – Modify Tree press **1**

**Step 4** – Record New Prompt and press the # sign

### Name Playback –

- To Accept press the # sign
- To **Replay** press **1**
- To **Rerecord** press **2**
- To **Cancel** press \*

**Step 5** – After you have recorded the Prompt (Router Greeting) and have accepted it **press \* three times** to exit the system

**\*\*\*For Technical Assistance, or to make a change or order new service call 513-397-0900**