

QUICK-START GUIDE

Live in under an hour.

This guide walks you through setting up NeverMiss during your 14-day free trial: what to have ready, how to forward missed calls from the number you already use, and what your customers will see.

Before you start (5 minutes)

Have ready	Why
Your business hours and service area	So the assistant books only times and places you actually work.
Your top 5 services and typical prices	So it can answer “how much?” the way you would.
Your calendar (Google or Outlook)	Bookings land straight on it.
Your CRM login (HubSpot or GoHighLevel), optional	Leads and bookings sync automatically.
Your phone carrier and account PIN	Needed to turn on call forwarding.

Setup checklist

Step	What you do	Time
1	Start your trial at nevermiss.otha.fun and choose your plan. No card is needed.	3 min
2	Tell NeverMiss about your business: hours, services, prices and tone of voice.	10 min
3	Connect your calendar and, if you use one, your CRM.	5 min
4	Turn on “forward when unanswered” with your carrier code (next page).	2 min
5	Call your own number, let it ring out and watch the text arrive.	1 min
6	Install the NeverMiss inbox on your phone and turn on alerts for booked jobs.	2 min

Your 14-day trial

When	What happens
Day 1	Setup call, forwarding on, first texts going out.
Day 2–3	First recovered calls and bookings in your inbox.
Day 7	First weekly report: calls caught, jobs booked, money collected.
Day 14	Keep the plan that paid for itself, or cancel with one click.

CALL FORWARDING

Forward only the calls you miss.

Conditional forwarding sends a call to NeverMiss only when you don't answer, so you still pick up every call you can. Your number does not change. Replace **[NeverMiss number]** with the number in your welcome email and dial the code from your business phone.

Carrier	Turn on (no answer)	Turn off
AT&T	**61*[NeverMiss number]#	##61#
T-Mobile	**61*[NeverMiss number]#	##61#
Verizon	*71[NeverMiss number]	*73
Comcast Business	Business Voice portal > Call Forwarding > "No answer"	Same screen
Landline / VoIP / other	Usually in your phone system's admin portal. We'll do it with you on the setup call.	—

Codes can vary by plan and region. If a code doesn't work, your setup call covers it, or your carrier's support line can turn it on in a few minutes.

Test it in 60 seconds

Do this	You should see
Call your business number from another phone and let it ring.	The call rings for about 20 seconds, then ends.
Wait a few seconds.	A text from your business arrives on the calling phone.
Reply "I need a quote."	The assistant asks a follow-up question and offers times.
Open the NeverMiss inbox.	The whole conversation is there. Reply to take over.

Texting from your own number

U.S. carriers require business texting numbers to be registered (A2P 10DLC). NeverMiss handles the registration during setup. Until it is approved, texts go out from a NeverMiss local number that shows your business name.

SAMPLE MESSAGES

What your customers will see.

You can edit every message. These are the defaults the assistant starts from.

Business	First text after a missed call
Contractor	"Hi, this is Rivera Builders. Sorry we missed your call, we're on a job site. What can we help you with?"
Restaurant	"Hi, this is Casa Lupita. Sorry we missed you, the kitchen's busy. Looking for a table, takeout or catering?"
Salon	"Hi, it's Studio Nine. We're with a client right now. Want to book an appointment? Reply with a day that works."
Auto repair	"Hi, this is Northside Auto. Sorry, we're under a car right now. What's going on with yours?"
Retail shop	"Hi, this is Elm Street Hardware. Sorry we missed your call. What are you looking for? We can hold it for pickup."

Invoice and estimate follow-ups

When	Default message
Invoice sent	"Here's your invoice for \${amount}. Pay securely here: [link]"
3 days before due	"Just a friendly reminder, your invoice is due [date]. Tap to pay in 30 seconds."
2 days overdue	"We know things get busy. Want to split this into two payments? Reply YES."
Estimate, day 2	"Any questions on the estimate? Happy to walk through options."
Estimate, day 8	"Heads up: we have 2 start dates left this month. Want me to hold one?"

Tell your team

- Answer the phone as usual. NeverMiss only steps in when nobody picks up.
- To take over a conversation, reply in the NeverMiss inbox. The assistant pauses right away.
- Customers can ask for a person at any time, and you'll be alerted.

Questions? Reply to your welcome email or book a setup call at nevermiss.otha.fun.