

# *Clarity*

Office Anywhere  
2.0



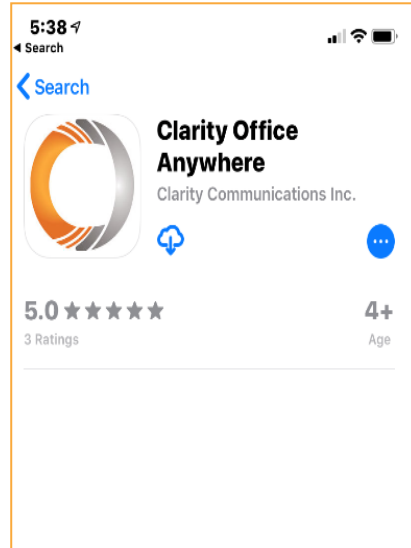
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## Quick Start

Clarity's Office Anywhere app is currently available for free for iOS. Follow the instructions below to get started.

1

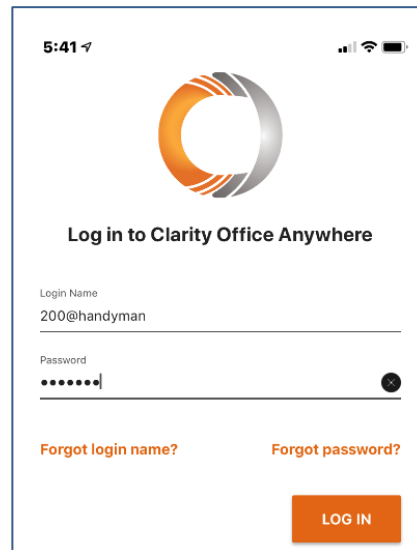
Open the app store on your iOS device, and search for the **Clarity Office Anywhere** app. Download it to your device.



2

Open the Clarity Office Anywhere app, and you will be prompted with a login screen. Login with your extension followed by “@” and your domain. The password is your Portal Password.

For example: 200@handyman



3

The device will register, and you can now use the app. Your screen will default to your Contacts. See the *Feature Guide* for details.

If you require further assistance, contact Support at 800.676.3995

# Feature Guide

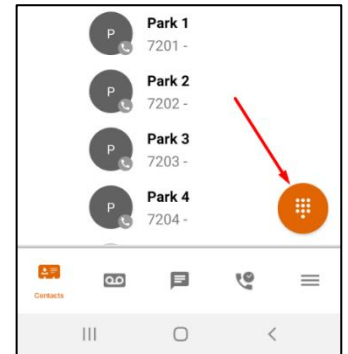
## Making and Receiving Calls

### Placing a Call

From the Contacts, Voicemail or Call History views, you'll see the orange dial pad located at the bottom right corner. Press the dial pad for the dialer view. When dialing is complete, press the green dial icon to begin the call.

### Receiving a Call

When there is an incoming call the caller ID along with answer and hang-up buttons will be displayed. Tap the green icon to accept the call.



### Active Call

When there is an active call in progress; the status, dialed number, and call timer will be displayed at the top of the screen along with the following call functions:

**Speaker** – Enables the speakerphone

**Mute** – Disables the microphone

**Hold** – Places the other party on hold (they will hear your default office hold music)

**Add Call** – Enables you to create a second call that is separate from the first call. Once the second call is established the calls can be merged into a three-way conference or kept separate with the ability to swap between calls.

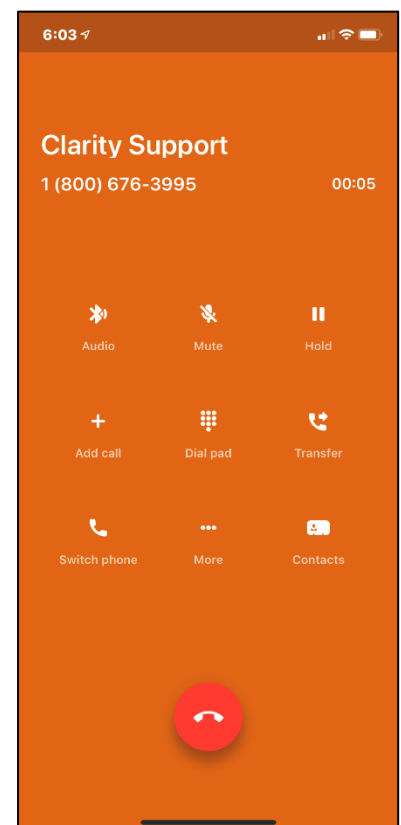
**Dial Pad** – Enables the entering of digits when dialing into an auto attendant/IVR.

**Transfer** — Allows you to transfer the call using Blind or Assisted, to another device or phone number.

**Switch Phone** – Moves the call to your other devices or cellular number.

**More** – Launches a menu with options to **Switch** phone or **Start Recording** for on-demand call recording; if enabled for you.

**Contacts** — Allows you to view your phone and Clarity contacts.



## Contacts

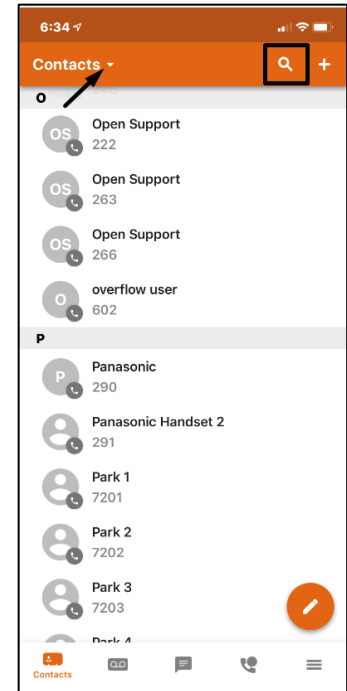
### Switching Contacts View

The Contacts view shows contacts from your phone, as well as Clarity contacts you have configured in Portal.

By default, the view will show App (Portal) contacts. To toggle between App contacts and Phone contacts, click the selector at the top of the screen.

### Searching Contacts

To filter or search contacts, click the magnifying glass in the upper right, then type in the name to filter.



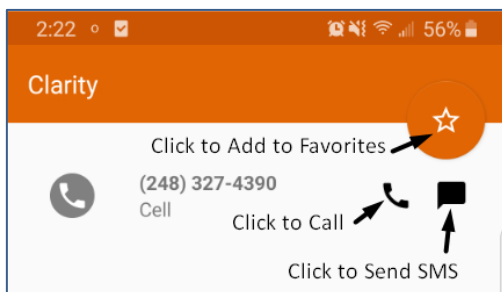
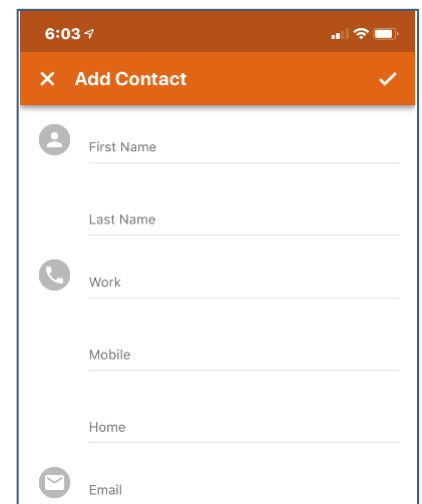
### Adding Contacts

Clicking the plus icon in the upper right brings up the **New Contact** view. Complete the fields to add a contact and then click the checkmark icon in the upper right to save the contact to App contacts.

### Contact View (Edit/Dial)

When viewing the list of contacts, you can click on a contact to view details. The contact's extension, phone number, and email address will be displayed.

- To call the Contact, press the handset icon next to the contact.
- To send an internal Chat to the internal Contact, press the chat icon.



- Press the Star icon to add the Contact to your Favorites.
- Clicking an email address will launch your email application with a new message to that address.
- Editing contacts will allow you to edit their information. This is for Portal contacts only, not contacts stored on your device.

## Voicemail

**Play/Pause Toggle** – When a message is playing, this becomes a pause button

**Message Progress Bar** – This shows the current place in the message

**Speaker** – Enables/disables speakerphone playback vs earpiece

**Call Back** – This calls back the number; if caller ID is known

**Forward Voicemail** – Forwards the voicemail to anyone on your internal Contact list

**Save** – Moves the message to saved messages

**Information** – Provides date, time, caller ID of the caller

**Delete** – Moves the message to trash

### Changing Mailbox Views

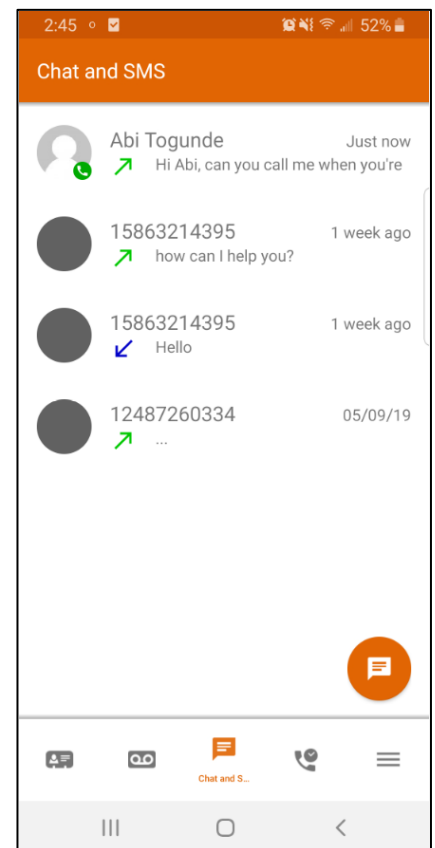
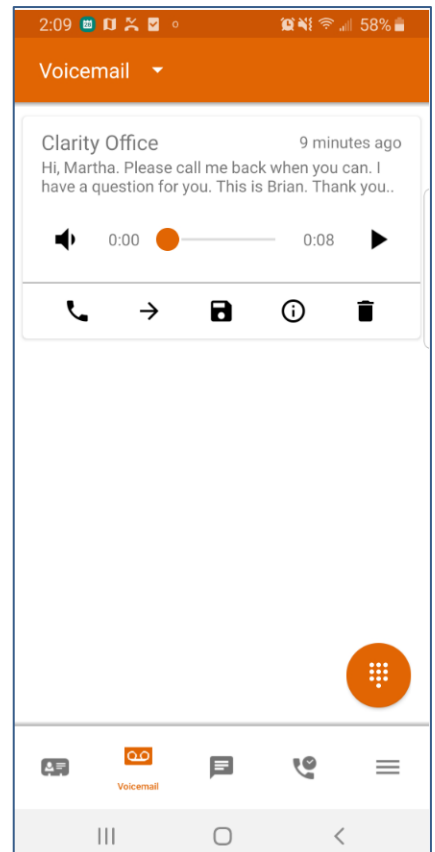
By default, the view will show New messages. To view Saved messages, click the selector at the top of the screen.

## Internal Chat and SMS

### Sending and Receiving Text Messages

Internal chat and external SMS messages are viewed on the Chat and SMS screen.

- To start a new chat or SMS message, press the orange message icon at the bottom right corner
- Enter a phone number or internal extension in the Search box and the app will search both your phone and office contacts for that number
- Compose your message, then press Send



## Call History

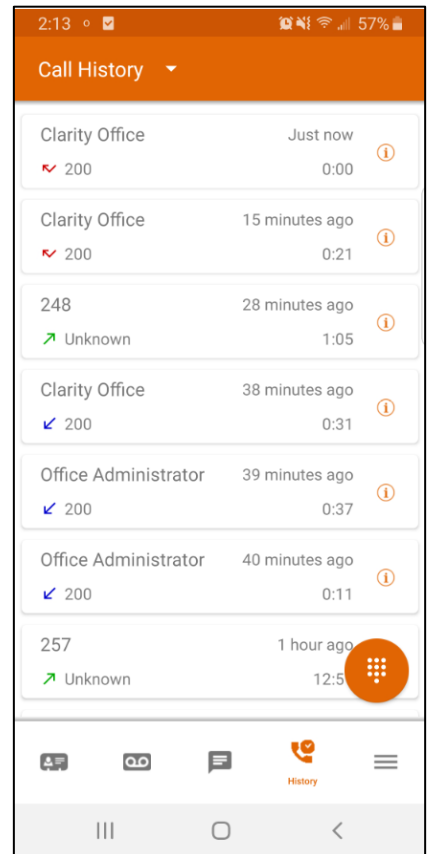
### Changing Call History Views

The Call History view displays your inbound, outbound, and missed calls.

The records displayed will show:

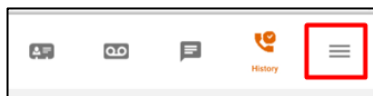
- Caller ID, if available
- Call Direction (inbound, outbound, or missed)
- Call Time
- Call Duration
- Clicking the info icon displays additional details

Clicking elsewhere on the call history record will return the call.



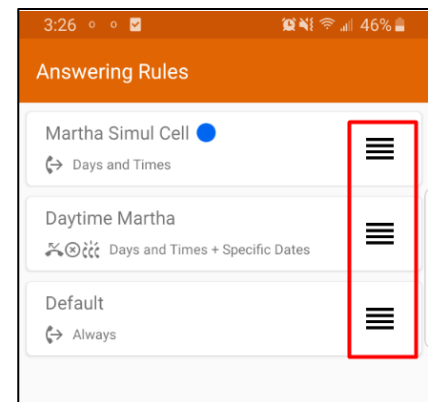
## Answering Rules

Click the three bars in the bottom navigation menu to access your extension's Answering Rules, Greetings and Settings.



Clicking on **Answering Rules** displays a list of your answering rules. Clicking on the rule allows you to review the answering rule settings.

To reprioritize the rules, click on an answering rule and drag it to the desired location. Answering rules at the top will be the active rule and will show a blue dot.



## Greetings

Clicking on **Greetings** displays a list of your pre-recorded greetings. To change your greeting, simply select the greeting and confirm with **Yes**.

## Settings

### Settings

Clicking on **Settings** allows for the customization of the following Clarity Office Anywhere functions.

**Mobile Number** — Enter your cellphone number to allow transferring to your cellphone when reception is poor.

**Use Mobile Data** — Allows you to toggle between mobile data and Wi-Fi connection when using the app.

