Setting Up Your Buddy/ARL is as Easy 1, 2, 3

The **Buddy/Call Presence Feature** allows employees to monitor other employees statuses from their phone. This feature is ideal for remote teams, or for business owners who want to quickly call an employee. *Please note that this feature can only be setup on the Poly VVX phones.

The Buddy/Call Presence Feature allows users to do any of the following:

- See if a monitored employee is available, on a call, or being alerted of a call;
- Press a button to quickly call the monitored employee
    - For the Poly VVX 300 series – a max of 4 employees can be monitored
    - For the Poly VVX 400 & 500 series – a max of 10 employees can be monitored
    - For teh Poly VVX 600 series – a max of 14 employees can be monitored

HOW TO SETUP THE FEATURE:

- Compile a list of employees you'd like to monitor on your phone
- Call the Clarity Support Team at **800.676.3995** and provide them with a list of employees
- The Clarity Support Team will setup the feature for you you and ask you to reboot your phone
- When your phone is done rebooting, you will see the monitored employees next to each of your line keys

HOW TO USE THE FEATURE:

- When the line key light next to the employee's name is **RED**, the employee is on a phone call
- When the line key light next to the employee's name is flashing **GREEN**, the employee's phone is ringing
- When there is no color on the line key next to the employee's name, they are not on a call
- To call the employee – click the line key button next to their name

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If you have any additional questions or require additional assistance, please contact Support at 800.676.3995. We are available 8 AM to 9 PM EST, Monday through Friday. Or, feel free to contact us on our support page at: https://clarityvoice.com/support/

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