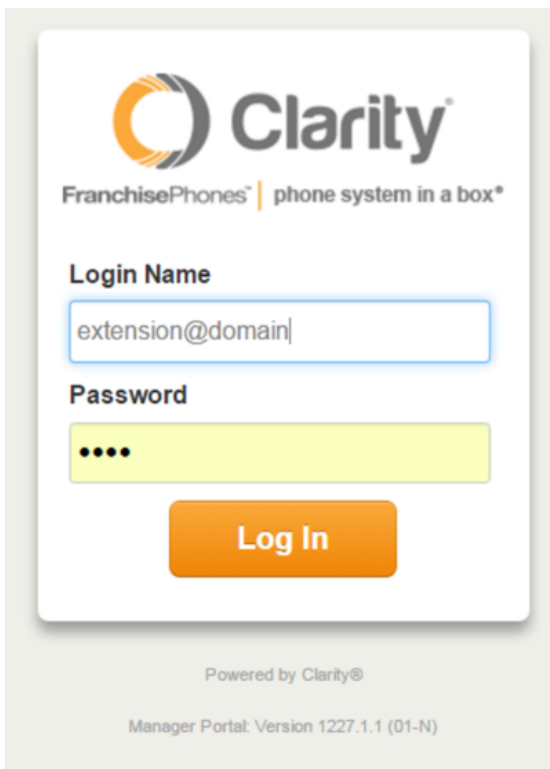


## Setting Up Your Call Monitoring is as Easy 1, 2, 3

---

1. Navigate to [portal.clarityvoice.com](https://portal.clarityvoice.com), you should see the login page:



Clarity  
FranchisePhones | phone system in a box\*

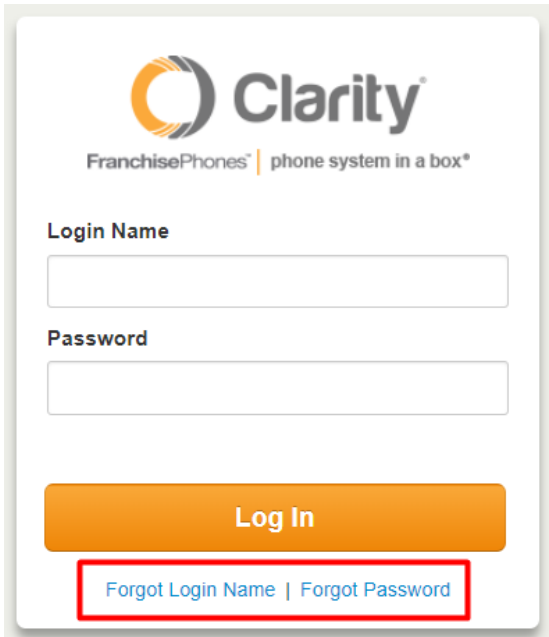
Login Name  
extension@domain|

Password  
••••

Log In

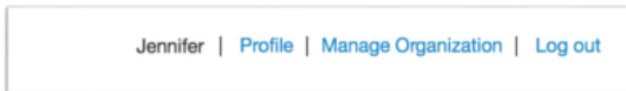
Powered by Clarity©  
Manager Portal: Version 1227.1.1 (01-N)

2. Enter your **Extension** and **Domain**, for example, 200@handyman, along with your password. If you don't know your password, click **Forgot Password** to have a password reset email sent to you. **Click Login.**

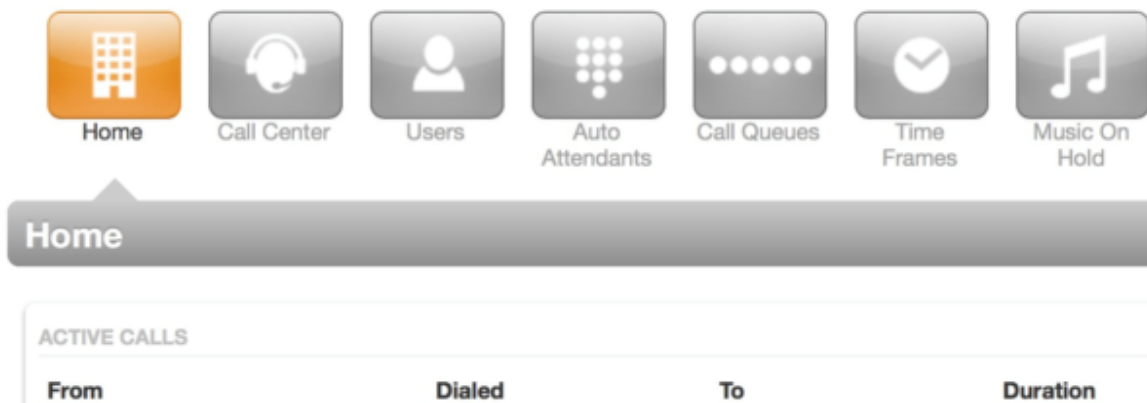


The image shows the Clarity login page. At the top left is the Clarity logo, which consists of a stylized orange and grey circle followed by the word "Clarity" in a bold, sans-serif font. Below the logo is the text "FranchisePhones | phone system in a box". The page has two input fields: "Login Name" and "Password". Below these fields is a large orange button labeled "Log In". At the bottom of the login area, there is a red-bordered box containing two links: "Forgot Login Name" and "Forgot Password".

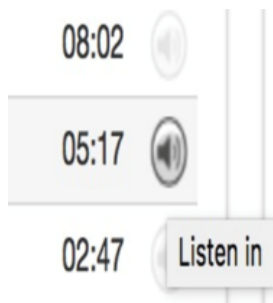
3. Click **Manage Organization** in the top right. **\*NOTE:** Only users with administrative permissions can access the Manage Organization tab. Please contact Support at **800.676.3995** to authorize a user.



4. You should be on the main landing page. In the center of the page, look for the **Active Calls** section.



5. Pick the call you want to monitor and click the **Listen In** button on the right side. When your desk phone rings, simply answer it to listen to the call.



6. At the bottom of your screen, you will see an Audio Monitoring window popup.

- Click **Whisper** to speak only to your employee.
- Click **Join** to join the call and speak with both parties.
- When you're done, you can hang up without disconnecting the other parties.



7. You're all done! You will now be able to access your team with real-time training on live calls. To find out how to record call, [click here](#) for more information on our [Call Recording](#) feature.

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/>

[CLICK HERE FOR MORE CLARITY QUICK TIPS!](#)