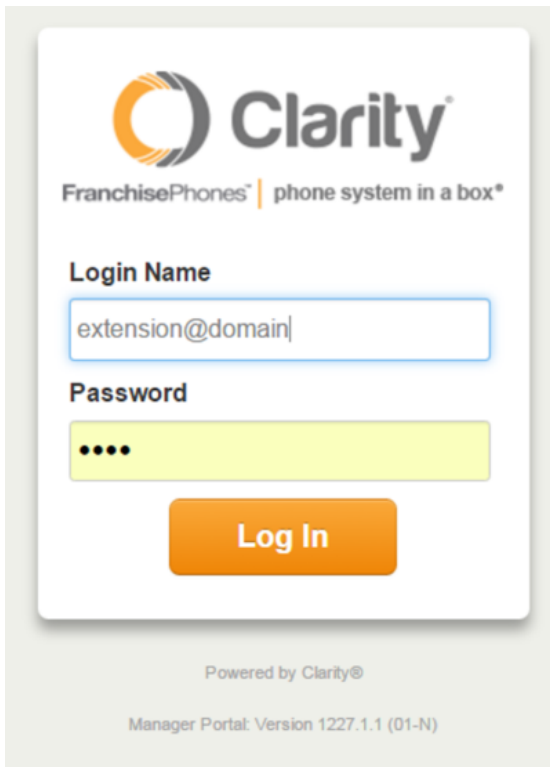
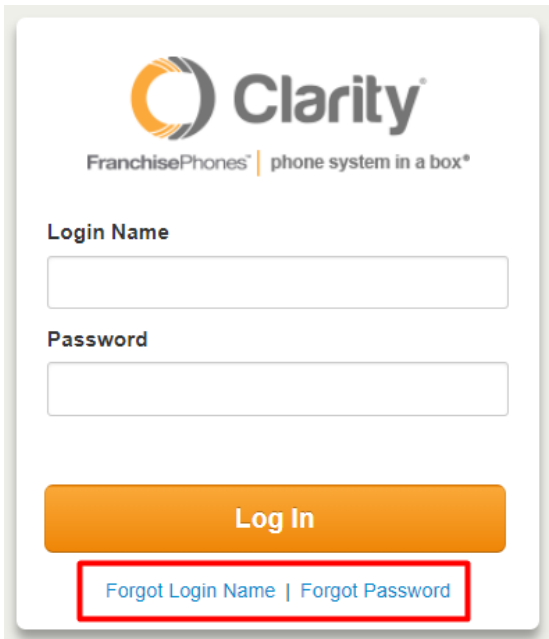


Setting Up Your Failover Routing is as Easy 1, 2, 3

1. Navigate to **portal.clarityvoice.com**, you should see the login page:

The image shows the Clarity Manager Portal login page. At the top is the Clarity logo, which consists of an orange circle with a grey 'C' inside, followed by the word 'Clarity' in a bold, sans-serif font. Below the logo is the text 'FranchisePhones® | phone system in a box®'. The login form has two fields: 'Login Name' with a text input containing 'extension@domain|' and 'Password' with a yellow text input containing four black dots. Below the password field is an orange 'Log In' button. At the bottom of the page, it says 'Powered by Clarity®' and '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 login page features the Clarity logo at the top, followed by the tagline 'FranchisePhones | phone system in a box'. Below this are two input fields: 'Login Name' and 'Password'. A large orange 'Log In' button is positioned below the password field. At the bottom, a red-bordered box contains the links 'Forgot Login Name' and 'Forgot Password'.

Clarity[®]
FranchisePhones[®] | phone system in a box[®]

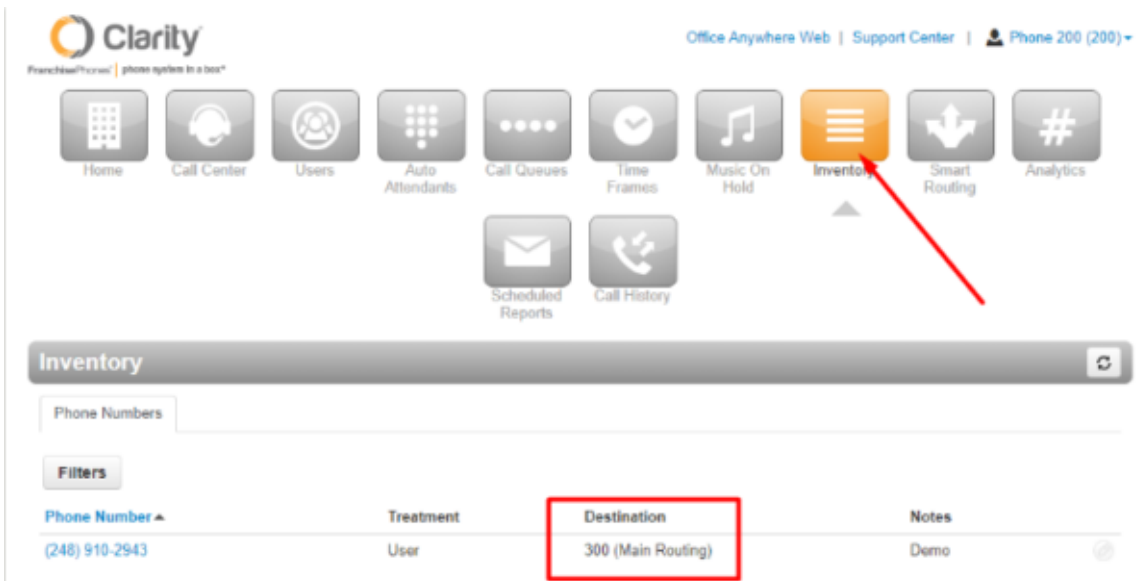
Login Name

Password

Log In

[Forgot Login Name](#) | [Forgot Password](#)

3. The main landing page has several tabs, click the **Inventory** button to see which user your number(s) is routing to. In this example, the number is routing to **user 300**



The main landing page displays a dashboard with various icons for navigation: Home, Call Center, Users, Auto Attendants, Call Queues, Time Frames, Music On Hold, Inventory (highlighted with a red arrow), Smart Routing, and Analytics. Below these icons are 'Scheduled Reports' and 'Call History'. The 'Inventory' section is active, showing a table of phone numbers and their routing destinations. A red box highlights the 'Destination' column, which shows '300 (Main Routing)' for the phone number '(248) 910-2943'.

Clarity[®]
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Office Anywhere Web | Support Center | Phone 200 (200)

Home Call Center Users Auto Attendants Call Queues Time Frames Music On Hold **Inventory** Smart Routing Analytics

Scheduled Reports Call History

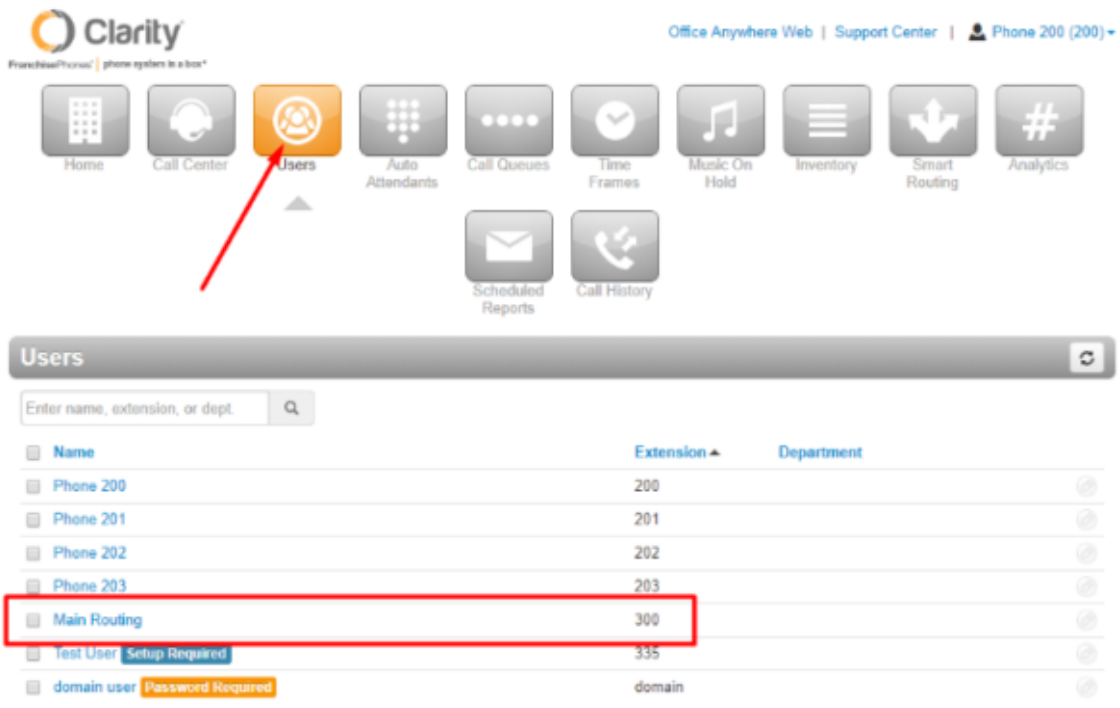
Inventory

Phone Numbers

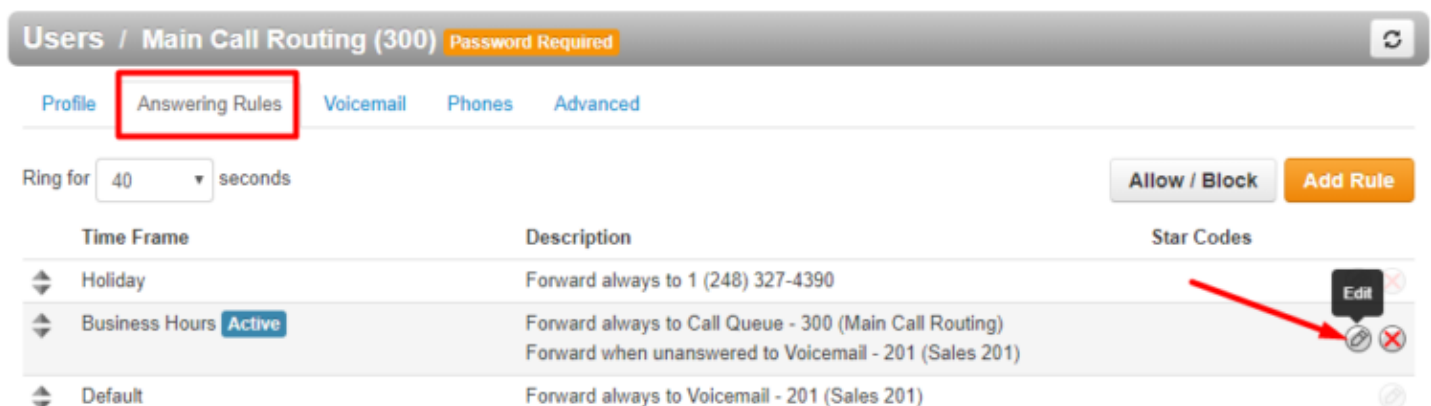
Filters

Phone Number	Treatment	Destination	Notes
(248) 910-2943	User	300 (Main Routing)	Demo

4. Click the **Users** button, then locate and click the 'user' for which your numbers are routing to. In this example, the number is routing to user 300. ***NOTE:** if you do not see the user your numbers are routing to, you may need to un-check 'Hide System Users' at the bottom.



5. Click the **Answering Rules** tab, then click the **pencil** icon at the far right to Edit the answering rule.



6. Check the **When offline** box and enter an 11-digit forwarding number that will receive calls if your internet or power is out. Click **Save**. You may add failover to any Answering Rule. ***NOTE:** If you have multiple external numbers that need to ring in a failover group, contact Clarity Technical Support and we'll create a Failover Queue for you.

Edit Answering Rule

Time Frame This is when your answering rule will apply

☒ Enabled

☐ Do not disturb

☐ Call screening

Call Forwarding ☒ Always

☐ On Active

☐ When busy

☒ When unanswered

☒ When offline

☐ Simultaneous ring ☒ Include user's extension

☐ Ring all user's phones

☐ Answer confirmation for offnet numbers

☐ Just ring user's extension

Cancel

Save

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!