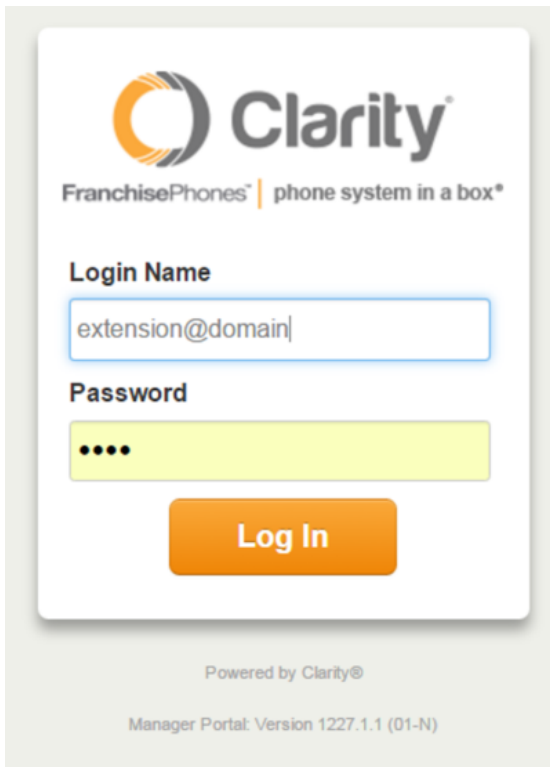


Setting Up Your Holiday Call Routing is as Easy 1, 2, 3

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



Clarity
FranchisePhones | phone system in a box

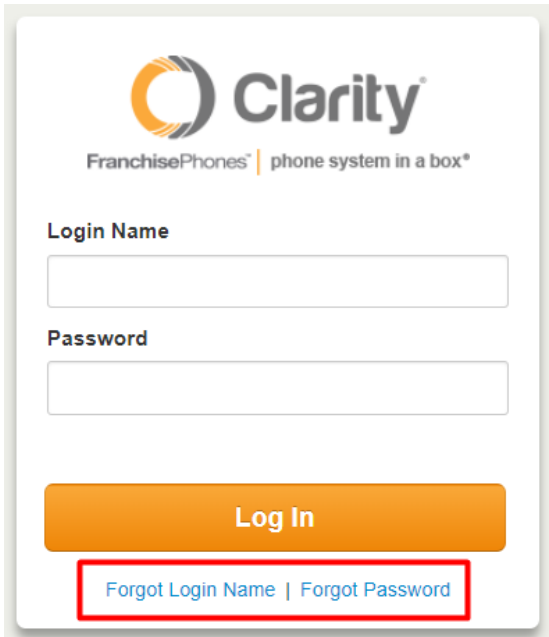
Login Name
extension@domain


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.**



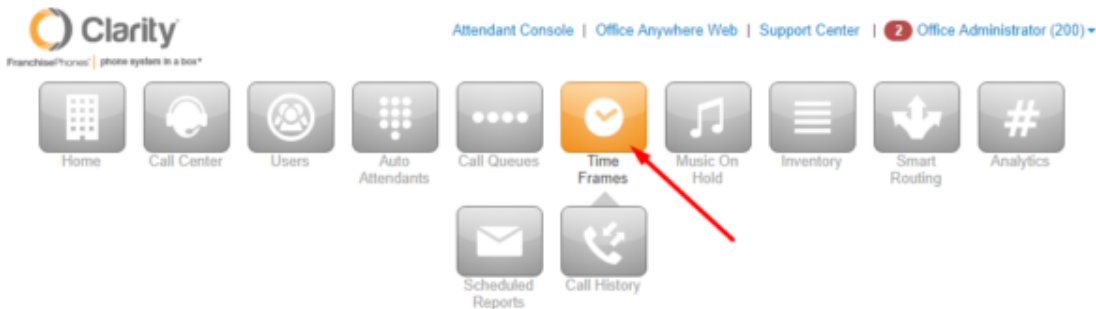

 FranchisePhones® | phone system in a box®

Login Name

Password

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

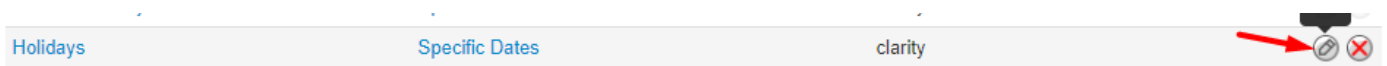
3. The main landing page has several tabs. To create a Holiday Time Frame, click the **Time Frame** tab. ***NOTE: If you already have a holiday Time Frame created, skip to the next step.**



- Click **Add Time Frame**



- Hover of the **Holidays** Time Frame and click the pencil icon at the far right to edit



- Click the **Calendar** icon and choose the date and time calls should begin their Holiday forwarding. Click the **'to'** Calendar icon and choose the date and time calls should stop their Holiday forwarding.

Edit Holidays ✕

Name: Note: Name cannot be changed

Sunday +
 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm

Monday +
 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm

Tuesday +
 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm

Wednesday +
 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm

Thursday +
 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm

Friday +
 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm

Saturday +
 12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm

Specific dates or ranges

<input type="text" value="11/21/2018 4:00 pm"/>	to	<input type="text" value="11/26/2018 8:00 am"/>	+
<input type="text" value="12/25/2018 12:00 am"/>	to	<input type="text" value="12/25/2018 11:59 pm"/>	✕
<input type="text" value="01/01/2019 12:00 am"/>	to	<input type="text" value="01/01/2019 11:59 pm"/>	✕

November 2018

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Time: 8:00 am

Hour:

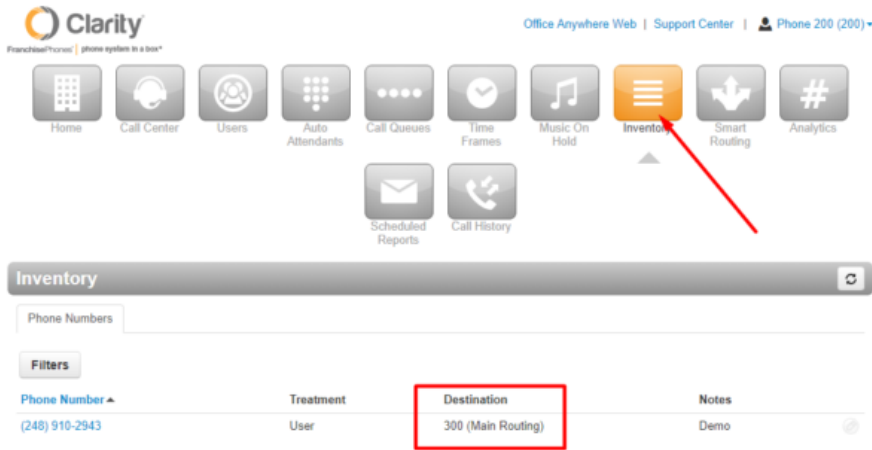
Minute:

- In this example, calls begin their forwarding at 4pm on Nov. 21st and end at 8am on Nov. 26th.

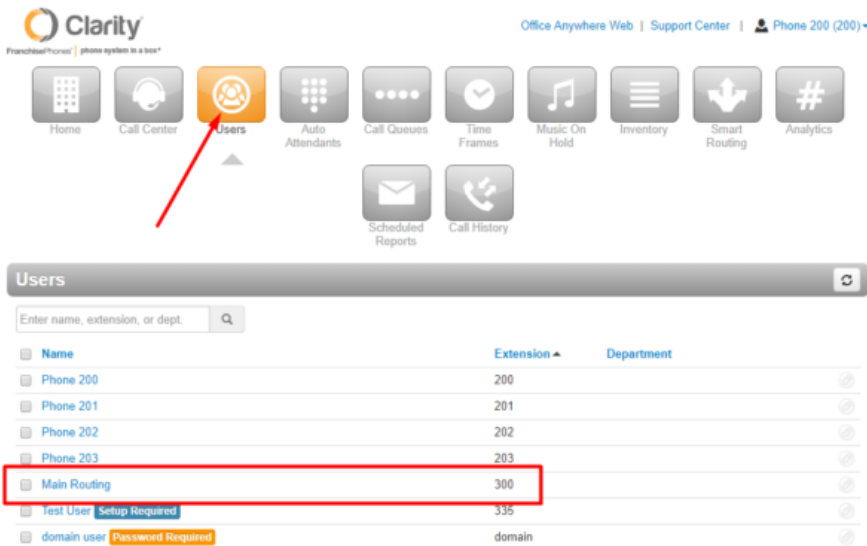
- Click **Save**

4. Add the Holiday Time Frame to your call routing. ***NOTE: if you already have a Holiday Time Frame in your call routing, skip to the next step.**

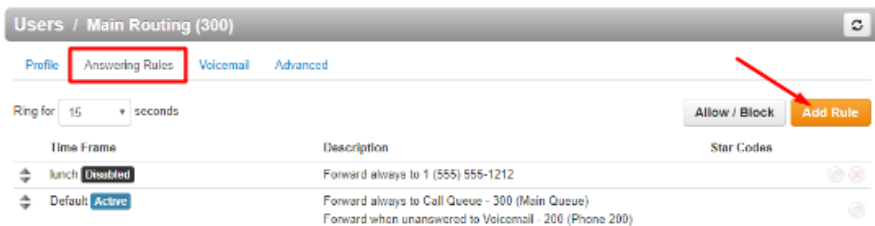
- Click the Inventory button to see which user your number(s) is routing to
 - In this example, the number is routing to User 300



- Click the **Users** button to add or edit the Holiday Answering Rule
 - 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 of the page.**



- Click the **Answering Rules** tab, then click **Add Rule**



- Choose the **Holiday Time Frame** from the drop down box
- Check **Always** and enter an 11-digit phone number or voicemail box

Add an Answering Rule

Time Frame Select a time frame This is when your answering rule will apply

- Select a time frame
- Daytime Office Hours
- Holiday**
- lunch (in use)

Call screening

Call Forwarding Always

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

- Click **Save**

5. If a Holiday Time Frame is **already added** to your call routing:

- Make sure the Holiday Time Frame is listed as the top rule. This will ensure the rule will activate 'first' on the holiday date/times
- Review where calls are routing to. If the forwarding number is correct, then you're all set.
- To change the forwarding number, hover over the Holiday Time Frame and click the pencil icon at the far right

Clarity
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

Users / Main Routing (300)

Profile **Answering Rules** Voicemail Advanced

Ring for 15 seconds

Time Frame	Description	Star Codes
Holiday	Forward always to 1 (555) 555-1212	<input type="button" value="Pencil"/> <input type="button" value="X"/>
lunch Disabled	Forward always to 1 (555) 555-1212	<input type="button" value="Pencil"/> <input type="button" value="X"/>
Default Active	Forward always to Call Queue - 300 (Main Queue) Forward when unanswered to Voicemail - 200 (Phone 200)	<input type="button" value="Pencil"/> <input type="button" value="X"/>

- Enter the new 11-digit forwarding number or extension voicemail

Add an Answering Rule ✕

Time Frame This is when your answering rule will apply

Enabled

Do not disturb

Call screening

Call Forwarding Always

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

- Click **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!