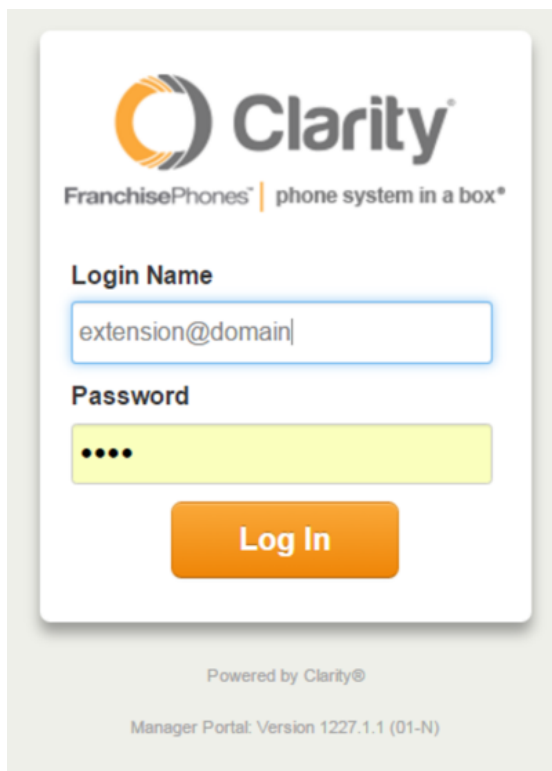


Setting Up Your Office Anywhere Web is as Easy 1, 2, 3

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



Clarity
FranchisePhones | phone system in a box

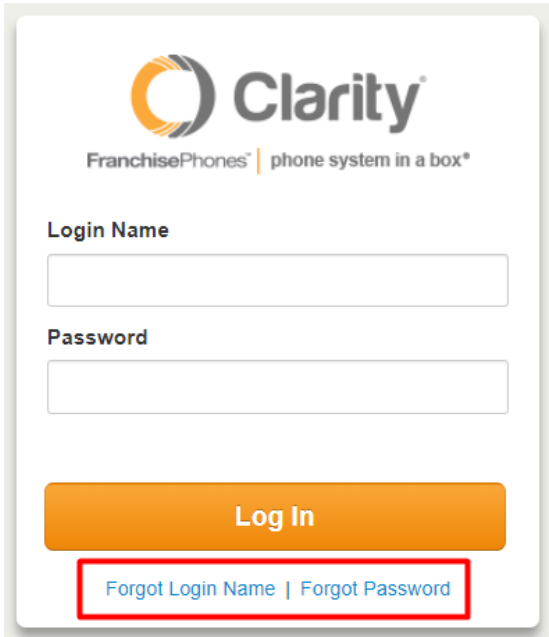
Login Name
extension@domain

Password
••••

Log In

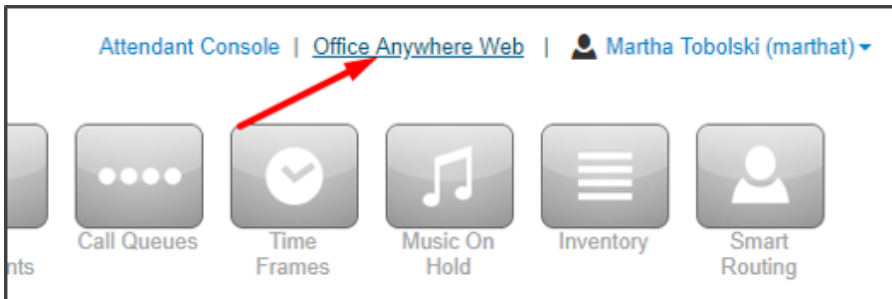
Powered by Clarity
Manager Portal: Version 1227.1.1 (01-N)

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.**

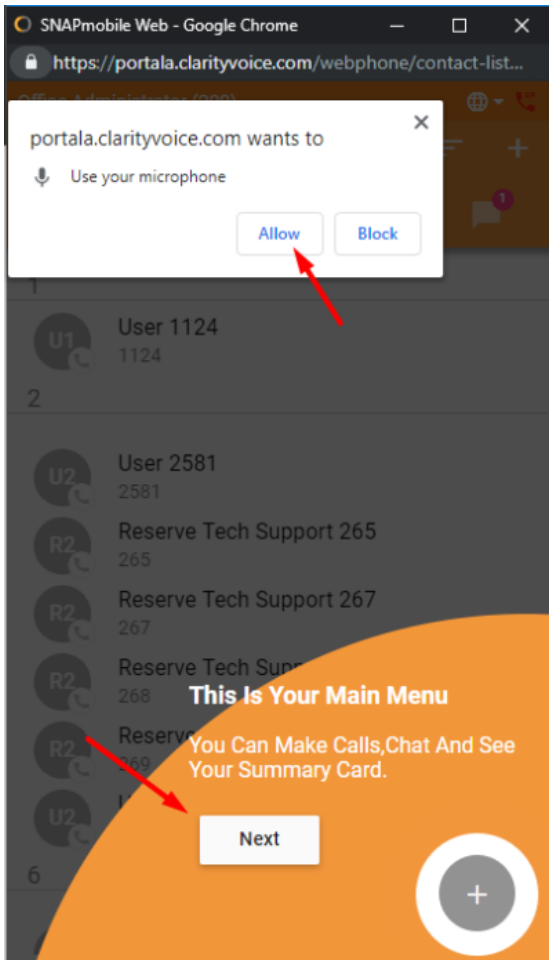


The image shows the Clarity login page. At the top left is the Clarity logo, which consists of a stylized orange and grey circle followed by the word "Clarity" in a bold, sans-serif font. Below the logo is the text "FranchisePhones | phone system in a box". The page has two input fields: "Login Name"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

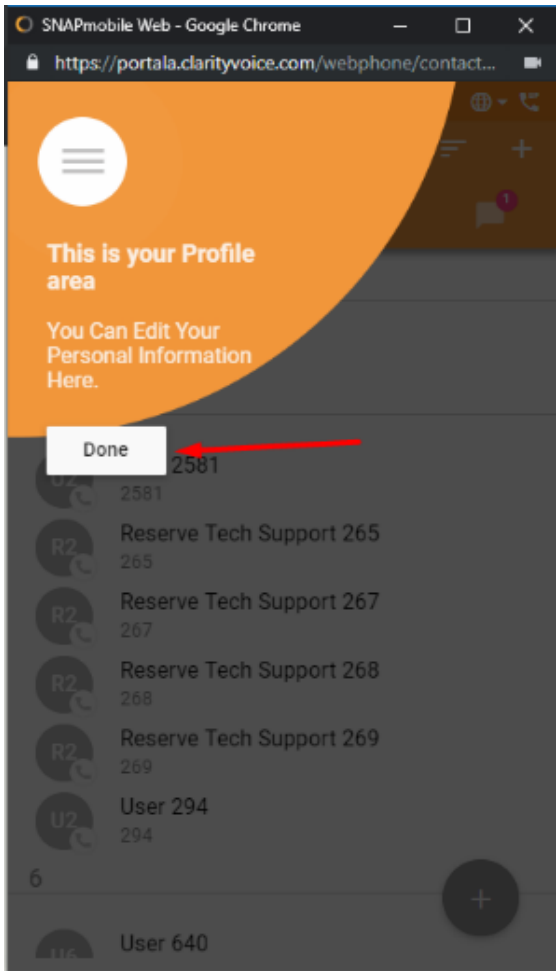
3. To set up your Office Anywhere Web, click the **Office Anywhere Web** button at the top of the page.



4. When first launching Office Anywhere Web, Google Chrome will prompt you to grant access to the microphone. You must click Allow.

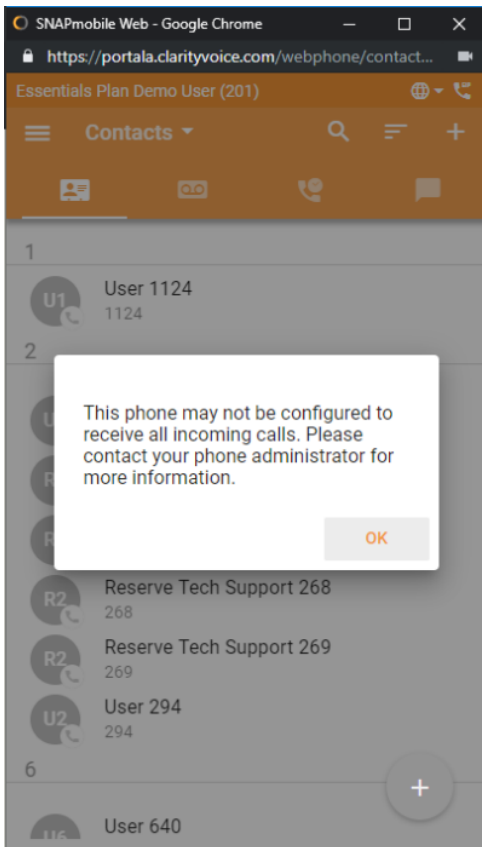


- Clicking **Allow** is required for the phone to register and will allow the use of the computer's microphone for making and receiving calls
- The app will also prompt you to read the tip and click **Next**
- Finally, click **Done** and your app will launch

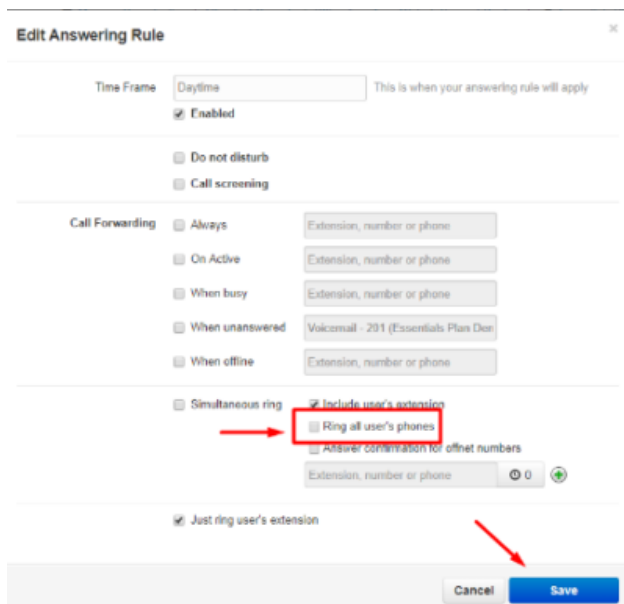


Enabling Inbound Calls for Office Anywhere Web

When first launching Office Anywhere Web, if the current answering rule is configured to ring only on the user's extension, the follow message will be displayed, asking whether the user would like to enable Office Anywhere Web to receive inbound calls:

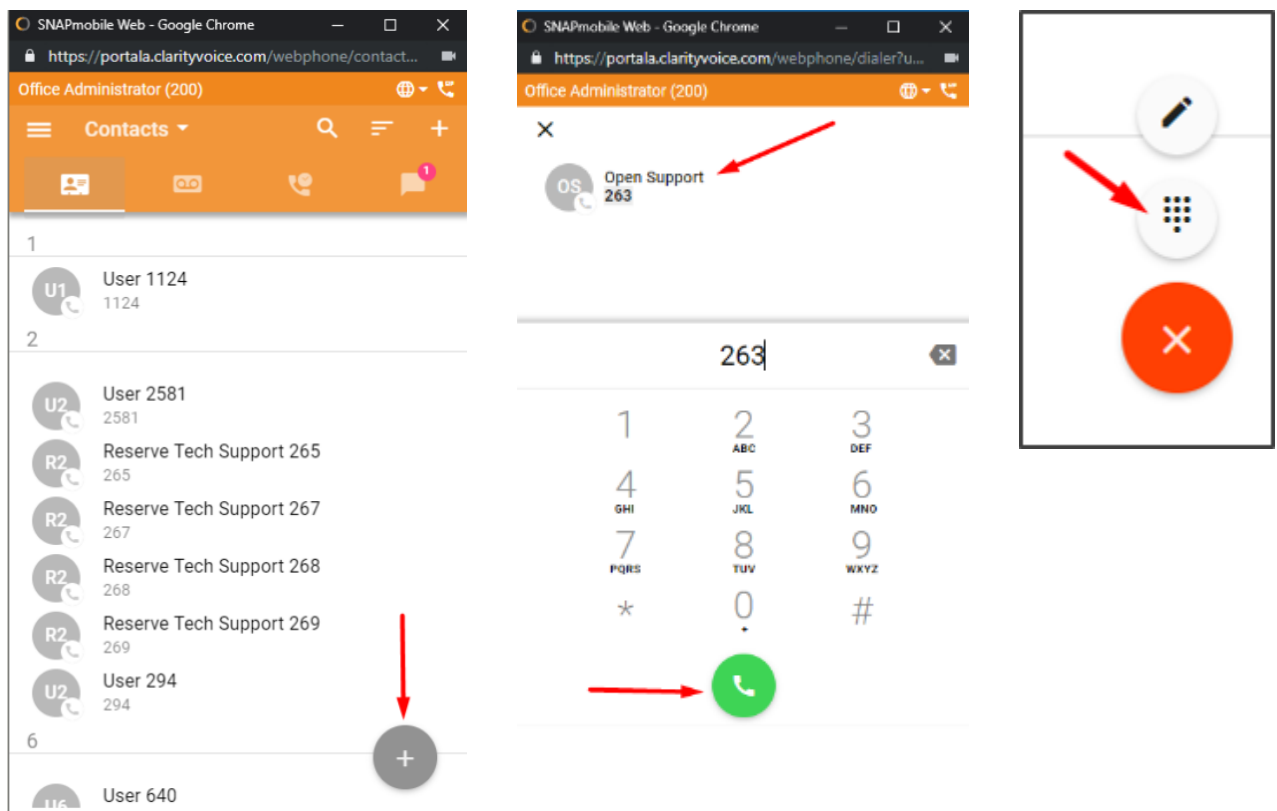


- To **enable inbound calling** on the Web Phone:
 - Edit the user's Answering Rule by hovering over the **rule** and **clicking the pencil icon** to the right.
 - Check the box next to **Ring All user's phones**
 - Click **Save**

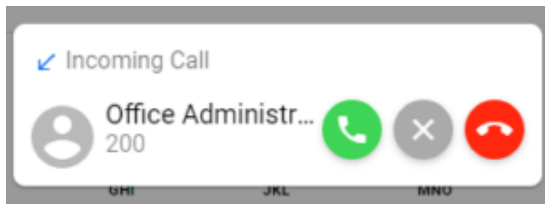


Using Office Anywhere Web

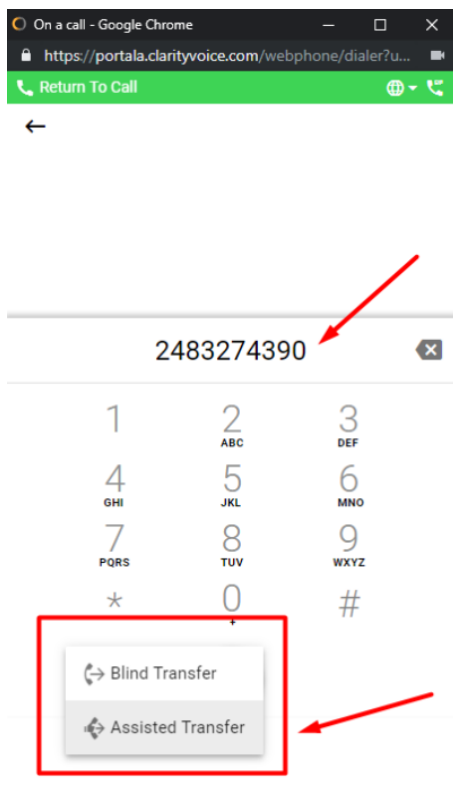
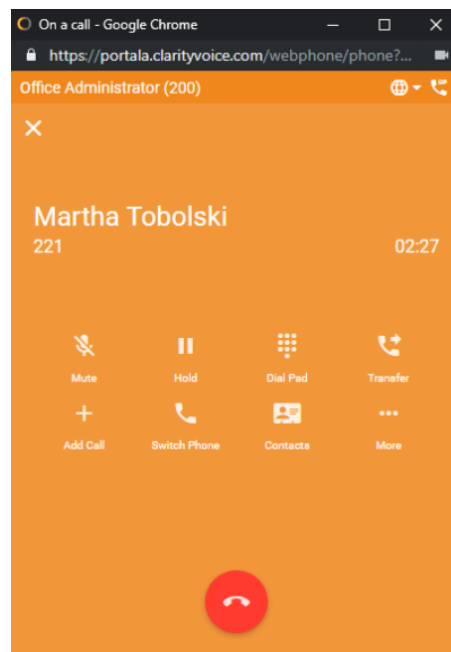
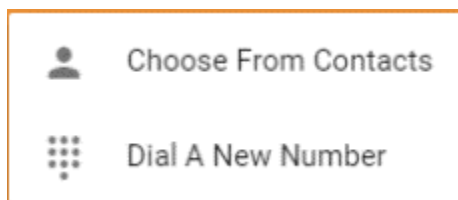
- To **make a call** on the Web Phone:
 - From the Contacts, Voicemail or Call History view, click the '+' icon in the bottom right to view the **dial pad** icon and **messaging** icon
 - Dialing can be performed by either clicking on the **screen number pad** or **dialing numbers from your keypad**
 - When dialing, the top of the dial window will display autocomplete suggestions pulled from the contacts for numbers that match the current dialing pattern. When dialing is complete, press the **green dial** icon on your screen, or **enter** on your keyboard, to begin the call.



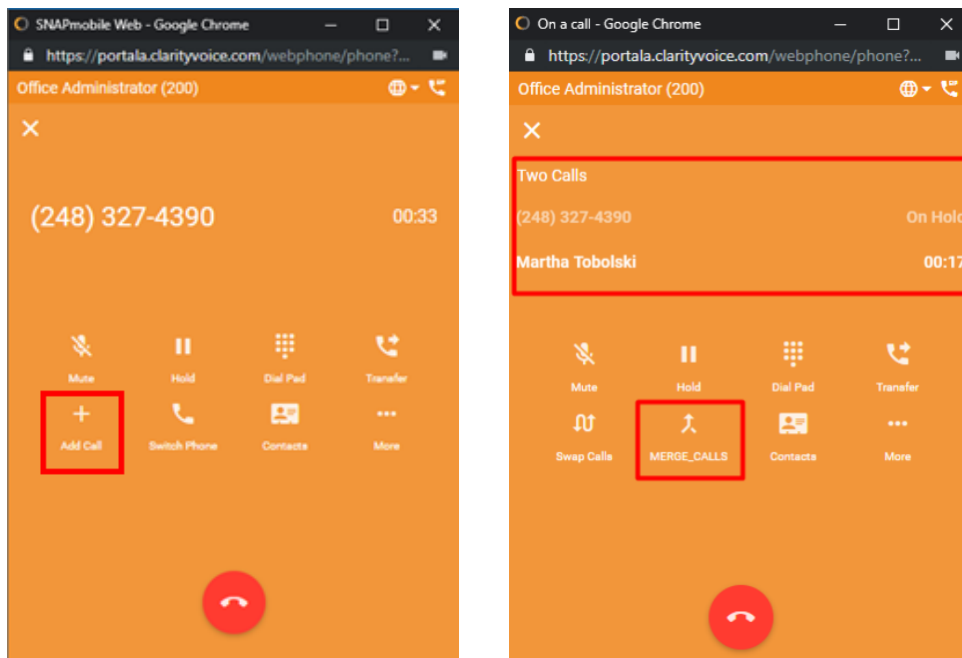
- To **receive a call** on the Web Phone – when receiving a call, the computer will play a ringtone and Office Anywhere Web will display the following options:
 - **Answer** – this will answer the call
 - **Ignore** – this will ignore the call received on the Web Phone, but *will still continue ringing other devices* that are a part of a simultaneous ring (if applicable)
 - **Reject** – this will reject the call from all ringing devices and will *send the call to the When Unanswered rule*



- **Call Handling** – when a call is active, the following functions will be available:
 - **Mute** – disables the microphone
 - **Hold** – places the other party on hold
 - **Dial Pad** – enables entering digits at auto attendants
 - **Transfer** – allows calls to be transferred to a contact or a dialed number. Once the number is entered, to transfer the call, click the **green phone** icon and a new popup box will appear with a choice to either perform a **Blind Transfer** or an **Assisted Transfer**



- **Add Call** – creates the second call from a contact or a dialed number and puts the first call on hold. Once a second call has been added, this button will become a **SWAP Calls** button to allow for switching between calls when two are active
- **Merge Calls** – merges the two calls together to create a 3-way conference call
- **Contacts** – displays the user’s contacts and optionally creates a second call by clicking on a contact
- **More** – additional options available:
 - **Record Call** – records the call as long as on-demand recording is configured
 - **Hide Call** – returns to the main view while keeping the call active. While the call is hidden, a **Return to Call** bar will appear at the top of the window

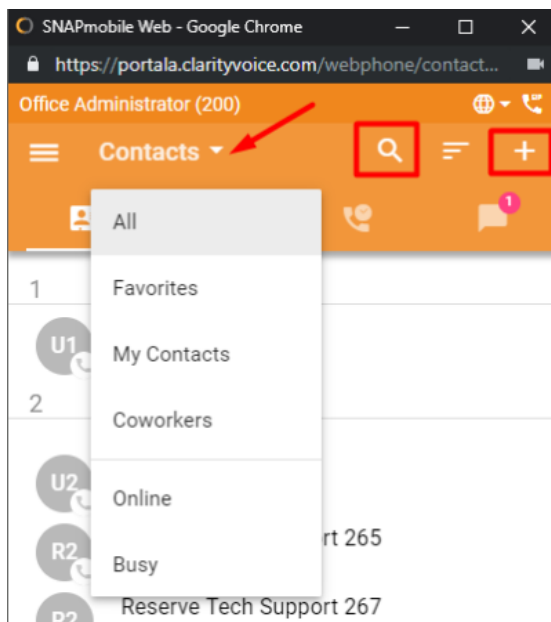


Appearances for Office Anywhere Web

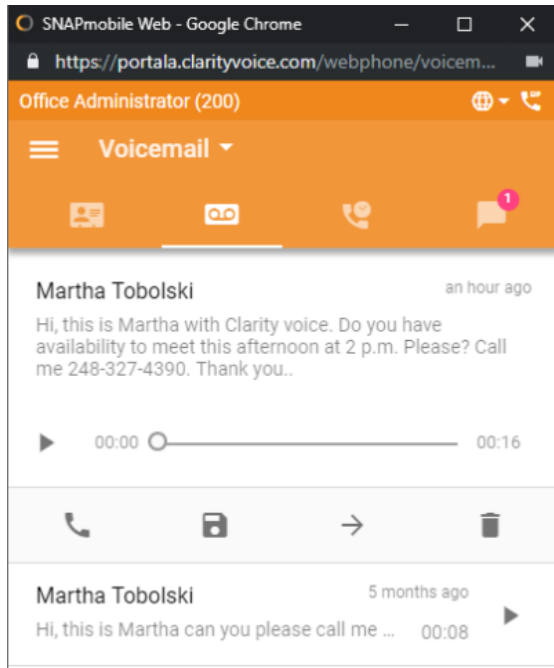
- **Contacts View** – the Contacts view shows other users in the organization as well as any contacts that have been added in the Portal. Organization contacts show presence; indicated as a green, red or gray circle; and favorite contacts are indicated with a star.
 - To select a predefined filter or user-created group, click the **Contacts** pull-down at the top, then select the filter needed
 - To filter/search contacts, click on the **magnifying glass** in the upper right, then type in the name to filter
 - Click the '+' in the upper right corner to bring up the **Add Contacts** view. Complete the fields to add a contact then click the **check** button in the upper right to save the contact

Clicking on the **extension/phone number** will dial that contact’s number

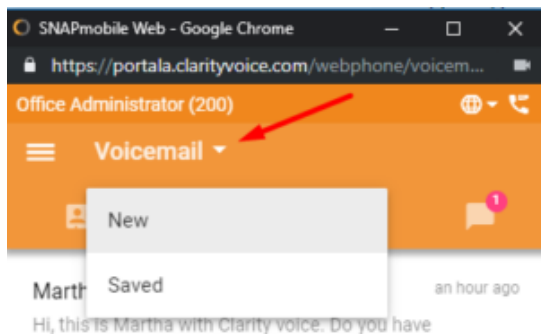
- Clicking on the **extension/phone number** will dial that contact's number
- Clicking on the **email address** will launch your email application with a new message to that address
- Clicking the **star** icon will toggle the favorite status of the contact
- Click on the **three dots** in the top right corner to display a pull-down menu of additional options:
 - **Edit** – edits the contact's information
 - **Copy to Clipboard** – copies user data which can be pasted into another application



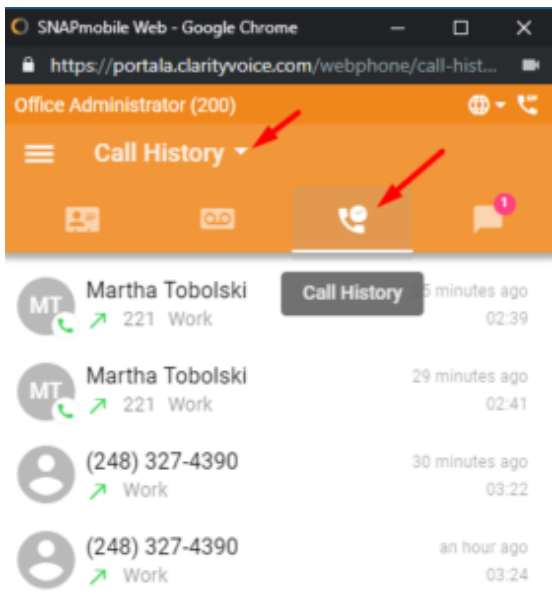
- **Voicemail View** – shows the user's voicemail box. Users can click the **Play** button to listen to the message or click elsewhere on the message to expand the options.
 - **Message Progress Bar** – shows the current place in the message, drag and drop the circle or click on the bar to jump to a particular part of the message
 - **Play/Pause Toggle** – click play to begin playback, when a message is playing it also becomes a pause button
 - **Call** – call back the number, if Caller ID is known
 - **Save** – moves messages to saved box
 - **Forward** – forwards the message to another user in the domain
 - **Info** – brings up a screen of additional message details and actions
 - **Delete** – moves messages to trash
 - **Transcript** – the message transcript will be displayed, if available, directly below the caller name




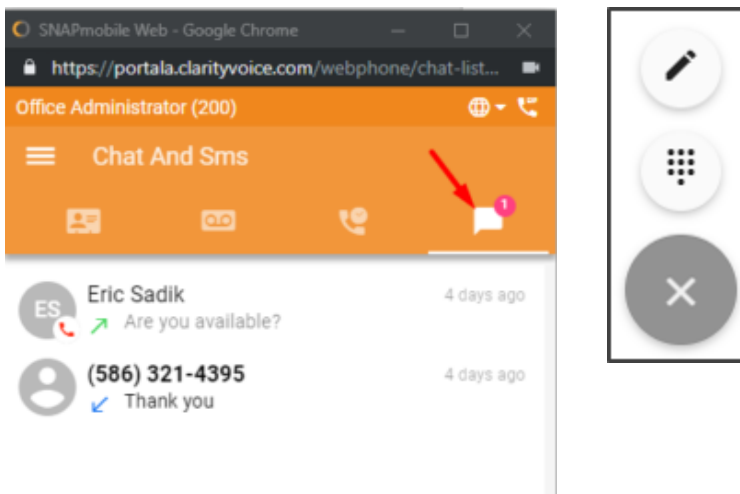
- **Changing Mailbox Views** – by clicking on the **Voicemail** header, you can select whether you see **New** or **Saved** messages.



- **Call History View** – displays the user’s call history including inbound, outbound and missed calls, by clicking the drop-down arrow.
 - The entries displayed will show caller ID (if available), call direction (inbound, outbound or missed), call time, and call duration
 - Clicking on the **Call History** entry will return the call
 - By clicking on **Call History** in the header you can select a view of All, Missed, Inbound, or Outbound Call History

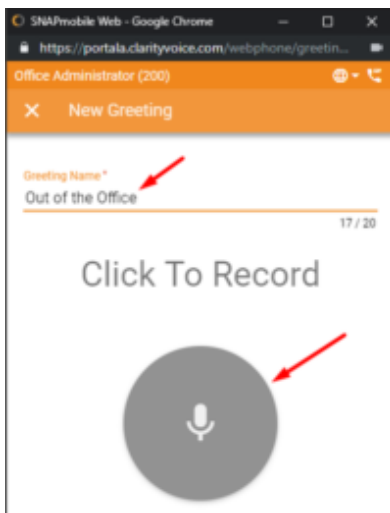
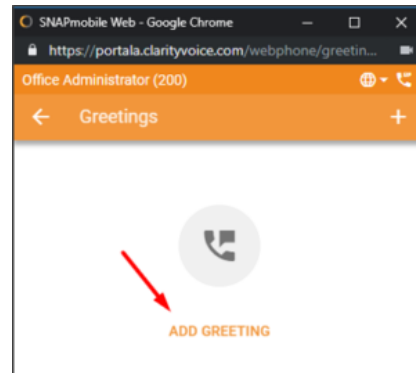
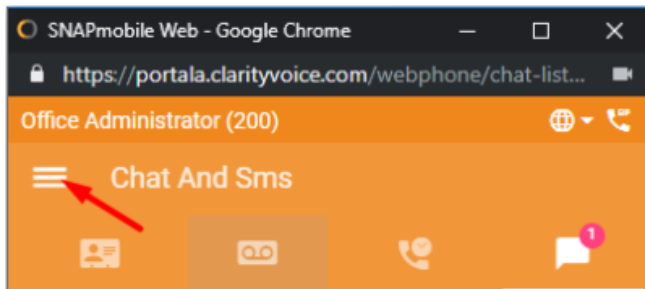


- **Chat and SMS View** – displays displays all recent internal chats and external SMS messages. A new internal chat of SMS message can be initiated by selecting the  icon at the bottom right corner. The icon will pop out with the following choices:
 - **Edit/Pencil** icon will star a new internal chat or SMS conversation
 - **Dial Pad** icon will start a new call
 - **'X'** icon will clear the menu of options



- **Sidebar View** – can be accessed by selecting the upper left menu icon (**three horizontal bars**) and closed by clicking off the sidebar. The sidebar has the following features:
 - **Display/Edit** user profile info
 - Allow access to **Answering Rules** (see below)
 - Greetings selection and recording
 - Click **Add Greeting** to record a new greeting
 - **Add Greeting Name**
 - Click on the **microphone** icon to record

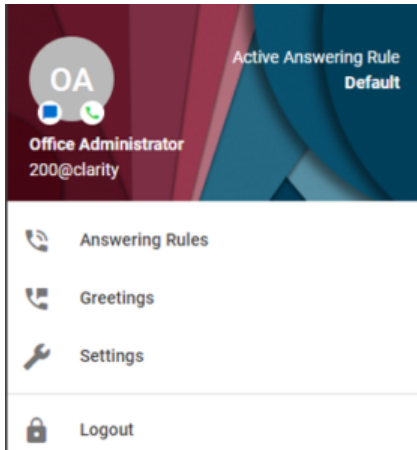
- Settings
- About
- Logout



Answering Rules for Office Anywhere Web

This section can be used to view and reorder the Answering Rules that have already been created for the user.

- Dragging and dropping the rules will reorder the rule processing
- The active rule is denoted by a **blue dot**
- Clicking on a rule will display the details of that particular rule



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!