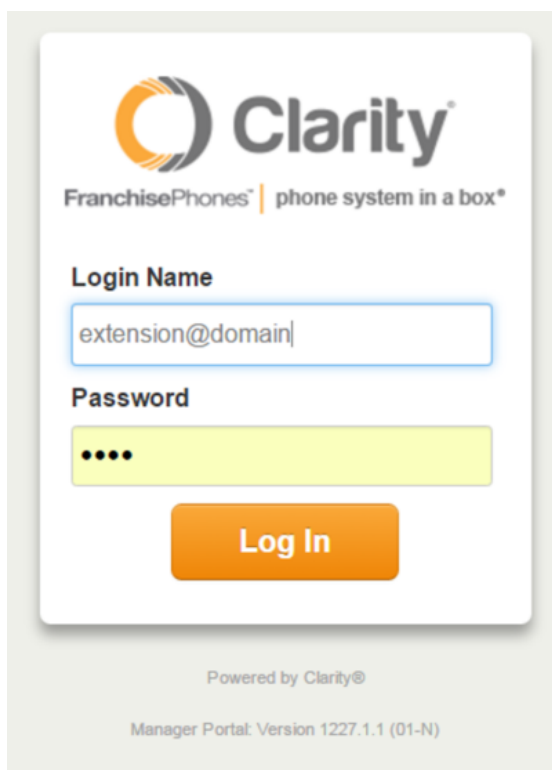


Setting Up Your Simultaneous Ring is as Easy 1, 2, 3

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



Clarity
FranchisePhones | phone system in a box*

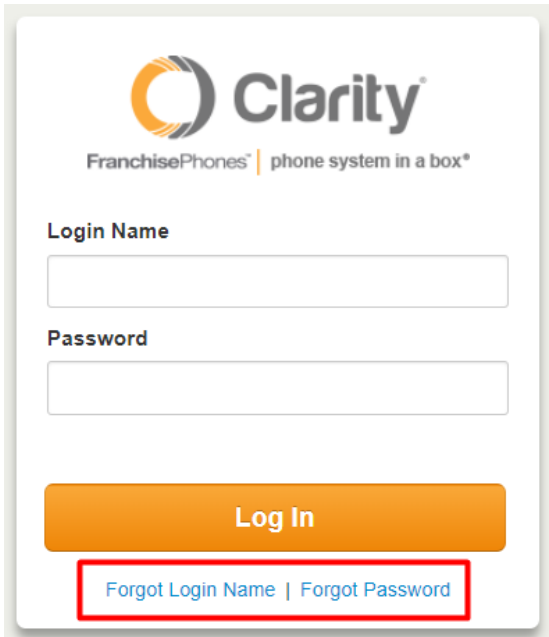
Login Name
extension@domain

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 is the Clarity logo with the tagline "FranchisePhones | phone system in a box". Below the logo are two input fields: "Login Name" and "Password". A prominent orange "Log In" button is centered below the fields. At the bottom of the login area, there are two links: "Forgot Login Name" and "Forgot Password", which are highlighted with a red rectangular border.

3. The main landing page has several tabs, click the **Users** tab.



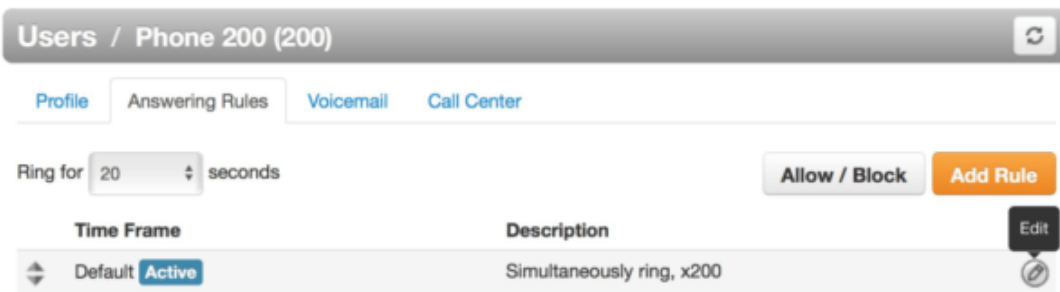
4. In the **Users** section, click on the **Name** of the User for which you'd like to setup Simultaneous Ring.



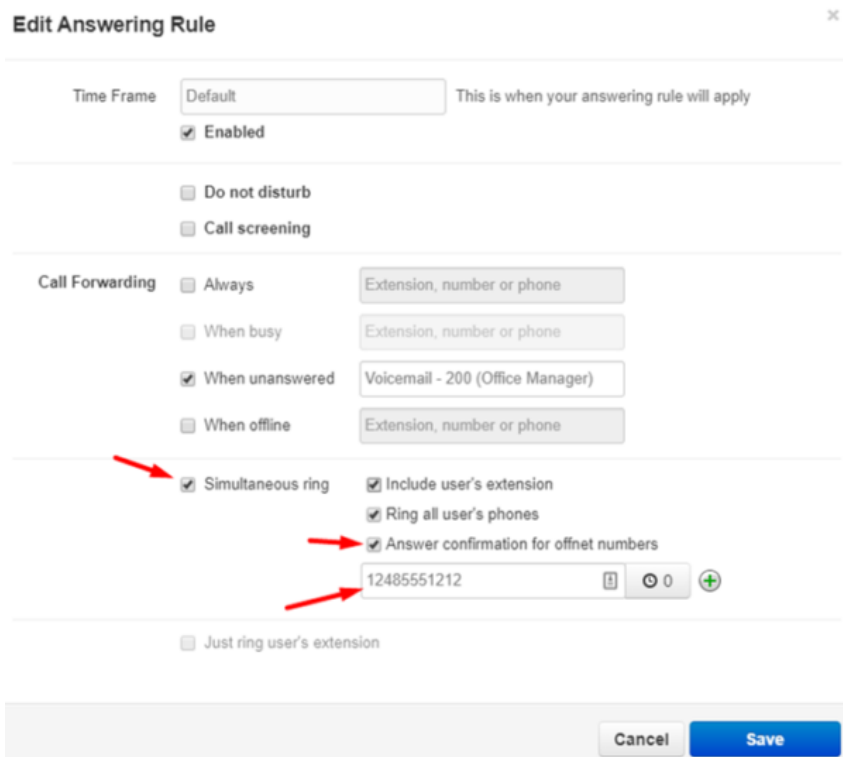
5. Next, click on the **Answering Rules** tab at the top.



6. On the right side of the rule you'll want to edit, click the **Edit** pencil icon.



7. You will now see the editing window for the answering rule. To add a phone to Simultaneous Ring, check the **Simultaneous Ring** box, and then add the phone number (1+10-digit phone number).



8. There are many other aspects of the routing you can change here. For now, you'll want to decide on the basics:

- Be sure to check the box **Answer confirmation for off-net numbers**. Checking this box will alert the external/cell phone number that there is a call from your office. When you answer your cell phone, you will hear "press 1 to connect the call". Press 1 on your cell phone to connect the call.
- Click the **clock** icon to add a delay before ringing the external/cell phone number.
- Click the **+** icon to add more external/cell numbers to ring.
- Add a voicemail or other number to the **When Unanswered** field to decide where calls go when they are not answered.

9. When you're finished editing, click **Save**. Be sure to place a test call!

PRO TIPS:

Pro Tip #1: If you answered a call via Simultaneous Ring on your cell phone and you would like to continue the conversation on your desk phone, simply walk up to your desk phone, dial ***51** and the call will seamlessly **transfer to your desk phone**.

Pro Tip #2: If you answered a call via Simultaneous Ring on your cell phone and you would like to transfer the call back to the office, dial ***11 + extension** of the party you wish to transfer to. The call will automatically end on your cell phone and **transfer to the User's extension in the office**.

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!](#)