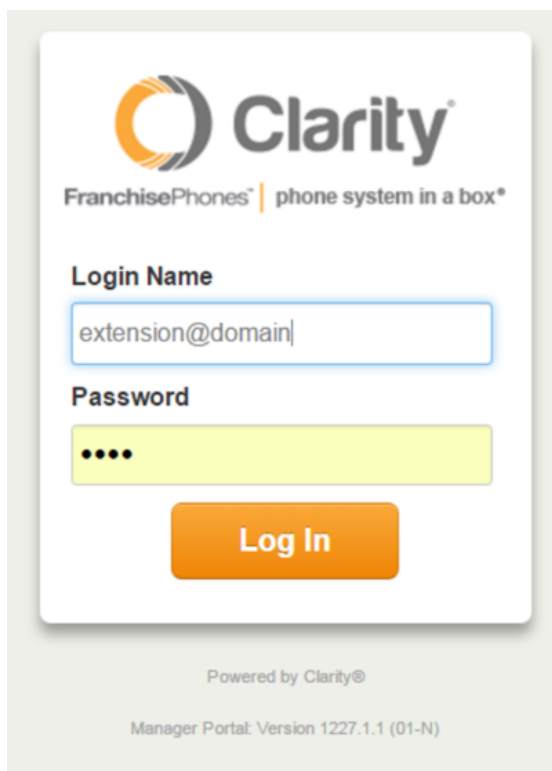


Setting Up Your Smart Routing® is as Easy 1, 2, 3

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



Clarity
FranchisePhones® | phone system in a box®

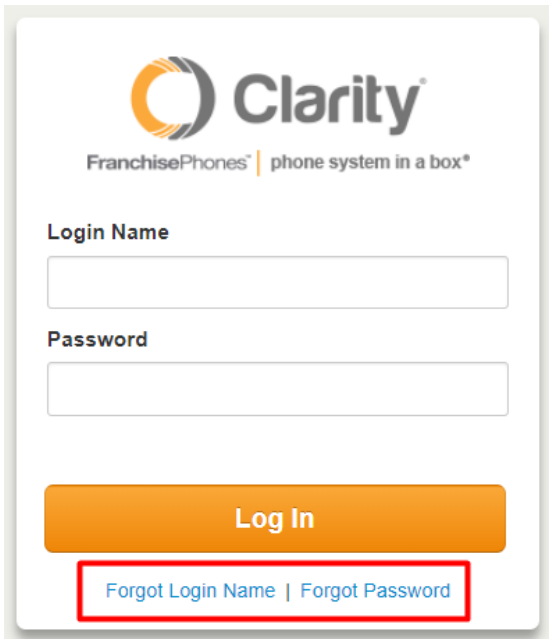
Login Name
extension@domain|

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.**




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 is a red-bordered box containing the links "Forgot Login Name | Forgot Password".



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





4. Under this tab, there are two sections: **My Call Routing** and **My Timeframes**.

My Call Routing


This section contains Answering Rules which determine how incoming calls will route. You may have multiple entries if you have different routing for different phone numbers. To see which numbers use the routing you are looking at, hover over the  icon.

- **Status** – shows whether or not the Answering Rule is active. It will show  when active, and  when inactive
- **Enable** – enable or disables the Answering Rule
- **When** – shows when an Answering Rule will be active (e.g. after close of business).
- **Edit** – provides additional details and options for editing.

Editing My Call Routing

After clicking the edit  icon, you have the following options. Click the  icon next to each option to edit it.





- **Enable** – enables or disables the Answering Rule
- **When Unanswered** – enter the extension or phone number you'd like calls to go to if they are not answered.
- **When Off Line** – enter the extension or phone number you'd like calls to go to if the phones are off line (e.g. internet or power outage).
- **Answer Confirmation for Offnet Numbers** – enables 'Press 1 Confirmation' which, when forwarding to a cell phone, prompts you to press '1' to accept the call.

You can also add or edit offnet numbers. To add a number, click the  icon, and enter '1' followed by the 10-digit number with no spaces. You can also delay before calling, and select whether or not you'd like to place a test call.

Click **Save** when you're done editing.

My Timeframes

This section contains the Timeframes during which the Answering Rules in My Call Routing will be active.

- Click the  icon to see options for editing.
- Click the   icons to remove or add the times you want the rule to be active.
- Drag either end of the slider  icon to change the active times for each day.

Under **Specific Dates** at the bottom, you can add dates and times that you want the Timeframes to be active. Simply click the  icon and add the desired dates and times.

5. Click **Save** and you're all done! You will now be able to change your Answering Rules and Timeframes from your portal.

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!](#)