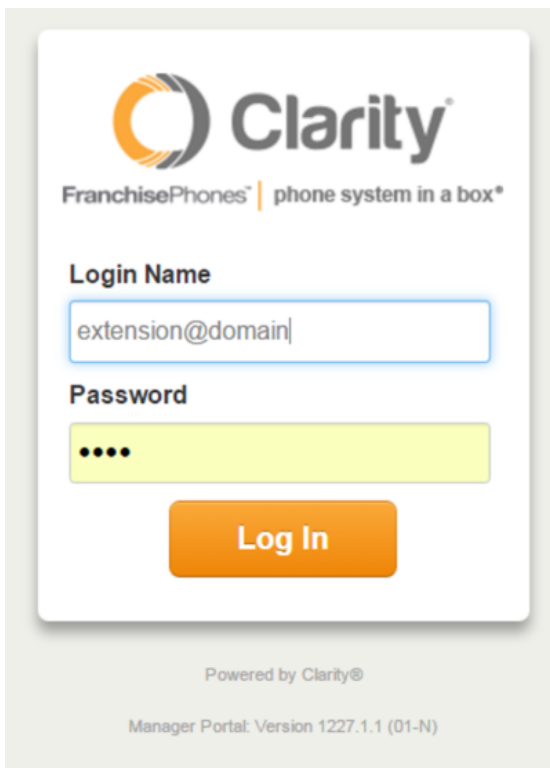


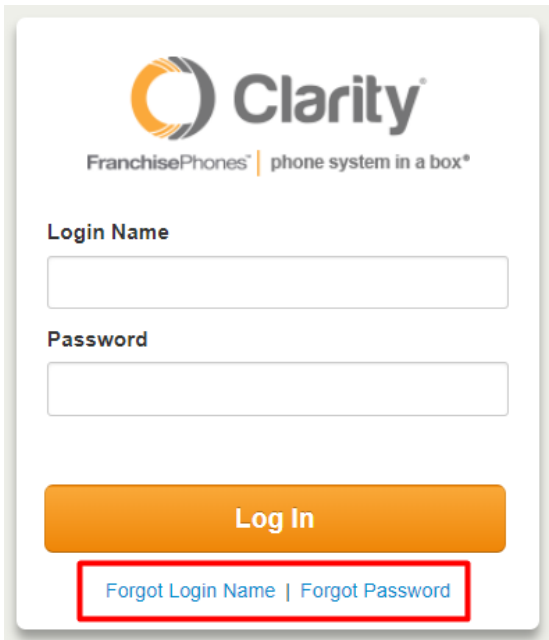
Setting Up Your Voicemail Transcription is as Easy 1, 2, 3

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

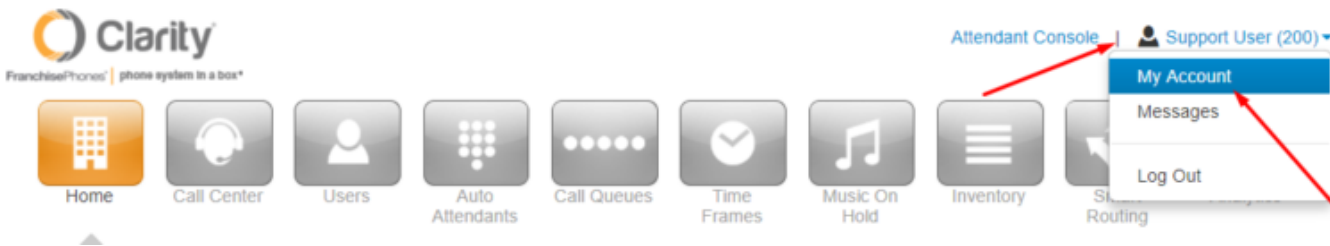


The screenshot shows the Clarity login page. At the top left is the Clarity logo, which consists of a stylized orange and grey circle followed by the word "Clarity" in a bold, sans-serif font. Below the logo is the text "FranchisePhones® | phone system in a box®". The login form has two fields: "Login Name" with a text input field containing "extension@domain|" and "Password" with a password input field containing four dots. Below the fields 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)".

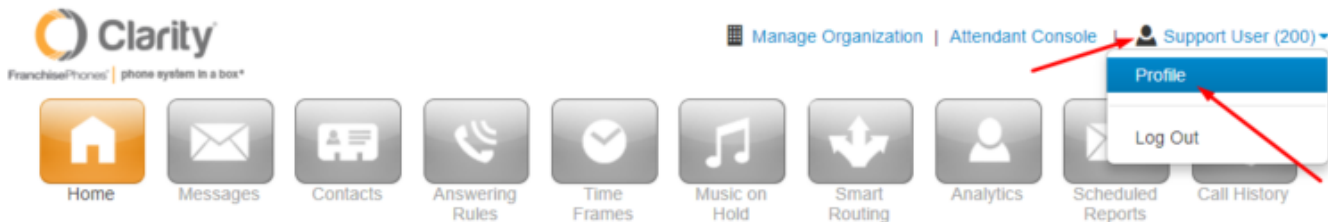
2. Enter your **Extension** and **Domain**, for example, 200@handyman, along with your password. If you don't know your password, click **Forgot Password** to have a password reset email sent to you. **Click Login.**



3. The main landing page has several tabs, click your extension name, then choose **My Account** in the top right corner. ***NOTE:** This step is for Office Manger permissions. If you do not have Office Manger permissions, skip to step 4.



4. In the top right corner, click on the extension name again and choose **Profile**.



5. Enter the email address to receive the voicemail transcription in the email address field. You can add up to four more email addresses to receive the voicemail transcription by clicking the **+** button. Click **Save**.

Profile ✕

First Name

Last Name

Login Name

Department

Timezone

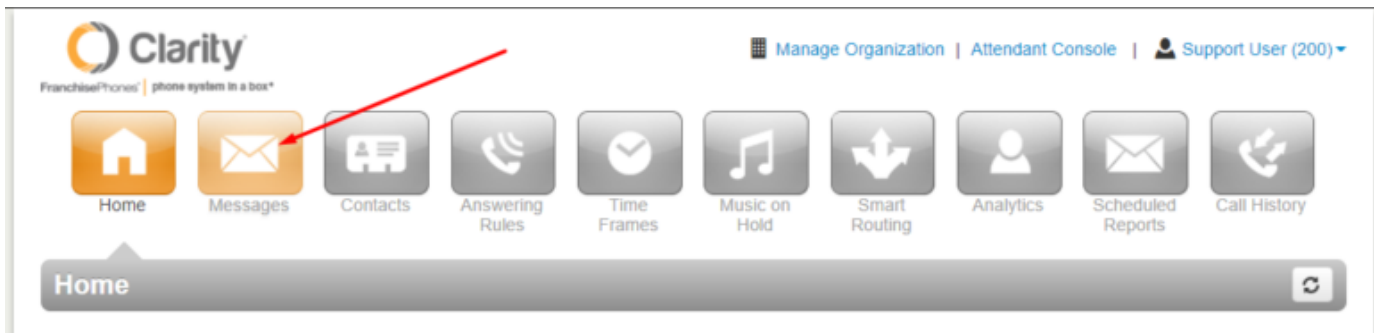
Email Address(es) +

Directory Options

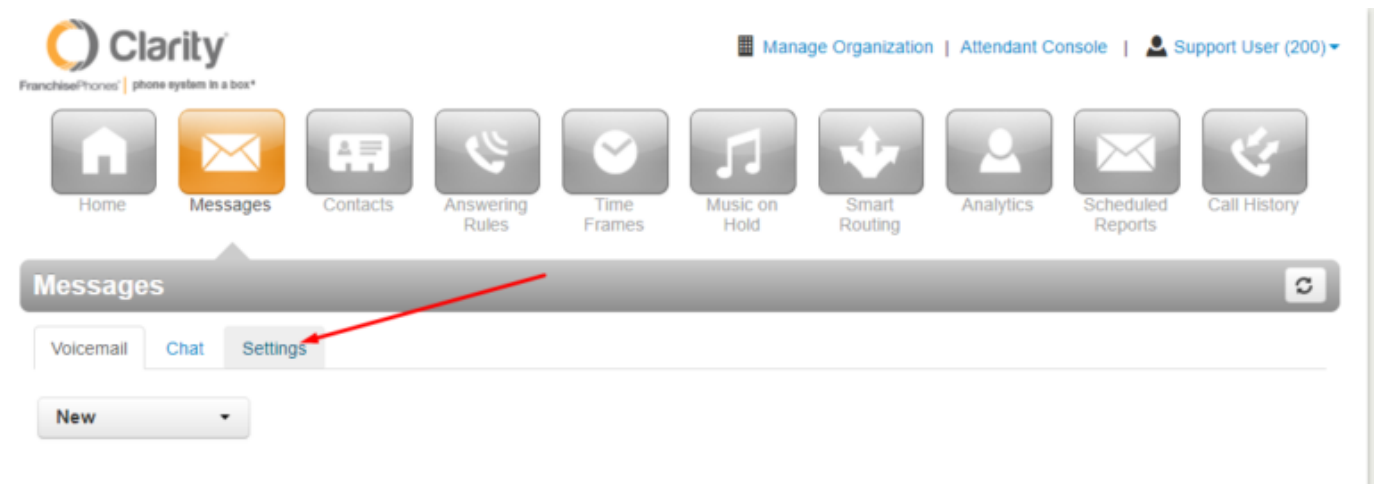
- Announce in Audio Directory
- List in Directory

Caller ID Information

6. If you're not already in the **Messages** tab, click the **Messages** tab.



7. Choose the **Settings** tab.

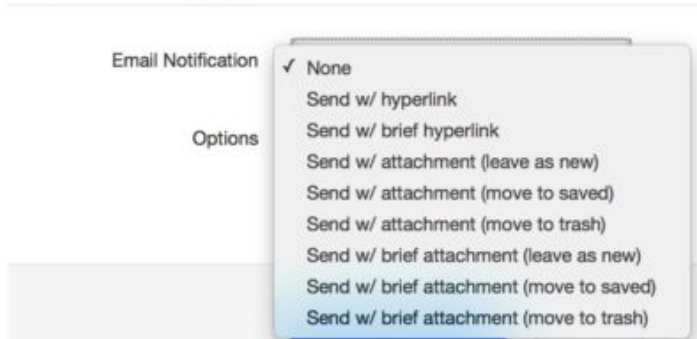


8. Scroll down to the bottom of the page in the **Unified Messaging** section. Be sure **Email Notification** is enabled with one of the following (these are the most popular options):

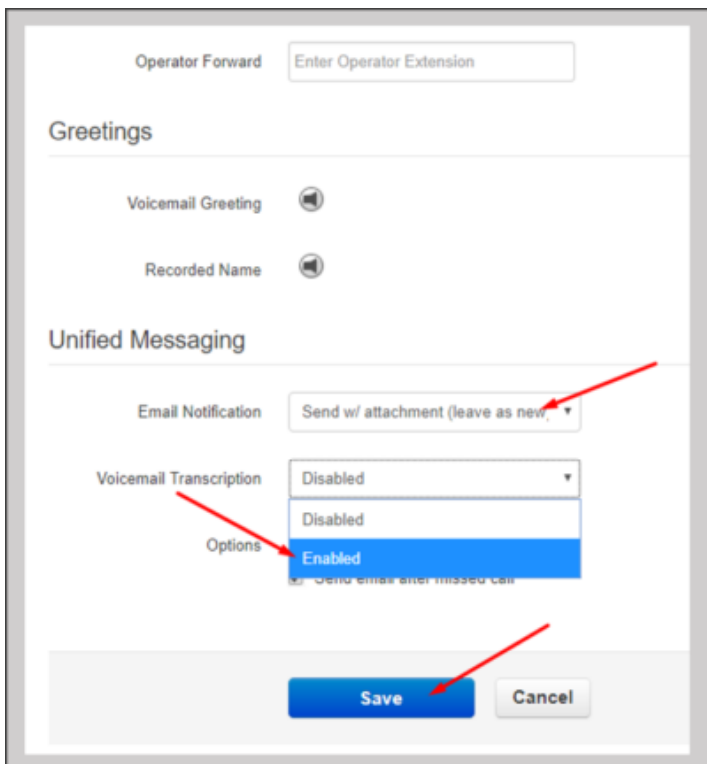
- **Send w/ attachment (leave as new)** – leaves the voicemail on the phone, which will have a message waiting indicator.

- **Send w/ attachment (move to saved)** – moves the message to a saved folder, the phone will not have a message waiting indicator. There is a 25MB limit to Saved Voicemail.
- **Send w/ attachment (moved to trash)** – moves the message to the trash, which is permanently deleted after 24 hours. The phone will not have a message waiting indicator.

Unified Messaging



9. Click on **Voicemail Transcription** and choose **Enabled**. 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!