Clarity

Office Anywhere
Android 3.0

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Quick Start

Clarity's Office Anywhere app is currently available for free for Android. Follow the instructions below to get started.

1

Open the Google Play store on your phone, and search for the **Clarity Office Anywhere** app. Download it to your device.

2

Open the Clarity Office Anywhere app, and you will be prompted with a login screen. Login with your extension followed by "@" and your domain. The password is your Portal Password.

For example: 200@handyman

3

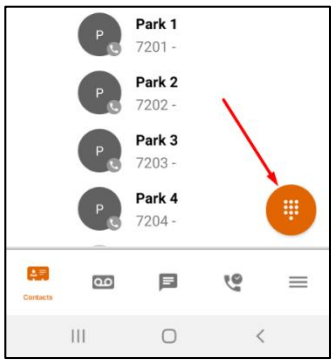
Allow access to your phone contacts to permit calling and messaging to your local contacts. Allow the app to display over other apps, for inbound calling. The device will register and your screen will default to your Contacts. See the *Feature Guide* below for details on using the mobile app.

Feature Guide

Making and Receiving Calls

Placing a Call

From the Contacts, Voicemail or Call History views, you'll see the orange dial pad located at the bottom right corner. Press the dial pad for the dialer view. When dialing is complete, press the green dial icon to begin the call.

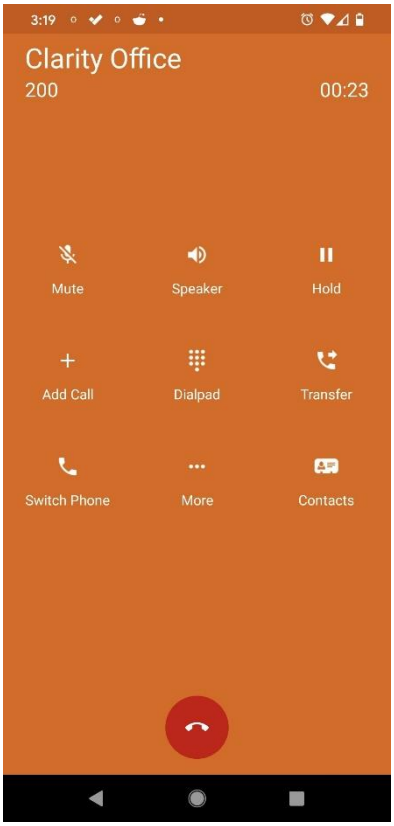


Receiving a Call

When there is an incoming call the caller ID along with answer and hang-up buttons will be displayed. Tap the green icon to accept the call.

Active Call

When there is an active call in progress; the status, dialed number, and call timer will be displayed at the top of the screen along with the following call functions:



Mute – Disables the microphone

Speaker – Enables the speakerphone

Hold – Places the other party on hold (they will hear your default office hold music)

Add Call – Enables you to create a second call that is separate from the first call. Once the second call is established the calls can be merged into a three-way conference or kept separate with the ability to swap between calls.

Dial Pad – Enables the entering of digits when dialing into an auto attendant/IVR.

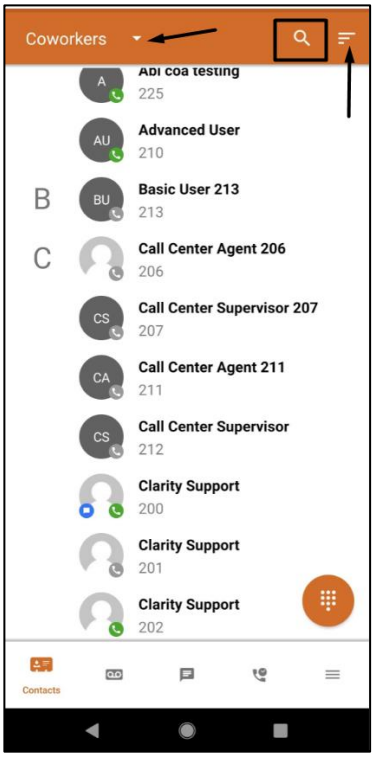
Transfer — Allows you to transfer the call using Blind or Assisted, to another device or phone number.

Switch Phone – Moves the call to your other devices or cellular number.

More – Launches a menu with options to **Switch** phone or **Start Recording** for on-demand call recording; if enabled for you.

Contacts — Allows you to view your phone and Clarity contacts.

Contacts



Switching Contacts View

The Contacts view shows contacts from your phone, as well as Clarity contacts you have configured in Portal.

By default, the view will show Coworkers (Portal) contacts. To toggle between Coworker contacts and Phone contacts, click the selector at the top of the screen.

Searching Contacts

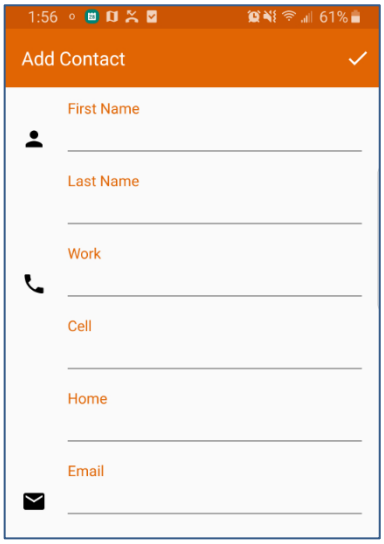
To filter or search contacts, click the magnifying glass in the upper right, then type in the name to filter.

Sorting Contacts

Click the hamburger button to sort contacts by their Online status, by first or last name or by extension.

Adding Contacts

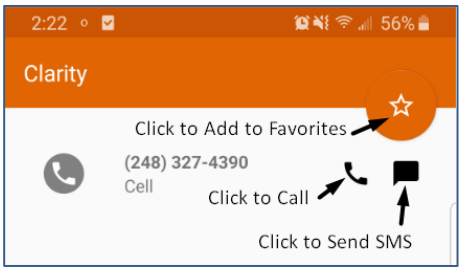
From the **All** or **My Contacts** view, click the plus icon in the upper right corner to add a **New Contact**. Complete the fields to add a contact and then click the checkmark icon in the upper right to save the contact to App contacts.



Contact View (Edit/Dial)

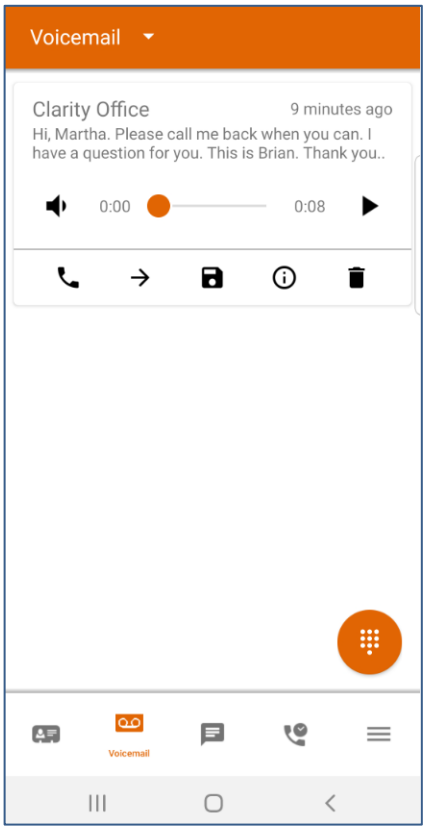
When viewing the list of contacts, you can click on a contact to view details. The contact's extension, phone number, and email address will be displayed.

- To call the Contact, press the handset icon next to the contact.
- To send an internal Chat or external SMS, click the chat icon.



- Press the Star icon to add the Contact to your Favorites.
- Clicking an email address will launch your email application with a new message to that address.
- Editing contacts will allow you to edit their information. This is for Portal contacts only, not contacts stored on your device.

Voicemail



Play/Pause Toggle – When a message is playing, this becomes a pause button

Message Progress Bar – This shows the current place in the message

Speaker – Enables/disables speakerphone playback vs earpiece

Call Back – This calls back the number; if caller ID is known

Forward Voicemail – Forwards the voicemail to anyone on your internal Contact list

Save – Moves the message to saved messages

Information – Provides date, time, caller ID of the caller

Delete – Moves the message to trash

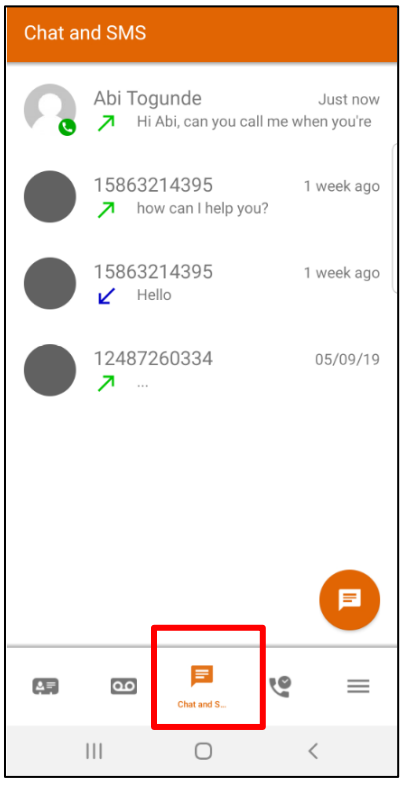
Changing Mailbox Views

By default, the view will show New messages. To view Saved messages, click the selector at the top of the screen.

Internal Chat and Group Chat, SMS/MMS Text Messaging

Sending and Receiving

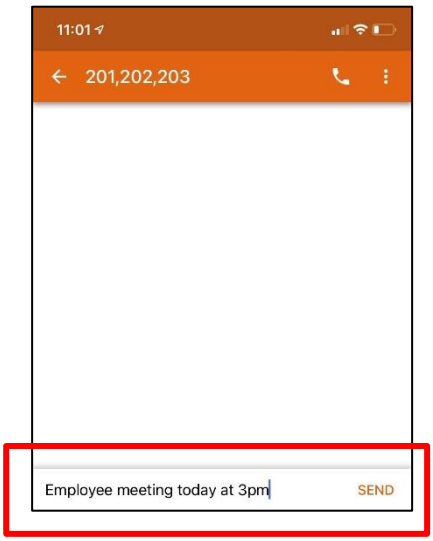
Internal chats and SMS/MMS messages are viewed on the **Chat** screen.



- To start a new internal chat or SMS, press the orange message icon at the bottom right corner
- Enter an internal extension or external phone number in the Search box for a single chat or SMS, then tap the checkmark in the upper right corner and the app will search your office contacts
- Compose your message, then press **Send**

- To send an MMS, click the paperclip icon and attach an image. Supported images are .jpeg, .gif, .mp4 video, up to 1MB in size

- For a Group Chat, enter multiple extensions, separated by a comma “,” then tap the checkmark in the upper right corner and the app will search your office contacts
- Compose your message, then press Send



Call History

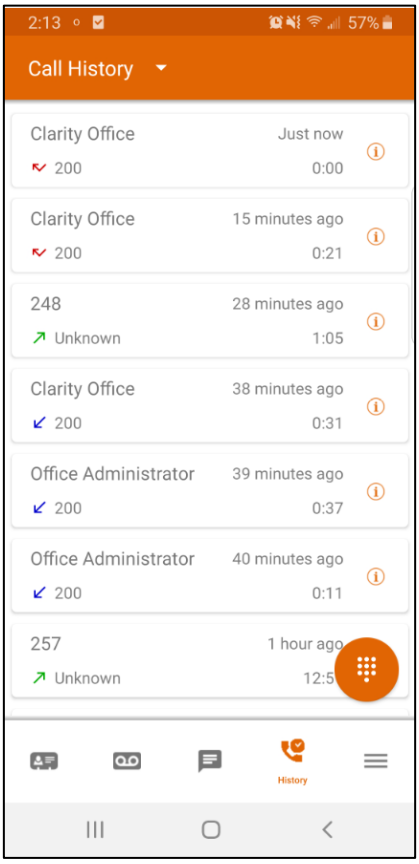
Changing Call History Views

The Call History view displays your inbound, outbound, and missed calls.

The records displayed will show:

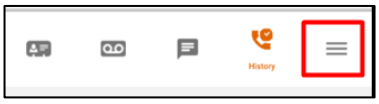
- Caller ID, if available
- Call Direction (inbound, outbound, or missed)
- Call Time
- Call Duration
- Clicking the info icon displays additional details

Clicking elsewhere on the call history record will return the call.

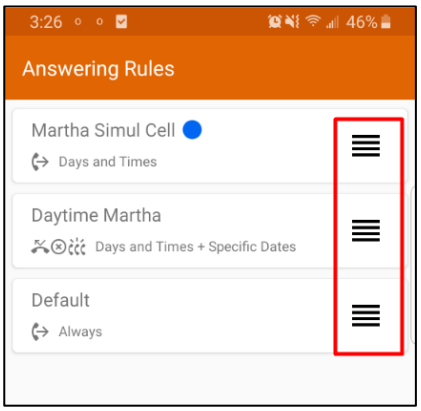


Answering Rules

Click the three bars in the bottom navigation menu to access your extension's Answering Rules, Greetings and Settings.



Clicking on **Answering Rules** displays a list of your answering rules. Clicking on the rule allows you to review the answering rule settings.



To reprioritize the rules, hold and drag the answering rule to the desired location. Answering rules at the top will be the active rule and will show a blue dot.

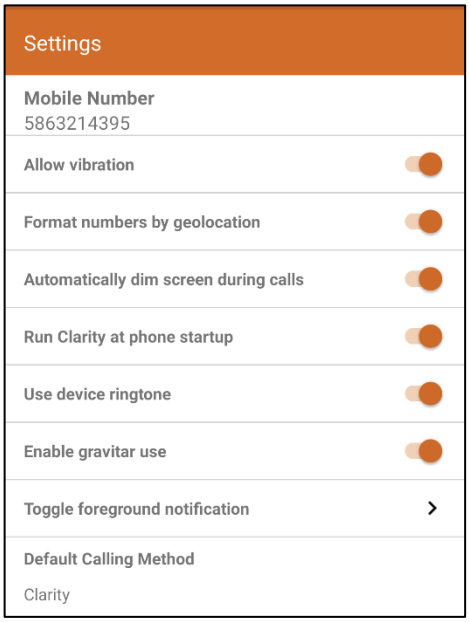
Greetings

Clicking on **Greetings** displays a list of your pre-recorded greetings. To change your greeting, simply select the greeting and confirm with **Yes**.

Settings

Settings

Clicking on **Settings** allows for the customization of the following Clarity Office Anywhere functions. For the best operation of the mobile app, it's best to enable all settings.



Mobile Number — Enter your cellphone number to allow transferring to your cellphone when reception is poor.

Allow Vibration – This allows the app to use the vibration feature of your phone for notifications.

Format numbers by geolocation – For International dialing.

Automatically Dim Screen During Calls – Reduces brightness during calls to conserve battery.

Run Clarity at phone startup – Opens the mobile app upon startup.

Use device ringtone – using the default ringtone set for the device.

Enable gravatar use – enables API calls to pull the gravatar.

Toggle foreground notification – Toggling this setting will remove/add the persistent notification in your drawer and will eliminate/add quick access to the application. Turning this off, can disable push notifications.

Default Calling Method – Defaults to the mobile app when dialing outbound.