Making the Most of the Clarity Voice Mobile App

Overview

Applications, or Apps, when not using Wi-Fi, run on the strength of the Mobile data signal in your area. Other items that run off the data include connections to the internet and texting.

However, unlike most Apps, the Clarity Mobile App does have the ability to use the Cellular Tower signal instead. This is the same signal that you use to make and take calls on your cell phone normally.

When this option is chosen, as long as you have a Cellular Tower signal, you will be able to receive calls, even when other Apps are unable to load or receive data.
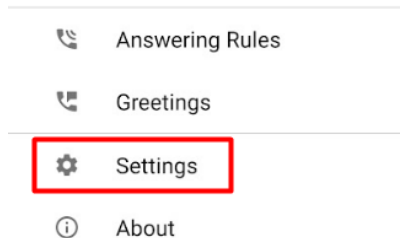
Android Instructions

1. Open your Clarity Office Anywhere Mobile App on your cell phone.
    a.   Log in with your credentials if you are not already logged in.
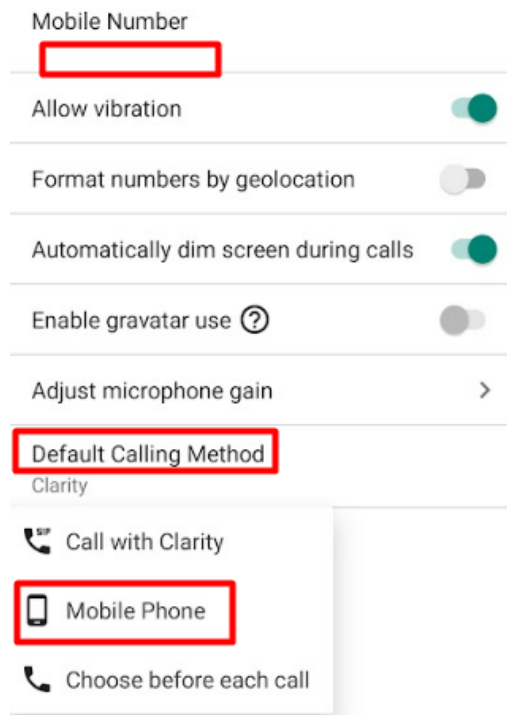2. In the bottom right corner, click the three-line **Menu**.

3. Then, choose **Settings**.

4. Once you are here, you will change two things:

a. Choose **Mobile Number**. Type in your cell phone number.

b. Choose **Default Calling Method**. Switch from Clarity to Mobile Phone.
5. When you are finished, just exit out of the App. These changes take about five minutes to take effect.
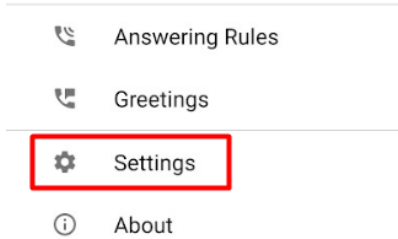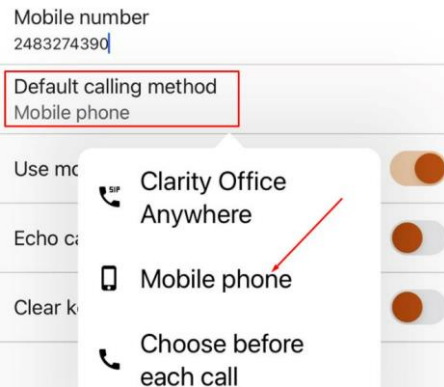
iPhone Instructions

1. Open your Clarity Office Anywhere Mobile App on your cell phone.
   a. Log in with your credentials if you are not already logged in.
2. In the bottom right corner, click the three-line **Menu**.

3. Then, choose **Settings**.

4. Once you are here, you will change two things:

    a. Choose **Mobile Number**. Type in your cell phone number.

    b. Choose **Default Calling Method**. Switch from Clarity to Mobile Phone.

5. When you are finished, just exit out of the App. These changes take about five minutes to take effect.

Inbound Calls

Inbound call behavior while on this setting will be the same. Calls received inbound can be received with or without using the press one confirmation setting.

Outbound Calls

Outbound call behavior while on this setting will be slightly different. Simply follow these steps:

1. Place an outbound call like you normally would through the mobile app
2. The call will ring to the Clarity server first, then the call will automatically and immediately be returned to you as an inbound call
3. You must answer the call, then the call will immediately ring through to the person you dialed

To your customer, these changes are transparent. They will see an inbound call from your Business calling through to them.