



Personalizing Your Individual Phone Line Setup

For assistance, please call 1-866-399-8647


With these instruction, you will:

1. Record your greeting.
2. Configure your 911 settings.
3. Learn how to use Call Forwarding

You will need your:

1. Username (10-digit phone number)
2. Password (initially, the last 4 digits of your phone number)

To Record Your Greeting

Step 1. **To record the personal greeting for this line, push the voicemail button  on your VoIP phone Or dial “*86”.**

Step 2. The system will say, “*Please enter your security code.*” **Enter your password followed by the “#” key.** (initially, the last 4 digits of your phone number).

After a brief pause, you will hear the system say, “*You have no voice messages...Main Menu...*”

Note: If you currently have messages, please ignore the messages at this time.

Step 3. **Press “7”** (*Account Maintenance Menu*).

Step 4. **Press “1”** (*Record Greetings Menu*).

Step 5. **Press “2” to record your “unavailable” greeting.** Do NOT press “1”. This is NOT the main greeting. This is the ‘unavailable’ greeting that will play when the line goes unanswered.

The system will say, “*Begin recording at the sound of the tone.*”

Step 6. **Say your greeting. Then either wait for the system to speak or hit the “#” key to end the recording.** The attendant will say, *“To review, press “1”. To re-record, press “2”. If you are satisfied with your message, Press “#”. To return to the previous menu, Press “*”.”*

Step 7. **If you are satisfied with your greeting, press “#”.** The system will return you to the Record Greetings Menu.

Step 8. **Hang up.**

To Configure Your v911 Settings

Step 9. Enter <http://dashboard.claritytel.com> into your Internet browser address bar. You will see the following screen





Virtual Office

Username

Password

Customer Service	Pocket Guide	www.claritytel.com	Refresh
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Step 10. **Enter your Username and Password. Click “Login” to go to your main dashboard.**

CLARITY TELECOM

Online Help | User Guide | Customer Service | Log Out | Back to Clarity

Welcome Back: **XXXXXXXXXX**
Account Number: 1513-

edit
7777777777

Dashboard Profile Messages Faxes Broadcast Reports

Voice Mail [view all](#)

Play	Delete	Date	Time	From	Save	Fwd
		Jul 05, 2011	07:53:47	7777777777		
		Jul 03, 2011	12:12:55	7777777777		

See More Messages

Received Calls [view all](#)

Date	Time	From	To	Duration	Transaction ID
Aug 09, 2011	12:20:14	6666666666	7777777777	00:00:30	44263057
Aug 09, 2011	10:48:22	8888888888	7777777777	00:00:30	44259947
Aug 09, 2011	10:02:52	6666666666	7777777777	00:02:06	44258443
Aug 09, 2011	10:00:45	6666666666	7777777777	00:01:24	44258383
Aug 08, 2011	19:02:44	7777777777	7777777777	00:03:12	44252195
Aug 08, 2011	08:40:10	3333333333	7777777777	00:19:00	44232717

See More Received Calls

Placed Calls [view all](#)

Date	Time	From	To	Duration	Transaction ID
Aug 09, 2011	12:20:14	6666666666	7777777777	00:00:30	44263056
Aug 09, 2011	10:48:22	6666666666	7777777777	00:00:30	44259946
Aug 09, 2011	10:02:52	6666666666	7777777777	00:00:00	44258444
Aug 08, 2011	19:02:44	7777777777	7777777777	00:03:12	44252196
Aug 08, 2011	08:40:10	3333333333	7777777777	00:19:00	44232718
Aug 08, 2011	18:21:21	7777777777	7777777777	00:00:30	44222890

See More Placed Calls

Customer Service Pocket Guide www.claritytel.com Refresh

My Account
Account Details
Make a Payment
View Statements

Change Accounts
3333333333
update

Call Forwarding
Forwarding setting is:
VoIP Phone
update

Timezone
Timezone setting is:
(GMT-08:00) Central
Respect Daylight Saving
Yes
update

VoIP Quality
Run a VoIP Quality Check
run

Step 11. Move your mouse over Profile -> VoIP-> v911 as shown below. Then click.

CLARITY TELECOM

Online Help | User Guide | Customer Service | Log Out | Back to Clarity

Welcome Back: **XXXXXXXXXX**
Account Number: 1111-

edit
7777777777

Dashboard Profile Messages Faxes Broadcast Reports

Voice Mail [view all](#)

Play	Delete	Date	Time	From	Save	Fwd
			07:53:47	7777777777		
			12:12:55	7777777777		

See More Messages

Received Calls [view all](#)

Date	Time	From	To	Duration	Transaction ID
Aug 09, 2011	12:20:14	6666666666	7777777777	00:00:30	44263057
Aug 09, 2011	10:48:22	8888888888	7777777777	00:00:30	44259947
Aug 09, 2011	10:02:52	6666666666	7777777777	00:02:06	44258443
Aug 09, 2011	10:00:45	6666666666	7777777777	00:01:24	44258383
Aug 08, 2011	19:02:44	7777777777	7777777777	00:03:12	44252195

See More Received Calls

My Account
Account Details
Make a Payment
View Statements

Change Accounts
7777777777
update

Call Forwarding
Forwarding setting is:
VoIP Phone
update

Timezone

Profile

- Greetings
- Call Forwarding
- Speed Dials
- Caller ID Blocking
- Accounting Codes
- Notifications
- Change Password
- Change Name
- VoIP
- Set Time Zone
- Advanced Features

v911

Step 12. **Enter the correct contact information and click “Update”.** Please be sure that this critical information is correct. In the example below, the green text under the “Update” button says, “PASS”. This means that 911 will work. If it says “FAILED” in red letters, the 911 will not work. Please enter the information again. If it continues to fail, you may need to contact your local Post Office and find out what your address on record is.

The screenshot shows the CLARITY TELECOM website interface. At the top, there is a navigation bar with links: Online Help, User Guide, Customer Service, Log Out, and Back to Clarity. Below this, a welcome message reads: 'Welcome Back: RRRRRRRRRR Account Number: 111111' with an 'edit' button. The main navigation bar includes: Dashboard, Profile, Messages, Faxes, Broadcast, and Reports. The 'Update v911' section is active, showing a 'v911 Notice' on the left and a form on the right. The form fields are: Contact Name (Customer Name), Street Address (5400 Laurel Springs Parkway), Unit or Apt. # (Suite 302), City (Suwanee), State (Georgia), and ZIP Code (30024). A 'Comment' field contains 'NONE'. An 'Update' button is at the bottom right. Below the button, a green message states: 'PASS - Enhanced 911 service supported'. The footer contains links for Customer Service, Pocket Guide, www.claritytel.com, and a Refresh button.

How to forward your phone line.

To forward your lines please use the following instructions:

1. Go to www.claritytel.com.
2. In the Dashboard Login Section at the top of the page in the **Username** field type in the main line number (no dashes or spaces).
3. In the **Password** field type in the last 4-digits of the main number.
4. Click **LOGIN**.
5. Go to **PROFILE - PBX - CALL FLOWS**.
6. Click **CREATE NEW**.
7. Name call flow **CALL FOWARD**.
8. Click **ACTIVE** drop-down and select **ACTIVE**.
9. Click in the **ADD** box.
10. Select **PLACE CALL TO PSTN NUMBER** in Call Flow Token drop down.
11. Put in 10-digit number where you want the lines forwarded in the **OPTION 1** Field.
12. Change **OPTION 2** field to **9**.
13. Click **UPDATE** at bottom the page.
14. Line will then be forwarded. Repeat steps for each line or extension.