



Personalizing Your Individual Phone Line Setup

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

With these instructions, 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



Step 10. **Enter your Username and Password. Click “Login” to go to your main dashboard.**

Dashboard Profile Messages Faxes Broadcast Reports

Voice Mail view all **My Account**

Play	Delete	Date	Time	From	Save	Fwd
		Jul 05, 2011	07:53:47	77777777		
		Jul 03, 2011	12:12:55	77777777		

See More Messages

Received Calls view all update

Date	Time	From	To	Duration	Transaction ID
Aug 09, 2011	12:20:14	66666666	77777777	00:00:30	44283057
Aug 09, 2011	10:46:22	88888888	77777777	00:00:30	44259947
Aug 09, 2011	10:02:52	99999999	77777777	00:02:06	44258443
Aug 09, 2011	10:00:45	88888888	77777777	00:01:24	44258383
Aug 08, 2011	19:02:44	77777777	77777777	00:03:12	44252195
Aug 08, 2011	08:40:10	33333333	77777777	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	66666666	77777777	00:00:30	44283056
Aug 09, 2011	10:46:22	88888888	77777777	00:00:30	44259948
Aug 09, 2011	10:02:52	99999999	77777777	00:00:00	44258444
Aug 08, 2011	19:02:44	77777777	77777777	00:03:12	44252196
Aug 08, 2011	08:40:10	33333333	77777777	00:19:00	44232718
Aug 06, 2011	18:21:21	77777777	77777777	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
33333333 update

Call Forwarding
Forwarding setting is:
VoIP Phone update

Timezone
Timezone setting is:
(GMT-06:00) Central T update
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.

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

Welcome Back: **XXXXXXXXXX**
Account Number: 1111-**77777777**

Dashboard Profile Messages Faxes Broadcast Reports

Voice Mail view all **My Account**

Play	Delete	Date	Time	From	Save	Fwd
			07:53:47	77777777		
			12:12:55	77777777		

See More Messages

Received Calls view all update

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Aug 09, 2011	10:02:52	99999999	77777777	00:02:06	44258443
Aug 09, 2011	10:00:45	88888888	77777777	00:01:24	44258383
Aug 08, 2011	19:02:44	77777777	77777777	00:03:12	44252195

See More Received Calls

Profile

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

v911

My Account
Account Details
Make a Payment
View Statements

Change Accounts
77777777 update

Call Forwarding
Forwarding setting is:
VoIP Phone update

Timezone

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.

CLARITY TELECOM

Welcome Back: **XXXXXXXXXXXX**
Account Number: **11111111**

Dashboard Profile Messages Faxes Broadcast Reports

Update v911 help

v911 Notice

Pursuant to FCC regulations we are required to permit 911 access calls from VoIP enabled equipment serviced in the United States.

Due to the nomadic nature of VoIP (a given user may take his/her VoIP equipment and service anywhere where broadband is available) it is necessary for us to "tie" a valid United States Postal Service address to each telephone number in our charge.

It is the responsibility of each VoIP subscriber to ensure that the address that corresponds to a particular account is accurate and corresponds to location in which the service is being used. Otherwise, there can be NO reasonable expectation that a 911 call will be routed to the correct Public Service Access Point.

The information you provide must be accurate. To ensure accuracy we will pass the information you provide through 3 well known address databases.

When your information satisfactorily passes our tests the word "PASS" will appear. Until then, the address information is considered inaccurate and a 911 call CANNOT be placed. Please, take this notice seriously. If you do not see the word PASS beneath the Update button, your service has not been approved to transmit a 911 call.

Update v911 form fields:

- Contact Name: Customer Name
- Street Address*: 5400 Laurel Springs Parkway
- Unit or Apt. #: Suite 302
- City*: Suwanee
- State*: Georgia
- ZIP Code*: 30024
- Comment: NONE

*=Required fields

Update

PASS - Enhanced 911 service supported

Customer Service Pocket Guide www.claritytel.com Refresh

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.