

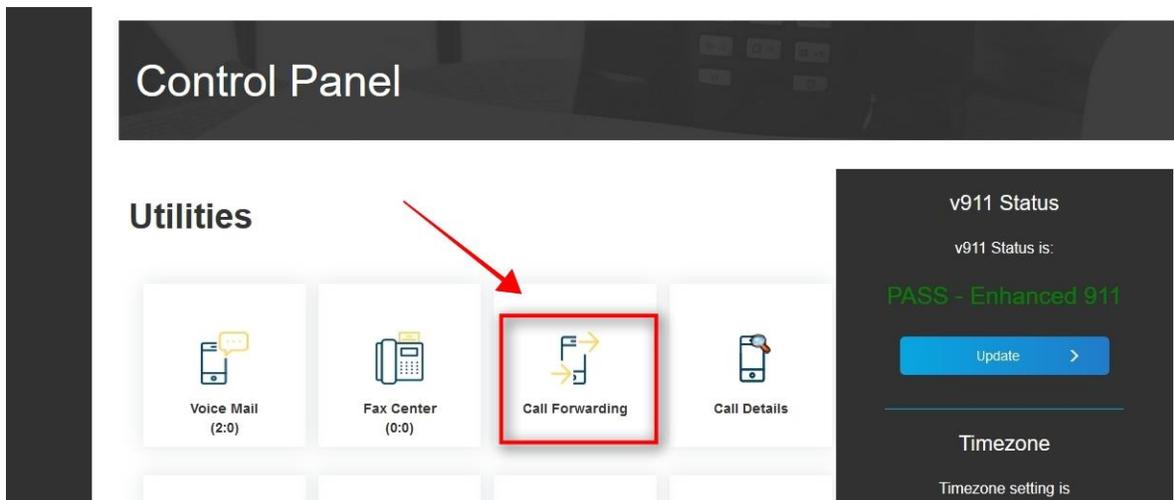


CLARITYTEL

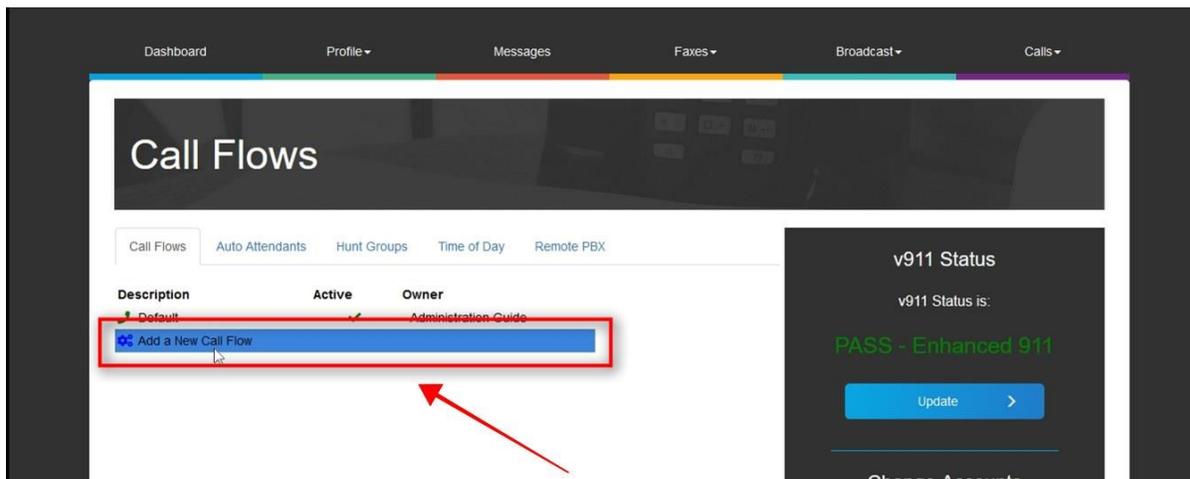
Forward your phone line



STEP 1: From the main page of your Clarity dashboard click the "Call Forwarding" button as shown.

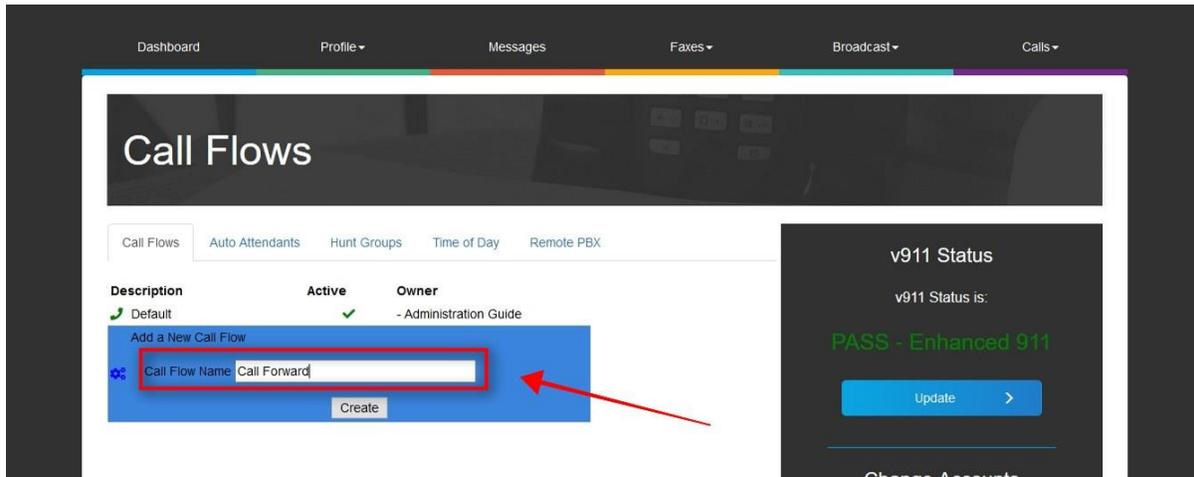


STEP 2: Click the "Add a New Call Flow" link.

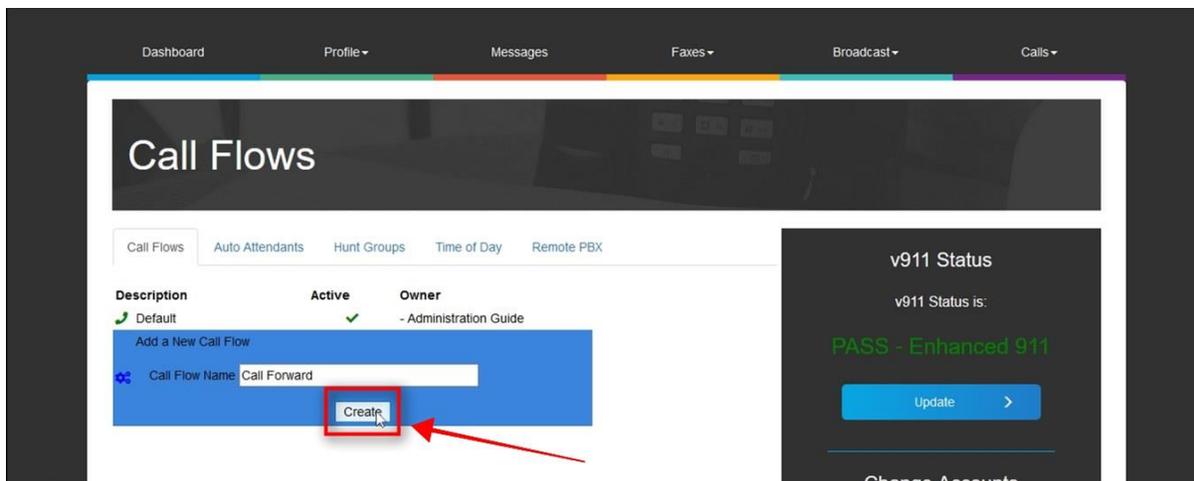


STEP 3: Click in the "Call Flow Name" field and type in a name for the Call Flow.

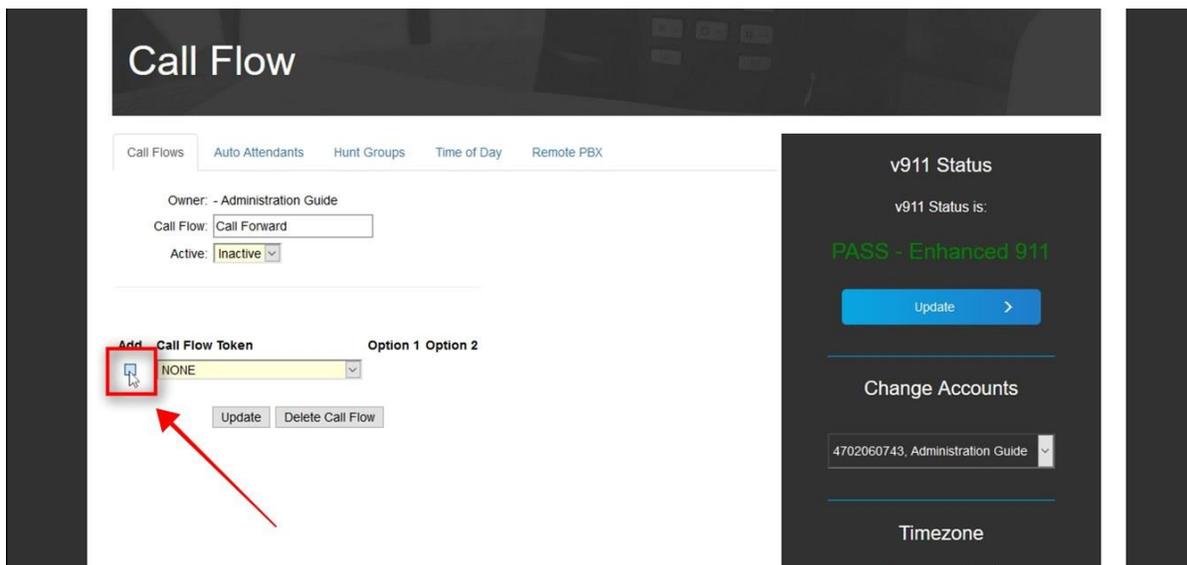
NOTE: The name describes the call flow i.e. 'Call Forward' or 'Forward to Cell'.



STEP 4: Click the "Create" button.

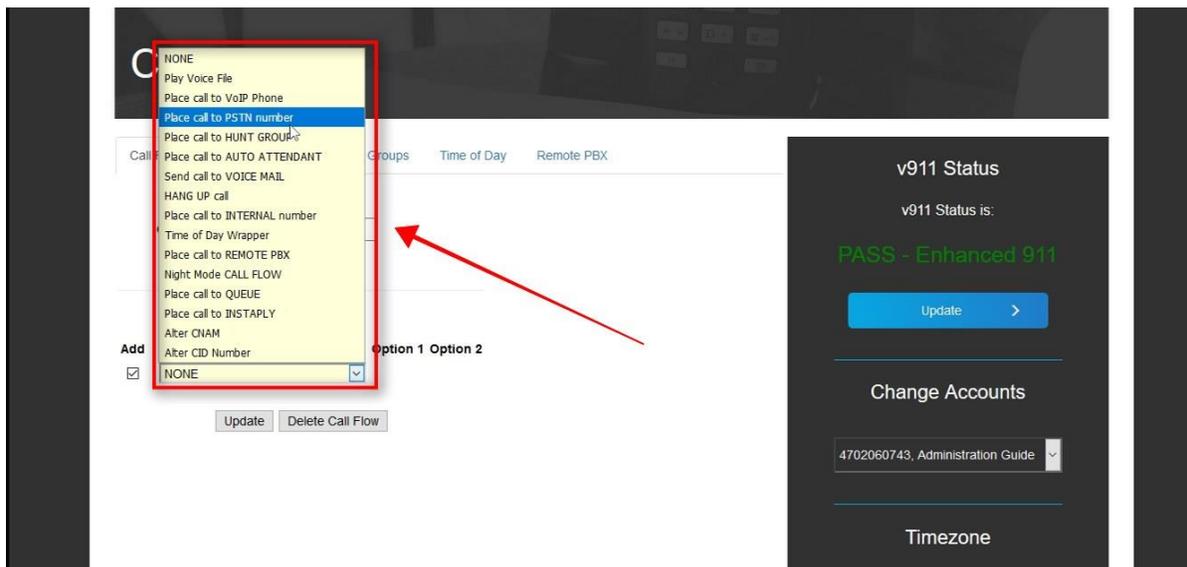


STEP 5: Click in the "Add" box as shown below.



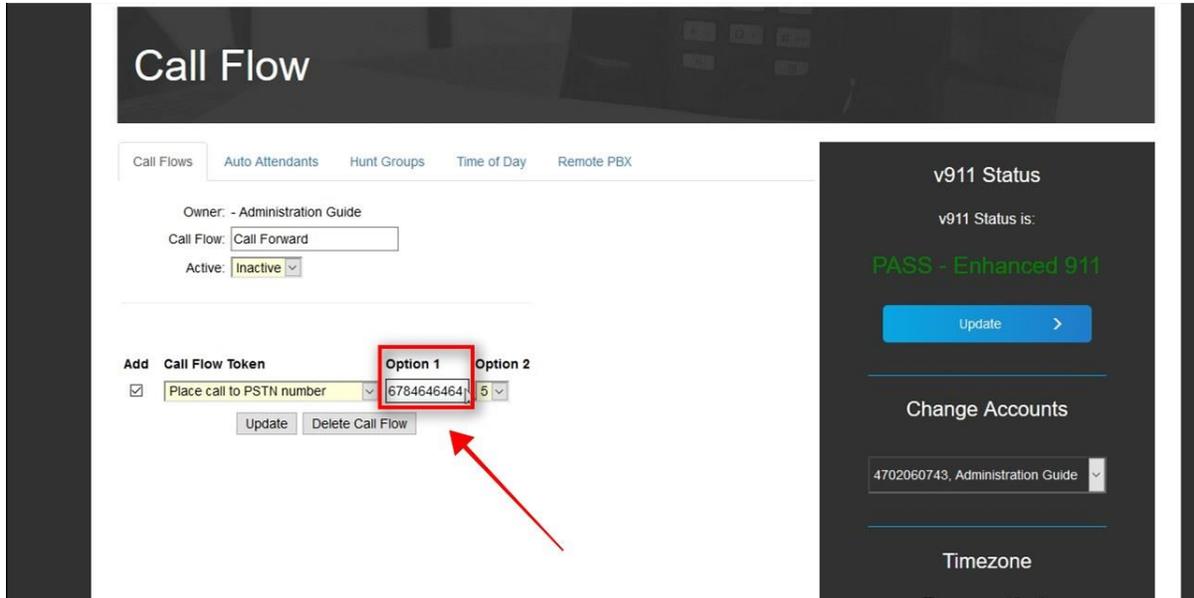
STEP 6: Click in the "Call Flow Token" drop-down and select "Place call to PSTN number."

NOTE: A PSTN number is a non-Clarity number i.e. cell, office, home phone number, etc.



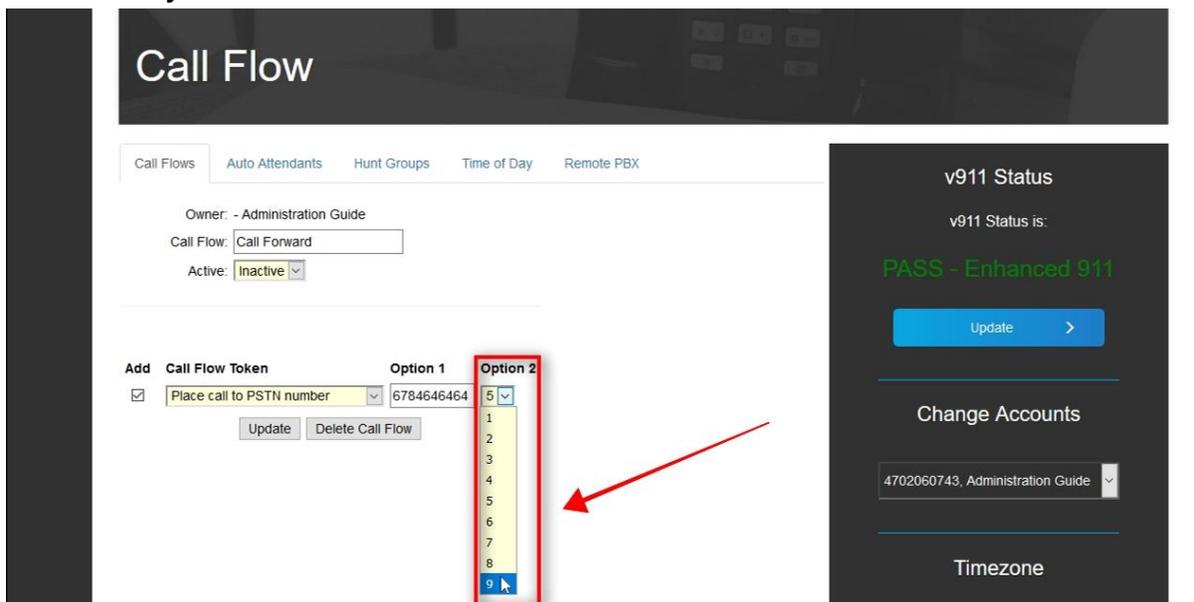
STEP 7: Click in the "Option 1" field and type in the 10-digit number where you want your line to be forwarded.

NOTE: You do not have to put a 1 before the number

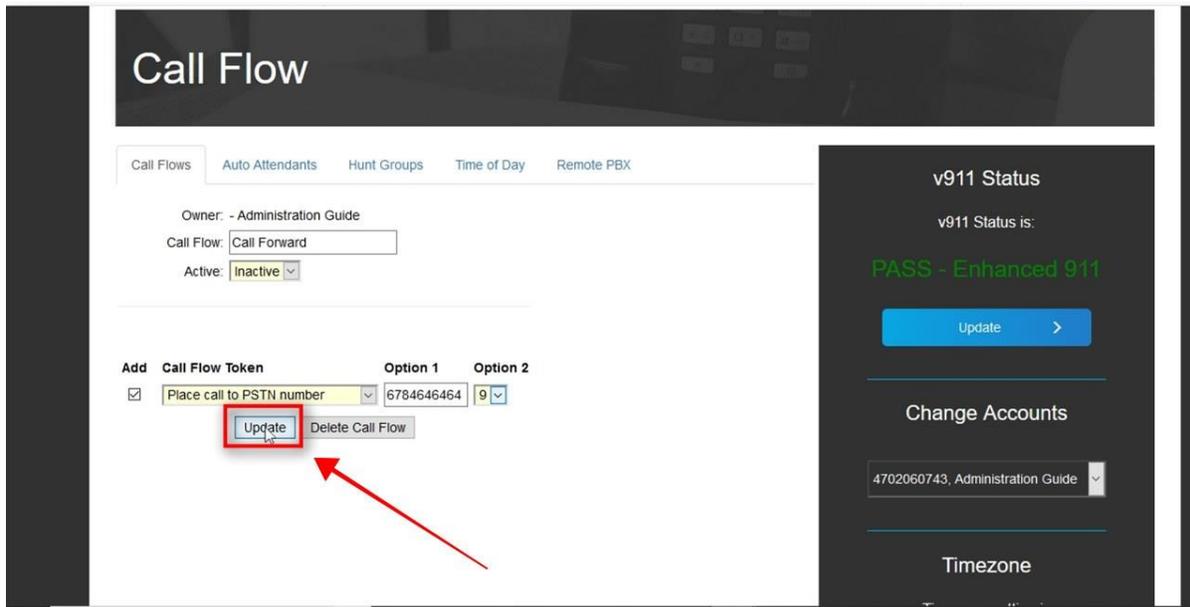


STEP 8: Click in the "Option 2" drop-down and select the number of rings for your forwarding number.

NOTE: Select at least 5 rings. If you would like calls to be forwarded to your non-Clarity line's voicemail then select 9.

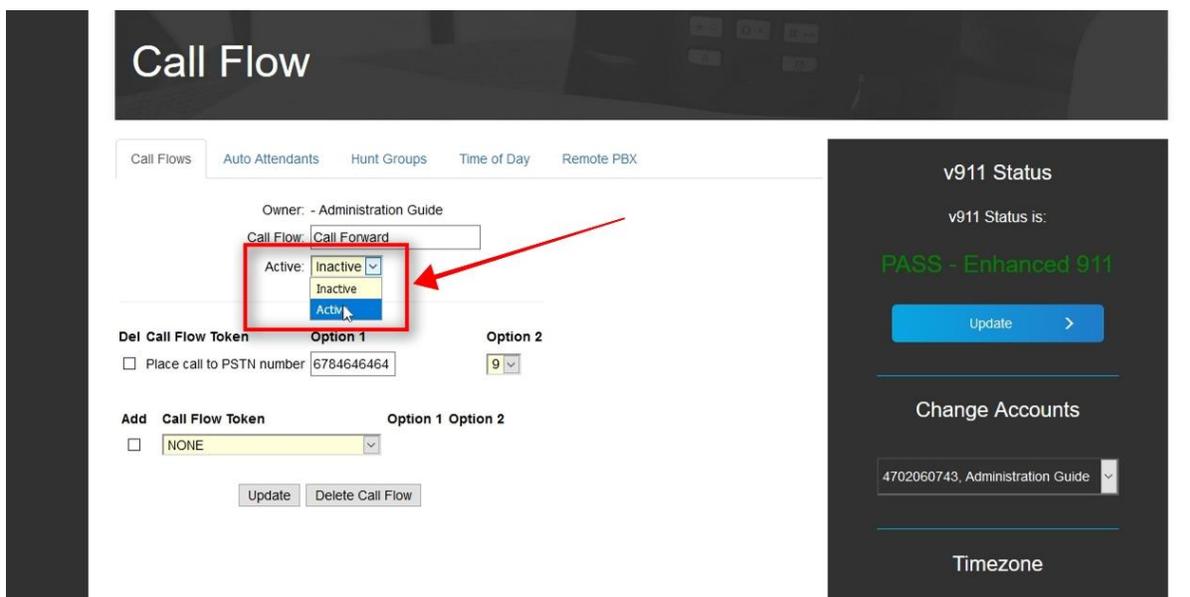


STEP 9: Click "Update" to save your changes.



The screenshot shows the 'Call Flow' configuration page. The 'Call Flow' is named 'Call Forward' and is currently 'Inactive'. A table below shows a 'Call Flow Token' with the text 'Place call to PSTN number', 'Option 1' value '6784646464', and 'Option 2' value '9'. The 'Update' button for this token is highlighted with a red box, and a red arrow points to it from the right. On the right side of the page, the 'v911 Status' is 'PASS - Enhanced 911' and there is an 'Update' button.

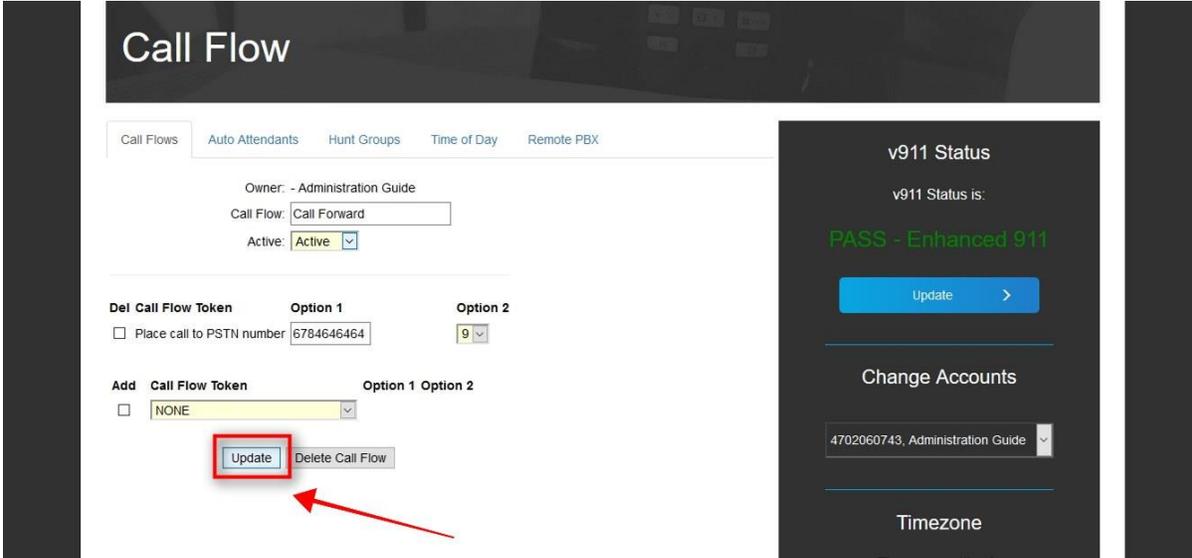
STEP 10: Click in the "Active" drop-down and select "Active".



The screenshot shows the 'Call Flow' configuration page. The 'Call Flow' is named 'Call Forward' and is currently 'Inactive'. The 'Active' drop-down menu is open, showing 'Inactive' and 'Active' options. The 'Active' option is highlighted with a red box, and a red arrow points to it from the right. Below the table, the 'Update' button is visible. On the right side of the page, the 'v911 Status' is 'PASS - Enhanced 911' and there is an 'Update' button.

STEP 11: Click the "Update" button to activate your call forwarding.

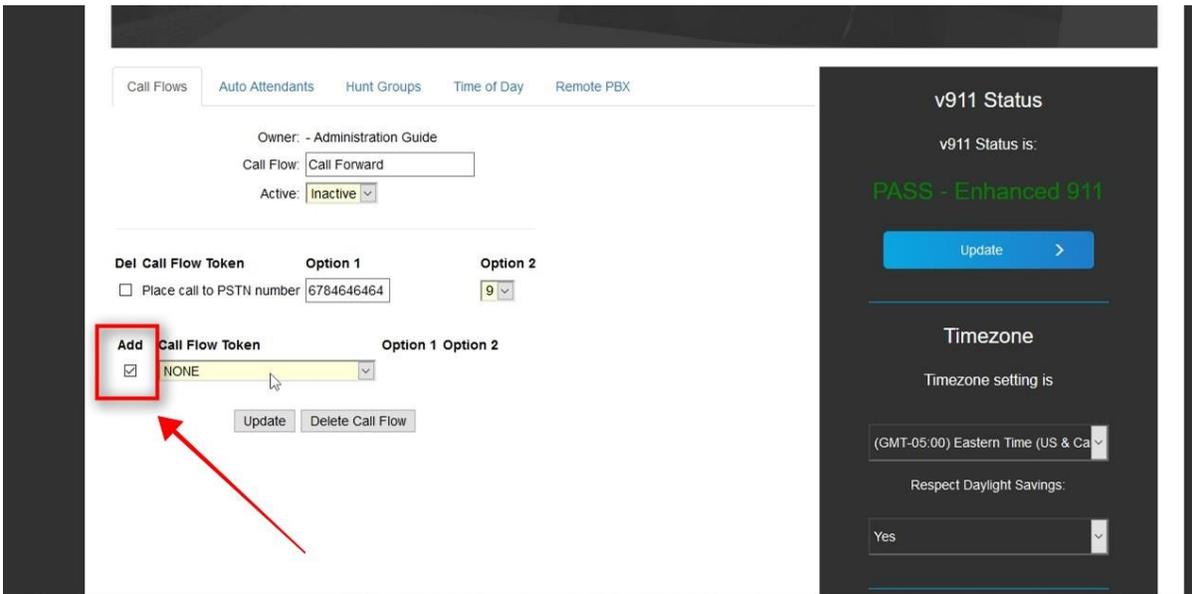
NOTE: Calls will now be forwarded to your non-Clarity number.



The screenshot shows the 'Call Flow' configuration interface. The 'Call Flow' is named 'Call Forward' and is currently 'Active'. The 'v911 Status' is 'PASS - Enhanced 911'. The 'Update' button is highlighted with a red box and a red arrow pointing to it.

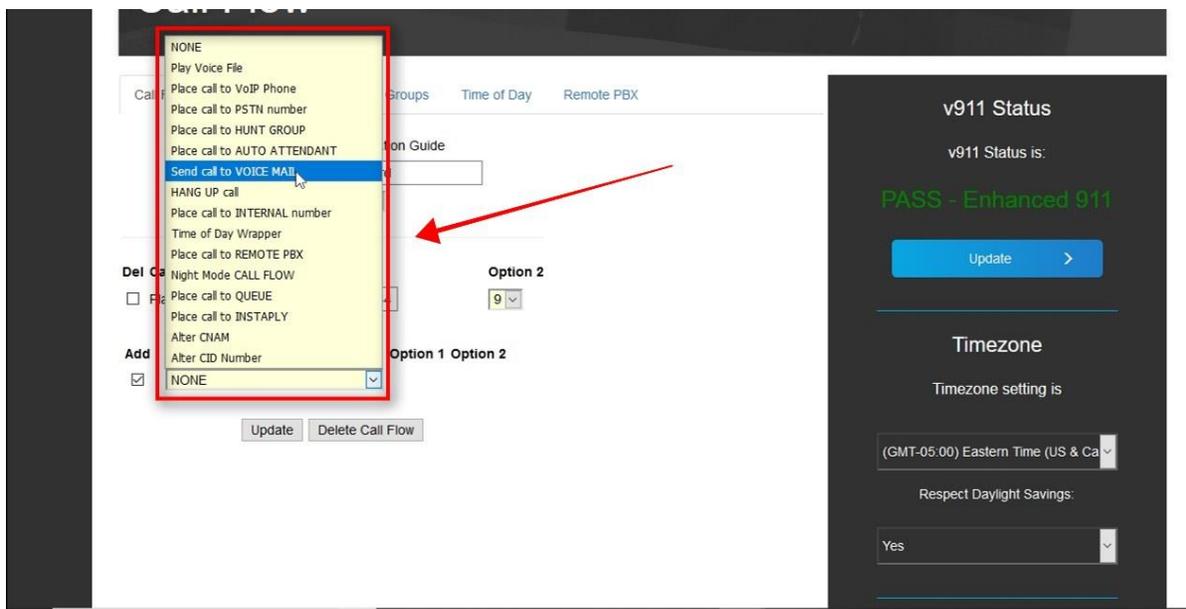
STEP 12 (Optional): To send calls to your Clarity voicemail when your forwarding number does not answer then Click in the "Add" box.

NOTE: If you decide to use this step then change the number in option 2 to 5.



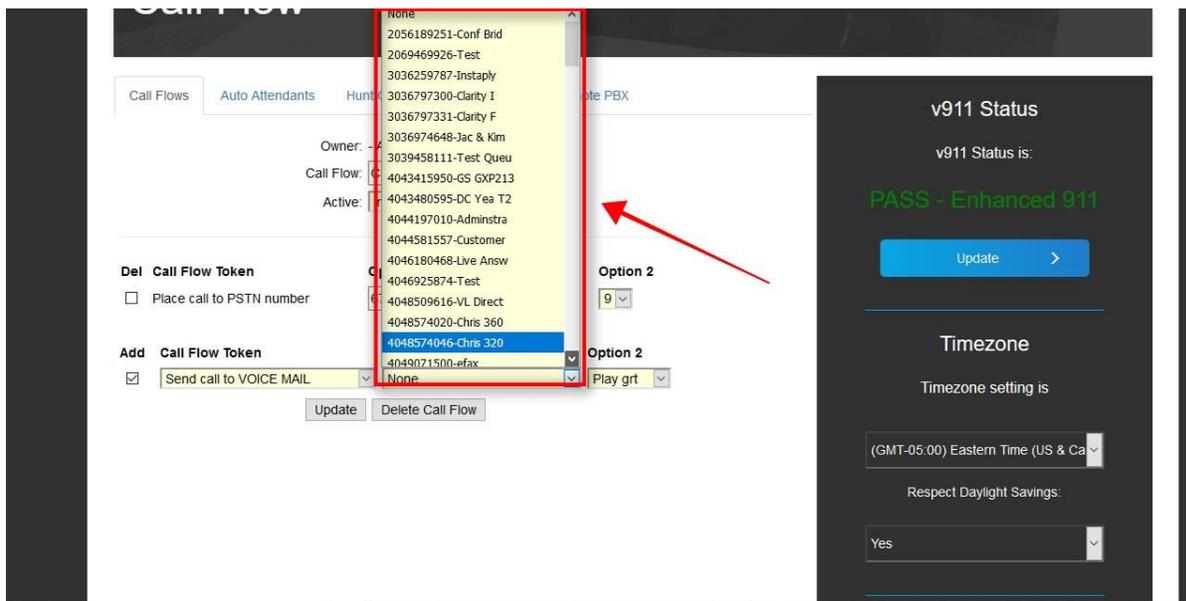
The screenshot shows the 'Call Flow' configuration interface. The 'Call Flow' is named 'Call Forward' and is currently 'Inactive'. The 'v911 Status' is 'PASS - Enhanced 911'. The 'Add' checkbox is highlighted with a red box and a red arrow pointing to it.

STEP 13: Click in the "Call Flow Token" drop-down and select "Send call to VOICE MAIL".



STEP 14: Click in the "Option 1" drop-down and select the current line.

NOTE: Callers will be sent to the voicemail of the line that you select. Select an alternate Clarity line from the drop-down if you want to send callers to voicemail for that line.



STEP 15: Click in the "Option 2" drop-down and select whether you want callers to hear a greeting when they are sent to voicemail. If you do not want callers to hear a greeting then select "Tone only" from the drop-down.

NOTE: If you haven't recorded an unavailable greeting then the default system greeting will play when "Play grt" is selected.

The screenshot displays a web-based configuration interface for call flows. The main area is titled "Call Flows" and includes tabs for "Auto Attendants", " Hunt Groups", " Time of Day", and " Remote PBX". The current configuration is for an "Owner: - Administration Guide" with a "Call Flow: Call Forward" and "Active: inactive" status.

Under the "Del Call Flow Token" section, there are two options:

- Option 1:** "Place call to PSTN number" with a value of "6784646464".
- Option 2:** A dropdown menu currently set to "9".

Under the "Add Call Flow Token" section, there is one token:

- Option 1:** "Send call to VOICE MAIL" with a value of "4702060743-Administr".

Below the "Add Call Flow Token" section, there are "Update" and "Delete Call Flow" buttons.

On the right side of the interface, there is a "v911 Status" section showing "v911 Status is: PASS - Enhanced 911" and an "Update" button. Below that is a "Timezone" section with "Timezone setting is: (GMT-05:00) Eastern Time (US & Ca)" and "Respect Daylight Savings: Yes".

A red arrow points to the "Option 2" dropdown menu in the "Add Call Flow Token" section, which is currently open and shows three options: "Play grt", "Play grt", and "Tone only". The "Play grt" option is highlighted with a red box.

STEP 16: Click the "Update" button to complete your call forwarding.

The screenshot displays the Claritytel administration interface for configuring call flows. The top navigation bar includes tabs for Call Flows, Auto Attendants, Hunt Groups, Time of Day, and Remote PBX. The main content area shows the configuration for a call flow named "Call Forward".

Owner: - Administration Guide
Call Flow: Call Forward
Active: Inactive

Del Call Flow Token

Call Flow Token	Option 1	Option 2
<input type="checkbox"/> Place call to PSTN number	6784646464	9

Add Call Flow Token

Call Flow Token	Option 1	Option 2
<input checked="" type="checkbox"/> Send call to VOICE MAIL	4702060743-Administr	Play grt

The "Update" button for the "Send call to VOICE MAIL" token is highlighted with a red box and a red arrow pointing to it. Other buttons include "Delete Call Flow".

v911 Status

v911 Status is:
PASS - Enhanced 911

Update >

Timezone

Timezone setting is
(GMT-05:00) Eastern Time (US & Ca
Respect Daylight Savings:
Yes

For additional assistance please call Clarity Support at 866-399-8647 or email support@claritytel.com.