

Congratulations on activating your Clarify toll-free number! Your own business toll-free number can be a highly effective tool for managing and growing your business. Prospects and customers alike will perceive your business as a professional and credible operation, making it easier for you to develop new relationships and ultimately new opportunities. Your Clarify telephone system is powerful, feature-rich tool to help you streamline more of your processes will making a lasting impression with each and every one of your callers.

## What is a “Virtual” Toll-Free Number?

Your Clarify toll-free number is a powerful tool that is 100% hosted and supported for you. There is no hardware or software to purchase and no complicated set-up or installation is required. Simply record your greetings, set your touch-tone menu options and forwarding numbers and you'll be up and running in less than an hour. Your Clarify number is not only gives your business the professional and credible image your prospects expect, it's a valuable marketing and pre-qualification tool that delivers 24 hour pre-recorded information to your prospects, showcasing your offer and your brand to an unlimited number of callers in a manageable, easy to operate solution.

Even the smallest business can project a Fortune 500 image without the hassle and expense of traditional phone solutions. Plus...with enhanced features like online voice mail retrieval, paperless faxing, and detailed call reporting, you are truly empowered to communicate like never before.

## Primary Features built into your Clarify Toll-Free Number

Your toll-free number includes several enhanced features including:

- Live call forwarding to multiple phone numbers (home, office, cell) simultaneously.
- *Announce-your-name* feature for live call screening to make sure you only speak with the people you want to. Take calls live or send callers to voice mail. It's your choice.
- Create up to 10 touch-tone options for transferring to additional team members or 24-hour recorded information on demand.
  - Example:
    - Press 1 for sales
    - Press 2 For customer service
    - Press 3 for information about product A
    - Press 4 for information about product B
    - Press 5 to speak with Steve
    - Press 6 to speak with Cindy
    - Press 0 to leave a message in our general voice mail

- Paperless E-faxing. Your Clarify number also acts as a dedicate fax line. It automatically accepts faxes. Once received, you can save, view, print, and forward faxes online. Print right from your computer or even forward to another fax machine.
- Record your own custom pre-recorded greetings with product promotions, specials and other information that will market and pre-qualify your prospects 24/7.
- Make calls anywhere using your Clarify number as a virtual calling card. Call in and dial any number wherever you are and enjoy low long-distance rates of 4.9 cpm.
- Capture every number that calls your toll-free and monitor inbound traffic right from your online Inbox. Access detailed call reporting to check your call volume by day, week, or month.
- Block phone numbers, prefixes or numbers from entire area codes from abusing your number.
- Check voice mail, fax, and e-mail messages online wherever you are. Also, record, transfer, and place calls on hold.

### Setting-up your Toll-Free Number

Login online using the Username and Password provided in your confirmation e-mail received after successfully activating your account.

To call into your system to listen to voice mail or to set-up your recordings and configuration settings over the phone, first set your access code in the SETTINGS section once logged-in.

To access SETTINGS, click the SETTINGS link at the upper right hand corner of the Inbox screen. Under the PHONE & FAX section, select the Access Code option and enter your desired access code between 5 and 7 digits. Click UPDATE to complete. To access your number over the phone to make a recording, call your number, press \* (star) immediately upon answering and follow the directions to enter your new Access Code. Then, follow the prompts. Select option "4" for Configuration options.

### Recording your Main Greeting

The TOUCH TONE AND CALL HANDLING section in SETTINGS is used to configure your main greeting, touch-tone recordings and voicemail prompt. Greetings are stored as .wav files in your online File Manager under the FILES tab once logged-in online. Create your recordings by calling your number and following the prompts, or record through your computer and upload the .wav file in 8 kilohertz, 8-bit mono format to your Online File Manager.

Once recorded or uploaded follow these steps:

1. Click on SETTINGS at the upper right of your Inbox screen.
2. Under PHONE AND FAX click TOUCH TONE AND CALL HANDLING.
3. Select the window containing MAIN GREETING, click the drop down menu and choose SELECT GREETING
4. A new window appears. Browse for the recording file recently recorded over the phone or uploaded from your computer, select it, and then click OPEN.
5. The name of the new file will appear in the drop down menu and will be the primary recording played when people call your number.
6. It is recommended that you create a folder in your Online File Manager titled "Phone Greetings", in which to store and organize all phone greetings in a single folder. It is also recommended that each recording be given a unique name for easy identification. The default name given to all new greetings is "New User Greeting." To create a unique name for each recording, simply double click the recording file from your Online File Manager.

NOTE: When making changes to your touch-tone menu, be sure to click the "Update" or "Save" button to ensure all changes take effect. When recording new greetings over the telephone, you will be prompted to set recordings as main greetings, voice mail prompts, or touch tone options. These options may be configured over the phone or online in the SETTINGS section of the account holder's ClarifyOffice account.

### Customizing your Touch-Tone Options

In SETTINGS under the Phone and Fax section, the touch-tone options enable a certain greeting to be played or action to happen when the caller presses that key on their touch-tone pad. Any one of the following options can be set to any specific touch-tone option:

- Live call forwarding - forwards calls to multiple numbers simultaneously
- Pre-recorded greeting – 24/ audio-on-demand
- Voicemail – Sends the caller to voice mail
- Call transfer – Transfers the caller to an outside line
- Fax-on-Demand – Allows the caller to receive fax documents automatically

To set a greeting as one of your touch-tone recordings, click the drop down menu within the TOUCH TONE CALL HANDLING screen in SETTINGS, click SELECT GREETING from within the designated touch-tone number. When the new window pops up select the corresponding greeting file from your File Manager and click "Open." Click UPDATE. This recording will now play on this touch-tone option when the caller presses the corresponding number on their key pad. When a recording is finished playing, if the caller does not select another option, the call will automatically rollover to voicemail.

### Uploading a Greeting from your Computer

To set recordings as greetings, first upload the sound file into your File Manager. Follow these steps:

1. Click the FILES tab at the top of your main Inbox screen once logged-in.
2. Click the NEW button at top left and select GREETING from the drop-down.
3. Browse your computer, select the file, and then click "Upload." This will place the file in your "My Online Files" folder inside your ClarifyOffice File Manager. You can now browse for this file from the "Touch Tone and Call Handling" settings section to have it play as the main greeting, voicemail, or on a particulate touch-tone option.

Alternatively, you may record a greeting telephone using these steps:

1. Call your Toll-Free Number directly, press \* (star), and enter your access code.
2. Select "Configuration Options" (touch-tone 4).
3. Follow the prompts to record a greeting directly over the phone.
4. The greeting will automatically be stored in your ClarifyOffice File Manager with the file name "New User Greeting." As mentioned, it is recommended that rename each greeting with a unique identifier. Simply double-click on the file and from the properties window edit the name of the file. Be sure to click SAVE.

### Setting up your Call Forwarding and "Follow-Me" numbers


Live call transfer or Follow-Me offers the capacity to have calls forwarded to one or more people at multiple forwarding numbers at the same time such as your home, office, and cell phones. To set up Follow Me, follow these steps:

1. Login to your ClarifyOffice and click SETTINGS at the upper right.
2. Under PHONE AND FAX select FOLLOW ME NUMBERS
3. Select the Touch-Tone/s or you would like designated as forwarding extensions
4. Click the ADD button at the bottom of the window to add a specific 10 digit forwarding number. You may add up to three numbers per forwarding extension.

Once set, when callers press the designated touch-tone/s, i.e. 1 for example, the caller will go on hold, music will play while the system is attempting to transfer the call. It will call up to three forwarding numbers at the same time, and then go to the next three in on the list. This could be a different person in your organization who will receive the transfer if the initial person does not answer.

### Checking your Voice Mail messages?

There are two ways to check voice mail, either over the telephone or online through your ClarifyOffice Inbox. To check messages by phone, call your number and enter your access code. To check messages online simply log into your ClarifyOffice Inbox. There is never a charge to listen to your messages online. Standard toll-free charges apply when calling your toll-free number. Whenever possible, you will want to check

messages online. Once logged in, click the speaker  icon next to the caller ID. This will open your media player and play the message through the speakers on your computer. It works most effectively using Windows Media Player.

### Retrieving Faxes

Your Clarify number also acts as a paperless e-fax solution. To receive faxes, simply give the sender your toll-free number. The system will automatically detect the fax tone and your fax message will appear in your Inbox alongside your e-mails and voicemails. Once logged-in, you can open, view, save, forward, or print your faxes right from your Inbox.

### Additional Features and Tips

Press (pound) #4(H) – During a call, places caller on hold. Caller will hear custom on-hold music or system default if none is specified. Press (\*) star to take the caller off hold.

Press (pound) #7(R) - Record conversation. Press star (\*) to stop recording - will be delivered to Inbox like a message.

Press (pound) #8(T) - Transfer call. User is prompted for number to dial, call is connected and caller can talk with connected party before transferring call. Press 8(T) to finish transfer or star (\*) to abort. Caller will hear custom on-hold music or system default if none is specified.

Press (pound) #2(T) – To allow caller to leave voicemail, and listen to message while caller is leaving it. You can press touch-tone at any time to take the call live.

### Sample Main Greeting Script

*Thank you for calling ABC Associates, your home loan specialists. Please choose from the following options.*

*To get pre-qualified now for a new purchase or refinance, press 1 to speak with a licensed loan officer.*

*For purchase transactions, Press 2 now*

*For recorded information on our latest loan programs, Press 3 now*

*For a directory of extensions, Press 4 now*

*To receive a mortgage application by fax, Press 9 now.*

*To leave a message in our general voice mail, Press 0.*

*Please make your selection now, or Press # to hear these options again.*