

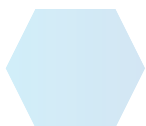
Setting up Vacation Mode

ConnectMeVoice Phone

This document is designed to guide you through the process of setting up your phones for Vacation Mode and getting greeting assigned to a temporary Voicemail during the timeframe. This will guide you through the ConnectMeVoice Clarity Portal to set this up as well as how to record a greeting via your handset.

1. First you will need a user account for the Clarity Portal at <https://smartpathtech.clarityucaas.com/home>. If you do not have one already. Please contact us and we can create one for you.
2. Once you have this access you will need to login and go to the Call Flow

The screenshot displays the SmartPath Technologies Clarity Portal interface. The top navigation bar includes the company name 'Smartpath Technologies' on the left, and user information 'User - User1', 'Client Name [Account#]', and 'Central Standard Time' on the right. A left-hand sidebar menu contains various navigation options: Home, MSP Dashboard, Messages, Features, HUD, Settings, Reporting, Administration, Devices, Extension Manager, Call Flow (highlighted in blue), Phone Numbers, Pointers, Customer Search, Switch Extension, and Support. The main content area is titled 'Call Flow' and features a search bar at the top. Below the search bar, there are expandable sections for 'Auto Attendant' and 'Routing Extension'. The 'Routing Extension' section is currently expanded, showing a 'Main Line Number' field with a 'Next →' button, and a list of three extensions: 'Extension 1', 'Extension 2', and 'Extension 3'.



3. Click on the Next Button and then Select the Vacation Step

The screenshot shows the 'Call Flow' configuration page. At the top, there is a navigation bar with a hamburger menu icon and the text 'Call Flow'. Below this is a horizontal flow diagram with five steps: 1. Extension, 2. Vacation (highlighted), 3. Office Hours, 4. Routing, and 5. Default. Navigation arrows are present at the beginning and end of the flow. Below the flow diagram is a 'Vacation Settings' section. It contains a text box explaining that vacation settings determine what happens to a call when the selected date(s) are enabled, and that a single date or multiple dates may be selected. Below this is a form with the following fields: 'Action' (set to 'Transfer Call to Extension'), 'Extension' (set to '902 - Alternate Voicemail'), 'Start Date' (set to '08/03/2023 05:00 PM'), and 'End Date' (set to '08/11/2023 05:00 PM'). There is also a 'Suspend Notifications' toggle switch which is currently turned on. A blue 'Save' button is located at the bottom of the form.

4. Set the options as you see above, modifying for you specific setup. Extension numbers may be different.
5. Save this configuration.
6. Next you will need to record a greeting.
7. From your phone dial * 94 + your extension number from above.
8. Enter the PIN. If you don't know this, then you will need to reach out to us and we can reset this for you.
9. Follow the prompts to manage the greetings and record a new one.
10. Save and hang up.
11. You should be all set!

