

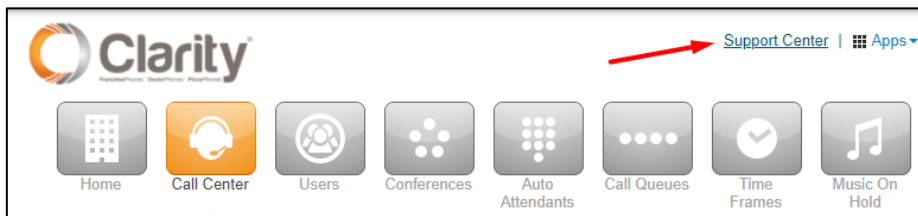
Clarity Desktop Pro (CDP) User Guide for Windows

Overview

CDP is a SIP-based VoIP softphone available for Windows, enabling seamless communications whether you're at your desk or working from home. Simply download and sign-in using your Clarity Portal login and you'll enjoy the same superior audio quality and features as your desktop phone. NOTE: this is a Call Center Add-on product. If you do not have the Call Center Add-on, contact your Account Executive.

Configuration

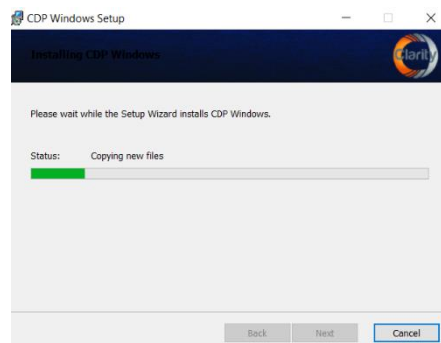
1. Navigate to <https://portal.clarityvoice.com>
 - a. Login: extension@domain (i.e., 200@handyman)
 - b. Password: (your portal password)
2. Click the **Support Center** link at the top of the page to launch the Support dashboard



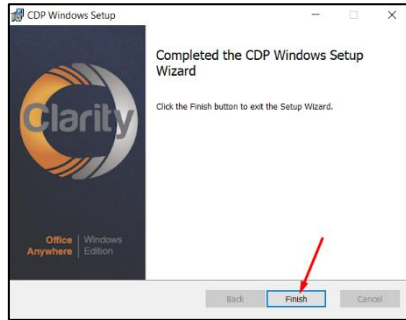
3. Navigate to Products > Phones > Clarity Desktop Pro (CDP)
<https://my.clarityvoice.com/product-documentation/phones/#> where you'll find both a Windows and Mac version download link
4. Click on the Windows icon to download the installer



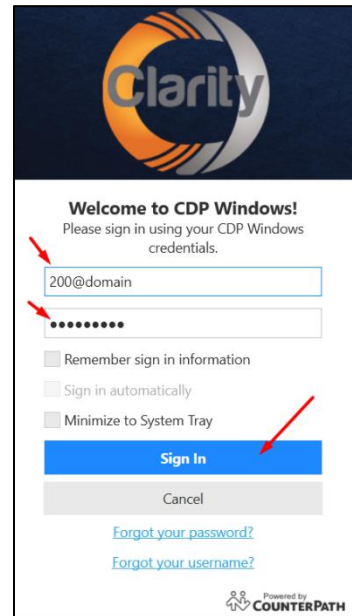
5. Open the installer and click Yes, to allow the installer to download



6. Click Finish

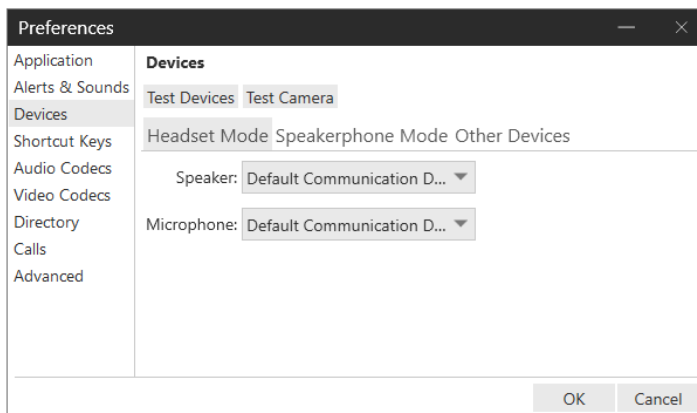


7. Login to CDP using your Portal login and password, then click **Sign In**

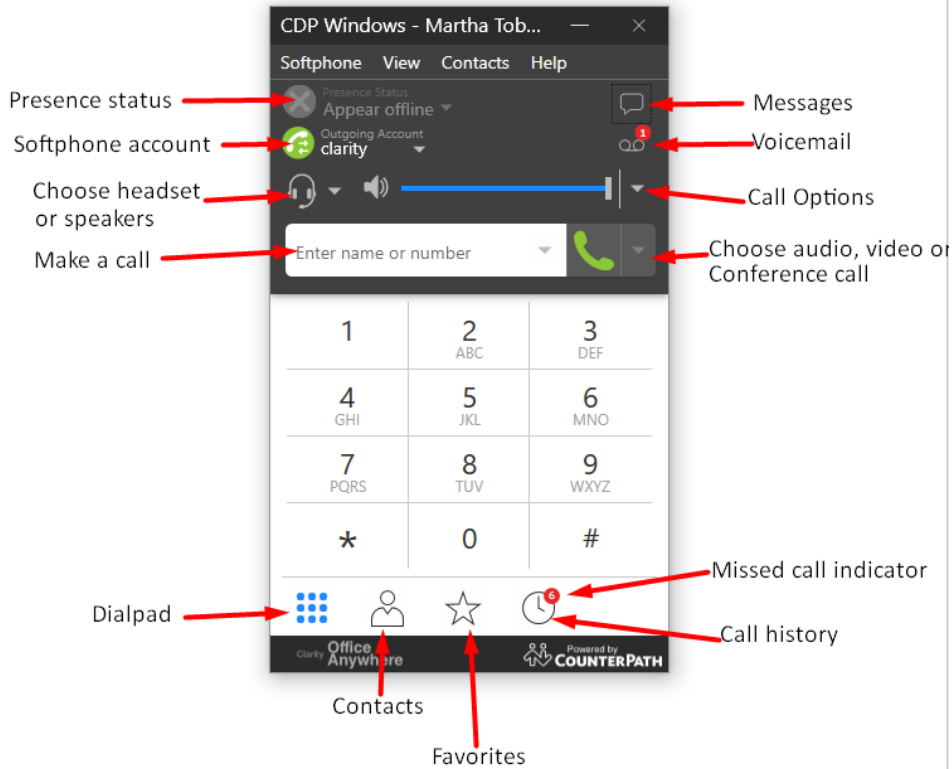


Connect your Headset

1. Select Softphone > Preferences > Devices
2. Choose your Headset Mode and click **OK**

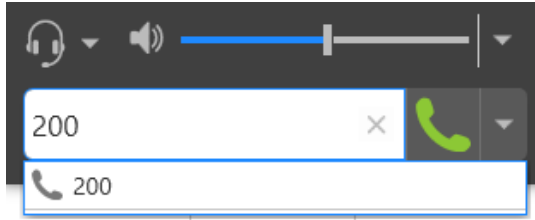


Getting to know Clarity Desktop Pro

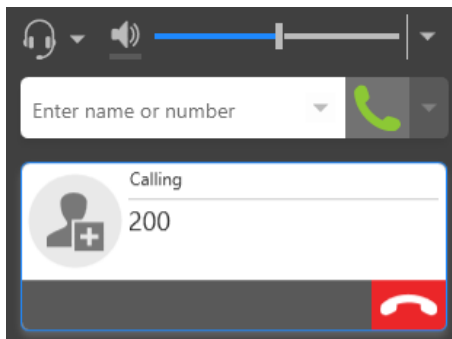


Call Handling

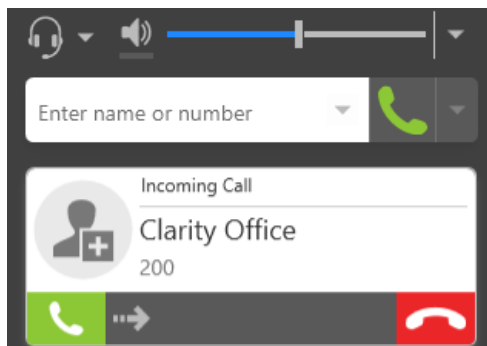
Make a call by entering the internal extension or external phone number you wish to dial



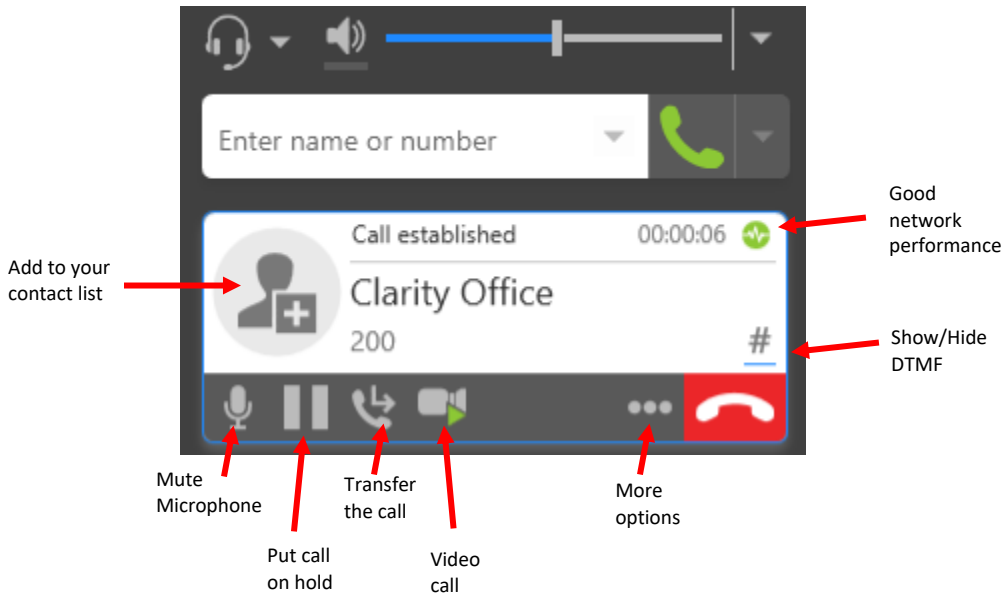
Press the green handset icon to connect the call. Press the red handset icon to hang up the call



To answer an incoming call, click the green handset icon

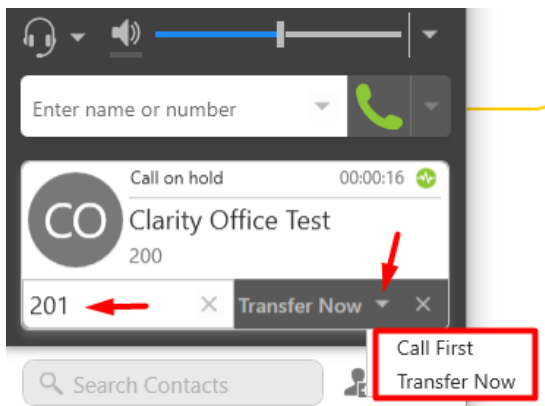


Calls

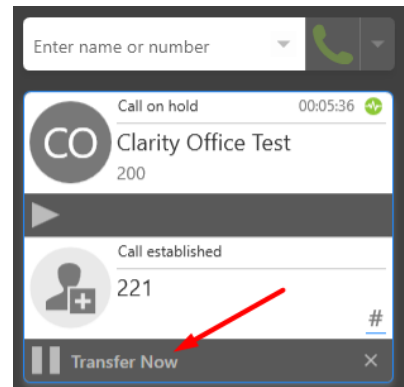


Transferring Calls

Click **Transfer the Call** and the caller will be put on hold. Enter an internal extension or the 10-digit external number and click the dropdown next to Transfer Now:

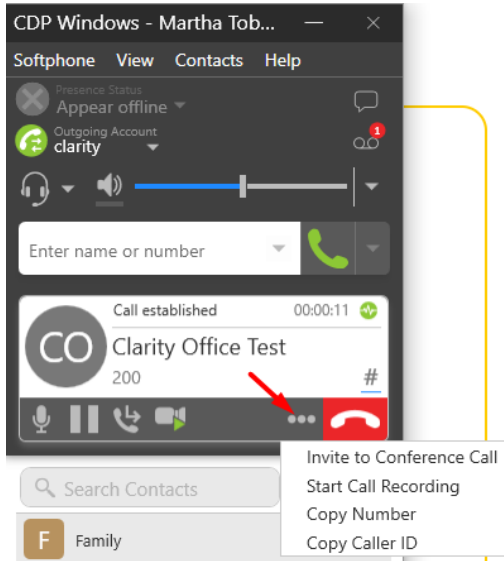


- **Call First** = Select *Call First* for an Attended or Warm Transfer. You can speak with the person you wish to transfer to, prior to transferring the call. Once the party answers the call, click **Transfer Now** to complete the transfer
- **Transfer Now** = Select *Transfer Now* and the call will immediately transfer to the person you're transferring to

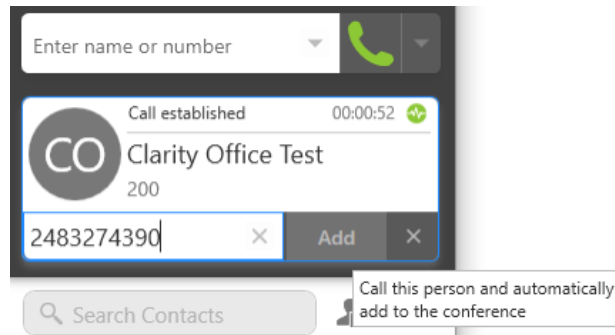


Conference Calls

Start a conference call. While on an active call, click the 3-dots for a dropdown menu. Select Invite to Conference Call

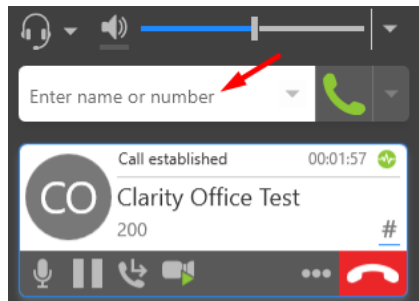


Enter the internal number or 10-digit external number of the person you wish to add to the conference call, then click Add. The 3rd person will automatically be added to the conference

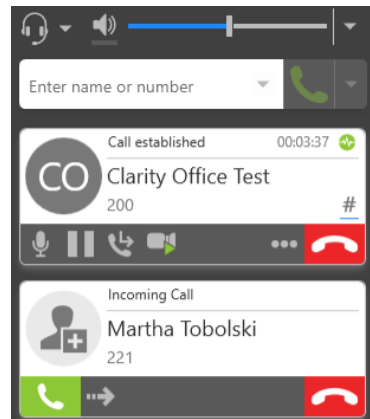


Handling Multiple Calls

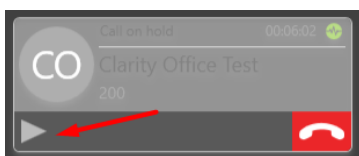
While on an active call, enter the internal extension or external phone number in the *Make a Call* box above. Press the green icon and the first caller will automatically be placed on hold.



If you're already on a call and a second call rings your phone, simply click the green handset to answer the call and the first caller will be placed on hold.

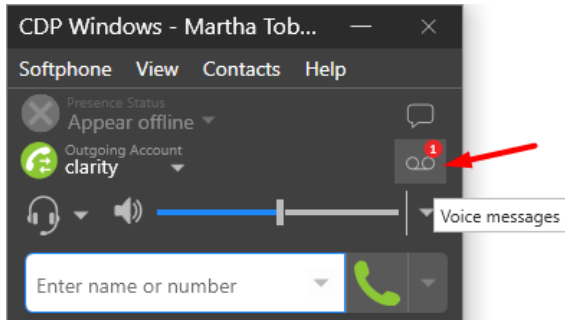


Click the arrow to take the call off hold

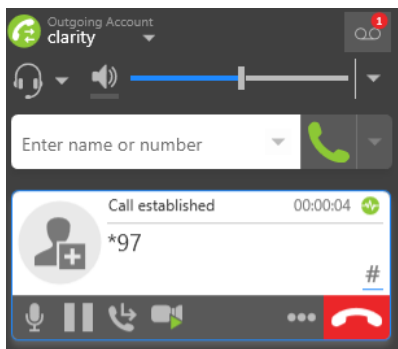


Voicemail

The red notification dot on your voicemail icon will indicate if you have a new voicemail message. Click the voicemail icon to access your voicemail messages.



The softphone will dial into your voicemail box. Enter your Access Code, followed by #. Follow the voicemail menu to listen/save/delete your messages. Press the red icon to hang up the call after listening to your messages.



Softphone Options

Contacts – can be imported but will not automatically sync with the Clarity portal

Online Status – use the Clarity Portal for your Online Status

Video calling – use the Clarity Video Anywhere (CVA) product for video calls

System Requirements

System Requirements	
Processor	Minimum: Core 2 Duo 2.1 GHz Recommended: i5 / i7 2.4 GHz and above
Memory	Minimum: 4GB RAM Recommended: 8 GB RAM and above
Hard Disk Space	400 MB (Install/Upgrade, 200 MB operation)
Operating system	Microsoft Windows 7 SP1 * Microsoft Windows 8.1 (Desktop mode) * Microsoft Windows 10 (Creators Update recommended), including 2 in 1 tablet support * macOS X 10.13 (High Sierra) macOS X 10.14 (Mojave) macOS X 10.15 (Catalina)
Connection	*For Bria 5 for Windows, desktop devices must support .NET. IP network connection (broadband, LAN, wireless); Constant Internet connection

