

Clarity's Watchdog Service™

To Internet Service Provider (ISP):



1

High Speed Business Class Internet from ISP (Cable, Fiber). Satellite and LTE is NOT supported.
Modem provided by Internet Service Provider (ISP)



2

Firewall shipped from Clarity with monitoring software. Supports up to 4 Ethernet connections



* OPTIONAL Wireless Access Point
(not provided by Clarity)

3

Phone handsets shipped pre-configured from Clarity. Connect to network with computer "Ethernet" cables (see inset at right)



* OPTIONAL Jabra
Wireless Headset

Checklist

- ✓ High Speed Internet with Modem
- ✓ Ethernet Cabling from Firewall or Switch
- ✓ Additional Non-Managed Ethernet Switch or Wireless Access Point if Needed

Ethernet Cable



* Customer responsible
for Ethernet cabling

4

Computers may be plugged into the PC port on the back of the phone



IMPORTANT: This document highlights the most important preparations necessary to ensure a smooth adoption of FranchisePhones® and DealerPhones® service by Clarity®. Please review the points carefully and follow the recommendations prior to the activation of your service.

1

High-Speed Internet

High-Speed "broadband" Internet service is required but not provided. FranchisePhones® and DealerPhones® service will work with most high-speed Internet services (with the exception of satellite or LTE).

Clarity **STRONGLY** recommends using a separate Cable/DSL Modem and router. Combination, "all-in-one" units provided by many Internet Service Providers function poorly with VoIP and will likely lead to poor audio quality and dropped calls.

Most Internet Service Providers will install a "STAND ALONE MODEM" instead of a ROUTER at no additional cost. Alternately, cable/DSL modems can often be purchased at a nominal cost from most electronic retailers.

For a more detailed explanation, please see the Clarity Help Pages at <http://support.clarityvoice.com>

2

Router with Voice Optimization

The routers provided by Clarity are tested and certified for voice quality optimization. They are pre-configured when shipped for optimization with the Clarity VoIP network.

FranchisePhones® and DealerPhones® service does not require a router provided by Clarity, however, assistance with call quality issues cannot be offered when using a router not provided by Clarity.

For the voice quality optimization to work, there should be no other network equipment wired in-between the router and the modem.

For a more detailed explanation, please see the Clarity Help Pages at <http://support.clarityvoice.com>

3

Office Network and Cabling

FranchisePhones® and DealerPhones® service uses computer network cables (also called Ethernet or CAT5 cable). The phones from Clarity function as small computers and plug into the office computer network.

The phones cannot connect to the network wirelessly (WiFi), or through regular telephone cabling.

A single computer and a single phone may share one network connection.

Clarity does not support network or computer equipment that is not provided by Clarity. Clarity does not offer on-site visits or installation.

For a more detailed explanation, please see the Clarity Help Pages at <http://support.clarityvoice.com>

For additional information, visit the Clarity Help Pages at: <http://support.clarityvoice.com>

For pre-installation questions, call 800-676-3995 (Option 3)

Note:

FranchisePhones® and DealerPhones® services are Voice over Internet services that depend upon third party services not under Clarity's control. This document and the referenced web site offer recommendations on those services however, Clarity assumes no responsibility for accuracy or omissions and is not liable for expense or loss in whole or part pertaining to Clarity or third party services. See the Clarity Terms and Conditions for additional information.

