

Artisan Phone Features Quick Guide

Answer a Second Call

- To answer a second call, press the **Answer** soft key. The first call is automatically placed on hold, and you are connected to the second call.
- To reconnect with the first call, first press the **Scroll** key to highlight the original call, then press the **Resume** soft key.

Put a Call on Hold

- To put a call on hold, press the **Hold** soft key. The associated display line will blink.
- To resume the conversation, press the **Resume** soft key and begin speaking.
- Your phone rings twice every minute a caller is on hold and the handset light flashes to remind you a caller is waiting

Transfer a Call

- To transfer a call, press the **More** soft key, then press the **Trnsfer** (Transfer) soft key. The call is placed on hold and you hear a dial tone.
- Dial the number or extension to which you want to transfer the call and either hang up or wait to announce the transfer. When you hang up the transfer is completed.
- If the party you dialed is unavailable, you can either (1) press the **Resume** soft key to cancel the transfer and speak with the caller or (2) hang up and let the call transfer to the called party's voice mail.

Transfer a Call Directly into Voice Mail

- While on the phone with the caller, press **Trnsfer** followed by 577 and the extension number. Then hang up.

Create a Conference Call

- To create a conference call, establish a conversation and press the **More** soft key.
- Press the **Conf** soft key. The call is placed on hold and you hear dial tone.
- Dial the number of the person that you want to include in the conference.
- When the person answers, inform the party about the conference and then press the **Conf** soft key to add that party to the conference call.

Repeat these steps to add additional parties to the conference. Conferees remain connected and may carry on a conversation while you add additional parties.

Use Do Not Disturb

- To turn on Do Not Disturb, press the **DnD** soft key. The LCD displays *Do not disturb* mode is active.
- To cancel the Do Not Disturb feature, re-press the **DnD** soft key. The LCD returns to standard display.

Forward Your Phone

- Press the **Forward** soft key. *Enter Forwarding Number* appears on your display.
- Enter the number to which you want to forward all of your calls. Note: External forwarding must be allowed for external numbers to be accepted. Be sure to include the outside line access code and area code, if necessary. Up to 20 digits may be entered.
- Hang up the phone or hit the speaker button and the LCD will now show the message *Forwarded to* and the number to which you forwarded all incoming calls.
- To cancel a forwarded line, re-press the **Forward** soft key and hang up.

Note: Unanswered calls forwarded to an external number will roll over to voice mail at that external number. Unanswered calls forwarded to an internal extension will roll over to the voice mail at the original called party's station, not the forwarding destination.

Set Up Speed-Dial Numbers

This feature must be pre-configured by Artisan for you to use the buttons on your 7960 phone, but all users can use * codes to program and use up to 100 speed dials.

- Go off hook or press the **Speaker** button
- TO PROGRAM SPEED DIAL BUTTONS
Dial 74# and the system will prompt you to press the button you wish to program. Continue to follow the system prompts.
- TO PROGRAM * CODE SPEED DIALS
Dial 75# and the system will prompt you to press 1 to program the first number. You will be prompted to enter a 2-digit star code from 00-99 and then the number you wish.
Program including "9" for an outside line, followed by the # key.
Press # to save the number.

Star code speed dials are activated by dialing *3 plus a 2-digit code (00-99). For example, if you wanted to speed dial number 55, you would dial *355.