

Artisan Phone Portal Quick Guide

Manage Your Phone From Your Desktop, Literally!

The Artisan Phone Portal is a web-based application that allows you to manage your calls from your PC through an easy-to-use interface that can be accessed from any broadband connection. However, your PC needs to be connected to your IP phone to enable you to take full advantage of this tool, as all calls are still activated via your phone rather than your PC.

Phone Portal Overview

Directory – provides access to your Corporate directory, which lists all of your company’s extension numbers, as well as your Personal directory where you can add your favorite phone numbers. You can click on any entry to place a call from your phone.



Voice Mail – allows you to play, forward, save or delete voice mail messages or return the call. You can set up voice mail distribution groups and voice mail notification – either via a page or email – that lets you know when you receive messages. You can also change your voice mail password.

Conferencing – provides the ability to schedule meet-me conference calls or find an available time for a conference call in the Artisan system, if allowed by the system administrator.

Call Management – allows you to view and manage your call logs, set up call handling rules, forward your calls and initiate calls from the Phone Portal.

Options -- provides the ability to change your telephone/Phone Portal password, reassign the phone number to a different phone, set up a remote phone to act as your IP phone, set up Click-2-Call functionality, and modify you portal profile.



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Log on to the Phone Portal

- Login to the Artisan Phone Portal at www.artisanvoip.com
- Enter your phone number (without dashes) and your **phone** (not voicemail) **password**, which is set to the last four digits of your phone number.
- You have five tries to enter your information correctly, after which time your account will be locked. You can email support@artisan.tv to have your account reset.
- The “**Click to Call**” checkbox is selected by default to allow you to click on numbers listed in the Phone Portal and place calls from your phone. You can disable this capability if you are not physically near your IP phone to avoid dialing a number and not being able to pick up the handset.

Reset Phone Portal Password

- Under the **Options** tab, enter the new password in **Password** and **Confirm Password** boxes.
- Click **Submit**.

Modify Your Phone Portal Profile

- Under the **Options** tab, go to the **Profile** page.
- You can make changes to the following: Home Page, Rows per Page, Seconds Before Voicemail. Click **Submit**.

Listen to Your Voice Mails

- Go to the **Voice Mail** tab and click on the phone icon to play messages from your phone.
- You can also delete, save or forward them as required.

Forward Your Phone

- Activate basic call forwarding under the **Call Management** tab by clicking on **Edit** next to the default forwarding entry.
- Select an option from the pull-down menu (disabled, find-me, forward-to-number, forward when busy/no answer).
- Input number as prompted

Forward Your Phone (continued)

*Users can also apply time-of-day and week call screening actions by clicking on **Advanced** at the bottom of the **Default Forwarding** screen.*

Create A Find-Me Forwarding List

- Under the **Call Management** tab, click on the **Find-Me** tab.
- Click **Add** to create new list.
- On the **Numbers** page, click **Add** to add a phone number to the list.
- Enter a name and phone number where the phone should be forwarded if you do not answer. Click on **Save**.
- To add more numbers to a list click on the **Edit** button under the **Functions** column next to the list you want to configure.
- Click on **Options** on the **Numbers** page to select **Sequential** or **Ring All** forwarding.
- Go to the **Call Treatment** tab and click on the enable box for your Find-Me list.

Activate Voice Mail Notification

- Select the **Paging** tab on the **Voice Mail** page.
- Select the type of calls you want to be notified of (urgent, all or disable) from the **Notification** pull-down menu.
- Click on the **Pager Type** pull-down menu and select **number, voice call or email**.
- Based on your selection, enter the pager number the phone number or email address you want a notification message sent to.
- In the **Pager Message** enter the text that you want to be sent with a numeric or email page.

