

# Looking for Support?

**Here are 3 easy ways to get help:**

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## 1 *Email the Help Desk*



To auto generate a ticket:  
[help@interwestcorp.net](mailto:help@interwestcorp.net)

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## 2 *Call the Help Desk*



Toll free at 800.759.3960  
& select option 2

.....

## 3 *Customer Portal*



Start a support ticket at  
[www.interwestcorp.net/help](http://www.interwestcorp.net/help)

## Placing Inside Calls

Press the button on your phone with the person's name next to it. OR, lift the handset and dial their extension number.

### Outside Calls

Lift handset, or press speaker, then dial the area code + phone number. If you only dial the 7-Digit local number, you'll need to touch the "send" button on the lower left of the display.

### Hold

Touch the "hold" softkey in the lower left of the display. The line button will flash red. To retrieve the call, either press the "resume" softkey in the lower left of the display, or press the flashing red line button. You can also press the hold to the left of the dial pad to place the call on hold and press that key again to resume the call.

### Park

The park buttons act as an extended hold option where a call can be parked at one extension, and then picked up from another extension. With the caller on the line, touch one of the available park buttons "Park 1, Park 2". This will place the caller on hold and light the park button solid red on all phones. This call can now be picked up by pressing the solid red button where the parked call resides.

### Transfer

Touch the button with the person's name on it, announce call (optional) then hang up. OR touch the transfer softkey and dial the person's extension number. OR touch the transfer button to the left of the dial pad and dial the person's extension number. Calls can also be transferred to an outside number following the same process.

### Speaker

Touch Speaker button to originate a handsfree call. Touch Speaker button to hang up.

## Answering a Call

When your phone rings, you can lift the handset or touch the speaker button to answer the incoming call. You'll also see softkey options for "answer" or "reject". The reject key will send the caller to your voice mail box.

### Mute

Microphone control for your speaker and handset. When you press the mute key on the phone, it will light red and mute your speaker and handset. Press the mute key again to unmute your phone.



## Redial

If you press the Home key directly above the circular navigator button, this will bring up your phone menu. From here, you can arrow over to redial and press the center button on the navigator button to redial the most recently dialed call.

## Conference

With a call in progress, touch the “more” softkey, then touch the “confrnc” softkey. Dial the second person to be conferenced. When the second person answers the call, touch the “more” softkey and then touch the “confrnc” softkey to join everyone in a conference call.

## Navigator

Touch the left side to bring up your received calls list. Touch the right side to bring up your placed calls list. Touch the down arrow to bring up your missed calls list. If you would like to redial any of these calls, arrow to highlight the call, and touch the right arrow to call that number back.

## DND (Do-Not-Disturb)

Touch the “DND” softkey in the lower right of the display to place your phone extension into do-not-disturb mode. When DND is active, you’ll see the outside line buttons on your phone change from a phone icon with a green checkmark to a phone icon with a red minus icon. Press the “DND” softkey again to restore your phone to normal mode.

## Volume Adjustment

The volume bar is just under the dial pad. This will adjust your speaker, handset, and ring volume.

## Forward Calls

Touch the “forward” softkey, and choose one of the three options presented.

1. **Always:** All calls to your extension will immediately forward to the destination.
2. **No Answer:** All calls to your extension will forward to the destination after a predefined number of rings.
3. **Busy:** All calls to your extension will immediately forward to the destination if your phone is in a busy state. Select the desired forward option, enter the number to forward calls to, and then touch the “enable” softkey. To disable forward, you’ll follow the same steps, but touch the “disable” softkey to restore your phone to normal operation.

## Directories

Touch the home button above the navigator key and arrow over to directories. From here you can view your internal contact directory as well as add numbers to the list.

# MY DASHBOARD

Interwest provides a user dashboard that contains a device user's most commonly used features all in one place. It provides access to your Call History, Voicemail, VoIP and Profile settings. If you do not have a username and password, please send an email to [support@interwestcorp.net](mailto:support@interwestcorp.net), and we'll create one for you.

1. Navigate to [portal.interwestcorp.net](http://portal.interwestcorp.net)
2. Enter your username and password and click submit.
3. Click on "My Dashboard".
4. Once you're logged into the dashboard you'll see several options. A summary of each is listed below.

## Find Me Follow Me

Here you can control your personal ring strategy. This includes time-based routing; after-hours calls can be routed differently than calls to you during business hours.

## Company Directory

Comprehensive list of all users and extensions on your account. This allows for a quick lookup of users' extensions and their associated mailbox numbers.

## Voicemails

Easy management of your voicemails. Messages are time stamped, and include the from name and number. Stream messages, mark as new, mark as saved, and delete messages.

## Call History

Never lose that number! Here you will see your personal call history. You can even take notes about your calls for easy references and details about the call!

## Quick Call

Simply enter the telephone number you want to dial, select the device you want to call from, and click call. Our system will then call your device, and when answered, will be connecting you to the number you wanted to dial! Prefer to click2call? Ask your account representative about our chrome browser plugin!

## VoIP Settings

Update your voicemail settings and inbound call logic such as caller ID prepends, no answer and busy call forwarding, and find me follow me.



# STAR CODES

First, lift the handset **OR** touch the speaker button then:

<b>Enable Call Forward</b>	Turn call forwarding on	*72
<b>Disable Call Forward</b>	Turn call forwarding off	*73
<b>Toggle Call Forward</b>	Flip call forwarding on or off	*74
<b>Update Call Forward</b>	Change the number forwarding goes to	*56
<b>Park and Retrieve</b>	Park and Retrieve a call. IE. Blind Transfer to *31 to Park. Call *31 to Retrieve.	*3
<b>Valet</b>	Valet park a call. System will announce the parking slot number.	*4
<b>Retrieve</b>	Retrieve a Valet-parked call. *51 followed by slot number. IE. *5100	*5
<b>Check Voicemail</b>	Call *97 to check voicemail box.	*97
<b>Direct to Voicemail</b>	Send call directly to voicemail. IE. Blind Transfer to **101	**
<b>Intercom</b>	Place an intercom call. *0 followed by the extension number. IE. *0101	*0
<b>Privacy</b>	Make an anonymous call. *67 followed by the number. IE. *678005551212	*67
<b>Dynamic CID</b>	Make a call using a different off net caller ID than is currently assigned to your device/user.	*2

# VOICEMAIL SET UP

To setup your mailbox for the first time (use the handset for best recording)

1. Touch the message button to the left of the dial pad.
2. The default security code is: 0000. Enter 0000#
3. You'll be prompted to enter a new security code followed by #.  
This cannot be 0000 and must be 4 digits in length.  
Confirm your new password selection followed by #.
4. Follow the setup prompts to record your personal greeting.

To access your mailbox setup options again in the future, enter your mailbox and dial (5). After choosing option (5) of Voicemail Settings, you will be prompted to dial (1) Record mailbox greeting, (2) Change your name, (3) Reset PIN, (0) Return to main menu.

By default, all your voice mail messages will be sent to your email address. The system has the option of deleting the voice mail automatically once it is delivered to your email account. Let your support representative know if you would like to turn on the auto delete feature.

To transfer directly to a person's voicemail, touch transfer, then dial \*\* plus the extension number and hang up.





