Looking for Support?
Here are 3 easy ways to get help:

1 *Email the Help Desk*

To auto generate a ticket:
help@interwestcorp.net

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

PLACING INSIDE CALLS	Press the button on your phone with the person's name above it. OR, lift the handset and dial their extension number. Softkeys "**Ring**" and "**Voice**" changes what your system is arranged for on just this call.
OUTSIDE CALLS	Lift handset, then dial **9** + number OR press **line** button and dial.
HOLD	Touch **Hold** button. **Line** Button winks green. Other phones w/same line wink red. After pre-programmed timeout, your phone will re-ring. To retrieve call, lift handset and press green, winking button.
TRANSFER	Touch the button with the person's name on it, announce call (optional) then hang up. OR Touch **Transfer** button, hear dial tone, dial extension, announce call privately, and hang up. To transfer to someone's voicemail, **Transfer** + ext. + **7**. Hang up really fast–greeting starts quickly.
SPEAKER	Touch **Speaker** button to originate a handsfree call. Touch **Speaker** to hang up. **Mic** button must be on (lit) for the other person to hear you.
ANSWER	While on a call, if you hear one burst of tone, and your **Answer** button flashes, you have a call waiting. Ask person you're talking to if they will wait. Touch **Answer** to connect to the waiting call.
MIC	Microphone control for handsfree, also mutes speaker & handset.
RECALL	Just like a "Flash" when you make a dialing mistake; it regains dial tone.
FEATURE	Used to program some system features.
REDIAL (Left Side of Navigator Button)	Touch **Redial** plus **#** to call the outside number you last dialed. To display the last ten numbers dialed, touch the ↻ ; to dial the number displayed, press the **#** key OR lift your handset.

CONFERENCE	With a call in progress, touch **Conf** softkey; dial the other person you want to conference in (inside or outside) touch **Add**, then **Begin**. Two maximum outside callers recommended, but not limited. Inside party needs to lift handset or use speaker.
NAVIGATOR	Touch the upper side to increase volume, lower side to decrease volume for handset, speaker, ringer or LCD display. Touch the center button for menu options, then scroll through by touching the upper or lower edge.
SPEED DIAL	Program: With handset down, touch ↻, then the **Prog** softkey, **Sta** softkey, dial Speed Bin number (**1 ~ 0**), then **9+desired number**, touch **Hold**, then spell the name. Touch **Hold** to save entry. See next page for list. To Use: Touch **Dir** softkey, **Sta** softkey, then scroll up the list. Lift your handset to dial the name displayed. Dial the first letter of the name, then use the ↻ softkey to jump to the middle of your list. System-wide list is available with the **Sys** softkey or **Redial** + bin.
ONE TOUCH BUTTONS	To Program: Touch **Speaker**, dial **751** touch the button you want to program, dial **01** + the extension number OR **01+9+telephone number**; touch **Hold** to save entry. **Speaker** to end entry. To Use: Simply touch the programmed button, handset optional.
RINGING	Touch **Speaker**, dial **720**; Internal ring or external ring has 8 choices; Dial 1-8 to hear them. Touch your Navigator button to adjust loudness while ringing. Touch **Speaker** to set.
SOFTKEYS	**List** = Redial or CID (Caller ID) **Dir** = SPD (Speed Dial List) EXT (Extensions) STA (Station Speed Dial) **VMsg** = Voicemail access ↻ = Touch to get to more options **ICM** = InPg (Internal Page) ExPg (External Page) P/U (PickUp) **Prog** = Cfwd (Call Forwarding) DND (Do Not Disturb) Sta (Station Speed Dial) ☎ = Caller ID

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STATION SPEED DIAL LIST

			Bin		Phone Number		Name of Party	
☏	Prog	Sta	1	9		Hold		Hold
☏	Prog	Sta	2	9		Hold		Hold
☏	Prog	Sta	3	9		Hold		Hold
☏	Prog	Sta	4	9		Hold		Hold
☏	Prog	Sta	5	9		Hold		Hold
☏	Prog	Sta	6	9		Hold		Hold
☏	Prog	Sta	7	9		Hold		Hold
☏	Prog	Sta	8	9		Hold		Hold
☏	Prog	Sta	9	9		Hold		Hold
☏	Prog	Sta	0	9		Hold		Hold

» To repeat the same letter in a name or different letter on the same key, touch the **#** after the first letter.

» To get a space, press **# #**.

» To back up for corrections, touch the **Feature** key.

» For additional characters, touch the *****, the **1** or the **0** keys.

» For a pause in dialing, touch **Transfer**; For a flash in dialing, touch **Recall**.

ADDITIONAL CODES

First, lift the handset OR touch the Speaker button, then:

700	Name for extensions—dial the extension number after the code, then spell, Hold, Speaker sets
720	Ringer Variation & Volume
721	Voice Announce – So your phone is voice announce for inside calls
723	Signaling – So your phone rings for inside calls
728	Time of Day; Military Time
741	1 to set Call Forward All Calls + extension number (Voicemail=300)
743	+1 to set Call Forward on No Answer + extension number (Voicemail=300)
744	+1 to set Call Forward on Busy and No Answer + extension number (Voicemail=300)
747	+ 0 to cancel Do Not Disturb (Set codes are 1 for outside calls, 2 for inside, 3 for all)
753	Set up System Speed Dial, buffer number + "9"
755	Set up Station Speed Dial, buffer number + "9"
773	Cancel Message Waiting (if no voicemail messages, someone else set it)
*#	Group Call Pickup
#2	System Speed Dial (plus the buffer number)
#7	Station Speed Dial (plus the buffer number)

VOICEMAIL SET UP

To Set Up Your Mailbox for the First Time (use handset for best recording)

1. **Touch the VMSG Softkey, lift handset**

2. **Record your standard personal greeting:**
   Touch **GREET** ❯ Touch **Gr1** ❯ Touch **REC**,
   begin saying your greeting; press the **#** key to end recording.
   You may have 3 greetings.

3. **Record your name:**
   Touch **More** ❯ Touch **RcNam** ❯ Touch **Rec**
   begin to record your name; press the **#** key to end recording.

Messages

When you have messages, a red light will flash on the upper right corner of your phone.

Press the **VMsg** softkey and enter security code when prompted.
The system always plays your name recording.
To listen to new messages, press the **LSTN** softkey.

❯ Display is: **LSTN**, **GREET**, **LVMSG** OR **MORE**

While Listening, You May:

Archive	**Redirect**
Delete	**Next (Skip/Save as New)**
Rewind	**Fast Forward**
Pause	**Resume**

Call Forwarding When No Answer or Busy

Your phone must be forwarded to voicemail for people to leave you messages. Touch **Speaker** ❯ Dial **744-1-300** ❯ **Speaker**.

To Get Into Your Mailbox

Touch the **VMSG** Softkey, lift handset; the system will identify you as the owner. Enter your security code (password).

To Get Into Your Mailbox from the Outside

Dial _____, you will hear the main greeting. Dial **#** plus your extension number, then your personal security code.

To Transfer Directly to a person's voicemail

Transfer to the person's extension plus dial a **7** and hang up quickly.

To Transfer A Caller to Someone's Voicemail Without Ringing Their Phone

Touch the **Hold** button, then the **VMSG** Softkey, then the person's extension number and hang up.

To Bypass Listening to a Greeting

As soon as the person's greeting starts to play, press the ***** key and you'll hear the beep prompting you to leave your message.

To Call Someone's Voicemail Directly

Press the one-touch button for the person, dial **7**, then *****. Record message after the tone.

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