

Connect V6 Hybrid IP PBX

Owners Manual

COMMANDER[®]
Connect

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Introduction to your Commander Connect system

System description

- The Commander Connect is an Integrated Communications System. It supports all your voice call needs and also provides an 'Integrated Data Solution' which allows a suite of functions including broadband access, wired & wireless connections for PC's, Voice over Internet Protocol (VoIP) & remote IP phones.
- The Commander Connect can accommodate up to 16 Analogue Lines, or 8 ISDN Basic Rate Accesses, or a combination of both, or 30 channels of ISDN Primary Rate with up-to 4 additional lines as backup, either PSTN or ISDN Basic Rate and up to 40 Stations
- The Commander Connect is modular in construction. It is upgraded by adding various system modules
- The Commander Connect has a simple-to-use menu-driven interface
- The Commander Connect is a hybrid PABX / key-system
- The Commander Connect can operate with System Keystations, standard Tone Telephones, or approved ISDN devices
- Two Keystation types are provided. The Standard Keystation, which has 8 line keys, and the Executive Keystation, which has 16 line keys. An Console can be used with the Executive Keystation providing an additional 32 keys
- The Commander Connect has remote access and maintenance capability.

The Commander Connect's modular design allows it to grow as you grow. No matter what size system you start with, you can expand up to the maximum capacity. The base system includes either two or four lines and allows up to eight Stations to be connected. The lines can be either Analogue or ISDN Basic Rate or a combination of both.

The system Keystation has a large display area that features an intuitive menu-driven interface. 'Display' Keys activate the facilities that are shown on the 'Display'. It is not necessary to dial any feature codes when using the Keystation. This makes the system easy to use and saves you time.

The Commander Connect is extremely flexible. You have the choice of operating the system as either a key system:

- where all users have direct access to all lines for making and receiving calls
- as a PABX with all calls being answered by an operator console
- or a hybrid combination of both.

You can choose to use system Keystations or standard telephones at each Station, and you can change the set combination at any time. A Door Station is available that can be programmed to ring any Station, and a Doorstrike output is also provided. A Long-line Station, a Central Bell or external Music-on-Hold may also be used by installing an 'Options Module'.

Note: External music on hold can be installed individually by using a 'music on hold station interface'. This interface takes up 1 station port.

The Commander Connect is easy to install and maintain. Commander can diagnose and program your system remotely.

System options

The following table details the various system options available.

Option	Capacity	Notes
Analogue Lines	16	16 Lines total
ISDN Basic Rate Accesses (2 ISDN Lines per Access)	8	
ISDN S-bus interfaces	4	8 ISDN Basic Rate interfaces total
ISDN Primary Rate Interface (PRI)	30	
ADSL Interface	1	Via 10 base T interface on the Internet Module
Internal LAN 10/100 Base T	4 Port switched hub	Supplied on the Internet Module
Keystations	40	40 stations
Standard telephones	40	
Hybrid Stations - Keystation or standard telephone	40	
ISDN devices (connected to S-bus interfaces)	32	8 per interface
Programming Station (via standard Keystation)	1	Station 20 (default)
Operator Station	1	Station 20
Long-line Station	1	On the Options module
Headset operation	Yes	
Door Station	1	
Door Open	All Stations	
Public Address	Yes	
Central Bell	Yes	On the Options Module
Outgoing (Line) Groups	11	
Station Groups Hunt Groups Incoming Ringing Groups	20	A total of 20 station groups is available
Courtesy Service	Yes	
Station Voicemail boxes Phantom Voice Boxes Group Voice Boxes Customised Courtesy Service Answering Machine Service Auto-attendant Service	40 10 20 Yes Yes Yes	Optional Voice Module must be equipped
Speed Dial –Common Speed Dial - Personal	500 30	
Classes of Service (Call Restriction)	6 classes	4 Tables of codes
Conference Calls	3 participants 2 external	
Call Logging	Yes	
Internal/External Music On Hold sources	Yes	External MOH - via optional Options Module or Music on-hold station interface
Battery Backup Unit	Yes	
PABX operation	Yes	
Remote maintenance and programming	Yes	
Remote diagnostics	Yes	

Commander Contact Details

Commander 132 777

For information on obtaining additional Keystations or system options, please call Commander on 132 777.

This number is pre-programmed and can be accessed under the Directory key on the Keystations.

Using this handbook

This Owner's Handbook is your guide to using the Commander Connect system and its features, with either a Keystation or a standard telephone. It also explains how to program system settings using your Keystation.

In describing the various system features dialling codes are given which you use with a standard telephone to activate the features. (If you wish, you can also use these codes from a Keystation).

Read the section **Introducing the Keystations** on page 12 to understand how to operate the menus and use the other features of your system Keystation.

To get up and running, read the section **Getting started – basic call features** on page 18. If you are using a standard telephone, read the section **Using a standard telephone** on page 26.

When you are ready to use additional call features, refer to the section **Additional call features** on page 29.

Station set-up options on page 46 details information on how to set up your Keystation to suit your individual needs in the sub-section **Customising your Keystation**. System set-up options that relate to call features are included in the above sections.

Refer to the section **Miscellaneous system configuration options** on page 99 for additional system configuration options, including how to program which Stations ring on incoming calls, how to set Day and Night Service etc.

To control which numbers system users may dial, refer to 'Class of Service' on page 60. Your Commander Connect may be equipped with a Voice Module, in which case a number of powerful Voice Services are available. These services include Courtesy Service, Voicemail boxes, Answering Machine and an Auto-attendant Service. Details are given in 'Using Voicemail and other voice services' on page 64. (Note: Use of the standard Courtesy Service greeting does not require a Voice Module to be fitted).

Programming additional system options on page 88 covers miscellaneous system programming options.

If you have equipped your system with ISDN access, read 'Setting Up and using ISDN' on page 110 for details on the features and configuration options.

The **Programming Reference** on page 124 provides an overview of all Station and system programming options.

Finally, the 'Table of Contents' is the easiest way to find information on a specific topic.

Introducing the Keystations

There are two Keystations the Executive Keystation and Standard Keystation.

Both of the Keystations are highly featured display telephones for use with your Commander Connect system.

Both feature a 4-line 'Display' that contains prompts and menus with selectable options. This unique menu-driven interface makes the system simple to use, and no codes are needed to program and activate features.

Both Keystations are equipped with a Data port, positioned on the left-hand side of the phone.

This Data port is used primarily for a modem from a PC to directly connect to the Station.

System settings are also programmed via a Keystation using the intuitive menu-driven interface, without the need for special codes.

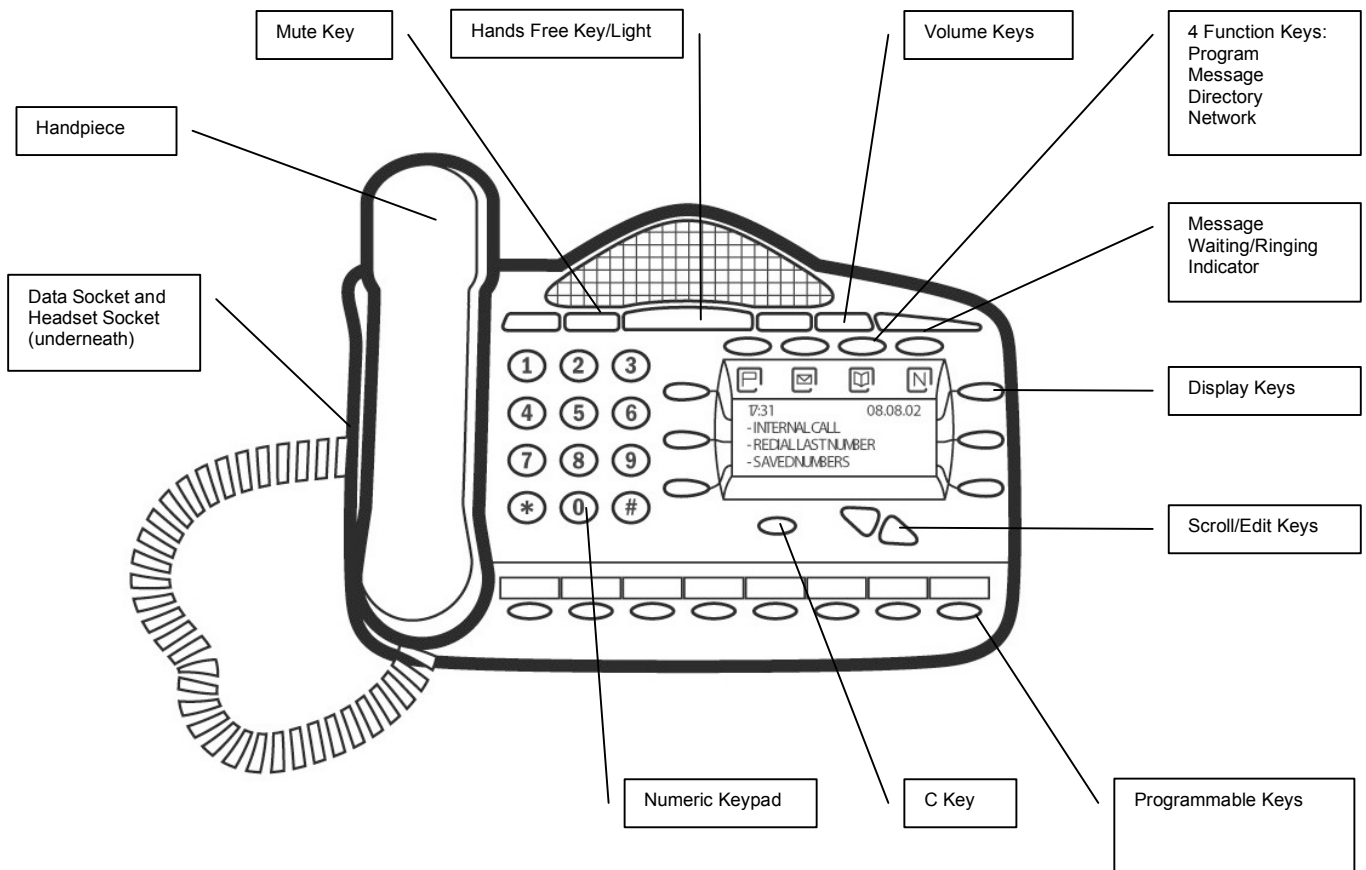
The Standard Keystation has eight Programmable Keys, which are pre-programmed to access Exchange Lines, and four Function Keys that group frequently used features.

The Executive Keystation has sixteen Programmable Keys, which are pre-programmed to access Exchange Lines, and four Function Keys which group frequently used features. The Executive Keystation can also be equipped with a Console providing an additional 32 programmable keys

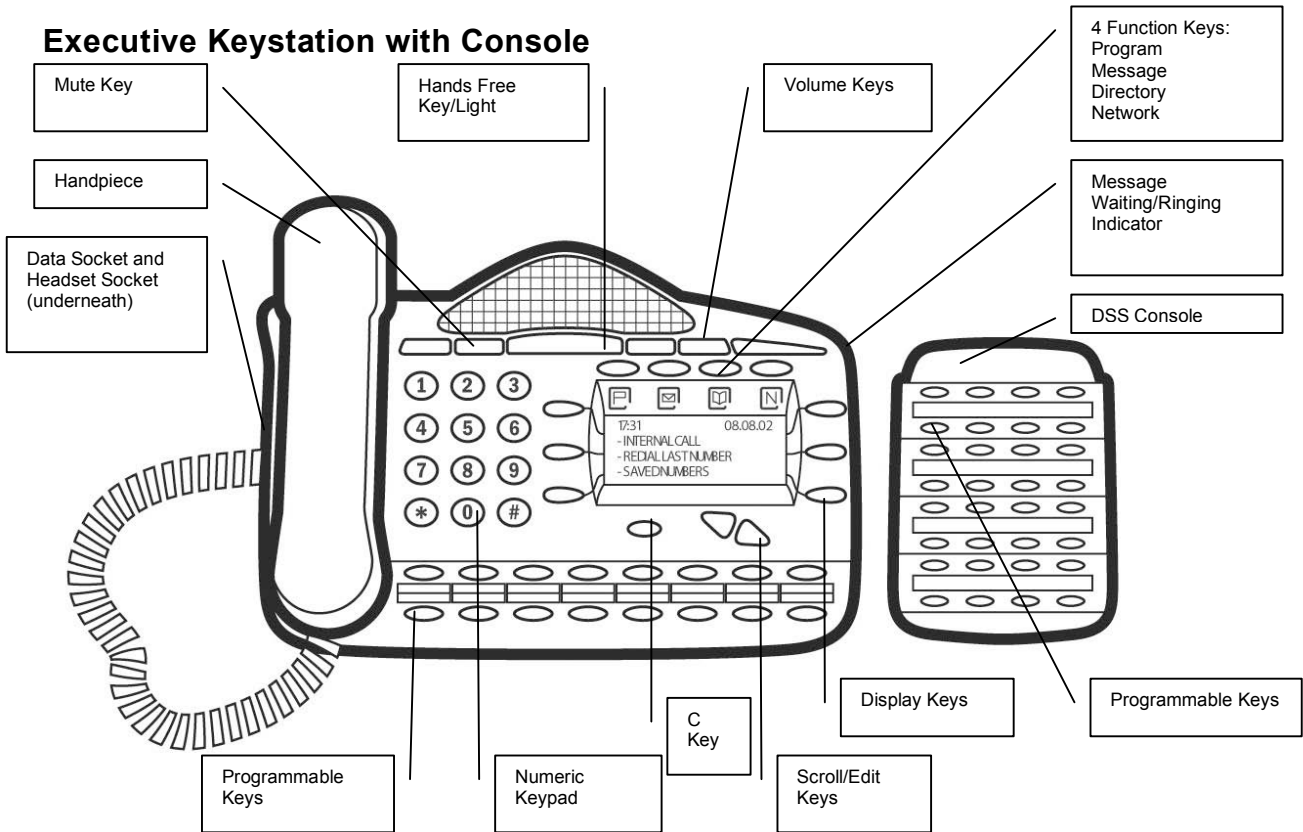
The Keystation is hands-free, so you can make calls, receive calls and use its features without lifting the Handset.

The Keystations are in diagram format below:

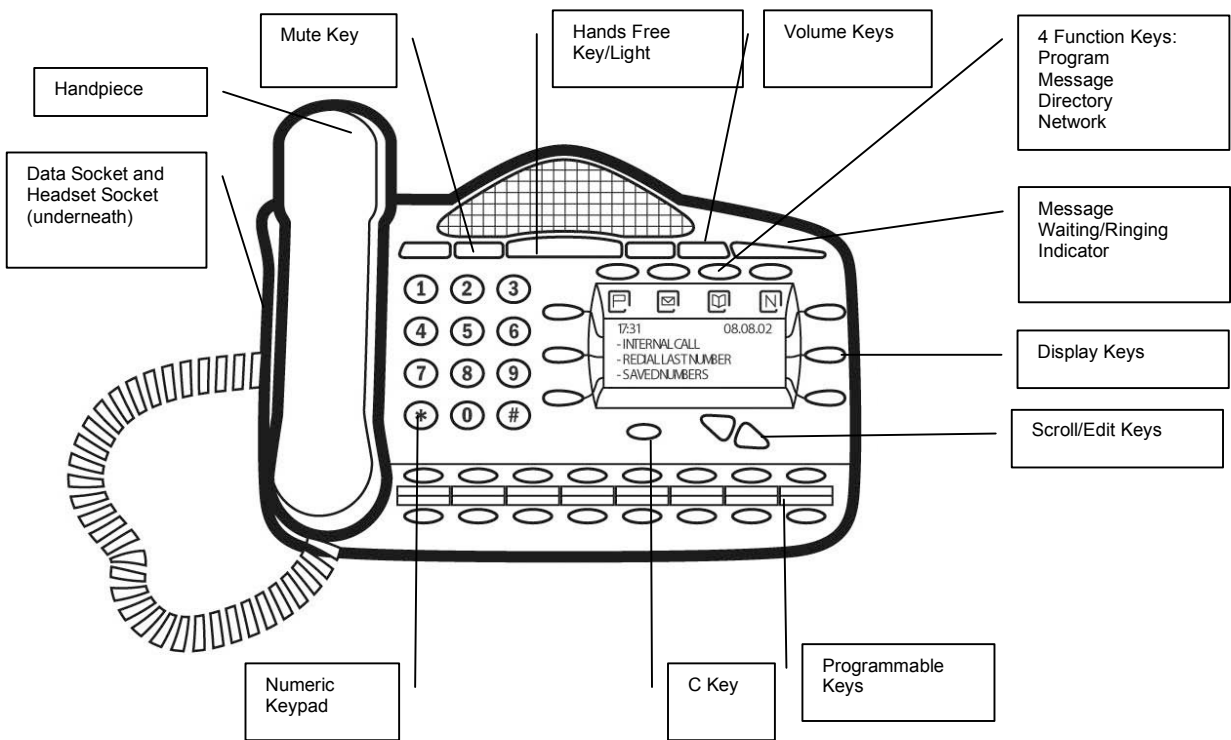
Standard Keystation



Executive Keystation with Console

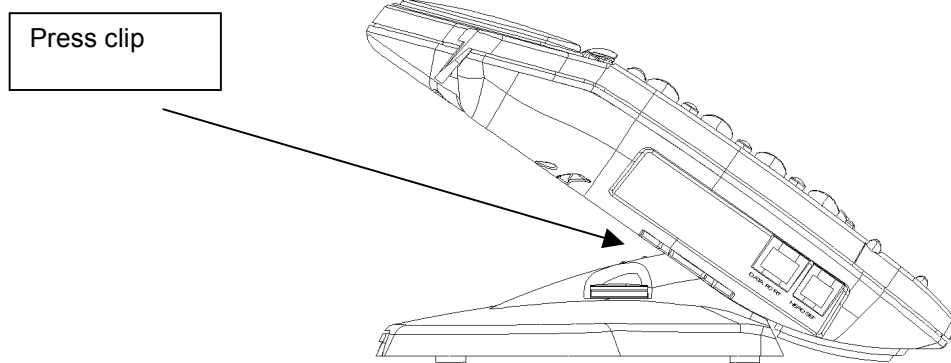


Executive Keystation



To adjust how your Keystation is mounted

- The desk plinth allows you to mount the Keystation at two angles
- To remove the plinth press clip down and remove
- The Keystation can now be adjusted to the 35 or 20 degree positions
- The Keystation may also be wall-mounted. When wall-mounted, the Keystation retaining hook must be reversed to ensure the Handset can be properly retained.



Using the Keystation 'Display'

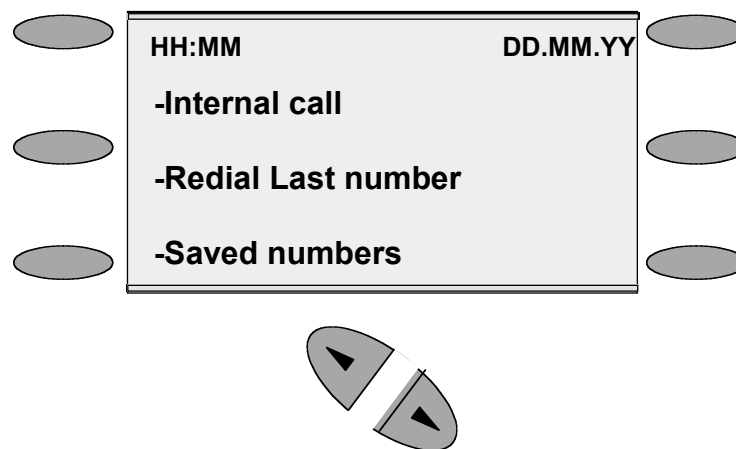
The Keystation 'Display' presents various prompts and information, and provides selectable options to the Station user.

Prompts and information

- Prompts tell you what action to take, or warn of an incorrect action. For example, an attempt to access the system programming menus from the wrong Station will result in the prompt 'Programming refused'
- When your Keystation is not in use, its 'Display' shows the time and date on the top line. To set the time and date, see page 58
- When you dial an external number, the 'Display' shows the digits as they are dialled. The call duration is also displayed
- When you make an internal call, the Station number you dial is displayed. If the Station has been programmed with a name, the name is displayed. The call duration is also displayed
- You can leave a message on your Keystation 'Display', which will also be seen by other Keystation users who call your Station. (See 'Display a Message To Internal Callers' on page 32.)
- You can display caller numbers (or names) on your Keystation display. (See page 34.)
- The duration of external calls is displayed on the top line of the 'Display'.

Menus

When the Keystation is idle, the Idle Menu is presented containing a large number of options displayed in groups of three. This menu, showing the first three options, is shown below. (Use Scroll Keys below 'Display' to scroll up and down).



If you are on a call or operating a feature, the menu changes to offer only those options relevant to what you are doing. Also, when features such as Station Lock are set, the first prompt on the 'Display' becomes the option to cancel the activated feature.

When activating certain features it is necessary to select the Stations on which you wish to activate the feature. In this case the Station Menu lists all the Stations connected to the system. Similarly, a Line Menu may be presented listing all the Analogue Lines and ISDN Accesses connected to the system.

Using the 'Display' Keys to select menu options

The six 'Display' Keys, located on each side of the 'Display', are pressed to select the menu option shown alongside on the 'Display'. This will either activate a feature, cause another menu to be displayed, or select items from a list.

When selecting from a displayed list, (e.g. Stations from the Station Menu), selected items will be denoted by a ♦ next to the item. Unselected items will be denoted by a ◇ next to it. Selecting an item with a ◇ alongside causes the item to be selected and the symbol to change to ♦, and vice versa.

Using the Scroll Keys:

The Scroll Keys are located under the 'Display' and are used to scroll up and down through the 'Display' options as well as back and forward when text is being entered. When the Scroll Down Key (⬇) is pressed while scrolling through the 'Display' options the next three available choices are shown. Conversely, pressing the Scroll Up Key (⬆) will take you back up the 'Display' to the previous choice.

Using the Clear Key “C”

If you press the Clear key “C” for 2 seconds when on a call it will clear the call down.

When you are scrolling through menus pressing the “C” key steps back to the previous level menu.

If you are entering digits before lifting the Handset, or entering text, pressing the “C” key deletes the last digit on the display.

Using the Keypad:

The Keypad can be used to enter digits when dialling or text when programming names or messages.

How to enter text when programming names or messages

- Press **2** once for A, twice for B, and so on. (Pressing 2 continuously loops through ABCabc2). Press **3** once for D, twice for E, three times for F, and so on
- Selecting a different key moves the cursor on automatically to the next location. If the next letter is on the same key you can either wait for two seconds for the cursor to move on or press the right Scroll Key to move to the next location. Pressing 1 or 9 and waiting two seconds gives a blank space
- Pressing the Clear Key “C” deletes the last letter on the display
- You can use the scroll Keys to move back and forward through the text.

A maximum of ten characters per name, including spaces, can be entered.

Using the Programmable Keys / Line Keys

There are eight Programmable Keys on the Standard Keystation, 16 on the Executive Keystation and 32 on the Console. The keys on the Keystations are pre-programmed as **Line Keys**. Each Line Key is associated with a 'Line', the first key with Line 1 etc., (provided the system has lines equipped). Pressing Line Key 1 selects Line 1, returning a dial tone and allowing you to dial an external telephone number. The Line Keys incorporate a light, which is lit on all Keystations when the associated Line is selected. The light is green on the Keystation using the Line and red on all other Keystations. When a call on a line is put on hold the associated Line Key light flashes on all Keystations, (unless the system programming is changed from the default as detailed on page 99).

By default, Programmable Keys select available lines on the system, should you wish to allocate alternative functions to these keys this can be facilitated using Key Programming. (See page 46).

Using the Hands-free Key

You can use the Hands-free Key to have a conversation without having to lift the Handset. Press the Hands-free Key to go off-hook, as if the Handset were lifted with the Keystation speaker and microphone replacing the Handset. Pressing the key again goes back on-hook, as if the Handset were replaced.

You may also use the Keystation with a headset.

The Hands-free key has a red light, which is lit whenever the Hands-free Key has been pressed to go off-hook or to turn on the speaker.

Note: Pressing the Hands-free Key at any time during programming exits the programming menus and returns the 'Display' to the Idle Menu.

Using the Volume Key:

- To adjust the speaker volume, press the Volume Key when in Hands-free Mode. When the level is set, the volume is retained for future calls or until readjusted. There is also an option in Ovida to allow the volume to return to the default setting (level 5) after each call. This setting is independent of the volume settings for handset mode
- To adjust the Keystation receiver volume, press the Volume Key when in Handset Mode. When the level is set, the volume is retained for future calls or until readjusted. There is also an option in Ovida to allow the volume to return to the default setting (level 5) after each call. This setting is independent of the volume settings for hands-free mode
- To adjust the ringing volume, press the Volume Key when the Keystation is ringing

Note: The Volume level increases/decreases by one step for every press of the Volume Key.

Using the Mute Key

The Mute Key can be pressed when you are using the Handset or in Hands-free Mode. When pressed, the other person on the call cannot hear you. The Mute Key has a red light, which is lit when Mute is active.

The Ringing / Message Waiting Light:

There is a red light on the top right-hand corner of the Keystation. This light flashes when there is an incoming call. It also lights up when a voice message has been left in your Voicemail box.

Using the Function Keys

There are four Function Keys located directly above the Keystation "Display". Particular features are grouped under these keys, as follows:



PROGRAM: This key accesses the options available to customise your Keystation settings. It also accesses system programming from the Programming Station only. (See page 46 for customising your Keystation and page 47 for system programming access).



MESSAGE: This key accesses Voicemail and 'Display' Messaging features. (See page 66 for Voicemail and page 32 for 'Display' Messaging). To access voicemail, the system requires the Voicemail Module to be equipped. Accessing Voicemail feature requires a Voice Module to be fitted.



DIRECTORY: This key allows you to program and dial numbers in the System and Personal Speed Dial lists, and also allows convenient dialling of the **Commander** telephone number. (See page 28 for Speed Dial lists).



ISDN: This key accesses ISDN services.

DSS Console Stations

Up to 8 of the Executive Keystation Stations can be equipped with Consoles.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed.
- Select 'System programming'
- Enter the System Programming Password and select 'Stations'
- Press the Scroll Down Key (▼) until 'DSS Stations' is shown
- Select 'DSS Stations'
- Select those Stations which are to be equipped with Consoles.

Up to eight Stations may be selected.

A Power supply is used to provide the additional power needed for the additional 32 keys.

Backlit Display

The Executive Keystation can be backlit when the keystation is being used. The additional Power supply must be used to backlight the keystation.

Getting started – basic call features

Making and answering calls

To make an external call

- Lift the Handset and select a free Line in one of the following ways:
 - Press the Line Key 1 for Line 1, Line Key 2 for Line 2, and so on. (This is applicable only if the Programmable Keys are programmed as Line Keys, which is the default programming)
 - Dial 0, (to select a Line from Outgoing Group 1)
 - Dial 760 - 769, (to select a Line from Outgoing Groups 2 to 11 respectively)
- Dial the telephone number you require. Digits are sent to line as they are dialled.

Note: If you do not lift the Handset then you may enter digits in Pre-dial mode, digits will not be sent for processing until you lift the Handset, press the Hands-free key, or select 'Dial' from the 'Display'. You can edit the number you have entered prior to sending to the line, by using the left-hand Keypad 'Edit Key' (⏮), located below the keypad.

Note: If you are entering an external number in Pre-dial mode, enter 0, 760 - 769 to have a line selected when you send the digits for processing.

To make an internal call

You can place an internal call in one of the following ways:

- Select the 'Internal Call' option on the 'Display' and select the desired Station from the list
- Dial the Station number (20 – 59) and select 'Dial'
- Lift the Handset and dial the Station number.

The 'Display' will show the Station number, or, if programmed, the Station name.

From a standard telephone, go off-hook and dial the Station number.

To call a Group

You can call any of the 20 Groups in one of the following ways:

- Select the 'Internal call' option on the 'Display' and select the desired group from the group list which is located under 'Other'
- Dial the Group number (180 - 199) and select 'Dial'

To make a Speed Dial call

You have access to a Personal Speed Dial list of up to 30 numbers, and a System Speed Dial List of up to five hundred numbers. Refer to page 28 for how to add numbers to your Personal Speed Dial list and page 28 to add numbers to the System Speed Dial list.

- Press the DIRECTORY Key
- Select 'Personal Speed Dial' to access your Personal Speed Dial list, and 'System Speed Dial' to access the System Speed Dial list
- Select the number or name you wish to dial. Use the Scroll Down Key (▼) to move down the list. A line will automatically be selected and the number dialed
- In the System Speed Dial List you can enter a letter to assist in faster location of names.

To answer a call

When the Keystation rings, you can do one of the following:

- Select 'Answer the call' on the 'Display'
- Lift the Handset
- Press the Hands-free Key.
- From a standard telephone, lift the Handset.

Making a call when your phone is ringing

You can make an internal or external call when your phone is ringing.

You can do one of the following:

- Select a free line key to make an outgoing call.
- Select a line key, with a call on system hold, to return to the call on hold.
- Answer a different call by pressing the line key of the second ringing call.

Press the "C" key. Dial tone is returned. You can make a call or invoke a feature.

Reseize

The Reseize option is displayed when dialling an external call and when an external call is answered. If Reseize is selected the current call is released and the line is re-seized presenting external dial tone.

Holding and transferring calls

To place an external call on hold

- While on the call, select 'System hold' on the 'Display'
- To retrieve the call, select 'Return to line' on the 'Display', or press its Line Key

Note: If a Station has two calls on system hold, selecting 'Return to line' will return the Station to the first call that was put on hold.

To transfer a call to another Station

- While on the call, select 'Internal Transfer' on the 'Display'
- Select the desired Station from the Station list presented on the 'Display', or dial the Station number
- Select 'Transfer' or replace the Handset, to transfer the call.

Note: You can transfer a call to a Station when the Station has answered, while ringing the Station, or while the busy tone is being received from the Station.

From a standard telephone, press the Recall (R) key on the telephone and dial the Station number. To transfer the call, replace the Handset.

To transfer a call to an external number

- While on the call, press the Scroll Down Key (▼) until 'External transfer' is displayed
- Select 'External transfer'
- Select a free Line and dial the number
- When the call is answered, press 'Transfer'.

Note: Transferring an external call to an external number ties up two exchange lines. Such calls are called trunk-to-trunk calls, and are set to last five minutes when both lines are standard PSTN lines and are unsupervised, that is, they do not have the "Reversal on Idle" network option see page 104

To make an external consultation call

While on an external call you can contact another external number to make an enquiry, as follows:

- Press the Scroll Down Key (▼) until 'External Consultation' is displayed
- Select the 'External Consultation' option on the 'Display'
- Select a Free Line and dial the number
- When the call is answered, you can go back and forth between both calls. Select the 'Return and hold' option on the 'Display' each time you want to swap to the other call.

Deflecting calls

This allows you to divert a call that is ringing at your Keystation.

To deflect a call ringing at your Station

- When a call is ringing at your Keystation, select 'Deflect the call' on the 'Display'
- Select a free Station from the Station List presented on the 'Display'. The call is presented to the selected Station and stops ringing at your Keystation. If you attempt to deflect a call to an unavailable Station it will continue ringing.

To Forward a call ringing at your Station to Voicemail

- When a call is ringing at your Keystation select 'Forward to VM ' on the 'Display'. The call is deflected to your personal voice box
- The call is diverted to the Group Voice Box if the call is a group call. If the Voicemail is busy the call continues to ring at your Keystation.

Note: For information on setting up and using a Voicemail box refer to page 65.

Diverting calls

To divert all calls from your Station

Before you leave your Station, you can divert all your calls to ring at another Station. Alternatively, you can divert all external calls presented to your Station to an external number.

- From the Idle Menu, press the Scroll Down Key (▼) until 'Station Divert' is displayed
- Select 'Station Divert'
- Select 'Divert All Calls'
 - Enter an internal number if you want to divert all your calls to another Station
 - Enter 0 followed by an external number if you want to divert external calls to an external number. Divert will be ignored for internal calls. For internal calls the phone will ring (only if External diversion is set to the 'External calls only' option)
 - If your Station is allocated a voice box select 'Divert to VM'
- Select 'Confirm' (Only appears if destination is an external number).

Security Warning: *It is possible that a Station may misuse the External Divert facility. The default setting is that no Station is allowed to set the facility.*

Note: Once set the Idle Menu will show the option 'Cancel Station Divert'. To cancel the diversion, select 'Cancel Station Divert'.

Note: Broken tone will be heard at your Station until all call diversion is cancelled.

Note: You cannot divert to a Station that has the 'Do Not Disturb' feature set.

Note: Diverting an external call to an external number ties up two exchange lines. Such calls are called trunk-to-trunk calls.

If you have ISDN lines on the switch and subscribe to the Network service 'Call Deflection', the divert will take effect on the Commander Network. This has the advantage of no line being busy on the switch when the Divert is activated.

From a standard telephone, the code to set and cancel the diversion is 732.

To divert your calls to you while you are at another Station

The 'Follow Me' feature allows you to set a call divert to another Station after you have left your Station.

- From the Keystation answering the calls, press the Scroll Down Key (▼) until 'Station Divert' is displayed
- Select 'Station Divert'
- Select 'Follow me'. You will be prompted to enter your Station number and your Station Lock Password. (Default Password is 123). Once these details are entered the diversion is activated.

Note: Once set the Idle Menu on your own Station will show the option 'Cancel Station Divert'. To cancel the 'Follow Me' diversion, select 'Cancel Station Divert'.

Note: 'Follow Me' will not divert a call from a Station, if the call has been previously diverted by 'Follow Me' to that Station.

From a standard telephone, the code is 735.

To divert calls when your Station is busy

The 'Divert On Busy' feature allows you to divert all your calls to ring at another Station if your Station is busy (engaged). Alternatively, you can divert all external calls to an external number if your Station is busy. In this case, internal calls will not be diverted but will be given the busy tone.

- From the Idle Menu, press the Scroll Down Key (▼) until 'Station Divert' is displayed
- Select 'Station Divert'
- Select 'Divert when busy'
 - Enter an internal number if you want to divert all your calls to another Station
 - Enter 0, 760 - 769 followed by an external number if you want to divert calls to an external number. A programming option is available to allow both internal and external calls (or external calls only) to be diverted externally
- Select 'Confirm' to accept the number.

To set a 'Divert on Busy' from a standard phone the code is '733' followed by the destination number.

Security Warning: *It is possible that a Station may misuse the External Divert facility. The default setting is that no Station is allowed to set the facility.*

Note: When 'Divert On Busy' is enabled on a Station to divert to an external number, external incoming calls will divert but internal calls will not.

Note: Diverting an external call to an external number ties up two exchange lines. Such calls are called trunk-to-trunk calls.

Note: If you have ISDN lines on the switch and subscribe to 'Call Deflection' (a Network Service), the divert will take effect on the Commander Network. No line is busy on the switch when the Divert is activated.

To cancel a Divert on Busy diversion

- From the Idle Menu, select 'Station Divert'
- Select 'Divert when busy'. The diversion is automatically cancelled and the 'Display' returns to the Idle Menu.

From a standard telephone, the code is 733.

To divert calls when your Station does not answer

The 'Divert On No Answer' allows you to divert all your calls to ring at another Station if there is no answer at your Station after four rings. Alternatively, you can divert all external calls to an external number if your Station has not answered after four rings. In this case, internal calls will not be diverted but will continue to ring your Station.

- From the Idle Menu, press the Scroll Down Key (▼) until 'Station Divert' is displayed
- Select 'Station Divert'
- Select 'Divert on no answer'
 - Enter an internal number if you want to divert all your calls to another Station
 - Enter 0 followed by an external number if you want to divert external calls to an external number
- Press 'Confirm' to accept the number.

To set a 'Divert on no Answer' from a standard phone the code is '734' followed by the destination number.

Security Warning: *It is possible that a Station may misuse the External Divert facility. The default setting is that no Station is allowed to set the facility.*

Note: Where the station is busy on a call and divert on no answer is set then the divert will take place when the timer expires.

Note: If 'Divert On No Answer' is enabled on a Station to divert to an external number, external incoming calls will divert, but internal calls will not.

Note: Diverting an external call to an external number ties up two exchange lines. Such calls are called trunk-to-trunk calls.

Note: If you have ISDN lines on the switch and subscribe to 'Call Deflection' (a Network Service), the divert will take effect on the Commander Network. This has the advantage of no line being busy on the switch when the Divert is activated.

To cancel a Divert on No Answer diversion

- From the Idle Menu, press the Scroll Down Key (▼) until 'Station Divert' is displayed
- Select 'Station Divert'
- Select 'Divert on no answer'. The diversion is automatically cancelled and the 'Display' returns to the Idle Menu.

From a standard telephone, the code is 734.

Group Divert

This feature allows any Station within a group to set a divert for that group. When a divert for the group is set any call for that group will be diverted. Calls to individual Stations in the Group are not diverted.

Setting a group divert from a system phone

- From the Idle Menu, press the Scroll Down Key (▼) until 'Group Divert' is displayed
- Select 'Group Divert'
- Select the required Group (The Station may be in more than one Group)
- Select the Option required and enter the destination number
- Select 'Divert to VM' to divert the calls to the Group Voice Box.

Note: The Group must be allocated a Voice Box for this option to be presented. Go to page 76

Note: If a Station, which is not in the group, attempts to set or cancel a divert for that group then 'Invalid' will be returned.

Security Warning: It is possible that a Station may misuse the External Divert facility.

Cancel group divert from system phone

If 'All Call Divert' is set for a 'Group All' the Keystations in the group have the prompt 'Cancel Group Divert' on their displays.

- Press the "Cancel Group Divert" option
- The display will show the groups associated with the Station. Select the required Group
- Select the divert type to be cancelled.

Group Divert from standard phones

To set a group divert, dial the Group Divert Code followed by the Group number (180 – 199). The Codes from a standard phone for Group Divert are:

- 792 Group 'Divert All Calls'
- 793 Group 'Divert On Busy'
- 794 Group 'Divert On No Answer'

Holding conference calls

This feature allows you to hold a three-way conversation between three Stations, or between two Stations and an Exchange Line, or between two exchange Lines and a Station.

To hold an Internal Conference

- When on a call, press the Scroll Down Key (▼) until 'Internal Conference' is displayed
- Select 'Internal conference'
- Select the Station to be included in the conference
- When the Station answers, select 'Conference' on the 'Display'.

To hold an External Conference

- When on a call, press the Scroll Down Key (▼) until 'External Conference' is displayed
- Select 'External conference'
- Select a free Line and dial the external number
- When the call is answered, select 'Conference' on the 'Display'.

Note: An external conference call ties up two exchange lines. Such calls are called trunk-to-trunk calls.

Note: At the start of a conference call a single tone is presented to all parties to indicate that the call is a conference call.

From a standard telephone, press R when on a call, place the second call and when it is answered, dial R3.

Using your Keystation with a headset

Your Keystation is equipped with a socket for a Headset. To manually program Headset Mode see page 48. When you plug the headset into the socket a prompt 'Turn Headset On?' is presented on the display.

Select 'Turn Headset On?'. The phone is now programmed to operate with a headset. 'Turn Headset Off?' is now displayed to allow you to revert to Keystation mode.

To make an internal or external call when using a headset

- Press the Hands-free Key and dial your calls in the normal way.

To clear down (end) a call when using headset

- Press the Hands-free Key.

To answer a call when using a headset

- Select the 'Answer the call' option on the 'Display', or press the Hands-free Key.

You may access the wide range of Commander Connect features with a standard telephone. To use a feature, dial the appropriate code from the list below. (In the table, R means the Recall Key).

Feature	Code	Feature	Code
Answering Machine on/off	737	Internal Call Waiting	R8
Night Service (from Station 20 only)	738	Station Lock - lock/unlock	713 xxx
Call Pick-up (incoming calls only)	726	Page – Keystations	716
Call Pick-up Group (all calls)	727	PA announcement	720
Tone Protection	725 (R725)	Page All	795
CLIR activation	724	Park (position 1-5)	R712 (1-5)
Conference	R3	Pick up parked call (position 1-5)	712 (1-5)
'Display' Messages	729 (1 - 8)	Account Codes	791
Divert All	732 xx	Recorded messages – retrieving	711
Divert on Busy	733 xx	Redial	77
Divert on No Answer	734 xx	Saved Number Redial	781-785
Do Not Disturb – set/cancel (Not available to Station 20, Operator position)	736	Return and release in Two Call handling	R1
Door Open	731 (R731)	Return and hold in Two Call handling	R2
External Call Hold	R	Speed Dial – accessing personal numbers	74(01 -30)
		Phantom Mail Box numbers	100 -109
Follow Me	735 (Password) xx	Speed Dial – accessing system numbers	8001-8500
Forced Call Waiting	R8	Speed Dial – programming personal numbers	75(01 -30)
Forward Recall	R722	Stations	20 - 51
Group divert All Calls	792	Reminder Call	718
Group Divert on Busy	793	Reminder Call cancel	718*
Group Divert on No Answer	794	Retrieve a call placed on hold	719
		Reset telephone	739
Keypad protocol	728	Long Line Station	52
Line Access – Group 1	0	Station Groups	180 -199
Line Access – Groups 2–11	760 - 769	Station Lock – change code	714 xxx
Log in to all hunt groups	723*1		
Log out of all hunt groups	723*0	S-Bus Numbering	
Log in / Log out of Hunt group	723 xxx (Group No)	First S0 bus numbering	110 – 117
Ring Back	R5	Second S0 bus Stations	120 – 127
Operator/Group 11	9	Third S0 bus numbering	130 – 137
PA Answer	717	Fourth S0 bus numbering	140 – 147
Voice mail box number	710		
Voice call (to page an individual Keystation)	715		
Replay the Auto – attendant greeting	704		

Note: If you are using an analogue/SLT phone on a Commander Connect, you can choose a specific outgoing line by dialling '#5xx' where 'xx' is the line number you wish to use. i.e. #501 is Line 1 , #502 is Line 2 etc.

Making and answering calls

To make an external call

- Lift the Handset, or use a Hands-free Key, if available on your telephone
- Obtain a free Line in one of the following ways:
 - Dial 0, (to select a Line from Outgoing Group 1)
 - Dial 760 - 769 (to select a Line from Outgoing Groups 2 - 11 respectively)
- Dial the number you require.

To make an internal call

- Lift the Handset, or use a Hands-free Key, if available on your telephone
- Dial the desired Station number (20 - 59).

To answer a call

- When the telephone rings, lift the Handset, or use a Hands-free Key if available on your telephone.

Holding and transferring calls

To place a call on hold

- Press the Recall Key (R) on your telephone.

If you replace the Handset, you can continue to use your telephone. The held call will call back within 90 seconds provided your telephone is idle. If you are busy on the telephone after the 90 seconds the call will ring when the Handset is replaced. To retrieve the call placed on hold, lift the Handset and dial the code 719.

To transfer a call

- Press the Recall Key (R) on your telephone
- Dial the Station number and replace the Handset.

To make an external consultation call

While on an external call you can contact another Station to make an enquiry, as follows:

- While on an external call, press the Recall Key (R) on your telephone
- Dial the Station number
 - To return to the external call and place the Station on hold, press R and dial 2
 - To return to the external call and release the Station press R and wait, or press R and dial 1
 - To transfer the external call to the Station replace the Handset when talking to the Station with the external call on hold.

Programming and dialling speed dial numbers

If you have a standard telephone, you can program up to thirty Personal Speed Dial numbers.

To program a Personal Speed Dial number

- Lift the Handset, or press the Hands-free Key , if available
- Dial the code 75
- Enter the location (01 - 30) where you want to store the number
- Dial the number you want to store
- Go on-hook.

Note; By dialling the code 75, the scroll up and down key can be used to view all the locations in location sequence.

To dial a Personal Speed Dial number

- Lift the Handset, or press the Hands-free Key , if available
- Dial the code 74
- Dial the location (01 - 30) of the number you wish to access. The number is automatically dialled.

Note; By dialling the code 74, the scroll up and down key can be used to view all the locations in location sequence.

To dial a System Speed Dial number

- Dial the location code (8001 – 8500) of the number you wish to access. The number is automatically dialled.

Note; By dialling the code 8, the scroll up and down key can be used to view all the locations in location sequence.

Additional call features

Redial

Use the Redial feature to redial the external number you most recently dialled. A Line is selected automatically.

To redial the last external number dialled

- From the Idle Menu, select 'Redial last number'.

From a standard telephone, the code is 77.

Saved Number Redial

In addition to the Last external number the previous 5 numbers dialled are also stored and may be redialled.

- From the Idle Menu, select 'Saved Numbers'
- Select the number to be dialled.

From a standard telephone the codes are 781 – 785 for saved numbers 2 - 6. The first saved number is the Last Number Redial code 77.

Note; By dialling the code 78, the scroll up and down key can be used to view all the locations in location sequence. When a number is redialled, it uses the same Outgoing Group as used on the original dialling occasion.

Call Pick-up

You can group Stations as detailed below:

You can pick up any call, internal or external, that is ringing at another Station provided both Stations are programmed in the same Group. See **Group Programming** on Page 53.

For Stations not in your Group you can pick up external but not internal calls. You can also pick up an external call that is ringing on a Central Bell.

To pick up a call ringing at another Station in your Group

- From the Idle Menu, select the 'Call Pick-Up' option on the 'Display'.

From a standard telephone, the code is 727.

To pick up an external incoming call

- Select 'External call pick-up'.

Note: This feature will not work for internal calls.

From a standard telephone, the code is 726.

Ring Back

If the Station you call is busy, use the Ring Back feature to have the Station call you back when it becomes free. If you dial for an Exchange Line and no lines are free, use the Ring Back feature to receive an Exchange Line as soon as one is available.

To have a busy Station call you back when it becomes free

- When you have called a busy Station, select 'Ring Back' on the 'Display'.
When the Station becomes free, your Station will ring and your 'Display' will show 'Ring Back from Station'
- Select 'Answer the Call' or pick up the Handset to ring the Station.

From a standard telephone, dial R5 when you have called a busy Station.

To receive an exchange Line as soon as one is available

- When you have dialled for a Line and none are free, select 'Ring back' on the 'Display'.
When the Line becomes free, your Station will ring and your 'Display' will show 'Ring Back from Line'.
- Select 'Answer the Call' or pick up the Handset to select a Line.

From a standard telephone dial R5 when you have dialled for a Line and no lines is free.

Camp on Busy

'Camp on Busy' allows you to have your Station call a busy Station as soon as it becomes free.

- When you call a Station and get a busy (engaged) tone, stay off-hook and when the called Station becomes free it will start ringing.

Call Waiting from another Station

If you get a busy tone, when you call a Station, you can alert the busy Station that you wish to contact provided the Station is not protected against receiving Call Waiting tones. (See page 50). An audible tone will sound on the called Station, and the message 'Call wait. – Stn xx' will appear on its 'Display'. Options to accept the call are offered on the display.

To present a busy Station with a Call Waiting tone

- Select 'Waiting tone' on the 'Display' when a busy tone is returned from a Station.

From a standard telephone, the code is R8.

To accept a waiting call

If another Station presents you with Call Waiting, this will be indicated on your 'Display' and you will hear the Call Waiting tone, provided your Station is not protected against Call Waiting tones.

- Select one of the options presented on the 'Display'.

Note: If you ignore the Call Waiting tone for a short period the Call Waiting offer is rejected and the calling telephone is presented with the message 'Call Waiting Rejected'.

Call Waiting from External Calls

If you are on a call and your Station is presented with an external call you will hear a Call Waiting tone provided your Station is not protected against Call Waiting tones.

The Line the call is on will be indicated on your 'Display'. If you select the second call, by pressing the line key associated with it, the first call will be automatically released.

Multiple Call Park

The Call Park feature allows you to put up to 5 external calls on special hold by 'parking' it in the system. Any Station may then pick up the call.

To park and retrieve a call

- On a Keystation, select 'Call Park' on the Display.
- Select the position that you wish to park the call in.
- 'Pick up park' is then displayed on the top line on the Display on all Keystations.
- Select this option on the display.
- Select the required call to pick up from positions 1 to 5.

Note: Five calls may be parked in the system. A parked call will recall after three minutes.

On a standard telephone, the code is R712 followed by the position (1 – 5) to park a call, and 712 followed by the position (1 – 5) to retrieve it.

Operator Services

You can choose to use an operator with the Commander Connect telephone system. For example, the operator can transfer internal and external callers to internal Stations.

To call the operator

- Dial the code (9) to ring group 11. Group 11 by default contains station 20 only.

To Intrude on a Line-to-Line call

The Intrude feature is only available from Station 20, and is used to intrude on a call involving two lines, that is when an external transfer or external divert has occurred.

When two lines are connected in conversation:

- Select one of the lines by pressing its Line key, or
- Select 'Intrude' on the 'Display'.

You will then be connected in a three-way conversation.

System Speed Dial list

You can program five hundred system speed dial numbers and names. Users of the system may then access these numbers, provided they are not restricted from dialling the number because of their Class of Service.

An option is provided to associate the numbers with line groups so that the numbers can be dialled over particular lines

For a description of the Class of Service Override facility, see the Call Restrictions section on page 62. In short, this facility allows a Station to access all system speed dial numbers, even though the Station may be restricted from directly dialling a number depending on Class of Service.

If a number or an incoming call matches a number in the speed dial list, the name in the list will be displayed.

To add or delete a System Speed Dial number

- Select the directory key
- Press the Scroll Down Key (▼) until 'System Entries' is displayed
- Select 'System Entries'
- You are prompted for a password. Enter the system-programming password
- Select the index (001 to 500)
- Enter the required telephone number you want to store
- When the number is entered, select 'Confirm'
- You are then prompted to enter a name. Do one of the following:
 - Press 'Exit' or 'Confirm' if you do not wish to enter a name
 - Enter a name as described on page 16
 - You are then prompted to select a line group. In default all numbers are dialled over Group 1 which is accessed by dialling 0.

Note: Up to twenty-four digits may be stored in any location. A name of up to ten characters, including spaces, can be used for each entry.

Note: When programming a speed dial number, you may insert a pause of 1.5 seconds between digits by selecting 'Pause' on the display.

To dial a System Speed Dial number

- Press the DIRECTORY Key
- Select 'System speed dial'
- Enter the first letter of the name or scroll through the entries to find the entry you want
- When you have selected the number or name you want a free line is automatically selected and the number is then dialled.

Note: If some numbers are entered without names they are presented at the end of the list. From a standard telephone, dial one of the System Speed Dial location codes (8001 - 8500).

Note: By dialling the code 8, the scroll up and down keys can be used to view all the locations in location sequence.

Setting 'Display' Messages

This feature enables you to leave a 'Display' Message that will be seen by any Keystation calling your Station. You can also set a 'Display' Message on a standard telephone but you cannot check the content.

To set a message to be displayed to internal callers

- Press the MESSAGE Key
- Select 'Display' Messaging'
- Select the message to be displayed from the message menu
- The message menu offers you the choice of eight pre-Programmed messages. You can add extra text to all messages by selecting the 'Enter data' option. Message 9 is blank so you can enter your own message.

The message menu is:

1	Return at	6	At home
2	Call back at	7	On holidays
3	Call me at	8	Call
4	At a meeting	9	-----
5	At lunch		

Press the Hands-free Key to finish programming.

Note: See page 16 on how to enter text using the Keypad. Also, if you wish to enter a time or a date, do one of the following:

- press * for ':'
- press # for '-'

Note: Only Keystations can display messages. A standard telephone will not receive any indication that a message has been set on the Station it is calling.

From a standard telephone, the code is 729. When you have dialled 729, dial digits 1-8 to select the required message, and hang up.

To cancel a 'Display' Message

- From a Keystation select 'Cancel the Message'.

From a standard telephone dial 729 and hang up.

Displaying caller numbers and routing calls

The Calling Number Display (CND) service is available on Analogue lines. If you subscribe to this service, your network sends the telephone number of callers to the Commander Connect (provided the caller has not elected to restrict the network from presenting their number). The telephone number (or associated name) is displayed on the ringing Keystations.

The CND information is also shown if the Station is equipped with a standard phone which supports the CND service.

Note: Your telephone number will also be presented to persons you call, unless you restrict your number from being presented.

Note: If the caller elects not to present their number, the keystation display will show '<Number withheld>'

Note: A name will only appear on the display when a number stored in the system speed dial matches the caller telephone number they are calling from. The system speed dial number needs to have a name programmed also.

Calling Line Identity (CLI) services are ISDN services available on ISDN lines. If you subscribe to this service, your network sends the telephone number of callers to the Commander Connect (provided the caller has not elected to restrict the network from presenting their number). This number, (or name, if a name has been associated with the number), is displayed on the ringing Keystations.

The CLI information is also shown if the Station is equipped with a standard phone which supports the CND service.

Note: Your number will also be presented to persons you call on ISDN lines, unless you restrict your number from being presented. Refer to page 112 for information on how to restrict your number being displayed for calls made over ISDN lines.

As well as displaying the numbers of callers, your Commander Connect allows you to associate names with caller numbers, and display the names in place of the numbers

How a caller number is displayed at your Station

- The caller's number will appear on the 'Display' of all Keystations Programmed to ring for incoming calls
- If a name is associated with the number in either the system speed dial store or the CND store the name will be displayed
- A caller may choose to withhold their identity. In this case, the 'Display' will show 'Number Withheld' instead of the caller's number or name
- If the number information is not available the 'Display' will show 'Number Withheld' instead of the caller's number or name
- If more than one caller is calling at any one time, the number displayed will be that of the first call in the queue. When this call is answered by one of the ringing Keystations the number of the next call in the queue will appear on the Displays of the other ringing Keystations
- If your Keystation is not ringing for the call you may examine the incoming call ID by selecting 'Examine Incoming Call'. The same information shown on the ringing Keystations is then displayed.

To set up your system to display caller numbers received on Analogue lines (CND service)

If you subscribe to the Caller Number 'Display' service from your Network Provider then you can program the system to display Analogue caller numbers.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Lines'
- Press the Scroll Down Key (▼) until 'PSTN Programming' is displayed
- Select 'PSTN Programming'
- Press the Scroll Down Key (▼) until 'CND detection' is displayed
- Select 'CND detection'
- Select the Lines that have the CND service enabled. The Lines you select will have a ♦ displayed beside them.

Press the Hands-Free Key to finish programming.

To associate a caller number with a name, and route its calls to a Station

Up to a hundred names, each a maximum of ten characters, (including spaces), may be associated with caller telephone numbers. When a number with an associated name is received, the name rather than the number is displayed.

Furthermore a Station number may also be associated with a telephone number. In this case an incoming call from that number will ring at only that Station. If the Station is busy, the call rings in as normal in the case of Analogue Lines and returns a busy signal in the case of ISDN lines.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System Programming' is displayed
- Select 'System Programming'
- Enter the System Programming Password
- Select 'Lines'
- Press the Scroll Down Key (▼) until 'CLI Programming' is displayed
- Select 'CLI Programming.'
- Select an Index Number (001 - 100)
- Enter the caller telephone number
- Press 'Confirm'
- Enter the name to be associated with the number. Refer to page 16 for help on how to enter names
- Press Confirm
- Select the option 'Day Mode', 'Night Mode' and 'Day and Night Mode'
- Select the required option of 'Station', 'Group', 'Auto-Attendant' or 'Courtesy Service'

Note: CLI Store routing will take precedence over MSN/DDI routing or normal call routing.

Note: When selecting 'Station', only one station can be selected. If more than one station is required, then a group would have to be Programmed with the required stations in the group.

Storing and redialling caller numbers (CLI Store)

The CLI Store automatically stores information about the last 350 unanswered calls to the system (answered calls can also be stored). The information stored is the caller telephone number, and the date and time of the call. Information is not stored for calls that withheld or unavailable numbers. When a new record is received and the memory is full the oldest record is discarded from memory.

The CLI Store can be allocated as one central store of data on calls ringing the incoming groups. This store alerts Station 20 (default), by means of a display prompt, that new calls have been stored. You can also program all 40 Stations to store up to ten numbers each.

To examine and redial stored caller numbers

Select 'Call Log - Personal' to examine the numbers in the personal store of your Keystation.

- Select 'Call Log - System' to examine the system store. This can be selected from any Station
- You will see the following information:
 - The number and time of the last three calls received are displayed
 - If the call was answered the 'Display' will show an 'A' on the right-hand side of the record. If the call was not answered, the 'A' will not be displayed
 - If an 'R' is displayed on the right-hand side of a record, this indicates that the number has been redialled.

The date information, for the displayed calls are shown for a few seconds instead of the time.

You may scroll through the stored numbers by using the Scroll Up (⬆) and Scroll Down Key (⬇) situated below the 'Display'

- If you press the 'Display' Key beside a particular record the system automatically selects a free Line and dials the displayed number. If the Station is restricted from dialling, or if there is no Line available, you will hear a busy tone.

To programme the CLI Store to store all calls or unanswered calls only

- The system CLI Store can store either all calls or unanswered calls only.
- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System Programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'System'
- Press the Scroll Down Key (▼) until 'CLI Store' is displayed
- Select 'CLI Store'
- Select 'Store all calls' or 'Store unanswered calls'.

Press the Hands-free Key to finish programming.

To set up Stations with an individual CLI Store

You can program up to 40 Stations to store ten numbers each. Each of these Stations will have a separate record of calls that ring on exchange Lines Programmed to ring their Stations only.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System Programming' is displayed
- Select 'System Programming'
- Enter the System Programming Password and select 'Stations'
- Press the Scroll Down Key (▼) until 'Individual CLI Stores' is displayed
- Select 'Individual CLI Stores'
- Select the Stations that you wish to have an individual CLI store. The Stations that will have a CLI Store will have a ♦ displayed beside them.

Press the Hands-free Key to finish programming.

Paging

You can connect a Public Address amplifier to any Station on your Commander Connect. Users can then make announcements over the PA. A PA Answer feature allows a user to respond directly to the paging Station without having to know the Station number.

The system also allows users to make announcements over the speakers of all Keystations, and to make Voice Calls to other users via the speakers of their Keystations.

You can program the system to protect users' Keystations against both announcements and Voice Calls.

Another facility available is a "Page All" which will page both Keystations and a PA simultaneously. A PA must be installed to use this facility.

To program a Station for use with a Public Address amplifier

A Station with a Public Address amplifier connected must first be programmed for use with a PA amplifier.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'System'
- Press the Scroll Down Key (▼) until 'PA amplifier' is displayed
- Select 'PA amplifier'
- Select 'PA equipped'
- Select the Station to which PA system is connected.

Press the Hands-free Key to finish programming.

Note: The station that has been programmed as the Programming station will not be display as an option on the screen.

Note: The station that has been programmed as the PA Station will be indicated by '◆' next to the station.

To make an announcement over a Public Address system

If there is a Public Address (PA) system connected to your Commander Connect any Station can make an announcement over the PA system.

- From the Idle Menu, press the Scroll Down Key (▼) until 'Paging' is displayed
- Select 'Paging'
- Select 'Public Address' and make your announcement. The announcement can last a maximum of fifteen seconds.

Note: Do not hang up if you want the paged party to be able to respond directly to your page. From a standard telephone, the code is 720.

To respond to a page over the PA system

If you have been paged over the PA the PA Answer feature puts you in direct contact with the paging Station, provided that the person who paged you has not replaced the Keystation.

- When you are paged, select 'Answer page' on the nearest Keystation and you will be connected to the paging Station.

From a standard telephone, the code is 717.

To make an announcement over the speakers of all Keystations

The Internal Paging feature allows any Station to make an announcement over the speakers of all Keystations. Only Keystations that are page-protected will not be paged.

- From the Idle Menu, press the Scroll Down Key (▼) until 'Paging' is displayed
- Select 'Paging'
- Select 'Page all Keystations'
- Make your announcement.

From a standard telephone, the code is 716.

To make an announcement over the speakers of all Keystations and the PA

The 'Page All' feature allows any Station to make an announcement over the speakers of all Keystations and the PA amplifier. Only Keystations that are page-protected will not be paged.

- From the Idle Menu, press the Scroll Down Key (▼) until 'Paging' is displayed
- Select 'Paging'
- Select 'Page all'
- Make your announcement.

From a standard telephone, the code is 795.

To make a call over the speaker of another Keystation

The Voice Call feature allows you to speak over the speaker of an individual Keystation. If the Keystation is page-protected the voice call will fail.

- From the Idle Menu, press the Scroll Down Key (▼) until 'Voice call' is displayed
- Select 'Voice call'
- Select the Station you wish to page
- Make your announcement.

From a standard telephone, the code is 715.

To answer a Voice Call at your Station

- Press the Mute Key and speak in Hands-free Mode, or pick up the Handset.

To protect Keystations against Announcements and Voice Calls

By default, all Keystations may be paged. You can page-protect each Keystation to prevent it from being paged from either Announcements or Voice Calls.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'Stations'
- Select 'Page protection'
- Select the Stations you wish to protect. A '♦' will be displayed beside protected Stations.

Press the Hands-free Key to finish programming.

To prevent Stations from using the Public Address system

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'Stations'
- Press the Scroll Down Key (▼) until 'Restrict use of PA' is displayed
- Select 'Restrict use of PA'
- Select the Stations you wish to prevent from using the PA system. A '♦' is displayed beside the Stations that are restricted.

Press the Hands-free Key to finish programming.

Manager / Secretary

The Manager/Secretary feature is a set of programming options used to maximise the efficiency with which two people work together. It is typically used for a manager/secretary partnership. To activate the Manager/Secretary feature it is necessary to first combine the Manager and Secretary Stations. When the Manager/Secretary combinations are programmed the Secretary may answer calls ringing on the Manager's Station by pressing a key on which the number is programmed.

Other standard features include programming a Dedicated Line for the Manager, so that no other Station may make or receive calls on that Line. You can program the Manager's Station with a key for paging, or calling the Secretary's Station, and you can program the Manager's Station to 'Divert All Calls' to the Secretary.

To set up Manager/Secretary combinations

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'Stations'
- Press the Scroll Down Key (▼) until 'Manager/secretary' is displayed
- Select 'Manager/secretary'
- Select the Secretary Station. When selected, the menu changes to allow you to select the Manager Station(s)
- Select the Manager Station(s). Manager Stations will be indicated by a '♦' alongside. (If the Station has been combined previously with a Secretary the existing Manager Stations will be indicated with a '♦'. Selecting a Station with a '♦' will remove that Station as a Manager of that Secretary.)

Press the Hands-free Key to finish programming.

To program a key to answer the Manager's calls

With this feature set, the Secretary can answer calls ringing on the Manager's Station by pressing a key. The Manager / Secretary combination must be programmed for this to operate. The key will also offer the standard features available when a Programmable Key is programmed to ring a Station. That is, the Secretary can call the Manager, while the Manager's Station is idle, by pressing the key. Also, the Secretary can see the status of the Manager's Station from the key light – lit if the Station is busy, and flashing if ringing.

- From the Secretary's telephone, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'Key Programming' is displayed
- Select 'Key programming'
- Select the Programmable Key you want to program
- Select 'Stations'
- Enter the Manager's Station number
- Select 'Confirm'.

Press the Hands-free Key to finish programming.

To dedicate an exchange Line to a Manager's Station

- From the Programming Station, press the PROGRAM Key
- Select 'System programming'
- Enter the System Programming Password and select 'Lines'
- Select 'Outgoing restriction'
- Select the Line to be dedicated to the Station
- The Station Menu is presented. Select the Stations as necessary to leave the manager's Station the only Station with a (◇).

Press the Hands-free Key to finish programming.

To program a key to page the Secretary's Station directly

This programs a key on the Manager's Station that, when pressed, calls the Secretary's Station, which automatically answers the call, allowing the Manager to speak over the Secretary's Station speaker.

- From the Manager's Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'Key Programming' is displayed
- Select 'Key programming'
- Select the Programmable Key you want to program
- Press the Scroll Down Key (▼) until 'Voice call' is displayed
- Select the 'Voice call' option
- Select 'Enter data' and enter the Secretary's Station number
- Select 'Confirm'.

Press the Hands-free Key to finish programming.

Note: The Secretary Station must be programmed to receive Call Waiting tones. See page 50.

To program a key to call the Secretary's Station directly

With this feature set, the Manager can call the Secretary, while the Secretary's Station is idle, by pressing the key. Also, the Manager can see the status of the Secretary's Station from the key light – lit if the Station is busy, and flashing if ringing.

- From the Manager's Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'Key Programming' is displayed
- Select 'Key programming'
- Select the Programmable Key you want to program
- Select 'Stations'
- Enter the Secretary's Station number
- Select 'Confirm'.

Press the Hands-free Key to finish programming.

To divert calls to a Secretary

When this feature is set, all calls to the Manager's Station will be diverted to the Secretary's Station.

- From the Manager's Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'Key Programming' is displayed
- Select 'Key programming'
- Select the key you want to program
- Press the Scroll Down Key (▼) until 'Divert all calls' is displayed
- Select 'Divert all calls'
- Select 'Enter data' and enter the Secretary's Station number
- Select 'Confirm'.

Press the Hands-free Key to finish programming.

Least Cost Routing

You may use this feature to have users' calls routed over specific lines, or over a specific Network Provider. To set the feature up you associate input codes with the lines over which calls should be routed and with whatever network codes are necessary to route the call.

In addition, you can choose to route the calls over different lines at various times of the day for optimum call rates. Once the facility is activated calls are automatically routed over the selected lines, and the network code is sent to the line before the telephone number.

To set up codes to allow calls to be routed on specific Lines or networks

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'Lines'
- Scroll Down and select 'LCR Codes'
- Select LCR On to activate the facility
- Enter in a code index (01-50)
- Enter an input code (Up to 5 digits). Press Confirm. This is the code dialled by the user.
- Enter an Output Code (Up to 9 digits). This is the code that will be inserted before the telephone number that the user dials. This code can be used to select a specific Network Provider
- Select the preferred or exclusive option.

If 'Exclusive' is selected the calls can only be sent on the lines selected below.

If 'Preferred' is selected the calls will be routed on any available Line, if none of the selected lines are available. In this case the output code is not dialled.

Note: When Enabling or Disabling the LCR feature the new setting does not take immediate affect. There can be a delay a of up to 1 minute for the setting to take affect.

Least cost Routing activated automatically at set times

You can program the Least Cost Routing facility, to be automatically turned on and off twice during a 24-hour period enabling you to tailor your call charges through different service providers.

- From the Programming Station, press the PROGRAM Key
 - Press the Scroll Down Key (▼) until 'System programming' is displayed
 - Select 'System programming'
 - Enter the System Programming Password and select 'Lines'
 - Scroll Down until 'LCR Timebands' is displayed
 - Select LCR on times
 - You can enter two 'On' times
 - Select LCR off Times
 - You can enter two times at which the LCR facility is deactivated
- A Third option 'LCR weekend' is offered. When this is selected the LCR service remains active from Friday night to Monday morning; all off times over the weekend are ignored.

Press the Hands-free Key to finish programming.

To route a call using the Least Cost Routing feature

- Select a Line Key, or dial a code for a Line (0, 760 - 769) and select 'Send digits'.
- Dial a valid input code
- When a Line is selected, dial the telephone number you wish to reach.

Your call will then be connected with the output code being dialled before the telephone number.

Note: Any Line Key or Line code (0, 760 - 769) can be selected above. However, the system will select the line for the call based on the input code.

Sending a Forward Recall while on a call

A Forward Recall signal may be required if you are using certain network services on standard Analogue exchange Lines, or if your Commander Connect is connected to another telephone system (PABX) via one of the Line interfaces.

The Forward Recall feature allows you to send a hold signal forward on the Line to the exchange or PABX. To send a hold signal, you must be on a call or have dialled at least one digit of the number you are calling.

To send a Forward Recall signal to an exchange or a PABX

From a Keystation, select 'Forward recall' on the 'Display'.

From a standard telephone, the code is R722.

Account Codes

A programming option can be set which allows codes of four digits to be associated with external calls, both incoming and outgoing, and these codes are presented on the Call Logging output. Two options are available. The first is that the entry of account codes is 'Optional' and the user can choose to enter the code or not. The second option is 'Forced' and in this case the user must enter the code before they can make an external call.

To set up the Account Code operation

- From the Programming Station, press the PROGRAM Key
- Select 'System programming'
- Enter the System Programming Password and select 'System'
- Press the Scroll Down Key (▼) until 'Account Codes' is displayed
- Select 'Account Codes'
- Select 'Account Codes on'

Note: The option 'Forced Stations' is presented. This is selected if you wish to have, some Stations programmed so that they must enter an account code before dialling a number. Select the Stations for the forced operation

- Select 'Exit' if all Stations have the choice of entering the code or not.

Entering Account Codes - Optional mode

Entering the code prior to making a call

When Account Codes is programmed the Keystations idle menu has the Prompt 'Enter Account code' displayed.

- Select 'Enter account code'
- Enter a four digit code
- A free line is presented and dial tone returned
- Dial the external number as normal

For a standard phone the code is 791 followed by the four-digit code.

Entering the code during a call

When Account Codes is programmed the Keystations in call menu has the Prompt 'Enter Account code' displayed.

- Select 'Enter account code'. The call is placed on hold
- Enter a four digit code
- The call is automatically reconnected

For a standard phone the code is R791 followed by the four-digit code.

Entering the code after a call

If a code has not been entered either prior to or during a call the option to do so is displayed on the Keystation for 15 seconds after the call is completed

- Select 'Enter account code'
- Enter a four digit code

For a standard phone the code is 791 followed by the four-digit code.

Note: If the user places a second call to invoke External Consultation, External Transfer or External Conference an account code cannot be entered for the second call.

Entering Account Codes - Forced mode

In this mode the Station must enter the Account code before making an external call

When Account Codes is programmed the Keystations idle menu has the Prompt 'Enter Account code' displayed.

- Select 'Enter account code'
- Enter a four digit code
- A free line is presented and dial tone returned
- Dial the external number as normal

For a standard phone the code is 791 followed by the four-digit code.

Note: If the user attempts to select a line or make an external call in any other way, invalid tone is returned.

Note: A Station in Forced mode cannot make a second call to set up an External Consultation, Transfer or Conference. If they wish to make a second call while on a call they must place the first call on System hold and then place the second call after they enter an account code or the second call.

PABX Mode

The Commander Connect can be set, through system programming, to operate in either PABX or Key System Mode of Operation. The switch works in Key System Mode by default. When PABX Mode of Operation is selected a number of changes are made to the operation of the system.

Line appearances on Keystation keys

Line keys programmed on the phone are not associated with particular lines. When a line key is selected on a phone the line light is lit only on the phone selecting the line.

Making external calls when in PABX mode

External calls can be made:

- By dialling the line access digit 0 (760-769) or selecting a speed dial or redial number: If the Keystation is programmed with a Line Key or Keys, the light on the first available line key is lit
- By selecting an available Line Key: If a free line or B channel is available an external dial tone is returned and the light associated with the Line Key is lit. If no line or B channel is available a busy tone is returned and the Line Key light is not lit. Instead, the display indicates that no line is available.

Incoming Calls In PABX mode of Operation

Incoming calls made to ring Groups, Stations, Auto Attendant, Courtesy Service or Answering Machine:

This programming is the same for both PABX and Key system Modes of Operation.

When a call is presented to a Keystation the phone is called and the light on the first available Line Key on the Keystation flashes at the Ringing Rate.

If the call is presented to an individual phone the key associated with the first available Line key on the phone flashes at the Ringing rate. No Line key on any other Keystation is lit.

If the call is presented to multiple Keystations in a Ring Group, the line key light is lit on all the Keystations in the group with an available Line Key. No other Line key on any other Keystation is lit.

If the call is presented to a Keystation with no available Line Key the call rings the phone without lighting any Line Key.

Call answered

When a call is answered the light associated with the line Key on the answering phone is lit steadily. The light associated with the call on all other Keystations, if the call was presented to a group, is extinguished. An answered call lights up on the Keystation that answered the call.

Call Placed on Hold

If a Keystation places a call on hold the light associated with the Line on the Keystation flashes at the Hold Rate. No other Line Key on any other Keystation is lit.

The Option to 'Return to Call' is given on the Keystation menu. The phone returns to idle.

To put a call on hold from a Standard Phone press the recall button (R) on the phone and go back on hook. To retrieve the call on hold, lift the Handset and dial the code 719.

Button Hopping

This feature allows the system user to choose if an answered call is automatically put on hold or disconnected when another line key is pressed.

To choose which option

- From the Programming Station, press the PROGRAM Key
- Select 'System programming'
- Enter the System Programming Password and select 'System'
- Press the Scroll Down Key (▼) until 'Button Hopping' is displayed
- Select 'Button Hopping'
- Select the option ('Disconnect or Autohold') that you want. The default is 'Autohold' and the ♦ indicates the current program setting.

Press the handsfree key to finish programming.

Station set-up options

Customising your Keystation

The PROGRAM Key accesses the options available to customise your Keystation settings.

To turn on Automatic answer mode

You may program your Keystation to work in 'Auto-answer mode'. In this mode the Hands-free Key light flashes red, and when you receive an internal call you hear a burst of tone and the call is connected automatically. You can speak to the caller without touching the Keystation.

- From your Keystation, press the PROGRAM Key
- Select 'Auto answer'
- Select the required option – 'Set auto answer' or 'Cancel auto answer', to set and cancel the Automatic answer mode respectively.

Press the Hands-free Key to finish programming.

To program a feature onto a Programmable Key on your Station

You may re-program any or all of the Programmable Keys located on the Keystations. There are eight keys on the Standard Keystation, 16 on the Executive Keystation and 32 on the CONSOLE. You can program these keys to select lines, Stations, features or speed dial numbers.

- From your Keystation, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'Key Programming' is displayed
- Select 'Key programming'
- Press the Programmable Key to be programmed. A list of options appears on the 'Display'
- Select the required feature to be programmed onto the key. Use the Scroll Down Key (▼) to scroll down to view the list of available features. For example, to program the key with a speed dial number, select the 'Individual digits' option.

Press the Hands-free Key to finish programming.

Note: If you are programming the key to call an external number remember to precede the number with a 0, or an Outgoing Group code, 760 – 769 to select an exchange Line.

To turn on Headset Mode

Turn Headset mode on and off via the PROGRAM Key

From your Keystation, press the PROGRAM Key

- Press the Scroll Down Key (▼) until 'Headset Mode' is displayed
- Select 'Headset mode'
- Select the required option – 'Turn Headset on ?' or 'Turn Headset off ?'. Once selected, the 'Display' will show 'Turn Headset On ?' or 'Turn Headset Off ?' and then revert to the Idle Menu.

Press the Hands-free Key to finish programming.

Note: The Handset does not operate in Headset Mode.

To set a ringing tone on your Keystation

You can select one of six ringing tones.

- From your Keystation, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'Ringing options' is displayed
- Select 'Ringing options'
- Select 'Tone 1', 'Tone 2', 'Tone 3', 'Tone 4', 'Tone 5' or 'Tone 6' which will cause the selected tone to sound
- Select 'Confirm' to use the chosen tone. On the 'Display' 'Ring type set' will appear and then the 'Display' will revert to the Idle Menu

Press the Hands-free Key to finish programming.

To set the 'Display' contrast on your Keystation

You may choose from four levels of display contrast.

- From your Keystation, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'Contrast options' is displayed
- Select 'Contrast options'
- Select 'Level 1', 'Level 2', 'Level 3' or 'Level 4' to set a contrast option. The prompt 'Contrast set' appears on the 'Display'.

Press the Hands-free Key to finish programming.

To enter system programming

If your Station is the Programming Station you have access to the system programming options. If you select this option you will be prompted to enter the System Programming Password. If this option is selected from any other Station the 'Display' will show 'Programming Refused'. Again, the default Programming Station is Station 20.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password to access system programming (1111 by default).

Background music

This feature allows a Station to have music played over the speaker of a Keystation while the Station is idle. This background music is supplied only if there is an external music source connected to the system via the Options module or a music on hold station interface. This background music is disconnected as soon as the user goes off hook or a call is presented to the Station.

- From your Keystation, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'Background Music' is displayed
- Select the required option – 'Background music on' or 'Background music off'.

Press the Hands-free Key to finish programming.

INT STN Order

This feature allows you to display the station names on your phone in alphabetical or physical order.

- From your Keystation, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'INT STN Order' is displayed
- Select the required option – 'Sort Physical' or 'Sort Alpha' (alphabetical).

Press the Hands-free Key to finish programming.

Do Not Disturb

If your Station is set to 'Do Not Disturb', anyone trying to call you will receive a busy (engaged) tone. If the person trying to contact you has a Keystation, 'Do Not Disturb Enabled' will appear on its 'Display'. 'Call Back' and 'Reminder Call' are the only incoming ringing that will be accepted when this feature is set.

To set Do Not Disturb on your Station

- From the Idle Menu, press the Scroll Down Key (▼) until 'Do Not Disturb' is displayed
- Select 'Do Not Disturb'

Note: 'Do Not Disturb' is unavailable on Station 20: the operator position.

To cancel Do Not Disturb on your Station

- From the Idle Menu, Select 'Cancel do-not-disturb'. This option is displayed only when the feature is set.

Note: When 'Do Not Disturb' is set, you will hear a broken dial tone when you lift the Handset.

From a standard telephone, the code 736 is used to set and cancel this feature.

Station Lock

This feature allows you to lock your Station to prevent unauthorised users from making external calls. You use a Lock Password to lock, unlock, or to make calls from a locked Station. The default Lock Password for all Stations is 123, but each Station may change its password. Station Lock Passwords can be examined from the Programming Station.

To lock your Station

- From the Idle Menu, Press the Scroll Down Key (▼) until 'Station Lock' is displayed
- Select 'Station Lock'
- Select 'Lock the Station'
- Dial your 3-digit Lock Password. (The default Lock Password is 123).

Press the Hands-free Key to finish programming.

From a standard telephone, the code is 713.

To unlock your Station

- Select 'Unlock the Station'. This 'Display' option only appears when the Station is locked
- Dial your 3-digit Lock Password. (The default Lock Password is 123).

Press the Hands-free Key to finish programming.

From a standard telephone, the code is 713.

To make a call from a locked Station

- Dial 0, or press a Line Key, or dial the code for a Line (760 - 769), as if to select a Line
- Dial your 3-digit Lock Password. (The default Lock Password is 123)
- Lift the Handset and press either 'Send digits' or the 'Hands-free Key'
- A Line will be selected
- Dial the number you require.

To change your Station Lock Password

- From the Idle Menu, press the Scroll Down Key (▼) until 'Station Lock' is displayed
- Select 'Station Lock'
- Select 'Change the lock code'
- Dial the existing 3-digit Lock Password. The default password is 123
- Dial your new 3-digit Lock Password. The new Lock Password will not be displayed when entered.

Press the Hands-free Key to finish programming.

From a standard telephone, the code is 714.

To examine Station Lock Passwords

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'Stations'
- Select 'Examine passwords'
- Select 'Station lock password'
- Select the Station. The Lock Password is briefly displayed on the top line of the 'Display'.

Press the Hands-free Key to finish programming.

Tone protection

As described on page 30, Stations may present a busy Station with a Call Waiting tone, provided the busy Station is not protected against receiving Call Waiting tones. By default, all Stations are protected against receiving Call Waiting tones, except station 20. However, you may program Stations to receive Call Waiting tones.

To Program a Station to receive Call Waiting tones

- From the Programming Station, select the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'Stations'
- Press the Scroll Down Key (▼) until 'Tone protect' is displayed
- Select 'Tone Protect'
- Select the Stations you wish to allow receive Call Waiting tones. A ◇ is displayed beside those Stations allowed to receive Call Waiting tones, and a ♦ is displayed beside those Stations protected against receiving Call Waiting tones. (By default, all Stations will have a ♦ displayed except station 20).

Press the Hands-free Key to finish programming.

To protect an individual call from Call Waiting tones

If your Station can receive Call Waiting tones, you may protect each call on an individual basis from interruption.

- When you are on a call, select 'Tone protect' on the 'Display'.

From a standard telephone, the code is R725.

Reminder Call

This feature enables you to set your Station to ring at a given time.

To set your Station to give you a Reminder Call at a given time

- From the Idle Menu, press the Scroll Down Key (▼) until 'Reminder Call' is displayed
- Select 'Reminder call'
- Enter the time in the 24-hour clock format, for example, 1423 for 2.23 pm
- Press 'Confirm'

At the programmed time the Station will give ten rings. If not answered, it will ring twice more at two-minute intervals and will then cancel.

Note: Alarm calls must be set daily and therefore cannot be set more than 24hrs ahead.

To review and cancel a Reminder Call

- To review a Reminder Call, select 'Reminder Call' and the time set will be displayed. Select 'Confirm' to retain the programmed time. If you wish to change the time, select 'Change' and enter a new time
- To cancel the reminder call, select 'Change' followed by 'Confirm'.

From a standard telephone, the code 718 is used to set a Reminder Call, and the code 718- is used to cancel it. A standard telephone cannot query the Reminder Call time.

Station Reset

You can reset your Station to cancel all the following features if they have been set:

- Do Not Disturb
- Call Divert
- Call Back
- 'Display' Messaging
- Reminder Call

To reset your Keystation

- From the Idle Menu, press the Scroll Down Key (▼) to scroll downwards until 'Reset the telephone' is displayed
- Select 'Reset the telephone'. The 'Display' shows 'Station reset' momentarily before returning to the Idle Menu

If you are using a standard telephone, dial 739 and wait for the acknowledgement tone (internal dial tone).

Incoming Call Handling

General

Calls can be presented to the Commander Connect on Analogue lines and ISDN lines.

Calls can be programmed to ring Individual Stations, a Ring Group, a Hunt Group, Auto-Attendant, Courtesy Service or a Voicemail Box / Answering Machine.

Incoming Calls to Individual Stations

When an Incoming call is programmed to ring an individual Station, all diverts Internal or External, programmed by the Station are acted on.

The call can be forwarded to the Station's personal Mailbox.

If 'Do Not Disturb' is activated by the Station the call is presented to Station 20. (Station 20 cannot activate Do Not Disturb).

For calls on Analogue lines if the Station is Busy the call is queued to the Station and Call Waiting is activated.

For calls on ISDN lines if the Station is Busy, there is a programming option which allows the call to be accepted or rejected. See the 'Accept on Busy' Option in ISDN programming in the Line Programming section. If the call is accepted the call is queued to the Station and Call Waiting is activated.

Incoming Calls to a Ring Group

When an Incoming call is presented to a Ring group all the free Stations in the Group are called.

The call can then be forwarded to the Group Voice Box if one has been programmed for the Group.

All Diversions Internal or External, programmed for the Group are acted on as follows:

If 'Do Not Disturb' is activated by a Station, the phone is not called.

If all the Stations in a Group activate 'Do Not Disturb' the call is presented to Station 20. Station 20 cannot activate 'Do Not Disturb'.

If the group is Busy the call is queued to the group and Call Waiting is presented to all the Busy Stations in the Group.

Note: A ring group is considered busy if the number of calls being presented to the group exceeds the number of members in that group.

For calls on ISDN lines: If the group is busy a programmable option is provided so that the call can either be rejected or Call Waiting presented. See the 'Accept On Busy' Option in ISDN programming in the Line Programming section.

Incoming Calls to a Hunt Group

When an Incoming call is presented to a Hunt group the following rules apply.

The call rings an idle Station in the Group depending on the Hunt option selected i.e. 'Linear', 'Circular' or 'Longest Idle'. The call rings for a period equal to the Hunt Timer and if is not answered within this period, it will ring the next available station within the group. This continues until the call is answered or until the call has attempted to ring all stations in the group. If Group Divert on No Answer is set for this group, it will now be invoked. If Group Divert is not set, then the call will remain ringing at the final station.

If the call is deflected to another Group (Ring, Hunt or Internal Group), the call ceases to ring the current group and rings the new group.

The call can be diverted to the Group Voice Box if one has been programmed for the Group.

All Diversions Internal or External, programmed for the Group are acted on as follows:

If 'Do Not Disturb' is activated by a Station, the phone is not called and the call is presented to another free Station in the group.

If all the Stations in a Group activate 'Do Not Disturb' the call is presented to Station 20. Station 20 cannot activate Do Not Disturb.

If the group is Busy the call is queued to the group and Call Waiting is presented to all the Busy Stations in the Group unless Divert on Busy is set for the group.

If the group is busy a programmable option is provided so that the call can either be rejected or Call Waiting presented. See the 'Accept on Busy' Option in ISDN programming in the Line Programming section.

Note: Linear is when calls are always presented to the first available Station in the Group.

Note: Circular is when calls are always presented to the next available Station in the Hunt Group.

Note: Longest Idle is when calls are presented so that they are evenly distributed to all Stations in the group. Calls are presented to the free Station with the longest time interval after handling an incoming call.

Group Programming

This option is used to allocate Stations and the Central Bell to groups and to designate the type of group: a Ring Group or Hunt Group. When a Group is programmed it can be associated with Lines, Accesses, MSN, DDI or CLI numbers and the Door Station. If a Group is programmed and no Lines, Accesses, MSN, DDI or CLI numbers or Door Station are associated with it, it is an Internal Group. A total of 20 Groups can be programmed. All Groups are programmed with Station 20 at Power Up. A maximum of 16 Stations or 15 Stations and the Central Bell can be programmed for a Group.

All groups can be called from other Stations.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'Lines'
- Select 'Group Programming'
- The 20 Groups are shown. Select the Group
- Two options are shown, Ring Group and Hunt Group. A solid diamond indicates which type the group is currently set. Select Ring group. The menu showing the equipped Stations and 'Other' is displayed. Selecting 'Other' will show the Central Bell, if the

Options module is fitted and SO stations. Select those Stations to be programmed in the group. Select the Central Bell if it is to be included.

- If Hunt Group is chosen select the type of Hunting for the Group, Linear, Circular or Longest Idle. A solid diamond indicates which type of Hunt Group is currently set. Select the type of group required. For Linear and Circular select the required stations in order of priority, as this will determine the order the stations will be rung within the group. The length of time that each station is rung before stepping on to the next station in the group can be changed from the default of 15 seconds by changing the 'Hunt Timer', which can be found in 'System Programming' under 'System', 'Timers'.

Note: When a Standard Phone has been assigned to multiple hunt groups, the code to log in/out of individual hunt groups is 723 followed by the group number (180-199).

Logging In and Out of Hunt Groups

When an Station is programmed as a member of a hunt group the option to log in or out is shown on the display of the phone.

When "Log In/Out" is selected you are presented with a menu showing the groups that you are a member of. Those with a solid diamond are the groups you are logged in to. Select the Station you want to log in to or out of.

Note: When an standard telephone has been assigned to a hunt group, the code to log in/out to the hunt group is 723 followed by the group directory number (180 - 199).

To log in to all groups you are a member of dial 723*1.

To log out of all groups you are a member of dial 723*0.

Associating Lines with Groups or Stations for Incoming Ringing

By associating lines with Groups or Individual Stations you can have lines ringing different groups, or Individual Stations, in Day and Night modes.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'Lines'
- Select 'Incoming Ringing'
- Select the line or Access
- Select 'Day', 'Night', or 'Day and Night'
- If the Line is to ring an individual Station, select Station and then the required Station. If the Line is to be presented to a group select Group and then the required Group.

The default is that all lines and Accesses ring Group 1 in both Day and Night Modes.

Fax Line / Station

If your Commander Connect is equipped with standard Analogue lines, and you wish to use a fax machine, it is recommended that one of the Analogue lines is allocated as a fax line with the number publicised accordingly.

Firstly, program the switch to route all calls received on this Line directly to an Individual Station and equip this Station with your fax machine. The Line will also be available to make outgoing calls as normal. You can then restrict the number of Stations that have access to this Line for making calls to ensure that the Line is generally available to receive faxes.

Restricting outgoing calls

This feature lets you decide which lines each Station can access for outgoing calls. By default, all Stations have access to all lines.

To restrict a Station from accessing a particular exchange Line

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'Lines'
- Press the Scroll Down Key (▼) until 'Outgoing restriction' is displayed
- Select 'Outgoing restriction'
- Select the Line
- Select the Stations to be prevented from accessing that line. A ♦ is displayed alongside those Stations that are restricted from accessing the line, and a ◇ is displayed alongside those Stations that have access to the line.

Press the Hands-free Key to finish programming.

To program exchange lines to be used for incoming calls only

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'Lines'
- Press the Scroll Down Key (▼) until 'Incoming calls only'
- Select 'Incoming calls only'
- Select the lines that are to be used for incoming calls only. Lines programmed for incoming calls only will be indicated by a ♦ alongside.

Press the Hands-free Key to finish programming.

Outgoing Groups

To program Lines into groups for access using the codes 0, 760 - 769

'Exchange Lines' can be grouped together in up to eleven Outgoing Groups. Each Outgoing Group is associated with a code. These codes are 0, 760 - 769, with Group 1 being associated with 0, etc. Dialling a code selects a Line from the associated Outgoing Group.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'Lines'
- Press the Scroll Down Key (▼) until 'Outgoing groups' is displayed
- Select 'Outgoing groups'
- Select the Group you wish to set up. Up to eleven Groups can be set up, each with a corresponding access code – 0, 760 - 769
- Select the lines to be in the Group. The lines in the Group are indicated by a '♦'.

Press the Hands-free Key to finish programming.

Note: Lines can be in one Outgoing Group only. Selecting a Line to be a member of a Group automatically removes it from all other Groups.

Outgoing Line Priority

To program Outgoing Line Priority

If the Commander Connect is equipped with a mixture of both ISDN and PSTN lines then the option is given to set a priority on which type of line will be selected for outgoing calls if the line access code (0, 760 - 769) is dialled. The default is that 'No Priority' is set.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'Lines'
- Press the Scroll Down Key (▼) until 'Outgoing Line Priority' is displayed
- Select 'Outgoing Line Priority'
- Select the required option from 'No priority', 'ISDN priority', 'PSTN priority'
- The chosen priority is indicated by a '♦'.

Press the Hands-free Key to finish programming.

Day Service / Night Service

The 'Day Service' / 'Night Service' feature allows you to change the Stations which ring on incoming calls, change the Class of Service at each Station, and change the voice greeting heard by callers (if you have Voicemail installed). These changes can take place automatically, at pre-programmed times daily, or can be invoked manually. Furthermore, the system can be programmed to remain in 'Night Service' over the weekend.

To set the automatic start and end times for Night Service

The Automatic 'Night Service' feature allows you to set two time bands in each twenty-four hour intervals; the system then automatically enters 'Night Service'.

From the Programming Station, press the PROGRAM Key

Press the Scroll Down Key (▼) until 'System programming' is displayed

- Select 'System programming'
- Enter the System Programming Password and select 'System'
- Press the Scroll Down Key (▼) until 'Night Service' is displayed
- Select 'Night Service'
- Select 'Automatic on times'
- Select 'On Time 1' to set the first time the 'Night Service' turns on automatically
- Enter the time in 24 hour format, e.g. 1400 is 2:00pm
- Press 'Confirm'
- Select 'On time 2' to set the second time the 'Night Service' turns on automatically
- Enter the time in 24 hour format, e.g. 1400 is 2:00pm
- Press 'Confirm'
- Select 'Off time 1' to set the first time the 'Night Service' turns off automatically
- Enter the time in 24 hour format, e.g. 1400 is 2:00pm
- Press 'Confirm'
- Select 'Off time 2' to set the first time the 'Night Service' turns off automatically
- Enter the time in 24 hour format, e.g. 1400 is 2:00pm
- Press 'Confirm'.

Press the handsfree button to finish programming

To manually turn on Night Service

The Manual 'Night Service' feature enables you to turn 'Night Service' on or off manually. When you turn "Night Service" on, the "Night Service" ringing and 'Class of Service' come into operation.

- At Station 20, from the Idle Menu, press the Scroll Down Key (▼) until 'Night Service' is displayed
- Select "Night Service".

Note: When the Night Service is activated '(Night)' appears on the display on all the keystations. On station 20 only, one of the display key options will be 'cancel Night Service'. When this button is pressed, Night Service will be disabled.

From an SLT on station 20 only, the SLT dials 738 to toggle the night service of and on.

To have Night Service remain on over weekends

The Weekend Service feature ensures that if 'Night Service' is invoked on a Friday evening, the switch remains in 'Night Service' until Monday morning.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'System'
- Press the Scroll Down Key (▼) until 'Night Service' is displayed
- Select 'Night Service'
- Select 'Weekend service'. A '♦' symbol next to either 'Weekend service on' or 'Weekend service off' will indicate whether the weekend service is on or off
- Select 'Weekend service on'

Press the Hands-free Key to finish programming

Note: To cancel Weekend service, repeat as above, selecting 'Weekend service off' as the last step.

Note: Weekend Service does not allow for public holidays

Setting the time and date

To set the time and date on the system

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'System'
- Select 'Time and date'
- Enter the correct time in 24-hour format, (e.g. 2pm as 1400). The 'Display' will prompt for a date
 - If you only wish to set the time select 'Confirm' and the 'Display' will revert to the Idle Menu
 - Enter the date in dd/mm/yy format, (e.g. 10 December 2002 as 101202). When the date has been entered the 'Display' will revert to the Idle Menu.

Press the Hands-free Key to finish programming.

Note: In the event of a power failure, you will need to reset the time and date.

Note: Changes to the system Time will only take place when any external calls in progress at that time have cleared.

Note: If the CND or CLI feature has being presented by the network, the time, day, month will be update after 3:00AM each day when the first outgoing call is made (on ISDN lines) or the first incoming call rings on the system (on PSTN lines).

Hold options

When an external call is placed on hold, you can choose between supplying music, a tone, or silence to the caller. The music source can be internal, in which case it is integrated into the system and cannot be changed, or external, in which case an external source must be connected to your system. The external source can be connected to the system via a mini jack on the Options Module. If an Options Module is not fitted, the music source can be connected to a station position via a Music On-Hold Interface. The system automatically detects if an Options Module is fitted and uses it as the music source.

To supply music, tone or silence to callers on hold

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'System'
- Press the Scroll Down Key (▼) until 'Music on Hold' is displayed
- Select 'Music on hold'
- Select the option ('Internal Source', 'External Source', 'Tone on Hold' or 'Silence') that you want. The default is 'Internal Source' and the ♦ indicates the current program setting. Internal callers are always returned 'Tone on Hold'.
- If no Options Module is fitted and External Source is selected, the station menu is displayed.
- Select the Station that the music source is to be connected to. The selected Station will be indicated by a ♦

Press the Hands-free Key to finish programming.

Hot Line

Stations can be programmed so that they automatically dial a number when they go off-hook. The number dialled can be a Station or an external number.

To have a Station dial a number automatically, when the Handset is lifted

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'Stations'
- Press the Scroll Down Key (▼) until 'Hot line' is displayed
- Select 'Hot line'
- Select the Station from the Station Menu
- Enter the number to be dialled. If you wish to dial an external number, enter 0, or another Line access code, before the external telephone number, to select a Line.

Press the Hands-free Key to finish programming.

Note: When a Keystation is programmed as a Hot Line, no other facilities can be invoked after it is programmed. As soon as you go off-hook on the Keystation, the number is dialled.

Note: A common application for the Hot Line feature is for a fax or modem. The Station can be set to automatically select an exchange Line so the fax or modem does not have to dial 0.

Note: Hotline facility can not be programmed on station 20.

Assigning Station names

You may assign names to Stations. When a Station receives an internal call, its 'Display' will show the calling Station name in the place of the calling Station number.

To assign a name to a Station

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'Stations'
- Select 'Name programming'
- From the Station Menu, select the Station you want to name and enter the name as described on page 16. Up to ten characters (including spaces) can be entered for each name
- When the name is entered, select 'Confirm'. You will be presented with the Station Menu and can continue programming other names.

Press the Hands-free Key to finish programming.

Class of Service

Each Station may be programmed for a Class of Service. This determines the type of call the Station is allowed to dial. Four tables, which can be programmed with up to fifty codes, are used to implement six Classes of Service:

1. By default, all Stations are in Class 1, that is, they have no restriction placed on them
2. A Station placed in Class 2 is restricted from dialling the codes programmed in Table 2. (Table 2 would typically be programmed with the international access code 001).
3. A Station placed in Class 3 is restricted from dialling the codes programmed in Tables 2 and 3. (Table 3 would typically be programmed with non-local national access codes).
4. A Station placed in Class 4 is restricted to internal and emergency, (000 and 106), calls only.
5. A Station can be placed in Class 5 in addition to being in Class 2 or 3. In this case the codes programmed in Table 5 are allowed.
6. A Station can be placed in Class 6 in addition to being in Class 1, 2 or 3. In this case the codes programmed in Table 6 are restricted.

The following table shows the types of restriction for the different Classes of Service available:

Type of restriction	Table	Class
No restriction	-	1
Restrict codes in Table 2	Table 2	2
Restrict codes in Table 2 and 3	Table 3	3
Internal and emergency calls only	-	4
Allowed codes that can be combined with Class 2 or 3	Allowed Table	5
Restricted codes that can be combined Class 1, 2 or 3	Restricted Table	6

Note: The emergency codes are 000 and 106. They cannot be barred.

Note: Both Classes 5 and 6 can be associated with the same Station.

Note: Class 5 cannot be associated with Class 4 Stations.

To set up Class of Service access tables

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'System'
- Press the Scroll Down Key (▼) until 'Class codes' is displayed
- Select 'Class codes'
- Select the 'Table' to which you want to assign codes. (Table 2, 3, Allowed table, or Restricted Table)
- Select an 'Index number' and enter the code.

When entering a code an additional option is given on the display of your Keystation. This option is the "Any" key, which when selected inserts the symbol "X" into the next character of the code (number) you are entering. The symbol "X" will represent any number (1 to 0).

- Select 'Confirm' when the code is entered.

Press the Hands-free Key to finish programming.

To restrict Station outgoing calls during the day

With this feature, you can assign the Stations to a Class of Service that will operate when the system is in 'Day Service'. On power-up, all Stations are in Class 1.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'Stations'
- Select 'Restriction classes'
- Select 'Day Class of Service'
- Select the Class you want to assign to the Stations, (Class 1 – Class 6)
- Select the Stations to be entered in this Class.

Press the Hands-free Key to finish programming.

Note: When a station is selected for Class 1, 2, 3, it will be automatically removed from other classes (except class 5 and 6)

To restrict Station outgoing calls during the night

With this feature, you can assign the Stations to a Class of Service that will operate when the system is in 'Night Service'. On power-up all Stations are in Class 1.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'Stations'
- Select 'Restriction classes'
- Select 'Night Class of Service'
- Select the Class you want to assign to the Stations, (Class 1 – Class 6)
- Enter the Stations to be entered in this Class.

Press the Hands-free Key to finish programming.

To allow Stations use System Speed Dials overriding call restrictions

You may wish to allow Stations to dial numbers entered in the System Speed Dial list, which they are restricted from dialling directly. For example, these could be numbers that Stations in Classes 2, 3 or 4 cannot dial directly. Entering these numbers into the System Speed Dial list and activating this feature on the Stations allows the restricted Stations to access these numbers.

By default, this feature is not activated on any Station.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'Stations'
- Press the Scroll Down Key (▼) until 'Sys. Speed no. override' is displayed
- Select 'Sys. speed no. override'
- Select the Stations on which you wish to activate the feature. Those Stations allowed to dial System Speed Dial numbers not normally appropriate to their Class of Service are indicated by a ♦.

Press the Hands-free Key to finish programming.

Note: Numbers on a Station's Personal Speed Dial list cannot override the Class of Service restriction of the Station.

Power failure options

To provide battery backup

Your Commander Connect can be equipped with an optional Battery Backup Unit (BBU). When equipped, full operation of the Commander Connect is provided for at least one hour in the event of a power failure. If your system is equipped with ISDN access, it is recommended that this BBU be installed as calls can be received and made on the ISDN lines if power fails.

Battery Alarm

If your system is equipped with a Battery a message ' Battery' is displayed on Station 20 if the system is running on the Battery. If you are not aware that the normal power has failed, check that the Commander Connect System is correctly plugged in.

To make outgoing calls following a power failure

In the event of a mains power failure, (with the system not equipped with a BBU), Analogue exchange lines are switched automatically to particular Stations and calls can be made and received on these lines until the power is restored. The Keystation will not work when power has failed, so these Stations must be connected to standard telephones in order for calls to be made.

- Line 1 is switched to Station 26
- Line 2 is switched to Station 27
- Line 5 is switched to Station 34
- Line 6 is switched to Station 35
- Line 9 is switched to Station 42
- Line 10 is switched to Station 43
- Line 13 is switched to Station 50
- Line 14 is switched to Station 51

Note: ISDN lines are not switched. A Battery Backup Unit must be provided if ISDN service is required during a power failure.

Led Indicators

A status LED on the BBU is provided.

- GREEN indicates the unit is running from mains power and the battery is charging or fully charged
- ORANGE indicates the unit is running off the Battery
- RED indicates that the battery is discharged
- Flashing RED indicates the battery is disconnected and the system is running from the mains

Using Voicemail and other voice services

A Courtesy Service greeting is available as standard on your Commander Connect. If your system is equipped with a Voice Module, a number of other voice services are available. These services are Voicemail boxes, System Answering Machine, Auto-attendant and customisation of the Courtesy Service greeting.

Courtesy Service

This service is available with a standard greeting on all systems. If the system is equipped with a Voice Module, the source of the courtesy service will be the voice module. If no Voice Module is present, the source of the courtesy service source will be the Internal Source.

When the Courtesy Service feature is activated on an exchange Line, callers to the system are answered automatically with a greeting after a programmable period.

If a call rings in during 'Day Service' and is not answered manually within the programmed time (30 second default) the call is automatically answered with the following message: 'Thank you. Your call will be dealt with. Please hold.'

If a call rings in during 'Night Service' and is not answered manually within the programmed time (30 second default) the call is automatically answered with the following message: 'Thank you. There is no one here at the moment. Please call back again during office hours.'

While the message is being returned the call continues to ring as an incoming call until a Station answers it. If the call is not answered within 3 minutes (default) it is automatically disconnected.

This service can be used where there can be delays in answering calls and you want to ensure that callers do not hang up before someone answers their call.

To have callers automatically receive a Courtesy greeting

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed.
- Select 'System programming'
- Enter the System Programming Password and select 'Lines'
- Select 'Incoming ringing'
- Select the Line or Access that is to be programmed
- Select Day, Night, or Day and Night
- Press the scroll down key (▼) until courtesy service is displayed
- Select Courtesy service

Press the Hands-free Key to finish programming.

The courtesy message can be provided from the Internal source, available on all systems, or the Voice Module source (if Voicemail Module is fitted). This is selected in the 'Courtesy Service Source' option in Line programming. If the Voice Module source is chosen you can enter your own personalised message.

Note: The 'Voice module source' is only available when a Voice Module is installed. (See page 68). If a Voice module is installed, the internal courtesy service option is not available

To change the ringing time before calls receive the Courtesy greeting

You can change the time that a call will ring before being automatically answered by the Courtesy Service, as follows:

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'System'
- Press the Scroll Down Key (▼) until 'Timers' is displayed
- Select 'Timers'
- Press the Scroll Down Key (▼) until 'Courtesy Delay' is displayed
- Select 'Courtesy delay'
- Enter the time required in seconds, (01 - 30)
- Press 'Confirm'.

Press the Hands-free Key to finish programming.

To change the time before unanswered calls are disconnected

You can change the time that a call will ring before being automatically disconnected by the Courtesy Service, as follows:

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'System'
- Press the Scroll Down Key (▼) until 'Timers' is displayed
- Select 'Timers'
- Press the Scroll Down Key (▼) until 'Courtesy service length' is displayed
- Select 'Courtesy service length'
- Enter the time required in seconds, (001 - 300). Default is 180 secs.
- Press 'Confirm'.

Press the Hands-free Key to finish programming.

To have callers receive a customised Courtesy greeting

When a Voice Module is installed, you can program the Courtesy Service feature to select the Voice Module as the source of the message. This allows you to customise the Courtesy Service by recording the message you wish returned to the caller.

To record a customised Courtesy greeting

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'System'
- Press the Scroll Down Key (▼) until 'Change greetings' is displayed
- Select 'Change greetings'
- Select 'Courtesy service day' or 'Courtesy service night' to record the 'Day Service' and 'Night Service' greetings respectively
- Select 'Record greeting'
- When prompted, speak and record the new greeting
- When finished recording of the new greeting, press 'Confirm'.

Press the Hands-free Key to finish programming.

Voicemail

Voicemail services are available only on those systems equipped with the Optional Voicemail Module.

Note: There are a number of different voice modules available, which contain different features. For more information please call Commander on 132777.

Voicemail common parameters

Up to 40 stations can be allocated voice boxes. The 20 Ring groups can also be allocated Voice Boxes. A further 10 Mailboxes, not associated with stations or Groups, can also be Programmed. These are called Phantom Mailboxes and can be used for people who have not got a dedicated station. All voice boxes can be programmed as "Information Only". This means that they will answer the call and replay the greeting but not allow the caller to record a message. A personalised greeting must be recorded if "Information Only" mailboxes are used.

The maximum number of messages that can be stored in a Mailbox is 20 at power up. This number is programmable from 10 to 50 messages.

The maximum message and Greeting length is programmable between 60-300 seconds. The time allocated at Power Up is 60 seconds.

Un-retrieved messages are deleted in 15 days and retrieved messages are deleted in 3 days.

A Station must be allocated a Voicemail box before it can use Voicemail. In default, Stations are not allocated a Voicemail box.

To allocate a Voicemail box to a Station

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'Stations'
- Press the Scroll Down Key (▼) until 'Voice boxes' is displayed
- Select 'Voice boxes'
- Select the option required, either 'Standard Voice Boxes' or 'Information Only VB'
- Select the stations to be assigned a Voicemail box.

Press the Hands-free Key to finish programming

Note: To assign group and phantom mailboxes Press the scroll down key (▼) until "Other is displayed. Select 'Other'. Select either 'Group' or 'Phantom' as required, and selected the appropriate mailboxes required.

Note: A '♦' symbol will indicate what mailboxes have been assigned.

Note: When allocating a mailbox Divert No Answer to Voicemail facility will be activated automatically.

Information Only voice boxes

This feature allows any voice boxes in the system to be programmed as information only voice boxes, boxes that do not give the caller the option to leave a message. The feature is designed to be primarily activated on Phantom Mailboxes as these are not associated with a station. However for flexibility, any spare group or station mailbox may be used if the phantom boxes are fully allocated for other purposes.

If a voice box is set as "Information Only" this means that when a caller is connected to this box they will receive the greeting but will not be able to record a message. The box has all of the other attributes of a standard voice box, i.e. the user can customize the outgoing greeting, set diverts to the voice box, dial through etc. Once the recorded greeting is played twice to the caller with the standard 3-second timeout between playing the prompts, the call will be dropped and Busy tone returned to the caller.

For programming please refer to the previous page 'To allocate a Voicemail box to a Station.'

Voicemail Box Capacity

You change the message capacity of Mailboxes from the default of 20 messages per Mailbox to a higher or lower amount depending on demand.

- Enter the System Programming Password and select 'System'
- Press the Scroll Down Key (▼) until 'VM capacity' is displayed
- Select 'VM capacity'
- Enter the maximum number of messages to be stored per Mailbox.

Press the Hands-free Key to finish programming.

Voicemail Box Capacity % used

You can check the capacity used in mail boxes.

- Enter the System Programming Password and select 'Stations'
- Press the Scroll Down Key until 'VM Capacity % used' is displayed
- Select 'VM Capacity % used'
- Select the box to be examined.

The top line of the display indicates the percentage that is used.

To turn on your Voicemail box

When a Station is allocated a Mailbox 'Divert' on no answer is automatically set to the Voice Box. All calls not answered by the Station are automatically answered by the Mailbox.

If you wish to have all calls go immediately to the Voicemail box you can activate 'Divert All Calls' to the Voicemail.

- From the idle menu, press the scroll down key (▼) until 'Divert' is displayed
- Select 'Divert' on the idle menu and choose 'Divert all calls'
- Select 'Divert to VM' or enter 710 as the Station Number
- If 'Divert on no answer' is activated to 710, calls unanswered after four rings will be answered by the Voicemail box
- If 'Divert on busy' is activated to 710, calls you cannot receive will be answered by the Voicemail box.
- For information on how to divert calls, see page 22.

To access your Voicemail box

- Press the MESSAGE Key
- Select 'Voice messaging'
- Enter your Station number, (which is your Voicemail box number)
- Enter your Voicemail Password, (1111 by default), followed by #
- You are presented with the Voice Messaging Control Menu. The options displayed are 'Play', 'Erase all messages', 'Greeting', 'Change Password', 'Monitor', 'Record Name', 'Remote Notification', 'Compose Message' and 'Exit'.
- Select the 'Display' option you require.

Note: To access a Group Mailbox, enter the Group number (180 – 199) as the Station number. To access a Phantom Mailbox, enter the Phantom Box number (100 – 109) as the Station number.

From a standard telephone, the code is 711

To retrieve messages left in your Voicemail box

If new voice messages have been left in your Voicemail box, the following indications are given. The Message Waiting Light, located on the top right-hand corner of your Keystation, will be on, the top line on your Keystation 'Display' will show 'New voice messages' (in the case of group messages the display will show 'New group messages'), and when an SLT or Keystation goes off hook, a broken dialtone is heard. This tone will take priority over the tone played when the station has Do not Disturb or Divert All calls set.

- Select 'New voice messages'
- Enter your Station number
- Enter your Voicemail Password, which is 1111 by default, followed by #
- Select 'Play'. The new messages are played.

Note: Each message is time stamped to tell you when the message was received. When all new messages are played, you are informed of the total number of messages in your box. You may skip the time stamp by dialling 8, which jumps forward ten seconds.

From a standard telephone, the code is 711.

Saving Voice messages

The ability to save voice messages is provided. When a message is saved it can only be deleted by selecting the "Erase Message" prompt.

A new prompt "Save Message" is added to the menu when messages are being replayed.

From an Analogue phone when in the playback mode dialling the digit "6" saves the message.

Forward a message from a Keystation

A user can forward a message from their voice box to another voice box.

- While you are listening to the message select the 'Forward message' option
- Select the Station to forward to from the menu on the phone

In the forwarding voice box the forwarded message is considered as a message that has been heard by the user.

To automatically call the sender of a message

The 'Return call' feature allows a user to initiate a call to the sender of a message in their voice box. When you have listened to the Voicemail message,

- Press the Scroll Down Key (▼) until 'Return Call' is displayed
- Select 'Return Call'
- The system will initiate a call to that number

Note: To return calls to external callers the CND or CLI service must be available on the lines.

To record your own Voicemail box greeting

Each Station, which has been allocated a Voicemail box, can record its own greeting. This greeting will be relayed to callers who are answered by the Voicemail box.

- At your Station, press the MESSAGE Key
- Select 'Voice messaging'
- Enter your Station number when prompted
- Enter your Voicemail Password, (1111 by default), followed by #
- Select the Primary or Alternate greeting
- Select 'Record greeting'
- Speak to record a personalised greeting when prompted
- Press 'Confirm'.

Press the Hands-free Key to finish programming

To replay the Voicemail box greeting

- At your Station, press the MESSAGE Key
- Select 'Voice messaging'
- Enter your Station number when prompted
- Enter your Voicemail Password, (1111 by default), followed by #
- Select 'Greeting'
- Select the Primary or Alternate greeting
- Select 'Replay greeting'.

The greeting will then be replayed for you.

Composing/Sending messages Internally

This feature allows a user to compose a voice message from within a voice box and send that message directly to single or multiple voice boxes.

They can also compose a message and leave it in the mailbox they are using.

- At your Station, press the MESSAGE Key
- Select 'Voice messaging'
- Enter your Station number when prompted
- Enter your Voicemail Password, (1111 by default), followed by #
- Scroll down (▼) to select 'Compose a message'
- Speak to record a personalised message when prompted
- Press 'Confirm' or # when the message is completed
- Select the mailbox or boxes you wish to send the message to
- Select 'Confirm' to send the message

Press the Handsfree key when finished

To Select the Primary or Alternate Greeting

The greeting that is replayed to callers to any voice mailbox can be the primary or alternate greeting. The default is that the primary greeting is played.

- At your Station, press the MESSAGE key.
- Select "Voice Messaging".
- Enter your Station number when prompted.
- Enter your voice mail password (1111 by default) followed by #.
- Select "Greeting".
- Select the primary or alternate greeting
- Select "Exit".

The chosen greeting will be replayed to callers.

From a standard phone, dial 9 to select the greetings.

Dialling 1 selects the primary greeting and dialling 2 selects the alternate greeting.

Replace the handset. The chosen greeting is replayed to callers.

Transferring calls to Voice Boxes

You can transfer calls to any Voice Box without calling the Station.

When you are on a call select 'Transfer to VM'

The menu is updated showing those Stations equipped with voice boxes. Select the Station

- Press the Scroll Down Key (▼) until "Transfer to Voicemail" is displayed
- Select 'Transfer to Voicemail'
- Select the voicemail box you wish to transfer the call to
- Select 'Transfer' or replace the handset

To retrieve your Voicemail box messages remotely

In order to access your Voicemail box remotely you must have your calls diverted to your Voicemail box, and have either a Line programmed to ring directly at your Station, or have a Line programmed with the Auto-attendant service (See page 79). You can also have your call transferred to your voice Mailbox: If a Line is programmed to ring directly at your Station and your Voicemail box is turned on, dial the Line number. If you do not have a Line ringing directly to your Station dial in on an Auto-attendant Line, and when you receive the Auto-attendant message dial your Station number. Call in on a line which you know will be answered and have the call transferred to your Mailbox

When answered by your Voicemail greeting, access your Voicemail box by dialling the code 711, followed by your Station number, Voicemail Password and #.

Then dial the following numbers to access your messages:

While listening to the Greeting

- Dial 1 Playback commences at the first message
- Dial 91 To select your primary greeting
- Dial 92 To select your alternate greeting

When primary or alternate greeting has been selected, choose any of following options:

- Dial 1 To Record your greeting
- Dial 2 To Check your greeting
- Dial 3 To Delete your greeting
- Dial * To Exit

When playback of messages has commenced

- Dial # Playback is paused
- Dial 1 For more information
- Dial 2 Save this message and move to the next message
- Dial 3 Erase this message and move to the next message
- Dial 4 Go back to the start of the message
- Dial 5 Go back to the previous message
- Dial 6 Erase all messages
- Dial 7 Go back ten seconds
- Dial 8 Go forward ten seconds / Skip the time stamp
- Dial 9 Forward the message to another Station
- Dial 0 Return Call. Automatically make a call to the caller who left the message (this feature is not applicable when mail box is accessed remotely).

More Information Menu

- Dial 41 Turn remote notification on
- Dial 42 Turn remote notification off
- Dial 43 Program remote notification
- Dial 5 Compose a message
- Dial 71 Change your name
- Dial 72 Check your name
- Dial 73 Delete your name

Dialling # when Listening to a Standard Mailbox Greeting

When listening to a greeting from an Station, system or phantom mailbox where messages can be left, the greeting is skipped and the record tone is returned. The caller uses # to skip the greeting and start to leave a message immediately.

Dialling # when Listening to a Information-Only Voice Mailbox

The call is presented to the destination set in the Incoming Ringing programming for the line.

Remote Notification of Voice Messages

When a user turns remote notification on, a call will be made to the personal number programmed by the user to notify them that they have received a new voice mail message.

The user can set up remote notification to notify them of all new messages or only those marked as priority by callers to their voice mail.

Remote notification can be turned on and off as required.

If the call is to a personal number the user can access their voice mail when they answer the call by entering their voice mail password and pressing #.

Setting Up your Remote Notification to a Personal Number

You must first program the personal that the system is to call when a new message is received. Then select whether all messages or messages marked as priority are notified. Finally you turn remote notification on.

Programming a Personal Number

- Press the MESSAGE key.
- Select "Voice Messaging".
- Enter your station number (which is your voice mailbox number).
- Enter your voice mail password (1111 by default) followed by #.
- Scroll down until 'Remote Notification' is displayed
- Select "Remote Notification".
- Select "Programming".
- Select "Personal Number".
- Select "Change".
- Enter the number and press 'confirm'.

From a standard phone dial 4311 to program a personal number

Notification of All Messages or Priority messages

- Press the MESSAGE key.
- Select "Voice Messaging".
- Enter your Station number (which is your voice mailbox number).
- Enter your voice mail password (1111 by default) followed by #.
- Scroll down until 'Remote Notification' is displayed
- Select "Remote Notification".
- Select "Programming".
- Select "Priority Messages Only" or "All Messages".

From a standard phone, dial 433 for priority messages and 434 for all messages.

Turning Remote Notification on and off

- Press the MESSAGE key.
- Select "Voice Messaging".
- Enter your Station number (which is your voice mailbox number).
- Enter your voice mail password (1111 by default) followed by #.
- Select "Remote Notification".
- Turn remote notification on or off as required.

From a standard phone, dial 41 to turn remote notification on and 42 to turn it off.

Selecting the Stations that can activate Remote Notification

In default no station can set remote notification. Those Stations that can set remote notification are programmed in system programming.

- From the Programming station, press the PROGRAM key.
- Press the Scroll Down key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password
- Select "Stations".
- Scroll down and select "Remote Notification".
- Select the Stations that are to be allowed to record calls.

Selecting the Number of Simultaneous Calls

The number of simultaneous remote notification calls can be set at 1 or 2.

- From the Programming station, press the PROGRAM key.
- Press the Scroll Down key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password
- Select "System".
- Scroll down and select "Remote Notification".
- Select "Simultaneous Calls".
- Enter the value 1 or 2 and press "Confirm".

Selecting the Number of Retry Attempts

The number of simultaneous remote notification calls can be set at 1 or 2.

- From the Programming station, press the PROGRAM key.
- Press the Scroll Down key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password
- Select "System".
- Scroll down and select "Remote Notification".
- Select "Retry attempts".
- Enter the value from 2 to 15 and press "Confirm".

Selecting the Line Group that the Remote Notification calls are to use

The outgoing line group to be used for remote notification calls can be changed.

- From the Programming station, press the PROGRAM key.
- Press the Scroll Down key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password
- Select "System".
- Scroll down and select "Remote Notification".
- Select "Outgoing group".
- Select the group.

Notification delay timer

The time interval between receiving a message and making the first remote notification attempt is programmable. This is set at 15 minutes (900 seconds) in default and can be set between 1 and 30 minutes (60 - 1800 seconds).

- From the Programming station, press the PROGRAM key.
- Press the Scroll Down key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Scroll down and select "Timers".
- Select "Notification Delay".
- Enter the value between 60 and 1800 seconds and press "Confirm".

Notification interval timer

If a remote notification fails this is the time the system waits before retrying the call. This is set at 5 minutes (900 seconds) in default. The range is 60 - 900 seconds (1-15 minutes).

- From the Programming station, press the PROGRAM key.
- Press the Scroll Down key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "System".
- Select "Timers".
- Select "Notification Interval".
- Enter the value between 60 and 900 seconds and press "Confirm".

To monitor/pick-up callers as they speak to your Voicemail box

You can operate your Voicemail in Voicemail Monitor Mode. In this mode, when calls are diverted to your Voicemail box and your Station is free, the call is relayed over the speaker of your Keystation. If you lift your Handset you can intercept the call in which case no message is left in the Voicemail box.

- Press the MESSAGE Key
- Select 'Voice messaging'
- Enter your Station number or select your station using the display keys, when prompted
- Enter your Voicemail Password, (1111 by default), followed by #
- Press the Scroll Down Key (▼) until 'Monitor' is displayed
- Select 'Monitor'
- Select 'Monitor on' or 'Monitor off'.
- Press the Hands-free Key to finish programming.

Note: The display will change depending on what option is selected, e.g. if the "Monitor on" is selected the display will show 'Set to on' on the top line of the display

To change your Voicemail Password

By default, each Station is allocated the same Voicemail Password, (1111). You can enter your own password, which can be up to eight digits long, as follows:

- Press the MESSAGE Key
- Select 'Voice messaging'
- Enter your Station number when prompted
- Enter your Voicemail Password, (1111 by default), followed by #
- Press the scroll down key (▼) until 'Change password' is displayed
- Enter your new Voicemail Password, which can be up to eight digits long
- Press 'Confirm'.

Press the Hands-free Key to finish programming.

Note: If you forget your Voicemail Password, you can check all Voicemail Station Voicemail Passwords from the Programming Station.

To Record a Call (8 Port Voicemail Module only)

The option to allow you to record a call can be set in system programming. When Programmed, the option "Record Call" is shown on the display when you are on a call.

The same rules apply to these recordings as do to normal messages left in voice mailboxes. Read messages are deleted in 8 days and unretrieved messages are deleted in 15 days.

- From the Programming station, press the PROGRAM key.
- Press the Scroll Down key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Stations".
- Select "Call Recording".
- Select the Stations that are to be allowed to record calls.

Press the Hands-free key to finish programming.

Group mail boxes

If Group Divert is activated to voice mail messages for the group will be recorded in the group voice box. "New group message" will be displayed on the display of all Keystations in the Group.

To check all Voicemail Passwords

All Voicemail Station Voicemail Passwords can be examined from the Programming Station. From the Programming Station, press the PROGRAM Key

- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'Stations'
- Select 'Examine passwords'
- Select 'Voicemail password'
- Select the Station whose password you wish to examine. The Voicemail Password of that Station is briefly displayed on the top line of the 'Display'.

Press the Hands-free Key to finish programming.

To operate Voicemail from a standard telephone

Standard telephones can also be allocated Voicemail boxes. When a Voice box is allocated the 'Divert On No Answer' is automatically set for the Station. You can set 'Divert All Calls' or 'Divert On Busy' to the Mailbox as well by setting the Divert to 710.

732 for 'Divert all calls'

733 for 'Divert on busy'

734 for 'Divert on no answer'

To access the Voicemail box, dial the code 711, followed by your Voicemail Station number, Voicemail Password and #. Then dial the following numbers to access your messages:

While listening to the Greeting

- Dial 1 Playback commences at the first message
- Dial 2 More Information (See Below)
- Dial 91 Primary Greeting
- Dial 92 Alternate Greeting

When primary or alternate greeting has been selected choose any of the following options:

- Dial 1 To record your greeting
- Dial 2 To check your greeting
- Dial 3 To delete your greeting
- Dial * To Exit

More Information Menu

- Dial 41 Turn remote notification on
- Dial 42 Turn remote notification off
- Dial 43 Program remote notification
- Dial 5 Compose a message
- Dial 71 Change your name
- Dial 72 Check your name
- Dial 73 Delete your name

When playback of messages has commenced

- Dial # Playback is paused
- Dial 2 Save this message and move to the next message
- Dial 3 Erase this message and move to the next message
- Dial 4 Go back to the start of the message
- Dial 5 Go back to the previous message
- Dial 6 Erase all messages
- Dial 7 Go back ten seconds
- Dial 8 Go forward ten seconds / Skip the time stamp
- Dial 9 Forward the message to another Station
- Dial 0 Return Call. Automatically make a call to the caller who left the message.

Answering Machine

This feature allows you to set up an Answering Machine to answer incoming calls. This service is only available when a Voice Module is installed. You can select which lines are to be answered by the Answering Machine when it is turned on. It can be used on both ISDN and Analogue lines. You can select how long a call rings before the Answering Machine answers.

All messages received are stored in a system Answering Machine, which is controlled by Station 20. Station 20 can also customise the greeting. You can turn the Answering Machine service on and off at any time at Station 20 and its operation is independent of 'Night Service'.

Note: The answering machine mailbox number is "9".

This service replicates an Answering Machine. You can use it if you are not answering calls at lunch or at night, or simply want to record messages from callers. If desired, you can have this feature on permanently, so that calls, which are not answered for a programmable period, are answered by the Answering Machine.

The greeting may ask callers to dial a Station number, in which case the call will be transferred through to that Station.

Note: If a call is received when the Voice Module storage is full, it will not be possible to store any further messages. In this case the following standard greeting will be given to the caller, 'There is no one available to deal with your call at the moment. If you wish to contact a particular Station, please dial the number.'

To turn the Answering Machine on and off

- At Station 20, press the Scroll Down Key (▼) until 'Answering Machine' is displayed
- Select 'Answering Machine' to turn the Answering Machine on. Select 'Answering Machine' again to turn the Answering Machine off

Note: 'Answering Machine' will appear as one of the first options on Station 20 to indicate the Answering Machine has been turned on.

To Program Lines to be answered by the Answering Machine

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Lines'
- Press the Scroll Down Key (▼) until 'Answering Machine' is displayed
- Select 'Answering Machine'
- Select the lines to be answered by the Answering Machine. The lines that will be answered are indicated by a ♦.

Press the Hands-free Key to finish programming.

To change the greeting on the Answering Machine

- Press the MESSAGE Key
- Select 'Voice messaging'
- Enter 9 as the Station number, (which is your Voicemail Answering Machine number)
- Enter your Voicemail Password, (1111 by default), followed by #
- You are presented with the Voice Messaging Control Menu. The options displayed are 'Play', 'Erase all messages', 'Greeting', 'Change Password', 'Monitor', 'Compose a message' and 'Exit'
- Select 'Greeting'
- Select 'Record greeting'
- Speak to record a personalised greeting when prompted
- Press 'Confirm'.

Press the Hands-free Key to finish programming.

To set the time a call will ring before the Answering Machine answers

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'System'
- Press the Scroll Down Key (▼) until 'Timers' is displayed
- Select 'Timers'
- Select 'Answering Machine Delay'
- Enter the time. The default is 010 seconds.

Press the Hands-free Key to finish programming.

To retrieve messages left on the Answering Machine

When messages have been left the Message Waiting Light on Station 20 will be lit and the 'Ans/machine messages' will appear on the top line of the display.'

- Select 'Ans/machine messages'
- Enter 9 as the Station number
- Enter the Voicemail Password and select the option you require.

Note: Station 20 can have its own Voicemail box, accessed by using Station number 20. The Answering Machine has its own Mailbox, accessed by using Station number 9. Both can have their own Voicemail Passwords.

To retrieve Answering Machine messages remotely

Dial in on an Auto-attendant Line. (See below for information on the Auto-attendant feature)

When you receive the Auto-attendant greeting, dial 711, followed by Station number 9, the Voicemail Answering Machine Password and #.

Auto-attendant

The Auto-attendant feature allows callers to ring directly through to a Station, provided that they know the Station number of the person they wish to contact. The announcement can invite the customer to dial a single digit dial through number (see below), a station number or an incoming group number. A Voice Module must be installed for this feature to operate. The service is available on both Analogue and ISDN lines and can be enabled on a line-by-line basis.

When the caller telephones in on a Line programmed for Auto-attendant, the call will be answered by the system within a programmed time - one second by default.

When the system is in 'Day Service', the caller will hear the following pre-recorded greeting: 'Thank you for calling. If you know the Station number you wish to contact, please dial the number. If you require assistance, please wait or dial 9.' When the system is in 'Night Service', the caller will hear the following pre-recorded greeting: 'Thank you. There is no one available to handle your call at the moment. If you wish to contact a particular Station, please dial the number.' You can customise these greetings.

The caller then dials the single digit dial through (see below), the station number or the group number required. (The caller's telephone must be in tone dialling mode). If the digits are not received within 5 seconds, the call is presented to the default ring group for the line.

When the caller enters the Station number, the Station will ring and the Courtesy Service greeting from the internal source is played to the caller ('Thank you, your call will be dealt with , please hold') . If it is not answered within thirty seconds, the call will be presented as a normal incoming call. If the Station is busy the call is camped on to that station. If a Divert On Busy is programmed it is activated. If a Divert On No Answer is programmed it is activated after the no answer timer expires. If the station becomes free before the no answer timer expires the call is presented to the station.

If the caller dials 711, standard voice box access is initiated.

Single digit dial through of Auto-Attendant.

The caller dials a single digit, waits 2 seconds, and the call is presented to a group as follows:

If the digit 1 is dialled the call will be routed to Group 20
 If the digit 2 is dialled the call will be routed to Group 19
 If the digit 3 is dialled the call will be routed to Group 18
 If the digit 4 is dialled the call will be routed to Group 17
 If the digit 5 is dialled the call will be routed to Group 16
 If the digit 6 is dialled the call will be routed to Group 15
 If the digit 7 is dialled the call will be routed to Group 14
 If the digit 8 is dialled the call will be routed to Group 13
 If the digit 9 is dialled the call will be routed to Group 12
 If the digit 0 is dialled the call will be routed to the Group associated with that line

The AA Dial Time in User Timer programming can adjust the wait period after the first digit from 1 - 5 second. The default setting is 2.

If a call is received on an Auto-attendant Line when the Voicemail system is busy, the call will ring as a normal call. If the Voicemail system becomes free before the call is answered, the Auto-attendant feature is activated, the call is automatically answered and the Auto-attendant message is returned.

You may use this service to allow callers to dial stations directly, if you are not utilising the ISDN MSN/DDI service.

To have an Auto-attendant answer calls and allow Station access

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Lines'
- Select 'Incoming ringing'
- Select the Line or Access that is to be programmed
- Select Day, Night, or Day and Night
- Select Auto attendant.

Press the Hands-free Key to finish programming.

To customise the Auto-attendant message

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'System'
- Select 'Change greetings'
- Select 'Auto attendant day', 'Auto attendant night', or 'Directory Message'
- Select 'Record greeting'
- When prompted, speak to record the new greeting
- Press 'Confirm' when the recording has been completed.

Press the Hands-free Key to finish programming.

Dialling # when Listening to the Auto Attendant Greeting

If one of the Directory services is programmed on, then the relevant directory message is played.

If a Directory service is not programmed the call is presented to the destination set in the 'Incoming Ringing' programming for the line.

Replaying the main Auto Attendant Greeting

To replay the main greeting once answered by the Auto attendant the user can dial the code 704 at anytime throughout the greeting.

Recording a Temporary Auto-Attendant Greeting

A temporary auto-attendant greeting can be recorded and activated remotely. This is intended to allow users to temporarily change the greeting used for auto attendant day and night and courtesy service day and night.

- Access any mailbox and while listening to the prompt “You have x new messages etc” dial **931** and record the temporary greeting.
- Press # to finish recording and hang up.
- This greeting is played to all callers answered by the auto-attendant or the courtesy service

To turn the greeting off and revert to the normal auto attendant and courtesy greetings access any mailbox and while listening to the prompt “You have x new messages etc” dial **933**. The temporary greeting is deleted.

To change the ringing time before calls receive the Auto-attendant greeting

You can change the time that a call will ring before being automatically answered by the Auto-attendant either in Day or Night Mode, as follows:

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until ‘System programming’ is displayed
- Select ‘System programming’
- Enter the System Programming Password and select ‘System’
- Press the Scroll Down Key (▼) until ‘Timers’ is displayed
- Select ‘Timers’
- Press the Scroll Down Key (▼) until ‘Auto Attendant Day’ or ‘Auto Attendant Night’ is displayed
- Select ‘Auto Attendant Delay’
- Enter the time required in seconds, (01 - 30)
- Press ‘Confirm’.

Press the Hands-free Key to finish programming.

Multiple levels of Auto-attendant

A second level of Auto-attendant is available on the Connect.

When a call is answered by Auto-Attendant, the caller can be prompted to dial a single digit, this digit will route the call to a personalised AA greeting determined by digit dialled. From here the caller can dial another single digit which can be routed to a station, group or phantom mailbox. The features to enable the 2nd level are called 'Auto-attendant Mapping' & 'Multiple level AA' (See programming for details)

Note: The caller can dial through to an station, group or phantom mailbox at any level provided they know the number to dial.

When Auto-attendant Mapping is enabled the following are the dial through options available when a caller is listening to a greeting in 1st level of Auto-attendant.

Dialling a single Digit at 1st layer of Auto-Attendant:

Digit	Action	Comment
1 + Pause for >2 seconds	Caller routed to voice prompt 1	The 2 second timer can be changed from 1 to 5 secs.
2 + Pause for >2 seconds	Caller routed to voice prompt 2	as above
3 + Pause for >2 seconds	Caller routed to voice prompt 3	as above
4 + Pause for >2 seconds	Caller routed to voice prompt 4	as above
5 + Pause for >2 seconds	Caller routed to voice prompt 5	as above
6 + Pause for >2 seconds	Caller routed to voice prompt 6	as above
7 + Pause for >2 seconds	Caller routed to voice prompt 7	as above
8 + Pause for >2 seconds	Caller routed to voice prompt 8	as above
9 + Pause for >2 seconds	Caller routed to voice prompt 9	as above
0	Caller rings the group or station Programmed for the line in Incoming ringing programming	There is no delay in this case. The default is that Group 1 is called.
*	The prompt to enter your Voice Mail box number is returned	This is the Voice Mail Access Code. There Is no delay

Note: If no AA dial through voice prompt is recorded for a digit and that digit is pressed, call will be presented instead to the pre-programmed group for that digit (see Single digit dial through of AA).

Dialling Single Digit at 2nd layer of Auto-attendant

The following are the dial through options available when a caller is listening to a greeting in 2nd level of Auto-attendant.

Digit	Action	Comment
1 + Pause for >2 seconds	Routed to mapped destination	The 2 second timer can be changed from 1 to 5 seconds
2 + Pause for >2 seconds	Routed to mapped destination	as above
3 + Pause for >2 seconds	Routed to mapped destination	as above
4 + Pause for >2 seconds	Routed to mapped destination	as above
5 + Pause for >2 seconds	Routed to mapped destination	as above
6 + Pause for >2 seconds	Routed to mapped destination	as above
7 + Pause for >2 seconds	Routed to mapped destination	as above
8 + Pause for >2 seconds	Routed to mapped destination	as above
9 + Pause for >2 seconds	Routed to mapped destination	as above
0	Caller rings the group or station Programmed for the line in Incoming ringing programming	There is no delay in this case. The default is that Group 1 is called.
*	The prompt to enter your Voice Mail box number is returned	This is the Voice Mail Access Code. There Is no delay

Note: The caller can dial through to an station, group or phantom mailbox at any level provided they know the number to dial.

Recording of the 2nd level Voice Prompt:

A new menu option called "Multiple level AA" is added to Change Greetings under System programming.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'System'
- Press the Scroll Down Key (▼) until 'Change greetings' is displayed
- Select 'Change greetings'
- Press the Scroll Down Key (▼) until 'Multiple Level AA' is displayed
- Select 'Multiple Level AA'
- Select which greeting you want to record (Greeting 1-9)
- When prompted, speak to record the new greeting
- Press 'Confirm' when the recording has been completed.

Press the Hands-free Key to finish programming.

Note: If no AA dial through voice prompt is recorded for a digit, the call will be presented to the pre-programmed group for that digit (see Single digit dial through of AA).

Mapping of Voice Prompt.

A new menu option called “Auto-attendant Mapping” is added to Line Programming. Under “Lines”

- Scroll down to “Auto-Attendant Mapping”
- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until ‘System programming’ is displayed
- Select ‘System programming’
- Enter the System Programming Password
- Select ‘Lines’
- Press the Scroll Down Key (▼) until ‘Auto-Attendant Mapping is displayed
- Select ‘Auto-Attendant Mapping’
- Select the digit you wish to route the call from

Note: The digit selected corresponds to the Voice prompts recorded in ‘Multiple Level AA’ under ‘Change Greetings’ in System programming.

- Select where you want to route the call (Station/Group/Phantom mailbox)

Press the Hands-free Key to finish programming.

Directory Services

There are two types of Directory Service provided that prompt callers to the Auto attendant with a list of names and station numbers.

The first is the “Simple Directory Service” and the other the “Dial-by-name service”. Only one of the services can be activated on the system.

Simple Directory Service

This is a service where a greeting is recorded on site, listing names and their station numbers. When the directory message is recorded you can access it by dialling # when listening to the Auto Attendant greeting.

If you dial # and there is no directory message recorded, the call is presented to the group or station programmed for the line in the Incoming Ringing programming. See page 56.

Recording the directory message automatically activates the service. You must record a new Auto Attendant greeting to prompt users to dial # for the directory once you have recorded the directory message.

To record a directory message

- From the Programming Station, press the PROGRAM key.
- Press the Scroll Down key (▼) until “System Programming” is displayed.
- Select “System Programming”.
- Enter the System Programming Password and select “System”.
- Press the Scroll Down key (▼) until “Change Greetings” is displayed.
- Select “Directory Message”.
- Select Record Greeting
- Record the message after the tone and then press “Confirm”.

Note: This directory message applies to the Simple Directory Service only.

Dial-by-name Service (8 Port Voicemail Module only)

When the “Dial-by name” service is programmed in the switch it is accessed by dialling # when listening to the auto-attendant greeting,

The Dial-by-name greeting is returned. “Using the keys on your telephone please spell the last name of the person and then press #. For the letter Q press seven for the letter Z press nine. To exit the directory press star”.

Note: This message cannot be changed. The directory greeting that can be recorded applies to the Simple Directory Service only.

The “Quick spell” method of entering names is used.

If the user does nothing, no digits are detected, the message is replayed after a 5 second delay. If no digits are entered after a further 5 seconds the call is presented to the destination set in the Incoming Ringing programming for the line. See Page 56.

If * is dialled the Auto attendant message is played.

When the user enters the name followed by # the Station name is played followed by the following message:

“If this is correct press #. For the previous name in the directory press 1, to hear the next directory name press 2, to spell a new name press 3, to exit the directory press star”.

If no name is programmed the following message is played:

"Station XX (thirty six as an example). If this is correct press #. For the previous name in the directory press 1, to hear the next directory name press 2, to spell a new name press 3, to exit the directory press star".

If there are no names Programmed in the Directory the call is presented to the destination set in the "Incoming Ringing" programming for the line.

If the user does nothing for 5 seconds the call is presented to the destination set in the "Incoming Ringing" programming for the line.

When digits are dialed and # is not entered within 5 seconds the following message is played: "(Recorded name). If this is correct press #. For the previous name in the directory press 1, to hear the next directory name press 2, to spell a new name press 3, to exit the directory press star".

When the user dials # after the prompt the selected Station is rung.

If there are no names in the directory the call is presented to the destination set in the "Incoming Ringing" programming for the line.

If # is not dialed within 5 seconds the Station name (or number) is repeated and the message is again played.

If # is not selected within a further 5 seconds the call is presented to the destination set in the "Incoming Ringing" programming for the line.

If 1 is pressed the previous name in the directory is played followed by the message prompting the user to press # if the name is correct. The user can repeatedly press 1 to step back through a number of names.

If 2 is pressed the next name in the directory is played followed by the message prompting the user to press # if the name is correct. The user can repeatedly press 2 to step forward through a number of names.

If 3 is pressed the message "Using the keys on your telephone please spell the last name of the person and then press #. For Q press seven for Z press 9. To exit the directory press star" is played again.

If * is pressed the caller is presented back to the Auto-Attendant and the Auto-Attendant greeting is played.

Note: Although the names are entered using the code 2 for A, 22 for B etc the matching is done using 2 for A, B and C, 3 for D, E and F etc.

Dial-by-name Programming

There are three elements to programming the new Dial-by-name service.

- Turn the service on.
- Program the list of names in the Directory Table.
- Users should record their name in their voice mailboxes.

Programming the Directory Service on

- From the Programming Station, press the PROGRAM key.
- Press the Scroll Down key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password
- Select "System".
- Press the Scroll Down key (▼) until "Dial Name Directory" is displayed.
- Select the "Dial Name Directory On" option.

To program the names in the Directory table

- From the Programming Station, press the PROGRAM key.
- Press the Scroll Down key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password
- Select "System".
- Press the Scroll Down key (▼) until "Dial Name Directory" is displayed.
- Select the "Directory Table" option.
- Select the Station and enter the name.

Use the keypad to enter the last name using 2 to enter A, 22 to enter B etc. A maximum of ten letters can be entered for each name. Full names need not be entered. Matching will take place on the number, from one to ten, of the letters entered.

Note: Although the names are entered using the code 2 for A, 22 for B etc the matching is done using 2 for A, B and C, 3 for D, E and F etc.

Recording names

- Press the MESSAGE key.
- Select "Voice Messaging".
- Enter your Station number (which is your voice mailbox number).
- Enter your voice mail Password (1111 by default) followed by #.
- You are presented with the Voice Messaging Control Menu. The options displayed are "Play", "Erase All Messages", "Greeting", "Change Password", "Monitor", "Record Name", and "Cancel".
- Select "Record Name".

Note: If no name is programmed, or a name is deleted, when the name is checked the Station number is returned e.g. Station twenty one.

Programming additional system options

Using a Door Station

You can equip your Commander Connect with a Door Station. The Door Station has a button which, when pressed, rings at programmed Stations, and has a microphone/speaker for communication. With a Door Station fitted in your reception area, anyone visiting your premises can call when they arrive and you can speak to them before you let them in.

Your Commander Connect also features a Doorstrike relay output, which can be used to operate a Doorstrike mechanism, to allow you open the door from your Station. You must purchase the Doorstrike mechanism yourself and arrange for a qualified electrician to install it.

To set up a Door Station on your System

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'System'
- Select 'Door Station'
- Select 'Door Station equipped'

Press the Hands-free Key to finish programming.

To set up which Stations the Door Station will ring

You can choose which Stations will ring upon calling from the Door Station, for either Day or 'Night Service'.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Lines'
- Select 'Incoming Ringing'
- Select 'Door Station'.
- Select 'Day', 'Night', or 'Day and Night'
- If the Door Station is to ring an individual Station select 'Station' and then the required Station. If the Line is to be presented to a group select Group and then the required Group.
- The default is that the Door Station rings Group 1 in both Day and Night Modes.

Press the Hands-free Key to finish programming.

Answering a Door Station call

You can answer a Door Station call if your Station is programmed to ring when someone calls at the Door Station.

To answer a 'Door Station' call, lift the Handset and speak. There is no code to dial.

Note: A Station cannot make a call to a Door Station

To open a door using the Doorstrike

When your Station is ringing with a Door Station call, and you have a Doorstrike mechanism installed, the option 'Open the door' will be displayed

Select 'Open the Door'. The Doorstrike relay will operate and the call to the Door Station will be disconnected.

From a standard telephone, the code is R731 if you are on a call, and 731 if you are not on a call.

To program which Stations can operate the Doorstrike

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Stations'
- Press the Scroll Down Key (▼) until 'Open door restriction' is displayed
- Select 'Open door restriction'
- Select which Stations are restricted from opening the door. The Stations restricted from operating the Doorstrike will be indicated with a ♦.

Press the Hands-free Key to finish programming.

Note: By Default, all stations are unable to open the door.

To program how long the Door remains unlocked

You can program how long the door remains unlocked to suit your requirements.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'System'
- Press the Scroll Down Key (▼) until 'Timers' is displayed
- Select 'Timers'
- Press the Scroll Down Key (▼) until 'Open the Door' is displayed
- Select 'Open the Door'
- Enter the new time between 01 and 30 seconds
- Press 'Confirm'

Press the Hands-free Key to finish programming.

To program how long the Door station ring the stations

You can program how long the door stations ring the stations

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'System'
- Press the Scroll Down Key (▼) until 'Timers' is displayed
- Select 'Timers'
- Press the Scroll Down Key (▼) until 'Door Station ring dur.' is displayed
- Select 'Door Station ring dur'
- Enter the new time between 01 and 30 seconds
- Press 'Confirm'

Call Logging

Your Commander Connect system can be connected to a printer or PC, which will maintain a record of incoming and outgoing calls made on the system. Details are printed as the calls are completed.

A buffer is provided to store the last 500 call records. This buffer can be output to the Serial Port as required. This is selected in the system programming.

An X-on X-off signal can be enabled which allows the switch to detect if a device on the serial port, which supports X-on / X-off is receiving the data.

Another option allows the last four digits of the dialled number to be masked. This is 'Restricted call logging'.

The interface to the printer or PC should be serial V24 / RS232-C and should meet the following specifications: Speed – 4800, 9600, 19200, 38400 or 115,200 bps. Data - 8 bits no parity, and one stop bit.

Calls are printed out in the following format as they are completed:

1	2	3	4	5	6	7	8	9	10
O/G	1234	10/01/99	12.00:01	00:00:30	L01	S21	S21	:000.00	1234567
O/G		10/02/99	12.00:10	00:01:56	L02	S25	S25	:000.00	567890
I/C	5678	10/13/99	12.01:13	00:06:32	L03	S22	S24	:000.00	0123456

The explanation of the data output is as follows:

Column Number	Data Output Explanation
1	Incoming (I/C) or Outgoing (O/G) call
2	Account Codes
3	Date (day/month/year)
4	Start time
5	Duration of the call
6	Line used
7	Initiating Station
8	Terminating Station
9	Cost. (Only available if the ISDN service, AOC, is enabled on the network)
10	Digits dialled or (I/C) CLI or CND numbers

Note: If portable pin has been turned on please refer to page 97

To enable/disable Call Logging

Call Logging is disabled by default on power up.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'System'
- Press the Scroll Down Key (▼) until 'Call logging' is displayed
- Select 'Call logging'
- Select either 'Call logging On', 'Call logging off', 'Restricted call log ON', 'Enable Xon / Xoff' or 'Print Log'.
- Press the Hands-free Key to finish programming.

To prevent calls from individual Stations being logged

If Call Logging is enabled, then by default all calls from all Stations will be logged. However individual Stations can be programmed to prevent their calls being logged.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Stations'
- Press the Scroll Down Key (▼) until 'No call logging' is displayed
- Select 'No call logging'
- Select the Stations whose calls are not to be logged. The selected Stations will be indicated with a ♦.

Press the Hands-free Key to finish programming.

To set the call logging interface speed for connecting a Printer or PC

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'System'
- Press the Scroll Down Key (▼) until 'Set v24 baud rate' is displayed
- Select 'Set v24 baud rate'
- Select the speed you require – 4800, 9600, 19,200, 38,400 or 115,200 bps.
- Press the Hands-free Key to finish programming.

Note: To connect a printer or PC for call logging, use the call logging cable provided and connect one end to the V24 interface on the ME and the other end to the serial device, e.g. a PC or a printer.

Portable PIN

Any user, allocated a PIN number, can make a call from any station using the PIN. The Class of Service associated with the PIN applies to the call. The call logging output for the call shows the actual station the call was made from and the PIN Identifier, so the call can be traced to the user who actually made the call.

Turning Portable PIN on and off

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'System'
- Press the Scroll Down Key (▼) until 'Portable PIN' is displayed
- Select 'Portable PIN'. A ♦ diamond indicates the feature is enabled.

Press the handsfree key when finished.

Programming PINs

A total of 100 PIN numbers can be allocated in the system. Each PIN is allocated a class of service. (By default it's Class 3). Each PIN must be six digits long and unique or an Invalid message is returned.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'System'
- Press the Scroll Down Key (▼) until 'Portable PIN' is displayed
- Select 'Portable PIN'.
- Select 'PIN Table'
- Select the index (001 to 100)
- Enter the required 6 digit PIN number you want to store
- When the number is entered, select 'Confirm'
- You are then prompted to select a 'Class of Service':

Press the handsfree key when finished.

Note: Class 1, 2 or 3 must be selected for each PIN. The default is that each PIN is allocated Class 3. If the programmed Class (1, 2 or 3) is selected (the diamond is solid) no change takes place, the diamond remains solid indicating the Class allocated to the PIN.

Making calls using a PIN from a keystation

When the Portable PIN facility is activated the option 'Portable PIN' is added to the idle display of all Keystations.

- Select the 'Portable PIN' option or dial 799.
- Enter a valid PIN number. Dial tone is returned.
- Dial the external number.

If the number is allowed in the class of service allocated to the PIN the call progresses as normal.

If the number is restricted in the Class of service allocated to the PIN the call is disconnected, NU tone is returned and 'Call Barred' is displayed.

Making calls using a PIN from a standard analogue phone

- Go off hook and dial the code 799.
- Enter a valid six digit PIN. A free line is automatically selected, dial tone is returned and the external number can be dialled.

If the number is allowed in the class of service allocated to the PIN the call progresses as normal.

If the number is restricted in the Class of service allocated to the PIN the call is disconnected and NU tone is returned.

Redial and Saved number stores

Calls made using the Portable PIN feature are NOT stored in the redial or saved number dial store. When calls are made from the phone without using the Portable PIN facility these numbers are stored in the Redial and Saved numbers stores.

Ringback facility

If no line is available when a PIN is entered busy tone is returned.

The Ringback Facility is not available.

The 'Ringback prompt is not displayed if the PIN was entered from a keystation. If an attempt is made to invoke a ringback from a standard phone busy tone is returned.

Phone lock facility

If the Portable PIN is entered from a phone with Phone Lock enabled the user is presented with dial tone when the PIN is entered. The lock is not activated.

Account Codes

If the 'Account Codes' facility is activated users can enter an account code while on a call or after a call has been completed. As dial tone is presented immediately a PIN is entered the ability to enter an Account Code prior to making a call is not available.

Forced Account Codes

The 'Forced Account' Code feature is not available when a PIN is used. The feature is available to Stations. Using a PIN on an Station Programmed as a 'Forced Account Code' Station overrides the forced account code feature.

Speed dialling

As line dial tone is returned as soon as a PIN is entered the Individual and System Speed dial options are not available.

Keys Programmed with digits

Calls can be made by entering a PIN and when dial tone is returned selecting a key which is Programmed with a number. (A line access code must not be Programmed on the key).

Call Logging with Portable PIN enabled

When the Portable PIN option is not activated the current Call logging output is retained (see section Call Logging).

When Portable Pin is set on the Call Logging output is modified. A column is added which shows the Index number of the PIN used to make a call.

The Call Logging output when Portable Pin is activated is:-

1	2	3	4	5	6	7	8	9	10	11
O/G	1234	10/01/04	12.00:01	00:00:30	L01	E21	E21	000.00	002	1234567
O/G		10/02/04	12.00:10	00:01:56	L02	E25	E25	000.00	055	567890
I/C	5678	10/13/04	12.01:13	00:06:32	L03	E22	E24	000.00		0123456
O/G		10/13/04	12.02:24	00:09:10	L04	E20	E20	000.00		674563

The explanation of the data output is as follows:

Column Number	Data Output Explanation
1	Incoming (I/C) or Outgoing (O/G) call
2	Account Codes
3	Date (day/month/year)
4	Start time
5	Duration of the call
6	Line used
7	Initiating Station
8	Terminating Station
9	Cost (Only with ISDN AOC available)
10	PIN Identifier (The PIN Index Number)
11	Digits dialled or (I/C) Caller ID numbers

Operation with a parent PABX

You can connect the Commander Connect to a parent PABX via its Line interfaces.

You can program any of the eleven Outgoing Groups to work with a parent PABX. When programming the Outgoing Groups as PABX groups, PABX access digits and the number of digits in a PABX Station number are entered. The PABX access digits are the digits that must be dialled to select an exchange Line in the parent PABX. (You can have a maximum of two PABX access digits).

If you wish to make an external call via the parent PABX, you must select a line connected to the PABX, placing the access digit(s) before the external number you require. If you wish to make a call to a parent PABX Station, you must select a Line connected to the PABX and dial the Station number without any access digit(s).

Note: The system will take the access digits into account in deciding whether the Station is restricted from making the call according to its Class of Service, that is, a Station prevented from making external calls will be also prevented from making external calls through the parent PABX.

Both external numbers and PABX Station numbers may be entered into Personal and System Speed Dial lists. When a speed dial number is selected for dialling, the system checks whether the number is a PABX Station by checking the number of digits against the programmed Station number length. If it is a PABX Station the system selects a PABX Group and if a Line is free dials the digits. If the selected number is an external number, the system attempts to select an exchange Line. If one is available, it dials the number without inserting the access digits. If an exchange Line is not available a free PABX Line is selected and the access digits are automatically inserted.

If Redial is activated the number is redialled on the same group on which the original call was made.

To Program PABX Access digits

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System Programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Lines'
- Press the Scroll Down Key (▼) until 'PABX group' is displayed
- Select 'PABX group'
- Select which Outgoing Group you wish to use. You are then presented another menu with which to program the parent PABX Access digits
 - Select 'Set/clear PABX status' to set or clear the selected Outgoing Group as a PABX Group. A confirmation prompt appear momentarily on the top line of the 'Display'
 - Select 'Access digits'. Enter the 'Access digits' for an external Line on the parent PABX and select 'Confirm'
 - Select 'Stn. num. length'. Enter the number of digits in the Station numbers on the parent PABX.

Press the Hands-free Key to finish programming.

Miscellaneous system configuration options

To change the Programming Station

System programming can only be carried out at one Keystation, that is, the Keystation connected to the Programming Station. By default, Station 20 is the Programming Station. The Programming Station can be changed to any other Station if required, except for the PA station.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'System'
- Select 'Programming position'
- Select the Station you wish to have as the Programming Station. The selected Programming Station is denoted by a ♦.

Press the Hands-free Key to finish programming.

Note: The PA station and MOHI (music on hold interface) station will not appear on the display as an option for the programming station.

To change the System Programming Password

The default System Programming Password (1111) can be changed to any 4-digit number.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'System'
- Select 'Change password'
- Select 'Change' and enter the 4-digit number you require
- Select 'Confirm'.

Press the Hands-free Key to finish programming.

To configure unequipped Line interfaces

The system assumes that available Line interfaces have exchange lines connected to them. If a line interface does not have an exchange line connected ensure correct system operation by un-equipping the line interface in system programming, as follows:

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Lines'
- Press the Scroll Down Key (▼) until 'Equipped Lines' is displayed
- Select 'Equipped lines'
- Select the lines you wish to equip or unequip. Equipped lines are denoted by a ♦. Unequipped lines are denoted by a ◇.

Press the Hands-free Key to finish programming.

To configure disconnected Stations

The system assumes that all available Station interfaces have devices connected to them. If a Station interface does not have a device connected, ensure correct system operation by disconnecting the Station interface in system programming, as follows

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Stations'
- Press the Scroll Down Key (▼) until 'Station disconnect' is displayed
- Select 'Station disconnect'
- Select the Stations you wish to connect or disconnect. Disconnected Stations are denoted by a ♦.

Press the Hands-free Key to finish programming.

Note: When a Keystation is connected to a Station interface that is programmed as disconnected, the Keystation 'Display' may appear as if the Keystation is connected. However, when the Handset is lifted a busy tone is heard and no options will be displayed.

To examine system passwords

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Stations'
- Press the Scroll Down Key (▼) until 'Examine passwords' is displayed
- Select 'Examine passwords'
- Select either 'Station lock password', or 'Voicemail password', or 'Answering Machine'
 - If you selected 'Station lock password', the Station menu will appear. Select a Station and its Station Lock Password will appear on the 'Display'
 - If you selected 'Voicemail password', the Station menu will appear. Select Voicemail a Station and its Voicemail Password will appear on the 'Display'
 - If you selected Voicemail 'Answering Machine', the Answering Machine Password appears on the display.

Press the Hands-free Key to finish programming.

To configure Line Key Lights

When a call is placed on System Hold, you can decide if the associated Line Key Light is to flash or remain steady on all other Keystations. The default setting is that the light flashes.

From the Programming Station, press the PROGRAM Key

- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'System'
- Press the Scroll Down Key (▼) until 'Line key light' is displayed
- Select 'Line key light'
- Choose either 'Light flashing on hold' or 'Light steady on hold'.

Press the Hands-free Key to finish programming.

To prohibit trunk-to-trunk calls on a Station

You may prohibit individual Stations from activating External Divert, External Transfer and External Conference. (These features set up so-called trunk-to-trunk calls).

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Stations'
- Press the Scroll Down Key (▼) until 'External Diversion' is displayed and select.
- Select 'No trunk-to-trunk calls'
- Select the Stations to be denied this feature. Those Stations denied the feature are indicated by a ♦.

Press the Hands-free Key to finish programming.

External diversion Options

This allows you to decide if External callers or External and internal Callers to your Station are diverted externally if you have set an external divert. It also allows Stations to be prohibited from activating an external diversion.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Stations'
- Press the Scroll Down Key (▼) until 'External Diversion' is displayed
- Select 'External diversion'
- Select 'No trunk to trunk calls'
- Select the Stations that are not allowed to activate an external diversion or set up trunk to trunk calls.
- If both internal and external calls are to be diverted select 'All calls'.
- If external calls only are to be diverted select 'External calls only'

To move a faulty Station

If a Station interface becomes faulty, you can swap its Station programming to a different Station. Calls for the faulty Station will be routed to the new Station.

- From the Programming Station, press the PROGRAM Key
- Select 'System programming'
- Enter the System Programming Password
- Select 'Stations'
- Press the Scroll Down Key (▼) until 'Port Swapping' is displayed
- Select 'Port swapping'
- Select the faulty Station from the Station list
- Select the new Station from the Station list.

Press the Hands-free Key to finish programming.

To Change ringing from 50 to 25 Hz

This option allows the ringing frequency to be changed from the default 50Hz to 25 Hz on individual Stations

- From the Programming Station, press the PROGRAM Key
- Select 'System programming'
- Enter the System Programming Password
- Select 'Stations'
- Press the Scroll Down Key (▼) until '50 Hz ringing' is displayed
- Select '25 Hz ringing'
- Select the Stations to ring at 25 Hz
- Press the handsfree key to finish programming

Note: The default is that all Stations are set for 50 Hz ringing.

Reverse cadence

The external and Internal ringing cadences can be interchanged on a Station by Station basis

- From the Programming Station, press the PROGRAM Key
- Select 'System programming'
- Enter the System Programming Password
- Select 'Stations'
- Press the Scroll Down Key (▼) until 'Reverse Cadence' is displayed
- Select 'Reverse Cadence'.
- Select the Stations that require the cadences changed

Keypad Feedback

The keystations provide confidence tones while digits are being dialled. This can be disabled on a Station by Station basis

- From the Programming Station, press the PROGRAM Key
- Select 'System programming'
- Enter the System Programming Password
- Select 'Stations'
- Press the Scroll Down Key (▼) until 'Keypad feedback' is displayed
- Select 'Keypad Feedback'.
- Select the Stations for which confidence tones are not required

Flexible numbering

The Station numbers, Line access digits, and first digit of the feature codes can be changed. This allows systems with DDI Numbers to have their Station number reflect the DDI number.

- When the Station numbers are changed they can only be of 3 or 4 digits.
- From the Programming Station, press the PROGRAM Key
- Select 'System programming'
- Enter the System Programming Password
- Select 'Stations'
- Press the Scroll Down Key (▼) until 'Flexible numbering' is displayed
- Enter the number length from 3 or 4 digits
- Enter the first Station number (that Station 20 is to be changed to)
- Press confirm.

The system will automatically allocate the remaining numbers

If the range selected conflicts with the current programming the switch will automatically set a range which does not have a conflict. The option to manually adjust the numbering may then be selected, the conflicting numbers reprogrammed, and the range then reset to the required numbers.

Once the numbers have been automatically reallocated it is also possible to manually adjust the numbers for the following: Station numbers, Misc. Stations, Line access, Operator code, Feature code, Speed dial.

Once the above procedure is completed

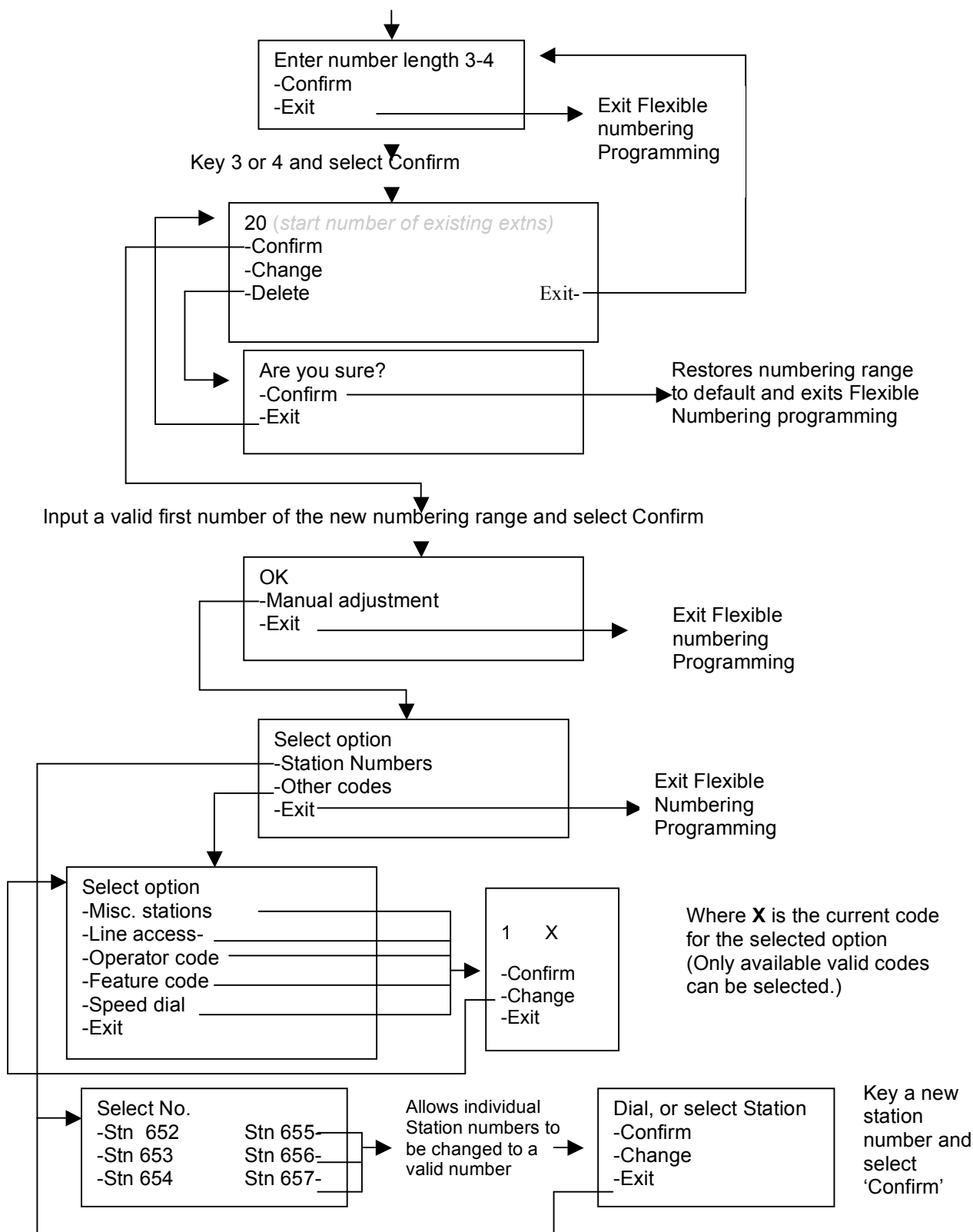
- Select 'Manual Adjustment'
- Select either 'Station numbers' or 'Other codes'
- If 'Station numbers' select the required Station and change the number
- If 'Other codes' is selected
- Select one of the options: Misc. Stations, Line access, Operator code, Feature code, Speed dial
- The current number is displayed for 2 seconds
- Enter the new number required
- Press confirm
- If there is a conflict 'Invalid' is displayed and another number must be entered
- Repeat this procedure for all required options.

Note: The "Misc. Stations" option covers 'Group numbers', 'S₀ Stations' and 'Phantom mail box numbers'.

General rules:

If you select Confirm without making an entry, the top line of the display changes to _ _ _ _ _ to allow the entry to be made.

If you make an invalid entry Invalid shows on the top line of the display.



To program Paired Stations on your system

A paired station is an option that allows a user to swap their original (master) station with a specified (alternate) station. This allows all of the programmed features and station number of the master to be transferred to the alternate. The association of the master and alternate stations must first be programmed by the system manager before the facility is available to the user

From the Programming Station, press the PROGRAM Key

- Select 'System programming'
- Enter the System Programming Password and select 'Stations'
- Press the Scroll Down Key (▼) until 'Paired Stations is displayed
- Select 'Paired Stations'.
- Select which station is the 'master' and which is the 'alternate'

Press the Hands-free Key to finish programming

Once the programming is completed, the phones chosen as master and alternate will have a new feature added to their idle phones menu. The feature will be

- Swap with xxxxx

(Where xxxx is the name of the station or number the phone is paired with)

When a user selects the feature (e.g. from the master) and enters a 3-digit code (default 123), that station (and all it's programmed features and station numbers) are then 'swapped' to the 'alternate' station.

Note: This feature is to allow remote tele-working using 'Remote IP handsets' (alternate) and a desk phone on the system.

Note: Extra hardware may be needed for this process.

Note: This feature is not available on station 20.

To configure Analogue Lines

There are various options to configure the Analogue Line interfaces on your system. It is recommended that these settings should only be altered from the original settings if there has been a change in the network connection.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Lines'
- Press the Scroll Down Key (▼) until 'PSTN Programming' is displayed
- Select 'PSTN' programming'
- Select the desired option as detailed in the table below. The options are either explained in the following pages or in the referenced pages.

Press the Hands-free Key to finish programming.

PSTN Programming Option	Default setting	Alternate setting
Tone Dialling	Tone dialling is enabled	Tone dialling is not enabled
Loop calling	Loop calling not set	Loop calling set
Reversal on Idle	Reversal on Idle is enabled	Reversal on Idle not enabled (No Tk to Tk)
CND Detection	CND not set	CND set
Dialtone detect	Off	On
Line Name	Off	On

To Program Loop Calling on Analogue system Lines

All Analogue lines are programmed by default to use standard Analogue signalling. You can program your Analogue lines to use Loop Calling if required. The benefit of having lines programmed for Loop Calling is that the line will not be disconnected by the switch if a digit is not dialled.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Lines'
- Press the Scroll Down Key (▼) until 'PSTN' programming' is displayed
- Select 'PSTN programming'
- Select 'Loop calling'
- A menu showing the Analogue lines will be presented. The lines using Loop Calling are indicated by a ♦. Those using the standard signalling are indicated by a ◇. Select the lines as required.

Press the Hands-free Key to finish programming.

Note: Last number Redial, Call Barring, Saved Number, System and Personal Speed Dial will not work on the lines allocated as Loop Calling.

Programming Reversal on Idle

On standard Analogue lines on the Commander Connect the Reversal on Idle option is programmed. The system can then detect when callers go on hook and automatically clear down lines. This supervision on lines enables the trunk to trunk services to be available on the lines.

If Reversal on Idle is turned off then the trunk to trunk services are Timed to drop after 5 minutes as the system cannot detect when calls have been completed.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Lines'
- Press the Scroll Down Key (▼) until 'PSTN programming' is displayed
- Select 'PSTN programming'
- Press the Scroll Down Key (▼) until 'Reversal on Idle' is displayed
- Select 'Reversal on Idle' The lines with Reversal on Idle programmed are indicated with a ♦.

Note: For this feature to operate, it also needs to be enabled by your network provider.

Programming CND Detection

On standard Analogue lines on the Commander Connect the 'CND Detection' option is programmed. The system can then detect when CND information is being sent from the network and display the number.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Lines'
- Press the Scroll Down Key (▼) until 'PSTN programming' is displayed
- Select 'PSTN programming'
- Press the Scroll Down Key (▼) until 'CND Detection' is displayed.
- Select 'CND Detection' The lines with 'CND Detection' programmed are indicated with a ♦

Note: For this feature to operate, this feature also needs to be enabled by your network provider.

Programming Tone Dialling

On standard Analogue lines on Commander Connect the Tone dialling option is programmed. The system sends digits dialled to the lines as tones rather than pulses.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Lines'
- Press the Scroll Down Key (▼) until 'PSTN programming' is displayed
- Select 'PSTN programming'
- Press the Scroll Down Key (▼) until 'Tone Dialling' is displayed
- Select 'Tone Dialling'
- The lines with Tone Dialling programmed are indicated with a ♦.

Programming Dialtone Detection

This feature is provided as a programmable option under PSTN programming and is enabled to prevent the system from dropping the line when dial tone has not been detected. When enabled dial tone is not detected and the line is released if no digit is dialled until the expiration of the "Dialling time-out timer"

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Lines'
- Press the Scroll Down Key (▼) until 'PSTN programming' is displayed
- Select 'PSTN programming'
- Press the Scroll Down Key (▼) until 'Disable dialtone detect' is displayed
- Select 'Dialtone detection' The lines with 'Dialtone detection' programmed are indicated with a ♦

Routing calls to Phantom mailboxes

The Incoming ringing and CLI programming are modified so that calls can be routed directly to Phantom Mailboxes. The addition of this programming means that some PSTN Lines can be answered by Phantom Mailboxes. These can be programmed as message only boxes allowing separate information only lines to be set up.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Lines'
- Press the Scroll Down Key (▼) until 'Incoming Ringing' is displayed
- Select 'Incoming Ringing'
- Select which Line and which mode you wish to use
- Select 'Other' and then select 'Phantom mailbox'

Press Handsfree key when finished

Naming Analogue lines

This feature allows a PSTN line to present a name of the line to a station. The name will be presented in a similar format to the Tele-secretary feature in ISDN. So when a call is presented to a station on that line the topline of the display will read "Call for XXX", where XXX is the name Programmed for that line.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Lines'
- Press the Scroll Down Key (▼) until 'PSTN programming' is displayed
- Select 'PSTN programming'
- Press the Scroll Down Key (▼) until 'Line Name' is displayed
- Select 'Line Name'. All the available Analogue lines will appear on the screen
- Select the required line and enter the name as required.

Press the handsfree key when finished.

Turning on the 'Line Name' feature

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'System'
- Press the Scroll Down Key (▼) until 'Present Line Name' is displayed
- Select 'Present Line Name'. A ♦ diamond indicates the feature is enabled.

Press the handsfree key when finished.

Room Monitor

When a station activates "Room Monitor" and leaves the phone off hook, stations 20 and 21 can dial that station and are connected to it.

- Press the handsfree key or lift the handset
- Press the Scroll Down Key (▼) until 'Room Monitor' is displayed
- Select "Room Monitor".

Leave the phone off hook

Stations 20 and 21 can call the phone and are connected directly to it.

All other stations calling the 'Room monitor' station are returned busy tone.

From a standard analog phone, dial 798 and remain off hook.

To cancel the facility, go on hook.

To set system timers

You can set various timers from the Programming Station to suit your requirements.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'System'
- Press the Scroll Down Key (▼) until 'Timers' is displayed
- Select 'Timers'
- Select the required timer to be changed and enter the duration. (See table below)
- Confirm the new time.

Press the Hands-free Key to finish programming.

Timers	Range	Default setting
Recall on hold	001 – 1800	90 seconds
Recall on transfer	001 – 300	30 seconds
Divert on no answer	01 – 30	11 seconds
Courtesy delay	01 – 30	30 seconds
Open the door	01 – 30	5 seconds
Door Station ring duration	01 – 30	30 seconds
Call park	001 – 300	180 seconds
Ringback time duration	01 – 30	30 seconds
Auto Attendant Day	01 – 30	1 seconds (immediate answer)
Auto-Attendant Night	01 – 30	1 seconds (immediate answer)
Answer machine delay	01 – 30	10 seconds
Voicemail message length	30 - 300	60 seconds
AA dial time	01 - 05	2 seconds
Hunt timer	001 - 300	15 seconds
Notification Delay	060 – 1800	900 seconds
Notification Interval	060 – 900	300
Courtesy service length	001-300	180 seconds

Recall on Hold

This is the time that elapses before a call, which has been placed on hold, rings back the Station that put the call on hold.

Recall on transfer

This is the time that elapses before a call, which has been transferred and not answered, rings back the Station that attempted the transfer.

Divert on no answer

This is the time that elapses before a call ringing at a Station, with 'Divert On No Answer' set, is diverted.

Courtesy delay

This is the time that elapses before an unanswered incoming call is presented the courtesy message.

Open the door

This is the time that the Doorstrike relay will remain open following activation.

Door Station ring duration

This is the time that Stations will ring when the Door Station is pressed.

Call Park

This is the time that elapses before a call placed on 'Call Park' rings back the parked call Station

Ringback time duration

This is the time a Station will ring when Ringback has been invoked.

Auto-Attendant Day

The time a call to the auto attendant, when the system is in day mode, will ring before the auto attendant will answer the call

Auto-Attendant Night

The time a call to the auto attendant, when the system is in night mode, will ring before the auto attendant will answer the call.

Ans. Machine delay

This is the time that elapses before an unanswered incoming call is presented with the Voicemail Answering Machine greeting.

Programmable message length

This is the maximum length of a message left in a Mailbox or a Greeting for a Mailbox, Auto Attendant or Courtesy service.

AA dial time

This is the delay allowed between dialling the first and second digit when dialling through the auto attendant (AA).

Hunt timer

This is the time a call will ring a station in a hunt group before it is diverted to the next station in that group.

Notification Delay

This is the time delay between a mailbox receiving a message and a call is made to a pre-programmed number to notify of a message received

Notification Interval

This is the time on which the pre-programmed number is called if the initial call to that number is not answered.

Courtesy service length

This is the length of time the courtesy Service feature will keep an unanswered call on the system before either (i) dropping the call (voice module not available) or (ii) sending the call to the answering machine (voice module available).

To reset your system

There are two system reset options available – a warm and a cold reset.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed.
- Select 'System programming'
- Enter the System Programming Password
- Select 'System'
- Press the Scroll Down Key (▼) until 'Reset options' is displayed
- Select 'Reset!' or 'Reset to default!'

CAUTION: These are complete system resets, not individual Station resets.

Selecting 'Reset!' (warm reset) will reset the system and cut off all established calls.

Selecting 'Reset to default!' (cold reset) will reset the system, cut off all established calls and remove all programming from the system.

Setting up and using ISDN

If your Commander Connect is equipped with ISDN access, there are a number of additional features available.

Multiple Subscriber Numbering (MSN) / Direct Dialling In (DDI)

Your ISDN Network Provider can allocate more than one number to each of your ISDN Accesses. This ISDN supplementary service is called either Multiple Subscriber Numbering (MSN) or Direct Dialling In (DDI). MSN numbers are allocated to each Point-to-Multipoint (P-MP) ISDN Access. DDI numbers are allocated across all your Point-to-Point (P-P) ISDN Accesses).

These numbers may be programmed to ring individual Stations allowing callers to dial through directly. You may also choose to allocate a number to a group of Stations, so that a caller may dial directly to that particular group.

A typical way of using this facility is to publicise one of these numbers as a fax number and then route calls received on this number through to a fax machine connected to a Station. Another typical use is to have users publicise their individual numbers and have callers ring directly to their Stations, but retain at least one number to ring on a Line that can be provided with call services such as Auto-attendant, Voicemail Answering Machine and Courtesy Service.

MSN/DDI numbers are also sent to the network as the Calling Line Identification (CLI) for presentation to the called party.

You may associate names with your MSN/DDI numbers and use the Tele-secretary feature to have the name displayed for incoming calls. For more detail refer to page 115

You can program your system to recognise up to one hundred MSN/DDI numbers. Each is given an Index from 001 to 100.

If your ISDN Accesses are P-P then the 100 Indices can be shared across all ISDN Accesses.

If your ISDN Accesses are P-MP mode, each Access can be allocated up to ten Indices

To Program DDI numbers with names and have them ring Stations

If your switch is equipped with P-P Accesses then you can program DDI numbers.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Lines'
- Press the Scroll Down Key (▼) until 'DDI programming' is displayed
- Select an Index from 001-100. All currently programmed indices are also shown
- Enter the DDI telephone number (as supplied by your Network Provider). A total of fifteen digits can be entered
- Select 'Confirm'.
- Enter a name as described on page 16 and press Confirm
- Select 'Day Mode', 'Night Mode' or "Day and Night Mode"
- Select the Station or Group the DDI Number is to call
- Once Selected press 'Confirm'.

To Program MSN numbers with names and have them ring Stations

If your switch is equipped with P-MP Accesses then you program MSN numbers:

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed.
- Select 'System programming'
- Enter the System Programming Password and select 'Lines'
- Press the Scroll Down Key (▼) until 'ISDN programming' is displayed
- Select 'MSN Programming'. Only Accesses programmed as P-MP appear in this menu
- Select an Access
- Indices 01-10 are presented for Access 1, Indices 11-20 for Access 2 up to Indices 71-80 for Access 8. Either select an entry or dial the index
- Enter the MSN telephone number (as supplied by your Network Provider). A total of fifteen digits can be entered
- Select 'Confirm'
- Enter a name as described on page 16 and press Confirm
- Select 'Day Mode', 'Night Mode' or 'Day and Night Mode'
- Select the Station or Group the MSN Number is to call. The call can also be answered by either Auto-Attendant or Courtesy service by selecting the option at this stage.

Press the Hands-free Key to finish programming.

Note: CLI Store routing will take precedence over MSN/DDI routing or normal call routing. Refer to page 37 for information on CLI Store.

Assign a specific phone number to a Station.

If your Connect system has ISDN lines attached, and your network provider has allocated 'multiple subscriber numbers (MSN's)' or 'Direct Dial inward numbers (DDI's)', you can now assign a specific number to a station. When that station makes a call, that specific number is sent to the network.

To assign a station for specific sending

- From the Programming Station, press the PROGRAM Key
- Select 'System programming'
- Enter the System Programming Password
- Select 'Stations'
- Press the Scroll Down Key (▼) until 'Send Specific MSN/DDI' is displayed
- Select 'Send Specific MSN/DDI'
- Select the Stations you wish to have specific assigned numbers.
- The default is that no Stations are assigned numbers.

Note: To assign a number to the station, go to 'DDI Programming'.

Multiple Call Handling

You can program more than one MSN/DDI number to ring at a Station. If a call is presented to your Station while you are on another call you will hear a Call Waiting tone, provided your Station is programmed to receive Call Waiting tones. (See page 50).

Calling Line Identity (CLI) services

Calling Line Identity (CLI) services are ISDN services available from your ISDN Network Provider. You must contact your Network Provider and subscribe to these services before their functionality is available to the Commander Connect

The Calling Line Identity Presentation (CLIP) service provides that, when you receive an incoming call on your ISDN lines, the caller's number is presented to the Commander Connect. This number, (or name, if a name has been associated with the number in the system speed dial), is displayed on all Keystations programmed to ring. It is also displayed on any standard phones capable of detecting CND. In addition, you can store caller numbers, dial stored numbers, and route incoming calls to Stations based on the caller number provided. For information on using these features, see page 37.

Your number will also be presented to the person you are calling on an ISDN line, if they subscribe to the CLIP service. The Calling Line Identification Restriction (CLIR) service allows you to restrict the network from presenting your number.

The Connected Line Identification Restriction (COLR) service prevents the transmission of your number to the caller when you answer a call. Contact your Network provider for further information.

To prevent your number being sent on an individual call

MSN/DDI numbers are also sent to the network as the Calling Line Identity for presentation to the called party. You can prevent your number being presented to the called party as follows:

- Press the ISDN Key
- Select 'Set CLIR'
- Enter the number you wish to call and select 'Send to line'. The call is placed with the CLIR service activated.

To prevent numbers being sent on all Station calls

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Stations'
- Press the Scroll Down Key (▼) until 'Permanent CLIR' is displayed
- Select 'Permanent CLIR'
- Select the Stations whose numbers you do not wish to send to the network. The Stations that will not have their numbers presented are indicated with a ♦.

Press the Hands-free Key to finish programming.

To prevent numbers being sent when answering a call on all Stations

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System Programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Station'
- Press the Scroll Down Key (▼) until 'Permanent COLR' is displayed
- Select 'Permanent COLR'
- Select the Stations whose numbers you do not wish to send to the network. The Stations that are selected are indicated with a ♦.

Press the Hands-free Key to finish programming.

To Program Stations to have a minimum 3.1kHz bandwidth

This feature allows Stations to be programmed to have a minimum speech bandwidth of 3.1kHz. This is used when a modem or fax machine is connected to a Station and the unit is equipped with ISDN lines.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Stations'
- Press the Scroll Down Key (▼) until '3.1kHz Stations' is displayed
- Select '3.1kHz Stations'
- Select the Stations on which you wish to enable the feature. The Stations with the feature enabled are indicated by a ♦.

Press the Hands-free Key to finish programming.

Tele-secretary

The Tele-secretary feature allows you to use the names you have associated with the MSN/DDI numbers of your ISDN lines. Ringing Stations display 'Call for XYZ', where XYZ is the name associated with the MSN/DDI number being called. When the call is answered and transferred the Station will see the CLI number, (or name if programmed), as normal.

A typical application is to have different MSN/DDI numbers published as belonging to different partners in a professional partnership and to program the numbers to ring on a secretary's Station. With the Tele-secretary feature, the secretary can see who the call is for and can answer the call with "Hello, XYZ's office". If the call is transferred to XYZ, XYZ will see the caller number, or name if programmed.

To allow a Station to see who an incoming call is for

You must first associate names with MSN/DDI numbers and then enable the Tele-secretary feature in system programming.

Associate names with the MSN/DDI numbers you want to recognise and program the Station to ring for these numbers, as described on page 111

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password
- Select 'Stations'
- Press the Scroll Down Key (▼) until 'Tele-secretary' is displayed
- Select 'Tele-secretary'
- Select 'Tele-secretary on' or 'Tele-secretary off' to activate and deactivate the feature respectively.

Press the Hands-free Key to finish programming.

Malicious Call Trace (MCT)

Malicious Call Trace (MCT) is an ISDN service that may be obtainable from your ISDN Network Provider. If you subscribe to this service, you can request your provider to store the telephone number of a caller incoming on an ISDN Line. You can make the request to the network during a call, or within thirty seconds of call completion. This service is typically used when you are receiving malicious calls and the caller has restricted the network from displaying their number. For detail on how the service operates please contact your Network Provider.

To request the network to make a Malicious Call Trace (MCT)

- During an incoming call, or within thirty seconds of the caller hanging up, press the NETWORK Key.
- Select 'Malicious call trace'.
 - If your request is confirmed your Display shows 'Confirmed' for two seconds and then the Display reverts to the In Call menu
 - If your request is rejected the Display shows 'Not activated' for two seconds and the Display reverts to the In Call menu
 - If you have not subscribed to the service the Display shows 'Not subscribed' for two seconds and reverts to the in Call menu.

Note: A call in progress is in no way affected by the MCT request.

Advice of Charge (AOC)

Advice of Charge (AOC) is an ISDN service that may be obtainable from your ISDN Network Provider. If you subscribe to this service, your Keystation will automatically display the cost of your outgoing calls over ISDN Lines. The cost will be displayed in Australian Dollars and will be updated constantly during your call. When the call is completed the total cost of the call will appear on the display momentarily.

To display the cost of your call on your Keystation

Contact your Network Provider and enable the ISDN service, AOC.

Note: Cost will only be displayed for outgoing calls on ISDN Lines.

Network Divert

Network Divert is an ISDN service available from your ISDN Network Provider, which allows you to divert calls from an incoming ISDN Line.

Note: that Network Divert differs from the divert options described on page 22. With network divert, the call never rings in to your Commander Connect. Rather, it is diverted by the network to the number you specify.

To have the network divert calls on your ISDN Lines

- Press the NETWORK Key
- Select 'Network divert'
- Select 'Divert all calls', or 'Divert when busy', or 'Divert on no answer' as required
- Select 'Activate' to activate the facility, or 'Deactivate' to deactivate the facility, or 'Interrogate' to check the current status of the divert
- If you select 'Activate' you will be promoted to 'Enter destination number'. Dial the desired destination for your calls and select 'Send to line'.

Note: For ISDN Lines in P-MP mode, a Station must be programmed with an MSN number in order to activate the Network Divert facility. If a Station, which has not been provided with an MSN, attempts to activate the feature, it will be presented with the prompt 'Invalid'.

Note: For ISDN Lines in P-P mode, the Network Divert applies to all ISDN Lines, that is, all Lines will be diverted. To protect unforeseen diverts, the user is prompted to enter the System Programming Password upon selecting 'Activation' above.

Security Warning: It is possible that a Station may misuse the Network Deflect facility.

Using ISDN to the desktop

The Commander Connect can be equipped with an interface to an internal ISDN bus, which allows ISDN devices to use your system ISDN lines. When the Commander Connect is equipped with 40 Stations, up to four internal ISDN buses can be provided.

Each of the ISDN buses can be equipped with up to eight ISDN devices. Four of these can be powered from the Commander Connect, the remaining four, if equipped, must be independently powered.

Eight Station numbers are allocated to each ISDN internal bus interface. The first interface is allocated Stations 110 – 117, and the second is allocated Stations 120 – 127, the third is allocated Stations 130 - 137 and the fourth is allocated Stations 140 – 147.

Incoming data calls are presented to an internal ISDN bus when one its ISDN Station numbers is programmed in the ringing group. If an appropriate device is connected to the internal bus, the call will be presented to it. For example, if you connect an ISDN fax machine to the first S-bus interface of your system and program an MSN number to ring Station 110 directly, then callers can use this MSN number to send you ISDN faxes.

Configuring ISDN on your system

ISDN programming options, set by your Commander technician during installation, are available to configure ISDN on your system. It is recommended that you do not change the existing settings.

To access ISDN configuration options

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed
- Select 'System programming'
- Enter the System Programming Password and select 'Lines'
- Press the Scroll Down Key (▼) until 'ISDN Programming' is displayed
- Select 'ISDN programming'.

Follow on with the procedures below, as required.

To configure ISDN Accesses as Point-to-Point or Point-to-Multipoint

- Select 'P->P' or P->MP' (Point to Point or Point to Multipoint)
- The ISDN Access menu will be presented. Point-to-Point Accesses are denoted by a ♦. Point-to-Multipoint accesses are denoted by a ◇. Select an Access to change its setting.

Press the Hands-free Key to finish programming.

Note: Changing this setting will cause the system to reset (warm reset). This will cause all calls to be disconnected.

Note: Your **Commander** technician will ensure your ISDN Accesses are correctly configured as P-P or P-MP. If the setting does not match the ISDN network setting you will be unable to receive and make calls.

To configure ISDN Accesses as T or S interfaces

- Select 'T or S interface'
- The ISDN Access menu will be presented. Accesses configured as a T interface are denoted by a ♦. Those configured as an S interface are denoted by a ◇. Select an Access to change its setting.

Press the Hands-free Key to finish programming.

To configure an ISDN Access to work with a PABX

- Select 'ISDN PABX'
- Select the required Access.

Press the Hands-free Key to finish programming.

To configure Accept on Busy

The system can be configured to accept calls offered from the network for busy Stations or to reject those calls.

The default is that calls are accepted and Call waiting is offered to the Station.

- Select 'Accept on Busy'
- Select 'Accept on Busy' or 'Reject on Busy'
- If 'Individual MSN' is selected, all the programmed MSN and DDI numbers are listed with their Index number.
- To program a specific MSN or DDI as 'Reject on Busy', select the diamond beside the number. When selected the diamond will be ♦

Note: You may need to scroll down to find the required MSN/DDI index.

To configure ISDN Accesses with a Directory MSN

This feature allows the user to program a base number for the individual ISDN Basic rate accesses connected to the Commander Connect system. The default is that no Directory MSN's are programmed.

- Select 'Directory MSNs'
- Select the required Access and enter the required MSN
- Select 'Confirm'.

Press the Hands-free Key to finish programming.

To Program MSNs to ignore

This option allows the switch to ignore calls to particular MSN numbers. This is done for numbers that are to be answered by other devices operating on an S-bus in parallel with the Connect. Up to 10 numbers can be entered

- Select 'MSNs to ignore'
- Select the index 01-10
- Enter the required MSN
- Select 'Confirm'.

Press the Hands-free Key to finish programming.

Call Deflection

Call Deflection is an ISDN service available from your ISDN Network Provider, which allows you to divert calls from an incoming ISDN Line.

The Call Deflect service is turned on in System Programming. It is one of the ISDN programming options in the Line Programming.

Set up external call diversions in the normal manner. See section on Page 22.

When an external call is received for the Station the Commander Connect sends a message to the Network to deflect the call.

The call is diverted by the Network to the number programmed by the Station

This option is set on if the Call Deflection Network service is provided on the ISDN lines. When activated external call diversions set up by Stations are diverted using the Network deflect service.

- Select 'Call Deflection'
- Select 'Call Deflection on' or 'Call Deflection off'
- A '♦' symbol indicates whether call deflection facility has been enabled or not.

Setting up and using PRI (ISDN 30)

When the system is equipped with a PRI interface module it provides additional line capacity to the user. A PRI module provides up to 30 ISDN channels to be used by the system, the programming and set up options available on the PRI is described below.

PRI Channel Programming

This allows the user to program the number of channels available to the system.

- From the Programming Station, press the PROGRAM Key
- Press the Scroll Down Key (▼) until 'System programming' is displayed.
- Select 'System programming'.
- Enter the System Programming Password
- Select 'Lines'.
- Press the Scroll Down Key (▼) until 'PRI Programming' is displayed.
- Select 'PRI programming'
- Select "No. of B channels" option.
- The current setting is displayed on the screen for 2 seconds.
- Enter the required number and press "Confirm".

Press the Hands-free Key to finish programming.

Line Programming Changes when a PRI module is equipped

When a PRI module is equipped the following 'Line Programming' options are modified.

Equipped Lines

Equipped Lines programming when PRI is enabled

When a system is equipped with a PRI module, the PRI Access does not appear in the equipped lines menu, however any additional PSTN or ISDN lines will appear here. Their line numbers are 31 to 34 for PSTN and Access 1 to 2 for ISDN lines

Incoming Ringing / Auto Attendant / Courtesy Service

If a PRI Access and no backup lines are installed then the Incoming Ringing is programmed as follows:

- From the Programming Station, press the PROGRAM key.
- Press the Scroll Down key (▼) until “System Programming” is displayed.
- Select “System Programming”.
- Enter the System Programming Password
- Select “Lines”.
- Select “Incoming Ringing” option.
- The menu updates to show only the 'PRI' option
- Select 'PRI Access'
- Select “Day”, “Night”, or “Day and Night”.
- If the line is to ring an individual Station, select “Station” and then the required Station. If the line is to be presented to a group, select “Group” and then the required group.
- Auto Attendant or Courtesy Service can also be associated with the call

Press the Hands-free key to finish programming.

The default is that all lines ring group 1 in both day and night modes.

If the switch is equipped with a PRI Access and some Backup Lines are equipped then Incoming ringing is programmed as follows:

- From the Programming Station, press the PROGRAM key.
- Press the Scroll Down key (▼) until “System Programming” is displayed.
- Select “System Programming”.
- Enter the System Programming Password and select “Lines”.
- Select “Incoming Ringing” option.
- Select either 'PRI Access' or Line 31 - Line 34 or Access 1 - 2

Continue the programming as described above

In the case of PRI the B-channels cannot be separated so the full PRI is programmed to ring a Station or group. It can also be programmed for Courtesy or Auto Attendant service.

Note: Lines 31 - 34 or Access 1 - 2 are the backup lines. Only those equipped are displayed.

Note: No D-Channel backup is provided for the PRI Line.

Outgoing Restriction

Switch equipped with a PRI Access

If the switch is programmed with a PRI Access only this option is not presented on the Line programming Menu.

If the switch is equipped with Lines as backup 'Outgoing restriction' is programmed as follows:

- From the Programming Station, press the PROGRAM key.
- Press the Scroll Down key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password
- Select "Lines".
- Press the Scroll Down key (▼) until "Outgoing Restriction" is displayed.
- Select "Outgoing Restriction" option.
- The menu updates to show only the back up lines equipped (Line 31 - Line 34 or Access 1- 2)
- Select the required line
- The Station menu is displayed.
- Select the Stations to be restricted from selecting the line for outgoing calls.
- In default no restriction applies.

Incoming calls only when PRI is programmed

When Incoming calls only is selected when the switch is equipped with a PRI Access the display updates showing the B-Channels and backup lines and are programmed as follows:

- From the Programming Station, press the PROGRAM key.
- Press the Scroll Down key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password
- Select "Lines".
- Press the Scroll Down key (▼) until "Incoming Calls Only" is displayed.
- Select "Incoming Calls Only" option.
- The menu updates to show all B channels and the back up lines/Accesses
- Select the required lines to be reserved for incoming calls only.
- In default no lines are programmed.

Note: If 30 B-Channels are available and 10 lines are selected then a total of 20 B-Channels are available to stations to select for outgoing calls.

If a user selects a Line key of a line that is set as Incoming only, busy tone is returned and the message 'Restricted' is shown on the display.

Outgoing Groups

Outgoing Groups when PRI is programmed

In this case the B channels can not be separated and therefore the PRI Access is presented as an individual option and 'Outgoing Groups' are programmed as follows:

- From the Programming Station, press the PROGRAM key.
- Press the Scroll Down key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password
- Select "Lines".
- Press the Scroll Down key (▼) until "Outgoing Groups" is displayed.
- Select "Outgoing Groups" option.
- Select the group you wish to set up. Up to 11 groups can be set up, each with a corresponding access code, 0 or 760 - 769
- Select either the 'PRI' or the back up lines (Line 31 - Line 34 or Access 1- 2)
- If PRI is selected all the available B-channels are placed in the selected group.
- In default the PRI Access and additional Lines are all in Group 1, selected by dialling 9.

LCR Codes

LCR programming when PRI is programmed

When the option to select lines is presented the menu is updated to the 'PRI Access' and the back up lines equipped. LCR Codes are programmed as follows:

- From the programming Station, press the PROGRAM key.
- Press the Scroll Down key (▼) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password and select "Lines".
- Scroll Down and select "LCR Codes".
- Select "LCR On" to activate the feature.
- Enter in a code index (01-50).
- Enter an input code (Up to 5 digits). This is the code dialled by the user.
- Enter an output code (Up to 7 digits). This is the code that will be inserted before the telephone number that the user dials. This code can be used to select a specific telephone company.
- Select the preferred or exclusive option.
- If "Exclusive" is selected, the calls can only be sent on the lines selected.
- If "Preferred" is selected, the calls will be routed on the lines selected if they are free. If these lines are not available the call will be dialled on another free line. In this case, the output code is not dialled.

Press the handsfree key to finish programming.

Note: If PRI is selected the LCR programming applies to all B-channels available. Lines 31-34 or Access 1-2 are the backup lines if equipped.

Answering Machine Mailbox programming

Answering Machine Mailbox Programming when a PRI is Programmed

System voice mailbox is programmed as follows:

- From the programming Station, press the PROGRAM key.
- Press the Scroll Down key (⏴) until "System Programming" is displayed.
- Select "System Programming".
- Enter the System Programming Password
- Select "Lines".
- Press the Scroll Down key (⏴) until "Answering Machine" is displayed.
- Select "Answering Machine".
- Select the lines to be answered by the Answering Machine. The lines that will be answered are indicated by a "♦".

Press the handsfree key to finish programming.

Note: To activate this feature a voicemail card is required

Note: If PRI Access is selected all the available B-channels are answered by the System Voice Mailbox. Lines 31 - 34 or Access 1 - 2 are the back up Lines, if equipped.

Analogue/Basic Rate line backup

A single PRI Access providing up to 30 channels can be equipped. However two additional Line modules can be equipped providing for up to four extra analogue/Basic Rate lines. The maximum number of line interfaces that can be provided is 34, (30 channels and 4 PSTN lines or 2 ISDN basic rate accesses).

Presentation of Lines on the Keystations

Programmed Keystation keys in Key system mode

The Keystation keys are programmed with Lines 1-8 in the case of the Standard keystation and Lines 1-16 in the case of the Executive keystation.

If the system is programmed with a PRI Access pressing Line 1 will request a B channel from the network. The line offered may not be the first B Channel. However the Led associated with Line 1 key will light on all Keystations.

Any backup Lines equipped will be numbered Line 31 - 34 or Access 1 - 2.

If more than 16 Line keys are required the keys on a DSS console can be programmed. The same procedure applies to these keys. In the case of PRI Access the network will determine the B Channel.

Line presentation in the Keystation display

When a switch is equipped with PSTN Lines only the lines are presented as Line 1, Line 2 etc on the Keystation display when an external consultation, transfer or conference is invoked. In the case of PRI the numbering will be the same, but when a line is selected the network will determine which B-Channel is used. Any backup Lines will be numbered Line 31 - 34.

Programming Reference

Individual Station programming options

All Stations have access to a set of options that can be programmed to suit the individual user's requirements. You access these programming options via the PROGRAM Key on the Keystation.

From the Station you wish to customise, press the PROGRAM Key

The following screens show what appears when the Key is pressed. The menu options displayed, apart from 'System programming', can be accessed and programmed from any Station and are used to configure the individual Station.

1.

– STATION SETUP –	
- Auto answer	
- Key programming	
- Headset mode	

2.

– STATION SETUP –	
-Ringing options	
-Contrast options	
-System programming	

3.

– STATION SETUP –	
-Background Music	
- INT STN Order	
- Exit	

Feature	Default	Notes
Auto Answer	Auto Answer off	See page 46.
• Set Auto Answer		
• Cancel Auto answer		
Key programming	Keys select lines (if lines connected)	See page 46.
Headset mode	Headset mode off	See page 47.
• Headset on		
• Headset off		
Ringing options	Tone 1	See page 47.
• Tone 1		
• Tone 2		
• Tone 3		
• Tone 4		
• Tone 5		
• Tone 6		
Contrast options	Level 3	See page 47.
• Level 1		
• Level 2		
• Level 3		
• Level 4		
Background Music	Background Music Off	See Page 48
INT STN Order	Physical order	See page 48

Accessing system programming options

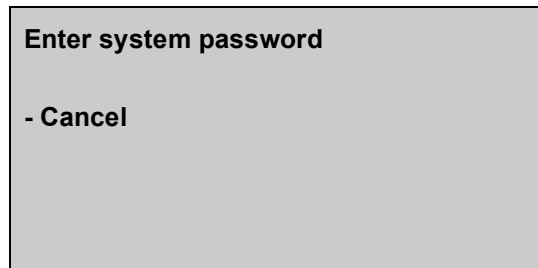
System programming options can also be programmed via a Keystation. However, the Keystation must be connected to the Station that is programmed to be the Programming Station. By default, the Programming Station is Station 20.

You access all system programming options via the PROGRAM Key on the Keystation connected to Programming Station.

From the Programming Station, press the PROGRAM Key

- Press the Scroll Down Key (▼) until 'System programming' is displayed. (The Scroll Up (▲) and Scroll Down (▼) Keys may be used to scroll between the various screens)
- Select 'System programming'. Selecting 'System programming' from any Station other than the programming Station will result in the prompt 'Programming refused' being displayed.

The following screen is displayed:



Enter system password

- Cancel

Enter the System Programming Password, which is 1111 by default.

Note: You can also enter system programming by dialling ##1111 at the Programming Station and selecting 'Send digits'.

The following screen appears offering options to configure the overall system, the Stations, or the Lines.



Select option

- System

- Stations

- Lines

- Under 'System', you will find the programming options that affect the system as a whole
- Under 'Stations', you will find the programming options that affect the Stations
- Under 'Lines', you will find the programming options that affect the incoming Lines.

System settings options

If 'System' is selected the following screens appear:

-

1.

Select option

- Time and date
- Change password
- Programming position

2.

Select option

- Night service
- Music on hold
- Line key light

3.

Select option

- Change greetings
- Call logging
- Timers

4.

Select option

- Door Station
- PA amplifier
- CLI store

5.

Select option

- Class codes
- Reset options
- Set v24 Baud Rate

6.

Select option

- Commander
- VM Capacity
- VM Capacity % Used

7.

Select option

- Account Codes
- PABX Mode
- Button Hopping

8.

Select option

- Dial by Name Directory
- Remote Notification
- Portable PIN

9.

Select option

- Present Line Name
- Exit

The following table lists the available 'System' options, with their defaults, if applicable.

Feature	Default	Notes
Time and date	XX:XX xx-xx-xx	See page 58
Change password	1111	See page 97
Programming position	Station 20	See page 97
Night Service <ul style="list-style-type: none"> Automatic on times Automatic off times Weekend service 	Not programmed	See page 57
Music on hold <ul style="list-style-type: none"> Internal source External source Tone on hold Silence 	Internal source	See page 58
Line key light <ul style="list-style-type: none"> Light flashing on hold Light steady on hold 	Light flashing on hold	See page 99
Change greetings <ul style="list-style-type: none"> Auto attendant day Auto attendant night Courtesy service day Courtesy service night Directory Message Single Level AA Multiple Level AA 	Default messages	See page 80 See page 65 See page 85 See page 82 See page 83
Call logging <ul style="list-style-type: none"> Call logging on Call logging off Restricted call log on Enable X-on / X-off Print Log 	Call logging off	See page 91
Timers <ul style="list-style-type: none"> Recall on hold Recall on transfer Divert on no answer Courtesy delay Open the door Door Station ring dur. Call park Ringback time duration Auto attendant day Auto attendant night Answering Machine delay VM message length AA Dial Time Hunt Timer Notification delay Notification Interval Courtesy Service Length 	90 seconds 30 seconds 11 seconds 30 seconds 5 seconds 30 seconds 180 seconds 30 seconds 1 second 1 second 10 seconds 60 seconds 2 seconds 15 seconds 0900 seconds 0300 seconds 180 seconds	See page 108
Door Station <ul style="list-style-type: none"> Door Station equipped Door Station unequip. 	Door Station not equipped	See page 88
PA amplifier <ul style="list-style-type: none"> PA equipped PA not equipped 	PA not equipped	See page 36
CLI store <ul style="list-style-type: none"> Store all calls Store unanswered calls 	Stores unanswered calls	See page 35

Class codes <ul style="list-style-type: none"> • Table 2 • Table 3 • Allowed Table • Restricted Table 	Not programmed	See page 60
Reset options <ul style="list-style-type: none"> • Reset to default! • Reset! • Clear VM messages 	Not applicable	See page 109
Set v24 baud rate <ul style="list-style-type: none"> • 4800 baud • 9600 baud • 19200 baud • 38400 baud • 115200 baud 	115200 baud	See page 92
Commander	132 777	See page 10
VM Capacity	20 messages	See page 67
VM Capacity % Used	0%	See Page 67
Account Codes <ul style="list-style-type: none"> • Account Codes On • Account Codes Off • Forced stations 	Account codes off	See Page 43
PABX Mode <ul style="list-style-type: none"> • PABX Mode • Key System mode 	Key system	See Page 45
Button Hopping <ul style="list-style-type: none"> • Disconnect • Auto-hold 	Autohold	See Page 46
Dial Name Directory <ul style="list-style-type: none"> • Dial name directory On • Dial name directory Off • Directory Table 	Off	See Page 87 See Page 87
Remote Notification <ul style="list-style-type: none"> • Simultaneous Calls • Retry Attempts • Outgoing Group 	Off	See Page 73 See Page 73 See Page 74
Portable PIN <ul style="list-style-type: none"> • On • Off 	Off	See Page 93
PIN Table		See Page 93
Present Line Name <ul style="list-style-type: none"> • On • Off 	Off	See Page 107

Stations settings options

If 'Stations' is selected the following screens appear:

1.

Select option

- Name programming
- Restriction classes
- Tone protect

2.

Select option

- Page protection
- Open door restriction
- 3.1kHz stations

3.

Select option

- Individual CLI stores
- Sys. Speed no. override
- Voice boxes

4.

Select option

- Station disconnect
- VM Capacity % Used
- Permanent CLIR

5.

Select option

- Permanent COLR
- No call logging
- External diversion

6.

Select option

- Examine passwords
- Restrict use of PA
- Port swapping

7.

Select option

- Hot line
- Manager/secretary
- Tele-secretary

8.

Select option

- 25Hz Ringing
- Reverse Cadence
- Keypad feedback

9.

Select option

- Flexible Numbering
- DSS Stations
- Call Recording*

10.

Select option

- Send Specific MSN/DDI
- Remote Notification
- Paired Stations

Select option

- Exit

-

Note: * options only available with certain voicemail & system configurations.

The following table lists the available 'Stations' options, with their defaults, if applicable.

Feature	Default	
Name programming	None Programmed	See page 60
Restriction classes <ul style="list-style-type: none"> • Day class of service • Night class of service 	All Stations in Class 1.	See page 60
Tone Protect	Stations do not accept tone	See page 50
Page protection	Stations accept paging	See page 38
Open door restriction	All Stations enabled	See page 89
3.1khz Stations	Not programmed	See page 113
Individual CLI stores	No stores programmed	See page 36
Sys. speed no. override	No override programmed	See page 62
Voice boxes	Not programmed	See page 66
Station disconnect	All Stations connected	See page 98
VM Capacity % Used	Not applicable	See page 67
Permanent CLIR	Not programmed	See page 113
Permanent COLR	Not programmed	See page 113
No call logging	Not programmed	See page 92
External Diversion <ul style="list-style-type: none"> • No Trunk-to-Trunk calls • All Calls • External calls only 	All calls	See page 99
Examine passwords <ul style="list-style-type: none"> • Station lock password • Voicemail password • Answering Machine 	Default 123 Default 1111 Default 1111	See page 98
Restrict use of PA	All Stations can make announcements	See page 38
Port swapping	Not programmed	See page 100
Hot line	Not programmed	See page 59
Manager/secretary	Not programmed	See page 39
Tele-secretary <ul style="list-style-type: none"> • Tele-secretary on • Tele-secretary off 	Tele-secretary off	See page 114
25 Hz ringing	50 Hz ringing	See page 100
Reverse cadence	Not set	See page 100
Keypad Feedback	All set	See page 101
Flexible Numbering	Not set	See page 101
DSS Console Stations	Station 20 –27 set. All others not set	See page 18
Call Recording	Not Programmed	See page 73
Send Specific MSN/DDI	Not programmed	See page 112
Remote Notification	Not programmed	See page 72
Paired Stations	Not programmed	See Page 103

Lines settings options

If 'Lines' is selected the following screens appear:

1.

Select option

- Equipped Lines
- Group programming
- Incoming ringing

2.

Select option

- Outgoing Restriction
- Incoming calls only
- Outgoing Groups

3.

Select option

- Outgoing line priority
- PABX group
- Answering Machine

4.

Select option

- LCR Codes
- LCR Timebands
- CLI Programming

5.

Select option

- DDI Programming
- Auto Attendant Mapping
- PSTN Programming

6.

Select option

- ISDN Programming
- PRI Programming
- Exit

The following table lists the available 'Lines' options, with their defaults, if applicable.

Feature	Default	Notes
Equipped Lines	All Lines equipped	See Page 97
Group Programming <ul style="list-style-type: none"> • Ring Group • Hunt Group 	All Groups with station 20 only by default	See Page 53
Incoming Ringing	Group 1 for all Lines and Accesses	See Page 52
Outgoing restriction	No restrictions	See page 55
Incoming calls only	No restrictions	See page 55
Outgoing groups	All Lines in group 1	See page 55
Outgoing Line Priority <ul style="list-style-type: none"> • No Priority • ISDN Priority • PSTN Priority 	No Priority	See page 56
PABX group	Not programmed	See page 96
Answering Machine	Not programmed	See page 77
Courtesy service source <ul style="list-style-type: none"> • Voice module source • Internal source 	Internal Source	See page 64
LCR Codes <ul style="list-style-type: none"> • LCR on • LCR off 	None programmed	See page 41
LCR timebands <ul style="list-style-type: none"> • LCR On Time • LCR Off Time • LCR Weekend 	Not programmed	See page 42
CLI Programming	Not programmed	See page 33
DDI Programming	Not programmed	See page 111
Auto Attendant Mapping	Not programmed	See page 83
PSTN programming <ul style="list-style-type: none"> • Loop calling • Tone dialling • Reversal on Idle • CND Detection • Dialtone detection • Line Name 	None On None None On None	See page 103
ISDN programming <ul style="list-style-type: none"> • P->P or P->MP • MSN Programming • T or S interface • ISDN PABX • Accept on Busy • Directory MSNs • MSN to ignore • Call Deflection 	P->P is set None programmed All set as T interfaces Not programmed Reject on Busy Not programmed Not programmed Call Deflection Off	See page 117
PRI Programming <ul style="list-style-type: none"> • No. of B-channels 		See page 119

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Commander Connect Owner Manual

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Release 4, July 2007

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