Telstra Commander@ **E1 05/208+**
System- User Guide

Serial Item 546/262

Issue 1

Telstra

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1. Getting to Know Your Commander

Keystation Diagram
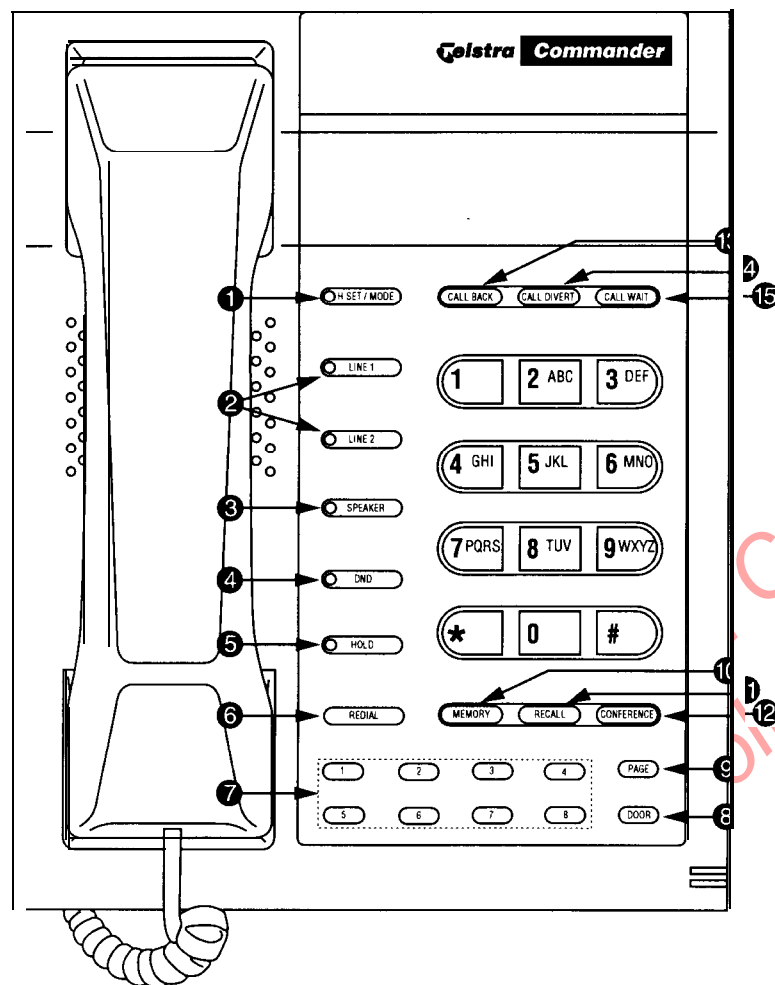
Key Description

1 HSET/MODE Key
a) Headset Mode Activation
b) Dialling Mode Change
Change from decadic to tone signalling after a call is established.

2 LINE Key
To access outside line.

3 SPEAKER Key
To activate the speaker - calls can be initiated without lifting handset,

4 DND Key
(Do Not Disturb) To block all audible signals from incoming calls.

5 HOLD Key & INTERCOM Lamp
a) To place calls on hold.
b) To indicate intercom status.

6 REDIAL Key
To automatically redial the last number dialled.

@DIRECT ACCESS Keys
These keys have two functions:
a) Direct Station Selection (DSS)
When the handset is lifted, or the station is in 'off-hook' mode, these keys are used to make intercom calls to other stations.
b) Speed Dial
When the handset is lifted or the station is in 'off-hook' mode, and the exchange line is also selected, these keys are used to select pre-programmed speed dial numbers.

8 DOOR Key
a) To monitor the door station or answer calls from the door station.
b) Call Transfer - Exchange calls
To control the Centel®/Easycall™ transfer function.

@PAGE Key
a) To establish an all station page.
b) Call Conference - Exchange Calls
To control the Centel/Easycall conference function.

@MEMORY Key
To program speed dial and abbreviated dial memory locations.

@RECALL Key
a) If your system is a PABX extension: to allow access to the host PABX facilities.
b) To control Easycall/Centel functions.

12 CONFERENCE Key
To establish multi station conferences on the exchange line.

@CALL BACK Key
To control the Centel/Easycall call back function.

14 CALL DIVERT Key
To control the Centel/Easycall call diversion functions.

15 CALL WAITING Key
To control the Centel/Easycall call waiting function.

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Visual Signals

LAMP	LAMP STATUS	MEANING
[LINE]	Off Steady glow Slow flash Medium flash Rapid flash	Line free Line busy Line on hold Line ringing Conference in progress
Intercom (located in the [HOLD] key)	Off Steady glow Slow flash	Intercom link free Intercom link busy Incoming intercom call
[DND]	Steady glow	Do Not Disturb activated
[SPKR]	Steady glow	On-hook dialling activated
[HSET/MODE]	Off Steady glow	Handset Mode off Headset Mode activated

Audible Signals

SIGNAL	MEANING
Normal ring	Outside call
Continuous short ring	Intercom call
Short beep followed by voice	Intercom voice call
Two long beeps	All-station page
Double chime	Door Station call
Two short bursts of ring repeated at 90 seconds intervals	Hold recall

Service Tone

TONE	MEANING
Continuous short tone	Intercom ring
Slow repeating tone	Busy
Long repeating tone	Error

Access Barring

During installation each station will be allocated one of two modes of call barring:

- **Unrestricted mode**

- **Restricted mode**
  Numbers dialled are compared to an exception table. If a match is found the call is allowed.

  This table consists of two areas:

  A programmable area consisting of eight entries of four digits each, and;

  A non-programmable area with fixed emergency numbers, etc.

Centel Features

The Commander E105/208+ is compatible with Centel/Easycall facilities provided the system has been programmed to meet the following conditions:

- DTMF Dialling

- Stations must have Unrestricted access.

Subject to Centel connection the Commander E105/208+ has five preprogrammed keys which control the Centel/Easycall functions:

- Call Back

- Call Diversion

- Call Waiting

- Call Transfer

- Call Conference

Details of each function are covered in Section 6 - Centel Features.

For further information on operation and programming of Centel facilities refer to Centel/Easycall User Guide.

2. Answering Calls

Intercom Calls

Ringing at Your Station

To Answer Intercom Calls Ringing at Your Station:

- Hear the intercom ring signal

  The intercom lamp flashes slowly at your station.

- Lift the handset.

Ringing at Another Station

To Answer Intercom Calls Ringing at Another Station:

- Hear the intercom ring signal at another station

  The intercom lamp glows steadily at your station.

- Lift the handset at your station

- ⌐⏄▥·· ⬤⬤▥▥▧⬤⬤⬤

Outside Calls

To Answer Outside Calls:

- Hear the normal ring signal

- Lift the handset

- Press the appropriate medium flashing [LINE].

During installation, stations can be programmed to have no audible signal, if required. However, calls can still be answered by pressing the appropriate [LINE].

If Automatic Exchange line Answer is Programmed:

- Hear the normal ring signal

- Lift the handset - the call is answered.

  (If more than one call is ringing, the call ringing the longest is answered.)

If more than one call is ringing, a particular call may be answered first by pressing the [LINE] key and then lifting the handset.

Door Station Calls

To Answer Calls From the Door Station:

- Hear the Door Station chime

- Lift the handset

- Press [DOOR].

  The intercom lamp glows steadily at all stations.

A call from the Door Station cannot be answered from a station if the intercom link is already in use.

Door Station calls will only chime at stations programmed to receive paging.

3. Making Calls

Intercom Calls

Intercom Signal Call

To Make an Intercom Call that will Ring at the Called Station:

- Ensure that the intercom lamp is extinguished
- Lift the handset
- Press required DSS key [1-8]

  *The intercom **lamp** glows steadily at all other stations.*

- Hear the intercom ring tone
- Speak when called party answers.

If the called station is busy or in Do Not Disturb mode, you hear a busy tone.

Intercom Voice Call

To Make an Intercom Call in which your Voice Sounds Through the Called Station's Speaker:

- Ensure that the intercom lamp is extinguished
- Lift the handset
- Press required DSS key [1-8]

  The intercom lamp glows steadily at all other stations.

- Press DSS key again [1-8]
- Hear a short beep
- Page the called party.

Outside Calls

Off-hook Dialling

To Make an Outside Call with the Handset Off-hook:

- Lift the handset
- Press a free [LINE]

  The selected [LINE] lamp glows steadily at all stations.

- Hear the dial tone
- Dial the required number
- Speak when the called party answers.

On-hook Dialling

To Initiate an Outside Call Using the On-hook Facility:

- Press a free [LINE] without lifting the handset

  The [SPKR] lamp glows steadily at your station.
  The selected [LINE] lamp glows steadily at all stations.

- Hear the dial tone through the station speaker
- Dial the required number
- Lift the handset to speak when the called party answers.

  The [SPKR] lamp extinguishes.

To Cancel an Outside Call Made with the On-hook Facility if the Called Party is Busy or Does Not Answer:

- Press [SPKR].

  The [SPKR] lamp extinguishes.
  The selected [LINE] lamp extinguishes.

last Number Redial

To Initiate Automatic Redialling of the last Number Dialled with the Handset Off-hook:

- Lift the handset
- Press a free [LINE]

    The selected [LINE] lamp glows steadily at all stations.

- Hear the dial tone
- Press [REDIAL].

    The last number dialled is automatically redialled.

Last number redial calls can also be initiated using the on-hook facility.

Speed Dialling

This facility allows each station to access eight speed dial numbers previously stored in that station.

For speed dial number storing procedures, see page 7-2

To Dial a Stored Number:

- Lift the handset
- Press a free [LINE]

    The [LINE] lump glows steadily at all stations.

- Hear the dial tone
- Press required speed dial key [1-8].

    The stored number is dialled automatically.

You can also initiate speed dialling using the on-hook facility.

Abbreviated Dialling

This facility allows each station to access two abbreviated dial numbers previously stored in that station.

For abbreviated dial number storing procedures, see page 7-3.

To Dial a Stored Number:

- Lift the handset
- Press a free [LINE]

    The [LINE] lump glows steadily at all stations.

- Hear the dial tone
- Press [MEMORY]
- Press required abbreviated dial key [0 or 9].

    The stored number is dialled automatically.

You can also initiate abbreviated dialling using the on-hook facility.

Door Station Calls

To Call the Door Station:

- Ensure that the intercom lamp is extinguished
- Lift the handset
- Press [DOOR].

    The intercom lamp glows steadily at all stations.

4. Holding and Transferring Calls

Holding Calls

To Place an Outside Call on Hold:

- Ask the outside party to wait

- Press [HOLD]

  The [LINE] lamp flashes slowly at all stations.
  The outside party hears music. (If programmed.)

- The handset can be replaced.

To Retrieve a Held Call from Any Station:

- Lift the handset

- Press the appropriate slowly flashing [LINE].

If a call on hold is not retrieved within 90 seconds, the hold recall signal rings. This signal will repeat at 90 second intervals until the call is retrieved.

To Make an Inquiry Call while a Call is on Hold:

- Ask the outside party to wait

- Press [HOLD]

  The [LINE] lamp flashes slowly at all stations.
  The outside party hears music.

- Press required DSS key [1-8] or make an outside call on the other line if equipped

- Make your inquiry

- Press the appropriate slowly flashing [LINE] to return to the held call.

Transferring Calls

Any outside call can be transferred to another station.

To Transfer a Call:

- Ask the outside party to wait

- Press [HOLD]

  The [LINE] lamp flashes slowly at all stations.
  The outside party is placed on hold and hears music.

- Ensure that the intercom lamp is extinguished

- Press the required DSS key [1-8]

  The intercom lamp glows steadily at all other stations.

- Announce the transfer

- Replace the handset.

  The call is answered at the called station by pressing the appropriate slowly flashing [LINE].

5. Paging and Conference Calls

Paging

Announcements can be made through the speakers of all idle stations in the pre-programmed paging zone.

All-Station Page

To Make a General Announcement to all Stations in the Paging Zone:

- Ensure that the intercom lamp is extinguished

- Lift the handset

- Press [PAGE]

  The intercom lamp glows steadily at all stations.
  Two beeps are heard through the speakers of all idle and page included stations.

- Make the announcement

- Replace the handset.

Meet-Me Page

To Request a Specific Person to Contact the Originator of a Page Immediately After an Announcement:

- Ensure that the intercom lamp is extinguished

- Lift the handset

- Press [PAGE]

  The intercom lamp glows steadily at all stations.
  Two beeps are heard through the speakers of all idle stations.

- Make an announcement, requesting that the person contact you

- Leave the handset off-hook.

  The paged person presses [PAGE] to automatically connect to your station.

Conference Calls

Conference calls can be conducted between an outside party and two stations, or between three stations.

Conference with an Outside Party

To Set Up a Conference Call with an Outside Party:

- Ask the outside party to wait
- Press [CONF]
- Press required DSS key [1-8]

  The [LINE] lamp flashes slowly.
  The intercom lamp glows steadily at all other stations.
  The outside party is placed on hold and hears music. (If programmed.)

- Ask the new party to wait
- Press [CONF].

  The [LINE] lamp flashes rapidly.
  All parties are connected to the conference call.
  The intercom lamp extinguishes.

If the person at the station is busy, does not answer or does not wish to join the conference, you can return to the outside party by pressing the flashing [LINE].

Press [CONFERENCE] again and press another DSS key to try another station.

If one of the stations leaves the conference, the [LINE] lamp will change to a steady glow.

Intercom Conference

To Set Up an Intercom Conference Call:

- Ensure that the intercom lamp is extinguished
- Lift the handset
- Press required DSS key [1-8]

  The intercom lamp glows steadily at all other stations.

- Ask the party to wait
- Press [CONF]
- Press the second DSS key [1-8].

  When the call is answered, the conference call is automatically connected.

6. Centel Features

Call Back

Refer to Centel User Guide for a complete description of this feature.

To Set Call Back:

- Lift the handset

- Press a free [LINE]

  The selected [LINE] lamp glows steadily at all stations.

- Hear the dial tone

- Dial the required number or press the appropriate speed dial key [1-8]

- If you hear busy tone press [CALL BACK]

  *The dial sequence *37# is automatically sent to line.*

- Replace the handset.

To Cancel Call Back:

- Lift the handset

- Press a free [LINE]

  The selected [LINE] lamp glows steadily at all stations.

- Press [CALL BACK]

  The dial sequence #37# is automatically sent to line.

- Replace the handset.

The E105/208+ will not ring with the distinctive Centel call back cadence. Call back calls are presented as normal calls.

Call Diversion

Refer to Centel User Guide for a complete description of this feature.

Call Diversion - Immediate

To Store Call Diversion - Immediate:

- Press [CALL DIVERT]

- Press [1]

- Lift and replace the handset.

The divert immediate code is now stored under the [CALL DIVERT] key.

To Set Call Diversion - Immediate:

- Lift the handset

- Press a free [LINE]

  The selected [LINE] lamp glows steadily at all stations.

- Press [CALL DIVERT]

- Dial number to which calls are to be diverted or press speed dial key

  *The dial sequence *21 is sent to line automatically before the telephone number:*

- Press [CALL DIVERT]

  The dial sequence # is sent to line.

- Replace the handset.

To Clear Call Diversion - Immediate:

- Lift the handset

- Press a free [LINE]

  The selected [LINE] lamp glows steadily at all stations.

- Press [CALL DIVERT] twice

  The dial sequence #21# is sent to line.

- Replace the handset.

Call Diversion - Busy

To Store Call Diversion - Busy:

- Press [CALL DIVERT]

- Press [2]

- Lift and replace the handset.

The divert on busy code is now stored under the [CALL DIVERT] key.

To Set Call Diversion - Busy:

- Lift the handset

- Press a free [LINE]

  The selected [LINE] lamp glows steadily at all stations.

- Press [CALL DIVERT]

- Dial number to which calls are to be diverted or speed dial key

  *The dial sequence *24 is sent to line automatically before the telephone number:*

- Press [CALL DIVERT]

  The dial sequence # is sent to line.

- Replace the handset.

To Clear Call Diversion - Busy:

- Lift the handset

- Press a free [LINE]

  The selected [LINE] lamp glows steadily at all stations.

- Press [CALL DIVERT] twice

  The dial sequence #24# is sent to line.

- Replace the handset.

Call Diversion - No Answer

To Store Call Diversion - No Answer:

- Press [CALL DIVERT]

- *Press* [3]

- Lift and replace the handset.

The divert on no answer code is now stored under the [CALL DIVERT] key.

To Set Call Diversion - No Answer:

- Lift the handset

- Press a free [LINE]

  The selected [LINE] lamp glows steadily at all stations.

- Press [CALL DIVERT]

- Dial number to which calls are to be diverted or speed dial key

  *The dial sequence *61 is sent to line automatically before the telephone number*

- Press [CALL DIVERT]

  The dial sequence # is sent to line.

- Replace the handset.

To Clear Call Diversion - No Answer:

- Lift the handset

- Press a free [LINE]

  The *selected [LINE] lamp glows steadily at all stations.*

- Press [CALL DIVERT] twice

  The dial sequence #61# is sent to line.

- Replace the handset.

Call Waiting

Refer to Centel User Guide for a complete description of this feature.

To Hold the Original Call and Answer the Waiting Call:

- Press [CALL WAIT].

  The dial sequence 'recall 2' is sent to line.

The original call is placed on hold and the waiting call is answered.

To Return to the Original Call:

- Press [CALL WAIT].

  The dial sequence 'recall 2' is sent to line.

The second call is placed on hold and the original call is reconnected.

To Alternate Between Calls:

- Press [CALL WAIT].

  The dial sequence 'recall 2' is sent to line.

This process can be repeated indefinitely to alternate between the two calls as required.

To Release Current Call and Reconnect the Waiting Call:

- Press [RECALL]

- Press [I]

The current call is released and the waiting call reconnected.

Call Transfer

Refer to Centel User Guide for a complete description of this feature.

To Transfer Exchange Call:

- Press [RECALL]

- Dial number to which the call is to be transferred

- Speak to the called party

- Press [DOOR]

  The dial sequence 'recall 4' is sent to line.

- Replace the handset.

To Cancel Exchange Call Transfer if Called Party Does Not Answer:

- Press [RECALL]

- Press [1].

The call transfer feature may only be used in conjunction with other system call handling functions, on stations programmed as 'unrestricted'. If used in conjunction with other call handling functions on restricted stations, the access barring system will not allow dialling to the transfer number.

Call Conference

Refer to Centel User Guide for a complete description of this feature.

To Establish Conference Call While on an Exchange Call:

- Press [RECALL]

- Dial the second number which is to be included in the conference call, or press speed dial

- Press [PAGE].

The dial sequence 'recall 3' is sent to line.

Conversation in now possible between all three parties.

The call conference feature may only be used in conjunction with other system call handling functions, on stations programmed as 'unrestricted'. If used in conjunction with other call handling functions on restricted stations, the access barring system will not allow dialling to the wanted conference number.

7. Other Facilities

Storing Speed Dial Numbers

You can programme and store up to eight speed dial numbers in each station which can be used only at that station. You can access each of these numbers by pressing the appropriate speed dial key.

For speed dialling procedures, see page 3-4.

To Store a Speed Dial Number in a Station's Memory:

- Lift the handset
- Press [MEMORY]
- Press a speed dial key [1-8]
- Dial the telephone number to be stored.

A maximum of 19 digits can be programmed for each telephone number. It is not possible to store [RECALL] as part of a speed dial number.
If a station has been designated as a PABX extension, a three-second pause is automatically inserted after the first digit. The pause can also be inserted in a speed dial number by pressing [REDIAL] while storing the number.

To Add Further Speed Dial Numbers:

- Press [MEMORY] again
- Press another speed dial key [1-8]
- Dial the next telephone number to be stored
- Continue this sequential procedure until you have stored all required numbers.

When you have finished entering numbers:

- Replace the handset.

Storing Abbreviated Dial Numbers

You can programme and store two abbreviated dial numbers in each station which can be used only at that station You can access these two numbers by dialling the appropriate one-digit memory code.

For abbreviated dialling procedures, see page 3-5.

To Store an Abbreviated Dial Number in a Station's Memory:

- Lift the handset
- Press [MEMORY]
- Press dial key [0] or [9]
- Dial the telephone number to be stored.

A maximum of 19 digits can be programmed for each telephone number. It is not possible to store [RECALL] as part of an abbreviated number.

If a station has been designated as a PABX extension, a three-second pause is automatically inserted after the first digit. The pause can also be inserted in an abbreviated dial number by pressing [REDIAL] while storing the number.

Confidence Tone

You can programme your station to emit a low-level tone indicating when a key has been pressed.

To Activate or Cancel the Confidence Tone:

- Press [*] without lifting the handset.

Decadic to Tone Signalling

If your system is programmed for decadic signalling, you can change to tone signalling to access services such as telephone banking and personal remote paging.

To Activate Tone Signalling:

- Access the desired service

- Press [HSET/MODE] to change from decadic to tone signalling

- Dial the numbers required by the service

- Complete your transaction

- Replace the handset.

  Decadic signalling automatically resumes on the next call.

Background Music

If your system has access to music from an external source, this music can be played through your station speaker when your station is idle.

To Activate the Background Music:

- Press [#] twice within one second without lifting the handset.

To Cancel the Background Music:

- Press [#] once without lifting the handset.

Background music is temporarily disabled if the handset is lifted, a call is received, or any station uses the intercom link.

Do Not Disturb

This facility allows you to programme your station to block all audible signals from incoming calls.

To Activate Do Not Disturb:

- Press [DND] without lifting the handset.

  The [DND] lamp glows steadily at your station.
  All audible signals from incoming calls are blocked at your station.
  Stations trying to call your station hear a busy tone.

Outside calls can still be answered in the normal manner while Do Not Disturb is activated.

To Cancel Do Not Disturb:

- Press [DND] without lifting the handset.

  The [DND] lamp extinguishes.
  Audible signals from incoming calls will be heard at your station.

PABX Recall

If your system is an extension of a PABX, you can transfer calls to other stations on the PABX. or access other PABX facilities.

To Contact the Host PABX while Connected to a line:

- Press [RECALL]

- Hear the PABX dial tone

- Follow the instructions in your PABX User Guide.

Headset Mode

A keystation handset may be replaced by a suitable Austel permitted headset. When connected and activated, the [SPKR] key is used to perform the off-hook function. Headset mode is protected against accidental activation and de-activation by a two-key activation sequence.

To Activate Headset Mode:

With the handset on-hook:

- Press and hold [HSET/MODE]

- Press and release [SPKR].

To De-Activate Headset Mode

With the handset on-hook:

- Press and hold [HSET/MODE]

- Press and release [SPKR].

To Select Headset Mode Once Activated:

- Press [HSET/MODE].

  The [HSET/MODE] key will glow.

To De-Select Headset Mode Once Activated:

- Press [HSET/MODE].

  The [HSET/MODE] key will go out.

When Headset mode is selected, the handset function is controlled by pressing the [SPKR] key.

When in Headset mode the station cannot be operated in off-hook mode.

8 General Information

Care of Your Commander

Commander telephone systems are manufactured to meet the highest quality standards.

Follow these common-sense guidelines to help maintain trouble-free service:

- Handle your keystation with care. Avoid dropping or knocking it.

- Avoid subjecting the equipment to temperature extremes or damp, steamy or greasy conditions.

- Never immerse the equipment in water. Clean the surface with a slightly damp cloth. Do not use detergents, polishes or commercial cleaners.

- Do not tamper with your Commander in any way. Interference with its sensitive electrical components could render it unsafe to use.

Service Problems

Power Failure

To prevent loss of service during power failure, an optional facility is available which will automatically connect the first outside line to a specially provided single-line telephone.

If this special telephone is not provided, calls cannot be received or made under power failure conditions.

In the event of a power failure, the system will retain all programmed data for a minimum of 24 hours.

Other Difficulties

If operating difficulties occur, first determine if power is available. If difficulties persist, and your equipment is covered by a Telstra Maintenance Agreement, call Service Difficulties (13 2999).

System Enhancement

If you require additional key stations or a larger system, please contact your local Telstra Representative or call the nearest Telstra Business Office listed in the information pages of the telephone directory.