

Congratulations on selecting a Telecom Commander Small Business Telephone System.

Your Commander system offers a wide range of features specifically designed to improve your business efficiency. To obtain the maximum return on your investment, p/ease read this User Guide carefully. It provides detailed step-by-step instructions for operating the Commander E308 and E616 Systems.

As a support to this User Guide, a Quick Reference Card has been provided separately with each key station.

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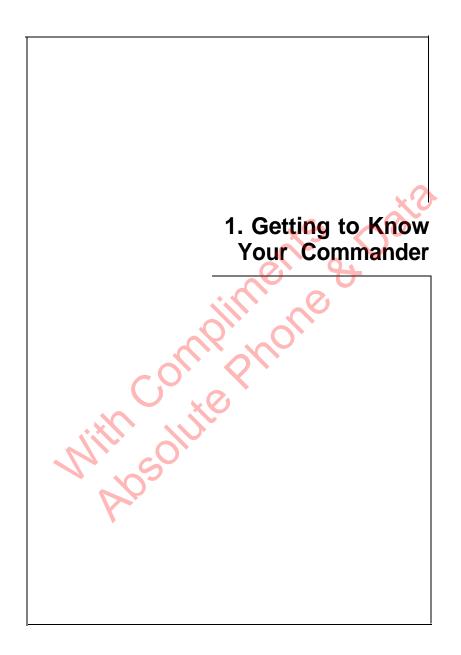
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## Storina Abbreviated Dial Numbers

(For security reasons, these instructions are provided on the perforated page at the back of this User Guide.)



#### Types of Handsets

Commander E308 and E616 key stations are available with two types of handsets — on-hook or handsfree.

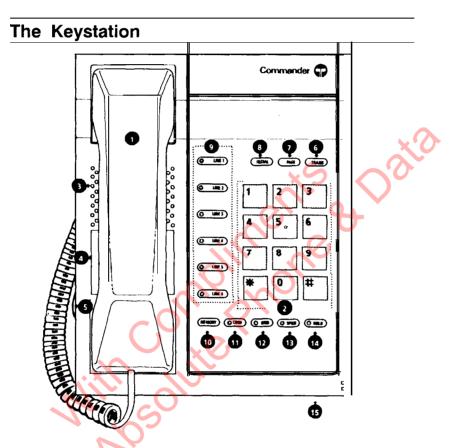
#### **On-hook**

On-hook stations, in addition to providing normal telephone facilities, permit calls to be initiated without lifting the handset.

#### Handsfree

Optional handsfree stations provide all of the facilities of on-hook stations as well as a microphone facility which permits calls to be initiated and answered without lifting the handset.

This guide concentrates on describing the operation of the on-hook station. Explanation of the operation of the handsfree station can be found on page 6 - 6.



- 1 HANDSET
- ② DIAL
- 3 SPEAKER
- DIRECTORY LABEL
   To list line and and intercom redial the last numbers.
- 5 VOLUME CONTROL
- TRANS
   To transfer calls
   to another station
- 7 PAGE
  - To make announcements through the speakers of all stations.
- UNE
   To access outside lines
   E308 System: Lines 1-3
   E616 System: Lines 1-6
- 10 MEMORY
- To store and access frequently called numbers.
- (1) CONF To establish a conference with a maximum of five parties, including one or two outside lines.
- (Do Not Disturb) To block all audible signals for incoming intercom and outside calls
- (13) SPKR
  - Handsfree model
    To activate the speaker
    and microphone so that
    calls can be made and
    answered without lifting
    the handset.
  - On-hook model To activate the speaker so that calls can be initiated without lifting the handset.
- (4) HOLD To place calls on hold.
- 15 MICROPHONE Handsfree model only.

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# Visual Signals

	Lamp	Lamp Status	Meaning
	[LINE]	Off	Line free
		Slow flash	Line on hold
		Steady glow	Line busy
		Rapid flash	Line ringing
	[CONF]	Steady glow	Conference in progress
	[DND]	Steady glow	Do Not Disturb activated Executive / Secretary call forwarding activated
	MY	Rapid flash at station 21 only	Night service activated
	[SPKR]	Steady glow	On-hook stations: on-hook dialling activated
Mir	Ole		Handsfree stations: handsfree facility activated
<b>Y</b>		Slow flash	Station programmed for voice signalling
		Rapid flash	Call forwarding activated
	[HOLD]	Steady glow	Hold activated
			Page I-3

Page I-3

# Audible Signals

Signal	Meaning
Normal ring	Outside call
Continuous short ring	Intercom call Intercom call-back
Three short bursts of ring repeated every 1.6 seconds	Door station call
Normal ring for ten seconds, repeated every 90 seconds	Hold recall
Short burst of ring	Call waiting

# Service Tones

	Tone	Meaning
1/4:	Continuous tone	System dial tone
MI	Long burst of tone repeated every 2 seconds	Intercom ring tone
N	Short burst of tone repeated every 2.5 seconds	Error tone Not-in-use tone
	Slow repeating tone	Busy tone Transfer tone Confirmation tone
	Fast repeating tone	Conference tone

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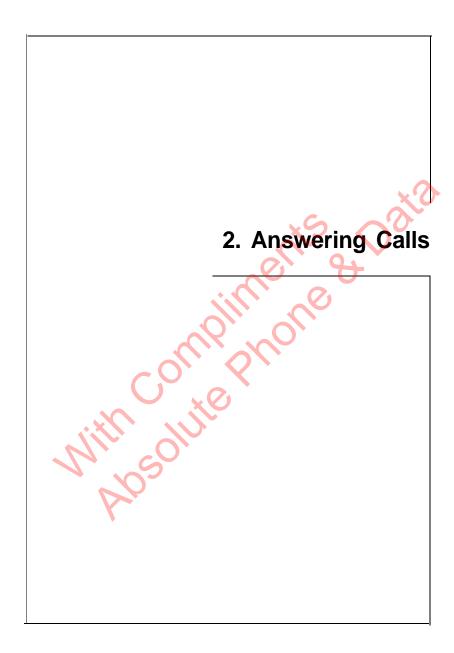
## **Access Barring**

During installation each station will be allocated one of five classes of call barring. classes are:

Class A	Unrestricted access	
Class B	Local and STD access and permitted ISD codes if programmed	
Class C	Local call access and these permitted codes:	
	000	Emergency
	008	008 service prefix
	009	Reserved for future service
coll	013	Directory assistance
N.	016	Radio paging <b>prefix</b>
Mill Colo	019	Data service prefix
Class D	Intercom calls a	nd 000 only
Class E	Intercom calls o	nly

Note: if you dial a barred number, your station will interrupt dialling and emit an error tone. Press a free [LINE] to cancel the tone.

Page **1-5** 



#### Intercom Calls

## Ringing at your station

To answer an intercom call ringing at your station:

- Hear the intercom ring signal
- Lii the handset.

# Ringing at another station

To answer an intercom call ringing at another

- Hear the intercom ring signal at another station
- Dial 11. Lift the handset at your station

# **Outside Calls**

#### Ringing at your station

To answer an outside call ringing at your station:

- · Hear the normal ring signal
- · Lii the handset.

# Ringing at another station

To answer an outside call ringing at another station:

- Hear the normal ring signal
- · Lii the handset
- Press the appropriate rapidly flashing [LINE]

ΩR

Dial 11

## **Door Station Calls**

#### Ringing at your station

To answer a call from the door station ringing at your station:

- · Hear the door station chime
- · Lii the handset.

# Ringing at another station

To answer a call from the door station ringing at another station:

- Hear the door station chime
- Lii the handset
- Dial 13.

3. Making the State of the Stat 3. Making Calls

# Intercom Calls

#### Off-hook dialling

To make an intercom call with the handset off-hook:

- · Lii the handset
- Dial the required station number
  - 21-28 for E308
  - 2136 for E616
- Speak when the called party answers.

#### On-hook dialling [SPKR]

#### initiating on-hook dialling

To initiate an intercom call using the on-hook facility:

- Press [SPKR] without lifting the handset
   The [SPKR] lamp glows steadily at your station
- · Dial the required station number
  - 21-28 for E308
  - 21-36 for E616
- Lii the handset to speak when the called party answers The [SPKR] lamp extinguishes.

#### Cancelling on-hook Galling

To cancel a call made with the on-hook facility if the called patty is busy or does not answer:

Press [SPKR]
 The [SPKR] lamp extinguishes.

#### Intercom call back

If a called station is busy, the system automatically calls you back when the station becomes free.

#### Initiating a call back

To initiate an intercom call back:

- Lift the handset or press [SPKR]
- Dial a station number
- Hear the busy tone for five seconds
- Hear the confirmation tone
- Replace the handset Your station rings when the busy station becomes free
- Lift the handset

Note: if you do not answer the call back within ten seconds, the call is automatically cancelled.

#### Cancelling a call back

To cancel an intercom call back:

- Lii the handset
- Dial the number of the called station again
- · Replace the handset within five seconds.

# **Outside Calls**

## Off-hook dialling

To make an outside call with the handset off-hook:

- Lii the handset
- Press a free [LINE]
   The selected [LINE] lamp glows steadily at all stations
- Hear the dial tone

Note: if you select a line that your station cannot access or a line that is not equipped, you hear the not-in-use tone.

- Dial the required number
- Speak when the called party answers.

Note: Line Skipping While connected to a line, you can select other lines directly without replacing the handset. To terminate the call in progress and connect to a new line: press another [LINE].

#### On-hook dialling [SPKR]

#### Initiating 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
- Lift the handset and speak when answers

  The [SPKR] lamp extinguishes. Lift the handset and speak when the called party

#### Cancelling on-hook dialling

To cancel an outside call made with the on-hook facility if the called party is busy or does not answer:

Press the [SPKR] key The [SPKR] lamp extinguishes The selected [LINE] lamp extinguishes.

#### Last number rediai [REDIAL]

#### Off-hook

To initiate automatic redialling of the last number dialled with the handset off-hook:

- Lii the handset
- Press a free [LINE] The selected [LINE] lamp glows steadily at all stations
- Press [REDIAL]

  The last number dialled is automatically redialled.

#### On-hook

To initiate automatic redialling with the handset on-hook:

- 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 speaker
- Press [REDIAL]
   The last number dialled is automatically redialled.

Note: If the line used to dial the last number is available, pressing a free [LINE] Is unnecessary. The last number dialled is then automatically redialled on the last line used.

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#### Reserving an outside line

A busy line can be reserved to make a call.

#### Reserving any available line

To reserve any available outside line:

- Lii the handset
- Dial 9
- · Hear the busy tone for five seconds
- · Hear the confirmation tone
- Replace the handset When a line becomes available, your station is recalled.

Note: if you do not answer the recall within ten seconds, your reservation is cancelled.

To cancel your reservation:

- Lift the handset
- o Dial 9
- Replace the handset within five seconds.

#### Reserving a specific line

To reserve a specific outside line:

- Lift the handset
- Press the desired [UNE] that is busy and glowing The selected [LINE] lamp will continue to glow steadily at all stations
- Hear the busy tone for five seconds
- Hear the confirmation tone
- Replace the handset When the line becomes available, your station is recalled.

Note: if you do not answer the recall within ten seconds, your reservation is cancelled.

To cancel your reservation:

- Lift the handset
- Press the reserved [LINE]
   The [LINE] lamp will continue to glow steadily at all stations
- Replace the handset within five seconds.

#### Abbreviated dialing [MEMORY]

This facility allows ail stations to access **90** abbreviated dial numbers previously stored in the system.

Note: for abbreviated dial number storing procedures, see the perforated sheet at the back of this User Guide.

To dial a stored number:

- · Lift the handset
- Press a free [LINE]
   The [LINE] lamp glows steadily at all stations
- Hear the dial tone
- Press [MEMORY]
- Dial the memory code from within the range
   10 99 which corresponds to the number you wish to dial

The stored number is dialled automatically.

Note: you can also initiate abbreviated diaiiing using the on-hook facility.

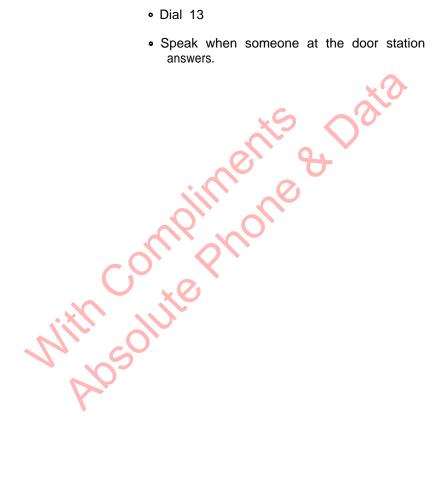
Note: Chain Diaiiing.

You can dial a telephone number by lifting the handset, selecting a free line and diaiiing the number using the key pad and the abbreviated dial facility in any combination.

#### **Door Station Calls**

To call the door station:

- Lift the handset
- Dial 13



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4. Holding and Transferring Calls

# Holding Calls [HOLD]

Any outside call can be placed on common or exclusive hold.

#### Common hold

Calls on common hold can be retrieved at any station.

To place an outside call on common hold:

- · Ask the outside patty to wait
- Press [HOLD]
   Your [HOLD] lamp glows steadily
   The [LINE] lamp flashes slowly at all stations
   The outside party hears music
   The hold confirmation tone will be heard for
   three seconds, followed by the dial tone
- The handset can be replaced.

#### **Exclusive hold**

Calls on exclusive **hold** can be retrieved only at the station where the call was placed on **hold**.

To place an outside call on exclusive hold:

- · Ask the outside party to wait
- Press [HOLD]
- Press [HOLD] again while listening to the confirmation tone Your [HOLD] lamp glows steadily
- Hear the dial tone
   Your [LINE] lamp flashes slowly
   The [LINE] lamp glows steadily at all other
   stations
   The outside party hears music
- The handset can be replaced.

#### Retrieving from hold

To retrieve a call from common or exclusive hold:

• Press the appropriate slowly flashing [LINE].

Note: if a call on hold is not retrieved within 90 seconds, a recall signal will alert the station where the call was placed on hold.

if a call on exclusive hold is not retrieved within 10 seconds of the recall signal, the call reverts to common hold and can be answered at other stations.

# Making an inquiry call

To make an inquiry call while a call is on hold:

- Ask the outside party to watt
- Press [HOLD]
   Your [HOLD] lamp glows steadily
   The [LINE] lamp flashes slowly at all stations
   The outside party hears music
- Dial another station or make an outside call
- Make your inquiry
- Press the appropriate slowly flashing [LINE] to return to the held call The [HOLD] lamp extinguishes.

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# Transferring Calls [TRANS]

Any outside call can be transferred to another station after announcement, without announcement or by paging.

#### Announced transfer

To transfer a call after announcing it:

- · Ask the outside party to wait
- Press [TRANS]
   The outside party is automatically placed on hold and hears music
- Hear the transfer tone
- Dial the required station number
- Announce the call
- Replace the handset
   The call is automatically transferred to the second station.

if the person at the station to which you wish to transfer the call does not want to accept it, the call will automatically return to you when the second station replaces the handset.

Note: a three-party call can be established by pressing **[TRANS]** again while talking to the second station.

if the station you wish to transfer the call to is busy, you will hear no change from the transfer tone. You can then return to the outside party or camp (that is, queue) the call on the busy station.

To return to the outside party:

• Press [TRANS].

To camp the call on the busy station:

- Hear the busy tone
- Replace the handset
   The call waiting signal is heard through the
   speaker of the busy station. If the station does
   not then become free, the call will revert to the
   transferring station after a pre-programmed
   interval.

#### Unannounced transfer

To transfer a call without announcing it:

- Ask the outside party to wait
- Press [TRANS]

The outside party is automatically placed on hold and hears music

- · Hear the transfer tone
- Dial the required station number
- Replace the handset The call is automatically transferred to the second station.

Page 4-5

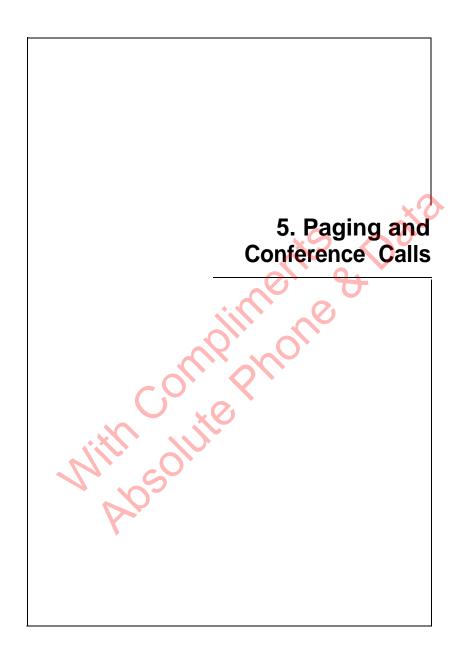
if the station you have transferred the call to does not answer within a predetermined period, your station is recalled.

#### With internal page

To transfer a call after a paging announcement:

- · Ask the outside party to wait
- Press [PAGE]
   Your [HOLD] lamp glows steadily
   The call is automatically placed on hold
   The [DND] lamp glows steadily at all idle
   stations
   Three bursts of tone are heard through the
   speakers of all idle stations
- Announce the call
- Replace the handset

The call can be answered from any station by pressing the appropriate slowly flashing [LINE] Your [HOLD] lamp extinguishes when the call is answered.



## Paging [PAGE]

Announcements can be made through the speakers of ail idle stations and, as an optional facility, through an external public address system.

#### Internal page

To make a general announcement to ail stations:

- · Lift the handset
- Press [PAGE]
   Three bursts of paging tone are heard through your handset and the speakers of all idle 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:

- · Lift the handset
- Press [PAGE]
- Make the announcement, specifying the person
- Press [PAGE] again
- Leave the handset off-hook
   *Music is heard The paged person dials 12 to automatically* connect to your station.

## External page (if available)

To make an announcement through an external public address system connected to the telephone system:

- · Lift the handset
- Dial 14
   Hear the confirmation tone
- Make the announcement
- Replace the handset.

### Conference Calls [CONF]

Conference calls can be conducted with a maximum of **five** parties, including one or two outside lines.

### Establishing a conference call

To set up a conference call:

- Estabiish an outside or intercom call
- Ask the party to wait
- Press [CONF]
   The [CONF] lamp glows steadily at your station
   The party is placed on hold and hears music
- Hear the conference tone
   You may now add further outside patties or stations.

#### Adding an outside party

To add an outside patty:

- Press a free [LINE]
   The selected [LINE] lamp glows steadily at all stations
- Dial the new Party
- Ask the new patty to watt
- Press [CONF]
   The new patty is placed on hold and hears music
- · Hear the conference tone
- Press [CONF] again to begin the conference

OR

Add further outside Parties or stations.

Note: when file Parties (including the initiator) are connected, the conference begins automatically without your pressing [CONF] again.

if an intended new party is busy, does not answer or does not wish to join the conference, you can return to the conference parties.

#### To do so:

- Press the [LINE] of the intended new party
   The [LINE] lamp of the intended new party
   extinguishes
- · Hear the conference tone again
- Press [CONF] to return to the conference parties.

### Adding a station

To add a station:

- Dial the new station
- Ask the person at the new station to wait
- Press [CONF]
   The person at the new station is placed on hold and hears music
- Hear the conference tone
- Press [CONF] again to begin the conference

OR

• Add further outside parties or stations.



Note: when five parties (including the initiator) are connected, the conference begins automatically without your pressing [CONF] again.

if the person at the intended new station is busy, does not answer or does not wish to join the conference, you can return to the conference parties.

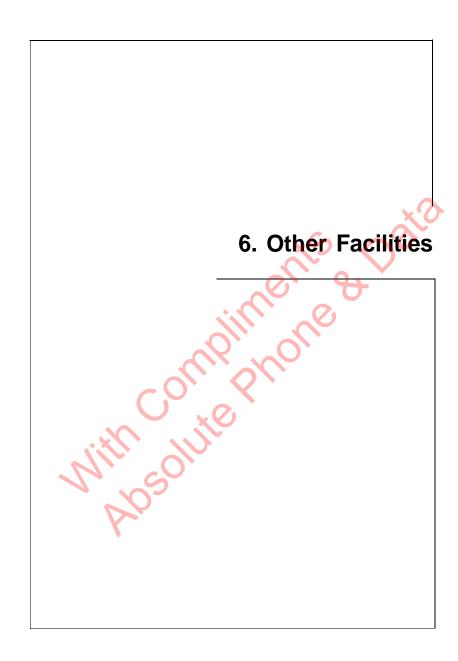
#### To do so:

- Press [CONF]
- Hear the conference tone
- Press [CONF] again to return to the conference parties.

# Excluding an outside party while a conference is in progress

To exclude an outside party:

- Press [CONF]
- Press the [LINE] of the party to be excluded
- Press [CONF] again to return to the other parties
   The [LINE] lamp of the excluded party extinguishes.
  - A person at a station who wishes to leave the conference should replace the handset.



## **Intercom Answer Mode**

To programme incoming intercom calls to be signalled by the intercom ring signal, or by a burst of intercom ring signal followed by the caller's voice through the station speaker:

- Dial [\*] with the handset on-hook
- Hear the confirmation tone
- Dial10
- Dial 0 or 1
  - 0 for intercom ring signal only
  - 1 for burst of Intercom ring signal followed by caller's voice

Note: the default value is 0.

• Dial [\*] again.

.yote: If a static signalling, the [SPk the station is idle. If a station is programmed for voice signalling, the [SPKR] lamp flashes slowly while

## Station Off-Hook Signal

To programme incoming Intercom calls to be signalled while another call Is In progress:

- Dial [\*] with the handset on-hook
- · Hear the confirmation tone
- Dial 12
- Dial 0 or 1
  - 0 for no off-hook signal
  - 1 for off-hook signal

Note: the default value Is 0.

• Dial [\*] again.

## **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 do this:

- · Access the desired service
- Dial [\*] to change from decadle to tone signalling
- Dial the numbers required by the service
- Complete your transaction
- Replace the handset Decadic signaling 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 Initiate or cancel the background music:

· Press [HOLD] without lifting the handset.

Note: background music is automatically cancelled if the handset is lifted or a call received.

Page 6-3

### Call Forwarding

This facility allows intercom calls to be redirected to another station.

#### Initiating

To initiate call forwarding:

- Dial [\*] without lifting the handset
- Dial 11
- Dial the station number to which you wish to forward your calls
- Dial [\*] again
   The [SPKR] lamp flashes rapidly while the
   station is idle
   Intercom calls to your station are forwarded to
   the designated station.

Note: you can make intercom or outside calls from your station while call forwarding is activated.

## Cancelling

To cancel call forwarding (from your station):

- Dial [\*] without lifting the handset
- Dial 11
- Dial your own station number
- Dial [\*] again.

Page 6-4

### Do Not Disturb [DND]

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

#### Initiating

To initiate 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 calling your station hear a busy tone.

To answer an outside call while Do Not Disturb is activated:

- Lii the handset
- Press the appropriate rapidly flashing [LINE]
   The [LINE] lamp glows steadily at all stations
- Replace the handset when you have completed the call
   The [LINE] lamp extinguishes Do Not Disturb resumes.

Note: the Do Not Disturb facility is not available at Station 21.

#### Cancelling

To cancel Do Not Disturb:

 Press [DND] again without lifting the handset The [DND] lamp extinguishes
 Audible signals from incoming calls will be heard at your station.

### **Executive/Secretary**

A maximum of eight pairs of stations can be programmed at installation as Executive/Secretary pairs. When Do Not Disturb is activated at an executive station, intercom calls to that station are automatically forwarded to the secretary station and all audible signals are blocked.

Note: a particular station can belong to one Executive/Secretary pair only.

# Forwarding intercom calls from an executive station

To forward intercom calls from an executive station:

Press [DND] without lifting the handset
The [DND] lamp glows steadily at your station
All incoming intercom calls will be forwarded to
the programmed secretary station.

#### Cancelling forwarding

To cancel call forwarding from the executive station:

Press [DND] again
 The [DND] lamp extinguishes
 Incoming intercom calls will be heard at your station.

# Calling an associated executive or secretary

To call your associated executive or secretary:

o Lii the handset

- Dial 6
- Speak when the called party answers.

### Handsfree Operation [SPKR]

If your station possesses this optional facility, you can make and answer calls without using the handset.

To make or answer a call handsfree:

- Press [SPKR] without lifting the handset
   The [SPKR] lamp glows steadily at your station
- · Make or answer the call.

To continue the call through the handset:

Lift the handset
 The [SPKR] lamp extinguishes.

To return to handsfree mode:

- Press [SPKR]

  The [SPKR] lamp glows steadily at your station
- Replace the handset.

To temporarily block the microphone during a handsfree conversation:

- Press [DND]
   The caller cannot hear you
   The [DND] lamp glows steadily at your station
- Press [DND] again
   Communication is restored
   The [DND] lamp extinguishes.

### **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 the [LINE]
- Hear the PABX dial tone
- Follow the instructions in your PABX user guide.

## **Night Service**

This facility transfers calls coming in after business hours to pre-programmed stations.

To activate night service:

Press [DND] at station 21
 The [DND] lamp flashes rapidly at station 21 only.

To cancel night service:

Press [DND] at station 21
 The [DND] lamp extinguishes.

7. General Information With County Phone &

## Access Codes

	CODE	FACILITY
	6	Call associated executive/secretary
	9	Reserve outside line automatically
	11	Answer Intercom or outside call ringing at another station
	12	Answer a meet-me page
	13	Call door station
	din	Answer door station call ringing at another station
	14	External page (ii available)
	21 - 28	Station numbers E308
Nx.	21 - 36	Station numbers E616
Mirio	On-hook [*] 10	Program Intercom answer mode
VO.	On-hook [*] 11	Program call forwarding

Page 7-1

#### 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 key station 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 a power failure:

 A customer-supplied battery backup facility can be connected to maintain full system operation

OR

 an optional facility of the system will automatically connect the first two outside lines to single-line telephones.

If neither of these facilities are connected, no calls can be received or made.

In the event of a power failure, the system will retain all programmed data for a minimum of 48 hours.

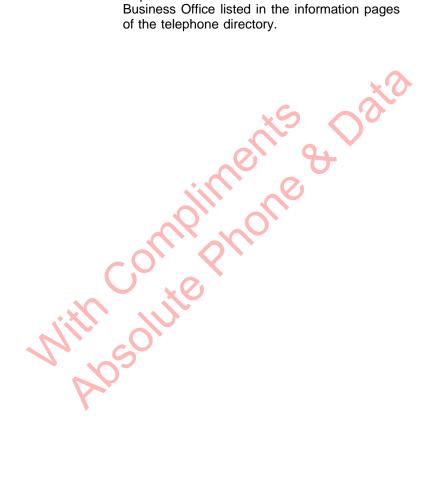
### Other difficulties

If operating difficulties occur, first determine if power is available. If difficulties persist, and your equipment is covered by a Telecom Maintenance Agreement, call Service Difficulties (1100).

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#### **System Enhancement**

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



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#### Storing Abbreviated Dial Numbers

You can programme and store up to 90 abbreviated dial numbers in the system. These numbers can be accessed from any station by dialling appropriate two-digit memory codes.

In order to avoid misuse of this facility, It Is recommended that this page be stored separately from the remainder of the System User Guide.

Note: for abbreviated dialling procedures, see page 3 - 10.

To store an abbreviated dial number at any station:

- Dial [#] without lifting the handset
- Dial1234
- Press [REDIAL]
- Hear the confirmation tone
- Press [MEMORY]
- Dial a memory code from 10 to 99
- · Hear the confirmation tone
- Dial the telephone number to be stored

Note: a maximum of 30 digits can be programmed for each telephone number.

- Press [TRANS] to enter the data
- Hear the confirmation tone again

Note: if you enter incorrect data your station will **emit** an error tone.

To add further abbreviated dial numbers:

- Dial another memory code or press [PAGE] to move to the next sequential memory code
- · Hear the confirmation tone
- · Complete the changes.

When you have finished entering data:

- Press [MEMORY]
- Press [#].

If a three-second pause is required while programming — for example, with PABX extensions:

Press [HOLD] when appropriate.