

M500 Single PRI

Quick Start Guide

COMMANDER



Product image is for illustrative purposes only and may differ from the actual product.

What's in the box:

- 1 - M500 Single PRI Unit
- 1 - Ethernet Cable
- 1 - Power Adapter

LED Label	Light Behaviour	What It Means
Power	Off	The unit is not receiving power. Please ensure the power switch is turned on at the back of the unit.
	Solid Green	The unit is operational.
Status	Solid Green	Normal behavior.
GE WAN	Flashing Green	Indicates traffic flow.



Console S0/WAN S1/GE LAN

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To install your new M500 Single PRI unit, follow the steps below.

1. Position the unit as required. Please provide space either side and above the unit for ventilation. Unit can be rack mounted as required.
2. Connect the unit to the Internet/LAN by taking the included Ethernet cable and connecting one end to a spare port on your MODEM/Router or Switch and the other end to the blue WAN port labelled 'GE' on the M500. You must have an active and stable Internet/Data connection.
3. Take the power cord and connect one end to the power connection on the M500 and the other to a power outlet. Ensure the power is turned on at the back of the unit.
4. The M500 will now contact Commander's servers to provision and connect. It may take up to 10-15 minutes to complete this process. Please do not interrupt the process.
5. Connect your telephone system to the PRI port as and when required using appropriate cabling for PRI. This may be a Crossover cable (not included). Please see the notes below for additional considerations. Your administrator will have received information indicating which numbers / number ranges are presented to the PRI port (A limited quantity of numbers / number ranges may be configured). You can complete this step later if you are preparing to migrate services. In this case, you may wish to connect to the PRI port to be able to confirm outbound calls are successful.

Note:

- Do not connect anything to the yellow LAN ports, USB port or console port.
- The PRI interface will be configured as network side to connect to your telephone system. This may require a Crossover cable.
- Your telephone system must send 10-digit CLID from the numbers you have notified us of when setting up calls. A limited quantity of numbers / number ranges may be configured.
- Your telephone system must be set to receive 10 digits from the network for incoming calls.
- The expected ISDN protocol is ETSI, Legacy standards not supported.
- Data calls such as those used for router backup or video conferencing are not supported on this service.

Need Help?

If you have followed all steps correctly and there is still a problem, please ensure you have connected the device to a stable Internet connection and please contact us for further assistance:

Phone: **1300 638 208** or chat to a technician online at commander.com.au/livechat

To better assist you, please have ready:

Your Commander account number or Commander phone number and the make and model of your modem/router.

