commander

COMMANDER PHONE
IP Cordless Handset
& Base Station
(W70B, W73H, W73P)

User Guide

Packaging Contents

The following items are included in your package. If you find anything missing, contact your system administrator.

W73H Handset

USB Charger Cradle

Battery cover

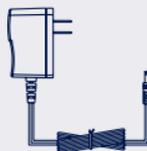**Rechargeable Battery**

Power Adaptor

Belt Clip

Base Station inclusions (W70B & W73P)

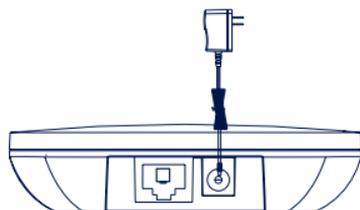**W70B Base Station**

Base Stand

Power Adapter

Ethernet Cable

Connecting & Assembling the Base Station

If you don't yet have a base station, follow these steps. If you are adding an additional handset to an existing setup, go to **Assembling the Phone**.
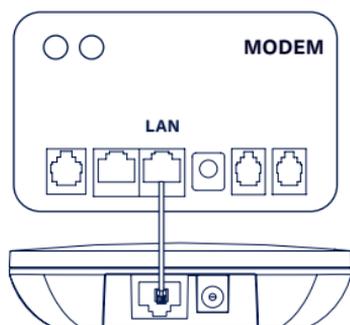
1. Connect to Power

Connect the Base Station to the power using the cable provided. If you are using Power over Ethernet, you can skip this step.

2. Connect to the internet

Connect the supplied Ethernet Cable to the port on the bottom of the Base Station marked Internet.
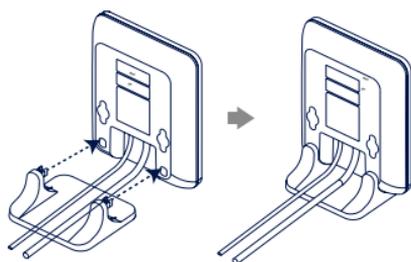
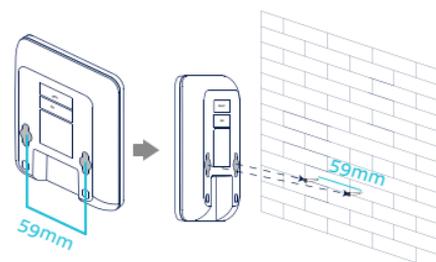Plug the other end into a spare LAN port on your modem or live ethernet port at your desk.

3. Install on desk or wall

Clip the Base Stand onto the Base Station to allow it to stand up, or use screws drilled 59mm apart to mount onto a wall.
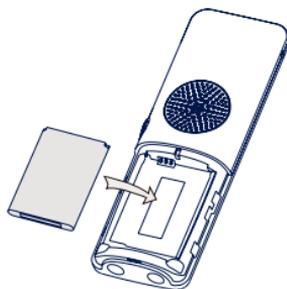
Desktop installation

Wall-mount installation

Assembling the Phone

1. Insert the battery

Insert the battery into the handset:

2. Connect the Handset Cradle to Power

Attach one end of the provided USB power cable to the USB port on the provided Power Adapter, then connect the other end of the back of the cradle.
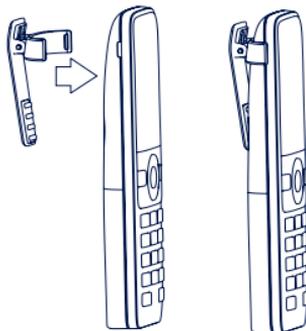
Place the handset in the cradle to charge.

Note: The handset should be used with an original power adapter only. The use of a third-party power adapter may cause the damage to the handset. The charging status of the handset is indicated in the top right-hand corner of the LCD screen.

3. Attach the belt clip

Attach the Belt Clip, as shown on the right, if required:

First Time Setup

Once the Base Station and Handset have power, they should find each other and automatically register. The handset will download a configuration and may do a firmware upgrade. Allow it time to do these steps.

Once the handset displays the time and handset number, it is connected. To test that it's connected, press the **Hands Free Speak** button. If you hear dial tone, the phone is connected.
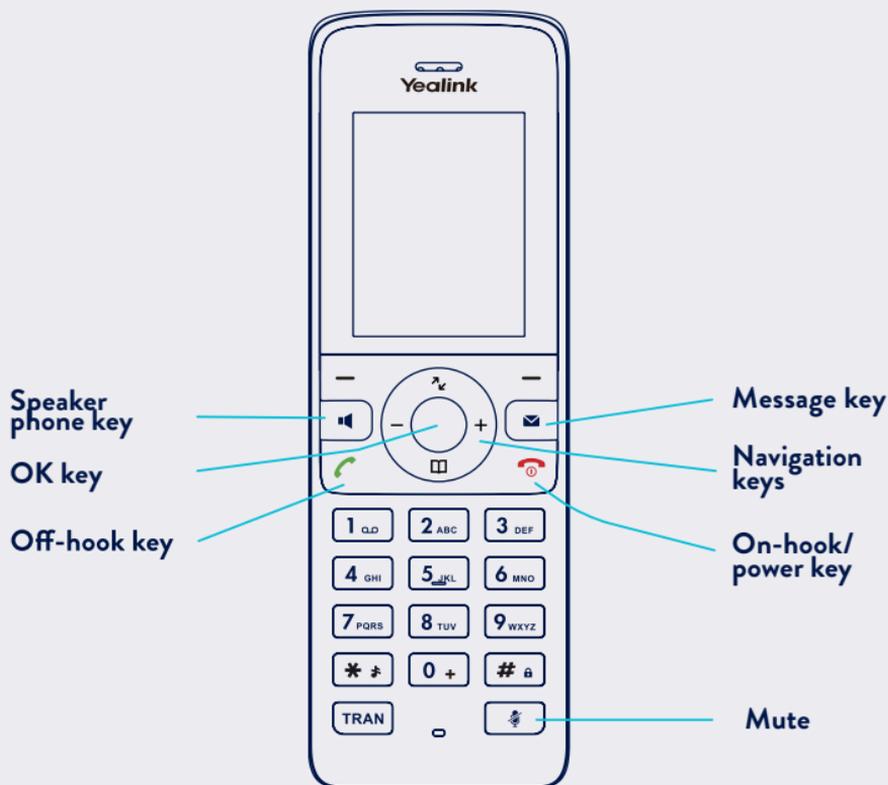
Adding Handsets

Please follow the steps below:

- If the handset LCD screen prompts "Search for Base", long press 🔊 on the base station until the first LED flashes. Then press the **OK** key to enter the main menu, and select **Settings** > **Registration** > **Register Handset** to register the handset.

- If the handset LCD screen prompts "Press base page 2s then press OK", long press 🔊 on the base station until the first LED flashes. Then press **OK** soft key on the handset.

- Select the desired base (Most likely Base 1) and once search is complete, press **OK** to subscribe to the base.

When prompted for a password, enter '0000' or '1234' depending on the configuration of the base station.

If you require assistance, please call the Commander Phone team on **1300 638 208**, or email us at **onboarding@commander.com**

Quick Reference Key

Speaker phone key

OK key

Off-hook key

Message key

Navigation keys

On-hook/power key

Mute

BASIC OPERATIONS

Turning Handset On/Off

- Press 🔴, then the LCD screen lights up or place the handset in the charging cradle to turn the handset on.

- Long press 🔴 to turn the handset off.

Locking/Unlocking Keypad

- Long press #ₐ when the handset is idle to lock the keypad.

- Long press #ₐ again to unlock the keypad.

Silent Mode

- Long press *ₐ when the handset is idle to switch the silent mode to On.

- Long press *ₐ again to switch the silent mode to Off.

HOW TO ANSWER/END A CALL

Answering Calls

- Press the **Accept** soft key or press 📞 or press 📢

Note: You can ignore an incoming call by pressing the **Silence** soft key or reject an incoming call by pressing 🔴 .

Ending Calls

- Press 🔴 .

HOW TO MUTE A CALL

- Press ⬜ during a call to mute the call.

- Press ⬜ again to un-mute the call.

HOW TO PLACE A CALL

To place a call directly:

1. Do one of the following:

- Enter the desired number when the handset is idle, OR

- Press 📢 to enter the pre-dialling screen and enter the desired number using the keypad.

2. Press 📞 or 📢 to dial out to dial out.

If there are multiple lines assigned to your handset as outgoing lines, press the Line soft key to select the desired line. If a line is not selected, the handset uses the default outgoing line to dial out.

To place a call from the directory:

1. Press 📖 when the handset is idle.

2. Press the up or down key (↗↙) to select which directory to use.

3. Search for an entry by using the keypad to type letters, or press ↗↙ to highlight the desired entry, and then press 📞 or 📢 to dial out using the default line.

If multiple numbers for the contact are stored, press ↗↙ to highlight the desired number, then press 📞 or 📢 again to dial out using the default line.

CONTACT DIRECTORY

To add a contact

1. Press the **OK** key to enter the main menu, select **Directory** and then the directory you require.

2. Press the **Options** soft key, and then select **New Contact**.

3. Enter the person's name and number in the relevant fields.

4. Press the **Save** soft key to accept the change.

HOW TO HOLD & RESUME A CALL

To place a call on hold

- Press the **Options** soft key during a call, and then select **Hold**.

To resume a call, do one of the following

- If there is only one call on hold, press the **Resume** soft key.

- If there are two calls on hold, press **Resume** soft key to resume the current call. Press the **Swap** soft key to swap between calls.

HOW TO TRANSFER A CALL

You can transfer a call in the following ways:

Blind Transfer

1. Press the **Options** soft key during a call, then select **Transfer**.

2. Enter the number you want to transfer the call to.

3. Press the **Transfer** soft key when you hear the ring-back tone.

Attended Transfer

1. Press the **Options** soft key during a call, then select **Transfer**.

2. Enter the number you want to transfer the call to.

3. Press 📞 or 🔈 to dial out to dial out

4. When the call is answered, introduce the call and then press the **Transfer** soft key.

HOW TO ACTIVATE CALL FORWARDING

To enable the call forward feature on a specific line

1. Press the **OK** key to enter the main menu, and then select **Call Features** > Call Forward.

2. Press ↗↙ to highlight the desired line, and then press the **OK** soft key.

3. Press ↗↙ to highlight the desired forwarding type (Always, Busy or No Answer) and then press the **OK** soft key.

- **Always** - Incoming calls are forwarded immediately.

- **Busy** - Incoming calls are forwarded when the line is busy.

- **No Answer** - Incoming calls are forwarded if not answered after a period of time.

4. Use ▬ or ✚ keys to select **Enabled** from the Status field. Then press ↗↙ to edit the target number.

5. Enter the number you want to forward the incoming calls to in the Target field.

- For **No Answer Forward**, press ↗↙ to edit the **After Ring Time** duration using the ▬ or ✚ buttons.

6. Press the **Save** soft key to accept the change.

To Disable Call Forwarding

1. Follow the first 4 steps above but this time, change the status to **Disabled**.