

Commander BN Series

Introduction

Congratulations on selecting on of Telecom's exciting new range of sophisticated Commander Small Business Telephone systems.

The Commander BN offers a wide range of features and facilities designed to improve your business efficiency. To familiarise yourself with the many time saving features and their operation, please read the following instructions carefully. Keep these instructions handy for future reference.

Serial Numbers

For security and insurance purposes Serial Numbers have been provided on the main equipment, telephone stations, and other items of equipment. Please make a record of these Serial Numbers and maintain in a safe place.

Serial Numbers are located on the base of telephone stations, on the right hand side of the main equipment near the equipment label and at the right side of the power supply near the label.

Basic Operation

These instructions describe the basic facilities of your Commander system. However, there are many other features and facilities aimed at improving your business efficiency which are explained in the remainder of this guide.

Making Outside Calls

- Lift handset.
- Press free line key. Listen for dial tone.
- Dial required number.

Answering Outside Calls

- Lift handset.
- Press the slow flashing line key. Speak.

Transferring Outside Calls

- First answer the call.
- Press ICM. Listen for dial tone.
- Dial required station. Announce call when chosen station answers
- Press INW.
- Replace handset.

Making Intercom Calls

ICM key lamp must be off.

- Lift handset.
- Press ICM key. Listen for dial tone.
- Dial the required station's number. Speak after the single tone burst.

Answering Intercom Calls

- Speak towards the station.

Or

- Lift handset.

Important Terms

Station:

- Each telephone extension is called a station (key station)
- This is the station connected as extension 10 and is used to program the clock and system abbreviated dial.

Station 10:

Station Lamps:

- Lamps that light to indication status.

Station Tones:

- A variety of audible tones inform the user what the station is doing.

Seizing a line:

- Refer to Direct Dialling for detailed instructions.

DSS:

- Direct Station Selection.

Tone Signalling:

- Each number on the dial is represented by a tone when dialled.

Decadic Dialling:

- Each number of the dial is represented by a number of pulses when dialled.

Switch-hook:

- The handset normally resets on the switch-hook.

#:

- Represents a function key on the dial pad.

***:**

- Represents a function key on the dial pad.

PABX:

- Private Automatic Branch Exchange.

(Optional):

- Means that the facility can be provided when the system is installed or at a later date with Telecom assistance.

Key Descriptions

Dial Pad:

- A push-button pad consisting of 12 keys (0-9, * and #).

Line Keys:

- Provide direct exchange line access.

Hold Key:

- Used to “Hold” a call. Also used for “Outside Line Request”.

Set Key:

- Used for setting time and date (station 10 only). Used for simultaneous outside calls and guarded data call.

Speaker Key (SPKR):

- Used to turn the speaker on and off.

Intercom Key (ICM):

- Used to make intercom calls.

Dial Control Key (DC):

- Used to access the system memory, for abbreviated dialling, repertory dialling, last number redial and last number saved.

Microphone Key (MIC):

- Used to switch the microphone on and off.

Follow Me Key (FW ME):

- Used to divert intercom and outside calls to other station.

Ring Inward Key (INW):

- Used for automatic transfer calls.

Recall/Monitor

Key (MON RL)

- Recall for accessing PABX facilities when the system is an extension from the PABX. Also used for monitoring sound near another key station.

Add On/Do Not Disturb

Key (DND AD ON):

- Used for conference calls, call blocking and call forwarding.

Direct Station

Selection Key (1-10):

- A set of ten keys used to access repertory dial numbers, and provide DSS (single button) access to frequently called extensions

Check Key (Check):

- Used to display numbers stored for repertory or abbreviated code dialling and to display number of extension which has left a message.

Alarm Key (Alarm):

- Used for setting, cancelling and viewing alarms

Clock Key (Clock):

- Used to return to clock mode.

Timer Key (Timer):

- Used to operate the stopwatch to time calls.

Making Outside Calls

Directing Dialling

Outgoing calls can be made with or without lifting the handset.

To make a call with the handset:

- Lift handset
- Press free line key. Listen for dial tone.
- Dial required number.

To make a call with the handset on-hook:

- Press free line key or Dial 0. Listen for dial tone.
- Dial required number. Listen for answer.
- Lift handset to converse.

Line can be released before connection is established by pressing **SPKR**.

Hands-free stations can converse without lifting the handset.

These two operations are options which describe how to seize an outline line.

Last Number Redial and Last Number Saved

If an attempted call is unsuccessful (busy or there is no answer) the last number can be redialled automatically or saved for redial at a later time.

To redial last number dialled:

- Seize an outside line. Listen for dial tone.
- Press DC
- Dial *

To save last number dialled:

- Press DC key twice before replacing handset.
- Replace the handset. Last number is saved and retained until a new number is saved.

To redial last number saved:

- Seize an outside line. Listen for dial tone.
- Press DC.
- Dial #

Outside Line Request (Optional)

Outside lines can be programmed into Outside Line Request groups at installation.

To select a free line in your request group:

- Press SPKR
- Dial an outside line request group number (1-4). This seizes a free outside line in your line request group. Listen for dial tone, if dial tone is not heard all lines are busy.
- Dial required number.
- Lift handset to converse.

When all outside lines in your line request group are busy, you may request the next free line:

- Lift handset.
- Press HOLD. ICM lamp lights and intercom dial tone is heard.
- Dial Outside Line Request Group number (1-4)
Request accepted – HOLD lamp flickers.
Request denied – fast repeating tone.
- Replace handset

When free line becomes available a fast repeating warbling tone will sound and line lamp will flicker.

- Lift handset.
- Press the line key with flickering lamp. Listen for dial tone.
- Dial required number. If free line is not seized within 20 seconds the request is automatically terminated.

Abbreviated Dialling

The system can store up to 90 telephone numbers for use by all stations. Each telephone number is given an abbreviated code number from 00 – 89, and by dialling the abbreviated code the full number is automatically dialled.

In addition to the above, each station can independently store 10 abbreviated dial numbers for personal use (90-99).

Each number may contain up to 18 digits (including pauses).

To store system abbreviated dial numbers (Station 10 only):

- Press SPKR
- Press DC. ICM lamp lights and intercom dial tone is heard.
- Press HOLD. Intercom dial tone ceases.
- Dial abbreviated code 00-89.
- Dial telephone number to be stored.
To store more numbers press DC and repeat previous 3 steps.
- Press SPKR when finished.

To store personal abbreviated dial numbers (all stations):

- Press SPKR.
- Press DC. ICM lamp lights and intercom dial tone is heard.
- Press HOLD. Dial tone ceases.
- Dial abbreviated code 90-99.
- Dial telephone number to be stored.
To store more numbers press DC and repeat previous 3 steps.
- Press SPKR when finished.

To call abbreviated dial numbers:

- Seize an outside line. Listen for dial tone.
- Press DC.
- Dial abbreviated code (00-99).

Note 1: Pauses of predetermined length may be inserted as part of a stored number by pressing the RL key.

Note 2: When PABX lines are connected to the system ALL abbreviated outside numbers must be prefixed with the PABX access code. When the system has a mixture of PABX and direct lines, the system automatically deletes the PABX access code when using abbreviated or repertory dialling on direct lines.

Repertory Dialling

The direct station selection keys (DSS), designated 1-10, have two functions, DSS station calls and repertory dialling. Frequently called abbreviated dialling numbers may be stored on each DSS key for use as a repertory dial store. (See Storing DSS Numbers).

To store repertory dial numbers:

- Press SPKR.
- Press DC. ICM lamp lights and intercom dial tone is heard.
- Press HOLD. Intercom dial tone ceases.
- Press DSS key where number is to be stored.
- Dial abbreviated code 00-99 (where required number has been stored).
- To store more numbers press DC and repeat previous 3 steps.
- Press SPKR when finished.

To call repertory dial number:

- Seize an outside line. Listen for dial tone.
- Press DC.
- Press required DSS key.

Answering Outside Calls

Outside call can be answered with or without lifting the handset, depending on the type of station being used.

Pressing Line Key to Answer Outside Calls.

Outside calls ring with a slow repeating warbling tone and slow flashing LINE lamp.

- Lift handset.
- Press slow flashing Line key. Answer

To answer an outside call hands-free (hands-free station only):

- Press SPKR.
- Press slow flashing LINE key. Answer.
- Press SPKR on completion of call. To change from hands-free mode to normal conversation, lift handset.

Automatic Answer of Outside Calls (Optional)

The system can be programmed at installation to provide automatic answering of outside calls by lifting the handset (or pressing SPKR if it's a hands-free station). This eliminates the need to press the line key.

Holding and Transferring Outside Calls

Outside calls can be placed on hold whilst another call or an enquiry is made. The held party may be provided with synthesised tunes or external music (if connected) whilst on hold.

To hold an Outside Call:

- Ask outside party to wait.
- Press HOLD. Held Line key will flash. Any other station can now take over the call by pressing the LINE key.

To return to held call:

- Press LINE key while off-hook.

To Exclusively Hold an Outside Call:

- Ask outside party to wait.
- Press HOLD key twice. Held LINE key will flicker. No other station can take over the call.

To return to an exclusively held call:

- Press flickering LINE key while off-hook.

Automatic Ring Back on Hold

When an outside line has been on hold or exclusive hold for a pre-programmed interval an audible signal is activated as a reminder. If a call on "Exclusive Hold" is not answered within a further set time, it reverts to normal hold.

Transferring Outside Calls

Outside calls can be transferred to any other station with or without announcing the call.

Transfer After Announcing:

- Ask outside party to wait.
- Make an intercom call to the required party. Outside call is automatically placed on hold.
- Announce the call.
- After the second station lifts the handset.
- Press INW.

This method is necessary when transferring to a standard telephone. If the second station is a key station you may replace the handset after the call has been announced. The second station answers by lifting the handset and pressing the appropriate line key.

Transfer Without Announcing:

- Ask outside party to wait.
- Make an intercom call to the required party. Outside call is automatically placed on hold.
- Press INW.
- Replace handset.

Second station takes over the call by lifting the handset and pressing the flickering line key. The line key may not have to be operated if the station is programmed for automatic line pickup.

If the transferred call is not answered within a pre-programmed time interval, the transferring station is recalled by fast warbling tone.

Outside Calls – Other Facilities

This facility allows up to six stations and one outside party to talk together in a conference.

When you have an outside call established:

- Ask outside party to wait.
- Press AD.ON.
- Call required intercom station. Ensure second station lifts handset to answer.
- Press AD.ON.

Further stations can be added by repeating the above procedure.

If called station does not answer, press AD.ON to return to outside party.

Simultaneous Call With Two Outside Parties

One station can simultaneously converse with two outside parties.

When you have on party on an outside line call:

- Ask outside party to wait.
- Press SET.
- Press AD.ON.
- Press a free line key. Listen for dial tone.
- Dial the second party. Wait for second party to answer.
To redial secondary party if busy, press AD.ON, press LINE key of first party and repeat the above steps.
- Press AD.ON.

The simultaneous call is established. To continue the conversation with only one party, press the line key corresponding to that party.

The other party will be disconnected.

Night Switching (Optional)

Night Switching redirects all incoming ring to pre-programmed stations and can be applied to the entire system or to individual groups of stations in the system. System Night Switching may be initiated at any DSS Console or at the station 10. Group Night Switching may be initiated by any station in the group. For DSS operation refer to DSS section.

To System Night Switch form Station 10, or Group Night Switch for any station in the group:

- Press SPKR.
- Press FW.ME.
- Dial #.
- Press SPKR.

The NT lamp on the DSS console and the FW.ME lamp on all stations light.

To Cancel System Night Switch from Station 10, or Group Night Switch from any station in the group:

- Press SPKR.
- Press FW.ME twice.
- Press SPKR.

The NT lamp on the DSS console and the FW.ME lamp on all stations goes out.

PABX Recall

If your system is an extension from a PABX, the RL key can be used to access special PABX facilities such as holding and transferring calls.

Decadic to Tone Signalling Conversion

To enable users on a system programmed for decadic signalling to access the rapidly expending telephone banking and personal remote paging services, your Commander system allows the station user to change to tone signalling after the desired service is accessed.

To change from Decadic to Tone Signalling:

- Dial # key after required service has been accessed.
- Dial required information.

Decadic operation is automatically returned when the handset is replaced.

Calls During a Power Failure

During a power failure outside lines will be automatically switched through the following stations:

Outside Line	Powerfail Station	Outside Line	Powerfail Station
1	10	13	46
2	11	14	47
3	12	15	48
4	13	16	49
5	14	17	50
6	15	18	51
7	16	19	52
8	17	20	53
9	18	21	54
10	19	22	55
11	20	23	56
12	21	24	57

No audible or visual signal of incoming calls is provided unless the station is equipped with a powerfail option which provides audible incoming call signalling and dialling facility.

Stations not equipped as powerfail stations can receive outside calls if powerfail bell is equipped to signal the incoming call.

All other facilities including abbreviated dialling and repertory dialling are inoperative during power failure.

Making Intercom Calls

Making an Intercom Call

ICM lamp must be out.

- Lift handset
- Press ICM. Listen for intercom dial tone.
- Dial the required station's number. Listen for single burst of tone. Speak.

A double burst means that the called station must switch on their microphone.

This method is called a Voice Call.

If called party does not answer, continuous ring may be transmitted by dialling 1. This method is called a Single Call. Dialling 1 again cancels the ring signal and reverts to a voice call.

Direct Station Selection (DSS)

Frequently called intercom numbers can be stored in the DSS keys designated 1-10.

To store a station's number for direct station selection:

- Press SPKR.
- Press DC. ICM lamp lights and intercom dial tone is heard.
- Press ICM. Intercom dial tone ceases.
- Press DSS key at which station number is to be stored.
- Dial the station number. To store more station numbers press DC and repeat the previous 3 steps.
- Press SPKR to complete storing. ICM lamp extinguishes.

Note: you can only store one station number at each DSS key.

To make a DSS call:

Ensure ICM lamp is out.

- Lift handset
- Press the required DSS key.

Accessing a Busy Station or Unattended Station. If a called station is busy, the calling station can “Camp On” the call allowing automatic connection as soon as the station becomes free. Alternatively “Intercom Call Back” can be set up to advise when the called station becomes free.

If a called station does not answer, a “Message Waiting” indication can be left at the station.

Intercom Camp-On

If a called station is busy, the calling station can “Camp-On” the call allowing automatic connection as soon as the station becomes free.

Busy indication heard:

- Dial * after hearing busy tone.
- Keep handset off-hook.

As soon as required station becomes free, continuous intercom ring signal will be sent until the station answers.

To cancel Intercom Camp-On:

- Replace handset
- Press SPKR
- Dial * and 1
- Press SPKR again

Intercom Call Back

If you call a station which is busy, you can replace the handset and wait to have your station automatically called back as soon as the wanted station becomes free.

Busy indication heard:

- Dial *
- Replace handset
Your station will ring when the required station becomes free.
- Lift handset to answer.

The called station will ring until the station answers.

Note: On replacement of handset a one second error tone is provided for unsuccessful attempts at intercom call back.

If call back has not been answered within 20 seconds it will be automatically cancelled.

To cancel intercom call back:

- Press SPKR
- Dial * and 1
- Press SPKR again

Message Waiting

If you call a station which does not answer you can leave a Message Waiting. When the required station answers the Message Waiting it will automatically be connected to your station.

To leave a Message Waiting after making an unanswered intercom call:

- Dial 0
- Replace handset

The MW lamp will flicker at your station and fast flash at the called station.

To answer a Message Waiting left at your station:

- Lift the handset
- Press ICM
- Dial *

A continuous intercom ring signal will be sent to the station leaving the message

To cancel a Message Waiting that you have left:

- Press SPKR
- Dial * then 0
- Press SPKR key

Intercom Step Call

If a call is made to a station that is busy or does not answer, the call may automatically diverted to the station with the next highest number.

To step an intercom call:

Busy tone or no answer

- Dial #
Call is automatically stepped on
- Dial # to continue stepping

Pilot Group Calls (Optional)

Stations can be programmed into 10 pilot groups of 4 stations. Intercom calls and outside calls transfers may be directed to a pilot group rather than a specific station, this automatically directs the call to the first available free station in the group.

To make a call to a Pilot Group:

- Lift handset
- Press ICM
Listen for intercom dial tone
- Dial #
- Dial Pilot Group number (0-9)

Answering Intercom Calls

Hands-free Answering (Voice Call)

Incoming intercom calls are signalled by a single burst of tone followed by the caller's voice through the speaker. (The ICM key lamp will fast flash)

To answer hands-free:

- Ensure that microphone is switched on MIC lamp will glow if microphone is switched off. Pressing the MIC key will switch microphone on or off, as required.
- Speak directly towards the microphone.

Answering with Handset (Signal Call)

Incoming intercom calls can also be signalled by a medium repeating warbling tone (signal call) and fast flashing of the ICM key lamp.

To answer:

- Lift handset
Speak

Intercom call Pick-up

Intercom calls directed to a station can be answered by any other station.

To answer another station's intercom call:

- Lift handset
- Dial the station number to which the intercom call was first directed.

OR

- Dial # if your station is the same paging group

Intercom Calls – Other Facilities

Intercom Conference Calls

Up to six stations can converse together in an intercom conference.

To set up an intercom conference:

- Call first station
Ensure called station uses handset to answer
- Press AD.ON
Listen for intercom dial tone
- Dial second station
Ensure called station uses handset to answer
- Press AD.ON to establish the conference
To add further stations repeat previous 3 steps

Intercom Line Holding

To hold an intercom call:

- Press HOLD

To answer an intercom call on hold:

- Press ICM
You cannot hang up or make other calls while holding intercom calls

Transferring Intercom Calls

To transfer an intercom caller to a second station:

- Ask calling party to wait
- Press AD.ON
Listen for intercom dial tone
- Dial second station number ensuring that handset is lifted to answer the call
- Announce transfer
- Press AD.ON again
- Replace handset to complete transfer

Room Monitor (Optional)

The sound in the vicinity of any station can be monitored.

At the monitored station:

- Press SPKR
- Press MON
Monitor lamp fast flashes
- Press SPKR

At monitoring station:

- Press MON
Monitor lamp flickers

To cancel room monitoring repeat the above procedures.

Outside and intercom calls can still be made but will automatically suspend the monitoring function until calls are complete.

Priority Break-in (Optional)

Stations can be assigned a priority break-in level for the purpose of breaking into busy outside or intercom conversations depending upon programming.

The priority break-in levels are:

Level 1: Station can break into another station's outside or intercom call, in addition, the station can send off-hook signalling to busy stations. (See Off-Hook Signalling).

Level 2: Station can break into another station's intercom call only. In addition, the station can send off-hook signalling to busy stations.

Level 3: Station can send off-hook signalling to a busy station.

After receiving the busy tone when making an intercom call:

- Press RL

The intrusion tone will be heard by both parties and conversation will be possible if the station breaking in has the necessary priority break-in level assigned (levels 1 or 2)

Stations with priority break-in levels 1, 2, or 3 can send off-hook signalling to a busy station.

After receiving the busy tone when making an internal call:

- Dial 1

Off-hook signalling will commence at the called station

Paging

Four types of paging calls can be made:

All Call Paging:

paging zones.

To make an announcement to all stations and external

Zone Paging – Internal:

To make an announcement to stations in one of four zones.

Zone Paging – External:

particular external zone.

To make an announcement over loudspeaker allocated to a

Zone Paging – All External:

loudspeakers.

To make an announcement over all external zone

Making a Paging Call:

- Lift handset
- Press ICM
- Listen for intercom dial tone
- Dial the wanted paging code
- Make paging announcement
- Replace handset

Paging Codes:

All Call Paging:	80
Internal Zone 1:	81
Internal Zone 2:	82
Internal Zone 3:	83
Internal Zone 4:	84
All External Zone Paging:	85
External Zone 1:	86
External Zone 2:	87*

*not on small systems

Meet-Me Paging Call

After making an All Call or Internal Zone paging announcement for a called party to “Meet-Me”:

- Dial #
Wait with handset off-hook until called party responds

The called party responds by:

- Lifting handset
- Dial # at any station receiving the paging call

Meet-Me Conference Paging

A paging announcement may be made to establish a conference.

After making an All Call or Internal Zone paging announcement for parties to join a conference:

- Press AD.ON
Wait with the handset off-hook for the required parties to respond

To respond to the Meet-Me Conference Page:

- Lift handset
- Press AD.ON at any station receiving the paging call

The called parties must respond to the Meet-Me Conference Page within 30 seconds, otherwise they will be excluded from the conference. Up to six stations can take part in the conference.

Other Facilities

Follow Me (FWME)

Outside and intercom calls can be diverted to another station.

To divert outside and intercom calls:

- Press SPKR
- Press FW.ME
- Dial station number to which calls are to be diverted
- Dial *
- Press SPKR

Short single tone burst indicates that the Follow Me command is established. The FW.ME lamp will slow flash at the station diverting calls and fast flash at station to which calls have been forwarded.

A long single tone means that the Follow Me command has been unsuccessful.

To cancel Follow Me:

- Press SPKR
- Press FW.ME twice
- Press SPKR

Do Not Disturb (Optional)

Each station can be programmed to block audible signals for incoming calls. Three levels of Do Not Disturb can be programmed:

1. DND for outside calls only
2. DND for outside and intercom calls
3. Choice of DND for outside calls only or DND for both outside and internal calls

To invoke Do Not Disturb (for level 1 and 2):

- Press DND (with handset on-hook)
Level 1: DND lamp flashes – outside calls only blocked
Level 2: DND lamp glows steadily – outside and intercom calls blocked
- Press DND again to cancel Do Not Disturb

To invoke Do Not Disturb (for level 3):

- Press DND again
DND lamp flashes – outside calls only blocked
- Press DND again
DND lamp glows steadily – outside and intercom calls blocked
- Press DND again to cancel Do Not Disturb

Call forwarding (Optional)

Stations can be programmed at installation, to automatically forward calls to a pre-programmed station when Do Not Disturb (DND) is invoked.

Note: if a station has been programmed to have DND, level 3, (See above) the DND key must be pressed twice to initiate call forwarding.

To call forward:

- Press the DND with handset on-hook
DND lamp will glow steadily. The DND lamp, at the station you have forwarded to, will slow flash.

To cancel call forwarding:

- Press DND again.

Off-Hook Signalling (Optional)

The system may be programmed at installation, to provide an audible indication of an incoming outside call while a station is in the off-hook mode. Off-hook signalling can also be sent to busy stations by other stations provided with the priority break-in facility. The existing call be held or terminated to answer the incoming call.

Outside call in progress – with incoming outside call:

- Press HOLD
Existing call is now placed on hold
- Press slow flashing LINE key
Answer second call
- Press HOLD if you wish to return to the second call
- Press held LINE key to return to original call
This will terminate the second call if the call has not been held.

Outside call in progress – with incoming intercom calls:

- Press ICM
Existing call automatically placed on hold
- Press held LINE key to return to original call

Intercom call in progress – with incoming intercom calls:

- Press ICM
Second call answered and existing intercom call terminated

Intercom call in progress – with incoming outside calls:

- Press slow flashing LINE key
Outside call answered and existing intercom call terminated

Music on Hold (Optional)

Intercom and outside calls placed on hold are provided with internally generated synthesised tunes. A choice of two tunes is provided, Greensleeves or Home on the Range. The desired tune is selected by station 10.

To select required tune (Station 10 only):

- Press SPKR
- Press SET
- Press HOLD
- Dial 1 for Home on the Range
- Dial 2 for Greensleeves
- Press SPKR

An external music source may be connected to the system and provided as Music-on-Hold instead of internally generated tunes.

Background Music (Optional)

If external music is connected, background music can be transmitted over station speakers. Each station can activate or suppress music at their station. Background music is automatically suppressed during calls.

To activate or suppress music:

- Dial # on dial pad with handset on-hook

Confidence Tone (Optional)

The system can be programmed at installation to give a low level tone when any key is depressed. The facility may be enabled by individual stations.

To enable confidence tone:

- Dial * with handset on-hook
- Dial * again to disable

Alarm Detection (Optional)

Alarm detectors may be connected to the system to provide an alarm signal at preselected stations and external paging speakers when an alarm condition is detected. The alarm signal stops when alarm condition is cleared.

Changing Station Colour Panels

Interchangeable colour panels are provided with each station. The colour panel may be removed by inserting a paper clip, biro or similar into the hole at the top or bottom of the colour panel and levering up to allow your fingers to lift the panel out of the station. The panel unclips.

To replace the colour panel, remove the handset and insert the two small protrusions on the right-hand side of the panel into the recesses provided. Below the panel by lifting the centre of the panel with the thumb and forefinger of your right hand and locate the left hand protrusions into the recesses provided.

A paper label is provided to be used under the colour panel with the windows. The user may mark the paper label as an aid for operating the station.

The card adjacent to the DSS keys (DSS label) may be changed or marked as an aid. Remove by pressing down in the centre of the left hand side of the clear plastic panel.