

Appendix Four
Commander E308\616
System User Guide

*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, please 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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Storina Abbreviated Dial Numbers

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

v

1. Getting to Know Your Commander

Types of Handsets

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

On-hook

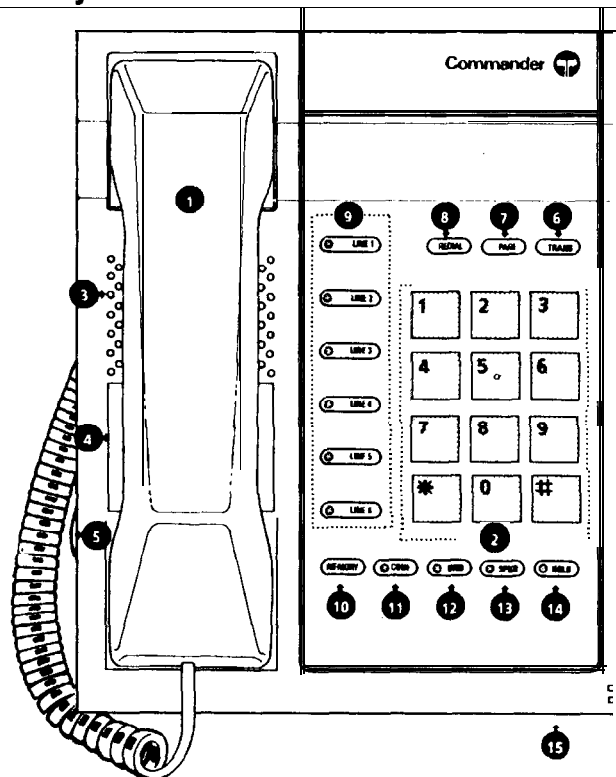
On-hook stations, in addition to providing normal telephone facilities, permit calls to be initiated without lifting the handset.

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.

The Keystation



- | | | | |
|---|---|---|---|
| ① HANDSET | ⑦ PAGE
To make announcements through the speakers of all stations. | ⑩ MEMORY
To store and access frequently called numbers. | 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. |
| ② DIAL | ⑧ REDIAL
To automatically redial the last number dialed. | ⑪ CONF
To establish a conference with a maximum of five parties, including one or two outside lines. | ⑭ HOLD
To place calls on hold. |
| ③ SPEAKER | ⑨ LINE
To access outside lines
E308 System: Lines 1-3
E616 System: Lines 1-6 | ⑫ DND
(Do Not Disturb)
To block all audible signals for incoming intercom and outside calls | ⑮ MICROPHONE
Handsfree model only. |
| ④ DIRECTORY LABEL
To list line and intercom numbers. | | | |
| ⑤ VOLUME CONTROL | | | |
| ⑥ TRANS
To transfer calls to another station | | | |

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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
	Rapid flash at station 21 only	Night service activated
[SPKR]	Steady glow	On-hook stations: on-hook dialling activated
		Handsfree stations: handsfree facility activated
	Slow flash	Station programmed for voice signalling
	Rapid flash	Call forwarding activated
[HOLD]	Steady glow	Hold activated

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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
Continuous tone	System dial tone
Long burst of tone repeated every 2 seconds	Intercom ring tone
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. These 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

013 Directory assistance

016 Radio paging **prefix**

019 Data service prefix

Class D Intercom calls and 000 only

Class E Intercom calls only

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.

2. Answering Calls

Intercom Calls

Ringling at your station

To answer an intercom call ringling at your station:

- Hear the intercom ring signal
- Lift the handset.

Ringling at another station

To answer an intercom call ringling at another station:

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

Outside Calls

Ringling at your station

To answer an outside call ringling at your station:

- Hear the normal ring signal
- Lii the handset.

Ringling at another station

To answer an outside call ringling at another station:

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

OR

- Dial 11.

Door Station Calls

Ringling at your station

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

- Hear the door station chime
- Lii the handset.

Ringling at another station

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

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

3. Making Calls

Intercom Calls

Off-hook dialling

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

- Lift 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
- Lift the handset to speak when the called party answers
The [SPKR] lamp extinguishes.

Cancelling on-hook Calling

To cancel a call made with the on-hook facility if the called party 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
- Speak when the called party answers.

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

Canceling a call back

To cancel an intercom call back:

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

Outside Calls

Off-hook dialing

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

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
- **Dial** the required number
- Lift the handset and speak when the called party answers
*The **[SPKR]** lamp extinguishes.*

Canceling on-hook dialing

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 redial [REDIAL]

Off-hook

To initiate automatic redialing 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.*

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.

Reserving an outside line

A busy line can be reserved to make a call.

Reserving any available line

To reserve any available outside line:

- Lift 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
- 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 all 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 dialling using the on-hook facility.

Note: Chain Dialling.

You can dial a telephone number by lifting the handset, selecting a free line and dialling 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
- Speak when someone at the door station answers.

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 party 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 wait
- 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.

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.

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.

5. Paging and Conference Calls



Paging [PAGE]

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

Internal page

To make a general announcement to all 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:

- Establish 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 parties or stations.

Adding an outside party

To add an outside party:

- Press a free [LINE]
The selected [LINE] lamp glows steadily at all stations
- Dial the new Party
- Ask the new party to wait
- Press [CONF]
The new party 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 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.

6. Other Facilities



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
- Dial 10
- 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.

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

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 1 2
- **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 decadic 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.

Call Forwarding

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

Initiating

To initiate call forwarding:

- Dial [*] without lifting the handset
- Dial 1 1
- 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 1 1
- Dial your own station number
- Dial [*] again.

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:

- Lift 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

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 Answer door station call ringing at another station
14	External page (ii available)
21 - 28	Station numbers E308
21 - 36	Station numbers E616
On-hook [*] 10	Program Intercom answer mode
On-hook [*] 11	Program call forwarding

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).

System Enhancement

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

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
- Dial 1234
- 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.