

Commander Phone & Key Phone

Self-Installation Checklist

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1. Introduction

This checklist describes the installation instructions for your new Commander Phones or Key Phones and how to test the phones once they are installed.

3. How to use this Document

Part 1: Installation Checklist

This part of the document summarizes the installation steps and testing of your new Commander Phone or Commander Key Phone service.

Part 2: Management of issues

This part of the document describes typical situations that might arise and what are the suggested actions to resolve them.

Part 3: Supporting information

This part of the document offers supporting information for the installation of the Commander Phones and Key Phones.

4. Before you start....

Please ensure that you have with you the following:

1. Your completed Self-Assessment Ready Check or Valet Ready Check (if you have had a Valet Inspection completed prior to installation)
2. A copy of your order

5. Pre-requisites:

To be able to successful install and test Commander Phones or Commander Key Phones, you should ensure that the following items have been completed before you start.

1. The Commander Phones or Key Phones have arrived
2. Any additional hardware also purchased has arrived
3. A Commander Smart Check has been completed (during a Valet Ready Check or Self-Assessment)
4. A Commander Phone Valet Ready Check or Self-Assessment Ready Check has been completed, confirming your site is able to support the Commander Phone Service




You can expect that Commander has organised the following items for you:

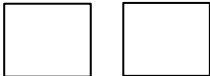
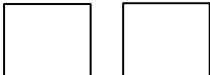

1. The Commander Phones are pre-configured in the Commander Network, ready for automatic download when you plug them in
2. Your 'Start-up' configuration is in place; allowing internal and outbound calls to be made (inbound calls can be made if you have organised new numbers)
3. A number transfer date (porting date) has been set
4. You will have received, via email, the usernames and passwords required to administer, via Command Central and use the service
5. You have access to all the supporting documentation at <http://www.commander.com/resource-centre>

If you are unsure about any areas of the checklist, please call the Commander Phone Deployment team on 1300 638 208.

PART 1: Installation Checklist

After running through the checklist, use this summary page to tick off all the items confirming the installation is complete.

Installation Activity	Status	
	Pass	Fail
1. Check the 'Before you start' items.	<input type="checkbox"/>	<input type="checkbox"/>
2. Locate the Commander Phones or Key Phones and crosscheck that all of the items in your order are accounted for.	<input type="checkbox"/>	<input type="checkbox"/>
<p><i>Note: You do not need perform this test if a Valet Ready Check has already been done.</i></p> <p>3. Commander Smart Check Perform a Commander Smart Check, using the a computer connected to an Ethernet port on your local network at http://smartcheck.commander.com <i>(Further information: Section 3.3 below)</i></p> <p>Smart Check ID: <input type="text"/></p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>4. Install the first Commander Phone or Key Phone</p> <p>Unpack, assemble and position the first phone (See quick installation guide provided in the box)</p> <p><i>Note: We suggest that you install and test one phone, confirming the service is operational before unpacking and testing the remainder of the phones.</i></p>	<input type="checkbox"/>	<input type="checkbox"/>
5. Connect the Commander Phone or Key Phone to your LAN point using the supplied patch lead (Port Marked 'Internet' on the phone)	<input type="checkbox"/>	<input type="checkbox"/>
6. Connect power to the first Commander Phone or Key Phone via the supplied power pack unless using Power over Ethernet (PoE)	<input type="checkbox"/>	<input type="checkbox"/>
7. If re-using a LAN port that had a computer originally connected, re-install your computer's LAN cable to the back of the new Commander Phone or Key Phone (Port marked 'PC')	<input type="checkbox"/>	<input type="checkbox"/>
<p>8. Phone registration process: The phone will seek out its configuration information from the Commander network and may perform a number of reboots over an approximately 10 minute period. Confirm that that the phone has successful registered by checking the icons on the phone's LCD screen.</p> <p>Register status icons on the LCD screen:</p> <p>  Registered  Register Failed  Registering </p> <p><i>(See the quick installation guide in the box provided)</i></p>	<input type="checkbox"/>	<input type="checkbox"/>
9. Make a call to an external number like 1194 (the time!)	<input type="checkbox"/>	<input type="checkbox"/>

<p>Make an outbound telephone call to an external number to test the service is operational</p>	
<p>10. Install the remainder of the phones: Unpack, assemble, position and connect the remainder of the phones as per steps 4 to 8.</p> <p>(See the quick installation guide in the box provided)</p>	
<p>11. Make a test call between two phones</p> <p>Return to the second phone after the remaining phones are installed and are in the process of registering.</p> <p>Make a test call between the two phones.</p> <p>Ensure that the other phone rings and answers. Ensure the quality of the phone call is adequate.</p>	
<p>Note: Only perform this test if you have new numbers. If you are transferring your numbers to Commander Phone, this test can only happen after the transfer has occurred.</p> <p>12. Make a test call from your mobile phone (or any other external number) to your prime business number.</p> <p>The 'Start-up' configuration will have a hunt group allocated to this number and all your handsets will simultaneously ring.</p> <p>Confirm that when you call your prime number, the phones that have been installed ring and when answered, a successful call is established.</p> <p>Note: To change the way the hunt group is configured and which phones ring, please log into Command Central as the administrator. http://commandcentral.commander.com</p> <p>The Command Central Administrators Guide shows you how to make these changes. It can be found at the Commander Phone Resource Centre.</p>	

PART 2: Managing any installation problems

The following sections suggest how to resolve a number of the most common problems that might occur during the installation process.

If at any stage you need additional support during the installation of your phones, please call the Commander Phone team on 1300 638 208.

There is no LAN cabling of CAT5 (or better) to the phone location

Action:

1. Call the Commander Phone team on 1300 638 208 to notify that the installation is on hold while additional cabling is being organized. The deployment team can assist you with the purchase of Valet Installation and Cabling;
2. Call your Commander Sales Representative or cabling contractor who can assist in the installation of additional LAN cabling.

There is no power available at the phone location

Action:

1. Call the Deployment Team on 1300 638 208 to notify that the installation is on hold. The deployment team can assist you with the purchase of a Power over Ethernet (PoE);
2. LAN switch to supply power to the phones or;
3. Call your Commander Sales Representative who can assist in the installation of additional power or the supply of a PoE LAN switch;

There is a DoA (Dead on Arrival) Commander Phone or Key Phone

Action:

1. Complete the installation for all other phones
2. Call the Deployment Team on 1300 638 208 and notify them of the DoA, the MAC address and request a replacement

There is not enough LAN Switch ports available

Action:

1. Call the Deployment Team on 1300 638 208 to notify that the installation is on hold while additional LAN switch ports are being organised. The Deployment Team can assist you in the purchase of an additional LAN switch or;
2. Call your Commander Sales Representative who can assist in the supply of an additional LAN switch and cabling.

Commander Phones or Key Phones cannot download their configuration

Action:

1. Factory Default the handset, check access to the Internet and re-test.
2. If the problem persists, Call the Deployment Team on 1300 638 208 and work through the problems.

Cannot make outbound calls

Action:

1. Confirm handset has downloaded configuration and registered.
2. Call the Deployment Team on 1300 638 208 and work through the problems.

Cannot call your prime business number

Action:

1. Confirm the number transfer date (Porting date).
2. Confirm handsets have downloaded their configuration, registered and can make outbound phone calls.
3. Call the Deployment Team on 1300 638 208 and work through the problems.

Any other issue

Action:

1. Call the Deployment Team on 1300 638 208 and work through the problems.

Part 3: Supporting Information

The section of the document should be used as background information to support you during the installation process.

Power Requirements at phone locations

Each Commander Phone or Key Phone can be powered the one of two ways.

- a) Using the power pack supplied in the box with the Commander Phone or Key Phone



OR

- b) Powering the phone using the LAN switch. The power is supplied over the Ethernet cable from the LAN Switch (this is called Power Over Ethernet or PoE)



Determine at every location how the phone will be powered.

A mixture of power packs and PoE across the phone locations is totally acceptable.

Patch cabling and configuration

The Commander Phone and Key Phone uses ports on the your LAN switch and internal CAT 5 (or better) building cabling.

When the Commander Phone or Key Phone is co-located with a LAN-connected computer, then the same patch cabling and LAN switch port may be used. If you have a Dedicated Access product, please ensure you use the right switch and if you have any questions, please contact the Commander Phone team.

Please also refer to the **Commander Site Readiness Companion Guide** for information on physically separate and Voice VLAN-Enabled Switch options.

This is a 'daisy chain' of the computer 'through' the Commander Phone.

Existing configuration.....



To this.....



For phones that will not be co-located with a LAN connected computer then a dedicated LAN Switch port and patch cabling will be required to run out to each of the Commander Phone or Key Phone locations.



Please ensure that at every location, that patch cabling exists that terminates back to your LAN switch, which is in turn connected to your Internet Service and / or Dedicated Access.

Commander Smart Check

There a number of factors that influence the quality of the phone calls (QoS) and the number of calls (capacity) that can be simultaneously made you're your local network and internet connection.

They include:-

- The speed of the Internet data service
- The distance from the Internet service provider's exchange
- The volume of other data traffic that simultaneously uses the Internet Service

The following test needs to be performed on your network on a per site basis.

1. Commander Smart Check - 'speed and quality' test for a 'once off' initial check

From a computer at each of the sites, please browse to the [‘Commander Smart Check’ test here.](#)

This test will run over your local network and Internet connection.

It will perform and number of tests including.

- Distance check
- Call Quality check
- Call Capacity check

This is a ‘once off test’ and no application is downloaded to the computer.

The results of the test will be stored by Commander as a part of the your order and later used by our support team to assist the in the unlikely event that there are any problems with the service.