



# COMMANDER PHONE

IP Cordless Handset  
& Base Station

(W56H, W60B, W60P)

User Guide

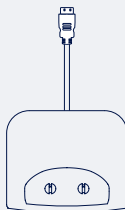


# Packaging Contents

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



**W56H Handset**



**USB Charger Cradle**



**Rechargeable Battery**



**Power Adaptor**

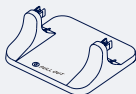


**Belt Clip**

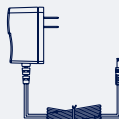
Base Station inclusions (W60B & W60P)



**W60B Base Station**



**Base Stand**



**Power Adaptor**



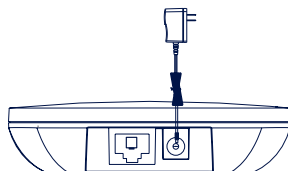
**Ethernet Cable**

# 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

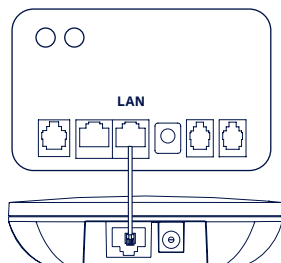
Connect the Base Station to the power using the cable provided. If you are using Power over Ethernet, you can skip this step.



## 2. Connect to the internet

Connect the supplied Ethernet Cable to the port on the bottom of the Base Station marked Internet.

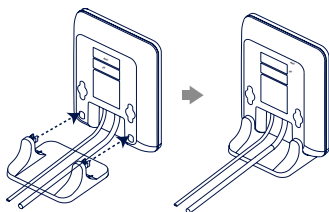
Plug the other end into a spare LAN port on your modem or live ethernet port at your desk.



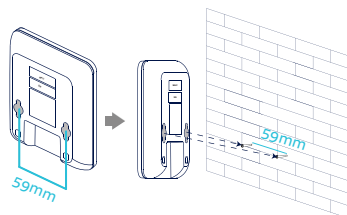
## 3. Install on desk or wall

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



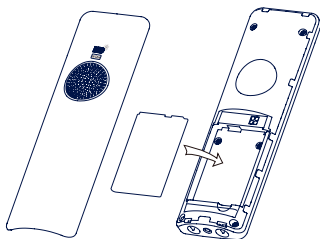
Wall-mount installation



# Assembling the Phone

## 1. Insert the battery

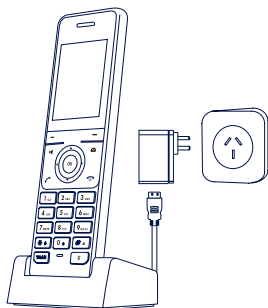
Insert the battery into the handset:



## 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 cable to the back of the cradle.

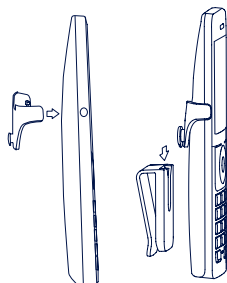
Place the handset in the cradle to charge.



**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

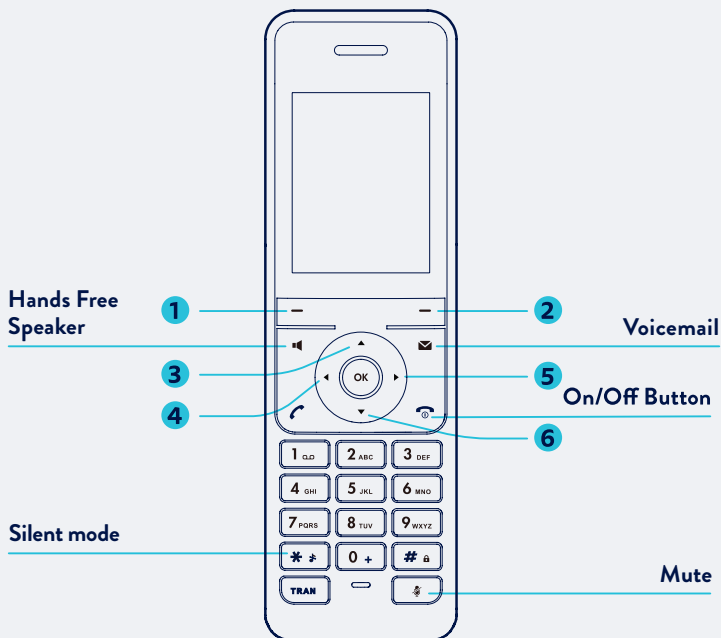
Please follow the steps below:

- 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](mailto:onboarding@commander.com)

## Quick Reference Key





### Control buttons



1. Press the left soft key to access the call history.
2. Press the right soft key to check the line status.
3. Press ▲ to place an internal call.
4. Press ◀ to decrease the ringer or call volume.
5. Press ▶ to increase the ringer or call volume.
6. Press ▼ to access the directory.

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


### Silent Mode

- Long press  when the handset is idle to switch the silent mode to On.
- Long press  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  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-dialing screen and enter the desired number using the keypad.
2. Press ,  or  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 keys to select which directory to use.
3. Search for an entry by using the keypad to type letters, or press  or  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  or  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.
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 **▲** or **▼** to highlight the desired line, and then press the **OK** soft key.
3. Press **▲** or **▼** 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**.