



PSTN Business Line

User Guide



Welcome to Commander



Business PSTN Landline

Thank you for choosing Commander to provide your business phone lines. This User Guide is designed to help you make the most of your new business PSTN landline service and includes handy hints for setting up your network service. This guide also features important numbers you can contact if you require further assistance.

This guide is not applicable to Commander mobile features, IP Voice or to services over the nbn.

MY ACCOUNT NUMBER:

Note: if your business lines are connected to a Phone System or PBX, please refer to the manufacturer user manual for instructions.

Monthly or per usage charges may apply for some of these features. Look for the following symbols:  

See the Critical Information Summary for your plan for information on relevant charges: commander.com.au/legal/critical-information-summaries. Visit our website for full lists of rates and charges: commander.com.au/legal/customer-terms. Available on most tone phones and in most areas.

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Take Command.

Manage your account

Take control of your communications with Take Command - your free online account management tool. To view your account details, payment history and make changes to your account, visit takecommand.com.au. Registration details will be sent to your nominated email address separately.

To learn how to use Take Command check out our Take Command User Guide on our support page at commander.com.au/support/accounts-and-billing.



Commander is so much more than just phones.

Commander is a true one-stop shop for business, with a full suite of telco, data and power to help businesses stay connected.



PHONE

Commander has a range of business phone products and plans, from a smart office phone lines to complete hosted internet phone systems, and can help you tailor the right phone solution to suit your business.



INTERNET

Commander provides Internet plans to suit small business customers, with 4G backup and the ability to upgrade speeds.



MOBILE

We have an array of mobile phones to choose from and competitive mobile plans to match. Our data plans are created to suit every business size or needs.



NBN™

The nbn will revolutionise the way you do business with faster connections and consistent speeds. Our nbn specialists can assist and guide you through every your transition to the nbn.

Never miss an important call again.

Call waiting

If you receive a call whilst you're already on the phone, Call Waiting can ensure you don't miss any other calls. While you are on a call, you will hear a subtle 'beeping' tone every few seconds if someone else is trying to call you. To switch calls, simply put the first caller on hold while you answer the second call. You can also switch between calls as often as you like. Plus, there is no need to switch Call Waiting 'ON' as it is set up automatically as part of most Commander phone services.

How does it work?

Answer an incoming call / switch between calls

RECALL DIAL TONE 2

Hang up one call and return to the other

RECALL DIAL TONE 1

Reject an incoming call

RECALL DIAL TONE 0

Conference (Merge) Both Calls

RECALL DIAL TONE 3

Turn ON Call Waiting

 DIAL TONE * 4 3 # ANNOUNCEMENT

Turn OFF Call Waiting

 DIAL TONE # 4 3 # ANNOUNCEMENT

Useful info.

Once you have switched Call Waiting ON, it will stay ON unless you turn it OFF. It's also important to note that Call Waiting won't work during a 3-Way Chat call.

With some fax machines the 'beeps' on Call Waiting can interfere with the signal, so we recommend turning Call Waiting off if you use a fax machine on the line.

Call return

Call Return lets you find out who's call you just missed (this doesn't work for blocked numbers).

How does it work?


Retrieve the number of last unanswered call

 * 1 0 #

To call the number back

1

Useful info.

Call Return is already set up and ready to use (for tone phones in most areas of Australia). There is a per use charge  for Call Return and call charges also apply if you return the call.

Call forward

Call Forward helps you manage calls by forwarding them to another destination when certain criteria are met. For example, when you are busy on another call or don't answer the phone, you may want to forward calls to someone else using your Call Forward settings.

Call forward immediate

With Call Forward Immediate, all calls to your primary phone are redirected to a number you choose.

How does it work?

Turn ON Call Forward Immediate for incoming calls  * 2 1 Phone number 

Turn OFF Call Forward Immediate for incoming calls

 # 2 1 #

Call forward busy

When someone calls and your phone is engaged, the caller will be forwarded to another number that you have chosen.

How does it work?

Turn ON Call Forward Busy for incoming calls  * 2 4 Phone number #

Turn OFF Call Forward Busy for incoming calls  # 2 4 #

Check if Call Forward Busy is ON/OFF  * # 2 4 # ANNOUNCEMENT

Call forward no answer

If there is no one to answer your phone, your calls can be forwarded to another number. Although the phone comes with a default 'no answer' delay of 20 seconds (around seven rings) you can set the delay to anywhere between 5 and 55 seconds.

How does it work?

Turn ON Call Forward No Answer for incoming calls  * 6 1 Phone number #

Change time delay (in seconds) before call forward  * 6 1 Phone number *
Time in seconds #

Turn OFF Call Forward No Answer for incoming calls  # 6 1 #

Check if Call Forward No Answer is ON/OFF  * # 6 1 # ANNOUNCEMENT

Useful info.

Call Forward Immediate, Call Forward Busy and Call Forward No Answer are already set up and ready to use. Calls may not be forwarded to some numbers, including international numbers and 000. You pay for forwarded calls as if you were making the call yourself. Check the call charges that apply for your plan.



Call forward selected callers

You can create a 'Selected Callers List' of up to 15 numbers that can be forwarded to another number. To get this service connected, call Commander on **132 777**.

How does it work?

Turn ON Call Forward Selected Callers


 * 9 2 #

Turn OFF Call Forward Selected Callers

 # 9 2 #

Check Call Forward Selected Callers is ON/OFF  * # 9 2 # ANNOUNCEMENT

Useful info.

All other Call Forwards are overridden by Call Forward Selected Callers. You will need to activate your PIN on your business phone to use this service. Calls may not be forwarded to some numbers, including international numbers and 000. Call charges apply for the calls you forward .

HOW TO MANAGE YOUR SELECTED CALLERS LIST

Add number to your 'Selected List'

 * 8 7 PIN * ANNOUNCEMENT 4 * ANNOUNCEMENT List position * ANNOUNCEMENT Caller's phone number * ANNOUNCEMENT Forwarding destination phone number # ANNOUNCEMENT

Check which number is on a position is on 'Selected Callers List'

 * # 8 7 PIN * ANNOUNCEMENT 4 * ANNOUNCEMENT List position # ANNOUNCEMENT

Remove number from your 'Selected List'

 # 8 7 PIN * ANNOUNCEMENT 4 * ANNOUNCEMENT 1 ANNOUNCEMENT List position # ANNOUNCEMENT

Clear entire 'Selected Callers List'

 # 8 7 PIN * ANNOUNCEMENT 4 * ANNOUNCEMENT 2 ANNOUNCEMENT 1 # ANNOUNCEMENT

Call forward set the time

Get your calls to follow you by setting up different forwarding settings for up to 15 different time periods. You can specify the day, the times and a replacement phone number for all your incoming calls during each 'window'.

To get this service connected, call Commander on **132 777**.

How does it work?

Turn ON Call Forward Set the Time

 * 1 6 #


Turn OFF Call Forward Set the Time

 # 1 6 #

Check Call Forward Set the Time is ON/OFF

 * # 1 6 # ANNOUNCEMENT

Create/modify 'Time Period List'

 * 8 7 PIN * ANNOUNCEMENT 9 *
ANNOUNCEMENT List position * ANNOUNCEMENT
Start day number * Start time ANNOUNCEMENT
Finishing day number * Finishing time ANNOUNCEMENT
Forwarding Destination number # ANNOUNCEMENT

Check destination number and times for 'Time Period List' entry

 * # 8 7 PIN * ANNOUNCEMENT 9 *
ANNOUNCEMENT List position # ANNOUNCEMENT

Remove setting from Time Period List

 # 8 7 PIN * ANNOUNCEMENT 9 * ANNOUNCEMENT
1 ANNOUNCEMENT List position # ANNOUNCEMENT

Remove all numbers from

 # 8 7 PIN * ANNOUNCEMENT 9 *

Time Period List

2 ANNOUNCEMENT 1 # ANNOUNCEMENT

Day numbers

Monday 1, Tuesday 2, Wednesday 3, Thursday 4, Friday 5, Saturday 6, Sunday 7

Times

24-hour mode (eg 7.30am = 0730, 7.15pm = 1915)

Useful info.

Call Forward Set the Time overrides Call Forward Busy and No Answer. You will need to activate your PIN on your business phone to use this service. Calls may not be forwarded to some numbers, including international numbers and 000. Call charges apply for the calls you forward .

Multiple numbers

You can add an extra phone number to your existing business phone line (this feature allows you to have a separate ring tone, so you know which line is calling). To set up Multiple Number, call Commander on **132 777**.

How does it work?

Call charges will default to your primary number. However, if you want to use Call Return, Call Forwarding or Call Control on your second number, simply enter the prefix ***112#** first.

Useful info.

For long distance calls you will need to pre-select Commander for both your basic phone service (prime number) and your auxiliary number. You will also need a phone with distinctive ring capability.

You can use Remote Access to change your Call Forwarding and Call Control settings on the second number (see How to manage your calls section for more details).

Call Waiting and Call Back will still work if you have Multiple Number. Calling Number Display will also work, but you won't know which of your numbers was called. A monthly charge applies **\$\$**.

MessageBank®

When you are on another call or can't answer your phone, the caller can leave a message on your phone.

To activate your MessageBank service, please call Commander on **132 777**. Monthly charges apply to activate MessageBank **\$\$**.

How does it work?

When you first call your MessageBank service, you will hear a voice prompt that will guide you through the process of recording your personal greeting and setting up a PIN.

You then simply follow the prompts to set up your mailbox.

You won't need to enter your PIN when you call your MessageBank from your business phone, however you will need it if you are checking your messages from another fixed or mobile service.

MessageBank is a registered trademark of Telstra.

ACCESSING MESSAGEBANK

Access from phone it's connected to **1 0 1** or **1 2 5 1 0 1** and, if prompted, **MessageBank PIN #**

Access from another fixed/mobile phone within Australia **1 2 5 1 0 2** and, when prompted, **Mailbox number #** and **MessageBank PIN #**
(Mailbox no is your phone number incl. area code)

Access from services connected to some PABXs/other carriers Call **1800 135 102**

Access from phone services in other countries Call **+61 418 707 102** followed by **1 2 5 1 0 2**, **Mailbox number #** **MessageBank PIN #**

CHANGING YOUR PIN & GREETING

If you prefer the added security of PIN protection when calling MessageBank from your business phone, you can change your PIN at any time by accessing the settings.

Access Main Menu **Call MessageBank 9**

Set Up menu **3**

PIN Change menu **3**

Change the PIN **1** or for Security Settings **1, 2**

Turn OFF Optional PIN **1**

When Optional PIN is you will need to , enter your PIN whenever you call MessageBank. When the Optional PIN is ON, PIN when calling MessageBank from another fixed phone/mobile.

MANAGING YOUR MESSAGES

As soon as you pick up your phone, you will know that you have new messages because you'll hear a special 'interrupted' dial tone. It's also possible to get a text message sent to your mobile whenever someone leaves you a new message.

Turn ON SMS Message Notifications **1 2 5 1 0 1** , **4** , **follow prompts**

LISTENING TO YOUR MESSAGES

When you call MessageBank, your messages will play automatically.

After listening to your messages, you may select from the following options:

Replay message 1

Return the call 2 2

Delete & go to next message 5

STORING YOUR MESSAGES

MessageBank will automatically store new messages for 14 days, and for 7 days once played (unless deleted). There is storage for up to 60 messages (up to 5 minutes each).

SEE WHO CALLED WITHOUT LEAVING A MESSAGE

If a caller listens to your greeting but doesn't leave a message, you can still access their number (up to 5 unless blocked).

Turn ON 9, 3, 5, 6 Select ON

HOW TO CHANGE THE TIME BEFORE MESSAGEBANK ANSWERS THE CALL

Unanswered calls are forwarded to your MessageBank after 20 seconds (approx. 7 rings), this can be changed to anywhere between 5 and 55 seconds.

Change the time before call is forwarded 🔗 * 9 9 Time in seconds #

Useful info.

MessageBank is available in most areas around Australia. A monthly access charge applies 💰. If you are already connected to MessageBank, but need assistance you can call Commander on **132 777**.



MessageBank Shortcuts

WHEN USING MESSAGEBANK

Go to Main Menu

9

Cancel and go back one menu level

*

Get Help

8

WHEN LISTENING TO YOUR MESSAGES

Go back to the start of the message

1

Go back 8 seconds

2

Go forward 8 seconds

3

Fast forward to the end of the message

3

3

Skip to the next message

6

Pause a message while it is playing

7

& to resume playing message

7

Smarter ways to call.

3-way chat

With 3-Way Chat, you can add another person if you're already on a call. You can talk to two people at once, and either person can leave the call at any stage.

How does it work?

Put caller on hold & make new call

RECALL DIAL TONE Phone number

Bring both callers into a 3-Way Chat

RECALL DIAL TONE 3

Split a 3-Way Chat
(this will put one call on hold)

RECALL DIAL TONE 2

Switch between calls

RECALL DIAL TONE 2

Hang up one call & return to caller on hold

RECALL DIAL TONE 1

Useful info.

3-Way Chat is already set up on your phone, ready to use. Call Waiting won't work while on a 3-Way Chat, but Call Forward Immediate or Busy works if you have them set up.

A per use charge for 3-Way Chat applies 💰. Call charges apply at standard rates for each call that joins the chat.

Call back

If you call a busy number, you don't have to wait around to try again. By setting Call Back, our system will recognise when the number you want is available and call you back automatically. You can 'watch' up to five different numbers at the same time.

How does it work on most phones?

Set up a Call Back

BUSY TONE RECALL * 3 7 # ANNOUNCEMENT

Cancel a Call Back

🔄 # 3 7 #

Check for an active Call Back

🔄 * # 3 7 # ANNOUNCEMENT

Useful info.

Call Back is already set up on your phone and ready to use. The busy destination will be monitored for 45 minutes. Call Back will not work for all calls, including calls to Operator Assisted Services, some business numbers, international numbers and to phones on some other networks.

There is a maximum of five Call Back calls at any one time. You will need a tone phone (one with a distinctive ring capability is preferred).

A per use charge for Call Back and call charges apply 💰. Call charges apply at standard rates.

A faster way to dial.

Delayed hotline

Is there a number you frequently call? With the Delayed Hotline service, you don't have to dial it to make the call. Simply pick up the phone, wait 4 seconds and it will automatically start calling. You have a 4-second window to start dialling a different number.

How does it work?

Turn ON Delayed Hotline

 * 5 3 Hotline number #

Turn OFF Delayed Hotline

 # 5 3 #

Check if Delayed Hotline is ON/OFF

 * # 5 3 # ANNOUNCEMENT

Useful info.

The Delayed Hotline overrides Call Control, which means that you can use Delayed Hotline for a specific number and still have a block on making that type of call to other numbers. Check the How To Manage Your Calls section for details.

Please note you can't store 000 as a Hotline number.
A monthly charge applies 💰.

Try using Delayed Hotline with your MessageBank service, so you don't have to keep entering your mailbox access number.

Abbreviated dialling

If you call the same numbers often, Abbreviated Dialling can convert up to 8, 40, or 60 numbers into one or two digit speed dial codes, saving you remembering individual phone numbers (ideal for programming special service and long international numbers).


ABBREVIATED DIALLING – 8 NUMBER MEMORY

Store up to 8 numbers as one-digit codes (from keys 2 to 9): press the key to make call.


ABBREVIATED DIALLING – 40 OR 60 NUMBER MEMORY

Use two-digit codes (20 to 59 or 79) to store a lot of numbers. Call **132 777** to activate.




How does it work?

Call a stored number  Abbreviated code  eg  3  #

Enter/change stored number  *  5  1 Abbreviated code , Phone number  #

Cancel a stored number  #  5  1 Abbreviated code  #

Useful info.

  # cannot be used as an Abbreviated Code. A monthly charge applies . Abbreviated Dialling overrides Call Control, which means that you can use Abbreviated Dialling for a specific number and still have a block on making that type of call to other numbers. Check the How To Manage Your Calls section for details.

See who's calling.

Calling number display

Check who's calling (except blocked numbers) before you answer your phone by having the caller's number displayed on your phone display screen (you will need a phone with a display screen).

How does it work?

When your phone rings, simply look at your display screen to see the caller's number. Some phones, can be programmed with a limited selection of numbers and names. Your phone will then display the name from your list when they call you. Please note this is handset dependant (refer to your phone manufacturer's user manual for instructions).

If you can't answer your phone or don't recognise the number, you can store the number and return the call later. Storing or logging some numbers is a standard feature on most display phones. To activate Calling Number Display on your phone, call Commander on **132 777**.

THE CALLING NUMBER DISPLAY SCREEN

Calling Number Display needs a phone with a display screen.

WHY CALLING NUMBER DISPLAY MAY NOT ALWAYS WORK

- A silent line or unlisted number
- A caller who has blocked their number
- An overseas number
- Someone who's phone service provider or carrier doesn't participate in Calling Number Display or who needs their subscriber to activate number display
- A payphone

USEFUL INFO

A monthly charge applies for Calling Number Display (Ⓢ). Available on tone phones in most areas in Australia. Call Waiting Display capable phones are designed to mute the receiver for 1-2 seconds while the details of the caller's number are sent to the phone. This may cause a brief interruption to the conversation. Occasionally, some phones may mistakenly respond to a caller's voice or external noise causing a 'false muting'.

Call Waiting Display

Some display phones have Call Waiting Display, which will let you see the number of a second caller when you're already on the phone (unless that number is blocked).

Call Record Logging

Most phones that are compatible with Calling Number Display will also support call record logging. Capacity does vary so please check your phone manufacturer's user manual.

Hide your number

CALL BLOCKING

Call Blocking is free and it gives you the option to block your number on an individual call. When you're calling from a Commander fixed phone, just add **1** **8** **3** **1** to the front of the number before you dial.

LINE BLOCKING

If you don't want your number to be sent when you make a call you can use Line Blocking. Permanent Line Blocking is automatically provided to customers with unlisted numbers and is available on request for listed services. You can also override the blocking on individual calls by adding **1** **8** **3** **2** to the front of a number when you dial from a Commander fixed phone.

How to manage your calls.

Call control

To manage your call costs or have control over the types of numbers that can be dialed,, you can use Call Control. Set various barring levels on certain outgoing call types, including International, national/STD, 190 or local calls.

Call **132 777** to set up Call Control.

How does it work?

Turn ON Call Control

 * 3 3 PIN #


Turn OFF Call Control

 # 3 3 PIN #

Check Call Control is ON/OFF

 * # 3 3 # ANNOUNCEMENT

Useful info.

A monthly charge applies . Reverse Charge calls can still be received. You will need to activate your PIN on your business phone before you can use Call Control.

Personal identification number (PIN)

For your security you will need a personal identification number or 'PIN' to activate, use or change your settings for Call Control, Call Forward Set The Time, Call Forward Selected Callers and Remote access. You can use the same PIN for all of these services.

To set up your PIN, call Commander on **132 777**.

How does it work?

When you initially set up your PIN you will get a temporary PIN, which will be the last four digits of your phone number. You will then need to activate your PIN from your business phone.

You can change your PIN as many times as you like, however, when you reset your PIN, you need to call from a phone service that has business features on it.

If you lose or forget your PIN, call Commander on **132 777**.

Change your PIN  * 3 0 Old PIN * New PIN * New PIN # **ANNOUNCEMENT**

Handy numbers

CUSTOMER SERVICE & ACCOUNT ENQUIRIES
132 777

LOCAL COMMANDER CENTRE
1300 132 777



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