



# IP VOICE HANDSET

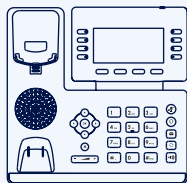
Desk Phone Mono T53W

User Guide



## Packaging Contents

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



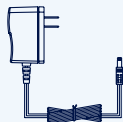
**IP Phone**



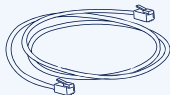
**Handset**



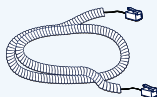
**Stand**



**Power  
Adapter**



**Ethernet Cable**

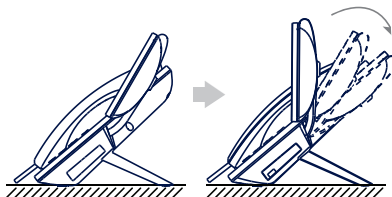
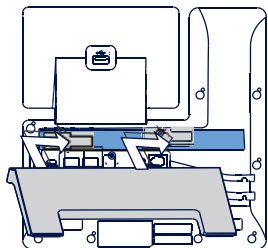


**Handset Cord**


# Assembling the Phone

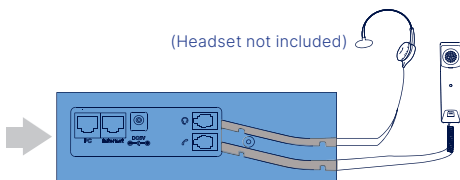
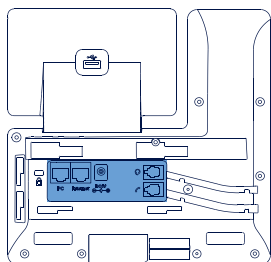
## 1. Attach the stand

Attach the stand and adjust the angle of the screen



## 2. Connect handset to phone

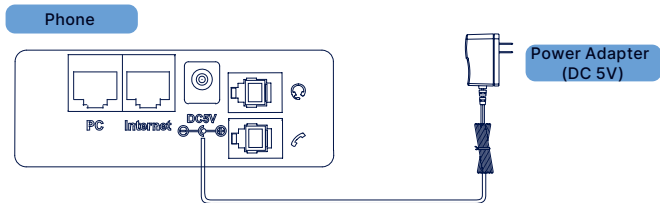
- i. Connect one end of handset cord to handset
- ii. Connect unattached end to back of phone marked with  symbol



# Connecting the Phone

## 1. Connect to power

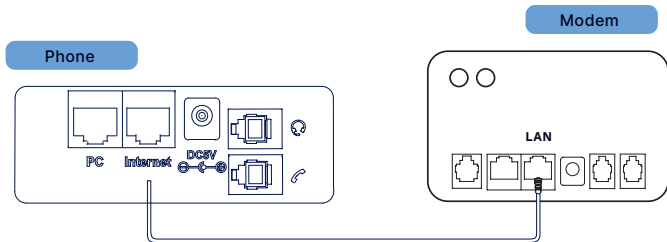
Connect the handset using the supplied power adaptor to the port marked on the back of the phone.



## 2. Connect to internet

### Hardwired

Connect the supplied Ethernet cable to the port on the back of the phone marked Internet. Plug the other end into a spare LAN port on your modem or live ethernet port at your desk.



### Wi-Fi

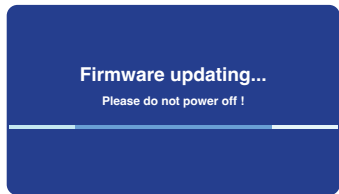
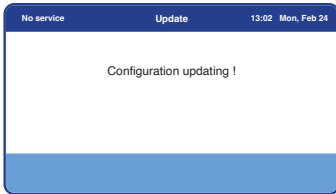
- Press Menu->Settings->Basic Settings->Wi-Fi
- Highlight the network you wish to connect to and select Enter
- Enter the Wi-Fi password to join the network
- If network doesn't show automatically select Scan

**We recommend hardwired, Wi-Fi signal may have interference and impact voice quality.**

## Startup

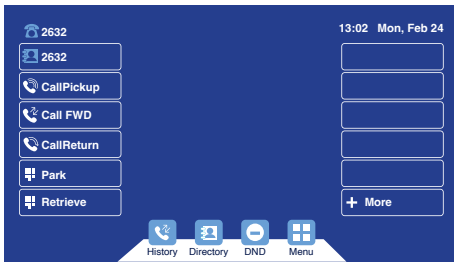
**After the IP phone is connected to the internet and power it automatically begins setup, updates and configuration.**

The phone may reboot multiple times so please allow up to 10 minutes for this to happen. The screen will indicate the status.



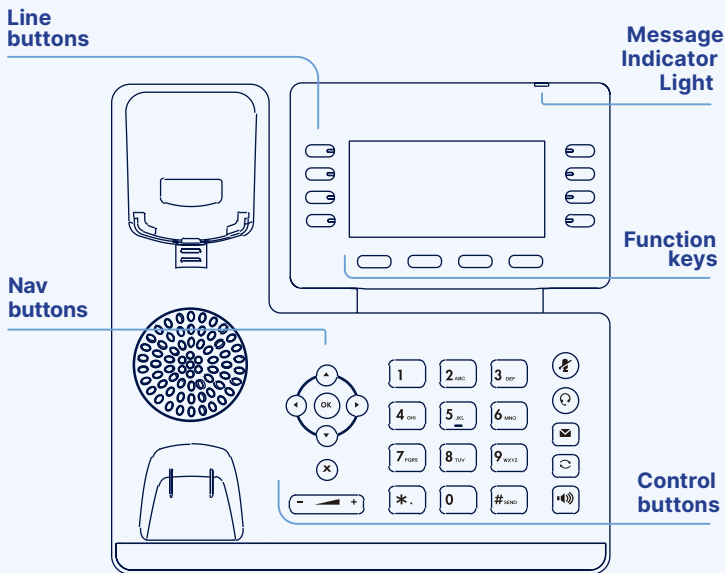
**Do not unplug the power or ethernet cable until you see the "home screen". This could cause the phone to lock up and require a reset.**

Once Configuration is complete your phone is ready for use and will look similar to the picture below (home screen).



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



Headset



Mute



Messages



Redial



Transfer



Speaker




Hold



Volume Control


## PLACE A CALL

- Enter the phone number, then press the **Send** key
- Pick up the handset OR press the **Speakerphone** key 



## ANSWER A CALL

- Pick up the handset OR Press the speaker button 


## END A CALL

- Hang up the handset OR Press the **End Call** key OR Press the speaker button 

## PLACE A CALL ON HOLD

- Press the **Hold** key  during an active call. To resume a call, press hold  again

## MESSAGES / VOICEMAIL

- If a message has been left, the top right hand corner (Message Indicator Light) will flash red
- Pressing the **Messages** button  will take you to the messages menu
- You will be asked to enter your pin which has been previously sent to you via email in the email titled **Commander Phone - Administrator details** or from your site administrator

## MULTIPLE CALL HOLD

If there is more than one call on hold



- Press  or  to switch between calls, then press  or the Resume key to retrieve the desired call

## TRANSFER A CALL

Calls can be transferred in two different ways:



### Blind Transfer

The call is transferred directly without the need to announce the caller

- Press **Transfer** key  during an active call. The call is placed on hold
- Enter the number you want to transfer to
- Press **Transfer** key 

### Assisted Transfer

Allows you to announce the caller prior to releasing the call

- Press **Transfer** key  during an active call. The call is placed on hold
- Enter the number you want to transfer to
- When the second party answers announce the call, then press the **Transfer** key 

## FORWARD CALLS

### To enable Call Forwarding

- Press the **Menu** key when the phone is idle, and then select **Call Control > Call Forwarding**





Select the desired forward type:

- **Always Forward, Busy Forward, or No Answer Found**
- Enter the number you want to forward to

- For **No Answer Forward** select the ring time to wait before forwarding from the **After Ring Time** field
- Press the **Save** key to accept the change

## CALL HISTORY

### While the phone is idle

- Press the **History** key to view **missed, received** and **placed** calls
- Press  or  to switch between **all, placed, missed** and **received** call lists, select **Enter**
- Press  or  to scroll through the list
- Select an entry from the list
- Press the **Dial** key to place a call
- Select **Option** key, then **Detail** from the prompt list view information about the entry

OR

- Select **Add to Personal** to add to your Local Directory

## CONTACT DIRECTORY

To access the directory and add a Contact

- Press the **Directory** key
- Select required directory, then press **Enter**
- Press **Option** key then **Add**
- Enter contact name and number
- Press **Save** key to accept change

The first time you access Contact Directory or Call History you may be prompted to enter your Command Central password.

This password is available from your site administrator, or via the email sent to you titled Commander Phone Administrator details.

## CREATE A CONFERENCE CALL

### To create a Conference call

- Press the **Conference** key during an active call
- Enter the extension or external number of the second party, then press the **Send** key
- Press the **Conference** key again when the second party answers. All parties are now joined in the conference

## CHECK WI-FI SIGNAL

If you are experiencing voice quality issues, we recommend checking your Wi-Fi signal.

- Select Menu ->Setting -> Basic Setting ->Wi-Fi -> Wi-Fi status
- Look at the signal strength, if low (<2) please consider relocating the handset.

Please note environment and location to Wi-Fi modem/mesh can cause quality of service.