COMMAND CENTRAL

Commander
Key Phone

USER GUIDE

COMMANDER

Getting Started

My Voice Settings

Commander Voice Portal

COMMAND CENTRAL – GETTING STARTED

Command Central is your web-based portal to manage all your Commander Key Phone features and functions.

You can take command of your phone and its features, making it behave just the way you want to.

All the capabilities of Commander Key Phone are at your fingertips using Command Central to configure all your devices that interact with Commander Key Phone.

Whether you are in the office or on your mobile, you can change your settings to reflect exactly how you want Commander Key Phone to operate.

This user guide will show you how to activate or de-activate a setting and change the many features available to you using the Commander Key Phone service.

Command Central Requirements

Command Central is a completely responsive HTML5, CSS and JQuery based application, which means that it works across all type of devices. You can use Command Central from any one of these devices, using any one of the below browsers.

Devices

- All Windows based computers that support the following browsers
- All Apple computers that support the following browsers
- Apple mobile and tablet devices like iPad and iPhone and
- Android based mobile phones and tablets

Browsers
- Internet Explorer
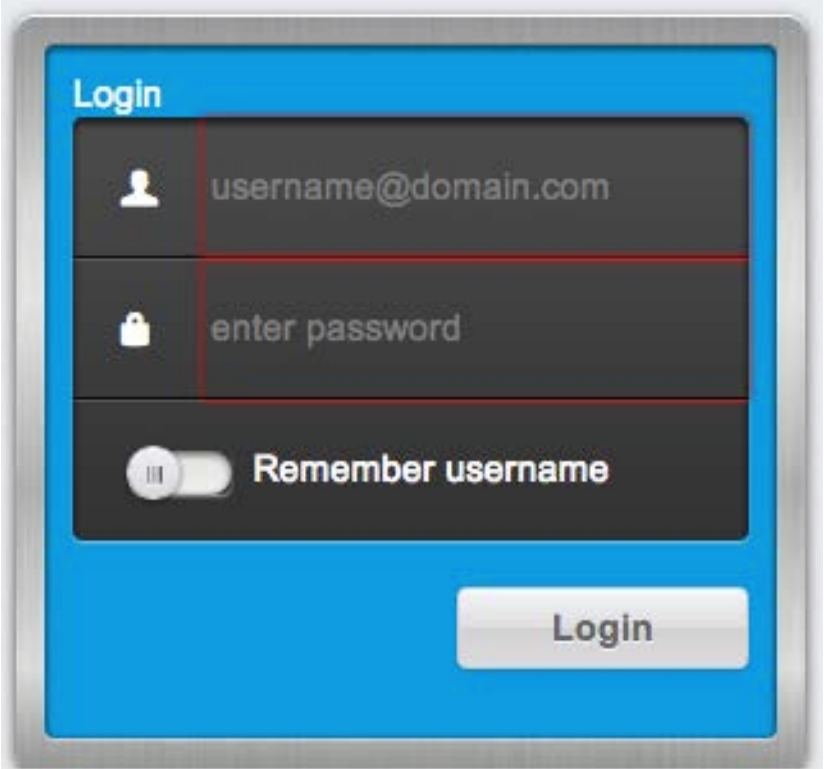- Safari
- Chrome
- Firefox

Commander recommends the use of the latest browser versions for best performance.

How to log into your account

Command Central is a web application and can be found using your browser at:

http://commandcentral.commander.com/

1. Go to Command Central at commandcentral.commander.com
2. Type in your Commander USERNAME
3. Type in your Commander PASSWORD
4. Select if you would like your username remembered
5. Click Login

The Command Central Dashboard

This is the Command Central Dashboard and your homepage.

It shows you the main activities and will be the page you see when you first login.

Key activities that are launched from your dashboard include:

1. Dashboard home

2. Contacts and Speed dial list

3. Summary of your call logs

4. Help Guides

5. Feature Quick Setting

6. Your Business Profile

7. Voice Settings
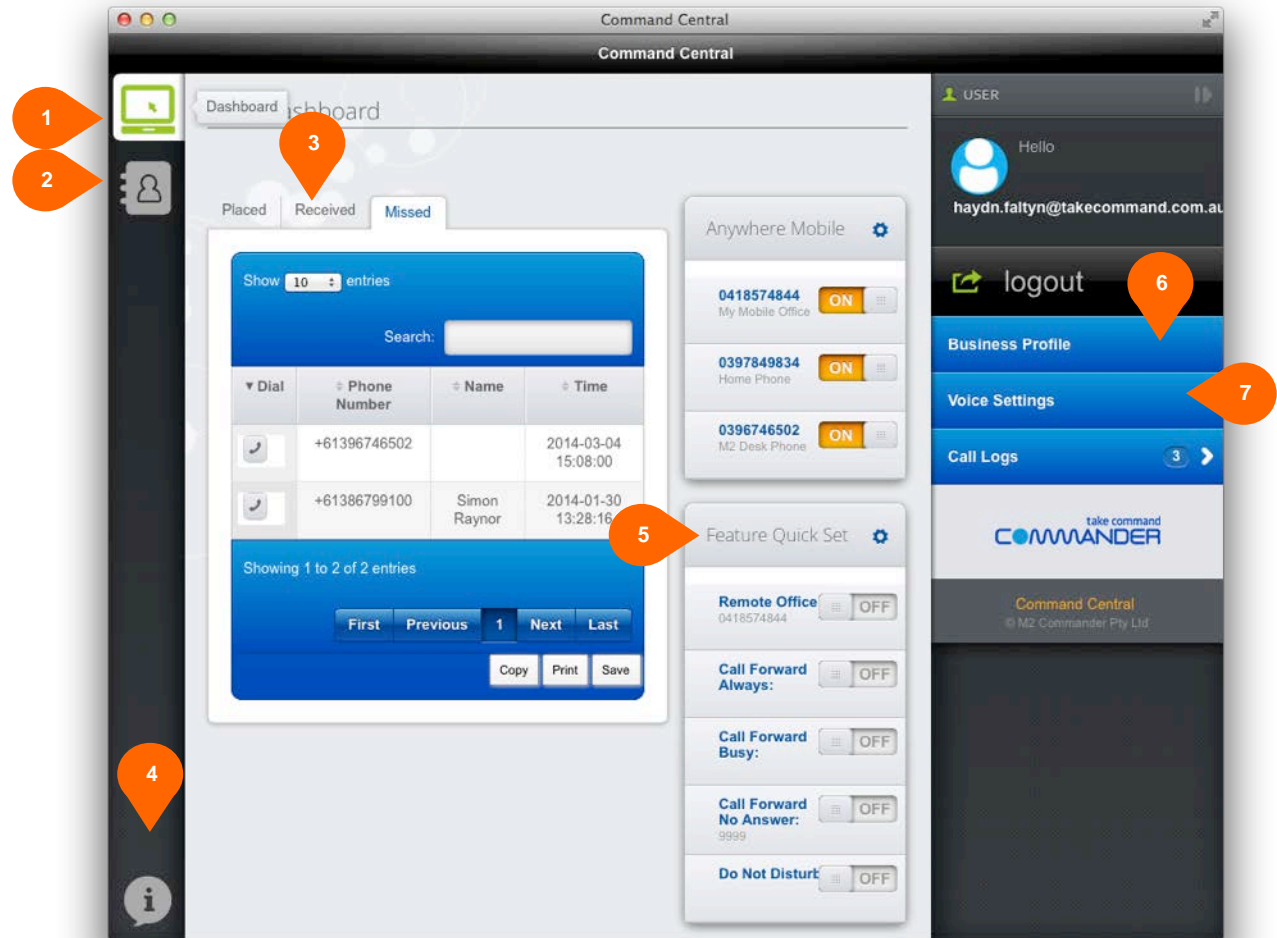
Feature Quick Set

The key features that you will need to manage are located on your Dashboard view.

From the 'Feature Quick Set' tile you can:

1. Turn key features ON and OFF

2. Jump to 'Voice Settings' to change the configuration of the feature ⚙

A detailed explanation on how to use these features can be found in Help Guides tab on your Dashboard.
Detailed descriptions are also contained in this User Guide.
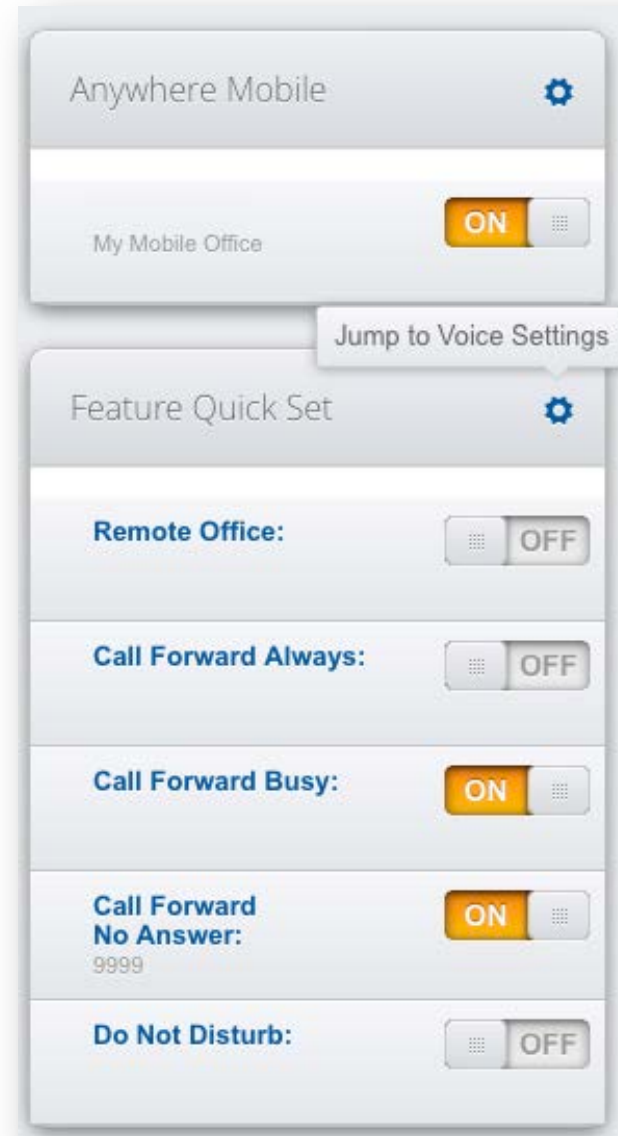
Call Logs – Dashboard Summary

The Dashboard page gives you a summary of your call history.

From this view, you can see your:

1. Placed calls

2. Received calls

3. Missed calls

The key functions of this Call Log summary allow you to:

4. 'Click to call' a record in the list

    a. Once you pick up your handset, Commander Key Phone will complete the call for you.

5. Search for people and numbers in your logs

6. Copy, print and save the details contained in the logs

Call Logs – Detail

Detailed historical Call Logs are available in your Dashboard view.

Using the 'Call Logs' Menu you can generate reports for:

1. Placed Calls
2. Missed Calls
3. Received Calls

This detailed view allows you to:

4. Generate reports over a date range
5. 'Click to call' the person in the record
6. Copy, Print and Save the generated report
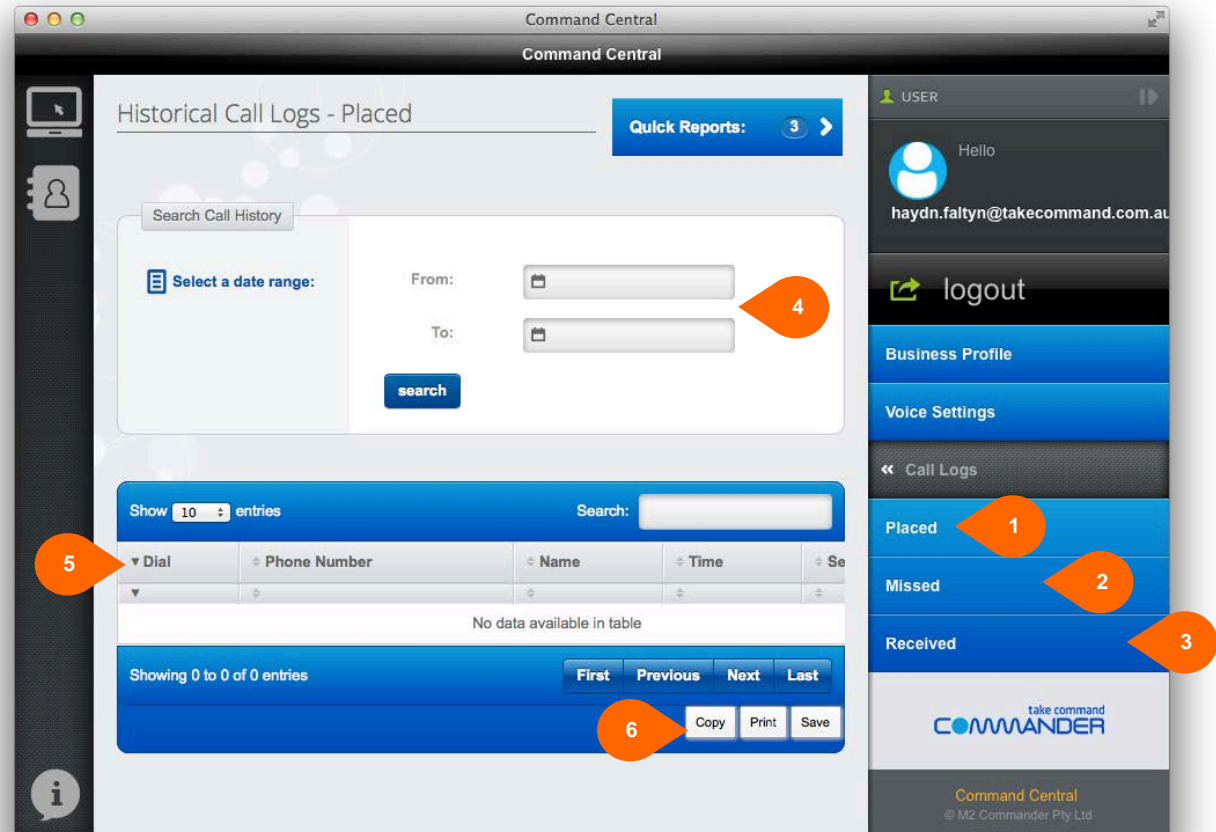
Help Guides

The Help Guides in Command Central describe all of the Phone Features that are available to you.

From the Dashboard view you can:

1. Click on the Help tab

2. Click on the feature that you need guidance on

3. A feature Summary, feature Detail and Scenario follows that describes the feature in detail
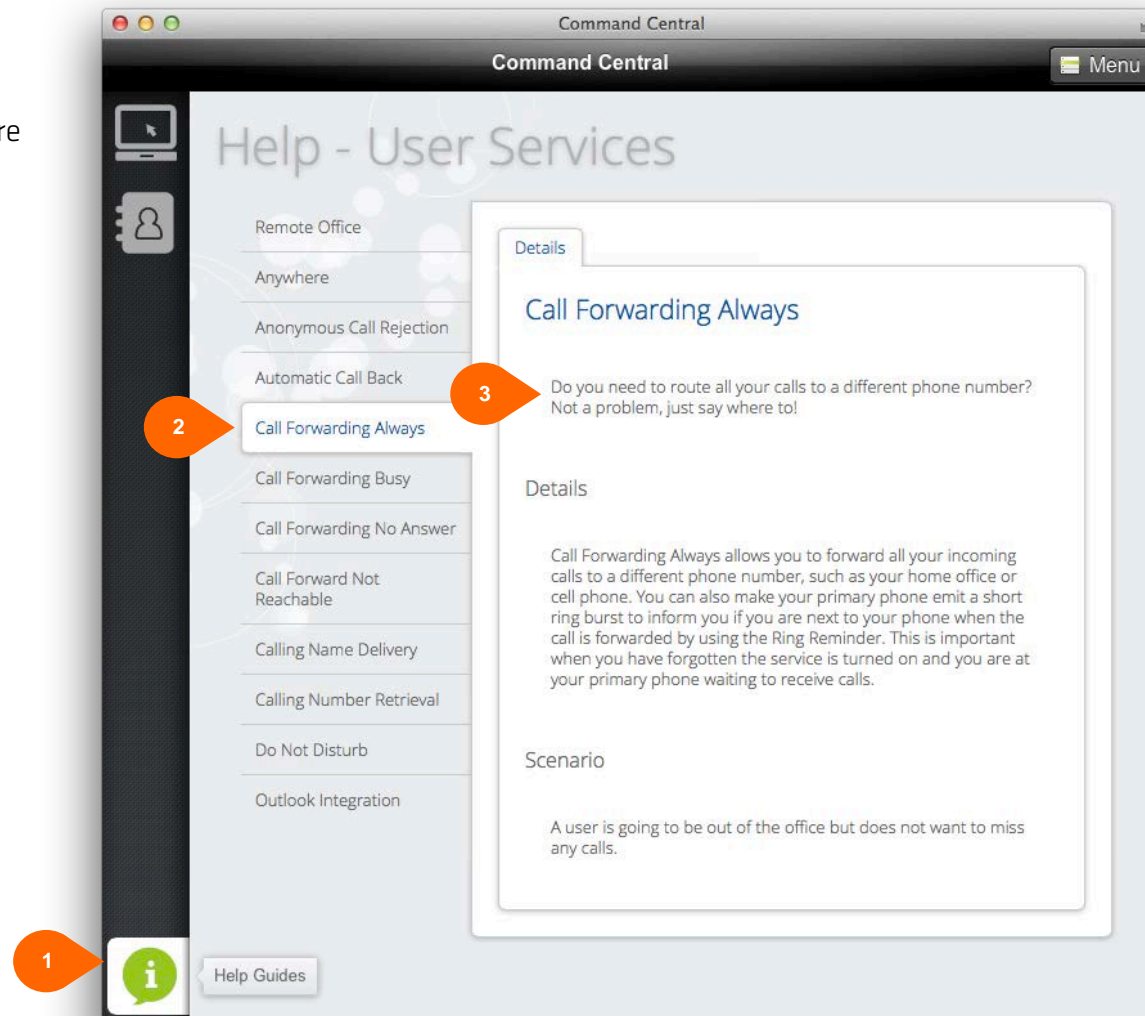
Contacts

Command Central gives you access to all the contacts in your business from the Dashboard

1. Click 'Contacts' to open the list of all contacts in your Commander Key Phone directory.

There are two main activities when you view the users details.

2. Search for contacts in the directory

3. 'Click to call' contacts in your directory

Speed Dials

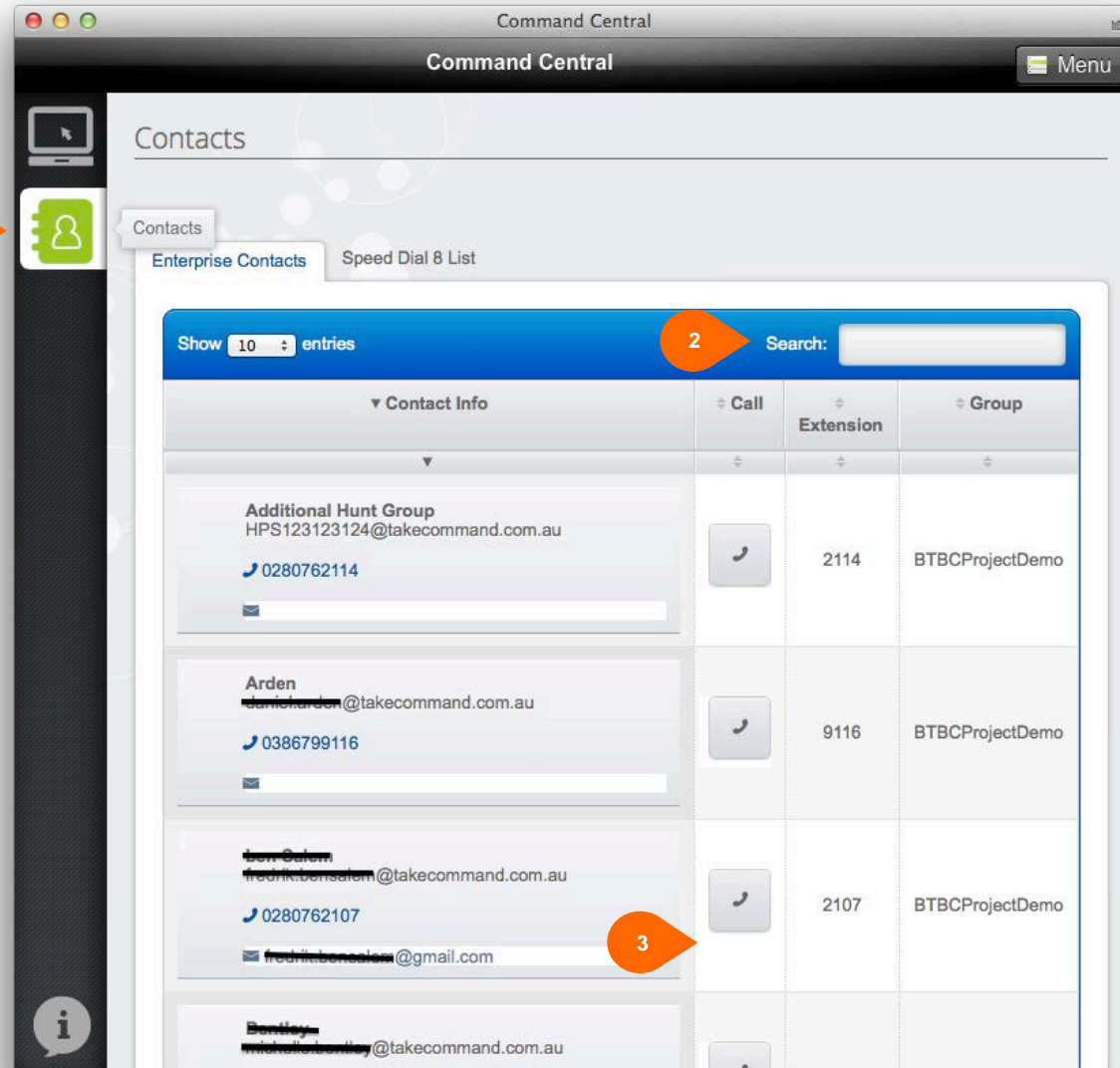Command Central allows you to store your eight (8) most frequently dialed numbers as your Speed Dial favorites.

Click 'Speed Dial 8 List' to:
1. Add or change an item in your list
2. 'Click to call' your Speed dial favorite in the list
3. Name your Speed Dial favorite
4. Click 'update' to save the changes to your list

When you want to use Speed dials from your Commander Key Phone or SMART UC client:

Dial '*' *plus* **'the 'speed code' number to place a call to your favorite**
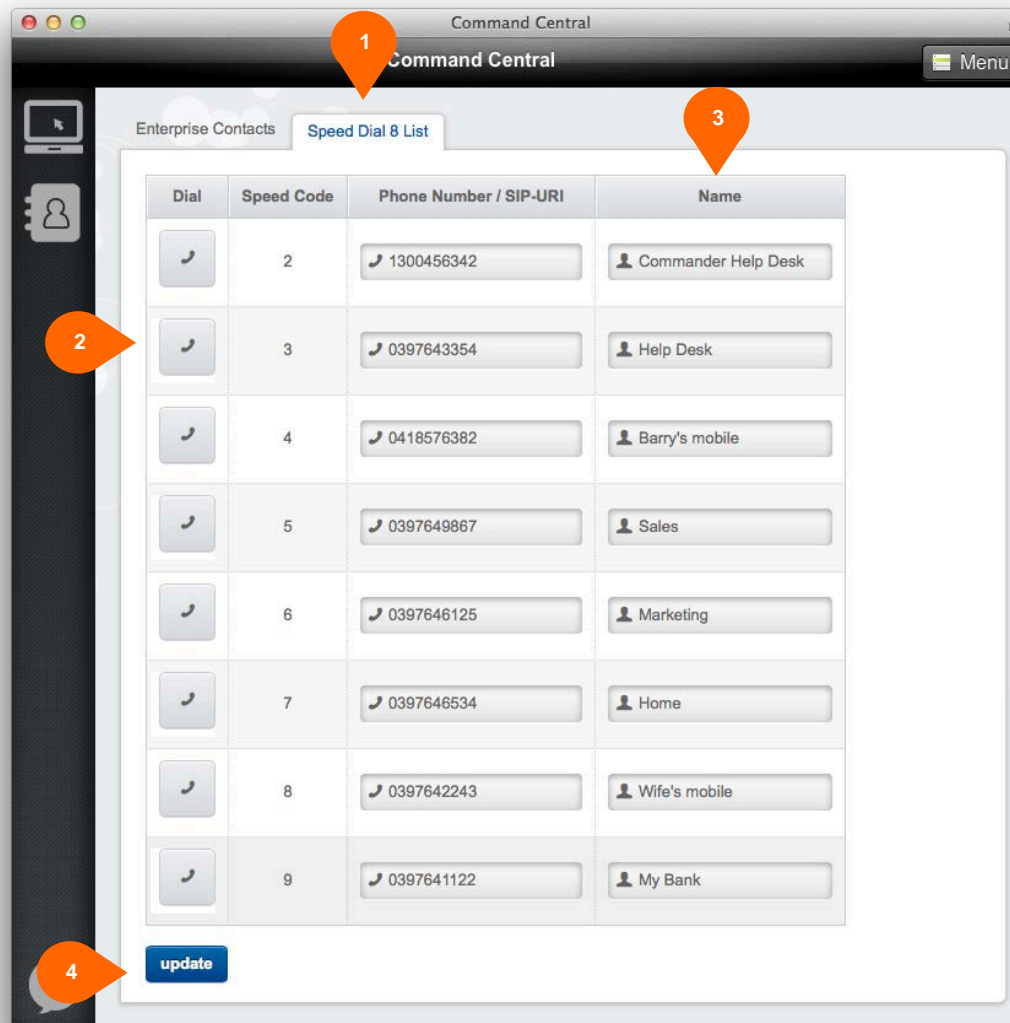
MY VOICE SETTINGS

Updating your Business Profile

Your Business Profile details your business information on the Commander Key Phone service.

Using the 'Business Profile' tab, you can:

1. Update your details in the Commander Key Phone Directory Listing

2. Change your password to Command Central – '*Web Passcode*'

3. Change your Voice *'Portal Passcode'*

Contact Information

Business Profile

(1) Directory Listing

Passwords

Directory Listing Information

Phone	0386799107
Title	Mr
First Name	Joe
LastName	Citizen
Twitter	@
Mobile	0418 595 234
Email	joe.citizen@mycompany.com.au

Level 3, 465 Flinders Street

Melbourne

VIC

3000

(GMT+11:00) Sydney (AEST)

Business Profile

Directory Listing

Passwords

Choose one: **(2)** Web Passcode   **(3)** Portal Passcode

🔒 Current Password

🔒 New Password

🔒 Confirm New Password

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Managing your Voice Settings

Command Central is the place where you are able to change the configuration of your Commander Key Phone features.

The 'Voice Setting' tab will allow you to:

1. See all those features that your Administrator has given you access to.
2. Review how the features are meant to be used
3. Change the setting(s) of the feature
4. Turn the feature ON or OFF

The following sections describe how to configure all of the features that are available however; your administrator may have developed a specific feature pack for you where some of these features may not be available to you.

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Barge-in Exempt

When you turn this feature 'ON' you can ensure that no other users can 'Barge-In' on your calls.

This feature is simply:

1. Turned 'ON' and 'OFF'

Note: This feature is often used in Help Desk and Contact Centre situations when you need a supervisor to join into your conversation or the supervisor needs to observe the conversation for training and coaching purposes.

Barge-in Exempt

Block barge-in attempts from other users with Directed Call Pickup capabilities

Barge-in Exempt

Want to block others from hearing your conversation?

Barge-in Warning Tone:

1 **ON**
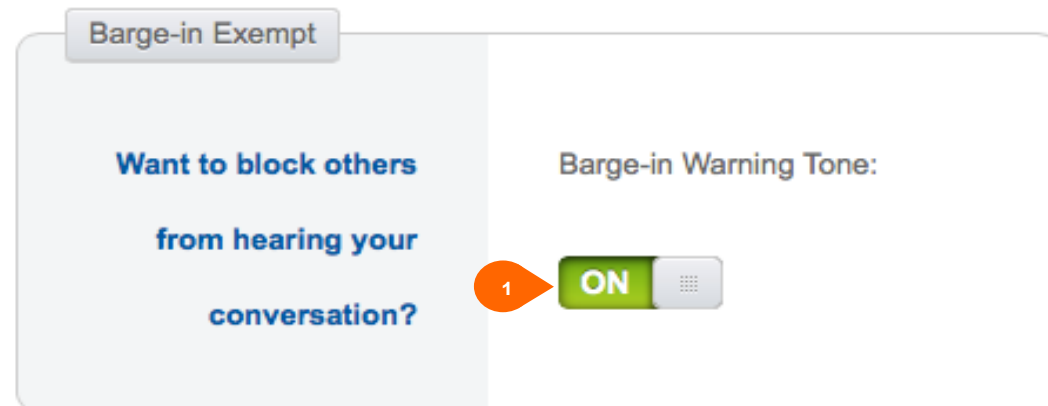
Busy Lamp Field

Busy Lamp Field (BLF) allows you to create a list of people in your business that you can to monitor their phone status from your handset. You'll be able to see when someone is busy on a call or is free

BLF keys can then be programed on your Commander Key Phone handset. Most often these will automatically populate when you reset your handset or you can manually set the DSS keys on the phone to display Busy Lamp Field

Using this feature you can:

1. Add people that you would like to monitor their phone status

2. Remove people from your monitor list

3. Change the order they are presented on your phone as Busy Lamp Fields
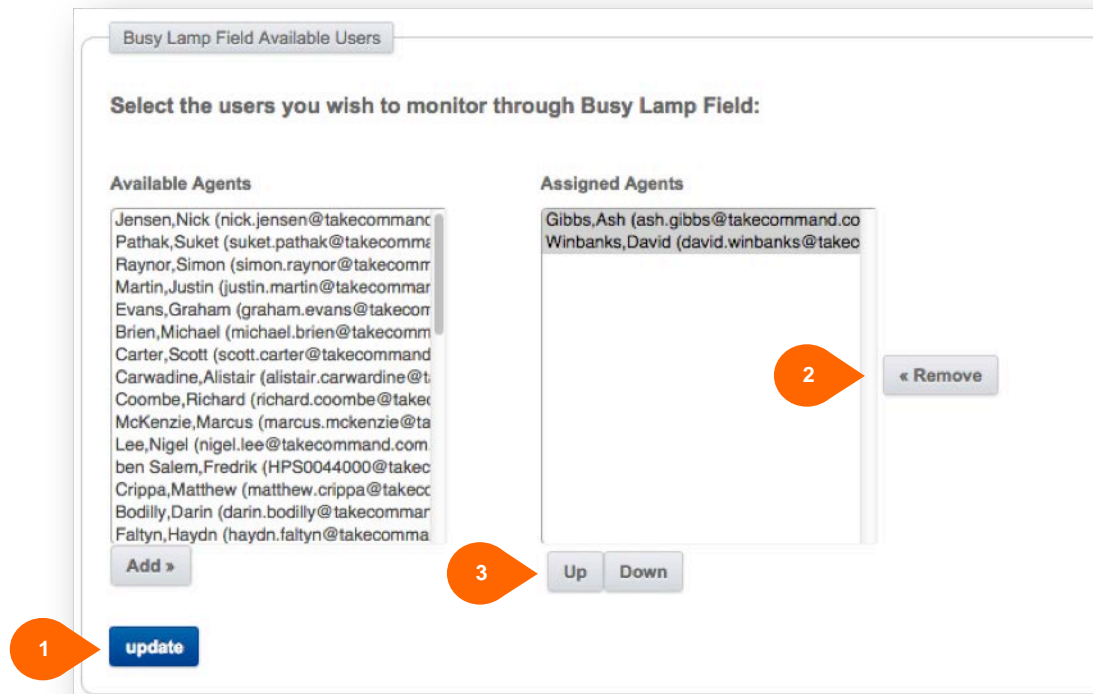
Commander Anywhere

Commander Anywhere allows you to be reached at one business number no matter where you are in the world and no matter what telephone device you are using at the time.

It's the 'single number service' that integrates any phone on any network with your Commander Key Phone business number.

Using Command Central, you can:
1. Using the 'Voice Settings' tab, nominate a list of phones, your 'Anywhere Devices', that you want to link to your business phone number

2. Turn access to an 'Anywhere Device' 'ON' and 'OFF' from the 'Dashboard' tab

You can make outbound calls from the 'Anywhere Device', with Commander Key Phone always offering your business number to those you call. To do this, use your SMART UC Softphone application to make the call on behalf of the 'Anywhere Device' you are using at the time.
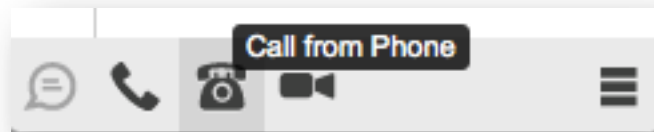
SMART UC Softphone Dial Pad

The Commander Key Phone service will ring your device and then ring the person you wanted to call.
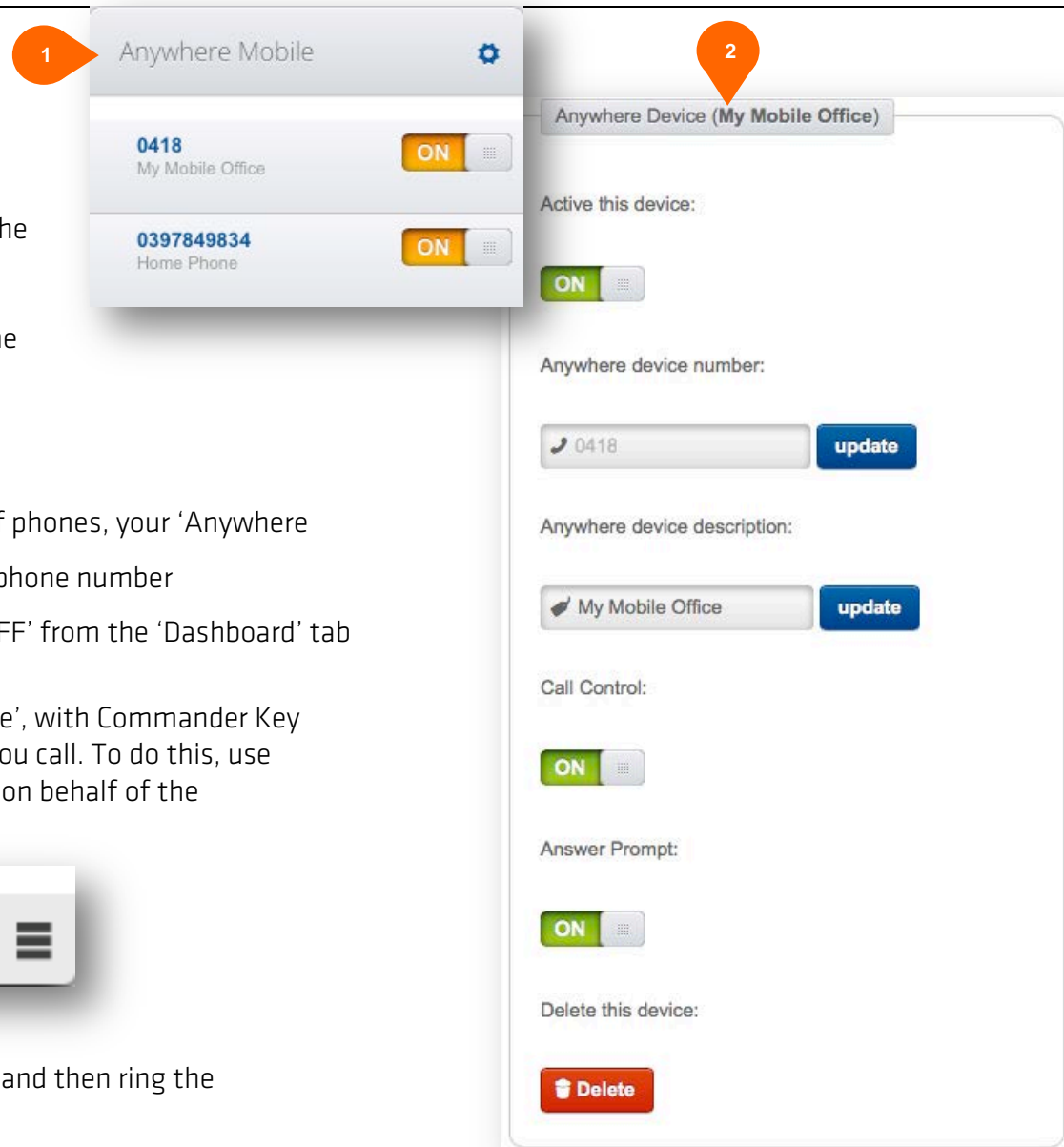
Simultaneous Ring and Remote Office need to be disabled.

Call Forward Rules

Commander Key Phone supports many 'Call Forwarding Rules'.
When activated, they are the powerful features that put you in
control of your business and personal phone calls.
They simplify your life, ensuring you never need to worry about
missing a call again, or being interrupted at the wrong time.
Commander Key Phone will follow the way you want to manage
your business and personal phone calls.

Command Central is the place where these forwarding
rules can be set up and maintained.

From the 'Voice Settings' tab you can manage:
1. Call Forward Always

2. Call Forward Busy

3. Call Forward No Answer

4. Call Forward Not Reachable

5. Call Forward Selective

The following sections describe each Call Forward rule in detail.
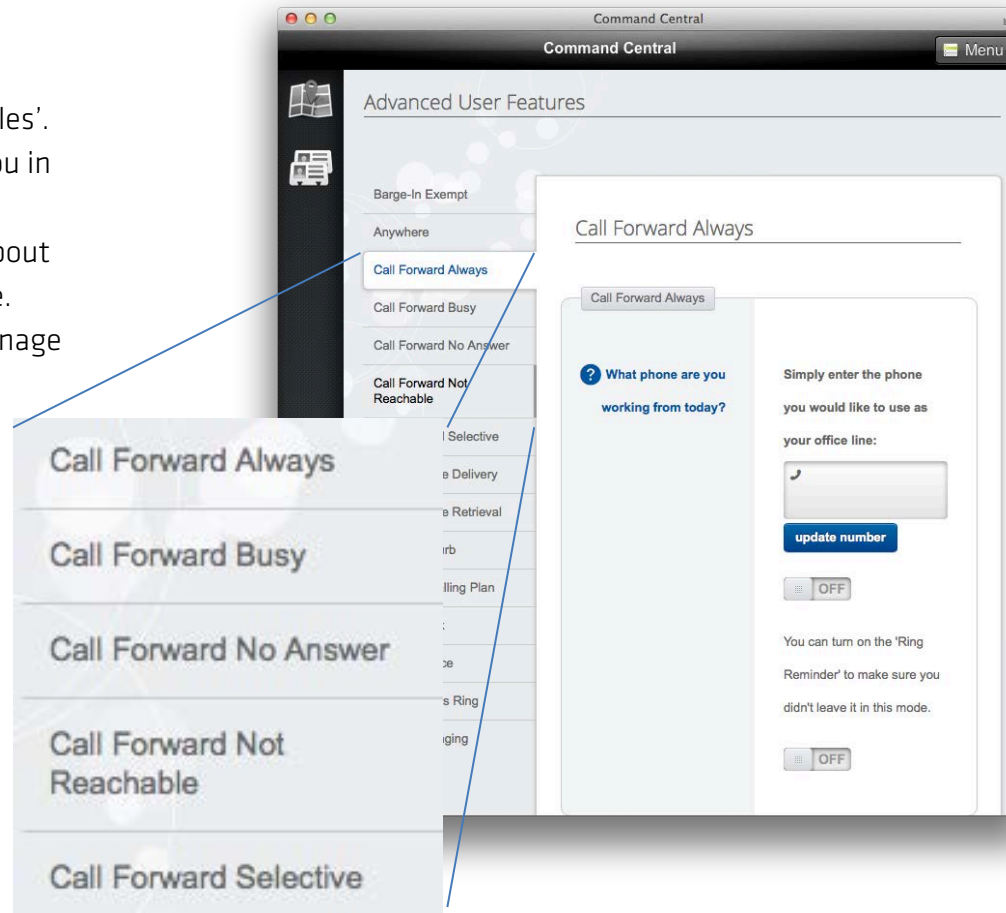
Call Forward Always

Call Forwarding Always allows you to forward all your incoming calls to a different phone number, such as your home office or mobile phone.

Using the 'Call Forward Always' tab, you can:

1. Enter the number you want calls forwarded to

2. Turn the feature 'ON' and 'OFF'

3. Turn the 'Ring Reminder' 'ON' and 'OFF'

   You can make your desk phone emit a short ring burst to inform

   forgotten to turn the feature off once you have returned to your

Note:
'Call Forward Always' can also be turned 'ON' and 'OFF' from the *'Feature Quick Set'* panel on the Dashboard.

Call Forward Busy

Call Forwarding Busy allows you to forward all your incoming calls to a different phone number if your phone is currently busy.

Use this feature when you would rather have a secretary or co-worker receive the call instead of the caller being sent to your voice mail.

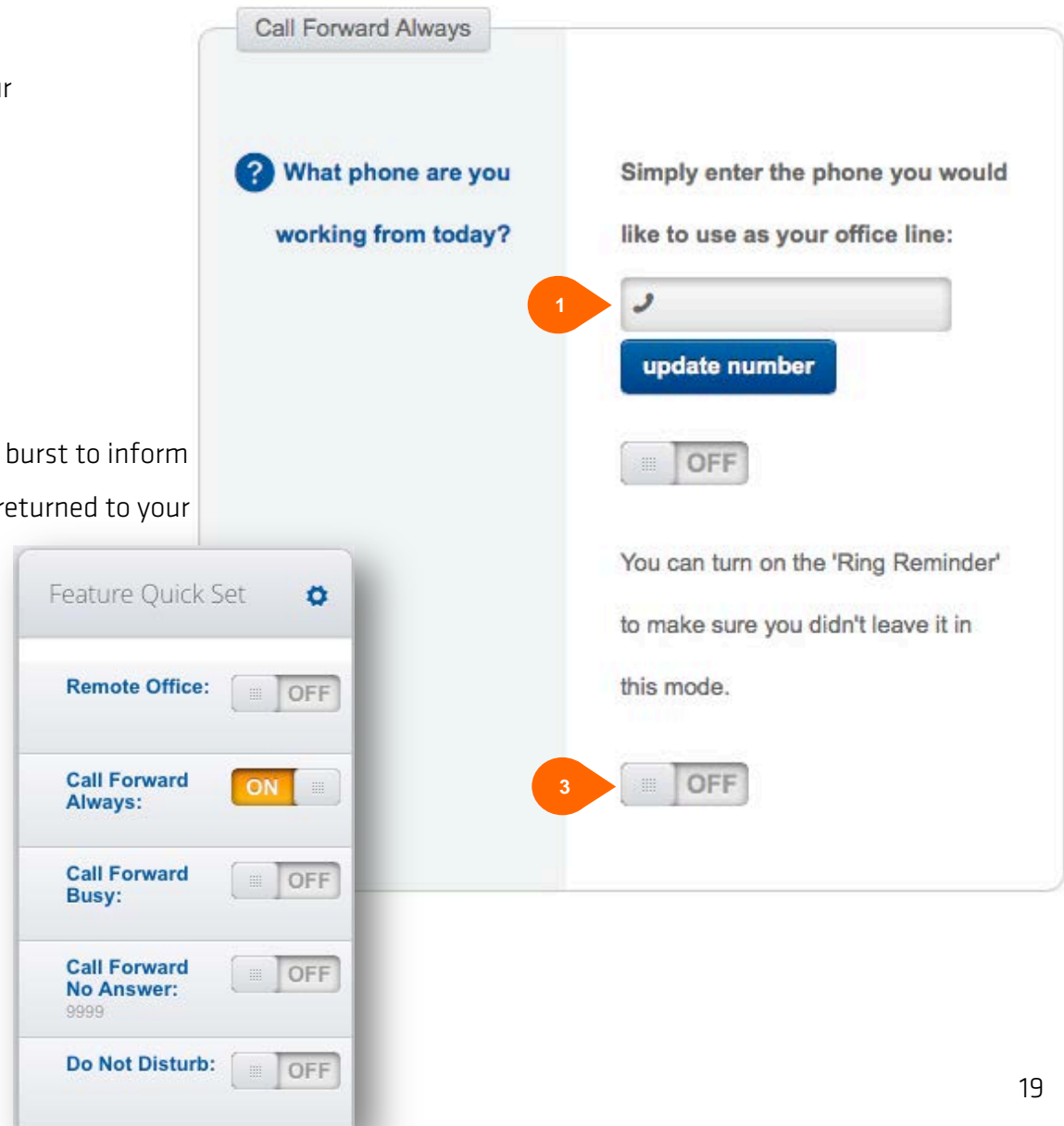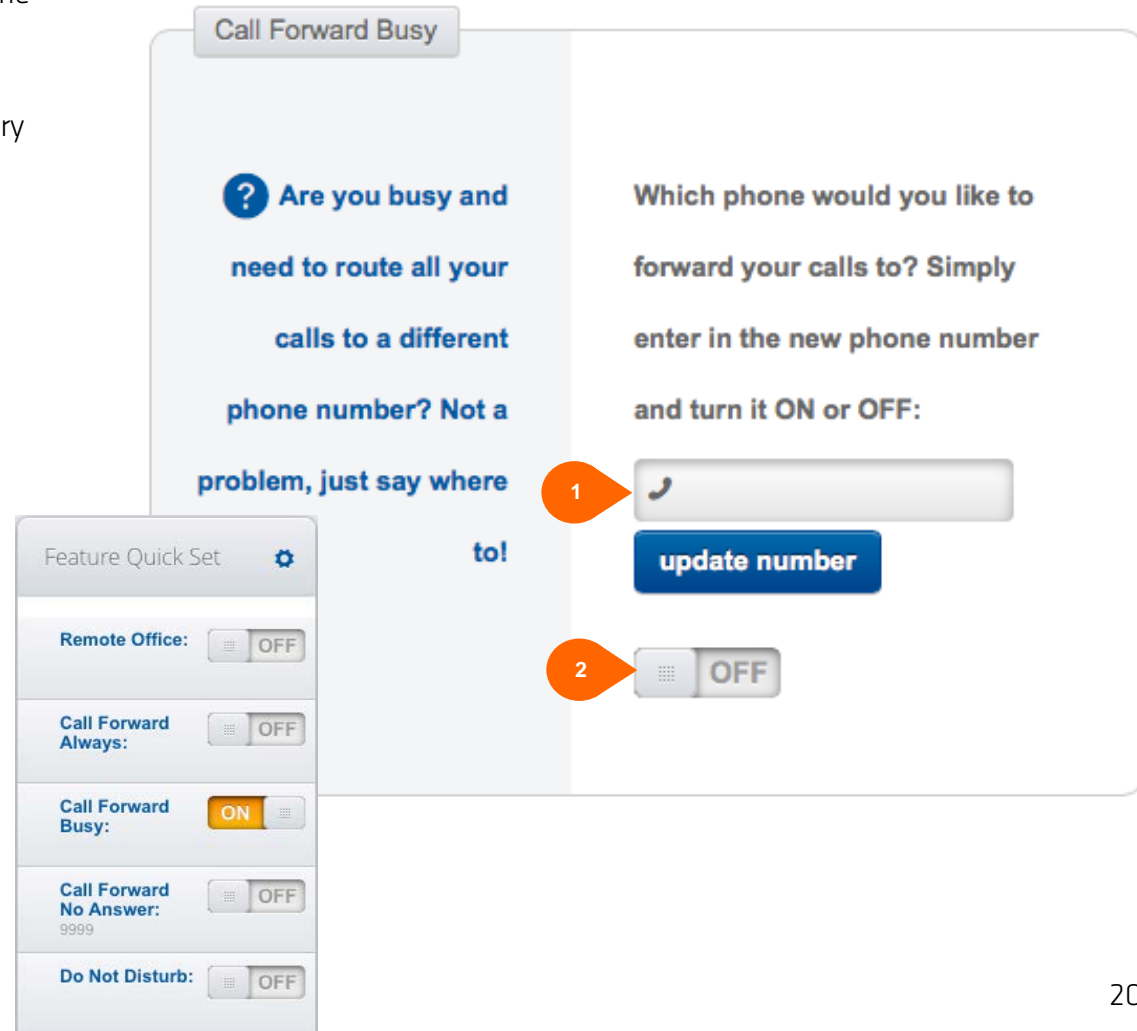Using the 'Call Forward Busy' tab, you can:

1. Enter the number you want calls forwarded to
2. Turn the feature 'ON' and 'OFF'

Note:
'Call Forward Busy' can also be turned 'ON' and 'OFF' from the *'Feature Quick Set'* panel on the Dashboard.

Call Forward Busy

? Are you busy and need to route all your calls to a different phone number? Not a problem, just say where to!

Which phone would you like to forward your calls to? Simply enter in the new phone number and turn it ON or OFF:

1 📞

update number

2 OFF

Feature Quick Set ⚙

Remote Office: OFF

Call Forward Always: OFF

Call Forward Busy: ON

Call Forward No Answer: OFF
9999

Do Not Disturb: OFF

Call Forward No Answer

Call Forwarding No Answer allows you to forward all your calls to a different phone number when you do not answer your phone.

Use this feature when you would rather have the call forwarded to your mobile when you step out of the office for a while.

Using the 'Call Forward No Answer' tab, you can:
1. Enter the number you want calls forwarded to
2. Turn the feature 'ON' and 'OFF'
3. Enter the number of rings before the call forwards

Ensure the number of rings setting is set to a minimum of 6 rings when using the Commander Anywhere or Simultaneous Ring features.

Note:
The phone number you forward your calls to must be permitted by your outgoing calling plan.

Note:
'Call Forward No Answer' can also be turned 'ON' and 'OFF' from the *'Feature Quick Set'* panel on the Dashboard.
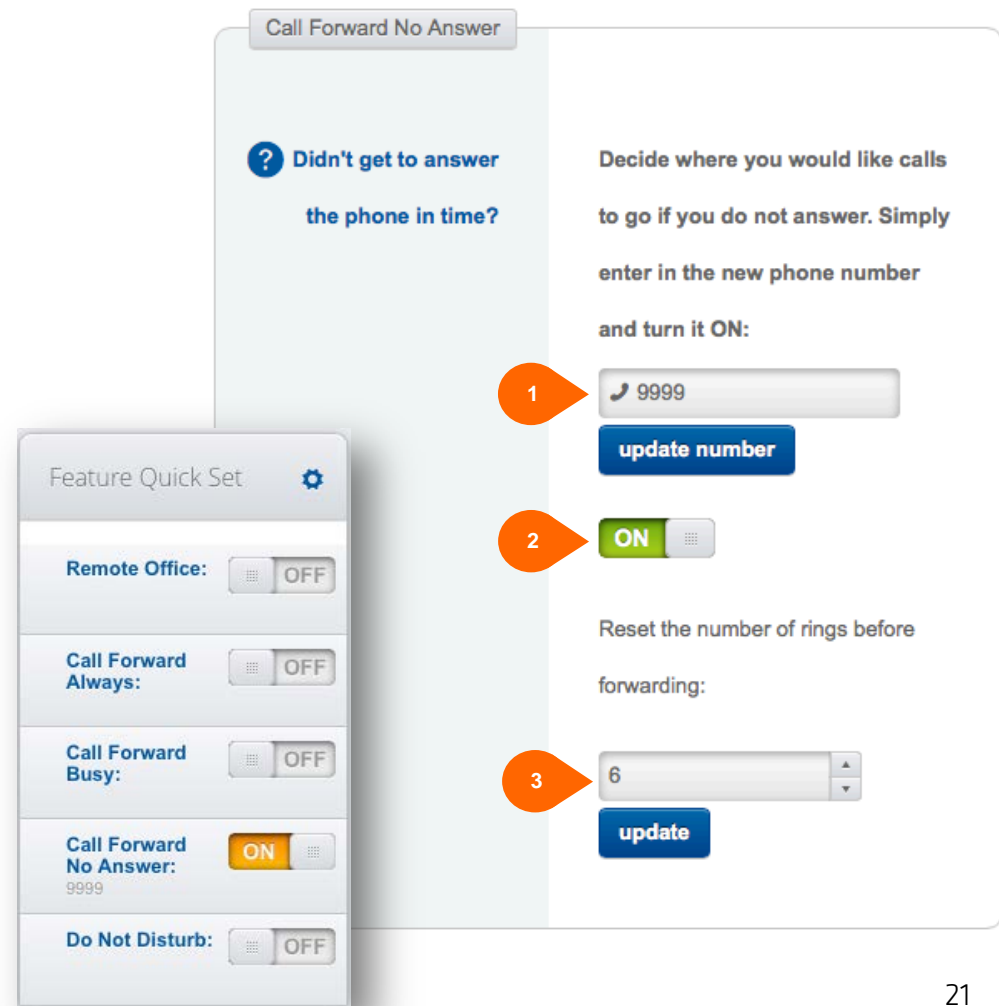
Call Forward Not Reachable

Call Forward Not Reachable allows you to forward all your incoming calls to a different phone number when your device is not accessible by the Commander Key Phone Servers.

Use this feature to 'enable' a backup phone number. For cases when you have an internet connection or power failure at your site.
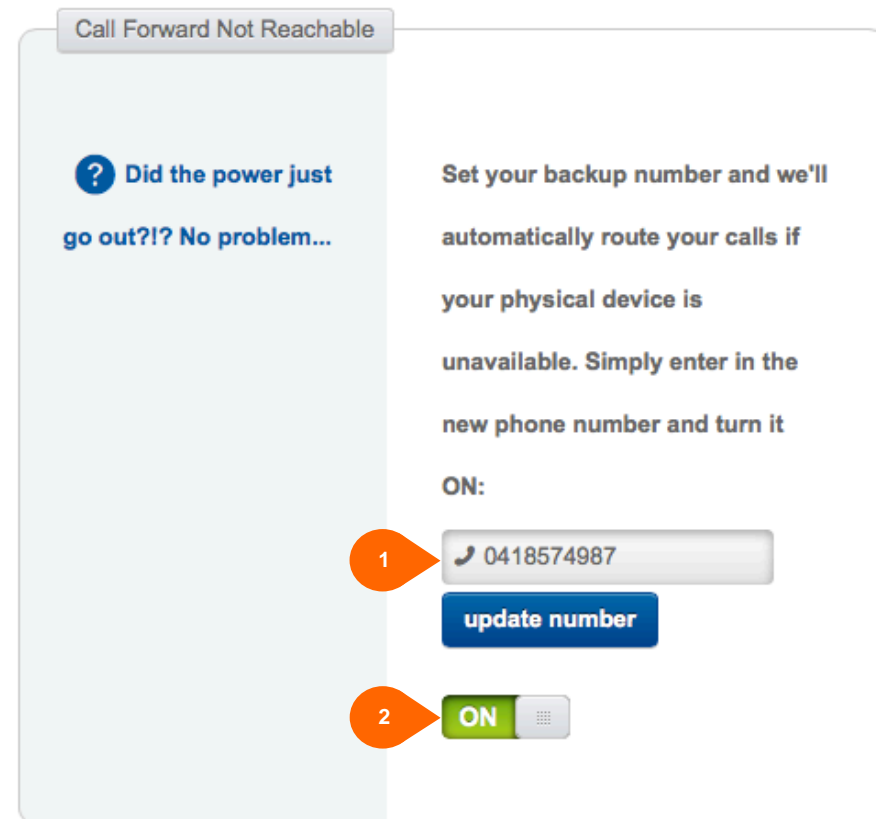The Commander Key Phone Service will know it cannot reach your handset and will forward calls to your 'Not Reachable' phone number.

Using the 'Call Forward Not Reachable' tab, you can:

1. Enter the number you want calls forwarded to
2. Turn the feature 'ON' and 'OFF'

Note:
The phone number you forward your calls to must be permitted by your outgoing calling plan.

Call Forward Not Reachable

? Did the power just go out?!? No problem...

Set your backup number and we'll automatically route your calls if your physical device is unavailable. Simply enter in the new phone number and turn it ON:

1 ☎ 0418574987

update number

2 ON

Call Forward Selective

Call Forwarding Selective allows you to forward calls from different callers to different numbers based on your own pre-defined criteria.

Use this feature to forward calls from your manager, a family member, or an important customer to your mobile phone, alternate business phone, or home phone.

Using the 'Call Forward Selective' tab, you can:

1. Add one or many different criteria that will trigger a call to be forwarded
2. Enter the number you want calls forwarded to when any of the criteria are met
3. Turn the feature 'ON' and 'OFF'
4. Turn individual criteria 'ON' and 'OFF'
5. Change the details of the pre-defined criteria

Note:

The phone number you forward your calls to must be permitted by your outgoing calling plan.

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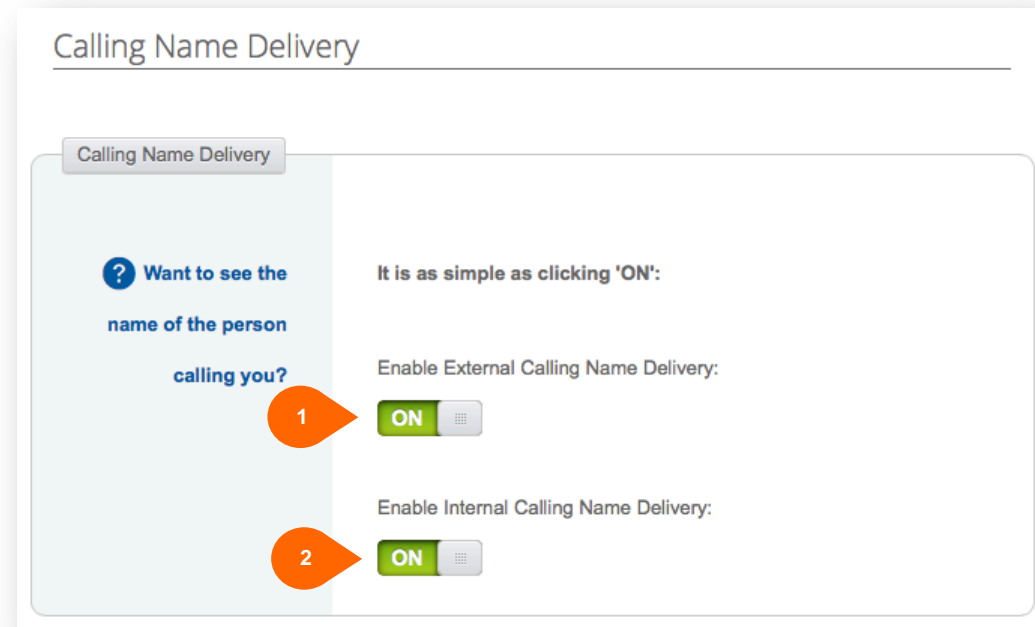## Calling Name Delivery

When enabled, this will allow you to the see the name of the caller who is calling you on your handset.

Using the 'Calling Name Delivery' tab, you can:

1. Turn 'ON' or 'OFF' displaying the name of *External* people on your handset
2. Turn 'ON' or 'OFF' displaying the name of *Internal* people on your handset

Do Not Disturb

This Commander Key Phone feature automatically forwards all of your incoming calls to your voice mail.

Using the 'Do Not Disturb' tab you can:

1. Turn the feature 'ON' and 'OFF'
2. Turn the 'Ring Reminder' 'On' or 'OFF'
    You can make your desk phone emit a short ring burst to inform you have forgotten to turn the feature off once you have returned to your desk.
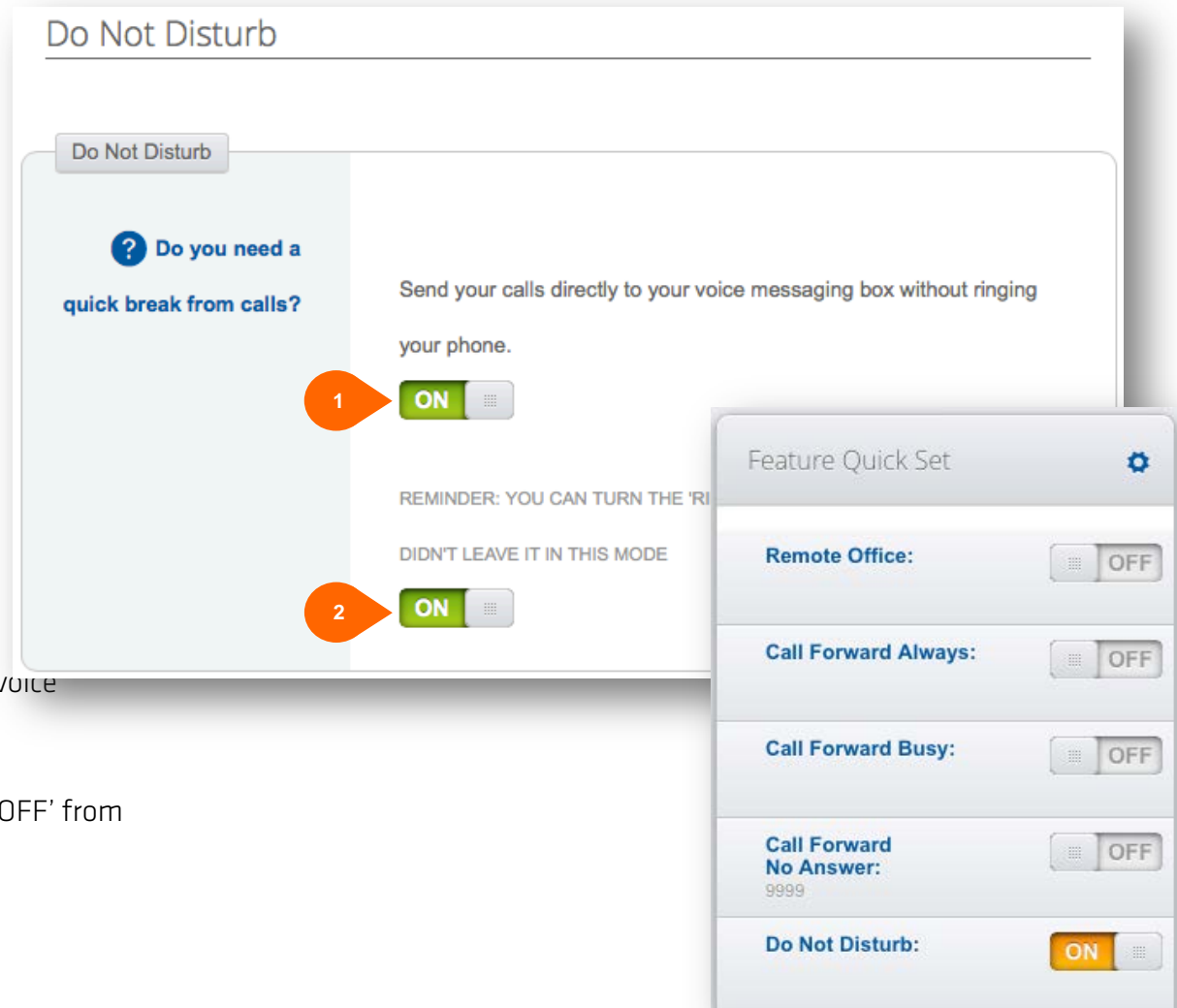
Note: If you are not using the Commander Key Phone voice mail service, the caller will hear a busy tone instead.

Note: 'Call Forward Busy' can also be turned 'ON' and 'OFF' from the *'Feature Quick Set'* panel on the Dashboard.

Outgoing Calling Plans – Coming Soon

Outgoing Calling Plans allows you to view the calling plan for your outgoing calls.

Only your administrator can change which call types you are permitted to make.

Using the 'Outgoing Call Plan' tab, you can:

1. View what numbers/services you can originate a call to
2. View what numbers/services you can forward other callers to
3. View what numbers/services you can be forwarded to

1 Originating

Permitted	Name	Description
ON	Group	Calls within the business group
ON	Local & National	Local toll calls
ON	Mobile	Mobile Calls
OFF	International	International calls
ON	Toll Free	Calls made to toll free numbers
ON	13 / 1300	13 / 1300 Services (13/1300 Number) calls
OFF	Chargeable Directory Assisted	Directory assistance calls
OFF	Operator Assisted	Calls made with the chargeable assistance of an operator
OFF		
OFF	Mobilesat & Other Pr	

2 Initiating Call Forwards

Permitted	Name	Description
ON	Group	Calls within the business group
ON	Local & National	Local toll calls
ON	Mobile	Mobile Calls
OFF	International	International calls
ON	Toll Free	Calls made to toll free numbers
ON	13 / 1300	13 / 1300 Services (13/1300 Number) calls
OFF	Chargeable Directory Assisted	Directory assistance calls

3 Being Forwarded / Transferred

Permitted	Name	Description
ON	Outside Group	Being Forwarded/Transferred to a party outside of the business group

Push to Talk

The Commander Key Phone 'Push to Talk' feature allows people in your business to call each other and have the call answered automatically.

It is the person-to-person 'intercom' service in your business

You can control which people are allowed to call you in this way. When they call you using Push to Talk, your phone will automatically answer. This is great in a workshop or warehouse situation.

Using the 'Push to Talk' tab, you can:

1. Turn 'ON' or 'OFF' your phone's auto answer function
2. Allow the connection to be one or two way
3. Create lists of those that can call you via 'Push to Talk' or equally, create lists of those that cannot call you that way

You might put the receptionist and boss into this list!

Remote Office

The Commander Key Phone 'Remote Office' feature allows you to nominate a different phone number, such as mobile, home, or hotel phone, as your office phone number.

You receive calls as if you were in the office, but you can make calls from any phone as if you are in the office as well. Commander Key Phone calls you back on the number before calling the party you want.

All the calls you make will display your office caller ID to the people who receive your calls.

Using the 'Remote Office' tab, you can:

1. Enter which number will be your remote office number
2. Turn the feature 'ON' and 'OFF'

Note:
Please ensure Remote Office is turned 'OFF' if you have turned 'ON' Commander Anywhere. Commander Anywhere take precedence over the Remote Office feature.

Simultaneous Ring

The Commander Key Phone 'Simultaneous Ring' feature allows you to list up to 10 phones you would like to ring in addition to your desk phone when you receive a call.

This feature is helpful when you are not at your phone but you would like your mobile or any other phone to ring when you get a call.

Using the 'Simultaneous Ring' tab you can:

1. Turn the feature 'ON' or 'OFF'
2. Prevent other phones ringing if you are already on the phone
3. Add up to 10 numbers that will ring at the same time
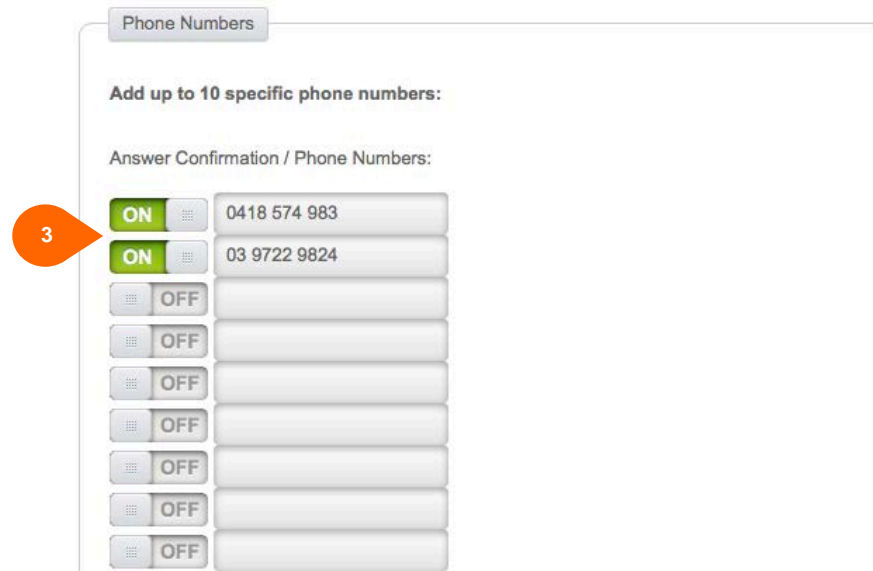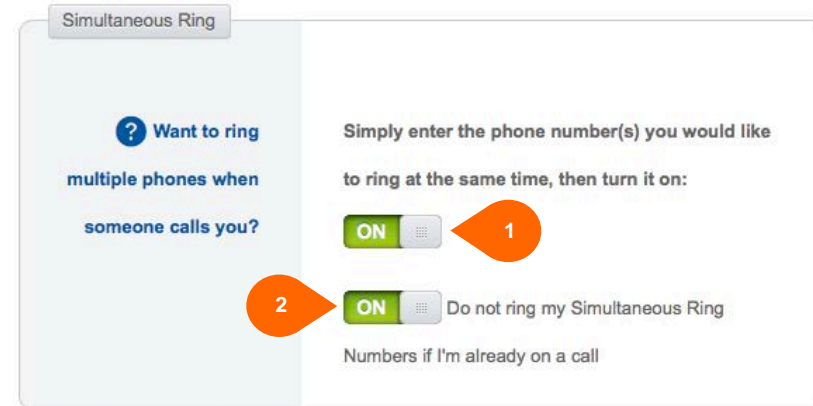
Voice Messaging

Commander Key Phone 'Voice Messaging' allows you to record messages for incoming calls that are not answered within the specified number of rings.

Commander Key Phone can also send your voice messages to an email address, so that you can listen to your voice messages within your email system.

Using the 'Voice Messaging' tab you can:

1. Turn 'Voice Messaging' 'ON' or 'OFF'
2. Nominate an email for the messages to be sent
3. Turn Voicemail to Email 'ON' or 'OFF'
4. Send ALL calls to Voice mail
5. Send calls to voice mail when you are busy
6. Send calls to voice mail when you don't answer
7. Transfer the call to another number when '0' is pressed
8. Nominate the number to transfer on '0' being pressed

COMMANDER KEY PHONE VOICE PORTAL

The Commander Key Phone 'Voice Portal' allows you to retrieve your messages and configure your Voice Messaging service from any phone.

You can listen to, save, and delete each message, as well as move to the previous or next message. During the playback of a message, you have the option of skipping forward, skipping back, or pausing.

Messages can be forwarded to other people or to other groups of people within your business.

The voice portal also enables you to record your name and multiple personal greetings for busy and no answer responses.

Dialing your 'Voice Portal' number you can:

1. Access the messages stored your voice mail box
2. Record your voice mail greetings
3. Change your Call Forwarding Options
4. Changing your voice portal passcode

Dial 9999 from your Commander Key Phone to call your Voice Portal