

COMMANDER KEY PHONE

ESSENTIAL CORDLESS KEY W52P



USER GUIDE

> Please read carefully before use.
Applies to firmware version 71 or later.

COMMANDER

About This Guide

Commander Essentials Cordless Key W52P IP DECT phone is a full-featured mobile device, which can provide reliable and convenient wireless voice communications. In addition, it provides many widely accepted benefits of the DECT standard, including high security, scalability, and low power consumption to better meet your requirements.

This guide provides everything you need to quickly use your new phone. First, verify with your system administrator that the network is ready for phone configuration. Also be sure to read the Packaging Contents and Regulatory Notices sections in this guide before you set up and use your Commander Essentials Cordless Key W52P IP DECT phone.

If this is your first time using the Commander Essentials Cordless Key W52P IP DECT phone, we recommend that you first refer to the Quick Installation Guide and Quick Reference Guide, available online: <http://commander.com/phone/commander-phone/resource-centre>

This guide may contain references to features that are supported by the handset however may not be available with the specific Commander Phone service or plan that you have decided upon.

In This Guide

Topics provided in this guide include:

- Chapter 1

- Getting Started
- Chapter 2 [Overview](#)
- Chapter 3 [Basic Operations](#)
- Chapter 4 [Phone Settings](#)
- Chapter 5 [Call Features](#)

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Getting Started

This chapter provides basic installation instructions and information for obtaining the best performance with the Commander Essentials Cordless Key W52P IP DECT phone. Topics include:

- [Packaging Contents](#)
-

- [Connecting the Commander Essentials Cordless Key W52P Base Station](#)
- [Setting up the Commander Essentials Cordless Key W52P/W52H Handset](#)
- [Setting up the Charger Cradle](#)
- [Charging the Handset](#)

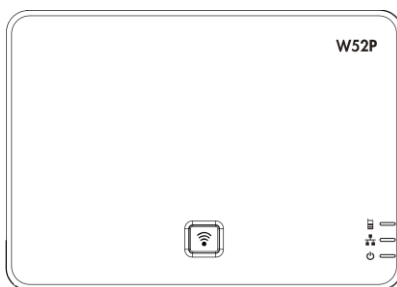
If you require additional information or assistance with your new phone, contact your system administrator.

Packaging Contents

The following components are included in your Commander Essentials Cordless Key W52P/W52H IP DECT phone packages:

Commander Essentials Cordless Key W52P	W52H Package
<ul style="list-style-type: none"> • 1 Base Station • 1 Handset • 1 Charge Cradle • 2 Power Adapters • 2 Rechargeable Batteries • 1 Ethernet Cable • 1 Belt Clip • 1 Quick Installation Guide and 1 Quick Reference Guide • 1 CD ROM 	<ul style="list-style-type: none"> • 1 Handset • 1 Charge Cradle • 1 Power Adapter • 2 Rechargeable Batteries • 1 Belt Clip

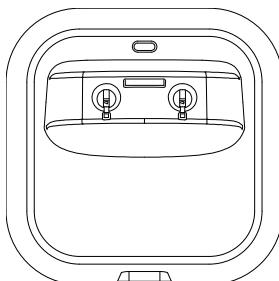
- Commander Essentials Cordless Key W52P Base Station



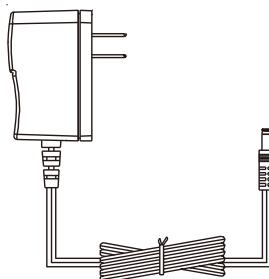
- Commander Essentials Cordless Key W52P/W52H Handset



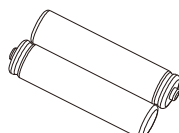
- Charger Cradle



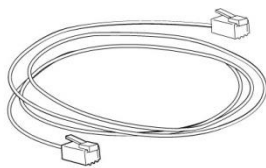
- Power Adapter



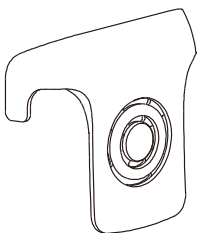
- Two Rechargeable Batteries



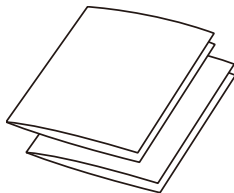
Ethernet Cable



- Belt Clip



- Quick Installation Guide & Quick Reference Guide



- CD-ROM



Check the package before installation. If you find anything missing, contact your system administrator.

Connecting the Commander Essentials Cordless Key W52P

Base Station

You have two options for power and network connection of the base station. Your system administrator will advise you which one to use.

- AC power
- Power over Ethernet (PoE)

Note

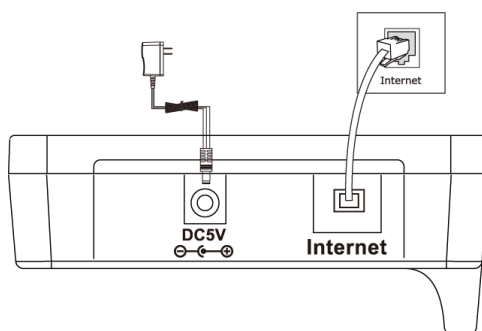
Please pay attention to the radio coverage of the base station. It is up to 300m in unobstructed outdoor areas and up to 50m inside buildings.

Set up the base station and the charger cradle at a central location on a flat, non-slip surface in your house or apartment.

AC Power

To connect the AC power:

1. Connect the DC plug on the power adapter to the DC5V port on the base station and connect the other end of the power adapter into an electrical power outlet.
2. Connect the supplied Ethernet cable between the Internet port on the base station and the Internet port in your network or the switch/hub device port.

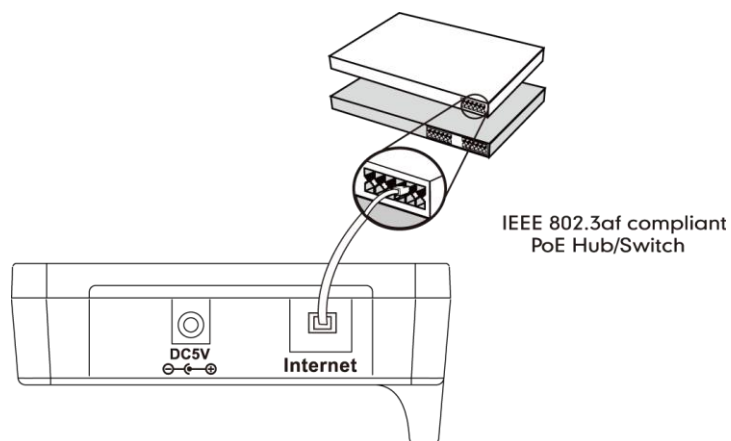


Power over Ethernet

Using a regular Ethernet cable, the base station can be powered from a Power Over Ethernet (PoE) -compliant (IEEE 802.3af) switch or hub.

To connect via PoE:

1. Connect the Ethernet cable between the Internet port on the base station and an available port on the in-line power switch/hub.



Note

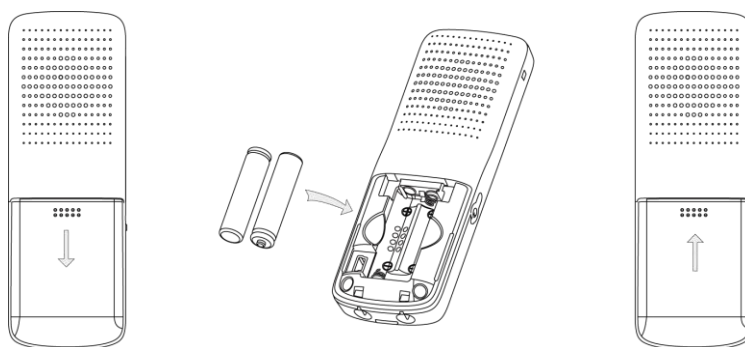
If in-line power is provided, you don't need to connect the AC adapter. Make sure the Ethernet cable and switch/hub are PoE compliant.

Important! Do not unplug or remove the power and network to the base station while it is updating firmware and configurations.

Setting up the Commander Essentials Cordless Key W52P/W52H Handset

To insert batteries into the handset:

1. Open the battery cover.
2. Insert the batteries in the correct polarity.
3. Close the battery cover.



Note

Do not short-circuit the batteries, as short-circuiting the terminals may damage the batteries or the handset.

Do not use a damaged battery, this may cause an explosion.

Battery Information

Technology: Nickel Metal Hydride (NiMH)

Size: AAA

Voltage: 1.2V

Capacity: 800mAh

We strongly recommend you use the batteries complying with the above parameters. Because the compliant ones can guarantee the specified operating time, full functionality and long service life. The operating time of your handset depends on the capacity and age of the batteries and the way they are used.

Battery Capacity

The capacity of the batteries depends on the use of backlight and talk time.

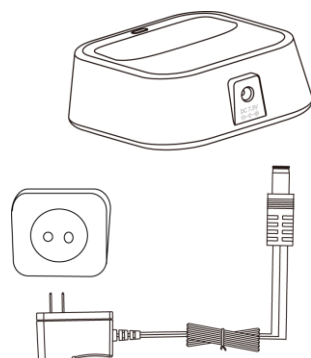
Charging time: approximately 3 hours (fully discharged to full capacity).

Standby time: up to 100 hours when the backlight is disabled.

Talk time: up to 10 hours active talking time (with full charged batteries).

Setting up the Charger Cradle

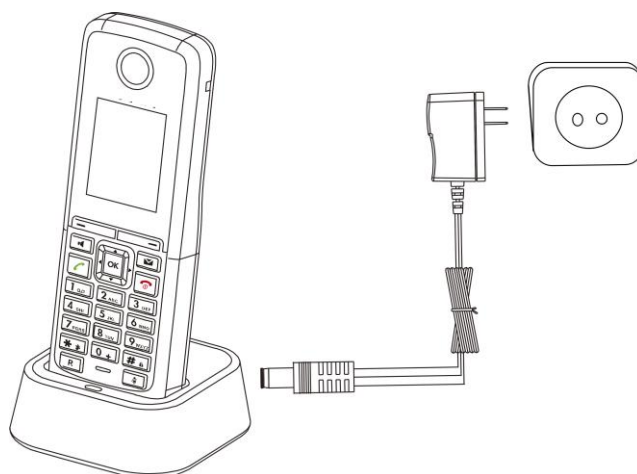
1. Connect the DC plug on the power adapter to the DC5V port on the charger cradle.
2. Connect the other end of the power adapter into an electrical power outlet.



Charging the Handset

To charge the handset:







1. After setting up the handset and charger cradle, place the handset in the charger cradle.



The original handset included in the Commander Essentials Cordless Key W52P package is pre-registered to the base station. After charging, the handset is ready for use.

Battery Charging Status

Charging status of batteries is displayed on the top right-hand corner of the LCD screen:

Icon	Charging Status
	Fully Charged
	75% Charged
	50% Charged
	25% Charged
	10% Charged
	Almost Flat

Overview

This chapter provides the overview of the Commander Essentials Cordless Key W52P IP DECT phone.

Topics include:

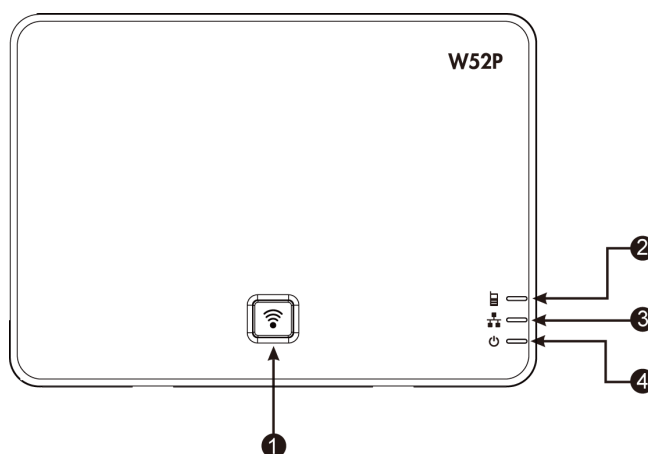
- [Base Station Description](#)
- Handset Description

- Displaying Information on LCD Screen
- Icon Instructions

If you require additional information or assistance with your new phone, contact your system administrator.

Base Station Description

After the base station starts up successfully and the handset is registered to the base station, all LEDs on the base station illuminate solid green.

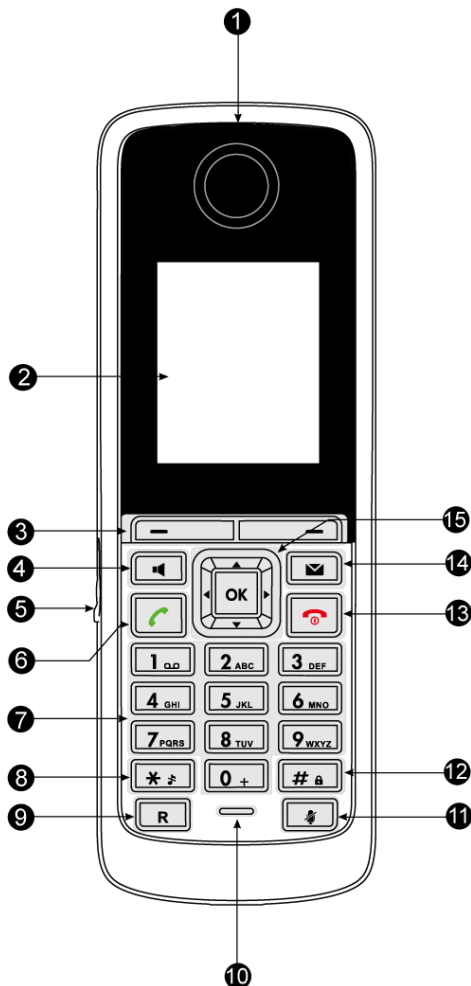


Hardware component instructions of the Commander Essentials Cordless Key W52P base station are:

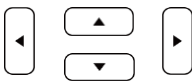

	Item	Description
①	Paging Key	Locates a misplaced handset. Toggles the registration mode. Resets the base station to factory settings.
②	Registration LED	Indicates the mode of the base station. Fast flashes green when the base station is in the paging mode. Slow flashes green when the base station is in the registration mode. Illuminates solid green when there is at least one handset registered to the base station.
③	Network Status LED	Indicates the network status. Slow flashes green when the network is unavailable. Illuminates solid green when the network is available.
④	Power Indicator LED	Indicates the power status of the base station. Slow flashes green when the base station is during the firmware upgrading process. Slow flashes green when the base station is during the resetting process. Illuminates solid green when the base station is powered on.

Handset Description

The main hardware components of the Commander Essentials Cordless Key W52P/W52H handset are the LCD screen and the keypad.



Hardware component instructions of the Commander Essentials Cordless Key W52P/W52H handset are:

	Item	Description
①	Earpiece	Outputs audio during the earpiece call.
②	LCD Screen	Shows call information, handset status icons, prompt messages and so on.
③	Soft Keys	Label automatically to identity their context-sensitive features.
④	Speakerphone Key	Switches between the earpiece and speakerphone modes. Answers an incoming call.
⑤	Headset Connector	Connects a headset.
⑥	Off-hook Key	Answers an incoming call. Enters into the redial call list. Places a call.
⑦	Keypad	Provides the digits, letters, and special characters in context-sensitive applications.
⑧	Star Key	Enters the star symbol. Switches the silent mode on or off.
⑨	Redirect Key	Transfers a call to another party.
⑩	Microphone	Picks up audio during earpiece and hands-free calls.
⑪	Mute Key	Toggles Mute feature on or off.
⑫	Pound Key	Enters the pound symbol. Locks or unlocks the handset keypad. Switches the input method.
⑬	On-hook Key/Power key	Long presses in the menu mode to return to the idle screen. Long presses to turn the handset on or off when the handset is idle. Cancels actions or ends a call. Rejects an incoming call.
⑭	Message Key	Indicates a new receiving voice mail or a missed call. Accesses the voice mail or the missed call list.
⑮		Scroll through the displaying information. Move the cursor. Adjust the ringer volume. Act as shortcuts.
		Confirms actions or enters into the main menu.

Displaying Information on LCD Screen

The idle screen may be shown as below:



The LCD screen is divided into three parts: status line, text line and soft key line.

The information shown in the status line:

- On hook (idle) — displays the signal strength indicator, internal handset number and battery status.
- Off hook — displays line ID.

The information shown in the text line:

- On hook (idle) — displays handset name, time and date, caller information when receiving an incoming call and prompt messages.
- Off hook — displays the dialed digits.

The information shown in the soft key line:

- On hook (idle) — displays History and Line.
- Off hook — displays various terms according to the context of the specific feature.

Signal Strength

The strength of reception signal between the base station and handset may display as:

Weak to strong:

No reception:

Battery Status

The battery status displays on the top right-hand corner of the LCD screen:















Icon	Battery Level
	Full
	High
	Medium
	Low
	Need Charging

Note

When the capacity of batteries is low, and the handset is not charged timely, the handset will play a warning tone and display a prompt box every hour.

Icon Instructions

Icons appearing on the LCD screen are described in the following table:

Icon	Description
	Anonymous Call
	Anonymous Call Rejection
	Missed Call
	Voice Mail
	Keypad Lock
	Silent Mode
	Do Not Disturb
	Call Forward
	Call Hold
	Call Mute
	Unassigned Outgoing Line
	Unusable Line
	Loudspeaker On
	Headset Mode On

Basic Operations

This chapter provides you with the basic operating instructions of the Commander Essentials Cordless Key W52P IP DECT phone. Topics include:

- [Handset Registration](#)
- [Basic Network Settings](#)
- [Checking System Status](#)
- [Checking Line Status](#)
- [Turning Handset On/Off](#)
- [Adjusting Ringer Volume](#)
- [Locking/Unlocking Keypad](#)






- Locating a Handset
- Switching Silent Mode On/Off
- Menu Guidance

If you require additional information or assistance with your new phone, contact your system administrator.

Handset Registration





You can register up to 5 handsets to one Commander Essentials Cordless Key W52P base station. Each handset can be registered to 4 different base stations.

To register a handset manually:



1. Long press  on the base station.
The registration LED slow flashes, indicating the base station is in the registration mode.
2. Press  on the handset to enter the main menu.
3. Select  ->Registration->Register Handset.
The LCD screen displays the base (1-4).
4. Press  or  to highlight the desired one, and press the OK soft key.
The handset begins to search for the base station.
5. Press the OK soft key when the LCD screen displays the RFPI code of the base station.
6. Enter the system PIN (default: 0000).
7. Press the Done soft key.
The handset plays a warning tone and prompts "Handset Subscribed", which indicates the registration has finished.

After successful registration, the internal handset number and handset name appear on the LCD screen.



To de-register a handset:

1. Press  to enter the main menu.
2. Select  ->Registration->De-reg. Handset.
3. Enter the system PIN (default: 0000).
4. Press the Done soft key.
The LCD screen displays the names of the handsets registered to the same base station. The name of the handset itself is highlighted and followed by a left arrow.
5. Press  or  to highlight the desired handset name, and press the OK soft key.
The LCD screen prompts "De-register Handset".
6. Press the Yes soft key to de-register the handset or the No soft key to cancel.

To select the base station:

1. Press  to enter the main menu.
2. Select  ->Registration->Select Base.

The LCD screen displays all base stations the handset registered to and the Bestbase option (if the handset is registered to more than one base station). The radio box of the currently used base station is marked. You can select Bestbase to search for the base station with the best signal strength.

3. Press  or  to highlight the desired base station or the Bestbase option, and press the Select soft key.

The handset begins to search for base station. After successful connection, the handset plays a warning tone and prompts "Base selected successfully!".





You can press highlight the base station the handset registered to, and then press the Rename soft key to rename the base station name.

Basic Network Settings

The base station attempts to contact a DHCP server in your network to obtain the valid network settings (e.g., IP address, subnet mask, gateway address and DNS address) by default.





If the base station cannot contact a DHCP server for any reason, you need to configure basic network settings manually.

To configure basic network settings manually:

1. Press  to enter the main menu.
2. Select  ->System Settings->Network.
3. Enter the system PIN (default: 0000).
4. Press the Done soft key.
5. Press  or  to select Static from the IP Address Type field.
6. Enter the valid values in the IP Address, Subnet Mask, Default Gateway, Primary DNS and Secondary DNS fields respectively.
7. Press the Save soft key to accept the change.

If you are using an xDSL modem, you can connect your base station to the Internet via PPPoE mode. Set the Internet port as a PPPoE port. The PPPoE port will perform a PPP negotiation to obtain the IP address. Contact your system administrator for the PPPoE user name and password.

To configure PPPoE:

1. Press  to enter the main menu.
2. Select  ->System Settings->Network.
3. Enter the system PIN (default: 0000).
4. Press the Done soft key.
5. Press  or  to select PPPoE from the IP Address Type field.

6. Enter the valid values in the PPPoE User and PPPoE Password fields.
7. Press the Save soft key to accept the change.

Note





Using the wrong network parameters may result in inaccessibility of your phone and may also have an impact on your network performance. For more information on these parameters, contact your system administrator.

Checking System Status





You can view the system status on your handset. Available information of the system status includes:

- General information (e.g., IP address, firmware version and RFPI code of the base station)
- Network status (e.g., IP type, gateway address and DNS address)
- Handset status (e.g., hardware version, product ID, IPUI code and firmware version of the handset)





To check general information:

1. Press  to enter the main menu.
2. Select  ->System Status.
The LCD screen displays the general information and the More... option.
3. Press  or  to scroll through the list and view the specific information.

To check the network status:

1. Press  to enter the main menu.
2. Select  ->System Status.
The LCD screen displays the general information and the More... option.
3. Select More ...->Network.
The LCD screen displays the network status.
4. Press  or  to scroll through the list and view the specific information.



To check the handset status:


1. Press  to enter the main menu.
2. Select  ->System Status.
The LCD screen displays the general information and the More... option.
3. Select More...->Handset.
The LCD screen displays the handset status.
4. Press  or  to scroll through the list and view the specific information.

Checking Line Status

You can register up to 5 lines to one base station. The status of each registered line can be checked using the menu of the handset.

To check line status:


1. Press  to enter the main menu.
2. Select  ->Line Status.

The LCD screen displays all lines registered to the base station with icons for indicating the line status. For example, the  icon in the bottom of a line indicates that you cannot place a call using this line on the handset.

Turning Handset On/Off

To turn the handset on:

Do one of the following:

- Long press  until the LCD screen lights up.
- Place the handset in the charger cradle.

The handset will be turned on automatically.

To turn the handset off:





1. Long press  again when the handset is idle.

Adjusting Ringer Volume


You can adjust the ringer volume of your handset according to the noise level of the surrounding environment. The ringer volume can be adjusted using the menu or the predefined shortcuts (left and right navigation keys) on the keypad when the handset is idle. The handset supports 5 different ringer volume levels. The default level is 3.

For more information on adjusting the ringer volume using the menu, refer to [Ring Tones](#) on page 24.

To adjust ringer volume using the predefined shortcuts:

1. Press  or  when the handset is idle.
Press  to decrease the ringer volume, or press  to increase the ringer volume.
2. Press the Save soft key to accept the change or the Back soft key to cancel.


Note

If the ringer volume is adjusted to the minimum, the  icon will appear on the idle screen.

Locking/Unlocking Keypad

You can lock the handset keypad to prevent keys from being accidentally pressed.

To lock the keypad:

1. Long press  when the handset is idle until the LCD screen prompts "Keypad Locked, Press and hold '#' to unlock!".

The keypad is locked and the  icon appears on the idle screen.

You can still answer or reject incoming calls as usual. You can also end the answered call by pressing .

To unlock the keypad:

1. Long press  again until the LCD screen prompts "Keypad Unlocked".

The keypad is unlocked and the  icon disappears from the idle screen.


Note

If the keypad is locked, only the emergency numbers can be dialed out. You must enter the emergency number continuously. To make emergency calls, you should configure the emergency numbers in advance. For more information, refer to [Emergency Numbers](#) on page 35.

Locating a Handset


You can locate a misplaced handset using the base station to which the handset is registered.

To locate a handset:

1. Press  on the base station.

All handsets registered to this base station will ring simultaneously (Paging) and display the IP address of the base station on the LCD screen.


This helps you locate your handset easily.

You can press any key on the handset or press  again on the base station to end paging.

Switching Silent Mode On/Off

If the silent mode is switched on, the handset will not ring when receiving an incoming call, but you can still see the incoming call information on the LCD screen. You can switch the silent mode on if you do not want to be disturbed.


To switch the silent mode on:

1. Long press  until the LCD screen prompts "All Ring Tones Off".

The silent mode is on. The  icon appears on the idle screen.

To switch the silent mode off:

1. Long press  again until the LCD screen prompts "All Ring Tones On".

The silent mode is off. The  icon disappears from the idle screen.


Menu Guidance

The handset provides a variety of features that are grouped into menu. This section provides you with some basic guidance of accessing and navigating the menu. For more information on a specific menu, refer to [Menu Structure](#) on page 56, which will give you a quick overview of features of each menu.

Main Menu





The handset menu has a number of levels. The main menu is the top-level menu, which consists of six menu items: Status, Intercom, Voice Mail, Call Features, Directory and Settings.

To enter the main menu:


1. Press  when the handset is idle.

The six menus appear as a list of icons on the LCD screen.

To access a main menu feature:

1. Press , ,  or  to scroll through the six menus.
The name of the selected menu item appears on the top of the LCD screen.






2. Press  or the OK soft key to enter the corresponding submenu.

Submenu

The submenus are displayed on the LCD screen and they are shown as a list. You can access features of the submenu by entering the submenu.


To access features of a submenu:

1. Press  or  to highlight the desired submenu.
2. Press  or the OK soft key to access features of the submenu.

You can press  or the Back soft key to return to the previous menu level.

Returning to Idle Screen

To return to the idle screen:

1. Long press  to quickly exit the menu and return to the idle screen.

If you do not press any key in a period of time, the LCD screen will automatically exit the menu and return to the idle status.

Note

When you are navigating the menu, and an incoming call arrives, the LCD screen will automatically exit the menu. The incoming call can be handled as usual. When the call is terminated, the LCD screen returns to the idle status.

Phone Settings

This chapter provides you with some instructions on how to change the settings of your phone. Topics include:

- [Handset Name](#)
- [Language](#)
- [Ring Tones](#)
- [Advisory Tones](#)
- [Backlight](#)
- [Screen Saver](#)
- [Color Schemes](#)
- [Keypad Light](#)
- [Notification Light](#)
- [Date and Time](#)
- [Shortcuts](#)



- [Contact Management](#)
- [Call History Management](#)
- [Network Call Log](#)
- [Emergency Numbers](#)
- [Outgoing Lines](#)
- [Incoming Lines](#)
- [Speed Dial](#)
- [Auto Answer](#)
- [Auto Intercom](#)
- [Handset Reset](#)
- [Base Reset](#)
- [Eco Mode+](#)
- [Eco Mode](#)
- [Repeater Mode](#)

If you require additional information or assistance with your new phone, contact your system administrator.

Handset Name

The handset will be assigned a name by default if successfully registered to the base station. You can personalize the handset name.





To rename the handset:

1. Press  to enter the main menu.
2. Select  ->Handset Name.
3. Edit the current value in the Rename field.
4. Press the Save soft key to accept the change.

Language

The handset supports displaying text in different languages. The handset supports 11 languages: English, French, Turkish, Portuguese, Spanish, Italian, Deutsch, Polski, Czech Swedish and Hebrew. The default language of the handset is English. You can change the language according to your requirement.

To change the language of the handset:

1. Press  to enter the main menu.
2. Select  ->Language.
3. Press  or  to highlight the desired language and press the Select soft key.

The LCD screen prompts "Change phone language to xxx (the language you select)?".

4. Press the Yes soft key to accept the change.

Text displayed on the handset will change to the selected language.







Note




Languages available for selection depend on the language packs currently loaded to the handset. Please contact your system administrator for more information on the available languages of your handset.

Ring Tones

Ring tones are used to indicate incoming calls. You can set different ring tones to distinguish the incoming lines from each other on your handset. You can also set a ring tone for an incoming intercom call. When receiving an incoming call, the handset rings the specified ring tone.

To configure ring tones:

1. Press  to enter the main menu.
2. Select  ->Audio->Ring Tones->Melodies.
3. Press  or  to highlight the Intercom Call option or the desired line.
4. Press  or  to select and listen to the desired ring tone.
5. Press the Save soft key to accept the change or the Back soft key to cancel.

You can also enter the menu  ->Audio->Ring Tones->Volume, and press  or  to decrease/increase the ringer volume.









Advisory Tones

Advisory tones are acoustic signals of your handset, which inform you of different actions and states.

The following advisory tones can be configured independently of each other:

- Keypad Tone: plays when a user presses any key of the keypad.
- Confirmation: plays when a user saves settings or places the handset in the charger cradle.
- Low Battery: plays when the capacity of the batteries is low and the handset requires charging.

To configure advisory tones:







1. Press  to enter the main menu.
2. Select  ->Audio->Advisory Tones.
3. Press  or  to select the desired value from the Keypad Tone field.
4. Press  or  to select the desired value from the Confirmation field.
5. Press  or  to select the desired value from the Low Battery field.

6. Press the Save soft key to accept the change or the Back soft key to cancel.

Backlight

Handset backlight status in the charging state or out of the charging state can be configured independently of each other. If enabled, the backlight is always on. Otherwise, the backlight is turned off after the handset is idle for a period of time. But the backlight is automatically turned on when an incoming call arrives, a key is pressed or the status of handset changes. You can disable the backlight to save power.



To configure backlight:

1. Press  to enter the main menu.
2. Select  ->Display->Display Backlight.
3. Press  or  to select the desired value from the In Charger field.
4. Press  or  to select the desired value from the Out Of Charger field.
5. Press the Save soft key to accept the change or the Back soft key to cancel.

Screen Saver

The screen saver of the handset is designed to protect your LCD screen by filling it with an analog clock. You can enable the screen saver to protect the LCD screen if you do not use your handset for a long time. When the screen saver is enabled, an analog clock will be activated and appears on the LCD screen if no user activity is sensed for approximately 10 seconds.





To configure screen saver:

1. Press  to enter the main menu.
2. Select  ->Display->Screen Saver.
3. Press the Change soft key to check or uncheck the Screen Saver checkbox.

Color Schemes

You can change the background of your handset by changing the color theme. There are 2 color themes available.

To change color scheme:



1. Press  to enter the main menu.
2. Select  ->Display->Color Schemes.
3. Press  or  to highlight the desired color scheme and preview its effect.
4. Press the Select soft key to mark the radio box of the highlighted color theme.

The color theme of the handset is changed accordingly.

Keypad Light

You can enable the keypad light to make the keypad light up when any key is pressed. This helps you distinguish keys from each other in a dark environment.







To configure keypad light:

1. Press  to enter the main menu.
2. Select  ->Display->Keypad Light.
3. Press the Change soft key to check or uncheck the Keypad Light checkbox.

Notification Light

Notification light is used to indicate voice mails and missed calls. When the handset receives a voice mail or misses a call, the message key LED flashes red. You can configure the notification light to indicate the voice mails or missed calls respectively.




To configure notification light:

1. Press  to enter the main menu.
2. Select  ->Display->Notification Light.
3. Press  or  to select the desired value from the Voice Mail field.
If Enabled is selected, the message key LED flashes red when the handset receives a voice mail.
4. Press  or  to select the desired value from the Missed Call field.
If Enabled is selected, the message key LED flashes red when the handset misses a call.
5. Press the Save soft key to accept the change or the Back soft key to cancel.

Date and Time

Date and time are displayed on the idle screen of your handset.

Shortcuts

There are two types of shortcut on the handset: changeable and unchangeable shortcuts. Each shortcut is pre-assigned a feature. For example, long press  to turn on/off the silent mode, long press  to lock/unlock the keypad, press  to access the directory and so on.

The changeable shortcuts are the two soft keys and four navigation keys. The available features that can be assigned to each key may vary.

You can assign the frequently used features to the changeable shortcuts of your handset. This helps you get quick access to a feature by directly pressing the corresponding shortcut when the handset is

idle without having to scroll through the menu.

To configure a shortcut:

1. Press  to enter the main menu.

2. Select  ->Shortcut.

The LCD screen displays the changeable shortcuts and features currently assigned to them.

3. Press  or  to highlight the desired shortcut.

4. Press the Change soft key to access the available features.

The feature currently assigned to the selected key is highlighted and followed by a left arrow.

5. Press  or  to highlight the desired feature.

6. Press the OK soft key to accept the change or the Back soft key to cancel.

Contact Management

This section provides the operating instructions on how to manage contacts. Topics include:

- [Local Directory](#)
- [Blacklist](#)
- [Remote Phone Book](#)

Local Directory

You can store the frequently used contacts in the handset's local directory, where names and numbers can be freely added, deleted and edited. You can store up to 100 contacts per handset, each with a name, a mobile number and an office number. You can also dial a contact from the local directory. This allows you to make calls without having to dial the number manually.

The directory entries are usually sorted in alphabetical order by the name attribute. Spaces and digits take first priority. The sort order is as follows:

1. Space
2. Digits (0-9)
3. Letters (alphabetical)



Other special characters are sorted completely in accordance with the ASCII sort order.

Using Alphanumeric Keys



You can edit names and numbers of the contacts stored in the local directory using the keypad. The digit keys 0-1 are devoid of any letters. But the digit keys 2-9 are all alphanumeric keys containing one digit and three or four letters in alphabetical order. The following describes how to use the alphanumeric keys in detail.

To configure the input method:

The handset provides you with 11 different input methods. You can disable the infrequently used input method. Then you can only switch among the enabled input methods when editing.

1. Press  to enter the main menu.
2. Select  ->Display->Input Method.

The LCD screen displays all available input methods.

3. Press  or  to highlight the desired input method.
4. Press the Change soft key to check or uncheck the checkbox.

To enter a character:


You can press the key which contains your desired character a certain number of times to enter the character.

To switch the input method:

1. Press  .

The current input method is indicated on the bottom right-hand corner of the LCD screen. For example, "ABC" represents the upper-case input method, "abc" represents the lower-case input method and "123" represents the digital input method.

To make a space:

1. Press  when the input method is not "123".

To move the cursor:

1. Press  or  to move the cursor.



To delete a wrong input character:

1. Place the cursor behind the wrong input character.
2. Press the Del soft key to delete the character.

Adding Contacts

You can add contacts to your local directory manually or from the call history. You can also add contacts to your local directory from the remote phone book or the network directory. For more information, refer to [Remote Phone Book](#) on page 32







To add a contact to the local directory manually:

1. Press  to enter the main menu.
2. Select  .
3. Press the Options soft key, and select New Contact.

If there is no contact in the local directory, press the New soft key directly.

4. Enter the desired values in the Name, Number and Mobile fields.
5. Press the Save soft key to accept the change or the Back soft key to cancel.

To add a contact to the local directory from the call history:

1. Press the History soft key when the handset is idle.
2. Press  or  to highlight the desired call history list, and press the OK key.
3. Press  or  to highlight the desired entry.
4. Press the Options soft key, and select Add To Local->New Entry.
5. Press  or  to set the number to be the office number or the mobile number of the new entry, and press the OK soft key.
6. Enter the name of the new entry in the Name field.

7. Press the Save soft key to accept the change or the Back soft key to cancel.





Note

When you add a contact, both the office number and the mobile number cannot be left blank at the same time. When the contact name is left blank, the handset sets the office number or the mobile number as the contact name.

If the information of the contact you want to add is totally same with that of an existing entry in the local directory, the screen will prompt "Contact save failed!".

Editing Contacts





To edit a contact in the local directory:

1. Press  to enter the main menu.
2. Select .
3. Press  or  to highlight the desired entry.
4. Press the Options soft key, and select Edit.
5. Edit the values in the Name, Number and Mobile fields.
6. Press the Save soft key to accept the change.

Deleting Contacts



You can delete a contact or all contacts from the local directory.

To delete a contact:

1. Press  to enter the main menu.
2. Select .
3. Press  or  to highlight the desired entry.
4. Press the Options soft key, and select Delete.

The selected entry will be deleted successfully.



To delete all contacts:

1. Press  to enter the main menu.
2. Select .
3. Press the Options soft key, and select Delete All.
The LCD screen prompts "Delete All?".
4. Press the Yes soft key to delete all contacts or the No soft key to cancel.

Searching for Contacts

You can search for the contacts by simply typing a few continuous characters of the desired contact name or number, and the results of potential matches are dynamically filtered and displayed on the LCD screen.









To search for contacts in the local directory:

1. Press  to enter the main menu.
2. Select .
3. Enter a few continuous characters of the desired contact name or number using the keypad.

The contact whose name or number matches the search will appear on the LCD screen after a timeout or when the Search soft key is pressed. You can dial a contact from the result list.

Placing a Call from Local Directory



To place a call from the local directory:

1. Press  to enter the main menu.
2. Select .
3. Press  or  to highlight the desired entry.
4. Do one of the following:
 - If only one number is stored for the contact in the local directory, press  to dial out directly.
 - If both the office number and the mobile number are stored for the contact in the local directory, press the View soft key to display the two numbers.
Press  or  to highlight the desired number.
Press  to dial out.

Blacklist





You can store up to 30 contacts in the handset's blacklist. You can add, edit or delete contacts in the blacklist. You can also dial a call from the blacklist, but an incoming call from a contact in the blacklist will be rejected automatically.

To add an entry to the blacklist manually:



1. Press  to enter the main menu.
2. Press  ->Telephony->Caller Blacklist.
3. Press the OK soft key.
If there is already an entry, press the Options soft key, and select New Entry.
4. Enter the desired number in the Phone Number field.
5. Press the Save soft key to accept the change or the Back soft key to cancel.

You can also add an entry to the blacklist from the call history. For more information, refer to [Call History Management](#) on page 33.






To delete an entry from the blacklist:

1. Press  to enter the main menu.
2. Select  ->Telephony->Caller Blacklist.
3. Press  or  to highlight the desired entry.
4. Press the Options soft key, and select Delete.
The selected entry will be deleted successfully.

To delete all entries from the blacklist:

1. Press  to enter the main menu.
2. Select  ->Telephony->Caller Blacklist.
3. Press the Options soft key, and select Delete All.
The LCD screen prompts "Delete All?".
4. Press the Yes soft key to delete all entries or the No soft key to cancel.





To place a call from the blacklist:

1. Press  to enter the main menu.
2. Select  ->Telephony->Caller Blacklist.
3. Press  or  to highlight the desired entry.
4. Press  to dial out.

Remote Phone Book

You can access your corporate directory on your handset. Your phone is configured to display your corporate directory








To access your corporate directory:

- Press  to enter the main menu.
- If this is the first time you have accessed the Remote Phone Book you may be prompted to enter a web access password. This password is your Command Central user password. If you change your Command Central user password you may be prompted to re-enter the password into the phone.
- Select .
- Press  or  to highlight the name of your corporate directory, and press the Enter soft key.





The handset connects to load the corporate directory, and then displays the contact list on the LCD screen.

To place a call from the corporate directory:

1. Press  to enter the main menu.

2. Select .
3. Press  or  to highlight the name of your corporate directory, and press the Enter soft key.
4. Select the desired contact from the corporate directory.
5. Do one of the following:
 - If only one number is stored for the contact in the corporate directory, press  to dial out directly.
 - If both the office number and the mobile number are stored for the contact in the corporate directory, press the View soft key to display the two numbers. Press  or  to highlight the desired number. Press  to dial out.

To add a contact to the local directory from the corporate directory:



1. Press  to enter the main menu.
2. Select .
3. Press  or  to highlight the name of your corporate directory, and press the Enter soft key.
4. Select the desired contact from the corporate directory.
5. Press the Options soft key, and select Add To Local->New Entry.
6. Press the Save soft key to add the contact to the local directory.



Call History Management

Call history contains call information such as calling/called party identification, time and date, and call duration. The handset maintains call history lists of All Calls, Outgoing Calls, Missed Calls and Accepted Calls. Each call history list can store a list of entries sorted by date and time of the call, starting with the latest call entry. You can check the detailed information of an entry in the call history. You can also dial a call, add an entry to the blacklist or delete entries from the call history.

To check the local call history:

1. Press the History soft key when the handset is idle.





The LCD screen displays 4 call history lists: All Calls, Outgoing Calls, Missed Calls and Accepted Calls.
2. Press  or  to highlight the desired list, and press the OK soft key.

The LCD screen displays all entries of the selected list.
3. Press  or  to highlight the desired entry, and press the View soft key.





The LCD screen displays the detailed information of the entry.

To add an entry to the blacklist from the call history:



You can block the phone from dialing a number by adding this number to the blacklist. For more information on blacklist, refer to [Blacklist](#) on page 31.

1. Press the History soft key when the handset is idle.
The LCD screen displays 4 call history lists: All Calls, Outgoing Calls, Missed Calls and Accepted Calls.
2. Press  or  to highlight the desired list, and press the OK soft key.
The LCD screen displays all entries of the selected list.
3. Press  or  to highlight the desired entry.
4. Press the Options soft key, and select Add To Blacklist.
The LCD screen prompts "Are you sure?".
5. Press the Yes soft key to add the selected entry to the blacklist or the No soft key to cancel.






To delete an entry from the call history:

1. Press the History soft key when the handset is idle.
The LCD screen displays 4 call history lists: All Calls, Outgoing Calls, Missed Calls and Accepted Calls.
2. Press  or  to highlight the desired list, and press the OK soft key.
The LCD screen displays all entries of the selected list.
3. Press  or  to highlight the desired entry.
4. Press the Options soft key, and select Delete.
The selected entry is deleted successfully.

To delete all entries of a list from the call history:

1. Press the History soft key when the handset is idle.
The LCD screen displays 4 call history lists: All Calls, Outgoing Calls, Missed Calls and Accepted Calls.
2. Press  or  to highlight the desired list, and press the OK soft key.
The LCD screen displays all entries of the selected list.
3. Press the Options soft key, and select Delete All.
The LCD screen prompts "Delete All?".
4. Press the Yes soft key to delete all entries of the selected list or the No soft key to cancel.

To place a call from the call history:





1. Press the History soft key when the handset is idle.
The LCD screen displays 4 call history lists: All Calls, Outgoing Calls, Missed Calls and Accepted Calls.
2. Press  or  to highlight the desired list, and press the OK soft key.
The LCD screen displays all entries of the selected list.
3. Press  or  to highlight the desired entry.
4. Press .

Network Call Log






You can access the network call log on the handset. The network call log contains call information such as calling/called party identification, time and date. You can check the call log and dial a call from the call log list. The network call log allows users to view and dial the stored numbers in the following lists: All Calls, Outgoing Calls, Missed Calls and Accepted Calls.

To manage the entries of the network call log, you should enable network call log feature in advance.

To check the network call log:

1. Press the History soft key when the handset is idle.
The LCD screen displays 4 network call log lists: All Calls, Outgoing Calls, Missed Calls and Accepted Calls.
2. Press  or  to highlight the desired list, and press the OK soft key.
The LCD screen displays all entries of the selected list.
3. Press  or  to highlight the desired entry, and press the View soft key.
The LCD screen displays the detailed information of the entry.

To place a call from the network call log:

1. Press the History soft key when the handset is idle.
The LCD screen displays 4 network call log lists: All Calls, Outgoing Calls, Missed Calls and Accepted Calls.
2. Press  or  to highlight the desired list, and press the OK soft key.
The LCD screen displays all entries of the selected list.
3. Press  or  to highlight the desired entry.
4. Press .

Emergency Numbers

Public telephone networks in countries around the world have a single emergency telephone number (emergency services number), that allows a caller to contact local emergency services for assistance when necessary. The emergency telephone number may differ from country to country. It is typically a three-digit number so that it can be easily remembered and dialed quickly. Some countries have different emergency numbers for different emergency services. You can specify the emergency numbers for contacting the emergency services in an emergency situation.





Note

Commander has set the Emergency number to 000.

Outgoing Lines

After the handset is registered to the base station, you can assign one or more outgoing lines for the handset. The handset can only use the assigned outgoing line(s) to place calls. When multiple outgoing lines are assigned to the handset, the handset uses the first line as the default outgoing line. You can change the default outgoing line of the handset.







To change the default outgoing line of the handset:

1. Press  to enter the main menu.
2. Select  ->Telephony->Default Line.
The LCD screen displays all outgoing lines currently assigned to the handset. The default outgoing line is highlighted and followed by a left arrow.
3. Press  or  to highlight the desired line, and press the OK soft key.
The default outgoing line is changed successfully.

Incoming Lines

After the handset is registered to the base station, you can assign one or more incoming lines for the handset. The handset can only receive incoming calls of the assigned incoming line(s). You can assign incoming lines to all handsets registered to the same base station on your handset.

To assign the incoming line to handsets:

1. Press  to enter the main menu.
2. Select  ->Telephony->Incoming Lines.
3. Enter the system PIN (default: 0000).
4. Press the Done soft key.
The LCD screen displays all handsets registered to the base station. The handset itself is highlighted and followed by a left arrow.
5. Press  or  to highlight the desired handset, and press the OK soft key.
6. Press  or  to select Accept from the desired line fields.
7. Press the Save soft key to accept the change.
8. Press the Back soft key to return to the previous interface.
9. Repeat steps 5-8 to assign incoming lines for other handsets.
If a line is assigned to multiple handsets as an incoming line, an incoming call to this line will cause these handsets to ring simultaneously, but the incoming call can be answered only by one of them.

Speed Dial









Speed dial allows you to perform single-digit dialing to predefined numbers. This feature is particular

useful to users who dial certain numbers on regular basis. A maximum of 8 speed dial numbers are allowed.

Assigning a Speed Dial Number






You can assign the important numbers of your directory (including local directory, remote phone book and network directory) to the speed dial keys of your handset. This helps you dial a contact quickly and easily by long pressing the speed dial key without having to enter the directory. The available speed dial keys are the digit keys 2-9.

To assign a speed dial number from the directory:

1. Press  to enter the main menu.
2. Select  ->Telephony->Speed Dial.
The LCD screen displays all available speed dial keys.
3. Press  or  to highlight the desired speed dial key, and press the Assign soft key.
4. Press  or  to highlight the desired directory if there are multiple directories.
5. Select the desired contact from the directory.
6. Do one of the following:
 - If only one number is stored for the contact in the selected directory, press the OK soft key to assign the number to the selected speed dial key.
 - If both the office number and the mobile number are stored for the contact in the selected directory, press the OK soft key to display the two numbers.
Press  or  to highlight the desired number.
Press the OK soft key to assign the number to the selected speed dial key.

Deleting a Speed Dial Number

To delete a speed dial number:

1. Press  to enter the main menu.
2. Select  ->Telephony->Speed Dial.
The LCD screen displays all available speed dial keys.
3. Press  or  to highlight the desired speed dial key, which is already assigned a number.
4. Press  or the Clear Key soft key to delete the assigned speed dial number.

Placing a Call Using Speed Dial Key



To place a call using the speed dial key:

1. Long press the speed dial key (digit key) when the handset is idle.
The number assigned to this speed dial key is dialed out.

Auto Answer

When auto answer feature is enabled, you can simply answer the incoming calls by lifting the handset from the charger cradle without having to press the off-hook key. The auto answer feature works only if the handset is placed in the charger cradle.

To configure auto answer:

1. Press  to enter the main menu.
2. Select  ->Telephony->Auto Answer.
3. Press the Change soft key to check or uncheck the Auto Answer checkbox.

Auto Intercom





Intercom is a useful feature in an office environment to quickly connect with the operator or the secretary. You can make internal intercom calls and external intercom calls on the phone. Internal intercom calls are made between handsets registered to the same base station. External intercom calls can be made by dialing the feature access code followed by the number. External intercom calls depend on support from a SIP server.

The handset can automatically answer the incoming external intercom call and play warning tone only when there is only one handset subscribed and no call in progress on the handset.

To automatically answer an incoming internal intercom call, you need to enable auto intercom feature on the handset. The following configuration types of auto intercom feature are available for selection:

- On (Beep On): Auto intercom feature is on. The handset will answer an incoming internal intercom call automatically and play a warning tone.
- On (Beep Off): Auto intercom feature is on. The handset will answer an incoming internal intercom call automatically without acoustic tone.
- Off: Auto intercom feature is off. You need to answer an incoming internal intercom call by pressing the Accept soft key.



To configure auto intercom:

1. Press  to enter the main menu.
2. Select  ->Telephony->Auto Intercom.
The LCD screen displays three configuration types.
3. Press  or  to highlight the desired configuration type, and press the Change soft key.
The radio box of the selected configuration type is marked.

Handset Reset

You can reset individual settings that you have made on the handset. Resetting handset will not overwrite settings of directory, call history, voice mail and the handset registration to the base station. Other customized settings on the handset will be reset to factory settings after handset reset. We recommend that you ask your system administrator for advice before resetting your handset.



To reset the handset:

1. Press  to enter the main menu.
2. Select  ->System Settings->Handset Reset.
The LCD screen prompts "Reset handset to default?".
3. Press the Yes soft key to reset the handset or the No soft key to cancel.

Base Reset

You can reset the base station to factory settings. This will clear all individual settings of the base station (e.g., directory and account registrations). Handset registrations and the system PIN will not be reset to factory defaults. We recommend that you ask your system administrator for advice before resetting your base station.

To reset the base station:

1. Press  to enter the main menu.
2. Select  ->System Settings->Base Reset.
3. Enter the system PIN (default: 0000).
4. Press the Done soft key.

All individual settings of the base station are reset to factory defaults successfully. The power indicator LED on the base station slow flashes when resetting the base station.



Note

Base station reset may take a few minutes. Do not power off until the base station starts up successfully.

Eco Mode+

Eco mode+ turns off the transmission power and the radio waves emitted are virtually zero when the phone is in the standby mode. If the eco mode+ is enabled, and there is no signal interaction between the handset and the base station, the color of the signal strength indicator on the idle screen displays in green. When a call comes in or a connection occurs, the phone exits the eco mode+ automatically, and the signal strength indicator on the idle screen changes from green to white.



To configure eco mode+:

1. Press  to enter the main menu.
2. Select  ->System Settings->Eco Mode+.
3. Press the Change soft key to check or uncheck the Eco Mode+ checkbox.
4. Enter the system PIN (default: 0000) and press the Done soft key.
The LCD screen prompts "Are you sure you want to reboot the base station?".
5. Press the Yes soft key to reboot the base station.
The base station reboots to make the configuration take effect. The configuration applies to all the handsets registered to the base station.

Eco Mode

Eco mode greatly reduces the transmission power and signal output when the phone is in the talk mode. The attenuation range is 20m. When the distance between the base station and the handset is over 20m, the eco mode is disabled automatically.

To configure eco mode:

1. Press  to enter the main menu.
2. Select  ->System Settings->Eco Mode.
3. Press the Change soft key to check or uncheck the Eco Mode checkbox.
If the Eco Mode checkbox is checked, the eco mode is enabled. The color of the signal strength indicator on the idle screen will change from white to green.



Note

If eco mode is enabled, the coverage area of the base station will be reduced.

Repeater Mode

Repeater mode extends the radio coverage of the base station. The repeater has the same radio coverage as the base station. This feature is especially useful for users who require mobility in large dwellings. If the repeater mode is enabled, and a repeater is registered to the base station, the handset registered to the base station can be used either in the base station or the repeater coverage area, thereby providing users with greater freedom in mobility.

To configure the repeater mode:

1. Press  to enter the main menu.
2. Select  ->System Settings->Repeater Mode.
3. Press the Change soft key to check the Repeater Mode checkbox.
The LCD screen prompts "Are you sure you want to reboot the base station?".
4. Press the Yes soft key to reboot the base station.
The base station reboots to make the configuration take effect. The configuration applies to all the handsets registered to the same base station.

Note

Repeater mode and eco mode+ cancel each other out. These two features cannot be used at the same time.

To use repeater mode, make sure both the base station and handset are upgraded to the latest firmware version (x.30.x.40).

For more information on how to use DECT repeater with the base station, refer to *Commander DECT Repeater RT10 User Guide*.

Call Features

The Commander Essentials Cordless Key W52P IP DECT phone is designed to be easily used like a regular phone on a public switched telephone network (PSTN). You can place internal and external calls, answer calls, transfer a call to someone else, or conduct a conference call.

This chapter provides operating instructions of the call features. Topics include:

- [Placing Calls](#)
- [Answering Calls](#)
- [Ending Calls](#)
- [Redialing Calls](#)
- [Call Mute](#)
- [Call Hold/Resume](#)
- [Call Waiting](#)
- [Do Not Disturb \(DND\)](#)
- [Call Forward](#)
- [Call Transfer](#)
- [Conference Call](#)
- [Anonymous Call](#)
- [Anonymous Call Rejection](#)
- [Voice Mail](#)

If you require additional information or assistance with your new phone, contact your system administrator.

Placing Calls

You can use your handset to place an internal or external call. You can place a call using the following call modes:

- Earpiece mode—pressing the off-hook key to dial out.
- Speakerphone mode—pressing the speakerphone key to dial out.
- Headset mode—connecting a headset.








During the call, you can switch the call mode by pressing the corresponding keys or connecting a headset.

You can cancel the dialing operation by pressing the on-hook key. During the call conversation, you can press the left and right navigation keys to adjust the volume of the currently engaged audio devices (earpiece, headset or loudspeaker). The call duration is displayed on the LCD screen while the call is in progress.






Placing Internal Calls

You can make free internal calls between the handsets registered to the same base station. You can place an internal call to one handset or all handsets registered to the same base station.

To place an internal call to one handset:

1. Press  to enter the main menu.
2. Select  .
The LCD screen displays all other registered handset names and the All HS option.
3. Press  or  to highlight the desired handset name.
4. Press , ,  or the OK soft key to dial out.





To place an internal call to all handsets:

1. Press  to enter the main menu.
2. Select  .
The LCD screen displays all registered handset names and the All HS option.
3. Select All HS.
4. Press , ,  or the OK soft key to dial out.
All other handsets registered to the base station will ring simultaneously.

Placing External Calls

You can place external calls on the handset. External calls based on the public telephone network require the use of SIP lines. Your system administrator will assign the SIP line to the handset beforehand, then the handset is ready for use after you register the handset to the base station.

To place an external call:



1. 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 and then press  or the Dial soft key to dial out.
If you do not select a line, the handset uses the default outgoing line to dial out.

To place a new call during an active call:

You can place at most two calls on your handset.

1. Press the Ext.Call soft key.

The active call is placed on hold.

2. Enter the desired number in the Call To field using the keypad.
3. Press  or  to dial out.

Answering Calls

You can answer a call in three ways:

- Using the earpiece
- Using the speakerphone
- Using the headset

Note


You can ignore an incoming call by pressing the **Silence** soft key or reject an incoming call by pressing the on-hook key.

You can also activate Do Not Disturb mode on a per-line basis to reject all incoming calls of the specified line.

Answering When Not in Another Call

In all cases, the active call will appear on the LCD screen showing call duration and destination.

To answer a call using the earpiece:

- Press  or the Accept soft key.

To answer a call using the speakerphone mode:



1. Press .

To answer a call using the headset:

1. With a headset connected, press the Accept soft key.

Answering When in Another Call

If you are during an active call, an incoming call arrives on the handset, do the following:

1. Press ,  or the Accept soft key.

The incoming call is answered and the original call is placed on hold.

Ending Calls

To end a call:



Do one of the following:

- Press  .
- Place the handset in the charger cradle.





Redialing Calls

The redial number list stores the twenty last dialed phone numbers. When the memory of the redial number list is full, the handset will automatically erase the oldest dialed number when a new number is dialed. You can redial a call from the redial number list.

To redial the last dialed number:

1. Press  when the handset is idle.
2. Press  again.
A call to your last dialed number is attempted.

To redial a previously dialed number:



1. Press  when the handset is idle.
The handset displays the dialed phone numbers.
2. Press  or  to highlight the desired entry.
You can press Options->Edit Before Call to edit the phone number or select the desired line by pressing the Line soft key.
3. Press  again.

You can add local contacts from the redial number list. You can also delete an entry or all entries from the redial number list.

Call Mute

You can mute the microphone during an active call. When muting the microphone, you can hear the other party but he or she cannot hear you. For example, if you do not want the other party to listen in while you talk to someone in the room, you can mute the microphone temporarily.

To mute a call:

1. Press  during an active call.
The call is on mute and the  icon is displayed on the LCD screen.


To un-mute a call:

1. Press  again.
The  icon disappears from the LCD screen.

Call Hold/Resume



You can place an active call on hold. At any time, at most one active call can be in progress on your handset. Another call can be answered and made while placing the original call on hold.

To place a call on hold:

1. Press the Options soft key during a call, and select Hold.
The call is placed on hold and the  icon is displayed on the LCD screen.



To resume a hold call:

Do one of the following:

- Press the Resume soft key.
- Press .
- Press .

Two calls on Hold:

If two calls are placed on hold on the handset, press the Resume soft key to resume the current call.

Press ,  or the Swap soft key to swap between two calls.







Note

When the call on the handset is placed on hold, placing the handset in the charger cradle will not end the call.

Call Waiting

You can enable or disable call waiting feature on the handset. If call waiting feature is enabled, the handset will notify you of a new incoming call during a call, and present the incoming call information visually on the LCD screen. You can also enable the handset to play a warning tone when receiving a new incoming call during a call. If call waiting feature is disabled, the new incoming call will be automatically rejected by the handset.

To configure call waiting feature:

1. Press  to enter the main menu.
2. Select  ->Call Waiting.
3. Press  or  to select the desired value from the Status field.
4. Press  or  to select the desired value from the Tone field.
5. Press the Save soft key to accept the change or the Back soft key to cancel.

Note

The call waiting tone works only if call waiting feature is enabled.

To answer a new incoming call during a call:

If call waiting feature is enabled, a new incoming call can be answered during a call.







1. Press the Accept soft key to answer the new incoming call.



The original call is placed on hold.


Do Not Disturb (DND)

You can activate or deactivate the DND mode on a per-line basis. If DND mode is activated for a specific line, all incoming calls to the line will be rejected automatically, and the callers will hear a busy signal.

To activate DND mode for a specific line:

1. Press  to enter the main menu.
2. Select  ->Do Not Disturb.
The LCD screen displays the incoming lines currently assigned to the handset.
3. Press  or  to highlight the desired line, and press the OK soft key.
4. Press  or  to select Enabled from the Status field.
5. Press the OK soft key to accept the change.

The  icon on the idle screen indicates the DND mode is activated. You can press the Line soft key when the handset is idle to check the line status. The  icon in the bottom of a line indicates that the DND mode is activated for this line.

The handset will reject all incoming calls to the line, and the LCD screen displays the missed call icon  followed by the number of missed calls.











Call Forward

You can enable call forward feature on a per-line basis. The handset will forward incoming calls to the line to another party.

Three forwarding types:

- Always Forward: Incoming calls are immediately forwarded.
- Busy Forward: Incoming calls are immediately forwarded if the line is busy.
- No Answer Forward: Incoming calls are forwarded if not answered after a period of time.

To enable call forward feature for a specific line:

1. Press  to enter the main menu.
2. Select  ->Call Forward.
The LCD screen displays the incoming lines currently assigned to the handset.
3. Press  or  to highlight the desired line, and press the OK soft key.
4. Press  or  to highlight the desired forwarding type, and press the OK soft key.
5. Press  or  to select Enabled from the Status field.
6. Enter the destination number you want to forward incoming calls to in the Target field.
7. Press  or  to select the desired ring time to wait before forwarding from the After Ring Time field (only available for No Answer Forward).
8. Press the Save soft key to accept the change.

The  icon on the idle screen indicates call forward feature is enabled.



If Always Forward is selected, there is no prompt on the LCD screen when the line receives an incoming call. The incoming call is logged in the Accepted Calls list.

Call Transfer

You can transfer a call to another party in one of the following ways:

- Blind Transfer: Transfer a call directly to another party without consulting.
- Semi-Attended Transfer: Transfer a call when receiving the ring-back.
- Attended Transfer: Transfer a call with prior consulting.

To perform a blind transfer:




1. Press the Options soft key during a call, and select Blind Transfer.
2. Do one of the following:
 - Enter the number or select the handset you want to transfer the call to.
Press ,  or the Transfer soft key.
 - Press the Directory soft key, and select the desired contact.
Press the Call soft key.

If both the office number and the mobile number of the contact are stored, select the desired number and press  or the OK soft key.



The call is connected to the number or handset you specified, and the LCD screen prompts "Call Transferred".

To perform a semi-attended transfer:

1. Press the Options soft key during a call, and select Transfer.
2. Do one of the following:

- Enter the number or select the handset you want to transfer the call to.
Press  or the Transfer soft key to dial out.
 - Press the Directory soft key, and select the desired contact.
Press the Call soft key.
If both the office number and the mobile number of the contact are stored, select the desired number and press  or the OK soft key to dial out.
- 3.** Press  or the Transfer soft key to complete the transfer when receiving the ring-back.
The LCD screen prompts "Call Transferred".



To perform an attended transfer:

- 1.** Press the Options soft key during a call, and select Transfer.
- 2.** Do one of the following:
 - Enter the number or select the handset you want to transfer the call to.
Press  or the Transfer soft key to dial out.
 - Press the Directory soft key, and select the desired contact.
Press the Call soft key.
If both the office number and the mobile number of the contact are stored, select the desired number and press  or the OK soft key to dial out.
- 3.** Press the Transfer soft key to complete the transfer after the party answers the call.
The LCD screen prompts "Call Transferred".

Conference Call

You can use the handset to create a local conference with other parties. The handset supports up to 3 parties (including yourself) in a conference call. You can create a conference between an active call and a held call on the handset (on the same line or different lines).

To set up a local conference call:

- 1.** Place a call to the first party.
- 2.** Press the Options soft key, and select Conference.
- 3.** Do one of the following:
 - Enter the number of the second party or select the handset you want to add to the conference.
Press  or the Conf. soft key to dial out.
 - Press the Directory soft key, and select the desired contact.
Press the Call soft key.
If both the office number and the mobile number of the contact are stored, select the desired number and press  or the OK soft key to dial out.
- 4.** When the second party answers the call, you can consult with him or her before


adding to the conference.

5. Press the Conf. soft key again to join all parties in the conference.

To join two calls in a conference:

1. Place two calls on the handset.
2. Select the desired call and make sure the call is active.
3. Press the Options soft key, and select Conference.

Two calls are joined in the conference.

To drop the conference call, press  or the End soft key.



Anonymous Call

You can use anonymous call feature to block the identity and phone number from showing up to the called party when you call someone. For example, you want to call to consult some service, but do not want to be harassed. You can configure anonymous call feature on a per-line basis.





Note

The anonymous call feature is not available on all servers. Contact your system administrator for more information.

To enable anonymous call feature for a specific line:

1. Press  to enter the main menu.
2. Select  -> Anonymous Call.

The LCD screen displays the outgoing lines currently assigned to the handset. The default outgoing line is highlighted and followed by a left arrow.

3. Press  or  to highlight the desired line, and press the OK soft key.
4. Press  or  to select Enabled from the Status field.
5. Press the OK soft key to accept the change.

To place an anonymous call:

1. Using the specific line on the handset to place a call.







The LCD screen of the phone receiving this call prompts an incoming call from anonymity.

Anonymous Call Rejection


You can use anonymous call rejection feature to reject incoming calls from anonymous callers.

Anonymous call rejection automatically rejects incoming calls from callers who deliberately block their identities and numbers from showing up. You can configure anonymous call rejection feature on a per-line basis.

To enable anonymous call rejection feature for a specific line:

1. Press  to enter the main menu.
2. Select  ->Anon.Call Rejection.
The LCD screen displays the incoming lines currently assigned to the handset.
3. Press  or  to highlight the desired line, and press the OK soft key.
4. Press  or  to select Enabled from the Status field.
5. Press the OK soft key to accept the change.







Voice Mail

You can leave voice mails to someone else. You can also receive and listen to voice mails. Voice mail feature ensures that you will never miss any important messages. When receiving a new voice mail, the  icon appears on the LCD screen with the number of unread voice mails, and the message key LED flashes red.

To leave a voice mail:



You can leave a voice mail to someone else when he or she is busy or inconvenient to answer the call. Follow the voice prompts from the system server to leave a voice mail, and then hang up.

To configure the voice mail access code:



1. Press  to enter the main menu.
2. Select  ->Set Voice Mail.
The LCD screen displays the lines assigned to the handset as incoming lines and outgoing lines simultaneously, and the number of voice mails of each line.
3. Press  or  to highlight the desired line, and press the Select soft key.
4. Press  or  to select Enabled from the Status field.
5. Enter the voice mail access code in the Number field.
6. Press the OK soft key to accept the change or the Back soft key to cancel.

To configure fast access for voice mail:


You can configure fast access to connect straight to the voice mails of the desired line by long pressing the digit key 1, when the handset is idle without having to scroll through the menu.

1. Press  to enter the main menu.
2. Select  ->Set Key 1.



The LCD screen displays the lines assigned to the handset as incoming lines and outgoing lines simultaneously, and the number of voice mails of each line.

3. Press  or  to highlight the desired line and press the Select soft key.
The radio box of the selected line is marked.

To listen to the voice mail using the menu:


1. Press the OK key to enter the main menu.
2. Select  ->Play Message.

The LCD screen displays the lines assigned to the handset as incoming lines and outgoing lines simultaneously, and the number of voice mails of each line.

3. Press  or  to highlight the desired line, and press the Select soft key.
The handset dials out the voice mail access code using the selected line automatically.


4. Listen to the voice mail following the voice prompts from the system server.

To listen to the voice mail via fast access:

1. Long press  when the handset is idle.

The handset automatically dials out the voice mail access code using the line you selected when configuring fast access for voice mail.

2. Listen to the voice mail of this line following the voice prompts from the server.

You can also listen to the voice mail by pressing  to enter into the Message & Call interface. Select the desired line and press the Select soft key.

Note

Before listening to the voice mails, make sure the voice mail access code has been configured.

When all new voice mails are retrieved, the icon disappears from the screen.

Troubleshooting

This chapter provides some general troubleshooting information to help you solve the problems you might encounter when using your Commander Essentials Cordless Key W52P IP DECT phone.

If you require additional information or assistance with your new phone, contact your system administrator.

Why doesn't the handset ring?

- Ensure that the ringer volume of your handset is not adjusted to the minimum. Refer to [Adjusting Ringer Volume](#) on page 19.
- Ensure that the silent mode is not switched on. Refer to [Switching Silent Mode On/Off](#) on page 21.

Why can't I receive calls?

- Ensure that the DND mode is not activated. Refer to [Do Not Disturb \(DND\)](#) on page 47.
- Ensure that Always Forward feature is not enabled. Refer to [Call Forward](#) on page 47.

Why does the handset prompt the message "Not Subscribed"?

Check the registration status of your handset. If your handset is not registered to the base station, register it manually. Refer to [Handset Registration](#) on page 16.

Why does the handset prompt the message "Not In Range"?

- Ensure that the base station is properly plugged into a functional AC outlet.
- Ensure that the handset is not too far from the base station.

Why does the handset prompt the message "Network unavailable"?

- Ensure that the Ethernet cable is plugged into the Internet port on the base station and the Ethernet cable is not loose.
- Ensure that the switch or hub in your network is operational.

Why does paging fail?

Check the current mode of the base station. If the base station is not in the paging mode, press the paging key on the base station to enter into the paging mode.

Why can't I turn the handset on?

Ensure the batteries are inserted into the handset. If the batteries are already inserted into the handset, place the handset into the charger cradle.

Why do I hear some noise during a call?

- Ensure that you are not using the handset or base station in an area with high electrical interference. You can reposition the handset and the base station to keep them far away from sources of high electrical interference
- Ensure that the handset is not too far from the base station.
- Turn off the handset. Restart the base station, turn on the handset and place a call to see if there is still noise heard during the call.

Can I transfer an internal call to another party?

The phone does not support this feature. You can only transfer external calls from the phone.

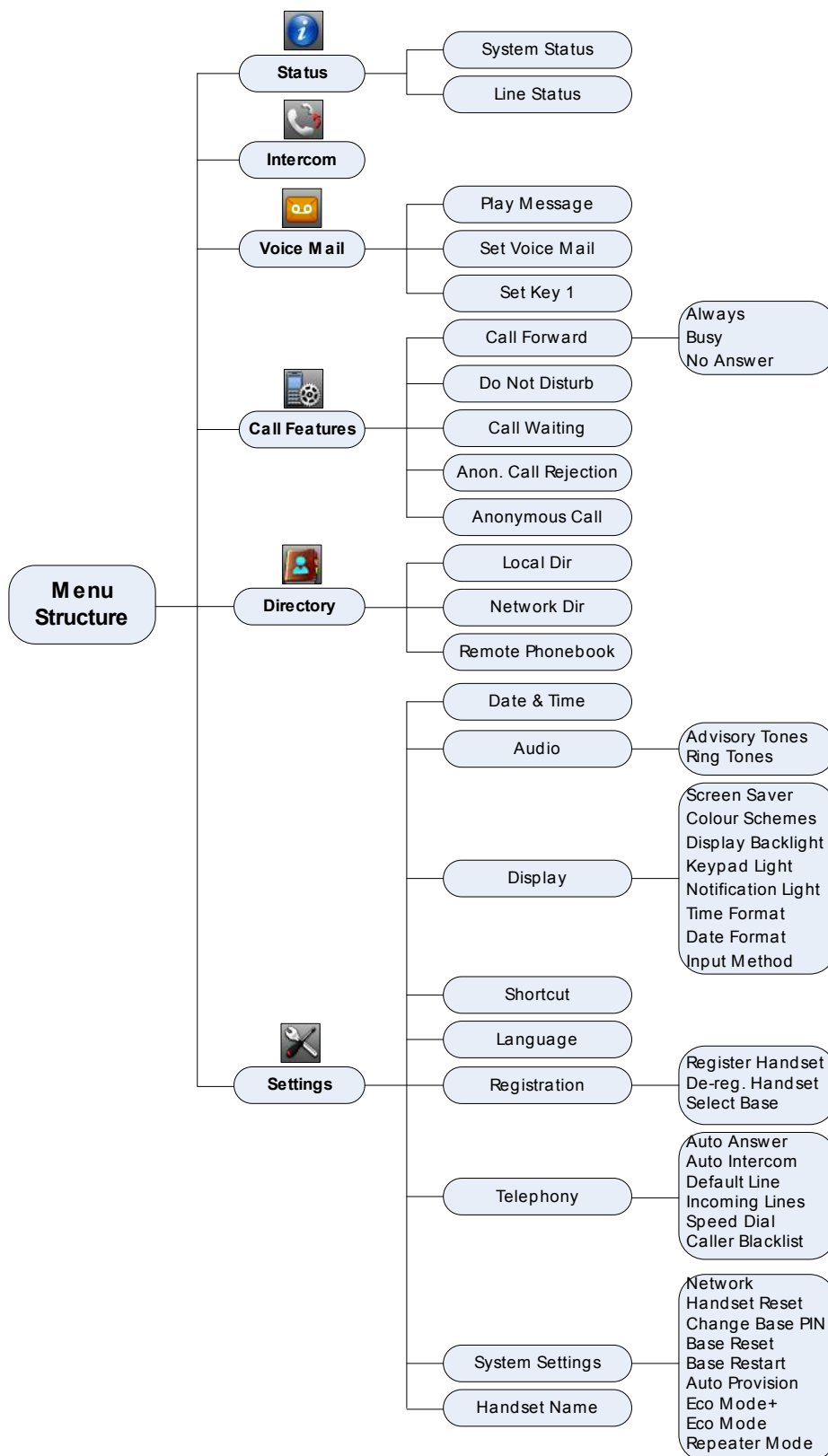
How to reset the system PIN?

1. Disconnect the power adapter.
2. Long press the paging key and reconnect the power adapter.

When base station reset finishes, the power indicator LED, network status LED and registration LED illuminate in sequence. System PIN and all individual settings are reset to factory defaults. Handset registrations will also be cleared after base station reset.

Appendix

Menu Structure



Regulatory Notices

Service Agreements

Contact your Commander Authorised Reseller for information about service agreements applicable to your product.

Limitations of Liability

TO THE FULL EXTENT ALLOWED BY LAW, COMMANDER EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF COMMANDER OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT COMMANDER'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

Important Safety Information

To reduce risk of fire, severe personal injury and damage to property, read the following safety information carefully before using the product.

Environmental Requirements

- Place the product on a stable, level and non-slip surface.
- Do not place the product close to heat sources, in direct sunlight or next to any household appliance with strong magnetic field or electromagnetic field, such as a microwave oven or a refrigerator.
- Do not allow the product to come into contact with water, dust and chemicals.
- Protect the product from aggressive liquids and vapors.
- Do not place the product on or near any inflammable or fire-vulnerable object, such as rubber-made materials.
- Do not install the product in rooms with high humidity, for example, in bathrooms, laundry rooms and wet basements.

Safety Notes During Operation

- Use only spare parts and accessories supplied or authorized by Commander. The operation of non- authorized parts cannot be guaranteed.
- Do not place heavy objects on top of the handset or the base station in case of damage and deformation caused by the heavy load.
- Do not open the handset or the base station by yourself for repair purpose, which could expose you to high voltages. Have all repairs carried out by authorized service personnel.
- Do not let a child operate the product without guidance.
- Keep the small accessories contained in your product out of reach of small children in case of accidental swallowing.
- Before plugging or unplugging any cable, make sure that your hands are completely dry.
- Do not hold the handset up to your ear when speakphone is on or when the ringer is ringing as the volume can be very loud, which may be harmful to your hearing.
- During a thunderstorm, stop using the product and disconnect it from the power supply to avoid lightning strike.
- If the product is left unused for a rather long time, disconnect the base station from the power supply and unplug the power adapter.
- When there is smoke emitted from the product, or some abnormal noise or smell, disconnect the product from the power supply, and unplug the power adapter immediately.
- Remove the electrical cord from an outlet by pulling gently on the power adapter, not by pulling the cord.

Battery Precautions

- Do not immerse the battery into water, which could short-circuit and damage the battery.
- Do not expose the battery to an open flame or leave the battery where it could be subjected to extremely high temperatures, which could cause the battery to explode.
- Do power the handset off before removing the battery.
- Do not try to use the battery for the power supply of any device other than this handset.
- Do not open or mutilate the battery, released electrolyte is corrosive and may cause damage to the your eyes or skin.
- Use only the rechargeable battery pack delivered with the handset or those rechargeable battery packs expressly recommended by Commander.
- Defective or exhausted batteries should never be disposed of as municipal waste. Return old batteries to the battery supplier, a licensed battery dealer or a designated collection facility.

Notices of Cleaning

- Before cleaning the base station, stop using it and disconnect it from the power supply.
- Remove the battery before cleaning the handset to reduce risk of electric shock.
- Only clean your product with a piece of slightly moist and anti-static cloth.
- Keep the power plug clean and dry. Using a dirty or wet power plug may lead to electric shock or other perils.

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