



# ATA508



## Quick Start Guide

Please read carefully before use.



## What's in the box\*:

- 1 - ATA508 unit
- 1 - Ethernet Cable
- 1 - Power Adapter
- 1 - AU Power Cord
- 2 - Rackmounts
- 8 - Rackmount Screws (to fix rackmounts to the body of the device only)

\*Telephone cables are NOT included. Please ensure you have cables of adequate length that can connect your equipment to the ATA508.

LED Label	Light Behaviour	What It Means
Power	Off	The ATA is not receiving power
	Solid Green	The ATA is operational
	Flashing Green	The ATA is looking for DHCP IP address
	Flashing Orange	The ATA is upgrading. Do not unplug power!
	Solid Red	The ATA is non-operational
Ethernet	Flashing Green (Intermittent)	Light flashes when there is data activity on the Ethernet ports.
FXS	Off	The port is not enabled
	Solid Green	The phone is ready to be used
	Flashing Green	The phone is in use



## To install your new ATA 508, follow the steps below.

1. Position the unit as required. You may choose to rack mount it with the included rack mounting brackets.
2. Connect your phone/s, connector line equipment or phone system to the ports labelled 'FXS 1' through to 'FXS 8' on the back as required\*. Your administrator will have received information indicating which voice services are presented to each FXS port. Please use standard 2-wire phone cables only. Cables with more conductors may interfere with the operation of some devices. You can complete this step later if you are preparing to migrate services. In this case, you may wish to connect a test phone to each port in turn after completing step 6 below to be able to confirm calls are successful. If you have a PSTN service you want to have operate as a backup to FXS1, please connect it to the port labelled 'PSTN'.
3. If you are using SIP Music on Hold, when ready, connect your music source to the 'Line In' connector. If you are using SIP paging, when ready, connect your paging amplifier to the 'Line Out' port. These are both 3.5mm audio connectors. FXS 8 will not be used if using SIP paging.
4. Connect the unit to the Internet by taking the included Ethernet cable and connecting one end to a spare port on your MODEM/Router or Switch and the other end to the port labelled 'Ethernet 1' on the ATA 508. You must have an active and stable Internet connection.
5. Take the power cord and connect one end to the power connection on the ATA 508 and the other to a power outlet. Ensure the power is turned on.
6. The ATA 508 will now contact Commander's servers to provision and connect. It may take up to 10-15 minutes to complete this process. Please do not interrupt the process.

**Note:** The ATA508 USB ports are reserved for future use only with approved accessories and applications.

## Other information:

While on a call, you are able to hold, conference and transfer calls. Please see the details below to highlight the codes used to perform these functions.

To initiate these functions, use the 'Hook Flash' or 'Recall' feature on your analogue telephone and then dial the required digit/s.

What to Dial	Function
Recall	This will place the current call on hold. A new [enquiry] call can be established at this point. You can toggle the calls with Recall + 2.
Recall + 0	This will reject a waiting call.
Recall + 1	This will release a connected call. To connect to the waiting call it is necessary to press Recall again.
Recall + 2	This will accept a waiting call and place the connected call on hold; it will also toggle the calls.
Recall + 3	This will conference the connected call and the held call.
Recall + 4	This will transfer the held call to the current call; this can be supervised or blind transfer.

## Need Help?

If you have followed all steps correctly and there is still a problem, please ensure you have connected the device to a stable Internet connection and please contact us for further assistance:

Phone: **1300 638 208** or chat to a technician online at [commander.com.au/livechat](https://commander.com.au/livechat)

### To better assist you, please have ready:

Your Commander account number or Commander phone number and the make and model of your modem/router.