

Keystation Feature Card



Commander®

Using Commander NT features

To use a Commander NT feature

1. Press , and enter the desired feature code on the dial pad.
OR
Press the programmed memory key.
2. Follow the display messages.

If you change your mind while entering a feature code, press to cancel. If you use the key to end a feature, you may drop that active call.

To view what has been programmed on a memory key, enter the Key Inquiry feature code (*) and press the memory key.

Programming memory keys

You can program memory keys for one-touch access to frequently used features. To program a feature on a memory key:

1. Press * .
2. Press the memory key that you want to program. (This step is not required on the Economy Keystation which has only one memory key.)
3. Press and enter the feature code on the dial pad.

Program frequently-dialled numbers in the same way, using the following codes:

* **External autodial:** Store an external number for one-touch dialling.

* **Internal autodial:** Store a station number for one-touch dialling. You cannot assign features to line, intercom, Answer or Handsfree/Mute keys.

To erase a memory key:

1. Press * . (This is actually the External autodial feature code.)
2. Press the key you want to erase.
3. Press or .

Commander NT features

Background Music

Cancel

#

Listen to music (provided by your office) through your keystation speaker when you are not on a call.

Callback

Cancel

#

Monitor a busy, or unanswered Commander NT keystation, or busy line pool. Callback signals you to call back when the keystation or line pool becomes available.

Call Duration Timer

Briefly display the approximate length of your current or most recent call.

Call Park

Automatically put a call on hold so that it can be retrieved from any keystation in your Commander NT. The display shows a three-digit retrieval code.

To retrieve a parked call, press and dial the retrieval code on any keystation in your Commander NT. On the Economy Keystation, dial the retrieval code only.

Call Pickup directedFeature

Answer any ringing keystation by pressing and dialling that keystation's number.

Call Pickup GroupFeature

Answer a call that is ringing at another keystation within the same pickup group. The external call that has been ringing longest is answered first.

Call QueuingFeature

Answer the next call. If more than one call is waiting, priority is given to incoming external calls over callback, camped, or transferred calls.

Camp-onFeature

Reroute a call to another keystation even if all its lines are busy. Press , then dial the station number of the receiving keystation.

Class of Service passwordFeature

Bypass the dialling filters on a line or keystation. Dialling filters determine which numbers you can dial.
Press and enter a password provided by the person in charge of your system.

ConferenceFeature

Establish a conference call between yourself and two other parties.

1. Make or answer the first call.
2. Put the first call on hold.
3. Make or answer the second call.
4. After the second call is connected, press .
5. Press the line key of the first held call (not required on the Economy Keystation).
6. Press to end the conference call.

To put a conference on hold:

Press . The other two callers can still speak to each other.

To split a conference:

Press the line or intercom key of one caller to consult privately while the other caller is on hold. To re-establish the conference, press .

To disconnect one party:

Press the line or intercom key of the caller you want to disconnect, then press . Press the line or intercom key of the remaining caller to resume your conversation. Normally, when one person drops out of a conference, the other two remain connected. However, if the other two people are on exchange lines, they may be disconnected.

To independently hold two calls:

Press the line or intercom key of the first caller, then press . The second caller is automatically put on hold.

Contrast adjustmentFeature

Adjust the contrast of your display. Press , then press a number from to to select the correct level.

Dialling modesFeature * 8 2

Choose one of three methods for dialling.

1. Press Feature * 8 2.
2. Press # or NEXT to select the mode.
3. Press Hold (or OK on the Advantage and Principal Keystations) to store the mode.

Standard Dial: Select a line, then dial the number. Standard dial is available even when another dialling mode is selected.**Automatic Dial:** Dial a line pool access code and the number without choosing a line key first. Your prime line is automatically selected for the call.**Pre-Dial:** Dial the number, then press a line key to place the call. Edit the number by pressing (◀ ▶) or BKSP before placing the call. To predial on a line pool, enter the line pool access code followed by a telephone number, then press Intercom (or lift the handset on the Economy).

DivertFeature 4**Cancel**Feature # 4

Send your calls to another destination within or outside of your Commander NT.

Do Not DisturbFeature 8 5**Cancel**Feature # 8 5

Prevent incoming calls from ringing at your keystation.

Group ListenFeature 8 0 2**Cancel**Feature # 8 0 2Use both the handset and the speaker while you are on a call. To avoid electronic feedback, hold the handset away from the keystation's speaker during a call, and press Ris before hanging up. You cannot use the Group Listen feature with a headset.

HoldHold

Temporarily suspend a call.

Exclusive Hold: Feature 7 9 or Feature Hold

Temporarily suspend a call and prevent other keystations from picking it up.

Automatic Hold†: Line or Intercom

Put your active external call on hold by selecting another line.

Hold retrieval: Press Line for the held call (or Hold on the Economy).

Key InquiryFeature * 0

Check what is programmed on any key. Use when labelling memory keys.

Last Number RedialFeature 5

Automatically redial the last external telephone number that you dialled.

Line poolsFeature 6 4

With a line pool, a group of keystations can share several lines. Line pools can be created for external lines.

1. Press Feature 6 4 or Intercom .
2. Enter a line pool access code.

Line Redirection†Feature 8 4**Cancel**Feature # 8 4

Redirect one or more ISDN lines on your keystation so that calls coming in on the line(s) are directed to one or more ISDN lines outside your Commander NT. You can only redirect supervised analogue lines.

†These features are not available on the Economy and M7000 Keystations.

Long tonesFeature

Generate a tone for as long as you hold down a key. Long tones are used to communicate with devices like fax or answering machines and are in effect only for your current call.

MessagesFeature **Cancel**Feature #

Send a message to a colleague's display requesting that they call you.

To view and reply to your messages:

1. Press Feature , or **MSG**.
2. Press * and #, or **NEXT** to view your message list.
3. Press , or **CALL** to call the person who left you the message.

To erase a message:

1. Press Hold , or **ERASE** while viewing a message.

Moving line keys[†]Feature *

Change the position of your line or incoming line group keys.

1. Press Feature * .
2. Press the line key that you want to move.
3. Press the key to which you want the line to move.
4. Press **Rls** when you have finished moving line keys.

The functions of the two keys are exchanged. Line keys cannot be exchanged with intercom, Answer, or Handsfree/Mute keys.

ONN blocking (CLI Restriction)Feature

Block your outgoing number (Calling Line ID) on a call so that it does not display for the person you are calling.

Page**Internal page:** Feature **and zone 1 to 6 (or A11 to page all zones)**

Make announcements to all, or to a specific group, of Commander NT Keystations through the keystation speakers.

External page: Feature

Make announcements through your building's loudspeaker system (if connected).

Internal and external page: Feature **and zone 1 to 6 (or A11 to page all zones)**

Make announcements through both your building's loudspeaker system and the Commander NT Keystation speakers.

PauseFeature

Insert a 3.5 second delay in a number being dialled.

For pulse dialling only: * also inserts a 3.5 second delay in a number being dialled.

Priority CallFeature

Interrupt a person on a call or using Do Not Disturb. To block an incoming priority call, press Feature or **BLOCK** on the Advantage or Principal Keystations.

PrivacyFeature **Cancel**Feature #

Permit another keystation that shares your line to join your call. Privacy is reestablished once you end your call.

[†]This feature is not available on the Economy and M7000 Keystations.

Programmed Release	Feature <input type="text"/> * <input type="text"/> 8 <input type="text"/> 9	Program at the end of an external autodial number to automatically release the call.
Recall	Feature <input type="text"/> 7 <input type="text"/> 1	Generate a Recall signal to access a PBX or other host exchange.
Ring type	Feature <input type="text"/> * <input type="text"/> 6	Select a distinctive ring to help differentiate between your keystation and others nearby. Enter the feature code and press a number from <input type="text"/> 1 <input type="text"/> to <input type="text"/> 4 <input type="text"/> (or NEXT on the Advantage and Principal Keystations) to select the new ring type. Press <input type="text"/> Feature <input type="text"/> (or OK on the Advantage and Principal Keystations) to store the new ring.
Ring volume	Feature <input type="text"/> * <input type="text"/> 8 <input type="text"/> 0	Make your keystation ring so that you can adjust the volume, even while you are on a call. You can also adjust the volume any time a call is ringing at your keystation.
Run/Stop	Feature <input type="text"/> * <input type="text"/> 9	Store up to four autodial numbers or external carrier codes on one memory key by inserting a break point between numbers or codes. The first press of the memory key dials the first feature or number; the next press dials the next number or code, etc.
Saved Number Redial	Feature <input type="text"/> 6 <input type="text"/> 7	To save a number, enter the code while you are on a call. To redial the number, enter the code when you are not on a call.
Service Modes	<p>Alternative ringing: Feature <input type="text"/> 8 <input type="text"/> 7 <input type="text"/> 1 Cancel Feature <input type="text"/> # <input type="text"/> 8 <input type="text"/> 7 <input type="text"/> 1</p> <p>Six Service Modes (for alternate call answering arrangements) can be turned on or off at the designated Control station for each exchange line.</p> <p>Routing service: Feature <input type="text"/> 8 <input type="text"/> 7 <input type="text"/> 3 Cancel Feature <input type="text"/> # <input type="text"/> 8 <input type="text"/> 7 <input type="text"/> 3</p> <p>Six Service Modes (for alternate call routing arrangements) can be turned on or off at the designated Control station for each exchange line.</p> <p>Alternative restrictions: Feature <input type="text"/> 8 <input type="text"/> 7 <input type="text"/> 2 Cancel Feature <input type="text"/> # <input type="text"/> 8 <input type="text"/> 7 <input type="text"/> 2</p> <p>Six sets of alternative restrictions (governing what calls can be made on a line or station) can be turned on or off at a designated Control station for each line or station. You will be required to enter the Administration password.</p>	
Show Time	Feature <input type="text"/> 8 <input type="text"/> 0 <input type="text"/> 3	Briefly display the date and time while you are on a call.
Speed Dial	Feature <input type="text"/> 0	Dial external telephone numbers using a two-digit code. There are two types of speed dial codes: system (01 to 70) and personal (71 to 94). System speed dial codes can be used from any Commander NT Keystation in the system and are assigned by the person in charge of your system. Personal speed dial codes are used exclusively at your keystation. Speed dial codes cannot be assigned while someone is programming your Commander NT.

**Speed dial
(continued)**

To make a call using a speed dial code:

1. Press (or press if programmed).
2. Enter the two-digit code for the number that you want (01 to 70 for system speed dial, 71 to 94 for personal speed dial).

If Speed Dial is programmed to select a specific line, and that line is busy or not available at your keystation, the system will use the prime line. If the prime line is not available or not assigned, you will be prompted to select a line.

To program personal speed dial numbers:

1. Press to enter personal speed dial codes.
2. Enter a two-digit code from 71 to 94.
3. If you wish to specify an outgoing line, select either a line key, line pool, or intercom. If none is selected, the outgoing call will be routed automatically.
4. Dial the telephone number you want to program (up to 24 digits).
5. Press (or on the Advantage and Principal Keystations).
6. Keep a record of each personal speed dial code and number.

Transfer

Send a call to another keystation within your Commander NT or externally.

To transfer with announcement:

To announce the call you are transferring before you complete the transfer:

1. Make or answer a call.
2. Press (or on the Advantage and Principal Keystations).
3. Call the person to whom you want to transfer the call.
4. Stay on the line until the person answers the keystation.
5. Press (or on the Advantage and Principal Keystations) to complete the transfer.

To transfer without announcement:

To transfer a call without announcing the transfer:

1. Make or answer a call.
2. Press (or on the Advantage and Principal Keystations).
3. Call the person to whom you want to transfer the call.
4. Press (or on the Advantage and Principal Keystations) before the person to whom you are transferring the call answers the keystation.

Trunk Answer

Answer an external call that is ringing on a line that has been placed into a Service Mode from any keystation in your Commander NT. This feature does not work on private lines.

Voice Call

Make a voice announcement or begin a conversation through the speaker of another keystation without first making the other keystation ring.

Voice Call deny

Feature 8 8

Cancel

Feature # 8 8

Prevent your keystation from receiving Voice Calls; permit only ordinary ringing calls.

Call Information services

The following features are only available on lines equipped with call information services.

Autobumping

Feature 8 1 5

Cancel

Feature # 8 1 5

Have the system automatically delete the oldest log entry from a full Call Log, so that a new log entry can be stored.

Call Information

Feature 8 1 1 or **INFO**

Display information on a call. Press # or **MORE** to toggle between displays.

To exit Call Information press **EXIT** or Feature .

Call Log

Feature 8 1 2 or **CALLS**

To view Call Log information:

1. Press * or **OLD** to view old Call Logs.
Press # or **NEW** to view new Call Logs.
Press 0 or **RESUME** to return to the last viewed Call Log.
2. Press # or **NEXT** to move through your Call Logs.
3. Press the right side of or **MORE** to view more information on an item.

To call from your Call Log:

1. Display the desired number on your keystation.
2. Edit the number, if required, using the left side of , **TRIM**, or **BACKSP**.
3. Select a line for the call.

To erase a Call Log item:

1. Press Hold or **ERASE** while viewing an item.

Special characters used in Call Log displays

- 1 A new item in the Call Log is underlined.
- 3 Answered calls.
- ✓ The displayed information has been shortened.
- × The displayed information is incomplete. Press Feature to exit.

Call Log Options

Feature * 8 4

Select the type of calls that will be automatically stored in your Call Log. Press # or **NEXT** to see the next setting. Press Hold or **OK** to select the displayed setting.

Call Log Password

Feature * 8 5

Program a password for your Call Log. To remove the password, replace it with a blank password. If you forget your password, see the person in charge of your system.

Logit

Feature 8 1 3

Store caller information for the current active call in your Call Log.