

Commander Business Gateway



Quick Start Guide

Commander Business Gateway Quick Start Guide

Broadband is delivered via various technologies.

To ensure you connect your Commander Business Gateway correctly please refer to the coloured sticker on the outside of this package and follow the respective instructions for your Commander Broadband technology.

ADSL Users:

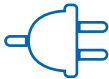
Keep this quick start guide handy for your future transition to the nbn™.

What's included in the box?



1 x

Commander Business Gateway



1 x

Power Adapter



2 x

Network Cables



3 x

Phone Cables
(Used for xDSL/Phone)



WiFi Password/
SSID Sticker on unit



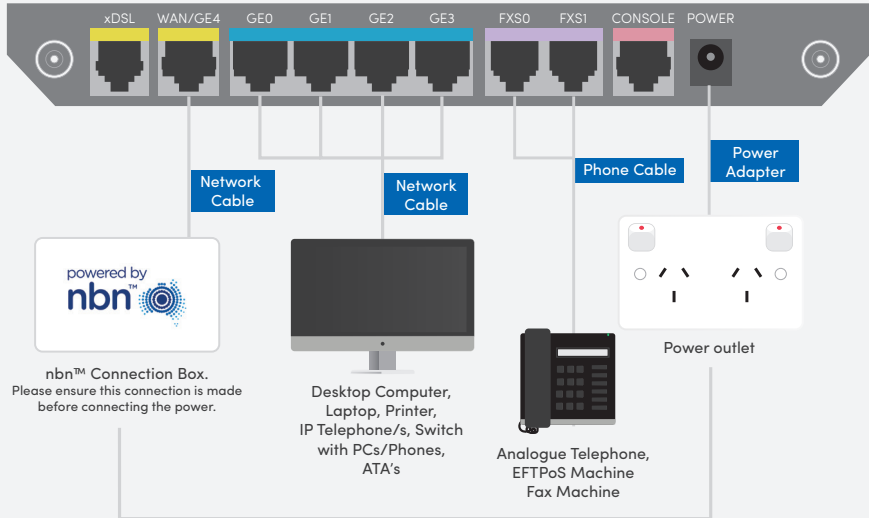
xDSL In-line Filter
(Used for ADSL &
FTTB/N Only)

Cable Configuration

Setting up your Business Gateway for Ethernet

FIXED WIRELESS/FTTC/FTTP/HFC

Commander Business Gateway



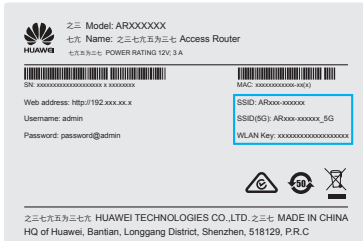
Please note the image of the nbn™ connection box may differ between technologies, HFC & FTTC only have one UNI-D port each, whereas FTTP & Fixed Wireless technologies have four UNI-D Ports each. You will be advised which UNI-D port to connect to via email or SMS once the port becomes active.

Please note the above is a guide only, some devices may not be compatible with our gateway. For more information contact our technical support team on [132 777](tel:132777).

Connecting Devices

WiFi

You will find the WiFi network names (SSIDs) clearly marked on a sticker underneath your gateway along with the WiFi password (WLAN Key).



Simply select the network name from the list of Wi-Fi sources on your device, and on your PC, phone or tablet type in the password to connect.

Direct

Connect one end of a network cable that came in the box into one of the spare blue GE ports marked GE0-3 in the back of the gateway and the other end to your device.

By default the network is 192.168.11.0/24. Your devices will be allocated an IP address in this network. Please ensure that, if needed, you change any statically assigned devices on your network to match or change the LAN and DHCP settings in the Business Gateway as required.

Management

By default, you can manage the device using the details on the label of the unit.

FXS Operation

If you have a voice service provided by Commander which uses an FXS port you will need to connect your phone(s) or compatible equipment to the ports labelled FXS0 or FXS1 as required. Your administrator will have received information indicating which voice services are presented to each FXS port. The below functions are available whilst a call is in progress, 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. Please use phone cables included in the box or standard 2-wire phone cables only.

| What to dial | Function |
|-----------------|--|
| Recall | Place a call on hold. A new call can be established at this point. (Use Recall 2 to toggle between calls) |
| Recall 0 | Reject a waiting call. |
| Recall 1 | Release a connected call. Press Recall again to connect to a waiting call. |
| Recall 2 | Place current call on hold, connect to new call and toggle between calls. |
| Recall 3 | Conference both calls. |
| Recall 4 | Transfer the held call to the current call. (This transfer can be supervised or blind) |

FAQs

My Internet service is not working

If you find your Internet is not working, please double check your cables are properly connected and confirm the correct lights are on for your Broadband technology. Please allow the gateway 20 minutes to complete the automatic setup and do not reboot it.

| Technology | PWR | SYS | PPP | LTE (or) 3G | WWAN | xDSL | GE4 |
|------------------------------|-----|-----|-----|-------------|------|------|-----|
| ADSL/FTTB/FTTN | ● | ⓘ | ● | | | * | |
| FIXED WIRELESS/FTTC/FTTP/HFC | ● | ⓘ | ● | | | | * |
| Cellular | ● | ⓘ | | ● | * | | |

● Solid Light ⓘ Pulse * Flashing with use

Upgrading to the nbn™

If you are using the NBN-ready Business Gateway with an ADSL Internet connection, you can continue using this same gateway, once NBN is active at your business. We will let you know when it's time to upgrade to a Commander NBN plan, but in the meantime, stay updated by visiting: www.commander.com.au/nbn-rollout-map

My devices won't connect via WiFi

Double check you have entered the correct case-sensitive password (WLAN) printed on the bottom of the gateway (unless you have changed it).

Can I have a backup cellular service added to my account

The Business Gateway includes an in-built Commander SIM card with the capability to deliver cellular backup within most Optus 3G/4G mobile network coverage areas.



If replacing the SIM card, care should be taken to install a standard-sized Mini SIM card in the correct orientation. Micro or Nano SIM cards will not be retrievable and may cause damage to the unit, if inserted by mistake.

The in-built SIM can be activated to provide backup Internet connectivity with Commander Mobile Broadband. This cellular service will support voice traffic to the Commander network in the unlikely event of a Broadband service interruption or whilst waiting for a fixed Broadband service to be activated. Note: Business Gateway configuration settings will only support backup for Commander IP Voice calls.

Please contact your Account Manager for more information on adding cellular backup to your account.

Support Details

LiveChat: commander.com.au

5 days Mon-Fri
8am - 7pm (AEDST)

Phone: **132 777**

Mon - Fri 8am - 7pm (AEDST)
Saturday 8am - 7pm (AEDST)
Sunday 9am - 6pm (AEDST)

