How to Make a Call from your Contacts

Make an audio call to a contact using one of the following methods: Change Contacts

- Tap the contact icon on the bottom of the screen
- Click the down arrow next to directory to change to phone contacts
- From the contact card, tap on the contact number then tap VoIP Call
- From Call Mode select Voice Call to initiate call

How to Make an Ad-Hoc Call

- Tap the Dial Pad icon
- Enter the required number
- Select the Voice icon

How to Answer an Incoming Call

An incoming call is indicated by a ringtone. There are two options on the incoming call screen:

Answer - Tap to answer the call

Decline - If you tap, it causes the call to go to Voicemail

## Call Pull between your Phone and Mobile

Call Pull allows you to move a call seamlessly from your mobile to your desk phone and back again.

On your Mobile phone

- When on a call is already on your desk phone, tap the **Call Pull** icon on your mobile phone to pull the call to your mobile without interruption
- Tap **VoIP Call or iPhone** to choose the network to use

On your Desk phone

- When on a call on your mobile phone, dial ***11** on your desk phone to pull the call to your desk
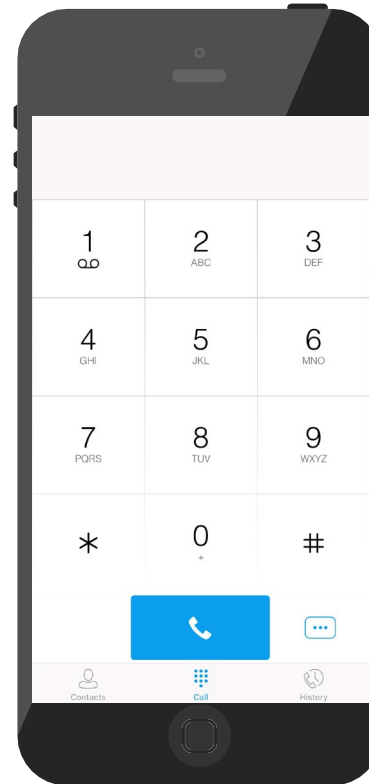
The main view contains a number of tabs that present information about the contacts and communications options available as follows:

Call - Make calls

History - View incoming, outgoing, and missed calls

Contacts - View your local contacts or search for directory contacts

Transfer a Call

- While on a call tap the **More** icon from the options menu then select **Add Call**
- Select Contact, or select **dial pad** and enter number you want to transfer to
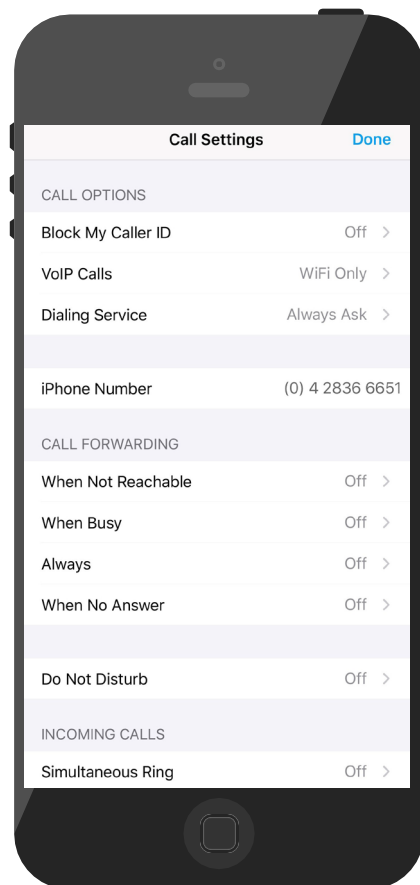- Select **Talk + Transfer** or **Transfer to complete the transfer**

Start a Conference Call

- While on a call tap the **More** icon from the options menu then select **Add Call**
- Select Contact, or select **dial pad** and enter number and **Dial icon**
- Select **Conference**

Hide Number

When the Hide Number feature is enabled your number is hidden from the called party. Calls to colleagues at your business site will still see your number displayed.

- Tap **Call Settings**
- Select **Hide Number**
- Check **Enable** to hide number
- Tap **X** to close the window

COMMANDERPHONE

Call Settings — Done

CALL OPTIONS

Block My Caller ID	Off >
VoIP Calls	WiFi Only >
Dialing Service	Always Ask >
iPhone Number	(0) 4 2836 6651

CALL FORWARDING

When Not Reachable	Off >
When Busy	Off >
Always	Off >
When No Answer	Off >
Do Not Disturb	Off >

INCOMING CALLS

Simultaneous Ring	Off >

Call Forward

The Forward Calls feature automatically forwards incoming calls (from your business phone) to an alternate phone number that is configured.

- Tap *Call Settings*
- Select *Forward Calls*
- Identify which type of forwarding to be enabled and Tap *Edit* for your selection
- Check *Enable*
- Enter a phone number for incoming calls to be forwarded
- Tap *Save*
- Tap *X* to close the window

When enabled Forward Always will take precedence over the any other feature.

Remote Office

Remote Office allows a user to assign any other landline or mobile phone number as your business phone number and have outgoing calls billed to your business number.

To enable Remote Office:

- Click *Call Settings*
- Select *Remote Office*
- Click the *Edit* icon
- Check Enable service and enter the remote office number in the phone number field
- Click *Save*
- The screen will display the changes
- Click *X* to close the window

Do Not Disturb

When activated all calls will be blocked. You can forward some or all calls if needed.

- Tap on *Call Settings*
- Select *Do Not Disturb*
- Check *Enable* to activate
- Tap *X* to close the window

Simultaneous Ring Personal

Simultaneous Ring feature allows up to 10 phone numbers to be defined. All numbers defined will ring at the same time as your primary business phone number.

- Tap *Call Settings*
- Select *Simultaneous Ring*
- Check the Enabled checkbox
- If required, check *Do not ring my Simultaneous Ring Numbers if I am already on a call*
- If required, check the *Answer confirmation required* checkbox to ensure that the call will be connected to a live party
- Enter the Phone number

Simultaneous Ringing is evoked before Remote Office so that all secondary destinations will ring at the same time as the Remote Office

Commander Anywhere

Commander Anywhere allows users to enable their mobile phone service, or any other phone to behave as if it were an extension of the Commander Phone service.

To configure:

- Tap *Settings*
- Tap *Call Settings*
- Select Commander *Anywhere*
- Tap *Add New Location*
- Enter the number for the new location and Tap *Save*. Add more locations if needed. Tap *Edit* to configure the location:
- Diversion Inhibitor – Stops calls being forwarded to your mobile voicemail or other location if set
- Answer Confirmation – Prompts for a key to be pressed when you answer
- Call Control – Determines that call control options are to be performed by the Commander Anywhere location device rather than your desk phone settings
- Tap *Save*
- Check the box to enable All enabled location for Tap-To-Dial
- Check the *Enabled* check box to activate Commander *Anywhere*
- Tap *X* to close the window