



NBN Business Line

User Guide



Welcome to Commander

NBN Business Line

Thank you for choosing Commander to provide your business phone lines. This User Guide is designed to help you make the most of your new business landline service and includes handy hints for setting it up. This guide also features important numbers you can contact if you require further assistance.

MY ACCOUNT NUMBER:

Note: if your business lines are connected to a Phone System or PBX, please refer to the manufacturer user manual for instructions.

This guide is not applicable to Commander mobiles, Commander Phone or PSTN services. Monthly or per usage charges may apply for some of these features. Look for the following symbols:  

See the Critical Information Summary for your plan for information on relevant charges: commander.com.au/legal/critical-information-summaries. Visit our website for full lists of rates and charges: commander.com.au/legal/customer-terms. Available on most tone phones and in most areas.

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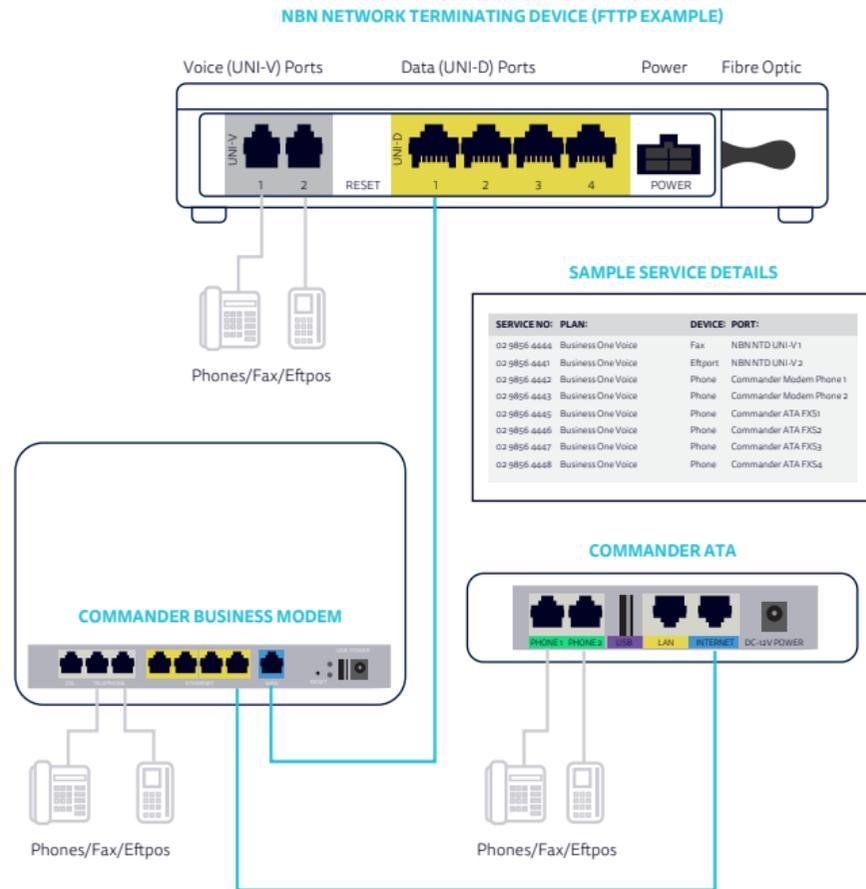
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Getting Started.

Once your NBN Business Line service has been activated, you can connect your telephone devices to the NBN Network Terminating Device (NTD) and/or Commander Supplied equipment as per the diagram on the next page. Your Order Completion email will show you which service numbers correspond to each port.

Only customers connecting to the NBN via Fibre to the Premises (FTTP) can connect their handsets straight into the Network Terminating Device (NTD). The NTD is the grey NBN box that your Commander modem connects to.

Note: Cable colour is for illustrative purposes only. Actual colour may vary and has no relevance to the operation of the service.



FTTP UNI-V ports

The two voice ports (UNI-V) on the NBN connection box (NTD) provide the best support for analogue data services such as Fax and EFTPOS but work equally well for analogue phone handsets. Commander does not guarantee availability of UNI-V ports at your premises or that these devices will operate correctly over the NBN. Please consult with the supplier of your device about its compatibility with the NBN or seek alternatives more suitable for use with the NBN.

Commander Business Modem

Once the two voice ports on the NBN connection box (NTD) are full, or if you don't have an NTD, you will require a Commander Modem to connect any further phone lines. The Commander Modem may also provide your Commander NBN broadband connection if purchased along with your voice services. Follow the Commander Modem Quick Start Guide to get connected. The Commander Modem provides two voice ports.



Analogue Telephone Adapters (ATAs)

A Commander Analogue Telephone Adapter (ATA) is required to connect additional lines once the two voice ports on the NTD and two voice ports on the Commander Gateway are full.

Commander has two different ATAs available. A 2 port model and an 8 port model. Discuss ATAs and pricing with Commander.

Note: Lift phones, monitored fire alarms and fire indicator panels should not be connected to the NBN. A register has been set up to identify where these services are located to support continuity of service for these line types. It is vital to register with NBN Co well before the existing telecommunications network is due to be disconnected in your area. Disconnection could result in undetectable failure of these services.

You must call NBN Co on 1800 687 626 to register these services - visit www.nbnco.com.au for more information.

Take Command.

Manage your account

Take control of your communications with Take Command - your free online account management tool. To view your account details, payment history and make changes to your account, visit takecommand.com.au. Registration details will be sent to your nominated email address separately.

To learn how to use Take Command check out our Take Command User Guide on our support page at commander.com.au/support/accounts-and-billing



Commander provides so much more than just phones.

Commander is a true one-stop shop for business, with a full suite of telco, data and power to help businesses stay connected.



PHONE

Commander has a range of business phone products and plans, from a smart office phone lines to complete hosted internet phone systems, and can help you tailor the right phone solution to suit your business.



INTERNET

Commander provides Internet plans to suit small business customers, with 4G backup and the ability to upgrade speeds.



MOBILE

We have an array of mobile phones to choose from and competitive mobile plans to match. Our data plans are created to suit every business size or needs.



NBN™

The nbn will revolutionise the way you do business with faster connections and consistent speeds. Our nbn specialists can assist and guide you through every your transition to the nbn.

Never miss an important call again.

Call waiting

If you receive a call whilst you're already on the phone, Call Waiting can let you know. While you are on a call, you will hear a subtle 'beeping' tone every few seconds if someone else is trying to call you. To switch calls, simply put the first caller on hold while you answer the second call. You can also switch between calls as often as you like. Plus, there is no need to switch Call Waiting 'ON' as it is set up automatically as part of most Commander Business Line services.

How does it work?

Answer an incoming call / switch between calls

RECALL DIAL TONE 2

Hang up one call and return to the other

RECALL DIAL TONE 1

Reject an incoming call

RECALL DIAL TONE 0

Conference (Merge) Both Calls

RECALL DIAL TONE 3

Turn ON Call Waiting

 DIAL TONE * 4 3 # ANNOUNCEMENT

Turn OFF Call Waiting

 DIAL TONE # 4 3 # ANNOUNCEMENT

Check if Call Waiting is on/off

1 # or  * # 4 3 # ANNOUNCEMENT

Useful info.

Once you have switched Call Waiting ON, it will stay ON unless you turn it OFF. It's also important to note that Call Waiting won't work during a 3-Way Chat call.

With some fax machines the 'beeps' on Call Waiting can interfere with the signal, so we recommend turning Call Waiting off if you use a fax machine on the line.

Call return

Call Return lets you find out who's call you just missed (this doesn't work for blocked numbers).

How does it work?

Retrieve the number of last unanswered call



To call the number back



Useful info.

Call Return is already set up and ready to use (for tone phones in most areas of Australia). There is a per use charge of 10c  for Call Return and call charges also apply if you return the call.

Call forward

Call Forward helps you manage calls by forwarding them to another destination when certain criteria are met. For example, when you are busy on another call or don't answer the phone, you may want to forward calls to someone else using your Call Forward settings.

IMPORTANT: When it comes to charges, any calls forwarded from your line are treated just like a call you're making yourself. Check your voice plan for call charges that may apply.

Call forward immediate

With Call Forward Immediate, all calls to your primary phone are redirected to a number you choose.

How does it work?

Turn ON Call Forward Immediate for incoming calls

Turn OFF Call Forward Immediate for incoming calls

To check if call forward immediate is on or off

Call forward busy

When someone calls and your phone is engaged, the caller will be forwarded to another number that you have chosen.

How does it work?

Turn ON Call Forward Busy for incoming calls

 * 9 0 Phone number #

Turn OFF Call Forward Busy for incoming calls

 * 9 1 #

Check if Call Forward Busy is ON/OFF

 * 6 7 * ANNOUNCEMENT

Call forward no answer

If there is no one to answer your phone, your calls can be forwarded to another number. Although the phone comes with a default 'no answer' delay of 20 seconds (around seven rings) you can set the delay from 5 to 55 seconds.

How does it work?

Turn ON Call Forward No Answer for incoming calls  * 9 2 Phone number #

To set the number of rings before calls are diverted

 * 6 1 0 Number of rings #
(each ring is 6 seconds)

Turn OFF Call Forward No Answer for incoming calls

 # 9 3 #

Check if Call Forward No Answer is ON/OFF

 * 6 1 * ANNOUNCEMENT

Useful info.

Call Forward Immediate, Call Forward Busy and Call Forward No Answer are already set up and ready to use. Calls may not be forwarded to some numbers, including international numbers and 000. You pay for forwarded calls as if you were making the call yourself. Check the call charges that apply for your plan.



Call forward not reachable

If your internet is down and your nbn voice line isn't registering, you can forward calls to another number automatically. Think of it as a backup in case your voice line registration fails.

How does it work?

Turn ON Call Forward Not Reachable

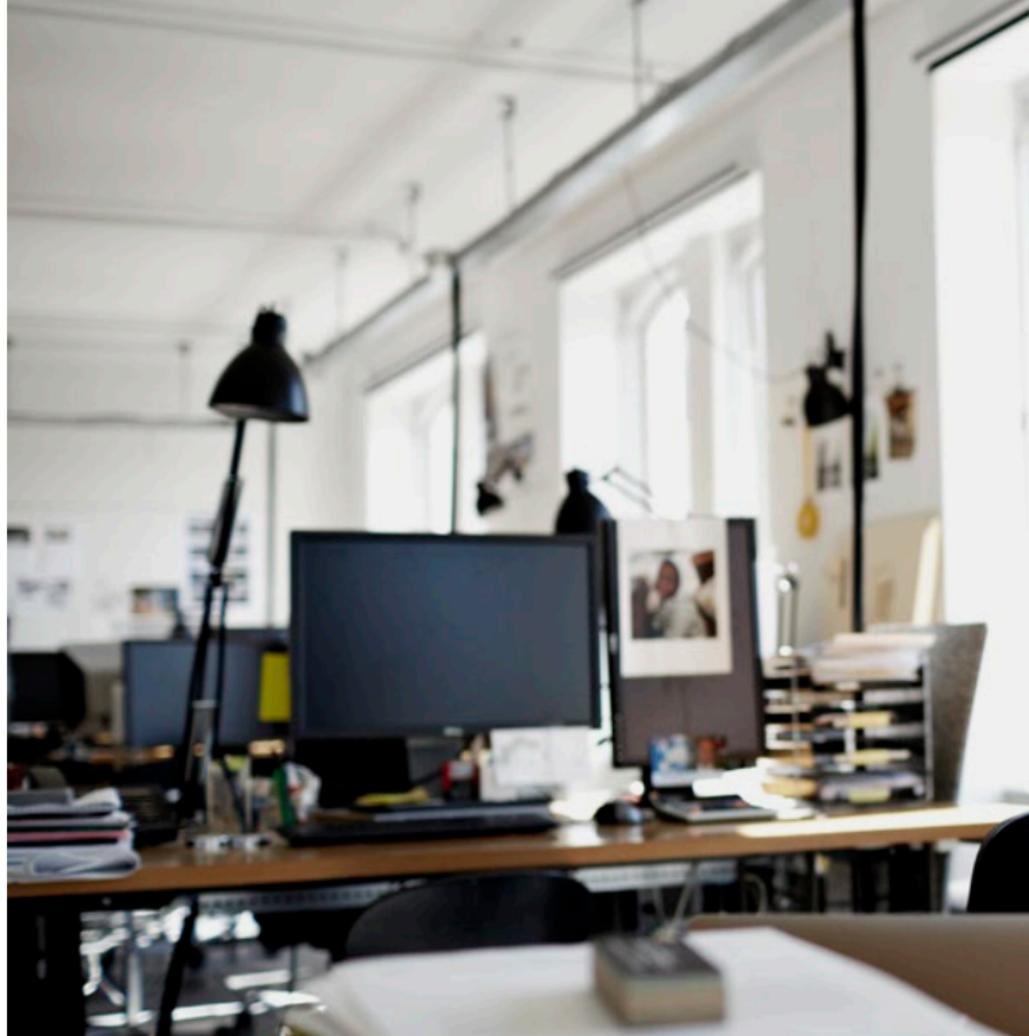
 * 9 4 Phone number #

Turn OFF Call Forward Not Reachable

 * 9 5 #

To check if Call Forward Not Reachable is on or off

 * 6 3 *



3-way conferencing

With 3-Way Conferencing, you can add another person if you're already on a call. You can talk to two people at once, and either person can leave the call at any stage.

How does it work?

Put caller on hold & make new call

RECALL DIAL TONE Phone number

Bring both callers into a 3-Way Chat

RECALL DIAL TONE 3

Split a 3-Way Chat
(this will put one call on hold)

RECALL DIAL TONE 2

Switch between calls

RECALL DIAL TONE 2

Hang up one call & return to caller on hold

RECALL DIAL TONE 1

Useful info.

3-Way Conferencing is already set up on your phone, ready to use. Call Waiting won't work while on a 3-Way Conferencing, but Call Forward Immediate or Busy works if you have them set up.

A per use charge for 3-Way Conferencing applies 💰. Call charges apply at standard rates for each call that joins the chat.

Smarter ways to call.

Calling number display

Check who's calling (except blocked numbers) before you answer your phone by having the caller's number displayed on your phone display screen (you will need a phone with a display screen).

How does it work?

When your phone rings, simply look at your display screen to see the caller's number. Some phones, can be programmed with a limited selection of numbers and names. Your phone will then display the name from your list when they call you. Please note this is handset dependant (refer to your phone manufacturer's user manual for instructions).

If you can't answer your phone or don't recognise the number, you can store the number and return the call later. Storing or logging some numbers is a standard feature on most display phones. To activate Calling Number Display on your phone, call Commander on **132 777**.

WHY CALLING NUMBER DISPLAY MAY NOT ALWAYS WORK

- A silent line or unlisted number
- A caller who has blocked their number
- An overseas number
- Someone who's phone service provider or carrier doesn't participate in Calling Number Display or who needs their subscriber to activate number display
- A payphone

Hide your number

CALL BLOCKING

Call Blocking is free and it gives you the option to block your number on an individual call. When you're calling from a Commander fixed phone, just add *67 to the front of the number before you dial.

LINE BLOCKING

If you don't want your number to be sent when you make a call you can use Line Blocking. Permanent Line Blocking is automatically provided to customers with unlisted numbers and is available on request for listed services. You can also override the blocking on individual calls by adding *65 to the front of a number when you dial from a Commander fixed phone.

Available on tone phones in most areas in Australia. Call Waiting Display capable phones are designed to mute the receiver for 1-2 seconds while the details of the caller's number are sent to the phone. This may cause a brief interruption to the conversation. Occasionally, some phones may mistakenly respond to a caller's voice or external noise causing a 'false muting'.

Call Waiting Display

Some display phones have Call Waiting Display, which will let you see the number of a second caller when you're already on the phone (unless that number is blocked).

Call Record Logging

Most phones that are compatible with Calling Number Display will also support call record logging. Capacity does vary so please check your phone manufacturer's user manual.

Handy numbers

CUSTOMER SERVICE & ACCOUNT ENQUIRIES

132 777

LOCAL COMMANDER CENTRE

1300 132 777



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