

COMMAND CENTRAL

Commander
Key Phone

ADMINISTRATOR QUICK START GUIDE

COMMANDER

Administrator Quick Start Guide

Your 'Start Up' configuration

Command Central requirements

How to log into your Command Central account

The Command Central Dashboard

Managing the layout of your handset keys

Setting up your 'Viewable User Services'

Updating user details

Changing Assigned Phone Numbers

QUICK START GUIDE

Your 'Start Up' configuration

After your purchase of the Commander Key Phone service, the Commander team configured a basic phone system for you to get you started.

Once your handsets have been installed and are operational, you can expect the following 'default' configuration across all of your new handsets.

We have allocated at least three (3) lines to your main business number and a private number for each Commander Key Phone.

Your main business number (or advertised number) has been associated with three (3) or more Commander Key Phone lines.

This means, as a default configuration, that when your main business number is called, all of your phones will ring and you will be able to 'pick up' the call on one of your three (3) Commander Key Phone lines. So right from the start, you'll never miss a call!

For every Commander Key Phone, you have also have been provisioned with a 'Private Line' (or phone number) per handset. This means that you can make and receive private, or personal calls using this private line, without 'tying up' your Commander Key Phone lines.



COMMAND CENTRAL ADMINISTRATOR QUICK START GUIDE

This quick start guide walks you through the basics and how to manage the 'Start Up' configuration to meet your day-to-day needs.

It covers:

1. How to log into the Command Central portal to manage Commander Key Phone
2. Managing the key layout on your handsets
3. Creating Service Packs of features (Viewable Services) for different types of users in your business and;
4. Updating user details

Follow this guide through the following sections where you will see the basic system configuration already set up, ready for your customisation. Feel free to modify the basic configuration so that the system manages calls just the way you want.

The Command Central Administrators Guide for Key Phone is where you will find additional information on all the features of Command Central.

The Commander Phone team is on hand to help you with your specific implementation. Please do not hesitate to call the team on 1300 638 208 or email them on commanderphone@commander.com.

Command Central Requirements

Command Central is a completely responsive HTML5, CSS and JQuery based application that works across all devices. You can administer Commander Key Phone from any one of these devices, using any one of the below browsers.

Devices

- All Windows based computers that support the following browsers
- All Apple computers that support the following browsers
- Apple mobile and tablet devices like iPad and iPhone and
- Android based mobile phones and tablets

Browsers

- Internet Explorer
- Safari
- Chrome
- Firefox

Commander recommends the use of the latest browser versions for best performance.

COMMAND CENTRAL ADMINISTRATOR QUICK START GUIDE

How to log into your account

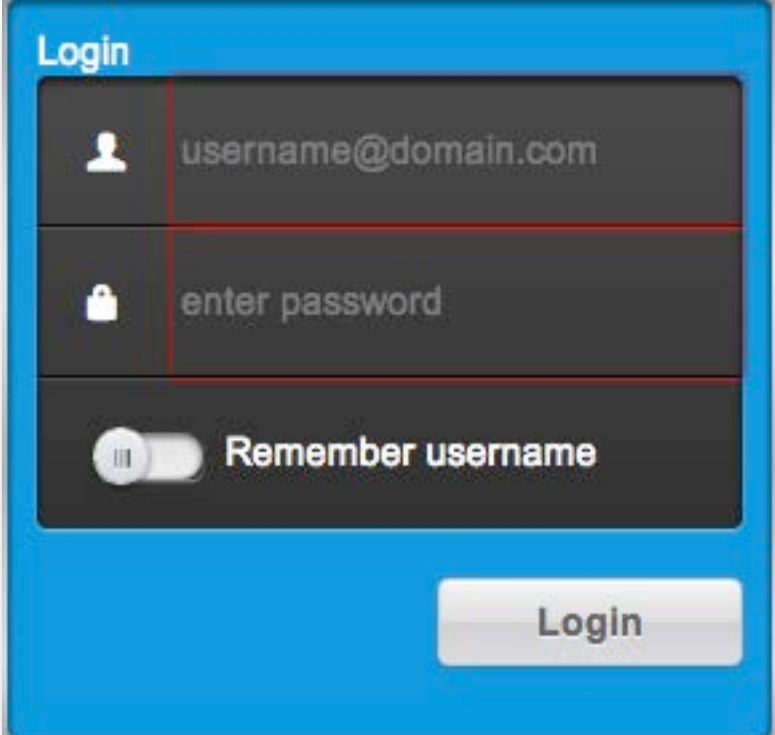
Command Central is a web application and can be found using your browser at:

<http://commandcentral.commander.com/>

An administrator username and password is used to log into the application. This information can be found in the email correspondence that we have sent to the nominated administration contact in your business.

If you need these details again, please contact the Commander Key Phone team on 1300 638 208 or email them at commanderphone@commander.com to request these details.

1. Go to Command Central at commandcentral.commander.com
2. Type in your Commander Administrator USERNAME
3. Type in your Commander Administrator PASSWORD
4. Select if you would like your username remembered
5. Click Login



Login

username@domain.com

enter password

Remember username

Login

The Command Central Dashboard

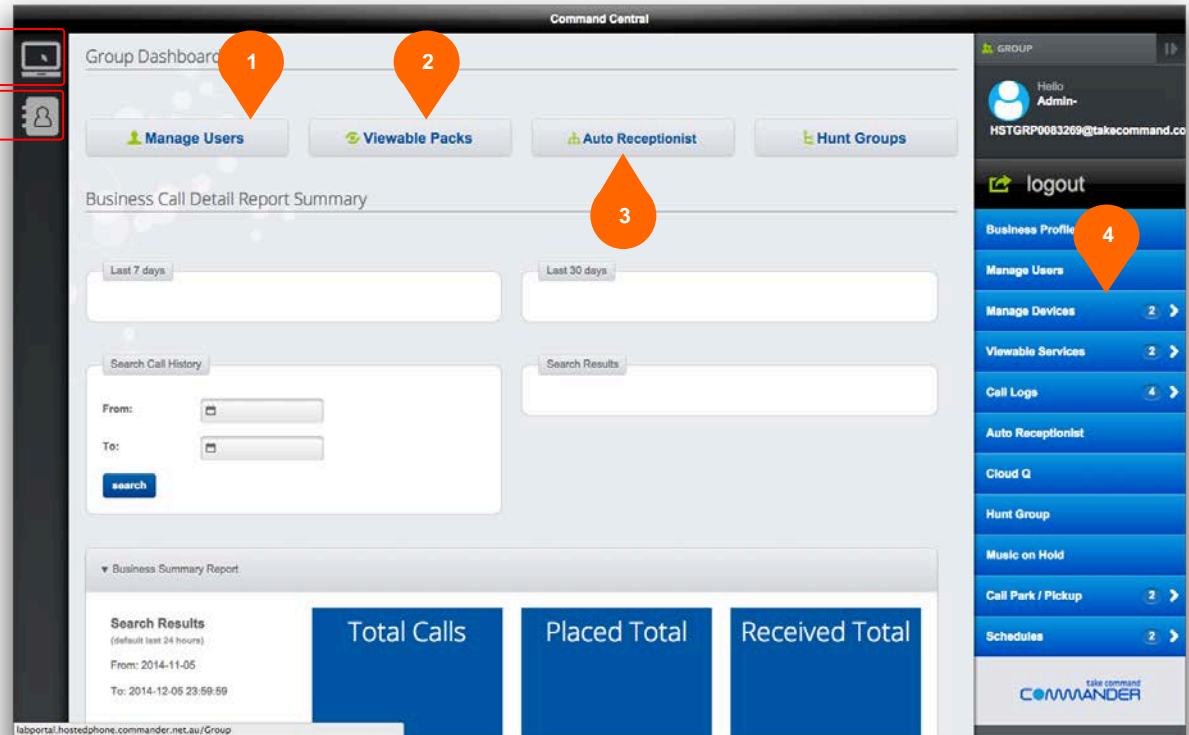
- Dashboard home
- Directory

This is the Command Central Dashboard and your homepage.

It shows you main activities and will be the page you see when you first login.

Key activities that are launched from your dashboard include:

1. Managing user information
2. Managing which features are available to different users (Viewable Packs)
3. Managing business wide services like your Auto Attendants
4. Managing the layout of the keys on each of the Commander Key Phones



COMMAND CENTRAL ADMINISTRATOR QUICK START GUIDE

Managing the layout of your handset keys

Commander Key Phone is deployed for you using our standard handset key layout, so that you can manage:

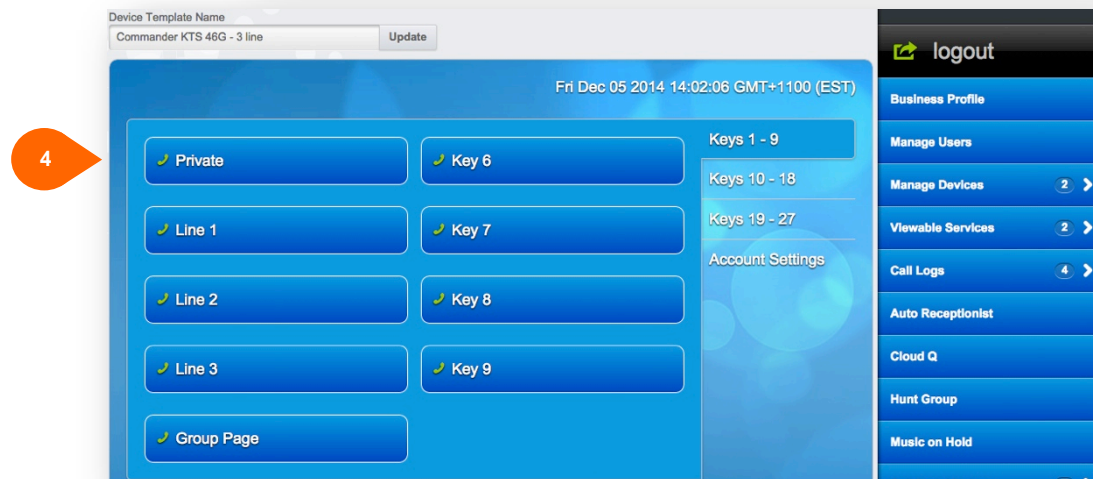
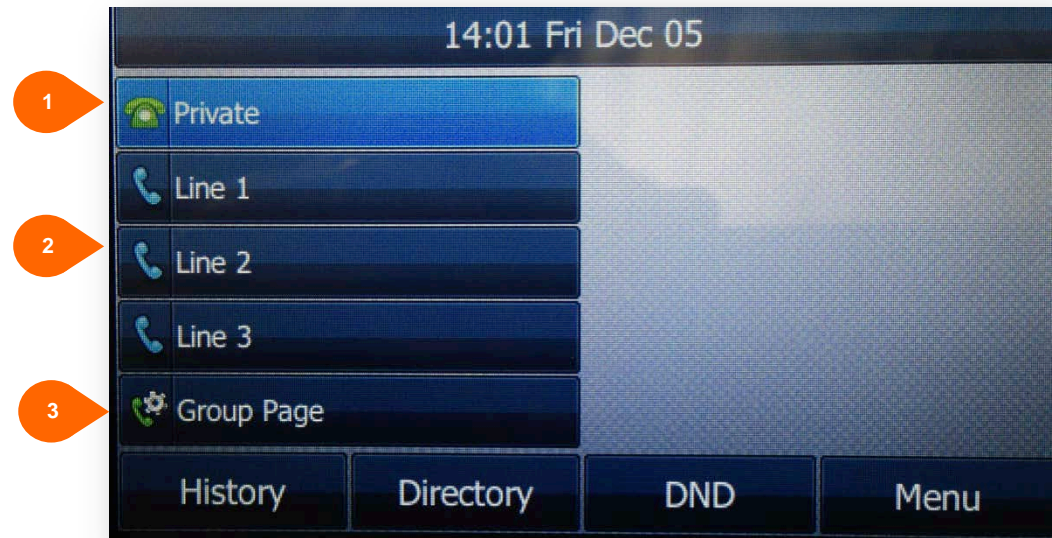
1. A 'Private Line' on each Commander Key Phone
2. The three (3) or more lines that represent your business line number
3. A Group Paging key to page all Commander Key Phone users in the business

All Commander Key Phones are, by default, configured the same way.

However, using Command Central, you can

4. Change the layout of the keys to better suit how you wish to have Commander Key Phone operate on each handset.

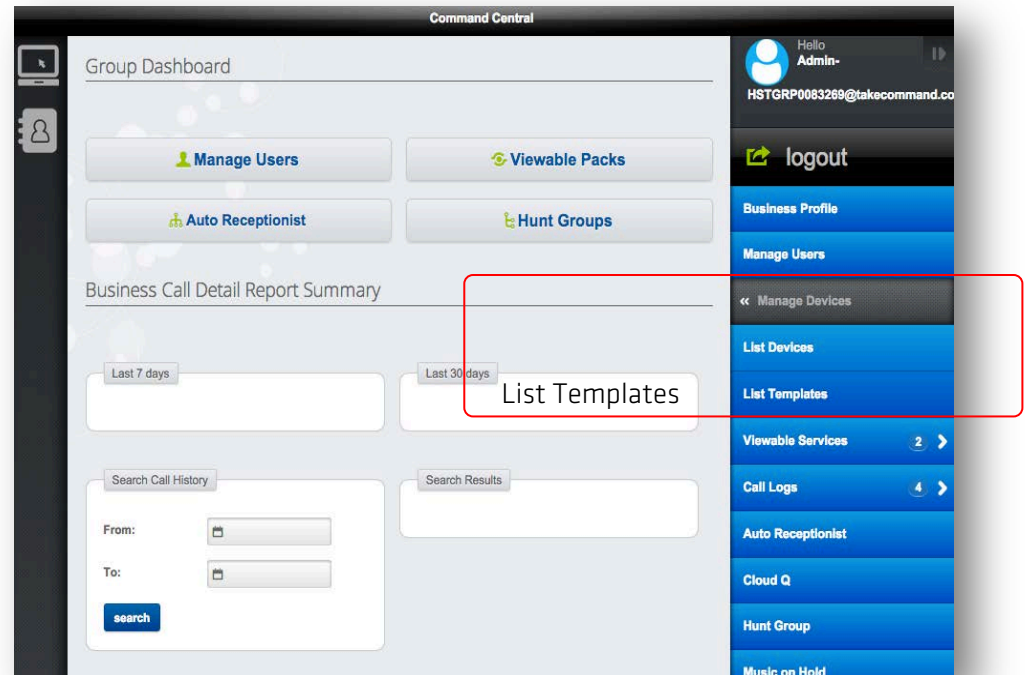
You may for example want to add 'speed dial' keys.



COMMAND CENTRAL ADMINISTRATOR QUICK START GUIDE

Managing the layout of your handset keys using 'Templates'

We have configured a template, which describes the key layout for each or your handset types. You can either 'modify' the existing templates or create your own new templates to change the layout of your handsets.



This means that you can choose which template (layout) will apply to each of your Commander Key Phones, customising the way in which each phone is configured for each person using the Commander Key Phone.

1

For more detailed information on creating new templates and applying them to each Commander Key Phone, please refer to the Command Central Administrators guide for Key Phone.

Device	Device Type	Template	Reassign	Rebuild	Edit
HPS0070602_Commander KTS 46G	Commander K	Commander KTS 46G - 3 line			
HPS0084372_Commander KTS 46G	Commander KTS 46G	Commander KTS 46G - 3 line			

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

Setting up your 'Viewable User Services'

Configuring 'Viewable Service Packs' allows you, the administrator, to allocate different sets of features to different users in your business.

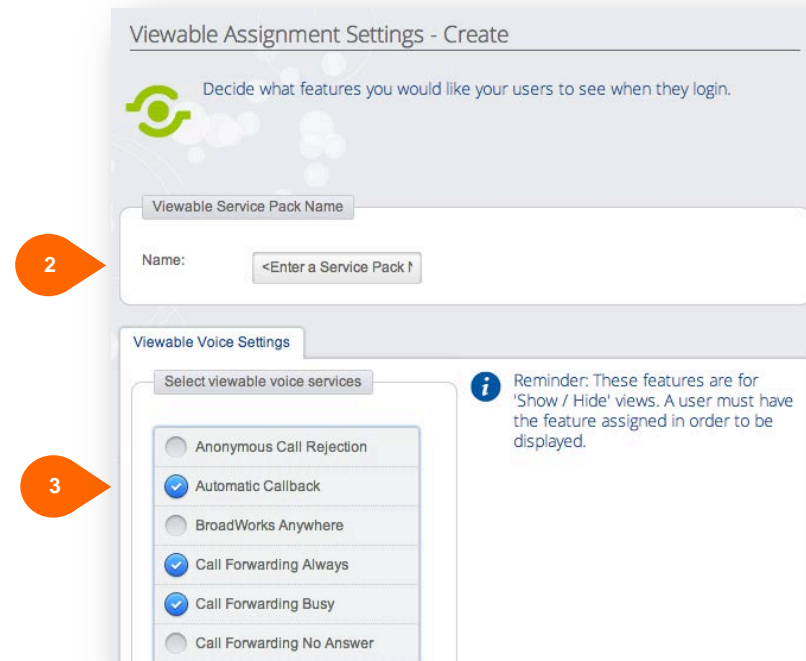
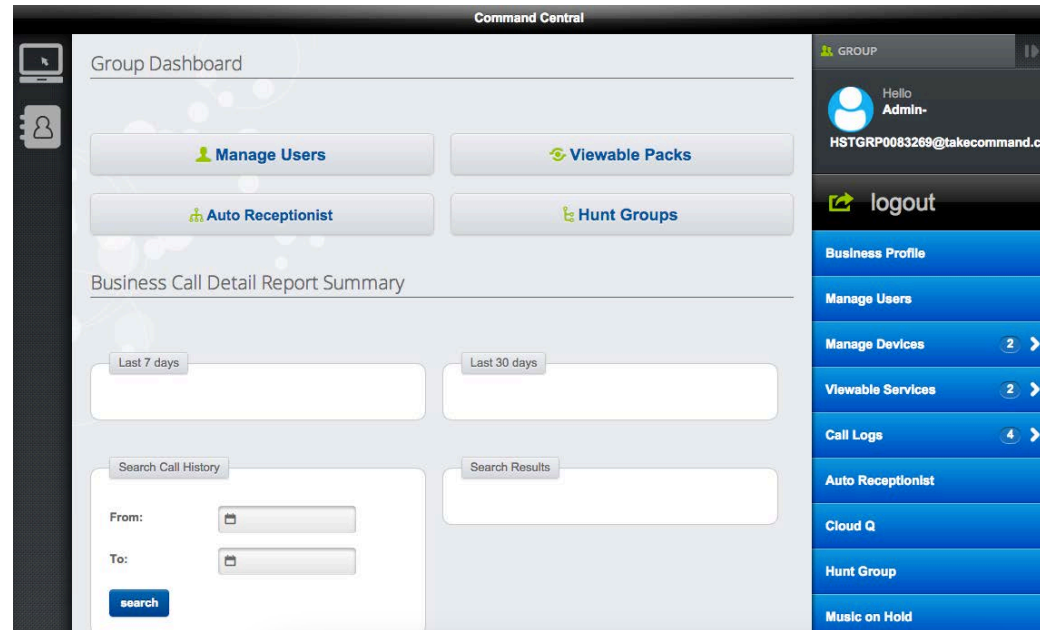
It means you have discretion to control what functionality is available to each user.

Commander Key Phone, by default, gives all users access to all features; however, you may choose to create custom Service Packages. It allows features to be either shown or hidden from the user.

1. First open the 'viewable Services' and either choose 'Create' and/or 'Modify' existing

When 'Creating' a new pack

2. Name the service pack (that usually represents the type of user in the business, (like 'Warehouse Features', 'Office Features') and;
3. Select those features that you would like to be available in the service pack
4. Click the 'Submit' button to save the service pack




COMMAND CENTRAL ADMINISTRATOR QUICK START GUIDE

Updating your user details

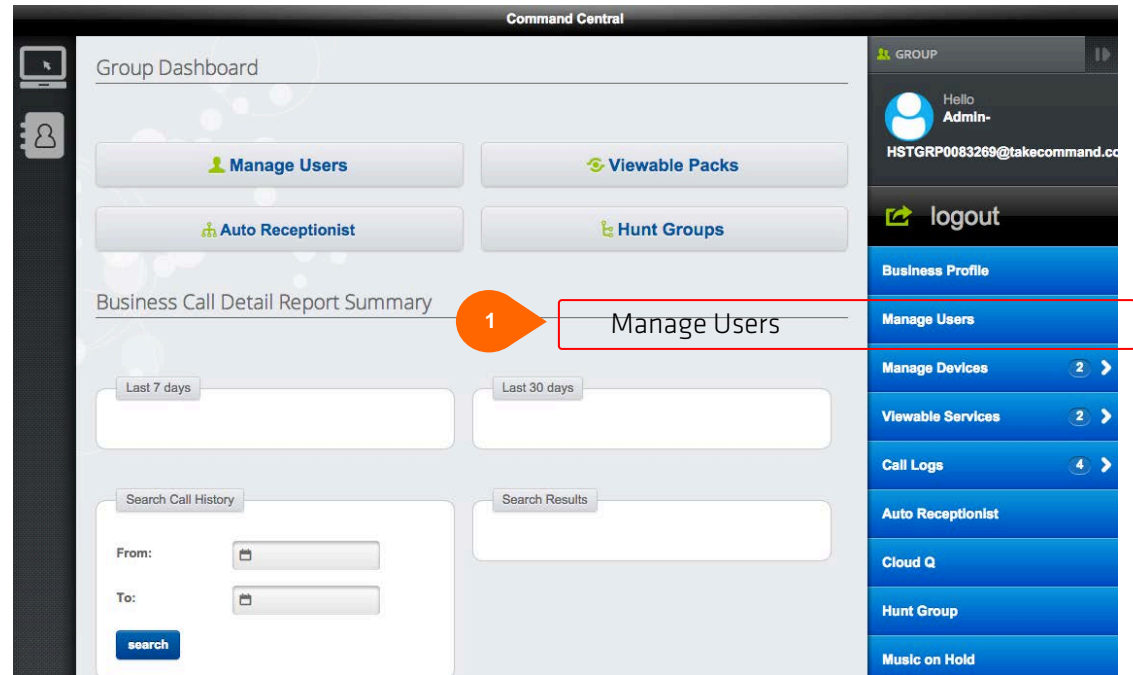
1. Click 'Manage Users' where you can complete the entry of the users' specific details.

There are two main activities when you update the users' details.

2. Set Viewable Pack. - Which Feature Service Pack will they use




When you click on the 'Manage Profile' button  , you are able to:

3. Update and modify individual user details



Changed view for HPT0000025@takecommand.com.au

Show 10 entries Search:

userid	First Name	Last Name	Set Viewable Pack	Manage Profile
HPT0000024@takecommand.com.au	Jack	Spa	Premium	
HPT0000025@takecommand.com.au	Tom	Long	Premium	
HPT0000026@takecommand.com.au	Reagen	Joseph	- Choose -	

COMMAND CENTRAL ADMINISTRATOR QUICK START GUIDE

On this 'Directory Listing Information' page you can:

1. Change the required number for the user
2. First Name
3. Last Name
4. Mobile number
5. Email address and;
6. Department name of each of the users against the phone number that they will be allocated.

Directory Listing Information

Phone Number:

Title

First Name

LastName

Twitter

Mobile

Email

Department

Address

City

State

ZIP

Time Zone

Language

COMMAND CENTRAL ADMINISTRATOR QUICK START GUIDE

Changing assigned phone numbers.

Command Central allows you to change the phone number that is assigned to each of the 'private lines' of a user or group feature, like Auto Attendant. When changing a number (swapping with another number) you will be presented with a drop down list containing your number pool excluding any numbers that are already in use.

Any number that you have requested to transfer (port) to Commander Key Phone from another provider will appear in your number pool. If you choose a number that has not yet been transferred, a popup box will let you know when the transfer is expected to complete – this is the estimated port date.

You can then click on the **porting schedule** button to get the full list of numbers and their current porting status.

IMPORTANT: Inbound calls to numbers that are being transferred will be received via your current phone system until the transfer is completed. Outbound calls may be made from either your existing phone or your Commander Key Phone. Once the transfer is complete all inbound and outbound calling will be via your Commander Key Phone.

ALERT: The number you selected is currently in the porting process:

Estimated port date for:
0299112264 = 2014-05-24

The number may still be assigned by clicking the 'UPDATE' button on the bottom of this form.

You may check status for all number porting here:

[porting schedule](#)

Close

Number Porting Schedule

The number porting list below shows the status of numbers transferring over to your Commander Phone service.

Please check back at anytime to review the updated status. If you have any queries regarding your new service(s), please contact our Customer Care team on 1300 638 208 between 8am and 6pm AEST Monday to Friday or email us at commanderphone@commander.com.

Prior to Number Transfer

Inbound calls to numbers that are being transferred will be received via your current phone system until the transfer is completed. Outbound calls may be made from either your existing phone or your Commander Phone.

Inbound Calls → existing phone system

Outbound Calls → existing phone system

Outbound Calls → Commander phone system

Completed Number Transfer

Once the transfer is complete all inbound and outbound calling will be via your Commander Phone.

Inbound Calls → Commander phone system

Outbound Calls → Commander phone system

Phone Number	Expected Port Date
0299112260	2014-05-24
0299112264	2014-05-24

COMMAND CENTRAL ADMINISTRATOR QUICK START GUIDE

Congratulations!

You have completed the basic steps required to customise your Commander Key Phone service.

You are now ready to explore the rest of the Command Central application to manage your Commander Phone service.