

key feature summary

Feature	Activate	Cancel
Appointment Reminder	*46 + HH:MM	#46
Call Back	*58	#58
Call Park	*56	#56 (retrieve call)
Call Waiting (Accept Call)	*55	
Conference	*3	#3
Divert (All Calls)	*11	#1
Divert (External Calls)	*12	#1
Divert (Internal Calls)	*13	#1
Do Not Disturb	*97	#97
Mute on/off	*52 (on)	#52 (off)
Night Answer	*44 (on)	#44 (off)
Program Feature Key	*91	
Send Messages	*68 + Station No. +0-9	#68
Speed Dial Key	*7 + * + location no.	
Speed Dial Key - changing	*92	

HiPath 3800

User Guide

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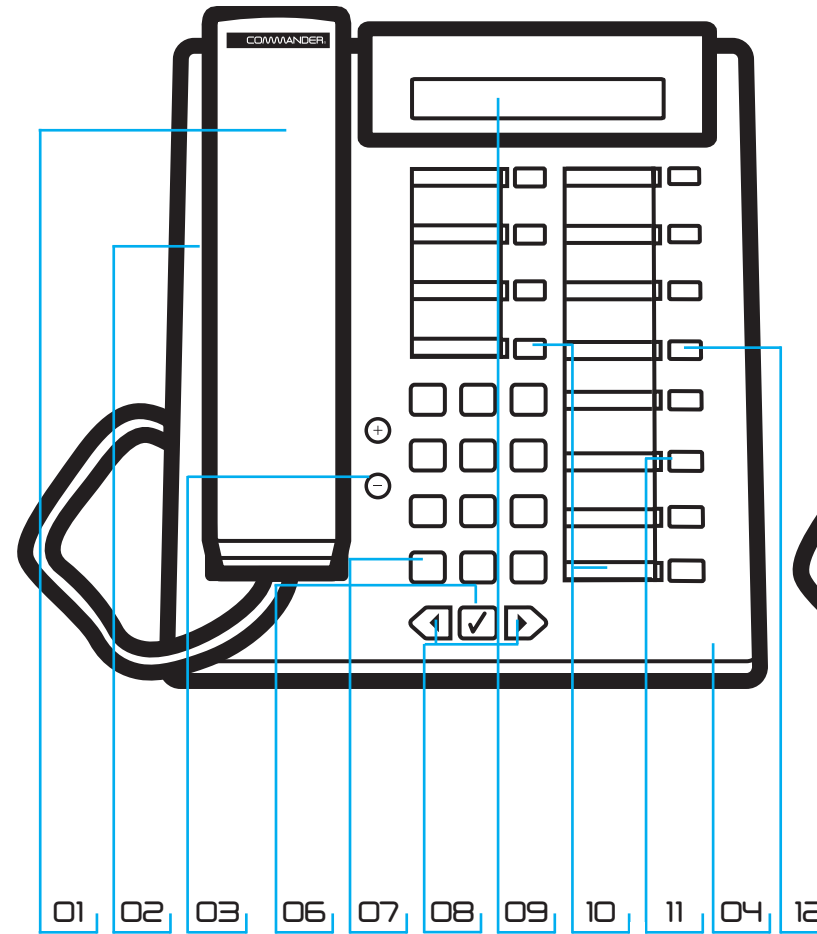
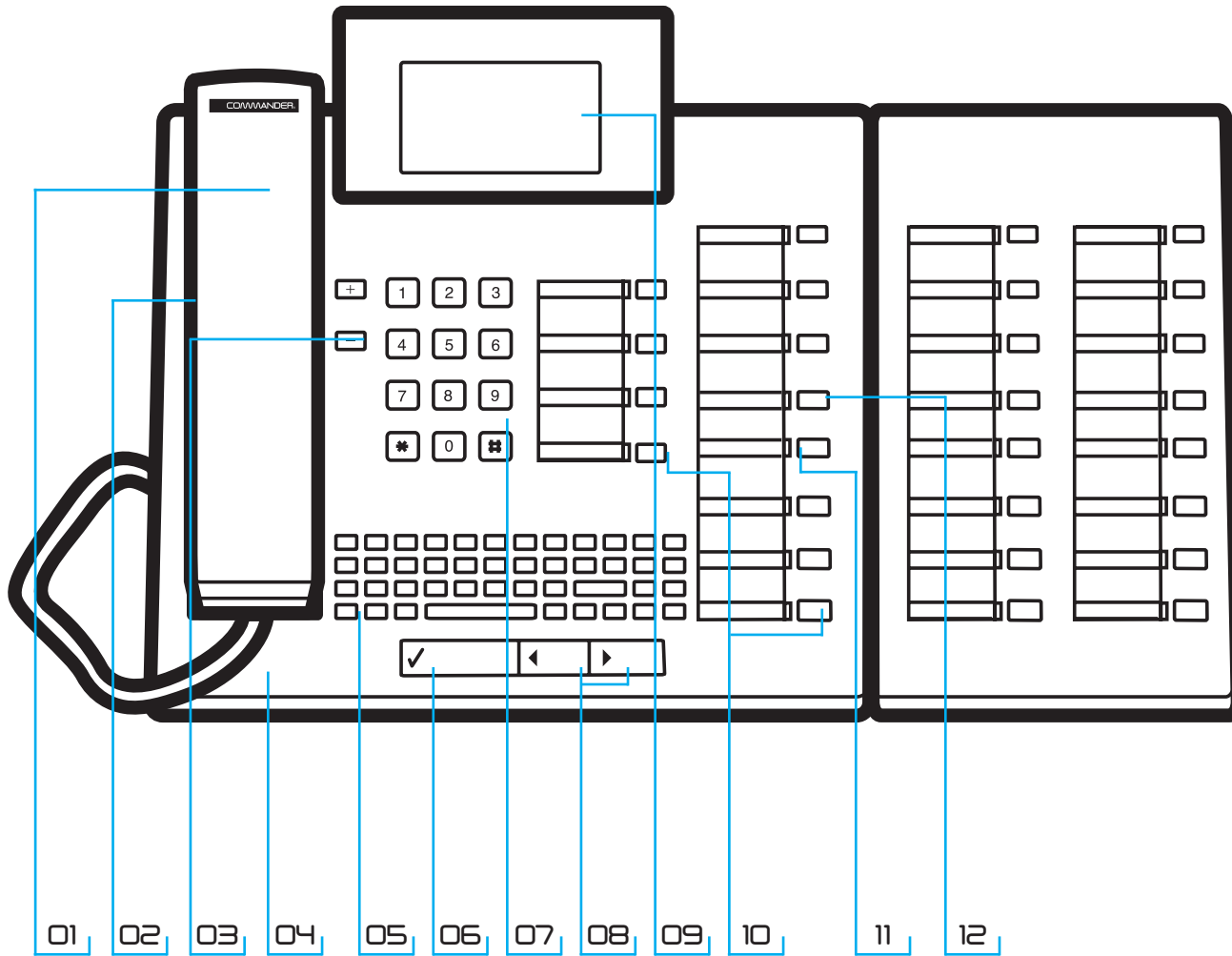
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HiPath 3800

Thank you for choosing the Commander® HiPath 3800 phone system. This User Guide takes you through the main features that you will be using on a regular basis. It is divided into two sections, covering operation with the display and **non display** handsets (as shown below).

HiPath 3800



features



features

- 01 handset
- 02 speaker (ringing tones/open listening)
- 03 volume/pitch control
- 04 microphone for handsfree talking
- 05 qwerty keyboard
- 06 menu key "OK" for feature selection
- 07 keypad
- 08 menu keys "next" and "previous"
- 09 display (2 lines, 24 characters per line)
- 10 five fixed function keys
 - > program/service
 - > redial
 - > internal or mute
 - > speaker
 - > release
- 11 LEDs (with/without functions)
- 12 programmable keys

menu keys

(display phones only)

On display phones, the menu buttons are a powerful feature, which can enhance the use of your phone. The display will prompt the user with features, therefore there is no need to remember feature codes such as *11. More importantly, the menu keys can be used whilst on a call therefore it is simple to perform functions such as call transfer and conference.



Previous Confirm Selection Next

telephone settings

(display phones)

Bring up the telephone settings by pressing either the + OR - buttons located next to the hand-piece.

- a Display will show: ringer volume?
- b Press ✓ to confirm the selection or NEXT
- c Alter settings using the + OR - buttons

(non display phones)

Bring up the telephone settings by pressing either the + OR - buttons located next to the hand-piece.

- a Press the + OR - buttons
- b Select the feature which you wish to alter eg. 1 - ringer volume, 2 - ring tone.
- c Alter settings using the + OR - buttons

answering calls

Lift the handset OR select the Speaker Key for hands-free use.

making calls (external)

Lift the handset OR select the Speaker Key, then;

- a Dial 0 (or the external access code) for an outside line, followed by the external number.
- b Select the programmed feature key
- c Press *7 (access the abbreviated dialling number) followed by *0 - *9.
- d For System Speed dials press *7 and then 000 - 999.

making calls (internal)

Lift the handset OR select the Speaker Key and;

- a Dial the extension number
- b Select the programmed feature key
- c Select name from the phonebook

transferring calls

(display handset)

- a Display will show: enquiry?
- b Press ✓ to confirm the selection
- c Dial the extension number
- d Introduce the call OR just hang up

If the extension is busy and does not answer, your display will show: Return to held call?

Press ✓ to return to the held caller.

(non display phones)

- a Press enquiry key
- b Dial the extension number
- c Introduce the call OR just hang up

accepting a second call

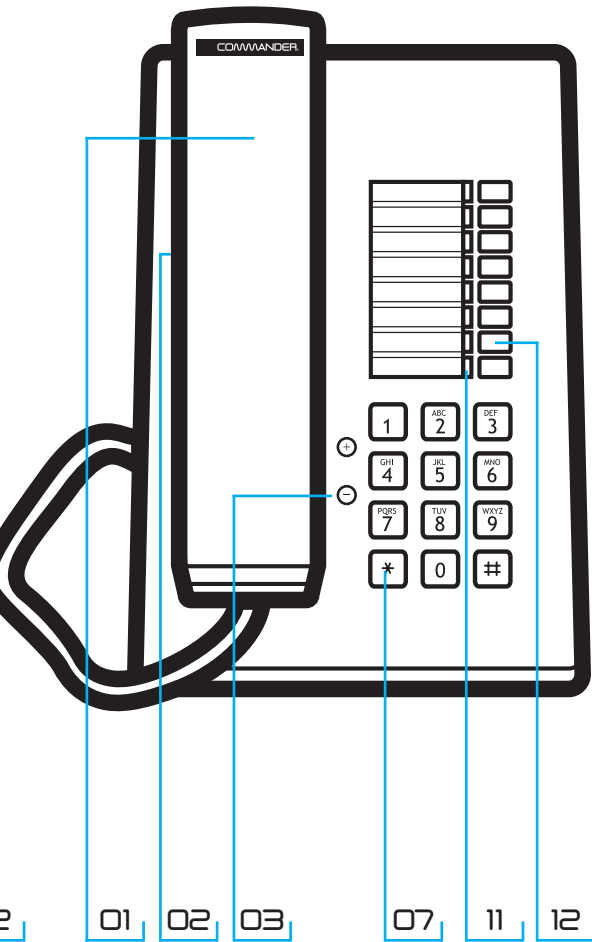
(display handset)

You will receive a camp on tone indicating that a second caller is attempting to contact you.

- a Display will show: Accept Camp On?
- b Press ✓ to accept second call (first will automatically go on hold).
- c Use the Menu Keys < > to make a selection from the display eg: Return to Held Call, Conference, Transfer etc.
- d Press ✓ to confirm the selection

(non display handset)

- a You will hear a beep indicating that a second caller is attempting to contact you.
- b Press the enquiry key
- c Enter *55 (Accept call waiting - transfer to other caller). First caller is placed on hold.
- d Return to first caller press enquiry key



call back

(display handset)

When an internal call is made, the display will show: Call Back?, if the extension is busy or the call is not answered.

- a Press ✓ to initiate the call back feature
- b When the extension becomes free, the display will show:
Call Back: (Name of caller).
- c Lift the handset and the system will connect you with the extension. In order to cancel the Call Back feature, enter #58.

(non display handset)

- a Press Enquiry/Consultation key
- b Enter *58 to activate Call Back feature when you hear the busy tone.



how to program and interrogate feature keys

(display handset)

- a Enter *91 OR press the [Program/Service] button and select the feature by using the menu keys.
- b Display will show: Press feature key
- c Select the feature key you wish to program (if a feature has been set it will be displayed).
- d Display will show: Change feature?
*You can use the menu keys to make further selections eg: Delete feature, program another key? End?.
- e Press ✓ to confirm the selection
- f Enter feature code eg: *97 for Do Not Disturb, or a phone number (if external you must include '0' or the external access code eg 0 988 1234).



program and activate speed dial keys

(display handset)

- a Enter *92 OR press the [Program/Service] button and select the feature by using the menu keys.
- b Enter *+ (number you wish to program 0-9).
- c Display will show: Change entry? (You can use the menu keys to make further selections, eg: Delete?, End?, Next Entry?).
- d Press ✓ to confirm the selection
- e Enter the phone number (include '0' or the external line access code).

(non display handset)

- a Enter *92
- b Enter *+ (number you wish to program 0-9).
- c Enter the phone number (include '0' or the external line access code).
- d After you have completed dialling the number, wait 5 seconds).

To activate speed dial keys

- a Enter *7
- b Enter * (number you wish to access *0-*9 or 000 - 999).
- c The number will be automatically dialled.

conference calls

(display handset)

- a Dial or receive the first call
- b Display will show: Enquiry?
- c Press ✓ to confirm the selection
- d Dial the extension or external number you wish to conference.
- e Display will show: Quit and Return?, use < > to select 'Conference'.
- f Press ✓ to confirm the selection

(non display handset)

The user is on a call, in order to conference:

- a Press Enquiry key
- b Dial the extension or external number you wish to conference.
- c Press Enquiry key when the other person answers.
- d You will then hear dial tone
- e Enter *3 to conference all parties

diverting calls

(display handset or non display handset)

When using an entry or analogue phone you must lift the handset. Whilst on any other Commander e-Path phone, this is not necessary.

- a Enter *11 (divert all calls) or *12 (external calls) OR *13 (internal calls).
Eg: Reception or voicemail '350' (if available). NB: #1 will cancel divert.
- b Enter where you wish to divert calls to.

do not disturb

(display handset)

- a Use menu keys to navigate through display menu until you reach DND on?
- b Display will show: DND on?
- c Press ✓ to confirm the selection

To turn DND off, use menu keys to navigate through display until you reach DND Off?

(non display handset)

- a Enter *97 to active DND
NB: #97 will cancel DND.



using the phone book

(display handset)

- a Use menu keys to navigate through display menu until you reach Phonebook?
- b Press ✓ to confirm the selection
- c Display will show: Scroll Next? (You can use the menu keys to make further selections eg: Scroll Previous? Call? etc).

Alternatively you can use the alphanumeric keypad to navigate more quickly through the Phone Book (instead of performing step 3 above). Eg: By pressing 7 three times (R) will take you to the first name starting with 'R'.