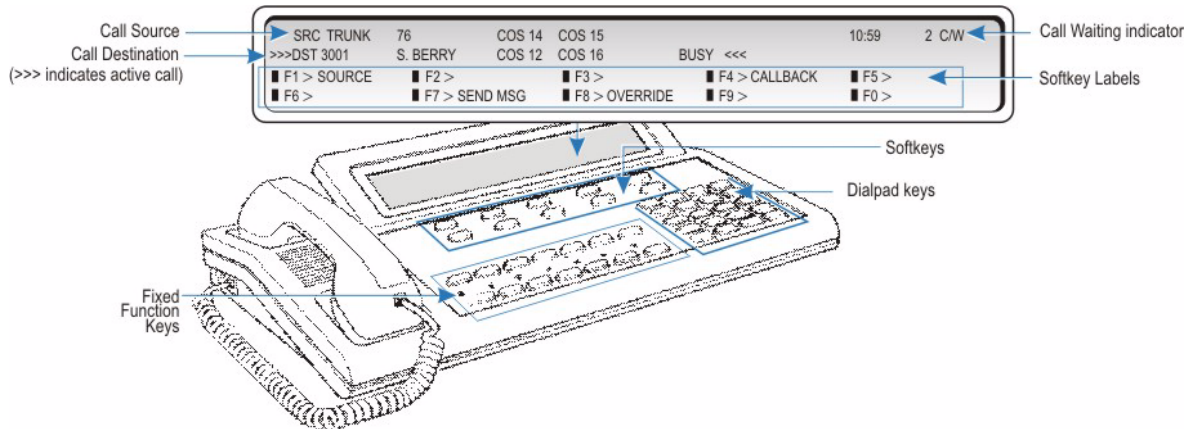


MITEL

# 5540 IP Console

## Console Components



### Keyboard

#### Softkeys (F1> - F0>)

Softkeys have functions that change with the different stages of call processing or feature usage. For example, when you call a busy extension, one of the softkeys becomes an Override key for barging into the user's call. The bottom half of the display shows the functions currently available from the softkeys.

#### Dialpad Keys

**Dialing keys:** Use these keys to dial telephone numbers.

**Ringer Volume Adjustment:** Press the keys while the console is ringing to raise (^) or lower (v) the ringer volume.

**Contrast Adjustment:** Press (^) to increase or (v) to decrease.

**Brightness Adjustment:** Press and hold **FUNCTION**. Press (^) to increase or (v) to decrease.

**Cursor Control keys:** Press the **←** to erase digits when dialing telephone numbers or entering **FUNCTION** key information.

The other cursor control keys, along with the **←** key, are used for Customer Data Entry and Maintenance only.

### Display

#### Call Identification

The top line of the display identifies the *Source* (SRC), or calling party; the second line, the *Destination* (DST), or called party.

**When you answer a call...** For internal calls, the display shows the name and number of the extension user and the system services and restrictions (COS and COR) enabled for that extension. For external calls, the display shows the name of the trunk and its COS and COR assignments.

**When you make a call...** Along with the digits dialed, you see the same information that accompanies an incoming call. For internal calls, you also see the status of the extension (ringing or busy), and whether the extension has Do Not Disturb (DND) activated or messages waiting (MSW).

### Softkey Labels

Display the features and call-handling functions accessible from the **F1** through **F0** keys on your keyboard.

### Call Waiting Indicator - C/W

The **C/W** indicator appears on the display when you have calls waiting to be answered. The number of calls waiting displays next to the indicator.

### Fixed Function Keys

Press...	To...
<b>ANSWER</b>	answer calls on a "first come, first serve" basis.
<b>RELEASE</b>	complete a call transfer.
<b>CANCEL</b>	clear misdial numbers.
<b>FUNCTION</b>	mute the console ringer, switch to Night Service or perform other console functions.
<b>PAGE</b>	access paging equipment (if available).
<b>HOLD</b>	put a call on hold.
<b>HOLD4+</b>	access additional Hold slots.
<b>BLOCK</b>	disallow room-to-room calls in a Hotel/Motel system.
<b>SET PAGE</b>	page extension users through their telephone speakers.
<b>TRUNK GROUP</b>	see which trunk groups are busy.

### Cordless Headset Operation

For cordless headset operation, refer to the detailed instructions in the *5540 IP Console User Guide*.



## Call Handling

### Answering a Call

- Lift the handset.
- Press the **ANSWER** key

OR

- Press the **[F1]** to **[F0]** softkey to answer a specific call.

### Multiple incoming calls

The **C/W** indicator on the screen tells you additional calls are waiting. You must transfer or disconnect the current call, or put it on hold, before answering a new call.

### Transferring a Call

- Dial the destination number.
- Press the **RELEASE** key to complete the transfer and disconnect the call from the console.

### Putting Calls On Hold

- Inform the caller that you are placing him or her on hold.
- Press the **HOLD** key.

If you need more Hold keys, press the **HOLD4+** key, and then a free Hold softkey.

### Retrieving Held Calls

- Press the **HOLD** key used to put the call on hold.

For calls put on hold using the softkeys, press the **HOLD4+** key, and then the appropriate Hold softkey.

### Using Voice mail

The console does not automatically send the tones voice mail systems require. You must turn on the tones each time you want to access the system.

- Dial the voice mail access code.
- Press the **[Tones On]** softkey.
- When you are finished with the system, press the **[Tones Off]** softkey.

## Keystroke Summary

Feature	Keystrokes
Abbreviated Dial #s	<b>FUNCTION</b> + <b>F2</b> + <b>F6</b> + Enter # + <b>F2</b> + <b>F3</b> (optional) + Enter # + <b>F2</b> + <b>F1</b>
Advisory Msg - Set/Clear	<b>FUNCTION</b> + <b>F2</b> + <b>F4</b> + Ext # + <b>F4</b> + <b>F3</b> or <b>F2</b> + <b>F3</b>
Alarm Messages - Read	<b>FUNCTION</b> + <b>F7</b> + <b>F1</b>
Answer a Call	Lift handset + <b>FUNCTION</b> + <b>F7</b> + <b>F1</b>
Applications - Access	<b>FUNCTION</b> + <b>F6</b> + <b>F1</b> OR <b>F2</b>
Busy out Extension	<b>FUNCTION</b> + <b>F2</b> + <b>F4</b> + Ext # + <b>F3</b> + <b>F2</b>
Callbacks - Cancel All	<b>FUNCTION</b> + <b>F2</b> + <b>F0</b> + <b>F3</b>
Call Fwd - Cancel All	<b>FUNCTION</b> + <b>F2</b> + <b>F0</b> + <b>F2</b>
Call Fwd - Set on Ext	<b>FUNCTION</b> + <b>F2</b> + <b>F4</b> + Ext # + <b>F2</b> + <b>F2</b> or <b>F3</b> Dst # + <b>F2</b> or <b>F3</b> or <b>F4</b> or <b>F5</b>

## Handling Recalls

Calls transferred to an extension but not answered within a specified time return to the console.

### To answer a recall:

- Press the **ANSWER** or **RECALL** key.
- Inform the caller that the extension is busy or not answering.
- Do one of the following:
  - Press the **CANCEL** key to disconnect the caller.
  - Press the **[Ring Again]** softkey to redial the same destination.
  - Dial a new destination, and press the **RELEASE** key.

If the recall is because the extension is busy, you can press the **[Dest]** softkey to obtain the following softkey options:

Press ...	To ...
<b>[Override]</b>	break into the busy extension
<b>[Send Msg]</b>	send a message waiting notification to the busy extension
<b>[Call Back]</b>	receive notification when the extension is free
<b>[Release]</b>	camp the caller on the busy extension again

### Correcting a Misdialed Number

- Press the **<** key to erase the misdialed digits, and then dial the correct number.

OR

- Press the **CANCEL** key, and then redial the number.

### Setting up a Conference Call

- Start with a two-party call.
- Call a third party.
- Press the **[Conf]** softkey.

### To speak privately with one party (split the conference):

- Press the **[Source]** softkey to speak to the first party or **[Dest]** to speak to the other party.

### To connect the two parties and drop out of the conference:

- Press the **RELEASE** key.

### To release both parties without connecting them first:

- Press the **CANCEL** key.

Feature	Keystrokes
Call Hold - Place	<b>HOLD</b>
Call Hold - Retrieve	<b>HOLD</b> or <b>HOLD4+</b> + Hold softkey
Conference - Initiate	Call third party + <b>F2</b>
Conference - Split	<b>F1</b> to speak privately to SOURCE party or <b>F3</b> to speak privately to DESTINATION party
Conference - Release	<b>RELEASE</b>
Console Bell - On/Off	<b>FUNCTION</b> + <b>F8</b>
Date	<b>FUNCTION</b> + <b>F2</b> + <b>F3</b> Enter date + <b>F2</b>
DND - Set/Clear on Ext	
If connected to Ext.	Dial Ext # + <b>F6</b> + <b>RELEASE</b>
From idle console	<b>FUNCTION</b> + <b>F2</b> + <b>F4</b> + Ext # + <b>F2</b> or <b>F6</b>
Directed Call Pickup	Dial access code + Dial ringing Ext
DISA Code - Change	<b>FUNCTION</b> + <b>F2</b> + <b>F0</b> + <b>F6</b> + Enter digits + <b>F2</b>
Language Options	<b>FUNCTION</b> + <b>F9</b> + <b>F1</b> or <b>F2</b>
Message - Send to Ext	Ext # + <b>F7</b> + <b>RELEASE</b>
Msg Waiting - Set/Clear	
From idle console	<b>FUNCTION</b> + <b>F2</b> + <b>F4</b> + Dial Ext # + <b>F7</b> or <b>F8</b> + <b>F1</b>
If connected to Ext	<b>F7</b> or <b>F8</b> + <b>RELEASE</b>
Night Answer - Setup	<b>FUNCTION</b> + <b>F2</b> + <b>F0</b> + <b>F7</b> + Enter trunk # + <b>F2</b> or <b>F3</b> + Ext # + <b>F2</b>
Night/Day Serv. Change	<b>FUNCTION</b> + <b>F3</b> or <b>F4</b>
Override DND on Ext	<b>F5</b> + <b>RELEASE</b> or <b>CANCEL</b>
Paging - PA	Hold down <b>PAGE</b> + Dial zone code (if required) + Announce + <b>RELEASE</b>
Paging - Extension	<b>SET PAGE</b> + Dial Ext # + Announce + <b>RELEASE</b>
Paging - Group	<b>SET PAGE</b> + <b>F2</b> + Dial group number + Announce + <b>RELEASE</b>
Paging - All Set	<b>SET PAGE</b> + <b>F3</b> + Announce + <b>RELEASE</b>
Recall - Busy	<b>ANSWER</b> or <b>F1</b> + <b>CANCEL</b> OR <b>F3</b> + <b>F7</b> OR <b>F3</b> + <b>F4</b> OR <b>F3</b> + <b>F1</b>
Recall - No Answer	<b>ANSWER</b> or <b>F1</b> + <b>F8</b> or Dial Ext # + <b>RELEASE</b> or <b>CANCEL</b>
Redial	<b>F9</b>
Serial Call - Setup	While connected to requesting party: <b>F5</b> + Dial Ext # + <b>RELEASE</b> When requesting party recalls: <b>F1</b> + Dial Ext # + <b>RELEASE</b>
Serial Call - End	<b>F5</b> + <b>RELEASE</b>
System ID - View	<b>FUNCTION</b> + <b>F0</b>
System ID - Change	<b>FUNCTION</b> or <b>F2</b> + <b>F8</b> + Enter digits + <b>F2</b>
Time	<b>FUNCTION</b> + <b>F2</b> + <b>F2</b> + Enter time + <b>F2</b> + <b>F3</b> (if required)
Tone Signaling - On/Off	Dial number + <b>F0</b> + Enter code + <b>F0</b>
Transfer Call	Dial destination number + <b>RELEASE</b>
Trunks - Access	<b>FUNCTION</b> + <b>F2</b> + <b>F5</b> + Trunk # + <b>F3</b> + Dial outside number
Trunks - Busy Out	<b>FUNCTION</b> + <b>F2</b> + <b>F5</b> + Trunk # + <b>F4</b> + <b>F2</b>
Trunks - Flash	<b>F4</b> + Dial digits + <b>RELEASE</b>
Trunks - Group Status	<b>TRUNK GROUP</b> + <b>F0</b> + <b>F1</b>

## Abbreviations

Abb.	Meaning
ABBR	Abbreviated
ACC	Account
ANSR	Answer
ATT	Attendant
BSY OUT	Busied Out
CAN	Cancel
CBK	Callback
CDE	Customer Data Entry
CLR	Clear
COR	Class of Restriction
COS	Class of Service
C/W	Call Waiting

Abb.	Meaning
DD/MM/YY	Day/month/year
DISA	Direct Inward System Access
DIST	Disturb
DND	Do Not Disturb
DST	Destination
FLEX	Flexible
FWD	Forward
IDENT	Identification
INT	Intercept/Internal
LD	Long Distance
LDN	Listed Directory Number
LOC	Local

Abb.	Meaning
MSG	Message
MSW	Message Waiting
OCC	Occupied
RCL	Recall
REG	Register
RLS	Release
RM	Room
RS	Room Status or Restrict Outgoing Calls
SER	Serial
VAC	Vacant

## Hotel/Motel Features

You can do all of the following from an idle console or while connected to a guest room.

**If the console is idle, start here...**

- Press the **FUNCTION** key.
- Press the **[Guest Room]** softkey.
- Dial the room number.

### Listing/Counting Rooms by Occupancy and Condition Status

You can display a list of rooms by occupancy and condition status—for example, Vacant and Not Clean, or Occupied and Maid Present.

The system also reports the total number of rooms that are in the state you specify. You can cycle through all rooms or start with a particular room number—for example, all vacant and clean rooms on the third floor.

**To list all rooms by occupancy and condition status:**

- Press the **FUNCTION** key.
- Press the **[Guest Room]** softkey.
- Press the softkey that corresponds to the rooms you want to display—for example, to display all vacant and clean rooms, press the **[Vac/Clean Rm]** softkey.
- Press the **[More...]** softkey to display the next 10 rooms matching the specified states.

**To display a list of rooms beginning with a particular room number:**

- Complete the above steps.
- Press the **[Room Number]** softkey.
- Dial the number of the first of the rooms you want to display.

**If the console is connected to the room, start here...**

Changing Room Occupancy and Condition Status

- Press the **[Status]** softkey.
- Press the softkey that corresponds to the state you want to set—for example, to change a room from vacant to occupied press the **[Occupied]** softkey.

## Setting and Canceling Wake-up Calls

- Press the **[Set Wake-up]** softkey.
- Enter the time using four digits (hh:mm)—for example, for **6:30** enter **0630**.
- Do one of the following:
  - Press the **[Set]** softkey to set the time as AM.
  - Press the **[PM]** softkey to set the time as PM. **[PM]** appears only if the system clock is set to 12-hour format, and the hour entered is in the range **01 - 12**.
- Press the **[Exit]** softkey.
- Press the **RELEASE** key.

## Setting and Canceling Do Not Disturb

- Press the **[No Distb]** softkey to set or clear Do Not Disturb.

## Setting and Canceling Message Waiting

- Press the **[Send Msg]** softkey to set or **[Clear Msg]** softkey to clear the message waiting indicator on the room phone.

## Setting Room Call Restrictions

- Press the **[Internal]** softkey to allow only calls to other extensions in the Hotel/Motel
- OR
- Press the **[Local]** softkey to allow internal calls and local outgoing calls only
- OR
- Press the **[Long Dist]** softkey to allow all calls including long distance calls.