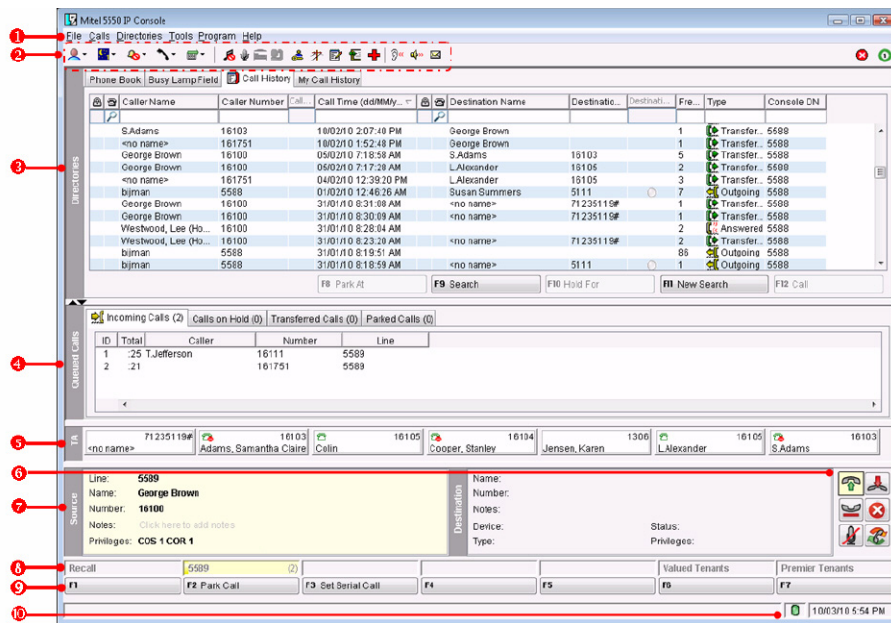


Mitel 5550 IP Console




5550 IP Console Main Window


- 1 **Menu** – access the drop-down menus.
- 2 **Console Status** – view the console and system states.
Tools – click the icons to access tools.
- 3 **Directories** – access the Busy Lamp Field and Phone Book directories.
- 4 **Queued Calls** – manage incoming, held, transferred, and parked calls.
- 5 **Transfer Assistant** – view most frequent and recent calls.
- 6 **Call Handling Toolbar** – click on the icon to access basic call handling functions.
- 7 **Source/Destination** – view caller and called-party information.
- 8 **Call Waiting/Line** – view numerical and color-coded call-waiting indicators and line information.
- 9 **Softkeys area** – view softkey labels.
- 10 **Response/Status area** – view date/ time, system warnings, and status of Phonebook and Database connections.

Note: For additional information about all the 5550 IP Console call-handling tools and features, refer to the 5550 IP Console Help. To access the Help, select **Help** from the main Menu area, then select **Contents**.


Answer a Call

1. Press **Answer** on the keypad or click .
OR
2. Press a **[F1] to [F7]** softkey
3. Double-click the call in the **Incoming Calls** display
OR
4. Press a **[F1] to [F7]** softkey
OR
5. Press **Retrieve**, then the incoming call ID digit (1-6).


Transfer a Call

1. Dial the destination number.
2. Press **Release** on the keypad or click  to complete the transfer and disconnect the call from the console.

Recover a Call

1. Press **Recover** or click  immediately after completing transfer
OR
2. Double-click the call in the **Transferred Calls** display.

Place a Call on Hold

1. Inform the caller that you are placing the call on hold.
2. Press **Hold** on the keypad or click .

Park a Call


1. Press or click **[Park Call]** and observe that the Park Call form replaces the Destination area.
2. Dial the desired extension number.

Note: You can also use the **[Park At]** softkey in the Directories panel. Refer to the 5550 IP Console Help for detailed instructions.

Retrieve an Incoming, Held, Transferred, or Parked Call

1. Press **Retrieve**, then the call ID digit (1-9) of the call you want to retrieve
OR
2. Double-click the call in the displayed **Queued Calls** tab.

Answer a Recall

1. Press the **[Recall]** softkey
OR
2. Press **Answer** or click .
3. Ask if the caller wants to continue waiting or wishes to be ring another extension.

Transfer a Recall to Voice Mail

1. Press **VoiceMail** on the keypad to transfer a recall to the extension's voice mailbox.

Conference a Call

1. With the two parties connected to the console — one in the Source area and the other in the Destination area — press the **[Conference]** softkey.

To split a conference to speak privately to either caller

1. Press either **[Source]** or **[Destination]** softkey.


To add more parties to a conference

1. Dial the number of the next party.
2. Press the **[Conference]** softkey.

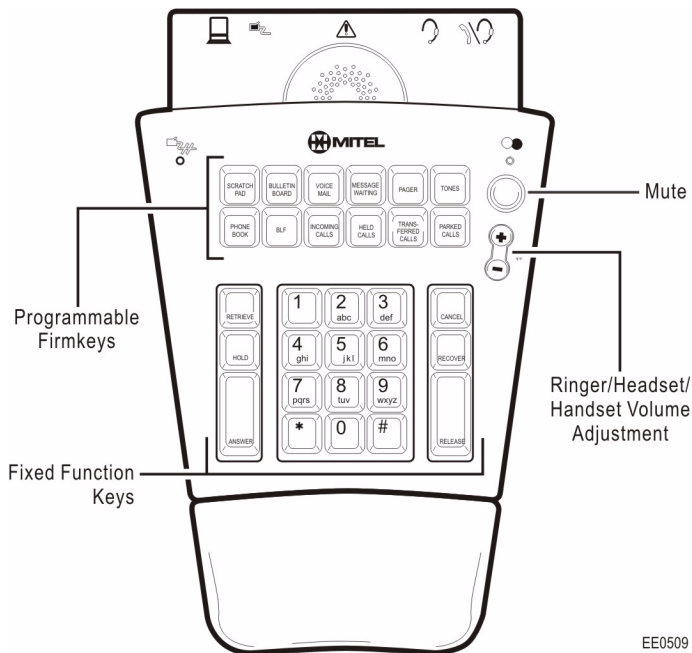
If the line is busy or unanswered or the person is unavailable

1. Press **Cancel** on the keypad to reconnect to the conference. You may continue adding more parties to the conference.

To release the conference from the console

1. Press **Release** on the keypad or .

Note: Once you release the conference, you cannot re-enter it.



About the Console Keypad

The console keypad is used for dialing, call processing, and accessing system features.

You can adjust the slope of the keypad and detach or from (or attach it to) the handset cradle.

You can also use the console keypad to maximize and minimize the Main Window Directories and Queued Calls panels.

Use Volume to increase (+) or decrease (-) the ringer and earpiece volume in the handset or headset. Mute enables/disables the microphone in the headset or handset.

To maximize/minimize a panel

1. Press the associated keypad key, for example, Phone Book, or Incoming Calls.

If the panel was maximized on screen at the first keypad press, it is minimized.

If the panel was minimized on screen at the first keypad press, it is maximized.

2. Press the associated key to toggle between the maximized and minimized views.

Remote Operation

To place the Mitel 5550 IP Console in Remote Mode for teleworking:

1. Press the Volume UP key (+) while powering up the console.
2. To exit from Remote Operation, press Volume DOWN (-) key while powering up the console.

Note: For more information on how to program your IP Phone for remote operation, see your System Administrator.

Using the Console Keypad

Fixed Function Keys

Fixed Function keys are used to answer and manage calls.

- ANSWER** Answer calls on a “first-come first served” basis (the default) or according to the priorities assigned using the Options command in the Tools menu
- RELEASE** Complete a call transfer
- HOLD** Put a call on hold
- RECOVER** Return a call you transferred to the wrong extension to the console
- RETRIEVE** Answer an incoming call, or reconnect to a held, transferred, or parked call
- CANCEL** Clear misdialled numbers

Programmable Firmkeys

Programmable keys provide customized access to the following console features and system services.

Some of the features listed below are programmed for you by default; others are optional and may not be labeled on your console keypad. Refer to the *5550 IP Console Help* for details.

Default Firmkeys

- Scratch Pad
- Bulletin Board
- Voice Mail
- Pager
- Message Waiting
- Tones
- Phone Book
- Busy Lamp Field (BLF)
- Incoming Calls
- Calls on Hold
- Transferred Calls
- Parked Calls

Optional Firmkeys

- Emergency Call
- Guest Services
- Help
- Third Party App
- Trunk Status
- Call History
- My Call History
- Unassigned

