

Command Summary

Menu Command
 = Console keypad key
 [Fn] = Console Softkey
 = Computer keyboard key

Account Codes	Dial Account Code Access Code + dial Account Code + press # + continue dialing
Answer Call	ANSWER (First Call Waiting) OR [F1] to [F7] (Selective Answer)
Call Forward — Cancel on Extension	Program > Cancel Station CFWD or Cancel Station CFFM + Enter extension number + Click Yes + Click Quit
Call Forward — Cancel on All Extensions	Program > Cancel All CFWD + Click Yes
Call Park	Put call on Hold + PAGER + Dial zone code (if required) + Announce Call Park Retrieve code and Hold position number
Clear All Extension Features	Program > Cancel Station Feature + Enter extension number + Click Yes + Click Quit
Conference Call — Setup	With 2 parties connected to the console, select [Conference]
Conference Call — Add more parties	Dial number + [Conference] after the called party answers
Day/Night Service	Select Day, Night Service 1 or Night Service 2 from Day Service
DND — Set/Cancel	Program > Set Station DND or Cancel Station DND + Enter extension number + Click Yes
DND — Cancel on all Extensions	Program > Cancel All DND + Click Yes
Handset/Headset - Enable/Disable	Plug handset/headset into keypad + Select <i>Using Handset</i> or <i>Using Headset</i> from Using Handset
Hold — Place	HOLD
Hold — Retrieve	RETRIEVE + dial the position number of the call (1-6)
Last Number Redial	Dial Last Number Redial code
Make Internal Call	Dial number OR use Phone Book
Make External Call	Dial prefix (e.g. 9) + telephone number
Message Waiting — Set/Cancel	MESSAGE + [Set MSG Waiting] OR [Clear MSG Waiting] + Dial extension number + CANCEL OR RELEASE
Message Waiting — Check Status	MESSAGE + [Check MSG Waiting] + Dial extension number + CANCEL
Microphone Mute	Press the button above the key on the console keypad
Operator Absent/Present	Select <i>Operator Absent</i> or <i>Operator Present</i> from Operator Present
Override (Interrupt Busy Extension)	[Override] (Following Override, press RELEASE to disconnect busy extension or CANCEL to reconnect to Source)
Paging	PAGER + Dial zone code (if required) + Announce + CANCEL to end page
Phone Book	PHONE BOOK + Type entry + [Search] (if necessary, press + ↑ ↓ to select entry + [Call] to call selected entry
Recalls - Answering	ANSWER OR [Recall]
Recover Last Call	RECOVER immediately after releasing the call
Ringer Mute	Select <i>Ringer On</i> or <i>Ringer Off</i> from Ringer On
Serial Call — Setup	While connected to requesting party, [Set Serial Call] + Dial extension number + RELEASE
Serial Call — Extend	When requesting party recalls, ANSWER Dial extension number + RELEASE
Serial Call — End	After transferring the requesting party to the last extension, [Cancel Serial]
Tone Signaling	While on a call, press TONES + Dial digits. Press TONES again to turn off tone signaling.
Traffic Monitoring (Trunk Status)	TRUNK STATUS + Select <i>Trunk Groups</i> OR <i>Digits Dialed</i> + [Search]
Transfer Call	Dial destination number + RELEASE OR Wait for answer + RELEASE
Transfer Recall to Voicemail	Answer the Recall + VOICEMAIL
Volume — Handset/Headset	While on a call, press key on keypad
Volume — Ringer	While console is ringing, press key on keypad

Call Handling

Answering a Call

- Lift the handset.
- Press **ANSWER** on the keypad
OR
- Press the **[F1]** to **[F7]** softkey to answer a specific call.

MULTIPLE INCOMING CALLS

The Call Waiting indicators () on the screen tell you additional calls are waiting. You must transfer or disconnect the current call, or put it on hold, before answering a new call.

Note: Pressing **ANSWER** automatically transfers the current call to the dialed destination and answers the first call in the call-waiting queue.

Transferring a Call

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

Correcting a Misdialed Number

- Press **CANCEL** on the keypad, and then redial the number.

Recovering the Last Call

You can recover a call you transferred to an extension by mistake.

- Press **RECOVER** immediately after completing the transfer.

Putting Calls On Hold

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

Retrieving Held Calls

- Press **RETRIEVE** and then dial the position number of the call (1-6) you want to retrieve.

Handling Recalls

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

To answer a recall:

- Press the **[Recall]** softkey.
OR
- Press **ANSWER** on the keypad.
You are now connected and may ask if the caller wants to continue waiting or wants you to ring another extension.

- Depending on what the caller wants, you have several options at this point:
 - Press the **[Redial DEST]** softkey if the caller wants to continue waiting.
 - Dial another extension.
 - Press **RELEASE** on the keypad to disconnect the call.

TRANSFERRING RECALLS TO VOICEMAIL

When a call you transferred to an unanswered extension recalls, you can press **VOICEMAIL** on the keypad to transfer the caller to the extension's voice mailbox.

Setting up a Conference Call

To set up a conference call:

- 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:

- Press either the **[Source]** or **[Destination]** softkey.

To add more parties to a conference:

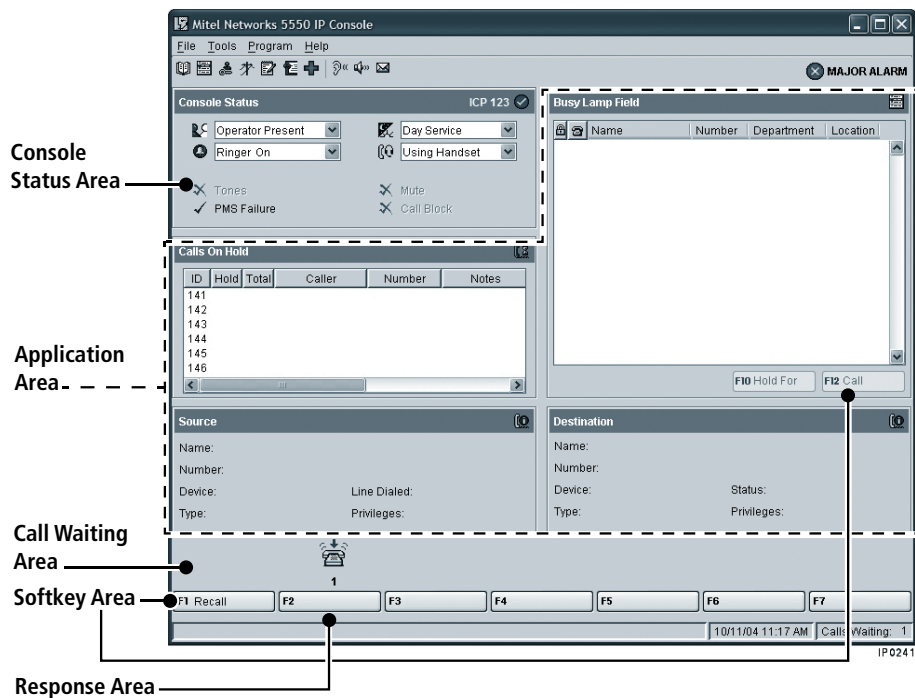
- Dial the number of the next party.
- Press the **[Conference]** softkey.

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

- Press **CANCEL** on the keypad to reconnect to the conference. You may continue dialing to add more parties to the conference.

To release the console from the conference:

- Press **RELEASE** on the keypad.
Once you release the conference, you cannot re-enter it.



Screen

The **Console Status area** shows you at a glance what state the console and the system are in – for example whether the console ringer is on or off and whether the system is in Day or Night Service.

The **Application area** is divided into four sections: The top left section displays information about calls on hold; the top right, a Phone Book for finding users on the system and other tools such as an electronic scratch pad for taking notes. The bottom two areas display information on the Source (calling party) and Destination (called party) of all calls handled by the console.

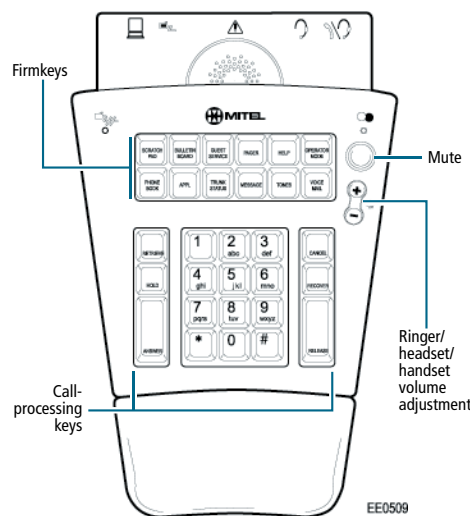
The information displayed includes the name of the party, extension or trunk number or trunk label, type of extension (e.g., Superset), status of call (e.g., ringing), privileges assigned to the trunk or extension, and the type of call (e.g., Conference, Recall, Serial).

The **Call Waiting area** displays an icon (📞) as a visual indication of incoming calls. The icon appears above the softkey that's used to answer the call.

The **Softkey areas** at the bottom of the screen and above the Destination area display the Softkey labels. The labels correspond to the Function keys on the computer keyboard.

The **Response area** at the bottom of the screen displays the date and time, the number of calls waiting to be answered, and messages received from the system.

Keypad



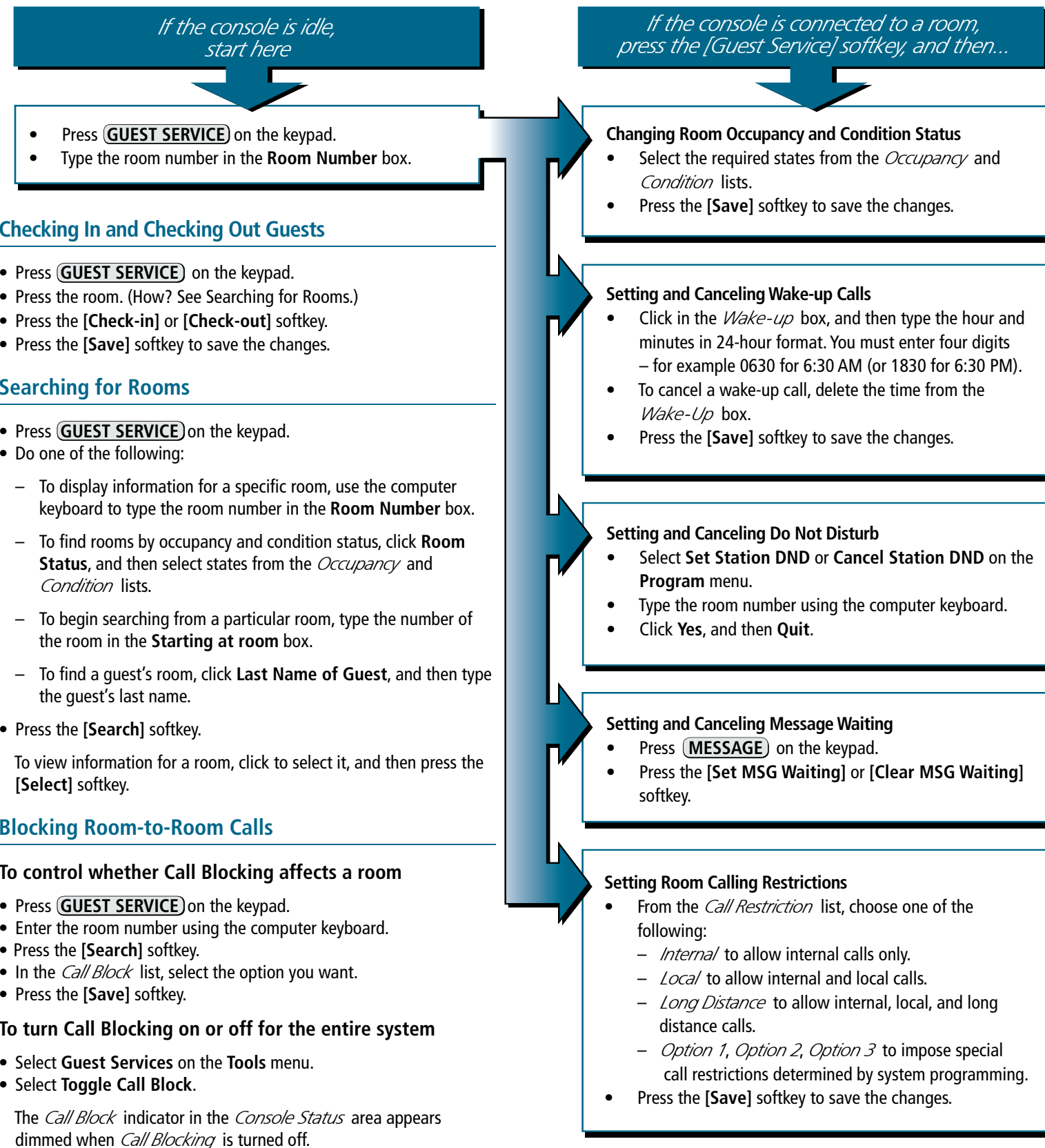
FIXED FUNCTION KEYS

Press...	To...
ANSWER	answer calls on either a "first come, first serve" basis (the default) or according to 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	take a call off Hold.
CANCEL	clear misdialled numbers.

PROGRAMMABLE KEYS

SCRATCH PAD	Displays an electronic notepad where you can type messages from callers, reminders, questions, or anything else you would write on note paper. You can also use the Scratch Pad to store telephone numbers for speed dialing.
BULLETIN BOARD	Displays an area where you can type messages that can be viewed by all other 5550 IP Consoles on the system.
GUEST SERVICES	Displays room status information and softkeys for managing guest services in a Hotel/Motel installation.
PAGER	Accesses paging equipment for making announcements.
EMERGENCY CALLS	Raises an alarm at the console when an extension user places an emergency call, and identifies the extension that placed the call.
HELP	Opens Help, which provides information to help you accomplish your tasks.
OPERATOR MODE	Redisplays the main console screen.
PHONE BOOK	Allows you to find and call an extension by typing the user's name.
BLF	Used to obtain the status (busy, idle, etc.) of selected extensions and lines and for rapid dialing and transfers to those extensions
TRUNK STATUS	vDisplays information about trunk (outside line) usage.
MESSAGE	Displays softkeys for setting or clearing the Message Waiting indicator on the dialed extension.
TONES	Sends subsequently dialed digits as tones (used when dialing into voicemail systems).
VOICE MAIL	Transfers a recall to an extension user's voicemail box.

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



Checking In and Checking Out Guests

- Press **GUEST SERVICE** on the keypad.
- Press the room. (How? See Searching for Rooms.)
- Press the **[Check-in]** or **[Check-out]** softkey.
- Press the **[Save]** softkey to save the changes.

Searching for Rooms

- Press **GUEST SERVICE** on the keypad.
 - Do one of the following:
 - To display information for a specific room, use the computer keyboard to type the room number in the **Room Number** box.
 - To find rooms by occupancy and condition status, click **Room Status**, and then select states from the *Occupancy* and *Condition* lists.
 - To begin searching from a particular room, type the number of the room in the **Starting at room** box.
 - To find a guest's room, click **Last Name of Guest**, and then type the guest's last name.
 - Press the **[Search]** softkey.
- To view information for a room, click to select it, and then press the **[Select]** softkey.

Blocking Room-to-Room Calls

To control whether Call Blocking affects a room

- Press **GUEST SERVICE** on the keypad.
- Enter the room number using the computer keyboard.
- Press the **[Search]** softkey.
- In the *Call Block* list, select the option you want.
- Press the **[Save]** softkey.

To turn Call Blocking on or off for the entire system

- Select **Guest Services** on the **Tools** menu.
- Select **Toggle Call Block**.

The *Call Block* indicator in the *Console Status* area appears dimmed when *Call Blocking* is turned off.