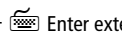


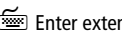











Command Summary

☰ 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] OR Select the call from <i>Incoming Calls</i> display (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
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 a Call	RECOVER immediately after releasing the call OR Double-click the call in the <i>Transferred Calls</i> display
Retrieve a Call	RETRIEVE + dial the call ID digit OR Double-click the call in the displayed <i>Queued Calls</i> tab
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

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5550 | IP Console

Quick Reference Guide


Call Handling

Answering a Call

View call information in the *Incoming Calls* display.

- Lift the handset.
- Press **ANSWER** on the keypad
OR
- Double-click the call in the *Incoming Calls* display.
OR
- Press the [F1] to [F7] softkey to answer a specific call.
OR
- Press **RETRIEVE** then the incoming call ID digit

HANDLING MULTIPLE INCOMING CALLS

The *Incoming Calls* display and the Call Waiting indicators () on the screen show you that additional calls are waiting. You must transfer, hold, or disconnect the current call before answering a new call.

Note: Pressing **ANSWER** automatically transfers the current call to the dialed destination and answers the first call in the Incoming Calls 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 a Call

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

- Press **RECOVER** immediately after completing the transfer.
OR
- Double-click the call in the *Transferred Call* display.

Putting Calls On Hold

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

Retrieving Incoming, Held or Transferred Calls

- Press **RETRIEVE** and then dial the position number of the call (1-6) you want to retrieve.
OR
- Double-click the call in the displayed *Queued Calls* tab.

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.

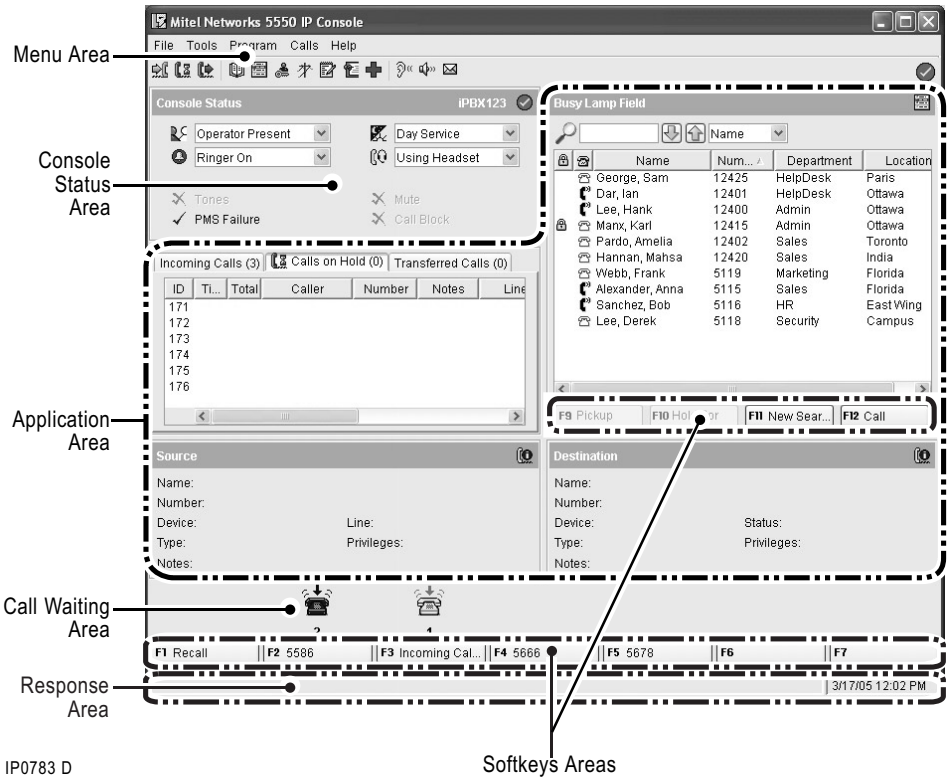
To release the console from the conference:

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



it's about **YOU**

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Console Screen

Menu area provides access to each of the other five areas of the Console Screen.

Console Status shows you at a glance what state the console and the system are in.

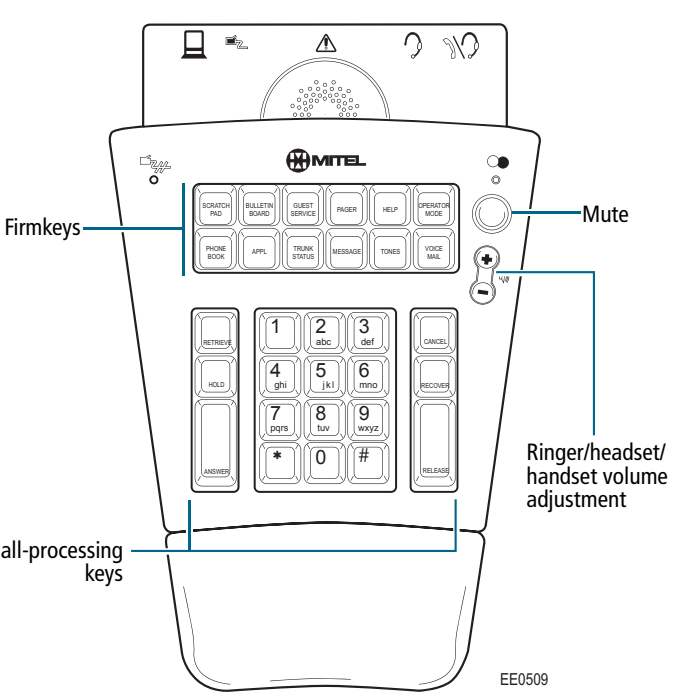
Application area includes three sections: Queued Calls section (top left) displays information about incoming, held, and transferred calls; Tools section (top right) provides tools such as the Busy Lamp Field and a Phone Book; and Source and Destination sections (bottom left and right) display detailed caller and called party information.

Call Waiting area displays icons (📞) as visual indications of incoming calls. Icons appear over the softkey you use to answer that call.

Softkeys areas display the Softkey labels. The labels correspond to the Function keys on the computer keyboard.

Response area displays system warnings and error messages, as well as the date and time.

Keypad



FIXED FUNCTION KEYS

- 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** Answer an incoming call, or reconnect to a held or transferred call.
- CANCEL** Clear misdialed numbers.

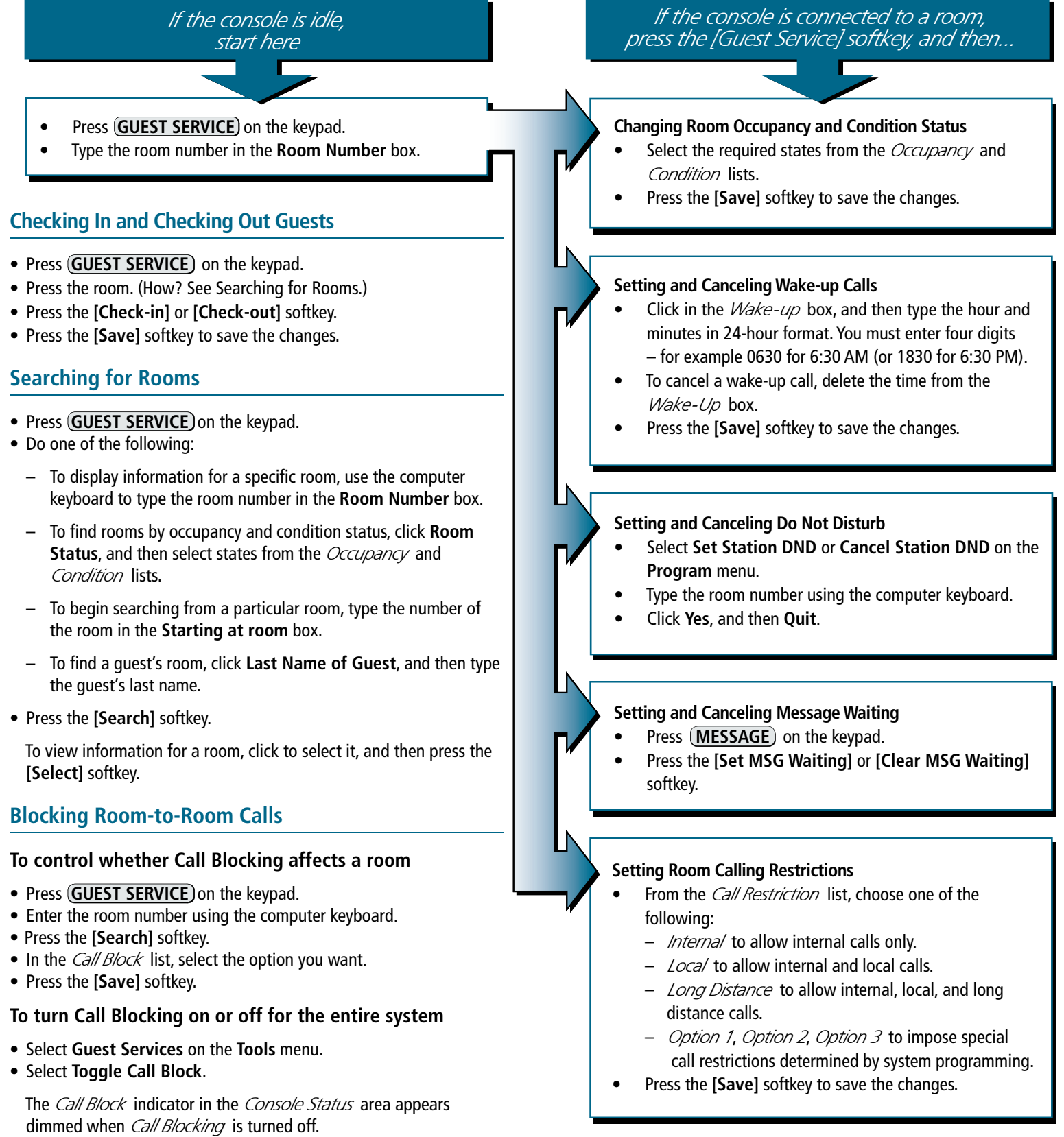
PROGRAMMABLE FIRMKEYS

You can program your keypad firmkeys to launch a variety of call-management features and tools. Select from the following features to customize your console keypad to suit your needs.

Note: 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 2.1 User Guide for details about each option.

- Firmkeys programmed by default
- Scratch Pad
 - Bulletin Board
 - Guest Services
 - Pager
 - Emergency Calls
 - Help
 - Operator Mode
 - Phone Book
 - Busy Lamp Field
 - Incoming Calls
 - Calls on Hold
 - Transferred Calls
 - Voice Mail
- Additional Firmkeys
- Emergency Call Log
 - Message Waiting
 - Third Party App
 - Tones
 - Trunk Group Status
 - Unassigned

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.