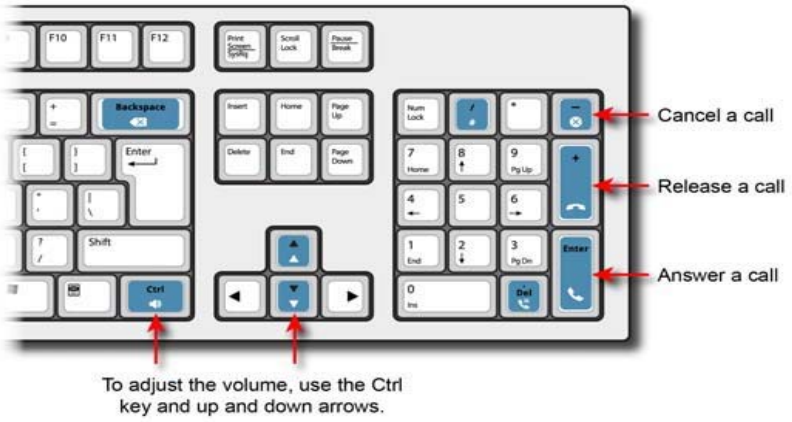
5500 IP Console to MiVoice Business Console – Transition Guide

Transition to the New MiVoice Business Console

The hard console keypad, known as the TKB, is no longer used.

Use the PC numeric keypad and mouse for Call Handling.

Labels are available for the keys as illustrated below.



How do I handle calls?

You will use the PC numeric keypad for basic call handling tasks. (See the diagram above.)

CANC (— key)	Cancel the call
REL (+ key)	Transfer or release the call
ANS (Enter key)	Answer calls
HOLD (.Del key)	Place a call on hold
# (/ key)	Pound key
CORRECTION (Backspace key)	Delete misdialed digits

How do I dial numbers?

You can dial numbers using the PC numeric keypad. You can also use the on-screen keypad to dial numbers using the mouse.

How do I hear calls ringing in?

You will hear calls ringing on devices connected to your PC, such as speakers, and wireless devices, such as headsets or handsets.

What do I use instead of a handset?

You can use USB handsets or headsets.

Practice using the keyboard tutorial

The MiVoice Keypad Tutorial will help you to become familiar with the PC numeric keypad.

Go to the following URL:
www.mitel.com/MiVoiceBusinessConsole

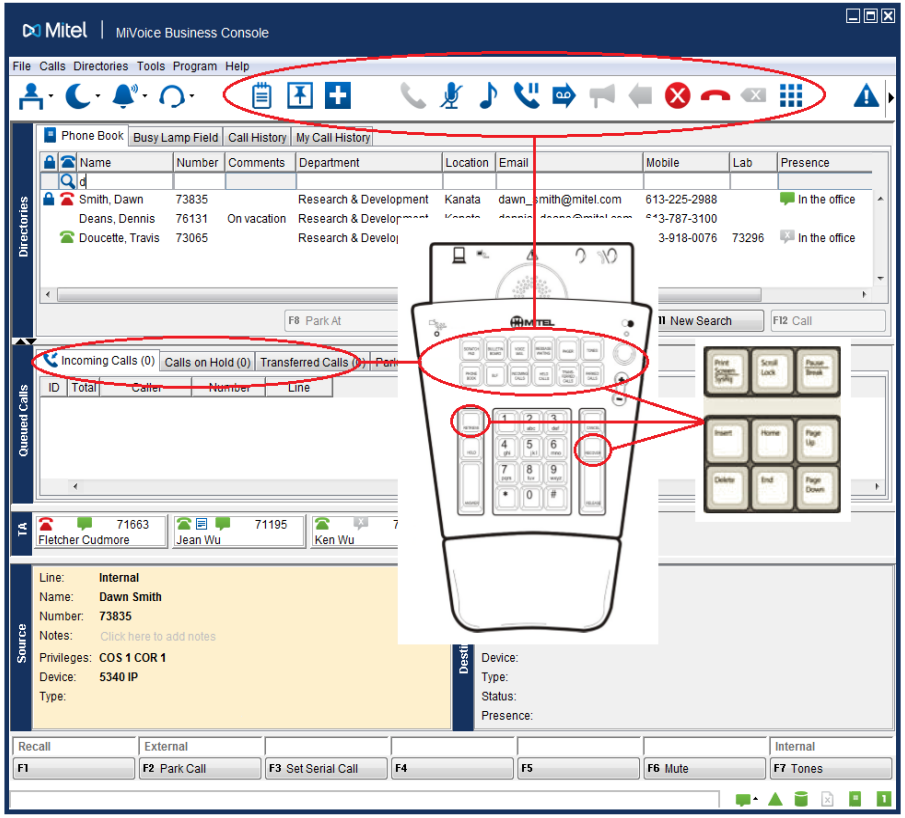
We highly encourage you to practice answering calls using this tutorial before answering real calls with the new MiVoice Business Console.

Where did the firmkeys go?

Most of the programmable firmkeys on the TKB, for example, Tones, are now available on the main call handling toolbar on the console GUI interface.

Other functions, such as Calls on Hold, Transferred Calls, and Incoming Calls are available by clicking in the Queued Calls area.

You can also customize keys on your PC keyboard to allow keyboard access to console functions. See *MiVoice Business Console Operator Help* for details.



How do I display the on-screen keypad?

- Click the keypad icon from the Tools area at the top of the screen.

For more information

See the *MiVoice Business Console Quick Reference Card.*

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