## QUICK REFERENCE GUIDE

# 5550 IP Console

Phone	e Book Busy Lamp Fie	ld 🚺 Call History	My Call History						
8 5	Caller Name	Caller Number	al Call Time (dd/MM/y ∵	🙆 🕾 Destination Name	Destinatio	Destinati	Fre Type	Console DN	
1	0			2					1
	S.Adams	16103	10/02/10 2:07:40 PM	George Brown			1 🚺 Tra	ansfer. 5688	
	<no name=""></no>	161751	10/02/10 1:52:48 PM	George Brown			1 C Tra	ansfer., 5588	
10	George Brown	16100	05/02/10 7:18:58 AM	S.Adams	16103		5 💽 Tra	ansfer., 5588	
- E	George Brown	16100	05/02/10 7:17:28 AM	LAlexander	16105			anofer., 5588	
8	<no name=""></no>	161751	04/02/10 12:39:20 PM	LAlexander	16105			ansfer., 5588	
ě.	bijman	5588	01/02/10 12:46:26 AM	Susan Summers	5111			utgoing 5588	
	George Brown	16100	31/01/10 8:31:08 AM	<no name=""></no>	71235119#			ansfer., 5588	
	George Brown	16100	31/01/10 8:30:09 AM	<no name=""></no>	71235119#		1 🚺 Tra	ansfer., 5588	
	Westwood, Lee (Ho	16100	31/01/10 8:28:04 AM					iswered 5588	
	Westwood, Lee (Ho		31/01/10 8:23:20 AM	<no name=""></no>	71235119#			ansfer., 5588	
	bijman	5588	31/01/10 8:19:51 AM					utgoing 5588	
	bijman	5588	31/01/10 8:18:59 AM	<no name=""></no>	5111		1 👷 Ou	utgoing 5588	
10	coming Calls (2) Call: Total Calle :25 T.Jefferson	1	sferred Calls (0) Parked Call Imber Line 5589	F9 Search		) (100	New Search	F12 Call	
👷 In	Total Calle	r Nu	imter Line	)[					
	Total Calle :25 T.Jefferson	r Nu 16111	Imber Line 5589	)[					
	Total Calle :25 T.Jefferson :21	r Nu 16111 161751	Imber Line 5589 5589 103 (2 1610	)[	Jensen, Karen	1306 C	exander	16105 S.Adams	
Crement Calls	Total Calle :25 T.Jefferson :21 < 71235119# 24 Ac 5589	r Nu 16111 161751	Imber Line 5589 5589 103 (2 1610	s (0) s (0) s (cooper, Stanley 10194 Name:	Jensen, Karen			16106	•
III IIII IIII IIIII IIIII IIIIIIII	Total Calle :25 TJefferson :21 < 71235119# Ac 5589 :: George Brown	r Nu 16111 161751	Imber Line 5589 5589 103 (2 1610	s (0)	Jensen, Karen			16106	•
Crement Calls	Total Calle :25 TJefferson :21 < 71235119# Ac 5589 :: George Brown	r Nu 16111 161751	Imber Line 5589 5589 103 (2 1610	s (0) s (0) s (cooper, Stanley 10194 Name:	Jensen, Karen			16106	•
III IIII IIII IIIII IIIII IIIIIIII	Total     Calle       :25     T.Jefferson       :21	r Ni 16111 161751 161751 161751 ams, Samantha Cla	Imber Line 5589 5589 103 (2 1610	5 Ca 10104 Coocer, Stanley 10104 Name Nobes:	Jensen, Karen		exander	16106	•
Citenad Calls I I I I I I I I I I I I I	Total     Calle       :25     T.Jefferson       :21	r Ni 16111 161751 161751 161751 ams, Samantha Cla	Imber Line 5589 5589 103 (2 1610	s (0)	Jensen, Karen		axander	16106	
Citenad Calls I I I I I I I I I I I I I	Total Calle :25 TJefferson :21 * T1235119# 71235119# 7235119# 74 Active S689 : George Brown ter: 16100 : Clickhere to edd	r Ni 16111 161751 161751 161751 ams, Samantha Cla	miter Line 5588 5588 5589 103 203 203 203 203 203 203 203 203 203 2	s (0) s	Jensen, Karen	Status Privile	axander	10100 SAdams	ena l

#### 5550 IP Console Main Window

- Menu access the drop-down menus. 6
- Console Status view the console and view 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.

- **Call Handling Toolbar** click on the icon to access basic call handling functions.
- **Source/Destination** view caller and calledparty information.
- Call Waiting/Line view numerical and color-coded call-waiting indicators and line information.
- **9** Softkeys area view softkey labels.
- 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 **Press**
- 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.
- Press Release on the keypad or click
   to complete the transfer and
   disconnect the call from the console.

#### **Recover a Call**

- Press Recover or click A 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  $\cong$

#### 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**

 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* 

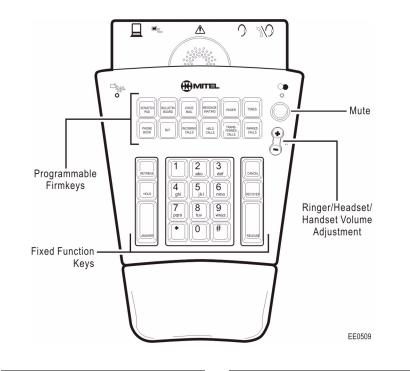
1. Press **Cancel** on the keypad to reconnect to the conference. You may continue adding more parties to the conference.

#### 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.

M Mitel (design) is a registered trademark of Mitel Networks Corporation. © 2010, Mitel Networks Corporation. All other products and services are the trademarks of their respective holders. All rights reserved.

### QUICK REFERENCE GUIDE



#### 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 headset.

#### 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 Volulme 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 "firstcome 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 misdialed 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



M Mitel (design) is a registered trademark of Mitel Networks Corporation. © 2010, Mitel Networks Corporation. All other products and services are the trademarks of their respective holders. All rights reserved.