Command Summary

A 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	Trogram > 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 NO keypad + Select Using Handset or Using Headset from 🗘 Using Handset 🗾
Hold — Place	HOLD
Hold — Retrieve	<u>(RETRIEVE)</u> + 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 Operator Absent or Operator Present 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 + find $\uparrow \downarrow$ 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 Ringer On or Ringer Off from Q 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 Trunk Groups OR Digits Dialed + [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 U key on keypad
Volume — Ringer	While console is ringing, press 👃 key on keypad

MITEL NETWORKS

5550 IP Console

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.





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Quick Start Guide

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



PAD	type messages from callers, reminders, ques- tions, 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.
APPL	Starts another application that extends the capabilities of the 5550 IP Console. Your communications department selects the application.
TRUNK STATUS	Displays information about trunk (outside line) usage.
MESSAGE	Displays softkeys for setting or clearing the Mes- sage 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.



- Press the room. (How? See Searching for Rooms.)

- Press the [Search] softkey.

To control whether Call Blocking affects a room