

MITEL

5550 | IP Console

Providing Enterprise Console Attendants with superior call handling features and one touch access to applications

The Mitel® 5550 IP Console is a PC-based attendant console and administration application for the Mitel 3300 Integrated Communications Platform (ICP). It combines an intuitive PC interface and a specialized telephony keypad for easy dialing and quick access to call processing and ICP features.

Ideal for Busy Department Attendants and Enterprise Receptionists

The 5550 IP Console supports simple point-and-click call handling with on-screen prompts for processing calls and intuitive call and Busy Lamp Field (BLF) status. Its sophisticated call handling features make it ideal for busy office environments where attendants need to manage calls rather than simply answer phones.

Call Answering Priority and Call Waiting Threshold

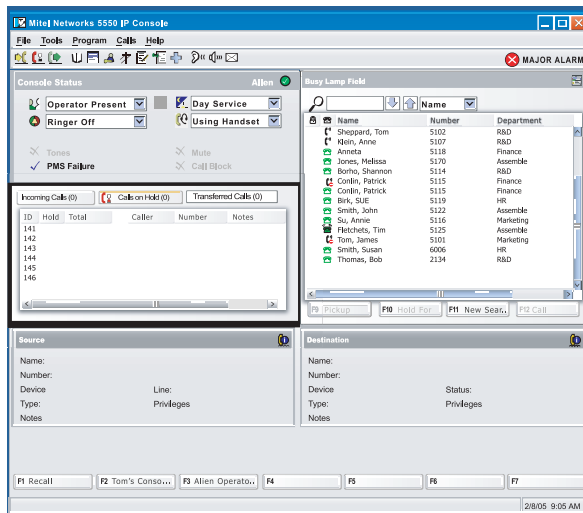
The call-answering priority feature of the 5550 IP Console allows attendants to connect calls based on longest wait time or origin; while its call waiting threshold feature can be used to automatically route incoming calls to other attendants, reducing wait times.

Busy Lamp Field (BLF) and Direct Station Select (DSS)

BLF Status allows attendants to monitor the status of extensions and transfer calls to that extension with a single key stroke. Attendants can monitor up to 5,000 extensions or lines on a single 3300 ICP or across a cluster or network of 3300 ICPs. BLF Lists allow the attendants to see extension status at a glance, for those stations they need to monitor. The BLF icons tell operators whether an extension or line is Idle /Busy /Ringing / in Do Not Disturb mode. Enterprise attendants can use console BLF to monitor the status of extensions and lines and for rapid dialing and transfers to those extensions. The BLF "Status" has also been incorporated into the "Phonebook" feature on the 3300 ICP, meaning that if the console operator wants to use Phonebook to search for users / extensions, the status of any of these extensions being monitored will show up in the Phonebook search. Enhanced BLF search and sort capability allows operators to sort their monitored users by Name, Number, Department or Location. The DSS feature enables operators to pick up ringing extensions and process callers more efficiently.



it's about **YOU**



Mitel 5550 IP Console main screen featuring Busy Lamp Field and new Incoming Calls / Calls on Hold / Transferred Calls Window

Scratch Pad, Bulletin Board and Telephony Keypad

Attendants can also take advantage of the 5550 IP Console's on-screen scratch pad and its bulletin board for instant messaging between attendants. The scratch pad is the operator's own personal phone directory and speed-dial list. Operators can use it to save telephone numbers for faster dialing or to store the names and numbers of callers for future reference. The operator can also dial numbers directly from the Scratch Pad. Both a Scratch Pad and a Bulletin Board offer alphanumeric translation, so now it is easy to call 1-800-ONT-PARKS. Simply highlight the text and the system will translate the letters to numbers. The telephony keypad supports dialing, single-key transfer of calls to voice mail, and a "Retrieve" key that allows attendants to instantly retrieve misdirected calls.

Features

- BLF capability allows attendants to monitor up to 5,000 extensions or lines on a single 3300 ICP or across a cluster or network of 3300 ICPs
- Incoming Calls list provides visual indication of all incoming calls, allowing attendants to prioritize calls and customize their greeting based on the calling line information
- Direct Station Select (DSS) feature enable operators to pick up ringing extensions and process callers more efficiently
- Calls on Hold enhancements provide attendants with additional information that allows them to handle calls more efficiently
- Specialized telephony keypad for dialing, call processing, and access to features and applications
- Highly intuitive Graphical User Interface (GUI) that includes screen-based call status and call handling prompts, making operations as simple as point-and-click
- One-button access to programmable key functions
- Twelve programmable keys for one-button access to the most commonly used attendant features and services
- Six call processing keys for intuitive management
- On-screen Scratch Pad window for notes and message taking, and storing speed-dial numbers
- On-screen Bulletin Board for displaying messages to all attendants using the 5550 IP Console on the system
- Retrieve key for retrieving calls forwarded to the wrong extension
- Single key transfer to voice mail
- Call Answering Priority allows attendant to connect calls based on longest time waiting or origin
- Call Waiting Threshold capability allows incoming calls to be routed to other consoles to reduce wait times
- Comprehensive Hospitality Console feature set
- Language Support for English, French, Spanish, German, Dutch, Italian, and Portuguese
- Dual handset / headset jacks for monitoring or training new attendants
- Adaptable telephony keypad and handset cradle for right- or left-handed console operators
- Choice of colors for telephony hardware: light gray or dark gray

Compression Support

G.711, G.729

Voice QoS

Supports 802.1p/q for quality of service

Powering Options

The 5550 IP Console Telephony Keypad requires a 24 VDC Power Adapter (either 110 or 220V)

Environmental Specs

The 5550 IP Console Telephony Keypad is able to operate and be stored safely in the following environments:

	Temp	Humidity
Storage	-40°C to +66°C	15% at +66°C, 95% at +29°C
Operation	+4°C to +49°C	34% at +49°C, 95% at +29°C

PC Requirements

The 5550 IP Console runs on a PC that meets the following minimum requirements:

- 100 BaseT Ethernet Network Interface Card (NICs) that supports 802.1p/q
- 700 MHz or faster Pentium-compatible processor (1 GHz processor recommended; Intel® Celeron™ processor acceptable)
- Windows® 2000 Professional Edition or Windows XP Professional (recommended)
- 256 MB of available RAM; more memory generally improves responsiveness (512 MB recommended)
- Four GB hard drive
- 17-inch SVGA monitor (1024x768 resolution)
- CD-ROM drive
- AT 101 enhanced keyboard
- Mouse
- Sound card with speakers
- A local area network (LAN) connection

System Requirements

Mitel 3300 Integrated Communications Platform, Release 6.0 or later (for 5550 IP Console, Release 2.1)

MITEL
it's about **YOU**

Companies don't make decisions, people do. That is why Mitel is leading the way toward a new and more personalized approach to communications for enterprise and small business. Our innovative solutions, applications and desktop appliances enable you to access, process and control your communications and information naturally, simply and efficiently. Our solutions allow you to collaborate over distance and time and to interact with your customers, colleagues and partners as never before. By combining the power of voice, data and video over converged high speed networks, Mitel provides you with flexible and personalized tools that let you leverage the latest advances for personal and organizational advantage.

North America (613) 592 2122 1 800 648 3579	Latin America (613) 592 2122 1 800 648 3579	UK Tel: +44 (0)1291 430000 Fax: +44 (0)1291 430400	France Tel: +33 (0)1 61 37 00 90 Fax: +33 (0)1 61 37 00 99
Benelux Tel: +31 (0)30 85 00 030 Fax: +31 (0)30 85 00 031	Italy Tel: +39 02 2130231 Fax: +39 02 21302333	Germany, Switzerland, Austria Tel: +49 (0)211 5206480 Fax: +49 (0)211 52064899	Portugal and Spain Tel: +34 91 350 66 33 Fax: +34 91 350 70 14
Middle East Tel: +971 4 3916721 Fax: +971 4 3915288	South Africa Tel: +27 82 559 8688 Fax: +27 11 784 6916	Asia-Pacific Tel: +852 2508 9780 Fax: +852 2508 9232	

www.mitel.com



THIS DOCUMENT IS PROVIDED TO YOU FOR INFORMATIONAL PURPOSES ONLY. The information furnished in this document, believed by Mitel to be accurate as of the date of its publication, is subject to change without notice. Mitel assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

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

© Copyright 2005, Mitel Networks Corporation. All Rights Reserved.

GD 9032 PN 51002735RF-EN