

MITEL

5550 | IP Console



Providing Enterprise Console Attendants with instant presence information

The Mitel® 5550 IP Console is a PC-based attendant console and administration application for the Mitel 3300 IP 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. Presence capabilities keep attendants informed at a glance.

Ideal for Busy Department Attendants and Enterprise Attendants

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.

Presence and Instant Messaging Support

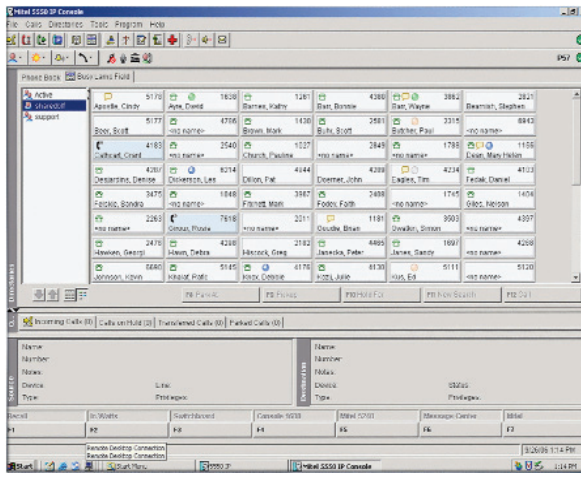
Presence is becoming a standard requirement for enterprises. An employee needs to have a seamless way of informing the attendant when they will not be at their desk. Presence and Instant Messaging (IM) support allows the console operator to see if someone is away from their desk, busy or do not want to be disturbed. Instant Messaging support allows operators to quickly send messages to a user to let them know they have a call, or to ask a quick question on behalf of the caller, thereby avoiding the "voice mail jail" trap.*

Multiple Busy Lamp Field Lists

With Busy Lamp Field capability, the operator can monitor the status of extensions and transfer calls with a single key stroke. In many cases, enterprise console attendants support multiple departments or groups. Multiple Busy Lamp Field Lists allow the operator to have dedicated lists for each group or department – making it quicker and easier to find an employee, and see their status. If they are not available, the operator can see at a glance if there is someone else in their group who could speak to the caller, improving service to the callers. Each extension can be in multiple busy lamp field lists – for example, a sales representative in a branch office could appear in the list for sales, and the list for the branch office. The lists can be shared among all attendants, or dedicated to one attendant.



it's about **YOU**



Mitel 5550 IP Console Tile-Based BLF Screen

Tile Based View of Busy Lamp Field

As well as having multiple Busy Lamp Field lists, the operator has the choice of viewing the lists in a traditional format, or in a tile-based format. While the traditional list format provides more detailed information for each user, the tile based format can display a larger number of users. The tile based lists will still provide the user's name, extension, BLF status, Presence* status (if provided) and comments within a single cell. The cells are arranged in a grid format, to maximize the number of users displayed on the screen at a time. The operator can put the most frequently accessed cells at the top, where they are easier to find and identify, thus increasing efficiency. The end result is that the operator gets quicker retrieval of BLF status for more users, with a single glance, instead of having to scroll through a list to find them.

Email Support

In locations where voice mail is not prevalent, operators have to take messages for the users. The Email Support feature allows the operator to take a message for a person, and send it out immediately. The feature will automatically insert the time, date and phone number of the caller. The operator can also use predefined messages for the calls, which will reduce the amount of typing required.

Features

- Presence indication for all users – integrated with Live Communications Server*
- Email and Instant Messaging capability with Live Communications Server 2005 integration
- 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
- Multiple BLF lists and ability to customize BLF views with tile-based BLF
- 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

*Requires Microsoft® Office Live Communications Server 2005.

- 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 (North American and European), Spanish (European), German, Dutch, Italian, and Portuguese (European)
- Dual handset / headset jacks for monitoring or training new attendants
- Adaptable telephony keypad and handset cradle for right- or left-handed console operators

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

The 5550 IP Console Release 3.1 is supported by the 3300 ICP Release 7.1 or later

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.

**Americas Headquarters
Corporate Headquarters**

Tel: +1 613-592-2122
Fax: +1 613-592-4784

**Europe, Middle East and
Africa Headquarters**

Tel: +44 (0) 1291 430000
Fax: +44 (0) 1291 430400

**Asia Pacific
Headquarters**

Tel: +852 2508 9780
Fax: +852 2508 9232

www.mitel.com

For more information on our worldwide office locations, visit our website at www.mitel.com/offices

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 2007, Mitel Networks Corporation. All Rights Reserved.

GD 13081 PN 51002735RG-EN

