



MITEL

5550 IP Console

Providing Enterprise Console Attendant Advanced Presence Information

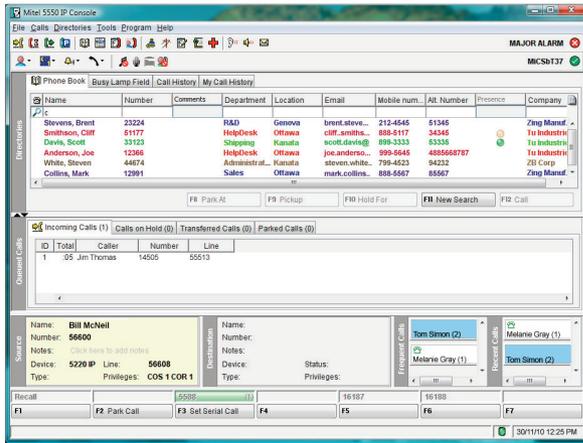
The Mitel® 5550 IP Console is a PC-based attendant console and administration application for the Mitel Communications Director (MCD). It combines an intuitive PC interface and a specialized telephony keypad for easy dialing and quick access to call processing and telephony features. With teleworker support, the corporate answering point is flexible and mobile. Attendants can now work from anywhere, at anytime.

Ideal for Busy Enterprise and Departmental Attendants

The 5550 IP Console's Busy Lamp Field (BLF)-based Transfer Assistant functionality provides an automatic search for every call, providing attendants with a Most Recent / Most Frequent panel. Over 90% of incoming calls can be transferred with a single click, reducing searches, improving accuracy, and making attendants highly efficient. The 5550 IP Console's sophisticated call handling features make it ideal for high volume call environments where attendants need to manage calls rather than simply answer phones.

Presence and Instant Messaging Support

Presence is a standard requirement for enterprises attendants. 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 does not want to be disturbed. IM 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.



5550 IP Console Main Screen with Transfer Assistant

Multiple Busy Lamp Field Lists

Busy Lamp Field capabilities allow the operator to monitor the status of extensions and transfer calls with a single click. In many cases, enterprise console attendants support multiple departments or groups. Multiple BLF 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 BLF lists – for example, a sales representative in a branch office could appear in both the list for sales and the list for the branch office. The lists can be shared among all attendants, or dedicated to one attendant. Available in tile view form, the BLF tile gives the attendant all the information required in simple, condensed form.

Call History Support

Imagine a caller asking for a transfer made earlier – however, the caller has misplaced the destination name. Now, attendants have the capabilities to satisfy the most challenging transfers. A simple look through the call history enables attendants to easily fulfill the most difficult request. The 5550 IP Console has been designed to provide the information needed to make the answer point seamlessly integrated, strengthening the professional image of any corporation.

Multi-Tenancing Support

Several companies can share the cost of doing business by hosting a common answer point. The small and medium-sized business benefits by sharing a single answer point, while the large conglomerate saves by having all subsidiaries handled by a consolidated answer point. Attendants are prompted with customized greetings based on the company number dialed, removing any guess work associated with Multi-Tenancing environments. For companies that enable BLF, multiple-company BLF lists can be created to help attendants make sure that transfers go to the proper destination.



Example of an Attendant Prompt in Multi-Tenancing

Flexibility for Teleworkers

Save valuable office space by giving attendants the ability to work from anywhere in the world. 5550 IP Consoles can now be run in Teleworker mode with the Mitel Border Gateway (MBG). This flexibility allows any attendant to support the corporate answering point from the comfort of their own home, ideal for additional staffing during peak hours. Attendants can simply login during high call-volume hours and provide additional answer support to ensure that no call is missed.

Mitel 5550 IP Console provides such features as:

- **Transfer Assistant:** Complete 90% of calls with the dynamic historical driven search
- **Call History:** Attendants can quickly lookup past transfers in difficult situations
- **Multi-Tenanting:** Share a single answer point and save on answer point costs
- **Teleworker Support:** Attendants can work off site, reducing office space costs
- **Additional Data Fields:** Provide more information to attendants, with color support
- **Enhanced Status Indication:** Hot Desk Login and Call Forward Status provided to attendants
- **Presence, Email, and Instant Messaging:** Integrated with Office Communications Server*
- **Busy Lamp Field (BLF) Monitoring:** Attendants see the phone status at a glance
- **Multiple BLF Lists and Tile-Based BLF View:** Multi-Tenanting BLF list support
- **Incoming Calls List:** Provides visual indication of all incoming calls, prioritizes calls, and customizes greeting based on calling line information
- **Direct Station Select (DSS):** Enables Attendants to pick up ringing extensions
- **Calls on Hold Comments:** Attendants have additional information to handle calls more efficiently
- **Highly Intuitive Graphical User Interface (GUI):** With screen-based call handling, simply point-and-click
- **One-Button Access to Programmable Key Functions**
- **Twelve Programmable Keys:** Provide easy access to the most commonly used attendant features and services
- **On-Screen Scratch Pad:** Allows attendants to take quick notes and messages while handling calls
- **On-Screen Bulletin Board:** Displays system wide information across the complete answer point
- **Retrieve Key:** Quickly retrieve a call that was transferred to the wrong extension
- **Call Answering Priority:** Answer calls based on longest time waiting or origin
- **Call Waiting Threshold Capability:** Incoming calls are routed to other consoles, reducing wait times
- **Comprehensive Hospitality Console Feature Set**
- **Dual Handset / Headset Jacks:** For monitoring and training new attendants

- **Adaptable Telephony Keypad and Handset Cradle:** For right- or left-handed attendants
- **Languages Supported:** English, French (North American and European), Spanish (North American and European), German, Dutch, Italian, Portuguese (European and Brazilian), Swedish, and Simplified Chinese

Please refer to the Mitel 5550 Feature Matrix for a complete list and description of all console features.

*Requires Microsoft® Office Communications Server 2007 with the 5550 IP Console running on Windows XP®

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 220 V)

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 (NIC) that supports 802.1p/q
- 1.2 GHz processor (Microsoft Windows XP), 1.6 GHz processor (Microsoft Windows Vista®)
- Windows XP Professional (recommended) or Windows Vista Business / Ultimate
- 1 GB of available RAM; more memory generally improves responsiveness
- 20 GB hard drive (XP), 40 GB hard drive (Vista)
- 17-inch SVGA monitor (1024 x 768 pixel resolution)
- CD-ROM drive
- AT 101 Enhanced Keyboard
- Mouse
- Sound card with speakers
- A Local Area Network (LAN) connection

The PostgreSQL Server Requirements for Call History and Transfer Assistant Features

- Windows XP Professional operating system (recommended) or Linux
- Processor: 2 GHz
- Memory (RAM): 2 GB
- Hard Drive: 200 GB

Please refer to www.postgresql.org for more information about the PostgreSQL Server

System Requirements

The 5550 IP Console Release 3.6 is supported by MCD 4.0 SP1 or later

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GD 1019_4818 PN 51002735RI-EN

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