

MITEL NETWORKS

5550 | IP Console

Delivering the Power of IP to the Attendant Desktop



Simplified Access to Sophisticated Call Handling

Efficient, accurate and professional call handling can be central to your company's operations and customer relations. But it can be a big challenge in busy office environments where an attendant's job is more about managing calls than merely answering the phone. The challenge is to provide your attendants with tools that support sophisticated call handling while simplifying access to features and capabilities. Which is what the Mitel Networks™ 5550 IP Console is all about. The Mitel Networks 5550 IP is the PC-based attendant console and administration application for use with Mitel Networks Integrated Communications Platforms. Combining a highly intuitive PC interface and a specialized telephony keypad for easy dialing and quick access to call processing and ICP features, the 5550 IP is the answer for you.

Ideal for Busy Department and Enterprise Attendants

The 5550 IP Console is a PC-based attendant console featuring a highly intuitive graphical user interface, a specialized telephony keyboard, and dual handset/headset jacks. The solution supports simple point and click call handling, with on-screen prompts for processing calls and call status. Its Call Answering Priority feature allows attendants to connect calls based on longest waiting time or origin, while its Call Waiting Threshold feature can be used to automatically route incoming calls to other attendants, reducing wait times. Attendants can also take advantage of the 5550 IP Console's on-screen scratch pad for note and message taking and its bulletin board for instant messaging between attendants on the system. 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

- Specialized telephony keypad for dialing, call processing, and access to ICP features and applications
- Highly intuitive Graphical User Interface including screen-based call status and call handling prompts
- Dual handset/headset jacks
- One-button access to programmable key functions
- On-screen scratch pad window for note taking and messaging, 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 allows attendant to retrieve 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
- Graphical user interface makes answering and transferring calls, placing calls on hold – and all other call handling functions – simple point-and-click operations

Voice QoS

Supports 802.1p/q for quality of service

Compression Support

G.729

System Requirements

Mitel Networks 3300 Integrated Communications Platform, Release 3 or later

PC System Requirements

- 450 MHz or faster Pentium®-compatible processor
- Microsoft® Windows® 2000 Professional Edition, Windows 98, Windows Millennium Edition
- 128 MB RAM
- 4 GB hard drive
- CD-ROM drive
- AT 101 enhanced keyboard with mouse
- LAN connection

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