



Mitel 5550 IP Console

Frequently Asked Questions (FAQ)

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Q. What do I need to enable Call History and Transfer Assistant?

A. You will need to configure and setup a PostgreSQL Server. Please go to www.postgresql.org for more information regarding the PostgreSQL server configuration. The PostgreSQL server can be run on a Windows or Linux operating system, and can be setup on one of the console PC; however it is recommended that the Call History PostgreSQL server be a standalone machine. There is a good task-flow document about PostgreSQL featured in the Mitel® 5550 IP Console Help provided with the 5550 IP Console Release 3.6.

Q. Why are there two different Call History features on the 5550 IP Console?

A. There is My Call History and an All Console Call History. My Call History provides information about the local console's transfers and calls handled, which is ideal if an attendant wants to look up a transfer done earlier in the day. The All Console Call History provides information about all of the transfers made by any of the answer point attendants. This can be used to provide information to attendants to help place difficult calls that were handled by a different Attendant earlier.

Q. How do I configure ADF?

A. ADF is a way to provide additional information to Console Attendants. The ADF is a Comma Separated Variable (CSV) file that contains the corporate directory information that the 5550 IP Console pulls to populate the phone book. The CSV file size limit has been increased from 6MB to 20MB.

Q. Can the Phone Book lookup the ADF database and the MCD database?

A. Currently the phone book can only be configured to look up either the ADF Database or the MCD Database. The phone book can only access one of the two databases. The functionality to integrate the ADF and MCD TelDir is expected in a future release.

Q. How do I configure the OCS Server?

A. The OCS Server Configuration needs to be done by the Corporate IT Administrator. The OCS Server needs to have both "TCP" and "MTLS" set as the transports in the front end properties. The Attendant OCS User needs to add the contacts in their OCS Communicator Account of who they wish to Monitor and IM. There are other configuration requirements that are discussed in the 5550 IP Console Help.

Q. What do I need to be able to get Presence and Instant Messaging (IM) support on the 5550 IP Console?

A. These features require Microsoft® Office Communications Server in order to provide the 5550 IP Console with the ability to monitor office status and send predefined IM messages from the 5550 IP Console. The 5550 IP Console supports Basic Office Communications Server configurations only. Some installations may find that the 5550 IP Console may not be able to log in to the Office Communications Server unless there is an advanced configuration option entered on the 5550 IP Console, please refer to help for configuration practices. The Office Communications Server is only supported when the 5550 IP Console is running on the Microsoft Windows XP® Operating System.

Q. What do I need to run the 5550 IP Console in Teleworker Mode?

A. The TKB needs to be running 4.5.0.2 boot firmware and 9.6 or later firmware (provided by connecting to MCD 4.0), the Mitel Boarder Gateway (MBG) running 5.2 is also needed.

Q. What limitations are there in Teleworker Mode?

A. The limitations are:

- ADF
- Shared Bulletin Board
- Mitel 3300 IP Communications Platform (ICP) Alarm status
- 3300 ICP Connectivity Information
- Shared Call History

These limitations are created as the Teleworker 5550 IP Console will not be able to see this functionality if it is hosted on the corporate network behind a firewall. Some of this functionality is available if it is hosted on the local 5550 IP Console however the Attendant will not have the same level of connectivity to all other consoles. The required functionality to handle high volume calls is available from Teleworker Mode.

Q. How can I generate reports for the 5550 IP Console?

A. Reports can be provided through the Mitel Call Accounting Package. Please contact your Local Mitel Office for more information on how to integrate Call Accounting with the 5550 IP Console.

The reports that are provided through Call Accounting are:

- Performance Reports
 - By Period
 - By Day of the Week
 - By Day of the Month
 - By Month
- Traffic Reports
 - Traffic Attendant Reports
 - Attendant Console Traffic By Period
 - Traffic By Period
 - Attendant Group Traffic By Period

Q. What is the maximum number of Busy Lamp Field (BLF) extensions that can be monitored on a MCD?

A. Console Attendants can monitor a maximum of 5,000 extensions (Maximum number of monitors available on the MCD. The default is 400). However, the BLFs can be monitored across a cluster or network of MCDs. So whether an enterprise has a single MCD controller or multiple controllers in a cluster, operators are limited to a maximum of 5,000 BLFs.

Q. What is the Telephony Keypad used for?

A. Telephony keypad is an integral component of the 5550 IP Console. It is used for dialing, call processing and accessing the features of the MCD. It can be attached to the handset cradle left handed or right handed (shipped in the package). The user can also change keypad slope to make it more comfortable to use.

Telephony keypad has the following connections:

- LAN
- PC
- AC power outlet
- Handset (or headset)
- Second headset connection (For training purposes)

It has a number of predetermined:

Fixed function keys: Retrieve, Hold, Answer, Cancel, Recover and Release

Firmkeys: Scratch Pad, Bulletin Board, Guest Service, Phone Book, Application, Trunk Status, Message, Tones, Voice Mail

There is also Volume Control and Mute Keys, allowing the attendant to easily process calls and access system and console features

Q. What is the warranty for the 5550 IP Console?

A. Mitel warrants software for a period of 90 days from the date of the shipment (details of the limited warranty are specified in the software license agreement shipped with the product). Standard hardware warranty period applies (1 year).

Q. Which Operating System is needed to install the 5550 IP Console?**A. The 5550 IP Console is supported on:**

Microsoft Windows XP Professional, SP2 (Required for OCS Support)

Microsoft Windows Vista Business and Ultimate

Note: Microsoft Windows 2000, Windows Millennium Edition (ME) and Windows 98 are no longer supported as operating systems. Install your console software ONLY on the PC that has one of the above supported operating systems.

Q. Can the handset cradle be attached to any side of console keypad?

A. Yes. The cradle can be attached on either side of the console keypad, depending on the user needs. It is an ideal solution for right-handed and left-handed attendants.

Q. What is the significance of the Bulletin Board feature?

A. The Bulletin Board provides all Attendants with a common place to share information (by simply editing bulletin contents). This allows all Attendants to have access to real time information; all Attendants can easily make changes to the bulletin board.

Q. How does the Phone Book work?

A. The operator can use the Phone Book to search the system's telephone directory for people and extensions. They can search by entering the person's name, an extension number, a department or location. Searching by department is useful when a caller requests to speak to "someone in sales" rather than a specific person. A location can be a conference room, the lobby or other place that has a phone. The operator can also make a call right from the Phone Book. The directory can be accessed while the operator is connected to the caller. BLF Status has been added to Phonebook so that an operator can instantly tell if that extension is idle or busy, and can instruct callers accordingly.

Q. What does the Scratch Pad function do?

A. 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.

Q. What is the power consumption of the 5550 IP Console Telephony Keypad?

A. The typical power consumption of the 5550 IP Console Telephony Keypad is 5 watts.

Q. I can see that a DN is in a call forward always state, but I cannot see where the number is forwarded. What is the usefulness of this feature?

A. This indicator was designed to allow the operator to see when an extension is in a forwarded state. Another ADF column would be required to show the forwarded location. This action is not supported in this release, but is road-mapped for a future release. The feature is useful because the attendant is informed about the state of the DN and can relay the information to the caller. Another field such as comments can be used to input complimentary information such as "on vacation, Call Forward Always – Fred..." equipped with this information, the attendant is ready to maximize the caller's experience.

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