

MITEL

# Communications Director



5505 Guest IP Phone  
Administration Guide

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## **5505 Guest IP Phone Administration Guide** MCD Release 5.0

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## Chapter 1: Introduction

Introduction . . . . .	3
About This Guide . . . . .	3
Related Documentation . . . . .	4

## Chapter 2: Registration and Configuration

Introduction . . . . .	7
Preparing the Cordless Handset and Installing the Batteries . . . . .	8
Battery Specification . . . . .	9
Charging the Handset. . . . .	9
Care of the Handsets . . . . .	9
Registering the 5505 Guest IP Phone . . . . .	10
Connecting the Charging Cradle (Optional) . . . . .	11
Pairing the 5505 Cordless Handsets . . . . .	12
Deleting/Replacing Paired Handsets . . . . .	13
Reset to Factory (Default) Settings. . . . .	14
Restoring the Base Station Default Settings . . . . .	14
Restoring the Handset Default Settings . . . . .	15
Re-Registering the 5505 Guest IP Phone . . . . .	16
Firmware Upgrades . . . . .	16
MCD Programming Required . . . . .	17
DHCP Options Form . . . . .	17
User and Device Configuration Form . . . . .	18
Other MCD ESM Forms . . . . .	18
Feature Access Code Support . . . . .	18

## Chapter 3: 5505 Phone Base

Introduction . . . . .	21
Emergency Calls . . . . .	21
Features and Function of the 5505 Guest IP Phone . . . . .	22
Customizing the 5505 Guest IP Phone. . . . .	24

Adjusting the Speaker Volume .....	24
Adjusting the Ringer Volume .....	24
<b>Making and Answering Calls.....</b>	<b>25</b>
Making a Call .....	25
Answering a Call .....	25
Ending a Call .....	25
<b>Call Handling .....</b>	<b>25</b>
Muting a Call .....	25
Joining a Call/Conference on a Handset .....	25
<b>Using Other Features .....</b>	<b>26</b>
Using Speed Dial Keys .....	26
Retrieving Messages .....	26
Locating Handsets .....	26

## **Chapter 4: 5505 Cordless Handset**

<b>Introduction.....</b>	<b>29</b>
Out of Range Indication .....	29
Charging the Battery .....	29
<b>Features and Functions of the Cordless Handset.....</b>	<b>30</b>
Display and Display Back Light .....	31
Display Keys on the Handset/Using the Menu .....	31
Using the Handset MENU .....	32
Menu Tree and Customizing the Handset .....	33
<b>Making and Answering Calls.....</b>	<b>34</b>
Turning the Handset On .....	34
Making a Call .....	34
Answering a Call .....	34
Ending a Call .....	34
Turning the Ringer On/Off .....	35
Adjusting the Handset Volume .....	35
Adjusting the Ringer Volume .....	35
<b>Call Handling .....</b>	<b>36</b>
Muting a Call .....	36
Joining a Call/Conference .....	36

Using Other Features .....	37
Retrieving Messages .....	37
Using Last Number Redial .....	37
Using the Phonebook/Directory .....	37
Using Speed Dials .....	37

**Chapter 5: Maintenance and Troubleshooting**

Introduction .....	41
Checklist .....	41
Frequently Asked Questions/Troubleshooting .....	41





Chapter 1  
Introduction





## Introduction

The Mitel 5505 Guest IP Phone and Cordless Handsets provide a SIP-based IP guest room phone. The 5505 Guest IP Phone is a single-line phone that supports up to four cordless handsets. You can order additional handsets and chargers.

The cordless handset has an indoor signal range of up to 100 meters (300 feet) from the 5505 Guest IP Phone.



**Figure 1: 5505 Guest IP Phone and Cordless Handset**

## About This Guide

This guide contains the following information:

- instructions on registering the 5505 Guest IP Phone, pairing the handsets, deleting and replacing handsets, re-registration, and MCD programming required
- detailed information on the features and functions of the 5505 Guest IP Phone and Cordless Handset
- troubleshooting chart and frequently-asked questions

## Related Documentation

See the following documents for more information on the 5505 Guest IP Phone:

- **5505 Guest IP Phones Installation Guide** - this guide provides instructions on how to physically connect the 5505 Guest IP Phone, install the optional handset charger, install the handset batteries, register the phone, and pair additional handsets.
- **5505 Guest IP Phone Quick Reference** - this guide provides instructions on how to use the features of the cordless handset and 5505 Guest IP Phone.
- **MCD System Administration Tool Online Help** - Refer to this online help system for instructions on how to program the Mitel 5505 Guest IP Phone on the MCD system.

To access phone- and system-specific documentation:

1. In your browser, go to <http://www.edocs.mitel.com>, and log in if necessary using your Mitel Online account information.
2. Move your cursor over **End User Documents** and select **PDF Guides** to access any user guides.
3. In **Other Resources**, click **Installation Guides for end User Devices** to access any installation guides.



## Chapter 2

# Registration and Configuration



## Introduction

This section provides information on

- preparing and charging the cordless handset
- registering the 5505 Guest IP Phone
- pairing handsets
- deleting and replacing handsets
- resetting the base station and handset to factory defaults
- re-registration of the 5505 Guest IP Phone
- required MCD programming for the 5505 Guest IP Phone

Refer to the *5505 Guest IP Phone Installation Guide* for instructions on physically connecting the 5505 Guest IP Phone.

## Preparing the Cordless Handset and Installing the Batteries

1. The display is protected by a plastic film. Remove the protective film.



2. Insert the batteries as designated on the back of the handset. The polarity is indicated on the battery compartment.



3. Slide the battery cover back into the main casing until it clicks into place.



4. To open the battery cover, for example, to replace the batteries, place your fingertip in the grooved area on the top of the cover and slide down.



## Battery Specification

Technology: Nickel-metal-hydride (NiMH)

Size: AAA (Micro, HR03)

Voltage: 1.2 V

Capacity: 400–800 mAh

The following types of battery are recommended:

- GP GP55AAAHCR 550mAh
- SHP HFR-44AAAJ550 550mAh
- SUPPO HSY-AAA0.55-C 550mAh

The handset is supplied with the recommended batteries.

## Charging the Handset

It is recommended that you charge the handset battery fully before first use.

1. Charge the battery. It takes approximately 8 hours to fully charge the battery.
2. Then remove the handset for use.

## Care of the Handsets

Wipe the charging cradle and the handset with a damp cloth (do not use solvent) or an antistatic cloth. Never use a dry cloth. This can cause static.

If the handset should come into contact with liquid:


- Switch the handset off and remove the batteries immediately.
- Allow the liquid to drain from the handset.
- Pat all parts dry, then place the handset with the battery compartment open and the keypad facing down in a dry, warm place for at least 72 hours (not in a microwave, oven etc.).
- Do not switch on the handset again until it is completely dry.

When it has fully dried out, it can be used again.


## Registering the 5505 Guest IP Phone

The 5505 Guest IP Phone comes pre-paired with one 5505 Cordless Handset. Follow the instructions below to register the 5505 Guest IP Phone.

**Note:** This procedure is valid only for first-time registration. See “Re-Registering the 5505 Guest IP Phone” on page 16, if necessary.

1. Turn on the 5505 Cordless Handset using the power on button 
2. Place the handset with the display facing up in the 5505 Guest IP Phone base.

If the phone has not been registered previously, the LEDs on the base start flashing in the order below:

- Speakerphone: LLDP & IP provisioning
  - Mute: Upgrade firmware
  - Messages: Upgrade CVM firmware
  - Line In Use: Successful boot up. The display on the handset displays “NO DN PROGRAMED”.
3. Enter the DN and the user PIN as DN#PIN#. In ESM, refer to User and Device Configuration -> Access Authentication -> User PIN.
  4. Press the Speaker key. 

After successful registration, the screen displays the Room Name/Number.

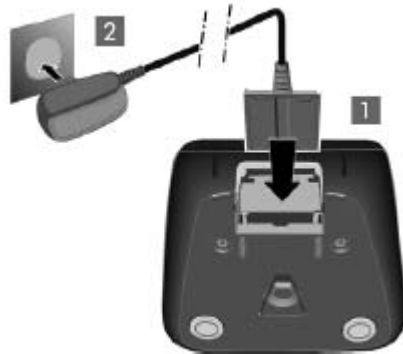
See “Pairing the 5505 Cordless Handsets” on page 12 to continue pairing additional handsets.



## Connecting the Charging Cradle (Optional)

The 5505 Guest IP Phone can have up to three additional 5505 Cordless Handsets with chargers. The additional handsets and cradle power adapter must be ordered separately.

1. Slide the flat plug from the power supply into the charging cradle until you hear a click.
2. Plug the power adapter into the plug socket.



If you need to disconnect the plug from the charging cradle, press the Release button and disconnect the plug.



## Pairing the 5505 Cordless Handsets

The 5505 Guest IP Phone supports up to four 5505 Cordless handsets. One handset comes from the factory pre-paired with the base station. You can pair the remaining handsets by following the instructions below.

It is recommended that the handsets be paired after the 5505 Guest Phone has been registered; however, if you wish to pair handsets on an unregistered 5505 Guest Phone, press the End Call key to end registration.

**Note:** Only one handset can be paired at a time. The pairing must be completed before pairing the next handset

1. On the 5505 Base Station, press down both the Volume Up/Down indicators on the Volume key.
2. Then release the Volume Down (—) portion.
3. While the Volume Up key is pressed, type 7247 (PAIR) on the base station to start the pairing process.




The Mute, Message and Line in Use keys start flashing to indicate an empty device slot is available for pairing.

4. On the handset, press **MENU -> Settings -> OK -> Handset -> OK -> Register HS?**
5. Enter the Wireless PIN and press **OK**.

*Registering ...* appears on the handset.

**Note:** In ESM, refer to User and Device Configuration -> Access Authentication -> Wireless PIN.

After successful pairing, *Handset Registered* is temporarily displayed on the handset, and the indicators stop flashing on the base station. See "Maintenance and Troubleshooting" on page 39 if the handset didn't register successfully.

6. To verify successful registration, press the handset locator button (in the handset pocket on the base station). This will cause all paired handsets to start ringing.
7. Continue to pair the next handset, if necessary.
8. At any time, press the End Call key  on the base station to exit from pairing mode.



## Deleting/Replacing Paired Handsets

When all four handsets are paired and one/some/all of them are lost, new handsets will need to be paired.

1. On the 5505 Base Station, press down both the Volume Up/Down indicators on the Volume key.
2. Then release the Volume Down (—) portion.
3. While the Volume Up key is pressed, type 867247 (UNPAIR) on the 5505 base station to start the unpairing process.



This procedure will un-pair all the paired handsets. After successful un-pairing, *Register HS* will start flashing on the display of the handset(s).

All user data, including speed dials, room number, and the phone book entries will be deleted on the handsets. You can now pair the new handsets following the procedure “Pairing the 5505 Cordless Handsets” on page 12.

## Reset to Factory (Default) Settings

You can set the Base Station unit or the cordless handset to factory defaults

### Restoring the Base Station Default Settings

1. On the Base Station, press down the Volume Up/Down key on the base station.
2. Then release the Volume Down ( - ) portion.
3. While the Volume Up key is pressed, type 3228679 (FACTORY) to start the factory process.

The Line in Use key will flash for confirmation.

4. Release the Volume Up key and press \* to confirm or any other key to cancel.

Settings are restored to factory settings, except for the pairing data. The base station is rebooted. The message "NO DN PROGRMED is displayed on the handset.

## Restoring the Handset Default Settings

After a guest check outs, the handset settings are reset as detailed in the following table. As well, you can restore the handset to factory defaults. To restore factory defaults on the handset, enter **MENU -> Settings -> OK -> Reset Handset -> OK**.

The table below lists the factory settings and their defaults as well as the settings reset by guest checkout.

Settings	Settings Changed by Reset Handset?	Options	Factory Default	Settings Changed by Guest Checkout
<b>Language</b>				
Handset Language	Yes		English	System default
<b>Date and Time</b>				
Date and time	No	Date and Time are not affected by reset procedures (Clock stops running if handset is switched off)	00:00 15.01.10	N/A
Date mode		DD.MM.YY / MM.DD.YY	DD.MM.YY	N/A
Time mode		24h / 12h	24h	Same as factory defaults
Alarm clock	Yes	on / off	off	
<b>Audio</b>				
Ringer volume	Yes	1...5 + Crescendo	3	
Ringer melody	Yes	3 (monophonic) + 7 (polyphonic)	Carousel	
Alarm clock ringer melody	Yes	3 (monophonic) + 7 (polyphonic)	Fountain	
Earphone volume	Yes	1...3	1	
Handsfree volume	Yes	1...5	5	
All tones	Yes	on/off	on	
Battery warnings	Yes	on/off during call	during call	
<b>Handset settings</b>				
Phonebook (including speed dial numbers and their assignment)	No			Set to same speed dials as the 5505 base
Redial list	No			Cleared of previous redials
Automatic call accept	Yes	on/off	on	Same as factory default

## Re-Registering the 5505 Guest IP Phone

The 5505 Guest IP Phone will require re-registration when the DN is changed for the phone and/or when the User PIN is changed.

To re-register the phone:

1. On the 5505 base station, press down the Volume Up/Down key on the base station.
2. Then release the Volume Down ( - ) portion.
3. While the Volume Up key is pressed, type 734 (REG) to start the re-registration process.




The Line in Use keys start flashing slowly waiting for the DN number and Registration PIN.

4. Enter the DN and registration PIN as DN#PIN#.
5. Press the Speaker key.



If an invalid DN or invalid PIN is entered, the cordless handset will display DN followed by *!REG* or *!* for DNs, indicating that the phone is not registered. Try the registration again. See *"Maintenance and Troubleshooting"* on page 39 if the procedure is unsuccessful.

After successful registration, the screen displays the Room Name/Number.

6. At any time, to exit from the re-registration mode, press the End Call key  on the 5505 base station.



## Firmware Upgrades

The 5505 IP Phone checks its tftp server every day at 3 a.m. If there is new firmware, the phone performs an upgrade.

If the phone is on a call at 3 am, it waits until it is idle before doing the firmware check.

## MCD Programming Required

Refer to the **MCD System Administration Tool Online Help** for detailed instructions on how to program the Mitel 5505 Guest IP Phone on the MCD system.

Follow the steps below:

1. Program DHCP data in the DHCP Options form, see “DHCP Options Form” on page 17.
2. Program the 5505 Device data in the User and Device form, see “User and Device Configuration Form” on page 18
3. Program other 5505 data in other MCD ESM forms, see “Other MCD ESM Forms” on page 18.

### DHCP Options Form

The following data should be programmed:

- SIP Proxy and Registrar Server: Option 125 -> call\_srv
  - If resiliency is required, also configure DHCP Option 120 with the FQDN of your SIP Proxy and Registrar Server.
  - To configure DHCP Option 120 on the MCD DHCP server:
    - In the "format" drop down select "ASCII String"
    - In the "value" text box enter the FQDN
- TFTP Server: Option 125 -> sw\_tftp
- Voice Mail Server Address (MWI Subscribe): Option 125 call\_srv
- DSCP: Option 125 -> dscp
- VLANID: Option 125 -> vlan
- VLAN priority: Option 125 ->L2P
- DNS Server: Option 6

### User and Device Configuration Form

The following data should be programmed:

- Number: Profile -> Number
- Device Type: : Profile -> Device Type = 5505 SIP
- CoS: Service Details -> Class of Service
- Registration PIN: Access and Authentication -> User PIN
- Wireless PIN: Access and Authentication -> Wireless PIN
- Programmable Keys: Keys -> 2,3,4,5,6

**Note:** The five programmable keys on the 5505 Guest IP Phone are arranged horizontally: the leftmost key is key 2, and the rightmost key is key 6. This numbering is used when programming speed dial keys in ESM for the 5505 Guest IP Phone.

### Other MCD ESM Forms

The following data should be programmed:

- Dial Plan: SIP Device Capabilities -> Advanced -> Dial Plan
- Voice Mail Retrieve Address : Call Rerouting First Alternative
- Room number: Property Management -> Guest Rooms
- Class of Service Options -> Basic -> Display -> Suppress Delivery of Caller Id Display Between Sets

### Feature Access Code Support

The following feature access codes are supported on the 5505 Guest IP Phone:

- Hotel/Motel Room Personal Wake Up Call - Set
- Hotel/Motel Room Personal Wake Up Call - Cancel
- Hotel/Motel Room Wakeup Call From Guest Extension - Set
- Hotel/Motel Room Wakeup Call From Guest Extension - Cancel
- Hotel/Motel Room Remote Wake Up Call - Set
- Hotel/Motel Room Remote Wake Up Call - Cancel
- Hotel/Motel Room Status
- Do Not Disturb
- Do Not Disturb - Cancel





### Chapter 3

## 5505 Phone Base



## Introduction

This section provides detailed information on the 5505 Guest IP Phone. See the following topics for more information:

- “Features and Function of the 5505 Guest IP Phone” on page 22
- “Customizing the 5505 Guest IP Phone” on page 24
- “Making and Answering Calls” on page 25
- “Call Handling” on page 25
- “Using Other Features” on page 26

The *5505 Guest IP Phone Quick Reference Card* is available for use in rooms by hotel guests and contains brief instructions on how to make and receive calls, call handsets, join other calls, and retrieve messages.

## Emergency Calls

Warning for emergency number dialing: Consult your local authorities for Emergency Numbers and 911 or equivalent service availability in your area.

To make an Emergency Call:

- Dial your Local Emergency Number (911 or equivalent).

## Features and Function of the 5505 Guest IP Phone




The Mitel 5505 Guest IP Phone and Cordless Handset provide a SIP-based IP guest room phone designed for the hospitality market. The 5505 Guest IP Phone does not have a display; however, a 1-line display is available on the 5505 Cordless Handset.

The diagram below illustrates the 5505 Guest IP Phone. It can support up to four 5505 Cordless Handsets with additional charging cradles (“5505 Cordless Handset” on page 27).



Figure 2: 5505 Guest IP Phone

The following table describes the features of the 5505 Guest IP Phone.

Feature	Function
1. PC Port	Provides a port for a PC.
2. Ringer Volume Slider	Provides a 3-position ringer volume control: low, medium, and high.
3. Speed Dial Keys	Use to dial common hotel sites, such as front desk, housekeeping, restaurant, and so forth.
4. Dial Pad	Use to dial numbers.
5. Fixed Function Keys 	Gives you access to the following phone functions: <ul style="list-style-type: none"> <li>• Speakerphone key - enables Handsfree mode.</li> <li>• Message key - provides access to the room's voice mailbox and flashes (green) indicating new voicemail.</li> <li>• Mute key - allows you to temporarily turn your phone's handsfree microphone on/off during a call. When the key is lit (red), microphone is muted.</li> <li>• End Call key - ends a call or exits from a conference.</li> <li>• Line in Use Indicator - shows the status of the phone. Lit (red) means the line is in use, and off means the line is not being used. It also flashes in sequence with the ringer when there is a call</li> </ul>
6. Volume Up/Down Key 	Provides volume control for the handsfree speakers. Also used for administrative functions, such as pairing handsets.
7. Handset Locator 	Used for locating paired handsets. Pressing this key when the phone is idle will ring all handsets.

See the procedures below for detailed information on how to use the 5505 Guest IP Phone.

## Customizing the 5505 Guest IP Phone

Follow the procedures below to customize the 5505 Guest IP Phone.

### Adjusting the Speaker Volume

- Press the volume button repeatedly to raise or lower the speaker phone volume.



### Adjusting the Ringer Volume

- Slide the switch on the side of the phone to low, medium or high.


## Making and Answering Calls

### Making a Call

- Press  and dial the number.

OR

- Dial the number.

The speakerphone lights during your call 

### Answering a Call

During an incoming call, the base unit and all the registered handsets starts ringing. The "Line in Use" indicator on base unit will start flashing in sync with the ringing cadence.

The Cordless Handsets show the calling Name/Number on the display, maximum 14 characters.

- Press 

### Ending a Call

- Press  to end the call.

## Call Handling

### Muting a Call

- Press 

The caller no longer can hear you. The mute key is lit while muted.

- Press  to unmute the call.

### Joining a Call/Conference on a Handset

When a handset is on a call, the Line In Use indicator is lit. You can join the call and create a conference.

- Press .

- Press  or  to end the conference.

## Using Other Features


### Using Speed Dial Keys

The 5505 Guest IP Phone has 5 programmable speed dial keys. The keys can be programmed with speed dial numbers. Pressing the speed dial key will directly make the call to the programmed number.

- Press one of the five keys above the dial pad to reach the front desk, housekeeping, etc.




### Retrieving Messages

The Message Key retrieves messages from the Voice Mail Server. This key is equipped with a LED (green) that flashes when a new message is received.

- Press  to access your messages.

### Locating Handsets

You can locate all registered handsets while the base phone is idle.

- Press  in the handset pocket.  
All paired handsets will ring.  
Press  on a handset to stop the ringing.  
OR
- Press  again to stop the ringing.





## Chapter 4

# 5505 Cordless Handset



## Introduction

This section provides detailed information on using the 5505 Cordless Handset.

See the following topics for more information:

- “Features and Functions of the Cordless Handset” on page 30
- “Making and Answering Calls” on page 34
- “Call Handling” on page 36
- “Using Other Features” on page 37

The *5505 Guest IP Phone Quick Reference Card* is available for use in rooms by hotel guests and contains brief instructions on how to make and receive calls, call handsets, join other calls, and retrieve messages.

## Out of Range Indication

When a guest on a call is walking out of range of the base unit, the quality of the voice signal will degrade. The range is up to 100 meters (300 feet). In addition, the Handset display will start flashing the Room Name/Number. Going beyond the range will cause the call to drop.

## Charging the Battery

- Place the handset in the 5505 Guest IP Phone base or charger.

The Battery icon indicates charge level. The phone still works when in the charger.

## Features and Functions of the Cordless Handset

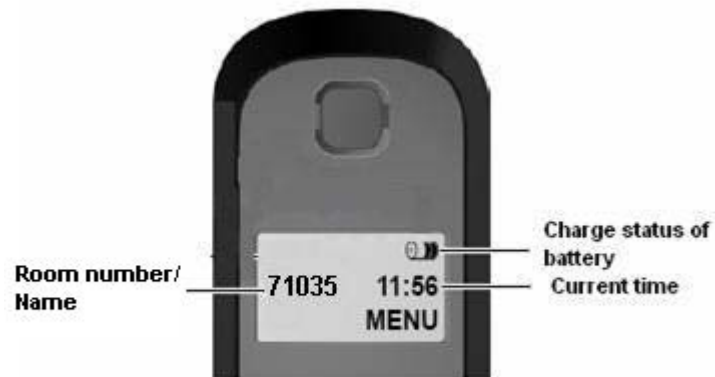
The handset has 10 fixed keys and the dial pad. See the illustration and descriptions below.

5505 Cordless Handset	Keys and Functions
	1. Battery Status - shows the battery status
	2. Softkeys/Display Keys - provides context-sensitive soft keys for phone functions and settings.
	3. Message Key - provides access to the room's voice mailbox. It has an associated LED that starts flashing indicating new voicemail.
	4. Handsfree Key - enables and disables Handsfree mode for making calls, accesses the redial lists, and answers incoming calls in speakerphone mode.
	5. Volume Control Key - scroll up or down to adjust the volume or select settings from the menu.
	6. Talk Key - used for making external calls, answering calls, joining an existing call between the base and an external party, and accessing redial lists,
	7. Phonebook Key - accesses the handset's phonebook for dialing numbers stored in the phonebook.
	8. End Call On/Off Key- ends a call (short press), turns the handset on/off (long press).
	9. Ringer On/Off - silences the ringer.
	10. Key Pad Lock On/Off - locks the keypad.
	11. Not used.
	12. Microphone - phone's microphone.
	13. Mute Key - toggles the microphone on/off during a call.

## Display and Display Back Light





The Cordless Handset has a 1-line (14 characters wide) illuminated black and white display. The display backlight automatically dims off while the handset is idle.

The Room Name/Number is displayed, along with the current time and status of the battery. The MENU provides Alarm Clock, Audio, and Handset settings. See “Using the Handset MENU” on page 32 for more information. The Room Name/Number remains in memory after the batteries go dead.



## Display Keys on the Handset/Using the Menu

Pressing a display/sofkey launches the function that appears above that key in the display.

Display Icon	Function when pressed
<b>MENU</b>	Opens the main/submenu (see the Menu tree)
	Go back one menu level
	Scroll up/down or adjust volume with the Control Key
	Move cursor to left or right with
	Backspace deletes one character at a time from right to left.
<b>OK</b>	Confirm Menu function or save the entry.

## Using the Handset MENU

The handset has many features offered in the **MENU** that allow you to customize the handset.

To open the main MENU:

1. Press the display key below MENU on the handset to open the main menu (see the illustration below).
2. Scroll down through the choices.

See “Menu Tree and Customizing the Handset” on page 33 for more details.


3. Press the display key below OK to confirm your selection.



## Menu Tree and Customizing the Handset

The table below contains the Handset Phone menu. Use this table as a guide in your menu selections to customize the handset. Use the general guidelines for menu selection:



1. MENU -> use  to scroll to the selection, and press **OK** to confirm.


	Menu	Sub Menu 1	Sub Menu 2	Description
1	Alarm Clock	Activation		For activating/deactivating the alarm clock
		Wakeup Time		Setting the wakeup time. Input format: HHMM
2	Audio Settings	Handset Volume	Earpiece	3 levels available
			Speaker	5 levels available
		Ringer Volume		5 levels + Crescendo available
		Ringer Melody	Calls	10 ringer melodies available for calls
			Alarm Clock	10 ringer melodies available for Alarm Clock
		Advisory Tones		Activate/deactivate the advisory tones
		Battery Low	Off	Warning tone to indicate the battery is almost flat: Never
			On	Always
During Call	Only during a call			
3		Handset	Language	Changes the display language

## Making and Answering Calls

See the procedures below for detailed information on how make and receive calls.

**Note:** Only one 5505 Cordless Handset can be used at a time.



### Turning the Handset On

- Press and hold 



The button must be held (long press) in order to turn the phone on.

To end a call, a short press is used.

### Making a Call

- Press  or  to get dial tone.
- Dial the number.



OR

- Enter the number and press  or 

**Note:** If the quality of the voice degrades during the call, you are walking out of range. The call may drop.

### Answering a Call

The 5505 Cordless Handset shows the calling Name/Number on the display, maximum 14 characters.

- Press 
- OR
- Press  for handsfree.

If Auto answer is enabled, just lift the handset from the charger to answer the call.

**Note:** Auto answer only works if the handset is on the charger.

### Ending a Call

- Press  to end a call.




If auto answer is enabled on cordless handset, the call can also be disconnected by putting the 5505 Cordless Handset on the charging cradle.

## Turning the Ringer On/Off


You may want to turn the handset ringer off.

To turn the ringer off:

- Press and hold .


When the ringer is off, you will see a silenced bell in the display.

To turn the ringer on:

- Press and hold .

## Adjusting the Handset Volume

**While on a call:**

- Press the Volume Control key up 
- Then, press up or down to adjust the handset volume.

## Adjusting the Ringer Volume

- Press the Volume Control key up.
- Then press up or down to adjust the ringer volume.

## Call Handling

### Muting a Call



You can mute your handset during a call so your caller no longer hears you.

- Press the Mute key  .
- Press the the Mute key  again to unmute the call.

### Joining a Call/Conference

The 5505 Cordless Handset can join an existing call between the base unit and an external party by pressing either the Talk or Speakerphone key. However, it cannot join a call between another cordless handset and external party.


The 5505 Cordless Handset cannot join a call while the base unit is dialing.

- Press .
- Press  to end the conference.

## Using Other Features




### Retrieving Messages

The Message Key provides access to the room's voice mailbox. It has an associated LED that starts flashing indicating new voicemail.

- Press  to access your messages.

### Using Last Number Redial



The last 10 numbers dialed are stored in the redial list.

1. Press and hold  (long press) 
2. Scroll down until you reach your selection.
3. Press  again to dial the number.

### Using the Phonebook/Directory

The Phonebook stores approximately 40 entries, maximum 14 characters for the name and 32 characters for the number. The user is allowed to add, edit, and delete all phonebook entries. If a user changes the pre-defined phonebook entries or inputs new entries and assigns them to speed dial shortcuts (keys 1-5), the entries are defaulted to the base phone speed dials upon check-in/checkout.

As well, the speed dial numbers to the front desk, housekeeping, restaurant and so forth are stored in the phone directory. To dial numbers from the Phonebook:

1. Press the Phonebook Key 
2. Use the up and down arrows to scroll through the names.
3. Press  to call the person/number.

### Using Speed Dials

The 5505 Guest IP Phone base transfers its 5 speed dial numbers and names to the handset each time a guest checks in and when the handset is registered. These entries are assigned to the dial keys (1-5). The entries are overwritten if the handset is re-booted.

- Press and hold one of the keys 1-5 on the dial pad.

The number is dialed automatically.





## Chapter 5

# Maintenance and Troubleshooting



## Introduction

This section contains information on troubleshooting the 5505 Guest IP Phone.

## Checklist


Please check:

- Have you used the LAN cable supplied?
- Have you fully inserted the LAN cable into the LAN port on the back of the phone?
- Have you inserted the batteries correctly?
- Have you charged the batteries for 8 hours?



## Frequently Asked Questions/Troubleshooting

See the table below for error messages you may see on the 5505 Cordless Handset or problems with the handset or base.

**Table 1: 5505 IP Phone Troubleshooting**

Problem/Message	Cause	Solution
Nothing appears in the display.	The handset is not switched on.	Press the end call key for approximately 5 seconds or place the handset in the base. Charge or replace the batteries. 
The display is not clear/seems to be broken.	The display is protected by a plastic film.	Remove the plastic film.
<i>Base</i> flashes on the display. No connection to base.	The handset is not paired with the base.	Pair the handset. See "Pairing the 5505 Cordless Handsets" on page 12.
<i>Room name/number</i> flashes on the display.	The handset is outside the range of the base. The base station is not connected.	Move the handset closer to the base. Check the main plug on the base station.
<i>!REG</i> is displayed on the handset.	The base is not registered with the MCD. Possible causes are: - network connectivity - DHCP settings - call_srv - MCD - phone not programmed on MCD - Incorrect registration PIN - Incorrect DN	Check network connectivity. Check the call_srv setting in DHCP. Check that MCD is operational. Check programming on MCD and re-register.  Re-register with the correct PIN and DN. Re-register with the correct PIN and DN.
		Page 1 of 2

**Table 1: 5505 IP Phone Troubleshooting (continued)**

Problem/Message	Cause	Solution
<i>Incorrect PIN</i> is displayed on the handset.	PIN is not correct.	Re-enter the wireless PIN in the User Device Configuration form and try to pair again.
<i>Register handset</i> is on the display.	The handset is not paired with the base.	Pair the handset with the base. See “Pairing the 5505 Cordless Handsets” on page 12.
<i>Registration failed</i> is displayed on the handset.	Base is powered off. Base is not in pairing mode.  Handset is out of range. The handset variant (NA or UK) doesn't match the base.	Turn on the base. Put the base in pairing mode. See “Pairing the 5505 Cordless Handsets” on page 12. Place the handset closer to the base. Ensure that the handset variant matches the base.
Handset does not get dial tone.	The handset is not turned on.  If the handset is turned on	Press the end call key for approximately 5 seconds or place the handset in the base.  Charge or replace the batteries. A handset is in use.  The phone may be stuck booting up. See “Phone State During Startup and First Registration” on page 42 for its current state.
The handset does not ring.	The ringer may be silenced.	Press and hold the * key  to turn the ringer on.
DHCP failures - <i>Waiting for DHCP</i> is displayed on the handset for more than 5 minutes.	Unable to obtain an IP address or incorrect DHCP settings on the server.	Check the network connectivity. Reconfigure the DHCP settings.
		Page 2 of 2

**Table 2: Phone State During Startup and First Registration**

LED Behavior	Mode	Solution
Speakerphone flashing for more than 5 minutes	LLDP & IP provisioning	Check the network connectivity. Reconfigure the DHCP settings.
Mute flashing for more than 5 minutes	Upgrading firmware - I2 Boot, main and recovery	Re-install the firmware on MCD and reboot the 5505 phone.
Messages flashing for more than 5 minutes	Main startup and CVM firmware upgrade	Reboot the phone.
No LED flashing	Successful boot up	





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