



MITEL

## 5324 IP Phone

### Enterprise-class IP Phone

The dual-mode Mitel® 5324 IP Phone is a feature-rich, multi-line IP speakerphone with full duplex handsfree operation. It is geared toward users who must change their telephone feature set to match their changing needs. This includes managers, professionals and teleworkers as well as contact center or help-desk agents. With the 5324 IP Phone, users get superb call handling as well as user-programmable access to advanced voice communications, IP-based applications and services. The 5324 IP Phone supports a full lineup of IP peripherals such as programmable key modules (PKMs), conference units and line interface modules for even greater access to IP applications right at the user's desktop.

#### Ideal Choice for Communications-intensive Companies

The 5324 IP Phone is specifically designed for communications-intensive companies that require a converged IP infrastructure to deliver productivity and customer-enhancing applications and services to the user's desktop. This includes unified communications, speech recognition, PC integration, contact center, and remote voice and data applications.

An enterprise-class phone, the 5324 IP Phone has a white 40-character backlit graphics display, 24 programmable keys, eight telephony function keys and three context-sensitive softkeys for feature customization.



## 5324 IP Phone

When used with Mitel Unified Communicator® (UC) Express or Mitel Unified Communicator (UC) Advanced, the 5324 IP Phone becomes a powerful communications tool that helps customers streamline communications between people and organizations. This leads to improved productivity, enhanced customer service, reduced costs and ultimately improved business process integration.

### Features<sup>1</sup>

- Two-line by 20-character white, backlit, graphics display with contrast control and auto-dimming
- 24 Programmable multi-function keys with dual-color LED indicators (for speed dialing, line appearances, feature access)
- Eight function keys: hold, menu, message, speaker, mute, transfer / conference, redial, cancel
- Three context-sensitive softkeys for intuitive feature access
- Browser-based desktop user tool programming for easy access to telephone system features
- Handsfree speakerphone operation (full duplex)
- Speed calling
- Call forward
- Call hold (place / retrieve)
- Call transfer
- Last number redial
- Do not disturb
- On-hook dial
- Off-hook voice announce
- Direct page / group page
- Voicemail access – large message waiting lamp
- Conference call setup
- Hearing aid compatible handset
- Dedicated headset jack
- Customizable center panel
- Automatic call distribution (ACD) agent and supervisor support
- Chinese characters support
- Dual mode: MiNet and SIP support
- Power over Ethernet (PoE) support for IP programmable key modules (PKM), Mitel 5310 IP Conference Module and Mitel Line Interface Module
- Peripherals support: 12- and 48-button IP PKMs, Line Interface Module and Mitel 5310 IP Conference Unit
- Mitel Wireless LAN Stand and Gigabit Ethernet Stand support
- UC Express and UC Advanced support
- Two-position, 35-degree tilting stand for better viewing angle
- Wall-mountable
- Multiple powering options (802.3af-compliant)
- Backwards compatible with previous system platform releases
- Designed for power conservation: reduces power consumption for overall energy savings

<sup>1</sup>Not all features are supported across all platforms. Please refer to Mitel 3300 IP Communications Platform (ICP), Mitel SX-200 IP Communications Platform (ICP), Mitel 5000 Communications Platform (CP) and Teleworker Solution collateral for more detailed information.

### Dual Mode

The 5324 IP Phone supports both SIP and Mitel IP (MiNet) protocols

### Dual Port

Two 10 / 100 MB switched Ethernet ports – one connects the 5324 IP Phone with an Ethernet wall jack, the other with the user's PC

### Compression Support

G.711, G.729a

### Voice QoS

Supports IEEE 802.1p/q for Quality of Service

### Powering Options

Accepts standards-based (IEEE 802.3af) power over the LAN via spare pair or signal pair and supports 48 V DC Ethernet / AC power wall adapters. The 5324 IP Phone can be powered via a powered switch, a midspan power hub or by local 48 V Ethernet power

### Power Adapter (Optional)

**Input:** 110 V 50 - 60 Hz or 220 V 50 Hz

**Output:** 48 V DC 250mA LAN PoE  
IEEE 802.3af, Class-2 (PoE)

### Power Consumption

**Idle:** 2.40 W

**Typical:** 3.23 W

**Max:** 3.87 W

### Environmental Conditions

	Temperature	Humidity
Operational	+4°C to +49°C	34% at 49°C 95% at 29°C
Storage	-40°C to +66°C	15% at 66°C 95% at 29°C

### Regulatory Standards

**EMC** CANADA:  
ICES-003 (Class B)  
USA:  
CFR Title 47, Part 15 (Class B)  
EU:  
EN55024 (EU)  
EN55022 (Class B)  
AUSTRALIA / NEW ZEALAND:  
AS / NZS CISPR 22  
BRAZIL:  
Resolution No. 442 / 2006  
CHINA:  
GB9254

**Safety** CANADA:  
CSA C22.2 No. 60950-1  
USA:  
UL 60950  
EU:  
EN 60950  
EN 60950-1  
AUSTRALIA / NEW ZEALAND:  
AS / NZS 60950-1  
BRAZIL:  
Resolution 238 / 2000  
CHINA:  
GB4943

**Telecom** CANADA:  
CS03 Part V (hearing aid compatible)  
USA:  
FCC part 68 (CFR 47)  
(hearing aid compatible)  
AUSTRALIA / NEW ZEALAND:  
PTC220  
AS / ACIS, S004

## MTBF Rate

38.7 Years

## System Requirements:

- 3300 ICP release 9.0 (UR1) or later
- SX-200 ICP release 4.0 (UR5) or later
- 5000 CP release 3.0 or later
- Teleworker Solution release 5.0 (Mitel Applications Suite (MAS) release 1.2; Mitel Multi-Protocol Border Gateway release 5.0)
- SIP release 7.2 or later

## Physical Dimensions

	Size (L x W x H)	Weight
Phone only	9.1 in x 7.5 in x 3.5 in (23 cm x 19 cm x 9 cm)	1.65 lbs or 0.75 kg
Packaged	9.8 in x 8.3 in x 3.9 in (25 cm x 21 cm x 10 cm)	2.49 lbs or 1.13 kg

## Specifications

Processor Type	Speed	DSPs No.	Speed	Silicon	RAM	ROM	Voice Traffic	Signaling
TNETV1055 (MIPS)	125 MHz	1	165 MHz	130µ CMOS	16 MB	8 MB	RTP over UDP	MiNet over TCP SIP

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