MITEL
MiVOICE 5324 IP PHONE

ENTERPRISE-CLASS IP PHONE

The dual-mode Mitel® MiVoice 5324 IP Phone is a feature-rich, multi-line IP speakerphone with full duplex hands-free 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 MiVoice 5324 IP Phone, users get superb call handling as well as user-programmable access to advanced voice communications, IP-based applications and services. The MiVoice 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 MiVoice 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 MiVoice 5324 IP Phone has a 40-character backlit graphics display, 24 programmable keys, eight telephony function keys and three context-sensitive softkeys for feature customization.

UNIFIED COMMUNICATIONS SUPPORT

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

FEATURES

· 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• Wideband Audio support (G.722) — ships with a wideband handset (7 kHz standard

· Three context-sensitive softkeys for intuitive feature access

· Browser-based desktop user tool programming for easy access to telephone system features

· Hands-free speakerphone operation (full duplex)

· Speed calling

· Call forward

· Call hold (place / retrieve)

· Last number redial

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· Do not disturb

· On-hook dial

· Off-hook voice announce

· Direct page / group page

· Three context-sensitive softkeys for intuitive feature access

· Voicemail access – large message waiting lamp

· Conference call setup

· Secure voice communication enabled by encryption

· 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

• Unified Communicator Express and MiCollab Client support

· Two-position, 35-degree tilting stand for better viewing angle

· Multiple powering options (802.3af-compliant)

· Backwards compatible with previous system platform releases

· Designed for power conservation: reduces power consumption for overall energy savings

1 Not all features are supported across all platforms. Refer to the MiVoice Business, SX-200 ICP, MiVoice Office, and Mitel Telework Solution collateral for more detailed information.

PROTOCOL SUPPORT
The MiVoice 5324 IP Phone supports SIP and Mitel IP (MiNet) protocols

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

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 MiVoice 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 220V 50 Hz
Output: 48 V DC 250mA LAN Power over Ethernet (PoE)
IEEE 802.3af, Class-2 (PoE)

POWER CONSUMPTION

Idle	2.40 W
Typical	3.23 W
Maximum	3.87 W

SYSTEM SOFTWARE REQUIREMENTS:

· MiVoice Business (formerly Mitel Communications
  Director) - Release 9.0 (UR1) or later

· MiVoice Office (formerly Mitel 5000 Communications
  Platform) - Release 3.0 or later

· SX-200 ICP - Release 4.0 (UR5) or later

· Mitel Border Gateway - Release 5.0 (SP1) or later

· Mitel SIP Software- Release 7.2 or later

TECHNICAL SPECIFICATIONS

MAXIMUM LOOP LENGTH

1200 ft (366 meters)

ENVIRONMENTAL

OPERATING TEMPERATURE	OPERATING HUMIDITY	STORAGE TEMPERATURE	STORAGE HUMIDITY
+4°C to +49°C	34% at +49°C, 95% at 29°C	-40°C to +70°C	15% at +70°C, 95% at 29°C

REGULATORY APPROVALS

EMCS	AFETY	TELECOM
CANADA: ICES-003 (CLASS B) USA: CFR TITLE 47, PART 15 (CLASS B) EUROPEAN UNION: EN55024: 1998 + A1: 2001 + A2:2003 EN55022: 2006 + A1: 2007 (CLASS B) EN 61000-3-2: 2006 EN 61000-3-3: 1995 + A1: 2001 + A2: 2005 EN 61000-4-2: LEVEL 4	CANADA: CSA C22.2 NO. 60950-1 USA: UL 60950-1-07, Second Edition ANSI / NFPA 70, "National Electrical Code" EUROPEAN UNION: EN 60950: 2006	CANADA: CS03 Part V (hearing aid compatible) USA: FCC Part 68 (CFR 47) (Hearing Aid Compatible) US Americans with Disabilities Act (ADA) (HAC and Volume Control)

TELEPHONY

POWERING PHONE RATE	PKMC	ONSUMPTION	SIZE (L X W X H)	WEIGHT	MTBF
Line powered from the digital loop interface	Output: 24 Vdc Input: 110 V 50-60 Hz 220 V 50 Hz	1 W	9.1" x 7.5" x 3.5" 23cm x 19cm x 9cm	1.65 lbs 0.75 kgs	10 years

MiVOICE 5324 IP PHONE SPECIFICATIONS

Voice Traffic	Signaling	Voice QoS	MTBF Rate	Size (L x W x H)	Weight	Compression Support
RTP over UDP	MiNet over TCP SIP	Supports IEEE 802.1p/q for Quality of Servic	46 Years	Phone only: 9.1" x 7.5" x 3.5" (23 cm 1 0.75 kg.65 lbs or x 19 cm x 8.9 cm) Packaged: 9.8" x 8.3" x 3.9" (25 cm x 21 cm x 10 x cm)	Packaged: 2.49 or 1.13 kg	:G.711, G.729a

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