

# Mitel MiVoice 5324 IP Phone

## Enterprise-class IP Phone

### Key Features

- Backlit, graphics display with contrast control
- 24 Programmable multi-function keys
- Wideband audio support
- Browser-based desktop user tool
- Power over Ethernet (PoE) support for IP Programmable Key Modules (PKM)



The dual-mode MiVoice 5324 IP Phone is a feature-rich, multi-line IP speakerphone with full duplex hands-free operation. Geared toward users who must change their telephone feature set to match their changing needs, the MiVoice 5324 is ideal for managers, teleworkers, and contact center or help-desk agents.

With the MiVoice 5324 IP Phone, users get superb call handling and user-programmable access to advanced voice communications and IP-based applications. 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.

### Customization and Applications Support

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 productivity tool that helps customers streamline communications, enhance customer service, reduce costs, and ultimately improve 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
- 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

The MiVoice 5324 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

Specification	WATTAGE
Idle	2.4 W
Typical	3.23 W
Maximum	3.87 W

## ENVIRONMENTAL CONDITIONS

Specification	TEMPERATURE	HUMIDITY
Operational	+4°C to +49°C	34% at +49°C 95% at +29°C
Storage	-40°C to +70°C	15% at +70°C 95% at +29°C

## TECHNICAL SPECIFICATIONS

### MAXIMUM LOOP LENGTH

1200 ft (366 meters)

### REGULATORY APPROVALS

EMC	Safety	Telecom
<ul style="list-style-type: none"> <li>» Canada: ICES-003 (Class B)</li> <li>» USA: CFR Title 47, Part 15 (Class B)</li> <li>» EU: 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</li> </ul>	<ul style="list-style-type: none"> <li>» Canada: CSA C22.2 No. 60950-1</li> <li>» USA: UL 60950-1-07, Second Edition, ANSI / NFPA 70, "National Electrical Code"</li> <li>» EU: EN 60950: 2006</li> </ul>	<ul style="list-style-type: none"> <li>» Canada: CS03 Part V (hearing aid compatible)</li> <li>» USA: FCC part 68 (CFR 47) (hearing aid compatible), US Americans with Disabilities Act (ADA) (HAC and Volume Control)</li> </ul>

### TELEPHONY

Powering Phone Rate	PKMC	Consumption	Size (L x W x H)	Weight	MTBF
<ul style="list-style-type: none"> <li>» Line powered from the digital loop interface</li> </ul>	<ul style="list-style-type: none"> <li>» Output: 24 Vdc</li> <li>» Input: 110 V 50-60 Hz 220 V 50 Hz</li> </ul>	<ul style="list-style-type: none"> <li>» 1 W</li> </ul>	<ul style="list-style-type: none"> <li>» 9.1" x 7.5" x 3.5" (23.0 cm x 19.0 cm x 9.0 cm)</li> </ul>	<ul style="list-style-type: none"> <li>» 1.65 lbs (0.75 kgs)</li> </ul>	<ul style="list-style-type: none"> <li>» 10 years</li> </ul>

### 5324 IP PHONE SPECIFICATIONS

Voice Traffic	Signaling	Voice QoS	MTBF Rate	Size (L x W x H)	Weight	Codec / Compression
<ul style="list-style-type: none"> <li>» RTP over UDP</li> </ul>	<ul style="list-style-type: none"> <li>» MiNet over TCP Session Initiation Protocol (SIP)</li> </ul>	<ul style="list-style-type: none"> <li>» IEEE 802.1p/q</li> </ul>	<ul style="list-style-type: none"> <li>» 46 years</li> </ul>	<ul style="list-style-type: none"> <li>» Phone only: 9.1" x 7.5" x 3.5" (23 cm x 19 cm x 8.9 cm)</li> <li>» Packaged: 9.8" x 8.3" x 3.9" (25 cm x 21 cm x 10 cm)</li> </ul>	<ul style="list-style-type: none"> <li>» 2.49 lbs (1.13 Kg)</li> </ul>	<ul style="list-style-type: none"> <li>» G.711, G.729a</li> </ul>

### System Software Requirements

- MiVoice Business (formerly Mitel Communications Director) – Release 4.0 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