

# MITEL IP DESKTOP – PHONES AND PERIPHERALS

## THE EVOLUTION OF THE BUSINESS TELEPHONE

Mitel® continues its commitment to ease of use and enhanced user value at the desktop with an evolving portfolio. The desktop portfolio responds to the specialized and differing requirements of users, workgroups, departments, and branches across the enterprise with a range of desktop devices. From affordable entry-level IP phones to sophisticated network devices including wireless handsets, Gigabit Ethernet and IP DECT connectivity accessories, conference units, and PC-based attendant consoles, Mitel has the right solution for you.

### MITEL 5304 IP PHONE

A cost-effective entry-level display phone that provides access to the features and applications enabled by Mitel's IP-based communications platforms, the 5304 IP Phone is a dual-mode, dual-port, two-line phone with a 40-character backlit display. It is specifically suited to areas where a small footprint is required: cruise ship cabins, hotel guest room phones, university dorms, classrooms or beside a cash register in the retail environment.



### MITEL 5312 IP PHONE

A dual-mode, dual-port, enterprise-class, multi-line IP phone with a full-duplex speakerphone, 40-character backlit display and user-programmable access to features and applications, the 5312 IP Phone is ideal as a teleworker phone. It provides intuitive access to sophisticated call handling and converged applications.



### MITEL 5324 IP PHONE

This feature-rich, dual-mode, dual-port, enterprise-class, multi-line IP phone has a 40-character backlit display, full-duplex handsfree operation and context-sensitive softkeys. The 5324 IP Phone is ideal for teleworkers and users who must change their feature set to meet changing needs. With it, users get superb call handling as well as user-programmable access to advanced voice communications. Peripheral modules can be easily installed on the 5324 IP Phone, fulfilling the need for users to have conferencing, additional buttons or teleworker local emergency access.



**MITEL 5320 IP PHONE**

An economical, entry-level, self-labeling enterprise phone with a large graphics display and built in speakerphone, the 5320 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 desktop. This includes unified communications, speech recognition, PC integration, contact center, and remote voice and data applications. It is ideal for enterprise executives, managers, and employees, and can be used as an ACD agent, as a supervisor phone, or as a teleworker phone.



**MITEL 5320e IP PHONE**

An economical, entry-level, self-labeling enterprise phone with embedded Gigabit support, a large graphics display, and built-in speakerphone, the 5320e 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 desktop. This includes unified communications, speech recognition, PC integration, contact center, and remote voice and data applications. It is ideal for enterprise executives, managers, and employees, and can be used as an ACD agent, as a supervisor phone, or as a teleworker phone.



**MITEL 5330e IP PHONE**

This full-featured enterprise-class IP phone with embedded Gigabit support provides a large backlit graphics display with 24 programmable self-labeling keys, superior wideband audio, and a built-in HTML toolkit for desktop applications development. Desktop applications including Mitel Unified Communicator® Express (UCX), Mitel Unified Communicator Advanced (UCA), and Mitel Intelligent Directory increase worker productivity by providing tighter integration between desktop devices and tools used by enterprise and small business knowledge workers. The 5330e IP Phone is ideal for enterprise executives, managers, and employees and can be used as an ACD agent, as a supervisor phone, or as a teleworker phone.



**MITEL 5340e IP PHONE**

This executive-class IP Phone with embedded Gigabit support provides a large backlit graphics display with 48 programmable self-labeling keys, six intuitive call state-sensitive softkeys, superior sound quality with wideband audio, and a built-in HTML toolkit for desktop applications development. Desktop applications including UCX, UCA, and Intelligent Directory increase worker productivity by providing tighter integration between desktop devices and tools used by enterprise and small business knowledge workers. The 5340e IP Phone is ideal for any enterprise executive or manager, hot desk users, teleworkers, and contact center agents and supervisors.



### MITEL 5360 IP PHONE

The 5360 IP Phone is an exciting next generation desktop device that provides a large color touch display to graphically deliver rich applications to general business or across multiple vertical market sectors. It contains dual gigabit Ethernet ports, and 48 programmable, multi-function self-labeling keys. The phone has embedded applications and HTML Desktop Toolkit support for customized applications development delivered to the touch display. Demonstrating Mitel's continued focus on the user, the 5360 IP Phone is equipped with a Gadget Sidebar which enables one-touch access to embedded or internet-based content and applications. The 5360 IP Phone is ideal for any enterprise executive or manager, teleworker, and contact center supervisor.



### MITEL 5610 IP DECT HANDSET / MITEL IP DECT STAND

This unique accessory offers unprecedented convenience and Personal Area mobility for IP Phone users. The 5610 DECT Handset, with full dial pad and vibrant, illuminated color screen, gives users the freedom and mobility to move away from their desk within their office or adjacent offices. The IP DECT Stand simply snaps onto a Mitel IP Phone, and supports up to eight 5610 DECT Handsets. The 5610 DECT Handset and IP DECT Stand is the ideal mobility solution in hospitality, education, health care and retail, as well small and medium businesses and enterprise markets.



### MITEL GIGABIT ETHERNET STAND

Ideal for users with high bandwidth requirements, Mitel Gigabit Ethernet Stand delivers the latest technology and advancements in Gigabit Ethernet connectivity for supported IP phones, cost effectively. This unique peripheral device gives all compatible Mitel IP phones the ability to migrate as the customer's network evolves, thereby providing capital investment protection.



### MITEL LINE INTERFACE MODULE

The Line Interface Module allows the connection of an analog line to Mitel IP Phones to enable local line select-ability, emergency call diversion for remote workers, or failover capability for IP phones. It is ideal for remote teleworkers or users requiring phone access in the event of LAN failures. The patented Line Interface Module enhances Mitel's Teleworker service and extends Mitel's resiliency strategy for IP communications from the core of the network to the desktop.



### MITEL PROGRAMMABLE KEY MODULES

Mitel Programmable Key Modules (PKMs) allow users to add 12- or 48-button modules to monitor and manage multiple lines beyond the capacity of the IP Phone. The PKMs can easily add 12 or 48 or up to 96 buttons to the existing phone's keys and are supported across a range of IP Phones.



### MITEL 5310 IP CONFERENCE UNIT

This full-duplex IP conference unit features exclusive acoustic beam-forming technology to eliminate ambient room noise and sidebar conversations. It is ideal for executive offices or conference rooms, and is supported across a range of IP Phones.



### MITEL CORDLESS ACCESSORIES

Mitel's Cordless (DECT) Module and Bluetooth® Module are unique accessories that offer unprecedented convenience and corridor mobility for supported Mitel IP Phone users. DECT Cordless Handsets and Headsets allow the user to have personal area mobility with a range of up to 300 feet from their desk within their office or adjacent offices. Third-party Bluetooth multipoint headsets can be used with both a Mitel IP Phone and a user's cell phone, augmenting Mitel's mobility solution for users who want to leverage Mitel's Dynamic Extension capability.



### MITEL 5550 IP CONSOLE

This advanced PC-based IP console and administration application features an intuitive graphical user interface (GUI) that includes screen-based call status and call handling prompts. Features include direct station select (DSS) and busy lamp field (BLF) status for up to 5,000 extensions, color customizable phonebook data fields, incoming caller identification, transferred calls and calls on hold screens, and unique functionality such as bulletin board and scratch pad. Presence and instant messaging support allow the console operator to see if someone is away from their desk, busy, or do not want to be disturbed. Instant messaging support allows operators to quickly send the user a message to let them know they have a call, or to ask them a quick question. The 5550 IP Console is ideal for high volume, call handling environments using the Mitel Communications Director (MCD) platform.



## MITEL 5540 IP CONSOLE

The Mitel 5540 IP Console is the ideal attendant solution for small and medium businesses using the MCD solution or the Mitel SX-200 IP Communications Platform (ICP). This attendant console supports the same functionality of the previous popular digital version, with the additional benefits of an IP platform base. It can be used as an attendant console, a sub-attendant position for departments or workgroups, or as a backup answering position. Affordability, simplicity, and a broad range of standard and specialty functions make the 5540 IP Console the practical choice for small-business or hospitality customers.



MITEL | SIMPLY COMMUNICATING®

## MITEL 5300 SERIES IP DESKTOP PHONES FEATURE MATRIX

For your convenience, here is a matrix of the current 5300 IP Phone series that allows you to compare the features and functionality of each IP phone at a glance.

PHYSICAL	5304 IP PHONE	5312 IP PHONE	5324 IP PHONE	5320 / 5320e IP PHONE	5330e IP PHONE	5340e IP PHONE	5360 IP PHONE
Desk / Wall Mountable	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Desk / Wall Mount Stand	Not Included	Included	Included	Included	Included	Included	Included
5300 Series Handset	Yes	Yes	Yes	Yes (Wideband on 5320e)	Yes (Wideband)	Yes (Wideband)	Yes (Wideband)
Length of Handset Cord	3 m/10'	3 m/10'	3 m/10'	3 m/10'	3 m/10'	3 m/10'	3 m/10'
LAN Ports	2(10/100)	2(10/100)	2(10/100)	5320: 2(10/100) 5320e: 2(10/100/1000)	2(10/100/1000)	2(10/100/1000)	2(10/100/1000)
Ethernet Cable (2 m / 7')	Included	Included	Included	Included	Included	Included	Included
Compression Support	G.711, G.729a	G.711, G.729a	G.711, G.729a	G.711, G.729a, G.722.1 (5320e only)	G.711, G.729a, G.722.1	G.711, G.729a, G.722.1	G.711, G.729a, G.722.1
Wideband Audio	No	No	No	5320: No 5320e: Yes	G.722.1	G.722.1	G.722.1
Voice QoS (802.1p/q)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Encryption	128 bit AES1	128 bit AES1	128 bit AES1	128 bit AES1	128 bit AES1	128 bit AES1	128 bit AES1
802.1x Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes
CLASS B Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Headset Jack	No	Yes	Yes	Yes	Yes	Yes	Yes
MTBF Rate (Years)	46.0	46.0	38.7	57.2	57.2	56.2	50.0

## FEATURE MATRIX | MITEL IP DESKTOP – PHONES AND PERIPHERALS

PERIPHERALS SUPPORT	5304 IP PHONE	5312 IP PHONE	5324 IP PHONE	5320 / 5320e IP PHONE	5330e IP PHONE	5340e IP PHONE	5360 IP PHONE
5310 IP Conference Unit	No	No	Yes	No	Yes	Yes	Yes
Cordless (DECT) Handset / Headset	No	No	No	No	Yes	Yes	Yes
Bluetooth Module / Handset	No	No	No	No	Yes	Yes	Yes
Line Interface Module	No	No	Yes	No	Yes	Yes	Yes
PKM 12 / 48	No	No	Yes	No	Yes	Yes	No
Gigabit Ethernet Stand	No	Yes	Yes	5320: Yes 5320e: No (embedded support)	No (embedded support)	No (embedded support)	No (embedded support)
5610 IP DECT Handset / IP DECT Stand	No	Yes	Yes	Yes	Yes	Yes	Yes

POWERING OPTIONS	5304 IP PHONE	5312 IP PHONE	5324 IP PHONE	5320 / 5320e IP PHONE	5330e IP PHONE	5340e IP PHONE	5360 IP PHONE
Ethernet / AC Power Adaptor Support (48 V DC LAN Power)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
802.3af Power-over-Ethernet Compliant	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Power Consumption (10/100)				5320 5320e			
Idle	2.03W	2.43W	2.43W	3.2W 3.9W	3.9W	3.9W	4.2W
Typical	2.88W	3.23W	3.23W	4.3W 4.3W	4.8W	4.8W	7.4W
Maximum	3.45W	3.87W	3.87W	5.3W 5.3W	5.8W	5.8W	7.9W
Power Consumption (Gb Mode)	N/A	N/A	N/A	(5320e only)			
Idle				4.2W	4.2W	4.2W	4.8W
Typical				5.0W	5.5W	5.5W	8.6W
Maximum				5.5W	6.1W	6.1W	9.2W
Cisco® (Pre-standard) Power Dongle	No	No	No	No	No	No	No

DISPLAY	5304 IP PHONE	5312 IP PHONE	5324 IP PHONE	5320 / 5320e IP PHONE	5330e IP PHONE	5340e IP PHONE	5360 IP PHONE
Color	No	No	No	No	No	No	Yes
Illumination	Reflective Backlit White	Reflective Backlit White	Reflective Backlit White	Reflective Non-backlit	Transmissive FSTN with White LED Backlight	Transmissive FSTN with White LED Backlight	Transmissive FSTN with White LED Backlight
Size (Diagonal)	2 Lines x 20 Characters	2 Lines x 20 Characters	2 Lines x 20 Characters	15 cm (6 in)	15 cm (6 in)	15 cm (6 in)	17.8 cm (7 in)
Number of Pixels (w x h)	160 X 28	160 X 28	160 X 28	160 x 320	160 x 320	160 x 320	480 x 800
Pixel Size	.43 x .43 mm	.43 x .43 mm	.43 x .43 mm	.37 x .40 mm	.37 x .40 mm	.37 x .40 mm	.19 x .19 mm
Contrast Adjust	Yes	Yes	Yes	Yes	Yes	Yes	No
Brightness Adjust	No	No	No	N/A	Yes	Yes	Yes
Auto Dimming	Yes	Yes	Yes	N/A	Yes (Programmable)	Yes (Programmable)	Yes (Programmable)
Backlight Off Capability	No	No	No	N/A	Yes (Screensaver)	Yes (Screensaver)	Yes

INDICATORS	5304 IP PHONE	5312 IP PHONE	5324 IP PHONE	5320 / 5320e IP PHONE	5330e IP PHONE	5340e IP PHONE	5360 IP PHONE
Feature / Line Appearance LEDs	2	12	24	8	24	48	48
Softkey LEDs	0	0	0	0	3	6	6
Hold	No	Yes (Flashes orange)	Yes (Flashes orange)	Yes (Flashes orange)	Yes (Flashes orange)	Yes (Flashes orange)	Yes (Flashes orange)
Hold Button	No (Definable)	Red	Red	Red	Red	Red	Red
Line LED Color	Orange	Orange / Green	Orange / Green	Orange / Green	Orange / Green	Orange / Green	Orange / Green
Ringer LED	Orange	Orange	Orange	Orange	Orange	Orange	Orange
Microphone / Mute LED	No	Orange	Orange	Orange	Orange	Orange	Orange
Message Waiting LED	Orange	Orange	Orange	Orange	Orange	Orange	Orange

## FEATURE MATRIX | MITEL IP DESKTOP – PHONES AND PERIPHERALS

FUNCTION KEYS	5304 IP PHONE	5312 IP PHONE	5324 IP PHONE	5320 / 5320e IP PHONE	5330e IP PHONE	5340e IP PHONE	5360 IP PHONE
Programmable Feature Keys	8	12	24	8	24	48	48
Self-labeling Feature Keys	No	No	No	Yes	Yes	Yes	Yes
Fixed Feature Keys	2	10	10	12	12	13	10
Softkeys	0	0	3	3	3	6	6
Multiline	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Hold	No (Definable)	Yes	Yes	Yes	Yes	Yes	Yes
Redial	No (Definable)	Yes	Yes	Yes	Yes	Yes	Yes
Cancel	No (Definable)	Yes	Yes	Yes	Yes	Yes	Yes
Volume Up / Down Keys	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Ringer Up / Down Keys	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Message Key	No (Definable)	Yes	Yes	Yes	Yes	Yes	Yes
Transfer / Conference Key	No (Definable)	Yes	Yes	Yes	Yes	Yes	Yes
Call Forward (On / Off) Key	No (Definable)	Yes (Definable)	Yes (Definable)	Yes (Softkey)	Yes (Softkey)	Yes (Softkey)	Yes (Softkey)
Menu Key	No	Yes	Yes	Yes	Yes	Yes	Yes
Phonebook / Directory Key	No (Definable)	Yes (Via Menu Key)	Yes (Via Menu Key)	Yes (Via Menu Key)	Yes (Via Menu Key)	Yes (Via Menu Key)	Yes
Mute Key	No	Yes	Yes	Yes	Yes	Yes	Yes
Speakerphone Key	No	Yes	Yes	Yes	Yes	Yes	Yes
Programming Key / Superkey	No (Definable)	Yes	Yes	Yes (Via Menu Key)	Yes (Via Menu Key)	Yes (Via Menu Key)	Yes (Via Menu Key)



ACOUSTIC FUNCTIONS	5304 IP PHONE	5312 IP PHONE	5324 IP PHONE	5320 / 5320e IP PHONE	5330e IP PHONE	5340e IP PHONE	5360 IP PHONE
Ring Volume Adjust	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Handset Volume Adjust	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Hands-free Speakerphone	No	Yes	Yes	Yes	Yes	Yes	Yes
Hands-free: Half Duplex or Full Duplex	None	Full Duplex	Full Duplex	Full Duplex	Full Duplex	Full Duplex	Full Duplex
Wideband Audio Hardware (7 kHz)	No	No	No	Yes (5320e only)	Yes	Yes	Yes
On-Hook Dialing	No	Yes	Yes	Yes	Yes	Yes	Yes
On-Hook Call Announce (Paging Receive Capability)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Off Hook Call Announce	No	Yes	Yes	Yes	Yes	Yes	Yes
Amplified Receive >12dB	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Hearing Aid Compatible (HAC) Handset	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Ring Warble / Pitch Adjust	Yes	Yes	Yes	Yes	Yes	Yes	Yes

## FEATURE MATRIX | MITEL IP DESKTOP – PHONES AND PERIPHERALS

EMBEDDED APPLICATIONS	5304 IP PHONE	5312 IP PHONE	5324 IP PHONE	5320 / 5320e IP PHONE	5330e IP PHONE	5340e IP PHONE	5360 IP PHONE
Brightness (On, Off, Adjust)	N/A	N/A	N/A	N/A	Yes	Yes	Yes
Call Forward (Quick)	N/A	N/A	N/A	Yes	Yes	Yes	Yes
Call History (50 Entries)	No	No	No	Yes	Yes	Yes	Yes
Conference Controller	No	No	No	No	Yes	Yes	Yes
Cordless	No	No	No	No	Yes	Yes	Yes
Help	No	No	No	Yes	Yes	Yes	Yes
HTML	No	No	No	Yes	Yes	Yes	Yes
People (50 Entries)	No	No	No	No	No	Yes	Yes
Settings	No	No	No	Yes	Yes	Yes	Yes
Screensaver	No	No	No	No	Yes	Yes	Yes
Visual Voice Mail (Embedded Messaging)	No	No	No	No	Yes	Yes	Yes
Visual Voice Mail (Mitel NuPoint Unified Messaging™)	No	No	No	No	Yes	Yes	Yes

VALUE ADDED APPLICATIONS	5304 IP PHONE	5312 IP PHONE	5324 IP PHONE	5320 / 5320e IP PHONE	5330e IP PHONE	5340e IP PHONE	5360 IP PHONE
Intelligent Directory	No	No	No	Yes	Yes	Yes	Yes
Live Content Suite	No	No	No	Yes	Yes	Yes	Yes
Live Applications Builder	No	No	No	No	Screensaver only	Screensaver only	Yes
Unified Communicator Express (UCX)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Unified Communicator Advanced (UCA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes

<b>MINIMUM SYSTEM / SOFTWARE REQUIREMENTS</b>	<b>5304 IP PHONE</b>	<b>5312 IP PHONE</b>	<b>5324 IP PHONE</b>	<b>5320 / 5320e IP PHONE</b>	<b>5330e IP PHONE</b>	<b>5340e IP PHONE</b>	<b>5360 IP PHONE</b>
Mitel Communications Director (MCD)	3300 Release 9.0 (UR1) or later	3300 Release 9.0 (UR1) or later	3300 Release 9.0 (UR1) or later	5320: MCD Release 4.0 SP1 or later 5320e: Release 5.0 SP2 or later	Release 5.0 SP2 or later	Release 5.0 SP2 or later	MCD Release 4.0 SP1 or later
Mitel 5000 Communications Platform (CP)	Release 3.2 or later	Release 3.2 or later	Release 3.2 or later	5320: Release 3.2 or later 5320e: Release 5.1 or later	Release 5.1 or later	Release 5.1 or later	Release 4.0 or later
Mitel SX-200 IP Communications Platform (ICP)	Release 4.0 (UR5) or later	Release 4.0 (UR5) or later	Release 4.0 (UR5) or later	Not Supported	Release 4.0 (UR3) or later	Release 4.0 or later	Not Supported
SIP Software Platform	SIP Release 7.2 or later	SIP Release 7.2 or later	SIP Release 7.2 or later	SIP Release 8.0 or later	SIP Release 8.0 or later	SIP Release 8.0 or later	Not Supported
Teleworker Platform (Mitel Border Gateway)	Release 5.2 SP1 or later	Release 5.0 or later	Release 5.0 or later	5320: Release 5.2 SP1 or later 5320e: Release 7.1 or later	Release 7.1 or later	Release 7.1 or later	Release 5.2 SP1 or later
HTML Toolkit	Release 2.2 or later	Release 2.2 or later	Release 2.2 or later	Release 2.2 or later	Release 2.2 or later	Release 2.2 or later	Release 2.1 or later

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