

# Mitel 5324 IP Phone



The dual-mode 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/help-desk agents. With it, 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.

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.

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 of the 5324 IP Phone include:

- New! Support for UC Express and UC Advanced release 2.0 applications
- New! Chinese characters support (market expansion)
- New! Backwards compatible with previous system platform releases
- New! Power over Ethernet (PoE) support for IP conference modules as well as IP programmable key modules (PKMs) and line interface modules
- Support for SIP and MiNet protocols
- Handsfree operation (full duplex)
- 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
- Two-line, 20-character white, backlit graphics display with auto-dimming
- Desktop user tool programming for easy access to telephone system features

- Peripherals support: 12- and 48-button IP programmable key modules (PKMs), line interface module, IP conference unitDual port (10 / 100 MB switched Ethernet)
- Supports Wireless LAN and Gigabit Ethernet Stands Phonebook support on the 3300 ICP
- Off-hook voice announce
- On-hook dial
- Dedicated headset jack
- Speed calling
- Call hold (place/retrieve)
- Call transfer
- Do not disturb
- Call forward
- Conference call setup
- Voicemail access – large message waiting lamp
- Browser-based desktop configuration tool
- Direct page/group page
- Last number redial
- ACD agent and supervisor support
- Customizable center panel
- Hearing aid compatible handset
- Wall-mountable
- Two-position, 35-degree tilting stand for better viewing angle
- Multiple powering options (802.3af-compliant)
- Designed for power conservation: reduces power consumption for overall energy savings

Please note that not all features are supported across all IP platforms. Refer to the 3300 ICP, Mitel SX-200 IP Communications Platform (ICP), Mitel 5000 Communications Platform (CP) and Mitel Teleworker Solution collateral for more detailed information.