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## Mitel 5320

# Mitel 5320e IP Phone User Manual

Model: 5320

## INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, and maintenance of your Mitel 5320e IP Phone. The Mitel 5320e is a robust communication device featuring a large backlit LCD display, 8 programmable feature keys, a full-duplex speakerphone, and Gigabit Ethernet connectivity, designed to enhance your professional communication experience.



**Figure 1:** The Mitel 5320e IP Phone. This image displays the phone's main components including the handset, the backlit LCD screen showing "Phone Book" and other menu options, and the numeric keypad along with various function buttons.

## SETUP

Follow these steps to properly set up your Mitel 5320e IP Phone:

1. **Unpacking:** Carefully remove all components from the packaging. Verify that you have the phone unit, handset, handset cord, and Ethernet cable.
2. **Connect Handset:** Plug one end of the coiled handset cord into the handset and the other end into the port labeled with a handset icon on the side of the phone base.

3. **Connect Network Cable:** Connect one end of the Ethernet cable to the LAN port (labeled with a network icon) on the back of the phone. Connect the other end to an active network port (e.g., wall jack or network switch).
4. **Connect Power (if applicable):** If your network does not provide Power over Ethernet (PoE), connect a compatible power adapter (sold separately) to the power port on the back of the phone and then to a power outlet. The phone will power on automatically.
5. **Initial Boot-up:** The phone will display a boot-up sequence. This may take a few moments as it obtains network configuration and registers with your communication system.

## OPERATING INSTRUCTIONS

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This section details the basic operation of your Mitel 5320e IP Phone.

### Making and Receiving Calls

- **To Make a Call:**
  - a. Lift the handset, press the Speaker button, or press a Line key.
  - b. Dial the desired number using the keypad.
  - c. Press the # key or wait for the call to connect automatically.
- **To Receive a Call:**
  - Lift the handset, press the Speaker button, or press the flashing Line key.
- **To End a Call:**
  - Replace the handset, or press the Speaker button if on speakerphone.

### Using Feature Keys

The Mitel 5320e features 8 programmable keys located next to the display. Their functions may vary based on your system configuration. Common functions include:

- **Line Keys:** Used for active calls or to access additional lines.
- **Speed Dial:** Programmed for quick dialing of frequently used numbers.
- **Transfer:** To transfer an active call to another extension.
- **Conference:** To initiate a multi-party conference call.
- **Hold:** To place an active call on hold.
- **Voicemail:** Direct access to your voicemail box.

### Speakerphone and Headset

- **Speakerphone:** Press the **Speaker** button to activate or deactivate the full-duplex speakerphone.
- **Headset:** Connect a compatible headset to the headset jack (typically on the side or back of the phone). Press the **Headset** button to toggle between headset and handset/speakerphone.

### Display Navigation

Use the navigation cluster (up, down, left, right arrows, and Select button) to navigate through menus and options on the backlit LCD display. Soft keys below the display provide context-sensitive options.

### Call History and Phone Book

- **Call History:** Access a list of dialed, received, and missed calls. Use the navigation keys to scroll and select an entry to redial.

- **Phone Book:** Access your personal or corporate directory. Search for contacts and dial directly from the phone book.

## MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your Mitel 5320e IP Phone.

- **Cleaning:**
  - Use a soft, slightly damp, lint-free cloth to clean the phone's exterior and display.
  - Do not use abrasive cleaners, solvents, or aerosol sprays, as these can damage the phone's surface.
  - Ensure no liquid enters any openings.
- **Cable Management:**
  - Ensure all cables (handset, network, power) are securely connected and not kinked or strained.
  - Avoid placing heavy objects on cables.
- **Environmental Conditions:**
  - Keep the phone away from excessive heat sources, direct sunlight, and high humidity.
  - Avoid exposing the phone to dust or liquids.

## TROUBLESHOOTING

If you encounter issues with your Mitel 5320e IP Phone, try the following common troubleshooting steps:

Problem	Possible Cause	Solution
No Dial Tone / Phone Not Registering	Network cable disconnected, no power (if not PoE), network issue, incorrect configuration.	<ul style="list-style-type: none"><li>• Check that the Ethernet cable is securely connected to both the phone and the network jack.</li><li>• If not using PoE, ensure the power adapter is connected and receiving power.</li><li>• Reboot the phone by disconnecting and reconnecting the power/Ethernet cable.</li><li>• Contact your IT administrator for network or configuration issues.</li></ul>
Display is Blank or Frozen	Power issue, software glitch.	<ul style="list-style-type: none"><li>• Verify power connection.</li><li>• Perform a hard reboot by unplugging the phone's power/Ethernet cable for 10 seconds, then plugging it back in.</li></ul>
Poor Audio Quality	Loose handset/headset connection, network congestion, faulty cable.	<ul style="list-style-type: none"><li>• Ensure handset/headset cord is fully inserted.</li><li>• Try using the speakerphone to determine if the issue is with the handset.</li><li>• Check network connection stability.</li></ul>

If these steps do not resolve the issue, please contact your system administrator or Mitel support.

## SPECIFICATIONS

Key technical specifications for the Mitel 5320e IP Phone:

- **Model Number:** 5320

- **Display:** Large Backlit LCD
- **Feature Keys:** 8 programmable keys
- **Speakerphone:** Full-duplex
- **Ethernet:** Gigabit Ethernet
- **Item Weight:** 2.74 pounds
- **Package Dimensions:** 9.1 x 7.7 x 4.2 inches
- **Color:** Black
- **Telephone Type:** Corded
- **Power Source:** Corded Electric (PoE capable)
- **Compatible Devices:** VoIP services, headset, handset
- **Date First Available:** March 3, 2014

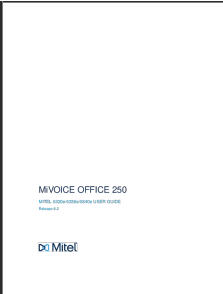

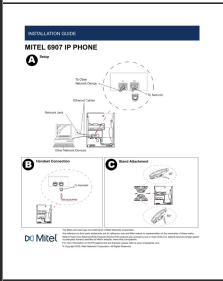
## WARRANTY AND SUPPORT




For warranty information and technical support, please refer to the official Mitel website or contact your authorized Mitel reseller. Keep your purchase receipt and product serial number handy when seeking support. Mitel provides comprehensive support resources, including online documentation, FAQs, and customer service contacts, to assist with any product-related inquiries or issues.



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### Related Documents - 5320

	<p><a href="#">Mitel MiVOICE OFFICE 250 5320e/5330e/5340e User Guide</a></p> <p>User guide for the Mitel MiVOICE OFFICE 250 IP phones (models 5320e, 5330e, 5340e), covering setup, features, personalization, call handling, messages, hunt groups, cordless devices, and troubleshooting.</p>
	<p><a href="#">Mitel MiVoice Office 250 System Administration and Diagnostics Guide</a></p> <p>Comprehensive guide for administering and diagnosing the Mitel MiVoice Office 250 telecommunications system. Covers installation, interface, system monitoring, troubleshooting, and Release 6.1 features.</p>
	<p><a href="#">Mitel 6907 IP Phone Installation Guide</a></p> <p>This document provides installation instructions, setup guidance, and important safety precautions for the Mitel 6907 IP Phone. It details network and handset connections, desk and wall installation, product features, and regulatory compliance information.</p>

 <p>MBG Remote Phone Guide July 2015 Rev 1.1.1</p> <p>Mitel</p>	<p><a href="#">Mitel MBG Remote Phone Guide: Configuration and Troubleshooting</a></p> <p>Comprehensive guide to configuring and troubleshooting Mitel Border Gateway (MBG) for remote IP and SIP phone access. Covers supported devices, setup procedures, and common issues for MiVoice Business and other Mitel platforms.</p>
 <p>Mitel EX Controller, Mitel GX Gateway, Mitel AG4100 Analog Gateways and TA7100 Series Installation and Configuration Guide Rev 1.1.1 Mitel</p>	<p><a href="#">Mitel EX Controller, GX Gateway, AG4100, TA7100 Installation and Configuration Guide</a></p> <p>This document provides detailed instructions for the installation and configuration of Mitel EX Controller, GX Gateway, AG4100 Analog Gateways, and TA7100 series devices within the MiVoice 5000 solution.</p>
 <p>COMMUNICATIONS DIRECTOR PLATFORM MTEL 5330 AND 5340 IP PHONES USER GUIDE MTEL</p>	<p><a href="#">Mitel 5330 and 5340 IP Phones User Guide: Setup, Features, and Operation</a></p> <p>Comprehensive user guide for the Mitel 5330 and 5340 IP Phones, detailing device setup, features, call handling, customization, and integration with accessories and applications for effective business communication.</p>