Mitel MITEL 580.21

Mitel 580.21 MT5000 Single Line Module Instruction Manual

Model: MITEL 580.21 | Brand: Mitel

INTRODUCTION

This manual provides essential information for the proper installation, operation, and maintenance of the **Mitel 580.21 MT5000 Single Line Module (SLM-4)**. This module is designed to integrate seamlessly with compatible Mitel CS/HX Private Branch Exchange (PBX) systems, providing single-line connectivity.

As a genuine Mitel component, the 580.21 module is engineered for reliability and performance within its specified system environment. It is crucial to understand that this is a technical component intended for installation and servicing by qualified personnel only.

SETUP AND INSTALLATION

Important: Installation of this module must be performed by experienced and certified technicians. Improper installation can lead to system damage or malfunction.

Before beginning the installation process, ensure that the host PBX system is completely powered off and disconnected from all power sources. Observe all static discharge precautions (ESD) to prevent damage to the module and the PBX system.

Figure 1: Mitel 580.21 MT5000 Single Line Module. This image shows the compact circuit board design of the module, featuring various electronic components and connectors for integration into a PBX system chassis.

1. **Power Down System:** Ensure the Mitel CS/HX PBX system is fully powered down and unplugged from the main power supply.

2. **Locate Expansion Slot:** Identify an available and compatible expansion slot within the PBX system chassis. Refer to your specific PBX system's manual for slot compatibility and location.

3. **Insert Module:** Carefully align the Mitel 580.21 module with the chosen slot. Apply even pressure to firmly seat the module into the connector. Do not force the module.

4. **Secure Module:** If applicable, use any retaining clips or screws provided by the PBX system chassis to secure the module in place.

5. **Reconnect Power:** Once the module is securely installed, reconnect the PBX system to its power source and power it on.

6. **System Configuration:** After power-up, access the PBX system's administrative interface to configure and activate the

newly installed single line module. Consult the PBX system's configuration guide for detailed instructions on adding new line cards.

7. **Test Functionality:** Verify the functionality of the single line by connecting a compatible telephone and testing for dial tone, inbound, and outbound call capabilities.

OPERATION

The Mitel 580.21 MT5000 Single Line Module operates as an integral component of the Mitel CS/HX PBX system. Its primary function is to provide connectivity for a single analog telephone line or similar device.

Users do not directly interact with the module itself. Its operation is managed entirely by the PBX system's software and hardware. Once properly installed and configured, the module enables the connected line to function according to the PBX system's programming, including call routing, features, and extensions.

Any operational issues related to the connected line should first be investigated through the PBX system's diagnostic tools and configuration settings.

MAINTENANCE

The Mitel 580.21 MT5000 Single Line Module is designed for long-term, maintenance-free operation within a controlled environment (e.g., a server room or equipment closet). It contains no user-serviceable parts.

- **Cleaning:** Do not attempt to clean the module while it is installed or powered on. If removal is necessary for cleaning, use a soft, dry, lint-free cloth. Avoid using liquid cleaners or solvents.
- **Environmental Conditions:** Ensure the PBX system environment maintains appropriate temperature and humidity levels as specified by the PBX system manufacturer to prevent module degradation.
- **Firmware Updates:** Any firmware updates for the module would be part of a larger PBX system software update. These should only be performed by certified Mitel technicians.

In the event of a suspected module failure, replacement by a qualified technician is typically the recommended course of action.

TROUBLESHOOTING

If you experience issues with a line connected to the Mitel 580.21 module, consider the following troubleshooting steps. Remember that complex issues should be addressed by a qualified technician.

- **No Dial Tone** / **No Service:**

  - Verify the telephone connected to the line is functional.
  - Check the physical connection of the telephone to the line port.
  - Ensure the module is securely seated in its slot within the PBX system.
  - Check the PBX system's configuration to confirm the line is enabled and correctly assigned.
  - Restart the PBX system (if safe to do so and approved by system administrator).

- **Intermittent Connectivity:**

  - Inspect all cabling for damage or loose connections.
  - Check for environmental factors such as excessive heat or humidity.
  - Review PBX system logs for any error messages related to the module or line.

- **Module Not Recognized by PBX:**

  - Ensure the module is fully inserted into its slot.

- Verify compatibility of the module with your specific PBX system model and software version.
- Consult the PBX system's hardware installation guide.

If these steps do not resolve the issue, it is recommended to contact a certified Mitel technician or your system administrator for further diagnosis and repair.

SPECIFICATIONS

Feature	Detail
Model Number	MITEL 580.21
Manufacturer	MITEL
Product Type	Single Line Module (SLM-4)
Compatibility	Mitel CS/HX PBX Systems
ASIN	B01MQIIBLO
Date First Available	November 14, 2016

WARRANTY INFORMATION

Warranty coverage for the Mitel 580.21 MT5000 Single Line Module typically depends on the point of purchase and the specific terms offered by Mitel or its authorized resellers. As this is a component part, warranty terms may differ from complete systems.
For detailed warranty information, please refer to the documentation provided at the time of purchase or contact your Mitel authorized dealer or Mitel directly. Keep your proof of purchase for any warranty claims.

TECHNICAL SUPPORT

For technical assistance, advanced troubleshooting, or service requests related to the Mitel 580.21 MT5000 Single Line Module, please contact your certified Mitel technician or your organization's IT/telecom support department.
You may also find resources and contact information on the official Mitel website:www.mitel.com/support (Please note: This link is provided for general guidance and may be subject to change by Mitel.)

Related Documents

[Mitel 7x2 DECT Telefone: Schnelle Bedienungsanleitung für 712DT, 722DT, 732D, 742D](#)
Diese Schnellbedienungsanleitung bietet detaillierte Informationen zur Bedienung der Mitel 7x2 DECT Telefone (Modelle 712DT, 722DT, 732D, 742D), einschließlich Tastenfunktionen, Anzeige-Symbolen, LED-Indikatoren und grundlegenden Gesprächsfunktionen. Zusätzliche Benutzerdokumentation ist auf www.mitel.com verfügbar.

[Mitel CX 1.1: What's New in Documentation for Release 1.1](#)
Details updates and new documentation for Mitel CX Release 1.1, including support for Windows 2025, basic call recording, and European Portuguese language.

[Mitel CX 1.1 Documentation Updates](#)
Summary of new and updated documentation for Mitel CX Release 1.1, including support for Windows 2025, basic call recording, dashboard improvements, and European Portuguese language.

[Mitel Cloud Services Fair Usage Policy](#)
This document outlines the Fair Usage Policy for Mitel Cloud Services, detailing usage limits for Mitel Secure Cloud and Mitel Workflow Studios, and the process for policy changes and waivers.