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> [Mitel 5320e \(50006634\) IP Phone User Manual](#)

Mitel 5320e

Mitel 5320e (50006634) IP Phone User Manual

Model: 5320e | Part Number: 50006634

1. INTRODUCTION

This manual provides essential information for the setup, operation, and maintenance of your Mitel 5320e IP Phone. The Mitel 5320e is an enterprise-class VoIP phone designed for demanding users, featuring advanced communication capabilities and a user-friendly interface. This guide will help you maximize the functionality of your device.

2. PRODUCT OVERVIEW AND FEATURES

The Mitel 5320e IP Phone (model 50006634) is equipped with features to enhance your communication experience. Key features include:

- **Gigabit Ethernet Switch:** Integrated 10/100/1000 Mbps LAN and PC ports for high-speed network connectivity.
- **Backlit Display:** A large graphical display with backlighting for clear visibility in various lighting conditions.
- **Power over Ethernet (PoE):** Supports 802.3af compliant PoE for simplified power and network connection.
- **Programmable Buttons:** 8 self-labeling programmable buttons for custom functions and speed dials.
- **Fixed Feature Keys:** 12 dedicated keys for common functions such as hold, transfer, and redial.
- **Full Duplex Speakerphone:** For hands-free communication.
- **Integrated Headset Jack:** For connecting a compatible headset.
- **Soft Keys:** Three context-sensitive soft keys located below the display for menu navigation.



Figure 2.1: Front view of the Mitel 5320e IP Phone, showing the display, keypad, and function buttons.



Figure 2.2: Angled view of the Mitel 5320e IP Phone, highlighting the ergonomic design.



Figure 2.3: Side view of the Mitel 5320e IP Phone, showing the profile and potential port locations.



Figure 2.4: Close-up of the Mitel 5320e IP Phone branding on the device.



Figure 2.5: Back label of the Mitel 5320e IP Phone, displaying the model number (50006634), serial number, and MAC address (08:00:0F:9E:71:93).

3. SETUP

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

1. **Connect Network Cable:** Connect an Ethernet cable from your network wall jack to the LAN port on the back of the phone. If your network switch supports Power over Ethernet (PoE), the phone will power on automatically.
2. **Connect PC (Optional):** If you wish to connect a computer through the phone, connect an Ethernet cable from your computer to the PC port on the back of the phone.
3. **Connect Handset:** Plug the coiled cord from the handset into the handset jack on the side of the phone.
4. **Connect Headset (Optional):** If using a headset, plug it into the dedicated headset jack on the phone.
5. **Power On:** If not using 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 begin its boot sequence.
6. **Initial Configuration:** The phone will typically obtain network settings automatically via DHCP. Your system administrator will provide any specific login credentials or extension numbers required.

4. OPERATING INSTRUCTIONS

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

4.1 Making and Receiving Calls

- **To Make a Call:** Lift the handset, press the speakerphone button, or press an available line key. Dial the number.
- **To Answer a Call:** Lift the handset, press the speakerphone button, or press the flashing line key.
- **To End a Call:** Replace the handset, or press the speakerphone button again if using hands-free.

4.2 Using Programmable Buttons

The 8 programmable buttons can be configured for various functions such as speed dials, line appearances, or feature access. The labels for these buttons are displayed on the screen next to them and update dynamically.

4.3 Fixed Feature Keys

Utilize the 12 fixed feature keys for quick access to common telephony functions:

- **Hold:** Places an active call on hold.
- **Transfer:** Transfers an active call to another extension or external number.
- **Redial:** Dials the last number called.
- **Speaker:** Activates or deactivates the speakerphone.
- **Headset:** Toggles between handset/speaker and headset.
- *Other keys may include Mute, Volume, Messages, etc., depending on system configuration.*

4.4 Soft Keys

The three soft keys below the display provide context-sensitive options. Their function changes based on the phone's current state (e.g., idle, on a call, in a menu).

5. MAINTENANCE

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

- **Cleaning:** Use a soft, damp cloth to clean the phone's exterior. Avoid abrasive cleaners or solvents. Do not spray liquids directly onto the phone.
- **Environment:** Keep the phone in a dry environment, away from direct sunlight, excessive heat, or moisture.
- **Handling:** Handle the phone with care to prevent physical damage.

As this is a renewed product, it has undergone functionality testing, basic cleaning, inspection, and repackaging to ensure it meets quality standards.

6. TROUBLESHOOTING

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

- **Phone Does Not Power On:**
 - Ensure the Ethernet cable is securely connected to the LAN port and the network jack.
 - Verify that the network switch port provides Power over Ethernet (PoE).
 - If using a power adapter, ensure it is correctly connected to the phone and a working power outlet.

• **No Dial Tone / Cannot Make Calls:**

- Check network cable connections.
- Confirm the phone has successfully registered with your VoIP system (indicated by status icons on the display).
- Contact your system administrator if the issue persists, as it may be related to network or system configuration.

• **Hookswitch Malfunction:**

- Ensure the handset is properly seated in its cradle.
- If the phone consistently behaves as if the handset is off-hook when it is on-hook, or vice-versa, this may indicate a hardware issue.

• **Phone Does Not Boot:**

- Perform a power cycle by disconnecting and reconnecting the power source (Ethernet cable for PoE, or power adapter).
- If the phone still fails to boot, it may indicate a hardware fault.

For complex issues, consult your IT department or system administrator.

7. SPECIFICATIONS

Feature	Specification
Model Number	5320e (50006634-cr)
Brand	Mitel
Manufacturer	MITEL
Connectivity	Gigabit Ethernet (10/100/1000 Mbps) LAN/PC ports
Power	Power over Ethernet (PoE) 802.3af compliant
Display	Large Graphical, Backlit Display
Programmable Buttons	8 (self-labeling)
Fixed Feature Keys	12
Speakerphone	Full Duplex
Headset Jack	Integrated
Color	Black
Item Weight	2.6 pounds (1.18 kg)
Product Dimensions (L x W x H)	10 x 10 x 6 inches (25.4 x 25.4 x 15.24 cm)
MAC Address	08:00:0F:9E:71:93
Firmware Revision	A.6
UPC	748926486323

8. WARRANTY AND SUPPORT

This Mitel 5320e IP Phone is a Certified Refurbished product. It is tested and certified to look and work like new. The refurbishing process includes functionality testing, basic cleaning, inspection, and repackaging.

- **Warranty:** This product ships with a minimum 90-day warranty. For specific warranty details and claims, please refer to the documentation provided by the seller or contact the seller directly.
- **Technical Support:** For technical assistance or further inquiries, please contact your system administrator or the seller from whom you purchased this renewed product. The seller for this product is "Off The Hook Solution".