

Mitel 50005991

Mitel 5360 IP Phone User Manual

Model: 5360 (50005991)

INTRODUCTION

This user manual provides comprehensive instructions for the setup, operation, and maintenance of your Mitel 5360 IP Phone. Please read this manual thoroughly before using the device to ensure proper functionality and to avoid potential issues.

The Mitel 5360 IP Phone is a sophisticated communication device designed for business environments, featuring a large color touchscreen, programmable keys, and advanced telephony functions.

PRODUCT OVERVIEW



Figure 1: Mitel 5360 IP Phone. This image displays the phone's main components, including the handset, the large color touchscreen, and the numeric keypad with function buttons. The screen shows a directory list and call management options.

The Mitel 5360 IP Phone is equipped with a 7-inch color hi-res touchscreen, providing an intuitive user interface. Key features include:

- LED Display Backlight for enhanced visibility.
- 48 Programmable Self-Labeling Locations for quick access to contacts and features.
- 6 Context Sensitive Soft Keys that change function based on the current operation.
- 10 Fixed Feature Keys for common telephony functions.
- Embedded Applications with One-Touch Gadget Sidebar for productivity tools.
- Full Duplex Speakerphone for hands-free communication.
- HD Voice (Wide-Band Audio) Support for superior call clarity.
- 802.3af PoE Compliant for simplified power and network connectivity.

SETUP GUIDE

1. Unpacking and Inspection

Carefully remove all components from the packaging. Verify that all items are present and undamaged. The standard package includes the Mitel 5360 IP Phone unit and handset. *Note: A power supply is typically not included and may need to be acquired separately if Power over Ethernet (PoE) is not available.*

2. Connecting the Handset

Connect the coiled handset cord to the handset and to the designated port on the phone base. Ensure a secure connection.

3. Network Connection

Connect an Ethernet cable from your network switch or router to the LAN port on the back of the phone. If using PoE, the phone will power on automatically. If not using PoE, connect an appropriate power adapter (not included) to the power port.

4. Initial Boot-up

Upon power-up, the phone will initiate its boot sequence. This may involve downloading firmware updates and configuration settings from your network. The touchscreen will display progress and eventually show the idle screen.

5. System Compatibility

Ensure your communication system is compatible with the Mitel 5360 IP Phone. Compatible systems include:

- Mitel Communications Director (MCD) Release 4.0 SP1 or later
- Mitel 5000 Communications Platforms (CP) Release 4.0 or later
- Mitel Border Gateway (MBG) Release 5.2 SP1 or later
- HTML Toolkit Release 2.1 or later

OPERATING INSTRUCTIONS

Making Calls

1. **Dialing:** Lift the handset or press the Speaker button. Dial the desired number using the keypad.
2. **Redial:** Press the Redial soft key on the touchscreen or the dedicated Redial button (if available) to call the last dialed number.
3. **Using Phone Book:** Tap "Phone Book" on the touchscreen, then select a contact to dial.

Receiving Calls

When the phone rings, lift the handset or press the Speaker button to answer. Alternatively, press the Answer soft key on the touchscreen.

Call Management

- **Hold:** Press the Hold button or soft key during an active call.
- **Transfer:** Press the Transfer button or soft key, dial the new number, and then press Transfer again.
- **Conference:** Press the Conference button or soft key, dial the next participant, and then press Conference again to join all parties.
- **Volume Control:** Use the volume buttons located near the top right of the phone to adjust handset, speaker, or ringer volume.

Using the Touchscreen

The 7-inch color touchscreen provides access to various features and applications. Navigate by tapping icons and scrolling through lists. Programmable keys on the screen can be customized for frequently used functions or contacts.

Messaging

Access your voicemail or other messaging services by pressing the Messaging soft key or dedicated button. Follow the on-screen prompts or audio instructions.

MAINTENANCE

Cleaning

To clean the phone, use a soft, damp cloth. Do not use abrasive cleaners or solvents, as these can damage the surface and screen. Ensure the phone is disconnected from power before cleaning.

Software Updates

The Mitel 5360 IP Phone typically receives software updates automatically from your communication system. Consult your IT administrator for information on update schedules or manual update procedures.

Environmental Conditions

Operate the phone within recommended temperature and humidity ranges. Avoid exposing the phone to direct sunlight, excessive moisture, or extreme temperatures.

TROUBLESHOOTING

Problem	Possible Cause	Solution
Phone does not power on.	No power from Ethernet (PoE) or power adapter.	Verify Ethernet cable is securely connected and PoE is active. If not using PoE, ensure power adapter is connected and functional.
No dial tone.	Network connectivity issue; phone not registered with system.	Check network cable connection. Restart the phone. Contact your IT administrator if the issue persists.

Problem	Possible Cause	Solution
Cannot hear caller / Caller cannot hear me.	Volume too low; faulty handset/speaker; network audio issue.	Adjust volume. Try speakerphone or handset. Check network connection.
Touchscreen unresponsive.	Temporary software glitch.	Restart the phone by disconnecting and reconnecting power.

For more complex issues, please contact your system administrator or Mitel support.

SPECIFICATIONS

- **Model:** Mitel 5360 IP Phone (50005991)
- **Display:** 7-inch Color Hi-Res Touchscreen with LED Backlight
- **Programmable Keys:** 48 Self-Labeling Locations
- **Fixed Feature Keys:** 10
- **Audio:** Full Duplex Speakerphone, HD Voice (Wide-Band Audio) Support
- **Network:** 802.3af PoE Compliant
- **Dimensions (L x W x H):** 7.48 x 10.08 x 7.09 inches
- **Weight:** 2.56 pounds
- **Color:** Black, Silver
- **Manufacturer Part Number:** 50005991-cr

WARRANTY AND SUPPORT

This product is offered as a renewed item. Please refer to the specific warranty terms provided by the seller at the time of purchase. Typically, renewed products come with a minimum 90-day warranty.

For technical support, configuration assistance, or advanced troubleshooting, please contact your organization's IT department or the vendor from whom the device was purchased. Mitel also provides extensive documentation and support resources on their official website.

For general inquiries or to find more information about Mitel products, visit www.mitel.com.