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› [Alcatel-Lucent Enterprise](#) /

› Alcatel-Lucent Enterprise M5 Myriad SIP Corded Phone User Manual

Alcatel-Lucent Enterprise 3MK27002AA

Alcatel-Lucent Enterprise M5 Myriad SIP Corded Phone

Model: 3MK27002AA

Brand: Alcatel-Lucent Enterprise

PRODUCT OVERVIEW

The Alcatel-Lucent Enterprise M5 Myriad is a robust SIP corded telephone designed for professional environments. It integrates Voice over IP (VoIP) technology with Power over Ethernet (PoE) capabilities, simplifying installation and connectivity. This model features an integrated answering machine and supports hands-free communication, making it a versatile tool for daily business operations. Its intuitive interface and clear display ensure efficient call management and access to various functions.



Figure 1: Front view of the Alcatel-Lucent Enterprise M5 Myriad SIP Corded Phone, showing the handset, display, keypad, and navigation buttons.

SETUP GUIDE

1. **Unpacking:** Carefully remove all components from the packaging. Verify that all items listed in the packing list are present, including the phone unit, handset, coiled cord, and Ethernet cable.
2. **Connecting the Handset:** Plug one end of the coiled cord into the handset and the other end into the designated port on the phone base unit.
3. **Network Connection (PoE):** Connect one end of an Ethernet cable to the LAN port on the back of the phone. Connect the other end to a PoE-enabled network switch or router. The phone will power on automatically via Power over Ethernet. *No separate power adapter is required if using PoE.*

4. **Initial Boot-up:** The phone will begin its boot sequence. This may take a few moments as it obtains an IP address and registers with your SIP server.
5. **Configuration:** Follow the on-screen prompts for initial setup, which may include language selection, date/time settings, and SIP account registration details provided by your network administrator.

OPERATING INSTRUCTIONS

Basic Call Functions

- **Making a Call:**
 - a. Lift the handset or press the **Speakerphone** button.
 - b. Dial the desired phone number using the keypad.
 - c. Press the **Dial** or **OK** button (if available) or wait for automatic dialing.
- **Answering a Call:** When the phone rings, lift the handset or press the **Speakerphone** button to answer in hands-free mode.
- **Ending a Call:** Replace the handset or press the **End Call** button.

Display and Navigation

The M5 Myriad features a clear display and intuitive navigation buttons. Use the directional pad (up, down, left, right) and the **OK** button to navigate menus and select options.

- **Menu:** Access the main settings and features of the phone.
- **DND (Do Not Disturb):** Activate or deactivate the Do Not Disturb function to silence incoming calls.
- **History:** View your call logs, including dialed, received, and missed calls.
- **Directory:** Access your phone's contact list.

Answering Machine

The integrated digital answering machine records messages when you are unavailable. Refer to the on-screen menu for options such as playing messages, recording greetings, and managing settings.

- **Accessing Messages:** Typically, a dedicated button or a menu option will lead you to your voicemail messages.
- **Recording Greeting:** Navigate to the answering machine settings to record a personalized greeting.

Hands-free (Speakerphone)

To use the hands-free function, press the **Speakerphone** button during a call or before dialing. Adjust the speaker volume using the volume control buttons.

MAINTENANCE

- **Cleaning:** Use a soft, dry, or slightly damp cloth to clean the phone's surface. Avoid using abrasive cleaners, solvents, or strong chemicals, as these can damage the finish.
- **Handset and Cord:** Periodically check the handset cord for any signs of wear or damage. Replace if necessary.
- **Storage:** If storing the phone for an extended period, disconnect it from the network and store it in a cool, dry place away from direct sunlight and extreme temperatures.

TROUBLESHOOTING

Problem	Possible Cause	Solution
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Problem	Possible Cause	Solution
Phone does not power on.	No PoE connection or faulty Ethernet cable.	Ensure the Ethernet cable is securely connected to a PoE-enabled port. Try a different Ethernet cable or port.
No dial tone.	Phone not registered with SIP server or network issue.	Check network connectivity. Verify SIP account settings with your network administrator. Restart the phone.
Cannot hear caller / Caller cannot hear me.	Volume too low, faulty handset/speaker, or network audio issue.	Adjust volume. Check handset connection. If using speakerphone, ensure microphone is not blocked.
Display is blank or frozen.	Software glitch or power issue.	Disconnect and reconnect the Ethernet cable to restart the phone. If the problem persists, contact support.

SPECIFICATIONS

- Model Number:** 3MK27002AA
- Brand:** Alcatel-Lucent Enterprise
- Telephone Type:** Corded SIP Phone
- Power Source:** Power over Ethernet (PoE) / Corded Electric (if external adapter used, not included)
- Dialler Type:** Single Keypad
- Answering System Type:** Digital
- Caller Identification:** Yes
- Visible Screen Diagonal:** 3 inches / 8 cm
- Package Dimensions:** 40 x 37 x 21 cm
- Weight:** 2 kg (approx. package weight)
- First Available:** 5 Jan. 2021

WARRANTY AND SUPPORT

For detailed warranty information, please refer to the warranty card included with your product or visit the official Alcatel-Lucent Enterprise website. Support resources, including FAQs, software updates, and contact information, can also be found on the manufacturer's official support pages.

For technical assistance, please contact your IT department or the authorized Alcatel-Lucent Enterprise reseller from whom you purchased the product.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question