Mitel IP Desktop Phones and Peripherals

Flexible suite of IP phones with robust functionality for any sized office

Mitel's family of IP phones and peripherals responds to the specialized and differing requirements of users, workgroups, departments, and branches across your organization with a range of desktop devices.

Mitel
Powering connections

From affordable, entry-level IP phones to sophisticated network devices - including wireless handsets, Gigabit Ethernet and IP DECT connectivity accessories, conference units, and PC-based attendant consoles - Mitel has the right solution for your needs.

MiVoice 5304 IP Phone

The MiVoice 5304 is a cost-effective, entry-level display phone that provides access to the features and applications enabled by Mitel's IP-based communications platforms. A dual-mode, dual-port, two-line phone with a 40-character backlit display, the MiVoice 5304 IP Phone is specifically suited to areas where a small footprint is required, such as cruise ship cabins, hotel guest room phones, university dorms, classrooms or beside a cash register in a retail environment.

MiVoice 5312 IP Phone

The MiVoice 5312 is an enterprise-class dual-mode and dual-port IP Phone that provides intuitive access to sophisticated call handling and converged applications. With multiple lines, a full-duplex speakerphone, 40-character backlit display, and user-programmable access to features and applications, the 5312 IP Phone is ideal as a teleworker phone.

MiVoice 5320 IP Phone

An economical, entry-level, self-labeling enterprise phone with a large graphics display and built in speakerphone, the 5320 IP Phone is specifically designed to deliver productivity and customer-enhancing applications and services to the user desktop. Offering features for unified communications, speech recognition, PC integration, contact center, and remote voice and data applications, the MiVoice 5320 is ideal for enterprise executives, managers, and employees, and can be used as an ACD agent, as a supervisor phone, or as a teleworker phone.

MiVoice 5330e IP Phone

This full-featured, enterprise-class IP phone with embedded Gigabit support provides a large backlit display, 24 programmable and self-labeling keys, superior wideband audio, and a built-in HTML toolkit for desktop applications development. Desktop applications, including Mitel Unified Communicator Express (UCX), MiCollab Client, and Mitel Live Directory, increase worker productivity by providing tighter integration between desktop devices and existing business tools. The 5330e IP Phone is ideal for enterprise executives, managers, and employees, and can be used as an ACD agent, as a supervisor phone, or as a teleworker phone.

MiVoice 5340e IP Phone

The MiVoice 5340e is an executive-class IP Phone with embedded Gigabit support, wideband audio, and a built-in HTML toolkit for desktop applications development. The MiVoice 5340e offers a large backlit display with 48 programmable, self-labeling keys and six intuitive call state-sensitive softkeys. The 5340e IP Phone is ideal for any enterprise executive or manager, hot desk users, teleworkers, and contact center agents and supervisors.

MiVoice 5360 IP Phone

The MiVoice 5360 IP Phone features a stunning, large, color touch display to graphically deliver rich applications right to your desktop. The MiVoice 5360 offers dual gigabit Ethernet ports and 48 programmable, multi-function self-labeling keys. Embedded applications and an HTML Desktop Toolkit support customized applications development delivered directly to the touch display. The user-friendly MiVoice 5360 is equipped with a Gadget Sidebar to enable one-touch access to embedded or internet-based content and applications. The MiVoice 5360 IP Phone is ideal for any employee, enterprise executive or manager, teleworker, and contact center supervisor.

MiVoice 5610 IP DECT Handset / MiVoice IP DECT Stand

This unique accessory offers unprecedented convenience and personal Area mobility for IP Phone users. The MiVoice 5610 DECT Handset, with full dial pad and vibrant, illuminated color screen, gives users the freedom and mobility to move away from their desk within their office or adjacent offices. The IP DECT Stand simply snaps onto a Mitel IP Phone and supports up to eight MiVoice 5610 DECT Handsets. The MiVoice 5610 DECT Handset and IP DECT Stand is the ideal mobility solution in hospitality, education, healthcare and retail, as well as small, medium and enterprise business markets.

Mitel Gigabit Ethernet Stand

Ideal for users with high bandwidth requirements, The Mitel Gigabit Ethernet Stand delivers the latest advancements in Gigabit Ethernet connectivity for supported IP phones in a cost-effective manner. This unique peripheral device easily attaches to compatible MiVoice IP phones in the form of a phone stand and provides a Gigabit Ethernet LAN port to connect to the Gigabit switch, a Gigabit Ethernet PC port, and a 10/100 MB Ethernet connection to the IP Phone. The Mitel Gigabit Ethernet stand protects your capital investment by enabling your IP phones to migrate as your network evolves.

Mitel Line Interface Module

The Line Interface Module allows the connection of an analog line to Mitel IP Phones to enable local line selectability, emergency call diversion for remote workers, or failover capability for IP phones. It is ideal for remote teleworkers or users requiring phone access in the event of LAN failures. The patented Line Interface Module enhances Mitel's Teleworker service and extends Mitel's resiliency strategy for IP communications from the core of the network to the desktop.
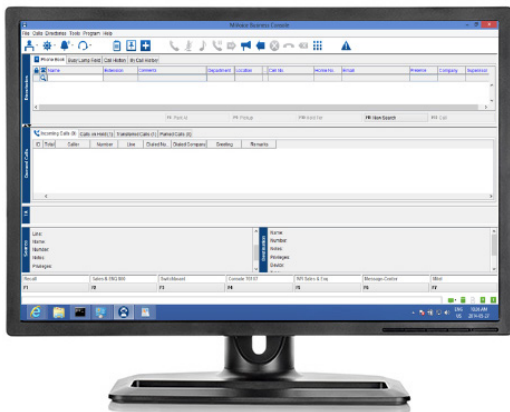
Mitel Programmable Key Modules

Mitel Programmable Key Modules (PKMs) allow users to add 12- or 48-button modules to monitor and manage multiple lines beyond the capacity of the IP Phone. The PKMs can easily add up to 96 buttons to the existing phone's keys and are supported across a range of IP Phones.

Mitel Cordless Accessories

Mitel's Cordless (DECT) Module and Bluetooth® Module are unique accessories that offer unprecedented convenience and corridor mobility for supported Mitel IP Phone users. DECT Cordless Handsets and Headsets allow the user to have personal area mobility with a range of up to 300 feet from their desk within their office or adjacent offices. Third-party Bluetooth multipoint headsets can be used with both a Mitel IP Phone and a user's cell phone, augmenting Mitel's mobility solution for users who want to leverage Mitel's Dynamic Extension capability.

MiVoice Business Console

This entirely PC-based IP console and administration application features an intuitive graphical user interface (GUI) that includes screen-based call status and call handling prompts. Features include direct station select (DSS) and busy lamp field (BLF) status for up to 5,000 extensions, color customizable phonebook data fields, incoming caller identification, transferred calls and calls on hold screens, and unique functionality such as bulletin board and scratch pad. Presence and instant messaging support allow the console operator to see if someone is away from their desk, busy, or does not want to be disturbed. Instant messaging support allows operators to quickly send the user a message to let them know they have a call, or to ask them a quick question. The MiVoice Business Console is ideal for high volume, call handling environments using the MiVoice Business platform.

MiVoice 5300 Series IP Desktop Phones Feature Matrix

For your convenience, here is a matrix of the current MiVoice 5300 IP Phone series that allows you to compare the features and functionality of each IP phone at a glance.

Physical Components	5304 IP Phone	5312 IP Phone	5324 IP Phone	5320 / 5320e IP Phone	5330e IP Phone	5340e IP Phone	5360 IP Phone
Desk / Wall Mountable	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Desk / Wall Mount Stand	Not Included	Included	Included	Included	Included	Included	Included
5300 Series Handset	Yes	Yes	Yes	Yes (Wideband on 5320e)	Yes (Wideband)	Yes (Wideband)	Yes (Wideband)
Length of Handset Cord	3 m/10′	3 m/10′	3 m/10′	3 m/10′	3 m/10′	3 m/10′	3 m/10′
LAN Ports	2(10/100)	2(10/100)	2(10/100)	5320: 2(10/100) 5320e: 2 (10/100/1000)	2 (10/100/1000)	2 (10/100/1000)	2 (10/100/1000)
Ethernet Cable (2 m / 7′)	Included	Included	Included	Included	Included	Included	Included
Compression Support	G.711, G.729a	G.711, G.729a	G.711, G.729a	G.711, G.729a, G.722.1 (5320e only)	G.711, G.729a, G.722.1	G.711, G.729a, G.722.1	G.711, G.729a, G.722.1
Wideband Audio	No	No	No	5320: No 5320e: Yes	G.722.1	G.722.1	G.722.1
Voice QoS (802.1p/q)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Encryption	128 bit AES1	128 bit AES1	128 bit AES1	128 bit AES1	128 bit AES1	128 bit AES1	128 bit AES1
802.1x Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes
CLASS B Support	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Headset Jack	No	Yes	Yes	Yes	Yes	Yes	Yes
MTBF Rate (Years)	46.0	46.0	38.7	57.2	57.2	56.2	50.0

Peripherals Support	5304 IP Phone	5312 IP Phone	5324 IP Phone	5320 / 5320e IP Phone	5330e IP Phone	5340e IP Phone	5360 IP Phone
Cordless (DECT) Handset / Headset	No	No	No	No	Yes	Yes	Yes
Bluetooth Module / Handset	No	No	No	No	Yes	Yes	Yes
Line Interface Module	No	No	Yes	No	Yes	Yes	Yes
Programmable Key Module	No	No	Yes	No	Yes	Yes	Yes
Gigabit Ethernet Stand	No	Yes	Yes	5320: Yes 5320e: No (embedded functionality)	No (embedded functionality)	No (embedded functionality)	No (embedded functionality)
5610 IP DECT Handset / IP DECT Stand	No	Yes	Yes	Yes	Yes	Yes	Yes

Powering Options	5304 IP Phone	5312 IP Phone	5324 IP Phone	5320 / 5320e IP Phone		5330e IP Phone	5340e IP Phone	5360 IP Phone
Ethernet / AC Power Adaptor Support (48 V DC LAN Power)	Yes	Yes	Yes	Yes		Yes	Yes	Yes
802.3af Powerover-Ethernet Compliant	Yes	Yes	Yes	Yes		Yes	Yes	Yes
Power Consumption (10/100)				**5320**	**5320e**			
Idle	2.03W	2.43W	2.43W	3.2W	3.9W	3.9W	3.9W	4.2W
Typical	2.88W	3.23W	3.23W	4.3W	4.3W	4.8W	4.8W	7.4W
Maximum	3.45W	3.87W	3.87W	5.3W	5.3W	5.8W	5.8W	7.9W
Power Consumption (Gb Mode)	N/A	N/A	N/A	(5320e only)				
Idle				4.2W		4.2W	4.2W	4.8W
Typical				5.0W		5.5W	5.5W	8.6W
Maximum				5.5W		6.1W	6.1W	9.2W
Cisco® (Pre-standard) Power Dongle	No	No	No	No		No	No	No

Display	5304 IP Phone	5312 IP Phone	5324 IP Phone	5320 / 5320e IP Phone	5330e IP Phone	5340e IP Phone	5360 IP Phone
Color	No	No	No	No	No	No	Yes
Illumination	Reflective Backlit White	Reflective Backlit White	Reflective Backlit White	Reflective 5320: Non-backlit 5320e: Backlit White	Transmissive FSTN with White LED Backlight	Transmissive FSTN with White LED Backlight	Transmissive FSTN with White LED Backlight
Size (Diagonal)	2 Lines x 20 Characters	2 Lines x 20 Characters	2 Lines x 20 Characters	15 cm (6 in)	15 cm (6 in)	15 cm (6 in)	17.8 cm (7 in)
Number of Pixels (w x h)	160 X 28	160 X 28	160 X 28	160 x 320	160 x 320	160 x 320	480 x 800
Pixel Size	.43 x .43 mm	.43 x .43 mm	.43 x .43 mm	.37 x .40 mm	.37 x .40 mm	.37 x .40 mm	.19 x .19 mm
Contrast Adjust	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Brightness Adjust	No	No	No	N/A	Yes	Yes	Yes
Brightness Adjust	No	No	No	N/A	Yes	Yes	Yes
Auto Dimming	Yes	Yes	Yes	N/A	Yes (Programmable)	Yes (Programmable)	Yes (Programmable)
Backlight Off Capability	No	No	No	No	Yes (Screensaver)	Yes (Screensaver)	Yes

Indicators	5304 IP Phone	5312 IP Phone	5324 IP Phone	5320 / 5320e IP Phone	5330e IP Phone	5340e IP Phone	5360 IP Phone
Feature / Line Appearance LEDs	2	12	24	8	24	48	48
Softkey LEDs	0	0	0	0	3	6	6
Hold	No	Yes (Flashes orange)	Yes (Flashes orange)	Yes (Flashes orange)	Yes (Flashes orange)	Yes (Flashes orange)	Yes (Flashes orange)
Hold Button	No (Definable)	Red	Red	Red	Red	Red	Red
Line LED Color	Orange	Orange / Green	Orange / Green	Orange / Green	Orange / Green	Orange / Green	Orange / Green
Ringer LED	Orange	Orange	Orange	Orange	Orange	Orange	Orange
Microphone / Mute LED	No	Orange	Orange	Orange	Orange	Orange	Orange
Message Waiting LED	Orange	Orange	Orange	Orange	Orange	Orange	Orange

Function Keys	5304 IP Phone	5312 IP Phone	5324 IP Phone	5320 / 5320e IP Phone	5330e IP Phone	5340e IP Phone	5360 IP Phone
Programmable Feature Keys	8	12	24	8	24	48	48
Self-labeling Feature Keys	No	No	No	Yes	Yes	Yes	Yes
Fixed Feature Keys	2	10	10	12	12	13	10
Softkeys	0	0	3	3	3	6	6
Multiline	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Hold	No (Definable)	Yes	Yes	Yes	Yes	Yes	Yes
Redial	No (Definable)	Yes	Yes	Yes	Yes	Yes	Yes
Cancel	No (Definable)	Yes	Yes	Yes	Yes	Yes	Yes
Volume Up / Down Keys	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Ringer Up / Down Keys	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Message Key	No (Definable)	Yes	Yes	Yes	Yes	Yes	Yes
Transfer / Conference Key	No (Definable)	Yes	Yes	Yes	Yes	Yes	Yes
Call Forward (On / Off) Key	No (Definable)	Yes (Definable)	Yes (Definable)	Yes (Softkey)	Yes (Softkey)	Yes (Softkey)	Yes (Softkey)
Menu Key	No	Yes	Yes	Yes	Yes	Yes	Yes
Phonebook / Directory Key	No (Definable)	Yes (Via Menu Key)	Yes (Via Menu Key)	Yes (Via Menu Key)	Yes (Via Menu Key)	Yes (Via Menu Key)	Yes
Mute Key	No	Yes	Yes	Yes	Yes	Yes	Yes
Speakerphone Key	No	Yes	Yes	Yes	Yes	Yes	Yes
Programming Key / Superkey	No (Definable)	Yes	Yes	Yes (Via Menu Key)	Yes (Via Menu Key)	Yes (Via Menu Key)	Yes (Via Menu Key)

Acoustic Functions	5304 IP Phone	5312 IP Phone	5324 IP Phone	5320 / 5320e IP Phone	5330e IP Phone	5340e IP Phone	5360 IP Phone
Ringing Volume Adjust	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Handset Volume Adjust	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Hands-free Speakerphone	No	Yes	Yes	Yes	Yes	Yes	Yes
Hands-free: Half Duplex or Full Duplex	None	Full Duplex	Full Duplex	Full Duplex	Full Duplex	Full Duplex	Full Duplex
Wideband Audio Hardware (7 kHz)	No	No	No	Yes (5320e only)	Yes	Yes	Yes
On-Hook Dialing	No	Yes	Yes	Yes	Yes	Yes	Yes
On-Hook Call Announce (Paging Receive Capability)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Off Hook Call Announce	No	Yes	Yes	Yes	Yes	Yes	Yes
Amplified Receive >12dB	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Hearing Aid Compatible (HAC) Handset	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Ring Warble / Pitch Adjust	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Embedded Applications	5304 IP Phone	5312 IP Phone	5324 IP Phone	5320 / 5320e IP Phone	5330e IP Phone	5340e IP Phone	5360 IP Phone
Brightness (On, Off, Adjust)	N/A	N/A	N/A	N/A	Yes	Yes	Yes
Call Forward (Quick)	N/A	N/A	N/A	Yes	Yes	Yes	Yes
Call History (50 Entries)	No	No	No	Yes	Yes	Yes	Yes
Conference Controller	No	No	No	No	Yes	Yes	Yes
Cordless	No	No	No	No	Yes	Yes	Yes
Help	No	No	No	Yes	Yes	Yes	Yes
HTML	No	No	No	Yes	Yes	Yes	Yes
People (50 Entries)	No	No	No	No	No	Yes	Yes
Settings	No	No	No	Yes	Yes	Yes	Yes
Screensaver	No	No	No	No	Yes	Yes	Yes
Visual Voice Mail (Embedded Messaging)	No	No	No	No	Yes	Yes	Yes
Visual Voice Mail (Mitel NuPoint Unified Messaging™)	No	No	No	No	Yes	Yes	Yes

Value Added Applications	5304 IP Phone	5312 IP Phone	5324 IP Phone	5320 / 5320e IP Phone	5330e IP Phone	5340e IP Phone	5360 IP Phone
Intelligent Directory	No	No	No	Yes	Yes	Yes	Yes
Live Content Suite	No	No	No	Yes	Yes	Yes	Yes
Live Applications Builder	No	No	No	No	Screensaver only	Screensaver only	Yes
Unified Communicator Express (UCX)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Unified Communicator Advanced (UCA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Minimum System / Software Requirements	5304 IP Phone	5312 IP Phone	5324 IP Phone	5320 / 5320e IP Phone	5330e IP Phone	5340e IP Phone	5360 IP Phone
MiVoice Business	3300 Release 9.0 (UR1) or later	3300 Release 9.0 (UR1) or later	3300 Release 9.0 (UR1) or later	5320: MCD Release 4.0 SP1 or later 5320e: Release 5.0 SP2 or later	Release 5.0 SP2 or later	Release 5.0 SP2 or later	MCD Release 4.0 SP1 or later
MiVoice Office	Release 3.2 or later	Release 3.2 or later	Release 3.2 or later	5320: Release 3.2 or later 5320e: Release 5.1 or later	Release 5.1 or later	Release 5.1 or later	Release 4.0 or later
Mitel SX-200 IP Communications Platform (ICP)	Release 4.0 (UR5) or later	Release 4.0 (UR5) or later	Release 4.0 (UR5) or later	Not Supported	Release 4.0 (UR3) or later	Release 4.0 or later	Not Supported
SIP Software Platform	SIP Release 7.2 or later	SIP Release 7.2 or later	SIP Release 7.2 or later	SIP Release 8.0 or later	SIP Release 8.0 or later	SIP Release 8.0 or later	Not Supported
Teleworker Platform (MiVoice Border Gateway)	Release 5.2 SP1 or later	Release 5.0 or later	Release 5.0 or later	5320: Release 5.2 SP1 or later 5320e: Release 7.1 or later	Release 7.1 or later	Release 7.1 or later	Release 5.2 SP1 or later
HTML Toolkit	Release 2.2 or later	Release 2.2 or later	Release 2.2 or later	Release 2.2 or later	Release 2.2 or later	Release 2.2 or later	Release 2.1 or later

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