

MITEL NETWORKS

5020 | IP Phone

Delivering the Power of IP to the User Desktop



The Full Power of IP at the User Desktop

Information and communications-intensive companies are turning to converged IP infrastructures to deliver productivity and customer relationship-enhancing applications and services to the user desktop. Unified communications, personalization, speech recognition, PC and PDA integration ... The range of applications and capabilities is expanding rapidly. The Mitel Networks™ 5020 IP Phone lets users take them all in stride. Part of the industry's most extensive line of IP desktop phones and devices, the Mitel Networks 5020 IP Phone is a sophisticated, converged user appliance delivering easy access to the most advanced features and services supported by Mitel Networks Integrated Communications Platforms.

The Choice for Communications-Intensive Users

The 5020 IP Phone is a dual-port, multiline display IP telephone with 14 programmable keys, 8 function keys, context-sensitive softkeys for feature customization and a large backlit display for caller and system information. The 5020 IP Phone is ideal for users across the enterprise that require information about calls they handle combined with user-programmable access to advanced voice communications, IP-based applications and services. It is ideal for users who must change their telephone feature set to match their changing needs, including managers, professionals, those who travel frequently, are often away from their desk, participate in conference calls, and contact center/help desk agents. Like all Mitel Networks IP telephones and devices, the 5020 IP Phone can be easily programmed and personalized with a web browser-based configuration tool.

Call Handling Features

- Built-in speaker
- Handsfree operation (half duplex)
- 2-line, 20-character backlit display
- Context-sensitive softkeys for feature-set customization
- Off-hook announce
- On-hook dial



- 14 programmable multi-function keys with dual-color LED indicators (for speed dialing, broadcast groups, line appearances, feature access)
- 8 function keys: Hold, Superkey for feature access, Message Information, Speaker, Microphone, Transfer/Conference, Shift, Cancel
- Dedicated headset jack
- Speed calling
- Placing calls on hold
- Transferring calls
- Setting up conference calls
- Voice mail access – large message waiting lamp
- Last number redial
- Automatic Call Distribution (ACD) Agent and Supervisor support

PDA Integration

Available separately, the integrated Mitel Networks IrDA Module (Infrared Display Adapter) enables users to speed dial calls from their Palm OS address book and to program any IrDA-equipped IP phone on the system to become their own extension – including fully personalized functionality and features.

Anywhere Conferencing

Mitel Networks 5305 and 5310 IP Conference Units plug into the headset jack for instant superior quality voice conferencing in offices and meeting rooms.

Dual-Port

Two 10/100 Mb switched Ethernet ports – one connects the Mitel Networks 5020 IP Phone with an Ethernet wall jack, the other connects to the user's PC or other IP network device.

Voice QoS

Supports 802.1p/q for quality of service.

Compression Support

G.729

Powering Options

Available with AC adapter and accepts standards-based (IEEE 802.3 af) power over the LAN via spare or signal pair.

Ergonomic/Physical Features

- Tilting Base
- Wall Mount
- Small Footprint - 8.9" x 8"
- Available in Dark Charcoal Gray and Light Dove Gray

System Requirements

- Mitel Networks 3100 Integrated Communications Platform, Release 1.0
- Mitel Networks 3200 Integrated Communications Platform, Release 2.3
- Mitel Networks 3300 Integrated Communications Platform, Release 2.0

5020 IP Phone Specifications

Ports	AC Adapter	Consumption	Processor		DSPs		Silicon	Package
			Type	Speed	No.	Speed		
2	24Vdc 1.7A	3.3W	ARM7TDMI	25MHz	1	50MHz	0.35u CMOS	QFP
RAM	ROM	Voice Traffic	Signaling	Web Pages	Ethernet	Size (cm)	Weight	
512K	256K	RTP over UDP	Minet over TCP	—	IEEE 802.1p/q	23x18x15	1kg	

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