MITEL 6970 IP CONFERENCE PHONE FOR MX-ONE

Hide Dialpad

Mute

Extension Number

Dial Pad

Bottom Keys

Active Call/Mute Indicator

Log Out

CorpDir

Call History

MsgWaiting

Services

MobileLink

Conference Room 5B 20497

14:22
2019-10-15

Volume Down

Volume Up

Mute

Hide/Show Dialpad

Directory

Goodbye

USB 2.0

Status Bar

LCD Touchscreen

Mitel®

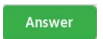Powering connections

Placing calls

1. Ensure on-screen dialpad is displayed; if not, press the **Dialpad** key.
2. Using the on-screen dialpad, enter the phone number to which you want to place the call.
3. Tap the **Dial** softkey.

Answering an incoming call

• Tap the **Answer** softkey or press 🔊/📞 handsfree softkey.

Note that the **Answer** softkey highlighted in green when an incoming call is received. | Answer

Ending calls

• Tap the **End Call** softkey or press the **Goodbye** key.
• When hot desk logged in, a dialog will open asking if you want to stay logged in whenever you end a call.

Adjusting the volume

You can use the **Volume Up** and **Volume Down** keys to adjust the volume of the speakerphone.

To adjust the volume of the speakerphone:

1. Tap the **Volume Up** key to increase the volume.

   Or

2. Tap the **Volume Down** key to decrease the volume.

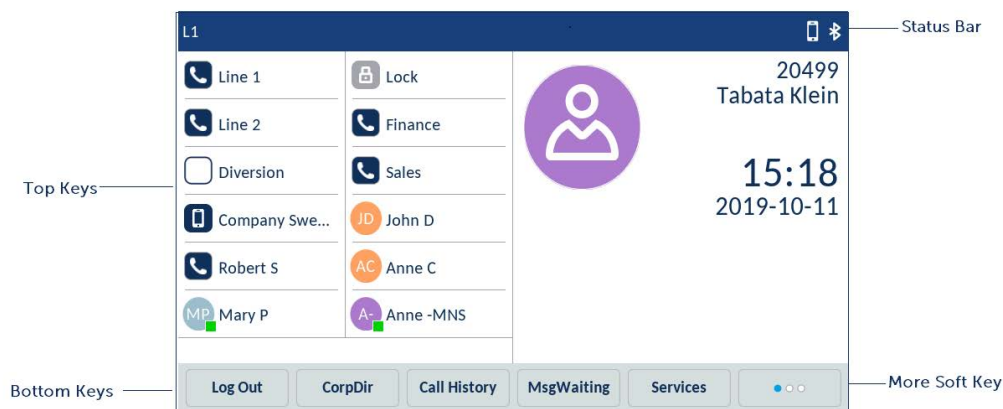The phone displays a volume level pop-up window.

Muting and unmuting a call

There are two **Mute** keys, one at the top and the other at the bottom of the phone.

• Tap either Mute key to mute a call.
• The **Mute** icons and the **Mute** LED indicators on the phone turn red and the **Mute** icon appears on the **Status** bar to indicate the status when a call is muted.

Default screen

L1			📱 ✳
📞 Line 1	🔒 Lock		20499
📞 Line 2	📞 Finance		Tabata Klein
⬜ Diversion	📞 Sales		15:18
📱 Company Swe...	JD John D		2019-10-11
📞 Robert S	AC Anne C		
MP Mary P	A- Anne -MNS		
Log Out	CorpDir	Call History	MsgWaiting	Services	●○○

- Status Bar
- Top Keys
- Bottom Keys
- More Soft Key

• The **More** softkey allows switching between three softkey pages.

Settings					

• The **Settings** softkey provides access to the phone settings.

Transferring a call

The Mitel 6970 IP Conference Phone supports three types of call transfer:

Blind Transfer: You can transfer a call directly to another extension without consulting with the person receiving the call.

Consultative Transfer: You can consult with the person you are transferring the call to, before you complete the transfer. To do this, simply remain on the line to hear from the person at the other end.

Direct Transfer: You can transfer an incoming call directly to an other predefined extension, without first answering it.

To perform a blind or a consultative transfer, do the following:

1. During a call, tap the **Xfer** softkey.
2. Enter the extension number (or the outside number) of the other party on the dialpad.
3. Tap the **Xfer** softkey to complete a blind call transfer.
   or
   Press **Dial** and remain on the line to speak with the person before pressing the **Xfer** softkey or the **Goodbye** key. After the call is transferred, the phone returns to the Home screen.

To perform a direct transfer, do the following:

1. Ensure you have the function enable on one of the phones softkeys. (Administrator need to set the speed-dial/**Xfer** softkey).
2. Once the incoming call is ringing on the phone tap the dedicated speed-dial/Xfer key and the call is directly transfered to this specific extension.

Creating a conference call

- While on an active call, tap the **Xfer** softkey.
- This automatically places the call on hold and allows you to dial a contact you would like to add to the call.
- Dial the number using the on-screen dialpad
  Or
  Close the dialpad to dial a contact by using a **Speed Dial** key.
- Wait for an answer, consult, and then tap the **Conf** softkey to create a conference call.

Accessing Settings

The **Settings** menu allows you to customize the phone settings, view network information, and configure phone features. This menu provides a single point of access to all your phone settings. Available settings include status, language, voicemail, call forward, Wi-Fi, audio, display, and so on. If you encounter issues with the phone, you can log the issue by pressing the **Settings** softkey and then the **Log Issue** softkey.

For more information about phone settings, see the *Mitel 6970 IP Conference Phone User Guide.*

Programming User Softkeys
User Top Keys

You can program **User Top Keys** on your Mitel 6970 IP Conference Phone by pressing and holding a blank top key for a configured duration.

Note: Use of the press and hold feature to program **User Top Keys** must be first enabled by your System Administrator.

User Top Keys allow configuring Speed Dial and other telephony functions.

The **Speed Dial** key allows you to dial a specified number with one tap of the key.

To program or edit a **Speed Dial** key, do the following:

1. Press and hold a blank key to add a **Speed Dial** number or an existing **Speed Dial** key to edit it.
2. In the **Label Name** field, enter a label to apply to the key by using the on-screen keyboard.
3. Tap the **Number** field and enter a number.
4. Tap the **Save** softkey.

To make a speed call, tap the key that you have programmed with the Speed Dial functionality.

For more information about other features of the **User Top Keys**, *see the Mitel 6970 IP Conference Phone User Guide.*

User Bottom Keys

You can program **User Bottom Keys** on your Mitel 6970 IP Conference Phone Web user interface.

User Bottom Keys allow you to configure Hold function. By default, the Hold Softkey is not enabled on the phone. The system administrator must configure this key using the following steps:

1. Log into the phone Web user interface.
2. Navigate to the path S**oftkeys Configuration > Bottom Keys.**
3. Select the **Hold** option from the Type drop-down and save the changes.

Hot Desking (VDP)

1. On the idle Home screen, tap the **Log In** softkey.
   Note that this softkey can be configured as a top softkey or as a bottom softkey.

2. Using the dialpad, enter your login name / ID and press **Enter**.

3. Enter your password and press **Enter**.

4. The phone performs the authorization process, and on successful authorization, you are logged in.

Directory

The Directory application provides access to the Corporate Directory.

To use the Directory application:

1. Tap the 👤 (**Directory**) key.

2. Search for the contact by entering the name of the contact in the search bar.

3. Tap the 📞 (**Call**) icon against the contact within the search results list to place a call.

Mitel Web User Interface

In addition to the IP phone UI options, you can customize your phone using the Mitel Web UI. To access your phone using the Mitel Web UI, you need to know your phone's IP address. To find your phones IP address, do the following:

1. On the idle Home screen, tap the **Settings** softkey.
2. Tap the **Status** icon.
3. On the left pane, tap **Network** and check the IP address.

To use the Mitel Web UI, do the following:

1. Open your web browser, enter the phone's IP address in the **Address** field and press **Enter**.
2. At the prompt, enter your user name and password and click **OK**
3. The Status window displays for the IP phone you are accessing.

You can logout of the Mitel Web UI at any time by clicking **Log Off.**

For more information about the features and settings that you can configure through the Mitel Web UI, *see the Mitel 6970 IP Conference Phone User Guide.*

Meetings

The Mitel 6970 IP Conference Phone supports the MiCollab Meeting Center application, which provides the list of the current day's meetings scheduled for the meeting room the conference phone is located in. If enabled, a meeting notification screen will automatically open when a meeting is about to start. Click the **Join** button to dial in to the meeting audio bridge. The phone will automatically dial the meeting ID and PIN (if required).

A list of meetings scheduled for the day can be accessed by tapping the **Meetings** softkey from within the idle Home screen.

To join a meeting:

1. On the Home screen, tap the **Meetings** softkey.

2. Tap a meeting from the list and then tap the **Join** softkey to join a scheduled meeting.
   Or
   From within the Meeting Notification screen, tap the **Join** button.

Your System Administrator must install and configure the MiCollab Meeting Center application for your Mitel 6970 IP Conference Phone before this feature can be used.

MobileLink

The Mitel 6970 IP Conference Phone supports the MobileLink feature when you are hot-desk logged in. This feature provides seamless mobile phone integration using Bluetooth wireless technology. MobileLink enables you to:

- Sync your mobile phone's contact list and call history with your Mitel 6970 IP Conference Phone.
- Answer a mobile phone call using your Mitel 6970 IP Conference Phone.
- Move mobile call audio between the Mitel 6970 IP Conference Phone and your mobile phone.

Pairing your Mobile phone:

1. Hot-desk log in to the Mitel 6970 IP Conference Phone.
2. Tap the **Mobile Line** key. This key will be labeled **Connect**. If you do not see this key, you can add a **Mobile Line** key with a long key press.
3. Ensure Bluetooth functionality is enabled. If it is not enabled, swipe the Bluetooth toggle switch to the right to enable Bluetooth functionality (a Bluetooth symbol will appear in the status bar).
4. Tap **Available Devices** to view a list of discoverable Bluetooth devices.
5. Select your Mobile Phone from the list of available Bluetooth devices.
6. Tap **OK** to confirm the connection.

Even though you may have paired your mobile phone with your desk phone, you will still need to pair your mobile phone with the Mitel 6970 IP Conference Phone after you hot-desk log in. You need to pair your mobile phone only with the 6970 phone as it will automatically connect every time you hot-desk log in to the Mitel 6970 IP Conference Phone once paired.

Moving audio from an active mobile call between the mobile and conference phones:

- Tap the **Mobile Line** key to pull the mobile call audio from your mobile phone to the conference phone.
- Tap the **Push Call** softkey to move the mobile call audio from your Mitel 6970 IP Conference Phone to your mobile phone.

Note: The MobileLink feature is available only if you log in to the hot desk of your Mitel 6970 IP Conference Phone.

Accessory Support
Corded Extension Microphones

To ensure better coverage within large rooms, the Mitel 6970 IP Conference Phone supports up to two optional extension microphones.

Connection of extension microphones

To connect an extension microphone:

1. On the bottom of the phone, locate the extensi microphone ports.
2. Carefully insert the extension microphone cable into t extension microphone port.

Use of corded extension microphones

To use the corded extension microphones with your Mitel 6970 IP Conference Phone:

Use of corded extension microphones

To use the corded extension microphones with your Mitel 6970 IP Conference Phone:

1. Connect the extension microphone
2. Place the microphones on the conference table so to pick up meeting participants who are at a distance from the conference phone. Ensure that the extension microphones are at least 7 feet (2.1 meters) away from the phone. See the *Mitel 6970 IP Conference Phone User Guide* for optimal microphones placement recommendations.
3. You can mute and unmute a call using the extension microphone by alternately pressing the **Mute** button on the microphone.

More Information

For details on all the available features and options, refer to the [Mitel 6970 IP Conference Phone User Guide](#)

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