

Mitel 6970 IP Conference Phone

58015926

USER GUIDE FOR MIVOICE BUSINESS

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Mitel 6970 IP Conference Phone User Guide

58015926 - June 2019

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Welcome

The Mitel 6970 IP Conference Phone is an easy to deploy, manage and use conference phone with a large color touch display that delivers graphically rich applications. As a full-feature enterprise-class phone, the Mitel 6970 IP Conference Phone provides 96 programmable self-labeling keys and six intuitive state sensitive softkeys. The phone also features 6 fixed feature hard touch keys.

The Mitel 6970 IP Conference Phone features superior sound quality with two optional extension microphones providing extended audio pickup range.

The Mitel 6970 IP Conference Phone supports MobileLink, a feature that provides seamless mobile integration using Bluetooth wireless technology. MobileLink highlights include the ability to:

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

Note that MobileLink is only available to Hotdesk users when Logged into the Mitel 6970 IP Conference Phone. See [Hotdesk Users](#) on [page 57](#).

The Mitel 6970 IP Conference Phone also supports exclusive Mitel applications such as:

- MiCollab Meeting Center that provides the list of MiCollab conference calls and enables you to join a call without the need to enter a meeting ID or a PIN code.
- Mitel Mass Notification that enables the phone to receive emergency and other messages and broadcast them in the meeting rooms.

Accommodating today's high speed networks through the Gigabit Ethernet port, the Mitel 6970 IP Conference Phone also has an environmentally efficient PoE class 3 rating. The Mitel 6970 IP Conference Phone is one of the most advanced conference IP phones available today.

About this guide

This guide explains how to use the basic features of your new Mitel 6970 IP Conference Phone. Not all features listed are available by default. Your System Administrator has the ability to customize many features on this phone. Contact your System Administrator to find out which features and services are available to you on your phone system.

Supporting documentation

To access phone and system-specific documentation:

1. Go to www.mitel.com/document-center.

2. Click the **Devices and Accessories** category.
3. Click **IP Phones and Peripherals > MiVoice Business > 6900 IP Series**.
4. Select the **6900 IP Phones** model.
5. Select the required document.

Phone features

Feature highlights include:

- 7" WVGA (800x480) color TFT capacitive touch-screen LCD with brightness controls
- Power Over Ethernet (PoE) LAN port supporting 10/100/1000 Base T
- Embedded Bluetooth 4.1
- 1 USB 2.0 Host port one on the side of the unit
- 1 peripheral mini USB port underneath the unit
- 2 ports for optional external microphones underneath the unit
- Enhanced conference audio with high output speaker and 8 microphone beam-forming array
- Support for wireless network connection via optional Mitel Wireless LAN adapter
- 96 programmable, multi-function, self-labeling keys and six intuitive state sensitive softkeys
- MobileLink support - seamless mobile integration using Bluetooth wireless technology

Installation and setup

The Mitel 6970 IP Conference Phone supply box includes the phone and the Installation Guide. The extension microphones and other accessories can be purchased separately.

For more information, refer to the *Mitel 6970 IP Conference Phone Installation Guide* included into your phone supply box.

Cleaning the Mitel 6970 IP Conference Phone touchscreen

Frequent use of the Mitel 6970 IP Conference Phone may lead to a dirty screen. To clean the phone screen, Mitel recommends using a super-fine cotton cloth, cotton swab, or microfiber lens cloth made of microfiber suede (preferably the one without sewn hems or similar characteristics that would scratch the surface of the screen). You can use the cloth dry for dusting, polishing and light cleaning, or dampen it (with water only) to deep clean the surface. If using a damp cloth, make sure to use just a little water on the cloth. Too much moisture can cause damage to your phone that could be permanent. If the cloth is dripping or the surface shows water spots after wiping, then you are using too much water on the cloth.

Adhere to the following rules when cleaning the Mitel 6970 IP Conference Phone screen:

- Do not use any sharp objects including your fingernail.
- Do not rub, touch or tap the surface of the screen with sharp or abrasive items such as a ball-point pen or a screw driver.

- Do not use any type of cleansers including abrasive cleansers.
- Do not use any type of glass cleaner or any cleaner that contains alcohol or ammonia.
- Do not spray any type of cleaner directly on the phone's screen.
- Do not allow any liquid to run down the surface of the touchscreen and under the bezel.
- If using a damp cloth, disconnect power to the phone before wiping the screen.

CAUTION: Use of any type of cleaners, alcohol, ammonia, and/or hard or sharp objects can harm the touchscreen surface and potentially cause transparent conductive film cracks in the screen.

To clean your Mitel 6970 IP Conference phone's touchscreen:

1. Disconnect power to your phone.
2. Retrieve a soft cloth, such as a microfiber cloth.
3. If necessary, dampen the cloth. For regular cleanings, a dry cloth is usually sufficient. For stubborn build-up or for periodic deep cleanings, wet the cloth under a faucet and then wring out until it is just damp.
4. Wipe the screen gently with the cloth making sure to not get any moisture in the sides of the screen. You can also wipe down the entire phone to remove dirt and grime.
5. Allow your phone to completely dry after you are done cleaning. This should only take a few minutes.
6. Reconnect power to your phone.

Note: Keeping your touchscreen clean and free of dirt and fingerprints on a regular basis extends the life of your phone touchscreen.

Protect your hearing

Your Mitel 6970 IP Conference Phone has a control for adjusting the volume of the speakerphone. Keep the volume at a moderate level because continuous exposure to loud sounds can contribute to hearing loss.

Phone keys

Key overview

The following sections describe the various Mitel 6970 IP Conference Phone key functions used to make and manage calls and caller information.



Key description

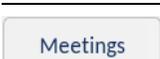
The following table describes the keys on a Mitel 6970 IP Conference Phone:

Key	Description
	Goodbye key: ends an active call.
	Contacts key: displays a list of company contacts. For more information, see “Contacts” on page 29 .
	Dialpad key: opens and closes the dialpad to dial an extension manually.
	Mute key: mutes the microphones so that you are not heard during a call. For more information, see “Muting and unmuting a call” on page 18 .

Key	Description
	<p>Volume Up, Volume Down - Adjusts the volume for the ringer and the speakerphone.</p> <p>Press the volume control keys while the phone is ringing to adjust the ringer volume. Pressing these keys during an active call adjusts the volume of the speaker.</p>

Softkey description

The following table describes the softkeys appearing on the Home screen in the Logged Out state:

Softkey	Description
	To log into your phone extension.
	To dial the last dialed number.
	To activate Voice Dial mode.
	To view the list of the meetings scheduled for the day.
	To access the Settings menu.
	To toggle between the first and the second page of softkeys.

Input methods

On-screen dialpad

The Mitel 6970 IP Conference Phone has an on-screen dialpad with digits from 0 through 9, a star button (*) and a pound button (#). Buttons 2 through 9 contain the letters of the alphabet. These dialpad buttons can be used to dial a phone number to make a call (see [“Making calls”](#) on [page 16](#)) and to enter digits requested by an Interactive Voice Response (IVR) system.

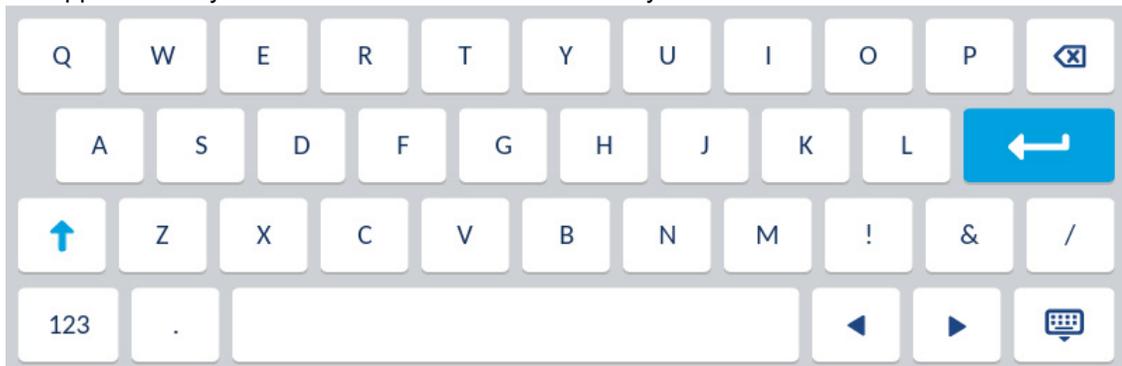
On-screen keyboard

The Mitel 6970 IP Conference Phone uses an on-screen international keyboard for character input. The on-screen international keyboard is automatically displayed in various applications when character input is required.

The lower case layout of the on-screen international keyboard is as follows:



The upper case layout of the on-screen international keyboard is as follows:



The numeric layout of the on-screen international keyboard is as follows:



Touch and hold various buttons on the on-screen keyboard to choose diacritical and secondary characters. The diacritical and secondary characters available for the on-screen international keyboard include:

Tap and hold	Available diacritics/secondary characters						
e	è	é	ê	ë	ē	ě	é
u	ù	ú	û	ü			
i	ì	í	î	ï	ī	ı	
o	ò	ó	ô	õ	ö	œ	ø
a	à	á	â	ã	ä	å	æ ā
c	ç	ć	č				
l	ł						
n	ñ	ń					
y	ÿ						
s	ß						
!	ı						
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({	[<				
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`	~						
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Getting started

The Mitel 6970 IP Conference Phone must be set up and be configured by the system administrator prior to its first use.

UI overview

Navigation

UI navigation is performed using the LCD touchscreen:

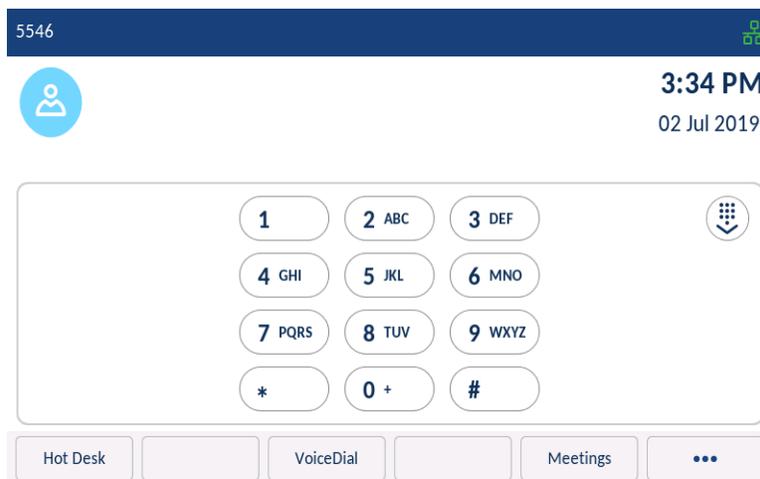
- Swipe left and right in the programmable key area to switch programmable key pages.
- Swipe up and down in the various settings menus as well as the **Contacts** application to scroll through the respective list of settings and contacts.
- Tap an item on the screen to select it or perform a corresponding action.

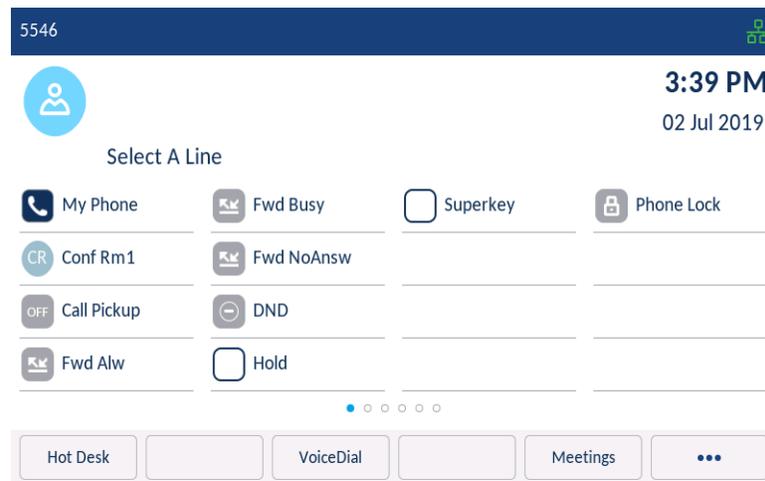
Home screen

When the phone has successfully booted up and connected to the network, the phone displays the **Home** screen. The **Home** screen is the default screen displayed when the phone is in an idle state.

The **Home** screens are different for the Logged In and Logged Out states. In the Logged out **Home** screen, the following is displayed:

- generic avatar
- on-screen dialpad
- time and date
- state-sensitive softkeys



**Notes:**

1. Your System Administrator has configured a phone number and any other administrative features required.
2. Avatars are only available if set up by your System Administrator. If avatars are not available, contact's initials (if available) or a generic avatar are displayed.

Phone and network status indicators

Status icons are displayed on the phone to indicate the status of the phone and network. These icons are displayed on the upper right corner of the **Home** screen.

The following table identifies and describes the phone and network status indicators on the **Home** screen.

Icon	Description
	Network Connected - A green Network Connected icon is displayed on the Home screen when the phone is connected to the MiVoice Business call server.
	Attempting Network Connection - The Attempting Network Connection icon displays on the Home screen when the phone is attempting to connect to the MiVoice Business call server.
	Network Disconnected - The Network Disconnected icon displays on the Home screen when the phone loses connection to the MiVoice Business call server. Note: Ask your System Administrator for assistance if the network is disconnected and the connection is not-re-established.
	Call Forward Always - The Call Forward Always icon is displayed on the Home screen when the Call Forward feature is enabled using the "Always" condition (as opposed to the "Busy" and "No Answer" conditions). For more information on the Call Forward feature, see "Call Forward" on page 52 .

Icon	Description
	Missed Calls - The Missed Calls icon is displayed on the Home screen only when incoming calls have not been received. The number in the red badge at the top-right of the icon indicates how many calls were missed. To access a list of your missed calls, press the (Call History) softkey. Note that Call History is only available when Hotdesk logged in.
	Do Not Disturb - The Do Not Disturb (DND) icon is displayed on the Home screen when the Do Not Disturb feature is enabled. When DND is enabled, callers may hear a signal and a "Do Not Disturb" notification is displayed on their phones, depending on the configured setting in the System Administrator Tool. For more information on the DND feature, see "Configuring programmable keys" on page 40 .
	Hotdesk User - The Hotdesk User icon is displayed on the Home screen when you log in to your Hotdesk account.

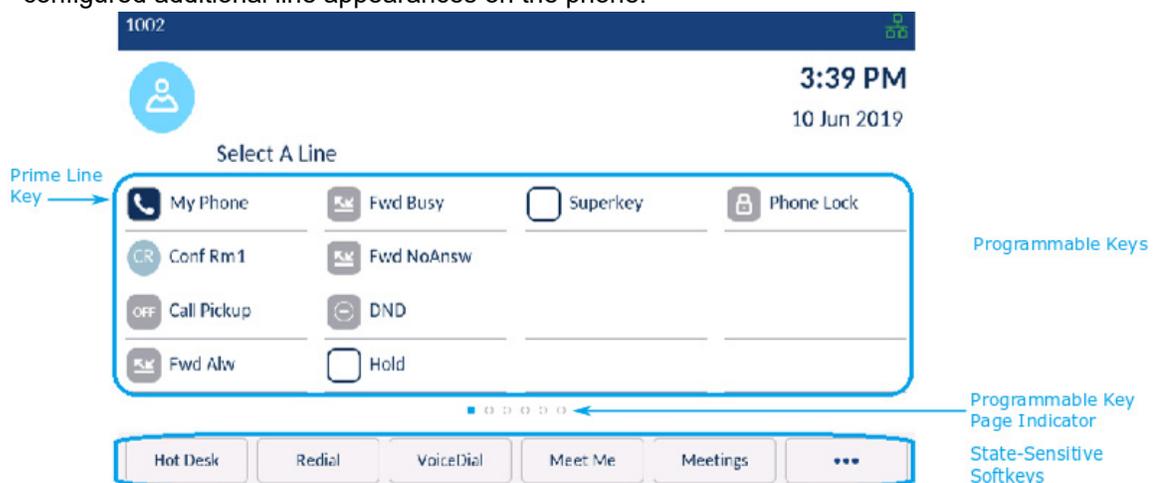
Programmable keys, state-sensitive softkeys, and the prime line key

16 programmable keys (including the **Prime Line** key) and five state-sensitive softkeys are accessible on the Home screen in the Logged In state. The programmable keys allow you to configure up to 96 different features (such as speed calls, phone lock, DND, etc.). If more than 16 keys are programmed, they will show up on additional pages of keys. The phone supports up to 6 pages of 16 keys. To access additional pages, swipe left or right within the programmable key area.

The state-sensitive softkeys change depending on the state of the phone and are used to perform different functions when the phone is in an idle, connected, outgoing, or busy state.

Programmable keys are configured on the server the phone is connected to. Contact your system administrator if you want to add, edit or delete the key labels on the phone.

The **Prime Line** key is a visual indication of the status of the phone's prime line. When your phone is in an idle state, the **(Prime Line)** icon is solid blue. Your System Administrator may also have configured additional line appearances on the phone.

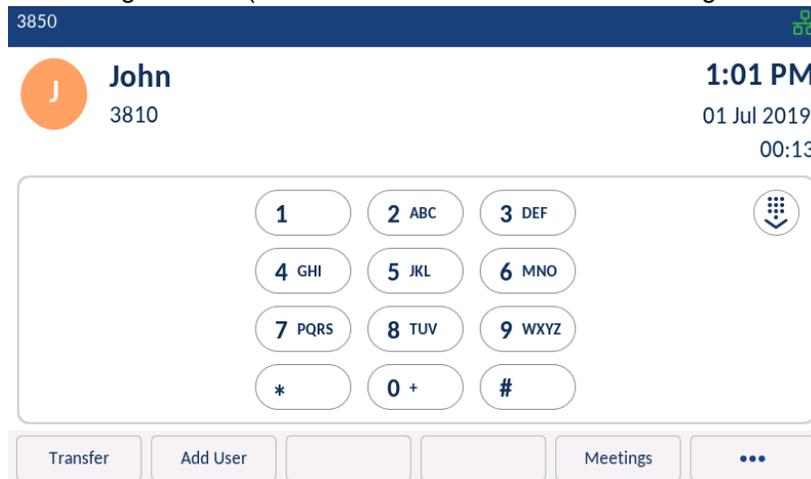


If you have 16 or more programmable keys configured, programmable page indicators are displayed at the bottom of the screen. These dots indicate the number of programmable key pages and the

page you are on. Swipe left and right on the programmable key area to switch between the programmable key pages.

Call screen

During an incoming or an outgoing call and during an active call, all the essential information regarding the call is displayed on screen, including the caller's avatar, name, number, call duration timer, and current time and date. The context-sensitive softkeys also change allowing you access to more call handling features (such as **Transfer** and **Add User** during an active call).



The Call screen contains the same information in both Logged Out and Logged In states.

Additionally, if the call is on the **Prime Line** key, the **Prime Line** key changes to reflect the status of the line as per the following table.

Icon	Description
	(Blinking) Indicates the prime line is ringing due to an incoming call.
	Indicates the call has been answered and is active on the prime line.
	(Blinking) Indicates the call on the prime line is on hold.

Handling calls

This sub-section describes ways to make and answer calls on your Mitel 6970 IP Conference Phone, as well as mute and transfer the call. You can handle calls both when you are logged-in and logged out.

Making calls

Dialing a number

1. On the **Home** screen, enter the phone number you wish to call using the dial pad.

Note: When dialing, press the **Backspace** softkey to delete the last digit entered. To cancel the dialing process, press the **End Call** softkey or the  (**Goodbye**) key.

2. Wait for a person to answer.

When your contact picks up, a timer recording the length of your call appears in the right upper part of your phone's screen.

Note: You can also make a speed call using a preprogrammed speed dial key. To make a speed call, tap the desired speed dial key and wait for an answer.

If you are unable to make calls within certain area codes, check with your System Administrator for any toll restrictions placed on your extension that may restrict your access to long distance area codes or dialing prefixes.

Redialing a number

You can redial the most recently dialed number that is displayed on the **Home** screen by tapping the **Redial** softkey.

Note: This functionality of the conference phone located in a meeting room can be disabled by the System Administrator for privacy reasons.

Receiving calls

When you have an ongoing call, you can use the phone's keys and softkeys to perform various actions, such as muting the microphone, transferring calls or creating multi-party conference calls.

When a call is ringing at your extension, the callers name, number, and avatar (if available) display on the **Call** screen. Additionally, the applicable **Line** key icon flashes indicating the incoming call.

Answering an incoming call

If you see an indication that a contact is calling you on the phone screen and hear a corresponding ring sound.

To answer an incoming call:

1. Tap the Answer softkey.

Ignoring an incoming call

To ignore an incoming call:

1. Tap the **Silence Call** softkey.

Manually forwarding an incoming call

To manually forward an incoming call to a number:

1. Tap the **Forward Call** softkey.
2. Enter the number of a contact to whom you wish to forward the call. You can also choose a speed dial or a contact from your contact list.

Call forwarding can be defined for **Always**, **Busy** or **No Answer** states from within **Settings - Call Forward**.

Notes:

1. The number defined for the **Always** state has precedence over the numbers defined for the **Busy** and **No Answer** states.
2. For more information on how to configure the **Call Forward** feature, see [“Call Forward” on page 52](#).

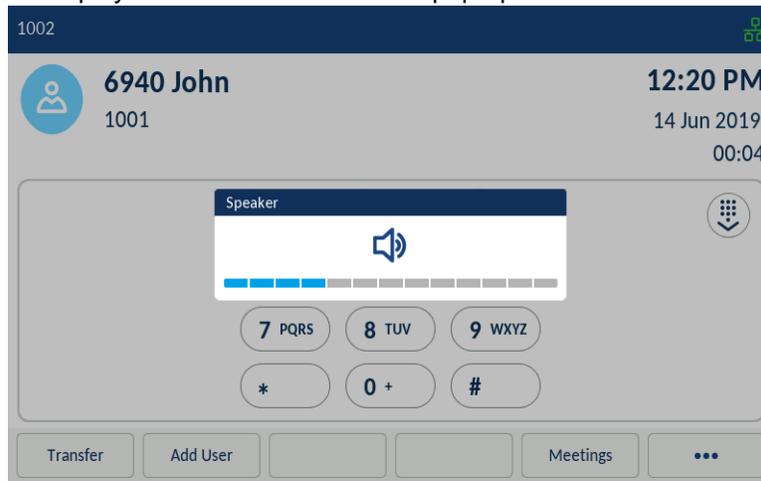
Adjusting the volume

You can use the  (**Volume down**) and the  (**Volume up**) 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.
2. Tap the  (**Volume down**) key to decrease the volume.

The phone displays a volume level indicator pop-up.



Note: The volume pop-up disappears after a period of time or if you tap another key.

Muting and unmuting a call

You can use the  (**Mute**) keys to mute the call on the phone (there are two Mute buttons - one below the display and one on the top on the opposite side).

When you press the  (**Mute**) key on your phone, you cannot be heard by others on the call.

Note: The extension microphones to your Mitel 6970 IP Conference Phone also have **Mute** buttons on them. Pressing the **Mute** button on the extension microphone mutes the call (mutes the microphones on both the phone and the extension microphones).

The Mute indicators around the phone and the **Mute** keys illuminate red to show that the call on the phone is muted. To switch mute on or off, press the  (**Mute**) key. When the phone is unmuted, the indicators turn green again.

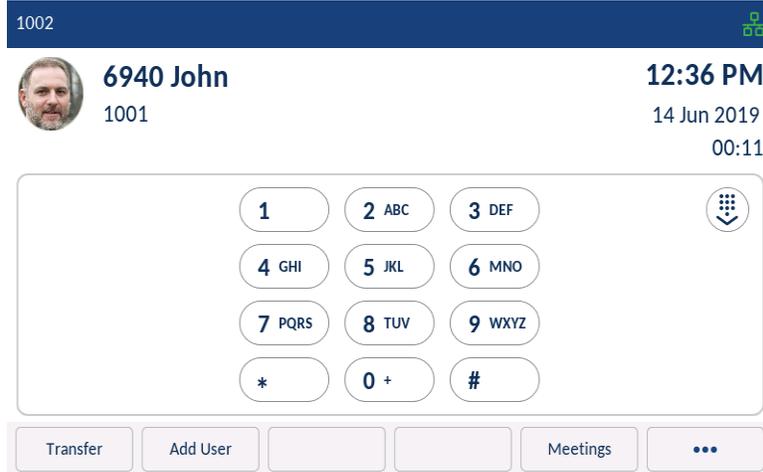
Transferring a call

There are two types of call transfers that can be performed on the Mitel 6970 IP Conference Phone:

- **Unattended Transfer:**
An unattended transfer is when you transfer a call directly to another extension without consulting with the person receiving the call. To do this, complete the transfer immediately after you have entered the number. The call goes directly to the extension or outside line to which you transferred.
- **Attended transfer:**
You also have the option to consult with the person to which you are transferring the call, before you complete the transfer. To do this, remain on the line until the receiving party answers the call. After consulting with the receiving party, you can either complete the transfer or cancel the transfer to go back to the original call.

To transfer a call:

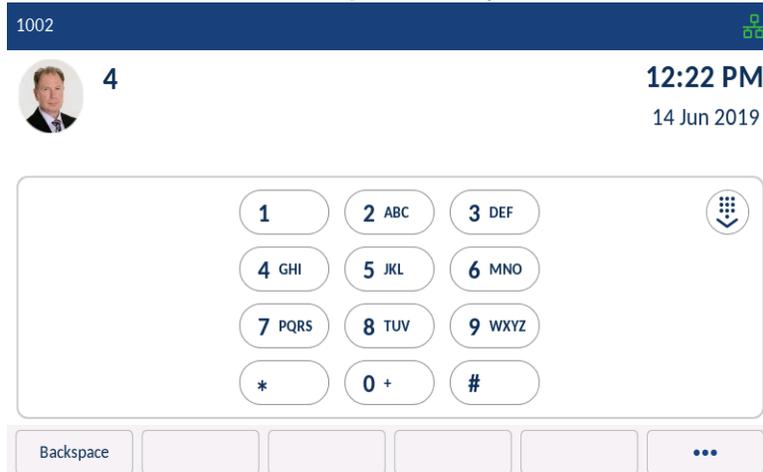
1. Ensure you are on an active call that you want to transfer.



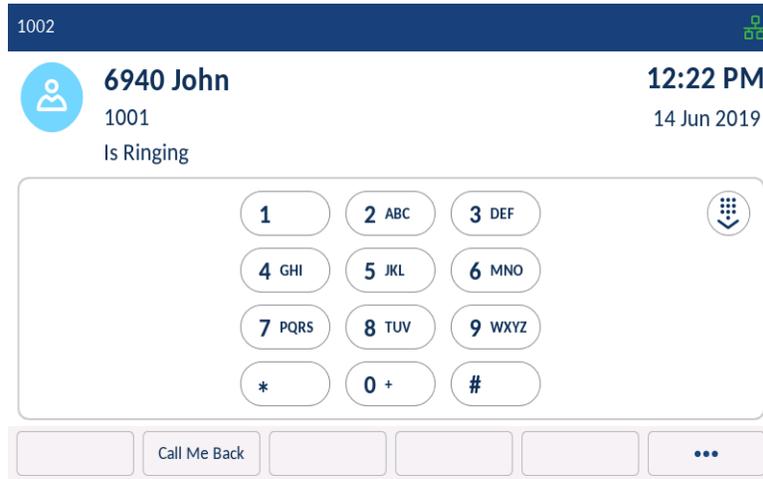
2. Tap the **Transfer** softkey.

The active call is placed on hold.

3. Enter the number of the contact whom you want to transfer the call to, or choose the contact from the Contacts list. Use the **Backspace** softkey to correct a mis-dialed number.



The phone dials the entered number.



4. Tap the **End Call** softkey or press the **Goodbye** key to complete an unattended call transfer.
or
Wait for an answer, consult, and then tap the **Transfer** softkey to complete an attended transfer.
5. When the call is transferred, the phone returns to the Home screen.

Ending calls

With the call connected, tap the **End Call** softkey, or press the  key.

Meetings

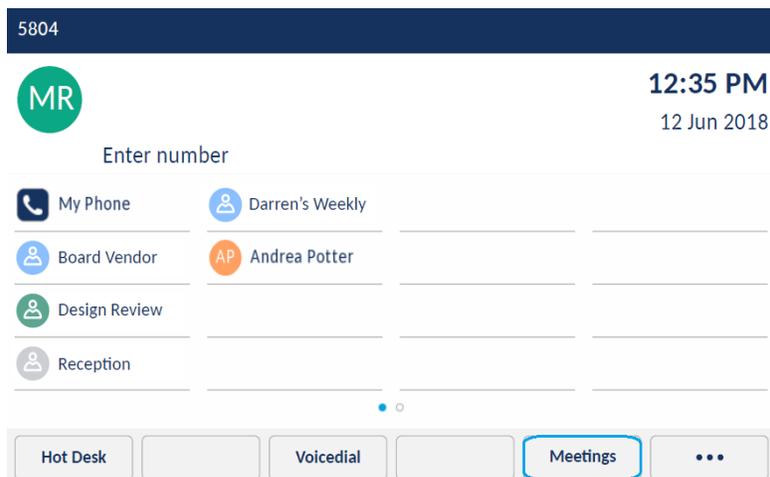
The Mitel 6970 IP Conference Phone supports the MiCollab Meeting Center application which is accessed via the Meetings softkey. Pressing the Meetings softkey provides access to the list of the day's meetings scheduled for the room the Mitel 6970 IP Conference Phone is located in. The Meetings Center Application allows you to one-touch join the conference bridge for the desired meeting.

Note: Your System Administrator must configure the MiCollab Meeting Center application on the Mitel 6970 IP Conference Phone before it can be used.

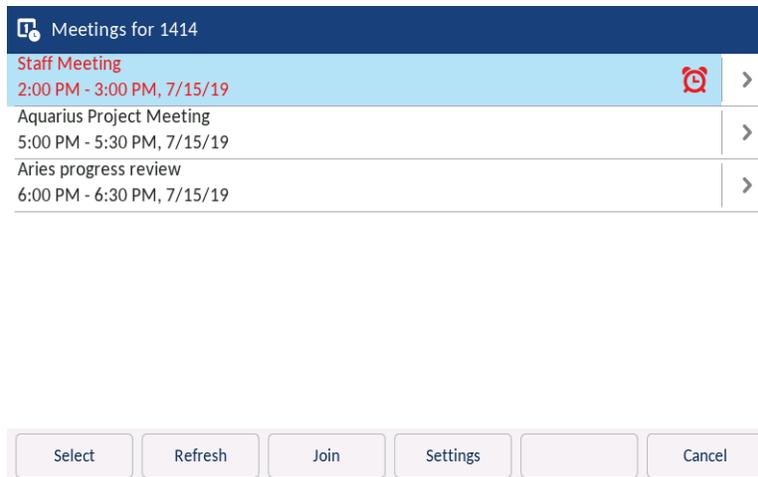
Checking the list of meetings

To check the Meetings available in the system, do the following:

1. On the idle home screen, tap the **Meetings** softkey.



The phone displays a list of meetings scheduled in the room where your Mitel 6970 IP Conference Phone is located.



If there are no meetings scheduled for that specific room, the phone shows the following message:

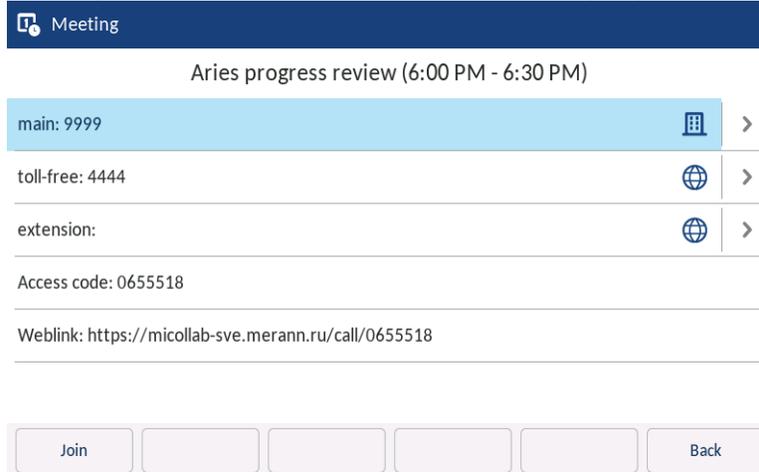
Meetings for 1313

No Meetings found.



2. (Optional) Tap the **Refresh** softkey to check for newly organized meetings if the expected meeting isn't in the list.

3. Tap a meeting from the list and then tap the **Join** softkey to join the call.



4. (Optional) Tap the **Select** softkey to get the details of the meeting.

Listed are different number options for dialing into the bridge plus the access code and web share link.

5. Tap the **>** (**Arrow**) icon to dial the associated phone number.

6. Tap the **Join** softkey to join the selected meeting.

7. (Optional) Tap the **Back** softkey to return to the list of the meetings available.

Joining the ongoing meeting

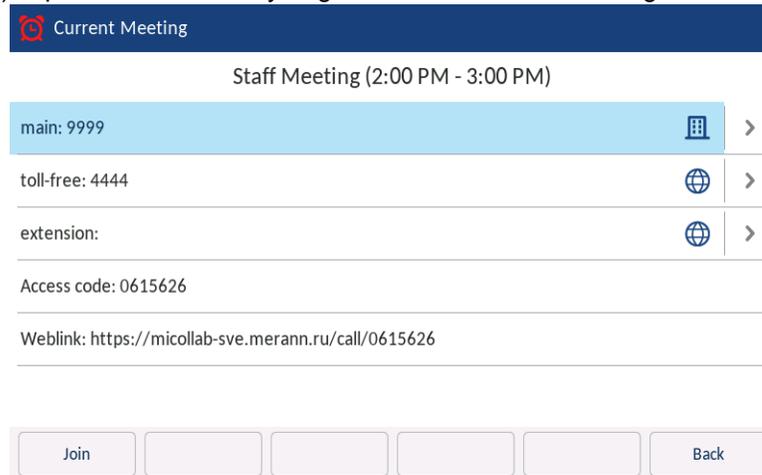
To join a meeting that is ongoing or just about to start, do the following:

1. On the idle home screen, tap the **Meetings** softkey.
2. From the list of the meetings available choose the ongoing meeting that you want to join.

Note: The currently ongoing meetings are marked with the red font and the red  (**Clock**) icon.



3. Tap a meeting from the list and then tap the Join softkey to join the selected meeting.
4. (Optional) Tap the **Select** softkey to get the details of the meeting.

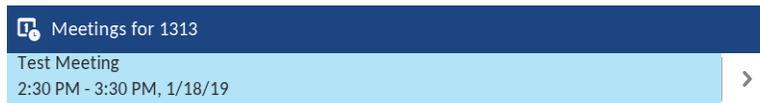


Configuring Meeting Notifications

The Mitel 6970 IP Conference Phone can remind the user about the meetings scheduled for a specific day. The time for the notification is configured by the System Administrator for the MiCollab Meeting Center application. The user can enable and disable the notifications on the phone by adjusting the **Notifications for meetings** setting.

To adjust the **Notifications for meetings**, do the following

1. On the idle home screen, tap the **Meetings** softkey.
2. Tap the **Settings** softkey.



The phone displays the settings that the user can adjust for meetings.



Note: The list of applicable settings is configured by the System Administrator for the MiCollab Meeting Center application.

3. To disable the **Notifications for meetings** setting, tap the (**Check mark**) icon to clear the check mark.
4. (Optional) Tap the (**Check mark**) icon again to enable the setting.

5. Tap the **Save** softkey to save the settings.
6. (Optional) Tap the **Cancel** softkey to keep the initial settings.

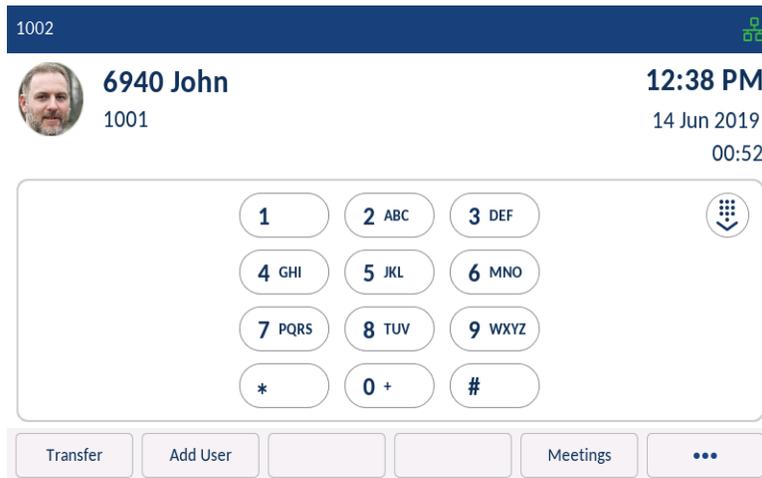
Ad hoc multi-party conference call

Creating an ad hoc multi-party conference call

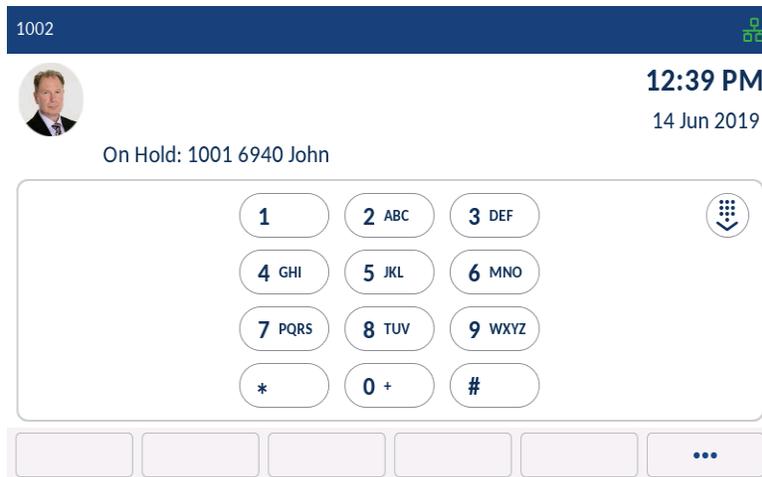
The Mitel 6970 IP Conference Phone supports multiple parties in a conference call.

To create an ad hoc multi-party conference call:

1. Ensure you are on an active call with one of the parties with whom you wish to create a conference.

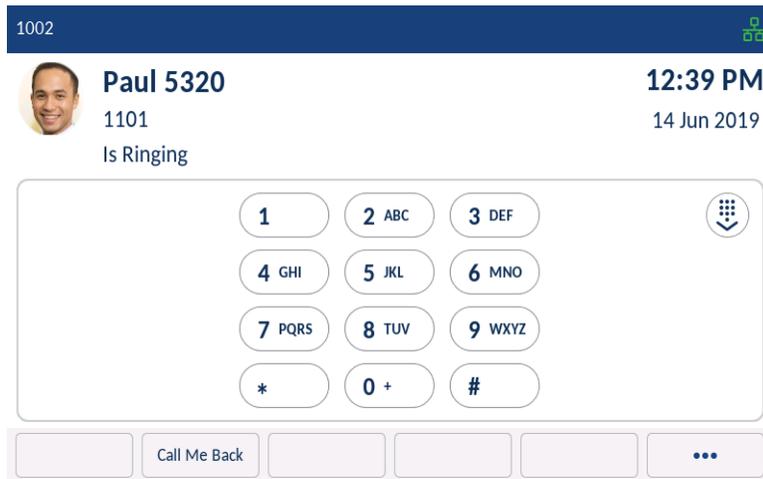


2. Tap the **Add User** softkey.
The active call is placed on hold.

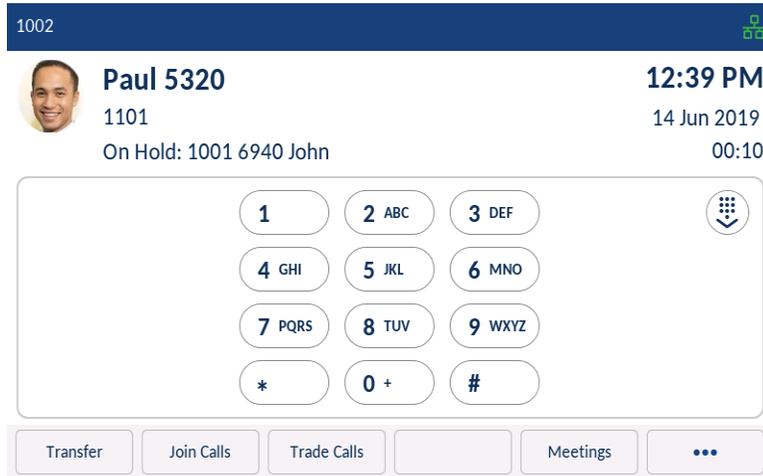


3. On the dialpad, enter the number for the other party you wish to conference in.
or
Close the dialpad to dial a speedcall number or dial a contact from within the contacts

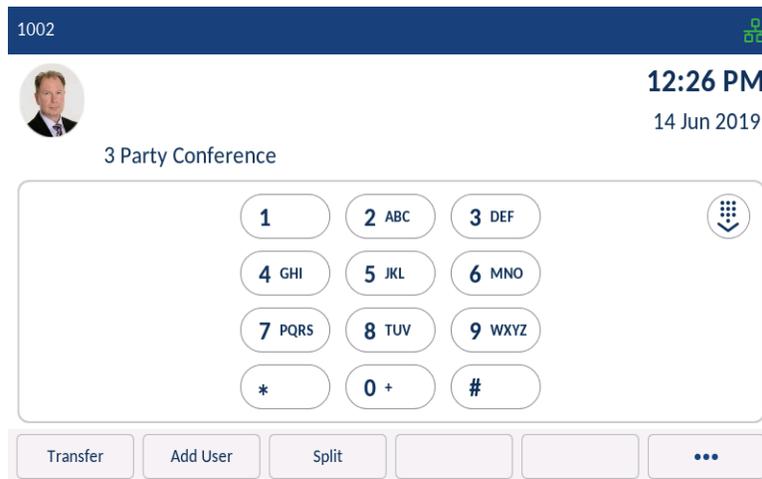
application.



4. Wait for an answer, consult, and then tap the **Join Calls** softkey to create the three-way conference call.



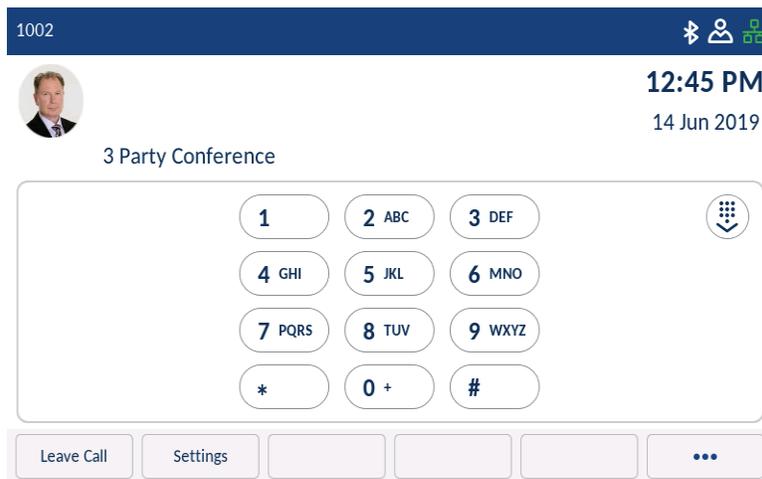
Note: Tapping the **Trade Calls** softkey swaps the active call with the other party currently on hold.



The phone joins the calls into a 3-party conference call.

Note: Tapping the **Split** softkey stops the 3-party conference, sends you back to the first party you were connected to and places the second party on hold.

5. (Optional) Tap the **...** (More) softkey to see other options available.



6. Repeat steps 3 to 5 to add additional parties to the conference.

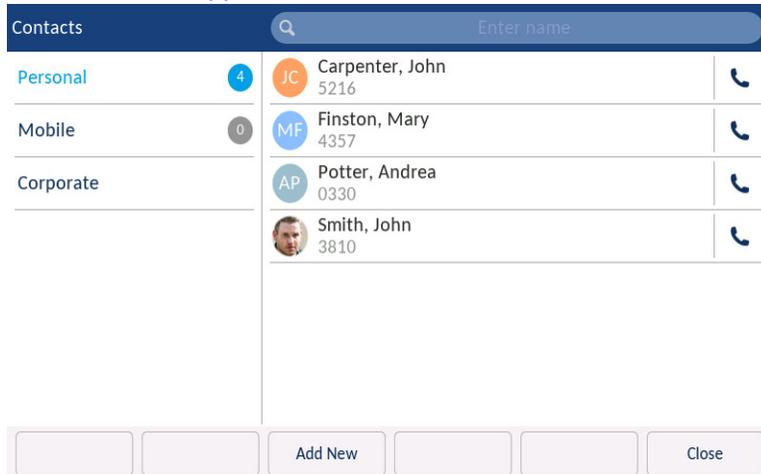
Ending a conference call

The Mitel 6970 IP Conference Phone allows a host to easily leave a conference call without disrupting the connection of the other remaining parties.

If you are the host of a conference call and want to leave the conference, tap the **Leave Call** softkey on the phone. Your phone leaves the conference call but the remaining parties are still connected together.

Contacts

The **Contacts** application provides access to your organization’s corporate directory. The Mitel 6970 IP Conference Phone also supports a localized **Personal** contact folder.



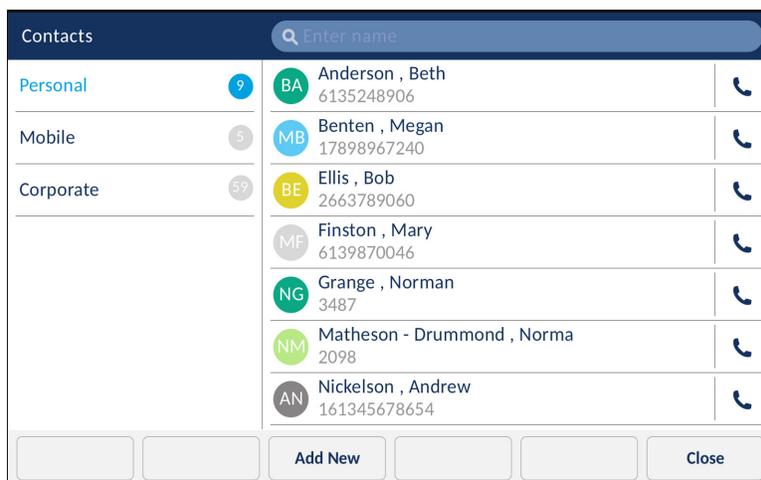
Note: Access to Corporate directories must be set up by your System Administrator.

General functions

Accessing and navigating the Contacts application

To access and navigate the Contacts application:

1. Tap the  (**Contacts**) key.



2. Tap the contact folder you wish to view.

The following contact folders are available:

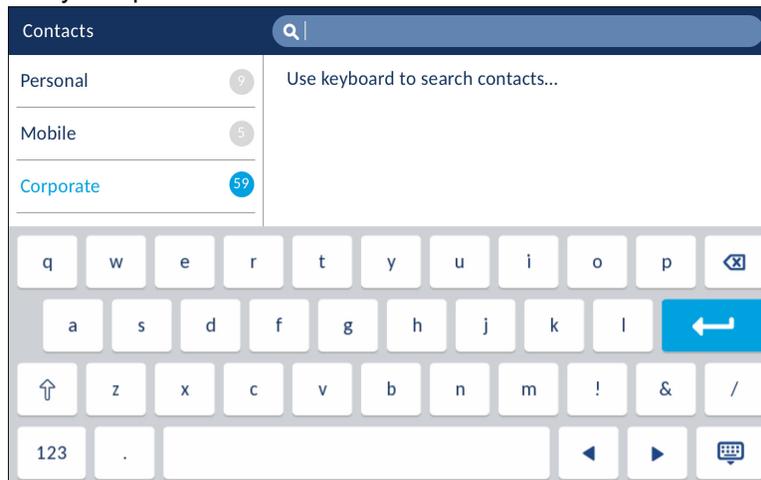
- Personal
- Mobile. *Please note that Mobile is available only in the HotDesk Logged In state.*
- Corporate

Note: If any of the folders are empty, a "Directory empty" message displays on the screen.

3. In the contacts folder, search the contact that you want to call.

You can do it as follows:

- Enter the name of the contact in the search bar. The keyboard automatically pops up when you tap the search bar.

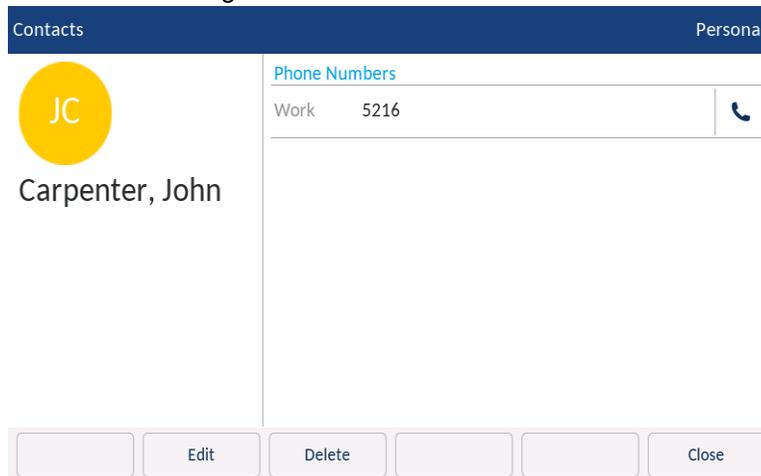


or

Swipe up and down to scroll through the list of contacts.

4. To dial the selected contact, tap the dial icon beside the contact's name.

5. Tap on the contact name to access the contact card for that contact. This allows you to see additional numbers that might be available for that contact.



6. Tap the dial icon beside the number you wish to dial.
7. (Optional) Tap the **Close** softkey to exit.

Performing a search

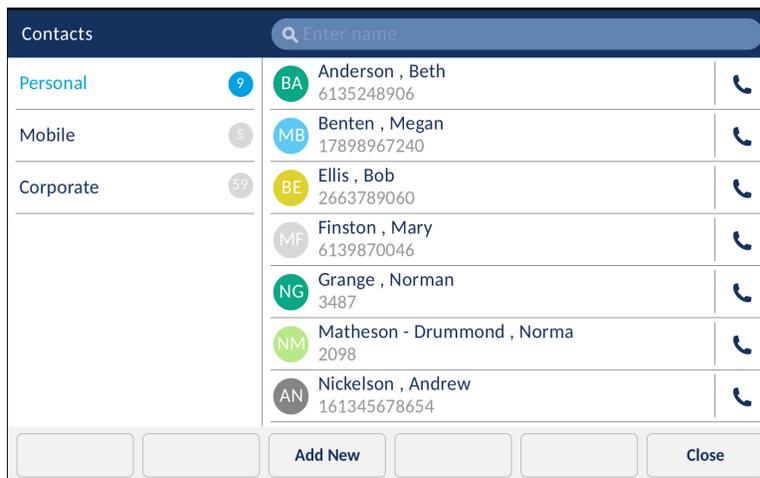
Search functionality is applied to your **Personal** and your **Corporate** contact folder if your corporate directory is configured to be cached.

Note: If you do not see a number indicating the amount of contacts beside your **Corporate** folder, your corporate directory is configured to be non-cached. See [“Performing a search on a non-cached Corporate contact folder”](#) on page 33 if your phone is configured to use a non-cached corporate directory.

Entering characters in the search bar initiates the search. Entering the first few letters of the contact’s first name or last name initiates the search, then you can quickly select a contact and perform the applicable action. Use the following procedure on the phone’s UI to perform a search.

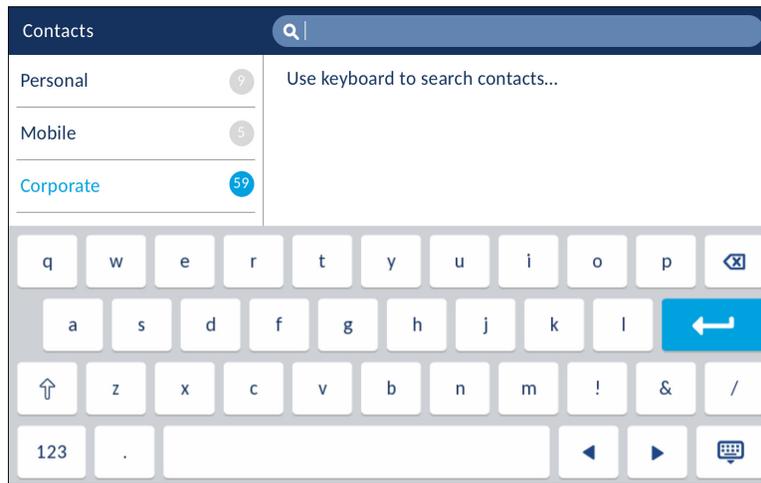
To perform a search:

1. Tap the  (**Contacts**) key.



You have to select which directory you wish to search (i.e. Personal or Corporate) before entering search characters. Personal directory is selected by default when you open Contacts.

2. Tap the search bar.
The phone displays the on-screen keyboard.



Note: Hide the keyboard by tapping the  (**Keyboard**) icon or clear the search field by tapping the  (Delete) icon.

3. Enter the first letters of the contact's name using the on-screen keyboard.
4. As you type, the phone returns matches for the characters that have been entered. Typing more characters narrows the search providing a closer set of matches to the desired name you are searching for.
5. (Optional) Scroll through the list of contacts.
6. When matches are found, tap the dial icon beside the desired contact entry.
7. Tap the **Close** softkey to exit.

Dialing from the Contact Card

To dial a contact's phone number.

1. Press the  (**Contacts**) key.
2. (Optional) Tap the search bar, enter the first letters of the contact's name to initiate the search function.
3. Tap the contact you want to call to open his/her contact card.
4. Tap the  (**Call**) icon beside the number you wish to dial.

Corporate folder features

The **Corporate** folder contains the contacts that are available through your corporate directory.

Note: Access to corporate directories must be set up by your System Administrator.

There are two types of corporate directories that can be configured:

1. Non-cached:

Contacts are not cached on the phone and therefore contacts are not available until you perform a lookup in the **Corporate** contact folder.

2. Cached:

Contacts are cached on the phone and are viewable as a list in the **Corporate** contact folder upon entering the Contacts application. You can scroll up and down to view your list of corporate contacts. Performing a basic search applies to both the **Personal** and **Corporate** contacts folders.

You can perform the same functions from the **Personal** folder and the **Corporate** folder. In addition to being able to search for a corporate contact, place a call to the selected corporate contact, and view corporate contact's contact card, you can copy the corporate contact to your **Personal** folder.

If a call placed from the **Corporate** folder matches with a contact stored in the **Personal** folder, then the contact name stored in the **Personal** directory is displayed instead of the default Corporate Contact name. The contact name look up is in the following order:

1. Personal Contacts, where respective Personal Contacts name is displayed.
2. MiVoice Business System Contacts, where the respective MiVoice Business directory name is displayed.

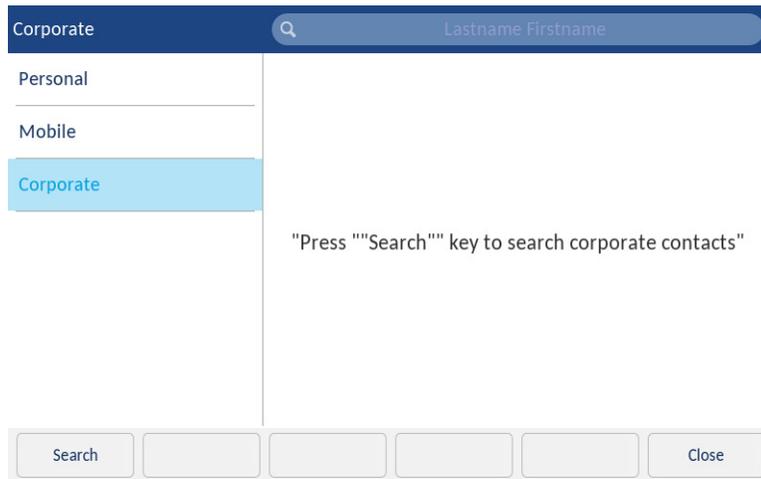
If there is no match, then the name returned by the MiVoice Business system is displayed.

Performing a search on a non-cached Corporate contact folder

To perform a search on a non-cached **Corporate** contact folder:

1. Press the  (**Contacts**) key.

2. Tap the **Corporate** folder. The phone displays the following message:

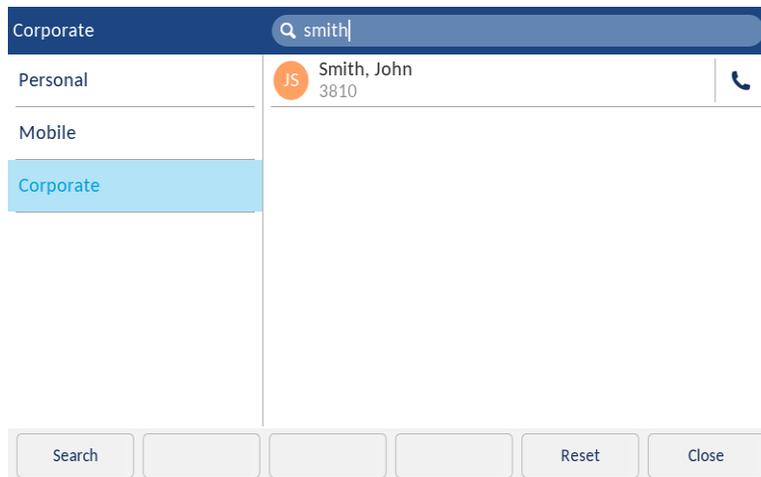


3. Tap the search bar.

4. Using the on-screen keyboard enter in the first letters of the contact's last name and tap the blue return key.

Note: For non-cached corporate directories, searches are based on the last name of the contact.

5. If matches are found, tap the applicable contact entry and perform your desired action.



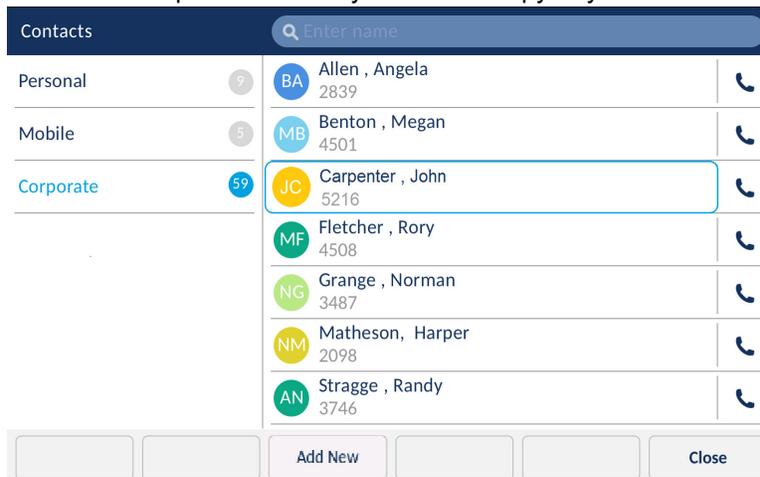
6. (Optional) You can do the following:

- Tap the **Reset** softkey to reset the search parameters.
- Tap the **Close** softkey to return to the Corporate contacts screen.

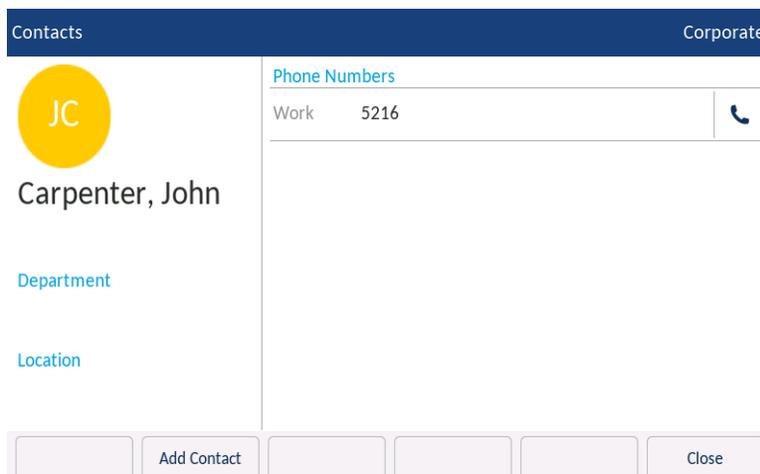
Copying a Corporate contact to the Personal folder

To copy a contact in your **Corporate** folder to your **Personal** folder:

1. Press the  (**Contacts**) key.
2. If applicable, for non-cached corporate directories, perform a search as detailed in [“Performing a search on a non-cached Corporate contact folder”](#) on [page 33](#).
or
(Optional) For cached corporate directories, tap the search bar, enter the first letters of the contact’s name to initiate the search function.
3. Tap to select the corporate contact you want to copy to your **Personal** folder.



4. Tap the **Add Contact** softkey to add the selected contact into your **Personal** folder. A copy confirmation message is displayed.



Personal folder features

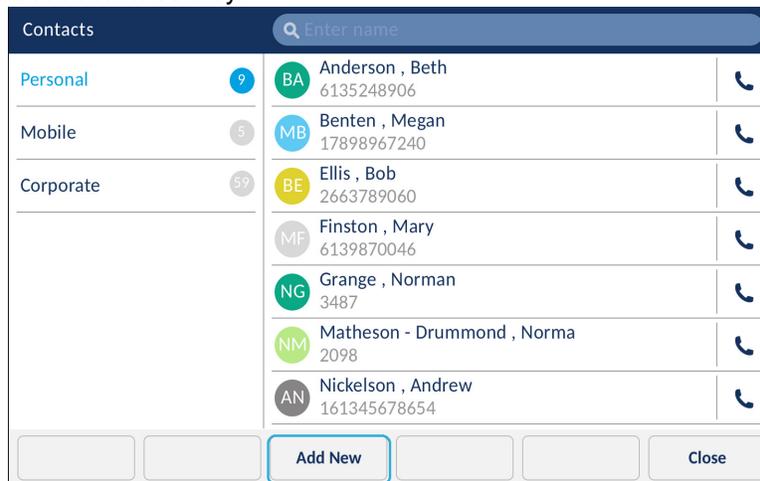
The **Personal** folder contains the contacts (up to 50) that have been created or copied directly to the phone using the phone UI.

From the **Personal** folder you can search for a personal contact, place a call to the selected personal contact, add new personal contacts, delete all personal contacts, delete individual personal contacts, or edit existing personal contacts. You can also view contact details (e.g. avatar, name, and numbers) by navigating to the contact card.

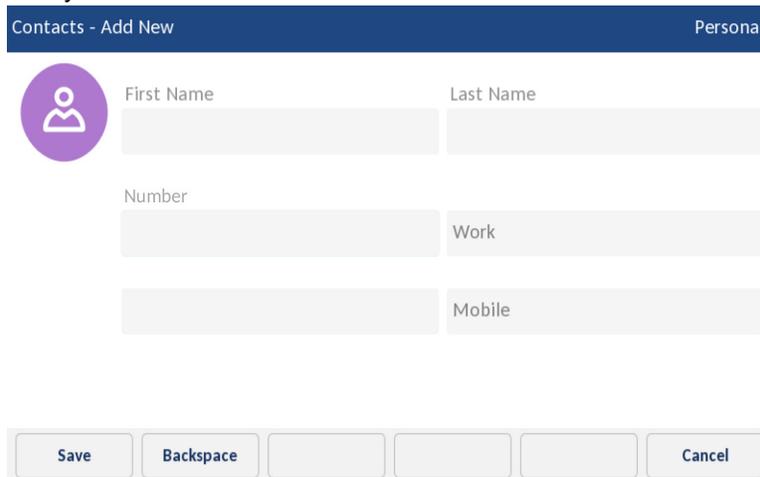
Adding a new contact to your Personal folder

To add a new contact to your **Personal** folder:

1. Press the  (**Contacts**) key.
2. Tap the **Add New** softkey.



3. Tap the **First Name** input field and enter the first name of the personal contact using the on-screen keyboard.



Note: You can swipe the input field.

4. (Optional) Tap the **Last Name** input field and enter the last name of the personal contact using the on-screen keyboard

5. Tap the initial **Number** input field and enter the number of the personal contact using the dialpad keys. The following options are available:

- Work
- Mobile
- Home

Note: When you select the Number input field, it moves to the top of the screen above the keyboard.

6. (Optional) Enter the second number.

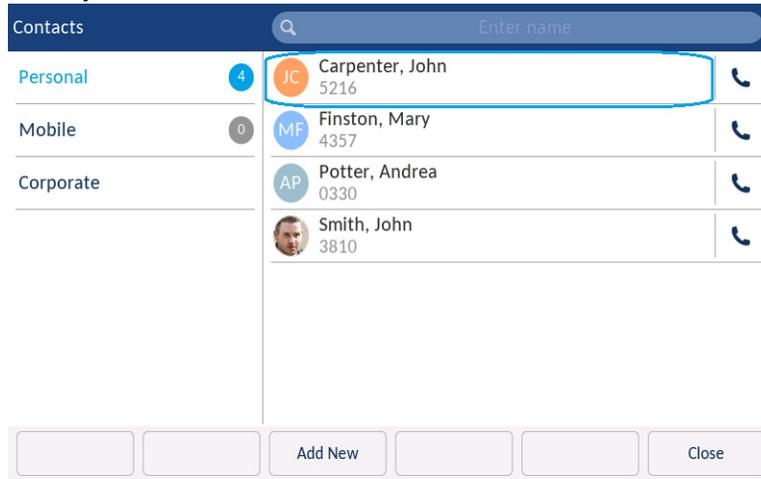
7. Tap the **Save** softkey to save the contact to your **Personal** folder.

Editing an existing contact

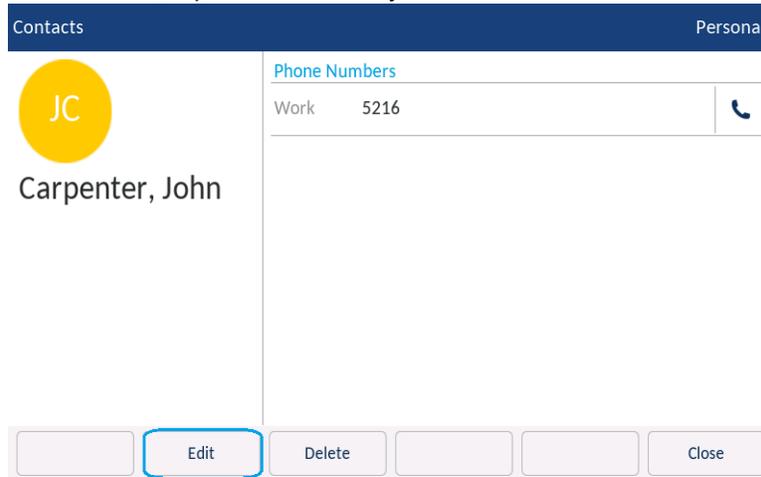
To edit an existing contact in your **Personal** folder:

1. Press the  (**Contacts**) key.
2. (Optional) Tap the search bar, enter the first letters of the contact's name to initiate the search function.

3. Tap contact you want to edit.



4. In the contact card, tap the **Edit** softkey.



You can edit the following information:

- Work phone number
- Mobile phone number
- Home phone number

5. (Optional) Tap the **Delete** softkey to remove information from the contact card.

6. (Optional) Tap the **Close** softkey to return to the list of contacts.

7. After you complete the required changes, tap **Save** to save the changes.

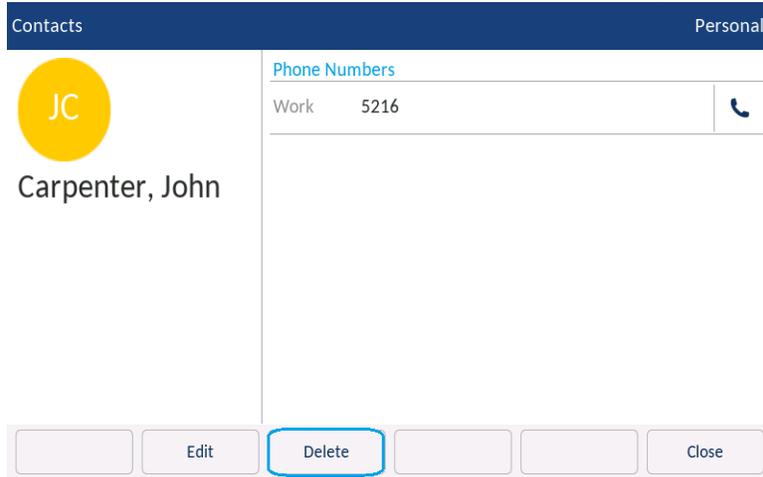
Deleting a contact

To delete contacts from your **Personal** folder:

1. Press the  (**Contacts**) key.

2. (Optional) Tap the search bar, enter the first letters of the contact's name to initiate the search function.

3. Tap to select the applicable contact and tap the **Delete** softkey.



A delete confirmation message appears on screen.

4. Tap the **Delete** softkey to delete the selected contact from your **Personal** folder.

Note: Tap the **Close** softkey to cancel the deletion process.

Configuring programmable keys

Your Mitel 6970 IP phone has 96 (16 visible at one time) programmable, multi-function, self-labelling keys allowing you to program and use up to 96 functions.

If enabled by your System Administrator, you can program or edit the following functions on the programmable keys by pressing and holding the respective programmable key for the configured duration:

- Speed Call
- Phone Lock
- Call Forward Always
- Do Not Disturb
- Account Code Non Verified
- Account Code Verified

Note: Programming keys using the press-and-hold method is dependent on your Class of Service settings defined for your account on the MiVoice Business call server.

Configuring Speed Call keys

The **Speed Call** key allows you to dial a specified number with one tap of the key. **Speed Call** keys can be useful as they can be programmed to dial external numbers, dial directly to another person's extension or quickly access features that use feature access codes. You can also transfer calls to or create conference calls using your Speed Call keys in place of dialing out manually:

To program or edit a **Speed Call** key:

1. Press and hold the applicable programmable key for the configured duration.

The screenshot shows a mobile application interface titled "Programmable Key". On the left, there is a list of options: "Speed Call" (highlighted in blue), "Other Features", and "More ...". On the right, there are input fields for "Label Name" (with a greyed-out text box), "Number" (with an empty text box), and a "Private" checkbox (which is unchecked). At the bottom, there is a row of buttons: "Save", "Backspace", "Pause", "Flash", and "Cancel".

2. In the **Label Name** field, enter a label to apply to the key using the on-screen keyboard.
3. Tap the **Number** field and enter a number using the on-screen keyboard.

4. (Optional) Tap the **Private** checkbox to make the key a **Private Speed Call** key. When a **Private Speed Call** key is tapped, the call is considered private and caller ID information is not displayed in the phone's call history.

5. Tap the **Save** softkey.

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

Settings

The **Settings** menu allows you to customize the phone settings, view network information and configure features. This menu provides a single location to access all your phone settings.

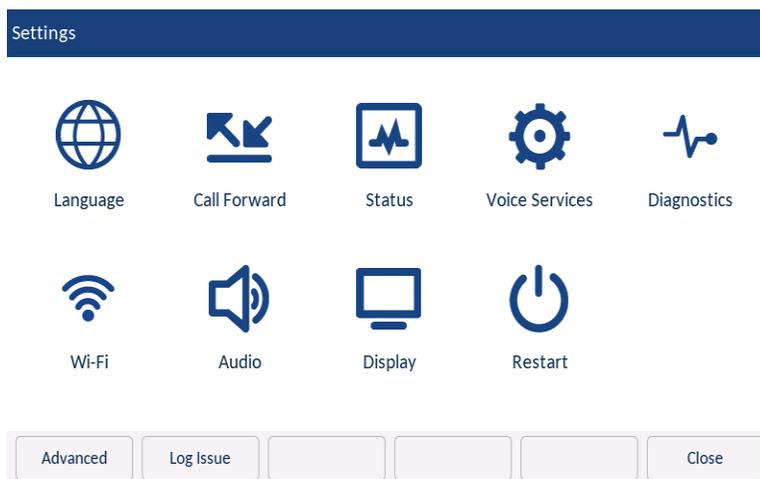
The following phone settings can be accessed through the **Settings** menu:

Icon	Option
	Status
	Language
	Voicemail (available only in the Logged In state)
	Call Forward
	Voice Services
	Diagnostics
	• Audio Diagnostics
	• Ping
	• TCP DUMP
	• DHCP Trace
	Bluetooth (available only in the Logged In state)
	Wi-Fi
	Audio
	• Ring Tones
	• Audio Path
	Display
	Restart

Notes:

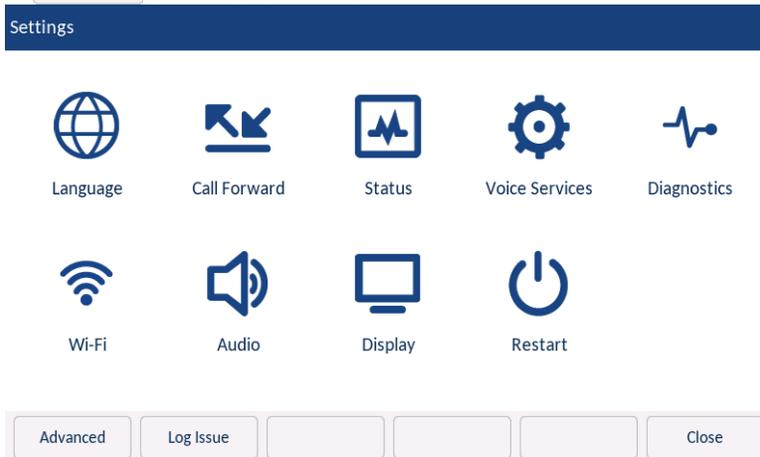
1. The **Settings** menu is different in the Login and Logout modes.
2. The **Advanced** softkey opens the options which are Administrator-level functions only, and are not accessible by the user. These options should only be set up and changed by your System Administrator.
3. The **Log Issue** softkey is used to generate a log file that can help Administrators debug issues. You should only tap this softkey when requested by your System Administrator.

The Settings menu:



Using the Settings menu

1. Tap the **Settings** (**Settings**) softkey on the phone screen to open the **Settings** menu.



2. Tap the applicable icon to open the respective settings menu.
3. Swipe up and down to scroll through available lists and tap an on-screen item to select the item.

4. Use the on-screen keyboard to enter characters.
5. Tap the **Save** softkey to save your changes.
6. Tap the **Close** softkey at any time to exit without saving changes.

Customizing your phone

You can customize your Mitel 6970 IP Conference Phone settings by tapping the  (**Settings**) softkey which opens the **Settings** menu.

The following phone settings can be customized through the **Settings** menu:

- Language ()
- Audio ()
- Display ()

Language

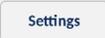
The Mitel 6970 IP Conference Phone supports the following languages:

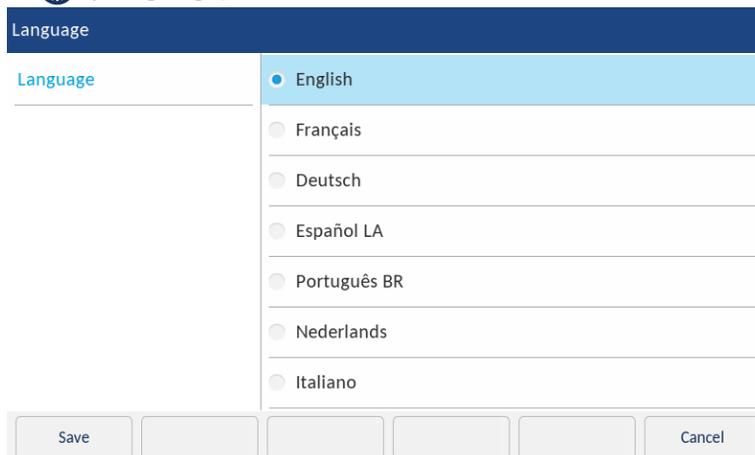
- English
- French
- German
- Spanish
- Spanish (Latin America)
- Portuguese
- Portuguese (Brazil)
- Dutch
- Italian
- Romanian
- Russian
- Swedish
- Polish

When you set the language on the phone, all on-screen text (in idle/call screens, setting menus, and applications) is displayed in the selected language.

Note: Additional languages may be available for selection on your phone depending on the language files available on the MiVoice Business call server. If available, these languages can be used by selecting Local 1 or Local 2 in the **Language** menu.

To change the phone UI language:

1. Tap the  (**Settings**) softkey on the phone screen to open the **Settings** menu.
2. Tap the  (**Language**) icon.



3. Swipe up and down to view the language available for selection.
4. Tap the applicable language.
5. Tap the **Save** softkey to save your changes.

Audio

The **Audio** setting on the Mitel 6970 IP Conference Phone allows you to personalize ring tones.

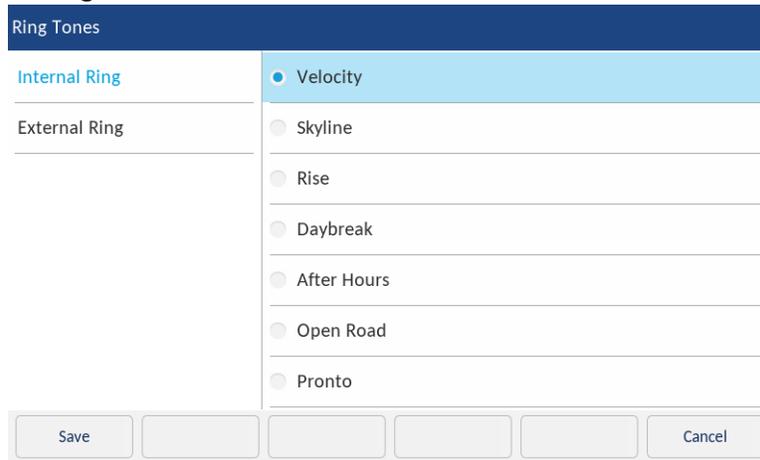
Ring Tones

There are a total of 20 (10 modern and 10 classic) distinct ring tones available for selection on the Mitel 6970 IP Conference Phone. Two different ring tones can be configured for incoming calls from internal numbers versus external numbers.

To configure ringtones for internal and external calls:

1. Tap the  (**Settings**) softkey on the phone screen to open the **Settings** menu.
2. Tap the  (**Audio**) icon.

3. Tap the **Ring Tones** icon.



4. Swipe up and down to scroll through the list of internal ring tones and choose the applicable ring tone.

5. Tap **External Ring**.

6. Swipe up and down to scroll through the list of external ring tones and choose the applicable ring tone.

7. Tap the **Save** softkey to save your changes.

Tip: You can adjust the volume of the ringer by touching the Volume Up / Volume Down touch keys while the ring sound is playing.

Display

The display setting allows you to set the following on your phone:

- **Brightness Settings:**
The **Brightness Level** setting on the Mitel 6970 IP Conference Phone allows you to set the amount of light that illuminates the LCD display.
- **Screen Saver Settings:**
The **Screen Saver Timer** setting allows you to configure the amount of time (from 1 to 240 minutes) the phone must be idle before the screen saver starts. When the specified amount of time expires, a screen saver displaying the date and time and the number of missed calls (if

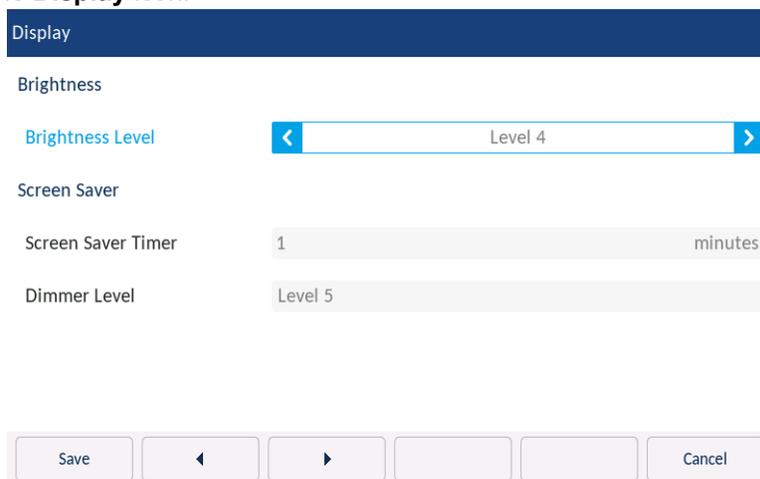
applicable) is displayed on the screen.



The **Dimmer Level** setting defines how brightly you want the screen to be illuminated when the screen saver is displayed.

To configure the display settings:

1. Tap the **Settings** (Settings) softkey on the phone screen to open the **Settings** menu.
2. Tap the **Display** icon.



3. Tap the left and right arrow buttons in the **Brightness Level** field to increase or decrease the intensity of brightness on the LCD (valid values are from Levels 1 (dimkest) to 5 (brightest)).
4. Tap the **Screen Saver Timer** field.
5. Enter a value, in minutes, using the on-screen keyboard. You can set the timer from 1 to 240 minutes. The default is 5 minutes.
6. Tap the **Dimmer Level** field.

7. Tap the left and right arrow buttons in the **Brightness Level** field to increase or decrease the intensity of brightness on the LCD when the screen saver is displayed - valid values are from Levels 0 (LCD off) to 5 (brightest).

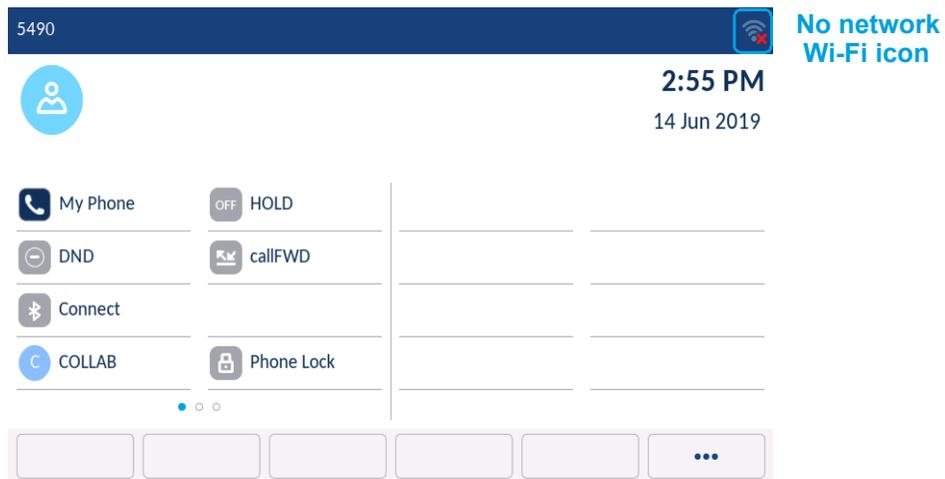
8. Tap the **Save** softkey to save your changes.

Wi-Fi

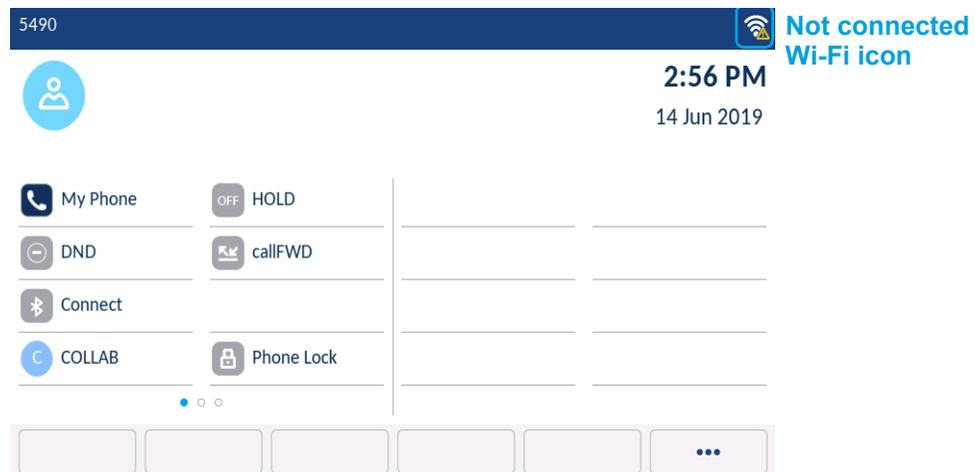
If your phone is connected to the network via Mitel's optional WLAN Adapter Product the **Wi-Fi** option in the **Settings** menu of Mitel 6970 IP Conference Phone will allow you to connect the phone to a Wi-Fi network.

The following describes the three Wi-Fi connectivity states along with the corresponding icons displayed on the status bar:

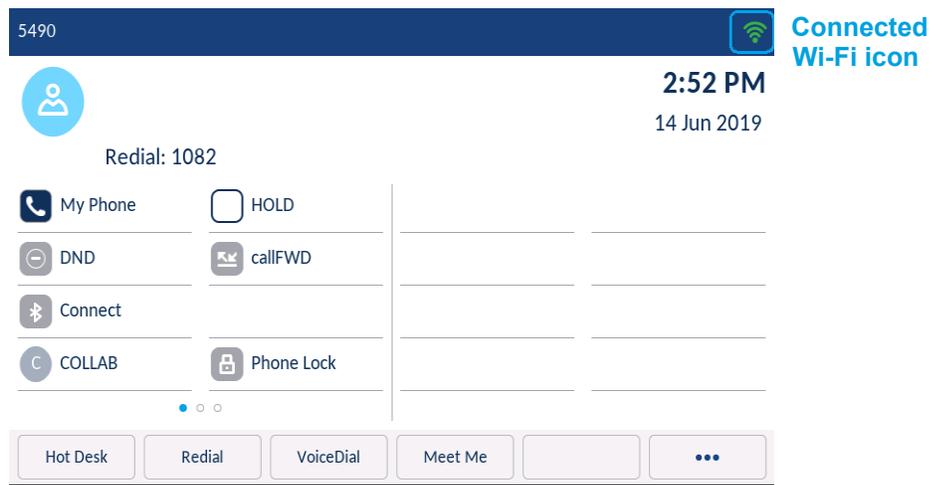
1. No network - The WLAN adapter is not configured or the connected SSID is down.



2. Not Connected - The phone is connected to the WLAN adapter but not connected to MiVoice Business or MiVoice Border Gateway.



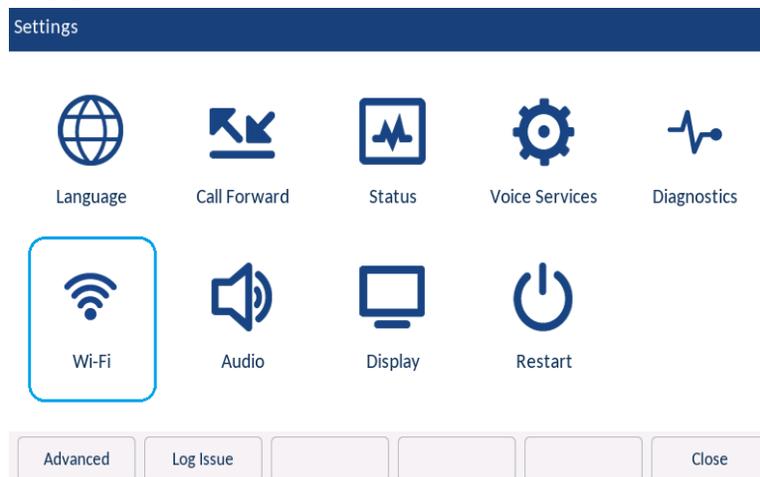
3. Connected - The phone is connected to the WLAN adapter and MiVoice Business or MiVoice Border Gateway.



Connecting to a Wi-Fi network

To connect the phone to a Wi-Fi network, perform the following steps:

1. Tap the **Settings** (Settings) softkey on the phone screen to open the **Settings** menu and tap the **Wi-Fi** icon.



2. Ensure that a WLAN adapter is connected to the phone. The phone displays an error if it is not connected to a WLAN adapter.

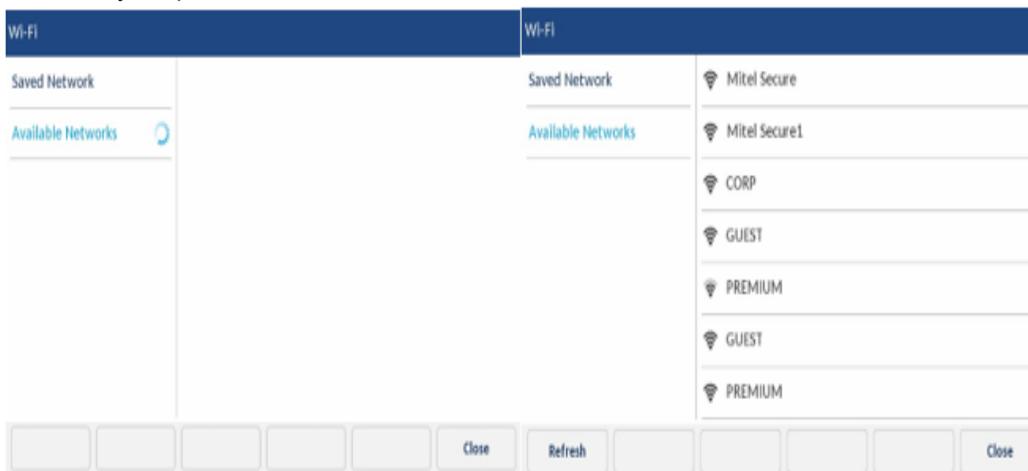


WLAN adapter is not connected



To set up a WLAN adapter, see the *Mitel WLAN Adapter Administration Guide* or contact your system administrator.

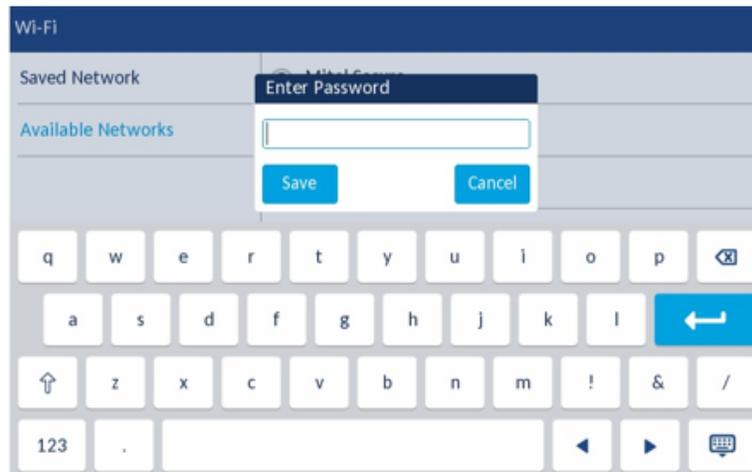
3. If a WLAN adapter is connected to the phone, two sets of **Wi-Fi** menu items are displayed:
 - a. **Saved Network**: Displays the Wi-Fi network currently connected to the phone.
 - b. **Available Networks**: Scans and displays a list of available networks within the range of your phone.



4. Select an SSID (that is, the name of a Wi-Fi network, for example, **Mitel Secure**) from **Available Networks** to connect. If the SSID is secured, a password prompt appears.

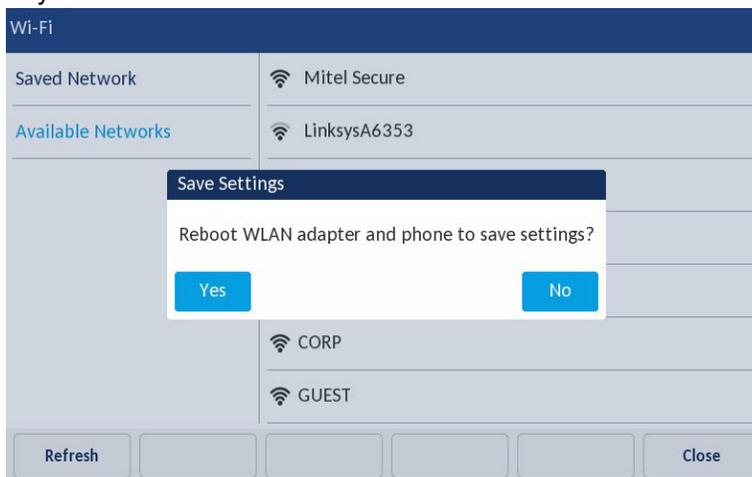
Note: SSIDs with UTF-8 characters are not supported.

5. Enter the password for the network and tap **Save**.

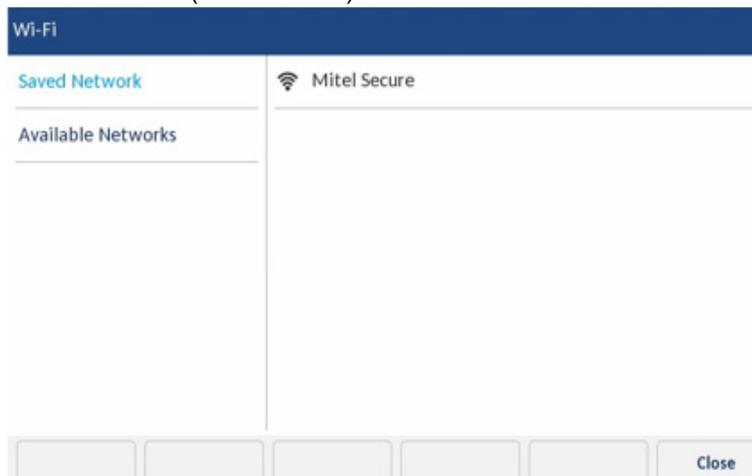


6. If you entered the correct password, the **Save Settings** window appears.

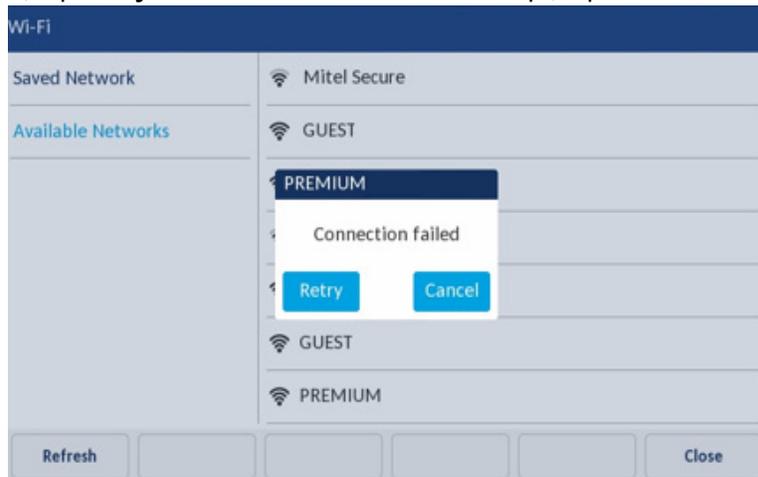
7. Tap **Yes** to save your settings and to reboot the WLAN adapter and the phone. The phone is successfully connected to the network.



8. The connected SSID (Mitel Secure) is listed under **Saved Network**.



9. If the password you entered is incorrect, a **Connection failed** alert appears. To reenter the password, tap **Retry**. To cancel the connection attempt, tap **Cancel**.



Note: If the password that you entered is incorrect, the phone normally displays the option to retry. In some cases, an incorrect password is accepted by the WLAN adapter but on reboot the Wi-Fi application auto pops up if phones fails on DHCP due to misconfiguration. You must enter the correct password again for the SSID.

10. Press **Refresh** to refresh the list of available networks. The phone searches for new networks within its range and updates the list of available networks.

Status

Status provides detailed technical information that is useful to system administrators for troubleshooting issues. You only need to access **Status** if directed to do so by your system administrator.

Call Forward

Call Forward on the Mitel 6970 IP Conference Phone allows incoming calls to be forwarded to another destination. You can enable your calls to be forwarded:

- When your phone is busy (individual settings for internal and external incoming calls).
- When you're not answering the phone (individual settings for internal and incoming calls).
- All the time.

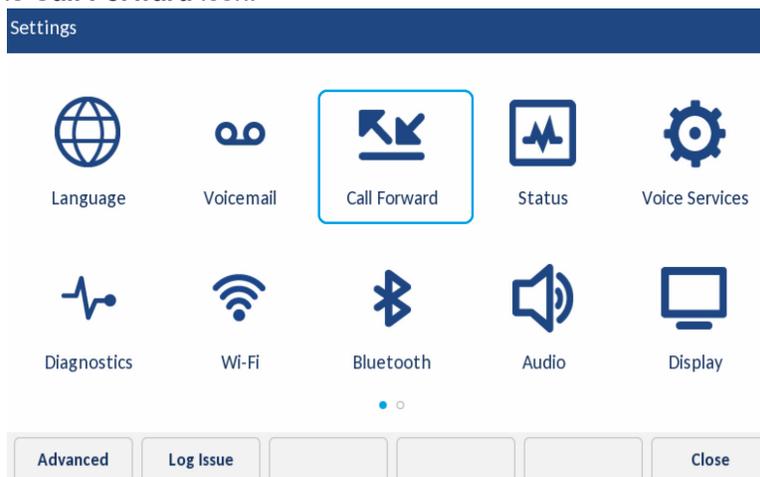
You can enable different call forward modes independently. For example, you can set different phone numbers for Always, Busy Internal, Busy External, No Answer Internal, and No Answer External, and then turn them on/off individually.

Notes:

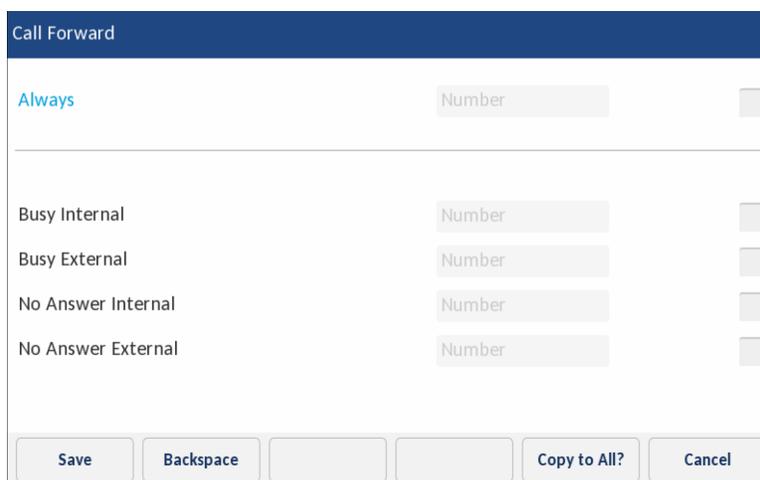
1. A **Call Forward Always** programmable softkey can be created that allows you to quickly enable Always mode without having to enter the **Call Forward** settings menu.
2. If voicemail is enabled, call forwarding numbers may already be defined by your System Administrator.

To configure call forward settings:

1. On the idle **Home** screen, tap the  (**More**) softkey to get to additional options/features.
2. Tap the **Setting** softkey.
3. Tap the **Call Forward** icon.



The phone displays the following **Call Forward** screen:



4. Tap the applicable **Number** input fields and enter forwarding numbers using the dialpad keys for any of the following states:

- **Always:**
Immediately forwards all incoming calls to the specified number.
- **Busy Internal:**
Immediately forwards internal phone calls if your line is busy.
- **Busy External:**
Immediately forwards external phone calls if your line is busy.
- **No Answer Internal:**
Forwards internal phone calls after several rings if you don't answer.
- **No Answer External:**
Forwards external phone calls after several rings if you don't answer.

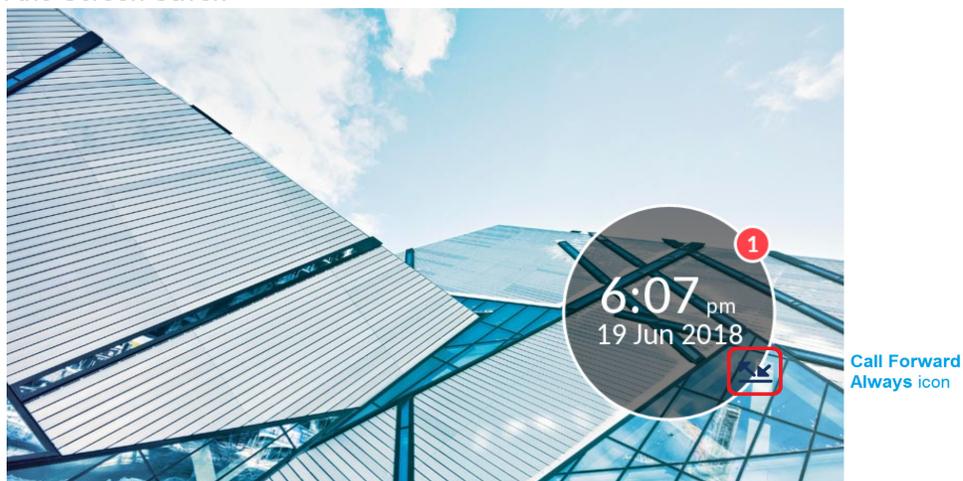
Note: Tapping the **Copy to All?** softkey copies the call forward number of the call forward mode in focus to every call forward mode. For example, if the cursor is on the **Busy Internal** field and the field has a phone number entered, tapping the **Copy to All?** softkey assigns the same phone number to all the other modes as well.

5. Tap the checkbox beside the respective call forward mode you want to use to enable the call forward mode.

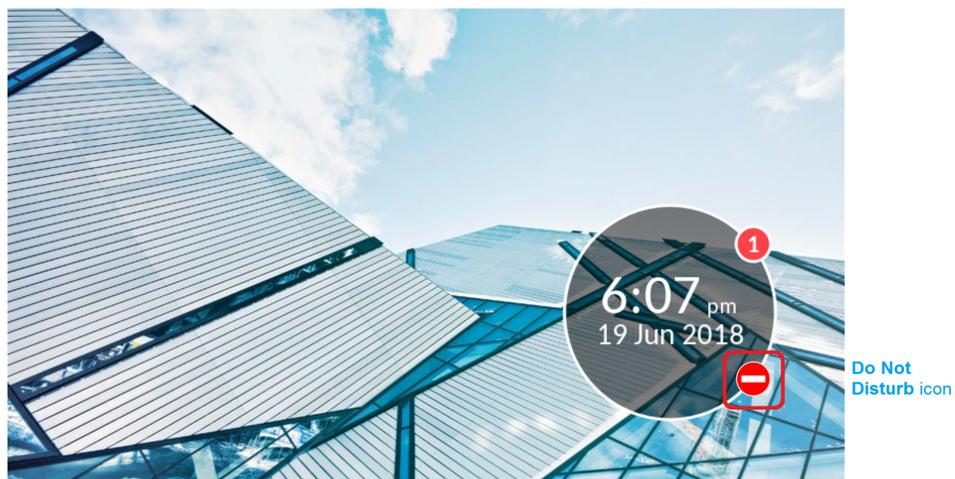
6. Tap the **Save** softkey to save your changes.

Notes:

1. When **Call Forward Always** is enabled, it takes precedence over all other types of call forwarding.
2. If **Call Forward Always** is enabled, then the **Call Forward Always** icon is displayed on the Screen Saver.



3. If both **Call Forward Always** and **DND** are enabled, then the **DND** icon is displayed on the Screen Saver.



Restart

You should only restart your Mitel 6970 IP Conference Phone if directed to do so by your system administrator.

Voice Services

Voice Services should be configured by your System Administrator or under his/her direction. Changing the **Voice Services** settings can have detrimental effects on phone behavior.

Diagnostics

The **Diagnostics** settings should only be used by your System Administrator or under his/her direction.

Hotdesk Users

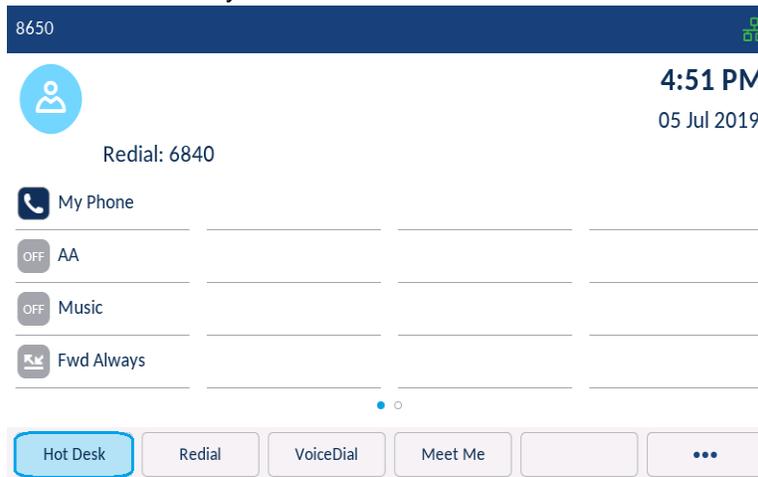
The Mitel 6970 IP Conference Phone supports the MiVoice Business Hotdesk feature. If you are a Hotdesk user, you can log into the Mitel 6970 IP Conference Phone, and it will assume your profile and configured settings. Please refer to the User guide for your 6900 desk phone for more information on the Hotdesk feature.

The following describes the differences that you will observe between the Hotdesk feature on the Mitel 6970 IP Conference Phone and your 6900 desk phone.

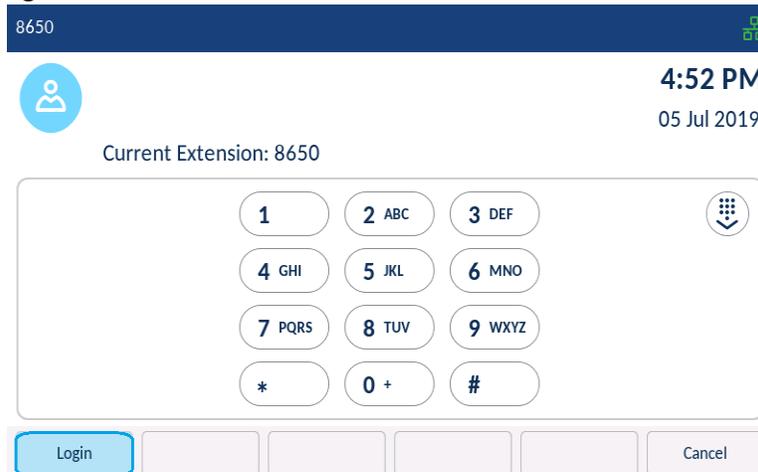
Logging into your Hot Desk Profile

To log in, do the following:

1. Tap the **Hot Desk** softkey.



2. Tap **Login**.

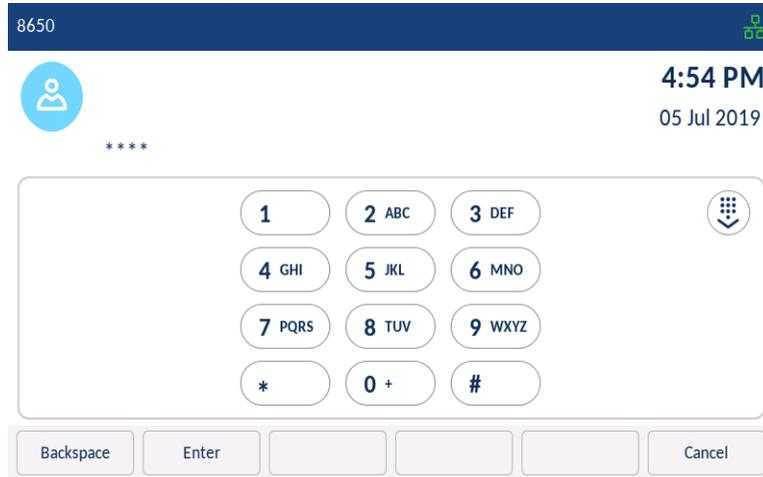


Note that **Current extension** data are not mandatory, and thus the phone might not show it.

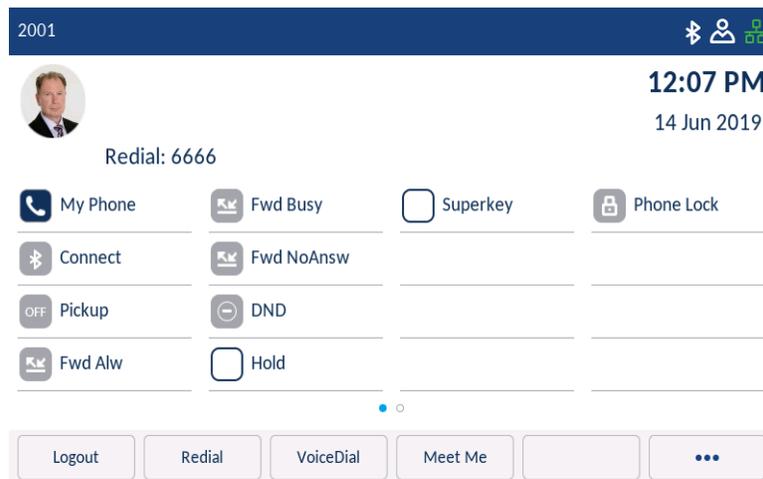
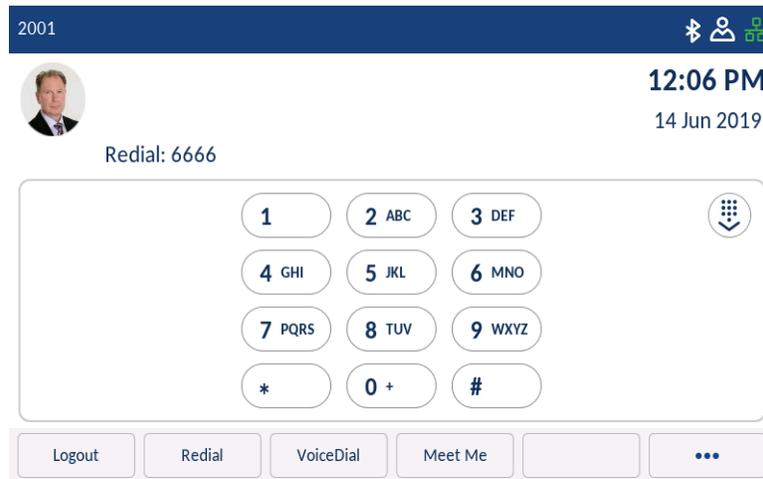
3. Type in your Hotdesk number (login). Use the **Backspace** softkey to correct the number, if needed. Tap **Enter**.



4. Type in the password to your Hotdesk account and tap **Enter**.

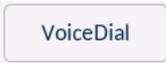
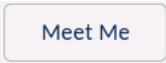


Note that the characters are hidden with asterisks (*) for security reasons.



The phone displays the  (**Hotdesk user**) icon on the Status bar to show that you are logged in.

The following table describes the softkeys appearing on the Home screen in the Hotdesk Logged In state:

Softkey	Description
	To log out from the current phone extension.
	To dial the last dialed number.
	To activate the Voice Dial mode.
	To set a Meet-Me conference call if this feature is configured for you profile.

 To toggle between the first and the second page of softkeys.

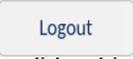
 To access the Settings menu.

 To enter the Call History application.

 To access the Voicemail functionality.

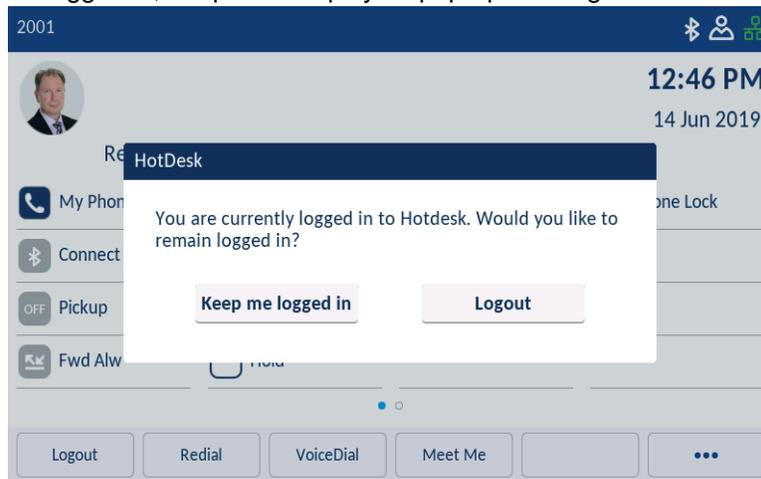
Logging out of the Hot Desk

To log out of the Hot Desk, do the following:

1. On the Home screen, tap the  (**Logout**) softkey, and then tap Logout again on the subsequent screen or Login if you did not intend to log out.

Auto logout on Call Termination

When Hotdesk logged in, the phone displays a pop-up message whenever a call has ended.



Tap the **Keep me logged in** softkey to stay logged in. The pop-up message disappears.

or
Tap the **Logout** softkey to move from Hotdesk Logged In to the Logged Out state. No further confirmation is required.

If you neglect to press either option, the phone will automatically log you out when the pop-up disappears. This is to ensure the privacy of your information in the event you forget to log out while using a Mitel 6970 IP Conference Phone in a meeting room.

MobileLink

The Mitel 6970 IP Conference Phone supports MobileLink, a feature that provides seamless mobile integration using Bluetooth wireless technology. The MobileLink feature is only available on the Mitel 6970 IP Conference Phone when Hotdesk Logged In.

MobileLink highlights include the ability 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.

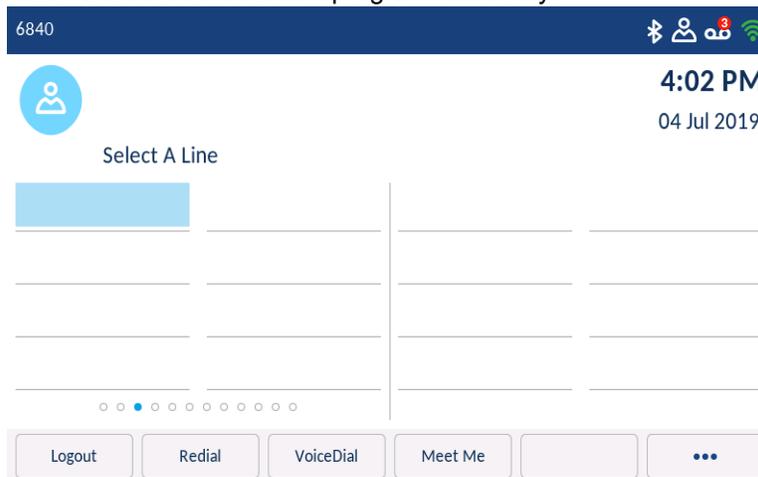
Note: The MobileLink feature is supported only on iOS and Android mobile phones.

The MobileLink feature requires a specific Mobile Line key to be added to the phone. Adding a Mobile Line to the phone is possible via a long key press on a blank programmable key when you are Hotdesk logged in. Please refer to the user guide for your 6900 desk phone to get the detailed information on the MobileLink feature.

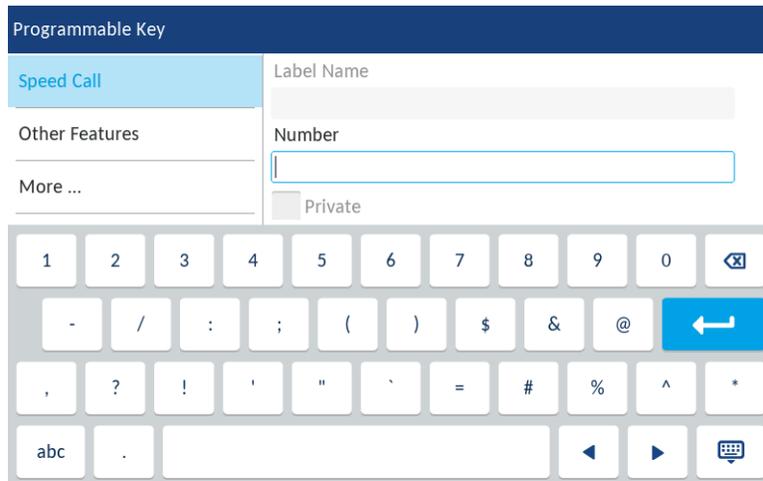
Adding a Mobile Line Key

To add a Mobile Line Key:

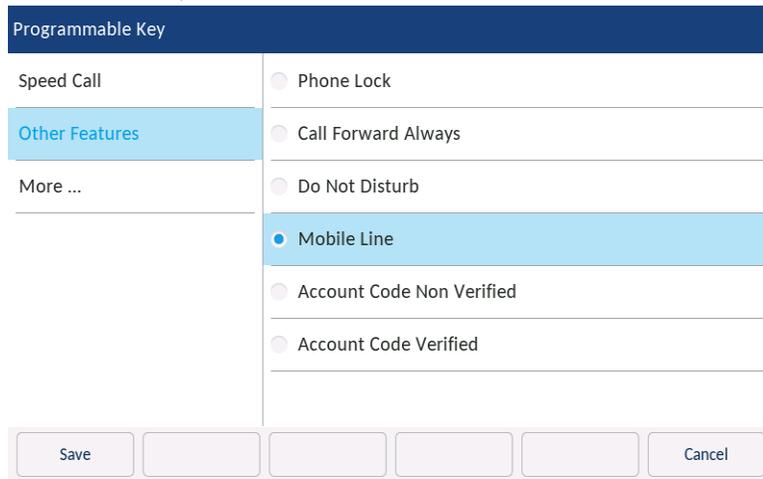
1. Press and hold the desired blank programmable key.



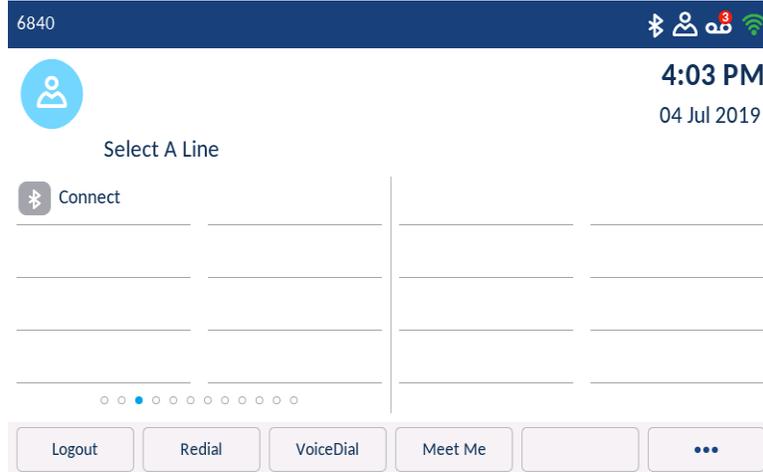
The phone will open the **Programmable Key** menu.



2. Tap **Other Features**, and then select **Mobile Line**.



3. Tap the **Save** softkey. The phone will show a new Mobile Line on the Home screen.



The **Mobile Line** softkey icon changes to reflect the status of the line as per the following table.

Icon	Description
	Indicates the mobile line is connected with a mobile phone and is idle.
	(Blinking) Indicates the mobile line is ringing due to an incoming call on your mobile phone.
	Indicates the mobile line is busy.
	(Blinking) Indicates an ongoing call with active audio on the mobile phone.
	(Blinking) Indicates the call on the mobile line is on hold.
	Indicates the mobile phone is not connected.

Note: For more information about the **MobileLink** feature, see *MiVoice 6940 IP Phone User Guide*. Mobile Link is also described in *Mitel MiVoice 6930 IP Phone User Guide*.

Bluetooth

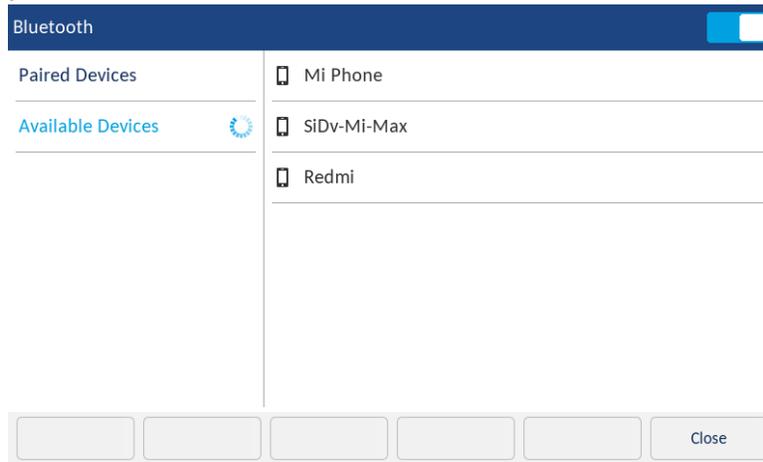
To support MobileLink, Mitel 6970 IP Conference Phone uses Bluetooth wireless technology. The embedded Bluetooth 4.1 enables support of the MobileLink capability.

Using the **Bluetooth** settings menu, you can enable and disable Bluetooth functionality on your phone as required. You can also pair, connect, and unpair a Bluetooth device as applicable.

Notes:

1. The Mitel 6970 IP Conference Phone only allows mobile phones to be paired.
2. Only one mobile phone can be connected at one time. Connecting to a new mobile phone will automatically result in the disconnection of the previously connected mobile phone. If there is no connection to any mobile phone, the phone will actively look for the most recently connected mobile phone and will attempt to automatically reconnect. Manually disconnecting the mobile phone using its native UI will not prevent an automatic reconnection. You must either disconnect using the **Bluetooth** menu on the Mitel 6970 IP Conference Phone, "forget" the mobile phone, or the mobile phone must be out of range to circumvent the auto reconnect process.
3. Attempting to pair and connect using your mobile phone's respective menus may cause connectivity issues. Follow the procedures listed in the sections below to ensure the connectivity of your mobile phone.

When the user logs in to the Mitel 6970 IP Conference Phone, the Bluetooth toggle switch is automatically enabled.



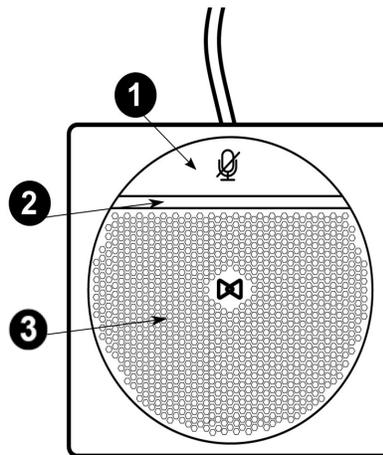
Note: The Mitel 6970 IP Conference Phone supports **Bluetooth** only if the user is in the Hotdesk Logged In state. For more information about Bluetooth, see *MiVoice 6940 IP Phone User Guide*. Bluetooth is also described in *Mitel MiVoice 6930 IP Phone User Guide*.

Accessory support

Corded Extension Microphones

To ensure better coverage in larger meeting rooms, the Mitel 6970 IP Conference Phone supports up to 2 extension microphones. Use of the extension microphone will extend the pick up range of the phone to allow it to be used in large boardrooms.

Each extension microphone has a Mute button **1**, an LED indicator **2**, and the microphone **3**.



LED indicators

The extension microphone LEDs are intended to indicate the state of the call. The indicators are bi-color: green or red. Green shows an active call and red indicates that the active call is muted.

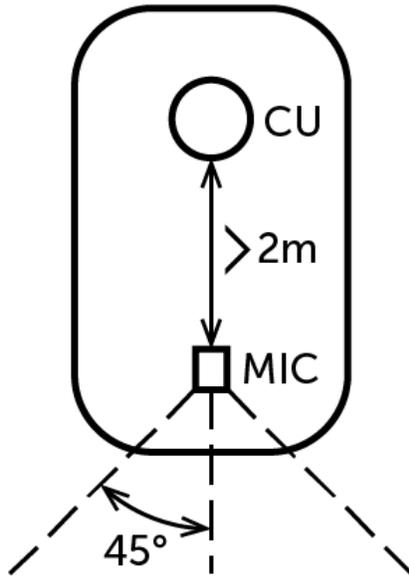
Possible combinations with the phone

The Mitel 6970 IP Conference Phone supports the connection of two external microphones via two connectors in the base of the unit. You can choose to add one or two extension microphones to the phone, however, the microphones are sold in pairs.

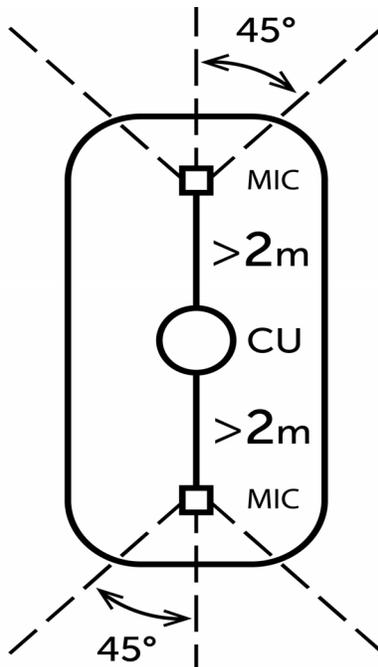
Below are possible placements of the extension microphones showing the angle of the sound coverage for each of the arrangements.

Note: The extension microphone(s) must be placed at least 6.5 ft (2 m) from the main unit for proper operation.

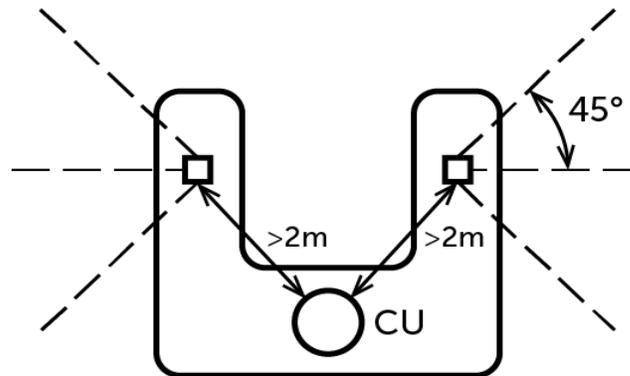
A. Conference table with the conference phone unit (CU) and one extension microphone attached



B. Conference table with the conference phone unit and two extension microphones attached



C. A "horseshoe" conference table with the conference phone unit and two extension microphones attached



The length of the extension microphone cable is up to 8 ft (2.5 m).

Connection of extension microphones

To connect an extension microphone:

1. On the back of the phone, locate one of two Extension Microphone input ports.
2. Carefully insert the extension microphone cable into the Extension Microphone input port.

CAUTION: Plugging anything other than a Mitel extension microphone into the port may cause damage to the conference phone.

Use of corded extension microphones

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

1. Connect the extension microphones as described above.
2. Locate them on the conference table as needed to ensure sound pick up for all the participants of the conference call.

Note: Place the microphones flat on the table at least 6.5 ft (2 m) from the main unit.

3. Answer / make a call.

4. Mute and unmute an active call from the extension microphone by pressing the  (Mute) button on the microphone.

Note: Muting an individual extension microphone mutes the call (i.e. mutes both the extension microphone and the main unit microphones).

For information on muting a call, see [“Muting and unmuting a call”](#) on [page 18](#).

