Mitel 6970 IP Conference Phone - Quick Reference Guide

Getting started

Labels (clockwise from top left): Bluetooth, Extension Number, Hide Dialpad, Mute, Dialpad, Bottom Soft Keys, Volume Down, Volume Up, Mute, Show/Hide Dialpad, Directory, Goodbye, LED Touch Screen, Status Bar, USB 2.0, Active Call/Mute Indicator

12:05 pm
Wed Jul 31

Making a call

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.

Ending a call

Tap the **Drop** 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.

Muting or unmuting a call

There are two Mute keys, one at the top and the other under the LCD touchscreen.

• 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.

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.

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Deafult screen

The **Dialpad** screen is the default screen. Press the **Show/Hide Dialpad** key to switch between the **Dialpad** and **Top** softkeys screens.
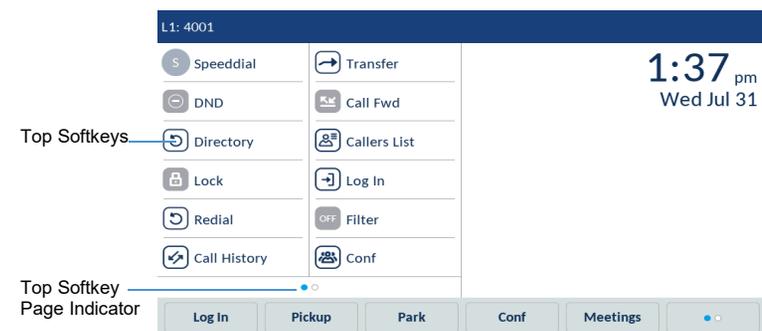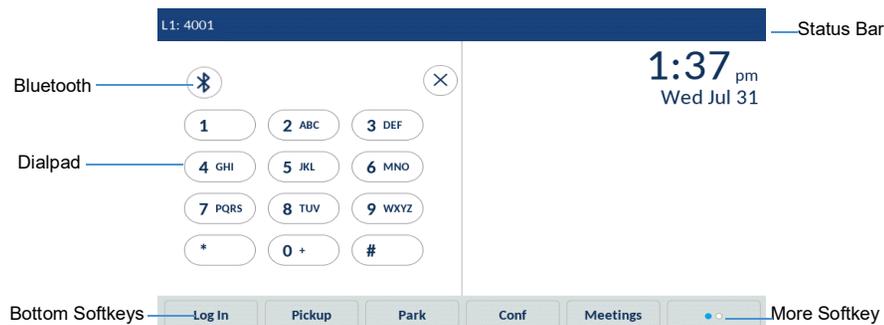
The **More** softkey allows switching between two softkey pages.

The **Settings** softkey provides access to the phones 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 ongoing call to another ongoing call.

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 two active calls and place the transfer recipient's call on hold.

2. Tap the party to whom you want to transfer the active call.

3. Tap the **Xfer** softkey to complete the direct call transfer.

Creating a Conference Call

While on an active call, tap the **Conf** 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** softkey.

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.

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

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Configuring Speed Dial softkey

You can configure **Speed Dial** on your Mitel 6970 IP Conference Phone by pressing and holding a blank top key for a configured duration.

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

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

1. Press and hold a blank softkey to add a **Speed Dial** number or an existing **Speed Dial** softkey to edit it.
2. In the **Label Name** field, enter a label to apply to the softkey 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 softkey that you have programmed with the Speed Dial functionality.

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

Directory

The Directory application provides access to the Corporate Directory and also provides a Personal folder to which users can add contacts.

To use the Directory application:

1. Tap the **Directory** key.
2. Tap the contact folder you want to view.
3. In the **Contacts** folder, search for the contact by entering the name of the contact in the search bar.
4. Tap the **Call** icon against the contact within the search results list to place a call.

To add a new contact to your Personal folder:

1. Tap the **Directory** key.
2. Tap the **Add New** softkey.
3. Fill in the fields using the on-screen keyboard.
4. Tap the **Save** softkey to save the contact to the Personal folder.

Hot Desking

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**.

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

Mitel Web UI

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*.

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Creating a Multi-Party Conference Call

The Mitel 6970 IP Conference Phone supports up to three parties (including yourself) in a conference call.

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

2. Tap the **Conf** softkey.

3. Enter the phone number of Party 3.

4. Wait for Party 3 to answer. When Party 3 answers, you can consult with them before adding them to the conference.

5. Tap the **Conf** softkey again to add Party 3 to the conference. Party 2 and Party 3 will connect with you to form a conference call.

Meetings

The Mitel 6970 IP Conference Phone supports the MiCollab Meeting Center application, which provides a list of the user's scheduled conferences and enables easy one-touch access to conference calls. 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 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.

Note: The MobileLink feature requires a specific Connect softkey to be added to the phone. To add this softkey, contact your System Administrator.

Pairing your Mobile phone:

1. Hot-desk log in to the Mitel 6970 IP Conference Phone.

2. Tap the **Settings** softkey and select the Bluetooth icon.

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 discovered Bluetooth devices.

5. Select your **Mobile Phone** from the list of available Bluetooth devices.

6. Tap **OK** to confirm the connection.

The connected Bluetooth mobile phone is added to the list of Paired Devices and is ready to use. The **Connect** softkey name changes to the name of a paired mobile phone.

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 once 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.

Answering an incoming MobileLink call

When you receive an incoming MobileLink call, the name of the **Connect** softkey changes to the number or the name of the calling contact and the Mobile label appears in the status bar.

Tap the **Answer** softkey **OR**

Tap the **Connect** softkey.

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

- Tap the **Connect** softkey 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.

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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 extension microphone ports.

2. Carefully insert the extension microphone cable into the extension microphone port.

Use of Corded Extension Microphones

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

1. Connect the extension microphones.

2. Place the microphones on the conference table so as 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.

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