Mitel 6970 IP Conference Phone

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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 twelve top softkeys supporting up to 48 functions and six bottom softkeys supporting up to 30 functions.

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.

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.

The Mitel 6970 IP Conference Phone shares many features and characteristics of the Mitel 6940 SIP Phone and has a similar user interface. Users of this document may find the Mitel 6940 SIP Phone User Guide complimentary to this guide.

Supporting documentation

To access phone and system-specific documentation:

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

2. Click **Devices and Accessories > SIP Phones and Peripherals > 6900 Series SIP Phones.**

3. Select the **6900 SIP Phones** category.

4. 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

- Twelve touchscreen top softkeys supporting up to 48 functions and six state-based touchscreen bottom softkeys supporting up to 30 functions

- MobileLink support - seamless mobile integration using Bluetooth wireless technology

- Mitel Wireless LAN Adapter

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* at www.mitel.com/document-center.

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 the Mitel 6970 IP Conference Phone:

Key	Description
	Goodbye key: ends an active call.
	Directory key: displays a list of company contacts. For more information, see "Updating mobile call history and missed calls" on page 75.
	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 23.

Key	Description
	Volume Up, Volume Down - Adjusts the volume for the ringer and the speakerphone. 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.

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 21) 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:
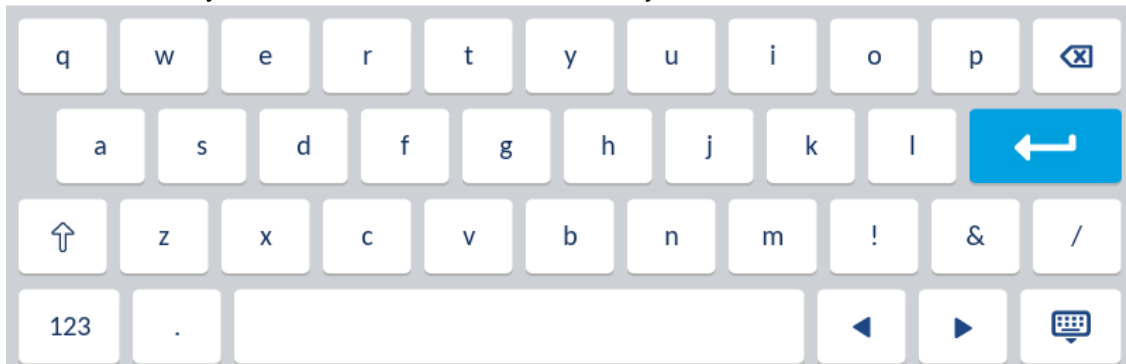
The upper case layout of the on-screen international keyboard is as follows:
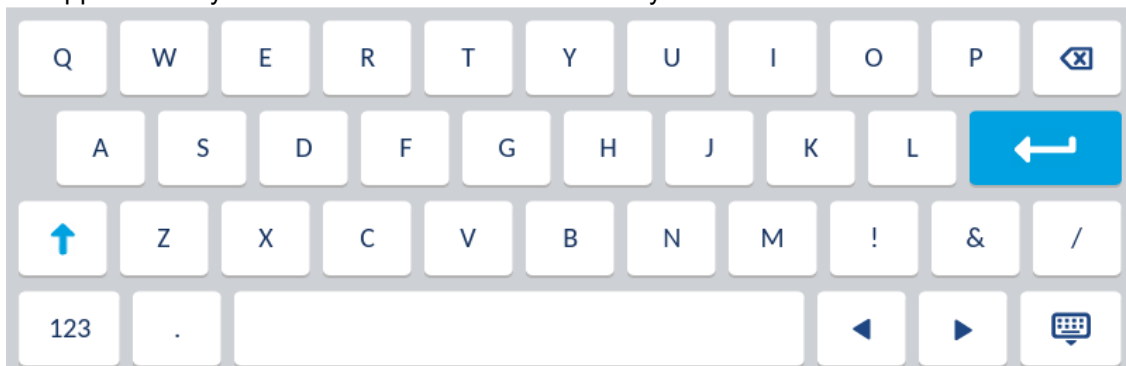
The numeric layout of the on-screen international keyboard is as follows:
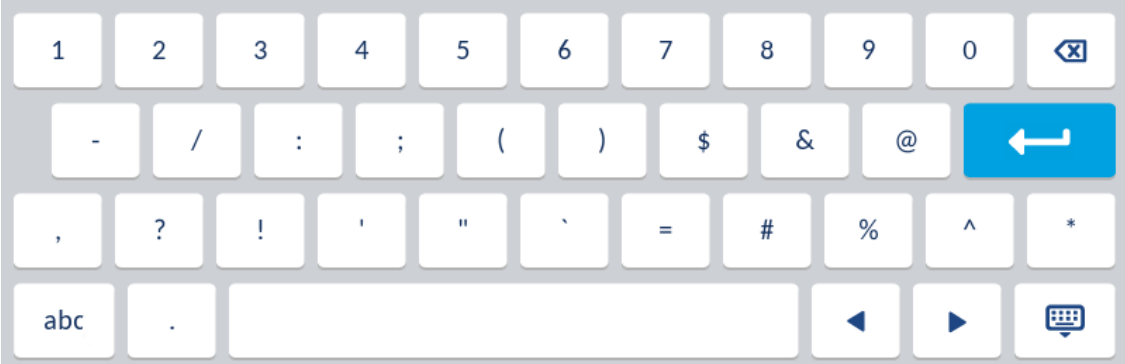
Touch and hold various buttons on the on-screen keyboard to choose diacritical and secondary characters. The diacritical and secondary characters available for the on-screen international keyboard include:

Tap and hold	Available diacritics/secondary characters						
e	è	é	ê	ë	ē	ĕ	ė
u	ù	ú	û	ü			
i	ì	í	î	ï	ī	į	
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						
!	¡						
?	¿						
$	€	£					
(	{	[	<				
)	}	]	>				
`	~						
=	+						
/	|	\					
-	_						

Getting started

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

Voice Services

Voice Services can be configured on Mitel 6970 SIP phones to provide remote workers access to the same rich communication capabilities as provided to in-office workers.

After the initial boot-up of the SIP phone, a **Voice Services** screen auto-prompts the user to select an appropriate service.

The user can select from one of the following service options:

• **MiCloud Connect**

• **MiVoice Connect**

• **Manual Configuration**

• **Manual Software Upgrade**
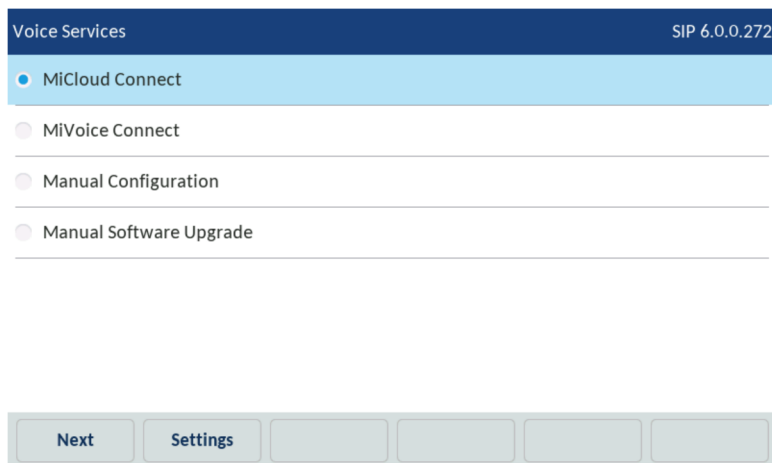
- For MiCloud Connect, enter **User DID** and **Password**.

- For MiVoice Connect in the **Config. Server** field, enter the MiVoice Connect Server IP address.

Or, edit the existing MiVoice Connect Configuration Server address.

- For Manual Configuration, enter information in the following fields:
  - In the **Download Protocol** field, select the protocol for downloading firmware from the server.
  - In the **Primary Server** field, enter the domain name or the IP address of the server.

- In the **Primary TFTP Path** field, enter the name of the folders where the firmware you want to install must be stored.

Configuration Server	
Download Protocol	TFTP ▸
Primary Server	0.0.0.0
Pri TFTP Path	
Use Alt TFTP	☐
Alternate Server	0.0.0.0
Alt TFTP Path	
Save	Cancel

- For Manual Software Upgrade, enter information in the following fields:
  - In the **Download Protocol** field, select the protocol for downloading firmware from the server.
  - In the **Server** field**,** enter the domain name or the IP address of the server.
  - In the **Port** field, enter the server port number that is used for downloading firmware.
  - In the **Path** field, enter the name of the folders where the firmware you want to install must be stored.

Manual Software Upgrade	
Download Protocol	TFTP ▸
TFTP Server	
TFTP Port	
TFTP Path	
Save	Cancel

To view or edit the Voice Services settings on the Mitel 6970 SIP phone:

1. Press the (**Options**) key on the phone to enter the **Options** menu.

2. Tap the **Voice Services** icon.

3. Tap on either of the following and then press the **Next** softkey.
   1. MiCloud Connect

2. MiVoice Connect

4. Make the required changes.

5. Tap the **Save/Register** softkey to save your changes.

UI overview

Navigation

UI navigation is performed using the LCD touchscreen:

- Swipe left and right in the top softkey area to switch top softkey pages.

- Swipe up and down in the various settings menus as well as the **Directory** 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 and Dialpad screen

When the phone has successfully booted up and connected to the network, the phone displays the **Dialpad** screen as a default screen. Once a user has hot-desked into the phone, the default screen becomes the **Home** screen to give instant access to personal speed dials and softkeys.

The **Dialpad** screen displays the following elements in an idle state:

- status bar

- on-screen dialpad

- time and date

- Bluetooth icon

- bottom softkeys
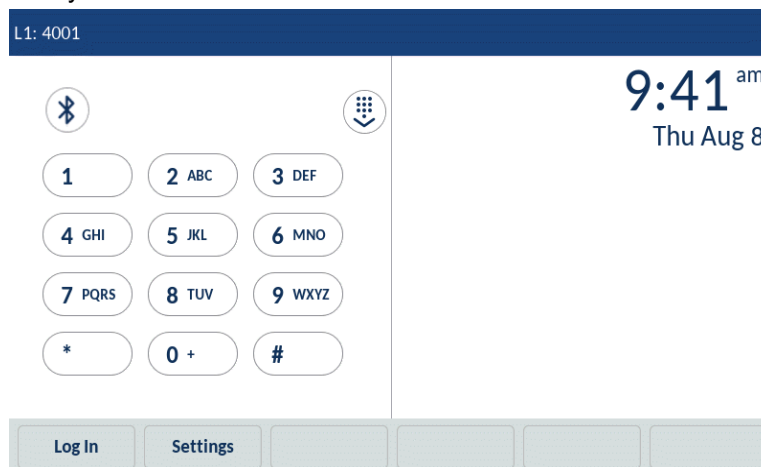
The **Home** screen displays the following elements in an idle state:

• status bar

• time and date

• top softkeys

• bottom softkeys

```
L1: 4001

  S  Speeddial        →  Transfer              9:46 am
  ⊖  DND              ▲  Call Fwd             Thu Aug 8
  ⟳  Directory        ⧉  Callers List
  🔒 Lock             ⊡  Log In
  ⟳  Redial          OFF Filter
  ⤢  Call History     ⧉  Conf
                  ● ○

    Log In      Settings
```
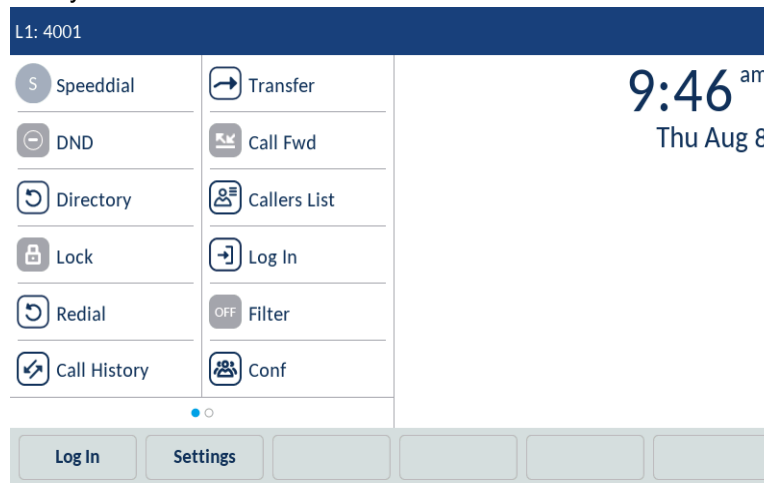
Notes:

1. The default softkeys are configured by your System Administrator and may differ. If you want to add or remove softkeys, contact your System Administrator.

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 **status bar**.

The following table identifies and describes the phone status indicators.

Icon	Description
	Missed Calls - The Missed Calls icon is displayed on the status bar 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, tap the **Call History** softkey.
	Do Not Disturb - The Do Not Disturb (DND) icon is displayed on the status bar 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 softkeys" on page 48.
	Mute - The Mute icon is displayed on the status bar when the Mute key is on. For more information, see "Muting and unmuting a call" on page 23.

Icon	Description
🔒	**Phone Locked** - The lock icon displays on the status bar indicating that the phone is in a locked state preventing the phone from being used.
	For more information, see "Phone Lock" on page 84.
✳	**Bluetooth Enabled** - The Bluetooth Enabled icon displays on the status bar when the Bluetooth functionality has been turned on.
	For more information, see "Bluetooth" on page 64.
📱	**Mobile Phone Connected** - The Mobile Phone Connected icon displays on the status bar when a mobile phone connection has been detected.
	For more information, see "MobileLink" on page 64.

Top and bottom softkeys

Twelve top softkeys supporting up to 48 functions and six bottom softkeys supporting up to 30 functions are accessible on the **Home** screen. You can configure the bottom and top softkeys displayed on the **Home** screen using Web UI if allowed by your system administrator.

The **bottom 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.

The **top softkeys** are displayed on the **Home** screen. If you have 12 or more top softkeys configured, the top softkey page indicators are displayed at the bottom of the screen. These dots indicate the number of the top key pages and the page you are on. The phone supports up to 4 pages of 12 keys. To access additional pages, swipe left or right within the top softkey area.
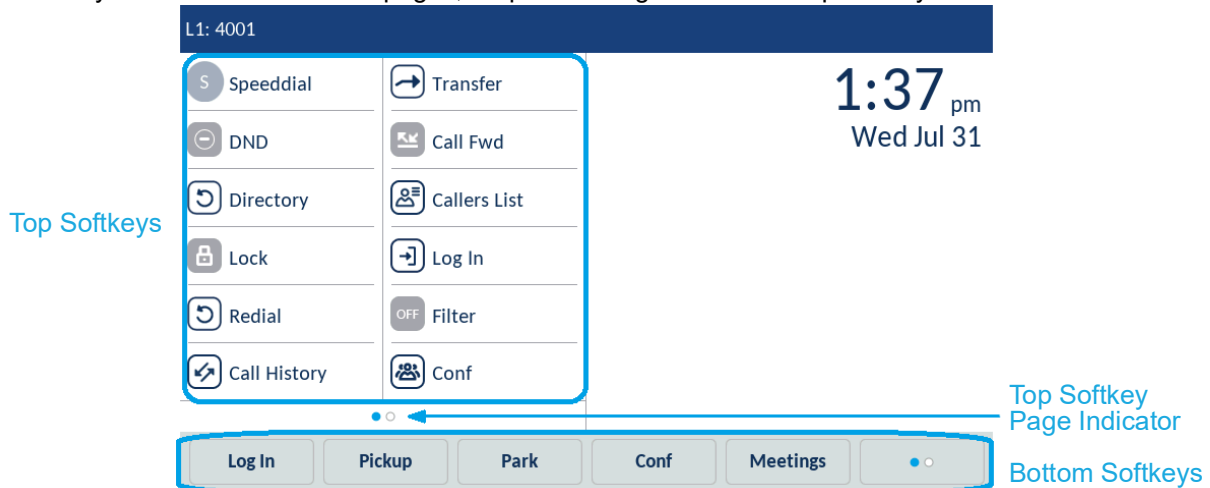
Call screen

During an incoming or an outgoing call and during an active call, all the essential information regarding the call is displayed on the screen, including the caller's avatar, name, number, call duration

timer, and current time and date. The bottom softkeys also change allowing you access to more call handling features (such as **Conf** and **Xfer** during an active call).
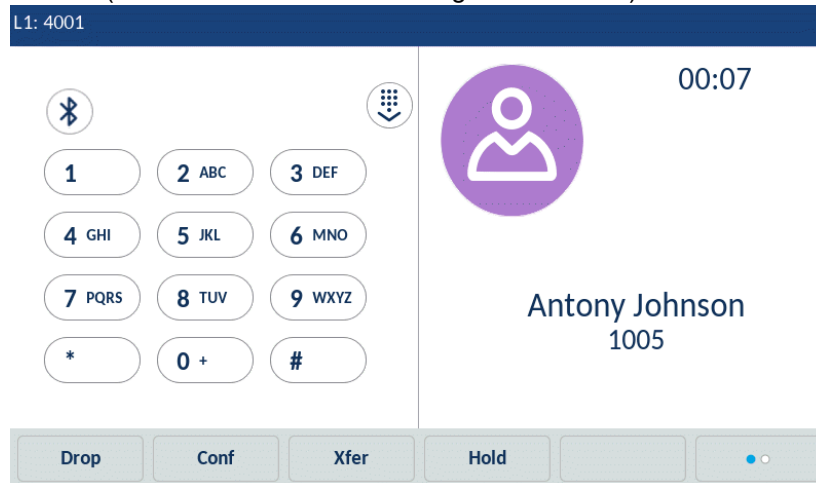
The **Call screen** contains the same information in both Logged Out and Logged In states.

Phone options through the Mitel Web UI

In addition to the IP phone UI options, you can customize options on the IP phone using the Mitel Web UI. In order to access your phone using the Mitel Web UI, you need to know your phone's IP address. To find your IP address, tap Settings > Status > Network. For more details, see "Status" on page 61.

Using the Mitel Web UI

1. Open your web browser, enter the phone's IP address or host name into the address field and press **Enter**.
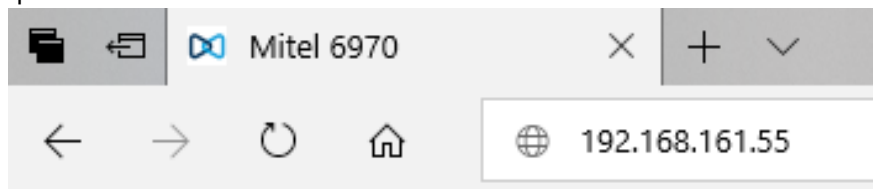
2. At the prompt, enter your username and password and click **Sign in**.

Sign in

http://192.168.161.55

Your connection to this site is not private

Username	
Password	

Sign in   Cancel

Note: For a user, the default username is "user" and the password field is left blank.

The **Status** window displays for the IP phone you are accessing.

Mitel

Status
  System Information
Operation
  User Password
  Phone Lock
  Softkeys and XML
  Keypad Speed Dial
  Directory
  Reset
  Login/Logout
Basic Settings
  Preferences
  Account Configuration
  Custom Ringtones

System Information

Network Status

Attribute	LAN Port
Link State	Up
Negotiation	Auto
Speed	100Mbps
Duplex	Full

Hardware Information

Attribute	Value
MAC Address:	08:00:0F:CC:03:5B
BT MAC Address:	08:00:0F:CC:03:5C
Platform	6970 Rev: 000

Firmware Information

Attribute	Value
Firmware Version	5.1.1.3017
Firmware Release Code	SIP
Date/Time	Oct 14 2019 14:55:23
Boot Version	

SIP Status

Line	SIP Account	Status	Backup Registrar Used?
1	4001@192.168.152.235:5060	Registered	No
2	4001@192.168.152.235:5060	Registered	No

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

The following categories display in the side menu of the Mitel Web UI: **Status, Operation,** and **Basic Settings.**

Category	Description
Status	The **Status** section displays the network status and the MAC address of the IP phone. It also displays hardware and firmware information regarding the IP phone, and information about the SIP account(s) currently configured on the phone. The information in the **Status** window is read-only.

Category	Description
Operation	**User Password** - Allows you to change the user password.
	Phone Lock - Allows you to assign an emergency dial plan to the phone, lock the phone to prevent any changes to the phone and to prevent use of the phone, as well as reset the user password.
	Softkeys and XML - Allows you to configure up to 48 top softkeys and 30 bottom softkeys with functions identified in the list below.
	Available functions for softkeys:
	• None
	• Line
	• Speed Dial
	• Do Not Disturb
	• BLF Privacy
	• BLF
	• BLF/List
	• Auto call distribution
	• Extensible Markup Language (XML)
	• Flash
	• Sprecode
	• Park
	• Pickup
	• Last Call Return
	• Call Forward
	• Speed Dial/Xfer
	• Speed Dial/Conf
	• Speed Dial/MWI
	• Directory
	• Filter
	• Callers List
	• Redial
	• Conference
	• Transfer
	• Intercom (Icom)
	• Phone Lock
	• Paging
	• Login
	• Mobile
	• Discreet Ringing
	• Call History
	• Hold
	• Empty
	Keypad Speed Dial - Allows you to assign a speed dial number to a specific digit on the phone's keypad/dialpad for speed dialing purposes.
	Directory - Allows you to copy the Received Callers List and Local Directory from your IP phone to your PC.
	Reset - Allows you to restart the IP phone when required.

Category	Description
Basic Settings	**Preferences** - Allows you to enable/disable the following: • Local Dial Plan • Send Dial Plan Terminator • Digit Timeout (seconds) • Park Call • Pick Up Parked Call • Display DTMF Digits • Play Call Waiting Tone • Stuttered Dial Tone • XML Beep Support • Status Scroll Delay (seconds) • Switch UI Focus to Ringing Line • Call Hold Reminder During Active Calls • Call Hold Reminder • Call Waiting Tone Period • Preferred line • Preferred line Timeout (seconds) • Goodbye Key Cancels Incoming Call • Message Waiting Indicator Line • DND Key Mode • Call Forward Key Mode This category also allows you to configure: • Outgoing Intercom Settings • Incoming Intercom Call Settings • Group Paging RTP Settings • Key Mapping • Ring Tones (global and per-line basis) • Priority Alerting Settings • Directed Call Pickup Settings • Auto Call Distribution Settings • Time and Date Settings • Language Settings **Account Configuration** - Allows you to configure DND and Call Forward by account. You can have multiple accounts on the 6970. **Custom Ringtones** - Allows you to upload up to 8 custom WAV file ringtones on the phone that can be used as your incoming ring tone. For more information on custom ring tones, see "Installing custom ring tones using the Mitel Web UI" on page 92.

Note: The softkey functions are configured by your System Administrator and can be different from the list above.

Handling calls

This sub-section describes ways to make and answer calls on the 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 **Dialpad** screen, enter the phone number you wish to call using the dial pad.

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

2. Tap the **Dial** softkey and wait for 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.

If the **Live Dialpad** option is on, as soon as you tap the first digit on the dialpad the phone automatically selects the next available line, goes off-hook, and dials as digits are tapped.

Redialing a number

You can redial the most recently dialed number by tapping the **Redial** softkey or selecting from the Call History menu.

   Note: By default, the **Redial** softkey is not configured. If you want to add the Redial softkey, address to yours System Administrator.

   The **Redial** function of the conference phone located in a meeting room can also be disabled by the System Administrator for privacy reasons.

To redial a number:

1. Tap the **Redial** softkey.

2. On the **Call History** menu, select one of the following tabs:

   • All

   • Missed

   • Outgoing

   • Received

3. Tap the (**Call)** softkey next to the number you want to redial.

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.
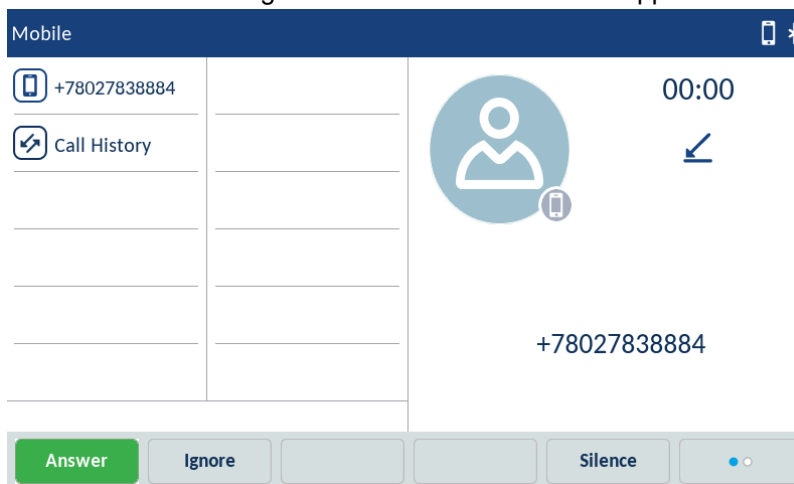
Answering an incoming call

If you see on the phone screen an indication that a contact is calling you and hear a corresponding ring sound, tap the **Answer** softkey to answer the incoming call.

Answering an incoming MobileLink call

You can pair a Bluetooth mobile phone and answer the incoming calls of the paired mobile phone using the MobileLink feature. For more information, see "MobileLink" on page 64.

> **Note:** You can use this procedure only in the Logged in state.

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

To answer an incoming MobileLink call:

1. Tap the **Answer** softkey.
   or
   Tap the **Mobile** softkey.

Ignoring an incoming call

To ignore an incoming call:

Tap the **Ignore** softkey.

or

Press the **Goodbye** key.

> **Note:** To immediately silence the ring tone, tap the **Silence** softkey.

If you ignore an incoming call, the (**Missed calls**) icon with the number of missed calls appears on the **Status** bar.
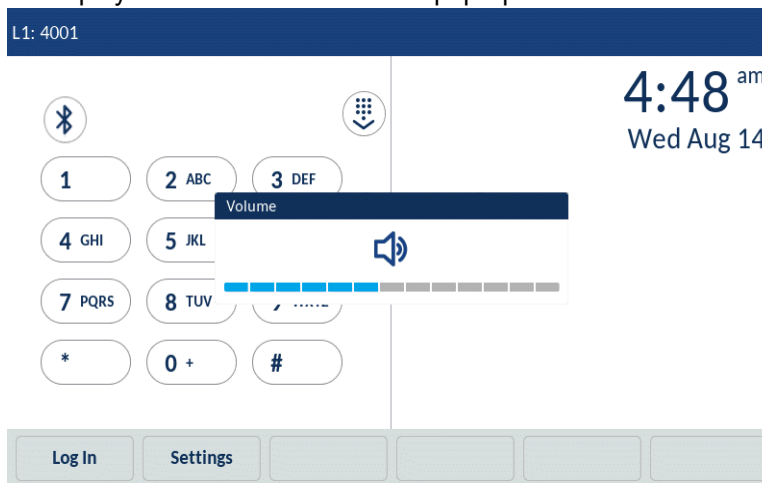
Adjusting the volume

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.

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, and the **Mute** icon appears on the **Status** bar 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 and the **Mute** icon disappears on the **Status** bar.

Transferring calls

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

- **Blind Transfer:**
  A blind transfer is when you transfer a call directly to another extension without consulting with the person receiving the call. To do this, simply complete the transfer immediately after you have entered the number. The call goes directly to the extension or external line you transferred to.

- **Consultative Transfer:**
  You also have the option to consult with the person you are transferring the call to, before you complete the transfer. To do this, simply 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.

- **Direct Transfer:**
  The Mitel 6970 IP Conference Phone provides a convenient direct method of transferring an existing call to another existing call. If you have the transfer recipient on hold on another line, you can simply navigate to the recipient and tap the Xfer softkey and the direct transfer will be performed.

Blind and consultative transferring

1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer..
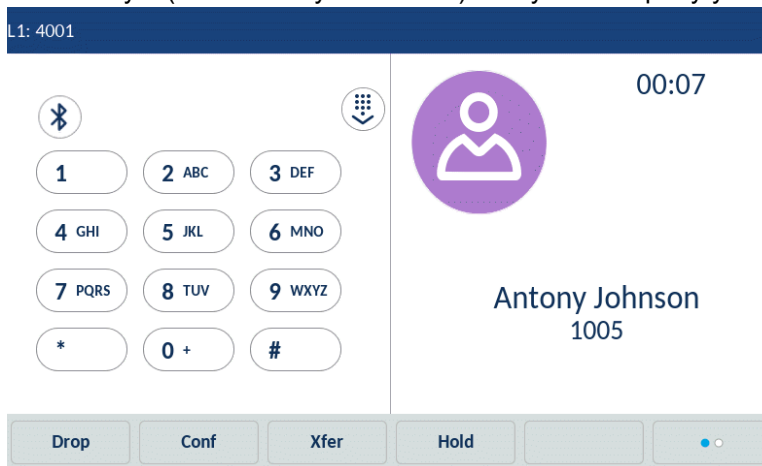
2. Tap the **Xfer** softkey.
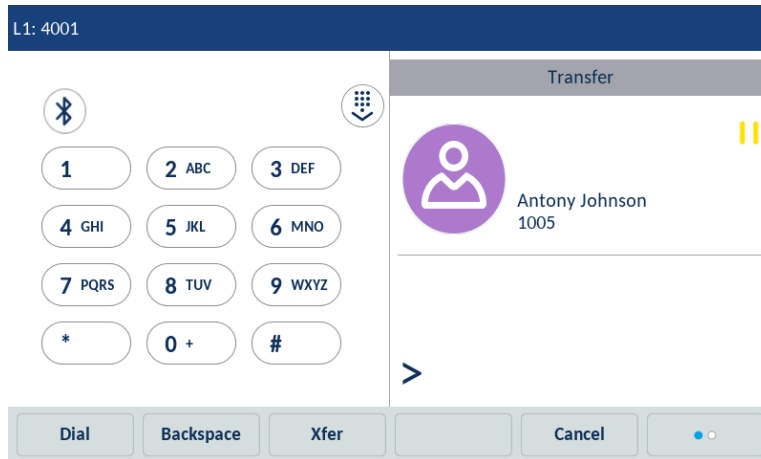
3. Enter the extension number (or the outside number) to Party 2.
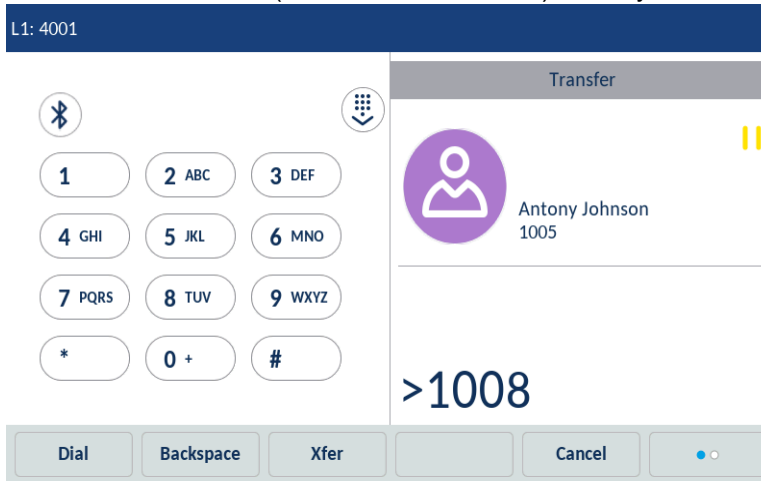
To cancel the transfer you can either tap the **Cancel** softkey or press the [icon] key.

4. Complete either a blind or consultative transfer:

• To complete a blind transfer, tap the Xfer softkey key again before the receiving end answers.

• To complete a consultative transfer, tap Dial and remain on the line to speak with the Party 2, before either tapping the Xfer softkey or pressing the [icon] key to transfer Party 1 to Party 2.

5. When the call is transferred, the phone returns to the **Home** screen.

Transferring an existing call to another existing call

1. Ensure you are on an active call with the party you wish to transfer (the transfer recipient should be placed on hold).

2. Swipe left and right to scroll and tap the party to whom you wish to transfer the active call.
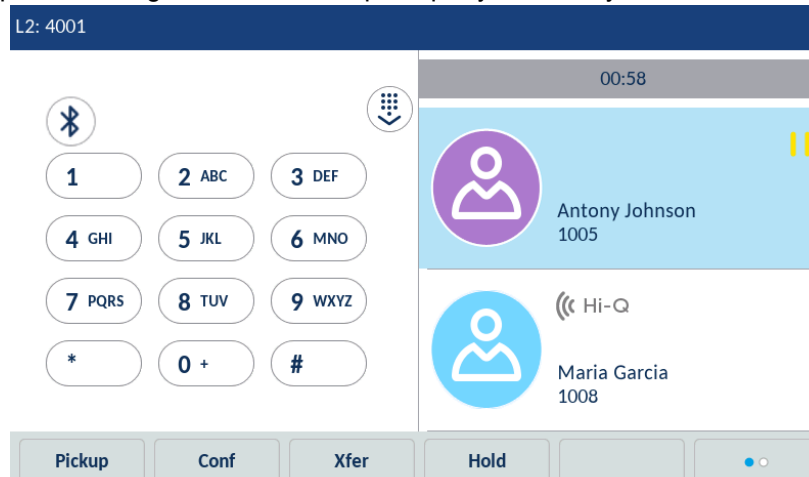
3. Tap the **Xfer** softkey. The active call will be transferred.

Transferring to a contact in the Directory

Users can complete a transfer to a contact in their Local Directory. If a user is in a call and initiates a transfer, they can navigate to the Directory screen and use a softkey configured with Transfer functionality to complete a blind or consultative transfer.

1. Connect to Party 1 (if not already connected). Party 1 is the party you want to transfer.
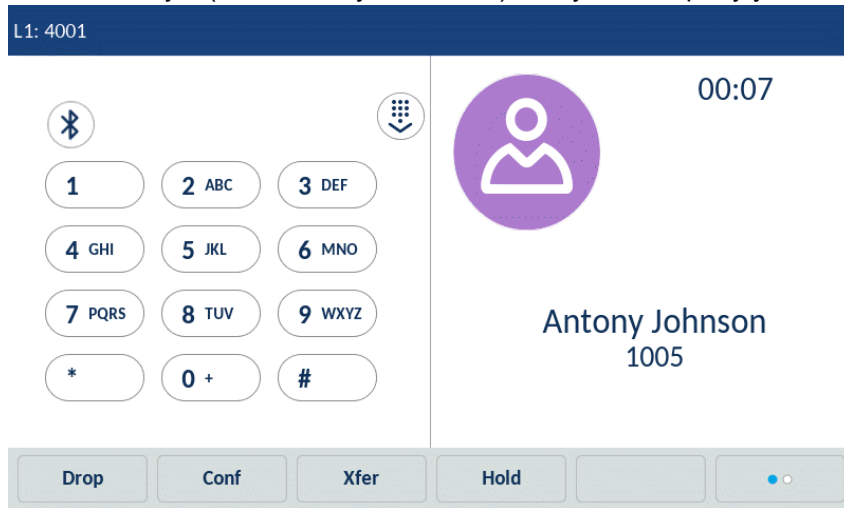
2. Tap the **Xfer** softkey.
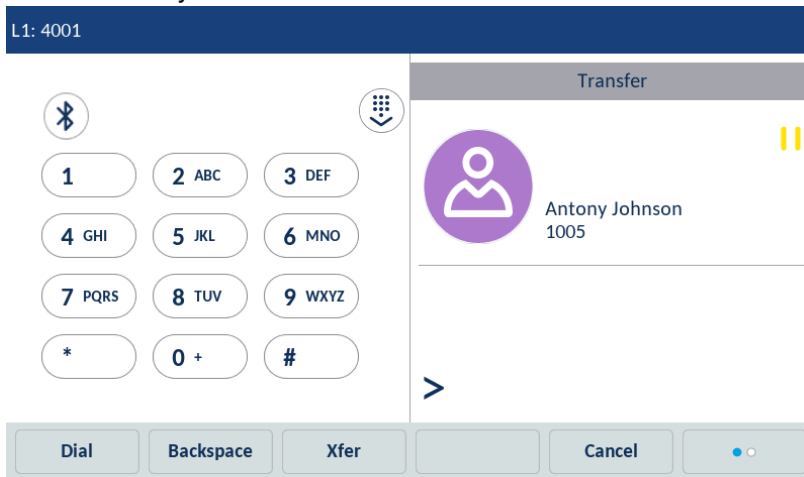
3. Tap the softkey configured for **Directory** functionality and tap a directory entry and then the desired number.

Details	(Local)

Maria Garcia

| Work 1 | | Work | |
| 1008 | L1 | | 🏢 |

Dial	Edit		Delete		Close
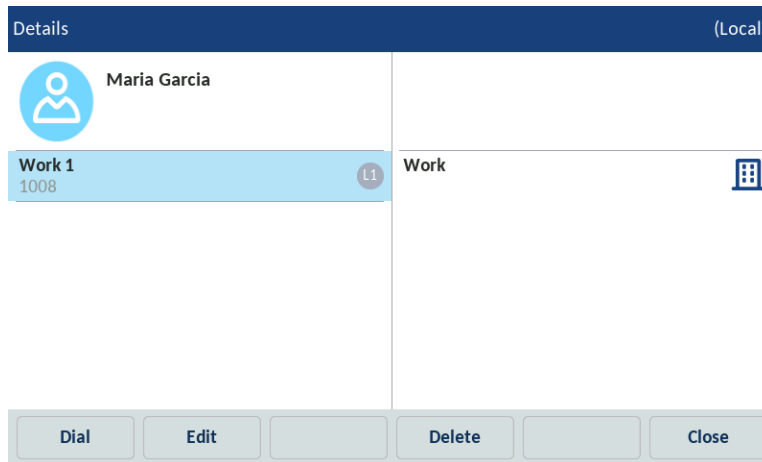
Note: If you have any additional Directory sources configured, you will need to first navigate to the desired Directory folder and then highlight the respective entry or number.

4. Complete either a blind or consultative transfer:

• To complete a blind transfer, tap **Dial** softkey to call the contact and then tap the **Xfer** softkey before the receiving end answers.

•To complete a consultative transfer, tap **Dial** softkey to call the contact. Remain on the line to speak with Party 2 before tapping the **Xfer** softkey again to transfer Party 1 to Party 2.

To cancel the transfer, tap the **Cancel** softkey or press the 📞 (**Goodbye**) key.

Indication of Transferred Calls

When you transfer an active call, the near-end phone displays a Call Transferred screen when a call is transferred and the far-end call is dropped. The figure below illustrates the Call Transferred screen on the Mitel 6970 IP Conference phone.

L1: 4001	

Call Transferred

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

Antony Johnson
1005

Maria Garcia
1008

Log Out	Meetings	Lock			
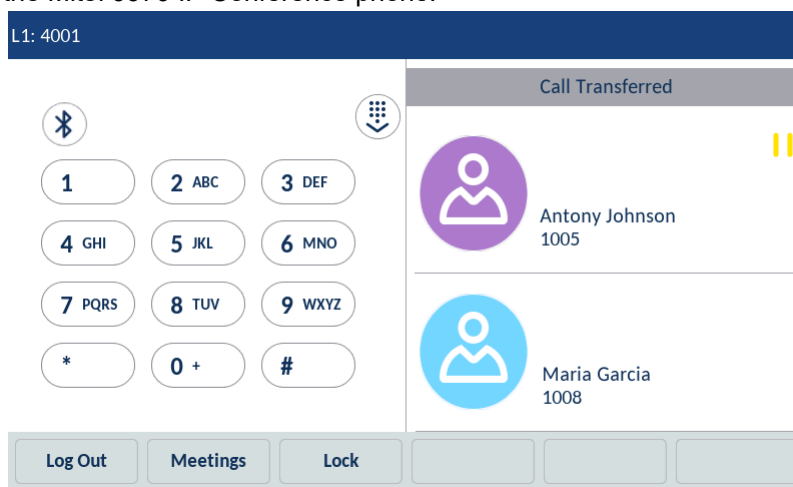
Ending calls

With the call connected, tap the **Drop** softkey, or press the (**Goodbye**) key.

Meetings

The Mitel 6970 IP Conference Phone supports the MiCollab Meeting Center application which is accessed via the Meetings softkey. Tapping 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 scheduled for the user hot-desked into the Mitel 6970 IP Conference Phone or the room the phone is located in.

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.
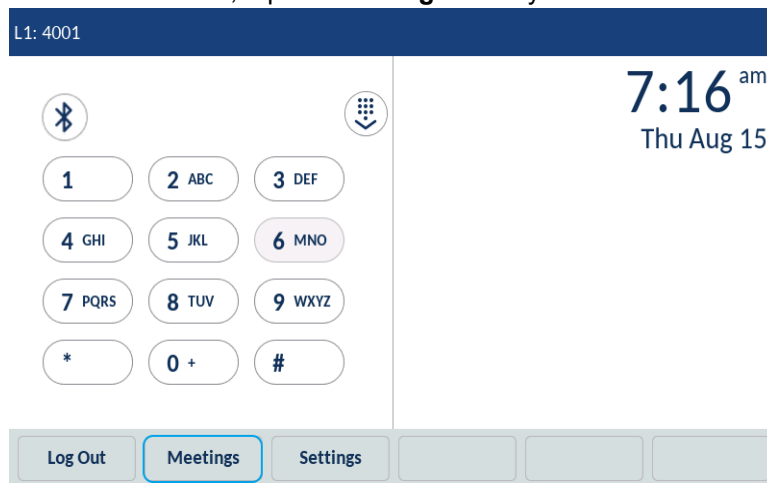
The phone displays a list of meetings scheduled in the room where your Mitel 6970 IP Conference Phone is located.
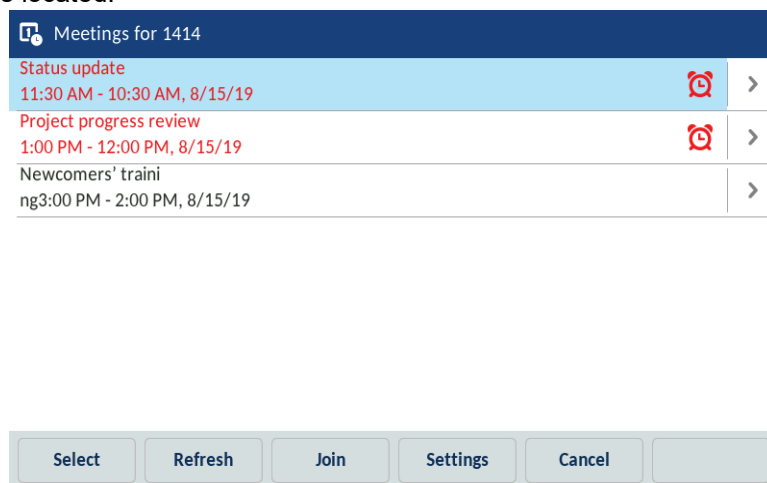
If there are no meetings scheduled for that specific room, the phone shows the following message:

Meetings for 4001

No Meetings found.

| Refresh | Settings | Cancel | | | |

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.

Meeting

Newcomers' training (3:00 PM - 2:00 PM)

main: 9999

toll-free: 4444

extension:

Access code: 0805113

Weblink: https://micollab-sve.merann.ru/call/0805113

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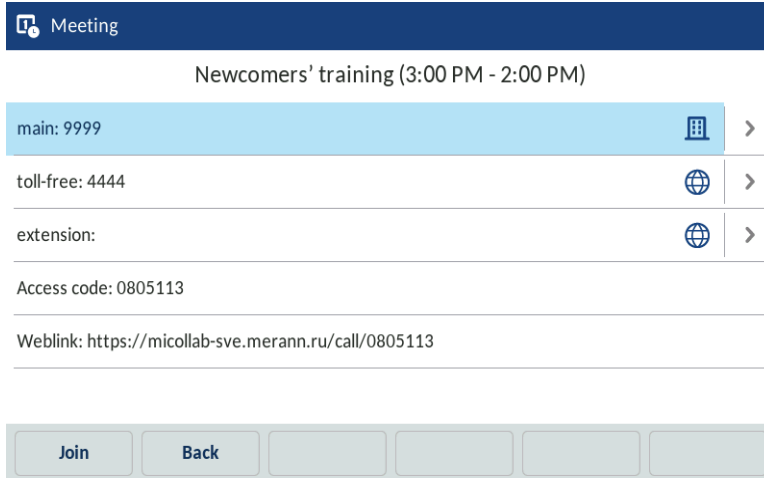
4. (Optional) Tap the **Select** softkey to get the details of the meeting.

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.

📇 Meetings for 1414	
Status update 11:30 AM - 10:30 AM, 8/15/19	⏰ ＞
Project progress review 1:00 PM - 12:00 PM, 8/15/19	⏰ ＞
Newcomers' traini ng3:00 PM - 2:00 PM, 8/15/19	＞

Select	Refresh	Join	Settings	Cancel	

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.

⏰ Current Meeting	
Status update (11:30 AM - 10:30 AM)	
main: 9999	🏢 ＞
toll-free: 4444	🌐 ＞
extension:	🌐 ＞
Access code: 0765221	
Weblink: https://micollab-sve.merann.ru/call/0765221	

Join	Back				
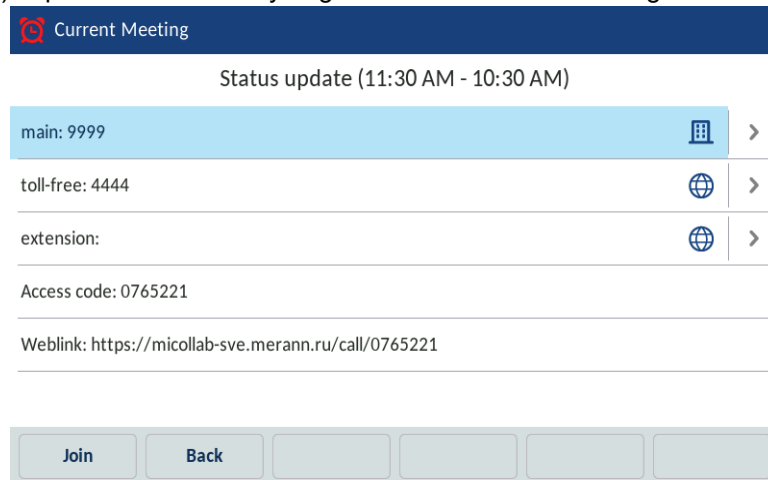
Configuring meeting notifications

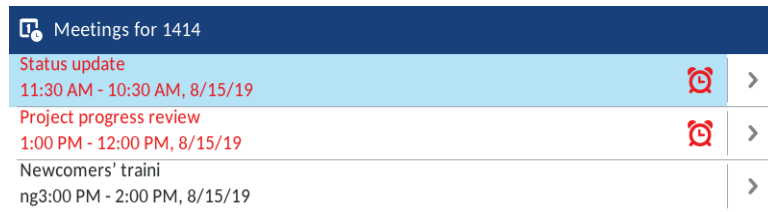The Mitel 6970 IP Conference Phone can remind the user about the meetings scheduled for a specific day. The time for the notification is configured by the System Administrator for the MiCollab Meeting Center application. The user can enable and disable the notifications on the phone by adjusting the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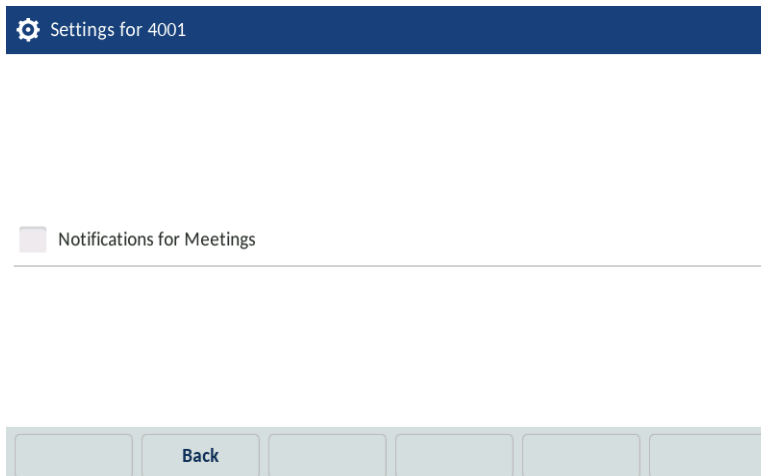
Note: The list of applicable settings is configured by the System Administrator for the MiCollab Meeting Center application.

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.

Conference calls

You can use the **Conf** softkey offered on screen when in a connected call to create conference calls or use a softkey configured with Conference functionality.

Local conferencing

The Mitel 6970 IP Conference Phone supports up to three parties (including yourself) in a conference call. This is called local conferencing and is the default method of conferencing on the 6970.

> **Note:** Your System Administrator can set your **Conference** key to speed dial a specific number. Contact your System Administrator for more information.

Creating a conference call using Local conferencing

Use the following procedure to create a conference call using local conferencing.

1. Ensure you are on an active call with one of the parties with whom you wish to create a conference.
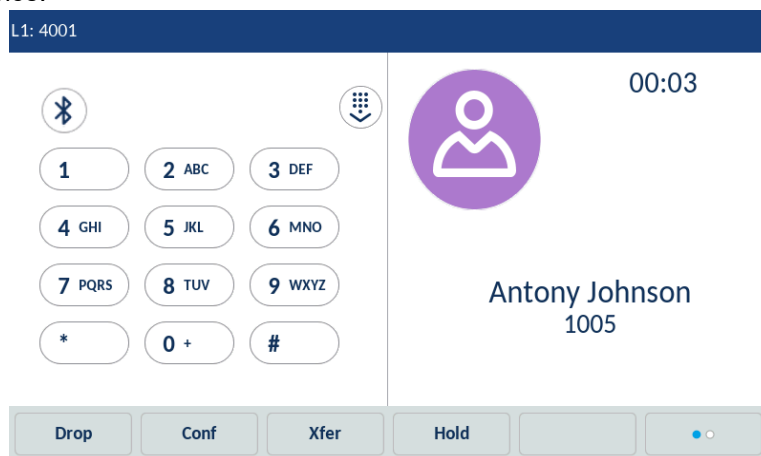
2. Tap the **Conf** softkey.
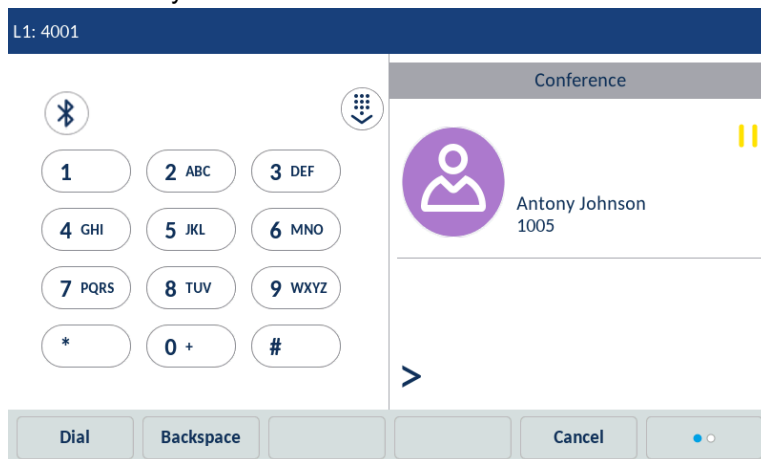
3. Enter the phone number of Party 3.
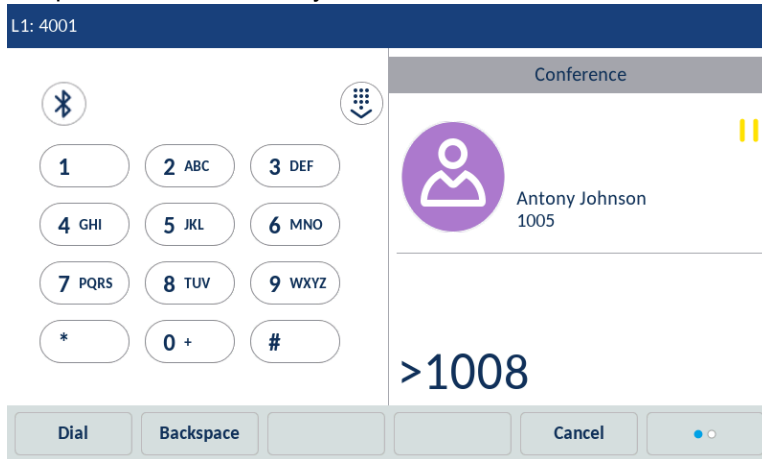
4. Wait for Party 3 to answer. When Party 3 answers, you can consult with them before adding them to the conference.

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.
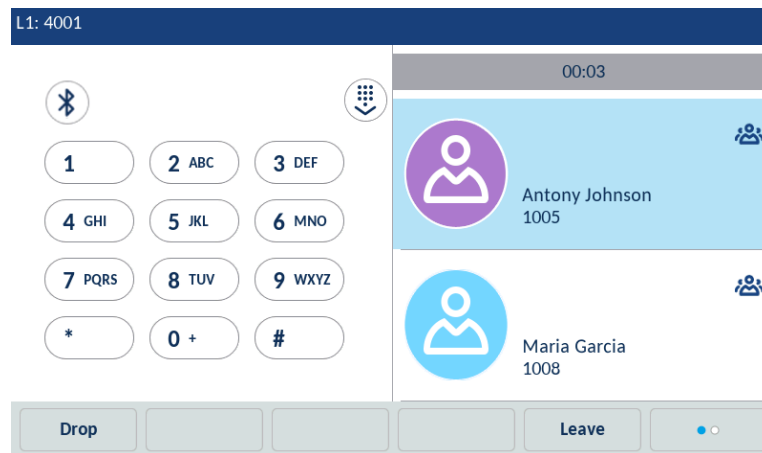
6. To drop a party from the conference, swipe up and down to scroll, tap the desired party, and tap the **Drop** softkey.

Creating a conference call by joining two existing calls

1. Ensure you are on an active call with one of the parties with whom you wish to create a conference (the other party should be placed on hold).

L1: 4001	
	02:20

Antony Johnson
1005

Hi-Q

Maria Garcia
1008

| Drop | Conf | Xfer | Hold | | ● ○ |

Note: Direct conferencing can be performed in either the **Multi-View Call** screen or **Detailed View Call** screen.

2. Swipe left or right to scroll and tap the party you wish to conference in.

L1: 4001	
	02:20

Antony Johnson
1005

Hi-Q

Maria Garcia
1008

| Drop | Conf | Xfer | Hold | | ● ○ |

3. Tap the **Conf** softkey. The two parties will connect with you to form a conference call.
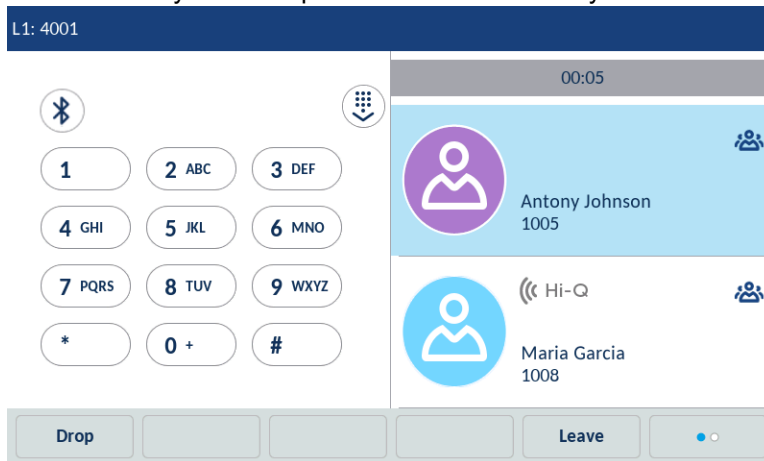
Ending a conference and transferring remaining parties

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

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

Directory

The **Directory** application provides access to your directory. Directory can contain different contact folders. By default, there is only Local contact folder available. The other contact folders, such as Mobile, Corporate or other, must be configured by your System Administrator. The Mitel 6970 IP Conference Phone also supports a localized **Personal** contact folder.

Directory	🔍	
Local ④	**AS** Alex Smith 4005	📞
	AJ Antony Johnson 1005	📞
	JF Julia Fisher 4007	📞
	MG Maria Garcia 1009	📞

| Delete | Add New | | | Quit |
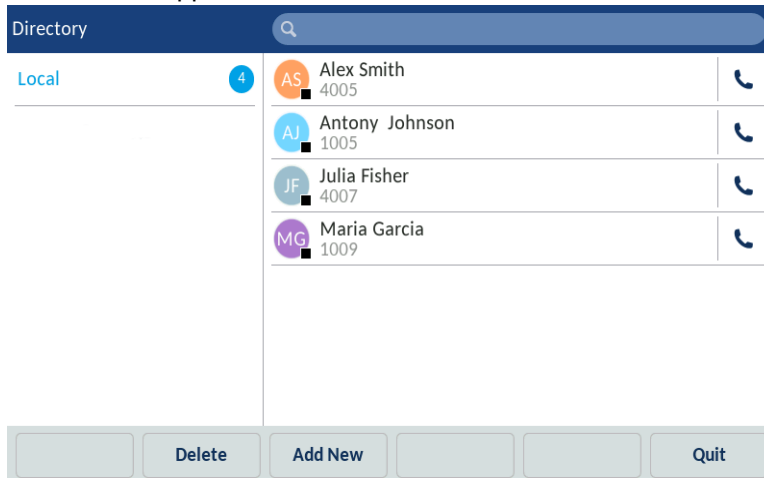
Note: Access to Corporate directories must be set up by your System Administrator.

For more information about the Directory features, see *Mitel 6940 SIP Phone User Guide*.

General functions

Accessing and navigating the **Directory** application

To access and navigate the **Directory** application:

1. Tap the 👤 (**Directory**) key.

2. Tap the contact folder you wish to view.

Note: If the folder you selected is 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 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.
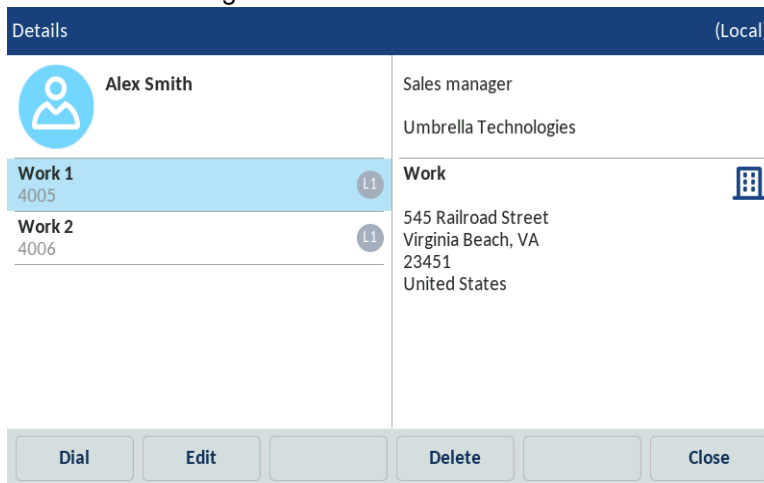
6. Tap the **Dial** softkey.

7. (Optional) Tap the **Close** softkey to exit.

Performing a search

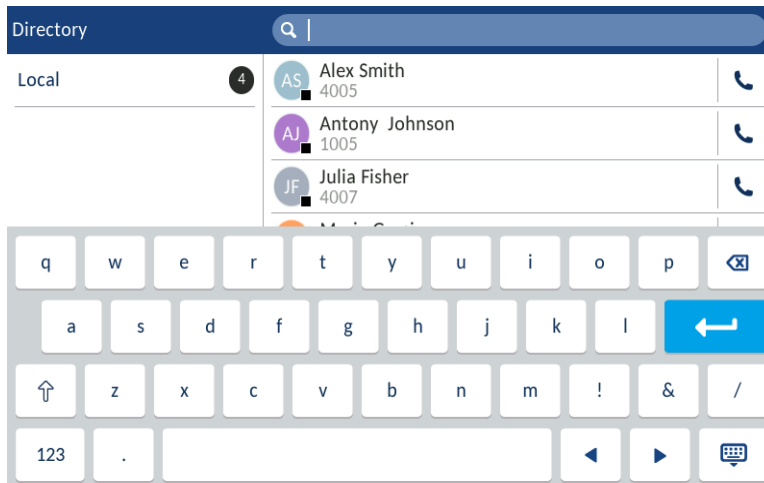Search functionality is applied across all the available and enabled directories. Tapping any dialpad key or tapping the search bar initiates the search. After entering the first few letters of the contacts first name, last name, or company name, you can then quickly select a contact and perform the desired action. If external Directory sources are configured and enabled, you can select a contact

from the consolidated "All" folder to perform an action, or navigate to the contact in the specific Directory folder to perform the desired action.

Note: Depending on how your Administrator has configured the search functionality, you may need to tap a Search softkey in order to execute the search function.

To perform a search:

1. Tap the [icon] (**Directory**) key.
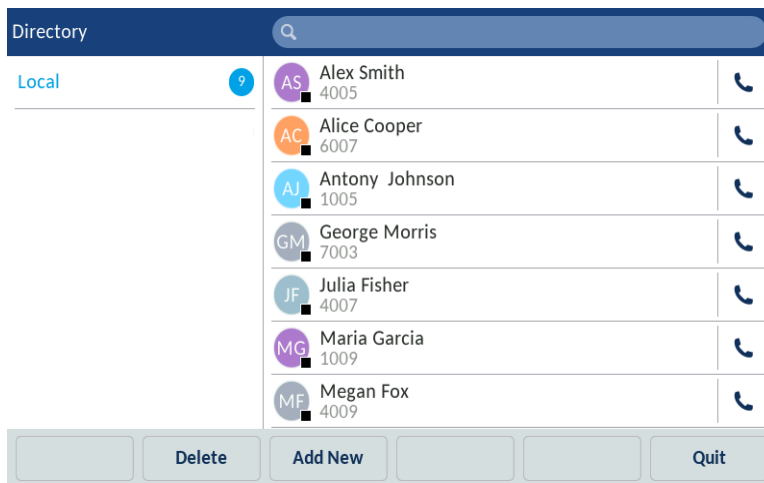
2. Tap the search bar.

The phone displays the on-screen keyboard.
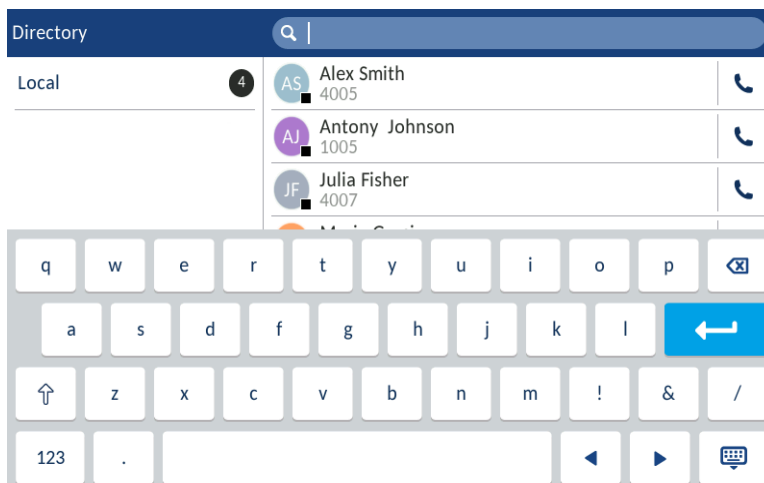
Note: Hide the keyboard by tapping the [icon] (**Keyboard**) icon or clear the search field by tapping the [icon] (Delete) icon.

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 ![Directory icon] (**Directory**) 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. (Optional) If the contact has multiple phone numbers defined, tap the desired number on screen (if no external Directory sources are configured/enabled).

4. Tap the ![Call icon] (**Call**) icon beside the number you wish to dial.

Local Directory features

The internal Local Directory contains the contacts that have been created or copied directly to the phone using the phone UI. If no external directory sources are available, pressing the Directory key will open the Local Directory menu.

From the Local Directory menu, you can search for a contact, place a call to the selected contact, add new contacts to the Local Directory, delete all contacts, delete individual contacts, or edit existing contacts. Users can also view contact details (e.g. title, company name, numbers, work and home addresses, e-mail addresses, etc...).

You can also assign an individual contact ring tone to contacts in your Local Directory. Individual contact ring tones can be used during incoming calls to help you identify the party calling. You can select contact-specific ring tones (from the phone's 15 preloaded as well as the 8 custom ring tones) for respective contacts in your Local Directory, which will be played back when a call from the respective contact is incoming.

Individual contact ring tone support is dependent on the phone's directory lookup functionality. During an incoming call, the Local Directory is examined against the phone number of the incoming call. If a match is found and the contact has an associated contact ring tone, the contact ring tone is played.

If a match is not found or if a contact ring tone is not assigned, the standard ring tone for the line being used to field the incoming call is played.

> **Note:**
> **1.** In instances where a custom ring tone is selected as the individual contact ring tone for a Local Directory contact and subsequently the custom ring tone is deleted, the standard ring tone will be played.
> **2.** Individual contact ring tone support is applicable to the Local Directory only. If you would like to apply a ring tone for a contact in an external directory source (e.g. CSV-based directories, Exchange Contacts, and LDAP directories) or Incoming Callers List/Outgoing Redial List, you must first copy the desired contact to the Local Directory.

Using the IP phone UI you can perform the following actions with regards to the Local Directory:

- Add new contacts to the Local Directory

- Edit entries in the Local Directory

- Delete all entries from the Local Directory

- Delete individual entries from the Local Directory

Note: Up to 1000 Directory contacts can be stored locally on the phone.

Adding a new contact to the Local Directory

To add a new contact to the Local Directory:

1. Press the 👤 (**Directory**) key.

2. If no external sources are configured, tap the **Add New** softkey.
or
If external Directory sources are configured/enabled and if the Local Directory contains contacts, press an entry in the list and tap the **Add New** softkey.

3. In the **Identity** tab, tap the desired field and enter the first name, last name, job title and organization of the contact using the on-screen keyboard.

4. (Optional) Select the **Ring Tone** field and tap the left and right arrow softkeys to select the desired ring tone for the respective contact.

5. In the **Numbers** tab, select the respective field and enter the desired number of the local contact using the on-screen keyboard.

6. (Optional) You can also enter Work Address, Home Address and Email information by selecting the respective tabs.

7. Tap the **Save** softkey to save the contact to the Local Directory.

New Contact		(Local)
Identity	First name	
Numbers	Last Name	
Work Address	Ring Tone	Standard Ring Tone
Home Address	Job Title	
Email	Organization	

| Save | Backspace | ABC ▶ | | | Cancel |

Editing an existing contact

To edit an existing contact in the Local Directory:

1. Press the ⌂ (**Directory**) 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.

Directory	🔍	
Local	4	AS Alex Smith 4005	☎
		AJ Antony Johnson 1005	☎
		JF Julia Fisher 4007	☎
		MG Maria Garcia 1009	☎

| | Delete | Add New | | | Quit |

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

Details	(Local)
Alex Smith	Sales manager
	Umbrella Technologies
Work 1 4005 — L1	**Work**
Work 2 4006 — L1	545 Railroad Street Virginia Beach, VA 23451 United States

Dial	Edit		Delete		Close
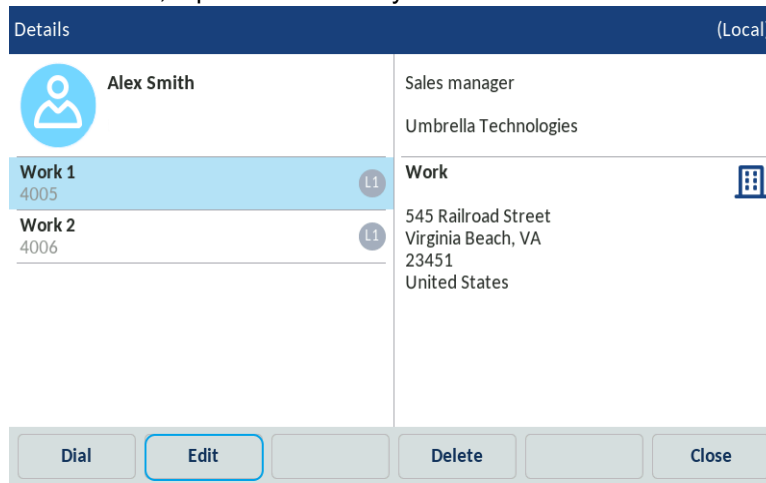
You can edit the following information using the on-screen keyboard:

- Identity

- Numbers

- Work Address

- Home Address

- Email

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 from the Local Directory

To delete contacts from the Local Directory:

1. Press the (**Directory**) 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.

Details	(Local)
Alex Smith	Sales manager
	Umbrella Technologies
Work 1 4005 L1	**Work**
Work 2 4006 L1	545 Railroad Street Virginia Beach, VA 23451 United States

| Dial | Edit | | Delete | | Close |
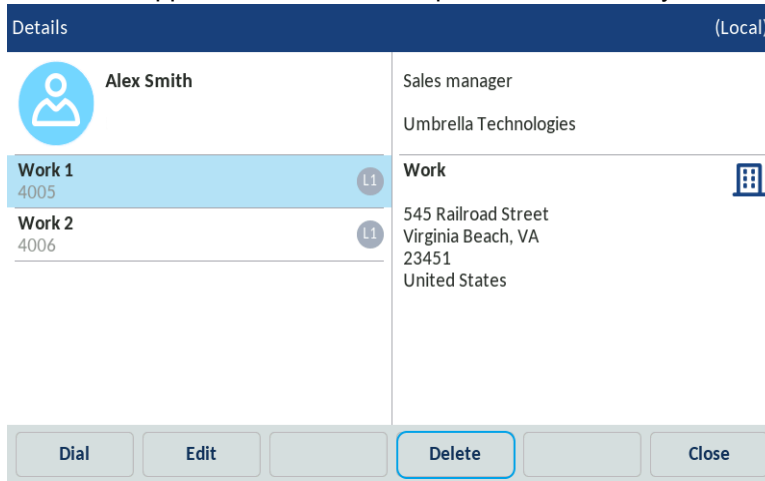
A delete confirmation message appears on the screen.

4. Tap the **Delete** softkey to delete the selected contact from the Local Directory.

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

Deleting all contacts from the Local Directory

To delete all contacts from Local Directory:

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

2. Tap the **Delete** softkey.

Directory	
Local 9	AS Alex Smith 4005
	AC Alice Cooper 6007
	AJ Antony Johnson 1005
	GM George Morris 7003
	JF Julia Fisher 4007
	MG Maria Garcia 1009
	MF Megan Fox 4009

| | Delete | Add New | | | Quit |

A "Delete all entries in Local?" confirmation message appears.

3. Tap the **Delete** softkey again to delete all contacts from Local Direcroty.

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

Downloading the Local Directory to your PC through the Mitel Web UI
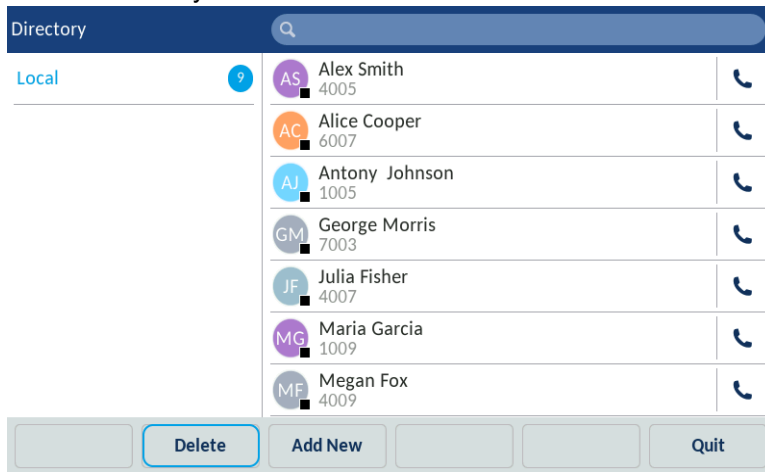
You can download the Local Directory to your PC through the Mitel Web UI. The phone stores the directorylist.csv file to your PC in comma-separated value (CSV) format.

You can use any spreadsheet application to open the file for viewing. The file displays the following items for each Local Directory entry:

• First Name

• Last Name

• Company

• Job Title

• Work Address Street

• Work Address City

• Work Address State/Province

• Work Address Zip/Postal Code

• Work Address Country

• Home Address Street

• Home Address City

• Home Address State/Province

• Home Address Zip/Postal Code

• Home Address Country

• Email1

• Email2

• Email3

• Number of Total Phone Numbers

• Phone Number 1 Type

• Phone Number 1 Line #

• Phone Number 1

• ...

• Phone Number 7 Type

• Phone Number 7 Line #

• Phone Number 7

Downloading the Directory

> 1. Click **Operation** > **Directory**

> 2. In the Directory field, click **Save As...**

A download window displays.

3. Click **OK**.

4. Enter the location on your computer where you want to download the Directory and click **Save**. The *directorylist.csv* file downloads to your computer.

5. Use a spreadsheet application to open and view the *directorylist.csv* file.

Configuring softkeys

Your Mitel 6970 IP phone has 12 multi-function top softkeys and 6 multi-function bottom softkeys:

- 12 top softkeys: programmable non-state-based softkeys (up to 48 programmable functions)

- 6 bottom softkeys: programmable state-based softkeys (up to 30 programmable functions)

You can program or edit the Speed Dial function on the top or bottom softkeys by tapping and holding the respective softkey for the configured duration.

For more information on how to configure the other softkeys through the Mitel Web UI, see the *Mitel 6940 SIP Phone User Guide* or contact your System Administrator.

Configuring Speed Dial softkeys

The **Speed Dial** softkey allows you to dial a specified number with one tap of the key. **Speed Dial** softkeys 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 Dial softkeys in place of dialing out manually.

Press-and-hold to create a Speed Dial

To program or edit a **Speed Dial** softkey:

1. Press and hold the applicable top or bottom softkey for the configured duration.

Speed Dial Edit		
Top Softkey 3		
	Number	
	Line: 1	
Save	Backspace	ABC ▶			Cancel

2. In the **Top Softkey** 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. In the **Line** field select a line to apply to the key.

This is the line that the phone opens to dial the number after you tap the respective **Speed Dial** softkey. By default, the phone uses Line 1 for the **Speed Dial** softkey. If you want to use a different line, tap the left or right arrow buttons to select another line.

5. Tap the **Save** softkey.

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

Creating a Speed Dial softkey using the Mitel Web UI

1. Click **Operation > Softkeys and XML**.

Softkeys Configuration

Bottom Keys	Top Keys			
Key	Type	Label	Value	Line
1	Speeddial	Home	9051234567	1
2	None			1
3	None			1
4	None			1
5	None			1

2. Select from **Key 1** through **Key 48** on the Top keys.

or

Select from **Key 1** through **Key 30** on the Bottom keys.

3. In the **Type** field, select **Speed Dial** to apply to the key.

4. In the **Label** field, enter a label to apply to this key.

5. In the **Value** field, enter the phone number, extension, or speed dial prefix to apply to this key.

If you enter a speed dial prefix, you must enter the + character at the end of the prefix number

(for example, 123456+).

6. In the **Line** field, select a line to apply to this key. Valid values are **1** through **24**.

7. (Only for the Bottom softkeys) In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

8. Click **Save Settings**.

Creating Dialpad Speed Dial softkeys using the Mitel Web UI

1. Click **Operation > Keypad Speed Dial**.

Keypad Speed Dial

Key	Value	Line
1	9051234567	1
2		1
3		1
4		1
5		1
6		1
7		1
8		1
9		1

Save Settings

2. Select a key from **1** through **9**.

3. In the input box, enter the phone number, extension, or speed dial prefix to apply to this digit key. If you enter a speed dial prefix, you must enter the + character at the end of the prefix number (for example, 123456+).

4. In the **Line** field, select a line for which to apply the speed dial to. Valid values are **1** through **24**.

5. Click **Save Settings**.

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
⊕	Language
🗓	Time and Date
⚙	• Settings
🌐	• Time Zone
📝	• Set Date and Time
📊	Status
✳	Bluetooth
👤	Directory
↘↙	Call Forward
🔒	Lock
⚙	• Settings
⚷	• Password
🔐	• Phone Lock
〜	Diagnostics
🔊	Audio
🔊	• Audio Mode
🎵	• Ring Tones
🎵	• Tone Set
🖥	Display

| Icon	Option
	Dialing
	• Live Dialpad
	• Speed Dial Edit
	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.

To use the Settings menu:

1. Tap the **Settings** softkey on the phone screen to open the **Settings** menu.
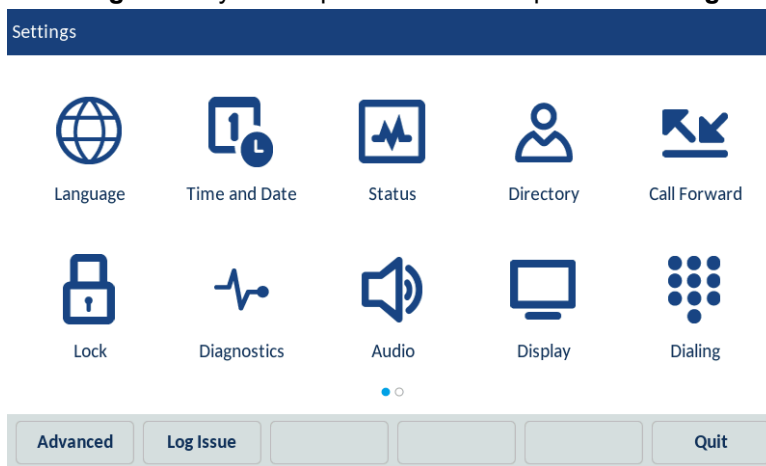
2. Tap the applicable icon to open the respective settings menu.

3. Swipe left and right 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 **Quit** softkey at any time to exit without saving changes.

Language

You can customize the screen and the input language of the phone.

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.

The Mitel 6970 IP Conference Phone also supports text and character inputs in various languages. Inputting textual or character information into the IP phone UI can be done using the dialpad on the phone or by using the on-screen keyboard.

The Mitel 6970 IP Conference Phone provides on-screen international (QWERTY), French (AZERTY), German (QWERTZ), Russian, and Greek keyboard layouts.You can configure the Input Language feature using the Mitel Web UI or the IP phone UI.

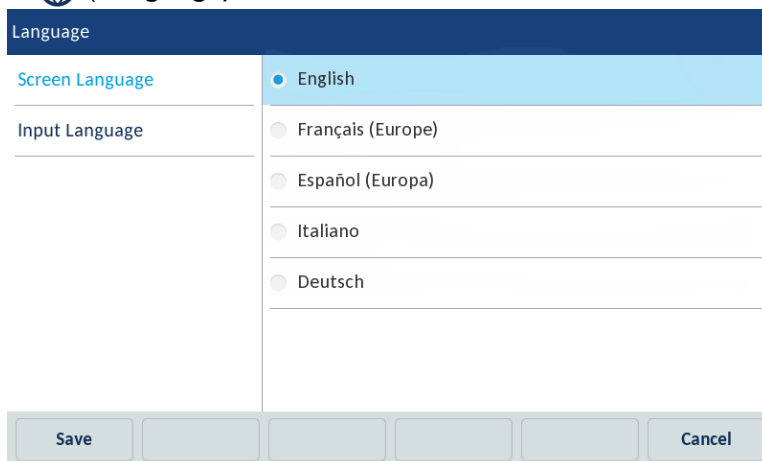## Specifying the screen Language to Use using the IP Phone UI

The Mitel 6970 IP Conference Phone supports the following screen languages:

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

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.

Language	
Screen Language	● English
Input Language	○ Français (Europe)
	○ Español (Europa)
	○ Italiano
	○ Deutsch

| Save | | | | | Cancel |

3. Select **Screen Language**.

4. Swipe up and down to view the language available for selection.

5. Tap the applicable language.

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

Specifying the Input Language using the IP Phone UI

You can configure the language you use for input on the phone by setting the Input Language option. The default input language setting is English.

The Mitel 6970 IP Conference Phone supports the following input languages:

- English
- French
- Spanish
- German
- Italian
- Portuguese
- Russian
- Nordic
- Greek

To change the input language:

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

2. Tap the ⊕ (**Language**) icon.

Language	
Screen Language	● English
Input Language	○ Français
	○ Español
	○ Deutsch
	○ Italiano
	○ Português
	○ Русский
Save	**Cancel**

3. Select **Input Language**.

4. Swipe up and down to view the language available for selection.

5. Tap the applicable language.

6. Tap the **Save** softkey to save your changes.
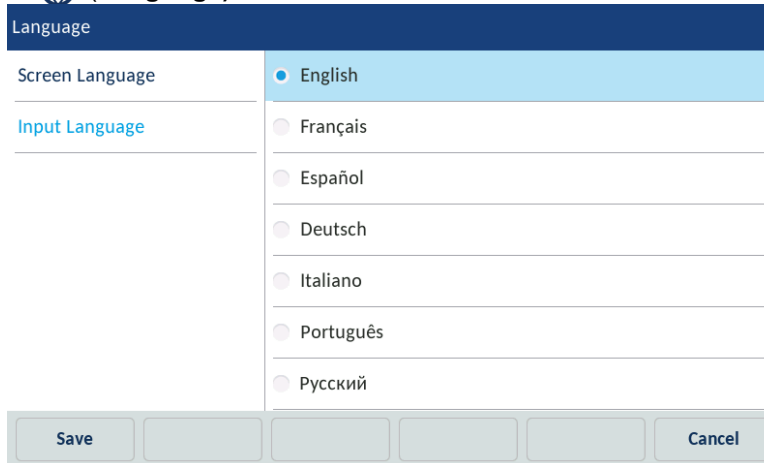
Specifying the Language to Use using the Mitel Web UI

1. Click **Basic Settings > Preferences > Language Settings**.

Language Settings
Webpage Language   English ▽
Input Language   English ▽

2. In the **Webpage Language** field, select a language to apply to the Mitel Web UI.

Note: All languages may not be available for selection. The available languages are dependent on the language packs currently loaded to the IP phone by your System Administrator. English is the default language and cannot be changed or removed.

3. Click **Save Settings**.

The change is dynamic. The Mitel Web UI will display all screens in the language you selected.

Note: You must have the language pack(s) already loaded to your phone in order to use them. For more information about loading language packs, contact your System Administrator.

Time and Date

On the Mitel 6970 IP Conference Phone, the following time and date sub-options are available to be configured:
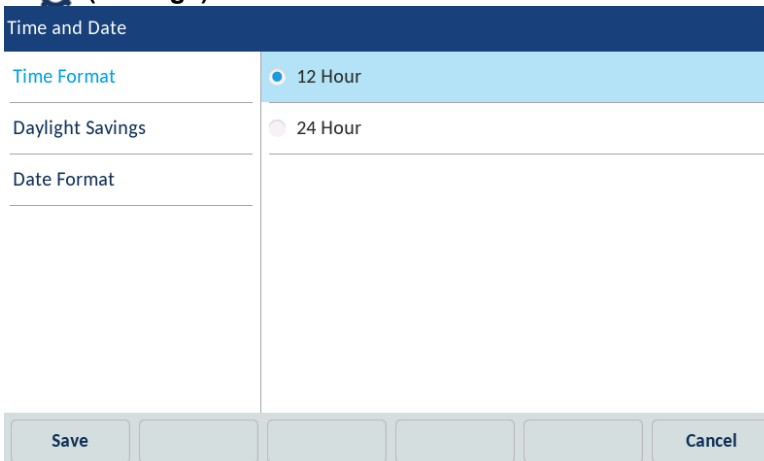
• Settings:

- Time Format
- Daylight Savings
- Date Format

• Time Zone

• Set Date and Time:

- Use Network Time (configure time servers)
- Enter Time and Date

> **Note:** All time and date settings can be configured using the IP phone UI. Time/Date Formats and Time Servers are the only two time and date settings that can be configured using the Mitel Web UI.

Settings

Configuring the Time Format, Daylight Savings, and Date Format using the IP Phone UI

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

2. Tap the ▣ **(Time and Date)** icon.

3. Tap the ⚙ **(Settings)** icon.

Time and Date	
Time Format	● 12 Hour
Daylight Savings	○ 24 Hour
Date Format	

| Save | | | | | Cancel |

4. Select the desired time format. Valid values are 12 Hour and 24 Hour (the default is 12 Hour).

5. Tap **Daylight Savings**.

Time and Date	
Time Format	○ Off
Daylight Savings	○ 30min summertime
Date Format	○ 1h summertime
	● Automatic

| Save | | | | | Cancel |

6. Select the desired daylight savings setting. Valid values are:

• Off

• 30 min summertime

• 1h summertime

• Automatic (default)

7. Tap **Date Format**.

Time and Date	
Time Format	● WWW MMM DD
Daylight Savings	○ DD-MMM-YY
Date Format	○ YYYY-MM-DD
	○ DD/MM/YYYY
	○ DD/MM/YY
	○ DD-MM-YY
	○ MM/DD/YY

| Save | | | | | Cancel |

8. Swipe up and down to scroll through the list and choose the desired date format. Valid values are:

• WWW MMM DD (default)

• DD-MMM-YY

• YYYY-MM-DD

• DD/MM/YYYY

• DD/MM/YY

• DD-MM-YY

• MM/DD/YY

- MMM DD

- DD MMM YYYY

- WWW DD MMM

- DD MMM

- DD.MM.YYYY

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

> **Note:** The time and date formats you configure are applicable to the **Home** screen as well as the Missed/Received Callers and Outgoing Redial Lists.

Time Zone

Configuring the Time Zone using the IP Phone UI

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

2. Tap the ▦ **(Time and Date)** icon.

3. Tap the 🌐 **(Time Zone)** icon.

A list of time zones displays for different areas of the world.

Time Zone	
America	○ SR-Paramaribo
Asia	○ SV-El Salvador
Atlantic	○ TT-Port of Spain
Australia	○ US-Alaska
Europe	○ US-Aleutian
Pacific	○ US-Central
Others	● US-Eastern
Save	Cancel
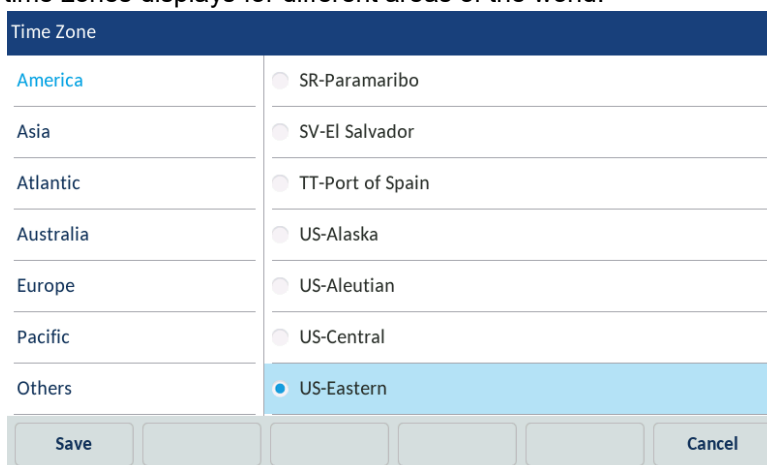
4. Swipe up and down to scroll through the region list and highlight the desired region. Valid values are:

- America

- Asia

- Atlantic

- Australia

- Europe

- Pacific

- Others

5. Swipe up and down to scroll through the time zone list and choose the time zone that applies to your area. The default time zone is US-Eastern.
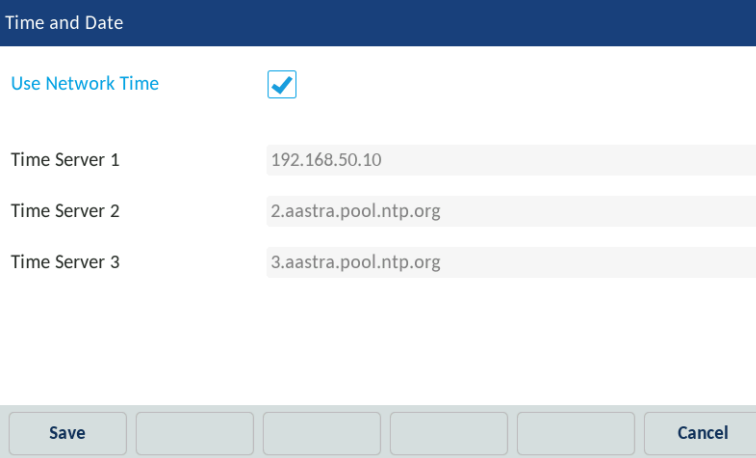
6. Tap the **Save** softkey to save your changes.

Set Date and Time

Configuring the Date and Time using the IP Phone UI

With a valid time server enabled your IP phone will synchronize the time displayed with the specified configuration server. The phone will use the time from Time Server 1 unless it is not configured or unavailable, in which case it will move on to Time Server 2, and if necessary Time Server 3.

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

2. Tap the **(Time and Date)** icon.

3. Tap the **(Set Date and Time)** icon.

4**.** If you want to synchronize the time and date using a time server, ensure there is a checkmark in the box corresponding to the **Use Network Time** setting. If there is no checkmark, tap the checkbox to enable the **Use Network Time** setting.

Time and Date		
Use Network Time	✔	
Time Server 1	192.168.50.10	
Time Server 2	2.aastra.pool.ntp.org	
Time Server 3	3.aastra.pool.ntp.org	
Save		Cancel

a. Tap the **Time Server 1**, **Time Server 2**, or **Time Server 3** field.

b. Using the on-screen keyboard, enter an IP address or domain name for the time server.

5. If you want to manually set the date and time, tap the **Use Network Time** checkbox to clear the checkmark and disable the setting.

Time and Date	
Use Network Time	☐
Enter Time:	04:09:13 AM
Enter Date (m/d/y):	08/16/2019
Save	**Cancel**

   a. Tap the **Enter Time** or **Enter Date** field.

   b. Using the on-screen keyboard, change the time and date accordingly.

   When entering the time, use the right arrow key on the on-screen keyboard to toggle between AM and PM.

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

Configuring Time and Date Settings using the Mitel Web UI

1. Click on **Basic Settings > Preferences > Time and Date Setting**.

Time and Date Setting	
Time Format	12h
Date Format	WWW MMM DD
NTP Time Servers	☑ Enabled
Time Server 1	0.0.0.0
Time Server 2	0.0.0.0
Time Server 3	0.0.0.0

2. In the **Time Format** field, select the time format you want to use on your phone. Valid values are:

• 12h (12 hour format) (default)
• 24h (24 hour format)

Note: The time format you configure is applicable to the phone's **Home** screen as well as the Received Callers and Outgoing Redial Lists.

3. In the **Date Format** field, select the date format you want to use on your phone. Valid values are:

• WWW MMM DD (default)
• DD-MMM-YY
• YYYY-MM-DD

- DD/MM/YYYY
- DD/MM/YY
- DD-MM-YY
- MM/DD/YY
- MMM DD
- DD MMM YYYY
- WWW DD MMM
- DD MMM
- DD.MM.YYYY

> **Note:** The time format you configure is applicable to the phone's **Home** screen as well as the Received Callers and Outgoing Redial Lists.

4. In the **NTP Time Servers** field, enable the setting by checking the box or disable the setting by unchecking the box (default is enabled).

5. In the **Time Server 1, Time Server 2**, and **Time Server 3** fields, enter IP addresses or qualified domain names for the primary, secondary, and tertiary time servers.

> **Note:** Time servers can only be entered if **NTP Time Servers** is enabled.

6. Click **Save Settings**.

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.

To view the **Status** menu:

1. Tap the **Settings** softkey to open the Settings menu.

2. Tap the **Status** ⚕ icon.

3. Tap the Status category to view the status details.

The following status items are available to view:

- Firmware Info

Status	
Firmware Info	Platform	6970
Network	Phone Info	5.1.1.3008
Storage	Boot Version	
Error Messages	DSP FW Version	1.0.4.5
	BLE Power	not found
	Calibration Data	not found

| Copyright | Notes | | | | Cancel |

- Network

Status	
Firmware Info	IP Address	192.168.161.55
Network	MAC Address	08000FCC035B
Storage	LAN Port	100/Full (Auto)
Error Messages		

| Copyright | Notes | | | | Cancel |

- Storage

Status	
Firmware Info	Directory List	4/1000 records
Network	Callers List	0/200 records
Storage	Redial List	34/100 records
Error Messages		

| Copyright | Notes | | | | Cancel |

- Error Messages

Status	
Firmware Info	No Error Messages
Network	
Storage	
Error Messages	

Copyright	Notes				Cancel

Phone Status through the Mitel Web UI

Use the following procedure to view the phone status through the Mitel Web UI.

1. Open your web browser, enter the phone's IP address or host name into the address field and press **Enter**.

2. In the **Username/Password** window, enter your username and password and click **OK**.

The **Status** window displays for the IP phone you are accessing.

> **Note:** The default username is **user** and the password field is left blank

This **Status** window displays the status of your phone, which includes the following information:

- Network Status
- Hardware Information
- Firmware Information
- SIP Status

SIP Account Status

The IP phones show the SIP registration status on the IP phone's **Status** screen in the Mitel Web UI.

The following table describes the status conditions that can display for the account.

Status Condition	Description
Registered	Displays this status on accounts that HAVE been registered with the SIP proxy server.

Example:

Line	SIP Account	Status	Backup Registrar Used?
1	650@proxy.com:5060	Registered	Yes

where:
- Account Number is 1
- SIP Account is 650@proxy.com on port 5060
- Status is Registered
- Backup registrar is used (Yes)

SIP Error Number	Displays on accounts when registration fails with the SIP proxy server.

Example:

Line	SIP Account	Status	Backup Registrar Used?
4	653@proxy.com:5060	401	No

where:
- Account Number is 4
- SIP Account is 653@proxy.com on port 5060
- Status is 401 - Unregistered if SIP registration fails
- Backup registrar is used (No)

Bluetooth

MobileLink

The Mitel 6970 IP Conference Phone supports MobileLink, a feature that provides seamless mobile integration using Bluetooth wireless technology. A user can pair and connect a mobile phone with the 6970 IP Conference Phone while not in the Hot desk logged in state. Paired devices will auto-connect while the user is not Hot desk logged in also.

A button that provides access to the Bluetooth Settings is available on the dial pad screen.
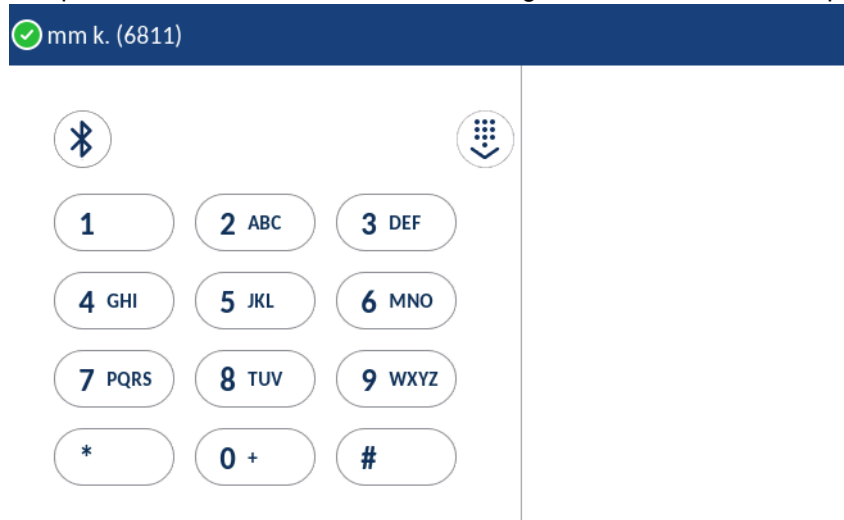
MobileLink highlights include the ability to:

- Sync your mobile phone's contact list 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 softkey (initially labelled "Connect") to be added to the phone. For more information, see "Configuring the Mobile softkey through the Mitel Web UI" on page 65.

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

The Mitel 6970 IP Conference Phone supports Bluetooth connections to Bluetooth mobile phones.

Using the **Bluetooth** settings menu on the phone UI, you can enable and disable the Bluetooth functionality on your phone as required.

You can also pair, connect, and unpair Bluetooth mobile phones as applicable.

For Mitel 6970 IP Conference Phone, the default "bluetooth" value is set to 1 and hence Bluetooth is always enabled. The Bluetooth connectivity is retained on the phone even after a factory reset.

Configuring the Mobile softkey through the Mitel Web UI

1. Click **Operation** > **Softkeys and XML**.

Softkeys Configuration

Key	Type	Label	Value	Line
1	Mobile	Line 1		1
2	None	Line 2		2
3	None			global
4	None			global

2. On the Top keys tab, select from **Key 1** through **Key 48.**

3. In the **Type** field, select **Mobile** to apply to the key.

4. Click **Save Settings**.

The **Mobile** softkey appears in the Top softkeys area of the Home screen. The Mobile softkey is initially labelled "Connect". When a mobile phone is paired, the label of the Mobile softkey changes to the name of the paired phone. When there is an incoming mobile call, the label of the Mobile softkey changes to the caller's number or name.
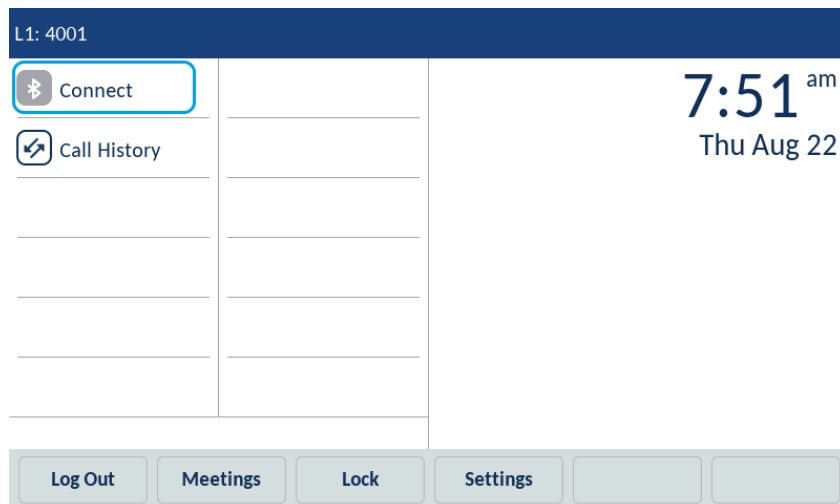
Enabling and disabling Bluetooth functionality

1. Tap the ✳ (**Bluetooth)** icon on dialpad screen.
or
Hot-desk log in to the Mitel 6970 IP Conference Phone.

2. Tap the **Mobile** softkey (if "Connect" is displayed).

or

Tap the **Settings** softkey and select the ✳ (**Bluetooth)** icon.

4. Swipe the Bluetooth toggle switch 🔲 to the right to enable Bluetooth functionality.

or

Swipe the Bluetooth toggle switch [toggle] to the left to disable Bluetooth functionality.

Bluetooth

Swipe the toggle switch to the right to enable Bluetooth

Close

When Bluetooth functionality is enabled, a Bluetooth enabled icon [icon] appears in the status bar.

L1: 4001

4:11 am
Fri Aug 16

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 +	#

Log Out   Meetings   Lock   Settings
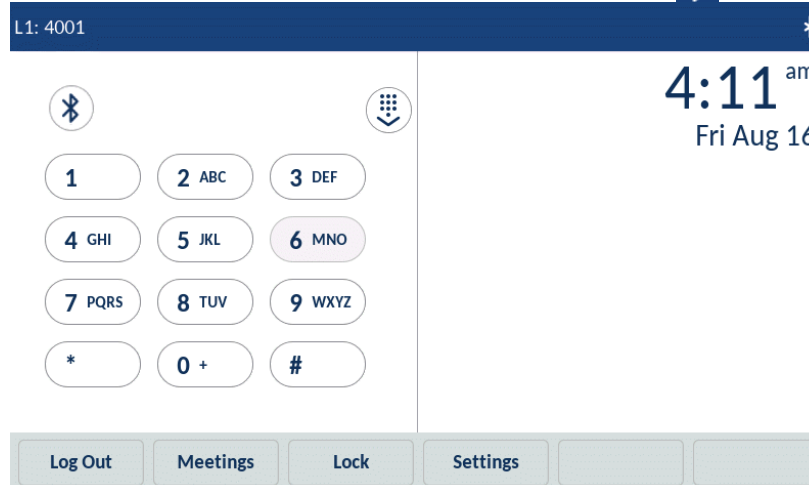
Pairing a Bluetooth mobile phone

1. Enable Bluetooth.

See "Enabling and disabling Bluetooth functionality" on page 66.

2. On the Bluetooth screen, tap **Available Devices**.

Bluetooth	
Paired Devices	☐ Mi Phone 8
Available Devices ⟳	☐ Redmi 99
	☐ Mi Phone
	☐ Redmi
	☐ Redmi
	☐ Mi Phone
	☐ Redmi
	Close

Note: The Mitel 6970 IP phone scans for supported Bluetooth mobile phones when viewing the list of available devices. Refer to the respective Bluetooth mobile phone documentation for discovery and pairing procedures that must be performed on your Bluetooth mobile phone.

3. Tap the Bluetooth mobile phone you want to pair.

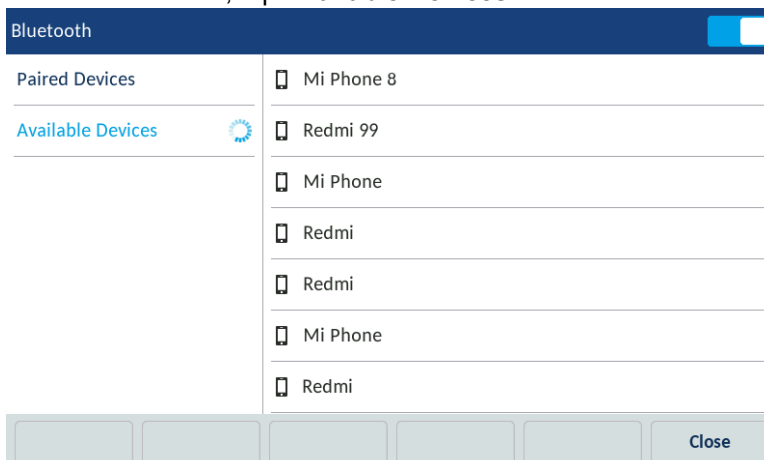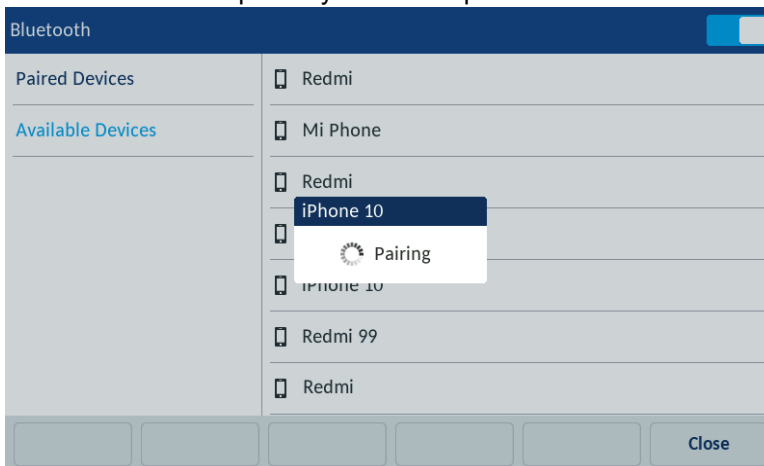| Bluetooth	
Paired Devices	☐ Redmi
Available Devices	☐ Mi Phone
	☐ Redmi
	iPhone 10 ⟳ Pairing
	☐ iPhone 10
	☐ Redmi 99
	☐ Redmi
	Close

The phone attempts to pair the Bluetooth mobile phone and if successful, automatically attempts to connect to the Bluetooth mobile phone.

Notes:

1. A Bluetooth pairing request displays on both the Mitel 6970 IP Conference Phone and the respective mobile phone. Ensure the pairing code matches on both devices and tap **Yes** on the Mitel 6970 IP Conference Phone and acknowledge the pairing request on your mobile phone.

2. You can pair multiple mobile phones with the Mitel 6970 IP Conference Phone, but only one mobile phone can be connected at a time. For example, if you try to pair and connect mobile phone-2 when mobile phone-1 is connected then mobile-phone-1 will be disconnected before connecting to mobile phone-2.
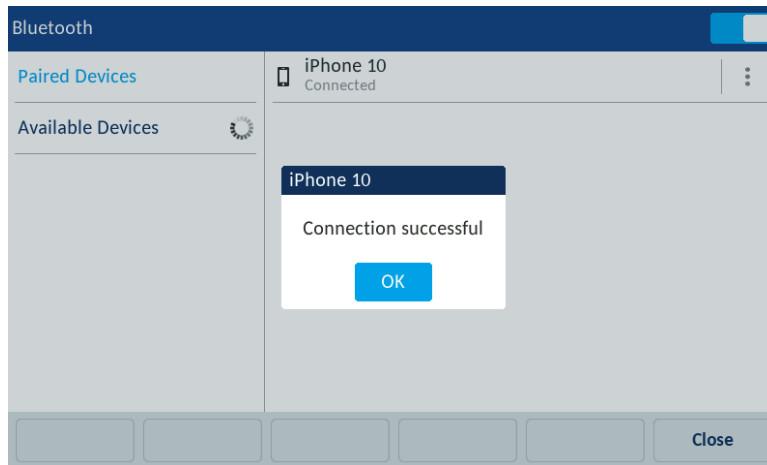
> **Note:** If pairing or connecting fails, a failed error message displays on screen. Tap **Retry** to attempt to pair or connect again, or **Cancel** to cancel the attempt.

4. Tap **Ok** to acknowledge the successful connection.

The connected Bluetooth mobile phone is added to the list of **Paired Devices** and is ready to use.

When a mobile phone is successfully connected, a Mobile connected icon appears in the status bar.

If the Mobile softkey is configured, the (Connect) softkey turns to the softkey with the name of a paired mobile phone.

Disconnecting a Bluetooth mobile phone

1. Tap the (**Bluetooth**) icon on dialpad screen.
or
Tap the **Settings** softkey on the phone screen to open the **Settings** menu.

2. Tap the (**Bluetooth**) icon.

3. In the **Paired Devices** list, tap the connected Bluetooth mobile phone you want to disconnect.

A "Disconnection Successful" message appears on the screen.
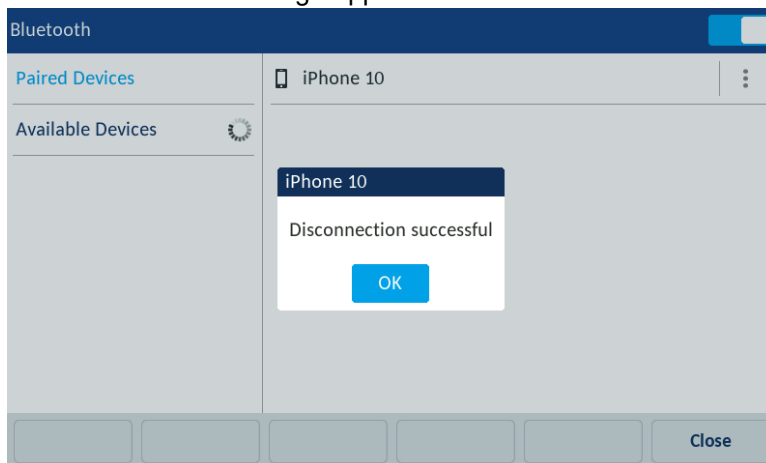
Unpair/forget a Bluetooth mobile phone

1. Tap the (**Bluetooth)** icon on dialpad screen.
or
Tap the **Settings** softkey on the phone screen to open the **Settings** menu.

2. Tap the 🔵 **(Bluetooth)** icon.

3. Ensure Bluetooth functionality is enabled. If it is not enabled, swipe the Bluetooth toggle button to the right.

4. In the **Paired Devices** list, tap the **Forgret** softkey corresponding to the Bluetooth mobile phone you want to unpair.The following message displays on screen.

5. Tap **Yes** to unpair the mobile phone.

The Bluetooth mobile phone is removed from the list of **Paired Devices**.

Connecting to a different paired Bluetooth mobile phone

1. Tap the (**Bluetooth)** icon on dialpad screen.
or
Tap the **Settings** softkey on the phone screen to open the **Settings** menu.

2. Tap the ❊ **(Bluetooth)** icon.

3. Ensure Bluetooth functionality is enabled. If it is not enabled, swipe the Bluetooth toggle button to the right.

4. In the **Paired Devices** list, tap the Bluetooth mobile phone you want to connect to.

The phone attempts to connect to the mobile phone.

> **Note:** If connecting fails, an error message displays on screen. Tap **Retry** to attempt to connect again, or **Cancel** to cancel the attempt.
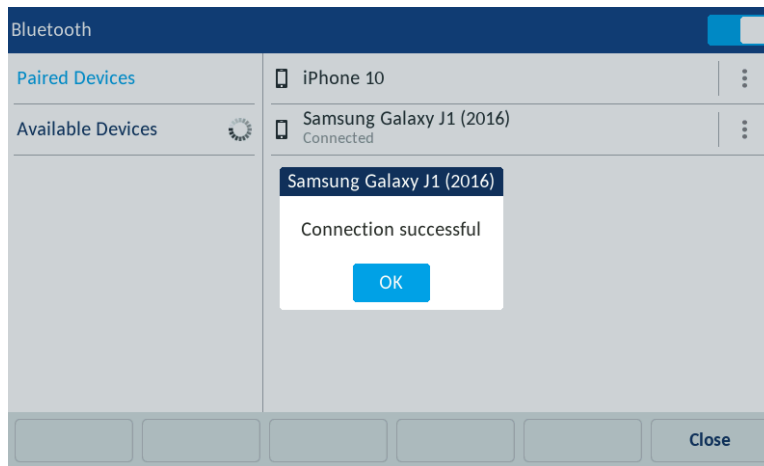
5. Tap **OK** to acknowledge the successful connection.
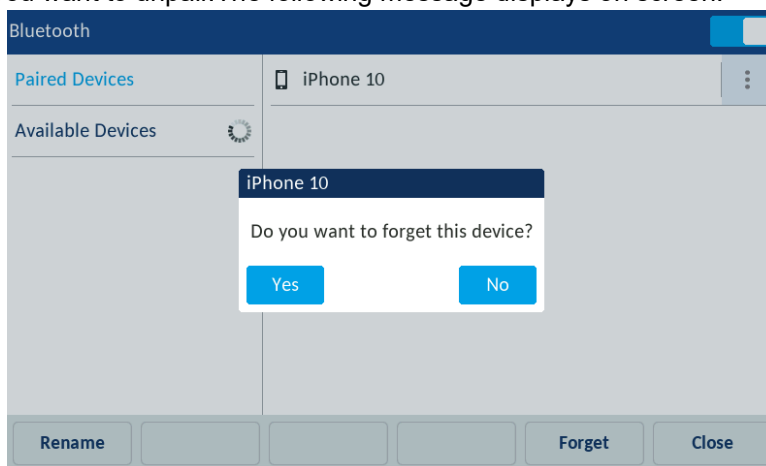
The connected Bluetooth mobile phone is ready to use.

The user can control the Bluetooth auto-connect behavior, by using the following three options made available in Advanced Settings:

1. Always – Bluetooth auto-connect is always enabled regardless of the Hot desk login state, that is whether it is logged in or logged out.

2. Hot desk Only – This is the default setting. Bluetooth auto-connect is enabled only when the user is in Hot desk logged in state.

3. Never – Bluetooth auto-connect of paired devices never occurs and paired devices must always be connected manually.

To access the Advanced Bluetooth Settings menu, do the following:

1. Tap the **Advanced** softkey.

Bluetooth		
Paired Devices		
Available Devices		
	No paired devices	
		Advanced **Close**
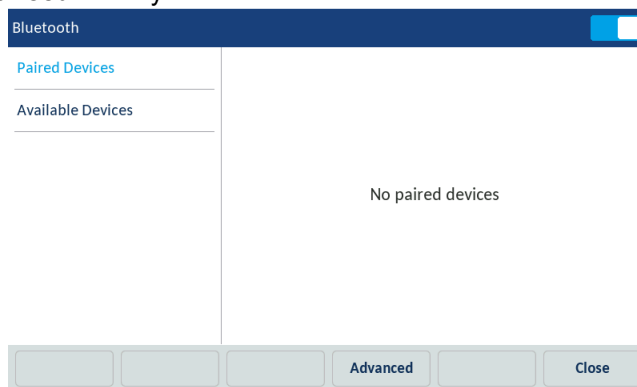
2. At the **Enter Unlock Password** prompt, enter the password and tap the blue Enter key.

3. In the **Automatically reconnect mobile phone** field, navigate left or right to select the required option.

Bluetooth Advanced Settings	
Automatically reconnect mobile phone	‹ Always
Save	**Cancel**
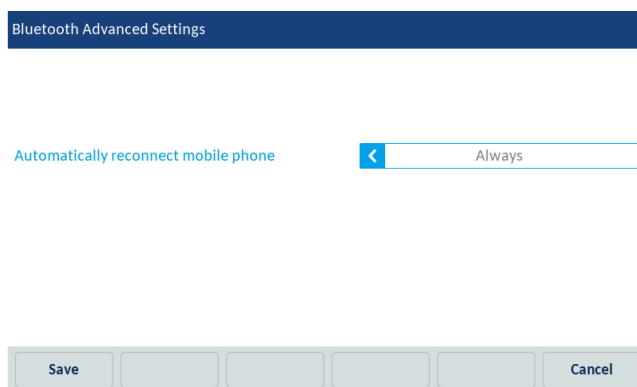
4. Tap the **Save** softkey.

Syncing mobile call history

When pairing and connecting a mobile phone for the first time, the Mitel MiVoice 6970 IP phone automatically syncs your mobile call history to the **Call History** application. Your mobile phone call history is displayed in the **My Mobile** and **Missed** folders. The **My Mobile** folder displays your mobile phone call history (missed, outgoing, and received calls) with icons. The **Missed** folder displays only your mobile phone missed calls without icons. Up to 1000 call history entries are displayed in the **My Mobile** folder, in the order latest to oldest.

The call history details displayed are name (if available), number (if available), time, and date. The call duration details are not displayed.

Automatic update of your mobile phone call history is not supported. For example, if a user receives a call on the mobile phone, the call record is not automatically updated in the **Call History** application. The call record is updated the next time when the mobile phone connects to the 6970 IP phone or by a manual update.

> **Note:**
> **1.** You may need to acknowledge the request for Contact sharing on your mobile phone.
> **2.** If the update fails, a failed to retrieve contacts message displays on screen. Tap **Retry** to attempt to update again, or **Cancel** to cancel the attempt.
> **3.** Picture avatar is not supported for mobile phone call history.
> **4.** If you pair a second mobile phone with your 6970 IP phone, the 6970 IP phone automatically syncs the mobile **call history** of the second mobile phone to the Call History application. To re-sync the mobile call history of your first (or an already paired) mobile phone to the **Call History** application, connect the mobile phone to your 6970 IP phone.
> **5.** The **Call History** application stores and displays the mobile phone call history even when the paired mobile phone is not connected to your 6970 IP phone.
> **6.** The mobile phone call history is lost when the mobile phone is unpaired or your 6970 IP phone resets.
> **7.** Mobile phone call history is supported for Hot Desk users. When a Hot Desk user logs in, the mobile phone call history of the Hot Desk user's paired mobile phone is displayed. When the Hot Desk user logs out, the mobile phone call history of mobile phone paired with the registered extension is displayed.
> **8.** Mobile phone call history is cleared from the Call History application when the Bluetooth connectivity is lost. The mobile phone call history is resynced when the Bluetooth connectivity is reestablished.

Viewing mobile call history

To view your mobile phone call history:

1. Ensure that you have paired your mobile phone with your 6970 IP phone. See Pairing a Pairing a Bluetooth mobile phone.

2. Tap the 🔄 **Call History** softkey.
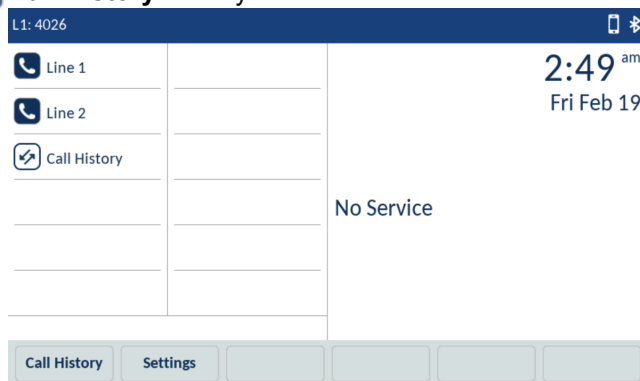
3. Tap **My Mobile**.
Your mobile phone call history is displayed on the screen.
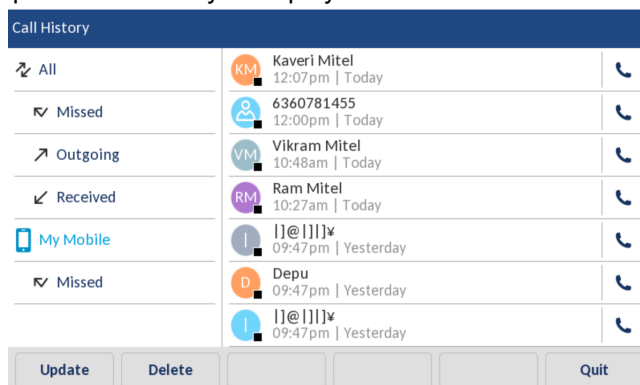
Viewing mobile missed calls

To view mobile missed calls:

1. Ensure that you have paired your mobile phone with your 6970 IP phone. See Pairing a Bluetooth mobile phone.

2. Tap the 🔄 **Call History** softkey.

3. *Tap **Missed**.*
Your mobile phone missed calls is displayed on the screen.
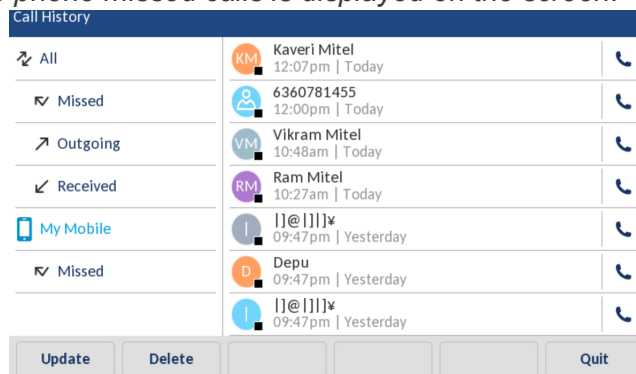
Viewing details of a mobile call history or missed call entry

To view details of a mobile call history or missed call entry:

1. Navigate to **My Mobile** or **Missed** folder. See Viewing mobile call history or Viewing mobile missed calls.

2. Tap the call history or missed calls entry in the selection column for which you want to view the details, and then tap the right-arrow.

The details of the mobile call history or missed call entry is displayed on screen.
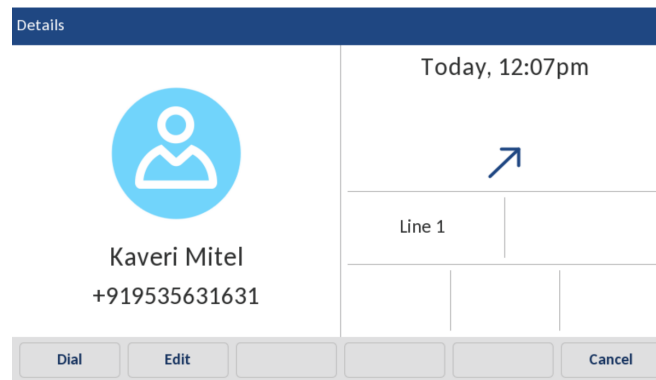
> **Note:**
> 1. Tap **Dial** to dial the number associated with the entry.
> 2. Tap **Edit** to edit the contact.

Updating mobile call history and missed calls

To manually update your mobile call history and missed calls:

1. Ensure that you have paired your mobile phone with your 6970 IP phone. See Pairing a Bluetooth mobile phone.

2. Tap the 🔄 **Call History** softkey.

3. Tap **My Mobile** or **Missed**, and then tap the **Update** softkey.
Your mobile call history and missed calls are updated on your 6970 IP phone.
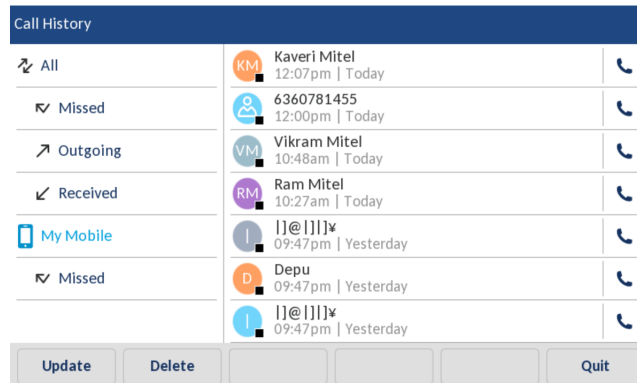
Dialing a mobile phone call history entry

To dial a mobile phone call history or missed call entry:

1. Ensure that you have paired your mobile phone with your 6970 IP phone. See Pairing a Bluetooth mobile phone.

2. Tap the ⟨✎⟩ **Call History** softkey.

3. Tap **My Mobile** or **Missed**.
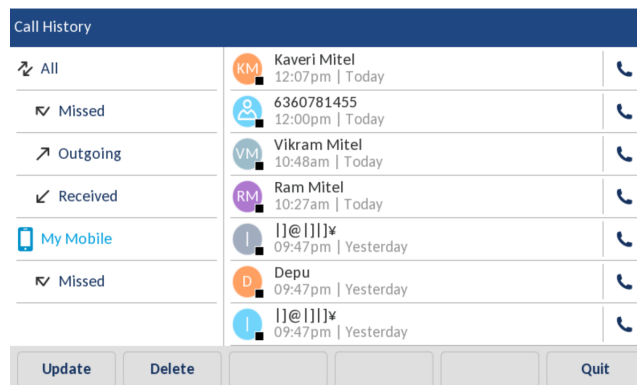
4. Tap an entry in the call history or missed calls selection column.
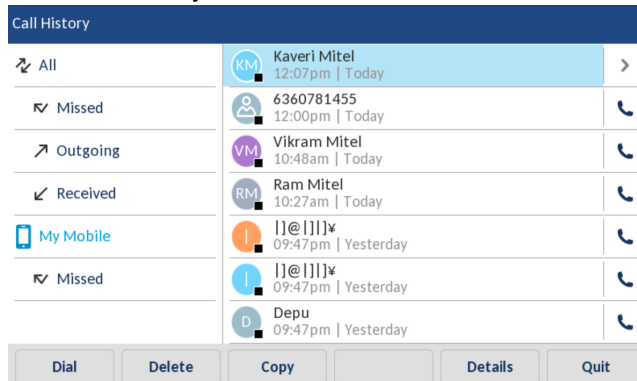
5. Tap **Dial** to dial the number associated with the entry.

Adding an entry to Contacts

To add a mobile phone call history or missed call entry to the Contacts application:

1. Ensure that you have paired your mobile phone with your 6970 IP phone. See Pairing a Bluetooth mobile phone.

2. Tap the [icon] **Call History** softkey.

3. Tap **My Mobile** or **Missed**.

4. Tap an entry in the call history or missed calls selection column and then tap the right-arrow.
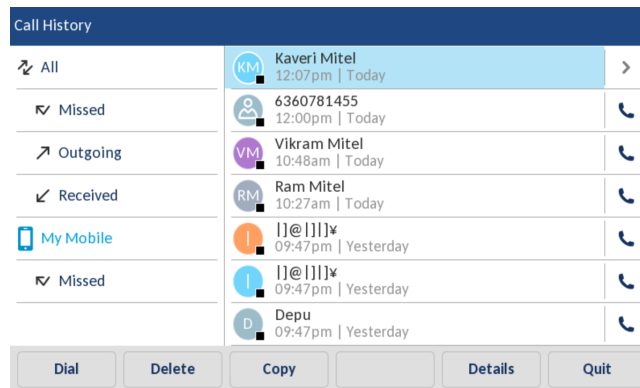
5. Tap **Edit**.
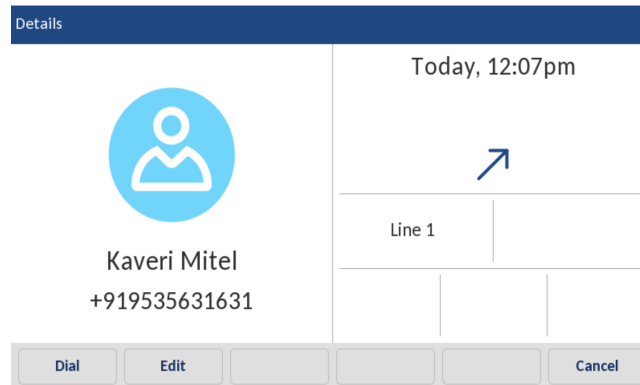
6. Tap **Copy**.
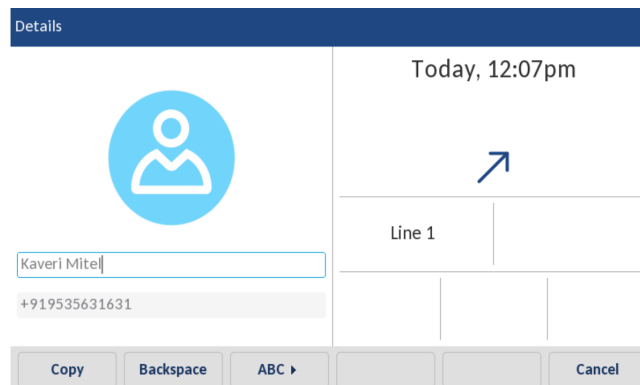
7. **Entry copied to Directory** message will appear on screen.

Call History

Entry copied to Directory

Quit
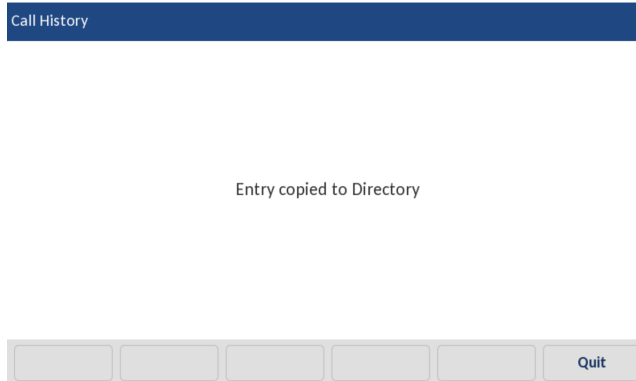
Deleting mobile call history and missed call

To delete mobile call history and missed calls:

> **CAUTION:** Deleting a specific call history or missed call record is not supported. Tapping **Delete** deletes all the entries (mobile phone call history and missed calls) in the **My Mobile** folder.
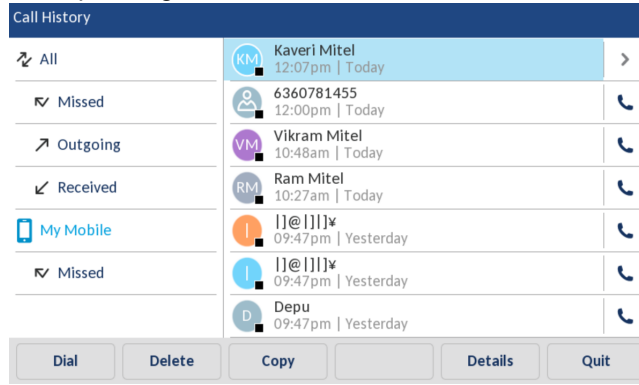
1. Ensure that you have paired your mobile phone with your 6970 IP phone. See Pairing a Bluetooth mobile phone.

2. Tap the 🔄 **Call History** softkey.

3. Tap **My Mobile** or **Missed**, and then tap **Delete**.

Call History		
🔄 All	**Kaveri Mitel** 12:07pm | Today	📞
☑ Missed	**6360781455** 12:00pm | Today	📞
↗ Outgoing	**Vikram Mitel** 10:48am | Today	📞
↙ Received	**Ram Mitel** 10:27am | Today	📞
📱 My Mobile	**|]@|]|]¥** 09:47pm | Yesterday	📞
☑ Missed	**Depu** 09:47pm | Yesterday	📞
	|]@|]|]¥ 09:47pm | Yesterday	📞
Update	Delete	Quit

A delete all confirmation message appears on screen.

Call History

Delete all entries in My Mobile?

Delete   Cancel
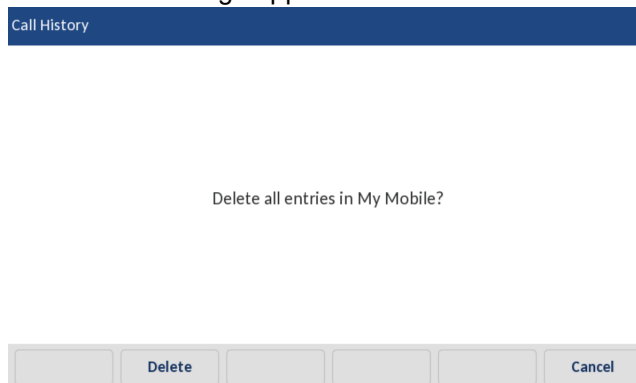
4. Tap **Delete** to delete all entries in the **My Mobile** folder.

5. To delete a particular entry, select the entry and tap **Delete**.
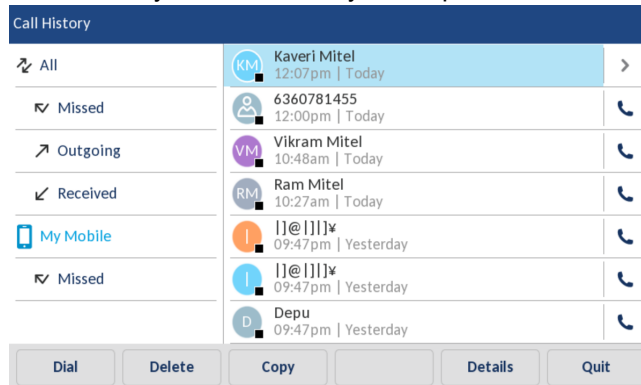
Directory

You can configure directory entries to display using the contact's first name and then last name or vice versa. Moreover, the option to sort contacts using either their first name or last name is available through the *Directory > Settings* options menu.

If external Directory sources are configured, you can enable/disable the respective Directory sources as well as rename Directory folder labels through the *Directory > External Sources* options menu.

> **Note:** For more information on Directory functionality, see "Directory" on page 38.

Settings

Configuring Directory display and sorting options using the IP Phone UI

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

2. Tap the ⚇ **(Directory)** icon.

3. Tap the ⚙ **(Settings)** icon.
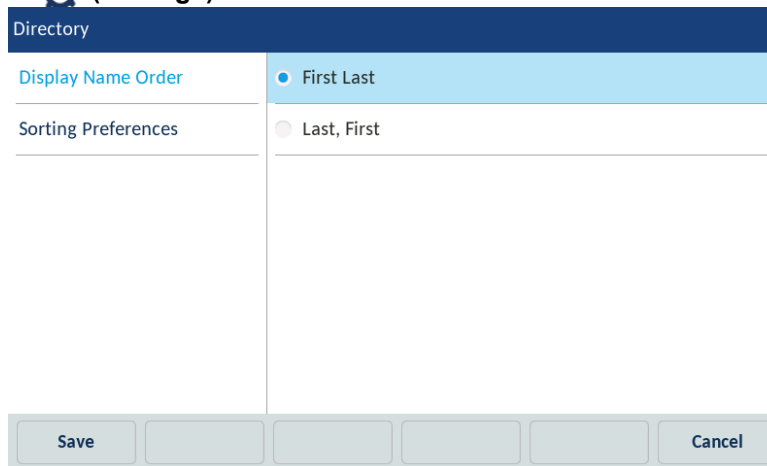
4. Select the desired display name order.

5. Tap **Sorting Preferences**.

Directory	
Display Name Order	● By First Name
Sorting Preferences	○ By Last Name

Save					Cancel

6. Select the desired sorting preference.

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

External Sources

- Menu available only if external Directory sources have been configured by your Administrator.

- CSV-based directories, directory 1 and directory 2 can now support 2000 contacts in each directory.

Enabling/disabling directories and renaming labels using the IP Phone UI

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

2. Tap the (Directory) icon.

3. Tap the (External Sources) icon.

4. Tap the corresponding checkbox to enable or disable each external directory source as per your preference.

External Sources	
Enable/Disable	❯
☑ Mobile Contacts	

Save					Cancel

Note: CSV 1 and 2 are enabled by default. All other Directory sources are disabled by default.

5. Tap right arrow on the **Enable/Disable** tab to switch to the **Labels** tab.

External Sources		
‹	Labels	
Mobile Contacts	Mobile Contacts	

Save					Cancel
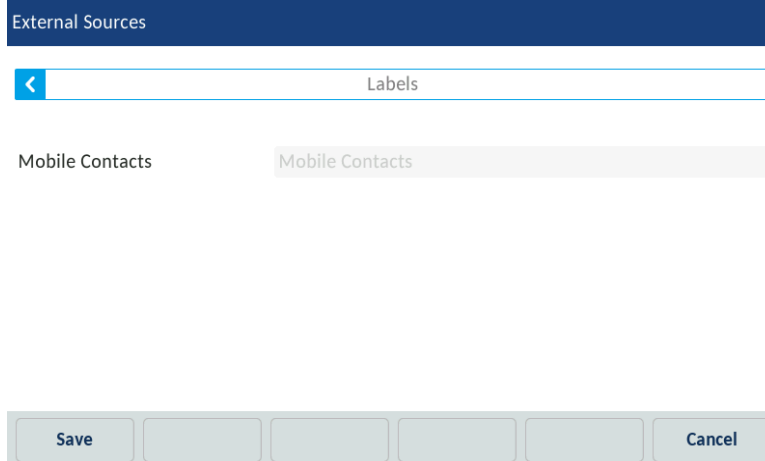
6. Tap the Directory source label field that you want to edit and using the on-screen keyboard enter in a name for the respective directory folder.

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

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.

• When you're not answering the phone.

• All the time.

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

Note: If voicemail is enabled, call forwarding numbers may already be defined by your System Administrator.

To configure call forward settings:

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

2. Tap the ◥◤ **(Call Forward)** icon.
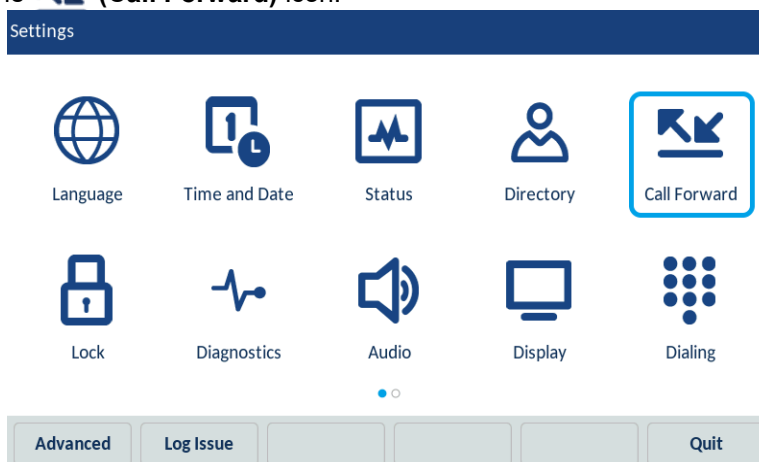
The phone displays the following **Call Forward** screen:
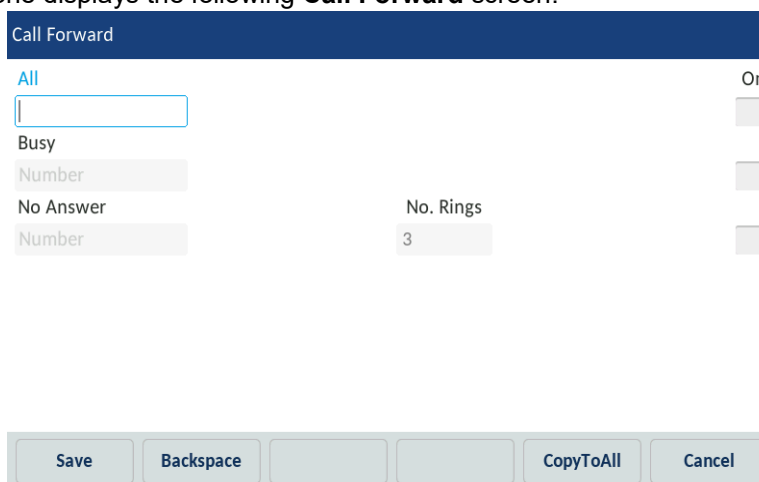
3. Enter forwarding numbers using the dialpad keys or on-screen keyboard for any of the following states:

- **All**: Forwards all incoming calls for the respective account to the specified number.

- **Busy**: Forwards incoming calls to a specified number if the account is currently engaged in another call.

- **No Answer**: Forwards incoming calls to a specified number if the call has not been answeredfor the specified number of rings.

> **Note:**
> **1.** If All, Busy and No Answer are all enabled, the All settings take precedence over Busy and No Answer.
> **2.** Pressing the CopyToAll key copies the call forward number of the Call Forward mode in focus to every Call Forward mode of that account. For example, if you have the cursor pointing at the All state and has a call forward phone number configured, pressing the CopytoAll key assigns the same phone number to the Busy and No Answer states as well.

4. If configuring a forwarding number for the No Answer state, press the No. Rings field and tap the left or right arrow button to change the desired number of rings.

5. Tap the **On** checkbox beside the respective Call Forward mode to enable the Call Forward mode.

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

Configuring a Call Forward key using the Mitel Web UI

1. Click on **Operation > Softkeys and XML**.

Softkeys Configuration

Key	Type	Label	Value	Line
1	Call Fwd			1
2	None			1
3	None			1
4	None			1
5	None			1

2. Select from **Key 1** through **Key 48** on the Top keys.

or

Select from **Key 1** through **Key 30** on the Bottom keys.

3. In the **Type** field, select **Call Fwd**.

4. In the state fields, check (enable) or uncheck (disable) the states you want to apply to this softkey.

5. Click **Save Settings**.

Lock

Password

This category allows you to change the user password for your phone. Changing your password ensures that only you can alter your phone settings and helps keep your system secure. You can change your user password using the IP phone UI or the Mitel Web UI.

CONFIGURING A USER PASSWORD

If unsupported characters are present in the user password or if the password length exceeds 15 characters in the configuration file then the phone uses the default password. The default password for user is blank.

The following full character sets are supported:
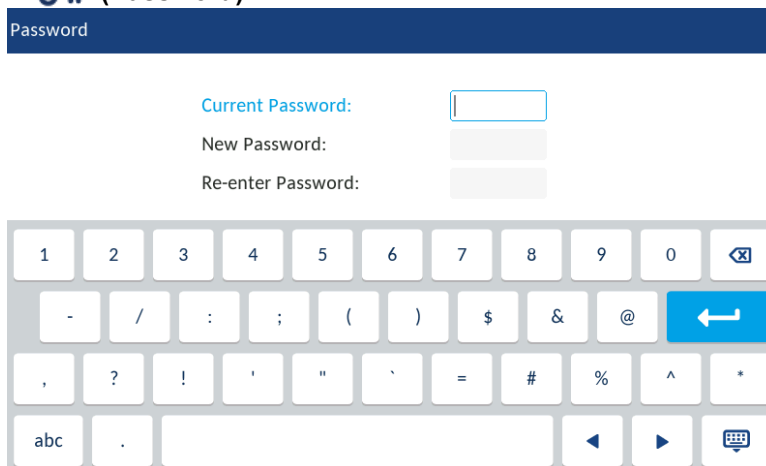
- 0-9

- A-Z

- a-z

- +.:;=_,-'&()$!*/@

Note: User password does not support space and pound in the configuration file.

Setting a user password using the IP Phone UI

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

2. Tap the 🔒 **(Lock)** icon.

3. Tap the 🔑 **(Password)** icon.

Password		
	Current Password:	
	New Password:	
	Re-enter Password:	

1	2	3	4	5	6	7	8	9	0	⌫
-	/	:	;	(	)	$	&	@		↵
,	?	!	'	"	`	=	#	%	^	*
abc	.						◀	▶		⌨

4. In the **Current Password:** field, enter the current user password.

5. In the **New Password:** field, enter the new user password.

6. In the **Re-enter Password:** field, re-enter the new user password.

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

A **Password Changed** confirmation message displays on the screen.

Phone Lock

You can lock your phone to prevent the phone from being used or configured. You can lock the phone using the IP phone UI, Mitel Web UI or by configuring a Lock softkey on your phone.

Locking the phone using the IP Phone UI

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

2. Tap the 🔒 **(Lock)** icon.

3. Tap the 　 (**Phone Lock**) icon.
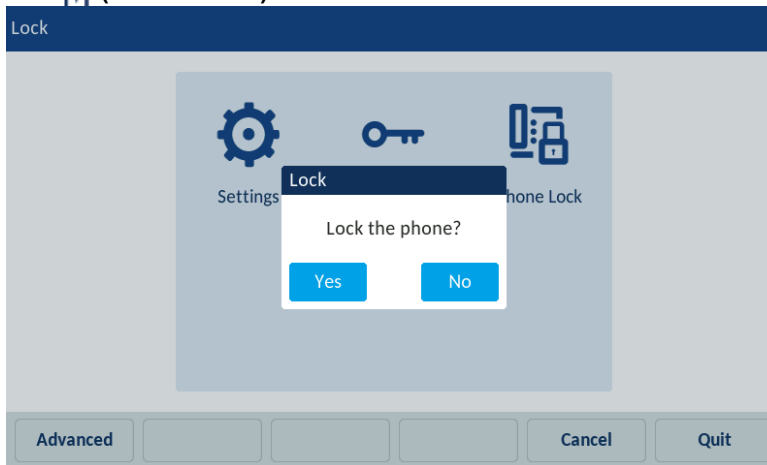
4. At the **Lock the phone?** prompt, tap **Yes**.

The message **Phone is locked** and a lock icon displays on the **Home** screen. Additionally the Message Waiting Indicator (MWI) will turn on.
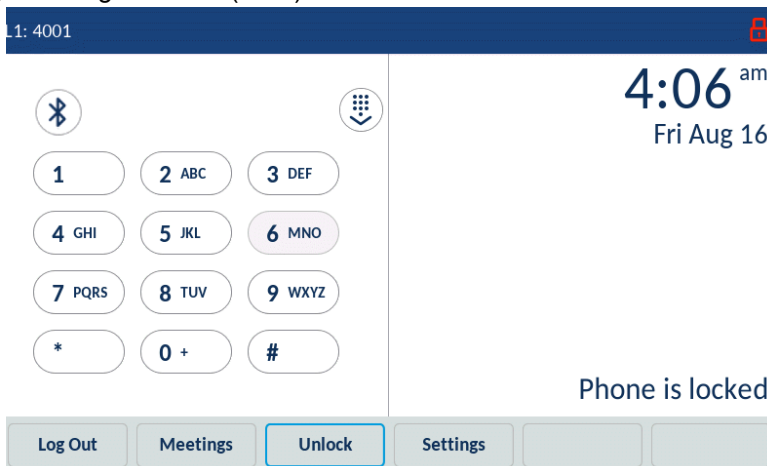
Note: Alternatively, if configured, you can lock the phone by simply tapping a **Lock** softkey.

Unlocking the phone using the IP Phone UI

Note: You can unlock the phone using the IP Phone UI only if the **Lock** softkey was preliminary configured. If it was not, you can unlock the phone through the Mitel Web UI. For more information, see "Locking and unlocking the phone." on page 88.

1. Tap the **Unlock** softkey.

Unlock

Enter Unlock Password

1	2	3	4	5	6	7	8	9	0	⌫
-	/	:	;	(	)	$	&	@	↵	
,	?	!	'	"	`	=	#	%	^	*
abc	.						◀	▶	⌨	

2. At the **Enter Unlock Password** prompt, enter your user password and tap the blue **Enter** key.

3. At the **Unlock the phone?** prompt, tap **Yes**.

Configuring lock settings using the Mitel Web UI

Configuring a Phone Lock softkey

1. Click on **Operation > Softkeys and XML**.

Softkeys Configuration

Bottom Keys	**Top Keys**

Key	Type	Label	Value	Line
1	Phone Lock ⌄	Line 1		1 ⌄
2	None ⌄			2 ⌄
3	None ⌄			global ⌄
4	None ⌄			global ⌄

2. Select from **Key 1** through **Key 48** on the Top keys.
or
Select from **Key 1** through **Key 30** on the Bottom keys.

3, In the **Type** field, select **Phone Lock** from the list of options.

4. Click **Save Settings**.

Setting a user password

1. Click on **Operation > User Password**.

Reset User Password

Please enter the current and new passwords

Current Password	•••••
New Password	••••••••
Password Confirm	••••••••

Save Settings

2. In the **Current Password** field, enter the current user password.

Note: By default, the user name is user (all lowercase) and the password field is left blank.

3. In the **New Password** field, enter the new user password.

4. In the **Password Confirm** field, enter the new user password again.

5. Click **Save Settings**.

Resetting a user password

If you forget your password, you can reset it and enter a new password. The reset user password feature resets the password to the factory default which is blank (no password). You can reset a user password using the Mitel Web UI only.

Note: The IP phones support alphanumeric password with the supported characters.

1. Click on **Operation > Phone Lock**.

Phone Lock

Settings

Emergency Dial Plan	911|999|112|110
Proximity auto-lock	☐ Enabled
Delay before auto-lock (minutes)	•
Proximity auto-unlock	☐ Enabled
Delay before auto-unlock (minutes)	•

Lock or unlock the phone

Lock the phone?	Lock
Reset User Password	Reset

Save Settings

2. In the **Reset User Password** field, click **Reset**.

The following screen displays.

Reset User Password

Please enter the current and new passwords

Current Password

New Password ••••••••

Password Confirm ••••••••

Save Settings

3. In the **Current Password** field, leave this blank.

4. In the **New Password** field, enter a new password.

5. In the **Password Confirm** field, re-enter your new user password.

6. Click **Save Settings**.

Locking and unlocking the phone

1. Click on **Operation > Phone Lock**.

Phone Lock

Settings	
Emergency Dial Plan	911|999|112|110
Proximity auto-lock	☐ Enabled
Delay before auto-lock (minutes)	•
Proximity auto-unlock	☐ Enabled
Delay before auto-unlock (minutes)	•

Lock or unlock the phone	
Lock the phone?	Lock
Reset User Password	Reset

Save Settings

To lock the phone

2. In the **Lock the Phone?** field, click **Lock**.

The message **Phone is locked** and lock icon displays on the **Home** screen. Additionally the Message Waiting Indicator (MWI) will turn on.

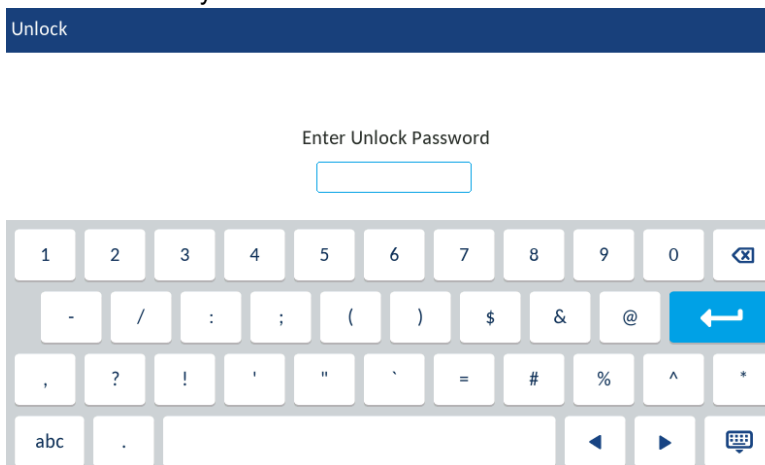**Unlocking the phone**

3. Click on **Operation > Phone Lock**.

4. In the **Unlock the Phone?** field, click **Unlock**.

Diagnostics

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

Audio

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

There are 10 additional ringtones are available (Velocity, Skyline, Rise, Daybreak, After Hours, Open Road, Pronto, Voyage, Bloom, Move).

Configuring ring tones using the IP Phone UI

Global configuration only.

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.
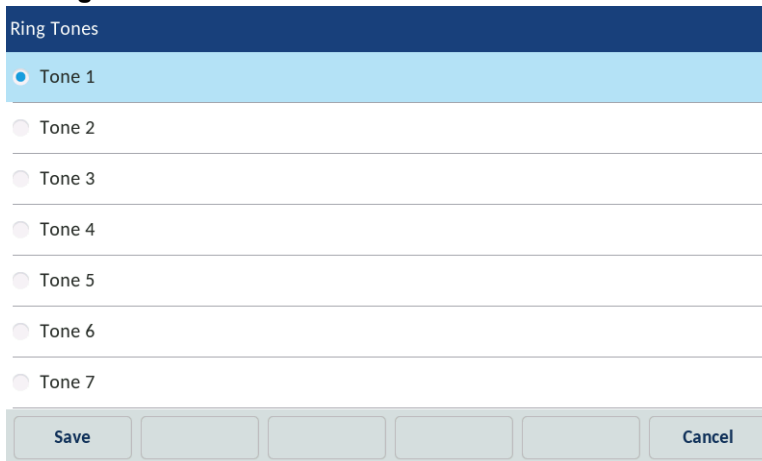
4. Select the desired ring tone (V**elocity**, **Skyline**, **Rise, Daybreak**, **After Hours**, **Open Road**, **Pronto**, **Voyage**, **Bloom**, **Move**, **Tone 1** through **Tone 15**, **Silent**, or any custom ring tones installed)

5. Tap the **Save** softkey to save your changes.
The ring tone you select is immediately applied to the IP phone.

Configuring tone sets using the IP Phone UI

Global configuration only.

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

2. Tap the 🔊 **(Audio)** icon.

3. Tap the **Tone Set** icon.

| Tone Set |
| Italy2 |
| Malaysia |
| Mexico |
| Russia |
| Slovakia |
| UK |
| ● US |

| Save | | | | | Cancel |

4. Swipe up and down to scroll through the list and select the desired tone set.

5. Tap the **Save** softkey to save your changes.
The tone set you select is immediately applied to the IP phone.

Configuring ring tones and tone sets using the Mitel Web UI

1. Click **Basic Settings > Preferences > Ring Tones**.

Ring Tones	
Tone Set	US
Global Ring Tone	Tone 1
Line 1	Global
Line 2	Global
Line 3	Global
Line 4	Global
Line 5	Global
Line 6	Global
Line 7	Global
Line 8	Global
Line 9	Global

For global configuration

2. In the **Ring Tones** section, select a country from the **Tone Set** field. Valid values are:

• Australia

• Brazil

• Canada

• Europe

• France

- Germany

- Italy

- Italy2

- Malaysia

- Mexico

- Russia

- Slovakia

- UK

- US (default)

3. Select a value from the **Global Ring Tone** field.

For per-line configuration

4. In the **Ring Tone** section, select a line for which you want to set ring tone.

5. Select a value from the **Line N** field.

6. Click **Save Settings**.

Installing custom ring tones using the Mitel Web UI

Notes:

1. Access to the Custom Ringtones Web UI menu is only available if enabled by your System Administrator.

2. Ringtones must be in .wav format. The IP phones support the following WAV file specifications:
   - G.711 µ-law and a-law Codec
   - 20 ms packet size
   - Mono 8KHz

3. Individual WAV files cannot exceed 1 MB in size (the total combined size of the eight WAV files cannot exceed 8 MB).

4. Filenames must contain only ASCII characters.

1. Click on **Basic Settings > Custom Ringtones**

Custom Ringtones

Delete	1.	beep.wav
Delete	2.	classic.wav
Upload	3.	Browse... No file selected.
Upload	4.	Browse... No file selected.
Upload	5.	Browse... No file selected.
Upload	6.	Browse... No file selected.
Upload	7.	Browse... No file selected.
Upload	8.	Browse... No file selected.

2. Click the **Browse...** button corresponding to the desired ringtone position (e.g. 1).

3. Navigate to the folder containing the WAV file you want to upload, select the file using your left mouse button, and press the **Open** button.

The filename should now be displayed to the right of the respective **Browse...** button.

4. Click the **Upload** button to upload the file to the phone.

5. Repeat Steps 2 to 4 to upload additional WAV files to the phone.

Note: Click the **Delete** button to delete the desired ringtone from your phone.

Display

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

- **Home screen**:
  The **Screen mode** option allows you to select how your Home screen is displayed. There are two options available.

  The **Screen Saver Timer** setting allows you to configure the amount of time (up to 7200 seconds) the phone must be idle before the screen saver starts. The default is 1800 seconds (30 minutes). 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.

- **Brightness**:
  The **Brightness Level** setting on allows you to set the amount of light that illuminates the LCD display. There are 5 levels available.

  The **Brightness Timer** option allows you to set the amount of time you want the LCD display to stay illuminated before turning the backlight off during a period of inactivity. You can set the timer from 1 to 36000 seconds. Default is 600 (10 minutes).

- **Push Notifications**:
  The **Sound** checkbox allows you to turn on and off the sound of the push notifications.
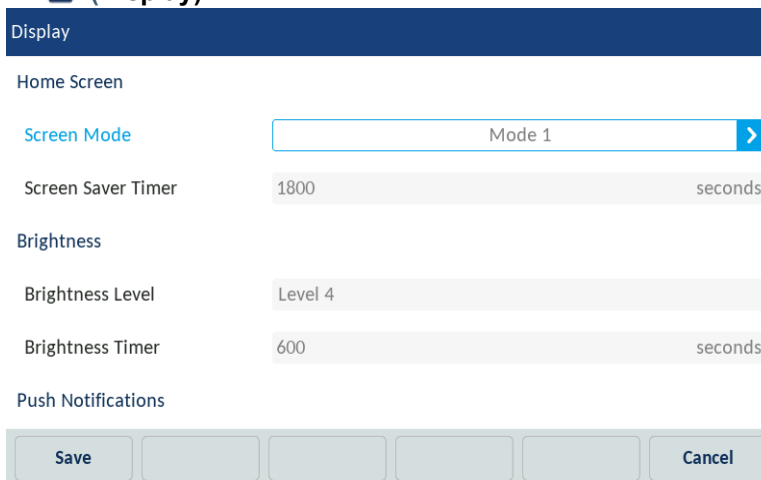 The **Bluetooth** checkbox allows you to turn on and off the push notification when the bluetooth device is paired or unpaired.
  The **External** checkbox allows you to turn on and off the push notifications for external events.

To configure the display settings:

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

2. Tap the ⬚ (**Display)** icon.

Display

Home Screen

Screen Mode	Mode 1	❯

Screen Saver Timer	1800	seconds

Brightness

Brightness Level	Level 4

Brightness Timer	600	seconds

Push Notifications

Save					Cancel

3. In the **Screen mode** field, select the screen mode by tapping the left and right arrows.

4. In the **Screen Saver Timer** field, enter a value, in seconds, using the on-screen keyboard.

5. In the **Brightness Level** field, select the intensity of brightness by tapping the left and bright arrows.

6. In the **Brightness Timer** field, enter a value, in seconds, using the on-screen keyboard.

7. Check the **Sound** checkbox, to enable sound for the push notifications.

8. Check the **Bluetooth** checkbox to enable push notifications when pairing or unpairing a bluetooth device.

9. Check the **External** checkbox, to enable pushnotifications for external events.

10. Tap the **Save** softkey to save the changes.
To drop the changes, tap the **Cancel** softkey.

Dialing

The Dialing option is available in the Logged in state only.

Live Dialpad

The **Live Dialpad** option on the IP phone turns the live dialpad mode on or off. With the live dialpad feature enabled, the number is dialed automatically after being entered and it is not required to tap the Dial softkey.

Note: Availability of this feature is dependent on your phone system or service provider.

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

2. Tap the ⠿ **(Dialing)** icon.

> **Note:** If required, swipe right to switch pages in the Settings menu.

3. Tap the ⠿ **(Live Dialing)** icon.

Live Dialpad
○ Off
○ On

Save					Cancel

4. Tap **On** or **Off** to enable or disable the live dialpad feature.

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

Speed Dial edit

> **Note:** For details on speed dial configuration, see "Configuring Speed Dial softkeys" on page 48.

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

Restart

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

Hotdesk Users

The Mitel 6970 IP Conference Phone supports the MiVoice Business Hotdesk feature. The feature must be first configured by the System Administrator.

If the feature is configured and you are a Hotdesk user, you can log in 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. On the idle Home screen, tap the **Log In** softkey.
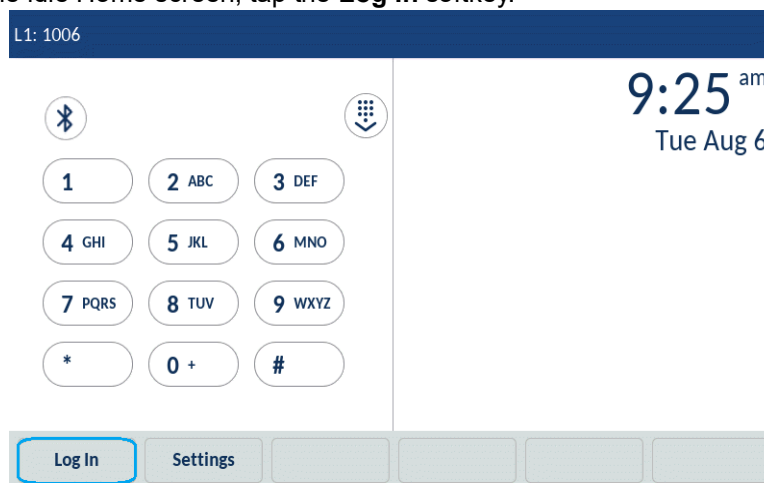
Note: By default, there is no Log in softkey on the Home screen. This softkey must be configured by your System Administrator through the Mitel Web UI. The Log in softkey can be configured both as top softkey and bottom softkey.

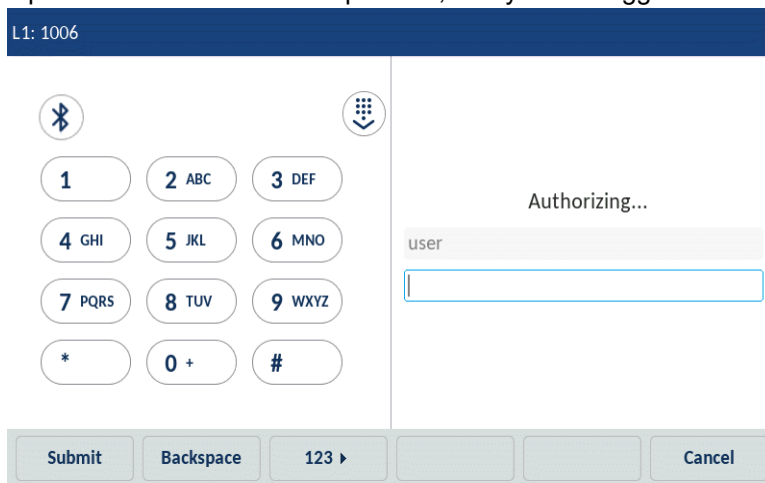2. Using the on-screen keyboard, enter your login and tap **Enter**.
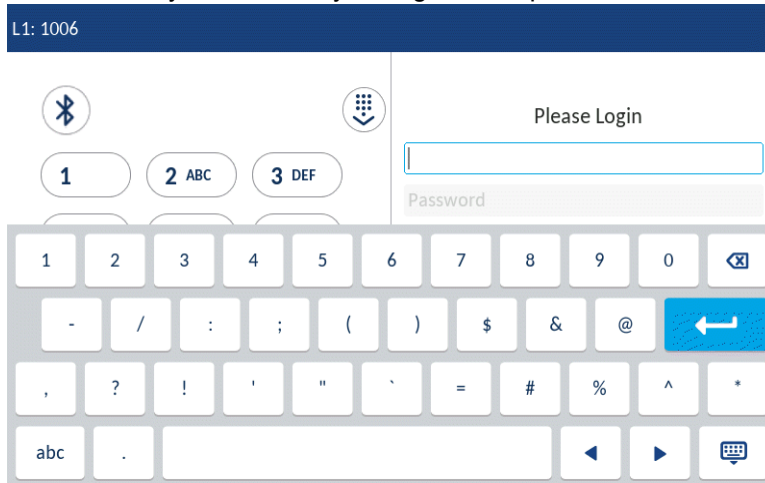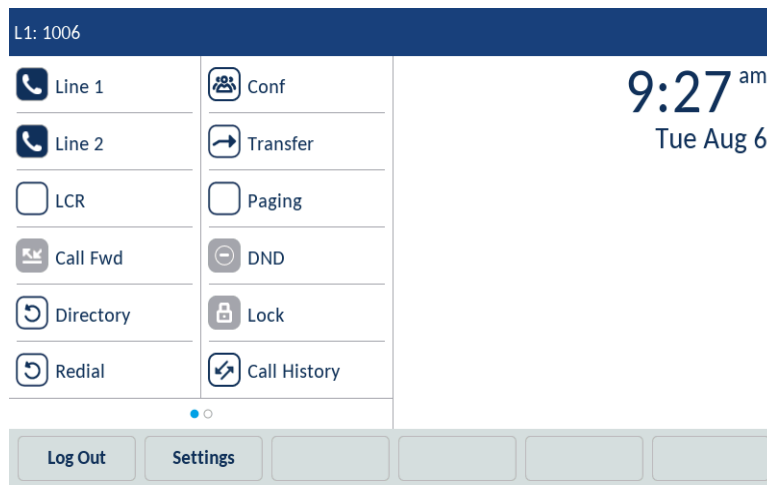

3. Type in the password to your Hotdesk account and tap **Enter**.
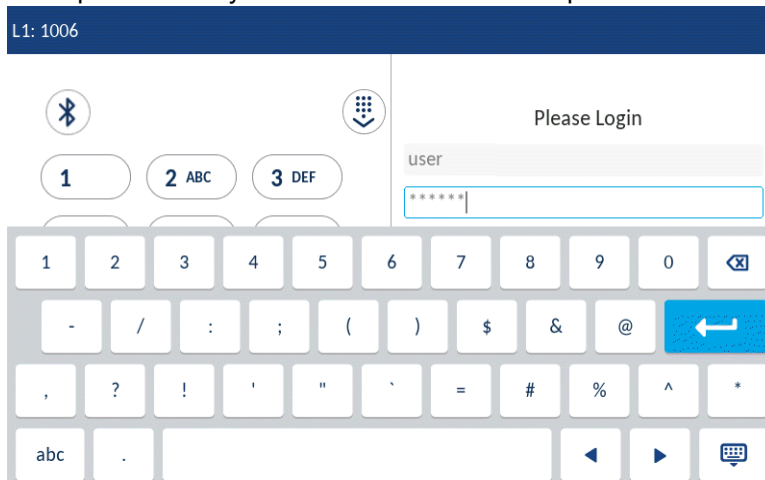
Note: The character are hidden with asterisks (*) for security reasons.

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

L1: 1006		
📞 Line 1	👥 Conf	
📞 Line 2	➡️ Transfer	**9:27** am
⬜ LCR	⬜ Paging	Tue Aug 6
Call Fwd	⊖ DND	
↻ Directory	🔒 Lock	
↻ Redial	Call History	
	● ○	
Log Out	**Settings**	

The following table describes the bottom softkeys which are always visible on the Home screen in the Hotdesk Logged In state:

Softkey	Description
Log Out	To log out from the current phone extension.
Settings	To access the Settings menu.

Note that there can be other bottom softkeys on the Home screen depending on the configurations made.

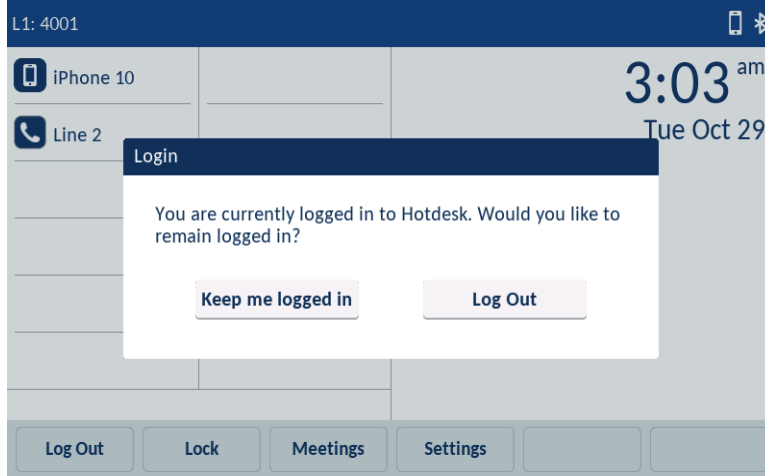## Logging out of the Hot Desk

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

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

Auto logout on Call Termination

When you are logged in, the phone displays a pop-up message after the end of every call.

Tap the **Keep me logged in** softkey to stay logged in. The pop-up message disappears.
or
Tap the **Log Out** softkey to move from the 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 logout while using a Mitel 6970 IP Conference Phone in a meeting room.

Note: This feature can be disabled by your System Administrator.

Additional features

Apart from the basic features, the Mitel 6970 IP Conference Phone supports a number of additional features.

You can use the following additional features:

- Display DTMF Digits
- Play Call Waiting Tone
- Stuttered Dial Tone
- XML Beep Support
- Status Scroll Delay
- Switch UI Focus to Ringing Line
- Call Hold Reminder During Active Calls
- Call Hold Reminder (on single hold)
- Call Waiting Tone Period
- Preferred Line and Preferred Line Timeout
- Goodbye Key Cancels Incoming Calls
- Message Waiting Indicator
- Incoming Intercom Call Features
- Group RTP Paging
- Shared Call Appearance (SCA) Call Bridging
- Star Codes

See the description and configuration details of the additional features in the *Mitel 6940 SIP Phone User Guide* or contact your System Administrator.

Accessory support

Corded Extension Microphones

To ensure better coverage of the larger premises, 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 **❶** , an LED indicator **❷** , and the microphone **❸** .
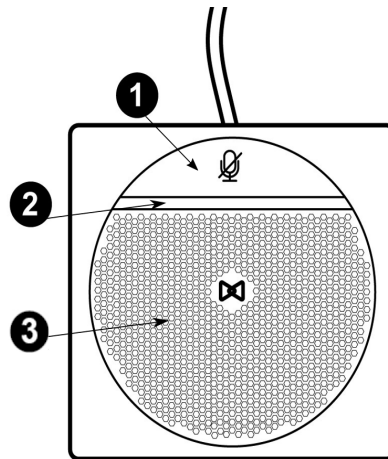
LED indicators

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.
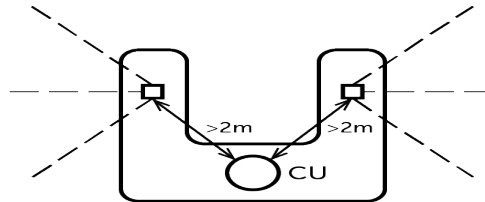
A. Conference table with the conference phone unit (CU) and one extension microphone attached
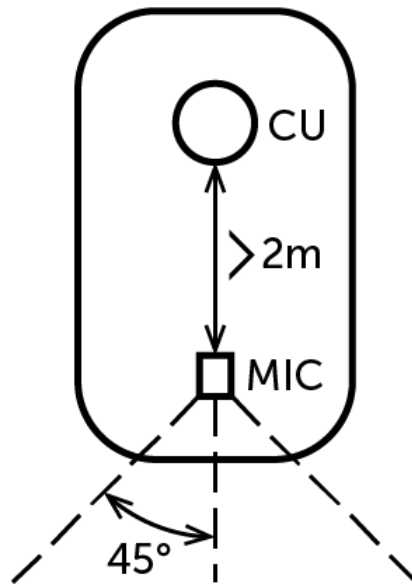
B. Conference table with the conference phone unit and two extension microphones attached
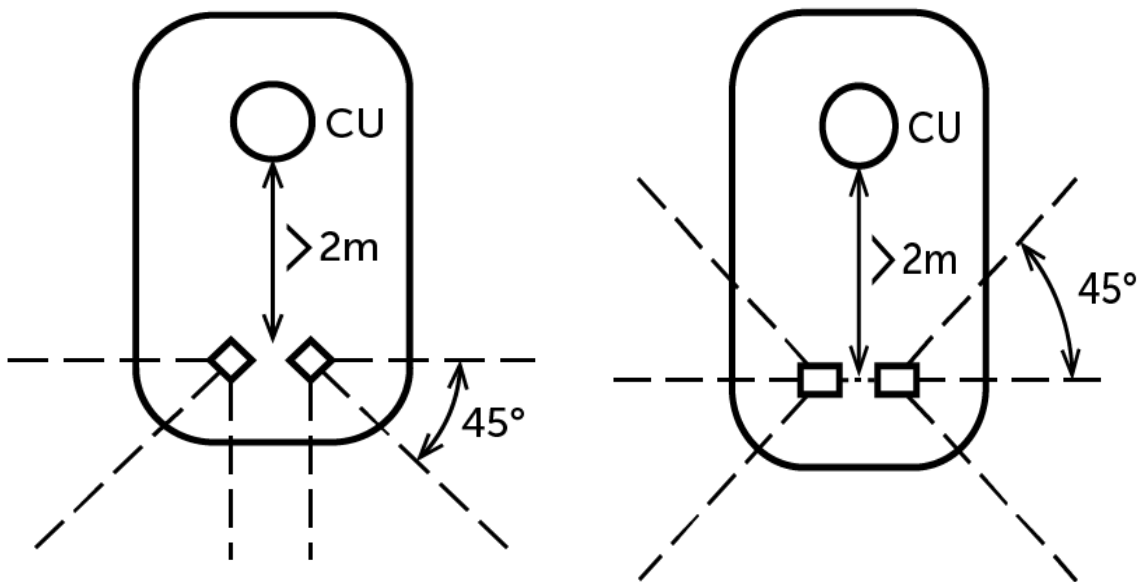
C. A "horseshoe" conference table with the conference phone unit and two extension microphones attached

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 the micro-USB input port.

2. Carefully insert the extension microphone cable into the micro-USB input port.

CAUTION: Plugging any 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 so that to boost the sound pick up for all the participants of the conference call.

Note: Place the microphones flat on the table to boost the pick up in the conference room.

3. Answer / make a call.

4. (Optional) Mute and unmute the extension microphone during a call by pressing the (**Mute**) button on the microphone.

Note: Muting an individual extension microphone only mutes that microphone. Audio is still enabled for the conference through the Mitel 6970 IP Conference Phone. To mute the entire conference you must tap the key on the phone.

For information on muting a call, see .

Mitel Wireless LAN Adapter

The Mitel WLAN Adapter is a wireless bridge that can add wireless connectivity functionality to your Mitel 6970 IP phone. It allows your Ethernet-enabled phone to join a secure, high-speed network. It is software-transparent, that is, no changes to drivers, management tools, or applications are needed to use this adapter.
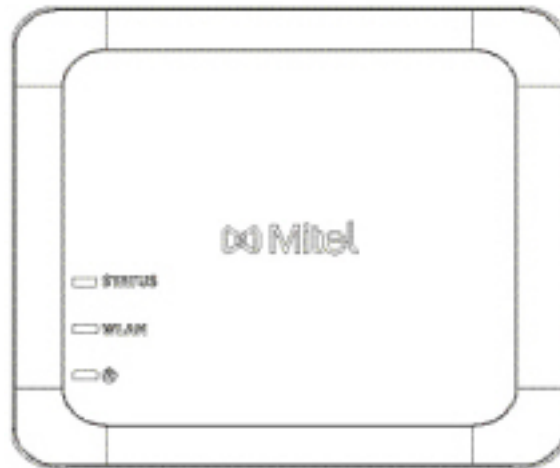
Feature highlights include:

- **Easily add robust and secure wireless capabilities to Ethernet devices**
  The Mitel Wireless LAN Adapter is a high-performance wireless network adapter that enables any Ethernet device to function as an 802.11a/b/g/n dual-band wireless network device, giving you the freedom to place it anywhere in your facility.

- **Dual band IEEE 802.11a/b/g/n support**
  The Mitel Wireless LAN Adapter is designed to communicate in the 2.4-GHz and 5-GHz bands. Radio interference in the commonly used 2.4-GHz band can be avoided by utilizing the 5-GHz band.

- **Gigabit Ethernet support**
  The wired LAN port supports 10/100/1000BASE-T (auto-recognition).

- **Simple to setup and use**
  The Mitel Wireless LAN Adapter is easy to set up using the enclosed network setup cable. No special drivers or software are required.

- **Enterprise security**
  The Mitel Wireless LAN Adapter supports the following security functions and standards:

  - WEP (64 Bit/128 Bit)

  - WPA-PSK (TKIP/AES)

  - WPA2-PSK (AES)

  - IEEE 802.1X EAP-PEAP, EAP-TLS, EAP-TTLS, EAP-FAST, EAP-LEAP

## Installing and Configuring a WLAN Adapter

1. Factory Reset the WLAN adapter by doing the following:
   1. Disconnect the AC plug of the Mitel WLAN adapter from the electrical outlet.
   2. Reconnect the AC plug to the outlet and push down the switch to power on the Mitel WLAN Adapter. The green LED for wired LAN connector illuminates. After 2 seconds, when the LED changes to red, release the switch to delete all configured data. The device is set to factory default.

2. Plug the WLAN Adapter into the Mitel 6970 IP phone using the network cable provided. Plug one end of the cable into the network jack on the adapter (POE port) and the other end into the network jack on the back of the phone.

3. On the DHCP screen, press Skip.The DHCP discovery interludes at approximately 30 seconds and the Wi-Fi settings menu is displayed on the phone.

4. The phone displays the idle screen and then the **Voice Service** menu. Press the **Options** key. Scroll horizontally to the WiFi menu and press **Select**.

5. The **Available Networks** settings menu will be displayed after approximately 30 seconds.

6. 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.

7. Enter the password for the network and select **Save**. The Save Settings window appears.

8. Select **Yes** to save your settings and to reboot the WLAN adapter and the phone. The phone is successfully connected to the network.
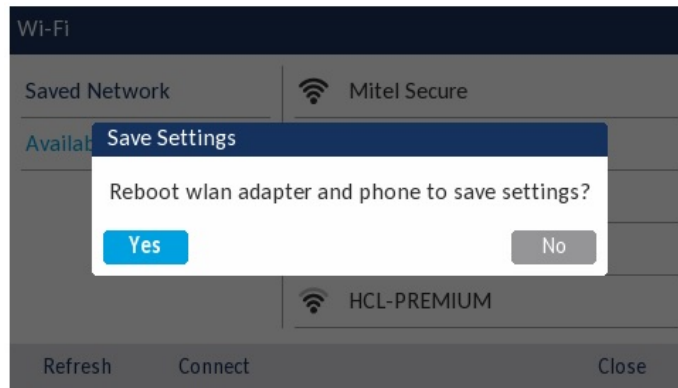
9. The connected SSID (Mitel Secure) is listed under **Saved Network**.

Troubleshooting Solutions

Why is my display blank?

Ensure that power is being provided to your phone. If your network does not provide inline power over Ethernet, you can obtain an additional accessory, the Mitel PoE (Power over Ethernet) inline power supply, to provide power over Ethernet locally to your phone. See the **Connecting to the Network and to Power** section in the *Mitel 6970 Installation Guide* for details.

Why can't I get a dial tone?

Check for any loose connections and that the phone has been installed properly. For installation instructions, please refer to the **Installation and Setup** section in the *Mitel 6970 Installation Guide*.

Why doesn't my phone ring?

Check the ring volume on your phone. It may be turned down or turned off. To adjust the ringer volume setting, press the volume key when the phone is on-hook and idle.

Why is the light not coming on with a new voicemail message?

Your phone system or service provider must provide the visual message waiting service for this function to work. Check with your System Administrator for more information.

How do I find the IP address of my phone?

To find your phone's IP address, contact your System Administrator.

Why does my phone display the No Service message?

The phone displays the **No Service** message if the SIP settings have not been set up correctly. Contact your System Administrator for more information.

How do I change my user password?

You can change the user password from the IP phone UI or the Mitel Web UI. See "Password" on page 83 and "Configuring lock settings using the Mitel Web UI" on page 86 for more information.

Why does my phone display Bad Encrypted Config?

The IP phone displays **Bad Encrypted Config** because encrypted configuration files are enabled but the decryption process has failed. Report this error to your System Administrator.

How do I restart the IP phone?

To restart you phone, contact your System Administrator.

Mitel
Powering connections

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