

## Mitel 6970

# Mitel MiVoice 6970 IP Conference Phone User Manual

Model: 50008271

## INTRODUCTION

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The Mitel MiVoice 6970 IP Conference Phone is designed to provide high-quality wideband audio conferencing for various room sizes, from medium-to-large conference rooms to executive offices. This device features a contemporary design with 360-degree room coverage, ensuring clear audio for all participants. This manual provides instructions for setting up, operating, and maintaining your conference phone.

## PRODUCT OVERVIEW

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Figure 1: Front view of the Mitel MiVoice 6970 IP Conference Phone, showing the touchscreen display and control buttons.



Figure 2: Top-down view of the Mitel MiVoice 6970 IP Conference Phone, highlighting the speaker grille and overall design.

The Mitel MiVoice 6970 features a 7-inch 480x800 capacitive color LCD touchscreen display for intuitive navigation. It incorporates 8 beam-forming microphones for 360-degree audio pickup and Mitel's Hi-Q audio technology with Automatic Gain Control (AGC) to optimize sound quality and reduce background noise. The device also includes Bluetooth 4.1 for mobile phone pairing and two USB ports for connectivity.

## SETUP

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### Package Contents

- Mitel MiVoice 6970 IP Conference Phone
- Ethernet Cable
- Quick Start Guide (if applicable)

### Connecting the Phone

1. **Placement:** Position the conference phone centrally in your meeting room to ensure optimal 360-degree microphone coverage.
2. **Power and Network Connection (PoE):** The Mitel 6970 is powered via Power Over Ethernet (PoE). Connect one end of the Ethernet cable to the LAN port on the back of the conference phone and the other end to a PoE-enabled network switch or PoE injector.
3. **Initial Boot-up:** Once connected, the phone will automatically power on and begin the boot-up sequence. This may take a few minutes.
4. **Network Configuration:** The phone will attempt to obtain network settings (IP address, etc.) via DHCP. If your network requires static IP configuration, refer to the on-screen prompts or your network administrator for details.

## OPERATING INSTRUCTIONS

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### Using the Touchscreen Display

The 7-inch capacitive color LCD touchscreen is the primary interface for the MiVoice 6970. Navigate menus, dial numbers, and manage calls by tapping on the screen icons and options.

### Making and Receiving Calls

- **Dialing:** Tap the "Dialer" icon on the touchscreen and enter the desired number using the on-screen keypad. Tap the "Call" button to initiate the call.
- **Answering:** When an incoming call rings, tap the "Answer" icon on the touchscreen.
- **Ending Call:** Tap the "End Call" icon to terminate an active call.
- **Mute:** Tap the "Mute" icon on the screen or the physical mute button to mute/unmute the microphones during a call.

### Bluetooth Pairing

The phone supports Bluetooth 4.1, allowing you to pair your mobile phone for audio integration.

1. On the MiVoice 6970, navigate to the Bluetooth settings menu via the touchscreen.
2. Enable Bluetooth and set the phone to "Discoverable" mode.
3. On your mobile phone, search for available Bluetooth devices and select "Mitel 6970".
4. Confirm the pairing code on both devices if prompted.
5. Once paired, you can route mobile phone calls through the conference phone's speakers and microphones.

### USB Ports

The two integrated USB ports can be used for various purposes, such as connecting external storage devices for recording or firmware updates, or charging small mobile devices (check power output specifications for compatibility).

### Audio Technology (Hi-Q Audio & AGC)

The Mitel 6970 utilizes Hi-Q audio technology and Automatic Gain Control (AGC). This system automatically adjusts microphone sensitivity and speaker volume to ensure clear communication for all participants, minimizing background noise and ensuring active talkers are heard clearly.

## MAINTENANCE

- **Cleaning:** Use a soft, dry, lint-free cloth to clean the phone's exterior and touchscreen. Do not use abrasive cleaners, solvents, or aerosol sprays.
- **Firmware Updates:** Periodically check for firmware updates from Mitel to ensure optimal performance and access to new features. Updates are typically managed by your IT department or network administrator.
- **Environmental Conditions:** Operate the phone within recommended temperature and humidity ranges to prevent damage. Avoid exposing the device to direct sunlight, excessive heat, or moisture.

## TROUBLESHOOTING

| Problem                            | Possible Cause  | Solution   |
|------------------------------------|---|--|
| Phone does not power on.           | No PoE connection or faulty Ethernet cable.   | Ensure the Ethernet cable is securely connected to a PoE-enabled port. Verify the PoE switch or injector is functioning.         |
| No dial tone or cannot make calls. | Network connectivity issue; incorrect network configuration; VoIP service not registered. | Check network cable. Verify IP address and network settings. Contact your IT administrator to confirm VoIP service registration. |

| Problem                            | Possible Cause   | Solution   |
|------------------------------------|--|--|
| Poor audio quality (echo, static). | Improper phone placement; network latency; microphone obstruction.                   | Ensure the phone is centrally located and not too close to walls or reflective surfaces. Check network connection stability. Ensure microphones are not covered. |
| Bluetooth pairing fails.           | Bluetooth not enabled on phone or mobile device; devices out of range; interference. | Ensure Bluetooth is enabled on both devices. Move devices closer. Restart both devices and try pairing again.  |

## SPECIFICATIONS

- **Model:** Mitel MiVoice 6970 (50008271)
- **Display:** 7-inch 480x800 Capacitive Color LCD Touchscreen
- **Microphones:** 8 beam-forming microphones with 360-degree coverage
- **Audio Technology:** Mitel Hi-Q audio with Automatic Gain Control (AGC)
- **Connectivity:** Bluetooth 4.1, 2x USB ports, Ethernet (PoE)
- **Power Source:** Power Over Ethernet (PoE)
- **Dimensions (Approx.):** 19.13 x 10.71 x 5.83 inches
- **Weight (Approx.):** 4.29 pounds
- **Material:** Plastic
- **Color:** Black
- **Recording Capacity:** 16 minutes (basic answering system)
- **Compatible Devices:** IP Networks, Computers, Mobile Phones, VoIP Services

## WARRANTY AND SUPPORT

For information regarding the product warranty, please refer to the warranty card included with your purchase or visit the official Mitel website. Technical support and additional resources can be found through your authorized Mitel reseller or by contacting Mitel customer service directly. Please have your product model number (50008271) and serial number ready when seeking support.

*Note:* This manual provides general guidance. Specific features and configurations may vary based on your organization's VoIP system setup. Consult your IT administrator for system-specific details.