



# Hosted VoIP

## CommPortal Quick Start Guide

Get the most out of our Hosted VoIP service with these handy instructions for the Midco® CommPortal, an online tool to manage and use your business calling features.

# Contents

- Login and Passwords..... 4
  - Login..... 4
  - Change Password..... 4
  - Voicemail PIN..... 4
- Make a Call ..... 5
- Call Manager..... 5
  - Business Call Manager ..... 5
    - Standard Account Phone Ringing ..... 5
    - Call Forwarding Universal..... 5
    - Call Forwarding Delayed/Don't Answer..... 6
  - Incoming Call Manager ..... 6
    - Call Ringing and Forwarding ..... 6
- Calls ..... 7
  - Missed Calls ..... 7
  - Dialed Calls ..... 7
  - Received Calls ..... 7
  - Rejected Calls ..... 8
- Contacts ..... 8
  - Contact List..... 8
  - Speed Dials ..... 9
- Voicemail..... 9
  - Message Settings..... 9
    - Voicemail Greetings..... 9
    - Fast Voicemail Login ..... 10
  - Voicemail Message Access ..... 10
  - eVOICE Messages..... 11
- Recording Controls ..... 12
- Programming Softkeys..... 13
- Online Resources..... 14
  - Helpful Tools and Tips ..... 14
  - My Account and Bill Pay ..... 14
  - Policies ..... 14
  - 24/7 Support..... 14

## Make the Right Connection

Thanks for choosing Midco for your business Hosted VoIP service!

Your experience with this service matters to us. We hope you find this user guide is a helpful tool for your service.

We have even more tips and tools at **Midco.com/Business/Support**, where you can learn more about different features, read common questions and answers, and get tips about your services. We also have quick start guides available online for all of our Hosted VoIP services, including your Softphone app and your Polycom device(s).

Please note that some features must be enabled on your account so you can use them. Contact our business support team for questions and assistance at 1.800.888.1300.

## Login and Passwords

### Login

1. Go to the Midco CommPortal, which is available online at <https://compportal.midco.com>.
2. On the login screen, enter your **telephone number** and **password**. Your initial password is provided by Midco.
3. Click **Login**.
4. When prompted, change your password to one that's unique to you. For your security, password requirements include the following:
  - Your new password must be 10-15 characters in length, include one number, one letter and one special character.
  - Passwords cannot have the same number or digit repeated three times in a row.
  - Passwords cannot be a numeric sequence, such as 0123456789.
  - Passwords cannot contain, or match part of, a telephone number associated with this account.

### Change Password

To change your account password:

1. On the Home dashboard under Security, click **Change Password**.
2. Enter your **Current password** and then the **New password** twice. For security purposes, the text will be hidden as you type.
  - Your new password must be 10-15 characters in length, include one number, one letter and one special character.
  - Passwords cannot have the same number or digit repeated three times in a row.
  - Passwords cannot be a numeric sequence, such as 0123456789.
  - Passwords cannot contain, or match part of, a telephone number associated with this account.
3. Click **Confirm** to save the change.
  - You will receive an email notification from notifications@voicemail.midco.net, which will confirm the password change.

### Voicemail PIN

To change your voicemail PIN:

1. On the Home dashboard under Security, click **Change Call Services PIN**.
2. Enter your **Current PIN** and then the **New PIN** twice. For security purposes, the text will be hidden as you type.
  - PINs must be digits only. They must be between six and 10 digits long, and cannot contain, or match part of, a telephone number associated with this account. Your voicemail PIN cannot match your call services PIN.
3. Click **Confirm** to save the change.
  - You will receive an email notification from notifications@voicemail.midco.net, which will confirm the PIN change.

## Make a Call

When you are in the CommPortal, you have the option to dial a number or contact via the online portal rather than your desk phone equipment keypad.

1. On the CommPortal dashboard, click **Make a Call**.
2. Enter the **number** or choose a **contact** you'd like to call. Click **Dial**.
3. Pick up your desk phone equipment to participate in the call.

## Call Manager

The main part of the CommPortal Home dashboard displays your call manager settings and gives you advanced options as well.

There are two main views for this dashboard: the Business Call Manager view and the Incoming Call Manager view. Most customers will have the Business Call Manager view. This will affect which features you have and actions you can take in Call Manager.

To see what these two views look like, go to **Midco.com/Business/Support**. Under **Hosted VoIP**, click **CommPortal** and then **Call Manager Comparison**.

## Business Call Manager

### Standard Account Phone Ringing

Note: This feature is available if your business and account phone have Business Call Manager activated. See the Call Manager introduction on page 5 for details.

To ring incoming calls to just your account phone:

1. On the Home dashboard under Phone Status, go to the section "Incoming calls will," and select **Ring your Account Phone**. (This is the default setting.)
2. Click **Apply** to save your changes.

### Call Forwarding Universal

Note: This feature is available if your business and account phone have Business Call Manager activated. See the Call Manager introduction on page 5 for details.

Forwarding calls to another number overrides other call services (such as busy call forwarding or no answer call forwarding set up in Advanced Settings). If the forwarding destination is busy or unavailable, the call cannot be retrieved and will not go to your account voicemail.

To send all incoming calls to another phone:

1. On the Home dashboard under Phone Status, go to the section "Incoming calls will," and select **Forward to another phone**.

2. On the Select Forwarding Number window, enter a **saved number** and click **Add** – or enter a **temporary number**. Click **OK**.
  - A message will display confirming your selection.
  - If you leave the box checked for “Notify me when calls are forwarded,” your account phone will ring one time whenever a call is forwarded.
  - The Advanced Settings area will display any call service rules you created that will not be in effect, because this setting will override them.
3. Click **Apply** to save your changes.

The next time you receive an incoming call, the call will forward to the number you selected. Your account phone will ring one time to notify you of the forwarding – if you opted in to that setting.

### Call Forwarding Delayed/Don't Answer

Note: This feature is available if your business and account phone have Business Call Manager activated. See the Call Manager introduction on page 5 for details.

If you don't answer an incoming call, by default, it will go to your voicemail. If you'd like all unanswered calls to be forwarded to another number instead, follow these steps.

Note: If you are using a ringing order, an incoming call will be forwarded after all the ringing periods have been completed.

#### To forward all unanswered calls to another phone (rather than your voicemail):

1. On the Home dashboard under Phone Status, go to the section under your Account Phone.
2. Under “If there is no answer,” select **Forward to another phone**.
3. Review and edit the **number of seconds** you wish the phone to ring before the call is forwarded.
4. Click the link for **another phone**.
5. On the Select Forwarding Number window, enter a **saved number** and click **Add** – or enter a **temporary number**. Click **OK**.
6. Click **Apply** to save your changes.

The next time you receive an incoming call that isn't answered, the call will forward to the specified number after the specified number of seconds it rings.

### Incoming Call Manager

Incoming Call Manager lets you decide who, how and when callers can reach you. You can set your call manager up to route calls differently based on time of day, date and the caller.

### Call Ringing and Forwarding

Note: These features are available if your business and account phone have Incoming Call Manager activated. See the Call Manager introduction on page 5 for details.

To ring all incoming calls to directly to your phone:

1. On the Home dashboard under Phone Status, click **Summary**.
2. Under “When I receive a call,” select **Ring my phone**. (This may be your default setting.)
3. Click **Apply** to save your changes.

All incoming calls will make your phone ring – and any rules you’ve set up will be overridden.

To set all incoming calls to forward to another number:

1. On the Home dashboard under Phone Status, click **Summary**.
2. Under “When I receive a call,” select **Forward to**, and enter a **number** where you want calls forwarded.
3. Click **Apply** to save your changes.

All incoming calls will be forwarded to your specified number – and any rules you’ve set up will be overridden.

To send all incoming calls to voicemail:

1. On the Home dashboard under Phone Status, click **Summary**.
2. Under “When I receive a call,” select **Send to voicemail**.
3. Click **Apply** to save your changes.

All incoming calls will go directly to your voicemail – and any rules you’ve set up will be overridden.

## Calls

### Missed Calls

To see a list of your missed calls:

- On the Home dashboard, click **Messages and Calls** and then **Missed**.

The CommPortal displays your list of recently dialed calls.

### Dialed Calls

To see a list of your recently dialed calls:

- On the Home dashboard, click **Messages and Calls** and then **Dialed**.

The CommPortal displays your list of recently dialed calls.

### Received Calls

To see a list of your recently received calls:

- On the Home dashboard, click **Messages and Calls** and then **Received**.

The CommPortal displays your list of recently received calls.

## Rejected Calls

To see a list of your rejected calls:

- On the Home dashboard, click **Messages and Calls** and then **Rejected**.

The CommPortal displays your list of recently rejected calls.

## Contacts

### Contact List

To add contacts to your list:

1. On the Home dashboard, click **Contacts** and then **Contact List**.
2. Click **New Contact**, and enter **contact details** for that individual.
3. Click **Save**.

To import contacts:

You can import up to 1,000 contacts by uploading a CSV file. Any contacts over 1,000 will not be uploaded. You can export existing contacts from your current provider, or use the Import Contacts CSV template provided by Midco. You can find it at **Midco.com/Business/Support**, and click **Hosted VoIP, CommPortal** and then **Contacts**.

1. On the Home dashboard, click **Contacts** and then **Contact List**.
2. Click **Import**.
3. On the Import Contacts window, select **Choose File** and navigate to the location on your computer or network where you've saved the contacts file. Select the **name of the CSV file**, and click **Open**.
4. Determine how you will treat the contact if it already exists in both your current CommPortal and your CSV file. Choose one of the following options:
  - **Overwrite the contact:** Replace any existing missing contacts by the contact information from the imported entry.
  - **Duplicate the contact:** The imported entry is simply added to the contact list, creating a duplicate.
  - **Ignore imported entry:** The imported entry is ignored, and no action is taken.
5. Click **Import**. A progress bar will display as your contacts are imported.
6. When the import is complete, click **Confirm** to add the contacts and save your changes.

To create a group for a specific set of contacts:

If you would like to organize your contacts, you may want to set up groups.

1. On the Home dashboard, click **Contacts** and then **Contact List**.
2. Click **New Group**, and enter a **Group Name** of your preference.
3. Locate the contacts you'd like to add to the group. You can enter names in the "Search for" box if you wish. Check the box next to **each contact you'd like to add to the Group**.
4. Click **Save**.



## Speed Dials

Speed calling makes dialing faster, allowing you to assign a one or two-digit code to reach different contacts. If you have existing speed dial numbers set up, they will display here.

To set up a speed dial contact:

1. On the Home dashboard, click **Contacts** and then **Contact List**.
2. Click **Speed Dials**.
3. In the New Speed dial section, select a **speed dial code**.
  - One-digit codes range from 2-9. Two-digit codes range from 20-49.
  - Only unassigned speed dial codes will display as selection options.
4. Enter the **Number** you'd like assigned to the speed dial code.
5. Click **Add**.
6. Repeat steps 3-5 for each new speed dial code you'd like to set up.
7. Click **Apply** when you have finished adding all new speed dial numbers.

You can now dial an established speed dial number from your phone. Simply lift your handset, and listen for the dial tone. Dial \* followed by the **speed code** for the party you'd like to call.

## Voicemail

### Message Settings

Message Settings enable you to establish your own voicemail preferences. For security reasons, Midco has disabled the option to skip a PIN entry when accessing voicemail from your phone.

To access Message Settings:

- On the Home dashboard under Your Services, click **Message Settings**.

Various message setting options including email voice messages, mailbox access and voicemail greeting options are displayed.

### Voicemail Greetings

You can configure which greeting plays to callers who reach your voicemail. You can choose to use from several greeting options. This quick start guide covers the personal greeting setup. Learn more about other options at [Midco.com/Business/Support](http://Midco.com/Business/Support).

- System, extended absence and other greetings: Under **Hosted VoIP**, click **CommPortal** and then **Voicemail**.
- Greeting options and setup via your desktop phone equipment: Under **Hosted VoIP**, click the name of your specific **model of desktop phone equipment**.

To set a personal greeting message:

1. On the Home dashboard under Your Services, click **Message Settings**.
2. In the Mailbox Access section, go to **Voicemail Greeting**, and choose **Personal**.
3. Next to Personal, click the **record** link to record a new greeting. Greetings with an asterisk (\*) symbol next to them are already recorded.

4. Choose **Record/Listen Greeting** or **Upload Greeting**.
  - Refer to and follow the **Recording Controls** section on page 12 for recording, upload and playback control details.
5. Click the **play** button to play back your message to check that it has recorded or uploaded correctly.
  - If you would like to re-record your message, click the **record** button again. This will overwrite your previous message.
6. Click **Save**.
7. Under Voicemail Greeting, click **more options** to expand and display additional greeting settings. If you wish, choose one or more of the following options:
  - **Use a different greeting when I'm in a call**: Check this box to enable a unique greeting when callers reach your voicemail when you're on another call.
  - **Use a different greeting outside business hours**: Check this box to play a different greeting if a caller reaches your voicemail based on the time of day they're calling – such as outside business hours.
  - **Use different greeting within my business group**: Check this box if you want to play a different message to colleagues in your business group while you're on extended absence.
8. Click the **record** link next to any option you choose to create or upload the greeting these callers will hear.
  - Refer to and follow the **Recording Controls** section on page 12 for recording, upload and playback control details. Click **Save** when your recording changes are complete.
9. Click **Apply** to save your changes.

### Fast Voicemail Login

Although you cannot skip a PIN entry to access your voicemail via your phone (for security purposes), you can enable Fast Login.

1. On the Home dashboard under Your Services, click **Message Settings**.
2. In the Mailbox Access section, check the box for **Fast Login**.
3. Click **Apply** to save your changes.
4. The next time you access your voicemail from your phone, the system automatically recognizes your number. Enter your **voicemail PIN** when prompted, and follow the voice instructions to manage your voicemail.

### Voicemail Message Access

To play and manage voicemail messages:

1. Locate your voicemails:
  - If you have Business Call Manager: On the Home dashboard, click the **link stating your number of voicemails**, or click **Messages and Calls** and then **Messages**.
  - If you have Incoming Call Manager: Click **Messages and Calls** from the Home dashboard.

2. To access the voicemail player, click the **play** icon to the left of each message.
  - To review any part of the message, drag the **slider**, and click **play**. Or click the **rewind**, **pause**, **stop** or **fast forward** buttons as needed.
  - To delete the voice message, click the **trash** icon on the player window.
  - To leave the voice message in your list, click the **X** to close on the player window.
  - You can also take the following actions on the player window when you click the down arrow next to the slider:
    - Reply
    - Mark as new
    - Forward as Email
    - Forward as Voicemail
  - Back on the voicemail messages listing, you can save a copy of the message to your computer. Right-click the **play** icon, and select **Save Target As...** or **Save Link As**. Choose a **location on your computer** to save the file.

Note: To access your voicemail directly from your phone, refer to the quick start guide for your phone model, or visit [Midco.com/Business/Support](http://Midco.com/Business/Support), under Hosted VoIP.

## eVOICE Messages

The eVOICE feature enables you to receive an email to your specified email address whenever you receive a voicemail. This email will contain some basic details of the call as well as an audio file you can play back on your computer or device, so you can listen to the message.










To automatically forward all received voicemails to your email:

1. On the Home dashboard under Your Services, click **Message Settings**.
2. In the General section, check the box to **Forward messages as emails**. Click the **add an email address** link.
3. Enter the **email address** where you'd like to receive voicemails, and click **Add**.
4. If you'd like to leave messages in your CommPortal inbox so you can still access them, check the box for **Leave original in Inbox**.
5. Click **Apply** to save your changes.

## Recording Controls

A number of controls are provided for recording your greetings, messages and announcements. Greetings with an asterisk (\*) symbol next to them are already recorded.

**Important:** When you first use the Greeting Recorder, you will be prompted to **allow** the CommPortal to use your computer microphone for recording.

Symbol	Definition
	Record button: Starts recording and will overwrite any message you have previously recorded.
	Stop recording button: Stops recording a message.
	Play button: Plays back your recorded message. This action will be unavailable if you have not yet recorded a message.
	Stop playing button: Stops playing a message.
	Microphone control button: Turns the microphone audio/gain up and down.
	Slider/gain control: Moves up and down to adjust the volume level or gain.
	Microphone audio indicator (during recording): Displays above the recording bar and shows how loud the signal is from your microphone. If the microphone gain is set correctly, then several green lights should appear while you are recording. If only one or two appear, then the gain is set too low, and your message will be too quiet. If red lights appear, the gain is set too high and your message will be distorted.
	Playback volume: Adjust the playback volume by clicking this button and moving the slider to set the required volume level.
	Adobe Flash Player Settings: Allows you to view and change your Adobe Flash Player Settings, for example to adjust the settings for your microphone.

To record a greeting and play it back:

1. On the recording window, click **Record/Listen Greeting**.
2. Click the **record** button. Speak your message into your microphone. When you're finished, click the **stop** button.
3. Click the **play** button to play back your message to ensure it has recorded correctly. To stop playback, click the **stop** button.
4. To re-record your message, click the **record** button again. This will overwrite your previous message.

## Programming Softkeys

Use the Devices section of the CommPortal to program certain keys on your individual phone equipment, including softkeys – so you can customize your experience.

### To program a softkey to answer an extension:

You may want to program a softkey if you'd like to know if someone else in your business group is on a call. For example, if your receptionist or another user needs to know if a colleague is on a call before attempting to transfer another call to the same person. You can also program a softkey so users can see if another person's line is ringing – and so they have the option to pick up the call.

1. On the Home dashboard under Personal Details, click **Devices**.
2. On the Devices window, click **set keys** next to the number you'd like to customize.
3. On the Manage your phones window, click **Edit** next to the phone equipment you'd like to manage. (If you have multiple devices, they will display here.)
4. Select the **Programmable Keys – Line** dropdown.
  - a. Select the **key number** you'd like to program.
  - b. Set the **Softkey action** to **Enhanced Monitored Extension**.
  - c. Enter the **extension number**.
  - d. For Use Subscriber Name as Label:
    - Choose **Yes** if you'd like your phone equipment to display the name of the person with the extension you entered.
    - Choose **No** if you'd like a custom label. Enter the **Label details**.
  - e. Close the **Programmable Key – Line** dropdown.
5. Click **Save Changes**.

### To program a softkey to be a speed dial:

Program a softkey to speed dial a number.

1. On the Home dashboard under Personal Details, click **Devices**.
2. On the Devices window, click **set keys** next to the number you'd like to customize.
3. On the Manage your phones window, click **Edit** next to the phone equipment you'd like to manage. (If you have multiple devices, they will display here.)
4. Select the **Programmable Keys – Line** dropdown.
  - a. Select the **key number** you'd like to program.
  - b. Set the **Softkey action** dropdown to **Speed Dial**.
  - c. Enter the **10-digit number** that you want that key to call.
  - d. Enter a **speed dial label**, and close the **Programmable Keys – Line** dropdown.
5. Click **Save Changes**.

## Online Resources

### Helpful Tools and Tips

Your experience with Midco matters to us. We want to help you get the most out of your services. We offer many helpful tools and resources for you at **Midco.com/Business**. Check it out today!

**Midco.com/Business/Support** – Visit our online library of helpful tools and information for you, including the most commonly requested resources. Get help with your equipment, troubleshooting and more.

### My Account and Bill Pay

#### Midco.com/Business/MyAccount

- View your current and past bills online. Set up auto pay or make a one-time payment. Don't forget to go green by enrolling in e-statements!
- Sign up to receive emails and texts about service maintenance and your account.

### Policies

Midco provides Hosted VoIP service to our customers subject to policies established for the protection of our users, our company and our communities. Visit **Midco.com/Legal**, which include these and others:

- Acceptable Use Policy
- Phone Service Terms and Conditions
- Cable, Internet and Phone Subscriber Privacy Notice
- Online Privacy Policy

### 24/7 Support

Have a question? Let us know! Reach out to us around-the-clock at 1.800.888.1300. We also offer customer service by email, live online chat and social media, and at our local Customer Experience Centers during regular business hours. Just visit **Midco.com/Business/Contact**.