Hosted VoIP
Softphone Client for PC
Quick Start Guide

Get the most out of our Hosted VoIP service with these handy instructions for the Midco® Softphone Client, a desktop tool to manage and use your business calling features.

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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.

This guide will work for PC desktops and laptops. You must enable your speakers and microphone for the Softphone client to function correctly. We recommend using a headset for the best experience.

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 tools, including the online CommPortal and your desktop phone equipment.

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**.

Softphone Client Access

To install the software:

1. On your desktop, visit **Midco.com/Business/Support**. Under Hosted VoIP, choose **Softphone** and then **Desktop PC**. Click **Download Now**.
2. Once the file has downloaded, click **Run** to begin the installation process.
3. Follow the prompts to set application settings, and click **Install**.
   - Once the installation is complete, Midco Softphone will open automatically. If it does not, use your **File Explorer** to find Midco Softphone.

To log in for the first time:

1. Enter your **10-digit number**.
2. Enter your case-sensitive **password** provided by Midco. If softphone has already been installed on another device, the password will be the same as the initial device. This is also the password used for CommPortal access.
3. Click **Login**.
4. Read through the End User License agreement, and click **Accept**.

Support Within the Softphone

You can find additional help topics right in your Softphone desktop client.

1. When you're logged in to Softphone on your PC, click the **Help** tab at the top of the window.
2. In the dropdown, click **Help** again. An online help portal appears.

Calls

The Softphone client allows you to make and answer calls on your desktop computer or laptop. When you use client, your calls and messages will be logged into your CommPortal.

Manage Calls

To place a call:

1. From the main screen, go to the dialer search bar, and select the **dial pad** icon.
2. Enter the **number** either with your keyboard or using the on-screen dial pad.
3. Click the **call** button.

To answer a call:

- When you receive an incoming call, a pop-up window displays. Click **Accept**.

To end an active call:

- Click the red **End Call** button to hang up.

To place active call on hold:

- Click the **Pause** button while on an active call.

To reject a call:

- When you receive an incoming call, a pop-up window displays. Click **Reject**.

To view a recent call or chat:

1. From the main screen, select the **Recent** tab.
2. Scroll, and select the appropriate **record** to view call and chat details.

To dial the last number you called:

1. From the main screen, go to the **Recent** tab.
2. Locate the **latest outgoing call**. (Outgoing calls are marked with a blue icon.)
3. Next to it, click the **Call Contact** button, or double-click the **call record**.

To record a call:

- While on an active call, click the **record** button.
  - Audio files are stored in the **Midco Softphone** folder on your computer. After the call has been disconnected or the recording has stopped, a pop-up window will direct you to the file folder location on your computer.

Conference Call

To place a conference call:

1. While on an active call, click **Add Participant**.
2. Use the search bar to select a **new participant** from your contacts, or dial a **number**.
3. Press **Add**.
   - Repeat these steps if you'd like to add more conference members.
4. To disconnect and end the conference call, click the red **End Call** button.

Video Call

To place a video call:

1. While on an active call, click the **Video** icon. Wait a few seconds, and your call will show a video feed of your call recipient.
   - Note: Your video will only work if your call recipient also has Midco Softphone and if your PC has a compatible webcam.
2. To disconnect your video call, click the red **End Call** button.

Call Transfer

To transfer a call:

1. While you're on an active call, click the **Transfer** icon.
2. Use the search bar to select a **new participant from your contacts**, or dial a **number**.
3. Press **Transfer Call** to complete the transfer between the other parties, and then hang up your own line.

Call Park

With call park, you can put a call on hold when you're on one piece of equipment, and continue the conversation from another set of desktop phone equipment or your Softphone.

Before you can use call park, your CommPortal business group administrator must set up call park orbits – and you must enable it on your own line.

To enable call park on your own line (after your administrator has set up call park orbits):

1. Go to the **Tools** menu. Click **Options** and then **Calls**.
2. Check the box for **Enable call park**.

To park a call:

1. While you're on an active call, click **Call Park**.
2. Select the appropriate **park location**. Your call is now located in a call orbit that you or someone else can pick up from another device or Softphone.

To retrieve a parked call from your Softphone on your computer:

From your Softphone on your computer, you can retrieve a parked call in one of two ways:

1. When you have a call parked in a call orbit, click **Call Available to Pull**.
2. Select **Pull Call** from the pop-up window. You will then be connected to the call.

OR

1. Go to the **Tools** menu, and click **Call Park**.
2. Click **Pick Up Call** in the appropriate orbit. You will then be connected to the call.

Contacts

To access your contact directory:

- From the main screen, select **Contacts**.

To add a contact:

You can add a contact in multiple ways via your Softphone client:

- On the main screen, click the **pencil** icon located next to the dialer, and then select **Add Contact** from the dropdown.
- In the Recent tab, right-click a **record**, and select **Add to 'Contacts.'**
- In the Recent tab, hover over a **record**, and click the **Add Contact** icon.
- Within the **File** menu, select **Add Contact**.

To dial a contact from your contacts directory:

1. From the main screen, go to the **Contacts** tab.
2. Select the appropriate **contact**.
3. Click **Call Contact**.

To search for a contact:

1. From the main screen, select the **dialer** search bar.
2. In the search bar, begin typing any part of the **contact name**.
3. Select the **contact** when it appears.

Voicemail

To access your voice messages:

1. On the main screen, select **Messages** (next to the dialer search bar).
2. Click the **play** icon next to the message you'd like to hear.
3. Select **Actions** to:
   - **Reply:** Respond to the message.
   - **Mark as new:** Mark the message as unheard, so that a notification will reappear.
   - **Forward as email:** Send the message as an audio file to your email.
   - **Forward as voicemail:** Send the message to another user.

Additional Features

To mute a call:

- Press the **microphone** button while on an active call.

To change call routing rule sets:

Before you can apply rules with your Softphone client, you must set them up using the online CommPortal. For example, you can create rules to forward all calls to your desk device, send all calls to voicemail, and more.

Once rules are set:

1. In your Softphone on your PC, go to the **Tools** menu, and select **Call Manager**.
2. Select the appropriate **rule set**.

Chat

To start a new chat with other Softphone users:

1. From the main screen, locate the appropriate **contact**.
2. Click **Send Chat**.
3. Type your **message**.
4. Press **Enter** on your keyboard to send the message.

To continue a chat with other Softphone users:

1. From the **Recent** tab, select the **Chats** tab.
2. Click **Send Chat** within the appropriate record.
3. Type your **message**.
4. Press **Enter** on your keyboard to send the message.

Call Pull

To transition a call from your computer to your desktop phone equipment:

1. During an active call on your computer, click **Switch**, and wait a few moments for the call to ring on your desktop phone equipment.
2. Answer the **call** on your desktop phone equipment. Your Softphone on your computer will automatically end the call.

To transition a call from another device (such as a mobile device or your desktop phone equipment) to your computer:

- From the main screen of your Softphone client on your computer, click **Call Available to Pull**. Your call will automatically end on the other device – and you can continue the conversation using the Softphone on your computer.

To transition a call from your computer to your mobile device:

1. From the main menu on your Softphone app on your mobile device, press **Call Available to Pull**. Wait a few moments for the call to appear on your mobile device.
2. Press the **Tap** button to pull the call from the computer to your mobile device. Your computer will automatically end the call.

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**.