Hosted VoIP
Softphone App
Quick Start Guide for iOS

Get the most out of our Hosted VoIP service with these handy instructions for the Midco® Softphone App, a mobile 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. The Softphone app works on all iOS devices[1] – including mobile phones and tablets, as long as your device has data and calling set up through a wireless provider.

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 your Hosted VoIP software, including the online CommPortal and 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**.

1 Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

App Access

To install the app:

1. You can locate the app one of two ways:
   - On your mobile device, go to the **App Store**, search for **Midco** and locate the **Midco Softphone** app.
     - o Note: Do not go to the Virtual Phone app, as that is not compatible with your Hosted VoIP service
   - On your mobile device, visit **Midco.com/Business/Support**. Under Hosted VoIP, choose **Softphone** and then **iOS Device**. Click **Download Now** to go to the specific app in the App Store.
2. Click **Install** to download the app on your device and open the app.
3. Select **Allow incoming calls** and **Allow outgoing calls** to ensure that your app functions correctly, and review the Midco Softphone Terms of Use.
4. Press **Accept & Continue** to finish the installation.

To log in for the first time:

1. Enter your **10-digit number**.
2. Enter your case-sensitive **password** provided by Midco. This is also the password used for access to the Hosted VoIP CommPortal, the online portal for managing your line.
   - Enable **Remember Me** to save your login and password on your device.
3. Press **Login**, and follow the navigation prompts to learn your way around the app.
   - Important: Allowing the app to run in the background ensures all calls will come through when the app is not in active use. Denying the app to run in the background will improve battery life but calls may not always come through.

Calls

The Softphone app allows you to make and answer calls on your iOS device, just as you do already. An added benefit is your calls will be tracked in your online CommPortal.

Manage Calls

To place a call:

1. From the main menu, select **Dialer**.
2. Enter the **number**.
3. Press the green **Call** button.

To answer a call:

- When you receive an incoming call, slide the green **Call** button to answer the call.

To end an active call:

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

To place active call on hold and make a new call:

1. Press **Add Call** while on an active call. Your active call will be put on hold.
2. Select a **number** using the Dialer, Contacts or Call History tab.

To reject a call:

- When you receive an incoming call, slide the red **End Call** button to ignore the call.

To view a recent call:

1. From the main menu, select **Call History**.
2. Scroll, and select the appropriate **call record** to view call details.

To dial the last number you called:

1. From the main menu, select **Dialer**.
2. Press the green **Call** button, which will display the last number you dialed.
3. Click the green **Call** button again to make the call.

Conference Call

To place a conference call:

1. When you're on an active call, press **Add Call** to place your current call on hold.
2. Select a **number** using the Dialer, Contacts or Call History tab.
3. Press **Merge**.
   - o Repeat these steps if you'd like to add more conference members.
4. To disconnect and end the conference call, press the red **End Call** button.

Video Call

To place a video call:

1. While you're on an active call, press **Video**. Wait a few seconds and your call will show a video feed of your call recipient.
   - Note: Video will only work if your call recipient also has Midco Softphone and if your device has a front-facing camera.
2. To disconnect your video call, press the red **End Call** button.

Call Transfer

To transfer a call:

1. While you're on an active call, press **Transfer** to place the current call on hold.
2. Select a **number** using the Dialer, Contacts, or Call History tab.
3. Press **Complete Transfer** to complete the transfer between the other parties, and hang up your own line.

Contacts

To access your contact directory:

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

To add a contact:

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

- From the **Contacts** menu:

1. Press the **+**.
2. Enter the **contact details**.
3. Press **Done**.

- From the **Dialer** menu:
  1. Enter a **number**.
  2. Press the **Add Contact** icon.
  3. Enter the **contact details**.
  4. Press **Done**.
- From the **Call History** menu:
  1. Select the **call record**.
  2. Press the **Information** icon.
  3. Press the **+**.
  4. Enter the **contact details**.
  5. Press **Done**.

To dial a contact from your contacts directory:

1. From the main menu, go to **Contacts**.
2. Select the appropriate **contact**.
3. Press the **number** you wish to call.

To search for a contact:

1. From the main menu, go to **Contacts**.
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. From the main menu, select **Messages**.
   - If voicemail has not been set up, directions will appear.
2. Press the **Play** icon next to the message you'd like to hear.
   - Press the **trashcan** to delete the message.
   - Press the **call** icon to call the person who left the message.
   - Press the **three dots** in the upper-right corner to:
     - **Reply**: Respond to the message.
     - **Forward**: Send the message to another user.
     - **Mark as Unread**: Mark the message as unread, so that a notification will reappear.
     - **Save to Contacts**: Create a contact for the person who left you the message.

Additional Features

To mute a call:

- Press **Mute** while on an active call.

To change call routing rule sets:

Rules are defined within the CommPortal Call Manager. For example, you can create rules to forward all calls to your desk device, send all calls to voicemail and more.

1. From the main menu of the Softphone app, select **Call Manager**.
2. Select the appropriate **rule set**.
   o If you don't see a rule in the app, click on the **three dots** in the upper-right corner to refresh your rules.

Chat

To start a new chat with other Softphone users:

1. From the main menu, select **Chat**.
2. Press **New Chat**.
3. Type the **contact details**, or press the **+** to locate an existing contact.
4. Type your **message**.
5. Press **Send**.

To continue a chat with other Softphone users:

1. From the main menu, select **Chat**.
2. Select an **existing chat**.
3. Type your **message**.
4. Press **Send**.

Call Pull

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

1. During an active call on your iOS device, press **Switch**.
2. Press **Another Device**. Wait a few moments for the call to appear on your desk device.
3. Answer the **call** on your desktop phone equipment. Your mobile device will automatically end the call.

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

1. While on an active call on your desk device, go to your iOS device. Open your **Softphone app**, and go to the **main menu**.
2. In the Softphone app, press **Call Available to Pull**. Wait a few moments for the call to appear on your mobile device.
3. Press the **Tap** button to pull the desk device call to your mobile device. Your desktop phone equipment will automatically end the call.

To transition a call from your Midco Softphone to your mobile call plan:

When you're using the Softphone app, your connection occurs over Wi-Fi or through your data plan – or you can switch to using your mobile calling plan instead.

1. Press **Switch** while on an active call.
2. Press **This Device (mobile)**. The call will come through as a new, standard call (not via the Softphone app) on your mobile device and will need to be answered.

- o During this time, the caller will also hear a ring until you answer the call on your mobile phone.

To transition a call from your mobile device to your desktop Softphone client:

1. During an active call on your iOS device, press **Switch**.
2. Press **Another device**. Wait a few moments for the call to appear on your desktop.
3. Press **Call Available to Pull** on your desktop to receive the call and your mobile device will automatically end the call.

My Phones

When enabled, you can make calls using another device, but have your Softphone number appear on your recipient's caller ID. If you set up and select another device to place calls, that device will ring and Softphone will place your outgoing call after you've answered the chosen device.

To show your work caller ID from another device:

- From the settings menu, press **Account Settings** and then **My Phones**.
- Press **Add New Number**, enter the **device name** and **number**, and tap **OK**.
- Go back to **Account Settings**.
- Press **Make Calls Using**, and select the **device name** you added in My Phones.
  - o Note: If **Always Ask** is selected, a popup window will appear whenever you place an outgoing call – asking you to select which device to use.

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**.