MIDCO®

BUSINESS

Hosted VoIP
Quick Start Guide

Get the most out of our Hosted VoIP service with these handy instructions for the Polycom RealPresence Trio™ 8500 for conference room calling.

Contents

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 quick start guide is a helpful tool to get you going with this 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.

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

Equipment

The Polycom RealPresence Trio™ 8500 is a superior IP conference phone with background noise suppression and resistance to mobile phone and wireless interference. This equipment is ideal for small to mid-size conference rooms.
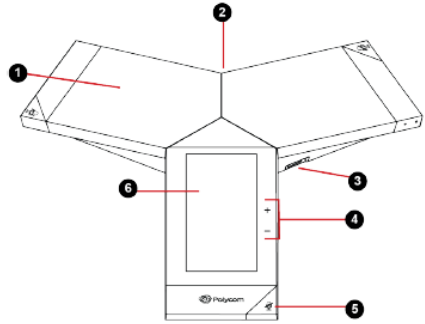
Hardware Features

	Item	Description
1	**Speaker and Microphones**	Sends your audio to call participants and provides audio output for the ringer and speakerphone.
2	**Device Port**	Enables you to connect a mobile or tablet device to the system using a USB device cord.
3	**USB Port**	Enables you to connect a USB flash drive or connect a computer using a USB cable.
4	**Volume Keys**	Adjust the volume of the audio from the speakerphone and ringer.
5	**Mute Key**	Mutes the microphones during calls and conferences. The key glows red when activated.
6	**Touchscreen**	Enables you to select items and navigate menus on the touch-sensitive screen.

Accessing Screens

You can access the following screens on the phone:

- Home screen: Displays your messages, settings and information.

- Place a Call screen: Enables quick access to the dial pad, Recent Calls, Contacts and Calendar.

- Calls screen: Displays all active and held calls on your line.

To access the Home screen:

The Home screen on RealPresence Trio displays the icons you can select to access features, settings and other information – plus additional registered lines and favorites you can save to quickly call contacts.

Do one of the following:

- Tap **Home** icon

- Tap **Menu** and tap **Home** icon

To expand or collapse the Home screen:

You can use the Page Indicator to control how many icons display on the Home screen.

The Page Indicator displays on the Home screen beneath the menu options and indicates the page you are currently viewing.

1. On the Home screen, press and hold the **Page Indicator**.

To access the Place a Call screen:

The Place a Call screen on RealPresence Trio is displayed when you tap the Place a Call icon on the Home Screen or when the system is idle and not in use, if set by your system administrator.

From the Place a Call screen, you can access the dial pad, Contacts, Recent Calls and the Calendar, as shown in the following figure.
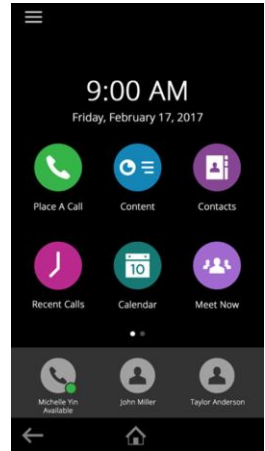
The Calls screen on RealPresence Trio is displayed automatically when you place a call and you have an active call in progress.

When you have an active call in progress, the name and number of the contact you are talking with and the duration of the call is displayed in the Calls screen, as shown next.

You can also view active and held calls in progress on the system, as shown next. If the system has multiple lines, active and held calls display under the associated line.
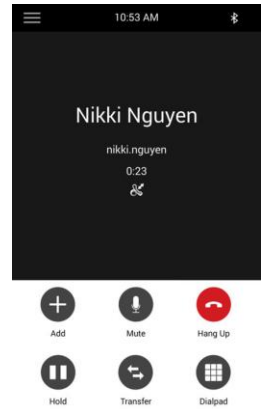
Features

Call Features

To place a call:
You can place a call from Contacts, Recent Calls or to a favorite.

Do one of the following from the Home screen and the contact will be dialed automatically:

- Tap **Place a Call**, enter the **phone number**, and tap green **call** icon.
- Tap a **Favorite**.
- Tap **Contacts**, select a **directory**, select a **contact**, and tap **Dial**.
- Tap **Recent Calls** and select a **contact**.

To answer a call:

Tap the green **call** icon.

To end a call:

Tap the red **hang up** icon while on an active call.

To view recent calls:

Tap **Recent Calls**.

To mute your microphone:

Tap **Mute** icon or tap the **Mute keys** on the system or microphone.

- The Mute icon changes to red and the Mute keys glow red.

Call Hold

You can place any active audio or video call on hold and resume the call when you are ready.

To hold a call:

1. Tap **Hold**.

To resume a held call:

1. Tap **Resume**.

Conference Calling

You can initiate a conference call with up to four contacts.

To set up a conference call:

1. Call a **contact**.

2. Tap **Add** and enter your **contact's number** or select a **contact** from Contacts or Recent Calls.

3. On calls screen, tap **merge** calls key to complete conference.

To join two calls into a conference call:

You can also join an active and held call into a conference call.

1. On the Calls screen, select **two calls** and tap **Merge Calls**.

To mute all conference participants:

1. Tap the conference name and tap **Mute All** to mute all participants.

To mute individual participants:

1. Tap **Mute** to mute the participant.

To remove a conference participant:

If your system administrator has enabled the Conference Management feature, you can remove individual participants from a conference call.

1. During a conference call, select a **conference participant**.

2. Tap **Hang Up**.

    • The participant is removed from the conference call.

Bluetooth Calling

If Bluetooth is enabled, you can pair and connect your Bluetooth-capable phone or tablet with the conference phone.

To connect a Bluetooth device:

On your device, turn on Bluetooth and select the RealPresence Trio in the list of available systems and devices.

To place a call over Bluetooth:

If your mobile phone is connected to the RealPresence Trio system using Bluetooth, you can place a call on your mobile phone and use the system as the speakerphone for the call.

1. On your mobile phone, place a **call** to a contact.

2. On the call screen, select the **RealPresence Trio** as your audio source.

Contacts

To view the Contact Directory:

Navigate to Contacts and tap **Contact Directory**.

To add a contact to the Contact Directory:

1. In the Contact Directory, tap the **plus sign**.

2. Enter the contact's information and tap **Save**.

To add a favorite:

You can add contacts as favorites. All favorites display on the Home screen.

1. Navigate to Contacts, then Contact Directory and select a **contact**.

2. On the Details screen, tap the **star** icon.

   • The Favorites icon changes to a blue star, and the contact is added to the Home screen.

   • Contacts added as Favorites display first in the Contact Directory.

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, online CommPortal, the Softphone app (if your business uses it), troubleshooting and more.

My Account and Bill Pay

Midco.com/Business/MyAccount

- View and pay 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 email 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**.

MIDCO®
BUSINESS