



# Hosted VoIP

## Quick Start Guide

Get the most out of our Hosted VoIP service with these handy instructions for the Polycom VVX 411/450 equipment.

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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 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](https://www.midco.com/Business/Support)**, where you can learn more about different features, read common questions and answers, and get tips about your services. This is where you can also find help using our online management tool, known as the CommPortal.

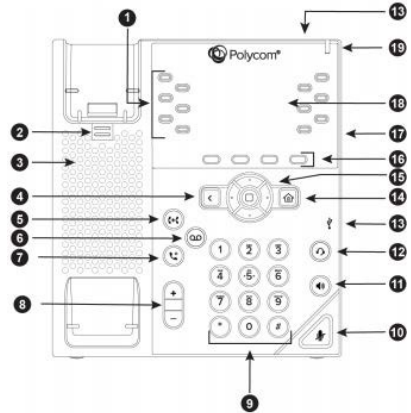
Please note that some features must be enabled on your account so that you can use them. Contact our business support team for questions and assistance at 1.800.888.1300.

# Equipment

**Note:** keys shown below are based on the Polycom VVX 450 and will differ slightly on the Polycom VVX 411 model.

Use the dial pad buttons to enter information for new contacts.

- To type with the **dial pad keys**, press a button repeatedly to view the character options. Stop to select a character.
- To backspace or delete, press the << (**backspace**) button.
- To type other characters, select **Encoding** or **Mode**. When using the dial pad buttons, use the **1**, **\***, **0** and **#** buttons.



- |                   |                                |
|-------------------|--------------------------------|
| 1. Line keys      | 11. Speakerphone key           |
| 2. Reversible tab | 12. Headset key                |
| 3. Speaker        | 13. USB port                   |
| 4. Back key       | 14. Home key                   |
| 5. Transfer key   | 15. Navigation keys/Select key |
| 6. Messages key   | 16. Softkeys                   |
| 7. Hold key       | 17. Security slot (on back)    |
| 8. Volume keys    | 18. Screen                     |
| 9. Dialpad        | 19. Message waiting indicator  |
| 10. Mute key      |                                |

## Volume

You can easily adjust the ringer or call volume.

- To change the call volume, press the **plus** or **minus toggle buttons** during a call.
- To change the ringer volume, press the **plus** or **minus toggle buttons** when the equipment is idle or ringing.

## Microphone

Although the microphone picks up your voice, you can mute your microphone so others cannot hear you when you're using the handset, headset or speakers.

- Press the **mute** button so other parties can't hear you.
- Press the **mute** button again to unmute.

## Do Not Disturb

If you have a service that supports Do Not Disturb (DND), you can disable ringing and forward all your calls directly to voicemail.

To enable or disable ringing, press the **DND** softkey from the Home or Lines view. When it is enabled, the DND icon displays in the status bar and beside the appropriate Line key.

## Ringtones

To change your incoming call ringtone:

1. From the Home view, select the **Settings** softkey.
2. Press **Basic**, and then **Ring Type**.
3. Select the **line** you'd like to have a special ringtone, and then choose the associated **ringtone**.

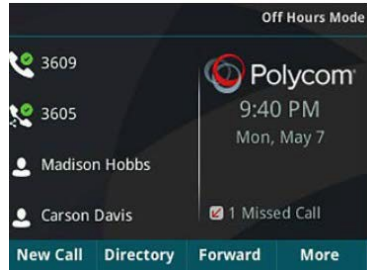
# Features

## Views

Your display has three main views on its screen. **Note:** views shown below are based on the Polycom VVX 450 and will differ slightly on the Polycom VVX 411 model.

### Lines View

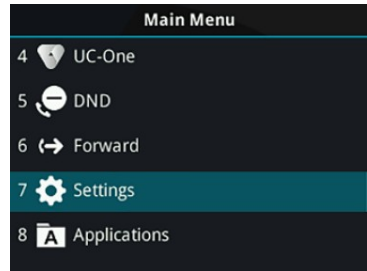
This default view displays lines, favorites and softkeys. You can access this view any time. If your equipment is idle, you can press the **Line** key to access the dialer.



### Home View

With this view, icons display on screen to help you access various functions. You can access this view any time by pressing the **Home** button.

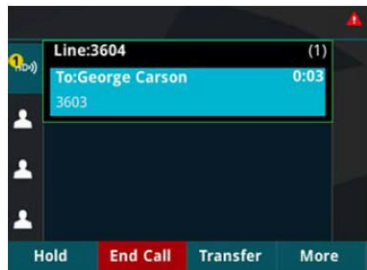
- To get to different icons, use the **arrows** on the navigation/select button.
- To choose an icon, press **Select** at the center of the navigation/select button.



### Calls View

You can access this view if you have one or more active calls. The call status displays on the line. (For example, a held call will show as “Hold” along with the number.)

To select a call, use the **up** and **down arrow** buttons to highlight it. The softkeys along your display screen control the highlighted call.



## Calls

Only one call can be active at a time. You can use the handset, speakers or headset for calls.

- During a call, you can change modes by picking up the handset or by pressing the **speakers** or **headset** button.
- If you navigate away from your call(s), press the **Home** button to see Active Calls or the Calls view again.
- When in Calls view, switch to your Lines view by pressing **More**, and then **Lines**. Switch back to the Calls view by selecting **More**, and then **Calls**.

### To place a call:

Choose one of these options.

- Pick up the handset, press the **speakers** button, or select the **headset** button. Enter the **number**.
- Enter the number first, and then press **Dial**. This will place the call using the speakers. Pick up the **handset**, or press the **headset button** for privacy.
- From the Home view, use the **navigation pad arrow** buttons to select **New Call**. Enter the **number**, and then press **Dial**.

If you have the Extension Dialing feature enabled, select from these options:

- If you're placing a call within your organization, dial the **extension number** of the individual you're calling.

If you have multiple lines, select the preferred line prior to making a call:

1. Press **Line** softkey, and select the **number** you want to appear on the recipient's caller ID.
2. Enter the recipient's **number**.
3. Press the **new call** softkey.

### To answer a call:

Use one of these options.

- Press the **speakers** button or **Answer** softkey.
- Pick up the handset.
- Press the **headset** button.
- Press **Answer** while you're on an active call. The current call will be placed on hold.

### To answer another line:

The softkey number will blink green when receiving a call.

1. Press the **blinking** softkey.
2. Pick up the handset.

### To end an active call:

Choose one of these options, depending on how you answered the call.

- Hang up the handset.
- Press the **speakers** button.
- Select the **handset** button.
- Press **End Call**.

### To ignore or silence a call:

- Press the **Ignore** softkey to ignore a call on individual lines.
- Press the **Silence** softkey to silence a call on shared lines.

Your display will still show the incoming call notification in the event you wish to answer the call.

### To reject a call:

From the incoming call window, press **Reject** to send a call directly to your voicemail. You can also reject an incoming call from the lines or calls views. You cannot reject calls on shared lines.



### To access your call history:

1. Press the **Call List** softkey. This initial page will show all calls on the list.
2. Sort the List by pressing the **Filter** softkey.
3. Select the **desired call list** using the navigation buttons.
  - Most Recent Calls: Shows the 10 most recent calls.
  - Missed Calls: Shows the recent missed calls.
  - Answered Calls: Shows the recent answered calls.
  - Dialed Calls: Shows recently dialed calls.
4. To choose a different filter, press the **Filter** button on the right on this screen.
5. Press **Exit** at any time to leave the list.

### To view a recent call:

1. Press the **Call List** softkey.
2. Sort the list by pressing the **Filter** softkey and select **Most Recent Call** list.

### To clear your recent call indicator:

1. Press the **Call List** softkey.
2. Sort the list by pressing the **Filter** softkey and select **Most Recent Call** list.
  - When you return to the main screen, your recent call indicator will be cleared.

### To dial the last number you called:

1. From the Lines view, press the **right arrow** button to see your placed calls list. The first number is the last call you placed.
2. Use the **up and down arrow** buttons to select the previously placed call you want to redial.
3. Press **Dial**.

## Call Hold

### To hold a call:

1. From the calls view, highlight the **call** you want to put on hold.
2. Press the **Hold** softkey or **Hold** button.
3. To resume a held call, highlight the **call** you want to pick up from the Calls view, and press the **Resume** button.

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

1. Press **Hold**.
2. Dial the **number**. Both numbers will appear on the screen.

### To end a held active call:

1. Navigate to the **Calls** view, and highlight the **held call**.
2. Select **Resume** and then **End Call**.

## Call Park

The call park feature allows you to put a call on hold at one phone and continue the conversation from another desktop calling device.

### To park a call:

While on a call, press the **Park** softkey. The call is now in park.

### To retrieve a parked call:

Press the **green blinking Park** softkey. You are now back on the call.

## Conference Calls

**Note:** contact directory is not functional when creating a conference call.

### To place a conference call:

You can make conference calls with up to three participants (including yourself). There are multiple options to connect a conference call.

- When no call is connected yet:
  1. Dial the **number** of the first party.
  2. After the call connects, press the **More** softkey.
  3. Select **Confrenc**.
  4. Dial and connect with the second party, and press **Confrenc** again.
  5. Press **End Call** to end the conference call.
- When you're already on one call:
  1. Press the **More** softkey.
  2. Select **Confrenc**.
  3. Dial and connect with the second party, and press **Confrenc** again.
  4. Press **End Call** to end the conference call.
- When you already have both an active and held call:
  1. Press **Confrenc** to bring these calls together in conference.
  2. Press **End Call** to end the conference call.

## Call Transfer

**Note:** contact directory is not functional when transferring a call.

### To transfer a call:

You can transfer a call to another party in three different ways:

- **Blind (Cold) Transfer:** Transfer a call directly to another party without consulting or introducing the caller.
- **Semi-Attended Transfer:** Transfer a call when receiving the ring-back.
- **Attended (Warm) Transfer:** Transfer a call with prior consulting or an introduction.

For a blind (cold) transfer:

1. From the Calls view, press the **Transfer** softkey or the **transfer** button.
2. Press **Blind**.
3. Dial the **number** of the party you wish to receive the transferred call.
4. Press **Send**.

For a semi-attended or attended (warm) transfer:

1. From the Calls view, press the **Transfer** softkey or the **transfer** button.
2. Dial the **number** of the party you wish to receive the transferred call.
3. When ready, press **Transfer** to complete the call.

## Paging

If enabled, paging lets you make announcements to groups of people through the calling equipment, similar to a PA system.

### To page a group:

1. On the Lines view, press the **Paging** softkey.
2. Press to the **Page Group** you wish to page, and press **Page**.
3. Select the **End Page** softkey to complete the page. Emergency and Priority groups will page over existing calls.

#### To page overhead speakers:

1. Press the Paging softkey.
2. Press the **Page Group** softkey associated with the overhead speakers, and press **Page**.
3. Select the **End Page** softkey to complete the page.

#### To make an intercom call:

1. Press the **Home** softkey.
2. Select the **Intercom** softkey.
3. Dial the **extension**. If the number you called is on speaker, it will automatically answer.
4. Press **End** to end the call.

## Contacts

To access your contact directory:

From the Lines view, press the **Contacts** softkey.

To add a contact to your directory:

1. Go to the **contact directory** and select **Options**, then select **Add New Contact**. Enter the **contact information**, press **next** to enter phone numbers.
  - Tip: Utilize softkeys at the bottom to change input mode.
2. Press **Save**.

To dial a contact from your directory:

1. Select a **contact** in your contact directory, and press **Call**.
  - If the contact has multiple numbers listed in the directory, the number reflected as "Preferred" will be dialed.
  - To dial a number other than the "Preferred" number, select the contact to see full details and select the contact's number you want to dial.

To search for a contact:

1. Go to your **contact directory**, and press **Options**. Then press **Filter Contacts**.
2. Enter your search criteria, and select **Filter**.
3. After your search results display, select the **contact**, and complete the action you wish.

To update a contact's information:

1. Go to the **contact directory** and use the **navigation keys** to select the **contact** you want to update.
2. Press **Options** and then select **Edit Contact**.
3. Update the contact's information and press **Save**.

To change a preferred phone number assigned to a contact:

1. Go to the **contact directory** and use the **navigation keys** to select the **contact** you want to update.
2. Select **Options** then select **Set Preferred Phone**.
3. Select the **preferred number** to dial.

## Speed Dial

If you need to add speed dial numbers, you'll need to log in to the CommPortal, your online tool for managing your own preferences for your Hosted VoIP line. Learn more at [Midco.com/Business/Support](https://Midco.com/Business/Support).

To call a speed dial:

Press the **softkey next to the number** you want to dial. Your call will dial automatically.

## Voicemail

Voicemail allows you to access your phone messages while you're at work or away from your business. Customize your greeting to let people know they've reached the right person. Some voicemail setup and usage instructions are included here. You can find additional information on personal greetings, voicemail messages and more at [Midco.com/Business/Support](https://www.midco.com/Business/Support) under Hosted VoIP.

### To access and set up your voicemail for the first time:

When you have a new voicemail, your phone will alert you. When you pick up your handset, you'll hear a stutter tone. Also, if your business phone includes it, you'll see a message waiting indicator light.

1. Access your voicemail system using one of these methods.
  - If you're using your business phone, dial **\*98**.
  - If you're accessing your voicemail from a different location, dial the **access number: 1.800.793.5050**.
2. Enter your **10-digit phone number** and then **#**. Then, enter your **voicemail PIN** and **#**.
  - Midco provides your voicemail PIN during service setup.
3. The first time you access your voicemail, the system will prompt you to initialize the setup.
  - If you have already completed this, you will hear a message with details about your current voicemails.
4. After the tone, record **your name**, and press **#**. Your recording will play back.
  - To change your recorded name, press **1**.
  - To save your recorded name, press **#**.
5. Choose one of these greeting types, and follow the voice instructions.
  - For a personal greeting, press **1**. After the tone, record **your greeting**, and press **#**.
  - For a system-generated greeting that includes your name, press **2**.
  - For a system-generated greeting that includes your phone number, press **3**.
  - For a system-generated greeting without your name or phone number, press **4**.



### To access your voicemail after initial setup:

When you have a new voicemail, your phone will alert you. When you pick up your handset, you'll hear a stutter tone. Also, if your business phone includes it, you'll see a message waiting indicator light.

1. Access your voicemail system using one of these methods.
  - If you're using your business phone, dial **\*98**.
  - If you're accessing your voicemail from a different location, dial the **access number: 1.800.793.5050**.
2. Enter your **10-digit phone number** and then **#**. Then, enter your **voicemail PIN**, and press **#**.
  - Midco provides your voicemail PIN during service setup.

### To manage your voicemails when you have messages:

When you have a new voicemail, your phone will alert you. When you pick up your handset, you'll hear a stutter tone. Also, if your business phone includes it, you'll see a message waiting indicator light.

1. Access your voicemail system. You will hear a message with details about your current voicemails.
2. Choose one of these options, and follow the voice instructions:
  - Press **1** to play messages.
  - Press **2** to send a voicemail message.
  - Press **3** to manage greeting options.
  - Press **4** for manage mailbox settings.
  - Press **7** to leave the mailbox and log in as another subscriber.
  - Press **0** for help.
  - Press **\*** to exit.

# 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**.

