



Phone

Quick Start Guide

Review this helpful instructions to understand your Midco® Business phone service and its many convenient features.

Contents

Equipment and Features	4
Voicemail	4
eVOICE	5
Long-Distance & International Calling	6
Three-Way Calling	6
Selective Call Acceptance	7
Anonymous Call Rejection	7
Call Forwarding Universal	7
Call Waiting	8
Caller ID	9
Caller ID Block	9
Distinctive Ring	9
Hunting	10
Speed Call 30	11
Directory Listing	11
Common Phone Questions	12
Online Resources	14
Helpful Tools and Tips	14
My Account and Bill Pay	14
Policies	14
24/7 Support	15

Staying Connected Has Never Been Easier

Thank you for choosing Midco as your phone provider!

You asked for it, and we answered the call to bring you great phone features. This quick start guide provides helpful information to get you started with Midco Business phone service.

Please note that some features outlined in this guide may require activation by Midco. If you need to use a new feature, contact us at 1.800.888.1300.

We have even more tips and tools at [Midco.com/Business/Support](https://www.midco.com/Business/Support), where you can learn more about your Midco phone features such as voicemail, calling features and business settings. You can also discover details on long-distance and international calling.

Equipment and Features

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.

To access voicemail from your business phone:

1. Dial **611** and follow the prompts. Your 10-digit mailbox number is your area code + phone number. If auto login is on, then skip to steps 2 and 3.
2. Press **#**.
3. If requested, enter your **password**, then **#**. Your default password is 0000.

To access voicemail from another phone:

1. Dial **1.877.700.2224**, and follow the prompts. Your 10-digit mailbox number is your area code + phone number.
2. If requested, enter your **password**, then **#**. Your default password is 0000.

To manage your voicemail:

- Press **1** to play message.
- Press **2** to save message and go to next one.
- Press **3** to delete message and go to next one.
- Press **4** to save message as new.
- Press **7** to back up three seconds.
- Press **8** to pause/continue message.
- Press **9** to go forward three seconds.
- Press ***** to return to the main menu.

To navigate the main menu:

- Press **1** to retrieve messages.
- Press **7** to hear current date and time.
- Press **9** for your mailbox setup menu.

To set up your mailbox:

- Press **1** for greeting options.
- Press **2** to change password.
- Press **4** to enable/disable auto login.
- Press **8** to record your name.
- Press ***** to return to the main menu.

To set up your voicemail greeting:

- Press **1** from the setup menu.
- Press **1** to listen to your greeting.
- Press **2** to record greeting.
- Press **3** to delete greeting.
- Press ***** to return to the setup menu.

To change your password:

1. Press **2** from setup menu.
2. Enter your **new password**, followed by **#**. Your password can be up to 16 digits long. Be sure to remember your new password for future reference.
3. Re-enter your **new password** to verify it.

eVOICE

eVOICE is an option you can add on to your voicemail, so you can retrieve your voicemail using your phone and email. You'll receive an email informing you of a message, and you can listen to the message as an audio attachment. From the email, you can choose to save or delete the message as well.

Other robust eVOICE functions include:

- Storage for up to 100 messages
- Messages up to three minutes long
- Saving of new and saved messages for 30 days (saving messages as new does not reset the saved time)

If you need help setting up eVOICE on your account, please contact us at 1.800.888.1300.

Long-Distance & International Calling

If you are changing to Midco's long-distance service, you must notify your current carrier that you want to terminate your long-distance service with them.

- Some carriers will require written authorization.
- If you choose to keep your current long-distance carrier, you must notify them that Midco is now your local phone service provider.

To make a long-distance call:

- Dial **1 + area code + seven-digit phone number**.

To make an international call:

- For calls to most countries, dial **011 + country code + ten-digit phone number**. To find the country code for the place you're calling, visit **CountryCode.org**.
- For calls to countries made within the North American Numbering Plan (which includes Canada, certain areas of Mexico, U.S. territories in the Caribbean and more), you can simply make a long-distance call and not incur international calling charges.

Three-Way Calling

To join two with two other callers in three-way calling:

1. Place your first caller on hold by pressing and quickly releasing the **receiver** button on your phone.
2. You will hear a brief stutter tone. When you hear the normal dial tone, you can make your second call.
3. When the second caller answers, press and quickly release the **receiver** button to connect all callers.
4. If the second caller does not answer (or you get a busy signal), press and quickly release the **receiver** button. This will return you to the first caller.
5. If either party disconnects, you can continue talking with the remaining party.
6. To end the call completely, simply hang up.

Selective Call Acceptance

To accept calls only from certain numbers:

1. Dial ***64** to activate.
2. Follow the instructions for creating your list of numbers you'll accept.
 - Callers not on your list will hear an announcement that you're not receiving calls at this time.
3. To deactivate, dial ***84**.

Anonymous Call Rejection

To automatically reject an anonymous (or caller ID blocked) call:

1. On your touch-tone phone, press ***77**.
2. Two fast busy signals confirm that the service has been activated.
3. To deactivate anonymous call rejection, lift the handset and press ***78**.
A stutter dial tone indicates the service has been cancelled.

Call Forwarding Universal

To temporarily forward calls to another number, even your cell phone:

1. On your touch-tone phone, press ***72**.
2. When you hear the dial tone, dial the number you want to receive your forwarded calls. Wait for the person to answer.
3. If no one answers the phone, or the line is busy, hang up and repeat steps 1 and 2. When call forwarding universal has been activated, you will hear a fast busy signal.
4. To verify your calls are being forwarded, press ***72** on your touch-tone phone. If you hear, "Your call forwarding is currently active," call forwarding universal is working. If not, repeat steps 1 and 2.
5. To deactivate call forwarding, press ***73** on your touch-tone phone. The stutter tone followed by fast busy signal indicates to you that your calls are no longer being forwarded.

Call Waiting

To use call waiting:

1. When you hear the tone, press and release the **Flash** button or **receiver** button on your phone — and greet your new caller.
2. To alternate between calls or return to your first caller, press and release the **Flash** button or **receiver** button on your phone.
3. To end either conversation, simply hang up.

If one of your callers is still on the line, your phone will ring. When you pick up the call, you will be connected to the caller.

To turn off call waiting before a call:

1. Push ***70** on your touch-tone phone. You will hear three short tones followed by a dial tone.
2. Place your call.
3. Call waiting is automatically restored when you hang up.

To turn off call waiting during a call:

1. During your conversation, press and quickly release the receiver button on your phone. If you do this while a call is coming in, you will answer the incoming call.
2. Push ***70** on your touch-tone phone. You will hear three short tones followed by a dial tone.
3. Press and quickly release the receiver button on your phone to return to your conversation.

Call waiting is automatically restored when you hang up.

Caller ID

With caller ID, you can find out who is calling you without having to pick up the phone! To use caller ID, your phone must have a display unit that stores names and numbers of recent callers. If not, you may purchase caller ID equipment separately.

To use caller ID:

When your caller ID service is activated, follow the directions with your display unit. Private or anonymous calls come from callers who have their names and numbers blocked.

To block/unblock your caller ID:

Upon initial installation of your digital phone service, your name and number will not be blocked unless you have elected non-published service.

Caller ID Block

If you block your name and number, the receiving party's caller ID equipment will not see this information. "Private" will be displayed instead. All outgoing call information will show on caller ID unless you place a caller ID block on your line before dialing.

To use caller ID block:

1. Dial ***67**.
2. Place your call.

When you hang up, your caller ID feature is restored.

To unblock caller ID:

1. Dial ***82**.
2. Place your call.

When you hang up, caller ID blocking is restored.

Distinctive Ring

Distinctive ring lets you know who's calling by sounding a special ring tone.

To use distinctive ring:

1. To set up or turn distinctive ring on or off for the most recent phone number that called you, pick up your phone after your call has ended, and dial ***61**.
2. Follow the recorded instructions.

Hunting

Make sure you don't miss important calls. With call hunting, your primary business line is busy, the call will automatically forward to a predefined list of numbers (in your preferred sequence). For example if the first and second lines are busy, the incoming call can ring to the third line if it's available.

We have standard and circular hunting options available. If you have questions about this feature or would like activate it on your service, contact our business customer care team at **[Midco.com/Business/Contact](https://www.midco.com/Business/Contact)**.

Note: If you need to use hunting for your business, call waiting is not available for any phone line that will participate in the hunting pattern.

Speed Call 30

Store up to 30 frequently called numbers, and dial them with two digits instead of the entire phone number.

To program speed call 30:

1. Lift the handset, and dial ***75**.
2. Listen for a stutter dial tone.
3. Choose a **two-digit speed code** (choose any number, 00-29).
4. Dial the **phone number** you want assigned to that speed code (for long-distance numbers, include a “1” and the area code).
5. Press the **#** key. A fast busy signal indicates the number has been stored.

To change a number in your speed call 30 list:

1. Lift the handset, and dial ***75**.
2. Listen for the stutter dial tone, then enter the **two-digit speed code** you wish to change.
3. Enter the **new phone number** (for long-distance numbers, include a “1” and the area code).
4. Press the **#** key. A fast busy signal indicates the number has been stored.

To use speed call 30:

1. Lift the handset, and listen for a dial tone.
2. Dial ***** followed by the desired **two-digit speed code**.

Directory Listing

As a Midco phone customer, your information is entered into the directory for assisted phone calling and more.

- Non-published service ensures your number is not listed in the phone book or available for 411 information. Plus, your caller ID is automatically blocked on all outgoing calls.¹
- Non-listed service keeps your phone number from being listed in the phone book, but it will be available from 411 information.¹

¹ Additional charges apply for non-published and non-listed service.

Common Phone Questions

What happens if I lose power? Will I lose phone service or 911 service?

It is important to us that your safety is guarded in the event of a power outage. Your phone service equipment is backed up with constantly charging battery packs (not available in all areas).

- If a power outage occurs, the battery back-up will provide up to eight hours of dial tone access if you use a corded phone.
- During a power outage, it's recommended that you limit phone usage so the dial tone is available for emergencies.
- In the event of a power outage, you should NOT touch the batteries, connections or equipment, as this can affect the battery life.
- If the batteries are removed during a power outage, dial tone will be lost until the power is restored, even if the batteries are replaced.

Once power is restored, the batteries will begin charging again. As with all of Midco services, we monitor the quality of our service 24/7. We respond immediately to any and all service interruptions.

What should I do if I don't have a dial tone?

- Make sure none of your phones are off the hook.
- If using a cordless phone, check that the battery is charged.
- Check for lights on the front of your phone modem (eMTA). If you don't see any lights on the eMTA, make sure it is not plugged into an outlet controlled by a light switch or a power strip that may have switched off.
- Unplug any devices connected to a phone jack, including answering machines, fax machines, and computers that use dial-up internet. Wait five minutes, and then check each phone jack for a dial tone with a corded phone to see if it is isolated to a single phone or jack.
- Plug a corded phone into port 1/2 on your eMTA to check for dial tone. If you have dial tone at the eMTA, the issue may be related to your inside wiring.

If you still do not have a dial tone after performing the above steps, please call us from a different phone at 1.800.888.1300 for additional assistance.

How do I receive fewer calls?

You can receive fewer telemarketing calls by registering your business and cell phone number with national and state Do Not Call listings. To sign up, call the national registry, or connect to your state's registry by phone or online. Remember to call from the phone you want registered on the list.

Do Not Call Registries

National

Phone: 1.888.382.1222

Website: DoNotCall.gov

Minnesota

Minnesota Department of Commerce

85 7th Place East, Suite 500

St. Paul, MN 55101

Phone: 1.800.921.4110

Website: MN.gov/Commerce

North Dakota

Phone: Call the national registry at 1.888.382.1222.

Email: ndag@state.nd.us

Website:

Ag.State.ND.US/NoCall/NoCall.htm

South Dakota

Phone: Call the national registry at 1.888.382.1222.

Website: SDDoNotCall.com

Why do I receive a “dial 1” message when I call a local number using redial on my phone?

The caller ID feature will only display phone numbers in a ten-digit format. When you use redial, your device will try to dial the full ten-digit phone number. You are receiving the message because local calls do not require the area code.

In order to avoid this message, either manually dial the seven-digit local number or check with your caller ID manufacturer to see if it is possible to remove the area code before redialing.

Why do I hear clicks or beeps when dialing a phone number?

Your phone may be set for tone and not pulse. Adjust your phone to set it for pulse.

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. Visit our library of helpful tools and information at [Midco.com/Business/Support](https://www.midco.com/Business/Support). Get help with using long-distance and international calling, setting up your voicemail and more. Check it out today!

My Account and Bill Pay

[Midco.com/Business/MyAccount](https://www.midco.com/Business/MyAccount)

- View and pay your bill online. You can even set up one-time or recurring payments, and view your statements and payment history.
- Sign up to receive email updates about your business account — and text updates about service maintenance..
- Manage your business phone services.

Policies

Midco provides business phone service to our customers subject to policies established for the protection of our users, our company and our communities. Visit [Midco.com/Legal](https://www.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](https://www.midco.com/Business/Contact)**.

