



Your New VoIP System: What to Expect

Pre- Installation Coordination

1. Initial Contact

Your Midco Business Client Fulfillment Coordinator contacts you.

2. Site Survey Assessment

If needed, a survey is scheduled to verify physical and technical readiness.

3. Installation Date Confirmation

We confirm the date so you can prepare your team and workspace.

4. Training Preparation

Training materials and setup details are sent before installation.

Action required: Please set up Voicemail, CommPortal and Auto Attendant in advance.

Onsite Installation and Hardware Training

5. Arrival of Midco Tech

Your technician unpacks, wires and configures your system on-site.

6. VoIP Installation

Your system is installed and configured.

7. Hands-On User Training

The technician covers phone functionality, call handling, paging (if applicable), customization and voicemail setup.

Post- Installation Admin Training

8. Scheduling Assistance

Your coordinator sets up administrator training at a convenient time.

9. Administrator Training Session

Up to five team members receive a one-hour CommPortal training via Microsoft Teams with time for Q&A and system adjustments.

10. Online Training Resources

Your team can access step-by-step instructions and guides any time at **Midco.com/Business/GettingStarted**.

Ongoing Customer Support

Contact Midco Business Client Care

1.800.888.1300 | Text 64378 | Business.Support@Midco.com

Midco.com/Business/Contact