Hosted VoIP
Quick Start Guide

Get the most out of our Hosted VoIP service with these handy instructions for the Polycom VVX 601 equipment.

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. 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.
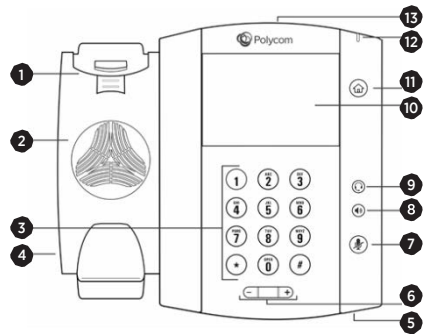
Equipment

Touchscreen

Your desktop equipment is enabled with a touchscreen display, which is similar to a cell phone or tablet screen. Here are a few tips for using your touchscreen:

- Tap to select and highlight screen items on your touchscreen.

- To scroll, touch the screen and swipe your finger up, down, right or left.

- To go back to a previous screen, tap **Back**.

To enter data, use one of the following methods:

- Use the onscreen keyboard by tapping the **keyboard** softkey. To type other characters, tap **Encoding** or **Mode**.

- Use the **dial pad** buttons by pressing a dial pad button repeatedly to view the character options. Stop to select. To type other characters, use the **1**, *****, **0** and **#** buttons.

1. Reversible tab
2. Speaker
3. Dial pad buttons
4. Security slot (on side)
5. Microphone
6. Volume buttons
7. Mute button
8. Speaker button
9. Headset button
10. Touchscreen
11. Home button
12. Message waiting indicator
13. USB port

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

Do Not Disturb (DND) disables your ringing and forward all your calls directly to voicemail.

To enable or disable ringing, tap **DND** 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. Tap **Basic**, and then **Ring Type**.

3. Select the **line** you'd like to have a special ringtone, and then choose the associated **ringtone**.
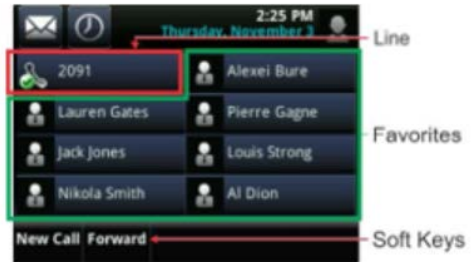
Features

Views

Your desktop equipment has four main views on its screen.

Lines View

This default view displays contact or number lines, favorites and softkeys. You can access this view at any time. If your equipment is idle:

- Tap the **line** to access the dialer.

Home View

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

- Swipe to display more icons.
- Touch and hold the **page indicator** at the bottom of the screen to display more or fewer icons.
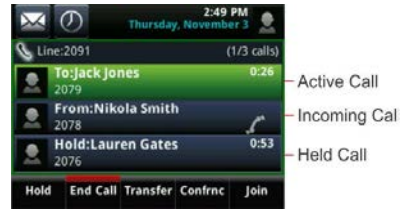
Active Call View

If you have one active call, you can access this view, which shows you the call you're on and how long you've been on the call.

Calls View

You can access this view if you have one or more active calls. The color of the call on your screen indicates the status of the calls.

- Dark green is an active call.

- Dark blue marks incoming and held calls.

- Bright green shows the active call is highlighted.

- Bright blue indicates the incoming or held call is highlighted.

Tap a **call** to highlight it. The softkeys alongside your display screen control the highlighted call.

To change views:

- Press the **Home** button for the Home view.

- From the Home view, press the **Home** button to alternate between the Home and Lines views.

- If you have one or more calls, press the **Home** button to switch between the Home view and the Calls or Active Calls.

- To switch between the Lines view and either Calls or Active Call view, swipe the screen.

- From the Home view, tap the **line** to display your lines and favorites. To go back, tap **Close**.

Call Features

Only one call can be active at one 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 **speaker** or **headset** button.
- If you navigate away from your call(s) during a call, tap the **Return to Calls** button on your screen to see the Active Calls or the Calls view again.

Your Polycom VVX 601 equipment supports wired and wireless headsets, including electronic hook switch (EHS) headsets.

To place a call:

Choose one of these options.

- Pick up the handset, press the **speaker** button, or select the **headset** button. Enter the **number**, and tap the **new call** softkey.
- From the Lines view, tap the **line** you want to use. Enter the **number**, and tap the **new call** softkey.

- From the Home view, tap **New Call**, enter the **number** and tap the **New call** softkey.
- To quickly place a call, tap a **recent call** or a **Favorite contact** from that list, or tap a contact's **number** in the contact directory.

If you have multiple lines on your display, 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:

1. Press the **speaker** button, or tap the **Answer** softkey on your screen.

2. Pick up the handset.

3. Press the **headset** button.

4. Tap **Answer** while you're on an active call. The current call will be held.

To answer another call:

The softkey number will blink green when receiving a call.

1. Press the **blinking number** softkey.

2. Pick up the handset.

To end an active call:

Choose one of these options.

- Hang up the handset.

- Press the **speaker** button

- Select the **handset** button.

- Tap **End Call** on your screen.

To view recent calls:

From the Lines view:

1. Tap the **recent calls** icon located in the top left corner.

2. Tap the **zigzag arrows** button to sort and order the calls, tap the **Filter** button to display only certain calls, or tap a **call record** to call the number.

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 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.

Call Hold

To put a call on hold:

- From the Lines, Calls or Active Call view, tap **Hold**. If you're in the Calls view, remember to highlight the **call** first.

- To resume a held call, navigate to the Calls or Lines view, and tap **Resume**.

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. Tap **Resume**, and then tap **End Call**.

Call Park

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

To park a call:

While on a call, press **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 two participants. There are multiple options to connect to a conference call.

• When no call is connected yet:

1. Dial the first party's **number**.

2. After the call connects, tap **Confrnc.**

3. Connect with the second party by dialing that **number**, and tap **Confrnc** again.

4. Tap **End Call** to end the call.

  • When you have an active call and a held call, tap **Join** to set up a conference call.

To manage a conference call:

From the Lines or Calls view:

- Tap **Hold** to hold all participants.
- Tap **End Call** to remove yourself from the call but keep the other participants connected.
- Tap **Manage** to manage each participant.
- Tap **Split** to end the conference and hold all participants

Call Transfer and Forwarding

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. Press the green **Call** button.

For 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.

To transfer a call to another party when there are two calls on the handset:

1. Dial the **number** for the first party.
2. Put the first call on hold, and dial the **number** of the second party.
3. Select the **call you want to transfer**.
4. Press **Transfer**.

5.	The screen will display the target number that will receive the transferred call. Press **Transfer** to connect the parties.

To forward a call:

You can forward incoming calls to another person without answering the call.

1.	From the Home view, select the **Forward** softkey.

2.	Select the forwarding type you want: **Always**, **No Answer** or **Busy**.

3.	Enter the **forwarding number**, and press **Enable**.

To disable call forwarding:

1.	From the Home or Lines view, tap **Forward**.

2.	Choose which forwarding type (**Always**, **No Answer** or **Busy**) you'd like to disable, and then press the **Disable** softkey.

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.	Select 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 **Paging** softkey.

2.	Press the **Page Group** softkey associated with overhead speakers

3.	Click the **End Page** softkey to complete the page.

To make an intercom call:

1. Press **Home** softkey.

2. Click **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, tap 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 tap **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 tap **Options** then **Filter Contacts**.

2. Enter your **search criteria**, and tap **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 your contact directory and scroll to find the **contact** you want to update. Tap the **contact name**.

2. Tap **Options** and then **Edit Contact**.

3. Update the contact's information and press **Save**.

1. Go to the contact directory and select the **contact** you want to update.

2. Tap **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**.

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** 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 **#**.

2. 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**.

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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**.