



# Phone

# Quick Start Guide

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

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## Staying Connected Has Never Been Easier

Thank you for choosing Midco as your business 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.

We have even more tips and tools at **[Midco.com/Business/Support](https://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.

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.

# 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 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** for your business phone location.
    - Lawrence or Eudora: 785.856.6000
    - Basehor or Tonganoxie: 913.662.6000
    - Bonner Springs or Kansas City: 913.400.6000
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** for your business phone location.
    - Lawrence or Eudora: 785.856.6000
    - Basehor or Tonganoxie: 913.662.6000
    - Bonner Springs or Kansas City: 913.400.6000
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 record your personal voicemail greeting:

1. Access your voicemail system.
2. Press **3** to work with your greetings, and then **1** to set up a personal greeting.
3. After the tone, record **your greeting**, and press **#**.
4. If the greeting is ok, press **1**. To record again, press **2**. To exit without saving, press **3**.

### To select a system-generated greeting or change the recording of your name:

1. Access your voicemail system.
2. Press **3** to work with **your greetings**, and then press **3** again.
3. Choose one of these options, and follow the voice instructions.
  - Press **1** to choose a type of system greeting.
  - Press **2** to review or rerecord your name.

To turn on extended absence voicemail greeting when you are away from work for a longer period of time:

1. Access your voicemail system.
2. Press **3** to work with your greetings, and then **2** for an extended absence greeting.
3. Choose one of these options, and then follow the voice instructions.
  - To turn on the extended absence greeting, press **1**.
  - To review or record it, press **2**.

You can also record an out-of-hours greeting when your business is closed and a greeting that callers will hear when all of your calls are forwarded to voicemail. Follow the voice instructions to complete those recordings, or visit **Midco.com/Business/Support** for detailed steps.

To turn off an extended absence greeting and return to your standard greeting:

1. Access your voicemail system.
2. Press **3** to work with greetings.
3. Press **2** for your extended absence greeting, and then **1** to turn it off.

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 **6** to access erased messages.
  - Press **7** to leave the mailbox and log in as another subscriber.
  - Press **0** for help.
  - Press **\*** to exit.

### To manage your voicemail messages:

1. Access your voicemail system.
2. From the main menu, press **1** and then **1** again to access your voicemails. Your voice messages will play back. During playback, there are several options you can take – or you can wait until the message playback is complete.
  - Press **\*** to return to the main menu.
  - Press **2** to save the message.
  - Press **3** to delete the message.
3. After the message, choose one of these options, and follow the voice instructions:
  - Press **1** to repeat or playback the message.
  - Press **22** to save the message as new.
  - Press **3** to delete the message.
  - Press **4** to reply to the message.
  - Press **5** to send a copy of the message to someone else.
  - Press **#** to leave the message as saved.

### To access erased messages:

1. From the main menu, press **6** and then **1** to get to your voicemails. Your deleted message will play back.
2. During playback, there are several options you can take – or you can wait until the message playback is complete.
  - Press **\*** to return to the main menu.
  - Press **2** to save the message.
  - Press **3** to delete the message.
3. After the message, choose one of these options, and follow the voice instructions.
  - Press **1** to repeat a message.
  - Press **2** to restore a deleted message.
  - Press **3** to permanently delete the message.
  - Press **4** to reply to the message.
  - Press **5** to send a copy of the message to someone else.
  - Press **#** to go to the next message.

## Long-Distance and 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 add a third person to a call:

1. Place your first call on hold by pressing and quickly releasing the **Flash** or **receiver** button.
2. After you hear a second dial tone, dial the **second phone number**.
3. When the second caller answers, press and quickly release the **Flash** or **receiver** button again. You are now connected to both parties.
4. If the second party does not answer or if you get a busy signal, press and release the **Flash** or **receiver** button again to connect all callers.
  - If the second party does not answer or if you get a busy signal, press and release the **Flash** or **receiver** button to return to the first caller.
  - If either party disconnects, you can continue talking with the remaining person.

To completely end the call, hang up.



## Do Not Disturb

To turn off the ringer to keep the phone from interrupting you:

1. Dial **\*78** to activate.
2. Dial **\*79** to turn on the ringer again.

## Selective Call Acceptance

Allow priority callers to reach your line. Other callers not on your acceptance list will hear an announcement that you're not receiving calls at this time – or they will be forwarded to another destination or voicemail depending on the specifications you've set on your line.

To turn on selective call acceptance:

1. Dial **\*64** to activate. The recording will tell you how many numbers you currently have stored in your acceptance list.
2. Dial **3**, and follow the voice instructions.
3. Program numbers for your acceptance list.
  - To add the last caller to your list, press **01#**.
  - To add a number press **#**.
  - To remove a number, press **\***.
  - Dial **1**, and listen to voice instructions.

Callers not on your list will hear an announcement that you're not receiving calls at this time.

4. To deactivate, dial **\*84**, and follow the voice instructions.

## Anonymous Call Rejection

Reject all incoming calls that have been blocked or marked as private or anonymous calls. Please note some calls do not have caller ID information, because of equipment limitations of the caller's service provider.

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

1. To activate, dial **\*77** on your touch-tone phone. When an anonymous caller calls your business, your phone doesn't ring. Instead, the caller hears a message stating that you're not accepting blocked calls.
2. To deactivate, lift the handset, and press **\*87**.

An interrupted dial tone will confirm when you've successfully activated or deactivated this feature. You can also select specific numbers to screen. Visit [Midco.com/Business/Support](http://Midco.com/Business/Support) for more details on using selective call rejection.

## Priority Call/Distinctive Ring

Your phone can sound a distinctive ring for certain calls using a predefined list of phone numbers you choose. When you receive a call from a phone number not on your priority list, the normal ring will sound.

To set up a distinctive ring for priority calls:

1. Select the numbers that you'd like to have a custom ring.
2. Dial **\*61** to activate. The recording will inform you how many numbers you currently have stored in your distinctive ring list.
3. Dial **3**, and follow the voice instructions.
4. Program numbers for your distinctive ring list.
  - To add the last caller to your list, press **01#**.
  - To add a number, press **#**.
  - To remove a number, press **\***.
  - To hear a list of phone numbers on your list, dial **1**.
5. To deactivate distinctive ringing, dial **\*81**, and follow the voice instructions.

## Call Services PIN Change

Certain features such as call forwarding options may require you to create a unique PIN. If you have these features enabled on your account, Midco will provide you with your call services PIN at service setup. You can change your PIN at any time.

To change your call services PIN:

1. Dial **\*319**.
2. Enter your **current PIN**, followed by **#**.
3. Enter your **new PIN**, followed by **#**.

You should hear confirmation of the new PIN you entered.

## Call Forwarding

### Call Forwarding Unconditional

To forward all calls to a landline or cell phone:

1. Dial **\*72** to activate.
2. After the tone, dial the **phone number** where you would like to receive your forwarded calls.
  - Be sure to dial **9** first if you must do so to reach an outside line.
  - To forward your calls to a number that is long distance, be sure to dial a **1** before the **10-digit number**.
3. Verify that call forwarding is in effect by dialing **\*72** on your phone. A confirmation tone or announcement confirms call forwarding is activated.
4. To deactivate, dial **\*73**. Two short tones followed by a dial tone will confirm the feature is cancelled.

You can also forward calls from specific phone numbers to another destination, which is known as selective call forwarding. Visit [Midco.com/Business/Support](https://www.midco.com/Business/Support) to learn more.

### Call Forwarding Busy Line

To redirect incoming calls to a number of your choice (while your line is busy):

1. To activate, dial **\*90**.
2. After the tone, dial the **phone number** where you want to forward the calls. A confirmation tone or announcement confirms call forwarding is activated.
3. Dial **\*91** to deactivate.

NOTE: This feature doesn't work if you're using call waiting.

### Call Forwarding Delayed/Don't Answer

To redirect calls to a number of your choice (when you're not available or don't answer after six rings):

1. To activate, dial **\*92**.
2. After the tone, dial the **phone number** where you want to forward the calls. A confirmation tone or announcement confirms call forwarding is activated.
3. Dial **\*93** to deactivate.

## Call Forwarding Remote Access

To activate call forwarding when you're not at your business:

1. Dial the **access number** for your business phone location:
  - Lawrence or Eudora: 785.856.6999
  - Basehor or Tonganoxie: 913.417.6999
  - Bonner Springs or Kansas City: 913.955.6999
2. Enter your **business phone number**, followed by **#**.
3. Enter your **call services PIN**, followed by **#**. (See page 10 for call services PIN details.)
4. Follow the steps for call forwarding unconditional on page 11.

To deactivate call forwarding remote access:

1. Dial the **access number** for your business phone location:
  - Lawrence or Eudora: 785.856.6999
  - Basehor or Tonganoxie: 913.417.6999
  - Bonner Springs or Kansas City: 913.955.6999
2. Enter your **business phone number**, followed by **#**.
3. Enter your **call services PIN**, followed by **#**. (See page 10 for call services PIN details.)
4. Enter **\*73**.

## Call Waiting

With call waiting, you can receive a notification of an incoming call when you're on the phone in another conversation.

### To use call waiting:

1. When you hear the call waiting tone, press and release the **Flash** 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** or **receiver** button on your phone.
3. To end either conversation, simply hang up.

### To keep call waiting from interrupting you on a call you're about to make:

1. Press **\*70**. You will hear a confirmation tone followed by a dial tone.
2. Place your call.

Call waiting is automatically restored when you hang up.

### To turn off call waiting when you're on a already call that you don't want interrupted:

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

Call waiting is automatically restored when you hang up.

## Caller ID

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:

1. Dial **\*65** to activate.
2. If you'd no longer like to see the caller name and number display on your screen, dial **\*85** to deactivate.

Private or anonymous calls come from callers who have their names and numbers blocked.

### Caller ID Block

With a caller ID block, the receiving party's caller ID will display "Private" rather than your name and number. All outgoing call information will show on caller ID unless you place a caller ID block before dialing.

### To use caller ID block and withhold your contact information:

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

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

### To unblock caller ID and present your contact information:

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

When you hang up, caller ID blocking is restored.

## Speed Call

To assign numbers 20-49 as speed call for phone numbers:

1. Dial **\*75** to activate.
2. After the tone, enter the **two-digit number** (such as 20-49) and then the **phone number** to assign to it. For example: enter 20, then 555.555.5555.

You'll hear a confirmation tone, and then after a second of silence, a dial tone again.

To assign numbers 2-9 as speed call for phone numbers:

1. Dial **\*74** to activate.
2. After the tone, enter the **one-digit number** (such as 2-9) and then the **phone number** to assign to it. For example: enter 2, then 555.555.5555.

You'll hear a confirmation tone, and then after a second of silence, a dial tone again.

To use speed call:

1. Lift the handset, and listen for a dial tone.
2. Dial \* followed by the **speed code** for the party you'd like to call.

## 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.<sup>1</sup>
- Non-listed service keeps your phone number from being listed in the phone book, but it will be available from **411** information.

<sup>1</sup> Additional charges apply for non-published and non-listed service.

# Common Phone Questions

## **How do I know if I have a voicemail message?**

When you take your phone off the hook, you will hear approximately 10 seconds of stuttered tone prior to the normal dial tone. This indicates you have new messages. If you have a phone with a message waiting indicator, the message light will either flash or illuminate, depending on the type of phone you own.

## **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 been 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.

### **National Do Not Call Registry**

Phone: **1.888.382.1222**

Website: **DoNotCall.gov**

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

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

# 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](https://www.midco.com/Business). Check it out today!

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

Visit our online library of helpful tools and information for you. Get help with using long-distance and international calling, setting up your voicemail and more.

## My Account and Bill Pay

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

- View 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 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 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)**.

