Hosted VoIP
Quick Start Guide

Get the most out of our Hosted VoIP service with these handy instructions for the Polycom Soundstation IP 6000 for conference room calling.

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.

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

The Polycom VOIP 6000 is a superior IP conference phone with background noise suppression and resistance to mobile phone and wireless interference. This e q u i p m e n t is ideal for small to mid-size conference rooms.
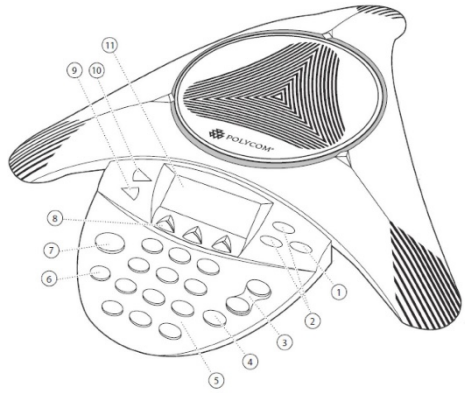
Key Pad

The following figure shows the primary keys, buttons, controls and indicators on your console:

	Item	Description
1	Select	Select a field of displayed data, or toggle features on or off.
2	Scroll (arrows)	Use arrows to scroll through displayed information, and enable or disable fields. From the idle screen, you can also view speed dial information (up scroll) – or view missed calls (down scroll).
3	Volume	Adjust the volume of the speaker and the ringer.
4	Mute	Toggle the microphone on or off during a conversation.
5	Dial pad	Dial phone numbers, and enter information for new contacts.
6	Redial	Automatically dial the last number called.

	Item	Description
7	**Call**	Initiate or end a call.
8	**Softkeys**	Select specific context-sensitive functions that display on the screen above each softkey.
9	**Exit**	Exit the current screen and return to the previous menu.
10	**Menu**	Access additional features and configuration settings. You can also exit the current screen and return to the idle screen.
11	**LCD graphic display**	See the time and date, menus and softkeys, as well as information about calls, messages, and features. The information display line (the line that displays the directory number) also displays icons and text, such as: • Pop-up text (such as network error messages) • Do not disturb text/icon • Call forwarding text/icon • Missed call text (such as "4 new missed calls") • Presence text (such as "Busy") • Prompt text (such as "Enter URL") • Time and date text If there are multiple information items, they will display in a scrolling fashion.

Volume

You can easily adjust the ringer or call volume.

- To change the volume during an active call, press the **volume control** buttons to increase or decrease the volume.

- To change the ringer volume, press the **volume control** buttons when the e q u i p m e n t is either 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 equipment.

- During an active call, press the **Mute** button so others can't hear you.

- Press the **Mute** button again to unmute.

Do Not Disturb

To disable ringing and forward all your calls directly to voicemail:

1. Press **Menu** and then **Features**.

2. Toggle to **Do Not Disturb**, and press **Select** to enable or disable.

   - When enabled, an **X** icon will display in the top left of the screen.

Ringtones

To change your incoming call ringtone:

1. Press the **Menu** button.

2. Select **Settings**, **Basic** and then **Ring Type**.

3. Use the **arrow** buttons to scroll to the desired ring type, and press **Select**.

   - To listen to a ringtone before selecting it, press **Play**.

Features

Call Features

To place a call:

Choose one of these options.

- Press the **call** button, and then dial the **number** of the party you wish to call.

- Dial the **number**, and then press the **call (phone)** button or the **Dial** softkey.

To answer a call:

Press the **call** button or the **Answer** softkey to pick up the call.

To end a call:

Press the **call** button while on an active call, or press the **End Call** softkey.

To view call lists:

1. Press **Menu**, and choose **Features** and then **Call Lists**.

2. Select the view you want to see:
    - **Missed Calls**
    - **Received Calls**
    - **Placed Calls**

3. Use the **arrow** buttons to scroll to the call list you want to view.

To place a call from call history:

1. Follow the steps above to access and select your desired call list.

2. Use the **arrow** buttons to scroll to the number you want to call.

3. Press the **Dial** softkey.

Call Hold

To hold a call:

- During an active call, press the **Hold** softkey to place the caller on hold.

- To resume the call, press the **Resume** softkey.

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:

1. After answering the call, press the **Trnsfer** softkey.

2. Dial **101**. The call is now held in Call Park 1.

    - If you are parking more than one call at a time, dial **102** for Call Park 2, dial **103** for Call Park 3, and so forth.

    You can end the call only after the call is transferred.

To retrieve a parked call:

1. Press the **call** button to hear the dial tone.

2. Dial ***46**, and then dial **101** to pick up Call Park 1.

    - Dial **102** for Call Park 2, dial **103** for Call Park 3, and so forth.

3. Press the **Dial** button to answer the parked call.

Call Transfer

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. During a call, press the **Trnsfer** softkey to place the call on hold.

2. Press the **Blind** softkey, and then dial the **number** of the party you wish to receive the transferred call.

For a semi-attended or attended (warm) transfer

1. During an active call, press the **Trnsfer** softkey to place the call on hold.

2. Dial the **number** of the party you wish to receive the transferred call.

3. Press the **Trnsfer** softkey again to complete the call transfer.

4. To cancel a transfer, press the **Cancel** softkey.

To set up a conference call:

1. Dial the **number** of the first party.

2. Press the **Confrnc** softkey to place the first party on hold.

3. Dial the **number** of the second party, and then press the **Send** softkey.

4. Once the second party answers, press the **Confrnc** softkey again to join all parties.

To create a conference with the active call and a call on hold, press the **Join** softkey to connect all parties.

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.

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

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**.