



# Home Phone

# Quick Start Guide

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

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## Staying Connected Has Never Been Easier

Thank you for choosing Midco as your home 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 home phone service.

We have even more tips and tools at **Midco.com/PhoneSupport**, where you can learn more about your Midco phone features, voicemail and assistance programs.

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 home or away from home. Customize your greeting to let people know they've reached the right person.

Other robust voicemail functions include:

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

### To access voicemail from your home 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 your 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** and 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, and then choose one of these options:

- 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.

You can manage the email address where you'd like to receive these voice messages at **Midco.com/MyAccount**, or you can contact us at 1.800.888.1300 for assistance with setting up eVOICE on your account. Learn more about using eVOICE at **Midco.com/PhoneSupport**. Select **Voicemail & eVOICE**, and then **eVOICE**.

## 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.
- Midco must be designated as your long-distance carrier in order to take advantage of our Home Phone Package with unlimited, domestic long-distance calling. With this package, you can call certain countries as a long-distance call without paying international rates.

To make a long-distance call:

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

To make an international call:

- To reach countries with specified area codes next to the rate, dial **1 + (area code) + (local number)**.
- To reach countries without an area code specified, dial **011 + (country code) + (phone number)**.

For a current list of country codes, visit [Midco.com/PhoneSupport](https://www.midco.com/PhoneSupport) and select **Long-Distance & International Calling**. You'll also find international calling rates to other countries not included in unlimited long-distance for Home Phone package customers, plus standard country calling rates for Basic Home Phone customers.

## Terminating Call Manager

Terminating call manager is a feature you can add to your Midco phone service for a one-time activation fee. This service automatically block robocalls, telemarketers, polling services and other unsolicited calls.

- Terminating call manager from Midco “screens” all your home phone calls, and allows local calls to connect automatically.
- When unwanted callers attempt to reach you, they hear the announcement, “The number you have reached does not accept calls from telemarketers. If you are a telemarketer, please add this number to your Do Not Call Registry and hang up now. Otherwise, please press ‘1’ or stay on the line.”
- Regular long-distance callers will hear the announcement the first time they call, and then the service learns that they are an accepted caller.

To manage terminating call manager settings through your home phone:

- Dial **\*95**, and follow the voice prompt to access privacy control. Press **2**, and select from these menu options:
  - Press **0** to block the last caller.
  - Press **1** to add a number to the blocked list.
  - Press **2** to remove a number from the blocked list.
  - Press **3** to remove all numbers from the blocked list.
  - Press **4** to add a number to the allowed list.
  - Press **6** to turn the entire service on.
  - Press **7** to turn the entire service off.
  - Press **8** to block private callers.
  - Press **9** to allow private callers.
  - Press **\*** to repeat menu options.
- Dial **\*96** to add the last caller’s number to the blocked number list. No further calls from that number will be allowed.

Contact us at **Midco.com/Contact** or 1.800.888.1300 to add terminating call manager to your phone service.



## Three-Way Calling

To add a third person to a call:

1. Place your first caller on hold by pressing and quickly releasing the **flash** or **receiver** button on your phone.
2. After you hear a second dial tone, enter the **second phone number**.
3. When the second caller answers, press and quickly release the **flash** or **receiver** button to connect all callers.
  - If the second caller 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 one party disconnects, you can continue talking with the remaining person.
4. To end the call completely, simply hang up.

## Call Forwarding Universal

Call forwarding allows you to forward calls temporarily to another number. Long-distance charges may apply to calls forwarded outside your local call area.

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

1. Lift your handset, and press **\*72**.
2. When you hear the dial tone, enter the **phone number** where you want to receive your forwarded calls. Wait for the person to answer.
  - To forward your calls to a long-distance number, be sure to press **1** before the **10-digit number**.
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. Verify that call forwarding is in effect by pressing **\*72** on your phone. An announcement or two short tones followed by a dial tone confirm call forwarding is activated.

To deactivate call forwarding:

Lift your handset, and press **\*73**. A stutter tone and a fast busy signal indicate that calls are no longer forwarding.

You can also manage this phone feature in My Account. For details, visit [Midco.com/PhoneSupport](http://Midco.com/PhoneSupport). Select **Phone Features** and then **Call Forwarding**.

## 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 activate anonymous call rejection:

Lift your handset, and press **\*77**. You'll hear two fast busy signals to confirm that the service has been activated.

To deactivate anonymous call rejection:

Lift your handset, and press **\*78**. A stutter tone indicates the service has been cancelled.

You can also manage this phone feature in My Account. For details, visit **Midco.com/PhoneSupport**. Select **Phone Features** and then **Call Blocking & Screening**.

## Selective Call Rejection

With selective call rejection, you can block up to 10 phone numbers from making incoming calls to your home phone number. In most instances, you may only be able to add a rejected number to your list after you've received a call from the unwanted number. We recommend you activate this feature immediately after hanging up from a call from the number you'd like to reject.

To activate and deactivate selective call rejection:

1. Lift your handset, and press **\*60**.
2. Follow the recorded instructions.

## Call Waiting

With call waiting, you hear a quick tone signaling you have another incoming call when you're already on the phone. If you have activated the call waiting ID feature, your caller ID equipment will also display the incoming caller's name and number.

### To activate call waiting:

1. When you hear the tone, press and release the **flash** or **receiver** button on your phone to talk with the new caller.
2. To alternate between calls or return to your first caller, press and release the **flash** or the **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**. You will hear three short tones followed by a dial tone.
2. Place your call.

When you hang up, your call waiting feature is restored.

### To turn off call waiting during a call:

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. Push **\*70** on your phone. You will hear three short tones followed by a dial tone.
3. Press and quickly release the **flash** or **receiver** button on your phone to return to your conversation.

When you hang up, your call waiting feature is restored.

## 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 chosen non-published service.

## Caller ID Block

By default, your name and phone number will appear on the caller ID equipment of those you call, unless you have chosen non-published service. If you'd like to block your information from displaying before making a call, you can activate a caller ID block.

### To use caller ID block:

1. Lift your handset, and press **\*67**.
2. Enter the phone number you'd like to call. If the receiving party has caller ID, it will display "Private," rather than your name and number.

### To unblock caller ID:

1. Lift your handset, and press **\*82**.
2. Enter the phone number you'd like to call. If the receiving party has caller ID, it will display your name and number.

## 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.

See more menu options at [Midco.com/PhoneSupport](http://Midco.com/PhoneSupport). Select **Phone Features** and then **Distinctive Ring**.

## Speed Call 30

Also known as speed dial, this service allows you to store frequently called numbers and call them with quick codes instead of the entire phone number. Speed Call 30 allows you to store up to 30 frequently called numbers.

To program speed call 30:

1. Lift your handset, and press **\*75**.
2. After the stutter tone, enter a **two-digit speed code** (choose any number, 00-29).
3. Enter the **phone number** you want assigned to that speed code (for long-distance numbers, include a "1" and the area code).
4. Press **#**. 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. After the stutter tone, enter the **two-digit 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.<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>

For details about your current listing status or to make changes, please call us at 1.800.888.1300.

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

# Assistance Options

## Hearing & Speech Assistance

We provide hearing and speech support assistance to disabled customers throughout our region. With Telecommunications Relay Service (TRS), commonly known as relay calling, operators help facilitate communication between the calling and receiving parties. Simply dial **711** from your Midco home phone. For state-specific relay service numbers and other relay information, visit **Midco.com/PhoneSupport**. Choose **Assistance Programs** and then **Relay Services**.

## Midco Lifeline

Low and fixed-income phone subscribers can apply for this government-assistance program, which helps them with their phone bill. Get more information and an application at **Midco.com/Lifeline**.

## Directory Listing Exemption

Midco provides free directory-assistance calls to individuals with impaired vision or a qualifying disability that prevents the use of a phone book or other means of locating a phone number. Midco phone customers are eligible to receive this exemption, which does not include long-distance charges.

To apply for this exemption:

1. Visit **Midco.com/PhoneSupport**. Select **Assistance Programs** and then Directory Assistance.
2. Complete the application fields, and click **Submit**.
3. Once you have received approval from Midco, simply dial **0** to connect with the operator.

Need additional assistance? Contact us at **Midco.com/Contact** or 1.800.888.1300 to find out if your need can be accommodated.

# Common Phone Questions

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

It's 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.<sup>2</sup> If a power outage occurs, the battery backup will provide up to eight hours of dial tone access if you use a corded phone.
- You may also purchase a 24-hour battery backup for your phone service equipment for extended dial tone access. Battery backups can be purchased at various retailers or by contacting us at 1.800.888.1300 or **Midco.com/Contact**.
- 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, DO 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?

1. Make sure none of your phones are off the hook.
2. If using a cordless phone, check that the battery is charged.
3. 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.
4. 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.
5. 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.

<sup>2</sup> Not available in all areas. Most Midco phone modems do have a battery backup..



## How do I receive fewer calls?

You can receive fewer telemarketing calls by registering your home 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](http://DoNotCall.gov)

#### MINNESOTA

Phone: Call the national registry

Website: [ag.state.mn.us/Consumer/](http://ag.state.mn.us/Consumer/)  
and click on **Unwanted Calls**.

#### NORTH DAKOTA

Phone: Call the national registry

Email: [ndag@state.nd.us](mailto:ndag@state.nd.us)

Website: [attorneygeneral.nd.gov/](http://attorneygeneral.nd.gov/)  
and click on **Consumer Resources**.

#### SOUTH DAKOTA

Phone: Call the national registry

Website: [SDDoNotCall.com](http://SDDoNotCall.com)

### Terminating Call Manager

While do not call registries provide protection, scammers continue to innovate new ways to work around the registry. Technology advances make it cheap and easy for scammers to make illegal calls from anywhere in the world and to hide from law enforcement by displaying fake caller ID information.

Terminating call manager is a feature you can add to your Midco phone service to block unwanted calls from telemarketers, polling services and other nuisance callers. You pay only a one-time activation fee.

Learn more about using this service on page 8 of this guide. Contact us at **Midco.com/Contact** or 1.800.888.1300 to add terminating call manager to your phone service.

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

If you are receiving a “dial 1” message when you try to call a local number using redial on your phone, it’s because the caller ID feature only displays numbers in a ten-digit format. When you use redial, your device will try to dial the full ten-digit telephone number. You are receiving the message because local calls do not require the area code.

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. We offer many helpful tools and resources for you at **Midco.com**. Check it out today!

### Midco.com/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.

### Midco.com/MyAccount

- View your current statement to see your list of services, and check out 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 text updates about your account.
- Manage your home phone services.
- Get your Connect-A-Friend referral savings code.

Don't have My Account access yet? Go to **Midco.com/MyAccount**, and select **Register**. After you've created a My Account, you can also download the Midco My Account app from the App Store® or Google Play™.<sup>3</sup>

## Policies

Midco provides home phone 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 in person at one of our local Customer Experience Centers. We also offer customer service by phone, email, live online chat and through social media. Just visit **Midco.com/Contact**.

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