



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/Support**, where you can learn more about your Midco phone features such as voicemail, compatible equipment 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.

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, 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.
- 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.

Other robust eVOICE functions include:

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

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.

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.

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.com**.
- 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.

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 by pressing **2** and selecting 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 join two with two other callers in three-way calling:

1. Place your first caller on hold by pressing and quickly releasing the receiver button on your phone.
2. You will hear a brief stutter tone. When you hear the normal dial tone, you can make your second call.
3. When the second caller answers, press and quickly release the receiver button to connect all callers.
4. If the second caller does not answer (or you get a busy signal), press and quickly release the receiver button. This will return you to the first caller.
5. If either party disconnects, you can continue talking with the remaining party.
6. To end the call completely, simply hang up.

Anonymous Call Rejection

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

1. On your touch-tone phone, press ***77**.
2. Two fast busy signals confirm that the service has been activated.
3. To deactivate anonymous call rejection, lift the handset and press ***78**.
A stutter dial tone indicates the service has been cancelled.

Call Forwarding Universal

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

1. On your touch-tone phone, press ***72**.
2. When you hear the dial tone, dial the number you want to receive your forwarded calls. Wait for the person to answer.
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. To verify your calls are being forwarded, press ***72** on your touch-tone phone. If you hear, "Your call forwarding is currently active," call forwarding universal is working. If not, repeat steps 1 and 2.
5. To deactivate call forwarding, press ***73** on your touch-tone phone. The stutter tone followed by fast busy signal indicates to you that your calls are no longer being forwarded.

You can also manage call forwarding at Midco.com/MyAccount.

Call Waiting

To use call waiting:

1. When you hear the tone, press and release the **Flash** button 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** button 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** on your touch-tone phone. You will hear three short tones followed by a dial tone.
2. Place your call.

Call waiting is automatically restored when you hang up.

To turn off call waiting during a call:

1. During your conversation, press and quickly release the 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 touch-tone phone. You will hear three short tones followed by a dial tone.
3. Press and quickly release the receiver button on your phone to return to your conversation.

Call waiting is automatically restored when you hang up.

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.

Options 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 elected non-published service.

Caller ID Block

If you block your name and number, the receiving party's caller ID equipment will not see this information. "Private" will be displayed instead. All outgoing call information will show on caller ID unless you place a caller ID block on your line before dialing.

To use caller ID block:

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

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

To unblock caller ID:

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

When you hang up, caller ID blocking is restored.

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/Support. Search for “distinctive ring.”

Speed Call 30

Speed call 30 allows you to store up to 30 frequently called numbers and dial them with two digits instead of the entire phone number.

To program speed call 30:

1. Lift the handset, and dial ***75**.
2. Listen for a stutter dial tone.
3. Choose a two-digit speed code (choose any number, 00-29).
4. Dial the phone number you want assigned to that speed code (for long-distance numbers, include a “1” and the area code).
5. Press the **#** key. 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. Listen for the stutter dial tone, then 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.¹
- Non-listed service keeps your phone number from being listed in the phone book, but it will be available from 411 information.¹

¹ 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/Support](https://www.midco.com/Support), and search for “relay.”

Midco Lifeline

Low and fixed-income phone subscribers can apply for this government-assistance program, which helps them to help with their phone bill. Get more information and an application at [Midco.com/Lifeline](https://www.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/Support](https://www.midco.com/Support), and search for “directory.”
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](https://www.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 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 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 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

Minnesota

Minnesota Department of Commerce

85 7th Place East, Suite 500

St. Paul, MN 55101

Phone: 1.800.921.4110

Website: MN.gov/Commerce

North Dakota

Phone: Call the national registry at 1.888.382.1222.

Email: ndag@state.nd.us

Website:

Ag.State.ND.US/NoCall/NoCall.htm

South Dakota

Phone: Call the national registry at 1.888.382.1222.

Website: 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?

The caller ID feature will only display phone numbers in a ten-digit format. When you use redial, your device will try to dial the full ten-digit phone number. You are receiving the message because local calls do not require the area code.

In order 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/Shop

Check out service pricing if you're thinking about adding or changing services.

My Account and Bill Pay

Midco.com/MyAccount

- View and pay your bill online. You can even set up one-time or recurring payments, and view your statements and payment history.
- Sign up to receive email updates about your account.
- Manage your home phone services.
- Get your Connect-A-Friend referral savings code.

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**.

