



# 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. Customize your greeting to let people know they've reached you.

### To access voicemail from your home phone:

1. Dial **\*96, \*98 or \*68**.
2. If this is the first time using your voicemail, you'll be prompted to enter a new password and record your name response and personal greeting. Your password should be a four-to-seven-digit number that's easy for you to remember. **IMPORTANT: Your default password is 969929.**
3. Once your voicemail is set up, press **1** to play your messages. If you have new voicemails, a stutter dial tone will sound upon picking up the receiver.

### To access voicemail from another location:

1. Dial the **access number** for your home phone location:
  - Lawrence or Eudora: 785.856.6000
  - Basehor or Tonganoxie: 913.662.6000
  - Bonner Springs or Kansas City: 913.400.6000
2. When asked for your mailbox number, enter your **10-digit phone number**.
3. At the prompt, enter your **password**.
4. Follow the instructions to process your messages.

### To manage your voicemail:

- From the main menu, press **1** to play messages.
- During the message:
  - Press **\*** to return to the main menu.
  - Press **1** to rewind five seconds.
  - Press **3** to fast forward five seconds.
  - Press **8** to pause.
- After the message has played:
  - Press **2** to repeat the message.
  - Press **4** to reply to the message.
  - Press **6** to forward a copy of the voicemail.
  - Press **7** to delete the message.
  - Press **9** to save the message.
  - Press **#** to leave the message marked as new.

### To navigate the main menu:

- Press **1** to play messages.
- Press **2** to send a voicemail message.
- Press **3** to manage greeting options.
- Press **4** to change settings.
- Press **6** to access deleted messages.
- Press **7** to leave the mailbox and log in as another subscriber.
- Press **0** for help.
- Press **\*** to exit.

### To send a voicemail message:

- From the main menu, press **2**.
- Enter a **telephone number** to send a message to, and record your message.
- Press **1** for delivery options.
  - Press **1** to mark as private.
  - Press **2** to mark as urgent.
  - Press **3** to add more recipients.
  - Press **5** to request a delivery report.
  - Press **6** to request a read report.
  - Press **7** to review your message.
  - Press **9** to re-record your message.
  - Press **#** to send your message.
  - Press **\*** to exit.

### To manage greeting options:

- From the main menu, press **3**.
- Press **1** to record your personal greeting.
  - Press **1** to save your greeting.
  - Press **2** to change the greeting.
  - Press **3** to exit without saving.
- Press **2** to record an extended absence greeting.
  - Press **1** to turn on.
  - Press **2** to review.
  - Press **\*** to exit.
- Press **3** for a system-generated greeting or to change your name recording.
  - Press **1** to choose the type of system greeting you'd like.
  - Press **2** to review or re-record your name.
  - Press **3** to exit.
- Press **\*** to exit.

- Press **5** to record a greeting for callers to hear when your line is busy.
  - Record your greeting after the tone, then press **#**.
  - Follow prompts to re-record or save.
- Press **6** to record an out-of-hours greeting.
  - Record your greeting after the tone, then press **#**.
  - Follow prompts to re-record or save.
- Press **9** to record a greeting for calls forwarded to your voicemail.
  - Record your greeting after the tone, then press **#**.
  - Follow prompts to re-record or save.

To change settings:

- From the main menu, press **4**.
- Press **1** to add, edit or delete a group list.
  - Press **1** to add a new group list.
  - Press **2** to edit or delete a new group list.
  - Press **3** to review your group list.
  - Press **\*** to exit.
- Press **2** for hands free and time saver options.
  - Press **1** to change autoplay settings.
  - Press **2** to change settings for urgent messages.
  - Press **3** to change your voicemail preferences.
  - Press **\*** to exit.
- Press **3** for additional settings.
  - Press **4** for broadcast options.
  - Press **\*** to exit.
- Press **5** for notification options.
  - Press **1** to deactivate the message waiting indicator.
  - Press **\*** to exit.
- Press **6** for security options.
  - Press **1** to change your PIN.
  - Press **2** to change the fast login feature.
  - Press **3** to turn the skip PIN feature on or off.
  - Press **\*** to exit.

To access deleted messages:

- From the main menu, press **6**.
  - Press **2** to repeat a message.
  - Press **4** to reply.
  - Press **6** to send a copy.
  - Press **7** to permanently erase.
  - Press **9** to restore.
  - 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.
- Midco must be designated as your long-distance carrier in order to take advantage of our SmartChoice 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**. For a list of country codes, visit [Midco.com/Support](http://Midco.com/Support), and click Long-Distance & International Calling.

If you have our SmartChoice Package, which includes unlimited long-distance calling, you can call certain countries as a long-distance call without incurring international rates. For a current list of those countries, visit [Midco.com/Support](http://Midco.com/Support), and click **Long-Distance & International Calling**. This page also outlines international calling rates to other countries not included unlimited long-distance for SmartChoice Phone Package customers, as well as standard country calling rates for Basic Home Phone customers.

## Do Not Disturb

To keep calls from ringing through:

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

## Three-Way Calling

To join two with two other callers in three-way calling:

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

## Selective Call Acceptance

To accept calls only from certain numbers:

1. Dial **\*64** to activate.
2. Follow the instructions for creating your list of numbers you'll accept.
  - Callers not on your list will hear an announcement that you're not receiving calls at this time.
3. To deactivate, dial **\*84**.

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

1. To activate, dial **\*77** on your touch-tone phone.
2. To deactivate, lift the handset, and press **\*87**.

You can also select specific numbers to screen your calls. Visit [Midco.com](http://Midco.com) for more details on using selective call rejection.

## Features PIN Change

Certain features such as call forwarding options may require you to create a unique PIN. You can change your PIN at any time.

1. Dial **\*319**.



2. Follow instructions to change your PIN.

## Call Forwarding

To a landline or cell phone:

1. Dial **\*72** to activate, and wait for the tone.
2. Dial the **number** where you would like to receive your forwarded calls. Wait for the person to answer. The feature is now activated.
3. If there is no answer or the line is busy, repeat the steps and two beeps will confirm that your calls will be forwarded.
4. To deactivate, dial **\*73**. Two short tones and a dial tone confirm cancellation.

Learn how to forward up to 12 numbers at [Midco.com](http://Midco.com).

### Call Forwarding Busy Line

To redirect incoming calls to a number of your choice, while you're on the phone:

1. To activate, dial **\*90**.
2. Wait for the confirmation tone, and then dial the **number** where you want to forward the calls.
3. Dial **\*91** to deactivate.

If one caller is still on the line, your phone will ring and you'll be connected when you pick up. NOTE: This feature doesn't work if you're using call waiting.

### Call Forward Don't Answer

To redirect calls to a number of your choice, if call isn't picked up after a specified number of rings:

1. To activate, dial **\*92**.
2. Wait for the confirmation tone, and then dial the **number** where you want to forward the calls.
3. Dial **\*93** to deactivate.

If one caller is still on the line, your phone will ring and you'll be connected when you pick up. NOTE: This feature doesn't work if you're using call waiting.

### Call Forwarding Remote Access

To activate call forwarding when you're not home:

1. Dial the **access number** for your home 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 call features **PIN**. (See page 8.)

## 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 **receiver button** on your phone.
3. To end either conversation, simply hang up.
4. To turn off call waiting before or during a call, simply press **\*70** on your touch-tone phone. When you hang up, your call waiting feature is restored.

## 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 activate.

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:

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. Select up to 10 different numbers that you'd like to have a custom ring or call waiting tone if you're on another line.
2. Dial **\*61** to activate.
3. Follow the menu with directions to add and delete callers.
4. Dial **\*61** to deactivate.

## Speed Call

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

1. Dial **\*75** to activate.
2. When you hear a broken dial tone, enter the **two-digit number**, 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, the reorder tone or dial tone.

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

1. Dial **\*74** to activate.
2. When you hear a broken dial tone, enter the **one-digit number**, 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, the reorder tone or dial tone.

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.

Call us at 1.800.888.1300 for questions or changes to your current listing status.

<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/Support**. Under Phone, click **Assistance Programs**, and then locate the relay services information.

## 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**.

## 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**. Under Phone, click **Assistance Programs**, and then locate the directory listing exemption information.
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

## **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 capable of visual message waiting notification, the message waiting light on the phone 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?**

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.

### **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.

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

Phone: 1.888.382.1222

Website: [DoNotCall.gov](http://DoNotCall.gov)

### **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/MyAccount

- Log in to My Account, and go to **Shop** for to view your current services. See what service discounts and offers are available for your account, and upgrade online.
- 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 text updates about your account.
- 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**.

