



## How to set up Direct Inward Dialing (DID)

### What is DID?

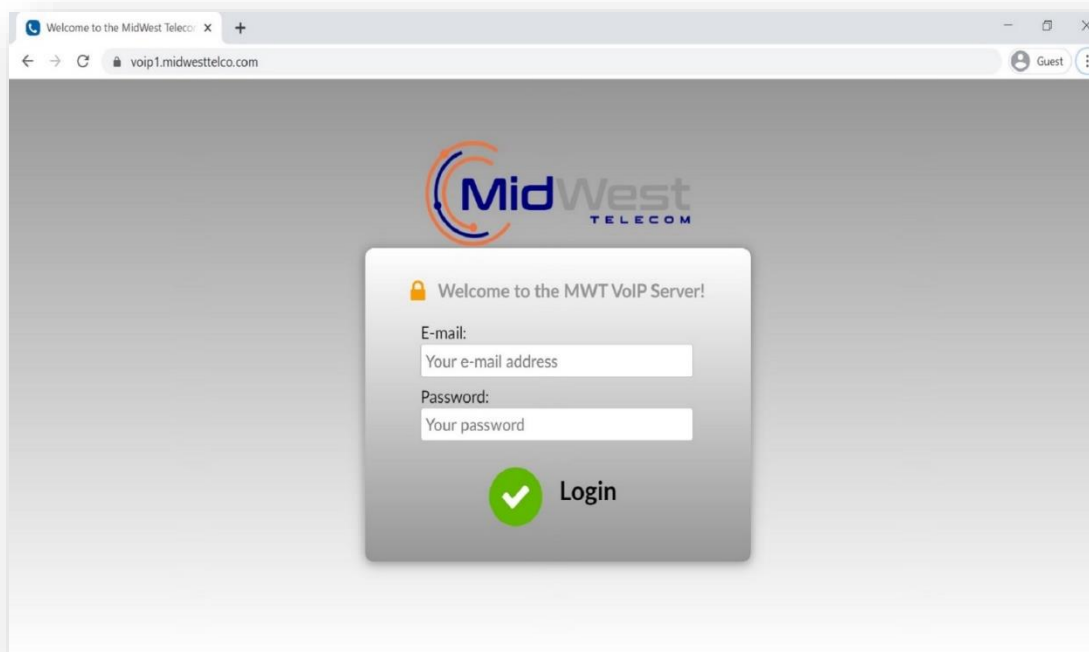
The infographic is divided into two main sections. On the left is a dark blue vertical bar with the MidWest Telecom logo at the top. Below the logo, the text 'What is Direct Inward Dialing (DID)?' is written in white. At the bottom of this bar, contact information is provided: 'Contact us for help: (651) 369-4700 support@midwesttelco.com'. The right section has a white background with the title 'Direct Inward Dialing (DID)' in bold black text. Below the title is a paragraph explaining that DID is a business phone feature that allows programming an extension to ring through to another extension or a mobile phone, ensuring calls are never missed.

### Direct Inward Dialing (DID)

Direct Inward Dialing, DID for short, is a business phone feature that allows you to program an extension to ring through to another extension or even your mobile phone instead of to a menu or a queue. This feature ensures your company never misses a call from a customer. Set your DID when you're out for lunch or away from your desk phone.

Contact us for help:  
(651) 369-4700  
support@midwesttelco.com

1. To start, log into the MidWest Telecom Portal: <https://voip1.midwesttelco.com/>.



Contact Support: [support@midwesttelco.com](mailto:support@midwesttelco.com) | (651) 369-4700

- On the menu in the left margin, click the **Home** tab. Then, select **DIDs**. A list of your business extensions will appear.

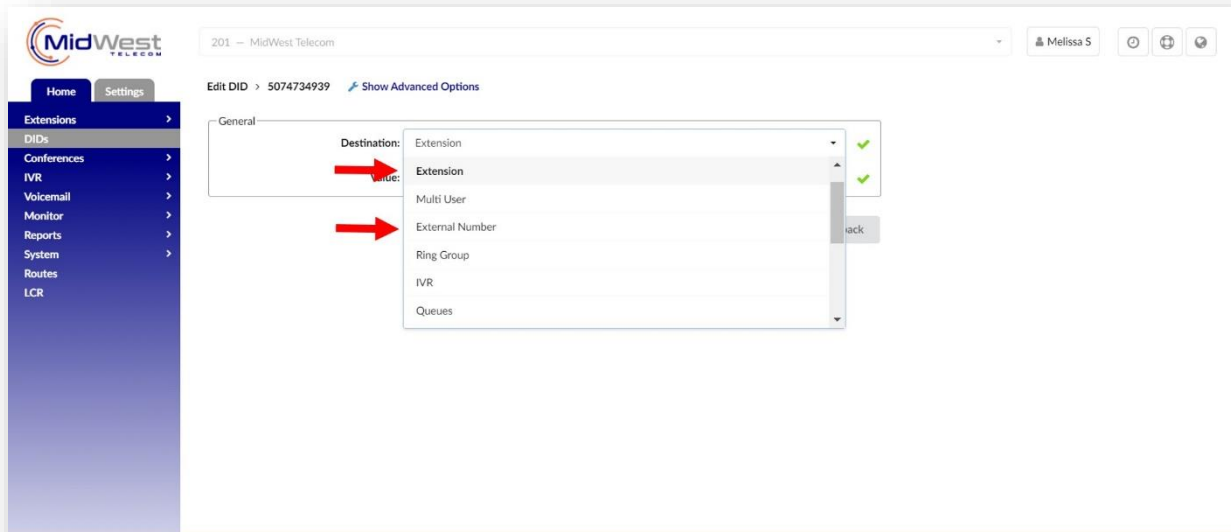
The screenshot shows the MidWest Telecom dashboard. The left sidebar has the 'Home' tab selected, and the 'DIDs' option under the 'Extensions' menu is highlighted with a red circle. A red arrow points to the 'Home' tab. The main content area displays a table of business extensions with the following columns: DID/Channel, Provider, Trunk, Destination, and Status. The table contains 18 rows of data, all with a status of 'Active'. A 'Sign out' button is visible at the bottom left.

DID/Channel	Provider	Trunk	Destination	Status
5074734939	General SIP	VoipInno	Ring Group - 501	Active
5076015000	General SIP	VoipInno	Ring Group - 501	Active
5076015001	General SIP	VoipInno	Ring Group - 503	Active
6123453824	General SIP	VoipInno	Ring Group - 507	Active
6512375200	General SIP	VoipInno	Extension - 201	Active
6513601000	General SIP	VoipInno	Ring Group - 501	Active
6513694700	General SIP	VoipInno	Ring Group - 502	Active
6517962211	General SIP	VoipInno	Conferences - 901	Active
6517962245	General SIP	VoipInno	Ring Group - 510	Active
6518292220	General SIP	VoipInno	Extension - 301	Active
6518292500	General SIP	VoipInno	Ring Group - 505	Active
6518292772	General SIP	VoipInno	Ring Group - 506	Active
6518292900	General SIP	VoipInno	Ring Group - 508	Active
6518296117	General SIP	VoipInno	Fax to E-mail - support@midwesttelco.com	Active
6518296118	General SIP	VoipInno	Ring Group - 501	Active
6519278191	General SIP	VoipInno	Ring Group - 511	Active
6519677900	General SIP	VoipInno	Ring Group - 504	Active

- Click the **Edit** symbol to the right of the extension that you would like to add a DID to.

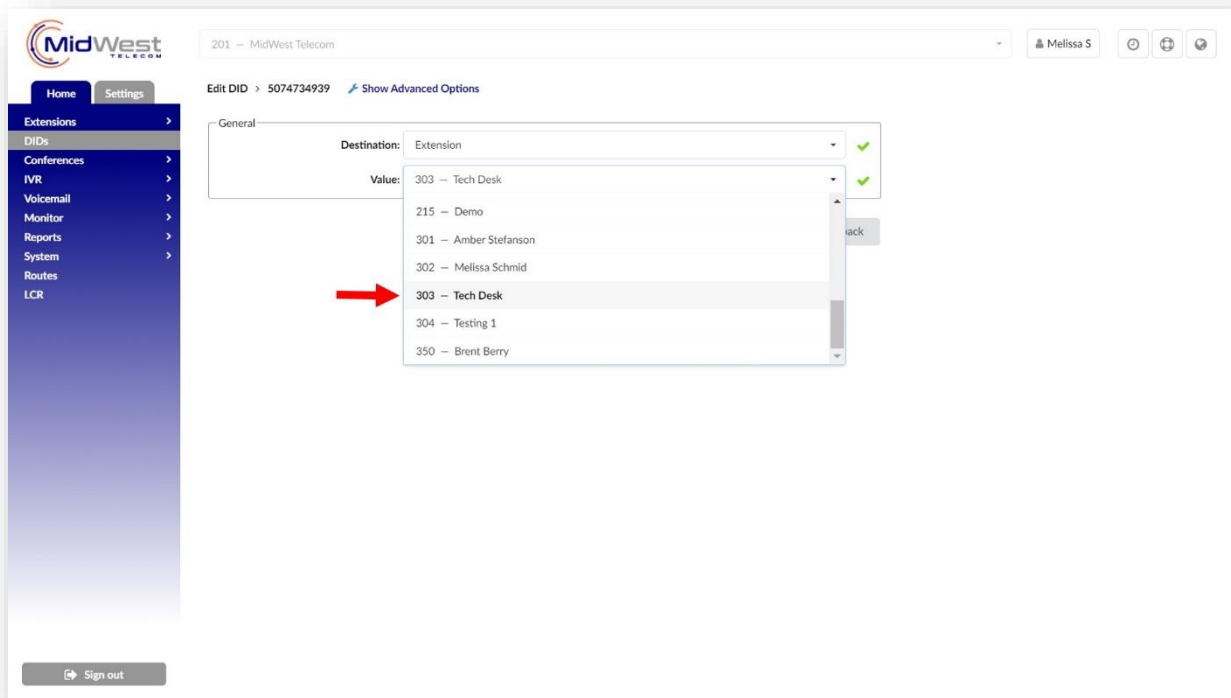
This screenshot is identical to the previous one, but the 'Edit' icon (a pencil) at the end of the first row in the table is circled in red. The 'Home' tab is still selected in the sidebar.

- 4. Select the **Destination** from the drop-down box where you would like the phone number to re-route to.

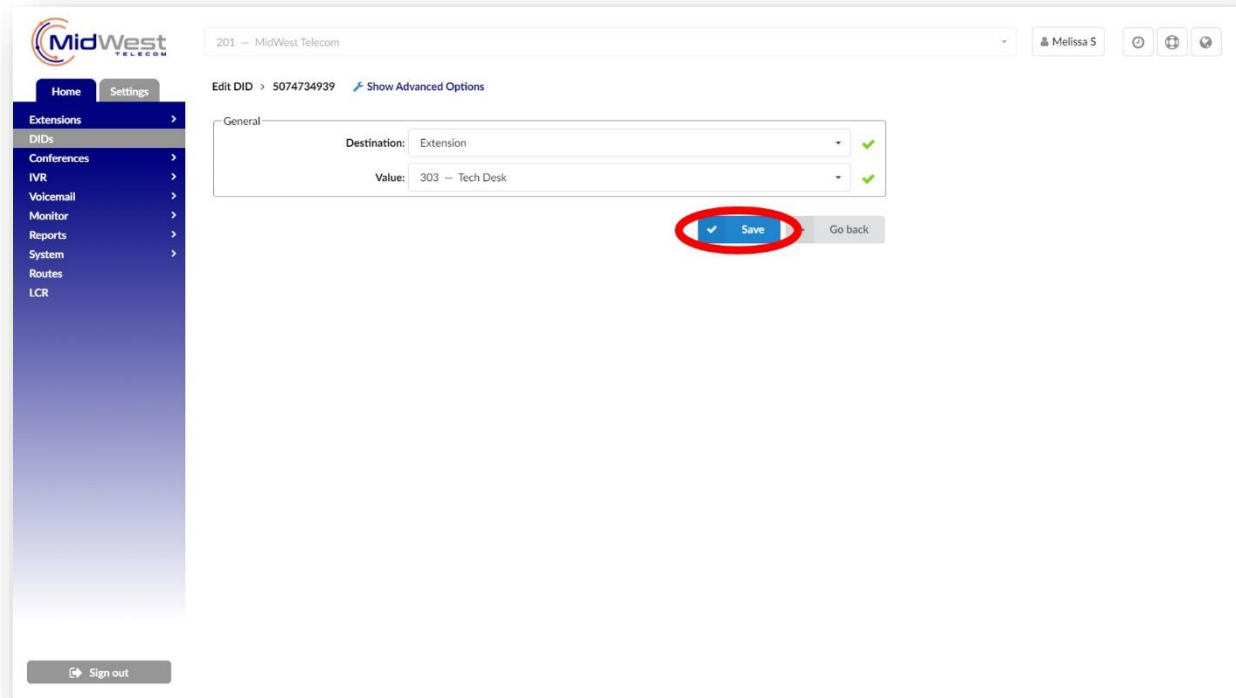


**NOTE:** Choose Extension to redirect calls to another internal number. Choose External Number to redirect calls to a number outside your organization, like your mobile phone.

- 5. Now, select the **Value** from the drop-down box. For External Numbers, type the number with area code in the Value box.



6. Click **Save**. Then, test your extension to ensure it is re-routing to the desired location.



The screenshot displays the MidWest Telecom web interface. At the top left is the MidWest Telecom logo. The main header shows '201 - MidWest Telecom' and the user 'Melissa S'. Below the header, there are navigation tabs for 'Home' and 'Settings'. The left sidebar contains a menu with items: 'Extensions', 'DIDs', 'Conferences', 'IVR', 'Voicemail', 'Monitor', 'Reports', 'System', 'Routes', and 'LCR'. The main content area is titled 'Edit DID > 5074734939' and includes a 'Show Advanced Options' link. Under the 'General' section, there are two dropdown menus: 'Destination' set to 'Extension' and 'Value' set to '303 - Tech Desk'. At the bottom right of the form, there are two buttons: 'Save' (circled in red) and 'Go back'. A 'Sign out' button is located at the bottom left of the page.