



Quick Start Guide

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Admin settings



Adding business numbers

You can add new business lines in the Numbers & Web Widgets tab.

There, click on the “Add a Toll-free or Local Number” button.

The Basic plan provides 2 business numbers, the Standard plan provides 5 business numbers, and the Ultimate plan provides 10 business numbers.

New look

Numbers & Web widgets

Business numbers Click-to-call Callback Contact us form

Caller ID

Type	Number	Label	Call flow rule	Status	Text Messaging	Call Recording		
	+1 (332) 213-9228	NY	My NY number	Active	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> in <input checked="" type="checkbox"/> out	<input type="checkbox"/>	<input type="checkbox"/>
	+1 (647) 361-5305	Toronto	My Toronto number	Active	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> in <input checked="" type="checkbox"/> out	<input type="checkbox"/>	<input type="checkbox"/>
	+1 (650) 300-0672	My CA number	My San Fran number	Active	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> in <input checked="" type="checkbox"/> out	<input type="checkbox"/>	<input type="checkbox"/>
800	+1 (855) 289-1374	My US number	Main US number	Active	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> in <input checked="" type="checkbox"/> out	<input type="checkbox"/>	<input type="checkbox"/>

4 number(s) used of 10 provided under your service plan

For more information, please follow [this link](#)



Enabling Caller ID

To get **inbound calls** to display your business number on the Caller ID, click the “Caller ID” option.

Numbers & Web widgets

Business numbers | Click-to-call | Callback | Contact us form

Caller ID ← | Port in your Number | Add a Local or Toll-free Number

Type	Number	Label	Call flow rule	Status	Text Messaging	Call Recording		
	+1 (332) 213-9228	NY	My NY number	Active	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> in <input checked="" type="checkbox"/> out		
	+1 (647) 361-5305	Toronto	My Toronto number	Active	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> in <input checked="" type="checkbox"/> out		
	+1 (650) 300-0672	My CA number	My San Fran number	Active	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> in <input checked="" type="checkbox"/> out		
800	+1 (855) 289-1374	My US number	Main US number	Active	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> in <input checked="" type="checkbox"/> out		

4 number(s) used of 10 provided under your service plan

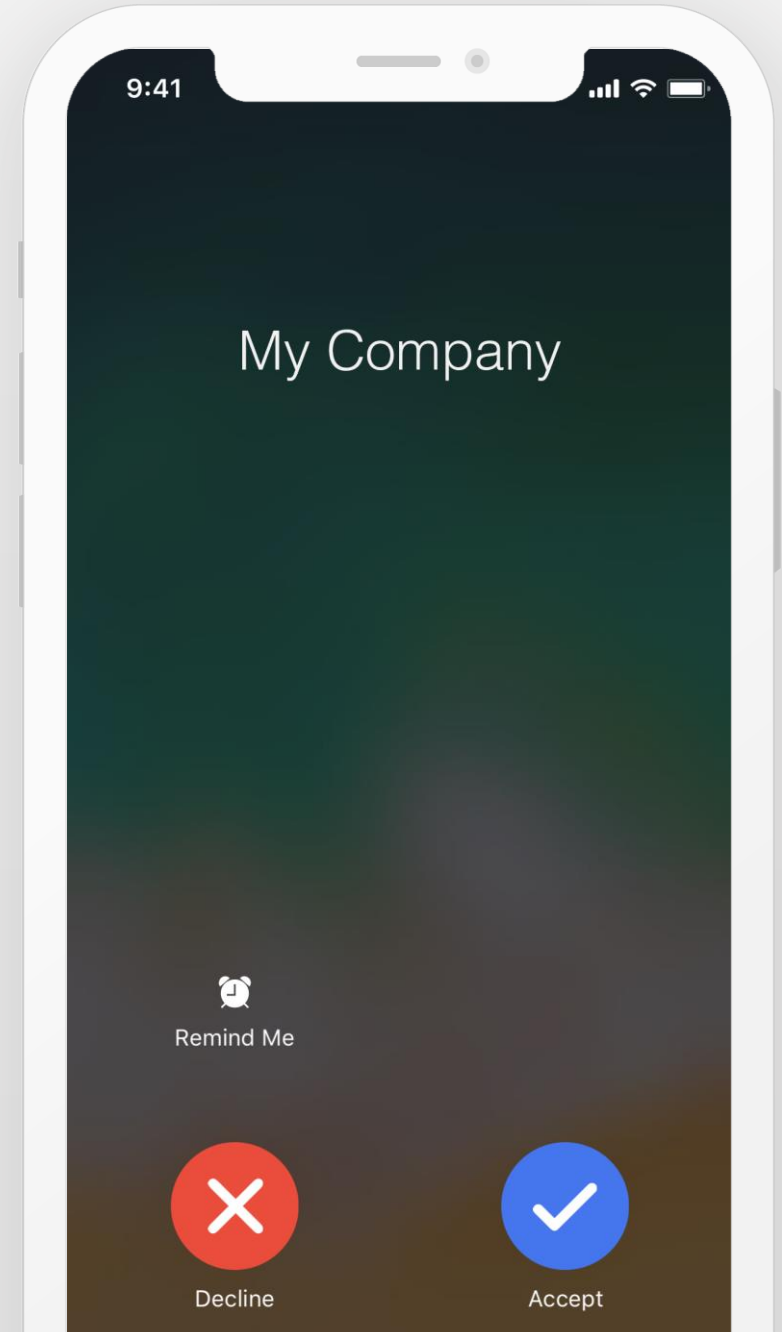
For more information, please follow [this link](#)



Requesting CNAME

To have your company's name show up on someone else's phone when you call them, there are mechanisms outside of MightyCall's control (no VoIP provider is able to control this alone).

However, **Outbound Caller ID** is available for most local numbers and is free with MightyCall, so if you're interested in branding your business number, just take a minute to [fill out this form](#) and wait for us to run it through the national CNAME database.



For more information, please follow [this link](#)



Porting business numbers in

You can port in your number (physical and virtual) completely free of charge.

You just need to submit your porting request [here](#) or go to the “Numbers and Web widgets” section and click “Port in your Number”

Porting orders usually take around a week to complete. While the numbers are being ported, they are still available on your previous carrier’s end, so there’s no downtime in using it.

The screenshot shows the 'Numbers & Web widgets' section of a user interface. It features a sidebar with navigation icons and a main content area with tabs for 'Business numbers', 'Click-to-call', 'Callback', and 'Contact us form'. A blue arrow points to the 'Port in your Number' button. Below the tabs is a table of business numbers with columns for Type, Number, Label, Call flow rule, Status, Text Messaging, and Call Recording. At the bottom, it indicates '4 number(s) used of 10 provided under your service plan'.

Type	Number	Label	Call flow rule	Status	Text Messaging	Call Recording
📠	🇺🇸 +1 (332) 213-9228	NY	My NY number	Active	🟢	● in ● out
📠	🇨🇦 +1 (647) 361-5305	Toronto	My Toronto number	Active	🟢	● in ● out
📠	🇺🇸 +1 (650) 300-0672	My CA number	My San Fran number	Active	🟢	● in ● out
800	🇺🇸 +1 (855) 289-1374	My US number	Main US number	Active	🟢	● in ● out



Adding your team

To invite colleagues, go to the section labeled “Team”, and click the button labeled “Add User”.

First, put in the information for the colleague you’d like to invite as either an administrator or a user.

You may add several colleagues and include them in groups. This can be accomplished by clicking “Team,” and then “Add Group”.

Users

Extension	Name	Forwarding Number	Email	Role	
100	John H. Watson	+12121112222	Watson@mightycall.com	Administrator	* [Eye Edit Trash
101	DI Lestrade	+12122012950	Lestrade@mightycall.com	User	* [Eye Edit Trash
102	Mrs Hudson	+11111111111	Hudson@mightycall.com	User	* [Eye Edit Trash
999	Sherlock Holmes	+19293332222	Sherlock@mightycall.com	Administrator	* [Eye Edit Trash
104	Molly Hooper	+12342342222	Molly@mightycall.com	User	* [Eye Edit Trash

Groups

Group Name	Users Count	
Detectives	2	Edit Trash
Team	3	Edit Trash



Setting up call flows

Click the Call Flow icon in the left menu

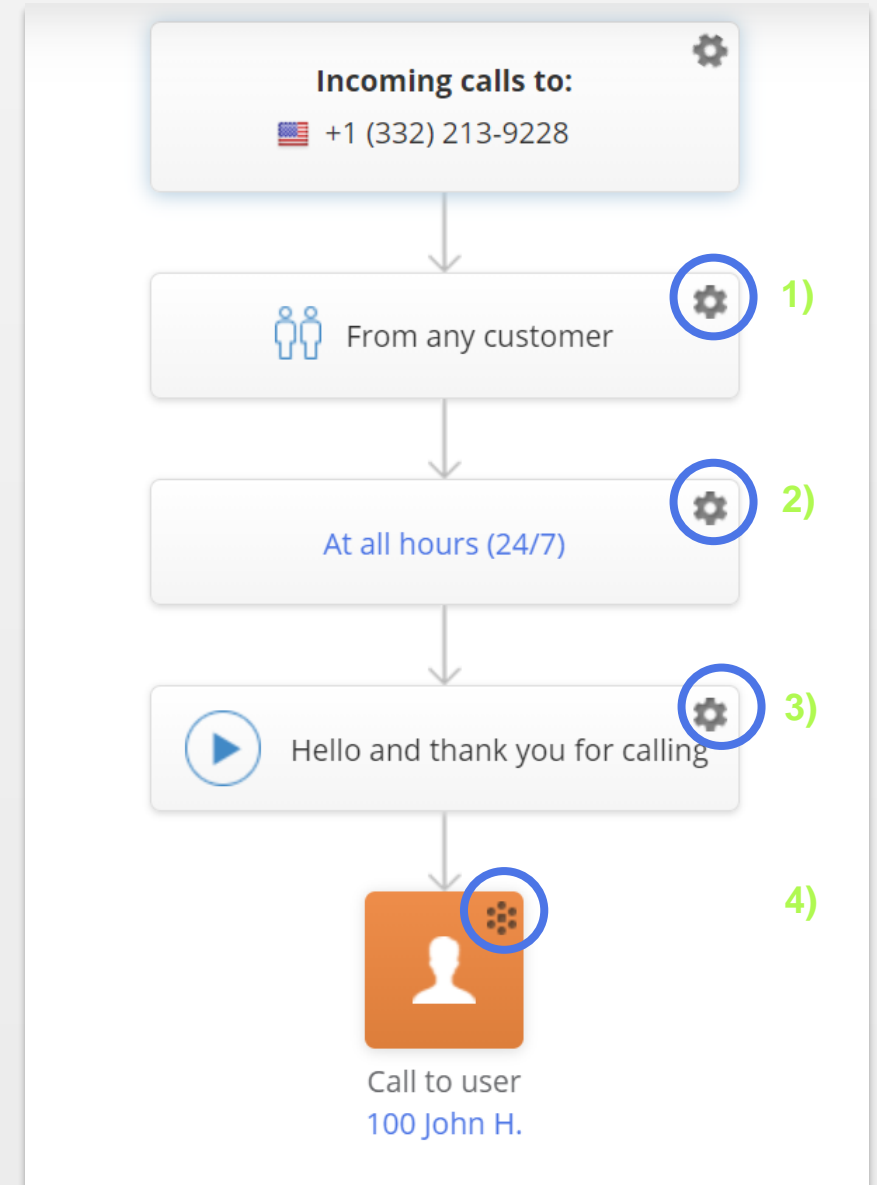


From there, click on “Incoming calls to...” and check the numbers this call flow should be applied to.

The default call flow will take the callers through a voice greeting and forward the call to the main user afterwards.

However, there are other call handling options:

- 1) handle calls from different numbers differently– like regular calls, VIP calls, or block list calls.
- 2) have business hours
- 3) change voice greetings (see page X)
- 4) change call handling options (see page X)

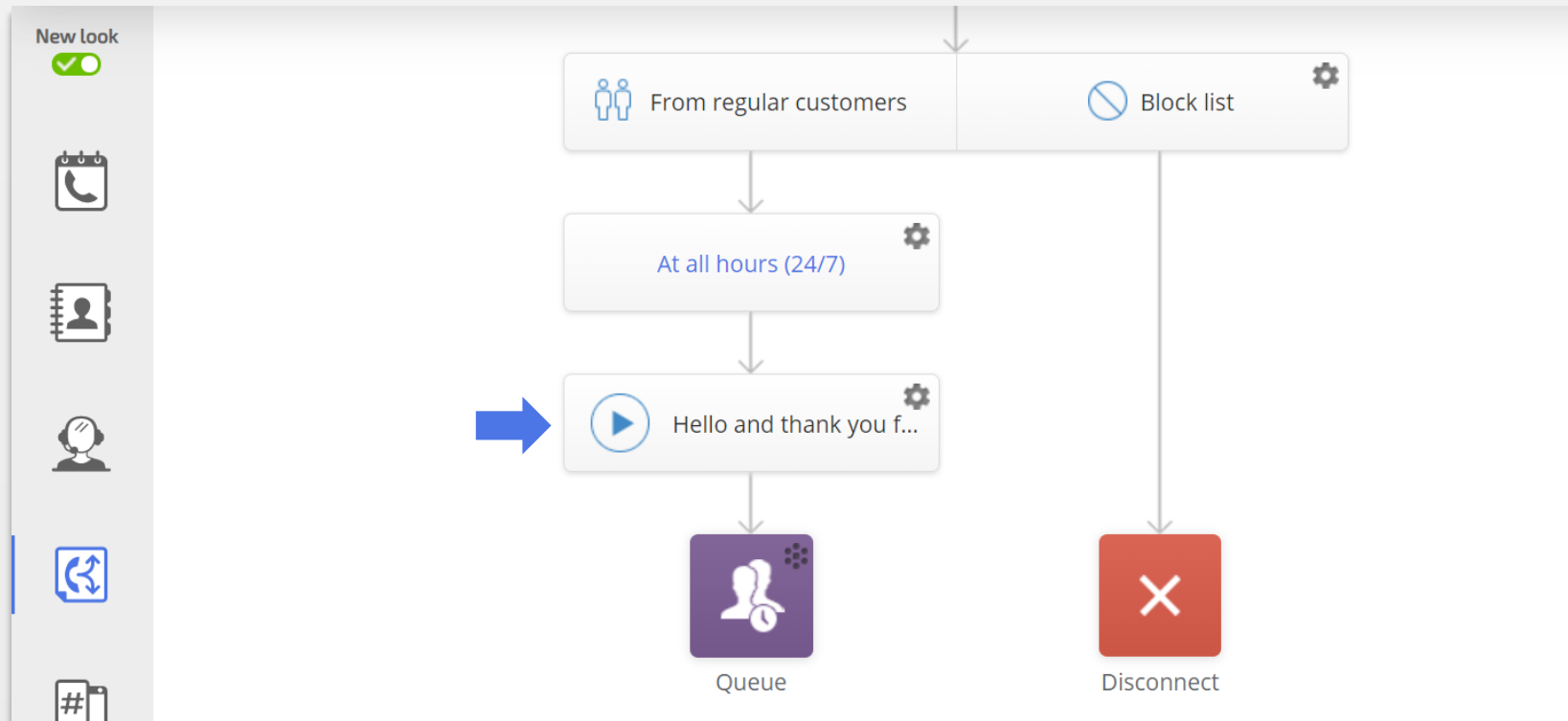




Company voice greetings

You can change the voice greetings customers hear when they call your company. You can do this by clicking on any greeting box within the call flow.

You can upload an audio file or record a greeting straight from your phone.



For more information, please follow [this link](#)

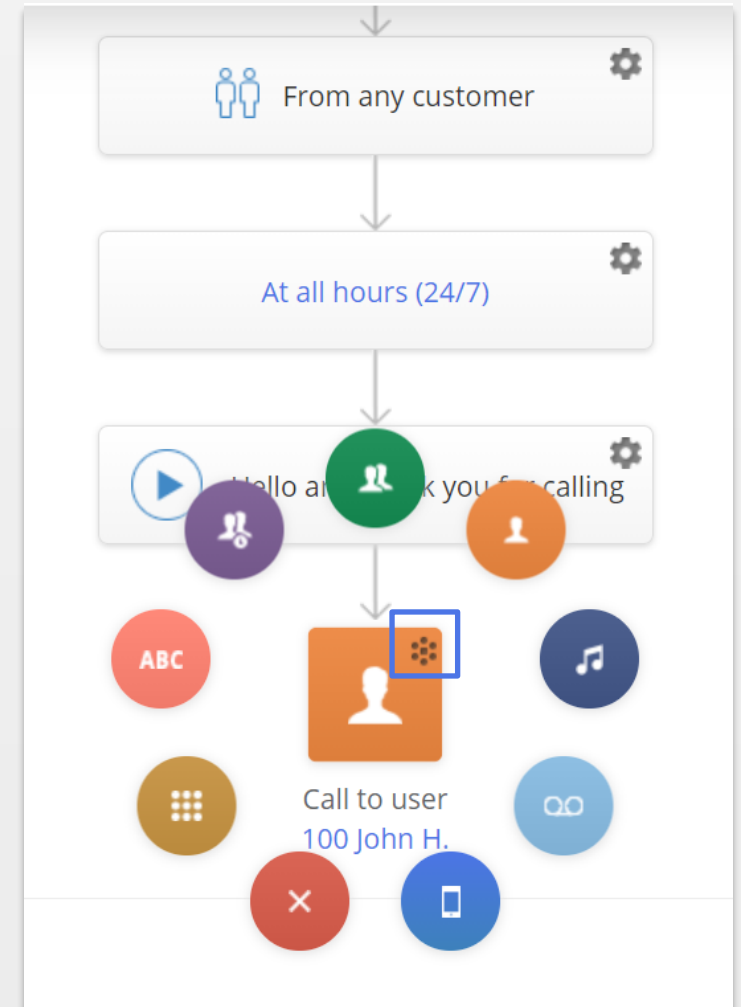


Call handling options

At the bottom of the call flow chart, there is a user set to receive the calls. By default, that's the main user.

To change this setting, click the small “action menu” icon within the colored button. There are 9 different call-handling options.

- *Call to user* – calls are forwarded to one specified person.
- *Call to group* – calls are forwarded to an entire group; for example - Sales.
- *Call Queue* – calls are sent to a queue and will remain there until an employee answers the call or the caller hangs up.
- *Call any phone number* – calls are routed to an external line.
- *Voicemail* – calls are sent directly to your voicemail. This option is particularly useful during off-hours.
- *IVR (Voice menu)* – callers are offered several options (for sales press 1, and so on).
- *Dial by name* – callers can dial in letters of an employee's name instead of a number using the number pad. (e.g. John) Once the system recognizes the name, the call is forwarded to the appropriate user.
- *Disconnect* – calls are disconnected.



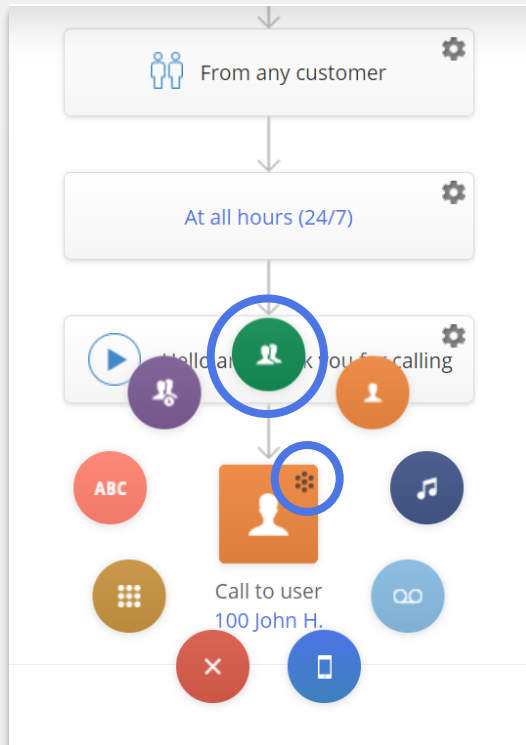
For more information, please follow [this link](#)



Call to group settings

Call to Group comes in handy when you can organize staff into departments (e.g. Sales and Support). This makes it easy for callers to access the right person without being transferred along the chain of operators.

For each group you create, you can customize the voice greeting and change the no-answer rule.



Call to group

The service allows you to forward an incoming call to multiple extensions. Select up to 10 team members you want to accept the calls and configure how to call them (call sequence, timeout, ringtone, and no-answer rule).

Choose users or group

Groups Team (up to 10)

Detectives

Team

[+ Add Group](#)

How to call

Phones ring sequence ⓘ

Sequentially

Simultaneously

Round Robin

Ringback Tone ⓘ

[Standard Tone] [+ Add Greeting](#)

No-answer rule

Leave Voicemail 100 John H. ... [+ Invite](#)

Cancel OK

For more information, please follow [this link](#)



Call queue settings

This option allows you to keep the customers in the queue up until an employee is able to pick up the call or the caller decides to hang up. This feature is useful when a user has too many incoming calls for one operator to handle, but doesn't want them to go to voicemail immediately.

In the “users in this queue” section, you can select specific team members who will receive incoming calls. You can customize greetings, add music on hold, and specify when to direct the caller to voicemail from this section.

The screenshot displays the call queue settings interface. On the left, a flowchart shows the call flow: 'From any customer' (with a gear icon) leads to 'At all hours (24/7)' (with a gear icon), which then leads to a selection of users. The selected users are 102 Mrs Hudson and 104 Molly Hooper. Below the user selection, there are various icons for customization, including a music note, a voicemail icon, and a 'Call to user 100 John H.' button. On the right, the 'Queue Settings' panel is visible, showing options for 'Users in this queue (2)', 'Queue Settings', and 'If all agents busy, play'. The 'Queue Settings' section includes options for 'Play music on hold instead of ringing during dialing', 'If all agents busy, play' (with a dropdown menu and '+ Add Greeting' button), 'Then play the following music on hold' (with a dropdown menu and '+ Add Greeting' button), 'If there are no agents available, play' (with a dropdown menu and '+ Add Greeting' button), and 'and then' (with a dropdown menu and '+ Invite' button). The 'Play invitation to leave a voicemail' option is checked, with a dropdown menu and '+ Invite' button.

For more information, please follow [this link](#)



Using the Journal

The Journal is where You can keep track of all your call history, texts and voicemails.

Customer requests can be filtered by type or by the team member who handled it.

You can also listen to recorded calls and read voicemail transcripts here (transcripts can also be sent via email).

You can place calls directly from the Journal page as well.

When you leave comments on a call, all your colleagues will see the notes to guarantee everyone is on the same page.

When a colleague finishes a task, they can mark it as resolved to better keep track of what needs to be done and who has done what.

The screenshot displays a call journal interface with a sidebar on the left containing icons for calendar, contacts, headset, call log, and a phone icon. The main area shows a list of calls:

- 6:47 PM**: Call from **+1 860 617 0590** (My US number +1 855 289 1374) to **n/a**, duration **00:30**.
- March 18**: Call from **Mycroft Holmes** (+1 332 209 3756) to **NY** (+1 332 213 9228) handled by **Sherlock Holmes**, duration **00:22**.
- March 15**: Call from **Irene Adler** (+1 650 250 0005) to **NY** (+1 332 213 9228) handled by **Sherlock Holmes**, duration **00:08**.
- 9:31 AM**: Call from **Mycroft Holmes** (+1 202 908 1414) to **NY** (+1 332 213 9228) handled by **Sherlock Holmes**, duration **00:13**.

A **Note** overlay is visible, containing the text **call him tomorrow** and a character count **17 / 900**.

For more information, please follow [this link](#)



Enabling text messages

To enable texts go to the “Numbers and Web widgets” section and click “Enable.”

Text messaging is available on desktop & the mobile app.

A single message can contain up to 140 characters. Messages longer than that will automatically be split into parts, but please note that a single message cannot be longer than 3 parts in total.

Text messaging does not support international numbers, short code, or multimedia messaging service (MMS).

The screenshot shows the 'Numbers & Web widgets' section of a user interface. It features a sidebar with navigation icons and a main content area with tabs for 'Business numbers', 'Click-to-call', 'Callback', and 'Contact us form'. The 'Business numbers' tab is active, displaying a table of numbers. The 'Text Messaging' column in the table has a blue box highlighting the toggle switch for the first number, which is currently turned on. Below the table, it indicates '4 number(s) used of 10 provided under your service plan'.

Type	Number	Label	Call flow rule	Status	Text Messaging	Call Recording
	+1 (332) 213-9228	NY	My NY number	Active	<input checked="" type="checkbox"/>	● in ● out
	+1 (647) 361-5305	Toronto	My Toronto number	Active	<input checked="" type="checkbox"/>	● in ● out
	+1 (650) 300-0672	My CA number	My San Fran number	Active	<input checked="" type="checkbox"/>	● in ● out
800	+1 (855) 289-1374	My US number	Main US number	Active	<input checked="" type="checkbox"/>	● in ● out



Enabling voice-to-text

In order to read voicemail transcriptions, you will first need to enable this feature.

This can easily be done in the Journal – just find any voicemail and click the little “note” icon, which will prompt the system to activate transcriptions.

The screenshot displays a voicemail entry in a journal. The entry includes a timestamp of 12:34 PM, a red voicemail icon, the number +1 213 370 2397, the label 'Local' with the number +1 361 248 2613, and the agent 'test tenant'. An 'Add a note' button is visible. To the right, there is a play button, a duration of 00:05, and a total duration of 00:12. A tooltip titled 'Voice to text' is overlaid on the interface, containing the text: 'Click here to activate voicemail to text transcription for all future voicemails'. A blue arrow points to the tooltip.

LAST 30 DAYS	CLIENT	NUMBER/WIDGET	AGENT			
Today						
12:34 PM		+1 213 370 2397	Local +1 361 248 2613	test tenant	Add a note	00:05 00:12



Using the Contact Book

The Contact Book allows you to save information about customers and see your history of communication with them.

For each client, you can add a name, email, up to 20 phone numbers, and a comment visible to all your staff in the account. The Contact Book is shared between everyone on the account.

You can upload a file in CSV or vCard format into the Contact Book. To import a contact, click the 'Import' button in the top right corner of the Contacts tab.

You can also add new contacts straight from the Journal or create them manually; for that - go to the Contact Book section and Click the 'Add Contact' button.

The screenshot displays the 'Contacts' section of a software interface. At the top left, there is a 'New Look' toggle with a green checkmark. The main title 'Contacts' is centered at the top. On the right side, there is an 'Add contact' button. Below the title, there is a search bar and an 'Import' button with a download icon. The contact list is organized into two columns: 'NAME' and 'CONTACTS'. The list contains three entries:

NAME	CONTACTS	
Irene Adler	+1 650 250 0005 Irene@mightycall.co...	the Woman [edit] [delete]
Mycroft Holmes	+1 202 908 1414 Mycroft@mightycall...	Bro [edit] [delete]
Jim Moriarty	+1 888 256 8312 Moriarty@migtycall...	Boring! [edit] [delete]

For more information, please follow [this link](#)



Using the Webphone

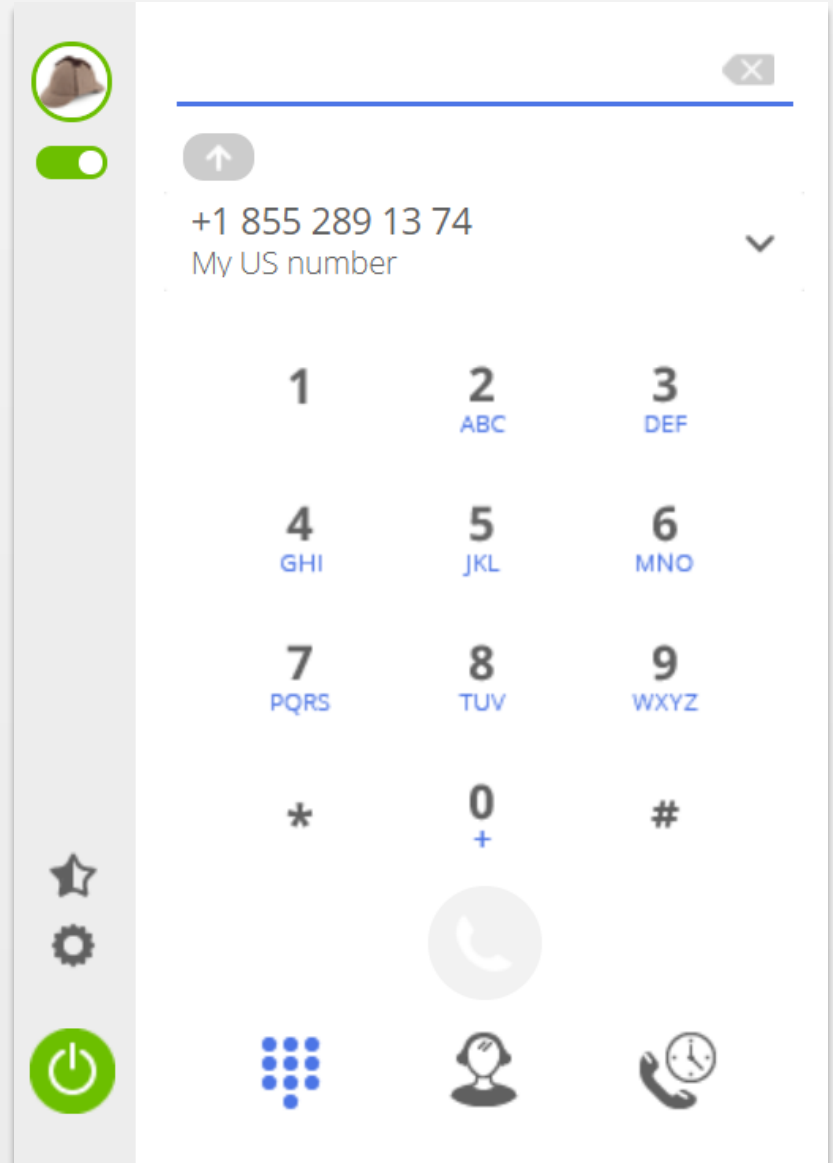
The Webphone allows you to make and receive calls from your business number using a web browser.

The Webphone is available on the Journal page and opens in a separate window.



The Webphone is turned off by default, so you will need to click the “Power” button to activate it.

MightyCall will ask for permission to use the microphone, which you must allow to make calls via the Webphone.





Webphone troubleshooting

- Make sure you have a proper internet connection.
- Make sure you have allowed microphone access in the browser.
- Check your audio devices. You need a microphone and speaker (or a headset) to use the Webphone.
- Test the microphone. Make sure it works properly.
- Make sure the UDP/1935 port is available to use the Webphone.

The screenshot shows a webphone settings panel. On the left, a vertical toolbar contains icons for a profile picture, a green toggle switch, a star, a gear icon (highlighted with a blue box), and a power button. The main settings area is divided into three sections:

- Ringtone:** Features a volume slider, a dropdown menu set to "Default", and a play button icon.
- Microphone:** Features a volume slider, a dropdown menu set to "Default", a "TEST" button, and a microphone icon.
- Phone speaker:** Features a volume slider and a dropdown menu set to "Default".

At the bottom of the settings panel, there are three icons: a grid of dots, a person icon, and a phone icon.

Personal settings



Setting up call forwarding

Go to Profile (top right corner)  Sherlock Holmes ▾ -> My forwarding number









Call forwarding is a personal setting. The following forwarding options are available:

-your cellphone, -the webphone, -the mobile app, -an external IP desk phone or softphone.

After selecting the forwarding options, choose a dialing sequence (at the same time or one-by-one) at the bottom of the page.

Profile

[Personal Details](#) [My Forwarding Numbers](#) [Answering Rules](#) [Greetings & Media](#)

Phone number (contact)	Timeout ⓘ	Enabled ⓘ	
  US +1 ▾ (929) 333-2222	30	<input checked="" type="checkbox"/>	
  Webphone	30	<input checked="" type="checkbox"/>	
  Mobile App (Incoming calls) ⓘ	30	<input checked="" type="checkbox"/>	
  Sip Phone	30	<input checked="" type="checkbox"/>	Get connection details

[+ Add Forwarding number](#)

Ring the numbers ⓘ

Sequentially Simultaneously



Setting up personal answering rules







Go to Profile (top right corner)  -> Answering rules

Here, you can specify how to handle calls when your status is set to: “do not disturb”, “busy” with another call or when there’s “no answer”.

Note that “answering rules” settings apply to each user individually.

Profile

Personal Details My Forwarding Numbers **Answering Rules** Greetings & Media

Do Not Disturb ⓘ	Busy ⓘ	No Answer ⓘ
 The party ... ⚙️	 The numb... ⚙️	 There is n... ⚙️
		
Leave Voicemail	Hold Incoming Call	Leave Voicemail

For more information, please follow [this link](#)















Setting up personal greetings

Go to Profile (top right corner)   Sherlock Holmes ▾ -> Greetings & Media tab.

Here users can change music on hold, voicemail greetings, ringback tones and the dial by name greeting. Unlike the greetings in your “call flows”, these are personal settings and apply only to the specific user.

Profile

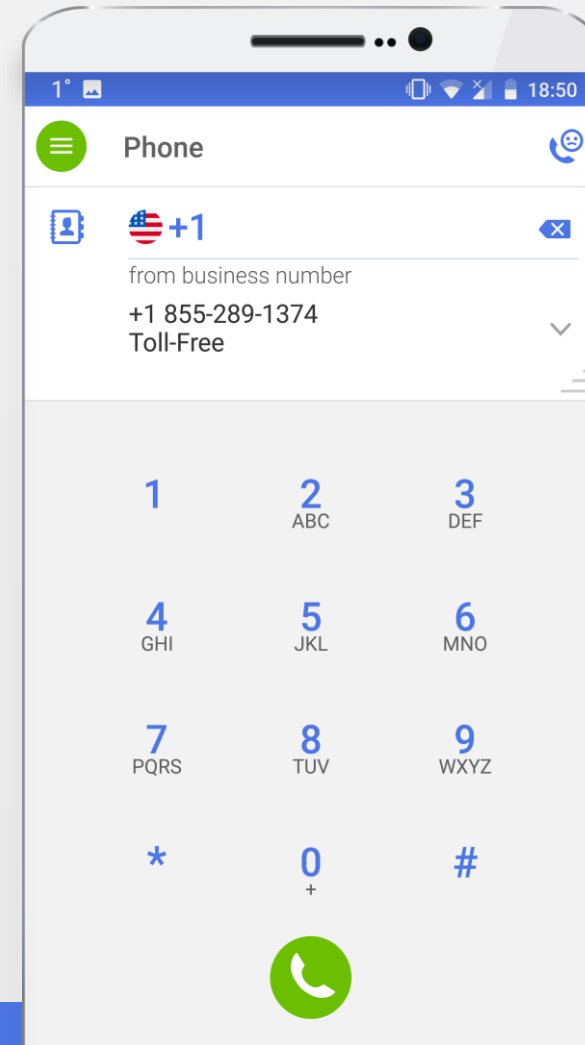
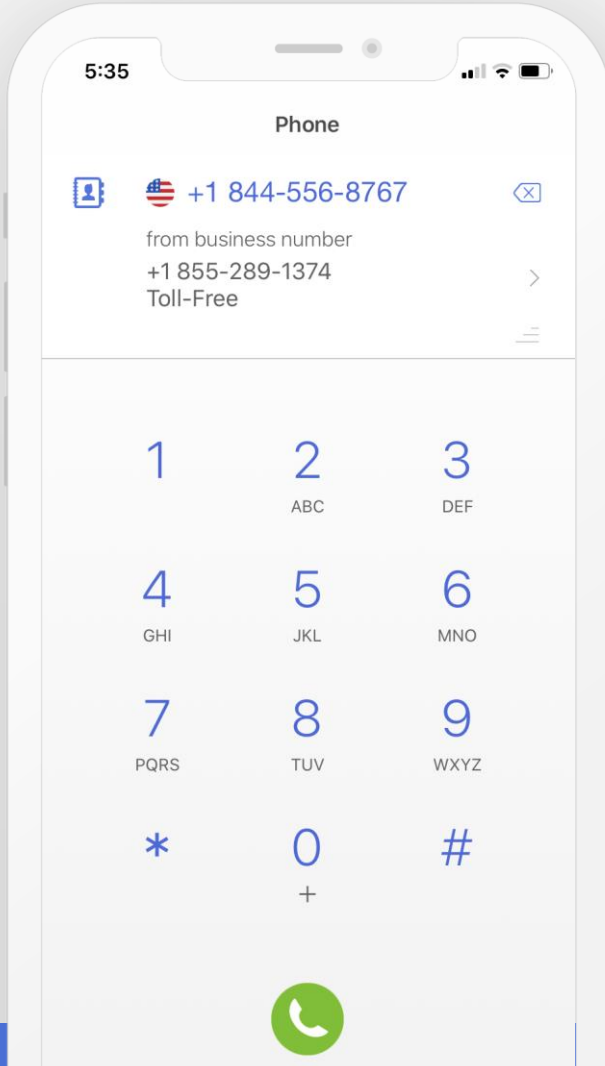
Personal Details **My Forwarding Numbers** **Answering Rules** **Greetings & Media**

Music on Hold 		[Default] Music ▾	
Ringback Tone 		[Standard Tone] ▾	
Voicemail 		[Default] Please, leave your messag... ▾	
Dial by Name 		[No media] ▾	

Mobile App

Where to download MightyCall's mobile app

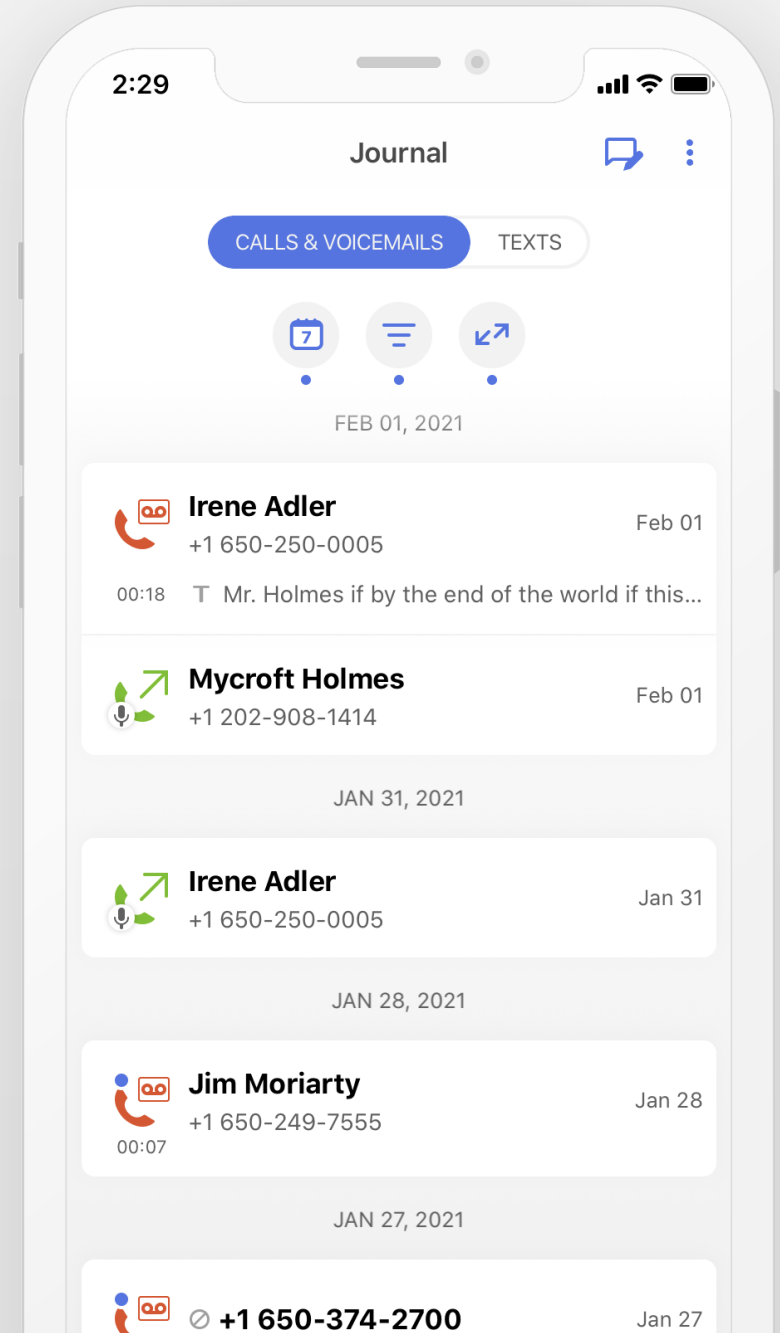
- iOS - [download](#)
- Android - [download](#)





What you can do with MightyCall's Mobile App

- Make and receive calls
- Read texts and reply to them
- Manage your status
- Add and edit contacts
- Leave comments on contacts and view communication history
- Listen to & read your voicemails
- Listen to call recordings
- Block unwanted callers





Changing the mobile app calling methods

You can select one of 3 methods to make outgoing calls:

- **IP Telephony**

The default, preferred method,

It requires a good internet connection.

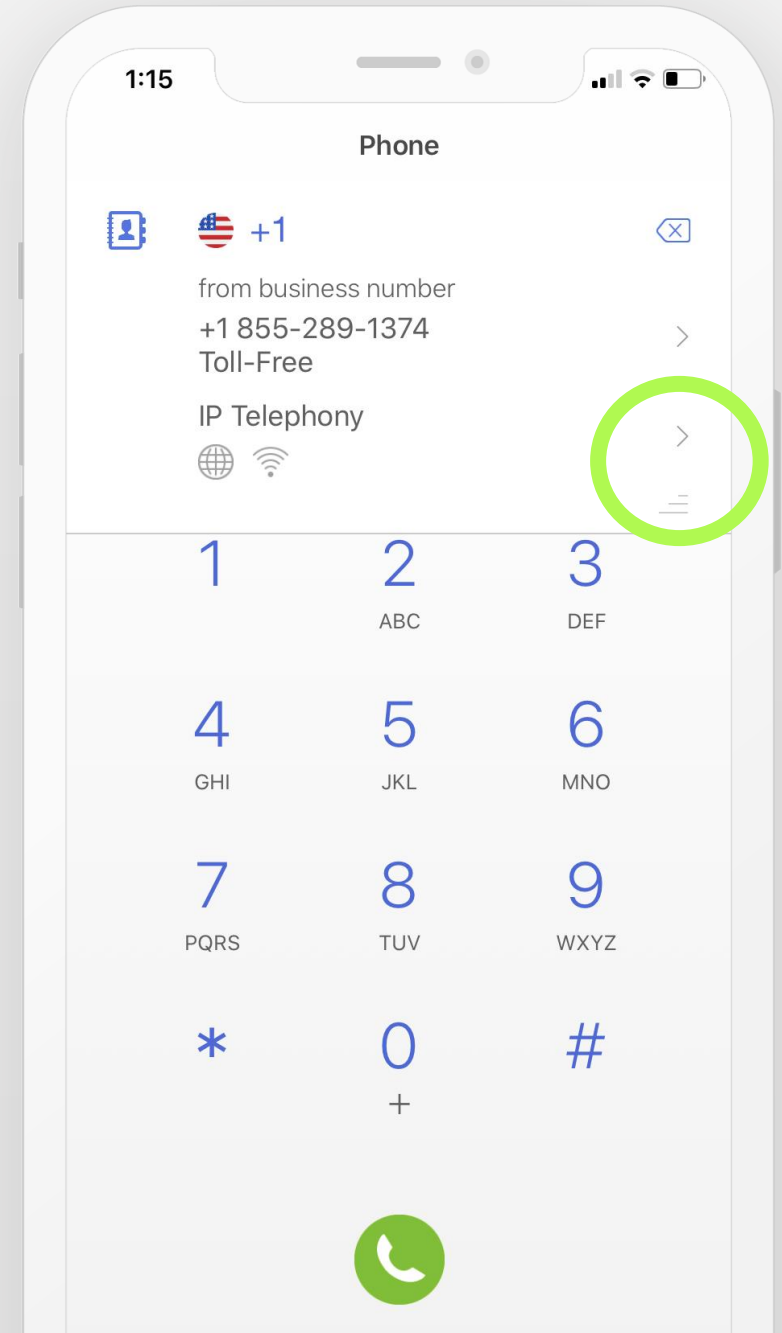
The customer will see your business number as the Caller ID during the outgoing call.

- **Mixed method**

The customer will also see your business number as the Caller ID during the outgoing call. This method can be used if your internet connection is poor.

- **Via the cell phone**

The customer will see your cell phone number. This method can be used if you do not have an internet connection but must make a call. Be warned, this method uses data from your mobile service provider plan.



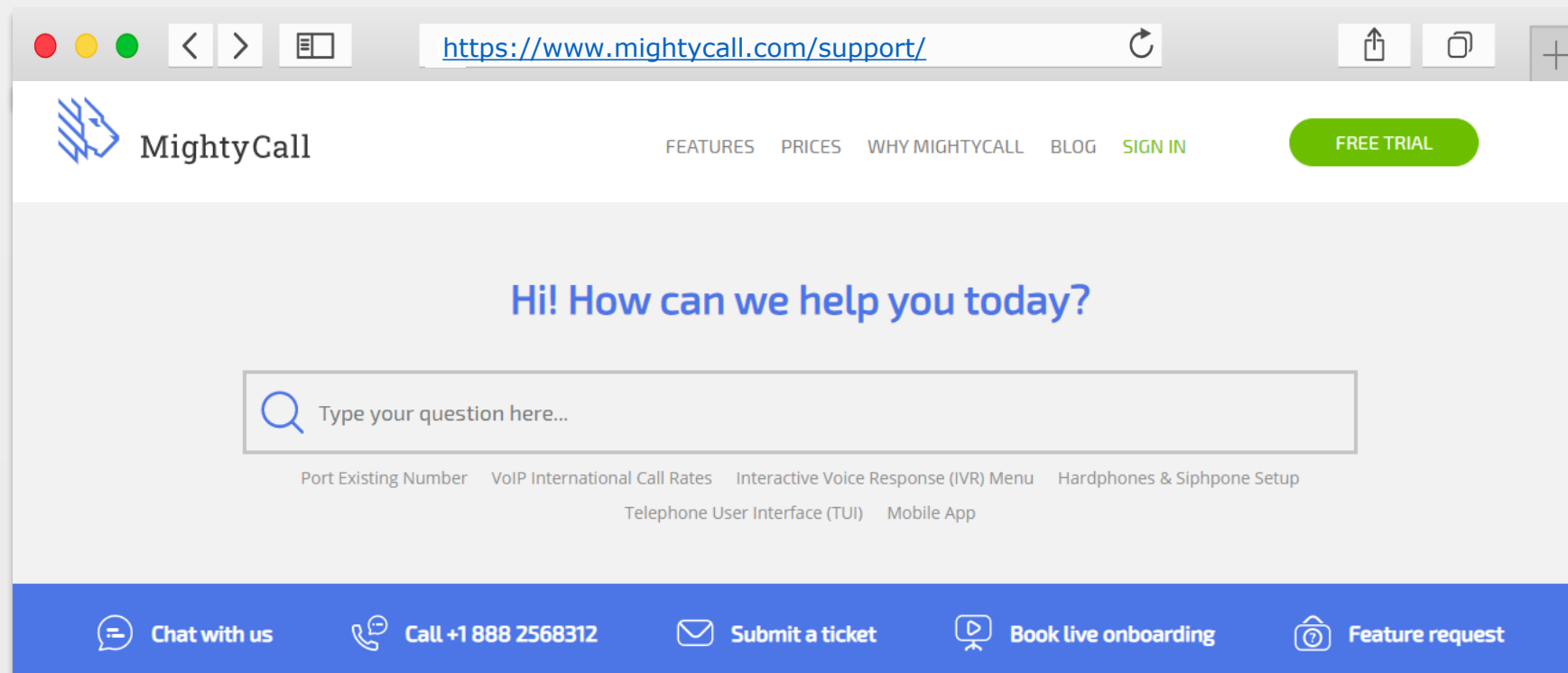


Contact us:

@ support@mightycall.com

+1 888 256-8312

[Book](#) live onboarding



The screenshot shows a web browser window with the URL <https://www.mightycall.com/support/>. The page features the MightyCall logo and navigation links: FEATURES, PRICES, WHY MIGHTYCALL, BLOG, and SIGN IN. A prominent green button labeled "FREE TRIAL" is visible. The main heading reads "Hi! How can we help you today?". Below this is a search bar with the placeholder text "Type your question here...". A list of support topics is provided, including "Port Existing Number", "VoIP International Call Rates", "Interactive Voice Response (IVR) Menu", "Hardphones & Siphone Setup", "Telephone User Interface (TUI)", and "Mobile App". The footer contains five action buttons: "Chat with us", "Call +1 888 2568312", "Submit a ticket", "Book live onboarding", and "Feature request".



Mighty Call