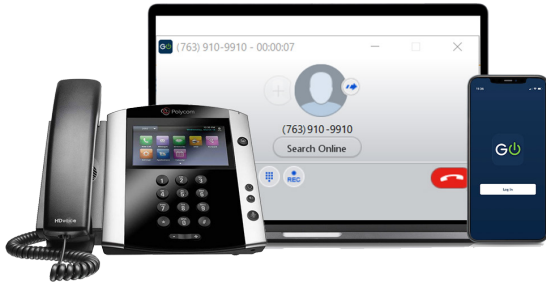


QUICK REFERENCE GUIDE: MetroNet Go Mobile for iOS



MetroNet Go can be used to make or receive calls from your desk phone, your PC or MAC, and your mobile devices.

For this to work on your mobile or tablet, you need to install the MetroNet Go app. Please see installation instructions at the end of this guide.

EXPLORING METRONET

MetroNet Go is like having your desk phone on your mobile. You can make and receive calls, hold calls, transfer calls, and make three-way calls. You can even push and pull calls from your phone to other twinned devices mid-call.

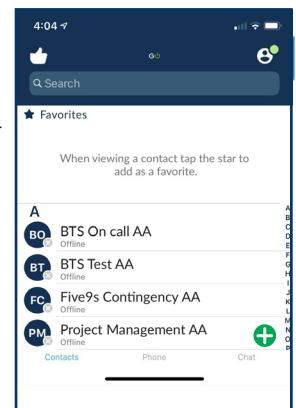
MetroNet Go uses the Wi-Fi, broadband, or mobile data services available, so you can make and receive calls without using your mobile minutes.




CONTACTS TAB

MetroNet Go assembles a **contact list** for you to use. Select the Contacts tab to view your Contacts list. Depending on how your service is set up, the Contacts list may include:

- Contacts that you type directly into MetroNet Go.
- Contacts stored on your mobile device.
- Contacts in CommPortal contacts.
- Contacts in your corporate directory.




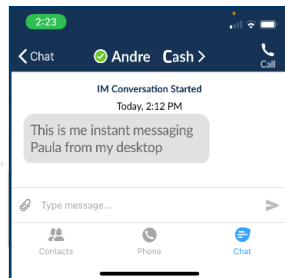
The contact's status appear in a speech bubble next to their profile picture. Tap on a contact to access Call and Chat. Tap on the Plus icon  to add new contacts. CommPortal and Corporate Directory contacts are only available with the HPBX product.

PHONE TAB

- Tap on the **Phone tab** to make a call, view your Call History and listen to **Voicemail**.
- To make a call using the native phone app, tap on a contact and select the number to call or tap on the **Dialer** icon and enter the number.
- The **Voicemail** tab indicates the number of messages received.
- Tap on the **Play** icon to listen to a voicemail.
- Tap on the **Voicemail** entry to see Call, Chat, and more options.
- Tap **More** to access View contact, Mark as Unheard or Delete Message.

CHAT TAB

- Tap the **Chat** tab to use Instant Messaging.
- Tap on a contact to continue a previous conversation or click on the New message icon  and choose a contact to message.



From within the chat window, you can start or continue a conversation, send files, call a contact, or add one or more participants to a conversation. Your Instant Messages automatically sync to all your MetroNet Go client devices.

You can also send messages to a contact using MetroNet Go during a call by tapping the IM button in the MetroNet Go in-app call screen.

MAKING CALLS

To make a call, select the **Dialer** button while on the Phone screen and enter the number you are calling into the MetroNet Go dialer, or simply tap on the contact while on the Contact screen and touch the number you would like to use to call the contact.

If the person you are calling has caller ID, they will see your individual MetroNet number.

RECEIVING CALLS

When someone calls your MetroNet number, the MetroNet Go app offers you the choice to accept or reject the call.

Depending on the other services you have from MetroNet, you may also see the incoming call on your desk phone, on your desktop, or on a tablet device. You can answer the call on whichever device is most convenient for you.









VIDEO CALLING

If the person you are talking to is also using MetroNet Go and your phone has a camera, you can add video to your call any time. Click on the **Video** icon to send your video. The other person will receive a prompt inviting them to switch on their video too. Click on the Video icon at any time to turn off your video feed.



DURING THE CALL

While a call is in progress you can use the call window to:

-  Put the call on hold.
-  Mute your microphone.
-  Access the keypad.
-  Turn on loudspeaker.
-  Send video.
-  Switch the call to another device.
-  Merge calls.
-  Transfer the call.

You may receive another call while you are already on a call. MetroNet Go gives you the option to:

- Hold the existing call and answer the new call.
- End the existing call and answer the new call.
- Ignore the new call.

SWITCH THE CALL TO ANOTHER DEVICE

If the call has poor audio due to an unreliable Wi-Fi or mobile data service connection, you can touch the **Switch** icon and select **This device (cellular)** to move the call to your regular cell phone. Remember that the call will now start to use your mobile minutes.

Alternatively, you can choose to push the call to switch to another of your devices running MetroNet Go, such as your desktop or your iPad. Touch the Switch icon and select Another device to push the call to whichever device is most convenient.

CALL PULL

You can also pull calls from your other devices onto your mobile. If a call exists that can be pulled, the MetroNet Go menu displays a **Call Available To Pull** option. Tap this option and follow the on-screen prompts to pull the call from your other device onto your mobile. Call Pull is available with HPBX Premium and Business Voice Plus.

TRANSFER THE CALL TO ANOTHER DEVICE

Use the **Call Transfer** icon to send any call to another number. A menu will pop-up allowing you to select a contact, or you can type in a completely new number to transfer the call to. You can also transfer the call to another device that has MetroNet Go installed, without having to hang up!

CALL HISTORY

Call History Voicemail

See your full call history by selecting the **Call History** tab.

VOICEMAIL

Call History Voicemail

If you have a voice message, the **Messages** tab indicates the number of messages received. Select the Messages tab and tap on a message to listen to it.

PRESENCE

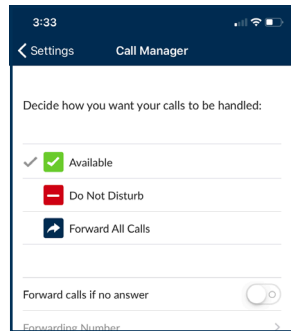


Whenever one of your contacts is signed in to their Chat account, MetroNet Go displays their presence information on the Contacts, Phone and Chat tabs.

QUICK REFERENCE GUIDE: MetroNet Go for iOS

CALL MANAGER

You can tell MetroNet Go how to handle your incoming calls. Tap the Call Manager tab and select Available, **Do Not Disturb**, or **Forward All Calls**.



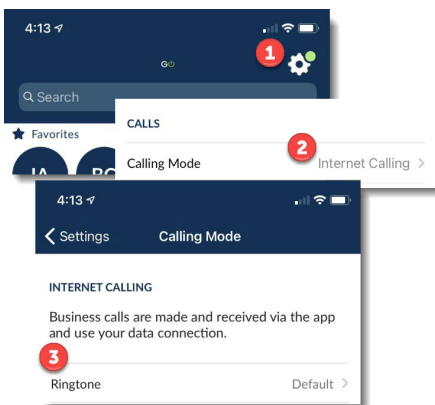
If you select Do Not Disturb, callers hear a recorded voice announcement saying that you are unavailable and are then connected to your voicemail. None of your devices will ring until you turn off Do Not Disturb, so be sure to use it carefully!

Select **Forward All Calls** and, in the Forwarding number box, enter the number where calls will be directed.

Note that when you change your Call Manager settings, the change applies on all of your MetroNet Go devices.

UPDATING YOUR RINGTONE

You can update your ringtone in the MetroNet Go app by opening Settings and selecting Calling Mode.



SETTINGS

Use the **Settings** tab to manage your call and contact settings and to access additional setup options. You can also send error reports from the Settings tab.

EMERGENCY CALLS

MetroNet Go allows you to make calls from anywhere on the most convenient device. If you place a 911 call from MetroNet Go, the 911 operator may not be able to identify your location.



INSTALLING METRONET GO

SUPPORTED HARDWARE

MetroNet Go is fully compatible with:

- iOS 13
- The minimum supported OS version is iOS 11.0
- iPhone - 5s (64-bit processor) or newer
- iPad Pro, iPad Air, iPad Mini
- Video calling only works on devices that have a front facing camera

FIND YOUR LOGIN CREDENTIALS

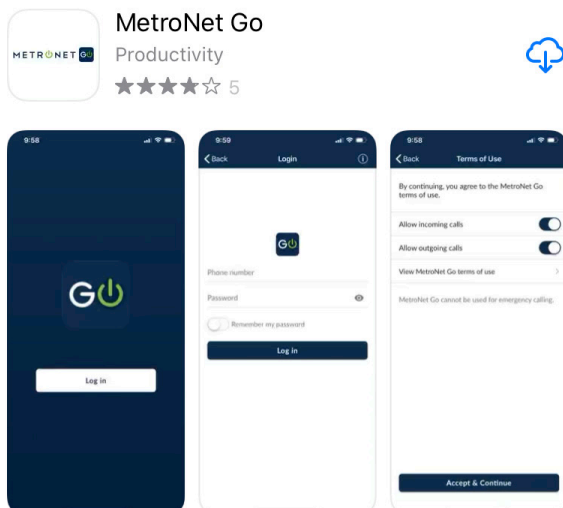
You will need your MetroNet phone number and password to start using MetroNet Go. This will be provided to you during your installation and training. If you don't have this information, call us at 855-769-0936, or email business-customer-service@metronetinc.com.

Note: Customer Service will provide you with a temporary password. You will be asked to set a new password when you login. Your new password must meet these security requirements:

- 1 capital letter
- 1 special character
- 1 number
- 8 character minimum

DOWNLOAD AND INSTALL

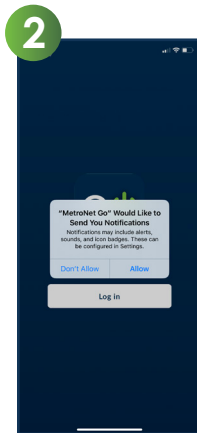
Make the most of MetroNet Go by ensuring that you have the latest version of the app in order to get the best performance and bug fixes. The most recent version of the app can be found in the App store.



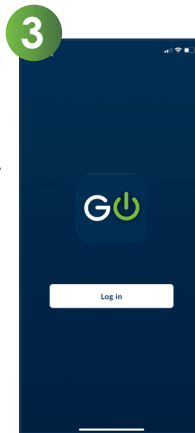
Download and Install the App:



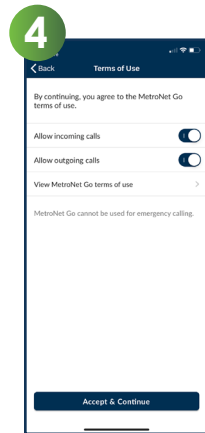
Search for MetroNet Go in the App Store, download and open.



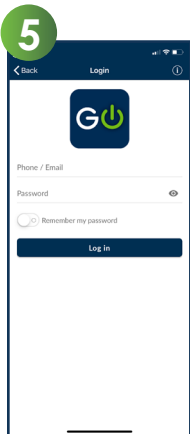
Allow MetroNet Go to Send Notifications.



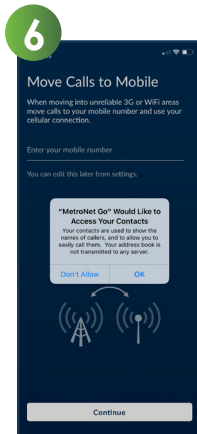
Select LOG IN.



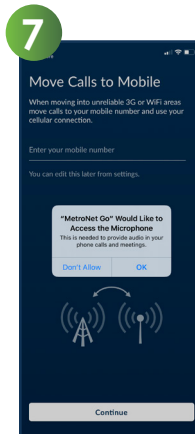
Allow Incoming and Outgoing Calls and Select ACCEPT & CONTINUE.



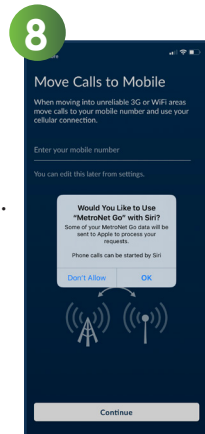
Enter the Phone Number and password provided by the admin.



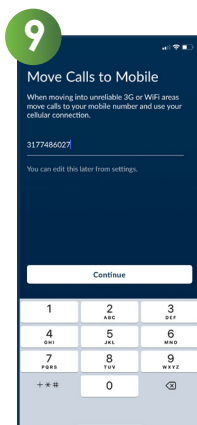
Allow MetroNet Go to access contacts.



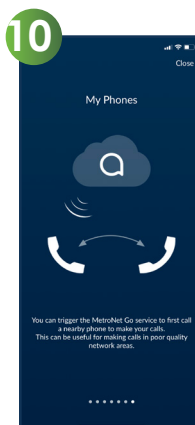
Allow MetroNet Go to access the Microphone.



Allow MetroNet Go to use Siri.



Enter your mobile number and select CONTINUE.



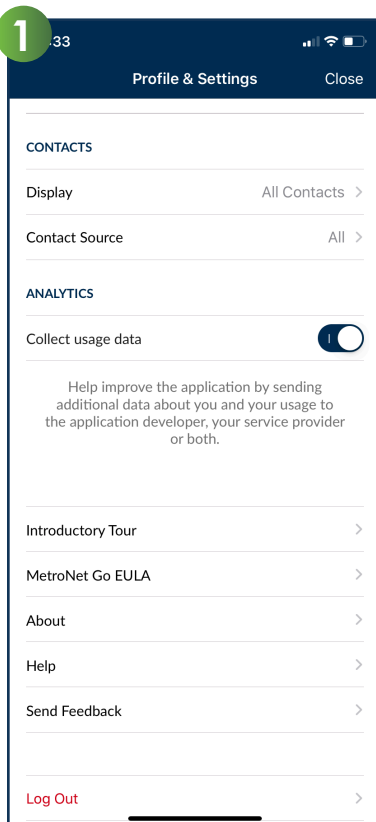
Follow the tutorial screens by selecting SKIP until the last screen which is CLOSE. You're ready to go.

Sending Feedback

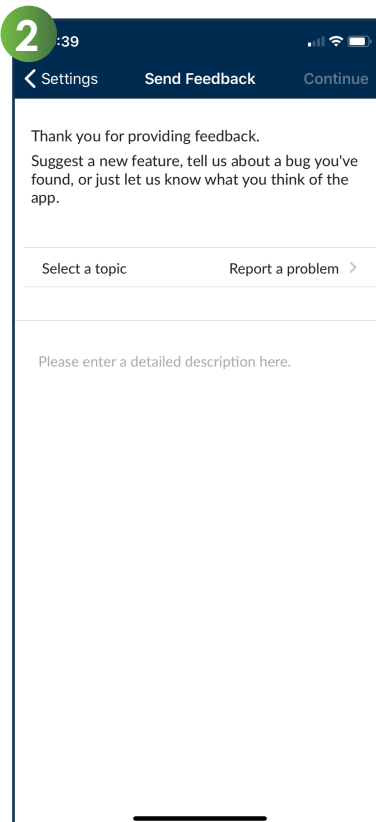
It is important to have feedback immediately when you have problems with the app. This feedback allows product development to track down the cause so that we can revise configuration settings and resolve network issues. Problems that require feedback include:

- Dropped Calls
- Poor Call Quality
- App Crashes

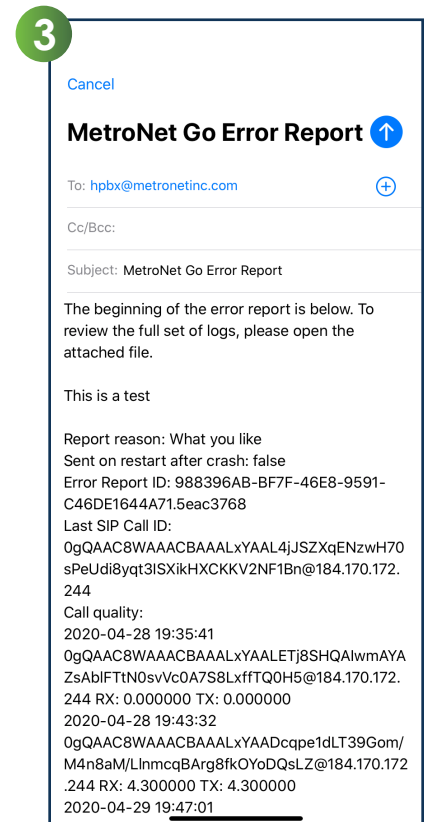
IN ORDER TO SEND FEEDBACK:



Select the gear icon at the top of the screen and select **SEND FEEDBACK**.



Select a topic and describe the problem in the 'detailed description' area. Select **CONTINUE** at the top of the screen.



Select the up arrow to send the error report to the client services team and product development.

MORE QUESTIONS?

If you have any additional questions about MetroNet Go, call us at 855-769-0936 or email business-customer-service@metronetinc.com