

QUICK REFERENCE GUIDE: MetroNet Go Desktop



Your MetroNet phone service 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 desktop, you need to install the MetroNet Go Desktop software on your PC or Mac. This guide will help you to do that.

ENSURE YOUR COMPUTER IS COMPATIBLE

MetroNet Go works on your desktop running Windows 10. It also runs on Macs with OS 10.13 or later.

You can use your computer's built-in microphone and speakers, but you will have much better audio quality if you use a headset. MetroNet Go works with most common headsets, including Bluetooth. It will even work with the answer/reject call button on some headsets.

FIND YOUR PASSWORD

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 **businesscustomer-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

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DOWNLOAD AND INSTALL THE SOFTWARE

Download the Metronet Go Desktop by logging into CommPortal using your login credentials and access **Downloads** at the bottom of the page.

- Select 'On your Computer'.
- Select 'MetroNet Go' and your OS.

When prompted, save the file. Find the file in your downloads folder, open it, and follow the on-screen instructions to install the software.

EXPLORING METRONET GO DESKTOP

MetroNet Go Desktop is like having your desk and phone on your computer. You can make and receive calls, hold calls, transfer calls, and make three-way calls.



You can also use MetroNet Go Desktop to send instant messages, transfer files, and send Presence information to other people in your corporate directory who are using MetroNet Go (on any device).

MetroNet Go Desktop uses the Wi-Fi, broadband, or mobile data services available and connected to your computer.

MAKING CALLS

Making a call is as easy as entering the number on the keypad or clicking on a contact's call button.

If your contact has more than one number, you can choose which number to call from the drop-down list.

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

RECEIVING CALLS



When someone calls your MetroNet number, you will see a pop-up window appear on your computer screen and hear a ringing tone through your speakers or headset. The pop-up shows the number of the person calling you. If that person's details are already in your contacts list, the pop-up displays the caller's name.

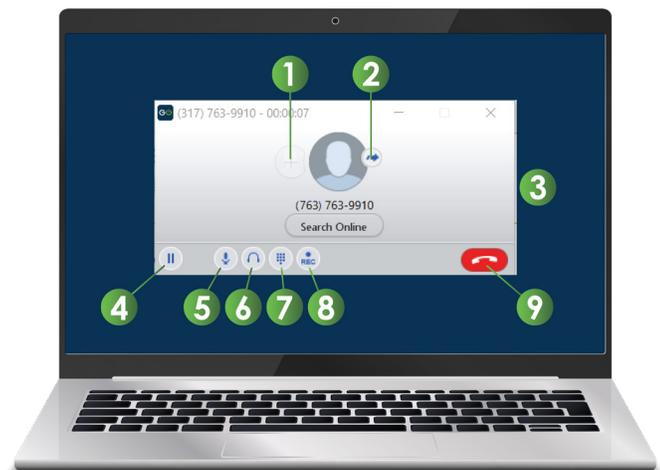
Depending on the other services you have from MetroNet, you may see the incoming call on your desk phone, on your mobile phone, or on a tablet device. You can answer the call on whichever device is most convenient for you.



DURING THE CALL

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

1. Add a participant.
2. Transfer the call.
3. Perform a CRM look-up.
4. Put the call on hold.
5. Mute your microphone.
6. Adjust the volume.
7. Access the keypad.
8. Record the call.
9. End the call.



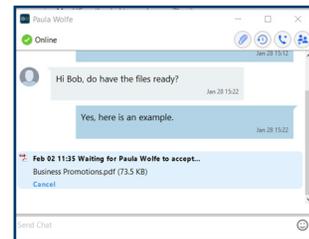
You may receive a call while you are already on another call. If you answer the new call, the current call is automatically placed on hold and the new call appears in a new call progress window. Switch between the two calls using the window for each one, or click on the Merge calls icon to merge other callers into a single call.

SEND THE CALL TO SOMEONE ELSE

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 of your devices that has MetroNet Go installed, without having to hang up!

INSTANT MESSAGING

If you have MetroNet Go Desktop with Instant Messaging, click on a contact's Chat icon to send them an instant message.* From the Chat window, you can send files, view your chat history with the contact, call the contact, and add one or more participants to the conversation.



REJECT CALL WITH IM

If the caller is in your Contact list, you can reject a call and send the caller an instant message explaining why you can't take the call. Click the drop down list next to Reject and select one of the system messages, or click **Custom Message** to type your own message.

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PRESENCE

Let others know whether you are available or busy by setting your presence* to:

- Online 
- Busy 

Your Presence information automatically shows when you are:

- Away 
- On the Phone 
- In a meeting 
(this references the information in your Outlook calendar)

CALL MANAGER

You can tell MetroNet Go Desktop how to handle your incoming calls. Expand the **Available** option and choose:



If **Do Not Disturb** is selected, 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!

You can select **Forwarding** to forward all incoming calls to another number. You are then prompted to enter the number you want to forward calls to.

Note that when you change your Call Manager settings, the change applies on all of your MetroNet Go devices. So if you step away from your computer and forget to update your status, you can change your status using the MetroNet Go app on your mobile phone instead.

EMERGENCY CALLS

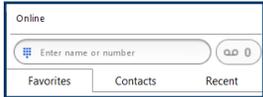
MetroNet Go Desktop lets you make calls from anywhere on the most convenient device. Therefore, if you place a 911 call from MetroNet Go Desktop, the 911 operator may not be able to identify where you are calling from.

FAVORITES

For quick access to frequently called people, add the contact to your Favorites list. Use the right-hand mouse button to click on any contact and choose **Add to Favorites** from the dropdown list. Favorites appear in the Favorites list and in the Contacts list.

CALL AND CHAT HISTORY

Click on the Recent tab to see your call and chat history. To view the chat history for a contact, click on the contact's Chat icon then click on the History icon.



VISUAL VOICEMAIL

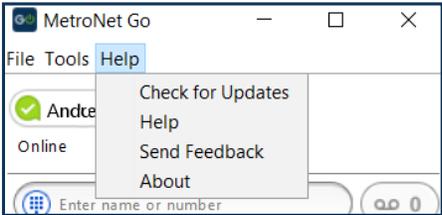
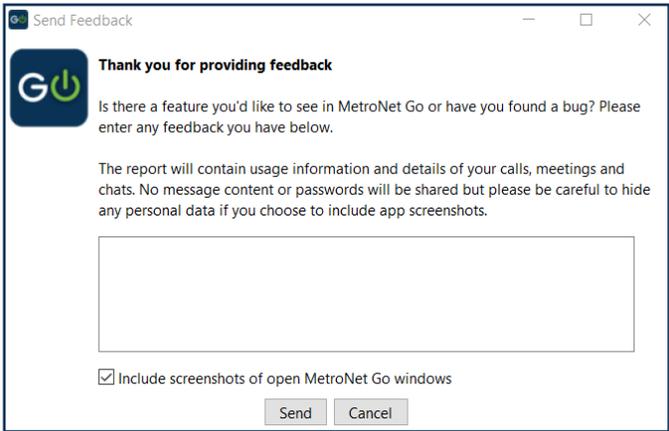
If you have a voice or video message, the Message button changes color and indicates the number of messages received. Click this button to see a list of messages received, to see transcriptions of the message into text (where available), or to listen to the messages.

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SEND 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



*Instant Messaging, File Sharing, and Presence is only available for Hosted PBX clients.

MORE QUESTIONS?

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