

QUICK REFERENCE GUIDE: Metronet Go Mobile for 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 do that.

Download and Install the Software

Download the Metronet Go Desktop app by logging in to your CommPortal using 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 training and installation. If you don't have this information, call us at 855-769-0936 or email business-customer-service@metronet.com.

Once you gain access to your CommPortal, click on **Downloads** at the bottom of the page. Then select **On Your Computer**, followed by **Metronet Go**, and then choose the **link** for your operating system.

When prompted, save the file. Navigate to where you saved the file, open it, and follow the on-screen instructions to install the software. If your business requires administrative access to install new software on your computer, you may need to reach out to your IT department for your company.

Exploring Metronet Go Desktop

Metronet Go Desktop is like having your desk phone on your computer. You can make and receive calls, hold calls, transfer calls, and make three-way calls, all using your work phone number.

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

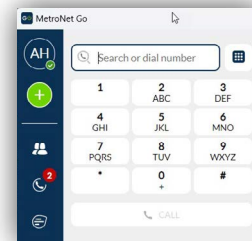
Metronet Go Desktop uses the wi-fi, broadband, or mobile data services available and connected to your computer.

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 dropdown 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 ringtone 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.

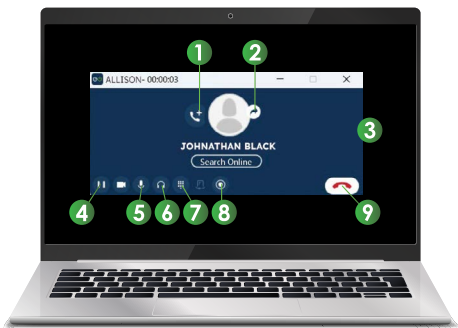
Depending on the other services you have from Metronet, you may see the incoming call on your desk phone, on your mobile phone, or on a tablet. You can answer the call on whichever device is most convenient for you.



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.



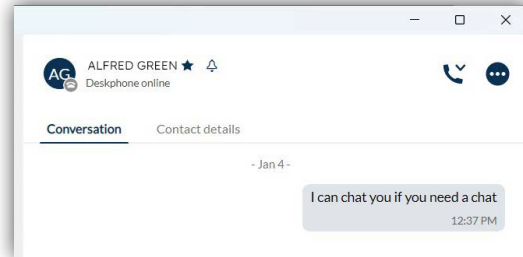
You may receive a call while you are already on another call. If you answer the new call, the current call is automatically placed on hold and the new call appears in a new call progress window. Switch between the two calls using the window for each one, or click on the *Merge* calls icon to merge other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





Note: You can only send a chat to another member of your organization who is a Metronet Go user.

Reject Call With Instant Message

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

Presence

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

- Online 
- Busy 

Your presence information automatically tells people 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:

 **Do Not Disturb**  **Available**  **Forwarding**

If **Do Not Disturb** is selected, callers will be 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 to which you want to forward calls.

Note: 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.

Favorites

For quick access to frequently-called people, add the contact to your **Favorites** list. Use the right 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 message, the Message button changes color and indicates the number of new messages received. Click this button to see a list of your voicemail messages, to see transcriptions of the message into text, and to listen to the messages.

Emergency Calls

Metronet Go allows you to make calls from anywhere on the most convenient device. Because of this, if you place a 911 emergency call from the Metronet Go app, the 911 operator may not be able to identify your location. It is always recommended to simply use your a landline phone or even your cell phone when making a call to 911.



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

The feedback form is found by going to **Help** and selecting **Send Feedback**.



More Questions?

If you have additional questions about Metronet Go:

- call us at 855-769-0936 or
- email business-customer-service@metronet.com.