

SWITCHING PHONES DURING A CALL

If you're on a call using MetroNet Go, you can transfer and continue the call on another number. Press the transfer button to send the call to the number you want to use.

VISUAL VOICEMAIL

Select the voicemail button to see, listen, or read received messages.

NOTE: MetroNet Go has advanced call routing features. If you typically dial your own phone number to reach voicemail, you may find this option is no longer available to you. If you need to dial into your voicemail from a device that has MetroNet Go, please dial the voicemail access number. For a list of voicemail access numbers, please visit metronetinc.com/metronetgo

MORE QUESTIONS

Please visit metronetinc.com/metronetgo to view FAQs or call MetroNet Customer Service at 844-684-0215.



FOR DESKTOP & MOBILE

QUICK REFERENCE GUIDE

MetroNet Go

MetroNet Go is like having your MetroNet HPBX phone on your computer or mobile devices (smart phone, laptop, iPad, etc.). You can make, receive, hold, transfer and have three-way calls.

MetroNet Go uses Wi-Fi, broadband or mobile data services that are available and connected to your computer or mobile device.

For MetroNet Go to work, you'll first need to install the software or app on your device.

INITIAL SETUP

ENSURE YOUR DEVICE IS COMPATIBLE

MetroNet Go is compatible with:

- Android phones and tablets with arm chips running 2.3.3 (Gingerbread) or later version
- iPhone 4, 4S, or above, running iOS5 or later
- iPad running iOS5 or later
- PCs with Windows 7 or later versions
- Macs with OSX 10.7 or later versions

NOTE: Video calling only works on devices with a front-facing camera. For computers, you can use the built-in microphone and speakers, but we recommend using a headset for better audio quality.

FIND YOUR PASSWORD

To start, you'll need your MetroNet 10-digit business phone number and Voicemail PIN used when accessing your CommPortal. If you don't have this information, contact customer service at 844-684-0215.

DOWNLOAD AND INSTALL

Mobile:

- MetroNet Go app can be downloaded from the iTunes or Google Play stores
- Search for "MetroNet Go" and install the app to your device
- When prompted, enter your iTunes or Google Play username and password

Desktop:

- MetroNet Go software can be downloaded here: **mymetronet.net/commportal**
- Click on the "Apps" tab
- When prompted, save the file
- Open the file from the folder you downloaded it in to begin the installation process

USING MetroNet Go

YOUR CONTACT LIST

Your contact list depends on how your service is set-up. This list includes contacts that are:

- In your corporate directory
- In CommPortal contacts
- Typed directly into MetroNet Go
- Contained in the Outlook or Mac local address book (Available with the Desktop version)
- Already on your phone (Available with the Mobile App)
 - On the personal contacts page, you can press your phone's menu button or action bar to choose which of your contacts are available to use in MetroNet Go.

NOTE: Extra contacts from the corporate directory and CommPortal will be automatically removed from your phone if you uninstall MetroNet Go later.

CONTACT FAVORITES

For quick access to frequently-called people, add them to your favorites list by selecting the contact and choose "Add to Favorites". Favorites will appear in both the Favorites and Contacts lists.

MAKING CALLS

To make a call, open MetroNet Go and enter the number you are calling into the dialer or click on a contact and their phone number. If your contact has more than one number, you can choose which one to call. The call will route over Wi-Fi or using 3G/4G/LTE mobile data.

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

RECEIVING CALLS

When someone calls your MetroNet HPBX number, you have the option to accept or reject the call. You will be notified with the phone number of the person calling you. If the person's details are in your contacts list, you will also see the caller's name.

Incoming calls will appear on all devices that have MetroNet Go. You can answer the call on whichever device is most convenient for you.

You may receive a call while you're on another call. If you answer the new call, the current call will automatically be placed on hold.

TRANSFER CALL TO SOMEONE ELSE

Use the transfer button to send calls to another number. A menu will pop-up allowing you to pick the number for any contact or to type in a completely new number.

CALL MANAGER

Access the Call Manager:

The Call Manager allows you to choose who can reach you, in addition to when, where, and how to handle incoming calls.

- Mobile Devices - Swipe or touch the 3-line navigation icon in the upper left-hand corner of MetroNet Go
- Desktops – Click on the status selector to reveal "More Options"

Choose between:

- Available
- Do Not Disturb – Callers will hear a recorded voice announcement saying that you are unavailable and then will be connected to your voicemail. No devices will ring until you turn off Do Not Disturb.
- Forwarding All Calls – Directs call to another number. When selected, it will prompt you to enter the number you would like your calls directed to.

NOTE: Call Manager changes can be made from and will be applied to every device you have MetroNet Go installed on.

VIDEO CALLING

If the person you're talking to is also using MetroNet Go, and has a front-facing camera, you can switch your call over to video at any time.

- Click the camera icon to send video
- The other person will receive a prompt inviting them to switch to video
- Click the camera icon at any time to turn off your video feed

DURING THE CALL

While a MetroNet Go call is in progress, you can:

- Open the dial pad
- Place the call on hold
- Mute the call
- Transfer the call to another number
- Switch to video
- Adjust the audio
- End the call