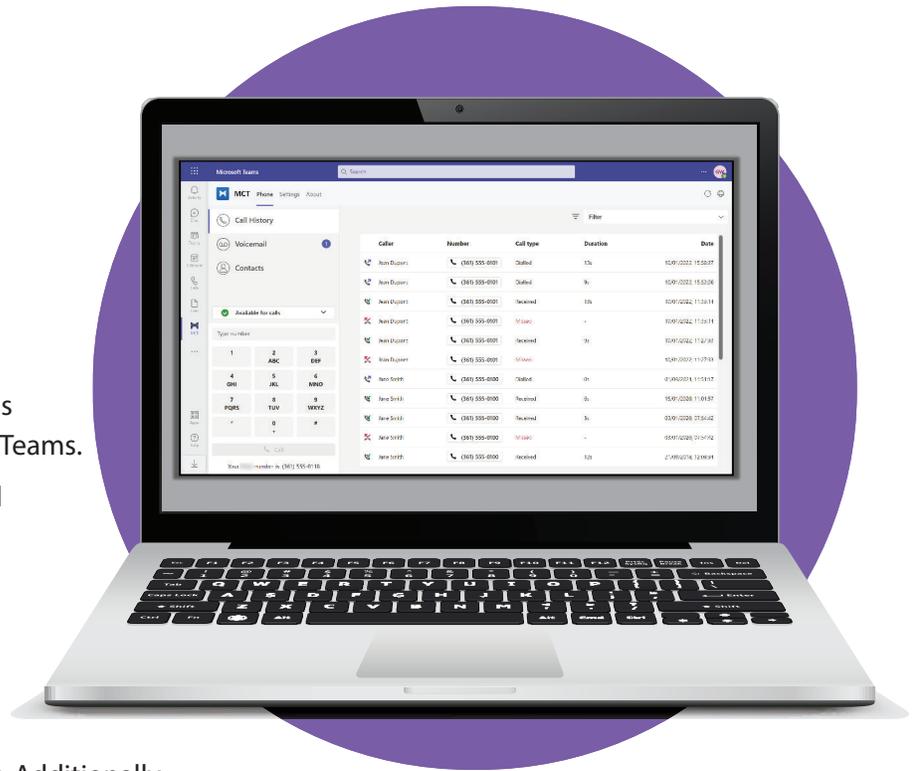


## QUICK REFERENCE GUIDE

# Metronet Go for Teams

Metronet Go for Teams allows you to access Metronet Go calling from within Microsoft Teams.

Use Metronet Go for Teams to instantly call contacts who you are chatting with in a Microsoft Teams Chat or Channel. You can also view and redial numbers in your MCT Client Call History; view and call your CommPortal, Business Group, and Teams contacts, or use the keypad to dial any numbers on the public network. Additionally, use Metronet Go for Teams to listen to and manage your voicemails.



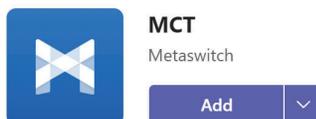
## Install The App

Follow the instructions below to install the MCT app.

1. Select the Apps icon on the left toolbar in Microsoft Teams.
2. Search for MCT.



3. Select the app and select Add.



You can now use MCT app to make calls directly from Microsoft Teams.

## Sign into MCT Connector for Teams

The first time you use Metronet Go for Teams, you are prompted to select your service provider from a drop-down list. Then select Continue.

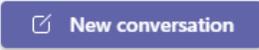
You are then asked to sign into your CommPortal account. Enter your email address/telephone number and CommPortal password, then select Log in.

# Metronet Go for Teams

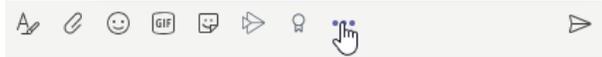
## Pin the app

If Metronet Go for Teams does not automatically appear in the Microsoft Teams toolbar, follow the steps below to pin the app.

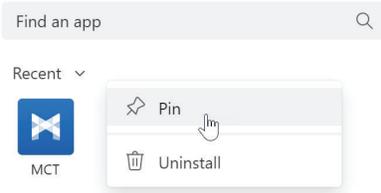
1. Select New conversation in a Teams Channel.



2. Select the ellipsis in the message compose area.

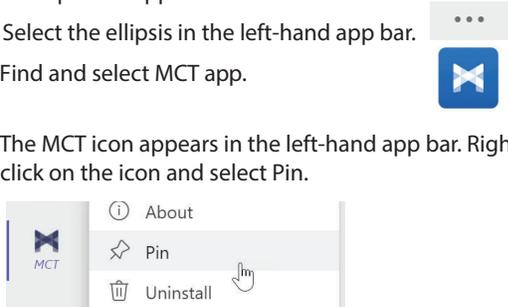


3. Search for MCT app in the app tray.
4. Right-click on the app and select Pin to add the icon to the message compose area toolbar.



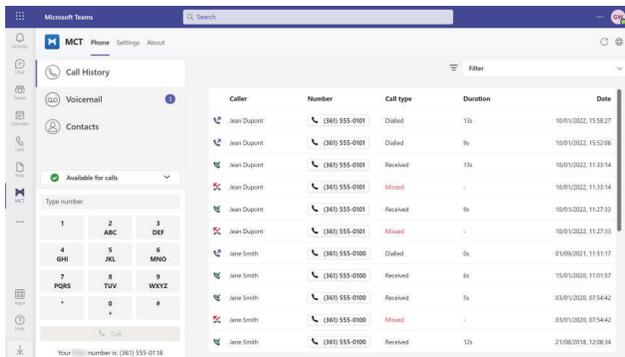
If MCT app does not automatically appear in the Microsoft Teams left-hand app bar, follow the steps below to pin the app.

1. Select the ellipsis in the left-hand app bar.
2. Find and select MCT app.
3. The MCT icon appears in the left-hand app bar. Right-click on the icon and select Pin.



## Use the MCT Tab

Select the MCT icon in the left-hand app bar to open the MCT tab.



## Call History

Select the Call History tab to view and redial numbers in your MCT Call History. The Call History table contains a list of dialed, received, and missed calls.

Use the Filter drop-down in the top right to select the type of calls you want to view.

## Voicemail

Select the Voicemail tab to access your voicemails.

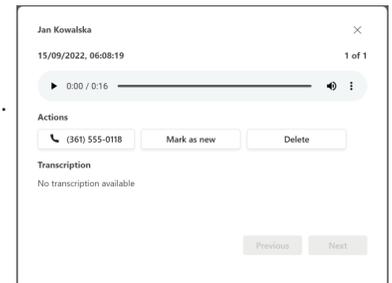


- The number displayed on the Voicemail tab notification shows how many unread voicemails you have.
- Select a voicemail to open the message.
- Select the phone number on a voicemail to ring the contact.
- Select the ellipsis on a voicemail to select Mark as heard/unheard or Delete. Once you open a voicemail it is automatically marked as heard.

When you open a voicemail, you can see details of the voicemail contact and the time of the message, plus the following options.

- Select play to listen to the voicemail.
- Select the ellipsis to Download the voicemail or change the Playback speed.
- If the voicemail contains a video, select the CommPortal link under the progress bar to view the video on CommPortal.
- Under the Actions heading, select the phone number to dial the contact, select Mark as new to mark the message as unheard, or select Delete to delete the voicemail.

- If available, read the message in text form under the Transcription heading.
- Select Previous or Next to move between voicemail messages.

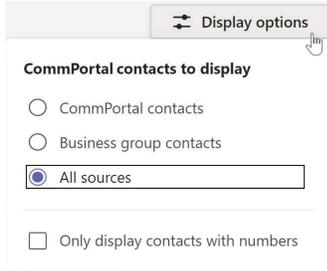


# Metronet Go for Teams

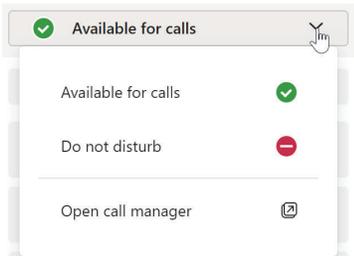
## Contacts

Select the Contacts tab to view and call your contacts.

- Select Display options above your contact list to choose the contacts to display in the list. Select a single contact source (either CommPortal contacts or Business Group contacts) or select All sources to display contacts from both sources.



- Use the Search for... box in the top left to search for a contact by name or number. The search results include contacts from CommPortal, your Business Group, and Microsoft Teams.
- If you have Business Call Manager or Easy Call Manager, select your call availability status in the left-hand menu and then select Available for calls or Do Not Disturb to change your status.



Select Open call manager to launch your Call Manager page in CommPortal Web. The web page opens in a new browser window, and you are automatically signed in.

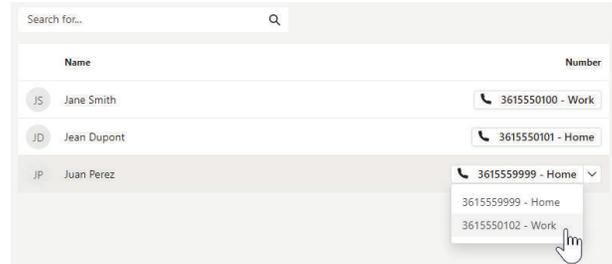
## KeyPAD

Enter a number on the keypad and select Call to start a call to any number.



## Call Contacts

Select a contact's Number button to make a call to the number. If the contact has multiple numbers, the button contains a drop-down list showing the available numbers. Select any of the numbers to start a call.



## Metronet Go Calling

For Click-To-Dial calls using MCT app, the app calls your phone first and, once you answer your phone, the app then rings the destination phone to connect your call.

If you have Metronet Go Desktop V3.01 or later, you can enable Metronet Go calling so that calls placed in Microsoft Teams immediately launch Metronet Go.

If you have Metronet Go Desktop V2.32 or earlier, you can follow these instructions on a Windows PC to enable Metronet Go (Tel URI) calling, which allows calls placed in Microsoft Teams to launch Metronet Go.

When you use the keypad or select a Number button in MCT Connector for Teams:

- If your PC is already running Metronet Go, your PC starts the call immediately using Metronet Go.
- If your PC is not running Metronet Go, your PC launches MaX UC and starts the call.

# Metronet Go for Teams

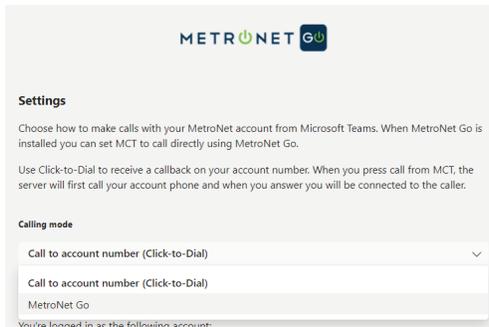
## Enable Metronet Go calling

1. Select the MCT icon in the left-hand app bar to open the MCT Connector for Teams tab.
2. Select the Settings tab.



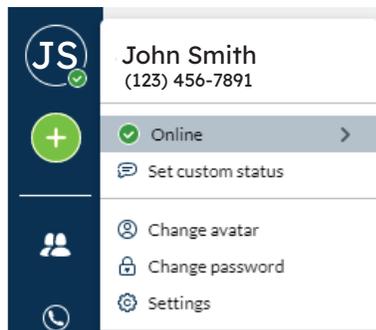
3. Under the Calling mode heading, select Metronet Go from the drop-down menu.

If you have Metronet Go Desktop V2.32 or earlier, select Metronet Go (Tel URI) calling.

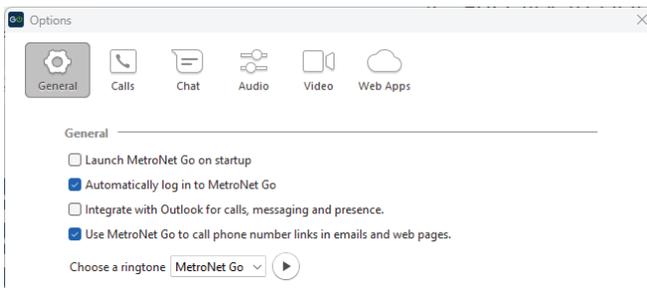


4. You must also configure Metronet Go to accept call requests.

- Open Metronet Go.
- Select your avatar then select Settings.



- On the General tab, tick Use Metronet Go to call phone number links in emails and web pages.



## Make a Call Using the Message Compose Area

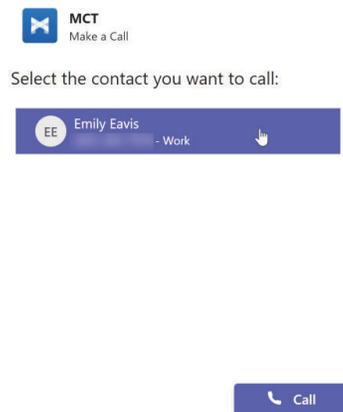
You can make a call from the message compose area of a Chat or Teams Channel.

1. Select the MCT icon in the message compose area.



2. In the Make a call window that appears, select a contact from the drop-down list and check the number.

Note that the drop-down list automatically populates with the name of the Chat participant or Teams Channel members.



3. Select Call.
4. For Click-To-Dial calls, MCT app calls your phone first. Once you answer your phone, the application rings the destination phone to connect your call. If you have enabled Metronet Go/Metronet Go (Tel URI) calling, MCT app makes the call directly using Metronet Go.

## MORE QUESTIONS?

If you have any additional questions about Metronet Go for Teams, call us at 855-769-0936 or email us at [business-customer-service@metronet.com](mailto:business-customer-service@metronet.com).