



## USER GUIDE: MCT

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**In this guide, while we are referring to Metronet Go, this also applies to Metronet customers using Max UC.**

## 1 MCT

**MCT** is an app that integrates Metronet Go Client calling with the Microsoft Teams UI.

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The MCT App is compatible with Microsoft Teams for desktop, mobile, and web.

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You can use the MCT App to:

- Make calls from within the Microsoft Teams UI using Metronet Go Desktop, Metronet Go Mobile, or your desk phone.
- Call contacts who you are chatting with in a Microsoft Teams Chat or Teams Channel.
- View and make calls to your CommPortal, Business Group, and Teams contacts.
- View and redial numbers in your Metronet Go Client Call History.
- Listen to and manage their voicemails.
- Update your call availability.

The MCT App adds the **MCT** to:

- The Microsoft Teams left-hand app bar. Select the **MCT** icon to open the **MCT** tab, where you can view your Call History and Contacts or use the keypad to call any number.
- The message compose area of a Chat or Teams Channel. Select the **MCT** icon to call a contact you are chatting with.

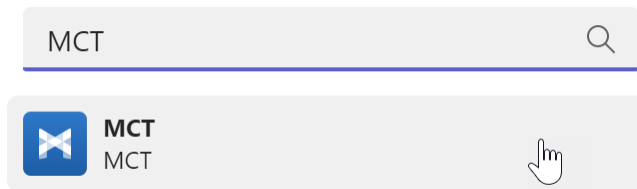
This guide provides instructions on how to use the MCT App to make calls and use the functions of your Metronet Go account within Microsoft Teams.

## 1.1 Install the MCT App

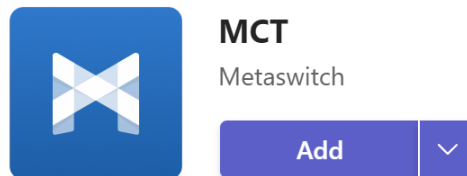
In Microsoft Teams, select the *ellipsis* in the left-hand app bar.



In the *Find an app* search box, enter MCT..



Select *MCT* and then select *Add*.



The first time you use the MCT App, either by selecting the *MCT* tab or using the app's call functions, you are prompted to sign into your CommPortal account. For more details, see section [1.4](#), Sign into MCT.

## 1.2 Pin the MCT App to the left-hand app bar

If you cannot see the *MCT* icon in the Microsoft Teams left-hand app bar, follow the instructions below to pin the app.

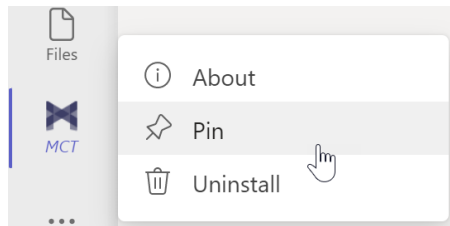
Select the ellipsis  in the left-hand app bar.

Find and select the *MCT* icon.



The **MCT** icon appears in the left-hand app bar.

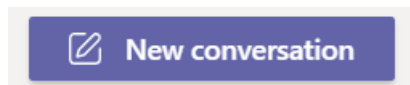
Right-click on the **MCT** icon in the left-hand app bar and select **Pin**.



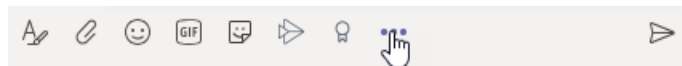
### 1.3 Pin the MCT App to the message compose area

If you cannot see the **MCT** icon in the message compose area, follow the instructions below to pin the app.

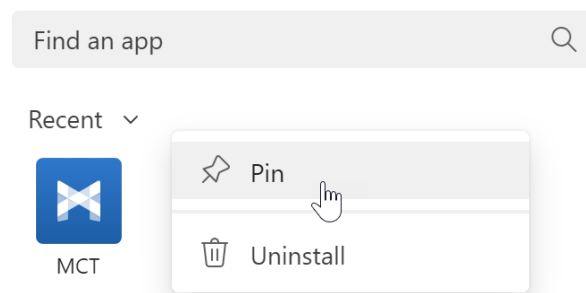
Select **New conversation** in a Teams Channel to see the message compose area.



Select the ellipsis on the right-hand side of the message compose area toolbar.



Right-click on the **MCT** icon in the app tray and select **Pin** to add the icon to the toolbar.



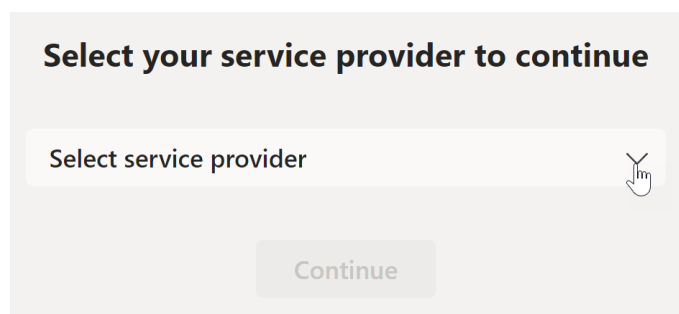
You can now use the MCT App to make calls directly from Microsoft Teams.

## 1.4 Sign into MCT

The first time you use the MCT App, you are prompted to select your service provider and sign into your CommPortal account.

If you have a tailored version of the MCT App, you do not need to select your service provider.

Select your service provider from the drop-down list.



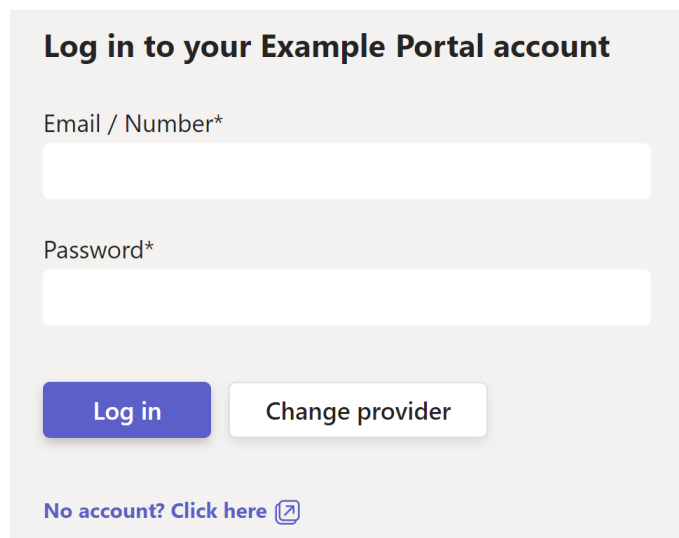
**Select your service provider to continue**

Select service provider

Continue

Select *Continue*.

In the *Email/Number* box, enter your email address or telephone number.



**Log in to your Example Portal account**

Email / Number\*

Password\*

Log in Change provider

No account? [Click here](#)

In the *Password* box, enter your CommPortal password.

Select *Log in*.

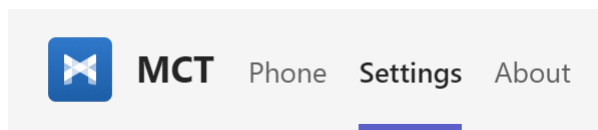
## 1.5 Sign out of MCT

Follow the instructions below to sign out of MCT.

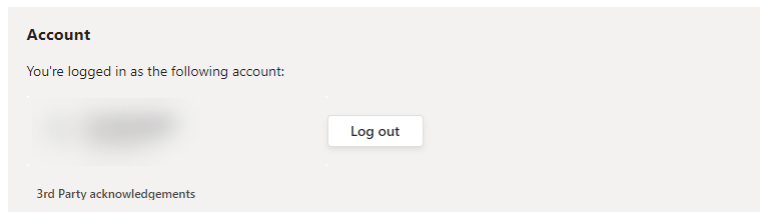
Select the *MCT* icon in the left-hand app bar to open the *MCT* tab.



Select the *Settings* tab at the top of the window.



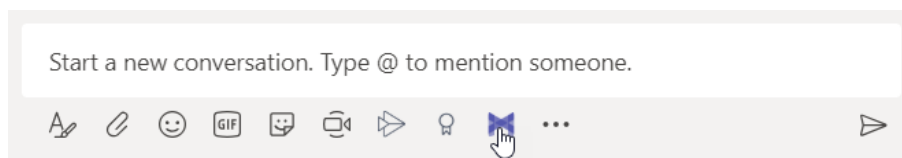
Select *Log out*.



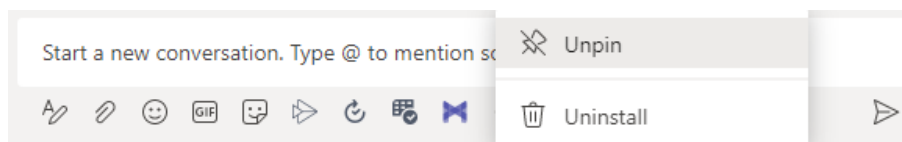
## 1.6 Uninstall the MCT App

Follow the steps below to uninstall the MCT App.

Right-click on the *MCT* icon  below the message compose area.



Select *Uninstall*.



At the confirmation prompt, select *Uninstall*.

### Want to uninstall "MCT"?

From now on, "MCT" won't appear below your compose box.

Cancel

Uninstall

## 2 Make a call from a Chat or Teams Channel

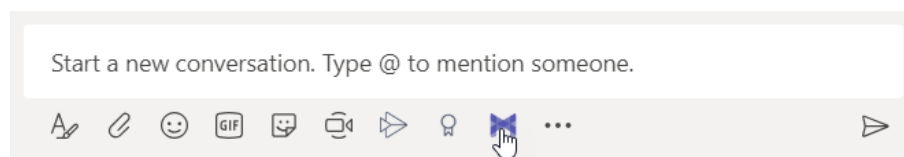
You can use the MCT App to make a call from within Microsoft Teams. The MCT App allows you to make calls from the message compose area of a Chat or Teams Channel.

The call is placed using Metronet Go Desktop, Metronet Go Mobile, or your desk phone.

The MCT App is only available from the message compose area for Chat contacts within the same Microsoft Teams tenant. However, you can select the *MCT* icon on the left-hand app bar to open the *MCT* tab and make a call to an external Chat contact.

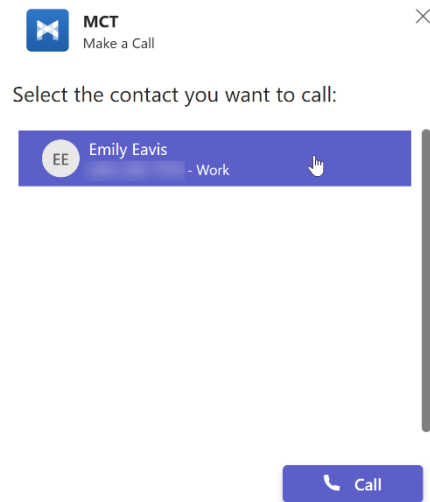
**To make a call from the message compose area of a Chat or Teams Channel:**

Select the *MCT* icon  below the message compose area.



The first time you use the MCT App you are prompted to sign in to CommPortal. See section 1.4, Sign into MCT for more details.

In the **Make a Call** window that appears, select the contact you want to call.



The list is automatically populated with the name of the Chat participant or Teams Channel members, and their phone number.

If there are no participants in the Chat or Teams Channel that have phone numbers associated with their Teams accounts, you can't make a call in this way. Instead, select the *MCT icon* on the left-hand app bar to open the *MCT* tab and make the call.

If your Teams contacts don't have phone numbers, contact your local IT administrator, and ask them to add the contact numbers.

Select *Call*.

## 2.1 In-call experience using Click-To-Dial

**This section describes the user experience when you use the keypad or select a *Number* button to initiate a Click-To-Dial call using the MCT App.**

The MCT App first calls your phone.





Once you answer your phone, the app rings the destination phone to connect your call.

If the call fails, select *Retry Call* to attempt the same call again or select *New Call* to edit the contact details before attempting another call.

## 2.2 In-call experience using Metronet Go

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- **Metronet Go** calling function is only available with the Metronet Go Desktop Refresh client (V3.01 or later) on Windows or macOS.
  - **Metronet Go** calling function is available for Subscribers with Metronet Go Desktop V2.32 or earlier. Note that Metronet Go calling is only available on Windows PCs.
- 

**If you enable *Metronet Go* calling in the MCT App, you can make calls directly using Metronet Go. When you use the keypad or select a Number button in the MCT App (in Microsoft Teams desktop or web):**

- 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 Metronet Go and starts the call.
- 

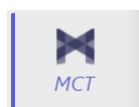
If you are not already signed in to Metronet Go, when the MCT App launches Metronet Go you are prompted to sign in before the call starts.

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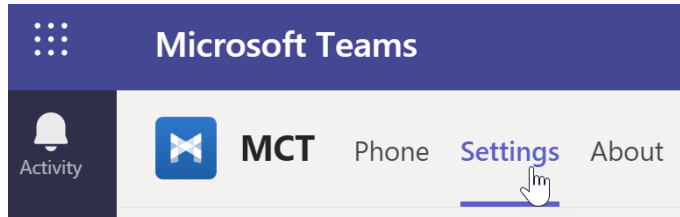
**The Metronet Go window controls the entire in-call experience. An MCT pop-up also informs you that the request has been sent to Metronet Go and you can continue to use MCT while the call is ongoing.**

**To enable the *Metronet Go* calling option:**

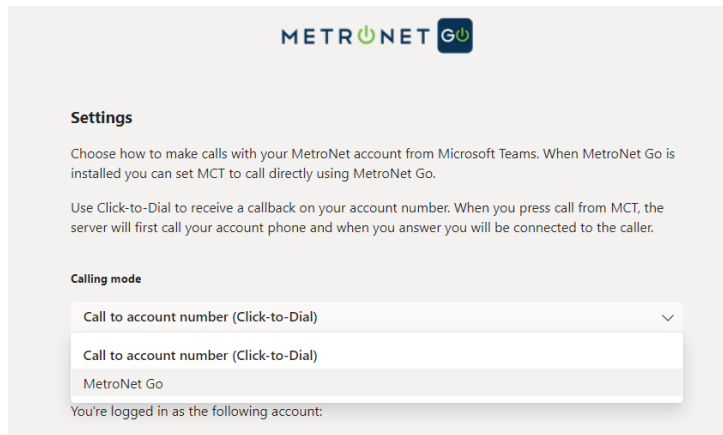
Select the *MCT* icon in the left-hand app bar to open the *MCT* tab.



Select the *Settings* tab.



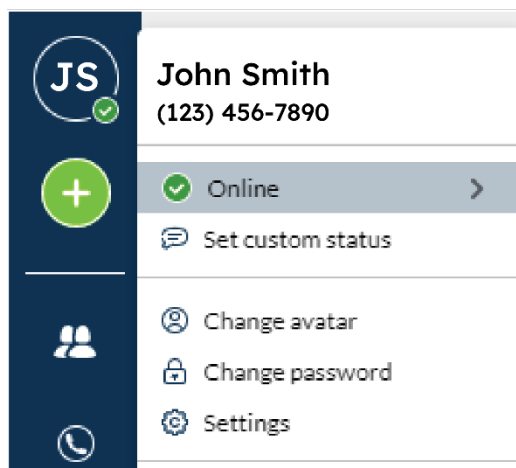
Select the drop-down under the *Calling mode* heading and select **<Metronet Go/Metronet Go >**.



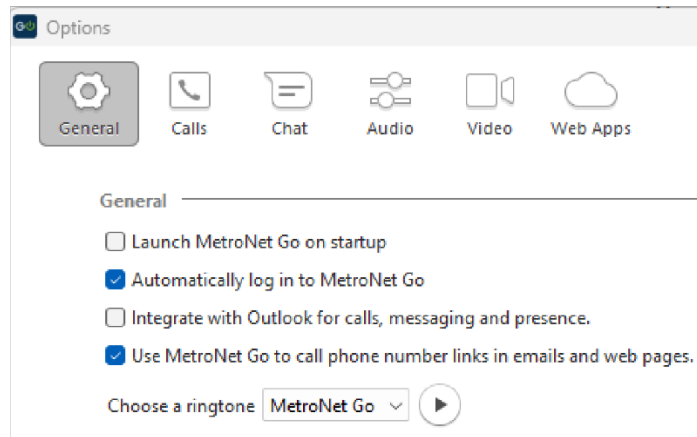
You must also configure Metronet Go to accept call requests.

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*.



## 2.3 Troubleshoot Metronet Go Calling

### Note for Service Providers

Please edit the instructions in this section to retain the troubleshooting steps for the version of Metronet Go Desktop you provide to your subscribers.

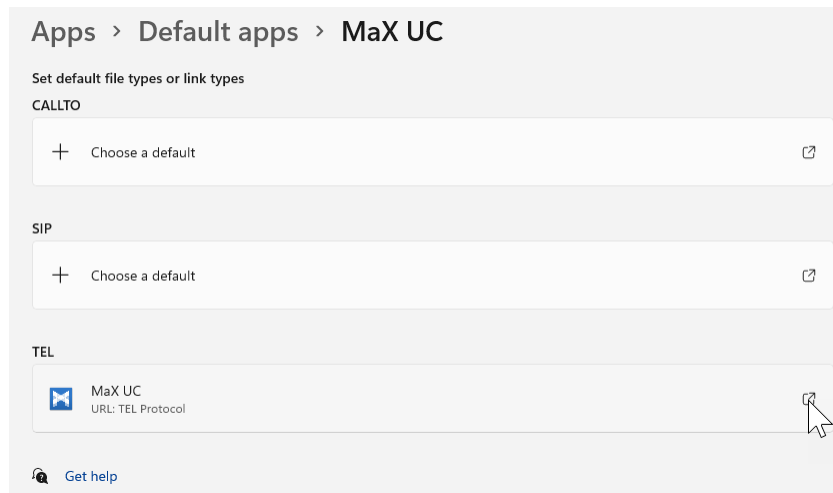
**If you have configured Metronet Go calling but Metronet Go does not launch when you make a call in the MCT App, try the following.**

- For Metronet Go Desktop V3.01 or later.** Check that you have enabled the Metronet Go calling option on the *MCT Settings* tab (follow the instructions in section 2.2, In-call experience using Metronet Go).
- For Metronet Go Desktop V2.32 or earlier.** Check that you have enabled the *Metronet Go* calling option on the *MCT Settings* tab
- For all versions of Metronet Go Desktop.** Check that you have configured Metronet Go Desktop to accept call requests (follow the instructions in section 2.2, In-call experience using Metronet Go).

- **For Metronet Go Desktop V2.32 or earlier**, check the *URL: TEL Protocol* setting for the MCT App on your PC.

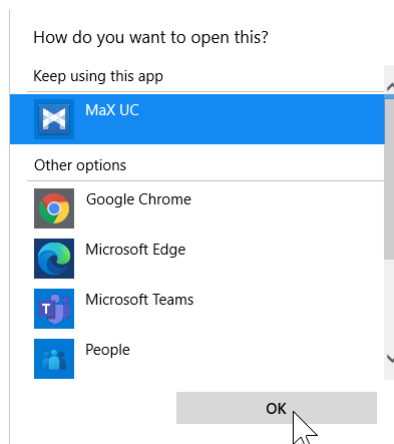
Open Windows *Control Panel* and navigate to *Programs > Default Programs > Associate a file type or protocol with a program*.

Under *Apps > Default Apps*, select the *Metronet Go* app.



Select the *URL: TEL Protocol* setting.

In the pop-up window that appears, select *Metronet Go* and then *OK*.

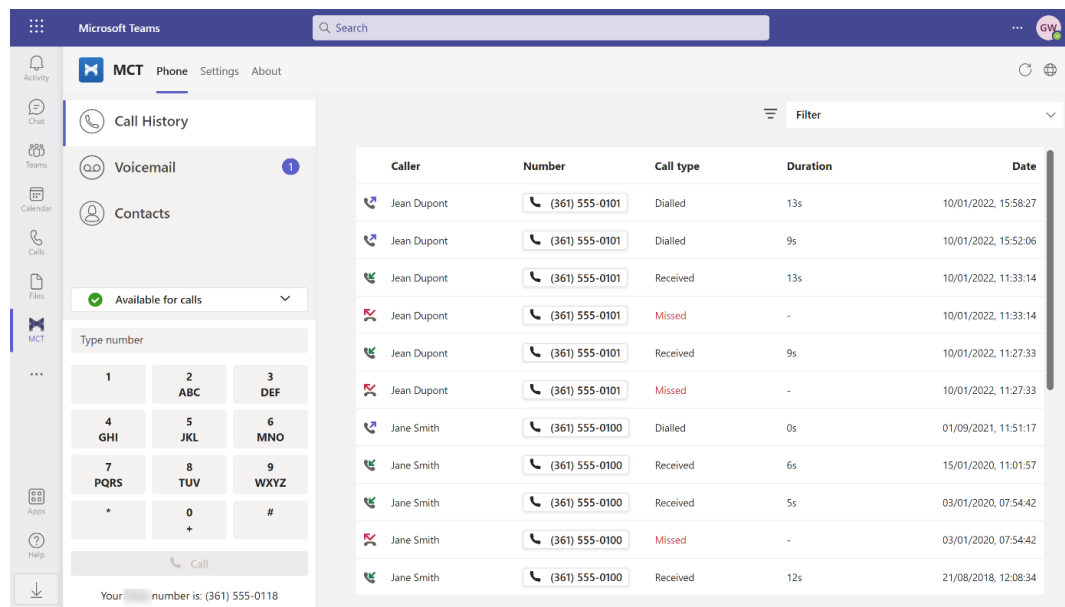


### 3 Use the MCT tab

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



If you cannot see the *MCT* icon in the left-hand app bar, follow the instructions in section 1.2 to Pin the MCT App to the left-hand app bar.




On the *MCT Phone* tab, you can:

- Select the *Call History* tab to view and redial numbers in your Metronet Go Call History.
- Select the *Voicemail* tab to listen to your voicemails.
- Select *Contacts* to view and make calls to your CommPortal, Business Group, and Teams contacts.

- If you have Business Call Manager (BCM) or Easy Call Manager (ECM), select your status to change your availability. Select *Open Call Manager* to open your Call Manager in a new browser window and change your settings.
- Use the keypad to make a call to any number.

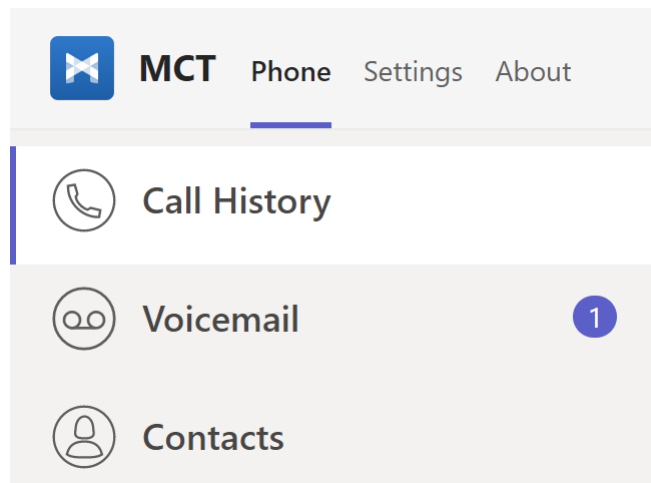
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If you are viewing MCT in a narrow desktop window or on a mobile device, select the *Menu* button  to see the *Call History*, *Contacts*, *Open call manager*, and *keypad* options.

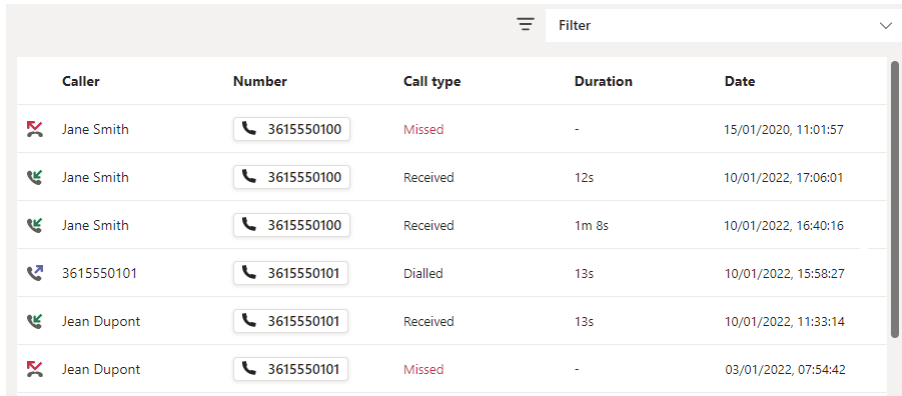
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### 3.1 View your Call History

On the MCT *Phone* tab, select *Call History*.

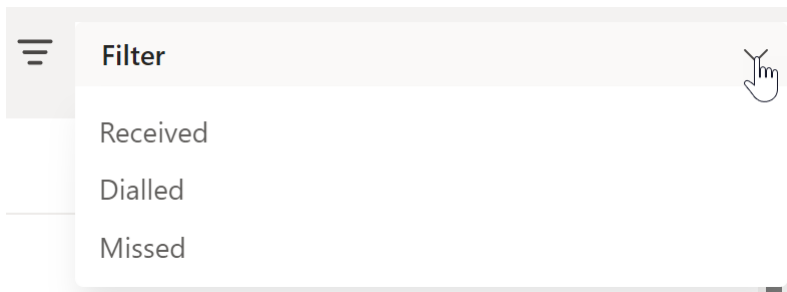


The *Call History* table contains a list of dialed, received, and missed calls.

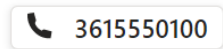


Caller	Number	Call type	Duration	Date
Jane Smith	3615550100	Missed	-	15/01/2020, 11:01:57
Jane Smith	3615550100	Received	12s	10/01/2022, 17:06:01
Jane Smith	3615550100	Received	1m 8s	10/01/2022, 16:40:16
3615550101	3615550101	Dialled	13s	10/01/2022, 15:58:27
Jean Dupont	3615550101	Received	13s	10/01/2022, 11:33:14
Jean Dupont	3615550101	Missed	-	03/01/2022, 07:54:42

Use the *Filter* drop-down in the top right to select the call types you want to view.



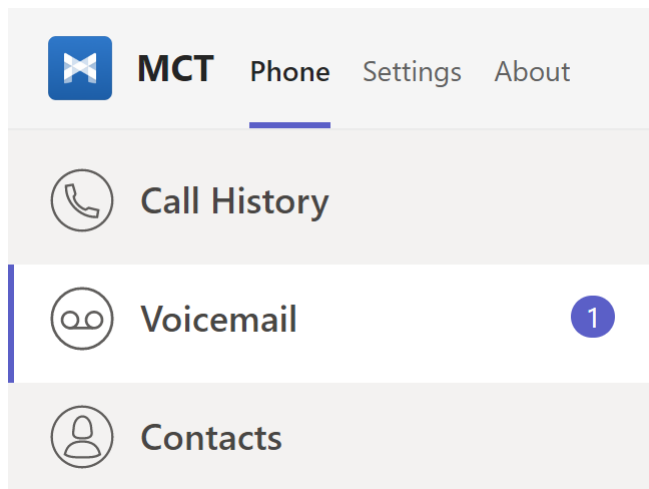
Select the *Number* button to make a Click-To-Dial call to the number.



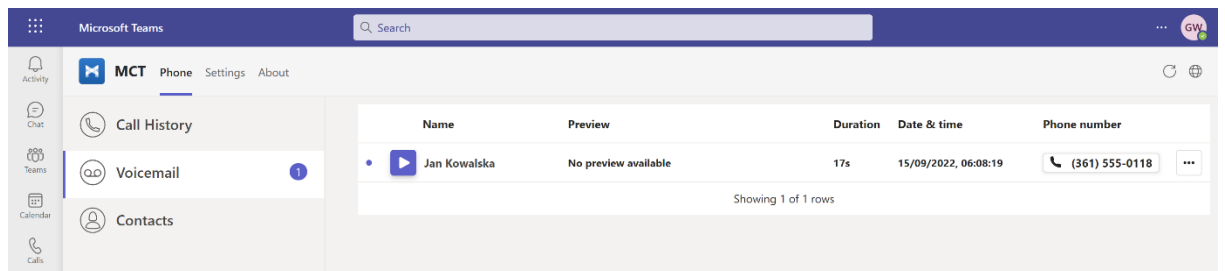
For details of the in-call experience, see section [2.1](#), In-call experience using Click-To-Dial.


## 3.2 View your Voicemails

On the MCT *Phone* tab, select the *Voicemail* tab to access your voicemails. The number displayed on the *Voicemail* tab notification identifies how many unread voicemails you have.



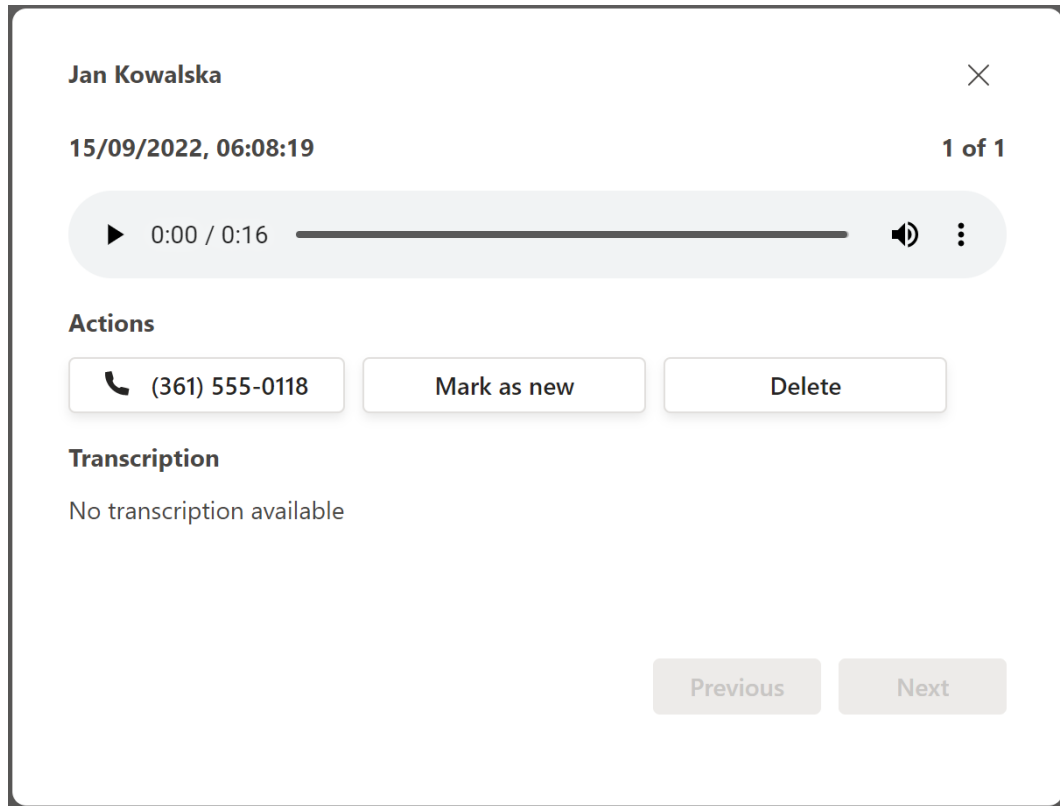
The *Voicemail* tab displays a table containing a list of your voicemails.



Select the voicemail *play* icon or *Name* to open the message. 

In the message window, you can see the name or number of the person who left the voicemail and the time you received the voicemail.





You can access the following options in the voicemail window.

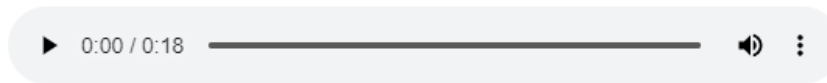
- Select the *play* icon to listen to the voicemail. Once you listen to a voicemail, the voicemail is automatically marked as heard.



- Select the *ellipsis* to *Download* the voicemail or change the *Playback speed*.



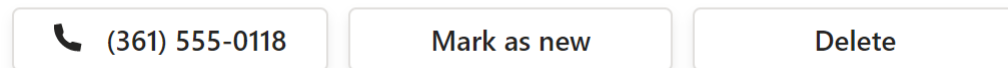
- If the voicemail contains a video, select the *CommPortal* link under the progress bar to view the video on CommPortal.



This voicemail contains a video that can be viewed on [CommPortal](#).

- Under the **Actions** heading:

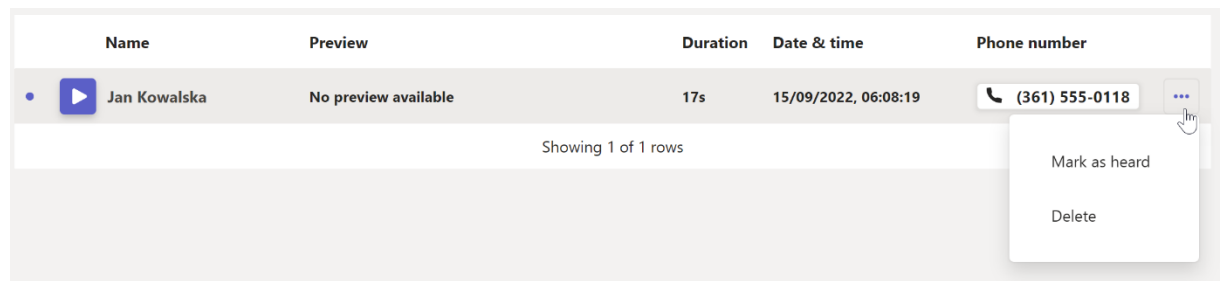
**Actions**



- Select the phone number to dial the contact.
- Select **Mark as new** to mark the message as unheard. This retains the message notification and bold font on the message entry.
- Select **Delete** to delete the voicemail.
- If a transcription is available for the voicemail message, you can read the text under the **Transcription** heading.
- Select **Previous or Next** to move between the voicemail messages in your list of voicemails. Once you open a voicemail, it is automatically marked as heard.

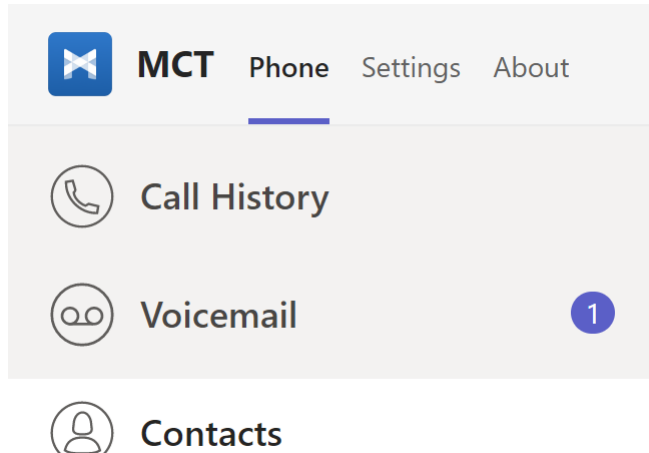
You can also access the following options directly from the list of voicemails on the **Voicemail** tab.

- Select the Phone Number on a voicemail to ring the contact.
- Select the *ellipsis* on a voicemail to select **Mark as heard or Delete**.

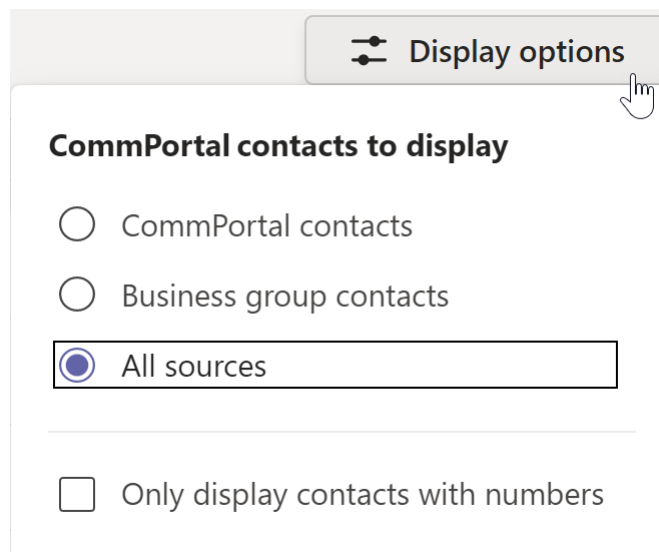


### 3.3 View your Contacts

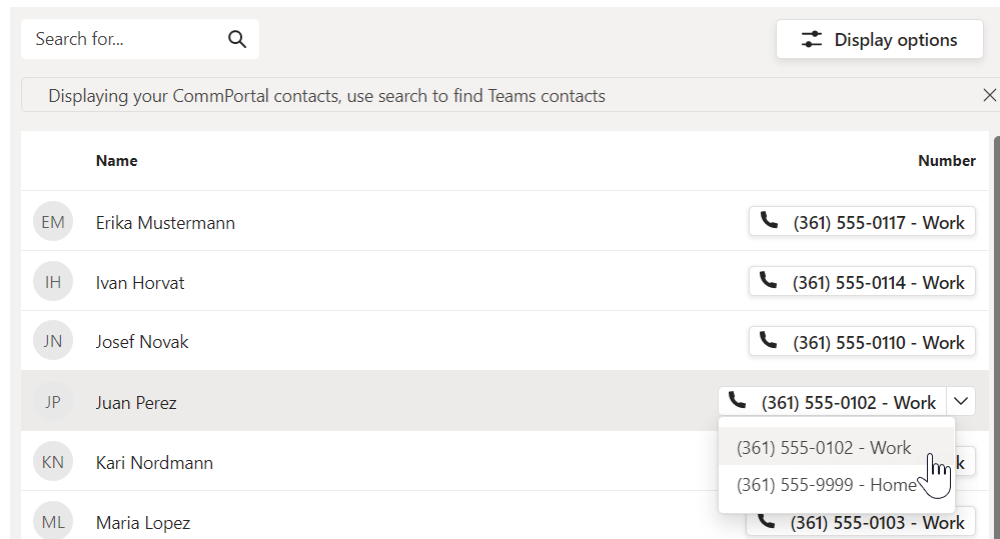
On the MCT *Phone* tab, select *Contacts*.



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



The Contacts table displays a list of your contacts.



Use the *Search for...* box in the top left to search for a contact by name, Directory Number, or extension number. When you search for a contact, the search results include contacts from CommPortal, your Business Group, and other Microsoft Teams users.

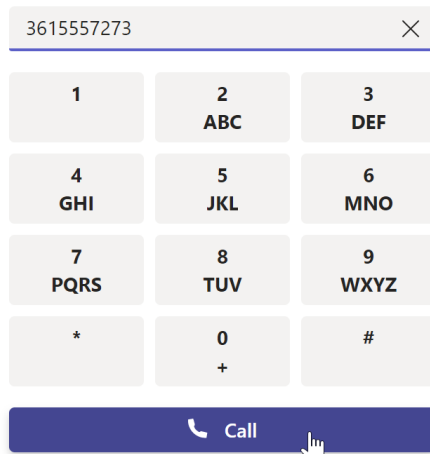
Note that the search results shown under the *Teams contacts* heading are Microsoft Teams users and not contacts that you have manually added in Microsoft Teams.

**Select any of the *Number* buttons to make a Click-To-Dial call to the number. If a contact has multiple numbers or an extension number, the button contains a drop-down list showing the available numbers. Select any of the numbers to start a call.**

For details of the in-call experience, see section [2.1](#), In-call experience using Click-To-Dial.

### 3.4 Use the keypad

On the MCT *Phone* tab, use the keypad to make a call to any number.



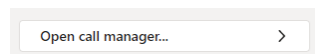
Either use your keyboard or select the number buttons to enter a number to call and then select **Call** to start the call.

For details of the in-call experience, see section [2.1](#), In-call experience using Click-To-Dial.

### 3.5 Access Call Manager

On the MCT *Phone* tab, you can access your CommPortal Call Manager.

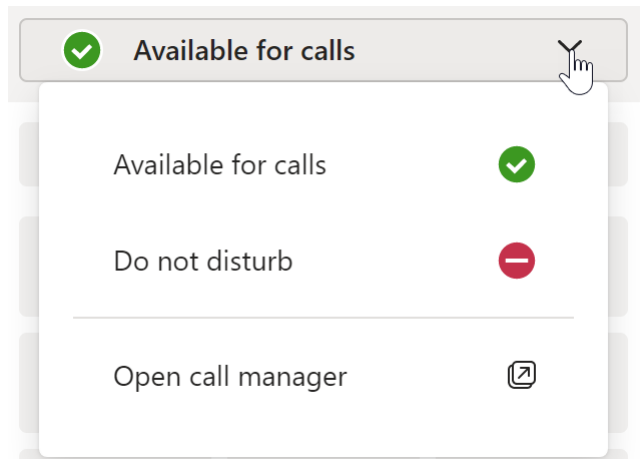
- Select **Open call manager...** in the left-hand menu.



A new tab opens in your default browser showing the Call Manager page in CommPortal. You are automatically signed in.

If you have Business Call Manager (BCM) or Easy Call Manager (ECM) enabled, you can configure your call availability directly from the *Phone* tab.

- Select your call availability status in the left-hand menu.



- Select *Available for calls* or *Do not disturb* in the drop-down list to change your call status.

Select *Open call manager...* in the drop-down list to launch your Call Manager page in CommPortal. The web page opens as a new tab in your default browser, and you are automatically signed in.