MTS Hosted Unified Business Mobile Communicator iPhone User Guide

www.mts.ca

Product release version: 10.4
Document version: 1.03
Date: February 4, 2015

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MTS HUB Mobile Communicator iPhone User Guide – Version 1.02

9-1-1 Emergency Calls
Using MTS Hosted Unified Business Service

All 9-1-1 emergency calls that are made using MTS' Hosted Unified Business (HUB) service will be routed to an operator. If you are using MTS' HUB service to make a 9-1-1 emergency call, you must verbally provide the operator with your location, so that the operator can route the call to the appropriate 9-1-1 response centre.

This is necessary due to the manner in which MTS' HUB service operates. Your MTS HUB service 9-1-1 emergency call will not be automatically routed to a 9-1-1 response centre, nor will your location information and phone number be automatically delivered to a 9-1-1 response centre.

You should be aware that 9-1-1 emergency calls that are made using MTS' HUB service will take longer to be connected to the correct 9-1-1 response centre than calls made using a traditional wireline telephone service. As well, the operation of MTS' HUB service is subject to the availability of your network, which may be affected by power outages or other interruptions. If you make a remote HUB service 9-1-1 emergency call (i.e. a call made from outside your local area network), from outside Canada or from a location within Canada that is not served by 9-1-1, the operator will not be able to complete this 9-1-1 emergency call.

For these reasons, it is advisable to use a traditional wireline telephone or wireless cellular device for 9-1-1 emergency calls whenever possible.

You also should be aware that it is the obligation of the subscriber to MTS' HUB service to inform all users and potential users of these services about the nature and limitations of the HUB service for the purpose of 9-1-1 emergency calls, as described above.

In order to facilitate efficient transfers of 9-1-1 calls from the operator to the correct 9-1-1 response centre, MTS may collect your personal information and disclose such information to the operator. Personal information collected and disclosed may include, but is not limited to, phone number, area code, address, billing name, apartment/building information, and other information related to your use of the HUB service.

MTS will not be responsible or liable for any damages, costs, claims, losses or expenses (including, without limitation, any indirect, special, consequential, incidental, economic or punitive damages) that arise from, or are due to, any omissions, interruptions, delays, errors or defects in transmission of any 9-1-1 emergency call that is made using MTS' HUB service.

Contents

Introduction 6
Applies to 6
Prerequisites 7
Calling 9
Making a Call 9
Answering a call 14
Active call actions and more menu 17
Three-way calling/Swap calls 18
Call transfer: Blind transfer 19
Call transfer: Consultative transfer 20
Speaker 21
Video calls 21
Call recording 23
Call multi-tasking 25
Meet Me Conferencing 26
Call Grabber 26
Manual Call Handoff (Wi-Fi to cellular network and back) 27
Features and Services 28
Calling party name and picture 28
Message Waiting Indication (MWI) 29
Instant messages 30
Presence 32
Call number display blocking 33
How to Enable Call Number Blocking on a Per Call Basis 34
Network Quality Indicator 34

Contacts and history 35
Contacts: Contacts tab (Personal Address Book) 35
Can't see your personal address book? 36
Contacts: Friends tab (Friends Address Book) 36
Contacts: Directory tab (Corporate Address Book) 38
History 39
Mode - Single Stage Dialing 41
Vertical Service Codes (Star Codes) 41
*25 – Call Grabber 41
*57 - Call Trace 41
*67 – Call Number Delivery Blocking 42
*70 – Call Forward 42
*71 – Cancel Call Forward 42
*73 – Call Pickup 43
*74 – Call Park 43
*75 – Call Park Retrieval 43
*88 or ## – Last Number Redial 43
Settings and help 44
Account 44
Incoming call disposition 46
Troubleshooting 47
Getting help 47

Introduction

The MTS Hosted Unified Business (HUB) Mobile Communicator iPhone User Guide describes some common and useful HUB Mobile Communicator features and services for iPhone users. It is not a description of every feature available. Some features may not be available to users.

Your iPhone screens may look different from the example graphics presented in this document.

Applies to

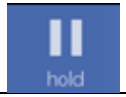
This document applies to GENCom iPhone version 3.2.0 for 4, 4S, 5, 5S, 5C, 6 and 6+ with iPhone iOS 7.0-8.0.

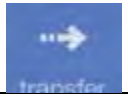
To access Customer Documentation, go to http://customer.genband.com. After you log in, select **Document Center**. The Document Center lets you search by document property (i.e. number, title, or keyword), or you can browse Technical Documentation by Product or Solution.

Prerequisites

You must be familiar with your iPhone operating system and iPad Settings menu. The following lists the HUB Mobile Communicator application buttons and their names. The names of the buttons will be used in this document.

Table 1 HUB Mobile Communicator Buttons

Button	Name
	add call
	History
	Contacts
	Phone
	quick start - The options that appear in this menu change depending on the context
	Hold
	Messages
	Mute
	Settings

Button	Name
	Split
	speaker
	transfer
	Merge
	keypad

Calling

This chapter explains the different ways you can make a call and the options you can use on an active call.

- Making a call
- Answering a call
- Active call actions and more menu
- Three-way calling/Swap calls
- Call transfer: Blind transfer
- Call transfer: Consultative transfer
- Speaker
- Video calls
- Call multi-tasking
- Meet Me conferencing
- Call Grabber
- Manual Call Handoff (Wi-Fi to cellular network and back)

Making a Call

The HUB Mobile Communicator dialer makes IP calls using the Wi-Fi network (when available).

- IP calls made over Wi-Fi do not use any cellular minutes or data.

IMPORTANT NOTE:
If your Wi-Fi is turned off or you are not in a Wi-Fi area your IP call will ***automatically*** switch over and be completed as a cellular call using the cellular network.

- IP calls made over the cellular network **will display a temporary routing number not the number you dialed**.
- IP calls made over the cellular network **will use** your cellular plan minutes.

For additional calling mode behavior information and setting options see:

- Mobile Data Networks Setting
- Incoming IP Call Disposition

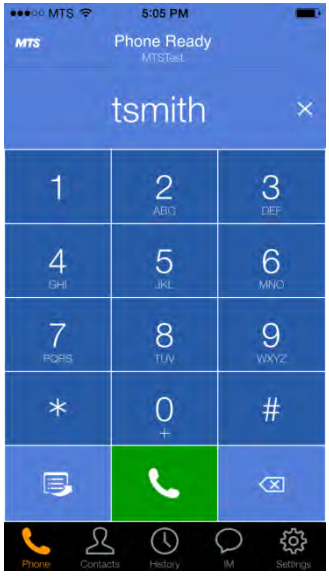
When Single Touch to Call is enabled, calls placed from the Contacts or

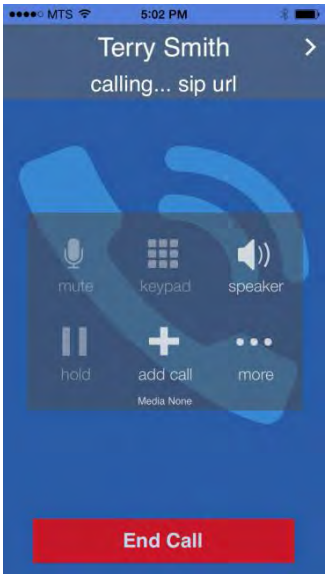
History tabs will be placed as soon as you tap a phone number. If video is enabled, you will see a prompt to choose an option. Navigate to **Settings>Preferences** and tap **Single Touch to Call** to enable/disable Single Touch to Call.

How to use it

Calling from the Phone tab:

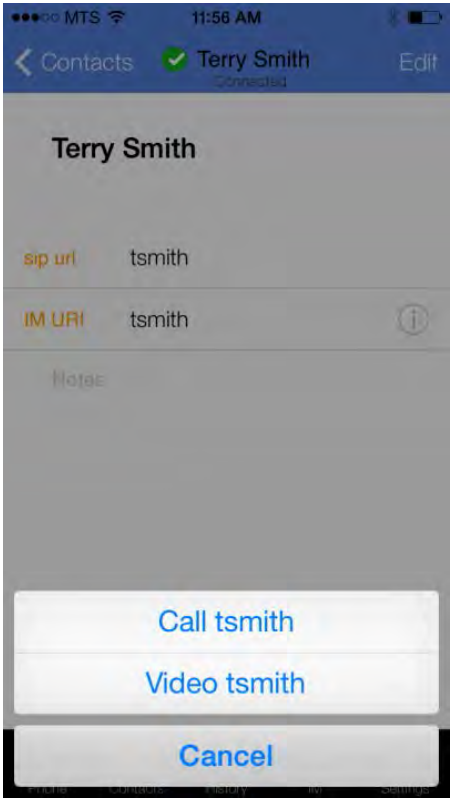
1. Tap the **Phone** icon to access the keypad for manual dialing.
2. Press the number keys on the keypad or tap the text field above the keypad to type the SIP user ID (for example, jsmith).
3. Press the **Call** button.





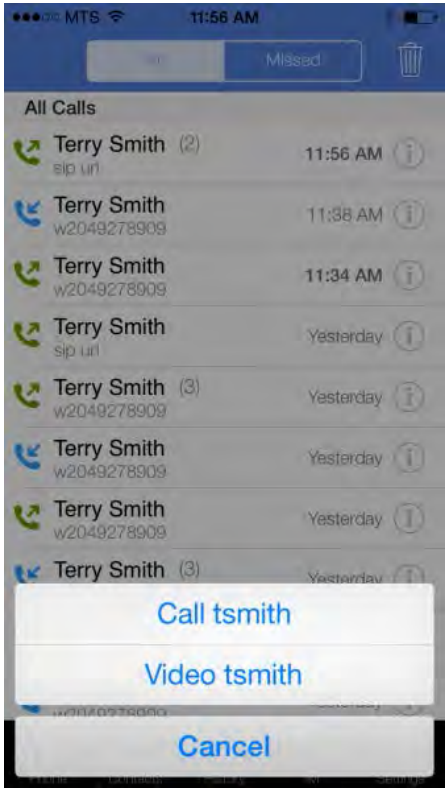
Calling from the Contacts tab:

1. Tap the **Contacts** icon and choose the contact to call.
2. Tap the desired phone number or sip url.
3. If prompted, select **Call [contact]**.



Calling from the History tab:

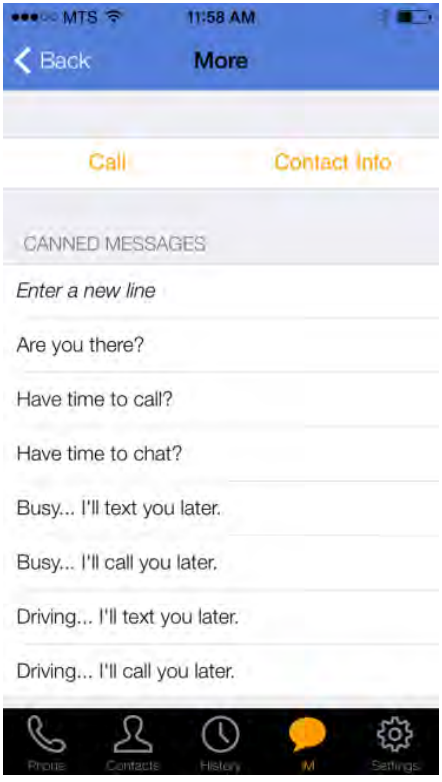
1. Tap the **History** icon and choose **All** or **Missed** call logs.
2. Tap the contact to call.
3. If prompted, select **Call [contact]**.



Calling from the Messages tab:

1. Tap the **Messages** icon and select a Contact.
2. Tap **More** in the upper right-hand corner of the screen.
3. Tap **Call** to place the call.





Note: If you have an active Cellular call (active, originating/unanswered or terminating/unanswered) and receive an incoming call on HUB Mobile Communicator, you will not be alerted, and the incoming call will appear in your log as missed.

Answering a call

HUB Mobile Communicator provides several options for handling incoming calls. The incoming call display will vary depending on whether your HUB Mobile Communicator is open, running in the background, or whether your phone is locked.

You may also change your HUB Mobile Communicator settings to automatically send all incoming calls to Voicemail or to your HUB Mobile Communicator. See **Incoming call disposition** for detailed steps.

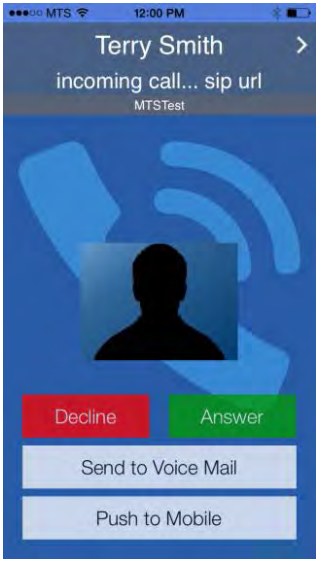
Note: HUB Mobile Communicator must be included in the iPhone Notification Center to receive incoming call alerts when the app is running in the background or when the phone is locked. On your iPhone, go to **Settings>Notification Center>Mobile Comm** to modify Alert settings.

How to use it

When your HUB Mobile Communicator app is open:

1. Tap:

- **Answer** to pick up the call.
- **Decline** or **Send to Voicemail** to close the incoming call window and send the caller to voicemail.
- **Push to Mobile** to redirect the call to your Cellular Network.



When your HUB Mobile Communicator app is running in the background:

1. Tap the banner (or **Answer** on the alert) to answer the call.

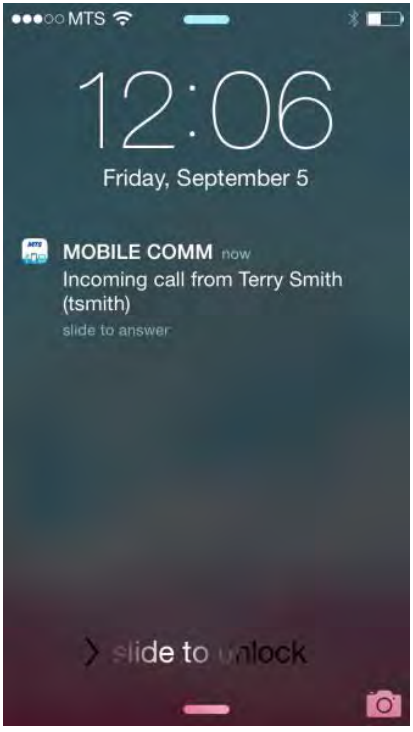




Note: If you do *not* want to automatically answer incoming calls when tapping the banner or alert, go to **Settings>Preferences** and change **Alert Answer** to OFF.

When your phone is locked:

1. Slide the incoming call notification to answer.



Note: If you do *not* want to automatically answer incoming calls when sliding the incoming call notification, go to **Settings>Preferences** and change **Alert Answer** to OFF.

Active call actions and more menu

Once you are in a call, there are many actions you can perform using the active call menu (and **more** 13 MTS HUB Mobile Communicator iPhone User Guide – Version 1.02 menu):

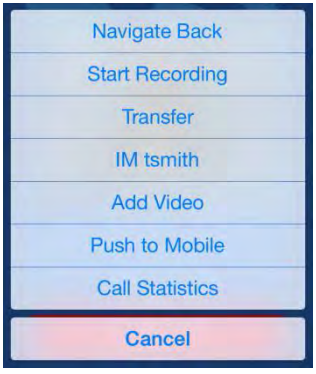


Tap:

- **mute** - to mute and un-mute the call
- **keypad** - to open the keypad (i.e. to dial an extension or access code)
- **speaker** - see Speaker
- **hold** - to hold or release a hold
- **add call** - to make a second call. See **Three-way calling/Swap calls**
- **more** - to access more menu items

More menu

To access the rest of the active call actions, tap **more**:



- **Navigate Back** - see Call multi-tasking
- **Start Recording** - not available for your configuration
- **Transfer** - see Call transfer: Blind transfer and Call transfer: Consultative transfer
- **Add Video** - see Video calls
- **Push to Mobile** - to transfer your call to the Cellular Network. This is useful if you are having Wi-Fi network quality issues.
- **Call Statistics** - to view live call statistics
- **Cancel** - to close the menu

Three-way calling/Swap calls

You can have two active calls at the same time and swap between the calls or conference the calls together. Conversely, you can split a three-way call into two separate calls. When you initiate a three-way call on your HUB Mobile Communicator, the video call becomes an audio-only call. When you hang up, the three-way call ends.

How to use it

To start a three-way call:

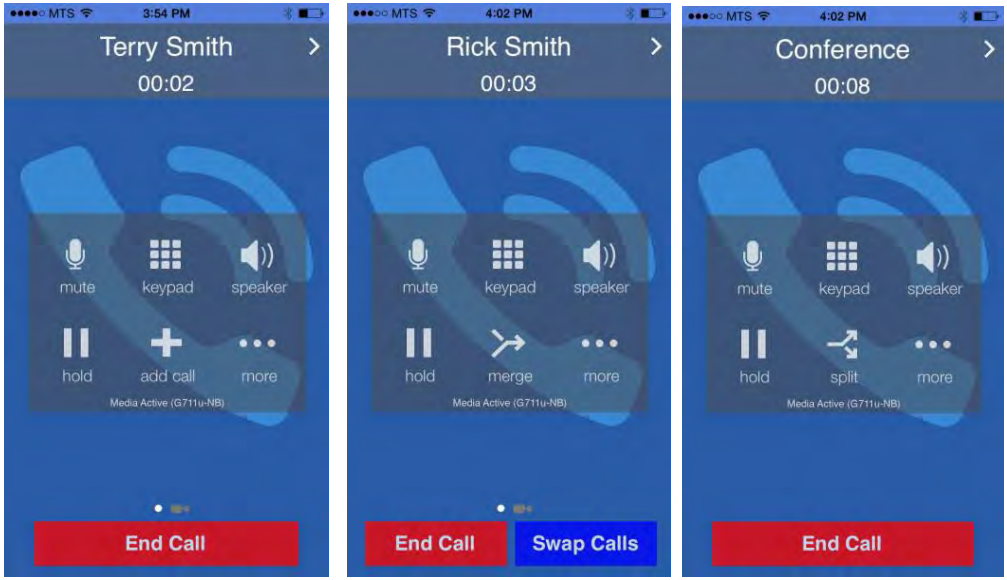
1. Once you have connected with the first party, tap **add call**.
2. Enter the number or SIP ID and tap **Call**.

The current call is put on hold and the second call rings.

3. Tap **merge** to start a three-way call. You can also tap **Swap Calls** to toggle between the two active calls.

To split a three-way call:

1. Tap **split**.



Call transfer: Blind transfer

A blind call transfer moves a call to another user and then hangs up automatically when the transfer is complete. A video call usually becomes an audio-only call when the party is transferred. Video can always be added once the call is established.

How to use it

While on a call:

1. Tap **more**. A menu of available features appears.
2. Tap **Transfer**. The keypad appears.
3. Enter a number or user ID then tap **Xfer**.

OR

Select the **Contacts** icon, tap a **Contact** and their phone number or sip userID, then tap **Transfer**

Call transfer: Consultative transfer

A consultative transfer moves a call to another user as a two step process that involves speaking with the Transfer to user before completing the transfer. A video call usually becomes an audio-only call when the party is transferred. Video can always be added once the call is established.

How to use it

While on a call that you need to transfer:

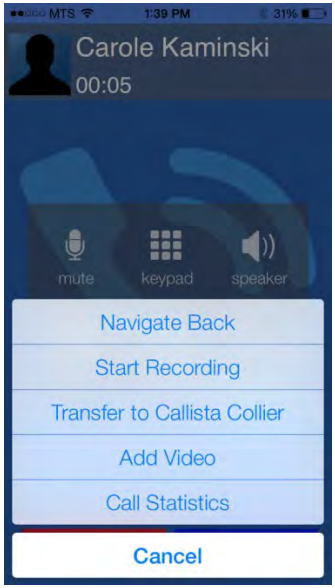
1. Tap **add call**.

Calling

1. Enter the number or SIP ID and tap **Call**.

The current call is put on hold and the second call rings.

2. When the second party answers, you can speak with them before transferring the original call to them. Tap **more**>**Transfer to** when you are ready to transfer the call.



Speaker

You can use the built-in iPhone speaker during a call or select audio output to a Bluetooth device (if installed).

How to use it

During an active call:

1. Tap **speaker** to enable or disable the speakerphone.
2. (Optional) Long-tap **speaker** to view the options for audio output and select a device.

Video calls

If enabled in your service profile, you can use your HUB Mobile Communicator to place video calls to users that have a video-enabled device. Video requires iOS 6.0 or higher.

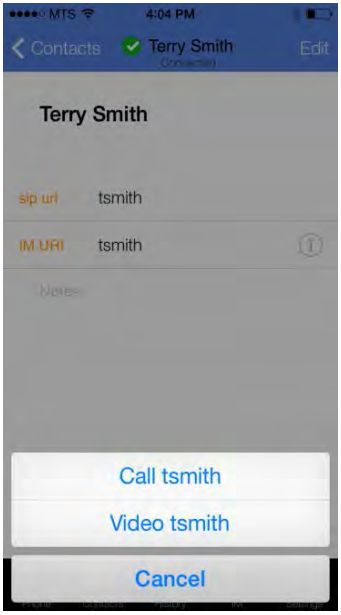
Note: a video call usually becomes an audio-only call when the party is transferred. Video can always be added once the call is transferred.

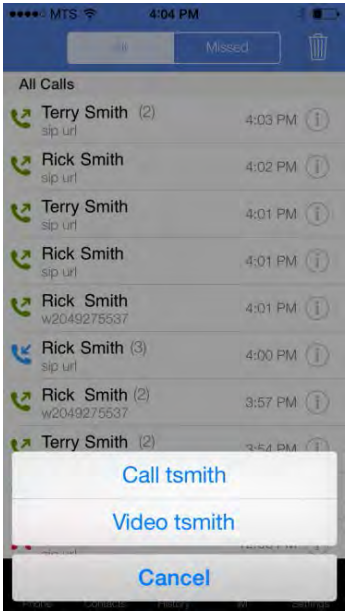
When you initiate a three-way call on your HUB Mobile Communicator, the video call becomes an audio-only call.

How to use it

To place a video call from the Contacts or History tab:

1. Tap a contact's number.
2. Tap **Video [contact]**. The application will send your video when the other party answers.

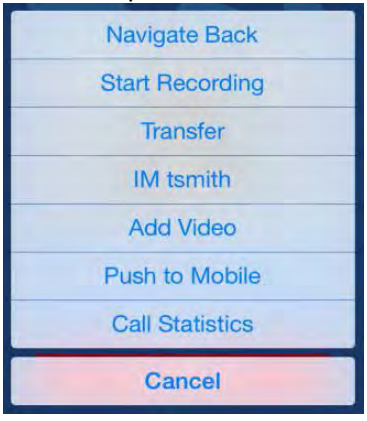




Note: The menu prompts will change depending on your video call settings. To change your settings to always make video calls, go to **Settings>Account>Video Calls** and tap **Always Offer Video**.

To start sending video on an existing call:

1. Make an audio call.
2. Tap **More**.
3. Tap Add Video.



Note: To change your settings to always make video calls, go to **Settings>Account>Video Calls** and tap **Always Offer Video**.

To receive a video call and start sending video:

1. When your phone rings for a video call, you will see the caller's video automatically.
2. Tap **Send** to send video.

Note: To change your settings to automatically send video when you receive video calls, go to **Settings>Account>Video Calls** and tap **Auto Send Video**.

Call recording

You will not be able to change or access the Call Recording settings because the service is not available for your configuration.

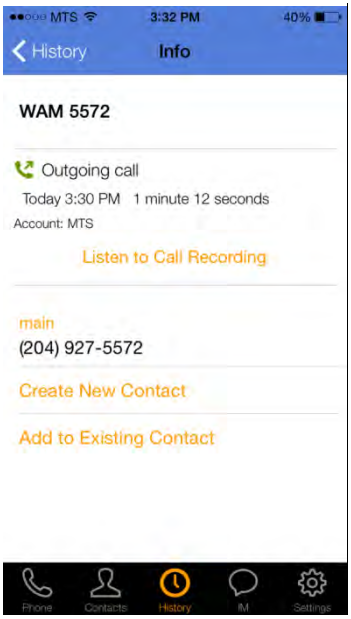
How to use it

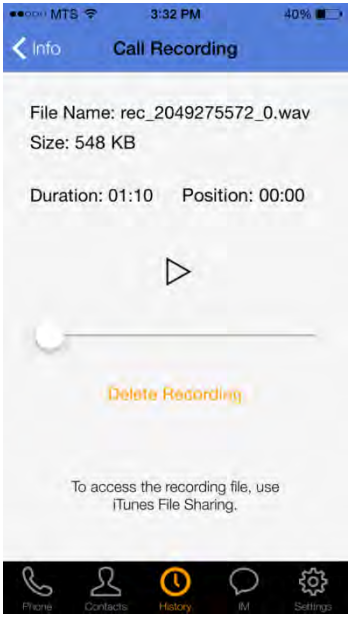
To record an active call:

1. Tap **More**, then **Start Recording**. A red recording light flashes in the upperleft hand corner of the call.
2. Tap **More**, then **Stop Recording** to stop recording the call. In the call History window,  appears beside recorded calls.

To listen to a recorded call:

1. Tap **History**.
2. Tap **All** for all call logs.
3. Select the **information** icon next to the call log.
4. Tap **Listen to Call Recording**, then tap the **play** button.
   Tap **Delete Recording** to delete the recording.


MTS 3:32 PM 40%
History
Info
WAM 5572
Outgoing call
Today 3:30 PM 1 minute 12 seconds
Account: MTS
Listen to Call Recording
main
(204) 927-5572
Create New Contact
Add to Existing Contact
Phone
Contacts
History
IM
Settings


MTS 3:32 PM 40%
Info
Call Recording
File Name: rec_2049275572_0.wav
Size: 548 KB
Duration: 01:10 Position: 00:00
Delete Recording
To access the recording file, use iTunes File Sharing.
Phone
Contacts
History
IM
Settings

Call multi-tasking

Call multi-tasking allows you to access other HUB Mobile Communicator information, such as IMs and contact information, during a call.

How to use it

While on a call:

1. Tap **more**.
2. Tap **Navigate Back**. Now you can use the icons on the bottom of the screen to access contact information, view IMs and history as well as your settings.
3. To return to the call screen, tap **Back to the Call** at the top of the screen.



Meet Me Conferencing

You can access the Meet Me conference service with a single tap.

How to use it

From the Phone screen:

1. Tap the quickstart icon. 
2. Tap **Meet Me**. The Meet Me conference bridge number is automatically dialed.
3. Tap 

and follow the voice prompts:
   a. a. Enter your Conference Access Code, (typically your 7-digit telephone number, and can be located in your HUB Personal Agent> Preferences> Meet Me Conferencing> Preferences>Access code used to join the conference), followed by the #key.
   b. If you are the Chairperson, tap the *key and then enter your Chairperson PIN (the PIN you established in HUB Personal Agent > Preferences > Meet Me Conferencing > PIN), followed by the #key.
   c. If you are not the Chairperson, stay on the line and you will be placed into conference when the Chairperson

Call Grabber

This feature lets you grab an active call from any of your associated devices e.g. desk phone or HUB Personal Communicator (on your personal computer), if enabled in your service profile, allowing you to move to or from your desk at your convenience.

How to use it

From the phone screen:

1. Tap the **Quickstart** icon.
2. Tap **Call Grabber**. The iPhone grabs the call from the desk phone or PC Communicator.

OR

Dial *25 to grab an active call.

To move from your iPhone to your desk phone:

3. Pick-up the receiver and dial *25 to grab an active call.

OR

4. Dial *25 and pick-up the receiver.

Manual Call Handoff (Wi-Fi to cellular network and back)

You can move your call from a Wi-Fi network to the cellular network (and back) at any time during a call. This allows you to maintain a high quality call connection when you see network strength decreasing, resulting in fewer dropped calls.

Call handoff is seamless, and the other party will not be aware of it. You cannot use this feature if you have more than one active call or if your call is not in a stable state.

How to use it

To push a Wi-Fi call to your cell:

1. Tap **more**.
2. Tap **Push to Mobile**. The call is pushed to the native dialer on the cell network.

To push a cell call to Wi-Fi:

1. Tap the iPhone's **Home** button.
2. Tap the HUB Mobile Communicator application icon.
3. Tap the **Quickstart** icon.
4. Tap **Push to VoIP**. The call is pushed to HUB Mobile Communicator.

Features and Services

This chapter provides information and steps for some of the more useful features and services.

- Calling party name and picture
- Message Waiting Indication (MWI)
- Instant messages
- Presence
- Call number display blocking
- Network Quality Indicator

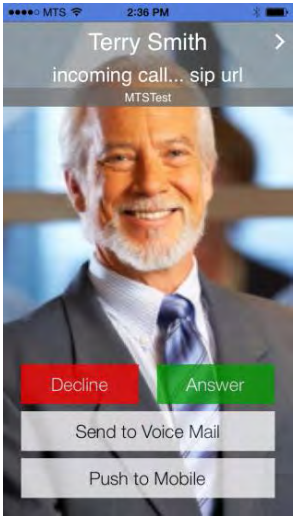
Calling party name and picture

The Calling Party ID appears on the screen along with a picture if the caller has provisioned a picture in their HUB Personal Agent.

How to use it

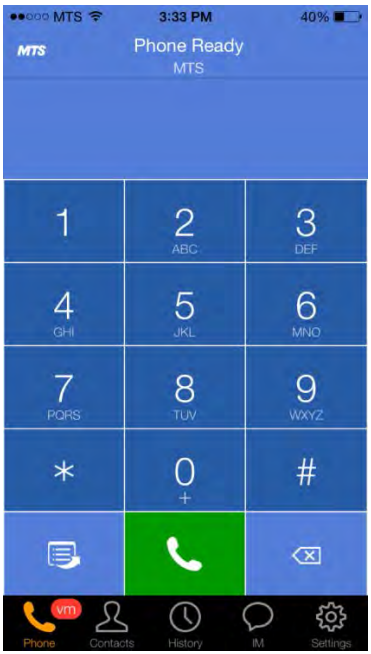
The information automatically appears on your screen. To provision your own information:

1. Access your HUB Personal Agent.
2. Select **Preferences**, **Personal** and **Picture**.
3. Select **Update**.
4. Choose a photo file and select **Apply**.



Message Waiting Indication (MWI)

The message waiting indicator gives you a visual cue that you have a voicemail waiting with a **vm** badge above the **Phone** icon.





Note: The indicator on the iPhone home screen counts missed calls and new instant messages in addition to new voicemails.

How to use it

To retrieve a voicemail:

1. Tap
2. Tap **Voice Mail**. The phone calls the Voicemail number.

Instant messages

You can send and receive instant messages (IM) over Wi-Fi/Mobile Networks from contacts in your Friends list, delete IMs, allow IMs from unknown users, and change Messaging settings such as sound, tone, and text size.

Go to **Settings**>**Preferences**>**Messaging** to customize the following settings:

- Turn Alert Sound **ON** or **OFF**.
- Turn Alert Vibration **ON** or **OFF**.
- Turn Private When Locked **ON** if you do not want messages to appear on your screen when the phone is locked or on the notification center.
- Tap **Text Size** to change the message font size.
- Tap **Alert Text Tone** to change the tone you hear when you receive a message.

How to use it

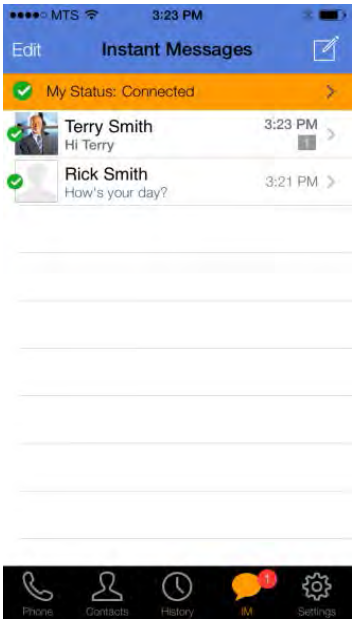
1. Tap **Messages**. The Messages screen opens.

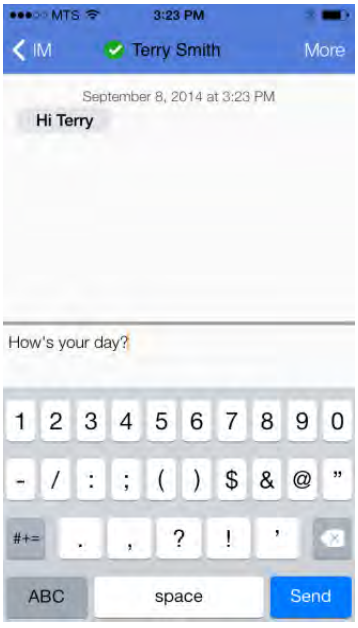
To create a new IM:

2. Tap the **Create** icon (paper with pencil).
3. Select the Friend.
4. Enter the IM text and tap **Send**. You can also add emoticons.

If you want to send a canned message (i.e. “Busy...I’ll call you later.”), tap **More**, select the message you want to send, and tap **Send**.

If a message error occurs, you can tap the red icon beside the message to resend.

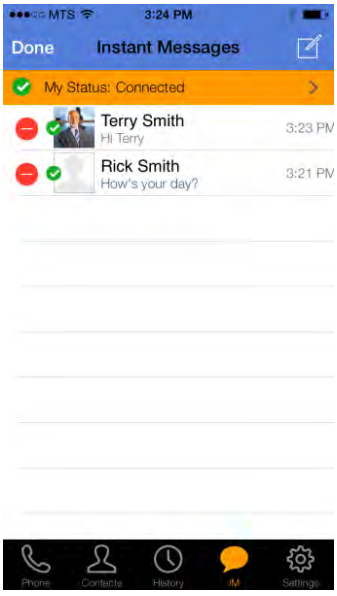


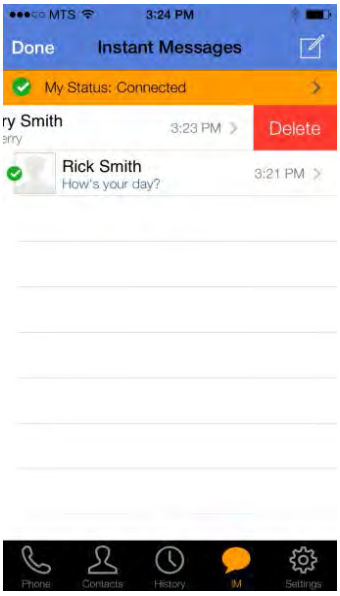




To delete an IM:

1. Tap **Edit**.
2. Tap the red circle beside the message.
3. Tap **Delete**.
4. Tap **Done** when finished.
   OR
5. Swipe from right to left over the IM you wish to delete.
6. Press the red **Delete** button that appears.





Presence

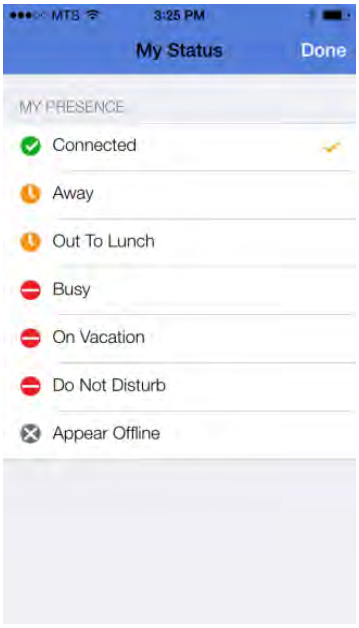
Manually set your presence status that appears to contacts who watch your presence.

How to use it

1. Tap Messages.
2. Tap My Status.
3. Choose a presence status.

Note: When using HUB Mobile Communicator on a Mobile Data Network, you will only see your subscribed friends' presence if Use When Available is ON (Settings >Account > Mobile Data Network > Use When)





Call number display blocking

DO NOT TURN Call Number Display Blocking ON.
If your block calling identification information for outgoing calls is enabled or turned to ON, you will not be able to place any outgoing calls.

How to check status

1. Tap **Settings**.
2. Tap **Account**.
3. Scroll to **Call Number Display Blocking > Enable Call Blocking.**
4. If displays **ON**, tap **ON** to change to **OFF**.

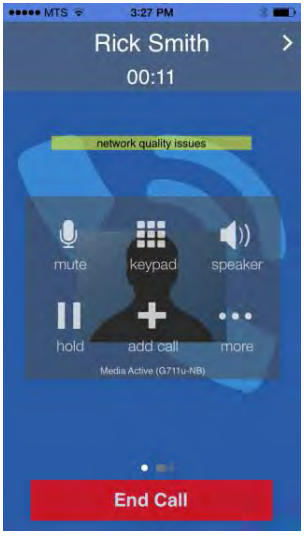
How to Enable Call Number Blocking on a Per Call Basis

You CAN enable call number blocking on a per call basis by dialing *67 before entering the number you are calling.

Network Quality Indicator

The call screen displays a yellow alert to indicate when there are network quality issues that may affect call quality.

The alerts can help you decide whether to handoff a Wi-Fi call to the cellular network.



Contacts and history

This chapter describes how to use the contact list and call history.

- Contacts: Contacts tab (Personal Address Book)
- Contacts: Friends tab (Friends Address Book)
- Contacts: Directory tab (Corporate Address Book)
- History

Contacts: Contacts tab (Personal Address Book)

Your iPhone contains a personal address book of contacts that appear under the **Contacts** tab in HUB Mobile Communicator. You can add, edit and delete contact information from the HUB Mobile Communicator, as well as send an IM or call your contact. Any changes that you make to the personal contacts list from the iPhone will also appear on other HUB Communicators clients.

How to use it

To access the list of personal contacts:

1. Tap **Contacts**.
2. Tap the **Contacts** tab. The contacts from your iPhone are displayed.

To add a new contact:

1. Tap **+** to add a new contact.
2. Complete the contact information and tap **Done**. The contact will also be added to your iPhone personal address book.

To change existing contact information:

1. Tap the contact you want to change.
2. Tap **Edit**.
3. Tap on the field(s) you want to edit and make the changes.
4. Tap **Done** to save the changes. These changes will also be made in the iPhone personal address book.

To delete a contact in the Contacts list:

1. Swipe from right to left over the contact.
2. Tap the red **Delete** button that appears. The contact will also be deleted in the iPhone personal address book.

Can't see your personal address book?

The Privacy settings for Contacts on your iPhone must allow access to HUB Mobile Communicator. To check your settings, in iOS:

1. Tap **Settings**.
2. Tap **Privacy** and then **Contacts**.
3. Check that HUB Mobile Communicator is set to **ON**.

Contacts: Friends tab (Friends Address Book)

Contacts in this list are available across all of your HUB Communicators; these contacts are not contained in the iPhone personal address book. You can have up to 256 Friends in your list.

How to use it

To access your Friends list:

1. Tap **Contacts**.
2. Tap the **Friends** tab.

To add a new contact:

1. Tap **+** to add a new contact.
2. Complete the contact information
3. Tap **Save**. The contact appears in your **Friends** list..

To change existing contact information:

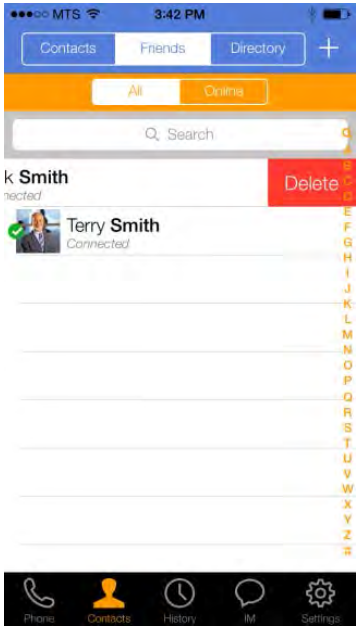
1. Tap the contact you want to change.
2. Tap **Edit**.
3. Tap on the field(s) you want to edit and make the changes.
4. Tap **Done** to save the changes.

To delete a contact in the Friends list:

1. Tap the contact you want to remove.
2. Tap **Edit**.
3. Scroll down to the bottom and tap **Delete Friend**.

OR

1. Swipe from right to left over the contact.
2. Tap the red **Delete** button that appears.



Contacts: Directory tab (Corporate Address Book)

Directory is a corporate address book that includes search capability. Once you have located a contact in the directory, you can:

- add the contact to your HUB Mobile Communicator Friends list
- call, send IM, video call, or email from the directory

How to use it

1. Tap **Contacts**.
2. Tap the **Directory** tab.
3. Enter all or part of the name and wait while the directory loads the contacts that match the search criteria.
4. Select a contact.

Choose one of the following actions:

To send an instant message:

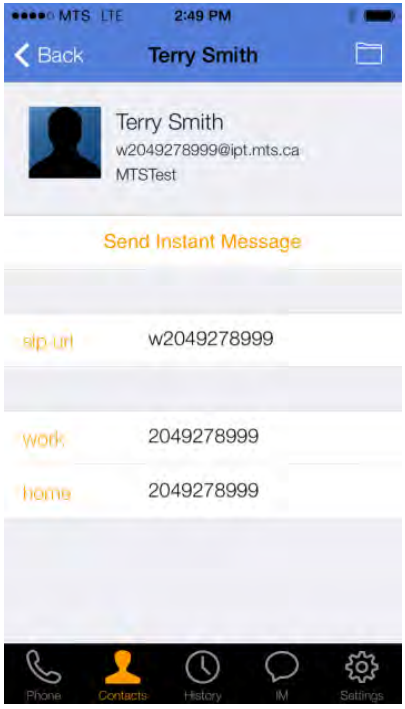
5. Tap Send Instant Message.

To call the contact:

6. Tap on the contact's sip url or number.
7. Select Call [contact] or Video [contact] (if enabled) from the Call [contact], IM [contact], and Video [contact] options.

To add the contact as a Friend:

8. Tap the folder in the upper right-hand corner of the screen.
9. Add or edit additional information if desired.
   You can also subscribe to the contact's presence at this time by scrolling down and changing Subscribe Presence to ON.
10. Tap Save.



History

The HUB Mobile Communicator records all incoming, outgoing and missed calls. You may also start a call by tapping on a phone log.

IMPORTANT NOTE:

- The HUB Mobile Communicator Call Log will always record the actual outgoing number dialed, regardless of the network used to complete the call, (Wi-Fi network or cellular network).
- Your inherent device's Call Log will record a temporary routing number for outgoing calls completed on the cellular network, (occurs when Wi-Fi is turned off or not available). This means you will see numbers in your inherent device's Call Log that you never dialed.

How to use it

1. Tap **History**. The call log displays.
2. Tap **All** or **Missed** to see a specific call log.
3. Tap a call log to place a call.

OR

4. Tap the information icon to the right of the contact to see log details.

On the information page, you can also place a call, add the caller as a new contact, or add to an existing contact.



Mode – Single Stage Dialing

Vertical Service Codes (Star Codes)

Vertical Service Codes (VSCs) are special short codes that usually begin with the * (star) key. VCS, also referred to as Star Codes or Feature Codes, are used to trigger specific features and actions.
The following VSC items are available:

*25 – Call Grabber

Allows you to grab an active call from any of your associated devices e.g. desk phone or HUB Personal Communicator (on your personal computer). Calls can be moved back and forth from any of your devices operating with the same SIP number.

*57 - Call Trace

If you receive harassing, obscene or threatening calls, you can use Call Trace to record the number of the last call you received. The recorded number can then be handed over to law enforcement.

How to use it

To activate a call trace:

1. After receiving a call you wish to trace, dial *57 from the phone,
2. Listen to the prompts and then press 1 to confirm the call trace.
3. Make a note of the time and date of the call.
4. Contact your local law enforcement agency.

Note: Call Trace should only be used in serious situations. The details of the trace will only be released to the law enforcement; you will not be advised of the caller's number. Call trace records are kept for a period of 2 months.

*67 – Call Number Delivery Blocking

Blocks your calling identification information for outgoing calls.
To activate call number delivery blocking:

1. From the HUB Mobile Communicator application dial *67 before the number you are calling.

*70 – Call Forward

Allows local and long distance calls to follow you wherever you go.

How to use it

To activate call forwarding:

1. From the HUB Mobile Communicator application dial *70
2. When you hear the dial tone, enter the number you want to forward your calls to

Note:

- Long distance charges apply when a call is forwarded to a long distance number; you pay the charges, not the caller.
- If the destination is within your organization, you can use the 4-digit abbreviation instead of the full number.
- Call forwarding on your HUB Mobile Communicator application will also affect the behavior of your other associated devices sharing the same number.

*71 – Cancel Call Forward

Cancelling call forward resumes your phones abilities to receive calls as normal.

How to use it

To cancel call forwarding:

1. Dial *71 from the HUB Mobile Communicator application on device that has call forwarding on it.
2. When you hear the dial tone, call forwarding has been cancelled.

*73 – Call Pickup

You can answer an incoming call to a VoIP phone in your organization using your wireless device or any other phone in the same Call Pickup Group.

How to use it

To pickup an incoming call in the same Call Pickup Group:

1. While the call is ringing go to HUB Mobile Communicator application
2. Dial *73 from dialpad and press Call.

*74 – Call Park

Call Park allows you to place an active call on a hold that can then be retrieved by anyone in the same customer Call Park Group.

How to use it

To park an active call:

1. Press the add call button to open a 2nd line.
2. Dial *74 and wait for the dial tone. The 1st call will end.
3. Hang up the 2nd call. The 1st call is parked.

*75 – Call Park Retrieval

You can retrieve a parked call from any phone within the same customer Call Park Group.

How to use it

To retrieve a parked call:

1. From the any phone within the same Call Park Group dial *75 plus the last 4-digits of the number where the call is parked.

*88 or ## – Last Number Redial

Call the last number that was dialed from your phone.

How to use it

To active last number redial:

1. From the HUB Mobile Communicator application dialpad, dial *88 or ##.

Settings and help

This chapter describes how you can use settings to customize the iPhone for your use.

- Mobile Data Network Settings
- Troubleshooting
- Getting help

Account

Account settings allow you to Unregister your accounts and select Mobile Data Network, Video calls, Incoming Call Disposition, Meet Me Conferencing, Call Number Display Blocking settings as well as view your Mobile DN, Chair PIN, and Voice Mail number. Most of the settings are self-explanatory but there are a few with menu items explained below.

Mobile Data Network Settings

Through the **Use When Available** setting you can control whether HUB Mobile Communicator runs only on Wi-Fi connection or over both Wi-Fi and the Cellular Mobile Data Network.

Note: When you are registered over the mobile data network (not Wi-Fi) and have selected a Calling Mode other than Single Stage Dialing, HUB Mobile Communicator will automatically reject incoming calls without notifying you. If your provider has enabled Incoming Call Disposition, HUB Mobile Communicator will notify you of incoming calls with options to "push to mobile" or "send to voicemail".

The assumption is that you have selected a Calling Mode other than Single Stage Dialing because you do not want to use mobile data for calls; this is the reason Single Stage Dialing calls are rejected.

How to use it

In the HUB Mobile Communicator application:

1. Tap **Settings**, then **Account**.
2. Under **Mobile Data Network > Use When Available**:

ON:

- Allows HUB Mobile Communicator services (e.g. IM/Presence) to run over the Cellular Mobile Data Network (that is, when not in Wi-Fi).





OFF:

- Does not allow any HUB Mobile Communicator calls or services (e.g. IM/Presence) to run over the Cellular Mobile Data Network (that is, when not in Wi-Fi).
- The 'Phone Service Error' message is a one-time warning message!
- Once you tap 'OK' the HUB Mobile Communicator's ability to place calls or access services over the Cellular Mobile Data Network is now tuned OFF.
- All calls placed using the HUB Mobile Communicator application will automatically revert to and be placed over the mobile device's main service (that is, the dial pad will change to the device's main dial pad and the call will be placed over the device's inherent cellular network).
- **Note:** The Pop-up messages are not an error, just an information message.

Single Stage Dialing is only available when Use When Available is **ON**.

Incoming call disposition

You can decide how incoming IP calls are handled on a per call basis or permanently for all IP calls if enabled in your service profile.

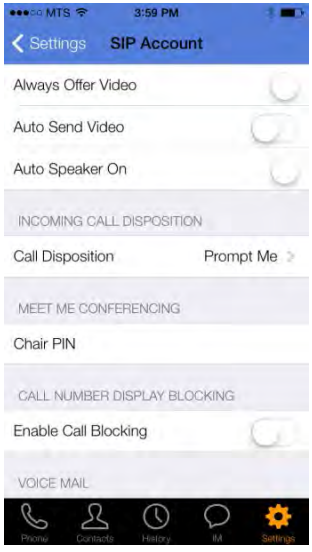
The Incoming Call Disposition options are:

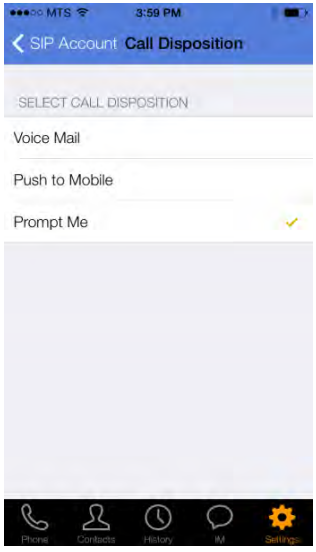
- **Voice Mail**: the call is automatically sent to voicemail and all other Communicators stop ringing. Calls appear as Missed in the Call logs.
- **Push to Mobile**: the call is redirected to the Cellular Voice Network. Other Communicators do not stop ringing until the call is answered on the HUB Mobile Communicator. Calls appear as answered in the call log and also appear in the native call log as a regular incoming call.
- **Prompt Me**: you will be prompted on each incoming call with Answer, Decline, Send to Voicemail, or Push to Mobile call disposition options. This is the default setting.

How to use it

To permanently set the call disposition:

1. Tap **Settings**>**Account**.
2. Select **Incoming Call Disposition**.
3. Select one of the following options:
   - **Voice Mail** - all system calls will be directed to your system voicemail.
   - **Push to Mobile** - all system calls will be directed to the Cellular Voice Network.
   - **Prompt Me** - (default) if you want to determine call disposition on a per call basis.





Troubleshooting

This feature allows you to send a diagnostic log for operator debugging purposes.

How to use it

If you are able to login to the HUB Mobile Communicator application:

1. Tap **Settings**>**Advanced Settings**.
2. Under Application Logging, select **Send Log**.
3. Tap **Yes** to send the log when prompted.
4. Record the log number and contact your next level of support.

If you are unable to login to the HUB Mobile Communicator application:

1. Fill in your username and password on the login screen.
2. Hold down on the **Login** button for five seconds.
3. The HUB Mobile Communicator application will prompt you about sending a log.
4. Click **Yes** to send the log.

Getting help

To access HUB Mobile Communicator Help, tap **Settings**>**Help**. Scroll through the Table of Contents for feature, configuration and troubleshooting topics.