

MTS Hosted Unified Business Mobile Communicator iPad User Guide

www.mts.ca

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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.

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Introduction

The MTS Hosted Unified Business (HUB) Mobile Communicator for iPad Quick Reference describes common and useful HUB Mobile Communicator features and services for iPad users. It is not a description of every feature available. Some features may not be available to users. Contact your service provider for the list of applicable features.

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

HUB Mobile Communicator supports a single user per device. IM history, Presence status and other settings will persist for any other user who logs into HUB Mobile Communicator on the same device. To clear your personal HUB Mobile Communicator information on your iPad you must reinstall HUB Mobile Communicator for iPad.


Applies to







This document applies to release 10.4 HUB Mobile Communicator iPad load 3.2.0 (2, 3rd, 4th and 5th generation, iPad Air, and iPad Mini 1st and 2nd generation) with operating systems (iOS) 7.0-8.0.

Prerequisites

You must be familiar with your iPad 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.

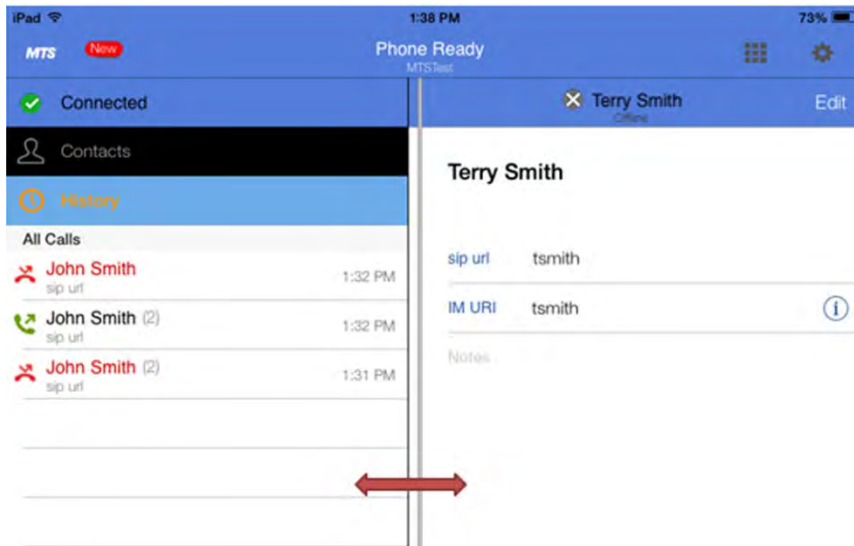
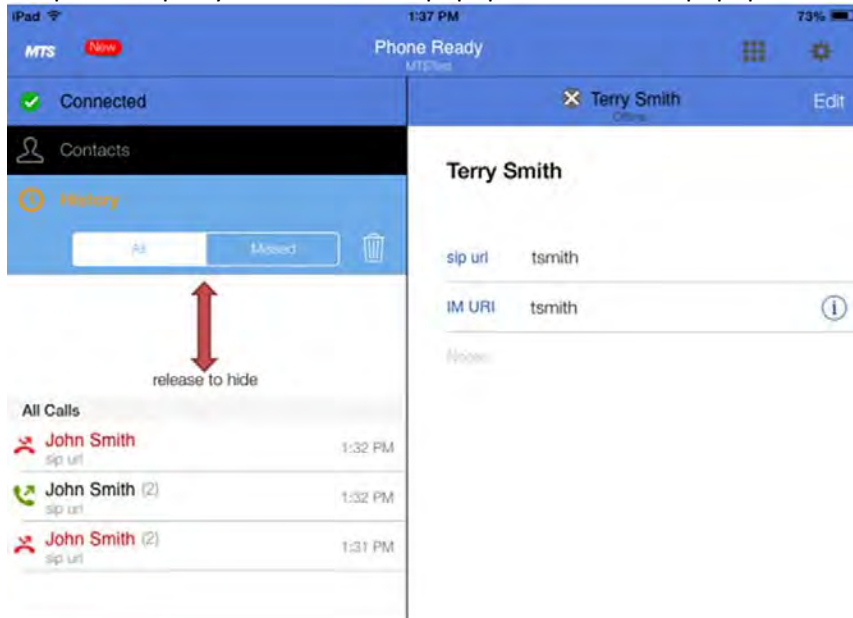
Table 1 HUB Mobile Communicator Buttons

Button	Name
	add call
	history
	Contacts
	quick start - The options that appear in this menu change depending on the context
	hold
	messages
	mute
	settings
	split

Button	Name
	speaker
	transfer
	new voice mail indicator
	canned message
	keypad
	send

You can also pull down the Contacts, History, and Messaging lists to hide filters.

To resize the Navigation pane, tap and hold the divider and drag to adjust the width of the pane. Tap anywhere outside a popup to remove the popup.



Navigation

The MTS Hosted Unified Business (HUB) Mobile Communicator for iPad Quick Reference is organized into the following chapters:

- [Calling](#)
- [Features and services](#)
- [Contacts and history](#)
- [Settings and help](#)

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
- Three-way calling/Swap calls
- Call transfer: Blind transfer
- Call transfer: Consultative transfer
- Handsfree speaker
- Call hold
- Video calls
- Call recording
- Call multi-tasking
- Meet Me conferencing
- Call Grabber

Making a call

HUB Mobile Communicator offers several convenient ways to make Voice over IP (VoIP) calls using Wi-Fi or Mobile Data (such as 3G data or LTE) networks. Calls made over Wi-Fi do not use your Mobile Data.

If you would like to change your settings so HUB Mobile Communicator services only run when in a Wi-Fi network, see [Mobile Data Network settings](#).

This section describes how to make audio-only calls. For more information about making and receiving video calls, see [Video calls](#).

Note: 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

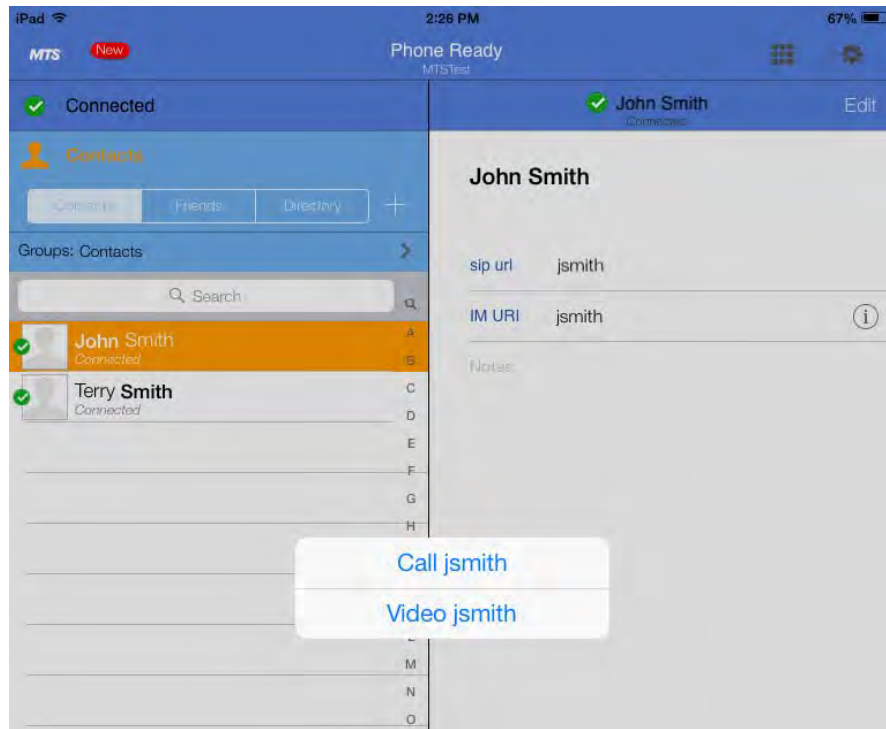
Calling from the dialpad:

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



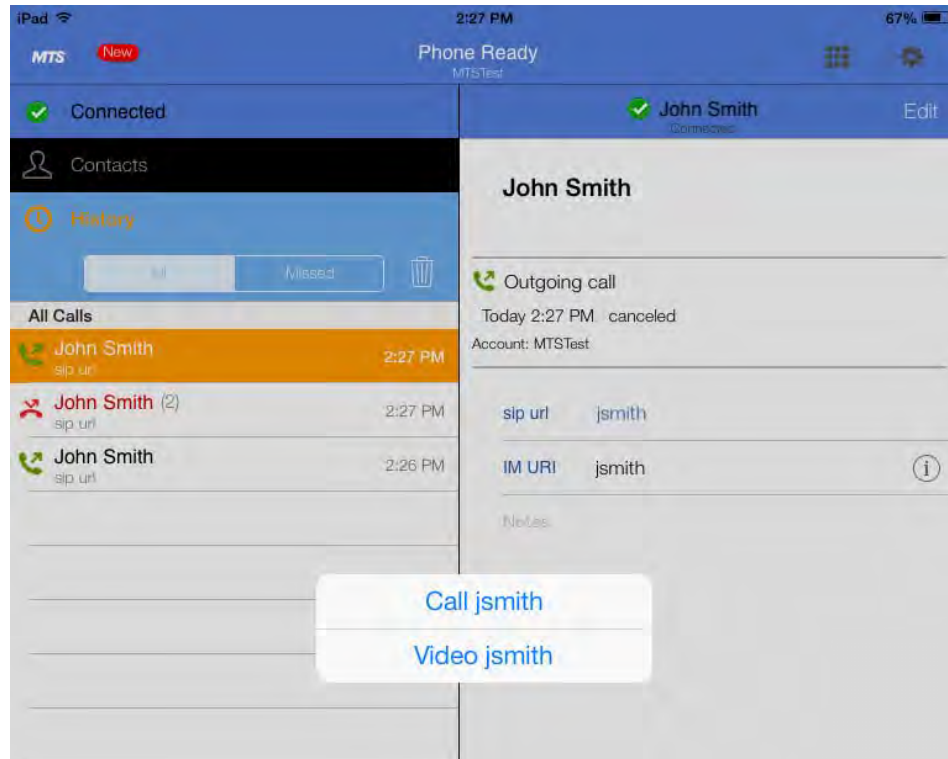
Calling from the Contacts tab:

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



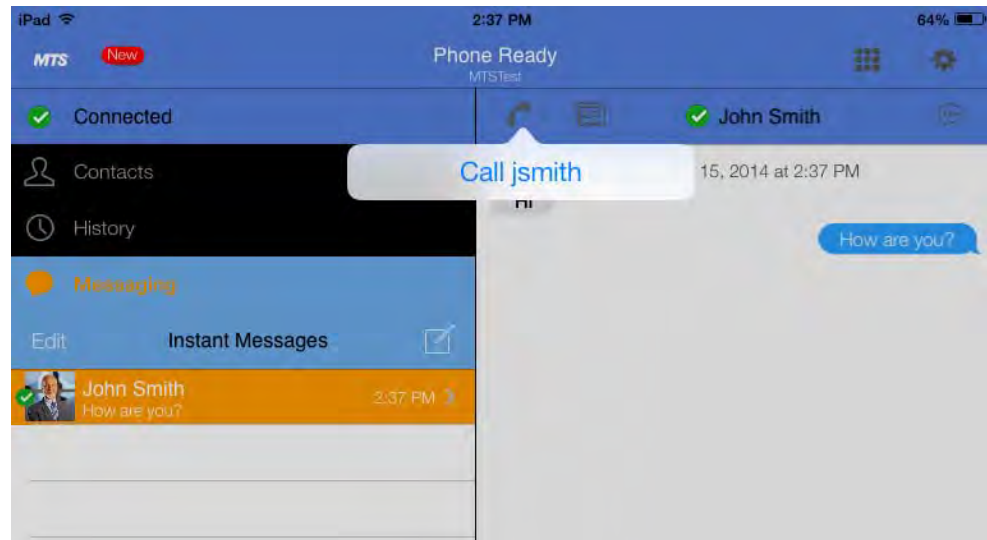
Calling from the History tab:

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



Calling from the Messaging tab:

- 1 Tap the **Messaging** tab and select a message.
- 2 Tap the **Call** icon at the top of the window to place the call.



HUB Mobile Communicator will automatically format the phone number according to the region selected on your iPad.

Note: You can change the Region on your iPad by navigating to **Settings>General>International>Region Format**. Supported regions include Canada, United States, United Kingdom, and Japan. International numbers will not be automatically formatted.

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 iPad is locked.

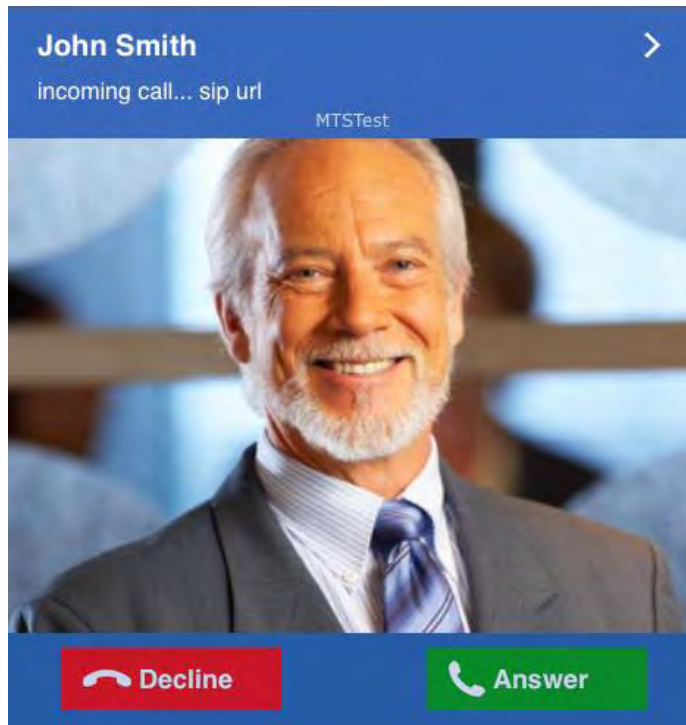
Note: HUB Mobile Communicator must be included in the iPad Notification Center to receive incoming call alerts when the app is running in the background or when the phone is locked. On your iPad, go to **Settings>Notification Center>HUB Mobile Communicator** to modify Alert settings.

How to use it

When your HUB Mobile Communicator app is open:

1 Tap:

- **Answer** to pick up the call.
- **Decline** to close the incoming call window and send the caller to voicemail.



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

Once you are in a call, there are many actions you can perform using the menus at the top and bottom of the screen.

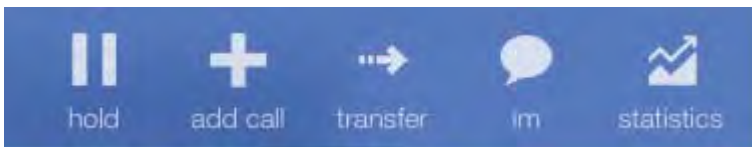
Top menu bar



Tap:

- **mute** - to mute or unmute your audio
- **speaker** - see Handsfree speaker
- **record** - see Call recording
- **video** - to add video to the active call, see [Video calls](#)

Bottom menu bar



Tap:

- **hold** - to Hold or release Hold the call, see [Call hold](#)
- **add call** - to make a second call. See [Three-way calling/Swap calls](#)
- **transfer** - see [Call transfer: Blind transfer](#) or [Call transfer: Consultative transfer](#).
- **statistics** -to view live Call Statistics

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 conference into two separate calls. When you initiate a three-way call on your HUB Mobile Communicator client, the video call becomes an audio-only call.

When you hang up, the three-way conference ends for all parties.

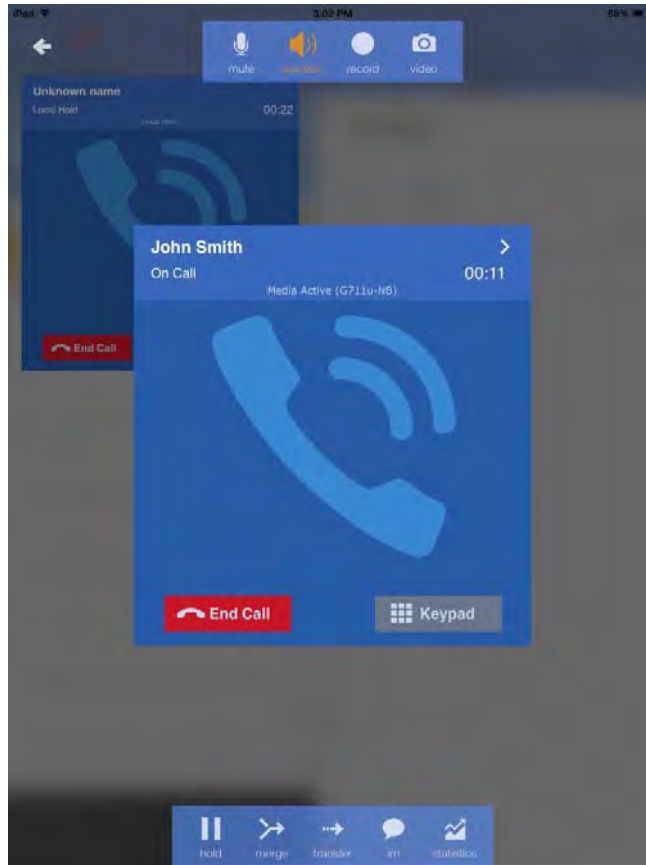
How to use it

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**.

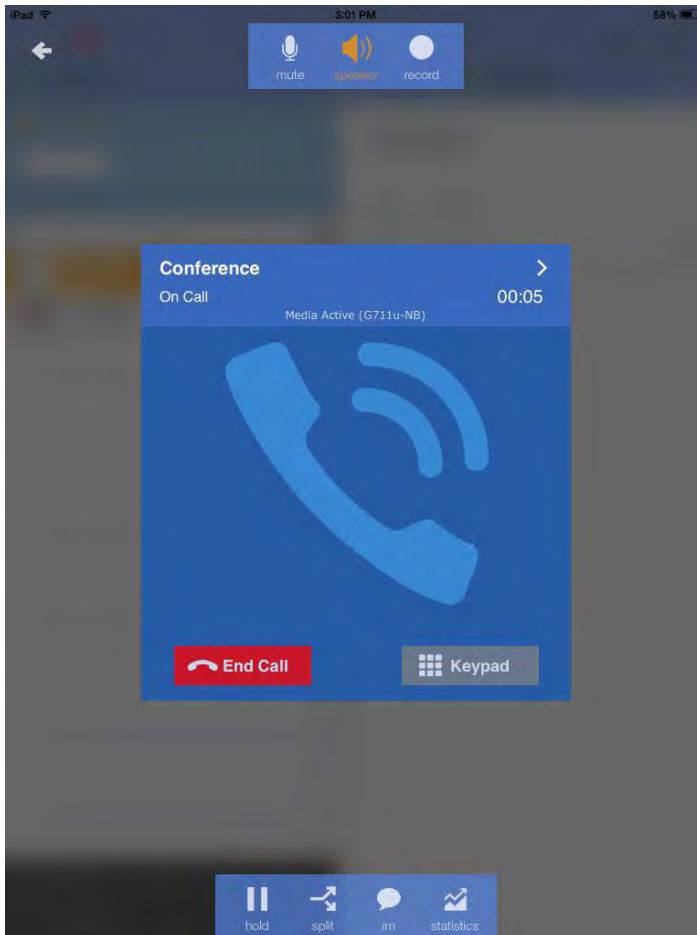
The current call is put on hold and the second call rings. You can also tap on a call window to toggle between the two active calls. When you tap on the second call window, the first call window is automatically put on hold.

3 Tap merge to start a three-way call.



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 being transferred is a HUB Mobile Communicator client, depending on how your service provider configures their network. Video can always be added once the call is established.

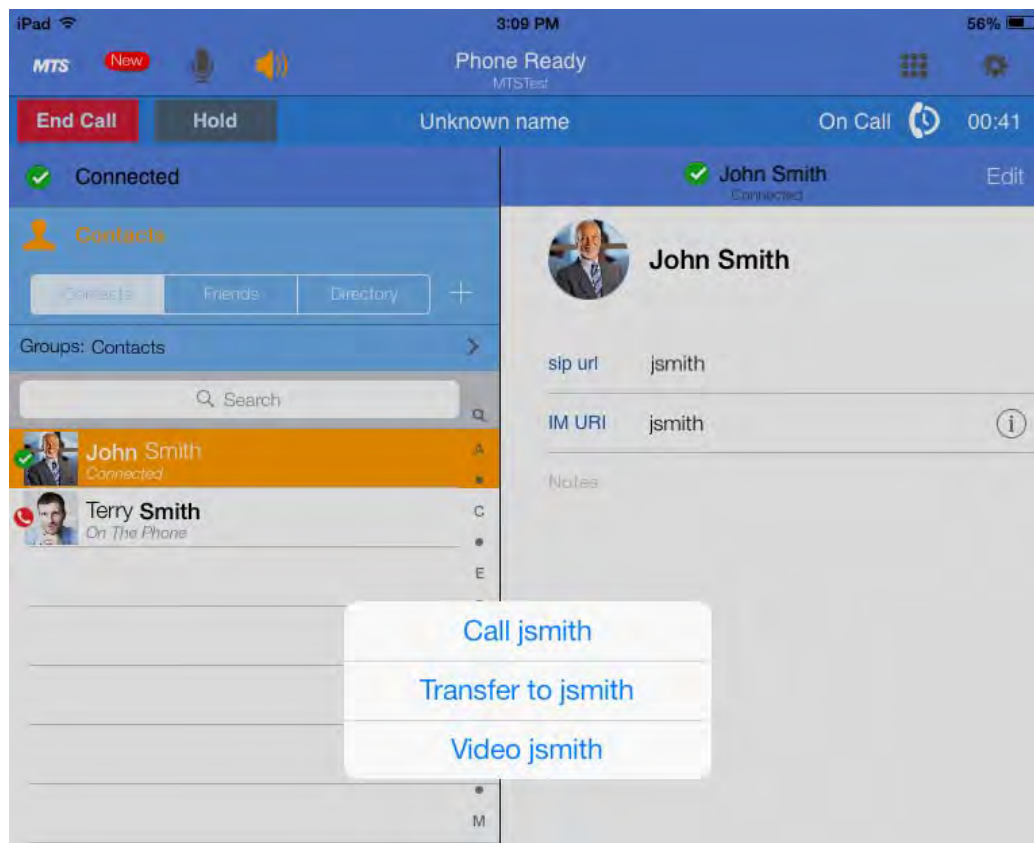
How to use it

While on a call:

- 1 Tap **transfer**. The dialpad appears.
- 2 Enter a number or user ID then tap **Xfer**.

OR

Tap a name in the **Contacts** list, select a number, then tap **Transfer to**.



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 being transferred is a HUB Mobile Communicator client, depending on how your service provider configures their network. 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**.
- 2 Dial the number or enter the SIP ID and tap **Call**.
The original call is put on hold.
- 3 When the other party answers, you can speak with them before you tap **Transfer**.

You are automatically disconnected from the call when the transfer is complete.

Handsfree speaker

You can use the built-in iPad speaker during a call.

How to use it

During an active call:

- 1 Tap **speaker** to enable or disable the speakerphone.

Call hold

Put a call on hold to stop the audio send and receive. Call hold is useful when you want to transfer a call.

How to use it

During an active call:

- 1 Tap **hold** to place a call on hold or to remove a call from hold.

Video calls

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

Depending on how your service provider configures their network, a video call usually becomes an audio-only call when the party being transferred is a HUB Mobile Communicator client. Video can always be added once the call is transferred.

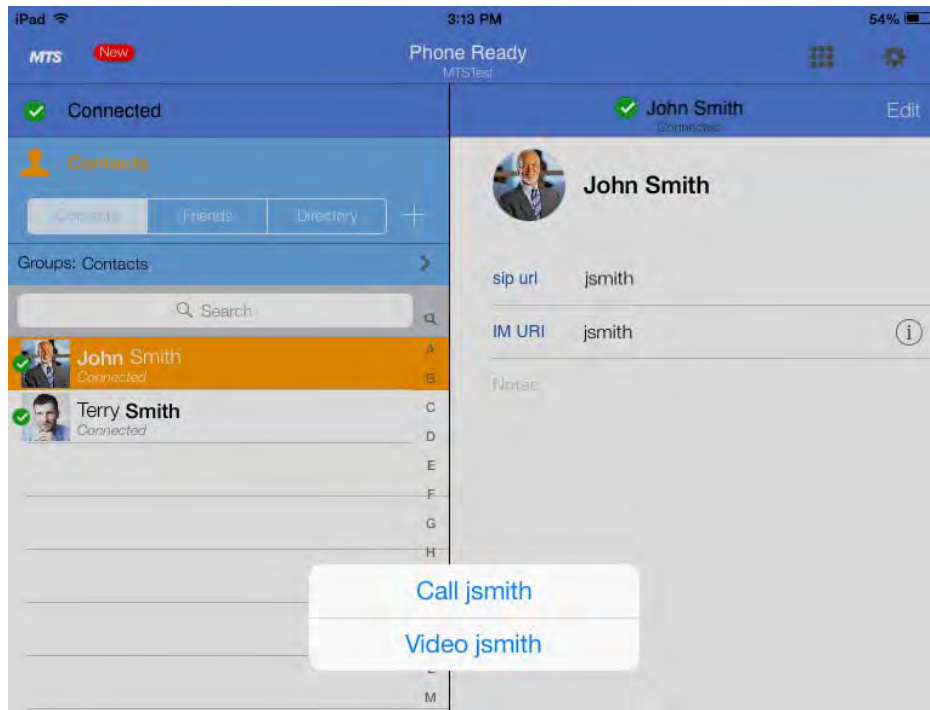
When you initiate a three-way call on your HUB Mobile Communicator client, the video call becomes an audio-only call.

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 the **video** icon on the toolbar above the active call window.

Tap **stop** to stop sending video and **swap** to switch between front and rear-facing cameras.



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:

- 1 When your phone rings for a video call, you 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 can record incoming or outgoing calls to playback later.

How to use it

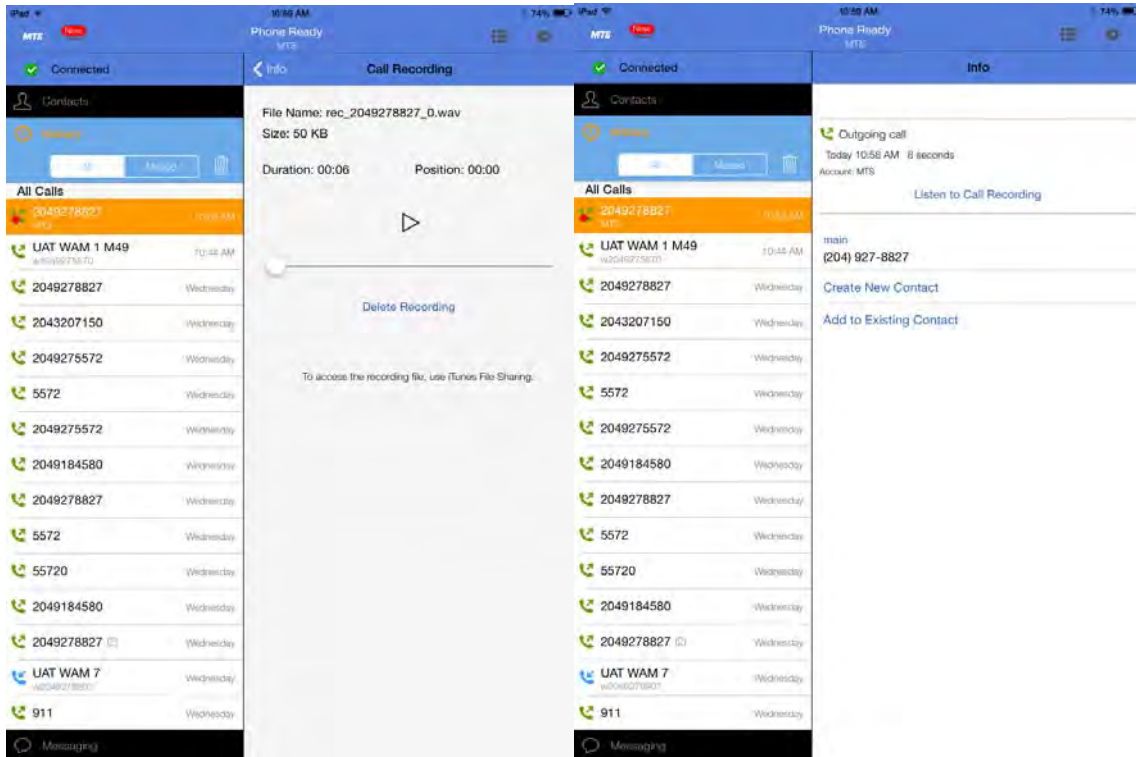
To record an active call:

- 1 Tap **record**. The button turns red to indicate that the call is being recorded.
- 2 Tap **record** a second time to stop recording.

To listen to a recorded call:

- 1 Tap **History**.
- 2 Tap **All** for all call logs.
- 3 Select the recorded call and tap **Listen to Call Recording**.
- 4 Tap the **play** button.

Tap **Delete Recording** to delete the recording.



Call multi-tasking

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

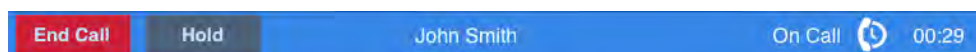
How to use it

While on a call:

- 1 Tap the arrow at the top left of the screen.

The control buttons for the active call move to a bar at the top of the screen, allowing you to access contact information, view settings, history and IMs. You can **End Call**, put the call on **Hold** and **Mute** from the call control bar.

- 2 To return to the call screen, tap the call control bar 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.

Call Grabber

This feature lets you grab an active call from another device, if enabled by your service provider, allowing you to move to or from your desk at your convenience. Only calls answered or originated by VoIP can be grabbed.

How to use it

From the dialpad:

- 1 Tap the **quickstart** icon.
- 2 Tap **Call Grabber**. The iPad grabs the call from the desk phone or PC Client.

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 (RTCP-based)

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 Personal Agent.

How to use it

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

- 1** Access your 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 **New** notice at the top left of the screen.

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

How to use it

There are two ways to retrieve a voicemail:

- 1 Tap the **New** notice at the top left of the screen.
 - 2 Tap **Call Voice Mail**.
- OR
- 1 Tap the **dialpad**.
 - 2 Tap the **quickstart** menu and select **Voice Mail**.



Instant messages

You can send and receive instant messages (IM) over 3G/4G/Wi-Fi from contacts in your Friends list, delete IMs, allow IMs from unknown users, and change Messaging settings such as sound, tone, and text size. Not all emoticons are compatible between devices (for example, iPad and Android).

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

- Turn Alert Sound **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.

- Turn [Enter] As Newline **ON** if you want the enter key on your keyboard to add a new line rather than send the IM.
- 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

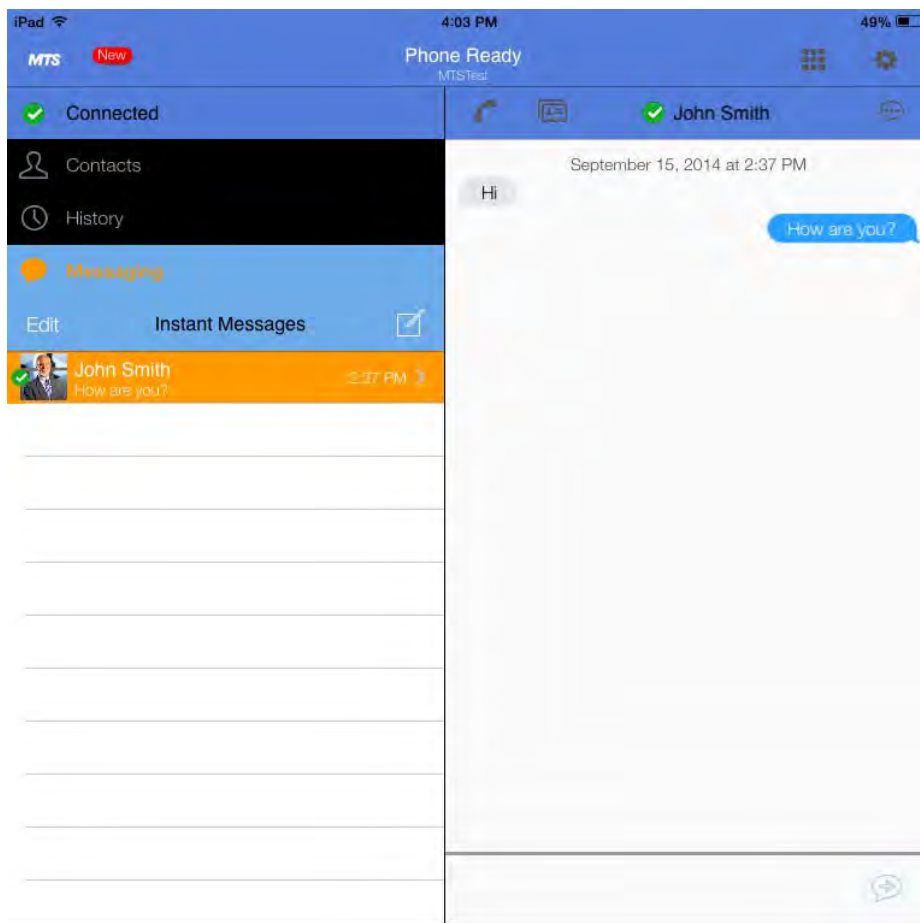
- 1 Tap **Messaging** in the left pane of the window. The Instant Messages screen opens.

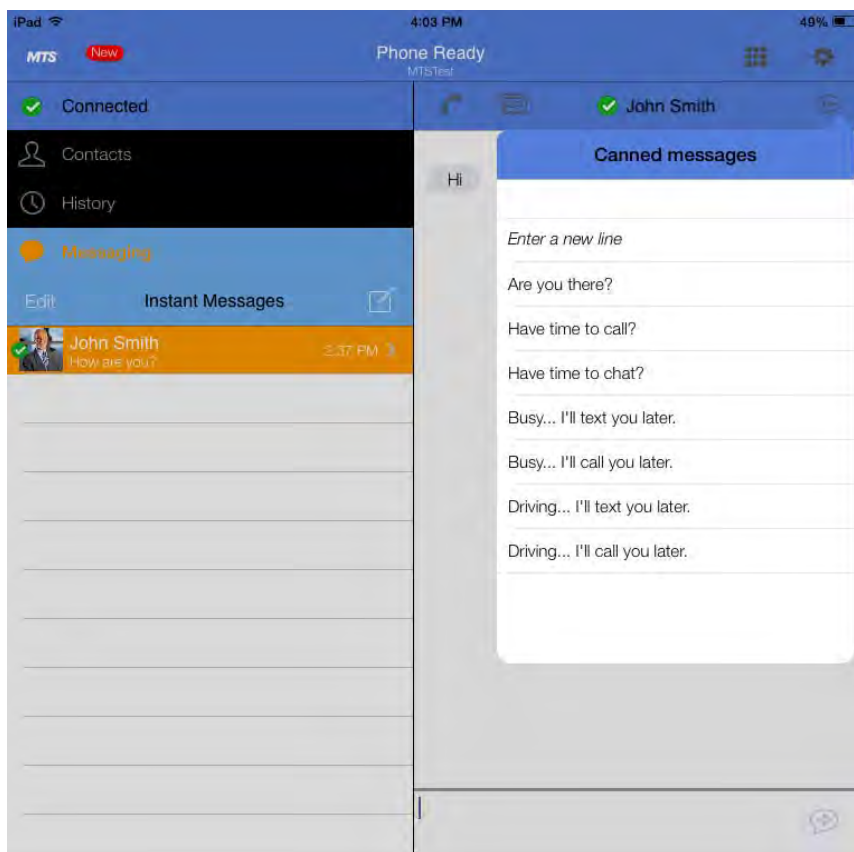
To create new IM:

- 2 Tap the **Create** icon (paper with pencil).
- 3 Select the Friend from the list.
- 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.



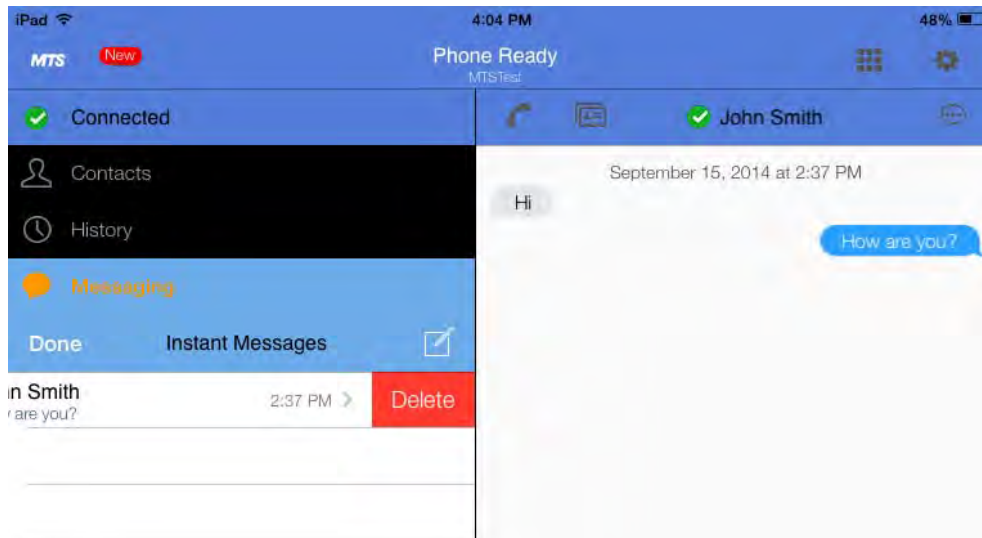


To delete an IM:

- 1 Tap **Edit** above the list of Instant Messages.
- 2 Tap the red circle beside the message.
- 3 Tap the red **Delete** button that appears.

OR

- 1 Swipe from right to left over the IM you wish to delete.
- 2 Tap the red **Delete** button that appears.



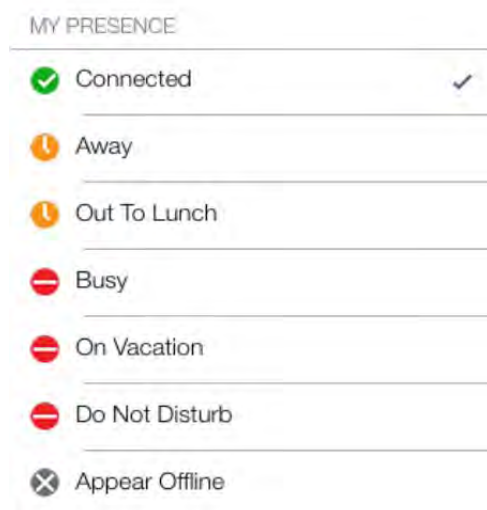
Presence

Manually set your presence status or create a custom status that appears to contacts who watch your presence.

Changing your presence status

1. Tap your current status at the top of the left panel. The My Status presence options window opens.
2. Select a status. Tap anywhere else on the application to return to the home screen.

Note: 3G/4G presence notifications appear only when **Settings >Account > Mobile Data Network > Use When Available** is ON.



Call Number Display Blocking

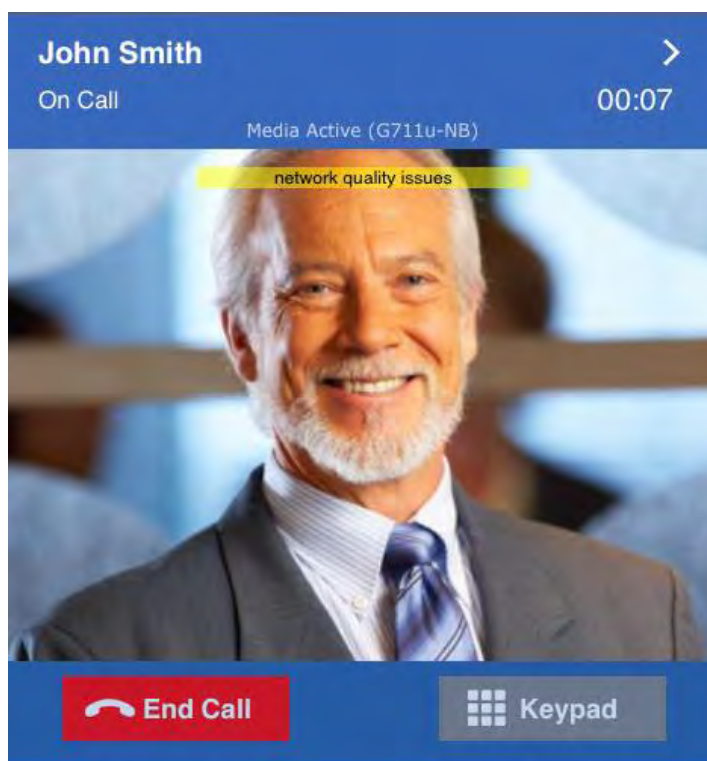
Block your calling identification information for outgoing calls. This service must also be enabled in EXPERIUS.

How to set it up

1. Tap **Settings**.
2. Tap **Account**.
3. Scroll to **Call Number Display Blocking**.
4. Set **Enable Call Blocking** to **ON**.
- 5.

Network Quality Indicator (RTCP-based)

The call screen displays a yellow alert to indicate when there are network quality issues that may affect call quality. If you are seeing this indicator, try moving closer to your Wi-Fi access point or switching to Wi-Fi if you are calling on your 3G/4G network.



Contacts and History

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

- [Contacts: Contacts tab](#)
- [Contacts: Friends tab](#)
- [Contacts: Directory tab](#)
- [History](#)

Contacts: Contacts tab

Your iPad 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 client, as well as send an IM, or call your contact. Any changes that you make to the personal contacts list from the iPad will also appear on other clients.

How to use it

To access the list of personal contacts:

- 1 Tap **Contacts**.
- 2 Tap the **Contacts** tab. The contacts from your iPad appear.

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 iPad personal address book. The **Subscribe Presence** option is automatically selected and 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. Tip: Select **Subscribe Presence** to see their presence status.
- 4 Tap **Done** to save the changes. These changes will also be made in the iPad 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 iPad 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

Contacts in this list are available across all of your HUB Mobile Communicator clients; these contacts are not contained in the iPad 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 friend:

- 1 Tap **+** to add a new friend.

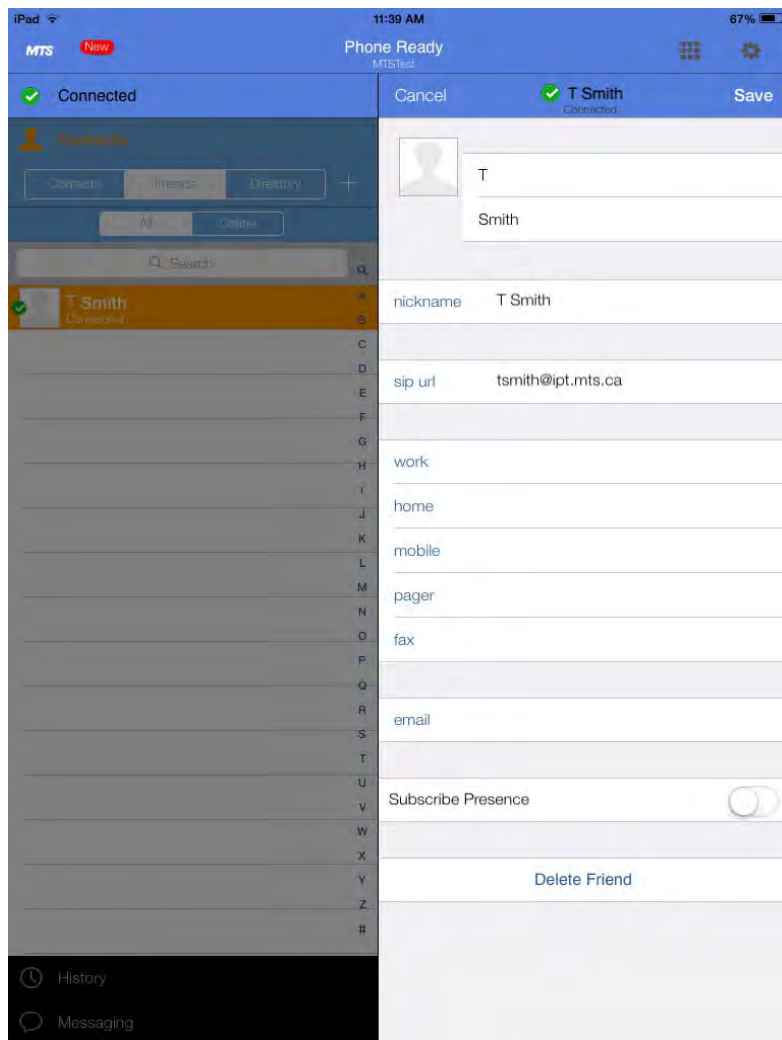
- 2 Complete the contact information. You must include a softphone (sip url) in order to add a valid contact.
- 3 Tap **Save**. The contact appears in your **Friends** list.

To change a friend's 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 **Save** 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

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:

- 1 Tap **Send Instant Message**.

To call the contact:

- 1 Tap on the contact's **sip url** or number.
- 2 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:

1. Tap the folder in the upper right-hand corner of the screen.
2. Add or edit additional information if desired.

You can also subscribe to the contact's presence selecting **Subscribe Presence**.

1. Tap Save.



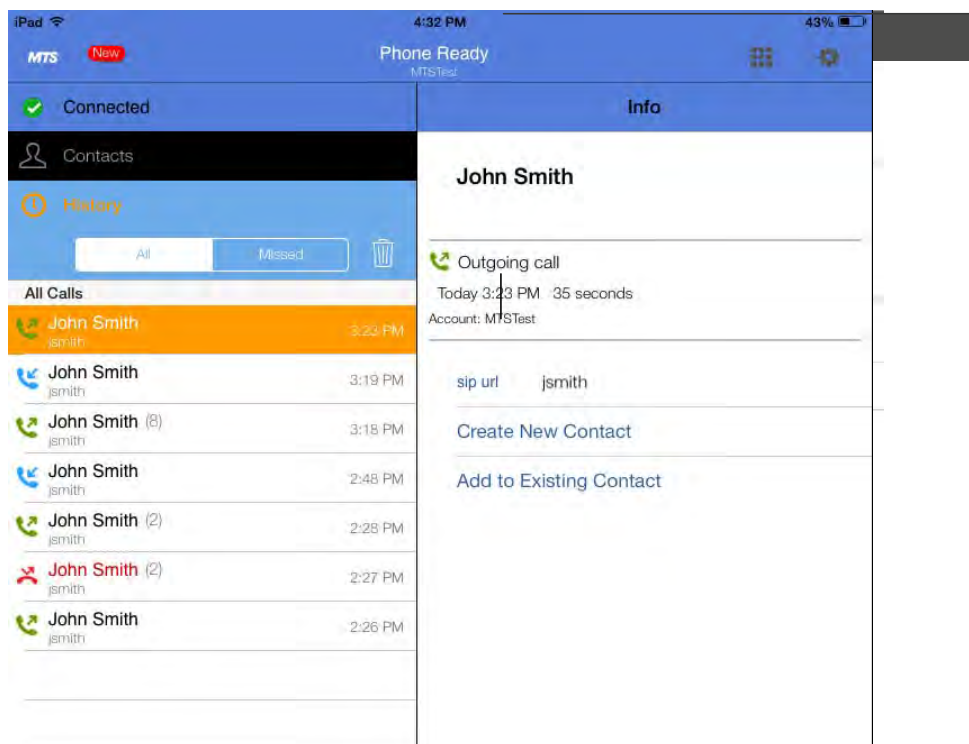
History

The HUB Mobile Communicator client records all incoming, outgoing and missed calls. You may also start a call from the call log information screen.

How to use it

- 1 Tap **History**. The call log displays.
- 2 Tap **All** or **Missed** to see a specific call log.
- 3 Select a call log to see log details and actions.
- 4 From the information screen, tap the button for the action you wish to perform:
 - **phone number** or **sip url**: to place a call
 - **Create New Contact**: to add the caller as a new contact

- Add to Existing Contact: to add the caller's information to an existing contact.



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.

How to use it

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 an IP 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 iPad for your use.

- [Troubleshooting](#)
- [Getting help](#)

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**.
- 3 Under Application Logging, select **Send Log**.
- 4 Tap **Yes** to send the log when prompted.
- 5 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** and scroll through the Table of Contents for feature, configuration and troubleshooting topics.