


# IBC Phone Set

The new phone set being launched in Government have a high-resolution, colour display with programmable keys and shortcut buttons. The legend below can help you navigate the features of the new phones.



## Phone Set Glossary

1	Handset light strip	A flashing red light indicates when a call is incoming. A steady red light indicates a new voicemail.
2	Phone screen	Shows information about your phone such as directory number, active call and line status, softkey options, speed dials and phone menu listings.
		 Missed call icon and a counter showing the number of missed calls  Voicemail icon and a counter showing the number of voicemails
3	Programmable feature button	Your phone provides quick access to your phone lines, features and call sessions.
		 Steady — Active call or two-way intercom call  Flashing — Held call
		 Steady — Privacy in use, one-way intercom call, Do Not Disturb (DND) active or logged into a Hunt Group  Flashing — Incoming call or reverting call
		 Steady — Remote line in use (shared line or Line Status)  Flashing — Remote line on hold
4	Softkey buttons	Softkey options display on your phone screen.
5	Navigation and selection button	Allows you to scroll through menus, highlight items and select the highlighted item.
6	Release button	Ends a connected call.
7	Hold/Resume button	Place an active call on hold and resume the held call.
8	3 to 6-way conferencing button	Create a conference call with up to a maximum of six participants.
9	Transfer button	Transfer a call.
10	Speakerphone button	Toggle the speakerphone on or off. When the speakerphone is on, the button is lit.
11	Mute/Unmute button	Toggle the microphone on or off. When the microphone is muted, the button is lit.
12	Headset button	Toggles the headset on or off. When the headset is on, the button is lit.
13	Dialpad	Allows you to dial phone numbers, enter letters and select menu items (by entering the item number).
14	Volume button	Control the handset, headset and speakerphone volume (off hook) and the ring volume (on hook).
15	Applications button	Opens or closes the Applications menu. Use the Applications button to access history, speed dials and user preferences.
16	Voicemail button	Auto dials your voice messaging system.
17	Contacts button	Opens or closes the Directories menu. Use the Contacts button to access personal and enterprise directories.
18	Back button	Return to the previous screen or menu.
19	Handset	Phone handset.
20	Speaker and microphone	Speaker for speakerphone and the ring tone. Microphone for calls using speakerphone.

# Online version of your IBC landline telephone

When you receive your new IBC telephone, you will gain access to an online Soft Client desktop application. This application allows you to make and receive phone calls on your computer.



The IBC Soft Client application can be accessed using the shortcut link found on the desktop of your Government computer.

## IBC Soft Client Login

A screenshot of the IBC Soft Client Login window. The window title is 'SaskTel IBC'. The menu bar includes 'File', 'Edit', and 'Help'. The header features the 'SaskTel Business Solutions' logo and the 'IBC' text. The login form contains a 'Username' field with a dropdown menu showing '3067875555@ibc.sasktel.com', a 'Password' field, a 'Sign In' button, and two checkboxes: 'Remember password' and 'Sign in automatically'. The version number '22.7.0.715' and a gear icon are visible at the bottom right.

**Username:**

3067871234@ibc.sasktel.com

**Password:**

12 characters password

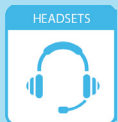
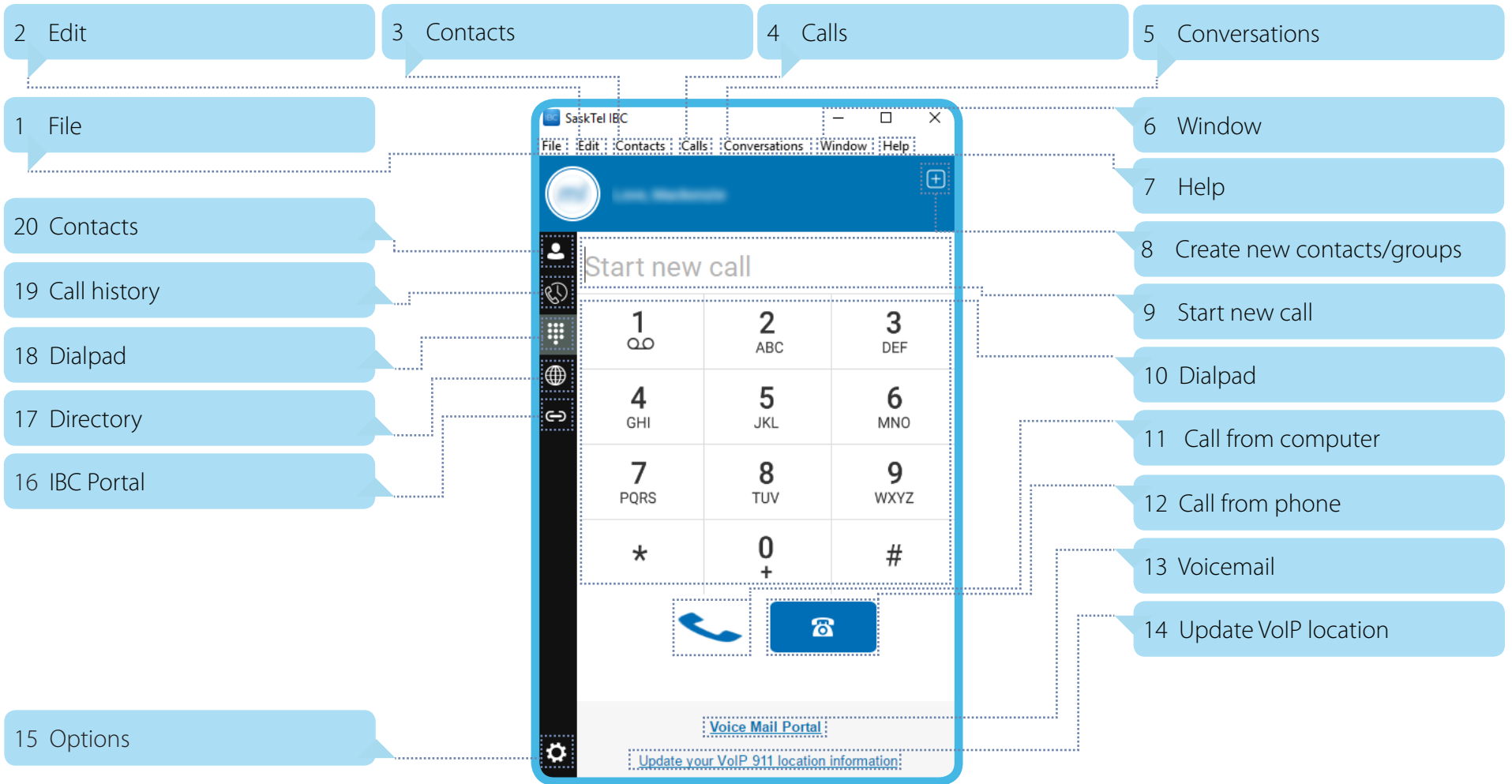
**Tip:** Check "Remember password" and stay logged into Soft Client.



Once you receive an IBC phone, SaskTel sends an auto-generated email with your username and password that are associated with your IBC phone number for the new telephone services (i.e. 3067871234@ibc.sasktel.com) – check your junk mail folder if you do not receive the email.

# IBC Soft Client

The legend below can help you navigate the features of the IBC Soft Client.



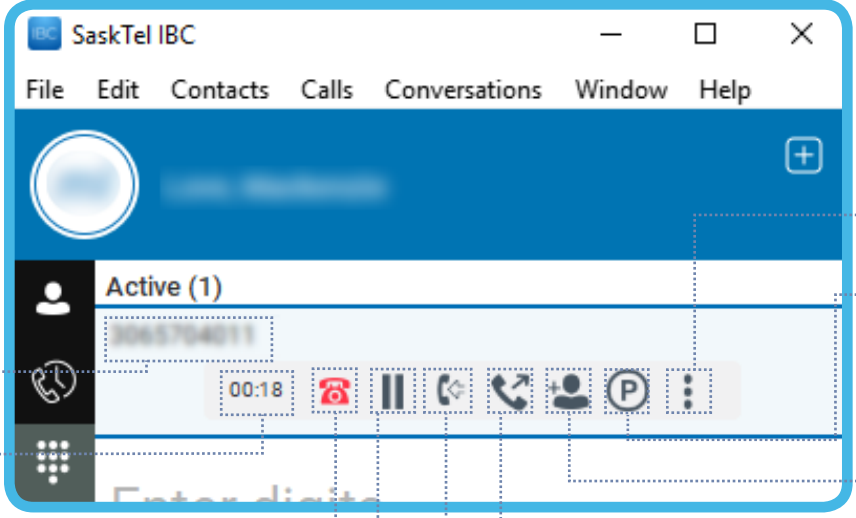
To use your computer as a telephone, you require a USB headset. Some earbuds with a microphone feature may also work with the IBC Soft Client. Visit [www.taskroom.sp.saskatchewan.ca](http://www.taskroom.sp.saskatchewan.ca) for headset recommendations made by the IT division of Central Services.

## IBC Soft Client Glossary

1	File	Manage your preferences, sign out of soft client and find information about SaskTel IBC.
2	Edit	Cut, Copy, Paste and Select All.
3	Contacts	Manage contacts and how they are displayed in soft client.
4	Calls	Set up call features such as: Do Not Disturb, Call Forwarding, Call Me Anywhere and more.
5	Conversations	Active call conversation window.
6	Window	Control the various windows that are in the soft client.
7	Help	Access SaskTel online support site for your IBC phone.
8	Create new contacts/groups	Create contacts and groups for phone numbers that don't exist in the directory.
9	Start new call	Dial or paste a telephone number to make a call.
10	Dialpad	Allows you to dial phone numbers, enter letters and select menu items (by entering the item number).
11	Call from computer	Makes calls using soft client.
12	Call from phone	Makes calls using your landline telephone.
13	Voicemail	Check your voicemail and manage your voicemail settings.
14	Update VoIP location	If you call 911 from your soft client, the operator can find your location from the settings. Ensure you update your settings when you change locations.
15	Options	Change preferences and call settings for your IBC telephone.
16	IBC Portal	Links to the telephone web portal where you can view or make changes to your telephone features.
17	Directory	Provides a complete list of users in Government's IBC directory. All Government contacts will be added to the directory as they join the IBC phone service.
18	Dialpad	Use to enter a phone number to place a call. Call can be made from computer or pushed to your landline telephone.
19	Call history	History of placed, received and missed calls.
20	Contacts	Display and manage your contacts.

## IBC Soft Client Call Window

When a call is made using your IBC telephone system using the landline telephone or Soft Client, the below options will appear if you are logged into your IBC Soft Client. The legend below can help you navigate the features of the IBC Soft Client Call Window.



The screenshot shows a window titled "SaskTel IBC" with a menu bar containing "File", "Edit", "Contacts", "Calls", "Conversations", "Window", and "Help". The main area displays a call in progress with a status bar at the bottom containing several icons: a red telephone handset, a vertical bar, a curved arrow, a telephone handset with a curved arrow, a person icon, a "P" in a circle, and a vertical ellipsis. The call duration "00:18" is shown next to the handset icon. A legend of nine call control buttons is positioned around the window, with dotted lines connecting them to the corresponding icons in the call window.

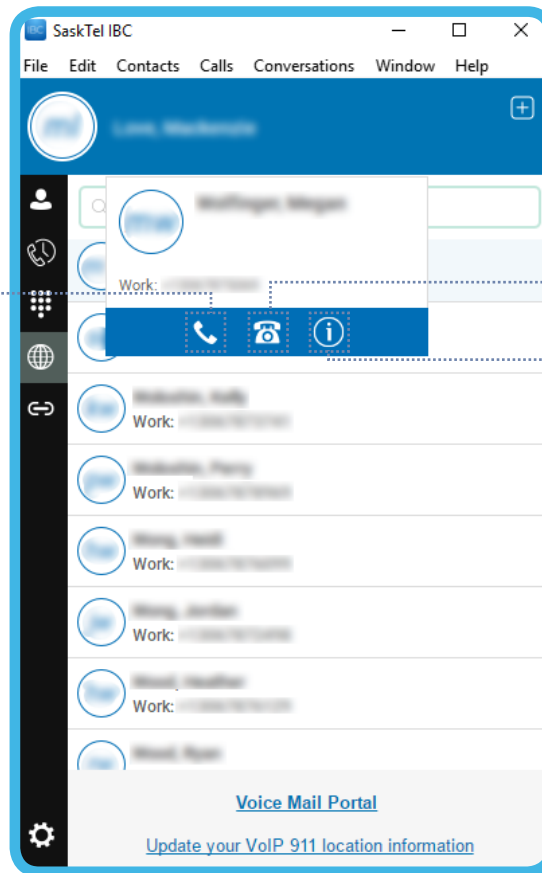
- 1 Phone number
- 2 Call Time
- 3 Hang up
- 4 Hold
- 5 Click to pull call
- 6 Click to tranfer call
- 7 Add people
- 8 Click to park call
- 9 More

A verison of Soft Client existed in government's netwrok prior to September 2019 that used a pop-up window in Soft Client to manage calls. The pop-up window would appear when you made a call from either your computer or your desk phone. This pop-up window has since been removed to enhance the usability of the application.

## IBC Soft Client Directory

The IBC Soft Client Directory is a quick way to make calls within Government. The legend below can help you navigate the features of the IBC Soft Client Directory.

10 Call



11 Call from phone

12 Info

The directory provides a complete list of users in Government's IBCdirectory. All Government users will be added to the directory as they join the IBC phone service.

## IBC Soft Client Call Window and Directory Glossary

1	Phone number	Displays which phone number is active on the other end of the call.
2	Call time	Tracks the duration of the call.
3	Hang up	Ends the call.
4	Hold	Place the call on hold and resume the held call.
5	Click to pull call	Click to pull call from your desk phone to your computer. If you are already on the call from your computer, this button will mute the microphone.
6	Click to transfer call	Transfer the call to someone in your contacts list.
7	Add people	Create a conference call with multiple participants.
8	Click to park call	You have the ability to put a call on hold and park it against your own number or on another number.
9	More	Set audio devices, view profile, add to contacts or show tab.
10	Call	Press to call from your computer.
11	Call from phone	Press to call from your desk phone.
12	Info	Find additional information about the contact including additional phone numbers.

If you need help with any of the information in this document, or if you have any type of telephone related questions, please contact the Telephone Coordinator for your Ministry or Agency.



# Manage your landline phone features online

When you receive your new IBC telephone, you will gain access to an online IBC User Portal. This portal allows you to enable and manage a number of features on your landline phone online.

IBC User Portal can be accessed at this URL: <https://ibcportal.sasktel.com/Login/>.

## IBC User Portal

**Username:**

3067871234@ibc.sasktel.com

**Password:**

12 characters password

**SaskTel**

User ID

Password

Remember Password

Login

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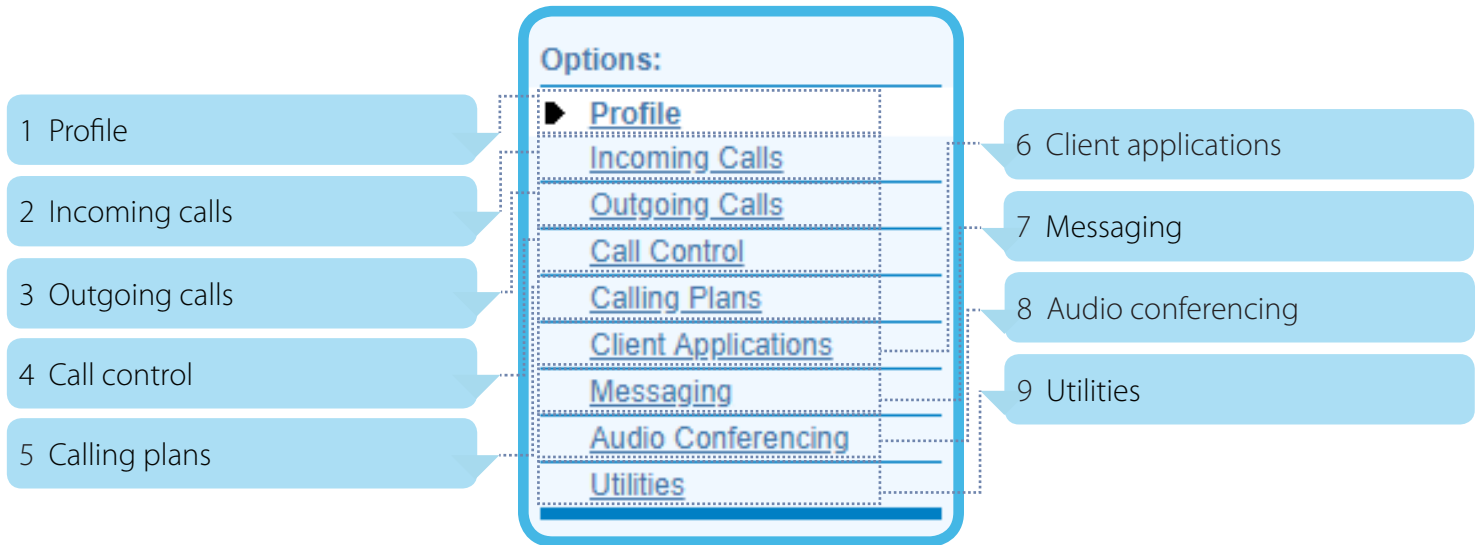
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## IBC User Portal

The legend below can help you navigate the features of the IBC User Portal.



## IBC User Portal Glossary

1	Profile	Profile, Addresses, Announcement Repository, Passwords, Schedules, Call Policies, Device Policies and Privacy.
2	Incoming calls	Calling Name Delivery, Calling Number Delivery, Call Forwarding Always, Call Forwarding Busy, Call Forwarding No Answer, Call Notify, Connected Line Identification Restriction, Do Not Disturb, Call Forwarding Selective, Selective Acceptance and Selective Rejection.
3	Outgoing calls	Automatic Callback, Call Return, Last Number Redial, Speed Dial 8 and Personal Phone List.
4	Call control	Customer Originated Trace, Directed Call Pickup, Call Transfer, Music/Video On Hold, 6-Way Call, Call Me Anywhere, Push to Talk and Shared Call Appearance.
5	Calling plans	Incoming Calling Plan, Outgoing Calling Plan and Outgoing Digit Plan.
6	Client applications	Busy Lamp Field, IBC Desktop - Video, IBC Mobile - Video and IBC Tablet - Video.
7	Messaging	Collaborate - Sharing, Interated IM&P and Third-Party Voice Mail Support.
8	Audio conferencing	Conferences, Recordings and Bridges.
9	Utilities	Basic Call Logs, Feature Access Codes, Enterprise Directory and Registrations.

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