

IBC Business Continuity Guide

Ministry of Central Services

The document below outlines business continuity tools for the IBC phone service from SaskTel.

Last revised: January 2020

Last reviewed: January 2020

Next review: January 2021

The IBC phone service from SaskTel and government's IT data network are on two different systems, which allows for a number of business continuity options in the event of a service disruption (i.e. power outage or network failure).

- **In the event of a power outage**, phone service and IT service will likely be unavailable. Buildings with backup power sources may continue to operate and laptop users would have some battery life to work from. Generally, users can expect phone service to be unavailable in the event of a power outage. Should a power outage occur, users are encouraged to leverage any of the following tools to ensure continuity of phone service:
Call Forwarding to another functioning line or cell phone | **Call Me Anywhere** to link a desk number to a work cell phone number | **IBC Soft Client** to manage calls from a laptop.
- **In the event of a SaskTel network failure**, phone service will likely be unavailable. Phone sets will not work; however, the option to use the IBC Soft Client application to make and receive calls is a potential option. Generally, users can expect phone service to be unavailable in the event of a network outage. Should a SaskTel network failure occur, users are encouraged to leverage any of the following tools to ensure continuity of phone service:
Call Forwarding to another functioning line or cell phone | **Call Me Anywhere** to link a desk number to a work cell phone number | **IBC Soft Client** to manage calls from a laptop.
- **In the event of an IT network failure**, phone service will likely remain intact with IT services and IBC Soft Client unavailable. Phone sets will work however the option to use the IBC Soft Client application will not. Generally, users can expect phone service to be unavailable in the event of a network outage.

Service disruption cause	IBC phone set service	IBC soft client service	Access to IBC user portal
	The IBC phone set requires power and a SaskTel network connection to operate	The IBC Soft Client can be access from any computer with the IBC Soft Client software and an internet connection	The IBC user portal can be access from any computer or device with an internet connection
Cause	Available	Available	Available
power outage	no	yes	yes
SaskTel network failure	no	yes	yes
IT network failure	yes	no	yes

Learn how to use

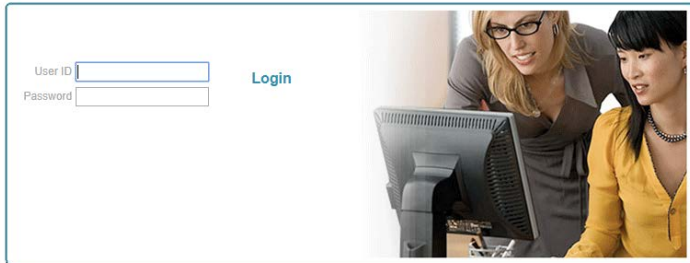
Call Forwarding to another functioning lines or cell phone

Call Me Anywhere to link a desk number to a work cell phone number

IBC Soft Client to manage calls from a laptop

Manage Call Forwarding settings in the IBC user portal

The IBC User Portal can be accessed from any internet-connected device (i.e. cellphone or laptop) at ibcportal.sasktel.com.

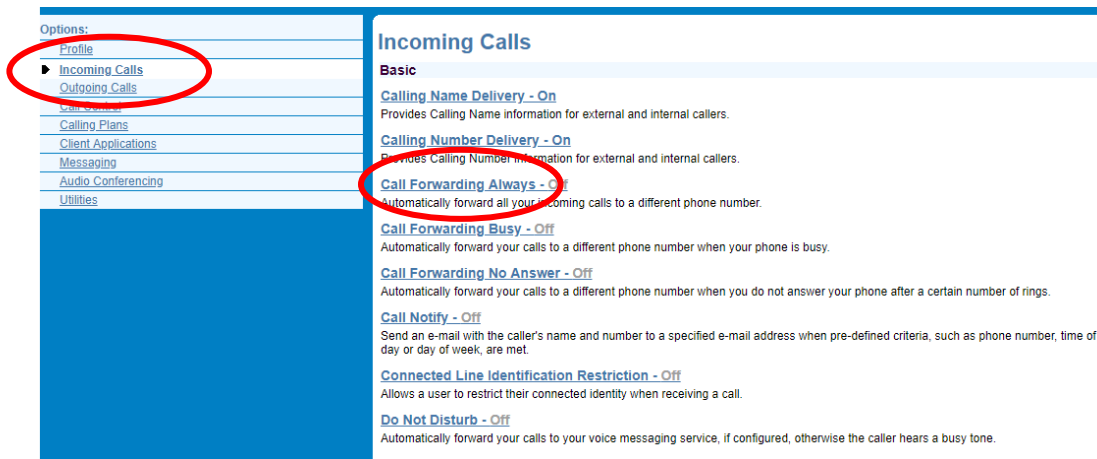


Navigate to the **SaskTel User Portal** and log in using your IBC credentials.

Your username will always be your 10-digit phone number, followed by "@ibc.sasktel.com" (i.e. 3067875555@ibc.sasktel.com).

If you haven't already set up your password, a temporary password will have been emailed to you after your phone was transitioned.

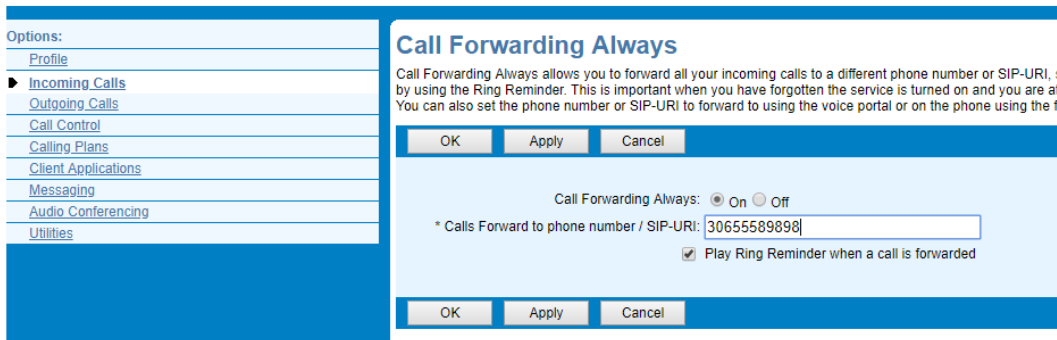
If you need to change or have forgotten your IBC password, please contact the **Telephone Coordinator** for your area. Only telephone coordinators can change or reset your IBC password.



Click the **"Incoming Calls"** tab on the left side bar menu to navigate to the call forwarding options.

Click the desired type of call forwarding (Always, Busy, or No Answer).

In the case of a network/power outage, select **"Call Forwarding Always"** to automatically forward all calls to another phone line.



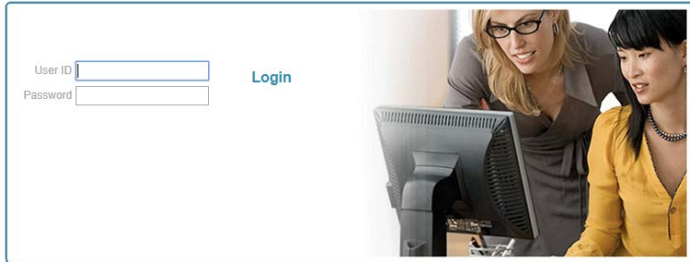
Click the **"On"** button.

Enter the 10-digit phone number where calls will be forwarded (i.e. 3065551234).

Click **Apply** to save.

Manage Call Me Anywhere functionality in the IBC user portal

The IBC User Portal can be accessed from any internet-connected device (i.e. cellphone or laptop) at ibcportal.sasktel.com.



Navigate to the [SaskTel User Portal](#) and log in using your IBC credentials.

Your username will always be your 10-digit phone number, followed by "@ibc.sasktel.com" (i.e. 3067875555@ibc.sasktel.com).

If you haven't already set up your password, a temporary password will have been emailed to you after your phone was transitioned.

If you need to change or have forgotten your IBC password, please contact the [Telephone Coordinator](#) for your area. Only telephone coordinators can change or reset your IBC password.

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control**
- Calling Plans
- Services and Settings
- Messaging
- Audio Conferencing
- Utilities

Call Control

Basic

- [Customer Originated Trace](#)
Issue a trace to your service provider for your last incoming call by using a feature access code.
- [Directed Call Pickup](#)
Pick up a call using a feature access code and an extension.
- [Call Transfer](#)
Transfer a call to another phone.
- [Music On Hold - On](#)
Play audio (music) when the remote party is held or parked.
- [6-Way Call](#)
Start a 6-Way Conference Call.

Advanced

- Call Me Anywhere**
Configure the fixed and mobile phones you would like to link to this account.
- [Push to Talk](#)
Make and selectively receive Push to Talk calls.
- [Shared Call Appearance](#)
Display alternate calling identity/device profiles or lines assigned to you.

Call Me Anywhere

Configure the fixed and mobile phones you would like to link to this account.

OK Apply **Add** Cancel

Alert all locations for Click-to-Dial calls
 Alert all locations for Group Paging calls

Phone Number	Description
3065198553	Lana Gov't Cell

[Page 1 of 1]

Phone Number Starts With

OK Apply **Add** Cancel

Click the **"Call Control"** tab from the left side bar menu.

Click **"Call Me Anywhere."**

Click the **"Add"** button.

Call Me Anywhere Phone Number Add

Allows Call Me Anywhere Phone Number to be configured along with multiple selective criteria for each phone number

OK Cancel

Phone Number Selective Criteria

* Phone Number:

Description:

Enable this Location

Advanced Options

Outbound Alternate Phone Number/SIP URI:

Enable Diversion Inhibitor

Require Answer Confirmation

Use IBC-based Call Control Services

OK Cancel

Enter your 10-digit cell phone number (i.e. 3065551234) into the “**Phone Number**” field.

Enter a description (i.e. Sally’s cell phone).

Make sure the “**Enable this Location**” box is checked.

Click the “**OK**” button to save.

Call Me Anywhere Phone Number Modify

Allows Call Me Anywhere Phone Number to be configured along with multiple selective criteria for each phone number

OK Apply Delete Cancel

Phone Number Selective Criteria

* Phone Number: 3065551940

Description:

Enable this Location

Advanced Options

Outbound Alternate Phone Number/SIP URI:

Enable Diversion Inhibitor

Require Answer Confirmation

Use IBC-based Call Control Services

OK Apply Delete Cancel

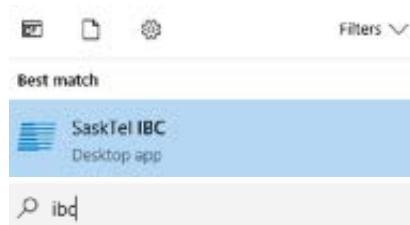
To disable this feature, click the “**Delete**” button to remove the number from your user portal. You will need to re-enter the number in the future.

Alternatively, you can uncheck the “**Enable this Location**” box.

Click “**Apply**” to save.

Manage IBC Soft Client functionality from your computer

The IBC Soft Client application can be accessed from any internet-connected computer with the IBC soft client software installed.

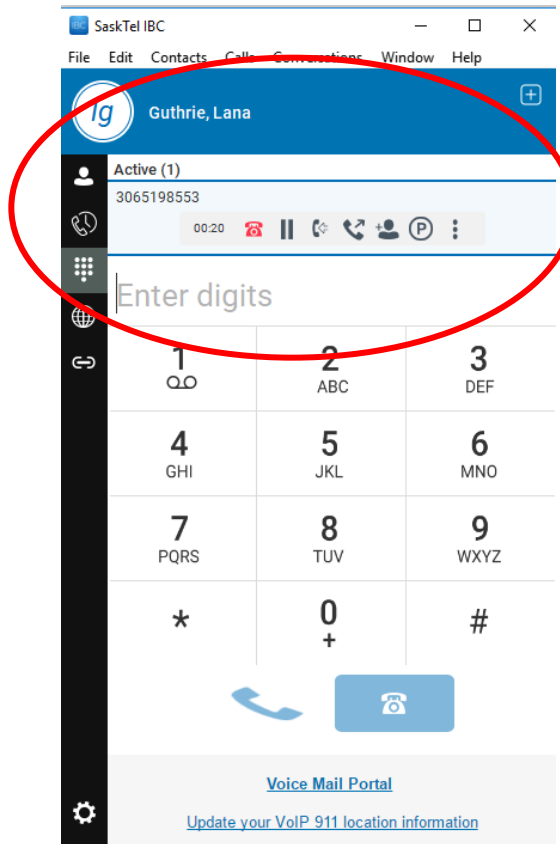
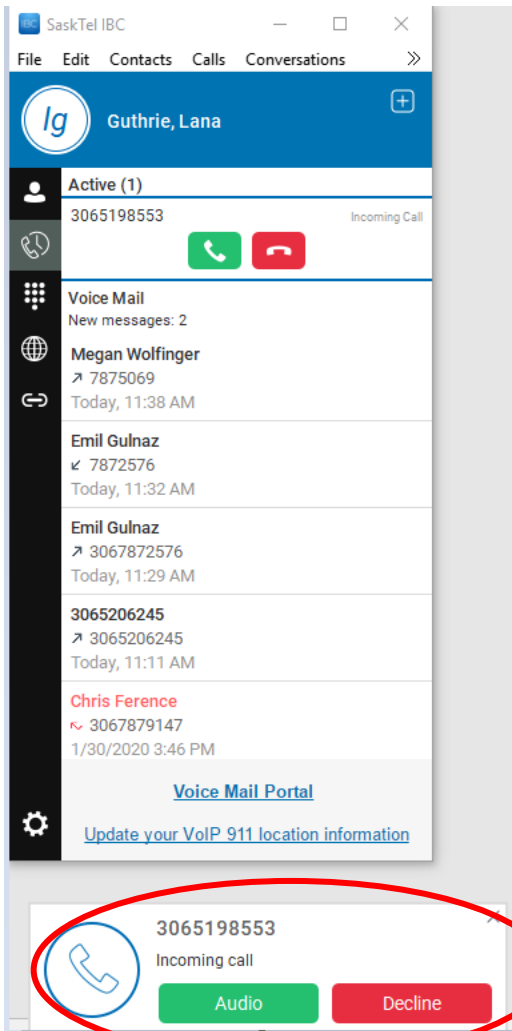
The image shows a screenshot of the IBC Soft Client login window. The window title is 'SaskTel IBC'. The menu bar contains 'File', 'Edit', and 'Help'. The main content area features the SaskTel logo and the text 'Business Solutions | IBC'. Below this, there are two input fields: 'Username' with the value '3067879363@ibc.sasktel.com' and 'Password' with a masked password. A blue 'Sign In' button is located below the password field. At the bottom, there are two checked checkboxes: 'Remember password' and 'Sign in automatically'. The version number '22.7.0.715' and a gear icon are visible in the bottom left corner.

Navigate to the IBC soft client desktop application. If you cannot locate the icon on your desktop, you can find the program by typing "IBC" into your search bar and log in using your IBC credentials.

Your username will always be your 10-digit phone number, followed by "@ibc.sasktel.com" (i.e. 3067875555@ibc.sasktel.com).

If you haven't already set up your password, a temporary password will have been emailed to you after your phone was transitioned.

If you need to change or have forgotten your IBC password, please contact the **Telephone Coordinator** for your area. Only telephone coordinators can change or reset your IBC password.

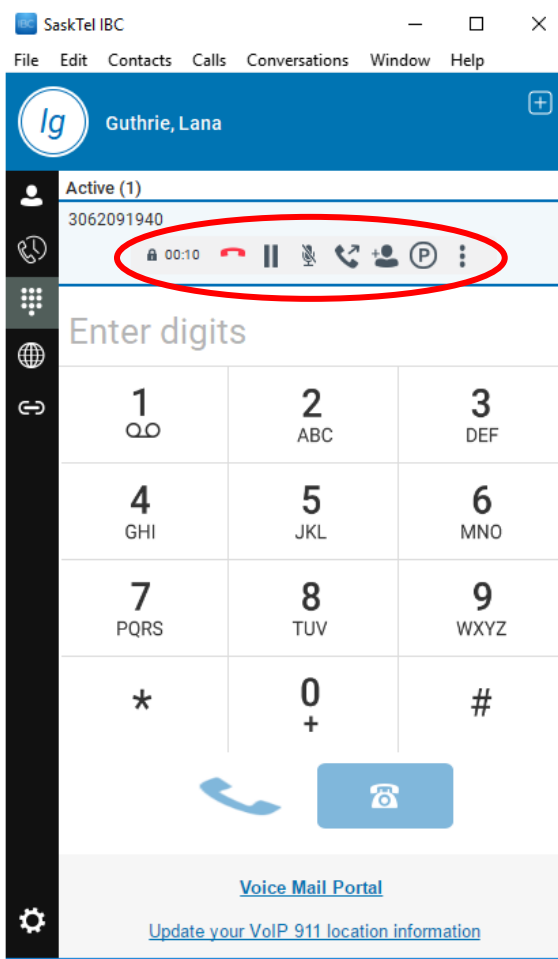
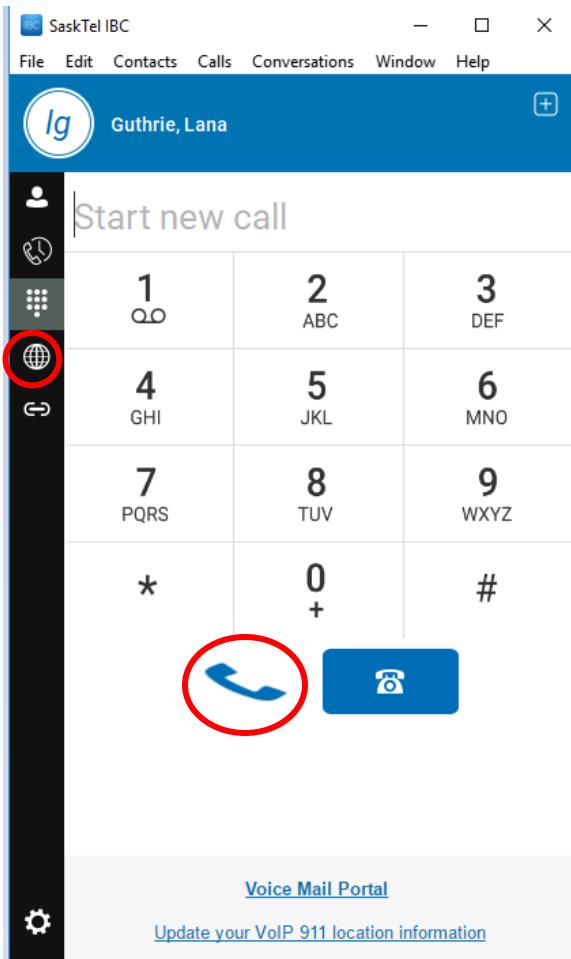


Answering a call

Tip: Prior to answering a call, **configure and test your headset or laptop microphone/speakers**. A headset may be compatible with your phone, but not your computer. For example, a headset that plugs into a phone jack **may need an adaptor** to work with your computer.

To answer an incoming call, click the **green "Audio" button**. This will automatically connect you to the incoming call.

When a call is answered, it will show up automatically in a blue lined box as seen in the screenshot.



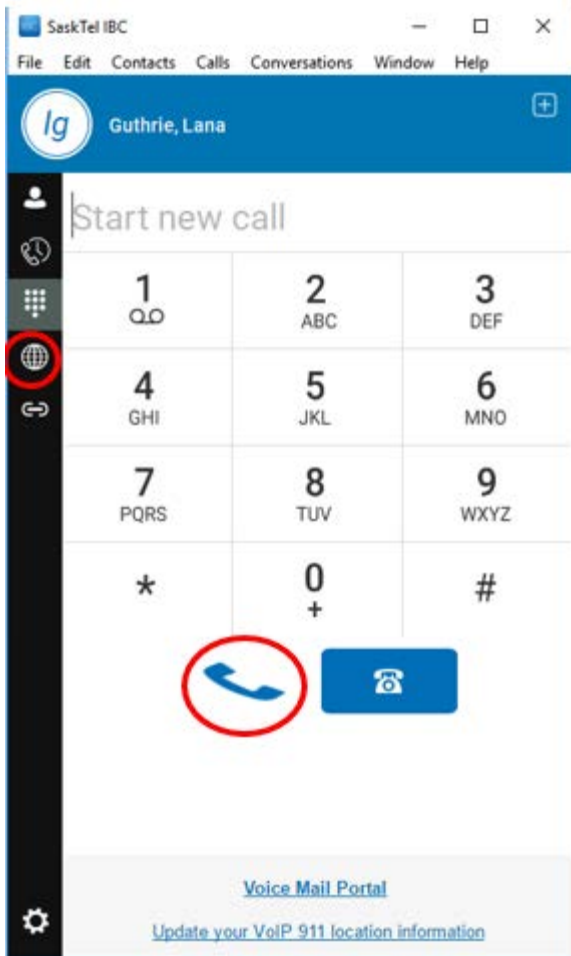
Making a call – from the dial pad

Click the **“dial pad”** icon on the left side bar menu to navigate to the online dial pad. You can use your mouse or keyboard to **enter in a telephone number**.

While using the soft client on your computer, click the **“call”** icon to dial. You will not be able to use the **“call from phone”** icon during a network and/or power outage.



Once a call is made, a variety of call management options will appear in the tool bar at the top of the screen (i.e. hold, transfer, etc.).



Making a call – dial from the directory

Click on the “**globe**” icon to navigate to the IBC directory.

Type a first name, last name, or telephone number into the search box to find a contact.

Click on the **name** of the person you wish to call.

Click the **call** from computer icon to dial.

