

# IBC Soft Client 3-to-6 Way Calling Guide

Ministry of Central Services

The document below outlines how to set up a 3-to-6 way call from the IBC Soft Client desktop application.

Last revised: March 2020

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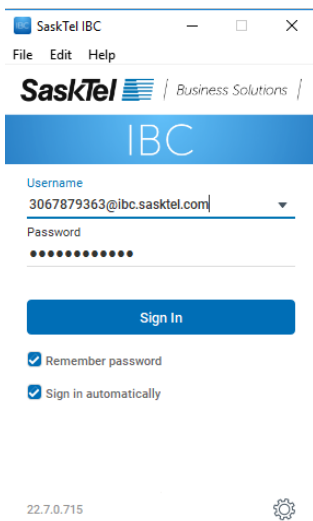
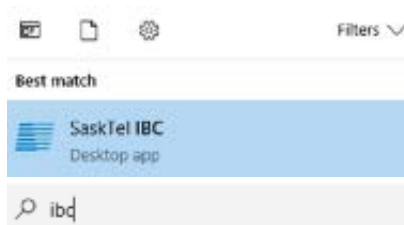
Next review: March 2021

The IBC Soft Client application has an option for 3-to-6 way conference calling, allowing you to speak to 3 to 6 participants without needing a special conference phone number. You can dial any type of phone (cell, IBC phone, Centrex phone) and phone number (private or public sector) from the IBC soft client. Please note that all IBC users have unlimited long distance calling in Canada and US.

**When the host of call hangs up, the phone conversation will end for all participants. This method of calling is best used for smaller, impromptu calls.**

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

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](mailto: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.

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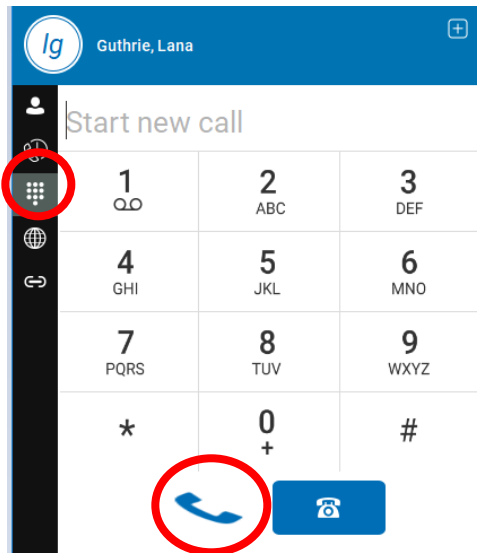
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**There are two ways to dial a participant, by entering a phone number in the dial pad or selecting a contact from the phone directory.**

## Dial the first participant—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.



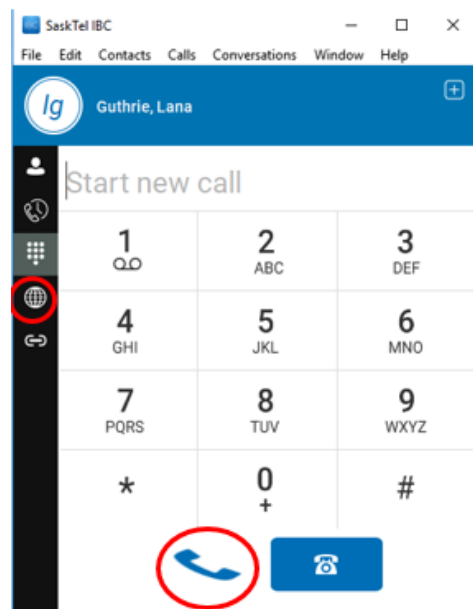
## Dial the first participant—From the directory

All IBC users in Government are searchable in the IBC 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.

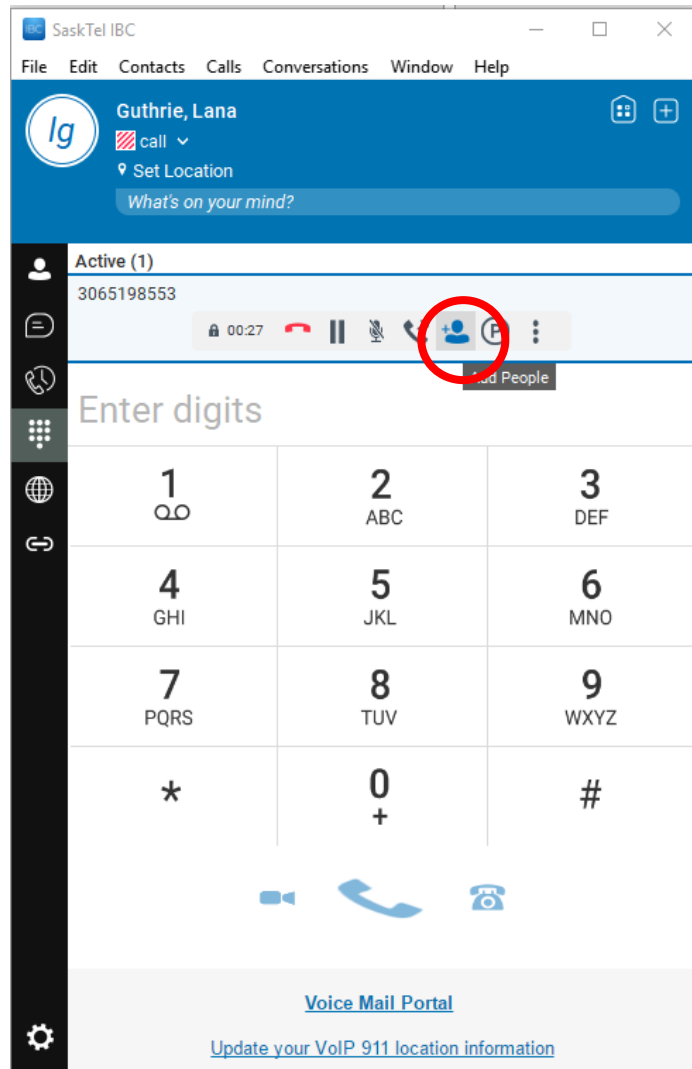


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Once a call is made, a variety of call management options will appear in the tool bar at the top of the screen (i.e. hold, transfer, etc.).

After your first participant has answered your call, select the **Add People** button to add the next participant.

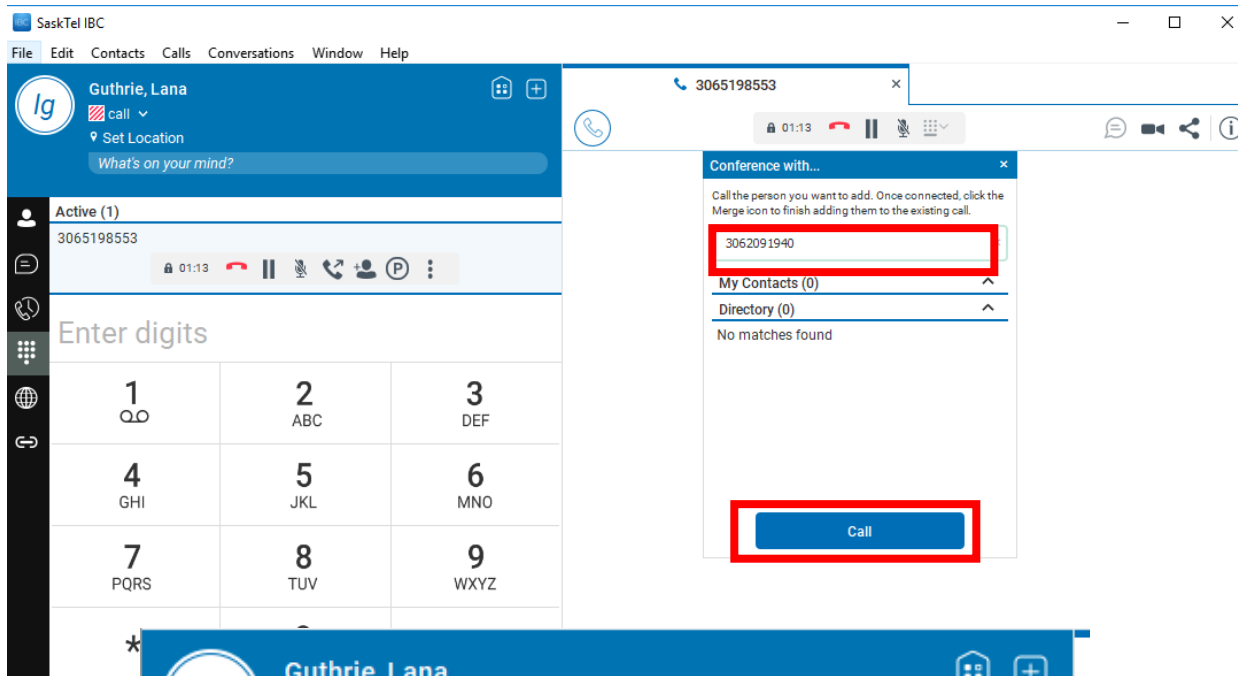
The first caller will be put on hold once you select the **Add People** button.

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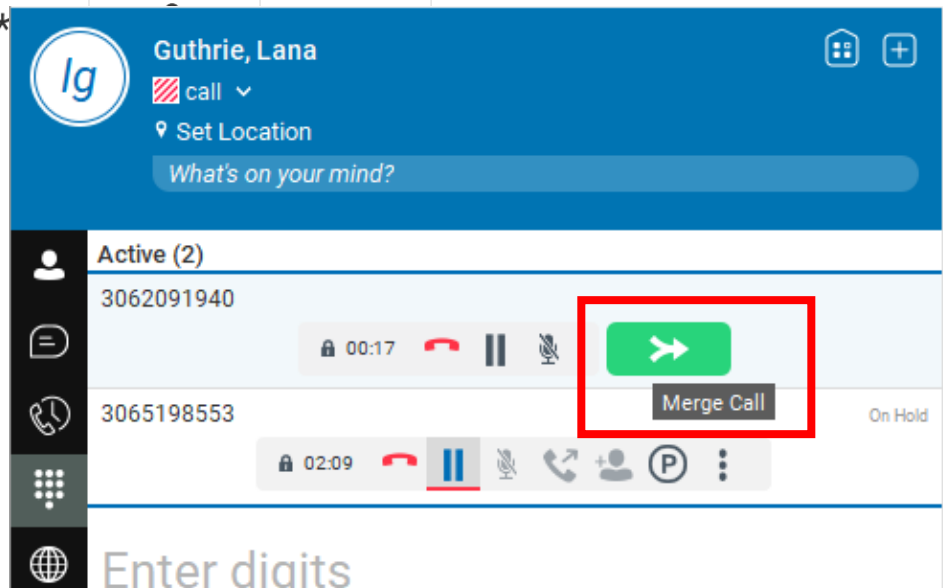
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In the **Conference with...** pop up box, enter in the phone number of your next participant.

You may also search for contacts in the **My Contacts** and **Directory** lists. The directory lists all IBC users in Government.

Click **Call**.



Once the third participant answers the phone, you can continue to add additional participants (host plus five others maximum) by selecting the **Add People** button and repeating the steps above.

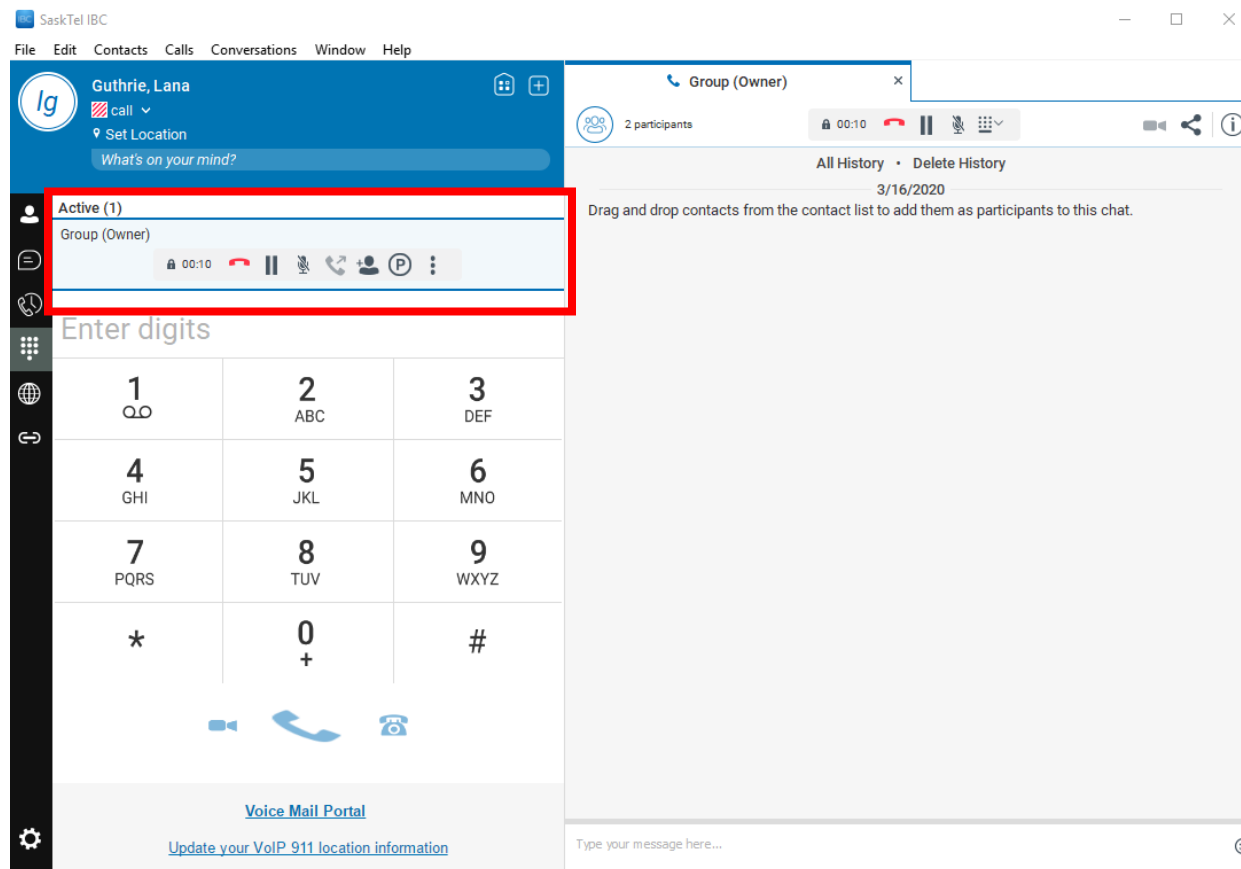
Once all participants are on the line, select the green **Merge Call** button to add all attendees to the call.

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All participants are now collapsed into one phone call.

When the host of the call hangs up, the call will end for all participants.