



"My new phone works just like my old one. When it rings, I pick it up."

— Troy Smith



New phone service

If you are not interested in all the new features and functionalities of the new IBC phone services, no problem.

It's still just a phone.

You are not required to sign in to the Soft Client desktop application or User Portal.

Here are the only things you need to remember when using your new IBC desk phone:

- Use all 10 digits to make both an outgoing and incoming call.
- Do not dial 9 before a phone number to complete a call as dialed.

Please enjoy your new IBC desk phone!





"It took a couple of times to get used to, but **now it's second-nature** because it's just like using my cell phone."

— Cindy Cullen



It's just 10-digits

When you make a call with the new IBC phone service, you'll have to use all 10-digits — just like on your mobile or home phone.

With the new phone service, abbreviated dialing will no longer work.

Anyone calling your phone will also be required to use 10-digit dialing. If they use abbreviated dialing, they will get an automated recording that the number is unavailable or has been disconnected.

We recommend you modify your email signature to include a line to this effect:

*Bus: 306.787.5555**

**please note that this number now requires 10-digit dialing*

10-DIGIT DIALING





Don't worry about the 9 for calls

When you make a call with the new IBC phone service, you won't have to dial 9 first — just dial the 10-digit number like on your mobile or home phone.

If you are sending a fax, you still need to dial 9 before the 10-digit fax number.





"Knowing how to dial 911 is the most important thing to know how to do on your phone."

— Margaret Peterson



In case of emergencies

Since you no longer have to dial 9 to make a call, placing an emergency call has changed.

In the event of an emergency,
please dial 9-1-1 from an IBC phone.

Making an emergency call on an old Centrex phone is still done by dialing 9-9-1-1.



"It's always better when **you only have to check one voice mailbox.**"

— Michele Rousseau



Don't forget to save your voicemails

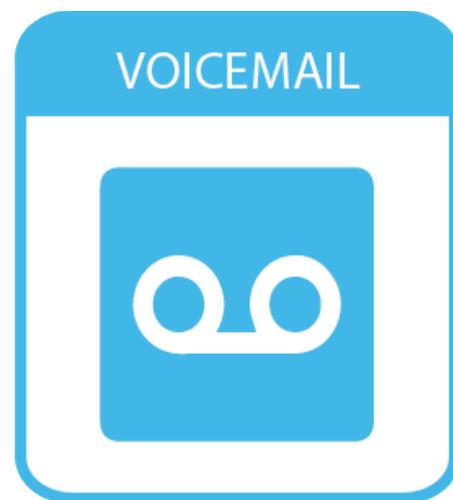
With combined voicemail all your voicemails are delivered to the same voicemail box. This functionality is available to you if you have a government desk phone and government mobile device.

Before moving to combined voicemail, you'll have to save any of the messages on your mobile device you want to keep.

Voicemails that need to be saved can be exported to your computer by logging into Msging.SaskTel.net using your phone number and voicemail pin.

Please be aware that when you move to one mailbox your voicemail message will be the current greeting used on your desk phone.

To request combined voicemail, talk to your Telephone Coordinator.





"I don't sweat having one more password to manage – I use passphrases to make it easy to remember and keep my data safe."

— Lee Kuruliak



Have you changed your password yet?

It's best practice to change your password after you get your new IBC phone set. Doing so protects you and your information.

Your temporary password is in the email you received from donotreply@sasktel.net after you got your new IBC phone set.

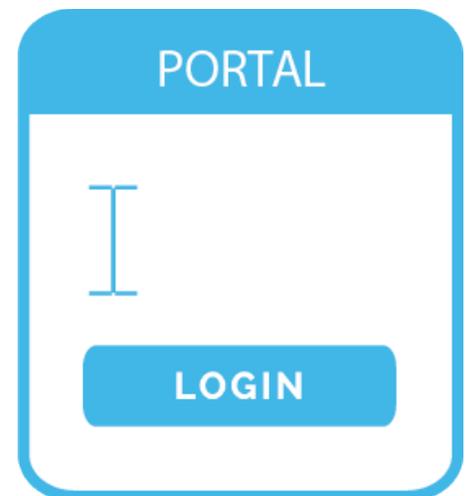
Please, use these IBC credentials to log into the User Portal, **IBCPortal.SaskTel.com/Login**, and change your password as soon as possible.

These credentials are used for both the User Portal and Soft Client desktop application.

Your new password must be at least 12 characters and include at least one number, one uppercase alpha character, one lowercase alpha character and one non-alphanumeric character.

If you have lost or forgotten your password and need to reset it, please contact your Telephone Coordinator.

taskroom.sp.saskatchewan.ca/how-do-i/learn-about-phone-replacement-project/ibc-phone



Saskatchewan 



"I used my old headset with an adapter to my new IBC phone. It was ridiculously easy and works like a charm!"

— Adam Fehler



You might need a new headset

Did you know that the new IBC desk phone requires a certain kind of headset?

If you use a hands-free headset with your desk phone, please ensure the model is compatible with the IBC service:

taskroom.sp.saskatchewan.ca/Documents/IBC-Compatible-headsets.pdf

If your headset is not on this list it may not work with the new phone set and a new headset will need to be purchased.

Purchase a new headset the same way you would currently order one. This could be through your Telephone Coordinator, administrator or mailroom depending on your area.

