

IBC Business Continuity Guide

Ministry of SaskBuilds and Procurement

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

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

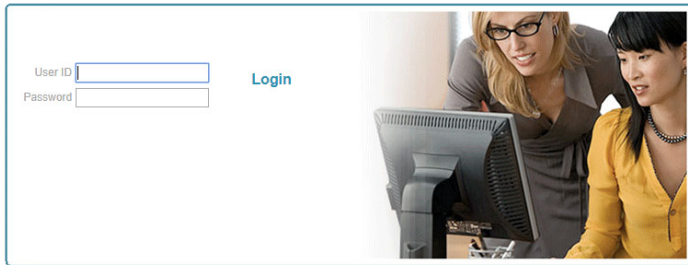
Call Forwarding to another functioning lines or cell phone

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.

SaskTel 

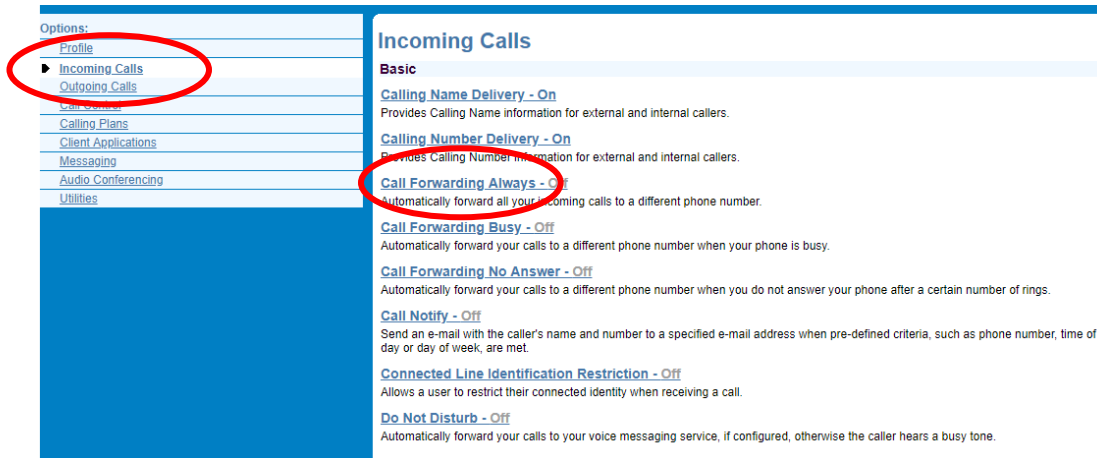


Navigate to the [SaskTel User Portal](#) and log in using your IBC credentials.

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 Forwarding
- Calling Plans
- Client Applications
- Messaging
- Audio Conferencing
- Utilities

Incoming Calls

Basic

[Calling Name Delivery - On](#)
Provides Calling Name information for external and internal callers.

[Calling Number Delivery - On](#)
Provides Calling Number information for external and internal callers.

[Call Forwarding Always - Off](#)
Automatically forward all your incoming calls to a different phone number.

[Call Forwarding Busy - Off](#)
Automatically forward your calls to a different phone number when your phone is busy.

[Call Forwarding No Answer - Off](#)
Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.

[Call Notify - Off](#)
Send an e-mail with the caller's name and number to a specified e-mail address when pre-defined criteria, such as phone number, time of day or day of week, are met.

[Connected Line Identification Restriction - Off](#)
Allows a user to restrict their connected identity when receiving a call.

[Do Not Disturb - Off](#)
Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.

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.

Options:

- Profile
- Incoming Calls**
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Audio Conferencing
- Utilities

Call Forwarding Always

Call Forwarding Always allows you to forward all your incoming calls to a different phone number or SIP-URI, s by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at You can also set the phone number or SIP-URI to forward to using the voice portal or on the phone using the f

OK Apply Cancel

Call Forwarding Always: On Off

* Calls Forward to phone number / SIP-URI:

Play Ring Reminder when a call is forwarded

OK Apply Cancel

Click the "On" button.

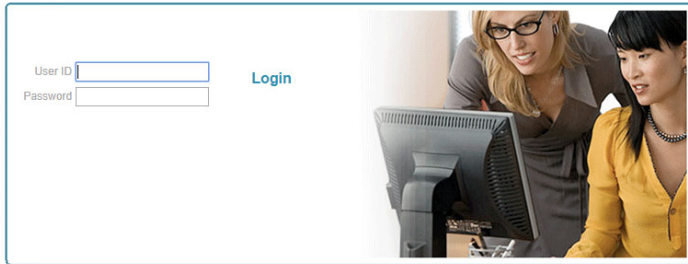
Enter the 10-digit phone number where calls will be forwarded (i.e. 3065551234).

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.

SaskTel 

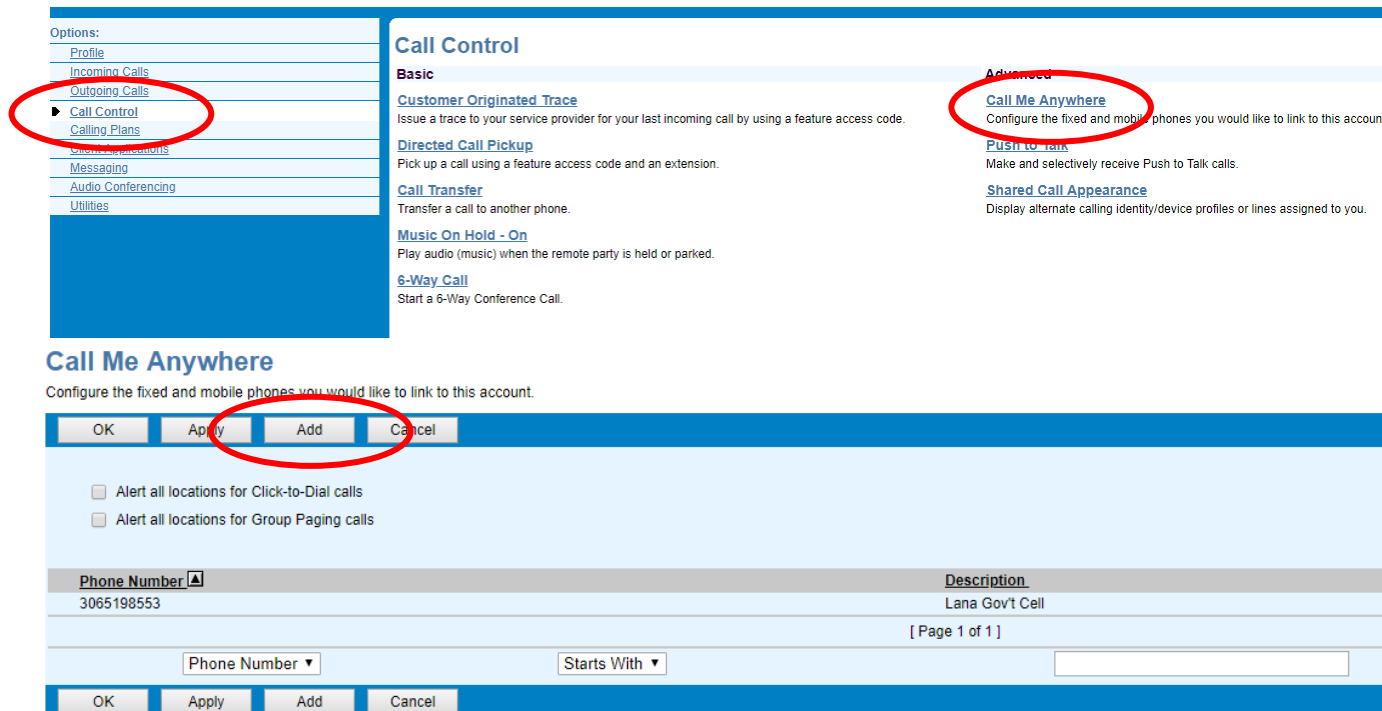


Navigate to the SaskTel User Portal and log in using your IBC credentials.

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.



The screenshot shows the IBC user portal interface. On the left, a navigation menu lists various options, with 'Call Control' highlighted by a red circle. The main content area is divided into two sections: 'Call Control' and 'Call Me Anywhere'. The 'Call Control' section includes links for 'Customer Originated Trace', 'Directed Call Pickup', 'Call Transfer', 'Music On Hold - On', and '6-Way Call'. The 'Call Me Anywhere' section is titled 'Configure the fixed and mobile phones you would like to link to this account.' and features a table with columns for 'Phone Number' and 'Description'. The 'Add' button in the top navigation bar is circled in red. Below the table, there are input fields for 'Phone Number' and 'Starts With', and a 'Page 1 of 1' indicator.

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: Test

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

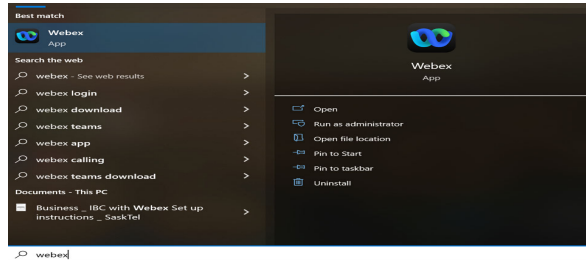
To disable this feature, click the **"Delete"** button to remove the number from your user portal. You will need to re-enter the number in the future.

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 soft phone software installed.

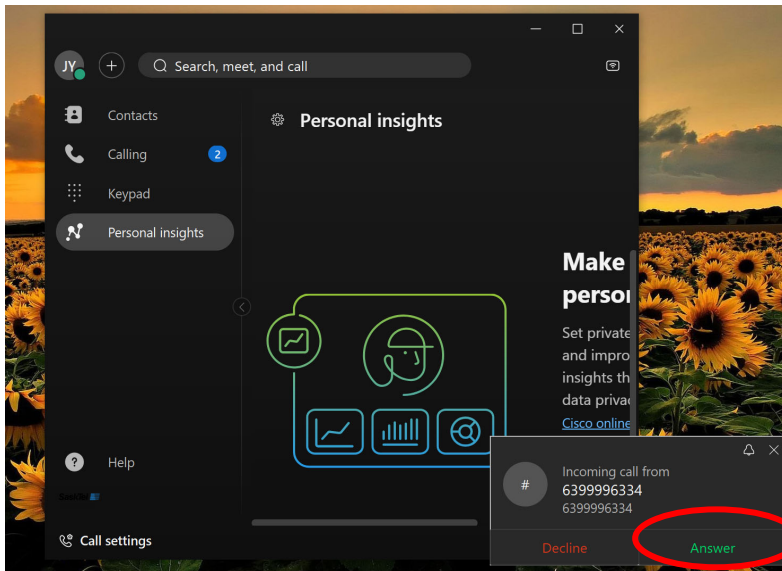


Navigate to the Webex desktop application. If you cannot locate the icon on your desktop, you can find the program by typing "Webex" into your search bar and log in using your credentials.

A screenshot of the Webex login screen. At the top is the Webex logo. Below it is the text "Enter your username" with a help icon. There are two input fields: the first contains the email address "3067876879@ibc.sasktel.com" and the second is a password field with dots. Below the fields is a black "Submit" button. At the bottom, there is a footer with the text "webex by cisco" and a link to the Terms of Service, Privacy Statement, Notices & Disclaimers, and a link to learn more about Webex.

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

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.

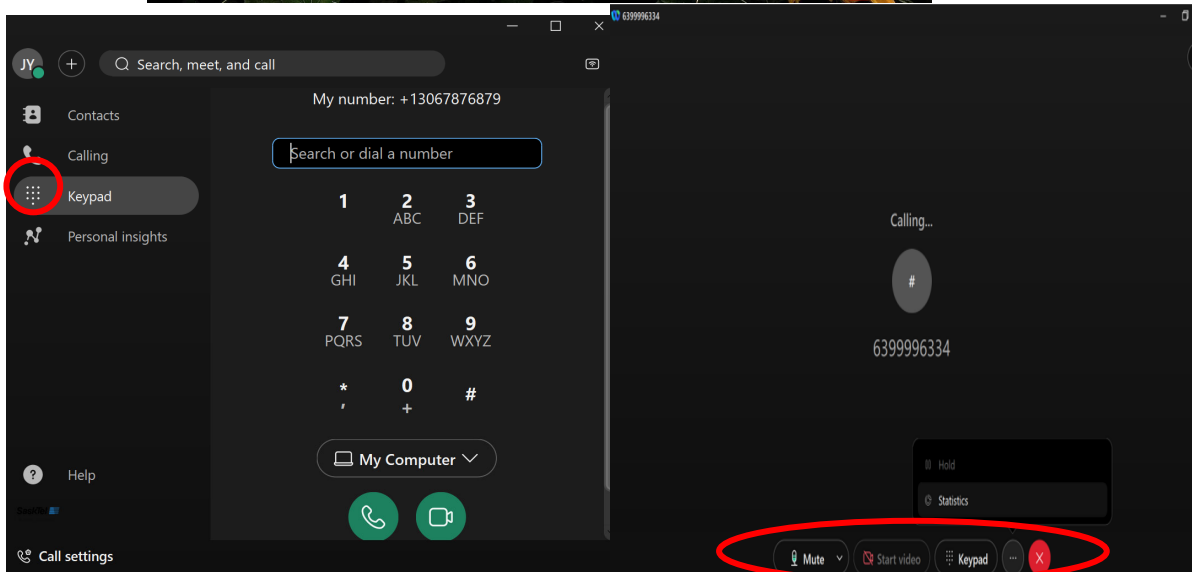


Answering a call

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 “Answer” 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.

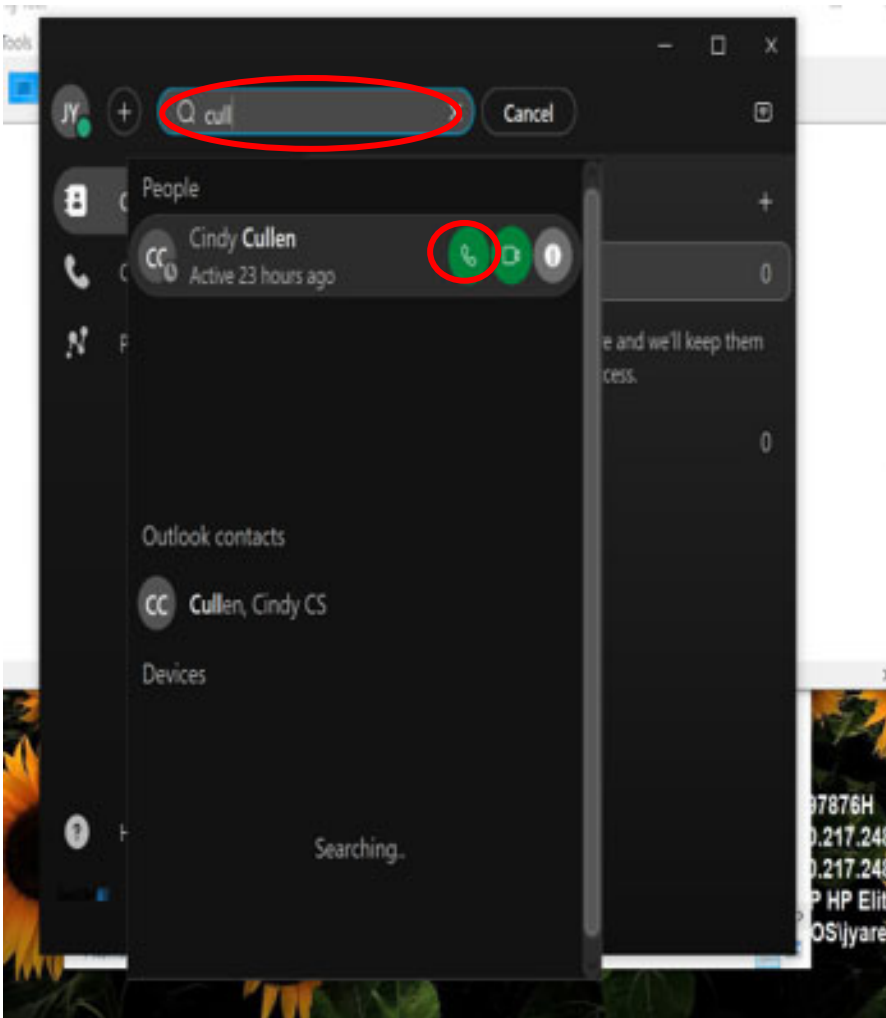


Making a call – from the dial pad

Click the **“keypad”** 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 bottom of the screen.



Making a call – dial from the directory

Click on the **search** 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 **audio call** from icon to dial.