Using busy lamp fields

The Busy Lamp Field allows you to monitor the status of a phone number. Busy Lamp monitoring is managed from the IBC user portal and is monitored using the quick dial buttons on the phone set or in the Soft Client application. **Users can program a maximum of fifty Busy Lamp Fields.**

The 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
Login
Remember Password

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Options:
- ► Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Audio Conferencing
- Utilities

Busy Lamp Field is found under the Client Applications section.

6 Client Applications

SaskTel

Options:
- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- ► Client Applications
- Messaging
- Audio Conferencing
- Utilities

Client Applications
Basic

Busy Lamp Field
Allows monitoring user phone status via a SIP Attendant Console Phone

Saskatchewan
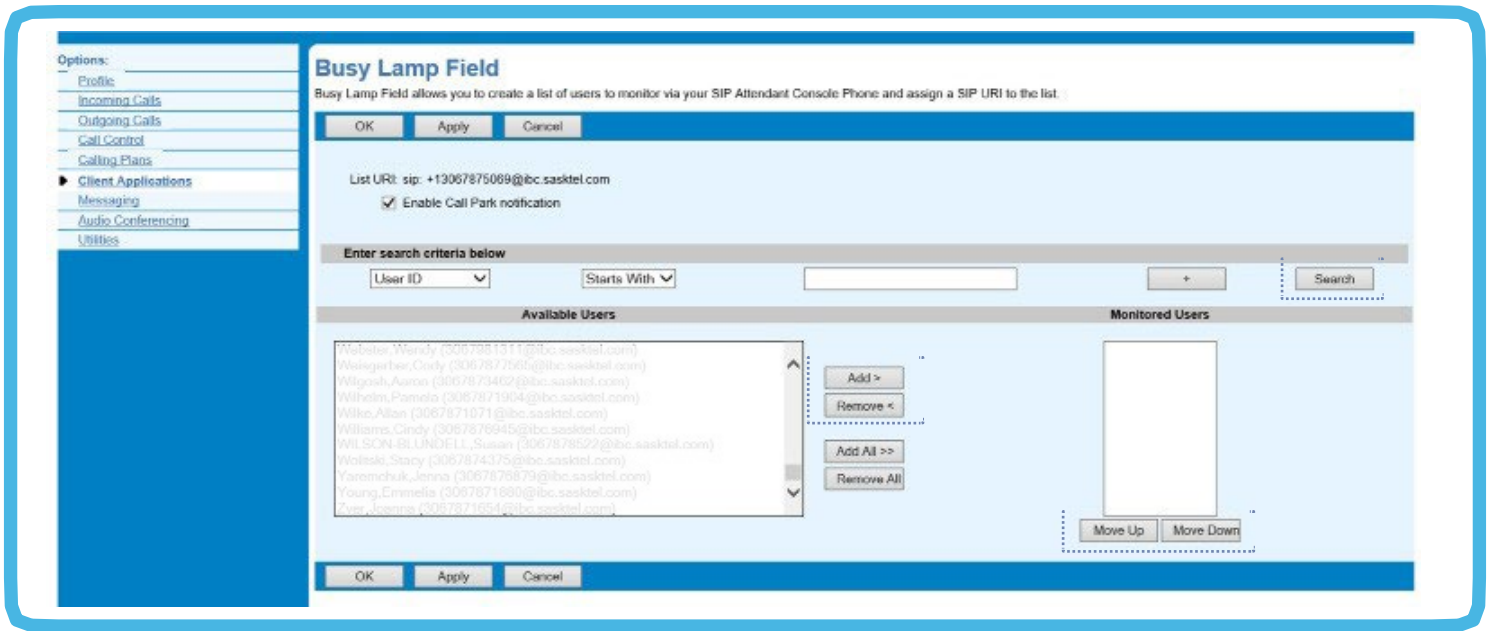
Use the Search Criteria to find the users you would like to monitor. Press Search to pull all the users in the IBC directory.

Add and Remove users from the Available Users and Monitored Users

boxes. Reorder users with the Move Up and Move Down buttons.

Click OK or Apply to set your Busy Lamp Fields.

Monitored lines will appear on your phone set under the quick dial buttons. Monitored lines can also appear in the Soft Client application if the multi-call window is enabled. To enable this, go to Settings > Calling > Multi Call Window.
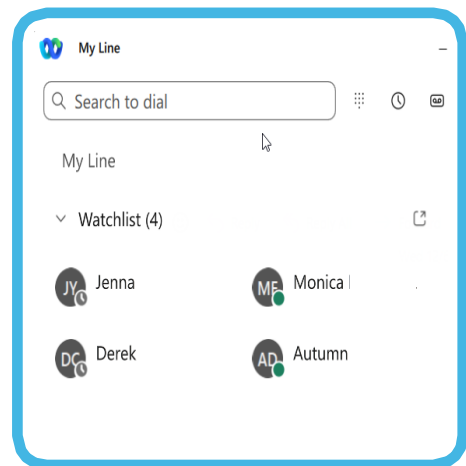
If you need help with any of the information in this document, or if you have any type of telephone related questions, please contact the Telephone Coordinator for your Ministry or Agency.

If the multi-call window is not enabled in the soft client, a pop-up window will show when someone is getting a call. This can be turned off at an individual user level (Settings → Notifications → Calls → Call Pickup; click "Mute Notifications").

Note: Even though the pop-up window looks like it gives the option to pick up a call, it does not. The ability to answer was disabled at the GOS Enterprise level.
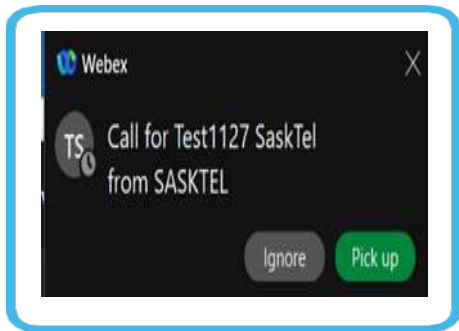
If you do not want to be monitored via Busy Lamp Field, you can enable Phone Status Privacy. You can also select who can monitor the status of your number. Click on "Profile" on the left side menu > Click on "Privacy" in the right side window.

Turn on Phone Status Privacy
Check the "Enable Phone Status Privacy" box.

Click Okay or Apply.

Enable selected users to monitor your phone status
Use the Search Criteria to find the users you would like to grant the ability to monitor your line. Press Search to pull all the users in the IBC directory.

Add and Remove users from the Available Users and Assigned Monitors boxes.

Reorder users with the Move Up and Move Down buttons.

Click OK or Apply.

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