

# Welcome to IBC!

Get your dialing fingers ready for your new IBC phone and review our top tips, resources, and features to get started.

## Key Phone System Changes

Check out the key differences between the old and new phone system below so you know what to expect when your new phone arrives.

- **10-digit dialing:** IBC phone numbers **require 10-digit dialing**, like a cell or home phone. Abbreviated dialing will no longer work. If you will miss 4-digit dialing, consider programming Speed Dials or Busy Lamps on your phones set or use one-click dialing from the IBC Soft Client Directory.
- **Say good-bye to 9:** No need to dial 9 when calling from an IBC phone. Fax lines on Centrex and Centrex phones will still require 9.
- **Voicemail:** Users who requested combined voicemail will have their voicemail accounts reset after their phone is transitioned. **For all other voicemail users, no action is required.**
- **IBC Credentials:** After a phone is transitioned, a user will **receive an auto-generated email from SaskTel containing a username ID and temporary password** to access the soft client and user portal website. These credentials will be different than your Government of Saskatchewan login.
- **Headsets:** Not all headsets will be compatible with the new phone system. You may need to purchase an adaptor cable or a new headset. Reference the [Headset and Third Party Accessory Guide](#) for troubleshooting tips. **Neither SaskTel nor SBP support or supply headsets, so each user needs to manage their own headset needs.**

## Top Online Resources

The Taskroom website has a number of tools and resources to support you – we suggest reviewing the following materials before you get the IBC phones.

### Training Videos:

<https://taskroom.saskatchewan.ca/services-and-support/telecommunication-services/learn-about-ibc-phones/learn-how-to-make-the-most-of-your-phone>

### Help Posters:

[taskroom.saskatchewan.ca/-/media/project/taskroom/documents/resource/ibc-help-posters.pdf](https://taskroom.saskatchewan.ca/media/project/taskroom/documents/resource/ibc-help-posters.pdf)

### Phone Button Legend Guide:

[https://taskroom.saskatchewan.ca/-/media/project/taskroom/documents/guide/ibc-portal-phone-soft-client-legends.pdf](https://taskroom.saskatchewan.ca/media/project/taskroom/documents/guide/ibc-portal-phone-soft-client-legends.pdf)

### Audio Conferencing:

[https://taskroom.saskatchewan.ca/-/media/project/taskroom/documents/guide/ibc-audio-conferencing.pdf](https://taskroom.saskatchewan.ca/media/project/taskroom/documents/guide/ibc-audio-conferencing.pdf)

[taskroom.saskatchewan.ca/services-and-support/telecommunication-services/learn-about-ibc-phones](https://taskroom.saskatchewan.ca/services-and-support/telecommunication-services/learn-about-ibc-phones)

## Favourite Features

The IBC phone system has a wide range of features to help you stay connected. Use as many or as little as required. In the end it's just a phone.

- **Voicemail to Text** will guarantee that you never miss a voicemail again! This free, handy feature will email or text you a transcript of a voicemail you receive.
- **Unlimited long distance calling** is available for all IBC Users. You can call anywhere in the US or Canada at no charge.
- **Your free, personal audioconference phone number** for all your conference calling needs can be accessed from the IBC User Portal. Never battle with your colleagues for the single branch conference line again.
- **Busy lamp buttons** will speed dial a colleague and indicate their status based on the colour of the button. Check out the [Busy Lamp Feature Guide](#) for instructions.



## IBC Login Password Assistance

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

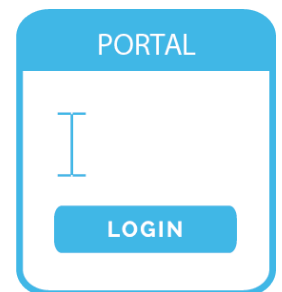
Your temporary password is in the email you received from [donotreply@sasktel.net](mailto:donotreply@sasktel.net) after you got your new IBC phone set.

Please, use these IBC credentials to log into the User Portal, [IBCPortal.SaskTel.com/Login](https://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.saskatchewan.ca/-/media/project/taskroom/documents/contact-list/telephone-coordinator-list.pdf](https://taskroom.saskatchewan.ca/-/media/project/taskroom/documents/contact-list/telephone-coordinator-list.pdf)





# In case of emergencies

With IBC you no longer have to dial 9 to make a call, therefore, placing an emergency call has changed. Making an emergency call on an old Centrex phone is still done by dialing 9-9-1-1.

### Emergency Dialing From Different Devices

#### **VOIP Phones *i.e.* IBC phone**

Your location is not known automatically. Your call will first be routed to an operator, who will ask your location to transfer your call to the local 9-1-1 dispatch centre.

**\*If there is a high volume of calls, you may be put on hold in a queue. Do not hang up and remain on the line.**

#### **Non-VOIP Phones *i.e.* cell phone or Centrex land line**

Your location is known automatically. Your call will be routed to the local 9-1-1 dispatch centre.

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





## IBC User Training Videos

To help you learn how to make the most of your phones, we have created five training videos that can be accessed on-demand through the link below. [Click Here](#) to access the videos.

These include:

- **Phone set overview**  
Learn about the features on the IBC phone set.
- **Change overview**  
Learn about the key changes resulting from the new phone system.
- **IBC with Webex Softphone video**  
Learn about the IBC soft phone desktop application.
- **IBC user portal overview**  
Learn about the IBC user portal.
- **Audio conferencing overview**  
Learn about the audio conferencing tool available with IBC.
- **IBC with Webex Softphone**  
Video tutorial of the upgraded Webex soft phone application. Walks through steps of how to make calls and various features.



## Date and Time Screensaver on IBC Phone

You can have the date and time displayed on your phone screen when your phone isn't in use by setting the screensaver preferences under **Applications** <sup>(15)</sup>

Use the Navigation and selection button <sup>(5)</sup> to select:  
User preferences > Screen preferences > Screen saver settings > Screen saver type: Clock >

Use the Dialpad <sup>(13)</sup> to set Trigger interval to 120\* and Refresh interval to 1\* (\*recommended)

Set Softkey <sup>(4)</sup> > Back <sup>(18)</sup> > Wallpaper: Logo >  
Set Softkey <sup>(4)</sup> > Applications <sup>(15)</sup>

Use the IBC Desk Phone Quick Start Guide legend to help navigate the features of your new phone. [taskroom.saskatchewan.ca/-/media/project/taskroom/documents/guide/ibc-portal-phone-soft-client-legends.pdf](http://taskroom.saskatchewan.ca/-/media/project/taskroom/documents/guide/ibc-portal-phone-soft-client-legends.pdf)

[taskroom.saskatchewan.ca/services-and-support/telecommunication-services/learn-about-ibc-phones](http://taskroom.saskatchewan.ca/services-and-support/telecommunication-services/learn-about-ibc-phones)



*Once you've set up the dock screensaver, sit tight. It won't appear until after the "trigger interval" time has passed.*



## Dial before you pick up your handset

It's best practice to dial a phone number before you pick up the handset to place a call.

Doing so gives you time while dialing and avoids having the call timed-out and disconnected.

You can also dial using the Soft Client desktop application with features like:

- Click-to-Dial from your contact list
- Copy and paste to the dialpad
- Highlight-to-Call selected text from a window on the screen using a shortcut key \*some setup required

To make a call using any of these features in the Soft Phone desktop application from your desk phone, click **Audio Call**.





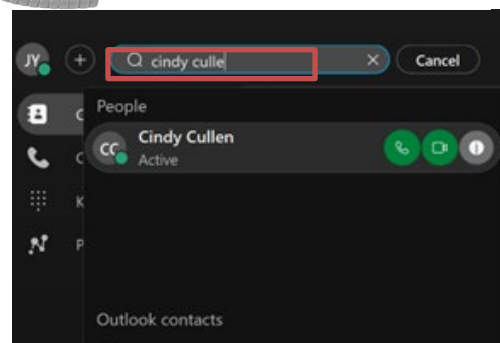


## IBC Enterprise Telephone Directory

The IBC telephone directory makes calling your colleagues easier from either the Soft Phone or Desktop Phone. The directory includes those who have activated the IBC with Webex Softphone.

To access from the phone, use the Contact button > IBC enterprise Directory

From the soft phone, the directory can be accessed by searching a name, in the top left search bar.





## Do Not Disturb

When you need it, you can silence incoming calls either on your desk phone, Soft Client desktop application or both using Do Not Disturb which sends a call directly to voicemail.

To silence incoming calls to your desk phone, use the **DND Softkey button** <sup>(4)</sup>.

Silence incoming calls to the Soft Phone desktop application:  
**Settings>Calling>Additional Call Settings>Advanced Call Settings>Incoming Calls>Do Not Disturb**

Turn on Do Not Disturb from the User Portal to silence both:

**IBCPortal.SaskTel.com/Login > Incoming Calls <sup>(2)</sup> > Do Not Disturb**

Use the IBC Quick Start Guide legends to help navigate the features of the desk phone, application and portal.







## Make calls from your computer

You can use the new Soft Phone desktop application to make calls from your Government phone number.

Dial a phone number on the **keypad** or find your colleagues in the **directory** of the Soft Client desktop application. To make the call from a headset connected to your computer click **Audio Call**. To make the call from your desk phone click calling device select **Cisco Phone** .

You can copy and paste a phone number into the **keypad** of the Soft phone desktop application.

Use the IBC Training Videos to help navigate the features of the application.

[taskroom.saskatchewan.ca/services-and-support/telecommunication-services/learn-about-ibc-phones/learn-how-to-make-the-most-of-your-phone-](https://taskroom.saskatchewan.ca/services-and-support/telecommunication-services/learn-about-ibc-phones/learn-how-to-make-the-most-of-your-phone-)





## Busy Lamp Field

Know when a phone number is free, busy or idle with Busy Lamp Fields. You can create a Busy Lamp Field by logging into the User Portal:

[IBCPortal.SaskTel.com/Login](https://IBCPortal.SaskTel.com/Login) > **Client Applications** <sup>(6)</sup> > **Busy Lamp Field**

Use the IBC Busy Lamp Field guide for help creating Busy Lamp Fields.

Change the phone status privacy to limit who can see the status of your phone number:

[IBCPortal.SaskTel.com /Login/](https://IBCPortal.SaskTel.com/Login/) > **Profile** <sup>(1)</sup> > **Privacy** > **Enable Phone Status Privacy**



Line not in use



Line in use





## Receive a call anywhere

You can receive calls from your desk phone on another device by setting up the Call Me Anywhere feature.

Set up Call Me Anywhere by logging into the User Portal:

**[IBCPortal.SaskTel.com/Login](https://IBCPortal.SaskTel.com/Login) > Call Control <sup>(4)</sup> > Call Me Anywhere**

Use the IBC User Portal Quick Start Guide legend to help navigate the features of the portal.

Call Me Anywhere can also be set up from the Soft Phone desktop application:

**Calling>Call Settings>Call Control>Office Anywhere**





## Call Transfer- Call Hold – Call Park

There are a number of ways to manage or share a call with another employee depending on your requirements and phone configuration.

### Call Transfer

You have the ability to transfer a call from one phone number to another.

### Call Hold

If you have Shared Call Appearance\*, you have the ability to put a call on hold and have another employee who shares your line pick up the call from their phone.

\*Shared call appearance allows two phones to share a line to make and take calls from the same number.

### Call Park

You have the ability put a call on hold and park it against your own number or on another number. You can then retrieve the call parked on your own number, or retrieve a call parked on another extension, within the Call Park Group.

Guide located here: [taskroom.saskatchewan.ca/-/media/project/taskroom/documents/guide/call-management-guide.pdf](https://taskroom.saskatchewan.ca/-/media/project/taskroom/documents/guide/call-management-guide.pdf)



## Your call is being transferred

Transfer a call from one phone number to another.

To have your phone number displayed to the person you are transferring to, use the **Transfer button** <sup>(9)</sup>. To have the caller's phone number displayed to the person you are transferring to, use the **BlindXfer softkey button** <sup>(4)</sup>.

Press the **Transfer softkey button** <sup>(4)</sup> **immediately** — pushing the call directly to the recipient, unannounced.

Alternatively, you can choose to **wait** until the person you are transferring the call to answers before pushing the **Transfer softkey button** <sup>(4)</sup> — allowing you to speak to the recipient before the call is transferred.

Use the IBC Desk Phone Quick Start Guide legend to help navigate the features of your new phone.







## Conference Calling 3 to 6 way

Make calls with up to six participants right from your desk phone using the **3 to 6-way conferencing button**.

To set up a 3 to 6-way conference call, complete the following steps:

1. Dial the first participant. After they answer press the **conferencing button**.
2. Dial the second participant. After they answer, press the **"CONF"** softkey button to join all participants in the call.
3. To add additional participants (host + five maximum), repeat the above steps.



**Tip:** When the host of the call hangs up, the call will end for all participants. 3 to 6-way calling is not recommended for formal meetings where the moderator may need to leave early. Conference calling on the IBC system comes at no additional cost to Government.





Host meetings from anywhere with anyone using your personal IBC conference line.

# Conference Calling – Audio Conference Line

You can host meetings effortlessly from anywhere using your personal IBC conference line to dial participants into a conference call. It's free so you can save big on your phone bill and never battle your colleagues for the branch conference line again! IBC conference lines can be used by any type of phone and number. Every IBC user can set up their own conference line by logging into the User Portal with their IBC username (i.e. 3065551234@ibc.sasktel.com) and password:

**IBCPortal.SaskTel.com/Login > Audio Conferencing > Conferences**

Click **"Add,"** give your conference line a **Title**, and use the **Checkboxes** to apply the settings you want for your conference line. Then click **"Okay."** Your conference line will now appear in your list of conferences. Click on the title of the conference line you created to pull up the access information including the conference phone number and conference ID (sample pictured >).

Conference Access	
Phone Number:	306-787-3999
Conference ID:	123456
Call Me Now Link:	<a href="https://ibcportal.sasktel.com">https://ibcportal.sasktel.com</a>

Use the IBC Audio Conferencing Guide on Taskroom to help navigate the conference features and setup. Contact your ministry Telephone Coordinator if you are having issues logging into the IBC User Portal. Conference lines on the IBC system come at no additional cost with a standard IBC package.





## Customize your ringtone

Detect when it's your phone that's ringing by customizing its ringtone:

Applications button <sup>(15)</sup> > User preferences > Ringtone > Navigation and selection button <sup>(5)</sup> > Select softkey button <sup>(4)</sup> > Set softkey button <sup>(4)</sup>

Use the IBC Desk Phone Quick Start Guide legend to help navigate the features of your new phone.





## Speed Dial

You can program your IBC desk phone to dial your favourite phone numbers quickly using the buttons along the right side of the screen or by setting up the Speed Dial 8 feature.

The buttons along the right and left hand side of the screen function as a Speed Dial button and/ or a Busy Lamp Field display.

Press and hold each of these buttons to set them up as a speed dial.

Speed Dial 8 allows you to set up to eight speed dial numbers that can be called with the push of a button. Program numbers from the User Portal.

- **[IBCPortal.SaskTel.com/Login](https://www.ibrp.com/IBCPortal/SaskTel.com/Login) > **Outgoing calls** > **Speed Dial 8****

Use the IBC User Portal Quick Start Guide legend to help navigate the features of the portal.

Use the IBC Busy Lamp field Guide for help creating Busy Lamp fields.







## Combined Voicemail

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](https://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.





## Voicemail to Text

Have your voicemails transcribed and sent to you by email and/or SMS messaging using Voicemail-to-Text.

This can be especially useful when you are away from or unable to get to your phone.

Set up Voicemail-to-Text by logging into [msging.saskTel.net](https://msging.saskTel.net) using your 10-digit phone number and voicemail pin.

**Msging.SaskTel.net > Options > Notifications > Check either Email and/or SMS/Text Msg > input credentials**

<input checked="" type="checkbox"/> Email	<input type="text"/>
<input checked="" type="checkbox"/> SMS/Text Msg	<input type="text"/>

