
SASKTEL

INTEGRATED BUSINESS COMMUNICATIONS (IBC)

PORTAL END USER GUIDE

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SaskTel 
| *Business Solutions* |

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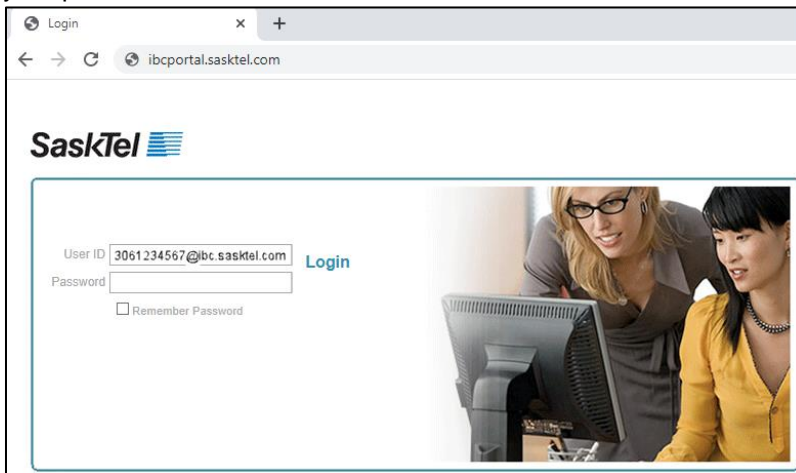
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ABOUT IBC END USER WEB PORTAL

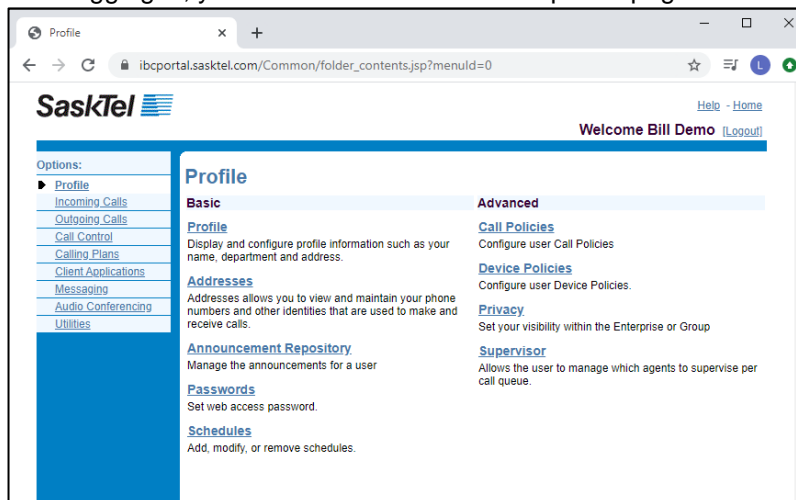
The SaskTel IBC User Portal enables you to manage and configure features and settings within the SaskTel IBC service. This document provides an overview of all end user features configurable in the portal, but some features may require a subscription and may not show up in the portal for all users.

IBC End User Web Portal: Sign In and Navigation

1. Go to: <https://ibcportal.sasktel.com>.
2. Enter your **User ID** (10digitTN@ibc.sasktel.com) and **Password**. The first time logging in, use the temporary password provided to you in an email from the SaskTel Business Team with a subject line of **IBC login and support**. If you have not received the email, your Administrator can reset your password.



3. Click **Login**.
4. The first time logging in, you will be prompted to update your password. The password must be 12-60 characters and include one upper case letter, one lower case letter, one number, and one non-alphanumeric character. In addition, it cannot contain the login ID or be any of the last two passwords.
5. After logging in, you will be routed to the User profile page.



PROFILE

Profile

Additional contact information can be added to the profile page to display in the enterprise directories in the desktop phone, as well as the mobile and desktop clients.

The following items can be updated:

- First and Last Name - To display for caller ID
- Name Dialing First and Last Name - For an Auto Attendant to dial by name
- Time Zone - To ensure call logs have the accurate time. If you physically move to a different time zone, it will need to be updated here.

NOTE: The time zone on your IBC Desktop Client will update to match the time on your computer.

- Mobile telephone number
- Email address

Profile

Profile allows you to view and maintain your profile information. The information filled in specifies your primary phone number, extension, and device that are used for handling calls. Filling in the additional information section allows your mobile phone, pager, and other information to be visible to other group members in the group phone list. Some of this information can only be modified by your administrator.

Saved

OK Apply Cancel

Enterprise ID: Sasktel_IBC_Demo Group: Sasktel_IBC_Demo.regn
User ID: 3063472750@ibc.sasktel.com

* Last Name: Demo * First Name: Bill
Calling Line ID Last Name: Demo Calling Line ID First Name: Bill
Name Dialing Last Name: Name Dialing First Name:
Department: 1st Ave location (Sasktel_IBC_Demo.regn) Language: English
Time Zone: (GMT-06:00) America/Regina Network Class of Service:

Additional Information

Title: President
Pager: Mobile: 3065552323
E-mail: president@abc.com YahooID:
Location:
Address:
City: Regina Province: -- Select --
Postal Code: Country:
IM&P ID: 3063472750@ibc.sasktel.com

OK Apply Cancel

NOTE: Updates to these fields will immediately show up in enterprise directories on the desktop phone, mobile, and desktop clients. Profile changes will only be updated to My Contacts in the desktop or mobile clients by using the Import function or by deleting and reading from the directory.

Announcement Repository

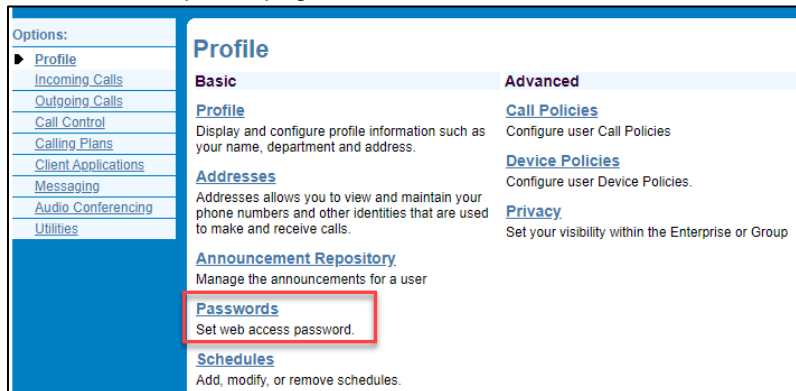
Upload and manage announcements to be added to your personal Audio Conference bridge. Valid audio media types are WAV and WMA.

Password

Reset your password to the IBC User Web Portal, Desktop, Mobile, and Tablet Soft Clients (if subscribed to). If you do not remember your password, your password can be reset by your IBC Administrator.

To reset your IBC password:

1. From the main profile page, click on **Passwords**.



The screenshot shows the 'Profile' page with a left-hand navigation menu. The 'Profile' link is selected. The main content area is divided into 'Basic' and 'Advanced' sections. Under the 'Basic' section, the 'Passwords' link is highlighted with a red rectangle. The 'Advanced' section contains links for 'Call Policies', 'Device Policies', and 'Privacy'.

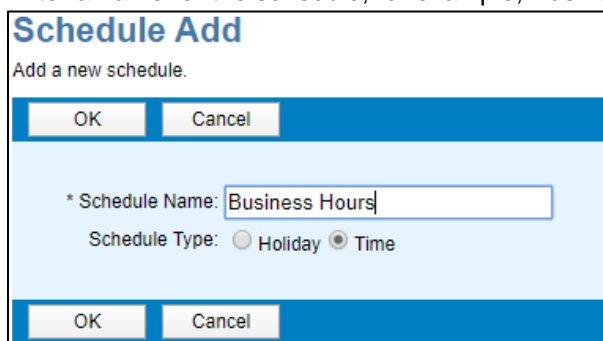
2. Ensure the **Set web access password** is selected when changing your password.
3. Type in your current, a new, and re-type the new password.
4. Click **Apply** for the change to take effect.

Schedules

Schedules are used to route incoming calls based on the day of the week, time of day, and holidays. Once configured, they can be assigned to the Selective Call Acceptance, Selective Call Rejection, Call Me Anywhere, and Call Notify features. Schedules are classified as either Time Schedules or Holiday Schedules. As a user you can create your own schedules or use schedules that have been created by your IBC Administrator at the Group or Enterprise level.

To create a Time Schedule or Holiday Schedule:

1. From the profile page, click **Schedules**.
2. Click **Add**.
3. Enter a name for the schedule, for example, Business Hours or Holiday Hours.



The screenshot shows the 'Schedule Add' dialog box. It has a title bar 'Schedule Add' and a subtitle 'Add a new schedule.' Below the subtitle are 'OK' and 'Cancel' buttons. The main area contains a text input field for '* Schedule Name:' with the value 'Business Hours'. Below this is a 'Schedule Type:' section with two radio buttons: 'Holiday' and 'Time', where 'Time' is selected. At the bottom are 'OK' and 'Cancel' buttons.

4. Select the **Time** or **Holiday** option.
5. Click **OK**. The list of Schedules will appear.
6. Click **Edit** on the schedule just added to take you to the Schedule Modify page.

Schedule Modify

Modify an existing schedule.

OK Apply Add Cancel

* Schedule Name:

Type: Time

Delete	Event Name ▲	Edit
No Entries Present		

Event Name ▼ Starts With ▼ [Find](#) [Find All](#)

OK Apply Add Cancel

7. Click **Add** to create a new event (each schedule is comprised of defined events).
8. Enter a name for the event.
9. Enter the event's Start and End time.
10. Assign a recurrence pattern and range.

Event Modify

Modify an existing event from schedule.

OK Apply Cancel

Schedule Name: My business hours

* Event Name:

Event Details

Event Time:

* Start Date: (mm/dd/yyyy) * Start Time: AM ☐ All Day Event

* End Date: (mm/dd/yyyy) * End Time: PM

Duration: 8 hours

Recurrence Pattern:

Recurs:

Every: week(s) on: ☐ Sunday ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☐ Saturday

Recurrence Range:

Start Date: 5/1/2015 Note: Start Date is always equal to Event Time Start Date value

End: ☒ Never

☐ After occurrences

☐ Date (mm/dd/yyyy)

OK Apply Cancel

11. Click **OK** to save the event.

To create an after-hours schedule that will route calls differently than how they are routed during the day, two separate events will need to be created. For example, 5:01PM-11:59PM & 12:00AM-7:59AM.

For holidays that are not based on a calendar date, you will need to enter a new holiday schedule each year. Selecting the yearly option will not guarantee the correct date for the holiday year after year.

Call Policies

Call Policies
View or modify Call Policies for the user.

OK Apply Cancel

Connected Line Identification Privacy on Redirected Calls: ☒ No Privacy
☐ Privacy For External Calls
☐ Privacy For All Calls

Send Call Being Forwarded Response on Redirected Calls: ☒ Never
☐ Internal Calls
☐ All Calls

Calling Line Identity for Redirected Calls: ☒ Originating Identity
☐ Redirecting User's Identity for External Redirections
☐ Redirecting User's Identity for All Redirections

OK Apply Cancel

Connected Line Identification Privacy on Redirected Calls

Affects calls that you forward or redirect, not calls that are forwarded or redirected to you. By selecting **No Privacy**, the caller will see the Connected Line ID for the person you are forwarding them to. By selecting **Privacy for all or External Calls**, they will see your Connected Line ID. This assumes that you (or in the case of No Privacy, the person you are forwarding to) have not turned on Connected Line Identification Restriction feature.

Send Call Being Forwarded Response on Redirected Calls

Currently not available for use.

Calling Line Identity for Redirected Calls

Affects calls you forward or blind transfer. You can have the calling line ID show either the original caller and your number by selecting **Originating Identity**, or only your calling line ID by selecting **Redirecting User's Identity for External Redirections** or **All Redirections**.

Privacy

User Privacy allows you to exclude yourself from the Group and Enterprise Directory listings, Auto Attendant extensions, and name dialing, as well as the Busy Lamp Field feature. You can also select members in an Enterprise or Group who are allowed to monitor your Busy Lamp Field Status. These selected members can view your Busy Lamp Field Status even if you enable Busy Lamp Field Status privacy.

Privacy

User Privacy allows you to exclude yourself from Group and Enterprise Directory listings, Auto Attendant extension and/or name dialing, and Busy Lamp Field Status monitoring. You can also select members in an Enterprise or Group who are allowed to monitor your Busy Lamp Field Status. These selected members can view your Busy Lamp Field Status even if you enable Busy Lamp Field Status privacy.

☐ Enable Directory Privacy
☐ Enable Auto Attendant Extension Dialing Privacy
☐ Enable Auto Attendant Name Dialing Privacy
☐ Enable Busy Lamp Field Status Privacy


Users authorized to monitor your Busy Lamp Field Status when Busy Lamp Field Status Privacy is enabled

Enter search criteria below

User ID Starts With

Available Users		Assigned Monitors
<input type="text"/>	<input type="button" value="Add >"/> <input type="button" value="Remove <"/> <input type="button" value="Add All >>"/> <input type="button" value="Remove All"/>	<input type="text"/>

INCOMING CALLS

SaskTel 

[Help](#) - [Home](#)

Welcome Bill Demo [\[Logout\]](#)

Options:

- [Profile](#)
- ▶ Incoming Calls**
- [Outgoing Calls](#)
- [Call Control](#)
- [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.

Advanced

Call Forwarding Selective - Off
Automatically forward your incoming calls to a different phone number when pre-defined criteria, such as the phone number, time of day or day of week, are met.

Selective Acceptance - Off
Accept calls when pre-defined criteria, such as phone number, time of day or day of week, are met.

Selective Rejection - Off
Reject calls when pre-defined criteria, such as phone number, time of day or day of week, are met.

Calling Name and Number Delivery

Both the Calling Name and Number Delivery, on an incoming call, can be disabled for internal or external incoming calls.

Call Forwarding

Call Forwarding allows you to redirect an incoming call to a specific destination at a specified time automatically. There are four types of Call Forwarding: Call Forwarding Always, Call Forwarding Busy, Call Forwarding No Answer, and Call Forwarding Selective.

See [Messaging > Voice Mail](#) to configure voice mail settings instead of call forwarding to your voice mail.

You can also make your desktop phone emit a short ring burst to inform you if you are next to your phone when the call is forwarded by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your desktop phone waiting to receive calls. The phone number you forward your calls to must be permitted by your outgoing calling plan, as configured by your Administrator.

You can also set the phone number to forward to using the Forward softkey on your desktop phone or in the Settings menu on your desktop, mobile, or tablet client.

Call Forwarding Always

Can be used to send all incoming calls to another destination. For example, to an extension within the office or any outside number, such as a cell phone or home phone.

To configure Call Forwarding Always:

1. Click **Incoming Calls** on the left panel.

- Click **Call Forwarding Always**.

Options:

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

Incoming Calls

Basic	Advanced
Calling Name Delivery - On Provides Calling Name information for external and internal callers.	Call Forwarding Selective - Off Automatically forward your incoming calls to a different phone number when pre-defined criteria, such as the phone number, time of day or day of week, are met.
Calling Number Delivery - On Provides Calling Number information for external and internal callers.	Selective Acceptance - Off Accept calls when pre-defined criteria, such as phone number, time of day or day of week, are met.
Call Forwarding Always - Off Automatically forward all your incoming calls to a different phone number.	Selective Rejection - Off Reject calls when pre-defined criteria, such as phone number, time of day or day of week, are met.
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 **On** button and type in the phone number you want to forward your calls to. If forwarding calls to another person within their company or enterprise, just enter their extension.
- If the **Play Ring Reminder** box is checked, your phone will emit a short ring burst when calls are forwarded using this feature. This is a useful reminder that you have this feature activated.
- Click **Apply** to save your settings or click **OK** to save and return to the previous page.

Call Forwarding Always

Call Forwarding Always allows you to forward all your incoming calls to a different phone number or SIP-URI, such as your home office or cell phone. You can also make your primary phone emit a short ring burst to inform you if you are next to your phone when the call is forwarded by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your primary phone waiting to receive calls. Note that the address (phone number or SIP-URI) you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number or SIP-URI to forward to using the voice portal or on the phone using the feature access code.

OK Apply Cancel

Call Forwarding Always: ☒ On ☐ Off

* Calls Forward to phone number / SIP-URI:

☒ Play Ring Reminder when a call is forwarded

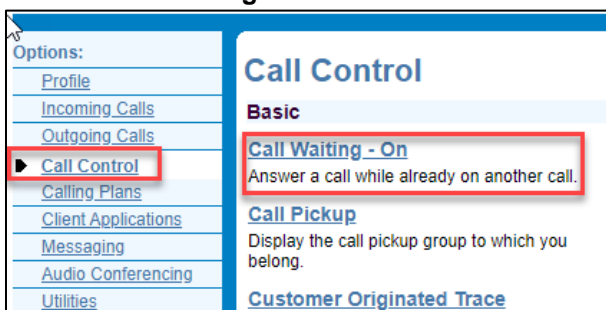
OK Apply Cancel

Call Forwarding Busy

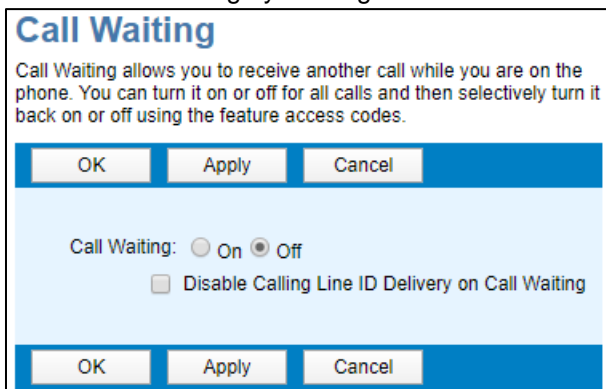
Can be used to send incoming calls to another destination when you do not answer and do not have Call Waiting enabled or have the Do Not Disturb feature enabled.

To configure Call Forwarding Busy:

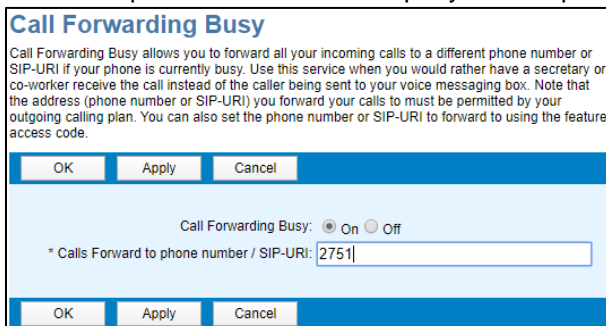
1. If you subscribe to Call Waiting it must be disabled, click **Call Control** on the left panel.
2. Click on **Call Waiting**.



3. Disable Call Waiting by clicking on the **Off** button.



4. Click **Incoming Calls** on the left panel.
5. Click **Call Forwarding Busy**.
6. Click the **On** button, and type in the phone number you are forwarding calls to. If forwarding calls to another person within their company or enterprise, just enter their extension.



7. Click **Apply** to save your settings or click **OK** to save and return to the previous page.

Call Forwarding No Answer

Can be used to send incoming calls to another destination when you do not answer your phone.

To configure Call Forwarding No Answer:

1. Click **Incoming Calls** on the left panel.
2. Click **Call Forwarding No Answer**.
3. Click the **On** button, and type in the phone number you are forwarding calls to. If forwarding calls to another person within their company or enterprise, just enter their extension.
4. Select the number of rings the calling party will hear before the call is forwarded.

5. Click **Apply** to save your settings or click **OK** to save and return to the previous page.

Call Forwarding Selective

Allows you to forward specific calls matching your pre-defined criteria to a different phone number. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone.

The criteria for each Call Forwarding Selective entry can be a list of up to 12 phone numbers or digit patterns, specified called number(s), a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to be forwarded (phone number and day of week and time of day). If the call is not forwarded, the call continues as if this service was not turned on.

Common use cases:

- Set a time schedule when calls will come in vs sent to voice mail or auto attendant or to an after-hours person.
- When a certain customer is now being handled by another agent, divert the customer to that agent.
- Forward all incoming calls directly to voice mail outside of your office hours.

To configure Call Forwarding Selective, you must first create criteria rules:

1. Click **Incoming Calls** on the left panel.
2. Click on **Call Forwarding Selective**.

3. Enter a 10-digit number into the **Default Call Forward to phone number** field and click **Apply**.

Call Forwarding Selective

Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number or SIP-URI. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone. The criteria for each Call Forwarding Selective entry can be a list of up to 12 phone numbers or digit patterns, specified called number(s), a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to be forwarded (phone number and day of week and time of day). If the call is not forwarded, the call continues as if this service was not turned on.

OK Apply Add Cancel

Call Forwarding Selective: ☐ On ☒ Off

* Default Call Forward to phone number / SIP-URI: 3065525555

☐ Play Ring Reminder when a call is forwarded

Active	Description	Forward	Calls from	Calls to	Forward to	Edit
No Entries Present						

OK Apply Add Cancel

4. Select the **Call Forwarding Selective** to **On**.
5. Click **Add**.
6. Enter in a **Description**.
7. Select **Default Forward phone number** or Enter **another phone number**.
8. Select a **Time** and or **Holiday Schedule**.
9. Select **Any phone number** or **Following phone numbers** and enter those specific phone numbers. Optionally, you can select **Any private number** or **Any unavailable number**.
10. For those subscribed to IBC Wireless, select which phone number the rule applies to.
11. Click **OK** to save and return to the previous page.
12. Repeat if creating another set of criteria for forwarding.

Call Notify

Allows you to set up an email alert when you receive calls from pre-defined criteria such as time of the day, day of the week, or the phone number that the call was received from.

1. Click **Incoming Calls** on the left panel.

Options:

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

Incoming Calls

Basic	Advanced
<p>Calling Name Delivery - On Provides Calling Name information for external and internal callers.</p> <p>Calling Number Delivery - On Provides Calling Number information for external and internal callers.</p> <p>Call Forwarding Always - Off Automatically forward all your incoming calls to a different phone number.</p> <p>Call Forwarding Busy - Off Automatically forward your calls to a different phone number when your phone is busy.</p> <p>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.</p> <p>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.</p>	<p>Call Forwarding Selective - Off Automatically forward your incoming calls number when pre-defined criteria, such as time of day or day of week, are met.</p> <p>Selective Acceptance - Off Accept calls when pre-defined criteria, such as time of day or day of week, are met.</p> <p>Selective Rejection - Off Reject calls when pre-defined criteria, such as time of day or day of week, are met.</p>

2. Click **Call Notify**.

3. Enter the email address to send the notifications to and click **Apply** to save.
4. Click **Add**.

5. Enter a description for the rule.
6. To enable Call Notify from this rule click **Notify**. To create a rule so that you do not receive notifications from this rule, click **Do not notify**.
7. Select a **Time** or **Holiday Schedule**, if applicable. Options available from the drop-down list represent Time Schedules that have been created at the Group Level by your Administrator and from your User Level account by you.
8. Specify which calls you should be notified of or not notified of, depending on the rule you are creating.

- When finished making your selections, click **OK** to save and to return to the previous page.

NOTE: You can also use wild card characters if you wish to be notified on calls from a particular area code or block of numbers. Ex: 813* would notify you of any calls with an area code of 813.

Connected Line Identification Restriction

By default, when another IBC user calls you (from within or outside your enterprise) your name and number will be displayed on their phone (they may have called a different number that is forwarded to you). If you have been configured by your Administrator to show a group name or number for external calls, then an outside caller will only see your group name or number. If you do not want callers to see this information when they call you, you can turn on this feature.

Do Not Disturb (DND)

Allows you to send all incoming calls directly to voice mail when voice mail is turned on or to your Call Forward Busy number when configured.

To configure **Do Not Disturb**:

- Click **Incoming Calls** on the left panel.

- Click **Do Not Disturb**.

- Select **On** or **Off**.

- Optionally, you can configure a ring reminder, which plays a short ringtone on your phone when a call arrives and DND is enabled by selecting **Play Ring Reminder when a call is blocked**.
- Click **Apply** to save or **OK** to save and return to the previous page.

Selective Call Acceptance

Allows you to only receive calls that meet your pre-defined criteria. Calls that do not fit the criteria will hear an automated greeting stating: "The customer you have dialed has chosen not to accept this call." The criteria can include up to 12 specific phone numbers, a specified time schedule, and a specified holiday schedule. For more than 12 numbers, you can use multiple criteria entries.

Common use cases:

- While you are on vacation you only want to receive Customer X, Y and Z's phone calls.
- During a busy workday, you want to minimize interruptions and only allow certain callers to get through to you. For example, family members for emergencies.
- You have VIP customers that you designate Mondays to.

To configure Selective Acceptance, you must first create the criteria rules:

- Click **Incoming Calls** on the left panel.

The screenshot shows the SaskTel IBC Portal interface. The top navigation bar includes the SaskTel logo, a 'Help - Home' link, and a 'Welcome Bill Demo' message with a 'Logout' link. The left sidebar, titled 'Options:', contains a list of menu items: Profile, Incoming Calls (highlighted with a red box), Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging, Audio Conferencing, and Utilities. The main content area is titled 'Incoming Calls' and is split into two columns: 'Basic' and 'Advanced'. The 'Basic' column contains settings for 'Calling Name Delivery - On', 'Calling Number Delivery - On', 'Call Forwarding Always - Off', and 'Call Forwarding Busy - Off'. The 'Advanced' column contains settings for 'Call Forwarding Selective - Off', 'Selective Acceptance - Off' (highlighted with a red box), and 'Selective Rejection - Off'. Each setting includes a brief description of its function.

- Click **Selective Acceptance**.
- Click **Add**.

Selective Call Acceptance Add

Allows you to add a selective call acceptance entry. Specify the time schedule and/or holiday schedule you would like calls to be accepted. Also, you can have the call accepted when only the specified numbers call or all numbers call or when only one or more of your specified numbers are called. If you need more than 12 numbers or more distinct time or holiday periods, you can create multiple entries to accomplish this.

OK Cancel

* Description:

☒ Accept call
☐ Do not accept call

Selected Time Schedule:

Selected Holiday Schedule:

Calls from

☐ Any phone number
☒ Following phone numbers:

☐ Any private number
☐ Any unavailable number

Specific phone numbers:

<input type="text" value="3063472753"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Calls to

When no numbers are selected, the called number is not used as part of the criteria.

Available Call to Numbers	Selected Call to Numbers
Primary (3063472750/2750)	

OK Cancel

4. Enter a description for the rule.
5. Select **Accept Call**.
6. If applicable, select a **Time Schedule** or **Holiday Schedule**.
7. Define the specific phone numbers you want to accept during that time.
8. For those subscribed to IBC Wireless, select which phone number the rule applies to.
9. Click **OK** to save and return to the previous page.

Selective Call Rejection

Allows you to reject calls that meet your pre-defined criteria. Calls that fit the criteria will hear an automated greeting stating: "The customer you have dialed has chosen not to accept this call." The criteria can include up to 12 specific phone numbers, a specified time schedule, and a specified holiday schedule. For more than 12 numbers, you can use multiple criteria entries.

Common use cases:

- You wish to block a harassing, unwanted, or unsolicited caller from getting through.

To configure Selective Call Rejection, you must first create the criteria rules:

1. Click **Incoming Calls** on the left panel.

- Click **Selective Rejection**.

Options:

- Profile
- Incoming Calls**
- Outgoing Calls
- Call Control
- 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.

Advanced

Call Forwarding Selective - Off
Automatically forward your incoming calls to a different phone number when pre-defined criteria, such as the phone number, time of day or day of week, are met.

Selective Acceptance - Off
Accept calls when pre-defined criteria, such as phone number, time of day or day of week, are met.

Selective Rejection - Off
Reject calls when pre-defined criteria, such as phone number, time of day or day of week, are met.

- Click **Add**.

Selective Call Rejection Add

Selective Call Rejection Add allows you to add a selective call rejection entry. Decide the time schedule you would like the call rejected. Also, you can have the call rejected when only the specified numbers call or all numbers call or forwarded calls or when only one or more of your specified numbers are called. If you need more than 12 numbers or more distinct time or holiday periods, you can create multiple selective call rejection entries.

OK Cancel

* Description:

☒ Reject call
☐ Do not reject call

Selected Time Schedule:

Selected Holiday Schedule:

Calls

☒ From any phone number
☐ Forwarded
☐ From following phone numbers:
☐ Any private number
☐ Any unavailable number
 Specific phone numbers:

Calls to

When no numbers are selected, the called number is not used as part of the criteria.

Available Call to Numbers	Selected Call to Numbers
Primary (3063472750/2750)	

OK Cancel

- Enter a description for the rule.
- Select **Reject Call**.
- If applicable, select a **Time Schedule** or **Holiday Schedule**.
- Define the calls you want to reject during that time.
- For those subscribed to IBC Wireless, select which phone number the rule applies to.
- Click **OK** to save and return to the previous page.

OUTGOING CALLS

Options: Profile Incoming Calls ▶ Outgoing Calls Call Control Calling Plans Client Applications Messaging Audio Conferencing Utilities	<h3>Outgoing Calls</h3> <table border="1"> <thead> <tr> <th>Basic</th> <th>Advanced</th> </tr> </thead> <tbody> <tr> <td> Automatic Call Back - Off Allows you to monitor a busy party and automatically establish a call when the busy party is available. </td> <td> Account Codes Display the account codes to use when dialing numbers. </td> </tr> <tr> <td> Call Return Return a call to the last party that called you, whether or not the call was answered. </td> <td> Group Paging Display the list of paging groups in which you have been assigned as an originator. </td> </tr> <tr> <td> Last Number Redial Call the last number that you dialed. </td> <td> Personal Phone List Configure a list of numbers to allow quick dialing from your Web Portal Call Manager. </td> </tr> <tr> <td> Speed Dial 8 Dial a pre-defined number by dialing only one digit. </td> <td></td> </tr> </tbody> </table>	Basic	Advanced	Automatic Call Back - Off Allows you to monitor a busy party and automatically establish a call when the busy party is available.	Account Codes Display the account codes to use when dialing numbers.	Call Return Return a call to the last party that called you, whether or not the call was answered.	Group Paging Display the list of paging groups in which you have been assigned as an originator.	Last Number Redial Call the last number that you dialed.	Personal Phone List Configure a list of numbers to allow quick dialing from your Web Portal Call Manager.	Speed Dial 8 Dial a pre-defined number by dialing only one digit.	
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Automatic Call Back

When you enable this feature and call a busy IBC user, another call can be established to that user once they become idle. If you are directed to the user's voice mail or if the caller has call waiting, the feature will not be triggered.

Upon reaching a busy IBC user, you will hear an announcement: "The line you are calling is busy. Press 1 if you would like to be notified when the line is available." If you press 1, you will hear: "The party will be monitored for 30 minutes. You will be notified by special ringing when the party is available. Thank you."

When you get the ring back on your phone, pick up to hear the announcement: "Callback to <dialled number> in progress. Hang up to cancel callback. Press any key or hold the line to proceed with callback."

Speed Dial 8

Allows you to set up eight personal numbers that can be called with the push of a button. Once configured in the IBC Portal, you can easily dial these contacts from your desktop phone, IBC Wireless device, or your IBC Desktop, Mobile, or Tablet Client by simply pressing the assigned speed dial number, 2 through 9, to place the call.

To add Speed Dial contacts:

1. Click **Outgoing Calls** on the left panel.

Options: Profile Incoming Calls ▶ Outgoing Calls Call Control Calling Plans Client Applications Messaging Audio Conferencing Utilities	<h3>Outgoing Calls</h3> <table border="1"> <thead> <tr> <th>Basic</th> <th>Advanced</th> </tr> </thead> <tbody> <tr> <td> Automatic Call Back - Off Allows you to monitor a busy party and automatically establish a call when the busy party is available. </td> <td> Account Codes Display the account codes to use when dialing numbers. </td> </tr> <tr> <td> Call Return Return a call to the last party that called you, whether or not the call was answered. </td> <td> Group Paging Display the list of paging groups in which you have been assigned as an originator. </td> </tr> <tr> <td> Last Number Redial Call the last number that you dialed. </td> <td> Personal Phone List Configure a list of numbers to allow quick dialing from your Web Portal Call Manager. </td> </tr> <tr> <td> Speed Dial 8 Dial a pre-defined number by dialing only one digit. </td> <td></td> </tr> </tbody> </table>	Basic	Advanced	Automatic Call Back - Off Allows you to monitor a busy party and automatically establish a call when the busy party is available.	Account Codes Display the account codes to use when dialing numbers.	Call Return Return a call to the last party that called you, whether or not the call was answered.	Group Paging Display the list of paging groups in which you have been assigned as an originator.	Last Number Redial Call the last number that you dialed.	Personal Phone List Configure a list of numbers to allow quick dialing from your Web Portal Call Manager.	Speed Dial 8 Dial a pre-defined number by dialing only one digit.	
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2. Click **Speed Dial 8**.
3. The speed codes are located on the left. Enter the phone numbers you would like to assign to each code.
4. Enter a name for each contact.

Speed Dial 8

Speed Dial 8 allows you to set up to eight speed dial numbers that can be called with the push of a button. Enter the number as you would normally dial it and then just hit that number on your touch pad to call it. You can also program your speed dial using your phone and the star code for Speed Dial 8.

Saved

OK Apply Cancel

Speed Code	Phone Number / SIP-URI	Name
2	3063472751	Post office
3	3063472753	Bank
4		
5		
6		
7		
8		
9		

OK Apply Cancel

- Click **Apply** to save or **OK** to save and return to the previous page.

Now that these contacts are stored, you can place speed dial calls from your desktop phone, IBC Wireless device, or your IBC Desktop, Mobile, or Tablet Client. To dial a speed dial contact from your desktop phone, you will press the speed code number, followed by the # key.

Group Paging

List of paging groups you have been assigned as an originator. As an originator you are allowed to dial the paging group number or extension and page all the target subscribers in the paging group.

Personal Phone List

Import phone lists from a CVS file or add name and numbers individually. This phone list will appear in your personal phone list on your desktop phone and in your desktop client. It will also be searchable through the Directory of your mobile, and tablet clients.

CALL CONTROL

Options:

[Profile](#)
[Incoming Calls](#)
[Outgoing Calls](#)
► [Call Control](#)
[Calling Plans](#)
[Client Applications](#)
[Messaging](#)
[Audio Conferencing](#)
[Utilities](#)

Welcome Bill Demo [\[Logout\]](#)

Call Control

Basic	Advanced
Call Waiting - On Answer a call while already on another call.	Call Me Anywhere Configure the fixed and mobile phones you would like to link to this account.
Call Pickup Display the call pickup group to which you belong.	IBC Mobility - Off Configure the IBC Mobility settings.
Customer Originated Trace Issue a trace to your service provider for your last incoming call by using a feature access code.	Call Queues Display the call queues that you belong to and allow log in or log out from those call queues.
Directed Call Pickup Pick up a call using a feature access code and an extension.	Push to Talk Make and selectively receive Push to Talk calls.
Call Transfer Transfer a call to another phone.	Shared Call Appearance Display alternate calling identity/device profiles or lines assigned to you.
Music On Hold - On Play audio (music) when the remote party is held or parked.	
6-Way Call Start a 6-Way Conference Call.	

Call Waiting

Allows you to turn your call waiting feature on and off.

If you experience an interruption of your voice path on an active call using an ATA connected to an analog phone, disable the **Calling Line ID Delivery on Call Waiting** to resolve the interruption as your device may not support this feature.

Call Transfer

Allows you to transfer a call to another phone. It also includes some advanced settings in the event the person you are transferring to does not answer.

1. Click **Call Control** on the left panel.
2. Click **Call Transfer**.

Options:

[Profile](#)
[Incoming Calls](#)
[Outgoing Calls](#)
► [Call Control](#)
[Calling Plans](#)
[Client Applications](#)
[Messaging](#)
[Audio Conferencing](#)
[Utilities](#)

Call Control

Basic	Advanced
Customer Originated Trace Issue a trace to your service provider for your last incoming call by using a feature access code.	Call Me Anywhere Configure the fixed and mobile phones you would like to link to this account.
Directed Call Pickup Pick up a call using a feature access code and an extension.	Call Queues Display the call queues that you belong to and allow log in or log out from those call queues.
Call Transfer Transfer a call to another phone.	Push to Talk Make and selectively receive Push to Talk calls.
Music On Hold - Off Play audio (music) when the remote party is held or parked.	Shared Call Appearance Display alternate calling identity/device profiles or lines assigned to you.
6-Way Call Start a 6-Way Conference Call.	

To enable call recall on a blind transfer, which will send the call back to you if the other person does not answer:

1. Click **On**.

2. Set the number of rings the caller will hear before the call is recalled (**Number of rings before recall**). It must be less than the number of rings before greeting setting of the person you are transferring to.

The screenshot shows the 'Call Transfer' configuration window. At the top, it says 'Call Transfer allows you to transfer a call to another phone using your phone.' Below this are three buttons: 'OK', 'Apply', and 'Cancel'. The main section contains the following settings:

- 'Call Transfer Recall' is set to 'On' (radio button selected).
- 'Configure Call Transfer Recall' section:
 - 'Number of rings before recall' is set to '4' (dropdown menu).
 - 'Enable Busy Camp On' is set to '120' seconds (checkbox is unchecked).
- 'Use Diversion Inhibitor for Blind Transfer' is set to 'Off' (radio button selected).
- 'Use Diversion Inhibitor for Consultative Calls' is set to 'Off' (radio button selected).

At the bottom are three buttons: 'OK', 'Apply', and 'Cancel'.

3. Go to **Messaging** on the left panel, then **Voice Mail** to verify.

The screenshot shows the 'Voice Mail' configuration window. At the top, it says 'Voice Mail allows you to specify how to handle your voice messages. You can choose to send busy and/or unanswered calls to your voice mail, as well as the number of rings before an incoming call is considered unanswered.' Below this are three buttons: 'OK', 'Apply', and 'Cancel'. The main section contains the following settings:

- 'Voice Mail' is set to 'On' (radio button selected).
- 'Send All Calls to Voice Mail' is unchecked.
- 'Send Busy Calls to Voice Mail' is checked.
- 'Send Unanswered Calls to Voice Mail' is checked.
- 'Number of rings before greeting' is set to '5' (dropdown menu).

At the bottom are three buttons: 'OK', 'Apply', and 'Cancel'.

To enable the Busy Camp On feature (when Call Transfer Recall is enabled), which allows you to camp a call on the line of the person you are blind transferring to so when they become available the call is automatically sent to them:

1. Click **Enable Busy Camp On**.
2. Enter the number of seconds before the call is recalled if the user does not become available.

This screenshot is identical to the one above, showing the 'Call Transfer' configuration window. The only difference is that the 'Enable Busy Camp On' checkbox is now checked, and the 'Number of rings before recall' is still set to '4'.

NOTE: Busy Camp On will only work if you get a busy signal when attempting to transfer the call. Since other IBC users have a default setting of Call Forward Busy to Voice Mail, you will need to use Diversion Inhibitor in conjunction with Busy Camp On in order to receive the busy signal required.

The Diversion inhibitor will prevent transferred calls from landing directly into voice mail if the phone associated to the user you are transferring to is busy.

NOTE: Diversion Inhibitor and Busy Camp On will only work when blind transferring to another IBC user who is not using IBC Wireless or Call Me Anywhere.

To enable this setting for Blind Transfer or Consultative calls:

1. Click **On** to those that apply.
2. Click **Apply** to save or **OK** to save and return to the previous page.

Music On Hold

Allows you to turn on music for all calls when the remote party is held or parked.

Call Me Anywhere

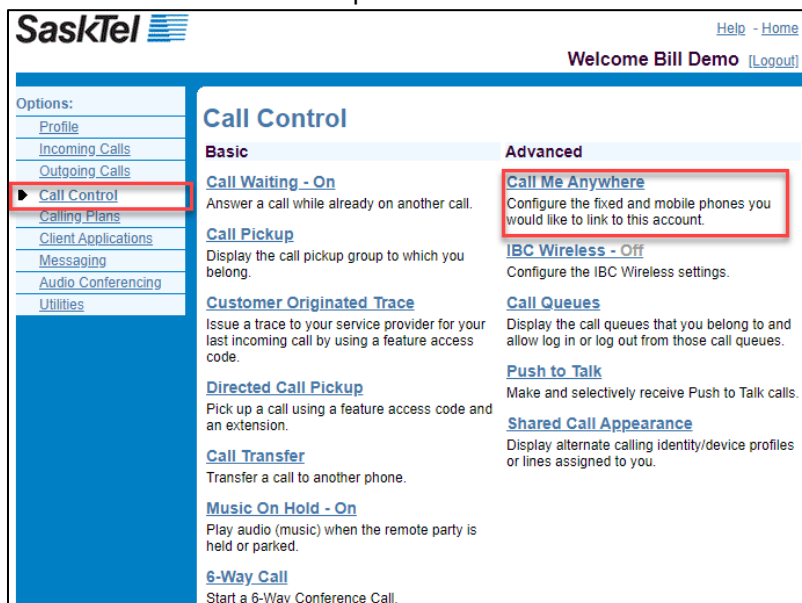
A mobility feature that allows you to use a phone of your choice, such as your personal mobile phone, to perform the following functions:

- Receive calls on your Call Me Anywhere (CMA) phone when a caller dials your desktop phone number
- Place calls from your IBC Mobile Client for iPhone or Android using your business caller ID if you have IBC Collaboration

Before you can begin using Call Me Anywhere, you must set up your designated phone and several feature preferences.

To set up the Call Me Anywhere feature profile page:

1. Click **Call Control** on the left panel.



2. Click **Call Me Anywhere**.
3. To add an Anywhere number, click **Add**.
4. Enter a **Phone Number**, then a **Description** (for example, mobile phone).
5. By default, this number will be enabled. Confirm that the **Enable this Location** box is checked.
6. To enable Answer Confirmation, click the **Require Answer Confirmation** box. This plays a confirmation message to you when you receive a call on your Anywhere number. It requires you

to press any number on the keypad before accepting the call. This option is useful if you do not want the caller to reach your Call Me Anywhere phone's voice mail box, or to differentiate between personal or business calls.

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: 3065555555
Description: Mobile TN
☒ 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

NOTE: In some cases, enabling Diversion Inhibitor for a Call Me Anywhere phone number that is not provided by SaskTel may allow it to work but is not guaranteed. Call Control is not available.

Use the Selective Criteria tab if you wish to add rules to this feature. For example, if you only want calls from specific people to reach your anywhere number, or if you only want calls to reach your anywhere number during your office hours, you can configure those settings here:

1. Click **Add**.
2. Enter the name of your rule in the description field (for example, VIP Customers).
3. Select the time schedule you would like to apply to this rule, or if you want this rule to always apply, leave **Every Day All Day** selected. If you want this rule to only be applicable during office hours, select a time schedule.
4. Click the **Following phone numbers** button, then specify the 10-digit phone numbers in the available fields.
5. Click **OK** to save your changes.

NOTE: The **Calls to** section of this page will only show for those who subscribe to IBC Wireless. Create different criteria for your different numbers.

Call Me Anywhere Criteria Add

Allows you to add a selective criteria for a Call Me Anywhere phone number.

OK Cancel

Phone Number: 3065555555

* Description: VIP Customers

☒ Use call me anywhere
☐ Do not use call me anywhere

Selected Time Schedule: Every Day All Day ▼

Selected Holiday Schedule: None ▼

Calls from

☐ Any phone number
☒ Following phone numbers:

☐ Any private number

☐ Any unavailable number

 Specific phone numbers:

Calls to

When no numbers are selected, the called number is not used as part of the criteria.

Available Call to Numbers	Selected Call to Numbers
Primary (3063472750/2750)	

Add >
 Remove <
 Add All >>
 Remove All

OK Cancel

To pull a call while on the anywhere phone, pick up the handset on your desktop phone, then dial *11. The call will be moved from your anywhere phone to your desktop phone.

To pull a call from your anywhere phone to your desktop client or your mobile client, click or press *11 from the desktop or mobile client.

If you are an IBC Collaboration subscriber, once you have enabled CMA for your mobile device, you will be prompted with two additional options when placing outbound calls from the IBC Mobile client: call back and call through.

The main use of these two features are to complete calls using the cellular network instead of Wi-Fi or data, and to have your office phone number show up in outgoing call display. Users may want to do this in an area where they are on an unreliable data connection, roaming, or do not want to share their cell phone number with the party they are calling.

For details on these dialing methods, see Call Me Anywhere in the **IBC Feature Guide** at sasktel.com/ibcsupport.

Call Queues

The IBC Call Queue is a virtual user service that allows business agents to receive incoming calls from a central phone number.

When subscribed and assigned to a Standard Call Queue, you can set your ACD State to Sign-In, Sign-Out, Available, Unavailable, or Wrap-up. You can also join a call queue if given the ability to from your Administrator.

Call Queues

Call Queues displays your current ACD state and all the ACDs you belong to and whether you are currently joined in their call queues. You can set your ACD state and join or remove yourself from that ACD's call queue if permitted by your administrator.

OK Apply Cancel

Call Queue Service Assigned: Standard

ACD State: Available ▼

Agent Threshold Profile: Default Agent Threshold Profile

Use Guard Timer Setting: Default

Enable guard timer for 5 seconds

Use Agent Unavailable Settings: Default

Force agent to unavailable on Do Not Disturb activation

Force agent to unavailable after 3 consecutive bounced calls

Force agent to unavailable on not reachable

Join Call Queue	Call Queue ID	Phone Number	Extension	Routing Type	Skill Level
✓	3069807153	3069807153	7153		
✓	3069807155	3069807155	7155		

OK Apply Cancel

For details about Standard Call Queue, see the [Standard Call Queue Guide for End Users](https://sasktel.com/ibcsupport) at sasktel.com/ibcsupport.

Push to Talk

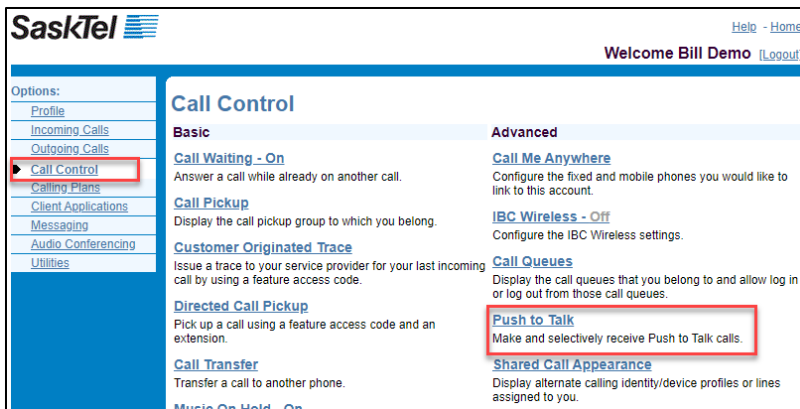
Allows you to place a call to another user in your Enterprise, similar to a paging or intercom system, but through the speaker on your phone. It is commonly used with the Call Park and Retrieve feature, allowing you to notify the user that a call has been parked on their line.

Common use cases:

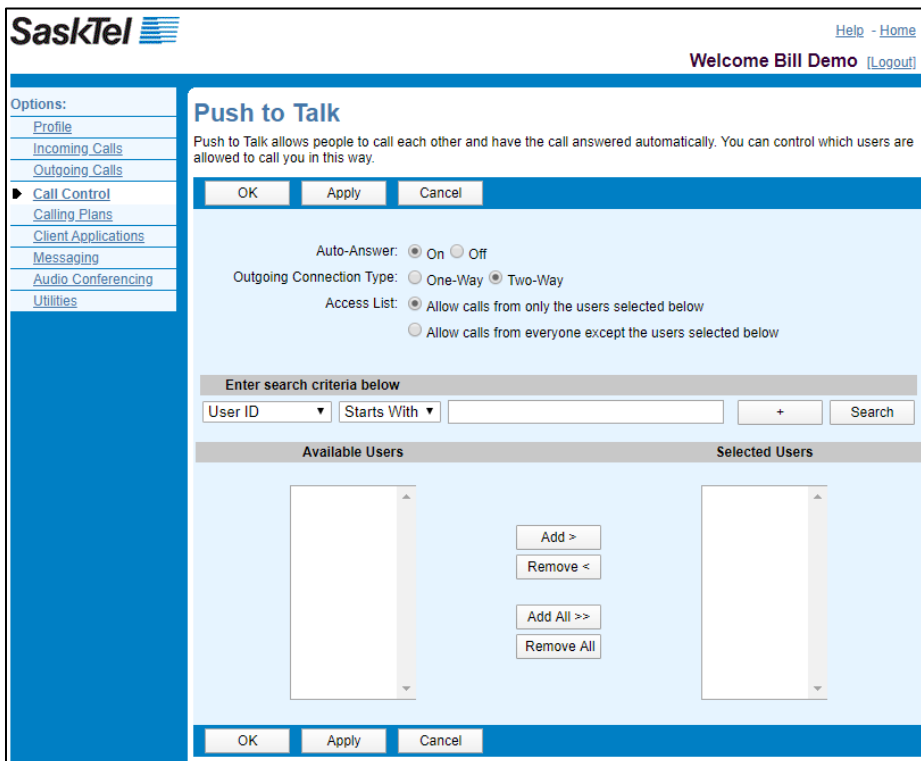
- Receptionist or Executive Assistant is able to intercom or page the Executive to see if they are available.
- Can be used like a page if you want to page a specific person.
- Can be used in a warehouse environment for target paging instead of overhead paging

To configure Push to Talk:

1. Click **Call Control** on the left panel.



2. Click **Push to Talk**



There are several optional features that can be configured:

- **Auto-Answer** - If this option is enabled, and you receive a Push to Talk notification from another user, your phone will automatically answer, playing a tone to notify you of an incoming page. If this is set to off, then you will need to answer the Push to Talk call.
- **One-Way/Two-Way** - If **One-Way** is selected, you, as the originator can talk to the party you are calling, but the party receiving your call cannot talk to you, the originator. If **Two-Way** is selected, then you, as the originator, and the party receiving the call can both talk.
- **Access List settings** - These settings determine who you can receive Push to Talk calls from. If you select to allow calls from only the users selected below, then you will only be able to receive Push to Talk calls from those uses you have selected. If you choose to allow calls from everyone except for the users selected below, then you will be able to receive Push to Talk calls from all users, except for those you have selected to not receive Push to Talk from.

- **Setting up Selected Users** - Click Search to see a list of all available users in your Enterprise. Select the user you wish to add to your list and click Add. When creating your list keep in mind whether you have selected to allow or disallow users in the list to send you Push to Talk calls.

To Place a Push to Talk call:

1. Pick up the handset or press the speakerphone button on your desktop phone.
2. Dial ***53** followed by the extension of the user you wish to communicate with.
3. When the call is answered, either through auto answer or manual answer, both parties will hear a tone to announce the start of the Push to Talk call. If the user has auto answer enabled, their phone will immediately go off-hook, both parties will hear the tone, and you can begin speaking your announcement.

NOTE: Your Push to Talk call will not be completed if that user does not have you listed.

Shared Call Appearance (SCA)

Options:
[Profile](#)
[Incoming Calls](#)
[Outgoing Calls](#)
▶ [Call Control](#)
[Calling Plans](#)
[Client Applications](#)
[Messaging](#)
[Audio Conferencing](#)
[Utilities](#)

Shared Call Appearance

Shared Call Appearance allows administrators to allocate additional devices or lines to you. These devices or lines also ring just like your primary phone. You cannot add or remove these devices or lines. If you need assistance, contact your administrator.

OK
Apply
Cancel

☐ Alert all appearances for Click-to-Dial calls
☐ Alert all appearances for Group Paging calls
☒ Allow Call Pull from another location
☐ Allow bridging between locations
☐ Enable Call Park notification

Bridge Warning tone: ☒ None
☐ Barge-in only
☐ Barge-in and repeat every 30 seconds

Identity/Device Profile Type ▲	Identity/Device Profile Name	Public Identity	Edit
Business Communicator - Mobile	3063472750_BTBC-Mb (Group)	+13063472750_02@ibc.s...	Edit
Business Communicator - PC	3063472750_BTBC-PC (Group)	+13063472750_01@ibc.s...	Edit
Business Communicator - Tablet	3063472750_BTBC-Tb (Group)	+13063472750_03@ibc.s...	Edit

[Page 1 of 1]

Identity/Device Profile Type ▼
Starts With ▼
[Find](#) [Find All](#)

OK
Apply
Cancel

Allows administrators to allocate additional devices or lines to you. These devices or lines also ring just like your primary phone. Examples of SCAs are another user's telephone number in your Enterprise, your IBC Wireless TN, your tablet, mobile, or desktop client. You cannot add or remove these devices or lines. If you need assistance, contact your Administrator.

When you are in idle presence, an incoming call alerts all the assigned locations. The first location to answer is considered the active location and the other locations are released and locked for further use. If you are already busy on a call on one of the locations associated with the line, the incoming call is presented to the active location only.

Another user's telephone number in your Enterprise that is assigned as your SCA will not be available in the soft clients.

Enabling **Alert all appearances for Click-to-Dial calls** refers to calls that are originated from your desktop client by clicking on the phone icon. This will normally just ring your desktop phone. If you want it to ring all SCAs, you can enable that here.

Enabling **Alert all appearances for Group Paging calls** will alert all appearances for pages that are delivered to your telephone number.

Enable **Allow Call Pull from another location** when you want to pull an active call that was picked up at another location. For example, you can pick up an incoming call on your mobile client and pull it to your desktop phone using *11.

Enabling **Allow bridging between locations** will allow Shared Call Appearance locations to barge in on an active call involving another location. When one of the Shared Call Appearance locations has an active call, the devices at all locations show that that call is active. If bridging is enabled, any device can be used to barge in on that call.

Enabling **Enable Call Park notification** will alert you as to when a call is parked on an additional line.

Set your **Barge Warning tone** to **None**, **Bridge-in only**, or **Barge-in and repeat every 30 seconds**. You can specify whether a warning tone should be provided when a shared location barges in on an existing call. For example, this warning tone is useful for privacy to notify the executive that another party is now listening on the call.

CALLING PLANS

The Incoming and Outgoing Calling Plans menu show any restrictions to your calling that have been set by your Administrator. There are no user configurable settings in Calling Plans.

CLIENT APPLICATIONS

Busy Lamp Field (BLF)

BLF is used if you would like to monitor the line status of another user's line from the line keys on your desktop phone or in the desktop client. If enabled, you can see if that user's line is idle, ringing, or busy.

To configure **Busy Lamp Field**:

1. Click **Client Applications** on the left panel.



2. Click **Busy Lamp Field**.

3. **Enable Call Park notification** allows you to select if you would like to see if a call is parked on the monitored users line. On a Poly VVX desktop phone a BLF line with a call parked on it will show a P beside the line. On a Cisco desktop phone, the key will flash red and the display will say: "Call Parked" beside that key.
4. To configure the list of users to monitor, click **Search**. A list of all available users will be displayed.
5. Select the users to monitor in the **Available Users** list.
6. Click **Add** to move them to the **Monitored Users** list.
7. Users will be displayed on your desktop phone and desktop client in the order they appear here. Move them down or up as needed.
8. Click **Apply** to save and **OK** to go back to the previous page
9. In order to see the changes on your desktop phone, you may need to reboot your phone.

NOTE: The number of available line keys on your desktop phone or expansion module will determine how many lines you will be able to monitor. If you configure more monitored users than the number of available line keys, you will not see all the users you selected on your phone set. The maximum number of lines you can monitor is 50.

MESSAGING

Voice Mail

From the IBC user portal, you can configure some of your basic settings.

1. Click **Messaging** from the left panel.

The screenshot shows the SaskTel IBC Portal interface. On the left is a sidebar with 'Options:' and a list of links: Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Client Applications, **Messaging** (highlighted with a red box), Audio Conferencing, and Utilities. The main content area is titled 'Messaging' and has two tabs: 'Basic' and 'Advanced'. Under the 'Basic' tab, there are two sections: 'Collaborate - Sharing' (with a description: 'Allows the sharing functions of IBC.') and 'Integrated IM&P - On' (with a description: 'Allows a user to have IM&P service hosted on a cloud server.'). Under the 'Advanced' tab, there is a section titled 'Voice Mail - On' (highlighted with a red box) with the description 'Configure voice mail.'

2. Click **Voice Mail**. By default, your voice mail service will be turned On. It is not recommended to turn it off. If you do not wish for calls to go to voice mail, uncheck all three options.

The screenshot shows the 'Voice Mail' configuration page. At the top, there are three buttons: 'OK', 'Apply', and 'Cancel'. Below them is a section titled 'Voice Mail' with a description: 'Voice Mail allows you to specify how to handle your voice messages. You can choose to send busy and/or unanswered calls to your voice mail, as well as the number of rings before an incoming call is considered unanswered.' Below the description is a form with the following options: 'Voice Mail:' with radio buttons for 'On' (selected) and 'Off'; three checkboxes: 'Send All Calls to Voice Mail' (unchecked), 'Send Busy Calls to Voice Mail' (checked), and 'Send Unanswered Calls to Voice Mail' (checked); and a dropdown menu for 'Number of rings before greeting:' set to '3'. At the bottom are three buttons: 'OK', 'Apply', and 'Cancel'.

3. Check **Send All Calls to Voice Mail** if you want to send all incoming calls directly to voice mail. Alternatively, it is recommended to use the **Do Not Disturb** feature if you want to perform this function.
4. Check **Send Busy Calls to Voice Mail** if you want to send calls to voice mail while you are talking on another active call or have Do Not Disturb enabled.
5. Check **Send Unanswered Calls to Voice Mail** if you want to send calls that you are unable to answer because you are away from your phone.
6. Select the number of rings callers will hear before reaching your voice mail greeting.
NOTE: This parameter is shared with Call Forward No Answer. Changing it here will affect both features.
7. Click **Apply** to save or **OK** to save and return to the previous page.

To set up features like Voice Mail to Text, Voice Mail to Email, Voice Mail to Fax, or to check voice mail messages and record greetings, log into the voice mail portal at sasktel.com/voicemail. For details on setting up and using Voice Mail, see the [Business Voice Mail support page](#).

AUDIO CONFERENCING

Conferences

When assigned the Audio Conferencing feature by your Administrator, you can create your own, unique Conference Events. You can also be assigned as a delegate from another host.

To learn how to create and use conferences, see the **IBC Audio Conferencing Guide** at sasktel.com/ibcsupport.

Recordings

Access and manage all your recorded audio conferences. Audio Conference Recordings have a maximum duration of 4 hours and are stored for 31 days. Download any conference recordings you wish to keep beyond 31 days.

UTILITIES

Basic Call Logs

The basic call logs feature enables you to view your call detail records.

1. Click **Utilities** on the left panel.



2. Click **Basic Call Logs**.

Basic Call Logs

Basic Call Logs displays the most recently received, missed, or placed calls and also allows deletion of call logs. Click on the appropriate tab to see the desired type of logs.

OK Apply Cancel

Select All Deselect All

Placed Calls Received Calls Missed Calls

Delete	Name	Phone Number	Date/Time
<input type="checkbox"/>	Unavailable	3067771861	7/18/19 4:22 PM
<input type="checkbox"/>	Bill Demo	3063472750	7/15/19 3:08 PM
<input type="checkbox"/>	Bill Demo	3063472750	7/15/19 3:07 PM
<input type="checkbox"/>	Bill Demo	3063472750	7/15/19 3:06 PM
<input type="checkbox"/>	Bill Demo	3063472750	7/15/19 3:06 PM
<input type="checkbox"/>	Bill Demo	3063472750	7/15/19 9:29 AM
<input type="checkbox"/>	Bill Demo	3063472750	7/15/19 9:28 AM
<input type="checkbox"/>	Bill Demo	3063472750	7/12/19 3:00 PM
<input type="checkbox"/>	MeetMe Sasktel_IBC_Demo.regn	3063472756	7/12/19 10:24 AM
<input type="checkbox"/>	Erin Demo	3063472755	7/11/19 4:34 PM
<input type="checkbox"/>	Erin Demo	3063472755	7/11/19 4:33 PM
<input type="checkbox"/>	Erin Demo	3063472755	7/11/19 4:33 PM
<input type="checkbox"/>	Unavailable	3067772725	7/11/19 12:09 PM
<input type="checkbox"/>	Bill Demo	3063472750	5/27/16 9:07 AM
<input type="checkbox"/>	Bill Demo	3063472750	5/27/16 9:05 AM
<input type="checkbox"/>	Bill Demo	3063472750	5/27/16 9:04 AM
<input type="checkbox"/>	Bill Demo	3063472750	5/27/16 9:04 AM
<input type="checkbox"/>	MeetMe Sasktel_IBC_Demo.regn	3063472756	5/12/16 9:15 AM
<input type="checkbox"/>	MeetMe Sasktel_IBC_Demo.regn	3063472756	5/12/16 8:58 AM
<input type="checkbox"/>	MeetMe Sasktel_IBC_Demo.regn	3063472756	5/11/16 3:13 PM

OK Apply Cancel

3. To view or delete your placed calls, click the **Placed Calls** tab.
4. To view or delete your Received calls, click the **Received Calls** tab.
5. To view or delete your Missed calls, click the **Missed Calls** tab.

Your most recent 20 calls of each call type will be displayed.

- If you subscribe to the desktop, tablet, or mobile client, the history is synced to the basic call logs in the portal
- If you have a Poly VVX desktop phone, the recent missed, received, and placed calls will display 100 entries
- If you have a Cisco desktop phone, the recent missed, received, and placed individual and group calls will display 180 entries

Feature Access Codes

To view the current list of Feature Access Codes that can be used from your desktop phone, your IBC Desktop Client, or IBC Mobile Client:

1. Click **Utilities** on the left panel.



2. Click **Feature Access Codes**.

Feature Access Codes

Feature Access Codes list the star codes for services that you have. To activate a service, dial the code shown below followed by the # key. Some require additional information such as a phone number, but you are prompted for that information. You cannot change your feature access codes.

OK	
*58	Automatic Call Back Deactivation
*59	Automatic Call Back Menu Access
*30	Call Bridge
*72 or *21	Call Forwarding Always Activation
*73 or #21	Call Forwarding Always Deactivation
*#21	Call Forwarding Always Interrogation
*22	Call Forwarding Always To Voice Mail Activation
#22	Call Forwarding Always To Voice Mail Deactivation
*90	Call Forwarding Busy Activation
*91	Call Forwarding Busy Deactivation
*#23	Call Forwarding Busy Interrogation
*23	Call Forwarding Busy To Voice Mail Activation
#23	Call Forwarding Busy To Voice Mail Deactivation
*92 or *61	Call Forwarding No Answer Activation
*93 or #61	Call Forwarding No Answer Deactivation
*#92 or *#61	Call Forwarding No Answer Interrogation
*24	Call Forwarding No Answer To Voice Mail Activation
#24	Call Forwarding No Answer To Voice Mail Deactivation
*63	Call Forwarding Selective Activation
*83	Call Forwarding Selective Deactivation
*67 or #31	Calling Line ID Delivery Blocking per Call
*55	Call Park
*56	Call Park Retrieve
*76	Call Pickup
*11	Call Pull
*69	Call Return
*29	Call Return Number Deletion
*#43	Call Waiting Interrogation
*43	Call Waiting Persistent Activation
#43	Call Waiting Persistent Deactivation
*70	Cancel Call Waiting
*97	Clear Voice Message Waiting Indicator
*#25	Connected Line Identification Restriction Interrogation
*57	Customer Originated Trace
*85	Directed Call Pickup
*98	Direct Voice Mail Transfer
*78	Do Not Disturb Activation
*79	Do Not Disturb Deactivation
*18	Escalate Call to Supervisor
*95	Group Call Park
*51	Hunt Group Busy Activation
#51	Hunt Group Busy Deactivation
*#51	Hunt Group Busy Interrogation
## or **	Last Number Redial
*12	Location Control Activation
*13	Location Control Deactivation
*48	Music On Hold Per-Call Deactivation
*94	No Answer Timer
*20	Per Call Account Code
#0322	Push Notification Retrieval
*53	Push to Talk
*#60	Selective Call Rejection Interrogation
*74	Speed Dial 8
*00	VM Deposit Dialing
*99	VM Retrieval Dialing
*49	Wireless Calling Line ID Activation
*50	Wireless Calling Line ID Activation Per Call
#49	Wireless Calling Line ID Deactivation
#50	Wireless Calling Line ID Deactivation Per Call
OK	

Enterprise Directory

Displays the enterprise directory listing. A summary of the enterprise directory, up to 1,000 users, can be generated, which can be easily printed and a detailed phone list can be generated.